

CATALYSE 2017 COMMUNITY SCORECARD



The Shire is planning for the future to meet local community needs. We invite you to complete a CATALYSE Community Scorecard to rate local services, facilities and programs. We are seeking ideas to improve your overall quality of life.

All residents aged 18 years or older are invited to complete a scorecard. Please submit **one response per person** online (preferred) at www.york.wa.gov.au or www.catalyse.com.au/studies or by reply paid post by 20 February 2017. The study is being conducted on the Shire's behalf by CATALYSE®, an independent company. Responses will remain confidential in accordance with the Privacy Act and Australian Privacy Principles.

If you have any questions about this study we invite you to contact Paul Martin, CEO at the Shire of York on ceo@york.wa.gov.au or 9641 2233. Thank you for your assistance with this important study.

Yours sincerely

INSERT SIGNATURE

Paul Martin
Chief Executive Officer

Q1. Overall, how would you rate the Shire of York in the following areas?

	Terrible	Poor	Okay	Good	Excellent	Unsure / NA
The Shire of York as a <u>place to live</u>	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
The Shire of York as the <u>organisation</u> that governs the local area	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
Value for money from Council rates	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈

Q2. How strongly do you agree or disagree with the following statements?

	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree	Unsure
The Shire of York has developed and communicated a clear vision for the area	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
Over the past 12 months, the Shire of York has been moving in the right direction	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
Current Elected Members (Councillors) at the Shire of York have a good understanding of community needs	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
Current staff at the Shire of York have a good understanding of community needs	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
The Shire listens to and respects residents' views	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
The Shire clearly explains the reasons for its decisions and how residents' views have been taken into account	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
I feel valued and appreciated by people in my local community	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈

Q3. **The Shire of York works in partnership with State Government, private organisations and people in the local community to meet a range of community needs. It is also a direct provider of many services and facilities. How would you rate performance in the following areas?** If you are not familiar with any of the services or facilities listed, please select 'unsure'.

Leadership and communication		Terrible	Poor	Okay	Good	Excellent	Unsure N/A
1.	Council's leadership within the community	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
2.	Advocacy and lobbying on behalf of the community to influence decisions, support local causes, etc	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
3.	How the community is consulted on local issues	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
4.	How the community is informed about local issues	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
5.	How open and transparent Council processes are	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
6.	Shire's website	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
7.	Community Update, the Shire's regular page in the community newspaper	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
8.	Customer service	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈

Economic Development		Terrible	Poor	Okay	Good	Excellent	Unsure N/A
9.	Economic development (what the Shire is doing to attract investors, attract and retain businesses, grow tourism and create more job opportunities)	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
10.	How York Town Centre is being developed	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
11.	Access to education and training opportunities	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
12.	Access to goods and services in the area	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈

Community Development		Terrible	Poor	Okay	Good	Excellent	Unsure N/A
13.	Services and facilities for youth	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
14.	Facilities, services and care available for seniors	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
15.	Access to services and facilities for people with a disability	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
16.	Access to health and community services	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
17.	Community buildings, halls and toilets	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
18.	Sport and recreation facilities	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
19.	Playgrounds, parks and reserves	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
20.	Festivals, events and cultural activities	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
21.	Library and information services	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
22.	How local history and heritage is preserved and promoted	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
23.	Multiculturalism and racial harmony	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
24.	Safety and security	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈

Built Environment		Terrible	Poor	Okay	Good	Excellent	Unsure N/A
25.	The area's character and identity	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
26.	Planning and building approvals	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
27.	Road maintenance	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
28.	Footpaths and cycleways	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
29.	Streetscapes	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
30.	Walk trails	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
31.	Lighting of streets and public places	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
32.	Access to housing that meets your needs	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈

Natural Environment		Terrible	Poor	Okay	Good	Excellent	Unsure N/A
33.	Conservation and environmental management	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
34.	Efforts to maintain and enhance the Avon River	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
35.	Weekly waste collections	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
36.	Recycling services	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
37.	Management of food, health, noise and pollution issues	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
38.	Animal and pest control	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈
39.	Natural disaster education, prevention and relief (for bushfires, flooding, cyclones, etc)	O ₁	O ₂	O ₃	O ₄	O ₅	O ₉₈

Q4. Overall, what would you mostly like the Shire of York to focus on improving?

Q5. The Shire of York is considering major projects in five locations. Out of the following projects, which ONE do you think is the MOST IMPORTANT? Please select ONE project only from the choices below:

- | | |
|---|-----------------|
| Avon Terrace and CBD. This could include street trees, underground power, more alfresco areas, public art and street furniture. | O ₁ |
| Avon Park. This could include children's playgrounds, BBQ's, skate park and relocation of the RV/Caravan Parking. | O ₂ |
| Town Hall. This could involve improving access, functionality, acoustic issues, the size of performance change rooms, air conditioning and upgrading the lesser hall and kitchen area. | O ₃ |
| Swimming pool. This could include improvements to the leisure water, plant room, balance tank, amenities such as BBQ's and seating, toilets and change rooms. | O ₄ |
| Cemetery. This could include drainage solutions and improvements to the layout, design and aesthetics. | O ₅ |
| None of these | O ₉₇ |

Q6. What is the most effective way for Council to bring time-sensitive information to your attention?

Direct mail in your letterbox	Email	SMS/text message to mobile phone	Social Media (Facebook, etc)	None of these
<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₉₇

Q7. How would you prefer to have your say on local issues or projects?

Speak with Councillor / Shire Officer	Postal survey	Online survey	Public meeting	Small group discussion	Online forum	Facebook	None of these
<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₆	<input type="radio"/> O ₇	<input type="radio"/> O ₉₇

Q8. How strongly do you agree or disagree with these statements about current staff at the Shire of York:

Current staff at the Shire of York are:	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree	Unsure
1. Knowledgeable	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
2. Easy to contact	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
3. Provide prompt and timely service	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
4. Keep customers well informed	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
5. Provide consistent information	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
6. Conduct themselves in a professional manner	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
7. Carry out requests accurately	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈

Q9. Over the past 12 months, have you done any unpaid voluntary work?

For example, welfare work, being on committees, coaching a sporting team, canteen duties, school P&C activities, etc. Yes O₁ No O₂ Unsure O₉₈

We would be grateful if you would answer the following questions:

D1. Do you own or rent property in the Shire of York?	Owner-occupier <input type="radio"/> O ₁	Own holiday home <input type="radio"/> O ₂	Own investment property <input type="radio"/> O ₃	Rent <input type="radio"/> O ₄	None of these <input type="radio"/> O ₅
D2. Where do you live or own property in the Shire of York?	York <input type="radio"/> O ₁	Caljie <input type="radio"/> O ₂	Gwambygine <input type="radio"/> O ₃	Talbot <input type="radio"/> O ₄	Other <input type="radio"/> O ₉₆ Please specify:
D3. Your gender:	Male <input type="radio"/> O ₁	Female <input type="radio"/> O ₂			
D4. Your age:	18-34 <input type="radio"/> O ₁	35-54 <input type="radio"/> O ₂	55-64 <input type="radio"/> O ₃	65+ <input type="radio"/> O ₄	
D5. Do you have any children living in your household aged:	0-5 years <input type="radio"/> O ₁	6-12 years <input type="radio"/> O ₂	13-18 years <input type="radio"/> O ₃	19+ years <input type="radio"/> O ₄	No children <input type="radio"/> O ₅
D6. Do you, or anyone in your household identify with the following groups:	Person with a disability or impairment <input type="radio"/> O ₁	Aboriginal or Torres Strait Islander <input type="radio"/> O ₂	Born overseas and mainly speak a language other than English at home <input type="radio"/> O ₃	None of these <input type="radio"/> O ₄	
D7. Are you, or anyone in your household, an employee or Elected Member at the Shire of York?	Yes <input type="radio"/> O ₁	No <input type="radio"/> O ₂			

THANK YOU, that completes the scorecard!

Closing date: **Monday 20 February, 2017**
 Online submissions: **www.york.wa.gov.au or www.catalyse.com.au/studies**
 Postal submissions: **CATALYSE, Reply Paid 84048, PO Box 7966, Cloisters Square PO WA 6850**