

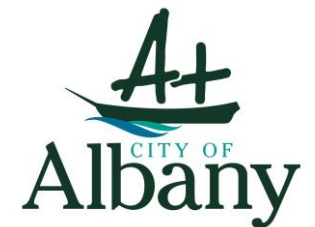


MARKYT 

Community Scorecard

2025

Prepared for



Prepared by



Contents

Strategic overview	3
Approach	5
Overall performance	10
MARKYT® industry comparisons	16
MARKYT® community trends	20
MARKYT® community priorities	23
Community aspirations for the main priorities	26
Performance ratings:	
Governance	33
Asset management	42
Compliance	55
Discretionary services	63
Advocacy and support for services delivered by the Australian Government, State Government, private industry and non-governmental organisations	73
Overview of community variances	84
Overview of geographical variances	88
Local business views	92
Other stakeholder views	95

Strategic overview

Vision



22

% agree

Up 3% points from 2023, now
5% points below Industry Average

Liveability

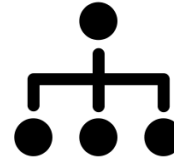


81

Performance Index Score

7 index points above
Industry Average and
up 1 point from 2023

Governance



54

Performance Index Score

3 index points above
Industry Average and
up 3 points from 2023

Finance



46

Performance Index Score

5 index points above
Industry Average and
up 5 points from 2023

Top performers

- Library facilities and services
- Sport and recreation facilities and services

Most improved

- Community engagement / consultation
- Communication
- Local roads and bridges

Stronger compared to other councils

- Place to visit, tourism and destination marketing
- Sport and recreation facilities and services
- Town halls and community buildings
- Education and libraries
- Marine facilities

Priorities



Housing



Health and community services



Footpaths, trails and cycleways



Economic development



Local roads and bridges

Approach

Purpose



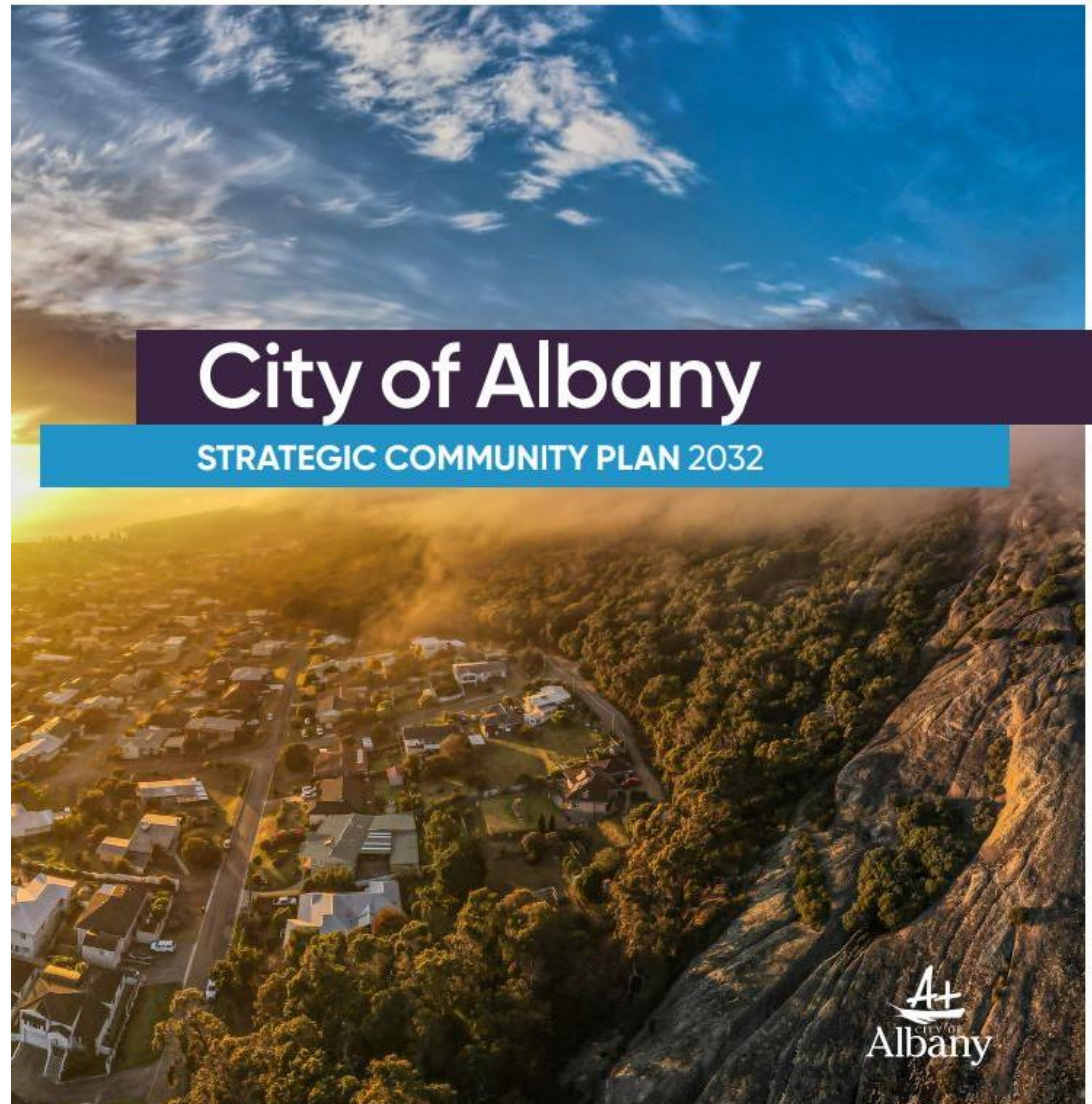
Department of Local Government, Sport and Cultural Industries

The Local Government Act requires local councils develop a **Strategic Community Plan**. IP&R guidelines suggest this plan has a major review every four years, and a minor review every two years.

MARKYT Community Scorecard

The City of Albany commissioned a MARKYT® Community Scorecard to:

- Support a Strategic Community Plan review
- Assess and benchmark community perceptions of service levels
- Determine community priorities and aspirations



The Study

City of Albany commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

Scorecard invitations were emailed to 8,000 randomly selected customers, and the City of Albany provided supporting promotions through its communication channels.

The scorecard was open from 10 to 28 March 2025 and completed by **2,524 community members** with various connections to the City.

Resident	Business owner or operator	Community organisation manager or committee member	Out of area ratepayer or visitor	Elected Member, Shire employee or direct affiliate
2,253	386	597	89	182

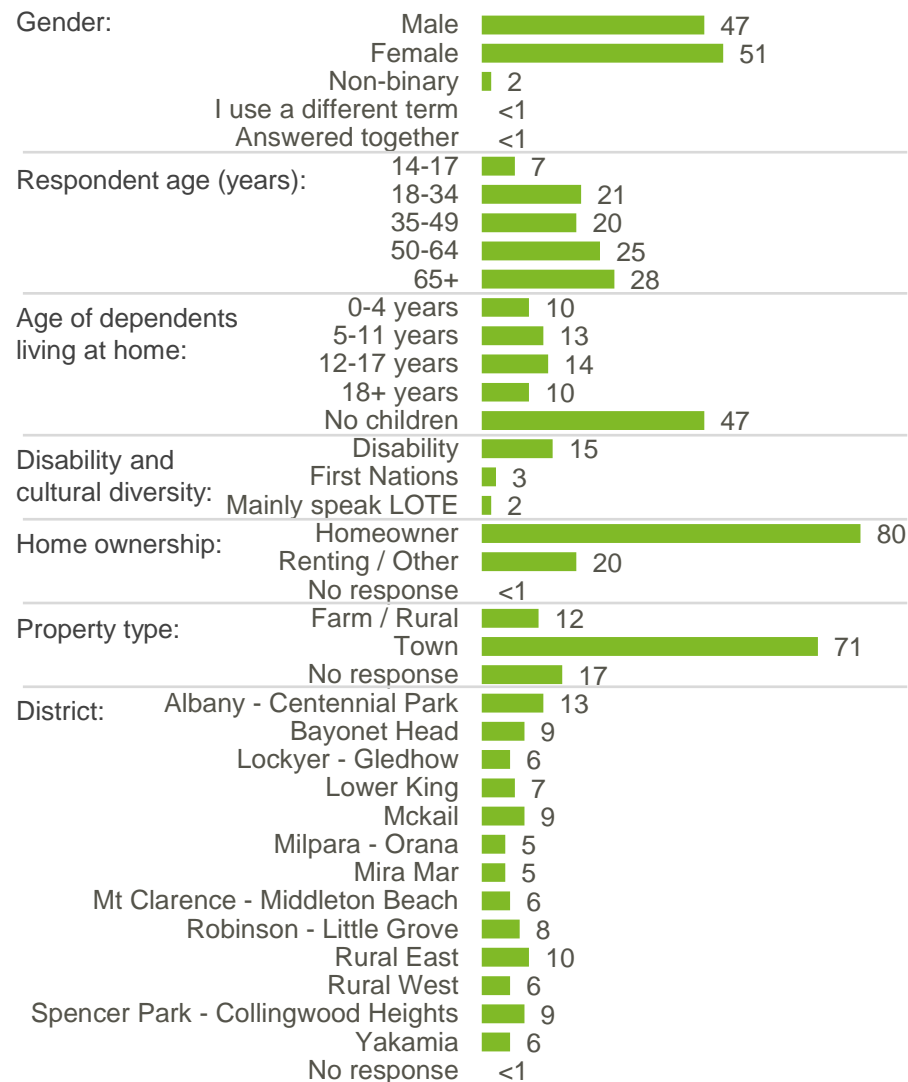
Overall, 1,536 residents had been randomly selected and 717 respondents heard about the study from supporting promotions and referrals from community organisations, family and friends. The latter group is called the “self-selected sample”.

As responses were similar between the random and self-selected samples, results were combined. The combined resident sample was weighted by age and gender to match the ABS Census population profile.

The main body of the report presents results from residents, results from other community groups are reported at the end of this report.

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

% of respondents (weighted)



LOTE: Language other than English

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

Perth Region

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

Wheatbelt Region

Chittering
Dandaragan
Gingin
Merredin
Narrogin
Northam
Pingelly
Toodyay
York

Southwest Region

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

Great Southern Region

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

Peel Region

Boddington
Mandurah
Murray
Serpentine-Jarrahdale



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

How to read MARKYT® performance dashboards

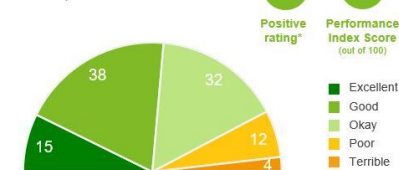
Performance Ratings

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

Positive rating

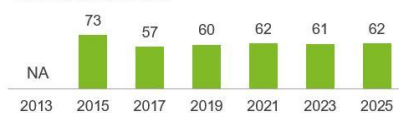
Is the percentage of respondents who provided a rating of okay, good or excellent.

Performance ratings
% of respondents



Trend Analysis

Performance Index Score



MARKYT® Industry Standards

Performance Index Score



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

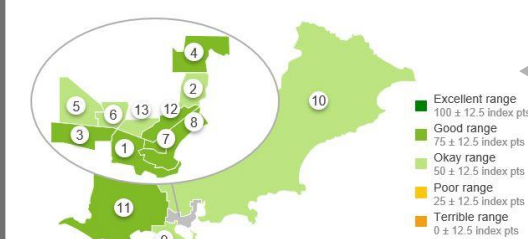
Score

100
75
50
25
0

Average Rating

Excellent
Good
Okay
Poor
Terrible

Geographical and community variances
Performance Index Score



Geographical variances

Maps variances across the region by location.

Trend analysis shows how performance varies over time.

MARKYT® Industry Standards
Show Council performance compared to other councils.

Council Score is the Council's performance index score.
Industry High is the highest score achieved by participating councils.
Industry Average is the average score among participating.

Location	Score	Gender	Age	Age of children	Home ownership	Property type
1. Albany-Centennial Park	63	Male	60	0-4 years	62	
2. Bayonet Head	59	Female	64	5-11 years	61	
3. Lockyer-Gledhow	64	Other	69	12-17 years	62	
4. Lower King	63			18+ years	60	
5. Mckail	59			No children	63	
6. Milpara-Orana	60	Age	14-17 years	69		
7. Mira Mar	64		18-34 years	63		
8. Mt Clarence-Middleton B.	64		35-49 years	61		
9. Robinson-Little Grove	62		50-64 years	61		
10. Rural East	62		65+ years	62		
11. Rural West	67	Disability & culture				
12. Spencer P.-Collingwood H.	63	Disability	67			
13. Yakamia	61	First Nations	64			
		LOTE	69			

Community variances

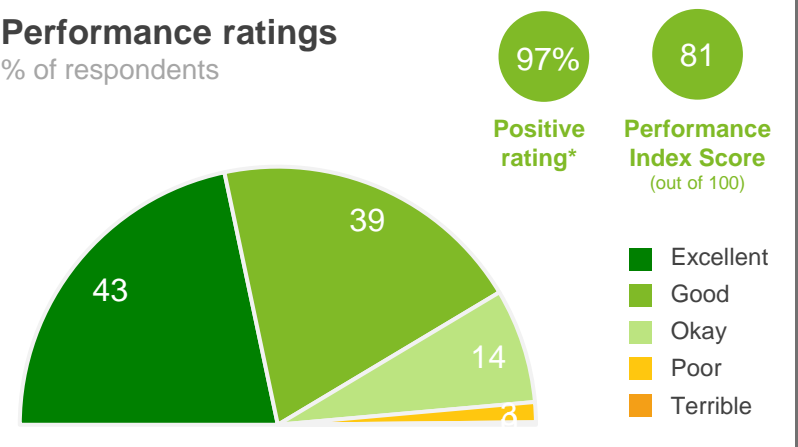
Shows how performance ratings vary across the community by key demographics.

Overall Performance

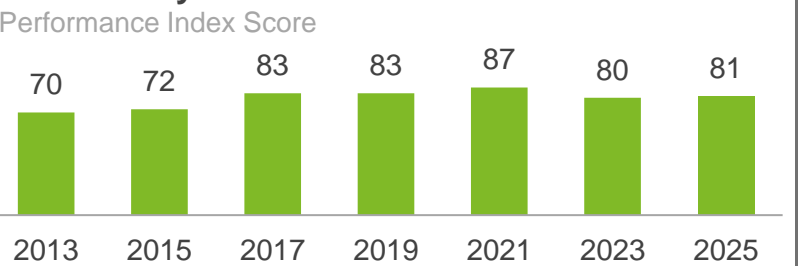
City of Albany region as a place to live

Performance ratings

% of respondents

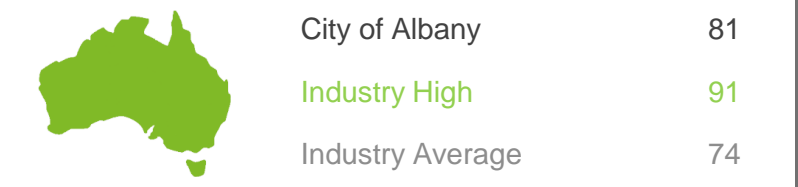


Trend Analysis



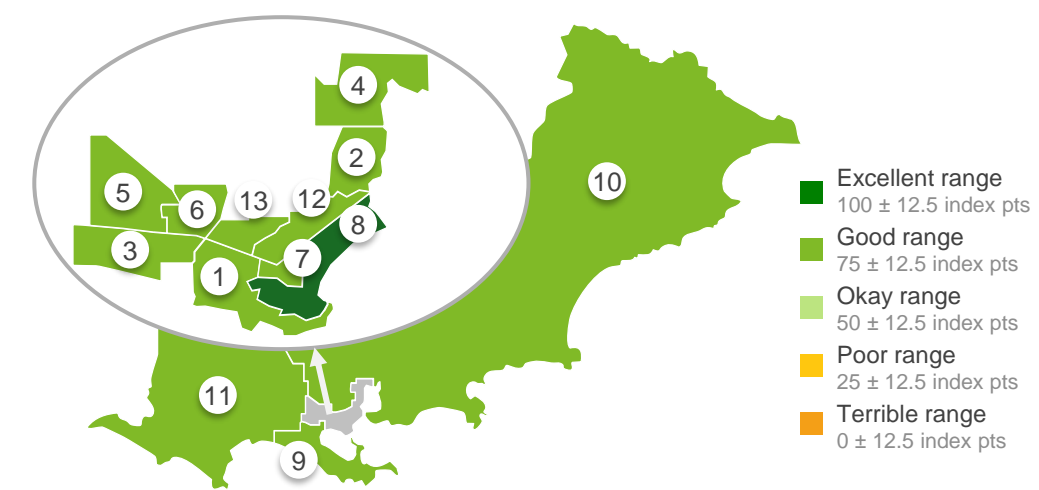
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	83	Male	81	0-4 years	74
2.	Bayonet Head	80	Female	81	5-11 years	77
3.	Lockyer-Gledhow	72	Other	74	12-17 years	80
4.	Lower King	80	Age		18+ years	80
5.	Mckail	76			No children	83
6.	Milpara-Orana	79		14-17 years	74	
7.	Mira Mar	84		18-34 years	74	
8.	Mt Clarence-Middleton B.	89		35-49 years	79	
9.	Robinson-Little Grove	83	50-64 years	83	Homeowner	83
10.	Rural East	81	65+ years	87	Renting / other	74
11.	Rural West	81	Disability & culture		Property type	
12.	Spencer P.-Collingwood H.	81	Disability	76	Town	81
13.	Yakamia	79	First Nations	70	Farm / Rural	81
			LOTE	82		

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

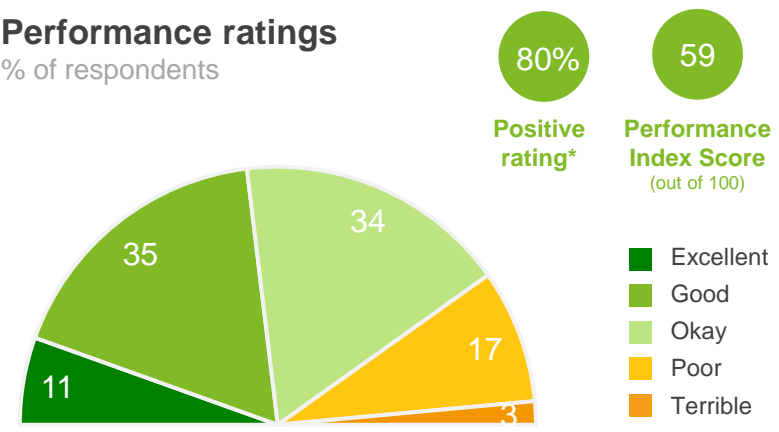
Base: All respondents, excludes 'unsure' and 'no response' (n = 2246).

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

City of Albany region as a place to own or operate a business

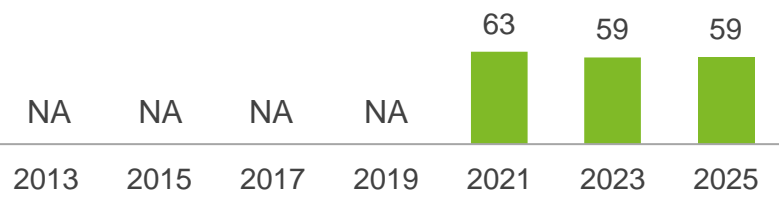
Performance ratings

% of respondents



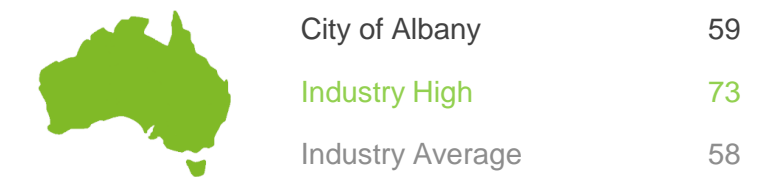
Trend Analysis

Performance Index Score



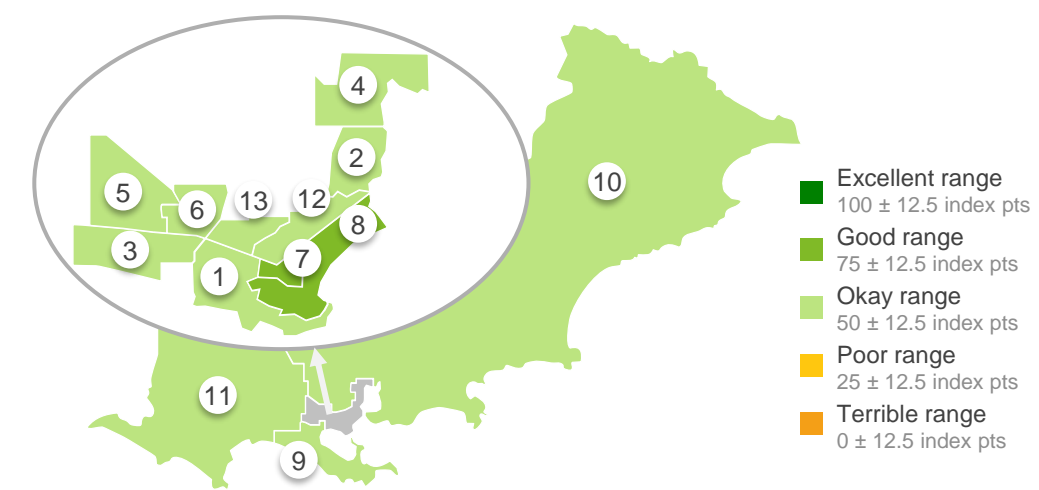
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



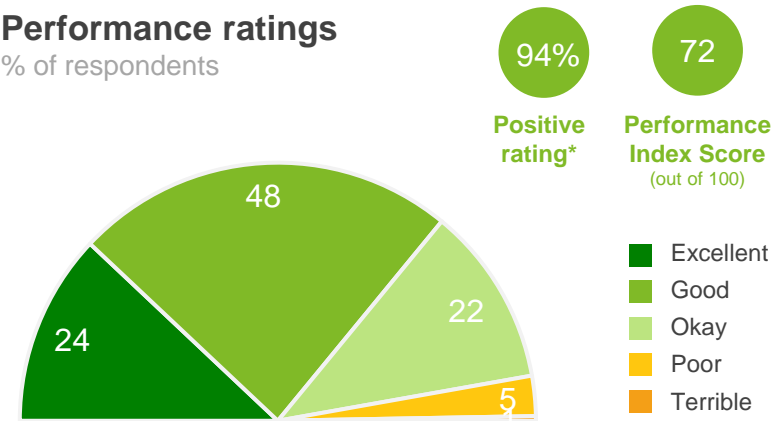
Location		Gender		Age of children	
1.	Albany-Centennial Park	Male	59	0-4 years	56
2.	Bayonet Head	Female	59	5-11 years	55
3.	Lockyer-Gledhow	Other	55	12-17 years	57
4.	Lower King			18+ years	56
5.	Mckail			No children	60
6.	Milpara-Orana	14-17 years	58	Home ownership	
7.	Mira Mar	18-34 years	56		
8.	Mt Clarence-Middleton B.	35-49 years	56		
9.	Robinson-Little Grove	50-64 years	60		
10.	Rural East	65+ years	62	Homeowner	59
11.	Rural West			Renting / other	57
12.	Spencer P.-Collingwood H.			Property type	
13.	Yakamia				
		Disability & culture			
		Disability	51		
		First Nations	42		
		LOTE	57		

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1504).
 * Positive Rating = excellent, good + okay # small base size (<20 respondents)

City of Albany region as a place to work

Performance ratings

% of respondents



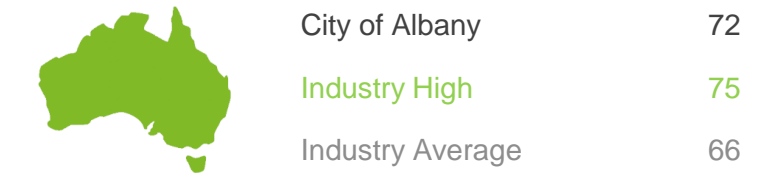
Trend Analysis

Performance Index Score



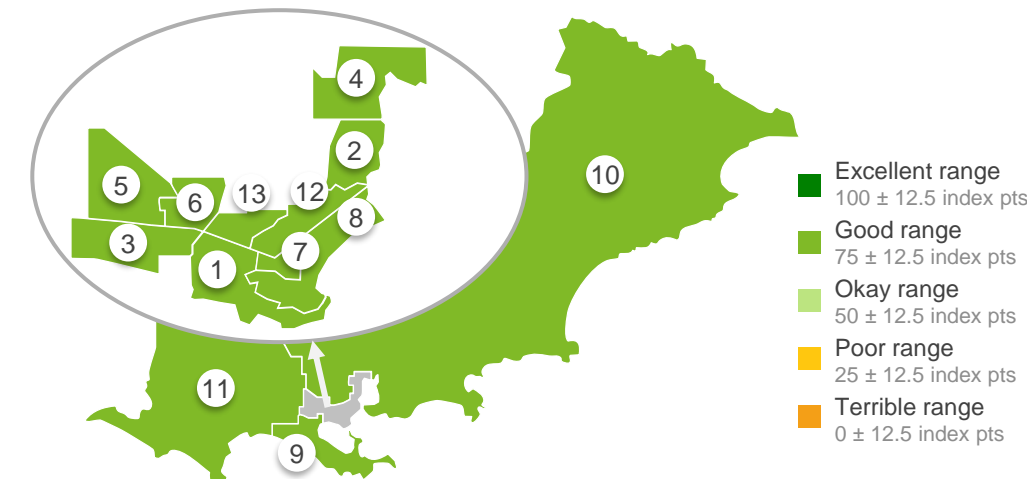
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	76
2.	Bayonet Head	74
3.	Lockyer-Gledhow	67
4.	Lower King	70
5.	Mckail	69
6.	Milpara-Orana	69
7.	Mira Mar	78
8.	Mt Clarence-Middleton B.	79
9.	Robinson-Little Grove	73
10.	Rural East	74
11.	Rural West	71
12.	Spencer P.-Collingwood H.	70
13.	Yakamia	72

Gender

Male	71
Female	74
Other	60

Age

14-17 years	67
18-34 years	68
35-49 years	72
50-64 years	75
65+ years	76

Disability & culture

Disability	67
First Nations	61
LOTE	73

Age of children

0-4 years	70
5-11 years	69
12-17 years	73
18+ years	73
No children	73

Home ownership

Homeowner	74
Renting / other	68

Property type

Town	73
Farm / Rural	70

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

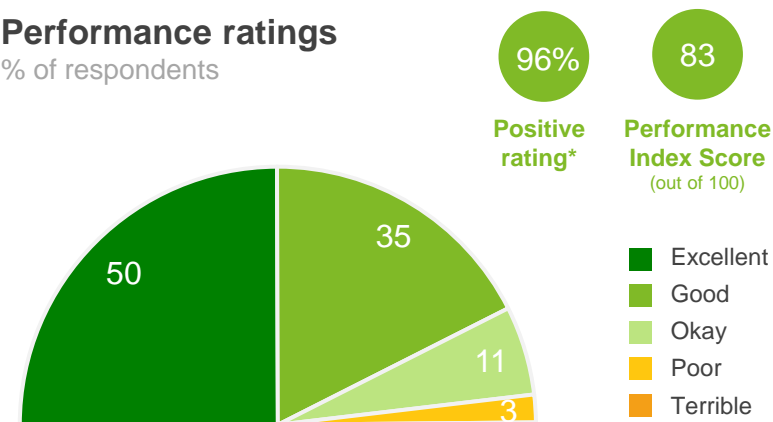
Base: All respondents, excludes 'unsure' and 'no response' (n = 1968).

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

City of Albany region as a place to visit

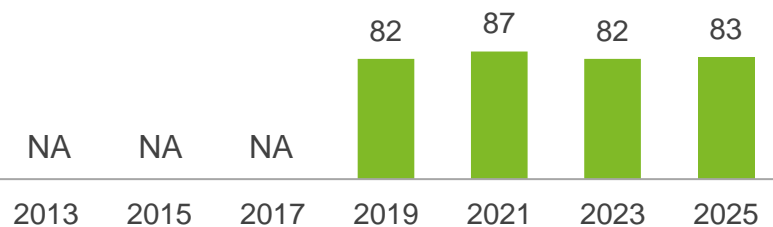
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



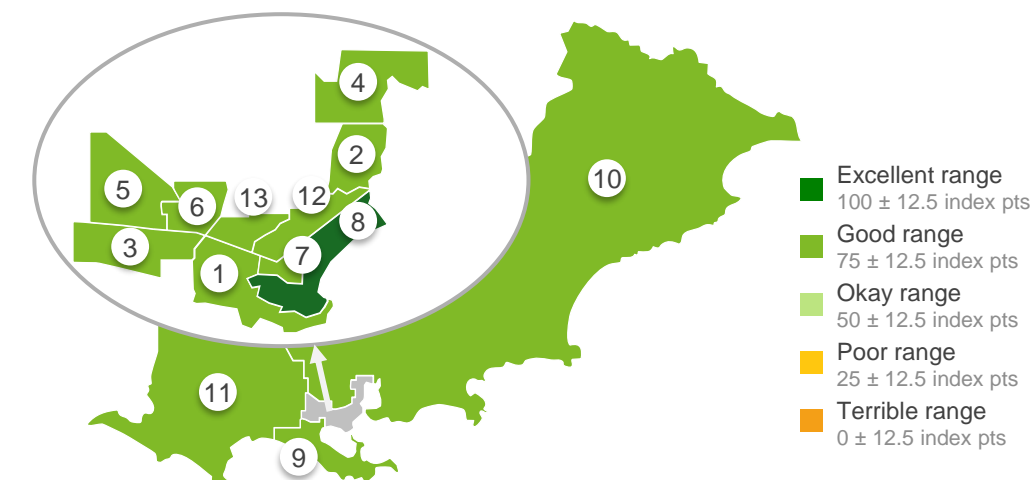
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	84
2.	Bayonet Head	84
3.	Lockyer-Gledhow	79
4.	Lower King	81
5.	Mckail	80
6.	Milpara-Orana	79
7.	Mira Mar	87
8.	Mt Clarence-Middleton B.	89
9.	Robinson-Little Grove	84
10.	Rural East	83
11.	Rural West	81
12.	Spencer P.-Collingwood H.	84
13.	Yakamia	81

Gender

Male	82
Female	84
Other	77

Age

14-17 years	78
18-34 years	75
35-49 years	82
50-64 years	85
65+ years	88

Age of children

0-4 years	77
5-11 years	82
12-17 years	83
18+ years	80
No children	85

Home ownership

Homeowner	84
Renting / other	78

Disability & culture

Disability	79
First Nations	74
LOTE	85

Property type

Town	83
Farm / Rural	83

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

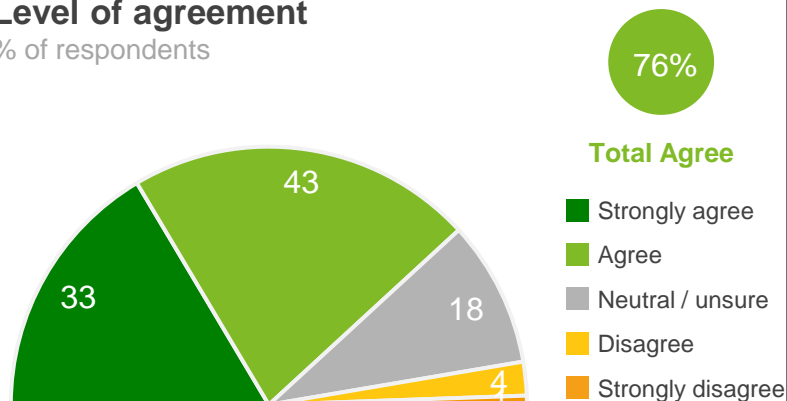
Base: All respondents, excludes 'unsure' and 'no response' (n = 2164).

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

Level of agreement that Albany is amazing

Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

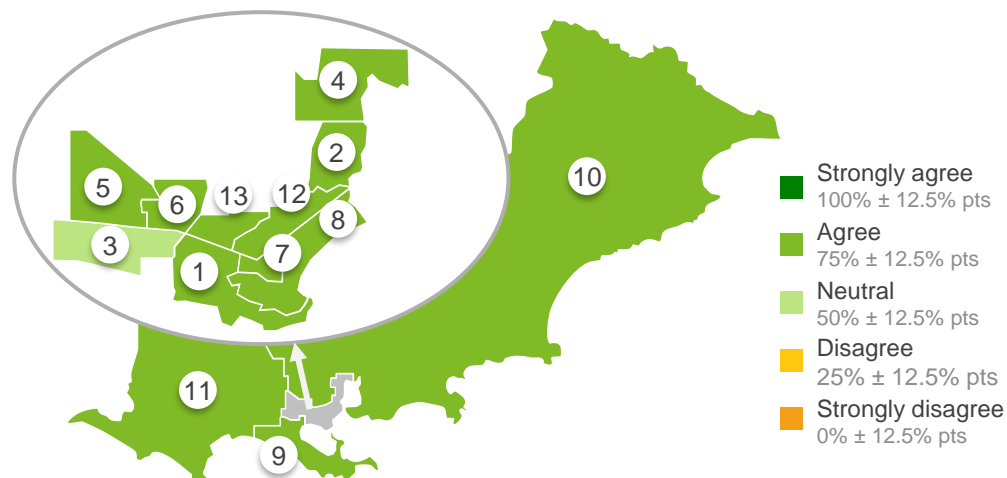
% agree



City of Albany	76
Industry High	NA
Industry Average	NA

Geographical and community variances

% agree



Location

1.	Albany-Centennial Park	71
2.	Bayonet Head	79
3.	Lockyer-Gledhow	62
4.	Lower King	73
5.	Mckail	77
6.	Milpara-Orana	76
7.	Mira Mar	87
8.	Mt Clarence-Middleton B.	86
9.	Robinson-Little Grove	78
10.	Rural East	79
11.	Rural West	66
12.	Spencer P.-Collingwood H.	78
13.	Yakamia	81

Gender

Male	73
Female	79
Other	70

Age

14-17 years	56
18-34 years	68
35-49 years	79
50-64 years	82
65+ years	80

Age of children

0-4 years	79
5-11 years	77
12-17 years	76
18+ years	80
No children	77

Home ownership

Homeowner	79
Renting / other	64

Disability & culture

Disability	71
First Nations	63
LOTE	80

Property type

Town	78
Farm / Rural	73

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

Base: All respondents, excludes 'no response' (n = 2126). # small base size (<20 respondents)

MARKYT  industry comparisons

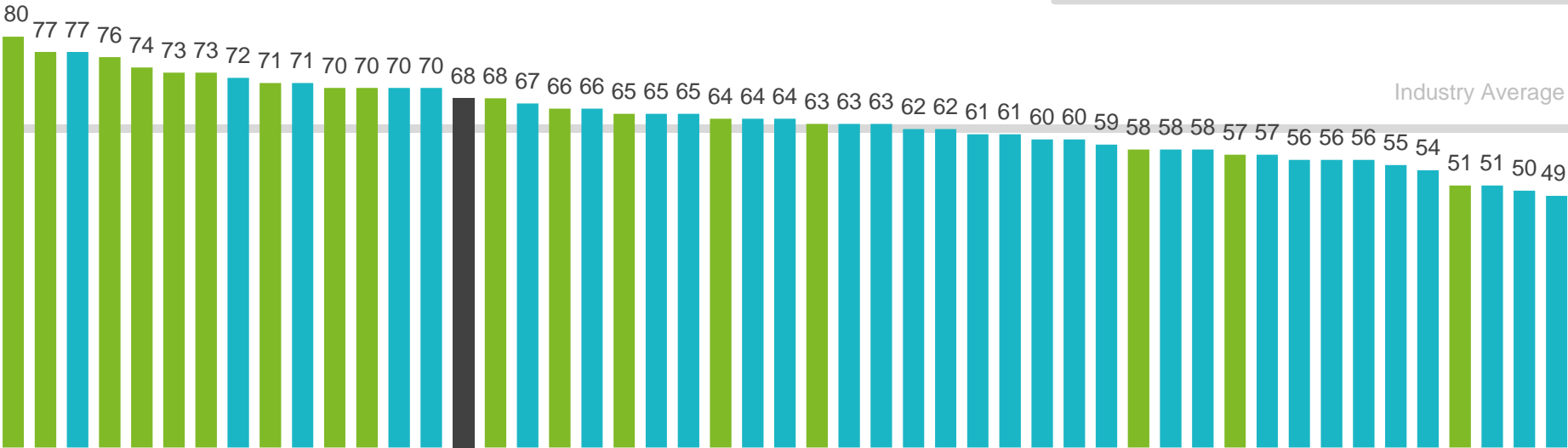
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Albany as a 'place to live' and as a 'governing organisation'. The City of Albany's overall performance index score is 68 out of 100, 5 index points above the industry average.

Overall Performance Index Score

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

- City of Albany
- Metropolitan Councils
- Regional Councils




MARKYT



Industry Standards

Performance Index Score



City of Albany

68

Industry High

80

Industry Average

63

How to read the MARKYT Benchmark Matrix

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

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

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

Services are grouped in five areas:

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

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

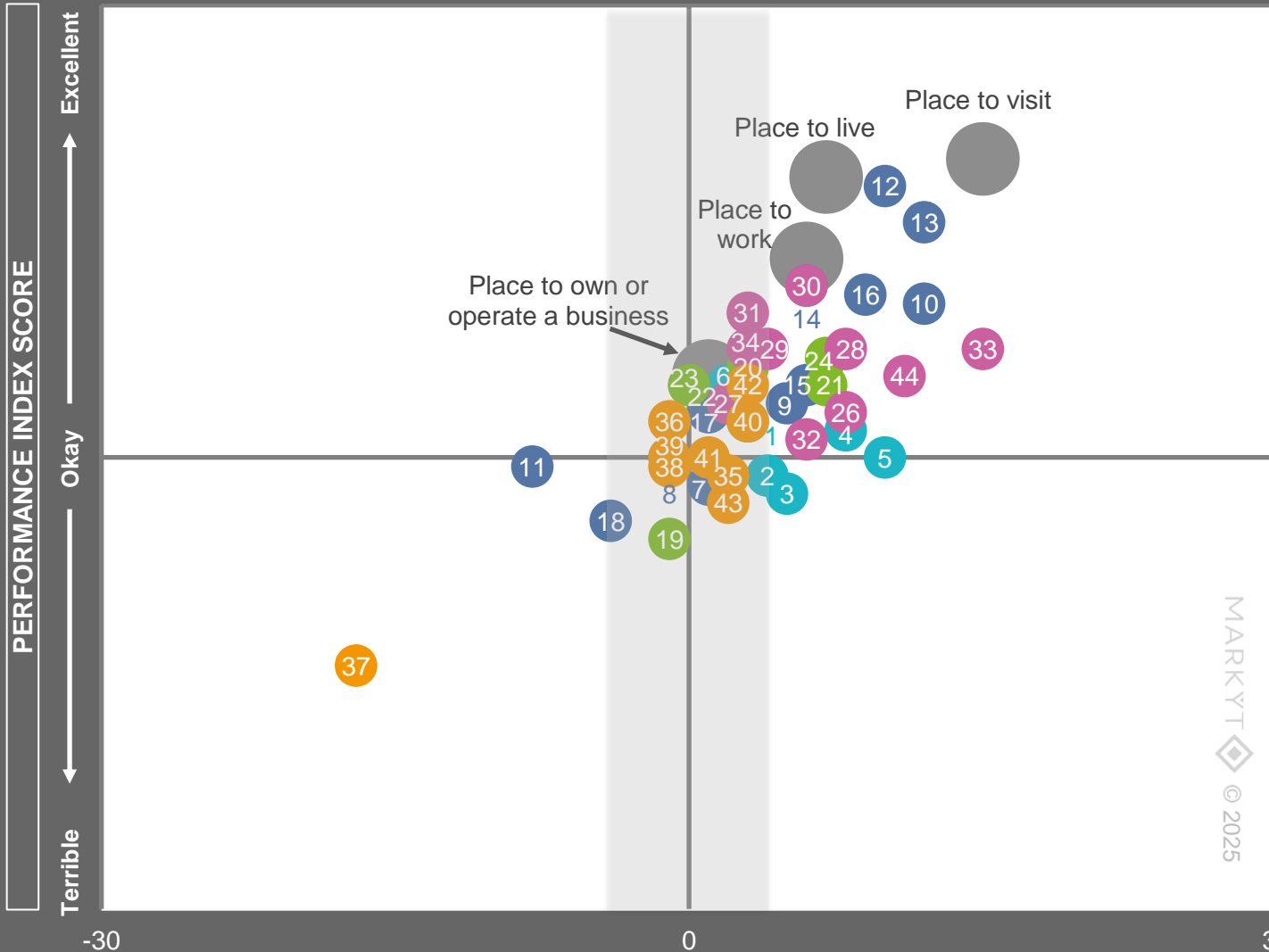


MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Governance
- 2 Council's leadership
- 3 Financial management
- 4 Communication
- 5 Community engagement on local issues
- 6 Customer service
- 7 Local roads and bridges
- 8 Footpaths, trails and cycleways
- 9 Lighting of streets and public places
- 10 Town halls and community buildings
- 11 Public toilets
- 12 Library facilities and services
- 13 Sport and recreation
- 14 Parks, playgrounds and reserves
- 15 Streetscapes, trees and verges
- 16 Marine facilities
- 17 Albany Regional Airport
- 18 Stormwater management and drainage
- 19 Planning services / approvals
- 20 Heritage services
- 21 Universal access and inclusion
- 22 Ranger services
- 23 Waste management
- 24 Environmental health services
- 25 Fire management
- 26 Youth services and facilities
- 27 Family and children's services and facilities
- 28 Seniors' services and facilities
- 29 Reconciliation action
- 30 Art, culture and creative activities
- 31 Festivals, markets and events
- 32 City centre development and activation
- 33 Tourism and destination marketing
- 34 Volunteer support services
- 35 Safety and crime prevention
- 36 Health and community services
- 37 Housing
- 38 Aged care and accommodation
- 39 Main roads
- 40 Environmental management
- 41 Climate action / sustainable practices
- 42 Emergency management
- 43 Economic development and job creation
- 44 Education and life-long learning

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

MARKYT  community trends

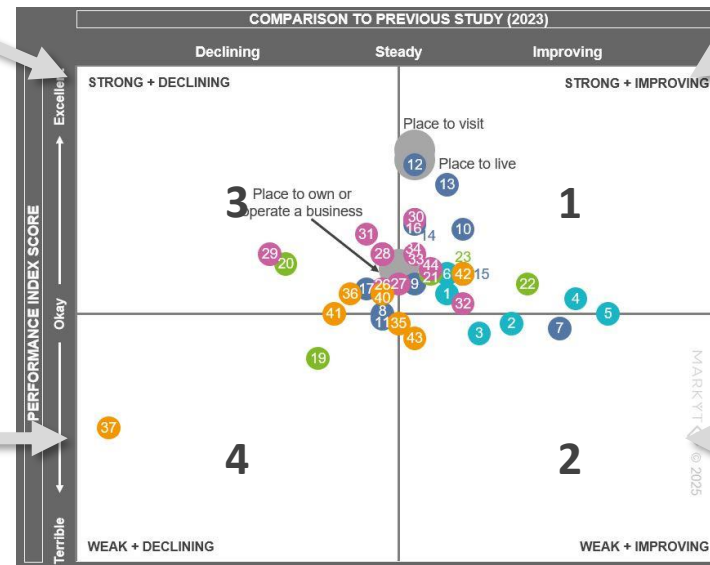
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

Window 3 shows higher performing services in decline, including:

- Reconciliation action
- Heritage services
- Health and community services

Window 4 shows lower performing areas in decline, including:

- Housing
- Planning services and approvals
- Climate action



Window 1 shows higher performing areas that have improved, including:

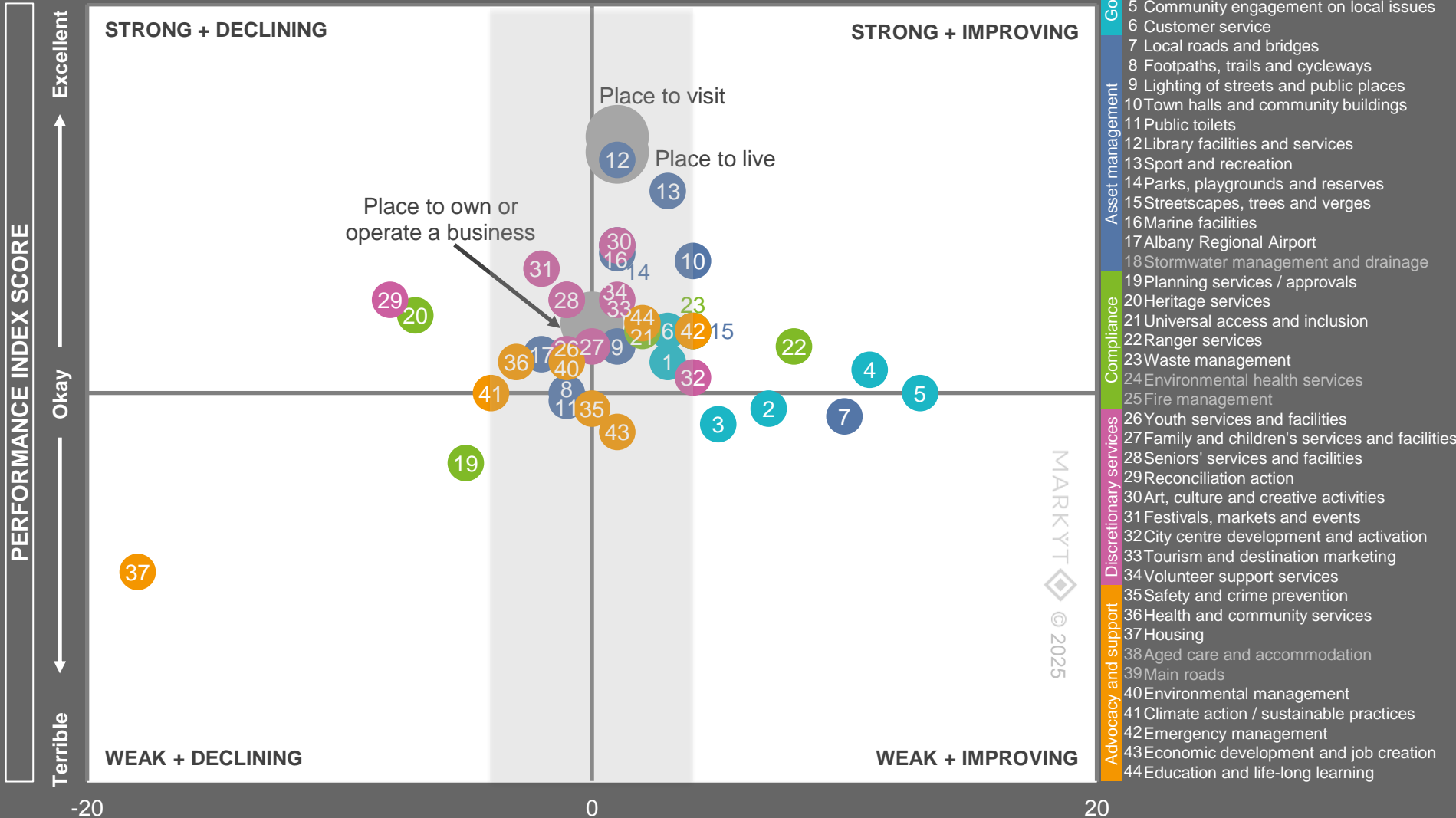
- Community engagement and consultation
- Communication
- Ranger services

Window 2 shows lower performing areas that are improving, including:

- Local roads and bridges
- Council's leadership
- Financial management

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2023)



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

MARKYT  community priorities

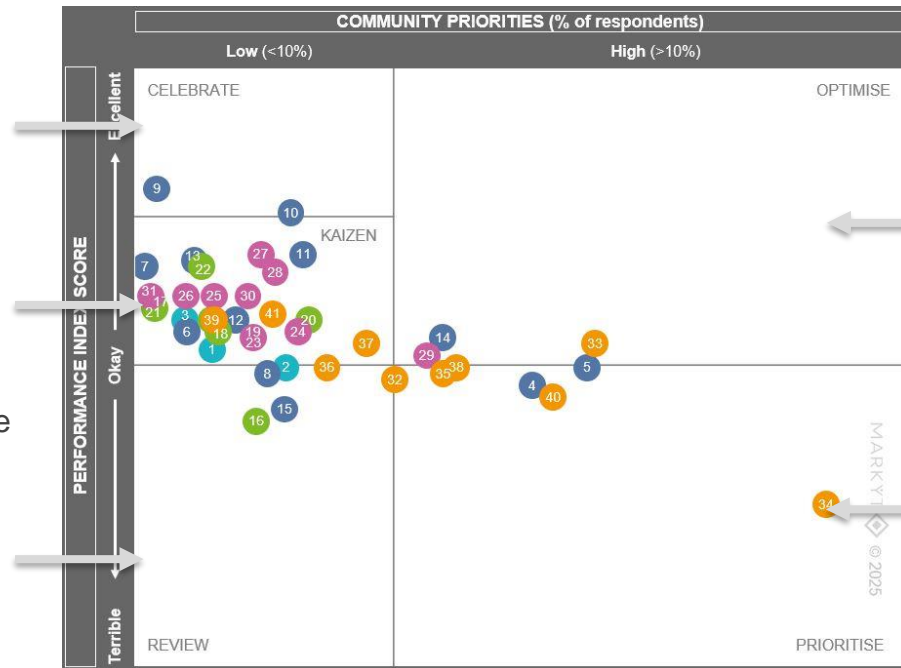
How to read the MARKYT Community Priorities

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

CELEBRATE the City'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.



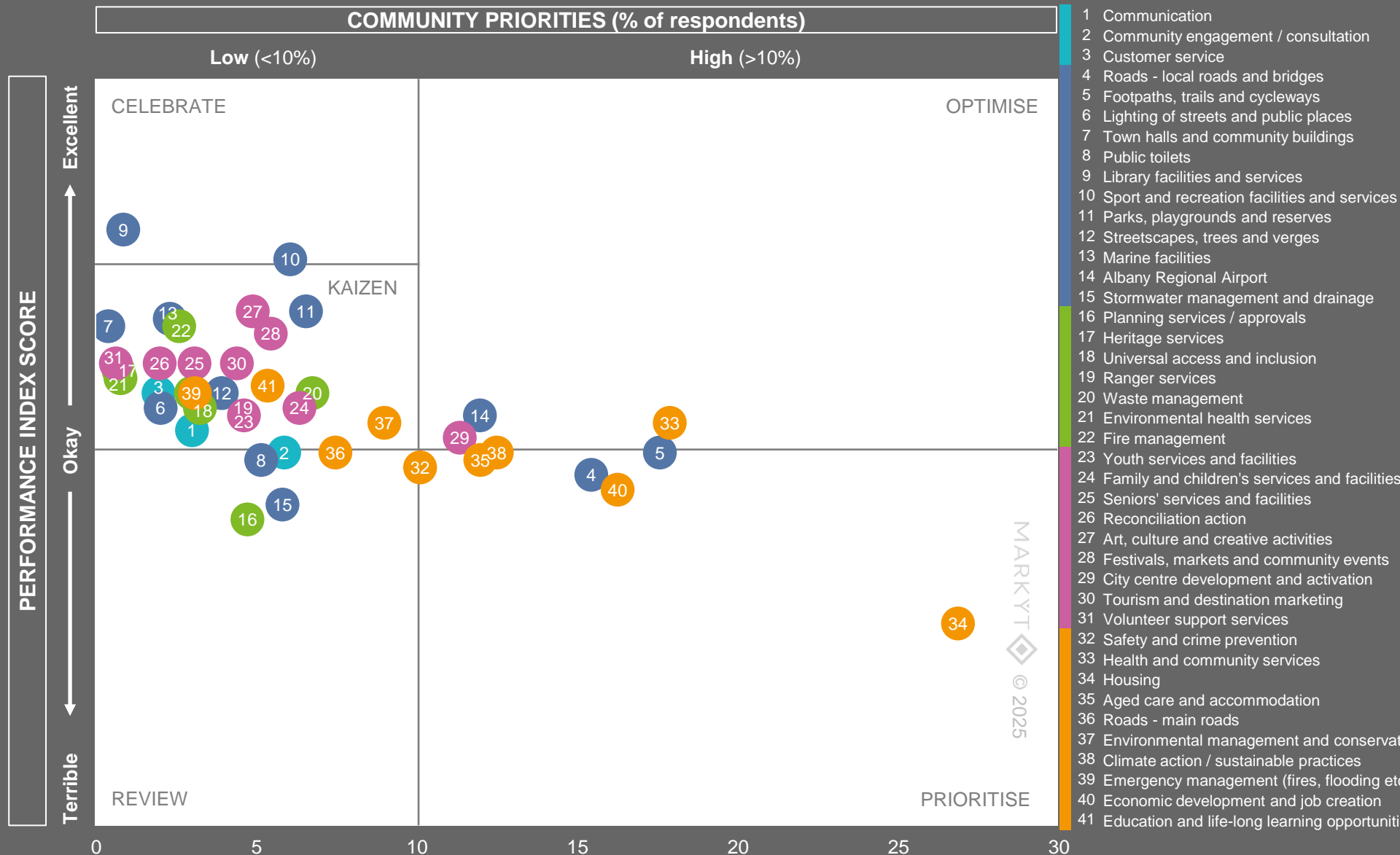
OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

PRIORITYISE lower performing services where the community would like the Shire to focus its attention.

Services are grouped in five areas:

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

MARKYT Community Priorities



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

Q. Over the next 10 years, which areas would you mostly like the City of Albany to focus on improving? Base: All respondents, excludes no response (n = 1968)

Community aspirations
for the main priorities

Community driven actions

- Lobby both state and federal government to support the provision of affordable housing
- Increase housing supply, including houses, tiny homes, apartments and units to support both medium and high-density housing
- Support downsizing options for elderly residents
- Unlock housing capacity by repurposing existing buildings and land releases
- Simplify planning and approvals process and change zoning rules to allow for subdivision
- Regulate short-stay holiday accommodation to increase long-term rental availability.
- Increase social housing
- Provide more crisis accommodation for at-risk individuals, such as those experiencing homelessness or domestic violence

Community Voices

"We have a housing crisis, there are a lot of people that can't afford to buy a home and there are not enough rentals for those living here, it's a huge problem."

"Turn around vacated premises quicker, cap rents and build more apartments."

"Build a host of 2-bedroom units for seniors wanting to downsize that don't cost \$500,000 or more to purchase. Look at allowing more tiny house situations to develop."

"Low rise apartment buildings should also be encouraged (large 2–3-bedroom apartments as you would find in Europe)."

"More land available & streamlined building approvals."

"Higher density zoning within 5km of city centre. Infill don't sprawl."

"Increase speed of building approval by cutting back on the paperwork and double handling. Too slow! Faster supply of land."

"Encourage older residents to downsize by supporting the building of smaller, sustainable homes close to amenities and public transport."

"1. Assist Developers to make more residential lots available. 2. Encourage higher density housing. 3. Lobby State Government to make more Crown Land available for residential development."

"Require short-term rental hosts to pay a levy, with funds reinvested in affordable housing projects..."

"Community housing initiatives."

"Build a crisis care facility for homeless and at-risk people."

Community driven actions

- Lobby to increase hospital capacity and improve hospital infrastructure
 - Expand the existing hospital or build a private hospital
 - Upgrade emergency department to cope with larger patient volume
 - Increase available parking
- Incentivise doctors, nurses and specialists to relocate to the City of Albany to increase the number of available primary and specialist health services
- Advocate for increased mental health support services, including therapy programs and rehabilitation centres
- Advocate for an increase in aged care facilities and disability support services, which would also free up hospital beds
- Develop and implement preventative health and community wellbeing programs such as education initiatives and exercise programs
- Install a hydrotherapy pool

Community Voices

"Bigger hospital. Option B - have a private hospital."

"Albany Hospital has a shortage of skilled staff. Offer incentives for people to move to Albany."

"To work together in advocating for improved access to bulk-billing GPs, expand mental health services, and support more community health programs. Investing in aged care and disability support services would also make a big difference."

"Not enough aged care beds, hospital beds, long wait times to see a GP or specialist putting a strain on the health system."

"Protect funding to the healthcare sector, Continue to incentivise relocation for healthcare practitioners."

"Facilitate attraction of specialist services (eg: neurology) in Albany along with associated equipment infrastructure, to reduce the need for patients to travel to Perth for treatment."

"A concerted effort to reduce the waiting lists of people needing to see specialists or have operations..."

"Hydrotherapy pool. Hospital expansion and parking. Local specialists."

"More bulk billing."

"Wait lists for help are way too long. Mental health NEEDS more funding and support."

"Invest in a rehabilitation facility."

"More community services such as exercise classes for seniors in particular."

"Expand and promote ALAC healthy living programs."

Community driven actions

- Build more footpaths in residential areas, particularly in areas where none exist
- Develop a connected network of footpaths and cycleways linking homes, tourist spots, town and foreshore areas, reducing abrupt path endings and encouraging alternatives to car travel
 - A cycleway along Mercer Road was commonly suggested
- Improve safety and accessibility:
 - Add road crossings and widen narrow paths
 - Regular maintenance (i.e., sweeping and resurfacing)
- Provide a map of cycleways and implement better signage for routes and trails
- Provide more walking trails and maintain existing trails
- Create more mountain bike trails, implementing measures to keep walkers and cyclists separate

Community Voices

"Create more footpaths through residential areas, eg. through Little Grove and along Princess Royal Drive."

"More footpaths are needed for safety of pedestrians."

"More cycle paths and walkways or continuity between existing infrastructure so that they all link. Rumble strips on cycle path on major roads so that inattentive drivers are warned when they drift into them. More street sweeping of cycle and walking pathways."

"Their needs to be a big upgrade of cycling network to allow people to ride to work, visit friends and family on a safe cycling network. Mercer road is a critical missing link in this!!"

"Install off road cycleways on key City routes - eg Lower King Road to Oyster Harbour; Port to Frenchman Bay; Port to Elleker..."

"Cycle lane on Mercer Rd, which hasn't got a decent shoulder. Other cycle lanes are very rough which is difficult for controlling a bike. Continuation of cycle way from town towards Little Grove. Many footpaths are uneven with uneven paving or surface breaking up."

"Footpaths are in an appalling state in some areas."

"After moving to Albany from Perth, my wife has struggled with the lack of footpaths, making it difficult to take our newborn for daily walks in a pram as she used to..."

"A map of Albany cycleways."

"More trails to encourage tourism."

"Creating MTB trails to best practice standards and in turn a trails hub worthy of tourism/ visitation, work and financial development."

Community driven actions

- Streamline the development approvals process
- Support local and small businesses such as through rate and rent concessions, reducing red tape and incentives to revitalize commercial areas
- Diversify and attract new industries, such as manufacturers and large businesses, or expanding into new sectors such as renewable energy
- Build a vibrant and sustainable tourism sector, which could support the provision of local jobs and opportunities
- Invest in education, training and career support programs to prevent young people from leaving the area after school or to support older workers in finding employment

Community Voices

“Streamline the building development process. Make it easy ... and quick. And please make some written guidelines for the council so every council person gives the same advice. Encourage large and small business start ups - employers who pay well...”

“Get some dead shops full again reduce shop rates & they might want to stay in business.”

“Cut the red tape. Limit big corporations pushing out small businesses.”

“Encourage and actively seek out businesses, manufacturers etc to come to Albany by offering incentives. This might be offering suitable council held land at a lower price.”

“Expanding the renewable energy sector could create jobs in wind, solar, and battery storage...”

“There needs to be a far wider scope of career pathways. We need more manufacturing, more scientific research, education, more Hi-tech industries, Recycling, Marine industries.”

“Albany’s natural beauty, history, and Noongar culture make it a unique destination. Eco-tourism initiatives like guided nature experiences, Indigenous cultural tourism, and wildlife conservation programs could create jobs while protecting the environment.”

“Create the TAFE courses to be minimal cost again, so more trades can entice workers to stay in the district.”

“Jobs for older people. Assistance with training to get a job and support to return to/be in the workforce.”

Community driven actions

- Fix potholes and damaged road surfaces, including regular, high-quality maintenance and re-surfacing
- Improve gravel roads through regular grading, sealing and resheeting
- Improve roadwork planning by limiting concurrent roadworks in multiple locations and avoiding busy periods
- Widen roads and upgrade major thoroughfares and intersections to accommodate for the current traffic volume
- Upgrade kerbing to improve drainage

Community Voices

"Most local roads are covered in potholes and are being poorly patched up. More resurfacing and drainage works need to be executed."

"Local roads are generally in poor condition with potholes, bumps and water damage."

"Fix the roads so they aren't death pits."

Rural gravel roads need resheeting and sealing

"Fix our roads so they are built to last, not bandaid fixing which then has to be re done in 12mths."

"Develop strategic plans to address the ongoing traffic congestion issues associated with the rise in Albany's growing population."

"To prioritise fixing potholes, improving road maintenance, and upgrading key intersections for better traffic flow. More street lighting and safer pedestrian crossings would also help."

"Please complete one project on roads before starting several others. We end up with part finished work and loads of inconvenience."

"Better communication on road closures."

"Fix potholes ,widen and fix dangerous intersections also erratic speed limits need addressing."

"The 2 main roundabouts to be modified. Motorists crossing centre line in roundabout due poor discipline. Installation of traffic lights are safer and better."

"Having more than two roads from Bayonet Head that lead to the CBD."

"Put kerbing on roads to assist with drainage."

To see all community comments from the MARKYT® Community Scorecard, please see the City of Albany's MARKYT® VoiceBank.

The MARKYT® VoiceBank contains over 182,700 words with ideas and suggestions from community members, grouped into more than 40 service areas.

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



Question: **Over the next 10 years, which areas would you most like the City of Albany to focus on improving?**

Source: MARKYT® Community Scorecard | 2025

All responses are presented verbatim. Identifying information, and offensive or defamatory language, has been removed. Views expressed are solely those of respondents.

Prepared by:
CATALYSE® Pty Ltd

On behalf of:
City of Albany

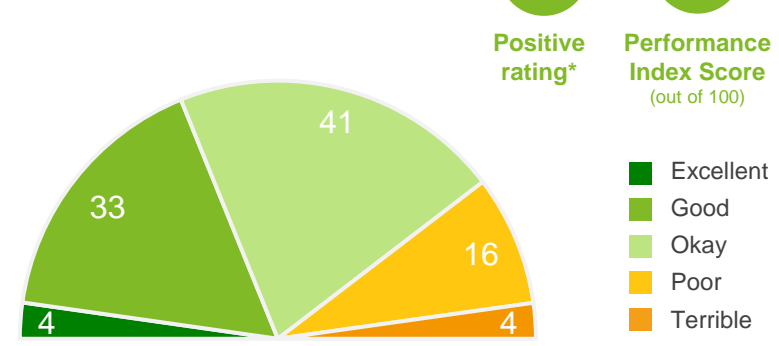
April 2025

Governance

Overall, as the governing organisation

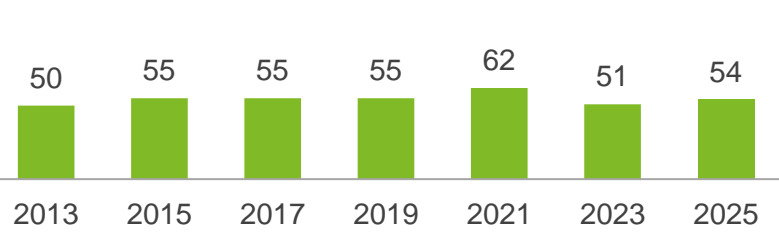
Performance ratings

% of respondents



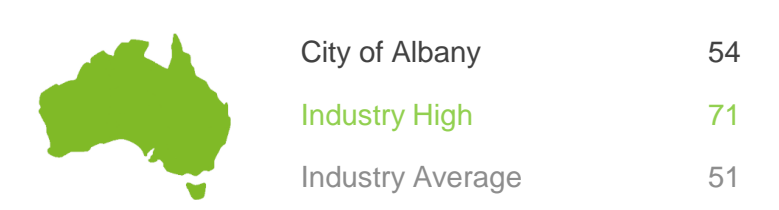
Trend Analysis

Performance Index Score



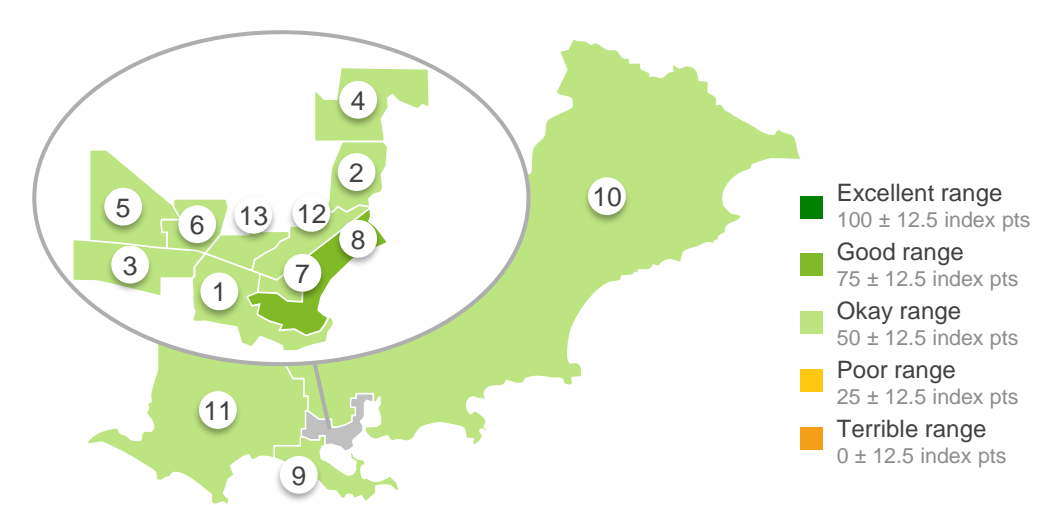
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location		Gender		Age of children	
1.	Albany-Centennial Park	Male	53	0-4 years	51
2.	Bayonet Head	Female	56	5-11 years	50
3.	Lockyer-Gledhow	Other	53	12-17 years	52
4.	Lower King			18+ years	51
5.	Mckail			No children	56
6.	Milpara-Orana	Age		Home ownership	
7.	Mira Mar	14-17 years	49	Homeowner	55
8.	Mt Clarence-Middleton B.	18-34 years	49	Renting / other	52
9.	Robinson-Little Grove	35-49 years	53		
10.	Rural East	50-64 years	54		
11.	Rural West	65+ years	61		
12.	Spencer P.-Collingwood H.	Disability & culture		Property type	
13.	Yakamia	Disability	51	Town	55
		First Nations	45	Farm / Rural	50
		LOTE	57		

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 2028).

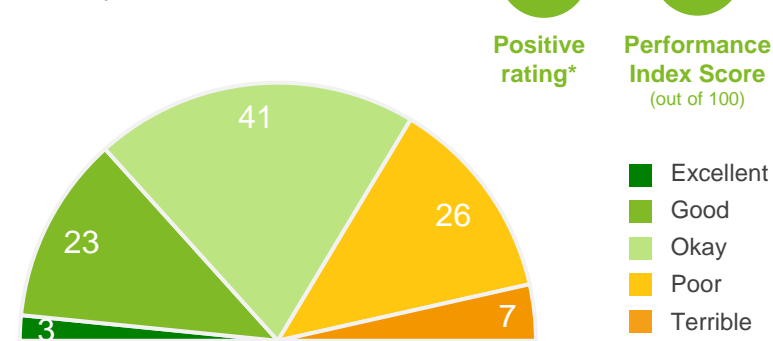
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Council's leadership

strategic planning, decision making, advocacy and lobbying

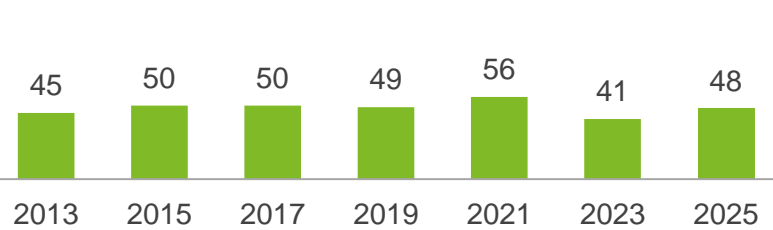
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



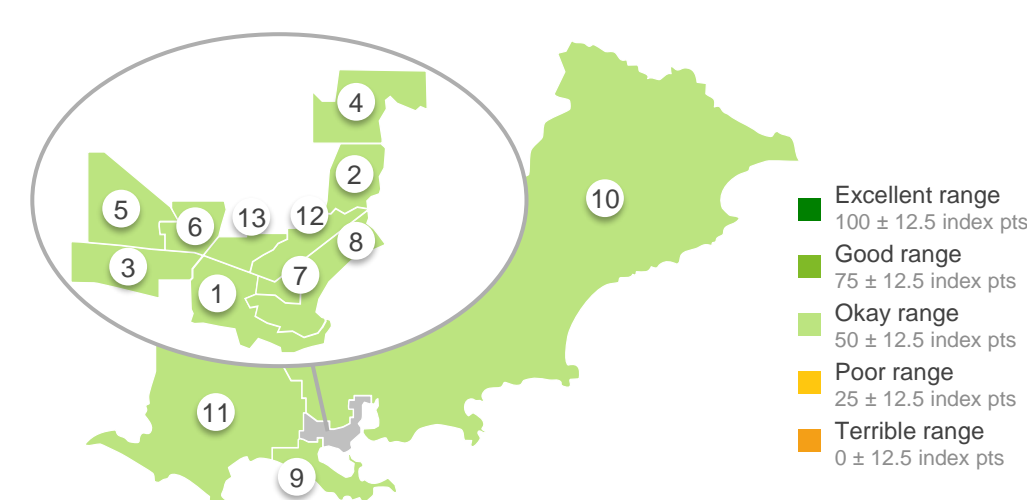
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	49
2.	Bayonet Head	50
3.	Lockyer-Gledhow	43
4.	Lower King	45
5.	Mckail	43
6.	Milpara-Orana	45
7.	Mira Mar	52
8.	Mt Clarence-Middleton B.	55
9.	Robinson-Little Grove	45
10.	Rural East	47
11.	Rural West	44
12.	Spencer P.-Collingwood H.	51
13.	Yakamia	49

Gender

Male	46
Female	49
Other	48

Age

14-17 years	45
18-34 years	44
35-49 years	46
50-64 years	45
65+ years	53

Disability & culture

Disability	45
First Nations	36
LOTE	50

Age of children

0-4 years	46
5-11 years	44
12-17 years	44
18+ years	43
No children	49

Home ownership

Homeowner	48
Renting / other	46

Property type

Town	48
Farm / Rural	43

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

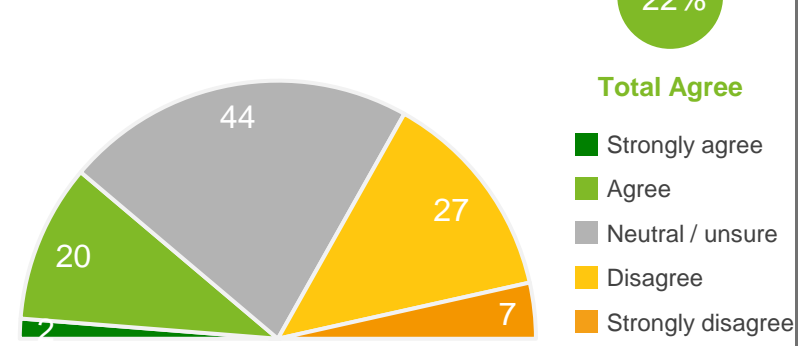
Base: All respondents, excludes 'unsure' and 'no response' (n = 1988).

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

City of Albany has developed and communicated a clear vision for the area

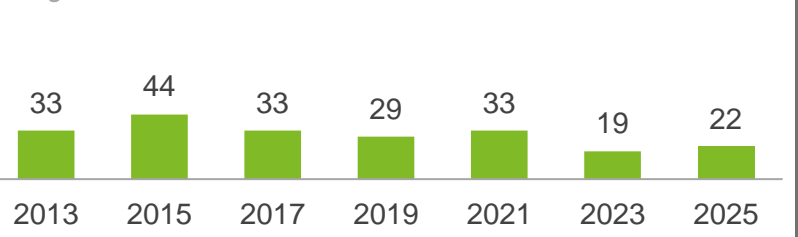
Level of agreement

% of respondents



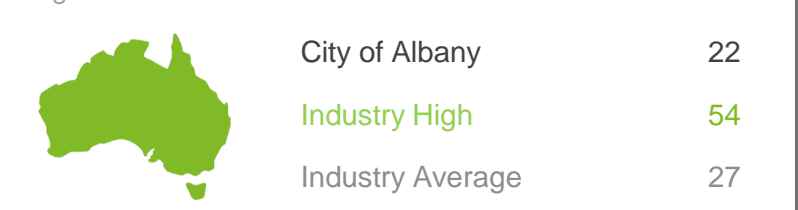
Trend Analysis

% agree



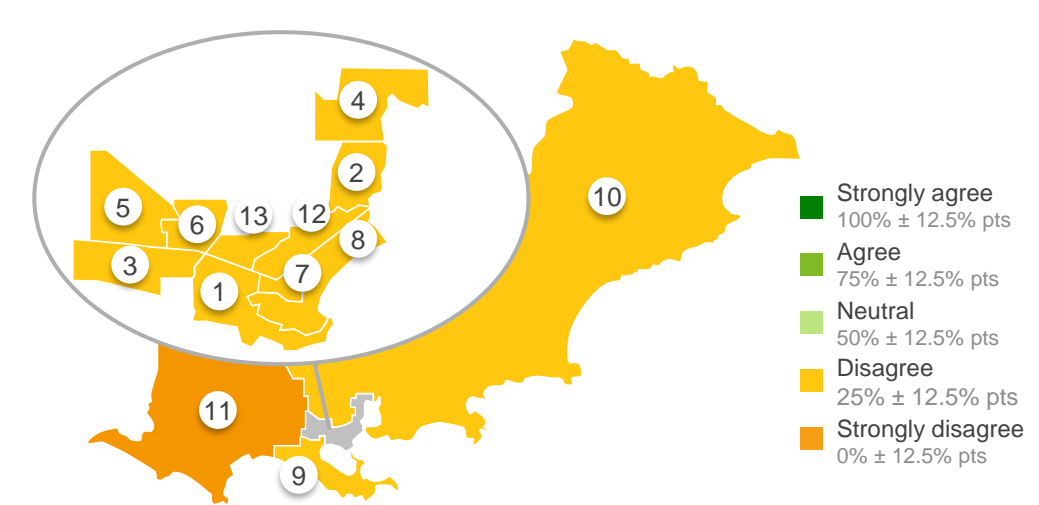
MARKYT Industry Standards

% agree



Geographical and community variances

% agree



Location			Gender		Age of children			
1.	Albany-Centennial Park	27	Male	22	0-4 years	19		
2.	Bayonet Head	23	Female	23	5-11 years	19		
3.	Lockyer-Gledhow	23	Other	9	12-17 years	20		
4.	Lower King	18	Age		18+ years	16		
5.	Mckail	17		14-17 years	16	No children	25	
6.	Milpara-Orana	26		18-34 years	22			
7.	Mira Mar	25	35-49 years	22	Home ownership			
8.	Mt Clarence-Middleton B.	24	50-64 years	20		Homeowner	22	
9.	Robinson-Little Grove	18	65+ years	27		Renting / other	22	
10.	Rural East	19	Disability & culture		Property type			
11.	Rural West	12		Disability		21		
2.	Spencer P.-Collingwood H.	32		First Nations		12	Town	23
3.	Yakamia	25		LOTE		15	Farm / Rural	16

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

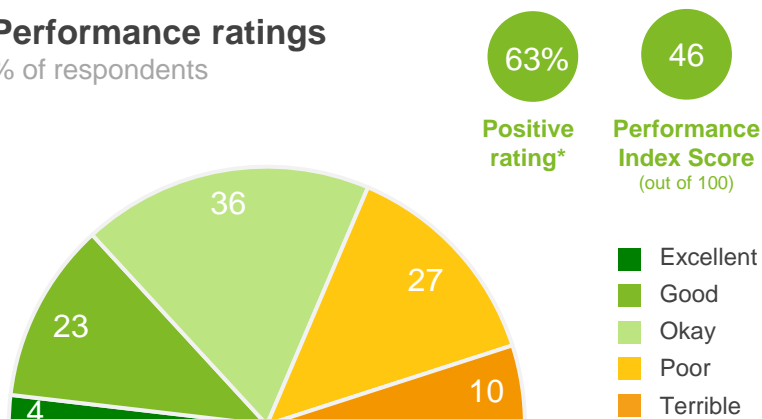
Base: All respondents, excludes 'no response' (n = 2140). # small base size (<20 respondents)

Financial management

responsible spending, value for money from rates

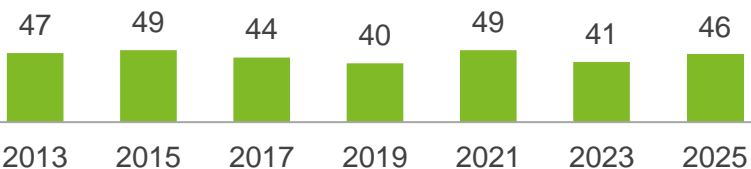
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

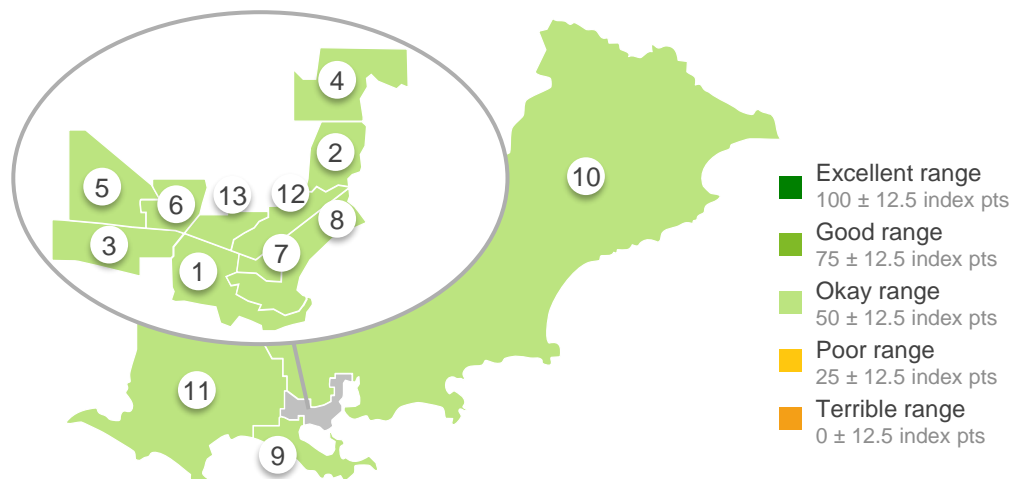
Performance Index Score



City of Albany	46
Industry High	59
Industry Average	41

Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	48
2.	Bayonet Head	46
3.	Lockyer-Gledhow	46
4.	Lower King	42
5.	Mckail	41
6.	Milpara-Orana	40
7.	Mira Mar	53
8.	Mt Clarence-Middleton B.	54
9.	Robinson-Little Grove	46
10.	Rural East	42
11.	Rural West	43
12.	Spencer P.-Collingwood H.	48
13.	Yakamia	45

Gender

Male	44
Female	47
Other	60

Age

14-17 years	50
18-34 years	38
35-49 years	42
50-64 years	45
65+ years	54

Age of children

0-4 years	43
5-11 years	40
12-17 years	42
18+ years	41
No children	48

Home ownership

Homeowner	46
Renting / other	46

Disability & culture

Disability	41
First Nations	36
LOTE	50

Property type

Town	46
Farm / Rural	42

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

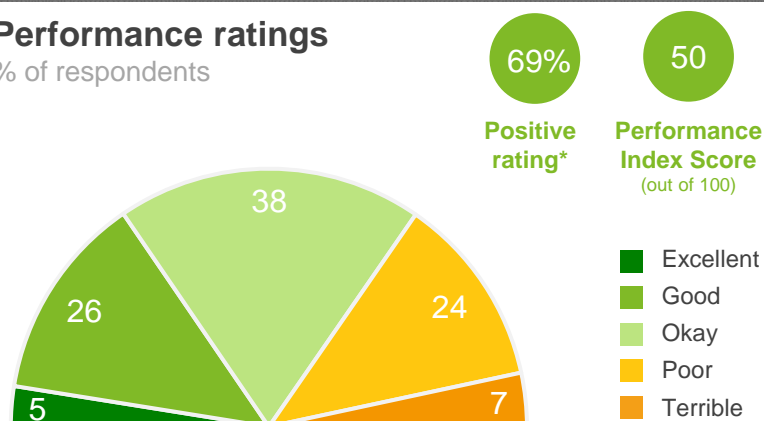
Base: All respondents, excludes 'unsure' and 'no response' (n = 1911).

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

Community engagement on local issues

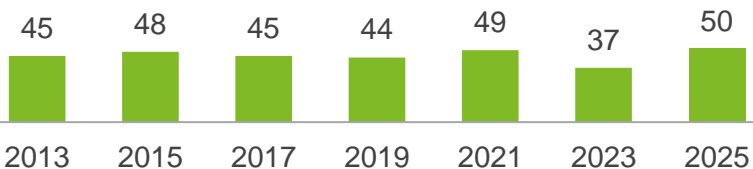
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

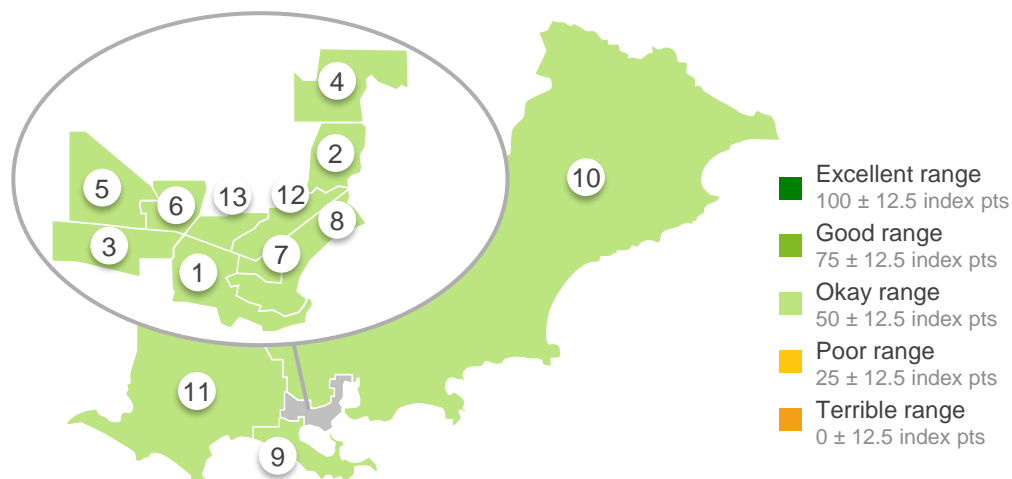
Performance Index Score



City of Albany	50
Industry High	58
Industry Average	40

Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	51
2.	Bayonet Head	52
3.	Lockyer-Gledhow	49
4.	Lower King	48
5.	Mckail	47
6.	Milpara-Orana	44
7.	Mira Mar	57
8.	Mt Clarence-Middleton B.	50
9.	Robinson-Little Grove	48
10.	Rural East	52
11.	Rural West	43
12.	Spencer P.-Collingwood H.	49
13.	Yakamia	51

Gender

Male	48
Female	51
Other	48

Age

14-17 years	48
18-34 years	46
35-49 years	49
50-64 years	49
65+ years	54

Age of children

0-4 years	48
5-11 years	46
12-17 years	46
18+ years	45
No children	51

Home ownership

Homeowner	50
Renting / other	47

Disability & culture

Disability	45
First Nations	40
LOTE	53

Property type

Town	50
Farm / Rural	45

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

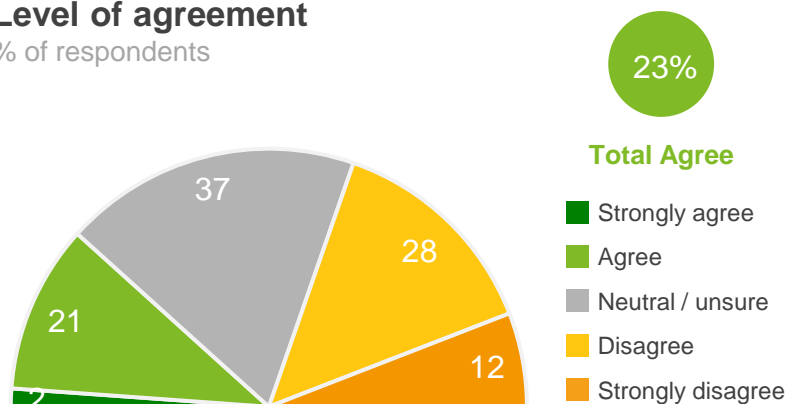
Base: All respondents, excludes 'unsure' and 'no response' (n = 2055).

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

City of Albany has a good understanding of community needs

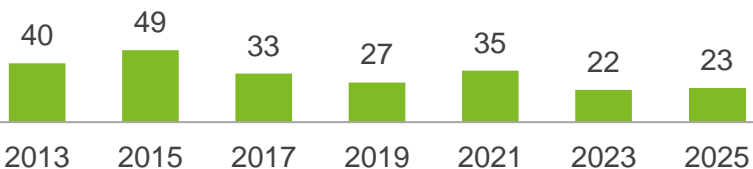
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

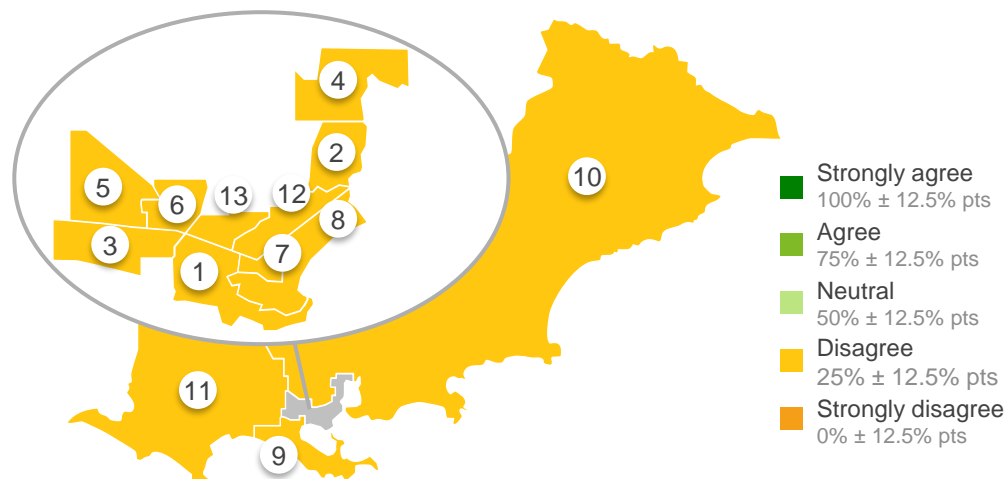
% agree



City of Albany	23
Industry High	58
Industry Average	27

Geographical and community variances

% agree



Location

1.	Albany-Centennial Park	26
2.	Bayonet Head	23
3.	Lockyer-Gledhow	17
4.	Lower King	17
5.	Mckail	21
6.	Milpara-Orana	20
7.	Mira Mar	28
8.	Mt Clarence-Middleton B.	28
9.	Robinson-Little Grove	22
10.	Rural East	25
11.	Rural West	20
12.	Spencer P.-Collingwood H.	24
13.	Yakamia	29

Gender

Male	23
Female	24
Other	11

Age

14-17 years	19
18-34 years	17
35-49 years	23
50-64 years	23
65+ years	30

Age of children

0-4 years	21
5-11 years	19
12-17 years	23
18+ years	17
No children	25

Home ownership

Homeowner	25
Renting / other	18

Disability & culture

Disability	18
First Nations	9
LOTE	26

Property type

Town	24
Farm / Rural	22

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

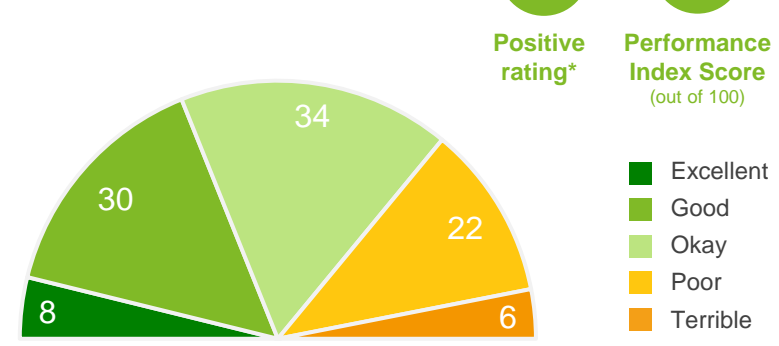
Base: All respondents, excludes 'no response' (n = 2145). # small base size (<20 respondents)

Communication

what's happening in the local area, local issues, services etc

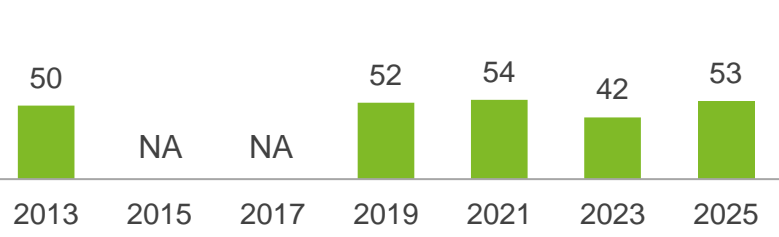
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



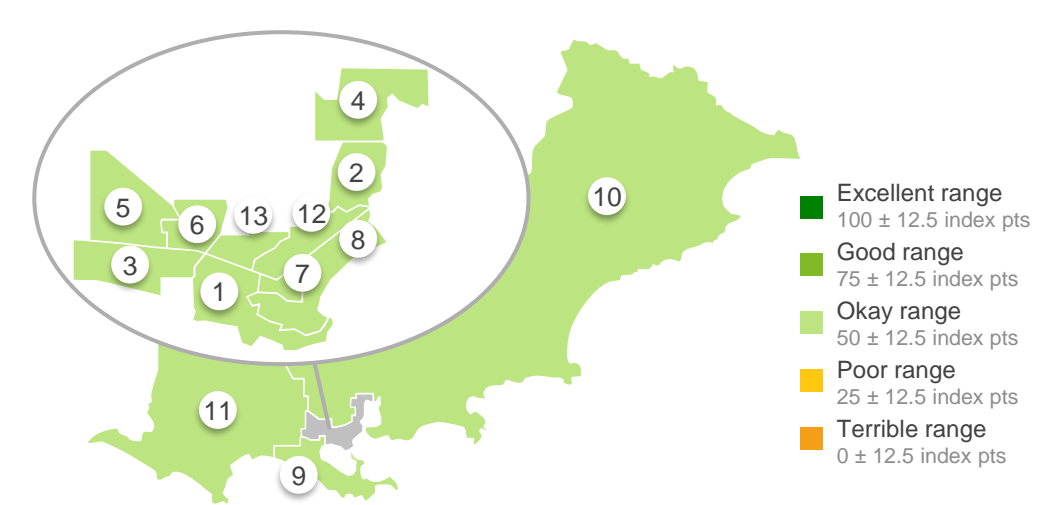
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children		
1.	Albany-Centennial Park	54	Male	51	0-4 years	53	
2.	Bayonet Head	53	Female	55	5-11 years	51	
3.	Lockyer-Gledhow	56	Other	49	12-17 years	50	
4.	Lower King	49	Age		18+ years	50	
5.	Mckail	51		14-17 years	47	No children	54
6.	Milpara-Orana	51		18-34 years	49		
7.	Mira Mar	61		35-49 years	53		
8.	Mt Clarence-Middleton B.	52	50-64 years	53	Home ownership		
9.	Robinson-Little Grove	52	65+ years	57	Homeowner	54	
10.	Rural East	52			Renting / other	50	
11.	Rural West	48	Disability & culture		Property type		
12.	Spencer P.-Collingwood H.	53	Disability	48	Town	53	
13.	Yakamia	56	First Nations	47			
			LOTE	54	Farm / Rural	49	

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

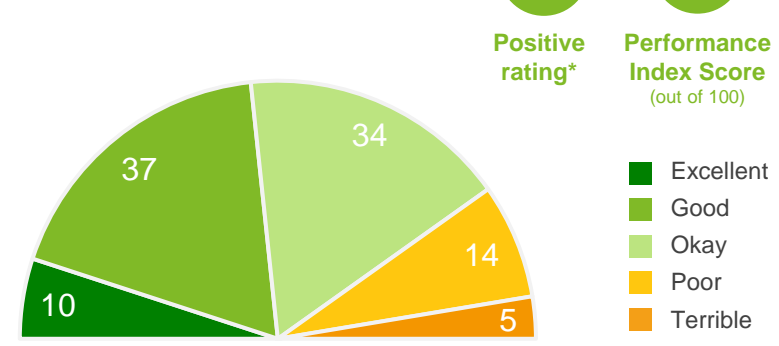
Base: All respondents, excludes 'unsure' and 'no response' (n = 2129).

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

Customer service

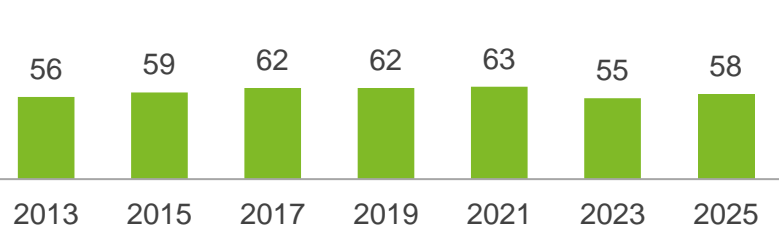
Performance ratings

% of respondents



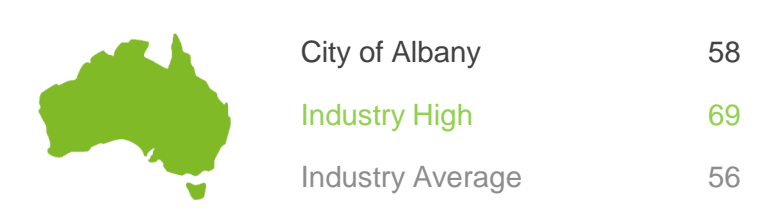
Trend Analysis

Performance Index Score



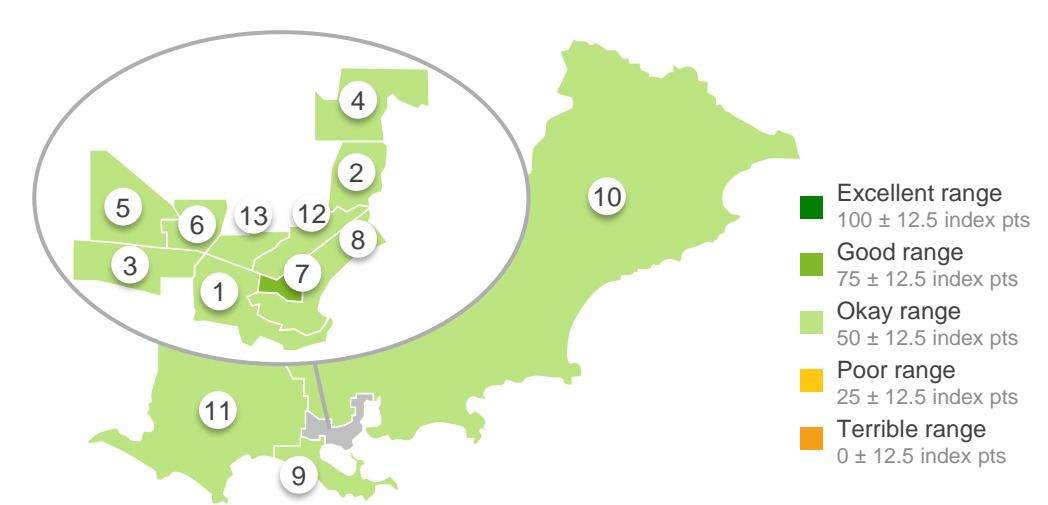
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	60	Male	55	0-4 years	55
2.	Bayonet Head	59	Female	60	5-11 years	53
3.	Lockyer-Gledhow	56	Other	75	12-17 years	56
4.	Lower King	60			18+ years	54
5.	Mckail	53			No children	60
6.	Milpara-Orana	56	Age		Home ownership	
7.	Mira Mar	65	14-17 years	53	Homeowner	58
8.	Mt Clarence-Middleton B.	61	18-34 years	55	Renting / other	57
9.	Robinson-Little Grove	56	35-49 years	57		
10.	Rural East	55	50-64 years	57		
11.	Rural West	58	65+ years	62		
12.	Spencer P.-Collingwood H.	59	Disability & culture		Property type	
13.	Yakamia	61	Disability	55	Town	59
			First Nations	52	Farm / Rural	54
			LOTE	60		

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1913).

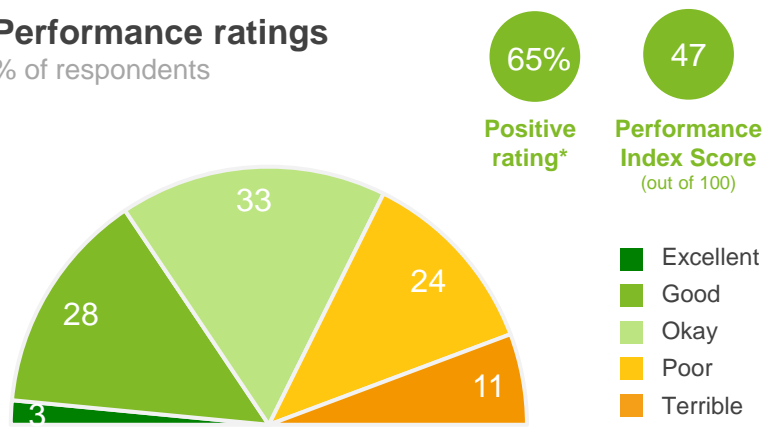
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Asset management

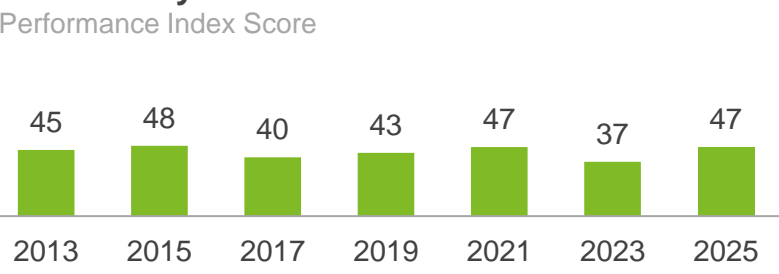
Local roads and bridges

Performance ratings

% of respondents

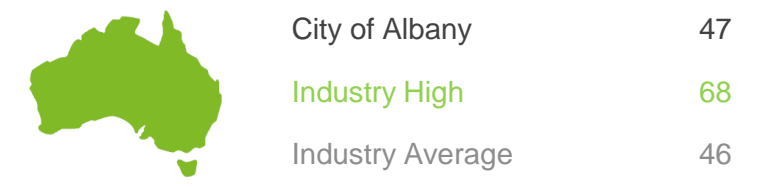


Trend Analysis



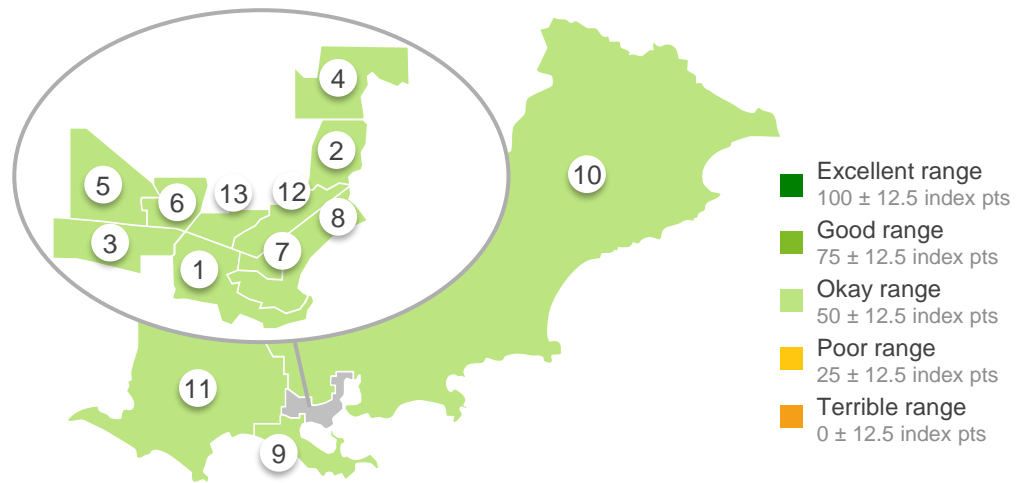
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	50	Male	45	0-4 years	48
2.	Bayonet Head	47	Female	48	5-11 years	45
3.	Lockyer-Gledhow	44	Other	60	12-17 years	42
4.	Lower King	40			18+ years	42
5.	Mckail	45			No children	48
6.	Milpara-Orana	43	Age		Home ownership	
7.	Mira Mar	52				
8.	Mt Clarence-Middleton B.	52				
9.	Robinson-Little Grove	54				
10.	Rural East	46	14-17 years	46	Homeowner	46
11.	Rural West	44	18-34 years	47	Renting / other	49
12.	Spencer P.-Collingwood H.	46	35-49 years	45	Property type	
13.	Yakamia	42	50-64 years	45		
			65+ years	50		
			Disability & culture			
			Disability	43		
			First Nations	33		
			LOTE	53		

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

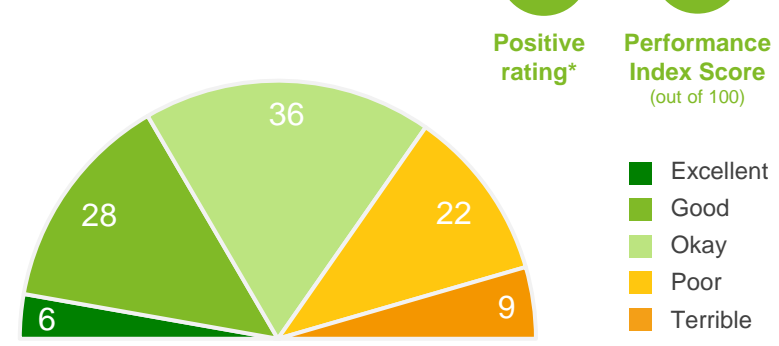
Base: All respondents, excludes 'unsure' and 'no response' (n = 2093).

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

Footpaths, trails and cycleways

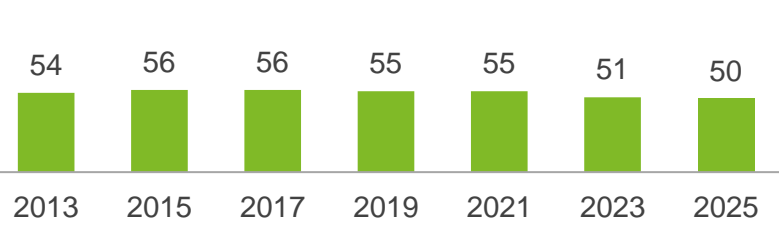
Performance ratings

% of respondents



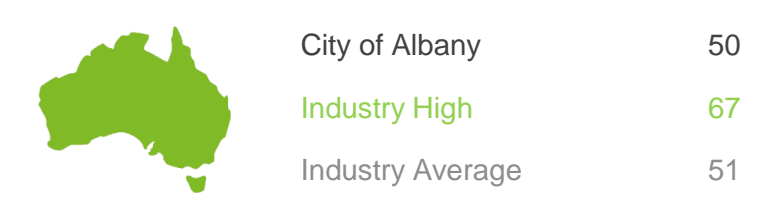
Trend Analysis

Performance Index Score



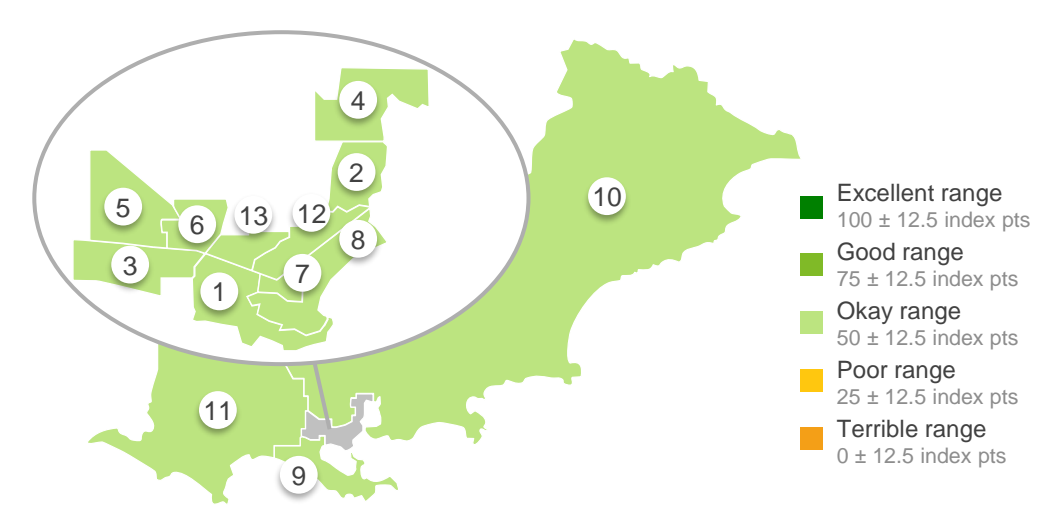
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



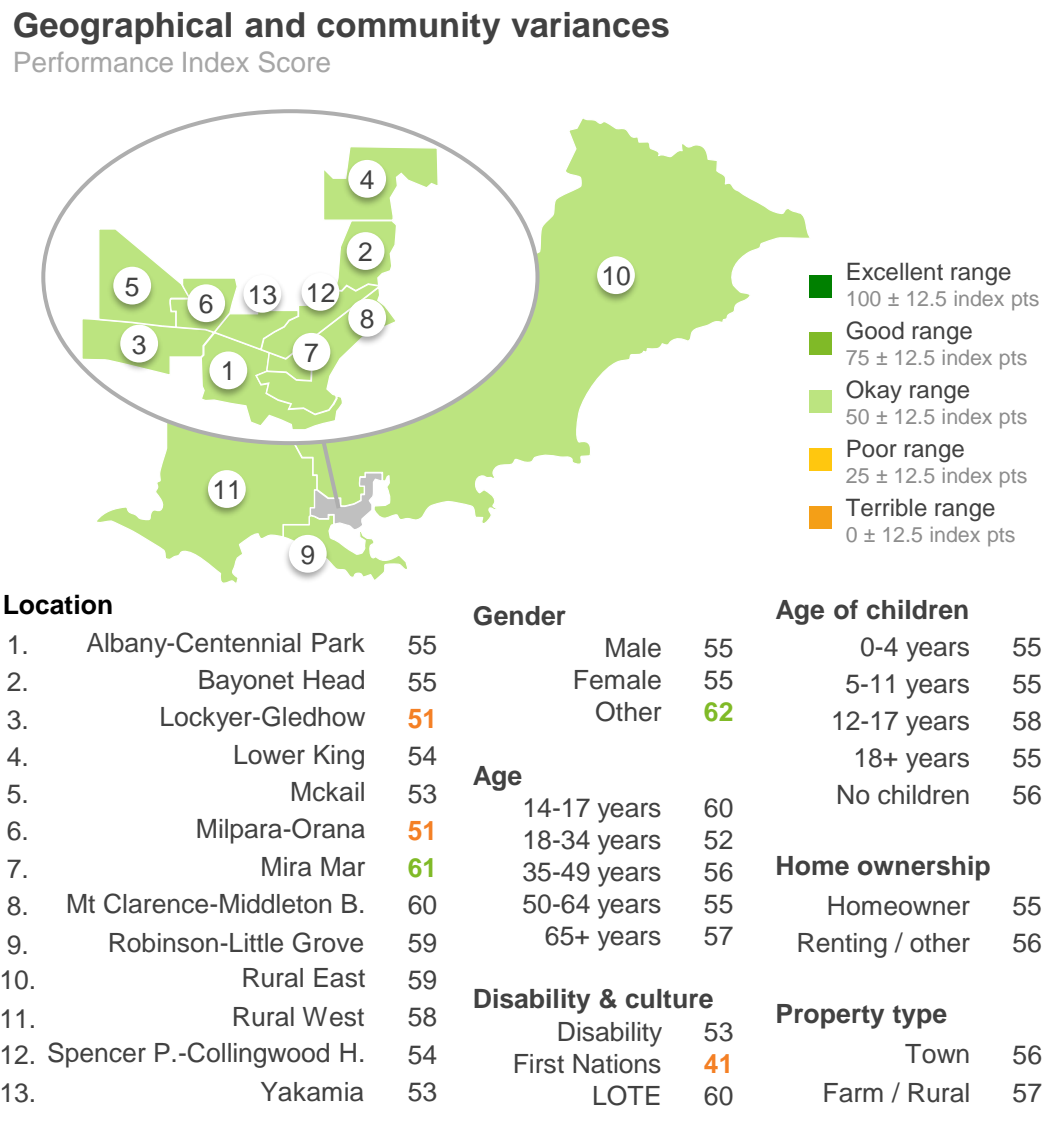
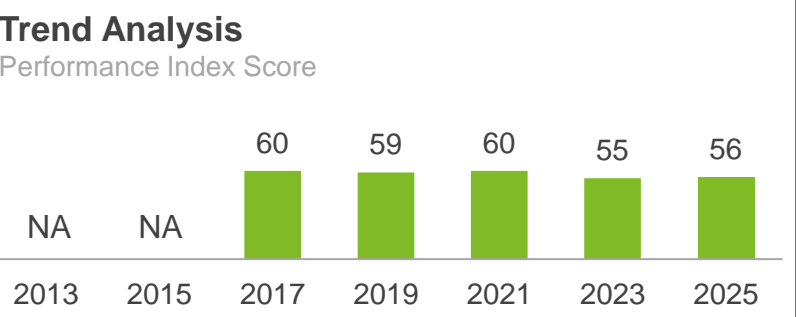
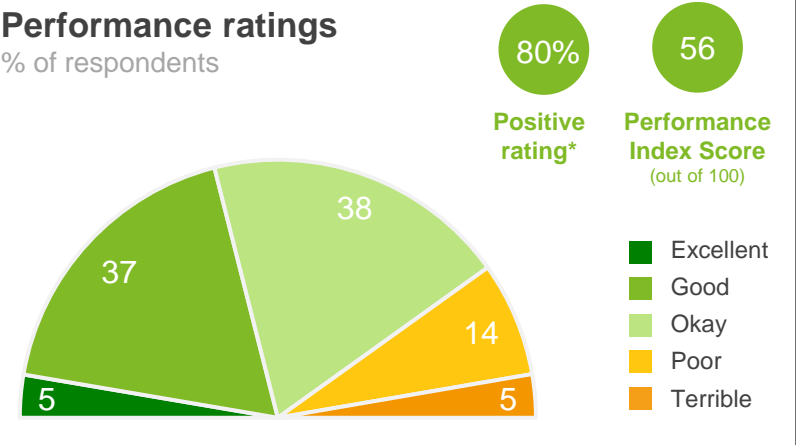
Location			Gender		Age of children		
1.	Albany-Centennial Park	48	Male	50	0-4 years	49	
2.	Bayonet Head	48	Female	50	5-11 years	46	
3.	Lockyer-Gledhow	49	Other	52	12-17 years	48	
4.	Lower King	43	Age		18+ years	47	
5.	Mckail	52			No children	51	
6.	Milpara-Orana	45		14-17 years	50		
7.	Mira Mar	55		18-34 years	49		
8.	Mt Clarence-Middleton B.	54	35-49 years	49	Home ownership		
9.	Robinson-Little Grove	47	50-64 years	50	Homeowner	50	
10.	Rural East	51	65+ years	51	Renting / other	49	
11.	Rural West	59	Disability & culture		Property type		
12.	Spencer P.-Collingwood H.	51	Disability	45	Town	49	
13.	Yakamia	47	First Nations	44	Farm / Rural	53	
			LOTE	51			

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 2084).

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

Lighting of streets and public places

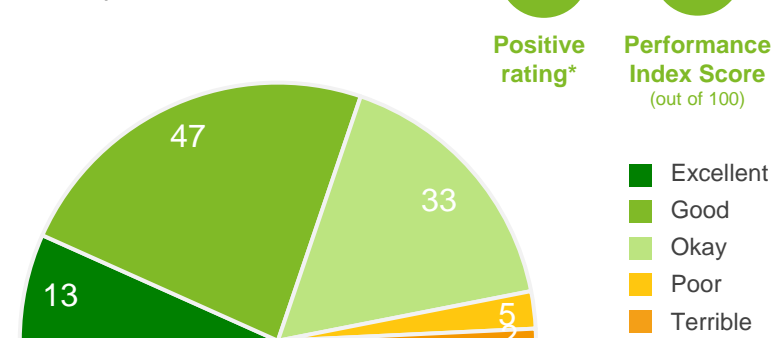


Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 2070).
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Town halls and community buildings

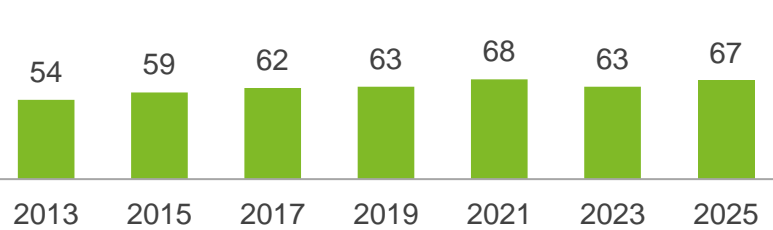
Performance ratings

% of respondents



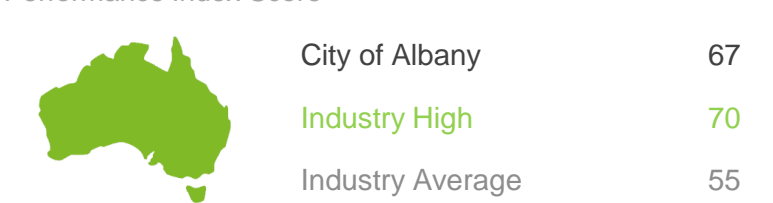
Trend Analysis

Performance Index Score



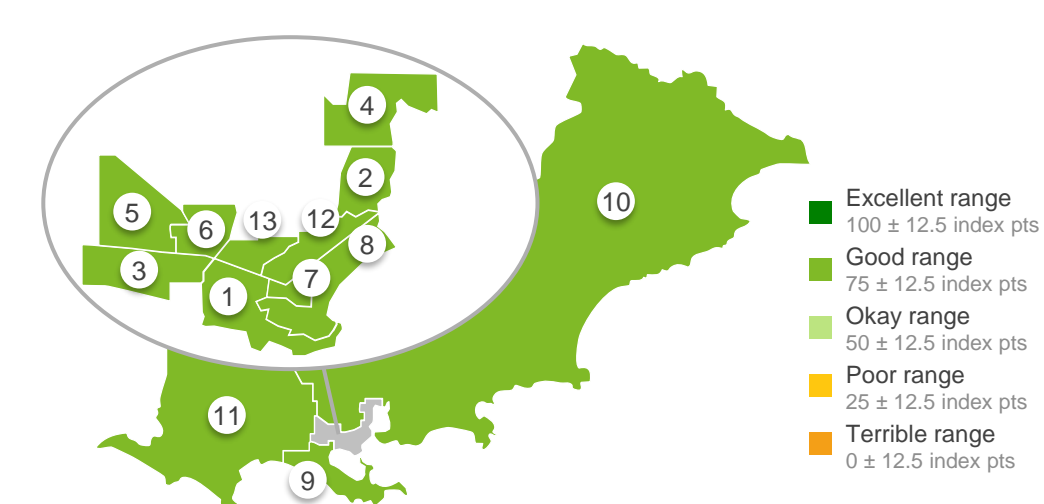
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	67
2.	Bayonet Head	67
3.	Lockyer-Gledhow	66
4.	Lower King	67
5.	Mckail	63
6.	Milpara-Orana	66
7.	Mira Mar	72
8.	Mt Clarence-Middleton B.	71
9.	Robinson-Little Grove	64
10.	Rural East	65
11.	Rural West	66
12.	Spencer P.-Collingwood H.	66
13.	Yakamia	66

Gender

Male	65
Female	67
Other	77

Age

14-17 years	70
18-34 years	66
35-49 years	66
50-64 years	65
65+ years	68

Disability & culture

Disability	64
First Nations	62
LOTE	66

Age of children

0-4 years	67
5-11 years	65
12-17 years	67
18+ years	66
No children	67

Home ownership

Homeowner	67
Renting / other	65

Property type

Town	67
Farm / Rural	65

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

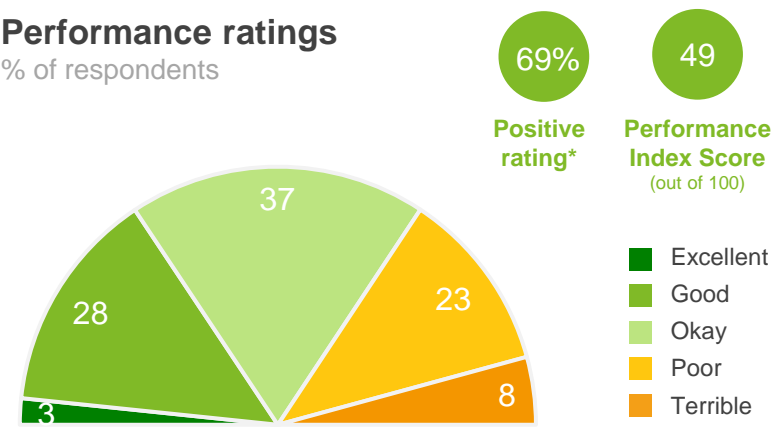
Base: All respondents, excludes 'unsure' and 'no response' (n = 2002).

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

Public toilets

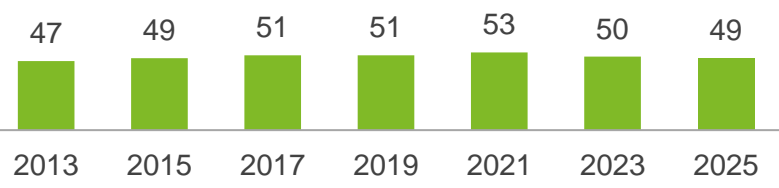
Performance ratings

% of respondents



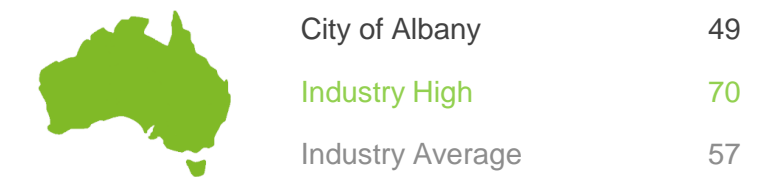
Trend Analysis

Performance Index Score



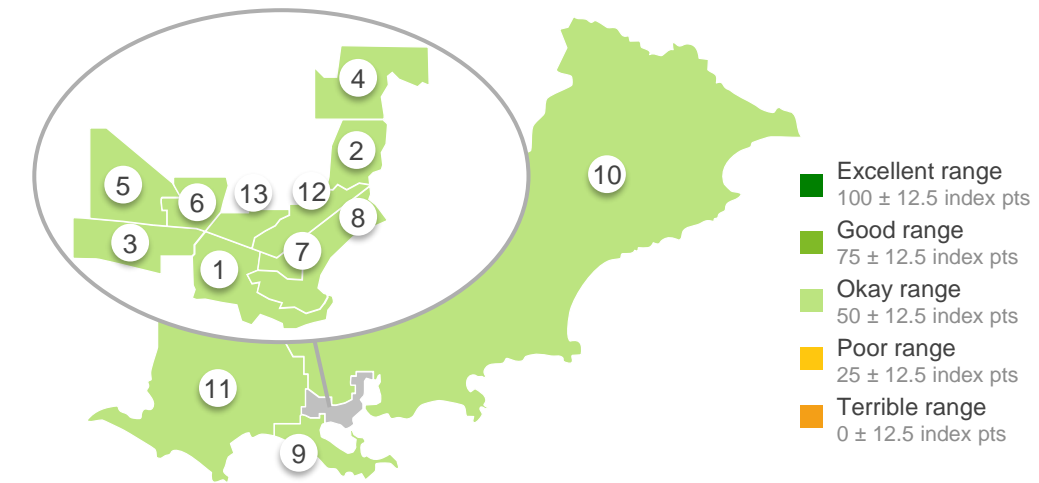
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



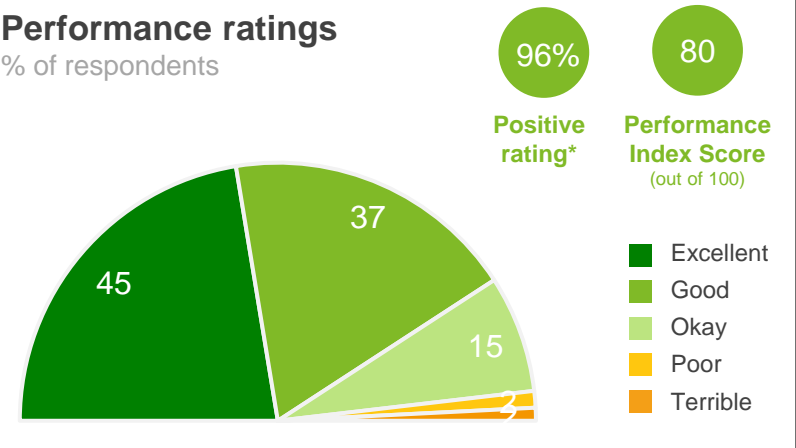
Location			Gender		Age of children		
1.	Albany-Centennial Park	51	Male	48	0-4 years	48	
2.	Bayonet Head	49	Female	50	5-11 years	45	
3.	Lockyer-Gledhow	45	Other	51	12-17 years	48	
4.	Lower King	43	Age		18+ years	44	
5.	Mckail	43			No children	51	
6.	Milpara-Orana	45		14-17 years	46		
7.	Mira Mar	56		18-34 years	47		
8.	Mt Clarence-Middleton B.	56		35-49 years	49		
9.	Robinson-Little Grove	51	50-64 years	47	Homeowner	49	
10.	Rural East	48	65+ years	52	Renting / other	48	
11.	Rural West	54	Disability & culture		Property type		
12.	Spencer P.-Collingwood H.	48	Disability	43	Town	49	
13.	Yakamia	45	First Nations	36	Farm / Rural	50	
			LOTE	58			

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 2002).
 * Positive Rating = excellent, good + okay # small base size (<20 respondents)

Library facilities and services

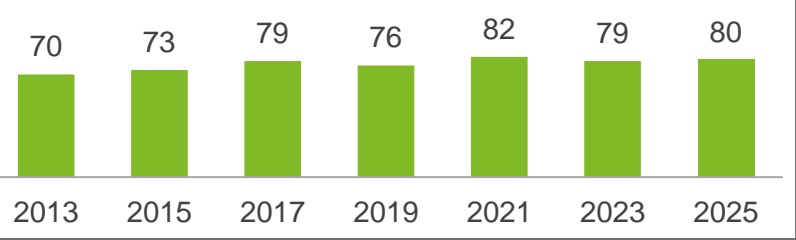
Performance ratings

% of respondents



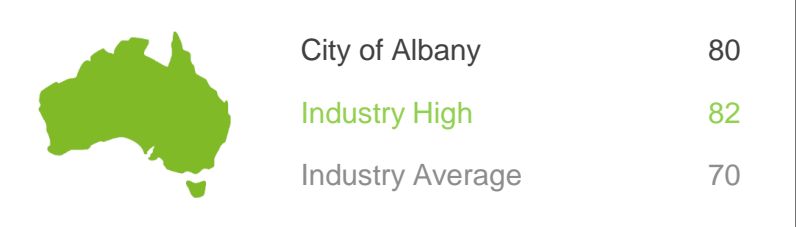
Trend Analysis

Performance Index Score



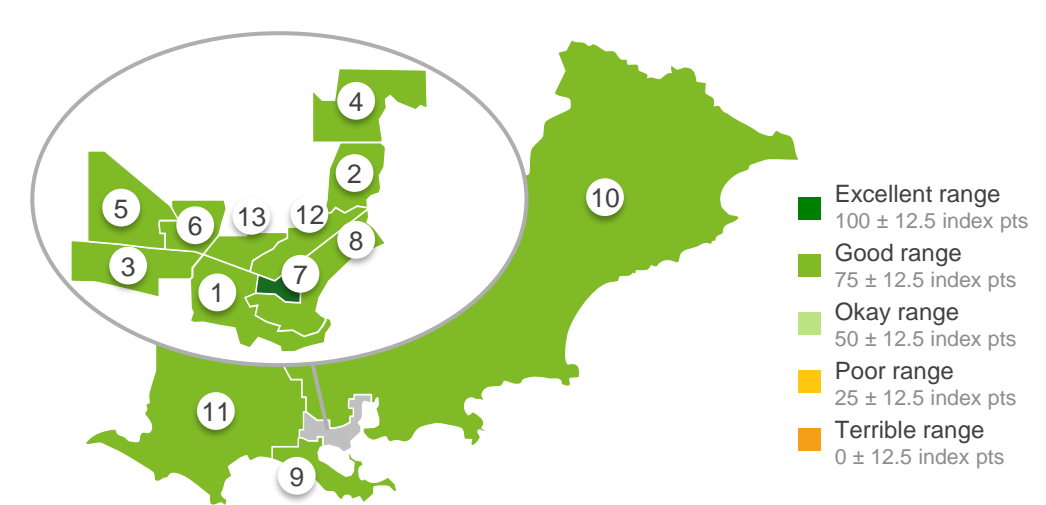
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children			
1.	Albany-Centennial Park	83	Male	77	0-4 years	77		
2.	Bayonet Head	78	Female	83	5-11 years	77		
3.	Lockyer-Gledhow	80	Other	90	12-17 years	79		
4.	Lower King	80			18+ years	76		
5.	Mckail	74	Age		No children	83		
6.	Milpara-Orana	79		14-17 years	84			
7.	Mira Mar	88		18-34 years	77			
8.	Mt Clarence-Middleton B.	86	35-49 years	79	Home ownership			
9.	Robinson-Little Grove	84	50-64 years	79		Homeowner	80	
10.	Rural East	74	65+ years	84		Renting / other	81	
11.	Rural West	83	Disability & culture		Property type			
12.	Spencer P.-Collingwood H.	81		Disability		78	Town	81
13.	Yakamia	79		First Nations		69	Farm / Rural	82
			LOTE	84				

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

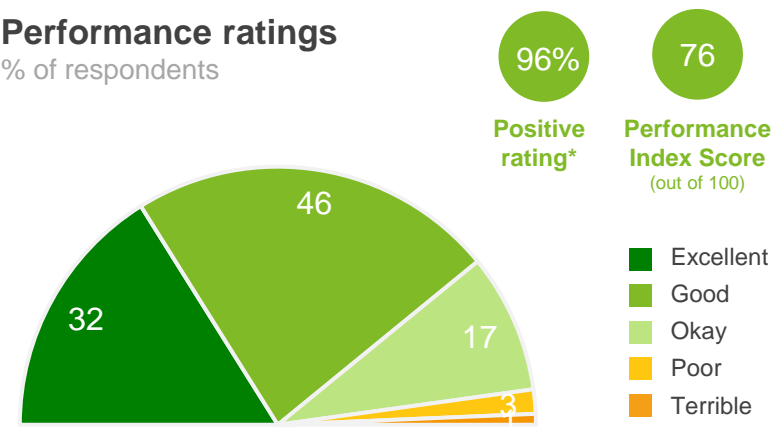
Base: All respondents, excludes 'unsure' and 'no response' (n = 1982).

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

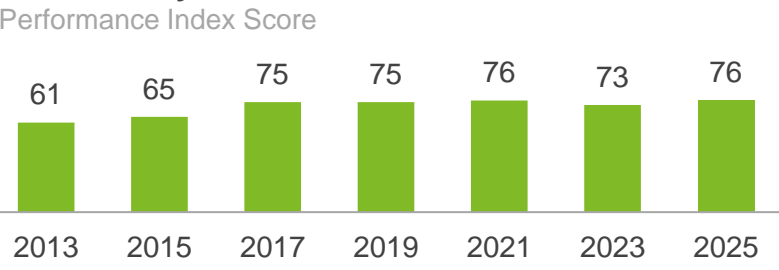
Sport and recreation facilities and services

Performance ratings

% of respondents

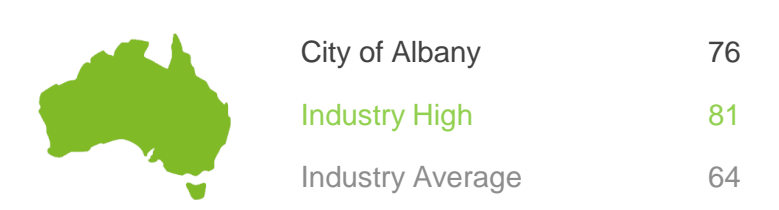


Trend Analysis



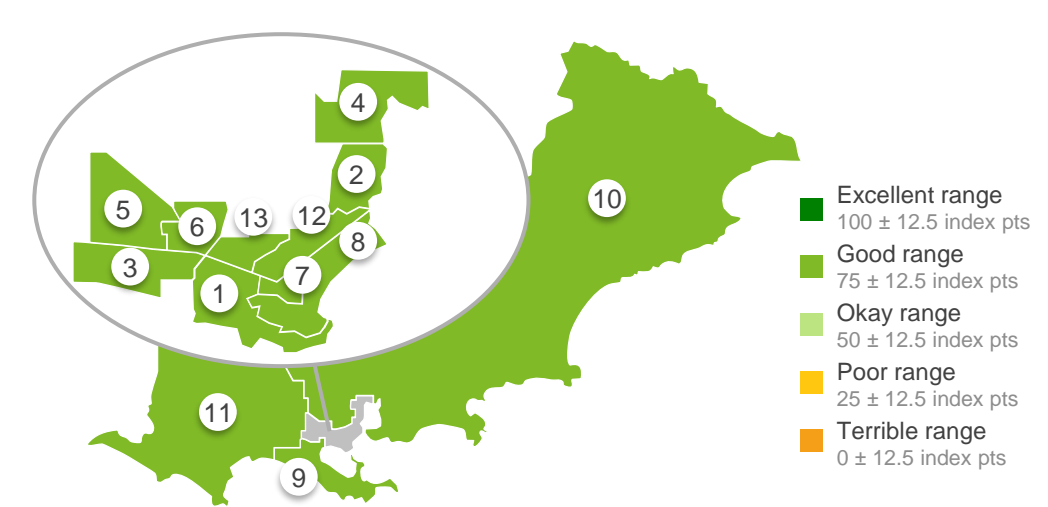
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



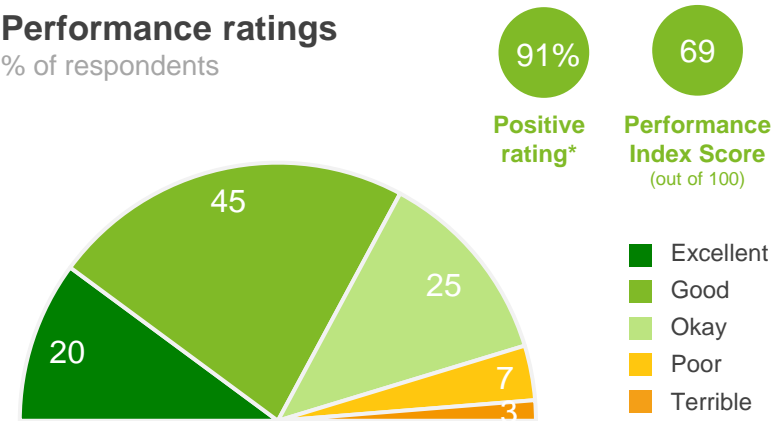
Location		Gender		Age of children	
1.	Albany-Centennial Park	78	Male	75	0-4 years 71
2.	Bayonet Head	75	Female	77	5-11 years 73
3.	Lockyer-Gledhow	75	Other	79	12-17 years 75
4.	Lower King	74			18+ years 76
5.	Mckail	75			No children 78
6.	Milpara-Orana	73	Age		
7.	Mira Mar	79			
8.	Mt Clarence-Middleton B.	81			
9.	Robinson-Little Grove	76			
10.	Rural East	75	14-17 years	76	Home ownership
11.	Rural West	76	18-34 years	73	
12.	Spencer P.-Collingwood H.	76	35-49 years	73	
13.	Yakamia	77	50-64 years	77	
			65+ years	80	Homeowner 76
					Renting / other 75
			Disability & culture		Property type
			Disability	74	Town 76
			First Nations	71	Farm / Rural 77
			LOTE	76	

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1996).
 * Positive Rating = excellent, good + okay # small base size (<20 respondents)

Parks, playgrounds and reserves

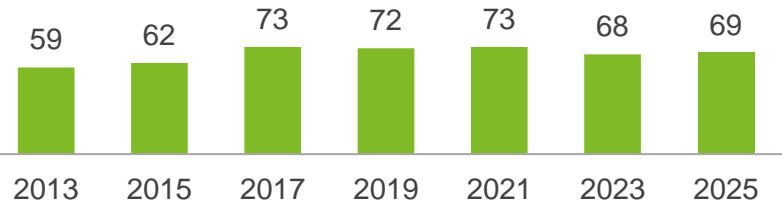
Performance ratings

% of respondents



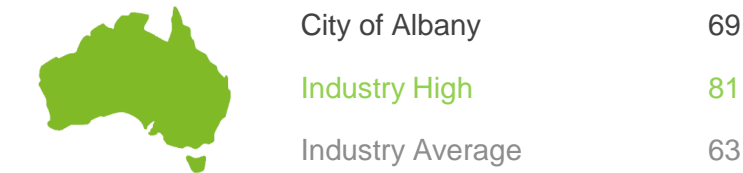
Trend Analysis

Performance Index Score



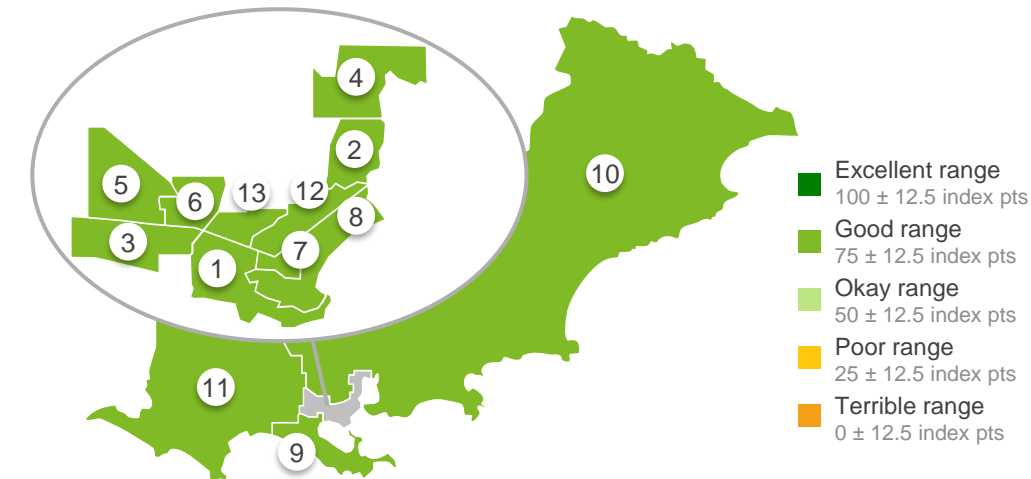
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location		Gender		Age of children	
1.	Albany-Centennial Park	72	Male	70	0-4 years 60
2.	Bayonet Head	64	Female	67	5-11 years 63
3.	Lockyer-Gledhow	70	Other	66	12-17 years 68
4.	Lower King	65			18+ years 69
5.	Mckail	66			No children 71
6.	Milpara-Orana	63	Age	14-17 years	66
7.	Mira Mar	76		18-34 years	63
8.	Mt Clarence-Middleton B.	76		35-49 years	66
9.	Robinson-Little Grove	69		50-64 years	70
10.	Rural East	68		65+ years	73
11.	Rural West	67	Disability & culture		Home ownership
12.	Spencer P.-Collingwood H.	69			
13.	Yakamia	67	Disability	65	Homeowner 69
			First Nations	62	Renting / other 66
			LOTE	70	
			Property type		
			Town		69
			Farm / Rural		68

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

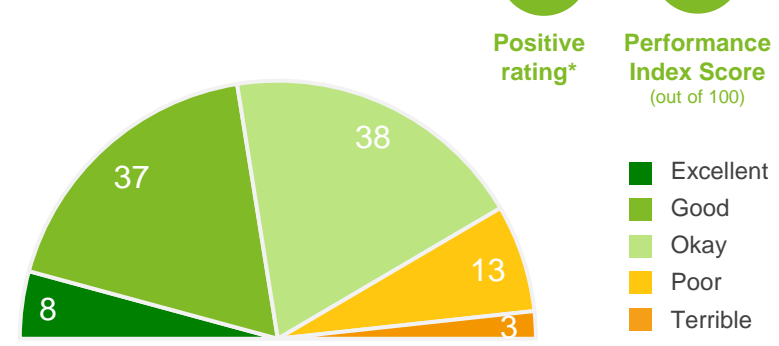
Base: All respondents, excludes 'unsure' and 'no response' (n = 2084).

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

Streetscapes, trees and verges

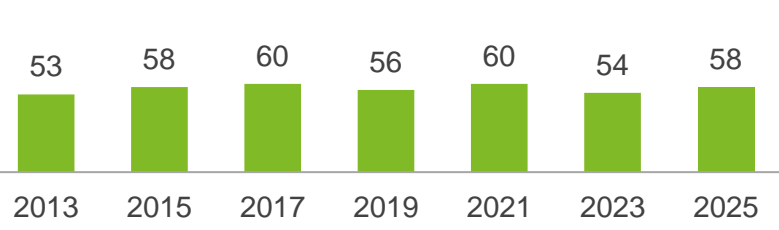
Performance ratings

% of respondents



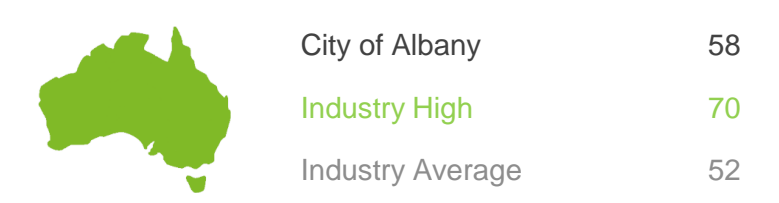
Trend Analysis

Performance Index Score



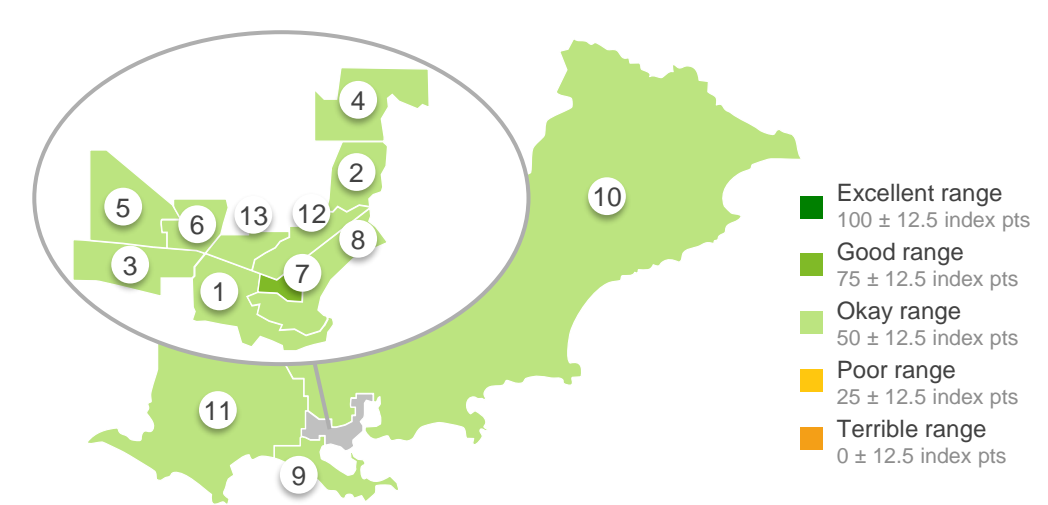
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children		
1.	Albany-Centennial Park	58	Male	58	0-4 years	60	
2.	Bayonet Head	60	Female	59	5-11 years	59	
3.	Lockyer-Gledhow	58	Other	54	12-17 years	60	
4.	Lower King	55	Age		18+ years	57	
5.	Mckail	56			No children	58	
6.	Milpara-Orana	55		14-17 years	61		
7.	Mira Mar	64		18-34 years	60		
8.	Mt Clarence-Middleton B.	61	35-49 years	59	Home ownership		
9.	Robinson-Little Grove	57	50-64 years	57	Homeowner	58	
10.	Rural East	62	65+ years	57	Renting / other	59	
11.	Rural West	58	Disability & culture		Property type		
12.	Spencer P.-Collingwood H.	58	Disability	56	Town	58	
13.	Yakamia	54	First Nations	52	Farm / Rural	59	
			LOTE	59			

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 2095).

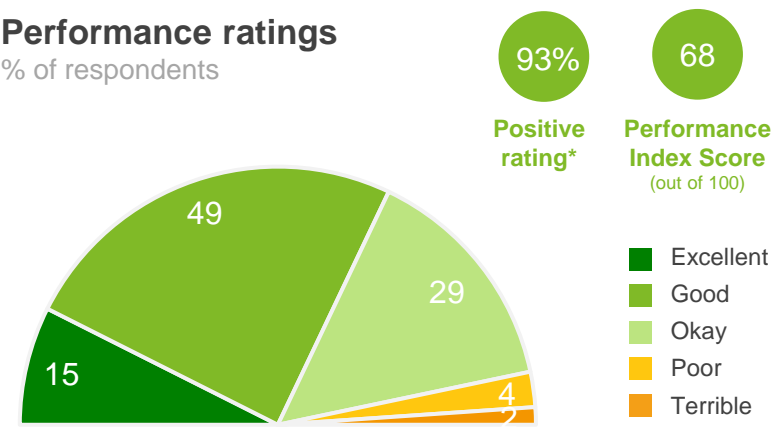
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Marine facilities

boat ramps, jetties, etc.

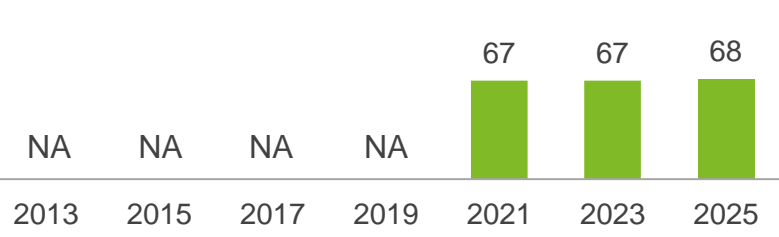
Performance ratings

% of respondents



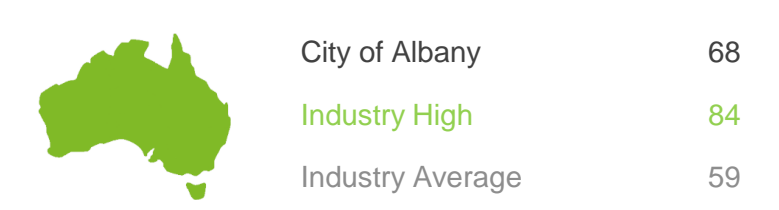
Trend Analysis

Performance Index Score



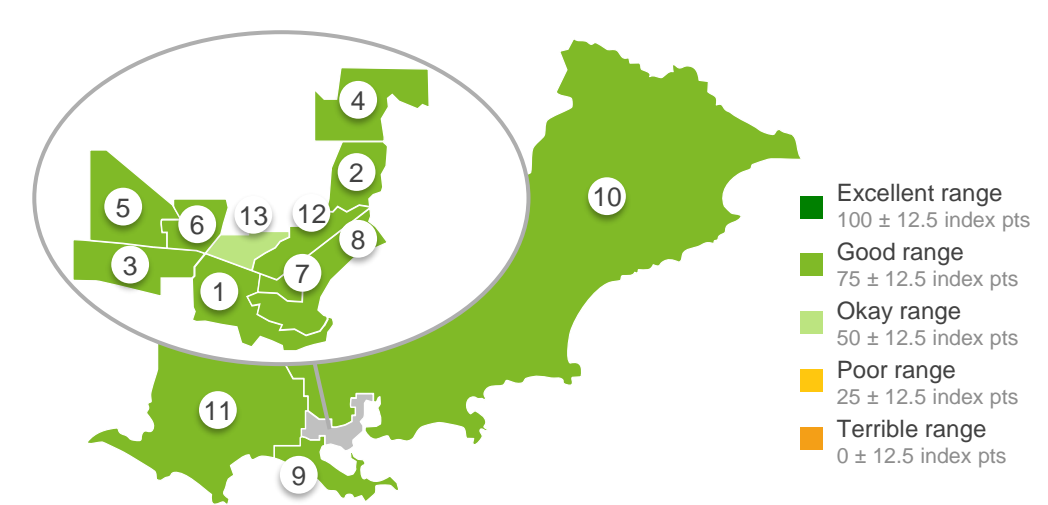
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	71	Male	67	0-4 years	67
2.	Bayonet Head	65	Female	68	5-11 years	68
3.	Lockyer-Gledhow	69	Other	68	12-17 years	71
4.	Lower King	66			18+ years	67
5.	Mckail	66			No children	67
6.	Milpara-Orana	63	14-17 years	72		
7.	Mira Mar	72	18-34 years	67		
8.	Mt Clarence-Middleton B.	70	35-49 years	67		
9.	Robinson-Little Grove	64	50-64 years	67		
10.	Rural East	69	65+ years	68		
11.	Rural West	71				
12.	Spencer P.-Collingwood H.	69				
13.	Yakamia	61				

Disability & culture			Home ownership		Property type	
	Disability	66	Homeowner	67	Town	67
	First Nations	55	Renting / other	69	Farm / Rural	69
	LOTE	75				

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

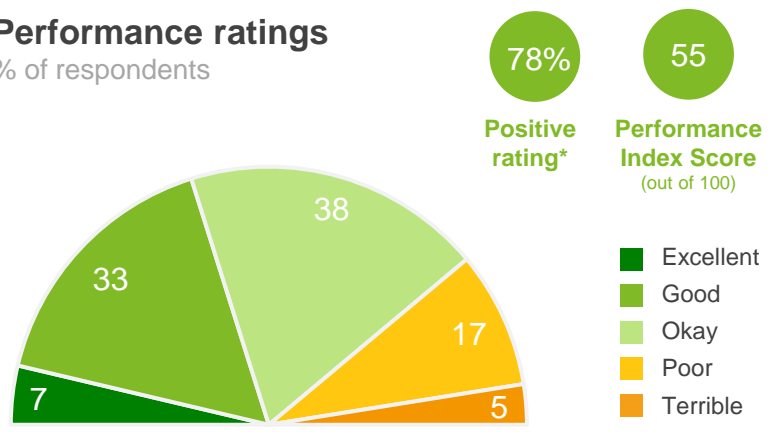
Base: All respondents, excludes 'unsure' and 'no response' (n = 1646).

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

Albany (Harry Riggs) Regional Airport

Performance ratings

% of respondents



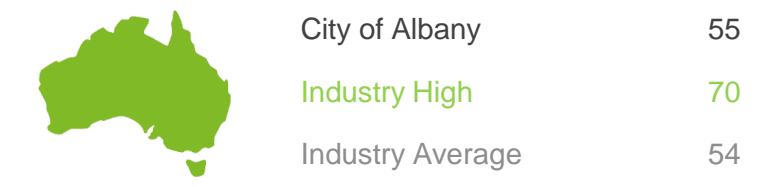
Trend Analysis

Performance Index Score



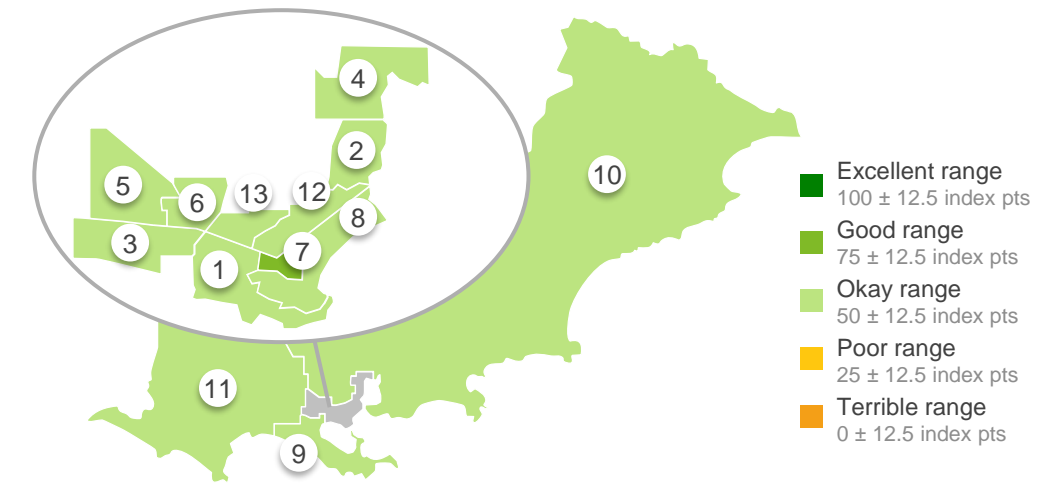
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



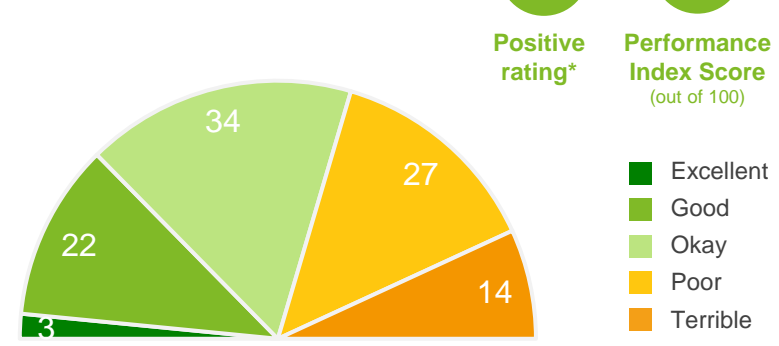
Location			Gender		Age of children	
1.	Albany-Centennial Park	56	Male	55	0-4 years	48
2.	Bayonet Head	53	Female	55	5-11 years	49
3.	Lockyer-Gledhow	55	Other	61	12-17 years	55
4.	Lower King	57			18+ years	57
5.	Mckail	51			No children	57
6.	Milpara-Orana	53	Age		Home ownership	
7.	Mira Mar	64				
8.	Mt Clarence-Middleton B.	56				
9.	Robinson-Little Grove	56				
10.	Rural East	53	Disability & culture		Property type	
11.	Rural West	60				
12.	Spencer P.-Collingwood H.	57				
13.	Yakamia	53				
			Disability	52	Town	55
			First Nations	46	Farm / Rural	57
			LOTE	56		

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1817).
 * Positive Rating = excellent, good + okay # small base size (<20 respondents)

Stormwater management and drainage

Performance ratings

% of respondents



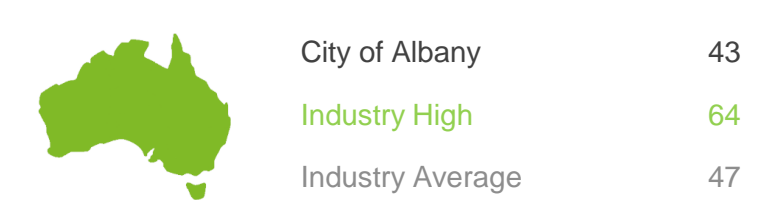
Trend Analysis

Performance Index Score



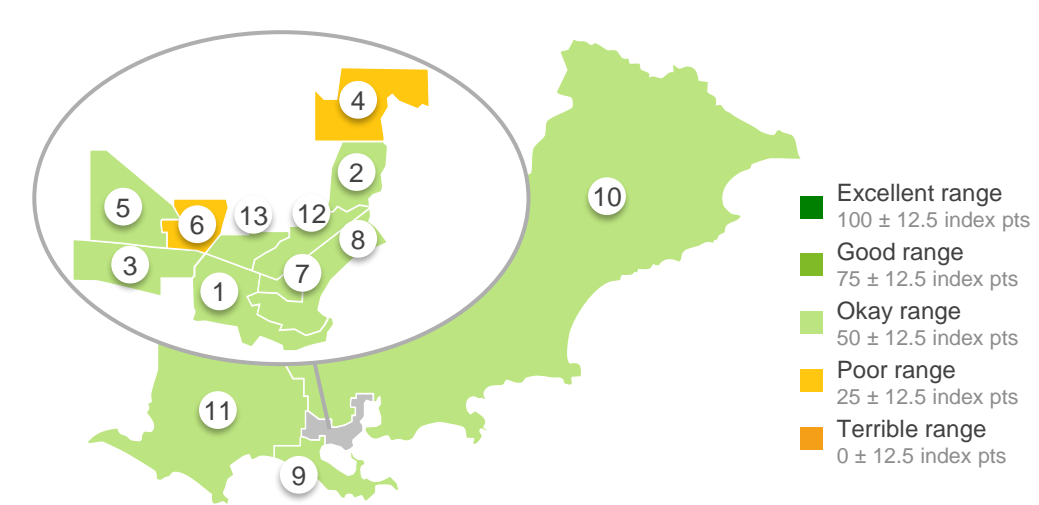
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	48
2.	Bayonet Head	42
3.	Lockyer-Gledhow	42
4.	Lower King	37
5.	Mckail	42
6.	Milpara-Orana	37
7.	Mira Mar	42
8.	Mt Clarence-Middleton B.	47
9.	Robinson-Little Grove	47
10.	Rural East	42
11.	Rural West	41
12.	Spencer P.-Collingwood H.	48
13.	Yakamia	42

Gender

Male	44
Female	42
Other	47

Age

14-17 years	38
18-34 years	45
35-49 years	43
50-64 years	42
65+ years	45

Age of children

0-4 years	42
5-11 years	41
12-17 years	41
18+ years	41
No children	45

Home ownership

Homeowner	43
Renting / other	43

Disability & culture

Disability	38
First Nations	35
LOTE	42

Property type

Town	43
Farm / Rural	42

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1942).

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

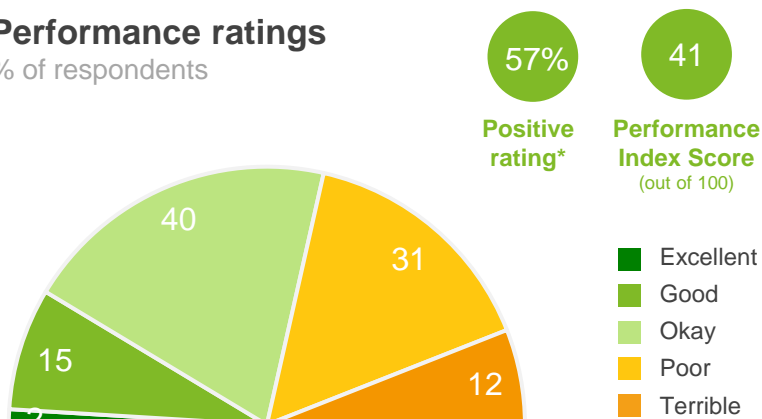
Compliance

Planning services

land use, development and building approvals

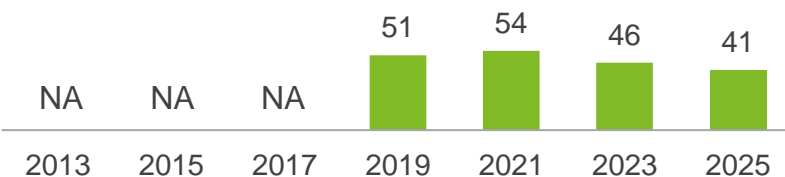
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

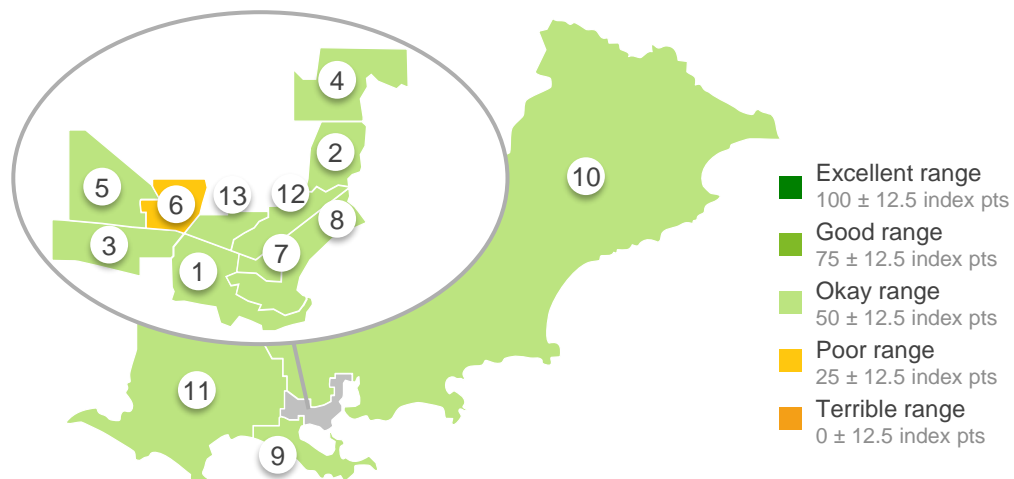
Performance Index Score



City of Albany	41
Industry High	65
Industry Average	42

Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	43
2.	Bayonet Head	41
3.	Lockyer-Gledhow	42
4.	Lower King	39
5.	Mckail	42
6.	Milpara-Orana	36
7.	Mira Mar	44
8.	Mt Clarence-Middleton B.	43
9.	Robinson-Little Grove	38
10.	Rural East	39
11.	Rural West	39
12.	Spencer P.-Collingwood H.	45
13.	Yakamia	43

Gender

Male	40
Female	42
Other	37

Age

14-17 years	44
18-34 years	42
35-49 years	38
50-64 years	40
65+ years	43

Age of children

0-4 years	41
5-11 years	38
12-17 years	38
18+ years	40
No children	42

Home ownership

Homeowner	41
Renting / other	43

Disability & culture

Disability	38
First Nations	34
LOTE	48

Property type

Town	41
Farm / Rural	37

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1617).

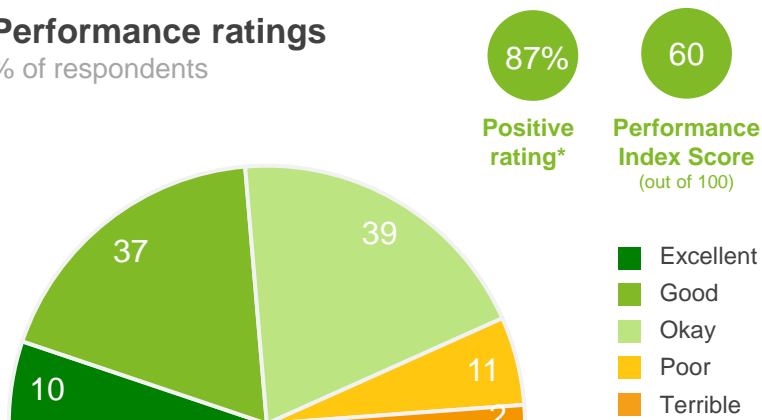
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Heritage services

preserving and promoting heritage sites and local history

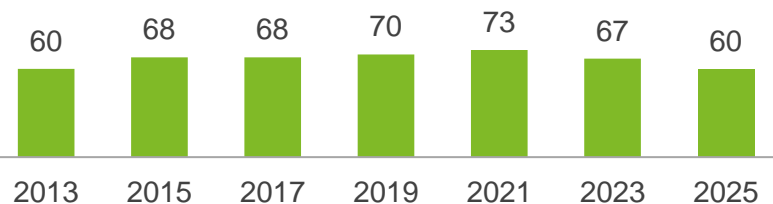
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

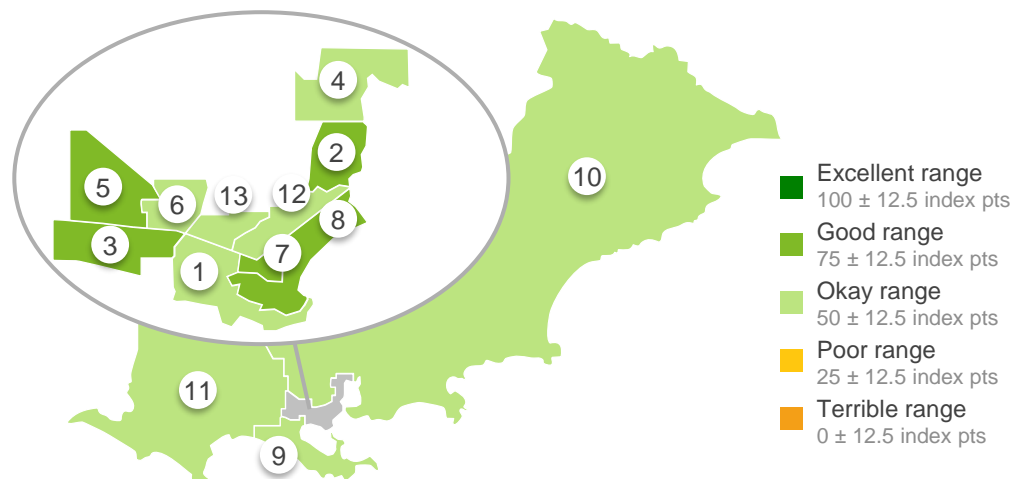
Performance Index Score



City of Albany	60
Industry High	78
Industry Average	57

Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	59
2.	Bayonet Head	63
3.	Lockyer-Gledhow	63
4.	Lower King	61
5.	Mckail	64
6.	Milpara-Orana	58
7.	Mira Mar	66
8.	Mt Clarence-Middleton B.	63
9.	Robinson-Little Grove	60
10.	Rural East	59
11.	Rural West	59
12.	Spencer P.-Collingwood H.	58
13.	Yakamia	57

Gender

Male	59
Female	62
Other	69

Age

14-17 years	61
18-34 years	62
35-49 years	62
50-64 years	60
65+ years	60

Age of children

0-4 years	65
5-11 years	61
12-17 years	61
18+ years	60
No children	60

Home ownership

Homeowner	61
Renting / other	59

Disability & culture

Disability	61
First Nations	56
LOTE	66

Property type

Town	61
Farm / Rural	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1754).

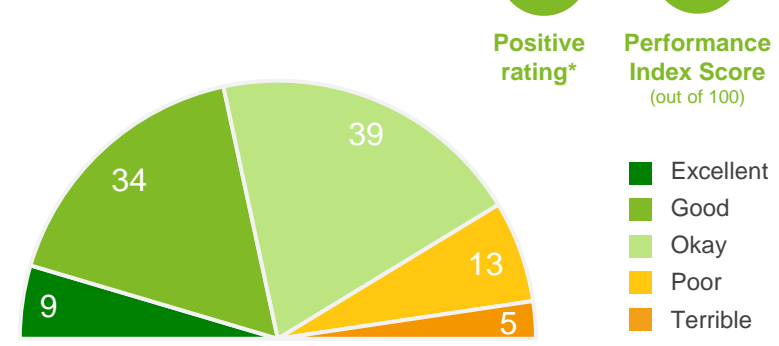
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Universal access and inclusion

disability, gender diversity etc

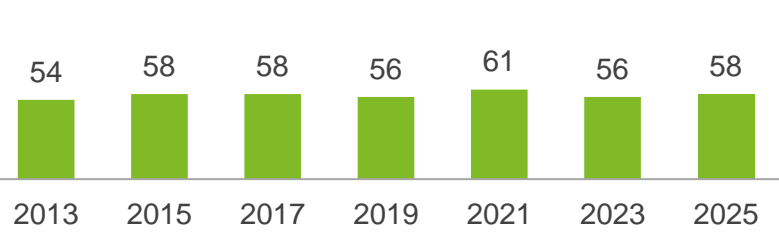
Performance ratings

% of respondents



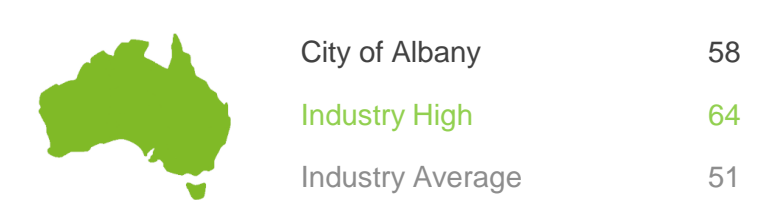
Trend Analysis

Performance Index Score



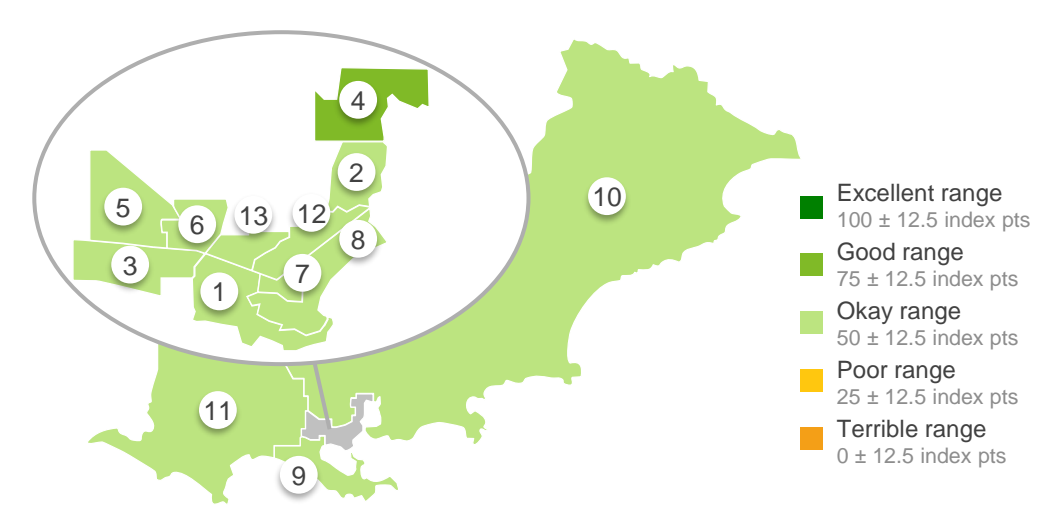
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children			
1.	Albany-Centennial Park	55	Male	58	0-4 years	57		
2.	Bayonet Head	58	Female	57	5-11 years	55		
3.	Lockyer-Gledhow	53	Other	57	12-17 years	57		
4.	Lower King	64	Age		18+ years	59		
5.	Mckail	59			No children	57		
6.	Milpara-Orana	54		14-17 years	60			
7.	Mira Mar	59		18-34 years	56			
8.	Mt Clarence-Middleton B.	61	35-49 years	58	Home ownership			
9.	Robinson-Little Grove	57	50-64 years	57	Homeowner	59		
			65+ years	58	Renting / other	53		
10.	Rural East	60	Disability & culture		Property type			
11.	Rural West	60						
12.	Spencer P.-Collingwood H.	54					Disability	49
13.	Yakamia	60	First Nations	49				
			LOTE	60	Farm / Rural	60		

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1638).

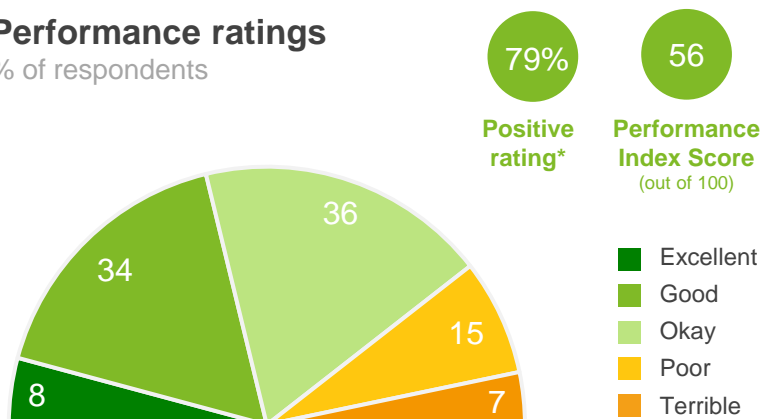
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Ranger services

animal management, parking control, etc.

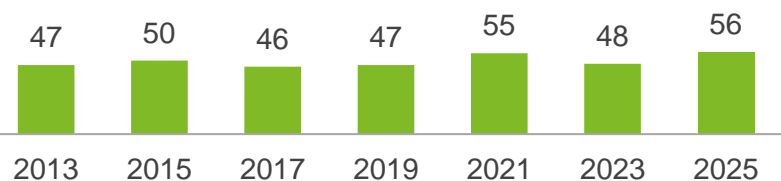
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

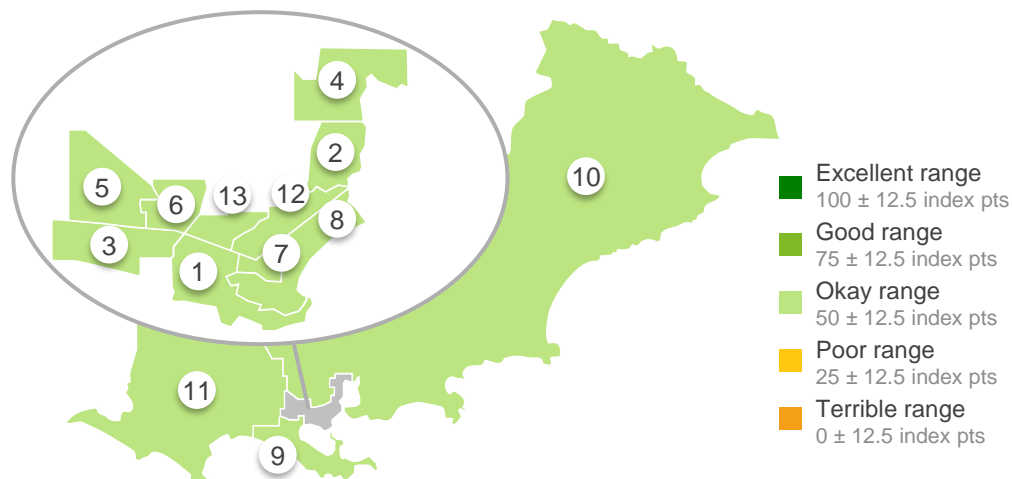
Performance Index Score



City of Albany	56
Industry High	63
Industry Average	54

Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	57
2.	Bayonet Head	57
3.	Lockyer-Gledhow	56
4.	Lower King	55
5.	Mckail	52
6.	Milpara-Orana	47
7.	Mira Mar	62
8.	Mt Clarence-Middleton B.	61
9.	Robinson-Little Grove	57
10.	Rural East	56
11.	Rural West	51
12.	Spencer P.-Collingwood H.	57
13.	Yakamia	57

Gender

Male	55
Female	56
Other	74

Age

14-17 years	63
18-34 years	56
35-49 years	55
50-64 years	54
65+ years	56

Disability & culture

Disability	54
First Nations	53
LOTE	53

Age of children

0-4 years	54
5-11 years	55
12-17 years	57
18+ years	55
No children	57

Home ownership

Homeowner	56
Renting / other	55

Property type

Town	56
Farm / Rural	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1809).

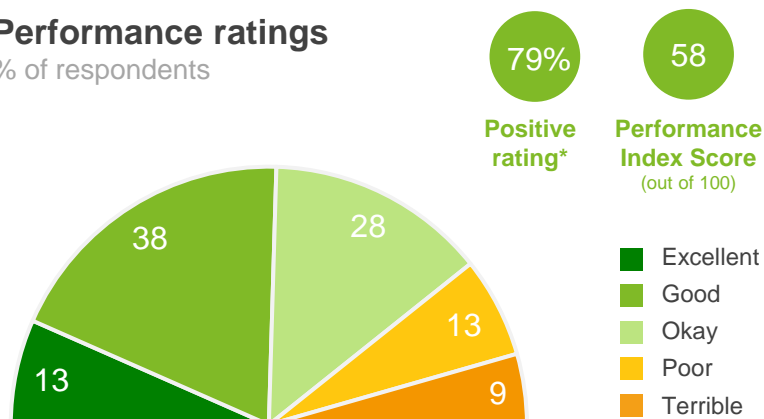
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Waste management

kerbside collection, waste transfer sites, land fill, recycling etc

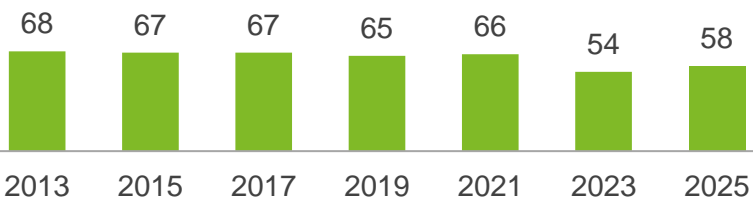
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

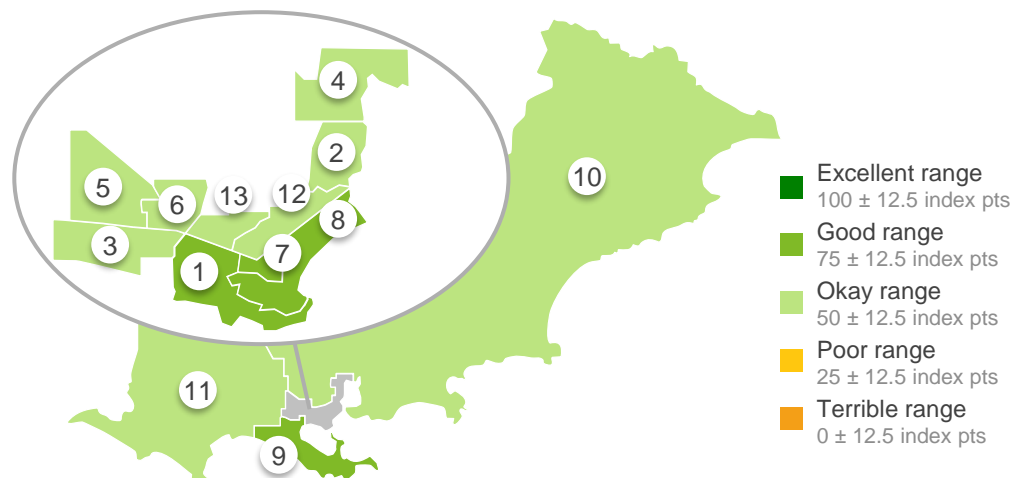
Performance Index Score



City of Albany	58
Industry High	77
Industry Average	58

Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	63
2.	Bayonet Head	56
3.	Lockyer-Gledhow	58
4.	Lower King	60
5.	Mckail	50
6.	Milpara-Orana	55
7.	Mira Mar	64
8.	Mt Clarence-Middleton B.	67
9.	Robinson-Little Grove	63
10.	Rural East	55
11.	Rural West	56
12.	Spencer P.-Collingwood H.	62
13.	Yakamia	51

Gender

Male	57
Female	60
Other	68

Age

14-17 years	66
18-34 years	55
35-49 years	52
50-64 years	56
65+ years	66

Age of children

0-4 years	51
5-11 years	49
12-17 years	55
18+ years	54
No children	63

Home ownership

Homeowner	58
Renting / other	60

Disability & culture

Disability	53
First Nations	43
LOTE	67

Property type

Town	59
Farm / Rural	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 2034).

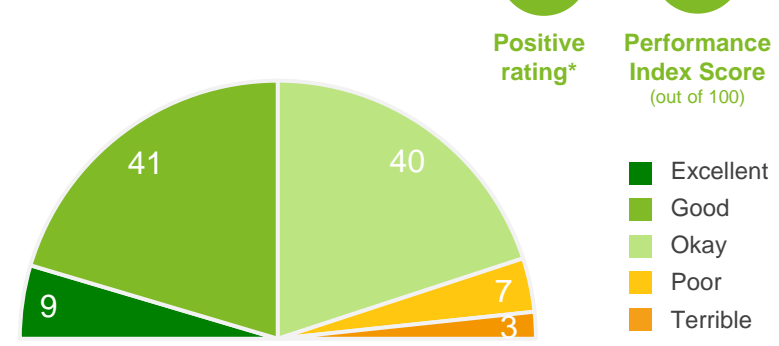
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Environmental health services

food safety, pollution management, disease control etc.

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



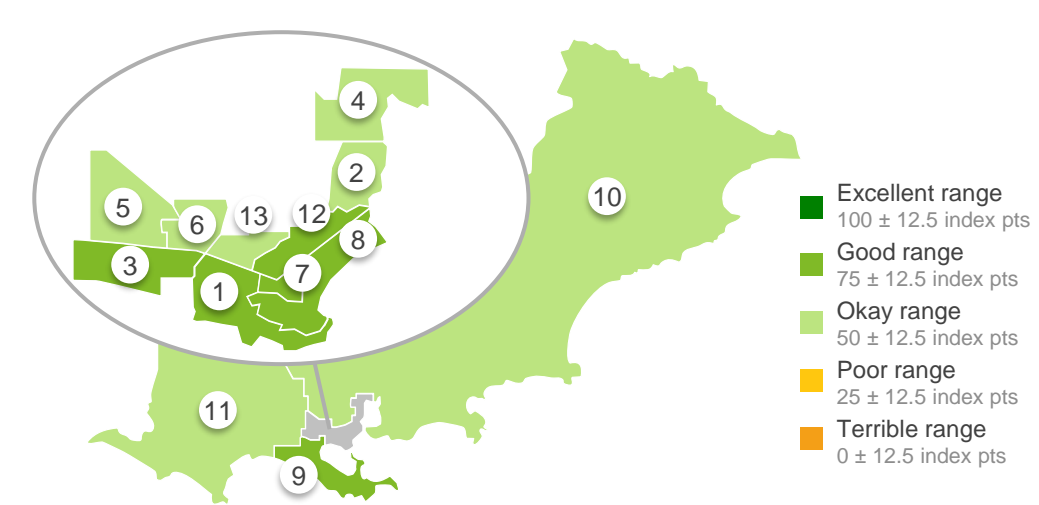
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	64	Male	61	0-4 years	64
2.	Bayonet Head	60	Female	61	5-11 years	59
3.	Lockyer-Gledhow	65	Other	69	12-17 years	59
4.	Lower King	59			18+ years	57
5.	Mckail	60			No children	64
6.	Milpara-Orana	60	Age		Home ownership	
7.	Mira Mar	67				
8.	Mt Clarence-Middleton B.	65				
9.	Robinson-Little Grove	63				
10.	Rural East	59	Disability & culture		Property type	
11.	Rural West	54				
12.	Spencer P.-Collingwood H.	63				
13.	Yakamia	62				

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

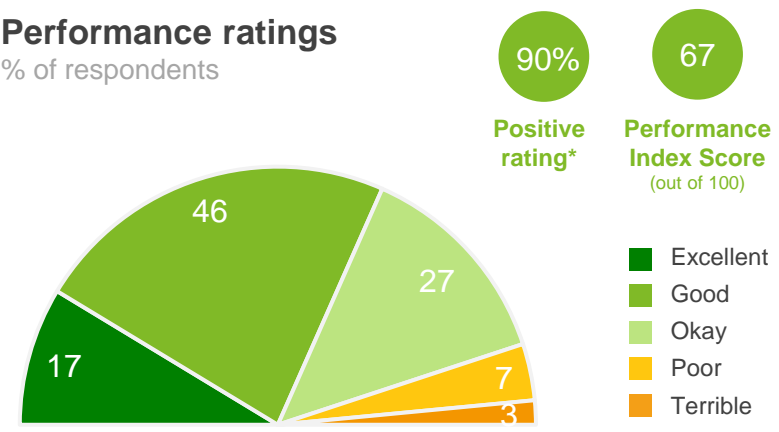
Base: All respondents, excludes 'unsure' and 'no response' (n = 1566).

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

Fire management mitigation and response

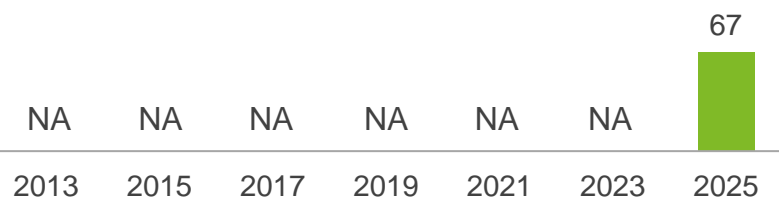
Performance ratings

% of respondents



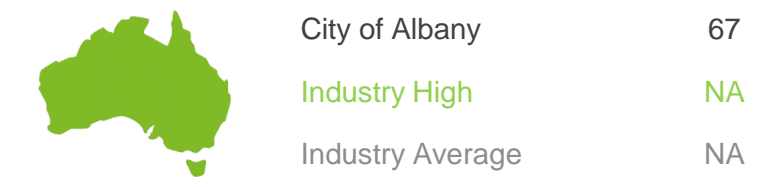
Trend Analysis

Performance Index Score



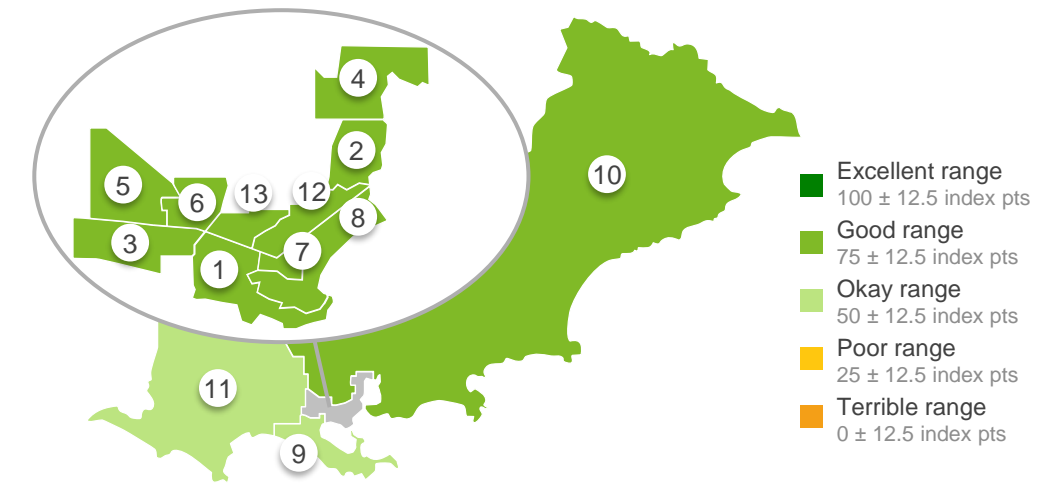
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	71	Male	65	0-4 years	67
2.	Bayonet Head	64	Female	68	5-11 years	66
3.	Lockyer-Gledhow	67	Other	65	12-17 years	66
4.	Lower King	65			18+ years	68
5.	Mckail	68			No children	67
6.	Milpara-Orana	67	Age			
7.	Mira Mar	71				
8.	Mt Clarence-Middleton B.	67				
9.	Robinson-Little Grove	62				
10.	Rural East	67	14-17 years	62	Home ownership	
11.	Rural West	61	18-34 years	68		
12.	Spencer P.-Collingwood H.	68	35-49 years	68		
13.	Yakamia	68	50-64 years	65		
			65+ years	68	Homeowner	66
					Renting / other	69
			Disability & culture		Property type	
			Disability	65	Town	68
			First Nations	59	Farm / Rural	64
			LOTE	67		

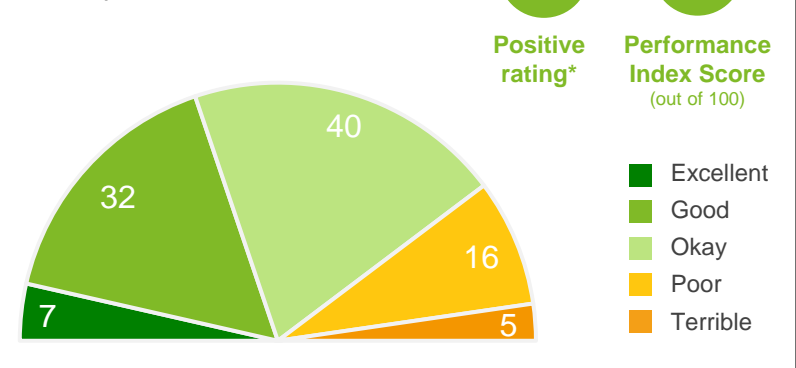
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1773).
 * Positive Rating = excellent, good + okay # small base size (<20 respondents)

Discretionary services

Youth services and facilities

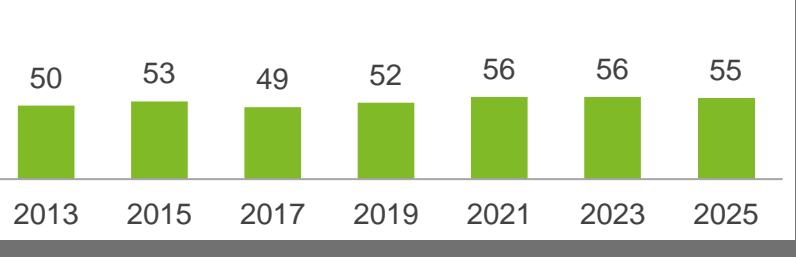
Performance ratings

% of respondents



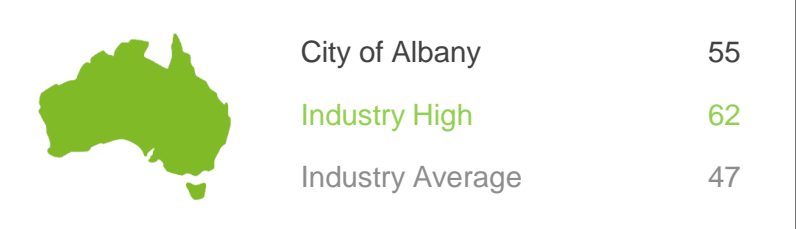
Trend Analysis

Performance Index Score



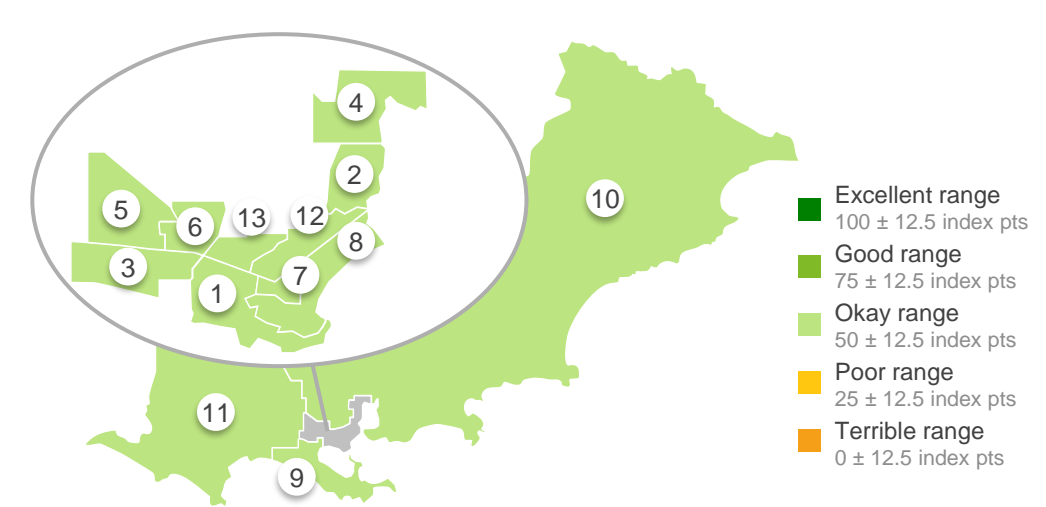
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	59
2.	Bayonet Head	54
3.	Lockyer-Gledhow	49
4.	Lower King	55
5.	Mckail	55
6.	Milpara-Orana	52
7.	Mira Mar	61
8.	Mt Clarence-Middleton B.	59
9.	Robinson-Little Grove	55
10.	Rural East	55
11.	Rural West	60
12.	Spencer P.-Collingwood H.	54
13.	Yakamia	53

Gender

Male	57
Female	54
Other	61

Age

14-17 years	58
18-34 years	53
35-49 years	52
50-64 years	56
65+ years	60

Disability & culture

Disability	51
First Nations	46
LOTE	64

Age of children

0-4 years	49
5-11 years	50
12-17 years	53
18+ years	53
No children	59

Home ownership

Homeowner	56
Renting / other	52

Property type

Town	55
Farm / Rural	55

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

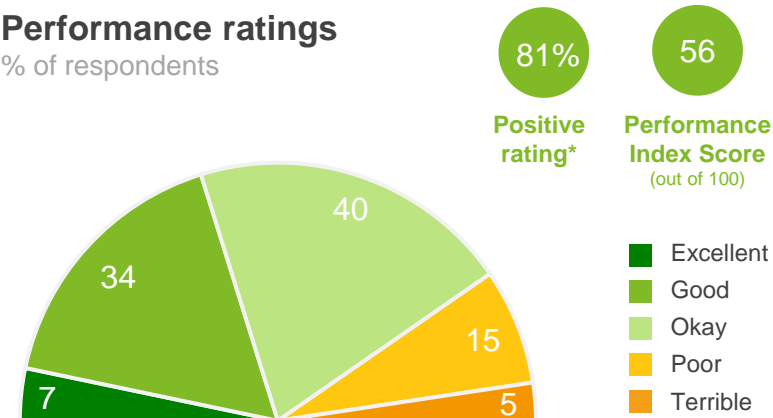
Base: All respondents, excludes 'unsure' and 'no response' (n = 1436).

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

Family and children's services and facilities

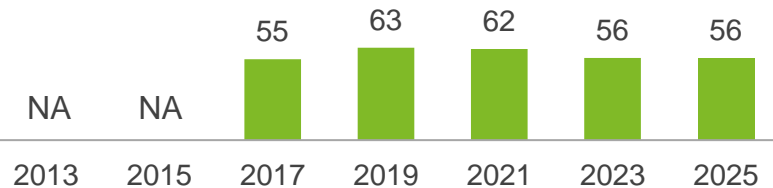
Performance ratings

% of respondents



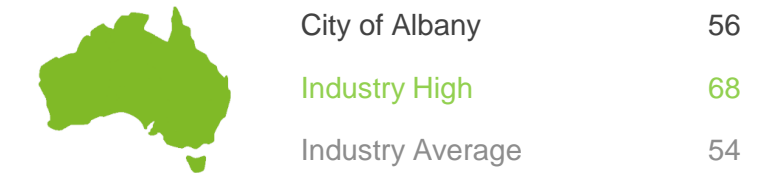
Trend Analysis

Performance Index Score



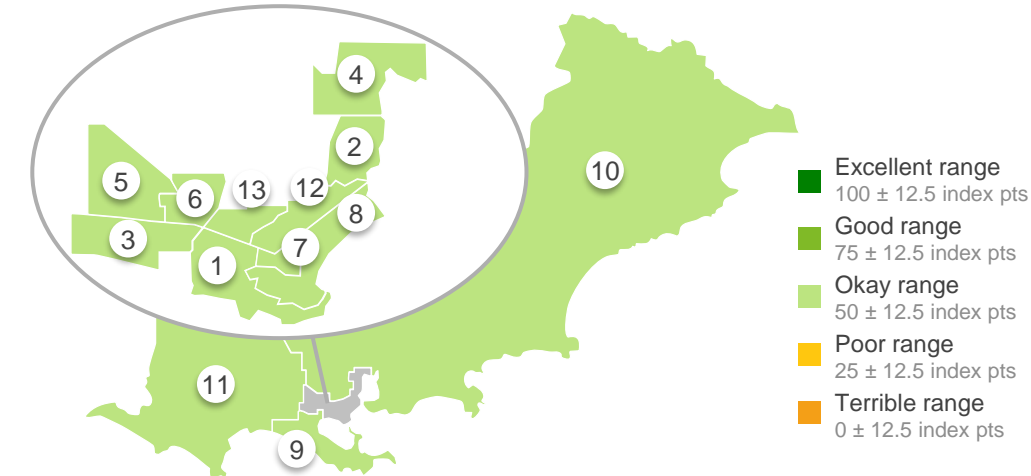
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	60	Male	56	0-4 years	52
2.	Bayonet Head	54	Female	55	5-11 years	52
3.	Lockyer-Gledhow	55	Other	56	12-17 years	56
4.	Lower King	58			18+ years	53
5.	Mckail	54			No children	58
6.	Milpara-Orana	51	Age		Home ownership	
7.	Mira Mar	56				
8.	Mt Clarence-Middleton B.	58				
9.	Robinson-Little Grove	58				
10.	Rural East	56	14-17 years	61	Homeowner	56
11.	Rural West	61	18-34 years	54	Renting / other	54
12.	Spencer P.-Collingwood H.	54	35-49 years	53		
13.	Yakamia	50	50-64 years	56		
			65+ years	59		
			Disability & culture		Property type	
			Disability	50	Town	55
			First Nations	46	Farm / Rural	56
			LOTE	61		

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

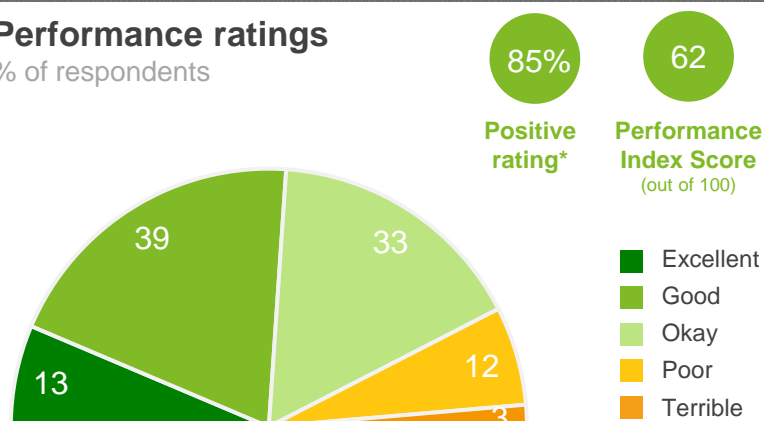
Base: All respondents, excludes 'unsure' and 'no response' (n = 1415).

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

Seniors' services and facilities

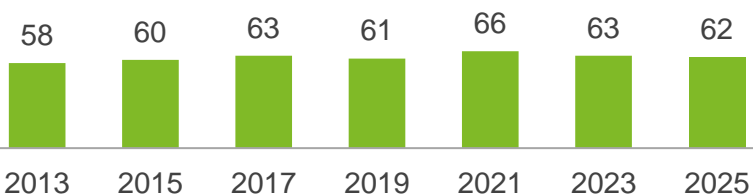
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

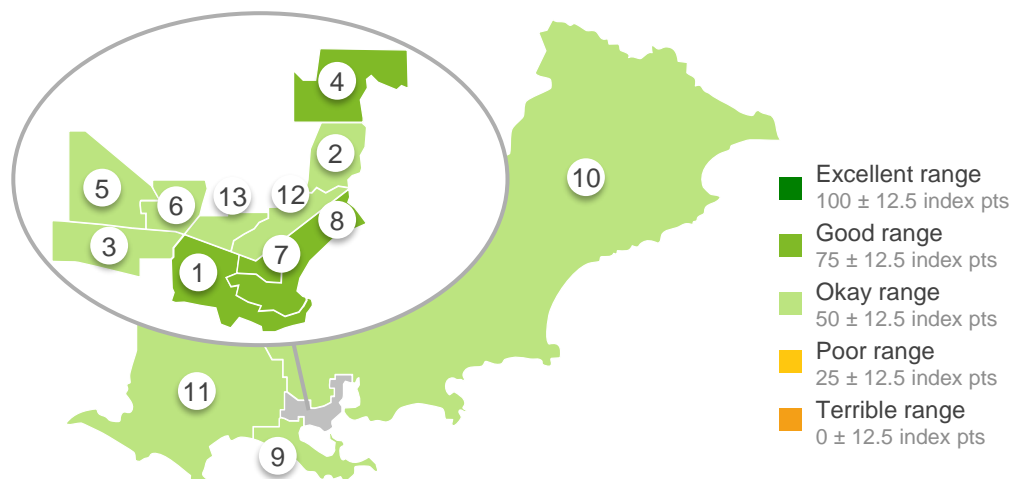
Performance Index Score



City of Albany	62
Industry High	68
Industry Average	54

Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	66
2.	Bayonet Head	61
3.	Lockyer-Gledhow	62
4.	Lower King	63
5.	Mckail	58
6.	Milpara-Orana	61
7.	Mira Mar	69
8.	Mt Clarence-Middleton B.	65
9.	Robinson-Little Grove	62
10.	Rural East	61
11.	Rural West	56
12.	Spencer P.-Collingwood H.	62
13.	Yakamia	58

Gender

Male	60
Female	63
Other	59

Age

14-17 years	62
18-34 years	65
35-49 years	61
50-64 years	61
65+ years	62

Age of children

0-4 years	62
5-11 years	61
12-17 years	64
18+ years	62
No children	62

Home ownership

Homeowner	62
Renting / other	62

Disability & culture

Disability	56
First Nations	51
LOTE	62

Property type

Town	62
Farm / Rural	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1520).

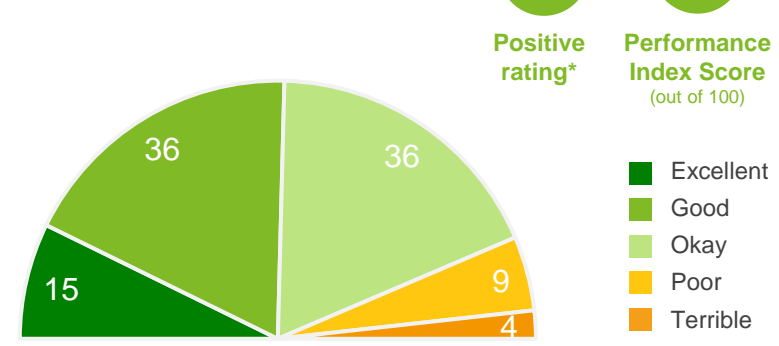
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Reconciliation action

recognition and respect for First Nations peoples, culture and heritage

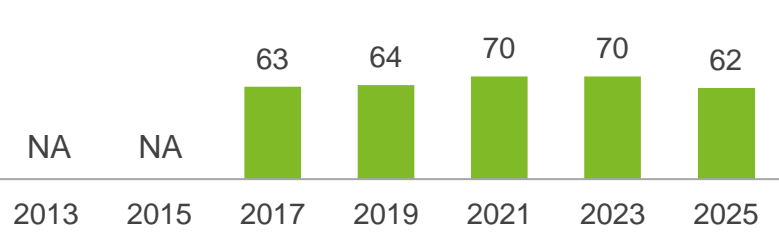
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



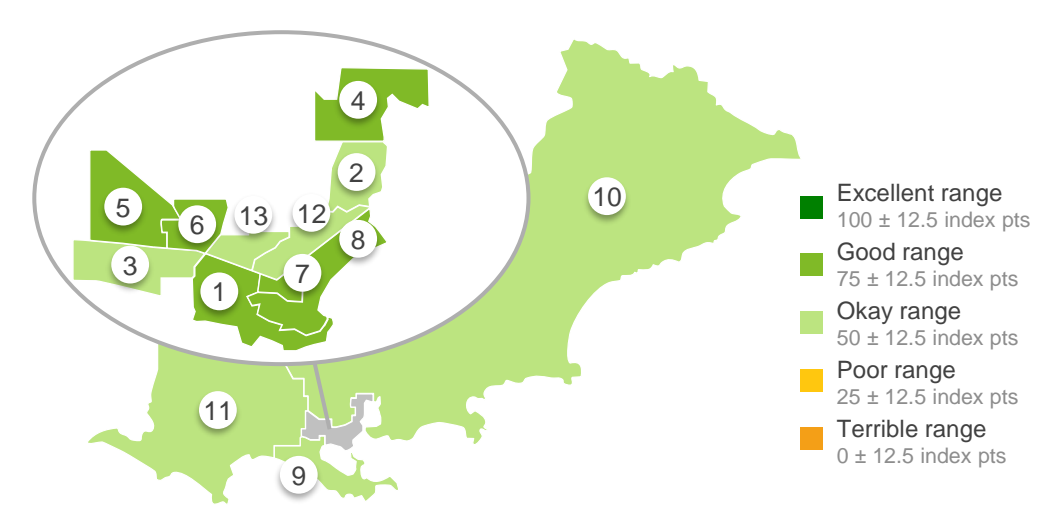
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	64	Male	62	0-4 years	57
2.	Bayonet Head	61	Female	63	5-11 years	61
3.	Lockyer-Gledhow	54	Other	51	12-17 years	64
4.	Lower King	63			18+ years	65
5.	Mckail	67			No children	63
6.	Milpara-Orana	67	Age		Home ownership	
7.	Mira Mar	67				
8.	Mt Clarence-Middleton B.	64				
9.	Robinson-Little Grove	62				
10.	Rural East	61	Disability & culture		Property type	
11.	Rural West	61				
12.	Spencer P.-Collingwood H.	59				
13.	Yakamia	61				
			Disability	61	Town	62
			First Nations	53	Farm / Rural	64
			LOTE	59		

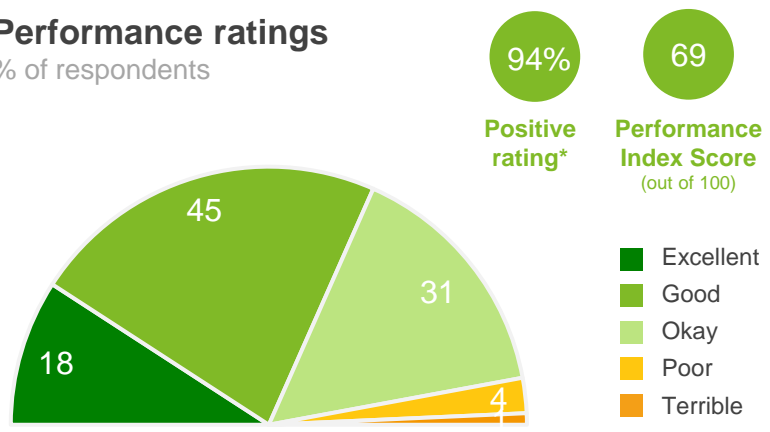
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1363).

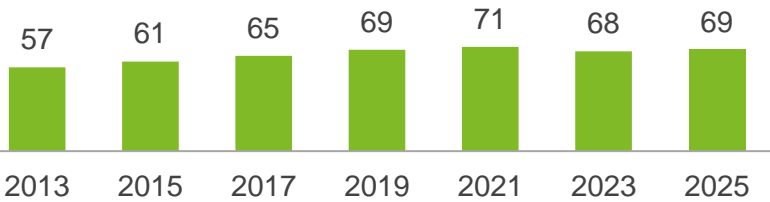
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Art, culture and creative activities including performing art centres and museums

Performance ratings % of respondents



Trend Analysis Performance Index Score

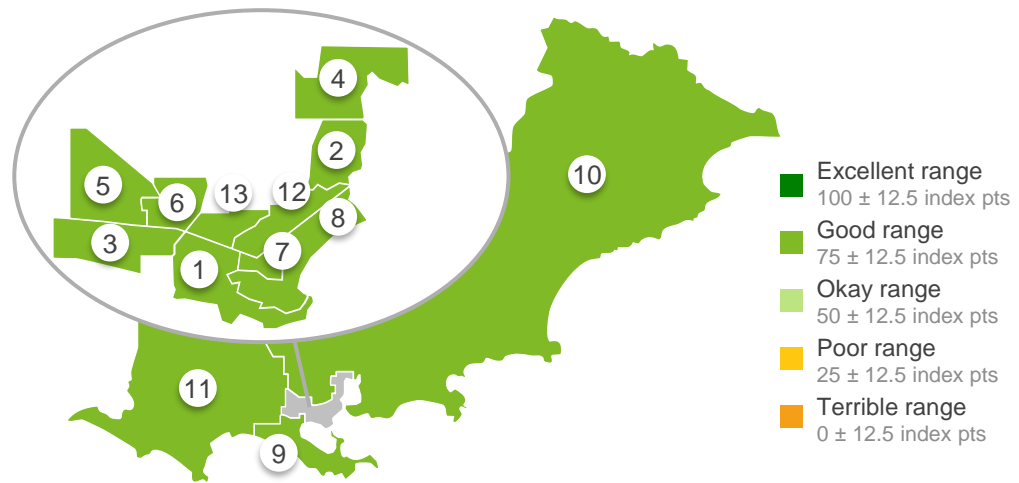


MARKYT Industry Standards Performance Index Score



City of Albany	69
Industry High	71
Industry Average	63

Geographical and community variances Performance Index Score



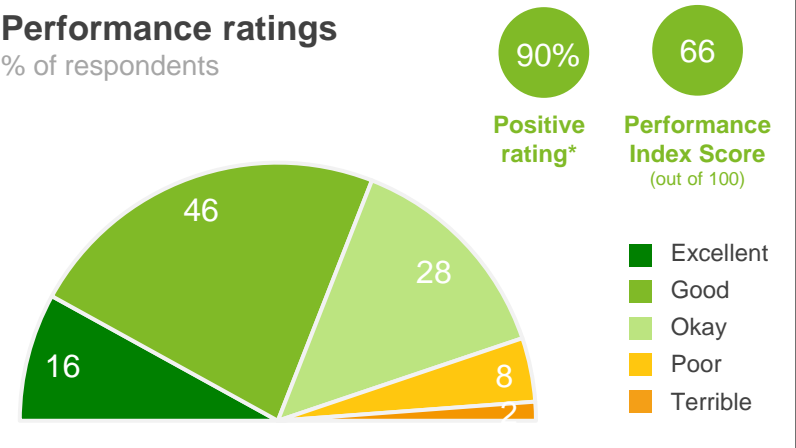
Location			Gender		Age of children					
1.	Albany-Centennial Park	70	Male	67	0-4 years	64				
2.	Bayonet Head	70	Female	70	5-11 years	65				
3.	Lockyer-Gledhow	65	Other	67	12-17 years	68				
4.	Lower King	66	Age		18+ years	70				
5.	Mckail	64			No children	70				
6.	Milpara-Orana	68		14-17 years	68					
7.	Mira Mar	73		18-34 years	66					
8.	Mt Clarence-Middleton B.	72		35-49 years	67					
9.	Robinson-Little Grove	70	50-64 years	70	Homeowner	70				
10.	Rural East	68	65+ years	70	Renting / other	64				
11.	Rural West	69	Disability & culture		Property type					
12.	Spencer P.-Collingwood H.	68					Disability	64	Town	69
13.	Yakamia	67					First Nations	60	Farm / Rural	70
			LOTE	62						

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 1819).
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Festivals, markets and community events

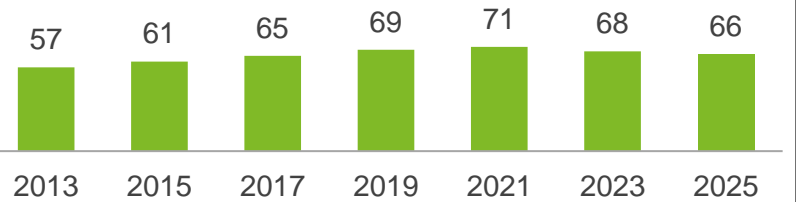
Performance ratings

% of respondents



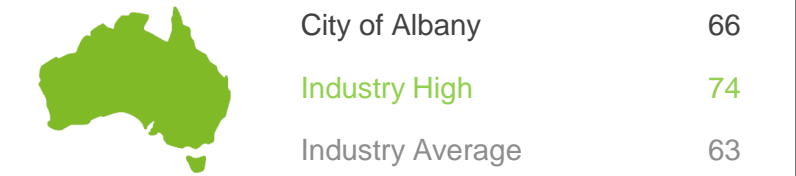
Trend Analysis

Performance Index Score



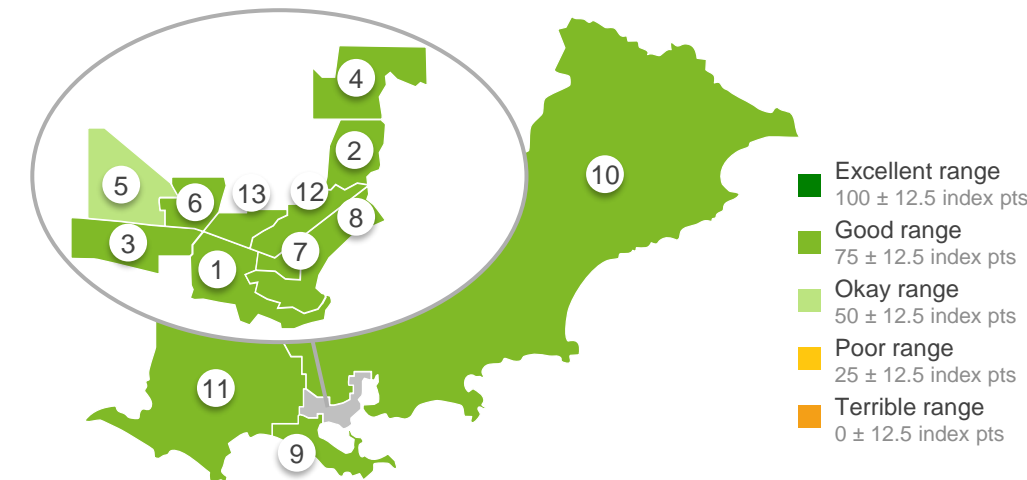
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



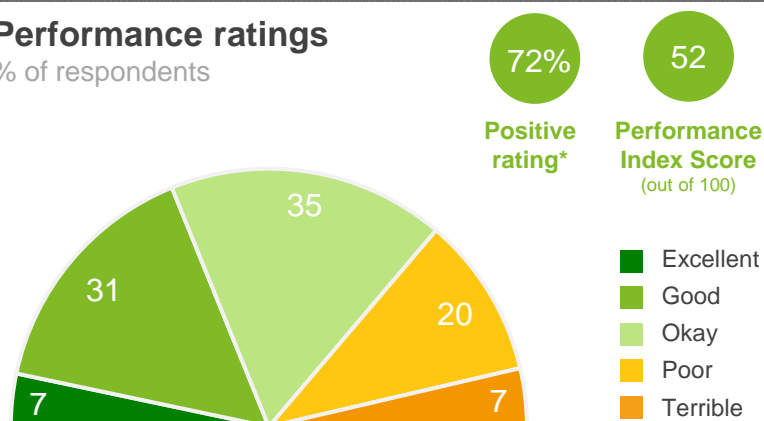
Location			Gender		Age of children	
1.	Albany-Centennial Park	69	Male	63	0-4 years	65
2.	Bayonet Head	66	Female	69	5-11 years	64
3.	Lockyer-Gledhow	63	Other	68	12-17 years	66
4.	Lower King	63			18+ years	65
5.	Mckail	60			No children	67
6.	Milpara-Orana	66	Age	14-17 years	67	
7.	Mira Mar	69		18-34 years	65	
8.	Mt Clarence-Middleton B.	73		35-49 years	66	
9.	Robinson-Little Grove	66		50-64 years	65	
10.	Rural East	68		65+ years	69	
11.	Rural West	67	Disability & culture		Home ownership	
12.	Spencer P.-Collingwood H.	67			Homeowner	66
13.	Yakamia	64			Renting / other	66
			Property type			
			Disability		Town	66
			First Nations		Farm / Rural	68
			LOTE			

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1960).
 * Positive Rating = excellent, good + okay # small base size (<20 respondents)

City centre development and activation

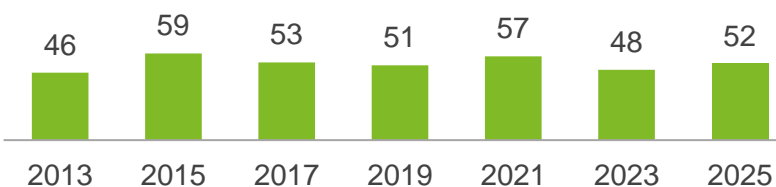
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

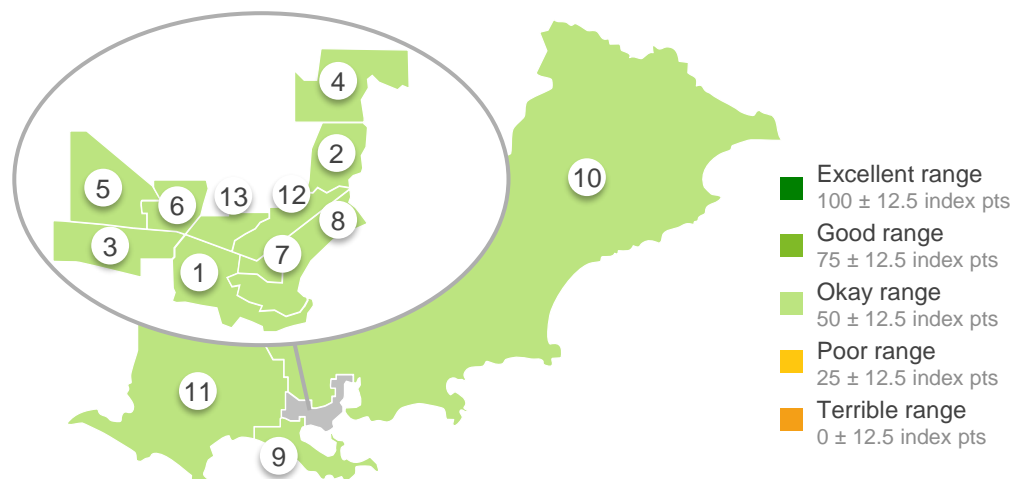
Performance Index Score



City of Albany	52
Industry High	63
Industry Average	46

Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	53
2.	Bayonet Head	53
3.	Lockyer-Gledhow	50
4.	Lower King	48
5.	Mckail	49
6.	Milpara-Orana	46
7.	Mira Mar	58
8.	Mt Clarence-Middleton B.	60
9.	Robinson-Little Grove	51
10.	Rural East	55
11.	Rural West	56
12.	Spencer P.-Collingwood H.	53
13.	Yakamia	48

Gender

Male	50
Female	54
Other	55

Age

14-17 years	65
18-34 years	51
35-49 years	51
50-64 years	51
65+ years	54

Age of children

0-4 years	52
5-11 years	49
12-17 years	56
18+ years	49
No children	53

Home ownership

Homeowner	52
Renting / other	54

Disability & culture

Disability	49
First Nations	45
LOTE	47

Property type

Town	52
Farm / Rural	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1821).

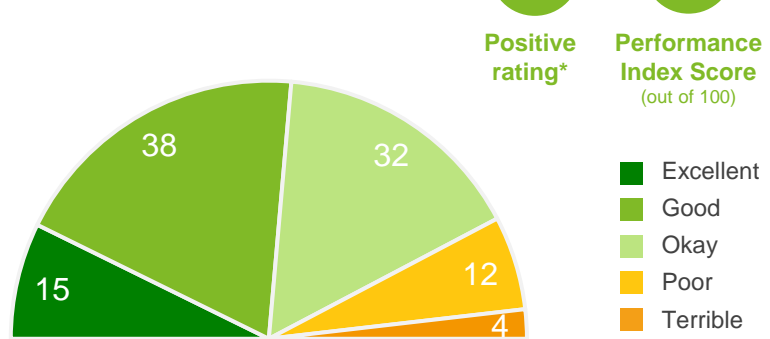
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Tourism and destination marketing

including Albany Visitor Centre

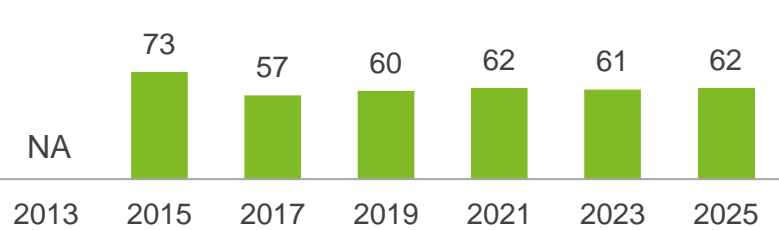
Performance ratings

% of respondents



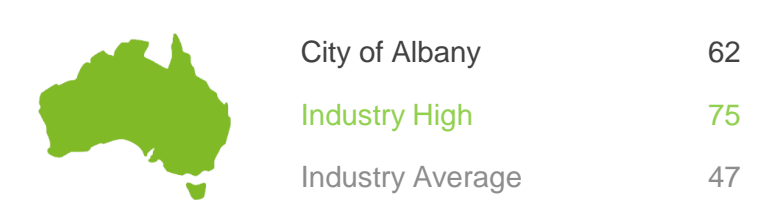
Trend Analysis

Performance Index Score



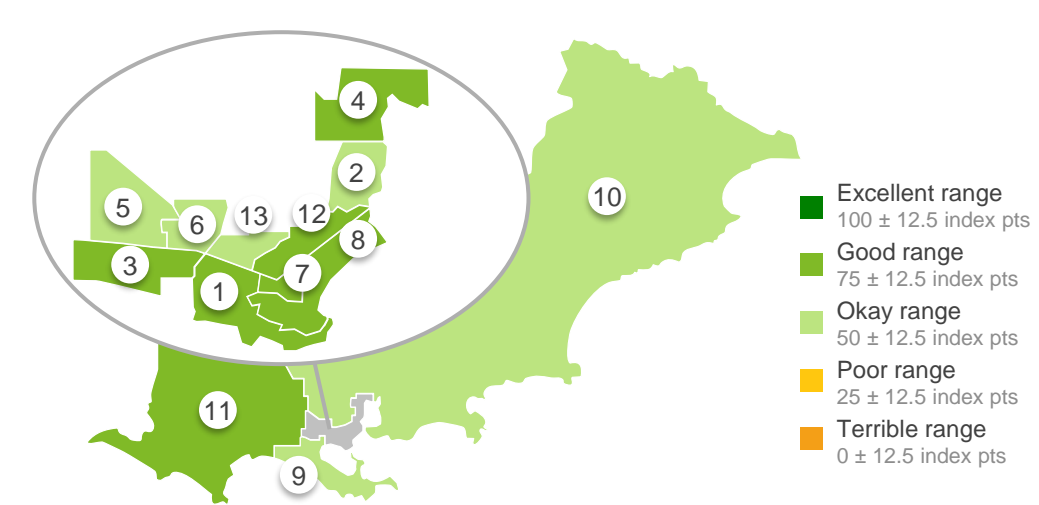
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	63	Male	60	0-4 years	62
2.	Bayonet Head	59	Female	64	5-11 years	61
3.	Lockyer-Gledhow	64	Other	69	12-17 years	62
4.	Lower King	63	Age		18+ years	60
5.	Mckail	59			No children	63
6.	Milpara-Orana	60		14-17 years	69	
7.	Mira Mar	64		18-34 years	63	
8.	Mt Clarence-Middleton B.	64	35-49 years	61	Home ownership	
9.	Robinson-Little Grove	62	50-64 years	61	Homeowner	62
			65+ years	62	Renting / other	63
10.	Rural East	62	Disability & culture		Property type	
11.	Rural West	67				
12.	Spencer P.-Collingwood H.	63				
13.	Yakamia	61	Disability	57	Town	62
			First Nations	54	Farm / Rural	66
			LOTE	69		

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

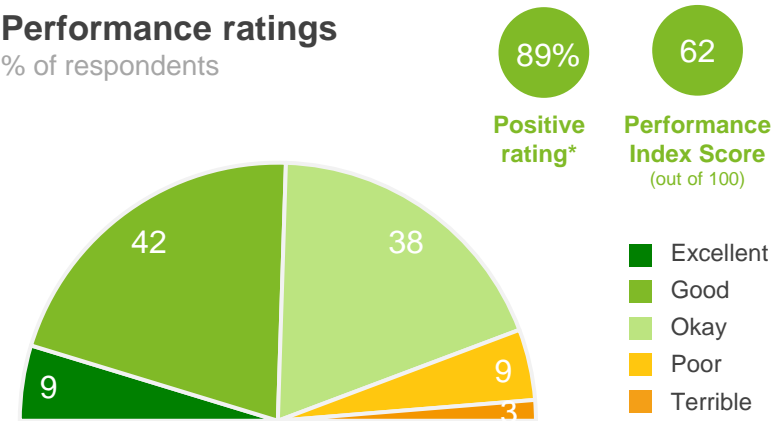
Base: All respondents, excludes 'unsure' and 'no response' (n = 1844).

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

Volunteer support services

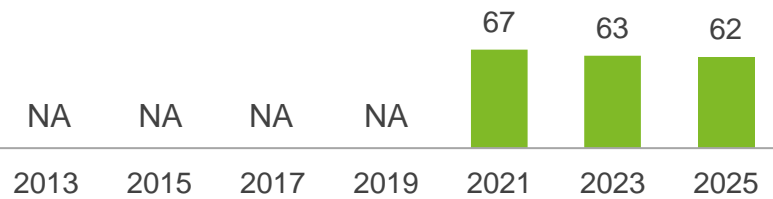
Performance ratings

% of respondents



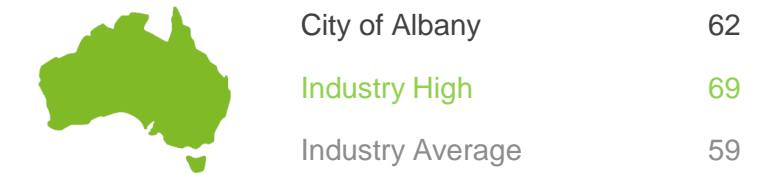
Trend Analysis

Performance Index Score



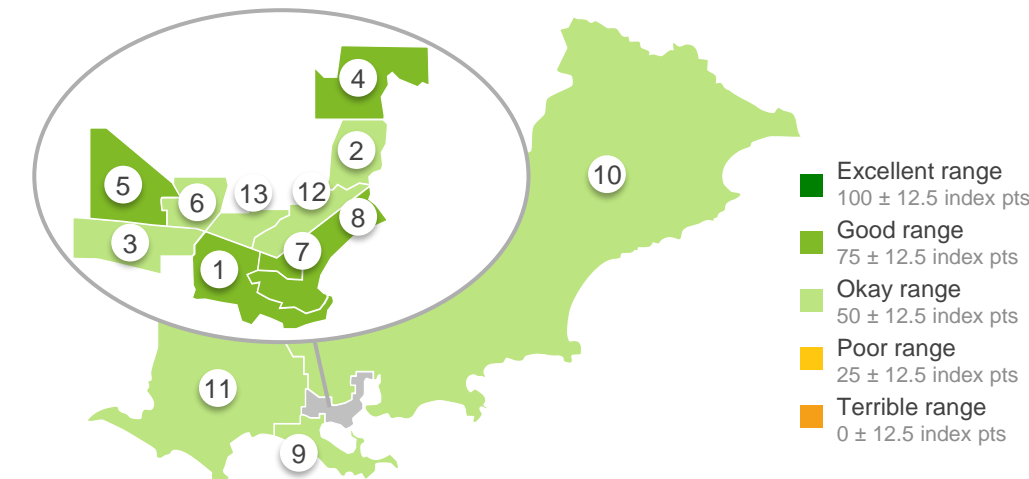
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	64
2.	Bayonet Head	59
3.	Lockyer-Gledhow	60
4.	Lower King	63
5.	Mckail	63
6.	Milpara-Orana	58
7.	Mira Mar	69
8.	Mt Clarence-Middleton B.	64
9.	Robinson-Little Grove	62
10.	Rural East	61
11.	Rural West	60
12.	Spencer P.-Collingwood H.	60
13.	Yakamia	59

Gender

Male	62
Female	61
Other	63

Age

14-17 years	63
18-34 years	60
35-49 years	57
50-64 years	61
65+ years	66

Age of children

0-4 years	60
5-11 years	56
12-17 years	60
18+ years	62
No children	63

Home ownership

Homeowner	62
Renting / other	60

Disability & culture

Disability	55
First Nations	60
LOTE	67

Property type

Town	61
Farm / Rural	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1453).

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

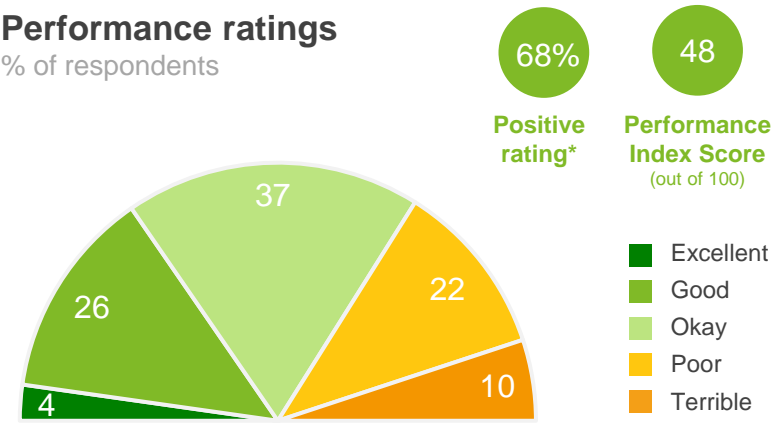
Advocacy and support

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

Safety and crime prevention

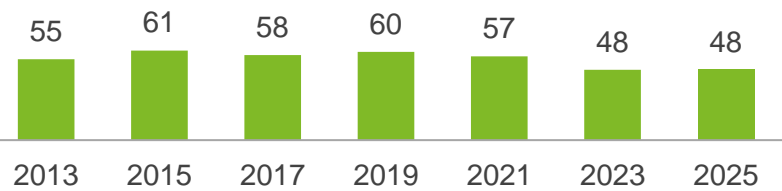
Performance ratings

% of respondents



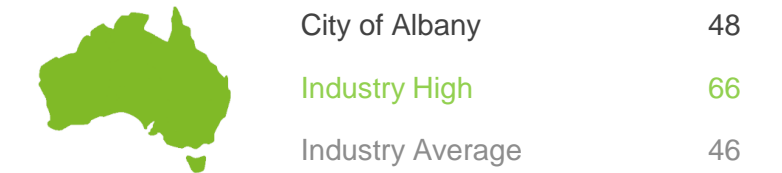
Trend Analysis

Performance Index Score



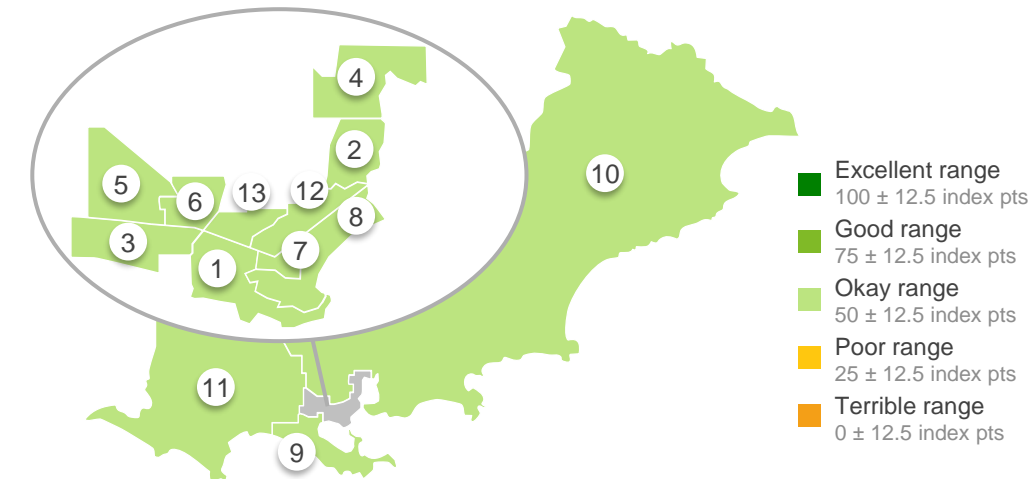
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



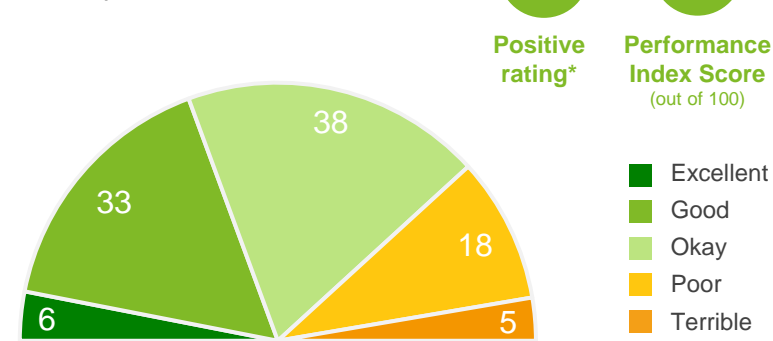
Location			Gender		Age of children	
1.	Albany-Centennial Park	52	Male	47	0-4 years	45
2.	Bayonet Head	47	Female	49	5-11 years	45
3.	Lockyer-Gledhow	44	Other	52	12-17 years	45
4.	Lower King	49			18+ years	46
5.	Mckail	44			No children	51
6.	Milpara-Orana	43	Age			
7.	Mira Mar	53				
8.	Mt Clarence-Middleton B.	54				
9.	Robinson-Little Grove	49				
10.	Rural East	52				
11.	Rural West	42	Disability & culture			
12.	Spencer P.-Collingwood H.	52				
13.	Yakamia	43				
			Disability	44	Home ownership	
			First Nations	36		
			LOTE	60		
					Property type	
					Town	49
					Farm / Rural	47

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1832).
 * Positive Rating = excellent, good + okay # small base size (<20 respondents)

Health and community services

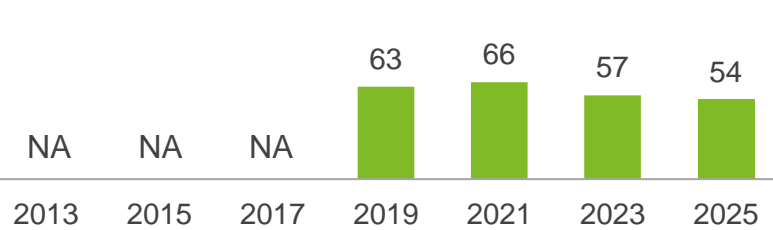
Performance ratings

% of respondents



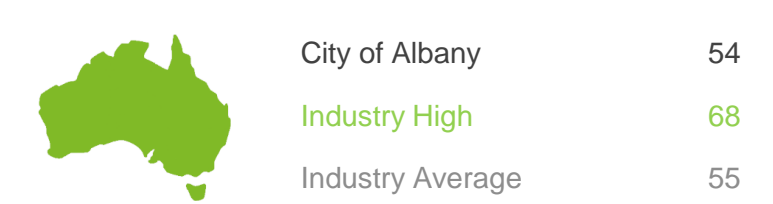
Trend Analysis

Performance Index Score



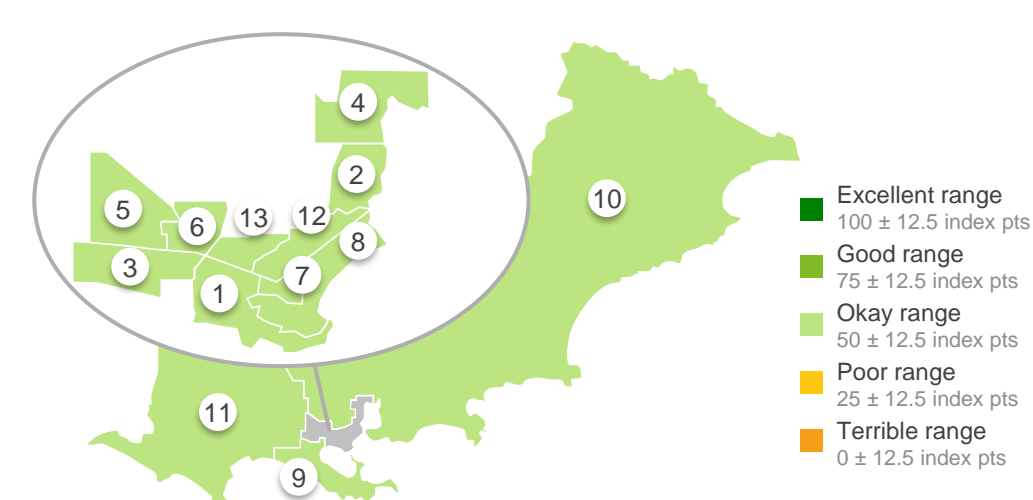
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	57	Male	55	0-4 years	49
2.	Bayonet Head	51	Female	53	5-11 years	48
3.	Lockyer-Gledhow	51	Other	57	12-17 years	53
4.	Lower King	51			18+ years	54
5.	Mckail	52			No children	56
6.	Milpara-Orana	51	Age		Home ownership	
7.	Mira Mar	59				
8.	Mt Clarence-Middleton B.	59				
9.	Robinson-Little Grove	54				
10.	Rural East	54	Disability & culture		Property type	
11.	Rural West	55				
12.	Spencer P.-Collingwood H.	55				
13.	Yakamia	52				
			Disability	48	Town	54
			First Nations	46	Farm / Rural	54
			LOTE	65		

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1854).

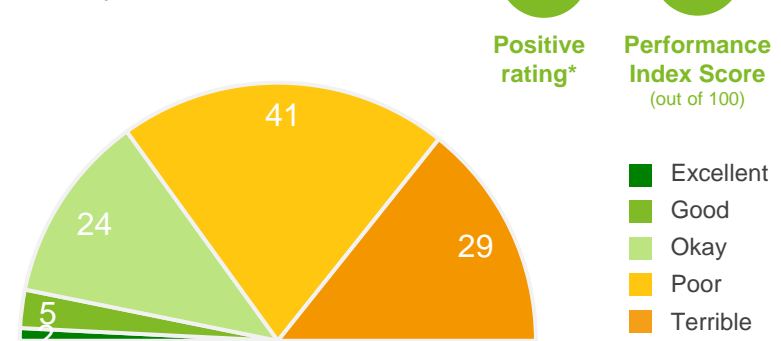
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Housing

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

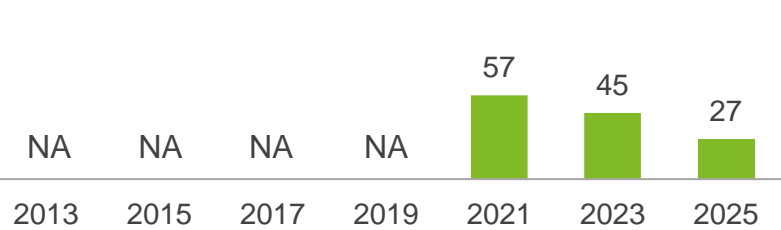
Performance ratings

% of respondents



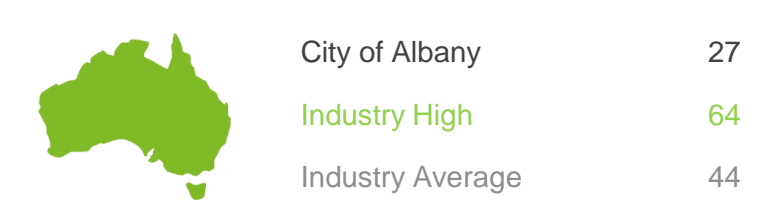
Trend Analysis

Performance Index Score



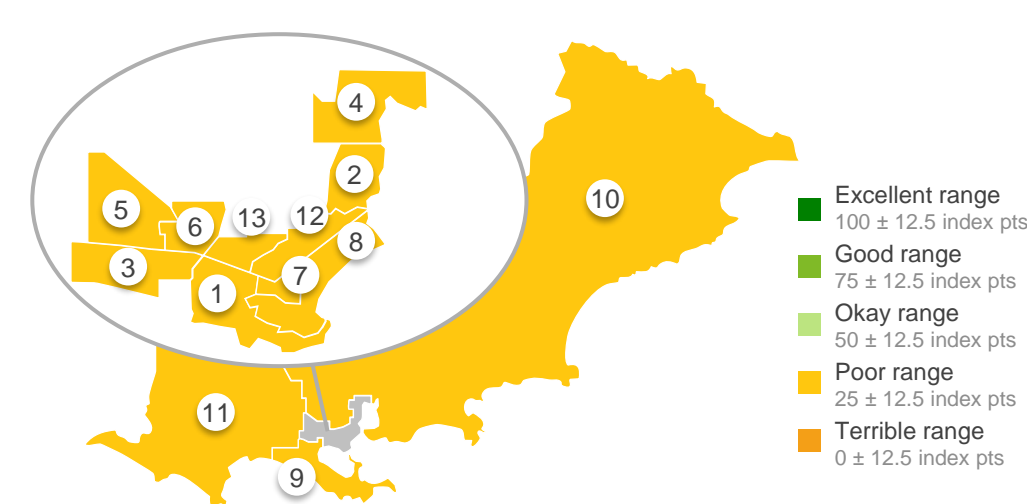
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	25
2.	Bayonet Head	31
3.	Lockyer-Gledhow	23
4.	Lower King	24
5.	Mckail	25
6.	Milpara-Orana	24
7.	Mira Mar	33
8.	Mt Clarence-Middleton B.	31
9.	Robinson-Little Grove	27
10.	Rural East	31
11.	Rural West	25
12.	Spencer P.-Collingwood H.	28
13.	Yakamia	28

Gender

Male	30
Female	25
Other	25

Age

14-17 years	27
18-34 years	25
35-49 years	26
50-64 years	27
65+ years	30

Age of children

0-4 years	25
5-11 years	25
12-17 years	27
18+ years	26
No children	29

Home ownership

Homeowner	29
Renting / other	20

Disability & culture

Disability	26
First Nations	22
LOTE	35

Property type

Town	27
Farm / Rural	30

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

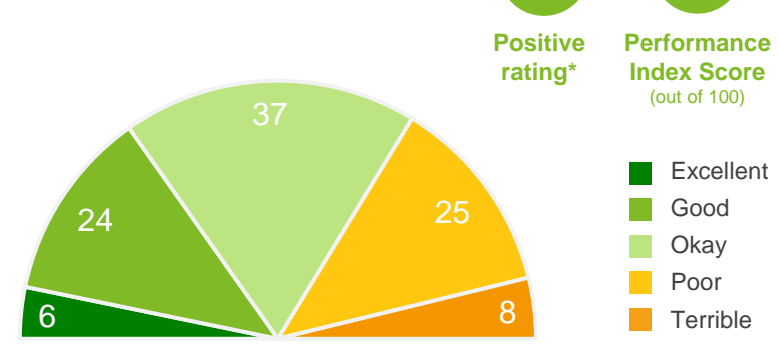
Base: All respondents, excludes 'unsure' and 'no response' (n = 1705).

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

Aged care and accommodation

Performance ratings

% of respondents



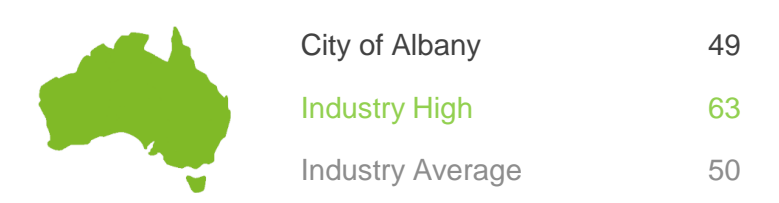
Trend Analysis

Performance Index Score



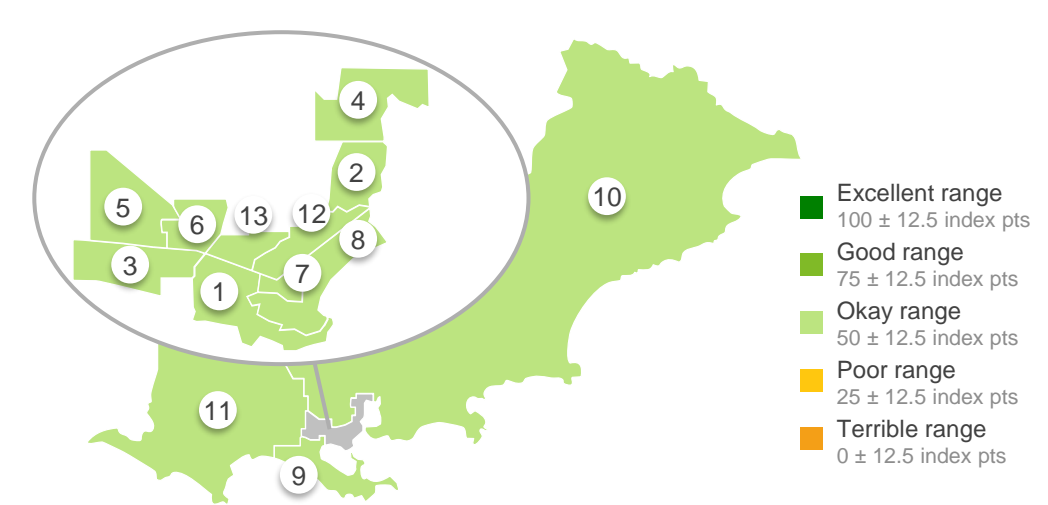
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	48	Male	50	0-4 years	51
2.	Bayonet Head	52	Female	48	5-11 years	50
3.	Lockyer-Gledhow	48	Other	62	12-17 years	53
4.	Lower King	52			18+ years	48
5.	Mckail	49			No children	49
6.	Milpara-Orana	45	Age			
7.	Mira Mar	51				
8.	Mt Clarence-Middleton B.	56				
9.	Robinson-Little Grove	48				
10.	Rural East	51	14-17 years	73	Home ownership	
11.	Rural West	46	18-34 years	52		
12.	Spencer P.-Collingwood H.	49	35-49 years	50		
13.	Yakamia	45	50-64 years	44	Homeowner	48
			65+ years	48	Renting / other	55
			Disability & culture		Property type	
			Disability	45	Town	50
			First Nations	48	Farm / Rural	49
			LOTE	54		

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1547).

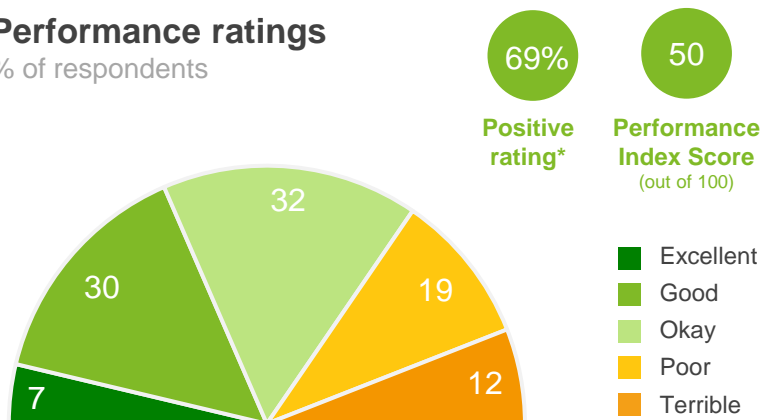
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Main roads

South Western Highway, Albany Highway, Menang Drive, South Coast Hwy

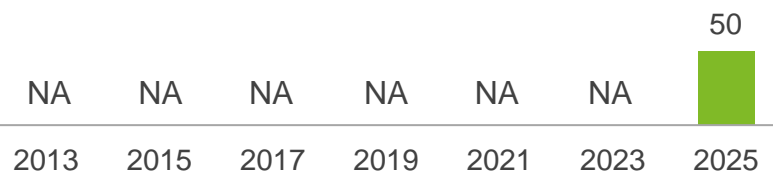
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

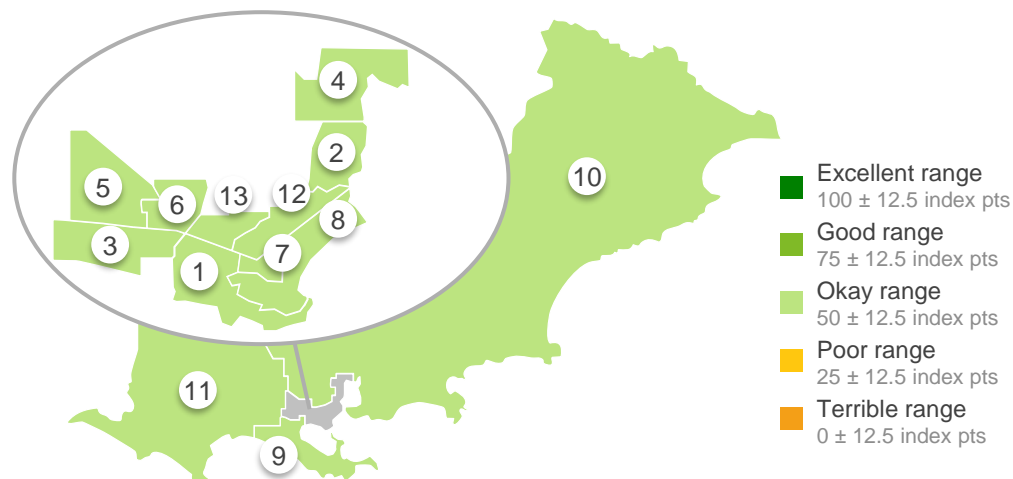
Performance Index Score



City of Albany	50
Industry High	56
Industry Average	51

Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	54
2.	Bayonet Head	49
3.	Lockyer-Gledhow	48
4.	Lower King	48
5.	Mckail	44
6.	Milpara-Orana	47
7.	Mira Mar	51
8.	Mt Clarence-Middleton B.	59
9.	Robinson-Little Grove	52
10.	Rural East	46
11.	Rural West	51
12.	Spencer P.-Collingwood H.	54
13.	Yakamia	52

Gender

Male	49
Female	52
Other	60

Age

14-17 years	61
18-34 years	52
35-49 years	48
50-64 years	48
65+ years	52

Age of children

0-4 years	46
5-11 years	48
12-17 years	50
18+ years	47
No children	52

Home ownership

Homeowner	49
Renting / other	56

Disability & culture

Disability	48
First Nations	39
LOTE	69

Property type

Town	51
Farm / Rural	49

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

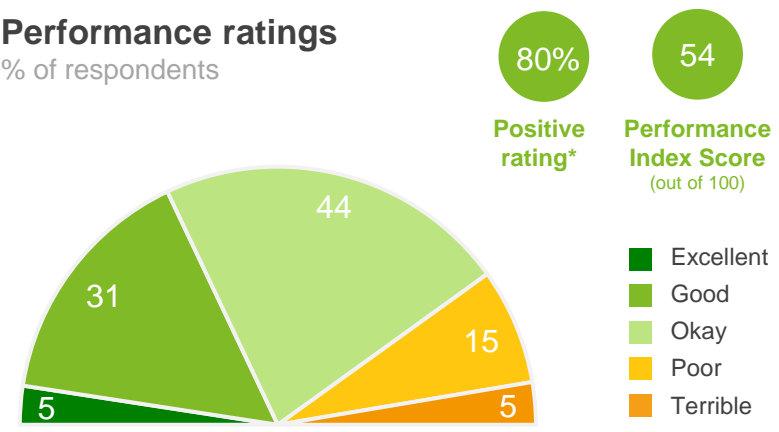
Base: All respondents, excludes 'unsure' and 'no response' (n = 1930).

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

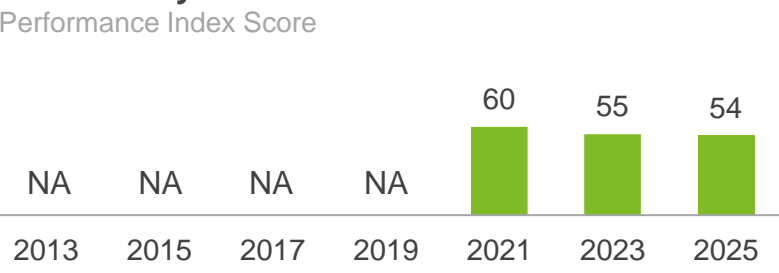
Environmental management and conservation

Performance ratings

% of respondents

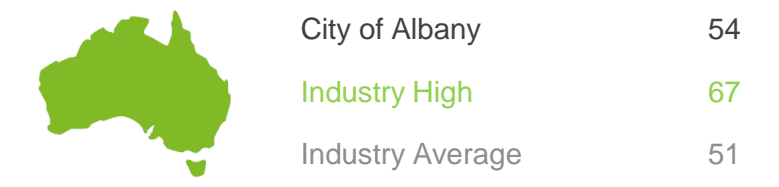


Trend Analysis



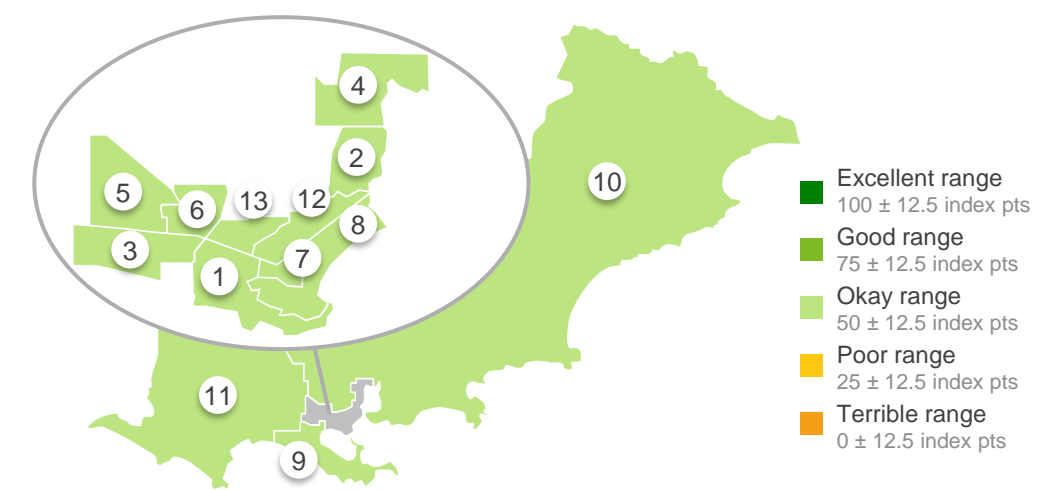
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	55	Male	57	0-4 years	58
2.	Bayonet Head	53	Female	51	5-11 years	55
3.	Lockyer-Gledhow	54	Other	45	12-17 years	53
4.	Lower King	53			18+ years	55
5.	Mckail	59			No children	53
6.	Milpara-Orana	52	Age		Home ownership	
7.	Mira Mar	56				
8.	Mt Clarence-Middleton B.	54				
9.	Robinson-Little Grove	50				
10.	Rural East	57	14-17 years	54	Homeowner	54
11.	Rural West	40	18-34 years	58	Renting / other	55
12.	Spencer P.-Collingwood H.	57	35-49 years	54		
13.	Yakamia	54	50-64 years	52		
			65+ years	53		
			Disability & culture		Property type	
			Disability	52	Town	54
			First Nations	57	Farm / Rural	50
			LOTE	54		

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1716).

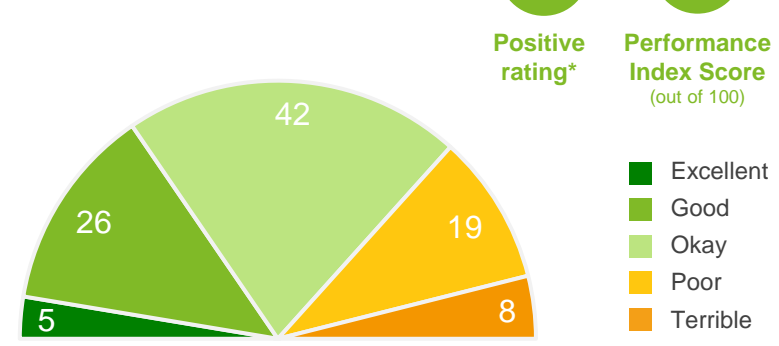
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Climate action

promoting sustainable practices to combat climate change and its impacts

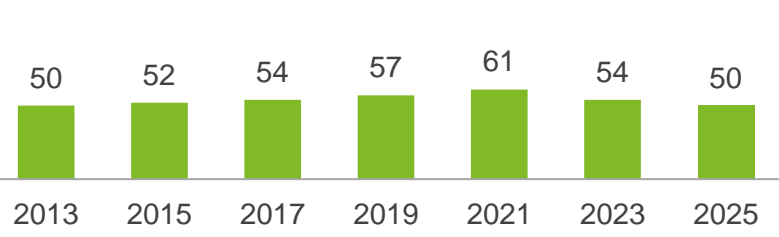
Performance ratings

% of respondents



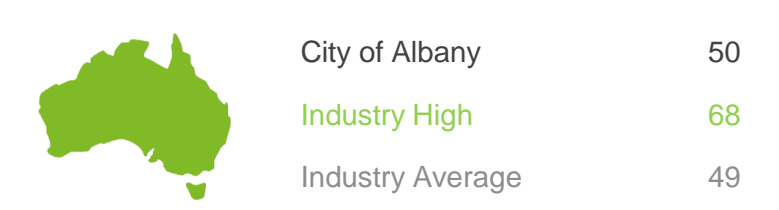
Trend Analysis

Performance Index Score



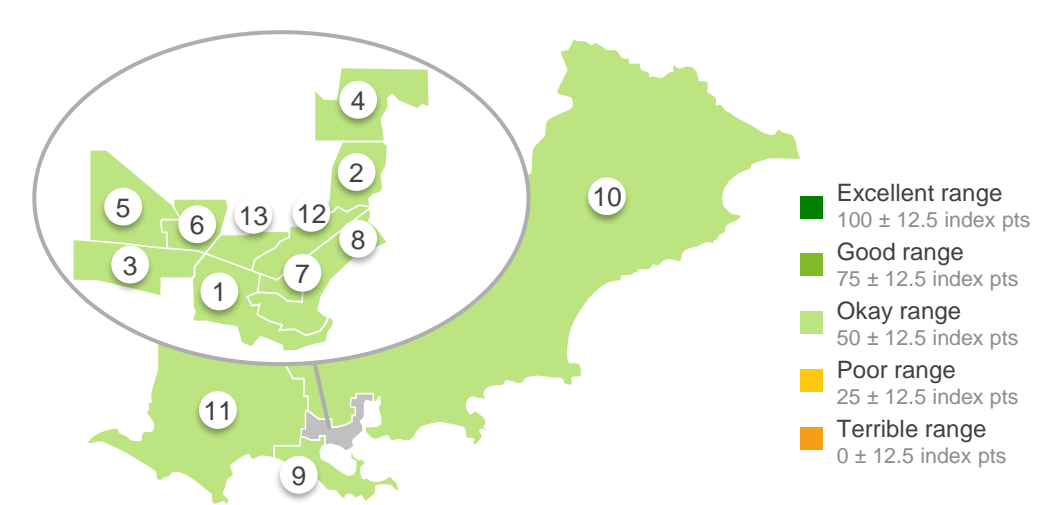
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	50	Male	53	0-4 years	55
2.	Bayonet Head	50	Female	48	5-11 years	52
3.	Lockyer-Gledhow	51	Other	44	12-17 years	50
4.	Lower King	45			18+ years	52
5.	Mckail	56			No children	49
6.	Milpara-Orana	50	Age			
7.	Mira Mar	54	14-17 years	48		
8.	Mt Clarence-Middleton B.	51	18-34 years	55		
9.	Robinson-Little Grove	47	35-49 years	51		
10.	Rural East	54	50-64 years	49		
11.	Rural West	43	65+ years	50		
12.	Spencer P.-Collingwood H.	53	Disability & culture		Home ownership	
13.	Yakamia	49	Disability	49	Homeowner	50
			First Nations	50	Renting / other	51
			LOTE	50	Property type	
					Town	51
					Farm / Rural	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1496).

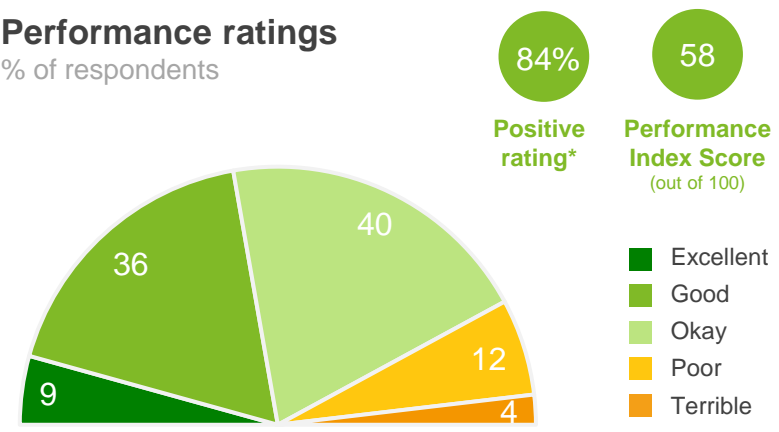
* Positive Rating = excellent, good + okay # small base size (<20 respondents)

Emergency management

education, prevention and recovery for fires, flooding and other natural disasters

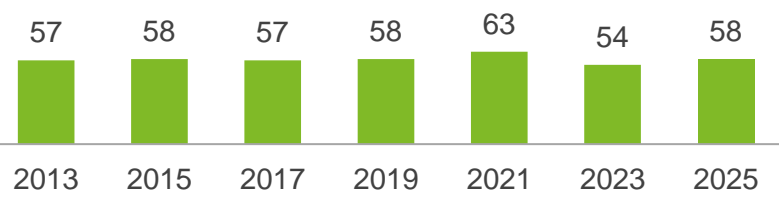
Performance ratings

% of respondents



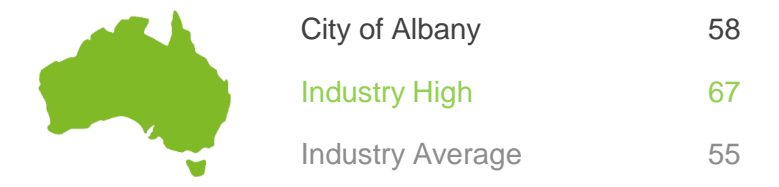
Trend Analysis

Performance Index Score



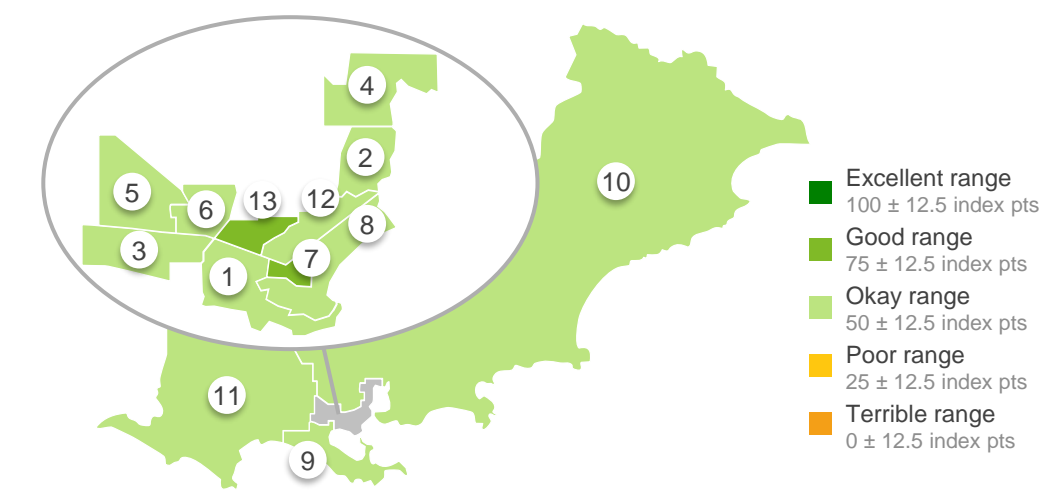
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children			
1.	Albany-Centennial Park	59	Male	61	0-4 years	62		
2.	Bayonet Head	53	Female	56	5-11 years	54		
3.	Lockyer-Gledhow	57	Other	56	12-17 years	55		
4.	Lower King	54			18+ years	57		
5.	Mckail	58	Age		No children	59		
6.	Milpara-Orana	60		14-17 years	53			
7.	Mira Mar	64		18-34 years	62			
8.	Mt Clarence-Middleton B.	58	35-49 years	56	Home ownership			
9.	Robinson-Little Grove	55	50-64 years	57		Homeowner	58	
10.	Rural East	62	65+ years	60		Renting / other	59	
11.	Rural West	53	Disability & culture		Property type			
12.	Spencer P.-Collingwood H.	62		Disability		54	Town	59
13.	Yakamia	63		First Nations		44	Farm / Rural	54
			LOTE	52				

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

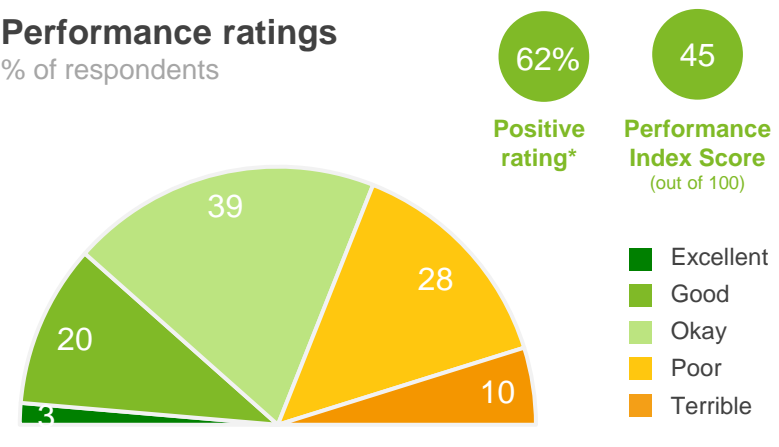
Base: All respondents, excludes 'unsure' and 'no response' (n = 1606).

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

Economic development and job creation

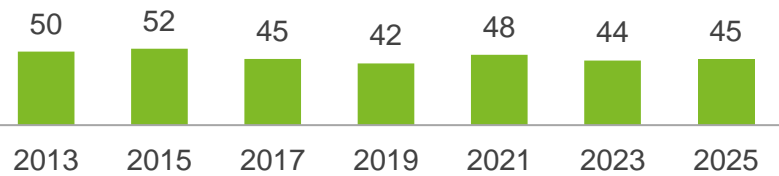
Performance ratings

% of respondents



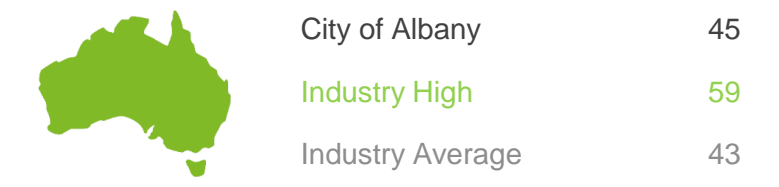
Trend Analysis

Performance Index Score



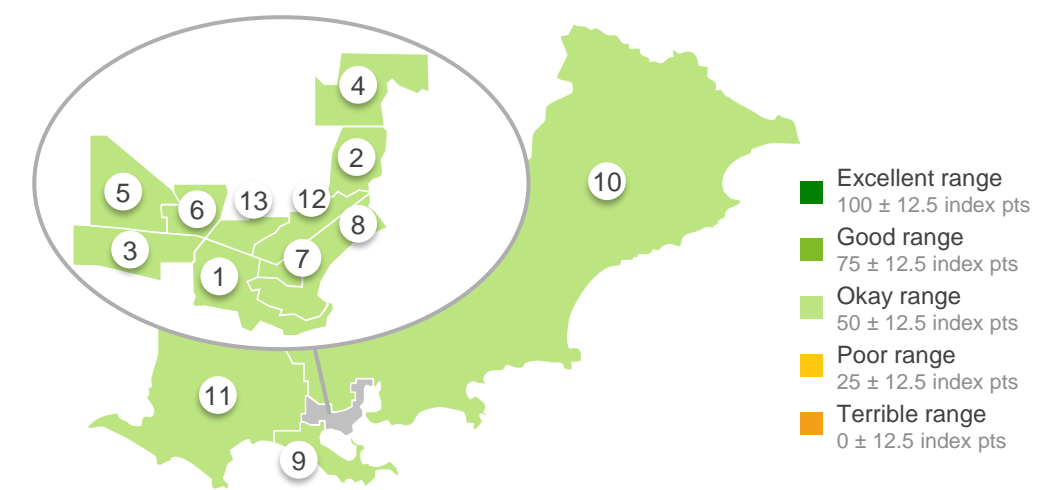
MARKYT Industry Standards

Performance Index Score



Geographical and community variances

Performance Index Score



Location			Gender		Age of children	
1.	Albany-Centennial Park	48	Male	43	0-4 years	43
2.	Bayonet Head	42	Female	45	5-11 years	43
3.	Lockyer-Gledhow	44	Other	56	12-17 years	47
4.	Lower King	45			18+ years	42
5.	Mckail	38			No children	45
6.	Milpara-Orana	39	Age		14-17 years	57
7.	Mira Mar	48			18-34 years	45
8.	Mt Clarence-Middleton B.	48			35-49 years	41
9.	Robinson-Little Grove	44			50-64 years	42
10.	Rural East	47	Disability & culture		65+ years	48
11.	Rural West	51			Disability	39
12.	Spencer P.-Collingwood H.	45			First Nations	36
13.	Yakamia	41	Property type		LOTE	43
					Town	44
					Farm / Rural	47

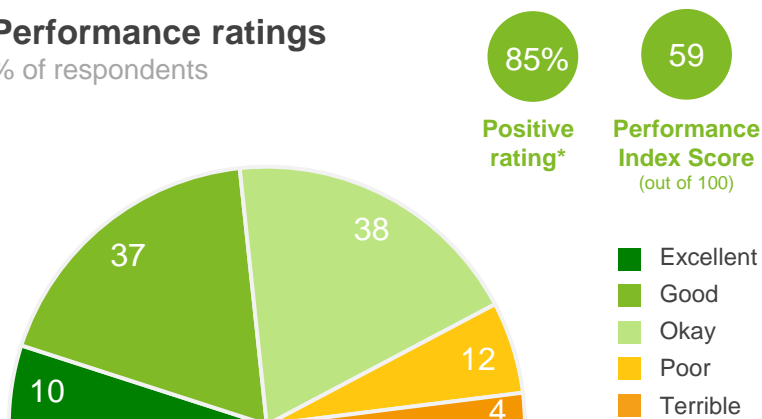
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1522).
 * Positive Rating = excellent, good + okay # small base size (<20 respondents)

Education and life-long learning opportunities

schools, universities, TAFE etc.

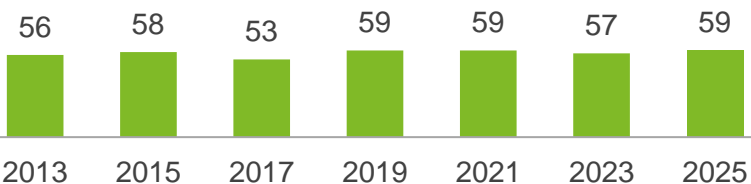
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

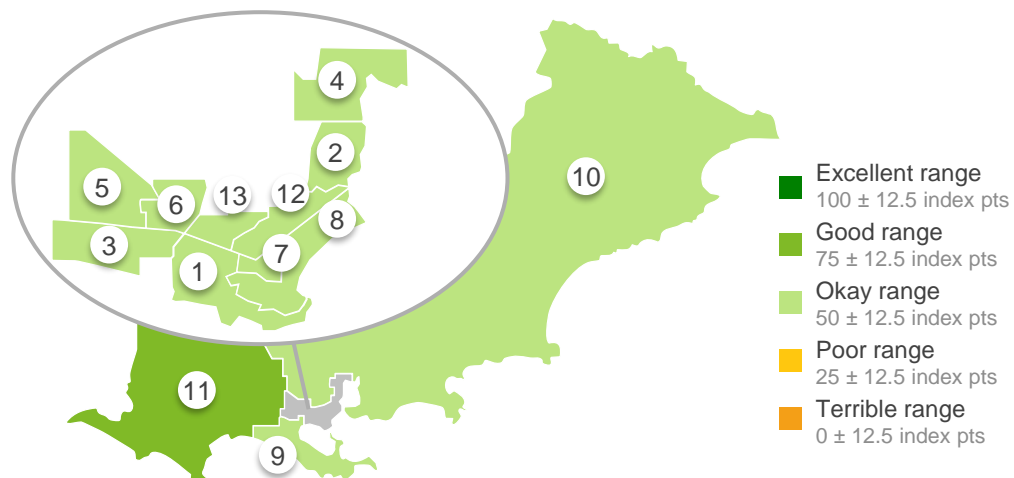
Performance Index Score



City of Albany	59
Industry High	65
Industry Average	48

Geographical and community variances

Performance Index Score



Location

1.	Albany-Centennial Park	61
2.	Bayonet Head	59
3.	Lockyer-Gledhow	60
4.	Lower King	57
5.	Mckail	58
6.	Milpara-Orana	58
7.	Mira Mar	62
8.	Mt Clarence-Middleton B.	61
9.	Robinson-Little Grove	57
10.	Rural East	60
11.	Rural West	63
12.	Spencer P.-Collingwood H.	59
13.	Yakamia	56

Gender

Male	59
Female	60
Other	61

Age

14-17 years	71
18-34 years	59
35-49 years	54
50-64 years	58
65+ years	63

Age of children

0-4 years	57
5-11 years	57
12-17 years	58
18+ years	58
No children	61

Home ownership

Homeowner	59
Renting / other	60

Disability & culture

Disability	54
First Nations	58
LOTE	68

Property type

Town	59
Farm / Rural	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1755).

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

Overview of Community Variances

Summary of community variances

	Total	Male	Female	Other	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-17 years	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Homeowner	Renting/other
OVERALL																			
Place to live	81	81	81	74	83	74	77	80	80	74	74	79	83	87	76	70	82	83	74
Place to work	72	71	74	60	73	70	69	73	73	67	68	72	75	76	67	61	73	74	68
Place to own or operate a business	59	59	59	55	60	56	55	57	56	58	56	56	60	62	51	42	57	59	57
Place to visit	83	82	84	77	85	77	82	83	80	78	75	82	85	88	79	74	85	84	78
GOVERNANCE																			
Overall, as the governing organisation	54	53	56	53	56	51	50	52	51	49	49	53	54	61	51	45	57	55	52
Council's leadership	48	46	49	48	49	46	44	44	43	45	44	46	45	53	45	36	50	48	46
Financial management	46	44	47	60	48	43	40	42	41	50	38	42	45	54	41	36	50	46	46
Communication	53	51	55	49	54	53	51	50	50	47	49	53	53	57	48	47	54	54	50
Community engagement / consultation	50	48	51	48	51	48	46	46	45	48	46	49	49	54	45	40	53	50	47
Customer service	58	55	60	75	60	55	53	56	54	53	55	57	57	62	55	52	60	58	57
SENTIMENT (% total agree)																			
Albany is amazing	76	73	79	70	77	79	77	76	80	56	68	79	82	80	71	63	80	79	64
Developed and communicated a clear vision	22	22	23	9	25	19	19	20	16	16	22	22	20	27	21	12	15	22	22
Good understanding of community needs	23	23	24	11	25	21	19	23	17	19	17	23	23	30	18	9	26	25	18

Summary of community variances

	Total	Male	Female	Other	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-17 years	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Homeowner	Renting/other
ASSET MANAGEMENT																			
Roads - local roads and bridges	47	45	48	60	48	48	45	42	42	46	47	45	45	50	43	33	53	46	49
Footpaths, trails and cycleways	50	50	50	52	51	49	46	48	47	50	49	49	50	51	45	44	51	50	49
Lighting of streets and public places	56	55	55	62	56	55	55	58	55	60	52	56	55	57	53	41	60	55	56
Town halls and community buildings	67	65	67	77	67	67	65	67	66	70	66	66	65	68	64	62	66	67	65
Public toilets	49	48	50	51	51	48	45	48	44	46	47	49	47	52	43	36	58	49	48
Library facilities and services	80	77	83	90	83	77	77	79	76	84	77	79	79	84	78	69	84	80	81
Sport and recreation facilities and services	76	75	77	79	78	71	73	75	76	76	73	73	77	80	74	71	76	76	75
Parks, playgrounds and reserves	69	70	67	66	71	60	63	68	69	66	63	66	70	73	65	62	70	69	66
Streetscapes, trees and verges	58	58	59	54	58	60	59	60	57	61	60	59	57	57	56	52	59	58	59
Marine facilities	68	67	68	68	67	67	68	71	67	72	67	67	67	68	66	55	75	67	69
Albany Regional Airport	55	55	55	61	57	48	49	55	57	55	54	53	56	58	52	46	56	55	56
Stormwater management and drainage	43	44	42	47	45	42	41	41	41	38	45	43	42	45	38	35	42	43	43
COMPLIANCE																			
Planning services / approvals	41	40	42	37	42	41	38	38	40	44	42	38	40	43	38	34	48	41	43
Heritage services	60	59	62	69	60	65	61	61	60	61	62	62	60	60	61	56	66	61	59
Universal access and inclusion	58	58	57	57	57	57	55	57	59	60	56	58	57	58	49	49	60	59	53
Ranger services	56	55	56	74	57	54	55	57	55	63	56	55	54	56	54	53	53	56	55
Waste management	58	57	60	68	63	51	49	55	54	66	55	52	56	66	53	43	67	58	60
Environmental health services	61	61	61	69	64	64	59	59	57	61	65	60	58	63	59	51	70	61	63
Fire management	67	65	68	65	67	67	66	66	68	62	68	68	65	68	65	59	67	66	69

Summary of community variances

	Total	Male	Female	Other	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-17 years	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Homeowner	Renting/other
DISCRETIONARY SERVICES																			
Youth services and facilities	55	57	54	61	59	49	50	53	53	58	53	52	56	60	51	46	64	56	52
Family and children's services and facilities	56	56	55	56	58	52	52	56	53	61	54	53	56	59	50	46	61	56	54
Seniors' services and facilities	62	60	63	59	62	62	61	64	62	62	65	61	61	62	56	51	62	62	62
Reconciliation action	62	62	63	51	63	57	61	64	65	63	58	63	62	65	61	53	59	63	58
Art, culture and creative activities	69	67	70	67	70	64	65	68	70	68	66	67	70	70	64	60	62	70	64
Festivals, markets and community events	66	63	69	68	67	65	64	66	65	67	65	66	65	69	63	58	58	66	66
City centre development and activation	52	50	54	55	53	52	49	56	49	65	51	51	51	54	49	45	47	52	54
Tourism and destination marketing	62	60	64	69	63	62	61	62	60	69	63	61	61	62	57	54	69	62	63
Volunteer support services	62	62	61	63	63	60	56	60	62	63	60	57	61	66	55	60	67	62	60
ADVOCACY AND SUPPORT																			
Safety and crime prevention	48	47	49	52	51	45	45	45	46	54	45	46	46	53	44	36	60	49	45
Health and community services	54	55	53	57	56	49	48	53	54	56	51	51	52	59	48	46	65	54	53
Housing	27	30	25	25	29	25	25	27	26	27	25	26	27	30	26	22	35	29	20
Aged care and accommodation	49	50	48	62	49	51	50	53	48	73	52	50	44	48	45	48	54	48	55
Roads - main roads	50	49	52	60	52	46	48	50	47	61	52	48	48	52	48	39	69	49	56
Environmental management and conservation	54	57	51	45	53	58	55	53	55	54	58	54	52	53	52	57	54	54	55
Climate action / sustainable practices	50	53	48	44	49	55	52	50	52	48	55	51	49	50	49	50	50	50	51
Emergency management (fires, flooding etc)	58	61	56	56	59	62	54	55	57	53	62	56	57	60	54	44	52	58	59
Economic development and job creation	45	43	45	56	45	43	43	47	42	57	45	41	42	48	39	36	43	43	49
Education and life-long learning opportunities	59	59	60	61	61	57	57	58	58	71	59	54	58	63	54	58	68	59	60

Overview of Geographical Variances

Summary of geographical variances

	Total	Farm / Rural	Town	Albany - Centennial Park and District	Bayonet Head	Lockyer - Gledhow	Lower King	Mckail	Milpara - Orana	Mira Mar	Mount Clarence - Middleton Beach and District	Robinson - Little Grove and District	Rural East	Rural West	Spencer Park - Collingwood Heights	Yakamia
OVERALL																
Place to live	81	84	89	83	80	72	80	76	79	84	89	83	81	81	81	79
Place to work	72	78	79	76	74	67	70	69	69	78	79	73	74	71	70	72
Place to own or operate a business	59	66	63	60	58	53	59	52	56	66	63	62	58	54	60	62
Place to visit	83	87	89	84	84	79	81	80	79	87	89	84	83	81	84	81
GOVERNANCE																
Overall, as the governing organisation	54	61	63	57	55	52	53	49	53	61	63	52	52	50	56	54
Council's leadership	48	52	55	49	50	43	45	43	45	52	55	45	47	44	51	49
Financial management	46	53	54	48	46	46	42	41	40	53	54	46	42	43	48	45
Communication	53	61	52	54	53	56	49	51	51	61	52	52	52	48	53	56
Community engagement / consultation	50	57	50	51	52	49	48	47	44	57	50	48	52	43	49	51
Customer service	58	65	61	60	59	56	60	53	56	65	61	56	55	58	59	61
SENTIMENT (% total agree)																
Albany is amazing	76	73	78	71	79	62	73	77	76	87	86	78	79	66	78	81
Developed and communicated a clear vision	22	16	23	27	23	23	18	17	26	25	24	18	19	12	32	25
Good understanding of community needs	23	22	24	26	23	17	17	21	20	28	28	22	25	20	24	29

Summary of geographical variances

	Total	Farm / Rural	Town	Albany - Centennial Park and District	Bayonet Head	Lockyer - Gledhow	Lower King	Mckail	Milpara - Orana	Mira Mar	Mount Clarence - Middleton Beach and District	Robinson - Little Grove and District	Rural East	Rural West	Spencer Park - Collingwood Heights	Yakamia
LOCAL ASSETS																
Roads - local roads and bridges	47	52	52	50	47	44	40	45	43	52	52	54	46	44	46	42
Footpaths, trails and cycleways	50	55	54	48	48	49	43	52	45	55	54	47	51	59	51	47
Lighting of streets and public places	56	61	60	55	55	51	54	53	51	61	60	59	59	58	54	53
Town halls and community buildings	67	72	71	67	67	66	67	63	66	72	71	64	65	66	66	66
Public toilets	49	56	56	51	49	45	43	43	45	56	56	51	48	54	48	45
Library facilities and services	80	88	86	83	78	80	80	74	79	88	86	84	74	83	81	79
Sport and recreation facilities and services	76	79	81	78	75	75	74	75	73	79	81	76	75	76	76	77
Parks, playgrounds and reserves	69	76	76	72	64	70	65	66	63	76	76	69	68	67	69	67
Streetscapes, trees and verges	58	64	61	58	60	58	55	56	55	64	61	57	62	58	58	54
Marine facilities	68	72	70	71	65	69	66	66	63	72	70	64	69	71	69	61
Albany Regional Airport	55	64	56	56	53	55	57	51	53	64	56	56	53	60	57	53
Stormwater management and drainage	43	42	47	48	42	42	37	42	37	42	47	47	42	41	48	42
COMPLIANCE																
Planning services / approvals	41	44	43	43	41	42	39	42	36	44	43	38	39	39	45	43
Heritage services	60	66	63	59	63	63	61	64	58	66	63	60	59	59	58	57
Universal access and inclusion	58	59	61	55	58	53	64	59	54	59	61	57	60	60	54	60
Ranger services	56	62	61	57	57	56	55	52	47	62	61	57	56	51	57	57
Waste management	58	64	67	63	56	58	60	50	55	64	67	63	55	56	62	51
Environmental health services	61	67	65	64	60	65	59	60	60	67	65	63	59	54	63	62
Fire management	67	71	67	71	64	67	65	68	67	71	67	62	67	61	68	68

Summary of geographical variances

	Total	Farm / Rural	Town	Albany - Centennial Park and District	Bayonet Head	Lockyer - Gledhow	Lower King	Mckail	Milpara - Orana	Mira Mar	Mount Clarence - Middleton Beach and District	Robinson - Little Grove and District	Rural East	Rural West	Spencer Park - Collingwood Heights	Yakamia
DISCRETIONARY SERVICES																
Youth services and facilities	55	61	59	59	54	49	55	55	52	61	59	55	55	60	54	53
Family and children's services and facilities	56	56	58	60	54	55	58	54	51	56	58	58	56	61	54	50
Seniors' services and facilities	62	69	65	66	61	62	63	58	61	69	65	62	61	56	62	58
Reconciliation action	62	67	64	64	61	54	63	67	67	67	64	62	61	61	59	61
Art, culture and creative activities	69	73	72	70	70	65	66	64	68	73	72	70	68	69	68	67
Festivals, markets and community events	66	69	73	69	66	63	63	60	66	69	73	66	68	67	67	64
City centre development and activation	52	58	60	53	53	50	48	49	46	58	60	51	55	56	53	48
Tourism and destination marketing	62	64	64	63	59	64	63	59	60	64	64	62	62	67	63	61
Volunteer support services	62	69	64	64	59	60	63	63	58	69	64	62	61	60	60	59
ADVOCACY AND SUPPORT																
Safety and crime prevention	48	53	54	52	47	44	49	44	43	53	54	49	52	42	52	43
Health and community services	54	59	59	57	51	51	51	52	51	59	59	54	54	55	55	52
Housing	27	33	31	25	31	23	24	25	24	33	31	27	31	25	28	28
Aged care and accommodation	49	51	56	48	52	48	52	49	45	51	56	48	51	46	49	45
Roads - main roads	50	51	59	54	49	48	48	44	47	51	59	52	46	51	54	52
Environmental management and conservation	54	56	54	55	53	54	53	59	52	56	54	50	57	40	57	54
Climate action / sustainable practices	50	54	51	50	50	51	45	56	50	54	51	47	54	43	53	49
Emergency management (fires, flooding etc)	58	64	58	59	53	57	54	58	60	64	58	55	62	53	62	63
Economic development and job creation	45	48	48	48	42	44	45	38	39	48	48	44	47	51	45	41
Education and life-long learning opportunities	59	62	61	61	59	60	57	58	58	62	61	57	60	63	59	56

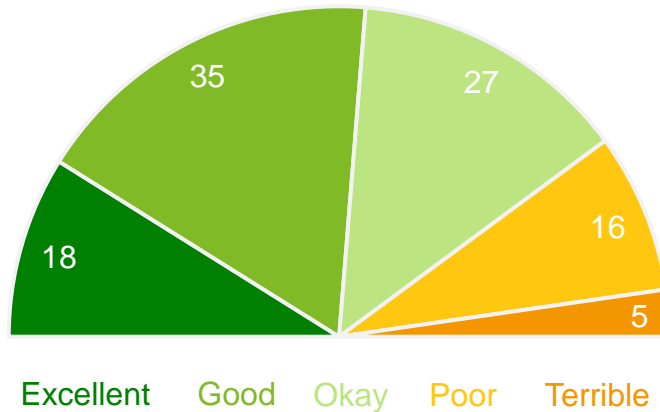
Local business views

Place to own or operate a business

Among local business owners and operators

Performance ratings

% of respondents



80%

Positive
rating*

61

Performance
Index Score
(out of 100)

MARKYT Industry Standards

Performance Index Score



City of Albany 61

Industry High 71

Industry Average 61

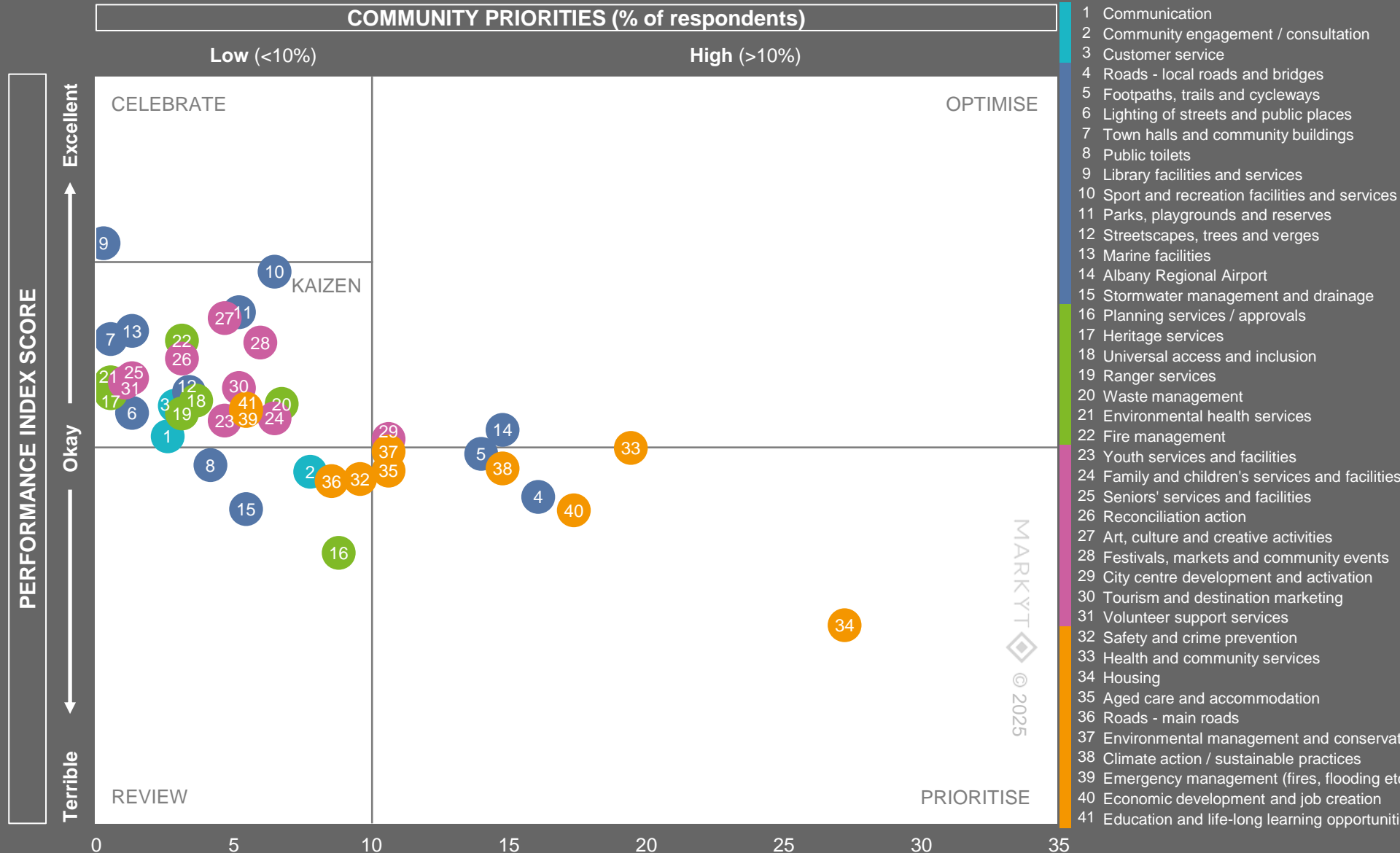


Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 371). * Positive Rating = excellent, good + okay

MARKYT Community Priorities

Business owners
and operators



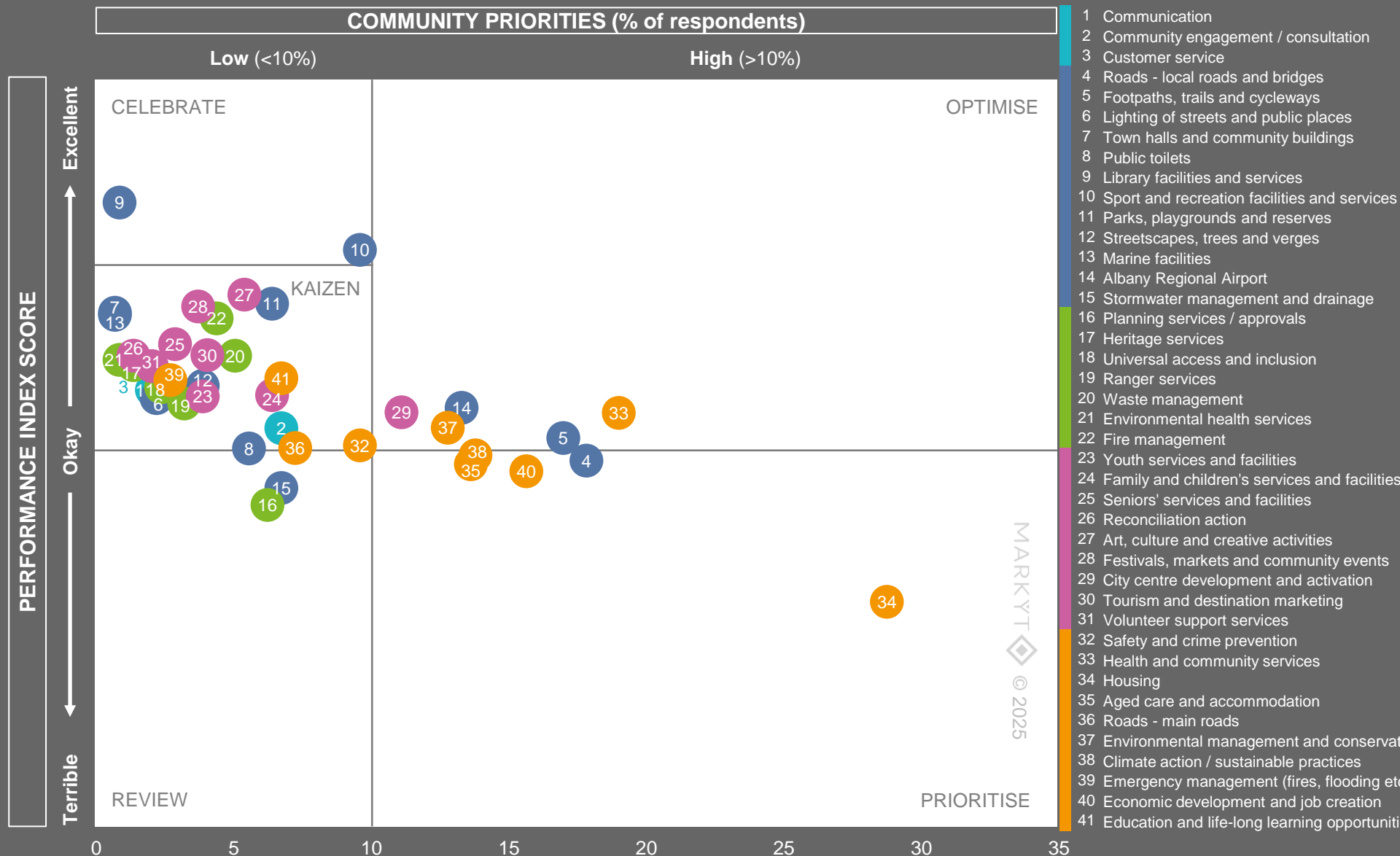
Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Over the next 10 years, which areas would you mostly like the City of Albany to focus on improving? Base: All respondents, excludes no response (n = 386)

Other stakeholder views

MARKYT Community Priorities

Community organisation
manager / c'ee member

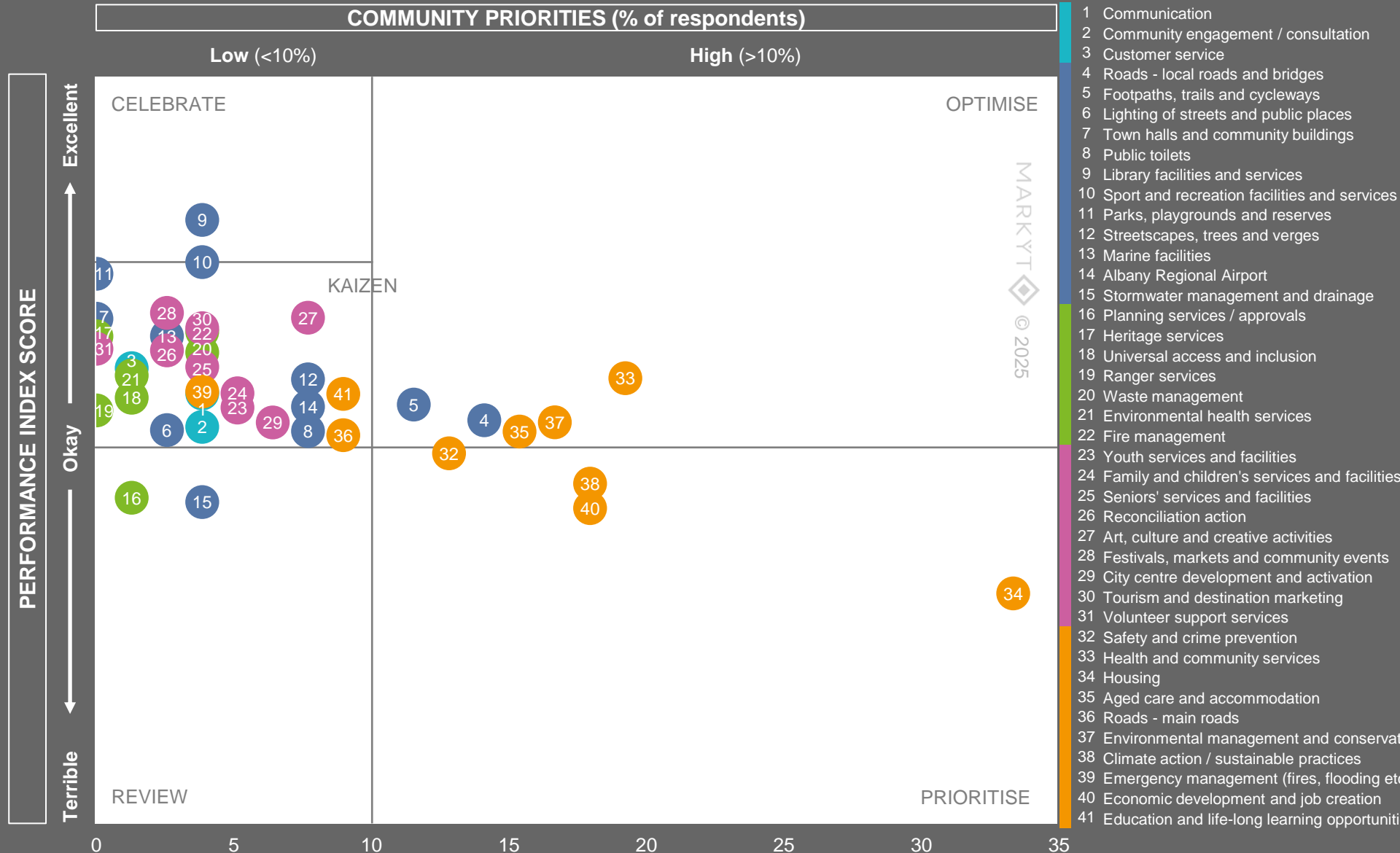


Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Over the next 10 years, which areas would you mostly like the City of Albany to focus on improving? Base: All respondents, excludes no response (n = 595)

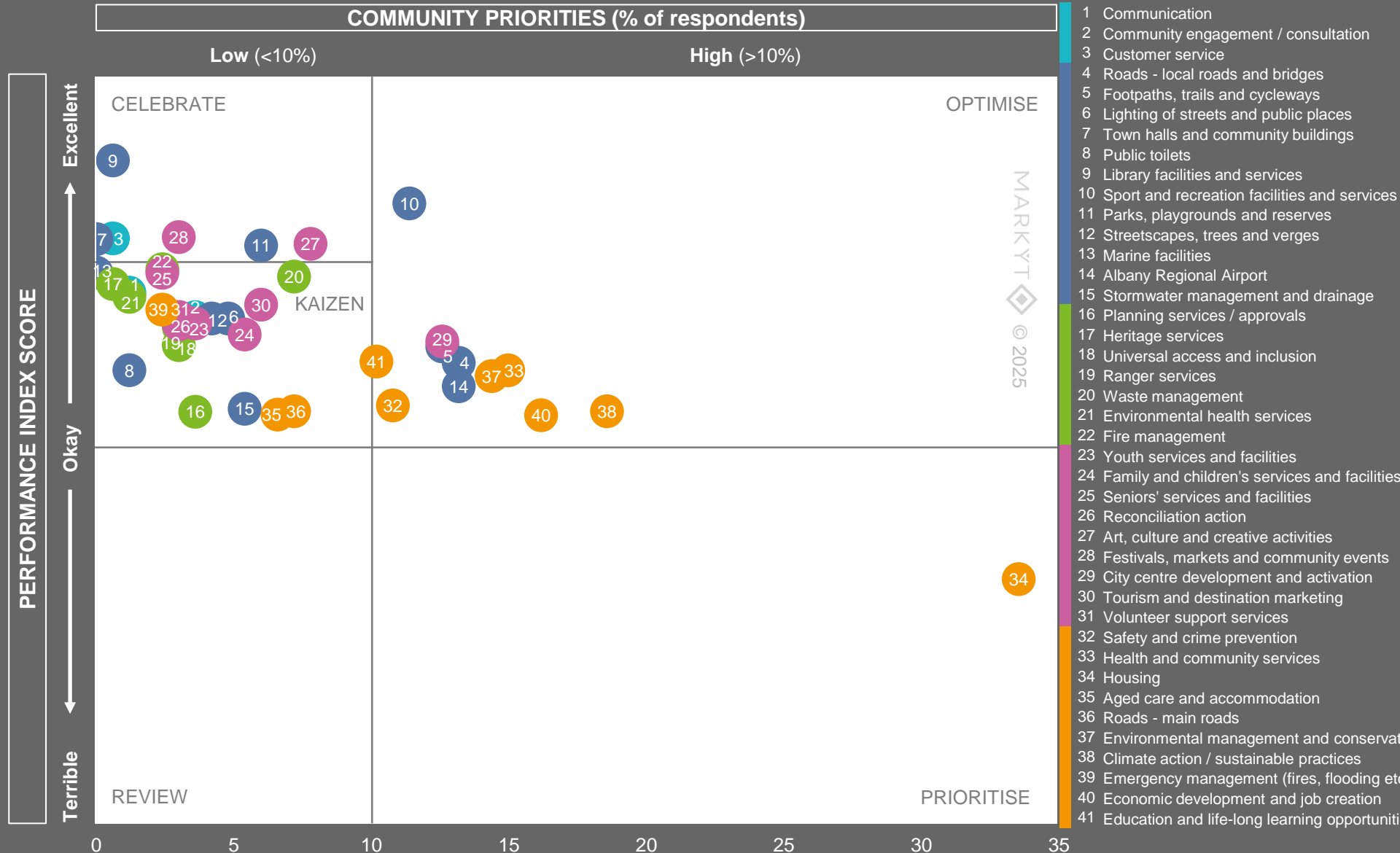
MARKYT Community Priorities

Out-of-area
ratepayers and visitors



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

Q. Over the next 10 years, which areas would you mostly like the City of Albany to focus on improving? Base: All respondents, excludes no response (n = 78)



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

Q. Over the next 10 years, which areas would you mostly like the City of Albany to focus on improving? Base: All respondents, excludes no response (n = 167)



www.catalyse.com.au

Office 3, 996 Hay Street, Perth WA 6000

PO Box 8007, Cloisters Square WA 6850

Phone +618 9226 5674

Email: info@catalyse.com.au

ABN 20 108 620 855

MARKYT 