



# MARKYT Community Scorecard ©

Prepared for: City of Melville

Prepared by: CATALYSE<sup>®</sup> Pty Ltd ©

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# Strategic overview

## Vision



40

% agree

7% points above  
Industry Average

## Liveability

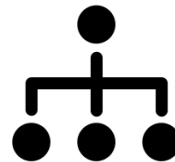


86

Performance Index Score

10 index points above  
Industry Average

## Governance



65

Performance Index Score

9 index points above  
Industry Average

## Rates Value



57

Performance Index Score

12 index points above  
Industry Average

### Highest scores

- Place to live
- Library services
- Waste collection services
- Sport and recreation facilities

### Most improved

- Sustainability / climate change
- Waste collection services
- Library services

### Relative to MARKYT® Industry Standards

- Local roads
- Storm water drainage
- River and foreshore

## Priorities



Responsible growth and development



Sustainability / climate change



Playgrounds, parks and reserves



Streetscapes, trees and verges



Conservation and environment



River and foreshore



Safety and security



Planning and building approvals



Waste collection services



Development and activation of city centres

# Approach

# Purpose



## Department of Local Government, Sport and Cultural Industries

DLGSC's Integrated Planning and Reporting Framework requires local councils to review the **Strategic Community Plan** at least once every two years.

## MARKYT Community Scorecard

The City of Melville commissioned a MARKYT® Community Scorecard to:

- Support a review of the Strategic Community Plan (SCP)
- Assess performance against objectives and key performance indicators (KPIs) in the SCP
- Determine community priorities
- Benchmark performance



# The Study

The City of Melville commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

Scorecard invitations were sent to 16,000 randomly selected households by email. The City of Melville provided supporting promotions through its communication channels.



The scorecard was open from 29 March to 1 April 2022 and completed by **1,474 community members** with various connections to the City.

Local resident	Out of area ratepayer	Visitor	Elected Member / Employee
1,423	3	17	34

Overall, 1,248 respondents had been randomly selected and 175 opted in from the general population. As responses differed between the random and opt in sample, and for consistency with historical tracking and benchmark analysis, the main body of this report shows responses from randomly selected residents only. Results from other community groups are reported separately at the end of this report.

The random sample of residents was weighted by age and gender to match the ABS Census population profile. Where sub-totals add to  $\pm 1\%$  of the parts, this is due to rounding errors to zero decimal places.

## % of random respondents (weighted)

Home owner	88
Renting/Other	12
Male	46
Female	52
Non-binary	1
I use a different term	1
18-34	27
35-44	16
45-54	17
55-64	16
65-74	12
75+	11
Have child aged: 0-5 years	14
6-12 years	14
13-17 years	12
18+ years	11
No children	37
Disability	8
Indigenous	<1
LOTE	5
Applecross / Mount Pleasant	19
Bicton / Attadale / Alfred Cove	20
Bull Creek / Leeming	10
Central	17
Palmyra / Melville / Willagee	21
Bateman / Kardinya / Murdoch	13

\* LOTE: mainly speak a language other than English



# MARKYT Industry Standards

CATALYSE® has conducted studies for close to 70 councils. 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, the average and high scores are calculated from councils that have completed a MARKYT® accredited study within the past three years.





# How to read the performance charts

## Performance Ratings

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

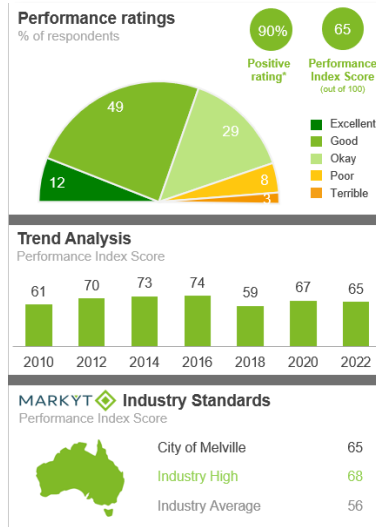
**Trend analysis** shows how results vary over time using the Performance Index Score.

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

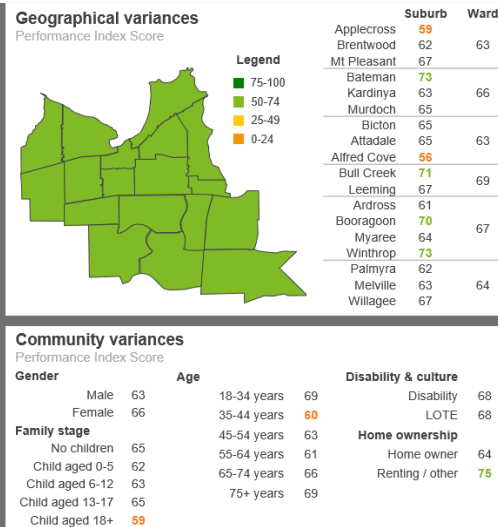
**Council Score** is the Council's performance index score.

**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

Historical analysis, 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.

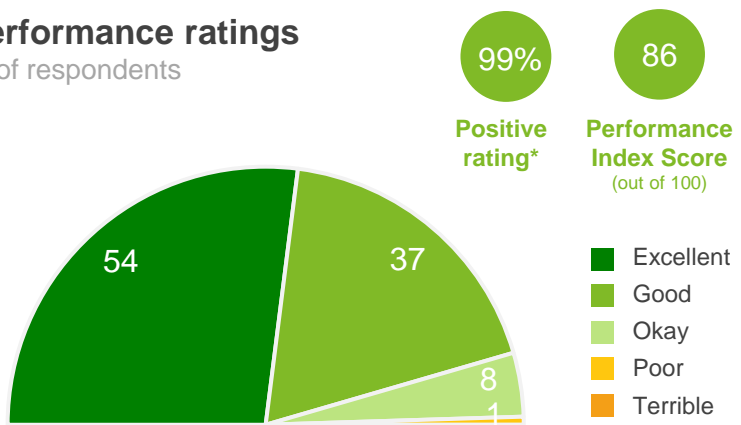
Score	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

Overall Performance

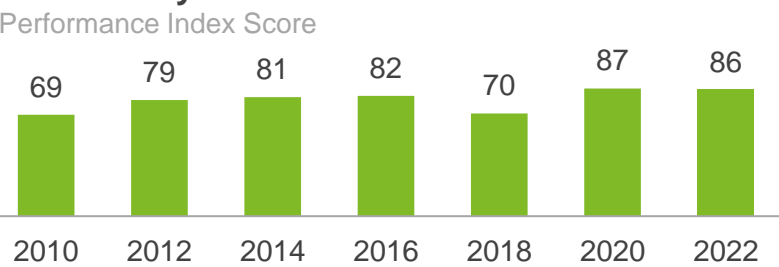
# Place to live

## Performance ratings

% of respondents



## Trend Analysis



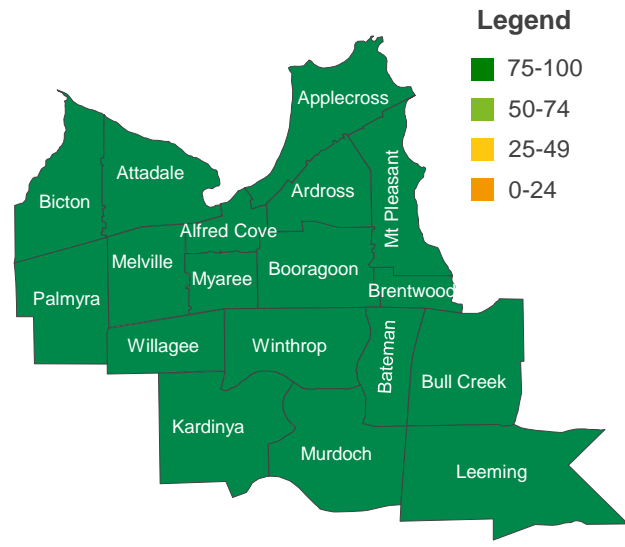
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



	Suburb	Ward
	Applecross	85
	Brentwood	82
	Mt Pleasant	87
	Bateman	89
	Kardinya	83
	Murdoch	94
	Bicton	86
	Attadale	87
	Alfred Cove	85
	Bull Creek	87
	Leeming	84
	Ardross	90
	Booragoon	88
	Myaree	92
	Winthrop	92
	Palmyra	80
	Melville	87
	Willagee	82

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	86	18-34 years	86	Disability	87
Female	86	35-44 years	83	LOTE	83
Family stage				Home ownership	
No children	86	45-54 years	87	Home owner	86
Child aged 0-5	85	55-64 years	85	Renting / other	88
Child aged 6-12	86	65-74 years	88		
Child aged 13-17	89	75+ years	87		
Child aged 18+	84				

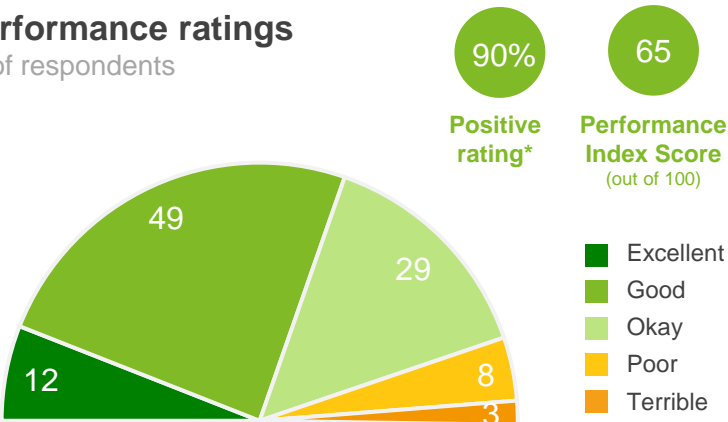
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1242). \* Positive Rating = excellent, good + okay

# Governing organisation

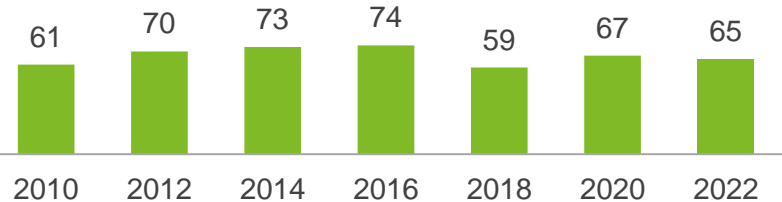
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

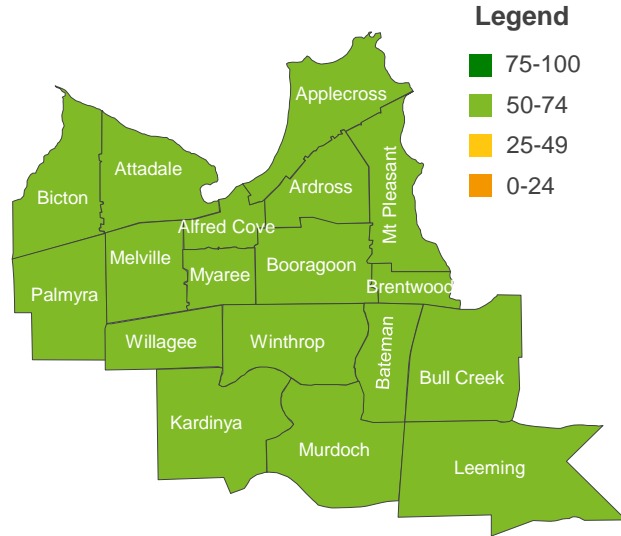
Performance Index Score



City of Melville	65
Industry High	68
Industry Average	56

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	59	
Brentwood	62	63
Mt Pleasant	67	
Bateman	73	
Kardinya	63	66
Murdoch	65	
Bicton	65	
Attadale	65	63
Alfred Cove	56	
Bull Creek	71	69
Leeming	67	
Ardross	61	
Booragoon	70	67
Myaree	64	
Winthrop	73	
Palmyra	62	64
Melville	63	
Willagee	67	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	63	18-34 years	69	Disability	68
Female	66	35-44 years	60	LOTE	68
Family stage				Home ownership	
No children	65	45-54 years	63	Home owner	64
Child aged 0-5	62	55-64 years	61	Renting / other	75
Child aged 6-12	63	65-74 years	66		
Child aged 13-17	65	75+ years	69		
Child aged 18+	59				

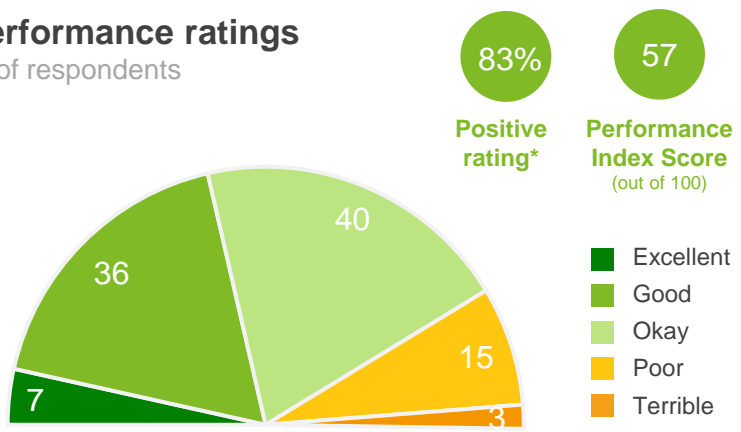
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1198). \* Positive Rating = excellent, good + okay

# Value for money from Council rates

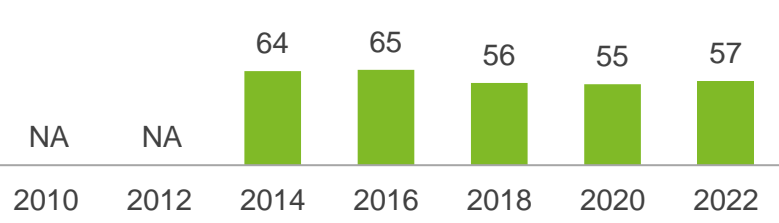
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

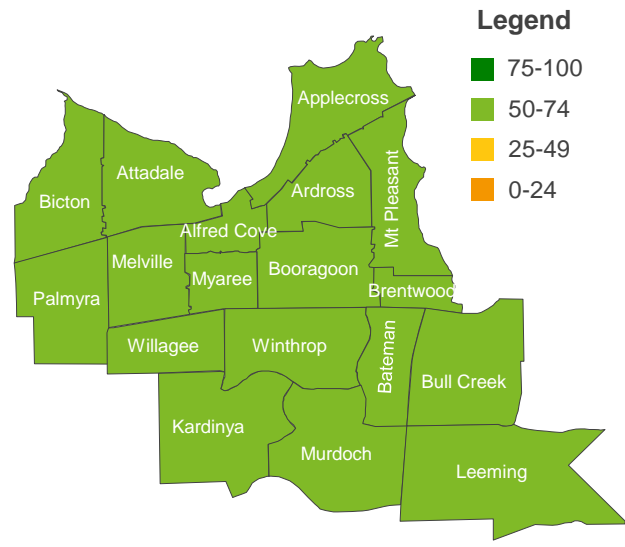
Performance Index Score



City of Melville	57
Industry High	61
Industry Average	45

## Geographical variances

Performance Index Score



	Suburb	Ward
	Applecross	53
	Brentwood	52
	Mt Pleasant	56
	Bateman	70
	Kardinya	56
	Murdoch	59
	Bicton	54
	Attadale	57
	Alfred Cove	56
	Bull Creek	63
	Leeming	58
	Ardross	53
	Booragoon	63
	Myaree	61
	Winthrop	63
	Palmyra	56
	Melville	53
	Willagee	63

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	55	18-34 years	60	Disability	62
Female	59	35-44 years	53	LOTE	57
Family stage				Home ownership	
No children	60	45-54 years	56	Home owner	57
Child aged 0-5	55	55-64 years	53	Renting / other	68
Child aged 6-12	56	65-74 years	60		
Child aged 13-17	55	75+ years	64		
Child aged 18+	52				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1114). \* Positive Rating = excellent, good + okay

MARKYT  industry comparisons



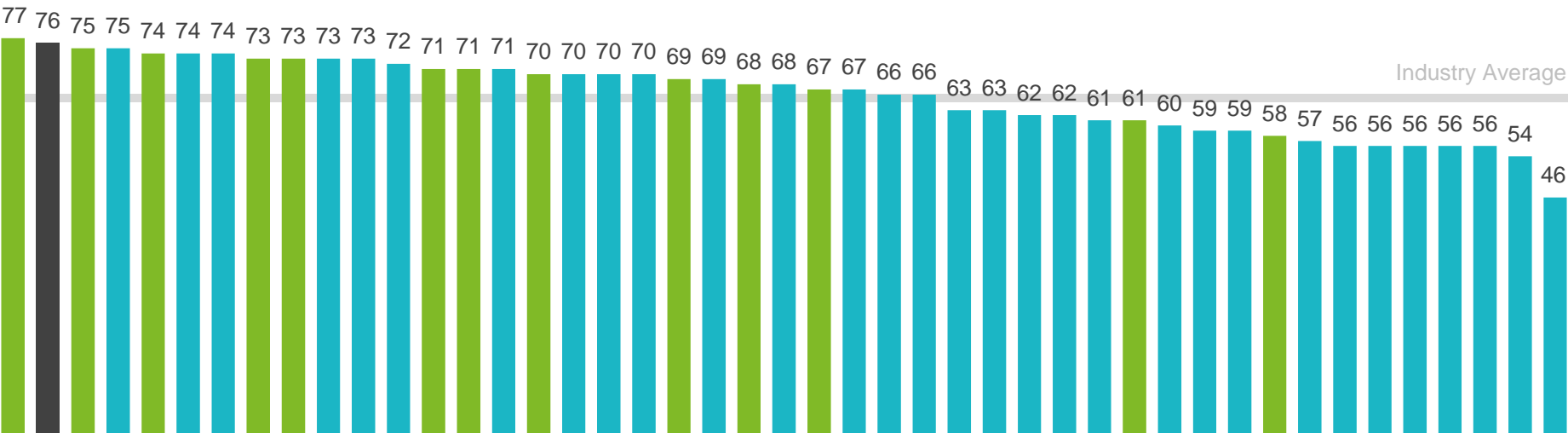
# Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Melville as a 'place to live' and as a 'governing organisation'. The City of Melville's overall performance index score is 76 out of 100, placing the City in second place overall, and 10 index points above the industry average.


## Overall Performance Index Score

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

- City of Melville
- Metropolitan Councils
- Regional Councils




MARKYT



Industry Standards

Performance Index Score



City of Melville

76

Industry High

77

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.

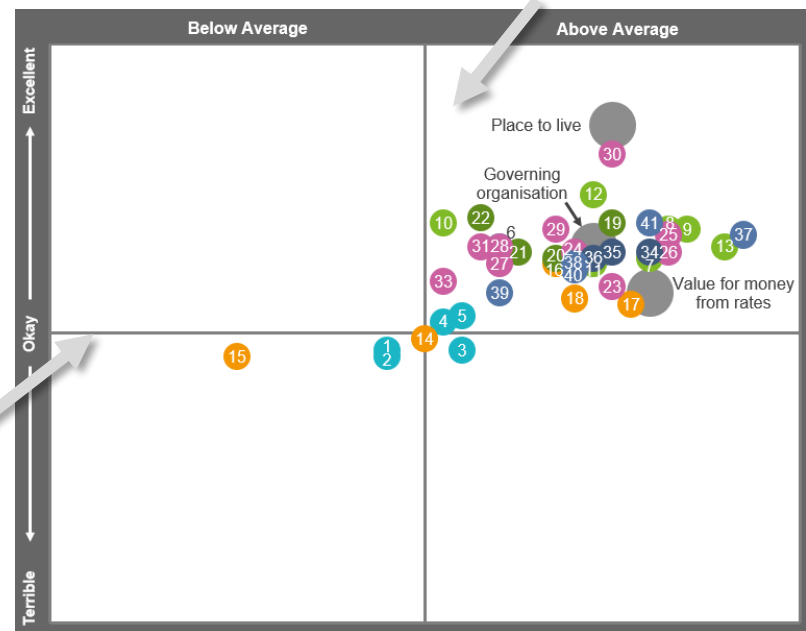
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

There are seven themes, aligned with the Strategic Community Plan:

- Leadership and governance
- Sense of community
- Sustainable transport
- Clean and green
- Growth and prosperity
- Healthy lifestyles
- Safe and secure

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.

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

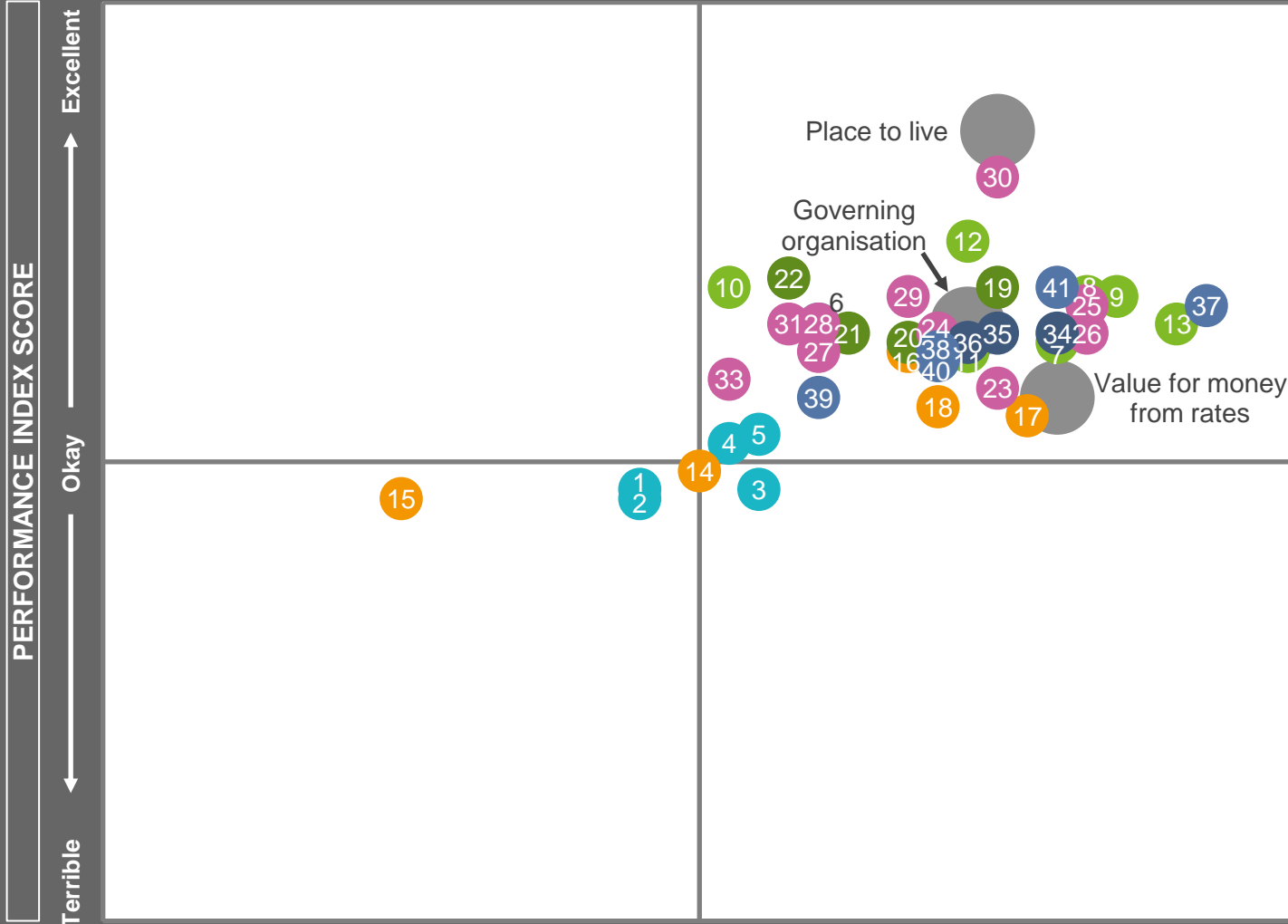


# MARKYT Benchmark Matrix

## COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation & technology
- 6 Customer service
- 7 Sustainability / climate change
- 8 Conservation and environment
- 9 River and foreshore
- 10 Playgrounds, parks and reserves
- 11 Streetscapes, trees and verges
- 12 Waste collection services
- 13 Storm water drainage
- 14 Responsible growth and development
- 15 Planning and building approvals
- 16 Access to housing that meets my needs
- 17 Economic development
- 18 City centre development / activation
- 19 Health and community services
- 20 Food, health, noise and pollution issues
- 21 Community buildings, halls and toilets
- 22 Sport and recreation facilities
- 23 Youth services and facilities
- 24 Children and family services
- 25 Seniors' facilities, services and care
- 26 Disability access and inclusion
- 27 Aboriginal history and heritage
- 28 Multiculturalism and racial harmony
- 29 Volunteer support and recognition
- 30 Library services
- 31 Festivals, events and cultural activities
- 32 Street artworks and public art
- 33 Local history and heritage
- 34 Safety and security
- 35 Lighting of streets and public places
- 36 Animal management (dogs and cats)
- 37 Local roads
- 38 Management and control of traffic
- 39 Management of parking
- 40 Footpaths and cycleways
- 41 Access to public transport

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.  
Areas in grey have no benchmark data.

**The City of Melville is leading the industry in 6 areas:**

- River and foreshore
- Storm water drainage
- Access to health and community services
- Seniors' facilities, services and care
- Lighting of streets and public places
- Local roads



MARKYT  community trends

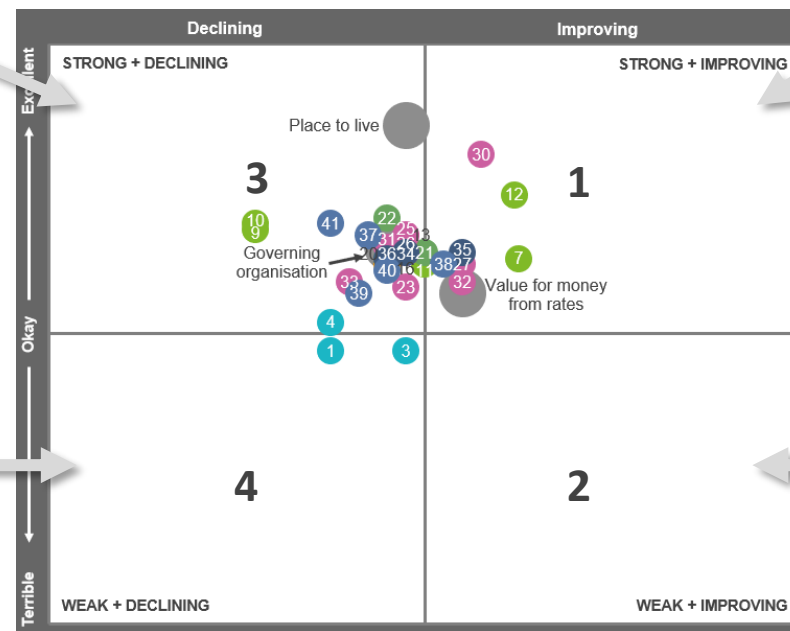
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

**Window 3** includes higher performing services in decline. **Arrest decline** for areas with the biggest falls:

- Playgrounds, parks and reserves
- River and foreshore
- Access to public transport
- Communication
- Local history and heritage
- Parking

**Window 4** includes lower performing areas in decline. The **main concerns** are:

- Council's leadership
- Community consultation



**Window 1** includes higher performing areas that have improved. **Stand-out improvers** are:

- Sustainability / climate change
- Waste collection services
- Library services

**Window 2** includes lower performing areas that are improving. There are no service areas in this window.



# MARKYT Community Trends Window

## COMPARISON TO PREVIOUS STUDY (2020)



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

MARKYT  community priorities

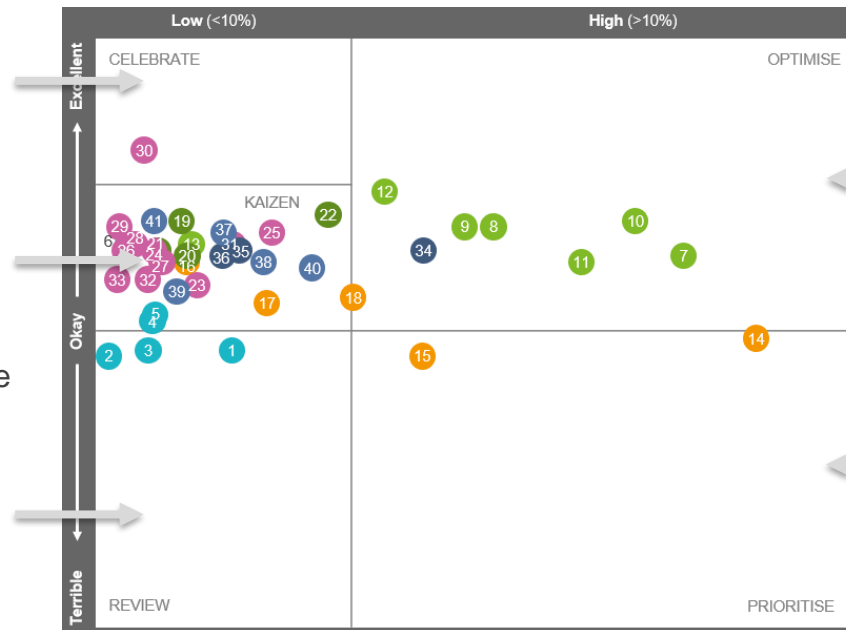
# How to read the MARKYT Community Priorities

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

**CELEBRATE** the Shire's highest performing areas.

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

**REVIEW** lower performing areas.



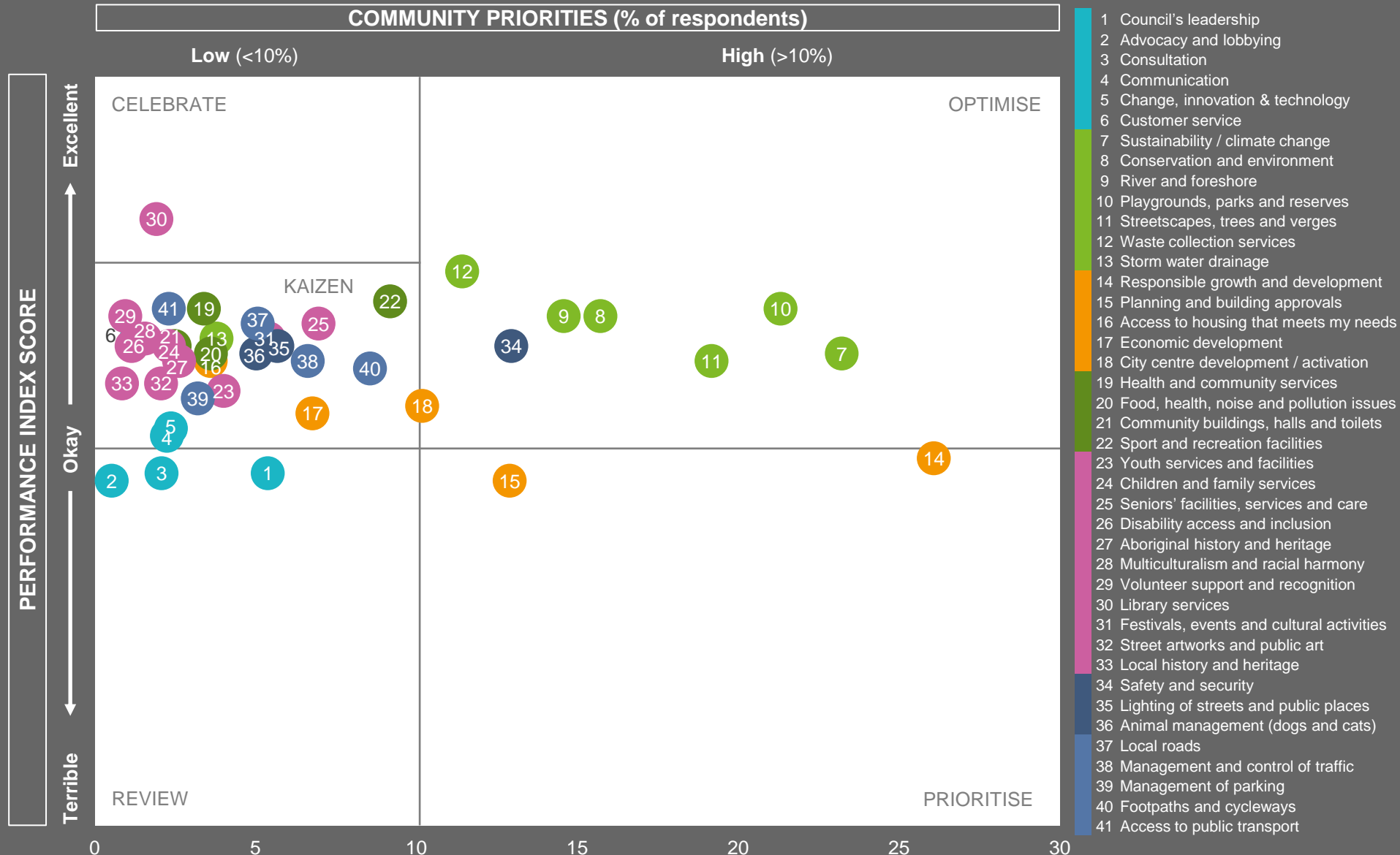
**OPTIMISE** higher performing services where the community would like enhancements to better meet their needs.

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

There are seven themes, aligned with the Strategic Community Plan:

- Leadership and governance
- Sense of community
- Sustainable transport
- Clean and green
- Growth and prosperity
- Healthy lifestyles
- Safe and secure

# MARKYT Community Priorities



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 = 1057)

### Challenges

- Overcrowding from high density developments – excessive urban infill and high rise being allowed. Insufficient infrastructure and amenities for higher density areas, including schools
- Traffic and parking congestion caused by higher density
- Environmental impact – removal of trees, lack of green open space, heat islands, energy requirements of high density developments
- Loss of aesthetic appeal in established leafy neighbourhoods, concerns about overshadowing, loss of privacy and negative impact on property values
- Residents do not feel adequately consulted or listened to in respect of new developments
- A perception that building regulations are not consistently applied and that the Council values its own interests and interests of developers over residents' interests
- A lack of affordable housing

### Community Driven Actions

1. Advocate for less high density development and ensure developers provide adequate amenities (e.g. parking)
2. Provide greater infrastructure and amenities where high density developments have been approved (e.g. schools, road access)
3. Provide tighter controls on the removal of trees and the provision of green open space in new developments
4. Introduce tighter controls around development in relation to height and overshadowing
5. Ensure affected residents are consulted on all new developments
6. Apply Building regulations and codes consistently for all new developments
7. Review affordable housing requirements in new developments

# Community Action Plan

## Responsible growth and development

### Sample of Community Voices

*"Restrict urban infill. There is too much high density development happening."*

*"Don't want too many high density or high rise buildings in the area."*

*"Ensure that increased population densities are being properly serviced with respect to parking, shopping and community services."*

*"Too much infill without increasing services and infrastructure. Increased street parking making our streets dangerous."*

*"School classrooms are bursting at the seams with far too many children in overcrowded spaces."*

*"Local streets are becoming littered with cars because residents have no room to park them off the street."*

*"Better traffic flow. Since changing the Norma road/Canning highway intersection it has created chaos on Canning Highway closer to Attadale. We cannot continue to increase the residential density on Canning Highway without increasing the capacity of the highway."*

*"Stop letting developers clear all green space and build houses that take up the entire block with no garden or green space. Minimum energy efficiency requirements for new builds."*

*"Place strict requirements on developments to meet environmental, public access and green space requirements."*

*"The overshadowing and heat island effect from these huge buildings is going to affect the environment immensely."*

*"Apartments are not environmentally sustainable - the infrastructure cannot handle the extra demand on water, power and sewage as ongoing works over the years has shown."*

*"What was once a leafy, family-friendly area is now overshadowed by more and more high-rise buildings (4 stories and more)."*

*"Restrict the height of new developments so that they do not overlook neighbouring residents in the privacy of their own backyards."*

*"We chose to save and buy in Applecross. People are attracted to Applecross because of its spaciousness and green canopy. Land is expensive for that reason. Yet now I feel like developers have come to cash in."*

*"Consider what the community want and consult."*

*"Rate payers and residents of Melville should have a significant influence over how the growth and development of THEIR city is undertaken and Council officers should not have an overriding vote on what or how development is undertaken."*

*"When plans are submitted and they are outside of the guidelines for that area, they should be immediately rejected and not discussed. A new fee for a resubmitted application. No concessions for overheight buildings."*

*"What is the point of having R-Codes if approvals are generally outside of those guidelines? In particular overshadowing. We felt we were left with no pathway to resolve as the DAP had accepted the application."*

*"Listen to residents about their concerns about high rise developments that contravene the height levels originally decided on."*

*"In many areas of Melville it seems that the new developments / buildings /height of multi-storey buildings receive precedence over long standing homeowners. The welfare and concerns of longstanding residents often seem to be ignored or brushed under the carpet."*

*"Focus on development of affordable housing, not more playgrounds for rich people".*



# Community Action Plan

## Planning and building approvals

### Challenges

- Concerns over high-density development and the effect on aesthetics, infrastructure, traffic and the environment
- The approval process is seen to be slow and cumbersome, particularly for small improvements
- Need to consider approvals case-by-case
- Perception that the Council values its own or the developers' interests over residents' interests
- Regulations are not consistently applied

### Community Driven Actions

1. Simplify and streamline the process
2. Move towards a digital application process
3. Consider applications on a case-by-case basis
4. Communicate all requirements clearly

### Sample of Community Voices

*"Quicker process for planning approvals, particularly small projects e.g. patios and free-standing sheds."*

*"Fast track easy process for improvements under \$100k."*

*"The process is bureaucratic and slow. Approval times need to reduce and standards need to be maintained. Digitise the business!"*

*"Provide clearer instructions on approvals and more assistance."*

*"Better understanding of customer needs on an individual basis."*

*"I wish that common sense is applied rather than following the rules by the book. The rules are there to follow for sure but no-one listens to the situation being faced. The rule is just recited. Take a minute to explain to laymen like me."*

*"There are so many apartment blocks being built in the area but no additional schools and facilities."*

*"One of the issues that is apparent in areas where units and high rise has taken place is the lack of parking space for cars and the traffic hazards this incurs, and pressure on local amenities."*

*"Do not change building density heights to satisfy developers. Residents must be given priority in this area and their concerns acted on."*

*"High density housing is good for City of Melville revenue, but terrible for property value, road congestion, community security, pedestrian safety, roadside parking. I don't understand how approvals were accomplished when the community was so vehemently against it. How could the City of Melville improve? Listen to its constituency."*

*"The planning department at Melville is supporting developers and not residents."*

### Challenges

- Lack of awareness or understanding in the community of sustainable practices
- Property developments not adopting sustainable principles
- Too much reliance on non-renewable energy sources
- Heavy reliance on individual car use for transport

### Community Driven Actions

1. Educate the community and encourage adoption of sustainable practices through financial incentives, rebates, etc
2. Provide more sustainable urban planning including guidelines for developers e.g. improving urban canopy, sustainable verges, energy efficient design
3. Facilitate the use of renewable energy technology including solar panels, community batteries, electric vehicles
4. Improve public transport, access to shared vehicles, cycleways, pathways etc to discourage car use
5. Council to adopt sustainable practices within its own operations

### Sample of Community Voices

*"Promote awareness, subsidise sustainable initiatives, encourage sustainable projects both from the community and in business."*

*"Keeping the community better informed about what they can do as a household to help sustainability and how what they do day to day impacts the environment."*

*"Rebates for sustainable everything, access to information and education of the suburbs in renewables."*

*"Better housing design/approvals ie grey water recycling, verge trees (native to WA)."*

*"All new planning applications for new homes must have a high percentage of solar power and batteries with a view to phasing out fossil fuel supply asap."*

*"Incentivise solar battery purchase/electric vehicles."*

*"Local community battery systems installed for solar power storage overnight."*

*"Develop schemes to fund establishment of EV charging stations in the City."*

*"Public transport and continuing cycleways to limit the need for individuals using their cars."*

*"Carbon neutral transport options including electric ride share, community vehicles, infrastructure and financial incentives to support the uptake of personal transports such as e-bikes, e-scooters."*

*Develop community microgrid and shared public strategy (eg smart vehicles for community use and CAT bus type transport)."*

*"Get the whole of City operations to be carbon neutral or negative as fast as possible, no later than 2030."*

*"I'd like to see community facilities (libraries, sporting complexes etc) run on solar power."*

### Challenges

- Loss of trees and green spaces due to development
- Loss of bushland and wetlands and resulting loss of habitat for native flora and fauna
- Large mosquito numbers
- Pollution of waterways
- Pollution caused by dumping litter and waste

### Community Driven Actions

1. Introduce tighter controls on development around retaining trees, sustainable verges, heat reduction
2. Implement plans to manage existing green spaces including wetlands and bushland
3. Plant more street and verge trees and ensure they are well maintained.
4. Use appropriate species – consider shade canopy, natives, habitat for wildlife
5. Review mosquito management
6. Clean up waterways
7. Educate the community about the impact of waste and encourage recycling

### Sample of Community Voices

*"The City of Melville is losing trees at a rapid rate due to original housing being cleared to make way for extra housing. In the past 12 months 3 houses opposite us have been knocked over and the mature gum trees on the blocks were cleared. The verge trees were also removed."*

*"Better tree policies. Melville is slowly losing its leafy suburb status and the foreshore is barren for fear of upsetting nearby residents."*

*"Make it a priority, no development at any cost, more projects to heal the damage we have done in wetlands and foreshore, replanting native species to restore animal habitats."*

*"Greater emphasis on green belt connections, retention and improvement of bush land areas, expanding bush land reserves, encouraging gardens for native animals."*

*"Wetlands need active management, following previous management plans."*

*"Plant more trees and start a verge planting program where residents can opt in to have their verge contain native plant and not grass!"*

*"More large trees on verges and in parks – and look after them so they don't die in summer."*

*"The extent/number of mosquitos around our home and general Attadale area close to the river is completely out of control... action must be taken as the Ross River virus heads north and the Melville Council would be negligent in maintaining its current control regime."*

*"Monitor water for upstream pollution and repopulate native water species."*

*"Once again stay alert to any illegal practices of dumping and pollution of the environment."*

*"Education/signage about how rubbish affects the environment eg I collect approximately 300 cigarette butts most weeks."*

# Community Action Plan

## Playgrounds, parks and reserves

### Challenges

- Playground equipment is outdated, lacks variety for different age groups and needs maintenance
- Lack of shade
- Glass, sharp objects, ants etc in sand areas at playgrounds
- Not enough suitable dog exercise areas
- Not enough BBQ facilities and seating areas
- Not enough public toilets at playgrounds/parks

### Community Driven Actions

1. Maintain and update playground
2. Provide more nature-based playgrounds and facilities for older children and adults like basketball courts, skate parks, pump tracks and free exercise equipment
3. Ensure adequate shade in parks all year round
4. Clean sand regularly and consider replacing sand with an alternative surface
5. Ensure there is a variety of dog exercise spaces - fenced and unfenced, on and off lead
6. Provide more seating and BBQ facilities
7. Ensure all parks and playgrounds have public toilets

### Sample of Community Voices

*"Ensuring our playgrounds, parks and reserves are maintained and kept safe. Some parks and playgrounds are getting old and require changes. A tiny spot with a fence around it doesn't attract many people."*

*"More of a focus on nature parks instead of just dropping a metal or plastic generic kids' playground in and thinking that's good enough."*

*"Kids need additional playgrounds/adventure ground suitable for ages 6-12 and skate park facilities (not just one) and for the older 12-17 year-olds a decent skate park/pump track."*

*"We have so many huge open parks and reserves but not necessarily any free to use facilities available. More courts, be it basketball, tennis, volleyball, skating, bike courses, etc would be great for more community engaging in non-competitive sports."*

*"More shade please! So many parks are unusable in summer because there aren't any shady trees or shade cloth erected."*

*"Change all parks to have no sand as needles and animal faeces are buried in the sand and very unsafe. Change sand to the rubber heat safe flooring."*

*"More maintenance of these areas, especially in sandpits which are full of bull ants, rubbish, sometimes glass."*

*"Have dog specific areas away from children."*

*"More areas that residents can walk their dogs."*

*'Additional barbeque areas and better designed pavilions for these . . . More picnic tables and benches would see the park being used for longer periods as a destination and meeting place.'*

*"We need more gazebos, BBQs, seating."*

*"More toilets in every local park."*

### Challenges

- Erosion of the river foreshore
- Lack of parking and access to the foreshore
- Lack of facilities and areas for enjoyment along the foreshore including playgrounds, BBQ facilities, toilets
- Mixed views about development – some would like to see more cafes, restaurants, shops etc, others would like the foreshore to remain untouched
- Maintaining natural habitats for flora and fauna
- Rubbish and pollution of the river and waterways

### Community Driven Actions

1. Rehabilitate eroded areas
2. Provide better parking and access areas to the river foreshore
3. Provide more public toilets, playgrounds and BBQ areas along the foreshore
4. Review foreshore development proposal
5. Plant and maintain vegetation along the river, consider habitats for birds and animals
6. Keep the foreshore clean, remove rubbish
7. Monitor pollution levels in the river

### Sample of Community Voices

*“More attention to the decay and the loss of foreshore to erosion.”*

*“More plants and trees to tackle erosion.”*

*“Address foreshore area at Brentwood Avenue, where trees have been cut down, leaving a dust bowl*

*“More parking – it’s out of control trying to use our very own foreshore as the amount of boats etc overtake.”*

*“Enable better access to all and provision of facilities including toilets, food and drink outlets, barbeques etc.”*

*“Better development and care of the Applecross foreshores – more public benches, BBQ facilities, undercover seating, upgraded children’s play equipment, eco-walks with information.”*

*“More cafes or development to bring people to the wonderful area.”*

*“Develop river and foreshore with apartments, restaurants and public services like South Bank in Brisbane.”*

*“Leave the river alone so that it remains accessible to everyone. It is a great asset and is appreciated by many. Over development by the provision of activities would restrict its use. It is there for everyone now and should remain so.”*

*“Ensure riverbanks are fully planted to maintain a habitat for birds and native animals.”*

*“We need to ensure that the rushes that grow on the river’s edge continue to thrive to keep the river healthy and allow for the return of fish and water organisms.”*

*“Reduce rubbish (run off) going into wetlands and the river.”*

*“Fertiliser run-off destroys the water creatures and needs to be prevented.”*



### Challenges

- Loss of verge and street trees due to development
- Inappropriate tree species used on verges and streets
- Street and verge trees require maintenance - they are overgrown and interfere with footpaths, visibility and gutters
- Verges are unattractive and require maintenance
- Lack of footpaths and poorly maintained footpaths in some areas

### Community Driven Actions

1. Consider appropriate tree species when planting streets and verges – consider natives, trees that do not drop nuts, leaves, branches etc, shade canopy
2. Plant more verge trees and street trees and place stricter controls on their removal.
3. Maintain street trees – prune regularly
4. Maintain verges – tidy and replace dead trees and grass
5. Provide more footpaths and ensure existing footpaths are maintained and kept clear of trees and debris

### Sample of Community Voices

*“Sub-dividing and building of new homes has severely decreased the amount of trees in the suburb.”*

*“Plant more trees, insist on verge trees and limit the removal of trees by developers.”*

*“Use of appropriate trees endemic to the area instead of eastern states trees and jacarandas.”*

*“There are too many big gum trees on verges that are very dangerous and need to be removed or pruned right down.”*

*“Better tree type choices where leaves and nuts don’t litter pathways, cycleways and footpaths.”*

*“All roads and footpaths should be shaded by large trees with dense shade – eucalypts are not appropriate for mitigating urban heat island effects.”*

*“Street verge trees are overgrown and not trimmed causing issues with gutters in houses. Verges not maintained to a standard of area.”*

*“Monitor and tidy up as required. Trees overhanging footpaths – cut so people can walk under the branches rather than around them near the road.”*

*“Many trees need pruning because the overhang signs and footpaths. Many verges are untidy and uncared for.”*

*“As the verge is Council land they should tidy up the overgrown weed-riddled verges that make suburbs look untidy.”*

*“Maintain verges as many have no covering or have dying grass which is unattractive in the street.”*

*“Put in more footpaths, I am tired of walking on the road because the verges are poorly maintained or covered in cars.”*

*“Large gum tree branches growing on footpath verge are blocking walkers, seniors on mobility scooters.”*



### Challenges

- General waste red bins are too small and not collected often enough – need weekly collection
- Not enough opportunities for recycling – yellow recycling bins have limited uses and are not collected often enough
- Lack of understanding about what can and cannot be recycled
- Residents want more than one bulk waste collection per year

### Community Driven Actions

1. Provide a large red bin per household or collect bins weekly
2. Collect yellow recycling bins weekly and provide recycling depots e.g. for plastic bags, batteries, e-waste
3. Educate residents about correct recycling practice
4. Increase frequency of bulk verge collections to twice yearly or consider alternatives for getting rid of bulk waste – e.g. tip passes, partnering with other Councils, skip bins

### Sample of Community Voices

*“The red bin is far too small for families. They would be ok if collected weekly. My bin is full of nappies within a week.”*

*“Failing to remove general waste weekly under the guise of better for the environment is unhealthy and unsanitary, and not to reduce the cost to reflect the poor service is shameful.”*

*“Better recycling opportunities. Weekly collection.”*

*“Change the way the 3-bin system works. It dissuades recycling as the yellow bin is only collected fortnightly.”*

*“Introduce additional and accessible recycling services: soft plastics, redundant IT equipment, batteries etc. Current arrangements are not accessible.”*

*“Your public information sessions about recycling need to be increased. What you have done is good eg the street bin audit that was in our street a few months ago was useful but it needs a more widespread approach. I often see bins in my area with the wrong rubbish in them and I know that can contaminate other ‘good recycling’. More public education is needed.”*

*“Better communication (lists) of what can be recycled and what goes in the green and red bins. For instance, we were told to put toilet rolls in green bin and not put aerosols in red bin. If Council wants us to hold off on some material they need to say how it is collected. We pay to have collection.”*

*“Have more than one verge collection for hard rubbish a year or give access to the tip.”*

*“Free access to a rubbish tip or the provision of a free skip per household per year.”*

*“More frequent kerbside pickups or partnering with other Councils to provide accessibility to waste transfer stations to dispose of asbestos, building rubble and other recycling.”*

### Challenges

- Concern over increasing crime rates – particularly home and car break-ins and vandalism
- Not enough security patrols especially at night
- Lack of CCTV cameras
- Inadequate lighting of streets, footpaths, parks and public areas
- CSS officers lack authority to deal with issues

### Community Driven Actions

1. Increase number of security patrols especially at night, be more visible in the community
2. Install more cameras in public areas such as parks, car parks and shops
3. Improve lighting in streets and public areas
4. Advocate for CSS to have greater powers and authority

### Sample of Community Voices

*“Break-ins and vandalism is on the up. Melville security cars parked up in car parks around the place isn’t effective.”*

*“An alarming number of home burglaries (including our home), car thefts (including ours) and violence. We don’t feel safe here as we used to.”*

*“Increase in security patrols from midnight to daylight as there is an increase in people roaming the streets during these hours.”*

*“More patrolling and visible presence of police/rangers or authorities to deter crime.”*

*“More surveillance cameras in public areas, such as parks and car parks. Often cars are broken into and people cause disturbance in these areas.”*

*“More CCTV and lighting is required”*

*“Lighting in parks and public camera for support management.”*

*“We need an integrated security system that includes CCTV extensively used, monitoring of suspicious persons and vehicles, home security initiatives, nighttime street monitoring etc. We have had regular robberies in our area and the Applecross Ardross Village has no CCTV security but regular break-ins.”*

*“The current security service is a total waste of my money. It won’t respond to the most simple security concerns, saying that I must call the police. Either increase the powers of its officers or get rid of it and give me my money back.”*

*“The CSS service does not fulfil the needs of the City. Residents and ratepayers are finding themselves the victims of crime far too often. Criminals are not deterred by the presence of CSS or the WAPOL (a meagre visibility within the community). People are scared and tired of the local crime rates, be in house break-in or vehicle break-ins.”*

# Community Action Plan

## Development and activation of city centres

### Challenges

- Lack of community hubs where residents can shop and socialise locally
- New developments not providing local commercial, retail and dining precincts
- Excessive red tape requirements for opening and operating small bars and restaurants
- Westfield Booragoon redevelopment is taking too long
- Lack of variety of small businesses and retailers in the area

### Community Driven Actions

1. Activate Garden City
2. Encourage development and activation of local hubs with shops, cafes, bars and restaurants
3. Review regulations relating to small bars and restaurants
4. Encourage and support new businesses to open in the area

### Sample of Community Voices

*"More community street hubs to be available for all."*

*"Walkability is a key metric for sustainable living. Developing local shopping and city centre areas really helps walkability."*

*"Need more services to support the high-rise developments including cafes, bars and restaurants."*

*"Vision for the Canning Bridge precinct which is becoming more populated but doesn't have the feeling of a vibrant hub."*

*"Better planning with a focus on creating zones that actually activate spaces for the community would be a much better outcome. However poor planning of the Canning Bridge Precinct has resulted in empty commercial and retail spaces without a heart."*

*"Too much red tape. You wonder why residents have to leave the area to go to other entertainment districts. City of Melville make it too hard for businesses to be able to give it a go as they have too much red tape and too many hurdles to jump over."*

*"Allowing small restaurants, cafes and general hospitality venues to open later, serve alcohol and encourage people in the community to get out and about after 5pm."*

*"Activate plan for Garden City and surrounding areas to foster vibrancy."*

*"Expedite the development of the city centre/public space/library and Booragoon shopping centre/restaurant entertainment district. It's the plan and has been for years. Please make it happen, it will bring the City to the next level."*

*"Bring life and small businesses to these areas like the Riseley complex."*

*"This side of the river has poor restaurant quality, bars and shopping compared to north of the river. It doesn't seem to attract these retailers even though there is demand for it."*

Familiarity with local services and facilities

# Familiarity with local services and facilities

Higher levels of familiarity

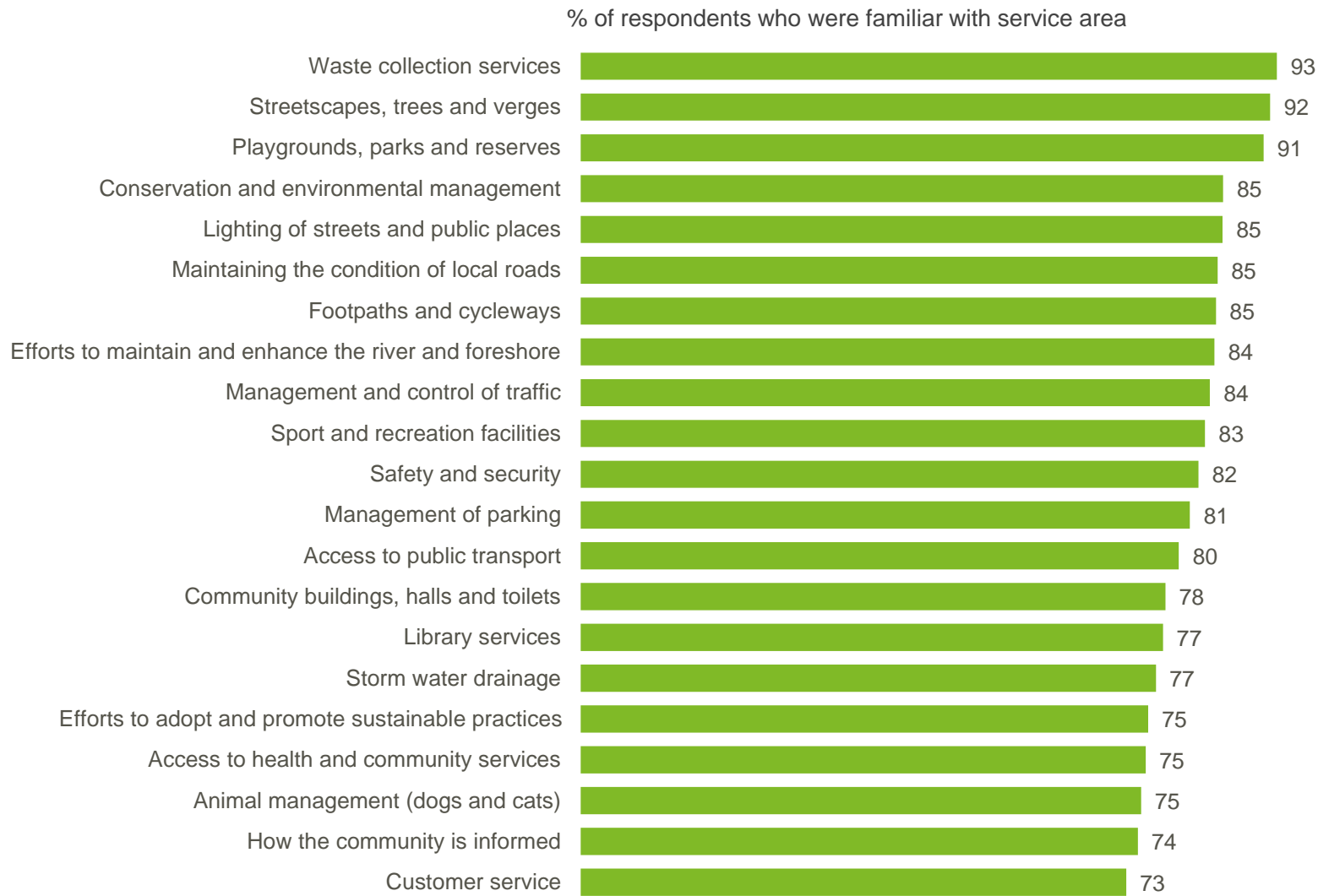


Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

# Familiarity with local services and facilities

## Lower levels of familiarity



Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

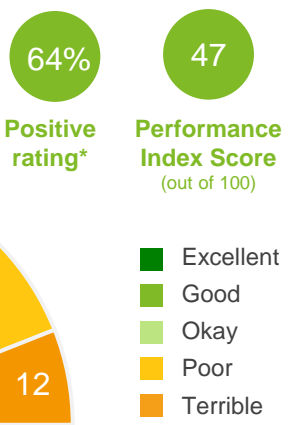
# Leadership and governance



# Council's leadership

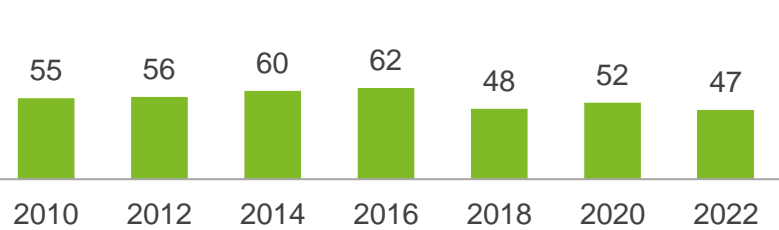
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



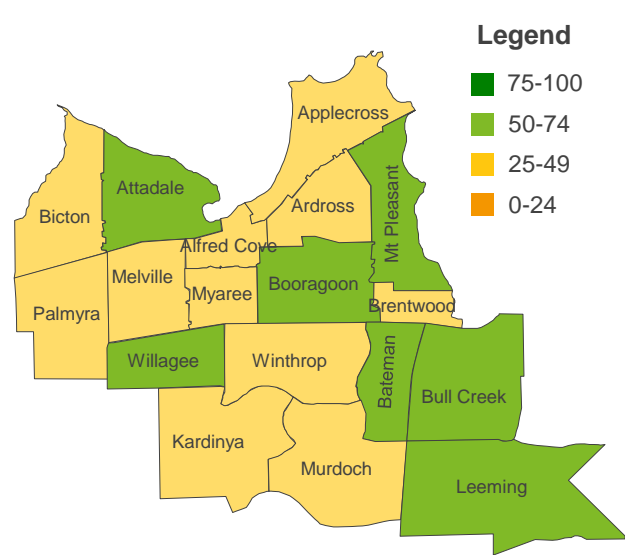
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	40	
Brentwood	37	43
Mt Pleasant	50	
Bateman	54	
Kardinya	46	48
Murdoch	47	
Bicton	48	
Attadale	51	48
Alfred Cove	40	
Bull Creek	57	57
Leeming	55	
Ardross	41	
Booragoon	53	46
Myaree	44	
Winthrop	48	
Palmyra	49	46
Melville	38	
Willagee	53	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	44	18-34 years	52	Disability	50
Female	50	35-44 years	41	LOTE	48
Family stage				Home ownership	
No children	51	45-54 years	40	Home owner	46
Child aged 0-5	44	55-64 years	44	Renting / other	64
Child aged 6-12	44	65-74 years	51		
Child aged 13-17	44	75+ years	57		
Child aged 18+	39				

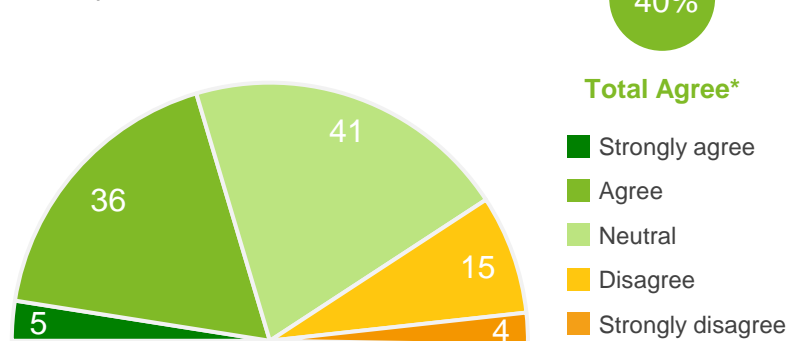
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 601). \* Positive Rating = excellent, good + okay

# The City has developed and communicated a clear vision for the area

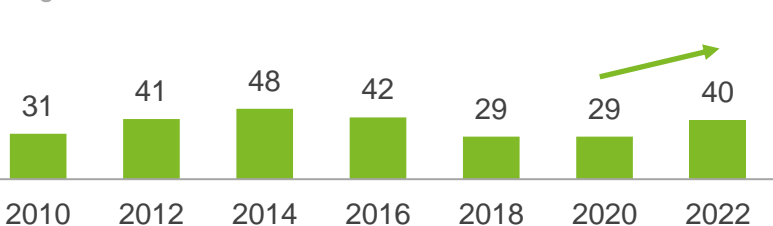
## Performance ratings

% of respondents



## Trend Analysis

% agree



## MARKYT Industry Standards

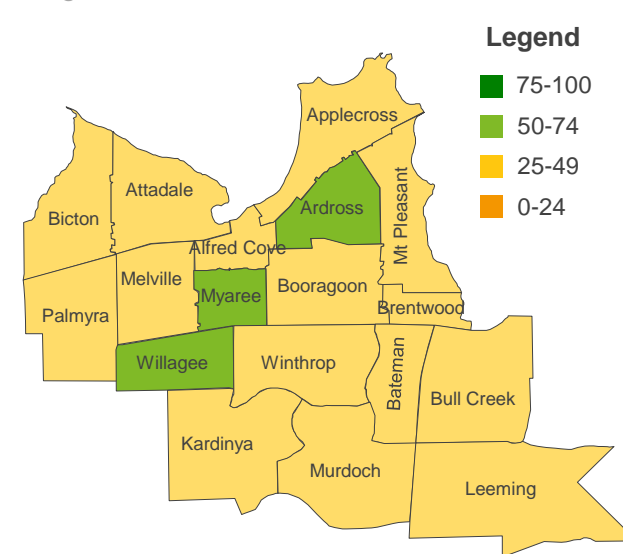
% agree



City of Melville	40
Industry High	57
Industry Average	33

## Geographical variances

% agree



	Suburb	Ward
Applecross	49	
Brentwood	40	45
Mt Pleasant	43	
Bateman	48	
Kardinya	33	37
Murdoch	34	
Bicton	29	
Attadale	41	35
Alfred Cove	35	
Bull Creek	43	41
Leeming	38	
Ardross	55	
Booragoon	39	46
Myaree	50	
Winthrop	42	
Palmyra	34	
Melville	31	38
Willagee	54	

## Community variances

Performance Index Score

### Gender

Male	40
Female	40

### Age

18-34 years	47
35-44 years	39
45-54 years	34
55-64 years	33
65-74 years	42
75+ years	45

### Disability & culture

Disability	54
LOTE	43

### Family stage

No children	44
Child aged 0-5	42
Child aged 6-12	36
Child aged 13-17	35
Child aged 18+	24

### Home ownership

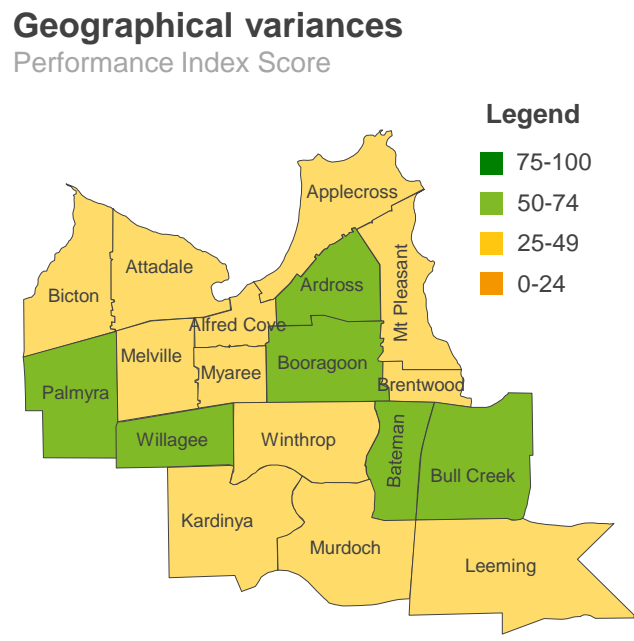
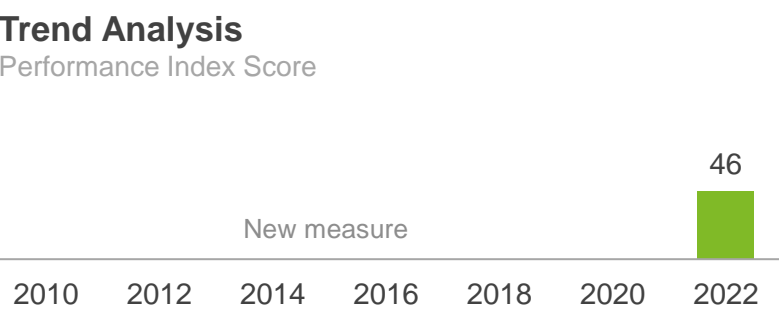
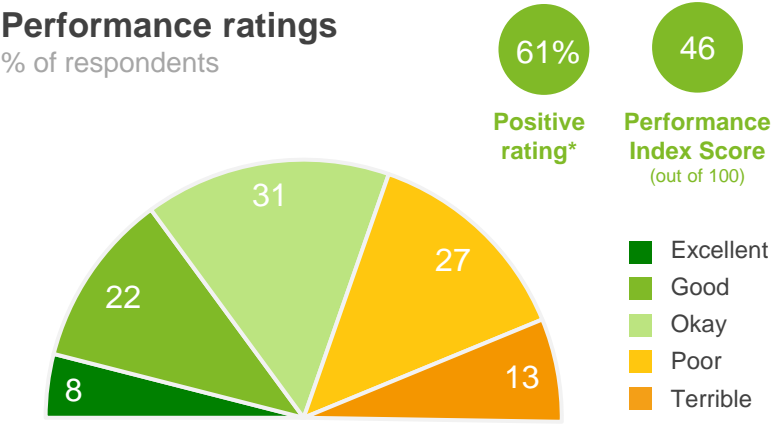
Home owner	40
Renting / other	47

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

Base: All respondents, excludes 'no response' (n = 1211).

\*Please note: where sub-totals add to  $\pm 1\%$  of the parts, this is due to rounding errors to zero decimal places.

# Advocacy and lobbying on behalf of the community to influence decisions, support local causes, etc



	Suburb	Ward
	Applecross	
	Brentwood	
	Mt Pleasant	
	Bateman	
	Kardinya	49
	Murdoch	
	Bicton	
	Attadale	44
	Alfred Cove	
	Bull Creek	
	Leeming	51
	Ardross	
	Booragoon	
	Myaree	48
	Winthrop	
	Palmyra	
	Melville	49
	Willagee	

### Community variances

Performance Index Score

Gender	Age	Disability & culture
Male	18-34 years	Disability
Female	35-44 years	LOTE
	45-54 years	Home ownership
	55-64 years	Home owner
	65-74 years	Renting / other
	75+ years	

Family stage	
No children	49
Child aged 0-5	47
Child aged 6-12	41
Child aged 13-17	43
Child aged 18+	39

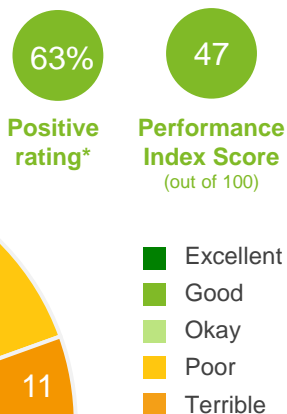
	58
	41
	38
	42
	44
	54
	47
	51
	45
	65

Q. How would you rate performance in the following areas?  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 554). \* Positive Rating = excellent, good + okay

# How the community is consulted on local issues

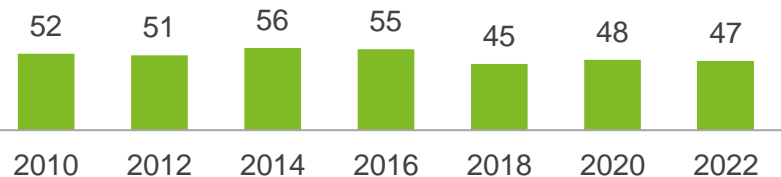
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

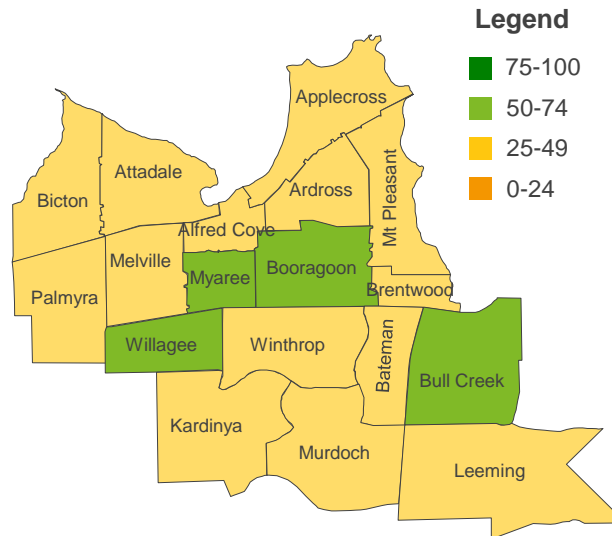
Performance Index Score



City of Melville	47
Industry High	62
Industry Average	45

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	40	
Brentwood	46	43
Mt Pleasant	45	
Bateman	49	
Kardinya	46	47
Murdoch	49	
Bicton	45	
Attadale	44	45
Alfred Cove	46	
Bull Creek	51	50
Leeming	49	
Ardross	48	
Booragoon	54	
Myaree	51	50
Winthrop	48	
Palmyra	47	
Melville	42	49
Willagee	61	

## Community variances

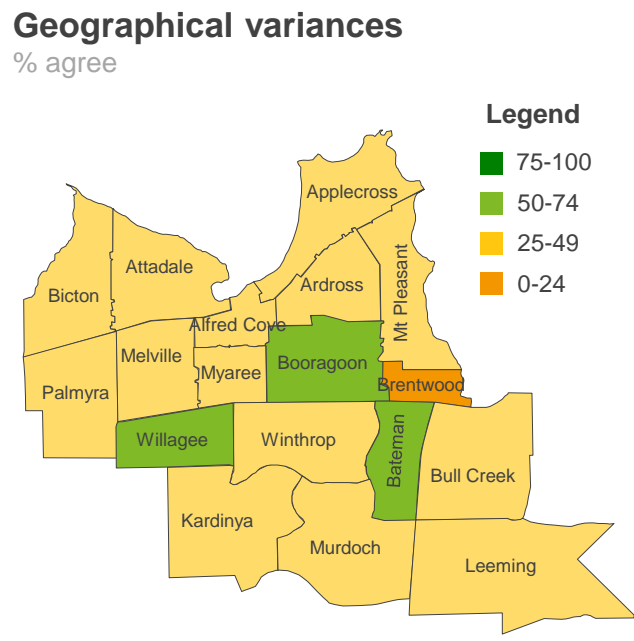
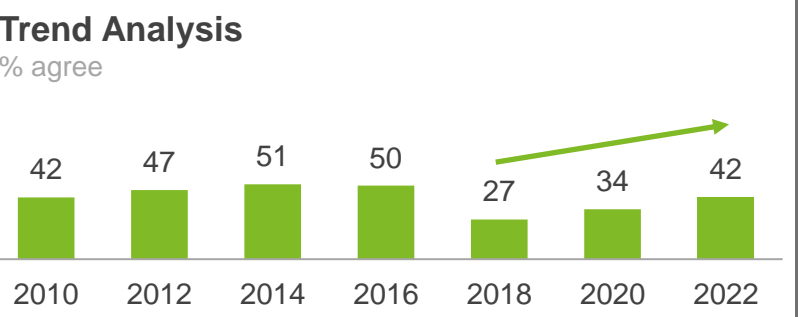
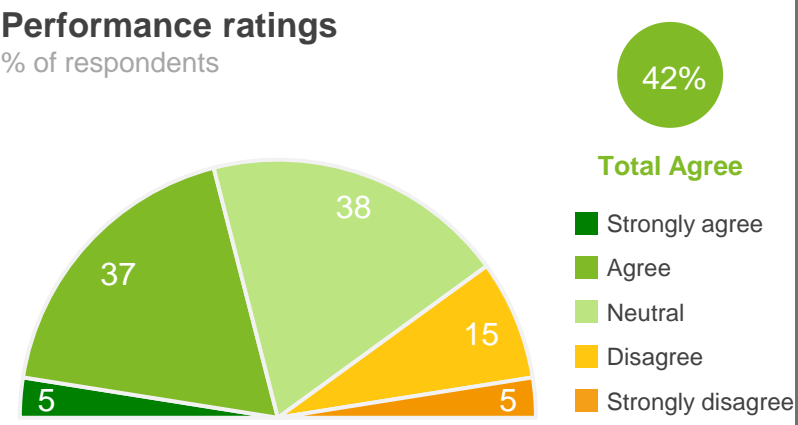
Performance Index Score

Gender		Age		Disability & culture	
Male	45	18-34 years	54	Disability	46
Female	49	35-44 years	45	LOTE	50
Family stage				Home ownership	
No children	48	45-54 years	44	Home owner	46
Child aged 0-5	48	55-64 years	42	Renting / other	58
Child aged 6-12	45	65-74 years	47		
Child aged 13-17	43	75+ years	51		
Child aged 18+	40				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 821). \* Positive Rating = excellent, good + okay

# The City of Melville has a good understanding of community needs



	Suburb	Ward
Applecross	47	
Brentwood	15	42
Mt Pleasant	47	
Bateman	52	
Kardinya	44	45
Murdoch	36	
Bicton	43	
Attadale	37	39
Alfred Cove	34	
Bull Creek	39	42
Leeming	47	
Ardross	40	
Booragoon	50	42
Myaree	35	
Winthrop	41	
Palmyra	40	
Melville	37	42
Willagee	51	

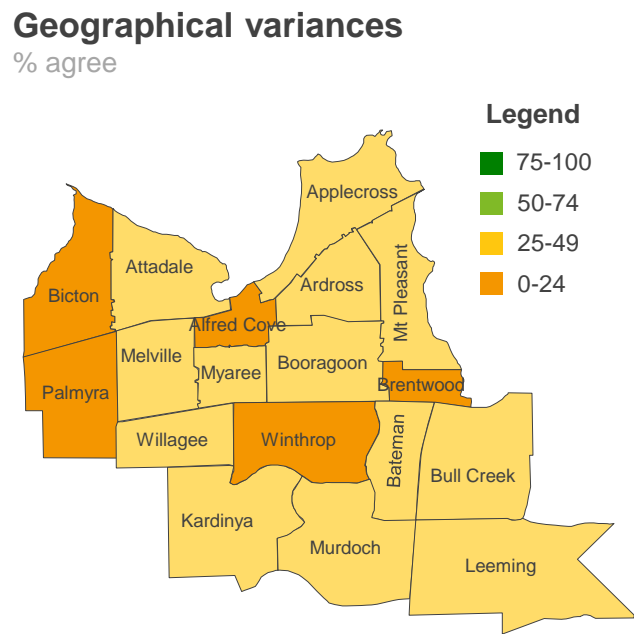
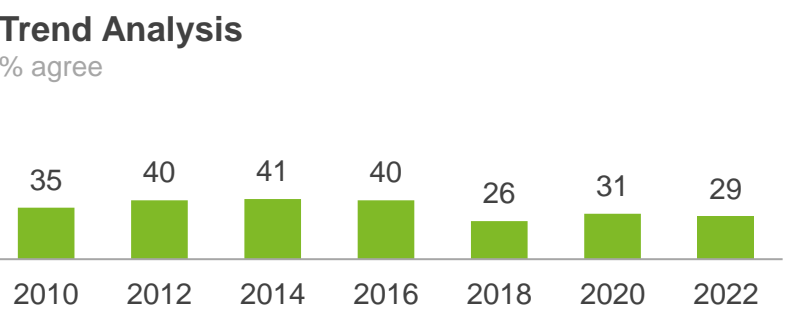
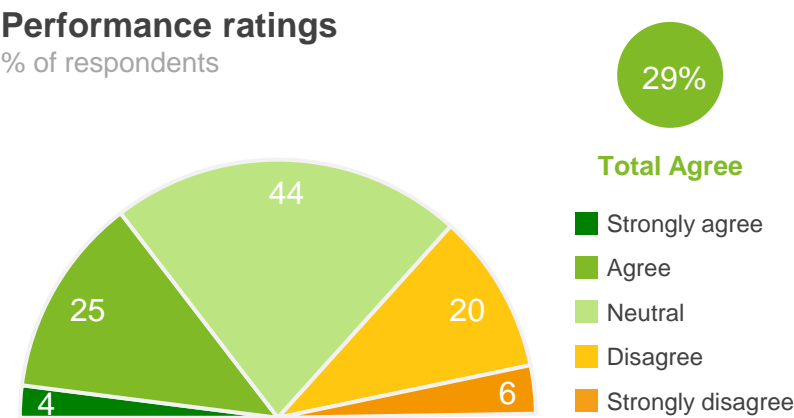
### Community variances

Performance Index Score

Gender	Age	Disability & culture
Male 41	18-34 years 48	Disability 53
Female 42	35-44 years 38	LOTE 40
Family stage		Home ownership
No children 46	45-54 years 37	Home owner 41
Child aged 0-5 40	55-64 years 37	Renting / other 45
Child aged 6-12 42	65-74 years 40	
Child aged 13-17 44	75+ years 48	
Child aged 18+ 32		



# The City clearly explains reasons for its decisions and how residents' views have been taken into account



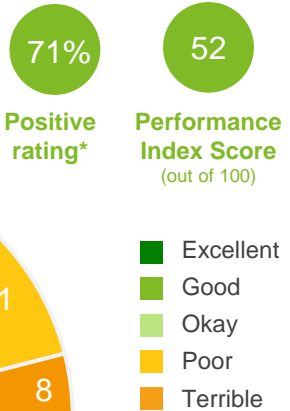
	Suburb	Ward
Applecross	30	
Brentwood	7	27
Mt Pleasant	30	
Bateman	39	
Kardinya	40	37
Murdoch	26	
Bicton	21	
Attadale	25	23
Alfred Cove	22	
Bull Creek	38	38
Leeming	38	
Ardross	34	
Booragoon	27	29
Myaree	47	
Winthrop	13	
Palmyra	22	
Melville	27	26
Willagee	33	

Community variances				
Performance Index Score				
Gender		Age		Disability & culture
Male	29	18-34 years	35	Disability
Female	28	35-44 years	24	LOTE
Family stage		45-54 years	23	Home ownership
No children	31	55-64 years	24	Home owner
Child aged 0-5	23	65-74 years	29	Renting / other
Child aged 6-12	25	75+ years	37	
Child aged 13-17	26			
Child aged 18+	24			

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

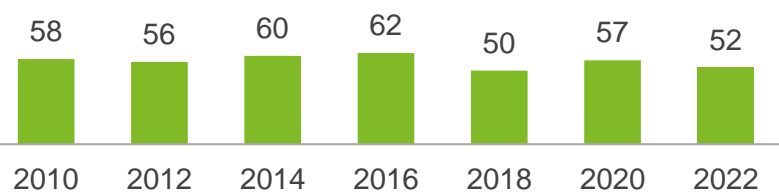
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



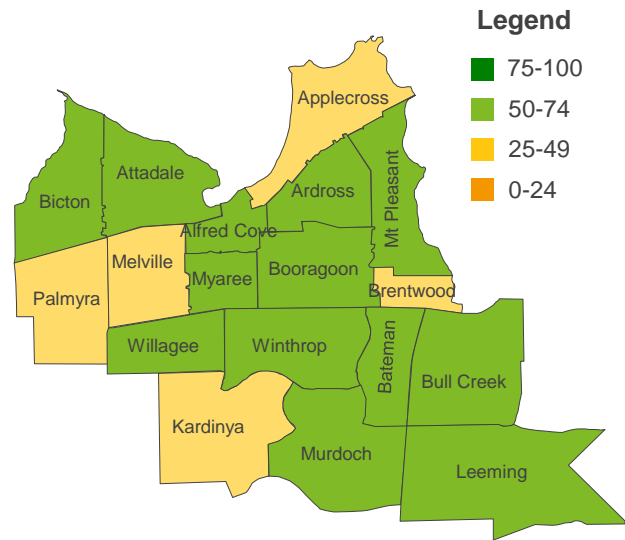
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	47	
Brentwood	48	49
Mt Pleasant	51	
Bateman	55	
Kardinya	47	50
Murdoch	53	
Bicton	56	
Attadale	50	53
Alfred Cove	52	
Bull Creek	55	54
Leeming	53	
Ardross	54	
Booragoon	62	56
Myaree	51	
Winthrop	56	
Palmyra	49	
Melville	45	50
Willagee	58	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	50	18-34 years	54	Disability	50
Female	53	35-44 years	51	LOTE	54
Family stage				Home ownership	
No children	53	45-54 years	50	Home owner	51
Child aged 0-5	51	55-64 years	47	Renting / other	58
Child aged 6-12	51	65-74 years	52		
Child aged 13-17	51	75+ years	57		
Child aged 18+	45				

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

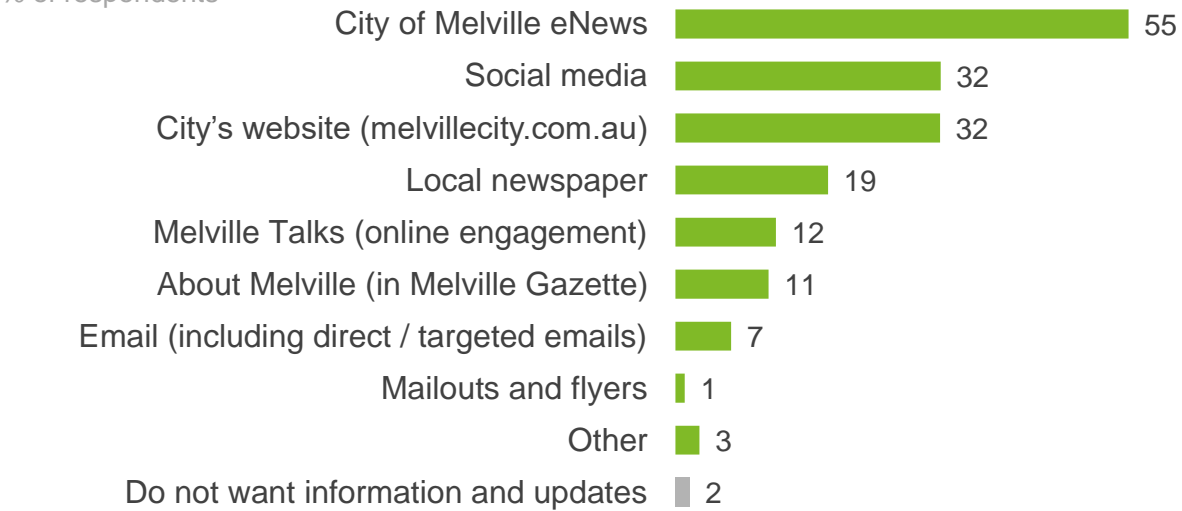
Base: All respondents, excludes 'unsure' and 'no response' (n = 925). \* Positive Rating = excellent, good + okay



# Preferred communication channels

## How would you prefer to receive information and updates from the City of Melville about what's happening in your local area?

% of respondents



The most preferred communication channel is eNews, followed equally by social media and the City's website.

eNews is the most popular choice among all community groups, with the exception of renters who prefer social media. Younger adults also equally prefer eNews and social media.

Older residents over 55 years were more likely to include the local newspaper as one of their top 3 channels.

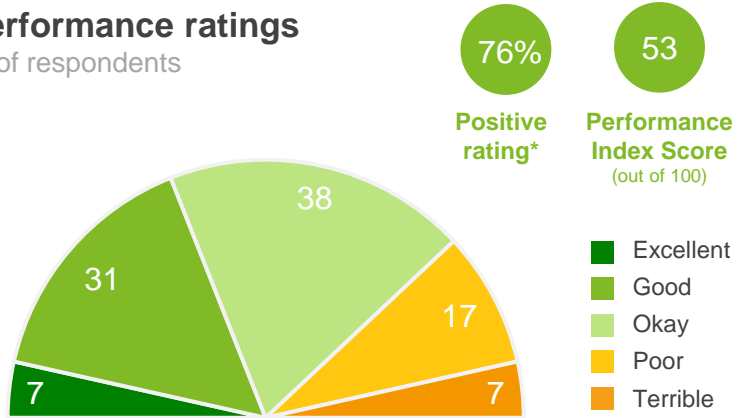
Community Variances	All respondents	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75+ years	Disability	LOTE
City of Melville eNews	★★★	★★★	★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★
Social media	★	★	★★★	★	★	★	★	★	★	★	★★	★	★				★	★
City's website	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★
Local newspaper														★	★	★		

Q. How would you prefer to receive information and updates from the City of Melville about what's happening in your local area? Base: All respondents, excludes no response (n = 983)  
 \* Preferences are based on percentage of community members who selected the channel of communication.

# How the City embraces change, innovation and technology

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

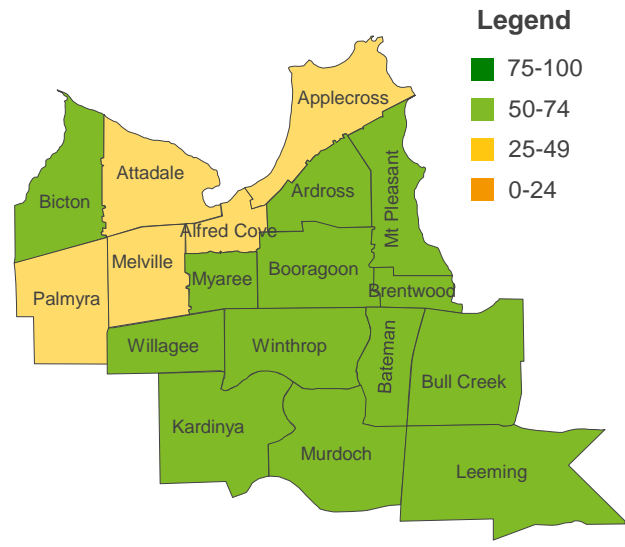
Performance Index Score



City of Melville	53
Industry High	65
Industry Average	51

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	45	
Brentwood	56	51
Mt Pleasant	57	
Bateman	60	
Kardinya	55	56
Murdoch	50	
Bicton	58	
Attadale	49	51
Alfred Cove	44	
Bull Creek	56	55
Leeming	53	
Ardross	54	
Booragoon	65	60
Myaree	62	
Winthrop	63	
Palmyra	44	
Melville	49	51
Willagee	64	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	50	18-34 years	57	Disability	58
Female	56	35-44 years	50	LOTE	57
Family stage				Home ownership	
No children	57	45-54 years	50	Home owner	52
Child aged 0-5	49	55-64 years	51	Renting / other	69
Child aged 6-12	50	65-74 years	56		
Child aged 13-17	52	75+ years	59		
Child aged 18+	48				

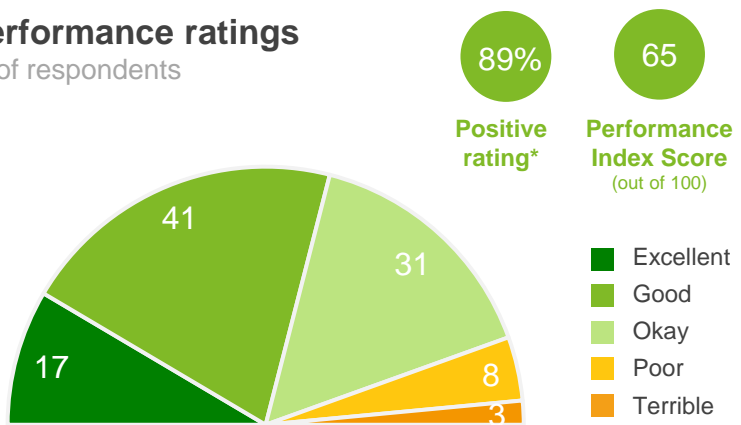
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 666). \* Positive Rating = excellent, good + okay

# Customer service

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

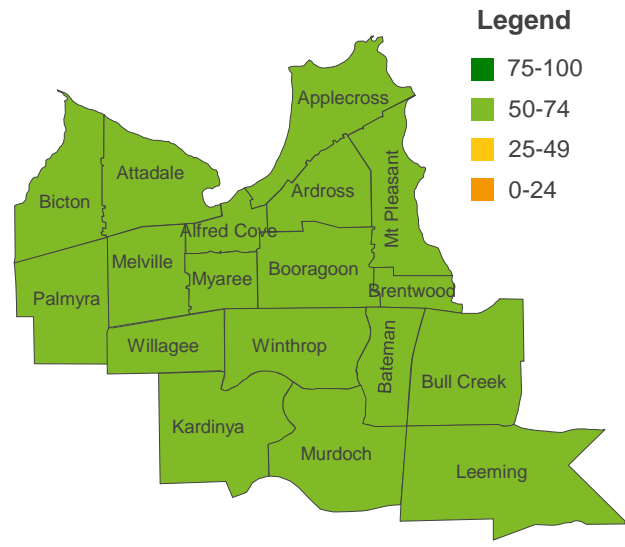
Performance Index Score



City of Melville	65
Industry High	74
Industry Average	61

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	57	
Brentwood	72	63
Mt Pleasant	67	
Bateman	70	
Kardinya	70	68
Murdoch	62	
Bicton	67	
Attadale	62	64
Alfred Cove	62	
Bull Creek	62	62
Leeming	62	
Ardross	70	
Booragoon	67	68
Myaree	64	
Winthrop	69	
Palmyra	63	
Melville	57	64
Willagee	73	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	63	18-34 years	75	Disability	63
Female	67	35-44 years	63	LOTE	65
Family stage				Home ownership	
No children	65	45-54 years	61	Home owner	64
Child aged 0-5	68	55-64 years	60	Renting / other	78
Child aged 6-12	62	65-74 years	63		
Child aged 13-17	62	75+ years	64		
Child aged 18+	56				

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

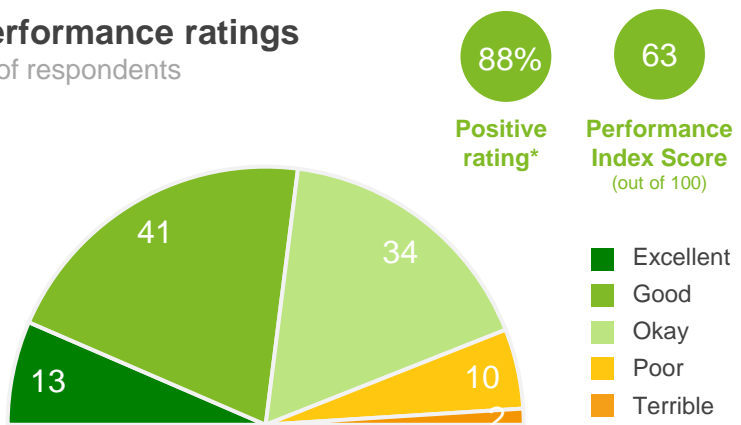
Base: All respondents, excludes 'unsure' and 'no response' (n = 906). \* Positive Rating = excellent, good + okay

Clean and green

# Efforts to adopt and promote sustainable practices to address climate change

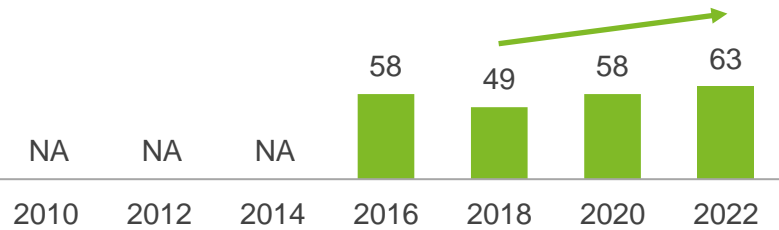
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

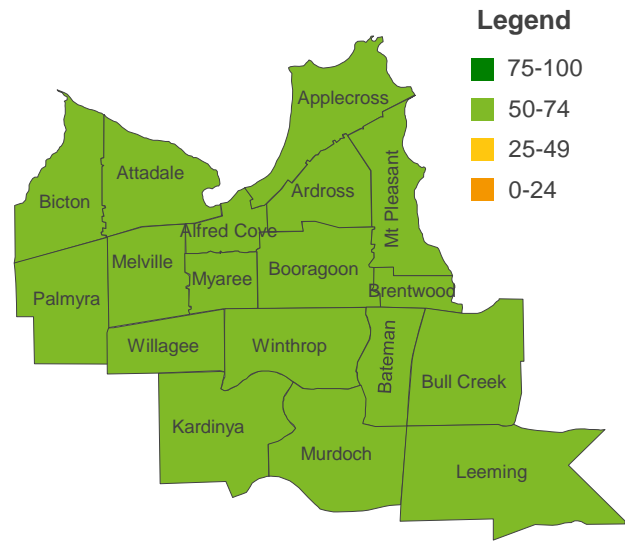
Performance Index Score



City of Melville	63
Industry High	71
Industry Average	51

## Geographical variances

Performance Index Score



	Suburb	Ward
	Applecross	53
	Brentwood	68
	Mt Pleasant	65
	Bateman	69
	Kardinya	60
	Murdoch	70
	Bicton	61
	Attadale	59
	Alfred Cove	57
	Bull Creek	62
	Leeming	62
	Ardross	73
	Booragoon	69
	Myaree	64
	Winthrop	73
	Palmyra	63
	Melville	62
	Willagee	70

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	62	18-34 years	64	Disability	67
Female	65	35-44 years	64	LOTE	64
Family stage				Home ownership	
No children	65	45-54 years	63	Home owner	62
Child aged 0-5	61	55-64 years	60	Renting / other	71
Child aged 6-12	61	65-74 years	65		
Child aged 13-17	66	75+ years	66		
Child aged 18+	60				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 942). \* Positive Rating = excellent, good + okay  
 2016 to 2020 question wording: Efforts to adapt to climate change

# Conservation and environmental management

(nature reserves, wetlands, etc)

## Performance ratings

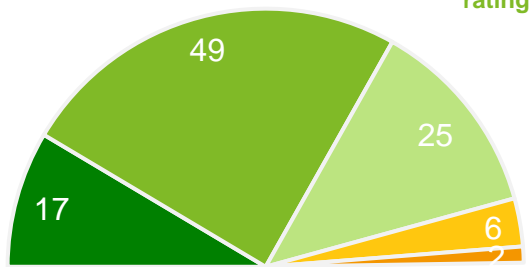
% of respondents

91%

Positive rating\*

68

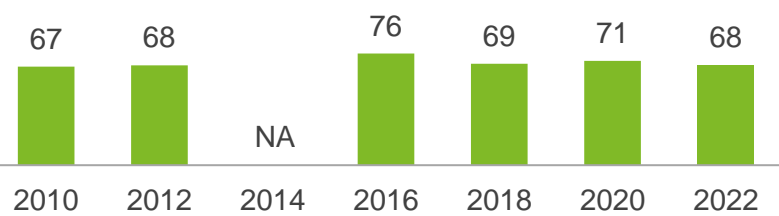
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

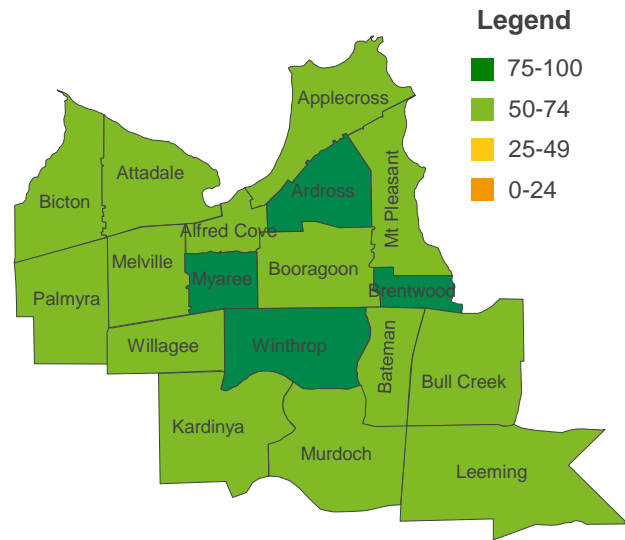
Performance Index Score



City of Melville	68
Industry High	73
Industry Average	55

## Geographical variances

Performance Index Score



### Legend

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

	Suburb	Ward
	Applecross	61
	Brentwood	75
	Mt Pleasant	66
	Bateman	72
	Kardinya	67
	Murdoch	72
	Bicton	67
	Attadale	63
	Alfred Cove	69
	Bull Creek	68
	Leeming	67
	Arross	77
	Booragoon	72
	Myaree	78
	Winthrop	80
	Palmyra	65
	Melville	65
	Willagee	71

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	67	18-34 years	73	Disability	74
Female	68	35-44 years	65	LOTE	68
Family stage				Home ownership	
No children	69	45-54 years	67	Home owner	67
Child aged 0-5	69	55-64 years	64	Renting / other	75
Child aged 6-12	67	65-74 years	69		
Child aged 13-17	70	75+ years	70		
Child aged 18+	63				

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

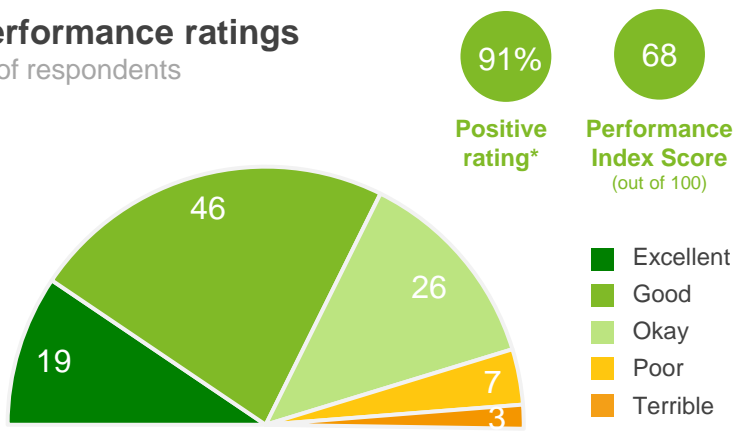
Base: All respondents, excludes 'unsure' and 'no response' (n = 1067). \* Positive Rating = excellent, good + okay  
2010-2020 measure: Natural bushland



# Efforts to maintain and enhance the river and foreshore

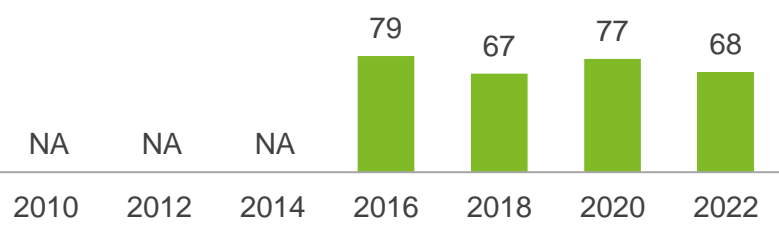
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

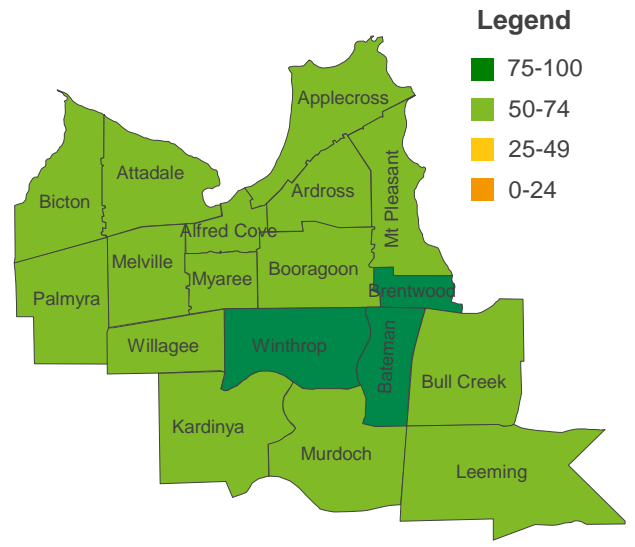
Performance Index Score



City of Melville	68
Industry High	68
Industry Average	54

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	63	
Brentwood	75	67
Mt Pleasant	70	
Bateman	75	
Kardinya	66	69
Murdoch	71	
Bicton	67	
Attadale	63	64
Alfred Cove	60	
Bull Creek	70	70
Leeming	70	
Ardross	74	
Booragoon	72	73
Myaree	70	
Winthrop	75	
Palmyra	70	
Melville	64	68
Willagee	71	

## Community variances

Performance Index Score

Gender	Age	Disability & culture
Male	18-34 years	Disability
Female	35-44 years	LOTE
	45-54 years	Home ownership
	55-64 years	Home owner
	65-74 years	Renting / other
	75+ years	

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1052). \* Positive Rating = excellent, good + okay



# Playgrounds, parks and reserves

## Performance ratings

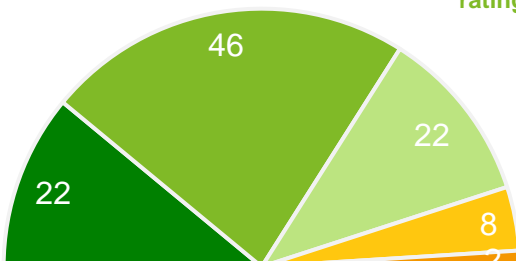
% of respondents

90%

Positive rating\*

69

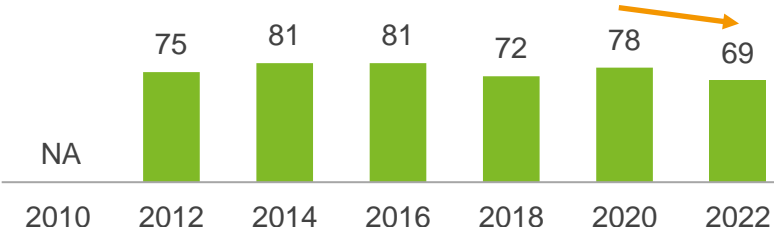
Performance Index Score (out of 100)



Excellent  
Good  
Okay  
Poor  
Terrible

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

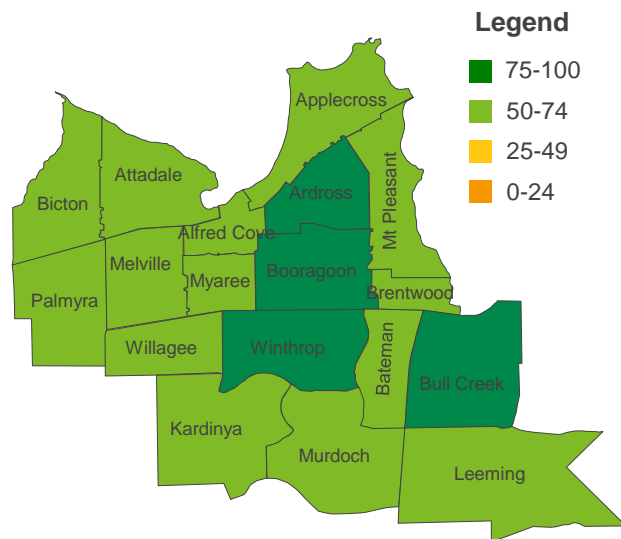
Performance Index Score



City of Melville 69  
Industry High 86  
Industry Average 68

## Geographical variances

Performance Index Score



### Legend

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

Suburb Ward

Applecross	66	
Brentwood	68	68
Mt Pleasant	71	
Bateman	70	
Kardinya	67	67
Murdoch	62	
Bicton	72	
Attadale	61	67
Alfred Cove	68	
Bull Creek	75	70
Leeming	63	
Ardross	82	
Booragoon	76	77
Myaree	71	
Winthrop	79	
Palmyra	69	
Melville	66	67
Willagee	65	

## Community variances

Performance Index Score

### Gender

Male 69  
Female 69

### Age

18-34 years 72  
35-44 years 64  
45-54 years 68  
55-64 years 68  
65-74 years 73  
75+ years 73

### Disability & culture

Disability 73  
LOTE 68

### Family stage

No children 70  
Child aged 0-5 68  
Child aged 6-12 66  
Child aged 13-17 70  
Child aged 18+ 67

### Home ownership

Home owner 68  
Renting / other 78

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1134).

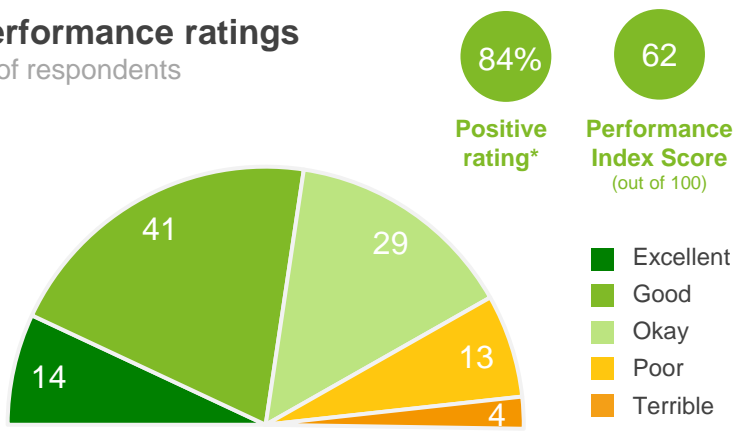
\* Positive Rating = excellent, good + okay

2010-2020 measure: Parks and public open spaces

# Streetscapes, trees and verges

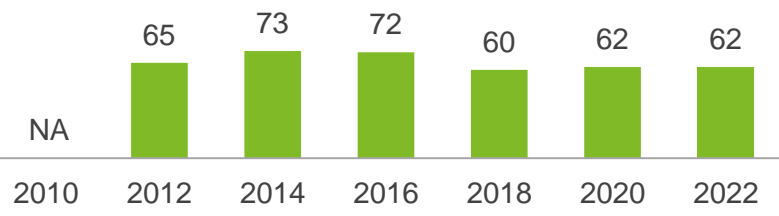
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

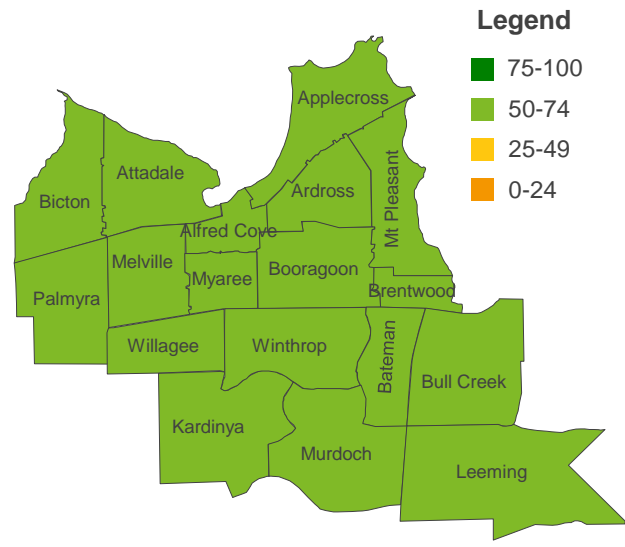
Performance Index Score



City of Melville	62
Industry High	64
Industry Average	53

## Geographical variances

Performance Index Score



	Suburb	Ward
	Applecross	59
	Brentwood	60
	Mt Pleasant	62
	Bateman	64
	Kardinya	61
	Murdoch	61
	Bicton	59
	Attadale	58
	Alfred Cove	57
	Bull Creek	65
	Leeming	61
	Ardross	69
	Booragoon	69
	Myaree	66
	Winthrop	73
	Palmyra	58
	Melville	56
	Willagee	63

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	61	18-34 years	67	Disability	63
Female	62	35-44 years	60	LOTE	59
Family stage				Home ownership	
No children	64	45-54 years	57	Home owner	61
Child aged 0-5	65	55-64 years	57	Renting / other	70
Child aged 6-12	59	65-74 years	63		
Child aged 13-17	60	75+ years	66		
Child aged 18+	52				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1145). \* Positive Rating = excellent, good + okay

# Waste collection services

## Performance ratings

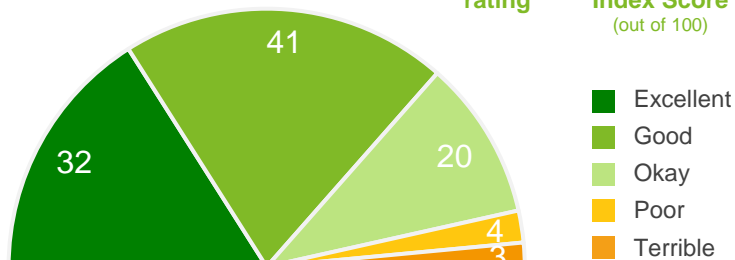
% of respondents

93%

Positive rating\*

74

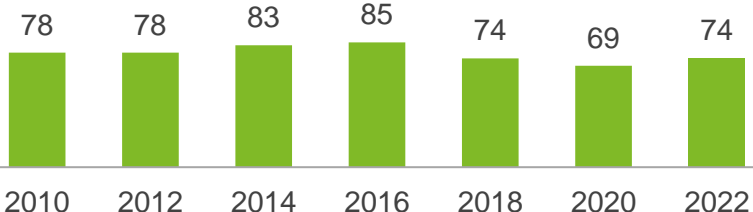
Performance Index Score (out of 100)



Excellent  
Good  
Okay  
Poor  
Terrible

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

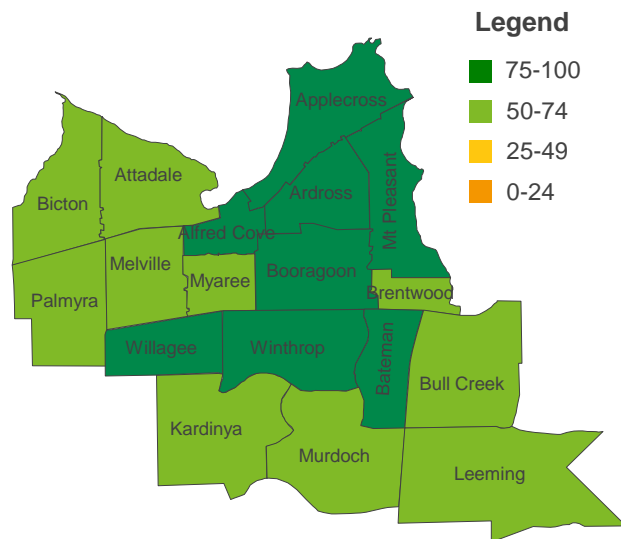
Performance Index Score



City of Melville 74  
Industry High 77  
Industry Average 65

## Geographical variances

Performance Index Score



	Suburb	Ward
	Applecross	76
	Brentwood	73
	Mt Pleasant	75
	Bateman	84
	Kardinya	67
	Murdoch	67
	Bicton	73
	Attadale	70
	Alfred Cove	75
	Bull Creek	69
	Leeming	74
	Ardross	78
	Booragoon	81
	Myaree	68
	Winthrop	84
	Palmyra	74
	Melville	68
	Willagee	78

## Community variances

Performance Index Score

### Gender

Male 72  
Female 75

### Age

18-34 years 70  
35-44 years 71  
45-54 years 73  
55-64 years 72  
65-74 years 82  
75+ years 82

### Disability & culture

Disability 77  
LOTE 75

### Family stage

No children 77  
Child aged 0-5 73  
Child aged 6-12 72  
Child aged 13-17 72  
Child aged 18+ 71

### Home ownership

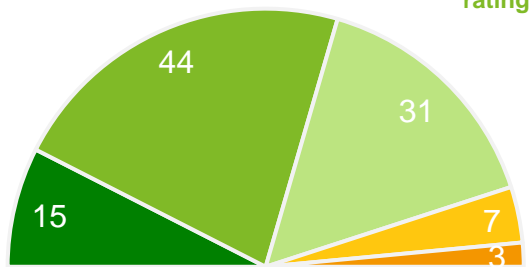
Home owner 74  
Renting / other 71

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

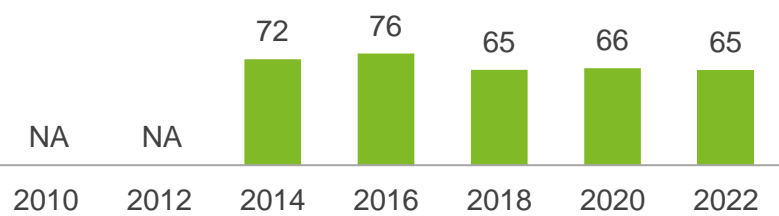
Base: All respondents, excludes 'unsure' and 'no response' (n = 1156). \* Positive Rating = excellent, good + okay

2010 to 2020: Average of general waste, FOGO, recycling and quarterly verge collections

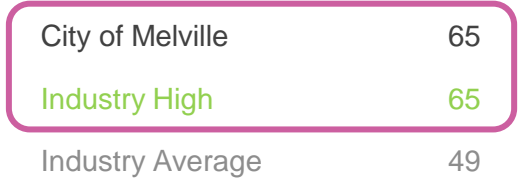
% of respondents



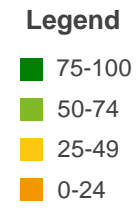
## Performance Index Score



### Performance Index Score



## Performance Index Score



	Suburb	Ward
Applecross	63	
Brentwood	59	63
Mt Pleasant	63	
Bateman	72	
Kardinya	57	63
Murdoch	73	
Bicton	65	
Attadale	50	59
Alfred Cove	66	
Bull Creek	68	
Leeming	64	66
Ardross	65	
Booragoon	75	72
Myaree	67	
Winthrop	81	
Palmyra	71	
Melville	63	68
Willagee	68	

## Performance Index Score

Gender		Age		Disability & culture	
Male	65	18-34 years	67	Disability	68
Female	65	35-44 years	66	LOTE	62
Family stage		45-54 years	61	Home ownership	
No children	66	55-64 years	61	Home owner	64
Child aged 0-5	61	65-74 years	68	Renting / other	75
Child aged 6-12	63	75+ years	68		
Child aged 13-17	64				
Child aged 18+	61				

Base: All respondents, excludes 'unsure' and 'no response' (n = 955). \* Positive Rating = excellent, good + okay

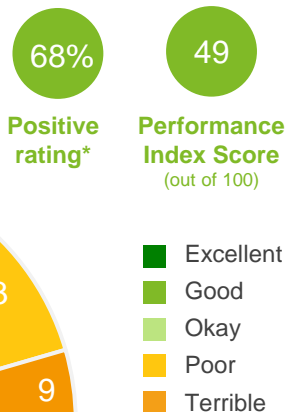
Growth and prosperity

# Managing responsible growth and development

(including housing density and design)

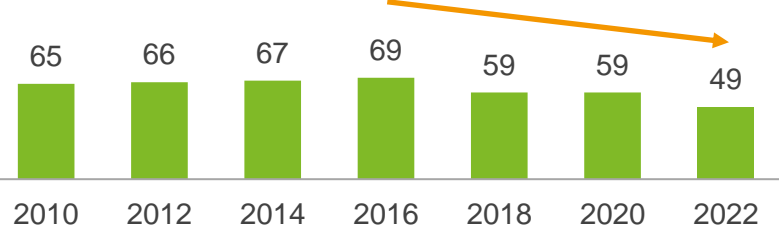
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

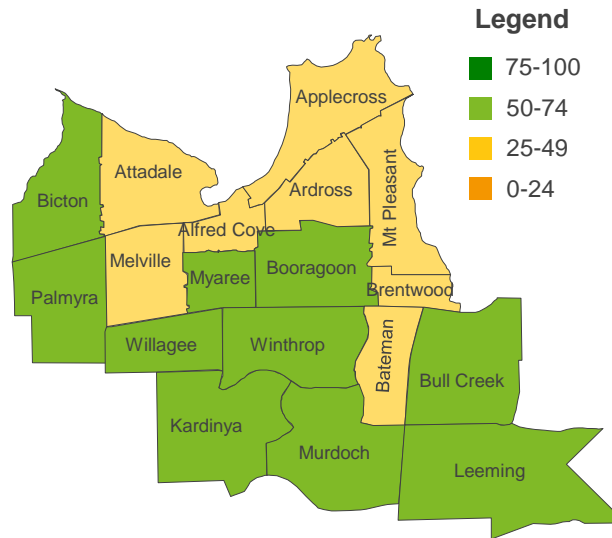
Performance Index Score



City of Melville	49
Industry High	59
Industry Average	49

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	31	
Brentwood	46	39
Mt Pleasant	44	
Bateman	49	
Kardinya	50	51
Murdoch	68	
Bicton	51	
Attadale	47	48
Alfred Cove	49	
Bull Creek	59	59
Leeming	59	
Ardross	46	
Booragoon	55	52
Myaree	50	
Winthrop	57	
Palmyra	52	51
Melville	48	
Willagee	55	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	49	18-34 years	58	Disability	48
Female	48	35-44 years	50	LOTE	52
Family stage				Home ownership	
No children	49	45-54 years	45	Home owner	47
Child aged 0-5	54	55-64 years	43	Renting / other	65
Child aged 6-12	48	65-74 years	47		
Child aged 13-17	48	75+ years	47		
Child aged 18+	41				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 898). \* Positive Rating = excellent, good + okay

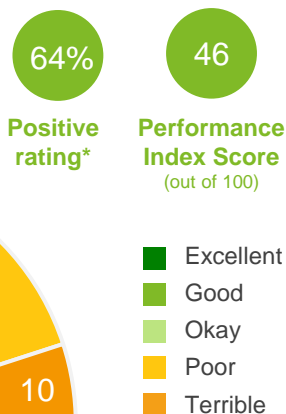
2010 to 2020 measure: Density and design of housing in your local area



# Planning and building approvals

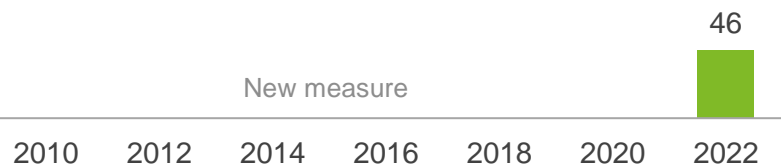
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

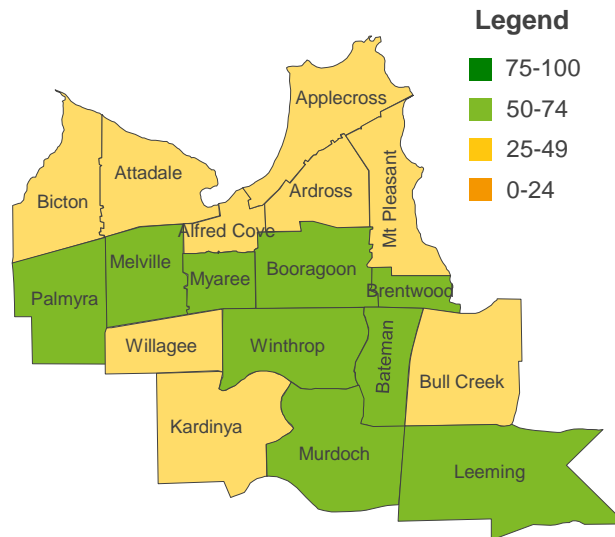
Performance Index Score



City of Melville	46
Industry High	60
Industry Average	56

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	32	
Brentwood	57	40
Mt Pleasant	44	
Bateman	51	
Kardinya	40	45
Murdoch	53	
Bicton	44	
Attadale	47	45
Alfred Cove	42	
Bull Creek	48	51
Leeming	54	
Ardross	47	
Booragoon	52	51
Myaree	53	
Winthrop	51	
Palmyra	52	
Melville	50	49
Willagee	43	

## Community variances

Performance Index Score

Gender	Age	Disability & culture
Male	48	18-34 years 58
Female	44	35-44 years 46
		45-54 years 42
		55-64 years 41
		65-74 years 43
		75+ years 41
Family stage		Home ownership
No children	43	Home owner 45
Child aged 0-5	58	Renting / other 61
Child aged 6-12	47	
Child aged 13-17	43	
Child aged 18+	41	

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

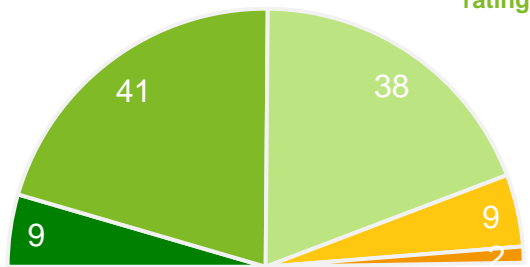
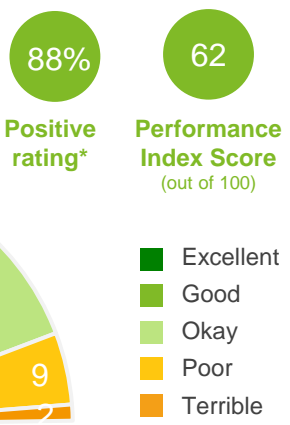
Base: All respondents, excludes 'unsure' and 'no response' (n = 759). \* Positive Rating = excellent, good + okay



# Access to housing that meets my needs

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

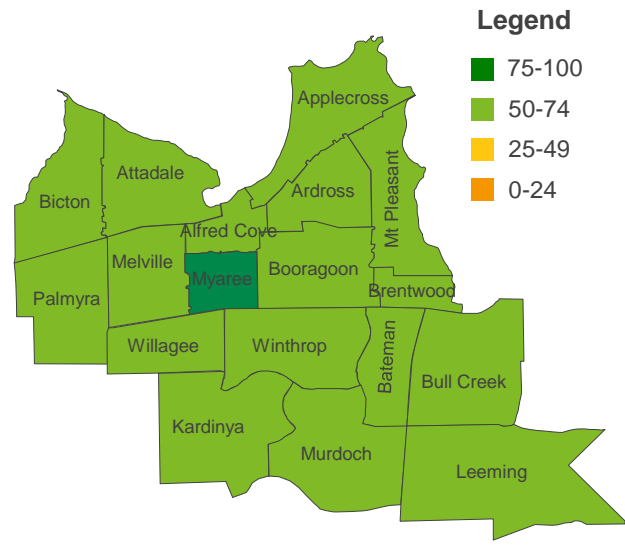
Performance Index Score



City of Melville	62
Industry High	68
Industry Average	55

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	54	
Brentwood	68	59
Mt Pleasant	62	
Bateman	56	
Kardinya	52	54
Murdoch	62	
Bicton	67	
Attadale	61	63
Alfred Cove	61	
Bull Creek	60	62
Leeming	65	
Ardross	68	
Booragoon	71	68
Myaree	75	
Winthrop	56	
Palmyra	65	
Melville	59	63
Willagee	64	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	63	18-34 years	65	Disability	49
Female	62	35-44 years	63	LOTE	58
Family stage				Home ownership	
No children	61	45-54 years	58	Home owner	63
Child aged 0-5	69	55-64 years	60	Renting / other	53
Child aged 6-12	62	65-74 years	61		
Child aged 13-17	59	75+ years	61		
Child aged 18+	59				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 796). \* Positive Rating = excellent, good + okay

2020 measure: The range of dwelling options available in the local area that meet my future housing needs (i.e. next life stage or changing family size)

# Economic development

(efforts to attract investors, and attract and retain businesses)

## Performance ratings

% of respondents

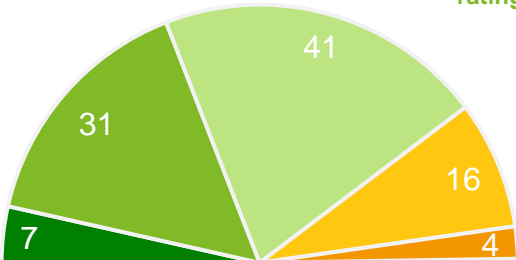
79%

55

Positive rating\*

Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible



## Trend Analysis

Performance Index Score

New measure

55

2010 2012 2014 2016 2018 2020 2022

## MARKYT Industry Standards

Performance Index Score



City of Melville 55

Industry High 57

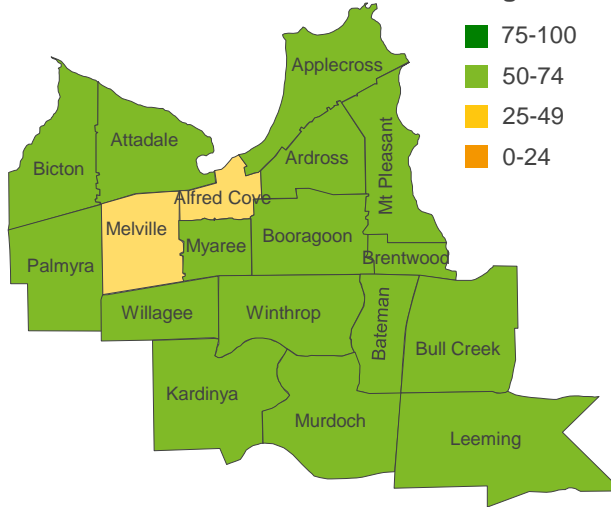
Industry Average 44

## Geographical variances

Performance Index Score

### Legend

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



	Suburb	Ward
Applecross	52	
Brentwood	60	55
Mt Pleasant	57	
Bateman	60	
Kardinya	60	61
Murdoch	68	
Bicton	50	
Attadale	52	50
Alfred Cove	48	
Bull Creek	57	58
Leeming	60	
Ardross	61	
Booragoon	62	60
Myaree	52	
Winthrop	57	
Palmyra	51	
Melville	49	51
Willagee	52	

## Community variances

Performance Index Score

### Gender

Male 54  
Female 54

### Age

18-34 years 61  
35-44 years 52  
45-54 years 52  
55-64 years 49  
65-74 years 53  
75+ years 60

### Disability & culture

Disability 66  
LOTE 52

### Family stage

No children 56  
Child aged 0-5 53  
Child aged 6-12 52  
Child aged 13-17 52  
Child aged 18+ 51

### Home ownership

Home owner 54  
Renting / other 65

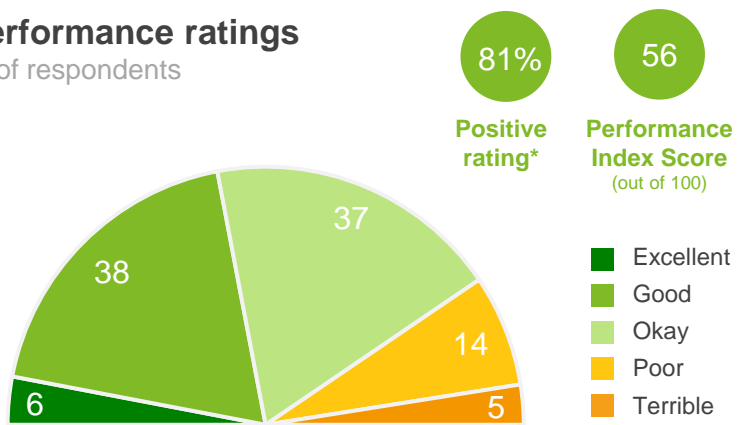
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 685). \* Positive Rating = excellent, good + okay

# Development and activation of city centres

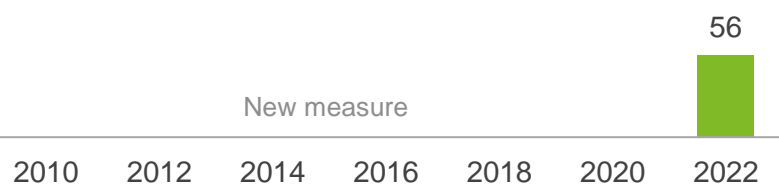
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

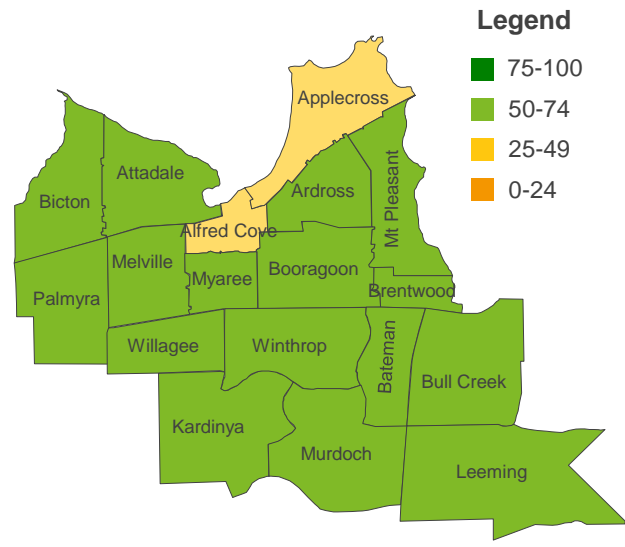
Performance Index Score



City of Melville	56
Industry High	64
Industry Average	48

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	47	
Brentwood	55	52
Mt Pleasant	56	
Bateman	53	
Kardinya	58	57
Murdoch	59	
Bicton	59	
Attadale	58	56
Alfred Cove	48	
Bull Creek	57	61
Leeming	66	
Ardross	58	
Booragoon	55	57
Myaree	56	
Winthrop	58	
Palmyra	58	
Melville	55	56
Willagee	55	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	54	18-34 years	65	Disability	61
Female	57	35-44 years	53	LOTE	55
Family stage				Home ownership	
No children	57	45-54 years	51	Home owner	55
Child aged 0-5	59	55-64 years	50	Renting / other	65
Child aged 6-12	55	65-74 years	54		
Child aged 13-17	54	75+ years	59		
Child aged 18+	48				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 822). \* Positive Rating = excellent, good + okay

Healthy lifestyles

Gender	Percentage
Male	49
Female	28
Other	17
Unspecified	4
Unspecified	1

2010 2012 2014 2016 2018 2020 2022

City of Melville	69
Industry High	69
Industry Average	59

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

Applecross  
Attadale  
Bicton  
Alfred Cove  
Melville  
Myaree  
Palmyra  
Willagee  
Winthrop  
Kardinya  
Murdoch  
Leeming  
Bull Creek  
Bateman  
Brentwood  
Andross  
Booragoon  
Mt Pleasant

	Suburb	Ward
Applecross	65	
Brentwood	73	69
Mt Pleasant	70	
Bateman	76	
Kardinya	71	71
Murdoch	63	
Bicton	68	
Attadale	65	66
Alfred Cove	65	
Bull Creek	70	
Leeming	69	70
Ardross	77	
Booragoon	75	75
Myaree	71	
Winthrop	74	
Palmyra	70	
Melville	62	68
Willagee	73	

Male	67	18-34 years	72	Disability	66
Female	71	35-44 years	69	LOTE	65
<b>Family stage</b>		45-54 years	66	<b>Home ownership</b>	
No children	72	55-64 years	65	Home owner	69
Child aged 0-5	71	65-74 years	71	Renting / other	76
Child aged 6-12	66	75+ years	74		
Child aged 13-17	68				
Child aged 18+	67				

65

# Management of food, health, noise & pollution

## Performance ratings

% of respondents

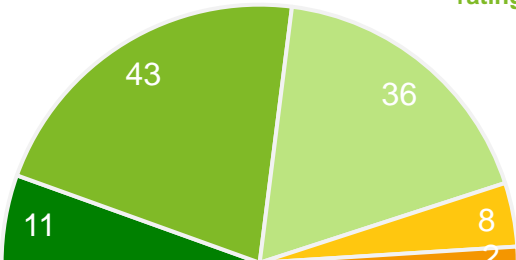
90%

63

Positive rating\*

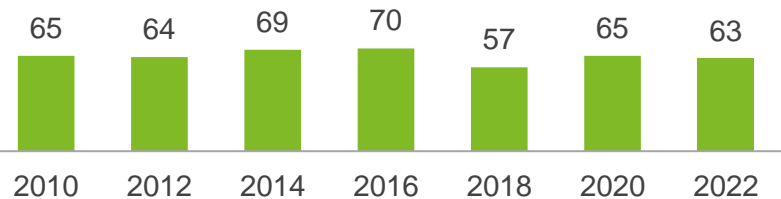
Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

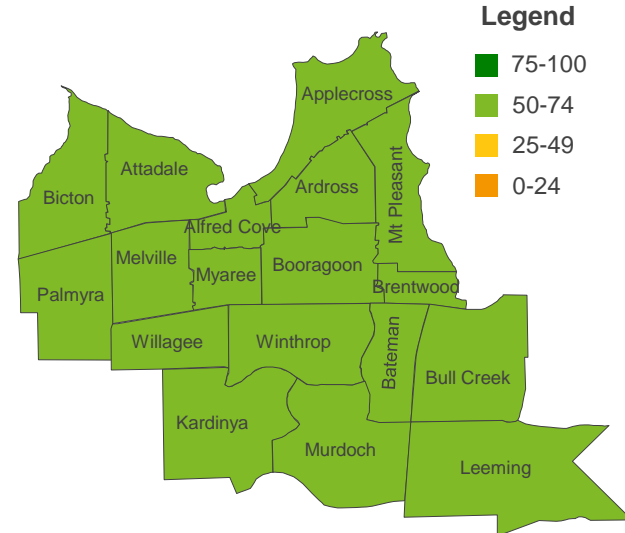
Performance Index Score



City of Melville	63
Industry High	65
Industry Average	56

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	58	
Brentwood	61	62
Mt Pleasant	65	
Bateman	73	
Kardinya	62	65
Murdoch	61	
Bicton	62	
Attadale	64	63
Alfred Cove	64	
Bull Creek	68	67
Leeming	66	
Ardross	67	
Booragoon	65	66
Myaree	61	
Winthrop	71	
Palmyra	62	61
Melville	60	
Willagee	63	

## Community variances

Performance Index Score

Gender	Age	Disability & culture
Male	62	Disability
Female	65	LOTE
		Home ownership
		Home owner
		Renting / other

Family stage		
No children	62	
Child aged 0-5	66	
Child aged 6-12	65	
Child aged 13-17	63	
Child aged 18+	59	

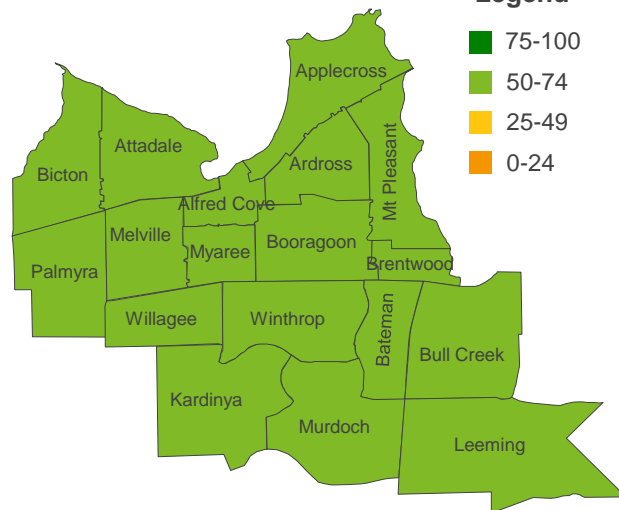
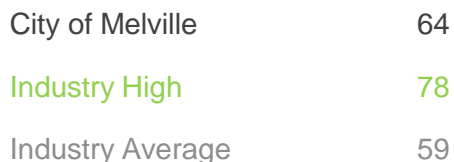
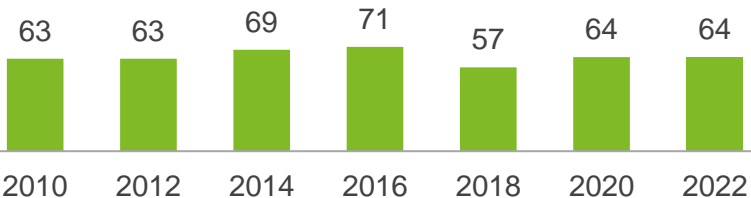
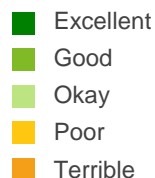
18-34 years	66
35-44 years	65
45-54 years	62
55-64 years	58
65-74 years	62
75+ years	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 872). \* Positive Rating = excellent, good + okay

2010 to 2020 measure: Management of food, health and pollution issues

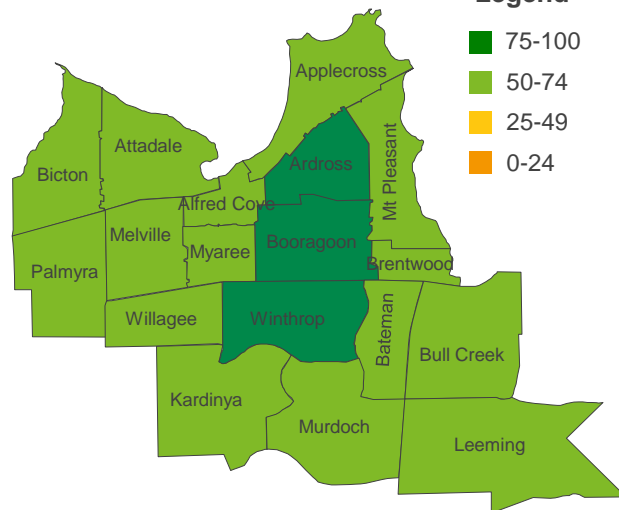
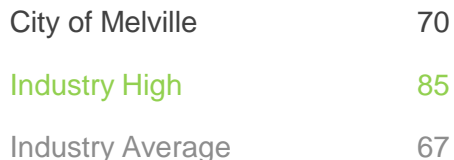
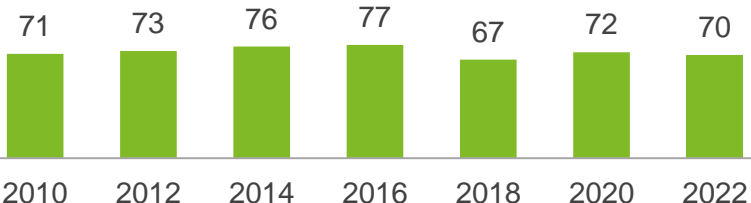
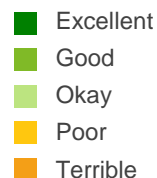




	Suburb	Ward
Applecross	62	63
Brentwood	61	
Mt Pleasant	65	
Bateman	68	61
Kardinya	59	
Murdoch	62	
Bicton	65	64
Attadale	64	
Alfred Cove	63	
Bull Creek	69	66
Leeming	63	
Ardross	65	67
Booragoon	67	
Myaree	68	
Winthrop	70	
Palmyra	63	61
Melville	58	
Willagee	62	

Male	63	18-34 years	66	Disability	61
Female	65	35-44 years	61	LOTE	56
<b>Family stage</b>		45-54 years	61	<b>Home ownership</b>	
No children	66	55-64 years	61	Home owner	63
Child aged 0-5	64	65-74 years	66	Renting / other	69
Child aged 6-12	59	75+ years	69		
Child aged 13-17	63				
Child aged 18+	59				





	Suburb	Ward
Applecross	69	
Brentwood	68	70
Mt Pleasant	70	
Bateman	67	
Kardinya	66	66
Murdoch	62	
Bicton	73	
Attadale	68	69
Alfred Cove	63	
Bull Creek	71	
Leeming	65	68
Ardross	78	
Booragoon	75	77
Myaree	72	
Winthrop	81	
Palmyra	74	
Melville	65	70
Willagee	71	

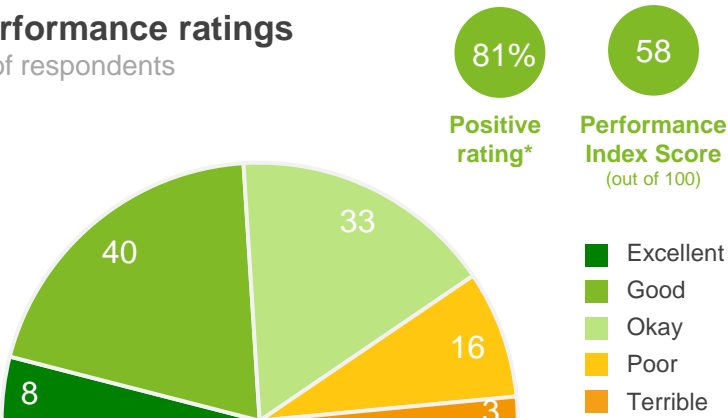
Male	69	18-34 years	72	Disability	71
Female	71	35-44 years	66	LOTE	65
<b>Family stage</b>		45-54 years	68	<b>Home ownership</b>	
No children	74	55-64 years	68	Home owner	69
Child aged 0-5	67	65-74 years	74	Renting / other	82
Child aged 6-12	62	75+ years	76		
Child aged 13-17	69				
Child aged 18+	68				

Sense of community

# Youth services and facilities

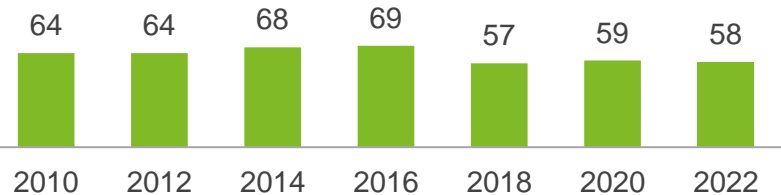
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

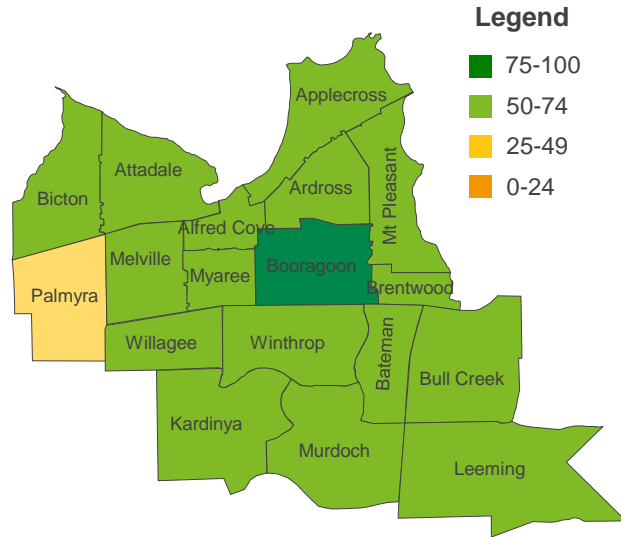
Performance Index Score



City of Melville	58
Industry High	66
Industry Average	48

## Geographical variances

Performance Index Score



	Suburb	Ward
	Applecross	57
	Brentwood	62
	Mt Pleasant	54
	Bateman	56
	Kardinya	65
	Murdoch	66
	Bicton	58
	Attadale	61
	Alfred Cove	56
	Bull Creek	59
	Leeming	60
	Ardross	58
	Booragoon	75
	Myaree	55
	Winthrop	54
	Palmyra	48
	Melville	53
	Willagee	56

## Community variances

Performance Index Score

Gender	Age	Disability & culture
Male	18-34 years	Disability
Female	35-44 years	LOTE
	45-54 years	Home ownership
	55-64 years	Home owner
	65-74 years	Renting / other
	75+ years	

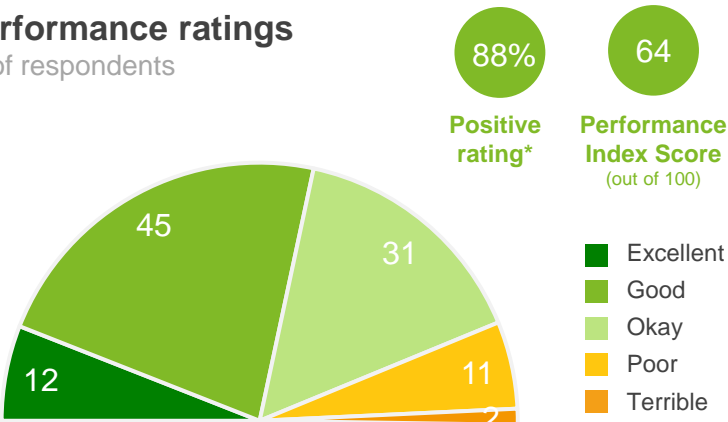
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 402). \* Positive Rating = excellent, good + okay

# Children and family services and facilities

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

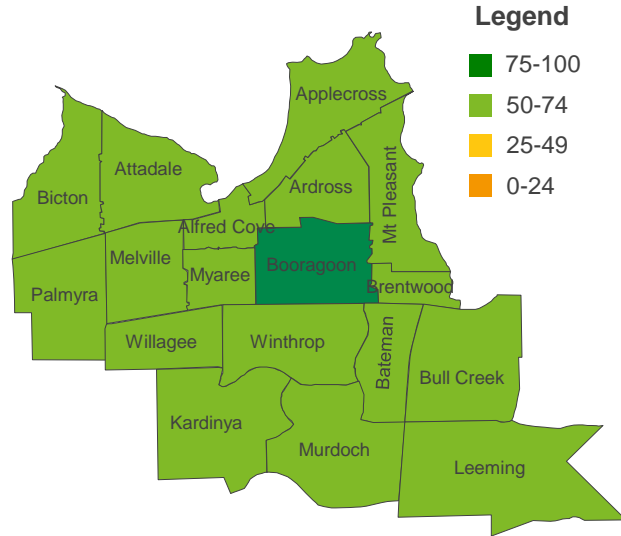
Performance Index Score



City of Melville	64
Industry High	70
Industry Average	56

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	64	
Brentwood	74	66
Mt Pleasant	65	
Bateman	62	
Kardinya	69	67
Murdoch	68	
Bicton	64	
Attadale	63	62
Alfred Cove	58	
Bull Creek	61	61
Leeming	61	
Ardross	74	
Booragoon	75	70
Myaree	65	
Winthrop	60	
Palmyra	54	
Melville	59	57
Willagee	61	

## Community variances

Performance Index Score

Gender	Age	Disability & culture
Male	63	Disability
Female	64	LOTE
Family stage		Home ownership
No children	68	Home owner
Child aged 0-5	65	Renting / other
Child aged 6-12	61	
Child aged 13-17	60	
Child aged 18+	56	
	18-34 years	68
	35-44 years	62
	45-54 years	60
	55-64 years	60
	65-74 years	66
	75+ years	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 530). \* Positive Rating = excellent, good + okay

# Seniors' facilities, services and care

## Performance ratings

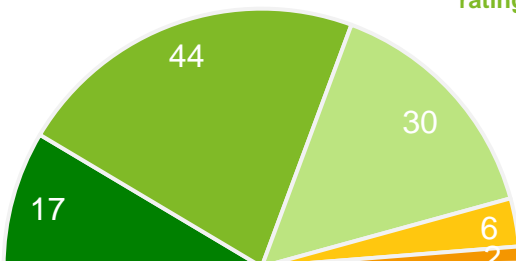
% of respondents

91%

Positive rating\*

67

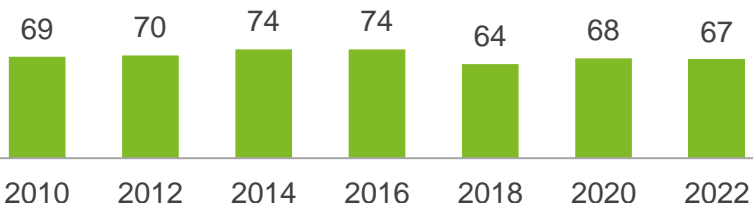
Performance Index Score (out of 100)



Excellent  
Good  
Okay  
Poor  
Terrible

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

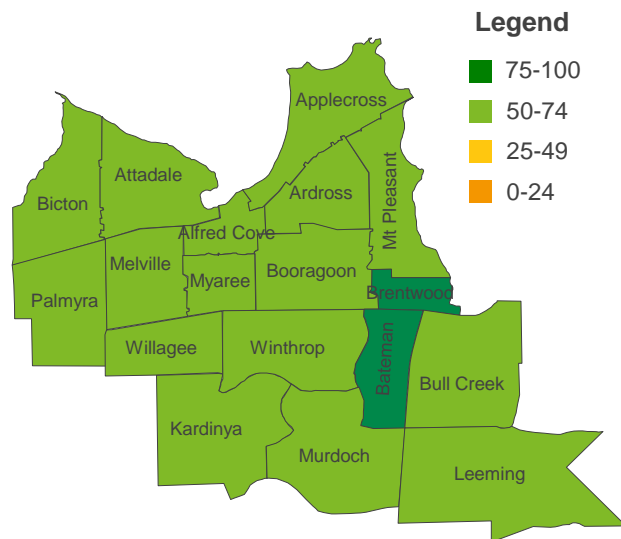
Performance Index Score



City of Melville	67
Industry High	67
Industry Average	54

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	63	
Brentwood	76	65
Mt Pleasant	61	
Bateman	75	
Kardinya	73	73
Murdoch	65	
Bicton	66	
Attadale	66	66
Alfred Cove	65	
Bull Creek	57	60
Leeming	67	
Ardross	71	
Booragoon	68	70
Myaree	66	
Winthrop	73	
Palmyra	68	
Melville	65	68
Willagee	72	

## Community variances

Performance Index Score

### Gender

Male	65
Female	68

### Age

18-34 years	81
35-44 years	66
45-54 years	65
55-64 years	62
65-74 years	64
75+ years	66

### Disability & culture

Disability	67
LOTE	64

### Family stage

No children	68
Child aged 0-5	70
Child aged 6-12	64
Child aged 13-17	67
Child aged 18+	60

### Home ownership

Home owner	66
Renting / other	79

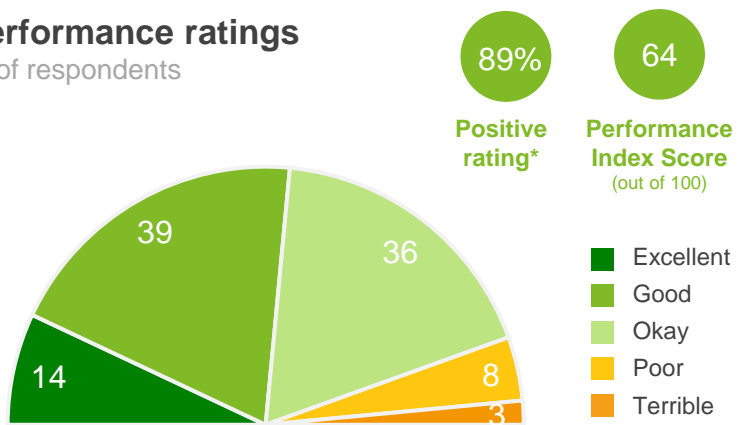
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 511). \* Positive Rating = excellent, good + okay

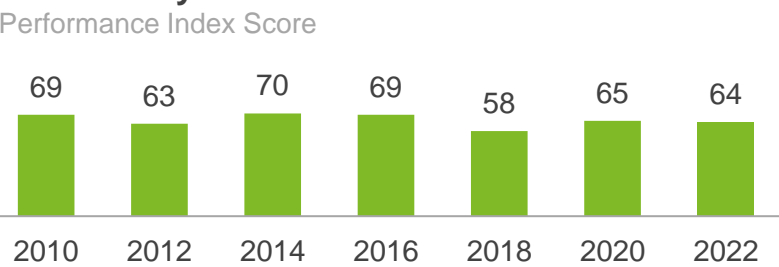
# Access and inclusion for people with disability

## Performance ratings

% of respondents



## Trend Analysis



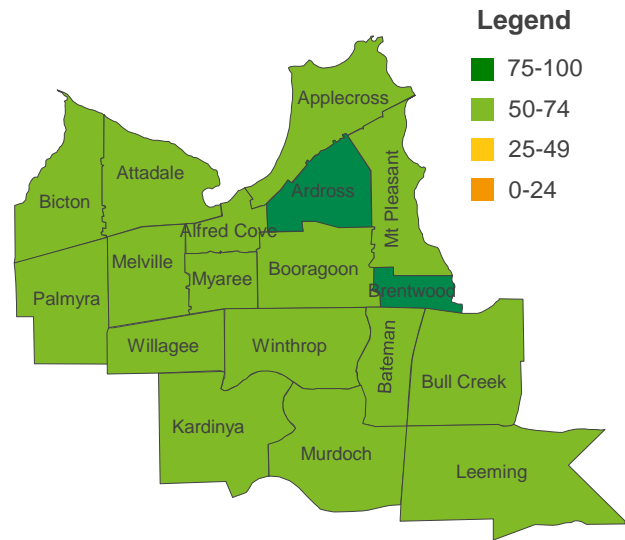
## MARKYT Industry Standards

Performance Index Score



## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	61	
Brentwood	76	65
Mt Pleasant	63	
Bateman	63	
Kardinya	63	63
Murdoch	66	
Bicton	61	
Attadale	58	58
Alfred Cove	55	
Bull Creek	64	61
Leeming	58	
Ardross	76	
Booragoon	72	72
Myaree	56	
Winthrop	74	
Palmyra	59	61
Melville	56	
Willagee	69	

## Community variances

Performance Index Score

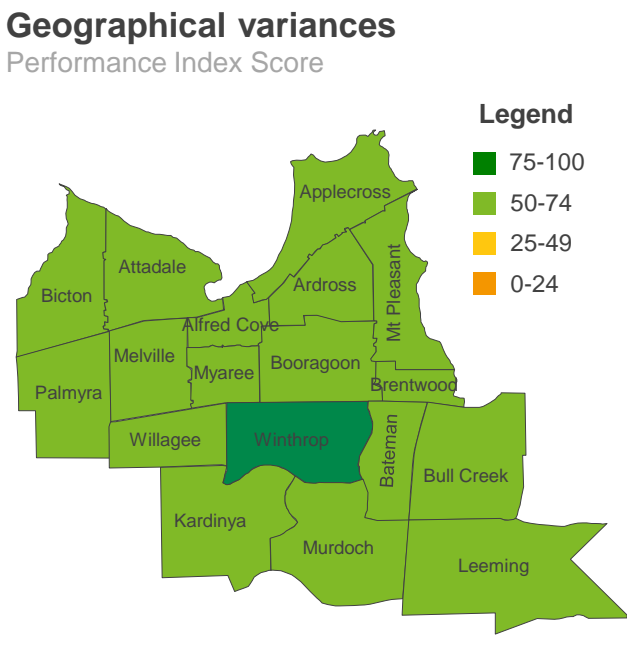
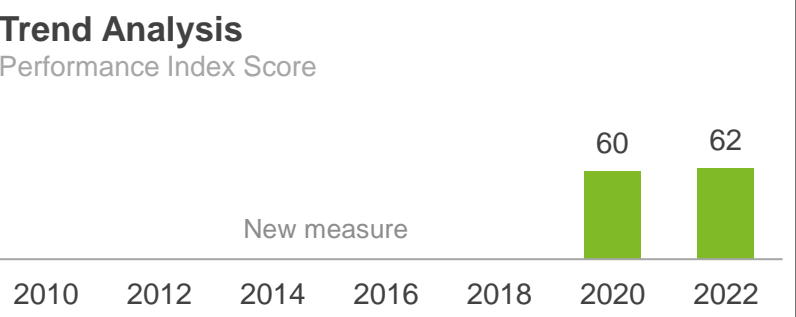
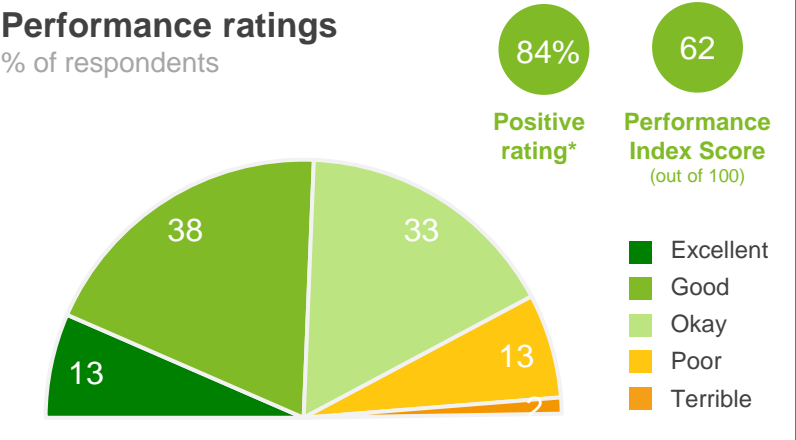
Gender		Age		Disability & culture	
Male	64	18-34 years	71	Disability	60
Female	64	35-44 years	57	LOTE	61
Family stage				Home ownership	
No children	67	45-54 years	60	Home owner	62
Child aged 0-5	65	55-64 years	61	Renting / other	71
Child aged 6-12	56	65-74 years	65		
Child aged 13-17	62	75+ years	65		
Child aged 18+	59				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 421). \* Positive Rating = excellent, good + okay



# How local Aboriginal history, heritage and people are recognised and respected



	Suburb	Ward
	Applecross	62
	Brentwood	59
	Mt Pleasant	60
	Bateman	63
	Kardinya	62
	Murdoch	59
	Bicton	59
	Attadale	55
	Alfred Cove	57
	Bull Creek	60
	Leeming	61
	Ardross	74
	Booragoon	71
	Myaree	52
	Winthrop	82
	Palmyra	57
	Melville	60
	Willagee	62

### Community variances

Performance Index Score

Gender	Age	Disability & culture
Male	18-34 years	Disability
Female	35-44 years	LOTE
	45-54 years	Home ownership
	55-64 years	Home owner
	65-74 years	Renting / other
	75+ years	

Family stage		
No children	63	
Child aged 0-5	64	
Child aged 6-12	61	
Child aged 13-17	61	
Child aged 18+	59	


Q. How would you rate performance in the following areas?  
Base: All respondents, excludes 'unsure' and 'no response' (n = 573). \* Positive Rating = excellent, good + okay



Relationship Duration	Percentage
10 years or more	44%
5-10 years	32%
1-5 years	8%
Less than 1 year	2%
Never been in a relationship	13%

## 2010 2012 2014 2016 2018 2020 2022

City of Melville	65
Industry High	68
Industry Average	61

	Suburb	Ward
Applecross	66	
Brentwood	58	63
Mt Pleasant	63	
Bateman	67	
Kardinya	70	68
Murdoch	64	
Bicton	59	
Attadale	61	60
Alfred Cove	60	
Bull Creek	66	
Leeming	67	66
Ardross	73	
Booragoon	70	
Myaree	69	72
Winthrop	77	
Palmyra	57	
Melville	61	60
Willagee	63	

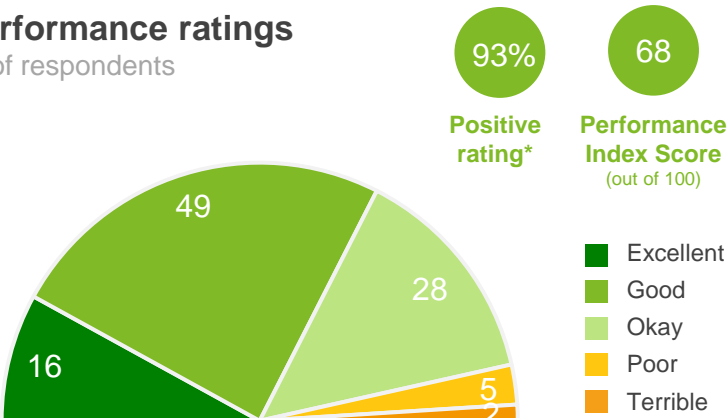
Disability	69
LOTE	61
<b>Ownership</b>	
Home owner	63
renting / other	<b>75</b>

75

# Volunteer support and recognition

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

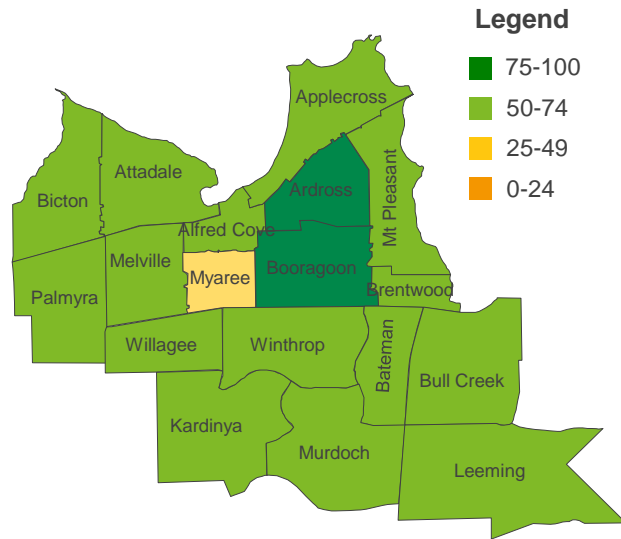
Performance Index Score



City of Melville	68
Industry High	70
Industry Average	61

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	66	
Brentwood	57	66
Mt Pleasant	68	
Bateman	70	
Kardinya	72	70
Murdoch	62	
Bicton	67	
Attadale	70	68
Alfred Cove	68	
Bull Creek	67	69
Leeming	72	
Ardross	77	
Booragoon	76	71
Myaree	48	
Winthrop	71	
Palmyra	69	
Melville	62	65
Willagee	64	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	66	18-34 years	73	Disability	70
Female	69	35-44 years	62	LOTE	63
Family stage		45-54 years	64	Home ownership	
No children	72	55-64 years	66	Home owner	67
Child aged 0-5	64	65-74 years	71	Renting / other	78
Child aged 6-12	63	75+ years	73		
Child aged 13-17	64				
Child aged 18+	63				

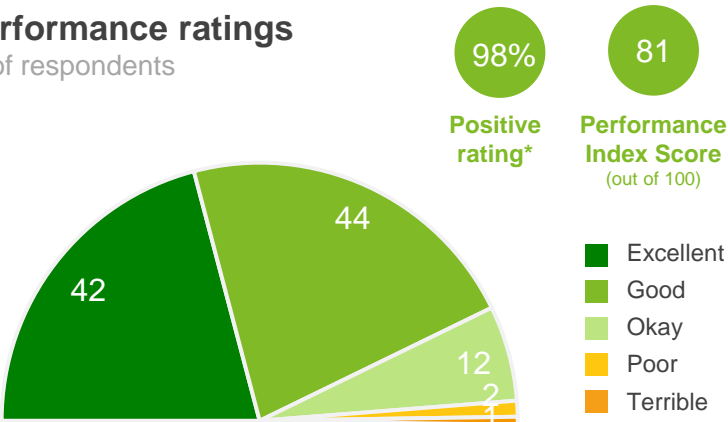
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 598). \* Positive Rating = excellent, good + okay

# Library services

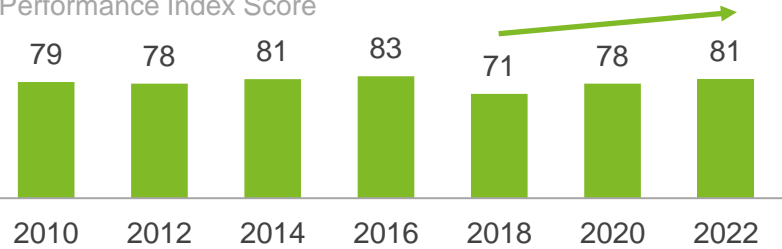
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

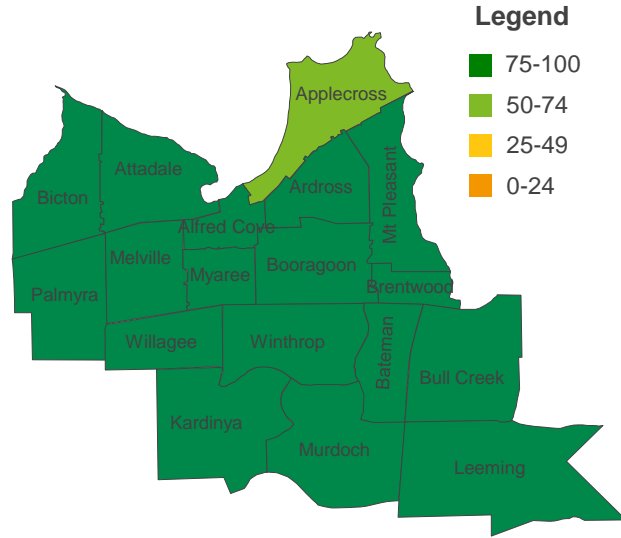
Performance Index Score



City of Melville	81
Industry High	83
Industry Average	71

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	74	
Brentwood	87	78
Mt Pleasant	79	
Bateman	80	
Kardinya	82	81
Murdoch	76	
Bicton	83	
Attadale	85	82
Alfred Cove	77	
Bull Creek	80	80
Leeming	81	
Ardross	86	
Booragoon	81	83
Myaree	78	
Winthrop	85	
Palmyra	85	
Melville	78	82
Willagee	83	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	79	18-34 years	83	Disability	81
Female	83	35-44 years	79	LOTE	77
Family stage				Home ownership	
No children	83	45-54 years	79	Home owner	81
Child aged 0-5	84	55-64 years	78	Renting / other	85
Child aged 6-12	82	65-74 years	84		
Child aged 13-17	79	75+ years	87		
Child aged 18+	78				

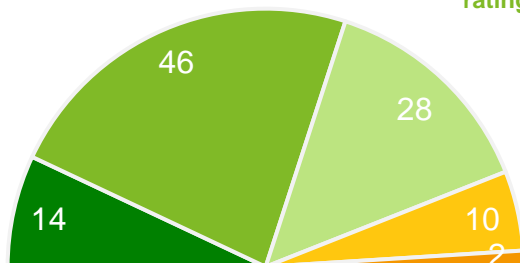
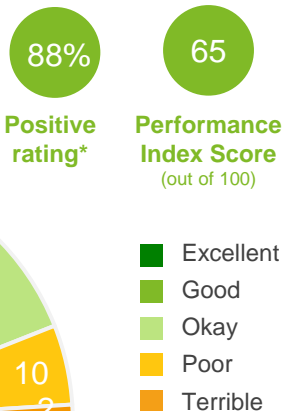
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 967). \* Positive Rating = excellent, good + okay

# Festivals, events and cultural activities

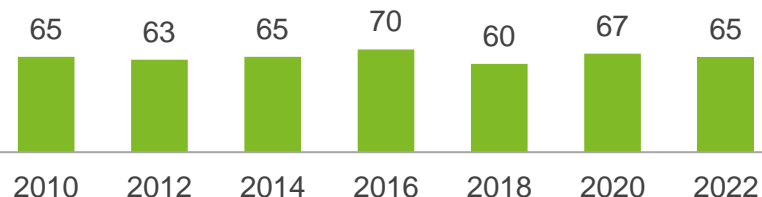
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

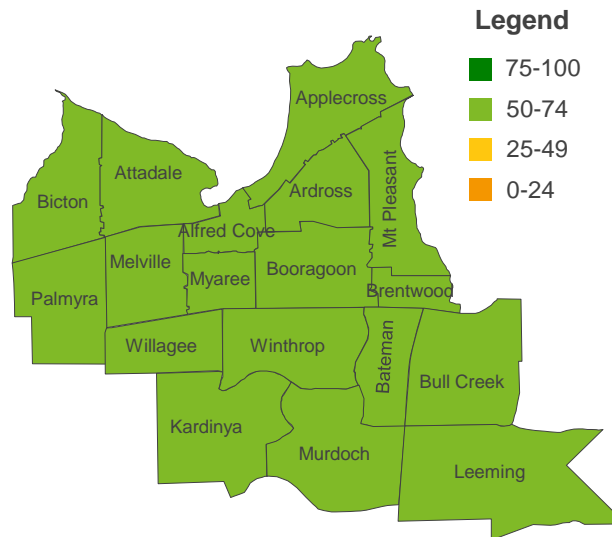
Performance Index Score



City of Melville	65
Industry High	77
Industry Average	62

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	60	
Brentwood	67	64
Mt Pleasant	66	
Bateman	71	
Kardinya	58	62
Murdoch	62	
Bicton	70	
Attadale	71	68
Alfred Cove	60	
Bull Creek	66	66
Leeming	64	
Ardross	67	
Booragoon	60	66
Myaree	70	
Winthrop	68	
Palmyra	65	
Melville	64	65
Willagee	66	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	62	18-34 years	64	Disability	58
Female	68	35-44 years	63	LOTE	60
Family stage				Home ownership	
No children	66	45-54 years	65	Home owner	65
Child aged 0-5	64	55-64 years	63	Renting / other	63
Child aged 6-12	64	65-74 years	68		
Child aged 13-17	65	75+ years	72		
Child aged 18+	62				

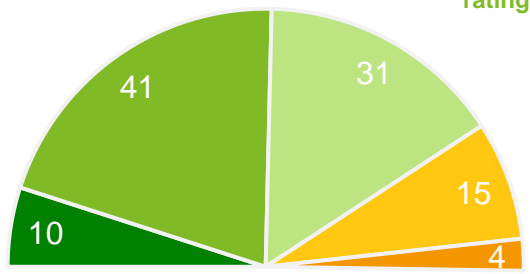
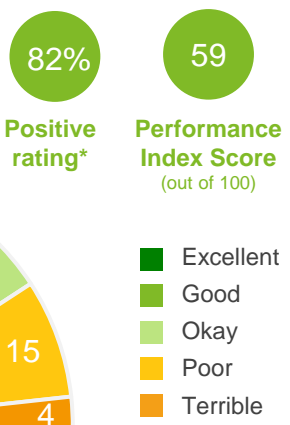
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 885). \* Positive Rating = excellent, good + okay

# Street artworks and public art

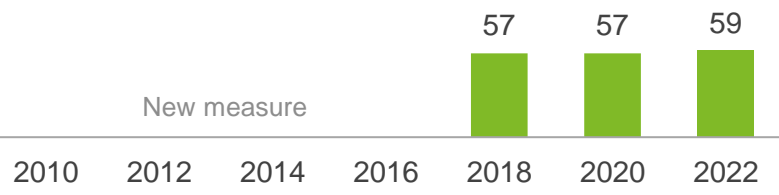
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

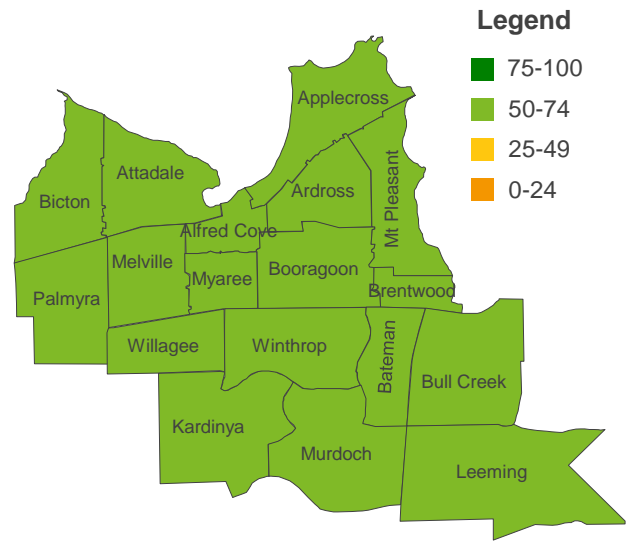
Performance Index Score



City of Melville	59
Industry High	NA
Industry Average	NA

## Geographical variances

Performance Index Score



	Suburb	Ward
	Applecross	58
	Brentwood	58
	Mt Pleasant	57
	Bateman	66
	Kardinya	58
	Murdoch	56
	Bicton	62
	Attadale	57
	Alfred Cove	52
	Bull Creek	61
	Leeming	57
	Ardross	57
	Booragoon	61
	Myaree	63
	Winthrop	65
	Palmyra	56
	Melville	58
	Willagee	71

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	53	18-34 years	60	Disability	61
Female	64	35-44 years	55	LOTE	58
Family stage				Home ownership	
No children	63	45-54 years	60	Home owner	58
Child aged 0-5	58	55-64 years	57	Renting / other	69
Child aged 6-12	54	65-74 years	62		
Child aged 13-17	57	75+ years	65		
Child aged 18+	59				

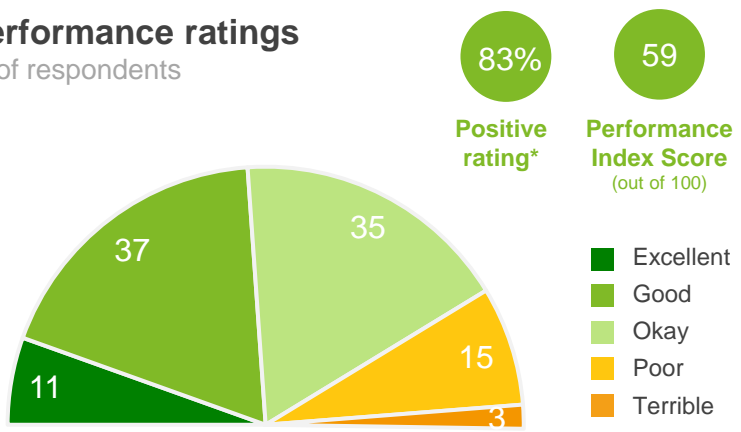
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 842). \* Positive Rating = excellent, good + okay

# How local history and heritage is preserved and promoted

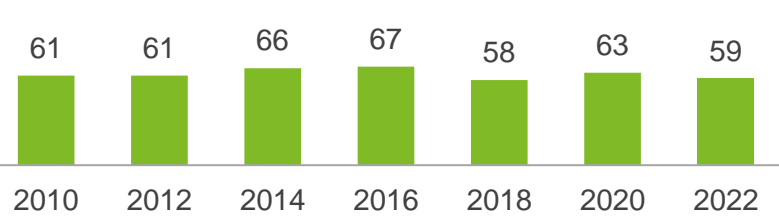
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

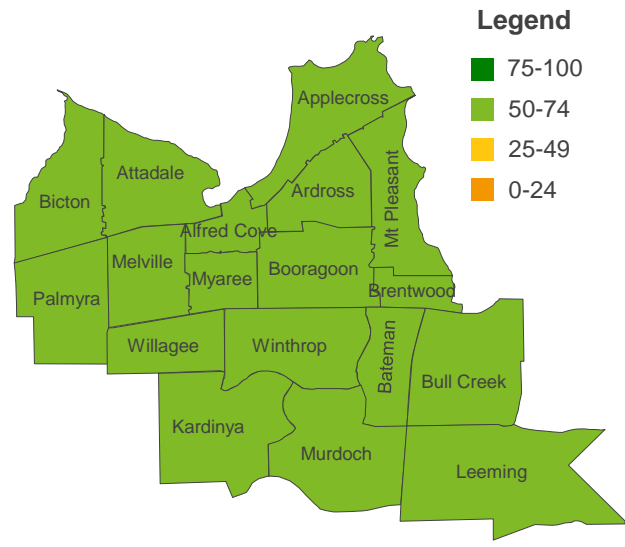
Performance Index Score



City of Melville	59
Industry High	75
Industry Average	58

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	58	
Brentwood	57	57
Mt Pleasant	54	
Bateman	64	
Kardinya	61	61
Murdoch	58	
Bicton	61	
Attadale	61	61
Alfred Cove	59	
Bull Creek	60	60
Leeming	60	
Ardross	58	
Booragoon	62	59
Myaree	56	
Winthrop	57	
Palmyra	62	
Melville	52	59
Willagee	63	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	55	18-34 years	59	Disability	64
Female	61	35-44 years	60	LOTE	55
Family stage				Home ownership	
No children	62	45-54 years	57	Home owner	58
Child aged 0-5	58	55-64 years	54	Renting / other	67
Child aged 6-12	57	65-74 years	63		
Child aged 13-17	57	75+ years	66		
Child aged 18+	55				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 670). \* Positive Rating = excellent, good + okay

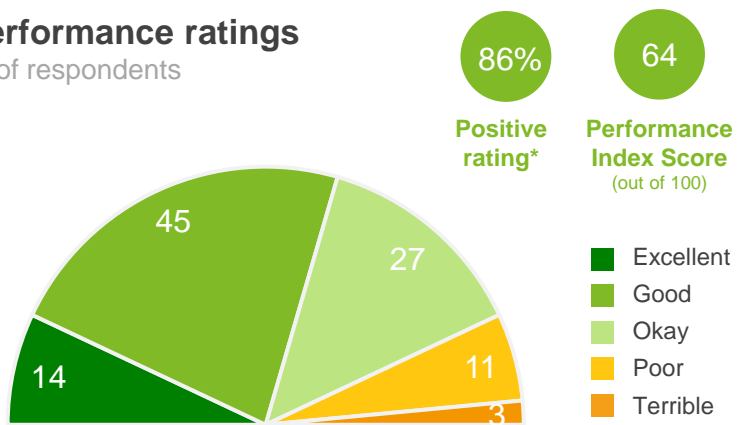
Safe and secure



# Safety and security

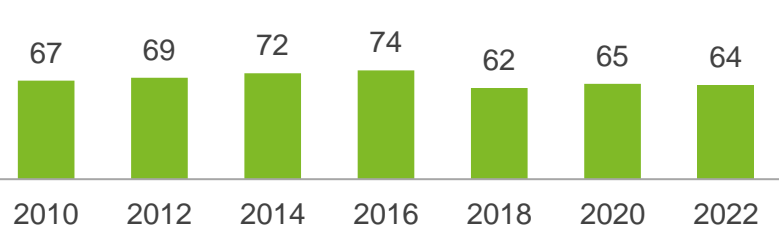
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

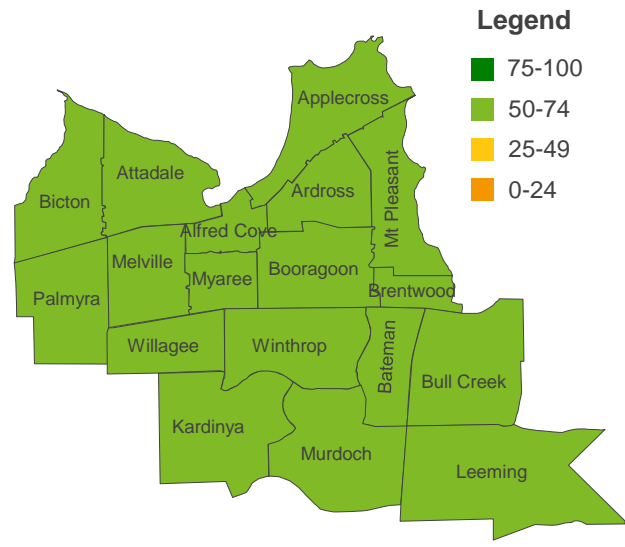
Performance Index Score



City of Melville	64
Industry High	76
Industry Average	52

## Geographical variances

Performance Index Score



	Suburb	Ward
	Applecross	63
	Brentwood	60
	Mt Pleasant	66
	Bateman	65
	Kardinya	66
	Murdoch	71
	Bicton	65
	Attadale	55
	Alfred Cove	70
	Bull Creek	65
	Leeming	64
	Ardross	72
	Booragoon	70
	Myaree	71
	Winthrop	73
	Palmyra	58
	Melville	58
	Willagee	63

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	62	18-34 years	70	Disability	62
Female	66	35-44 years	61	LOTE	57
Family stage				Home ownership	
No children	65	45-54 years	60	Home owner	63
Child aged 0-5	68	55-64 years	60	Renting / other	73
Child aged 6-12	60	65-74 years	65		
Child aged 13-17	62	75+ years	67		
Child aged 18+	61				

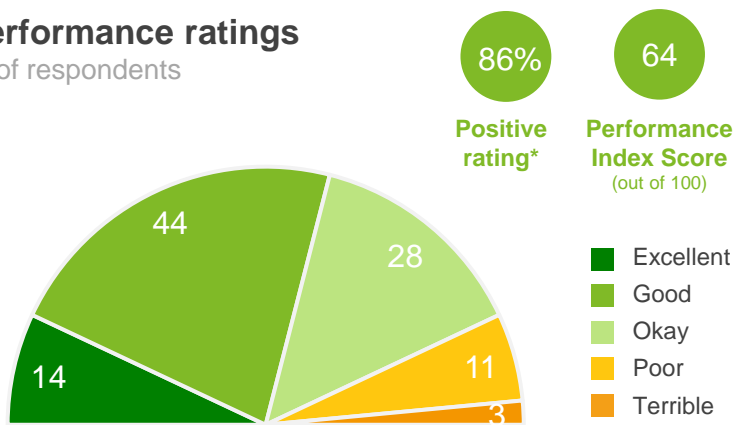
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1025). \* Positive Rating = excellent, good + okay

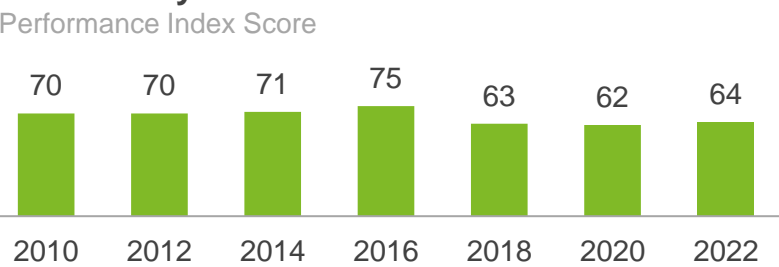
# Lighting of streets and public places

## Performance ratings

% of respondents



## Trend Analysis



## MARKYT Industry Standards

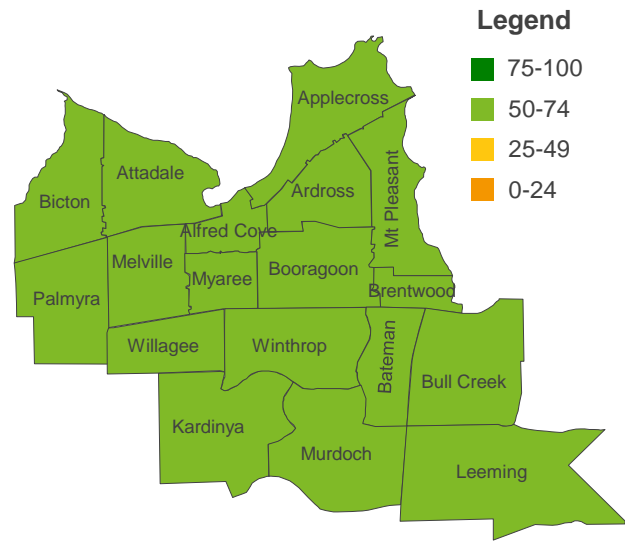
Performance Index Score



City of Melville	64
Industry High	64
Industry Average	54

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	67	
Brentwood	62	67
Mt Pleasant	69	
Bateman	60	
Kardinya	62	63
Murdoch	69	
Bicton	61	
Attadale	64	64
Alfred Cove	70	
Bull Creek	65	65
Leeming	64	
Ardross	67	
Booragoon	67	67
Myaree	68	
Winthrop	66	
Palmyra	56	60
Melville	60	
Willagee	65	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	63	18-34 years	65	Disability	64
Female	64	35-44 years	62	LOTE	54
Family stage				Home ownership	
No children	66	45-54 years	61	Home owner	63
Child aged 0-5	63	55-64 years	62	Renting / other	71
Child aged 6-12	62	65-74 years	68		
Child aged 13-17	62	75+ years	69		
Child aged 18+	62				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1066). \* Positive Rating = excellent, good + okay

# Animal management (dogs and cats)

## Performance ratings

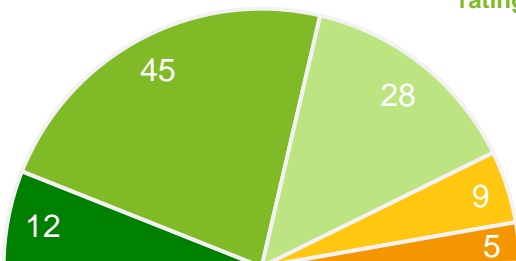
% of respondents

85%

Positive rating\*

63

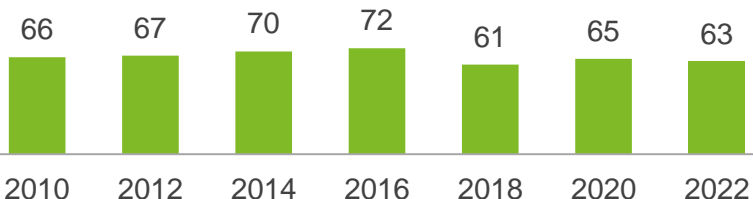
Performance Index Score (out of 100)



Excellent  
Good  
Okay  
Poor  
Terrible

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

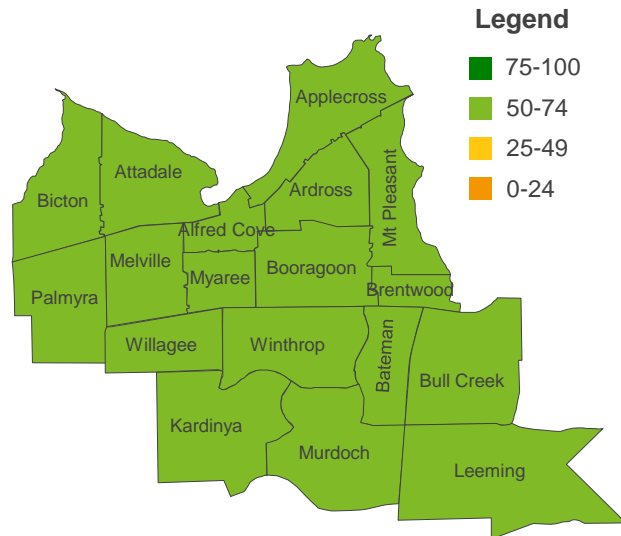
Performance Index Score



City of Melville	63
Industry High	64
Industry Average	54

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	64	
Brentwood	58	65
Mt Pleasant	69	
Bateman	59	
Kardinya	68	67
Murdoch	72	
Bicton	63	
Attadale	56	61
Alfred Cove	66	
Bull Creek	64	62
Leeming	60	
Ardross	62	
Booragoon	70	66
Myaree	67	
Winthrop	64	
Palmyra	54	57
Melville	60	
Willagee	58	

## Community variances

Performance Index Score

### Gender

Male	60
Female	64

### Age

18-34 years	66
35-44 years	63
45-54 years	62
55-64 years	60
65-74 years	62
75+ years	61

### Disability & culture

Disability	61
LOTE	57

### Family stage

No children	62
Child aged 0-5	63
Child aged 6-12	60
Child aged 13-17	65
Child aged 18+	60

### Home ownership

Home owner	62
Renting / other	72

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 930). \* Positive Rating = excellent, good + okay

Sustainable and connected transport

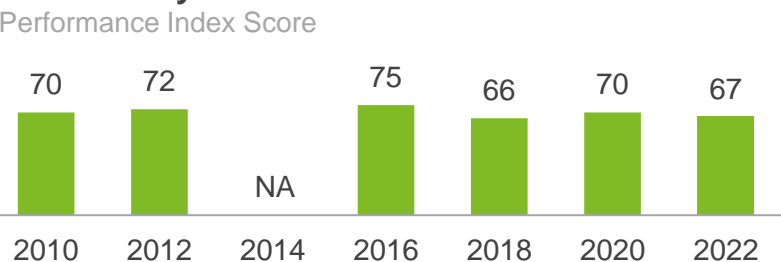
# Maintaining the condition of local roads

## Performance ratings

% of respondents



## Trend Analysis



## MARKYT Industry Standards

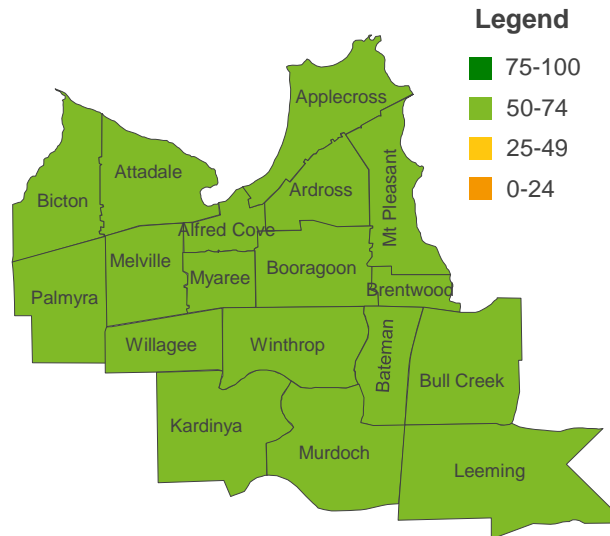
Performance Index Score



City of Melville	67
Industry High	67
Industry Average	50

## Geographical variances

Performance Index Score



	Suburb	Ward
	Applecross	69
	Brentwood	72
	Mt Pleasant	69
	Bateman	68
	Kardinya	71
	Murdoch	73
	Bicton	65
	Attadale	62
	Alfred Cove	67
	Bull Creek	67
	Leeming	69
	Ardross	70
	Booragoon	74
	Myaree	68
	Winthrop	70
	Palmyra	59
	Melville	63
	Willagee	73

## Community variances

Performance Index Score

Gender	Age	Disability & culture
Male	18-34 years	Disability
Female	35-44 years	LOTE
	45-54 years	Home ownership
	55-64 years	Home owner
	65-74 years	Renting / other
	75+ years	

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1057). \* Positive Rating = excellent, good + okay

# Management and control of traffic

## Performance ratings

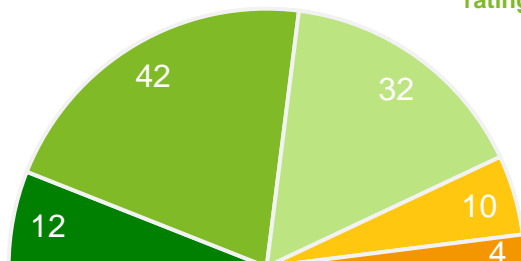
% of respondents

86%

Positive rating\*

62

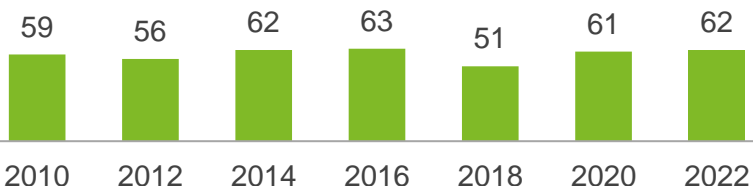
Performance Index Score (out of 100)



Excellent  
Good  
Okay  
Poor  
Terrible

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

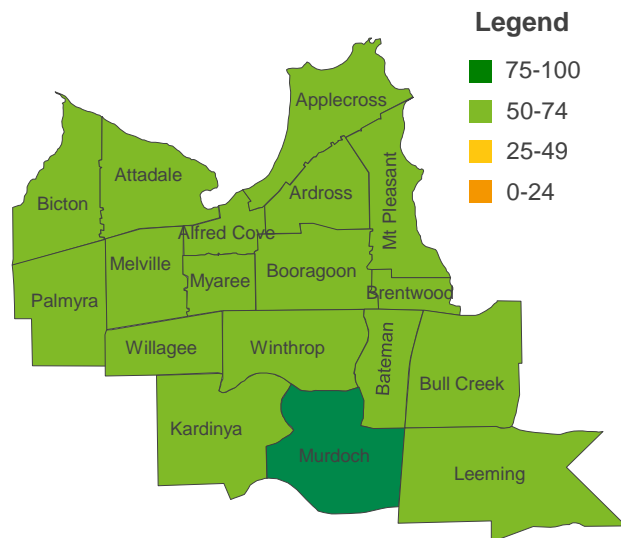
Performance Index Score



City of Melville	62
Industry High	64
Industry Average	54

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	57	
Brentwood	69	60
Mt Pleasant	58	
Bateman	66	
Kardinya	70	70
Murdoch	76	
Bicton	61	
Attadale	54	58
Alfred Cove	60	
Bull Creek	63	64
Leeming	66	
Ardross	66	
Booragoon	67	65
Myaree	57	
Winthrop	69	
Palmyra	56	
Melville	57	60
Willagee	68	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	60	18-34 years	67	Disability	66
Female	63	35-44 years	62	LOTE	63
Family stage				Home ownership	
No children	62	45-54 years	59	Home owner	61
Child aged 0-5	68	55-64 years	58	Renting / other	72
Child aged 6-12	59	65-74 years	63		
Child aged 13-17	62	75+ years	60		
Child aged 18+	57				

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

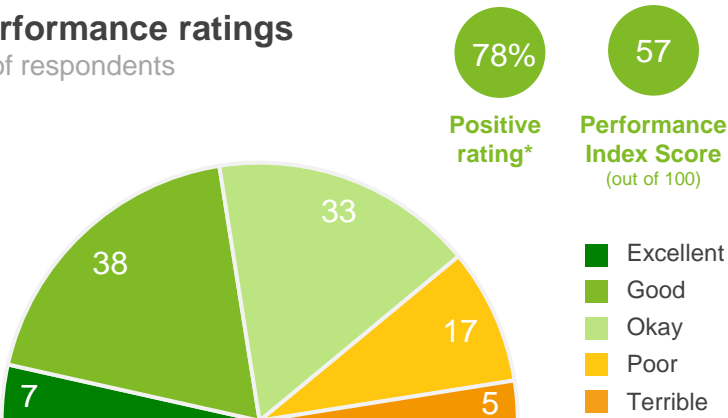
Base: All respondents, excludes 'unsure' and 'no response' (n = 1045). \* Positive Rating = excellent, good + okay



# Management of parking

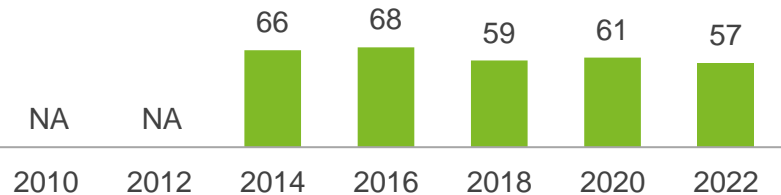
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

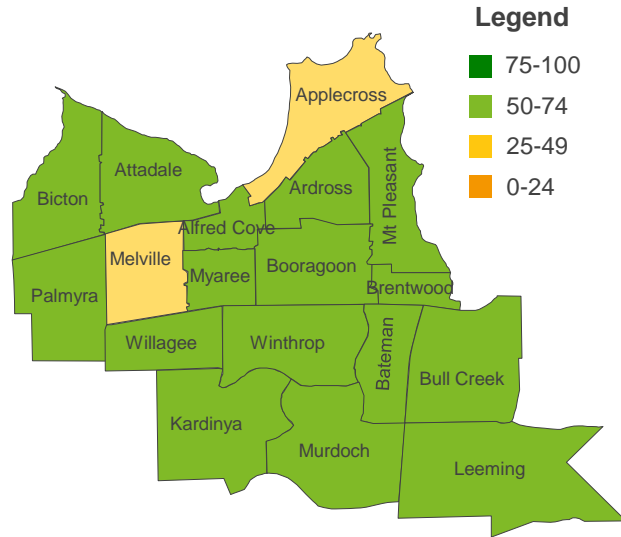
Performance Index Score



City of Melville	57
Industry High	62
Industry Average	53

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	46	
Brentwood	61	51
Mt Pleasant	51	
Bateman	57	
Kardinya	56	58
Murdoch	66	
Bicton	56	
Attadale	55	56
Alfred Cove	57	
Bull Creek	62	64
Leeming	66	
Ardross	59	
Booragoon	63	62
Myaree	61	
Winthrop	64	
Palmyra	54	
Melville	49	54
Willagee	60	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	57	18-34 years	59	Disability	56
Female	56	35-44 years	58	LOTE	57
Family stage				Home ownership	
No children	57	45-54 years	55	Home owner	56
Child aged 0-5	61	55-64 years	53	Renting / other	64
Child aged 6-12	54	65-74 years	60		
Child aged 13-17	53	75+ years	52		
Child aged 18+	53				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1011). \* Positive Rating = excellent, good + okay

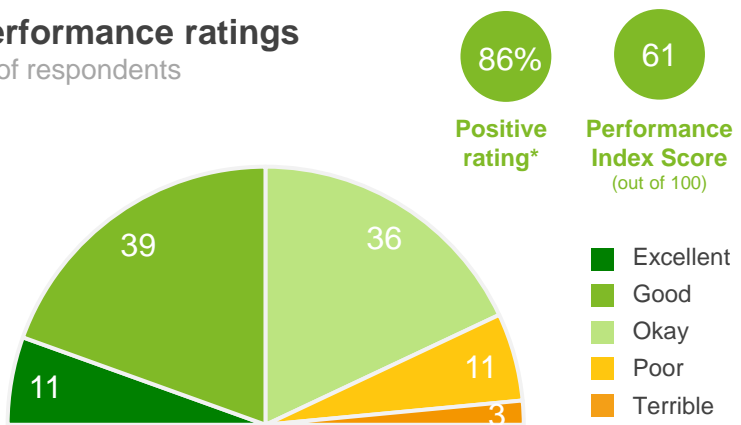
2014 to 2020: Average of "Parking in commercial areas" and "Parking in residential areas"



# Footpaths and cycleways

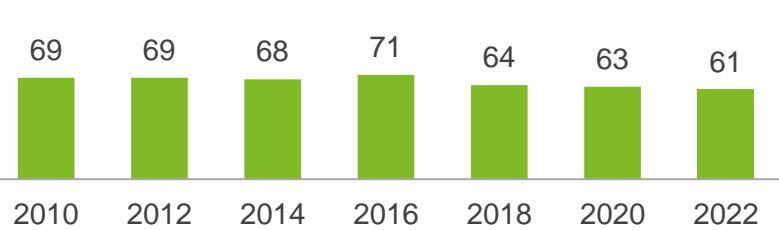
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

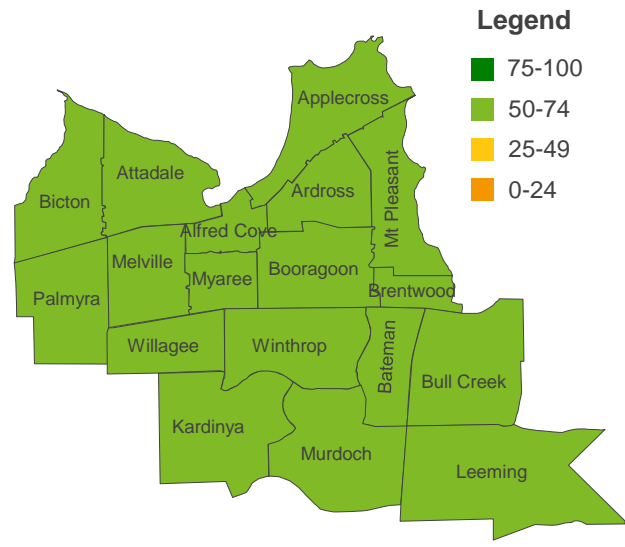
Performance Index Score



City of Melville	61
Industry High	68
Industry Average	53

## Geographical variances

Performance Index Score



	Suburb	Ward
Applecross	61	
Brentwood	67	62
Mt Pleasant	61	
Bateman	64	
Kardinya	59	63
Murdoch	72	
Bicton	64	
Attadale	58	59
Alfred Cove	54	
Bull Creek	60	62
Leeming	65	
Ardross	66	
Booragoon	62	65
Myaree	65	
Winthrop	66	
Palmyra	53	
Melville	54	55
Willagee	61	

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	61	18-34 years	64	Disability	58
Female	60	35-44 years	61	LOTE	59
Family stage				Home ownership	
No children	61	45-54 years	60	Home owner	60
Child aged 0-5	62	55-64 years	57	Renting / other	67
Child aged 6-12	60	65-74 years	61		
Child aged 13-17	62	75+ years	60		
Child aged 18+	56				

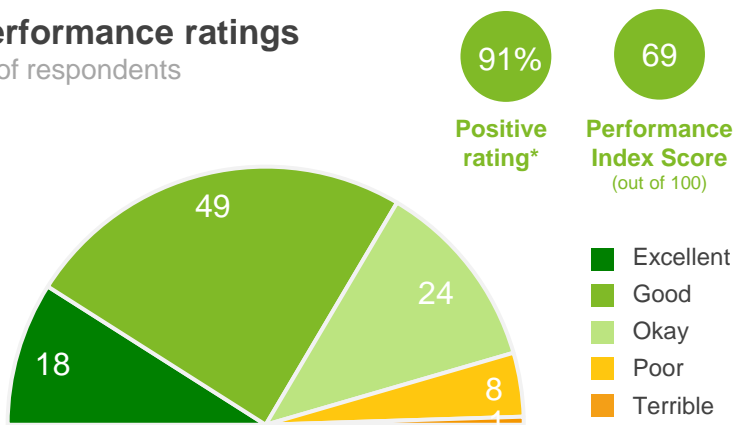
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1055). \* Positive Rating = excellent, good + okay

# Access to public transport

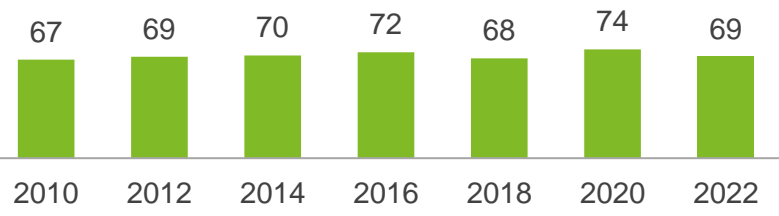
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

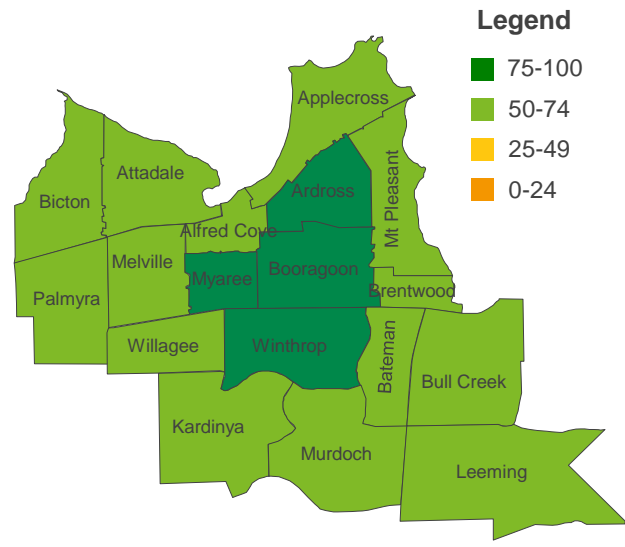
Performance Index Score



City of Melville	69
Industry High	78
Industry Average	57

## Geographical variances

Performance Index Score



	Suburb	Ward
	Applecross	66
	Brentwood	65
	Mt Pleasant	66
	Bateman	70
	Kardinya	70
	Murdoch	71
	Bicton	69
	Attadale	57
	Alfred Cove	64
	Bull Creek	70
	Leeming	70
	Ardross	76
	Booragoon	78
	Myaree	80
	Winthrop	76
	Palmyra	67
	Melville	67
	Willagee	65

## Community variances

Performance Index Score

Gender		Age		Disability & culture	
Male	70	18-34 years	73	Disability	67
Female	67	35-44 years	68	LOTE	64
Family stage				Home ownership	
No children	69	45-54 years	67	Home owner	68
Child aged 0-5	72	55-64 years	65	Renting / other	72
Child aged 6-12	66	65-74 years	72		
Child aged 13-17	69	75+ years	66		
Child aged 18+	64				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 993). \* Positive Rating = excellent, good + okay

# Overview of Community Variances

# Summary of demographic variances

	Total	Home owner	Renting / other	Male	Female	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	LOTE
<b>Overall place to live</b>	86	86	88	86	86	86	85	86	89	84	86	83	87	87	83
<b>LEADERSHIP AND GOVERNANCE</b>															
Council's leadership	47	46	64	44	50	51	44	44	44	39	52	41	40	50	48
Advocacy and lobbying	46	45	65	44	48	49	47	41	43	39	58	41	38	47	51
Consultation	47	46	58	45	49	48	48	45	43	40	54	45	44	46	50
Communication	52	51	58	50	53	53	51	51	51	45	54	51	50	50	54
Embracing change, innovation & technology	53	52	69	50	56	57	49	50	52	48	57	50	50	58	57
Customer service	65	64	78	63	67	65	68	62	62	56	75	63	61	63	65
Governing organisation	65	64	75	63	66	65	62	63	65	59	69	60	63	68	68
Value for money from rates	57	57	68	55	59	60	55	56	55	52	60	53	56	62	57
<b>GROWTH AND PROSPERITY</b>															
Responsible growth and development	49	47	65	49	48	49	54	48	48	41	58	50	45	48	52
Planning and building approvals	46	45	61	48	44	43	58	47	43	41	58	46	42	41	49
Access to housing that meets my needs	62	63	53	63	62	61	69	62	59	59	65	63	58	49	58
Economic development	55	54	65	54	54	56	53	52	52	51	61	52	52	66	52
Development and activation of city centres	56	55	65	54	57	57	59	55	54	48	65	53	51	61	55

# Summary of demographic variances

	Total	Home owner	Renting / other	Male	Female	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	LOTE
<b>SENSE OF COMMUNITY</b>															
Youth services and facilities	58	57	73	59	57	63	60	53	50	53	68	54	51	58	54
Children and family services and facilities	64	63	75	63	64	68	65	61	60	56	68	62	60	63	58
Seniors' facilities, services and care	67	66	79	65	68	68	70	64	67	60	81	66	65	67	64
Disability access and inclusion	64	62	71	64	64	67	65	56	62	59	71	57	60	60	61
Respect for Aboriginal history and heritage	62	60	73	60	63	63	64	61	61	59	69	57	58	67	64
Multiculturalism and racial harmony	65	63	75	64	65	68	63	62	63	61	71	61	62	69	61
Volunteer support and recognition	68	67	78	66	69	72	64	63	64	63	73	62	64	70	63
Library services	81	81	85	79	83	83	84	82	79	78	83	79	79	81	77
Festivals, events and cultural activities	65	65	63	62	68	66	64	64	65	62	64	63	65	58	60
Street artworks and public art	59	58	69	53	64	63	58	54	57	59	60	55	60	61	58
Local history and heritage	59	58	67	55	61	62	58	57	57	55	59	60	57	64	55
<b>SAFETY AND SECURITY</b>															
Safety and security	64	63	73	62	66	65	68	60	62	61	70	61	60	62	57
Lighting of streets and public places	64	63	71	63	64	66	63	62	62	62	65	62	61	64	54
Animal management (dogs and cats)	63	62	72	60	64	62	63	60	65	60	66	63	62	61	57
<b>HEALTHY LIFESTYLES</b>															
Access to health and community services	69	69	76	67	71	72	71	66	68	67	72	69	66	66	65
Food, health, noise and pollution issues	63	62	72	62	65	62	66	65	63	59	66	65	62	63	58
Community buildings, halls and toilets	64	63	69	63	65	66	64	59	63	59	66	61	61	61	56
Sport and recreation facilities	70	69	82	69	71	74	67	62	69	68	72	66	68	71	65

# Summary of demographic variances

	Total	Home owner Renting / other	Male Female	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	LOTE
CLEAN AND GREEN							
Sustainability / climate change	63	62 <b>71</b>	62 65	65 61 61 66 60	64 64 63	67	64
Conservation and environment	68	67 <b>75</b>	67 68	69 69 67 70 <b>63</b>	<b>73</b> 65 67	<b>74</b>	68
River and foreshore	68	67 <b>77</b>	68 68	68 66 69 68 65	72 66 66	70	68
Playgrounds, parks and reserves	69	68 <b>78</b>	69 69	70 68 66 70 67	72 <b>64</b> 68	73	68
Streetscapes, trees and verges	62	61 <b>70</b>	61 62	64 65 59 60 <b>52</b>	<b>67</b> 60 <b>57</b>	63	59
Waste collection services	74	74 71	72 75	77 73 72 72 71	70 71 73	77	75
Storm water drainage	65	64 <b>75</b>	65 65	66 61 63 64 61	67 66 61	68	62
SUSTAINABLE TRANSPORT							
Local roads	67	67 <b>74</b>	66 68	68 68 68 68 63	70 69 65	69	65
Management and control of traffic	62	61 <b>72</b>	60 63	62 <b>68</b> 59 62 <b>57</b>	<b>67</b> 62 59	66	63
Management of parking	57	56 <b>64</b>	57 56	57 61 54 53 53	59 58 55	56	57
Footpaths and cycleways	61	60 <b>67</b>	61 60	61 62 60 62 <b>56</b>	64 61 60	58	59
Access to public transport	69	68 72	70 67	69 72 66 69 <b>64</b>	73 68 67	67	<b>64</b>

# Summary of geographic variances

	Total	Applecross	Brentwood	Mt Pleasant	Bateman	Kardinya	Murdoch	Bicton	Attadale	Alfred Cove	Bull Creek	Leeming	Ardross	Booragoon	Myaree	Winthrop	Palmyra	Melville	Willagee	Applecross / Mount Pleasant	Bateman / Kardinya / Murdoch	Bicton / Attadale / Alfred Cove	Bull Creek / Leeming	Central Ward	Palmyra / Melville / Willagee
Place to live	86	85	82	87	89	83	94	86	87	85	87	84	90	88	92	92	80	87	82	85	86	86	86	90	83
LEADERSHIP AND GOVERNANCE																									
Council's leadership	47	40	37	50	54	46	47	48	51	40	57	55	41	53	44	48	49	38	53	43	48	48	57	46	46
Advocacy and lobbying	46	39	37	44	52	47	49	45	45	42	53	47	51	53	41	41	53	38	57	41	49	44	51	48	49
Consultation	47	40	46	45	49	46	49	45	44	46	51	49	48	54	51	48	47	42	61	43	47	45	50	50	49
Communication	52	47	48	51	55	47	53	56	50	52	55	53	54	62	51	56	49	45	58	49	50	53	54	56	50
Embracing change, innovation & technology	53	45	56	57	60	55	50	58	49	44	56	53	54	65	62	63	44	49	64	51	56	51	55	60	51
Customer service	65	57	72	67	70	70	62	67	62	62	62	70	67	64	69	63	57	73		63	68	64	62	68	64
Governing organisation	65	59	62	67	73	63	65	65	65	56	71	67	61	70	64	73	62	63	67	63	66	63	69	67	64
Value for money from rates	57	53	52	56	70	56	59	54	57	56	63	58	53	63	61	63	56	53	63	54	60	56	61	60	57
GROWTH AND PROSPERITY																									
Responsible growth and development	49	31	46	44	49	50	68	51	47	49	59	59	46	55	50	57	52	48	55	39	51	48	59	52	51
Planning and building approvals	46	32	57	44	51	40	53	44	47	42	48	54	47	52	53	51	52	50	43	40	45	45	51	51	49
Access to housing that meets my needs	62	54	68	62	56	52	62	67	61	61	60	65	68	71	75	56	65	59	64	59	54	63	62	68	63
Economic development	55	52	60	57	60	60	68	50	52	48	57	60	61	62	52	57	51	49	52	55	61	50	58	60	51
Development and activation of city centres	56	47	55	56	53	58	59	59	58	48	57	66	58	55	56	58	58	55	55	52	57	56	61	57	56



# Summary of geographic variances

	Total	Applecross	Brentwood	Mt Pleasant	Bateman	Kardinya	Murdoch	Bicton	Attadale	Alfred Cove	Bull Creek	Leeming	Ardross	Booragoon	Myaree	Winthrop	Palmyra	Melville	Willagee	Applecross / Mount Pleasant	Bateman / Kardinya / Murdoch	Bicton / Attadale / Alfred Cove	Bull Creek / Leeming	Central Ward	Palmyra / Melville / Willagee
<b>SENSE OF COMMUNITY</b>																									
Youth services and facilities	58	57	62	54	56	65	66	58	61	56	59	60	58	75	55	54	48	53	56	57	63	59	60	62	52
Children and family services and facilities	64	64	74	65	62	69	68	64	63	58	61	61	74	75	65	60	54	59	61	66	67	62	61	70	57
Seniors' facilities, services and care	67	63	76	61	75	73	65	66	66	65	57	67	71	68	66	73	68	65	72	65	73	66	60	70	68
Disability access and inclusion	64	61	76	63	63	63	66	61	58	55	64	58	76	72	56	74	59	56	69	65	63	58	61	72	61
Respect for Aboriginal history and heritage	62	62	59	60	63	62	59	59	55	57	60	61	74	71	52	82	57	60	62	61	62	57	60	70	60
Multiculturalism and racial harmony	65	66	58	63	67	70	64	59	61	60	66	67	73	70	69	77	57	61	63	63	68	60	66	72	60
Volunteer support and recognition	68	66	57	68	70	72	62	67	70	68	67	72	77	76	48	71	69	62	64	66	70	68	69	71	65
Library services	81	74	87	79	80	82	76	83	85	77	80	81	86	81	78	85	85	78	83	78	81	82	80	83	82
Festivals, events and cultural activities	65	60	67	66	71	58	62	70	71	60	66	64	67	60	70	68	65	64	66	64	62	68	66	66	65
Street artworks and public art	59	58	58	57	66	58	56	62	57	52	61	57	57	61	63	65	56	58	71	57	60	57	59	61	61
Local history and heritage	59	58	57	54	64	61	58	61	61	59	60	60	58	62	56	57	62	52	63	57	61	61	60	59	59
<b>SAFETY AND SECURITY</b>																									
Safety and security	64	63	60	66	65	66	71	65	55	70	65	64	72	70	71	73	58	58	63	64	67	61	64	71	59
Lighting of streets and public places	64	67	62	69	60	62	69	61	64	70	65	64	67	67	68	66	56	60	65	67	63	64	65	67	60
Animal management (dogs and cats)	63	64	58	69	59	68	72	63	56	66	64	60	62	70	67	64	54	60	58	65	67	61	62	66	57
<b>HEALTHY LIFESTYLES</b>																									
Access to health and community services	69	65	73	70	76	71	63	68	65	65	70	69	77	75	71	74	70	62	73	69	71	66	70	75	68
Food, health, noise and pollution issues	63	58	61	65	73	62	61	62	64	64	68	66	67	65	61	71	62	60	63	62	65	63	67	66	61
Community buildings, halls and toilets	64	62	61	65	68	59	62	65	64	63	69	63	65	67	68	70	63	58	62	63	61	64	66	67	61
Sport and recreation facilities	70	69	68	70	67	66	62	73	68	63	71	65	78	75	72	81	74	65	71	70	66	69	68	77	70

# Summary of geographic variances

	Total	Applecross	Brentwood	Mt Pleasant	Bateman	Kardinya	Murdoch	Bicton	Attadale	Alfred Cove	Bull Creek	Leeming	Ardross	Booragoon	Myaree	Winthrop	Palmyra	Melville	Willagee	Applecross / Mount Pleasant	Bateman / Kardinya / Murdoch	Bicton / Attadale / Alfred Cove	Bull Creek / Leeming	Central Ward	Palmyra / Melville / Willagee
CLEAN AND GREEN																									
Sustainability / climate change	63	53	68	65	69	60	70	61	59	57	62	62	73	69	64	73	63	62	70	60	64	59	62	70	65
Conservation and environment	68	61	75	66	72	67	72	67	63	69	68	67	77	72	78	80	65	65	71	65	69	66	68	76	66
River and foreshore	68	63	75	70	75	66	71	67	63	60	70	70	74	72	70	75	70	64	71	67	69	64	70	73	68
Playgrounds, parks and reserves	69	66	68	71	70	67	62	72	61	68	75	63	82	76	71	79	69	66	65	68	67	67	70	77	67
Streetscapes, trees and verges	62	59	60	62	64	61	61	59	58	57	65	61	69	69	66	73	58	56	63	61	62	58	63	69	59
Waste collection services	74	76	73	75	84	67	67	73	70	75	69	74	78	81	68	84	74	68	78	75	72	72	71	78	73
Storm water drainage	65	63	59	63	72	57	73	65	50	66	68	64	65	75	67	81	71	63	68	63	63	59	66	72	68
SUSTAINABLE TRANSPORT																									
Local roads	67	69	72	69	68	71	73	65	62	67	67	69	70	74	68	70	59	63	73	70	71	64	68	71	64
Management and control of traffic	62	57	69	58	66	70	76	61	54	60	63	66	66	67	57	69	56	57	68	60	70	58	64	65	60
Management of parking	57	46	61	51	57	56	66	56	55	57	62	66	59	63	61	64	54	49	60	51	58	56	64	62	54
Footpaths and cycleways	61	61	67	61	64	59	72	64	58	54	60	65	66	62	65	66	53	54	61	62	63	59	62	65	55
Access to public transport	69	66	65	66	70	70	71	69	57	64	70	70	76	78	80	76	67	67	65	66	70	63	70	77	66

# MARKYT community priorities

Other stakeholder groups

# MARKYT Community Priorities

Opt-in residents

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation & technology
- 6 Customer service
- 7 Sustainability / climate change
- 8 Conservation and environment
- 9 River and foreshore
- 10 Playgrounds, parks and reserves
- 11 Streetscapes, trees and verges
- 12 Waste collection services
- 13 Storm water drainage
- 14 Responsible growth and development
- 15 Planning and building approvals
- 16 Access to housing that meets my needs
- 17 Economic development
- 18 City centres development / activation
- 19 Health and community services
- 20 Food, health, noise and pollution issues
- 21 Community buildings, halls and toilets
- 22 Sport and recreation facilities
- 23 Youth services and facilities
- 24 Children and family services
- 25 Seniors' facilities, services and care
- 26 Disability access and inclusion
- 27 Aboriginal history and heritage
- 28 Multiculturalism and racial harmony
- 29 Volunteer support and recognition
- 30 Library services
- 31 Festivals, events and cultural activities
- 32 Street artworks and public art
- 33 Local history and heritage
- 34 Safety and security
- 35 Lighting of streets and public places
- 36 Animal management (dogs and cats)
- 37 Local roads
- 38 Management and control of traffic
- 39 Management of parking
- 40 Footpaths and cycleways
- 41 Access to public transport

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 = 152)

# MARKYT Community Priorities

Out of area ratepayers  
and visitors

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Okay

Terrible

CELEBRATE

OPTIMISE

REVIEW

PRIORITISE

KAIZEN

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation & technology
- 6 Customer service
- 7 Sustainability / climate change
- 8 Conservation and environment
- 9 River and foreshore
- 10 Playgrounds, parks and reserves
- 11 Streetscapes, trees and verges
- 12 Waste collection services
- 13 Storm water drainage
- 14 Responsible growth and development
- 15 Planning and building approvals
- 16 Access to housing that meets my needs
- 17 Economic development
- 18 City centres development / activation
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- 22 Sport and recreation facilities
- 23 Youth services and facilities
- 24 Children and family services
- 25 Seniors' facilities, services and care
- 26 Disability access and inclusion
- 27 Aboriginal history and heritage
- 28 Multiculturalism and racial harmony
- 29 Volunteer support and recognition
- 30 Library services
- 31 Festivals, events and cultural activities
- 32 Street artworks and public art
- 33 Local history and heritage
- 34 Safety and security
- 35 Lighting of streets and public places
- 36 Animal management (dogs and cats)
- 37 Local roads
- 38 Management and control of traffic
- 39 Management of parking
- 40 Footpaths and cycleways
- 41 Access to public transport

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 = 15)

# MARKYT Community Priorities

City Elected Members  
and employees

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

REVIEW

PRIORITISE

KAIZEN

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation & technology
- 6 Customer service
- 7 Sustainability / climate change
- 8 Conservation and environment
- 9 River and foreshore
- 10 Playgrounds, parks and reserves
- 11 Streetscapes, trees and verges
- 12 Waste collection services
- 13 Storm water drainage
- 14 Responsible growth and development
- 15 Planning and building approvals
- 16 Access to housing that meets my needs
- 17 Economic development
- 18 City centres development / activation
- 19 Health and community services
- 20 Food, health, noise and pollution issues
- 21 Community buildings, halls and toilets
- 22 Sport and recreation facilities
- 23 Youth services and facilities
- 24 Children and family services
- 25 Seniors' facilities, services and care
- 26 Disability access and inclusion
- 27 Aboriginal history and heritage
- 28 Multiculturalism and racial harmony
- 29 Volunteer support and recognition
- 30 Library services
- 31 Festivals, events and cultural activities
- 32 Street artworks and public art
- 33 Local history and heritage
- 34 Safety and security
- 35 Lighting of streets and public places
- 36 Animal management (dogs and cats)
- 37 Local roads
- 38 Management and control of traffic
- 39 Management of parking
- 40 Footpaths and cycleways
- 41 Access to public transport

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 = 25)



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