



MARKYT 

Community Scorecard

2023

Report

Prepared for



Town of
Port Hedland

Prepared by



CATALYSE
FUTYR | MARKYT | CULTYR

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Strategic overview

Vision



12

% agree

16% points below industry average

Liveability

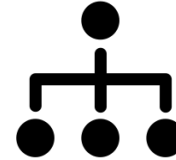


48

Performance Index Score

27 index points below industry average

Governance



32

Performance Index Score

20 index points below industry average

Rates Value



28

Performance Index Score

15 index points below industry average

Top 3 performers

- Respect for First Nations peoples, cultures and heritage
- Library services
- Natural disaster management

Most improved

- Family and children services and facilities
- Youth services and facilities
- Respect for First Nations peoples, cultures and heritage

Strongest compared to other councils

- Economic development and job creation

Priorities



Community safety and crime prevention



Health and community services



Housing



Family and children services and facilities



Council's leadership

Approach

Purpose



Department of
**Local Government, Sport
and Cultural Industries**

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

MARKYT Community Scorecard

The Town of Port Hedland commissioned a MARKYT® Community Scorecard to:

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

Strategic Community Plan

2022 - 2032

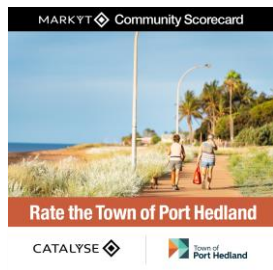


The Study

The Town of Port Hedland commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

All community members aged 14 years or older were invited to take part between 17 July and 18 August 2023.

Scorecard invitations were mailed to all households and residential PO Boxes in the Town of Port Hedland using Australia Post unaddressed mail services. Respondents could complete the scorecard in hard copy or online. The Town of Port Hedland provided supporting promotions through its communication channels, including direct email to customers, and social media posts.



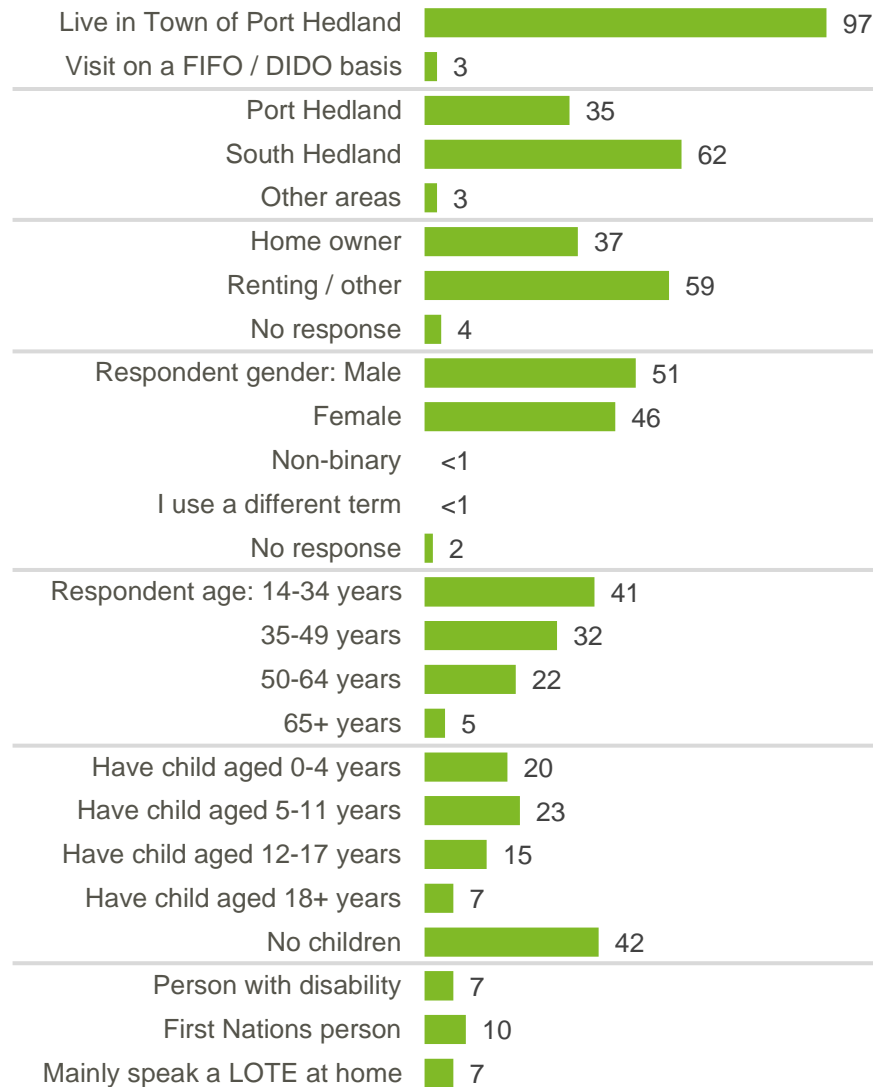
The scorecard was completed by **1,379 community members** with various connections to the Town:

Local resident	Local business	Community organisation	Out of area ratepayer	Visitor	Elected Member / Employee
1,142	233	296	14	25	196

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

Over the past 21 years, CATALYSE® has conducted community 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. In this report, average and high scores are calculated from councils that have completed a MARKYT® accredited study within the **past three years**.

Perth Region

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

Peel Region

- Shire of Boddington
- City of Mandurah
- Shire of Murray
- Serpentine-Jarrahdale Shire

Wheatbelt Region

- Shire of Chittering
 - Shire of Dandaragan
 - Shire of Gingin
 - Shire of Merredin
 - Shire of Narrogin
 - Shire of Northam
 - Shire of Pingelly
 - Shire of Toodyay
 - Shire of York
- South West Region**
- Shire of Augusta-Margaret River
 - Shire of Bridgetown-Greenbushes
 - City of Bunbury
 - City of Busselton
 - Shire of Capel
 - Shire of Collie
 - Shire of Dardanup
 - Shire of Donnybrook-Balingup
 - Shire of Harvey

Great Southern Region

- City of Albany
- Shire of Broomehill-Tambellup
- Shire of Cranbrook
- Shire of Denmark
- Shire of Gnowangerup
- Shire of Jerramungup
- Shire of Katanning
- Shire of Kent
- Shire of Kojoonup
- Shire of Plantagenet
- Shire of Woodanilling



How to read performance dashboard charts

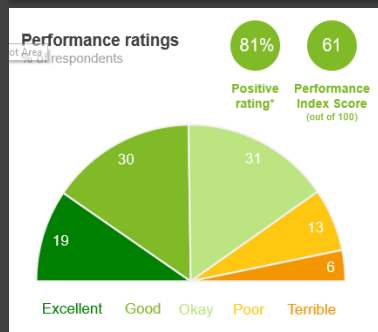
Performance Ratings

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

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.



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	First Nations	LOTE	FIFO / DIDO	Port Hedland	South Hedland	Other areas
61	62	59	60	62	58	63	66	61	55	64	61	57	52	51	40	59	63	61	60	63

Community variances shows how results vary across the community and geographical areas based on the Performance Index Score.

MARKYT® Industry Standards show how the 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®.

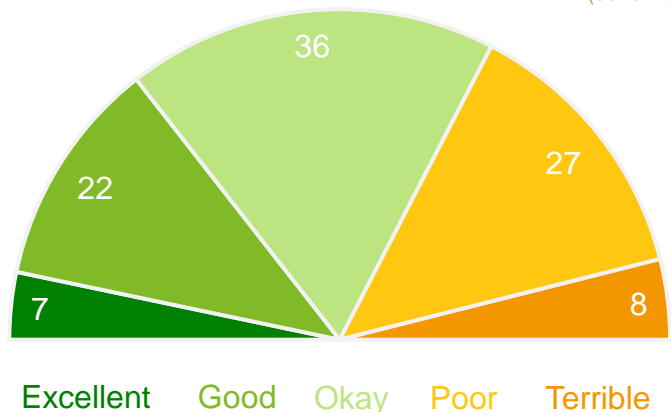
Industry Average is the average score among councils that have completed a comparable study with CATALYSE®.

Overall Performance

Place to live

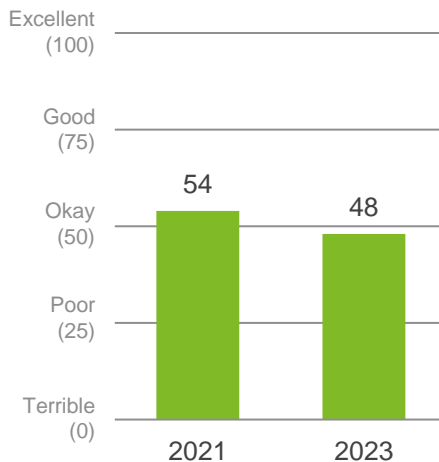
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	48
Industry High	91
Industry Average	75

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
48	51	46	44	53	45	47	53	49	49	47	49	49	53	45	48	46	39	51	46	50

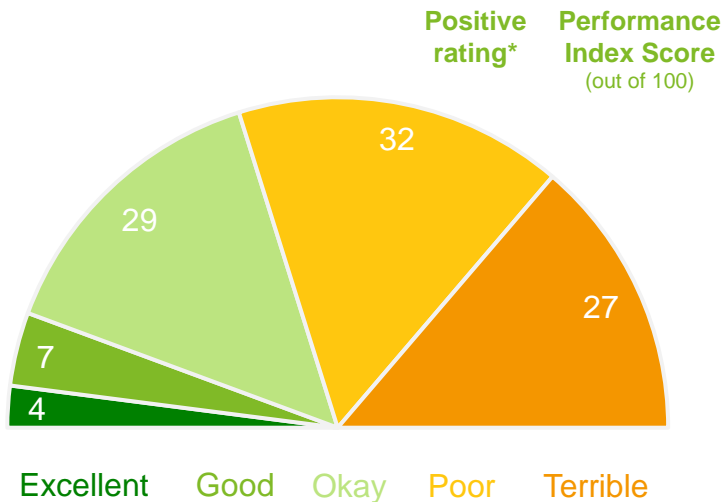
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1137). * Positive Rating = excellent, good + okay

Governing organisation

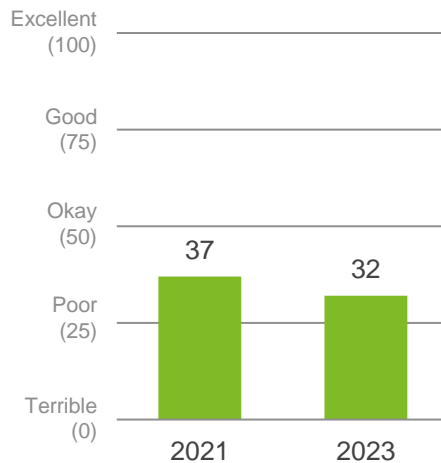
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	32
Industry High	69
Industry Average	52

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
32	31	32	29	35	30	29	35	31	29	34	29	32	34	28	28	34	41	31	33	30

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1105). * Positive Rating = excellent, good + okay

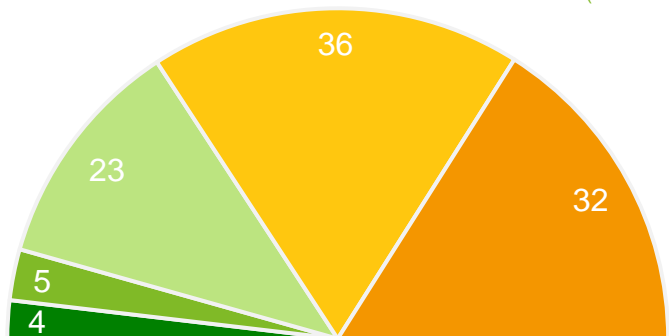
Value for money from Council rates

Performance ratings

% of respondents



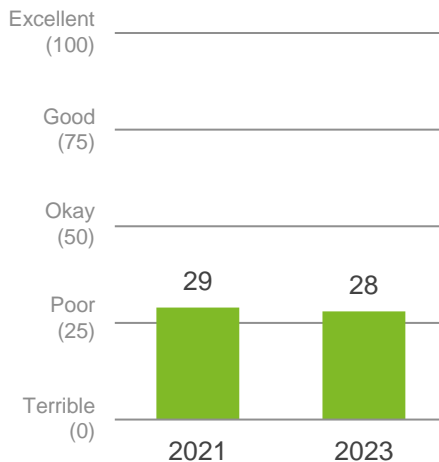
36
23
5
4
32



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	28
Industry High	62
Industry Average	43

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
28	29	25	25	31	26	28	33	28	26	32	24	26	30	22	24	26	30	28	28	23

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 885). * Positive Rating = excellent, good + okay

MARKYT  industry comparisons

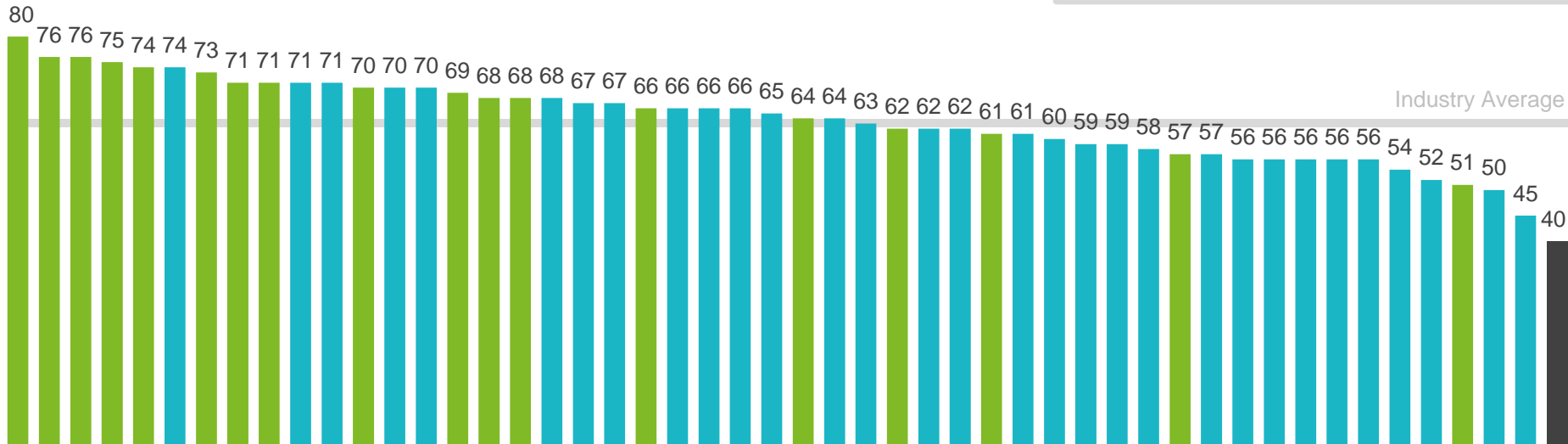
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Town of Port Hedland as a 'place to live' and as a 'governing organisation'. The Town of Port Hedland's overall performance index score is 40 out of 100, 24 index points below the industry average.

Overall Performance Index Score

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

- Town of Port Hedland
- Metropolitan Councils
- Regional Councils



MARKYT Industry Standards



Category	Score
Town of Port Hedland	40
Industry High	80
Industry Average	64

How to read the MARKYT Benchmark Matrix

The MARKYT® Benchmark Matrix (shown in detail overleaf) illustrates how the community rates performance on individual measures, compared to how other councils are being rated by their communities.

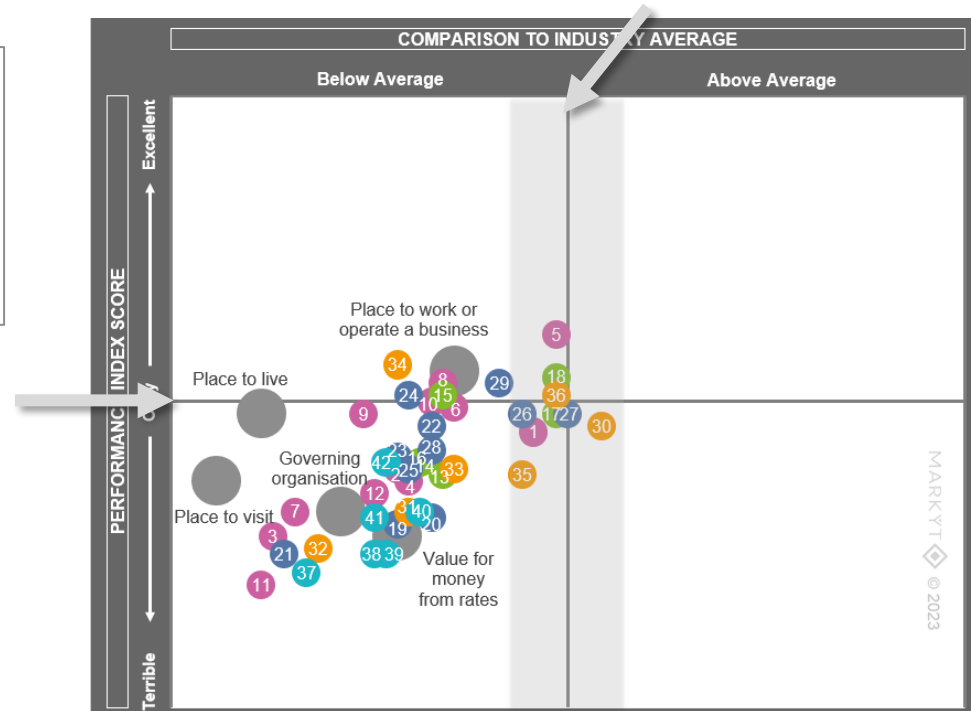
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

- People
- 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.

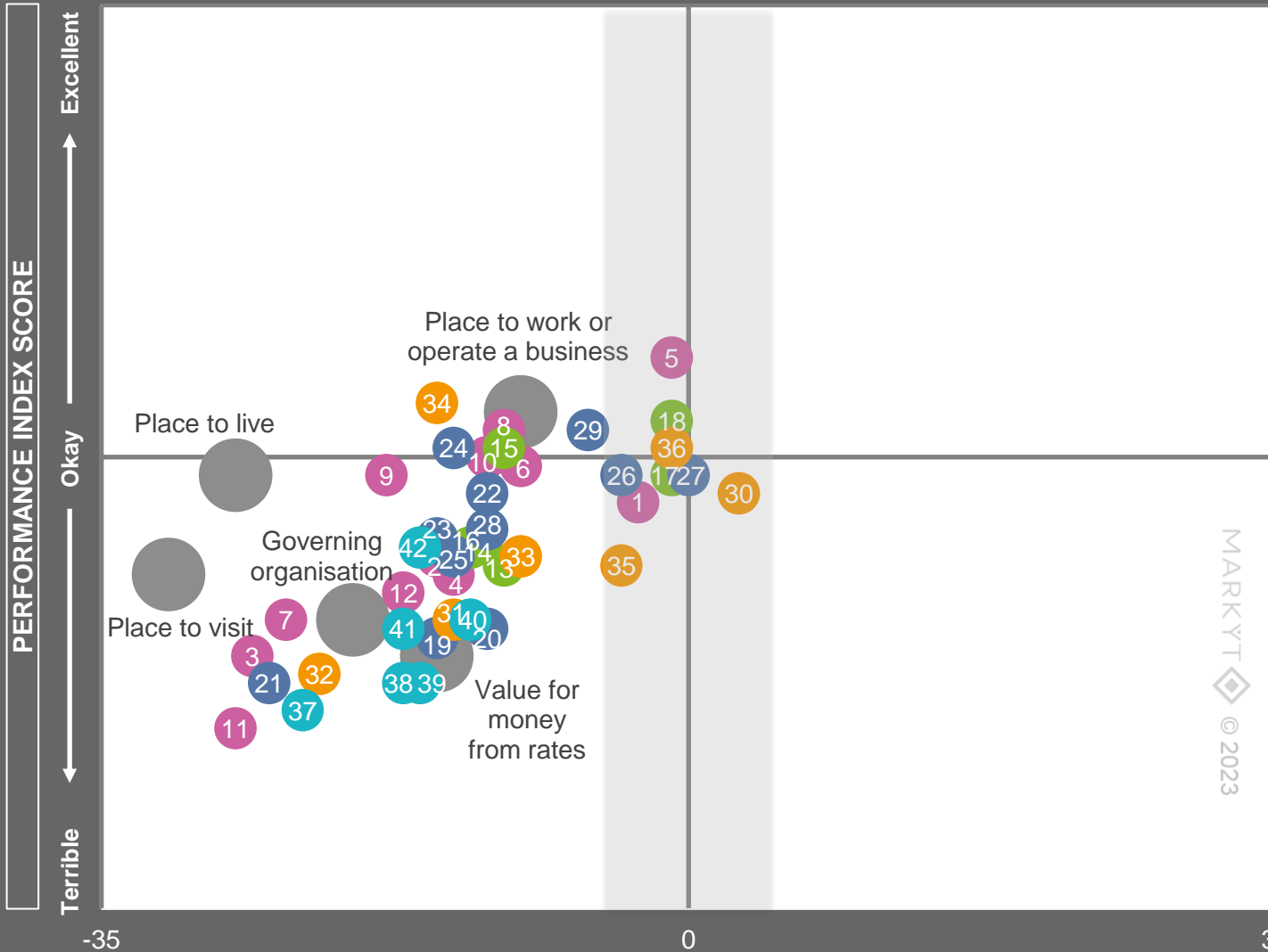


MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



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- 1 Youth services and facilities
- 2 Family and children services
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Respect for First Nations peoples
- 6 Volunteer recognition and support
- 7 Health and community services
- 8 Sport and recreation
- 9 Aquatic centres
- 10 Festivals, events, art and culture
- 11 Community safety and crime prevention
- 12 Lighting of streets and public places
- 13 Sustainable practices / climate change
- 14 Conservation and environment
- 15 Waste management services
- 16 Animal management (dogs and cats)
- 17 Storm water drainage
- 18 Natural disaster management
- 19 Responsible growth & development
- 20 Planning and building approvals
- 21 Housing
- 22 Local history and heritage
- 23 Community buildings, halls and toilets
- 24 Playgrounds, parks and reserves
- 25 Streetscapes, trees and verges
- 26 Footpaths, trails and cycleways
- 27 Local roads
- 28 Access to public and shared transport
- 29 Marine facilities
- 30 Economic development and job creation
- 31 Town centre development and activation
- 32 Tourism attractions and marketing
- 33 Education, training, life-long learning
- 34 Library services
- 35 Telecommunications and internet
- 36 Airport facilities and services
- 37 Council's leadership
- 38 Advocacy and lobbying
- 39 Consultation
- 40 Communication
- 41 Change, innovation and technology
- 42 Customer service

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

MARKYT  community trends

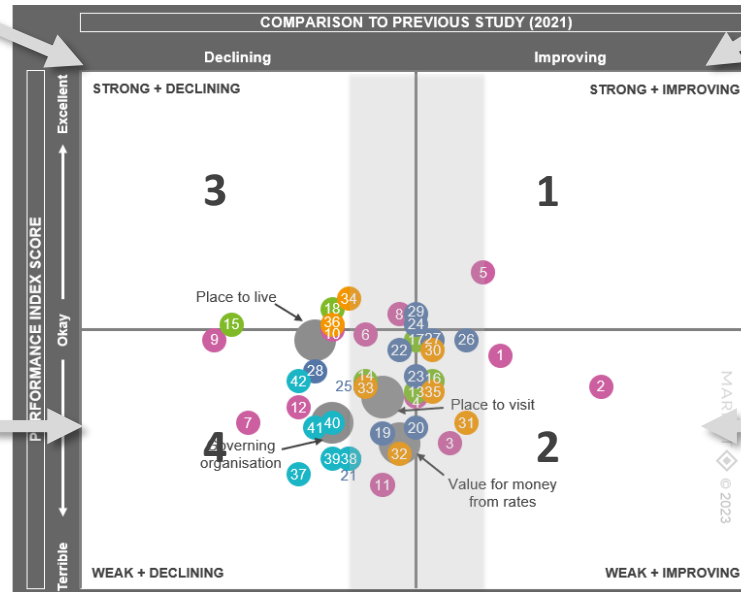
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

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

- Waste management services
- Natural disaster management
- Airport facilities and services
- Festivals, events, arts and culture
- Library services

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

- Aquatic centres
- Health and community services
- Lighting of streets and public places
- Customer service
- Council's leadership



Window 1 includes higher performing areas that have improved. The **stand-out improver** is:

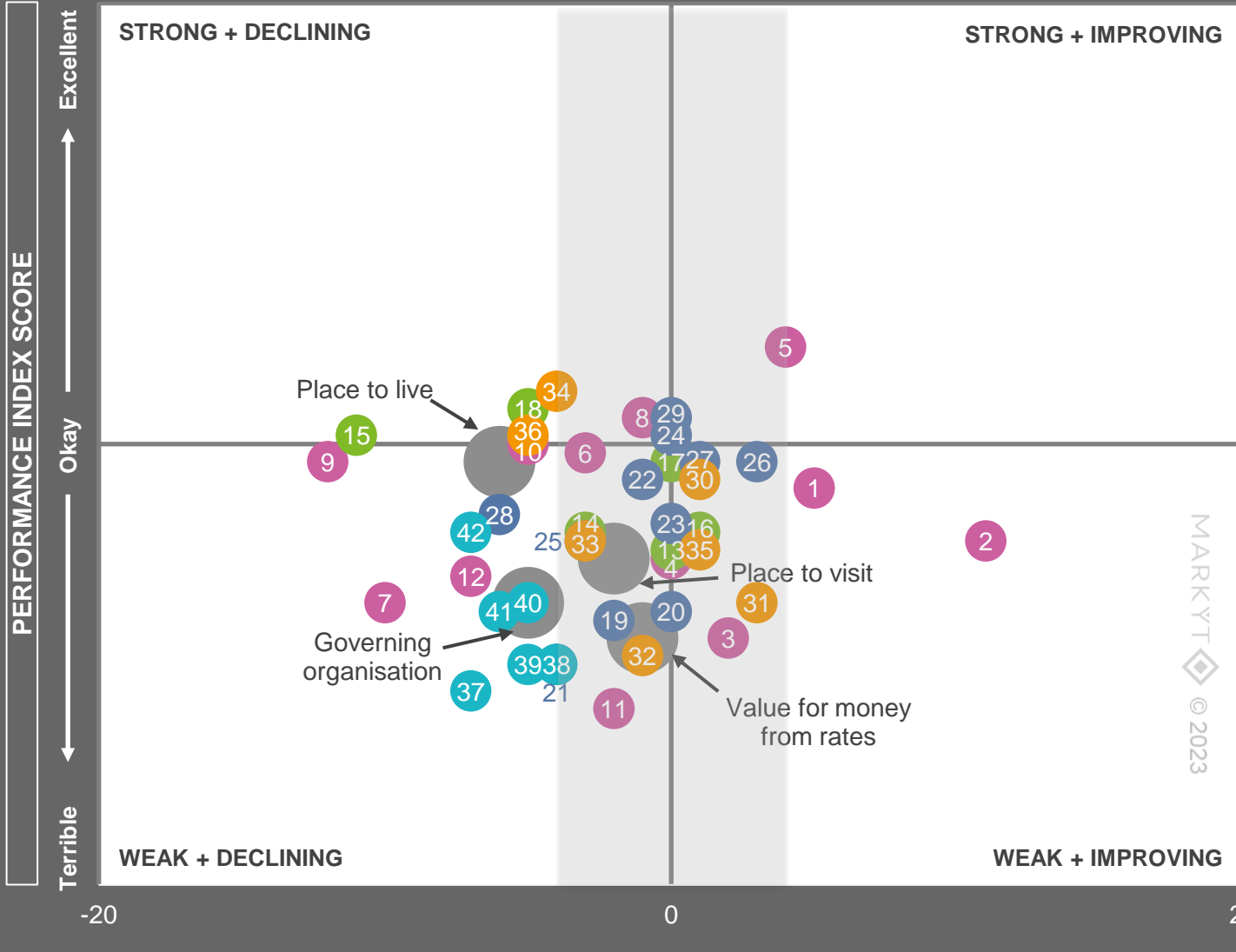
- Respect for First Nations peoples, cultures and heritage

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

- Family and children services and facilities
- Youth services and facilities
- Seniors' services and facilities
- Town centre development and activation
- Footpaths, trails and cycleways

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2021)



- 1 Youth services and facilities
- 2 Family and children services
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Respect for First Nations peoples
- 6 Volunteer recognition and support
- 7 Health and community services
- 8 Sport and recreation
- 9 Aquatic centres
- 10 Festivals, events, art and culture
- 11 Community safety and crime prevention
- 12 Lighting of streets and public places
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- 42 Customer service

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

MARKYT  community priorities

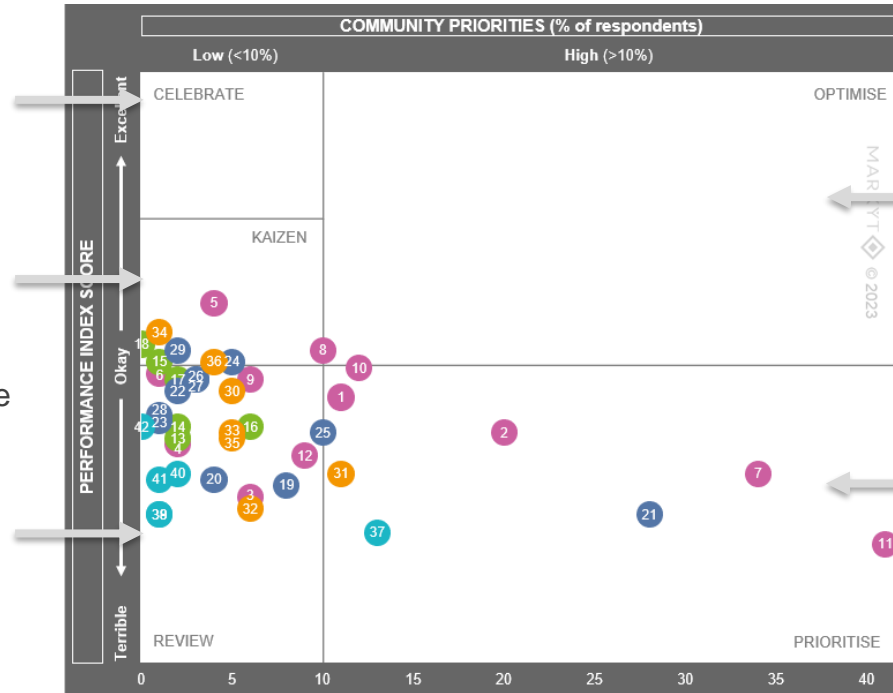
How to read the MARKYT Community Priorities

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

CELEBRATE the Town'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 Town 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

KAIZEN

OPTIMISE

REVIEW

PRIORITISE

MARKYT  © 2023

0 5 10 15 20 25 30 35 40

- 1 Youth services and facilities
- 2 Family and children services
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Respect for First Nations peoples
- 6 Volunteer recognition and support
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- 39 Consultation
- 40 Communication
- 41 Change, innovation and technology
- 42 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 = 1035)

Community safety and crime prevention

Community driven actions

- Lobby the state government to take a stronger stance on law enforcement and punishment.
- Advocate for greater police presence with more patrols and faster response times to address crime.
- Provide more street patrols by security officers and Aboriginal wardens to address anti-social behaviour loitering, street drinking and drug usage (particularly around the shopping centre).
- Address youth crime by providing engaging activities, counselling, training programs and safe spaces for young people to gather.
- Provide improved health and wellbeing support for families at risk, including education, mental health support and drug and alcohol rehabilitation services.
- Provide improved lighting and CCTV cameras in streets, parks and known hotspots.
- Clean up rubbish and graffiti on the streets to improve the overall image of the area.

Community Voices

"Lobbying of the government to have criminal offenders (especially juveniles) dealt with adequately and held accountable for their action with a focus on victims rights and not those of offenders."

"Need to have more safety and police presence in the South Hedland shopping centre and no alcohol or violence or inappropriate behaviour at the shopping centres tolerated as it's the only place where families can do their shopping."

*"24/7 security guards around public areas, particularly South Hedland shopping centre.
Mobile night patrol security to support policing through South Hedland.
Aboriginal policing unit to address massive problem with Aboriginal crime."*

"More work needs to be done to nullify crime rate in this town. Be it more cops patrolling at night, coming up with an Indigenous patrol unit."

"Proactive approach to crime rate amongst youths including redirection to safe activities (skate park is awesome and should remain lit overnight if it isn't already), opening a safe space for youths at night with shelter, spaces to sleep), supporting families with children who commit crime and positive support of education system."

"Engage the Elders, police, youth services and community members to provide activities that engage and encourage the young people to participate and be proud of their town!"

"Enhance access to social services and mental health support to address underlying issues that may contribute to criminal behavior. Also advocate for the decentralisation of such services to be able to spread the resources."

"Improve police services. Child protection and juvenile training or drug rehab centres."

"More street cameras that actually work in the night, more lighting in our streets."

*"Keep footpaths clean from broken glass, discarded needles and graffiti.
When a town looks well cared for, crime goes down."*

*"Start with the aesthetic appeal of South Hedland. Full of graffiti and rubbish leads to a perception that the area is full of crime and attracts undesirable people into certain areas....
Light the town square up better at night."*

Community driven actions

- Lobby the State Government for better access to health services to reduce wait times and the need to travel to Perth. In particular:
 - More GP surgeries / medical centres to ease pressure on the hospital ED
 - More hospital beds and staff
 - Diagnostic equipment – CT, MRI and ultrasound
 - Specialists including paediatricians
 - Allied health services – suggestions include a child health nurse, physiotherapists, psychologists, OTs, speech pathologists, audiology, and counsellors
 - Mental health facilities
- Provide incentives to attract and retain medical health workers to the area, eg higher wages, affordable housing and childcare facilities.

Community Voices

"Having one GP Doctors office in a town of this size is dangerous. It puts pressure on the Emergency departments unnecessarily."

"We need GPs available to the community and facilities available, so the community doesn't have to fly to Perth to get good quality health care. Port Hedland has a huge revenue turnover and yet we are the poorest when it comes to looking after the town in regards to their health. There's waitlists to see GPs and families are struggling."

"More GPs and a better functioning hospital with more specialists & an MRI machine."

"We now only have one GP practice and a very small hospital in a town of 17,000 residents and countless FIFO workers, all needing medical services. We need more medical services for all, including a larger hospital, with more qualified staff."

"Better machines and doctors at hospital, more up to date CT scanner and ultrasound. MRI facilities in town that work!!!"

"More GPs available to all people in town. More community health nurses to support young families with growth and development. More paediatrician appointments and additional speech therapists."

"Need more GP clinics/ specialists/ access to child psychologists, OT's/ speech therapists."

"Port Hedland DESPERATELY needs its own psychiatric facility. The amount of money spent on RFDS services to send patients to inpatient mental health facilities is obscene. Building and running a mental health facility in Port Hedland would actually be cheaper, and less traumatic, for patients and their families."

"Better housing, incentives and wages for GP's and specialists. Lack of these services sees the hospital getting all the unnecessary overflow."

"The ability to support and look after essential services and workers. Such as doctors, psychologists, any health providers. Infrastructure and incentives to retain health providers, such as affordable housing, daycares, really the grass roots of a community, it should be the priority over any other upgrades."

Community driven actions

- Develop a housing strategy to address short-term and long-term housing needs.
- Lobby the state government to provide more affordable housing for workers and families.
- Facilitate land to be released at affordable prices for housing development.
- Impose limits on the amount of housing available for purchase by private companies.
- Advocate for rents to be lowered or capped in private and government owned properties.
- Ensure vacant properties are maintained and made available for purchase or rent.

Community Voices

"Influence state government to build affordable housing for key workers on lower incomes where employer housing isn't offered."

"We need more housing, particularly for service workers, workers of NGOs etc and we need BHP to stop buying all the available property."

"Fight for government to release more land. Reinvest into the community housing and demolish housing that is costing too much for maintenance."

"The housing situation is a crisis again - why is there no planning for this? Once again, this Town has the biggest port for tonnage in Australia - there are mining companies everywhere - the Town is wealthy and yet it is so poor. There is no affordable housing. Why cannot the Town organise a subdivision for affordable houses?"

"Less housing purchased by mining companies for their workers. Housing should be affordable for families and available for the average worker who isn't working for the mines. There should be a restriction placed on rental pricing and if you own a rental property in town, you should get a break on rates so that you don't have to charge high rental rates to compensate."

"I think we all know that housing is an issue up here. Companies are buying upwards of 70+ houses. It's driving up demand and with that pricing. Average people who don't have companies buying them a home are finding it impossible to buy up here."

"Rents are so high - must be the highest in the country and the houses that are for rent at these exorbitant prices are very average. Why is there not a rent freeze? There seems to be no policies, no future planning for housing at all."

"So many vacant houses either government or privately owned are run down should all be renovated or put on market to help keep locals. A local buying scheme perhaps."

"There are many empty houses and empty house blocks that are under government (federal and state) control that are not being managed for the benefit of the town. These blocks and houses need to be sold, renovated, tenanted or developed, to remove the pressure on the existing housing market."

Family and children services and facilities

Community driven actions

- Advocate for more affordable childcare facilities to attract and retain workers with families and to support parents returning to work.
- Provide more before and after-school care and holiday programs.
- Provide more counselling and support services for at-risk children and families.
- Advocate for better high school education, with improvements to the existing high school and possibly a second high school to be opened.
- Provide safe and clean precincts for families to gather and socialise with a variety of activities and entertainment options. Suggestions include:
 - Programs for children of various age-groups;
 - Indoor air-conditioned activities for the summer such as play centres, bowling, cinemas, rock climbing etc.
 - A community pool and water parks.
 - Parks and playgrounds with adequate shade, that are clean and well-maintained.

Community Voices

"Day care services and centres should be a huge priority for the council! Two-year waitlists are unacceptable! Many more families would have the ability to move here, or stay longer, if there were daycare places for their children. This would also provide more local people for the workforce."

"People are screaming out for daycare facilities, we lost Sonic health because the doctors couldn't get daycare for their children, this impacted the whole town of South Hedland, and happened on the TOPH's watch."

"Childcare, after school programs & full day holiday programs children can be enrolled in during the school holidays."

"Family services is rubbish. I had to wait 6 months to speak with a family counsellor. By that time my relationship was over."

"More investment in domestic violence shelters and services."

"Improvements to the high school and / or justification to create another high school. The poor high school quality is why my family will be leaving town when our kids hit that age."

"Another option for high school. Most regional towns have two options and having the choice seems to enable families to stay in regional towns for at least the first three years of school."

"Investment in safe and clean facilities for families to use. Community pool, arts precinct, increase facilities at the beaches and parks, water park???"

"More entertainment for kids, outside we need more playgrounds with decent shade. And water park that works would be awesome! More indoor activities for the hot months such as play centres, rock climbing, bowling etc"

"Develop more programs and facilities for children aged 5 - 11 years old."

"Activities that are indoors with air-conditioning for summer. Places that are safe."

"I would like to see a focus on creating a safe family-friendly town. Tidy up areas around playgrounds. I shouldn't have to do a walk around a playground or park area looking for things like needles and condoms that may cause harm to my child."

Council's leadership

Community driven actions

- Address community concerns with a perceived lack of leadership and strategic direction, in-fighting, and representation of individual interests over community interests.
- Improve transparency, accountability and integrity in decision-making particularly in relation to spending Council funds.
- Improve community engagement to better inform the community about what is happening and involve the community in local decision making.

Community Voices

"Council leadership. Make a plan, communicate it and stick to it."

"United leadership that advocates a clear vision on behalf of the community. Reduce regressive thinking and personality politics."

"The culture within our council has been poor for many years. Fix it."

"Too much infighting at councillors level, need to make decisions that benefit everyone in the town not just their own outdated view."

"Lead vision without self interest. Holding administration to account. Stop wasting large sums of money of projects which don't deliver for the community."

"For many years our council has been self serving and is more interested in looking after themselves then doing right by the town. In order to see improvement in conditions in Hedland we need to have a strong council who can make a positive impact."

"Transparency and accountability from councillors. Currently we aren't sure who is working in the interests of the town or who is working with their own business agenda in mind."

"Accountability is required at all levels to ensure the town is working efficiently and effectively. Currently there is no accountability for directors and managers within the council. There is no repercussions for employees that don't perform. There is so much mismanagement and waste of \$\$ i.e. project managers aren't actually 'managing' projects."

"1. Conflict Resolution - seems that our councilors are bickering about the wrong issues. 2. Decision Making - stop delaying and start actioning items. 3. Support and empower all council staff to carry out their duties effectively. Foster a positive work environment that encourages dedication. I understand it's an ongoing process but, in my opinion, we can start by getting the Councilors on the same page and have less infighting."

"The council is hardly seen publicly and the communication from leadership is non-existing. There is hardly any community consultation, and when there is, there is little notice given, and when it occurs, nothing is taken on board. I feel that the current council leadership have their own agenda to benefit themselves and do not have a focus on the benefit of the town."

"Council leaders needs to engage more with people in the community and listen to their voices for better development in our town. We are relying on these leaders to relay our thoughts to the council."

Performance levels in the
PERFORMANCE pillar

Council's leadership

Performance ratings

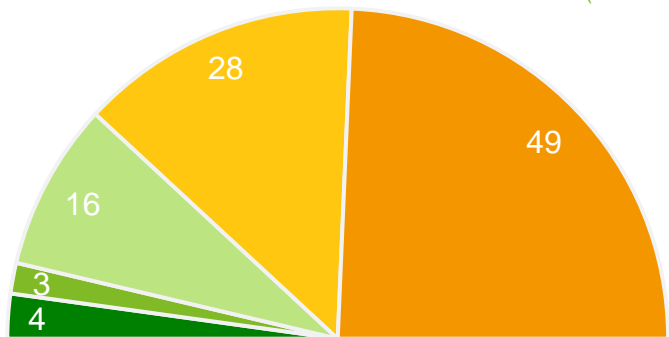
% of respondents

24%

Positive rating*

22

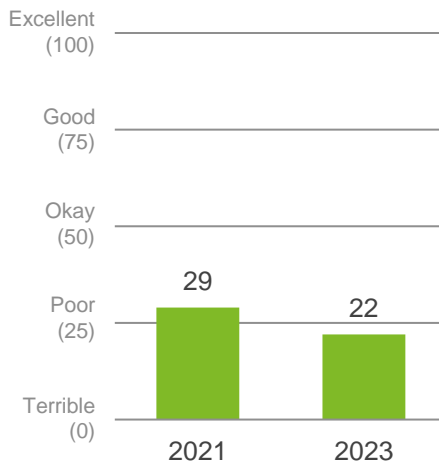
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland 22

Industry High 61

Industry Average 45

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
22	22	20	19	25	20	21	25	20	20	24	20	22	24	18	20	29	38	21	22	18

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 914). * Positive Rating = excellent, good + okay

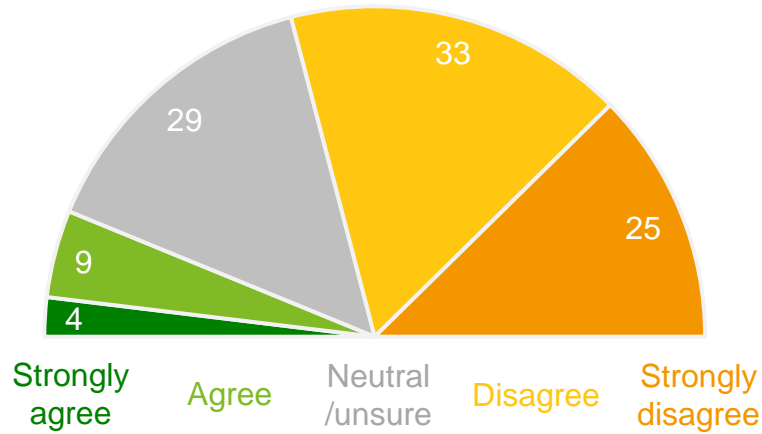
The Town has developed and communicated a clear vision for the area

Level of agreement

% of respondents

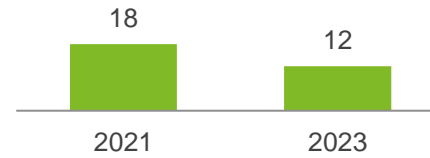
12%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of Port Hedland	12
Industry High	50
Industry Average	28

Community variances

% agree

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
12	13	11	11	14	8	12	16	12	10	14	13	9	16	5	4	11	16	13	12	8

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

Base: All respondents, excludes 'no response' (n = 1120).

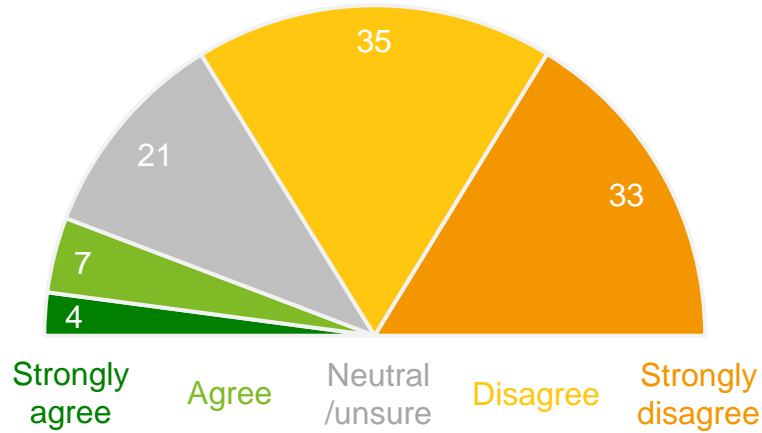
The Town has a good understanding of community needs

Level of agreement

% of respondents

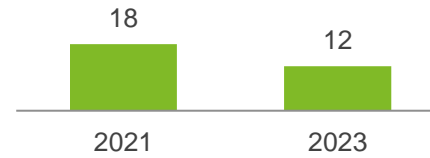
12%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of Port Hedland	12
Industry High	58
Industry Average	29

Community variances

% agree

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
12	12	10	10	14	9	10	17	9	10	13	11	9	14	5	6	12	12	12	11	4

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

Base: All respondents, excludes 'no response' (n = 1126).

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

Performance ratings

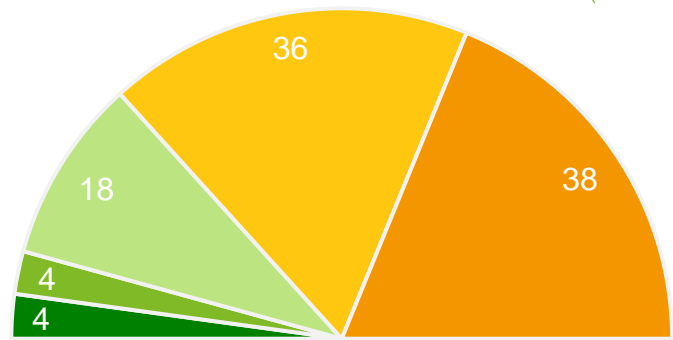
% of respondents

27%

25

Positive rating*

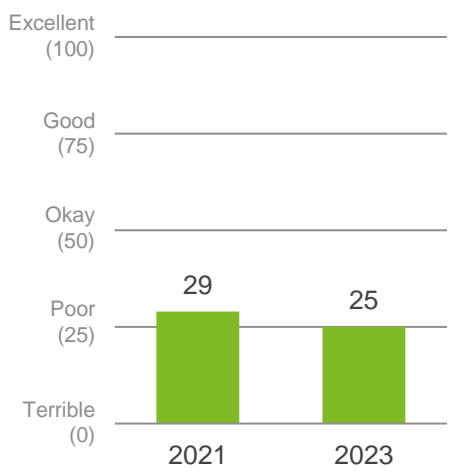
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	25
Industry High	56
Industry Average	42

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
25	26	23	23	28	23	26	28	23	24	29	23	23	28	20	21	33	37	24	26	22

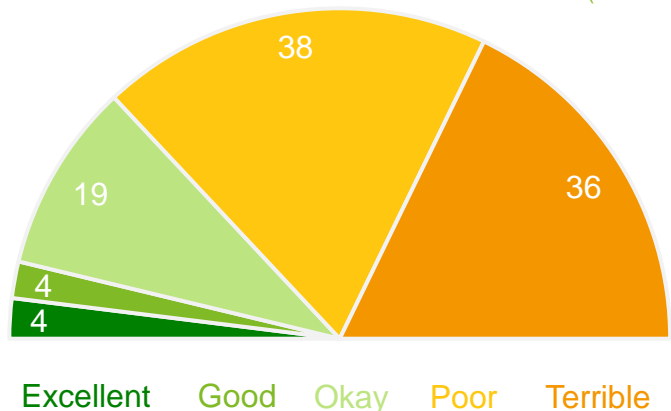
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 877). * Positive Rating = excellent, good + okay

How the community is consulted on local issues

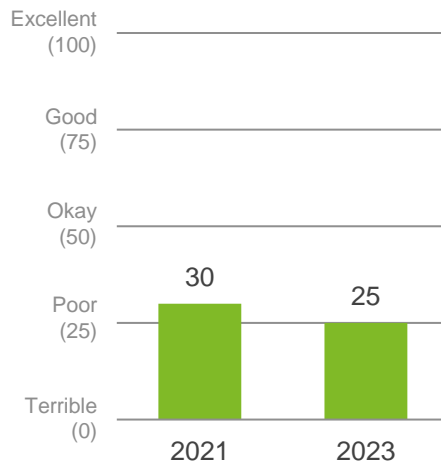
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	25
Industry High	55
Industry Average	41

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
25	26	24	24	27	23	25	29	24	25	27	24	24	27	22	21	28	37	25	25	28

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 958). * Positive Rating = excellent, good + okay

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

Performance ratings

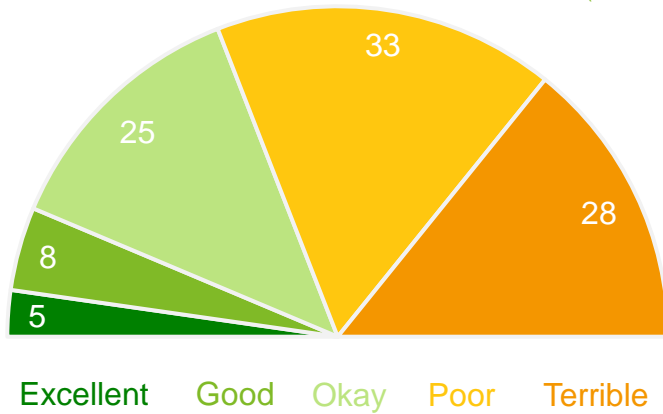
% of respondents

38%

Positive rating*

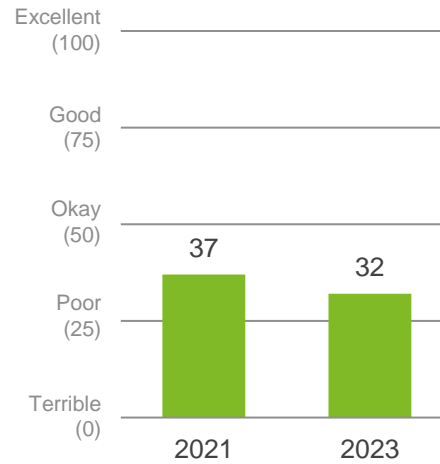
32

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	32
Industry High	62
Industry Average	45

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
32	31	31	30	34	31	31	35	31	28	33	31	30	34	24	26	34	44	32	31	37

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1001). * Positive Rating = excellent, good + okay

Embracing change, innovation and technology

Performance ratings

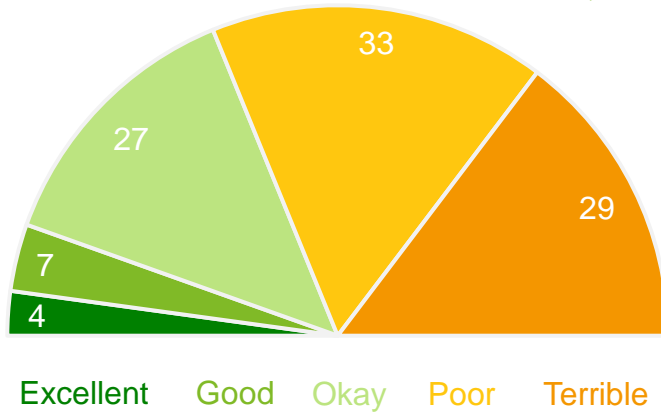
% of respondents

38%

Positive rating*

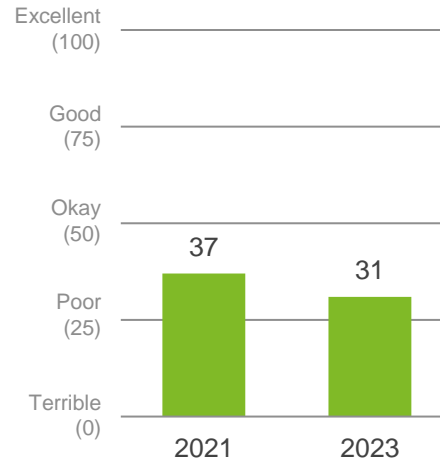
31

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	31
Industry High	59
Industry Average	48

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
31	33	28	28	34	29	31	34	31	27	32	30	30	32	25	26	31	40	31	31	33

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 866). * Positive Rating = excellent, good + okay

Customer service

Performance ratings

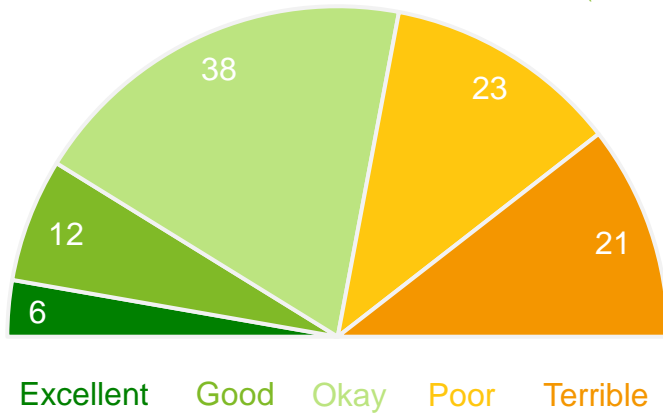
% of respondents

56%

Positive rating*

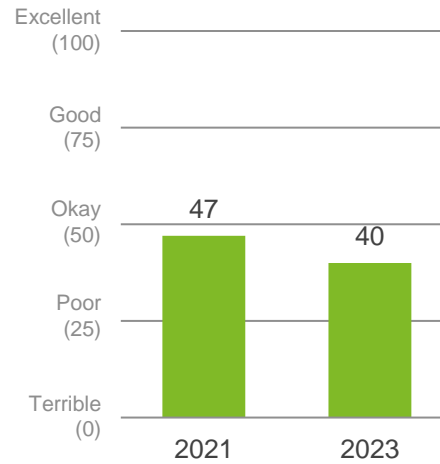
40

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	40
Industry High	68
Industry Average	56

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
40	41	38	36	43	37	41	44	40	35	39	41	39	37	34	34	38	45	41	39	45

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

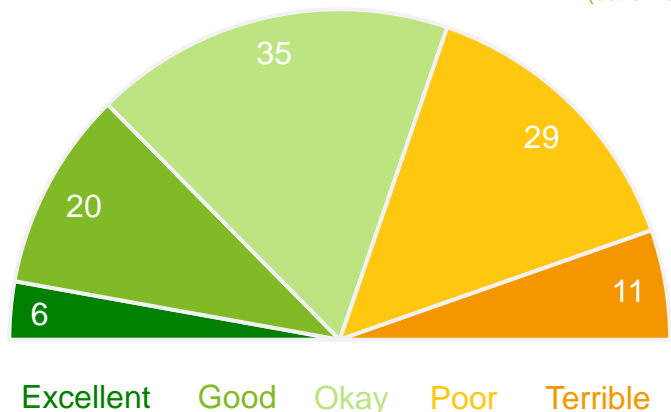
Base: All respondents, excludes 'unsure' and 'no response' (n = 888). * Positive Rating = excellent, good + okay

Performance levels in the PEOPLE pillar

Youth services and facilities

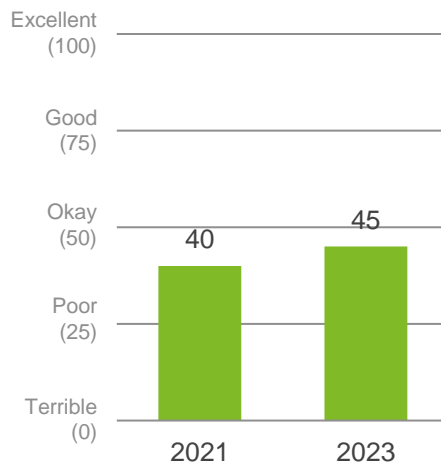
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	45
Industry High	65
Industry Average	48

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
45	46	43	42	49	44	43	45	42	43	47	45	42	43	41	40	44	52	47	44	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 926). * Positive Rating = excellent, good + okay

Services and facilities for families and children

Performance ratings

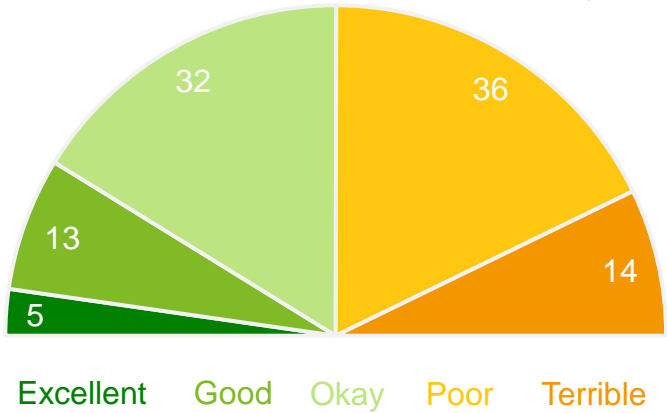
% of respondents

50%

Positive rating*

39

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	39
Industry High	68
Industry Average	54

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
39	41	37	36	43	39	35	41	37	37	41	38	37	44	31	35	39	48	42	38	43

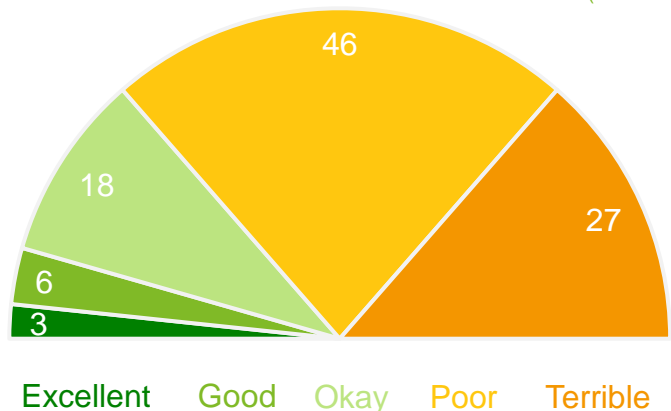
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1007). * Positive Rating = excellent, good + okay

Services, facilities and care for seniors

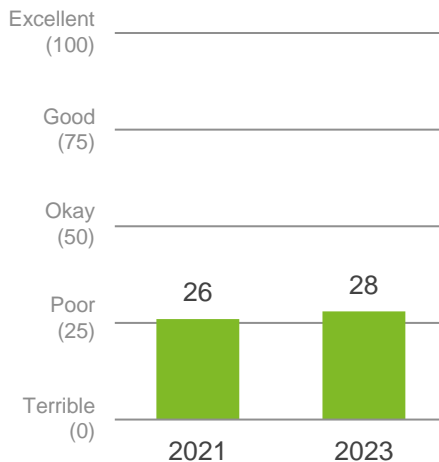
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	28
Industry High	68
Industry Average	54

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
28	28	27	26	30	27	25	31	28	24	33	26	24	25	21	23	35	45	27	28	33

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 771). * Positive Rating = excellent, good + okay

Disability access and inclusion

Performance ratings

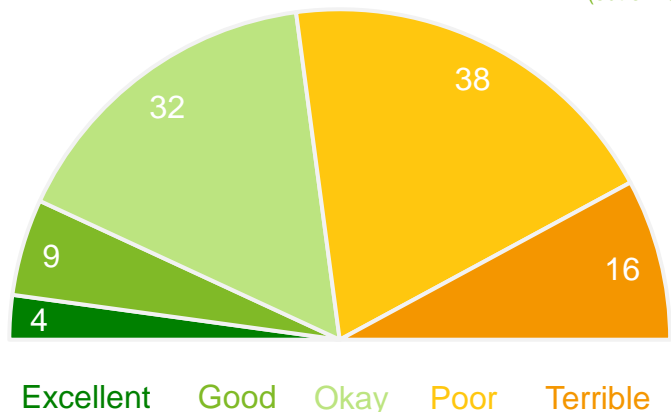
% of respondents

46%

Positive rating*

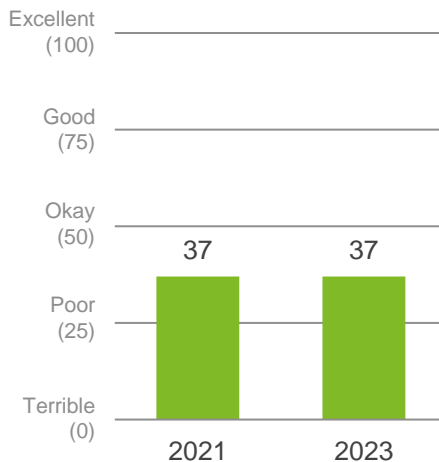
37

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	37
Industry High	64
Industry Average	51

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
37	38	36	36	38	35	37	40	37	33	42	35	33	30	27	27	36	51	36	37	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 734). * Positive Rating = excellent, good + okay

Recognition and respect for First Nations peoples, cultures and heritage

Performance ratings

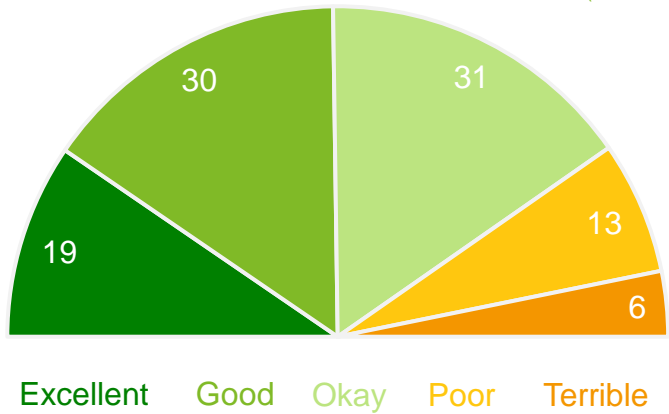
% of respondents

81%

Positive rating*

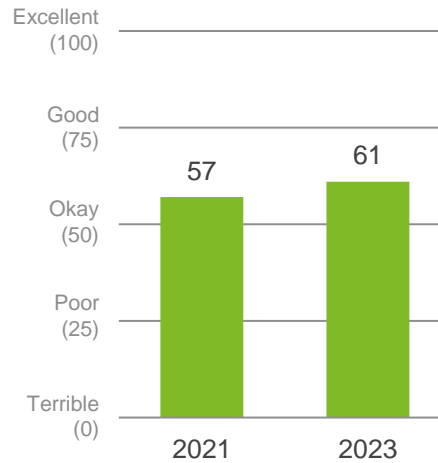
61

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	61
Industry High	72
Industry Average	62

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
61	62	59	60	62	58	63	66	61	55	64	61	57	52	51	40	59	63	62	60	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 912). * Positive Rating = excellent, good + okay

Volunteer recognition and support

Performance ratings

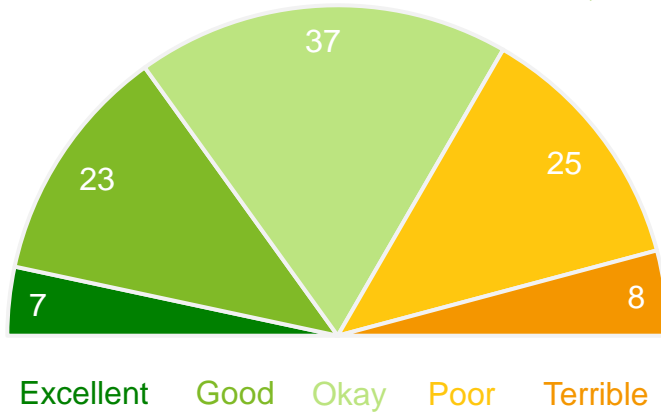
% of respondents

67%

49

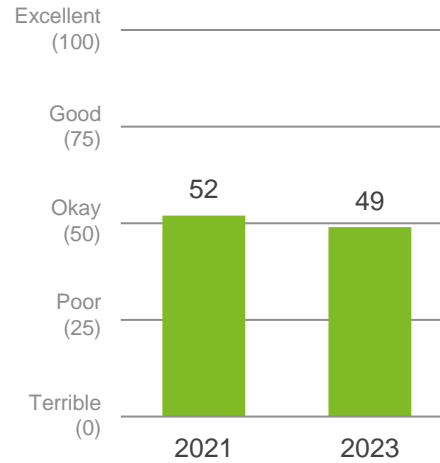
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	49
Industry High	69
Industry Average	59

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
49	50	47	47	52	46	49	53	44	43	51	49	44	47	40	41	47	60	49	49	50

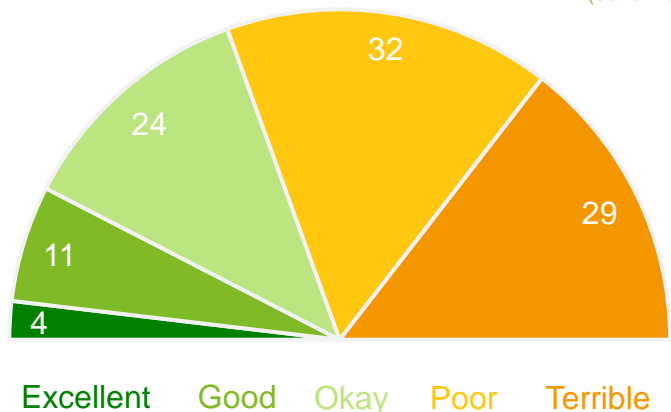
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 852). * Positive Rating = excellent, good + okay

Health and community services

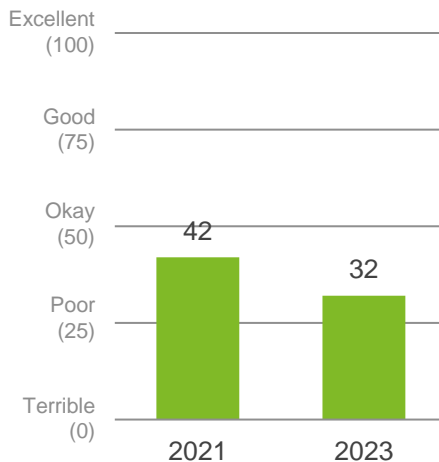
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	32
Industry High	69
Industry Average	56

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
32	33	31	31	33	31	30	35	28	26	35	30	30	32	23	25	33	46	32	32	40

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1061). * Positive Rating = excellent, good + okay

Sport and recreation facilities and services

Performance ratings

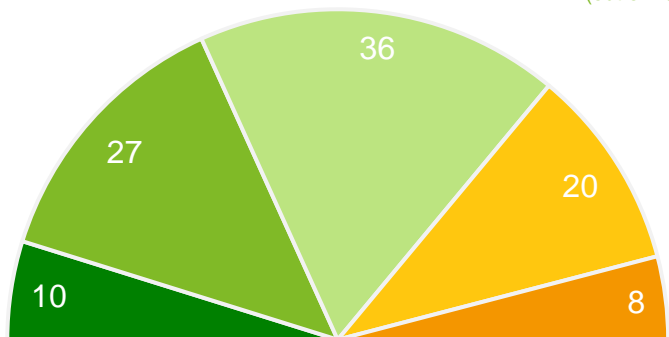
% of respondents

72%

Positive rating*

53

Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland 53

Industry High 81

Industry Average 64

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
53	53	52	51	55	54	51	51	49	44	56	49	51	56	55	41	52	65	51	53	62

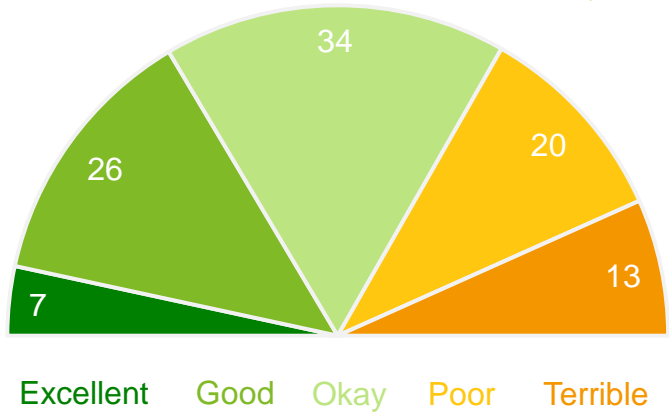
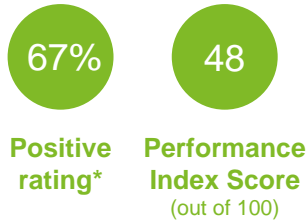
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1068). * Positive Rating = excellent, good + okay

Aquatic centres

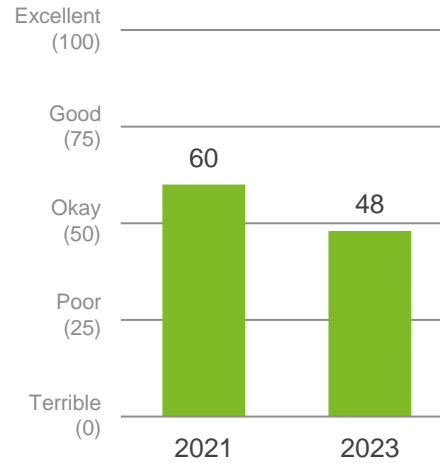
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	48
Industry High	80
Industry Average	66

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
48	47	48	46	50	51	48	44	42	44	51	43	49	54	48	40	51	55	49	47	55

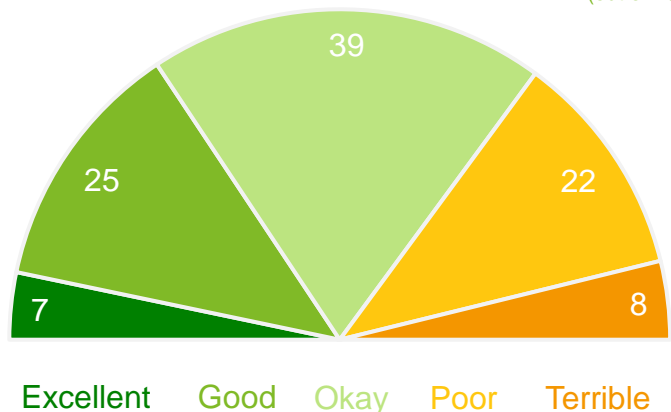
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1058). * Positive Rating = excellent, good + okay

Festivals, events, art and cultural activities

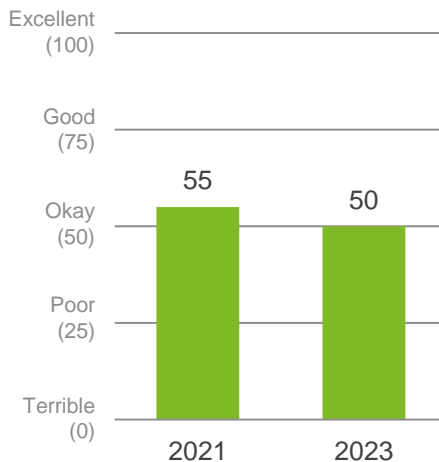
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	50
Industry High	75
Industry Average	62

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
50	50	50	47	53	48	50	53	50	44	51	49	50	52	51	43	46	59	50	50	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1070). * Positive Rating = excellent, good + okay

Community safety and crime prevention

Performance ratings

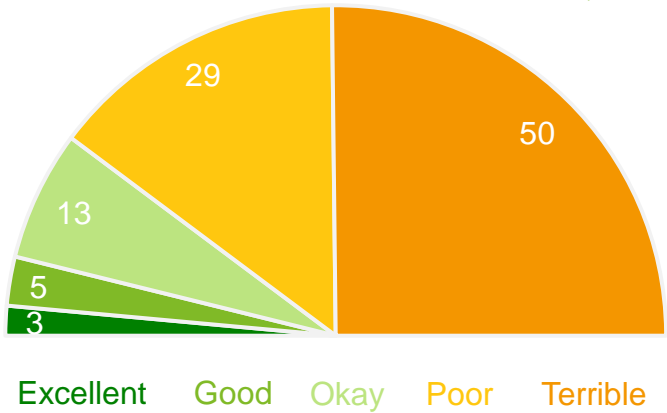
% of respondents

20%

20

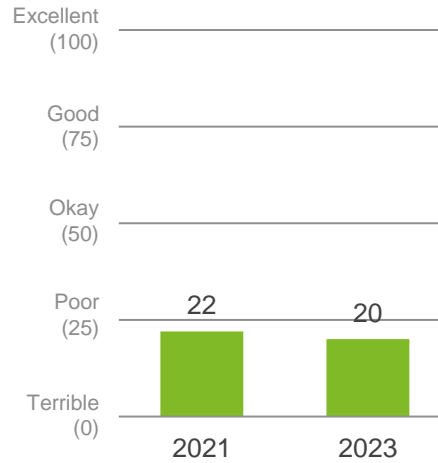
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	20
Industry High	66
Industry Average	47

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
20	20	19	17	23	16	19	25	21	20	21	19	18	24	20	15	18	21	23	18	17

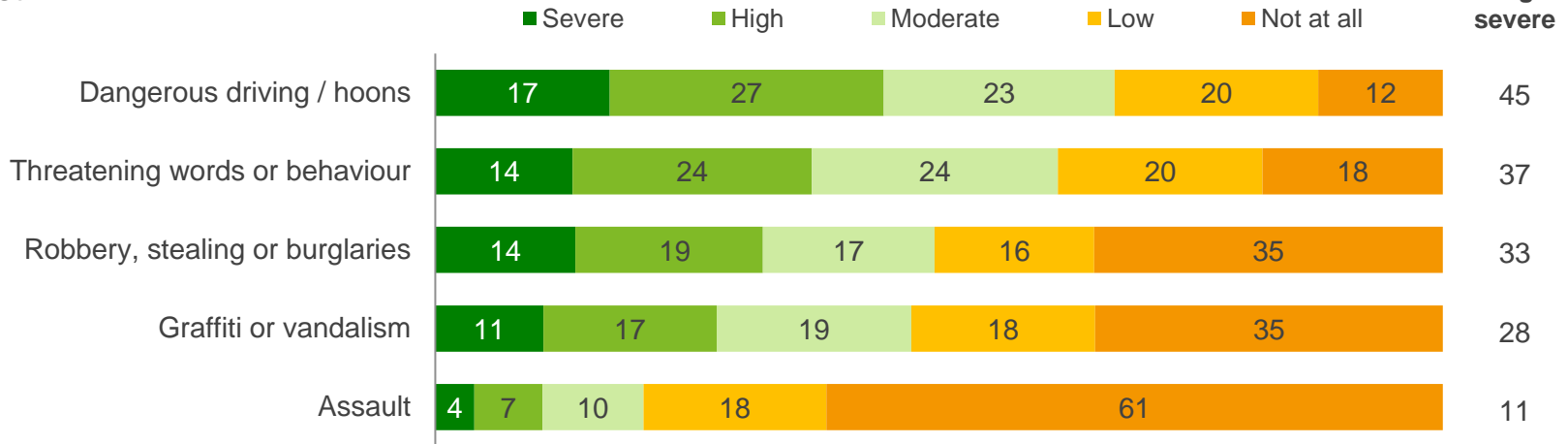
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1086). * Positive Rating = excellent, good + okay

Safety concerns and degree of personal impact

Degree of impact

% of respondents



Community variances

% Severe + High

	Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
Dangerous driving / hoons	45	44	44	44	45	47	44	41	38	48	45	41	52	38	52	51	45	30	29	53	43
Threatening words or behaviour	37	36	38	42	34	40	38	34	33	43	37	38	40	27	44	35	44	55	24	44	44
Robbery, stealing or burglaries	33	30	32	38	27	37	33	26	28	36	37	29	33	15	38	33	43	41	20	40	31
Graffiti or vandalism	28	30	27	32	24	29	27	29	30	29	26	31	30	15	33	28	37	19	16	34	33
Assault	11	11	10	14	7	12	6	5	11	17	10	9	14	10	17	15	27	21	8	12	14

Q. Over the past 12 months, to what degree have you been personally affected by the following safety issues within the Town of Port Hedland? Base: All respondents, excludes 'no response' and 'unsure' (n = varies from 986 to 996).



Lighting of streets and public places

Performance ratings

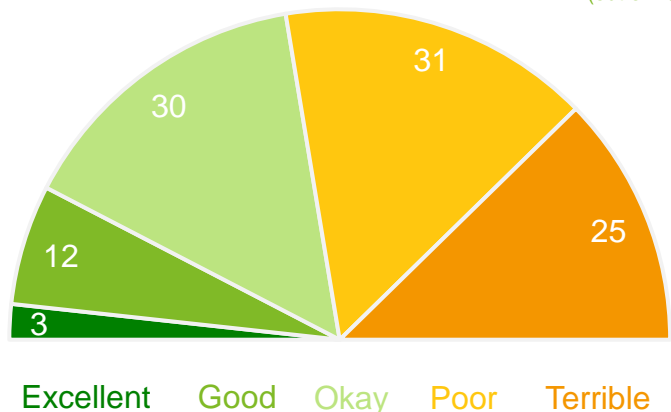
% of respondents

45%

35

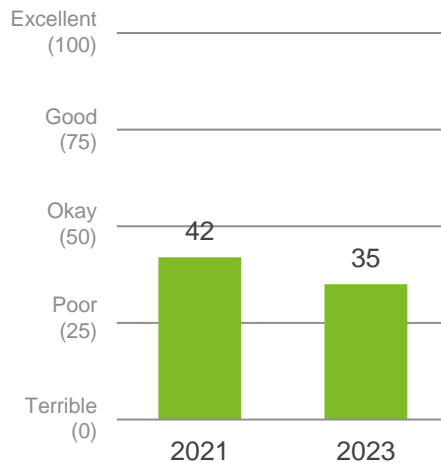
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	35
Industry High	66
Industry Average	52

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
35	35	34	35	35	34	32	39	32	28	35	35	33	41	28	23	34	42	42	30	40

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

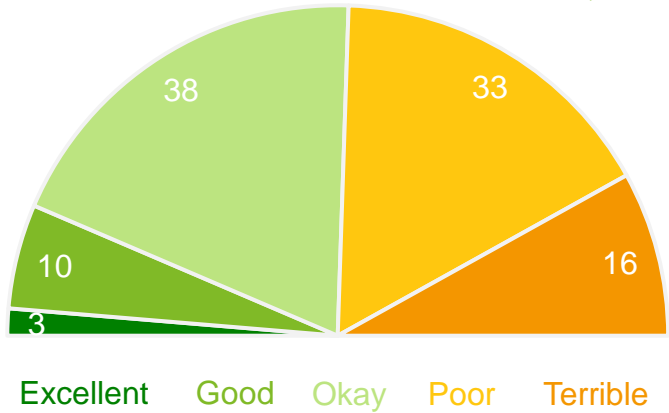
Base: All respondents, excludes 'unsure' and 'no response' (n = 1094). * Positive Rating = excellent, good + okay

Performance levels in the PLANET pillar

Efforts to promote and adopt sustainable practices to manage climate change

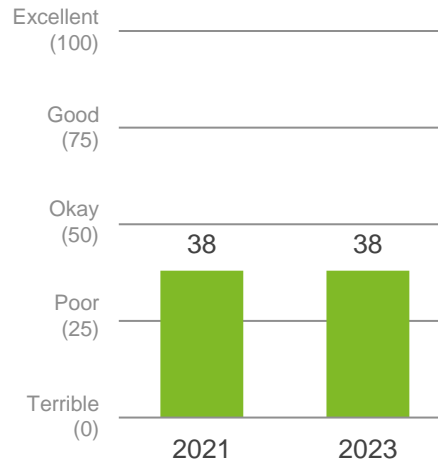
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	38
Industry High	68
Industry Average	49

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
38	40	36	38	37	34	40	40	38	33	38	39	35	37	32	32	41	44	40	36	42

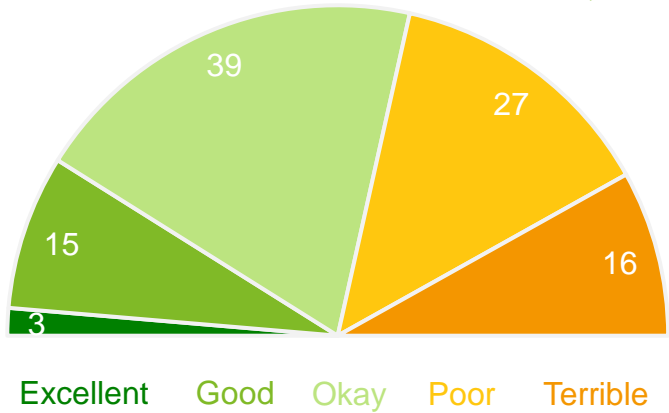
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 833). * Positive Rating = excellent, good + okay

Conservation and environmental management

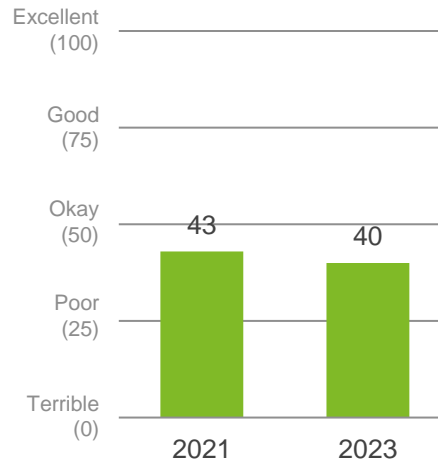
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	40
Industry High	68
Industry Average	53

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
40	42	39	39	42	37	41	45	41	36	39	43	37	42	36	34	40	44	41	40	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 914). * Positive Rating = excellent, good + okay

Waste management

Performance ratings

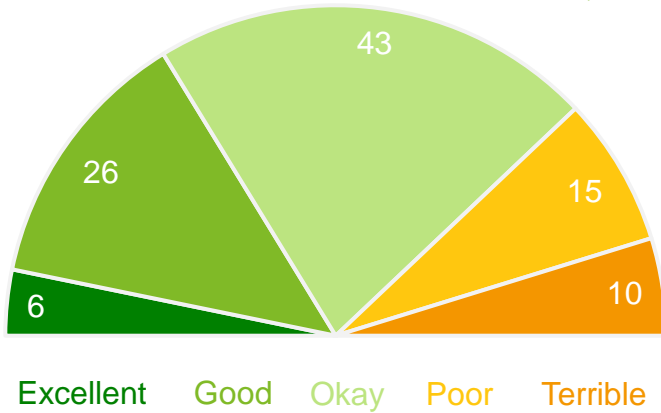
% of respondents

76%

Positive rating*

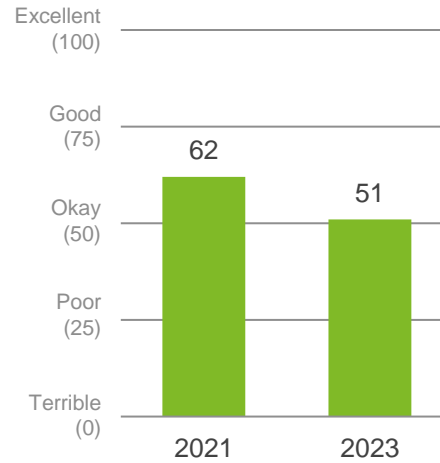
51

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	51
Industry High	77
Industry Average	62

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
51	54	49	52	51	49	53	55	54	45	50	53	50	54	47	43	56	48	51	51	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1029). * Positive Rating = excellent, good + okay

Animal management (dogs and cats)

Performance ratings

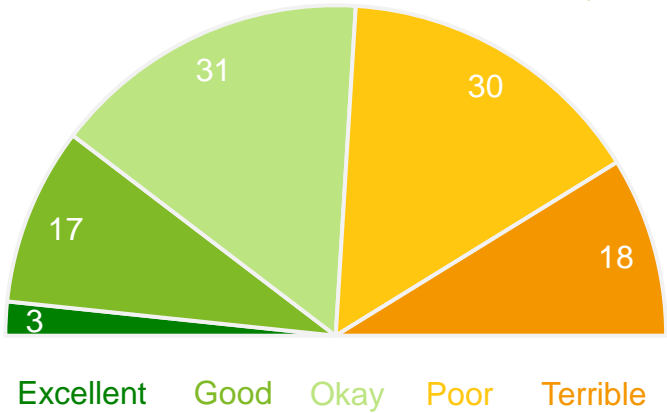
% of respondents

52%

40

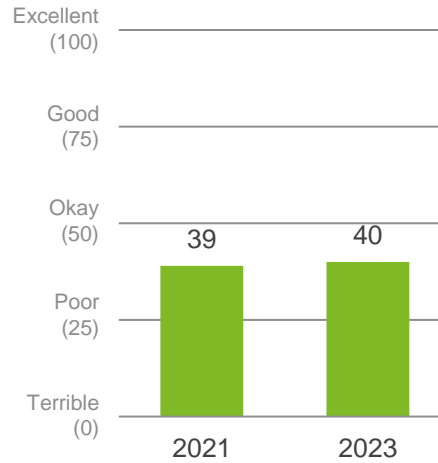
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	40
Industry High	67
Industry Average	53

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
40	41	38	38	40	39	36	42	42	35	38	41	40	43	35	33	41	49	45	37	44

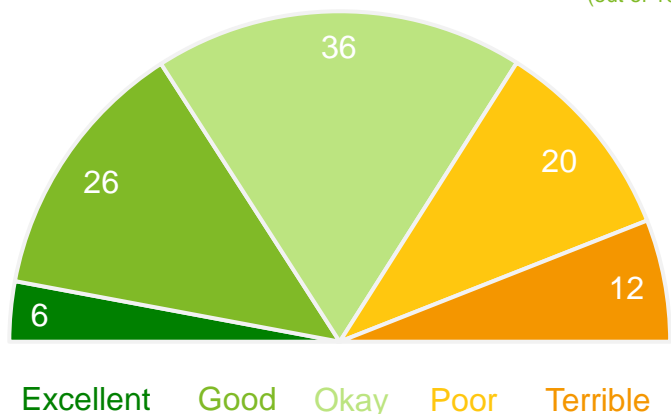
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1006). * Positive Rating = excellent, good + okay

Storm water drainage

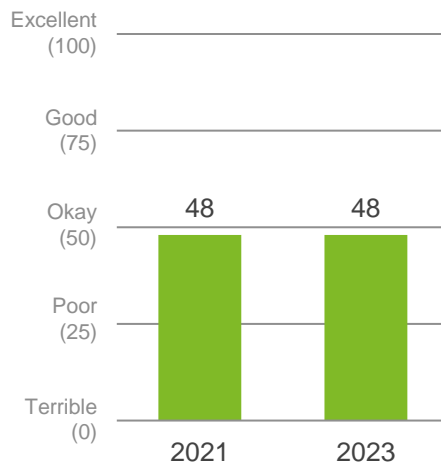
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	48
Industry High	65
Industry Average	49

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
48	51	47	48	49	46	50	52	49	47	48	49	49	46	48	45	54	45	46	50	42

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 996). * Positive Rating = excellent, good + okay

Natural disaster management

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

Performance ratings

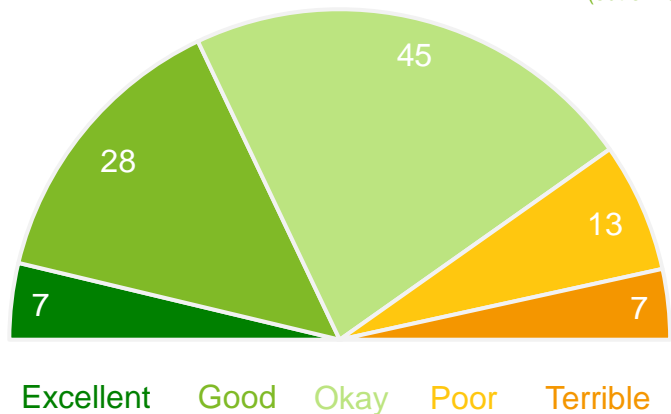
% of respondents

80%

54

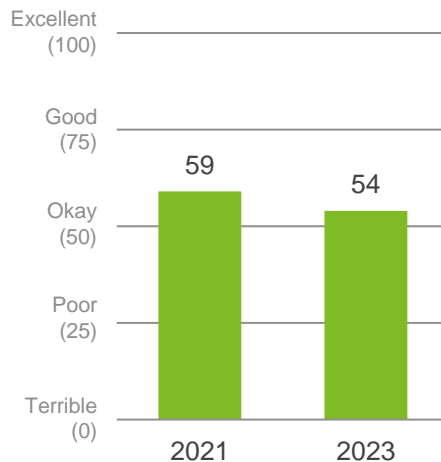
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	54
Industry High	66
Industry Average	55

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
54	53	55	53	56	53	55	57	55	47	55	55	52	50	53	47	56	60	55	54	60

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

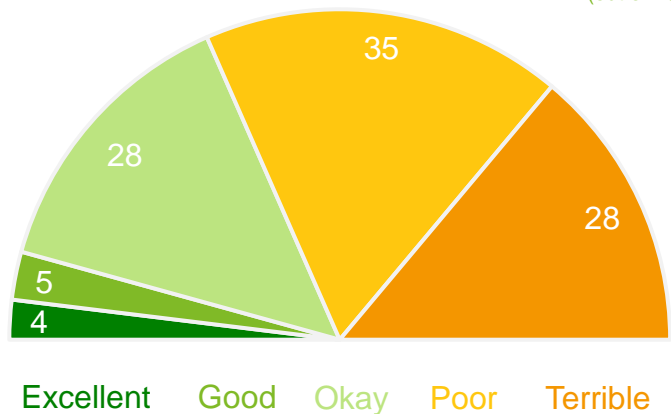
Base: All respondents, excludes 'unsure' and 'no response' (n = 966). * Positive Rating = excellent, good + okay

Performance levels in the PLACE pillar

Managing responsible growth and development

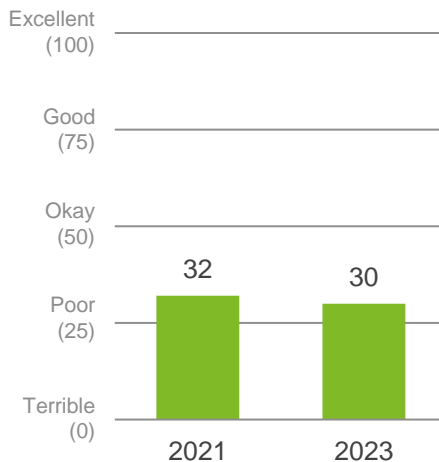
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	30
Industry High	58
Industry Average	45

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
30	30	29	28	33	28	32	34	29	27	34	28	29	32	25	29	35	32	30	31	25

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 936). * Positive Rating = excellent, good + okay

Planning and building approvals

Performance ratings

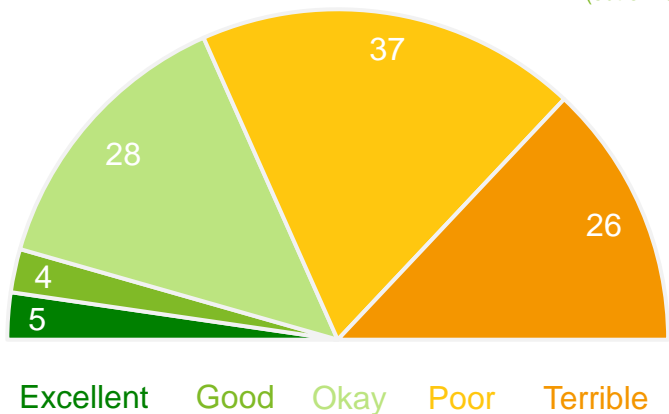
% of respondents

37%

31

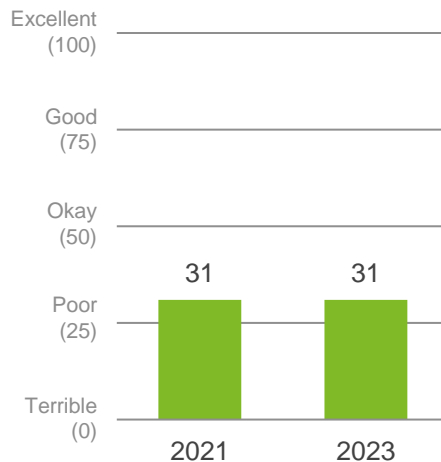
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	31
Industry High	56
Industry Average	43

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
31	33	28	28	34	29	29	34	30	27	34	28	30	35	29	24	34	42	33	30	25

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 777). * Positive Rating = excellent, good + okay

Access to housing that meets your needs

Performance ratings

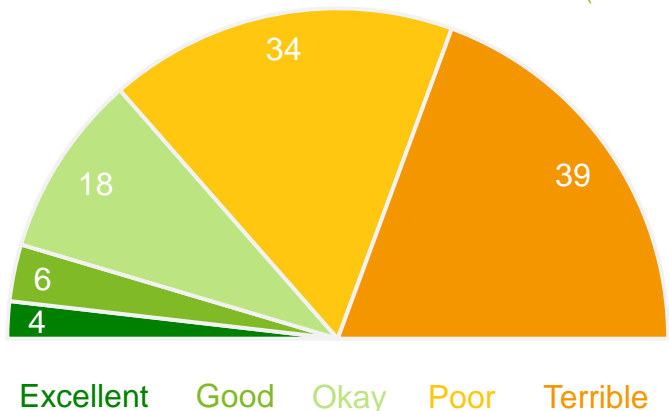
% of respondents

27%

25

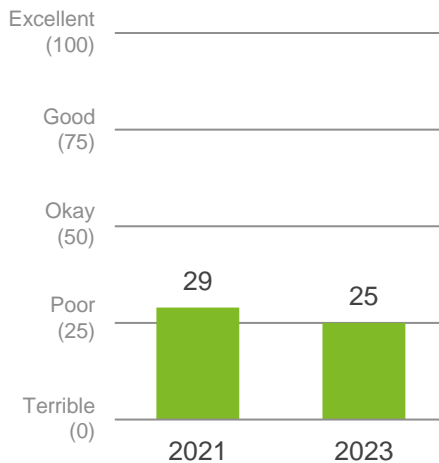
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	25
Industry High	65
Industry Average	50

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
25	30	21	22	28	23	26	30	26	20	27	24	24	28	20	20	29	31	25	25	25

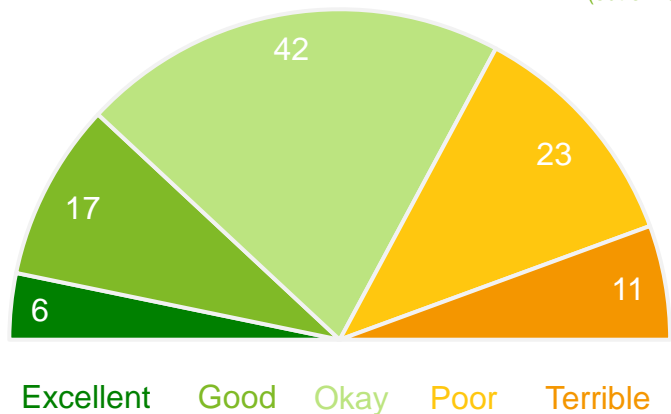
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 955). * Positive Rating = excellent, good + okay

Preserving and promoting local history and heritage

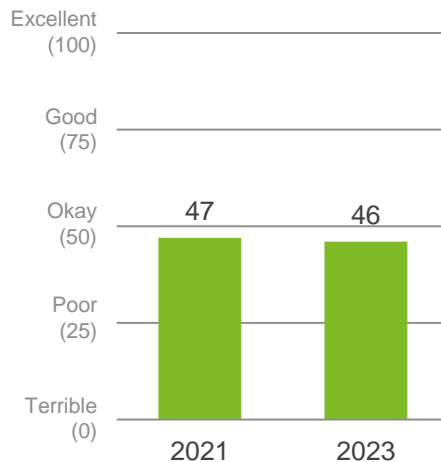
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	46
Industry High	70
Industry Average	58

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
46	46	45	44	49	45	47	49	44	40	50	45	43	42	45	35	50	51	45	47	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 911). * Positive Rating = excellent, good + okay

Community buildings, halls and toilets

Performance ratings

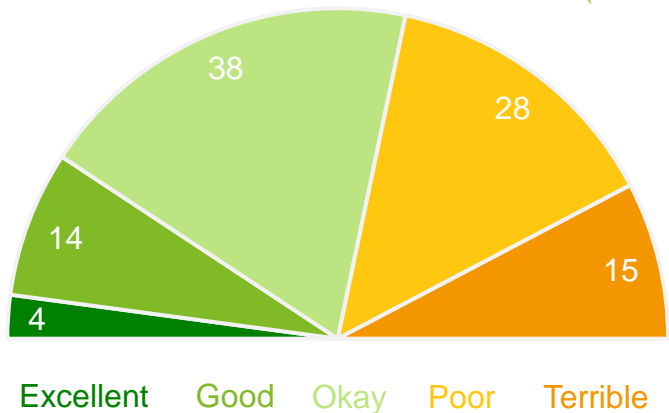
% of respondents

57%

41

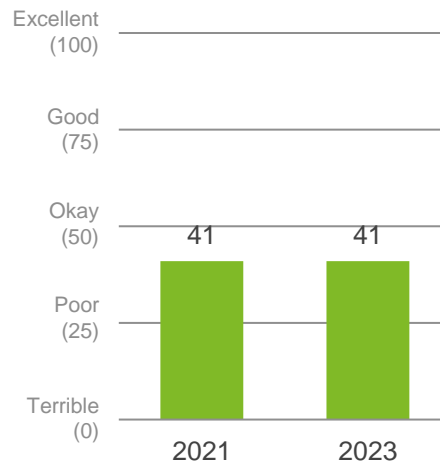
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	41
Industry High	66
Industry Average	56

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
41	43	39	39	43	40	42	41	39	36	42	39	41	45	37	34	39	39	44	39	43

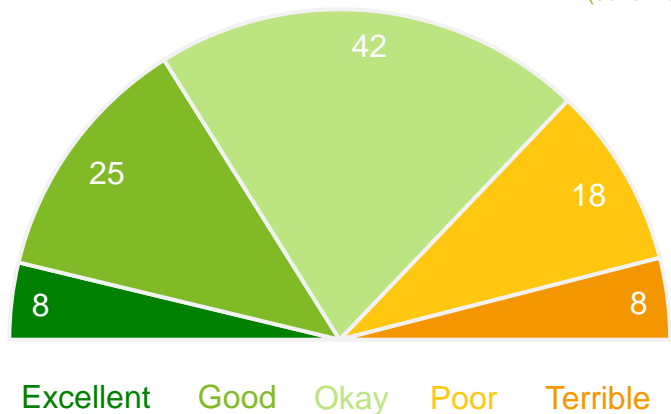
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1041). * Positive Rating = excellent, good + okay

Playgrounds, parks and reserves

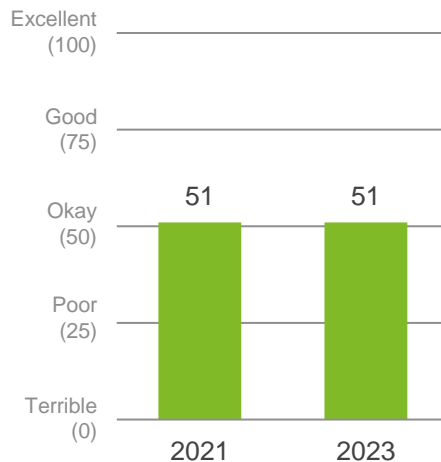
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	51
Industry High	79
Industry Average	65

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
51	53	50	49	54	49	55	55	48	43	51	52	50	57	48	43	48	49	56	49	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1067). * Positive Rating = excellent, good + okay

Streetscapes, trees and verges

Performance ratings

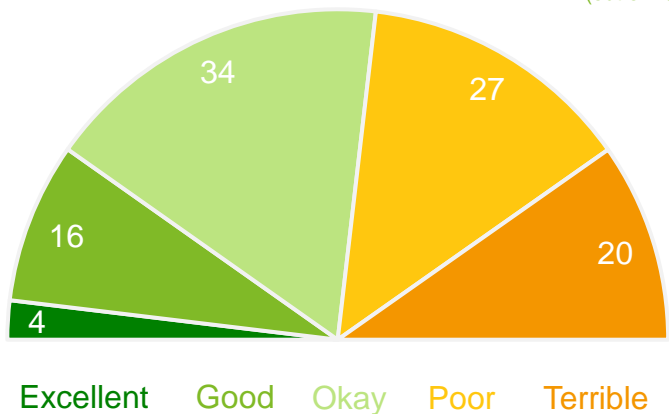
% of respondents

54%

Positive rating*

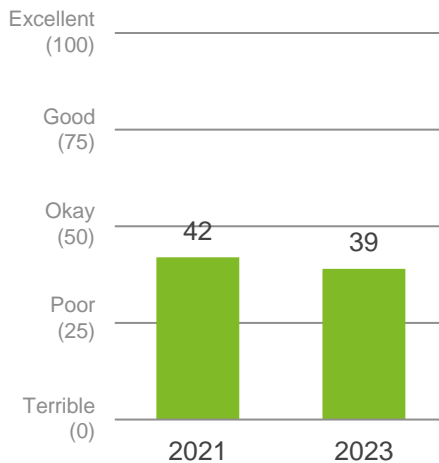
39

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	39
Industry High	69
Industry Average	53

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
39	38	40	36	43	38	37	43	41	35	40	38	38	43	37	37	41	43	42	38	49

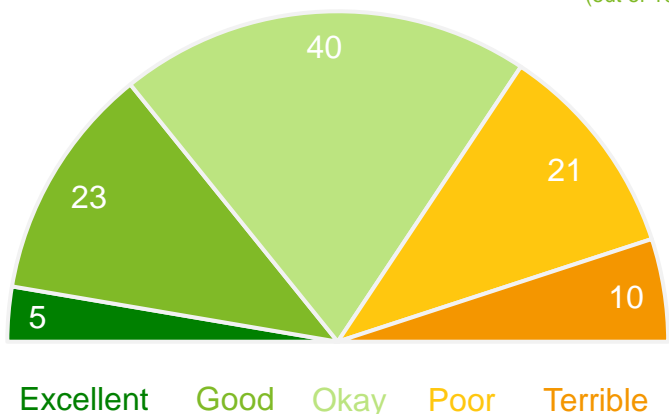
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1077). * Positive Rating = excellent, good + okay

Footpaths, trails and cycleways

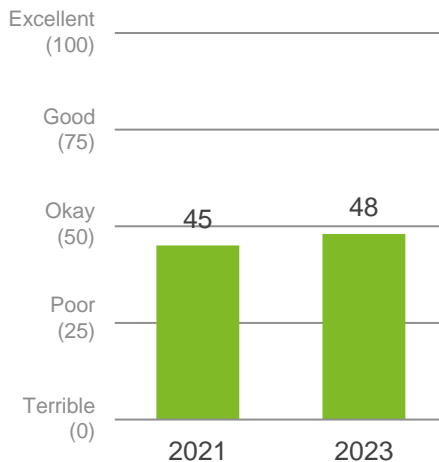
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	48
Industry High	67
Industry Average	52

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
48	48	48	47	49	47	46	51	48	44	49	48	46	50	44	43	50	51	53	45	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1065). * Positive Rating = excellent, good + okay

Local roads

Performance ratings

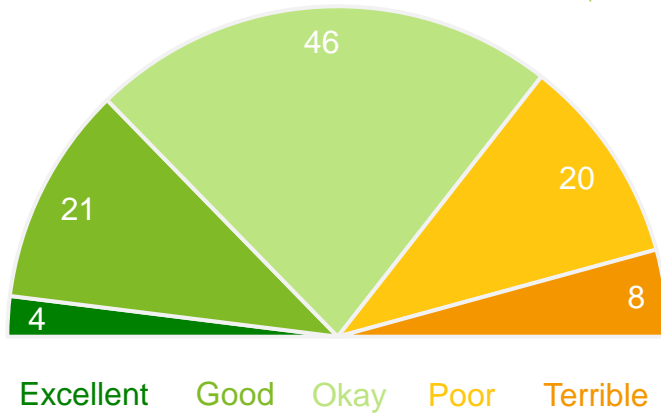
% of respondents

71%

48

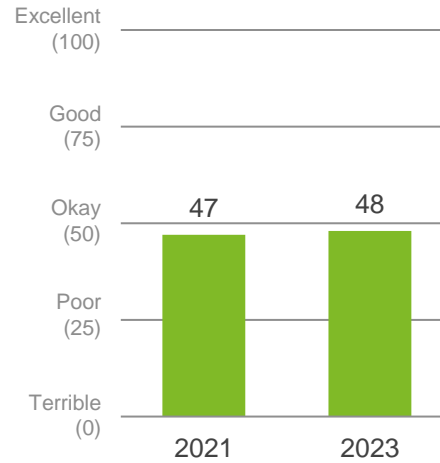
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	48
Industry High	70
Industry Average	48

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
48	47	48	46	50	46	48	51	46	43	48	48	46	54	43	39	46	50	52	46	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1073). * Positive Rating = excellent, good + okay

Access to public and shared transport

Performance ratings

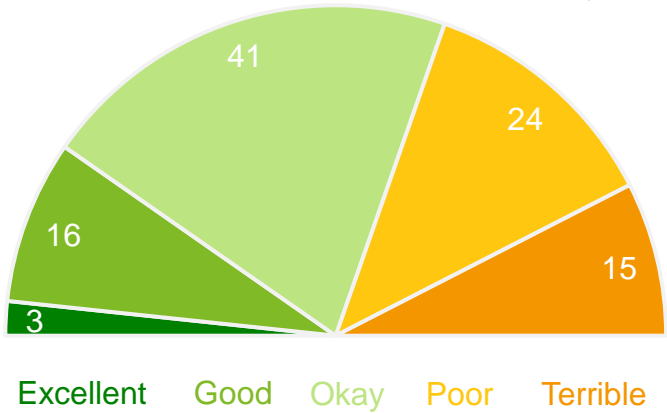
% of respondents

61%

42

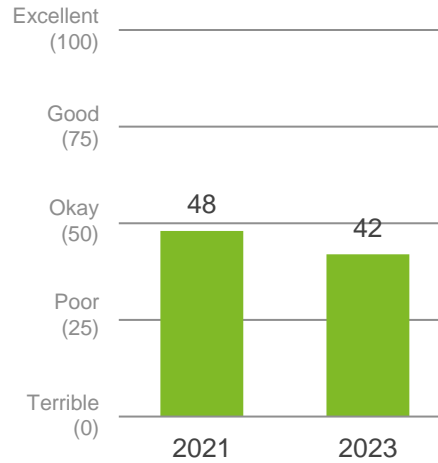
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	42
Industry High	82
Industry Average	54

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
42	44	40	41	43	38	45	46	46	40	41	44	40	46	36	41	42	37	43	41	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 874). * Positive Rating = excellent, good + okay

Marine facilities (boat ramps, jetties, etc)

Performance ratings

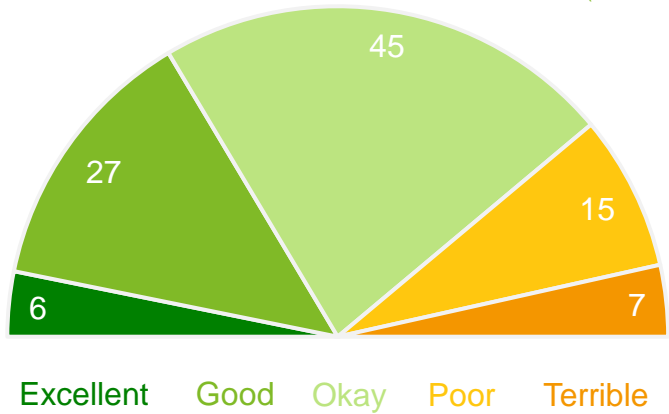
% of respondents

78%

Positive rating*

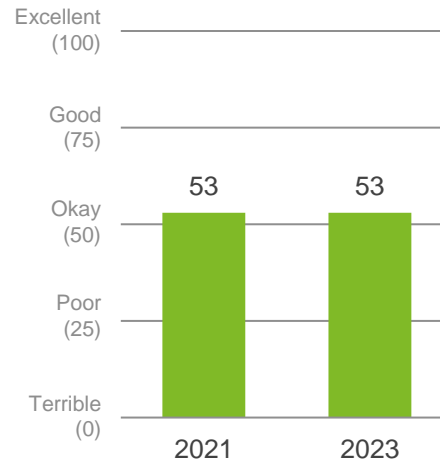
53

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	53
Industry High	74
Industry Average	59

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
53	52	52	50	56	51	54	55	53	49	53	53	50	52	51	47	49	56	52	53	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 935). * Positive Rating = excellent, good + okay

Performance levels in the PROSPERITY pillar

Place to work or operate a business

Performance ratings

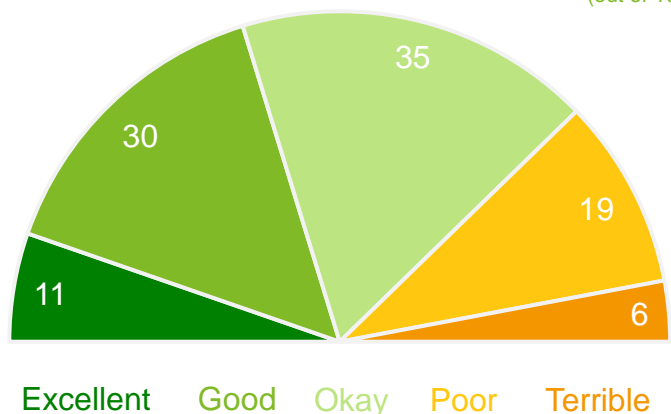
% of respondents

75%

Positive rating*

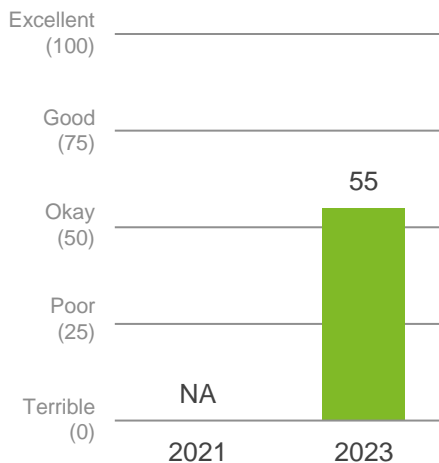
55

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	55
Industry High	72
Industry Average	65

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
55	56	54	53	58	53	53	59	58	58	56	55	55	50	50	52	53	62	55	55	56

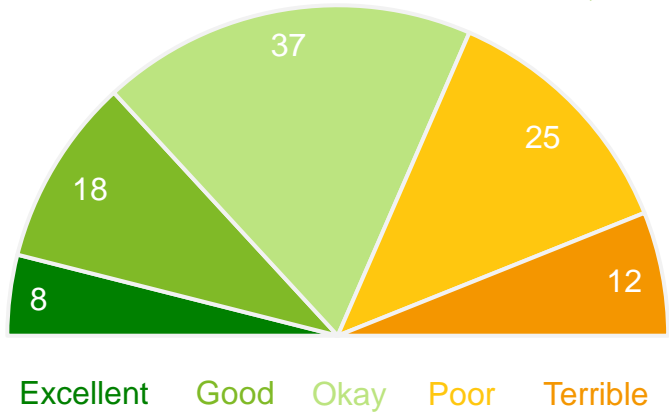
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1086). * Positive Rating = excellent, good + okay

Economic development and job creation

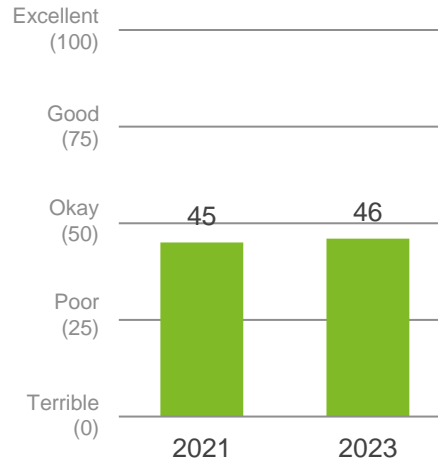
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	46
Industry High	56
Industry Average	43

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
46	46	46	42	51	45	45	47	45	41	52	44	42	39	36	43	52	58	47	46	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 941). * Positive Rating = excellent, good + okay

Development and activation of the town centre

Performance ratings

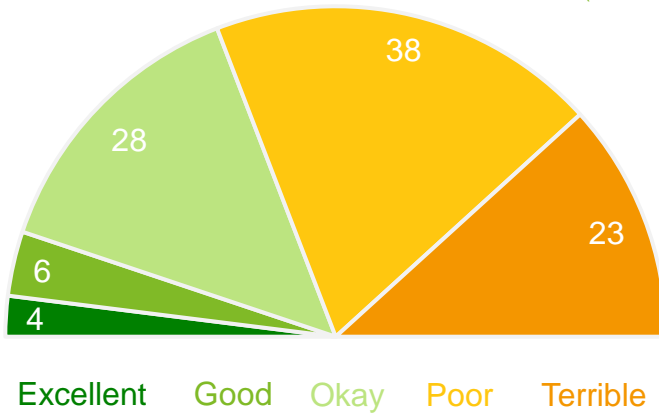
% of respondents

38%

32

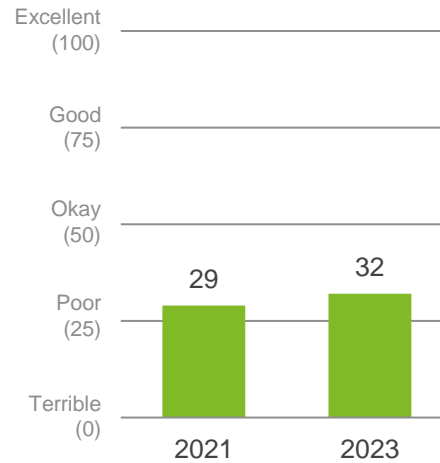
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	32
Industry High	65
Industry Average	46

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
32	33	31	29	35	31	32	34	31	28	36	30	30	30	27	32	40	40	31	33	34

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1004). * Positive Rating = excellent, good + okay

Place to visit

Performance ratings

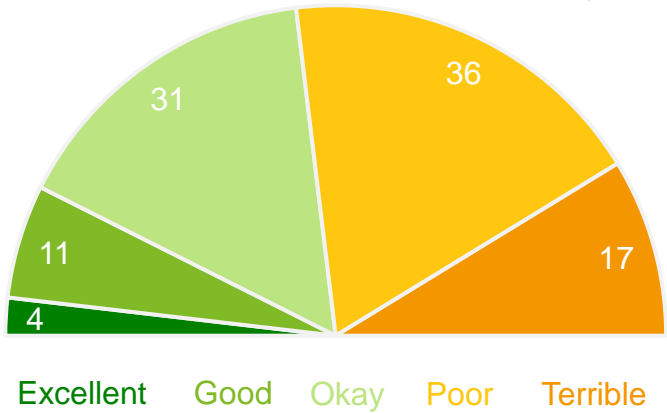
% of respondents

46%

Positive rating*

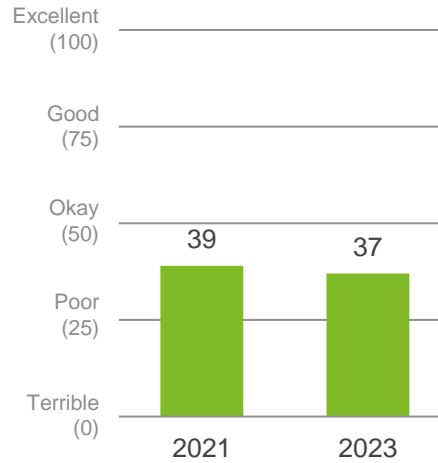
37

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	37
Industry High	87
Industry Average	68

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
37	40	35	33	41	35	33	40	37	37	35	38	38	47	34	38	33	40	39	35	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1117). * Positive Rating = excellent, good + okay

Tourism attractions and destination marketing

Performance ratings

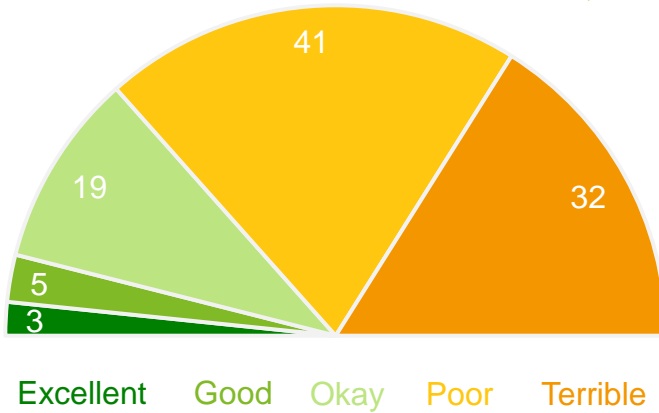
% of respondents

27%

26

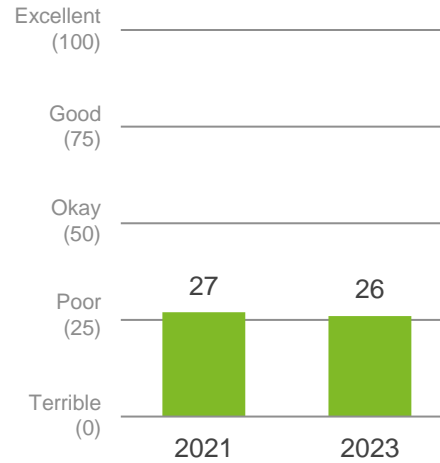
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	26
Industry High	65
Industry Average	48

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
26	30	24	24	29	24	25	29	27	25	27	25	26	33	23	25	31	32	28	26	30

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1015). * Positive Rating = excellent, good + okay

Access to education, training, and life-long learning opportunities

Performance ratings

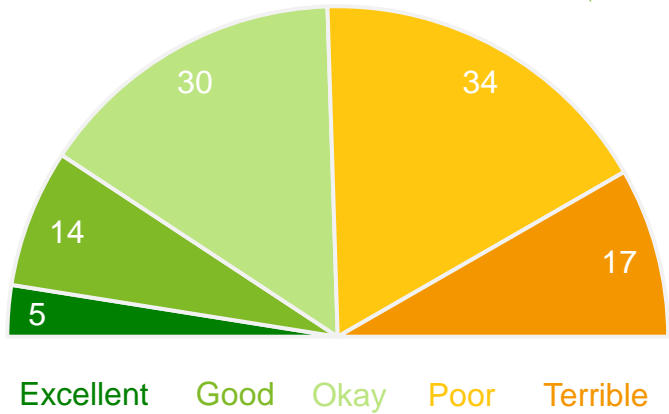
% of respondents

49%

Positive rating*

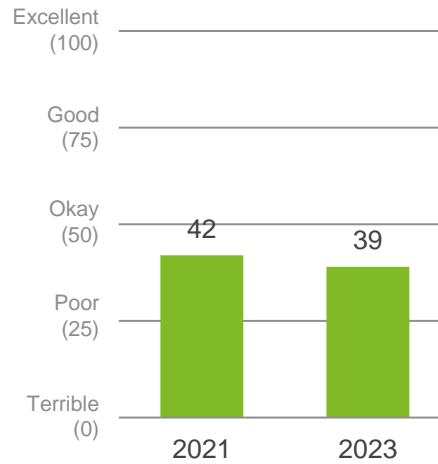
39

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	39
Industry High	64
Industry Average	49

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
39	40	38	37	41	38	39	40	39	35	41	38	37	40	33	36	39	41	37	40	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 954). * Positive Rating = excellent, good + okay

Library services

Performance ratings

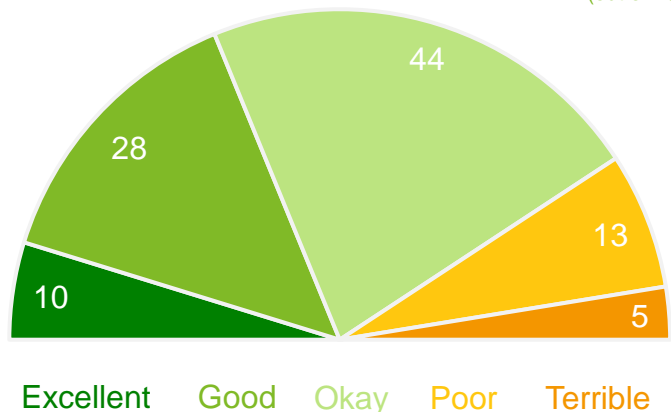
% of respondents

82%

Positive rating*

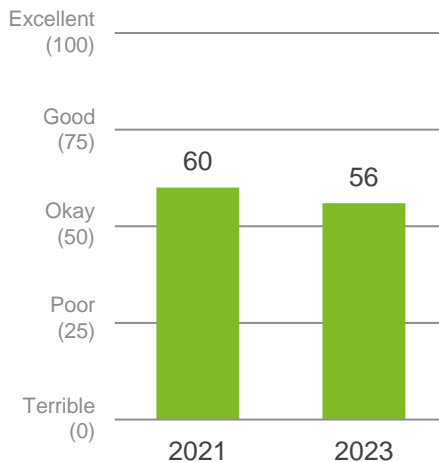
56

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	56
Industry High	85
Industry Average	71

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
56	57	55	52	60	53	58	60	57	51	57	56	54	59	55	54	53	52	54	56	64

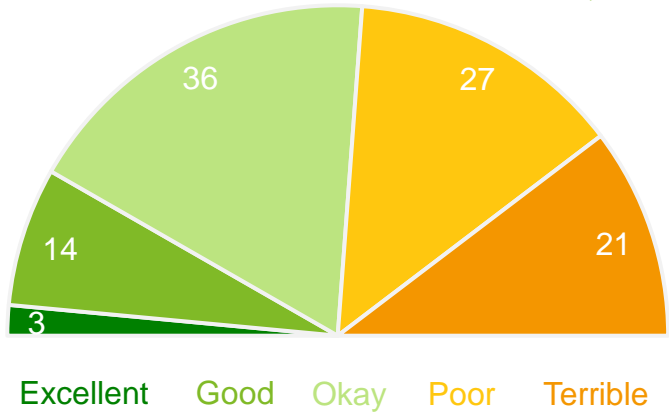
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 902). * Positive Rating = excellent, good + okay

Telecommunications and internet services

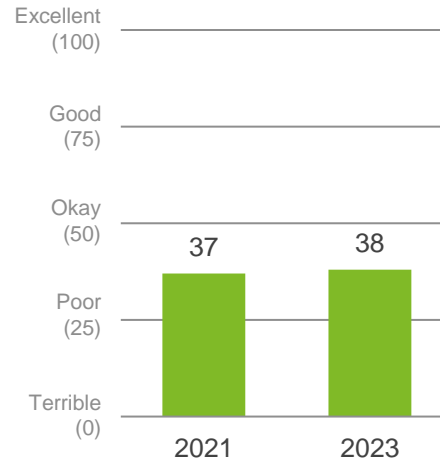
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	38
Industry High	59
Industry Average	42

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
38	38	37	36	40	35	43	41	34	35	39	38	34	41	35	36	38	35	41	36	33

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1043). * Positive Rating = excellent, good + okay

Airport facilities and services

Performance ratings

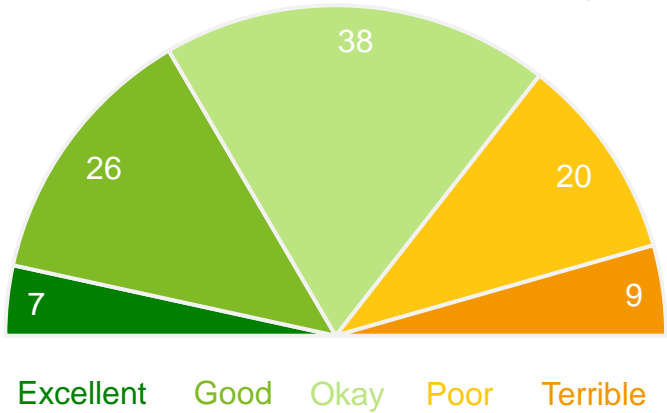
% of respondents

71%

Positive rating*

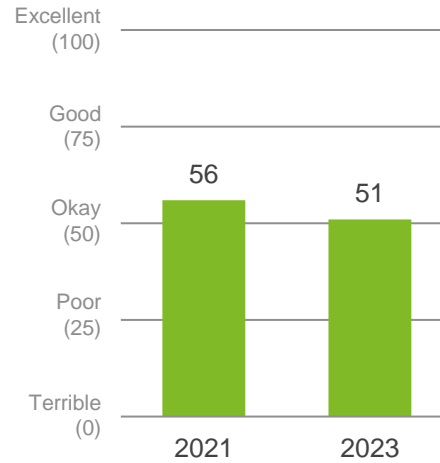
51

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland	51
Industry High	64
Industry Average	52

Community variances

Performance Index Score

Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
51	51	50	47	55	47	55	53	49	48	54	48	47	56	45	43	44	47	51	50	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1047). * Positive Rating = excellent, good + okay

Overview of Community Variances

Summary of community variances

	Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
Overall place to live	48	51	46	44	53	45	47	53	49	49	47	49	49	53	45	48	46	39	51	46	50
PEOPLE																					
Youth services and facilities	45	46	43	42	49	44	43	45	42	43	47	45	42	43	41	40	44	52	47	44	51
Family and children services and facilities	39	41	37	36	43	39	35	41	37	37	41	38	37	44	31	35	39	48	42	38	43
Seniors' services, facilities and care	28	28	27	26	30	27	25	31	28	24	33	26	24	25	21	23	35	45	27	28	33
Disability access and inclusion	37	38	36	36	38	35	37	40	37	33	42	35	33	30	27	27	36	51	36	37	43
Respect for First Nations peoples	61	62	59	60	62	58	63	66	61	55	64	61	57	52	51	40	59	63	62	60	63
Volunteer recognition and support	49	50	47	47	52	46	49	53	44	43	51	49	44	47	40	41	47	60	49	49	50
Health and community services	32	33	31	31	33	31	30	35	28	26	35	30	30	32	23	25	33	46	32	32	40
Sport and recreation facilities and services	53	53	52	51	55	54	51	51	49	44	56	49	51	56	55	41	52	65	51	53	62
Aquatic centres	48	47	48	46	50	51	48	44	42	44	51	43	49	54	48	40	51	55	49	47	55
Festivals, events, art and cultural activities	50	50	50	47	53	48	50	53	50	44	51	49	50	52	51	43	46	59	50	50	54
Community safety and crime prevention	20	20	19	17	23	16	19	25	21	20	21	19	18	24	20	15	18	21	23	18	17
Lighting of streets and public places	35	35	34	35	35	34	32	39	32	28	35	35	33	41	28	23	34	42	42	30	40

Summary of community variances

	Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
PLANET																					
Sustainable practices / climate change	38	40	36	38	37	34	40	40	38	33	38	39	35	37	32	32	41	44	40	36	42
Conservation and environmental management	40	42	39	39	42	37	41	45	41	36	39	43	37	42	36	34	40	44	41	40	43
Waste management services	51	54	49	52	51	49	53	55	54	45	50	53	50	54	47	43	56	48	51	51	55
Animal management (dogs and cats)	40	41	38	38	40	39	36	42	42	35	38	41	40	43	35	33	41	49	45	37	44
Storm water drainage	48	51	47	48	49	46	50	52	49	47	48	49	49	46	48	45	54	45	46	50	42
Natural disaster management	54	53	55	53	56	53	55	57	55	47	55	55	52	50	53	47	56	60	55	54	60
PLACE																					
Managing responsible growth & development	30	30	29	28	33	28	32	34	29	27	34	28	29	32	25	29	35	32	30	31	25
Planning and building approvals	31	33	28	28	34	29	29	34	30	27	34	28	30	35	29	24	34	42	33	30	25
Housing	25	30	21	22	28	23	26	30	26	20	27	24	24	28	20	20	29	31	25	25	25
Local history and heritage	46	46	45	44	49	45	47	49	44	40	50	45	43	42	45	35	50	51	45	47	47
Community buildings, halls and toilets	41	43	39	39	43	40	42	41	39	36	42	39	41	45	37	34	39	39	44	39	43
Playgrounds, parks and reserves	51	53	50	49	54	49	55	55	48	43	51	52	50	57	48	43	48	49	56	49	54
Streetscapes, trees and verges	39	38	40	36	43	38	37	43	41	35	40	38	38	43	37	37	41	43	42	38	49
Footpaths, trails and cycleways	48	48	48	47	49	47	46	51	48	44	49	48	46	50	44	43	50	51	53	45	56
Local roads	48	47	48	46	50	46	48	51	46	43	48	48	46	54	43	39	46	50	52	46	43
Access to public and shared transport	42	44	40	41	43	38	45	46	46	40	41	44	40	46	36	41	42	37	43	41	46
Marine facilities (boat ramps, jetties, etc)	53	52	52	50	56	51	54	55	53	49	53	53	50	52	51	47	49	56	52	53	54

Summary of community variances

	Total	Homeowner	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	FIFO / DIDO	Port Hedland	South Hedland	Other areas
PROSPERITY																					
Place to work or operate a business	55	56	54	53	58	53	53	59	58	58	56	55	55	50	50	52	53	62	55	55	56
Economic development and job creation	46	46	46	42	51	45	45	47	45	41	52	44	42	39	36	43	52	58	47	46	45
Development and activation of the town centre	32	33	31	29	35	31	32	34	31	28	36	30	30	30	27	32	40	40	31	33	34
Place to visit	37	40	35	33	41	35	33	40	37	37	35	38	38	47	34	38	33	40	39	35	45
Tourism attractions and destination marketing	26	30	24	24	29	24	25	29	27	25	27	25	26	33	23	25	31	32	28	26	30
Education, training, life-long learning	39	40	38	37	41	38	39	40	39	35	41	38	37	40	33	36	39	41	37	40	41
Library services	56	57	55	52	60	53	58	60	57	51	57	56	54	59	55	54	53	52	54	56	64
Telecommunications and internet services	38	38	37	36	40	35	43	41	34	35	39	38	34	41	35	36	38	35	41	36	33
Airport facilities and services	51	51	50	47	55	47	55	53	49	48	54	48	47	56	45	43	44	47	51	50	50
PERFORMANCE																					
Governing organisation	32	31	32	29	35	30	29	35	31	29	34	29	32	34	28	28	34	41	31	33	30
Value for money from rates	28	29	25	25	31	26	28	33	28	26	32	24	26	30	22	24	26	30	28	28	23
Council's leadership	22	22	20	19	25	20	21	25	20	20	24	20	22	24	18	20	29	38	21	22	18
Advocacy and lobbying	25	26	23	23	28	23	26	28	23	24	29	23	23	28	20	21	33	37	24	26	22
Consultation	25	26	24	24	27	23	25	29	24	25	27	24	24	27	22	21	28	37	25	25	28
Communication	32	31	31	30	34	31	31	35	31	28	33	31	30	34	24	26	34	44	32	31	37
Embracing change, innovation and technology	31	33	28	28	34	29	31	34	31	27	32	30	30	32	25	26	31	40	31	31	33
Customer service	40	41	38	36	43	37	41	44	40	35	39	41	39	37	34	34	38	45	41	39	45
SENTIMENT (% total agree)																					
Clear vision for the area	12	13	11	11	14	8	12	16	12	10	14	13	9	16	5	4	11	16	13	12	8
Good understanding of community needs	12	12	10	10	14	9	10	17	9	10	13	11	9	14	5	6	12	12	12	11	4

Business insights

Place to work or operate a business

Base: Among local business owners and managers

Performance ratings

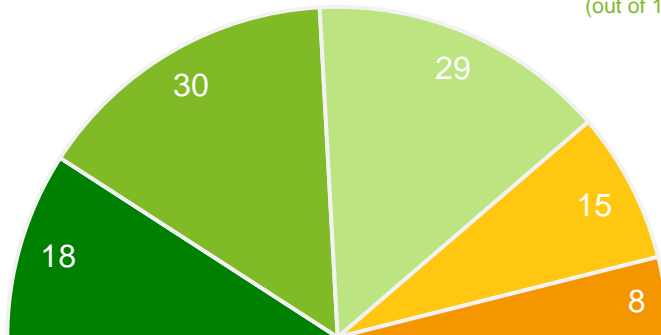
% of business respondents

77%

Positive rating*

59

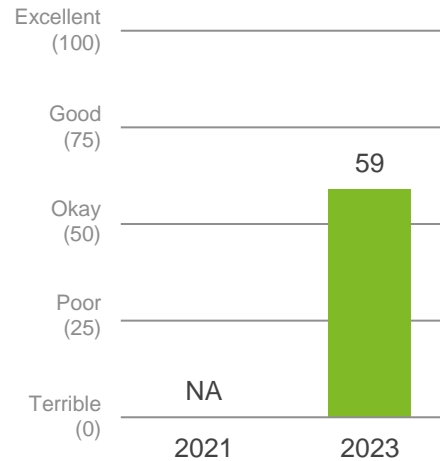
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Port Hedland 59

Industry High 79

Industry Average 64

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

Base: All business respondents, excludes 'unsure' and 'no response' (n = 230). * Positive Rating = excellent, good + okay

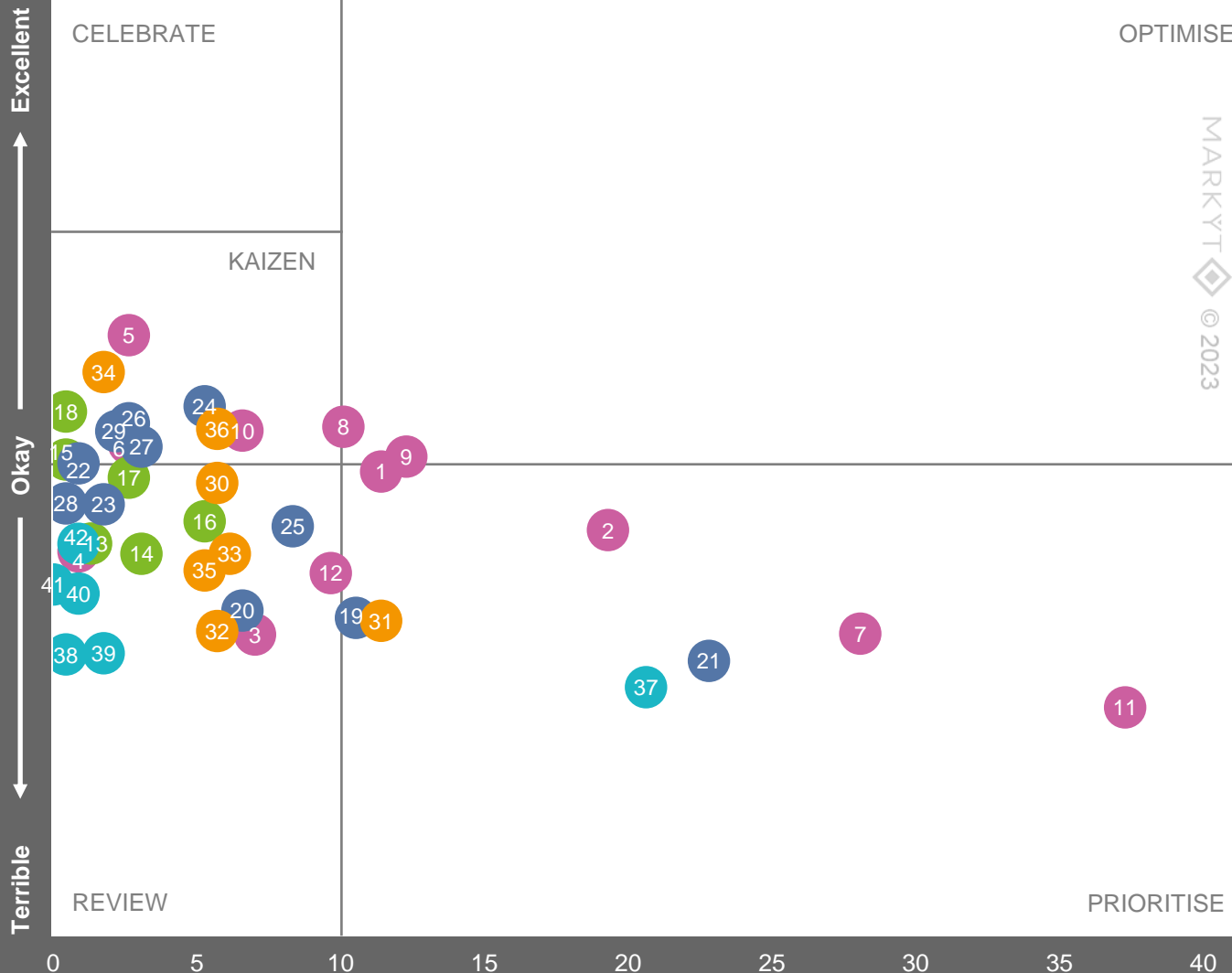
MARKYT Community Priorities

Base: Business owners / operators

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Youth services and facilities
- 2 Family and children services
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Respect for First Nations peoples
- 6 Volunteer recognition and support
- 7 Health and community services
- 8 Sport and recreation
- 9 Aquatic centres
- 10 Festivals, events, art and culture
- 11 Community safety and crime prevention
- 12 Lighting of streets and public places
- 13 Sustainable practices / climate change
- 14 Conservation and environment
- 15 Waste management services
- 16 Animal management (dogs and cats)
- 17 Storm water drainage
- 18 Natural disaster management
- 19 Responsible growth & development
- 20 Planning and building approvals
- 21 Housing
- 22 Local history and heritage
- 23 Community buildings, halls and toilets
- 24 Playgrounds, parks and reserves
- 25 Streetscapes, trees and verges
- 26 Footpaths, trails and cycleways
- 27 Local roads
- 28 Access to public and shared transport
- 29 Marine facilities
- 30 Economic development and job creation
- 31 Town centre development and activation
- 32 Tourism attractions and marketing
- 33 Education, training, life-long learning
- 34 Library services
- 35 Telecommunications and internet
- 36 Airport facilities and services
- 37 Council's leadership
- 38 Advocacy and lobbying
- 39 Consultation
- 40 Communication
- 41 Change, innovation and technology
- 42 Customer service

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

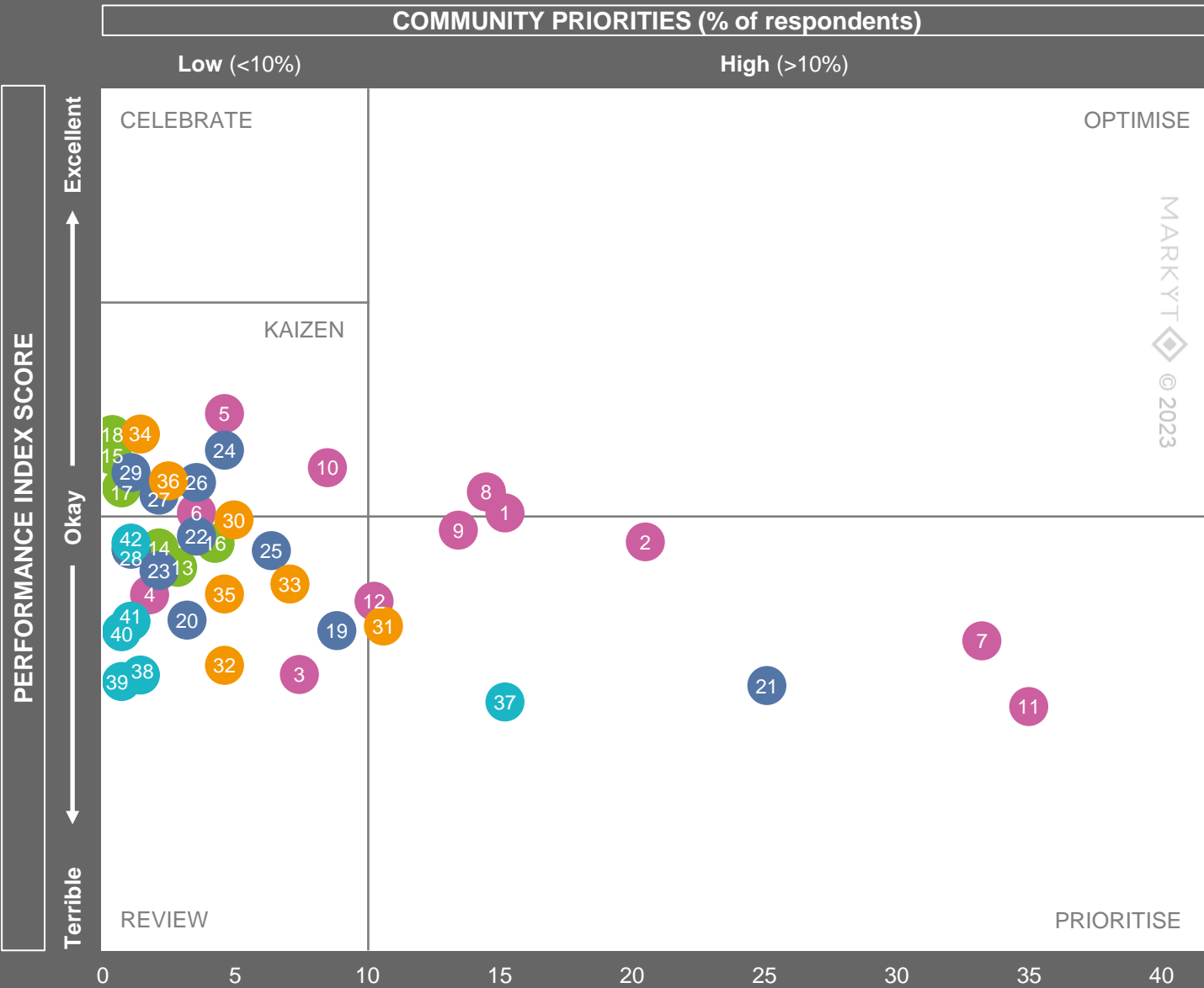
Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 228)

MARKYT community priorities

Other stakeholder groups

MARKYT Community Priorities

Base: Community organisation managers



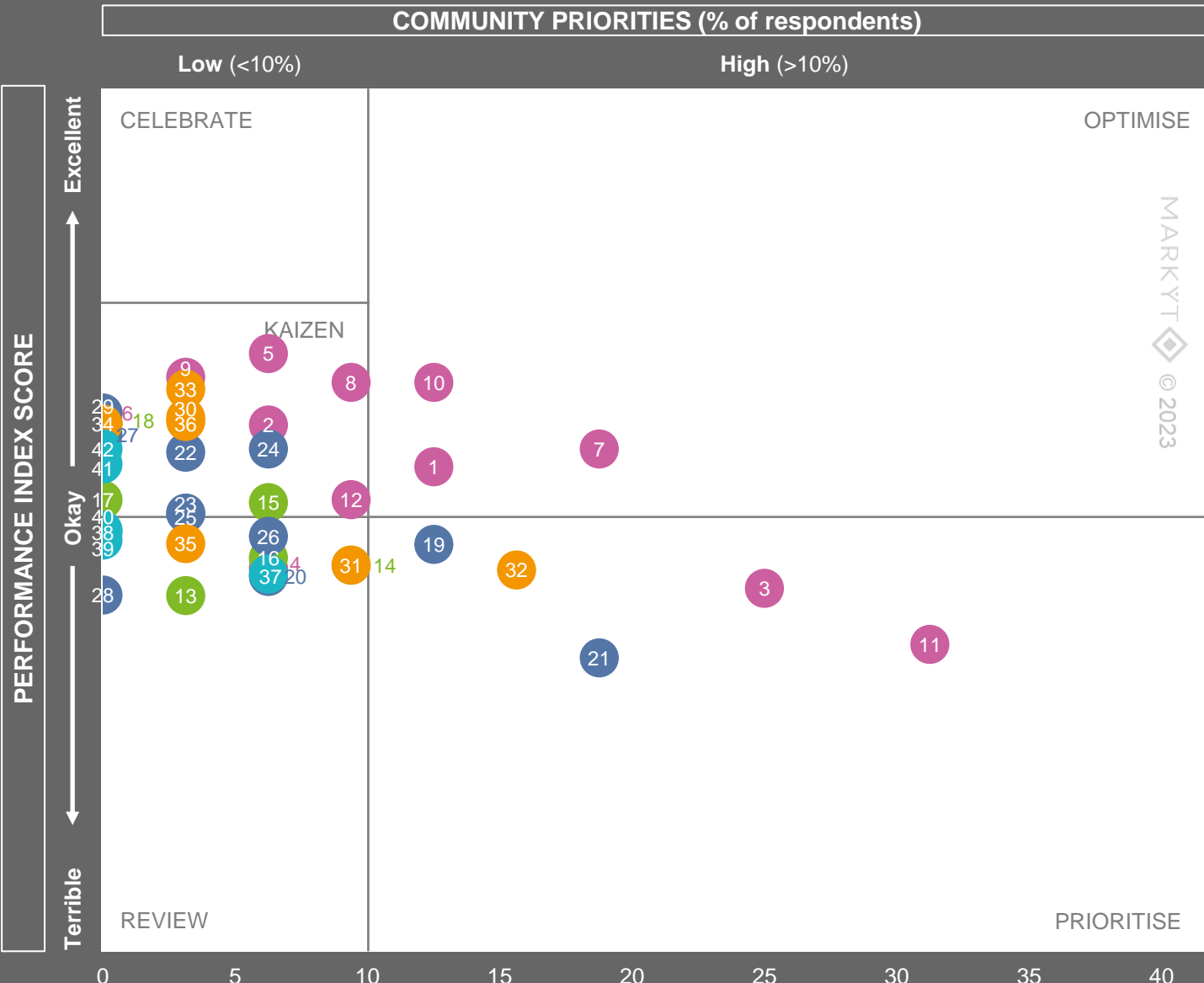
- 1 Youth services and facilities
- 2 Family and children services
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Respect for First Nations peoples
- 6 Volunteer recognition and support
- 7 Health and community services
- 8 Sport and recreation
- 9 Aquatic centres
- 10 Festivals, events, art and culture
- 11 Community safety and crime prevention
- 12 Lighting of streets and public places
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- 41 Change, innovation and technology
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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. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 283)

MARKYT Community Priorities

Base: Out of area ratepayers and visitors



- 1 Youth services and facilities
- 2 Family and children services
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Respect for First Nations peoples
- 6 Volunteer recognition and support
- 7 Health and community services
- 8 Sport and recreation
- 9 Aquatic centres
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- 41 Change, innovation and technology
- 42 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 = 32)

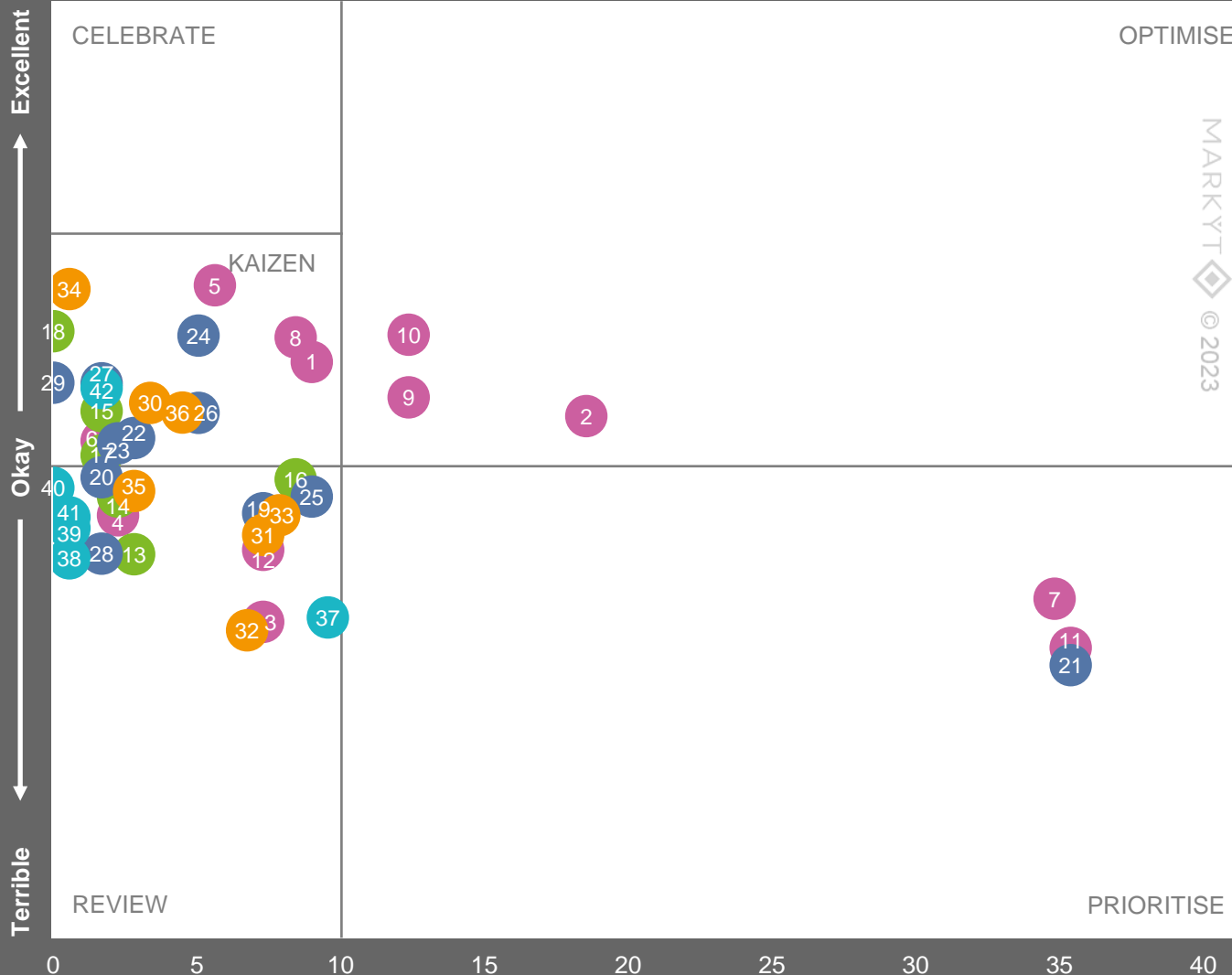
MARKYT Community Priorities

Base: Elected Members and employees

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Youth services and facilities
- 2 Family and children services
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Respect for First Nations peoples
- 6 Volunteer recognition and support
- 7 Health and community services
- 8 Sport and recreation
- 9 Aquatic centres
- 10 Festivals, events, art and culture
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- 39 Consultation
- 40 Communication
- 41 Change, innovation and technology
- 42 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 = 178)



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MARKYT 