

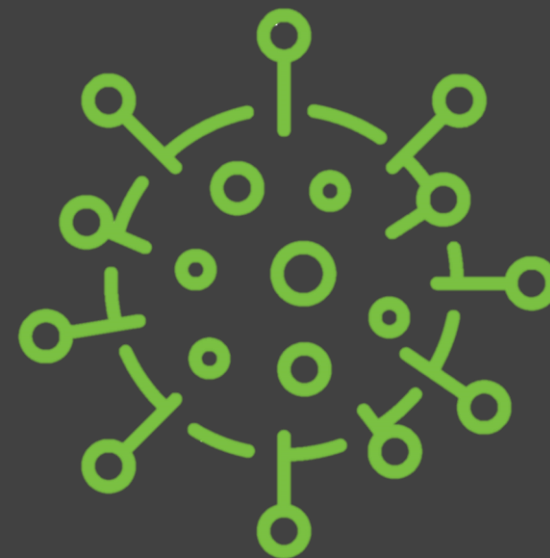
Key partners:



Data collection dates:
5 June to 8 July 2020

Report release date:
7 August 2020

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Community Resilience Scorecard

*Empowering State and Local Government leaders with
state-wide, local data to respond, recover and thrive*

Confidential LGA level report for the City of Mandurah

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We are responding to one of the most sweeping crises in recent memory, calling for both empathy and action by local leaders to guide us through uncertain times.

The **MARKYT® Community Resilience Scorecard** is helping leaders to keep a finger on the pulse of changing needs and priorities in the local government workforce to:

- Cope with short-term disruptions
- Anticipate, prepare and adapt to longer-term changes
- Monitor symbols of recovery - measures that build hope, trust and confidence that Western Australia is on the path to recovery

A collaborative approach is facilitating opportunities to:

- Learn about what's happening across Western Australia
- Understand how challenges are being met by others
- Share success stories

Remarkable times call for
remarkable collaboration

7,666

Community Voices

128

Local Government Areas

Local communities across Western Australia have shown strength and resilience in response to the COVID-19 pandemic.

- ✓ Overall, **general health** only dropped 2 index points across West Australian communities during the COVID-19 pandemic*
- ✓ 69% of community members **feel hopeful** and enthusiastic about the future
- ✓ Community members are **happy with Local Government's response** to COVID-19, scoring overall performance 68/100 with a 'good' average rating

A majority of community members in Western Australia:

- ✓ Believe Local Government has demonstrated **clear thinking** and decision making
- ✓ Feel Local Government has shown empathy and **compassion**
- ✓ Have confidence and **trust** in Local Government to make good decisions
- ✓ Agree there are **good health and safety practices** in place at community facilities to manage COVID-19 risks



* Compared to a health survey conducted by the Department of Health in 2018.

Source: Radomiljac A, Davies C, and Landrigan T. 2019. Health and Wellbeing of Adults in Western Australia 2018, Overview and Trends. Department of Health, Western Australia.

The MARKYT® Community Resilience Scorecard was undertaken with the Department of Local Government, Sport and Cultural Industries (DLGSC) and Local Government Professionals WA from 5 June to 8 July 2020.

The scorecard was open to all residents across Western Australia. The scorecard was designed and hosted online by CATALYSE®. Hard copies were made available by some smaller and regional local governments.

7,666 community members state-wide from 128 local government areas completed a scorecard, including 415 residents from the City of Mandurah.

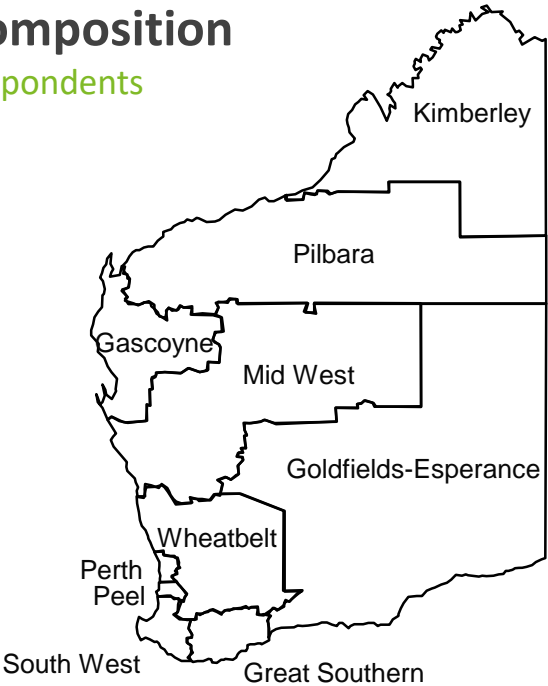
City of Mandurah

415

Number of respondents

Sample composition

Number of respondents



Location		
Perth metro	4353	57%
Regional WA	3313	43%
Perth Suburbs		
Western suburbs	480	6%
Inner north	589	8%
Inner south	601	8%
Outer north	1289	17%
Outer south	1394	18%
Regional D/Commission		
Gascoyne	97	1%
Goldfields-Esperance	441	6%
Great Southern	326	4%
Kimberley	195	3%
Mid West	305	4%
Peel	486	6%
Pilbara	106	1%
South West	705	9%
Wheatbelt	638	8%
Christmas / Cocos Islands	14	0%
Local government affiliated	1010	13%

Health and culture		
Disability or impairment	750	10%
Chronic health issue	1546	20%
First Nations	141	2%
Language other than English	211	3%
Employment status		
Self employed	978	13%
Full-time employee	2632	34%
Part-time or casual employee	1381	18%
Contractor	89	1%
Furloughed	62	1%
Unemployed / seeking work	236	3%
Home duties / carer	550	7%
Student	181	2%
Retired	1769	23%
Dwelling type		
Standalone, large (>500sqm)	4444	58%
Standalone, small (≤500sqm)	1615	21%
Townhouse, duplex, villa	579	8%
Apartment	253	3%

Gender		
Male	2443	32%
Female	5197	68%
Other	26	0%
Respondent age		
18-24 years	157	2%
25-34 years	825	11%
35-44 years	1492	19%
45-54 years	1607	21%
55-64 years	1627	21%
65-74 years	1399	18%
75+ years	559	7%
Lifestage (age of child living at home)		
Younger singles / couples	786	11%
Family, child 0-5 years	907	13%
Family, child 6-12 years	1234	17%
Family, child 13-17 years	920	13%
Family, child 18+ years	902	13%
Older singles / couples	3236	45%

Note: Balance of responses were 'none of these' or 'prefer not to answer'.

Weighting

Responses were weighted by age, gender and location to match the population profile for Western Australia.

% respondents, weighted

Location	
Perth Metro	73.7%
Regional WA	26.3%
Gender	
Male	49.5%
Female	50.2%
Other	0.3%
Respondent age	
18-34 years	31.4%
35-54 years	35.7%
55+ years	32.9%

Weighting factors			
Perth Metro			
	Male	Female	Other
18-34 yrs	5.9077	2.3901	1.5042
35-54 yrs	2.1784	0.7941	0.8538
55+ yrs	1.0721	0.7596	1.5775
Regional WA			
	Male	Female	Other
18-34 yrs	2.9157	0.8878	1.0745
35-54 yrs	1.1734	0.3369	0.6099
55+ yrs	0.5470	0.3846	0.5635

Index score calculations

Index scores are used throughout this report. They are a single measure that take all respondent ratings into account. They are a zero-based score expressed out of 100 that supports quick, easy comparisons between respondent cohorts.

Label	Weight	Example 1		Example 2	
		Survey Response	Index Score	Survey Response	Index Score
Poor	0	20%	0	0%	0
Fair	25	20%	5	0%	0
Good	50	20%	10	0%	0
Very good	75	20%	15	100%	75
Excellent	100	20%	20	0%	0
Index Score			50	75	

Label	Weight	Example 1		Example 2	
		Survey Response	Index Score	Survey Response	Index Score
Strongly disagree	0	20%	0	0%	0
Disagree	25	20%	5	100%	25
Neutral	50	20%	10	0%	0
Agree	75	20%	15	0%	0
Strongly agree	100	20%	20	0%	0
Index Score			50	25	

MARKYT Community Resilience Scorecard

WESTERN AUSTRALIA

MARKYT Community Resilience Scorecard

COVID-19 concern

33%

% high/very high



Personal impact

23%

% high/very high

Top 5 concerns with COVID-19

48%

Family and friends getting sick

46%

Recovery of the local economy

30%

Personal financial situation

29%

Staying connected with others

27%

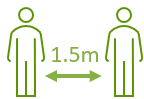
Work or employment opportunities

Reach and impact of key messages



99%

Aware of COVID-19 symptoms



100%

Aware need to physically distance

61%

Always physically distance



58%

downloaded COVIDSafe App



100%

Aware need to practice good hygiene

89%

Always practice good hygiene

Top 3 LG sources

49%

Social media

30%

Local government website

27%

Email

COVID-19 content

33%

Not enough

63%

Just right

4%

Too much

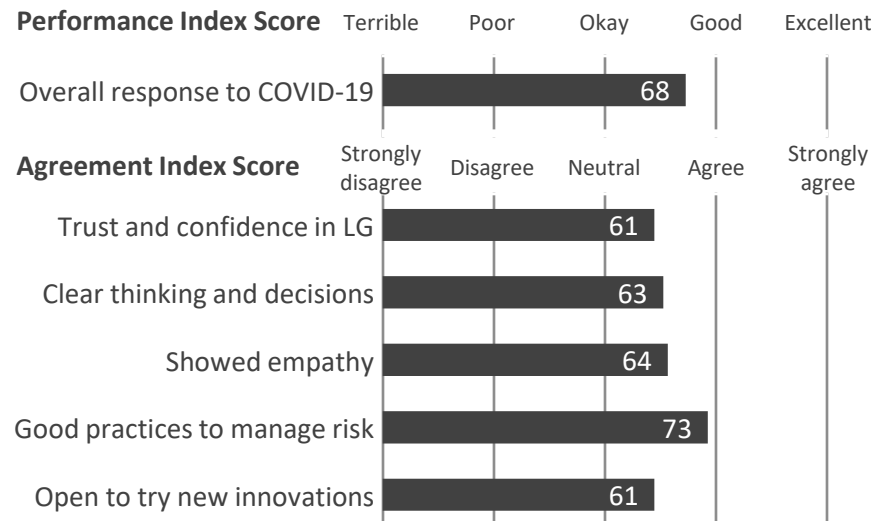
Community Wellbeing

Wellbeing Index Score



LG performance in response to COVID-19

Performance Index Score



Western Australia

69% feel hopeful and enthusiastic about the future



Main recovery priorities for local government



48%

Economic recovery and local employment opportunities



37%

Community health and wellbeing sport and recreation, library, community development, etc



35%

Local infrastructure to improve roads, footpaths, cycleways, facilities, internet, etc



35%

Recovery Plan in collaboration with local business and community



27%

Support services for people most vulnerable to COVID-19



26%

Community safety and crime prevention

Channel preferences

47%

Social media

44%

Email

30%

Local government website

26%

enewsletters

24%

Local community newspaper

MARKYT Community Resilience Scorecard

PEEL

MARKYT Community Resilience Scorecard I

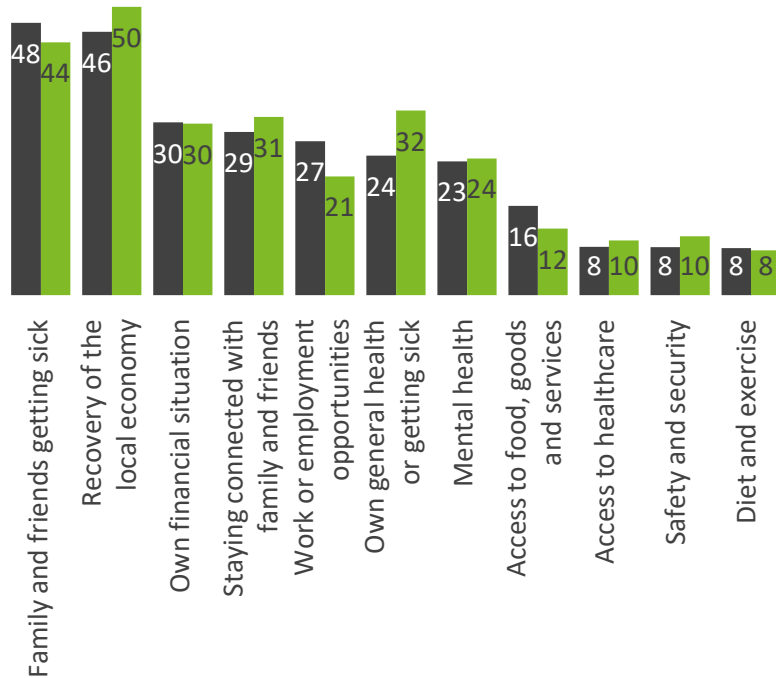
Region 
WA 



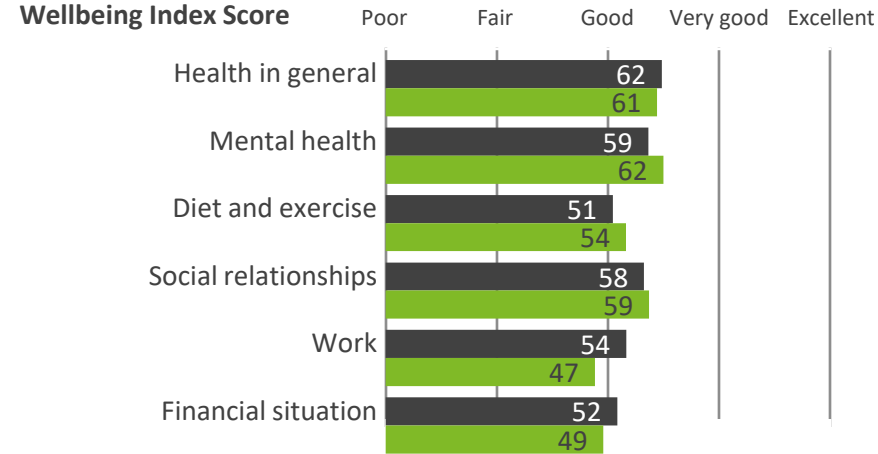
	COVID-19 concern	Personal impact
Region	34%	26%
WA	33%	23%
	high/very high	high/very high

COVID-19 impacts of greatest concern

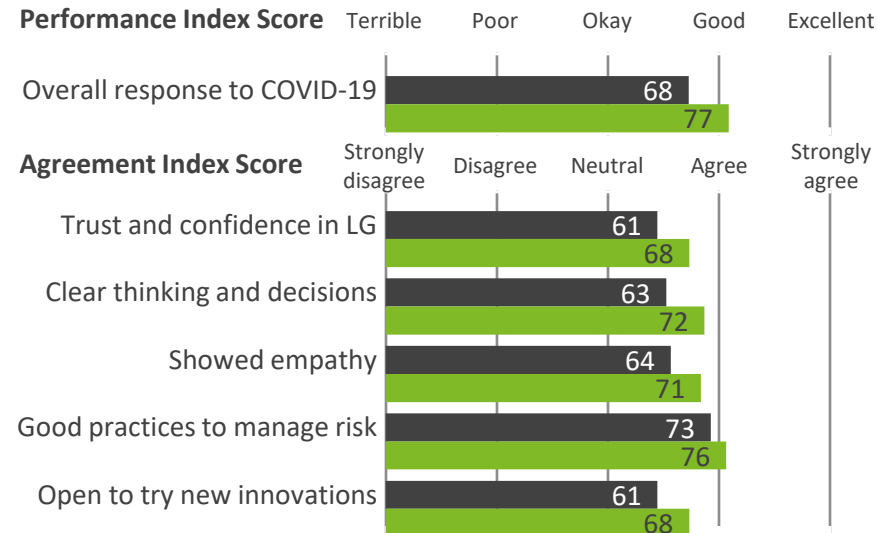
% of respondents



Community Wellbeing



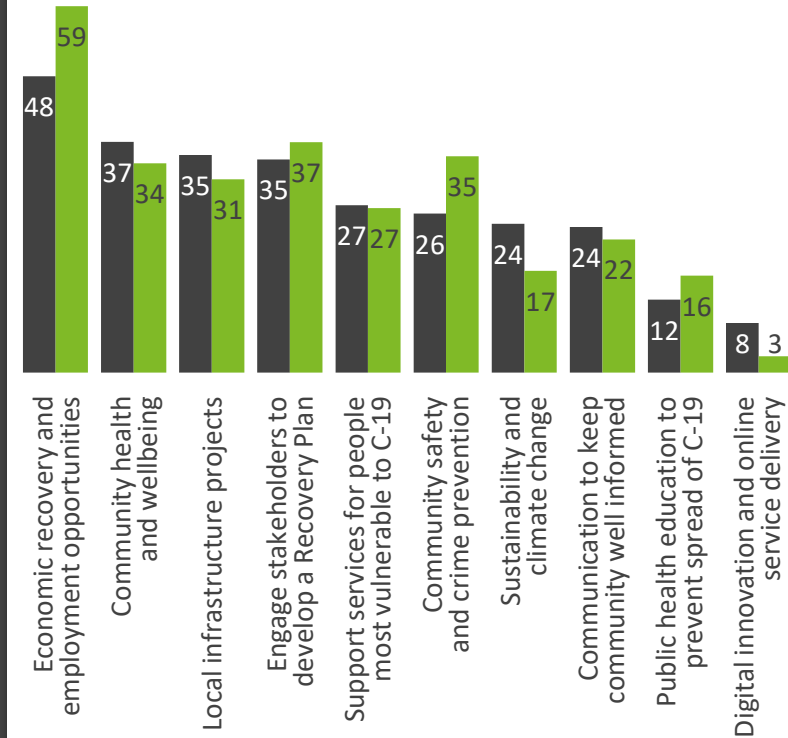
LG performance in response to COVID-19



Region: Peel

Local government priorities

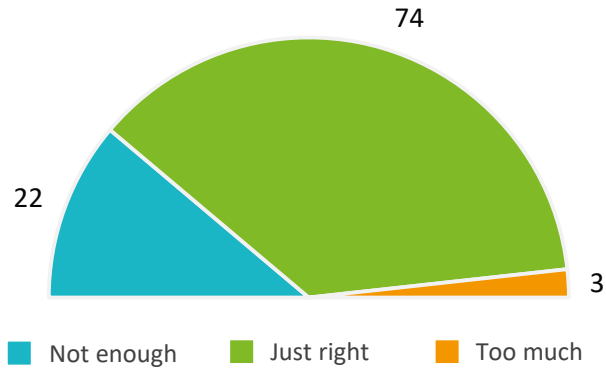
% of respondents



73% feel hopeful
and enthusiastic about the future
Compared to 69% in Western Australia



Amount of COVID-19 content from LG % of respondents

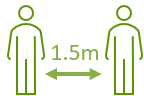


Reach and impact of key messages



99%

Aware of
COVID-19
symptoms



100%

Aware need
to physically
distance

68%

Always
physically
distance



59%

downloaded
COVIDSafe App



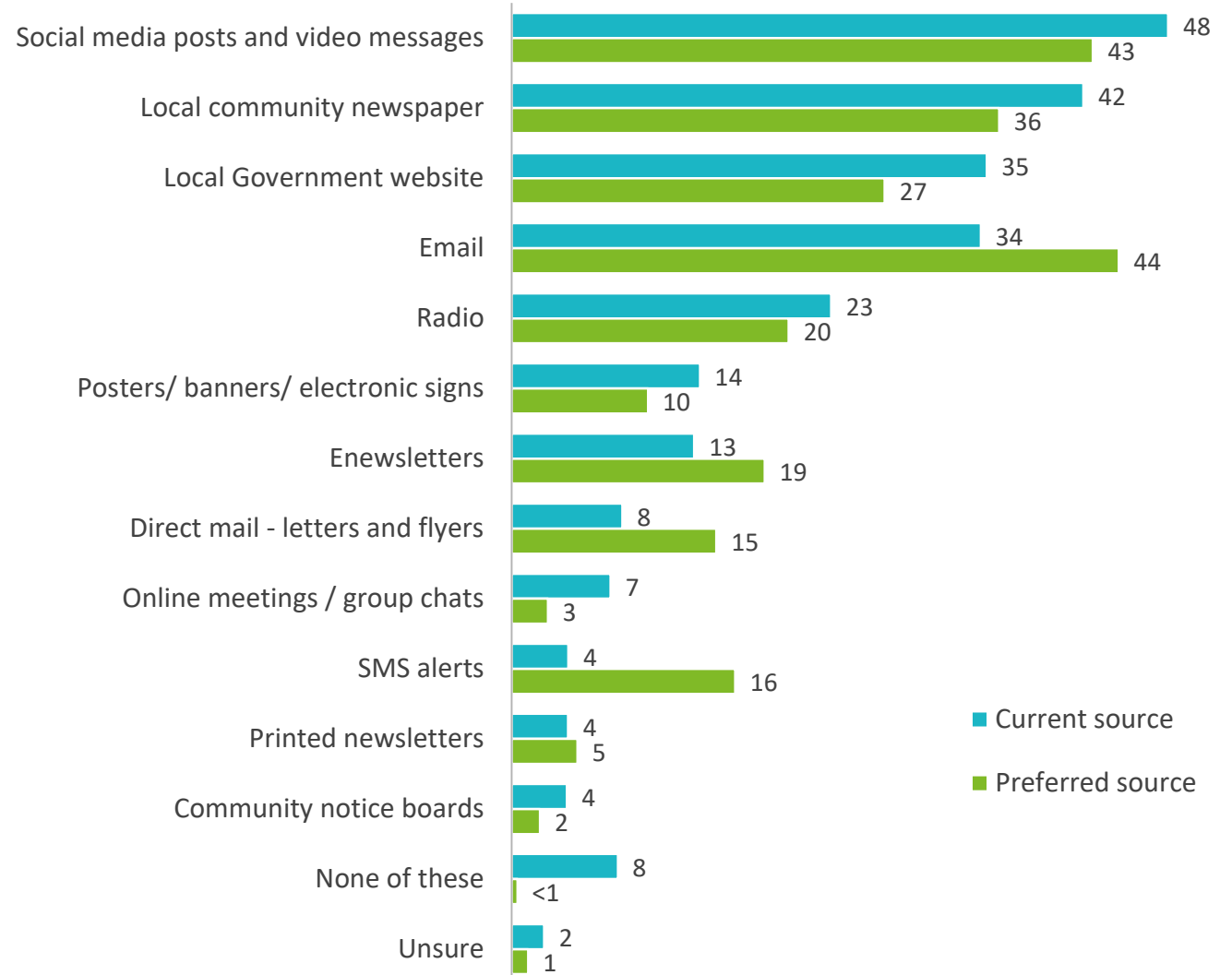
100%

Aware need
to practice
good hygiene

90%

Always
practice good
hygiene

News and information sources from local government % of respondents



■ Current source
■ Preferred source

MARKYT Community Resilience Scorecard

CITY OF MANDURAH

MARKYT Community Resilience Scorecard I

LGA 

WA 

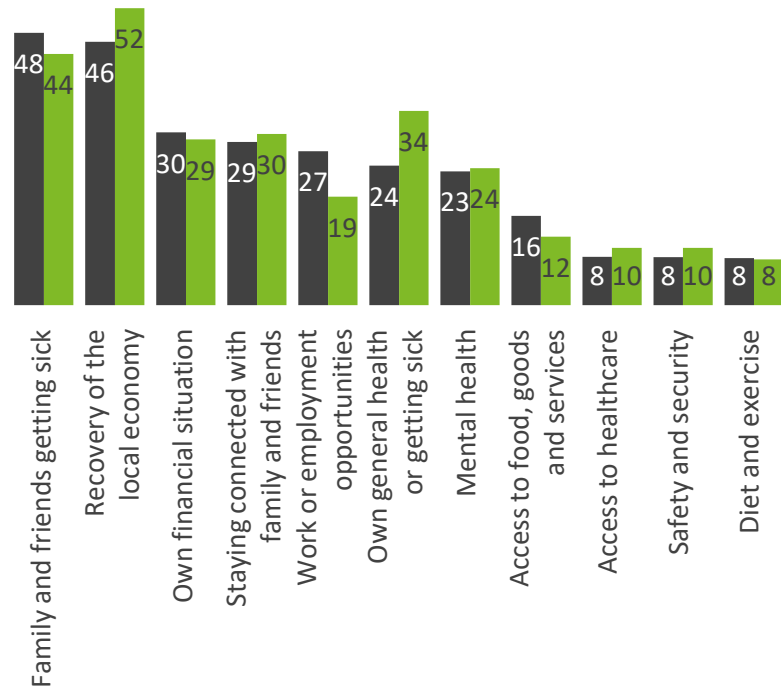
LGA: City of Mandurah



	COVID-19 concern	Personal impact
LGA	34%	25%
WA	33%	23%
	high/very high	high/very high

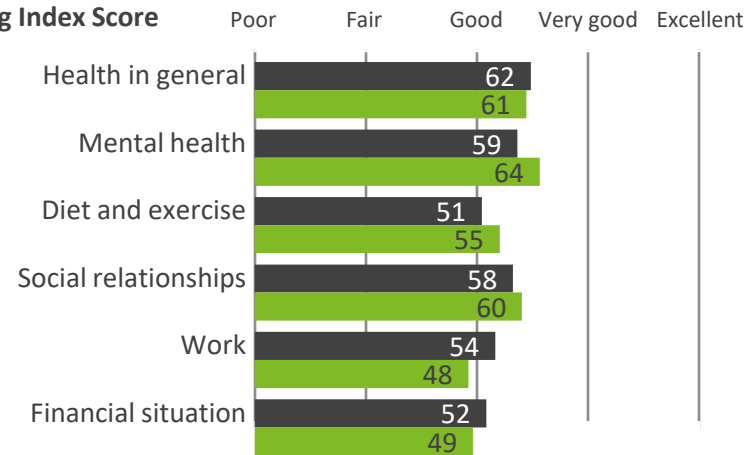
COVID-19 impacts of greatest concern

% of respondents



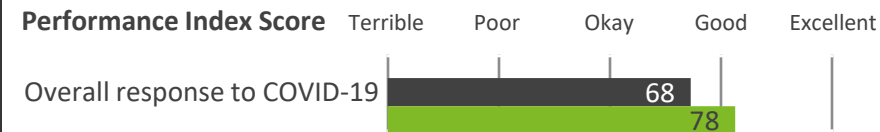
Community Wellbeing

Wellbeing Index Score

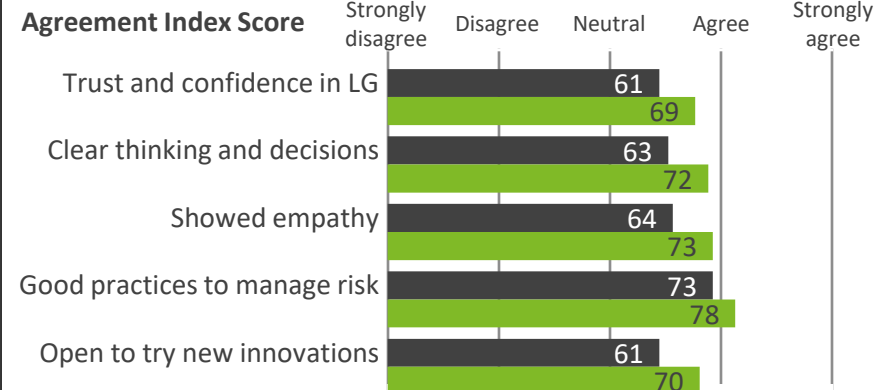


LG performance in response to COVID-19

Performance Index Score

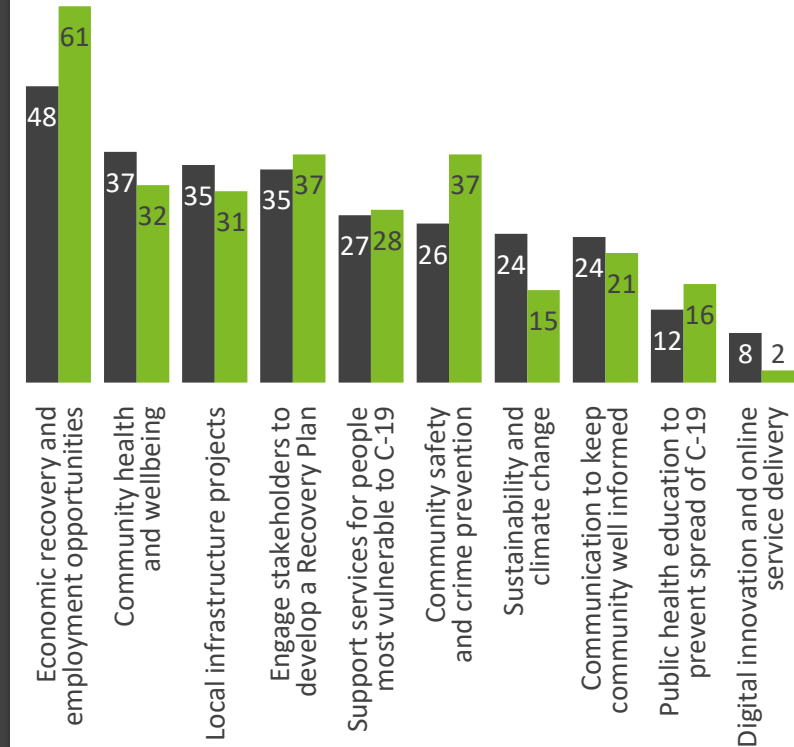


Agreement Index Score



Local government priorities

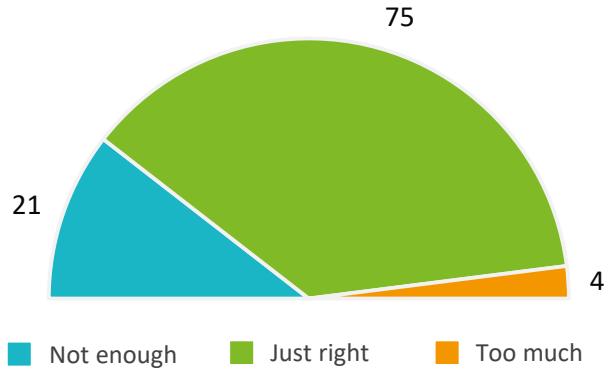
% of respondents



75% feel hopeful
and enthusiastic about the future
Compared to 69% in Western Australia



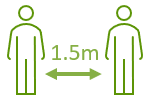
Amount of COVID-19 content from LG % of respondents



Reach and impact of key messages



100%
Aware of
COVID-19
symptoms



100%
Aware need
to physically
distance

69%
Always
physically
distance



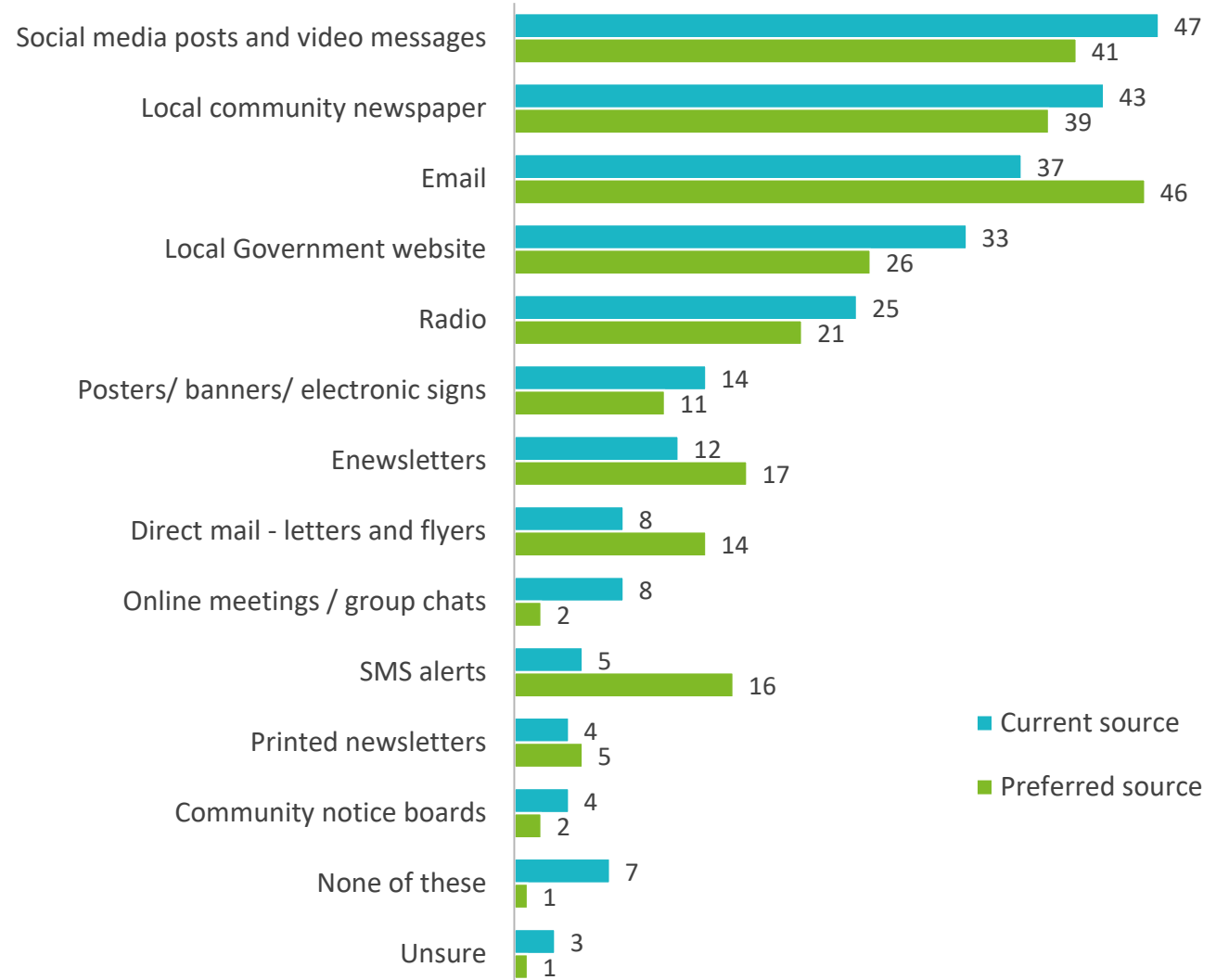
61%
downloaded
COVIDSafe App



100%
Aware need
to practice
good hygiene

91%
Always
practice good
hygiene

News and information sources from local government % of respondents



Credentials

CATALYSE® has been a long-term supporter of State and Local Government, delivering strategic planning and research services.

Our vision:

We believe in the power of working together to achieve greatness. Through our benchmarking services, we enable organisations and communities to learn from each other to continuously improve and create pathways to success.

Our flagship services, the MARKYT® Community Scorecard and CULTYR® Employee Scorecard have been embraced collectively by over 70 local governments. Australian communities and employees have trusted us to represent their views since 2003.

Corporate Social Responsibility (CSR) is close to our hearts. We have contributed over half a million dollars in funding and pro-bono services to support local governance, community health and wellbeing, art and culture in Western Australia. We are pleased to be giving back and supporting the local government sector with the CULTYR® Employee Resilience Scorecard and MARKYT® Community Resilience Scorecard on a pro bono basis.

Thank you to the State Government, Local Government Professionals WA and to all Local Government Authorities that have supported CATALYSE® over the years. If we can assist you further, please call us on 08 9226 5674 or email franklin@catalyse.com.au

