

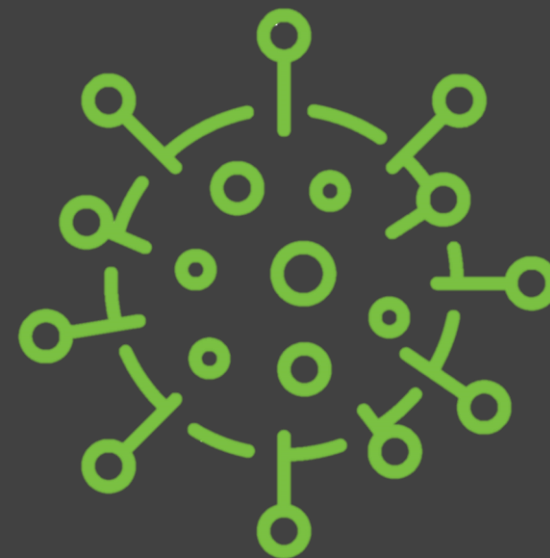
**Key partners:**



**Data collection dates:**  
5 June to 8 July 2020

**Report release date:**  
20 July 2020 – final report

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## Community Resilience Scorecard

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

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# Introduction

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:

- ✓ 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.

# Approach

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 aged 18+ 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.

- ✓

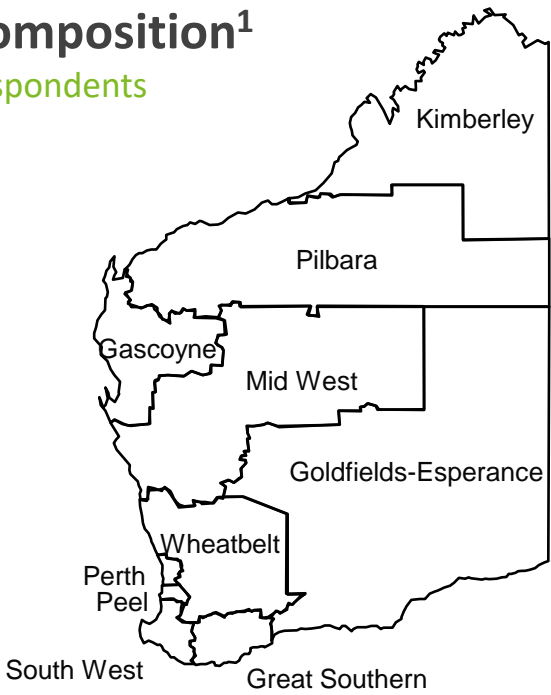
Large, robust sample
- ✓

Good representation across the community
- ✓

Reliable insights

Sample composition<sup>1</sup>

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 <sup>2</sup>	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 or stood down	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 <sup>3</sup>	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 <sup>4</sup>	3236	45%

1) If the sum is less than 100%, the balance of responses were 'none of these' or 'prefer not to answer'. If the sum is greater than 100% it was a multiple response question.

2) the respondent or someone they live with is an employee or elected members in a local government authority (LGA). It may not be the same LGA in which they live.

3) Younger singles/couples = 18-44 years, no children living at home

4) Older singles/couples = 45+ years, no children living at home

# Regional Development Commissions

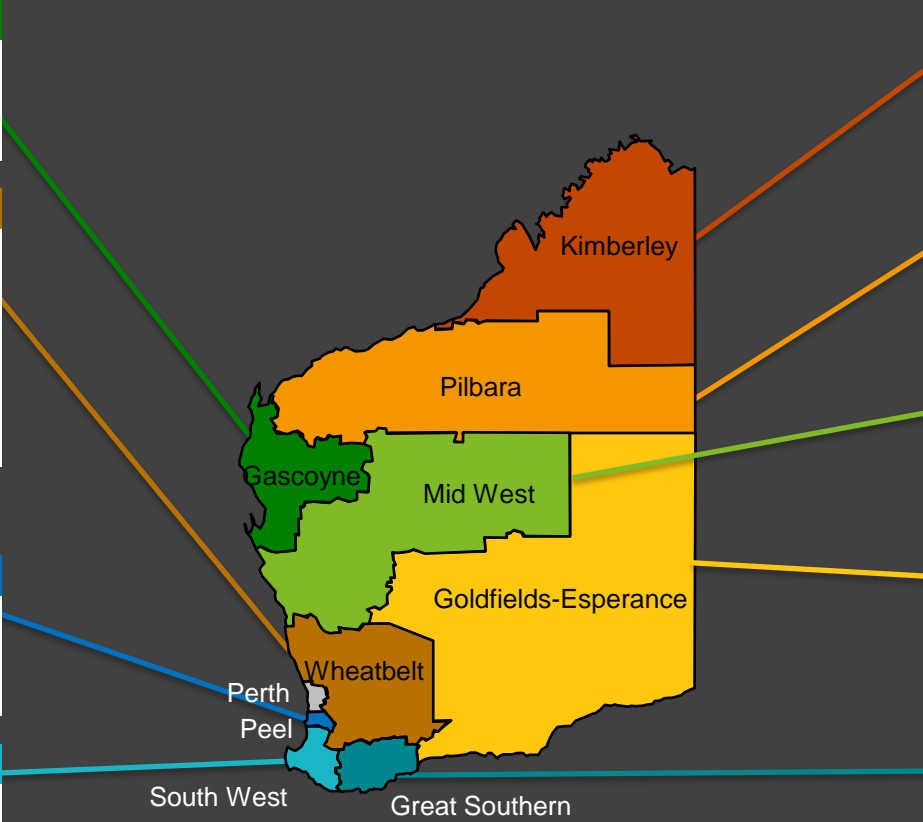
## Local government authorities included within each region

**Gascoyne**  
Includes the local government authorities of Carnarvon, Exmouth and Shark Bay

**Wheatbelt**  
Includes the local government authorities of Beverley, Brookton, Bruce Rock, Chittering, Corrigin, Cunderdin, Dalwallinu, Dandaragan, Dowerin, Gingin, Goomalling, Kellerberrin, Kondinin, Koorda, Kulin, Lake Grace, Merredin, Moora, Mount Marshall, Mukinbudin, Narembeen, Narrogin, Northam, Nungarin, Pingelly, Quairading, Tammin, Toodyay, Trayning, Victoria Plains, Wagin, West Arthur, Westonia, Williams, Wongan-Ballidu, Yilgarn and York

**Peel**  
Includes the local government authorities of Boddington, Mandurah, Murray, Serpentine-Jarrahdale and Waroona

**South West**  
Includes the local government authorities of Augusta-Margaret River, Boyup Brook, Bridgetown-Greenbushes, Bunbury, Busselton, Capel, Collie, Dardanup, Donnybrook-Balingup, Harvey, Manjimup and Nannup



**Kimberley**  
Includes the local government authorities of Broome, Derby-West Kimberley and Wyndham-East Kimberley

**Pilbara**  
Includes the local government authorities of Ashburton, East Pilbara, Karratha and Port Hedland

**Mid West**  
Includes the local government authorities of Carnamah, Chapman Valley, Coorow, Cue, Greater Geraldton, Irwin, Meekatharra, Mingenew, Morawa, Mount Magnet, Murchison, Northampton, Perenjori, Sandstone, Three Springs and Yalgoo

**Goldfields-Esperance**  
Includes the local government authorities of Coolgardie, Dundas, Esperance, Kalgoorlie/Boulder, Leonora Ravensthorpe

**Great Southern**  
Includes the local government authorities of Albany, Broomehill-Tambellup, Cranbrook, Denmark, Gnowangerup, Jerramungup, Katanning, Kent, Kojonup, Plantagenet and Woodanilling

There were no responses received in the Shires of Dumbleyung, Halls Creek, Laverton, Menzies, Ngaanyatjaraku, Upper Gascoyne, Wandering, Wickpin, Wiluna nad Wyalkatchem



# Weighting

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

## % respondents, weighted

		Weighting factors			
Location		Perth Metro			
Perth Metro	73.7%		Male	Female	Other
Regional WA	26.3%	18-34 yrs	5.9077	2.3901	1.5042
Gender		35-54 yrs	2.1784	0.7941	0.8538
Male	49.5%	55+ yrs	1.0721	0.7596	1.5775
Female	50.2%	Regional WA			
Other	0.3%		Male	Female	Other
Respondent age		18-34 yrs	2.9157	0.8878	1.0745
18-34 years	31.4%	35-54 yrs	1.1734	0.3369	0.6099
35-54 years	35.7%	55+ yrs	0.5470	0.3846	0.5635
55+ years	32.9%				

# 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

# MARKYT Community Resilience Scorecard

Location: Western Australia

Data collection dates: 5 June to 8 July 2020

Survey sample size: 7,666 community members

## 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%

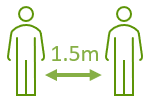
Work or employment opportunities

### 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

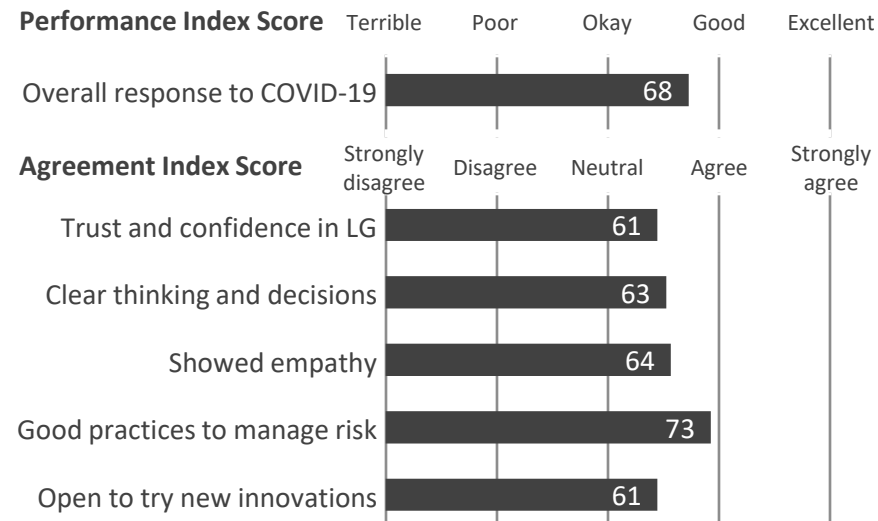
## Community Wellbeing

### Wellbeing Index Score



## LG performance in response to COVID-19

### Performance Index Score



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

COVID-19 | degree of concern and impact

# Degree of concern and personal impact from COVID-19

## By place

On average, 33% of community members expressed a high or very high level of concern with COVID-19 and 23% experienced a high or very high personal impact from the pandemic.

COVID-19 is of greatest concern in the Kimberley region, however, community members in the Gascoyne experienced the greatest personal impact.

Community members in the Pilbara, Goldfields-Esperance and Mid West report the lowest levels of concern and personal impact.

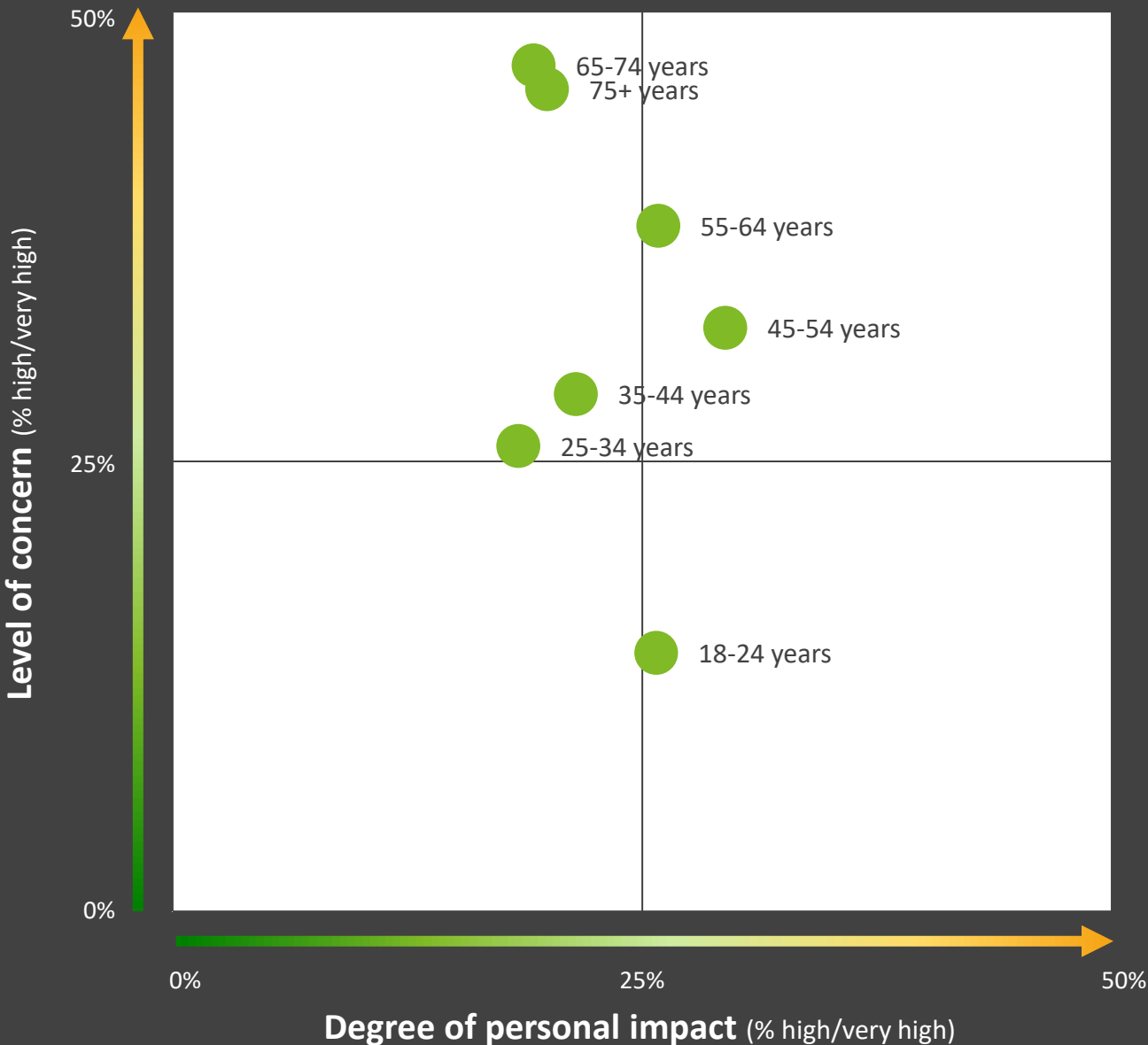


# Degree of concern and personal impact from COVID-19

By age

Concern with COVID-19 increases with age.

Personal impact is highest among community members aged 45-54 years, followed by those aged 55-64 years and younger members aged 18-24 years.



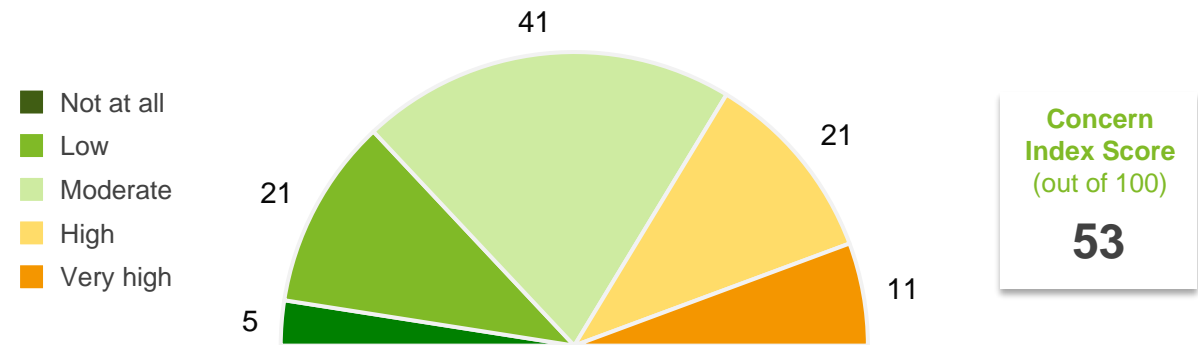
# Level of concern with COVID-19

33%<sup>^</sup> of community members expressed a high or very high level of concern with COVID-19; 5%% said they have not been impacted at all. The Concern Index Score is 53 out of 100, indicating an average rating of moderate.

Level of concern increases with age and is higher among retirees and contractors. Across WA, concern is highest in the Kimberley and lowest in the Pilbara and Mid West regions.

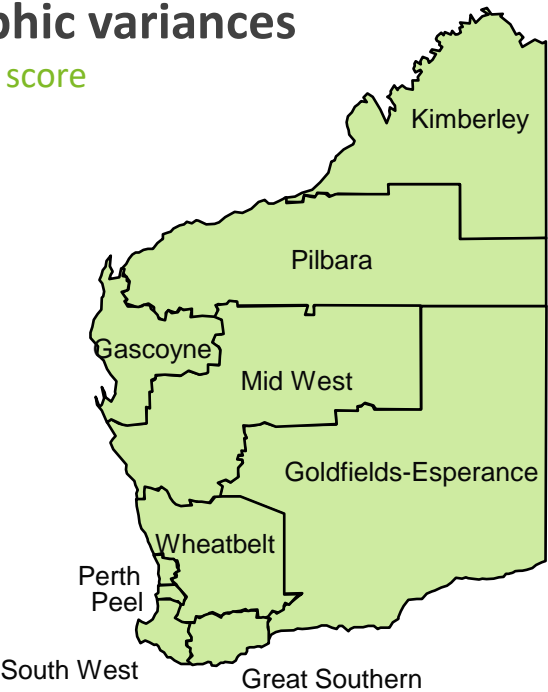
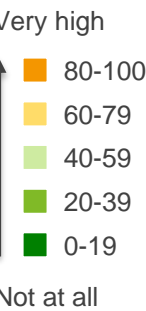
## Level of concern

% of respondents



## Demographic variances

Concern index score



Location	
Perth metro	54
Regional WA	52
Perth Suburbs	
Western suburbs	54
Inner north	51
Inner south	55
Outer north	52
Outer south	56
Regional D/Commission	
Gascoyne	54
Goldfields-Esperance	50
Great Southern	52
Kimberley	59
Mid West	48
Peel	53
Pilbara	45
South West	51
Wheatbelt	53
Affiliated with local govt	49

Health and culture	
Disability or impairment	58
Chronic health issue	59
First Nations	55
Language other than English	54
Employment status	
Self employed	52
Full-time employee	50
Part-time or casual employee	52
Contractor	60
Furloughed	56
Unemployed / seeking work	57
Home duties / carer	53
Student	50
Retired	61
Dwelling type	
Standalone, large (>500sqm)	53
Standalone, small (≤500sqm)	53
Townhouse, duplex, villa	54
Apartment	50

Gender	
Male	52
Female	55
Other	50
Respondent age	
18-24 years	42
25-34 years	49
35-44 years	51
45-54 years	53
55-64 years	57
65-74 years	62
75+ years	62
Lifestage	
Younger singles / couples	48
Family, child 0-5 years	51
Family, child 6-12 years	50
Family, child 13-17 years	51
Family, child 18+ years	54
Older singles / couples	59

### Q. How concerned are you about the COVID-19 pandemic?

Base: all respondents, excludes prefer not to say and no response (n = 7,622)

<sup>^</sup> variance of ±1% due to rounding to zero decimal places

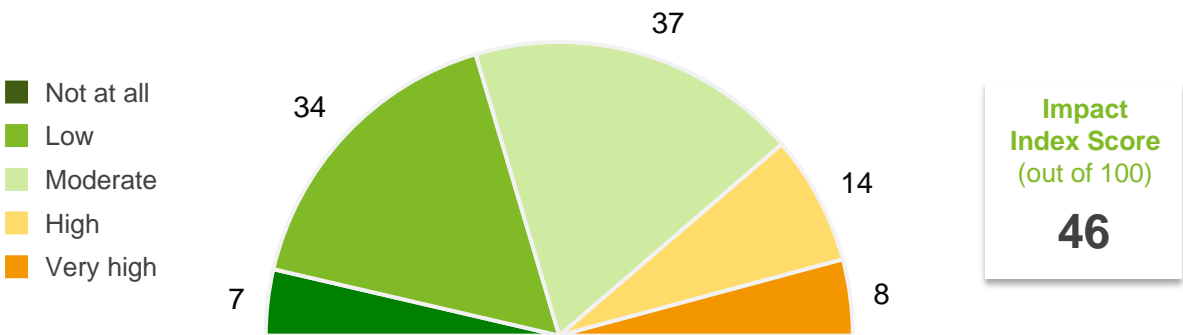
# Degree of impact from COVID-19

23%<sup>^</sup> of community members have experienced a high or very high personal impact from COVID-19; 7% said they have not been impacted at all. The Impact Index Score is 46 out of 100, indicating an average rating of moderate.

Personal impact is highest among furloughed workers and the unemployed. Across WA, personal impact from COVID-19 was lowest in the Pilbara region.

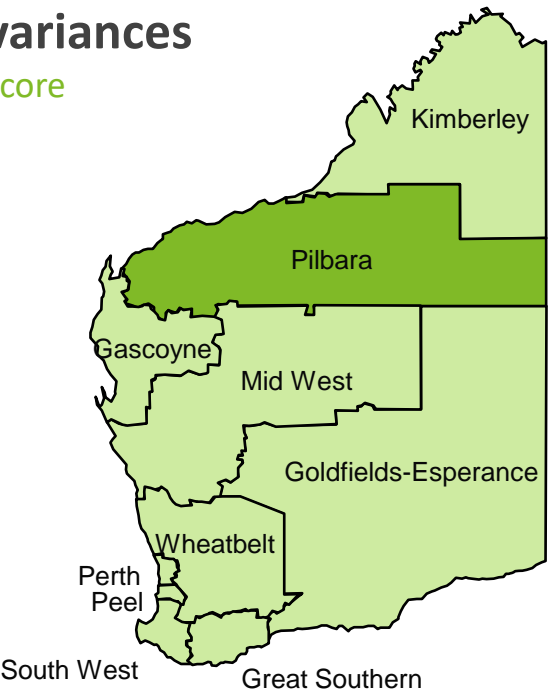
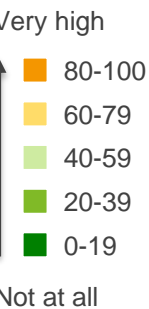
## Degree of personal impact

% of respondents



## Regional variances

Impact index score



Location	
Perth metro	46
Regional WA	45
Perth Suburbs	
Western suburbs	47
Inner north	44
Inner south	48
Outer north	48
Outer south	44
Regional D/Commission	
Gascoyne	48
Goldfields-Esperance	45
Great Southern	44
Kimberley	48
Mid West	45
Peel	48
Pilbara	39
South West	45
Wheatbelt	42
Affiliated with local govt	42

Health and culture	
Disability or impairment	49
Chronic health issue	52
First Nations	43
Language other than English	51
Employment status	
Self employed	54
Full-time employee	43
Part-time or casual employee	46
Contractor	48
Furloughed	79
Unemployed / seeking work	62
Home duties / carer	44
Student	52
Retired	41
Dwelling type	
Standalone, large (>500sqm)	46
Standalone, small (≤500sqm)	46
Townhouse, duplex, villa	45
Apartment	43

Gender	
Male	46
Female	46
Other	47
Respondent age	
18-24 years	46
25-34 years	44
35-44 years	46
45-54 years	49
55-64 years	48
65-74 years	43
75+ years	42
Lifestage	
Younger singles / couples	45
Family, child 0-5 years	45
Family, child 6-12 years	47
Family, child 13-17 years	48
Family, child 18+ years	48
Older singles / couples	45

Q. To what degree have you been personally impacted by the COVID-19 pandemic?

Base: all respondents, excludes prefer not to say and no response (n = 7,616)

<sup>^</sup> variance of ±1% due to rounding to zero decimal places



Impact of COVID-19 on community wellbeing

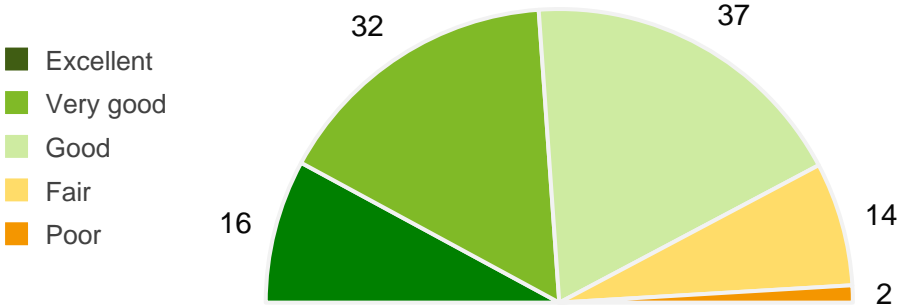
# General health

84% of community members rate their general health as good, very good or excellent. 2% rated their general health as poor. The Wellbeing Index Score is 62 out of 100, indicating an average rating between good and very good.

General health is lowest among those with a disability or impairment, a chronic health issue, furloughed from work or unemployed.

## Overall rating for general health

% of respondents



Wellbeing Index Score  
(out of 100)

62

## Demographic variances

Wellbeing Index Score



Location	
Perth metro	62
Regional WA	60
Perth Suburbs	
Western suburbs	66
Inner north	62
Inner south	63
Outer north	61
Outer south	61
Regional D/Commission	
Gascoyne	57
Goldfields-Esperance	61
Great Southern	58
Kimberley	63
Mid West	63
Peel	61
Pilbara	57
South West	62
Wheatbelt	56
Affiliated with local govt	61

Health and culture	
Disability or impairment	46
Chronic health issue	49
First Nations	54
Language other than English	59
Employment status	
Self employed	64
Full-time employee	63
Part-time or casual employee	62
Contractor	66
Furloughed	52
Unemployed / seeking work	49
Home duties / carer	56
Student	61
Retired	62
Dwelling type	
Standalone, large (>500sqm)	62
Standalone, small (≤500sqm)	62
Townhouse, duplex, villa	62
Apartment	64

Gender	
Male	63
Female	60
Other	55
Respondent age	
18-24 years	61
25-34 years	63
35-44 years	59
45-54 years	61
55-64 years	62
65-74 years	63
75+ years	62
Lifestage	
Younger singles / couples	62
Family, child 0-5 years	61
Family, child 6-12 years	59
Family, child 13-17 years	61
Family, child 18+ years	63
Older singles / couples	62

Q. Currently, how good is your life in relation to your health in general?

Base: all respondents, excludes prefer not to say and no response (n = 7,601)

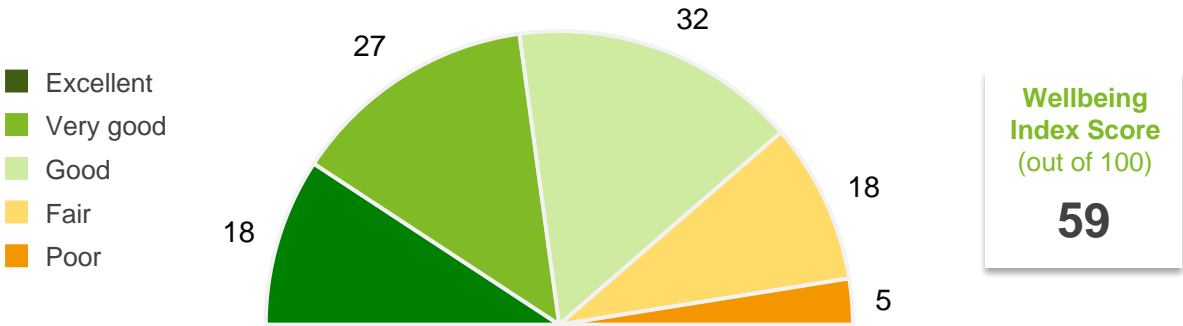
# Mental health

77% of community members rate their mental health as good, very good or excellent. 5% rated their mental health as poor. The Wellbeing Index Score is 59 out of 100, indicating an average rating between good and very good.

Mental health improves with age. Mental health is highest among seniors and retirees. It is lowest among students, 18-24 year olds, other gender, and among those who are furloughed or unemployed. Across WA, mental health appears to be lower in the Pilbara region.

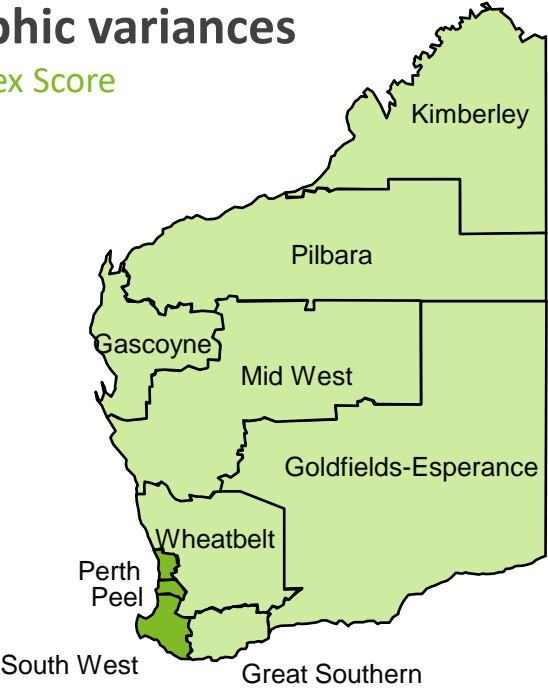
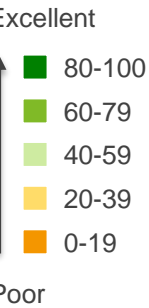
## Overall rating for mental health

% of respondents



## Demographic variances

Wellbeing Index Score



Location	
Perth metro	60
Regional WA	57
Perth Suburbs	
Western suburbs	66
Inner north	57
Inner south	59
Outer north	59
Outer south	60
Regional D/Commission	
Gascoyne	53
Goldfields-Esperance	57
Great Southern	57
Kimberley	57
Mid West	59
Peel	62
Pilbara	47
South West	61
Wheatbelt	53
Affiliated with local govt	56

Health and culture	
Disability or impairment	50
Chronic health issue	51
First Nations	54
Language other than English	56
Employment status	
Self employed	61
Full-time employee	58
Part-time or casual employee	57
Contractor	65
Furloughed	46
Unemployed / seeking work	41
Home duties / carer	52
Student	46
Retired	72
Dwelling type	
Standalone, large (>500sqm)	61
Standalone, small (≤500sqm)	58
Townhouse, duplex, villa	58
Apartment	60

Gender	
Male	61
Female	57
Other	45
Respondent age	
18-24 years	44
25-34 years	54
35-44 years	54
45-54 years	58
55-64 years	63
65-74 years	72
75+ years	75
Lifestage	
Younger singles / couples	52
Family, child 0-5 years	55
Family, child 6-12 years	56
Family, child 13-17 years	57
Family, child 18+ years	61
Older singles / couples	67

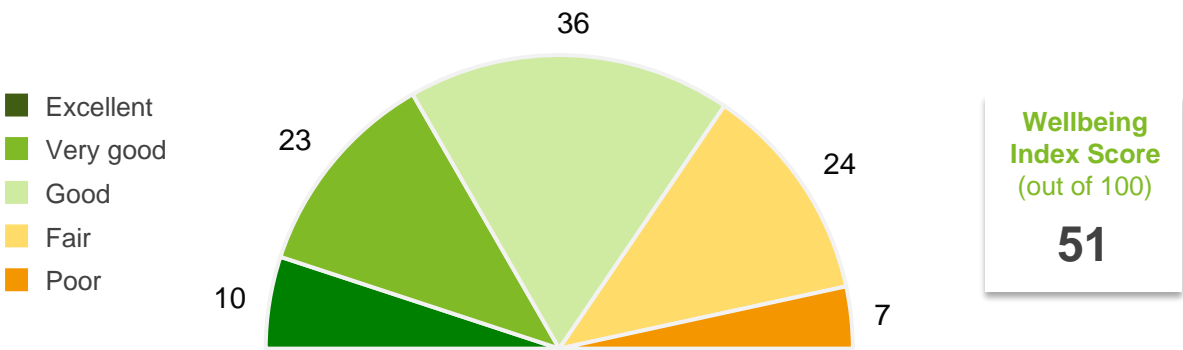
# Diet and exercise

69% of community members rate their diet and exercise as good, very good or excellent. 7% rated their diet and exercise as poor. The Wellbeing Index Score is 51 out of 100, indicating an average rating of good.

Diet and exercise improves with age. It is highest among seniors and retirees. Diet and exercise appears to be lower among First Nations persons. Across WA, diet and exercise is highest in the Western Suburbs and lowest in the Pilbara region.

## Overall rating for diet and exercise

% of respondents



## Demographic variances

Wellbeing Index Score



Location	
Perth metro	52
Regional WA	50
Perth Suburbs	
Western suburbs	61
Inner north	51
Inner south	53
Outer north	50
Outer south	51
Regional D/Commission	
Gascoyne	46
Goldfields-Esperance	48
Great Southern	47
Kimberley	50
Mid West	55
Peel	54
Pilbara	39
South West	54
Wheatbelt	45
Affiliated with local govt	49

Health and culture	
Disability or impairment	42
Chronic health issue	43
First Nations	38
Language other than English	46
Employment status	
Self employed	53
Full-time employee	50
Part-time or casual employee	50
Contractor	48
Furloughed	44
Unemployed / seeking work	44
Home duties / carer	45
Student	50
Retired	60
Dwelling type	
Standalone, large (>500sqm)	52
Standalone, small (≤500sqm)	51
Townhouse, duplex, villa	52
Apartment	52

Gender	
Male	53
Female	50
Other	52
Respondent age	
18-24 years	44
25-34 years	49
35-44 years	47
45-54 years	50
55-64 years	54
65-74 years	60
75+ years	61
Lifestage	
Younger singles / couples	51
Family, child 0-5 years	46
Family, child 6-12 years	47
Family, child 13-17 years	49
Family, child 18+ years	51
Older singles / couples	57

Q. Currently, how good is your life in relation to your diet and exercise ?  
Base: all respondents, excludes prefer not to say and no response (n = 7,597)

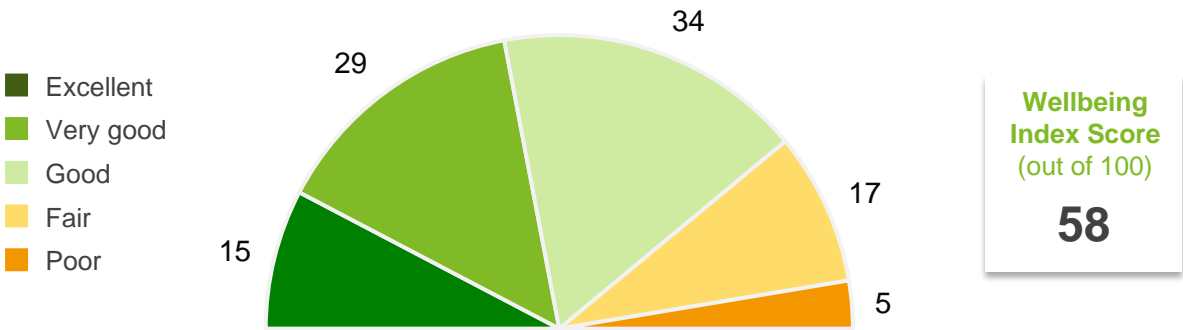
# Social relationships

78% of community members rate their social relationships as good, very good or excellent. 5% rated their social relationships as poor. The Wellbeing Index Score is 58 out of 100, indicating an average rating between good and very good.

Social relationships tend to improve with age. Social relationships score highest among seniors, retirees and contractors. They score lowest among unemployed persons, other gender and among those with a disability or impairment. Across WA, social relationships score highest in the Western Suburbs and lowest in the Pilbara and Gascoyne regions.

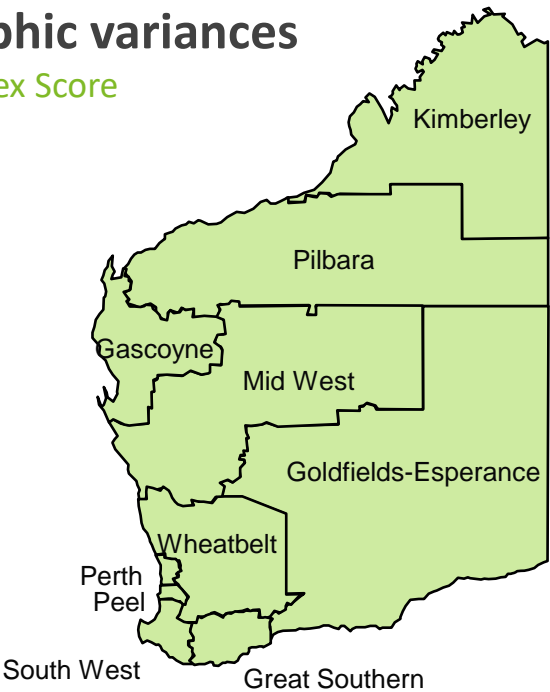
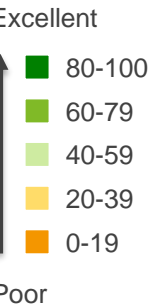
## Overall rating for social relationships

% of respondents



## Demographic variances

Wellbeing Index Score



Location	
Perth metro	59
Regional WA	56
Perth Suburbs	
Western suburbs	65
Inner north	58
Inner south	59
Outer north	58
Outer south	58
Regional D/Commission	
Gascoyne	49
Goldfields-Esperance	58
Great Southern	56
Kimberley	53
Mid West	56
Peel	59
Pilbara	44
South West	59
Wheatbelt	55
Affiliated with local govt	59

Health and culture	
Disability or impairment	49
Chronic health issue	52
First Nations	55
Language other than English	53
Employment status	
Self employed	61
Full-time employee	57
Part-time or casual employee	59
Contractor	65
Furloughed	52
Unemployed / seeking work	42
Home duties / carer	52
Student	53
Retired	64
Dwelling type	
Standalone, large (>500sqm)	59
Standalone, small (≤500sqm)	57
Townhouse, duplex, villa	56
Apartment	56

Gender	
Male	57
Female	59
Other	48
Respondent age	
18-24 years	52
25-34 years	56
35-44 years	54
45-54 years	58
55-64 years	60
65-74 years	65
75+ years	64
Lifestage	
Younger singles / couples	54
Family, child 0-5 years	56
Family, child 6-12 years	56
Family, child 13-17 years	58
Family, child 18+ years	60
Older singles / couples	62

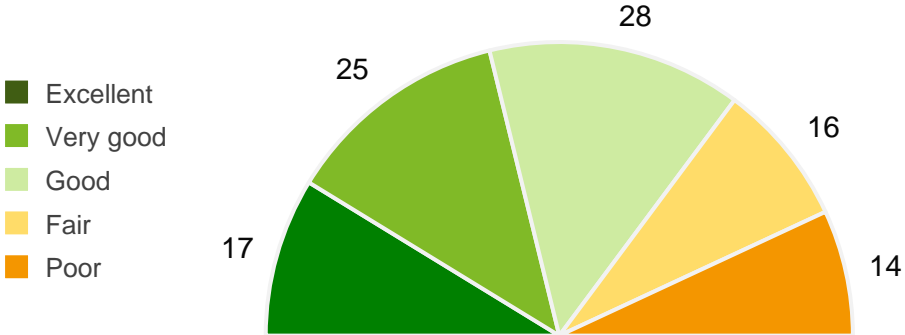
# Work or employment opportunities

70% of community members rate their work or employment opportunities as good, very good or excellent. 14% rated their work as poor. The Wellbeing Index Score is 54 out of 100, indicating an average rating of good.

Work and employment opportunities score highest among employees with full-time work and those affiliated with local government\*. Scores are lowest among those who are unemployed and furloughed. Scores also tend to be lower among students, 18-24 years olds, other gender and among carers and retirees.

## Overall rating for work

% of respondents

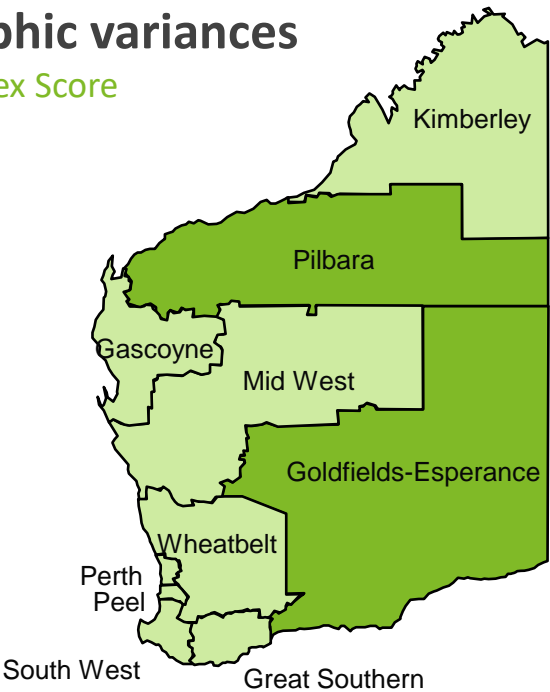
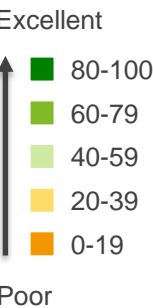


Wellbeing Index Score (out of 100)

54

## Demographic variances

Wellbeing Index Score



Location	
Perth metro	54
Regional WA	54
Perth Suburbs	
Western suburbs	56
Inner north	54
Inner south	58
Outer north	54
Outer south	53
Regional D/Commission	
Gascoyne	55
Goldfields-Esperance	60
Great Southern	52
Kimberley	54
Mid West	57
Peel	47
Pilbara	61
South West	53
Wheatbelt	51
Affiliated with local govt	63

Health and culture	
Disability or impairment	40
Chronic health issue	44
First Nations	53
Language other than English	48
Employment status	
Self employed	52
Full-time employee	66
Part-time or casual employee	55
Contractor	50
Furloughed	21
Unemployed / seeking work	11
Home duties / carer	36
Student	39
Retired	35
Dwelling type	
Standalone, large (>500sqm)	55
Standalone, small (≤500sqm)	55
Townhouse, duplex, villa	54
Apartment	49

Gender	
Male	55
Female	53
Other	40
Respondent age	
18-24 years	44
25-34 years	59
35-44 years	55
45-54 years	56
55-64 years	53
65-74 years	46
75+ years	29
Lifestage	
Younger singles / couples	60
Family, child 0-5 years	55
Family, child 6-12 years	52
Family, child 13-17 years	52
Family, child 18+ years	55
Older singles / couples	49

Q. Currently, how good is your life in relation to your work (or employment opportunities)?  
Base: all respondents, excludes prefer not to say and no response (n = 6,864)  
\* The respondent or someone they live with is an employee or elected member in local government.

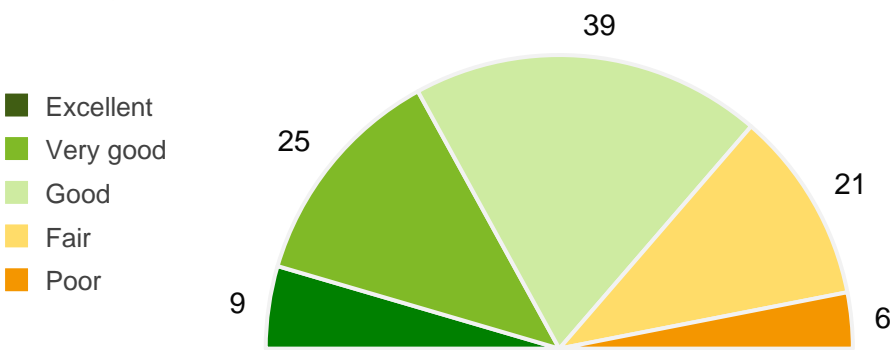
# Financial situation

73% of community members rate their financial situation as good, very good or excellent. 6% rated their financial situation as poor. The Wellbeing Index Score is 52 out of 100, indicating an average rating of good.

Financial situation is lowest among those who are furloughed and unemployed. It is also lower among First Nations persons and people with a disability or impairment. Financial situation is highest in the Western Suburbs.

## Overall rating for financial situation

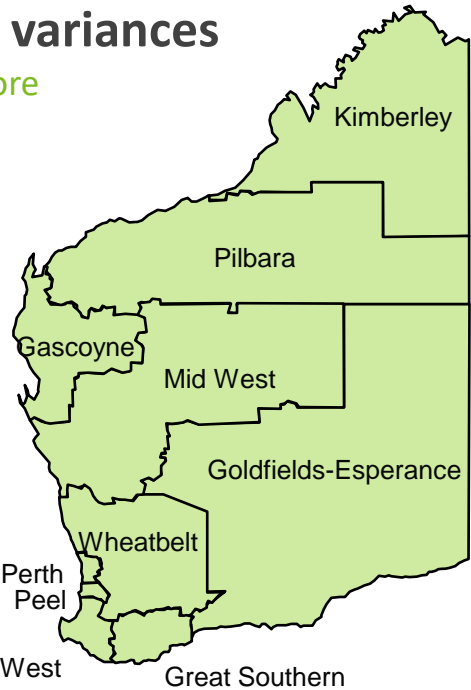
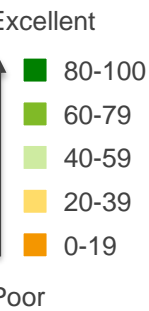
% of respondents



Wellbeing Index Score  
(out of 100)  
**52**

## Demographic variances

Wellbeing Index Score



Location	
Perth metro	53
Regional WA	50
Perth Suburbs	
Western suburbs	61
Inner north	55
Inner south	56
Outer north	50
Outer south	51
Regional D/Commission	
Gascoyne	49
Goldfields-Esperance	54
Great Southern	47
Kimberley	50
Mid West	53
Peel	49
Pilbara	54
South West	51
Wheatbelt	47
Affiliated with local govt	56

Health and culture	
Disability or impairment	41
Chronic health issue	44
First Nations	41
Language other than English	47
Employment status	
Self employed	49
Full-time employee	57
Part-time or casual employee	50
Contractor	44
Furloughed	27
Unemployed / seeking work	24
Home duties / carer	45
Student	44
Retired	55
Dwelling type	
Standalone, large (>500sqm)	53
Standalone, small (≤500sqm)	52
Townhouse, duplex, villa	53
Apartment	51

Gender	
Male	54
Female	51
Other	47
Respondent age	
18-24 years	44
25-34 years	53
35-44 years	50
45-54 years	52
55-64 years	53
65-74 years	56
75+ years	54
Lifestage	
Younger singles / couples	55
Family, child 0-5 years	49
Family, child 6-12 years	49
Family, child 13-17 years	50
Family, child 18+ years	52
Older singles / couples	54

Q. Currently, how good is your life in relation to your financial situation?  
Base: all respondents, excludes prefer not to say and no response (n = 7,488)



COVID-19 impacts of greatest concern



# COVID-19 impacts of greatest concern

Community members across Western Australia are mainly concerned with their family and friends getting sick from COVID-19 and the recovery of the local economy.

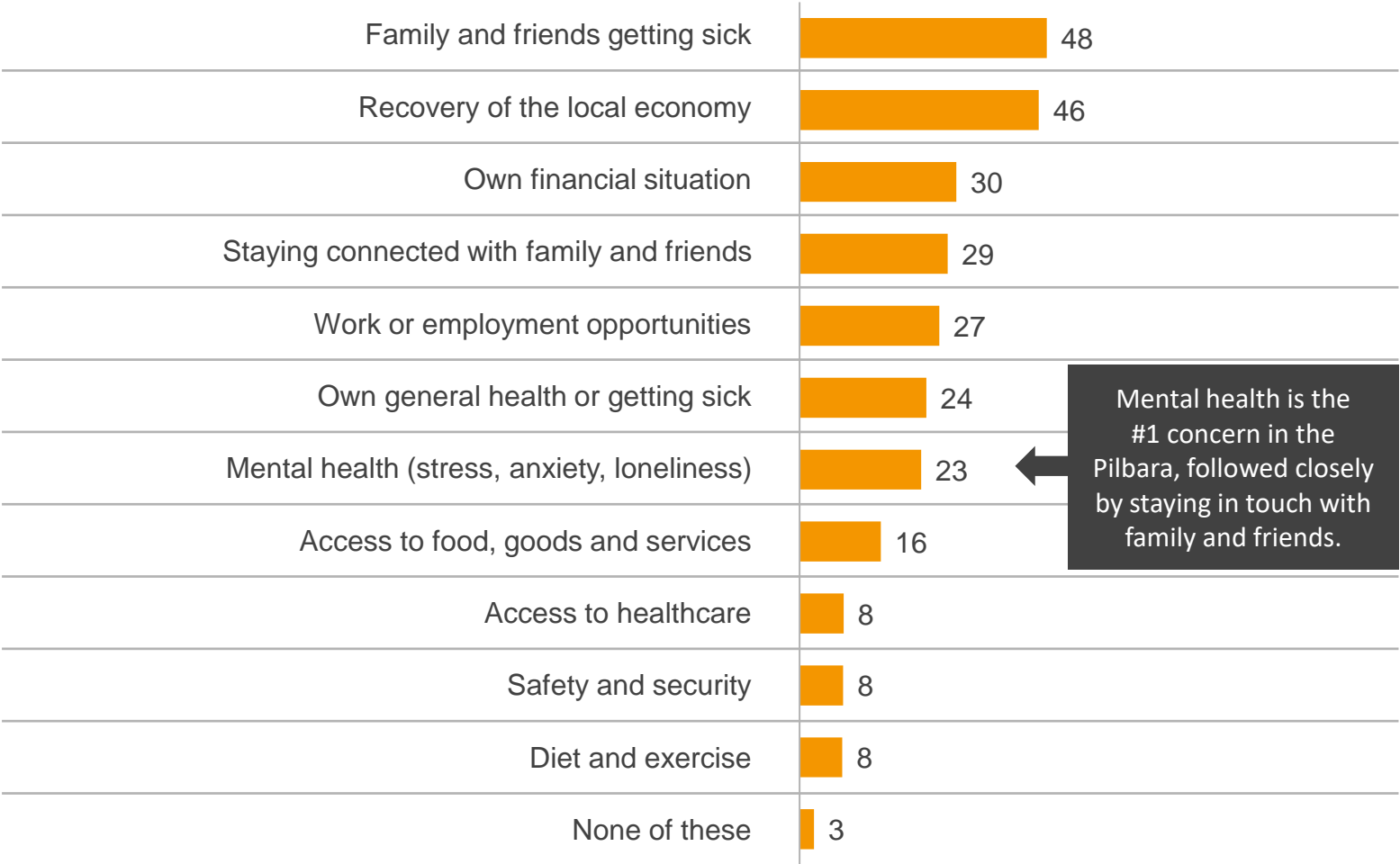
Other concerns include their own financial situation, staying connected with family and friends, work and employment opportunities, their own health and mental health.

There is less concern about COVID-19 impacts on access to healthcare, food, goods and services, their diet and exercise or community safety and security.

Across WA, except for the Pilbara, the top concern is either family and friends getting sick or recovery of the local economy. In the Pilbara, mental health and staying connected with family and friends are the main concerns.

## Greatest concerns

% of respondents



Q. Thinking about COVID-19 impacts, which areas are you mostly concerned about? Please select your top concerns – up to 3 choices.

Base: all respondents, excludes no response (n = 7,578)

# Greatest concerns with COVID-19

## Top 3 concerns by region

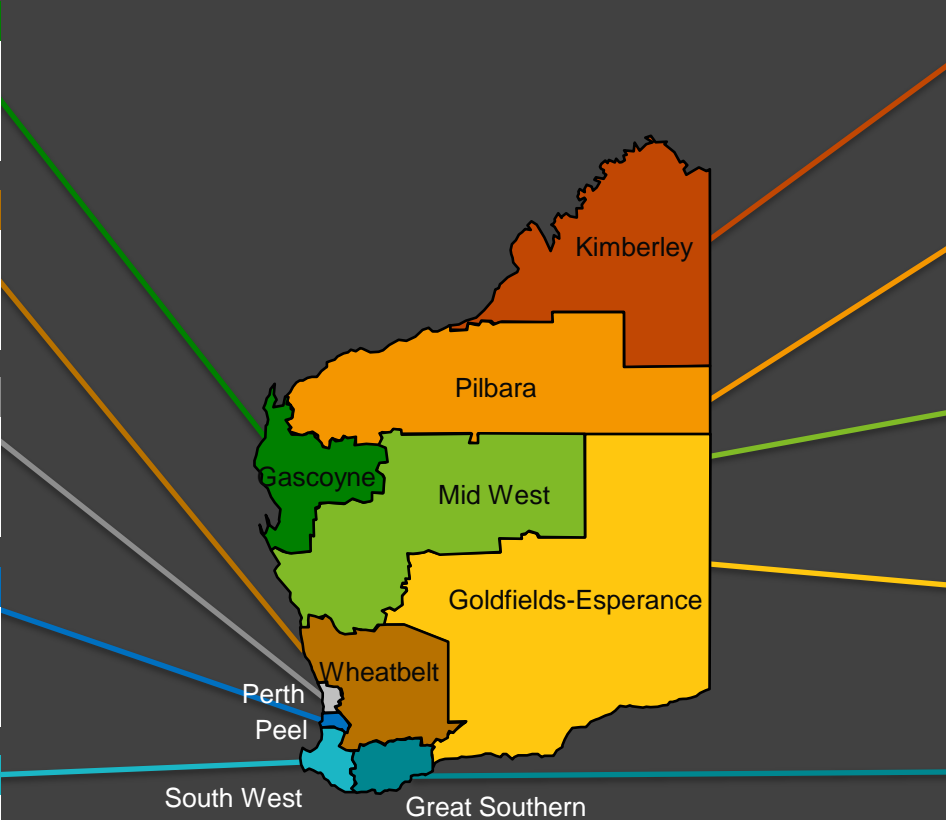
Gascoyne	
Family and friends getting sick	46%
Own financial situation	35%
Recovery of the local economy	32%

Wheatbelt	
Family and friends getting sick	46%
Recovery of the local economy	42%
Staying connected with family and friends	33%

Perth Metro	
Family and friends getting sick	48%
Recovery of the local economy	46%
Own financial situation	31%

Peel	
Recovery of the local economy	50%
Family and friends getting sick	44%
Own general health or getting sick	32%

South West	
Family and friends getting sick	50%
Recovery of the local economy	49%
Staying connected with family and friends	31%



Kimberley	
Recovery of the local economy	48%
Family and friends getting sick	42%
Work or employment opportunities	38%

Pilbara	
Mental health (stress, anxiety, loneliness)	42%
Staying connected with family and friends	41%
Family and friends getting sick	38%

Mid West	
Family and friends getting sick	49%
Recovery of the local economy	44%
Staying connected with family and friends	29%

Goldfields-Esperance	
Recovery of the local economy	46%
Family and friends getting sick	44%
Own financial situation	29%

Great Southern	
Recovery of the local economy	45%
Family and friends getting sick	43%
Staying connected with family and friends	27%

Q. Thinking about COVID-19 impacts, which areas are you mostly concerned about? Please select your top concerns – up to 3 choices.

Base: all respondents, excludes no response (n = xxx)

Local Government | overall performance

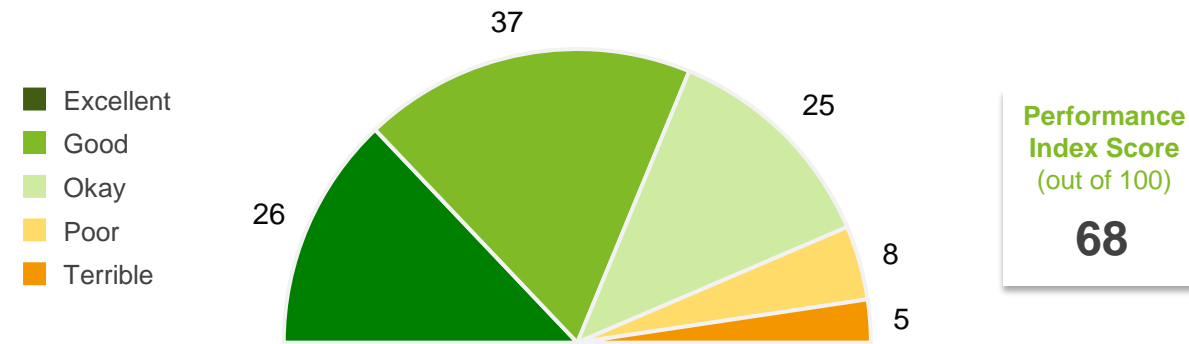
# Overall local government response to the COVID-19 pandemic

62% of community members rate local government’s overall response to the COVID-19 pandemic as good or excellent. Only 13% rate overall response as poor or terrible. The Performance Index Score is 68 out of 100, indicating an average rating close to good.

Performance scores are highest in the Peel and Pilbara, and among those aged 75+ years. While they are lowest among contractors, performance ratings are generally fairly similar across the community.

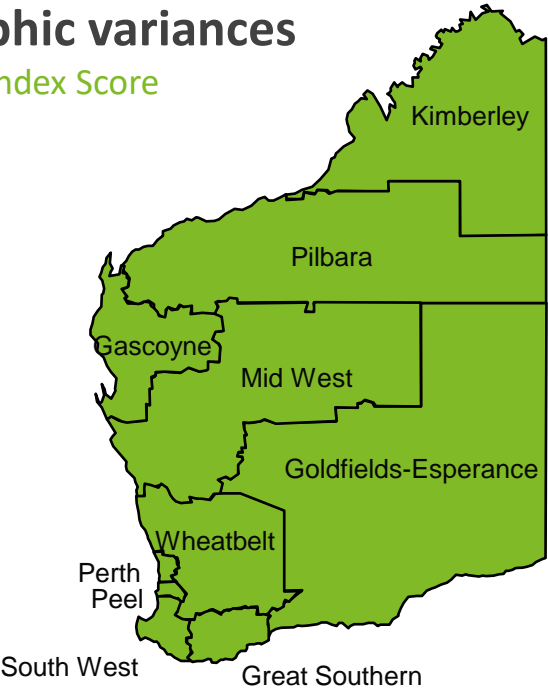
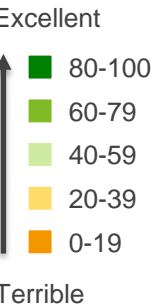
## Overall local government response

% of respondents



## Demographic variances

Performance Index Score



Location	
Perth metro	68
Regional WA	68
Perth Suburbs	
Western suburbs	64
Inner north	70
Inner south	67
Outer north	62
Outer south	73
Regional D/Commission	
Gascoyne	60
Goldfields-Esperance	68
Great Southern	70
Kimberley	71
Mid West	63
Peel	77
Pilbara	75
South West	67
Wheatbelt	62
Affiliated with local govt	70

Health and culture	
Disability or impairment	69
Chronic health issue	68
First Nations	70
Language other than English	69
Employment status	
Self employed	61
Full-time employee	67
Part-time or casual employee	70
Contractor	59
Furloughed	66
Unemployed / seeking work	63
Home duties / carer	69
Student	68
Retired	74
Dwelling type	
Standalone, large (>500sqm)	67
Standalone, small (≤500sqm)	69
Townhouse, duplex, villa	70
Apartment	74

Gender	
Male	64
Female	71
Other	59
Respondent age	
18-24 years	73
25-34 years	66
35-44 years	65
45-54 years	64
55-64 years	70
65-74 years	72
75+ years	75
Lifestage	
Younger singles / couples	68
Family, child 0-5 years	67
Family, child 6-12 years	68
Family, child 13-17 years	66
Family, child 18+ years	67
Older singles / couples	72

Key performance measures

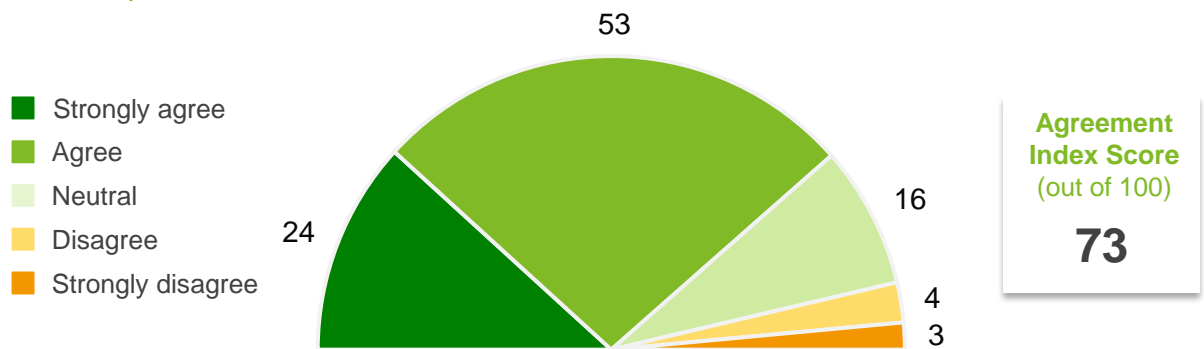
# Health and safety practices

77% of community members agree there are good health and safety practices in place at local parks, libraries and community facilities to manage COVID-19 risks. The overall Agreement Index Score is 73 out of 100, indicating an average rating of agree.

Health and safety practices received similar responses across the community, except for people who identify as other gender who were less likely to agree.

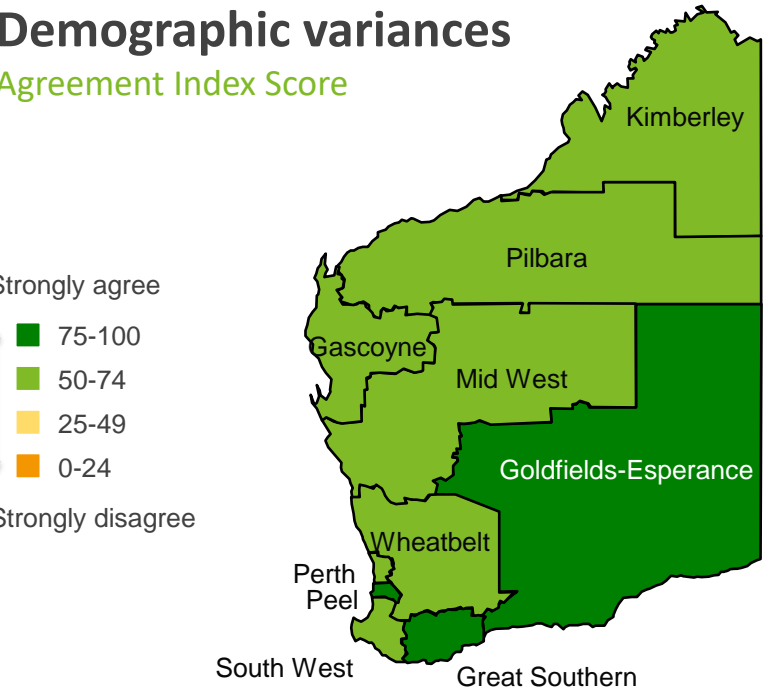
# Health and safety practices

% of respondents



## Demographic variances

Agreement Index Score



Location	
Perth metro	72
Regional WA	73
Perth Suburbs	
Western suburbs	72
Inner north	75
Inner south	76
Outer north	69
Outer south	73
Regional D/Commission	
Gascoyne	66
Goldfields-Esperance	75
Great Southern	75
Kimberley	73
Mid West	71
Peel	76
Pilbara	74
South West	73
Wheatbelt	68
Affiliated with local govt	76

Health and culture	
Disability or impairment	73
Chronic health issue	72
First Nations	67
Language other than English	74
Employment status	
Self employed	67
Full-time employee	72
Part-time or casual employee	75
Contractor	69
Furloughed	68
Unemployed / seeking work	69
Home duties / carer	72
Student	72
Retired	77
Dwelling type	
Standalone, large (>500sqm)	72
Standalone, small (≤500sqm)	73
Townhouse, duplex, villa	76
Apartment	76

Gender	
Male	69
Female	76
Other	57
Respondent age	
18-24 years	77
25-34 years	70
35-44 years	70
45-54 years	72
55-64 years	74
65-74 years	76
75+ years	78
Lifestage	
Younger singles / couples	73
Family, child 0-5 years	69
Family, child 6-12 years	72
Family, child 13-17 years	72
Family, child 18+ years	73
Older singles / couples	76

Q. How strongly do you agree or disagree there are good health and safety practices in place at local parks, libraries and community facilities to manage COVID-19 risks?  
Base: all respondents, excludes unsure and no response (n = 6,896)

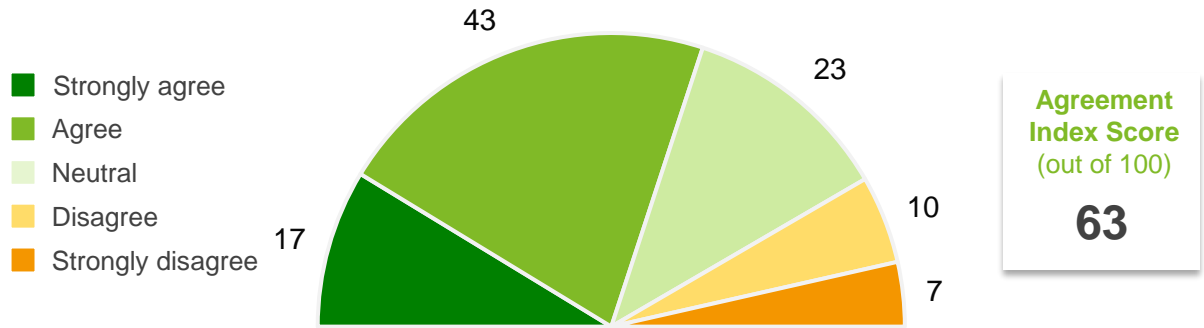
# Clear thinking and decision making

60% of community members agree there has been clear thinking and decision making by local government in relation to COVID-19. The overall Agreement Index Score is 63 out of 100, indicating an average rating of slightly agree.

Clarity of thinking and decision making is highest among 18-24 year olds and those aged 75+ years. Ratings are lowest among people who are self-employed and furloughed, and other gender. Across WA, ratings are highest in the Peel and lowest in the Gascoyne region.

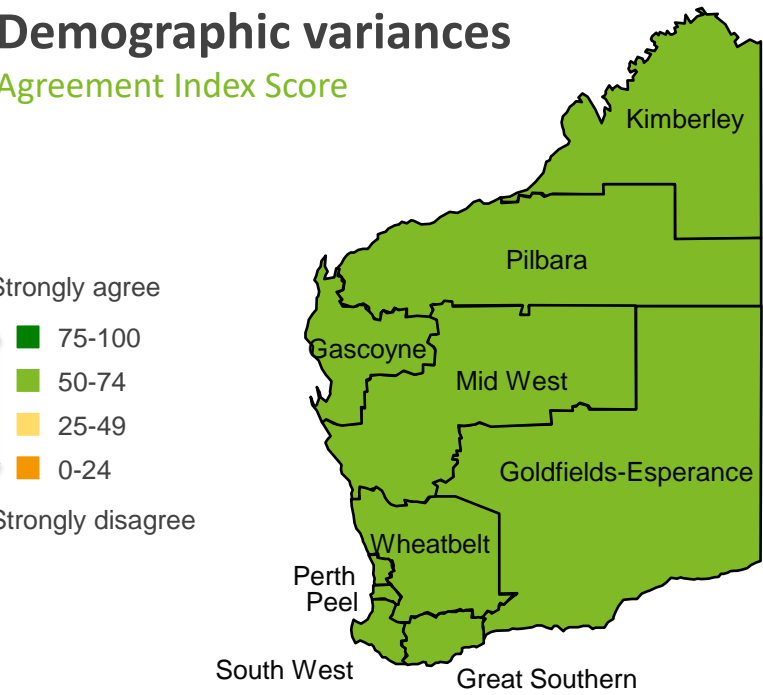
# Clear thinking and decision making

% of respondents



## Demographic variances

Agreement Index Score



Location	
Perth metro	64
Regional WA	63
Perth Suburbs	
Western suburbs	58
Inner north	68
Inner south	64
Outer north	58
Outer south	68
Regional D/Commission	
Gascoyne	52
Goldfields-Esperance	63
Great Southern	66
Kimberley	66
Mid West	59
Peel	72
Pilbara	67
South West	63
Wheatbelt	58
Affiliated with local govt	68

Health and culture	
Disability or impairment	66
Chronic health issue	64
First Nations	59
Language other than English	66
Employment status	
Self employed	55
Full-time employee	63
Part-time or casual employee	66
Contractor	50
Furloughed	58
Unemployed / seeking work	61
Home duties / carer	63
Student	61
Retired	69
Dwelling type	
Standalone, large (>500sqm)	63
Standalone, small (≤500sqm)	64
Townhouse, duplex, villa	67
Apartment	68

Gender	
Male	59
Female	67
Other	41
Respondent age	
18-24 years	70
25-34 years	60
35-44 years	62
45-54 years	61
55-64 years	66
65-74 years	68
75+ years	71
Lifestage	
Younger singles / couples	64
Family, child 0-5 years	61
Family, child 6-12 years	64
Family, child 13-17 years	63
Family, child 18+ years	64
Older singles / couples	68

Q. How strongly do you agree or disagree there has been clear thinking and decision making by local government in relation to COVID-19?  
Base: all respondents, excludes unsure and no response (n = 6,594)

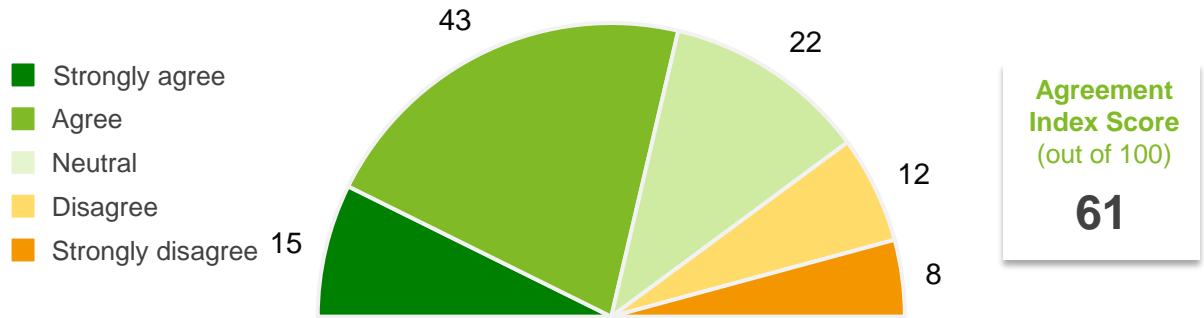
# Confidence and trust

57% of community members agree that they have confidence and trust in local government to make good decisions. The overall Agreement Index Score is 61 out of 100, indicating an average rating of slightly agree.

Across WA, confidence ratings are highest in the Peel and lowest in the Gascoyne. Ratings are also lower among people who are self-employed and furloughed, and other gender. Ratings tend to be higher among those affiliated with local government\*.

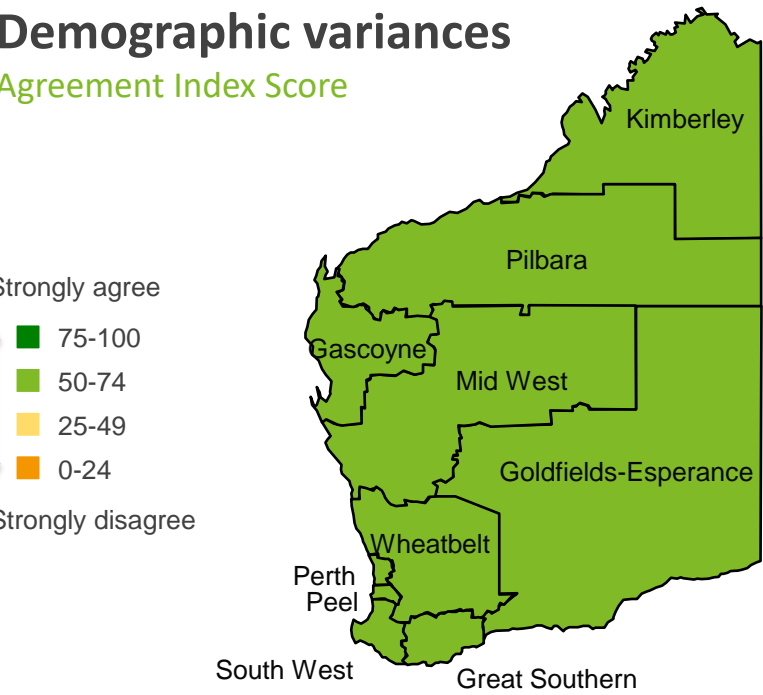
## Confidence and trust in decision making

% of respondents



## Demographic variances

Agreement Index Score



Location	
Perth metro	61
Regional WA	60
Perth Suburbs	
Western suburbs	54
Inner north	66
Inner south	60
Outer north	57
Outer south	66
Regional D/Commission	
Gascoyne	50
Goldfields-Esperance	61
Great Southern	63
Kimberley	63
Mid West	58
Peel	68
Pilbara	61
South West	58
Wheatbelt	54
Affiliated with local govt	67

Health and culture	
Disability or impairment	62
Chronic health issue	61
First Nations	53
Language other than English	66
Employment status	
Self employed	51
Full-time employee	61
Part-time or casual employee	64
Contractor	50
Furloughed	60
Unemployed / seeking work	60
Home duties / carer	59
Student	62
Retired	65
Dwelling type	
Standalone, large (>500sqm)	60
Standalone, small (≤500sqm)	63
Townhouse, duplex, villa	63
Apartment	63

Gender	
Male	57
Female	65
Other	43
Respondent age	
18-24 years	66
25-34 years	60
35-44 years	60
45-54 years	58
55-64 years	62
65-74 years	63
75+ years	66
Lifestage	
Younger singles / couples	63
Family, child 0-5 years	59
Family, child 6-12 years	61
Family, child 13-17 years	59
Family, child 18+ years	60
Older singles / couples	64

Q. How strongly do you agree or disagree that you have confidence and trust in local government to make good decisions?

Base: all respondents, excludes unsure and no response (n = 7,132)

\* The respondent or someone they live with is an employee or elected member in local government.



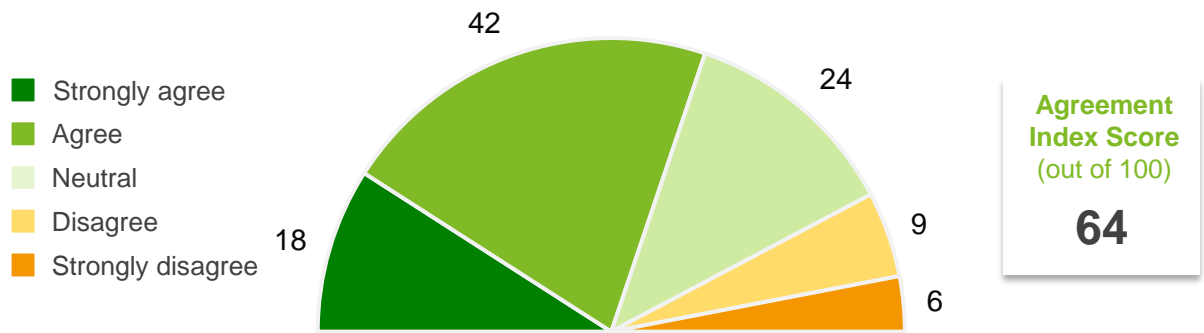
# Empathy and compassion

60% of community members agree that local government has shown empathy and compassion for the human side of the upheaval caused by the COVID-19 pandemic. The overall Agreement Index Score is 64 out of 100, indicating an average rating of slightly agree.

Empathy and compassion ratings are highest for Local Governments in the Peel and Pilbara regions. Ratings are lowest in the Gascoyne and Mid West regions, and also among other gender. Ratings tend to be higher among those affiliated with local government\*.

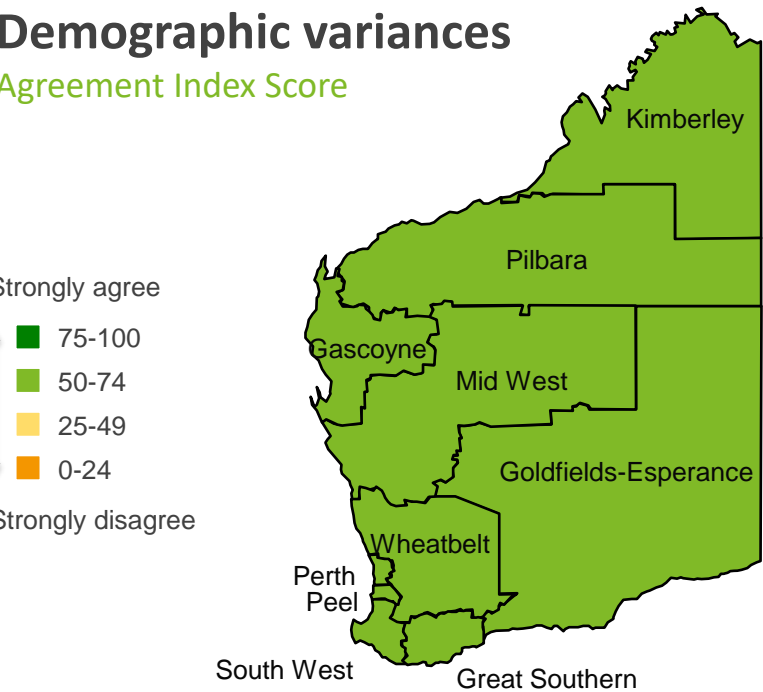
# Empathy and compassion

% of respondents



## Demographic variances

Agreement Index Score



Location	
Perth metro	64
Regional WA	64
Perth Suburbs	
Western suburbs	62
Inner north	69
Inner south	67
Outer north	58
Outer south	68
Regional D/Commission	
Gascoyne	55
Goldfields-Esperance	64
Great Southern	66
Kimberley	64
Mid West	58
Peel	71
Pilbara	71
South West	64
Wheatbelt	60
Affiliated with local govt	71

Health and culture	
Disability or impairment	64
Chronic health issue	63
First Nations	64
Language other than English	65
Employment status	
Self employed	59
Full-time employee	64
Part-time or casual employee	66
Contractor	59
Furloughed	65
Unemployed / seeking work	59
Home duties / carer	63
Student	62
Retired	69
Dwelling type	
Standalone, large (>500sqm)	64
Standalone, small (≤500sqm)	66
Townhouse, duplex, villa	68
Apartment	69

Gender	
Male	61
Female	68
Other	49
Respondent age	
18-24 years	67
25-34 years	63
35-44 years	63
45-54 years	62
55-64 years	66
65-74 years	68
75+ years	69
Lifestage	
Younger singles / couples	66
Family, child 0-5 years	62
Family, child 6-12 years	64
Family, child 13-17 years	63
Family, child 18+ years	65
Older singles / couples	68

Q. How strongly do you agree or disagree that local government has shown empathy and compassion for the human side of the upheaval caused by the COVID-19 pandemic? Base: all respondents, excludes unsure and no response (n = 6,629)  
\* The respondent or someone they live with is an employee or elected member in local government.

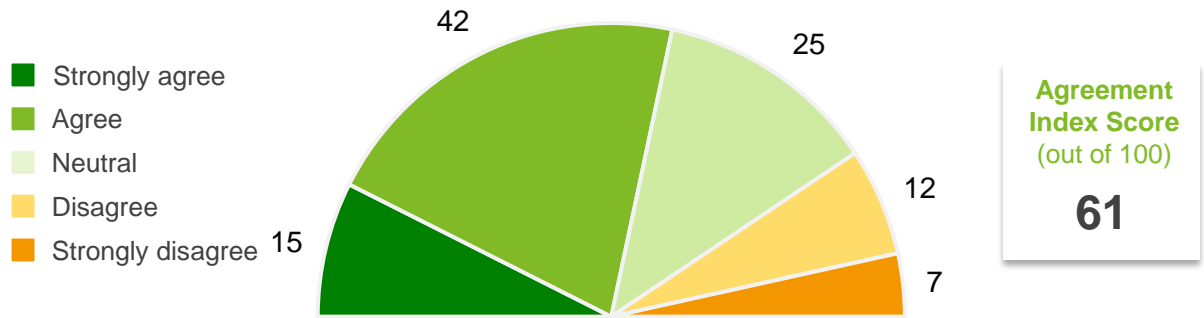
# Innovation

57% of community members agree that local government has been open to trying new and innovative ways of delivering services. The overall Agreement Index Score is 61 out of 100, indicating an average rating of slightly agree.

Innovation ratings are highest in the Peel and lowest in the Gascoyne, followed by the Wheatbelt, Western Suburbs and Outer North suburbs. Ratings also tend to be lower among those who are working as contractors, self-employed persons, First Nations persons and other gender.

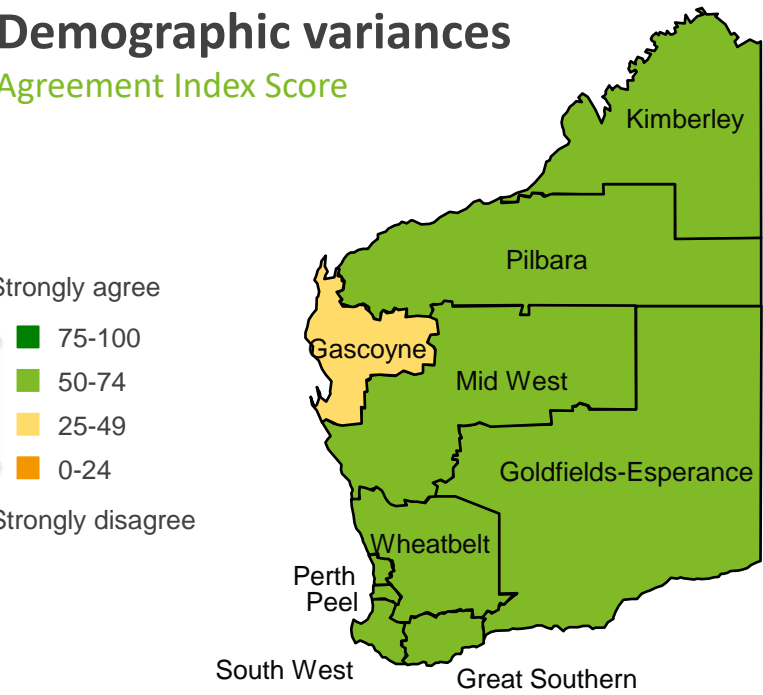
## Open to new and innovative ways

% of respondents



## Demographic variances

Agreement Index Score



Location	
Perth metro	62
Regional WA	61
Perth Suburbs	
Western suburbs	55
Inner north	68
Inner south	64
Outer north	56
Outer south	66
Regional D/Commission	
Gascoyne	46
Goldfields-Esperance	61
Great Southern	64
Kimberley	62
Mid West	59
Peel	68
Pilbara	61
South West	61
Wheatbelt	55
Affiliated with local govt	68

Health and culture	
Disability or impairment	63
Chronic health issue	62
First Nations	56
Language other than English	62
Employment status	
Self employed	54
Full-time employee	61
Part-time or casual employee	64
Contractor	49
Furloughed	63
Unemployed / seeking work	59
Home duties / carer	62
Student	60
Retired	66
Dwelling type	
Standalone, large (>500sqm)	61
Standalone, small (≤500sqm)	62
Townhouse, duplex, villa	66
Apartment	66

Gender	
Male	57
Female	66
Other	54
Respondent age	
18-24 years	64
25-34 years	60
35-44 years	60
45-54 years	59
55-64 years	63
65-74 years	65
75+ years	67
Lifestage	
Younger singles / couples	63
Family, child 0-5 years	60
Family, child 6-12 years	61
Family, child 13-17 years	60
Family, child 18+ years	62
Older singles / couples	65

Q. How strongly do you agree or disagree that local government is open to trying new and innovative ways of delivering services?

Base: all respondents, excludes unsure and no response (n = 6,650)

Community optimism

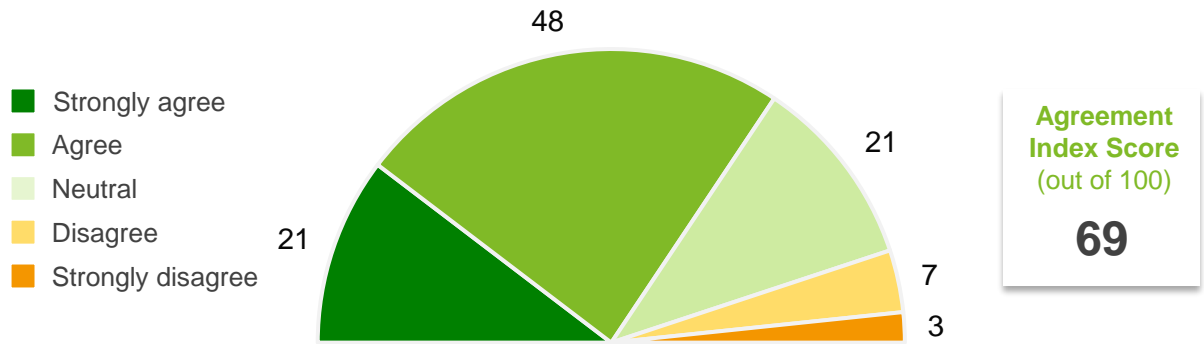
# Feeling hopeful

69% of community members feel hopeful and enthusiastic about the future. The overall Agreement Index Score is 69 out of 100, indicating an average rating close to agree.

Hope is greatest among those aged 75+ years. Feelings of hope are lowest in the Gascoyne region, and among those who are unemployed or working as a contractor, or who identify as other gender.

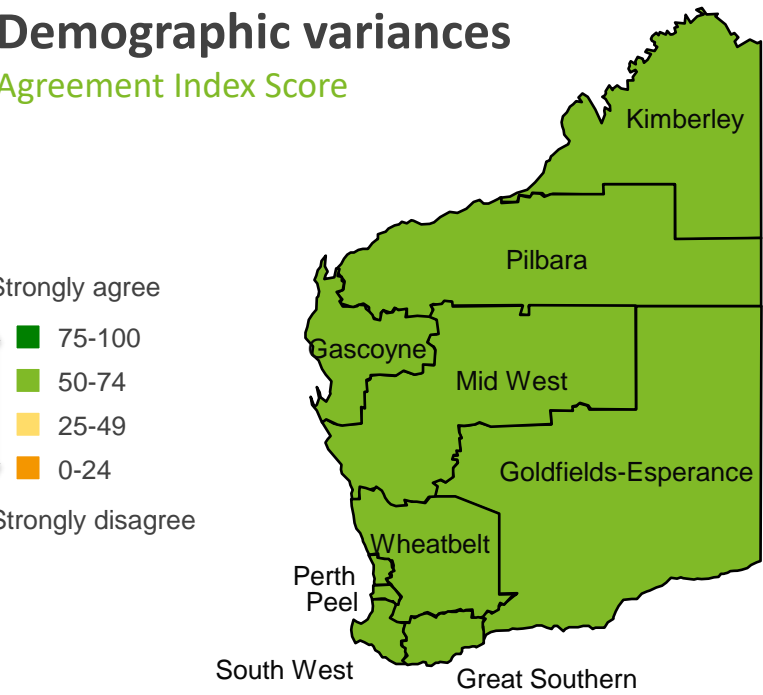
## Feel hopeful and enthusiastic about the future

% of respondents



## Demographic variances

Agreement Index Score



Location	
Perth metro	69
Regional WA	68
Perth Suburbs	
Western suburbs	71
Inner north	70
Inner south	71
Outer north	67
Outer south	70
Regional D/Commission	
Gascoyne	55
Goldfields-Esperance	70
Great Southern	68
Kimberley	67
Mid West	67
Peel	72
Pilbara	72
South West	69
Wheatbelt	64
Affiliated with local govt	72

Health and culture	
Disability or impairment	67
Chronic health issue	67
First Nations	63
Language other than English	69
Employment status	
Self employed	65
Full-time employee	69
Part-time or casual employee	72
Contractor	56
Furloughed	63
Unemployed / seeking work	56
Home duties / carer	67
Student	66
Retired	74
Dwelling type	
Standalone, large (>500sqm)	70
Standalone, small (≤500sqm)	68
Townhouse, duplex, villa	72
Apartment	69

Gender	
Male	68
Female	70
Other	56
Respondent age	
18-24 years	69
25-34 years	67
35-44 years	67
45-54 years	67
55-64 years	71
65-74 years	73
75+ years	76
Lifestage	
Younger singles / couples	68
Family, child 0-5 years	68
Family, child 6-12 years	69
Family, child 13-17 years	67
Family, child 18+ years	70
Older singles / couples	72

Q. How strongly do you agree or disagree that you feel hopeful and enthusiastic about the future?  
Base: all respondents, excludes unsure and no response (n = 7,198)

Local government priorities for COVID-19 recovery

# Local government priorities for COVID-19 recovery

The community would like Local Government to prioritise **economic recovery** and employment opportunities in the short-term (next 6 months).

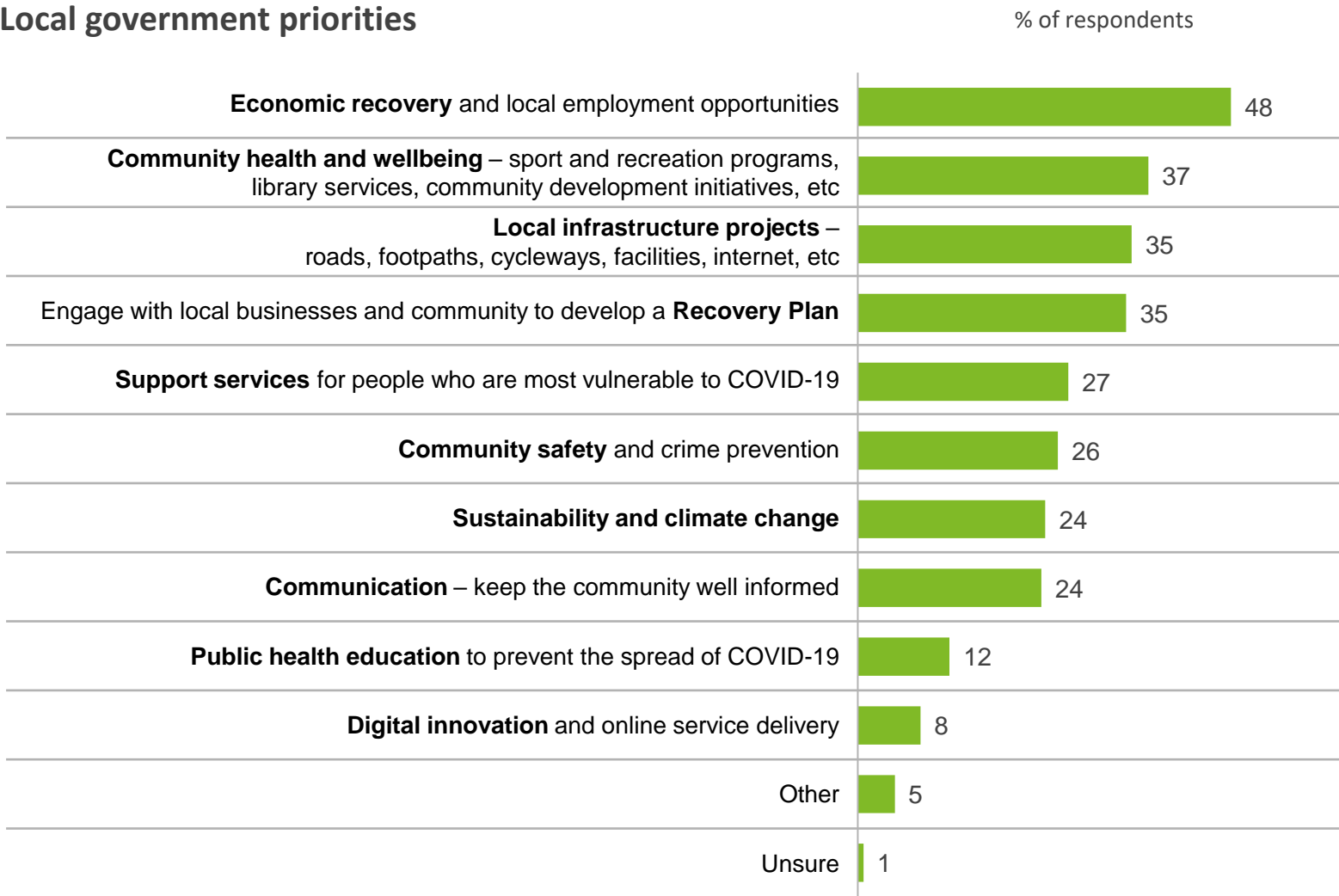
Secondary priorities are community health and wellbeing initiatives, local infrastructure projects and engaging with local businesses and the community to develop a local **Recovery Plan**.

The community does not consider public health education to prevent the spread of COVID-19 to be a high priority role for local government. Instead, the focus for local government should be on providing support services for those most vulnerable to COVID-19.

With digital innovation rated the lowest priority, local governments may need to revise planned investment in Smart Cities initiatives during the COVID-19 pandemic to ensure green-lighted projects are essential, or that these projects are enablers to help address higher priority areas.

Spontaneous mentions under ‘other’ mostly related to freezing or reducing rates (2%), or cutting unnecessary spending to focus on core business (1%).

## Local government priorities



Q. Where would you like your Local Government to prioritise its efforts over the next 6 months? Please select your top priorities – up to 3 choices.  
Base: all respondents, excludes no response (n = 7,243).

# Local government priorities in the recovery phase

## Top 3 priorities by region

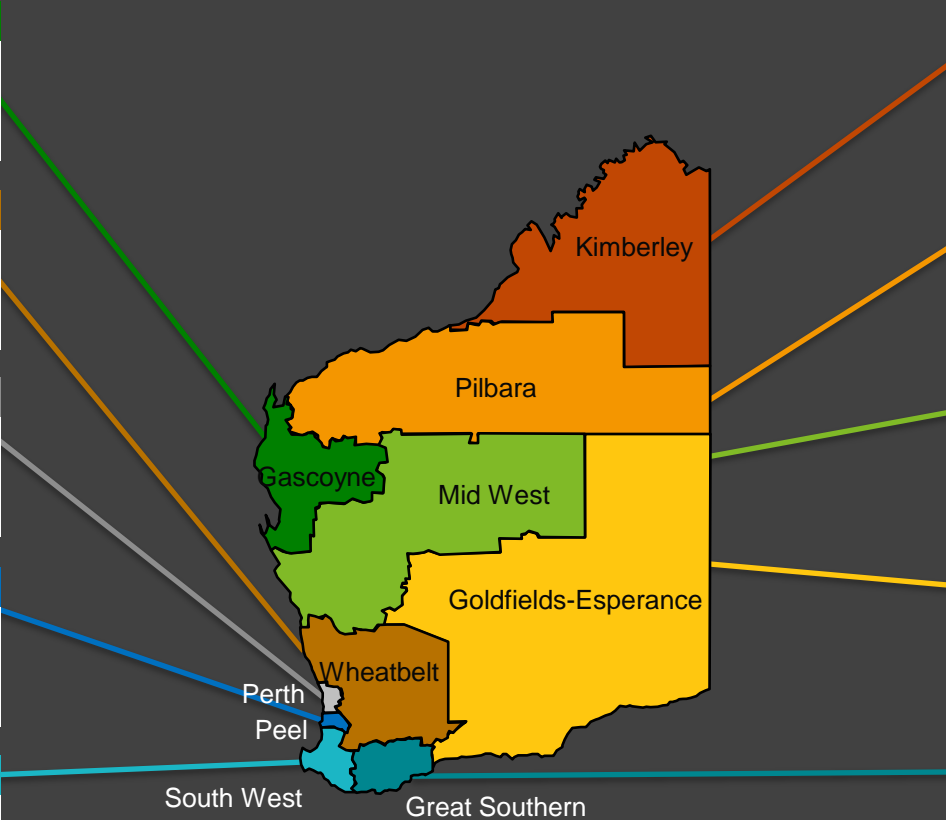
Gascoyne		
Economic recovery and employment opportunities	40%	
Communication to keep community well informed	38%	
Community health and wellbeing	38%	

Wheatbelt		
Economic recovery and employment opportunities	47%	
Local infrastructure projects	46%	
Community health and wellbeing	40%	

Perth Metro		
Economic recovery and employment opportunities	47%	
Community health and wellbeing	37%	
Local infrastructure projects	34%	

Peel		
Economic recovery and employment opportunities	59%	
Engage stakeholders to develop a Recovery Plan	37%	
Community safety and crime prevention	35%	

South West		
Economic recovery and employment opportunities	52%	
Engage stakeholders to develop a Recovery Plan	39%	
Local infrastructure projects	38%	



Kimberley		
Economic recovery and employment opportunities	53%	
Local infrastructure projects	44%	
Community safety and crime prevention	43%	

Pilbara		
Economic recovery and employment opportunities	47%	
Community health and wellbeing	43%	
Local infrastructure projects	35%	

Mid West		
Economic recovery and employment opportunities	57%	
Community health and wellbeing	44%	
Local infrastructure projects	37%	

Goldfields-Esperance		
Economic recovery and employment opportunities	51%	
Local infrastructure projects	41%	
Engage stakeholders to develop a Recovery Plan	39%	

Great Southern		
Economic recovery and employment opportunities	52%	
Community health and wellbeing	43%	
Engage stakeholders to develop a Recovery Plan	38%	

# Effectiveness of COVID-19 communications



# Local government reach

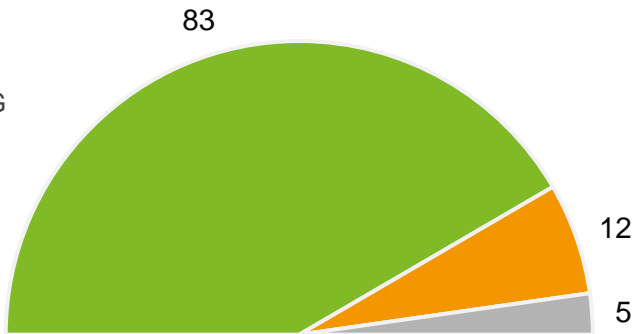
83% of community members received news and information about COVID-19 from their local government. Reach was highest in the Kimberley, Peel and Great Southern regions.

12% of community members did not receive news and information about COVID-19 from their local government. Reach was lowest in Perth's outer north suburbs. Reach was also lower among those furloughed or working as contractors, and among those who identify as other gender.

# Local government reach with COVID-19 content

% of respondents

- Received COVID-19 news and info from LG
- Did not receive
- Unsure

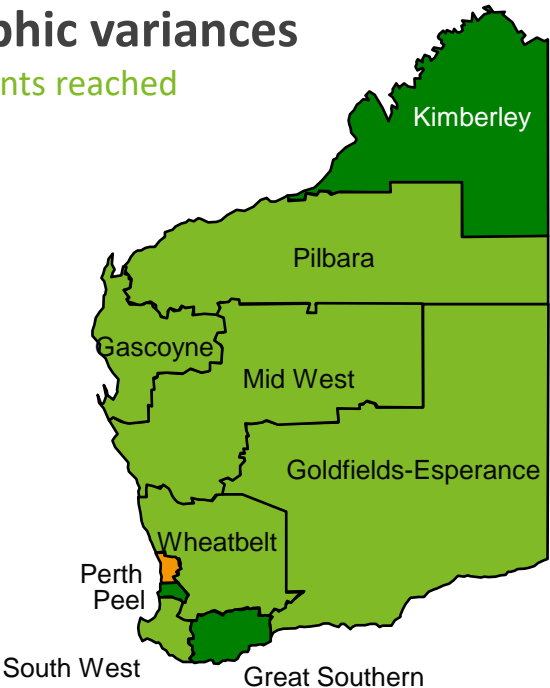


% of respondents reached  
**83**

## Demographic variances

% of respondents reached

High reach  
90-100  
83-89  
82 or lower  
Lower reach



Location	
Perth metro	82
Regional WA	88
Perth Suburbs	
Western suburbs	80
Inner north	80
Inner south	84
Outer north	77
Outer south	86
Regional D/Commission	
Gascoyne	86
Goldfields-Esperance	87
Great Southern	90
Kimberley	95
Mid West	89
Peel	90
Pilbara	89
South West	87
Wheatbelt	84
Affiliated with local govt	88

Health and culture	
Disability or impairment	83
Chronic health issue	82
First Nations	86
Language other than English	81
Employment status	
Self employed	84
Full-time employee	84
Part-time or casual employee	83
Contractor	77
Furloughed	76
Unemployed / seeking work	80
Home duties / carer	85
Student	81
Retired	85
Dwelling type	
Standalone, large (>500sqm)	83
Standalone, small (≤500sqm)	85
Townhouse, duplex, villa	87
Apartment	85

Gender	
Male	81
Female	85
Other	61
Respondent age	
18-24 years	81
25-34 years	83
35-44 years	84
45-54 years	83
55-64 years	82
65-74 years	84
75+ years	86
Lifestage	
Younger singles / couples	84
Family, child 0-5 years	85
Family, child 6-12 years	83
Family, child 13-17 years	84
Family, child 18+ years	81
Older singles / couples	84

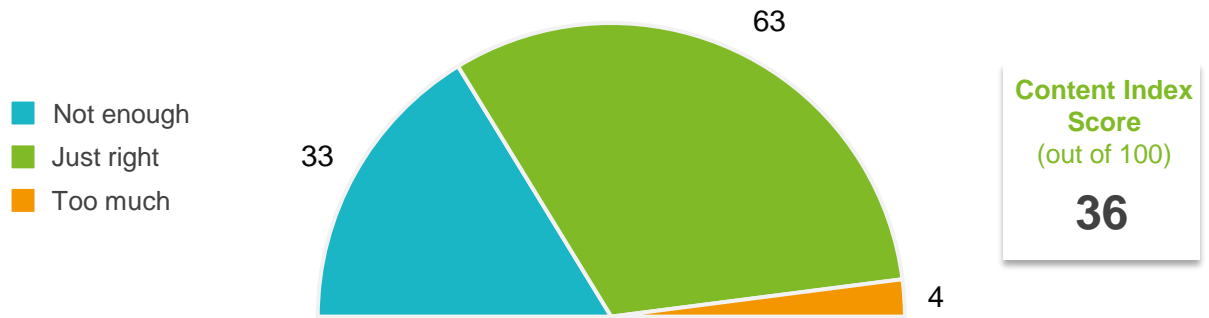
# Adequacy of COVID-19 content

63% of community members felt the amount of information their Local Government provided about COVID-19 was just right. 4% felt it was too much. 33% would have liked more information. The Content Index Score was 36 out of 100, indicating there was overall need for more information.

There was greatest need for more information in Perth's outer north suburbs and among students and those who were furloughed. The amount of information was closest to being just right in the Kimberley, Peel and Great Southern Regions, and among First Nations persons and retirees.

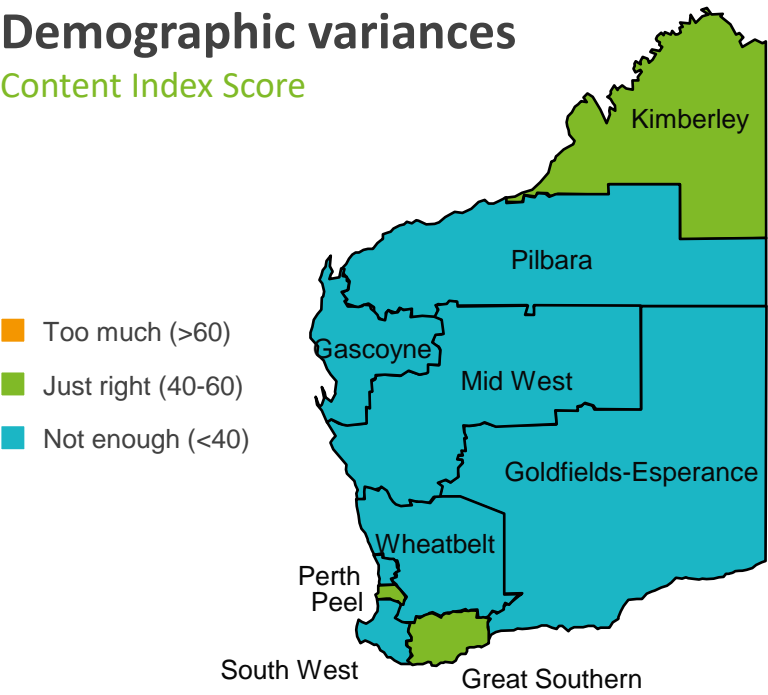
## Amount of COVID-19 content from local government

% of respondents



## Demographic variances

Content Index Score



Location	
Perth metro	35
Regional WA	37
Perth Suburbs	
Western suburbs	37
Inner north	33
Inner south	37
Outer north	30
Outer south	40
Regional D/Commission	
Gascoyne	32
Goldfields-Esperance	33
Great Southern	40
Kimberley	41
Mid West	36
Peel	41
Pilbara	36
South West	37
Wheatbelt	35
Affiliated with local govt	39

Health and culture	
Disability or impairment	36
Chronic health issue	33
First Nations	42
Language other than English	35
Employment status	
Self employed	32
Full-time employee	35
Part-time or casual employee	36
Contractor	37
Furloughed	22
Unemployed / seeking work	33
Home duties / carer	37
Student	27
Retired	40
Dwelling type	
Standalone, large (>500sqm)	36
Standalone, small (≤500sqm)	36
Townhouse, duplex, villa	37
Apartment	39

Gender	
Male	35
Female	36
Other	35
Respondent age	
18-24 years	36
25-34 years	33
35-44 years	34
45-54 years	35
55-64 years	38
65-74 years	39
75+ years	41
Lifestage	
Younger singles / couples	34
Family, child 0-5 years	35
Family, child 6-12 years	35
Family, child 13-17 years	35
Family, child 18+ years	38
Older singles / couples	39

Awareness of key messages:

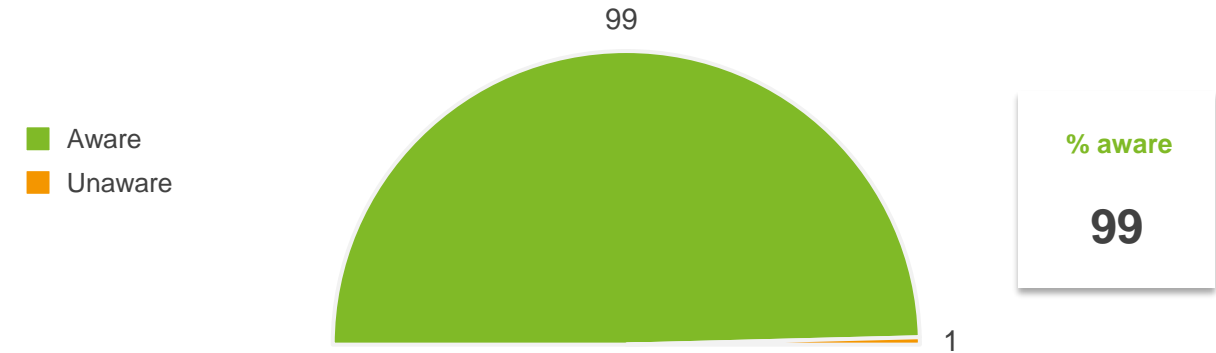
# COVID-19 symptoms

99% of community members are aware that COVID-10 symptoms include fever, cough, shortness of breath, sore throat and tiredness.

Awareness is very high across the community.

## Awareness of COVID-19 symptoms

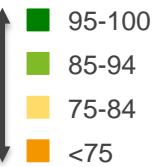
% of respondents



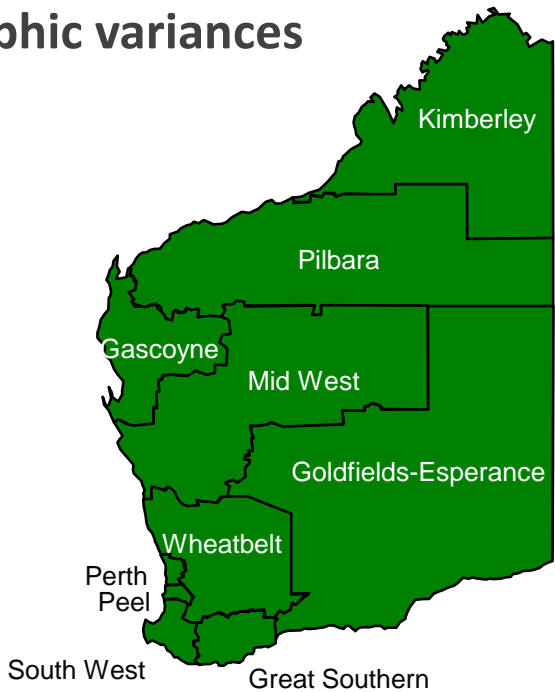
## Demographic variances

% aware

High awareness



Low awareness



Location	
Perth metro	99
Regional WA	99
Perth Suburbs	
Western suburbs	98
Inner north	100
Inner south	99
Outer north	99
Outer south	99
Regional D/Commission	
Gascoyne	97
Goldfields-Esperance	100
Great Southern	99
Kimberley	100
Mid West	100
Peel	99
Pilbara	99
South West	100
Wheatbelt	99
Affiliated with local govt	100

Health and culture	
Disability or impairment	99
Chronic health issue	99
First Nations	99
Language other than English	99
Employment status	
Self employed	100
Full-time employee	99
Part-time or casual employee	100
Contractor	99
Furloughed	100
Unemployed / seeking work	98
Home duties / carer	99
Student	99
Retired	99
Dwelling type	
Standalone, large (>500sqm)	100
Standalone, small (≤500sqm)	99
Townhouse, duplex, villa	99
Apartment	99

Gender	
Male	99
Female	99
Other	98
Respondent age	
18-24 years	99
25-34 years	99
35-44 years	100
45-54 years	99
55-64 years	99
65-74 years	100
75+ years	99
Lifestage	
Younger singles / couples	100
Family, child 0-5 years	99
Family, child 6-12 years	99
Family, child 13-17 years	99
Family, child 18+ years	100
Older singles / couples	100

Q. In relation to COVID-19, were you aware of the following message: COVID-19 symptoms include fever, cough, shortness of breath, sore throat and tiredness?  
Base: all respondents, excludes no response (n = 7,120)

Awareness of key messages:

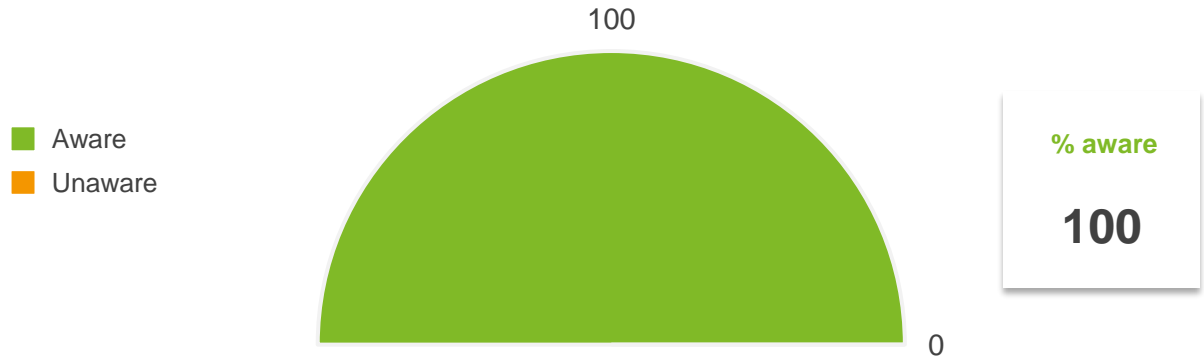
# Practice physical distancing

100% (99.7%) of community members are aware of the need to practice physical distancing, to stay 1.5 metres apart, to prevent the spread of COVID-19.

Awareness is very high across the community.

## Awareness of need to practice physical distancing

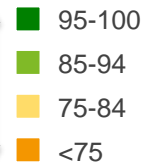
% of respondents



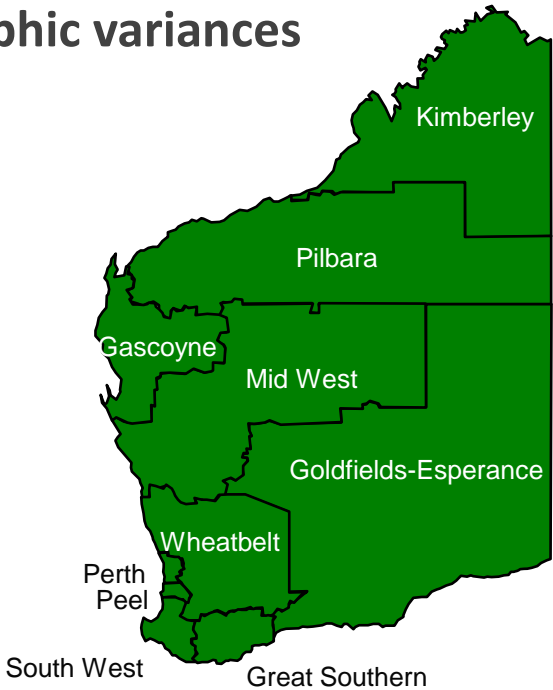
## Demographic variances

% aware

High awareness



Low awareness



Location	
Perth metro	100
Regional WA	99
Perth Suburbs	
Western suburbs	99
Inner north	100
Inner south	100
Outer north	100
Outer south	100
Regional D/Commission	
Gascoyne	100
Goldfields-Esperance	100
Great Southern	100
Kimberley	100
Mid West	100
Peel	100
Pilbara	100
South West	100
Wheatbelt	98
Affiliated with local govt	100

Health and culture	
Disability or impairment	100
Chronic health issue	100
First Nations	99
Language other than English	99
Employment status	
Self employed	100
Full-time employee	100
Part-time or casual employee	100
Contractor	97
Furloughed	100
Unemployed / seeking work	99
Home duties / carer	100
Student	100
Retired	100
Dwelling type	
Standalone, large (>500sqm)	100
Standalone, small (≤500sqm)	100
Townhouse, duplex, villa	99
Apartment	100

Gender	
Male	99
Female	100
Other	98
Respondent age	
18-24 years	100
25-34 years	100
35-44 years	100
45-54 years	99
55-64 years	100
65-74 years	100
75+ years	100
Lifestage	
Younger singles / couples	100
Family, child 0-5 years	100
Family, child 6-12 years	100
Family, child 13-17 years	99
Family, child 18+ years	100
Older singles / couples	100

Q. In relation to COVID-19, were you aware of the following message: Practice physical distancing (stay 1.5 metres away) to prevent the spread of COVID-19?  
Base: all respondents, excludes no response (n = 7,119)

Awareness of key messages:

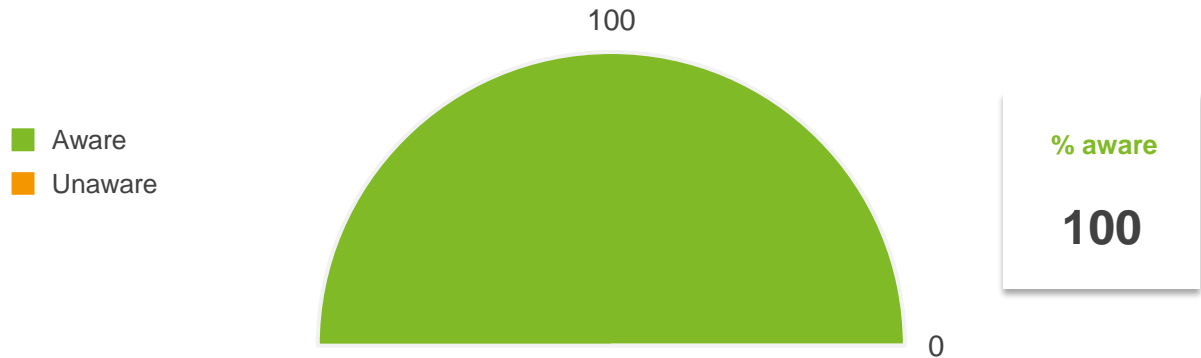
# Practice good hygiene

100% (99.6%) of community members are aware of the need to practice good hygiene - to wash hands frequently and to cough or sneeze into their elbow.

Awareness is very high across the community.

## Awareness of need to practice good hygiene

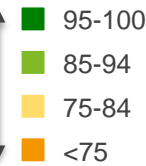
% of respondents



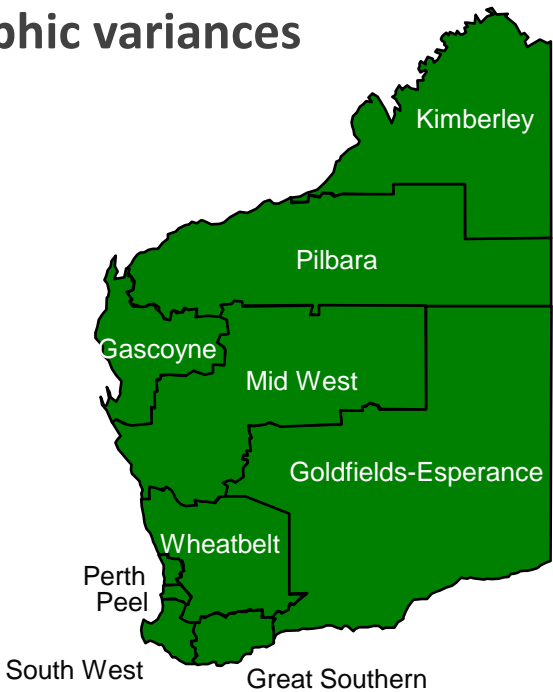
## Demographic variances

% aware

High awareness



Low awareness



Location	
Perth metro	100
Regional WA	100
Perth Suburbs	
Western suburbs	99
Inner north	100
Inner south	100
Outer north	99
Outer south	100
Regional D/Commission	
Gascoyne	100
Goldfields-Esperance	100
Great Southern	100
Kimberley	100
Mid West	100
Peel	100
Pilbara	99
South West	100
Wheatbelt	99
Affiliated with local govt	100

Health and culture	
Disability or impairment	100
Chronic health issue	100
First Nations	99
Language other than English	99
Employment status	
Self employed	100
Full-time employee	100
Part-time or casual employee	100
Contractor	99
Furloughed	100
Unemployed / seeking work	99
Home duties / carer	100
Student	100
Retired	100
Dwelling type	
Standalone, large (>500sqm)	100
Standalone, small (≤500sqm)	100
Townhouse, duplex, villa	98
Apartment	100

Gender	
Male	99
Female	100
Other	98
Respondent age	
18-24 years	100
25-34 years	99
35-44 years	100
45-54 years	100
55-64 years	100
65-74 years	100
75+ years	100
Lifestage	
Younger singles / couples	100
Family, child 0-5 years	100
Family, child 6-12 years	100
Family, child 13-17 years	100
Family, child 18+ years	100
Older singles / couples	100

Q. In relation to COVID-19, were you aware of the following message: Practice good hygiene - wash hands frequently and cough or sneeze into your elbow?  
Base: all respondents, excludes no response (n = 7,119)

Awareness of key messages:

# COVIDSafe App

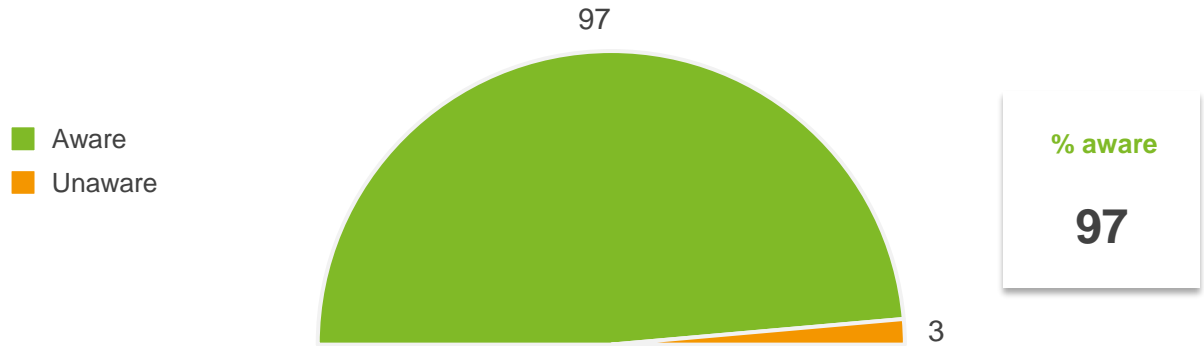
97% of community members are aware of the need to download the COVIDSafe app to keep the community safe.

Awareness is very high across the community.

Ratings are slightly lower in the Pilbara, Kimberley and Wheatbelt regions, and among those who are unemployed or who identify as other gender.

## Awareness of need to download COVIDSafe App

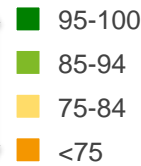
% of respondents



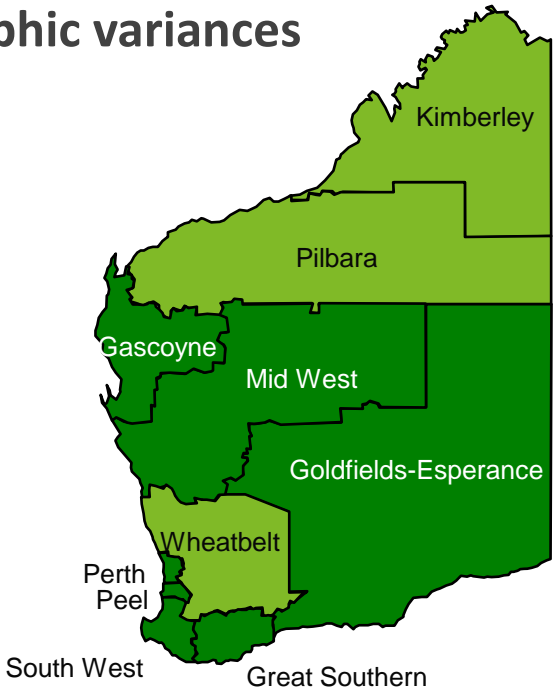
## Demographic variances

% aware

High awareness



Low awareness



Location	
Perth metro	98
Regional WA	96
Perth Suburbs	
Western suburbs	98
Inner north	99
Inner south	98
Outer north	98
Outer south	97
Regional D/Commission	
Gascoyne	95
Goldfields-Esperance	98
Great Southern	96
Kimberley	94
Mid West	96
Peel	95
Pilbara	93
South West	98
Wheatbelt	94
Affiliated with local govt	97

Health and culture	
Disability or impairment	95
Chronic health issue	98
First Nations	96
Language other than English	94
Employment status	
Self employed	97
Full-time employee	98
Part-time or casual employee	99
Contractor	99
Furloughed	99
Unemployed / seeking work	93
Home duties / carer	96
Student	98
Retired	96
Dwelling type	
Standalone, large (>500sqm)	98
Standalone, small (≤500sqm)	97
Townhouse, duplex, villa	96
Apartment	97

Gender	
Male	97
Female	98
Other	92
Respondent age	
18-24 years	96
25-34 years	97
35-44 years	98
45-54 years	98
55-64 years	98
65-74 years	97
75+ years	94
Lifestage	
Younger singles / couples	97
Family, child 0-5 years	98
Family, child 6-12 years	97
Family, child 13-17 years	98
Family, child 18+ years	98
Older singles / couples	97

Q. In relation to COVID-19, were you aware of the following message: Download the COVIDSafe app to keep the community safe?  
Base: all respondents, excludes no response (n = 7,118)

Communication sources | current and preferred



# Communication channels | current v preferred

Community members mainly received COVID-19 news and information from their local government through social media, followed by their local government’s website, email messages and local community newspapers.

In future, **social media** continues to be the preferred way to receive information, followed by much greater use of **email**.

Community members would also like greater use of newsletters, direct mail and SMS alerts. These areas represent communication gaps, where preferences exceed current activity.

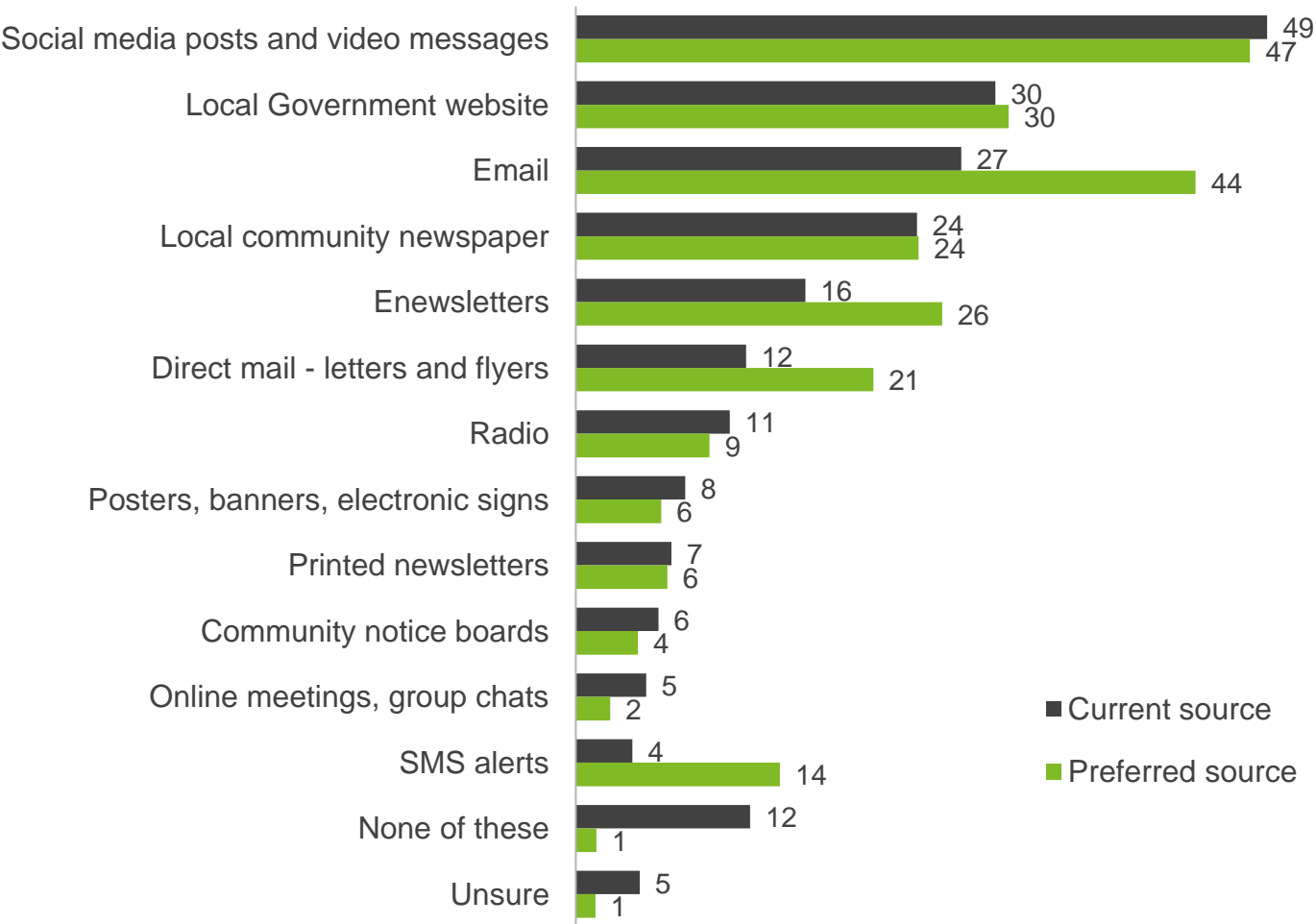
Generally, people are seeking targeted, customised communication solutions.

There is low demand for community notice boards, printed newsletters and posters, banners and electronic signs. There is also low interest in online forums for meetings and group chats.

However, preferences do vary across cohorts.

## News and information sources from local government

% of respondents



Q. How have you received news and information about COVID-19 from your Local Government? Base: all respondents, excludes no response (n = 7,204).  
Q. How would you prefer to receive information and updates from your Local Government about what’s happening in your local area? Base: all respondents, excludes no response (n = 7,153).



# Sources of information about COVID-19 from local government

## Top 3 sources by region

Gascoyne	
Social media posts and video messages	66%
Local Government website	31%
Community notice boards	20%

Wheatbelt	
Social media posts and video messages	61%
Local community newspaper	31%
Local Government website	28%

Perth Metro	
Social media posts and video messages	45%
Email	29%
Local Government website	28%

Peel	
Social media posts and video messages	48%
Local community newspaper	42%
Local Government website	35%

South West	
Social media posts and video messages	53%
Local community newspaper	37%
Local Government website	31%

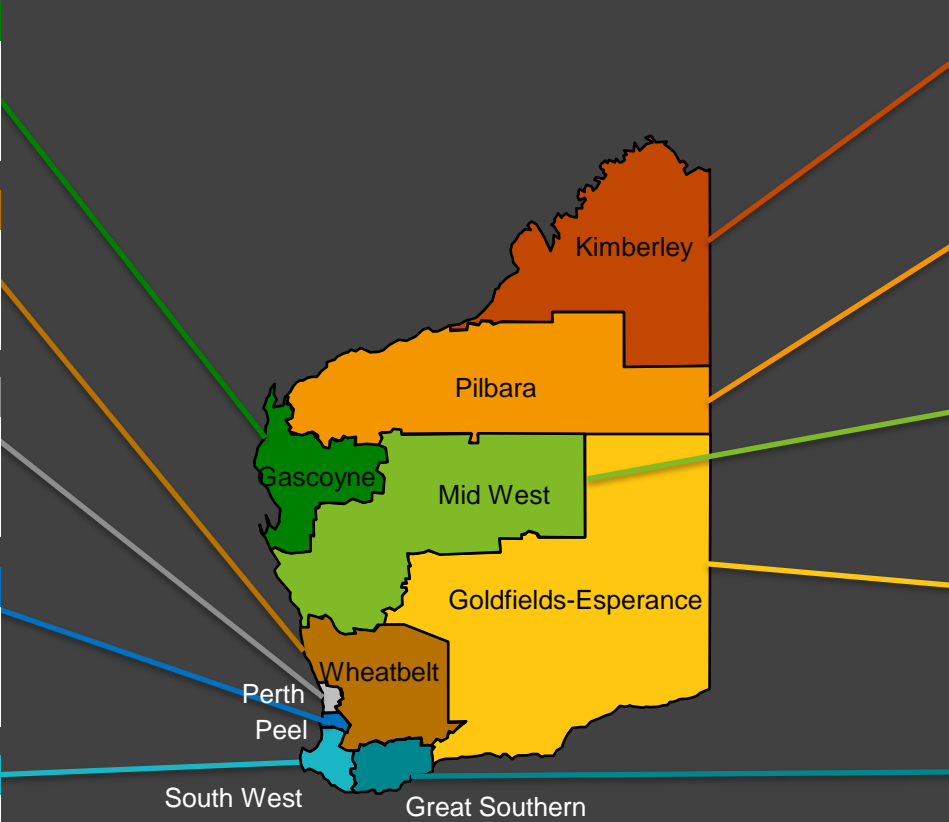
Kimberley	
Social media posts and video messages	69%
Local Government website	45%
Email	30%

Pilbara	
Social media posts and video messages	76%
Local Government website	42%
Email	31%

Mid West	
Social media posts and video messages	63%
Local Government website	35%
Local community newspaper	29%

Goldfields-Esperance	
Social media posts and video messages	72%
Local Government website	37%
Radio	24%

Great Southern	
Social media posts and video messages	57%
Local community newspaper	46%
Local Government website	36%



Q. How have you received news and information about COVID-19 from your Local Government?

Base: all respondents, excludes no response (n = 7,204)

# Preferred information channels

## Top 3 channels by region

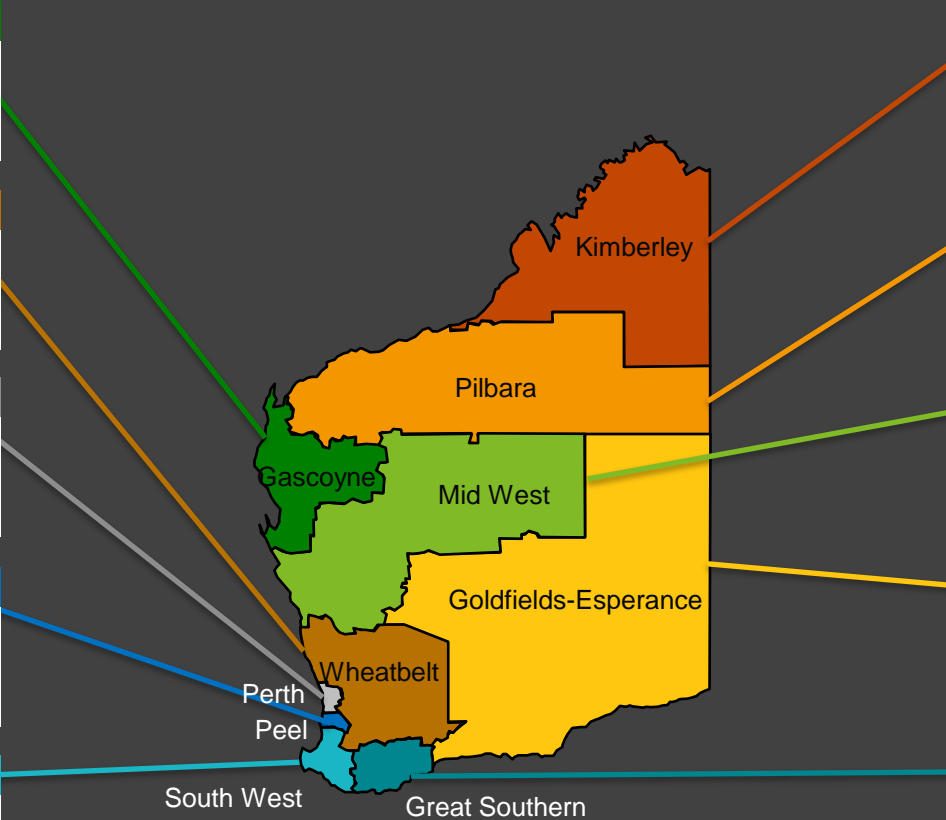
Gascoyne		
Social media posts and video messages	69%	
Community notice boards	24%	
Local Government website	23%	

Wheatbelt		
Social media posts and video messages	57%	
Local community newspaper	36%	
Email	32%	

Perth Metro		
Email	47%	
Social media posts and video messages	44%	
Local Government website	30%	

Peel		
Email	44%	
Social media posts and video messages	43%	
Local community newspaper	36%	

South West		
Social media posts and video messages	54%	
Local community newspaper	40%	
Email	34%	



Kimberley		
Social media posts and video messages	73%	
Local Government website	41%	
Email	32%	

Pilbara		
Social media posts and video messages	73%	
Local Government website	45%	
Email	27%	

Mid West		
Social media posts and video messages	61%	
Local Government website	37%	
Email	33%	

Goldfields-Esperance		
Social media posts and video messages	67%	
Local Government website	34%	
Email	31%	

Great Southern		
Social media posts and video messages	48%	
Local community newspaper	43%	
Email	31%	

Q. How would you prefer to receive information and updates from your Local Government about what's happening in your local area?

Base: all respondents, excludes no response (n = 7,153).

Adoption of COVID-19 safe behaviours

# Downloaded COVIDSafe App

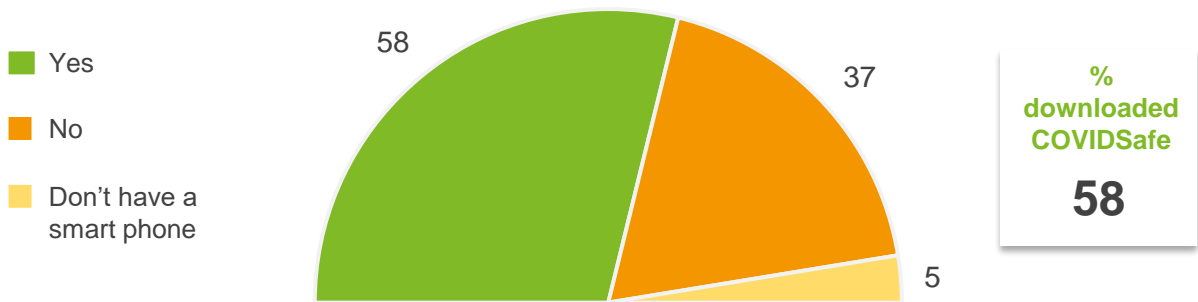
58% of respondents said they had downloaded the COVIDSafe App.

Take up is highest in the Western Suburbs at 72%.

Take up is lowest in the Pilbara, Kimberley, Gascoyne, Wheatbelt and Great Southern regions. It is also lower among younger adults, those with other gender, and those who are furloughed, unemployed or with home duties or carer roles.

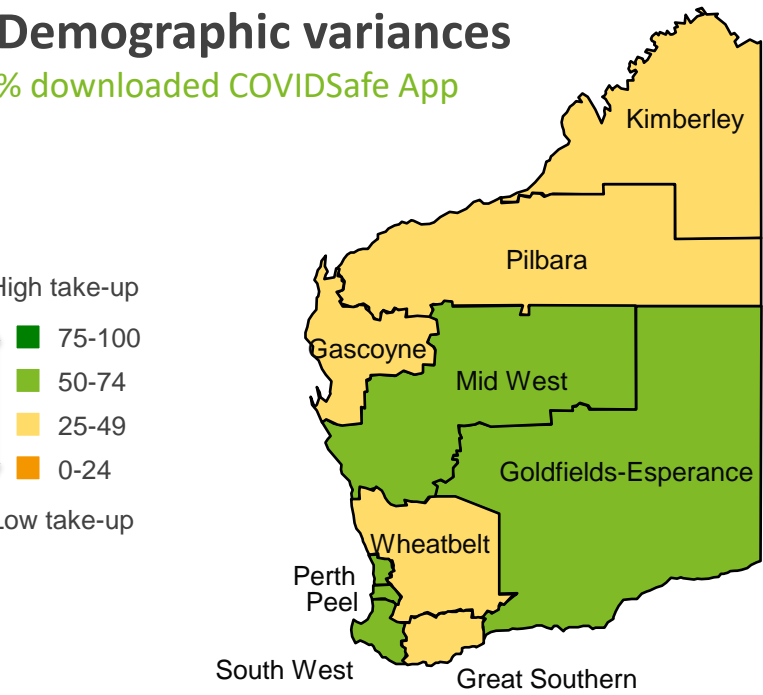
## Downloaded COVIDSafe App

% of respondents



## Demographic variances

% downloaded COVIDSafe App



Location	
Perth metro	60
Regional WA	51
Perth Suburbs	
Western suburbs	72
Inner north	60
Inner south	63
Outer north	59
Outer south	55
Regional D/Commission	
Gascoyne	45
Goldfields-Esperance	56
Great Southern	46
Kimberley	43
Mid West	55
Peel	59
Pilbara	38
South West	53
Wheatbelt	49
Affiliated with local govt	57

Health and culture	
Disability or impairment	52
Chronic health issue	56
First Nations	52
Language other than English	57
Employment status	
Self employed	57
Full-time employee	60
Part-time or casual employee	59
Contractor	54
Furloughed	45
Unemployed / seeking work	42
Home duties / carer	47
Student	57
Retired	60
Dwelling type	
Standalone, large (>500sqm)	56
Standalone, small (≤500sqm)	60
Townhouse, duplex, villa	62
Apartment	57

Gender	
Male	57
Female	58
Other	44
Respondent age	
18-24 years	49
25-34 years	52
35-44 years	58
45-54 years	61
55-64 years	63
65-74 years	63
75+ years	53
Lifestage	
Younger singles / couples	50
Family, child 0-5 years	58
Family, child 6-12 years	58
Family, child 13-17 years	60
Family, child 18+ years	64
Older singles / couples	60

Q. Have you downloaded the Government COVIDSafe app onto your smart phone?

Base: all respondents, excludes prefer not to say and no response (n = 6,688)

# Practiced physical distancing

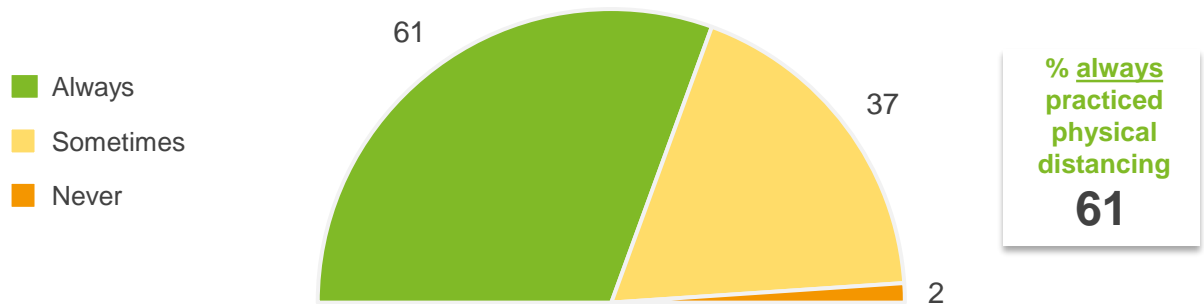
61% of community members always practiced physical distancing – staying 1.5 metres away from people – in the two weeks prior to submitting a response. 37% sometimes practiced this behaviour and 2% never practiced this behaviour.

Positive behaviour increases with age. Always practicing physical distancing is higher in the Peel region and among those who are retired, furloughed, unemployed, with a disability or impairment, chronic health issue or who mainly speak a language other than English.

Physical distancing is practiced less often by students, younger adults, those who are working, and residents in the Kimberley, Gascoyne and Great Southern regions.

## Frequency of practicing physical distancing

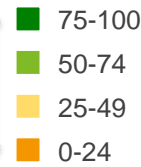
% of respondents



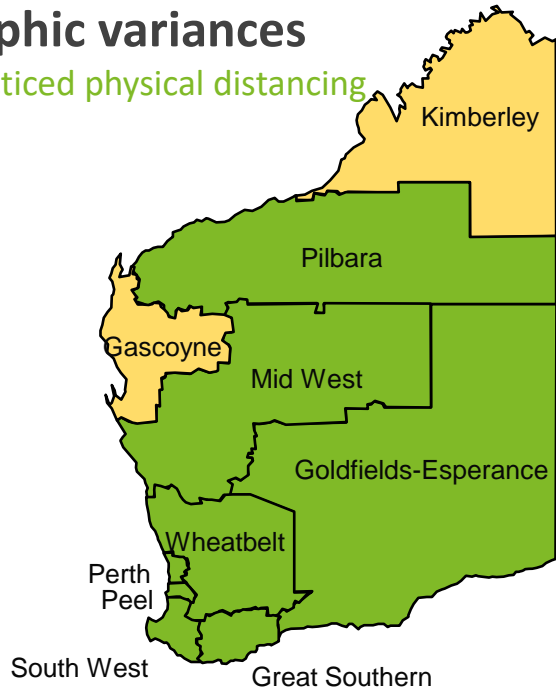
## Demographic variances

% always practiced physical distancing

Higher adoption of positive behaviour



Lower adoption of positive behaviour



Location	
Perth metro	61
Regional WA	60
Perth Suburbs	
Western suburbs	54
Inner north	60
Inner south	57
Outer north	62
Outer south	66
Regional D/Commission	
Gascoyne	48
Goldfields-Esperance	62
Great Southern	51
Kimberley	47
Mid West	56
Peel	68
Pilbara	58
South West	64
Wheatbelt	62
Affiliated with local govt	52

Health and culture	
Disability or impairment	71
Chronic health issue	70
First Nations	64
Language other than English	70
Employment status	
Self employed	62
Full-time employee	56
Part-time or casual employee	58
Contractor	62
Furloughed	72
Unemployed / seeking work	69
Home duties / carer	61
Student	55
Retired	74
Dwelling type	
Standalone, large (>500sqm)	62
Standalone, small (≤500sqm)	60
Townhouse, duplex, villa	59
Apartment	60

Gender	
Male	62
Female	61
Other	61
Respondent age	
18-24 years	47
25-34 years	50
35-44 years	58
45-54 years	61
55-64 years	73
65-74 years	74
75+ years	74
Lifestage	
Younger singles / couples	48
Family, child 0-5 years	57
Family, child 6-12 years	61
Family, child 13-17 years	59
Family, child 18+ years	67
Older singles / couples	71

Q. Over the past two weeks, how often did you: Practice physical distancing - stay 1.5 metres away from people (not including people you live with)?  
Base: all respondents, excludes no response (n = 7,051)

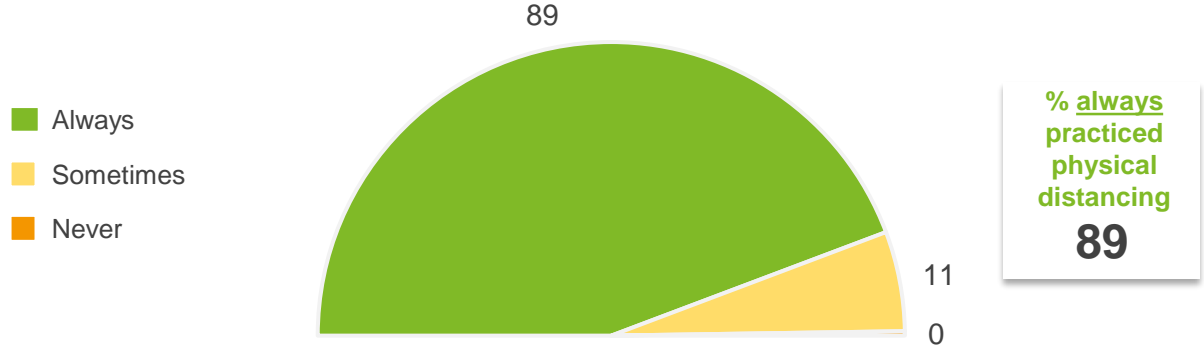
# Practiced good hygiene

89% of community members always practiced good hygiene - washing hands frequently and coughing or sneezing into their elbow – in the two weeks prior to submitting a response. 11% sometimes practiced these behaviours and 0% never practiced these behaviours.

Positive behaviour was high across the community. The lowest results were in the Gascoyne followed by the Great Southern regions.

## Frequency of practicing good hygiene

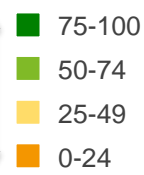
% of respondents



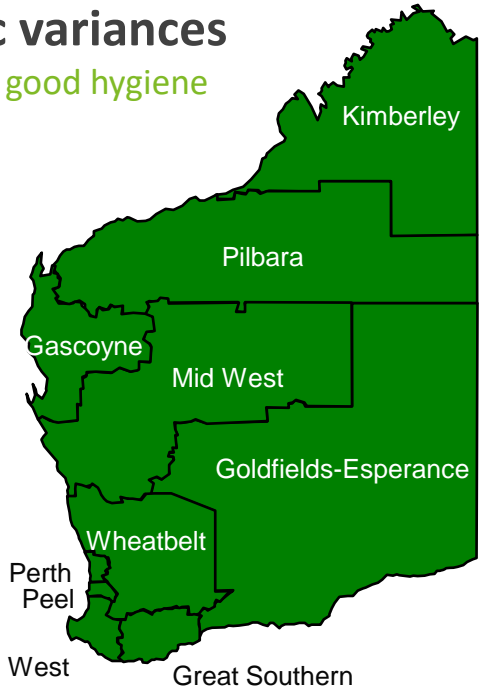
## Demographic variances

% always practiced good hygiene

Higher adoption of positive behaviour



Lower adoption of positive behaviour



Location	
Perth metro	89
Regional WA	88
Perth Suburbs	
Western suburbs	83
Inner north	84
Inner south	89
Outer north	90
Outer south	91
Regional D/Commission	
Gascoyne	77
Goldfields-Esperance	93
Great Southern	80
Kimberley	89
Mid West	87
Peel	90
Pilbara	87
South West	90
Wheatbelt	88
Affiliated with local govt	87

Health and culture	
Disability or impairment	92
Chronic health issue	91
First Nations	93
Language other than English	93
Employment status	
Self employed	88
Full-time employee	87
Part-time or casual employee	90
Contractor	89
Furloughed	90
Unemployed / seeking work	89
Home duties / carer	90
Student	86
Retired	91
Dwelling type	
Standalone, large (>500sqm)	89
Standalone, small (≤500sqm)	87
Townhouse, duplex, villa	88
Apartment	88

Gender	
Male	85
Female	92
Other	87
Respondent age	
18-24 years	85
25-34 years	86
35-44 years	88
45-54 years	88
55-64 years	92
65-74 years	91
75+ years	92
Lifestage	
Younger singles / couples	85
Family, child 0-5 years	87
Family, child 6-12 years	90
Family, child 13-17 years	88
Family, child 18+ years	89
Older singles / couples	91

Q. Over the past two weeks, how often did you: Practice good hygiene – wash your hands frequently and cough or sneeze into your elbow?  
Base: all respondents, excludes no response (n = 7,077)

# 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](mailto:franklin@catalyse.com.au)

