



MARKYT Community Scorecard ©

Benchmarking: MARKYT® Industry Standards | subset of similar councils

Prepared for: Shire of Donnybrook Balingup

Prepared by: CATALYSE® Pty Ltd

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Strategic Insights

Residents view the Shire of Donnybrook Balingup as a good place to live and visit, though there is room to address perceptions of governance:

- As a **place to live**, the performance index score is **77 out of 100**, 2 index points above average for similar councils.
- As a **place to visit**, the performance index score is **68 out of 100**, 1 index point below average for similar councils.
- As a **governing organisation**, the performance index score is 47; 3 index points below average for similar councils.

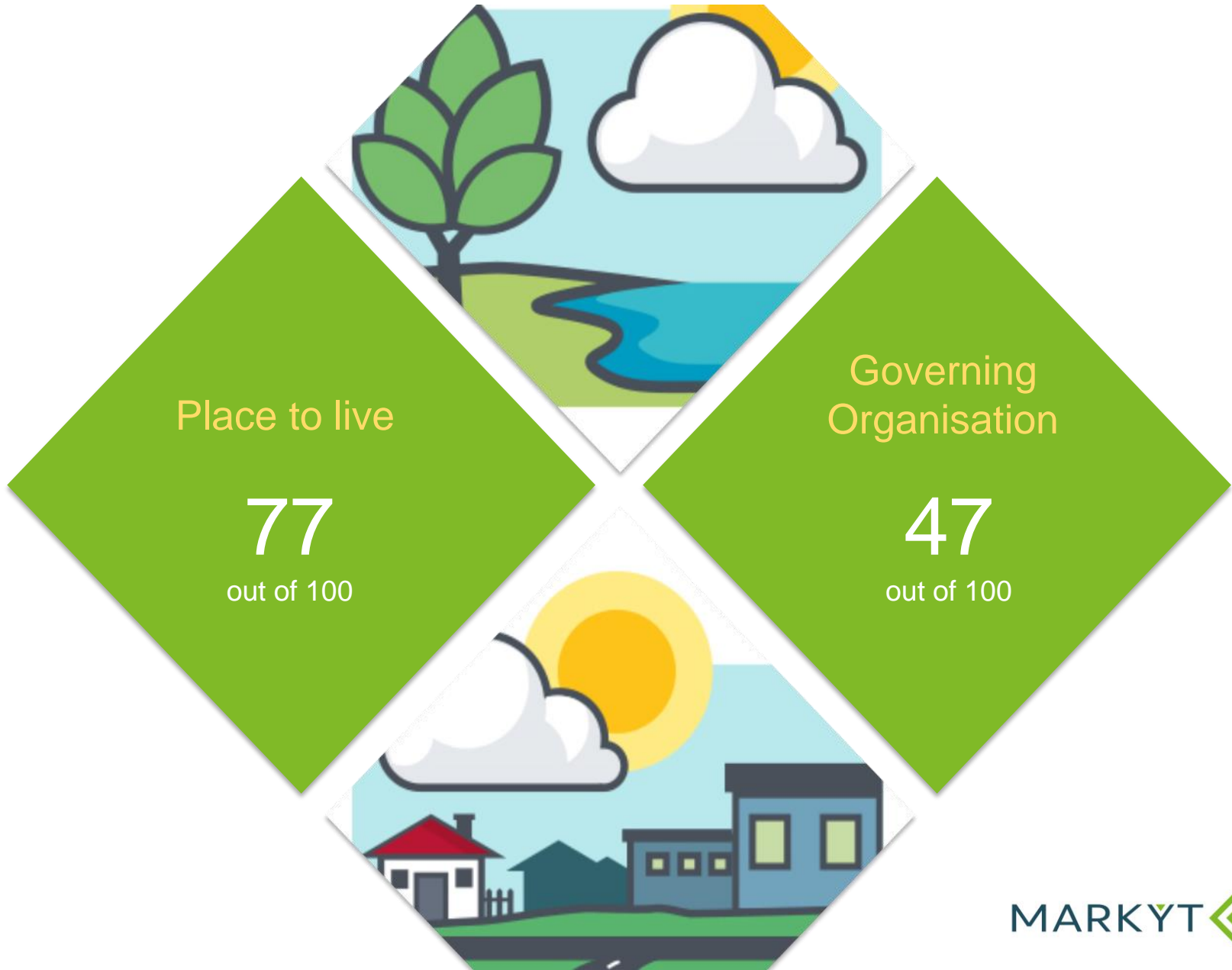
Playgrounds, parks and reserves are considered a strength in the Shire of Donnybrook Balingup. Other high performance areas include library and information services and sport and recreation facilities. Relative to similar councils, the Shire is leading in 7 measures and on par or above average in a further 10 areas.

The community would like the Shire to focus on three **key priorities**:

1. Openness and transparency of Council processes
2. How the community is consulted about local issues
3. Tourism attractions and marketing

Secondary priorities include local roads, Council's leadership within the community, conservation and environmental management, economic development, how local history and heritage is preserved and promoted, and footpaths, trails and cycleways.





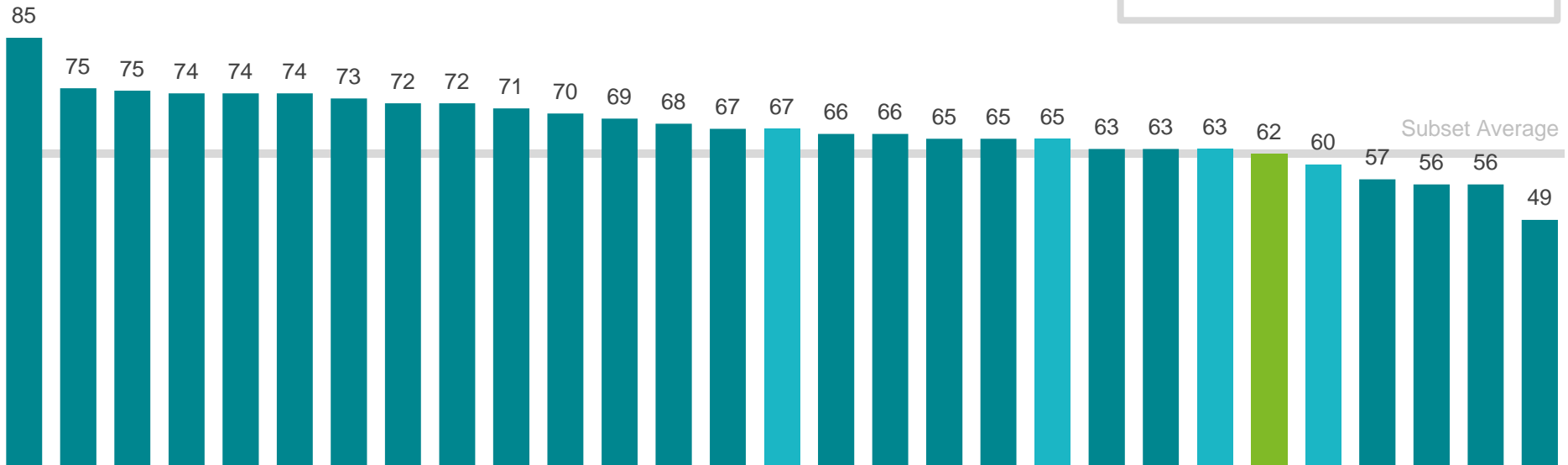
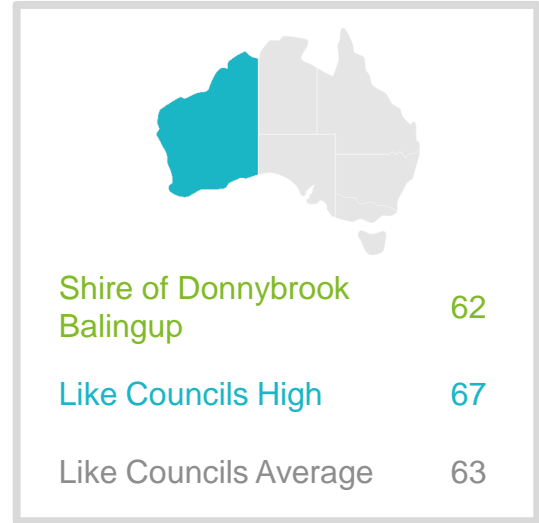
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Shire of Donnybrook Balingup as a 'place to live' and as a 'governing organisation'. The Shire of Donnybrook Balingup's overall performance index score is 62 out of 100, 1 index point below the average of like councils.

Overall Performance Index Score

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

- Shire of Donnybrook Balingup
- Like Councils



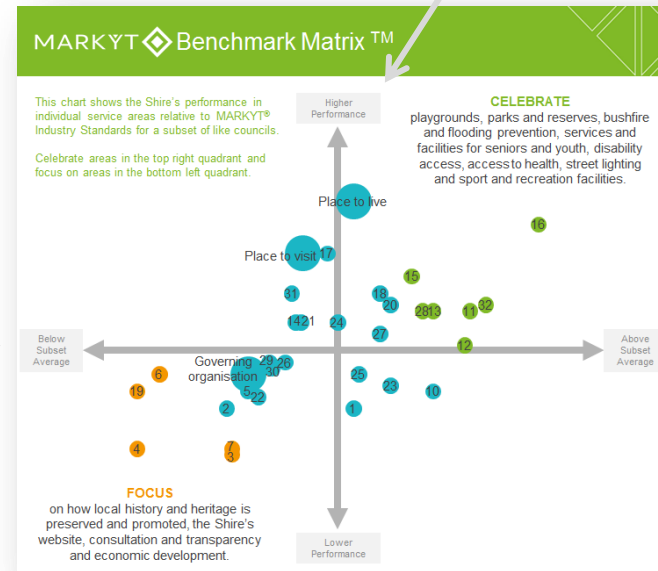
How to read the MARKYT Benchmark Matrix TM

The MARKYT[®] Benchmark Matrix TM (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 the MARKYT[®] Industry Standards.

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

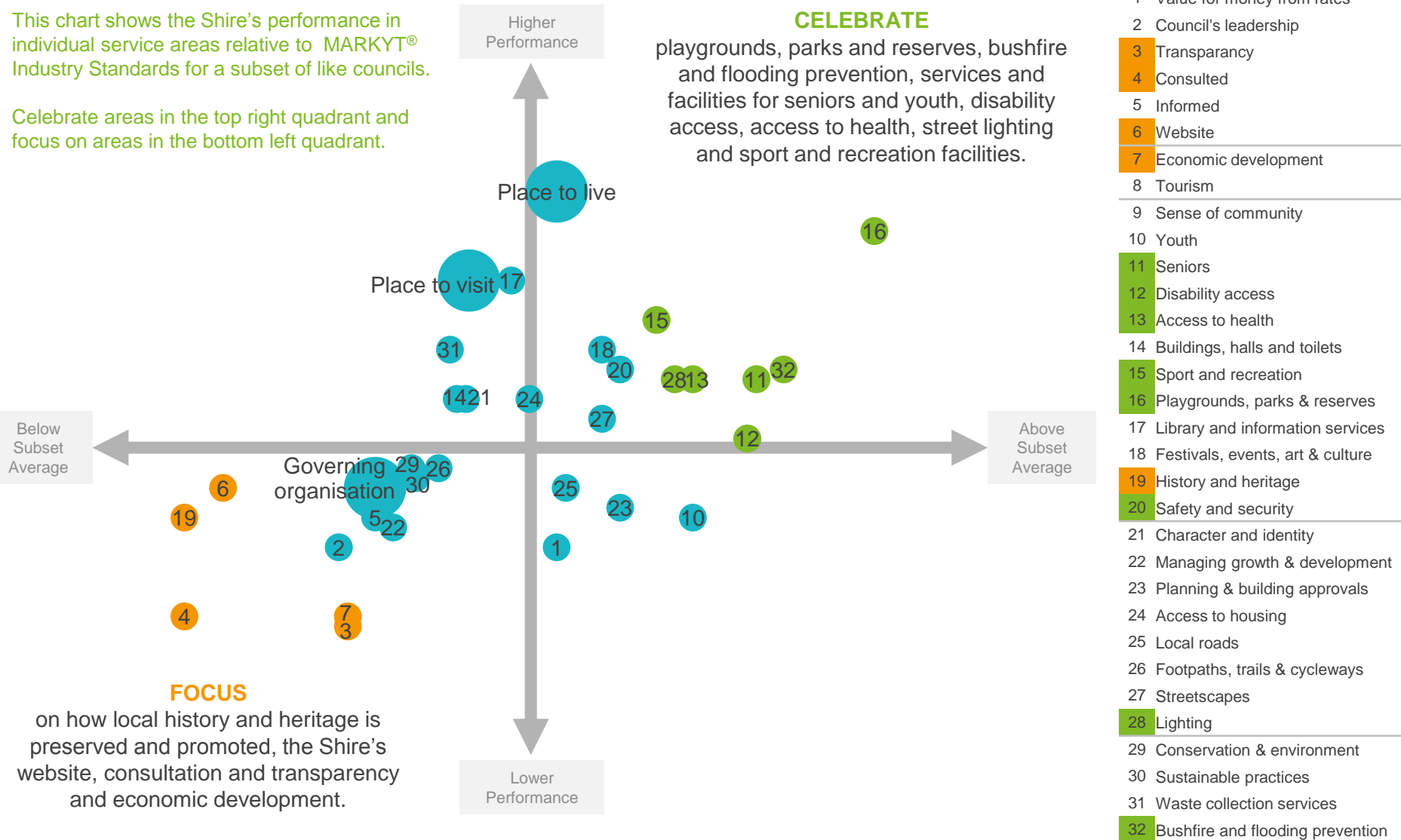
This line represents Council's average performance for all individual measure. As it represents the average, around half of the service areas will be placed above the line, and around half will be positioned below the line.



MARKYT Benchmark Matrix™

This chart shows the Shire's performance in individual service areas relative to MARKYT® Industry Standards for a subset of like councils.

Celebrate areas in the top right quadrant and focus on areas in the bottom left quadrant.



- 1 Value for money from rates
- 2 Council's leadership
- 3 Transparency
- 4 Consulted
- 5 Informed
- 6 Website
- 7 Economic development
- 8 Tourism
- 9 Sense of community
- 10 Youth
- 11 Seniors
- 12 Disability access
- 13 Access to health
- 14 Buildings, halls and toilets
- 15 Sport and recreation
- 16 Playgrounds, parks & reserves
- 17 Library and information services
- 18 Festivals, events, art & culture
- 19 History and heritage
- 20 Safety and security
- 21 Character and identity
- 22 Managing growth & development
- 23 Planning & building approvals
- 24 Access to housing
- 25 Local roads
- 26 Footpaths, trails & cycleways
- 27 Streetscapes
- 28 Lighting
- 29 Conservation & environment
- 30 Sustainable practices
- 31 Waste collection services
- 32 Bushfire and flooding prevention

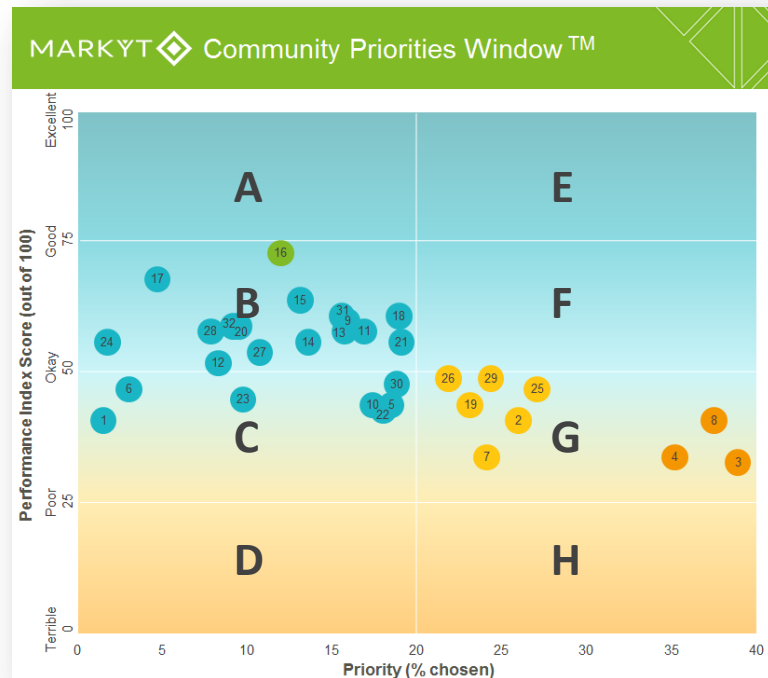
Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. Service areas are included when MARKYT® Industry Standards are available.

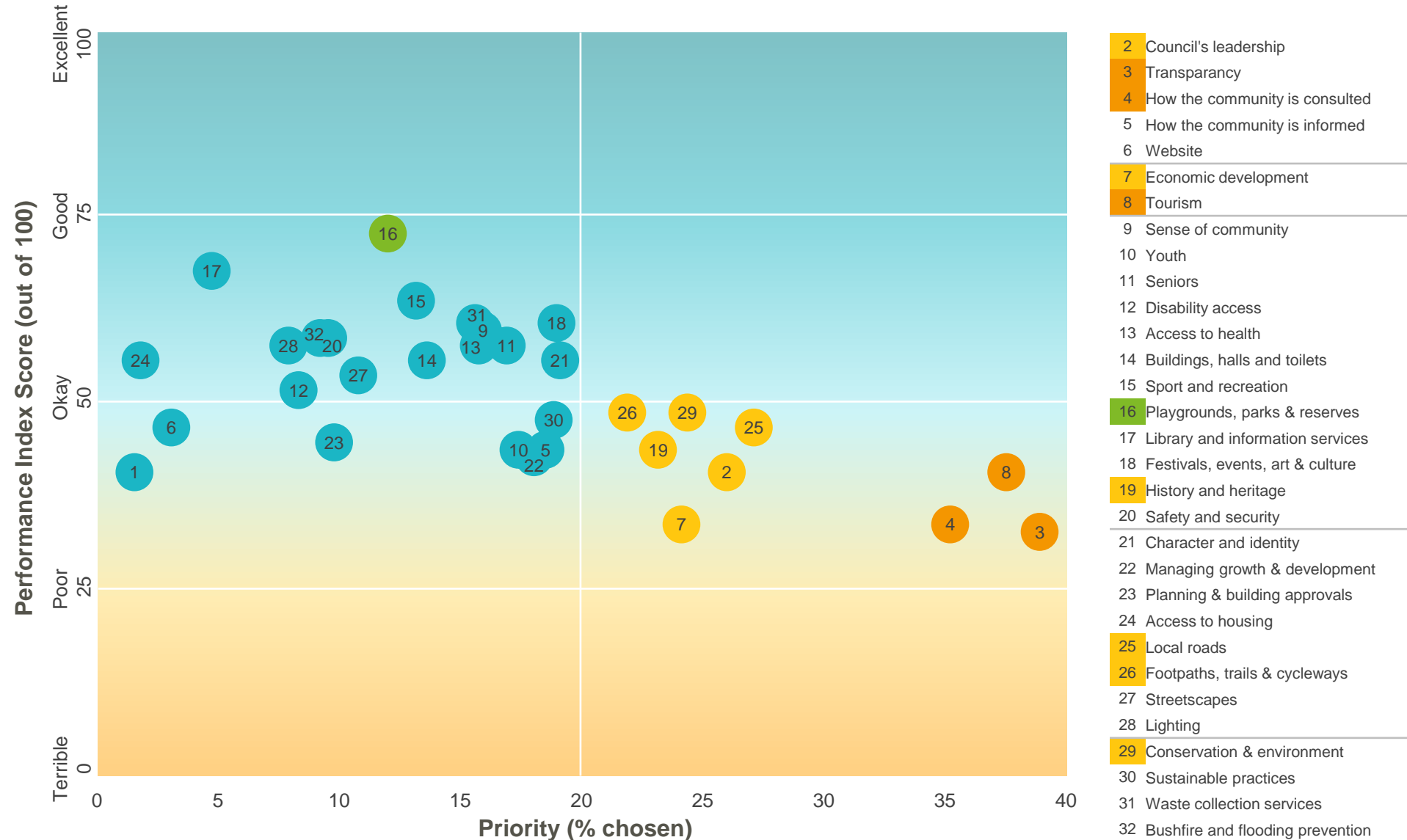
In the Shire of Donnybrook Balingup's Community Priorities Window, detailed overleaf, most services are located in Window B. These are higher performing areas, receiving average ratings between okay and good.

Playgrounds, parks and reserves is the highest performing area with an average rating of 'good'.

Moving forward, the community would like Council to prioritise being open and transparent, consulting the community about local issues and tourism attractions and marketing (orange markers Window G).

Secondary priorities include leadership within the community, local roads, economic development, conservation and environmental management, how local history and heritage is preserved and promoted, and footpaths, trails and cycleways.





- 2 Council's leadership
- 3 Transparency
- 4 How the community is consulted
- 5 How the community is informed
- 6 Website
- 7 Economic development
- 8 Tourism
- 9 Sense of community
- 10 Youth
- 11 Seniors
- 12 Disability access
- 13 Access to health
- 14 Buildings, halls and toilets
- 15 Sport and recreation
- 16 Playgrounds, parks & reserves
- 17 Library and information services
- 18 Festivals, events, art & culture
- 19 History and heritage
- 20 Safety and security
- 21 Character and identity
- 22 Managing growth & development
- 23 Planning & building approvals
- 24 Access to housing
- 25 Local roads
- 26 Footpaths, trails & cycleways
- 27 Streetscapes
- 28 Lighting
- 29 Conservation & environment
- 30 Sustainable practices
- 31 Waste collection services
- 32 Bushfire and flooding prevention

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response (n = varies)
 Q. Overall, what would you mostly like the Shire of Donnybrook Balingup to focus on improving? Please select your TOP 5 priorities from the list below. Base: All respondents, excludes no response (n = 390)

The Study

The Study

In January-February 2019, the Shire of Donnybrook Balingup administered a MARKYT® Community Scorecard to evaluate community priorities and measure Council's performance against key indicators in the Strategic Community Plan.

Scorecard invitations were sent to all residential addresses in Australia Post's unaddressed mail database.

The Shire supported the survey with promotions through its communication channels, including the website, newsletters and social media.

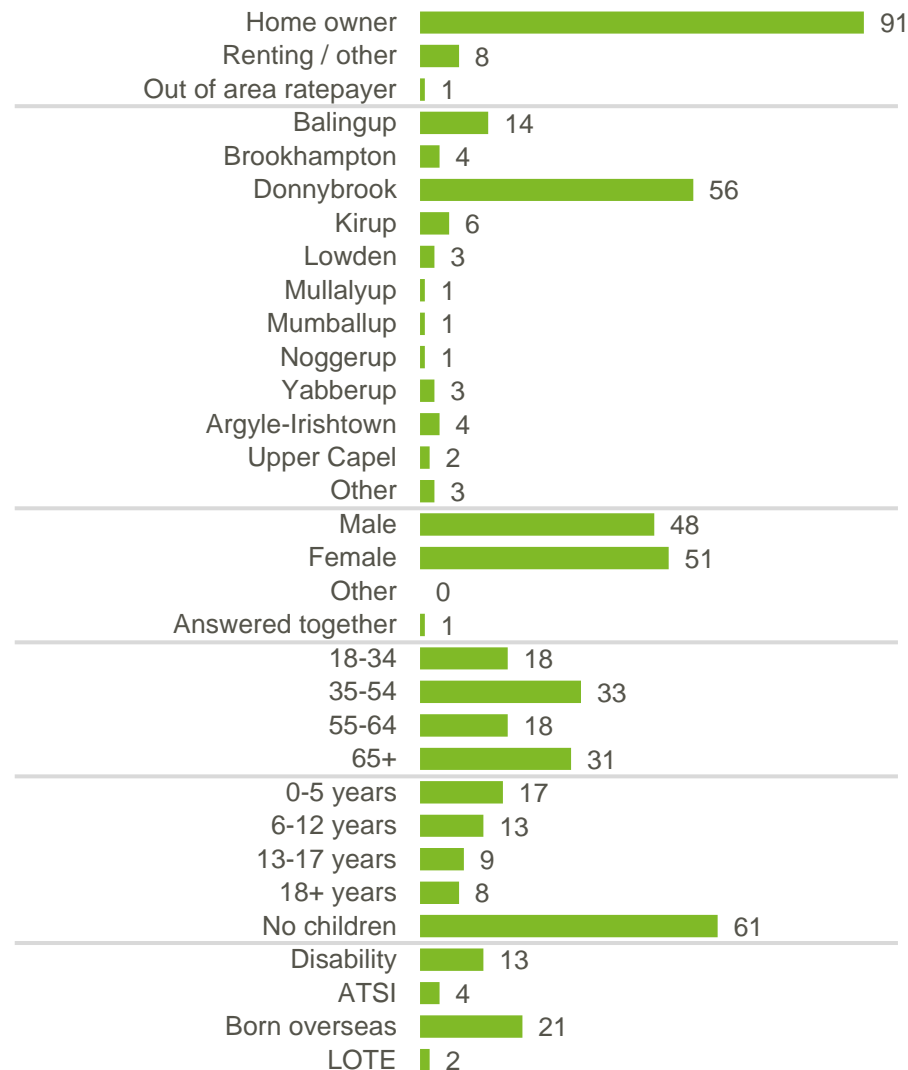
In total, **441 responses** were received.

Of these responses, 28 respondents were affiliated with the Shire. They were either working for the Shire as an employee or Elected Member or they were living with a Shire employee or Elected Member. As analysis of responses from Shire affiliated and non-affiliated produced very different results, results have been reported separately. The main body of the report presents responses from the non-affiliated sample.

The final dataset was weighted by age and gender to match the ABS Census population profile.

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

% of respondents (weighted)



The MARKYT® Community Scorecard has been conducted by a large and diverse group of councils across Western Australia. While it is beneficial to see how council is performing compared to other councils across Western Australia, benchmarking goes to the next level and provides greater relevance and meaning when we compare apples with apples.

Councils have an opportunity to benchmark performance against a subset of similar councils. The Shire of Donnybrook Balingup has chosen to compare its performance to four like councils, the Shires of Capel, Dandaragan, Denmark and York.



How to read this report

Performance Ratings

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

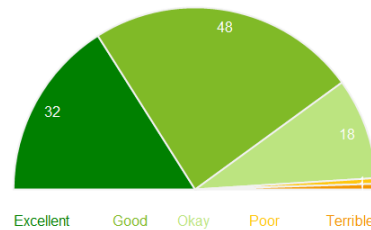
The **Performance Index Score** is a score out of 100 using the following formula:

$$\frac{(\text{average score} - 1)}{4} \times 100$$

In effect, the Performance Index Score converts the average rating into a zero-based score out of 100.

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

Performance ratings
% of respondents



MARKYT Industry Standards
Performance Index Score



Shire of Donnybrook Balingup	77
Like Councils High	82
Like Councils Average	76

Variations across the community
Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
77	77	77	78	74	79	77	76	78	79	78	77	80	73

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 a subset of like councils in Western Australia.

Council Score is the Council's performance index score.

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

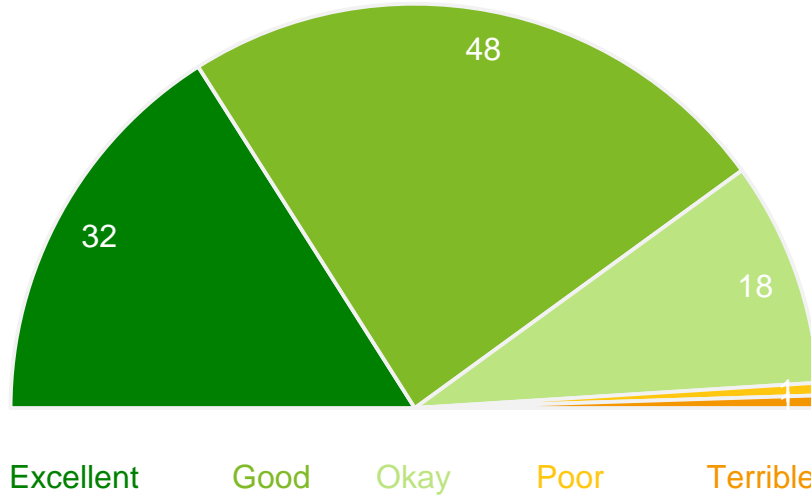
Industry Standard is the average score among WA councils that have completed a comparable study with CATALYSE® over the past two years.

Overall Performance

The Shire of Donnybrook Balingup as a place to live

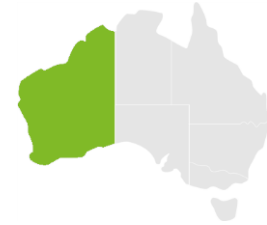
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	77
Like Councils High	82
Like Councils Average	76

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
77	77	77	78	74	79	77	76	78	79	78	77	80	73

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

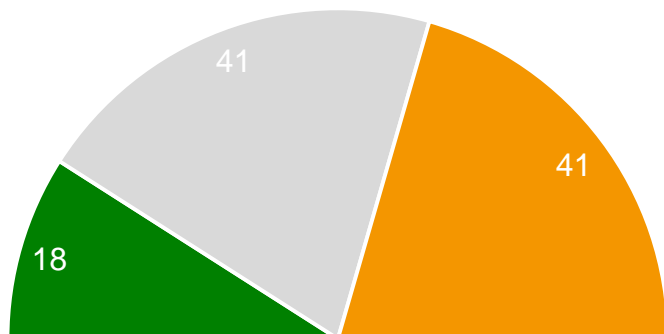
Base: All respondents, excludes 'unsure' and 'no response' (n = 411).

Community Advocacy

Likelihood of recommending the Shire of Donnybrook Balingup as a place to live

Community Advocacy

% of respondents



Promoters (9-10) Passives (7-8) Detractors (0-6)

Net Promoter Score

Promoters

less

Detractors

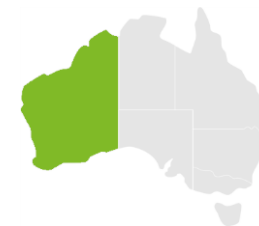
equals

NPS
-23

NPS can range from
-100 to +100

MARKYT Industry Standards

Net Promoter Score



Shire of Donnybrook Balingup -23

Like Councils High 1

Like Councils Average -15

Variations across the community

Net Promoter Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
-23	-29	-17	-39	-30	-12	-15	-44	-21	3	-12	-16	-21	-30

Q. How likely are you to recommend the Shire of Donnybrook Balingup as a place to live?

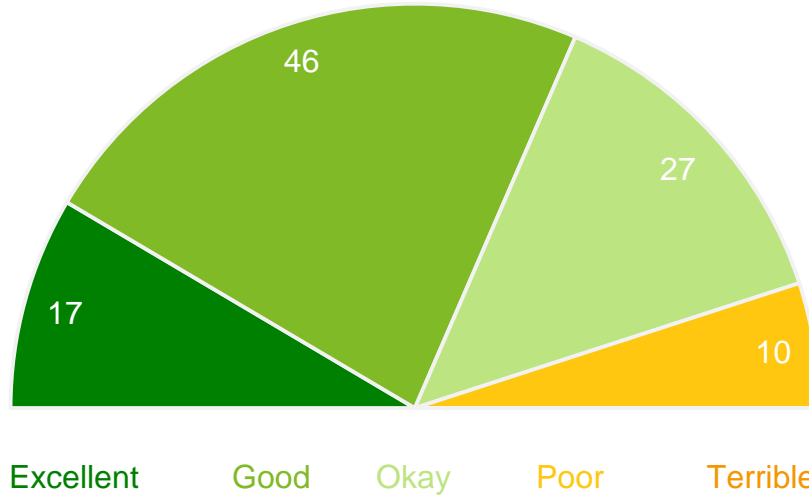
Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.

Base: All respondents, excludes 'unsure' and 'no response' (n = 389).

The Shire of Donnybrook Balingup as a place to visit

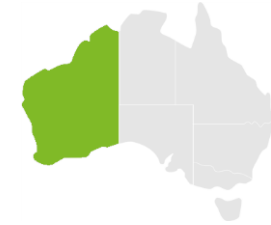
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	68
Like Councils High	83
Like Councils Average	69

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
68	66	69	68	64	70	68	64	70	70	63	73	69	63

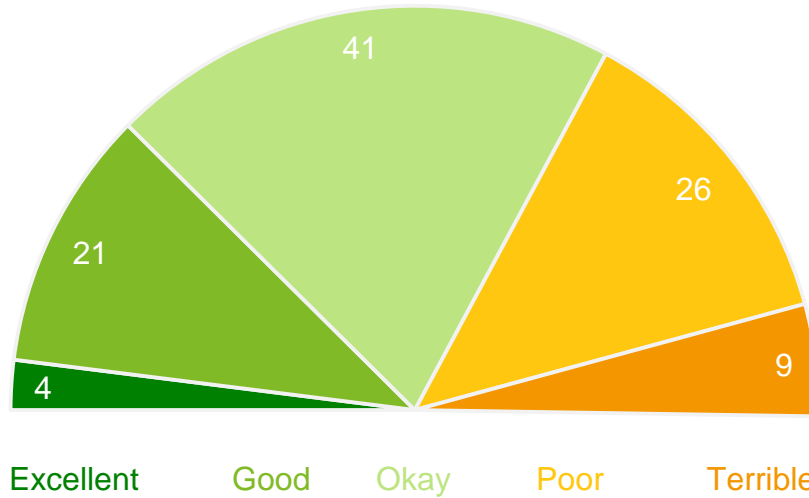
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 403).

The Shire of Donnybrook Balingup as the organisation that governs the local area

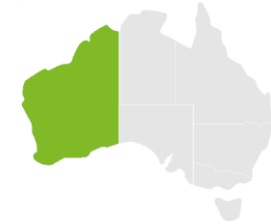
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	47
Like Councils High	57
Like Councils Average	50

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
47	47	46	49	43	43	46	45	48	44	46	45	47	45

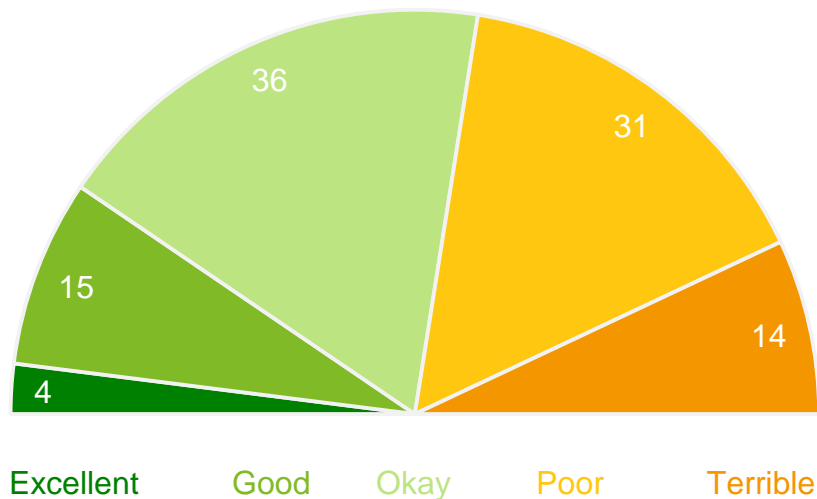
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 403).

Value for money from Council rates

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	41
Balingup	41
Like Councils High	48
Like Councils Average	40

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
41	41	41	43	39	34	38	39	43	41	42	45	42	36

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 397).

Familiarity with local services and facilities

Familiarity with local services and facilities

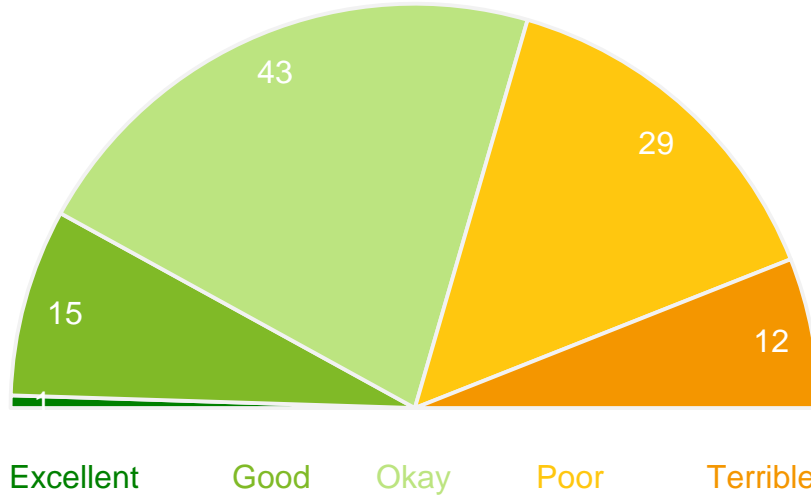


Leadership and Communication

Council's leadership within the community

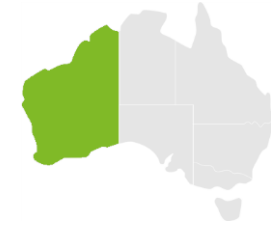
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	41
Balingup	41
Like Councils High	52
Like Councils Average	45

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
41	41	41	42	42	36	45	38	42	38	37	40	42	39

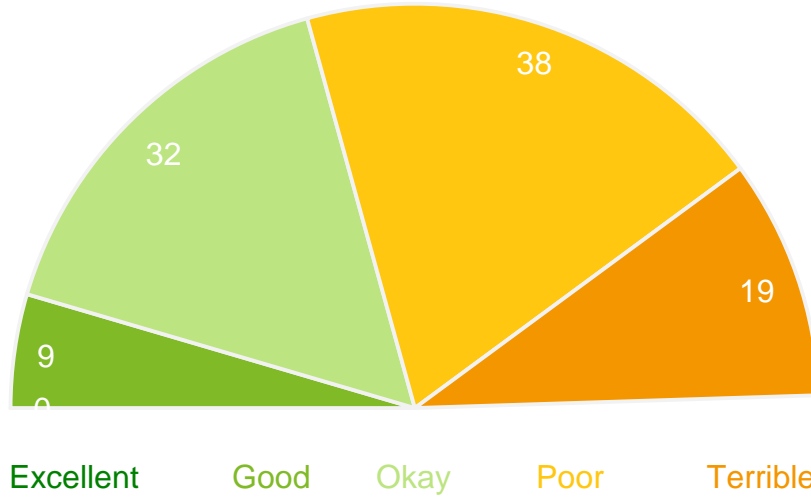
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 368).

How open and transparent Council processes are

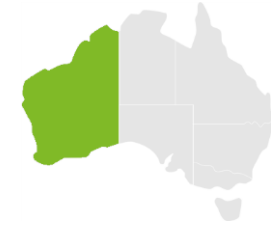
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	33
Balingup	33
Like Councils High	40
Like Councils Average	37

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
33	34	32	34	31	31	33	32	35	29	32	37	32	34

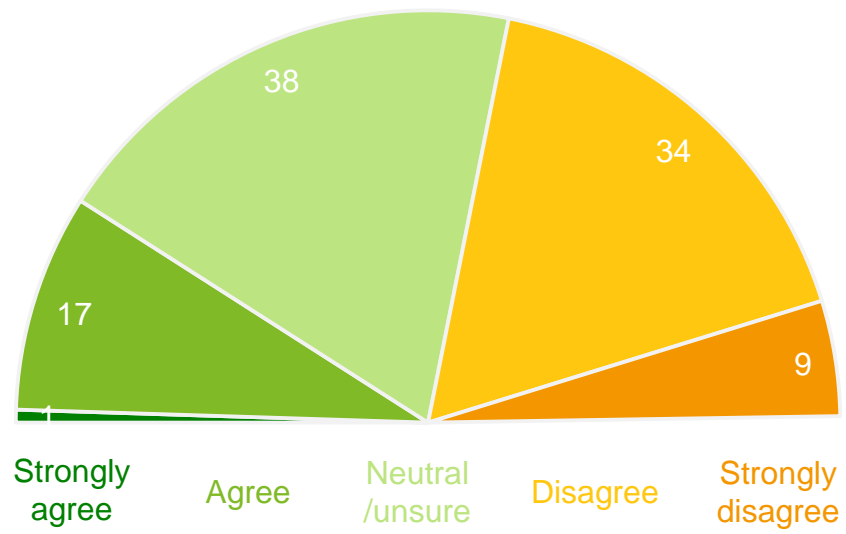
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 363).

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

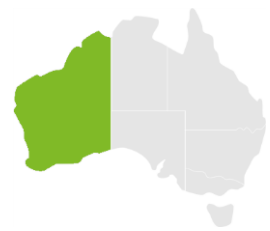
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Shire of Donnybrook Balingup	19
Like Councils High	28
Like Councils Average	25

Variations across the community

% agree

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
19	14	23	19	16	19	25	13	20	19	16	16	20	16

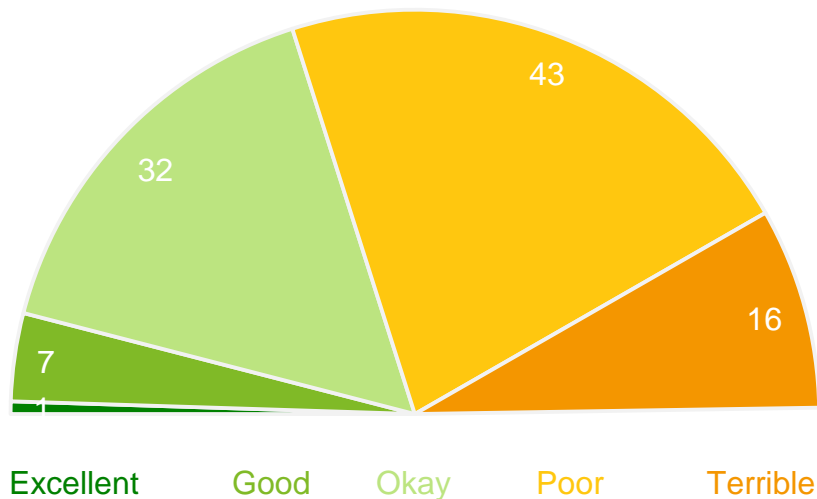
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 384).

How the community is consulted about local issues

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	34
Like Councils High	47
Like Councils Average	42

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
34	34	33	34	31	34	33	33	35	35	32	35	33	35

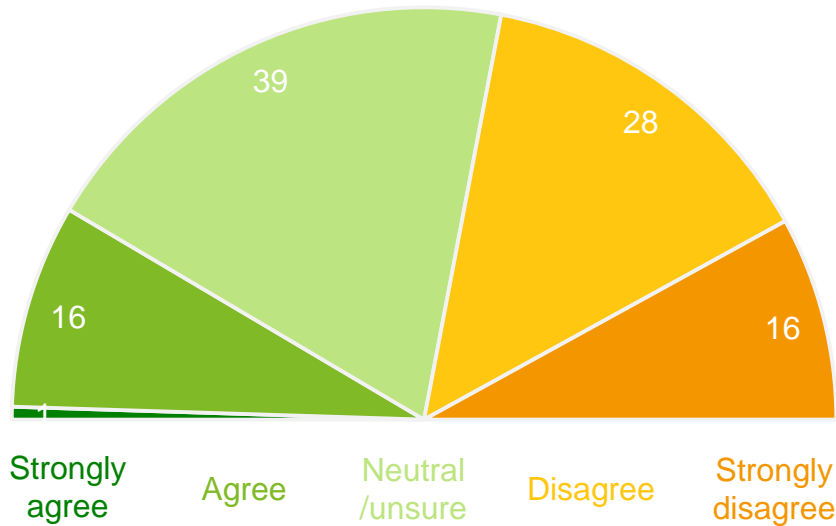
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 377).

Elected Members (Councillors) have a good understanding of community needs

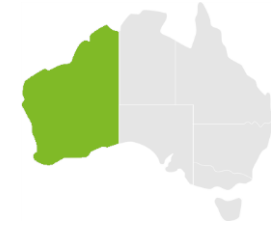
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Shire of Donnybrook	17
Balingup	17
Like Councils High	28
Like Councils Average	23

Variations across the community

% agree

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
17	17	17	16	21	14	29	9	18	20	15	17	15	21

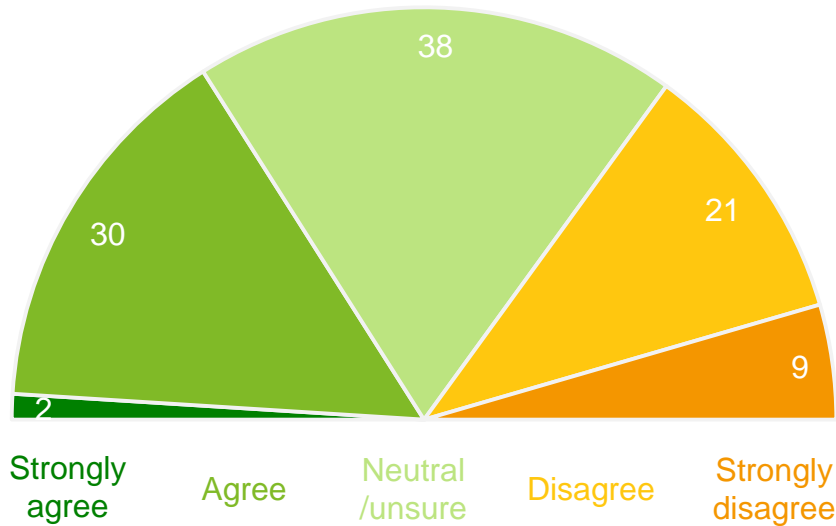
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 378).

Staff have a good understanding of community needs

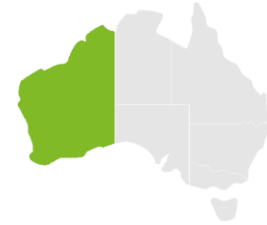
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Shire of Donnybrook	32
Balingup	32
Like Councils High	40
Like Councils Average	33

Variations across the community

% agree

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
32	32	32	34	25	31	29	27	36	40	30	32	33	31

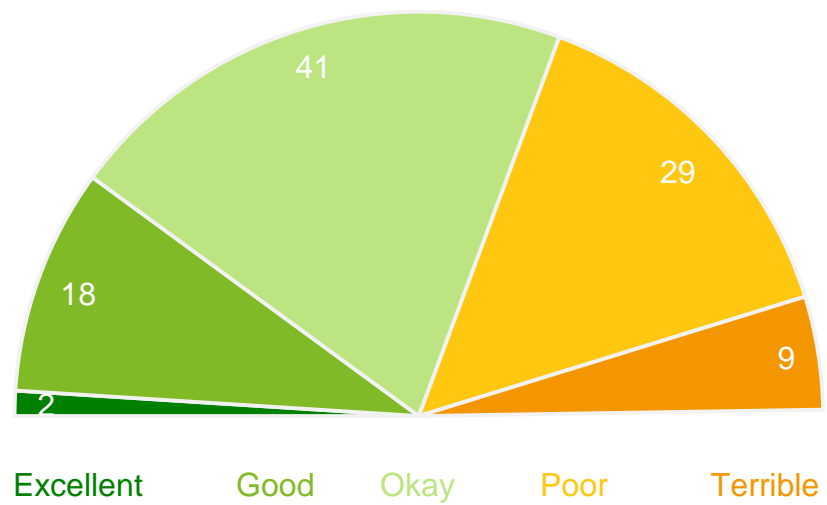
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 387).

How the community is informed about what's happening in the local area (including local issues, events, services and facilities)

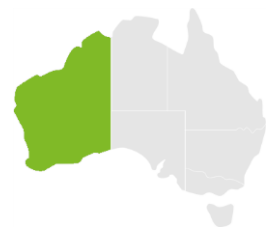
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	44
Like Councils High	50
Like Councils Average	47

Variations across the community

Performance Index Score

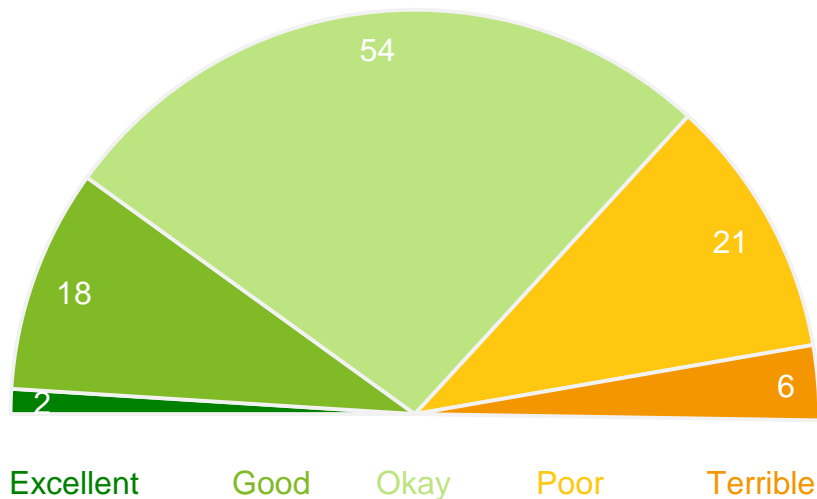
Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
44	44	44	46	41	37	46	40	46	43	46	41	44	46

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 394).

Council's website

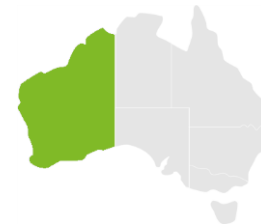
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	47
Balingup	47
Like Councils High	59
Like Councils Average	54

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
47	48	47	46	48	48	45	47	48	50	44	48	46	51

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

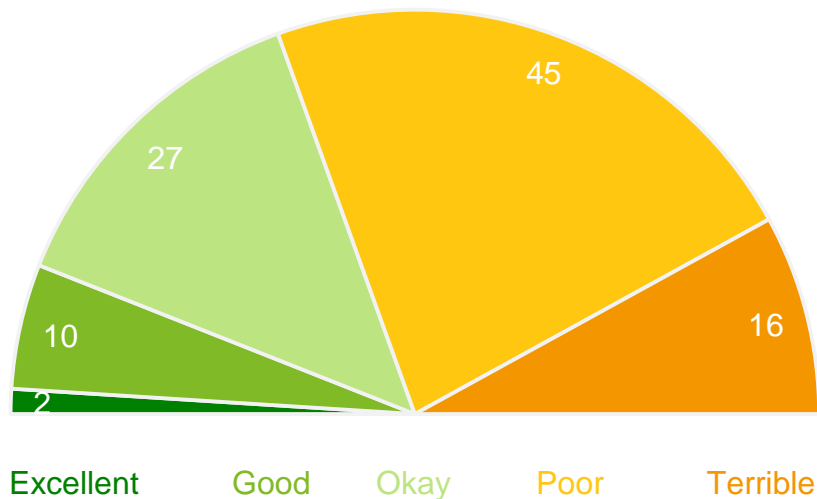
Base: All respondents, excludes 'unsure' and 'no response' (n = 281).

Economic Development

Economic development (what the Shire is doing to attract investors, attract and retain businesses, grow tourism and create more job opportunities)

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	34
Like Councils High	42
Like Councils Average	38

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
34	33	35	37	30	32	31	34	35	37	30	37	36	30

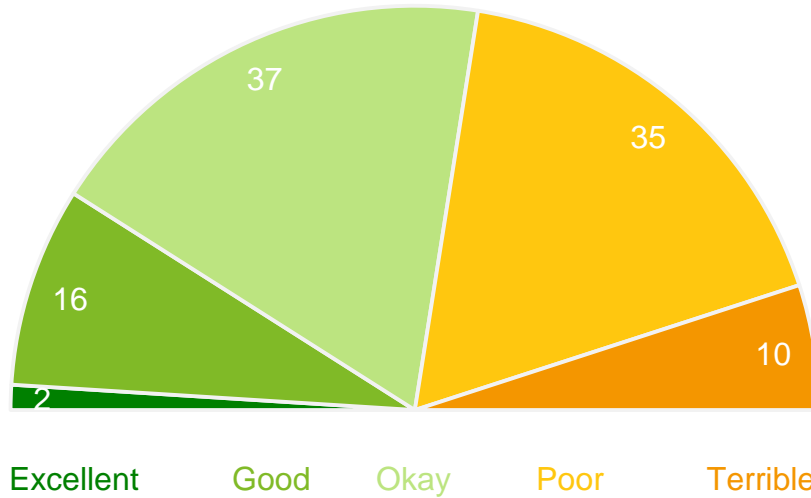
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 353).

Tourism attractions and marketing

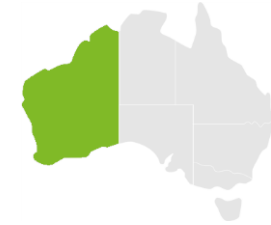
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	41
Balingup	41
Like Councils High	NA
Like Councils Average	NA

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
41	41	42	42	39	44	36	42	43	45	38	40	42	40

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

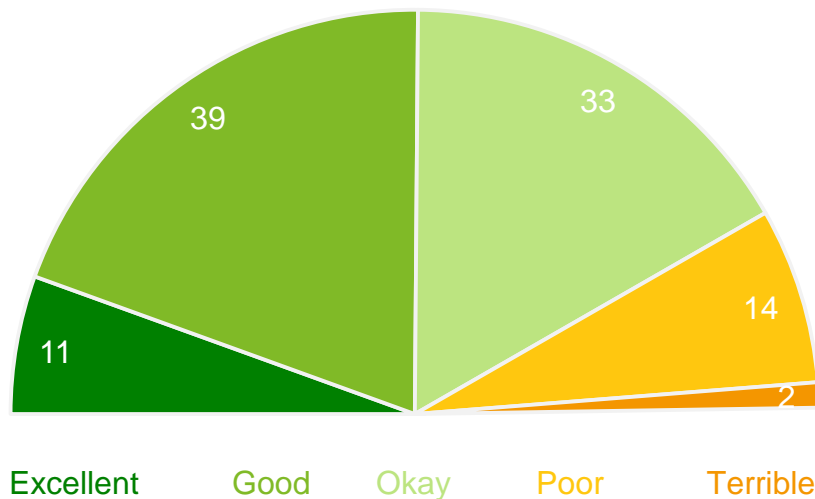
Base: All respondents, excludes 'unsure' and 'no response' (n = 374).

Community Development

Sense of community in the local area

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	60
Like Councils High	NA
Like Councils Average	NA

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
60	58	63	60	62	57	67	57	61	66	63	69	59	59

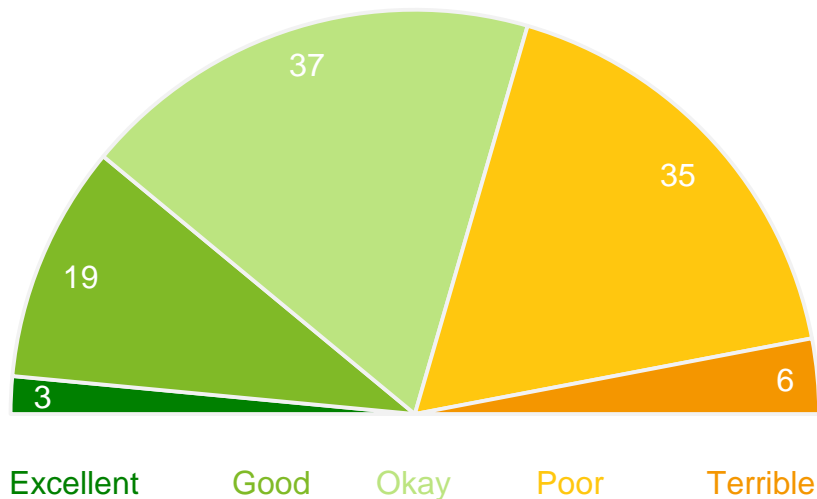
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 392).

Services and facilities for youth

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	44
Balingup	44
Like Councils High	45
Like Councils Average	40

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
44	47	42	45	40	42	39	44	47	49	46	37	46	43

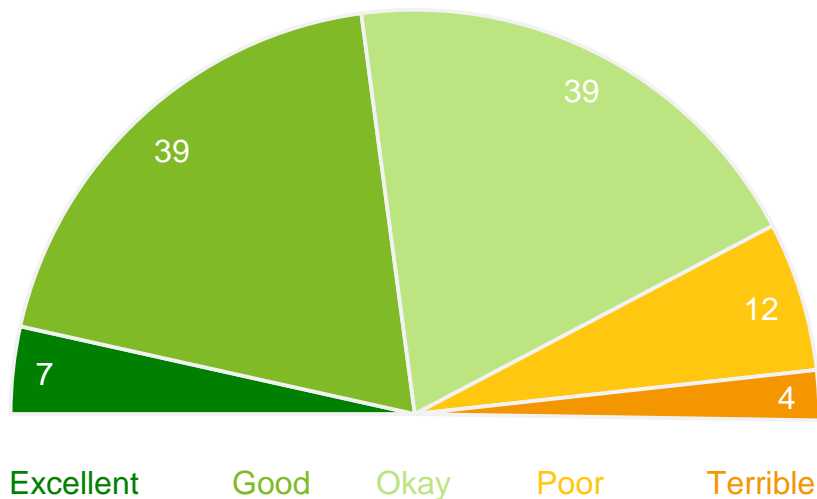
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 333).

Facilities, services and care available for seniors

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	58
Balingup	58
Like Councils High	58
Like Councils Average	53

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
58	59	58	59	57	60	56	59	59	62	61	49	60	61

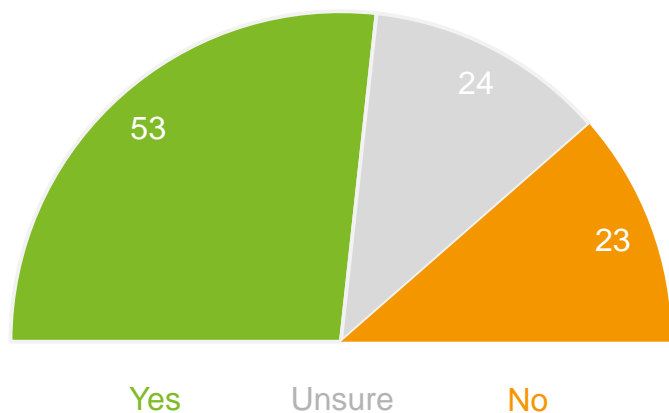
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 361).

Aged care accommodation

Should the Shire be responsible for providing aged care accommodation?

% of respondents



Just over half of respondents believe the Shire should be responsible for providing aged care accommodation.

23% do not think the Shire should be responsible for this service and 24% are unsure.

Support is highest among people with a disability or impairment and residents over 55 years.

Males, families with younger children and people aged 35-54 years are least likely to agree.

Variations across the community

% yes

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
53	48	57	50	48	58	55	45	61	64	59	56	50	58

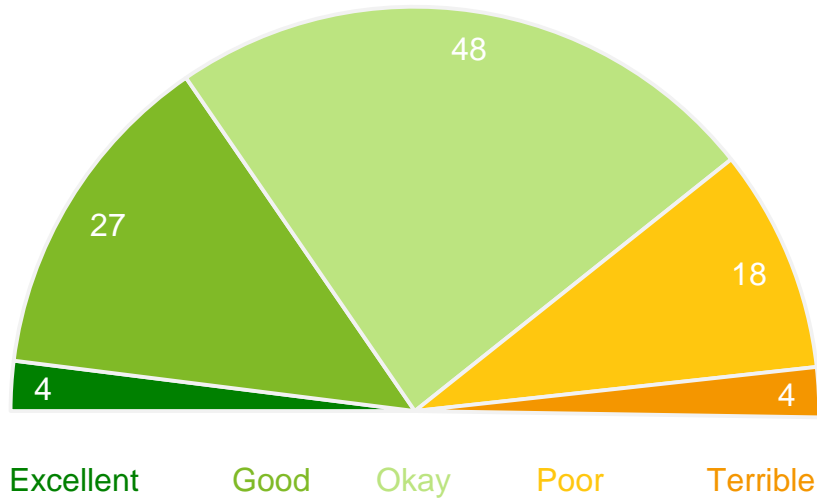
Q. Should the Shire be responsible for providing aged care accommodation?

Base: All respondents, excludes 'no response' (n = 378).

Access to services and facilities for people with a disability

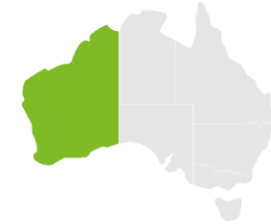
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	52
Balingup	52
Like Councils High	52
Like Councils Average	47

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
52	53	52	51	53	53	52	52	52	48	52	44	53	55

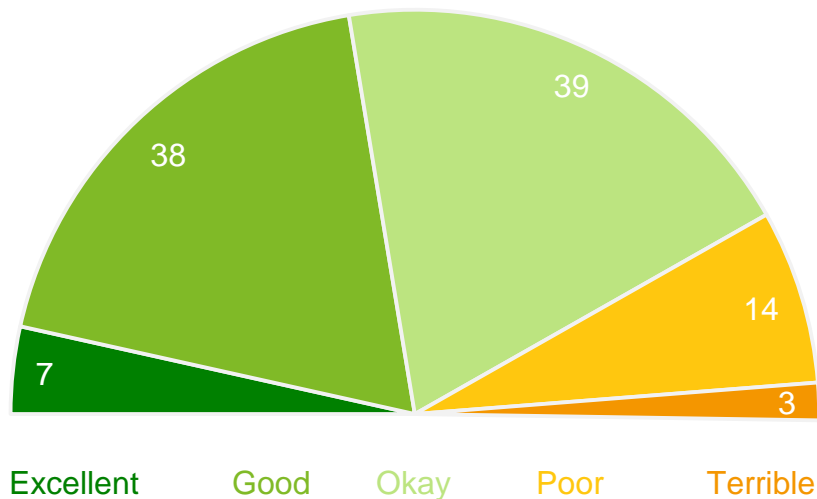
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 316).

Access to health and community services

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	58
Balingup	58
Like Councils High	58
Like Councils Average	54

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
58	59	57	59	55	56	54	54	63	58	59	51	58	61

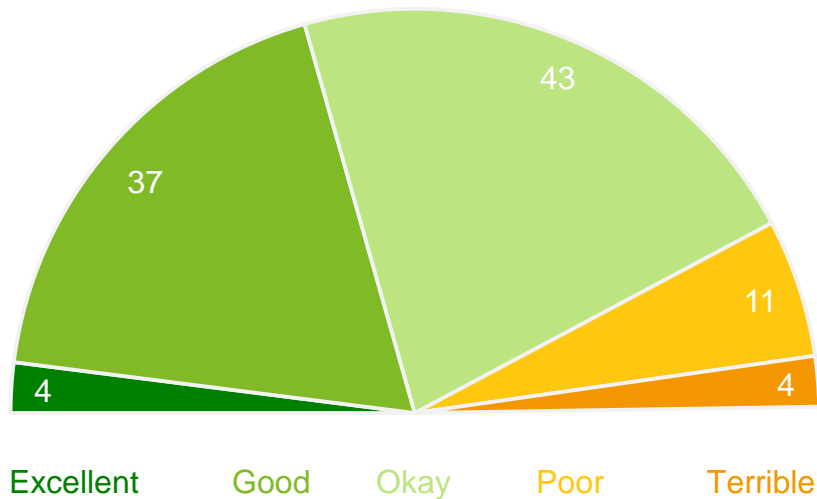
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 384).

Community buildings, halls and toilets

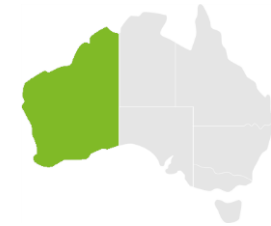
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	56
Like Councils High	61
Like Councils Average	58

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
56	55	58	57	54	57	49	56	60	58	55	56	58	55

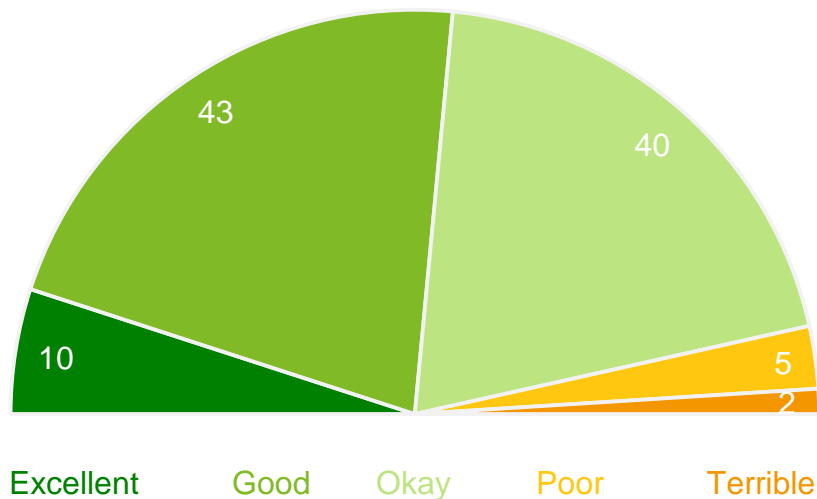
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 395).

Sport and recreation facilities

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	64
Balingup	64
Like Councils High	64
Like Councils Average	61

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
64	66	61	66	58	61	53	60	70	68	65	61	64	64

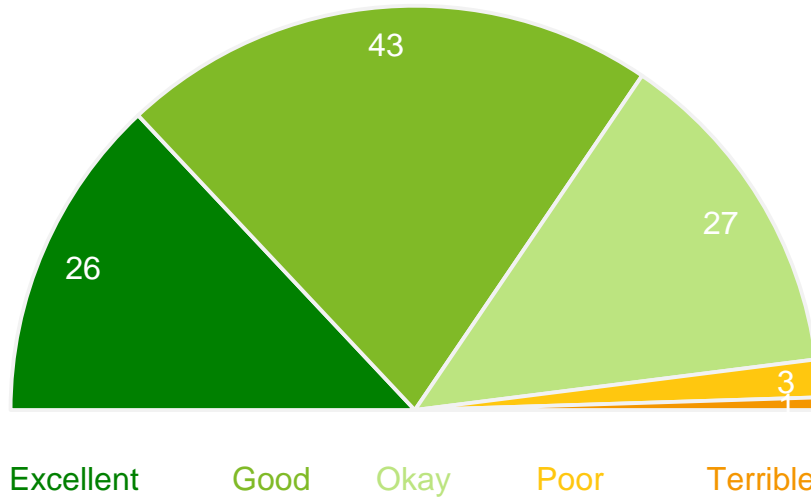
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 381).

Playgrounds, parks and reserves

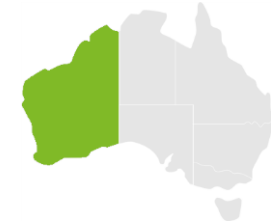
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	73
Balingup	73
Like Councils High	73
Like Councils Average	65

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
73	73	72	73	68	73	65	71	76	77	73	66	74	73

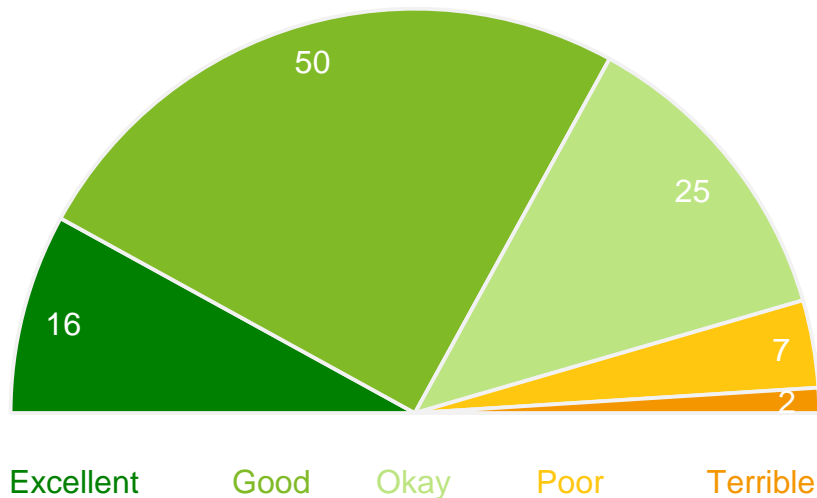
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 399).

Library and information services

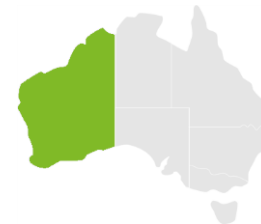
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	68
Like Councils High	74
Like Councils Average	68

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
68	67	68	70	63	67	59	67	72	74	72	61	70	68

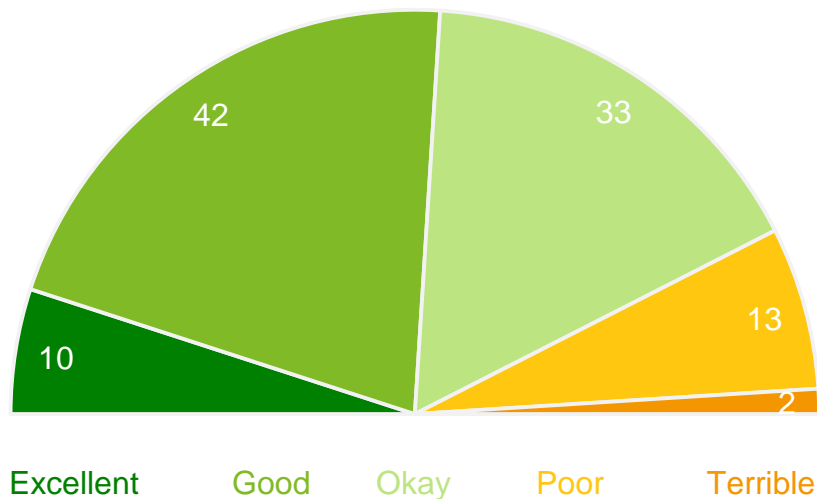
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 378).

Festivals, events, art and cultural activities

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	61
Like Councils High	69
Like Councils Average	59

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
61	61	62	63	58	59	50	62	65	65	64	72	58	61

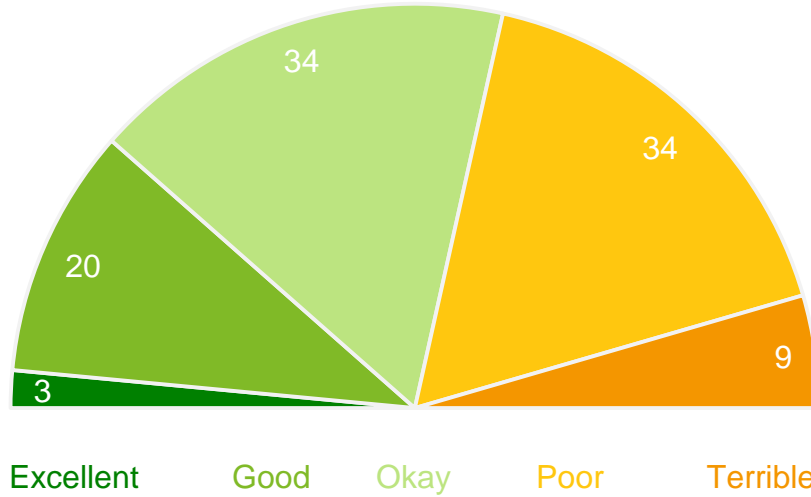
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 383).

How local history and heritage is preserved and promoted

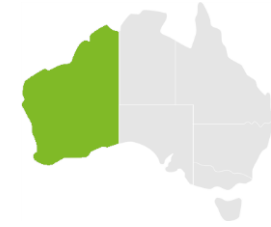
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	44
Like Councils High	61
Like Councils Average	52

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
44	44	43	43	43	45	41	45	44	45	42	46	43	44

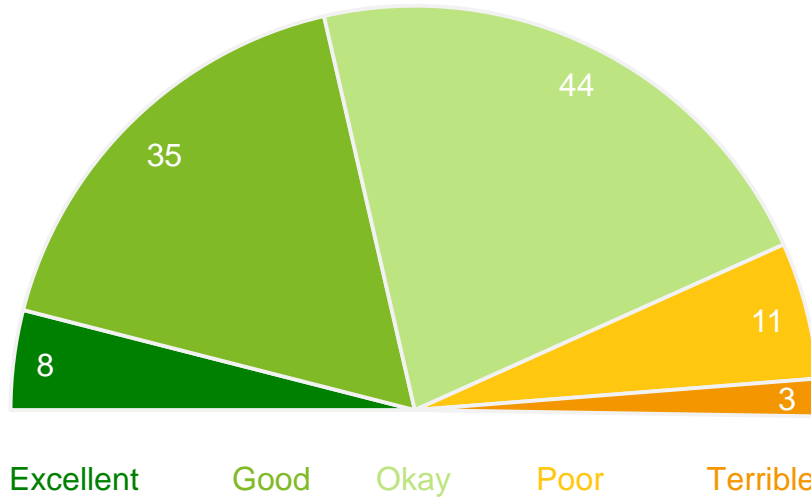
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 360).

Safety and security

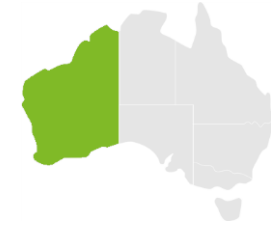
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	59
Like Councils High	66
Like Councils Average	57

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
59	60	58	59	59	57	56	60	58	57	61	59	59	58

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

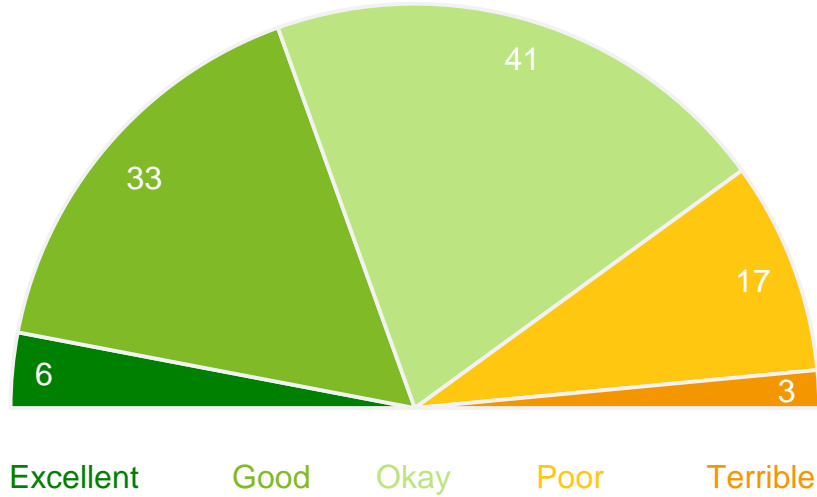
Base: All respondents, excludes 'unsure' and 'no response' (n = 376).

Built Environment

The area's character and identity

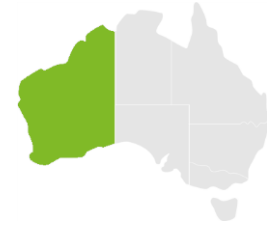
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	56
Balingup	56
Like Councils High	61
Like Councils Average	57

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
56	55	57	57	53	55	51	55	58	60	57	58	56	54

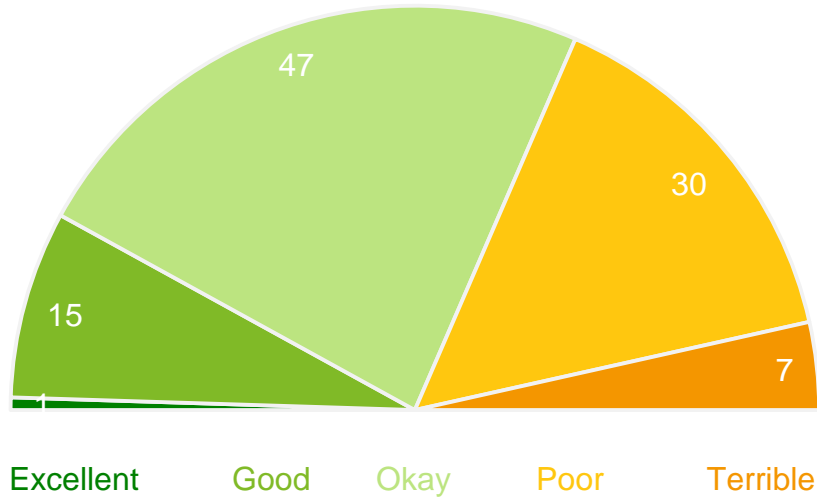
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 391).

Managing growth and development

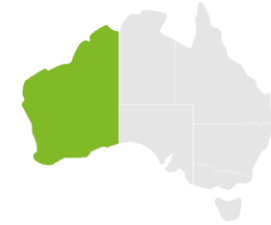
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	43
Like Councils High	48
Like Councils Average	46

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
43	42	45	45	41	43	43	43	44	48	41	44	45	40

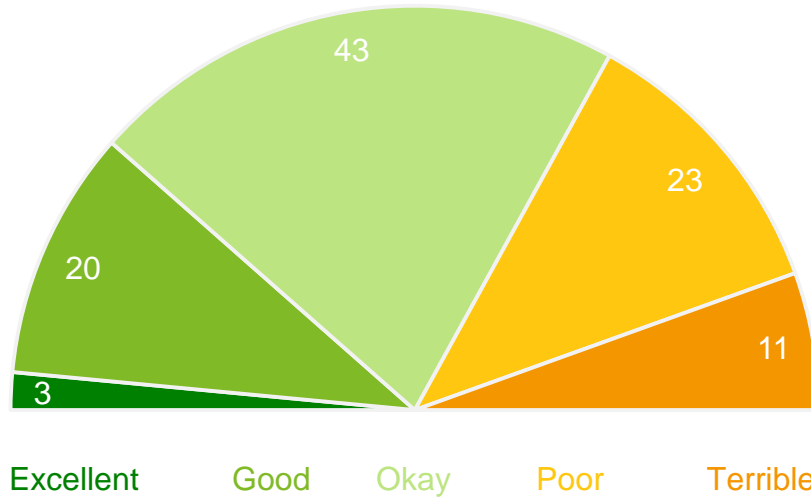
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 350).

Planning and building approvals

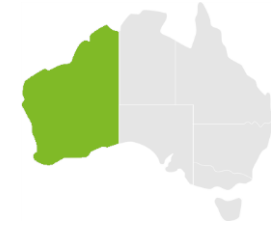
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	45
Balingup	45
Like Councils High	49
Like Councils Average	43

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
45	43	47	49	39	45	40	44	48	50	45	51	45	42

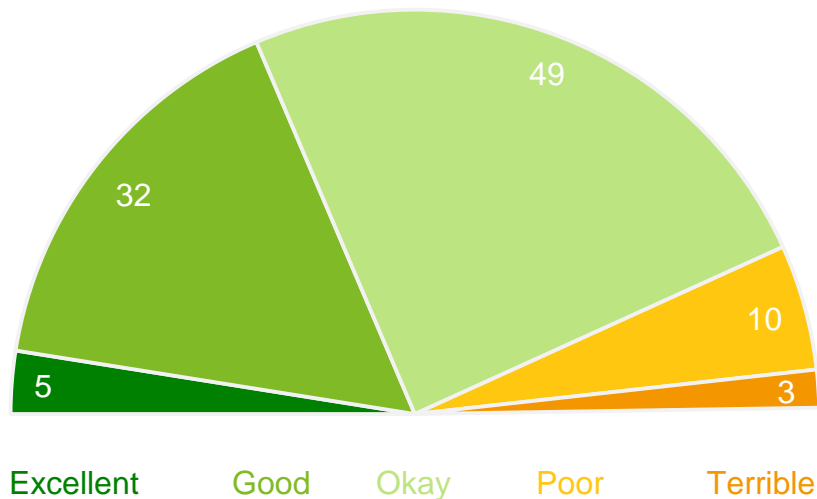
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 314).

Access to housing that meets your needs

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	56
Like Councils High	61
Like Councils Average	56

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
56	57	55	56	56	56	55	56	57	53	57	51	57	57

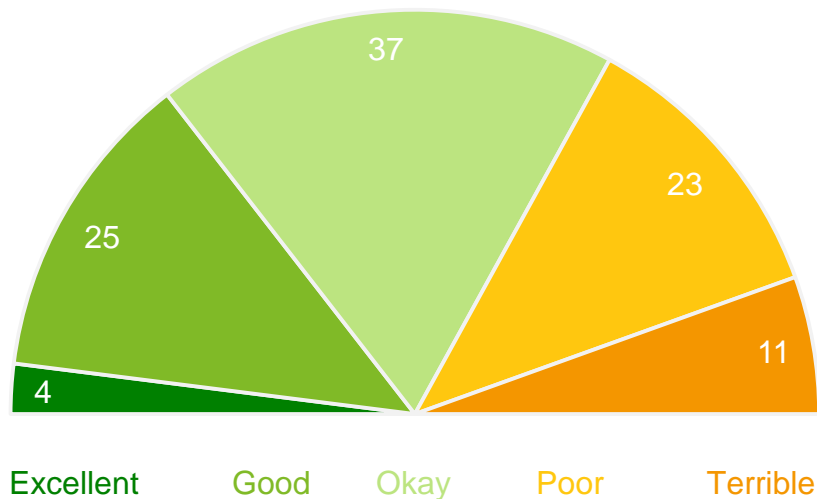
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 307).

Building and maintaining local roads

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	47
Like Councils High	54
Like Councils Average	46

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
47	46	47	49	45	40	45	45	48	45	51	51	49	39

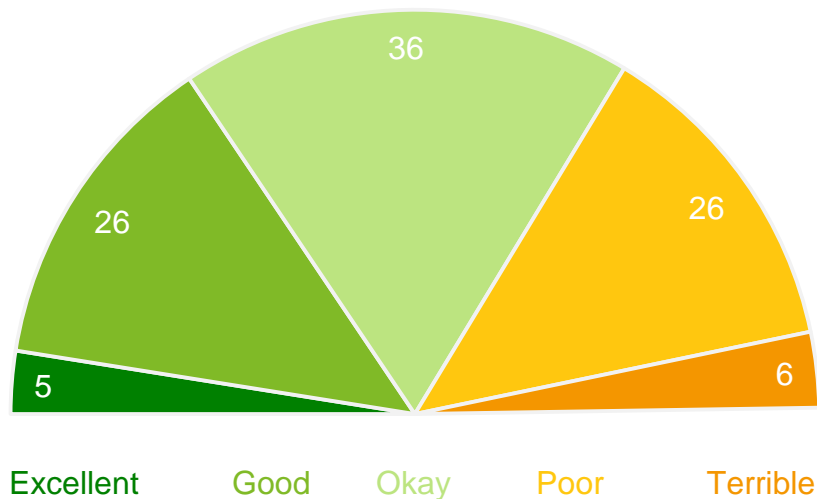
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 397).

Footpaths, trails and cycleways

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	49
Like Councils High	62
Like Councils Average	51

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
49	48	51	51	44	47	46	47	52	49	53	44	51	47

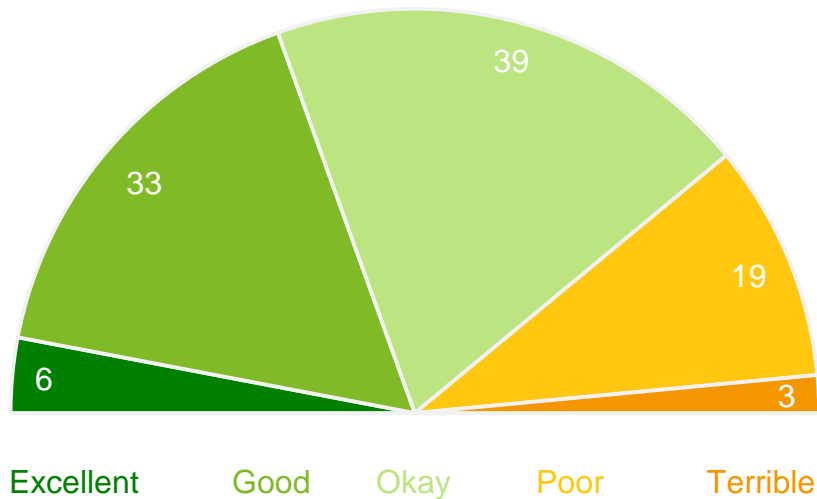
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 384).

Streetscapes

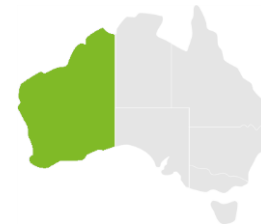
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	54
Balingup	54
Like Councils High	60
Like Councils Average	52

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
54	54	55	56	49	54	47	53	58	57	56	52	55	54

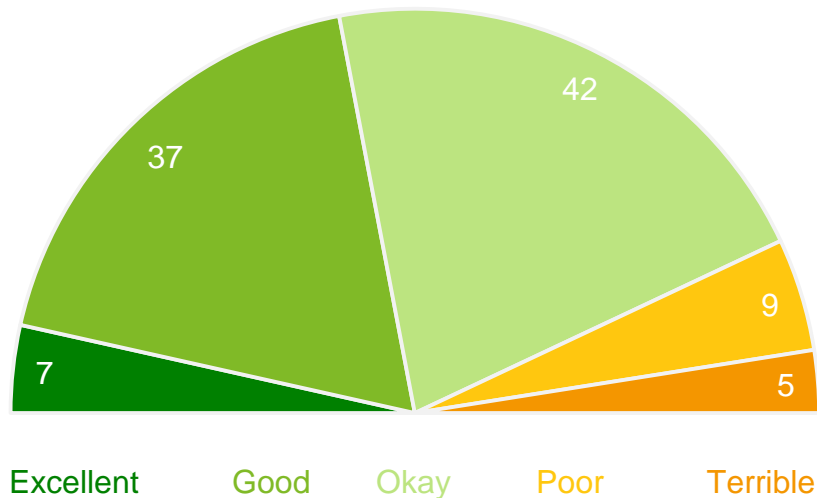
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 384).

Lighting of streets and public places

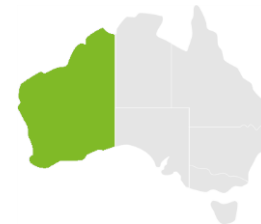
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	58
Balingup	58
Like Councils High	58
Like Councils Average	55

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
58	58	58	58	57	57	57	56	59	59	58	59	58	58

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

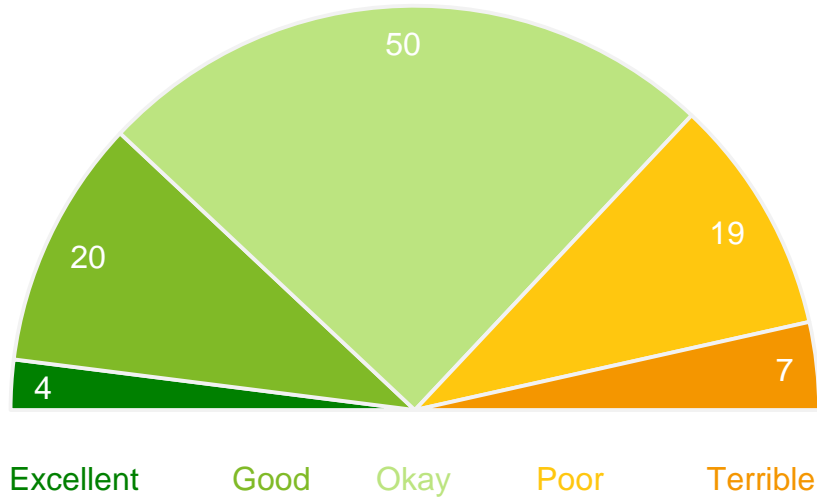
Base: All respondents, excludes 'unsure' and 'no response' (n = 385).

Natural Environment

Conservation and environmental management

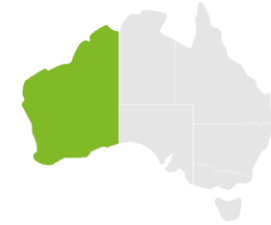
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	49
Balingup	49
Like Councils High	55
Like Councils Average	52

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
49	49	49	48	52	51	51	49	48	49	49	40	54	44

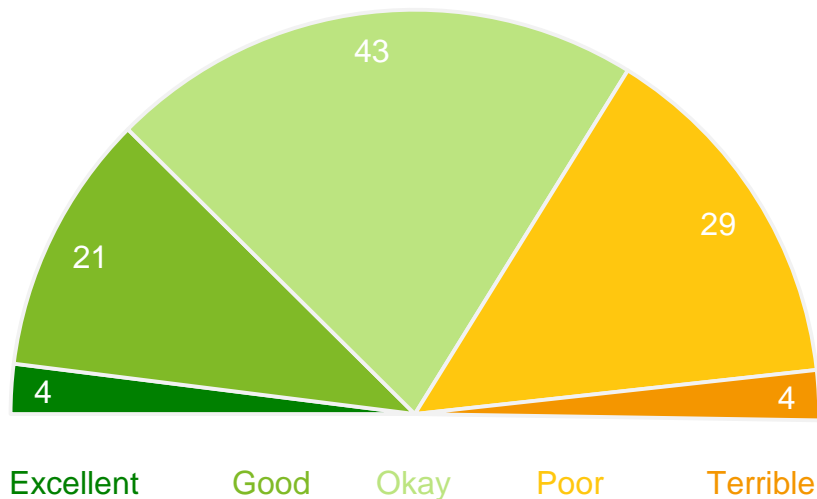
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 358).

Promoting and adopting sustainable practices

Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	48
Balingup	
Like Councils High	55
Like Councils Average	51

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
48	49	47	48	47	49	43	49	48	50	52	44	50	45

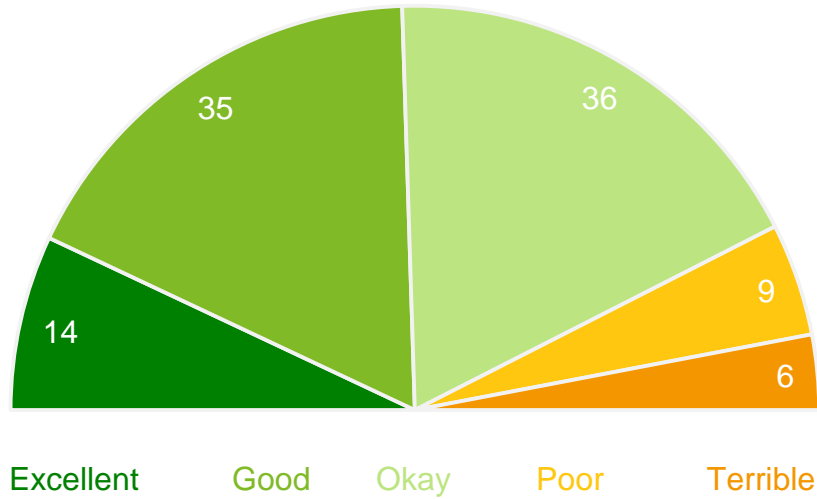
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 333).

Waste collection services

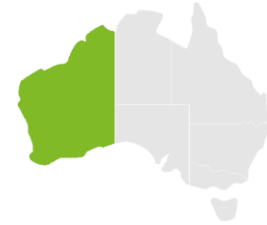
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook Balingup	61
Like Councils High	69
Like Councils Average	63

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
61	61	60	65	55	51	50	58	66	65	64	64	62	55

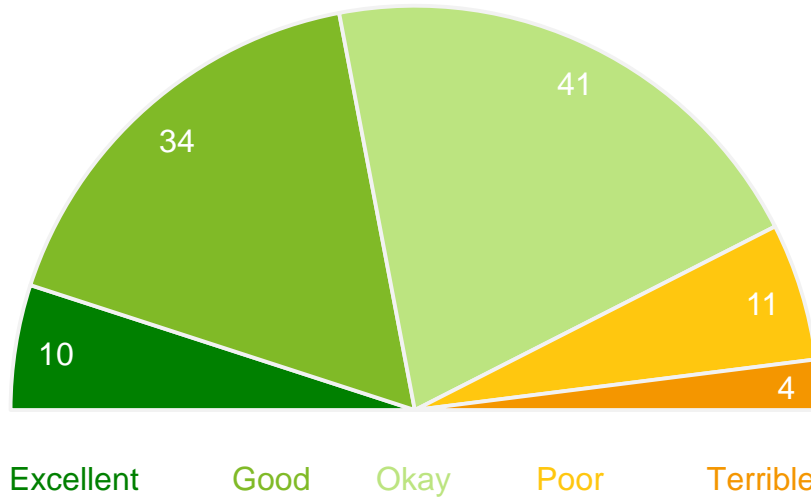
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 397).

Education, prevention and relief for bushfires and flooding

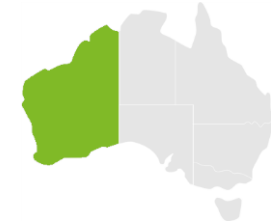
Performance ratings

% of respondents



MARKYT Industry Standards

Performance Index Score



Shire of Donnybrook	59
Balingup	59
Like Councils High	59
Like Councils Average	53

Variations across the community

Performance Index Score

Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
59	58	60	62	54	57	55	58	62	61	60	62	59	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 362).

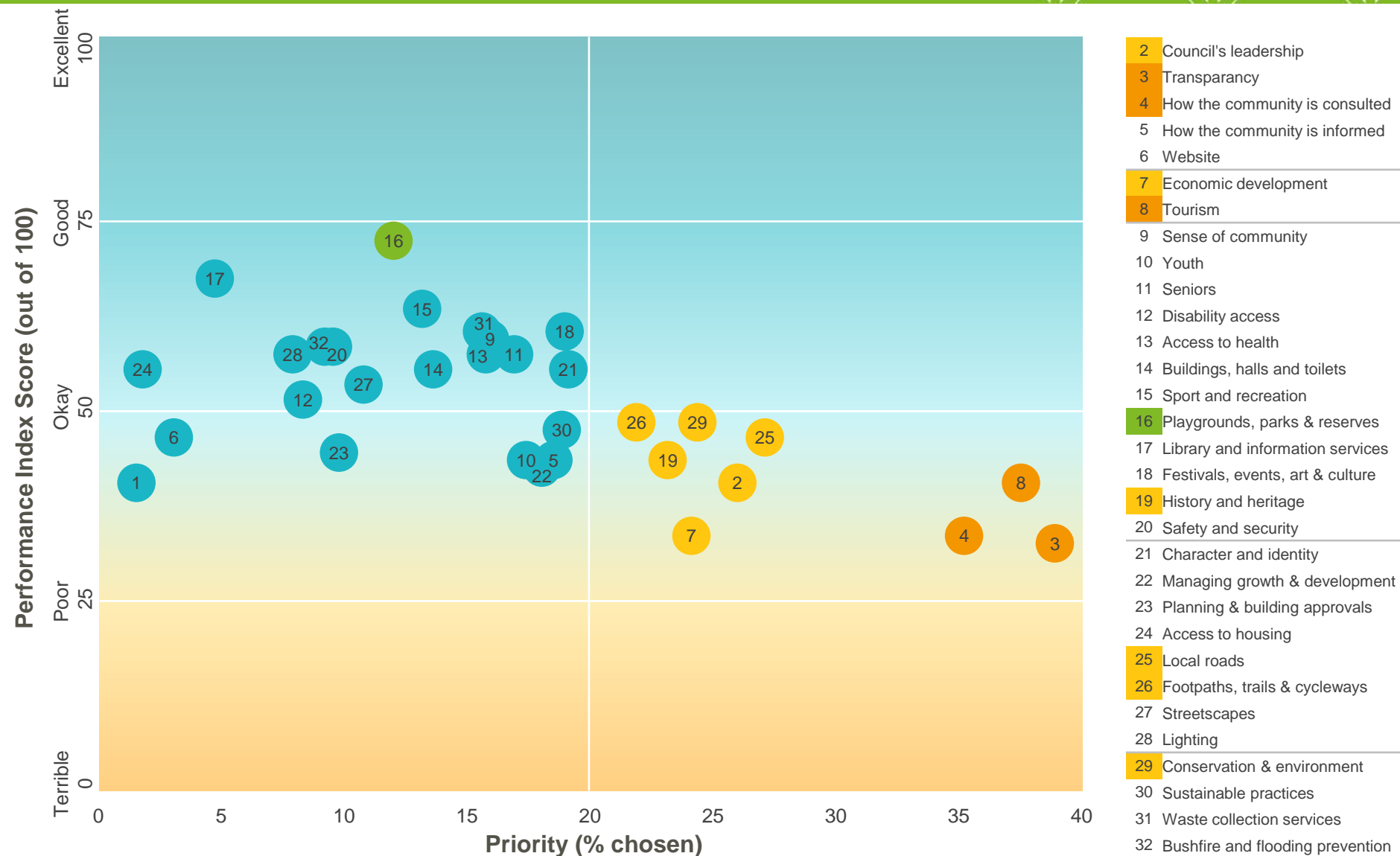
Overview of Community Variances

Summary of community variances

	Total	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Balingup	Donnybrook	Other Areas
Place to live	77	77	77	78	74	79	77	76	78	79	78	77	80	73
Place to visit	68	66	69	68	64	70	68	64	70	70	63	73	69	63
Governing organisation	47	47	46	49	43	43	46	45	48	44	46	45	47	45
Value for money from rates	41	41	41	43	39	34	38	39	43	41	42	45	42	36
Council's leadership	41	41	41	42	42	36	45	38	42	38	37	40	42	39
Transparancy	33	34	32	34	31	31	33	32	35	29	32	37	32	34
How the community is consulted	34	34	33	34	31	34	33	33	35	35	32	35	33	35
How the community is informed	44	44	44	46	41	37	46	40	46	43	46	41	44	46
Website	47	48	47	46	48	48	45	47	48	50	44	48	46	51
Economic development	34	33	35	37	30	32	31	34	35	37	30	37	36	30
Tourism	41	41	42	42	39	44	36	42	43	45	38	40	42	40
Sense of community	60	58	63	60	62	57	67	57	61	66	63	69	59	59
Youth	44	47	42	45	40	42	39	44	47	49	46	37	46	43
Seniors	58	59	58	59	57	60	56	59	59	62	61	49	60	61
Disability access	52	53	52	51	53	53	52	52	52	48	52	44	53	55
Access to health	58	59	57	59	55	56	54	54	63	58	59	51	58	61
Buildings, halls and toilets	56	55	58	57	54	57	49	56	60	58	55	56	58	55
Sport and recreation	64	66	61	66	58	61	53	60	70	68	65	61	64	64
Playgrounds, parks & reserves	73	73	72	73	68	73	65	71	76	77	73	66	74	73
Library and information services	68	67	68	70	63	67	59	67	72	74	72	61	70	68
Festivals, events, art & culture	61	61	62	63	58	59	50	62	65	65	64	72	58	61
History and heritage	44	44	43	43	43	45	41	45	44	45	42	46	43	44
Safety and security	59	60	58	59	59	57	56	60	58	57	61	59	59	58
Character and identity	56	55	57	57	53	55	51	55	58	60	57	58	56	54
Managing growth & development	43	42	45	45	41	43	43	43	44	48	41	44	45	40
Planning & building approvals	45	43	47	49	39	45	40	44	48	50	45	51	45	42
Access to housing	56	57	55	56	56	56	55	56	57	53	57	51	57	57
Local roads	47	46	47	49	45	40	45	45	48	45	51	51	49	39
Footpaths, trails & cycleways	49	48	51	51	44	47	46	47	52	49	53	44	51	47
Streetscapes	54	54	55	56	49	54	47	53	58	57	56	52	55	54
Lighting	58	58	58	58	57	57	57	56	59	59	58	59	58	58
Conservation & environment	49	49	49	48	52	51	51	49	48	49	49	40	54	44
Sustainable practices	48	49	47	48	47	49	43	49	48	50	52	44	50	45
Waste collection	61	61	60	65	55	51	50	58	66	65	64	64	62	55
Prevention for bushfires and flooding	59	58	60	62	54	57	55	58	62	61	60	62	59	57

Community Priorities Window

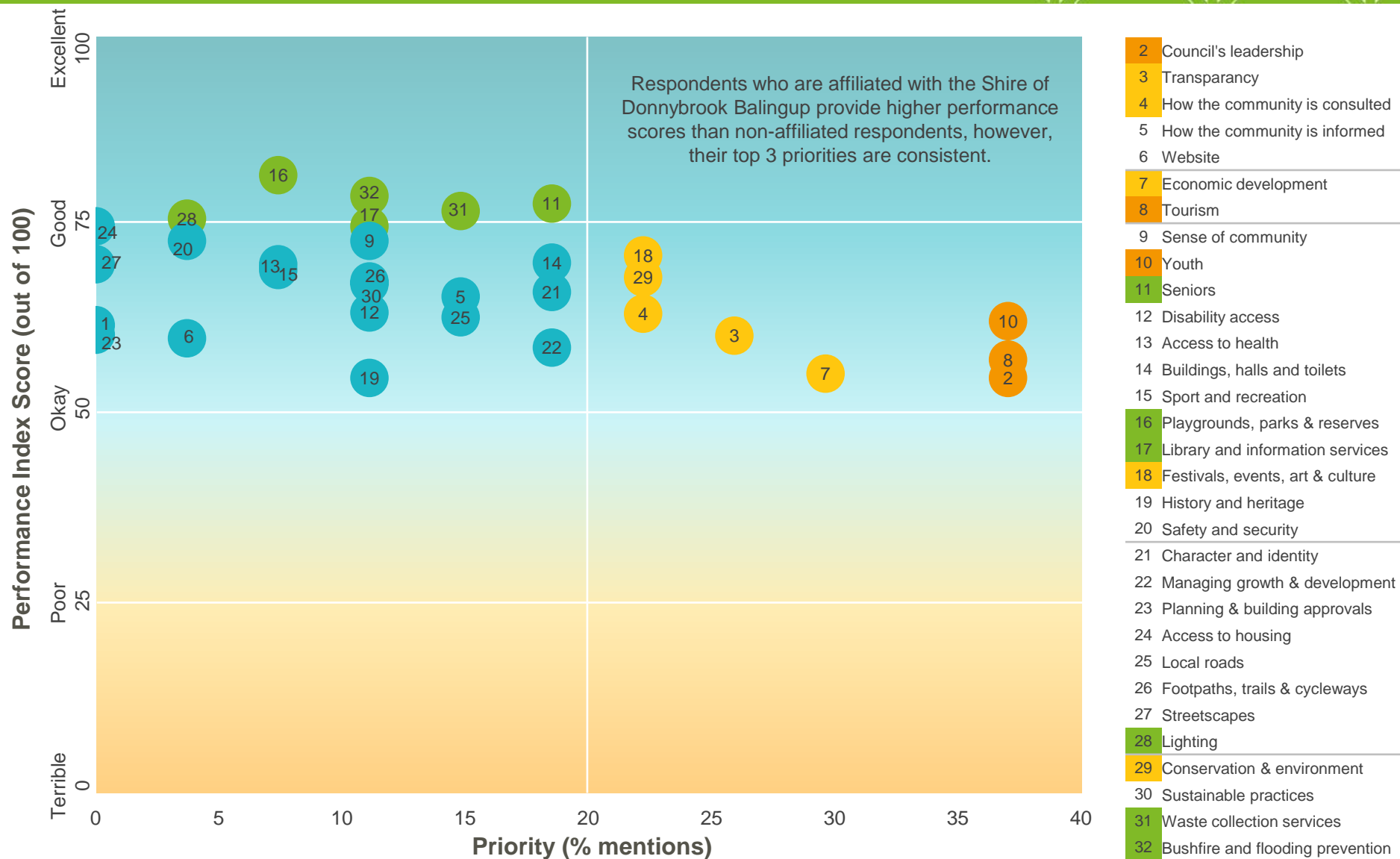
Shire-affiliated respondents vs non-affiliated



Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response (n = varies)
 Q. Overall, what would you mostly like the Shire of Donnybrook Balingup to focus on improving? Please select your TOP 5 priorities from the list below. Base: All respondents, excludes no response (n = 390)

MARKYT Community Priorities Window™

Shire affiliated respondents



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

Q. Overall, what would you mostly like the Shire of Donnybrook Balingup to focus on improving?

Base: Respondents who are closely affiliated with the Shire (Councillors and employees and household members) (n = 27)

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MARKYT Industry Benchmarks

Summary

CATALYSE® has conducted MARKYT® Community Scorecards or Community Perceptions Surveys for close to 50 councils across WA. When three or more councils have asked a comparable question, we publish the high score to enable participating councils to recognise and learn from the industry leaders. In this report, the 'high score' is calculated from **WA councils** that have completed an accredited study with CATALYSE® **within the past two years**. Participating councils are listed below.

Metropolitan



Regional







The MARKYT® Community Scorecard has been conducted by a large and diverse group of councils across Western Australia. While it is beneficial to see how council is performing compared to other councils across Western Australia, benchmarking goes to the next level and provides greater relevance and meaning when we compare apples with apples.

Councils have an opportunity to benchmark performance against a subset of similar councils. The Shire of Donnybrook Balingup has chosen to compare its performance to four like councils, the Shires of Capel, Dandaragan, Denmark and York.



MARKYT Benchmark summary

The table below shows **MARKYT  Industry Standards** © for local government authorities in Western Australia. Standards are calculated when three or more Councils have asked a comparable question over the **past two years** up to March 2019 using MARKYT® accredited methodology. The subset of like councils includes the Shires of Capel, Dandaragan, Denmark, Donnybrook Balingup and York.

LEADERSHIP AND COMMUNICATION			 SUBSET OF LIKE COUNCILS	 INDUSTRY STANDARDS (all participating councils)		
Performance Measure	Measure	Score	Ave	High	Ave	High
Overall performance	Index Score	62	63	67	67	85
The Shire as a place to live	Index Score	77	76	82	77	95
Net Promoter Score	Index Score	-23	-15	1	-8	68
The Shire as a place to visit	Index Score	68	69	83	66	83
The Shire as a governing organisation	Index Score	47	50	57	56	74
Value for money from Council rates	Index Score	41	40	48	45	64
Council's leadership within the community	Index Score	41	45	52	50	67
How open and transparent Council processes are	Index Score	33	37	40	42	54
The Shire has developed and communicated a clear vision for the area	% agree	19	25	28	37	61
How the community is consulted	Index Score	34	42	47	46	63
Elected Members have a good understanding of community needs	% agree	17	23	28	31	50
Staff have a good understanding of community needs	% agree	32	33	40	35	53
How the community is informed	Index Score	44	47	50	53	66
Council's website	Index Score	47	54	59	59	68


 Below Like Councils




 On Par with Like Councils (± 5 points)

 Above Like Councils

 Leader


MARKYT Benchmark summary


The table below shows **MARKYT  Industry Standards** © for local government authorities in Western Australia. Standards are calculated when three or more Councils have asked a comparable question over the **past two years** up to March 2019 using MARKYT® accredited methodology. The subset of like councils includes the Shires of Capel, Dandaragan, Denmark, Donnybrook Balingup and York.

ECONOMIC AND COMMUNITY DEVELOPMENT			 SUBSET OF LIKE COUNCILS	 INDUSTRY STANDARDS (all participating councils)		
Performance Measure	Measure	Score	Ave	High	Ave	High
Economic development	Index Score	34	38	42	45	63
Tourism attractions and marketing	Index Score	41	NA		51	57
Sense of community in the local area	Index Score	60	NA		64	71
Services and facilities for youth	Index Score	44	40	45	50	70
Facilities, services and care for seniors	Index Score	58	53	58	57	67
Access to services and facilities for people with a disability	Index Score	52	47	52	54	66
Access to health and community services	Index Score	58	54	58	56	69
Community buildings, halls and toilets	Index Score	56	58	61	58	77
Sport and recreation facilities	Index Score	64	61	64	65	76
Playgrounds, parks and reserves	Index Score	73	65	73	68	85
Library and information services	Index Score	68	68	74	72	89
Festivals, events, art and cultural activities	Index Score	61	59	69	65	78
How local history and heritage is preserved and promoted	Index Score	44	52	61	61	79
Safety and security	Index Score	59	57	66	54	75

Below Like Councils
 On Par with Like Councils (± 5 points)
 Above Like Councils
 Leader

MARKYT Benchmark summary

The table below shows **MARKYT  Industry Standards** © for local government authorities in Western Australia. Standards are calculated when three or more Councils have asked a comparable question over the **past two years** up to March 2019 using MARKYT® accredited methodology. The subset of like councils includes the Shires of Capel, Dandaragan, Denmark, Donnybrook Balingup and York.

BUILT AND NATURAL ENVIRONMENT			 SUBSET OF LIKE COUNCILS	 INDUSTRY STANDARDS (all participating councils)		
Performance Measure	Measure	Score	Ave	High	Ave	High
The area's character and identity	Index Score	56	57	61	60	85
Managing growth and development	Index Score	43	46	48	45	50
Planning and building approvals	Index Score	45	43	49	46	65
Access to housing that meets your needs	Index Score	56	56	61	60	68
Building and maintaining local roads	Index Score	47	46	54	53	80
Footpaths, trails and cycleways	Index Score	49	51	62	54	71
Streetscapes	Index Score	54	52	60	56	83
Lighting of streets and public places	Index Score	58	55	58	56	65
Conservation and environmental management	Index Score	49	52	55	58	76
Promoting and adopting sustainable practices	Index Score	48	51	55	55	68
Waste collection services	Index Score	61	63	69	71	85
Education, prevention and relief for bushfires and flooding	Index Score	59	53	59	54	63

 Below Like Councils

 On Par with Like Councils (± 5 points)

 Above Like Councils

 Leader



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