MARKYT

Community Scorecard

2025

Prepared for

Cook Shire COUNCIL

Prepared by

CATALYSE

FUTYR | MARKYT | CULTYR

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MARKYT

Strategic overview

MARKYT Strategic Overview

Vision

21

% agree

6% points below Industry Average and up 4% points from 2023

Liveability

73

Performance Index Score

1 index point below Industry Average and up 2 points from 2023

Governance

53

Performance Index Score

2 index points above Industry Average and up 8 points from 2023

Finance

45

Performance Index Score

4 index points above Industry Average and up 11 points from 2023

Strengths

Top performers

- Library services and facilities
- Airport services and facilities
- Wastewater services
- Reconciliation action

Most improved

- Community engagement
- Ranger services (animal management)
- Communication

Strongest compared to other councils

- Airport services and facilities
- Place to visit
- Community engagement

Top 5 priorities

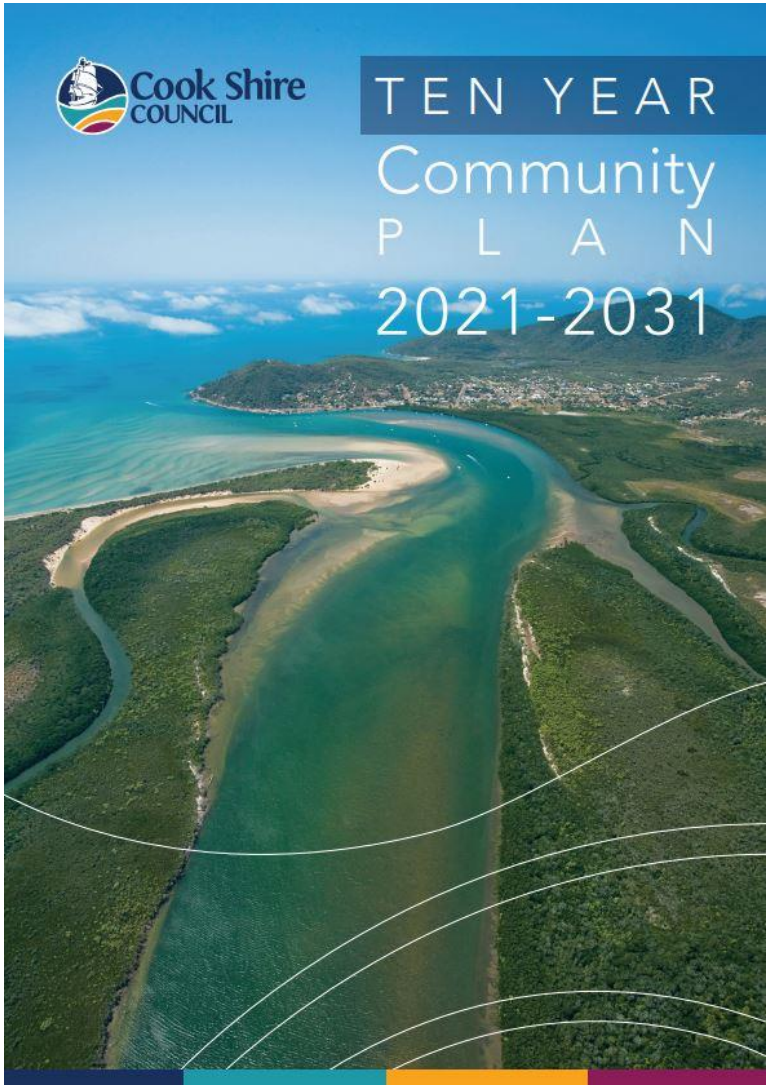
1. Housing
2. Local roads and bridges
3. Health and community services
4. Aged care and accommodation
5. Safety and crime prevention

Approach

Purpose

Cook Shire Council commissioned a MARKYT® Community Scorecard to:

- Review progress against the 10-year Community Plan
- Evaluate service levels (customer perceptions)
- Benchmark service levels against other councils
- Determine historical trends
- Map community priorities
- Understand community needs and aspirations
- Determine how views vary across the community



The Study

Cook Shire Council commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

Scorecards were distributed to all PO Boxes and emailed to all customers in Cook Shire Council's customer databases. Cook Shire Council also provided supporting promotions through various communication channels.

The scorecard was open from 3 March to 4 April 2025 and was completed by **520 community members** with various connections to Cook Shire:

Resident	Local business	Community organisation	Out of area ratepayer / visitor	Elected Member / Employee
435	107	128	19	66

The main body of this report shows responses from residents, with other cohorts reported at the end of this report. Resident responses were weighted by age and gender to match the ABS Census population profile.

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

% of resident respondents (weighted)

Gender:	Male	52
	Female	44
	I use a different term	1
	No response	4
Respondent age (years):	14-17	5
	18-34	24
	35-49	23
	50-64	28
	65+	22
Age of dependents living at home:	0-4 years	11
	5-11 years	17
	12-17 years	10
	18+ years	7
	No children	53
Diversity:	Disability	16
	First Nations	13
	Mainly speak LOTE	4
Home tenure*:	Homeowner	76
	Renting / other	24
Location*:	Farm / Rural	42
	Town	58
Area	Ayton	3
	Bloomfield	4
	Coen	4
	Cooktown	62
	Endeavour Valley	8
	Helenvale	1
	Lakeland	2
	Laura	1
	Marton	6
	Portland Roads	1
	Rossville	4
	Hope Vale	3
	Other	2

LOTE: Language other than English
** Base excludes no response*

MARKYT Benchmarking Excellence

Program participants | Since 2003

Over the past 20+ years, CATALYSE® has conducted community and business perceptions surveys for more than 70 councils across Australia. When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders.

Perth Region

Armadale
Bassendean
Bayswater
Belmont
Cambridge
Canning
Claremont
Cockburn
Cottesloe
East Fremantle
Fremantle
Joondalup
Kalamunda
Kwinana
Melville
Mosman Park
Mundaring
Nedlands
Peppermint Grove
Perth
Serpentine-Jarrahdale
South Perth
Subiaco
Swan
Victoria Park
Vincent
Wanneroo

Peel Region

Boddington
Mandurah
Murray
Serpentine-Jarrahdale

Wheatbelt Region

Chittering
Dandaragan
Gingin
Merredin
Narrogin
Northam
Pingelly
Toodyay
York

Southwest Region

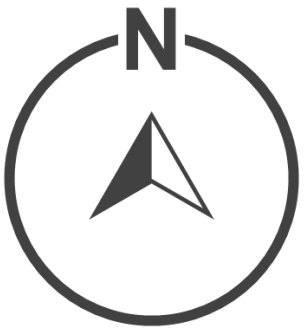
Augusta-Margaret River
Bridgetown-Greenbushes
Bunbury
Busselton
Capel
Collie
Dardanup
Donnybrook-Balingup
Harvey

Great Southern Region

Albany
Broomehill-Tambellup
Cranbrook
Denmark
Gnowangerup
Jerramungup
Katanning
Kent
Kojonup
Plantagenet
Woodanilling

*Note: in this report, average and high scores are calculated from councils that have completed a MARKYT® accredited study within the **past three years**.*

Subset benchmark analysis has been included with participating councils from Northern Australia that have completed a study within the past three years.



Shire of Broome
people • place • prosperity

Shire of EAST Pilbara
THE HEART OF THE PILBARA

Cook Shire COUNCIL

Cassowary Coast REGIONAL COUNCIL

Town of Port Hedland

SHIRE of WYNDHAM EAST KIMBERLEY

How to read MARKYT® performance dashboards

Positive rating

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

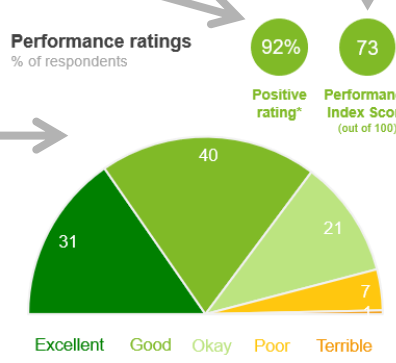
The **Performance Index Score** is a weighted score out of 100.

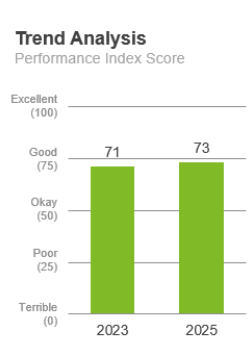
Score	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

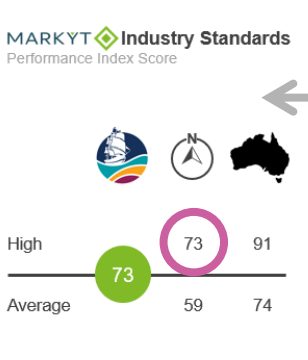
Trend analysis shows how performance varies over time.

Performance Ratings

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

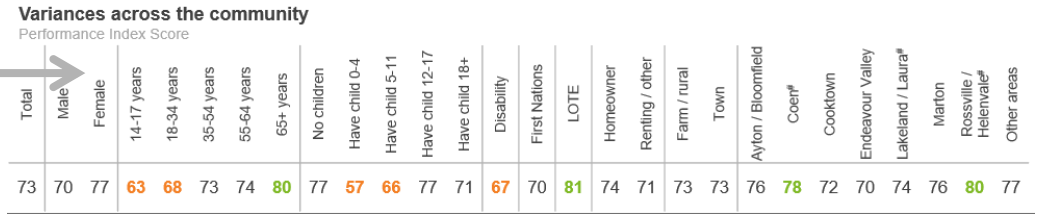






Community variances

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



MARKYT® Industry Standards

Shows Council performance compared to other councils.

- Council's performance index score.
- Industry average and high score from participating councils in Northern Australia
- Industry average and high score from participating councils across Australia
- Industry leader

Overall Performance

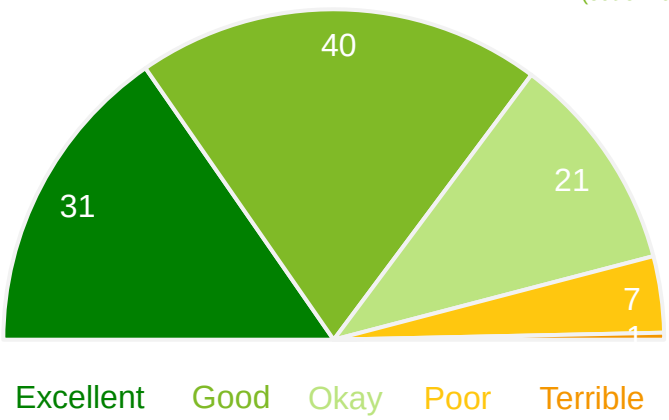
Place to live

Performance ratings

% of respondents

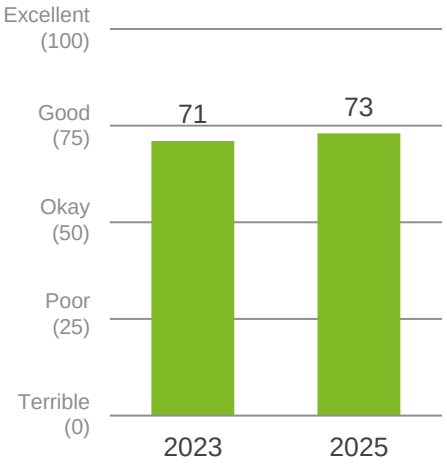
92%
Positive rating*

73
Performance Index Score
(out of 100)



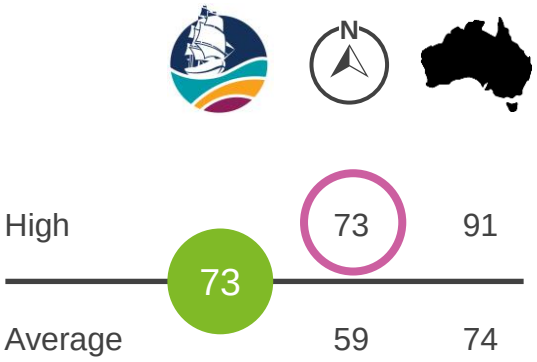
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
73	70	77	63	68	73	74	80	77	57	66	77	71	67	70	81	74	71	73	73	76	78	72	70	74	76	80	77

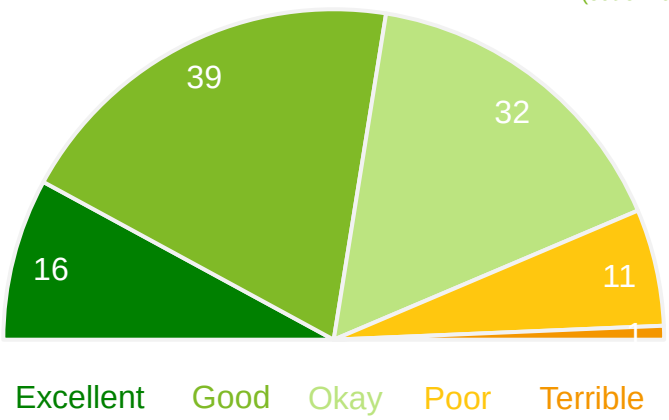
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 435).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Place to work

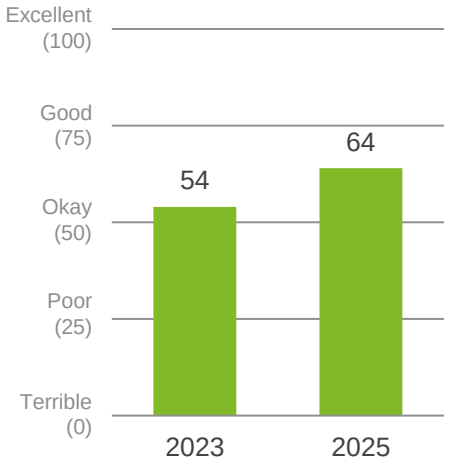
Performance ratings
% of respondents

87%
Positive rating*

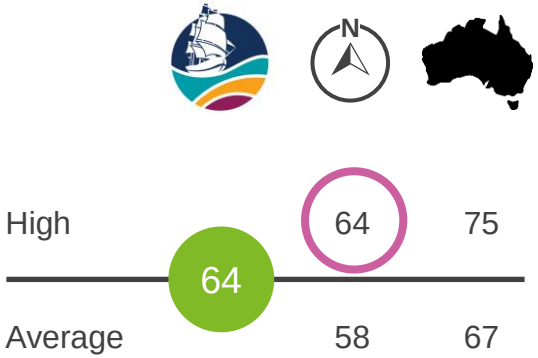
64
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
64	61	69	58	64	64	64	67	64	53	59	67	62	57	62	68	61	68	60	65	53	73	65	61	63	71	58	63

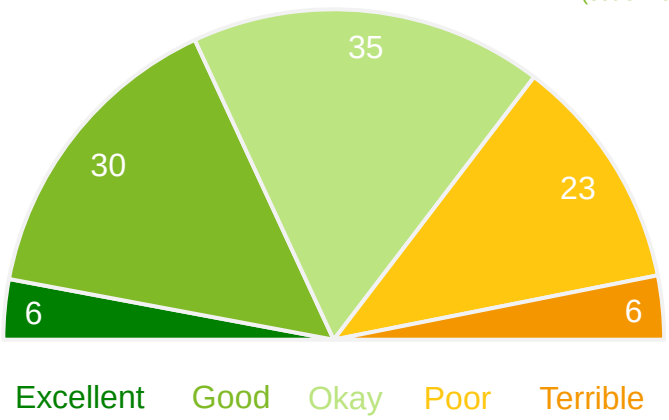
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 391).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Place to own or operate a business

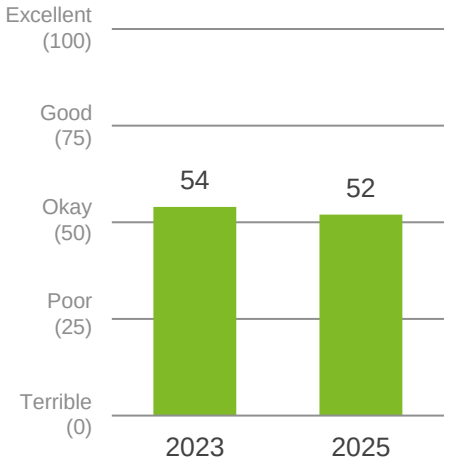
Performance ratings
% of respondents

71%
Positive rating*

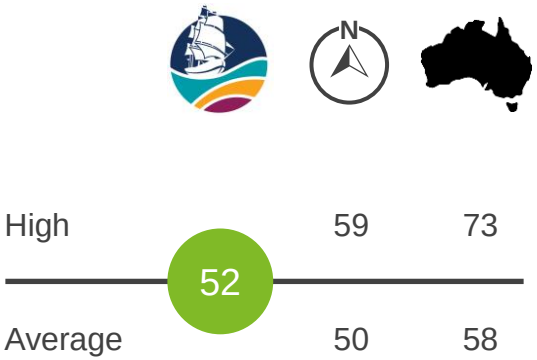
52
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
52	49	54	52	55	51	45	57	55	40	45	57	39	46	45	54	51	54	50	52	47	50	52	51	38	52	54	63

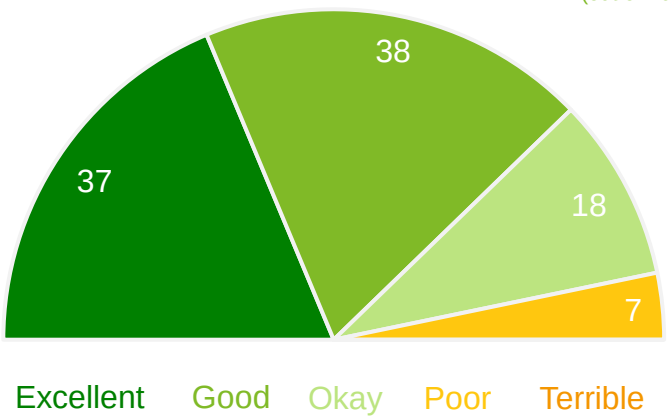
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 356).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Place to visit

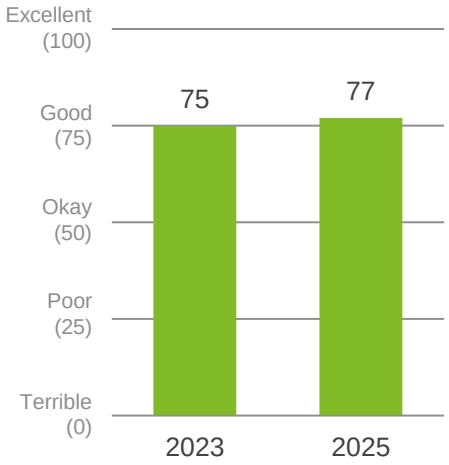
Performance ratings
% of respondents

93%
Positive rating*

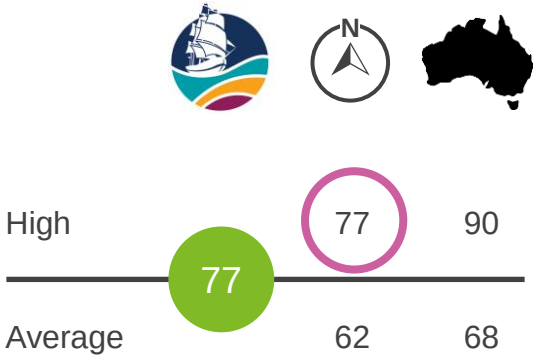
77
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
77	74	80	71	70	76	79	82	81	58	68	78	71	71	76	85	76	78	76	76	71	72	77	70	81	74	84	89

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 409).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

MARKYT industry comparisons

Overall Performance | industry comparisons

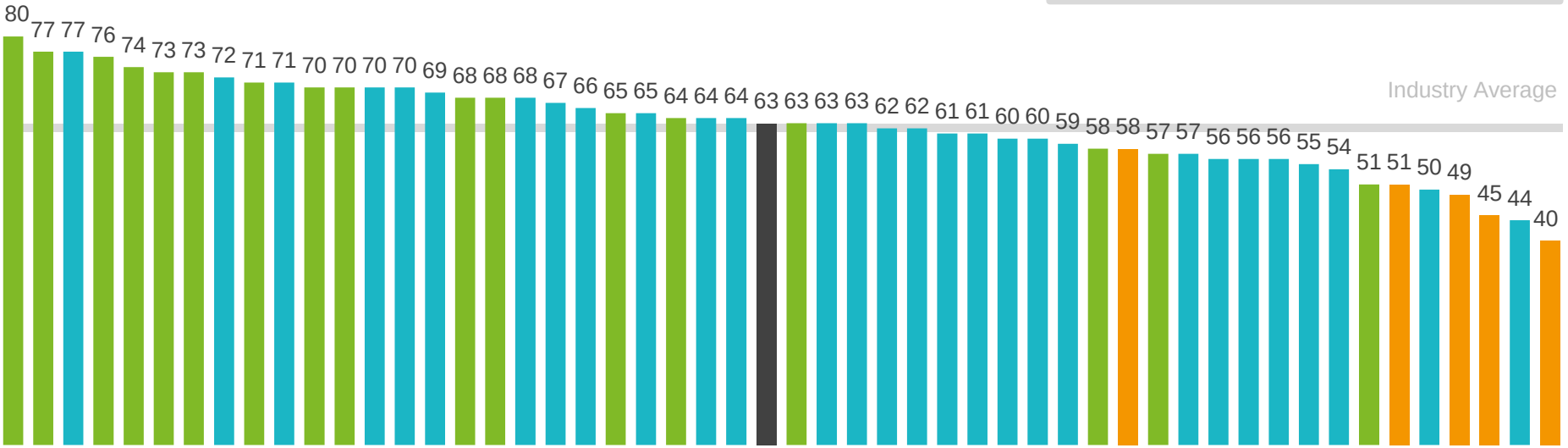
The ‘Overall Performance Index Score’ is a combined measure of the Cook Shire Council as a ‘place to live’ and as a ‘governing organisation’. The Cook Shire Council’s overall performance index score is 63 out of 100, on par with the industry average. This has increased from 58 index points in 2023.

MARKYT Industry Standards
Performance Index Score

Cook Shire Council	63
Industry High	80
Industry Average	63

Overall Performance Index Score
average of ‘place to live’ and ‘governing organisation’

- Cook Shire Council
- Metropolitan Councils
- Regional Councils
- Northern Australia Councils



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.

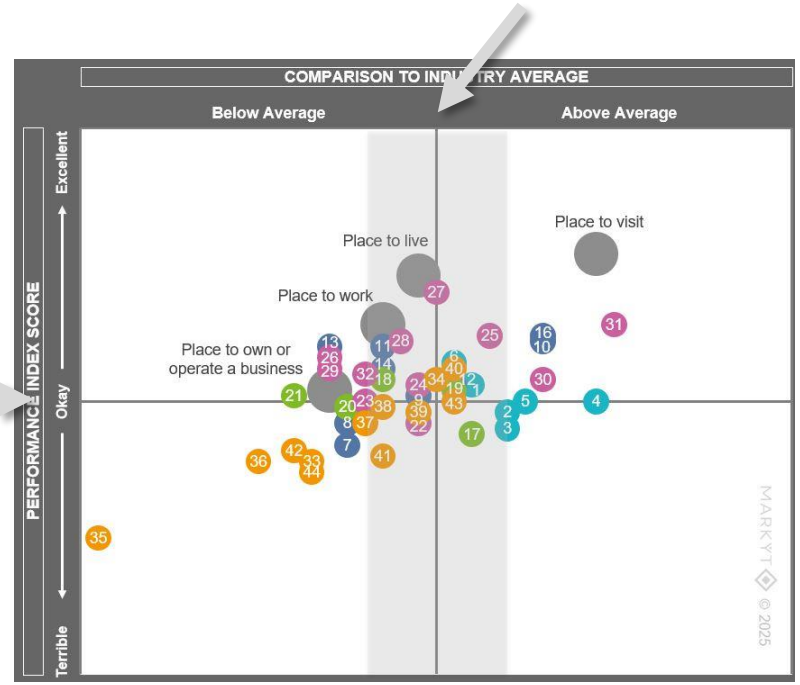
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

- Governance
- Asset management
- Compliance
- Discretionary services
- Advocacy and support services

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.



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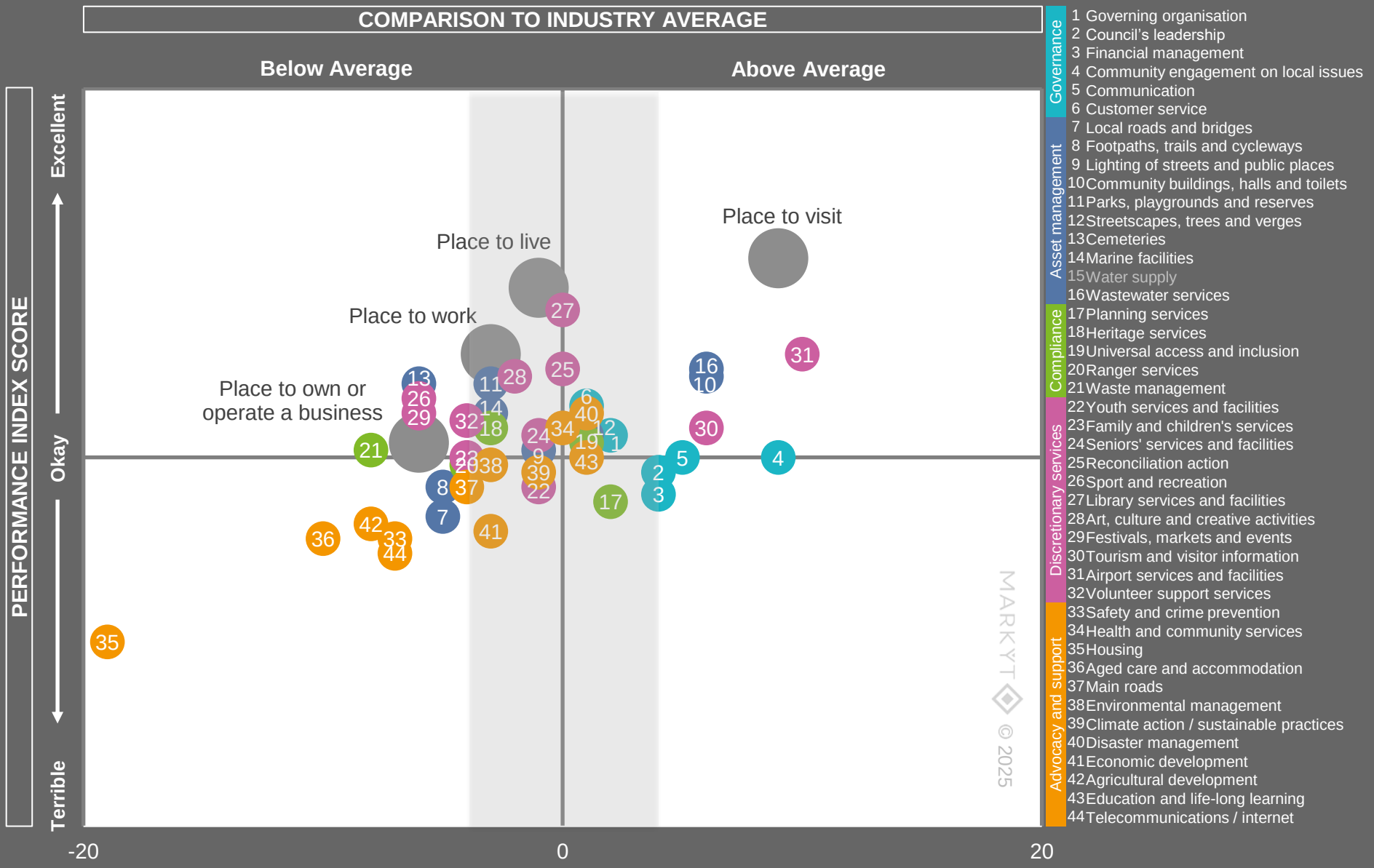
MARKYT Benchmark Matrix



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

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MARKYT community trends

MARKYT Community Trends Window

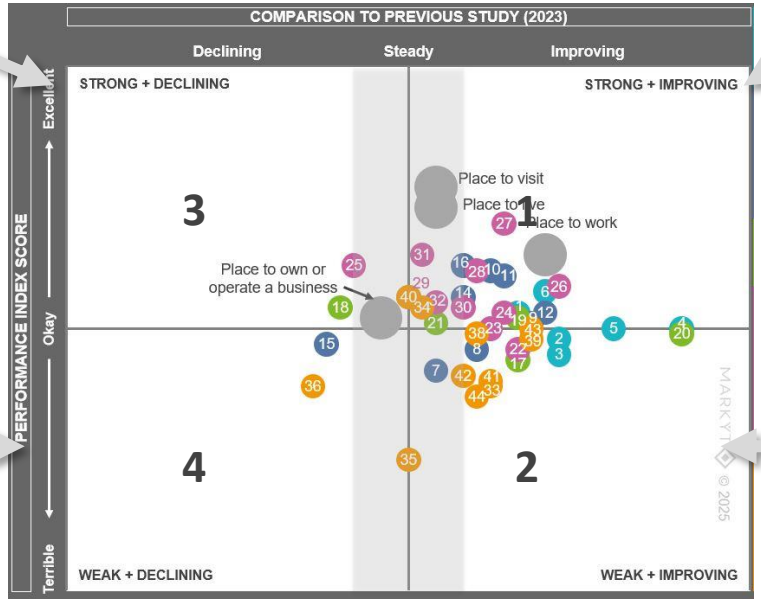
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

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

- Heritage services
- Reconciliation action

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

- Aged care and accommodation
- Water supply



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

- Community engagement
- Communication
- Sport and recreation services and facilities
- Customer service
- Streetscapes, trees and verges

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

- Ranger services (animal management etc..)
- Climate action
- Youth services and facilities
- Planning services

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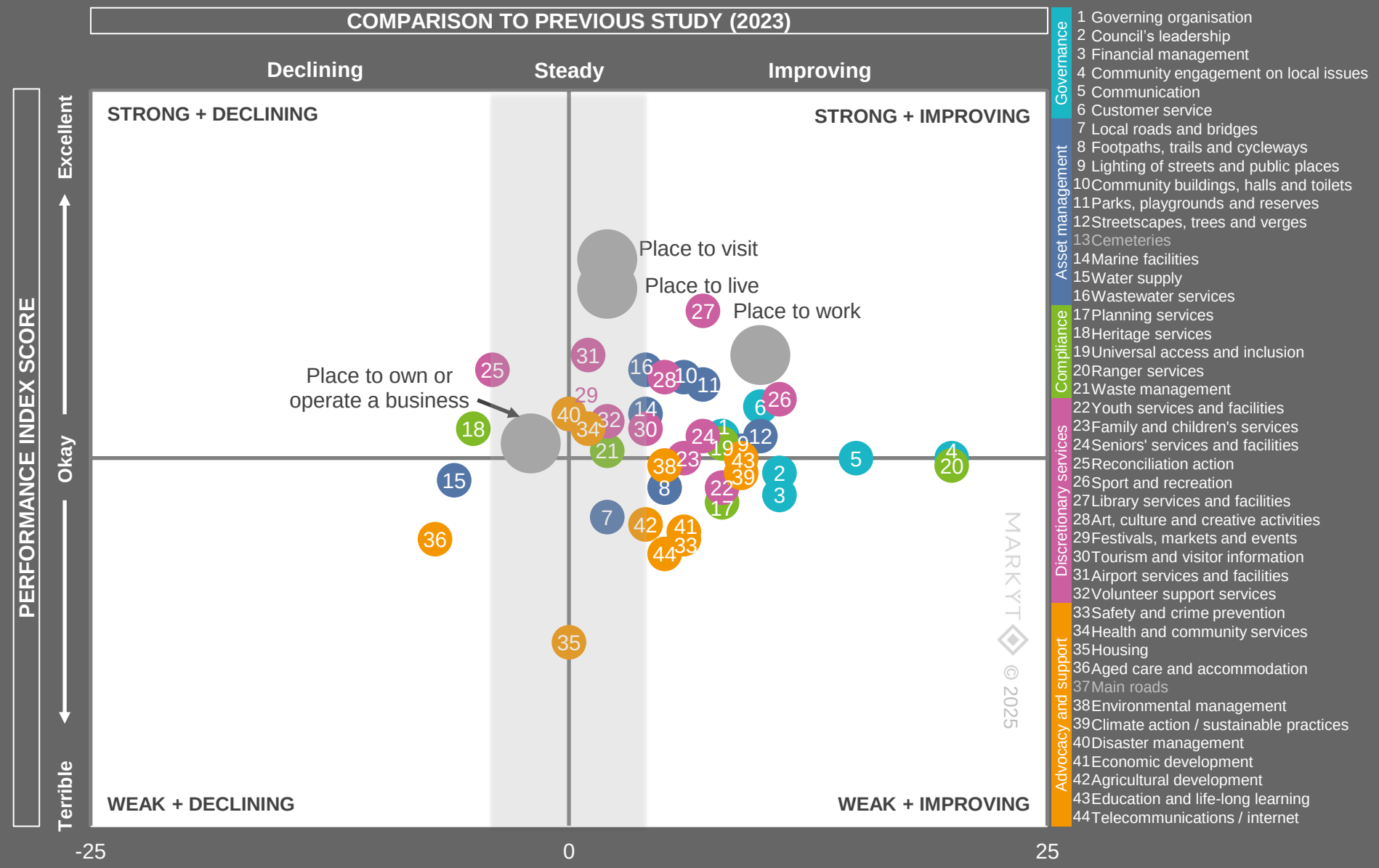
MARKYT Community Trends Window



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

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MARKYT community priorities

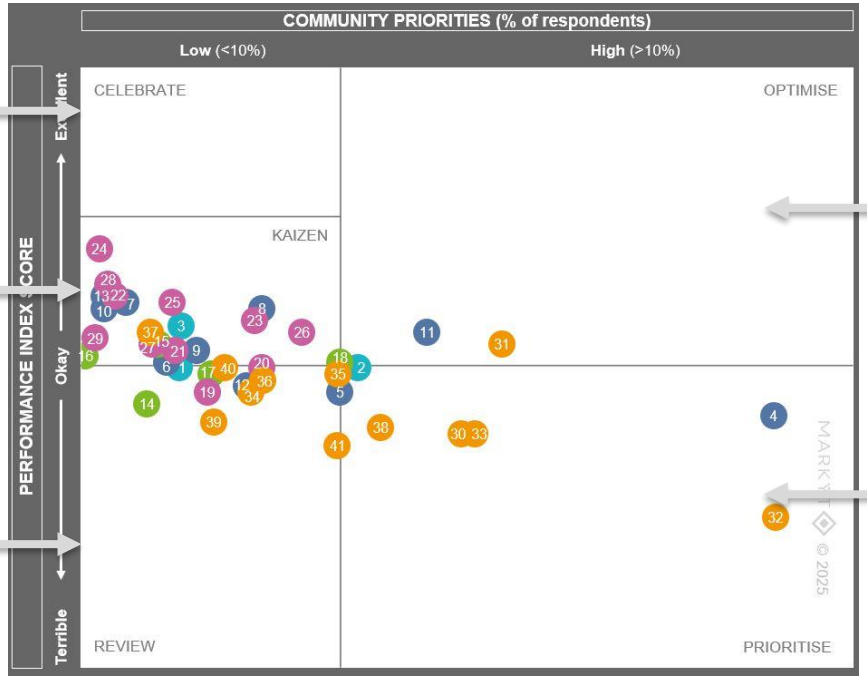
How to read the MARKYT Community Priorities

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:

- Governance
- Asset management
- Compliance
- Discretionary services
- Advocacy and support services

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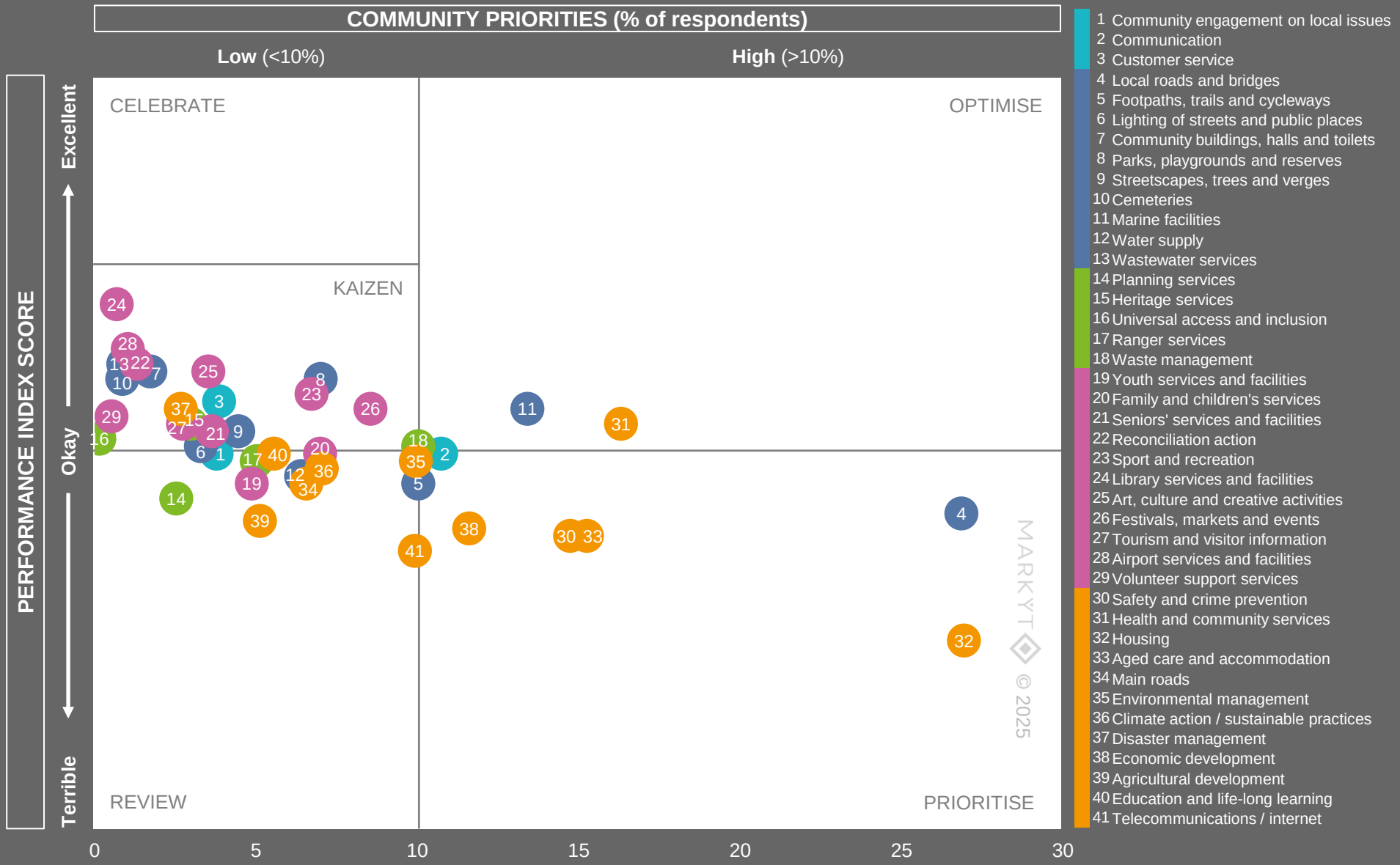
MARKYT Community Priorities



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 Cook Shire Council to focus on improving? Base: All respondents, excludes no response (n=378)

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Addressing community priorities

Housing

Community driven actions

- Assist in the development of affordable housing by releasing unused land, allowing subdivisions and permitting a wider range of housing such as tiny homes, granny flats etc.
- Streamline building approvals and reduce red-tape and fees.
- Advocate for more State-funded housing for low-income residents and vulnerable people including seniors, the homeless and victims of family and domestic violence.
- Make better use of existing housing stock by repurposing vacant government housing, restricting overuse of homes by State government employees and discouraging underused rentals and Airbnbs.

Community Voices

"Release land to build private property on."

"More land released to allow for more housing to be developed. More rural land subdivisions that are not reliant on town water and sewer systems."

"Much more affordable housing for local residents, and if necessary changes in legislation to enable more small kit homes and granny flats to be allowed on existing properties."

"Council could streamline approvals process for building, sub-dividing etc.., and consider reducing the Council costs associated with acquiring permits and approvals."

"Allow for more building permits without making it so complicated. More and better social and government organisation housing."

"Provide much more social housing...address the homelessness issues, build on council-owned land housing for low-income earners (could be tiny houses etc.), provide incentives to make building permits etc. cheaper and easier and quicker to obtain to encourage more building of dwellings."

"There is not enough emergency accommodation for victims of domestic violence."

"There is too much overcrowding. There are also vacant and empty government housing that no one has lived in for years, but the community cannot live in them."

"Restrictions or rate increase for those who use houses as investments particularly Airbnb properties, landlords leasing to local and state government employees and places that are empty more than 6 months of the year."

"Council could advocate to State Government to ensure local housing isn't "hogged" by Government (this has already started with developments in town)."

"Housing is definitely an issue. Even though there are about 50 demountable houses going up I believe they will be reserved for government, health and / or education. What about housing for others?"

Local roads and bridges

Community driven actions

- Repair potholes, drains, edges and culverts.
- Seal gravel roads in and around Cooktown.
- Improve road maintenance practices by ensuring maintenance is proactive, timely and high quality.
- Upgrade road surfaces with longer-lasting materials.
- Advocate for improved bridges and causeways to prevent isolation during the wet season.

Community Voices

"The road to Bloomfield is in a shocking state and why are there still dirt roads in Cooktown? All roads in Cooktown itself should be sealed."

"The dirt roads are a disgrace and never maintained well enough. I'd rather see the council take the budget set aside to pay the road crews for yearly dirt road maintenance; use that money to bitumen the road in 1-kilometre sections, until the road is sealed."

"When roads are done up it isn't a permanent or lasting fix. More bitumen or paved ways for water flow."

"Problem areas need to be addressed not just a blanket maintenance program. Currently all road works are reactive and not proactive."

"Local roads are slow to be repaired after the wet season. Sometimes our road is fixed just before the next wet."

"Repair of roads by professionals, so the job will only have to be done once."

"Culverts over creek crossing and drains in town, e.g. Power St. Fix potholes before they enlarge."

"Local roads and bridges. Billy Goat Creek, Oluvson - drains need draining. High risk of flood area and road is always unpassable during rain. Potholes all through Bloomfield, Ayton to Wujal Sujal."

"Roads are also ridiculous. Grading roads right before the wet. Stupid and a waste of money. Putting in causeways that are made to wash away. …Turn it around. There is a way."

"Raise some bridges and sections of road so we don't get isolated by storms and floods so often."

"Absolute disgrace that the Annan river near Rossville doesn't have a large bridge to go over it, it is a disaster waiting to happen, whether someone is washed from the road in flowing water, or the old structure is damaged creating no access to the main town of Cook shire – Cook town or surrounding towns."

Health and community services

Community driven actions

- Advocate for funding to provide more health care services throughout the shire, to reduce wait times and the need to travel to Cairns for treatment. Specific mentions include:
  - more GPs
  - a range of specialists
  - dentists
  - allied health
  - maternity services
- Provide infrastructure such as housing to attract and retain health professionals.
- Advocate for the expedited development of a new hospital with expanded services including more ED beds, CAT scans and a maternity ward.

Community Voices

"The waiting time is too long to see a doctor. We need more doctors and specialists permanently in Cooktown."

"So important to every resident. We need more doctors. Also, a drop-in medical clinic for minor problems and the new hospital expediting. 4 weeks waiting for doctor appointments is unacceptable. We need better services that stop having us to be sent to Cairns."

"More doctors need to be recruited for the Medical Centre. It is not feasible to have to wait three or more weeks for an appointment. The need for a local Paediatrician to see kids with additional needs at a faster rate. Access to Health professionals for kids with additional needs."

"Dentist in Cooktown is a much-needed service for low income and unemployed and retirees, families would benefit the most."

"More allied health care services, including psychologists and counselling."

Having babies in Cooktown. It's terrible that women have to leave their hometown to birth. Midwife assisted home birth should be introduced (obviously we need an obstetrician so we need to attract one to the town)."

"Work on improving local Doctors and Nurses accommodation options."

"Build facilities and infrastructure for health services (doctors, nurses, to reside in Cooktown). Services for mums (pregnant mums - to remain here instead of going to Cairns)."

"Council needs to prioritise the need for a new hospital and urge the State Govt to fast track its building."

"Hospital has barely any facilities, e.g. CAT Scan. Upgrade hospital so patients do not have to travel 400 kms to Cairns Base Hospital. Barely any emergency services."

"We need to be able to have babies here. A first world maternity ward / birthing facility."

Aged care and accommodation

Community driven actions

- Advocate for a range of aged care options to support the aging population - from affordable housing for seniors living independently though to assisted living and high care facilities.
- Prioritise provision of a high-care, secure dementia unit.

Community Voices

"Need more state funding to build more affordable accommodation for seniors."

"More independent and assisted aged care accommodation required."

"Build a private aged care facility with a MSU and more beds. Build a nicer aged care facility and more older persons social housing."

"Facility that accommodates independent living, but with services on hand when needed, e.g. laundry, meals, transport to and from medical."

"Have more accommodation for elderly people who are still more or less independent but cannot manage all cooking, cleaning etc.., for themselves. This accommodation should allow these people to spend some time away occasionally and drive (if they can) and not just sit wondering what they are here for."

"Build a nursing home which has low care through to high care residential facilities."

"An aged care home with facilities for people suffering dementia, so that these people don't have to leave this area for the support and their families they need."

"Create more spaces for aged care and a secure dementia unit so we do not have to have husbands and wives and families distressed by loved ones being moved 100s of kilometers away to where suitable facilities are located."

"Needs age care accommodation as population increases. Some seniors have to leave Cooktown because there is no vacancy. Urgently needed for keeping dementia patients here. Some of my friends have to send their relative away and all of them passed away in a very short time."

Safety and crime prevention

Community driven actions

- Advocate for a more visible police presence with a 24-hour manned police station and more street patrols, especially at night.
- Engage with at-risk youth by providing safe spaces to gather and a range of recreational activities, programs and support services for families.
- Advocate for tougher penalties for repeat offenders.
- Promote community awareness and involvement though programs like Neighbourhood Watch.

Community Voices

"Have the police station manned 24/7. Bit of a beat patrol."

"More police to patrol public areas and hospitality services at night as citizens are more afraid to leave their homes after dark. Starting to fear being in public places alone and after dark."

"More youth facilities and programs that are supervised and later at night. More police."

"Safety has never been a massive concern in this town until now. Changes have to be made before it gets out of hand. Programs should be in place for disengaged kids to prevent future crimes. We don't want to end up like Cairns."

"Young people/children are wandering the streets late at night getting into trouble - programs for the parents need to be put in place, as well as programs to divert the young people from the criminal route they are taking."

"Enforce tougher penalties for youth crime. Better monitoring of youth. Public cameras for high crime areas."

"There is no accountability or punishment for young criminals. They laugh at the justice system and are out doing the same criminal activities next night. It is not the police who are failing but the magistrates, they are unanswerable to any government system."

"Neighborhood Watch programs/ Security awareness."

"Neighbourhood Watch program. Police presence / police beat."

Marine facilities

Community driven actions

- Install a dedicated dinghy pontoon to improve marine safety.
- Develop additional and upgraded boat ramp facilities to meet growing demand from residents and tourists.
- Construct a public jetty.
- Upgrade the wharf with an expansion and additional lighting.
- Undertake regular dredging, maintenance and cleaning.

Community Voices

"A boat ramp or pontoon for the yachty people's dinghies, so the boat ramp is not covered in little boats and we can't launch our boats without moving their boats."

"Provision of a dedicated dinghy pontoon for people living on boats in the harbour. It is too dangerous leaving dinghies on the beach. At high tide we have to wade thigh deep to get to a dinghy and avoid crocodiles."

"Second boat ramp. Adequate parking for an increasing number of boat owning residents as well as an increasing number of boat owning tourists. All boating facilities must have wash down and fish cleaning facilities."

"Bigger boat ramp."

"Public jetty. Very much needed, more than all the footpaths."

"A greatly needed jetty for the permanents on moorings."

"More lights on the wharf."

"Make wharf a bit bigger."

"Dredging of the harbour to bring it back to a safe harbour especially during natural disasters. Small marina would be good. a slipway that can be used by all boats not just single hulled boats. Marton boat ramp to be able to be used as a slipway for boat maintenance."

"Dredging will help attract more tourist boats, cruise ships. The Mangroves are taking over the foreshore. Soon we will be a town without a view. Surely, they can be trimmed up whilst still small (like they do in Cairns)."

"Clean tables, wash down areas."

Economic development and job creation

Community driven actions

- Reduce red tape and support both new and existing local businesses.
- Create more employment opportunities, particularly for young people.
- Support the expansion of retail and shopping options, with suggestions including more food shops or a shopping centre.
- Promote and support Cooktown's tourism and agricultural industry, such as through investing in infrastructure, events and marketing.

Community Voices

"Encourage small service businesses by cutting red tape & excessive charges."

"Provide support to new business in the area. Cook shire and the planning and environment team are focused on compliance and policing, and they should be supporting all the way from planning to project completion."

"Council need more jobs for young people, trades."

"Employment opportunities for the youth. Building and sustaining economic development. Build hospitality / commercial shops that creates employment - generates profit."

"More shopping malls."

"More variety of shopping (food) sources."

"Encourage development of better retail and services in town. Current facilities are not capable of meeting the needs of the community now and as the population grows, the shops and services are not keeping up…"

"Open to any ideas. We lack infrastructure in this town. It should come from a wide range of areas. Agriculture, tourism etc.."

"Support agricultural efforts and encourage/ promote our area for agriculture development."

"Continued waterfront development on the Endeavour, resorts, eco stays, bars and cafes. Attract people to the area, create jobs."

"What is council doing in this area? How is Cooktown and the shire being promoted and business development opportunities researched and developed?"

To see all community comments from the MARKYT® Community Scorecard, please see Cook Shire Council's MARKYT® VoiceBank.

The MARKYT® VoiceBank contains over 23,000 words with ideas and suggestions from community members, grouped into more than 40 service areas.

Councillors and officers draw on suggestions in the MARKYT® VoiceBank to support the development of supporting strategies and action plans to address community needs.



MARKYT VoiceBank

Question: **Over the next 10 years, which areas would you most like the Cook Shire Council to focus on improving?**

Source: MARKYT® Community Scorecard **|** 2025

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:
Cook Shire Council

May 2025

Governance

Council's leadership

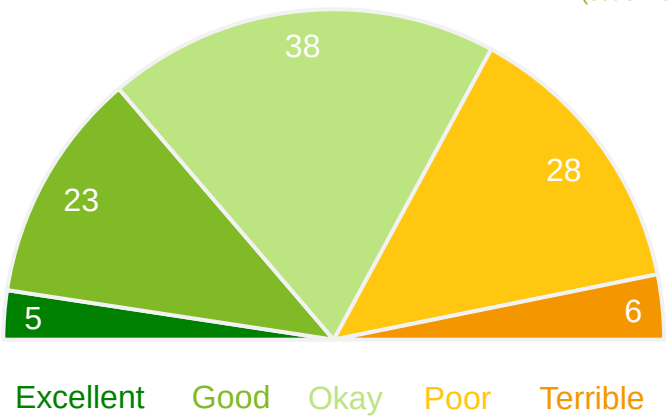
strategic planning, decision making, advocacy and lobbying

Performance ratings

% of respondents

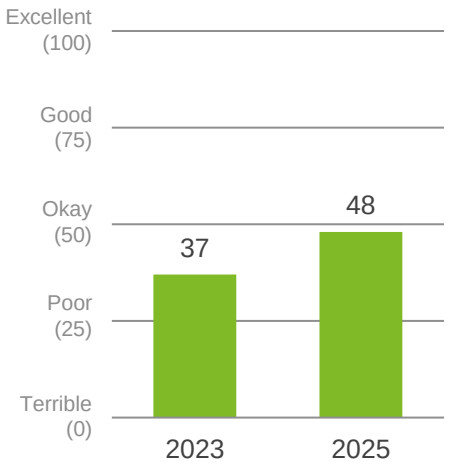
66%
Positive rating*

48
Performance Index Score
(out of 100)



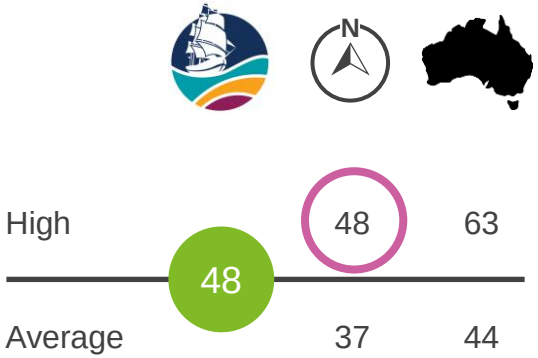
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

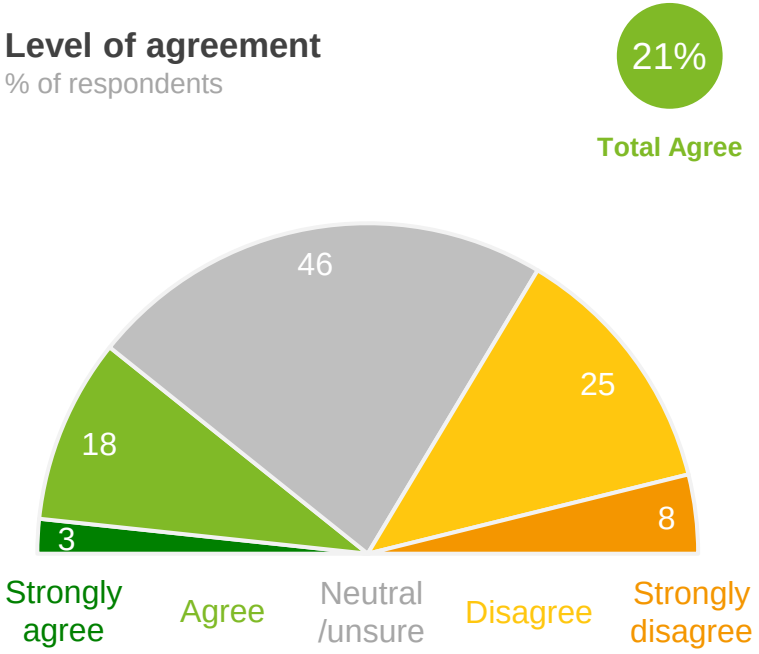
Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
48	45	52	**53**	50	48	44	50	51	**37**	**40**	**53**	**42**	**42**	**40**	48	44	**57**	48	47	**41**	**54**	46	49	45	48	52	**68**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 385).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Council has developed and communicated a clear vision for the area

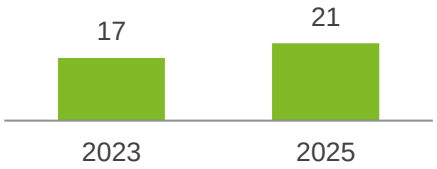
Level of agreement

% of respondents



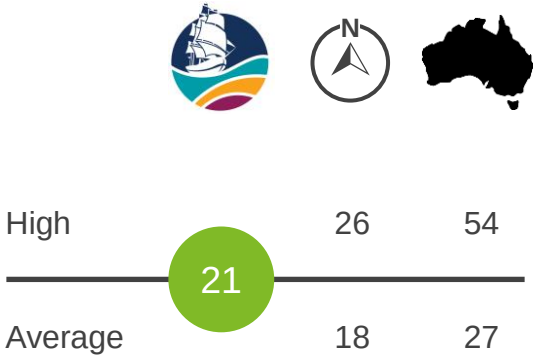
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variances across the community

% agree

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
21	18	25	31	20	18	23	22	23	12	12	28	25	10	22	17	18	32	26	18	18	31	18	17	35	15	29	52

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

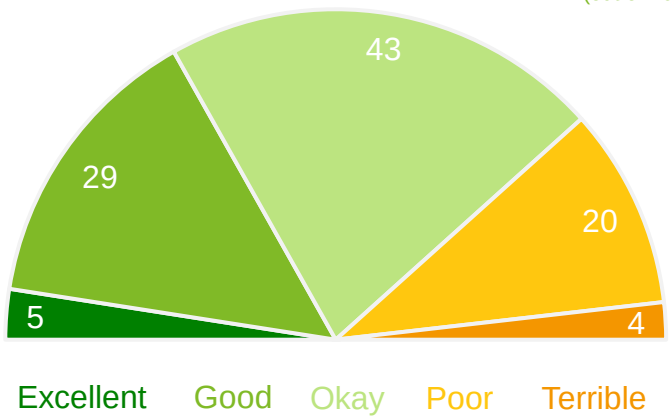
Base: All respondents, excludes 'no response' (n = 407). # Small sample size (<20 responses)

Governing organisation

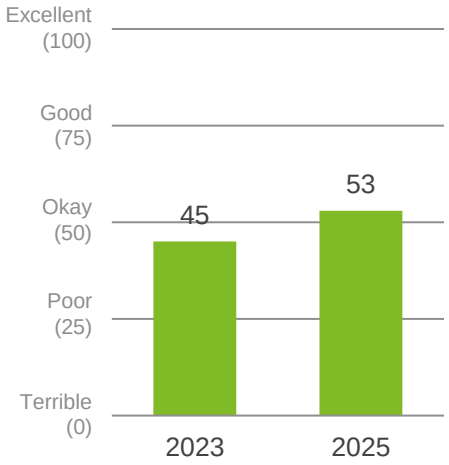
Performance ratings
% of respondents

77%
Positive rating*

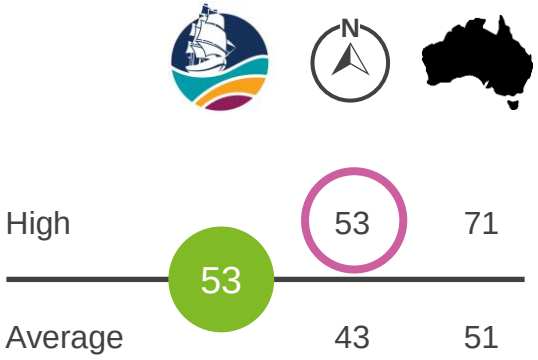
53
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
53	52	55	55	53	57	47	55	55	48	46	57	50	41	47	57	51	58	54	52	46	58	52	53	58	50	53	66

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 401).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Financial management

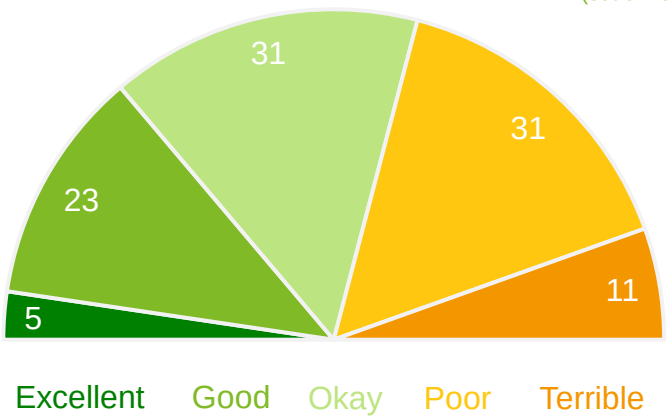
responsible spending, value for money from rates

Performance ratings

% of respondents

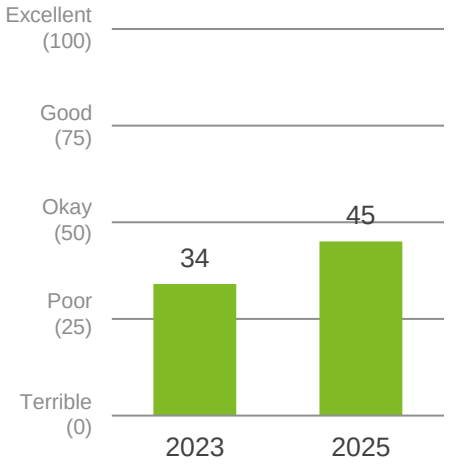
58%
Positive rating*

45
Performance Index Score (out of 100)



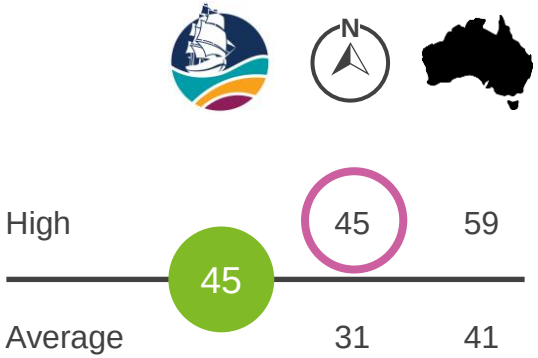
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
45	45	46	54	49	43	41	47	48	27	29	49	38	32	36	44	39	55	44	42	39	52	44	45	53	40	42	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 367).

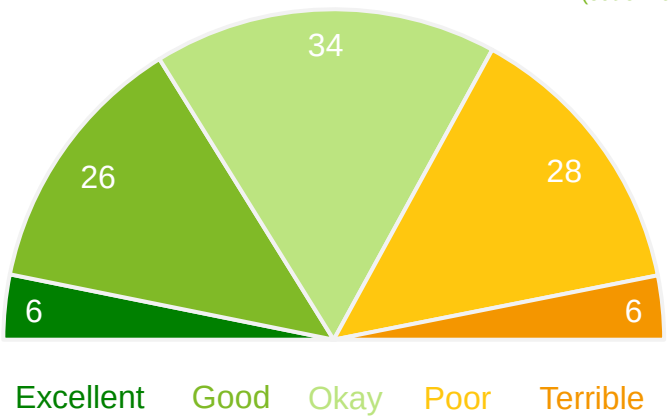
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Community engagement on local issues

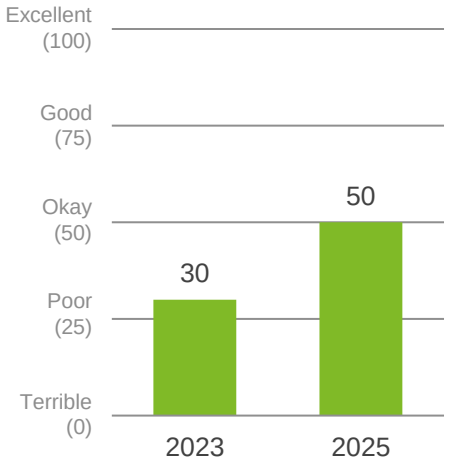
Performance ratings
% of respondents

66%
Positive rating*

50
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



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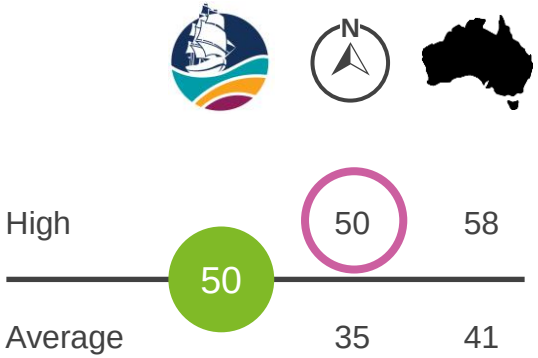
Performance Index Score



Variances across the community
Performance Index Score

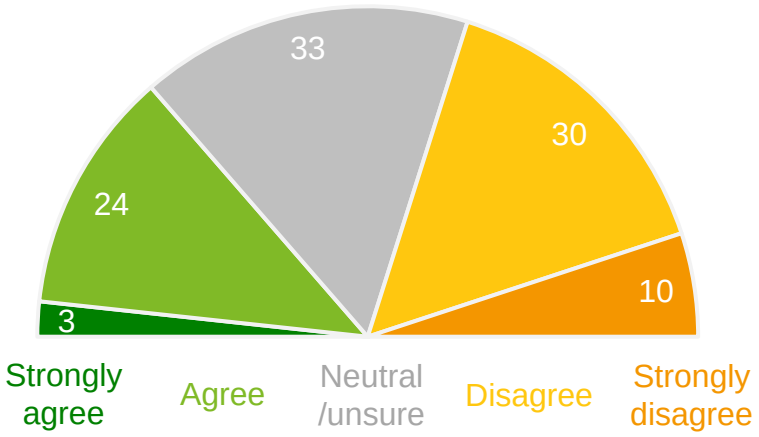
Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
50	49	50	53	49	53	47	50	50	38	45	53	43	40	41	44	45	56	49	48	45	47	49	53	43	46	53	60

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 402).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

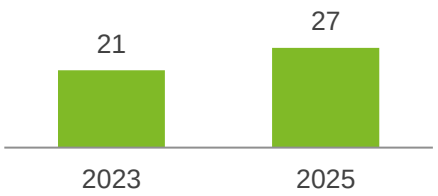
Council has a good understanding of community needs

Level of agreement
% of respondents

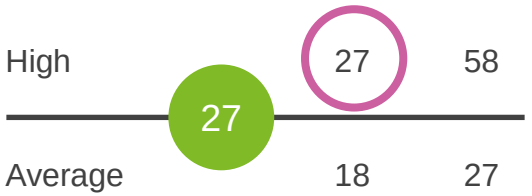
27%
Total Agree



Trend Analysis
% agree



MARKYT Industry Standards
% agree



Variances across the community
% agree

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
27	23	33	36	25	30	23	31	31	20	19	33	28	13	18	24	23	42	31	26	20	28	26	30	19	22	35	54

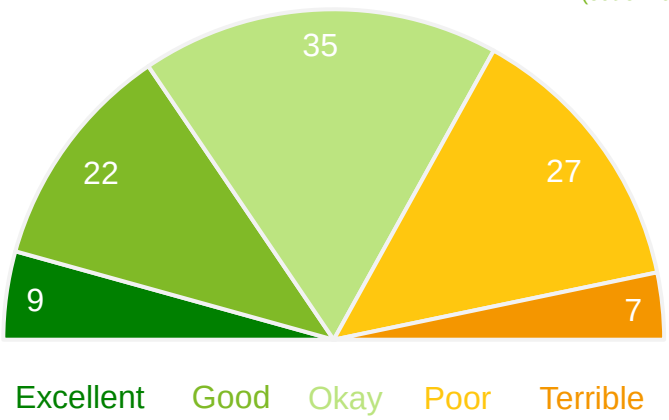
Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 411). # Small sample size (<20 responses)

Communication
about local issues, services

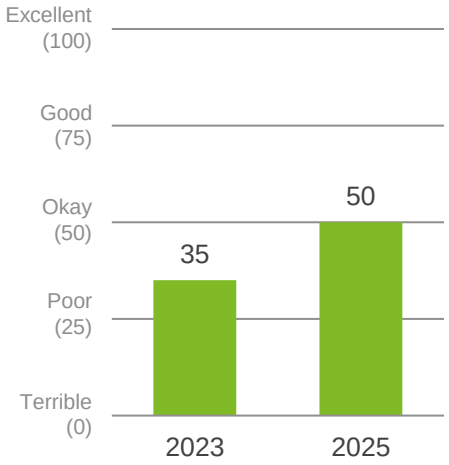
Performance ratings
% of respondents

66%
Positive rating*

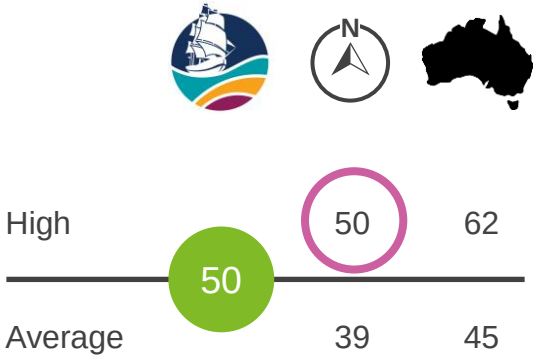
50
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

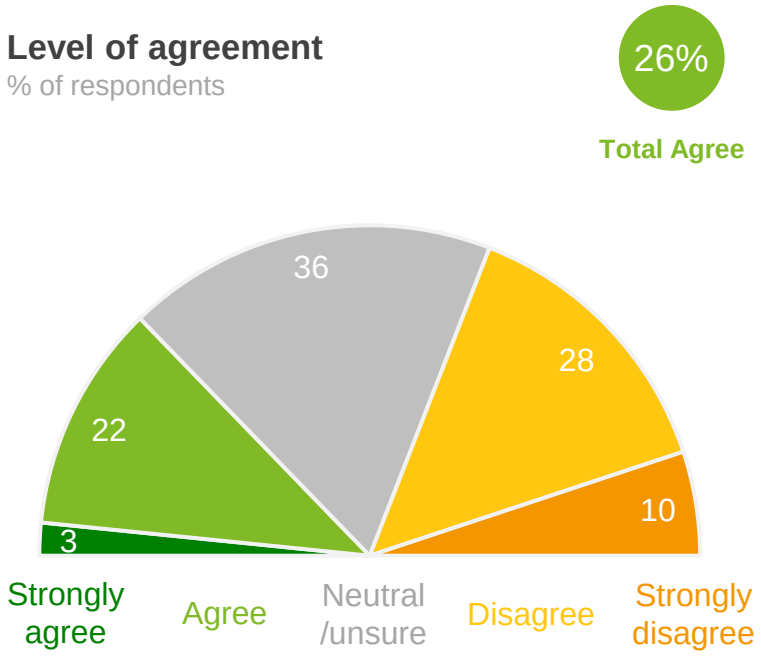
Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
50	50	50	55	54	50	45	49	50	38	43	53	44	39	40	54	44	59	45	50	37	50	51	52	30	47	48	58

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 409).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Council explains reasons for decisions and how community views have been considered

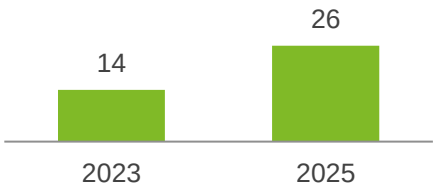
Level of agreement

% of respondents



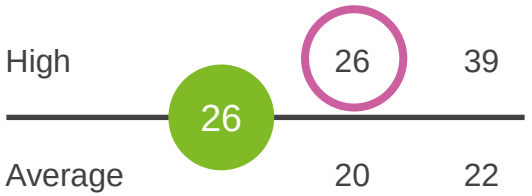
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variances across the community

% agree

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
26	19	33	39	26	19	22	32	29	18	17	31	17	14	21	27	21	41	27	25	22	18	24	28	29	23	34	48

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

Base: All respondents, excludes 'no response' (n = 410). # Small sample size (<20 responses)

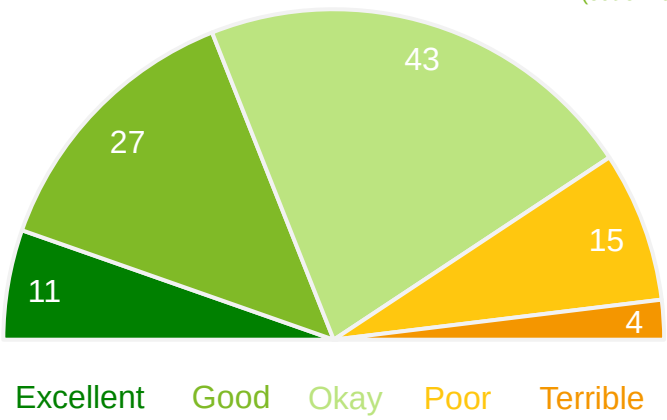
Customer service

Performance ratings

% of respondents

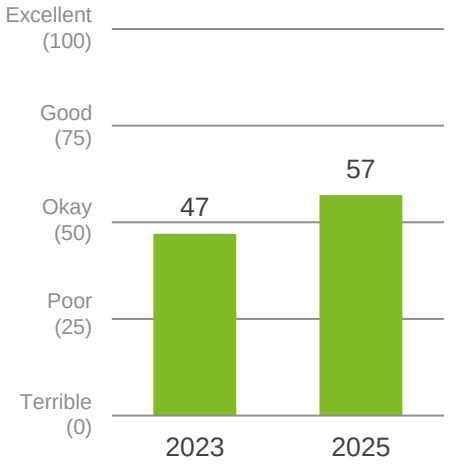
81%
Positive rating*

57
Performance Index Score
(out of 100)



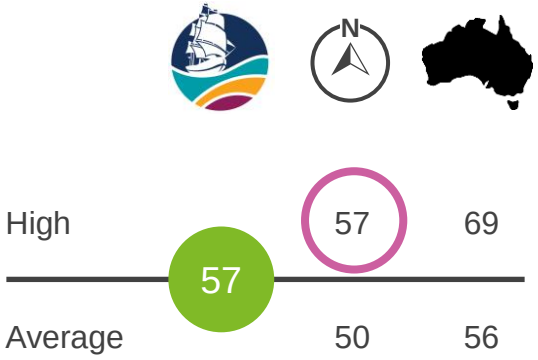
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
57	54	60	59	54	59	54	60	58	46	52	61	47	52	46	53	54	62	52	58	55	63	56	55	54	54	57	64

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 402).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

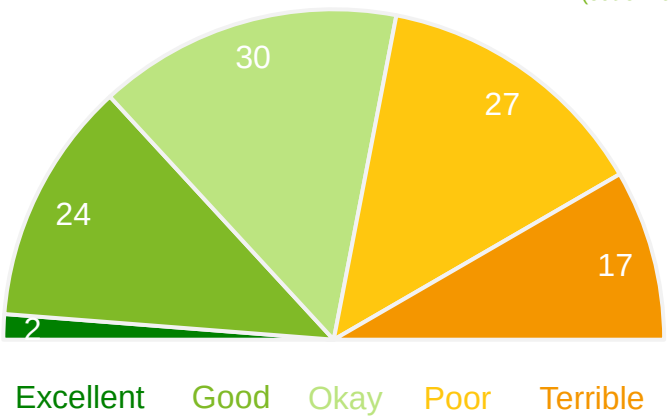
Asset management

Local roads, including bridges

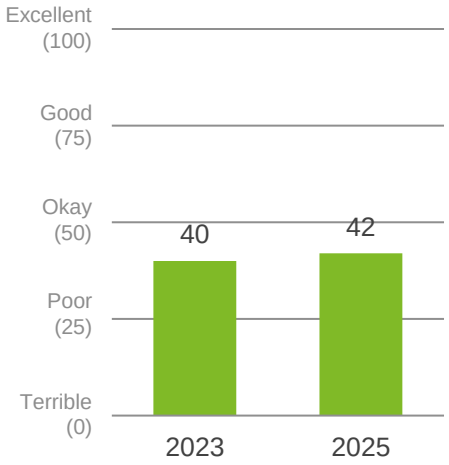
Performance ratings
% of respondents

56%
Positive rating*

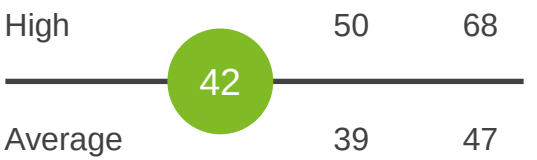
42
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
42	41	44	48	39	39	40	49	42	34	40	47	39	30	43	50	39	48	40	41	28	36	46	30	23	40	39	54

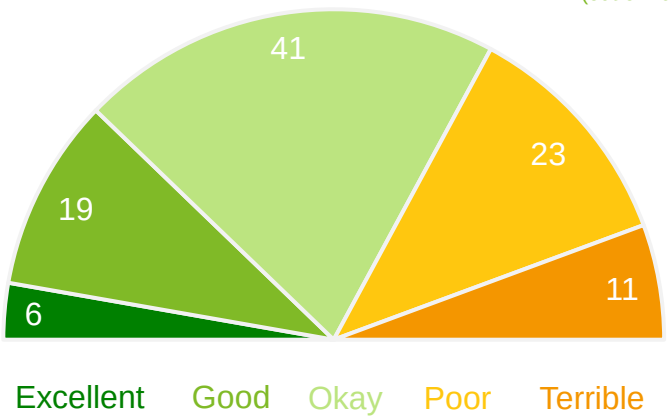
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 406).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Footpaths, trails and cycleways

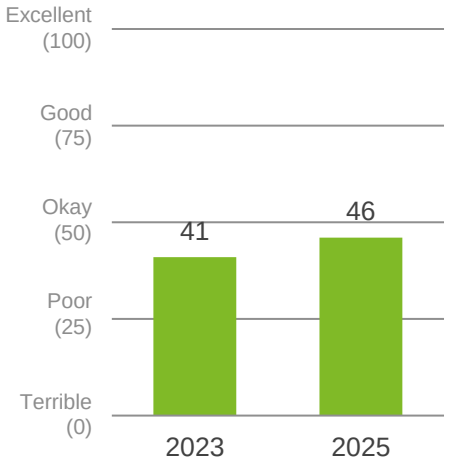
Performance ratings
% of respondents

66%
Positive rating*

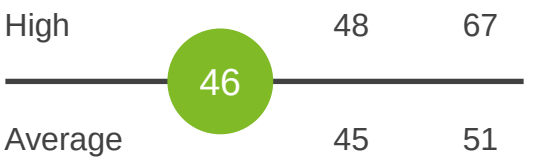
46
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
46	45	48	54	47	40	47	47	46	41	46	45	48	45	44	54	43	52	46	45	23	44	46	50	38	58	42	58

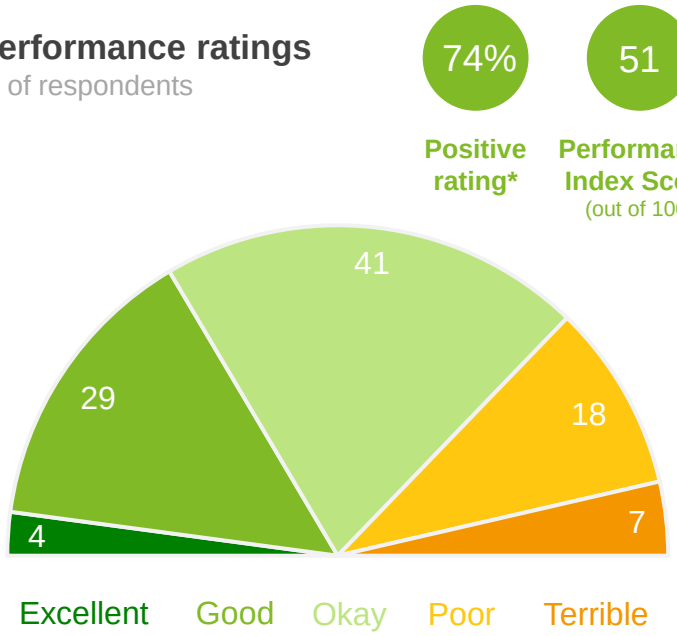
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 397).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

MARKYT

Lighting of streets and public places

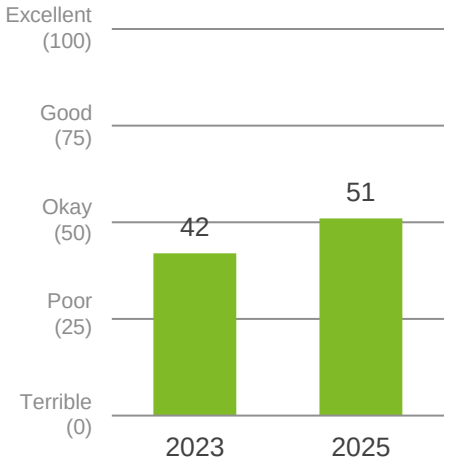
Performance ratings

% of respondents



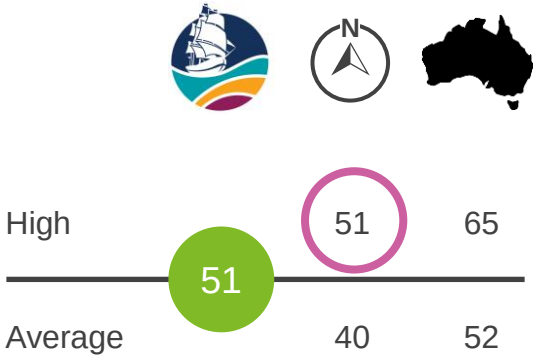
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
51	53	49	54	52	52	47	54	52	40	50	50	51	50	49	59	49	57	51	51	34	40	52	53	68	59	47	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 394).

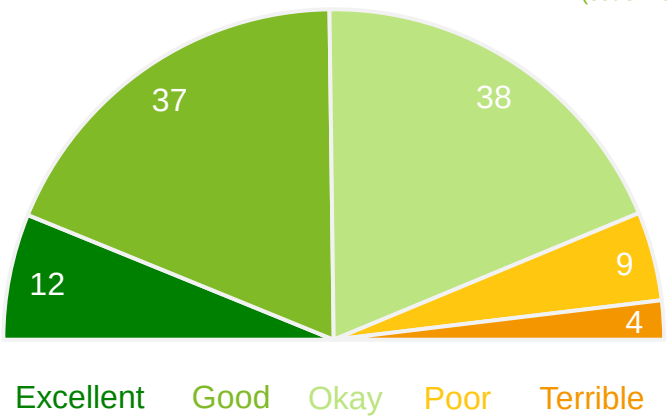
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Community buildings, halls and toilets

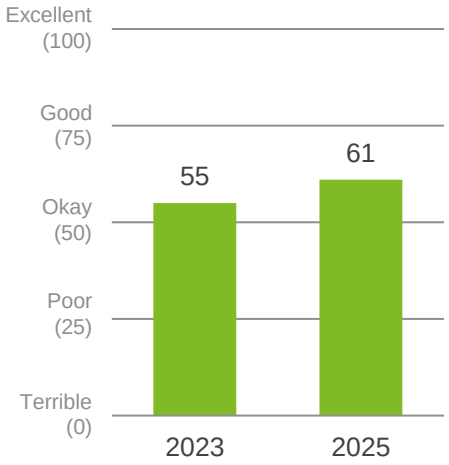
Performance ratings
% of respondents

87%
Positive rating*

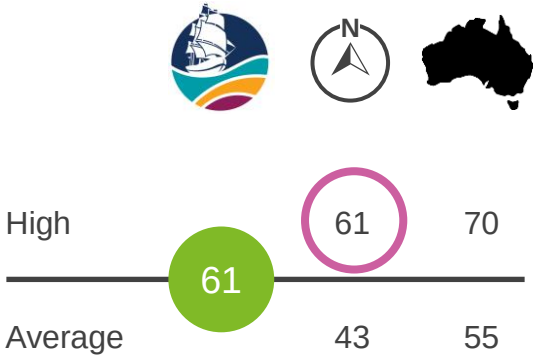
61
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
61	59	64	52	61	60	64	63	63	50	58	60	54	52	58	69	59	64	59	62	48	51	64	57	52	69	56	62

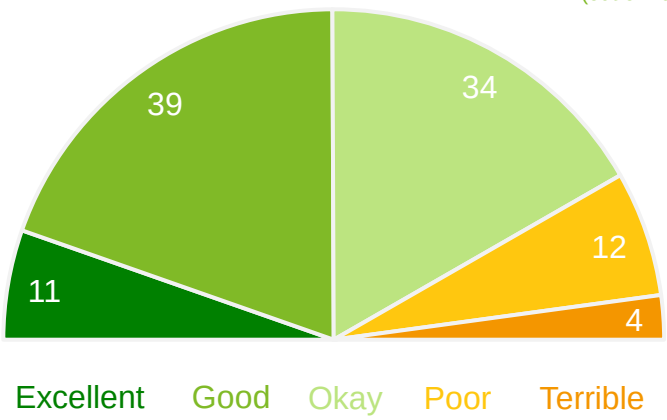
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 402).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Parks, playgrounds and reserves

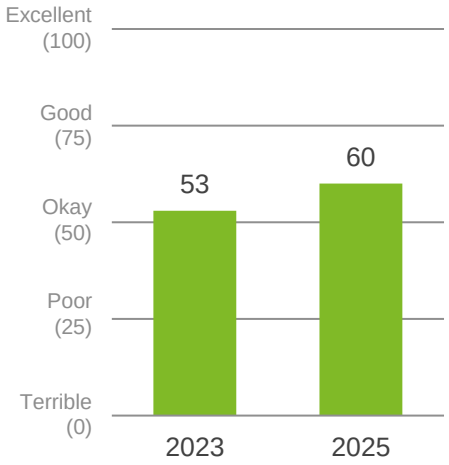
Performance ratings
% of respondents

83% **Positive rating***

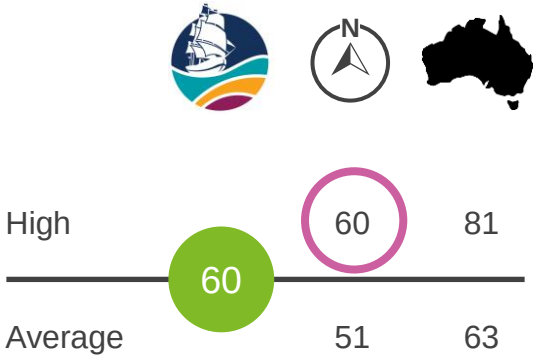
60 **Performance Index Score** (out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
60	59	61	55	59	51	66	64	64	47	53	58	54	58	51	62	59	61	55	63	44	44	63	56	51	67	61	60

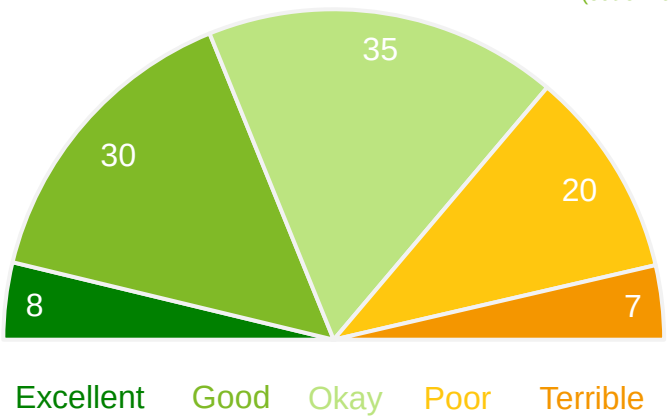
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 399).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Streetscapes, trees and verges

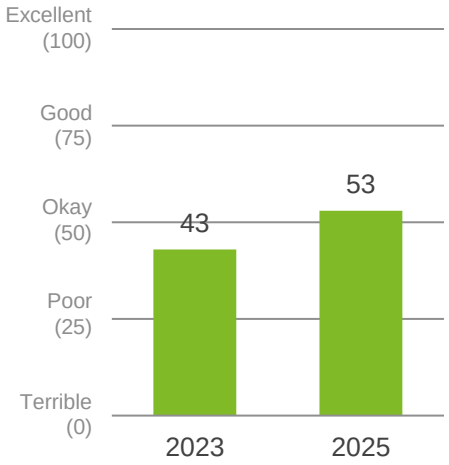
Performance ratings
% of respondents

72%
Positive rating*

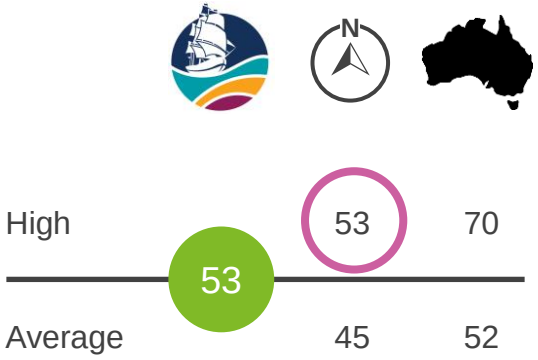
53
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
53	50	56	64	58	47	50	52	54	51	55	54	46	49	50	66	49	65	46	58	40	54	55	45	51	51	46	61

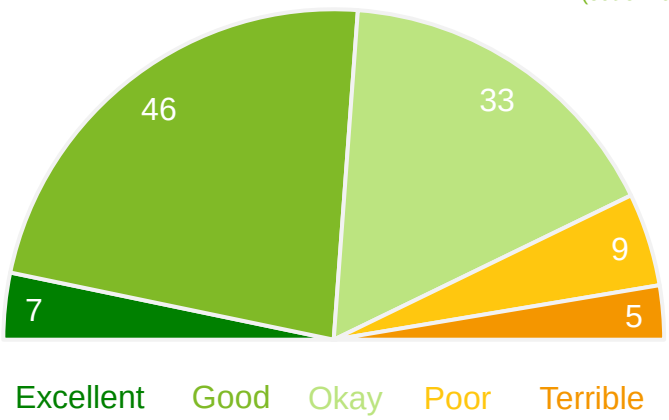
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 401).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Cemeteries

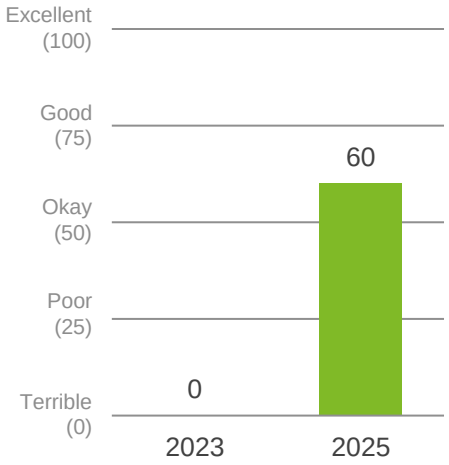
Performance ratings
% of respondents

86% **Positive rating***

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



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score

High	NA	76
60		
Average	NA	66

Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
60	60	59	59	68	54	58	58	62	55	58	52	48	63	52	62	57	68	56	63	45	54	61	62	64	63	56	57

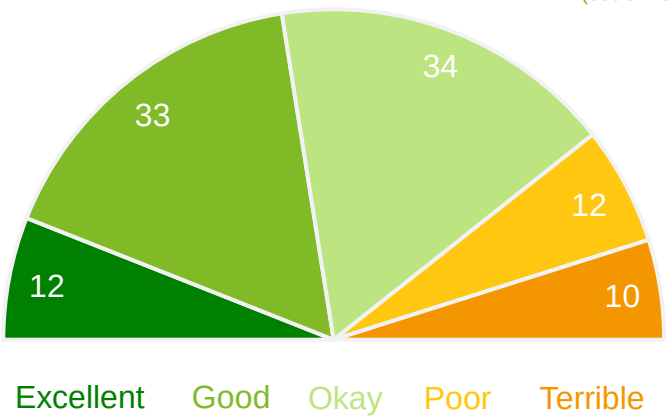
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 381).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Marine facilities
boat ramps, jetties etc.

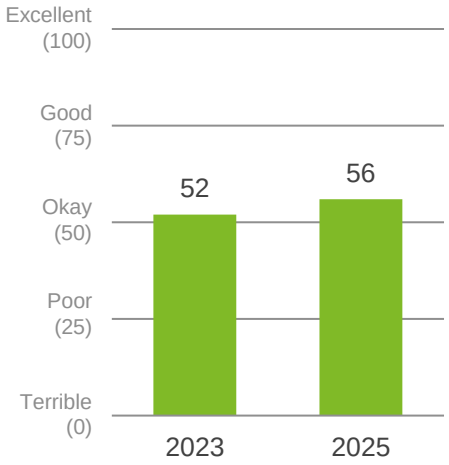
Performance ratings
% of respondents

79% **Positive rating***

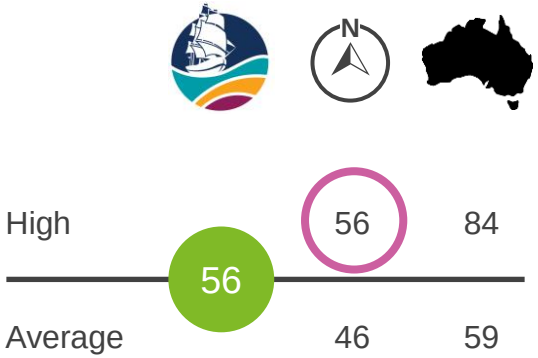
56 **Performance Index Score** (out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
56	55	58	60	56	54	56	59	59	40	46	57	55	50	46	57	51	67	54	56	32	45	58	64	53	56	57	57

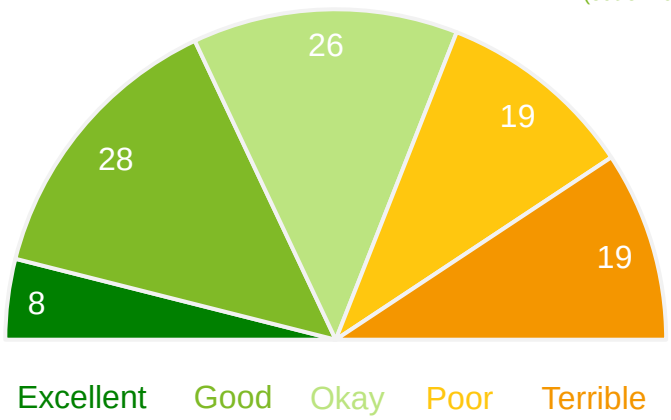
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 382).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Water supply / quality of drinking water

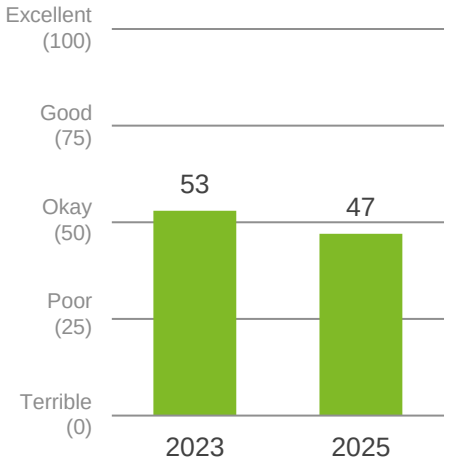
Performance ratings
% of respondents

62%
Positive rating*

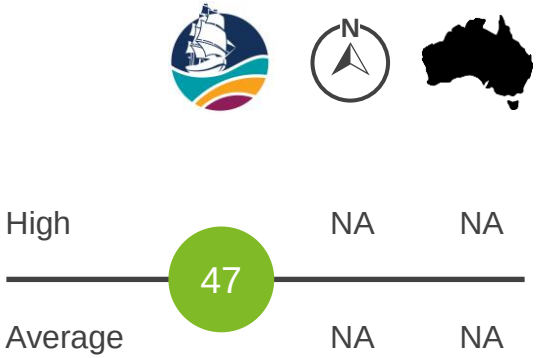
47
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
47	47	47	57	46	43	44	52	48	37	45	50	43	37	52	55	42	59	50	44	30	42	48	48	53	46	40	60

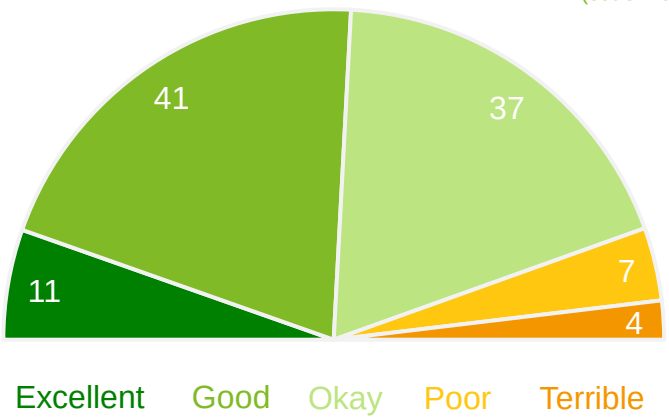
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 379).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Wastewater / sewerage services

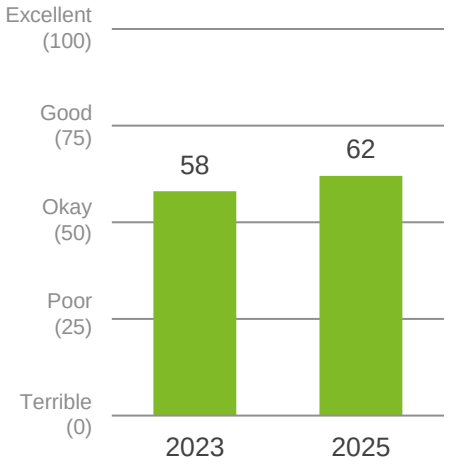
Performance ratings
% of respondents

89%
Positive rating*

62
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score

High	NA	66
62		
Average	NA	56

Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
62	63	61	58	**68**	59	58	62	64	**56**	59	60	**56**	**57**	60	63	58	**71**	59	64	**38**	**71**	65	61	**50**	**54**	**55**	58

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 334).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Compliance

Planning services

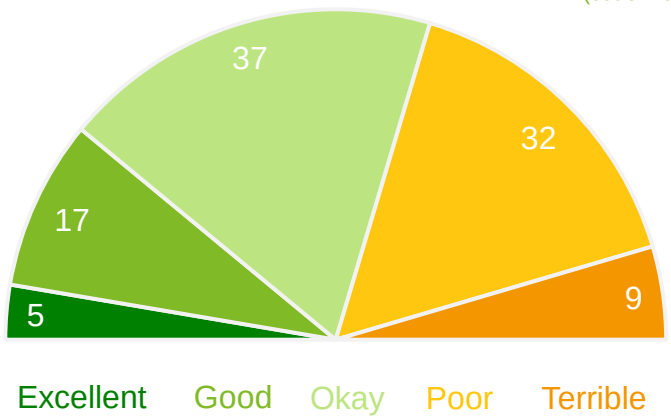
land use, development and building approvals

Performance ratings

% of respondents

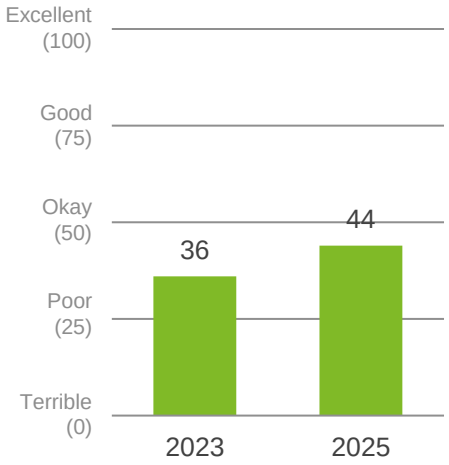
59%
Positive rating*

44
Performance Index Score
(out of 100)



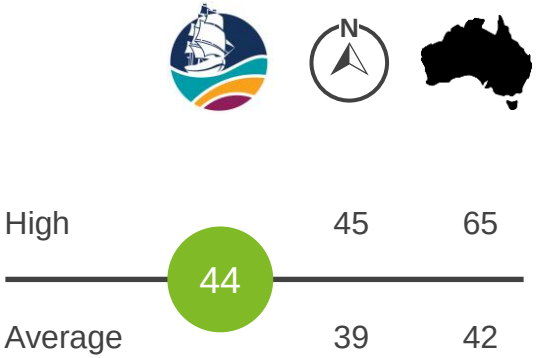
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
44	42	47	54	46	49	39	43	45	36	42	51	32	35	38	52	40	53	41	44	43	32	45	34	44	46	51	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 321).

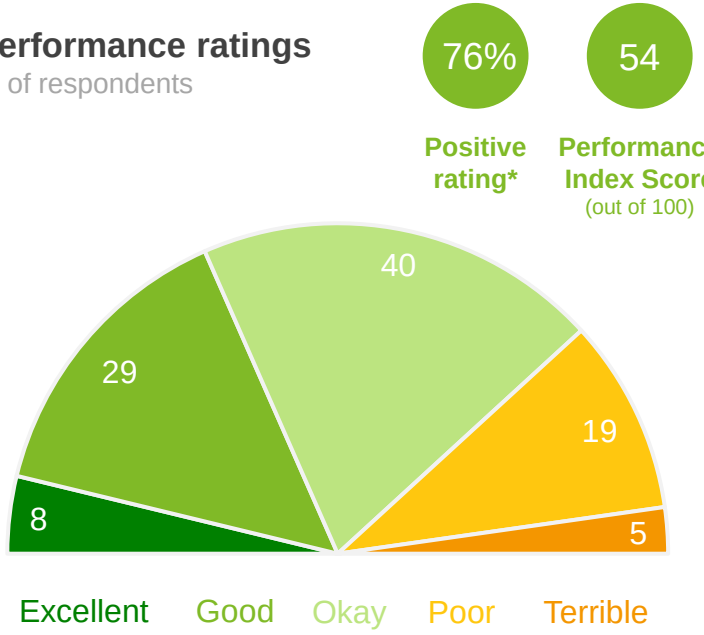
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Heritage services

preserving and promoting heritage sites and local history

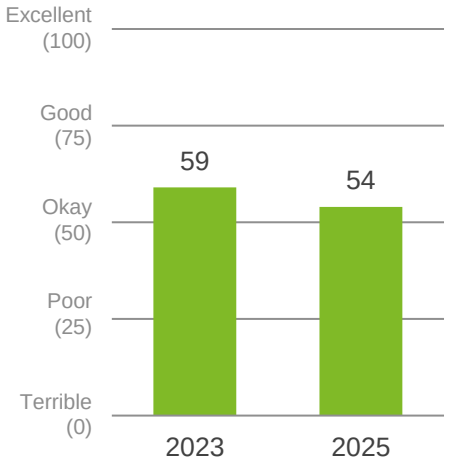
Performance ratings

% of respondents



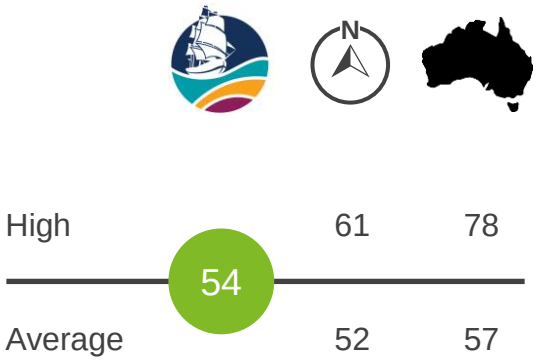
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
54	52	58	61	53	58	54	49	56	41	46	60	49	44	44	64	50	63	52	55	46	45	56	52	57	56	52	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 354).

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

Universal access and inclusion

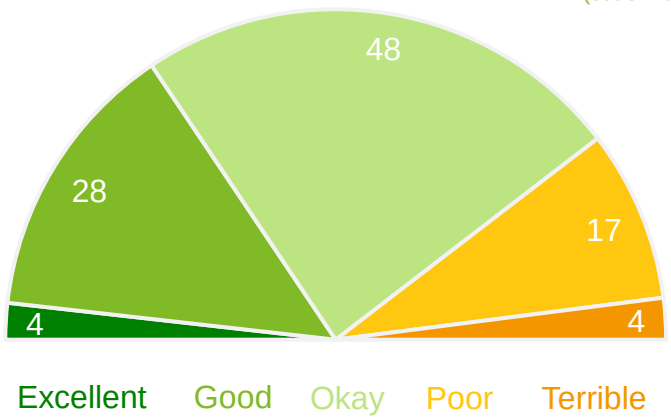
disability, gender diversity etc.

Performance ratings

% of respondents

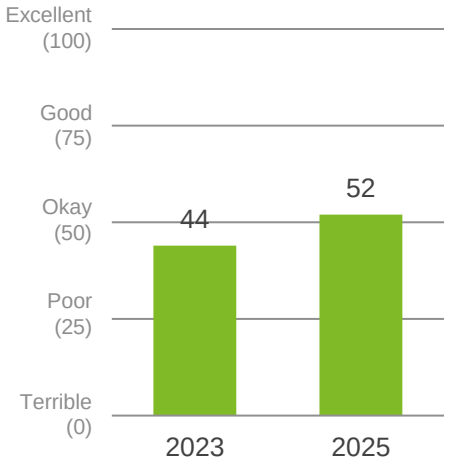
79%
Positive rating*

52
Performance Index Score
(out of 100)



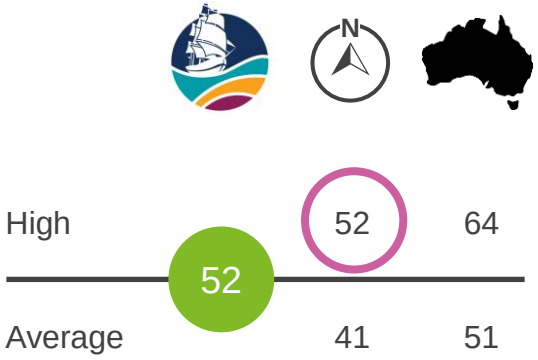
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
52	53	53	58	56	47	52	53	53	53	52	48	44	51	44	58	51	55	51	53	45	41	53	44	60	58	56	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 337).

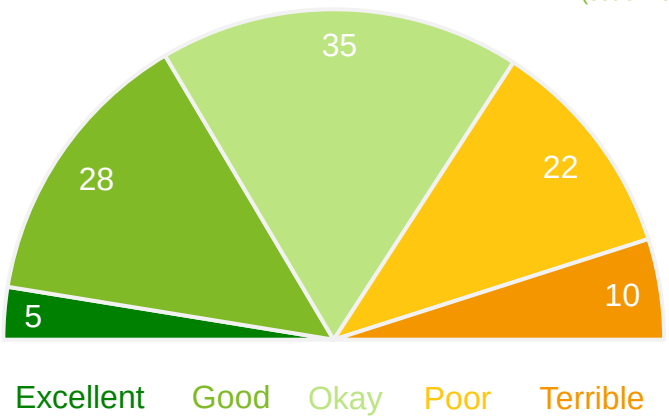
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Ranger services
animal management etc.

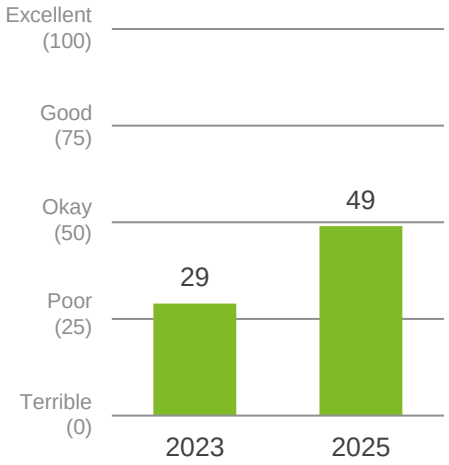
Performance ratings
% of respondents

68%
Positive rating*

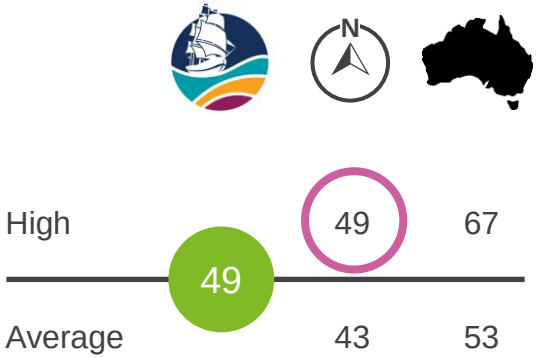
49
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
49	46	54	61	55	48	43	48	50	40	47	56	40	43	40	54	45	58	46	50	44	46	49	50	55	46	48	61

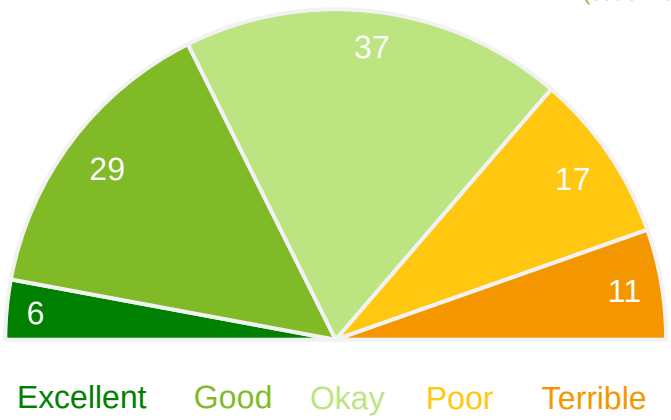
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 369).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Waste management

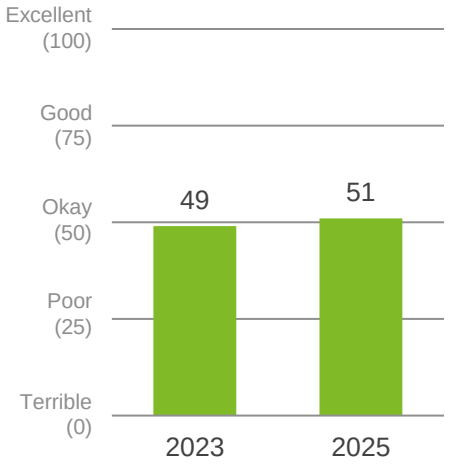
Performance ratings
% of respondents

73%
Positive rating*

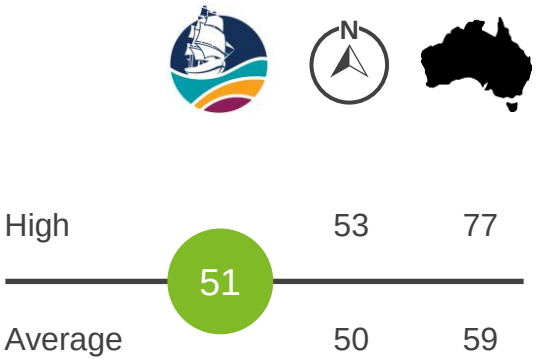
51
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
51	53	50	56	58	48	47	49	51	47	48	48	46	45	47	52	48	54	46	54	43	62	52	40	52	44	60	50

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 381).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

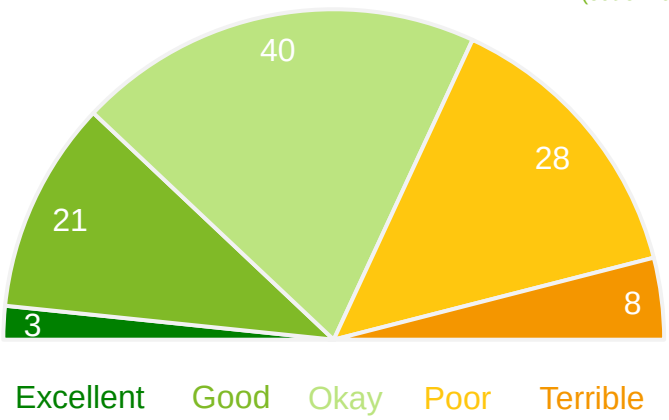
Discretionary services

Youth services and facilities

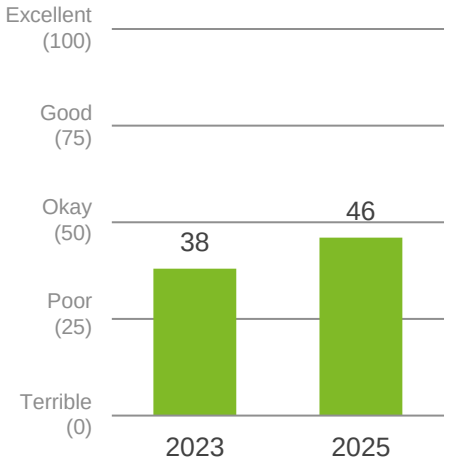
Performance ratings
% of respondents

64%
Positive rating*

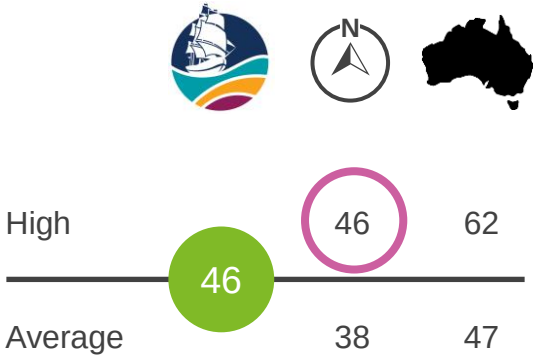
46
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
46	47	46	53	50	43	41	47	49	36	40	46	34	41	40	53	43	51	45	46	35	56	45	46	71	45	47	54

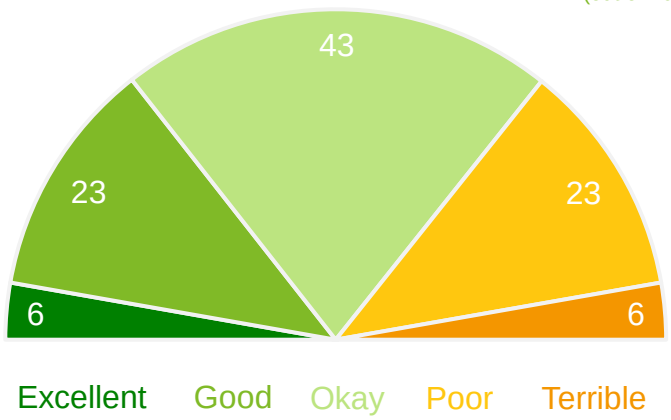
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 336).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Family and children's services and facilities

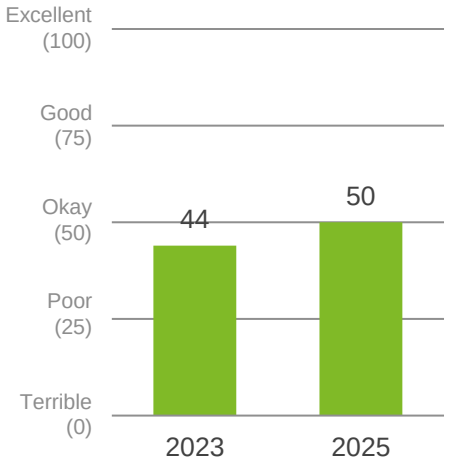
Performance ratings
% of respondents

71%
Positive rating*

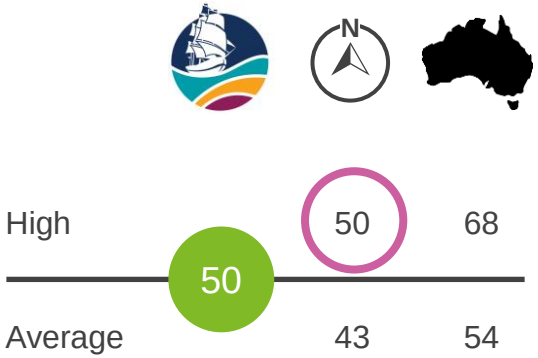
50
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
50	51	50	58	53	47	44	54	53	45	43	49	38	46	40	55	47	57	46	53	36	54	51	49	63	46	51	55

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 328).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

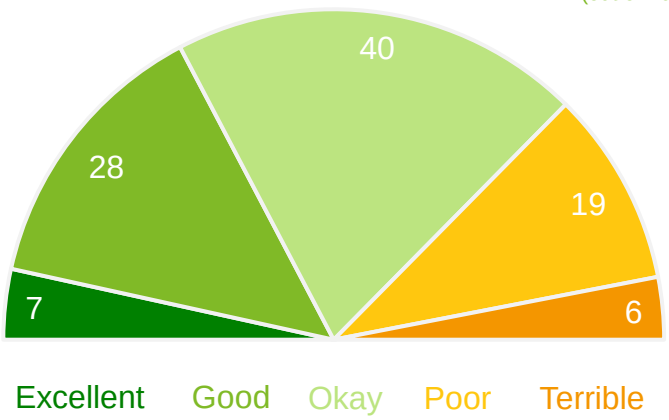
Seniors' services and facilities

Performance ratings

% of respondents

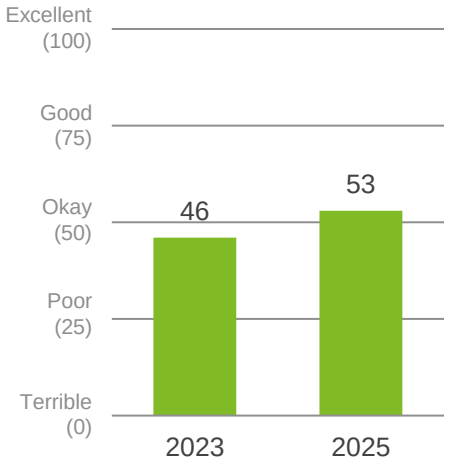
75%
Positive rating*

53
Performance Index Score
(out of 100)



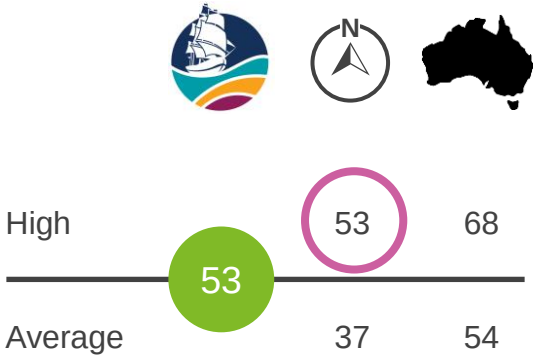
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
53	51	54	57	57	47	49	55	55	42	45	51	50	49	42	60	49	62	48	56	37	43	56	50	48	49	52	52

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 327).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Reconciliation action

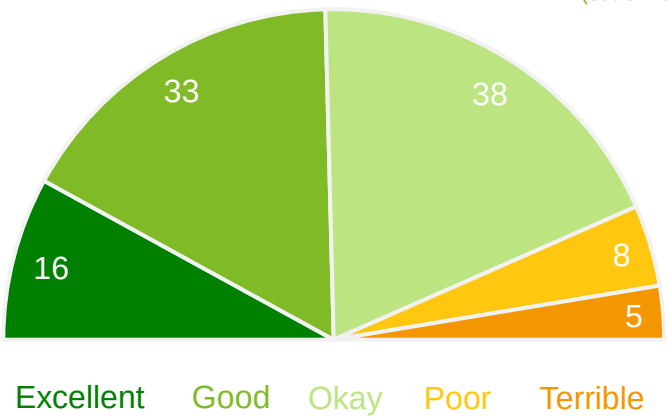
recognition and respect for First Nations peoples

Performance ratings

% of respondents

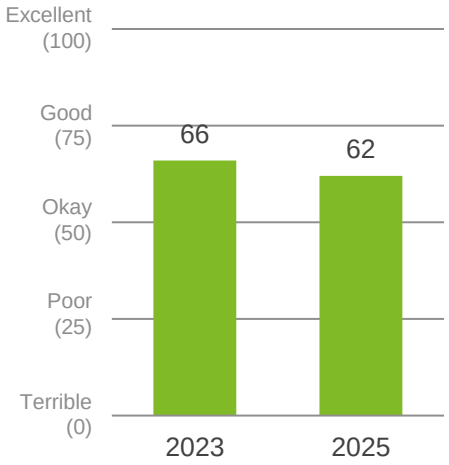
87%
Positive rating*

62
Performance Index Score
(out of 100)



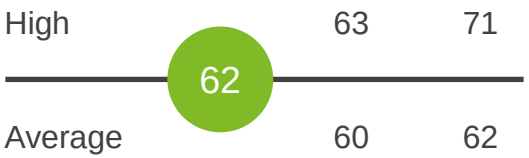
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
62	62	62	66	64	60	60	61	62	75	66	58	52	58	53	54	62	62	59	64	53	59	63	59	70	64	59	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 313).

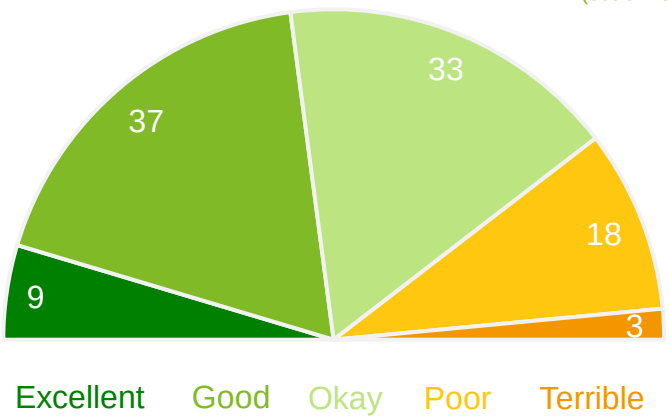
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Sport and recreation services and facilities

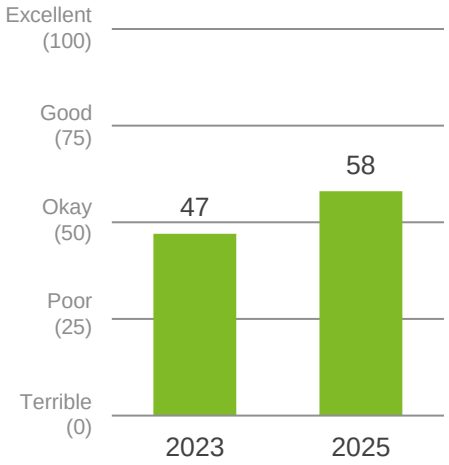
Performance ratings
% of respondents

79%
Positive rating*

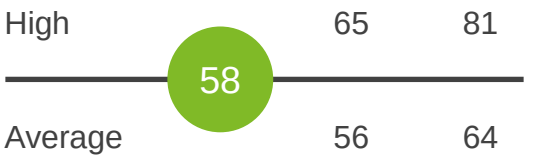
58
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
58	57	59	58	62	52	58	60	60	54	55	53	53	51	52	59	57	58	52	61	49	74	59	48	60	60	51	60

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 380).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

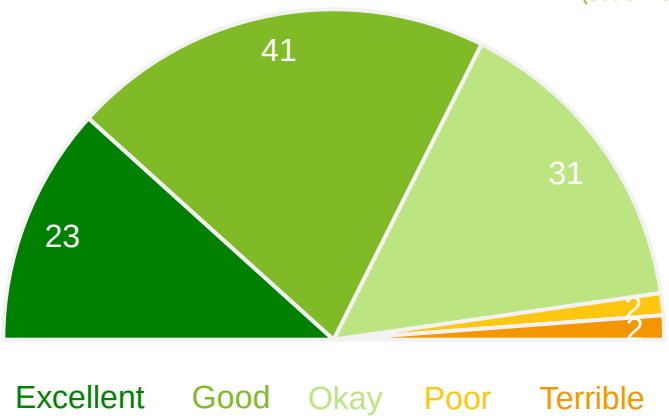
MARKYT

Library services and facilities

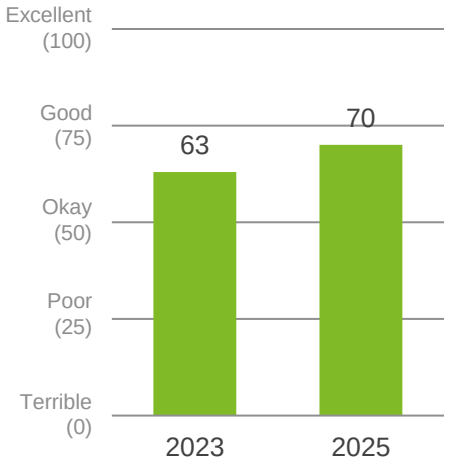
Performance ratings
% of respondents

95%
Positive rating*

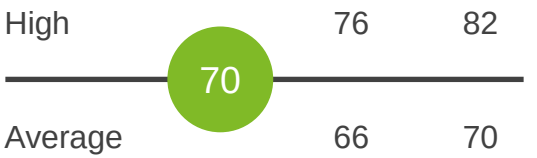
70
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
70	69	72	64	69	70	70	74	72	64	68	69	65	65	68	79	70	71	66	73	63	59	74	65	62	72	74	62

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 382).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

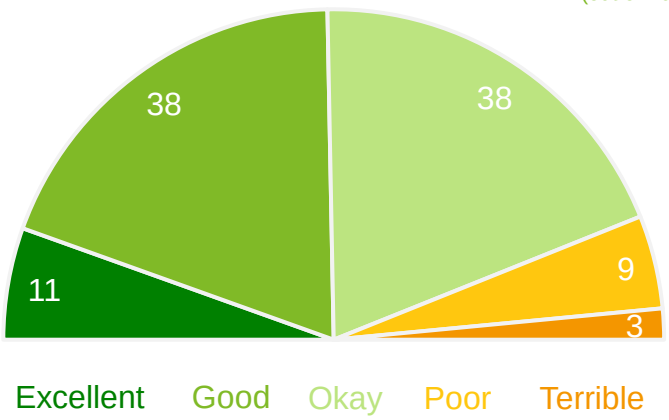
Art, culture and creative activit

Performance ratings

% of respondents

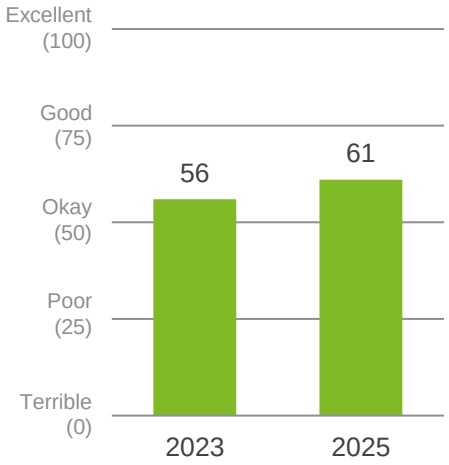
88%
Positive rating*

61
Performance Index Score
(out of 100)



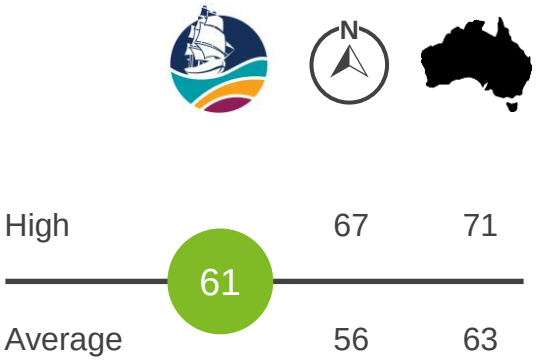
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
61	60	64	61	63	57	64	61	64	59	59	62	58	62	54	65	61	64	60	63	53	45	63	59	56	62	68	61

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

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

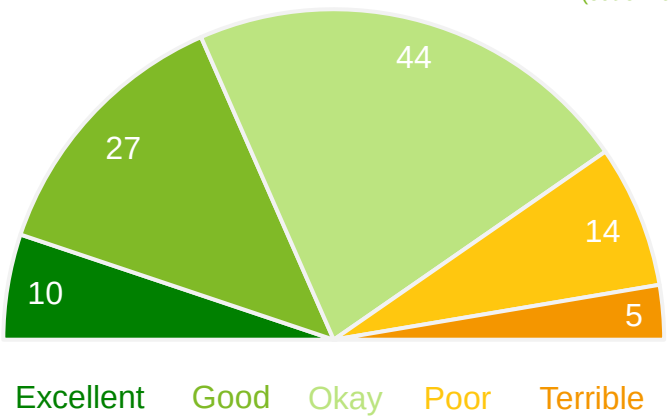
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Festivals, markets and community

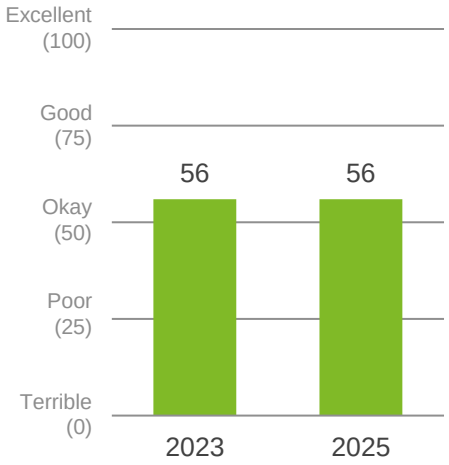
Performance ratings
% of respondents

81%
Positive rating*

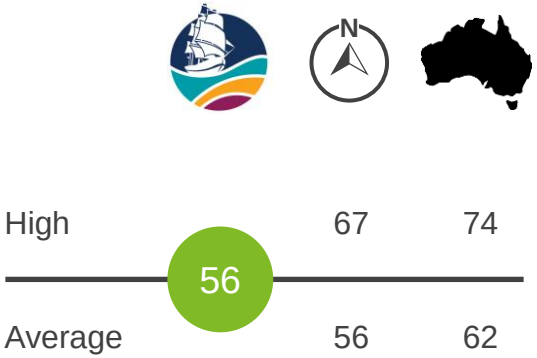
56
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
56	55	57	61	53	54	59	56	57	47	52	60	47	54	50	63	54	61	52	58	58	31	59	50	65	52	58	44

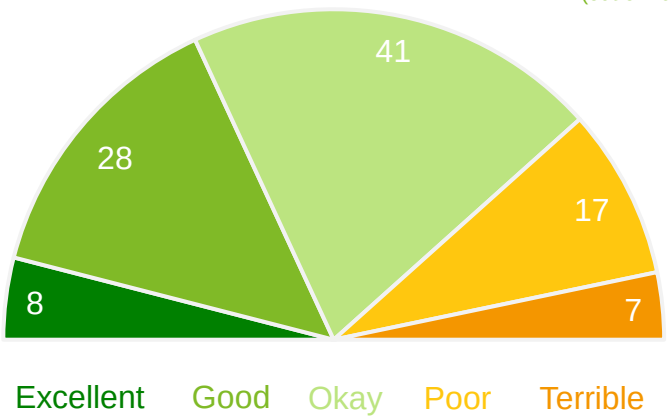
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 389).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Tourism marketing and visitor inf

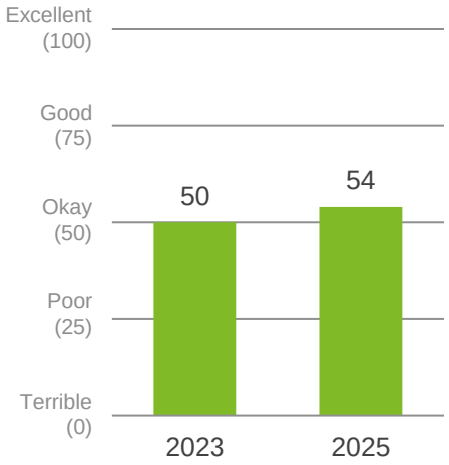
Performance ratings
% of respondents

77%
Positive rating*

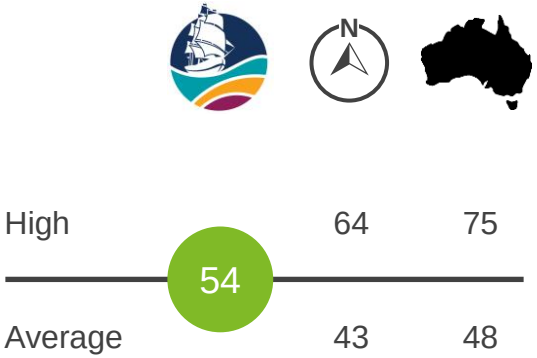
54
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
54	53	55	**65**	58	52	51	52	53	52	54	57	**49**	50	50	**63**	52	**60**	54	54	**49**	**28**	55	56	55	57	**49**	57

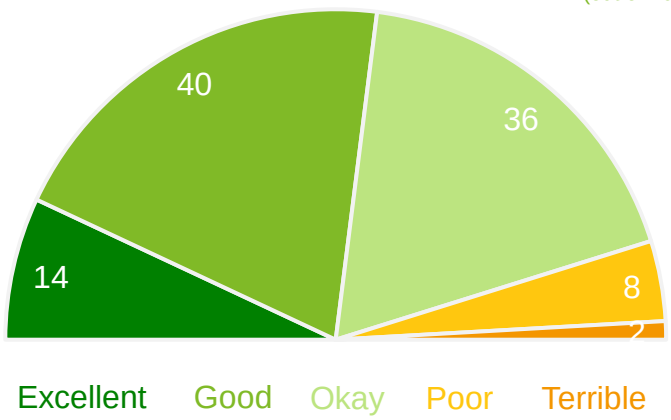
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 379).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Airport services and facilities

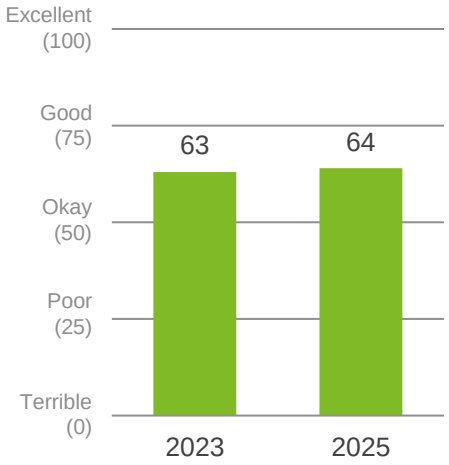
Performance ratings
% of respondents

90%
Positive rating*

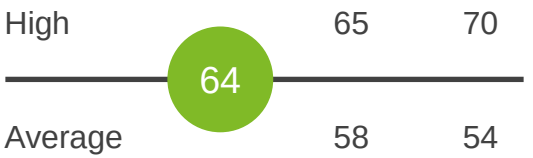
64
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
64	63	66	60	58	63	68	68	67	49	55	60	62	56	57	68	63	65	62	65	60	72	64	60	56	71	65	65

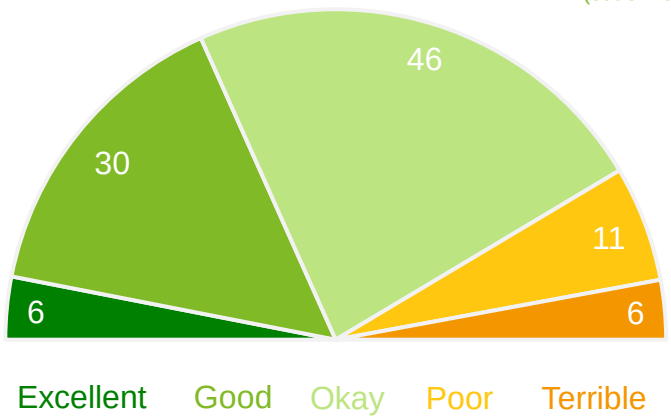
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 392).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Volunteer support services

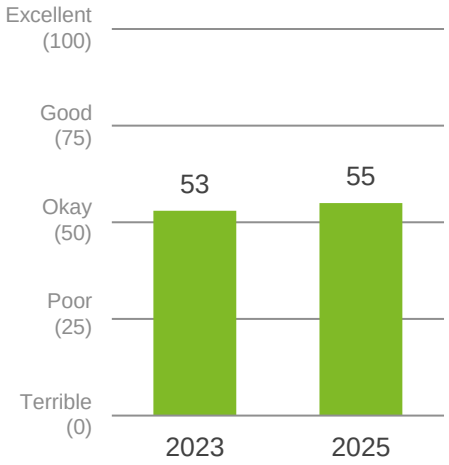
Performance ratings
% of respondents

83%
Positive rating*

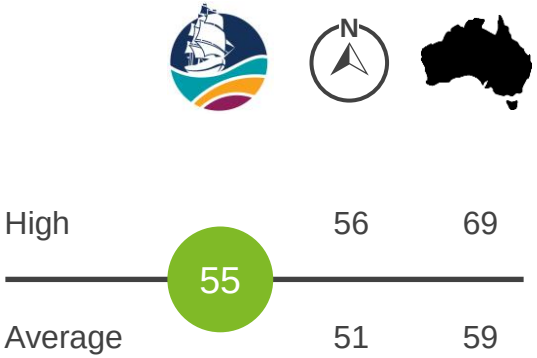
55
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
55	58	51	**63**	59	**50**	55	52	56	53	53	52	51	**49**	**49**	54	53	**61**	53	57	**50**	**40**	57	51	54	59	54	57

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 314).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

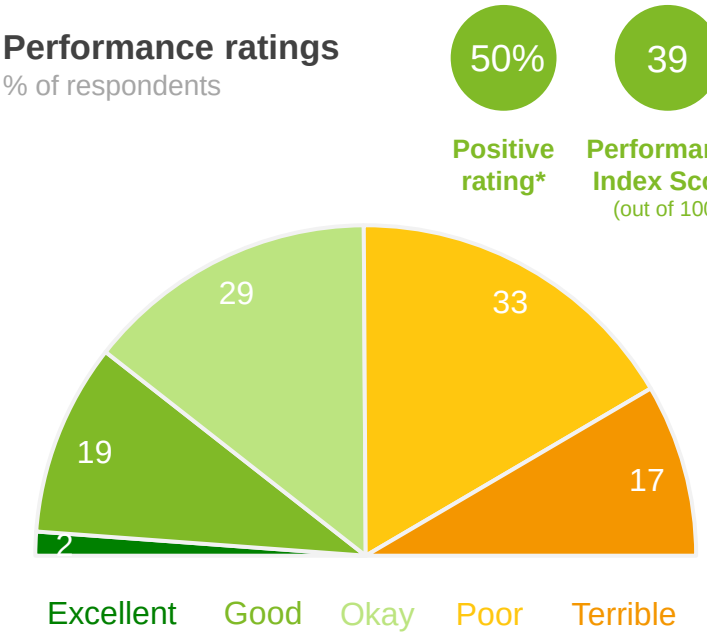
Advocacy and support

for services delivered by the Australian Government, State Government, private industry and non-governmental organisations

Safety and crime prevention

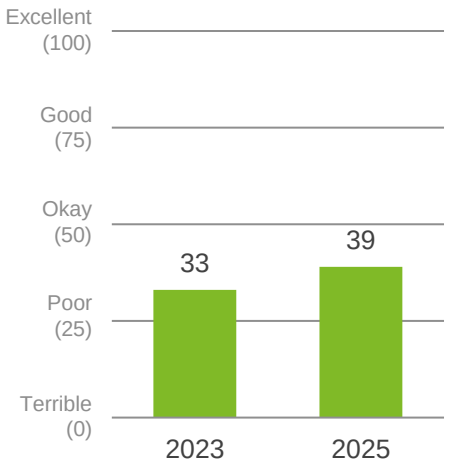
Performance ratings

% of respondents



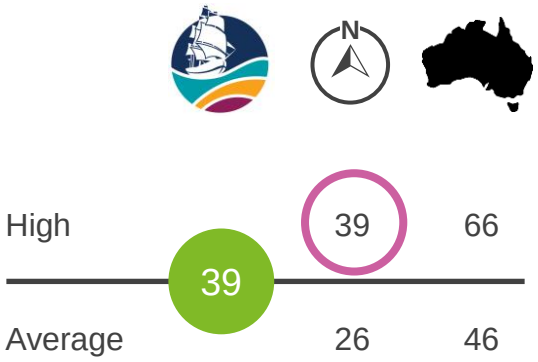
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
39	37	41	39	40	41	38	38	40	37	31	42	36	33	33	45	34	51	36	40	36	54	40	30	42	37	29	52

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

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

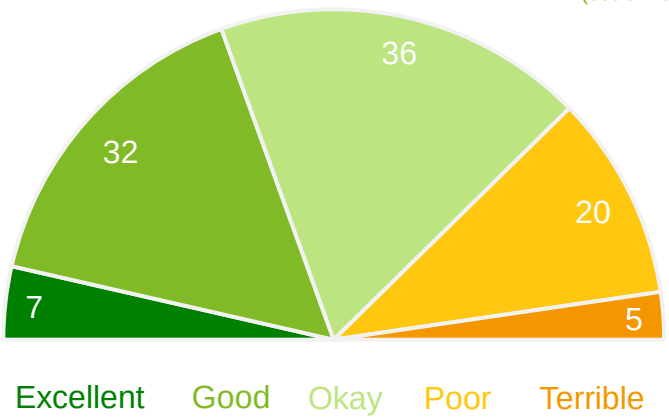
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Health and community services

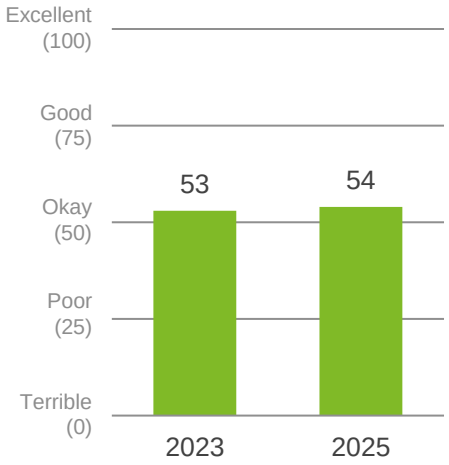
Performance ratings
% of respondents

75%
Positive rating*

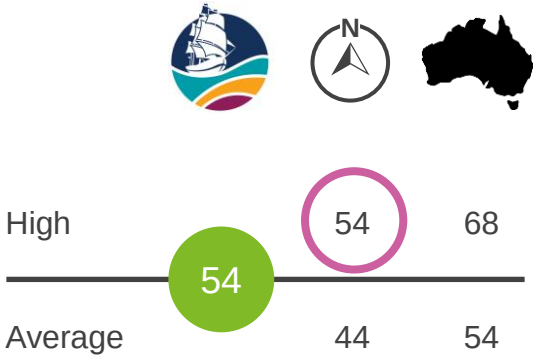
54
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
54	53	55	55	54	50	53	59	57	41	47	56	45	43	48	65	53	58	51	56	47	63	56	45	44	55	53	58

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 375).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Housing

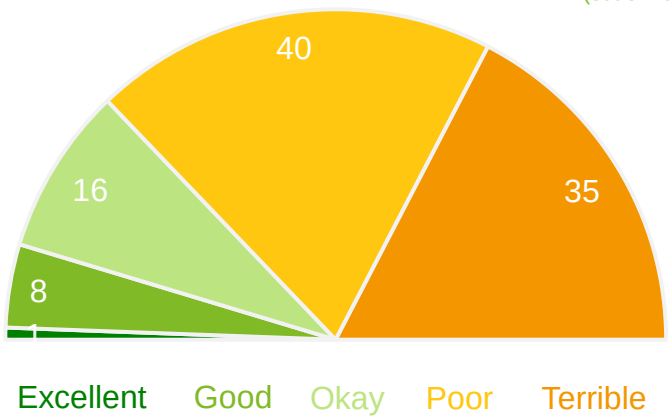
availability of affordable housing, social housing, crisis accommodation etc..

Performance ratings

% of respondents

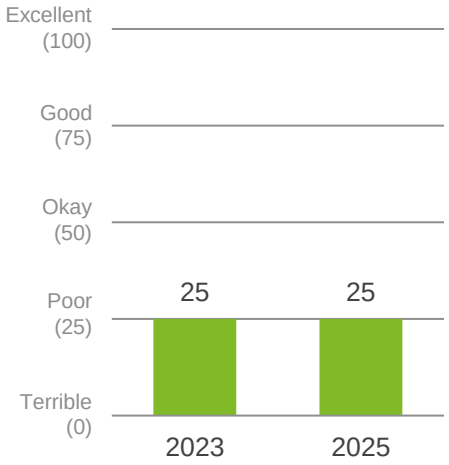
26%
Positive rating*

25
Performance Index Score
(out of 100)



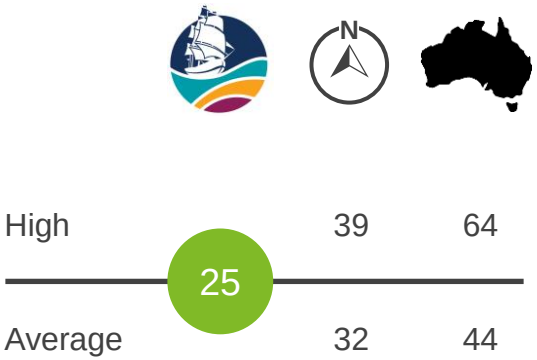
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
25	29	22	**45**	25	22	22	29	28	**18**	**19**	26	21	**16**	**20**	27	23	**34**	28	24	**20**	**13**	25	21	**33**	28	26	**50**

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

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

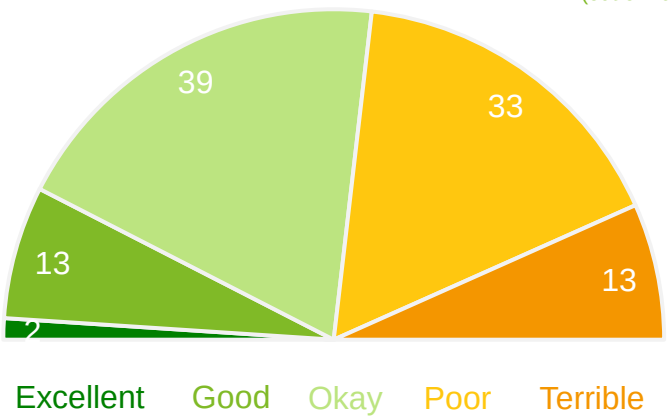
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Aged care and accommodation

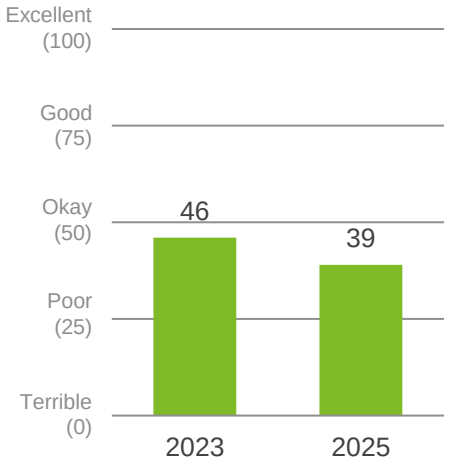
Performance ratings
% of respondents

54%
Positive rating*

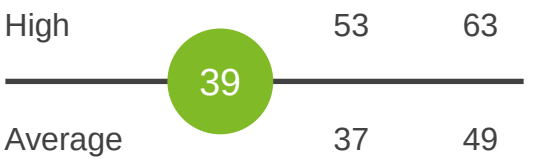
39
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
39	43	36	54	46	32	35	40	40	35	34	38	34	38	32	46	36	46	40	38	34	31	38	44	43	39	49	51

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 323).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Main roads

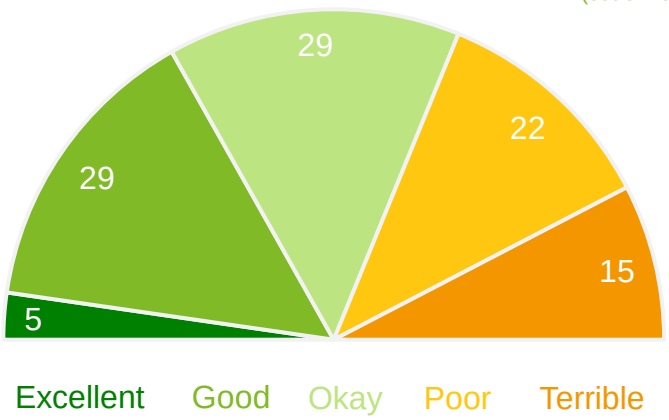
i.e. Mulligan Highway, Peninsula Dev Road, Endeavor Valley Road

Performance ratings

% of respondents

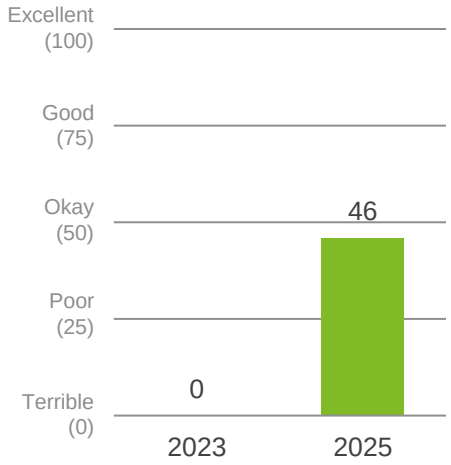
62% **Positive rating***

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



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

High	NA	56
46		
Average	NA	50

Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
46	44	50	57	40	44	48	52	46	40	43	49	44	32	45	47	43	53	45	45	35	33	49	34	38	50	47	60

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

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

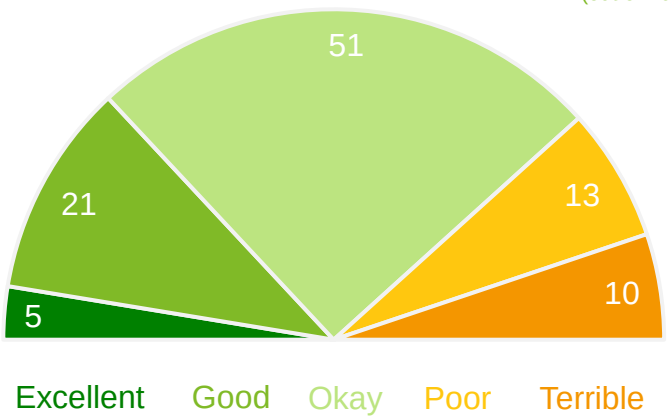
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Environmental management and conservation

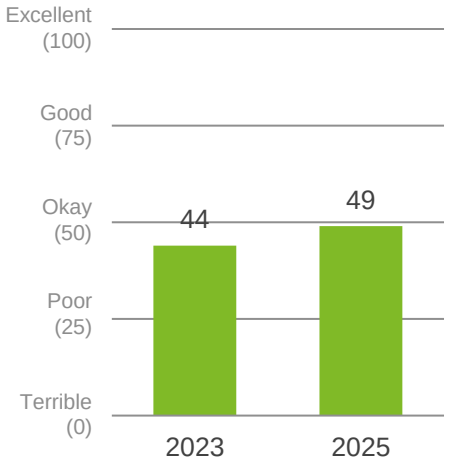
Performance ratings
% of respondents

77%
Positive rating*

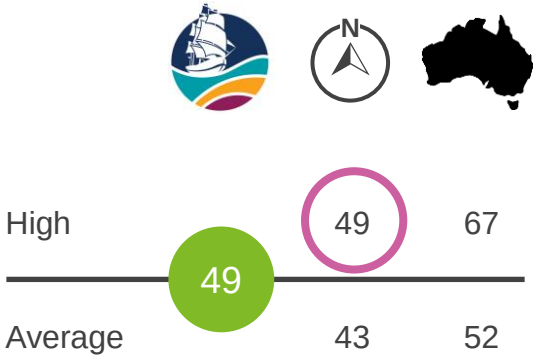
49
Performance Index Score
(out of 100)



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
49	48	52	60	52	48	48	48	50	43	45	55	49	36	48	55	46	59	50	49	44	47	50	48	70	47	47	58

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 358).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Climate action

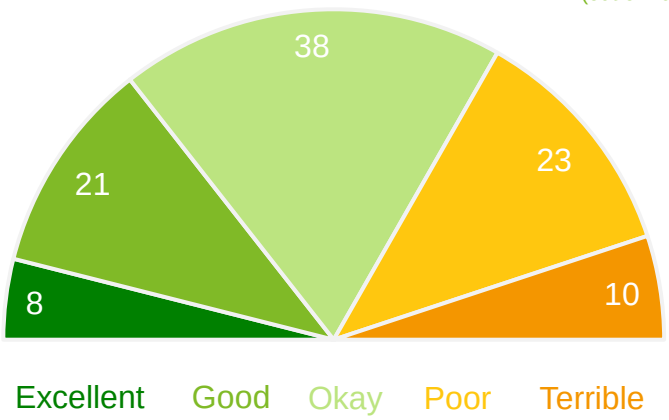
promoting sustainable practices to combat climate change and its impacts

Performance ratings

% of respondents

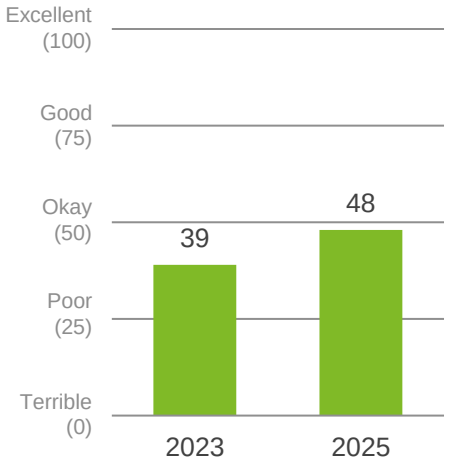
67%
Positive rating*

48
Performance Index Score
(out of 100)



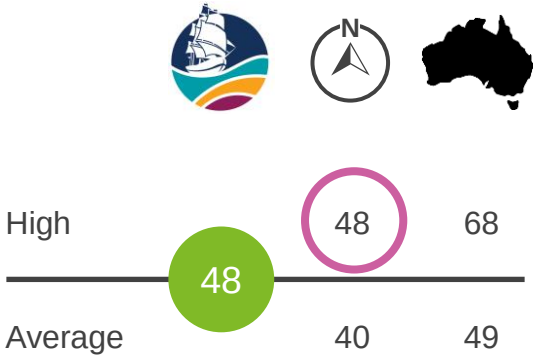
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
48	51	44	55	57	42	46	45	45	71	61	49	46	46	57	55	50	48	53	48	44	39	48	49	66	44	50	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 302).

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

Emergency management

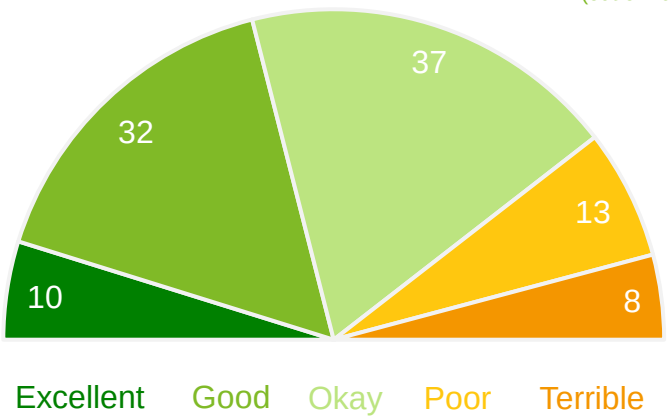
education, prevention and relief for natural disasters

Performance ratings

% of respondents

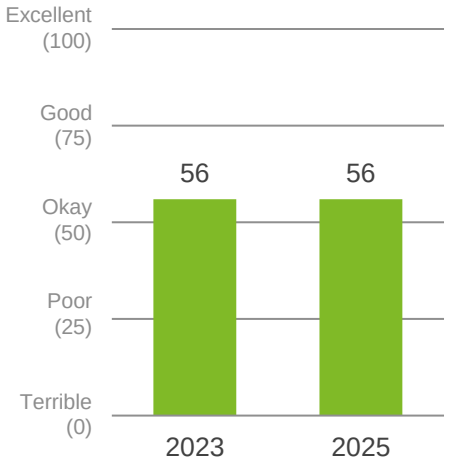
79%
Positive rating*

56
Performance Index Score
(out of 100)



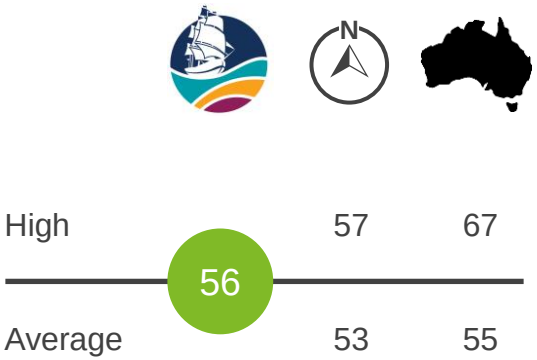
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
56	55	55	59	55	52	58	57	58	39	45	61	54	44	50	53	53	60	52	58	36	46	58	56	54	60	53	57

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

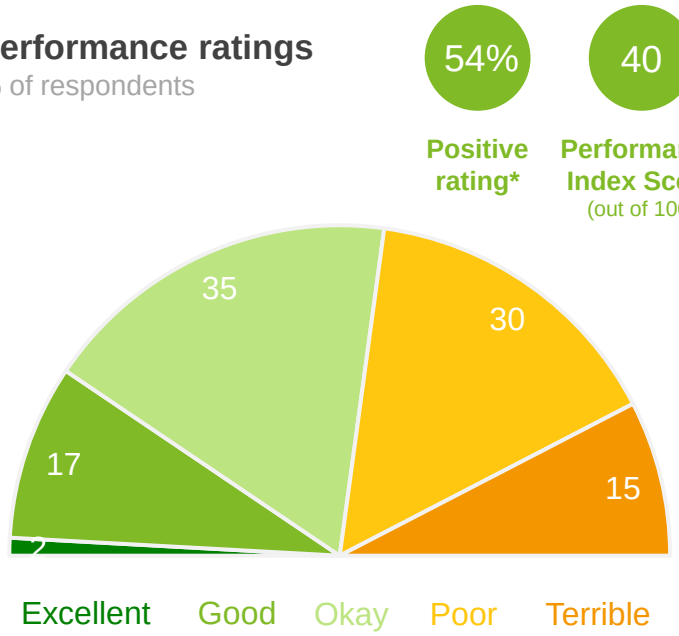
Base: All respondents, excludes 'unsure' and 'no response' (n = 358).

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

Economic development and job creation

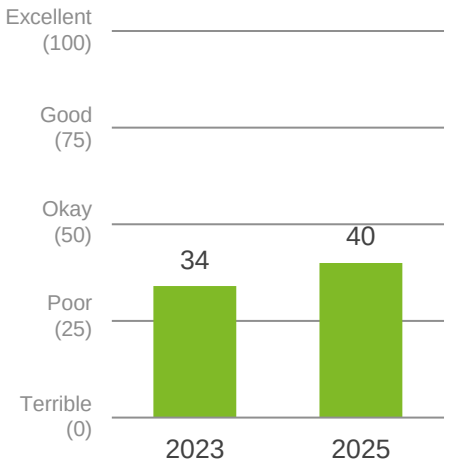
Performance ratings

% of respondents



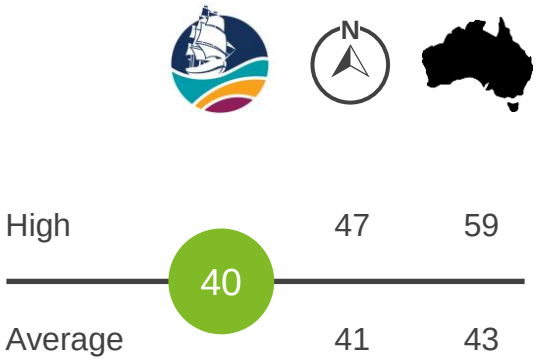
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
40	40	39	55	46	33	37	41	44	25	33	43	31	34	33	47	36	51	37	42	26	35	42	40	27	34	40	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 347).

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

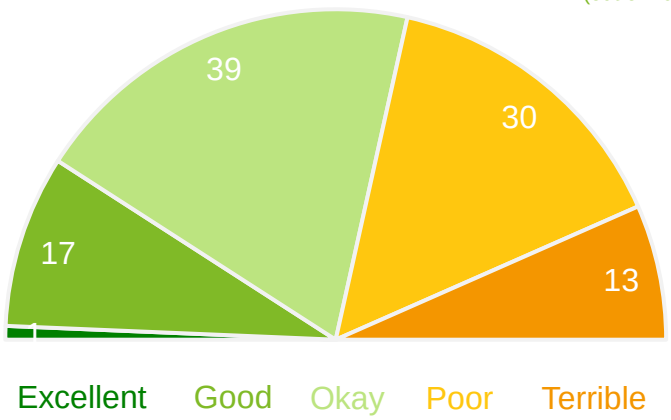
Agricultural development

Performance ratings

% of respondents

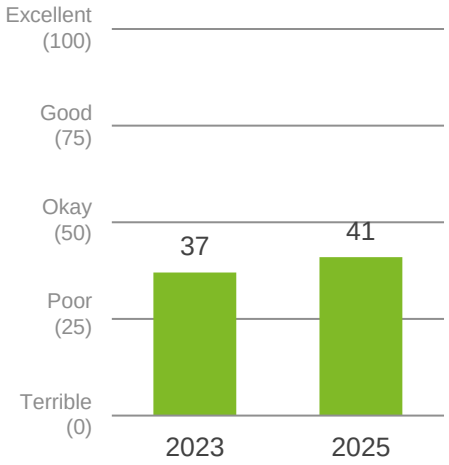
57%
Positive rating*

41
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

High	NA	68
41		
Average	NA	49

Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
41	39	44	58	49	35	34	41	43	24	35	45	25	38	28	48	35	53	36	43	31	44	42	42	37	34	36	47

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 303).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Education and life-long learning opportunities

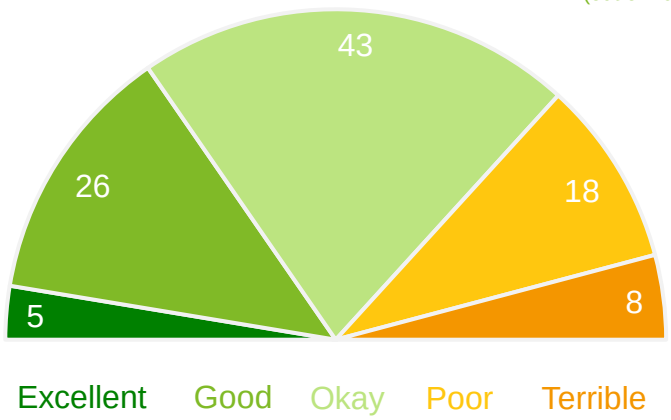
schools, universities, TAFE etc..

Performance ratings

% of respondents

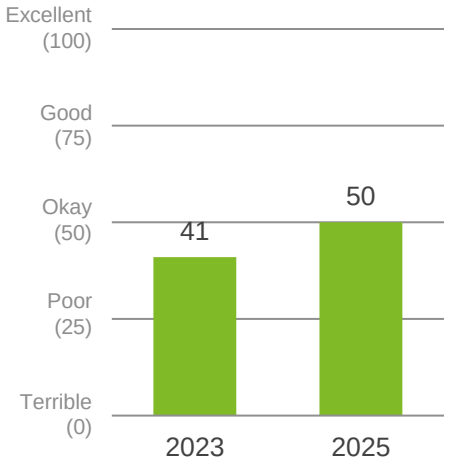
74%
Positive rating*

50
Performance Index Score
(out of 100)



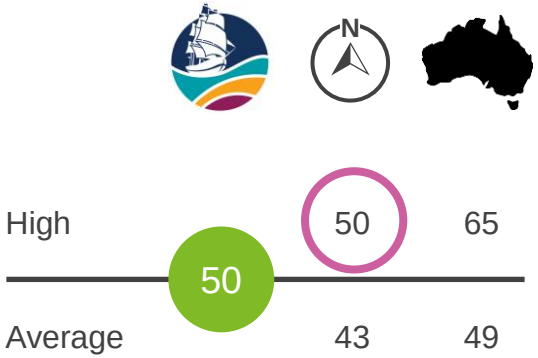
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
50	51	49	54	54	46	46	55	52	42	49	51	44	45	45	55	50	52	49	51	38	43	51	52	51	54	49	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 355).

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

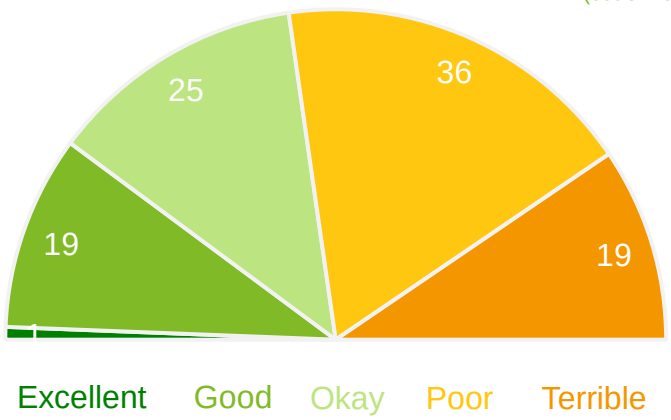
Telecommunications and internet services

Performance ratings

% of respondents

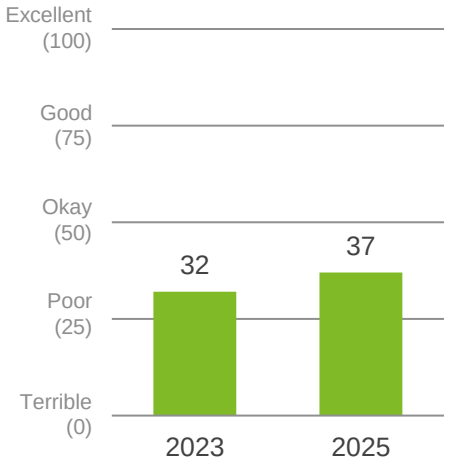
45%
Positive rating*

37
Performance Index Score
(out of 100)



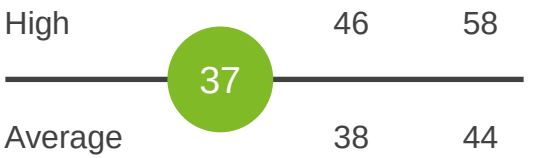
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Male	Female	14-17 years	18-34 years	35-54 years	55-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
37	36	38	56	45	34	32	34	36	29	37	47	34	34	43	36	31	50	35	36	21	45	39	32	33	26	35	47

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 378).
* Positive Rating = excellent, good + okay # Small sample size (<20 responses)

Overview of community variances

Summary of community variances

	Total	Male	Female	14-17 years	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other
OVERALL																		
Place to live	73	70	77	63	68	73	74	80	77	57	66	77	71	67	70	81	74	71
Place to work	64	61	69	58	64	64	64	67	64	53	59	67	62	57	62	68	61	68
Place to own or operate a business	52	49	54	52	55	51	45	57	55	40	45	57	39	46	45	54	51	54
Place to visit	77	74	80	71	70	76	79	82	81	58	68	78	71	71	76	85	76	78
GOVERNANCE																		
Governing organisation	53	52	55	55	53	57	47	55	55	48	46	57	50	41	47	57	51	58
Council's leadership	48	45	52	53	50	48	44	50	51	37	40	53	42	42	40	48	44	57
Financial management	45	45	46	54	49	43	41	47	48	27	29	49	38	32	36	44	39	55
Community engagement	50	49	50	53	49	53	47	50	50	38	45	53	43	40	41	44	45	56
Communication	50	50	50	55	54	50	45	49	50	38	43	53	44	39	40	54	44	59
Customer service	57	54	60	59	54	59	54	60	58	46	52	61	47	52	46	53	54	62
SENTIMENT (% agree)																		
Council has developed and communicated a clear vision	21	18	25	31	20	18	23	22	23	12	12	28	25	10	22	17	18	32
Council has a good understanding of community needs	27	23	33	36	25	30	23	31	31	20	19	33	28	13	18	24	23	42
Council explains reasons for decisions	26	19	33	39	26	19	22	32	29	18	17	31	17	14	21	27	21	41

Summary of community variances

	Total	Male	Female	14-17 years	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other
ASSET MANAGEMENT																		
Roads - local roads and bridges	42	41	44	48	39	39	40	49	42	34	40	47	39	30	43	50	39	48
Footpaths, trails and cycleways	46	45	48	54	47	40	47	47	46	41	46	45	48	45	44	54	43	52
Lighting of streets and public places	51	53	49	54	52	52	47	54	52	40	50	50	51	50	49	59	49	57
Community buildings, halls and toilets	61	59	64	52	61	60	64	63	63	50	58	60	54	52	58	69	59	64
Parks, playgrounds and reserves	60	59	61	55	59	51	66	64	64	47	53	58	54	58	51	62	59	61
Streetscapes, trees and verges	53	50	56	64	58	47	50	52	54	51	55	54	46	49	50	66	49	65
Cemeteries	60	60	59	59	68	54	58	58	62	55	58	52	48	63	52	62	57	68
Marine facilities	56	55	58	60	56	54	56	59	59	40	46	57	55	50	46	57	51	67
Water supply	47	47	47	57	46	43	44	52	48	37	45	50	43	37	52	55	42	59
Wastewater services	62	63	61	58	68	59	58	62	64	56	59	60	56	57	60	63	58	71
COMPLIANCE																		
Planning services	44	42	47	54	46	49	39	43	45	36	42	51	32	35	38	52	40	53
Heritage services	54	52	58	61	53	58	54	49	56	41	46	60	49	44	44	64	50	63
Universal access and inclusion	52	53	53	58	56	47	52	53	53	53	52	48	44	51	44	58	51	55
Ranger services (animal management etc..)	49	46	54	61	55	48	43	48	50	40	47	56	40	43	40	54	45	58
Waste management	51	53	50	56	58	48	47	49	51	47	48	48	46	45	47	52	48	54

Summary of community variances

	Total	Male	Female	14-17 years	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE	Homeowner	Renting / other
DISCRETIONARY SERVICES																		
Youth services and facilities	46	47	46	53	50	43	41	47	49	36	40	46	34	41	40	53	43	51
Family and children's services and facilities	50	51	50	58	53	47	44	54	53	45	43	49	38	46	40	55	47	57
Seniors' services and facilities	53	51	54	57	57	47	49	55	55	42	45	51	50	49	42	60	49	62
Reconciliation action	62	62	62	66	64	60	60	61	62	75	66	58	52	58	53	54	62	62
Sport and recreation services and facilities	58	57	59	58	62	52	58	60	60	54	55	53	53	51	52	59	57	58
Library services and facilities	70	69	72	64	69	70	70	74	72	64	68	69	65	65	68	79	70	71
Art, culture and creative activities	61	60	64	61	63	57	64	61	64	59	59	62	58	62	54	65	61	64
Festivals, markets and community events	56	55	57	61	53	54	59	56	57	47	52	60	47	54	50	63	54	61
Tourism marketing and visitor information	54	53	55	65	58	52	51	52	53	52	54	57	49	50	50	63	52	60
Airport services and facilities	64	63	66	60	58	63	68	68	67	49	55	60	62	56	57	68	63	65
Volunteer support services	55	58	51	63	59	50	55	52	56	53	53	52	51	49	49	54	53	61
ADVOCACY AND SUPPORT																		
Safety and crime prevention	39	37	41	39	40	41	38	38	40	37	31	42	36	33	33	45	34	51
Health and community services	54	53	55	55	54	50	53	59	57	41	47	56	45	43	48	65	53	58
Housing	25	29	22	45	25	22	22	29	28	18	19	26	21	16	20	27	23	34
Aged care and accommodation	39	43	36	54	46	32	35	40	40	35	34	38	34	38	32	46	36	46
Roads - main roads	46	44	50	57	40	44	48	52	46	40	43	49	44	32	45	47	43	53
Environmental management and conservation	49	48	52	60	52	48	48	48	50	43	45	55	49	36	48	55	46	59
Climate action / sustainable practices	48	51	44	55	57	42	46	45	45	71	61	49	46	46	57	55	50	48
Disaster management	56	55	55	59	55	52	58	57	58	39	45	61	54	44	50	53	53	60
Economic development	40	40	39	55	46	33	37	41	44	25	33	43	31	34	33	47	36	51
Agricultural development	41	39	44	58	49	35	34	41	43	24	35	45	25	38	28	48	35	53
Education and life-long learning	50	51	49	54	54	46	46	55	52	42	49	51	44	45	45	55	50	52
Telecommunications / internet services	37	36	38	56	45	34	32	34	36	29	37	47	34	34	43	36	31	50

Overview of geographical variances

Summary of geographical variances

	Total	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
OVERALL											
Place to live	73	73	73	76	78	72	70	74	76	80	77
Place to work	64	60	65	53	73	65	61	63	71	58	63
Place to own or operate a business	52	50	52	47	50	52	51	38	52	54	63
Place to visit	77	76	76	71	72	77	70	81	74	84	89
GOVERNANCE											
Governing organisation	53	54	52	46	58	52	53	58	50	53	66
Council's leadership	48	48	47	41	54	46	49	45	48	52	68
Financial management	45	44	42	39	52	44	45	53	40	42	58
Community engagement	50	49	48	45	47	49	53	43	46	53	60
Communication	50	45	50	37	50	51	52	30	47	48	58
Customer service	57	52	58	55	63	56	55	54	54	57	64
SENTIMENT (% agree)											
Council has developed and communicated a clear vision	21	26	18	18	31	18	17	35	15	29	52
Council has a good understanding of community needs	27	31	26	20	28	26	30	19	22	35	54
Council explains reasons for decisions	26	27	25	22	18	24	28	29	23	34	48

Summary of geographical variances

	Total	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
ASSET MANAGEMENT											
Roads - local roads and bridges	42	40	41	28	36	46	30	23	40	39	54
Footpaths, trails and cycleways	46	46	45	23	44	46	50	38	58	42	58
Lighting of streets and public places	51	51	51	34	40	52	53	68	59	47	58
Community buildings, halls and toilets	61	59	62	48	51	64	57	52	69	56	62
Parks, playgrounds and reserves	60	55	63	44	44	63	56	51	67	61	60
Streetscapes, trees and verges	53	46	58	40	54	55	45	51	51	46	61
Cemeteries	60	56	63	45	54	61	62	64	63	56	57
Marine facilities	56	54	56	32	45	58	64	53	56	57	57
Water supply	47	50	44	30	42	48	48	53	46	40	60
Wastewater services	62	59	64	38	71	65	61	50	54	55	58
COMPLIANCE											
Planning services	44	41	44	43	32	45	34	44	46	51	56
Heritage services	54	52	55	46	45	56	52	57	56	52	57
Universal access and inclusion	52	51	53	45	41	53	44	60	58	56	69
Ranger services (animal management etc..)	49	46	50	44	46	49	50	55	46	48	61
Waste management	51	46	54	43	62	52	40	52	44	60	50

Summary of geographical variances

	Total	Farm / rural	Town	Ayton / Bloomfield	Coen#	Cooktown	Endeavour Valley	Lakeland / Laura#	Marton	Rossville / Helenvale#	Other areas
DISCRETIONARY SERVICES											
Youth services and facilities	46	45	46	**35**	**56**	45	46	**71**	45	47	**54**
Family and children's services and facilities	50	46	53	**36**	54	51	49	**63**	46	51	**55**
Seniors' services and facilities	53	**48**	56	**37**	**43**	56	50	**48**	49	52	52
Reconciliation action	62	59	64	**53**	59	63	59	**70**	64	59	65
Sport and recreation services and facilities	58	**52**	61	**49**	**74**	59	**48**	60	60	**51**	60
Library services and facilities	70	66	73	**63**	**59**	74	**65**	**62**	72	74	**62**
Art, culture and creative activities	61	60	63	**53**	**45**	63	59	**56**	62	**68**	61
Festivals, markets and community events	56	52	58	58	**31**	59	**50**	**65**	52	58	**44**
Tourism marketing and visitor information	54	54	54	**49**	**28**	55	56	55	57	**49**	57
Airport services and facilities	64	62	65	60	**72**	64	60	**56**	**71**	65	65
Volunteer support services	55	53	57	**50**	**40**	57	51	54	59	54	57
ADVOCACY AND SUPPORT											
Safety and crime prevention	39	36	40	36	**54**	40	**30**	42	37	**29**	**52**
Health and community services	54	51	56	**47**	**63**	56	**45**	**44**	55	53	58
Housing	25	28	24	**20**	**13**	25	21	**33**	28	26	**50**
Aged care and accommodation	39	40	38	**34**	**31**	38	**44**	43	39	**49**	**51**
Roads - main roads	46	45	45	**35**	**33**	49	**34**	**38**	50	47	**60**
Environmental management and conservation	49	50	49	**44**	47	50	48	**70**	47	47	**58**
Climate action / sustainable practices	48	**53**	48	44	**39**	48	49	**66**	44	50	**56**
Disaster management	56	52	58	**36**	**46**	58	56	54	60	53	57
Economic development	40	37	42	**26**	**35**	42	40	**27**	**34**	40	**51**
Agricultural development	41	**36**	43	**31**	44	42	42	37	**34**	**36**	**47**
Education and life-long learning	50	49	51	**38**	**43**	51	52	51	54	49	54
Telecommunications / internet services	37	35	36	**21**	**45**	39	**32**	33	**26**	35	**47**

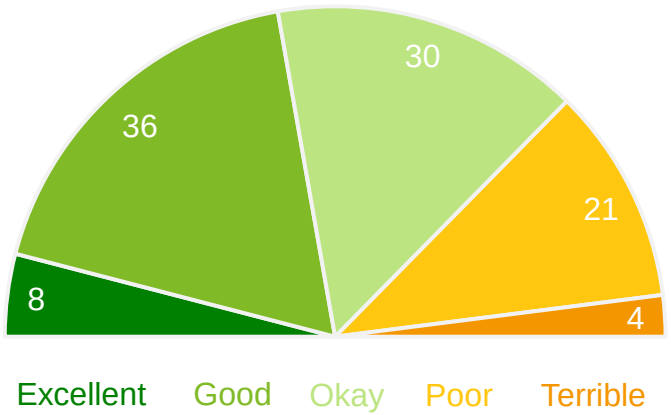
Local business views

Place to own or operate a business

Among local business owners and operators

Performance ratings

% of respondents



75%
Positive rating*

56
Performance Index Score
(out of 100)

MARKYT Industry Standards

Performance Index Score

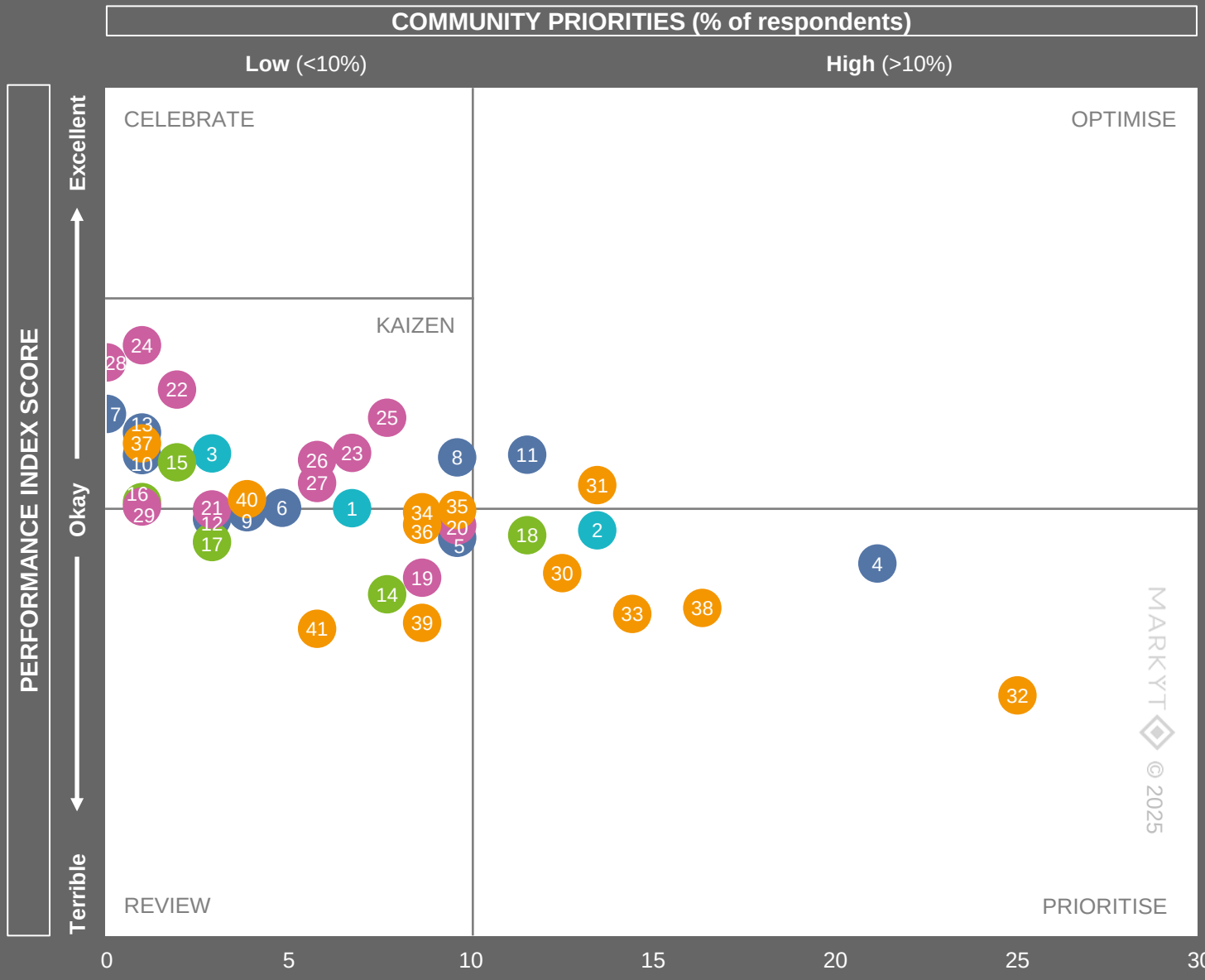
Cook Shire Council	56
Industry High	71
Industry Average	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 99). * Positive Rating = excellent, good + okay

MARKYT Community Priorities

Business owners and operators



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2 Communication
3 Customer service
4 Local roads and bridges
5 Footpaths, trails and cycleways
6 Lighting of streets and public places
7 Community buildings, halls and toilets
8 Parks, playgrounds and reserves
9 Streetscapes, trees and verges
10 Cemeteries
11 Marine facilities
12 Water supply
13 Wastewater services
14 Planning services
15 Heritage services
16 Universal access and inclusion
17 Ranger services
18 Waste management
19 Youth services and facilities
20 Family and children's services
21 Seniors' services and facilities
22 Reconciliation action
23 Sport and recreation
24 Library services and facilities
25 Art, culture and creative activities
26 Festivals, markets and events
27 Tourism and visitor information
28 Airport services and facilities
29 Volunteer support services
30 Safety and crime prevention
31 Health and community services
32 Housing
33 Aged care and accommodation
34 Main roads
35 Environmental management
36 Climate action / sustainable practices
37 Disaster management
38 Economic development
39 Agricultural development
40 Education and life-long learning
41 Telecommunications / internet

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 Cook Shire Council to focus on improving? Base: All respondents, excludes no response (n=104)

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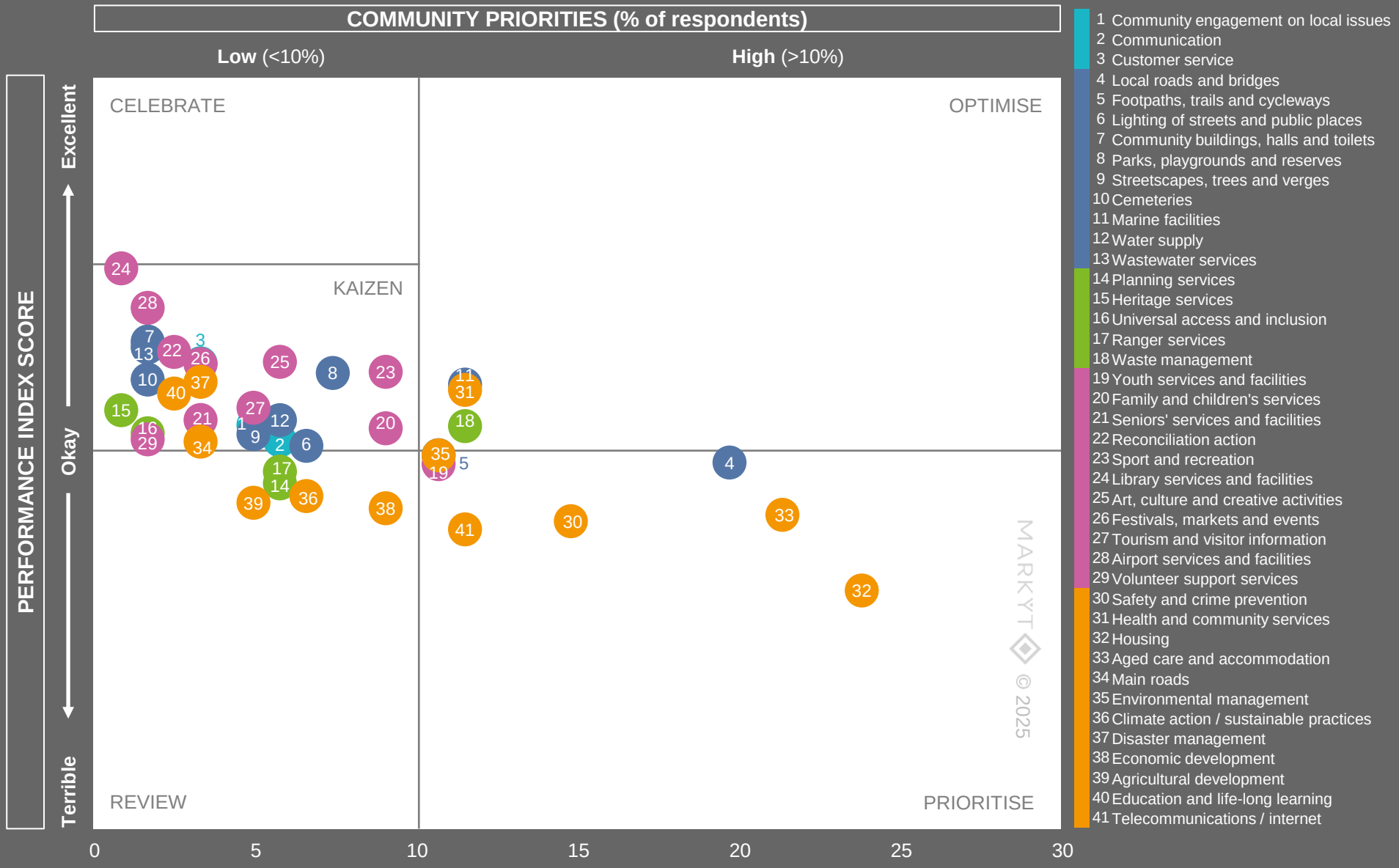
MARKYT community priorities

Other stakeholder groups

MARKYT Community Priorities

Community organisation manager / c'ee member



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41 Telecommunications / internet

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 Cook Shire Council to focus on improving? Base: All respondents, excludes no response (n=122)

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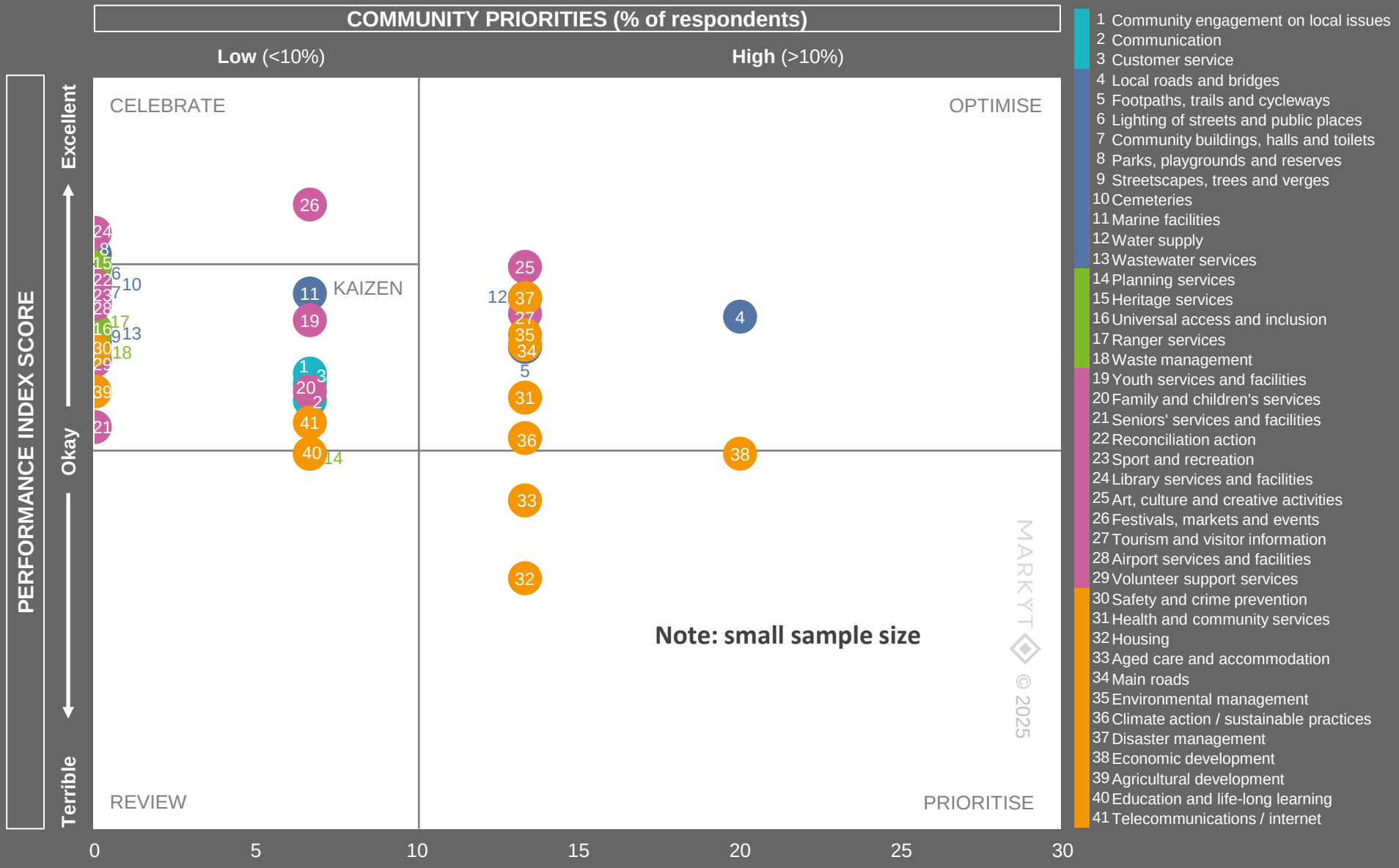
MARKYT Community Priorities

Out-of-area ratepayers and visitors



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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 Cook Shire Council to focus on improving? Base: All respondents, excludes no response (n=15)

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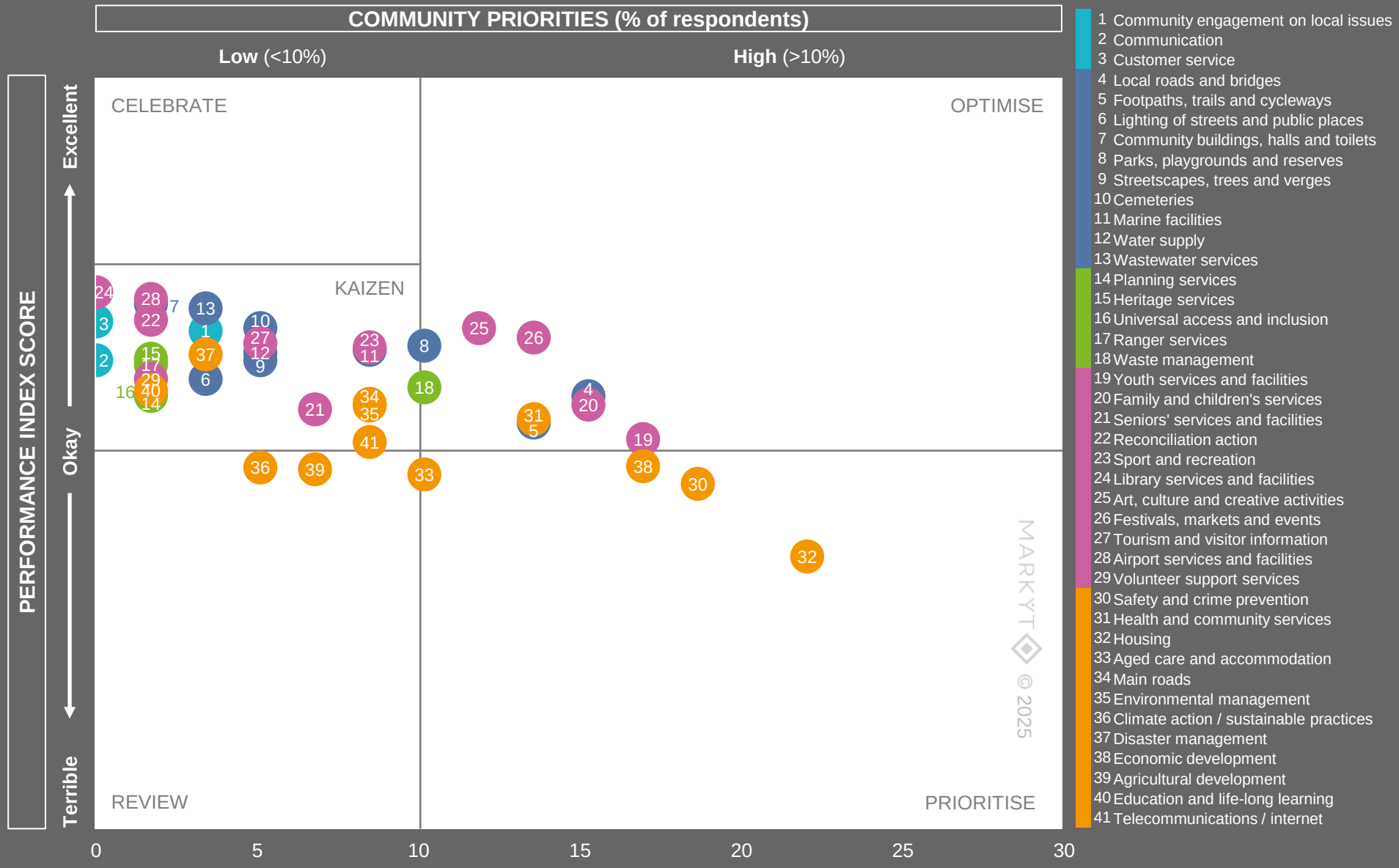
MARKYT Community Priorities

Cook Shire Council affiliates



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41 Telecommunications / internet

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 Cook Shire Council to focus on improving? Base: All respondents, excludes no response (n=59)

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MARKYT