



City of  
**Melville**

# Engaging with our diverse community to achieve an inclusive, vibrant and sustainable future.

Community Outcome Indicator Score 2019:



**CLEAN AND  
GREEN**

**92%**

Agreed Their Local Area Is A  
Clean & Green Environment



**GROWTH AND  
PROSPERITY**

**83%**

Agreed the City Is A Place of  
Growth & Prosperity



**HEALTHY  
LIFESTYLES**

**90%**

Believed They Have A  
Healthy Lifestyle



**SAFE AND  
SECURE**

**92%**

Felt Safe Being Out In Public In  
Their Local Community



**SENSE OF  
COMMUNITY**

**77%**

Felt There Is A Sense of  
Community In Their Local Area



**SUSTAINABLE  
AND CONNECTED  
TRANSPORT**

**76%**

Felt There Is Sustainable &  
Connected Transport In the City



**BUSINESS  
EXCELLENCE**

The way we operate to achieve these outcomes is by applying the Australian Business Excellence Framework and principles.

*Source: City of Melville Community Wellbeing Survey 2019*



92%

Agreed Their Local Area Is A  
Clean & Green Environment

Working together to create a City with clean and  
green spaces and places.

In the 2019 Community Wellbeing Survey:

32.37%

Respondents Nominated  
C&G As Their Top Priority

21.37%

Respondents Nominated  
C&G As Their Second Priority



*The heat map above illustrate the frequency of  
respondents nominating Clean & Green as their  
priority areas compared to the population of the  
suburb. The darker the colour, the greater  
percentage of times it was nominated as a  
priority (top or second).*

## Goals Contributing to Outcome Being Achieved:

Greening the City

Promoting Sustainable  
Environment

Reducing Carbon Emissions

Sustainable Energy  
Management

Sustainable Waste  
Management

Sustainable Water  
Management

## Related Sustainable Development Goals:



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# Goal 1: Greening the City



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## Indicators



46%

Bushland Reserves in Good Condition / Better in 2019

Source: CoM Natural Areas Asset Management Strategy Plan



858

Number of Flora & Fauna Species Recorded in 2019

Source: CoM Natural Areas Asset Management Strategy Plan



24%

City Wide Tree Canopy in 2016

Source: CoM Urban Forest Strategy



48%

Bushland Reserves Part of a High / Very High Ecological Linkage in 2019

Source: CoM Natural Areas Asset Management Strategy Plan



52

Number of Priority Fauna Species in 2019

Source: CoM Natural Areas Asset Management Strategy Plan



8%

City Wide Tree Canopy - Trees & Shrubs 3 to 6 metres in 2016

Source: CoM Urban Forest Strategy



2,290

Number of Habitat Trees in Bushland Reserves in 2019

Source: CoM Natural Areas Asset Management Strategy Plan



1,921

Number of Street Trees & Park Trees Planted in 2019

Source: Internal Data



16%

City Wide Tree Canopy - Trees Over 6 metres in 2016

Source: CoM Urban Forest Strategy

## Number of Products & Services



Pr

Pa

Fu

M

Fa

R

A

### Product & Service

- Community Engagement (Pr)
- Community Partnership Funding (Fu)
- Community Safety Service (CSS) 24/7 Customer Service (Pr)
- Education & Community Programs (Fa, Pa, Pr)
- eNews (Pr)
- Environmental Friends Groups (Pa)

### Initiatives

- Establishing & maintaining a tree database to ensure extensive and current knowledge of the City's urban forest & of potential additional planting sites.
- Promote, advocate & support the adoption of green urban designs (green walls, roofs, fences)

Note 1: Indicators with desired downward trend are highlighted in green. Tap on each indicator to view graph.  
Note 2: Mandatory products and services are highlighted in green.  
Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator




# Goal 2: Promoting Sustainable Environment



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Indicators		
<div><div>6</div><div>Number of 5-Star Green Star Developments Approved in 2019</div><div>Source: Internal</div></div>		

### Number of Products & Services

26

9

9

7

4

4

1

Pr

Fu

Pa

M

Fa

R

A

### Product & Service

Community Engagement (Pr)

Community Partnership Funding (Fu)

Community Safety Service (CSS) 24/7 Customer Service (Pr)

Education & Community Programs (Fa, Pa, Pr)

eNews (Pr)

Environmental Friends Groups (Pa)

### Initiatives

Continue introduction of sustainable development standards, incentives in local urban planning framework.

Implementing the Sustainability Revolving Fund.

Note 1: Indicators with desired downward trend are highlighted in green. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in green.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator





# Goal 3: Reducing Carbon Emissions



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Indicators <span>?</span>		
<div><div><div>10,145 tCO2e</div><div>GHG Emission from the City</div><div>in 2019/20</div><div>Source: Internal Data</div></div></div>	<div><div><div>1.2 mil tCO2e</div><div>GHG Emission from the Community</div><div>in 2015/16</div><div>Source: Greenhouse Protocol for City Audit</div></div></div>	

Number of Products & Services						
31	13	10	9	7	4	3
Pr	M	Pa	Fu	R	Fa	A
Product & Service						
Air Quality Monitoring (Fu, Pa)						
Community Engagement (Pr)						
Community Partnership Funding (Fu)						
Community Safety Service (CSS) 24/7 Customer Service (Pr)						
Education & Community Programs (Fa, Pa, Pr)						
eNews (Pr)						
Initiatives						
Establishing GHG reduction strategies (renewable energy & lighting projects).						
Implement an Adaptation Plan.						
Implement Community Emissions Mitigation Plan.						

Note 1: Indicators with desired downward trend are highlighted in green. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in green.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator











# Goal 4: Sustainable Energy Management



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Indicators		
<div><div><div>14.6 mil kWh</div><div>Electricity Consumed by the City</div><div>in 2019/20</div><div>Source: Internal Data</div></div></div>	<div><div><div>\$ 3.0 mil</div><div>Cost Spent on Electricity by the City</div><div>in 2019/20</div><div>Source: Internal Data</div></div></div>	<div><div><div>400 kW</div><div>City's Renewable Energy Generation Capacity</div><div>in 2019/20</div><div>Source: Internal Data</div></div></div>
<div><div><div>219.7 mil kWh</div><div>Electricity Consumed by Residents</div><div>in 2018/19</div><div>Source: Western Power</div></div></div>	<div><div><div>29,279 GJ</div><div>Fuel Energy Consumed by the City</div><div>in 2019/20</div><div>Source: Internal Data</div></div></div>	<div><div><div>33.1 mil kWh</div><div>Community's Renewable Energy Generation</div><div>in 2018/19</div><div>Source: Western Power</div></div></div>
<div><div><div>239.2 mil kWh</div><div>Electricity Consumed by Businesses</div><div>in 2018/19</div><div>Source: Western Power</div></div></div>	<div><div><div>8,373 GJ</div><div>Gas Energy Consumed by the City</div><div>in 2019/20</div><div>Source: Internal Data</div></div></div>	

Number of Products & Services
<div><div>221054432</div><div>PrMAFuRPaA</div></div>
Product & Service
Community Engagement (Pr)
Community Partnership Funding (Fu)
Community Safety Service (CSS) 24/7 Customer Service (Pr)
Education & Community Programs (Fa, Pa, Pr)
eNews (Pr)
Melville Volunteer Resource Centre (MVRC) (Pr)
Initiatives
Advocating energy efficient street lighting across the City.
Expand Solar PV projects.
Implementing enhanced energy monitoring across City's facilities (Micro-Grid Project with Murdoch University)

Note 1: Indicators with desired downward trend are highlighted in green. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in green.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator












# Goal 5: Sustainable Waste Management



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Indicators		
<div><div><div>1,112 t</div><div>MSW Collected per 10,000 Residents in 2019/20</div><div>Source: Southern Metropolitan Regional Council</div></div></div>	<div><div><div>2,939 t</div><div>General Waste (Red Bin &amp; FOGO) Collected per 10,000 ... in 2019/20</div><div>Source: Southern Metropolitan Regional Council</div></div></div>	<div><div><div>204 t</div><div>Bulk Waste Collected per 10,000 Residents in 2019/20</div><div>Source: Internal Data</div></div></div>
<div><div><div>1,828 t</div><div>FOGO Collected per 10,000 Residents in 2019/20</div><div>Source: Southern Metropolitan Regional Council</div></div></div>	<div><div><div>1,088 t</div><div>Recyclables Collected per 10,000 Residents in 2019/20</div><div>Source: Southern Metropolitan Regional Council</div></div></div>	<div><div><div>354 t</div><div>Green Waste Collected per 10,000 Residents in 2019/20</div><div>Source: Internal Data</div></div></div>
<div><div><div>26%</div><div>Level of Contamination in Waste Generated by the City in 2017</div><div>Source: Internal Audit</div></div></div>	<div><div><div>55%</div><div>Residential Waste Diverted from Landfill in 2019/20</div><div>Source: Southern Metropolitan Regional Council</div></div></div>	<div><div><div>2,102 t</div><div>Commercial Waste Collected in 2019/20</div><div>Source: Henderson Waste Recovery Park</div></div></div>

Number of Products & Services
<div><div><div>37</div><div>Pr</div></div><div><div>16</div><div>M</div></div><div><div>5</div><div>Fu</div></div><div><div>5</div><div>Pa</div></div><div><div>4</div><div>Fa</div></div><div><div>4</div><div>R</div></div><div><div>1</div><div>A</div></div></div>
Product & Service
Advice on Waste Management Plan (Pr)
Bin Repairs & Replacement (Pr)
Charity Bin Management (M, Pa)
Clean Up Australia Day (Pr)
Commercial Waste Service (M, Pr)
Community Engagement (Pr)
Community Partnership Funding (Fu)

Initiatives
Establishing a more efficient waste collection system - FOGO bins.
Improving organisational waste measurement & monitoring process (Internal & External Waste Audit).
Investigate FOGO commercial service optimisation

Note 1: Indicators with desired downward trend are highlighted in green. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in green.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator










# Goal 6: Sustainable Water Management



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Indicators			?
<div></div> <div>115,531 kL</div> <div>Scheme Water Consumed by the City in 2018/19</div> <div>Source: Internal Data</div>	<div></div> <div>2.2 mil kL</div> <div>Ground Water Consumed by the City in 2019/20</div> <div>Source: Internal Data</div>	<div></div> <div>58%</div> <div>Wetlands with Total Nitrogen Level below ANZECC Trigger Value in 2018</div> <div>Source: South East Regional Centre for Urban Landcare</div>	
<div></div> <div>97 kL</div> <div>Scheme Water Consumed per Resident in 2019/20</div> <div>Source: Internal Data</div>	<div></div> <div>2.3 mil kL</div> <div>Total Water Consumed by the City in 2018/19</div> <div>Source: Internal Data</div>	<div></div> <div>78%</div> <div>Wetlands with Total Phosphorus Level below ANZECC Trigger Value in 2018</div> <div>Source: South East Regional Centre for Urban Landcare</div>	
<div></div> <div>1.8 mil kL</div> <div>Scheme Water Consumed by Businesses in 2019/20</div> <div>Source: Internal Data</div>			

Number of Products & Services	
<div>24</div> <div>Pr</div>	<div>11</div> <div>M</div>
<div>6</div> <div>Fu</div>	<div>5</div> <div>Pa</div>
<div>5</div> <div>R</div>	<div>4</div> <div>Fa</div>
<div>1</div> <div>A</div>	
Product & Service	
Community Engagement (Pr)	
Community Partnership Funding (Fu)	
Community Safety Service (CSS) 24/7 Customer Service (Pr)	
Education & Community Programs (Fa, Pa, Pr)	
eNews (Pr)	
Environmental Friends Groups (Pa)	
Initiatives	
Optimising ground water abstraction.	
Reducing consumption of scheme water by improving water efficiency by Water Audits across major facilities to the City.	
Smart metering pilots for ground water and scheme water	

Note 1: Indicators with desired downward trend are highlighted in green. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in green.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator



83%

Agreed the City Is A Place of  
Growth & Prosperity

Working together to attract and encourage local  
businesses to grow and prosper.

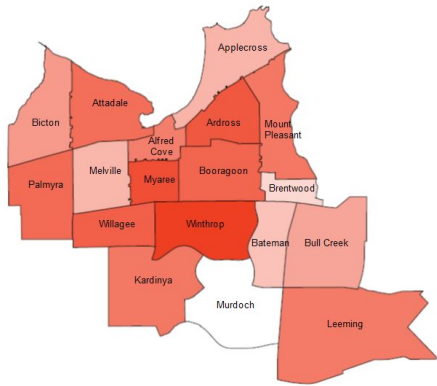
In the 2019 Community Wellbeing Survey:

7.48%

Nominated G&P As Their  
Top Priority

9.92%

Nominated G&P As Their  
Second Priority



*The heat map above illustrate the frequency of  
respondents nominating Growth & Prosperity as  
their priority areas compared to the population of  
the suburb. The darker the colour, the greater  
percentage of times it was nominated as a  
priority (top or second).*

## Goals Contributing to Outcome Being Achieved:

Achieve Economic Resilience

Local Job Opportunities for  
Locals

Location of Choice for A  
Diverse Range of Businesses

## Related Sustainable Development Goals:



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# Goal 1: Achieve Economic Resilience

## Indicators



24%

Businesses Satisfied with the City's Understanding of Issues & Challenges Facing Businesses in 2020

Source: CoM Business Perception Survey



\$ 7.3 bn

Local Sales (All Industries)

in 2018/19

Source: id.Profile



1,073

Socio-Economic Indexes for Areas (SEIFA) - Index of Disadvantage in 2016

Source: Australian Bureau of Statistics  
(Higher Index Reflects Lower Level of Disadvantage)



50%

Businesses Satisfied with How the Business Community is Consulted About Local Issues in 2020

Source: CoM Business Perception Survey



\$ 6.3 bn

Gross Regional Product (GRP) of Local Businesses

in 2018/19

Source: id.Profile



No Data

% of Vacant Tenancies in Centres

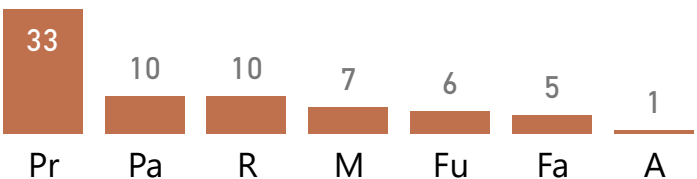


76%

Businesses Satisfied with Business Events, Workshops & Networking Opportunities in 2020

Source: CoM Business Perception Survey

## Number of Products & Services



### Product & Service

Art Awards & Open Studios & Exhibitions Art Trail (Pa, Pr)

Art Collection (Fu, Pr)

Art Exhibitions @ Heathcote Gallery (Fu, Pa, Pr)

ART IN PLACE (Fu, Pr)

Artists in Residence Program @ HCP (Pa, Pr)

Business Events (Fa, Pa, Pr)

### Initiatives

Continue to complete Activity Centre Plans for major strategic centres.

Facilitate opportunities for development in strategic centres.

Prepare Economic Development and Place Activation strategy focussing on activity




Note 1: Indicators with desired downward trend are highlighted in orange. Tap on each indicator to view graph.

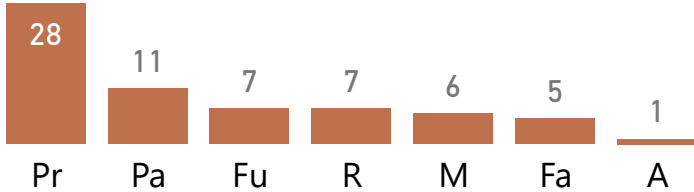
Note 2: Mandatory products and services are highlighted in orange.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator

# Goal 2: Local Job Opportunities for Locals



Indicators		
<div><div><div>33%</div><div>People Who Live &amp; Work in the City of Melville in 2016</div><div>Source: id.Profile</div></div></div>	<div><div><div>0.85</div><div>Job to Workers Ratio in the City of Melville in 2018/19</div><div>Source: id.Profile</div></div></div>	<div><div></div><div><div>3%</div><div>Unemployment Ratio in the City of Melville in 2019</div><div>Source: id.Profile</div></div></div>

Number of Products & Services	
<div></div>	
Product & Service	
Art Awards & Open Studios & Exhibitions Art Trail (Pa, Pr)	
Art Collection (Fu, Pr)	
Art Exhibitions @ Heathcote Gallery (Fu, Pa, Pr)	
ART IN PLACE (Fu, Pr)	
Artists in Residence Program @ HCP (Pa, Pr)	
Business Events (Fa, Pa, Pr)	
Initiatives	
Facilitate development in centres including catalytic development of strategic land holdings.	

Note 1: Indicators with desired downward trend are highlighted in orange. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in orange.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator



# Goal 3: Location of Choice for A Diverse Range of Businesses


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## Indicators



89%

Businesses Satisfied with the City as A Place To Operate Business in 2020

Source: CoM Business Perception Survey



64%

Businesses Satisfied with Access to Parking in Commercial Areas in 2020

Source: CoM Business Perception Survey



80%

Businesses Satisfied with Management & Control of Traffic in 2020

Source: CoM Business Perception Survey



77%

Businesses Satisfied with the City As the Organisation that Governs the Local Area in 2020

Source: CoM Business Perception Survey



94%

Businesses Satisfied with Access to Public Transport in 2020

Source: CoM Business Perception Survey



79%

Businesses Satisfied with Road & Pedestrian Access to Their Businesses in 2020

Source: CoM Business Perception Survey

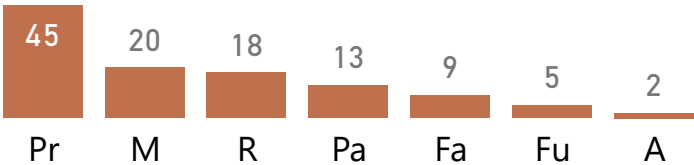


-47

City of Melville's Net Promoter Score (NPS) in 2020

Source: CoM Business Perception Survey (NPS can range from -100 to +100)

## Number of Products & Services



### Product & Service

- Business Events (Fa, Pa, Pr)
- Business Hub (Pr)
- Business Safety Directory (Pr)
- City's Demographic Data (Pa, Pr)
- Community Centres: (i) Blue Gum; (ii) Bull Creek; (iii) Willagee (Pr)
- Community Engagement (Pr)

### Initiatives

- Continue to complete Centre Assessments and continue place enhancement actions.
- Prioritise Centre Assessment / Place Audit and enhancement/activation program for major centres.
- Pull out principles of Parking strategy

Note 1: Indicators with desired downward trend are highlighted in orange. Tap on each indicator to view graph.  
 Note 2: Mandatory products and services are highlighted in orange.  
 Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator





90%

Believed They Have A Healthy Lifestyle

Working together to create opportunities for everyone to have a healthy lifestyle indoors and out.

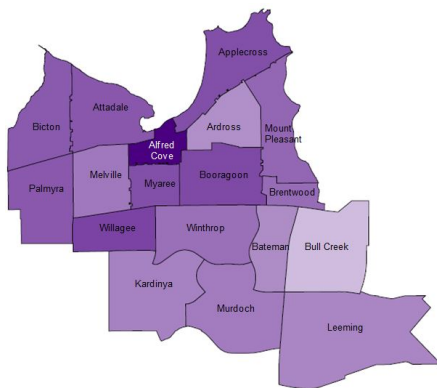
In the 2019 Community Wellbeing Survey:

10.99%

Nominated HL As Their Top Priority

18.02%

Nominated HL As Their Second Priority



## Goals Contributing to Outcome Being Achieved:

A Safe & Healthy Urban Environment

Healthy Eating

Increase Physical Activity

Mentally Healthy Community

Reduce Alcohol & Other Drug Use

## Related Sustainable Development Goals:



The heat map above illustrate the frequency of respondents nominating Healthy Lifestyles as their priority areas compared to the population of the suburb. The darker the colour, the greater percentage of times it was nominated as a priority (top or second).



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# Goal 1: A Safe & Healthy Urban Environment



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Indicators		
<div></div> <div>92%</div> <div>Residents Felt that Their Local Area is A Clean &amp; Green Environment in 2019</div> <div>Source: CoM Community Wellbeing Survey</div>	<div></div> <div>96%</div> <div>Residents Satisfied with Access to Sufficient Range of Open Spaces for Leisure Activities in 2019</div> <div>Source: CoM Community Wellbeing Survey</div>	<div></div> <div>97%</div> <div>Food Premises Rated 3+ Stars in 2019</div> <div>Source: Internal Data</div>
<div></div> <div>19%</div> <div>Residents Faced Significant Outside Noise Issues in 2019</div> <div>Source: CoM Community Wellbeing Survey</div>	<div></div> <div>87%</div> <div>Dwellings Within 800m of Walking Distance of Neighbouring Park &gt;10,000m2 in 2017</div> <div>Source: POSTool</div>	

Number of Products & Services

Role	Count
Pr	40
R	23
M	9
Pa	5
Fa	4
Fu	4
A	1

Product & Service

Community Engagement (Pr)

Community Partnership Funding (Fu)

Community Safety Service (CSS) 24/7 Customer Service (Pr)

Education & Community Programs (Fa, Pa, Pr)

Educational Resources: (i) Six(6); (ii) The Gathering; (iii) The Writing's on the Wall (Pr)

Initiatives

Investigate best mechanisms for monitoring community air quality.

Note 1: Indicators with desired downward trend are highlighted in purple. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in purple.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator







# Goal 2: Healthy Eating



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Indicators		
<div></div> <div>55%</div> <div>Residents Ate Two Serves of Fruits Daily in 2015/16</div> <div>Source: Department of Health</div>	<div></div> <div>7%</div> <div>Residents Ate Five Serves of Vegetables Daily in 2015/16</div> <div>Source: Department of Health</div>	<div></div> <div>27%</div> <div>Residents Ate Fast Food At Least Weekly in 2015/16</div> <div>Source: Department of Health</div>
<div></div> <div>61%</div> <div>Residents Were Overweight / Obese in 2015/16</div> <div>Source: Department of Health</div>		

Number of Products & Services
<div><div>12</div><div>5</div><div>4</div><div>4</div><div>2</div><div>2</div><div>1</div></div> <div>Pr Fa Fu Pa A M R</div>
Product & Service
Community Engagement (Pr)
Community Partnership Funding (Fu)
Community Safety Service (CSS) 24/7 Customer Service (Pr)
Education & Community Programs (Fa, Pa, Pr)
Education & Promotion around Healthy Eating, Mental Health, Chronic Disease Prevention (incl Talks Publications) (A Fa Fu Pa Pr)
Initiatives
Explore the potential of partnering with Livelighter to develop & pilot a healthy eating program.
Facilitate farmers markets within the City.
In partnership with South Metropolitan Population Unit, pilot a healthy food promotion

Note 1: Indicators with desired downward trend are highlighted in purple. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in purple.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator





# Goal 3: Increase Physical Activity

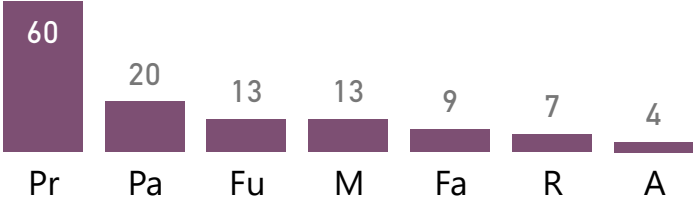


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Indicators		
<div></div> <div>66%</div> <div>Residents Were Sufficiently Physically Active for Health Benefits in 2015/16</div> <div>Source: Department of Health</div>	<div></div> <div>4,783</div> <div>Number of Residents Injured From a Fall between 2012-2016</div> <div>Source: Department of Health</div>	

Number of Products & Services	
	
Product & Service	
Accessible Facilities & Amenities (Fu, Pr)	
Active in the Park Program (Pa, Pr)	
Annual Events: (i) Limestone Concert Series; (ii) Little Hands Festival; (iii) Point Walter Concert (Pa, Pr)	
Community Centres: (i) Blue Gum; (ii) Bull Creek; (iii) Willagee (Pr)	
Community Centres: Youth Drop In (Pr)	
Initiatives	
Develop & implement a campaign to promote the importance of maintaining physical activity as we age.	
Develop an Active Reserve Infrastructure Strategy.	
Develop Sports Floodlight Management	

Note 1: Indicators with desired downward trend are highlighted in purple. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in purple.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator







# Goal 4: Mentally Healthy Community



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Indicators		
<div><div><div>11%</div><div>Residents Diagnosed with Mental Health Issues in 2015/16</div><div>Source: Department of Health</div></div></div>	<div><div><div>3%</div><div>Residents Had Suicidal Thoughts in 2015/16</div><div>Source: Department of Health</div></div></div>	<div><div><div><div><div>54</div><div>Number of Residents Who Self-Harmed between 2006-2010</div><div>Source: Department of Health</div></div></div><div><div><div>Please seek help if you feel you, or a person you know, is at risk of self-harm or suicide.</div><div>Lifeline 24-hour Crisis Support 13 11 14.</div><div>In an emergency, call 000.</div></div></div></div></div>

Number of Products & Services
<div><div><div>51</div><div>Pr</div></div><div><div>16</div><div>Pa</div></div><div><div>13</div><div>Fu</div></div><div><div>8</div><div>Fa</div></div><div><div>8</div><div>R</div></div><div><div>6</div><div>M</div></div><div><div>4</div><div>A</div></div></div>
Product & Service
Accessible Facilities & Amenities (Fu, Pr)
Annual Events: (i) Limestone Concert Series; (ii) Little Hands Festival; (iii) Point Walter Concert (Pa, Pr)
Community Centres: (i) Blue Gum; (ii) Bull Creek; (iii) Willagee (Pr)
Community Centres: Youth Drop In (Pr)
Community Engagement (Pr)
Initiatives
Implement a suicide awareness training program for staff who interface with the community.
Investigate potential of piloting a social prescribing initiative with GPs & other primary care professionals.

Note 1: Indicators with desired downward trend are highlighted in purple. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in purple.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator





# Goal 5: Reduce Alcohol & Other Drug Use



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Indicators		
<div><div><div>24%</div><div>Residents Drank Alcohol At Risky / High Risk Level for Long Term Harm in 2015/16</div><div>Source: Department of Health</div></div></div>	<div><div><div>5%</div><div>Residents Smoked in 2015/16</div><div>Source: Department of Health</div></div></div>	

Number of Products & Services
<div><div><div>20</div><div>Pr</div></div><div><div>8</div><div>Fa</div></div><div><div>7</div><div>Fu</div></div><div><div>7</div><div>Pa</div></div><div><div>6</div><div>M</div></div><div><div>5</div><div>A</div></div><div><div>3</div><div>R</div></div></div>
Product & Service
Car Safety Programs (A, Fa, Fu, M, Pa, Pr)
Community Centres: Youth Drop In (Pr)
Community Engagement (Pr)
Community Partnership Funding (Fu)
Community Safety Service (CSS) 24/7 Customer Service (Pr)
Education & Community Programs (Fa, Pa, Pr)
Initiatives
Develop Alcohol Management Strategy.
Develop an updated health & alcohol profile for the City.
Promote community events as smoke free events.

Note 1: Indicators with desired downward trend are highlighted in purple. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in purple.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator



92%

Felt Safe In Public In Their Local Community

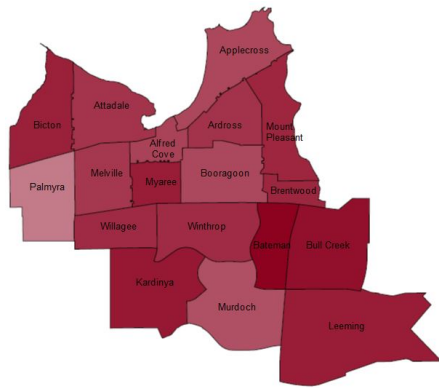
In the 2019 Community Wellbeing Survey:

30.84%

Nominated S&S As Their Top Priority

21.68%

Nominated S&S As Their Second Priority



*The heat map above illustrate the frequency of respondents nominating Safe & Secure as their priority areas compared to the population of the suburb. The darker the colour, the greater percentage of times it was nominated as a priority (top or second).*

Working together to create a City which is safe and secure at all times for all People.

## Goals Contributing to Outcome Being Achieved:

Being Prepared for An Emergency

People Feel Safe & Secure In All Places At All Times

Reduce Business Crime

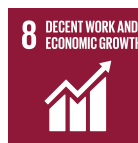
Reduce Household Crime

Reduce Preventable Injuries

Reduce Transport Crashes

Safe & Secure Places & Environment

## Related Sustainable Development Goals:



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# Goal 1: Being Prepared for an Emergency



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## Indicators



73%

Residents Felt Prepared in the Event of an Emergency in 2019

Source: CoM Community Wellbeing Survey

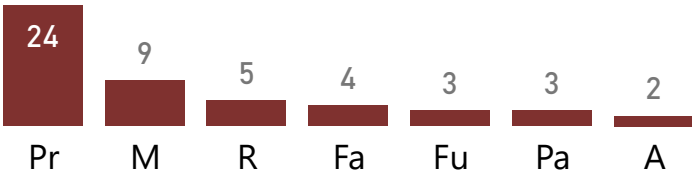


34%

Residents Knew Where to Seek Shelter In An Emergency in 2017

Source: CoM Community Wellbeing Survey

## Number of Products & Services



### Product & Service

- Community Engagement (Pr)
- Community Partnership Funding (Fu)
- Community Safety Service (CSS) 24/7 Customer Service (Pr)
- Education & Community Programs (Fa, Pa, Pr)
- eNews (Pr)
- Leisurefit (LF) Recreation Centres: (i) LF Recreation Centres (i) LF Recreation Centres (i) LF Recreation Centres

### Initiatives

Review the Metropolitan Emergency Management Districts Risk Assessment Report and its application to the City.

Note 1: Indicators with desired downward trend are highlighted in pink. Tap on each indicator to view graph.  
Note 2: Mandatory products and services are highlighted in pink.  
Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator





# Goal 2: People Feel Safe & Secure In All Places At All Times



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## Indicators



92%

Residents Felt Safe Being Out In Public in 2019

Source: CoM Community Wellbeing Survey



83%

Residents Satisfied with Mobile Community Security Patrols in 2020

Source: CoM Resident Perception Survey



85%

Residents Satisfied with Parking in Residential Areas in 2020

Source: CoM Resident Perception Survey



89%

Residents Satisfied with Dog & Cat Control in 2020

Source: CoM Resident Perception Survey



87%

Residents Satisfied with Safety & Security in 2020

Source: CoM Resident Perception Survey

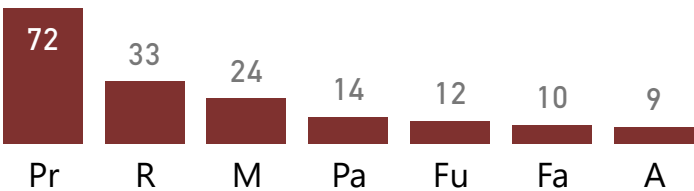


84%

Residents Satisfied with Parking in Commercial Areas in 2020

Source: CoM Resident Perception Survey

## Number of Products & Services



### Product & Service

- Accessible Facilities & Amenities (Fu, Pr)
- Community Engagement (Pr)
- Community Partnership Funding (Fu)
- Community Safety Service (CSS) 24/7 Customer Service (Pr)
- Community Safety Service (CSS) CPTED Audit (Pr)
- Community Safety Service (CSS) Crime Prevention (Pr)

### Initiatives

Promote Constable Care Child Safety Foundation performances and engage with all schools to find out if they are meeting their needs.

Note 1: Indicators with desired downward trend are highlighted in pink. Tap on each indicator to view graph.  
Note 2: Mandatory products and services are highlighted in pink.  
Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator



# Goal 3: Reduce Business Crime



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## Indicators



87%

Businesses Satisfied with  
Mobile Community Security  
Patrols  
in 2020

Source: CoM Business Perception Survey



87%

Businesses Satisfied with  
Safety & Security  
in 2020

Source: CoM Business Perception Survey



154

Number of Non-Residential  
Burglaries  
in 2019/20

Source: WA Police



133

Number of Motor Vehicles  
Stolen  
in 2019/20

Source: WA Police



2,132

Number of Thefts  
in 2019/20

Source: WA Police

## Number of Products & Services

24

6

4

4

4

3

2

Pr

M

Fa

Fu

R

Pa

A

## Product & Service

Business Safety Directory (Pr)

Community Engagement (Pr)

Community Partnership Funding (Fu)

Community Safety Service (CSS) 24/7 Customer  
Service (Pr)

Community Safety Service (CSS) CPTED Audit  
(Pr)

Community Safety Service (CSS) Crime

## Initiatives

Note 1: Indicators with desired downward trend are highlighted in pink. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in pink.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator



# Goal 4: Reduce Household Crime



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## Indicators



83%

Residents Satisfied with Mobile Community Security Patrols in 2020

Source: CoM Resident Perception Survey



87%

Residents Satisfied with Safety & Security in 2020

Source: CoM Resident Perception Survey



727

Number of Residential Burglaries in 2019/20

Source: WA Police



92%

Residents Felt Safe Being Out In Public in 2019

Source: CoM Community Wellbeing Survey



133

Number of Motor Vehicles Stolen in 2019/20

Source: WA Police



2,132

Number of Thefts in 2019/20

Source: WA Police

## Number of Products & Services

24

7

7

6

5

4

3

Pr

Fu

M

Fa

Pa

A

R

## Product & Service

- Community Engagement (Pr)
- Community Partnership Funding (Fu)
- Community Safety Service (CSS) 24/7 Customer Service (Pr)
- Community Safety Service (CSS) CPTED Audit (Pr)
- Community Safety Service (CSS) Crime Prevention Advice (Pr)

## Initiatives

Use relevant data to review the injury and safety priorities of the Safer Melville Plan.

Note 1: Indicators with desired downward trend are highlighted in pink. Tap on each indicator to view graph.  
Note 2: Mandatory products and services are highlighted in pink.  
Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator



# Goal 5: Reduce Preventable Injuries



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## Indicators



Assaults Resulting in

8 & 174

Deaths & Hospitalisations

between 2014-2018

Source: Department of Health



Falls Resulting in

88 & 5,440

Deaths & Hospitalisations

between 2014-2018

Source: Department of Health



Intentional Self Harms  
Resulting in

58 & 472

Deaths & Hospitalisations

between 2014-2018

Source: Department of Health



Transport Crashes Resulting  
in

17 & 922

Deaths & Hospitalisations

between 2014-2018

Source: Department of Health



Unintentional Poisoning  
Resulting in

30 & 200

Deaths & Hospitalisations

between 2014-2018

Source: Department of Health



Please seek help if you feel you, or a  
person you know, is at risk of self-harm or  
suicide.

Lifeline 24-hour Crisis Support 13 11 14.

In an emergency, call 000.

## Number of Products & Services



### Product & Service

Active in the Park Program (Pa, Pr)

Community Engagement (Pr)

Community Partnership Funding (Fu)

Community Safety Service (CSS) 24/7 Customer  
Service (Pr)

Education & Community Programs (Fa, Pa, Pr)






eNews (Pr)

### Initiatives

Note 1: Indicators with desired downward trend are highlighted in pink. Tap on each indicator to view graph. Note that the fatalities statistics are one-year lagging (showing stats for 2013-2017).

Note 2: Mandatory products and services are highlighted in pink.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator

Indicators		
<div></div> <div>91%</div> <div>Businesses Satisfied with Condition of Roads in 2020</div> <div>Source: CoM Business Perception Survey</div>	<div></div> <div>80%</div> <div>Businesses Satisfied with Management &amp; Control of Traffic in 2020</div> <div>Source: CoM Business Perception Survey</div>	<div></div> <div>42</div> <div>Number of People Killed/Seriously Injured on City of Melville Roads in 2019</div> <div>Source: Road Safety Commission</div>
<div></div> <div>94%</div> <div>Residents Satisfied with Condition of Roads in 2020</div> <div>Source: CoM Resident Perception Survey</div>	<div></div> <div>85%</div> <div>Residents Satisfied with Management &amp; Control of Traffic in 2020</div> <div>Source: CoM Resident Perception Survey</div>	

Number of Products & Services

35

Pr

18

M

17

R

8

Pa

7

Fa

6

A

6

Fu

Product & Service

Car Safety Programs (A, Fa, Fu, M, Pa, Pr)

Community Engagement (Pr)

Community Partnership Funding (Fu)

Community Safety Service (CSS) 24/7 Customer Service (Pr)

Education & Community Programs (Fa, Pa, Pr)

eNews (Pr)

Initiatives

Note 1: Indicators with desired downward trend are highlighted in pink. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in pink.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator



# Goal 7: Safe & Secure Places & Environment



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## Indicators



97%

Food Premises Rated 3+ Stars  
in 2019

Source: Internal Data



1,578

Number of Incidents of Graffiti Removed  
in 2019/20

Source: Internal Data



97%

Businesses Satisfied with Graffiti Removal Services  
in 2020

Source: CoM Business Perception Survey



1

Number of Building Orders Issued  
in 2019

Source: Internal Data



13,455 m2

Area of Graffiti Removed  
in 2019/20

Source: Internal Data



94%

Residents Satisfied with Graffiti Removal Services  
in 2020

Source: CoM Resident Perception Survey



82%

Swimming Pools Maintained Compliance with Legislation  
in 2019

Source: Internal Data

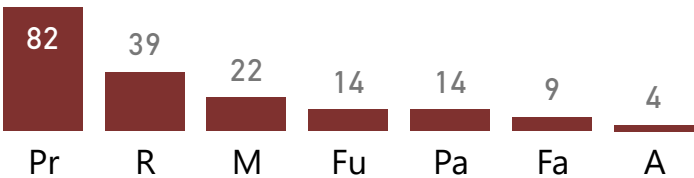


\$ 71,466

Expenditure on Graffiti Removal  
in 2019/20

Source: Internal Data

## Number of Products & Services



### Product & Service

- Accessible Facilities & Amenities (Fu, Pr)
- Business Safety Directory (Pr)
- Community Engagement (Pr)
- Community Partnership Funding (Fu)
- Community Safety Service (CSS) 24/7 Customer Service (Pr)
- Community Safety Service (CSS) CPTED Audit

### Initiatives

Re-establish relationships with Youth Justice teams who oversee court conferencing

Note 1: Indicators with desired downward trend are highlighted in pink. Tap on each indicator to view graph.  
Note 2: Mandatory products and services are highlighted in pink.  
Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator



77%

Felt There Is A Sense of  
Community In Their Local Area

Working together to create a real sense of  
community.

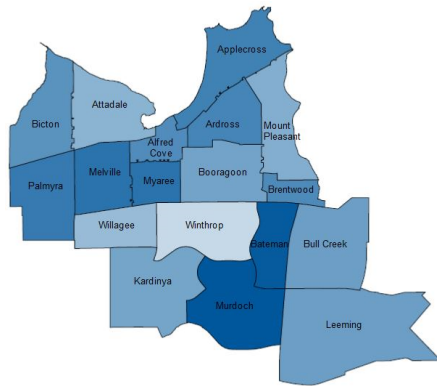
In the 2019 Community Wellbeing Survey:

11.30%

Nominated SoC As Their  
Top Priority

13.89%

Nominated SoC As Their  
Second Priority



## Goals Contributing to Outcome Being Achieved:

Life Long Learning  
& Creativity

Participation & Inclusion

Place Activation  
& Liveability

Sense of Identity through  
Collective Memory

Social Connectedness  
& Belonging

## Related Sustainable Development Goals:



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*The heat map above illustrate the frequency of respondents nominating Sense of Community as their priority areas compared to the population of the suburb. The darker the colour, the greater percentage of times it was nominated as a priority (top or second).*

# Goal 1: Life Long Learning & Creativity


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## Indicators



63

Australian Digital Inclusion Index for South West Perth in 2019

Source: Australian Digital Inclusion Index for South West Perth



96%

Residents Satisfied with Library Services in 2020

Source: CoM Resident Perception Survey



47%

Residents Satisfied with Opportunities to be Involved in Arts, Creative & Cultural Activities in 2017

Source: CoM Community Wellbeing Survey



92%

Children On Track with Language Competency Development in 2018

Source: Australian Early Development Census



77%

Residents Encouraged to Read through Library in 2019

Source: Public Libraries Australian Evaluation Network



61%

Residents Gained New Skills through Library in 2019

Source: Public Libraries Australian Evaluation Network



70%

Residents Enjoyed Learning through Library in 2019

Source: Public Libraries Australian Evaluation Network



64%

Residents Became More Creative through Library in 2019

Source: Public Libraries Australian Evaluation Network

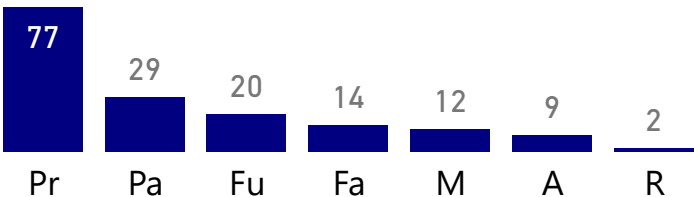


55%

Residents Digitally Connected through Library in 2019

Source: Public Libraries Australian Evaluation Network

## Number of Products & Services



### Product & Service

- Aboriginal Cultural Development / Activities (A, Pr)
- Active in the Park Program (Pa, Pr)
- Age-Friendly Forums (Pr)
- Art & Museum Exhibition @ Wireless Hill Museum (Fu, Pa, Pr)
- Art Awards & Open Studios & Exhibitions Art Trail (Pa, Pr)

### Initiatives

- Advocating for Creative Spaces in the Canning Bridge Precinct.
- Commence planning of options for Potters facilities.
- Development of a plan for pop up mobile cultural activities

Note 1: Indicators with desired downward trend are highlighted in blue. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in blue.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator



## Indicators



37%

Eligible Residents who  
Voted in City's Local Election  
in 2019

Source: WA Electoral Commission



252

Number of Activelink  
Vouchers Provided  
in 2018/19

Source: Internal Data



77%

Residents Satisfied with  
Freedom to Express Their  
Religion & Culture  
in 2017

Source: CoM Community Wellbeing Survey



23%

Residents Volunteered  
in 2016

Source: id.Profile



4,790

Number of Registered Users  
on Melville Talk  
in 2018/19

Source: Melville Talk Report



70%

Residents Satisfied with  
Opportunities to Have A Say  
on Things Happening in Their  
Local Areas  
in 2019

Source: CoM Community Wellbeing Survey



55%

Residents Were Member of  
an Organised Group  
in 2019

Source: CoM Community Wellbeing Survey

## Number of Products & Services

87

Pr

29

Pa

20

Fu

18

M

12

Fa

6

A

6

R

### Product & Service

Aboriginal Cultural Development / Activities (A, Pr)

Access Advisory Panel (A, Pr)

Accessible Facilities & Amenities (Fu, Pr)

Active in the Park Program (Pa, Pr)

Activelink Funding (Fa)

Age-Friendly Assistance Fund (Fu, Pa)

### Initiatives

Development & support of town teams.

Prioritise Building Accessibility Audit findings  
and develop implementation plan.

Note 1: Indicators with desired downward trend are highlighted in blue. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in blue.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator

## Indicators



89%

Residents Satisfied with Festivals, Events and Cultural Activities in 2020

Source: CoM Resident Perception Survey



78%

Community Centres Average Occupancy Rate in 2019/20

Source: Internal Data



87%

Dwellings within 800m of a Public Space in 2018

Source: Internal Data



82%

Residents Satisfied with Street Arts & Public Arts in 2020

Source: CoM Resident Perception Survey



14

Number of Grants Provided for Community Events in 2018/19

Source: Internal Data



1,089

Socio-Economic Indexes for Areas (SEIFA) Index of Advantage & Disadvantage in 2016

Source: Australian Bureau of Statistics  
(Higher Index Reflects Lower Level of Disadvantage)



78%

Residents Agreed Vibrancy of Local Commercial Area is About Right in 2019

Source: CoM Community Wellbeing Survey



**New Indicator**

% of Residents who Agreed that City's Events Contributed towards Local Culture Life

## Number of Products & Services

103



41

27

21

19

14

8

Pr

Pa

M

R

Fu

Fa

A

## Product & Service

Aboriginal Cultural Development / Activities (A, Pr)

Access Advisory Panel (A, Pr)

Accessible Facilities & Amenities (Fu, Pr)

Active in the Park Program (Pa, Pr)

Annual Events: (i) Limestone Concert Series; (ii) Little Hands Festival; (iii) Point Walter Concert (Pa, Pr)

## Initiatives

Collaboration with Planning to inform suitable community benefits for Canning Bridge area – development of criteria.

Deliver the City's Public Art Strategy & Master Plan.

Develop a placed based approach to key

Note 1: Indicators with desired downward trend are highlighted in blue. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in blue.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator






# Goal 4: Sense of Identity through Collective Memory



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Indicators		
<div><div><div>89%</div><div>Residents Satisfied with Festivals, Events and Cultural Activities in 2020</div><div>Source: CoM Resident Perception Survey</div></div></div>	<div><div></div><div><div>88%</div><div>Residents Satisfied with How local History &amp; Heritage Is Preserved &amp; Promoted in 2020</div><div>Source: CoM Community Wellbeing Survey</div></div></div>	<div><div></div><div><div>New Indicator</div><div>% of Residents Satisfied with Museums &amp; Local History Services</div></div></div>

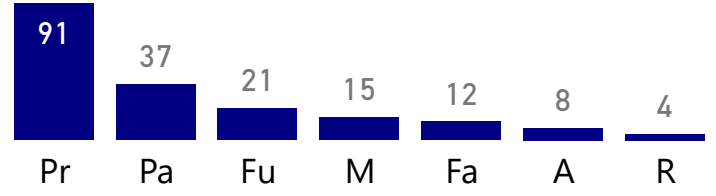
Number of Products & Services
<div><div><div>56</div><div>Pr</div></div><div><div>23</div><div>Pa</div></div><div><div>16</div><div>Fu</div></div><div><div>12</div><div>M</div></div><div><div>10</div><div>Fa</div></div><div><div>4</div><div>A</div></div><div><div>4</div><div>R</div></div></div>
Product & Service
Aboriginal Cultural Development / Activities (A, Pr)
Access Advisory Panel (A, Pr)
Annual Events: (i) Limestone Concert Series; (ii) Little Hands Festival; (iii) Point Walter Concert (Pa, Pr)
Art & Musum Exhibition @ Wireless Hill Museum (Fu. Pa. Pr)
Initiatives
Exhibiting, promoting & curating new programs and events with interested Aboriginal & Torres Strait Islander groups & individual artists.
Publish Digital Collections online.

Note 1: Indicators with desired downward trend are highlighted in blue. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in blue.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator

Indicators		
<div><div><div>41%</div><div>Residents Satisfied with Opportunities to Volunteer in 2017</div><div>Source: CoM Community Wellbeing Survey</div></div></div>	<div><div><div>154</div><div>Number of Community Events in 2019/20</div><div>Source: Internal Data</div></div></div>	<div><div><div>47%</div><div>Residents Satisfied with Opportunities to Meet People in 2017</div><div>Source: CoM Community Wellbeing Survey</div></div></div>
<div><div><div>18,462</div><div>Number of Volunteers in 2016</div><div>Source: id.Profile</div></div></div>	<div><div><div>1,864</div><div>Number of Participants at Community Events in 2019/20</div><div>Source: Internal Data</div></div></div>	<div><div><div>58%</div><div>Residents Encouraged to Engage in the Community through Library in 2019</div><div>Source: Public Libraries Australian Evaluation Network</div></div></div>
<div><div><div>New Indicator</div><div>% of Residents who Felt a Sense of Belonging through City Events</div></div></div>		

Number of Products & Services
<div></div>
Product & Service
Aboriginal Cultural Development / Activities (A, Pr)
Access Advisory Panel (A, Pr)
Accessible Facilities & Amenities (Fu, Pr)
Active in the Park Program (Pa, Pr)
Age-Friendly Forums (Pr)
Annual Events: (i) Limestone Concert Series; (ii) ...
Initiatives

Note 1: Indicators with desired downward trend are highlighted in blue. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in blue.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator



76%

Felt There Is Sustainable & Connected Transport In the City

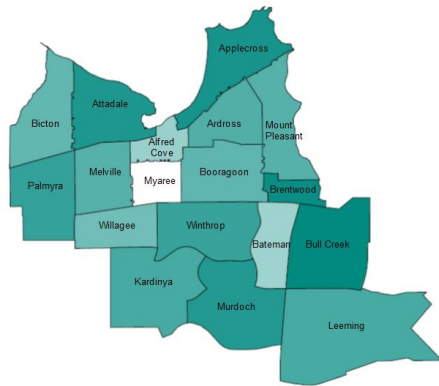
In the 2019 Community Wellbeing Survey:

4.27%

Nominated S&CT As Their Top Priority

12.06%

Nominated S&CT As Their Second Priority



*The heat map above illustrate the frequency of respondents nominating Sustainable & Connected Transport as their priority areas compared to the population of the suburb. The darker the colour, the greater percentage of times it was nominated as a priority (top or second).*

Working together towards a City with sustainable and connected transport and travel options for all People.

## Goals Contributing to Outcome Being Achieved:

Appropriate Infrastructure

Balancing Transport Priorities

Choice & Use of Transport Options

Ease of Movement

Prioritizing Urban Development Near Transport Nodes & In activity Centres

## Related Sustainable Development Goals:



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# Goal 1: Appropriate Infrastructure

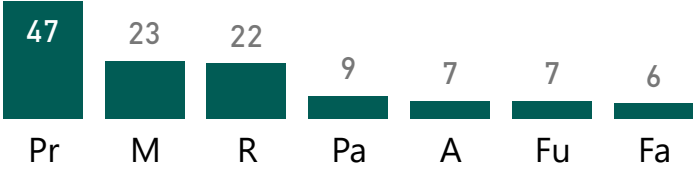


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Indicators		
 <div>85% Residents Satisfied with Footpaths &amp; Cycleways in 2020 <small>Source: CoM Resident Perception Survey</small></div>	 <div>97% Residents Felt Safe Driving A Car in 2019 <small>Source: CoM Community Wellbeing Survey</small></div>	 <div>472 km Total Length of Paths in the City in 2019/20 <small>Source: Internal Data</small></div>
 <div>85% Residents Satisfied with Management &amp; Control of Traffic in 2020 <small>Source: CoM Resident Perception Survey</small></div>	 <div>80% Residents Felt Safe Riding A Bicycle in 2019 <small>Source: CoM Community Wellbeing Survey</small></div>	

Number of Products & Services																	
 <table><thead><tr><th>Role</th><th>Count</th></tr></thead><tbody><tr><td>Pr</td><td>47</td></tr><tr><td>M</td><td>23</td></tr><tr><td>R</td><td>22</td></tr><tr><td>Pa</td><td>9</td></tr><tr><td>A</td><td>7</td></tr><tr><td>Fu</td><td>7</td></tr><tr><td>Fa</td><td>6</td></tr></tbody></table>	Role	Count	Pr	47	M	23	R	22	Pa	9	A	7	Fu	7	Fa	6	
Role	Count																
Pr	47																
M	23																
R	22																
Pa	9																
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Fu	7																
Fa	6																
Product & Service																	
Access Advisory Panel (A, Pr)																	
Accessible Facilities & Amenities (Fu, Pr)																	
Community Engagement (Pr)																	
Community Partnership Funding (Fu)																	
Community Safety Service (CSS) 24/7 Customer Service (Pr)																	
Community Safety Service (CSS) CPTED Audit (Pr)																	
Initiatives																	
Infrastructure Strategy.																	

Note 1: Indicators with desired downward trend are highlighted in teal. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in teal.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator






# Goal 2: Balancing Transport Priorities

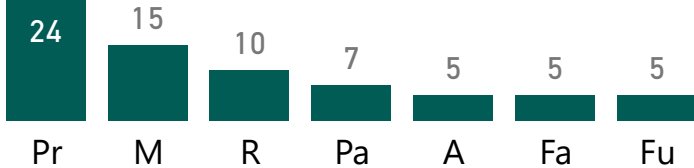


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Indicators		
<div></div> <div>64%</div> <div>Businesses Satisfied with Access to Parking in Commercial Areas in 2020</div> <div>Source: CoM Business Perception Survey</div>	<div></div> <div>52%</div> <div>Accessible Bus Stops in 2020</div> <div>Source: Public Transpot Authority</div>	<div></div> <div>45%</div> <div>Roads with Footpaths in 2019/20</div> <div>Source: Internal Data</div>
<div></div> <div>94%</div> <div>Businesses Satisfied with Access to Public Transport in 2020</div> <div>Source: CoM Business Perception Survey</div>	<div></div> <div>93%</div> <div>Resident Satisfied with Access to Public Transport in 2020</div> <div>Source: CoM Resident Perception Survey</div>	

Number of Products & Services	
<div></div> <div>24 15 10 7 5 5 5</div> <div>Pr M R Pa A Fa Fu</div>	
Product & Service	
Community Engagement (Pr)	
Community Partnership Funding (Fu)	
Community Safety Service (CSS) 24/7 Customer Service (Pr)	
Education & Community Programs (Fa, Pa, Pr)	
eNews (Pr)	
Melville Volunteer Resource Centre (MVRC) (Pr)	
Initiatives	
Construct Safe Active Street Link from Melville City Centre to Riseley Centre.	
Develop Integrated Transport Plan.	

Note 1: Indicators with desired downward trend are highlighted in teal. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in teal.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator







# Goal 3: Choice & Use of Transport Options



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Indicators		
<div><div><div>24,762</div><div>Average Daily Bus Boardings on Weekdays in 2020</div><div>Source: Transperth</div></div></div>	<div><div><div>24%</div><div>Residents Cycling At Least Weekly in 2019</div><div>Source: CoM Community Wellbeing Survey</div></div></div>	<div><div><div>82%</div><div>Residents Satisfied with Public Transport Meeting Needs in 2019</div><div>Source: CoM Community Wellbeing Survey</div></div></div>
<div><div><div>17,474</div><div>Average Daily Train Boardings on Weekdays in 2020</div><div>Source: Transperth</div></div></div>	<div><div><div>81%</div><div>Residents Satisfied with Footpaths Meeting Needs in 2019</div><div>Source: CoM Community Wellbeing Survey</div></div></div>	<div><div><div>90%</div><div>Residents Satisfied with Roads Meeting Needs in 2019</div><div>Source: CoM Community Wellbeing Survey</div></div></div>

Number of Products & Services
<div><div><div>26</div><div>Pr</div></div><div><div>14</div><div>M</div></div><div><div>11</div><div>R</div></div><div><div>7</div><div>Pa</div></div><div><div>6</div><div>A</div></div><div><div>4</div><div>Fa</div></div><div><div>4</div><div>Fu</div></div></div>
Product & Service
Access Advisory Panel (A, Pr)
Community Engagement (Pr)
Community Partnership Funding (Fu)
Community Safety Service (CSS) 24/7 Customer Service (Pr)
Community Transport (Pa)
Education & Community Programs (Fa, Pa, Pr)
Initiatives
Investigate opportunities for Rapid Transit / Light Rail for Murdoch to Fremantle corridor.
Review and revise Bike Plan.

Note 1: Indicators with desired downward trend are highlighted in teal. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in teal.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator






# Goal 4: Ease of Movement

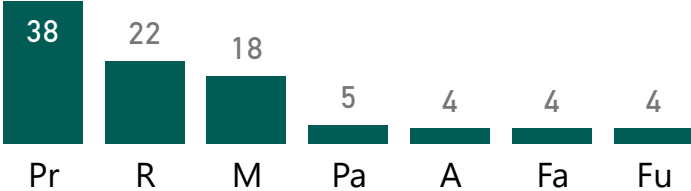


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Indicators		
<div></div> <div>91%</div> <div>Residents Felt They Could Travel Around Easily Within the City in 2019</div> <div>Source: CoM Community Wellbeing Survey</div>	<div></div> <div>45%</div> <div>Roads with Footpaths in 2019/20</div> <div>Source: Internal Data</div>	<div></div> <div>No Data</div> <div>% of Local Roads within Main Roads WA Road Hierarchy Limits</div>

Number of Products & Services	
<div></div> <div>Pr38R22M18Pa5A4Fa4Fu4</div>	
Product & Service	
Access Advisory Panel (A, Pr)	
Community Engagement (Pr)	
Community Partnership Funding (Fu)	
Community Safety Service (CSS) 24/7 Customer Service (Pr)	
Community Transport (Pa)	
Education & Community Programs (Fa, Pa, Pr)	
Initiatives	
Prepare Activity Centre Plans for Petra Street, Kardinya & Bull Creek.	

Note 1: Indicators with desired downward trend are highlighted in teal. Tap on each indicator to view graph.

Note 2: Mandatory products and services are highlighted in teal.

Note 3: Roles of delivering the products and services are indicated by initials: A=Advocator, Fa=Facilitator, Fu=Funder, M=Monitor, Pa=Partner, Pr=Provider, R=Regulator

Indicators 		
<div><div>No Data</div><div>New Dwellings along Transport Corridors &amp; in Activity Centres</div></div>		

Number of Products & Services

21

11

9

4

3

3

2

Pr

M

R

Fa

Fu

Pa

A

Product & Service

Community Engagement (Pr)

Community Partnership Funding (Fu)

Community Safety Service (CSS) 24/7 Customer Service (Pr)

Education & Community Programs (Fa, Pa, Pr)

eNews (Pr)

Melville Volunteer Resource Centre (MVRC) (Pr)

Initiatives

Note 1: Indicators with desired downward trend are highlighted in teal. Tap on each indicator to view graph.

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## Customer & Stakeholder

Framework: Customer Service Framework

### Initiatives

Strengthen Customer Complaint Management System.



## Information & Knowledge

Framework: Information & Knowledge Management Framework

### Initiatives

Strengthen information management.



## Leadership

Framework: Leadership Framework

### Initiatives

Strengthen organisation culture.  
- Focus on crucial conversations.



## People

Framework: People Framework 2017

### Initiatives

Strengthen Organisational Capacity.  
- Implement Online Learning System.  
- Review PDP process & strengthen performance feedback.



## Process Management, Improvement & Innovation

Framework: Continuous Improvement & Innovation Framework

### Initiatives

Complete Infrastructure Strategy.  
Review IT Strategy & Governance.  
Undertake major Corporate Business Plan review.  
Undertake major Long Term Financial Plan review.



## Strategy & Planning

Framework: Corporate Planning & Strategy Framework

### Initiatives

Strengthen Contractor Management System.  
Strengthen Project Management System.



## Success & Sustainability

Framework: -

### Initiatives

Embedding Business Excellence and outcome based approach for organisation and community.

# How to read the Indicators?



Each indicator box contains 6 elements:



1. Icon representing the indicator.
2. Latest data available for the indicator.
3. Indicator's description.
4. Year or period of the latest data available (this can be in Financial Year / Calendar Year or over a period of time).
5. Source of data.
6. Red flag signifies an area of concern: i.e., if indicator trend is heading in the wrong direction.

Click anywhere within the indicator box to view the trend graph.