

Catalyse Survey

Customer Service information and FAQs

Project owner: Governance, Office of the CEO
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Why is the Town conducting this survey?

In 2020, the Town engaged the firm Catalyse to conduct the district wide Markyt Community Scorecard.

The Scorecard was designed to evaluate community needs and aspirations in order to inform budget decisions, strategic planning and performance evaluation for the Town. The information derived from the Scorecard was influential in shaping the Strategic Community Plan for the district.

In 2022, we are doing it again. These survey results will be significant to the Town, as it will assist with the interim review of the Strategic Community Plan, the alignment of the Town's strategic direction with resident aspirations, and identification of areas for improvement in the Town's service delivery.

Catalyse will only contact you to provide a copy of the survey and a reminder notice closer to the closing date. They will not provide any spam mail or future promotions.

Who can complete the scorecard?

All local business owners/managers, ratepayers and residents aged 14 years or older are invited to take part. Please submit one response per person by **3 June 2022**.

The scorecard generally takes 5-10 minutes to complete, or may be slightly longer if you wish to expand on some of your written answers. We value your time and comments greatly.

How can you complete the survey?

You can complete the survey via the paper form delivered to your address, via the email link you may have received in your inbox or online at www.catalyse.com.au/studies

Catalyse is using a resident database to track responses so it isn't possible to submit a duplicate response. The various formats are provided purely for accessibility and ease of access for residents.

The survey is not being conducted via telephone. No one involved in the study will ask your name, address or identifying factor other than suburb. If you are concerned please telephone the Town.

What information does Catalyse have access to?

The first names and telephone numbers were removed from the registers provided to Catalyse. The only information accessed by them was a surname, address and email. This was so that if a resident responded online they could not have a duplicate response in hard copy.

The Town has gone to great lengths to work with Catalyse to ensure they are adhering to the Privacy Act.

Why is the completed paper scorecard not being delivered to the Town?

The study is being managed by CATALYSE® on the Town's behalf. Personal information will be treated in accordance with the Privacy Act and responses will remain confidential. The Town will receive a summary report with aggregated responses and a database of anonymous verbatim responses.

If you have questions about this study please contact the Town of Bassendean on 9377 8000 or email mail@bassendean.wa.gov.au.

