

Key partners:



2,236 local government employees

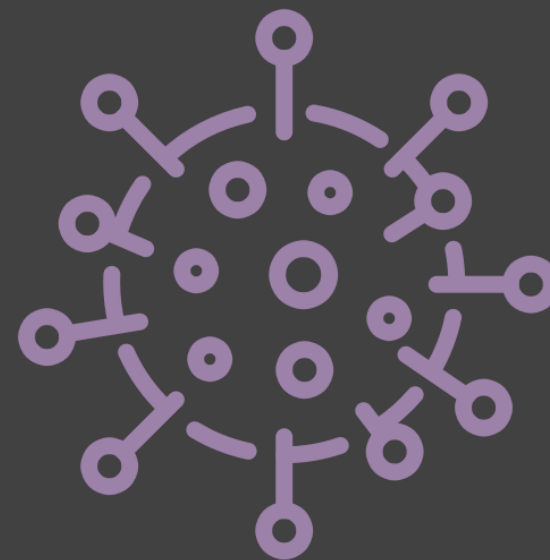
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4-12 May 2020

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Employee Resilience Scorecard

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

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Introduction

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

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

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

A collaborative approach is facilitating opportunities to:

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

A dark silhouette of the state of Western Australia is positioned on the right side of the page. It serves as a background for the number 2,236 and the text below it.

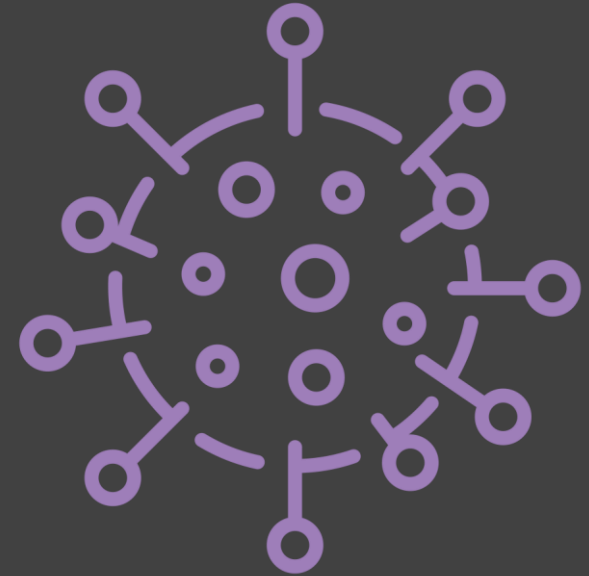
2,236

local government employee voices,
state-wide across Western Australia,
are represented in this scorecard

Remarkable times call for
remarkable collaboration

The local government workforce in Western Australia has shown strength and resilience in response to the COVID-19 pandemic.

- ✓ Leaders are helping workers to feel hopeful about their future
- ✓ Leaders have demonstrated clear thinking and decision making
- ✓ Workers have confidence and trust in their local leadership group
- ✓ Managers have shown compassion and empathy
- ✓ The local government workforce is open to new ideas and innovation



The CULTYR® Employee Resilience Scorecard was undertaken for the Department of Local Government, Sport and Cultural Industries (DLGSC) and Local Government Professionals WA from 4-12 May 2020.

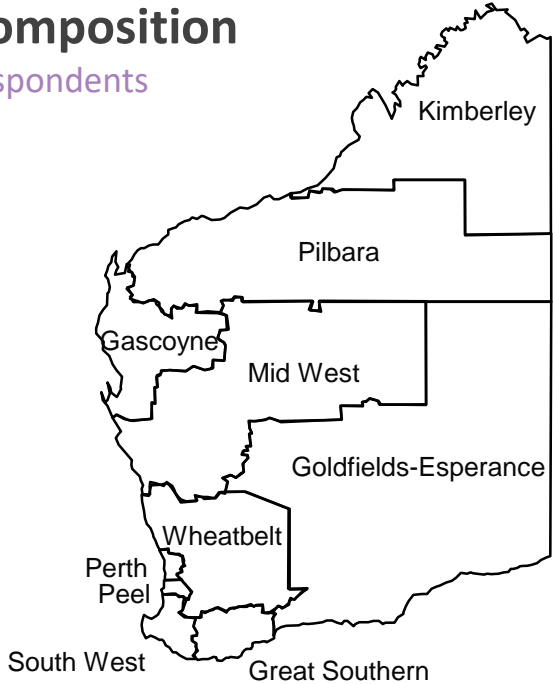
All local government employees across Western Australia were invited to complete a short, confidential, online scorecard. The scorecard was designed and hosted by CATALYSE®.

2,236 local government employees from 122 local governments, state-wide completed a scorecard.

- ✓ Large, robust sample
- ✓ Good representation across the workforce
- ✓ Reliable insights

Sample composition

Number of respondents



Kimberley	98
Pilbara	26
Gascoyne	20
Mid West	121
Goldfields-Esperance	80
Wheatbelt	212
Great Southern	57
South West	243
Peel	71
Regional WA	928
Perth Metro	1035
Metropolitan Regional Council	2
Prefer not to say / skipped	271

Large* LG:	metro	538
Medium LG:	metro	495
	regional	372
Small LG:	metro	34
	regional	362
Micro LG:	regional	162
Corporate services		743
Planning and regulation		275
Community development		584
Works		238
Other		132
Prefer not to say / skipped		264

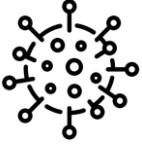
Executive role	334
Non-executive role	1660
Prefer not to say / skipped	242
Male	601
Female	1327
Other	4
Prefer not to say / skipped	304
15-34 years	428
35-54 years	1044
55+ years	407
Prefer not to say / skipped	357
LG Pro WA Member	366
Non-member	1448

* Large = Over 100,000 population; Medium = 15,000 to <100,000; Small = >1,000 to <15,000 Micro = 1,000 or fewer population

CULTYR  Employee Resilience Scorecard

COVID-19


Level of concern
33%
% high/very high



Impact on workforce
21%
% high/very high


Employee health and wellbeing

Health in general




66 Wellbeing Score
20% COVID impact*

Mental health




57 Wellbeing Score
40% COVID impact*

Diet & exercise




47 Wellbeing Score
43% COVID impact*

Social relationships




50 Wellbeing Score
55% COVID impact*

Work



54 Wellbeing Score
40% COVID impact*

Financial situation



54 Wellbeing Score
23% COVID impact*

COVID-19 impacts

Employment status
3%
Furloughed / unemployed / other

Role
19%
Deployed to different role

Salary
5%
Had salary reduction

Hours
6%
Had paid hours reduced

Leave
13%
Required to use leave

Workplace
56%
Working from home / alternative

Key performance measures

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Clear thinking and decision making by leadership					69
Have confidence and trust in decision-making					68
Leadership helping me to feel hopeful about future					61
Manager showed empathy and compassion					76
Feel well connected with colleagues					68
Have access to resources, equipment & technology					75
People are open to new ideas and innovation					74
Good health & safety practices for COVID-19 risks					75
I have good job security					70

Average Rating

Agreement Index Score

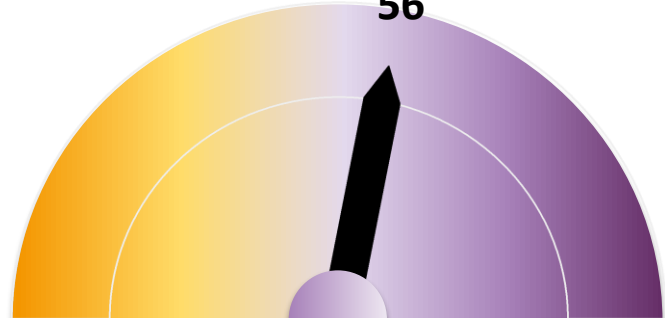
The future of local government

Index Score out of 100

56

Business as usual
Go back to the way things used to be at work

A new normal
Embrace new ways of working and delivering services



* Percentage of employees who rated the impact as worse or much worse

COVID-19 | concern and impact

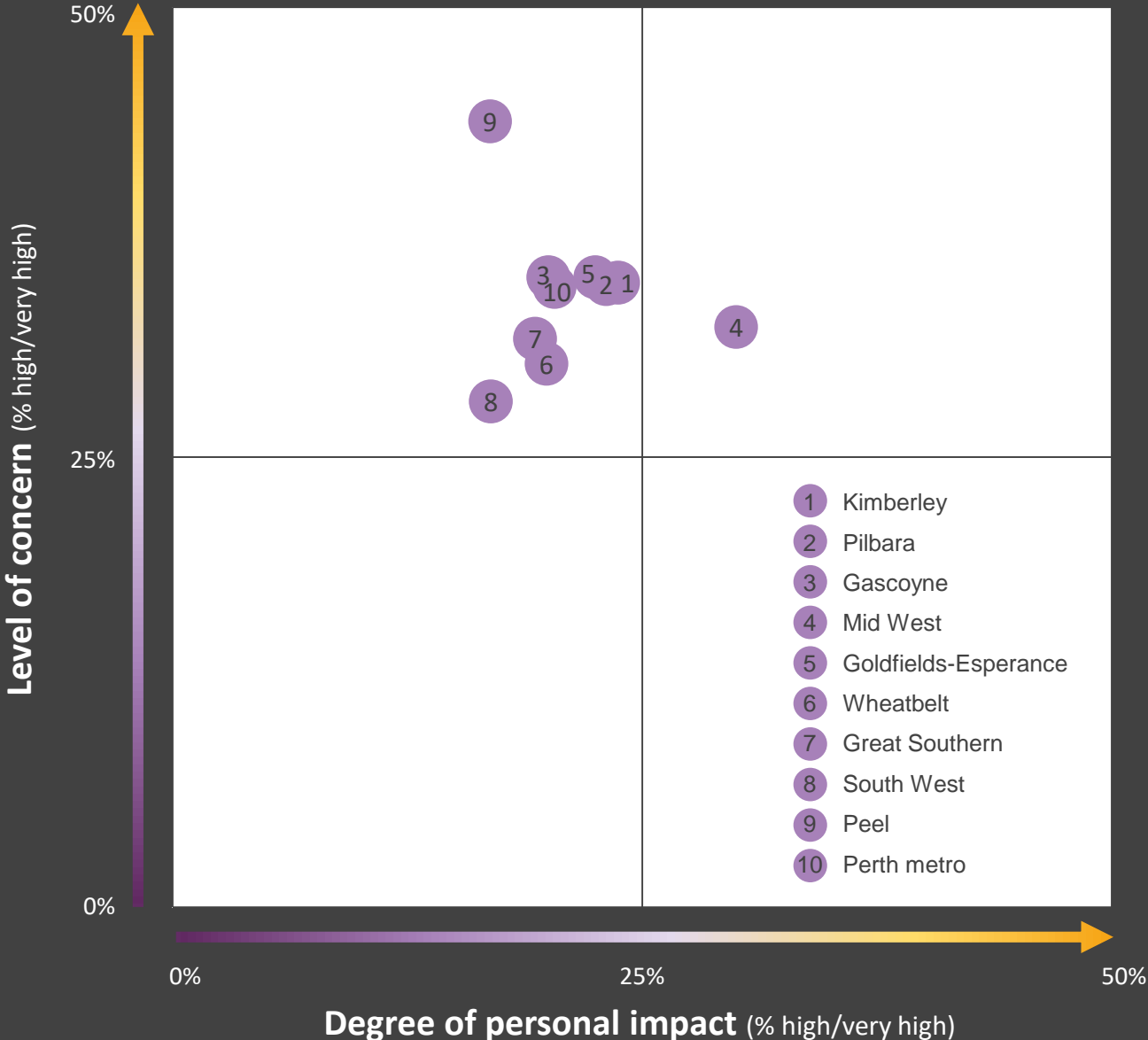
Degree of concern and personal impact from COVID-19

By location

On average, 34% of local government employees expressed a high or very high level of concern with COVID-19 and 21% experienced a high or very high personal impact from the pandemic.

COVID-19 is of greatest concern in the Peel region, however, employees in the Mid West have experienced the greatest personal impact.

Employees in the South West report the lowest levels of concern and personal impact.



Degree of concern and personal impact from COVID-19

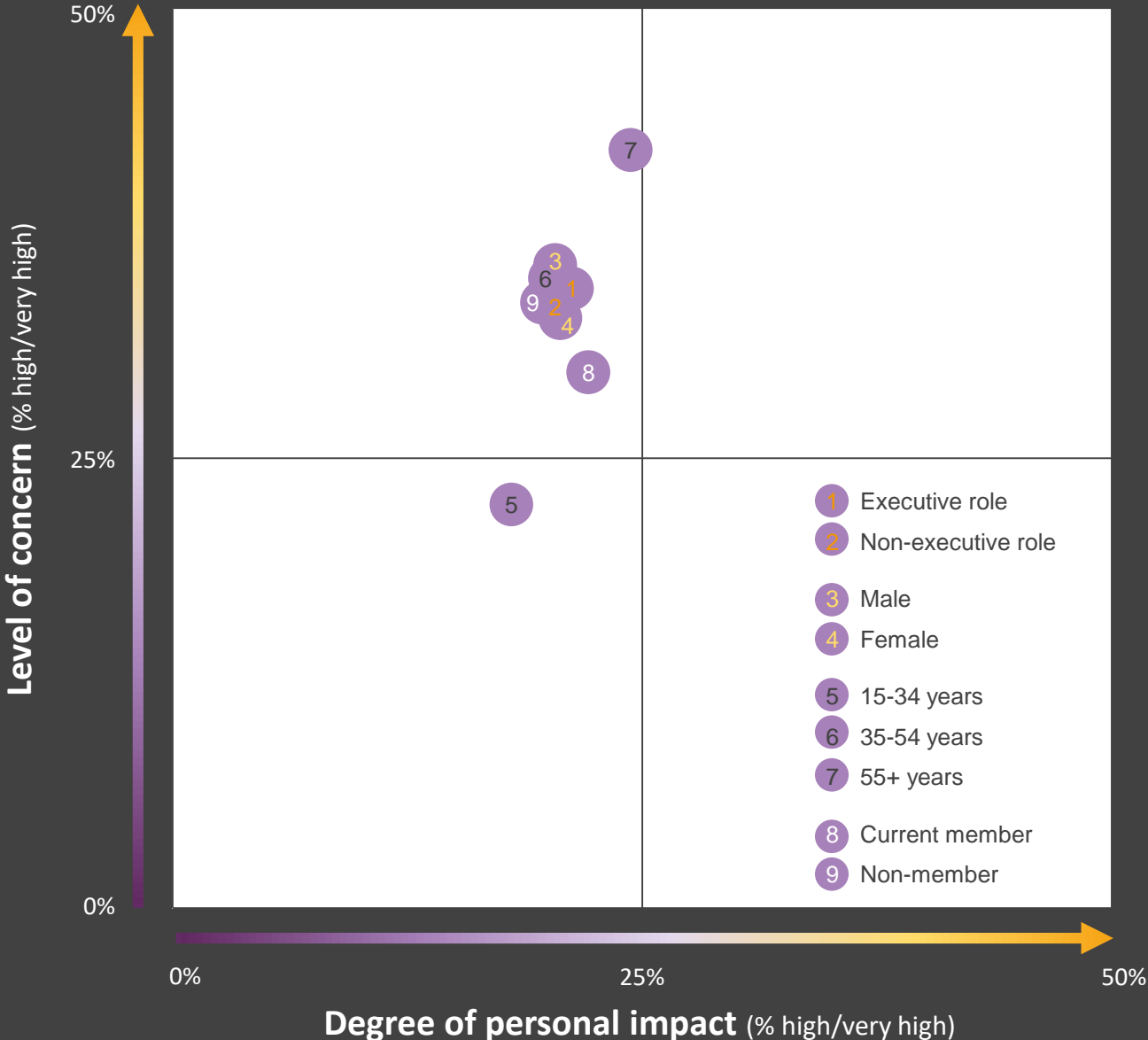
By demographics

When assessing degree of concern and personal impact by key demographics, we see...

Level of concern and degree of personal impact increases with age.

Views are similar by gender and between employees in executive and non-executive roles.

Members of Local Government Professionals WA report slightly lower levels of concern and a slightly higher degree of personal impact.



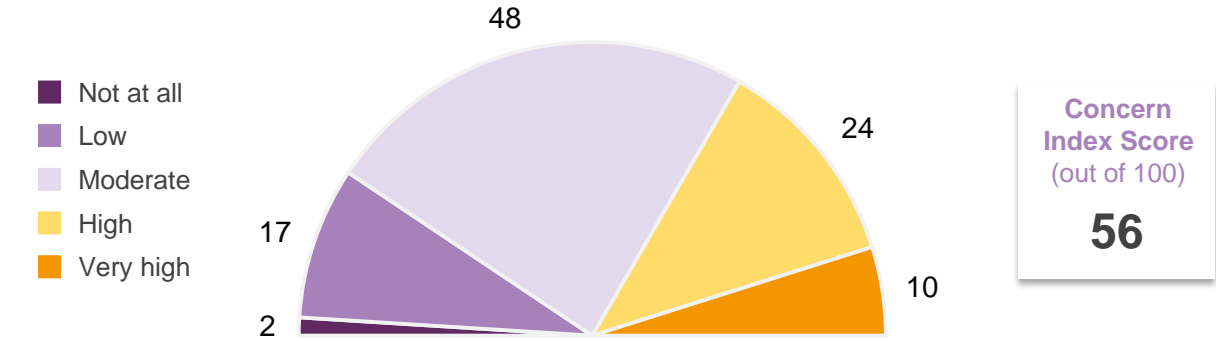
Level of concern with COVID-19

34% of local government employees expressed a high or very high level of concern with COVID-19; 2% said they have not been impacted at all. The Concern Index Score is 56 out of 100.

Level of concern is fairly similar across the local government workforce, however, it does increase with age.

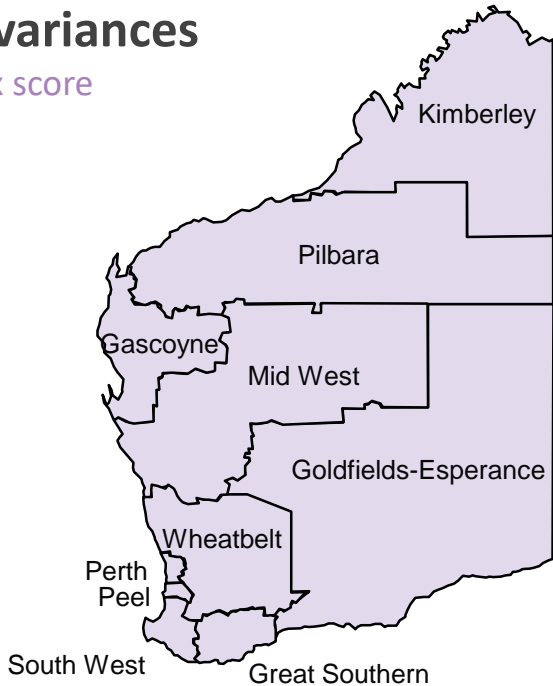
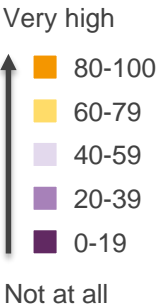
Level of concern

% of respondents



Regional variances

Concern index score



Demographic variances

Concern index score

Kimberley	56	Large LG: metro	57	Executive role	55
Pilbara	54	Medium LG: metro	55	Non-executive role	56
Gascoyne	54	Small LG: regional	56	Male	56
Mid West	57	Small LG: metro	55	Female	56
Goldfields-Esperance	58	Small LG: regional	53	15-34 years	50
Wheatbelt	54	Micro LG: regional	56	35-54 years	56
Great Southern	54	Corporate services	55	55+ years	60
South West	53	Planning and regulation	55	LG Pro WA Member	54
Peel	57	Community development	56	Non-member	56
Regional WA	55	Works	56		
Perth Metro	56	Other	56		

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

Base: all respondents, excludes prefer not to say and no response (n = 2223)

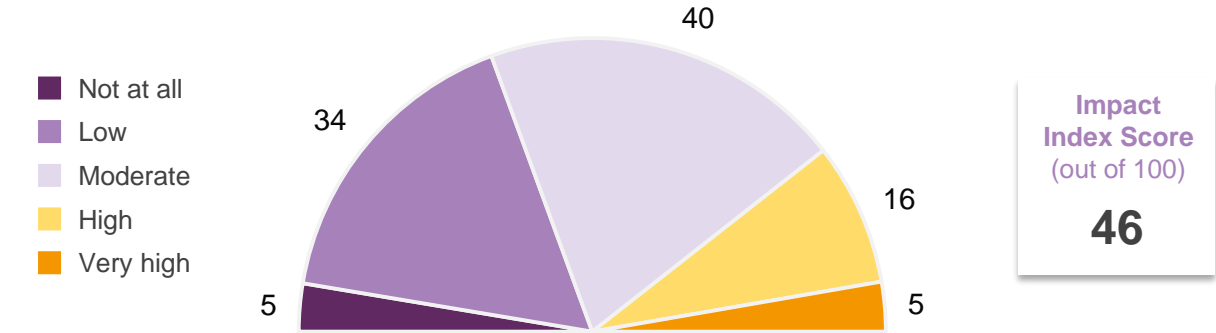
Degree of impact from COVID-19

21% of local government employees have experienced a high or very high personal impact from COVID-19; 5% said they have not been impacted at all. The Impact Index Score is 46 out of 100.

Degree of personal impact is fairly similar across the local government workforce. Employees in the Pilbara region report the greatest impact. Employees in the Peel region report the lowest personal impact.

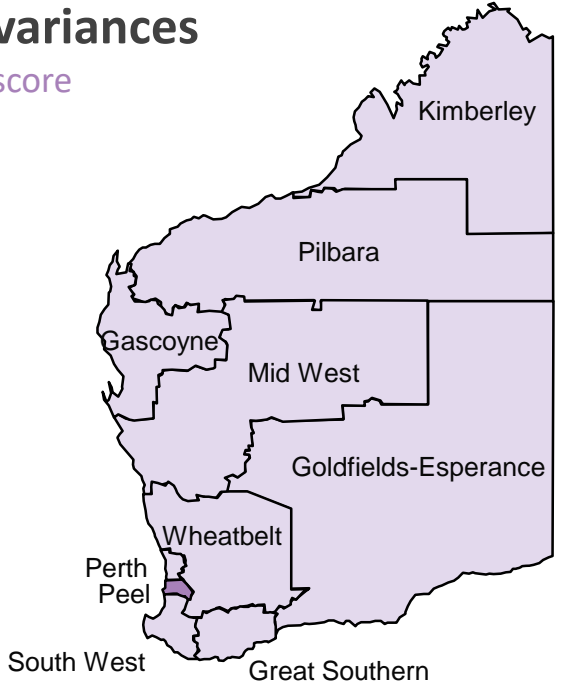
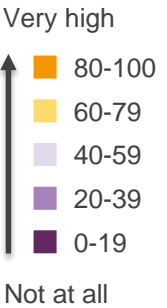
Degree of personal impact

% of respondents



Regional variances

Impact index score



Demographic variances

Impact index score

Kimberley	46	Large LG: metro	47	Executive role	46
Pilbara	51	Medium LG: metro	44	Non-executive role	45
Gascoyne	44	regional	46	Male	45
Mid West	49	Small LG: metro	43	Female	45
Goldfields-Esperance	44	regional	45	15-34 years	44
Wheatbelt	45	Micro LG: regional	42	35-54 years	45
Great Southern	47	Corporate services	42	55+ years	46
South West	43	Planning and regulation	47	LG Pro WA Member	46
Peel	39	Community development	49	Non-member	45
Regional WA	45	Works	43		
Perth Metro	46	Other	49		

Q. To what degree have you been personally impacted by the COVID-19 pandemic?
Base: all respondents, excludes prefer not to say and no response (n = 2220)

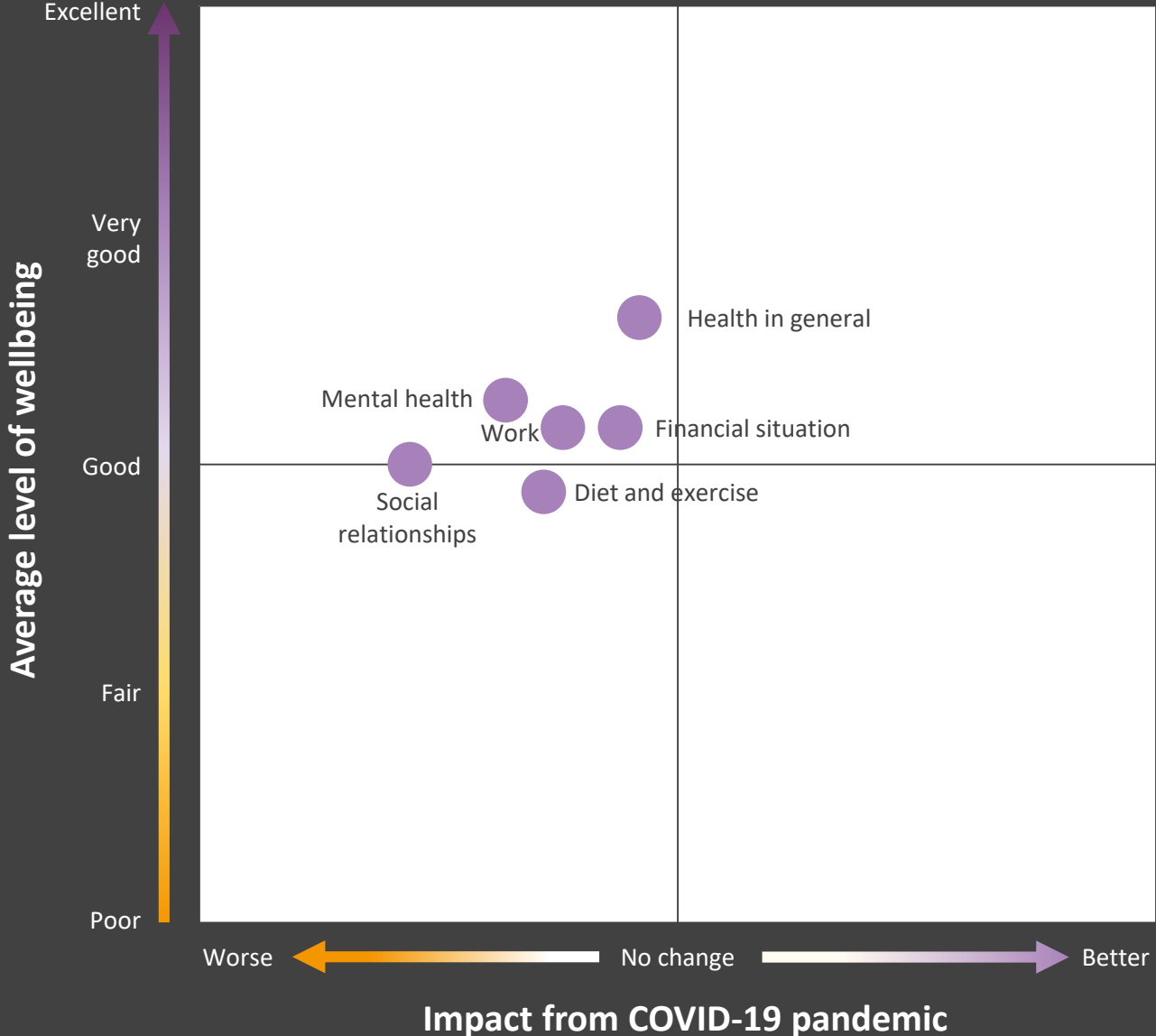
COVID-19 impacts on health and wellbeing

COVID-19 pandemic impacts on employee health and wellbeing

The COVID-19 pandemic has impacted the health and wellbeing of the local government workforce. The main impact has been on social relationships and mental health, followed by diet and exercise.

Overall, the local government workforce has shown its *strength and resilience* by maintaining average wellbeing ratings around good or better for general health, mental health, work, financial situation, social relationships, diet and exercise.

General health receives the highest ratings. Diet and exercise gets the lowest ratings, followed by social relationships.



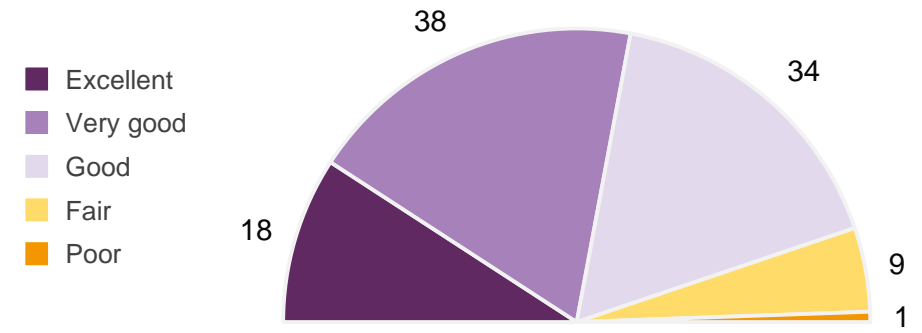
General health

90% of local government employees rate their general health as good, very good or excellent. 1% rated their general health as poor. The Wellbeing Index Score is 66 out of 100.

General health is lowest in the Pilbara, followed closely the Mid West. General health is highest in the Gascoyne region.

Overall rating for general health

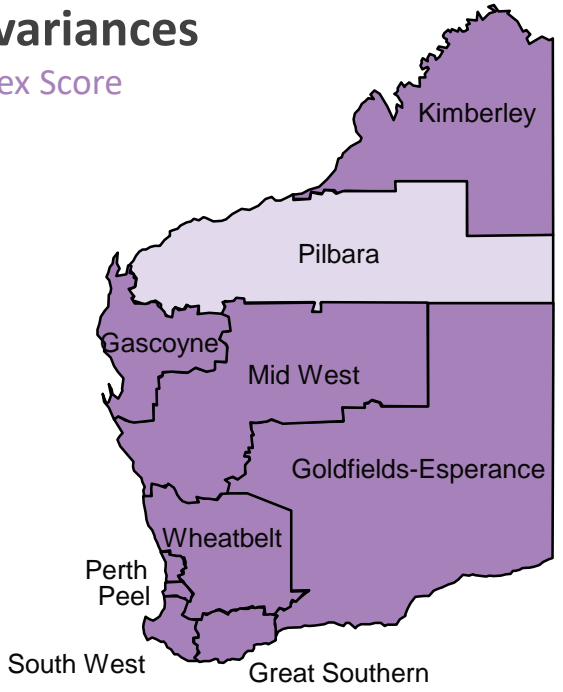
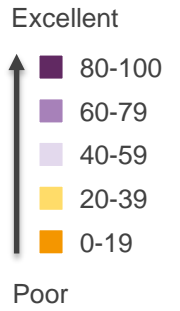
% of respondents



Wellbeing Index Score
(out of 100)
66

Regional variances

Wellbeing Index Score



Demographic variances

Wellbeing Index Score

Kimberley	66	Large LG: metro	67	Executive role	66
Pilbara	59	Medium LG: metro	66	Non-executive role	66
Gascoyne	73	Small LG: regional	65	Male	66
Mid West	60	Small LG: metro	68	Female	66
Goldfields-Esperance	65	Micro LG: regional	65	15-34 years	65
Wheatbelt	63	Corporate services	68	35-54 years	66
Great Southern	62	Planning and regulation	66	55+ years	68
South West	68	Community development	65	LG Pro WA Member	66
Perth	69	Works	64	Non-member	66
Regional WA	65	Other	64		
Perth Metro	67				

Q. At this point in time, overall, how good is your life in relation to your health in general?
Base: all respondents, excludes prefer not to say and no response (n = 2226)

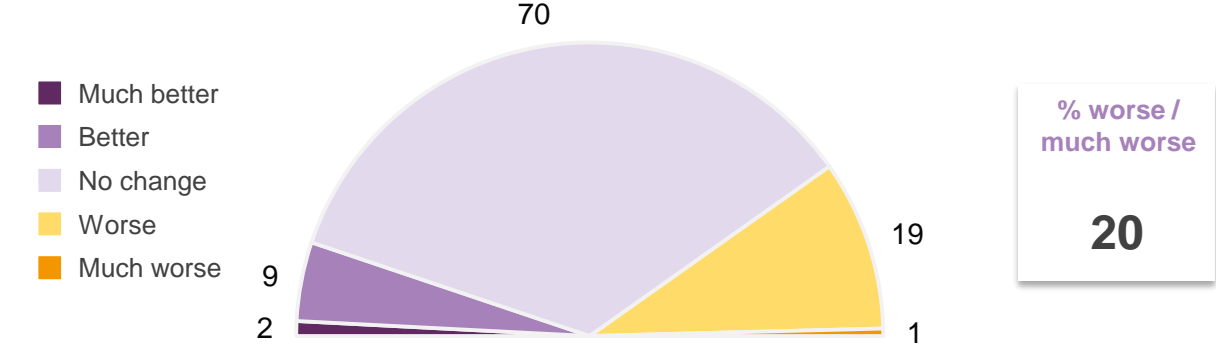
COVID-19 impact on general health

Since the COVID-19 outbreak, 11% of local government employees say their general health has improved; 20% say it got worse.

General health was more likely to get worse in the Pilbara, among Community Development workers and younger employees.

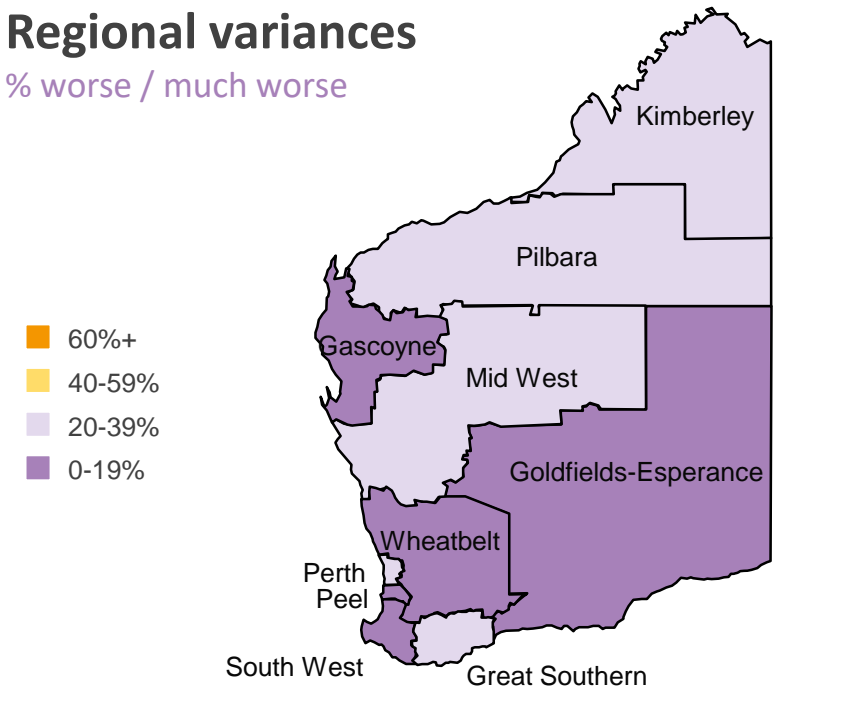
COVID-19 impact on health in general

% of respondents



Regional variances

% worse / much worse



Demographic variances

% worse / much worse

Kimberley	20	Large LG: metro	20	Executive role	18
Pilbara	38	Medium LG: metro	21	Non-executive role	20
Gascoyne	10	regional	21	Male	18
Mid West	22	Small LG: metro	15	Female	20
Goldfields-Esperance	10	regional	18	15-34 years	25
Wheatbelt	18	Micro LG: regional	14	35-54 years	20
Great Southern	23	Corporate services	17	55+ years	10
South West	19	Planning and regulation	17	LG Pro WA Member	20
Perth	13	Community development	25	Non-member	19
Regional WA	19	Works	17		
Perth Metro	21	Other	14		

Q. Since the first case of COVID-19 was reported in Western Australia (21 Feb 2020), do you feel the following aspects of your life have been better or worse?

Base: all respondents, excludes prefer not to say and no response (n = 2205)

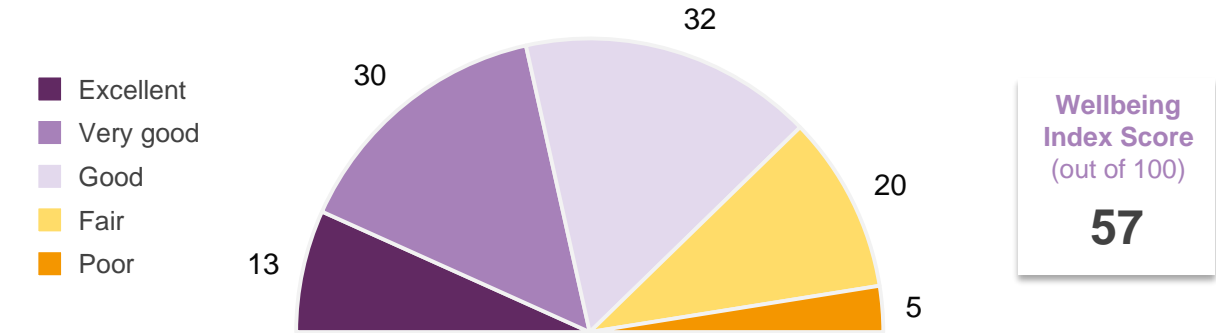
Mental health

75% of local government employees rate their mental health as good, very good or excellent. 5% rated their mental health as poor. The Wellbeing Index Score is 57 out of 100.

Mental health is lowest in the Pilbara and Mid West. It is also lower among younger employees aged 15-34 years. Mental health is highest in small, metropolitan LGs and among older employees aged 55+ years.

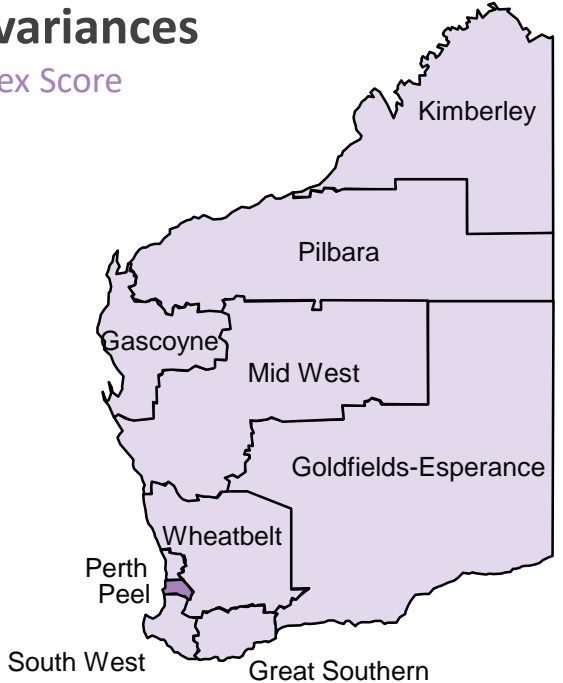
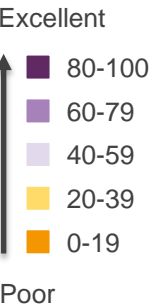
Overall rating for mental health

% of respondents



Regional variances

Wellbeing Index Score



Demographic variances

Wellbeing Index Score

Kimberley	57	Large LG: metro	59	Executive role	61
Pilbara	49	Medium LG: metro	58	Non-executive role	57
Gascoyne	59	regional	53	Male	61
Mid West	49	Small LG: metro	65	Female	57
Goldfields-Esperance	55	regional	57	15-34 years	50
Wheatbelt	57	Micro LG: regional	59	35-54 years	59
Great Southern	56	Corporate services	60	55+ years	65
South West	58	Planning and regulation	60	LG Pro WA Member	57
Peel	60	Community development	54	Non-member	58
Regional WA	56	Works	57		
Perth Metro	59	Other	57		

Q. At this point in time, overall, how good is your life in relation to your mental health?

Base: all respondents, excludes prefer not to say and no response (n = 2222)

COVID-19 impact on mental health

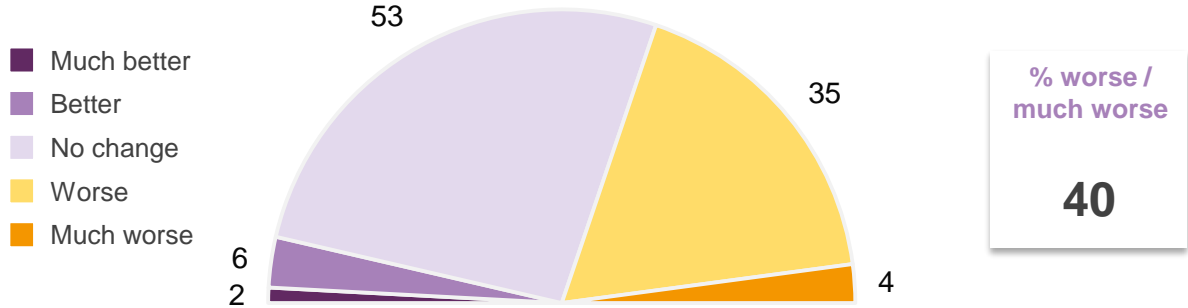
Since the COVID-19 outbreak, 8% of local government employees say their mental health has improved; 40% say it got worse.

Mental health was more likely to get worse in the Mid West and Great Southern, among Community Development workers and younger employees.

Females were a lot more likely than males to say their mental health got worse.

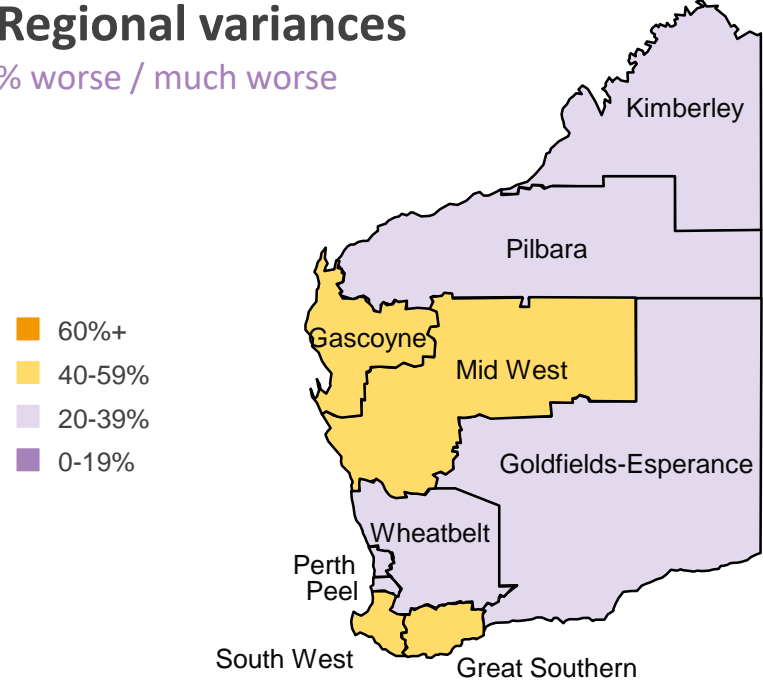
COVID-19 impact on mental health

% of respondents



Regional variances

% worse / much worse



Demographic variances

% worse / much worse

Kimberley	39	Large LG: metro	39	Executive role	34
Pilbara	38	Medium LG: metro	39	Non-executive role	40
Gascoyne	40	regional	43	Male	29
Mid West	52	Small LG: metro	26	Female	42
Goldfields-Esperance	38	regional	38	15-34 years	49
Wheatbelt	32	Micro LG: regional	33	35-54 years	38
Great Southern	51	Corporate services	36	55+ years	26
South West	40	Planning and regulation	33	LG Pro WA Member	42
Peel	31	Community development	46	Non-member	38
Regional WA	39	Works	36		
Perth Metro	38	Other	37		

Q. Since the first case of COVID-19 was reported in Western Australia (21 Feb 2020), do you feel the following aspects of your life have been better or worse?

Base: all respondents, excludes prefer not to say and no response (n = 2193)

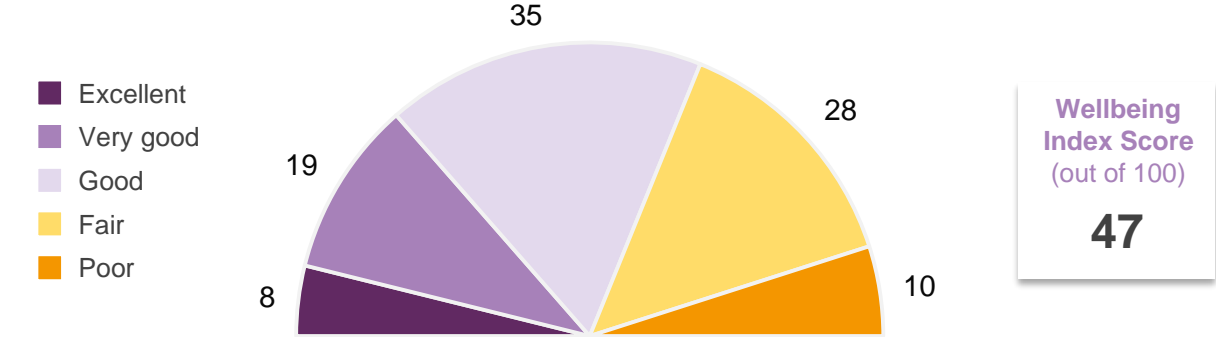
Diet and exercise

62% of local government employees rate their diet and exercise as good, very good or excellent. 10% rated their diet and exercise as poor. The Wellbeing Index Score is 47 out of 100.

Diet and exercise is lowest in the Pilbara. Diet and exercise is higher in the Gascoyne, Kimberley and Peel regions, in small, metropolitan LGs and increases with age.

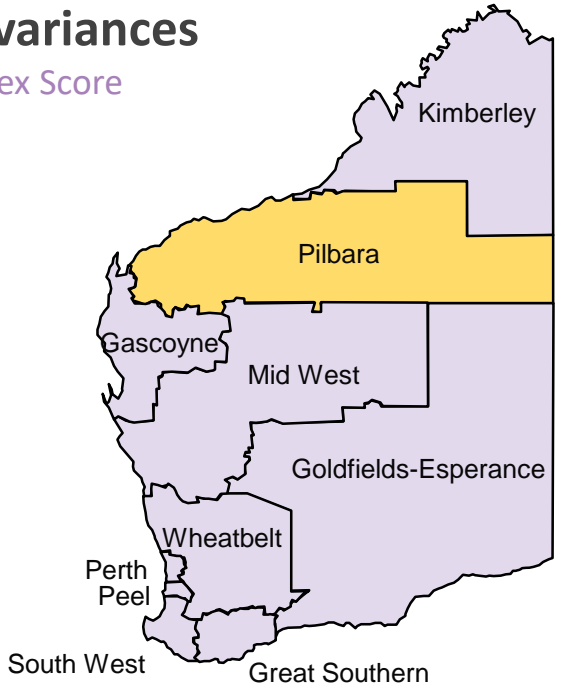
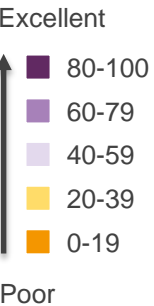
Overall rating for diet and exercise

% of respondents



Regional variances

Wellbeing Index Score



Demographic variances

Wellbeing Index Score

Kimberley	52	Large LG: metro	49	Executive role	49
Pilbara	34	Medium LG: metro	46	Non-executive role	47
Gascoyne	55	Small LG: regional	49	Male	48
Mid West	45	Small LG: metro	52	Female	47
Goldfields-Esperance	44	Small LG: regional	45	15-34 years	44
Wheatbelt	43	Micro LG: regional	45	35-54 years	47
Great Southern	46	Corporate services	48	55+ years	52
South West	50	Planning and regulation	49	LG Pro WA Member	47
Peel	52	Community development	46	Non-member	47
Regional WA	47	Works	48		
Perth Metro	47	Other	45		

Q. At this point in time, overall, how good is your life in relation to your diet and exercise?
Base: all respondents, excludes prefer not to say and no response (n = 2225)

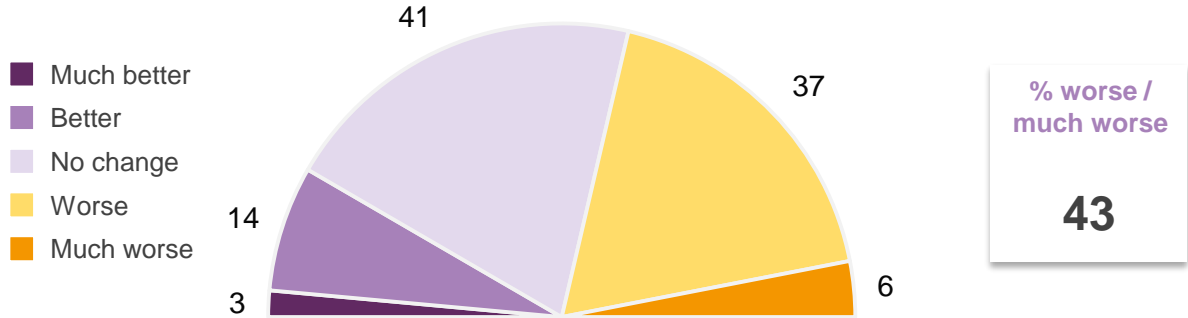
COVID-19 impact on diet and exercise

Since the COVID-19 outbreak, 17% of local government employees say their diet and exercise has improved; 43% say it got worse.

Diet and exercise was more likely to get worse in the Pilbara and among younger employees.

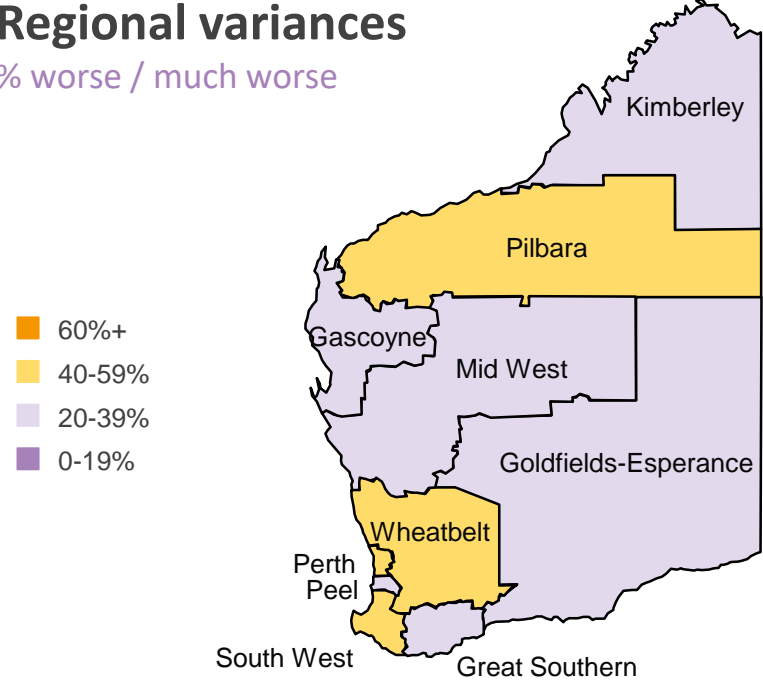
COVID-19 impact on diet and exercise

% of respondents



Regional variances

% worse / much worse



Demographic variances

% worse / much worse

Kimberley	38	Large LG: metro	44	Executive role	39
Pilbara	50	Medium LG: metro	46	Non-executive role	43
Gascoyne	20	regional	42	Male	37
Mid West	38	Small LG: metro	32	Female	44
Goldfields-Esperance	39	regional	40	15-34 years	51
Wheatbelt	41	Micro LG: regional	31	35-54 years	45
Great Southern	33	Corporate services	43	55+ years	26
South West	41	Planning and regulation	35	LG Pro WA Member	43
Peel	39	Community development	47	Non-member	42
Regional WA	39	Works	41		
Perth Metro	45	Other	34		

Q. Since the first case of COVID-19 was reported in Western Australia (21 Feb 2020), do you feel the following aspects of your life have been better or worse?

Base: all respondents, excludes prefer not to say and no response (n = 2204)

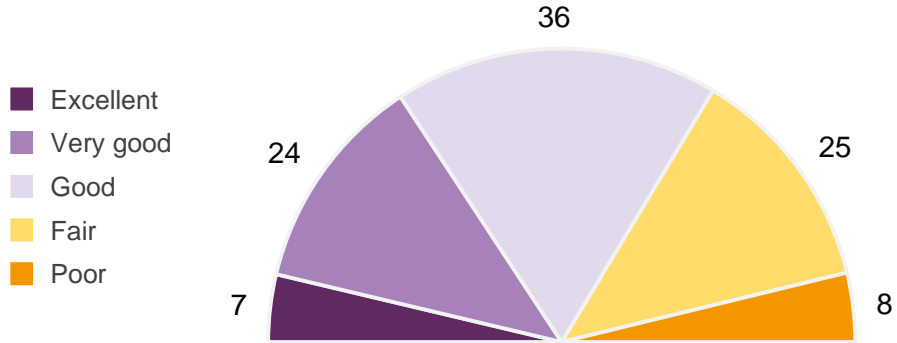
Social relationships

67% of local government employees rate their social relationships as good, very good or excellent. 8% rated their diet and exercise as poor. The Wellbeing Index Score is 50 out of 100.

Social relationships are lowest in the Mid West and Great Southern. Social relationships are higher in the Gascoyne and among older employees.

Overall rating for social relationships

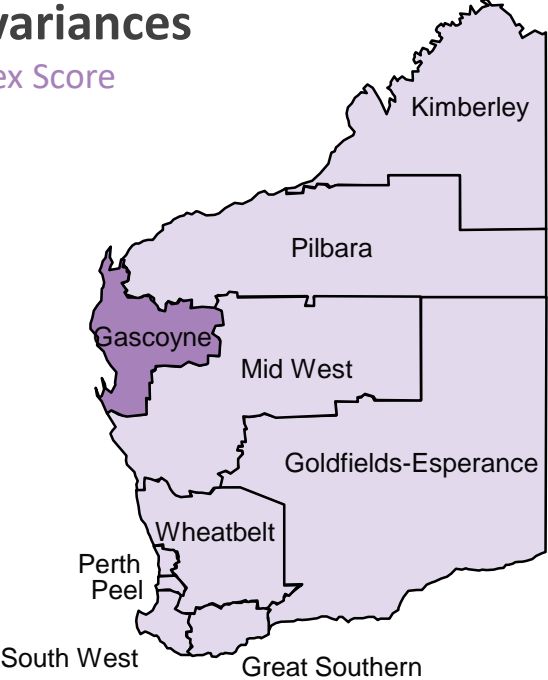
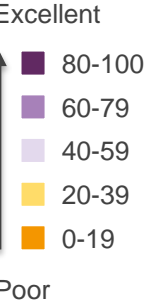
% of respondents



Wellbeing Index Score
(out of 100)
50

Regional variances

Wellbeing Index Score



Demographic variances

Wellbeing Index Score

Kimberley	46	Large LG: metro	53	Executive role	52
Pilbara	48	Medium LG: metro	51	Non-executive role	50
Gascoyne	61	Small LG: regional	46	Male	48
Mid West	42	Small LG: metro	52	Female	51
Goldfields-Esperance	48	Small LG: regional	49	15-34 years	48
Wheatbelt	50	Micro LG: regional	49	35-54 years	49
Great Southern	43	Corporate services	51	55+ years	56
South West	49	Planning and regulation	51	LG Pro WA Member	50
Perth	54	Community development	50	Non-member	51
Regional WA	48	Works	47		
Perth Metro	52	Other	46		

Q. At this point in time, overall, how good is your life in relation to your social relationships?

Base: all respondents, excludes prefer not to say and no response (n = 2223)

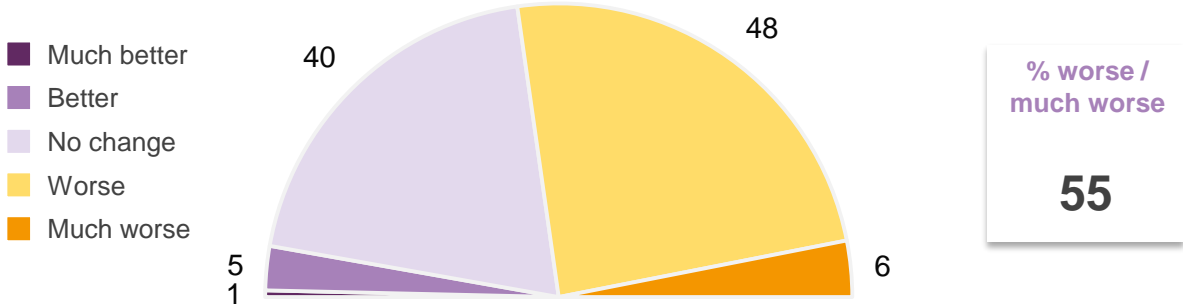
COVID-19 impact on social relationships

Since the COVID-19 outbreak, 6% of local government employees say their social relationships have improved; 55% say they got worse.

Impacts were similar across the local government workforce. Older employees and those working in small metro LGs reported less adverse impacts on their social relationships.

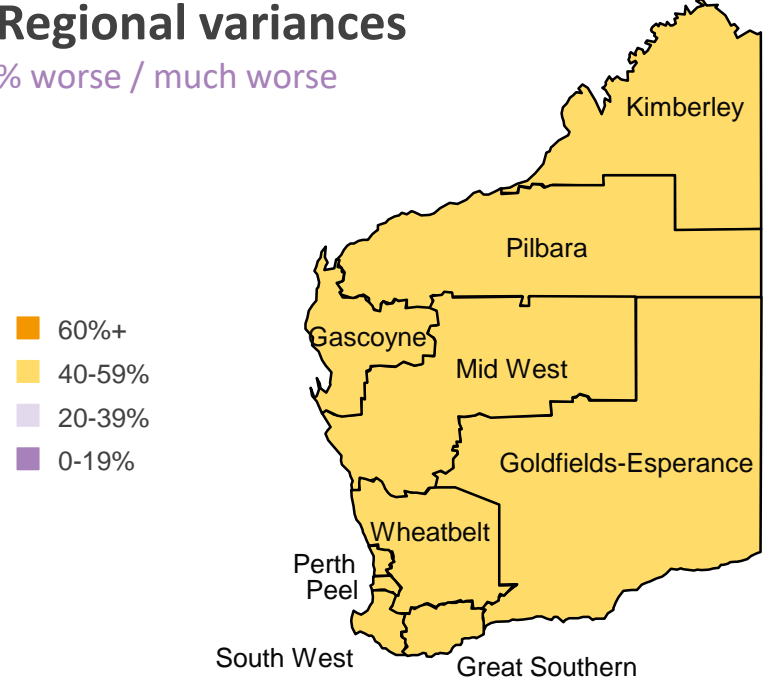
COVID-19 impact on social relationships

% of respondents



Regional variances

% worse / much worse



Demographic variances

% worse / much worse

Kimberley	58	Large LG: metro	55	Executive role	54
Pilbara	54	Medium LG: metro	52	Non-executive role	55
Gascoyne	50	regional	60	Male	57
Mid West	57	Small LG: metro	38	Female	54
Goldfields-Esperance	54	regional	53	15-34 years	57
Wheatbelt	57	Micro LG: regional	60	35-54 years	57
Great Southern	59	Corporate services	55	55+ years	46
South West	58	Planning and regulation	55	LG Pro WA Member	58
Peel	58	Community development	54	Non-member	54
Regional WA	57	Works	56		
Perth Metro	53	Other	55		

Q. Since the first case of COVID-19 was reported in Western Australia (21 Feb 2020), do you feel the following aspects of your life have been better or worse?

Base: all respondents, excludes prefer not to say and no response (n = 2203)

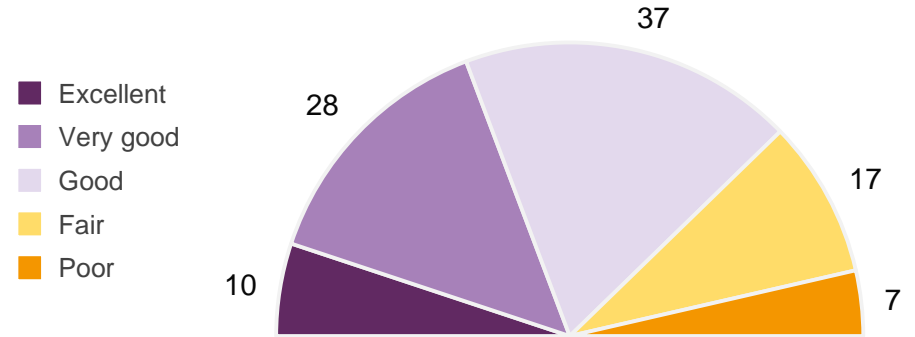
Work

75% of local government employees rate their work as good, very good or excellent. 7% rated their work as poor. The Wellbeing Index Score is 54 out of 100.

Work ratings are lowest in the Mid West, in medium sized regional LGs, and in the Community Development area. Work ratings are higher in the small, metro LGs, in the Peel region and increases with age.

Overall rating for work

% of respondents

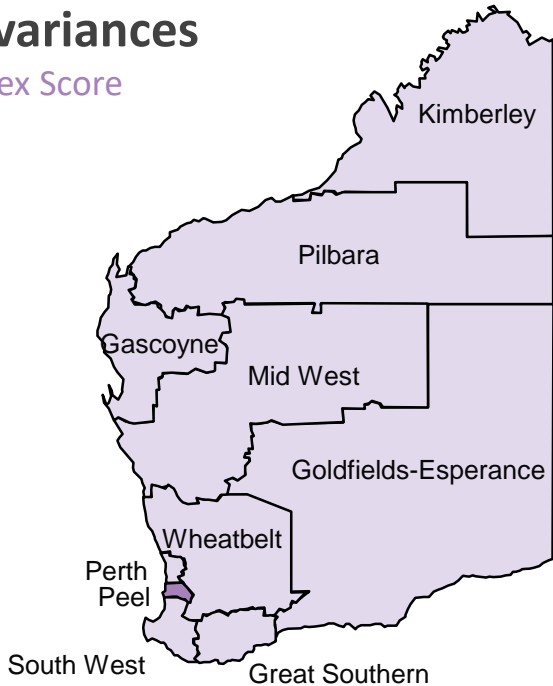
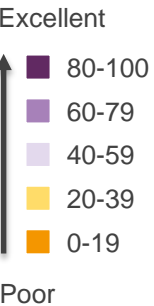


Wellbeing Index Score (out of 100)

54

Regional variances

Wellbeing Index Score



Demographic variances

Wellbeing Index Score

Kimberley	53	Large LG: metro	56	Executive role	58
Pilbara	53	Medium LG: metro	54	Non-executive role	54
Gascoyne	53	Small LG: regional	50	Male	58
Mid West	41	Small LG: metro	69	Female	55
Goldfields-Esperance	55	Micro LG: regional	56	15-34 years	51
Wheatbelt	57	Corporate services	59	35-54 years	56
Great Southern	57	Planning and regulation	58	55+ years	62
South West	57	Community development	49	LG Pro WA Member	55
Perth	60	Works	55	Non-member	56
Regional WA	54	Other	57		
Perth Metro	55				

Q. At this point in time, overall, how good is your life in relation to your work?

Base: all respondents, excludes prefer not to say and no response (n = 2225)

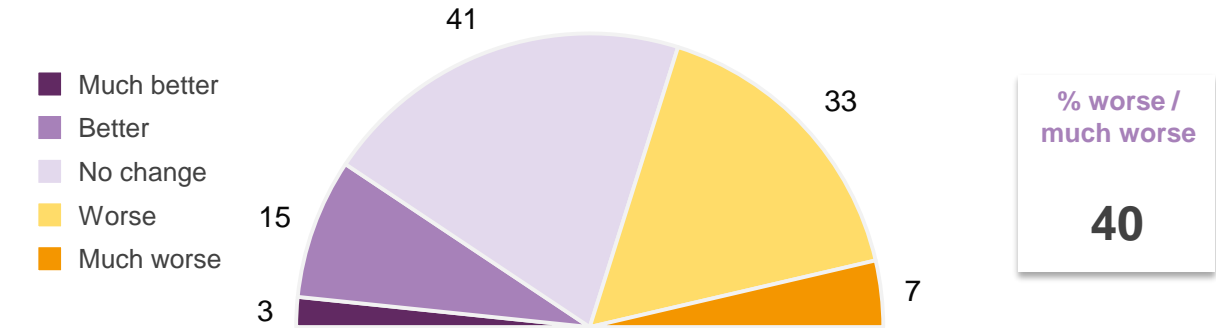
COVID-19 impact on work

Since the COVID-19 outbreak, 18% of local government employees say their work has improved; 40% say it got worse.

Work was more likely to get worse in the Mid West, followed by the Gascoyne and Kimberley. It was also more likely to get worse in medium regional LGs, in the Community Development area, and among younger employees.

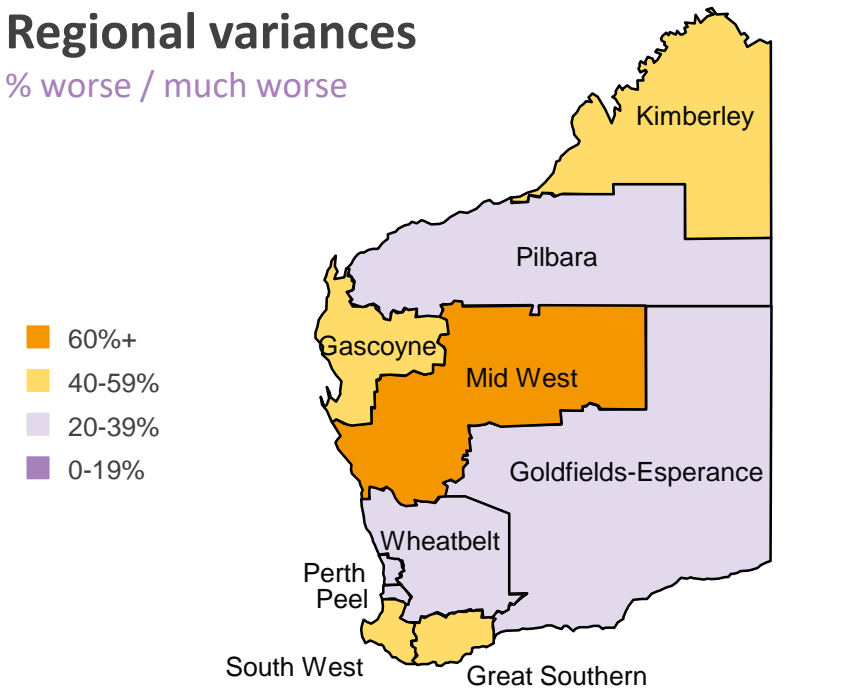
COVID-19 impact on work

% of respondents



Regional variances

% worse / much worse



Demographic variances

% worse / much worse

Kimberley	44	Large LG: metro	41	Executive role	41
Pilbara	38	Medium LG: metro	36	Non-executive role	39
Gascoyne	45	regional	48	Male	36
Mid West	64	Small LG: metro	15	Female	39
Goldfields-Esperance	38	regional	40	15-34 years	46
Wheatbelt	31	Micro LG: regional	30	35-54 years	38
Great Southern	42	Corporate services	34	55+ years	31
South West	41	Planning and regulation	34	LG Pro WA Member	40
Peel	23	Community development	52	Non-member	38
Regional WA	40	Works	36		
Perth Metro	38	Other	34		

Q. Since the first case of COVID-19 was reported in Western Australia (21 Feb 2020), do you feel the following aspects of your life have been better or worse?

Base: all respondents, excludes prefer not to say and no response (n = 2195)

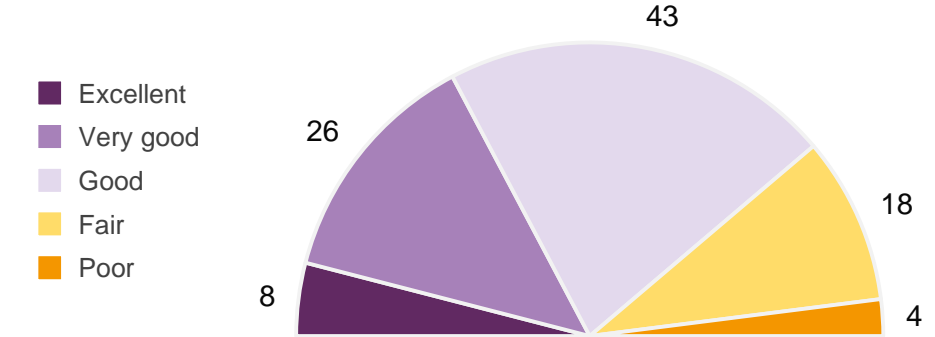
Financial situation

77% of local government employees rate their financial situation as good, very good or excellent. 4% rated their financial situation as poor. The Wellbeing Index Score is 54 out of 100.

Financial situation ratings are lowest in the Mid West and Pilbara. Financial situation ratings are higher in the Peel region, among executives and increases with age.

Overall rating for financial situation

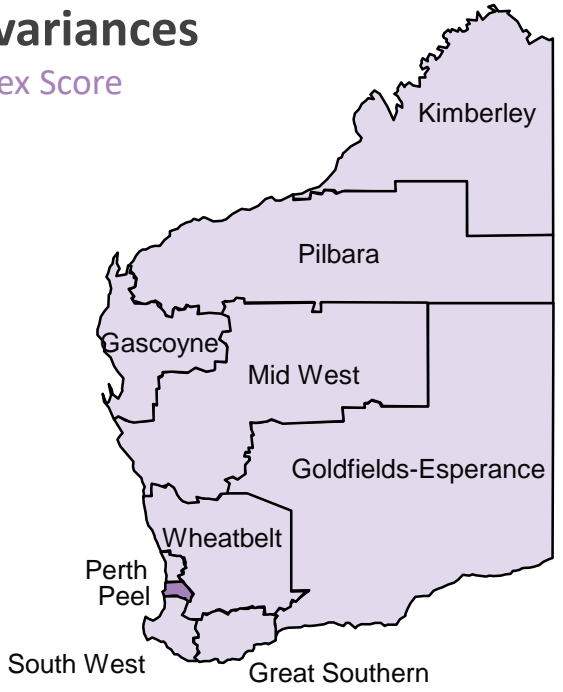
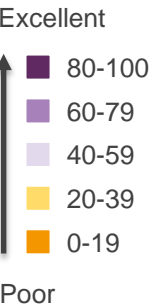
% of respondents



Wellbeing Index Score
(out of 100)
54

Regional variances

Wellbeing Index Score



Demographic variances

Wellbeing Index Score

Kimberley	56	Large LG: metro	57	Executive role	60
Pilbara	49	Medium LG: metro	55	Non-executive role	54
Gascoyne	54	regional	51	Male	56
Mid West	48	Small LG: metro	55	Female	55
Goldfields-Esperance	56	regional	54	15-34 years	52
Wheatbelt	54	Micro LG: regional	57	35-54 years	55
Great Southern	56	Corporate services	58	55+ years	59
South West	52	Planning and regulation	56	LG Pro WA Member	56
Peel	60	Community development	51	Non-member	55
Regional WA	53	Works	52		
Perth Metro	56	Other	53		

Q. At this point in time, overall, how good is your life in relation to your financial situation?
Base: all respondents, excludes prefer not to say and no response (n = 2214)

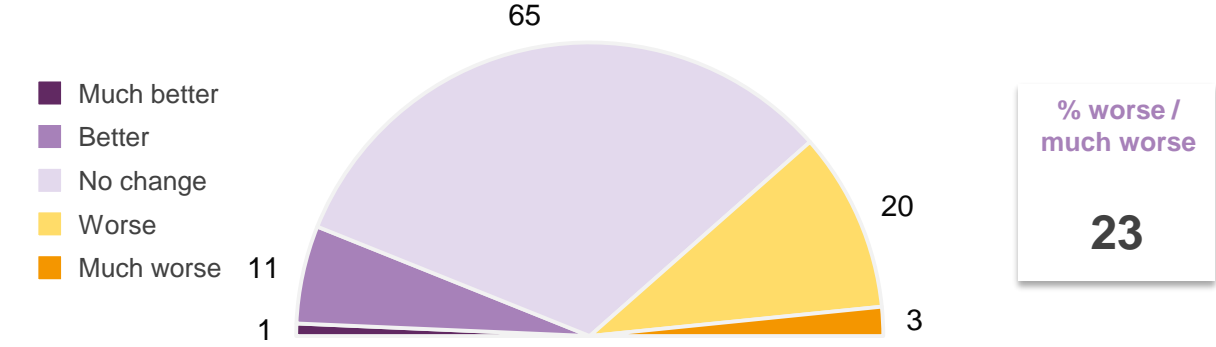
COVID-19 impact on financial situation

Since the COVID-19 outbreak, 12% of local government employees say their financial situation has improved; 23% say it got worse.

The financial situation was more likely to get worse in the Mid West and among those working in the Community Development and Works areas. Overall, the financial situation was more likely to get worse for employees in Perth metro than in regional Western Australia.

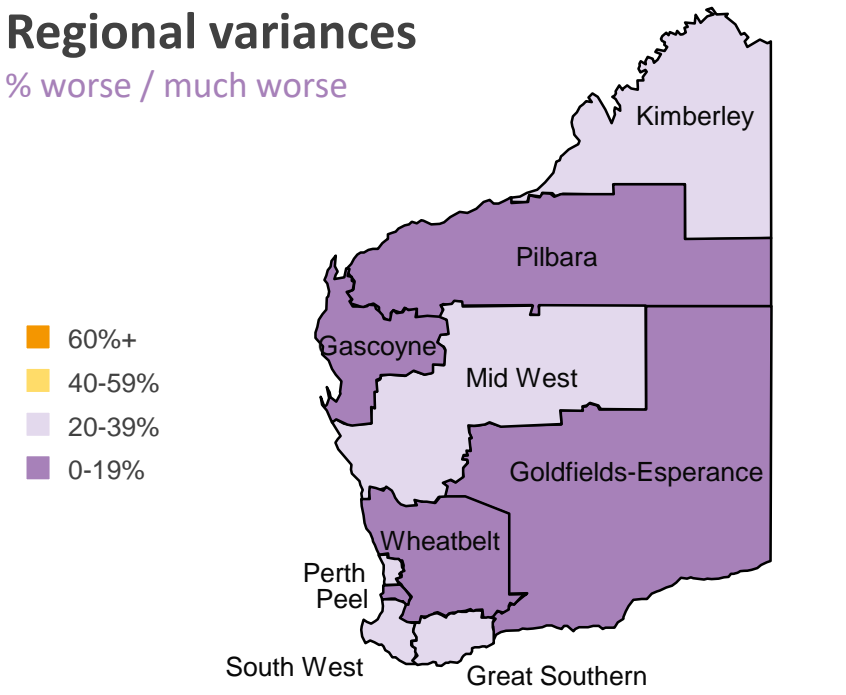
COVID-19 impact on financial situation

% of respondents



Regional variances

% worse / much worse



Demographic variances

% worse / much worse

Kimberley	21	Large LG: metro	26	Executive role	19
Pilbara	12	Medium LG: metro	25	Non-executive role	24
Gascoyne	16	regional	24	Male	22
Mid West	28	Small LG: metro	12	Female	22
Goldfields-Esperance	16	regional	19	15-34 years	21
Wheatbelt	16	Micro LG: regional	14	35-54 years	23
Great Southern	21	Corporate services	17	55+ years	22
South West	22	Planning and regulation	20	LG Pro WA Member	20
Perth Peel	13	Community development	29	Non-member	23
Regional WA	20	Works	28		
Perth Metro	25	Other	23		

Q. Since the first case of COVID-19 was reported in Western Australia (21 Feb 2020), do you feel the following aspects of your life have been better or worse?

Base: all respondents, excludes prefer not to say and no response (n = 2196)

COVID-19 impacts on work

COVID-19 impacts on employment status

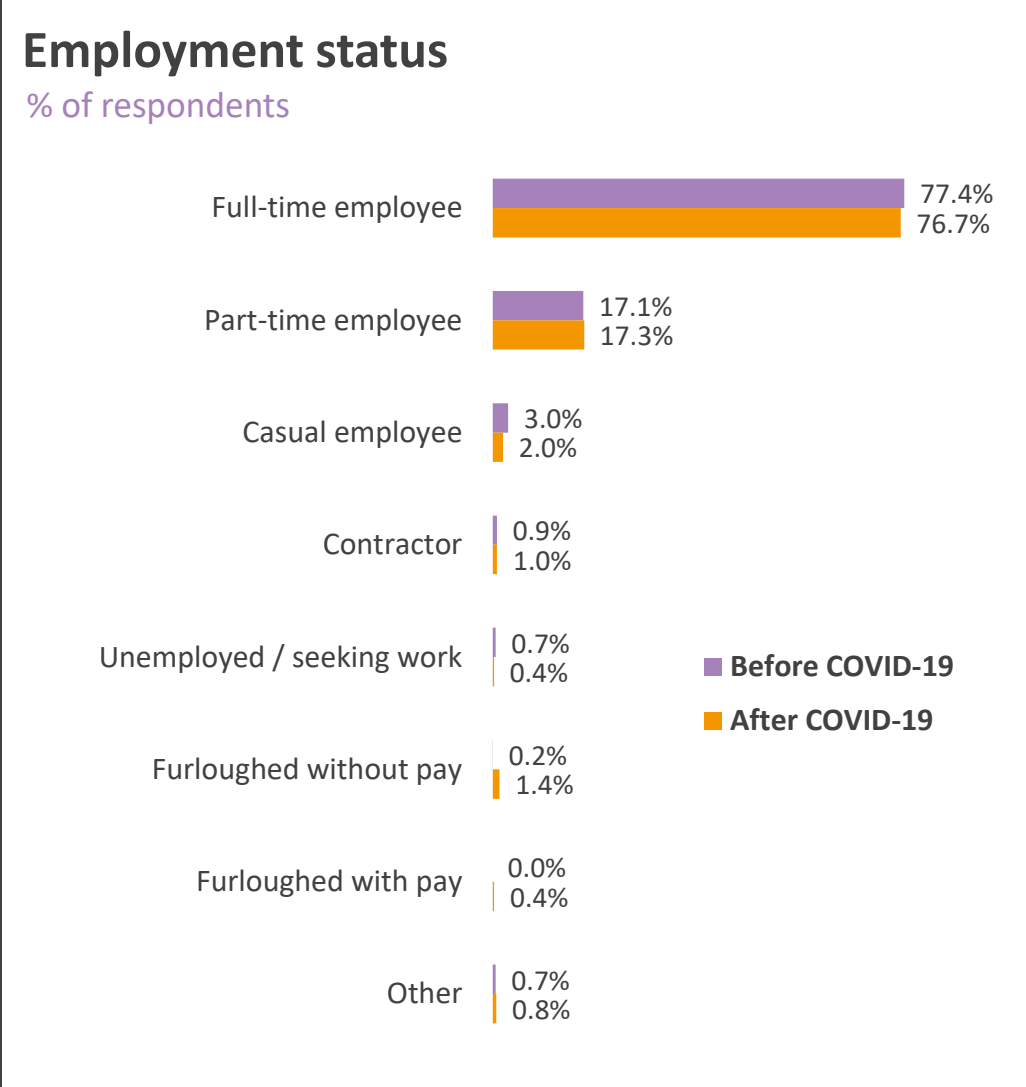
During the response phase of COVID-19, there was little impact on employment status for the vast majority of respondents.

94% had no change to their employment status.

6% of respondents said they had experienced a change in employment status following the COVID-19 outbreak in Western Australia.

- 1.8% of respondents were furloughed
- 0.4% of respondents are currently unemployed
- The main shift was among casual employees (1.0% variance)

It is noted that the scorecard was distributed by Local Government Professional WA to all members, past members and contacts, and that Local Governments were encouraged to share the invitation with their workforce. There is a risk that the scorecard did not reach workers who have been furloughed or are unemployed. The true rate of unemployment and being furloughed may be higher than reported.



Q. What was your employment status before the first case of COVID-19 was reported in Western Australia (21 Feb 2020)?

What is your current employment status?

Base: all respondents, excludes no response (n = 2202)

COVID-19 impact on employment status

6% of respondents had a change in employment status after the COVID-19 outbreak.

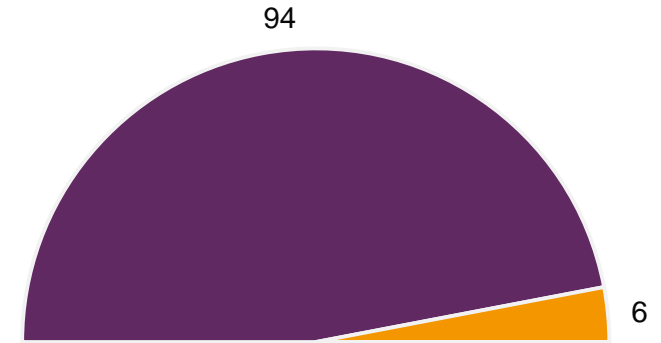
COVID-19 had the greatest impact in the Mid West and Pilbara regions and in Community Development. There was greater impact among younger employees, females and those in non-executive roles.

COVID-19 impact on employment status

% of respondents

No change

Change in employment status

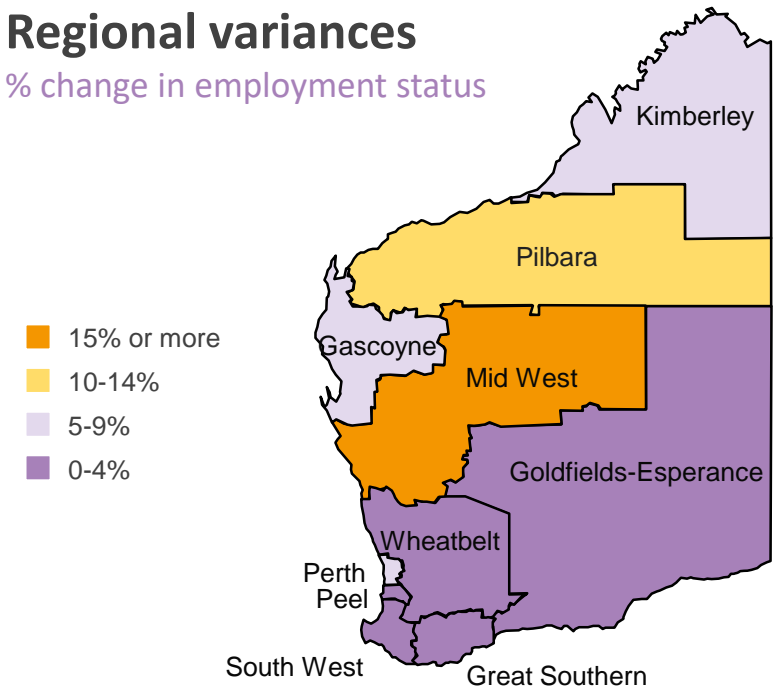


Change in employment status

6%

Regional variances

% change in employment status



Demographic variances

% change in employment status

Kimberley	7	Large LG: metro	5	Executive role	2
Pilbara	12	Medium LG: metro	7	Non-executive role	7
Gascoyne	5	regional	9	Male	2
Mid West	17	Small LG: metro	9	Female	7
Goldfields-Esperance	4	regional	4	15-34 years	9
Wheatbelt	4	Micro LG: regional	5	35-54 years	5
Great Southern	4	Corporate services	4	55+ years	4
South West	4	Planning and regulation	3	LG Pro WA Member	6
Peel	4	Community development	12	Non-member	5
Regional WA	6	Works	3		
Perth Metro	6	Other	4		

Q. What was your employment status before the first case of COVID-19 was reported in Western Australia (21 Feb 2020)?

What is your current employment status?

Base: all respondents, excludes no response (n = 2202)

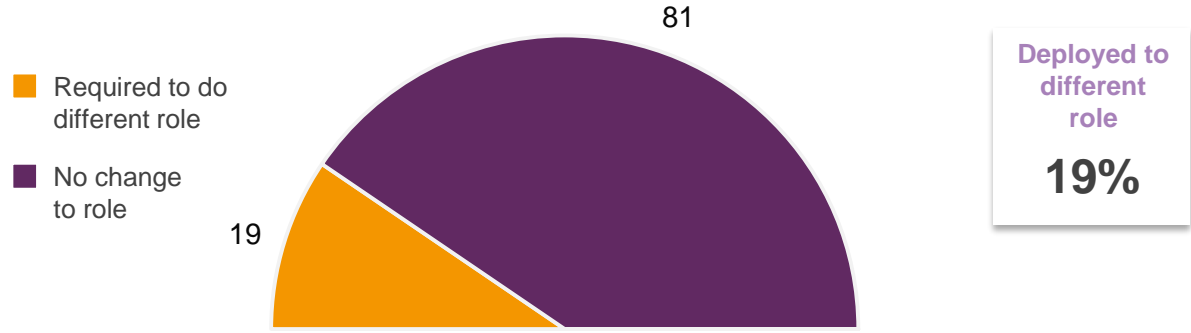
COVID-19 impact on role

The local government sector responded to the COVID-19 outbreak by deploying staff to different roles. 19% of respondents said they were required to do a different role.

Deployment was highest in the Pilbara, followed by the Gascoyne and Kimberley regions. Deployment was also higher in small regional LGs, in Community Development roles and among younger employees.

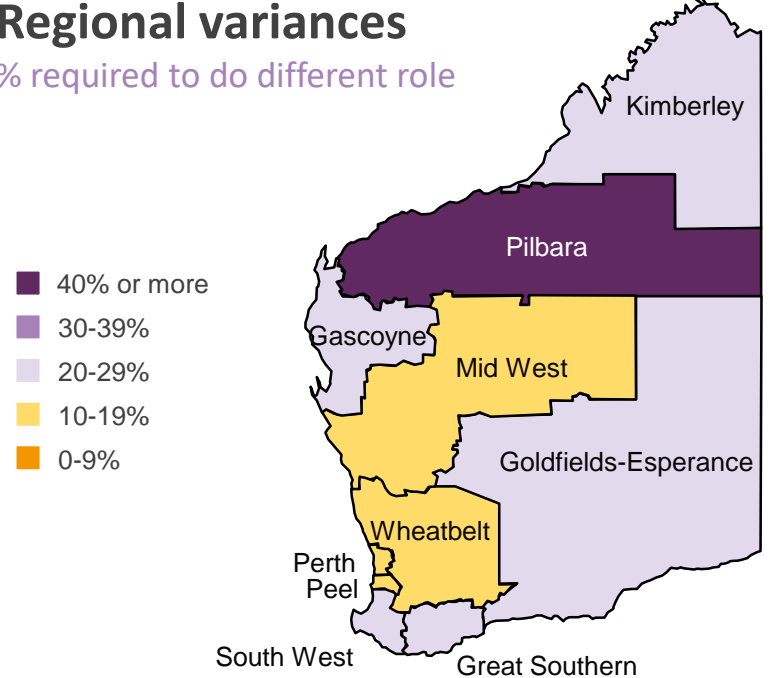
COVID-19 impact on role

% of respondents



Regional variances

% required to do different role



Demographic variances

% required to do different role

Kimberley	25	Large LG: metro	16	Executive role	17
Pilbara	40	Medium LG: metro	16	Non-executive role	19
Gascoyne	26	Small LG: regional	19	Male	18
Mid West	15	Small LG: metro	12	Female	19
Goldfields-Esperance	24	Small LG: regional	25	15-34 years	25
Wheatbelt	19	Micro LG: regional	15	35-54 years	16
Great Southern	21	Corporate services	10	55+ years	16
South West	21	Planning and regulation	14	LG Pro WA Member	17
Peel	11	Community development	38	Non-member	18
Regional WA	21	Works	8		
Perth Metro	16	Other	18		

Q. How has your employment situation been impacted since COVID-19 was reported in Western Australia?

Base: all respondents with employment, excludes unemployed, furloughed and no response (n = 2126)

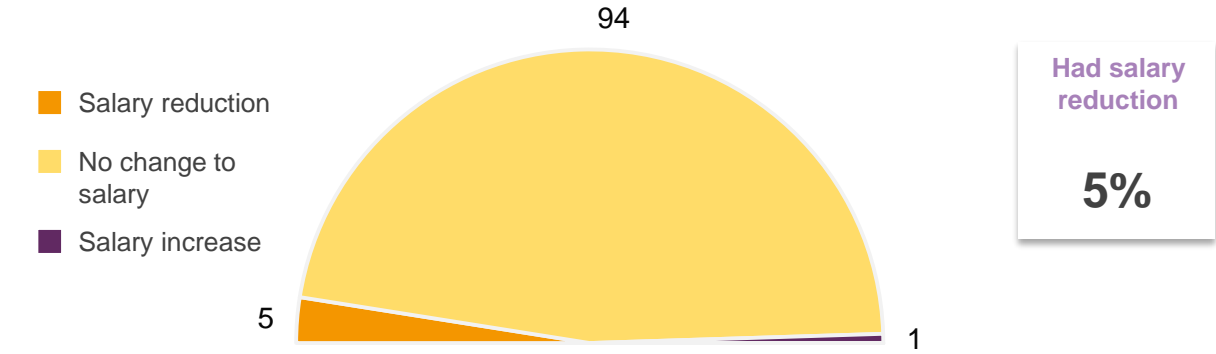
COVID-19 impact on salary

COVID-19 impacted 6% of the local government workforce. 5% of respondents had a salary reduction and 1% had a salary increase. 94% had no change to their salary.

COVID-19 had the greatest impact on salary reductions in the Kimberley, in medium sized LGs and in Community Development roles. The impact was slightly greater among younger employees, females and in non-executive roles.

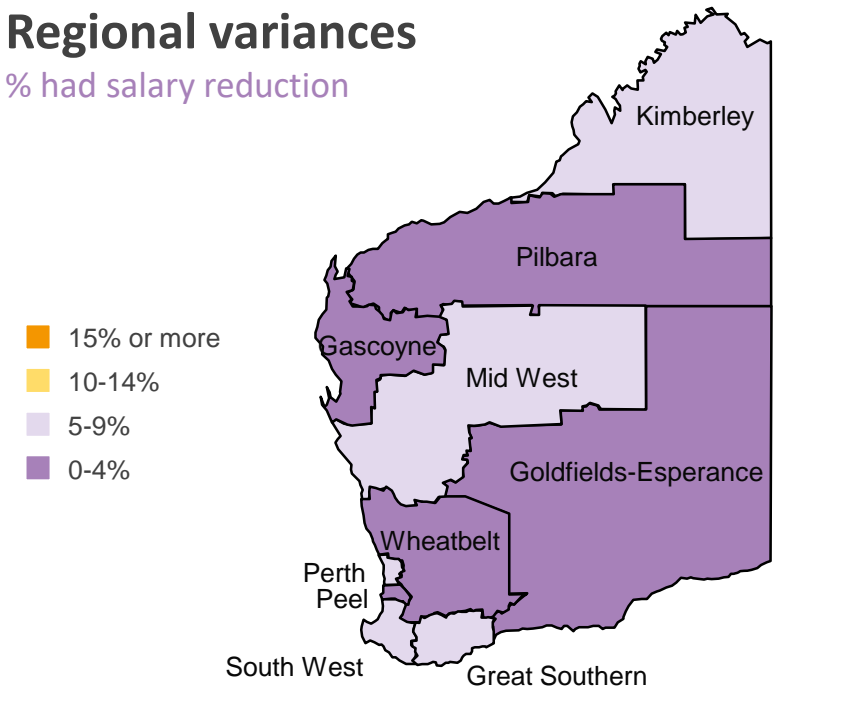
COVID-19 impact on salary

% of respondents



Regional variances

% had salary reduction



Demographic variances

% had salary reduction

Kimberley	8	Large LG: metro	4	Executive role	3
Pilbara	0	Medium LG: metro	6	Non-executive role	5
Gascoyne	0	regional	7	Male	3
Mid West	6	Small LG: metro	0	Female	5
Goldfields-Esperance	4	regional	3	15-34 years	6
Wheatbelt	3	Micro LG: regional	4	35-54 years	5
Great Southern	5	Corporate services	3	55+ years	3
South West	6	Planning and regulation	3	LG Pro WA Member	5
Peel	4	Community development	10	Non-member	5
Regional WA	5	Works	3		
Perth Metro	5	Other	2		

Q. How has your employment situation been impacted since COVID-19 was reported in Western Australia?
 Base: all respondents with employment, excludes unemployed, furloughed and no response (n = 2135)

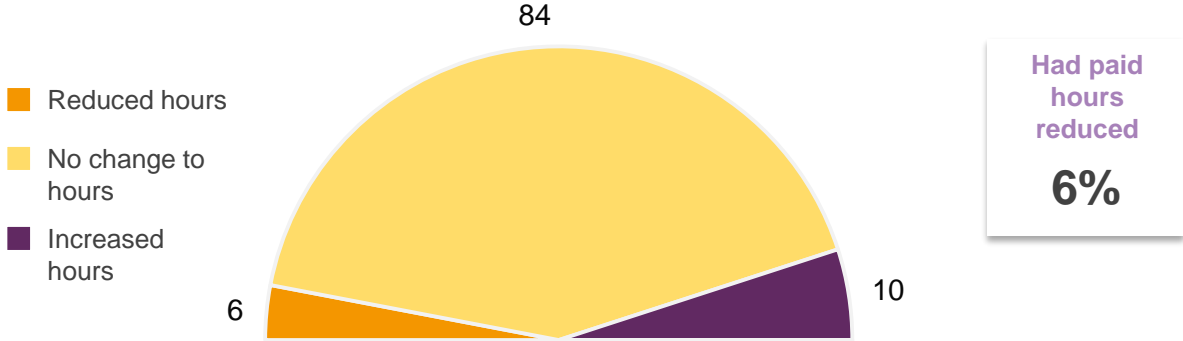
COVID-19 impact on paid hours

COVID-19 impacted paid working hours for 16% of the workforce. 6% of respondents had their hours reduced and 10% had their hours increased. 84% had no change to their salary.

COVID-19 had the greatest impact on reducing paid hours in the Great Southern, South West and Pilbara, and in Community Development roles. The impact was also greater among younger employees, females and in non-executive roles.

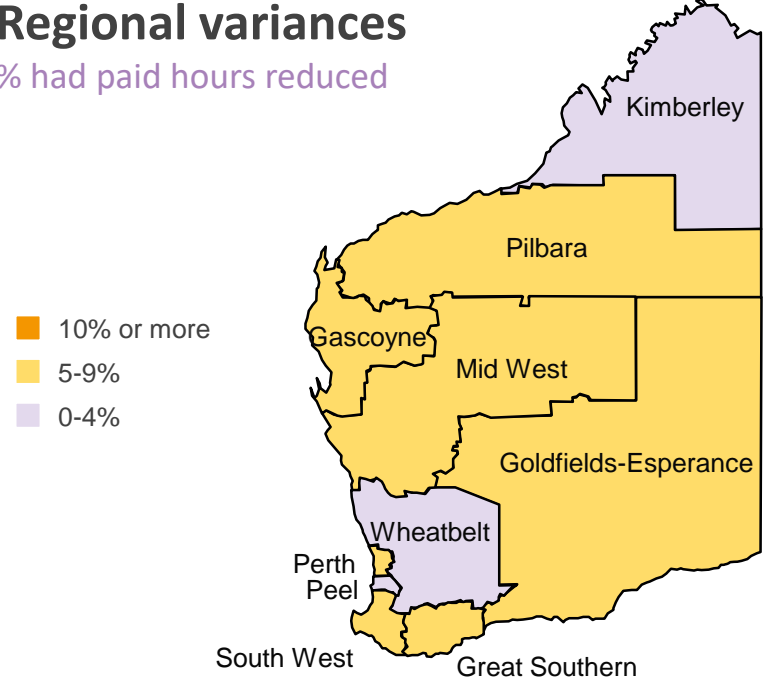
COVID-19 impact on hours of paid work

% of respondents



Regional variances

% had paid hours reduced



Demographic variances

% had paid hours reduced

Kimberley	3	Large LG: metro	6	Executive role	1
Pilbara	8	Medium LG: metro	5	Non-executive role	6
Gascoyne	5	regional	7	Male	3
Mid West	5	Small LG: metro	0	Female	7
Goldfields-Esperance	5	regional	6	15-34 years	8
Wheatbelt	4	Micro LG: regional	3	35-54 years	6
Great Southern	9	Corporate services	3	55+ years	3
South West	9	Planning and regulation	3	LG Pro WA Member	4
Peel	3	Community development	13	Non-member	5
Regional WA	6	Works	3		
Perth Metro	6	Other	4		

Q. How has your employment situation been impacted since COVID-19 was reported in Western Australia?

Base: all respondents with employment, excludes unemployed, furloughed and no response (n = 2143)

COVID-19 impact on leave

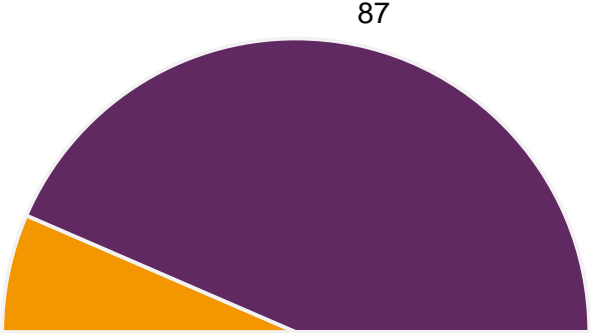
13% of the local government workforce have been required to use their holiday leave or long service leave in response to the COVID-19 pandemic.

The requirement to use leave has been greatest in the Kimberley and Goldfields-Esperance, followed by the Gascoyne. Generally, it was higher in regional LGs, in particular, in medium sized regional LGs.

COVID-19 impact on leave

% of respondents

- Required to use leave (holiday, long service, etc)
- Not required to use any leave

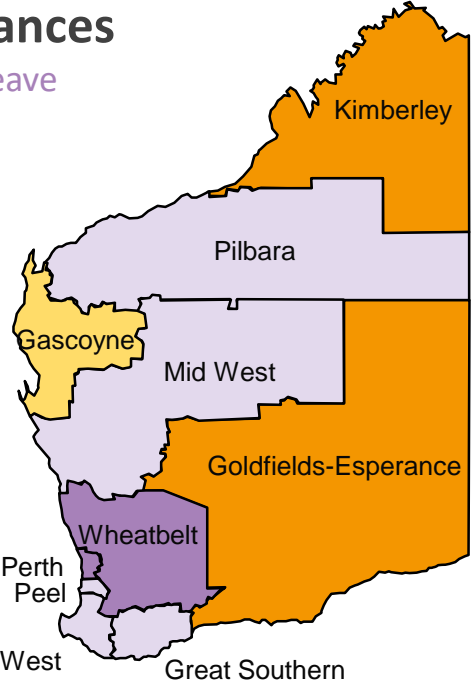


Required to use leave
13%

Regional variances

% required to use leave

- 30% or more
- 20-29%
- 10-19%
- 0-9%



Demographic variances

% required to use leave (holiday leave, long service leave, etc)

Kimberley	34	Large LG: metro	8	Executive role	9
Pilbara	12	Medium LG: metro	8	Non-executive role	13
Gascoyne	21	regional	32	Male	10
Mid West	16	Small LG: metro	0	Female	12
Goldfields-Esperance	32	regional	9	15-34 years	11
Wheatbelt	7	Micro LG: regional	4	35-54 years	12
Great Southern	18	Corporate services	10	55+ years	10
South West	15	Planning and regulation	12	LG Pro WA Member	11
Peel	11	Community development	16	Non-member	12
Regional WA	17	Works	15		
Perth Metro	8	Other	7		

Q. How has your employment situation been impacted since COVID-19 was reported in Western Australia?

Base: all respondents with employment, excludes unemployed, furloughed and no response (n = 2120)

COVID-19 impact on work location

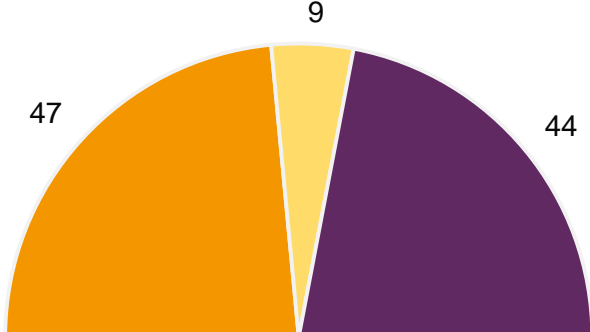
In response to COVID-19, place of work changed for 56% of employees. 47% worked from home and 9% worked in an alternative location. 44% continued to work in their usual place of work.

The requirement (opportunity) to work in a different location was greatest in the Pilbara, Peel and Perth. It was greater in small and medium LGs than large LGs.

COVID-19 impact on work location

% of respondents

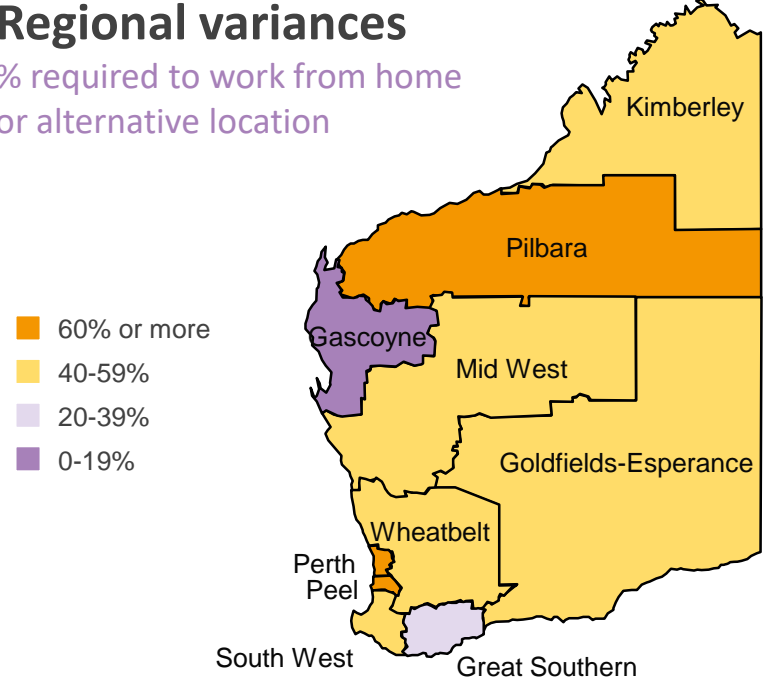
- Required to work from home
- Required to work in alternative location
- No change to work location



Working from home/ alternative
56%

Regional variances

% required to work from home or alternative location



Demographic variances

% required to work from home or alternative location

Kimberley	44	Large LG: metro	58	Executive role	41
Pilbara	62	Medium LG: metro	71	Non-executive role	59
Gascoyne	5	regional	53	Male	50
Mid West	44	Small LG: metro	79	Female	59
Goldfields-Esperance	46	regional	37	15-34 years	62
Wheatbelt	47	Micro LG: regional	47	35-54 years	58
Great Southern	30	Corporate services	58	55+ years	46
South West	46	Planning and regulation	64	LG Pro WA Member	53
Peel	71	Community development	58	Non-member	57
Regional WA	46	Works	42		
Perth Metro	64	Other	41		

Q. How has your employment situation been impacted since COVID-19 was reported in Western Australia?

Base: all respondents with employment, excludes unemployed, furloughed and no response (n = 2140)

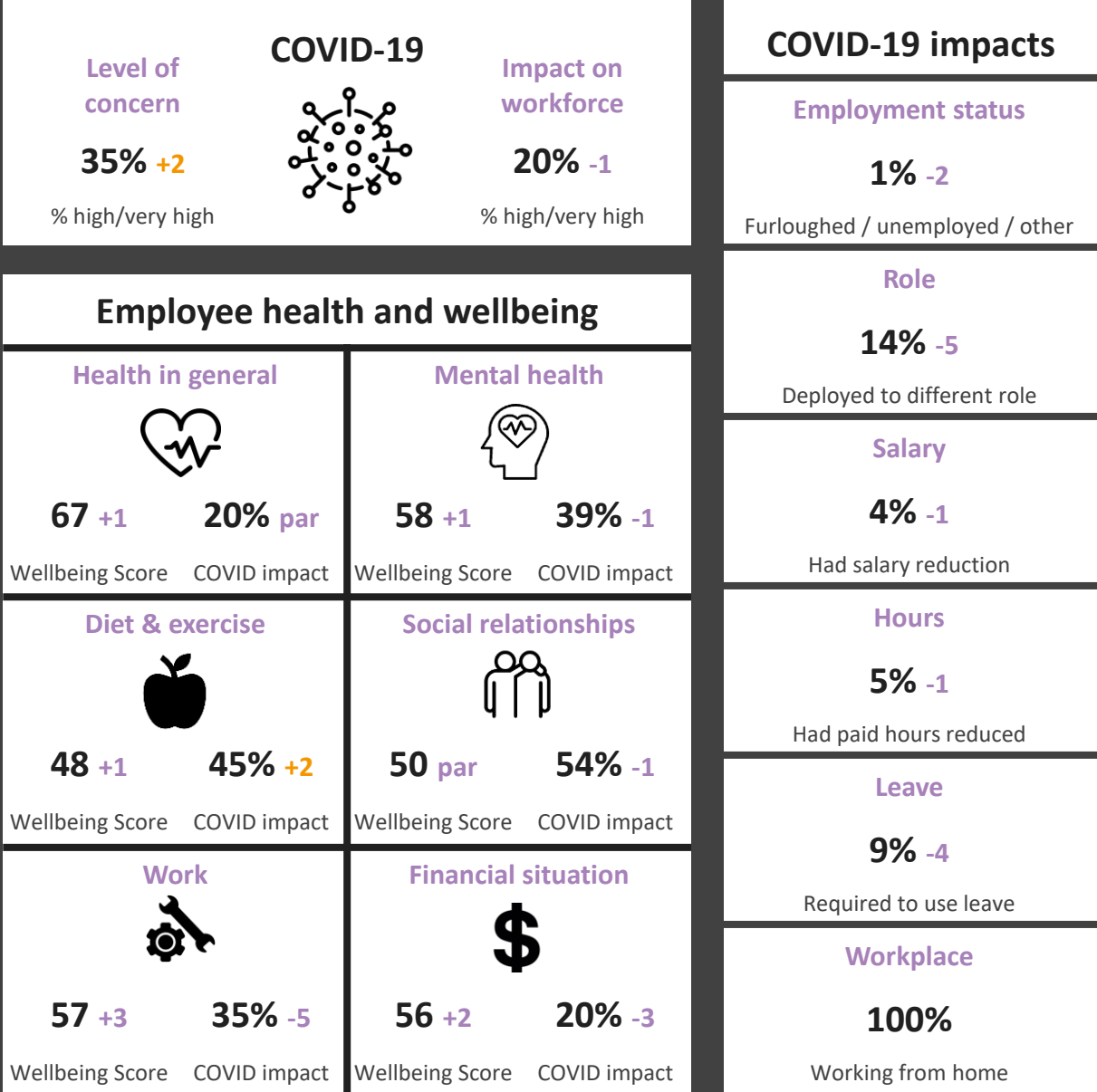
How did working from home impact wellbeing?

Employees who have been working from home in response to the COVID-19 outbreak reported a higher level of concern with COVID-19, however, they had higher wellbeing and reported less adverse impacts.

Wellbeing scores were higher for work and financial situation, and slightly higher for general health, mental health and diet and exercise.

There was less impact on their work and financial situation, and slightly less impact on their mental health and social relationships, however, there was a worse impact on their diet and exercise.

They were less likely to have been deployed into another role and there was a lower requirement to use their leave entitlements.



How did working from home impact performance?

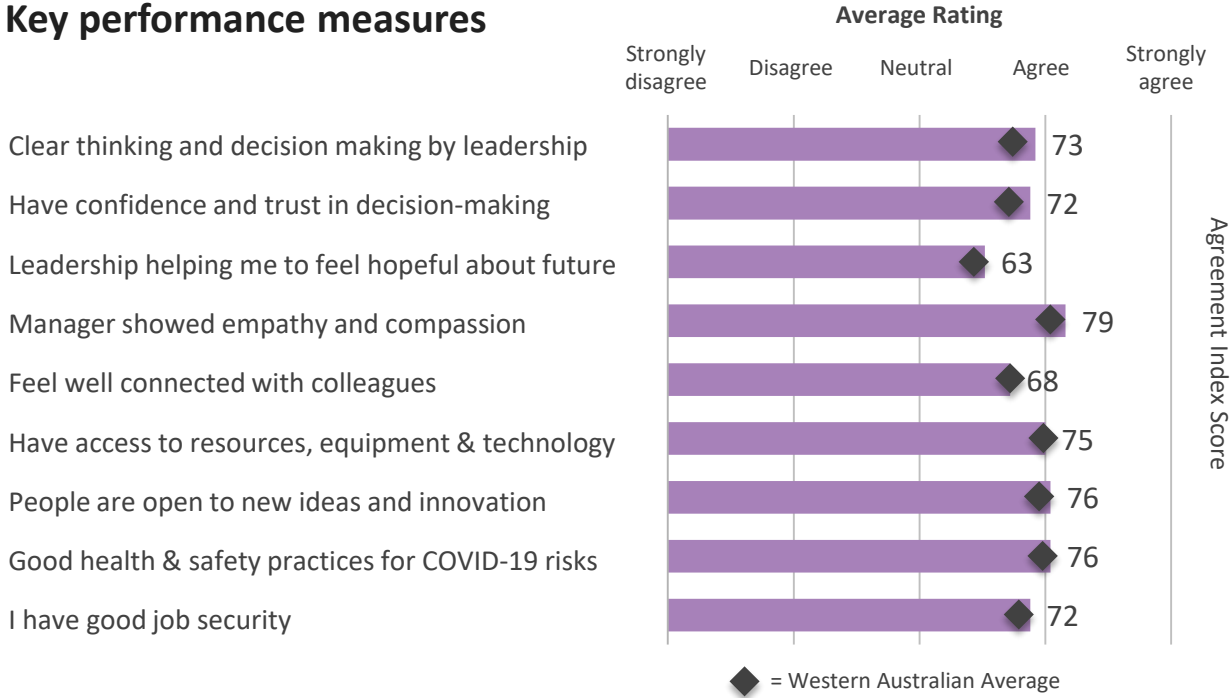
Employees who have been working from home in response to the COVID-19 pandemic generally provide more positive ratings on key performance measures. They are more likely to agree that:

- There was clear thinking and decision making by leadership
- They have confidence and trust in their leadership group
- Their manager showed empathy and compassion

They are also slightly more likely to feel they have good job security and to feel hopeful about the future.

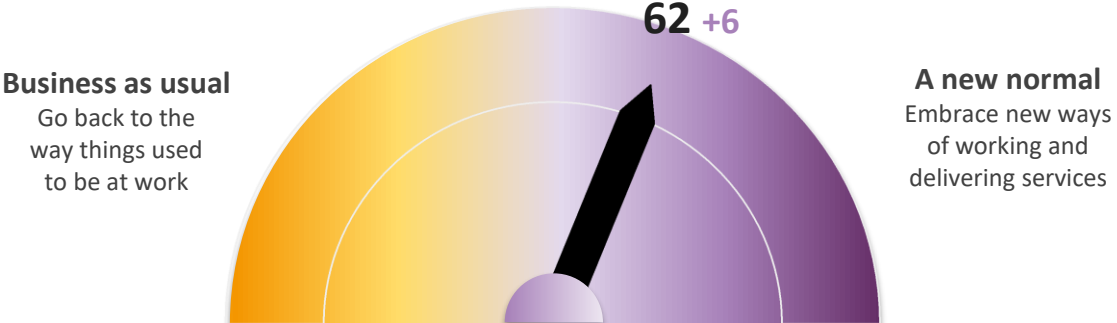
Employees who worked from home are more open to innovation. They express a greater preference to embrace new ways of working and delivering services than going back to business as usual.

Key performance measures



The future of local government

Index Score out of 100



Key performance measures

Clear thinking and decision making

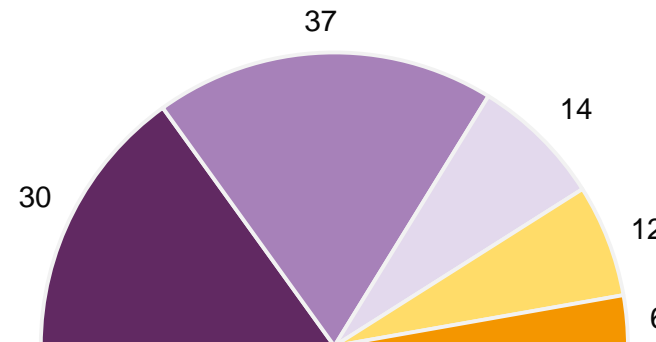
67% of local government employees agree there has been clear thinking and decision making by their Leadership Group in relation to COVID-19. The overall Agreement Index Score is 69 out of 100.

Clear thinking and decision making is getting the best ratings in the Peel, Pilbara and Wheatbelt regions. Ratings are higher in small metro LGs, micro regional LGs, among older employees, in executive roles and among LG Pro members. Ratings were lowest in the Mid West and Gascoyne regions.

There has been clear thinking and decision making by the Leadership Group in relation to COVID-19

% of respondents

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



Agreement Index Score
(out of 100)
69

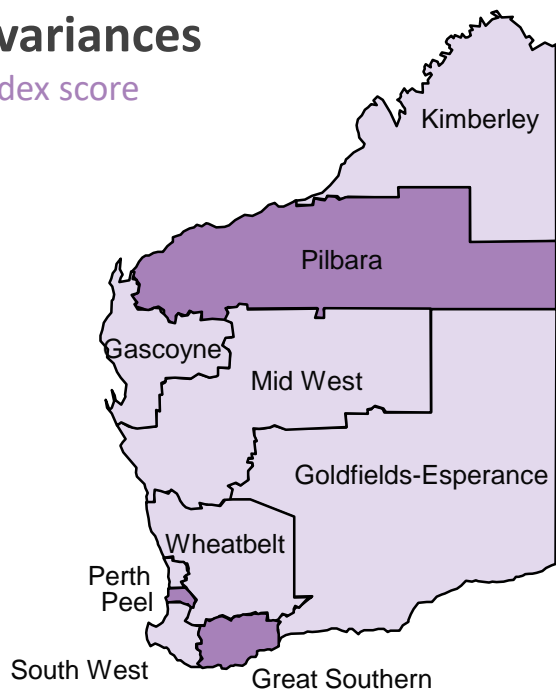
Regional variances

Agreement index score

Strongly agree

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

Strongly disagree



Demographic variances

Agreement index score

Kimberley	69	Large LG: metro	67	Executive role	77
Pilbara	77	Medium LG: metro	72	Non-executive role	68
Gascoyne	53	regional	61	Male	72
Mid West	52	Small LG: metro	84	Female	69
Goldfields-Esperance	66	regional	72	15-34 years	65
Wheatbelt	77	Micro LG: regional	79	35-54 years	70
Great Southern	75	Corporate services	74	55+ years	78
South West	68	Planning and regulation	70	LG Pro WA Member	74
Peel	81	Community development	64	Non-member	69
Regional WA	69	Works	66		
Perth Metro	69	Other	76		

Q. At this point in time, how strongly do you agree or disagree: there has been clear thinking and decision making by the Leadership Group in relation to COVID-19? The Leadership Group includes Elected Members, CEO and Directors.

Base: all respondents with employment, excludes unemployed and no response (n = 2144)

Confidence and trust in leadership

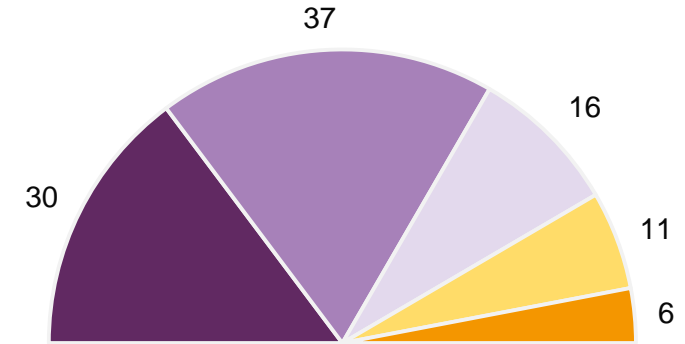
67% of local government employees have confidence and trust in their leadership group to make good decisions. The overall Agreement Index Score is 68 out of 100.

Trust and confidence ratings are best in the Pilbara, Peel and Wheatbelt. Ratings are higher in small metro LGs, micro regional LGs, among older employees, in Corporate Services, in executive roles and among LG Pro members. Ratings were lowest in the Mid West and Gascoyne regions, and in medium regional LGs.

I have confidence and trust in the leadership group to make good decisions

% of respondents

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



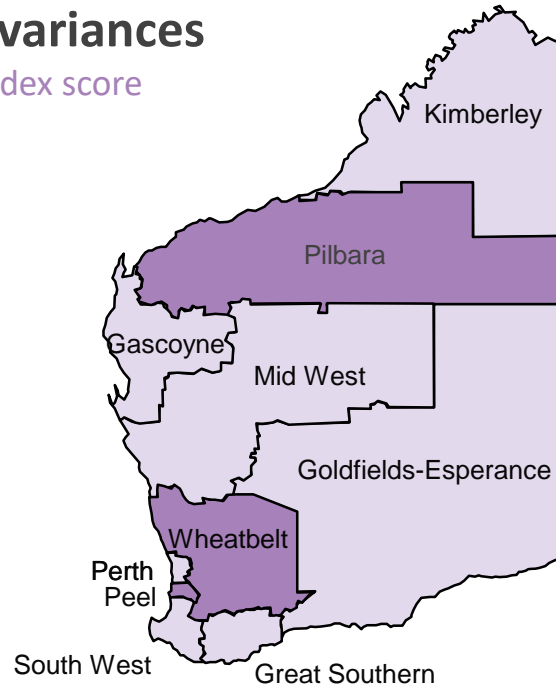
Agreement Index Score (out of 100)

68

Regional variances

Agreement index score

- Strongly agree
- 75-100
- 50-74
- 25-49
- 0-24
- Strongly disagree



Demographic variances

Agreement index score

Kimberley	67	Large LG: metro	67	Executive role	78
Pilbara	83	Medium LG: metro	71	Non-executive role	67
Gascoyne	54	regional	61	Male	71
Mid West	53	Small LG: metro	83	Female	70
Goldfields-Esperance	64	regional	71	15-34 years	66
Wheatbelt	75	Micro LG: regional	79	35-54 years	70
Great Southern	73	Corporate services	74	55+ years	77
South West	70	Planning and regulation	69	LG Pro WA Member	74
Peel	76	Community development	66	Non-member	69
Regional WA	69	Works	65		
Perth Metro	69	Other	75		

Q. At this point in time, how strongly do you agree or disagree: I have confidence and trust in the leadership group to make good decisions? The Leadership Group includes Elected Members, CEO and Directors.
Base: all respondents with employment, excludes unemployed and no response (n = 2148)

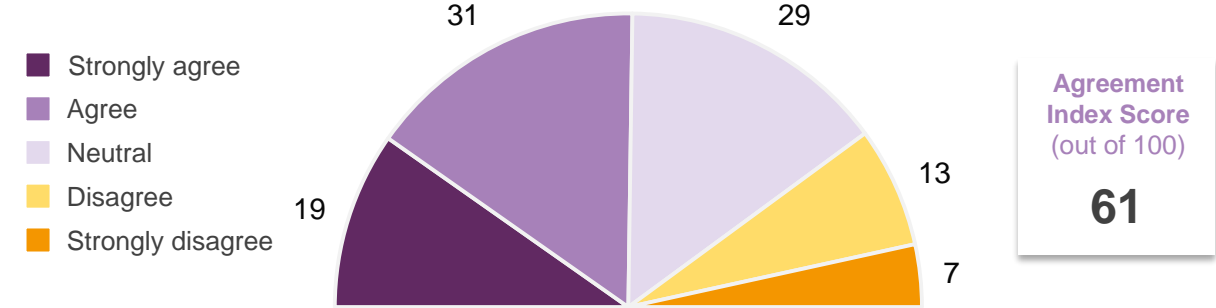
Hopeful and enthusiastic about future

50% of local government employees agree the leadership group is helping them to feel more hopeful and enthusiastic about the future. The overall Agreement Index Score is 61 out of 100.

Leaders' ability to instil hope is best in the Pilbara, followed by the Peel region. Ratings are higher in small metro LGs, micro regional LGs, among older employees, in executive roles and among LG Pro members. Ratings were lowest in the Mid West and Gascoyne regions.

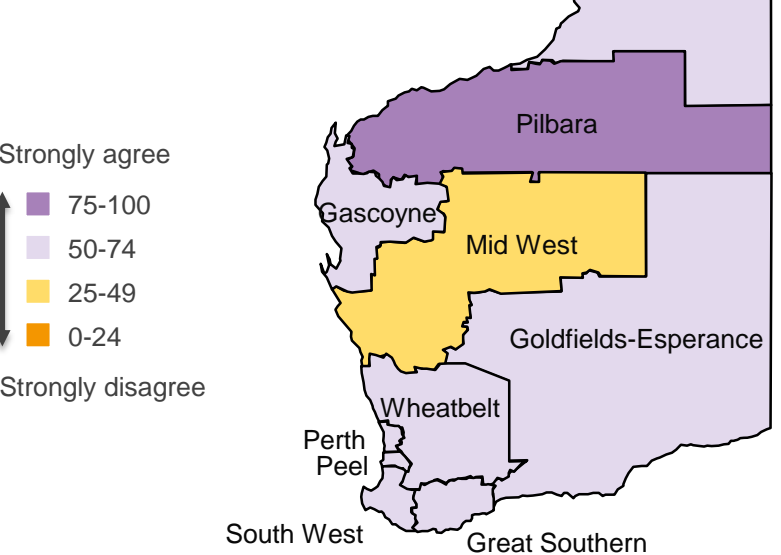
The leadership group is making me feel more hopeful and enthusiastic about the future

% of respondents



Regional variances

Agreement index score



Demographic variances

Agreement index score

Kimberley	61	Large LG: metro	59	Executive role	72
Pilbara	77	Medium LG: metro	63	Non-executive role	59
Gascoyne	51	regional	55	Male	64
Mid West	47	Small LG: metro	74	Female	62
Goldfields-Esperance	60	regional	64	15-34 years	58
Wheatbelt	66	Micro LG: regional	72	35-54 years	62
Great Southern	65	Corporate services	66	55+ years	71
South West	63	Planning and regulation	62	LG Pro WA Member	66
Peel	70	Community development	57	Non-member	61
Regional WA	62	Works	59		
Perth Metro	61	Other	69		

Q. At this point in time, how strongly do you agree or disagree: The leadership group is making me feel more hopeful and enthusiastic about the future? The Leadership Group includes Elected Members, CEO and Directors.
 Base: all respondents with employment, excludes unemployed and no response (n = 2139)

Empathy and compassion shown

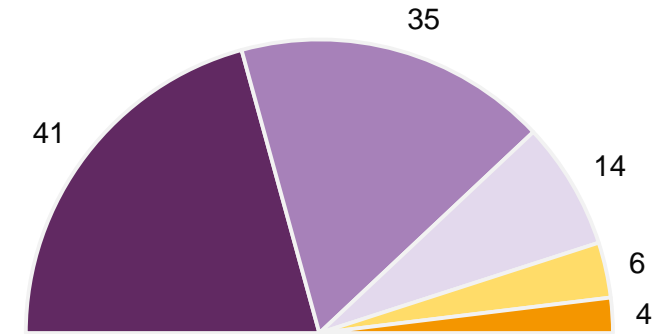
76% of local government employees feel their manager or supervisor has shown empathy and compassion for the human side of the upheaval caused by COVID-19. The overall Agreement Index Score is 76 out of 100.

Empathy scores are high state-wide. The best scores are in the Pilbara and Peel, in small metro LGs and micro regional LGs, and among older employees and in executive roles. Ratings were lowest in the Gascoyne and Mid West regions.

My manager / supervisor has shown empathy and compassion for the human side of the upheaval caused by the COVID-19 pandemic

% of respondents

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



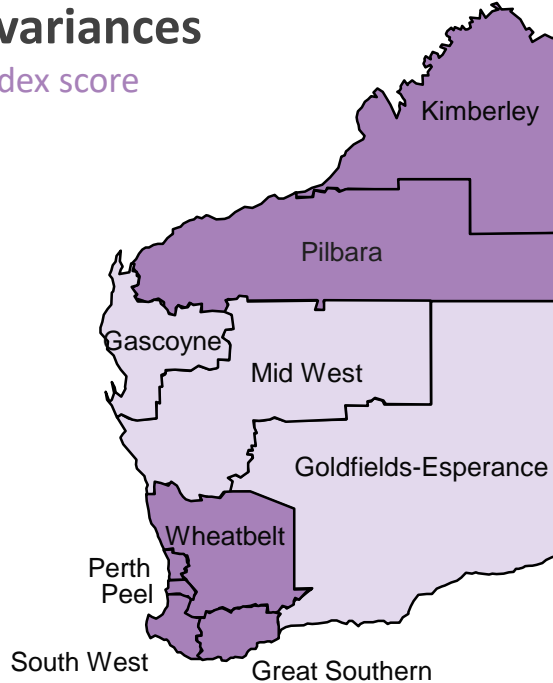
Agreement Index Score (out of 100)

76

Regional variances

Agreement index score

- Strongly agree
- 75-100
- 50-74
- 25-49
- 0-24
- Strongly disagree



Demographic variances

Agreement index score

Kimberley	75	Large LG: metro	76	Executive role	81
Pilbara	83	Medium LG: metro	77	Non-executive role	75
Gascoyne	64	regional	76	Male	77
Mid West	69	Small LG: metro	88	Female	77
Goldfields-Esperance	74	regional	76	15-34 years	77
Wheatbelt	79	Micro LG: regional	81	35-54 years	76
Great Southern	76	Corporate services	79	55+ years	81
South West	80	Planning and regulation	76	LG Pro WA Member	79
Peel	83	Community development	76	Non-member	76
Regional WA	77	Works	74		
Perth Metro	76	Other	80		

Q. At this point in time, how strongly do you agree or disagree: My manager / supervisor has shown empathy and compassion for the human side of the upheaval caused by the COVID-19 pandemic?

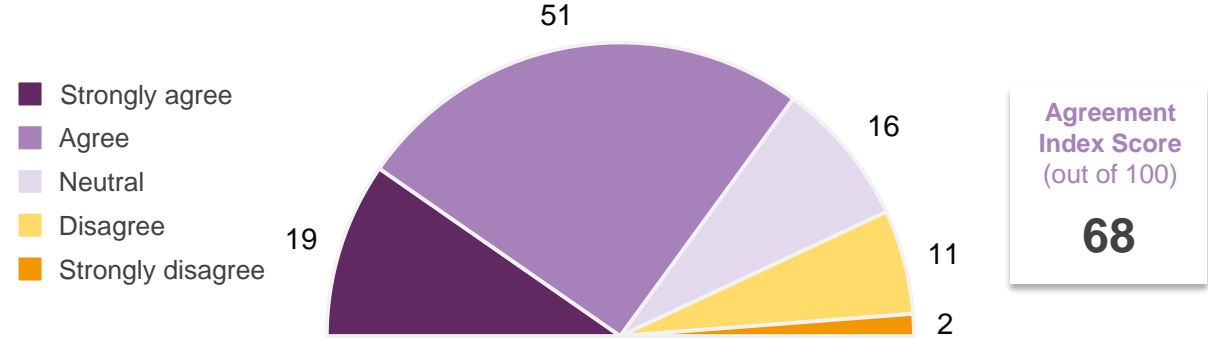
Base: all respondents with employment, excludes unemployed and no response (n = 2149)

Feel well connected

70% of local government employees feel well connected with people they work with. The overall Agreement Index Score is 68 out of 100.

Scores are fairly consistent state-wide. The best scores are in the Great Southern, among older employees and in executive roles.

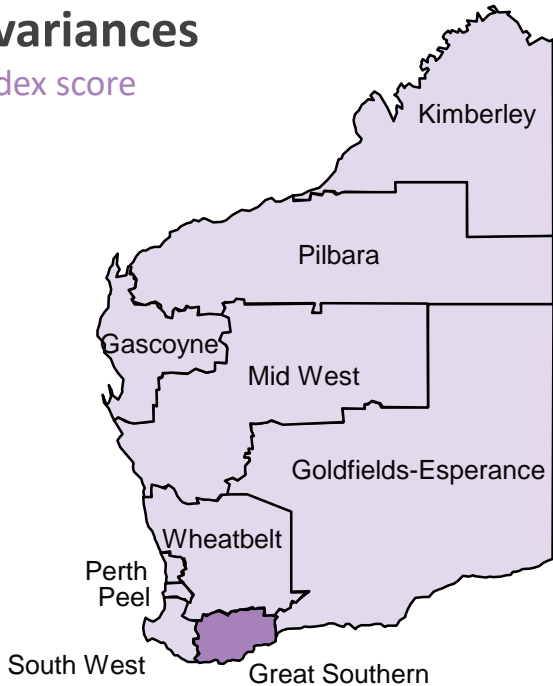
I feel well connected with people I work with % of respondents



Regional variances

Agreement index score

Strongly agree
75-100
50-74
25-49
0-24
Strongly disagree



Demographic variances

Agreement index score

Kimberley	67	Large LG: metro	68	Executive role	77
Pilbara	66	Medium LG: metro	68	Non-executive role	67
Gascoyne	65	regional	67	Male	70
Mid West	64	Small LG: metro	71	Female	68
Goldfields-Esperance	68	regional	70	15-34 years	65
Wheatbelt	69	Micro LG: regional	72	35-54 years	69
Great Southern	76	Corporate services	70	55+ years	74
South West	72	Planning and regulation	68	LG Pro WA Member	72
Peel	72	Community development	67	Non-member	68
Regional WA	69	Works	68		
Perth Metro	68	Other	71		

Q. At this point in time, how strongly do you agree or disagree: I feel well connected with people I work with?
Base: all respondents with employment, excludes unemployed and no response (n = 2157)

Access to adequate resources

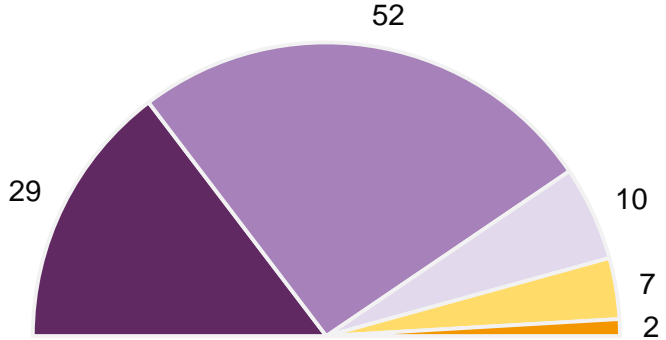
81% of local government employees feel they have access to adequate resources, equipment and technology to perform their job well. The overall Agreement Index Score is 75 out of 100.

The best scores are in the Peel region, in micro regional LGs and among older employees. There is greatest need to improve resources in the Gascoyne region.

I have access to adequate resources, equipment and technology to perform my job well

% of respondents

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

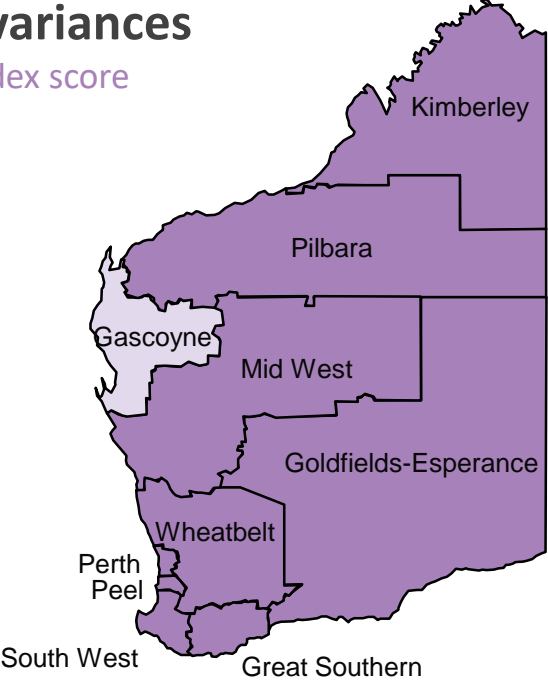


Agreement Index Score (out of 100)
75

Regional variances

Agreement index score

- Strongly agree
- 75-100
- 50-74
- 25-49
- 0-24
- Strongly disagree



Demographic variances

Agreement index score

Kimberley	71	Large LG: metro	76	Executive role	82
Pilbara	78	Medium LG: metro	75	Non-executive role	74
Gascoyne	61	regional	75	Male	74
Mid West	75	Small LG: metro	74	Female	77
Goldfields-Esperance	76	regional	75	15-34 years	75
Wheatbelt	77	Micro LG: regional	80	35-54 years	75
Great Southern	79	Corporate services	79	55+ years	79
South West	77	Planning and regulation	73	LG Pro WA Member	79
Peel	82	Community development	73	Non-member	75
Regional WA	76	Works	71		
Perth Metro	75	Other	78		

Q. At this point in time, how strongly do you agree or disagree: I have access to adequate resources, equipment and technology to perform my job well?

Base: all respondents with employment, excludes unemployed, furloughed and no response (n = 2113)

Open to new ideas and innovation

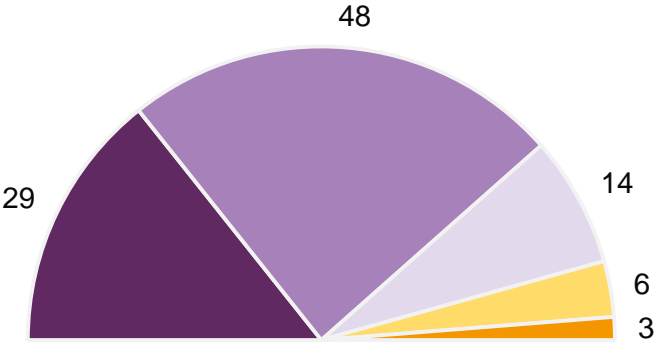
77% of local government employees think colleagues are open to trying new and innovative ways of doing things in response to COVID-19 challenges. The overall Agreement Index Score is 74 out of 100.

The best scores are in the Peel and Pilbara regions, in executive roles and among older employees. Ratings were lowest in the Mid West and among younger employees.

People I work with are open to trying new and innovative ways of doing things in response to COVID-19 challenges

% of respondents

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

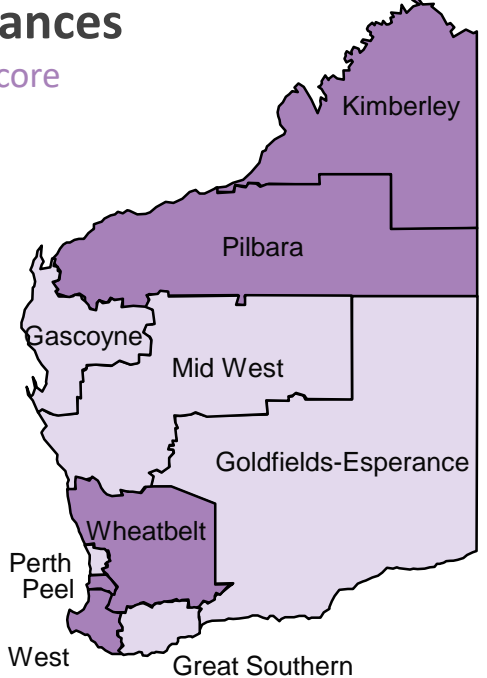


Agreement Index Score (out of 100)
74

Regional variances

Agreement index score

- Strongly agree
- 75-100
- 50-74
- 25-49
- 0-24
- Strongly disagree



Demographic variances

Agreement index score

Kimberley	76	Large LG: metro	72	Executive role	81
Pilbara	79	Medium LG: metro	76	Non-executive role	73
Gascoyne	74	regional	73	Male	74
Mid West	65	Small LG: metro	78	Female	75
Goldfields-Esperance	73	regional	75	15-34 years	69
Wheatbelt	76	Micro LG: regional	75	35-54 years	75
Great Southern	74	Corporate services	76	55+ years	80
South West	76	Planning and regulation	74	LG Pro WA Member	77
Peel	80	Community development	73	Non-member	74
Regional WA	75	Works	70		
Perth Metro	74	Other	74		

Q. At this point in time, how strongly do you agree or disagree: People I work with are open to trying new and innovative ways of doing things in response to COVID-19 challenges?
Base: all respondents with employment, excludes unemployed and no response (n = 2146)

Good health and safety practices

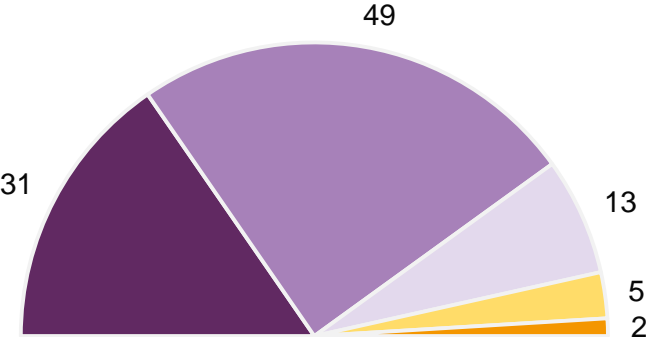
80% of local government employees agree they have good health and safety practices in place to manage COVID-19 risks. The overall Agreement Index Score is 75 out of 100.

The best scores are in the Wheatbelt and Great Southern regions, in small metro LGs, micro regional LGs and among older employees, in executive roles and LG Pro members. Ratings are lowest in the Gascoyne and Mid West regions.

We have good health and safety practices in place to manage COVID-19 risks

% of respondents

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

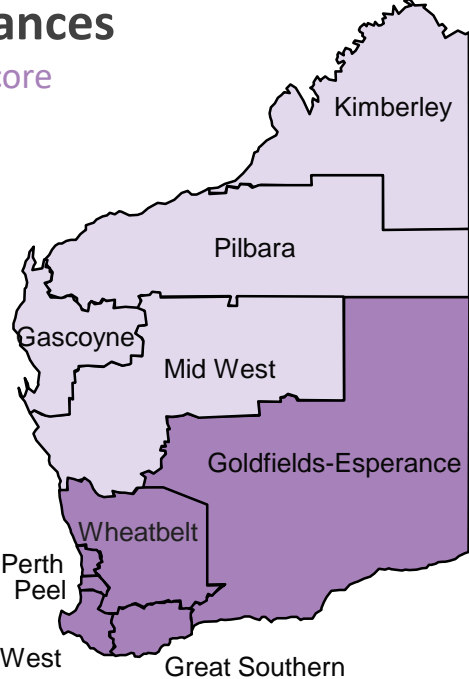


Agreement Index Score (out of 100)
75

Regional variances

Agreement index score

- Strongly agree
- 75-100
- 50-74
- 25-49
- 0-24
- Strongly disagree



Demographic variances

Agreement index score

Kimberley	71	Large LG: metro	76	Executive role	82
Pilbara	73	Medium LG: metro	75	Non-executive role	75
Gascoyne	64	regional	74	Male	76
Mid West	69	Small LG: metro	83	Female	77
Goldfields-Esperance	77	regional	76	15-34 years	74
Wheatbelt	81	Micro LG: regional	80	35-54 years	76
Great Southern	80	Corporate services	79	55+ years	82
South West	77	Planning and regulation	73	LG Pro WA Member	80
Peel	75	Community development	76	Non-member	75
Regional WA	76	Works	72		
Perth Metro	76	Other	80		

Q. At this point in time, how strongly do you agree or disagree: We have good health and safety practices in place to manage COVID-19 risks?

Base: all respondents with employment, excludes unemployed and no response (n = 2132)

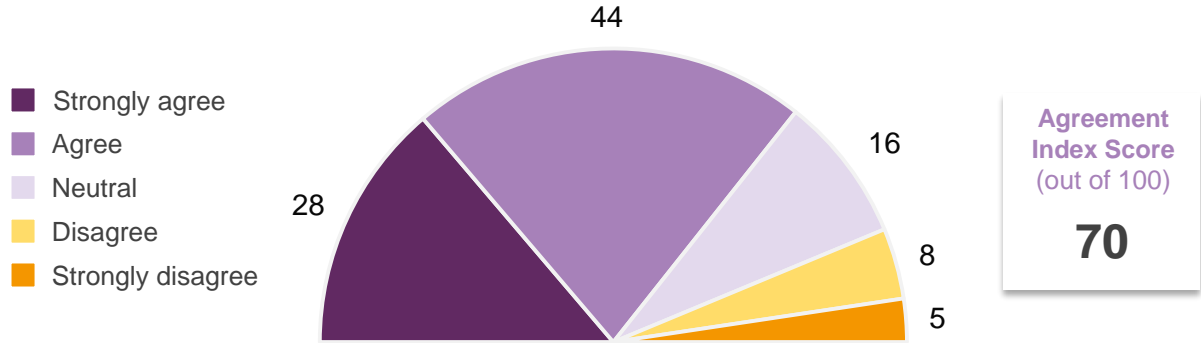
Good job security

72% of local government employees think they have good job security. The overall Agreement Index Score is 70 out of 100.

The best scores are in the Pilbara, Wheatbelt and Great Southern regions, in micro regional LGs and small metro LGs, among older employees and in Corporate Services and executive roles. Ratings are lowest in the Mid West and Gascoyne regions, in Community Development roles and in medium regional LGs.

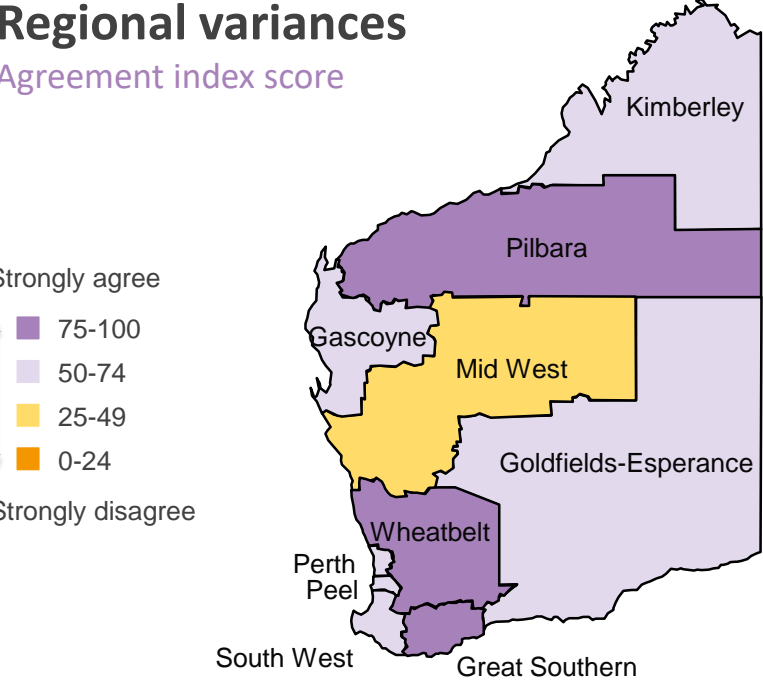
I feel I have good job security

% of respondents



Regional variances

Agreement index score



Demographic variances

Agreement index score

Kimberley	68	Large LG: metro	72	Executive role	78
Pilbara	79	Medium LG: metro	70	Non-executive role	69
Gascoyne	60	regional	63	Male	72
Mid West	47	Small LG: metro	77	Female	72
Goldfields-Esperance	74	regional	74	15-34 years	70
Wheatbelt	77	Micro LG: regional	79	35-54 years	72
Great Southern	76	Corporate services	76	55+ years	75
South West	74	Planning and regulation	71	LG Pro WA Member	75
Peel	74	Community development	66	Non-member	71
Regional WA	71	Works	70		
Perth Metro	71	Other	75		

Q. At this point in time, how strongly do you agree or disagree: I feel I have good job security?

Base: all respondents with employment, excludes unemployed and no response (n = 2128)

The future of local government

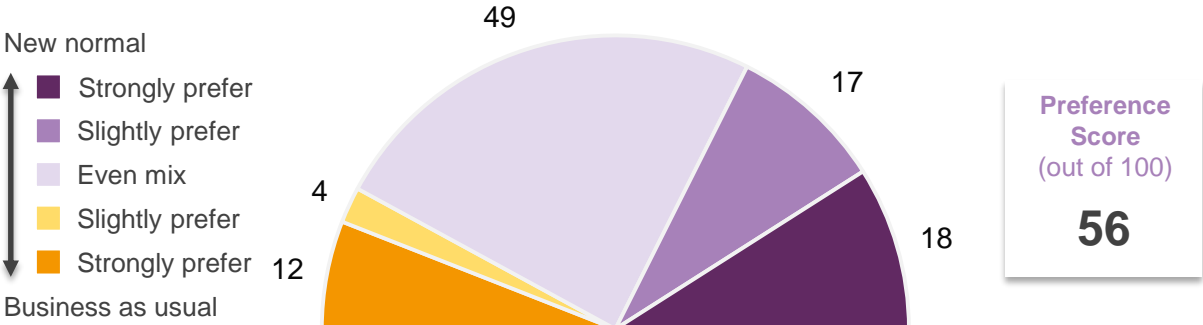
The future of local government

There is a preference for a new normal to be embraced in local government. 35% of employees would prefer to embrace new ways of working and delivering services, while 16% would prefer to go back to business as usual. Taking all responses into consideration, the Preference Score is 56 out of 100 in favour of a new normal.

LGs in the Gascoyne and Peel regions express the greatest interest in embracing new ways of working and delivering services. The desire for change is lowest in the Great Southern and Goldfields-Esperance, and in micro regional LGs and in Works.

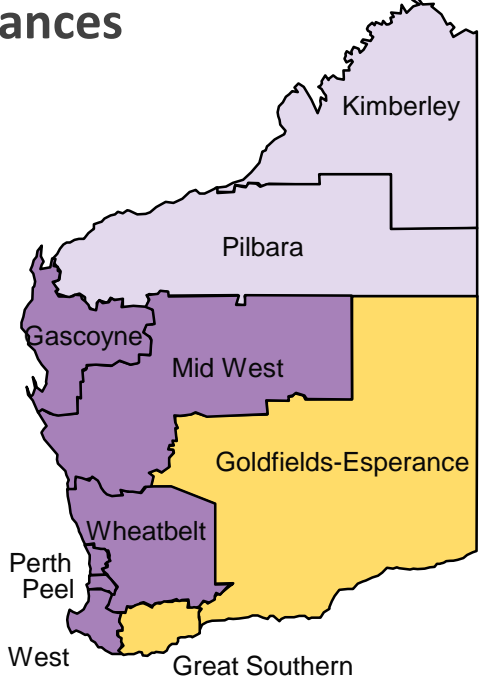
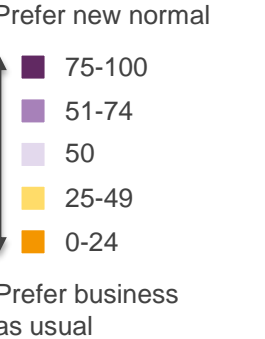
Preference for 'business as usual' vs 'new normal'

Preference score out of 100



Regional variances

Preference score



Demographic variances

Preference score: 0 = business as usual; 100 = new normal

Kimberley	50	Large LG: metro	58	Executive role	59
Pilbara	50	Medium LG: metro	62	Non-executive role	56
Gascoyne	68	Small LG: regional	53	Male	55
Mid West	53	Small LG: metro	66	Female	58
Goldfields-Esperance	49	Small LG: regional	55	15-34 years	58
Wheatbelt	52	Micro LG: regional	46	35-54 years	58
Great Southern	47	Corporate services	59	55+ years	54
South West	54	Planning and regulation	58	LG Pro WA Member	59
Peel	62	Community development	57	Non-member	56
Regional WA	53	Works	49		
Perth Metro	59	Other	51		

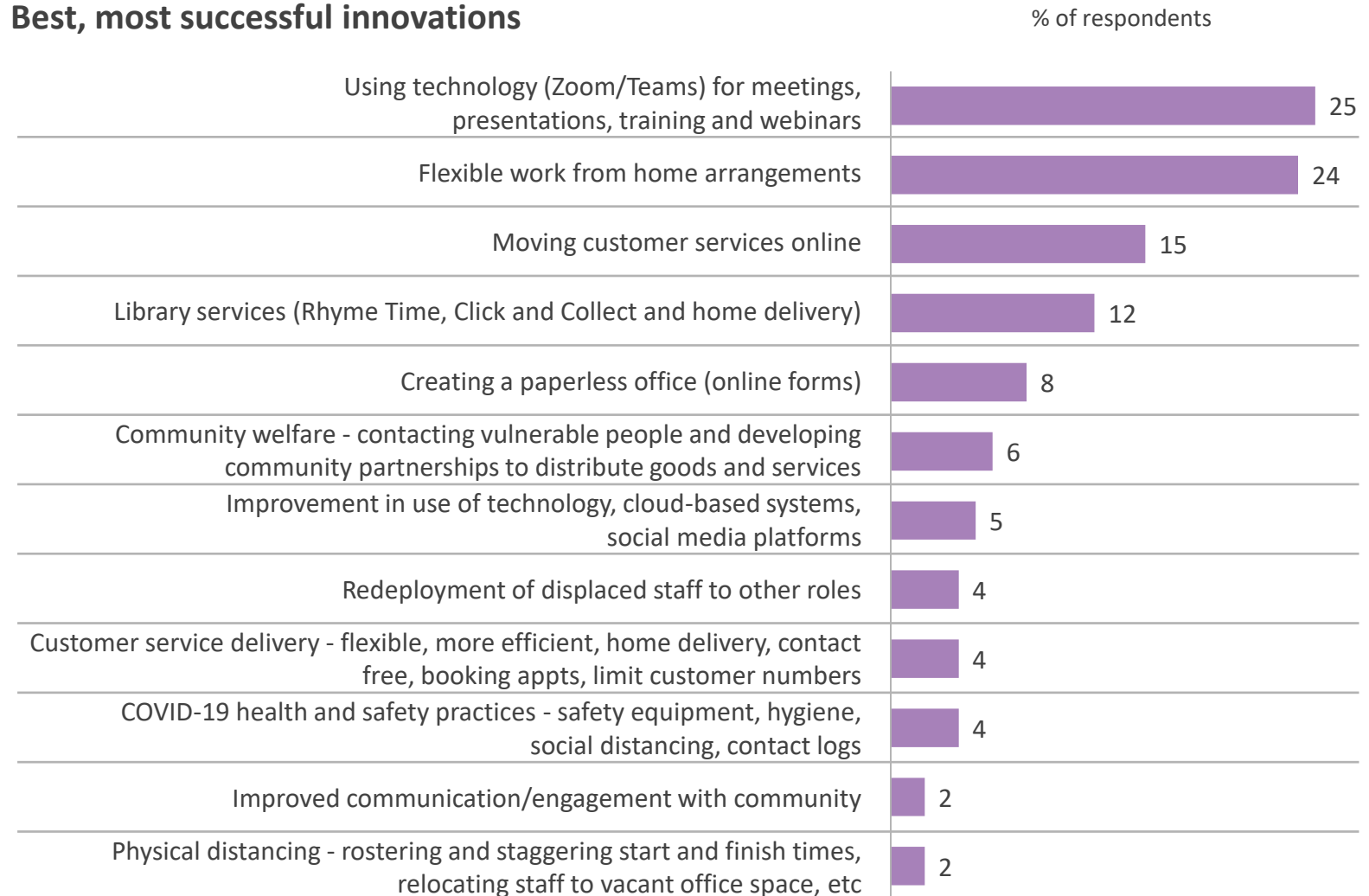
Q. As Western Australia recovers from COVID-19, would you prefer to return to "business as normal" at work, going back to the way things used to be, or to embrace a "new normal" with new ways of working and delivering services?
 Base: all respondents, excludes unsure and no response (n = 2123)

Best, most successful innovations and practices introduced during COVID-19

Top 5 innovations

1. Using technology such as Zoom and Teams for meetings, presentations, training and webinars
2. Supporting flexible work from home arrangements
3. Moving services online
4. Introducing new services in the library, such as Rhyme Time, Click and Collect and home delivery
5. Creating a paperless office (i.e. more online fillable forms)

Best, most successful innovations



Recommended ideas and innovations to improve customer service and internal efficiencies

Top 5 ideas

1. Continue to support flexible work practices, such as working from home arrangements
2. Provide more online applications, forms, enrolments, registrations, etc
3. Improve internal communication with continued use of Zoom and Teams for meetings, workshops, training, HR inductions, presentations, document sharing, etc
4. Greater use of technology – software, computers, tablets, phones, cloud access and IT support
5. Create a paperless office – move internal processes, approvals, electronic signatures and timesheets online

Ideas for improving customer service and internal efficiencies

% of respondents



Q. Moving forward, if you could introduce a new or innovative idea to improve customer service or internal efficiencies what would it be?

Base: all respondents, excludes no response (n = 973) Chart shows ideas suggested by 3% of more respondents.

Local Government Professionals WA

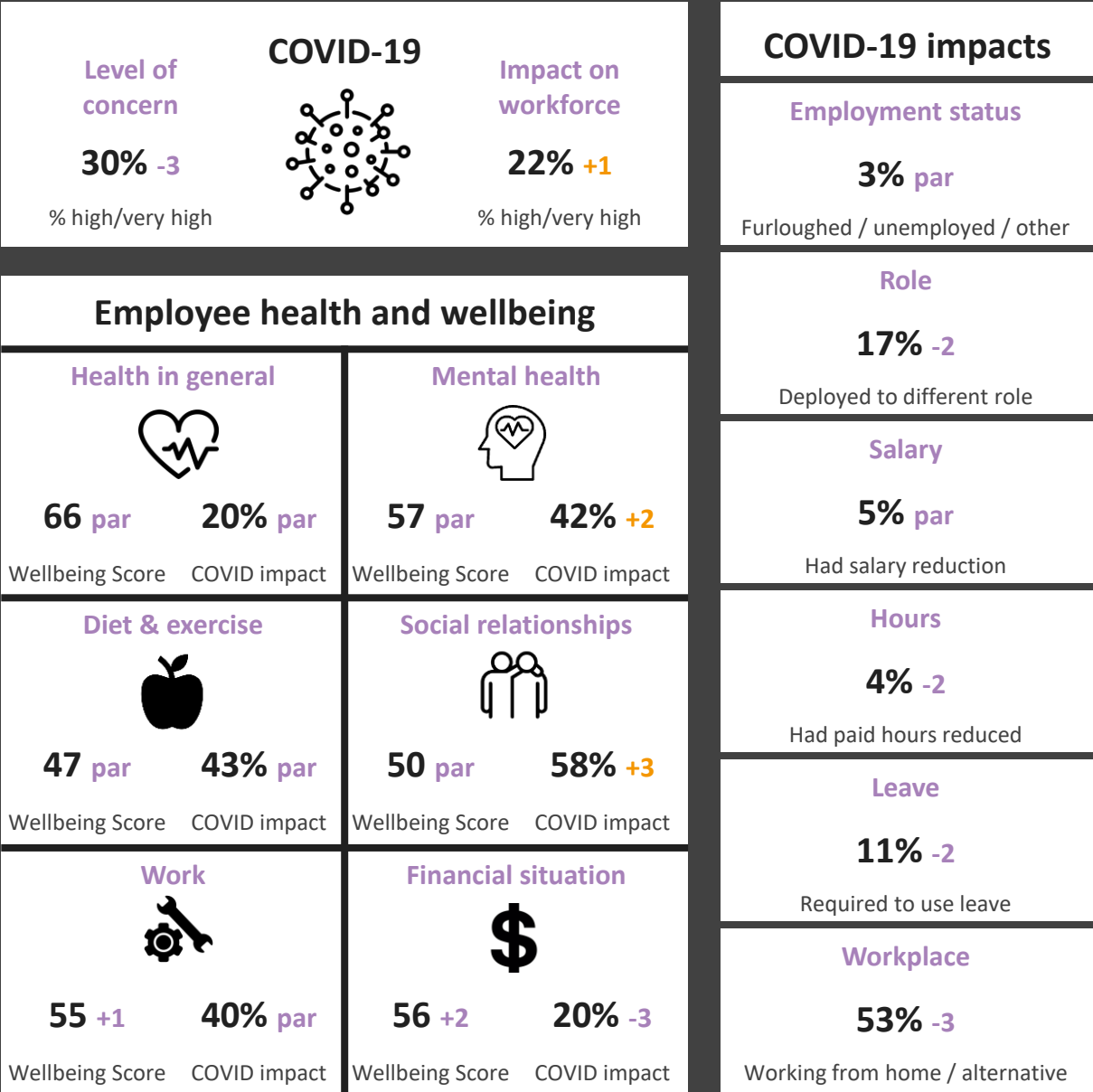
How did LG Professionals members' rate their wellbeing?

Members of Local Government Professionals WA have lower levels of concern with COVID-19 and a slightly lower degree of personal impact.

They tend to have slightly higher wellbeing scores for their work and financial situation and are less likely to have had their financial situation adversely affected by the COVID-19 outbreak.

However, they are more likely to say their mental health and social relationships got worse after the COVID-19 outbreak.

In relation to role, following the outbreak of COVID-19, members were more likely to continue in their usual role and place of work, and were less likely to have their paid hours reduced or to have been asked to use their leave entitlements.



How did LG Professionals members' rate performance?

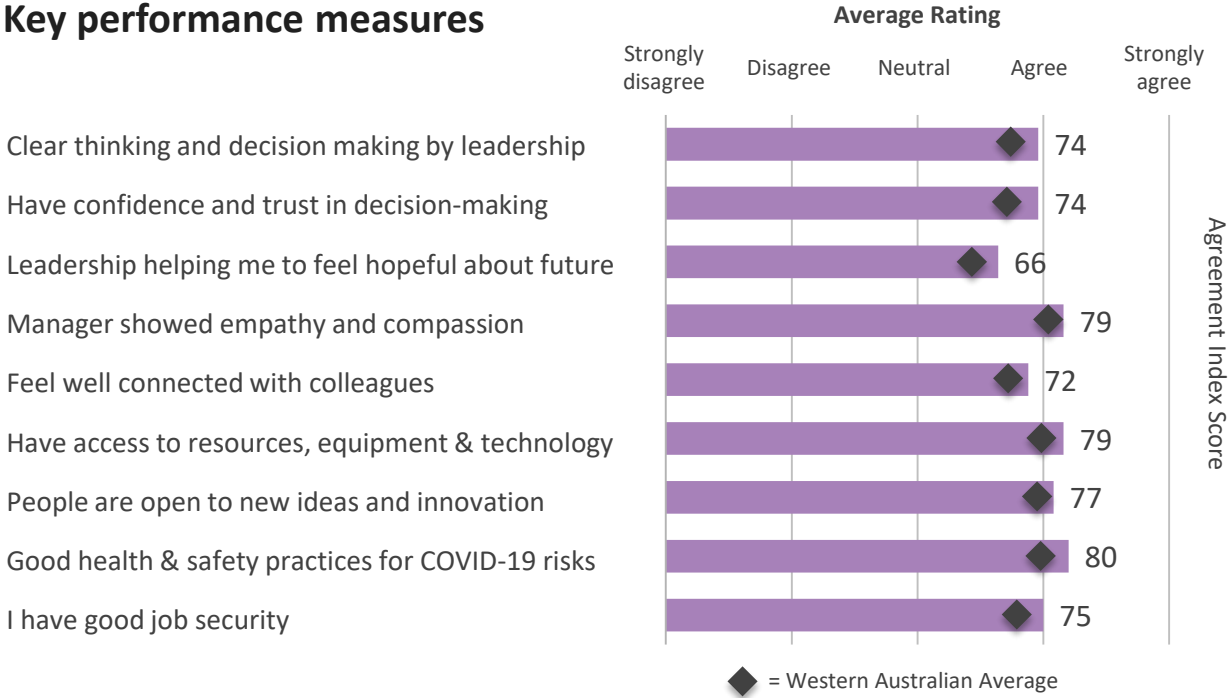
Members of Local Government Professionals WA generally provide more positive ratings on key performance measures than non-members. The areas that stand out are:

- Clear thinking and decision making by leadership
- Having confidence and trust in their leadership group
- Feeling more hopeful by the leadership group's response
- Having good health and safety practices for COVID-19 risks
- Having a greater sense of job security

Members express a slightly greater preference to embrace new ways of working and delivering services rather than returning to business as usual.

As performance scores are more positive for members than non-members, it is recommended that Local Government Professionals WA promotes and grows its membership to extend training and support services to all local government professionals to help to close these gaps.

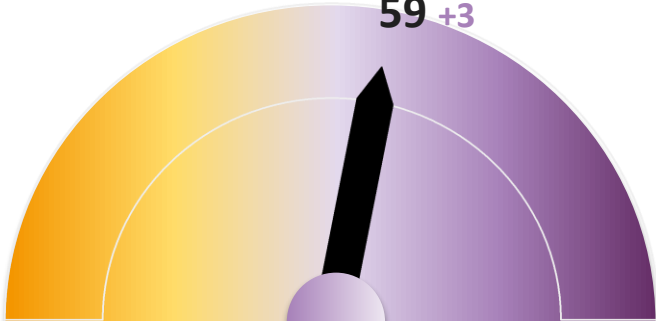
Key performance measures



The future of local government

Index Score out of 100

Business as usual
Go back to the way things used to be at work



A new normal
Embrace new ways of working and delivering services

Suggestions to best support LG professionals



Top 5 supports for LGPro WA members

1. Continue to provide professional development and networking opportunities via webinars and online training sessions
2. Encourage collaboration and sharing of successes, best practice, new ideas and innovations
3. Provide clear, open and transparent communication
- =4. Advocate for flexible working practices to be supported
- =4. Provide relevant and timely updates about about what’s happening in local government

Ideas to best support LG professionals

% of respondents



Q. How could LG Professionals (WA) best support its members going forward?
 Base: all respondents, excludes no response (n = 850) Chart shows ideas suggested by 2% of more respondents.

Credentials

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

Our vision:

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

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

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

Thank you to many LGs and organisations who have supported CATALYSE® over the years. If we can assist you further, please call us on 08 9226 5674 or email franklin@catalyse.com.au

