



MARKYT 

Community Scorecard

2023

Prepared for



Prepared by



CATALYSE
FUTYR | MARKYT | CULTYR

Contents

Strategic overview	3
Approach	5
Overall performance	10
MARKYT® industry comparisons	13
MARKYT® community priorities	17
Community action plans for top six priorities	20
Performance against key pillars in the Strategic Community Plan:	
People	27
Planet	40
Place	47
Prosperity	58
Performance	68
Overview of variances	80
MARKYT® community priorities other stakeholder groups	83

Strategic overview

Vision



17

% agree

5% points below Industry Average compared to comparative councils in Northern Australia.

Liveability

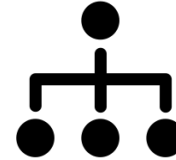


71

Performance Index Score

6 index points above Industry Average compared to comparative councils in Northern Australia.

Governance



45

Performance Index Score

2 index points below Industry Average compared to comparative councils in Northern Australia.

Rates Value



34

Performance Index Score

On par with Industry Average compared to comparative councils in Northern Australia.

Strengths

Top 3 performers

- Recognition for First Nations peoples, cultures and heritage
- Airport facilities and services
- Library services

Stronger compared to councils in Northern Australia

- Seniors' services, facilities and care
- Community buildings, halls and toilets
- Recognition for First Nations peoples, cultures and heritage
- Tourism and destination marketing

Priorities



Access to housing



Health and community services



Local roads and bridges



Community safety & crime prevention



Youth services and facilities



Animal management

Approach

The Study

Cook Shire Council commissioned CATALYSE® to assist with the completion of a MARKYT® Community Scorecard.

The study was open to all community members aged 14 years and older. Responses could be submitted in print or online between 24 April and 2 June.

The Council sought to raise awareness and participation in the study through various marketing activities. This included distributing hard copies of the scorecard across Cook Shire, promoting the study through social media notifications, and seeking support from local groups (such as schools, sporting clubs and other community organisations) to invite their contacts to take part.



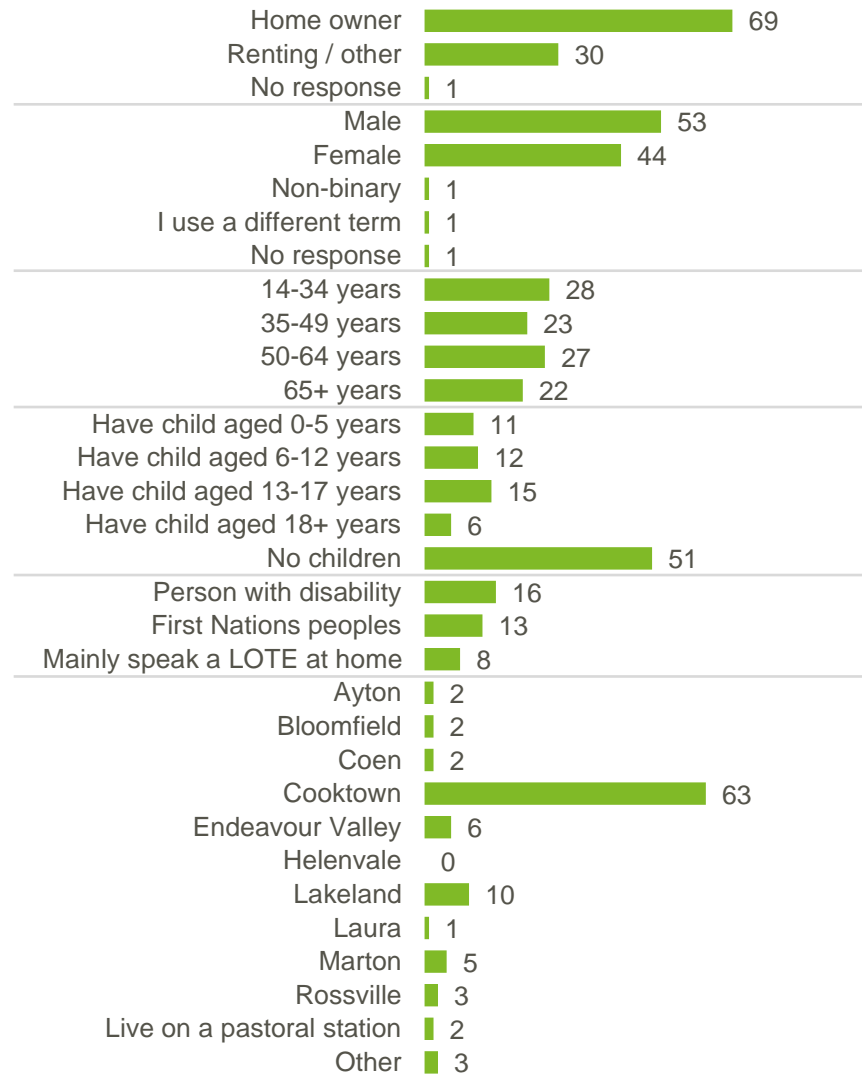
The scorecard was completed by **415 community members** with various connections to the Shire:

Local resident	Local business	Community organisation	Out of area ratepayer / visitor	Cook Shire Councillor/ Employee
343	104	128	4	69

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

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

% of resident respondents (weighted)



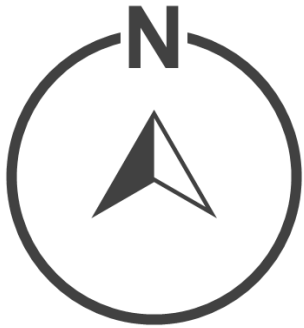
LOTE: Language other than English
* Includes a small number of 14-17 year olds

MARKYT Industry Standards

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



Subset benchmark analysis has been included with participating councils from Northern Australia.



How to read performance dashboard charts

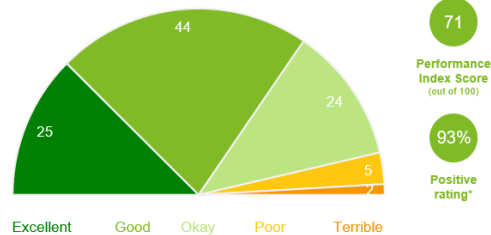
Performance Ratings

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

Place to live

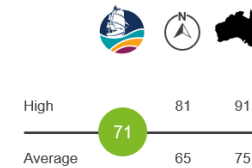
Performance ratings

% of respondents



MARKYT® Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayrton	Cooktown	Endeavour Valley	Lakeland	Marion	Rossville*	Other areas
71	72	70	70	73	73	75	72	62	70	69	69	73	75	70	61	64	77	71	75	66	75	77	68

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

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

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

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

Council Score is the Council's performance index score.

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

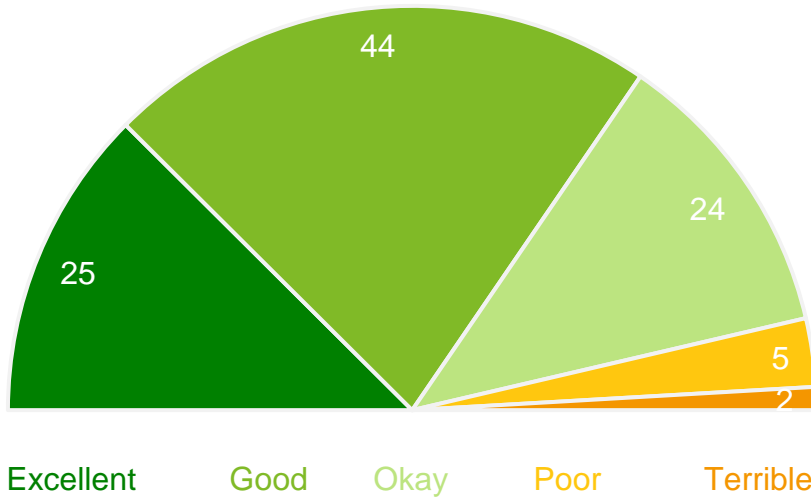
Industry Average is the average score among councils that have completed a comparable study with CATALYSE®.

Overall Performance

Place to live

Performance ratings

% of respondents



71

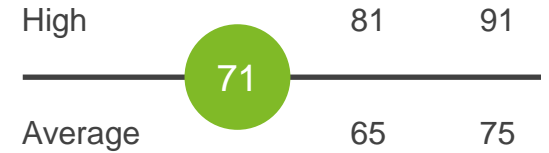
Performance Index Score (out of 100)

93%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
71	72	70	70	73	73	75	72	62	70	69	69	73	75	70	61	64	77	71	75	66	75	77	68

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

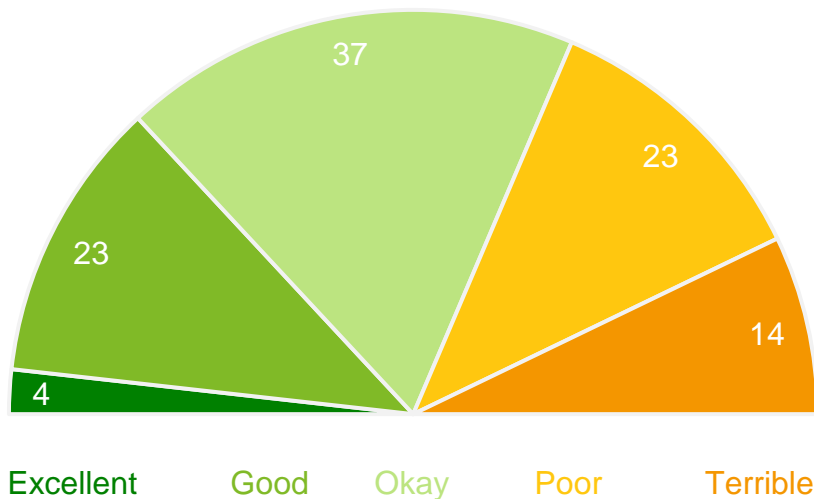
Base: All respondents, excludes 'unsure' and 'no response' (n = 340).

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

Governing organisation

Performance ratings

% of respondents



45

Performance Index Score (out of 100)

63%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

60

69

Average

47

53



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
45	41	52	41	50	48	34	42	36	29	47	43	42	46	35	33	36	47	48	42	34	46	44	32

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

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

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

MARKYT  industry comparisons

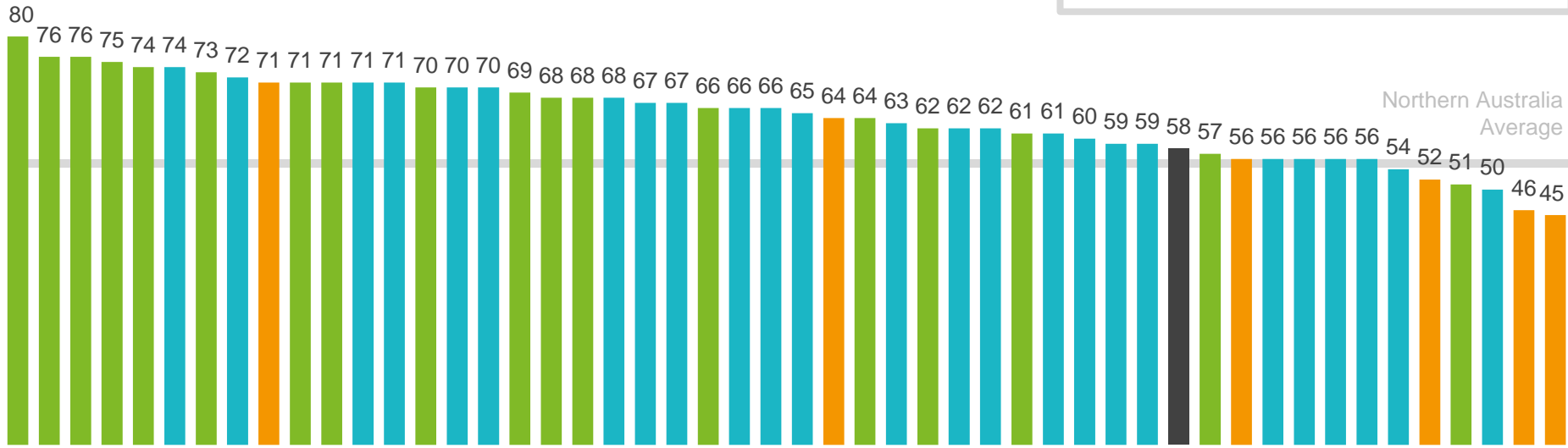
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of Cook Shire as a 'place to live' and as the 'governing organisation'. Cook Shire Council's overall performance index score is 58 out of 100. This is **2 points above average** when comparing performance against comparable councils in Northern Australia*.

Overall Performance Index Score

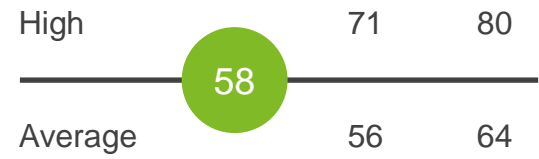
average of 'place to live' and 'governing organisation'

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



MARKYT Industry Standards

Performance Index Score



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 a similar subset of councils in Northern Australia are being rated by their communities.

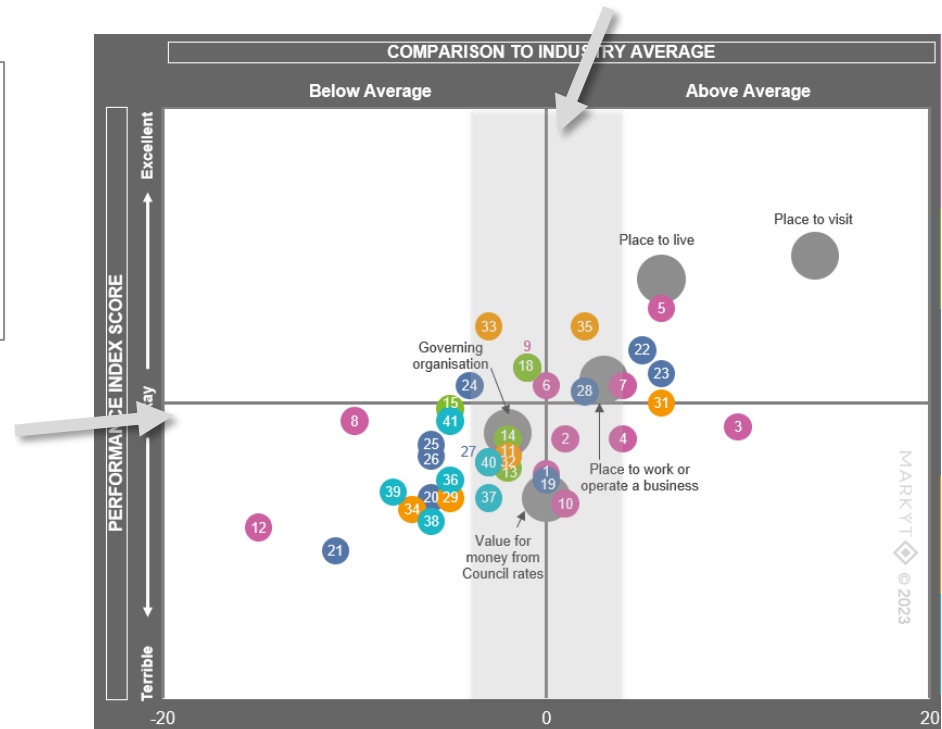
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

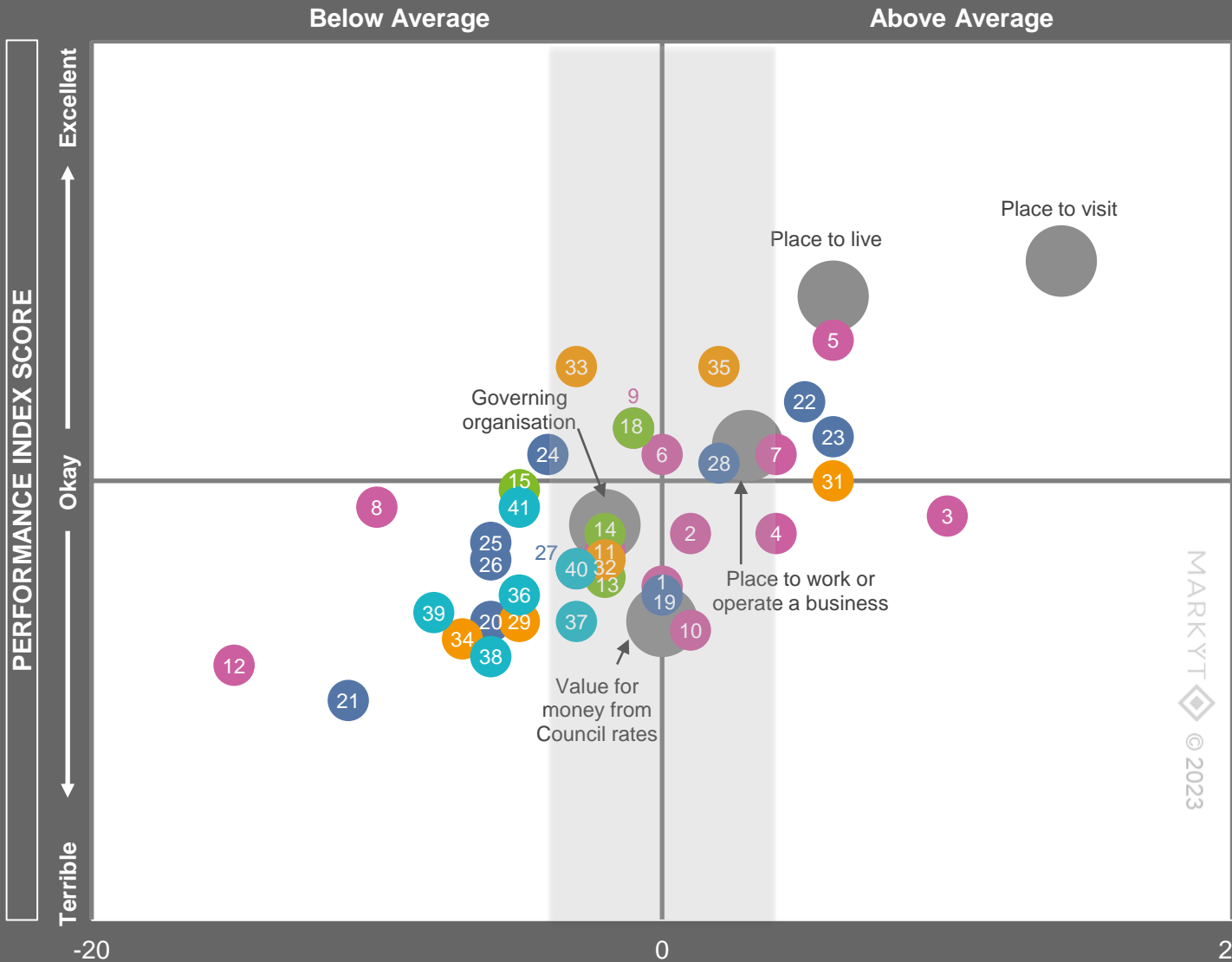
Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

This line represents okay performance based on the MARKYT Performance Index Score. Higher performing service areas are placed above this line while lower performing areas are below it.



COMPARISON TO INDUSTRY AVERAGE



- 1 Youth services & facilities
- 2 Services for families & children
- 3 Seniors' services, facilities & care
- 4 Disability access & inclusion
- 5 Recognition for First Nations peoples
- 6 Volunteer recognition & support
- 7 Health & community services
- 8 Sport & recreation facilities/services
- 9 Festivals, events, arts & culture
- 10 Community safety / crime prevention
- 11 Lighting of streets & public places
- 12 Animal management (dogs & cats)
- 13 Sustainable practices
- 14 Conservation management
- 15 Waste management
- 16 Quality of drinking water
- 17 Sewerage management
- 18 Natural disaster management
- 19 Responsible growth & development
- 20 Planning & building approvals
- 21 Housing
- 22 Local history & heritage
- 23 Community buildings, halls & toilets
- 24 Playgrounds, parks & reserves
- 25 Streetscapes, trees & verges
- 26 Footpaths, trails & cycleways
- 27 Local roads & bridges
- 28 Marine facilities
- 29 Economic dev & job creation
- 30 Agricultural development
- 31 Tourism & destination marketing
- 32 Education & training
- 33 Library services
- 34 Telecoms & internet services
- 35 Airport facilities & services
- 36 Council's leadership
- 37 Advocacy & lobbying
- 38 Consultation
- 39 Communication
- 40 Change, innovation & technology
- 41 Customer service

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MARKYT  community priorities

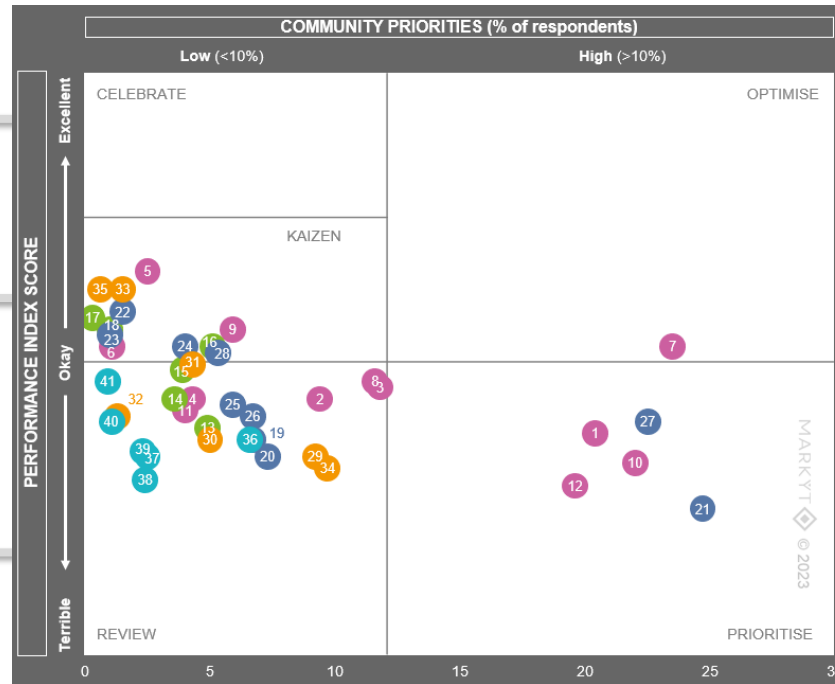
How to read the MARKYT Community Priorities

The MARKYT® Community Priorities chart maps priorities against performance in all service areas.

CELEBRATE Council'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 Council to focus its attention.

Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

PERFORMANCE INDEX SCORE

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25 30

MARKYT  © 2023

- 1 Youth services & facilities
- 2 Services for families & children
- 3 Seniors' services, facilities & care
- 4 Disability access & inclusion
- 5 Recognition for First Nations peoples
- 6 Volunteer recognition & support
- 7 Health & community services
- 8 Sport & recreation facilities/services
- 9 Festivals, events, arts & culture
- 10 Community safety / crime prevention
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- 32 Education & training
- 33 Library services
- 34 Telecoms & internet services
- 35 Airport facilities & services
- 36 Council's leadership
- 37 Advocacy & lobbying
- 38 Consultation
- 39 Communication
- 40 Change, innovation & technology
- 41 Customer service

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 295)

Community action plans for top six priorities

Community driven actions

- Advocate for more social housing solutions for vulnerable people, including seniors, young people and people who are homeless.
- Increase housing supply with consideration for releasing more land and allowing smaller block sizes.
- Work with major employers (including government agencies) to identify opportunities to increase housing and accommodation options and reduce FIFO roles.

Sample of community voices

“More advocacy for public housing or Commonwealth funds for more affordable housing options.”

“For the ever-growing underprivileged individuals and the needy, mental health, unmarried mothers, to build housing commission complexes to provide safe home environments for the poor of our shire.”

“Relief from long waiting list from Department of housing. More houses for low-income earner for every race/nationality.”

“Provide a way for people to purchase smaller blocks in Lakeland to build a house.”

“Much improved housing supply at affordable cost for both renting or buying.”

“There is not really any rental housing in Cooktown. Takes months to wait for a rental. Not sure how CSC can increase this, but it would bring more people to the area if there was housing available.”

“Cooktown’s housing crisis is appalling and is preventing growth of the town and community. We can not attract and retain professionals and families if there are not houses for them to live in. Council needs to invest in a housing development to grow our community.”

“Provide more housing for locals and not government workers/employees who are flown in for the big dollars. Provide accommodation for those who can’t afford \$450-\$600. Small little units will do”

“Too many government department's staff are taking up rentals with only one person to each 3 to 4 bedroom residence.”

Community driven actions

- Advocate for urgent upgrades to the hospital to expand capacity and improve facilities such as a maternity ward.
- Advocate for better access to health services to reduce wait times and the need to travel to Cairns or Mareeba. Attract more permanent and visiting GPs and specialists, including dentists.
- Advocate for improved access to health services for residents of Lakeland.

Sample of community voices

“Desperately need a new hospital. Cook Shire is a huge area.”

“Upgrade health services and infrastructure.”

“Not enough specialised health services available. Example - Most people need a CT scan, this is not available in Cooktown.”

“Birthing services in Cooktown.”

“A larger hospital that also has a maternity ward and other available health services to reduce the need to constantly go elsewhere for health services”

“We need more specialist services so we don't have to go to Cairns. Also, more GPs in town so appointments are available in the needed timeframe, rather than having to go to the hospital system.”

“Encourage more GPs to come to town. Trying to get an appointment is difficult and can take more than two weeks. Attending the Emergency Dept at the hospital can also mean long waits to get attention.”

“Access to basic dental care and health needs without having to travel 100s kms or wait weeks.”

“More health services such as dental.”

“Have, at least once a month, a doctor or registered nurse available for Lakeland residents to access.”

“We need medical services in Lakeland for young families and seniors. There is nothing. If we want young families to stay in Lakeland we need these services.”

Community driven actions

- Improve the speed and quality of repairs and maintenance of the road network and verges:
 - Increase frequency of grading
 - Repair potholes
 - Clear weeds and grass from edges
 - Remove rubbish and abandoned vehicles
- Facilitate the sealing of gravel roads:
 - Urban and residential roads
 - Agricultural access roads
- Upgrade and repair bridges so they are in use during the wet season.

Sample of community voices

“There are an abundance of roads that are in disarray. Regular maintenance and repair not simply patch work is needed.”

“Slashing of long grass on road sides following wet months and quicker repairs to roads near Cooktown. Also, gravel streets.”

“Improve / seal some outlying local roads for residents, to improve access to their properties, especially during the wet season.”

“Seal urban roads in all communities. Seal access to agricultural areas, not tourist destinations. Look after locals, not tourists.”

“Have roads open and useable ASAP so remote people, ie. Stations, can get fuel, supplies and cattle to market in a reasonable condition. Not have the roads regraded just before the wet starts. What about the 6 months before.”

“Too many potholes on dirt roads, unsafe bridges.”

“Local roads and bridges. Build bridges that are still crossable in the wet season.”

“When Council don’t commence works on roads until beginning of August, our unsealed roads are atrocious to drive! It not only does your head in trying to get to work each day BUT, it’s wrecking our vehicles!”

“More pro-active on roadside littering and illegal dumping. Removal of crashed and abandoned cars.”

“Grade local unsealed roads between April and September, taking into account some people travel up to 80km daily to and from work into Cooktown.”

“Roads need to be maintained all year round, not done at the end of the year, then they are wrecked by the wet season - And we have to wait until October for good roads again.”

Community driven actions

- Advocate for greater parent support and responsibility.
- Provide a safe space for young people to go at night.
- Advocate for a 24-hour police station and greater police presence.
- Provide more street lighting and CCTV surveillance to improve personal safety and security for local businesses and community organisations.

Sample of community voices

“Keep the youth busy and occupied. Put pressure on parents to take responsibility.”

“Make parents more responsible by introducing heavy fines.”

“Keeping kids off the streets at night so shire residents feel safe in their homes. Far too many break-ins all over town.”

“Address youth issue of youths roaming at night.”

“Massive crack down needs to happen on youth crime as it is not only damaging facilities such as the football club and pool but many local businesses. This damages the attraction of our town to locals and visitors alike.”

“Advocate for 24 hour police station. More lighting.”

“Push the State Government for a twenty-four hour police service.”

“Needs to be more police available at the right times. Perhaps one stationed at small communities over different weekends.”

“Neighbourhood Watch set ups in Cooktown. Lobby Queensland Govt for more police and patrols at night.”

“CCTV in areas that destruction commonly occur, penalties for the ones responsible, decisive action with crocodiles in areas where people often occupy.”

“CCTV in public areas to deter crime.”

“Crime is through the roof. Improved public services to help locals, clubs and businesses affected by the ridiculous rise in crime and vandalism due to youth.”

Community driven actions

- Support community organisations that provide services and host activities for young people.
- Provide recreational facilities such as an outdoor basketball court.
- Provide safe spaces for young people to meet and socialise, including the evenings and on weekends.
- Provide a greater range of activities to keep young people engaged.
- Consult with young people to identify what they want and allow them to be part of the solution.

Sample of community voices

“More support into youth activities and backing including PCYC activities after school and over weekends”

“Outside basketball court that youth can access after hours. Support for youth to help them engage in local opportunities“

“There is very little for the kids to do here. Sport and rec officers do a decent job but we need activities/spaces in communal, well-lit, areas of the community that the community can access without needing the sport and rec officer to facilitate things (like local parks in Cairns etc.)”

“Create more opportunities for youth re: activities, inclusion in community, sports, drop in centre, after school activities, external education (after school), ie. Life skills.

“Increase youth programs and infrastructure to support programs”

“Support already established sports and community centers to increase programs that attract youth”

“More out of hours activities and opportunities for youth.”

“Increase opportunities for youth education and employment.”

“There is nothing in this town for young people over the age of 10-12 to do. The community should be encouraging young adults to socialise and spend time with one another and connect better with the community in general, but there's just no facilities or activities for them.”

“Create more facilities where youth can meet, create, in safe spaces. Provide local job opportunities in small town communities for locals, ie., Youth Club Co-ordinator, or regular library services by local librarians.”

“Support youth initiatives and consult with youth on what they want.”

Community driven actions

- Educate pet owners about their responsibilities and consequences of failing to meet them.
- Tighten pet ownership requirements, and enforcement of rules and regulations by impounding pets and issuing infringement notices and fines.
- Provide free desexing services for pets.
- Provide more patrols to monitor for stray and feral cats and dogs.

Sample of community voices

“The dogs roaming the streets is worse than it’s ever been. It’s a danger to other pets, wildlife, children etc. and is a deterrent to return tourists. Stronger penalties financially need to apply to negligent pet owners. Council needs to be a lot stronger on this.”

“There are so many wandering dogs in town and a lot of neglected, poorly cared for animals. Some sort of initiative or support should be provided to either remove animals from neglectful homes or provide well meaning owners with additional support to care for their animals.”

“Roaming animals - Dogs are out of control. Can’t walk down the street without issues.”

“The dogs roaming around town are a major concern and worry us as parents with young kids. I feel it’s only a matter of time until there is a tragic incident involving a roaming pig dog.”

“Too many roaming dogs in town area. Many residents feel unsafe to walk around the streets with their own dogs. Recent attacks on residents with their dogs restrained. Stray dogs also enter yards and are a menace. Nothing is done.”

“Animal management. More restrictions and more fines for free range / roaming animals, as people are becoming at risk.”

“More patrolling by council officer to pick up stray dogs. Perhaps reintroduction of cat registration.”

“Restrictions on dog ownership for those who do not care for their animals.”

“Address the feral cat / dog problems around Lakeland. Make a vet available full time and do free desexing of animals.”

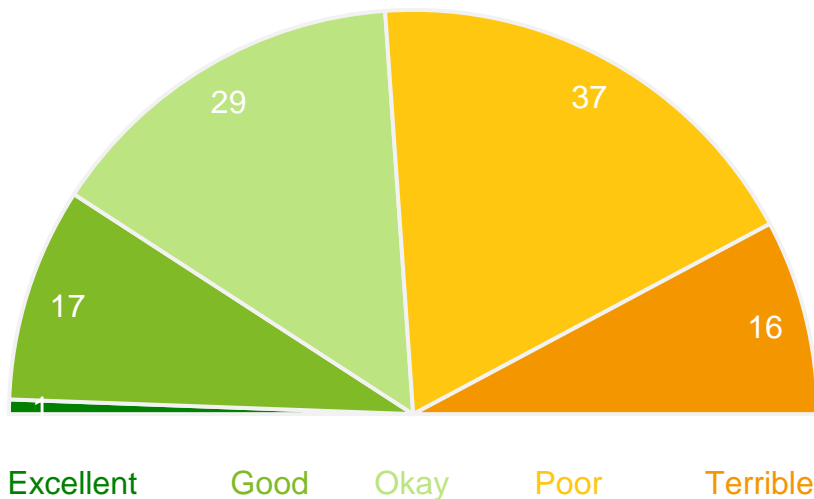
“Cats should be kept inside their owners houses and not left to roam and decimate the local fauna.”

People

Youth services and facilities

Performance ratings

% of respondents



38

Performance Index Score (out of 100)

48%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

47

65

Average

38

48

38

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
38	36	43	40	36	44	24	34	36	32	38	34	38	43	34	29	36	50	41	33	31	34	34	27

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

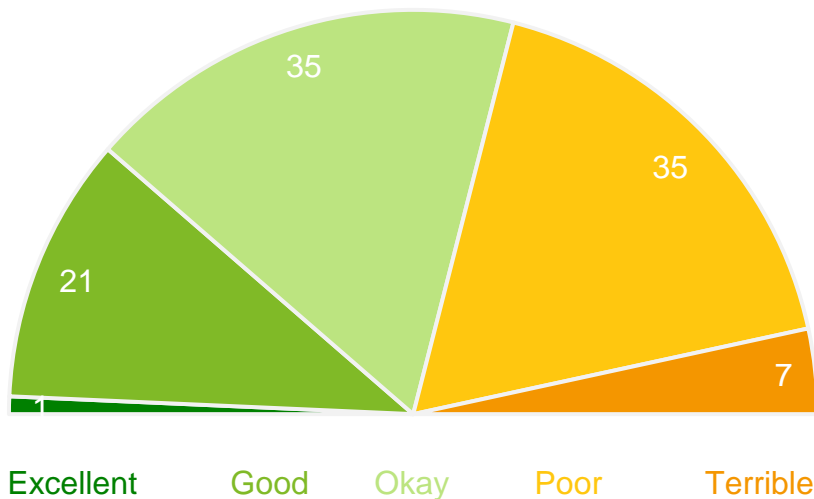
Base: All respondents, excludes 'unsure' and 'no response' (n = 261).

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

Family and children's services and facilities

Performance ratings

% of respondents



44

Performance Index Score
(out of 100)

58%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

62

68

Average

43

54



44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
44	44	44	44	44	50	36	40	40	41	41	40	47	50	44	39	34	55	47	42	37	42	36	34

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

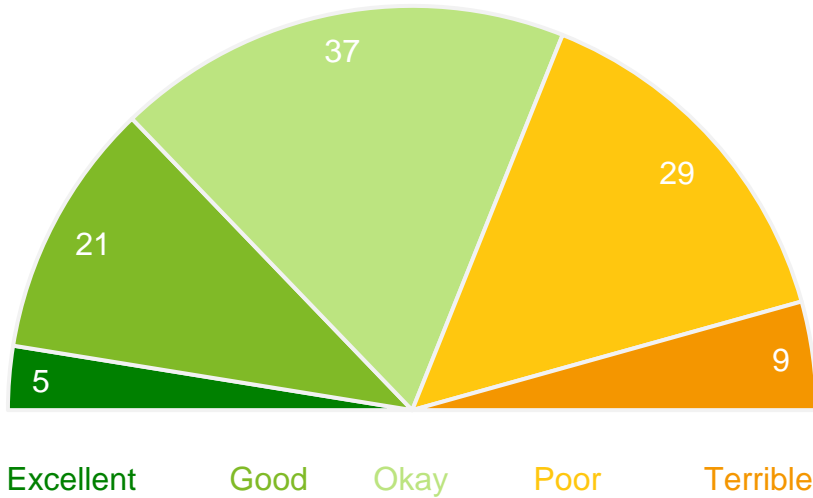
Base: All respondents, excludes 'unsure' and 'no response' (n = 259).

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

Seniors' services, facilities and care

Performance ratings

% of respondents



46

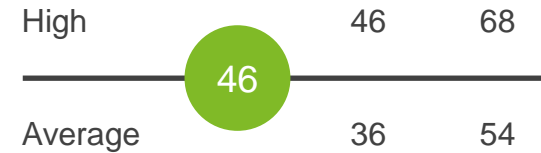
Performance Index Score (out of 100)

62%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
46	43	54	45	48	52	26	43	44	41	44	44	44	53	46	38	40	48	51	43	26	49	44	39

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

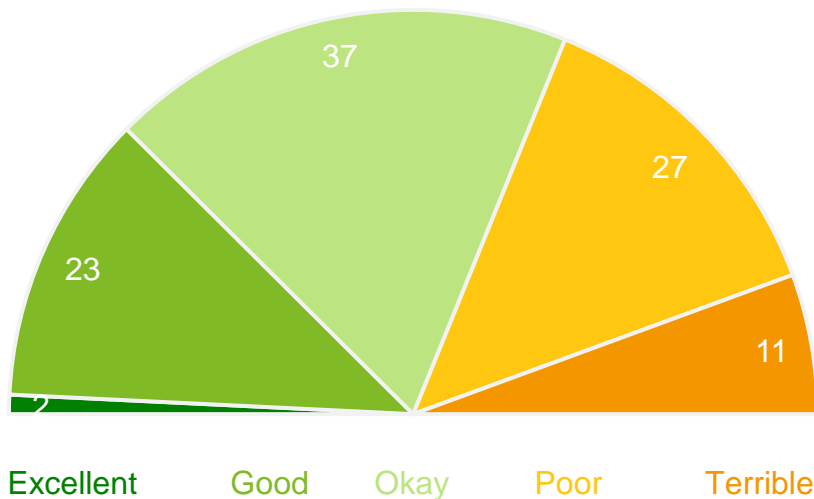
Base: All respondents, excludes 'unsure' and 'no response' (n = 259).

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

Disability access and inclusion

Performance ratings

% of respondents



44

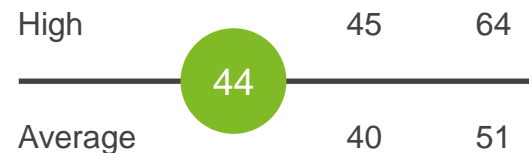
Performance Index Score (out of 100)

62%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
44	43	49	47	43	48	32	37	41	39	48	40	41	49	39	39	38	44	44	43	50	48	47	39

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

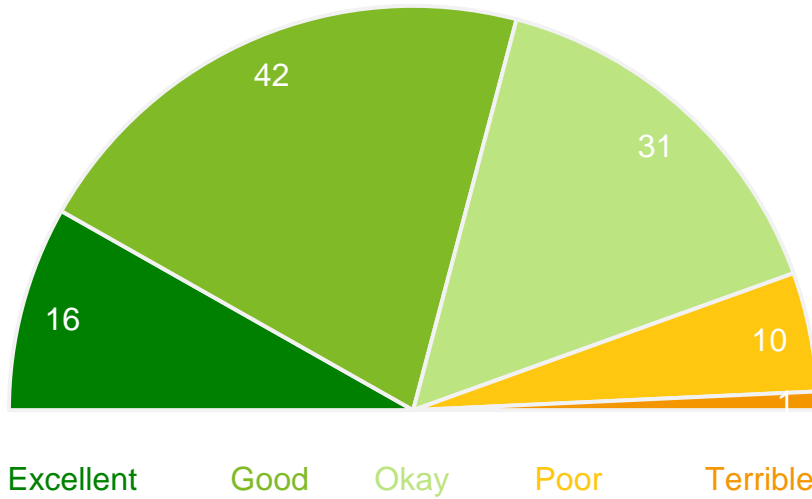
Base: All respondents, excludes 'unsure' and 'no response' (n = 253).

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

Recognition and respect for First Nations peoples, cultures and heritage

Performance ratings

% of respondents



66

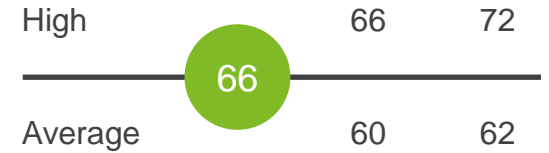
Performance Index Score (out of 100)

89%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
66	67	62	65	66	68	66	65	66	65	61	73	66	65	65	59	57	72	65	68	62	68	72	64

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

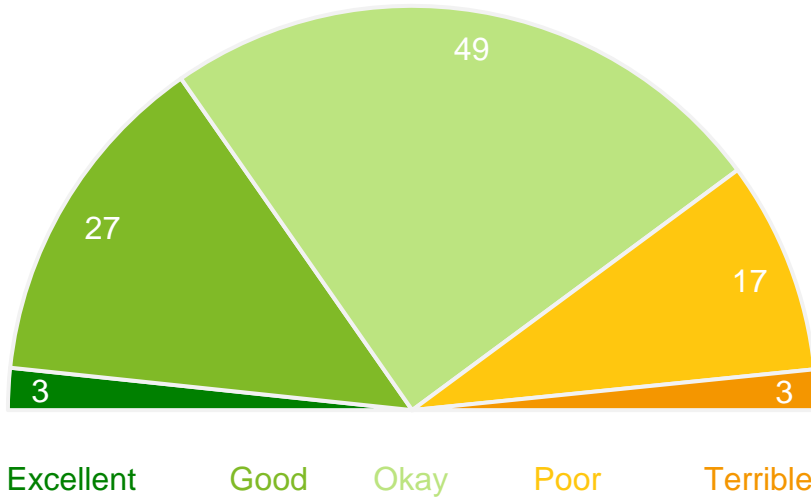
Base: All respondents, excludes 'unsure' and 'no response' (n = 271).

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

Volunteer recognition and support

Performance ratings

% of respondents



53

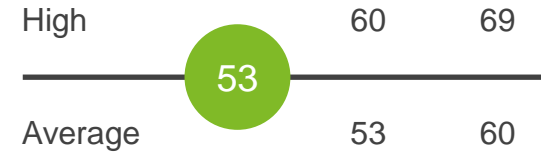
Performance Index Score (out of 100)

80%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
53	51	57	52	54	54	59	58	46	52	53	53	52	53	50	54	48	60	54	53	36	54	49	56

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

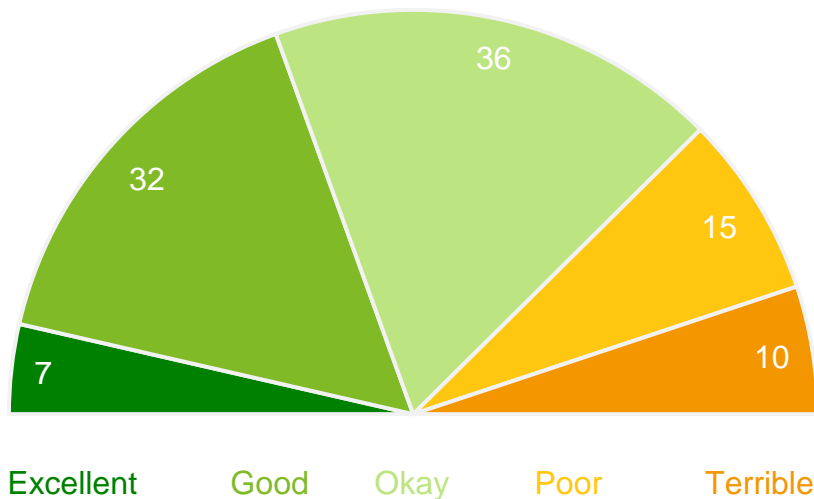
Base: All respondents, excludes 'unsure' and 'no response' (n = 259).

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

Health and community services

Performance ratings

% of respondents



53

Performance Index Score
(out of 100)

75%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

63

69

Average

49

56



53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
53	50	60	53	54	56	47	52	52	47	55	47	49	60	54	56	54	59	57	52	33	44	50	49

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

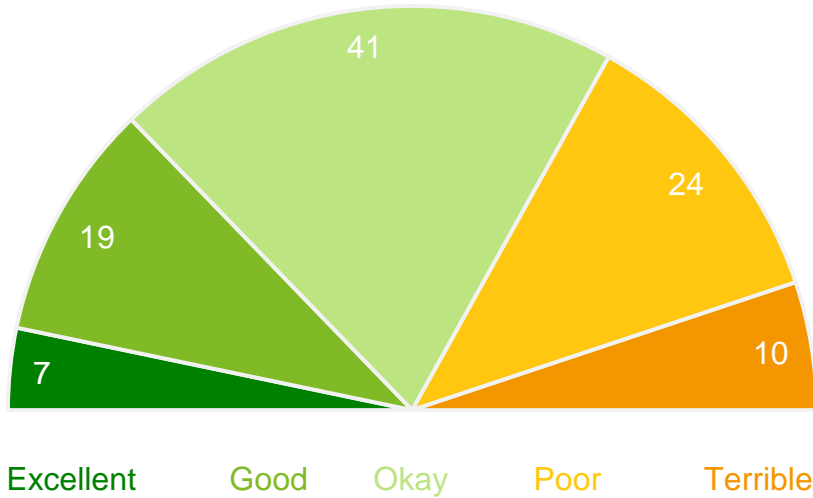
Base: All respondents, excludes 'unsure' and 'no response' (n = 309).

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

Sport and recreation facilities and services

Performance ratings

% of respondents



47

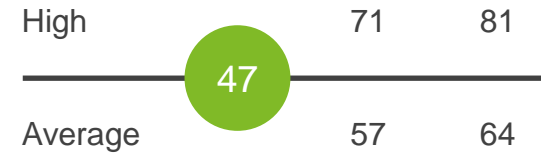
Performance Index Score (out of 100)

66%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
47	47	47	44	51	51	40	42	40	54	45	39	51	55	51	46	49	62	49	41	31	44	50	46

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

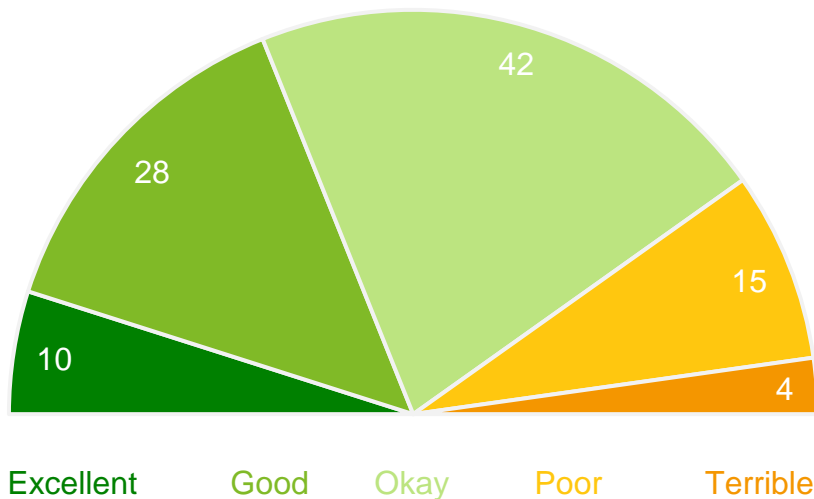
Base: All respondents, excludes 'unsure' and 'no response' (n = 294).

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

Festivals, events, art and cultural activities

Performance ratings

% of respondents



56

Performance Index Score (out of 100)

80%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

73

75

Average

57

62

56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
56	55	59	55	59	57	59	67	50	53	55	58	57	53	53	54	62	68	57	54	50	52	46	54

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

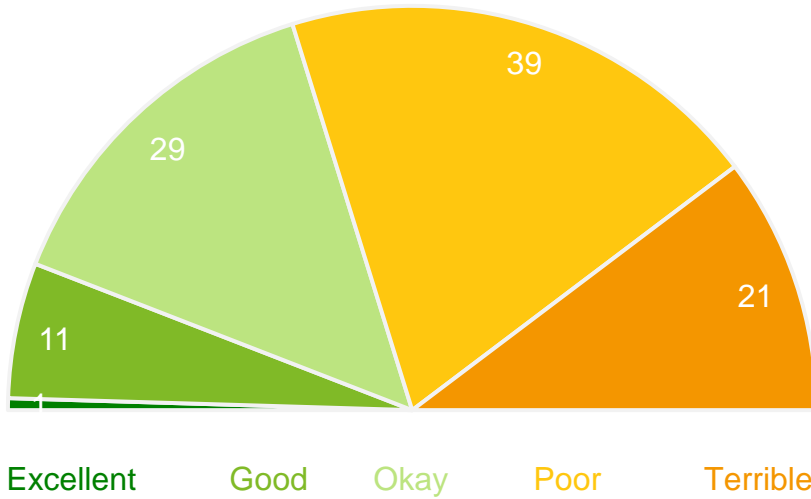
Base: All respondents, excludes 'unsure' and 'no response' (n = 308).

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

Community safety and crime prevention

Performance ratings

% of respondents



33

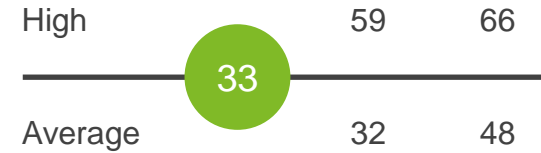
Performance Index Score (out of 100)

40%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
33	31	38	34	33	35	31	36	25	21	36	32	32	32	29	32	31	37	34	22	34	25	31	36

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

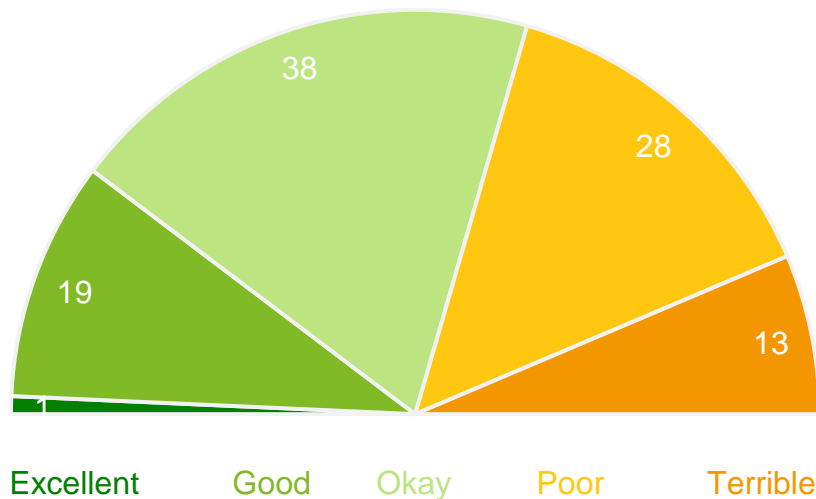
Base: All respondents, excludes 'unsure' and 'no response' (n = 308).

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

Lighting of streets and public places

Performance ratings

% of respondents



42

Performance Index Score (out of 100)

59%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

54

66

Average

44

53



42

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
42	41	44	41	44	47	36	43	34	30	39	41	41	48	35	39	38	51	45	40	20	43	44	42

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

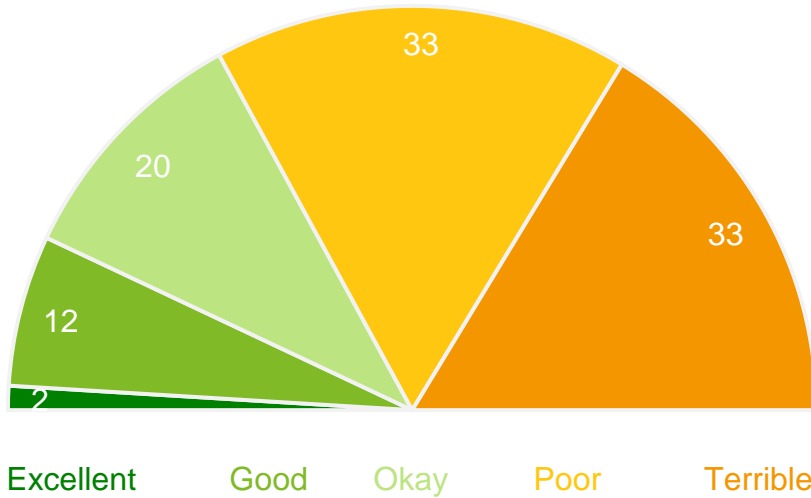
Base: All respondents, excludes 'unsure' and 'no response' (n = 312).

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

Animal management (dogs and cats)

Performance ratings

% of respondents



29

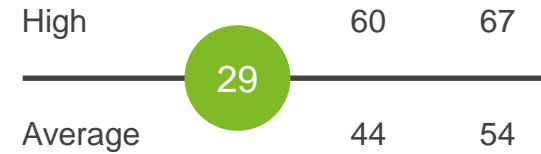
Performance Index Score (out of 100)

34%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
29	32	23	29	30	26	28	34	35	47	26	33	28	31	24	31	28	33	29	26	30	33	41	27

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 315).

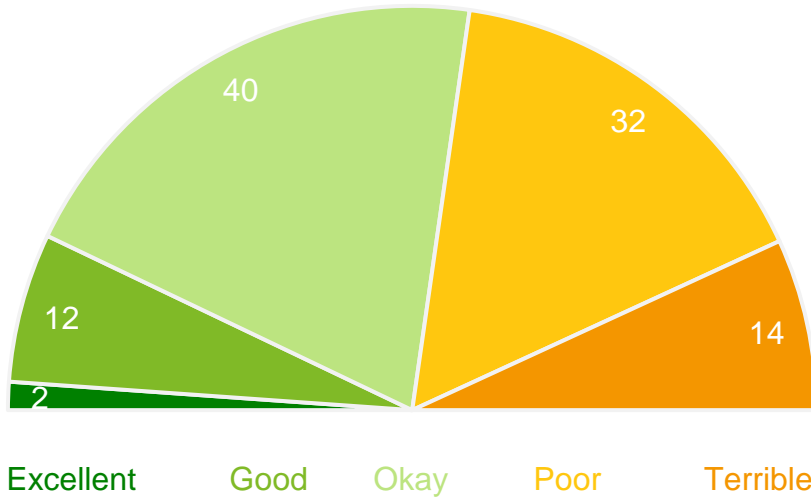
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Planet

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings

% of respondents



39

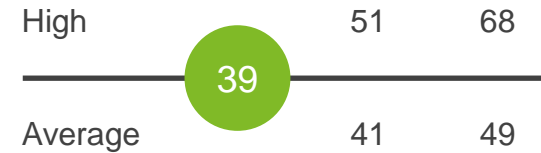
Performance Index Score
(out of 100)

55%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
39	37	44	37	42	43	27	33	36	33	40	39	39	38	35	34	33	38	42	42	35	40	33	33

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

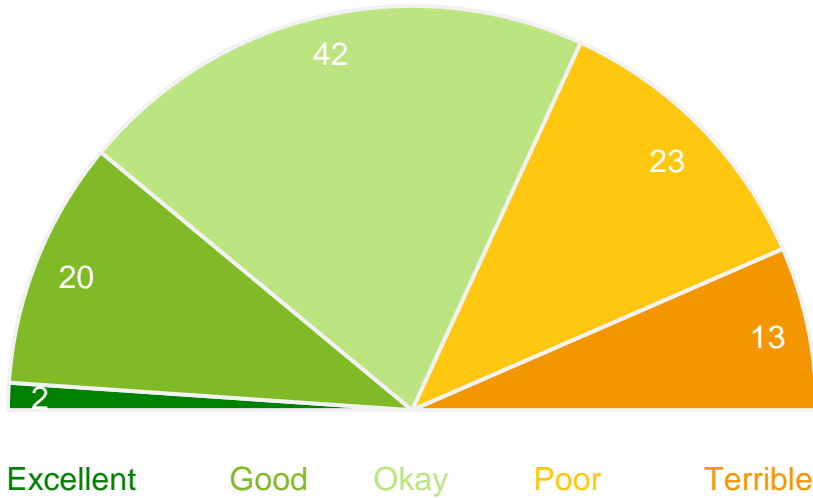
Base: All respondents, excludes 'unsure' and 'no response' (n = 241).

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

Conservation and environmental management

Performance ratings

% of respondents



44

Performance Index Score
(out of 100)

64%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

59

68

Average

46

53

44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
44	40	52	42	46	46	28	40	47	35	50	44	39	40	39	40	31	36	47	40	41	38	33	38

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

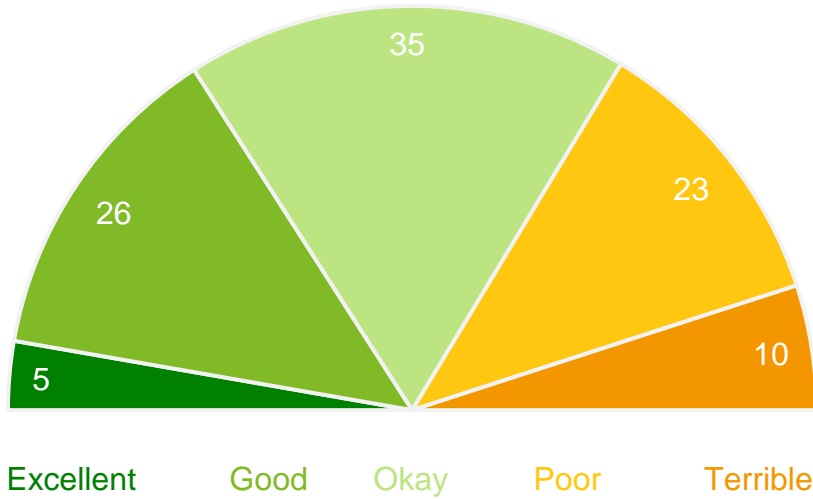
Base: All respondents, excludes 'unsure' and 'no response' (n = 278).

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

Waste management

Performance ratings

% of respondents



49

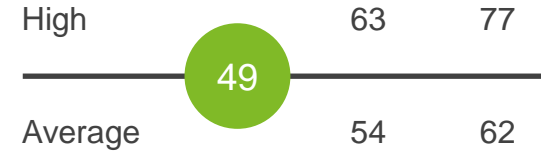
Performance Index Score (out of 100)

67%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
49	45	59	48	50	54	37	42	44	39	50	47	50	47	47	45	42	56	52	48	30	42	53	46

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

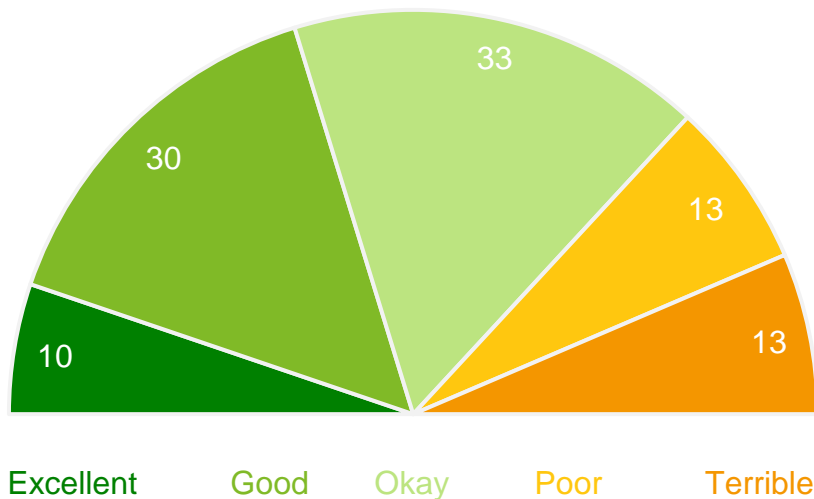
Base: All respondents, excludes 'unsure' and 'no response' (n = 315).

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

Quality of drinking water

Performance ratings

% of respondents



53

Performance Index Score (out of 100)

74%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

NA

NA

Average

NA

NA

53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
53	51	58	52	54	58	41	52	44	56	50	55	50	58	45	43	42	54	60	34	33	27	49	42

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

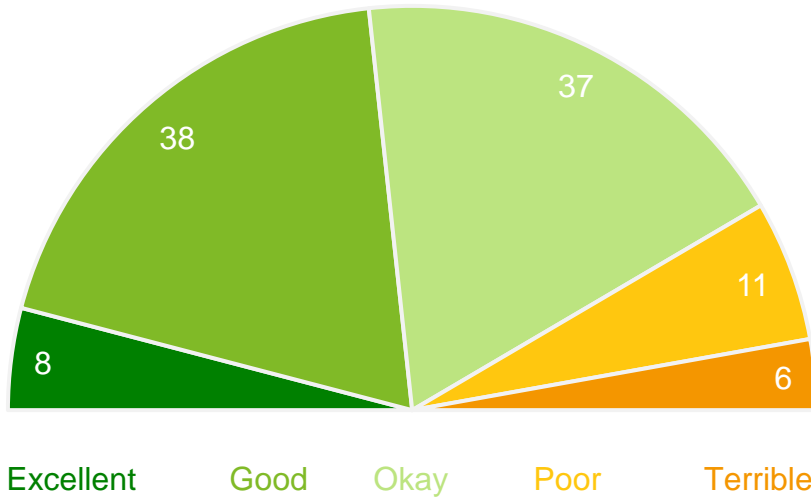
Base: All respondents, excludes 'unsure' and 'no response' (n = 287).

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

Sewerage management

Performance ratings

% of respondents



58

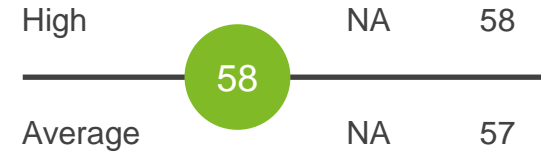
Performance Index Score (out of 100)

83%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
58	55	65	57	59	64	46	55	51	55	56	59	56	62	52	54	44	54	65	52	30	31	58	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 262).

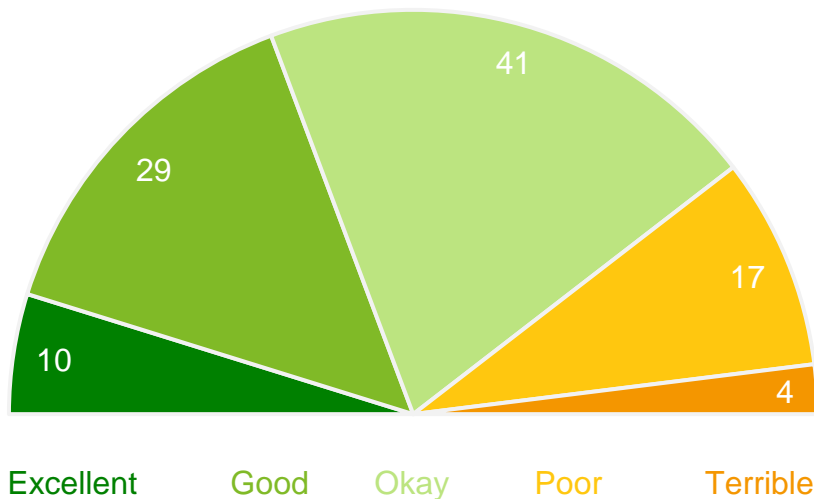
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Natural disaster management

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

Performance ratings

% of respondents



56

Performance Index Score (out of 100)

79%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

69

69

Average

57

55

56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
56	53	64	54	58	58	54	56	47	51	56	54	57	55	52	49	46	57	60	54	46	47	49	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 290).

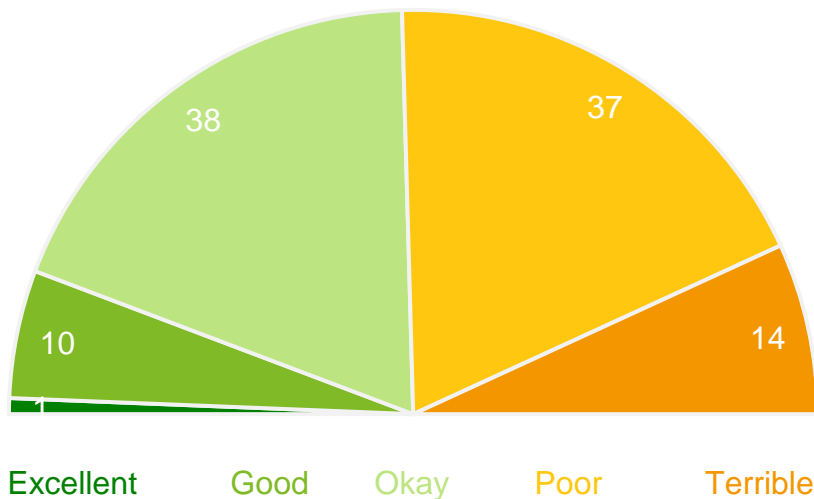
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Place

Managing responsible growth and development

Performance ratings

% of respondents



37

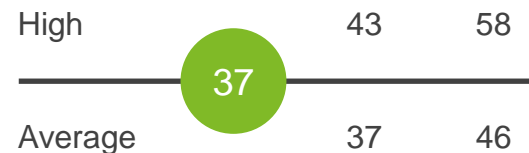
Performance Index Score (out of 100)

49%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
37	36	41	36	39	41	32	32	34	30	40	33	36	40	37	35	37	47	41	33	23	38	32	26

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

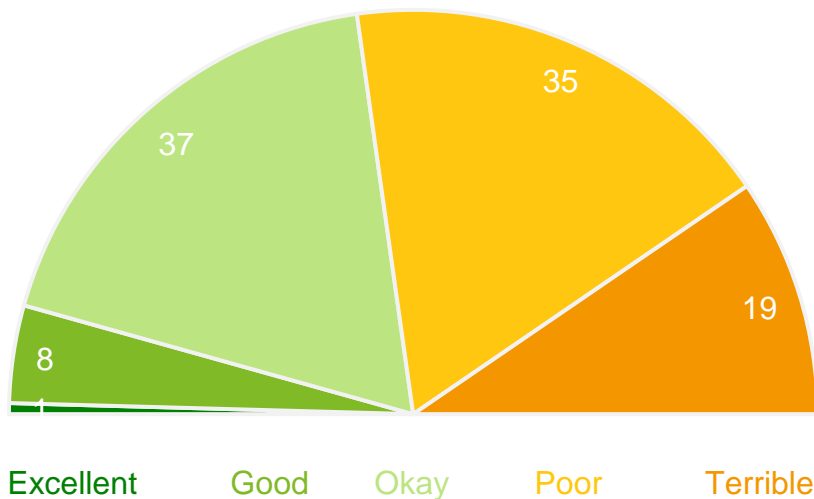
Base: All respondents, excludes 'unsure' and 'no response' (n = 259).

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

Planning and building approvals

Performance ratings

% of respondents



34

Performance Index Score (out of 100)

46%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

50

56

Average

40

43

34

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
34	36	28	34	34	38	27	25	28	30	29	34	36	38	31	29	30	42	35	30	23	48	43	28

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

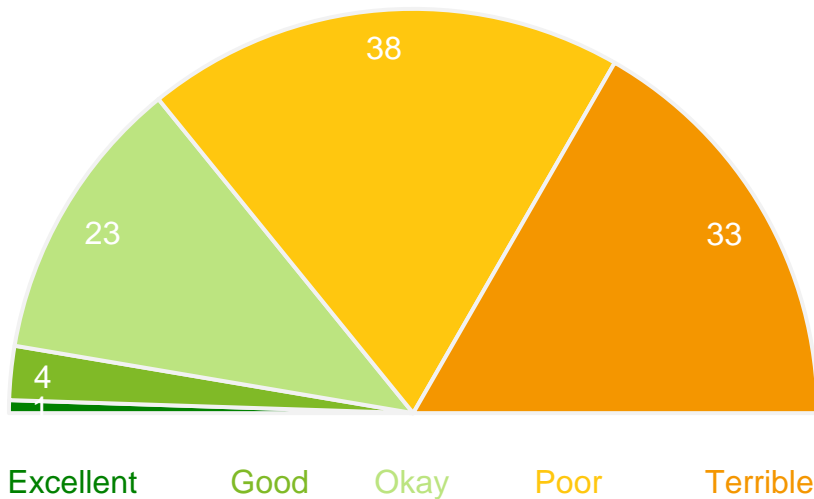
Base: All respondents, excludes 'unsure' and 'no response' (n = 237).

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

Access to housing that meets your needs

Performance ratings

% of respondents



25

Performance Index Score (out of 100)

28%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

47

65

Average

36

51

25

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
25	26	25	27	23	29	20	25	20	21	23	23	25	32	24	17	29	38	26	26	23	25	17	20

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

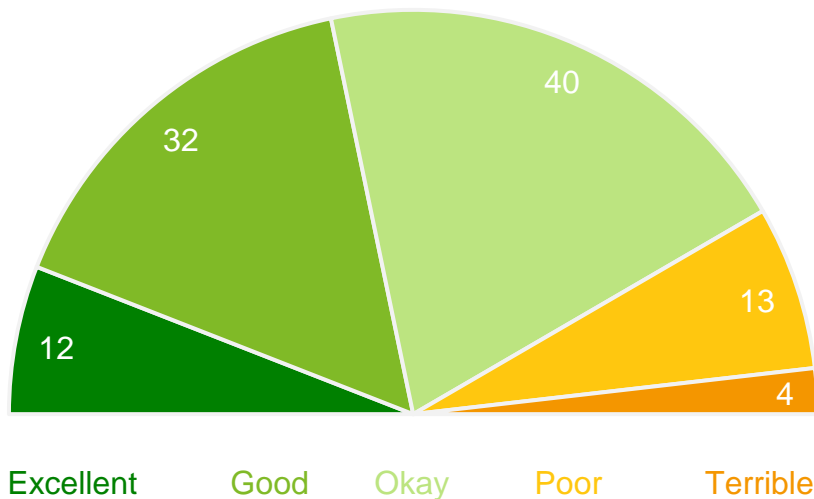
Base: All respondents, excludes 'unsure' and 'no response' (n = 244).

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

Preserving and promoting local history and heritage

Performance ratings

% of respondents



59

Performance Index Score (out of 100)

83%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

69

70

Average

54

58

59

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
59	60	56	59	60	59	54	60	59	56	50	66	63	55	59	52	54	62	61	63	49	59	61	46

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

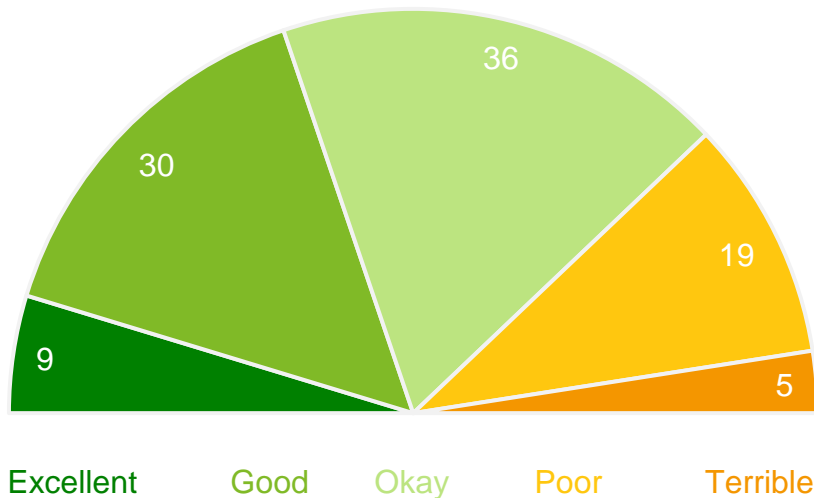
Base: All respondents, excludes 'unsure' and 'no response' (n = 297).

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

Community buildings, halls and toilets

Performance ratings

% of respondents



55

Performance Index Score (out of 100)

76%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

59

66

55

Average

49

56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
55	56	54	54	59	59	51	56	47	43	46	57	57	61	52	49	50	55	58	64	35	58	62	42

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

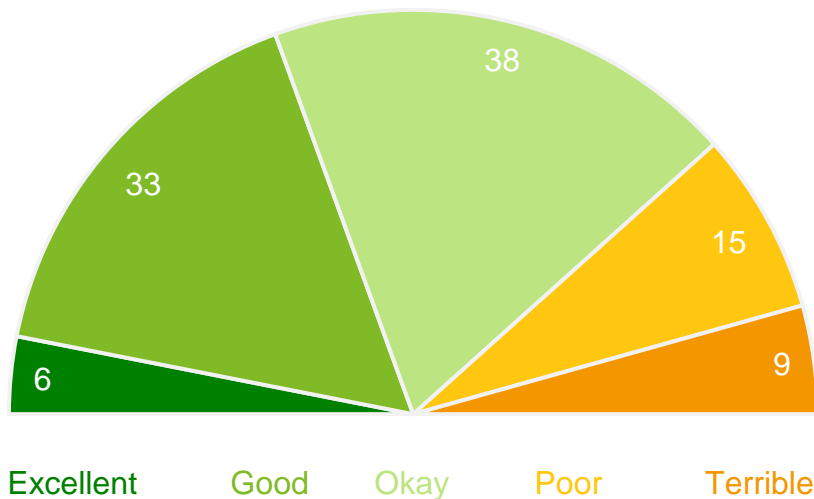
Base: All respondents, excludes 'unsure' and 'no response' (n = 301).

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

Playgrounds, parks and reserves

Performance ratings

% of respondents



53

Performance Index Score (out of 100)

77%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

79

79

Average

57

65

53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
53	55	48	52	57	61	39	49	45	45	43	51	59	61	52	53	39	55	57	63	27	59	60	47

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

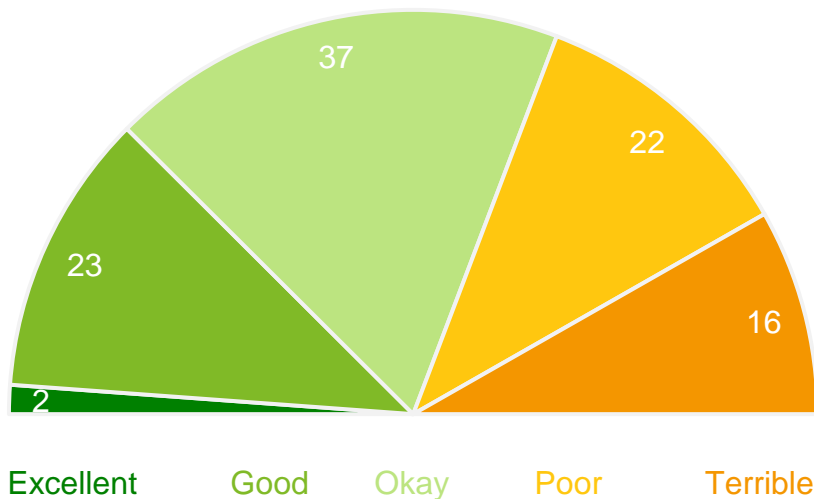
Base: All respondents, excludes 'unsure' and 'no response' (n = 303).

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

Streetscapes, trees and verges

Performance ratings

% of respondents



43

Performance Index Score (out of 100)

62%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

60

69

Average

49

54



43

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
43	41	50	40	47	47	39	47	32	27	43	39	46	43	42	43	39	53	46	43	17	44	53	43

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

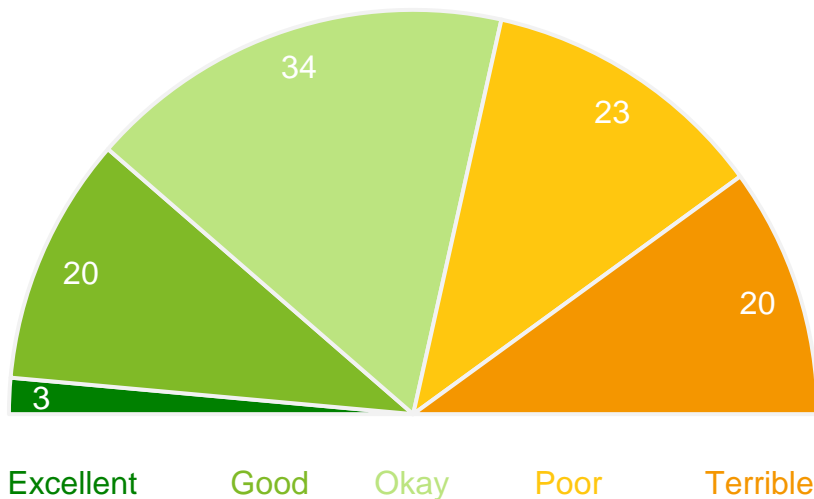
Base: All respondents, excludes 'unsure' and 'no response' (n = 307).

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

Footpaths, trails and cycleways

Performance ratings

% of respondents



41

Performance Index Score (out of 100)

57%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

66

67

Average

41

47

53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
41	40	45	39	44	44	32	43	36	26	37	39	42	44	40	37	28	40	44	48	18	42	43	34

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

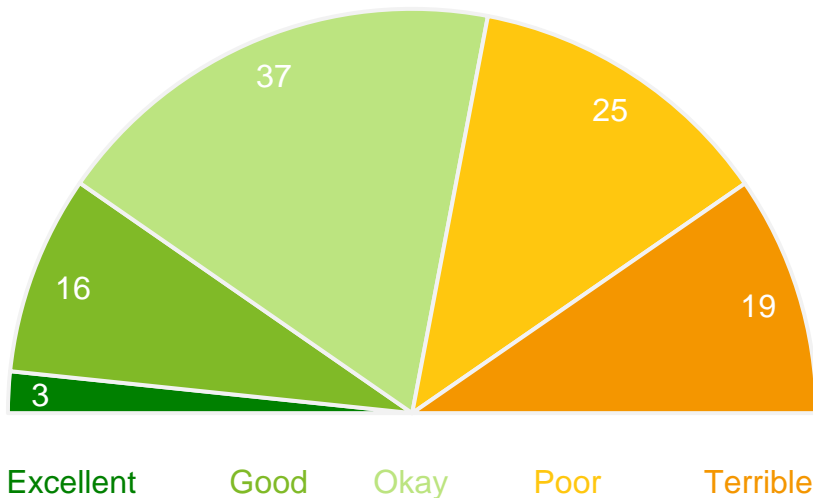
Base: All respondents, excludes 'unsure' and 'no response' (n = 300).

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

Local roads, including bridges

Performance ratings

% of respondents



40

Performance Index Score (out of 100)

56%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

56

70

40

Average

43

48

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
40	38	46	39	42	43	32	43	35	33	39	40	40	41	38	36	38	35	43	32	25	41	46	42

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

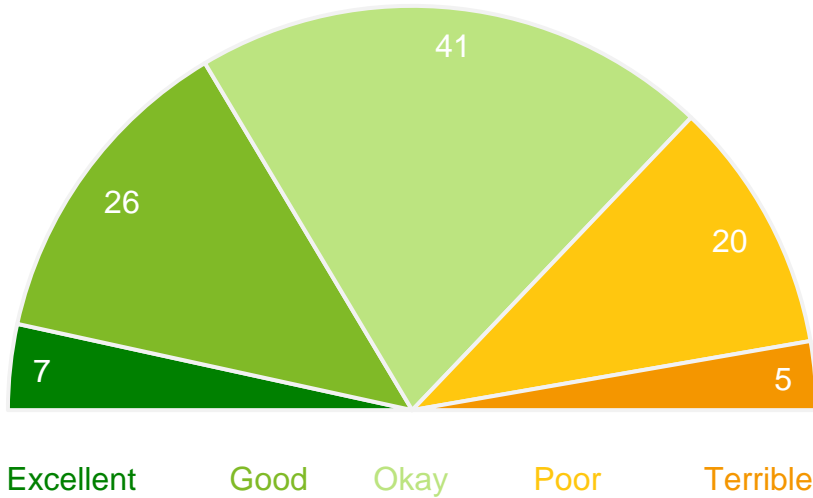
Base: All respondents, excludes 'unsure' and 'no response' (n = 305).

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

Marine facilities (boat ramps, jetties etc)

Performance ratings

% of respondents



52

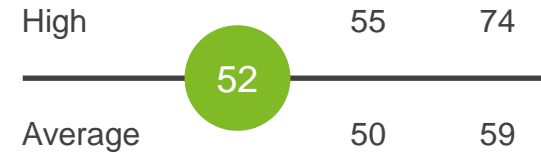
Performance Index Score (out of 100)

74%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
52	50	58	50	56	54	51	54	45	49	53	54	51	51	49	43	39	55	54	52	46	52	63	36

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 274).

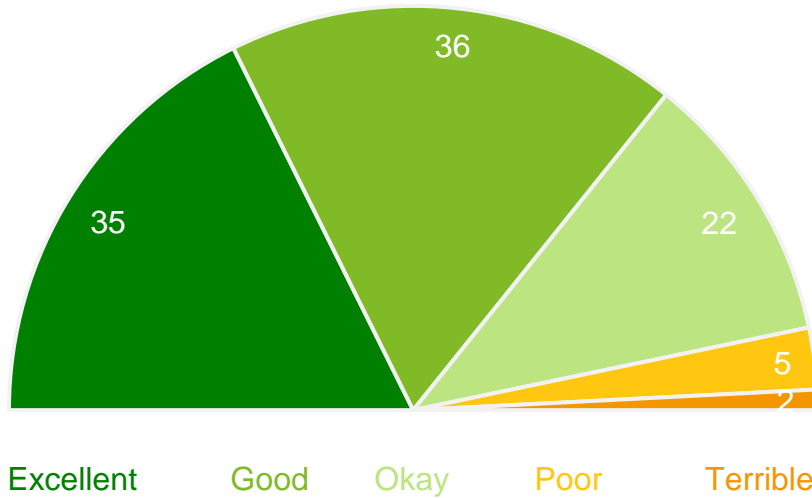
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Prosperity

Place to visit

Performance ratings

% of respondents



75

Performance Index Score
(out of 100)

93%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

79

87

Average

61

68

75

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
75	74	76	74	76	78	83	76	61	70	75	70	76	77	77	66	63	80	77	79	66	77	76	63

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

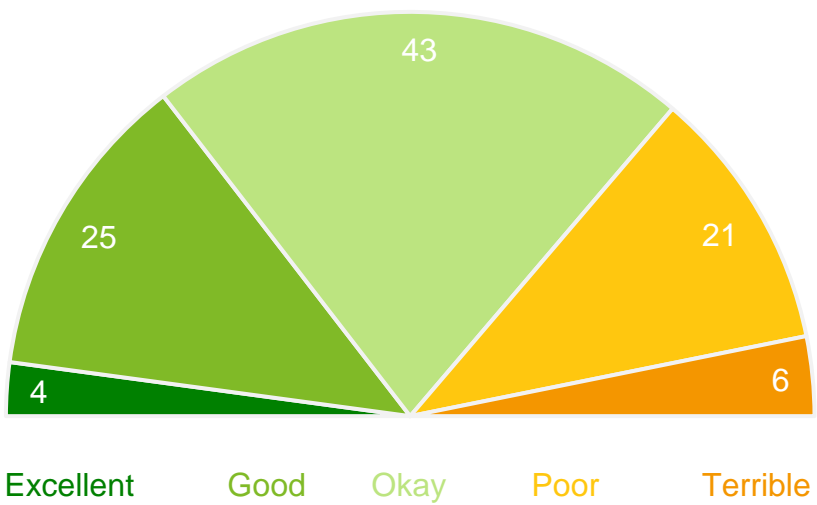
Base: All respondents, excludes 'unsure' and 'no response' (n = 331).

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

Tourism attractions, destination marketing and visitor information

Performance ratings

% of respondents



50

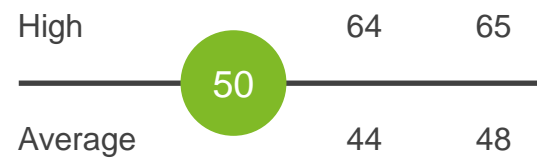
Performance Index Score (out of 100)

72%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
50	51	48	50	52	50	59	58	43	47	47	52	51	50	46	46	48	53	51	47	47	48	45	50

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

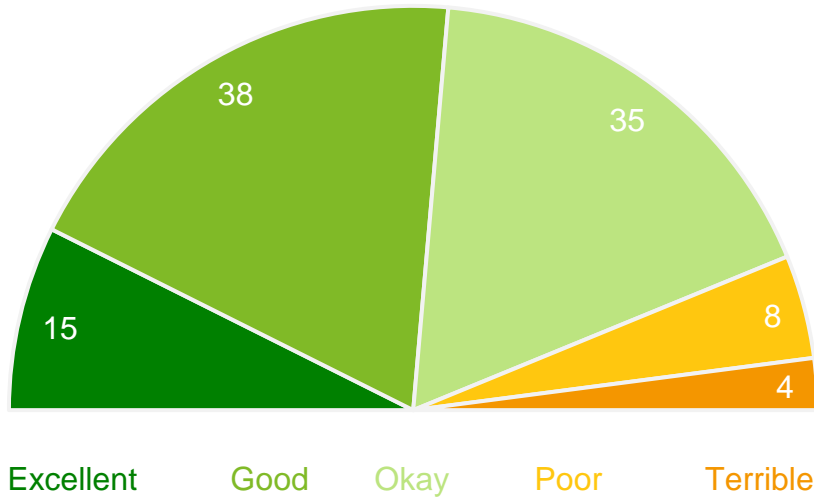
Base: All respondents, excludes 'unsure' and 'no response' (n = 296).

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

Airport facilities and services

Performance ratings

% of respondents



63

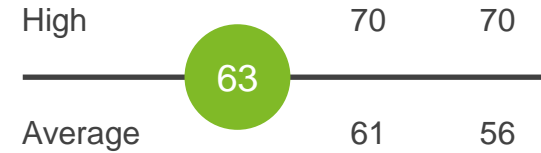
Performance Index Score (out of 100)

88%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
63	63	64	62	64	65	60	68	53	60	59	62	63	67	62	63	58	69	66	67	35	58	62	64

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

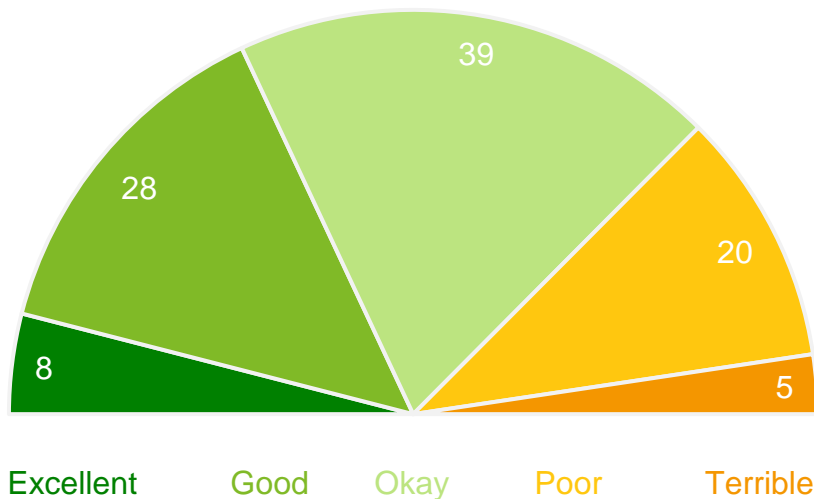
Base: All respondents, excludes 'unsure' and 'no response' (n = 294).

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

Place to work or operate a business

Performance ratings

% of respondents



54

Performance Index Score (out of 100)

75%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

63

72

Average

51

58



54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
54	50	62	50	58	54	51	54	49	41	58	50	52	53	55	47	54	56	56	56	45	47	46	51

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

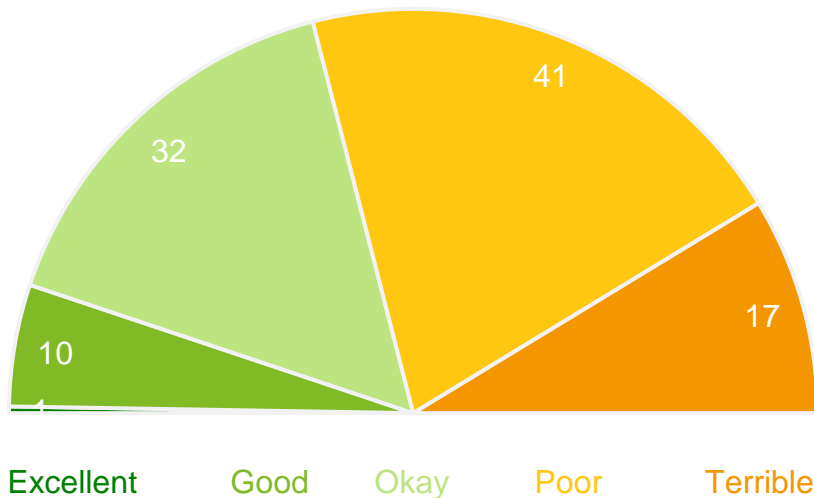
Base: All respondents, excludes 'unsure' and 'no response' (n = 306).

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

Economic development and job creation

Performance ratings

% of respondents



34

Performance Index Score (out of 100)

42%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

46

56

34

Average

39

43

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
34	33	37	32	37	37	30	34	29	33	32	30	34	40	30	26	35	43	37	37	25	30	31	26

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

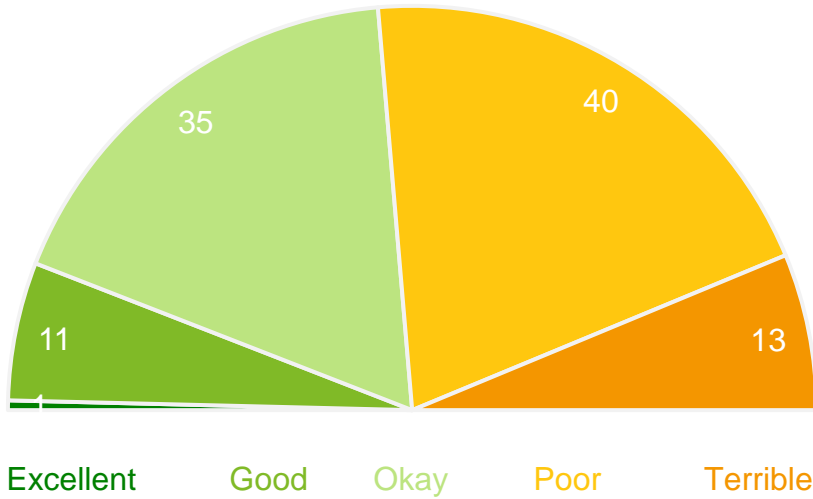
Base: All respondents, excludes 'unsure' and 'no response' (n = 260).

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

Agricultural development

Performance ratings

% of respondents



37

Performance Index Score (out of 100)

47%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

NA

57

Average

NA

47

37

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
37	37	38	34	41	41	36	39	29	24	37	33	37	41	36	33	47	58	38	38	27	39	30	37

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

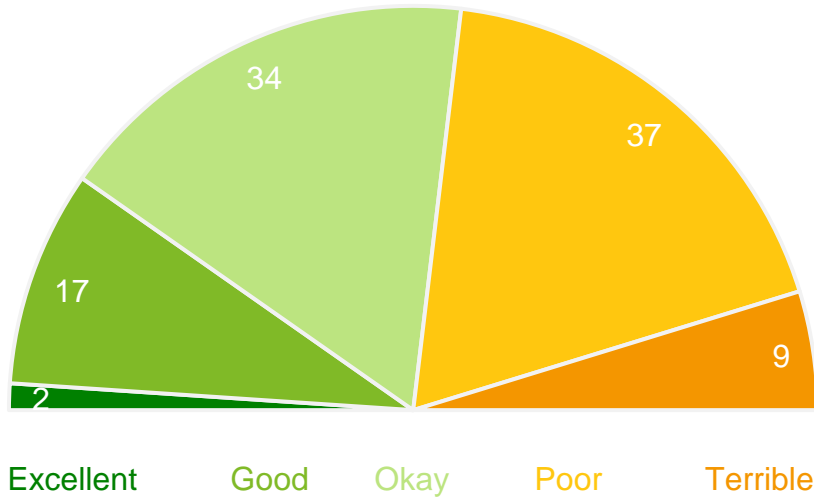
Base: All respondents, excludes 'unsure' and 'no response' (n = 227).

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

Access to education, training and personal development opportunities

Performance ratings

% of respondents



41

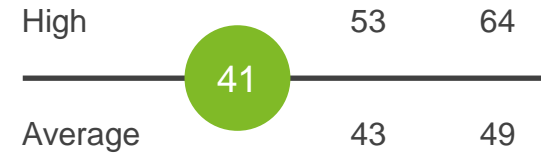
Performance Index Score (out of 100)

54%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
41	40	48	38	47	47	36	39	32	28	42	35	42	48	35	37	39	51	44	43	30	36	34	36

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

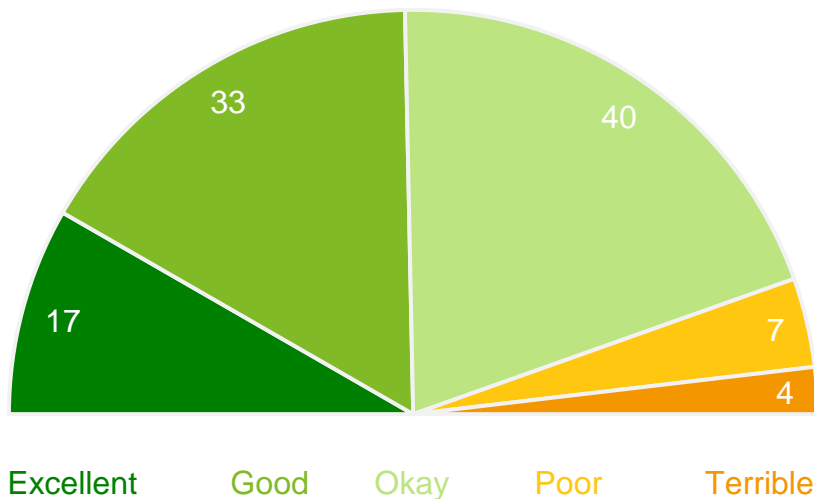
Base: All respondents, excludes 'unsure' and 'no response' (n = 255).

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

Library services

Performance ratings

% of respondents



63

Performance Index Score (out of 100)

89%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

77

85

Average

66

71

63

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
63	63	63	59	68	67	59	60	53	55	54	64	63	71	63	47	47	70	67	67	46	66	65	45

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

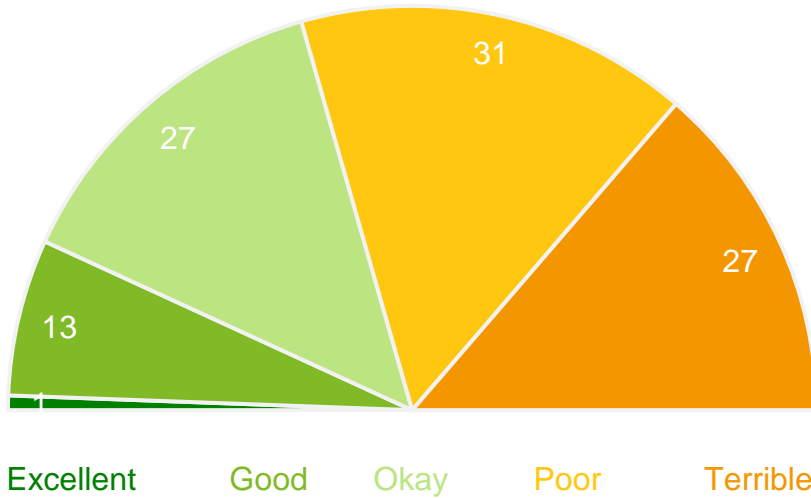
Base: All respondents, excludes 'unsure' and 'no response' (n = 294).

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

Telecommunications and internet services

Performance ratings

% of respondents



32

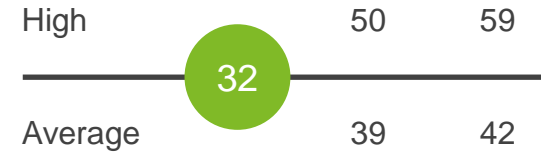
Performance Index Score (out of 100)

41%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
32	30	38	31	33	33	33	36	26	26	31	35	28	36	33	29	29	34	37	25	9	29	34	31

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 296).

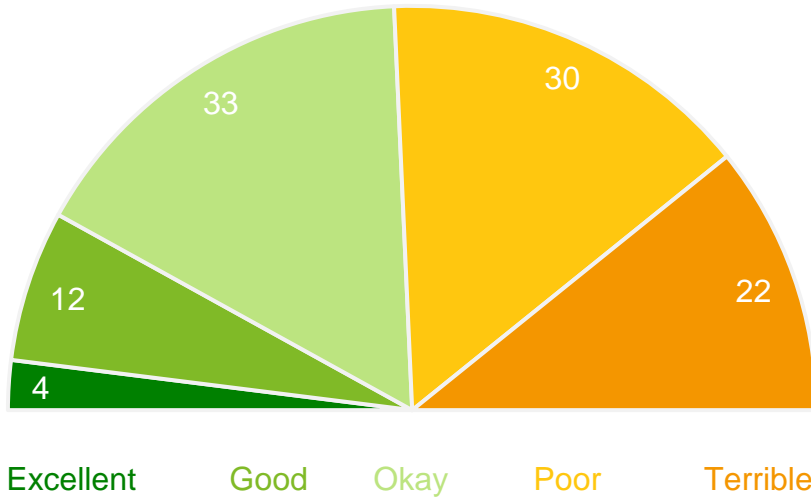
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Performance

Council's leadership

Performance ratings

% of respondents



37

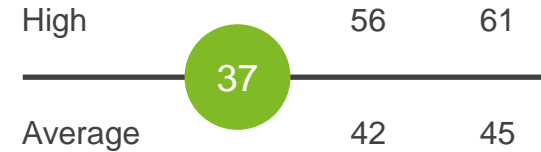
Performance Index Score (out of 100)

49%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
37	33	48	35	40	42	24	33	31	24	41	29	35	41	30	28	34	41	39	31	28	36	38	30

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

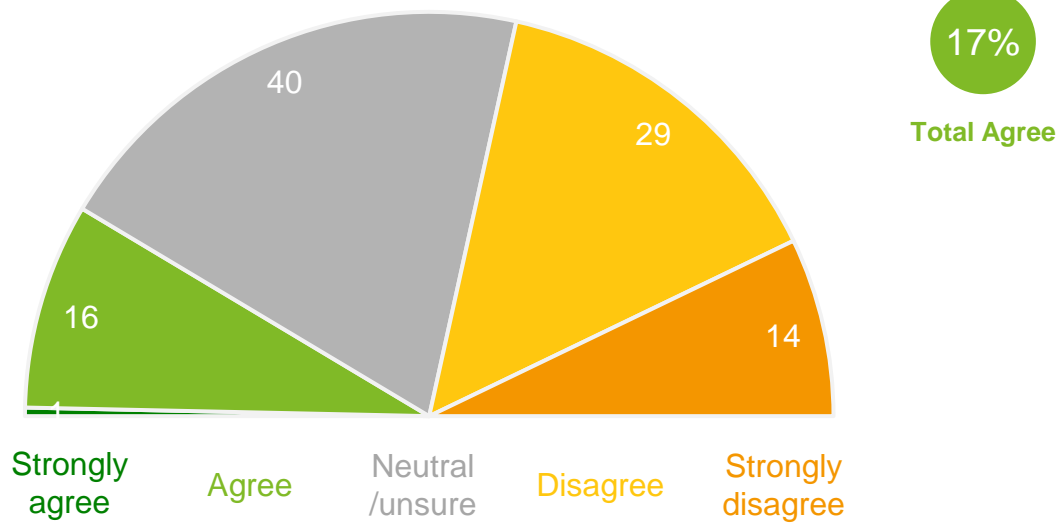
Base: All respondents, excludes 'unsure' and 'no response' (n = 269).

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

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

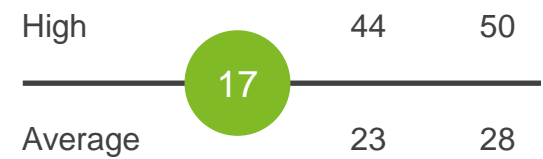
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
17	17	17	14	22	21	12	21	14	7	17	13	17	23	16	11	11	18	18	13	6	22	38	17

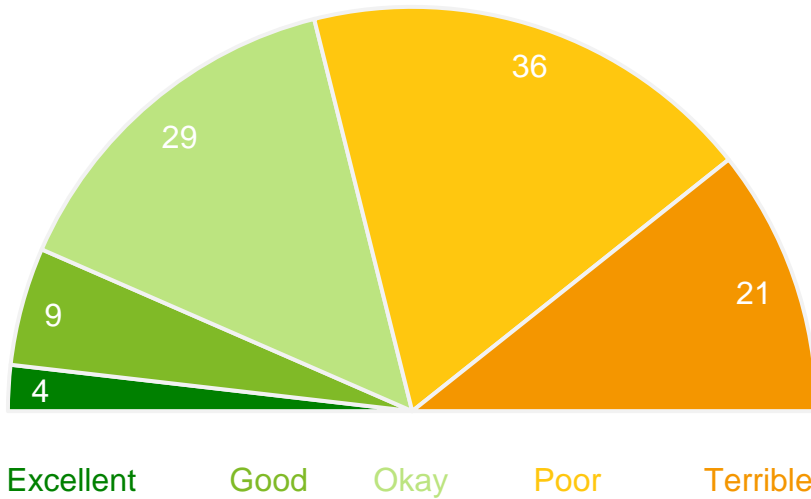
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 335). # Small sample size (<20 respondents)

Advocacy and lobbying on community's behalf to influence decisions and support local causes

Performance ratings

% of respondents



34

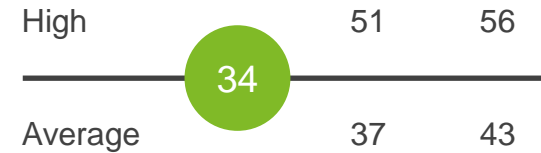
Performance Index Score (out of 100)

42%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
34	31	47	32	40	39	23	31	30	27	38	28	34	36	31	28	32	37	40	30	21	31	32	21

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

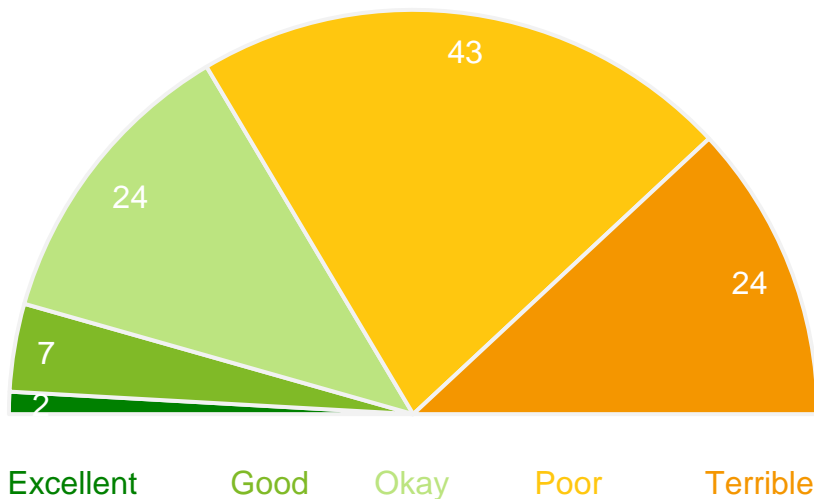
Base: All respondents, excludes 'unsure' and 'no response' (n = 241).

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

How the community is consulted on local issues

Performance ratings

% of respondents



30

Performance Index Score (out of 100)

33%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

48

55

Average

36

41

30

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
30	27	38	30	32	33	21	29	28	20	31	27	31	30	23	25	26	35	32	28	24	31	34	19

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

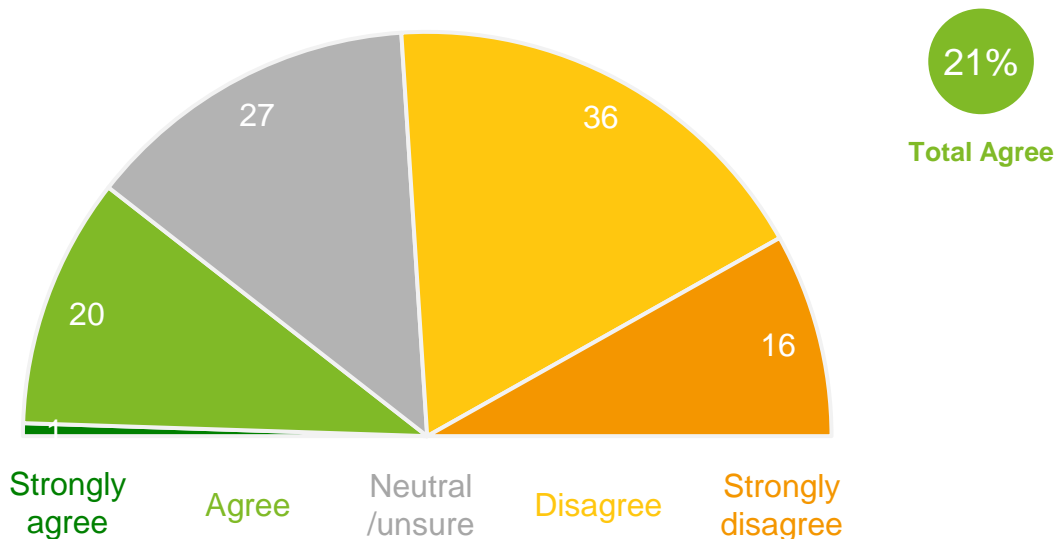
Base: All respondents, excludes 'unsure' and 'no response' (n = 285).

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

Council has a good understanding of community needs

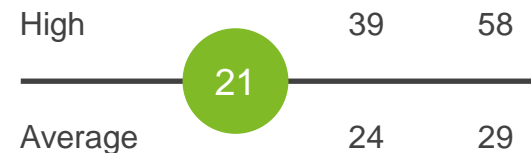
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
21	17	32	24	19	26	17	25	15	6	29	16	15	25	21	9	11	24	22	20	28	28	31	4

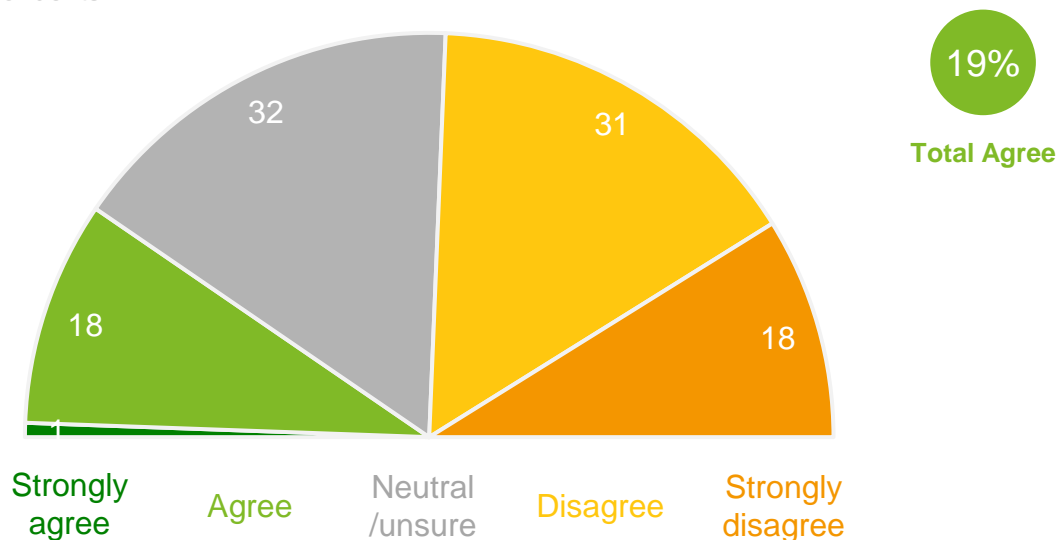
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 335). # Small sample size (<20 respondents)

Council listens to and respects residents' views

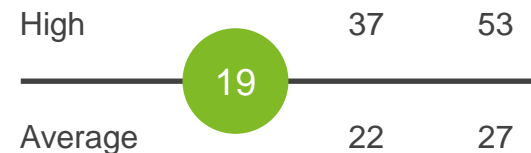
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
19	16	26	17	23	22	22	33	10	7	21	17	18	21	12	11	18	24	22	20	13	16	31	4

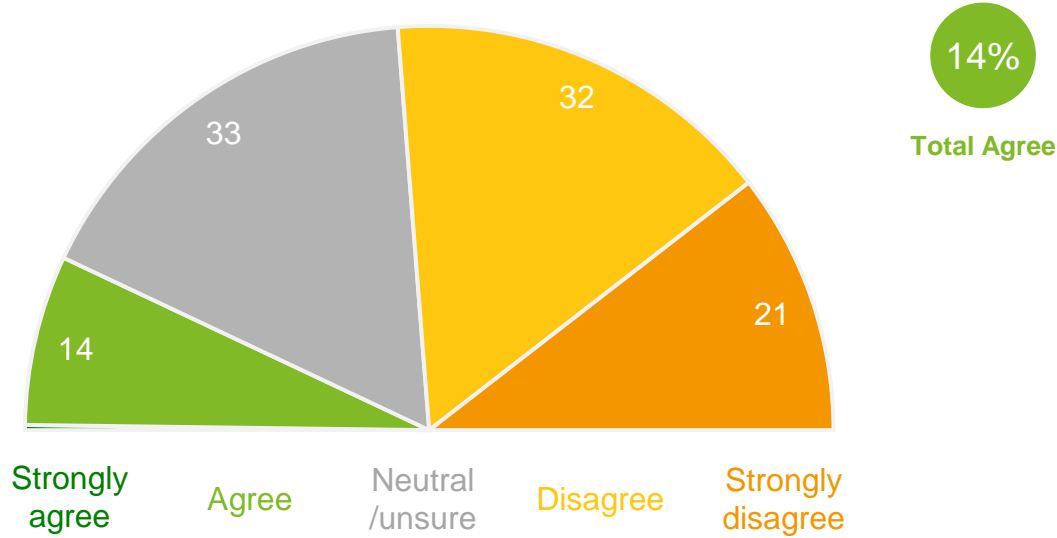
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 335). # Small sample size (<20 respondents)

The Council clearly explains the reasons for its decisions and how residents' views have been taken into account

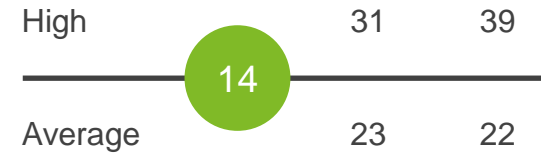
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
14	10	23	13	16	16	9	13	6	7	20	10	8	18	7	5	9	14	15	15	8	4	25	16

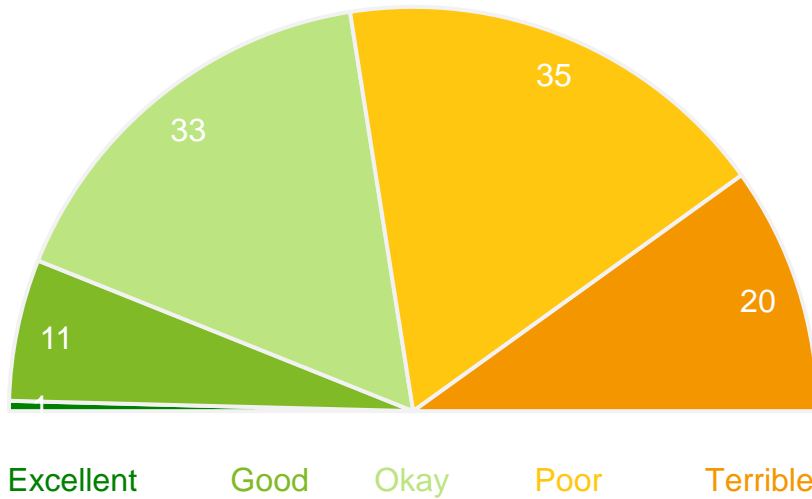
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 335). # Small sample size (<20 respondents)

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

Performance ratings

% of respondents



35

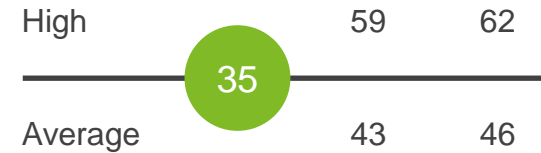
Performance Index Score (out of 100)

45%

Positive rating*

MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
35	33	40	35	36	37	32	36	30	18	36	34	35	32	27	34	37	33	38	33	27	31	27	25

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

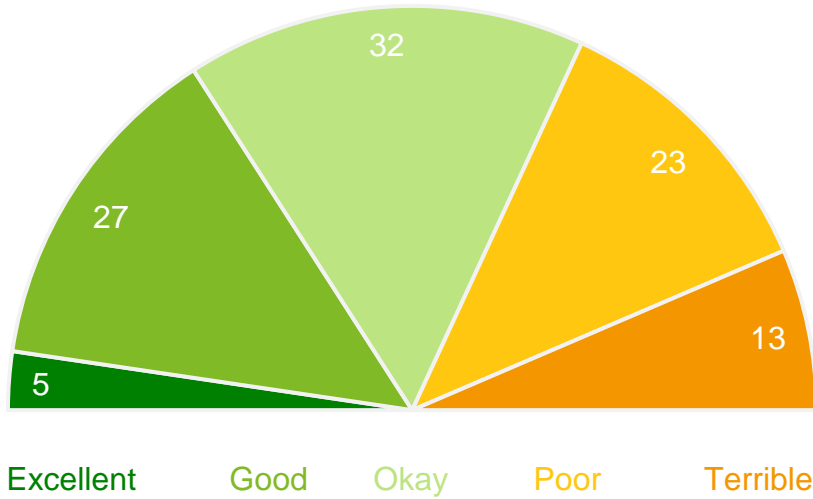
Base: All respondents, excludes 'unsure' and 'no response' (n = 289).

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

Customer service

Performance ratings

% of respondents



47

Performance Index Score (out of 100)

64%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

62

68

Average

52

57



47

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
47	46	50	43	53	52	35	44	44	39	45	42	49	51	42	42	44	64	49	44	36	44	48	38

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

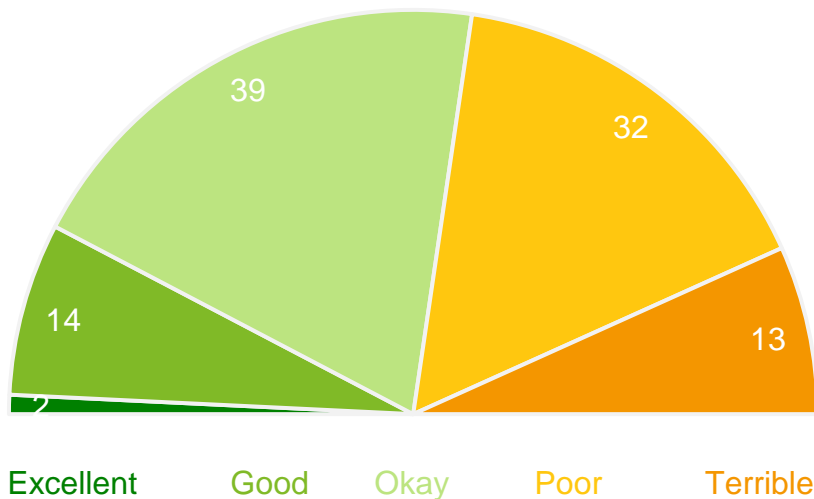
Base: All respondents, excludes 'unsure' and 'no response' (n = 288).

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

Embracing change, innovation and new technology

Performance ratings

% of respondents



40

Performance Index Score (out of 100)

55%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

52

59

Average

43

48



40

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
40	37	48	36	44	44	32	38	36	25	44	35	38	41	35	37	35	41	42	39	26	29	45	42

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

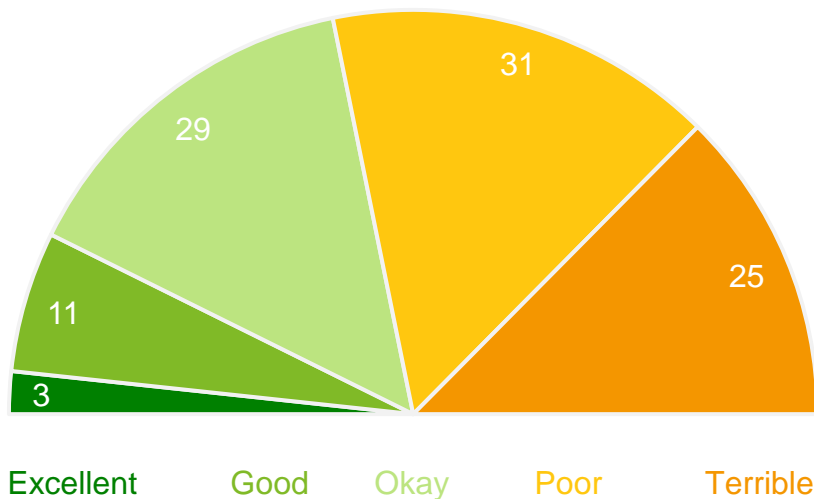
Base: All respondents, excludes 'unsure' and 'no response' (n = 249).

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

Value for money from Council rates

Performance ratings

% of respondents



34

Performance Index Score (out of 100)

44%

Positive rating*

MARKYT Industry Standards

Performance Index Score



High

48

62

Average

34

43



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	Indigenous	LOTE	Bloomfield / Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
34	29	52	32	38	36	23	30	35	24	40	27	30	39	27	25	33	47	35	29	30	40	39	28

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 295).

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

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Bloomfield /Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
Place to live	71	72	70	70	73	75	72	62	70	69	69	73	75	70	61	64	77	71	75	66	75	77	68	
Place to work or operate a business	54	50	62	50	58	54	51	54	49	41	58	50	52	53	55	47	54	56	56	56	45	47	46	51
Place to visit	75	74	76	74	76	78	83	76	61	70	75	70	76	77	77	66	63	80	77	79	66	77	76	63
Governing organisation	45	41	52	41	50	48	34	42	36	29	47	43	42	46	35	33	36	47	48	42	34	46	44	32
Value for money from Council rates	34	29	52	32	38	36	23	30	35	24	40	27	30	39	27	25	33	47	35	29	30	40	39	28
PEOPLE																								
Youth services and facilities	38	36	43	40	36	44	24	34	36	32	38	34	38	43	34	29	36	50	41	33	31	34	34	27
Family and children's services and facilities	44	44	44	44	44	50	36	40	40	41	41	40	47	50	44	39	34	55	47	42	37	42	36	34
Seniors' services, facilities and care	46	43	54	45	48	52	26	43	44	41	44	44	44	53	46	38	40	48	51	43	26	49	44	39
Disability access and inclusion	44	43	49	47	43	48	32	37	41	39	48	40	41	49	39	39	38	44	44	43	50	48	47	39
Recognition for First Nations peoples	66	67	62	65	66	68	66	65	66	65	61	73	66	65	65	59	57	72	65	68	62	68	72	64
Volunteer recognition and support	53	51	57	52	54	54	59	58	46	52	53	53	52	53	50	54	48	60	54	53	36	54	49	56
Health and community services	53	50	60	53	54	56	47	52	52	47	55	47	49	60	54	56	54	59	57	52	33	44	50	49
Sport and recreation facilities and services	47	47	47	44	51	51	40	42	40	54	45	39	51	55	51	46	49	62	49	41	31	44	50	46
Festivals, events, art and cultural activities	56	55	59	55	59	57	59	67	50	53	55	58	57	53	53	54	62	68	57	54	50	52	46	54
Community safety and crime prevention	33	31	38	34	33	35	31	36	25	21	36	32	32	32	29	32	31	37	34	22	34	25	31	36
Lighting of streets and public places	42	41	44	41	44	47	36	43	34	30	39	41	41	48	35	39	38	51	45	40	20	43	44	42
Animal management (dogs and cats)	29	32	23	29	30	26	28	34	35	47	26	33	28	31	24	31	28	33	29	26	30	33	41	27
PLANET																								
Sustainable practices / climate change	39	37	44	37	42	43	27	33	36	33	40	39	39	38	35	34	33	38	42	42	35	40	33	33
Conservation and environmental management	44	40	52	42	46	46	28	40	47	35	50	44	39	40	39	40	31	36	47	40	41	38	33	38
Waste management	49	45	59	48	50	54	37	42	44	39	50	47	50	47	47	45	42	56	52	48	30	42	53	46
Quality of drinking water	53	51	58	52	54	58	41	52	44	56	50	55	50	58	45	43	42	54	60	34	33	27	49	42
Sewerage management	58	55	65	57	59	64	46	55	51	55	56	59	56	62	52	54	44	54	65	52	30	31	58	52
Natural disaster management	56	53	64	54	58	58	54	56	47	51	56	54	57	55	52	49	46	57	60	54	46	47	49	43

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Bloomfield /Ayton	Cooktown	Endeavour Valley	Lakeland	Marton	Rossville#	Other areas
PLACE																								
Responsible growth and development	37	36	41	36	39	41	32	32	34	30	40	33	36	40	37	35	37	47	41	33	23	38	32	26
Planning and building approvals	34	36	28	34	34	38	27	25	28	30	29	34	36	38	31	29	30	42	35	30	23	48	43	28
Housing	25	26	25	27	23	29	20	25	20	21	23	23	25	32	24	17	29	38	26	26	23	25	17	20
Local history and heritage	59	60	56	59	60	59	54	60	59	56	50	66	63	55	59	52	54	62	61	63	49	59	61	46
Community buildings, halls and toilets	55	56	54	54	59	59	51	56	47	43	46	57	57	61	52	49	50	55	58	64	35	58	62	42
Playgrounds, parks and reserves	53	55	48	52	57	61	39	49	45	45	43	51	59	61	52	53	39	55	57	63	27	59	60	47
Streetscapes, trees and verges	43	41	50	40	47	47	39	47	32	27	43	39	46	43	42	43	39	53	46	43	17	44	53	43
Footpaths, trails and cycleways	41	40	45	39	44	44	32	43	36	26	37	39	42	44	40	37	28	40	44	48	18	42	43	34
Local roads and bridges	40	38	46	39	42	43	32	43	35	33	39	40	40	41	38	36	38	35	43	32	25	41	46	42
Marine facilities (boat ramps, jetties etc)	52	50	58	50	56	54	51	54	45	49	53	54	51	51	49	43	39	55	54	52	46	52	63	36
PROSPERITY																								
Economic development and job creation	34	33	37	32	37	37	30	34	29	33	32	30	34	40	30	26	35	43	37	37	25	30	31	26
Agricultural development	37	37	38	34	41	41	36	39	29	24	37	33	37	41	36	33	47	58	38	38	27	39	30	37
Tourism attractions and destination marketing	50	51	48	50	52	50	59	58	43	47	47	52	51	50	46	46	48	53	51	47	47	48	45	50
Education and training	41	40	48	38	47	47	36	39	32	28	42	35	42	48	35	37	39	51	44	43	30	36	34	36
Library services	63	63	63	59	68	67	59	60	53	55	54	64	63	71	63	47	47	70	67	67	46	66	65	45
Telecommunications and internet services	32	30	38	31	33	33	33	36	26	26	31	35	28	36	33	29	29	34	37	25	9	29	34	31
Airport facilities and services	63	63	64	62	64	65	60	68	53	60	59	62	63	67	62	63	58	69	66	67	35	58	62	64
PERFORMANCE																								
Council's leadership	37	33	48	35	40	42	24	33	31	24	41	29	35	41	30	28	34	41	39	31	28	36	38	30
Advocacy & lobbying	34	31	47	32	40	39	23	31	30	27	38	28	34	36	31	28	32	37	40	30	21	31	32	21
Consultation	30	27	38	30	32	33	21	29	28	20	31	27	31	30	23	25	26	35	32	28	24	31	34	19
Communication	35	33	40	35	36	37	32	36	30	18	36	34	35	32	27	34	37	33	38	33	27	31	27	25
Embracing change, innovation, technology	40	37	48	36	44	44	32	38	36	25	44	35	38	41	35	37	35	41	42	39	26	29	45	42
Customer service	47	46	50	43	53	52	35	44	44	39	45	42	49	51	42	42	44	64	49	44	36	44	48	38

MARKYT community priorities

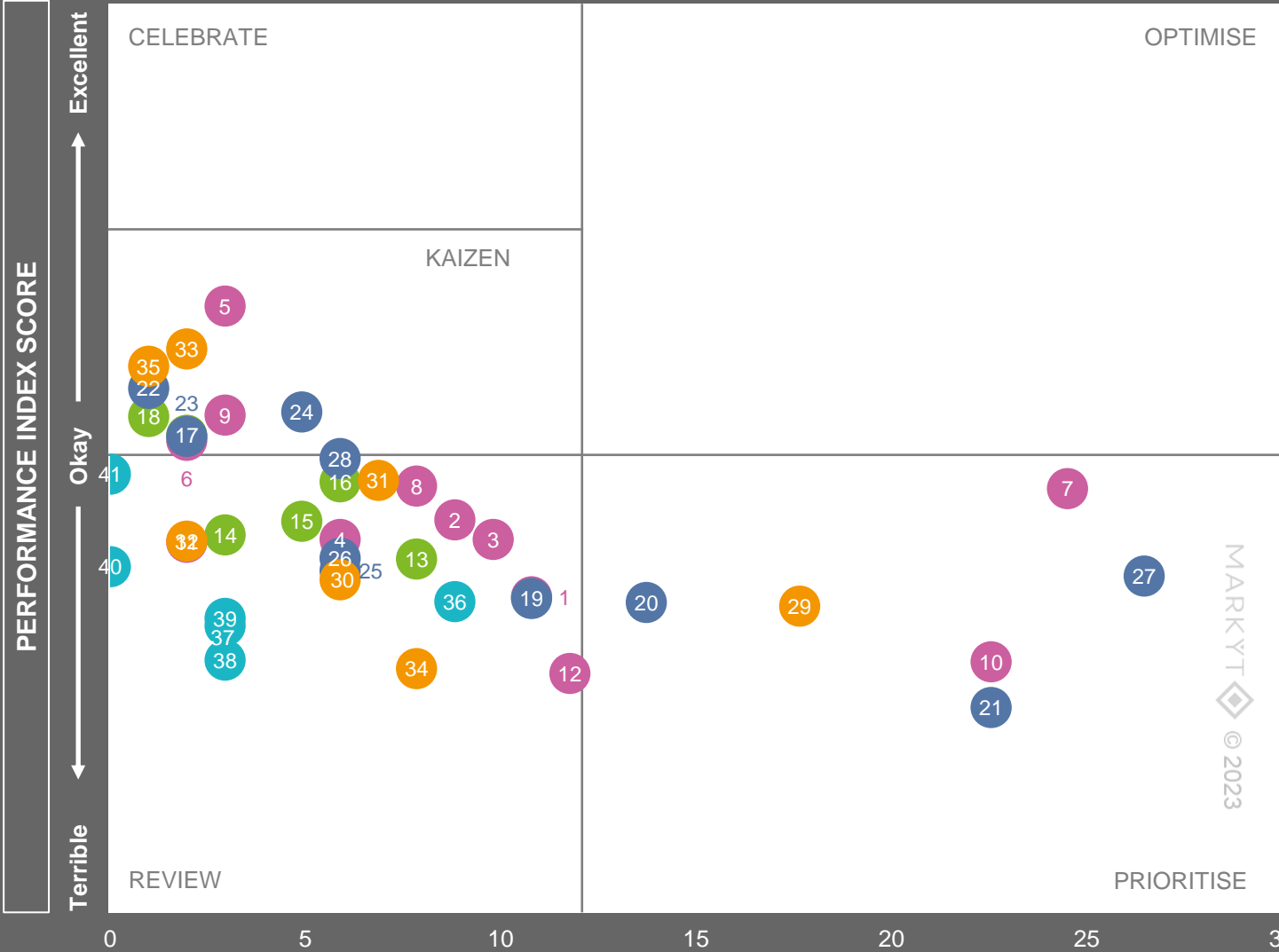
Other stakeholder groups

MARKYT Community Priorities

Business owners/operators

COMMUNITY PRIORITIES (% of respondents)

Low (<10%) High (>10%)



- 1 Youth services & facilities
- 2 Services for families & children
- 3 Seniors' services, facilities & care
- 4 Disability access & inclusion
- 5 Recognition for First Nations peoples
- 6 Volunteer recognition & support
- 7 Health & community services
- 8 Sport & recreation facilities/services
- 9 Festivals, events, arts & culture
- 10 Community safety / crime prevention
- 11 Lighting of streets & public places
- 12 Animal management (dogs & cats)
- 13 Sustainable practices
- 14 Conservation management
- 15 Waste management
- 16 Quality of drinking water
- 17 Sewerage management
- 18 Natural disaster management
- 19 Responsible growth & development
- 20 Planning & building approvals
- 21 Housing
- 22 Local history & heritage
- 23 Community buildings, halls & toilets
- 24 Playgrounds, parks & reserves
- 25 Streetscapes, trees & verges
- 26 Footpaths, trails & cycleways
- 27 Local roads & bridges
- 28 Marine facilities
- 29 Economic dev & job creation
- 30 Agricultural development
- 31 Tourism & destination marketing
- 32 Education & training
- 33 Library services
- 34 Telecoms & internet services
- 35 Airport facilities & services
- 36 Council's leadership
- 37 Advocacy & lobbying
- 38 Consultation
- 39 Communication
- 40 Change, innovation & technology
- 41 Customer service

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

Q. Which areas would you most like the Council to focus on improving? Base: Business respondents (n = 104)

MARKYT Community Priorities

Community organisations

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

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- 1 Youth services & facilities
- 2 Services for families & children
- 3 Seniors' services, facilities & care
- 4 Disability access & inclusion
- 5 Recognition for First Nations peoples
- 6 Volunteer recognition & support
- 7 Health & community services
- 8 Sport & recreation facilities/services
- 9 Festivals, events, arts & culture
- 10 Community safety / crime prevention
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- 13 Sustainable practices
- 14 Conservation management
- 15 Waste management
- 16 Quality of drinking water
- 17 Sewerage management
- 18 Natural disaster management
- 19 Responsible growth & development
- 20 Planning & building approvals
- 21 Housing
- 22 Local history & heritage
- 23 Community buildings, halls & toilets
- 24 Playgrounds, parks & reserves
- 25 Streetscapes, trees & verges
- 26 Footpaths, trails & cycleways
- 27 Local roads & bridges
- 28 Marine facilities
- 29 Economic dev & job creation
- 30 Agricultural development
- 31 Tourism & destination marketing
- 32 Education & training
- 33 Library services
- 34 Telecoms & internet services
- 35 Airport facilities & services
- 36 Council's leadership
- 37 Advocacy & lobbying
- 38 Consultation
- 39 Communication
- 40 Change, innovation & technology
- 41 Customer service

0 5 10 15 20 25 30

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

Q. Which areas would you most like the Council to focus on improving? Base: Community organisation managers / committee members (n = 128)

MARKYT Community Priorities

Council affiliates

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

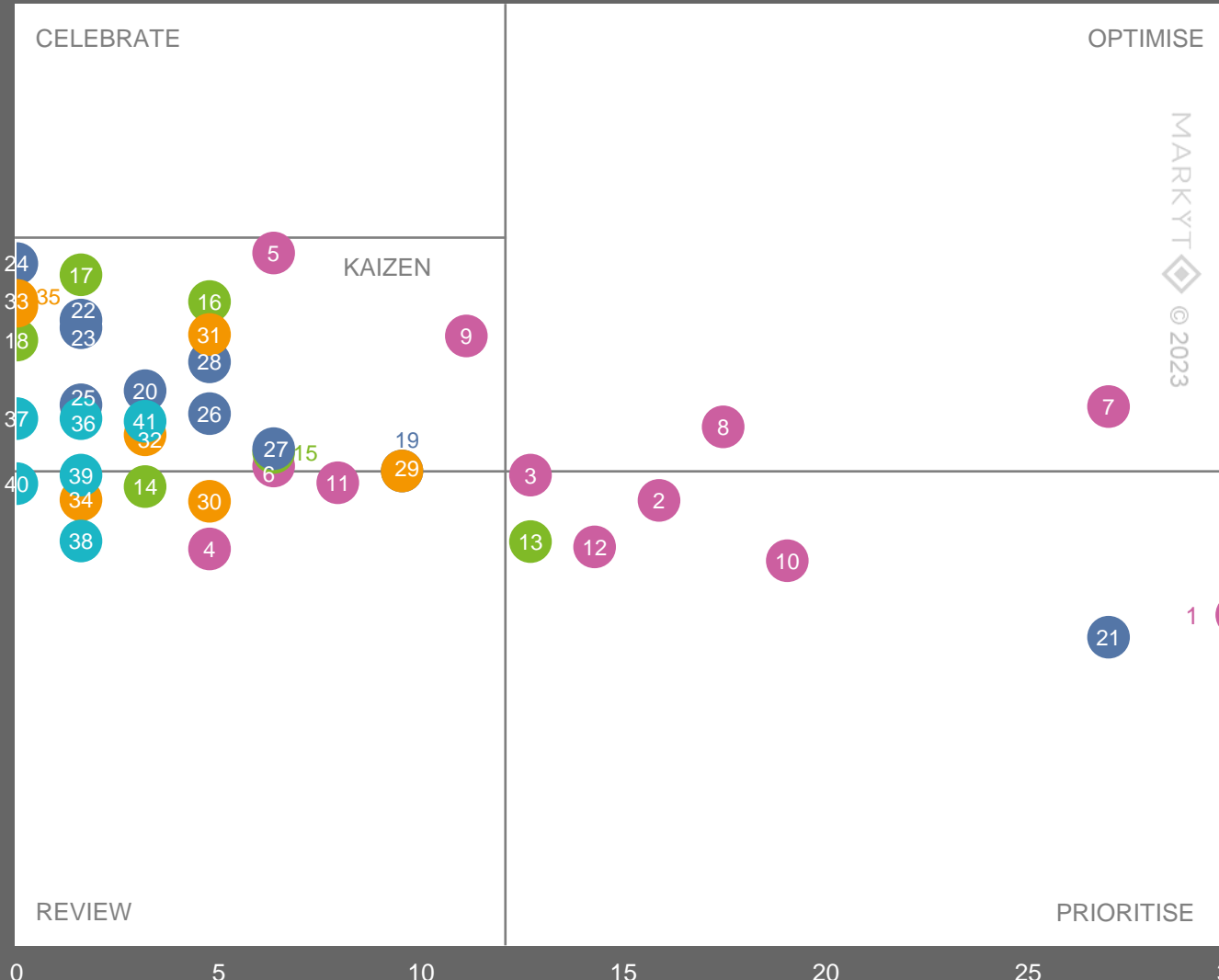
OPTIMISE

KAIZEN

REVIEW

PRIORITISE

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- 1 Youth services & facilities
- 2 Services for families & children
- 3 Seniors' services, facilities & care
- 4 Disability access & inclusion
- 5 Recognition for First Nations peoples
- 6 Volunteer recognition & support
- 7 Health & community services
- 8 Sport & recreation facilities/services
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- 35 Airport facilities & services
- 36 Council's leadership
- 37 Advocacy & lobbying
- 38 Consultation
- 39 Communication
- 40 Change, innovation & technology
- 41 Customer service

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

Q. Which areas would you most like the Council to focus on improving? Base: Cook Shire Councillors, employees and household members (n = 69)



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