

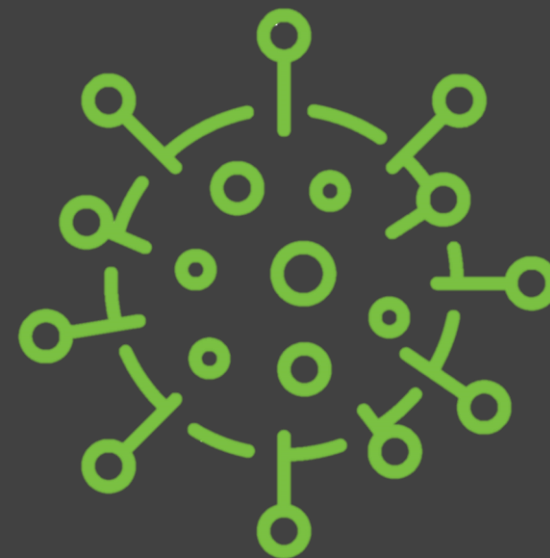
**Key partners:**



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

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

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## Community Resilience Scorecard

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


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.

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.

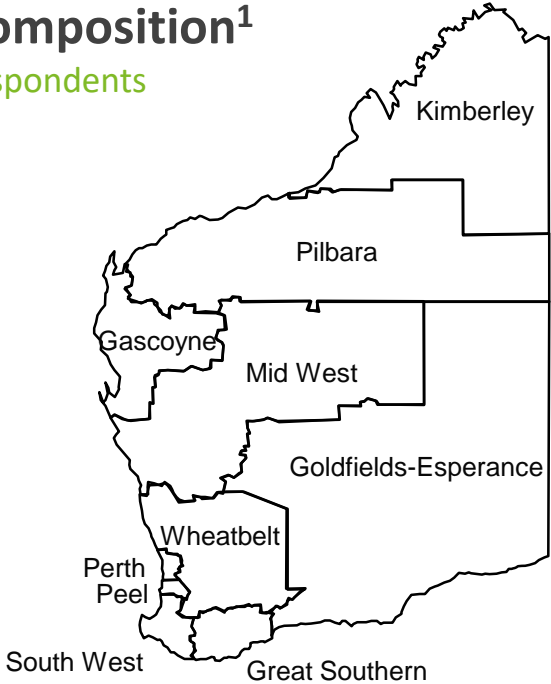
The scorecard was open to all residents aged 18+ across Western Australia. The scorecard was designed and hosted online by CATALYSE®. Hard copies were made available by some smaller and regional local governments.

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

# 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

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%**

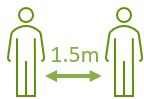
Work or employment opportunities

### 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

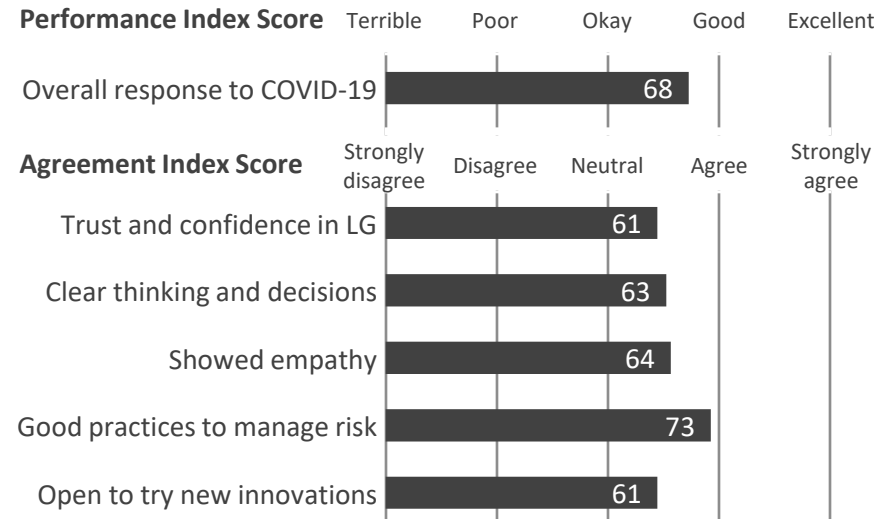
## Community Wellbeing

### 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

# 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).

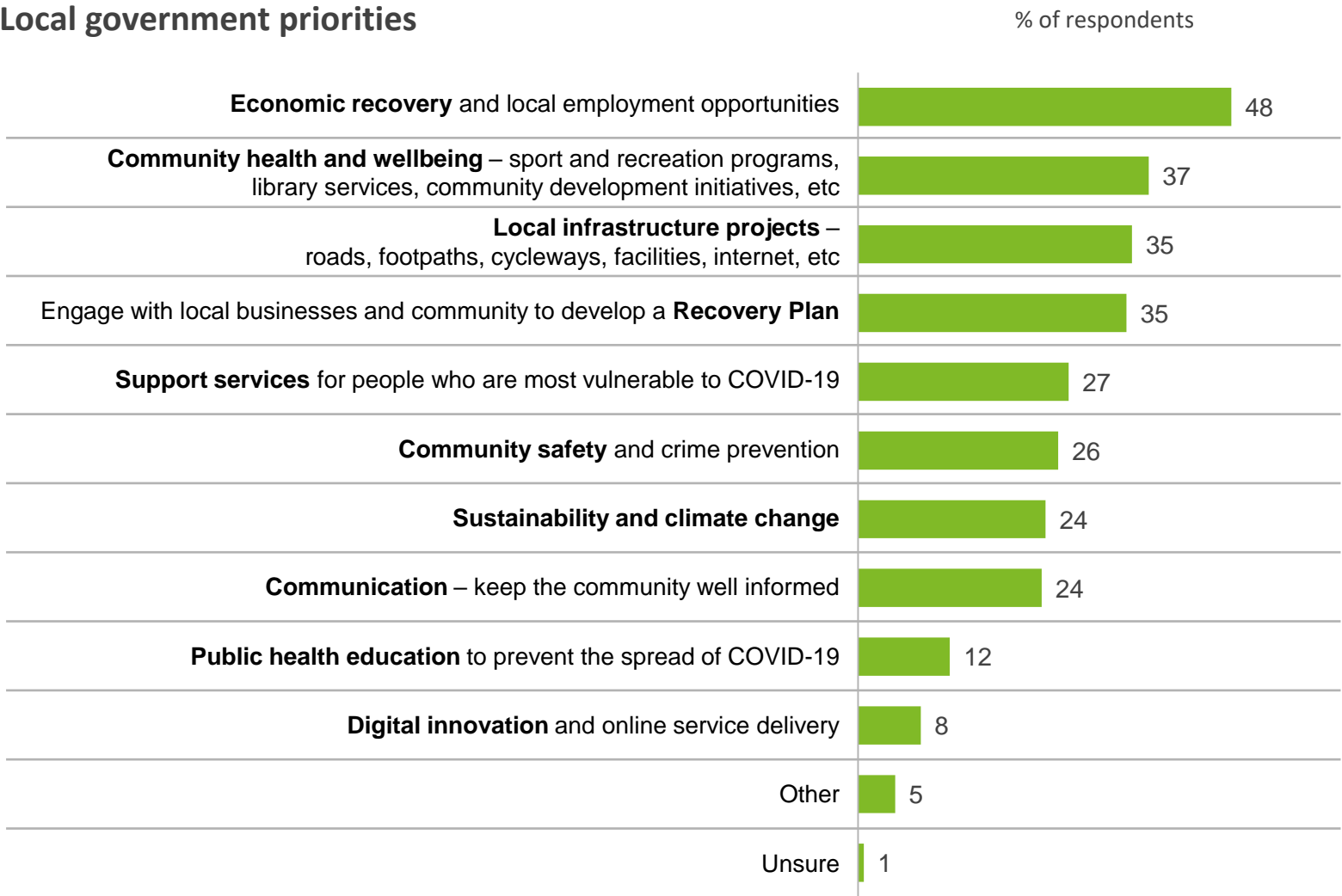
Secondary priorities are community health and wellbeing initiatives, local infrastructure projects and engaging with local businesses and the community to develop a local **Recovery Plan**.

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).

# 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)

