



MARKYT Community Scorecard ©

Prepared for: Cassowary Coast Regional Council

Prepared by: CATALYSE[®] Pty Ltd ©

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MARKYT 

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People Social fabric	41
Planet Unique natural environment	56
Place Liveable built environment	65
Prosperity A diverse thriving economy	81
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Strategic overview

Vision



10

% agree

22% points below
Industry Average

Liveability

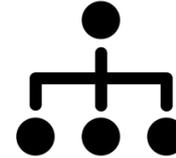


68

Performance Index Score

7 index points below
Industry Average

Governance



36

Performance Index Score

20 index points below
Industry Average

Rates Value



25

Performance Index Score

20 index points below
Industry Average

Highest scores

- Library and information services
- Recognition for Aboriginal cultures and heritage
- Quality of drinking water
- Sewerage management

High relative to MARKYT® Industry Standards

- Water management
- Land management

Priorities



Building and maintaining local roads



Access to health and community services



Council's leadership



Economic development and job creation



Seniors' care, services and facilities



Community safety and crime prevention



Youth services and facilities



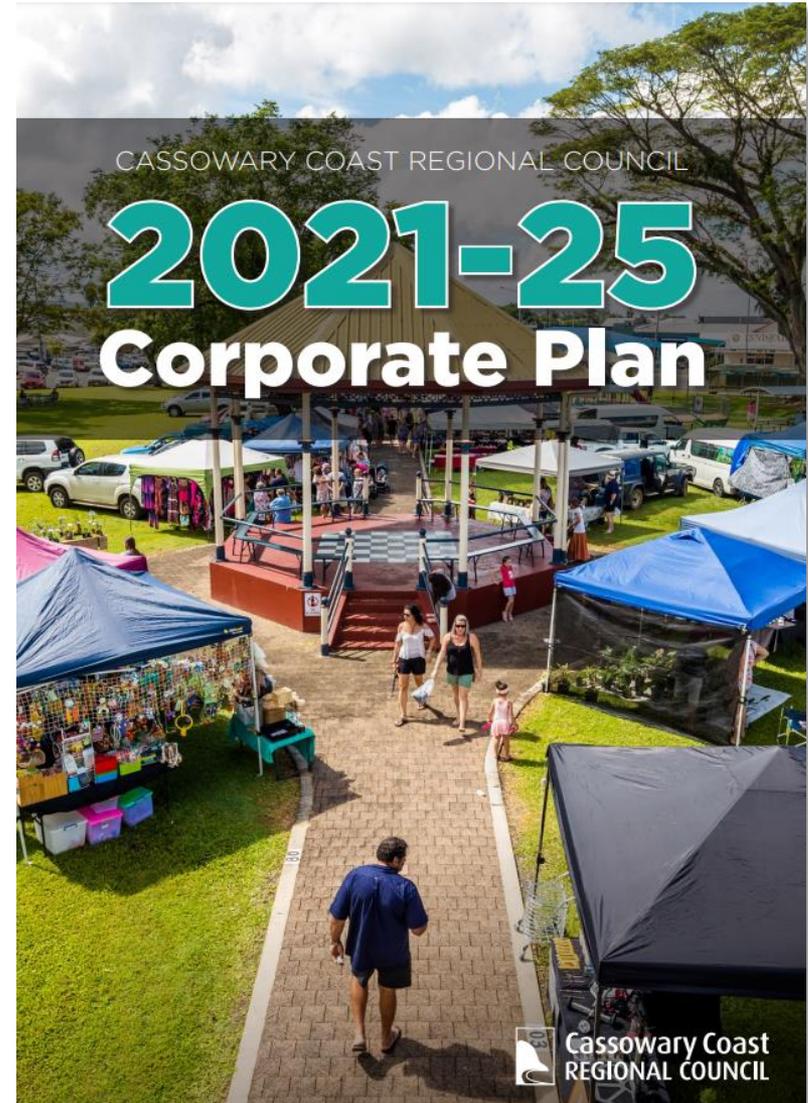
Footpaths, trails and cycleways

Approach

Purpose

Cassowary Coast Regional Council commissioned a MARKYT® Community Scorecard to:

- Assess performance against objectives and services in the Community Plan and Corporate Plan
- Benchmark performance
- Determine community priorities
- Seek community suggestions



The Study

Cassowary Coast Regional Council commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

All community members were invited to take part. Scorecard invitations were sent to all households and residential PO Boxes in the Cassowary Coast Region using Australia Post unaddressed mail services. Respondents could complete the scorecard in hard copy or online.

CATALYSE® sent email invitations to Cassowary Coast Regional Council's customer contacts, and Council provided supporting promotions through various communication channels. The scorecard was open from 25 April to 13 May 2022.



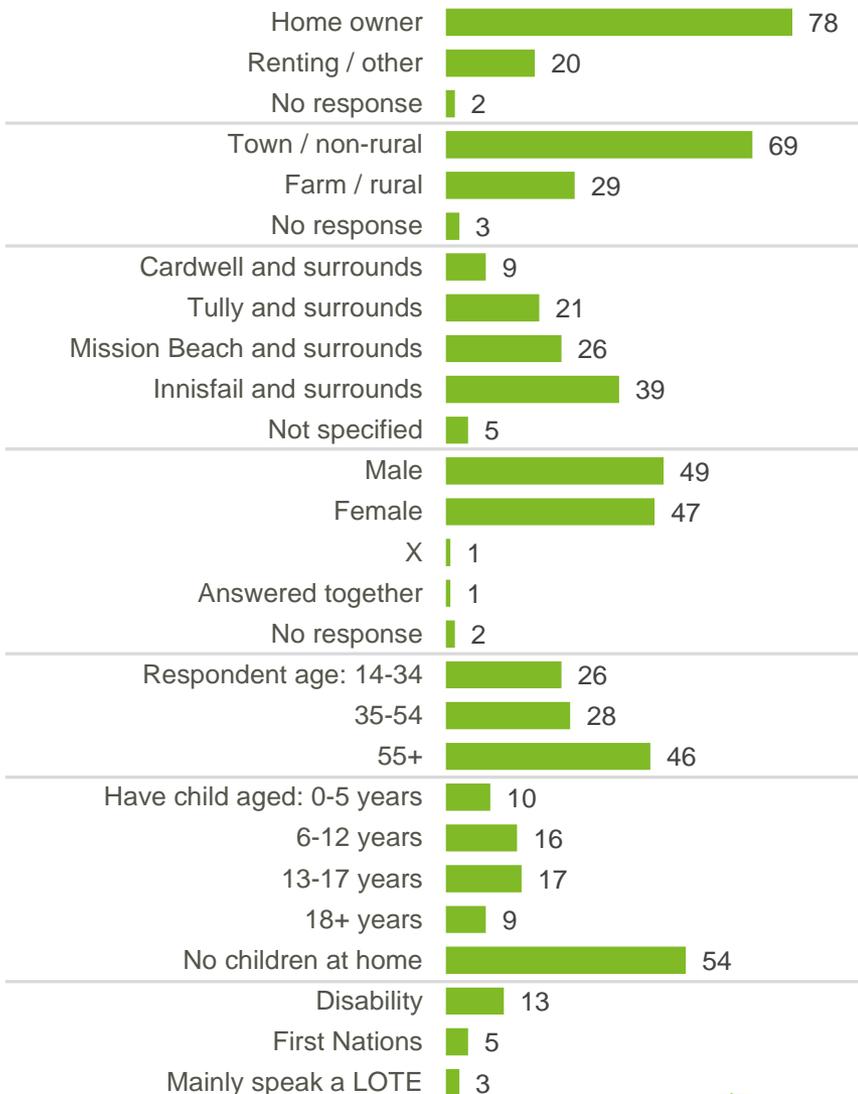
The scorecard was completed by **1,859 community members** with various connections to the Council:

Local resident	Local business	Out of area ratepayer	Visitor	Elected Member / Employee
1,776	427	1	3	79

The main body of this report shows responses from local residents. Responses were weighted by age and gender to match the ABS Census population profile.

Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

% of resident respondents (weighted)



LOTE: Language other than English

MARKYT Industry Standards

CATALYSE® has conducted studies for councils across Australia. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, average and high scores are calculated from councils that have completed a MARKYT® accredited study within the past three years.



How to read performance dashboards

Performance Ratings

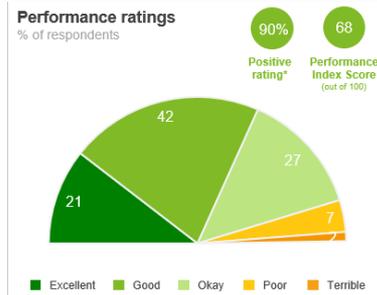
The chart shows community perceptions of performance on a five point scale from excellent to terrible.

MARKYT® Industry Standards show how Council is performing compared to other councils.

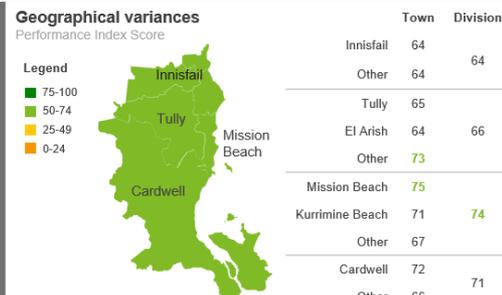
Council Score is the Council's performance index score.

High is the highest score achieved by councils in WA that have completed a comparable study with CATALYSE®.

Average is the average score among WA councils that have completed a comparable study with CATALYSE®.



Geographical variances shows how performance varies by suburb and ward.



Community variances shows how results vary across the community based on the Performance Index Score

Industry standards, geographical and community variances are reported using a Performance Index Score.

The **Performance Index Score** is a score out of 100 using the following formula:

$$\frac{(\text{average score} - 1)}{4} \times 100$$

In effect, the Performance Index Score converts the average rating into a zero-based score out of 100.

Score	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

Overall Performance

Place to live

Performance ratings

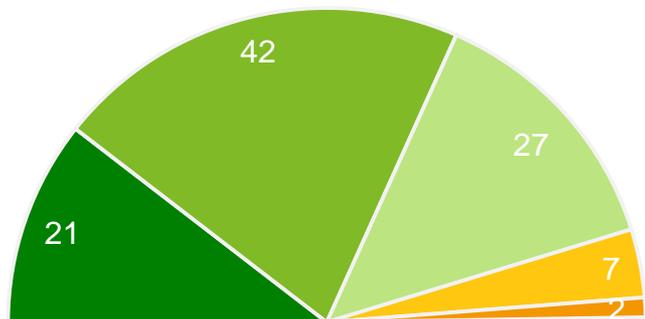
% of respondents

90%

Positive rating*

68

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	64	
Other	64	64
Tully	65	
El Arish	64	66
Other	73	
Mission Beach	75	
Kurrimine Beach	71	74
Other	67	
Cardwell	72	
Other	66	71

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	68
Industry High	90
Industry Average	75

Community variances

Performance Index Score

Gender

Male	68
Female	68
X	57

Age of children

0-5 years	63
6-11 years	69
12-17 years	66
18+ years	65
No children	69

Age

14-34 years	64
35-54 years	70
55+ years	69

Disability & culture

Disability	66
First Nations	64
LOTE	60

Home ownership

Home owner	69
Renting / other	63

Town vs rural

Town	68
Rural	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1760).

* Positive Rating = excellent, good + okay

Governing organisation

Performance ratings

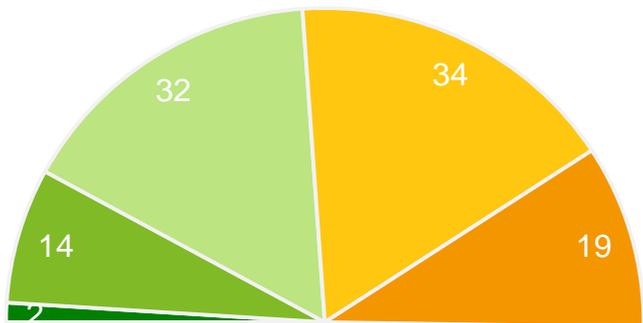
% of respondents

48%

Positive rating*

36

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	37	
Other	33	36
Tully	36	
El Arish	39	36
Other	34	
Mission Beach	38	
Kurrimine Beach	32	37
Other	31	
Cardwell	36	
Other	38	36

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	36
Industry High	68
Industry Average	56

Community variances

Performance Index Score

Gender

Male	36
Female	38
X	18

Age of children

0-5 years	31
6-11 years	39
12-17 years	40
18+ years	39
No children	36

Age

14-34 years	39
35-54 years	35
55+ years	36

Disability & culture

Disability	34
First Nations	37
LOTE	42

Home ownership

Home owner	36
Renting / other	38

Town vs rural

Town	37
Rural	35

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1670).

* Positive Rating = excellent, good + okay

MARKYT industry comparisons

Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of Cassowary Coast Regional Council as a 'place to live' and as a 'governing organisation'. Cassowary Coast Regional Council's overall performance index score is 52 out of 100, 14 index points below the industry average.

Overall Performance Index Score

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

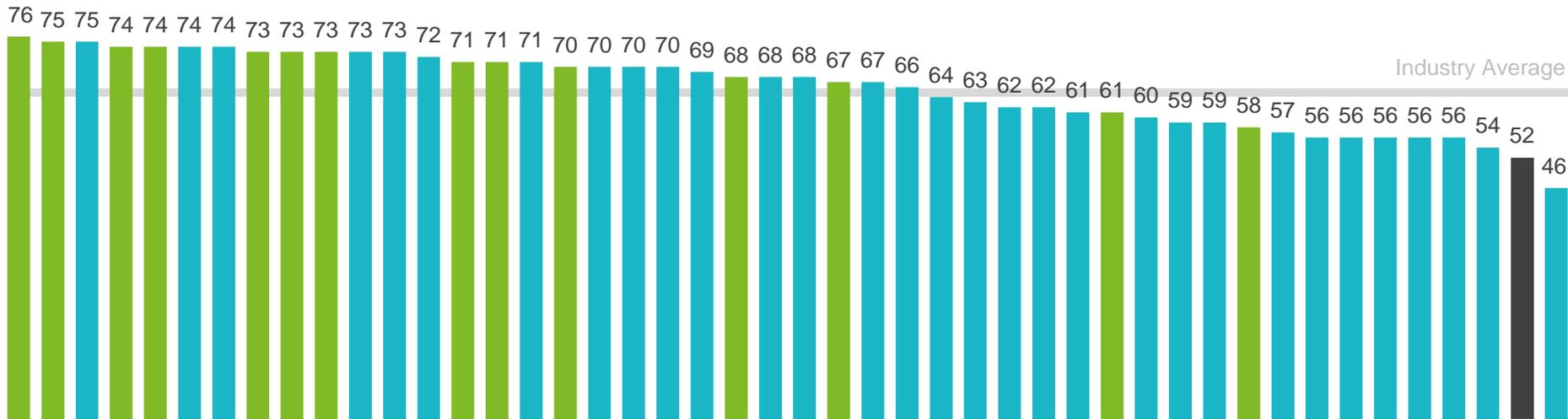
- Cassowary Coast Regional Council
- Metropolitan Councils
- Regional Councils

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	52
Industry High	76
Industry Average	66



How to read the MARKYT Benchmark Matrix

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

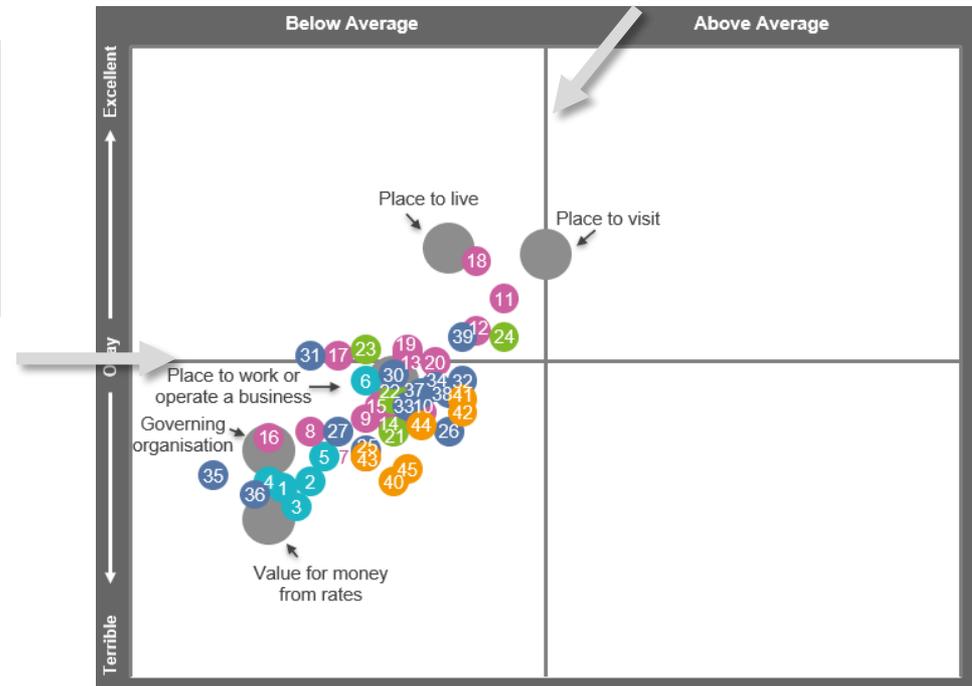
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

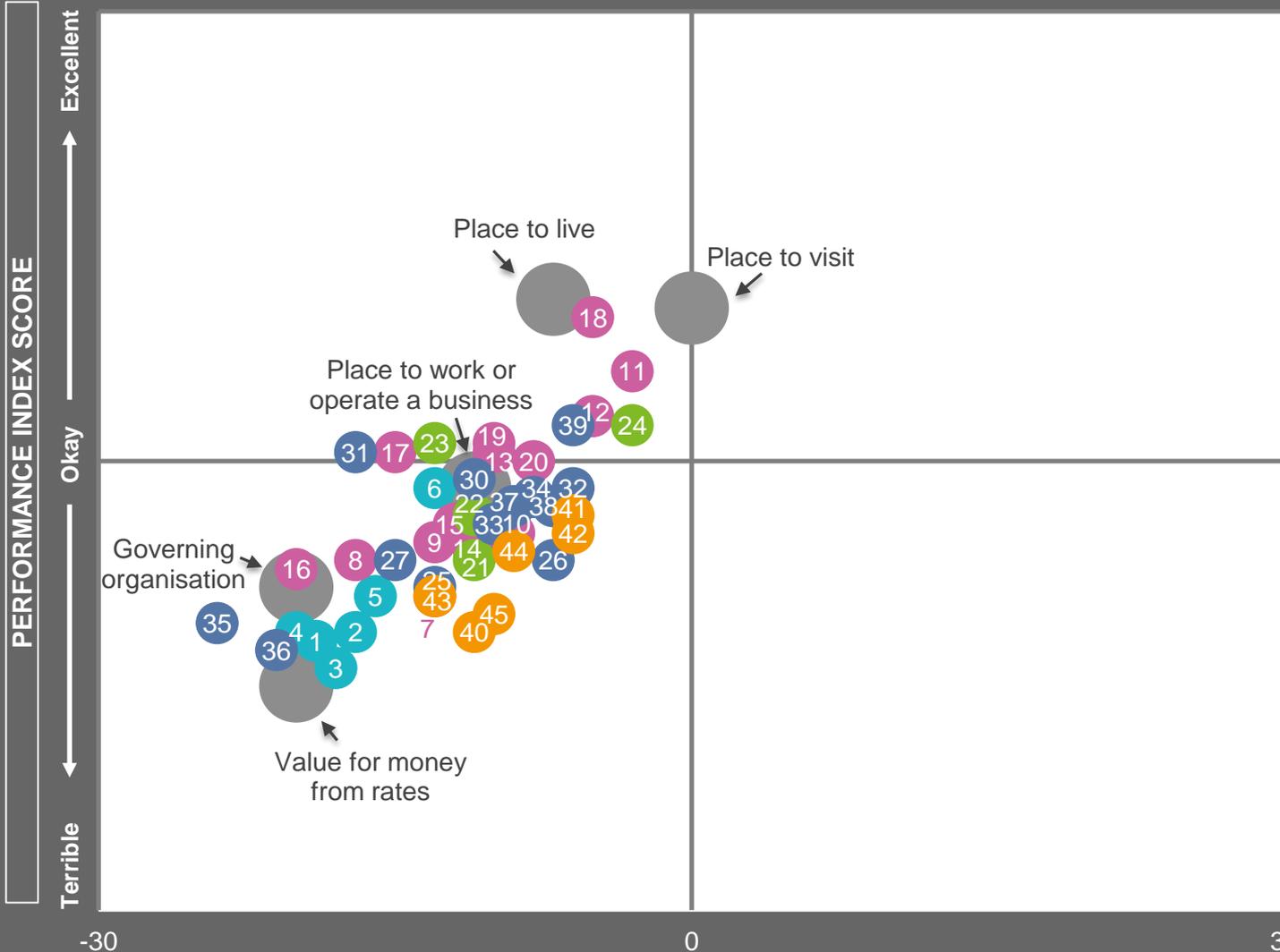
- People
- Place
- Planet
- Prosperity
- Performance

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



MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer Service
- 7 Youth services and facilities
- 8 Family and children's services
- 9 Seniors' care, services and facilities
- 10 Disability access and inclusion
- 11 Recognition for Aboriginal cultures
- 12 Multiculturalism and racial harmony
- 13 Volunteer recognition and support
- 14 Community safety and crime
- 15 Animal management
- 16 Health and community services
- 17 Sport and recreation facilities
- 18 Library and information services
- 19 Festivals, events, art and culture
- 20 Local history and heritage
- 21 Sustainable practices
- 22 Conservation and environment
- 23 Waste collection services
- 24 Natural disaster management
- 25 Growth and development
- 26 Planning and building approvals
- 27 Housing that meets your needs
- 28 Quality of drinking water
- 29 Sewerage management
- 30 Community buildings, halls, toilets
- 31 Playgrounds, parks and reserves
- 32 Streetscapes, trees and verges
- 33 Footpaths, trails and cycleways
- 34 Lighting of streets and public places
- 35 Access to public transport
- 36 Local roads
- 37 Traffic management
- 38 Parking management
- 39 Marine facilities
- 40 Economic development and jobs
- 41 Agriculture development and support
- 42 Tourism attractions and marketing
- 43 Town centre development
- 44 Access to education and training
- 45 Telecommunications and internet

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.
 Benchmark data currently unavailable for services with grey text.

MARKYT  community priorities

How to read MARKYT Community Priorities

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

CELEBRATE Council's highest performing areas.

PROGRESS: consider ways to continuously improve services with average ratings between okay and good to strive for service excellence

REVIEW lower performing areas.



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

PRIORITISE lower performing services where the community would like Council to focus its attention.

Services are grouped in five areas:

- People
- Place
- Planet
- Prosperity
- Performance

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN*

REVIEW

PRIORITISE

0 5 10 15 20 25

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer Service
- 7 Youth services and facilities
- 8 Family and children's services
- 9 Seniors' care, services and facilities
- 10 Disability access and inclusion
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- 41 Agriculture development and support
- 42 Tourism attractions and marketing
- 43 Town centre development
- 44 Access to education and training
- 45 Telecommunications and internet

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=1641)

Community Action Plans

Top 8 priorities

Community Driven Actions

1. Maintain **gravel roads** to a higher standard:
 - grade more regularly, especially after storms and heavy rain
 - repair potholes and edges
 - improve drainage
 - improve the quality and speed of maintenance and repair services
2. Bituminize and **seal** unsealed roads.
3. Ensure road maintenance is a **permanent solution** rather than a temporary fix.

A sample of community voices

“Improving public roads, potholes, unsealed roads, and bitumen distribution.”

“Our roads are disgusting. We live in the wettest part of Australia, yet we still have dirt tracks.”

“The condition of some roads is awful.”

“Unsealed roads are in the worst state ever due to no regular maintenance.”

“Sealing of dirt roads rather than being graded once a year if you are lucky.”

“We need more of our roads sealed every year. Many of our local roads are in shocking condition.”

“The traffic is ridiculous. We constantly live in dust, they patch it, and the dust gets worse. It desperately needs bitumen.”

“Our access to our house is a dirt road, always full of potholes so huge that you could lose your car in them.”

“There are always washouts during rain (especially on the highway). I have had to replace tires and get multiple wheel alignments due to BIG potholes in the roads.”

“Increase maintenance of gravel roads. Drainage and the gradual sealing of gravel roads.”

“The roads are dangerous. Fix them right the first time instead of constantly refilling holes.”

“Fix the main roads properly, not just patchwork that does not last.”

“Proper, long-term repairs rather than spot jobs that barely last.”

Community Driven Actions

1. Work with Federal and State Government to attract and retain **health professionals** in the Cassowary Coast Region, including:
 - GPs
 - Specialists
 - Mental health services
 - Dentists
 - Physiotherapists, optometrists and other allied health professionals
2. Advocate for improved access to **health services** including:
 - more bulk billing medical facilities
 - more after hours medical services
 - shorter wait times for appointments
3. Advocate for improved access to health care in **Mission Beach**.

A sample of community voices

“Lobby Federal / State Government to encourage more GPs and specialists to our region.”

“More funding from State and Federal Governments to provide adequate staffing of hospitals and aged care facilities in the region. Also attract more ancillary health services for adults and children (mental health, physiotherapy/rehabilitation/medical specialists visits).”

“Enticing more GPs and surgeons to the area and investing in more medical equipment.”

“More needs to be done on a Government level and better rural incentives for doctors to stay in the area long term.”

“We need more doctors in town so we're not waiting for 2 weeks ++ for an appointment. Incentives to keep doctors in town.”

“Disgraceful! Mission Beach - population 4000 with not one doctor!”

“No medical doctor is available in Mission Beach. Terrible situation for our community.”

“To only have one doctor's surgery is a disgrace. We have driven to Innisfail or Cairns when sick due to having to wait weeks for an appointment.”

“Having no access to the relevant physio equipment at the hospital made it hard for me to recover from a serious injury.”

“We need more bulk billing doctors/medical centres, as the current wait time for most doctors is 3+ weeks (that's if they even accept new patients).”

“It would be great to see more Doctors or after-hour doctor services as there is none.”

Community Driven Actions

1. Increase **transparency, accountability and integrity**.
2. Improve community engagement:
 - **Inform** the community about what is happening
 - **Involve** the community in local decision making
 - **Listen** and represent local needs
3. Review the **organisational structure** – the organisation is considered to be too top heavy by some community members.

A sample of community voices

“Be visible. Be accountable. Fulfil the role elected on. Know the community and its needs. Avoid the 'Ivory Tower' syndrome.”

“Councillors need to understand and use cultural protocols. Need to all hold regular open meetings or be accessible during the day to discuss issues. Mayor needs to be more available to the public...Senior management does not appear to be able to see 'the big picture'.”

“More transparency in council meetings and activities. This would eliminate incorrect reports/rumours circulating throughout the Shire.”

“Leadership is very poor. No communications with local ratepayers until decisions are passed in secret, behind closed doors. Should be more consultation with the community BEFORE decisions are made.”

“Stop being so secretive. More information.”

“Emails take anything up to 6 weeks to be answered, if at all.”

“A clear breakdown of where rate money goes.”

“Senior management should be readily available to meet with residents to discuss their concerns and be responsible for return correspondence.”

“Council to be less top-heavy with more workforce on the ground.”

“Integrity, exemplary and transparency of Council Leadership are expected by tax rate payers. Trust needs to be built on a daily basis. Unfortunately, I read too many stories which discredit the action of the Cassowary Coast Council (false or true, hard to tell). I really hope for a better image of our Council.”

“Council needs to go back to open council meetings where anybody can ask and expect an answer during meetings.”

“Be honest. Public to the meetings. No screening of questions.”

Community Driven Actions

1. Develop an economic development and investment attraction strategy to **diversify** the economy.
2. Provide improved **job prospects** for locals.
3. Provide more apprenticeships and entry level positions for **young people** to retain local youth, and encourage those who leave for further study to return.
4. Provide **incentives** to attract and retain local businesses and new industries.
5. Improve **support for local businesses** by providing greater economic assistance, lower costs, and removing red tape.
6. Activate tourism on **Dunk Island**.
7. Develop a plan to fill local shops and improve access to local goods and services so more people can **shop locally**, instead of travelling to and shopping in Cairns and Townsville.

A sample of community voices

“Council to offer incentives in conjunction with State and Federal Governments for new enterprises to set up in the Cassowary Coast area.”

“Our young people are leaving this region in droves due to no incentive or job creation/growth. Planning for the future of this region should be actioned, especially job creation, business development and incentives for investment.”

“So few trades available now in the local area. So few office jobs in town - difficult to reverse but a major reason for young people leaving. Incentives needed for local businesses to remain open and employable.”

“More jobs/diversified industry (not just bananas and sugar).”

“Identify economic opportunities and support development opportunities. Prioritise long-term investment. Most beautiful area in Australia is lagging behind in tourism and development.”

“Encouraging business growth and supporting applications for new business to town, rather than placing hurdles in front of them so they move away. Supporting business to encourage job growth.”

“Reduce 'red tape' and fees for new business/development in the area. Work with new businesses in a more positive manner.”

“Make it easier for developers and business owners, e.g. competitive development charges and associated licences, and make it easier for them to obtain required permits and licences.”

“Survey residents on why they shop in Cairns and Townsville - ask what is missing. That drains \$\$ out of town. Business incubator for start ups. Make CCRC Businesses digitally capable. Access to motivational workshops. Small Business Awards.”

Community Driven Actions

1. Advocate for more **retirement villages, aged care accommodation, and respite.**
2. Advocate for more **in-home care and assisted living services** to enable older residents to remain at home.
3. Advocate for improved access to **local health services.**
4. Advocate for a seniors' **bus service** and other public transport options for seniors.
5. Improve access for people with **disability and mobility issues** - ramps, rails, parking spaces, public toilets, etc.
6. Attract more **volunteers** to support the elderly.
7. Retain and improve **non-digital communications** to reach seniors.

A sample of community voices

"More senior housing is needed to ensure elderly people can have independent living."

"Retirement village (with care options). Lifestyle village for over 50's, 2-3 bedroom houses for individuals, not apartment blocks."

"With an ageing population, more help needs to be made available to enable people to stay in their homes."

"When older people are still living in their own houses, they need a bit of extra care. It is very difficult for the family to get any help."

"Re-instate a Medical Centre and Pathology Service back in Mission Beach. Set up an Aged Care/Disability Respite Centre in Mission Beach, there are a lot of older retirees moving into the area."

"More help for seniors to get around. At the moment, getting buses to visit required appointments in Innisfail, Cairns etc. is very difficult."

"This is an aging population. Senior services, entertainment, community support and public transport would assist the elderly in town to remain independent."

"For an aged female I cannot find anyone willing to give a hand to assist in many activities that I am finding very daunting, eg. cutting the seed pods from foxtail palms, digging with a pick, trimming trees etc. There doesn't seem to be too many volunteers. I have found a young lad who mows my grass and I am willing to pay."

"Don't rely on electronic media to inform the public. A lot of people, especially the elderly, do not use Facebook, Twitter etc."

"Being mindful that most elderly & blind cannot use online communications and keeping methods available to communicate with them with Council updates."

Community Driven Actions

1. Seek **greater police visibility** with more patrols, especially at night, to address issues of youth crime, vandalism, burglaries, car theft, hooning and drug and alcohol abuse.
2. Install more **CCTV cameras and lighting** in well known hot spots.
3. Promote and facilitate a community program like **Neighbourhood Watch**.
4. Advocate for **harsher punishments** for repeat offenders.

A sample of community voices

“Get more police in our towns. 90% of the times I've called police for assistance, they've had to send someone from Innisfail, so it's one hour or more before help arrives.”

“There is way too much juvenile crime in this region. We need more police out and about in this area.”

“More of a noticeable police presence. On foot patrol around town, the Esplanade area, and parks due to anti-social behaviour and littering.”

“Police station to be manned 24 /7.”

“Lobby for funding assistance to erect more camera surveillance in car parks, community buildings and toilets for improved street safety and personal security when shopping or using venues and town businesses.”

“Need more CCTV cameras in known streets of crime and tougher punishments.”

“There needs to be more street lighting and increased video surveillance.”

“For safety reasons, we need more lighting in the streets.”

“Patrol suburbs. Form Neighbourhood Watch in all suburbs.”

“Need to introduce Neighbourhood Watch rosters as youth and crime has increased.”

“Neighbourhood watch - issue more security cameras. Remove derelicts out of all parks. More drug and crime prevention teams.”

“Youth crime is over the fence. Break-ins are everywhere, even in retirement villages. No one is safe in their own home. Punishment for these crimes is too soft. Police have their hands tied, we need stronger penalties.”

Community Driven Actions

1. Provide a greater range of free and low cost **sporting and recreational activities** for youth, such as:
 - **Sporting activities:** BMX and pump track, motorbike tracks, skate park, basketball courts, beach volleyball courts, unlock tennis courts when not being used by clubs, etc.
 - **Recreational activities:** events, music festivals, competitions, entertainment facilities, games room, pool hall, groovy café, PCYC discos, movie cinema, cooking classes, wood work classes, graffiti art, a water theme park, water slides into the river, wave park, adventure park, zip-lining, trampoline centre, skating rink, rock climbing, ten-pin bowling, a gym, fishing pontoons, etc.
2. Provide more **after school and holiday** programs and activities.
3. Advocate for a new **youth and drop-in centre**.
4. Advocate for improved access to **mental health** services and facilities for youth.
5. Appoint a **Youth Services Officer** to develop programs and incentives to engage youth in existing activities.

A sample of community voices

“Invest in finances for the development of youth programs in Tully. There are very few facilities for youth that do not play sport.”

“There needs to be something interesting and exciting for young people, e.g. a zip line course, adventure park, a wave park etc. It is a no-brainer!”

“Let’s face it, the local youth of today here in Innisfail cannot wait to be old enough to leave the town. There seems to be nothing for them to do here, particularly on the weekends, as there is no public transport and nothing happening in the town.”

“We need to have something happening (more than just a skate park) happening most weekends. It may be a contemporary music event or maybe a movie being shown somewhere. (The council offices have a decent movie theatre, don’t they?) Or even a decent drop-in centre being available for after-hours use.”

“It would be great to develop more services across the whole region for young people, giving them activities they can access for free or for a little charge. The only thing to consider is how to get young people to these events when their parents work. It would be great if these could give young people skills (e.g. cooking, word work, handiwork etc.) to support them in life.”

“Can you provide training courses for teens, perhaps in conjunction with the high school? Learn to use hand tools, fix push bikes, dog training classes, grow vegetables, and learn about composting.”

“A safe place for teenagers to go to socialise and hang out in Mission Beach.”

“There needs to be a venue or PCYC within MB for wet school holidays where teens can interact safely with guidance to reduce youth disengagement within the community.”

“Young people’s mental health issues need better support.”

“They need easy access to mental health services, many live remote and are isolated.”

Community Driven Actions

1. Improve **maintenance and safety** of paths and cycleways – keep tidy, even, clear of overgrown trees and plants, and clean and free of mould so they are not slippery, especially after rainfall.
2. Improve **connectivity** with a more extensive, better quality network of footpaths, trails and cycleways - especially for:
 - children to get to and from school safely
 - children and adults to exercise and recreate – to walk, run, ride bikes and scooters, etc.
 - encouraging people to walk or cycle instead of driving
3. Ensure footpaths meet **accessibility requirements** for wheelchairs, prams etc.

A sample of community voices

“Improve connectivity of pathways and install pathways adjacent to all urban streets.”

“I would love a footpath in my street.”

“Cycling path to Alligators Creek and other sites.”

“The proposed Etty Bay to Cocquette Point walk needs to be back on the CCRC spotlight.”

“More paths for people to exercise safely off roads.”

“A classic example is the path along South Mission Beach. Children ride their scooters on the road, not on the path.”

“Please make at least one walking track that’s well maintained for running and walking that’s close to Innisfail. We have so many hills can we please walk up one. Like Cairns has Mt Whitfield, Atherton, Mt Baldy, Mission Beach has Bicton Hill. Innisfail only has a flat walking path around a river - hardly exciting or real exercise.”

“The cleaning of the path along the foreshore needs to be done more often as it gets slippery and is very dangerous at times.”

“Improve cycle paths and cycling safety.”

“Additional cycleways would support the community using bicycles as a form of transport.”

“More footpaths and cycleways to encourage people to get out and walk and be able to cycle to their destinations safely. Footpaths need to be wheelchair friendly.”

“As a limited vision person, the footpaths in the area (including the CBD) are woeful and need repairs and upgrading ASAP.”

“People in wheelchairs cannot get around town easily. They cannot get up the hills, cross the roads or even wheel properly due to the uneven surfaces.”

To see all community comments from the MARKYT® Community Scorecard, please see the Cassowary Coast Regional Council MARKYT® Community VoiceBank.

The MARKYT® Community VoiceBank contains over **101,250** words with ideas and suggestions from community members.

Ideas are classified in five key areas: People, Planet, Place, Prosperity and Performance.

Ideas are grouped into 45 service areas.

Councillors and employees at Cassowary Coast Regional Council will draw on specific suggestions in the MARKYT® Community VoiceBank to assist in the development of supporting strategies and action plans to address community needs.



MARKYT Community VoiceBank

Question: Over the next 10 years, which areas would you most like the Cassowary Coast Regional Council to focus on improving? And, what major projects, changes or improvements are needed?

Source: MARKYT® Community Scorecard | 2022

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

Prepared by:
CATALYSE® Pty Ltd

On behalf of:
Cassowary Coast Regional Council

July 2022

Performance

Leadership and Governance

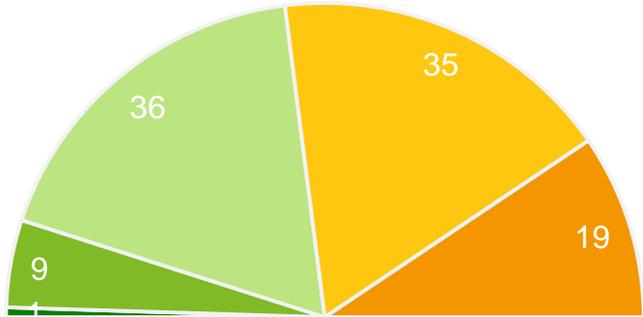
Council has developed and communicated a clear vision for the area

Performance ratings

% of respondents

10%

Total Agree



Strongly agree Agree Neutral/unsure Disagree Strongly disagree

Geographical variances

% agree

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	10	
Other	11	10
Tully	10	
El Arish	12	11
Other	11	
Mission Beach	15	
Kurrimine Beach	2	13
Other	6	
Cardwell	6	
Other	6	6

MARKYT Industry Standards

% agree



Cassowary Coast RC	10
Industry High	50
Industry Average	32

Community variances

% agree

Gender

Male	11
Female	11
X	0

Age

14-34 years	13
35-54 years	7
55+ years	11

Age of children

0-5 years	5
6-11 years	9
12-17 years	11
18+ years	10
No children	10

Disability & culture

Disability	12
First Nations	7
LOTE	14

Home ownership

Home owner	10
Renting / other	12

Town vs rural

Town	10
Rural	11

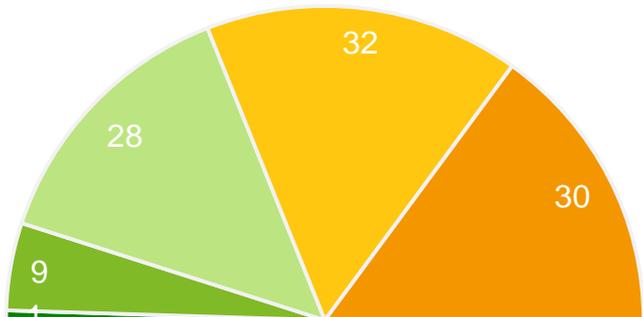
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 1748).

Council's leadership

Performance ratings

% of respondents



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	31	
Other	30	31
Tully	28	
El Arish	31	29
Other	32	
Mission Beach	31	
Kurrimine Beach	33	30
Other	19	
Cardwell	25	
Other	28	26

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	30
Industry High	60
Industry Average	49

Community variances

Performance Index Score

Gender

Male	29
Female	31
X	15

Age of children

0-5 years	29
6-11 years	33
12-17 years	35
18+ years	30
No children	29

Age

14-34 years	33
35-54 years	28
55+ years	29

Disability & culture

Disability	28
First Nations	33
LOTE	37

Home ownership

Home owner	29
Renting / other	34

Town vs rural

Town	30
Rural	28

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1513).

* Positive Rating = excellent, good + okay

Advocacy and lobbying

on behalf of the community to influence decisions. support local causes etc.

Performance ratings

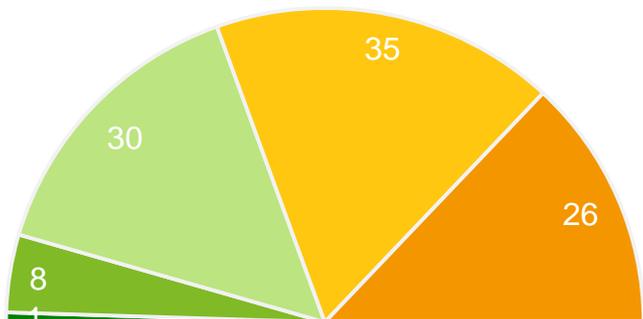
% of respondents

39%

Positive rating*

31

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	31	
Other	30	31
Tully	32	
El Arish	25	32
Other	34	
Mission Beach	32	
Kurrimine Beach	26	31
Other	22	
Cardwell	27	
Other	29	27

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	31
Industry High	64
Industry Average	48

Community variances

Performance Index Score

Gender

Male	31
Female	31
X	17

Age of children

0-5 years	29
6-11 years	34
12-17 years	35
18+ years	32
No children	29

Age

14-34 years	37
35-54 years	29
55+ years	29

Disability & culture

Disability	25
First Nations	32
LOTE	33

Home ownership

Home owner	30
Renting / other	35

Town vs rural

Town	31
Rural	30

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1416).

* Positive Rating = excellent, good + okay

How the community is consulted about local issues

Performance ratings

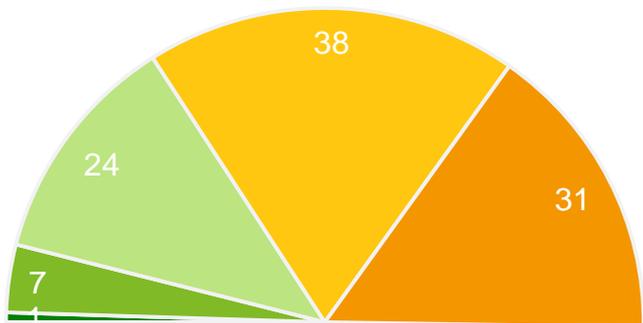
% of respondents

32%

Positive rating*

27

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	27	
Other	24	27
Tully	28	
El Arish	21	27
Other	30	
Mission Beach	29	
Kurrimine Beach	22	28
Other	21	
Cardwell	25	
Other	30	26

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	27
Industry High	60
Industry Average	45

Community variances

Performance Index Score

Gender

Male	27
Female	28
X	19

Age of children

0-5 years	28
6-11 years	31
12-17 years	33
18+ years	28
No children	26

Age

14-34 years	34
35-54 years	26
55+ years	25

Disability & culture

Disability	23
First Nations	32
LOTE	33

Home ownership

Home owner	26
Renting / other	32

Town vs rural

Town	28
Rural	26

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1543). * Positive Rating = excellent, good + okay

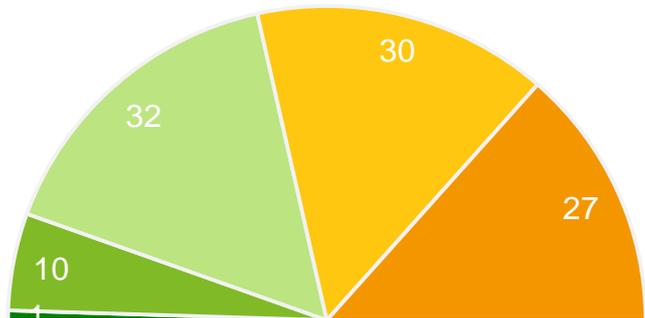
Council listens to and respects residents' views

Performance ratings

% of respondents

11%

Total Agree



Strongly agree Agree Neutral/unsure Disagree Strongly disagree

Geographical variances

% agree

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	14	
Other	9	13
Tully	10	
El Arish	9	11
Other	14	
Mission Beach	11	
Kurrimine Beach	6	10
Other	7	
Cardwell	11	9
Other	2	

MARKYT Industry Standards

% agree



Cassowary Coast RC 12

Industry High 53

Industry Average 32

Community variances

% agree

Gender

Male 13
Female 11
X 9

Age of children

0-5 years 6
6-11 years 9
12-17 years 12
18+ years 13
No children 12

Age

14-34 years 11
35-54 years 10
55+ years 13

Disability & culture

Disability 8
First Nations 10
LOTE 20

Home ownership

Home owner 11
Renting / other 13

Town vs rural

Town 12
Rural 12

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

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

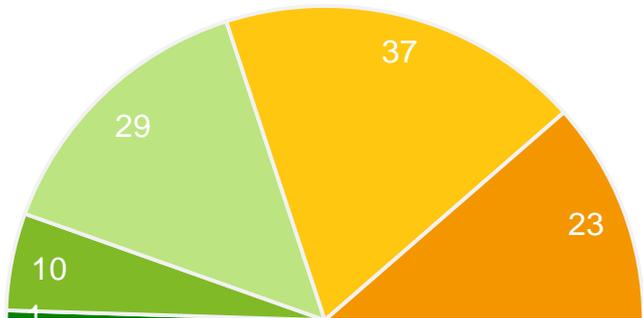
Council has a good understanding of community needs

Performance ratings

% of respondents

11%

Total Agree



Strongly agree Agree Neutral/unsure Disagree Strongly disagree

Geographical variances

% agree

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	11	
Other	16	11
Tully	13	
El Arish	6	12
Other	10	
Mission Beach	9	
Kurrimine Beach	2	8
Other	6	
Cardwell	7	7
Other	6	

MARKYT Industry Standards

% agree



Cassowary Coast RC	10
Industry High	58
Industry Average	33

Community variances

% agree

Gender

Male	11
Female	9
X	9

Age

14-34 years	10
35-54 years	8
55+ years	12

Age of children

0-5 years	3
6-11 years	9
12-17 years	9
18+ years	9
No children	11

Disability & culture

Disability	7
First Nations	11
LOTE	14

Home ownership

Home owner	10
Renting / other	13

Town vs rural

Town	10
Rural	10

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

Base: All respondents, excludes 'no response' (n = 1757).

How the community is informed about what's happening in the local area

Performance ratings

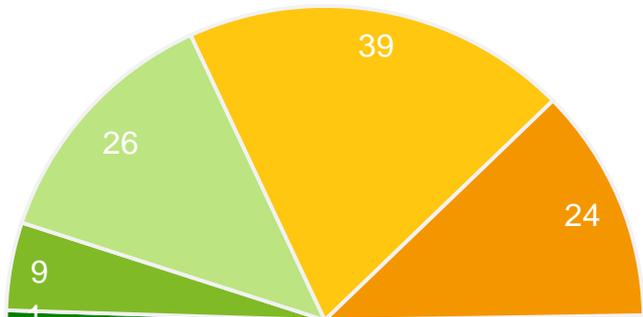
% of respondents

36%

Positive rating*

31

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	30	
Other	30	30
Tully	31	
El Arish	31	32
Other	34	
Mission Beach	35	
Kurrimine Beach	26	33
Other	23	
Cardwell	26	
Other	36	28

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	31
Industry High	65
Industry Average	51

Community variances

Performance Index Score

Gender

Male	31
Female	32
X	17

Age of children

0-5 years	31
6-11 years	34
12-17 years	37
18+ years	34
No children	29

Age

14-34 years	37
35-54 years	32
55+ years	28

Disability & culture

Disability	26
First Nations	33
LOTE	35

Home ownership

Home owner	30
Renting / other	37

Town vs rural

Town	32
Rural	29

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1594).

* Positive Rating = excellent, good + okay

How the Council embraces change, innovation and new technology

Performance ratings

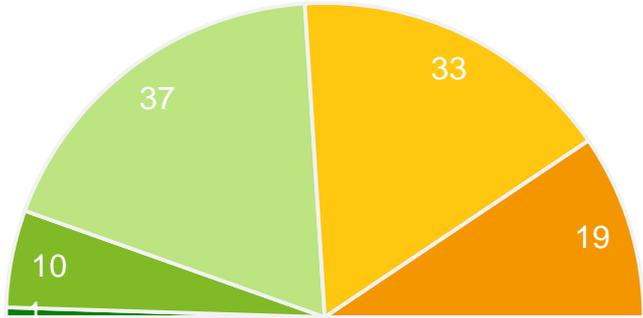
% of respondents

48%

Positive rating*

35

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	36	
Other	34	36
Tully	36	
El Arish	34	36
Other	36	
Mission Beach	35	
Kurrimine Beach	32	34
Other	29	
Cardwell	33	
Other	35	34

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	35
Industry High	65
Industry Average	51

Community variances

Performance Index Score

Gender

Male	35
Female	36
X	24

Age of children

0-5 years	35
6-11 years	35
12-17 years	36
18+ years	36
No children	35

Age

14-34 years	36
35-54 years	35
55+ years	35

Disability & culture

Disability	31
First Nations	40
LOTE	36

Home ownership

Home owner	35
Renting / other	36

Town vs rural

Town	35
Rural	34

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1358).

* Positive Rating = excellent, good + okay

Customer service

Performance ratings

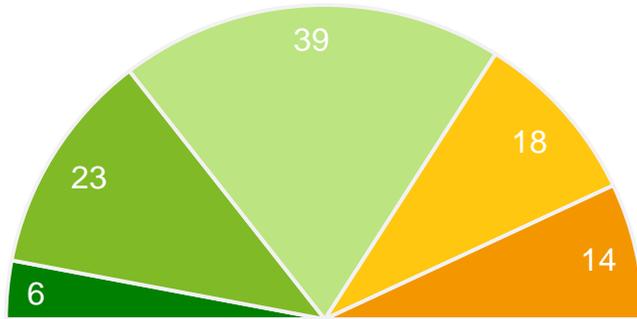
% of respondents

68%

Positive rating*

47

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	50	
Other	49	50
<hr/>		
Tully	45	
El Arish	45	45
Other	46	
<hr/>		
Mission Beach	50	
Kurrimine Beach	44	48
Other	37	
<hr/>		
Cardwell	43	
Other	46	44

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	47
Industry High	74
Industry Average	60

Community variances

Performance Index Score

Gender

Male	46
Female	50
X	29

Age of children

0-5 years	47
6-11 years	51
12-17 years	48
18+ years	44
No children	47

Age

14-34 years	48
35-54 years	47
55+ years	47

Disability & culture

Disability	46
First Nations	50
LOTE	44

Home ownership

Home owner	47
Renting / other	49

Town vs rural

Town	48
Rural	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1576).

* Positive Rating = excellent, good + okay

Value for money from Council rates

Performance ratings

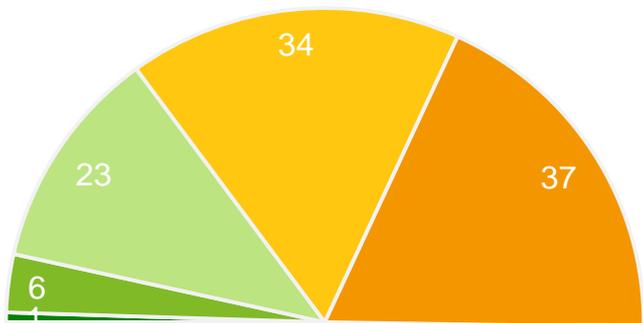
% of respondents

30%

Positive rating*

25

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	22	
Other	19	22
Tully	29	
El Arish	31	28
Other	23	
Mission Beach	27	
Kurrimine Beach	18	26
Other	26	
Cardwell	27	
Other	24	26

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	25
Industry High	61
Industry Average	45

Community variances

Performance Index Score

Gender

Male	25
Female	25
X	15

Age of children

0-5 years	17
6-11 years	25
12-17 years	27
18+ years	23
No children	24

Age

14-34 years	30
35-54 years	21
55+ years	24

Disability & culture

Disability	23
First Nations	23
LOTE	33

Home ownership

Home owner	23
Renting / other	30

Town vs rural

Town	26
Rural	22

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1644). * Positive Rating = excellent, good + okay

People

Social Fabric

Youth services and facilities

Performance ratings

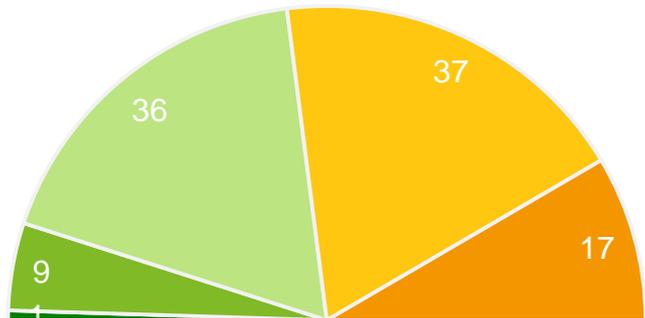
% of respondents

46%

Positive rating*

35

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	32	
Other	32	32
Tully	41	
El Arish	28	38
Other	30	
Mission Beach	40	
Kurrimine Beach	25	37
Other	30	
Cardwell	32	
Other	37	33

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	35
Industry High	66
Industry Average	48

Community variances

Performance Index Score

Gender

Male	38
Female	32
X	33

Age

14-34 years	39
35-54 years	31
55+ years	35

Age of children

0-5 years	29
6-11 years	37
12-17 years	37
18+ years	37
No children	35

Disability & culture

Disability	30
First Nations	30
LOTE	41

Home ownership

Home owner	34
Renting / other	39

Town vs rural

Town	35
Rural	35

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1395).

* Positive Rating = excellent, good + okay

Family and children's services and facilities

Performance ratings

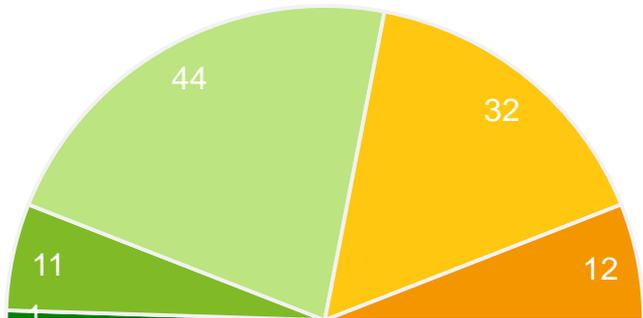
% of respondents

56%

Positive rating*

39

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	38
	Other	35
	Tully	43
	El Arish	35
	Other	41
	Mission Beach	42
	Kurrimine Beach	26
	Other	33
	Cardwell	36
	Other	44
		38

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	39
Industry High	70
Industry Average	56

Community variances

Performance Index Score

Gender

Male	42
Female	38
X	31

Age of children

0-5 years	31
6-11 years	40
12-17 years	41
18+ years	41
No children	41

Age

14-34 years	43
35-54 years	36
55+ years	40

Disability & culture

Disability	36
First Nations	37
LOTE	47

Home ownership

Home owner	38
Renting / other	44

Town vs rural

Town	39
Rural	39

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1392). * Positive Rating = excellent, good + okay

Seniors' care, services and facilities

Performance ratings

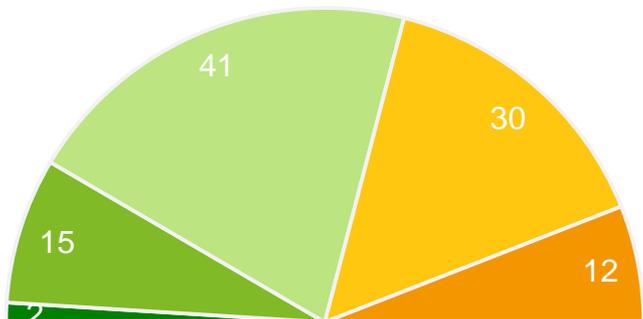
% of respondents

58%

Positive rating*

41

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	44
	Other	41
<hr/>		
	Tully	44
	El Arish	33
	Other	41
<hr/>		
	Mission Beach	36
	Kurrimine Beach	36
	Other	30
<hr/>		
	Cardwell	38
	Other	43
		39

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	41
Industry High	67
Industry Average	54

Community variances

Performance Index Score

Gender

Male	42
Female	41
X	38

Age of children

0-5 years	40
6-11 years	45
12-17 years	44
18+ years	42
No children	40

Age

14-34 years	49
35-54 years	38
55+ years	39

Disability & culture

Disability	34
First Nations	42
LOTE	45

Home ownership

Home owner	39
Renting / other	48

Town vs rural

Town	41
Rural	42

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1444).

* Positive Rating = excellent, good + okay

Disability access and inclusion

Performance ratings

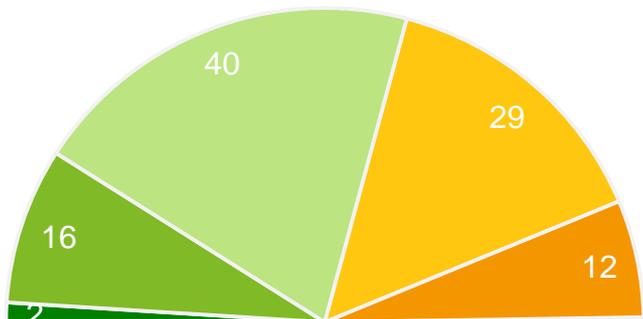
% of respondents

58%

Positive rating*

42

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	44
	Other	41
<hr/>		
	Tully	45
	El Arish	37
	Other	43
<hr/>		
	Mission Beach	39
	Kurrimine Beach	31
	Other	29
<hr/>		
	Cardwell	38
	Other	32
		37

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	42
Industry High	65
Industry Average	51

Community variances

Performance Index Score

Gender

Male	44
Female	40
X	36

Age of children

0-5 years	44
6-11 years	46
12-17 years	41
18+ years	40
No children	41

Age

14-34 years	46
35-54 years	41
55+ years	39

Disability & culture

Disability	31
First Nations	43
LOTE	47

Home ownership

Home owner	41
Renting / other	46

Town vs rural

Town	42
Rural	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1381).

* Positive Rating = excellent, good + okay

Recognition and respect for Aboriginal cultures and heritage

Performance ratings

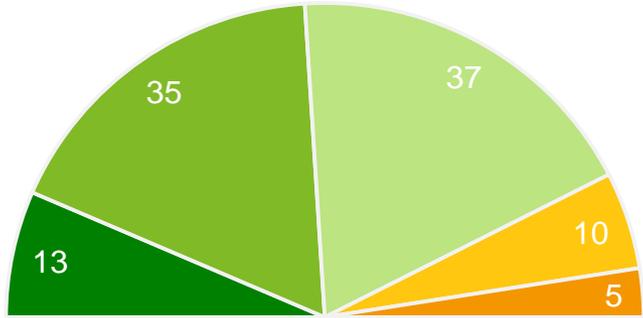
% of respondents

85%

Positive rating*

60

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	61
	Other	63
	Tully	63
	El Arish	54
	Other	64
	Mission Beach	57
	Kurrimine Beach	61
	Other	48
	Cardwell	61
	Other	66

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	60
Industry High	72
Industry Average	63

Community variances

Performance Index Score

Gender

Male	62
Female	59
X	56

Age of children

0-5 years	59
6-11 years	63
12-17 years	62
18+ years	63
No children	59

Age

14-34 years	64
35-54 years	61
55+ years	58

Disability & culture

Disability	55
First Nations	56
LOTE	69

Home ownership

Home owner	61
Renting / other	59

Town vs rural

Town	60
Rural	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1408).

* Positive Rating = excellent, good + okay

Multiculturalism and racial harmony

Performance ratings

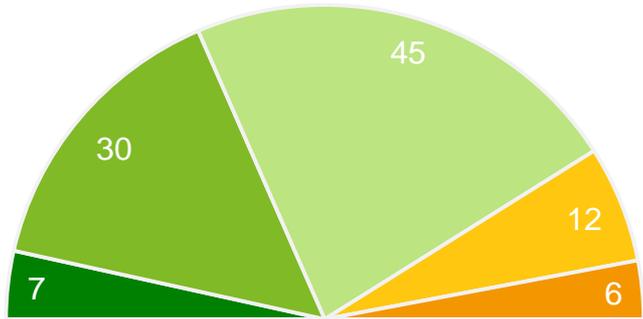
% of respondents

82%

Positive rating*

55

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	Innisfail	56
	Other	57
Tully	Tully	57
	El Arish	48
Mission Beach	Other	54
	Mission Beach	55
Kurrimine Beach	Kurrimine Beach	49
	Other	50
Cardwell	Cardwell	55
	Other	48

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	55
Industry High	68
Industry Average	60

Community variances

Performance Index Score

Gender

Male	56
Female	55
X	37

Age of children

0-5 years	55
6-11 years	58
12-17 years	56
18+ years	56
No children	54

Age

14-34 years	57
35-54 years	57
55+ years	53

Disability & culture

Disability	50
First Nations	49
LOTE	53

Home ownership

Home owner	56
Renting / other	53

Town vs rural

Town	55
Rural	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1421). * Positive Rating = excellent, good + okay

Volunteer recognition and support

Performance ratings

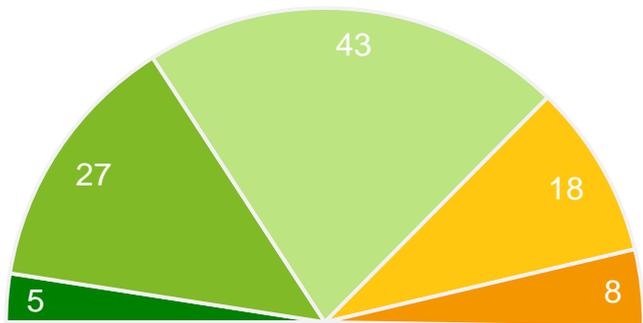
% of respondents

75%

Positive rating*

51

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	51
	Other	53
	Tully	51
	El Arish	43
	Other	55
	Mission Beach	52
	Kurrimine Beach	50
	Other	49
	Cardwell	48
	Other	45
		52
		51
		47

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	51
Industry High	70
Industry Average	61

Community variances

Performance Index Score

Gender

Male	51
Female	52
X	34

Age

14-34 years	52
35-54 years	52
55+ years	49

Age of children

0-5 years	51
6-11 years	56
12-17 years	52
18+ years	54
No children	50

Disability & culture

Disability	46
First Nations	54
LOTE	49

Home ownership

Home owner	51
Renting / other	51

Town vs rural

Town	51
Rural	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1444).

* Positive Rating = excellent, good + okay

Community safety and crime prevention

Performance ratings

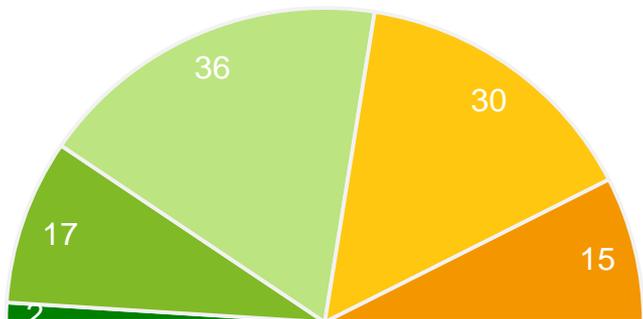
% of respondents

55%

Positive rating*

40

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	36
	Other	38
	Tully	42
	El Arish	41
	Other	43
	Mission Beach	48
	Kurrimine Beach	34
	Other	40
	Cardwell	41
	Other	46
		36
		42
		46
		42

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	40
Industry High	76
Industry Average	51

Community variances

Performance Index Score

Gender

Male	41
Female	41
X	34

Age of children

0-5 years	37
6-11 years	44
12-17 years	41
18+ years	39
No children	39

Age

14-34 years	44
35-54 years	41
55+ years	38

Disability & culture

Disability	37
First Nations	38
LOTE	45

Home ownership

Home owner	40
Renting / other	42

Town vs rural

Town	40
Rural	40

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1562). * Positive Rating = excellent, good + okay

Animal management (dogs and cats)

Performance ratings

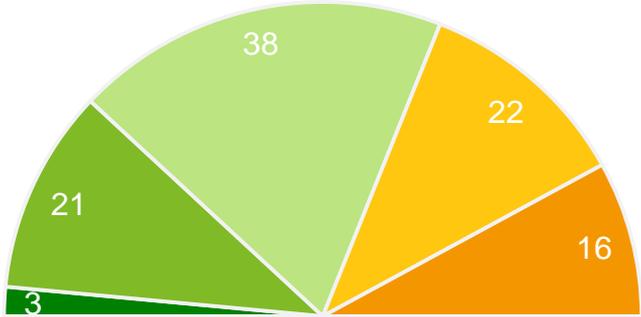
% of respondents

62%

Positive rating*

43

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	44
	Other	44
	Tully	46
	El Arish	34
	Other	40
	Mission Beach	42
	Kurrimine Beach	47
	Other	36
	Cardwell	41
	Other	40

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	43
Industry High	67
Industry Average	55

Community variances

Performance Index Score

Gender

Male	44
Female	43
X	38

Age of children

0-5 years	44
6-11 years	45
12-17 years	44
18+ years	44
No children	41

Age

14-34 years	48
35-54 years	43
55+ years	41

Disability & culture

Disability	36
First Nations	48
LOTE	41

Home ownership

Home owner	43
Renting / other	45

Town vs rural

Town	43
Rural	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1586). * Positive Rating = excellent, good + okay

Access to health and community services

Performance ratings

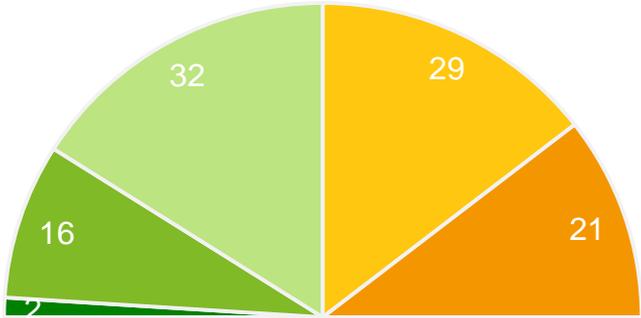
% of respondents

50%

Positive rating*

38

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	42
	Other	38
	Tully	42
	El Arish	34
	Other	35
	Mission Beach	28
	Kurrimine Beach	34
	Other	28
	Cardwell	36
	Other	36

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	38
Industry High	74
Industry Average	58

Community variances

Performance Index Score

Gender

Male	41
Female	35
X	25

Age of children

0-5 years	34
6-11 years	38
12-17 years	42
18+ years	38
No children	37

Age

14-34 years	43
35-54 years	33
55+ years	37

Disability & culture

Disability	32
First Nations	40
LOTE	44

Home ownership

Home owner	36
Renting / other	41

Town vs rural

Town	37
Rural	38

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1605). * Positive Rating = excellent, good + okay

Sport and recreation facilities and services

Performance ratings

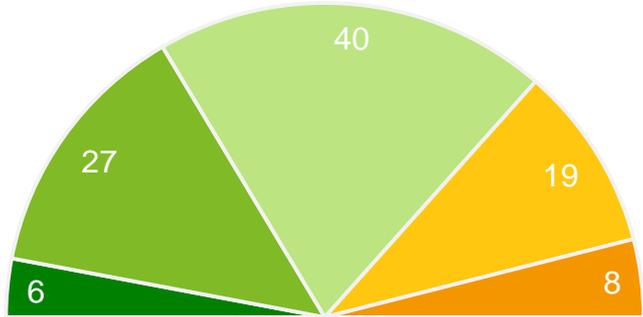
% of respondents

73%

Positive rating*

51

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	51	
Other	49	50
<hr/>		
Tully	56	
El Arish	47	55
Other	53	
<hr/>		
Mission Beach	53	
Kurrimine Beach	39	51
Other	47	
<hr/>		
Cardwell	41	46
Other	63	

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	51
Industry High	85
Industry Average	66

Community variances

Performance Index Score

Gender

Male	53
Female	50
X	48

Age of children

0-5 years	47
6-11 years	52
12-17 years	51
18+ years	49
No children	51

Age

14-34 years	53
35-54 years	49
55+ years	51

Disability & culture

Disability	47
First Nations	51
LOTE	52

Home ownership

Home owner	51
Renting / other	51

Town vs rural

Town	51
Rural	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1600).

* Positive Rating = excellent, good + okay

Library and information services

Performance ratings

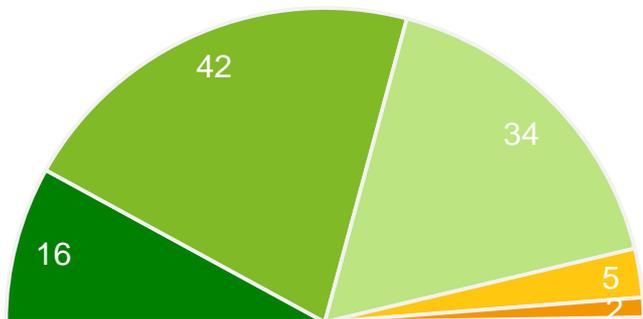
% of respondents

92%

Positive rating*

66

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	67
	Other	65
	Tully	65
	El Arish	55
	Other	63
	Mission Beach	69
	Kurrimine Beach	53
	Other	57
	Cardwell	67
	Other	61

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	66
Industry High	82
Industry Average	71

Community variances

Performance Index Score

Gender

Male	64
Female	69
X	47

Age of children

0-5 years	67
6-11 years	70
12-17 years	62
18+ years	61
No children	67

Age

14-34 years	62
35-54 years	69
55+ years	67

Disability & culture

Disability	64
First Nations	69
LOTE	68

Home ownership

Home owner	67
Renting / other	63

Town vs rural

Town	66
Rural	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1643). * Positive Rating = excellent, good + okay

Festivals, events, art and culture

Performance ratings

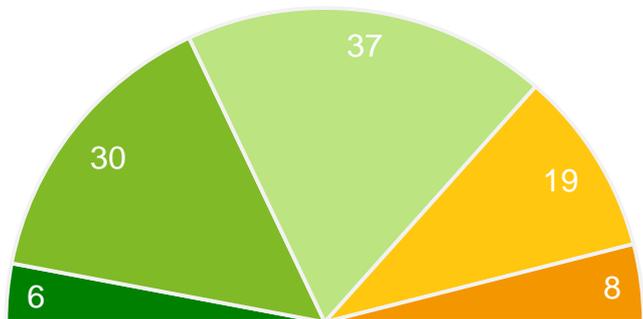
% of respondents

73%

Positive rating*

52

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	53	
Other	55	53
Tully	50	
El Arish	45	50
Other	53	
Mission Beach	49	
Kurrimine Beach	47	49
Other	45	
Cardwell	61	60
Other	53	

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	52
Industry High	75
Industry Average	62

Community variances

Performance Index Score

Gender

Male	53
Female	52
X	43

Age of children

0-5 years	49
6-11 years	53
12-17 years	51
18+ years	49
No children	53

Age

14-34 years	51
35-54 years	50
55+ years	54

Disability & culture

Disability	49
First Nations	50
LOTE	56

Home ownership

Home owner	52
Renting / other	51

Town vs rural

Town	52
Rural	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1636).

* Positive Rating = excellent, good + okay

How local history and heritage is preserved and promoted

Performance ratings

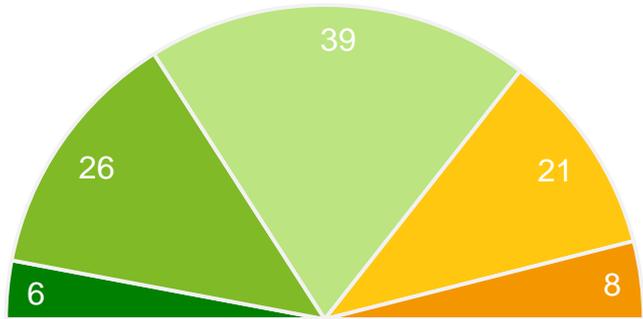
% of respondents

71%

Positive rating*

50

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	53	
Other	48	53
Tully	46	
El Arish	49	48
Other	55	
Mission Beach	47	
Kurrimine Beach	47	46
Other	39	
Cardwell	58	55
Other	44	

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	50
Industry High	75
Industry Average	58

Community variances

Performance Index Score

Gender

Male	48
Female	53
X	32

Age of children

0-5 years	51
6-11 years	52
12-17 years	47
18+ years	46
No children	50

Age

14-34 years	51
35-54 years	50
55+ years	50

Disability & culture

Disability	47
First Nations	50
LOTE	53

Home ownership

Home owner	50
Renting / other	49

Town vs rural

Town	50
Rural	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1562).

* Positive Rating = excellent, good + okay

Planet

Unique Natural Environment

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings

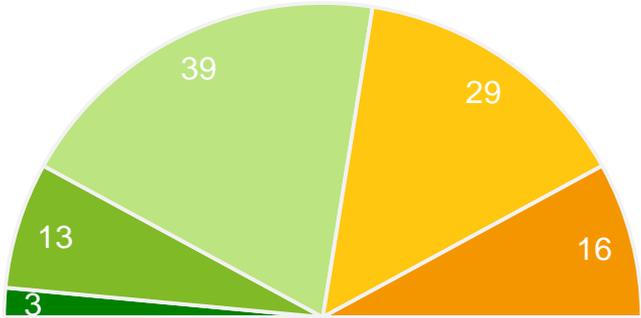
% of respondents

55%

Positive rating*

39

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	42
	Other	45
	Tully	41
	El Arish	36
	Other	35
	Mission Beach	38
	Kurrimine Beach	40
	Other	28
	Cardwell	35
	Other	38
		43
		40
		37
		36

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	39
Industry High	68
Industry Average	50

Community variances

Performance Index Score

Gender

Male	42
Female	38
X	24

Age of children

0-5 years	40
6-11 years	40
12-17 years	39
18+ years	41
No children	40

Age

14-34 years	38
35-54 years	42
55+ years	39

Disability & culture

Disability	35
First Nations	42
LOTE	40

Home ownership

Home owner	40
Renting / other	35

Town vs rural

Town	39
Rural	39

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1391). * Positive Rating = excellent, good + okay

Natural disaster management

(education, prevention and relief for fire, floods, cyclones etc)

Performance ratings

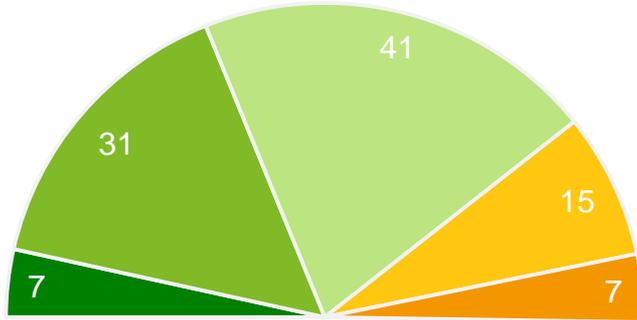
% of respondents

79%

Positive rating*

54

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	Innisfail	56
	Other	54
Tully	Tully	54
	El Arish	53
Mission Beach	Other	55
	Mission Beach	56
Kurrimine Beach	Kurrimine Beach	50
	Other	44
Cardwell	Cardwell	48
	Other	44

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	54
Industry High	69
Industry Average	57

Community variances

Performance Index Score

Gender

Male	55
Female	55
X	34

Age of children

0-5 years	53
6-11 years	57
12-17 years	53
18+ years	55
No children	55

Age

14-34 years	56
35-54 years	55
55+ years	53

Disability & culture

Disability	49
First Nations	53
LOTE	52

Home ownership

Home owner	54
Renting / other	54

Town vs rural

Town	54
Rural	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1549). * Positive Rating = excellent, good + okay

Conservation and environmental management

Performance ratings

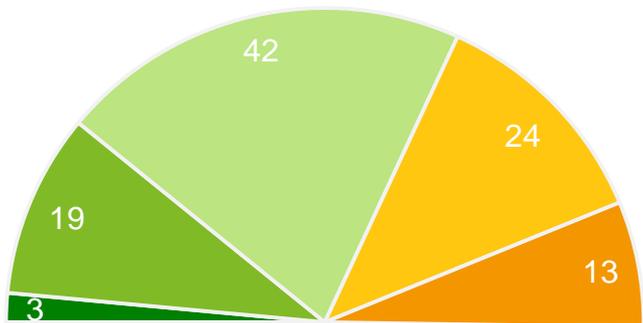
% of respondents

64%

Positive rating*

44

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	45	
Other	49	46
Tully	45	
El Arish	41	44
Other	41	
Mission Beach	44	
Kurrimine Beach	38	43
Other	39	
Cardwell	44	
Other	40	43

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	44
Industry High	73
Industry Average	55

Community variances

Performance Index Score

Gender

Male	45
Female	43
X	33

Age of children

0-5 years	45
6-11 years	47
12-17 years	46
18+ years	47
No children	42

Age

14-34 years	46
35-54 years	46
55+ years	42

Disability & culture

Disability	39
First Nations	41
LOTE	47

Home ownership

Home owner	44
Renting / other	44

Town vs rural

Town	45
Rural	42

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1512). * Positive Rating = excellent, good + okay

Water management

(water conservation, water recycling, flood management, etc.)

Performance ratings

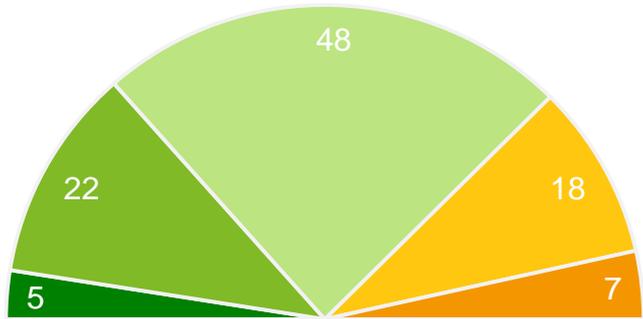
% of respondents

75%

Positive rating*

50

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	51	
Other	54	51
Tully	50	
El Arish	49	49
Other	49	
Mission Beach	51	
Kurrimine Beach	44	49
Other	37	
Cardwell	48	47
Other	41	

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	50
Industry High	50
Industry Average	46

Community variances

Performance Index Score

Gender

Male	51
Female	50
X	27

Age of children

0-5 years	51
6-11 years	52
12-17 years	52
18+ years	50
No children	49

Age

14-34 years	54
35-54 years	50
55+ years	48

Disability & culture

Disability	47
First Nations	53
LOTE	50

Home ownership

Home owner	49
Renting / other	55

Town vs rural

Town	51
Rural	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1459). * Positive Rating = excellent, good + okay

Land management (conserving and managing nature reserves, forests and agricultural land, weed management, etc.)

Performance ratings

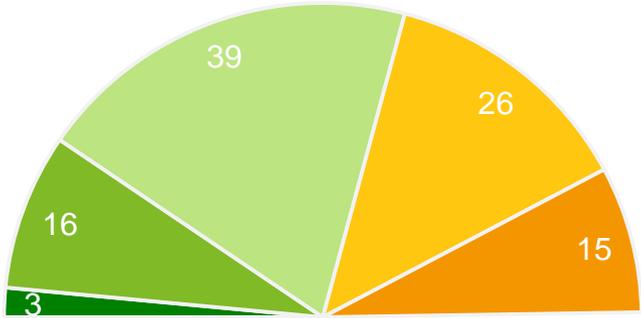
% of respondents

58%

Positive rating*

41

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	42
	Other	35
	Tully	42
	El Arish	40
	Other	37
	Mission Beach	45
	Kurrimine Beach	37
	Other	31
	Cardwell	41
	Other	33
		39

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	41
Industry High	41
Industry Average	40

Community variances

Performance Index Score

Gender

Male	40
Female	42
X	33

Age of children

0-5 years	43
6-11 years	45
12-17 years	43
18+ years	40
No children	40

Age

14-34 years	46
35-54 years	42
55+ years	39

Disability & culture

Disability	40
First Nations	41
LOTE	46

Home ownership

Home owner	40
Renting / other	46

Town vs rural

Town	43
Rural	37

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1451).

* Positive Rating = excellent, good + okay

Energy management (efforts to use and encourage the adoption of renewable energy, electric vehicles, etc.)

Performance ratings

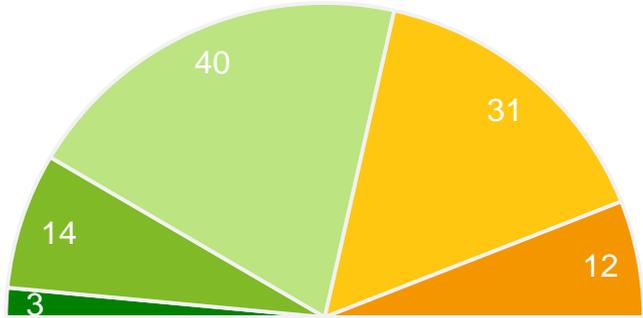
% of respondents

57%

Positive rating*

41

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	42
	Other	43
	Tully	45
	El Arish	45
	Other	36
	Mission Beach	39
	Kurrimine Beach	37
	Other	38
	Cardwell	41
	Other	36

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	41
Industry High	42
Industry Average	40

Community variances

Performance Index Score

Gender

Male	42
Female	41
X	25

Age of children

0-5 years	42
6-11 years	43
12-17 years	43
18+ years	45
No children	41

Age

14-34 years	43
35-54 years	42
55+ years	40

Disability & culture

Disability	37
First Nations	47
LOTE	43

Home ownership

Home owner	41
Renting / other	42

Town vs rural

Town	41
Rural	42

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1314). * Positive Rating = excellent, good + okay

Waste management (efforts to reduce landfill, encourage recycling, responsible consumption and circular economies)

Performance ratings

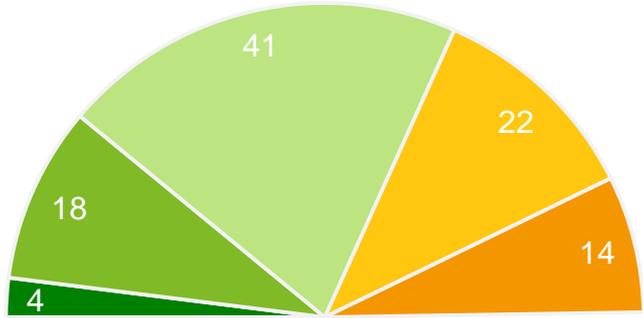
% of respondents

63%

Positive rating*

44

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	45
	Other	48
	Tully	47
	El Arish	42
	Other	38
	Mission Beach	42
	Kurrimine Beach	38
	Other	38
	Cardwell	41
	Other	40
		45
		45
		42
		41

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	44
Industry High	54
Industry Average	49

Community variances

Performance Index Score

Gender

Male	45
Female	43
X	32

Age of children

0-5 years	43
6-11 years	42
12-17 years	42
18+ years	47
No children	45

Age

14-34 years	44
35-54 years	42
55+ years	45

Disability & culture

Disability	45
First Nations	43
LOTE	48

Home ownership

Home owner	44
Renting / other	45

Town vs rural

Town	44
Rural	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1503).

* Positive Rating = excellent, good + okay

Waste collection services

Performance ratings

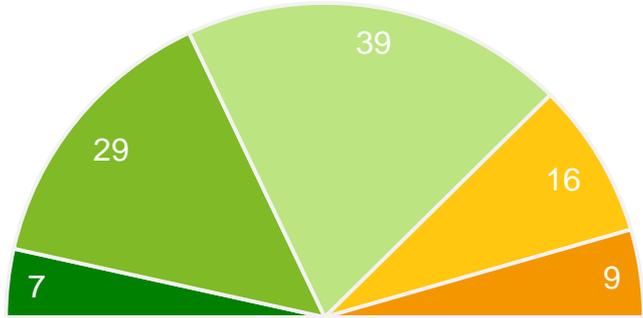
% of respondents

75%

Positive rating*

52

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	55
	Other	54
<hr/>		
	Tully	53
	El Arish	48
	Other	47
<hr/>		
	Mission Beach	51
	Kurrimine Beach	44
	Other	45
<hr/>		
	Cardwell	53
	Other	50
		52

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	52
Industry High	77
Industry Average	65

Community variances

Performance Index Score

Gender

Male	55
Female	50
X	32

Age of children

0-5 years	48
6-11 years	51
12-17 years	50
18+ years	51
No children	54

Age

14-34 years	51
35-54 years	50
55+ years	55

Disability & culture

Disability	50
First Nations	49
LOTE	49

Home ownership

Home owner	53
Renting / other	50

Town vs rural

Town	53
Rural	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1670).

* Positive Rating = excellent, good + okay

Place

Liveable Built Environment

Managing responsible growth and development

Performance ratings

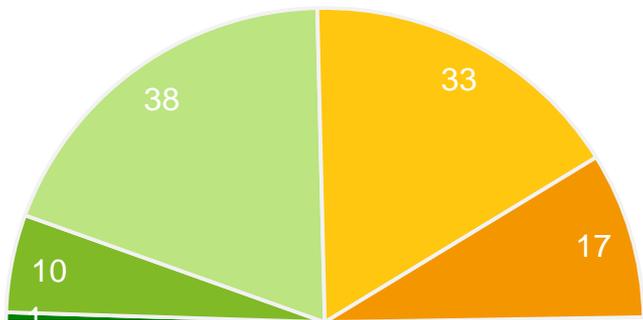
% of respondents

49%

Positive rating*

36

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	35
	Other	34
	Tully	41
	El Arish	37
	Other	36
	Mission Beach	35
	Kurrimine Beach	39
	Other	33
	Cardwell	34
	Other	38

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	36
Industry High	59
Industry Average	49

Community variances

Performance Index Score

Gender

Male	37
Female	36
X	27

Age of children

0-5 years	34
6-11 years	39
12-17 years	42
18+ years	39
No children	35

Age

14-34 years	42
35-54 years	34
55+ years	34

Disability & culture

Disability	35
First Nations	40
LOTE	40

Home ownership

Home owner	35
Renting / other	41

Town vs rural

Town	37
Rural	34

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1479). * Positive Rating = excellent, good + okay

Planning and building approvals

Performance ratings

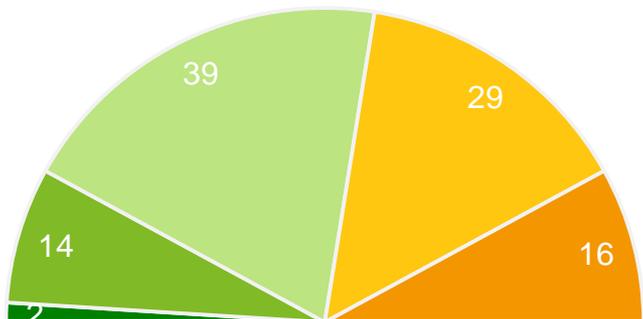
% of respondents

55%

Positive rating*

39

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	38
	Other	41
	Tully	45
	El Arish	36
	Other	41
	Mission Beach	36
	Kurrimine Beach	40
	Other	33
	Cardwell	40
	Other	41

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	39
Industry High	60
Industry Average	46

Community variances

Performance Index Score

Gender

Male	40
Female	40
X	23

Age of children

0-5 years	37
6-11 years	42
12-17 years	43
18+ years	41
No children	38

Age

14-34 years	44
35-54 years	37
55+ years	38

Disability & culture

Disability	37
First Nations	41
LOTE	38

Home ownership

Home owner	39
Renting / other	42

Town vs rural

Town	40
Rural	37

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1326). * Positive Rating = excellent, good + okay

Access to housing that meets your needs

Performance ratings

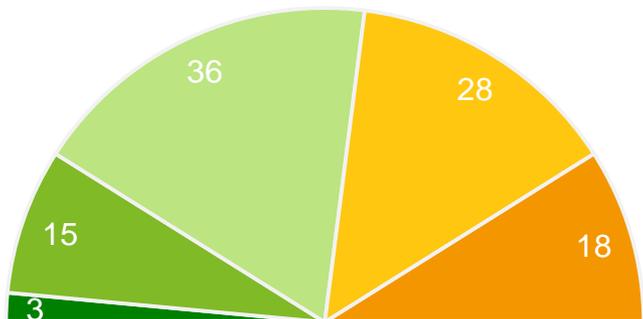
% of respondents

54%

Positive rating*

39

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	35	36
Other	38	
Tully	41	41
El Arish	34	
Other	40	
Mission Beach	44	43
Kurrimine Beach	45	
Other	32	
Cardwell	42	42
Other	41	

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	39
Industry High	68
Industry Average	54

Community variances

Performance Index Score

Gender

Male	42
Female	37
X	39

Age of children

0-5 years	35
6-11 years	37
12-17 years	39
18+ years	37
No children	39

Age

14-34 years	41
35-54 years	37
55+ years	39

Disability & culture

Disability	32
First Nations	35
LOTE	43

Home ownership

Home owner	41
Renting / other	35

Town vs rural

Town	40
Rural	37

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1299). * Positive Rating = excellent, good + okay

Quality of drinking water

Performance ratings

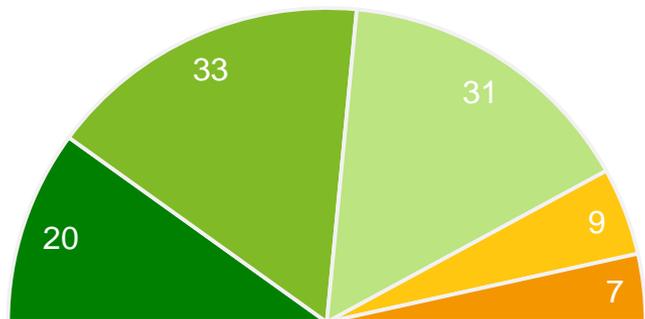
% of respondents

84%

Positive rating*

63

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	65
	Other	67
	Tully	62
	El Arish	62
	Other	63
	Mission Beach	62
	Kurrimine Beach	68
	Other	55
	Cardwell	63
	Other	55
		61

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	63
Industry High	NA
Industry Average	NA

Community variances

Performance Index Score

Gender

Male	63
Female	64
X	46

Age of children

0-5 years	63
6-11 years	64
12-17 years	63
18+ years	61
No children	64

Age

14-34 years	64
35-54 years	61
55+ years	63

Disability & culture

Disability	57
First Nations	65
LOTE	61

Home ownership

Home owner	63
Renting / other	63

Town vs rural

Town	64
Rural	60

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

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

* Positive Rating = excellent, good + okay

Sewerage management

Performance ratings

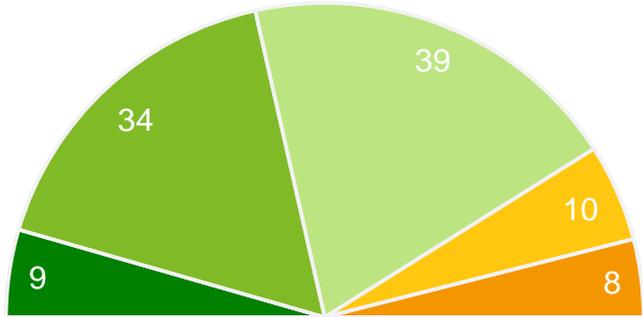
% of respondents

82%

Positive rating*

57

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	61
	Other	51
	Tully	57
	El Arish	52
	Other	52
	Mission Beach	62
	Kurrimine Beach	34
	Other	52
	Cardwell	38
	Other	41

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC 57

Industry High NA

Industry Average NA

Community variances

Performance Index Score

Gender

Male 57
 Female 58
 X **42**

Age of children

0-5 years 58
 6-11 years 57
 12-17 years 55
 18+ years 57
 No children 57

Age

14-34 years 56
 35-54 years 59
 55+ years 56

Disability & culture

Disability **51**
 First Nations 57
 LOTE 54

Home ownership

Home owner 57
 Renting / other 58

Town vs rural

Town 58
 Rural 53

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

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

* Positive Rating = excellent, good + okay

Community buildings, halls and toilets

Performance ratings

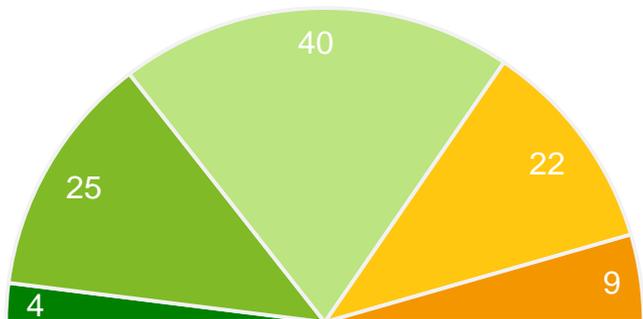
% of respondents

69%

Positive rating*

48

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	49
	Other	44
<hr/>		
	Tully	46
	El Arish	50
	Other	47
<hr/>		
	Mission Beach	50
	Kurrimine Beach	47
	Other	42
<hr/>		
	Cardwell	52
	Other	49
		52

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	48
Industry High	78
Industry Average	59

Community variances

Performance Index Score

Gender

Male	50
Female	48
X	37

Age of children

0-5 years	43
6-11 years	51
12-17 years	49
18+ years	45
No children	49

Age

14-34 years	47
35-54 years	49
55+ years	49

Disability & culture

Disability	43
First Nations	50
LOTE	47

Home ownership

Home owner	48
Renting / other	49

Town vs rural

Town	49
Rural	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1651).

* Positive Rating = excellent, good + okay

Playgrounds, parks and reserves

Performance ratings

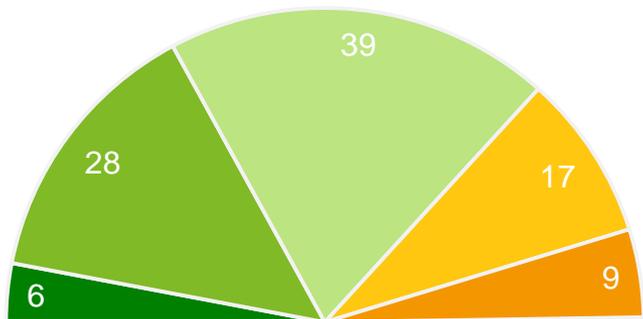
% of respondents

73%

Positive rating*

51

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	51
	Other	51
	Tully	49
	El Arish	55
	Other	47
	Mission Beach	52
	Kurrimine Beach	50
	Other	47
	Cardwell	58
	Other	50
		56

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	51
Industry High	86
Industry Average	68

Community variances

Performance Index Score

Gender

Male	54
Female	49
X	39

Age of children

0-5 years	35
6-11 years	45
12-17 years	48
18+ years	48
No children	55

Age

14-34 years	45
35-54 years	50
55+ years	55

Disability & culture

Disability	50
First Nations	52
LOTE	48

Home ownership

Home owner	52
Renting / other	50

Town vs rural

Town	52
Rural	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1663). * Positive Rating = excellent, good + okay

Streetscapes, trees and verges

Performance ratings

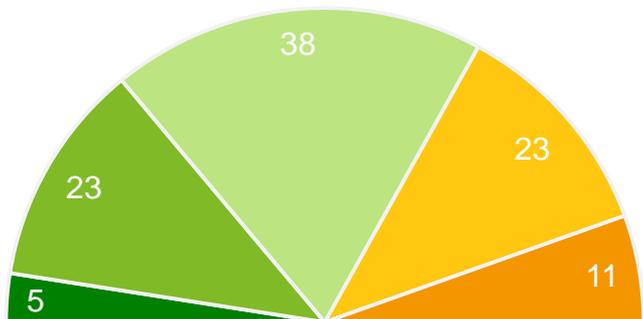
% of respondents

66%

Positive rating*

47

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	49
	Other	46
	Tully	47
	El Arish	48
	Other	42
	Mission Beach	45
	Kurrimine Beach	39
	Other	40
	Cardwell	49
	Other	43
		48

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	47
Industry High	64
Industry Average	53

Community variances

Performance Index Score

Gender

Male	48
Female	47
X	43

Age of children

0-5 years	46
6-11 years	49
12-17 years	51
18+ years	48
No children	46

Age

14-34 years	50
35-54 years	46
55+ years	46

Disability & culture

Disability	45
First Nations	53
LOTE	46

Home ownership

Home owner	46
Renting / other	51

Town vs rural

Town	47
Rural	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1665).

* Positive Rating = excellent, good + okay

Footpaths, trails and cycleways

Performance ratings

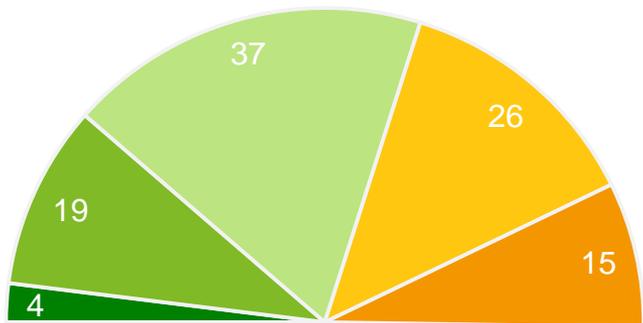
% of respondents

60%

Positive rating*

43

Performance Index Score (out of 100)



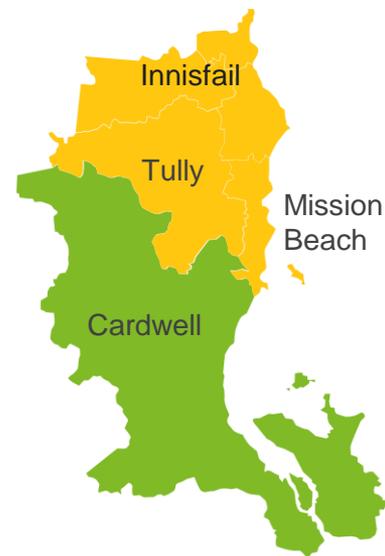
■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	42
	Other	42
	Tully	42
	El Arish	42
	Other	41
	Mission Beach	44
	Kurrimine Beach	33
	Other	34
	Cardwell	59
	Other	42
		56

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	43
Industry High	68
Industry Average	53

Community variances

Performance Index Score

Gender

Male	45
Female	42
X	32

Age of children

0-5 years	40
6-11 years	45
12-17 years	47
18+ years	44
No children	43

Age

14-34 years	44
35-54 years	42
55+ years	43

Disability & culture

Disability	40
First Nations	44
LOTE	45

Home ownership

Home owner	43
Renting / other	45

Town vs rural

Town	42
Rural	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1659).

* Positive Rating = excellent, good + okay

Lighting of streets and public places

Performance ratings

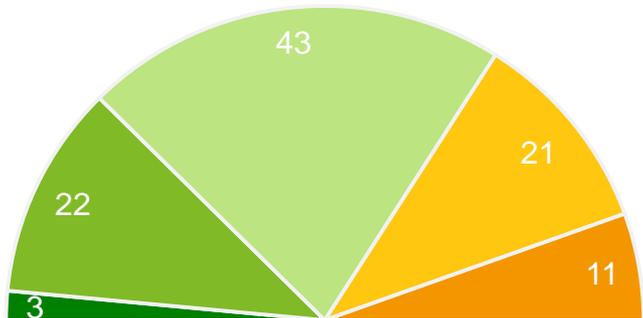
% of respondents

68%

Positive rating*

46

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	48
	Other	45
	Tully	44
	El Arish	52
	Other	42
	Mission Beach	44
	Kurrimine Beach	43
	Other	42
	Cardwell	52
	Other	46
		51

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	46
Industry High	64
Industry Average	54

Community variances

Performance Index Score

Gender

Male	49
Female	45
X	34

Age of children

0-5 years	44
6-11 years	50
12-17 years	47
18+ years	43
No children	47

Age

14-34 years	44
35-54 years	47
55+ years	47

Disability & culture

Disability	46
First Nations	47
LOTE	46

Home ownership

Home owner	46
Renting / other	46

Town vs rural

Town	46
Rural	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1641). * Positive Rating = excellent, good + okay

Access to public transport

Performance ratings

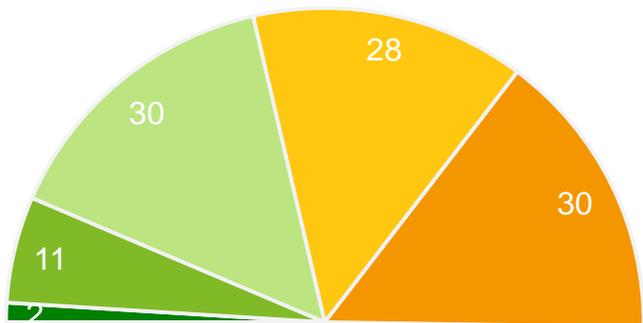
% of respondents

43%

Positive rating*

32

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	42	
Other	33	41
Tully	31	
El Arish	24	30
Other	29	
Mission Beach	21	
Kurrimine Beach	21	21
Other	19	
Cardwell	28	
Other	27	28

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	32
Industry High	81
Industry Average	56

Community variances

Performance Index Score

Gender

Male	34
Female	30
X	20

Age of children

0-5 years	35
6-11 years	35
12-17 years	31
18+ years	31
No children	30

Age

14-34 years	34
35-54 years	29
55+ years	32

Disability & culture

Disability	27
First Nations	46
LOTE	42

Home ownership

Home owner	31
Renting / other	35

Town vs rural

Town	31
Rural	33

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1510).

* Positive Rating = excellent, good + okay

Building and maintaining local roads

Performance ratings

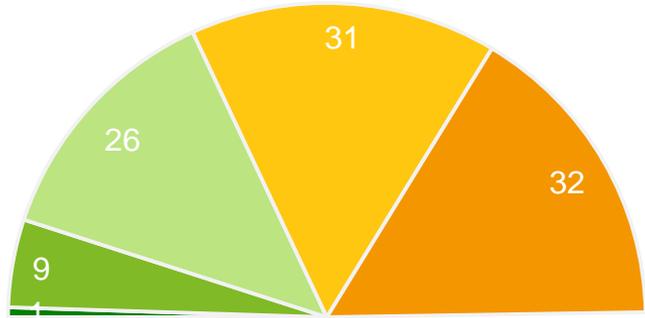
% of respondents

36%

Positive rating*

29

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	30	
Other	23	29
Tully	27	
El Arish	21	25
Other	17	
Mission Beach	34	
Kurrimine Beach	20	32
Other	27	
Cardwell	29	
Other	30	29

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	29
Industry High	67
Industry Average	50

Community variances

Performance Index Score

Gender

Male	29
Female	30
X	26

Age of children

0-5 years	24
6-11 years	28
12-17 years	29
18+ years	27
No children	30

Age

14-34 years	30
35-54 years	25
55+ years	31

Disability & culture

Disability	28
First Nations	28
LOTE	35

Home ownership

Home owner	28
Renting / other	33

Town vs rural

Town	31
Rural	24

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1670).

* Positive Rating = excellent, good + okay

Traffic management

Performance ratings

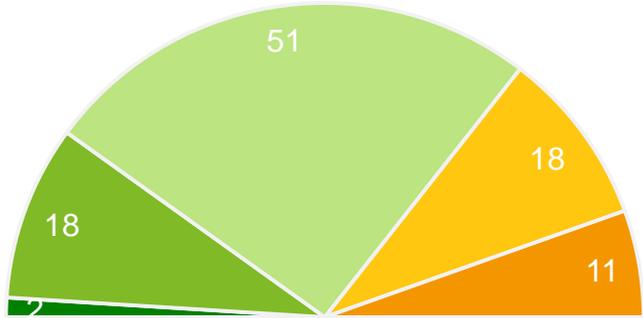
% of respondents

71%

Positive rating*

45

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	46	
Other	46	46
Tully	45	
El Arish	41	45
Other	45	
Mission Beach	48	
Kurrimine Beach	44	47
Other	42	
Cardwell	43	
Other	38	42

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	45
Industry High	64
Industry Average	54

Community variances

Performance Index Score

Gender

Male	44
Female	48
X	38

Age of children

0-5 years	47
6-11 years	45
12-17 years	44
18+ years	42
No children	46

Age

14-34 years	47
35-54 years	44
55+ years	46

Disability & culture

Disability	42
First Nations	46
LOTE	47

Home ownership

Home owner	45
Renting / other	46

Town vs rural

Town	46
Rural	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1602).

* Positive Rating = excellent, good + okay

Parking management

Performance ratings

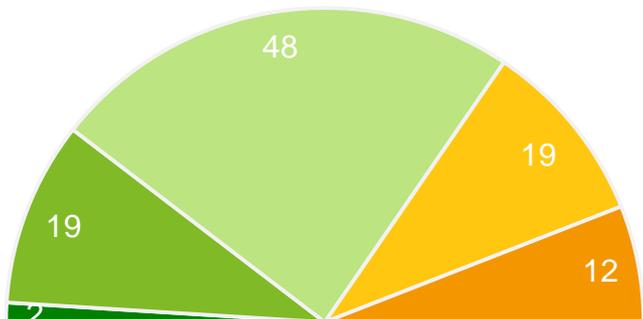
% of respondents

69%

Positive rating*

45

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	42	
Other	45	43
Tully	45	
El Arish	44	45
Other	47	
Mission Beach	51	
Kurrimine Beach	41	49
Other	42	
Cardwell	42	
Other	49	43

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	45
Industry High	60
Industry Average	52

Community variances

Performance Index Score

Gender

Male	45
Female	46
X	40

Age of children

0-5 years	44
6-11 years	47
12-17 years	45
18+ years	45
No children	45

Age

14-34 years	46
35-54 years	45
55+ years	44

Disability & culture

Disability	41
First Nations	48
LOTE	52

Home ownership

Home owner	45
Renting / other	46

Town vs rural

Town	45
Rural	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1637). * Positive Rating = excellent, good + okay

Marine facilities (boat ramps, jetties, etc)

Performance ratings

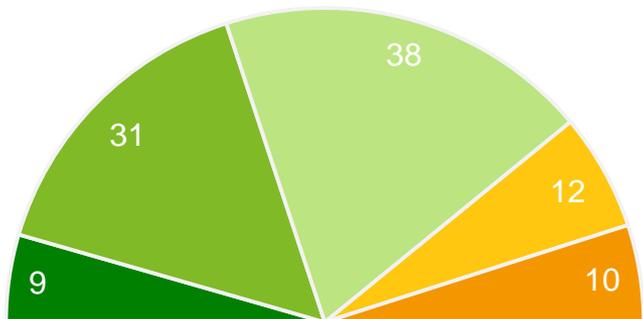
% of respondents

78%

Positive rating*

54

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	57
	Other	58
	Tully	56
	El Arish	54
	Other	61
	Mission Beach	62
	Kurrimine Beach	36
	Other	51
	Cardwell	30
	Other	50
		57
		56
		58
		34

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	54
Industry High	71
Industry Average	60

Community variances

Performance Index Score

Gender

Male	53
Female	56
X	54

Age of children

0-5 years	56
6-11 years	60
12-17 years	57
18+ years	55
No children	53

Age

14-34 years	56
35-54 years	56
55+ years	52

Disability & culture

Disability	50
First Nations	61
LOTE	56

Home ownership

Home owner	54
Renting / other	56

Town vs rural

Town	54
Rural	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1490). * Positive Rating = excellent, good + okay

Prosperity

A Diverse Thriving Economy

Place to work or operate a business

Performance ratings

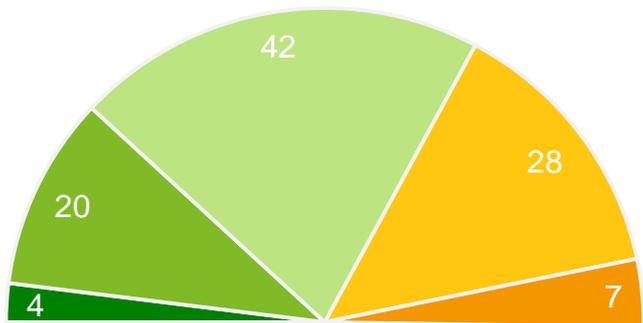
% of respondents

66%

Positive rating*

47

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	44
	Other	40
	Tully	50
	El Arish	40
	Other	54
	Mission Beach	51
	Kurrimine Beach	41
	Other	44
	Cardwell	49
	Other	55
		43
		50
		50

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	47
Industry High	71
Industry Average	58

Community variances

Performance Index Score

Gender

Male	47
Female	48
X	36

Age of children

0-5 years	47
6-11 years	49
12-17 years	50
18+ years	47
No children	45

Age

14-34 years	51
35-54 years	50
55+ years	42

Disability & culture

Disability	44
First Nations	45
LOTE	41

Home ownership

Home owner	47
Renting / other	47

Town vs rural

Town	47
Rural	48

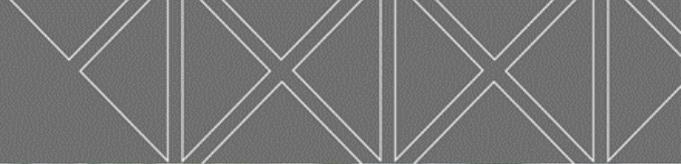
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1464).

* Positive Rating = excellent, good + okay

Place to work or operate a business

Among business owners and managers



Performance ratings

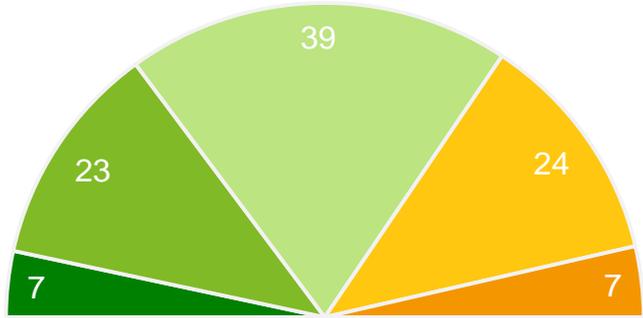
% of business respondents

69%

Positive rating*

50

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible



MARKYT Industry Standards

Performance Index Score among business respondents



Cassowary Coast RC	50
Industry High	79
Industry Average	68

69% of business respondents rate the Cassowary Coast Region positively as a place to work or operate a business.



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

Base: Business owners and managers, excludes 'unsure' and 'no response' (n = 413). * Positive Rating = excellent, good + okay

Economic development and job creation

Performance ratings

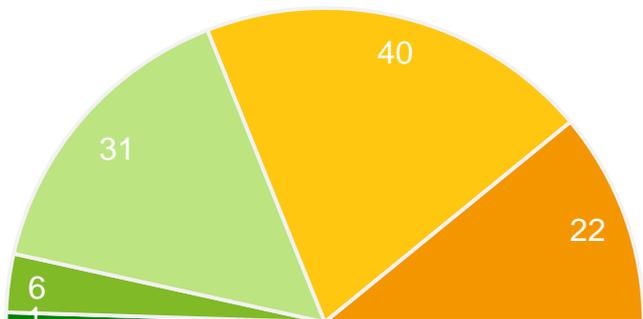
% of respondents

38%

Positive rating*

31

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	29
	Other	29
	Tully	35
	El Arish	25
	Other	35
	Mission Beach	32
	Kurrimine Beach	24
	Other	28
	Cardwell	28
	Other	40
		30

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	31
Industry High	57
Industry Average	42

Community variances

Performance Index Score

Gender

Male	32
Female	31
X	21

Age of children

0-5 years	31
6-11 years	34
12-17 years	35
18+ years	35
No children	28

Age

14-34 years	38
35-54 years	28
55+ years	29

Disability & culture

Disability	28
First Nations	33
LOTE	32

Home ownership

Home owner	30
Renting / other	36

Town vs rural

Town	31
Rural	30

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1464).

* Positive Rating = excellent, good + okay

Development and support of agriculture

Performance ratings

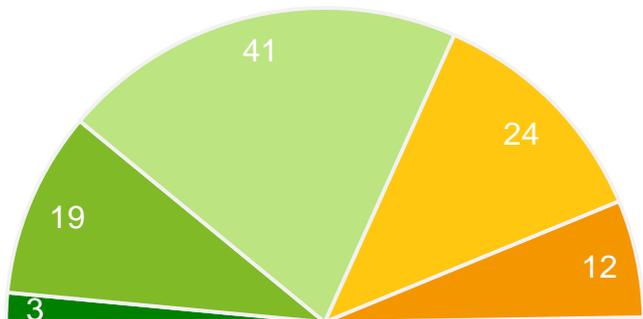
% of respondents

63%

Positive rating*

44

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	41
	Other	33
	Tully	49
	El Arish	40
	Other	41
	Mission Beach	52
	Kurrimine Beach	35
	Other	46
	Cardwell	39
	Other	45
		40
		47
		50

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	44
Industry High	64
Industry Average	50

Community variances

Performance Index Score

Gender

Male	43
Female	46
X	45

Age of children

0-5 years	44
6-11 years	47
12-17 years	49
18+ years	43
No children	43

Age

14-34 years	51
35-54 years	42
55+ years	41

Disability & culture

Disability	41
First Nations	45
LOTE	48

Home ownership

Home owner	43
Renting / other	51

Town vs rural

Town	47
Rural	38

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1348). * Positive Rating = excellent, good + okay

Development and activation of your local town centre

Performance ratings

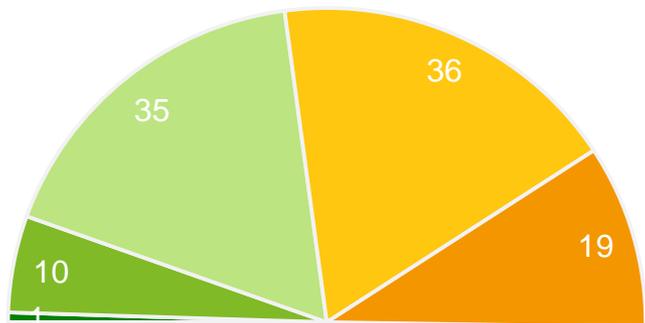
% of respondents

46%

Positive rating*

35

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	36
	Other	36
	Tully	35
	El Arish	35
	Other	38
	Mission Beach	32
	Kurrimine Beach	22
	Other	30
	Cardwell	36
	Other	33
		36
		36
		31
		35

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	35
Industry High	64
Industry Average	48

Community variances

Performance Index Score

Gender

Male	36
Female	35
X	22

Age of children

0-5 years	31
6-11 years	36
12-17 years	37
18+ years	36
No children	34

Age

14-34 years	38
35-54 years	32
55+ years	35

Disability & culture

Disability	32
First Nations	37
LOTE	35

Home ownership

Home owner	34
Renting / other	37

Town vs rural

Town	34
Rural	36

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1556). * Positive Rating = excellent, good + okay

Telecommunications and internet services

Performance ratings

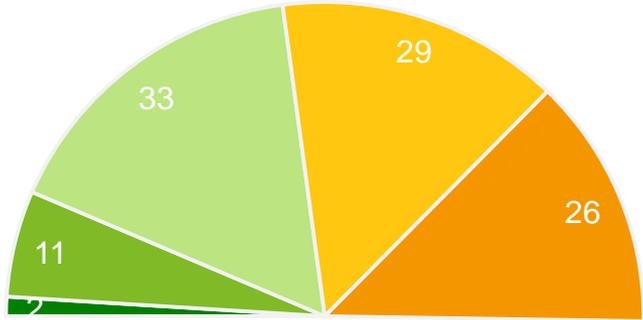
% of respondents

46%

Positive rating*

33

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	38	
	27	37
Tully	30	
	29	30
Mission Beach	31	
	25	31
Cardwell	33	
	26	32

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	33
Industry High	59
Industry Average	43

Community variances

Performance Index Score

Gender

Male	33
Female	34
X	27

Age of children

0-5 years	34
6-11 years	33
12-17 years	33
18+ years	27
No children	34

Age

14-34 years	34
35-54 years	31
55+ years	34

Disability & culture

Disability	32
First Nations	37
LOTE	37

Home ownership

Home owner	33
Renting / other	36

Town vs rural

Town	35
Rural	28

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1593). * Positive Rating = excellent, good + okay

Access to education and training opportunities

Performance ratings

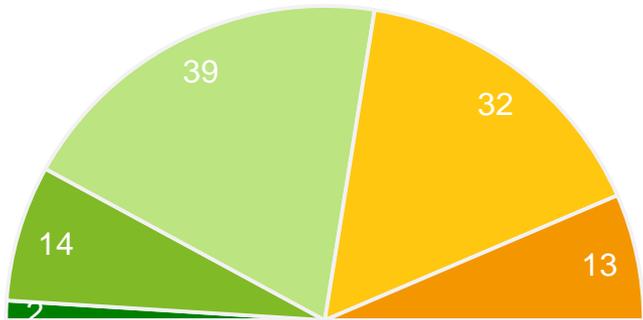
% of respondents

55%

Positive rating*

40

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	43
	Other	36
	Tully	42
	El Arish	33
	Other	41
	Mission Beach	40
	Kurrimine Beach	30
	Other	31
	Cardwell	31
	Other	38
		33

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	40
Industry High	64
Industry Average	49

Community variances

Performance Index Score

Gender

Male	41
Female	39
X	34

Age of children

0-5 years	40
6-11 years	44
12-17 years	43
18+ years	40
No children	39

Age

14-34 years	46
35-54 years	36
55+ years	40

Disability & culture

Disability	34
First Nations	45
LOTE	42

Home ownership

Home owner	39
Renting / other	44

Town vs rural

Town	40
Rural	39

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1402). * Positive Rating = excellent, good + okay

Place to visit

Performance ratings

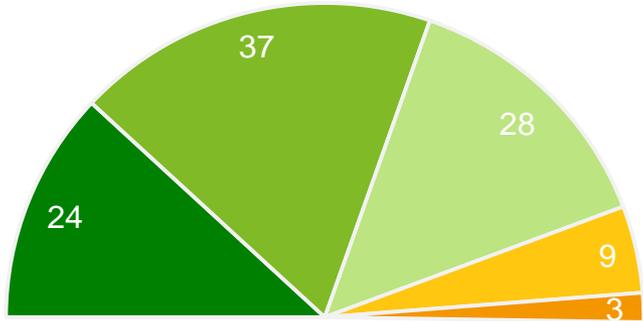
% of respondents

89%

Positive rating*

67

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
Innisfail	Innisfail	62
	Other	63
	Tully	63
Mission Beach	El Arish	60
	Other	80
	Mission Beach	78
Cardwell	Kurrimine Beach	69
	Other	70
	Cardwell	76
Other	Other	69
	Other	74

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	67
Industry High	88
Industry Average	67

Community variances

Performance Index Score

Gender

Male	67
Female	69
X	46

Age

14-34 years	61
35-54 years	69
55+ years	70

Age of children

0-5 years	59
6-11 years	67
12-17 years	65
18+ years	66
No children	69

Disability & culture

Disability	66
First Nations	62
LOTE	63

Home ownership

Home owner	69
Renting / other	63

Town vs rural

Town	68
Rural	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1731).

* Positive Rating = excellent, good + okay

Tourism attractions and marketing

Performance ratings

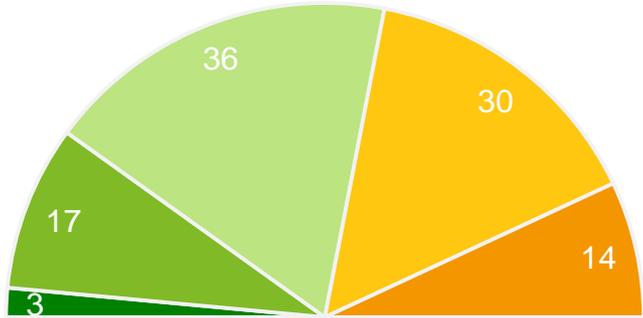
% of respondents

56%

Positive rating*

42

Performance Index Score (out of 100)



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

Geographical variances

Performance Index Score

Legend

- 75-100
- 50-74
- 25-49
- 0-24



	Town	Division
	Innisfail	38
	Other	37
<hr/>		
	Tully	46
	El Arish	41
	Other	48
<hr/>		
	Mission Beach	44
	Kurrimine Beach	33
	Other	38
<hr/>		
	Cardwell	46
	Other	47
		46

MARKYT Industry Standards

Performance Index Score



Cassowary Coast RC	42
Industry High	68
Industry Average	48

Community variances

Performance Index Score

Gender

Male	41
Female	43
X	31

Age of children

0-5 years	38
6-11 years	47
12-17 years	47
18+ years	47
No children	40

Age

14-34 years	46
35-54 years	40
55+ years	40

Disability & culture

Disability	41
First Nations	41
LOTE	43

Home ownership

Home owner	41
Renting / other	45

Town vs rural

Town	41
Rural	42

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1587). * Positive Rating = excellent, good + okay

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting / other	Male	Female	X	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Town	Rural
Overall place to live	68	69	63	68	68	57	69	63	69	66	65	64	70	69	66	64	60	68	67
PERFORMANCE																			
Governing organisation	36	36	38	36	38	18	36	31	39	40	39	39	35	36	34	37	42	37	35
Value for money from rates	25	23	30	25	25	15	24	17	25	27	23	30	21	24	23	23	33	26	22
Council's leadership	30	29	34	29	31	15	29	29	33	35	30	33	28	29	28	33	37	30	28
Advocacy and lobbying	31	30	35	31	31	17	29	29	34	35	32	37	29	29	25	32	33	31	30
Consultation	27	26	32	27	28	19	26	28	31	33	28	34	26	25	23	32	33	28	26
Communication	31	30	37	31	32	17	29	31	34	37	34	37	32	28	26	33	35	32	29
Embracing change, innovation and technology	35	35	36	35	36	24	35	35	35	36	36	36	35	35	31	40	36	35	34
Customer Service	47	47	49	46	50	29	47	47	51	48	44	48	47	47	46	50	44	48	44
PROSPERITY																			
Place to work or operate a business	47	47	47	47	48	36	45	47	49	50	47	51	50	42	44	45	41	47	48
Economic development and job creation	31	30	36	32	31	21	28	31	34	35	35	38	28	29	28	33	32	31	30
Development and support of agriculture	44	43	51	43	46	45	43	44	47	49	43	51	42	41	41	45	48	47	38
Place to visit	67	69	63	67	69	46	69	59	67	65	66	61	69	70	66	62	63	68	67
Tourism attractions and marketing	42	41	45	41	43	31	40	38	47	47	47	46	40	40	41	41	43	41	42
Town centre development and activation	35	34	37	36	35	22	34	31	36	37	36	38	32	35	32	37	35	34	36
Access to education and training opportunities	40	39	44	41	39	34	39	40	44	43	40	46	36	40	34	45	42	40	39
Telecommunications and internet services	33	33	36	33	34	27	34	34	33	33	27	34	31	34	32	37	37	35	28

Summary of community variances

	Total	Home owner	Renting / other	Male	Female	X	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Town	Rural
PEOPLE																			
Youth services and facilities	35	34	39	38	32	33	35	29	37	37	37	39	31	35	30	30	41	35	35
Family and children's services and facilities	39	38	44	42	38	31	41	31	40	41	41	43	36	40	36	37	47	39	39
Seniors' care, services and facilities	41	39	48	42	41	38	40	40	45	44	42	49	38	39	34	42	45	41	42
Disability access and inclusion	42	41	46	44	40	36	41	44	46	41	40	46	41	39	31	43	47	42	41
Recognition for Aboriginal cultures and heritage	60	61	59	62	59	56	59	59	63	62	63	64	61	58	55	56	69	60	60
Multiculturalism and racial harmony	55	56	53	56	55	37	54	55	58	56	56	57	57	53	50	49	53	55	55
Volunteer recognition and support	51	51	51	51	52	34	50	51	56	52	54	52	52	49	46	54	49	51	50
Community safety and crime prevention	40	40	42	41	41	34	39	37	44	41	39	44	41	38	37	38	45	40	40
Animal management (dogs and cats)	43	43	45	44	43	38	41	44	45	44	44	48	43	41	36	48	41	43	44
Access to health and community services	38	36	41	41	35	25	37	34	38	42	38	43	33	37	32	40	44	37	38
Sport and recreation facilities and services	51	51	51	53	50	48	51	47	52	51	49	53	49	51	47	51	52	51	52
Library and information services	66	67	63	64	69	47	67	67	70	62	61	62	69	67	64	69	68	66	65
Festivals, events, art and culture	52	52	51	53	52	43	53	49	53	51	49	51	50	54	49	50	56	52	52
Local history and heritage	50	50	49	48	53	32	50	51	52	47	46	51	50	50	47	50	53	50	51

Summary of community variances

	Total	Home owner	Renting / other	Male	Female	X	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Town	Rural
PLANET																			
Promotion and adoption of sustainable practices	39	40	35	42	38	24	40	40	40	39	41	38	42	39	35	42	40	39	39
Conservation and environmental management	44	44	44	45	43	33	42	45	47	46	47	46	46	42	39	41	47	45	42
• Water management	50	49	55	51	50	27	49	51	52	52	50	54	50	48	47	53	50	51	48
• Waste management	44	44	45	45	43	32	45	43	42	42	47	44	42	45	45	43	48	44	43
• Energy management	41	41	42	42	41	25	41	42	43	43	45	43	42	40	37	47	43	41	42
• Land management	41	40	46	40	42	33	40	43	45	43	40	46	42	39	40	41	46	43	37
Waste collection services	52	53	50	55	50	32	54	48	51	50	51	51	50	55	50	49	49	53	52
Natural disaster management	54	54	54	55	55	34	55	53	57	53	55	56	55	53	49	53	52	54	54
PLACE																			
Responsible growth and development	36	35	41	37	36	27	35	34	39	42	39	42	34	34	35	40	40	37	34
Planning and building approvals	39	39	42	40	40	23	38	37	42	43	41	44	37	38	37	41	38	40	37
Access to housing that meets your needs	39	41	35	42	37	39	39	35	37	39	37	41	37	39	32	35	43	40	37
Quality of drinking water	63	63	63	63	64	46	64	63	64	63	61	64	61	63	57	65	61	64	60
Sewerage management	57	57	58	57	58	42	57	58	57	55	57	56	59	56	51	57	54	58	53
Community buildings, halls and toilets	48	48	49	50	48	37	49	43	51	49	45	47	49	49	43	50	47	49	47
Playgrounds, parks and reserves	51	52	50	54	49	39	55	35	45	48	48	45	50	55	50	52	48	52	50
Streetscapes, trees and verges	47	46	51	48	47	43	46	46	49	51	48	50	46	46	45	53	46	47	47
Footpaths, trails and cycleways	43	43	45	45	42	32	43	40	45	47	44	44	42	43	40	44	45	42	45
Lighting of streets and public places	46	46	46	49	45	34	47	44	50	47	43	44	47	47	46	47	46	46	48
Access to public transport	32	31	35	34	30	20	30	35	35	31	31	34	29	32	27	46	42	31	33
Building and maintaining local roads	29	28	33	29	30	26	30	24	28	29	27	30	25	31	28	28	35	31	24
Traffic management	45	45	46	44	48	38	46	47	45	44	42	47	44	46	42	46	47	46	44
Parking management	45	45	46	45	46	40	45	44	47	45	45	46	45	44	41	48	52	45	44
Marine facilities (boat ramps, jetties, etc)	54	54	56	53	56	54	53	56	60	57	55	56	56	52	50	61	56	54	54

Overview of Geographical Variances

Summary of geographical variances

	Total	Innisfail and surrounds	Tully and surrounds	Mission Beach and surrounds	Cardwell and surrounds	Innisfail town	Innisfail other	Tully town	El Arish	Tully other	Mission Beach town	Kurrimine Beach	Mission Beach other	Cardwell town	Cardwell other	
Overall place to live	68	64	66	74	71	64	64	65	64	73	75	71	67	72	66	
PERFORMANCE																
Governing organisation	36	36	36	37	36	37	33	36	39	34	38	32	31	36	38	
Value for money from rates	25	22	28	26	26	22	19	29	31	23	27	18	26	27	24	
Council's leadership	30	31	29	30	26	31	30	28	31	32	31	33	19	25	28	
Advocacy and lobbying	31	31	32	31	27	31	30	32	25	34	32	26	22	27	29	
Consultation	27	27	27	28	26	27	24	28	21	30	29	22	21	25	30	
Communication	31	30	32	33	28	30	30	31	31	34	35	26	23	26	36	
Embracing change, innovation and technology	35	36	36	34	34	36	34	36	34	36	35	32	29	33	35	
Customer Service	47	50	45	48	44	50	49	45	45	46	50	44	37	43	46	
PROSPERITY																
Place to work or operate a business	47	43	50	50	50	44	40	50	40	54	51	41	44	49	55	
Economic development and job creation	31	29	34	31	30	29	29	35	25	35	32	24	28	28	40	
Development and support of agriculture	44	40	47	50	40	41	33	49	40	41	52	35	46	39	45	
Place to visit	67	62	65	76	74	62	63	63	60	80	78	69	70	76	69	
Tourism attractions and marketing	42	38	46	43	46	38	37	46	41	48	44	33	38	46	47	
Town centre development and activation	35	36	36	31	35	36	36	35	35	38	32	22	30	36	33	
Access to education and training opportunities	40	42	41	39	33	43	36	42	33	41	40	30	31	31	38	
Telecommunications and internet services	33	37	30	31	32	38	27	30	29	31	31	25	30	33	26	

Summary of geographical variances

	Total	Innisfail and surrounds	Tully and surrounds	Mission Beach and surrounds	Cardwell and surrounds	Innisfail town	Innisfail other	Tully town	El Arish	Tully other	Mission Beach town	Kurrimine Beach	Mission Beach other	Cardwell town	Cardwell other
PEOPLE															
Youth services and facilities	35	32	38	37	33	32	32	41	28	30	40	25	30	32	37
Family and children's services and facilities	39	38	42	40	38	38	35	43	35	41	42	26	33	36	44
Seniors' care, services and facilities	41	44	43	35	39	44	41	44	33	41	36	36	30	38	43
Disability access and inclusion	42	44	44	37	37	44	41	45	37	43	39	31	29	38	32
Recognition for Aboriginal cultures and heritage	60	61	63	57	62	61	63	63	54	64	57	61	48	61	66
Multiculturalism and racial harmony	55	56	56	54	53	56	57	57	48	54	55	49	50	55	48
Volunteer recognition and support	51	52	51	52	47	51	53	51	43	55	52	50	49	48	45
Community safety and crime prevention	40	36	42	46	42	36	38	42	41	43	48	34	40	41	46
Animal management (dogs and cats)	43	44	44	42	40	44	43	46	34	40	42	47	36	41	37
Access to health and community services	38	42	41	28	36	42	38	42	34	35	28	34	28	36	36
Sport and recreation facilities and services	51	50	55	51	46	51	49	56	47	53	53	39	47	41	63
Library and information services	66	67	64	66	66	67	65	65	55	63	69	53	57	67	61
Festivals, events, art and culture	52	53	50	49	60	53	55	50	45	53	49	47	45	61	53
Local history and heritage	50	53	48	46	55	53	48	46	49	55	47	47	39	58	44

Summary of geographical variances

	Total	Innisfail and surrounds	Tully and surrounds	Mission Beach and surrounds	Cardwell and surrounds	Innisfail town	Innisfail other	Tully town	El Arish	Tully other	Mission Beach town	Kurrimine Beach	Mission Beach other	Cardwell town	Cardwell other
PLANET															
Promotion and adoption of sustainable practices	39	43	40	37	36	42	45	41	36	35	38	40	28	35	38
Conservation and environmental management	44	46	44	43	43	45	49	45	41	41	44	38	39	44	40
• Water management	50	51	49	49	47	51	54	50	49	49	51	44	37	48	41
• Waste management	44	45	45	42	41	45	48	47	42	38	42	38	38	41	40
• Energy management	41	42	44	39	40	42	43	45	45	36	39	37	38	41	36
• Land management	41	42	41	42	39	42	35	42	40	37	45	37	31	41	33
Waste collection services	52	55	51	50	52	55	54	53	48	47	51	44	45	53	50
Natural disaster management	54	56	54	54	47	56	54	54	53	55	56	50	44	48	44
PLACE															
Responsible growth and development	36	35	40	35	35	35	34	41	37	36	35	39	33	34	38
Planning and building approvals	39	39	44	36	40	38	41	45	36	41	36	40	33	40	41
Access to housing that meets your needs	39	36	41	43	42	35	38	41	34	40	44	45	32	42	41
Quality of drinking water	63	66	62	62	61	65	67	62	62	63	62	68	55	63	55
Sewerage management	57	61	56	59	41	61	51	57	52	52	62	34	52	38	51
Community buildings, halls and toilets	48	48	46	49	52	49	44	46	50	47	50	47	42	52	49
Playgrounds, parks and reserves	51	51	49	51	56	51	51	49	55	47	52	50	47	58	50
Streetscapes, trees and verges	47	49	46	44	48	49	46	47	48	42	45	39	40	49	43
Footpaths, trails and cycleways	43	42	41	42	56	42	42	42	42	36	44	33	34	59	42
Lighting of streets and public places	46	48	45	44	51	48	45	44	52	42	44	43	42	52	46
Access to public transport	32	41	30	21	28	42	33	31	24	29	21	21	19	28	27
Building and maintaining local roads	29	29	25	32	29	30	23	27	21	17	34	20	27	29	30
Traffic management	45	46	45	47	42	46	46	45	41	45	48	44	42	43	38
Parking management	45	43	45	49	43	42	45	45	44	47	51	41	42	42	49
Marine facilities (boat ramps, jetties, etc)	54	57	56	58	34	57	58	56	54	61	62	36	51	30	50

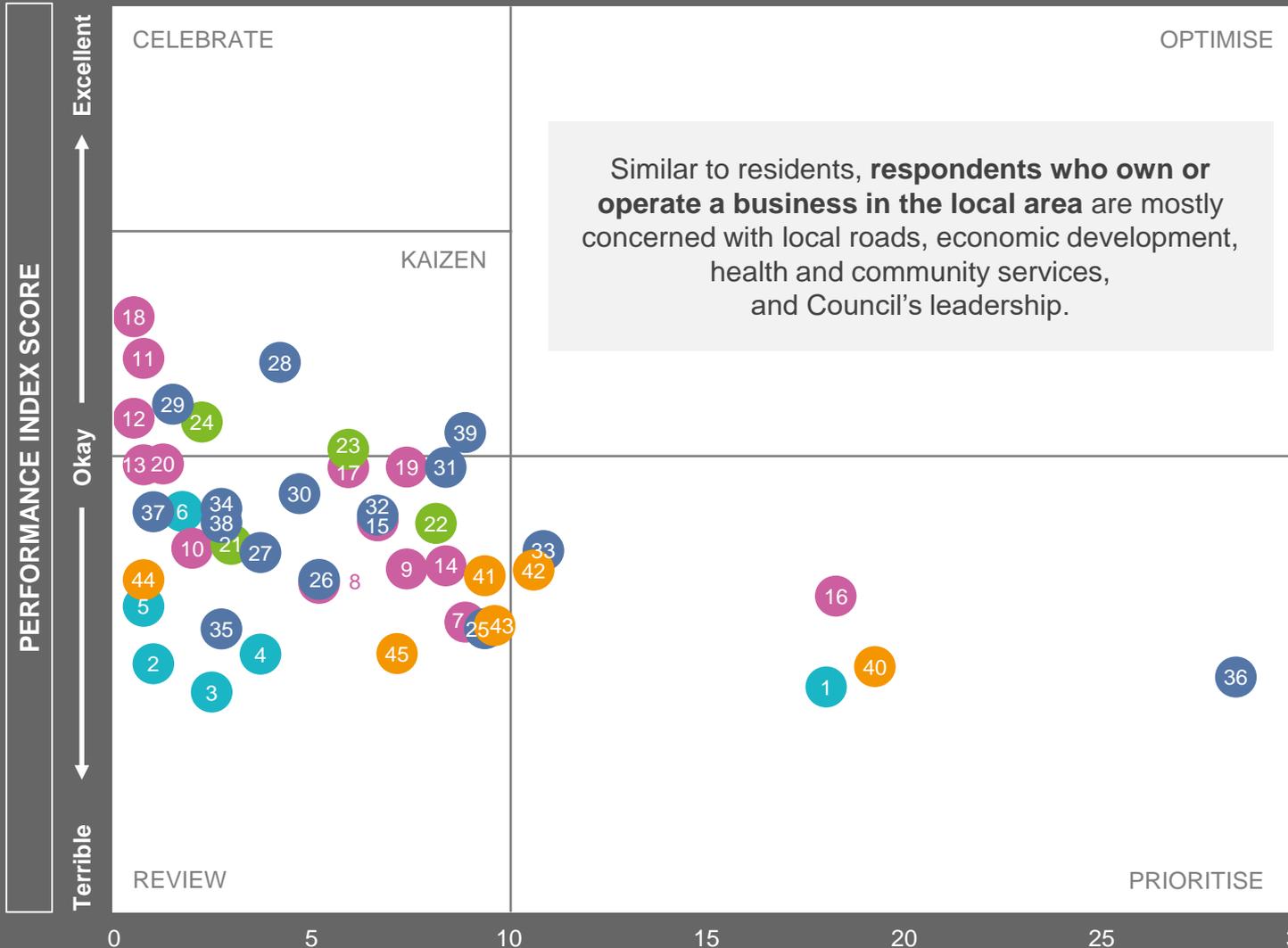
Local priorities among businesses and Council affiliates

MARKYT Business Priorities

BUSINESS PRIORITIES (% of business respondents)

Low (<10%)

High (>10%)



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer Service
- 7 Youth services and facilities
- 8 Family and children's services
- 9 Seniors' care, services and facilities
- 10 Disability access and inclusion
- 11 Recognition for Aboriginal cultures
- 12 Multiculturalism and racial harmony
- 13 Volunteer recognition and support
- 14 Community safety and crime
- 15 Animal management
- 16 Health and community services
- 17 Sport and recreation facilities
- 18 Library and information services
- 19 Festivals, events, art and culture
- 20 Local history and heritage
- 21 Sustainable practices
- 22 Conservation and environment
- 23 Waste collection services
- 24 Natural disaster management
- 25 Growth and development
- 26 Planning and building approvals
- 27 Housing that meets your needs
- 28 Quality of drinking water
- 29 Sewerage management
- 30 Community buildings, halls, toilets
- 31 Playgrounds, parks and reserves
- 32 Streetscapes, trees and verges
- 33 Footpaths, trails and cycleways
- 34 Lighting of streets and public places
- 35 Access to public transport
- 36 Local roads
- 37 Traffic management
- 38 Parking management
- 39 Marine facilities
- 40 Economic development and jobs
- 41 Agriculture development and support
- 42 Tourism attractions and marketing
- 43 Town centre development
- 44 Access to education and training
- 45 Telecommunications and internet

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

Q. Which areas would you most like the Council to focus on improving? Base: business respondents, excludes no response (n=405)

MARKYT Council Affiliated Priorities

COUNCIL AFFILIATED PRIORITIES (% of Council Affiliated respondents)

Low (<10%)

High (>10%)

Excellent

CELEBRATE

OPTIMISE

Respondents who are or live with a **Council affiliate** (i.e. an employee or Councillor) rate the performance of service areas higher than other residents.

They are mostly concerned with health and community services, and economic development. Council's leadership and local roads are still of concern, but less of a priority. Footpaths and animal management are higher priorities.

KAIZEN

Okay

Terrible

REVIEW

PRIORITISE

0 5 10 15 20 25 30

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer Service
- 7 Youth services and facilities
- 8 Family and children's services
- 9 Seniors' care, services and facilities
- 10 Disability access and inclusion
- 11 Recognition for Aboriginal cultures
- 12 Multiculturalism and racial harmony
- 13 Volunteer recognition and support
- 14 Community safety and crime
- 15 Animal management
- 16 Health and community services
- 17 Sport and recreation facilities
- 18 Library and information services
- 19 Festivals, events, art and culture
- 20 Local history and heritage
- 21 Sustainable practices
- 22 Conservation and environment
- 23 Waste collection services
- 24 Natural disaster management
- 25 Growth and development
- 26 Planning and building approvals
- 27 Housing that meets your needs
- 28 Quality of drinking water
- 29 Sewerage management
- 30 Community buildings, halls, toilets
- 31 Playgrounds, parks and reserves
- 32 Streetscapes, trees and verges
- 33 Footpaths, trails and cycleways
- 34 Lighting of streets and public places
- 35 Access to public transport
- 36 Local roads
- 37 Traffic management
- 38 Parking management
- 39 Marine facilities
- 40 Economic development and jobs
- 41 Agriculture development and support
- 42 Tourism attractions and marketing
- 43 Town centre development
- 44 Access to education and training
- 45 Telecommunications and internet

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

Q. Which areas would you most like the Council to focus on improving? Base: council affiliates, excludes no response (n=78)



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