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Community and Wellbeing Scorecard

2023

Report

Prepared for

City of **Melville**

Prepared by

CATALYSE
FUTYR | MARKYT | CULTYR

Contents

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Strategic overview

MARKYT ◆ Strategic Overview

Vision	Liveability	Governance	Rates Value
31	**85**	**61**	**52**
% agree	Performance Index Score	Performance Index Score	Performance Index Score
4% points <u>above</u> Industry Average and down 9% points from 2022	11 points <u>above</u> Industry Average and on par with 2022	9 points <u>above</u> Industry Average and down 4 points from 2022	10 points <u>above</u> Industry Average and down 5 points from 2022

Strengths

Top performers

- Library services
- Sport and recreation facilities and services
- Playgrounds, parks and reserves

Stronger compared to other councils

- Local roads
- Storm water drainage
- Family and children's services and facilities
- Seniors' services, facilities, and care
- Access to health and community services
- Community safety and crime prevention
- Conservation and environmental management
- Economic development and job creation

Priorities

- Community safety and crime prevention
- Sport and recreation facilities and services
- Seniors' services, facilities, and care
- Sustainable practices / climate change
- Streetscapes, trees and verges
- Responsible growth and development

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Key insights

1. 99% of community members feel positively about the City as a place to live, and 81% are proud to live here.

2. The average quality of life rating is 7.9 out of 10, 0.8 points higher than the national average.

3. The City of Melville continues to be a high performing council.
   - The overall governance score is 61 out of 100; 9 points above the industry average.
   - Value for money from Council rates scored 52 points, down 5 points but still 10 points ahead of the industry average.
   - All 42 service areas tested were on par with or above the industry average.
   - The library is the City's highest performing service area, followed by playgrounds, parks and reserves.

4. Although performance continues to be good relative to other councils, performance ratings have declined across several service areas.
   - The biggest declines were in community safety, traffic management and public transport, and waste, conservation and environmental management. These service areas all declined by 6 to 7 performance index points over the past year.

5. The community is seeking more effective leadership with good engagement and a clear vision for the future.
   - Council's leadership scored 43 points, down from a high of 62 in 2016 and now 1 point behind the industry average.
   - 32% of community members agree the City of Melville has a good understanding of community needs, down 10% points from last year and 26% points behind the industry leader.
   - 31% of community members agree there is a clear vision, down 9% points over the past year and 19% points behind the leader.

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6. The community would like the Council to prioritise six key areas:

Community safety	Sport and recreation	Seniors' services	Sustainable practices	Streetscapes, trees and verges	Responsible growth and development.
• Improve the Community Safety Service. • Advocate for a greater police presence. • Provide more CCTV and lighting. • Provide incentives or rebates for residents to install security measures. • Support Neighbourhood Watch.	• Upgrade LeisureFit facilities. • Provide more swimming pools. • Upgrade parking, clubrooms, change rooms and toilets at sporting grounds across the City, including Len Shearer, Troy Park, Tompkins Park, Winnicott, Karoonda, John Connell, Alan Edwards and Morris Buzacott reserves, and Tingara Netball Club.	• Provide a dedicated community centre for seniors. • Provide better promotion and access to low-cost activities. • Provide better paths, seating, parking and community transport for seniors. • Provide more downsizing options and access to in-home care.	• Encourage households to adopt sustainable practices through education and incentives. • Provide more recycling bins and drop-off points. • Lead by example by installing solar panels, converting fleet to EVs etc. • Impose stricter sustainability requirements for new builds (tree retention, solar passive design etc).	• Grow the urban canopy. • Plant more native and waterwise plants, and encourage grass alternatives. • Improve verge and footpath maintenance. • Encourage homeowners and tenants to maintain their properties. • Clean-up rubbish in median strips and verges. • Underground power.	• Provide genuine community engagement to create a shared vision and strategic plan. • Ensure infill is done in a responsible, fair and sustainable way to preserve and enhance the area's character and lifestyle, and address concerns with traffic, parking, over-shadowing, destruction of the urban tree canopy, and lack of green spaces.

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7. Consider how the City of Melville can help to build community connections and belonging:
   - 53% of community members agree the area has strong community spirit, down from 69% in 2015, and now only 1% point above the industry average.
   - Over the past four years, community members feel their life has less purpose (down from 97% to 80% agree), and they feel less valued and appreciated by others (down from 89% to 74% agree).
   - Only 50% of respondents agree that people in their local community appreciate, respect and celebrate diversity. Agreement is lower among people who do not identify as male or female, and among younger adults. The multiculturalism performance score is 63 points, 2 points ahead of the industry average, but lower among people who mainly speak a language other than English (54 points) and First Nations peoples (51 points).
   - 56% of community members would like to get to know their neighbours better. Interest is highest among people who mainly speak a language other than English (70%), families with younger children (66%), and younger adults (63%).
   - 76% of community members have been actively involved with at least one club, group or association over the past 12 months. Involvement is highest among families with primary school aged children (85%) and seniors (85%). Participation is lowest among younger adults (64%) and families with children aged 0-4 years (69%).
   - 61% of community members have volunteered or donated for a social cause or philanthropic project; 26% supported a cause or project within the local area. Volunteering rates are lowest among families with children aged 0-4 years (43%).

8. While the City of Melville is considered a good place to raise a family (90% agree), there is a need to deliver better services and facilities for families and young people.
   - Parents with younger children report the lowest wellbeing scores for sleep and exercise.
   - The performance index score for youth services dropped from a high of 69 points in 2016 to 53 points this year.
   - Performance levels for youth services continue to be ahead of the industry average, but now trail the industry leader by 12 points.

9. The City is considered a good place to grow old. While 81% agree, this has fallen from 89% agree in 2019. The rating is slightly lower among seniors (78% agree).
   - The performance index score for seniors' services, facilities care has dropped from a high of 74 points in 2014 and 2016 to 64 points this year, however, performance continues to be well ahead of the industry average (+10 points).

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10. The City of Melville is well regarded for access to health and community services with a performance index score of 67 out of 100; just 1 point behind the industry leader.

    - 61% of respondents self-assessed their own general health as good or excellent, 9% points above the state average for WA.
    - Between 2020 and 2023, ratings improved for general and mental health.

11. Access to education, training and life-long learning is moderate at 58 performance index points, however, this is 9 points above average.

    - 59% of respondents had participated in an educational activity, such as short courses, workshops or seminars, in the past 12 months. Participation was much higher among 35-49 year olds (72%) and among people with post-graduate qualifications (75%). Participation levels were lowest among First Nations peoples (16%) and people with the highest level of education being high school (33%) or TAFE (46%).
    - Among people who are unemployed or seeking work, 19% do not think they have sufficient education and training to get a job. Ratings are higher among females, parents with teenagers, and people who have completed high school or TAFE as their highest qualification.
    - The library is well regarded with a performance index score of 78 out of 100, 8 points above industry average.

12. People who work in the City of Melville work longer hours than the national average. Among those who are employed, 28% reported that they regularly work over 50 hours per week. This compares to a national average of 13% who work more than 49 hours per week.

13. 81% of community members rate their personal financial situation as good, very good or excellent.

    - The financial situation is much better for homeowners (62 index points) than people who are renting (47 index points).
    - Self-reported financial wellbeing is highest in Attadale (73 points) and lowest in Bull Creek (52 points) and Willagee (53 points).
    - 5% of respondents spend more than they earn, 22% have just enough money to get by and 4% spend all left-over money. After household spending, 70% of respondents say they can generally save some money occasionally or regularly.

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The study

Purpose

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

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

CATALYSE® emailed scorecard to 32,352 randomly selected customers from the City of Melville's databases. The City provided supporting promotions through its communication channels. The scorecard was open from 9 to 30 October 2023.

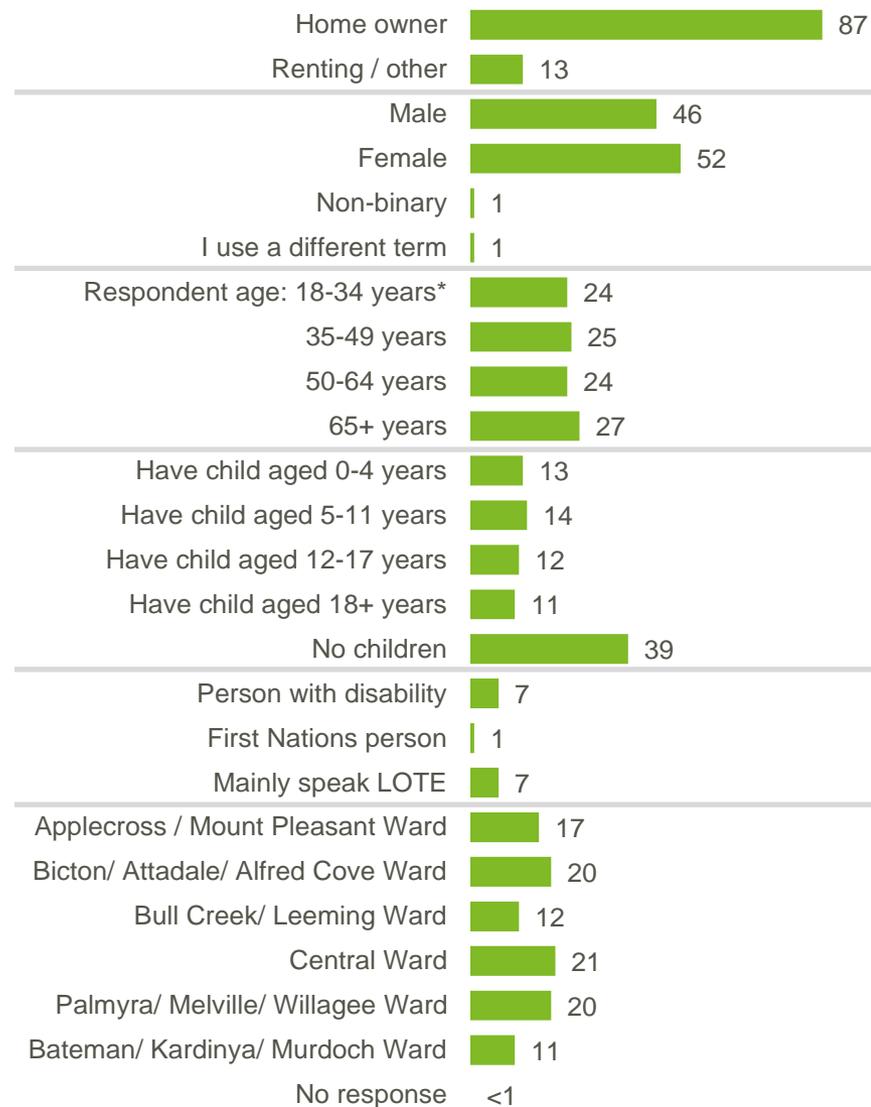The direct email campaign achieved an open rate of 62% (n=20,359) and a 9% response rate (n=1,733).

Overall, **1,967 community members** took part in the study.

Resident	Out of area ratepayer	Visitor	Elected Member	City employee
1,858	8	58	11	43

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

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

% of resident respondents (weighted)

Home owner	87
Renting / other	13
Male	46
Female	52
Non-binary	1
I use a different term	1
Respondent age: 18-34 years*	24
35-49 years	25
50-64 years	24
65+ years	27
Have child aged 0-4 years	13
Have child aged 5-11 years	14
Have child aged 12-17 years	12
Have child aged 18+ years	11
No children	39
Person with disability	7
First Nations person	1
Mainly speak LOTE	7
Applecross / Mount Pleasant Ward	17
Bicton/ Attadale/ Alfred Cove Ward	20
Bull Creek/ Leeming Ward	12
Central Ward	21
Palmyra/ Melville/ Willagee Ward	20
Bateman/ Kardinya/ Murdoch Ward	11
No response	<1

LOTE: Language other than English
* Includes a small number of 14-17 year olds

Over the past 21 years, CATALYSE® has conducted community perceptions surveys for more than 70 councils across Australia (listed below). When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders. In this report, average and high scores are calculated from councils that have completed a MARKYT® accredited study within the **past three years**.

Perth Region

City of Armadale
Town of Bassendean
City of Bayswater
City of Belmont
Town of Cambridge
City of Canning
Town of Claremont
City of Cockburn
Town of Cottesloe
Town of East Fremantle
City of Fremantle
City of Joondalup
City of Kalamunda
City of Kwinana
City of Melville
Town of Mosman Park
Shire of Mundaring
City of Nedlands
Shire of Peppermint Grove
City of Perth
Serpentine–Jarrahdale Shire
City of South Perth
City of Subiaco
City of Swan
Town of Victoria Park
City of Vincent
City of Wanneroo

Peel Region

Shire of Boddington
City of Mandurah
Shire of Murray
Serpentine-Jarrahdale Shire

Wheatbelt Region

Shire of Chittering
Shire of Dandaragan
Shire of Gingin
Shire of Merredin
Shire of Narrogin
Shire of Northam
Shire of Pingelly
Shire of Toodyay
Shire of York

South West Region

Shire of Augusta-Margaret River
Shire of Bridgetown-Greenbushes
City of Bunbury
City of Busselton
Shire of Capel
Shire of Collie
Shire of Dardanup
Shire of Donnybrook-Balingup
Shire of Harvey

Great Southern Region

City of Albany
Shire of Broomehill-Tambellup
Shire of Cranbrook
Shire of Denmark
Shire of Gnowangerup
Shire of Jerramungup
Shire of Katanning
Shire of Kent
Shire of Kojonup
Shire of Plantagenet
Shire of Woodanilling

Nhulunbuy Corporation
Cook Shire Council
Shire of Wyndham East Kimberley
Cassowary Coast Regional Council
Shire of Broome
Town of Port Hedland
Shire of Ashburton
Shire of East Pilbara
Shire of Irwin
Shire of Mingenew
Wheatbelt region
9 councils
City of Kalgoorlie-Boulder
City of Coffs Harbour
Perth & Peel regions
31 councils
Shire of Esperance
South West region
9 Councils
Shire of Ravensthorpe
Wollondilly Shire Council
Great Southern Region
11 Councils
Mount Barker District Council

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How to read MARKYT® performance dashboards

Positive rating

Is the percentage of respondents who provided a rating of okay, good or excellent.

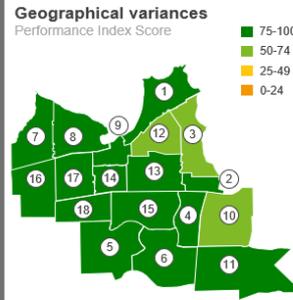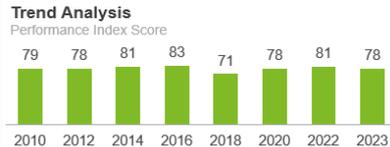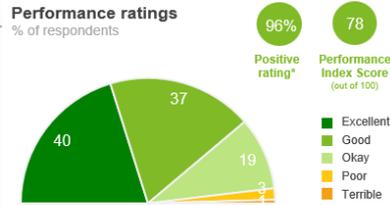The **Performance Index Score** is a weighted score out of 100.

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

Performance Ratings

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

Trend analysis shows how the Performance Index Score has changed over time.

MARKYT® Industry Standards
Show Council's performance compared to other councils.

Council Score is the Council's performance index score.
Industry High is the highest score achieved by participating councils.
Industry Average is the average score among participating.

Geographical variances

Maps variances across the region by location.

Community variances

Shows how performance ratings vary across the community by key demographics.

Performance ratings
% of respondents

96% Positive rating*

78 Performance Index Score (out of 100)

- 40
- 37
- 19

Legend:
- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
79	78	81	83	71	78	81	78

MARKYT® Industry Standards
Performance Index Score

City of Melville	78
Industry High	85
Industry Average	70

Geographical variances
Performance Index Score

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

	Suburb	Ward
1 Applecross	75	
2 Brentwood	78	74
3 Mt Pleasant	71	
4 Bateman	78	
5 Kardinya	80	80
6 Murdoch	83	
7 Bicton	80	
8 Attadale	78	80
9 Alfred Cove	83	
10 Bull Creek	73	75
11 Leeming	77	
12 Ardross	71	
13 Booragoon	79	78
14 Myaree	89	
15 Winthrop	77	
16 Palmyra	85	
17 Melville	82	82
18 Willagee	78	

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	76	0-4 years	83	Disability	75
Female	80	5-11 years	77	First Nations#	78
Other#	87	12-17 years	77	Mainly speak LOTE	76
Age		18+ years	74		
18-34 years	80	No children	79	**Home ownership**	
35-49 years	76			Homeowner	78
50-64 years	76			Renting / other	78
65+ years	81				

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Overall perceptions of life in the City of Melville

Performance ratings
% of respondents

**99%** Positive rating*

85 Performance Index Score (out of 100)
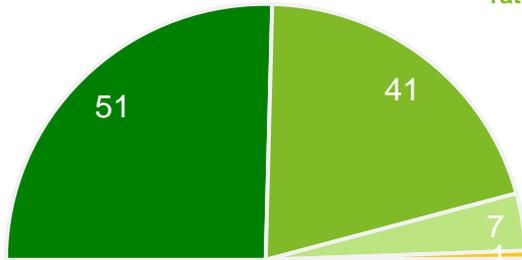
- 51 Excellent
- 41 Good
- 7 Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
69	79	81	82	70	87	86	85

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	85
Industry High	91
Industry Average	74

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
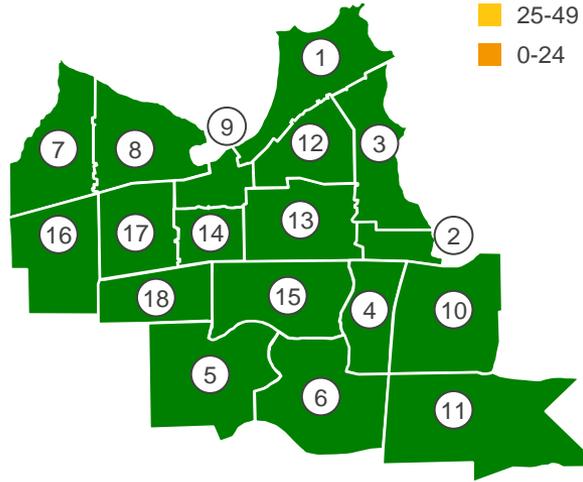
#	Suburb	Suburb	Ward
1	Applecross	82	
2	Brentwood	84	85
3	Mt Pleasant	88	
4	Bateman	86	
5	Kardinya	82	84
6	Murdoch	85	
7	Bicton	84	
8	Attadale	89	88
9	Alfred Cove	92	
10	Bull Creek	83	83
11	Leeming	84	
12	Ardross	84	
13	Booragoon	86	
14	Myaree	94	86
15	Winthrop	86	
16	Palmyra	84	
17	Melville	84	83
18	Willagee	81	
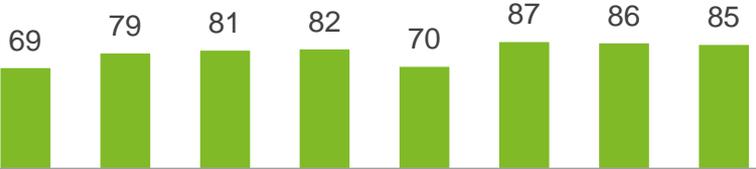
Community variances
Performance Index Score

Gender
Male	86
Female	85
Other#	82

Age
18-34 years	85
35-49 years	84
50-64 years	86
65+ years	86

Age of children
0-4 years	85
5-11 years	83
12-17 years	88
18+ years	85
No children	86

Disability & culture
Disability	83
First Nations#	89
Mainly speak LOTE	80

Home ownership
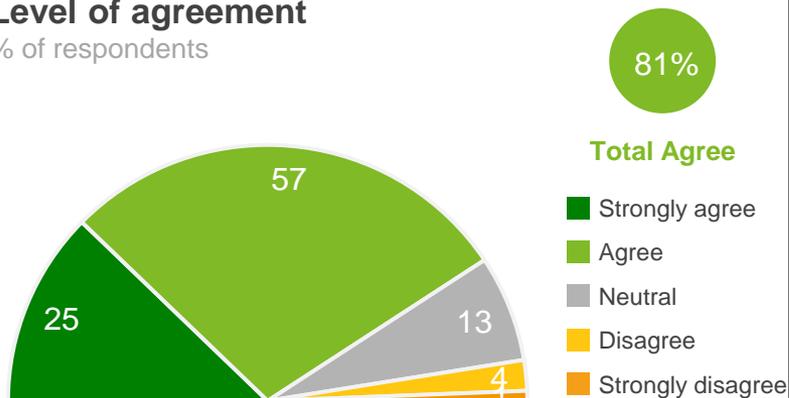| Homeowner | 85 |
| Renting / other | 84 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1845).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)
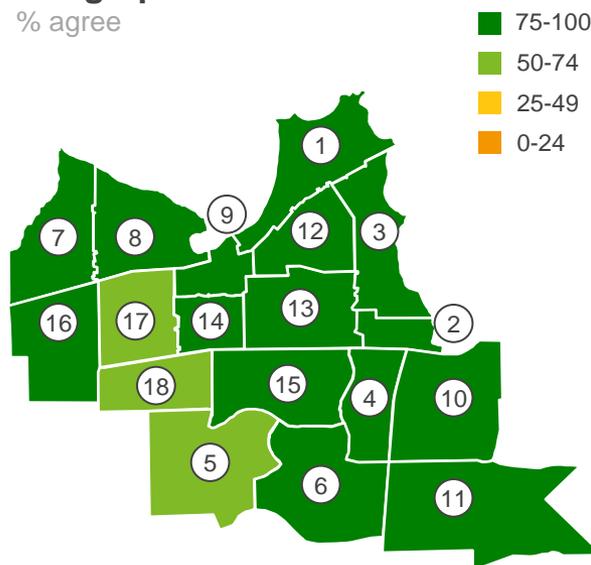
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I am proud of the area where I live

Level of agreement
% of respondents

81%

Total Agree

57

25

13

4

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

Trend Analysis
% agree

2013	2015	2017	2019	2021	2023
NA	NA	NA	NA	NA	81

MARKYT◆ Industry Standards
% agree

City of Melville	81
Industry High	81
Industry Average	69

Geographical variances
% agree

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

		Suburb	Ward
1	Applecross	78	
2	Brentwood	79	83
3	Mt Pleasant	88	
4	Bateman	86	
5	Kardinya	74	78
6	Murdoch	77	
7	Bicton	85	
8	Attadale	84	85
9	Alfred Cove	88	
10	Bull Creek	81	80
11	Leeming	79	
12	Ardross	83	
13	Booragoon	85	86
14	Myaree	87	
15	Winthrop	89	
16	Palmyra	81	
17	Melville	74	74
18	Willagee	61	

Community variances
% agree

Gender

Male	83
Female	81
Other#	43

Age

18-34 years	88
35-49 years	76
50-64 years	82
65+ years	82

Age of children

0-4 years	88
5-11 years	82
12-17 years	81
18+ years	81
No children	80

Disability & culture

Disability	79
First Nations#	84
Mainly speak LOTE	87

Home ownership

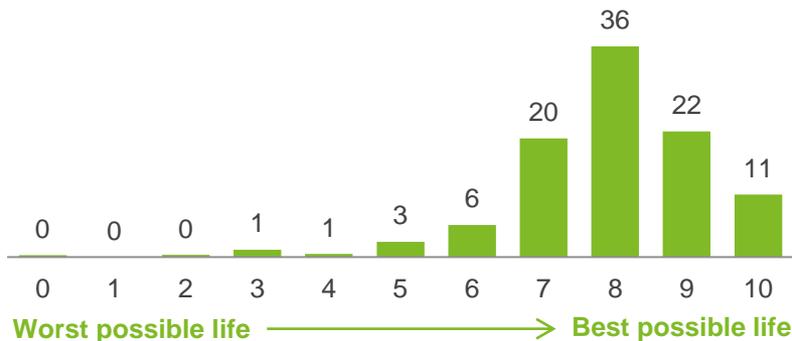| Homeowner	81
Renting / other	83

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 878). # Small sample size (<20 respondents)

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Quality of life ratings
% of respondents

Rating	0	1	2	3	4	5	6	7	8	9	10
%	0	0	0	1	1	3	6	20	36	22	11

Worst possible life ——————→ **Best possible life**

Trend Analysis
Mean score / 10

2017	2019	2021	2023
7.7	8.0	7.9	7.9

MARKYT◆ Industry Standards
Mean score / 10

City of Melville	7.9
Australia^	7.1

Geographical variances
Mean score / 10

Legend:
- 7.5-10
- 5.0-7.4
- 2.5-4.9
- 0.0-2.4
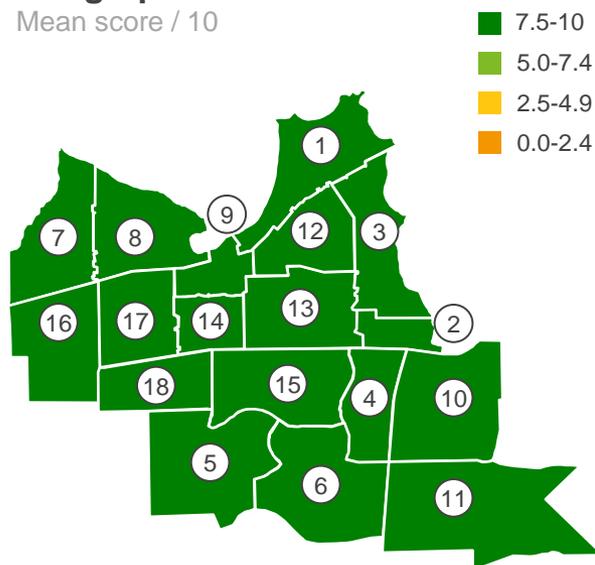
#	Suburb	Suburb	Ward
1	Applecross	7.8	
2	Brentwood	7.9	7.9
3	Mt Pleasant	7.9	
4	Bateman	8.4	
5	Kardinya	7.8	8.0
6	Murdoch	8.3	
7	Bicton	7.8	
8	Attadale	8.0	7.9
9	Alfred Cove	7.7	
10	Bull Creek	7.8	7.8
11	Leeming	7.8	
12	Ardross	8.0	
13	Booragoon	7.8	7.9
14	Myaree	8.3	
15	Winthrop	7.9	
16	Palmyra	8.1	
17	Melville	8.0	7.9
18	Willagee	7.5	

Community variances
Mean score / 10

Gender
Male	7.9
Female	8.0
Other#	5.7

Age
18-34 years	7.7
35-49 years	7.7
50-64 years	7.9
65+ years	8.2

Age of children
0-4 years	8.0
5-11 years	7.8
12-17 years	7.6
18+ years	7.8
No children	8.0

Disability & culture
Disability	7.3
First Nations#	8.5
Mainly speak LOTE	8.2

Home ownership
Homeowner	8.0
Renting / other	7.2

Education
Secondary	7.9
TAFE	7.8
Undergraduate	8.0
Postgraduate	7.9

Employment
Full-time	7.7
Casual / part-time	8.0
Self employed	8.2

Q. **Overall, how good is your life when you step back and think about it?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 885).
^World Happiness Report 2023 , published by the Sustainable Development Solutions Network, powered by the Gallup World Poll data.
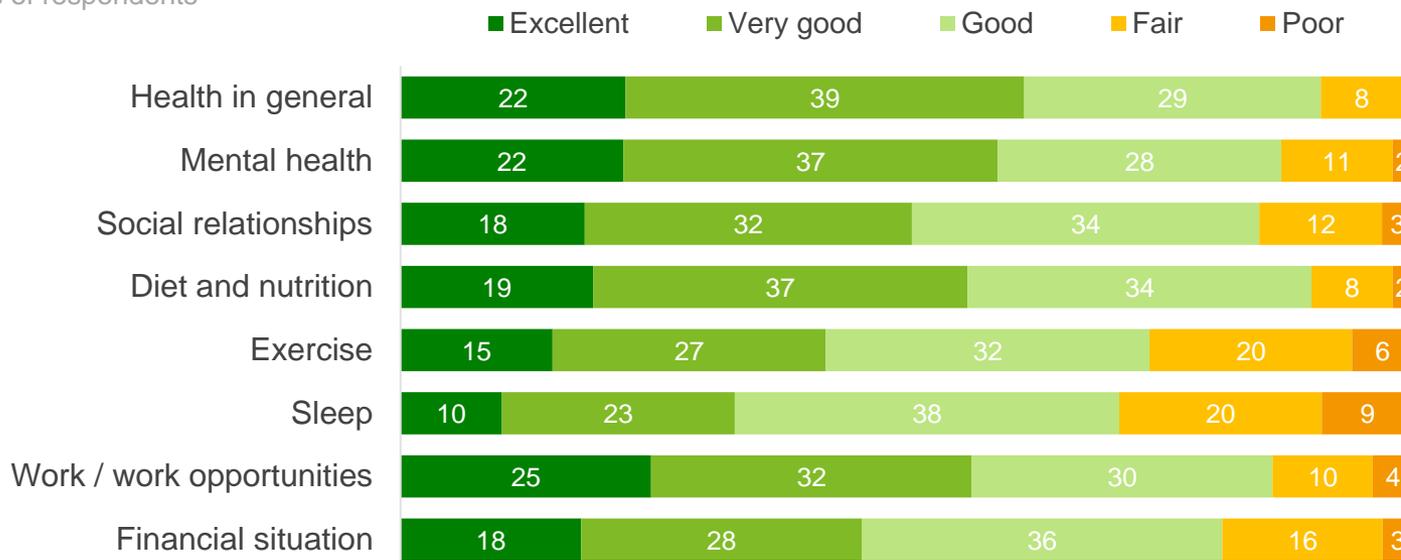
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Quality of life dimensions

Respondents were invited to self-assess eight quality of life dimensions. A MARKYT® Wellbeing Index was calculated to track and benchmark results. The Index Score is a single measure that takes all respondent ratings into account. It is a zero-based score expressed out of 100, where 0 is poor and 100 is excellent.

Overall, community wellbeing has improved over the past three years. However, it should be noted that wellbeing dimensions were last measured in 2020 at the beginning of the COVID-19 pandemic. The only dimension in decline is social relationships.

The lowest rated quality of life dimension was sleep, followed by exercise. As shown in the detailed analysis to follow, sleep and exercise ratings were lowest among parents with younger children and people with disability.

Currently, how good is your life in relation to your:
% of respondents

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Wellbeing Index Score

Legend: ■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

Dimension	Excellent	Very good	Good	Fair	Poor	2020	2023	Trend	WA^
Health in general	22	39	29	8	1	62	68	▲	62
Mental health	22	37	28	11	2	62	66	▲	59
Social relationships	18	32	34	12	3	63	58	▼	58
Diet and nutrition	19	37	34	8	2	53*	66	▲	51*
Exercise	15	27	32	20	6	53*	57	▲	51*
Sleep	10	23	38	20	9	NA	51	-	NA
Work / work opportunities	25	32	30	10	4	54	66	▲	54
Financial situation	18	28	36	16	3	55	60	▲	52

Q. **Currently, how good is your life in relation to your:** [insert quality of life dimension]
Base: All respondents, excludes 'no response' (n = varies from 646 to 770)
^ Source: CATALYSE®, 2020, *MARKYT® Community Resilience Scorecard*   * Historical and benchmark score = Diet and exercise
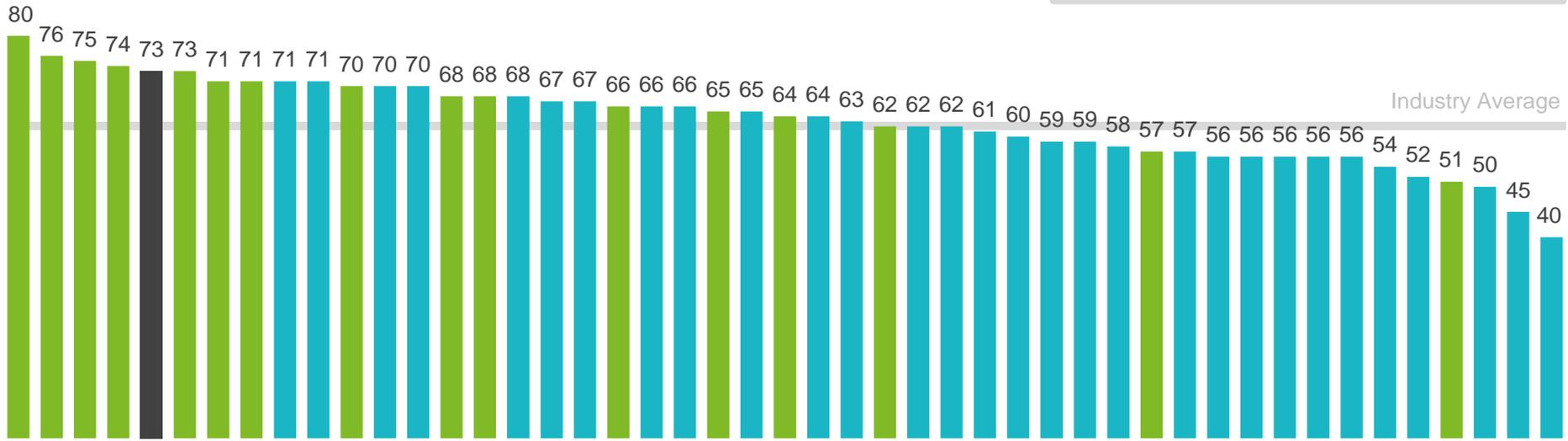
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Overall Performance | industry comparisons

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 73 out of 100, 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	73
Industry High	80
Industry Average	63

Industry Average

Scores: 80 76 75 74 73 73 71 71 71 71 70 70 70 68 68 68 67 67 66 66 66 65 65 64 64 63 62 62 62 61 60 59 59 58 57 57 56 56 56 56 56 54 52 51 50 45 40

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How to read the MARKYT ◆ Benchmark Matrix

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

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

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

Services are grouped in five areas:

- ● Performance
- ● People
- ● Planet
- ● Place
- ● Prosperity

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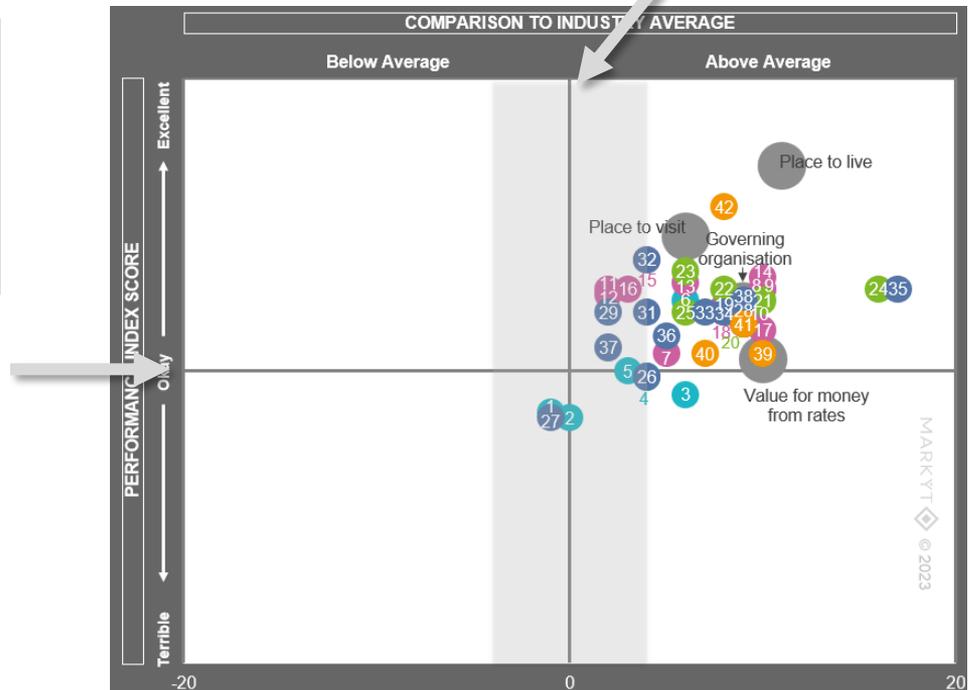
MARKYT ◆ Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average

PERFORMANCE INDEX SCORE

Excellent

Okay

Terrible

Place to live

Place to visit

Governing organisation

Value for money from rates

-20

0

20

MARKYT © 2023

1 Council's leadership
2 Advocacy and lobbying
3 Engagement on local issues
4 Communication
5 Change, innovation and technology
6 Customer service
7 Youth services and facilities
8 Family and children's services / facilities
9 Seniors' services, facilities, and care
10 Disability access and inclusion
11 Respect for First Nations cultures
12 Multiculturalism / cultural diversity
13 Volunteer recognition and support
14 Access to health and community services
15 Sport and recreation facilities / services
16 Festivals, events, art, cultural activities
17 Community safety and crime prevention
18 Lighting of streets and public places
19 Animal management (dogs and cats)
20 Sustainable practices / climate change
21 Conservation and environment
22 River and foreshore management
23 Waste management
24 Storm water drainage
25 Environmental health
26 Responsible growth and development
27 Planning and building approvals
28 Housing
29 Local history and heritage
30 Street artworks and public art
31 Community buildings, halls and toilets
32 Playgrounds, parks and reserves
33 Streetscapes, trees and verges
34 Footpaths, trails and cycleways
35 Local roads
36 Traffic management
37 Parking management
38 Public transport
39 Economic development and job creation
40 Local neighbourhood precinct
41 Education, training and life-long learning
42 Library services

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

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. Focus on arresting decline for:
- Safety and crime prevention
- Public transport
- Traffic management
- Waste management
- Conservation and environment
- Sustainability / climate change
- Youth services and facilities
- Value for money from rates

Window 4 includes lower performing areas in decline. The main concerns include:
- Council's leadership
- Advocacy and lobbying
- Planning and building approvals
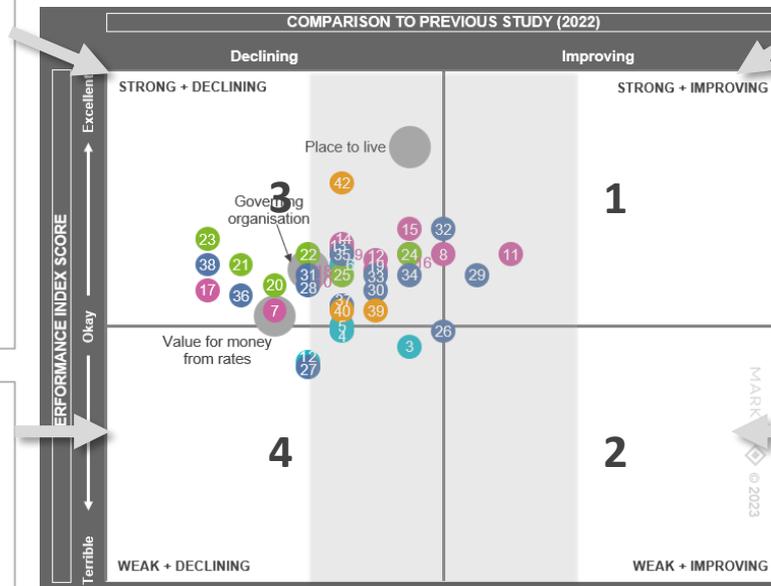
Window 1 includes higher performing areas that have improved. The areas with some improvement were:

- Respect for First Nations peoples, culture and heritage
- Local history and heritage

Window 2 includes lower performing areas that are improving.

There were no performance areas in this window.

MARKYT◆ Community Trends Window

COMPARISON TO PREVIOUS STUDY (2022)

Declining | Improving

STRONG + DECLINING | STRONG + IMPROVING

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

Place to live

Governing organisation

Value for money from rates

WEAK + DECLINING | WEAK + IMPROVING

-10 | 0 | 10

1 Council's leadership
2 Advocacy and lobbying
3 Engagement on local issues
4 Communication
5 Change, innovation and technology
6 Customer service
7 Youth services and facilities
8 Family and children's services / facilities
9 Seniors' services, facilities, and care
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36 Traffic management
37 Parking management
38 Public transport
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40 Local neighbourhood precinct
41 Education, training and life-long learning
42 Library services

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.
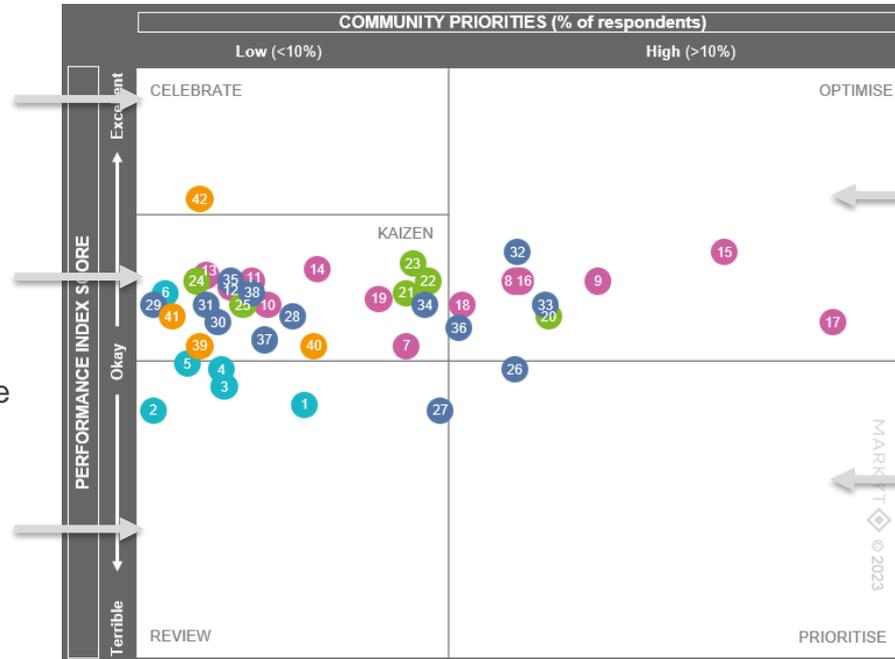
25

How to read the MARKYT◆ Community Priorities

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

CELEBRATE the City'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 City to focus its attention.

COMMUNITY PRIORITIES (% of respondents)

Low (<10%) | High (>10%)

CELEBRATE | OPTIMISE
KAIZEN
REVIEW | PRIORITISE

PERFORMANCE INDEX SCORE — Excellent / Okay / Terrible

Services are grouped in five areas:

- ● Performance
- ● People
- ● Planet
- ● Place
- ● Prosperity

MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)　　　　　　　　　　　　High (>10%)

CELEBRATE　　　　　　　　　　　　　　　　OPTIMISE

KAIZEN

PERFORMANCE INDEX SCORE

Excellent · Okay · Terrible

REVIEW　　　　　　　　　　　　　　　　PRIORITISE

1 Council's leadership
2 Advocacy and lobbying
3 Engagement on local issues
4 Communication
5 Change, innovation and technology
6 Customer service
7 Youth services and facilities
8 Family and children's services / facilities
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36 Traffic management
37 Parking management
38 Public transport
39 Economic development and job creation
40 Local neighbourhood precinct
41 Education, training and life-long learning
42 Library services

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=1537)

Community Action Plans

Top priorities

Community safety and crime prevention

Community driven actions

- Improve the Community Safety Service (CSS):

  - o Provide more patrols, especially at night and in known hotspots.

  - o Provide CSS Officers with more powers so they can be more proactive and effective.

- Advocate for a greater police presence.

- Provide more CCTV and lighting in streets, parks, shopping centres, train stations and other hotspots.

- Provide incentives or rebates for residents to install security measures in their homes.

- Better support and promotion of community safety programs, such as Neighbourhood Watch.

- Educate and engage with the community about safety issues.

Community Voices

"Visible security patrolling at hot spot places"

""Effective security patrols that actually address issues rather than driving past."

"Security people need more power to apprehend when circumstances call for it as the crimes are well aware that they are toothless tigers"

"Maybe more collaboration with WAPOL to patrol higher crime rate areas? Be proactive rather than reactive. Instead of increasing patrols just in the suburb currently complaining about a rise in reported crime, increase patrols everywhere."

"It would be nice to see a policeman on the street, or a car patrolling the area. I am sure the Council could ask the police for a presence to stop the burglaries in the area."

"Security cameras to deter offenders, more security officers at public venues ie shopping centres."

"Better lighting & more cameras in crime hotspots especially near shops where crime happens more & at traffic lights where people cleaning windows become violent."

"Better lighting on streets, more mobile CCTV to help CSS monitor entry points typically between 1:30am - 4:30am where a lot of the break-ins happen, more CCS mobile patrol during this time."

"Discounted access to home security items, doors, cameras etc. Community classes on cybersecurity."

"Neighbourhood Watch establishment, visibility of the police, patrols etc."

"With the growing 'baby boomer' age group population, more emphasis is required on providing support to volunteer community groups like the Neighbourhood Watch, which is a successful worldwide brand name for crime prevention."

"Crime prevention through direct addressing of known problems - engaging with the locals to address direct issues."

"Make marketing material that notes the connection between community programs being funded and impact on crime rates. Show people how investing in community, having a connected and engaged community (and not just people who sit at home scared to go out watching the American news) actually makes them safer."

MARKYT

Sport and recreation facilities and services

Community driven actions

- Upgrade Len Shearer playing fields and facilities.

- Upgrade or provide new facilities at sporting grounds, including better parking, clubrooms, change rooms and toilets (separate for males and females).

  o Prioritise the refurbishment and development of facilities at Troy Park.

  o Other specific mentions include Tompkins Park, Winnicott Reserve, Karoonda Reserve and netball courts, John Connell reserve, Alan Edwards Reserve, Tingara Netball Club, and Morris Buzacott Reserve.

- Upgrade facilities at LeisureFit Booragoon and Melville.

- Provide more swimming pool facilities throughout the City - outdoor, indoor, 50m, heated options.

- Ensure all Council facilities are inclusive and accessible for all ages, abilities and incomes.

Community Voices

"Continued refresh of facilities. New (or at least not run down) facilities equate to high usage (ie Karoonda netball courts)."

"Updated or new ablution blocks for women and girls at netball courts, hockey grounds, sport grounds, where men are mainly the majority."

"Improvement of Troy Park clubrooms and general area including playground. Original master plan without second football field. This has been forgotten over the last 2 years after considerable positive feedback from Melville City residents."

"Upgrade of Troy Park to a modern facility that incorporates a cafe or restaurant as well as lighting facilities for nighttime sport."

"Len Shearer facility remain an embarrassment to Melville City. They are so old and outdated and the council refuse to let the club leverage funds from potential sponsors of the grounds by restricting signage allowed. Many other sports facilities in the city have had upgrades. Len Shearer has had none event thought it has the largest football club membership in WA"

"The pool at Wheatley Drive [has] closed and the nearest pool is Melville Aquatic Centre or Riverton - not a quick drive! I would like to see a pool available in the Leeming Rec Centre please. There used to be one but was removed. Bad decision!"

"For a city of this size there should be more than one public swimming pool. The closure of the pool at Booragoon leaves so many users without any viable option within a reasonable distance. The City shut down pools, they should build at least one more."

"I hope to see a fully refurbished or new Melville aquatic centre because I'd rather go to the Cockburn aquatic centre instead of the current Melville's."

"Fixing sagging roof at Strength for Life facility at Melville Rec Centre - it's a health and safety issue!!"

"The leisure centres are quite outdated and need to be upgraded. The Booragoon pool is being upgraded but the gym and group fitness areas are quite poor as well, especially the change room and toilet situation. It doesn't promote going to the gym and changing before/after work."

"I love the number of sport and recreation facilities, which are great for able-bodied people, but would like to see recreation programs there that include all abilities, ages and incomes."

"Better and cheaper access for ratepayers - free for ratepayers. Cheaper access to scheduled programs for elderly, like yoga, and more offered than 1-2x per week."

MARKYT ◆

Seniors' services, facilities and care

Community driven actions

- Improve access to seniors' services and activities with improved footpaths, seating, more parking and community transport services.

- Provide a dedicated community centre for seniors to meet and socialise.

- Provide a range of activities and events to keep seniors active and connected in their community. Suggestions include education programs, outdoor exercise groups and equipment, arts and crafts and a men's shed.

- Subsidise the costs of activities and memberships at Council facilities for seniors.

- Advertise the range of services and activities available for seniors more widely.

- Provide improved access to affordable accommodation options for downsizing seniors.

- Support seniors living independently at home with better access to home-care services.

Community Voices

" Adequate ACROD parking, seniors parking bays for the many who are frail but don't qualify for ACROD, attention to paths, paving and access, assistance and education with continually changing technologies."

"Better street lighting and better maintained footpaths."

"More transport options for seniors that are free. Shopping, hospital and health appointments are difficult for people to get to if they don't have family support."

"An active and dynamic Senior Citizens Centre as they have in Rockingham. Seniors of today ask for more than indoor bowls, bingo etc."

"A community centre in Melville specifically for seniors with lots more activities, workshops and community engagement. Activities for seniors. Melville Council should showcase a place like this. It should be run by the council and not put in private hands or management."

"Have programs, workshops, crafts, physical fitness, social events, info sessions, home improvement events, gardening, make friends, be involved together events, clubs etc for 65 to 75 age group."

"Give seniors a reduced rate at the swimming pool. $6.60 per swim mounts up if your doctor has recommended swimming three times or more a week!"

"Discount cards for seniors aged 60 and above for local community services in the Melville Council. Gyms, health spas are too expensive for retirees."

"What I would like to see is a newsletter or some other means of communication to all seniors in the Melville community giving specific notices as what is available to us seniors."

"Information regarding what services and help is available to allow seniors to stay in their homes. Alternative accommodation on one level not high rise in the surrounding areas on small blocks with easy access."

"Areas with smaller, less expensive housing with some garden, so that seniors can move out of large family homes without compromising on amenities."

"I'd like to see more emphasis on providing suitable homes in which seniors would like to reside in the area in which they often have spent many years as active participants in the community."

"Provide more assistance for access to services older residents find harder to perform, ie. gardening, household duties, shopping, transport, etc. which may enable them to stay in their own home longer."

MARKYT

Sustainable practices / climate change

Community driven actions

- Encourage households to adopt sustainable practices with education, financial incentives, rebates etc.

- Promote recycling with education and by providing more recycling bins and drop-off points for soft plastics, batteries, e-waste, light bulbs, fluorocarbons, etc.

- Encourage greater adoption of renewable energy technology including solar panels, community batteries and electric vehicles.

- Lead by example – adopt sustainable practices in Council operations such as solar panels on buildings, and an electric vehicle fleet.

- Impose stricter sustainability requirements on new developments e.g. water wise, solar panels, no dark roofs, sustainable building materials.

- Retain trees and green space in new developments and plant more trees to increase shade canopy and reduce urban heat.

- Discourage reliance on petrol-fuelled cars with more EV charging stations and improved public transport and active transport options.

Community Voices

"Assistance for households for solar, water saving etc."

"Rebate on rates for those looking at sustainable homes."

"More environmental awareness campaigns raising issue of climate change and importance of protecting and growing trees, using public transport, protecting waterways and our native environment."

"Better education on recyclables and more access to drop off fluorocarbons and e-waste."

"We need to promote and educate people on how to recycle properly. I find many people are not interested/ don't care. Maybe have recycling drives, more 'specific item' recycling (like the bottle top hill but make it MORE accessible)."

"Encourage and facilitate renewable energy hubs, solar panels hub batteries etc."

"Council facilities to upgrade to large solar and battery storage systems. Council car fleet to transition to electric once prices drop. Continue street verge tree planting."

"Move to hybrid powered rubbish and vehicle fleet. Encouragement of community solar batteries in small areas not major suburb locations"

"House planning laws need to be changed to enforce sustainable housing design (solar passive) and ensure they don't impact design of neighbours when building (eg shading northern aspect windows and solar panels etc)"

"Protection of tree canopy, enhancing biodiversity of public spaces, encouraging trees in backyards, regulations around footprint of new houses (carbon footprint, spatial footprint), not approving in environmentally sustainable house design, public education. Incentives to build environmentally sound development."

"…protecting native trees, planting more trees, and preventing whole-sale destruction of blocks for development."

"Major reduction of car use. Short trip public transport - buses trams to access local shops, school runs etc"

"Promote healthy active transport over driving by providing better facilities, footpaths, pedestrian crossings, etc."

MARKYT

33

Streetscapes, trees and verges

Community driven actions

Community Voices

- Grow the urban canopy by planting more trees and preserving existing, mature trees.

- Plant larger, more mature trees to increase their chance of survival.

- Plant more native and waterwise plants in parks and verges.

- Encourage alternatives to grass on verges, and consider banning fake grass.

- Improve verge maintenance - trimming trees, mowing and slashing more regularly.

- Encourage property owners to maintain their properties and verges with education programs and incentives.

- Clean-up rubbish in median strips and verges.

- Provide underground power.

- Repair broken and uneven footpaths.

"There aren't a lot of trees along the footpaths. So having some shade would encourage more people to exercise/make kids walking home from school more comfortable."

"More trees planted to reduce suburb temperatures and help climate change."

"Tree canopy policy which restrict / control removal of trees for the purpose of commercial and residential development."

"Adopt and police a policy to ensure all owners and tenants of private properties maintain their verges to a reasonable standard."

"… encourage local property owners to create individual gardens on street verges. However, I believe artificial grass should be banned on council owned verges. I would like Melville to encourage more tree planting especially trees that attract native birds like the Carnaby cockatoo."

"An increased awareness of planting only natives/waterwise plants."

"Ban the use of plastic "grass" and encourage homeowners to plant native bushes instead."

"Provide grants to support the conversion of verges from grass to native vegetation."

"The medium strips and verges on Canning Hwy between Norma Road and Stock Road are very neglected. This patch of road is the entrance to Attadale and Bicton. This sets a horrible first impression of the suburbs and lowers property values. It also creates a very dry and hot ecosystem in the area during summer. Verge planting and medium strip beautification is long overdue."

"Brentwood shops needs a spruce up with plants and trees."

"Beautify Moolyeen Rd into the Brentwood shopping area from Leach Hwy. Make coming into the little suburb inviting!!!"

"All areas to have underground power. I have been waiting for 15 years and the longer the delay the higher the eventual cost to install."

MARKYT◆

Responsible growth and development

Community driven actions

- The community is deeply concerned about the speed and scale of high-rise development and subdivisions, and the lack of planning to address adverse impacts including traffic, parking, over-shadowing, destruction of the urban tree canopy, and lack of green spaces.

- Residents want genuine community engagement to create a shared vision and strategic plan to ensure responsible growth and development in future, and remedies for current issues.

- Many accept that some infill is needed, and for some people infill and high-rise development is preferred to provide improved access to affordable and green housing choices, but it must be done in a responsible, fair and sustainable way to preserve and enhance the area's character and lifestyle.

Community Voices

"Complete lack of vision in relation to allowing enormous developments without adequate access/traffic solutions and detrimental to adjoining properties/areas."

"A coordinated approach with a vision for the suburb keeping its character. Not like Applecross where high rise wrecks the ambiance of the area!"

"More consideration and management of the consequences of urban infill."

"The lack of a strategic plan to facilitate acceptable forms of urban infill is destroying Melville. There needs to be a genuine discussion with the city communities, to develop an acceptable response to growth management that is supported by clear stated commitments to improving the public realm to support such growth. It is calamitous to see how detached urban intensification continues to be with the services and facilities needed to support liveability of much more denser environments."

"Modernise planning to reflect community needs."

"More community involvement and consultation with experts in future growth to balance environment, transport, open spaces with increase in population."

"Be proactive in dealings with State Planning to ensure the impacts of growth and development are more considered. Better communication of the visions and goals, and how they impact or benefit local residents is necessary."

"Have a cap on apartment development heights and densities to avoid overshadowing, privacy issues and traffic congestion."

"Growth and development is necessary, but not if we simply create more congestion issues in the process. Ingress and egress of traffic needs to accompany every major development and shouldn't cause greater issues for residents in the process."

"Adopt the principle of higher density residential development around public transport hubs to slow down the rate of urban expansion in Perth."

"Denser housing, less car-dependent living, greener city."

MARKYT◆ 35

Leadership and governance

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

Level of agreement
% of respondents

31%

Total Agree

- 🟩 Strongly agree
- 🟩 Agree
- ⬜ Neutral / Unsure
- 🟨 Disagree
- 🟧 Strongly disagree

43
28
21
3
5

Trend Analysis
% agree

2010	2012	2014	2016	2018	2020	2022	2023
31	41	48	42	29	29	40	31

MARKYT◆ Industry Standards
% agree

City of Melville	31
Industry High	50
Industry Average	27

Geographical variances
% agree

- 🟩 75-100
- 🟩 50-74
- 🟨 25-49
- 🟧 0-24

#	Suburb	Suburb	Ward
1	Applecross	27	
2	Brentwood	19	31
3	Mt Pleasant	36	
4	Bateman	31	
5	Kardinya	38	36
6	Murdoch	39	
7	Bicton	25	
8	Attadale	26	30
9	Alfred Cove	46	
10	Bull Creek	40	36
11	Leeming	33	
12	Ardross	23	
13	Booragoon	26	26
14	Myaree	34	
15	Winthrop	25	
16	Palmyra	29	
17	Melville	31	30
18	Willagee	28	

Community variances
% agree

Gender
Male	33
Female	29
Other#	**13**

Age
18-34 years	32
35-49 years	**26**
50-64 years	27
65+ years	**37**

Age of children
0-4 years	30
5-11 years	26
12-17 years	**23**
18+ years	24
No children	**33**

Disability & culture
Disability	28
First Nations#	31
Mainly speak LOTE	35

Home ownership
| Homeowner | 31 |
| Renting / other | 29 |

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 1782). # Small sample size (<20 respondents)

MARKYT◆

37

Council's leadership

Performance ratings
% of respondents

60% Positive rating*

43 Performance Index Score (out of 100)
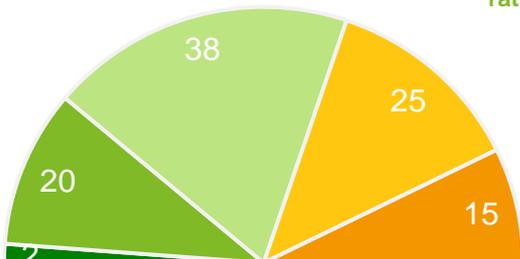
- 2 Excellent
- 20 Good
- 38 Okay
- 25 Poor
- 15 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
55	56	60	62	48	52	47	43

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	43
Industry High	61
Industry Average	44

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
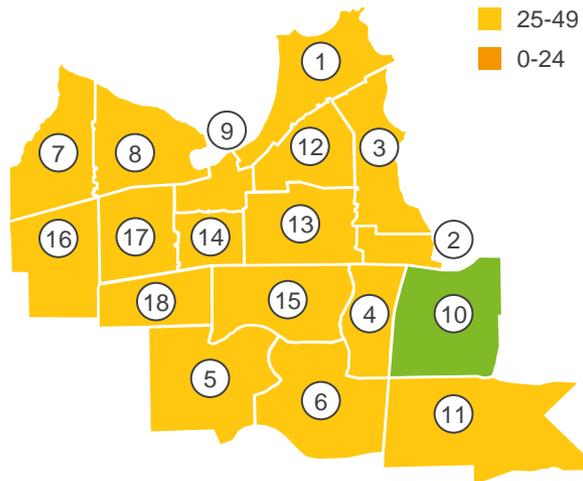
	Suburb	Ward
1	Applecross	40	
2	Brentwood	42	43
3	Mt Pleasant	46	
4	Bateman	47	
5	Kardinya	46	46
6	Murdoch	46	
7	Bicton	41	
8	Attadale	37	39
9	Alfred Cove	44	
10	Bull Creek	52	49
11	Leeming	47	
12	Ardross	35	
13	Booragoon	40	37
14	Myaree	32	
15	Winthrop	40	
16	Palmyra	45	
17	Melville	46	46
18	Willagee	46	
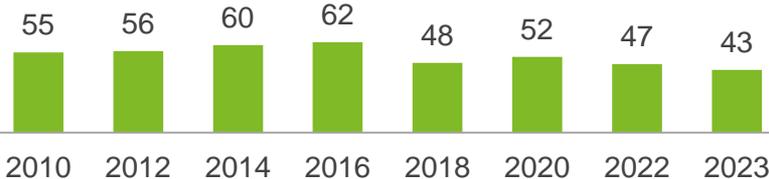
Community variances
Performance Index Score

Gender

Male	42
Female	44
Other#	21

Age

18-34 years	39
35-49 years	38
50-64 years	42
65+ years	48

Age of children

0-4 years	43
5-11 years	35
12-17 years	40
18+ years	41
No children	45

Disability & culture

Disability	42
First Nations#	25
Mainly speak LOTE	44

Home ownership

Homeowner	43
Renting / other	43

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1074).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Advocacy and lobbying on community's behalf to influence decisions and support local causes

Performance ratings
% of respondents

58%
Positive rating*

42
Performance Index Score
(out of 100)
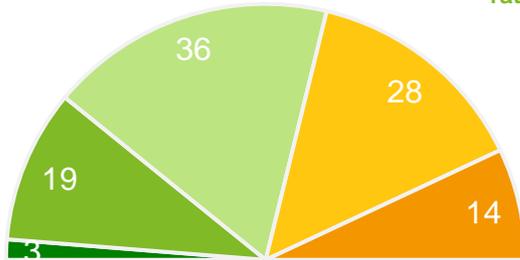
- Excellent
- Good
- Okay
- Poor
- Terrible

3 | 19 | 36 | 28 | 14

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	NA	46	42

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	42
Industry High	56
Industry Average	42

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
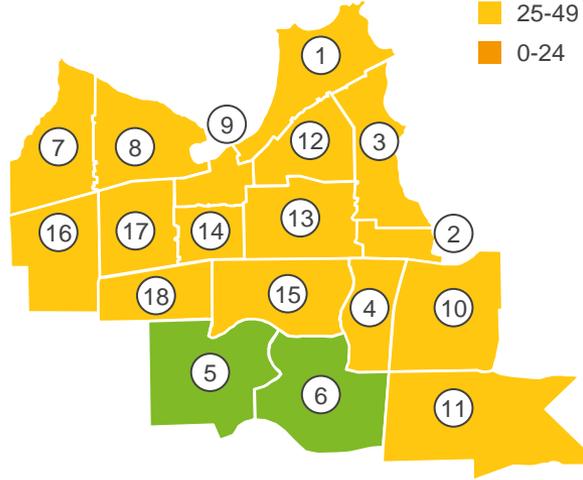
#	Suburb	Suburb	Ward
1	Applecross	35	
2	Brentwood	42	41
3	Mt Pleasant	46	
4	Bateman	45	
5	Kardinya	55	52
6	Murdoch	55	
7	Bicton	42	
8	Attadale	33	38
9	Alfred Cove	47	
10	Bull Creek	46	48
11	Leeming	49	
12	Ardross	37	
13	Booragoon	37	39
14	Myaree	41	
15	Winthrop	43	
16	Palmyra	43	
17	Melville	44	42
18	Willagee	35	

Community variances
Performance Index Score

Gender
Male	42
Female	42
Other#	31

Age
18-34 years	45
35-49 years	36
50-64 years	41
65+ years	46

Age of children
0-4 years	44
5-11 years	38
12-17 years	40
18+ years	38
No children	45

Disability & culture
Disability	40
First Nations#	26
Mainly speak LOTE	47

Home ownership
| Homeowner | 42 |
| Renting / other | 45 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 970).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆   39

Governing organisation

Performance ratings
% of respondents

87%
Positive rating*

61
Performance Index Score (out of 100)

- 7 Excellent
- 44 Good
- 35 Okay
- 9 Poor
- 4 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
61	70	73	74	59	67	65	61

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	61
Industry High	69
Industry Average	52
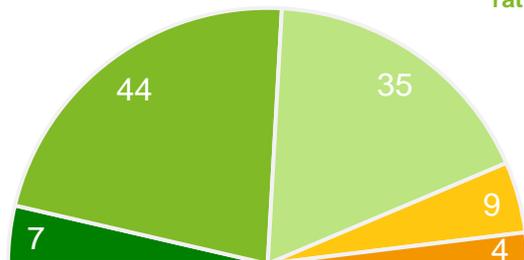
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
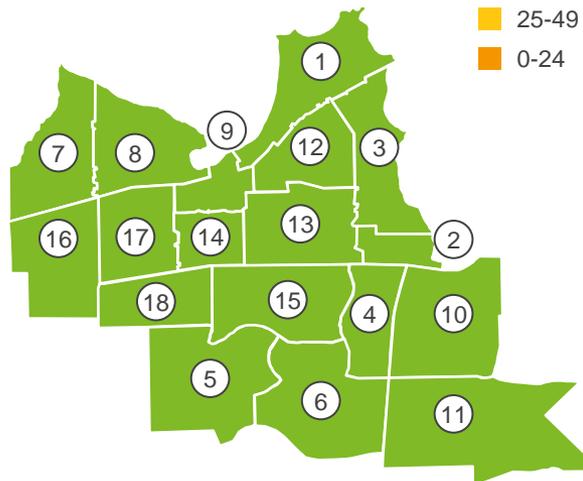
		Suburb	Ward
1	Applecross	55	
2	Brentwood	64	59
3	Mt Pleasant	60	
4	Bateman	66	
5	Kardinya	61	63
6	Murdoch	66	
7	Bicton	62	
8	Attadale	55	60
9	Alfred Cove	67	
10	Bull Creek	61	
11	Leeming	63	62
12	Ardross	52	
13	Booragoon	60	
14	Myaree	63	59
15	Winthrop	62	
16	Palmyra	64	
17	Melville	61	62
18	Willagee	61	
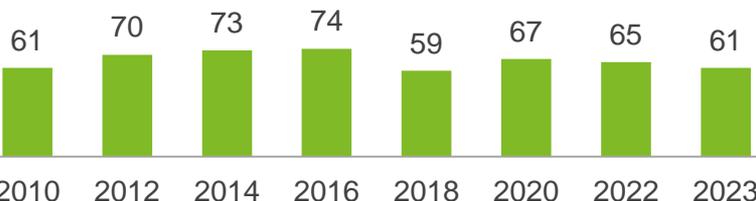
Community variances
Performance Index Score

Gender
Male	60
Female	62
Other#	51

Age
18-34 years	61
35-49 years	59
50-64 years	59
65+ years	63

Age of children
0-4 years	60
5-11 years	58
12-17 years	59
18+ years	56
No children	61

Disability & culture
Disability	58
First Nations#	48
Mainly speak LOTE	61

Home ownership
Homeowner	60
Renting / other	65

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1762).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Value for money from Council rates
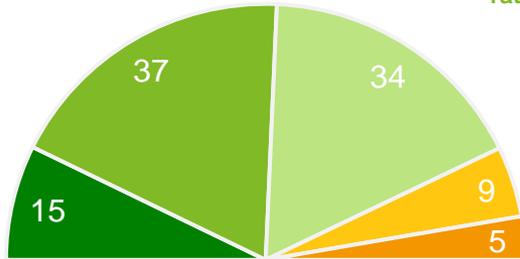
Performance ratings
% of respondents

76% — Positive rating*

52 — Performance Index Score (out of 100)

43 Okay
28 Good
6 Excellent
18 Poor
6 Terrible

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	64	65	56	55	57	52

MARKŸT Industry Standards
Performance Index Score

City of Melville	52
Industry High	58
Industry Average	42

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
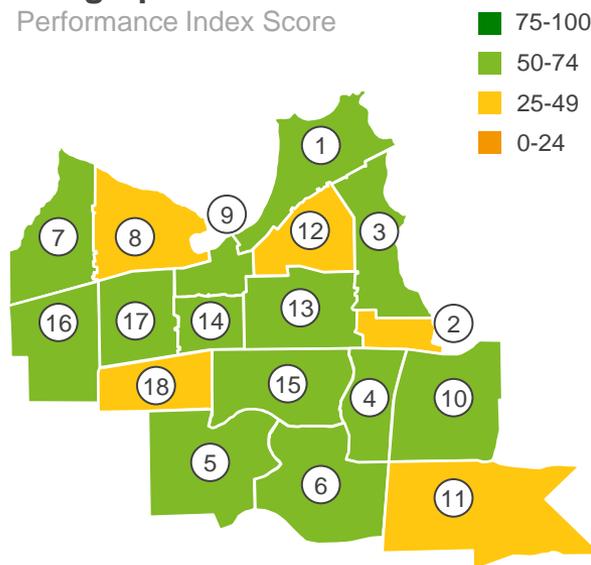
#	Suburb	Suburb	Ward
1	Applecross	50	
2	Brentwood	49	52
3	Mt Pleasant	54	
4	Bateman	55	
5	Kardinya	57	57
6	Murdoch	63	
7	Bicton	53	
8	Attadale	46	51
9	Alfred Cove	56	
10	Bull Creek	54	
11	Leeming	48	51
12	Ardross	43	
13	Booragoon	53	
14	Myaree	57	50
15	Winthrop	50	
16	Palmyra	58	
17	Melville	56	55
18	Willagee	49	

Community variances
Performance Index Score

Gender
Male	51
Female	54
Other#	38

Age
18-34 years	50
35-49 years	49
50-64 years	50
65+ years	59

Age of children
0-4 years	53
5-11 years	49
12-17 years	49
18+ years	45
No children	56

Disability & culture
Disability	48
First Nations#	46
Mainly speak LOTE	55

Home ownership
| Homeowner | 52 |
| Renting / other | 55 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1698).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

How the City embraces change, innovation and new technology

Performance ratings
% of respondents

72% Positive rating*

50 Performance Index Score (out of 100)
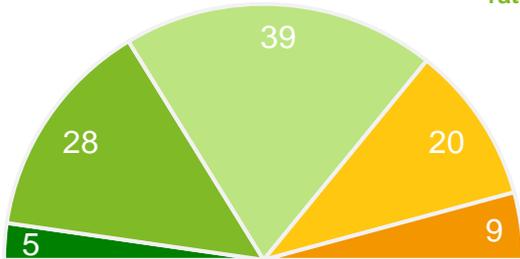
- 5 Excellent
- 28 Good
- 39 Okay
- 20 Poor
- 9 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	NA	53	50

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	50
Industry High	59
Industry Average	47

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
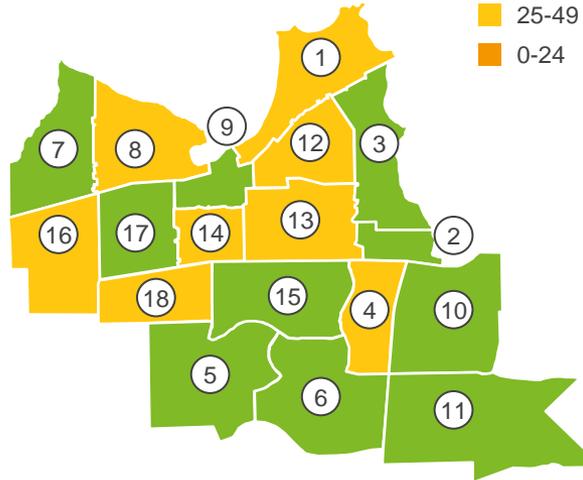
#	Suburb	Suburb	Ward
1	Applecross	47	
2	Brentwood	52	52
3	Mt Pleasant	55	
4	Bateman	49	
5	Kardinya	54	53
6	Murdoch	56	
7	Bicton	50	
8	Attadale	42	46
9	Alfred Cove	52	
10	Bull Creek	56	56
11	Leeming	55	
12	Ardross	46	
13	Booragoon	45	47
14	Myaree	46	
15	Winthrop	51	
16	Palmyra	49	
17	Melville	56	51
18	Willagee	44	

Community variances
Performance Index Score

Gender
Male	49
Female	52
Other#	35

Age
18-34 years	47
35-49 years	46
50-64 years	50
65+ years	56

Age of children
0-4 years	48
5-11 years	46
12-17 years	50
18+ years	50
No children	52

Disability & culture
Disability	48
First Nations#	42
Mainly speak LOTE	50

Home ownership
Homeowner	50
Renting / other	50

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1014).
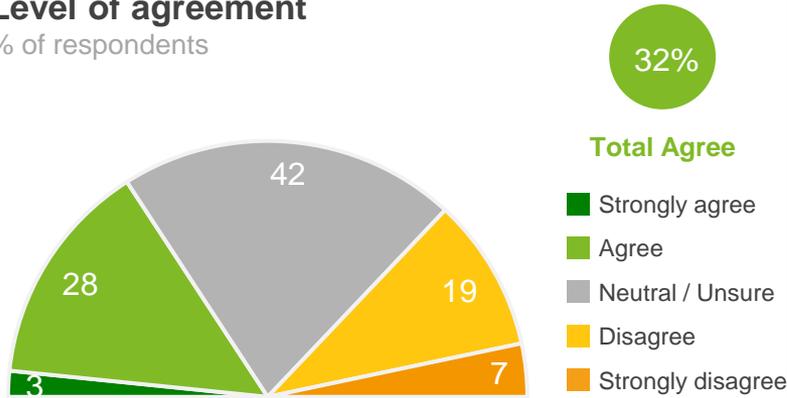* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Customer service

Performance ratings
% of respondents

86% Positive rating*

62 Performance Index Score (out of 100)

- 15 Excellent
- 37 Good
- 34 Okay
- 9 Poor
- 5 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	NA	65	62

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	62
Industry High	68
Industry Average	56

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
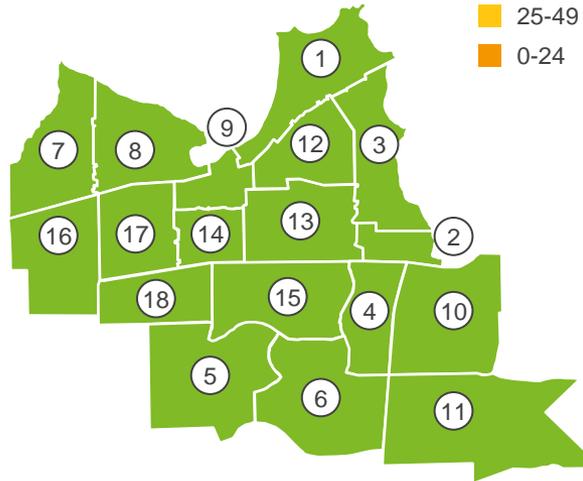
	Suburb	Ward
1	Applecross	60	
2	Brentwood	72	60
3	Mt Pleasant	57	
4	Bateman	64	
5	Kardinya	67	66
6	Murdoch	66	
7	Bicton	62	
8	Attadale	58	61
9	Alfred Cove	68	
10	Bull Creek	58	
11	Leeming	64	62
12	Ardross	56	
13	Booragoon	58	59
14	Myaree	70	
15	Winthrop	56	
16	Palmyra	63	
17	Melville	64	64
18	Willagee	65	

Community variances
Performance Index Score

Gender
Male	60
Female	63
Other#	39

Age
18-34 years	63
35-49 years	59
50-64 years	60
65+ years	64

Age of children
0-4 years	64
5-11 years	60
12-17 years	59
18+ years	56
No children	63

Disability & culture
Disability	60
First Nations#	55
Mainly speak LOTE	64

Home ownership
Homeowner	62
Renting / other	60

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1341).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Community engagement

How the community is engaged on local issues

Performance ratings
% of respondents

64% Positive rating*

46 Performance Index Score (out of 100)
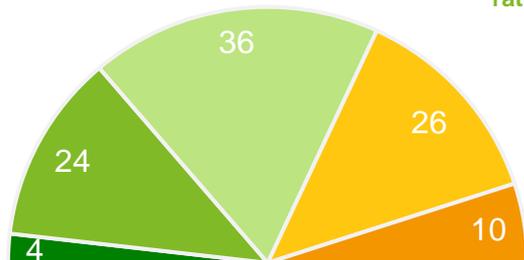
- 4 Excellent
- 24 Good
- 36 Okay
- 26 Poor
- 10 Terrible

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010-2022: How the community is consulted on local issues

2010	2012	2014	2016	2018	2020	2022	2023
52	51	56	55	45	48	47	46

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	46
Industry High^	55
Industry Average^	40

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
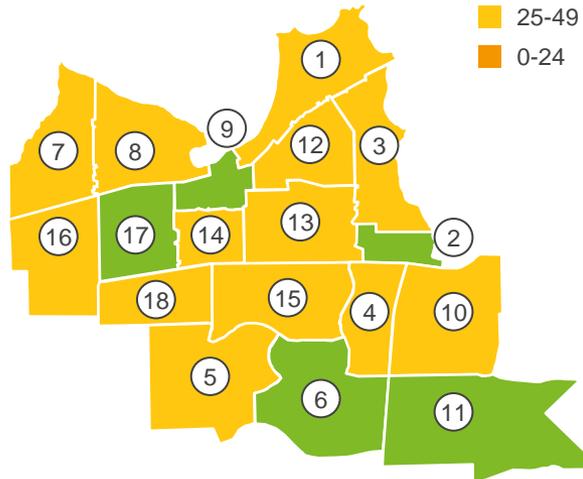
	Suburb	Ward
1	Applecross	39	
2	Brentwood	51	44
3	Mt Pleasant	47	
4	Bateman	44	
5	Kardinya	48	48
6	Murdoch	57	
7	Bicton	48	
8	Attadale	40	45
9	Alfred Cove	53	
10	Bull Creek	47	
11	Leeming	52	50
12	Ardross	42	
13	Booragoon	49	
14	Myaree	46	45
15	Winthrop	42	
16	Palmyra	44	
17	Melville	51	48
18	Willagee	47	

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	46	0-4 years	45	Disability	45
Female	47	5-11 years	44	First Nations#	47
Other#	**28**	12-17 years	48	Mainly speak LOTE	47
Age		18+ years	46		
18-34 years	44	No children	48	**Home ownership**	
35-49 years	44			Homeowner	46
50-64 years	47			Renting / other	44
65+ years	49				

Q. **How would you rate performance in the following areas?** Base: All respondents, excludes 'unsure' and 'no response' (n = 1212).
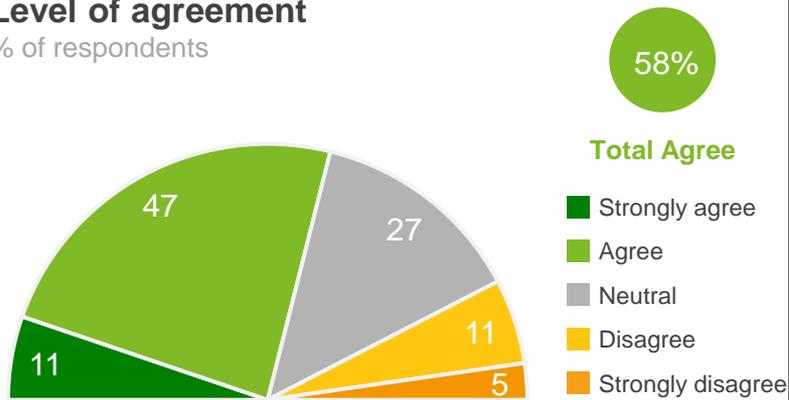 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)
^ How the community is consulted on local issues

MARKYT◆

The City has a good understanding of community needs

Level of agreement
% of respondents

32%

Total Agree

- ■ Strongly agree
- ■ Agree
- ■ Neutral / Unsure
- ■ Disagree
- ■ Strongly disagree

3 28 42 19 7

Trend Analysis
% agree

2010	2012	2014	2016	2018	2020	2022	2023
42	47	51	50	27	34	42	32

MARKYT◆ Industry Standards
% agree

City of Melville	32
Industry High	58
Industry Average	28

Geographical variances
% agree

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24
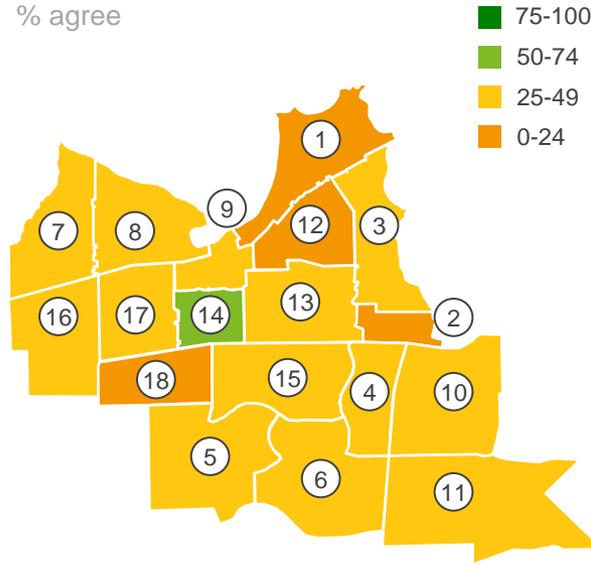
	Suburb	Ward
1	Applecross	20	
2	Brentwood	23	26
3	Mt Pleasant	31	
4	Bateman	45	
5	Kardinya	35	39
6	Murdoch	44	
7	Bicton	31	
8	Attadale	27	32
9	Alfred Cove	45	
10	Bull Creek	32	
11	Leeming	28	30
12	Ardross	21	
13	Booragoon	28	
14	Myaree	51	30
15	Winthrop	30	
16	Palmyra	40	
17	Melville	39	35
18	Willagee	22	

Community variances
% agree

Gender

Male	31
Female	33
Other#	**23**

Age

18-34 years	32
35-49 years	31
50-64 years	29
65+ years	35

Age of children

0-4 years	33
5-11 years	26
12-17 years	29
18+ years	25
No children	34

Disability & culture

Disability	27
First Nations#	29
Mainly speak LOTE	25

Home ownership

| Homeowner	32
Renting / other	33

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 1787). # Small sample size (<20 respondents)

Performance ratings
% of respondents

67% Positive rating*

49 Performance Index Score (out of 100)

- 7 Excellent
- 26 Good
- 34 Okay
- 24 Poor
- 9 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
58	56	60	62	50	57	52	49

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	49
Industry High	62
Industry Average	45

Geographical variances
Performance Index Score

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

	Suburb	Ward
1 Applecross	41	
2 Brentwood	47	46
3 Mt Pleasant	49	
4 Bateman	48	
5 Kardinya	50	51
6 Murdoch	58	
7 Bicton	53	
8 Attadale	45	49
9 Alfred Cove	53	
10 Bull Creek	50	53
11 Leeming	56	
12 Ardross	49	
13 Booragoon	44	47
14 Myaree	45	
15 Winthrop	50	
16 Palmyra	51	
17 Melville	54	52
18 Willagee	50	
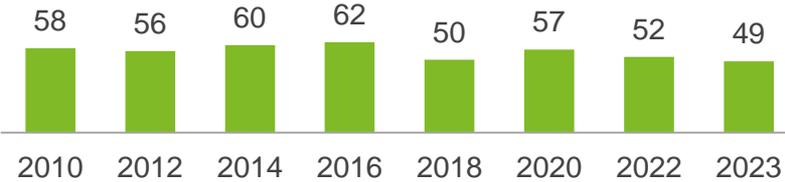
Community variances
Performance Index Score

Gender

Male	50
Female	50
Other#	20

Age

18-34 years	48
35-49 years	46
50-64 years	49
65+ years	53

Age of children

0-4 years	48
5-11 years	50
12-17 years	48
18+ years	48
No children	51

Disability & culture

Disability	47
First Nations#	46
Mainly speak LOTE	50

Home ownership

Homeowner	50
Renting / other	40

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1419).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

The City clearly explains reasons for decisions and how community views have been taken into account

Level of agreement
% of respondents

23%

Total Agree

46
20
2
23
8

- Strongly agree
- Agree
- Neutral / Unsure
- Disagree
- Strongly disagree

Trend Analysis
% agree

2010	2012	2014	2016	2018	2020	2022	2023
35	40	41	40	26	31	29	23

MARKYT◆ Industry Standards
% agree

City of Melville	23
Industry High	39
Industry Average	22

Geographical variances
% agree

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

		Suburb	Ward
1	Applecross	25	
2	Brentwood	16	20
3	Mt Pleasant	18	
4	Bateman	32	
5	Kardinya	29	31
6	Murdoch	34	
7	Bicton	21	
8	Attadale	14	21
9	Alfred Cove	37	
10	Bull Creek	27	
11	Leeming	27	27
12	Ardross	14	
13	Booragoon	14	
14	Myaree	34	19
15	Winthrop	22	
16	Palmyra	19	
17	Melville	25	22
18	Willagee	22	

Community variances
% agree

Gender
Male	24
Female	22
Other#	3

Age
18-34 years	20
35-49 years	23
50-64 years	21
65+ years	25

Age of children
0-4 years	28
5-11 years	21
12-17 years	21
18+ years	21
No children	22

Disability & culture
Disability	17
First Nations#	29
Mainly speak LOTE	23

Home ownership
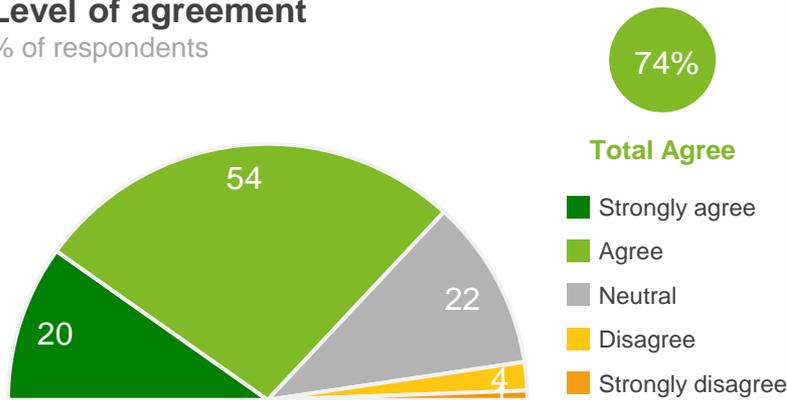| Homeowner | 23 |
| Renting / other | 19 |

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 1789). # Small sample size (<20 respondents)

MARKYT◆

Belonging, connection and purpose

I feel like I belong in my local community

Level of agreement
% of respondents

58%

Total Agree

- 11 Strongly agree
- 47 Agree
- 27 Neutral
- 11 Disagree
- 5 Strongly disagree

Trend Analysis
% agree

2013	2015	2017	2019	2021	2023
71	79	57	NA	NA	58

MARKŸT◆ Industry Standards
% agree

City of Melville	58
Industry High	64
Industry Average	56

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24
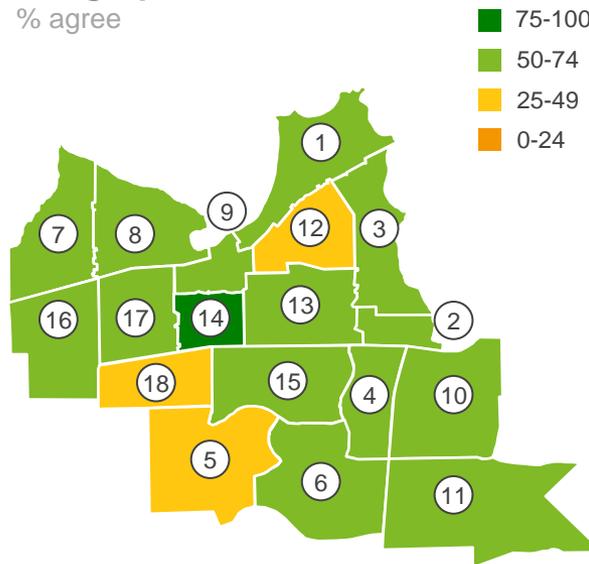
		Suburb	Ward
1	Applecross	54	
2	Brentwood	69	56
3	Mt Pleasant	55	
4	Bateman	61	
5	Kardinya	46	53
6	Murdoch	66	
7	Bicton	72	
8	Attadale	61	64
9	Alfred Cove	58	
10	Bull Creek	56	60
11	Leeming	64	
12	Ardross	42	
13	Booragoon	63	
14	Myaree	77	55
15	Winthrop	51	
16	Palmyra	65	
17	Melville	56	56
18	Willagee	39	

Community variances
% agree

Gender

Male	54
Female	62
Other#	23

Age

18-34 years	47
35-49 years	55
50-64 years	60
65+ years	65

Age of children

0-4 years	51
5-11 years	56
12-17 years	61
18+ years	54
No children	60

Disability & culture

Disability	45
First Nations#	49
Mainly speak LOTE	55

Home ownership

Homeowner	59
Renting / other	49

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 863). # Small sample size (<20 respondents)

MARKŸT◆

50

Involvement with clubs, groups and associations

How many clubs, groups or associations have you been actively involved with over the past 12 months?
% of respondents

None	1	2	3	4	5	6	7+
24	23	21	19	7	4	1	2
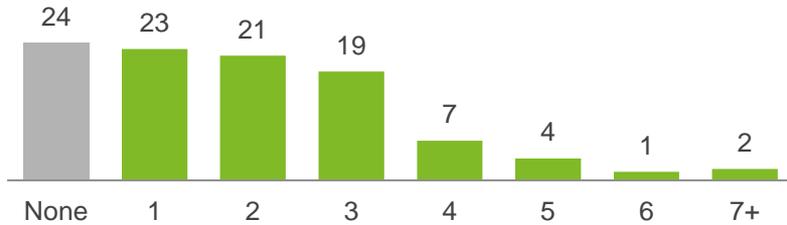
Trend Analysis
% belonging to 1+ groups

2017	2019	2021	2023
NA	NA	NA	76

MARKYT◆ Industry Standards
% belonging to 1+ groups

City of Melville	76
Industry High	NA
Industry Average	NA

Geographical variances
% belonging to 1+ groups

- 75-100
- 50-74
- 25-49
- 0-24
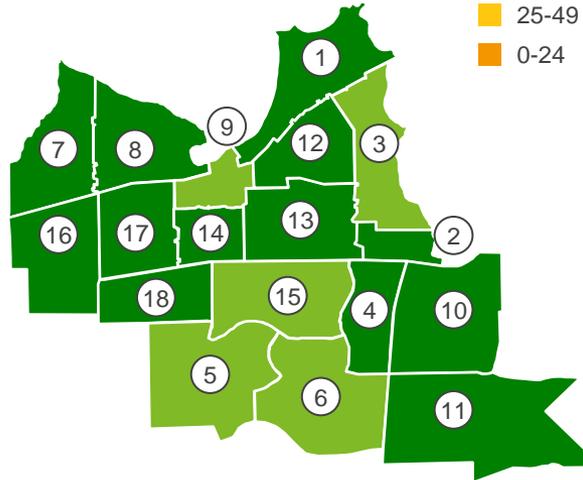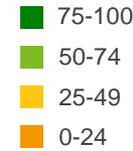
	Suburb	Ward
1 Applecross	79	
2 Brentwood	96	72
3 Mt Pleasant	59	
4 Bateman	90	
5 Kardinya	72	76
6 Murdoch	69	
7 Bicton	79	
8 Attadale	82	79
9 Alfred Cove	72	
10 Bull Creek	82	79
11 Leeming	77	
12 Ardross	75	
13 Booragoon	78	72
14 Myaree	81	
15 Winthrop	59	
16 Palmyra	76	
17 Melville	85	80
18 Willagee	79	

Community variances
% belonging to 1+ groups

Gender
Male	72
Female	80
Other#	100

Age
18-34 years	64
35-49 years	76
50-64 years	75
65+ years	85

Age of children
0-4 years	69
5-11 years	85
12-17 years	80
18+ years	75
No children	78

Disability & culture
Disability	80
First Nations#	73
Mainly speak LOTE	73

Home ownership
Homeowner	77
Renting / other	69

Education
Secondary	73
TAFE	80
Undergraduate	77
Postgraduate	76

Employment
Full-time	68
Casual / part-time	84
Self employed	81

Q. **In the past 12 months, how many clubs, groups or associations have you been actively involved with?**
Base: All respondents, excludes 'no response' (n = 830). # Small sample size (<20 respondents)

MARKYT◆   51

I feel like my life has a sense of purpose

Level of agreement
% of respondents
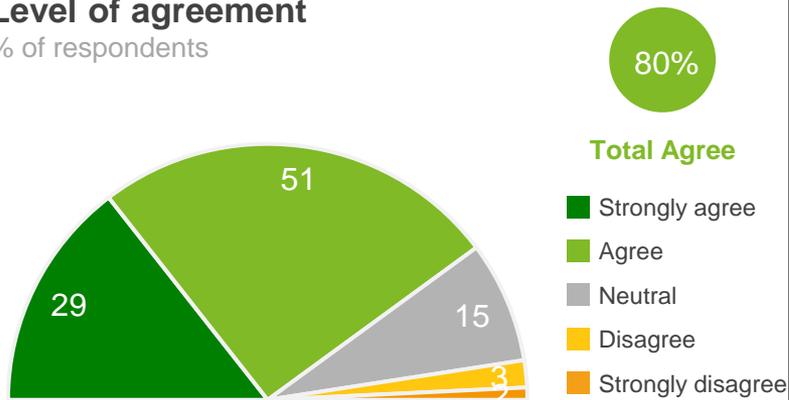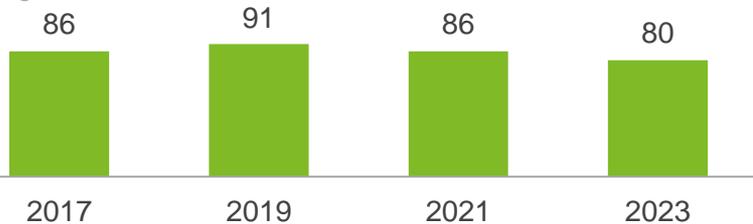
80%

Total Agree

51
29
15
3

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

Trend Analysis
% agree

2017	2019	2021	2023
86	91	86	80

MARKYT◆ Industry Standards
% agree

City of Melville	80
Industry High	80
Industry Average	74

## Geographical variances
% agree

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24
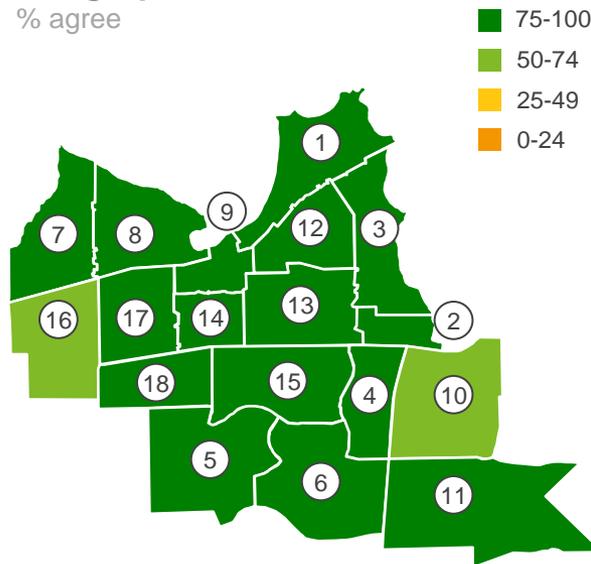
		Suburb	Ward
1	Applecross	77	
2	Brentwood	93	81
3	Mt Pleasant	80	
4	Bateman	84	
5	Kardinya	91	88
6	Murdoch	82	
7	Bicton	85	
8	Attadale	83	83
9	Alfred Cove	80	
10	Bull Creek	69	
11	Leeming	81	75
12	Ardross	82	
13	Booragoon	76	
14	Myaree	80	80
15	Winthrop	84	
16	Palmyra	69	
17	Melville	79	74
18	Willagee	75	

Community variances
% agree

Gender

Male	80
Female	80
Other#	45

Age

18-34 years	74
35-49 years	84
50-64 years	83
65+ years	76

Age of children

0-4 years	85
5-11 years	87
12-17 years	84
18+ years	81
No children	76

Disability & culture

Disability	64
First Nations#	85
Mainly speak LOTE	73

Home ownership

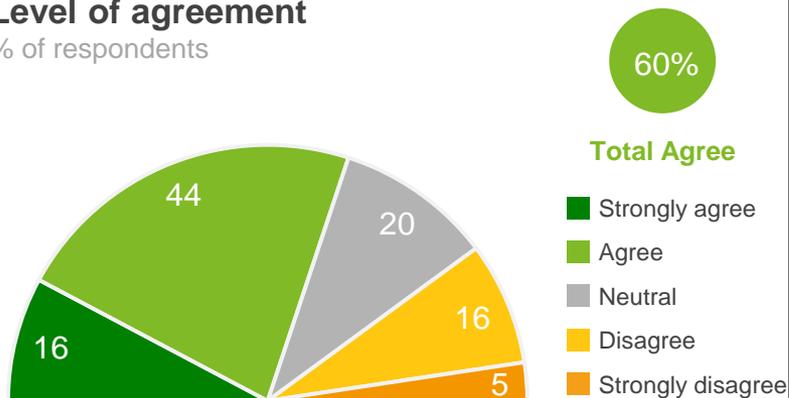| Homeowner	81
Renting / other	64

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 872). # Small sample size (<20 respondents)

MARKYT◆

I feel valued and appreciated by others

Level of agreement
% of respondents

74%

Total Agree

- 54 Agree
- 20 Strongly agree
- 22 Neutral
- 4 Disagree

Legend:
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Trend Analysis
% agree

2017	2019	2021	2023
66	89	81	74
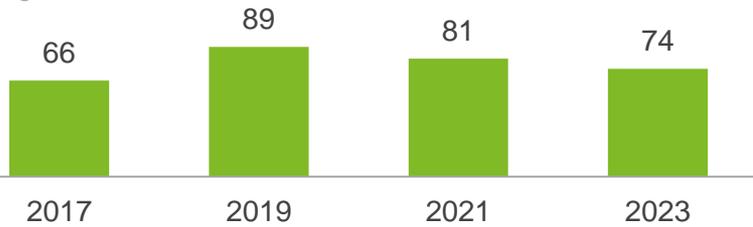
MARKŸT Industry Standards
% agree

City of Melville	74
Industry High	NA
Industry Average	NA

Geographical variances
% agree

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
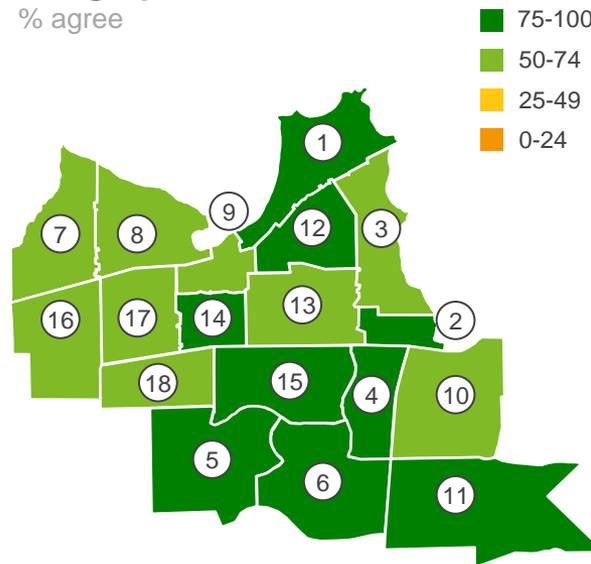
	Suburb	Ward
1	Applecross	75	
2	Brentwood	83	76
3	Mt Pleasant	74	
4	Bateman	84	
5	Kardinya	90	89
6	Murdoch	90	
7	Bicton	70	
8	Attadale	68	69
9	Alfred Cove	68	
10	Bull Creek	74	77
11	Leeming	81	
12	Ardross	78	
13	Booragoon	63	74
14	Myaree	81	
15	Winthrop	81	
16	Palmyra	63	
17	Melville	72	67
18	Willagee	67	

Community variances
% agree

Gender

Male	74
Female	75
Other#	32

Age

18-34 years	68
35-49 years	72
50-64 years	79
65+ years	74

Age of children

0-4 years	72
5-11 years	76
12-17 years	76
18+ years	74
No children	72

Disability & culture

Disability	56
First Nations#	76
Mainly speak LOTE	78

Home ownership

Homeowner	75
Renting / other	59

Q. **How strongly do you agree or disagree with the following statements?**
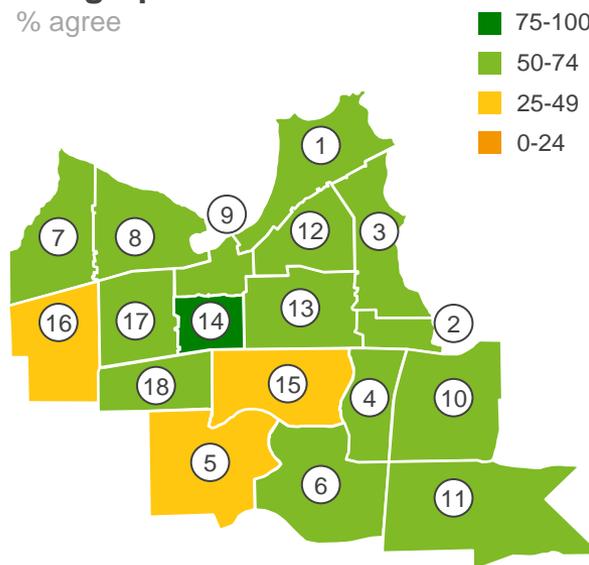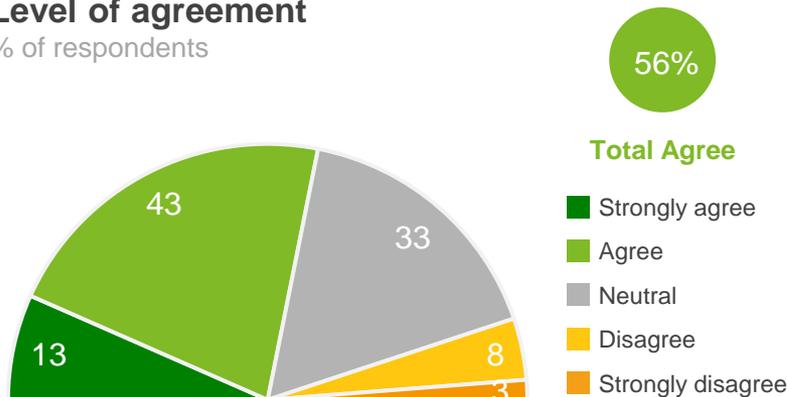Base: All respondents, excludes 'no response' (n = 868). # Small sample size (<20 respondents)

MARKŸT

53

Performance ratings
% of respondents

85% Positive rating*

63 Performance Index Score (out of 100)

- 18 Excellent
- 32 Very good
- 34 Good
- 12 Fair
- 3 Poor

Trend Analysis
Index Score

2020	2023
61	63

MARKYT® Industry Standards
Index Score

City of Melville	63
Industry Average^	58
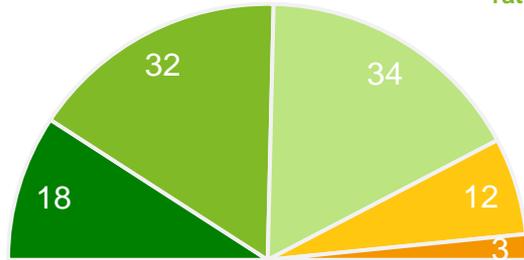
Geographical variances
Index Score

- 75-100
- 50-74
- 25-49
- 0-24
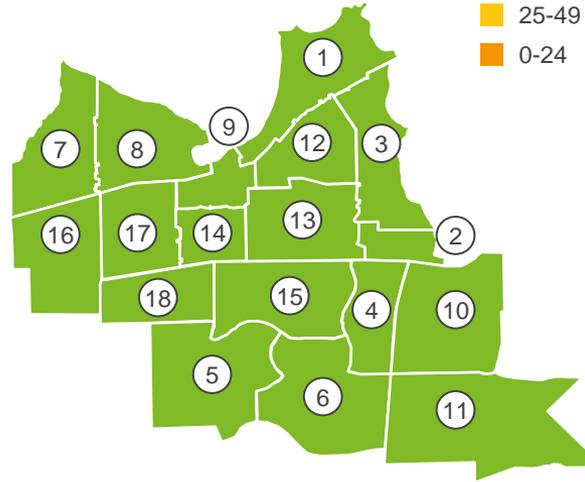
	Suburb	Ward
1	Applecross	61	
2	Brentwood	67	65
3	Mt Pleasant	67	
4	Bateman	66	
5	Kardinya	64	63
6	Murdoch	57	
7	Bicton	67	
8	Attadale	63	63
9	Alfred Cove	58	
10	Bull Creek	58	
11	Leeming	65	62
12	Ardross	64	
13	Booragoon	58	
14	Myaree	71	61
15	Winthrop	56	
16	Palmyra	59	
17	Melville	69	62
18	Willagee	56	

Community variances
Index Score

Gender
Male	61
Female	64
Other#	75

Age
18-34 years	60
35-49 years	61
50-64 years	64
65+ years	65

Age of children
0-4 years	60
5-11 years	59
12-17 years	62
18+ years	63
No children	63

Disability & culture
Disability	56
First Nations#	59
Mainly speak LOTE	63

Home ownership
| Homeowner | 63 |
| Renting / other | 58 |

Education
Secondary	65
TAFE	60
Undergraduate	64
Postgraduate	62

Employment
Full-time	60
Casual / part-time	63
Self employed	72

Q. **Currently, how good is your life in relation to these areas?** Base: All respondents, excludes 'no response' (n = 884).

* Positive Rating = excellent, very good + good # Small sample size (<20 respondents)

^ Source: CATALYSE®, 2020, *MARKYT® Community Resilience Scorecard*

There is strong community spirit in my local area

Level of agreement
% of respondents
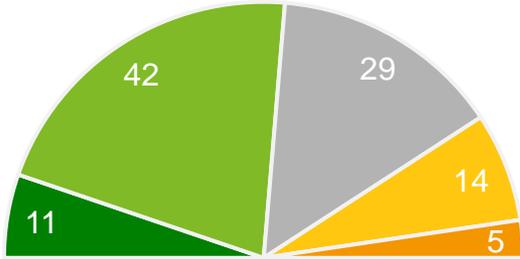
53%

Total Agree

- 42 Agree
- 29 Neutral
- 14 Disagree
- 11 Strongly agree
- 5 Strongly disagree

■	Strongly agree
■	Agree
■	Neutral
■	Disagree
■	Strongly disagree

Trend Analysis
% agree

2013	2015	2017	2019	2021	2023
66	69	46	NA	NA	53

MARKYT◆ Industry Standards
% agree

City of Melville	53
Industry High	65
Industry Average	52

Geographical variances
% agree

■	75-100
■	50-74
■	25-49
■	0-24
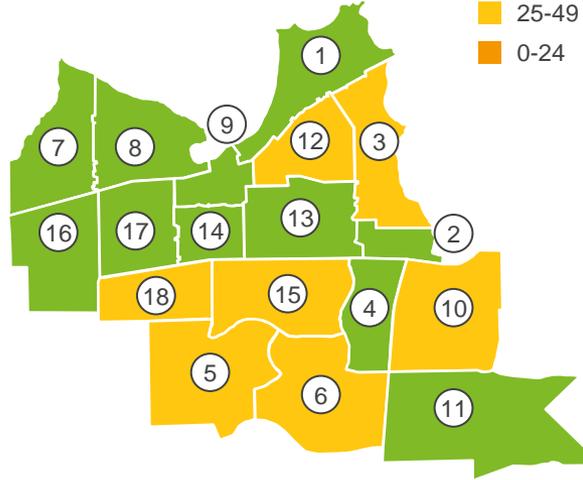
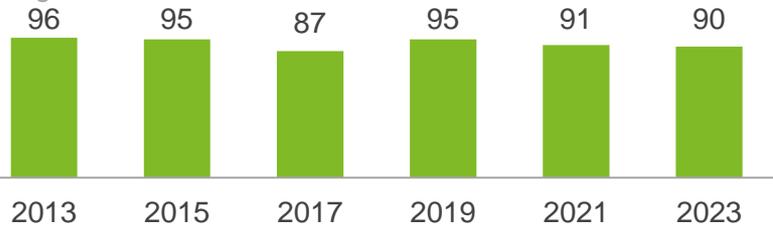|		Suburb	Ward
1	Applecross	52	
2	Brentwood	50	48
3	Mt Pleasant	44	
4	Bateman	52	
5	Kardinya	39	43
6	Murdoch	41	
7	Bicton	69	
8	Attadale	52	57
9	Alfred Cove	50	
10	Bull Creek	49	55
11	Leeming	61	
12	Ardross	47	
13	Booragoon	54	51
14	Myaree	72	
15	Winthrop	40	
16	Palmyra	71	
17	Melville	53	57
18	Willagee	37	
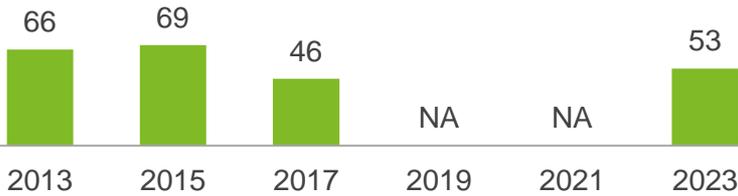
Community variances
% agree

Gender

Male	48
Female	57
Other#	25

Age

18-34 years	49
35-49 years	52
50-64 years	51
65+ years	57

Age of children

0-4 years	59
5-11 years	58
12-17 years	56
18+ years	45
No children	51

Disability & culture

Disability	51
First Nations#	19
Mainly speak LOTE	37

Home ownership

Homeowner	53
Renting / other	46

MARKYT◆

I know my neighbours well

Level of agreement
% of respondents

60%

Total Agree

- 16 Strongly agree
- 44 Agree
- 20 Neutral
- 16 Disagree
- 5 Strongly disagree

Trend Analysis
% agree

2017	2019	2021	2023
NA	NA	NA	60

MARKÝT Industry Standards
% agree

City of Melville	60
Industry High	NA
Industry Average	NA

Geographical variances
% agree

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

	Suburb	Ward
1	Applecross	64	
2	Brentwood	59	61
3	Mt Pleasant	58	
4	Bateman	62	
5	Kardinya	49	57
6	Murdoch	74	
7	Bicton	60	
8	Attadale	60	62
9	Alfred Cove	68	
10	Bull Creek	71	
11	Leeming	67	69
12	Ardross	57	
13	Booragoon	61	
14	Myaree	79	58
15	Winthrop	45	
16	Palmyra	43	
17	Melville	72	56
18	Willagee	51	

Community variances
% agree

Gender

Male	63
Female	59
Other#	**12**

Age

18-34 years	53
35-49 years	54
50-64 years	66
65+ years	64

Age of children

0-4 years	58
5-11 years	60
12-17 years	60
18+ years	62
No children	59

Disability & culture

Disability	**51**
First Nations#	65
Mainly speak LOTE	**52**

Home ownership

Homeowner	62
Renting / other	**41**

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 884). # Small sample size (<20 respondents)

I would like to get to know my neighbours better

Level of agreement
% of respondents

56%

Total Agree

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

13	Strongly agree
43	Agree
33	Neutral
8	Disagree
3	Strongly disagree

Trend Analysis
% agree

2017	2019	2021	2023
NA	NA	NA	56
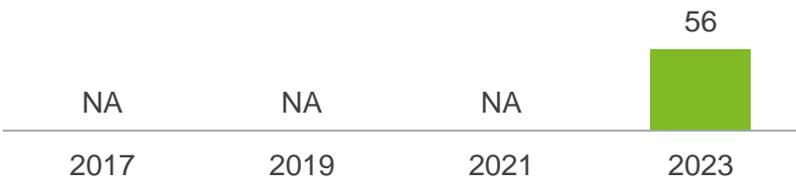
MARKẎT Industry Standards
% agree

City of Melville	56
Industry High	NA
Industry Average	NA

Geographical variances
% agree

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24
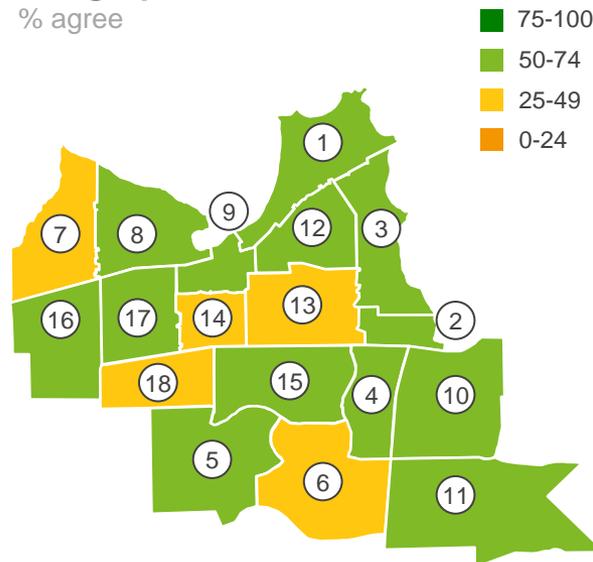
		Suburb	Ward
1	Applecross	57	
2	Brentwood	51	56
3	Mt Pleasant	57	
4	Bateman	63	
5	Kardinya	68	61
6	Murdoch	33	
7	Bicton	40	
8	Attadale	57	52
9	Alfred Cove	59	
10	Bull Creek	59	
11	Leeming	58	58
12	Ardross	57	
13	Booragoon	48	
14	Myaree	34	55
15	Winthrop	70	
16	Palmyra	65	
17	Melville	56	58
18	Willagee	49	

Community variances
% agree
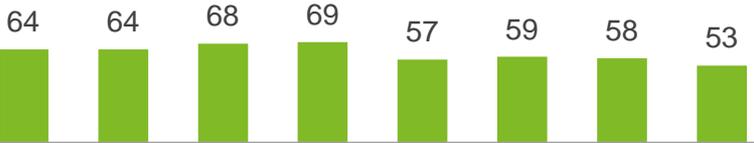
Gender		Age of children		Disability & culture	
Male	52	0-4 years	**66**	Disability	62
Female	61	5-11 years	**65**	First Nations#	**16**
Other#	**44**	12-17 years	56	Mainly speak LOTE	**70**
Age		18+ years	52		
18-34 years	**63**	No children	54	**Home ownership**	
35-49 years	**63**			Homeowner	55
50-64 years	54			Renting / other	63
65+ years	**47**				

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 868). # Small sample size (<20 respondents)

Community development

The City of Melville is a good place to raise a family

Level of agreement
% of respondents

90%

Total Agree

- 39 Strongly agree
- 51 Agree
- 9 Neutral
- Disagree
- Strongly disagree

Trend Analysis
% agree

2013	2015	2017	2019	2021	2023
96	95	87	95	91	90

MARKYT◆ Industry Standards
% agree

City of Melville	90
Industry High	NA
Industry Average	NA

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24
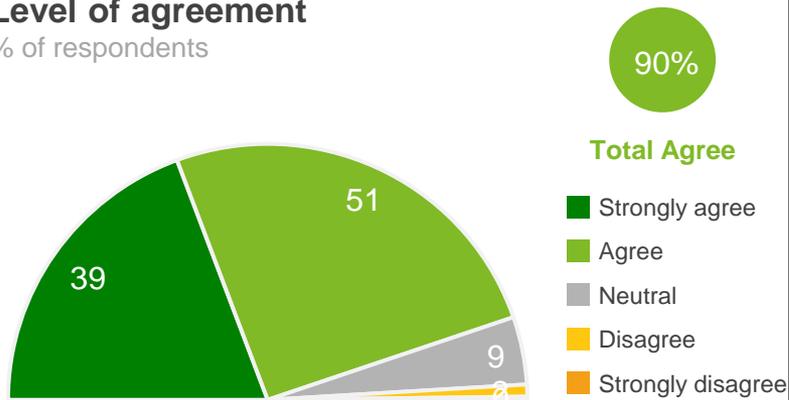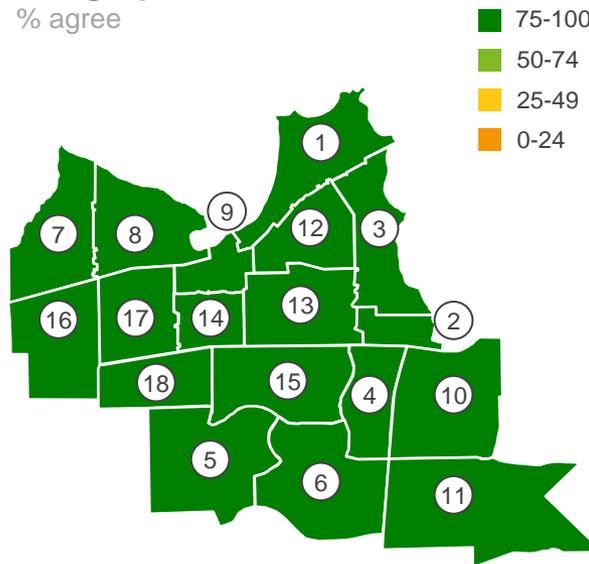
#	Suburb	Suburb	Ward
1	Applecross	90	
2	Brentwood	93	92
3	Mt Pleasant	94	
4	Bateman	84	
5	Kardinya	95	91
6	Murdoch	91	
7	Bicton	89	
8	Attadale	86	87
9	Alfred Cove	88	
10	Bull Creek	87	90
11	Leeming	92	
12	Ardross	90	
13	Booragoon	81	
14	Myaree	100	89
15	Winthrop	93	
16	Palmyra	95	
17	Melville	87	89
18	Willagee	81	

Community variances
% agree

Gender

Male	91
Female	89
Other#	52

Age

18-34 years	89
35-49 years	88
50-64 years	90
65+ years	91

Age of children

0-4 years	91
5-11 years	88
12-17 years	92
18+ years	89
No children	89

Disability & culture

Disability	81
First Nations#	76
Mainly speak LOTE	93

Home ownership

Homeowner	90
Renting / other	81

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 845). # Small sample size (<20 respondents)
Note: 2013: % agree the City is a suitable place to raise children; 2015, 2017: % happy with CoM as a place to raise a family

Services and facilities for families and children

Performance ratings
% of respondents

88% Positive rating*

64 Performance Index Score (out of 100)

Pie chart values:
- Excellent: 11
- Good: 49
- Okay: 27
- Poor: 9
- Terrible: 3

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	NA	64	64

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	64
Industry High	68
Industry Average	54

Geographical variances
Performance Index Score

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
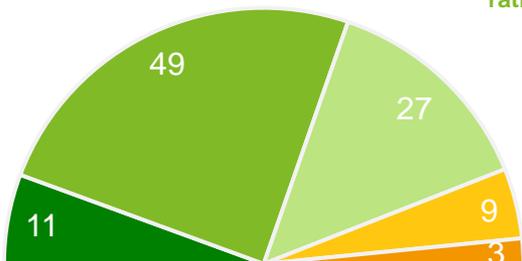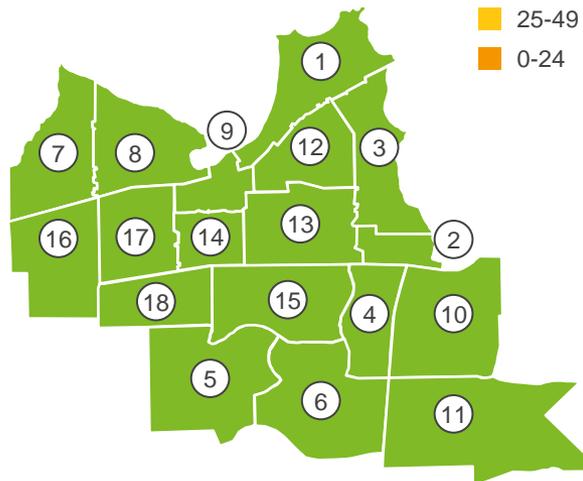
#	Suburb	Suburb	Ward
1	Applecross	63	
2	Brentwood	62	63
3	Mt Pleasant	63	
4	Bateman	67	
5	Kardinya	62	63
6	Murdoch	59	
7	Bicton	66	
8	Attadale	59	63
9	Alfred Cove	65	
10	Bull Creek	71	
11	Leeming	64	67
12	Ardross	61	
13	Booragoon	61	
14	Myaree	68	62
15	Winthrop	61	
16	Palmyra	68	
17	Melville	73	68
18	Willagee	61	

Community variances
Performance Index Score

Gender
Male	64
Female	65
Other#	67

Age
18-34 years	64
35-49 years	60
50-64 years	64
65+ years	68

Age of children
0-4 years	62
5-11 years	**58**
12-17 years	61
18+ years	62
No children	68

Disability & culture
Disability	62
First Nations#	**43**
Mainly speak LOTE	63

Home ownership
| Homeowner | 64 |
| Renting / other | 67 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1295).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Services and facilities for youth

Performance ratings
% of respondents

76% Positive rating*

53 Performance Index Score (out of 100)

- 5 Excellent
- 32 Good
- 39 Okay
- 18 Poor
- 6 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
64	64	68	69	57	59	58	53

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	53
Industry High	65
Industry Average	48
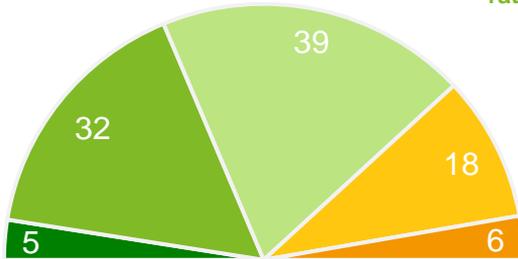
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
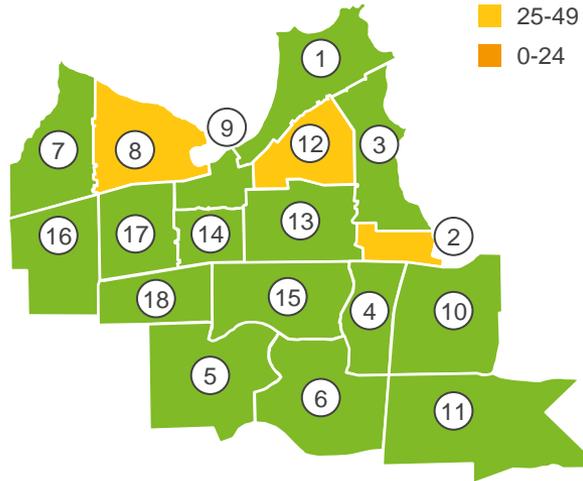
#		Suburb	Ward
1	Applecross	55	
2	Brentwood	40	54
3	Mt Pleasant	55	
4	Bateman	56	
5	Kardinya	52	54
6	Murdoch	56	
7	Bicton	52	
8	Attadale	47	49
9	Alfred Cove	51	
10	Bull Creek	59	
11	Leeming	54	57
12	Ardross	47	
13	Booragoon	54	
14	Myaree	58	53
15	Winthrop	54	
16	Palmyra	55	
17	Melville	58	56
18	Willagee	52	

Community variances
Performance Index Score

Gender
Male	56
Female	52
Other#	23

Age
18-34 years	53
35-49 years	50
50-64 years	52
65+ years	59

Age of children
0-4 years	55
5-11 years	48
12-17 years	47
18+ years	50
No children	57

Disability & culture
Disability	50
First Nations#	46
Mainly speak LOTE	55

Home ownership
Homeowner	53
Renting / other	53

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 977).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

61

The City of Melville is a good place to grow old

Level of agreement
% of respondents

81%

Total Agree

- 30 Strongly agree
- 50 Agree
- 15 Neutral
- Disagree
- 3 Strongly disagree

Trend Analysis
% agree

2013	2015	2017	2019	2021	2023
NA	93	79	89	85	81

MARKYT◆ Industry Standards
% agree

City of Melville	81
Industry High	NA
Industry Average	NA

Geographical variances
% agree

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

	Suburb	Ward
1 Applecross	75	
2 Brentwood	86	84
3 Mt Pleasant	90	
4 Bateman	86	
5 Kardinya	82	83
6 Murdoch	86	
7 Bicton	78	
8 Attadale	88	83
9 Alfred Cove	78	
10 Bull Creek	79	79
11 Leeming	80	
12 Ardross	82	
13 Booragoon	81	
14 Myaree	95	83
15 Winthrop	81	
16 Palmyra	69	
17 Melville	72	72
18 Willagee	78	

Community variances
% agree

Gender

Male	84
Female	78
Other#	**63**

Age

18-34 years	80
35-49 years	84
50-64 years	81
65+ years	78

Age of children

0-4 years	80
5-11 years	83
12-17 years	85
18+ years	80
No children	79

Disability & culture

Disability	80
First Nations#	76
Mainly speak LOTE	**91**

Home ownership

Homeowner	80
Renting / other	84

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 798). # Small sample size (<20 respondents)
Note:2015, 2017: % happy with CoM as a place to grow old

MARKYT◆

Services, facilities, and care available for seniors

Performance ratings
% of respondents

88% Positive rating*

64 Performance Index Score (out of 100)

- 13 Excellent
- 44 Good
- 32 Okay
- 10 Poor
- 2 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
69	70	74	74	64	68	67	64

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	64
Industry High	68
Industry Average	54
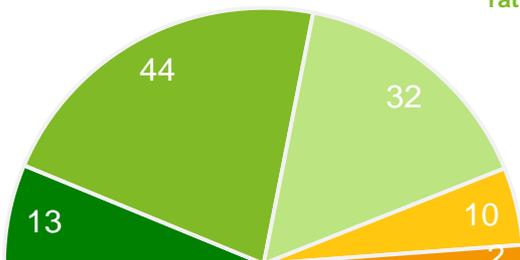
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
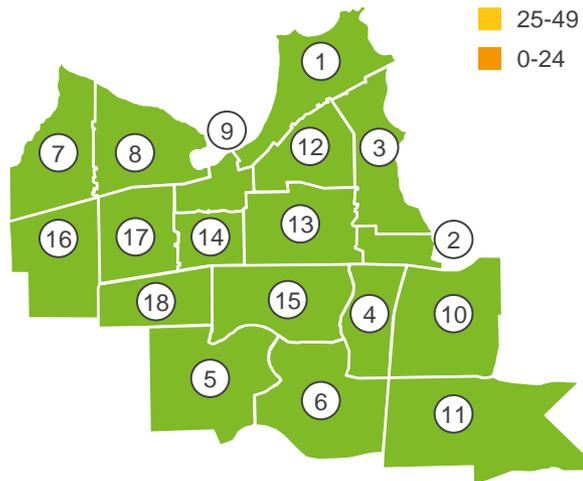
	Suburb	Ward
1 Applecross	62	
2 Brentwood	59	63
3 Mt Pleasant	64	
4 Bateman	65	
5 Kardinya	63	65
6 Murdoch	74	
7 Bicton	66	
8 Attadale	63	64
9 Alfred Cove	63	
10 Bull Creek	58	60
11 Leeming	62	
12 Ardross	55	
13 Booragoon	64	61
14 Myaree	61	
15 Winthrop	65	
16 Palmyra	64	
17 Melville	74	68
18 Willagee	63	
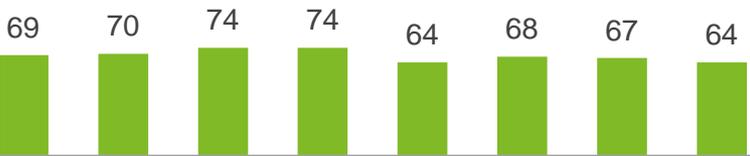
Community variances
Performance Index Score

Gender
Male	64
Female	64
Other#	61

Age
18-34 years	67
35-49 years	64
50-64 years	61
65+ years	64

Age of children
0-4 years	68
5-11 years	62
12-17 years	61
18+ years	60
No children	65

Disability & culture
Disability	58
First Nations#	69
Mainly speak LOTE	61

Home ownership
Homeowner	64
Renting / other	63

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1019).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Disability access and inclusion

Performance ratings
% of respondents

85%
Positive rating*

60
Performance Index Score
(out of 100)

- 42 Good
- 34 Okay
- 9 Excellent
- 10 Poor
- 4 Terrible

Legend:
- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

Year	Score
2010	69
2012	63
2014	70
2016	69
2018	58
2020	65
2022	64
2023	60

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	60
Industry High	63
Industry Average	51

Geographical variances
Performance Index Score

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
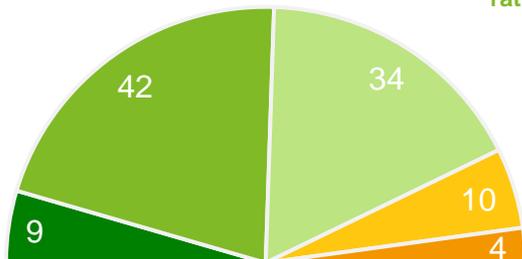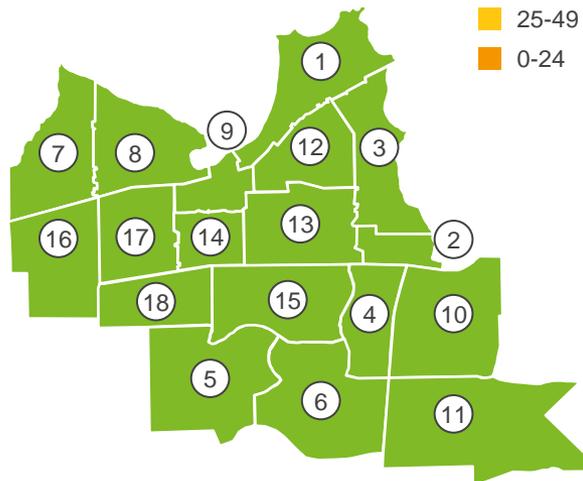
#	Suburb	Suburb	Ward
1	Applecross	57	
2	Brentwood	58	60
3	Mt Pleasant	63	
4	Bateman	66	
5	Kardinya	62	63
6	Murdoch	63	
7	Bicton	61	
8	Attadale	54	57
9	Alfred Cove	58	
10	Bull Creek	54	58
11	Leeming	63	
12	Ardross	55	
13	Booragoon	65	
14	Myaree	63	60
15	Winthrop	59	
16	Palmyra	59	
17	Melville	71	64
18	Willagee	55	
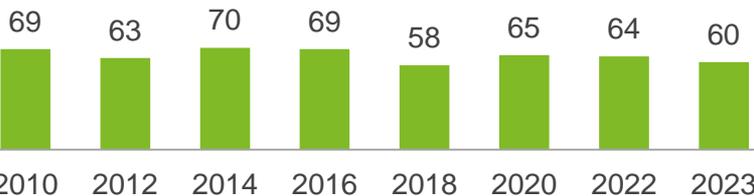
Community variances
Performance Index Score

Gender
Male	63
Female	58
Other#	56

Age
18-34 years	63
35-49 years	56
50-64 years	60
65+ years	62

Age of children
0-4 years	60
5-11 years	57
12-17 years	58
18+ years	58
No children	62

Disability & culture
Disability	**50**
First Nations#	**54**
Mainly speak LOTE	57

Home ownership
Homeowner	60
Renting / other	60

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 846).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Personal health

Health in general

Performance ratings
% of respondents

90%
Positive rating*

68
Performance Index Score
(out of 100)
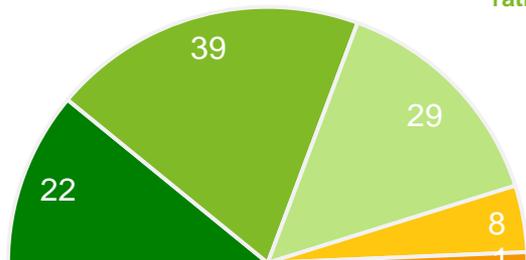
- 22 Excellent
- 39 Very good
- 29 Good
- 8 Fair
- Poor

Trend Analysis
Index Score

2020	2023
62	68

MARKYT◆ Industry Standards
Index Score

City of Melville	68
Industry Average^	62

Geographical variances
Index Score

- 75-100 (dark green)
- 50-74 (green)
- 25-49 (yellow)
- 0-24 (orange)
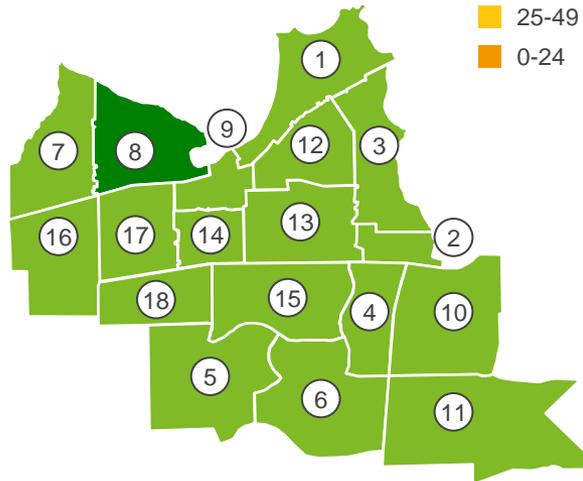
#	Suburb	Suburb	Ward
1	Applecross	69	
2	Brentwood	72	69
3	Mt Pleasant	69	
4	Bateman	67	
5	Kardinya	69	66
6	Murdoch	58	
7	Bicton	69	
8	Attadale	75	72
9	Alfred Cove	70	
10	Bull Creek	61	
11	Leeming	61	61
12	Ardross	66	
13	Booragoon	71	
14	Myaree	71	68
15	Winthrop	67	
16	Palmyra	69	
17	Melville	68	68
18	Willagee	65	

Community variances
Index Score

Gender

Male	68
Female	68
Other#	64

Age

18-34 years	75
35-49 years	67
50-64 years	68
65+ years	64

Age of children

0-4 years	71
5-11 years	70
12-17 years	69
18+ years	68
No children	67

Disability & culture

Disability	56
First Nations#	61
Mainly speak LOTE	69

Home ownership

Homeowner	68
Renting / other	69

Education

Secondary	69
TAFE	62
Undergraduate	70
Postgraduate	69

Employment

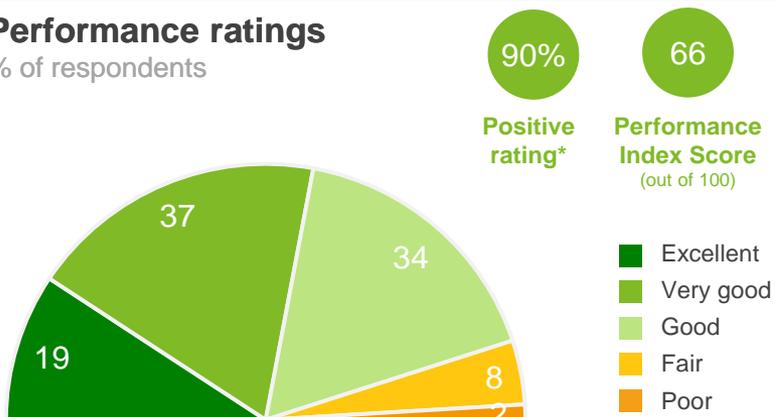|	
Full-time	69
Casual / part-time	71
Self employed	78

Q. **Currently, how good is your life in relation to these areas?** Base: All respondents, excludes 'no response' (n = 884).

* Positive Rating = excellent, very good + good # Small sample size (<20 respondents)

^ Source: CATALYSE®, 2020, *MARKYT® Community Resilience Scorecard*

MARKYT◆

Mental health

Performance ratings
% of respondents

87% Positive rating*

66 Performance Index Score (out of 100)

Performance ratings (half donut):
- 22 Excellent
- 37 Very good
- 28 Good
- 11 Fair
- 2 Poor

Legend:
- Excellent
- Very good
- Good
- Fair
- Poor

Trend Analysis
Index Score

- 2020: 62
- 2023: 66

MARKYT◆ Industry Standards
Index Score

City of Melville	66
Industry Average^	59

Geographical variances
Index Score

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
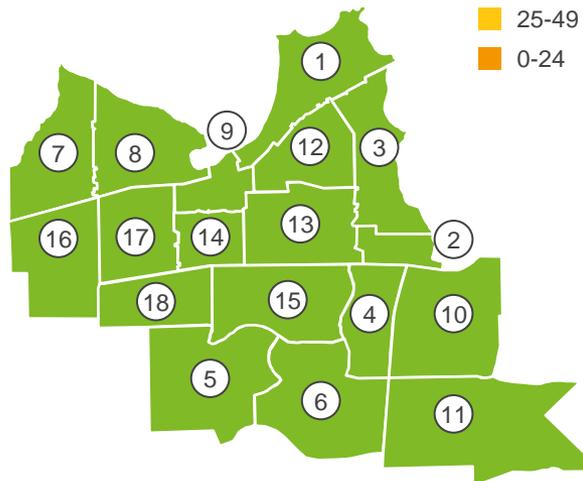
	Suburb	Ward
1 Applecross	62	
2 Brentwood	74	67
3 Mt Pleasant	68	
4 Bateman	69	
5 Kardinya	67	68
6 Murdoch	69	
7 Bicton	65	
8 Attadale	69	68
9 Alfred Cove	67	
10 Bull Creek	66	66
11 Leeming	67	
12 Ardross	65	
13 Booragoon	65	65
14 Myaree	70	
15 Winthrop	60	
16 Palmyra	66	
17 Melville	68	66
18 Willagee	63	

Community variances
Index Score

Gender
Male	67
Female	67
Other#	24

Age
18-34 years	60
35-49 years	64
50-64 years	68
65+ years	72

Age of children
0-4 years	66
5-11 years	63
12-17 years	66
18+ years	67
No children	67

Disability & culture
Disability	49
First Nations#	63
Mainly speak LOTE	68

Home ownership
| Homeowner | 68 |
| Renting / other | 52 |

Education
Secondary	61
TAFE	65
Undergraduate	66
Postgraduate	69

Employment
Full-time	65
Casual / part-time	65
Self employed	72

Q. **Currently, how good is your life in relation to these areas?** Base: All respondents, excludes 'no response' (n = 880).

* Positive Rating = excellent, very good + good # Small sample size (<20 respondents)

^ Source: CATALYSE®, 2020, *MARKYT® Community Resilience Scorecard*

MARKYT◆

67

Sleep

Performance ratings
% of respondents

71% Positive rating*

51 Performance Index Score (out of 100)
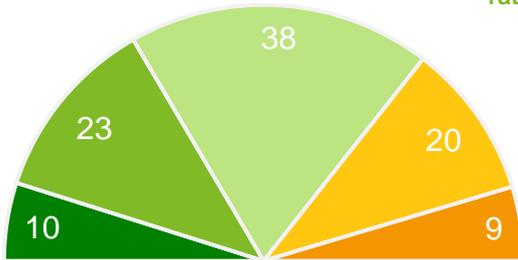
10	Excellent
23	Very good
38	Good
20	Fair
9	Poor

Trend Analysis
Index Score

2020	2023
NA	51

MARKYT◆ Industry Standards
Index Score

City of Melville	51
Industry Average	NA

Geographical variances
Index Score

- 75-100
- 50-74
- 25-49
- 0-24
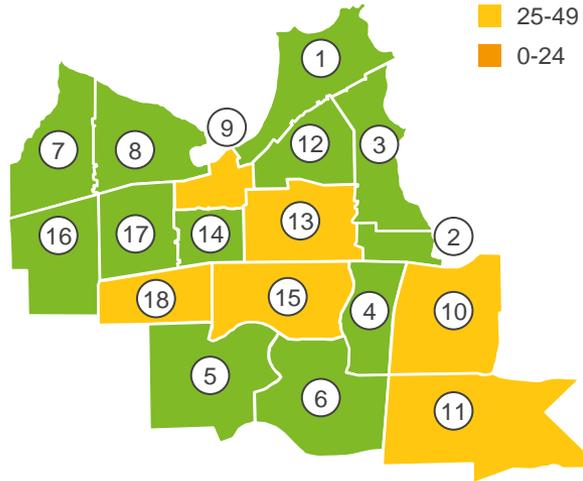
#		Suburb	Ward
1	Applecross	50	
2	Brentwood	53	53
3	Mt Pleasant	55	
4	Bateman	51	
5	Kardinya	52	51
6	Murdoch	50	
7	Bicton	52	
8	Attadale	57	53
9	Alfred Cove	44	
10	Bull Creek	49	49
11	Leeming	49	
12	Ardross	50	
13	Booragoon	49	49
14	Myaree	52	
15	Winthrop	47	
16	Palmyra	50	
17	Melville	57	52
18	Willagee	43	

Community variances
Index Score

Gender
Male	52
Female	50
Other#	52

Age
18-34 years	51
35-49 years	48
50-64 years	52
65+ years	53

Age of children
0-4 years	44
5-11 years	49
12-17 years	52
18+ years	53
No children	53

Disability & culture
Disability	44
First Nations#	55
Mainly speak LOTE	59

Home ownership
Homeowner	51
Renting / other	51

Education
Secondary	48
TAFE	46
Undergraduate	53
Postgraduate	53

Employment
Full-time	50
Casual / part-time	49
Self employed	57

Q. **Currently, how good is your life in relation to these areas?** Base: All respondents, excludes 'no response' (n = 883).
* Positive Rating = excellent, very good + good #Small sample size (<20 respondents)

MARKYT◆

Diet and nutrition

Performance ratings
% of respondents

90%
Positive rating*

66
Performance Index Score
(out of 100)

- 19 Excellent
- 37 Very good
- 34 Good
- 8 Fair
- 2 Poor

Trend Analysis
Index Score

2020^	2023
53	66

MARKYT Industry Standards
Index Score

City of Melville	66
Industry Average^	51

Geographical variances
Index Score

- 75-100
- 50-74
- 25-49
- 0-24
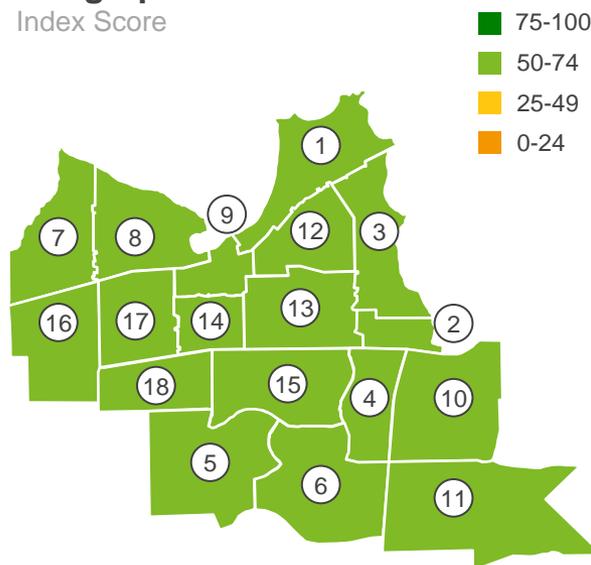
		Suburb	Ward
1	Applecross	71	
2	Brentwood	66	69
3	Mt Pleasant	68	
4	Bateman	63	
5	Kardinya	69	67
6	Murdoch	68	
7	Bicton	69	
8	Attadale	70	69
9	Alfred Cove	67	
10	Bull Creek	66	63
11	Leeming	62	
12	Ardross	63	
13	Booragoon	63	62
14	Myaree	66	
15	Winthrop	60	
16	Palmyra	64	
17	Melville	65	64
18	Willagee	62	

Community variances
Index Score

Gender
Male	65
Female	66
Other#	67

Age
18-34 years	60
35-49 years	62
50-64 years	67
65+ years	71

Age of children
0-4 years	59
5-11 years	61
12-17 years	64
18+ years	67
No children	68

Disability & culture
Disability	61
First Nations#	56
Mainly speak LOTE	70

Home ownership
Homeowner	66
Renting / other	59

Education
Secondary	65
TAFE	64
Undergraduate	65
Postgraduate	67

Employment
Full-time	63
Casual / part-time	64
Self employed	73

Q. **Currently, how good is your life in relation to these areas?** Base: All respondents, excludes 'no response' (n = 884).
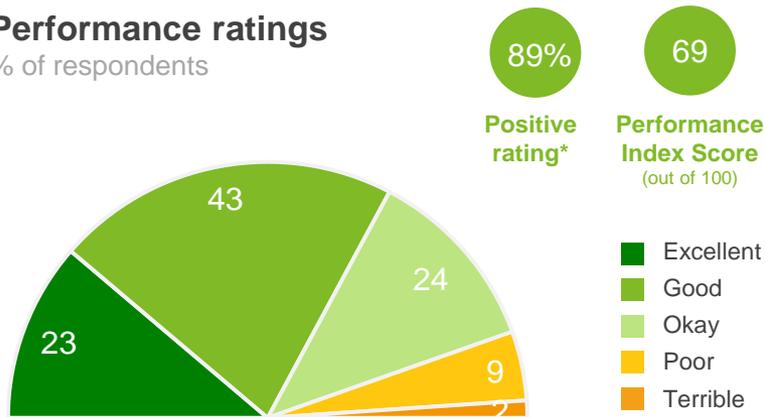
* Positive Rating = excellent, very good + good # Small sample size (<20 respondents)

^ Source: CATALYSE®, 2020, *MARKYT® Community Resilience Scorecard – diet and exercise*

Access to health and community services

Performance ratings
% of respondents

92% Positive rating*

66 Performance Index Score (out of 100)
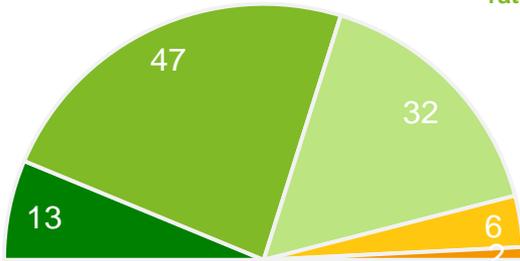
- 47 — Good
- 32 — Okay
- 13 — Excellent
- 6 — Poor
- 2 — Terrible

Legend:
- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	NA	69	66

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	66
Industry High	67
Industry Average	56

Geographical variances
Performance Index Score

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
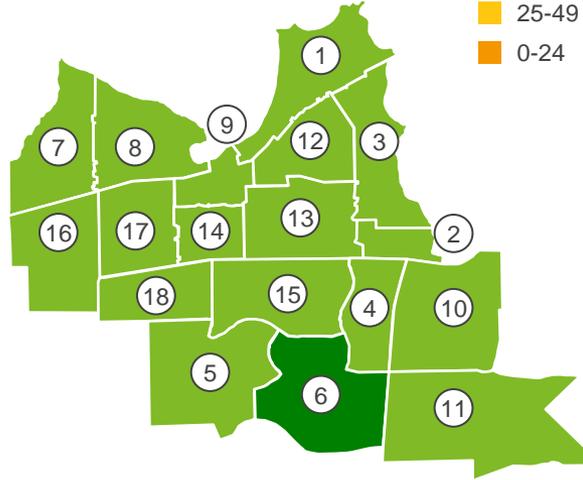
#	Suburb	Suburb	Ward
1	Applecross	62	
2	Brentwood	70	65
3	Mt Pleasant	68	
4	Bateman	69	
5	Kardinya	67	69
6	Murdoch	75	
7	Bicton	66	
8	Attadale	65	65
9	Alfred Cove	65	
10	Bull Creek	66	66
11	Leeming	67	
12	Ardross	59	
13	Booragoon	64	
14	Myaree	66	63
15	Winthrop	63	
16	Palmyra	66	
17	Melville	70	67
18	Willagee	63	

Community variances
Performance Index Score

Gender
Male	66
Female	66
Other#	46

Age
18-34 years	66
35-49 years	63
50-64 years	64
65+ years	69

Age of children
0-4 years	64
5-11 years	62
12-17 years	64
18+ years	63
No children	68

Disability & culture
Disability	61
First Nations#	63
Mainly speak LOTE	68

Home ownership
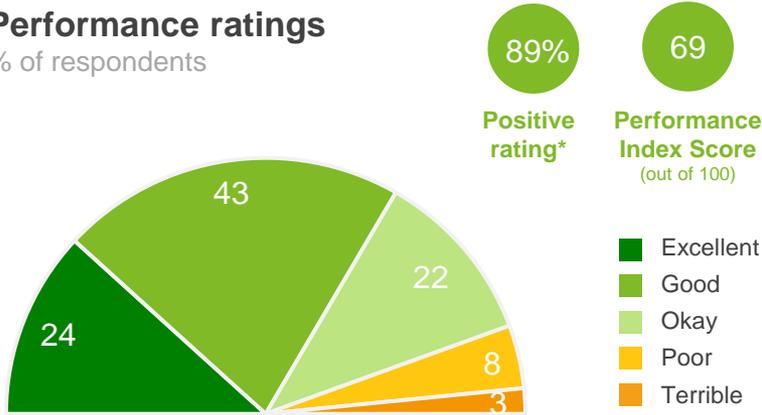| Homeowner | 66 |
| Renting / other | 66 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1306).
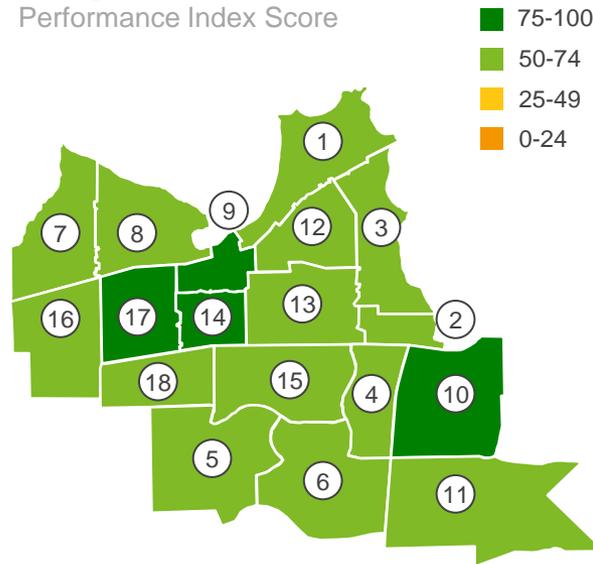* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

70

Sport, recreation and leisure

Exercise

Performance ratings
% of respondents
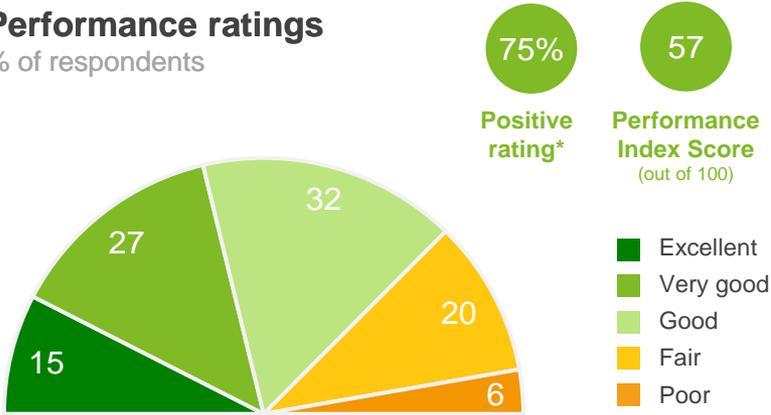
75% Positive rating*

57 Performance Index Score (out of 100)

- 15 Excellent
- 27 Very good
- 32 Good
- 20 Fair
- 6 Poor

Trend Analysis
Index Score

2020^	2023
53	57

MARKYT◆ Industry Standards
Index Score

| City of Melville	57
Industry Average^	51

Geographical variances
Index Score

- 75-100
- 50-74
- 25-49
- 0-24
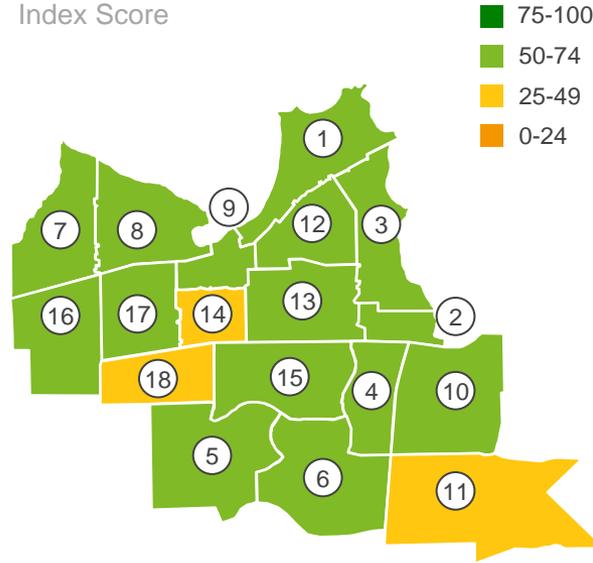
		Suburb	Ward
1	Applecross	65	
2	Brentwood	69	63
3	Mt Pleasant	61	
4	Bateman	57	
5	Kardinya	54	55
6	Murdoch	57	
7	Bicton	59	
8	Attadale	61	60
9	Alfred Cove	58	
10	Bull Creek	51	
11	Leeming	46	49
12	Ardross	55	
13	Booragoon	58	54
14	Myaree	48	
15	Winthrop	52	
16	Palmyra	56	
17	Melville	61	57
18	Willagee	48	

Community variances
Index Score

Gender		Age of children		Home ownership	
Male	57	0-4 years	49	Homeowner	57
Female	57	5-11 years	48	Renting / other	51
Other#	43	12-17 years	55	**Education**	
Age		18+ years	60	Secondary	54
18-34 years	54	No children	59	TAFE	53
35-49 years	50	**Disability & culture**		Undergraduate	57
50-64 years	60	Disability	45	Postgraduate	58
65+ years	61	First Nations#	51	**Employment**	
		Mainly speak LOTE	60	Full-time	54
				Casual / part-time	55
				Self employed	61

Q. **Currently, how good is your life in relation to these areas?** Base: All respondents, excludes 'no response' (n = 885).

* Positive Rating = excellent, very good + good # Small sample size (<20 respondents)

^ Source: CATALYSE®, 2020, *MARKYT® Community Resilience Scorecard – diet and exercise*

MARKYT◆

Sport and recreation facilities and services

Performance ratings
% of respondents

89%
Positive rating*

69
Performance Index Score
(out of 100)

23	Excellent
43	Good
24	Okay
9	Poor
2	Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
71	73	76	77	67	72	70	69

MARKŸT◆ Industry Standards
Performance Index Score

City of Melville	69
Industry High	81
Industry Average	65

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24
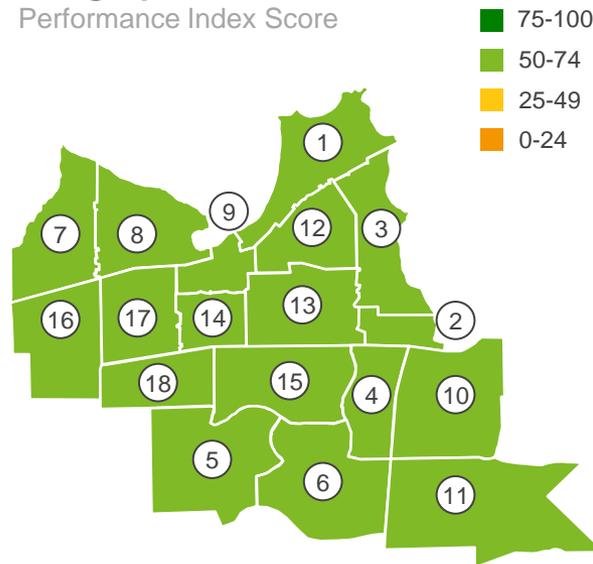
	Suburb		Ward
1	Applecross	70	
2	Brentwood	68	70
3	Mt Pleasant	70	
4	Bateman	72	
5	Kardinya	69	70
6	Murdoch	70	
7	Bicton	71	
8	Attadale	63	68
9	Alfred Cove	73	
10	Bull Creek	65	65
11	Leeming	65	
12	Ardross	68	
13	Booragoon	69	67
14	Myaree	65	
15	Winthrop	66	
16	Palmyra	73	
17	Melville	74	72
18	Willagee	68	

Community variances
Performance Index Score

Gender

Male	69
Female	69
Other#	71

Age

18-34 years	70
35-49 years	63
50-64 years	67
65+ years	74

Age of children

0-4 years	67
5-11 years	62
12-17 years	62
18+ years	65
No children	74

Disability & culture

Disability	69
First Nations#	62
Mainly speak LOTE	69

Home ownership

Homeowner	69
Renting / other	69

Q. **How would you rate performance in the following areas?**
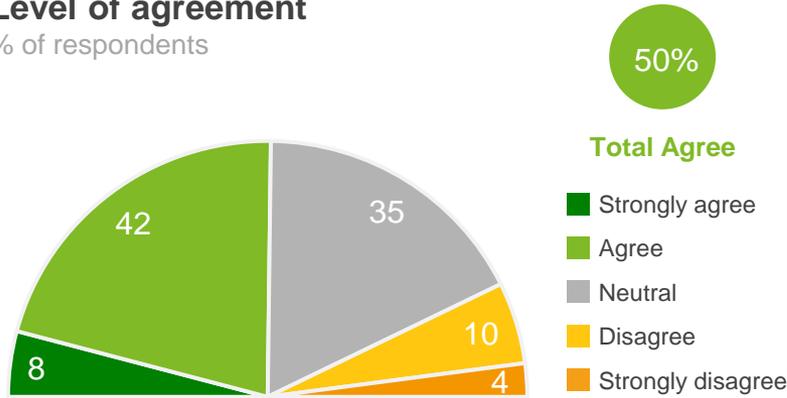Base: All respondents, excludes 'unsure' and 'no response' (n = 1609).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)
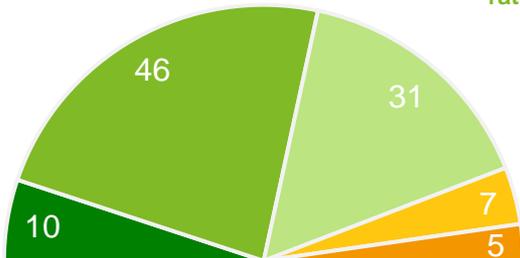
MARKŸT◆

Playgrounds, parks and reserves

Performance ratings
% of respondents

89%
Positive rating*

69
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

43
22
24
8
3

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	75	81	81	72	78	69	69

MARKŸT◆ Industry Standards
Performance Index Score

City of Melville	69
Industry High	79
Industry Average	65

Geographical variances
Performance Index Score

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

	Suburb	Ward
1 Applecross	65	
2 Brentwood	61	66
3 Mt Pleasant	68	
4 Bateman	68	
5 Kardinya	66	67
6 Murdoch	68	
7 Bicton	71	
8 Attadale	60	67
9 Alfred Cove	75	
10 Bull Creek	75	70
11 Leeming	66	
12 Ardross	73	
13 Booragoon	68	71
14 Myaree	75	
15 Winthrop	70	
16 Palmyra	66	
17 Melville	78	72
18 Willagee	72	
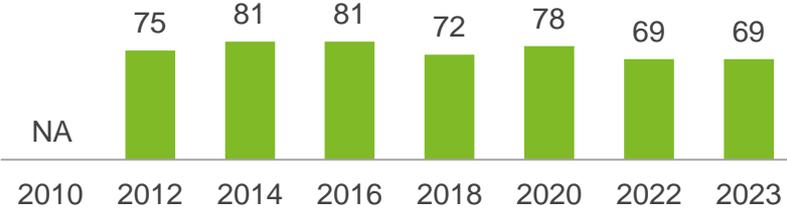
Community variances
Performance Index Score

Gender

Male	69
Female	68
Other#	**77**

Age

18-34 years	71
35-49 years	**63**
50-64 years	69
65+ years	72

Age of children

0-4 years	**63**
5-11 years	**61**
12-17 years	66
18+ years	69
No children	72

Disability & culture

Disability	70
First Nations#	**59**
Mainly speak LOTE	67

Home ownership

| Homeowner | 69 |
| Renting / other | 72 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1562).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Performance ratings
% of respondents

85% Positive rating*

60 Performance Index Score (out of 100)

- 11 Excellent
- 37 Good
- 38 Okay
- 11 Poor
- 3 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
63	63	69	71	57	64	64	60

MARKÝT◆ Industry Standards
Performance Index Score

City of Melville	60
Industry High	66
Industry Average	56
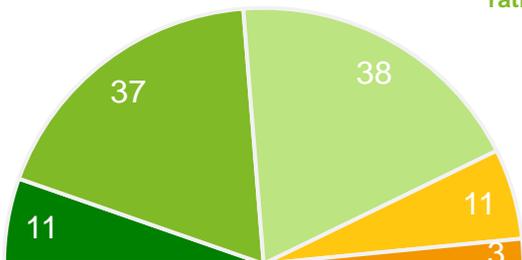
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
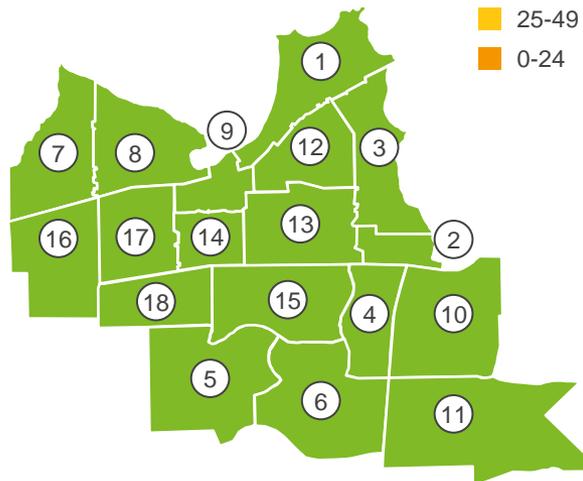
	Suburb	Suburb	Ward
1	Applecross	59	
2	Brentwood	59	59
3	Mt Pleasant	58	
4	Bateman	55	
5	Kardinya	60	59
6	Murdoch	65	
7	Bicton	58	
8	Attadale	53	56
9	Alfred Cove	64	
10	Bull Creek	63	
11	Leeming	62	62
12	Ardross	57	
13	Booragoon	62	
14	Myaree	56	60
15	Winthrop	61	
16	Palmyra	66	
17	Melville	68	65
18	Willagee	57	
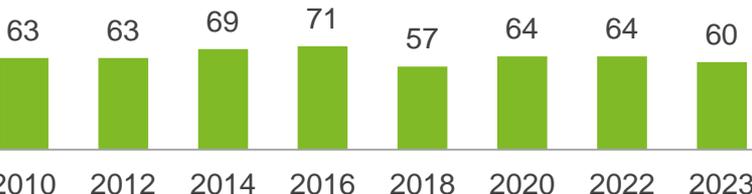
Community variances
Performance Index Score

Gender
Male	60
Female	60
Other#	60

Age
18-34 years	64
35-49 years	57
50-64 years	59
65+ years	61

Age of children
0-4 years	61
5-11 years	57
12-17 years	56
18+ years	**54**
No children	63

Disability & culture
Disability	56
First Nations#	60
Mainly speak LOTE	60

Home ownership
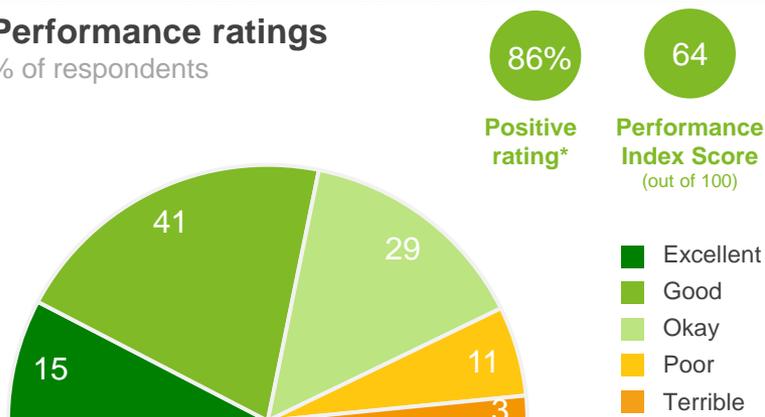| Homeowner | 60 |
| Renting / other | 64 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1469).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Culture and the arts

People in my local community appreciate, respect and celebrate diversity

Level of agreement
% of respondents

50%

Total Agree

- 8 Strongly agree
- 42 Agree
- 35 Neutral
- 10 Disagree
- 4 Strongly disagree

Trend Analysis
% agree

2017	2019	2021	2023
NA	NA	NA	50

MARKYT◆ Industry Standards
% agree

City of Melville	50
Industry High	NA
Industry Average	NA

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24
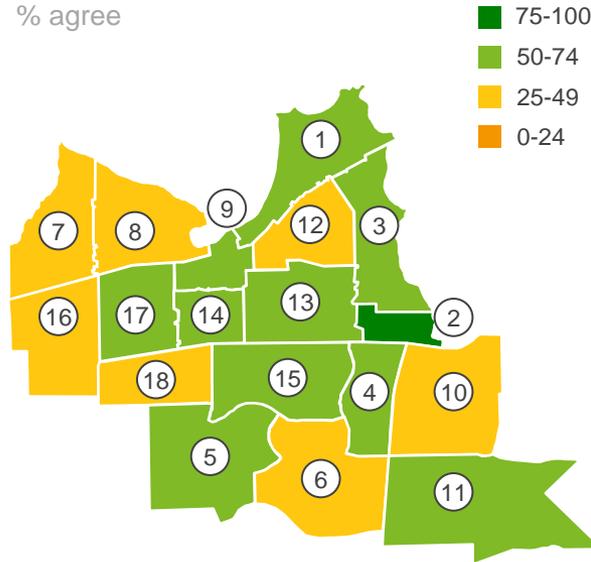
		Suburb	Ward
1	Applecross	52	
2	Brentwood	76	55
3	Mt Pleasant	51	
4	Bateman	67	
5	Kardinya	57	56
6	Murdoch	33	
7	Bicton	48	
8	Attadale	43	49
9	Alfred Cove	66	
10	Bull Creek	43	49
11	Leeming	54	
12	Ardross	45	
13	Booragoon	54	
14	Myaree	54	52
15	Winthrop	57	
16	Palmyra	40	
17	Melville	50	45
18	Willagee	46	

Community variances
% agree

Gender

Male	49
Female	53
Other#	29

Age

18-34 years	30
35-49 years	55
50-64 years	57
65+ years	53

Age of children

0-4 years	39
5-11 years	54
12-17 years	63
18+ years	52
No children	48

Disability & culture

Disability	50
First Nations#	41
Mainly speak LOTE	63

Home ownership

Homeowner	52
Renting / other	39

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 711). # Small sample size (<20 respondents)

Multiculturalism: recognition of cultural diversity

Performance ratings
% of respondents

88% Positive rating*

63 Performance Index Score (out of 100)

- 10 Excellent
- 46 Good
- 31 Okay
- 7 Poor
- 5 Terrible

Legend:
- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	NA	65	63

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	63
Industry High	69
Industry Average	61

Geographical variances
Performance Index Score

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
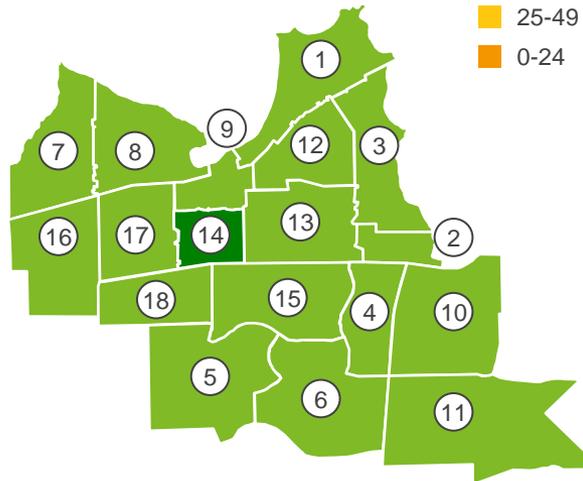
	Suburb	Ward
1 Applecross	62	
2 Brentwood	68	61
3 Mt Pleasant	58	
4 Bateman	70	
5 Kardinya	65	67
6 Murdoch	68	
7 Bicton	62	
8 Attadale	58	61
9 Alfred Cove	63	
10 Bull Creek	63	
11 Leeming	66	64
12 Ardross	61	
13 Booragoon	59	
14 Myaree	78	64
15 Winthrop	65	
16 Palmyra	58	
17 Melville	67	62
18 Willagee	59	

Community variances
Performance Index Score

Gender
Male	64
Female	62
Other#	62

Age
18-34 years	60
35-49 years	60
50-64 years	63
65+ years	67

Age of children
0-4 years	61
5-11 years	61
12-17 years	63
18+ years	60
No children	64

Disability & culture
Disability	60
First Nations#	51
Mainly speak LOTE	54

Home ownership
Homeowner	63
Renting / other	60

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1127).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Recognition and respect for First Nations peoples, cultures and heritage

Performance ratings
% of respondents

87% Positive rating*

64 Performance Index Score (out of 100)

- 16 Excellent
- 39 Good
- 32 Okay
- 9 Poor
- 3 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	60	62	64

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	64
Industry High	72
Industry Average	62
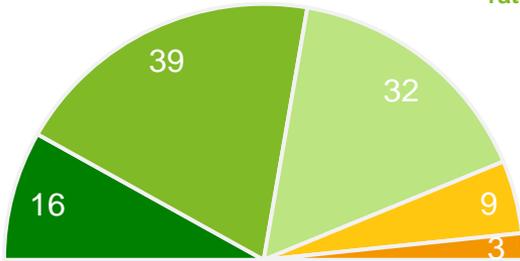
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
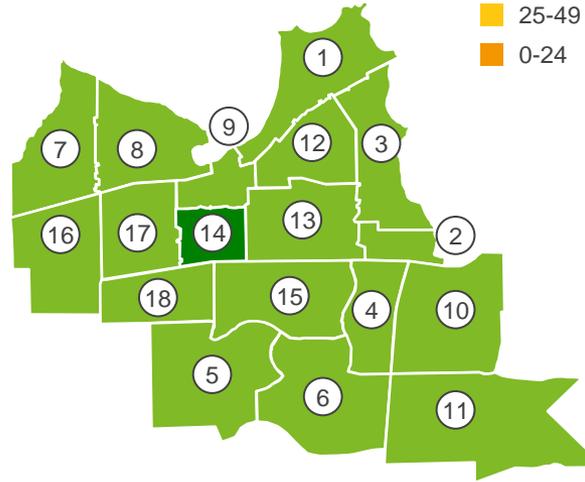
	Suburb	Ward
1	Applecross	65	
2	Brentwood	73	63
3	Mt Pleasant	58	
4	Bateman	64	
5	Kardinya	71	68
6	Murdoch	63	
7	Bicton	63	
8	Attadale	66	66
9	Alfred Cove	71	
10	Bull Creek	60	
11	Leeming	63	62
12	Ardross	59	
13	Booragoon	59	
14	Myaree	77	64
15	Winthrop	66	
16	Palmyra	57	
17	Melville	66	62
18	Willagee	62	

Community variances
Performance Index Score

Gender

Male	65
Female	63
Other#	55

Age

18-34 years	61
35-49 years	63
50-64 years	65
65+ years	66

Age of children

0-4 years	66
5-11 years	62
12-17 years	61
18+ years	63
No children	64

Disability & culture

Disability	58
First Nations#	54
Mainly speak LOTE	57

Home ownership

Homeowner	64
Renting / other	60

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 968).
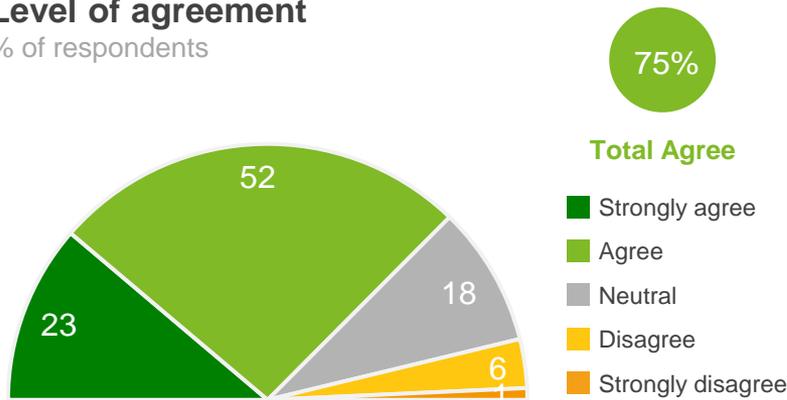* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

79

Festivals, events, art and cultural activities

Performance ratings
% of respondents

86% Positive rating*

64 Performance Index Score (out of 100)

Pie chart segments:
- 15 Excellent
- 41 Good
- 29 Okay
- 11 Poor
- 3 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
65	63	65	70	60	67	65	64
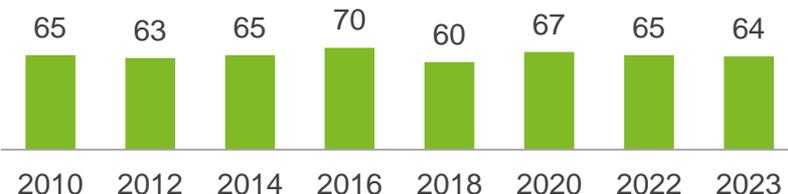
MARKYT◆ Industry Standards
Performance Index Score

City of Melville	64
Industry High	75
Industry Average	61

## Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
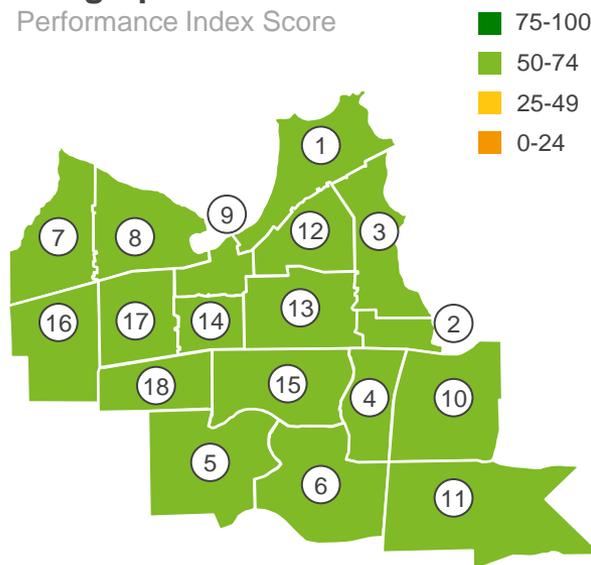
#	Suburb	Suburb	Ward
1	Applecross	62	
2	Brentwood	63	63
3	Mt Pleasant	63	
4	Bateman	64	
5	Kardinya	66	67
6	Murdoch	74	
7	Bicton	68	
8	Attadale	61	64
9	Alfred Cove	67	
10	Bull Creek	61	
11	Leeming	62	61
12	Ardross	60	
13	Booragoon	63	
14	Myaree	74	62
15	Winthrop	57	
16	Palmyra	67	
17	Melville	67	65
18	Willagee	56	

Community variances
Performance Index Score

Gender
Male	61
Female	65
Other#	67

Age
18-34 years	60
35-49 years	58
50-64 years	64
65+ years	70

Age of children
0-4 years	61
5-11 years	58
12-17 years	58
18+ years	61
No children	68

Disability & culture
Disability	63
First Nations#	67
Mainly speak LOTE	57

Home ownership
Homeowner	64
Renting / other	62

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1512).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆
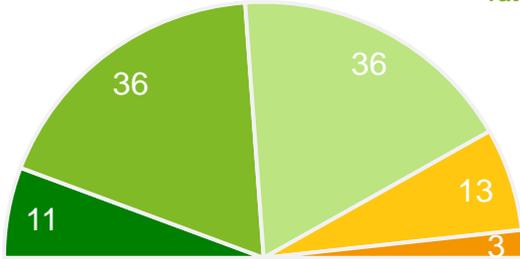
Street artworks and public art

Performance ratings
% of respondents

79% Positive rating*

57 Performance Index Score (out of 100)

Pie chart values:
- Excellent: 11
- Good: 32
- Okay: 36
- Poor: 16
- Terrible: 5

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	57	57	59	57

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	57
Industry High	NA
Industry Average	NA

Geographical variances
Performance Index Score

Legend:
- 75-100 (dark green)
- 50-74 (green)
- 25-49 (yellow)
- 0-24 (orange)
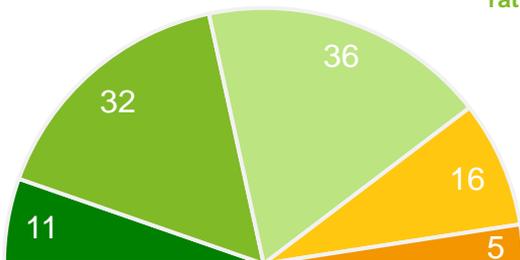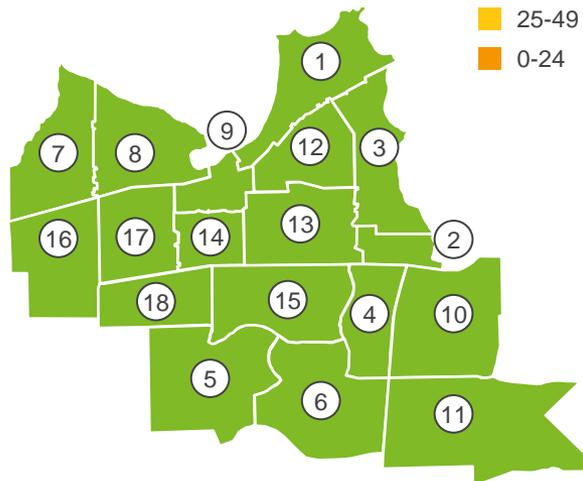
		Suburb	Ward
1	Applecross	51	
2	Brentwood	63	58
3	Mt Pleasant	62	
4	Bateman	57	
5	Kardinya	59	59
6	Murdoch	62	
7	Bicton	60	
8	Attadale	58	60
9	Alfred Cove	67	
10	Bull Creek	57	
11	Leeming	50	54
12	Ardross	50	
13	Booragoon	54	
14	Myaree	67	56
15	Winthrop	58	
16	Palmyra	56	
17	Melville	57	56
18	Willagee	54	

Community variances
Performance Index Score

Gender
Male	56
Female	58
Other#	48

Age
18-34 years	57
35-49 years	55
50-64 years	57
65+ years	59

Age of children
0-4 years	60
5-11 years	54
12-17 years	56
18+ years	56
No children	59

Disability & culture
Disability	53
First Nations#	53
Mainly speak LOTE	54

Home ownership
Homeowner	57
Renting / other	55

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1353).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Community safety

I feel safe in the City of Melville

Level of agreement
% of respondents

75%

Total Agree

- 23 Strongly agree
- 52 Agree
- 18 Neutral
- 6 Disagree
- Strongly disagree

Trend Analysis
% agree

2013	2015	2017	2019	2021	2023
NA	92	80	NA	92	75

Industry Standards
% agree

City of Melville	75
Industry High	75
Industry Average	49

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24
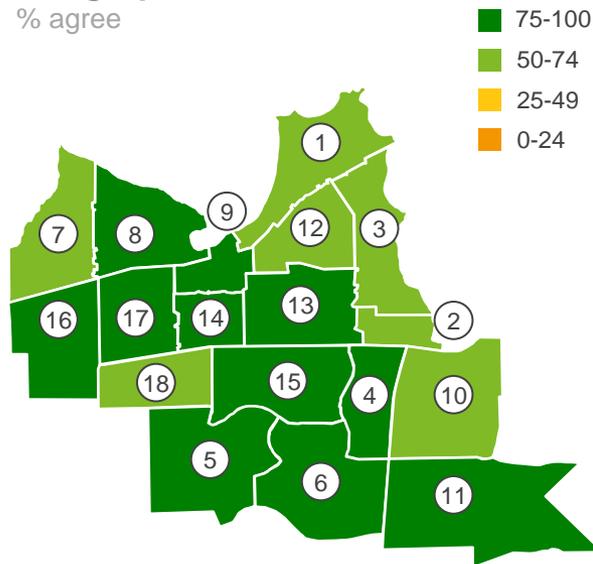
	Suburb	Ward
1 Applecross	74	
2 Brentwood	51	70
3 Mt Pleasant	73	
4 Bateman	79	
5 Kardinya	82	82
6 Murdoch	82	
7 Bicton	59	
8 Attadale	75	74
9 Alfred Cove	91	
10 Bull Creek	67	74
11 Leeming	80	
12 Ardross	71	
13 Booragoon	77	76
14 Myaree	85	
15 Winthrop	77	
16 Palmyra	79	
17 Melville	78	75
18 Willagee	61	

Community variances
% agree

Gender		Age of children		Disability & culture	
Male	76	0-4 years	77	Disability	70
Female	75	5-11 years	72	First Nations#	76
Other#	**48**	12-17 years	77	Mainly speak LOTE	75
Age		18+ years	**67**		
18-34 years	81	No children	76	**Home ownership**	
35-49 years	75			Homeowner	75
50-64 years	70			Renting / other	70
65+ years	75				

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 878). # Small sample size (<20 respondents)
2015-2021: I feel safe being out in public in my local community

Community safety and crime prevention

Performance ratings
% of respondents

81%
Positive rating*

57
Performance Index Score
(out of 100)

- 10 Excellent
- 34 Good
- 37 Okay
- 14 Poor
- 5 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
67	69	72	74	62	65	64	57

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	57
Industry High	66
Industry Average	47
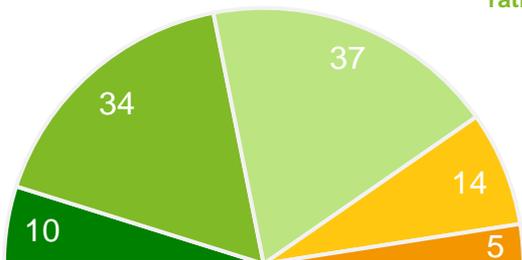
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
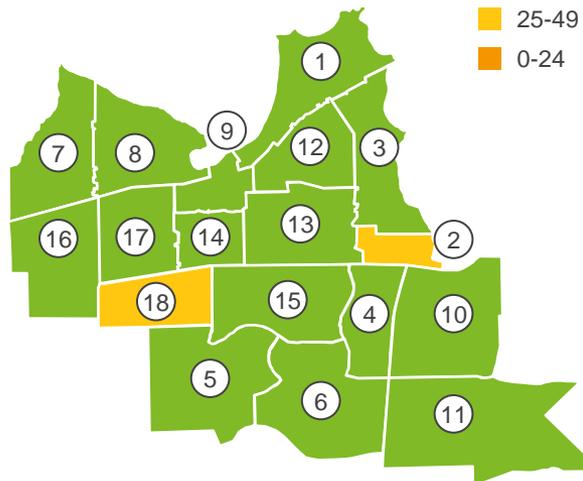
	Suburb	Ward
1 Applecross	59	
2 Brentwood	41	57
3 Mt Pleasant	60	
4 Bateman	56	
5 Kardinya	61	60
6 Murdoch	64	
7 Bicton	51	
8 Attadale	54	56
9 Alfred Cove	67	
10 Bull Creek	62	
11 Leeming	58	60
12 Ardross	54	
13 Booragoon	59	
14 Myaree	70	58
15 Winthrop	54	
16 Palmyra	54	
17 Melville	62	55
18 Willagee	45	
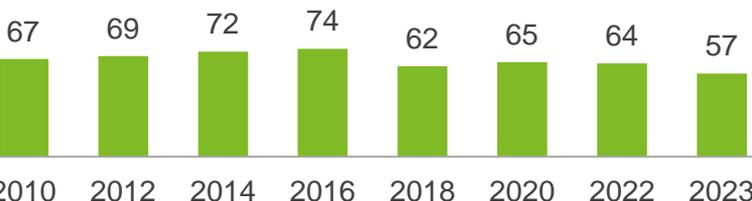
Community variances
Performance Index Score

Gender

Male	57
Female	58
Other#	61

Age

18-34 years	59
35-49 years	55
50-64 years	54
65+ years	61

Age of children

0-4 years	57
5-11 years	57
12-17 years	56
18+ years	52
No children	59

Disability & culture

Disability	52
First Nations#	55
Mainly speak LOTE	59

Home ownership

Homeowner	57
Renting / other	61

Q. **How would you rate performance in the following areas?**
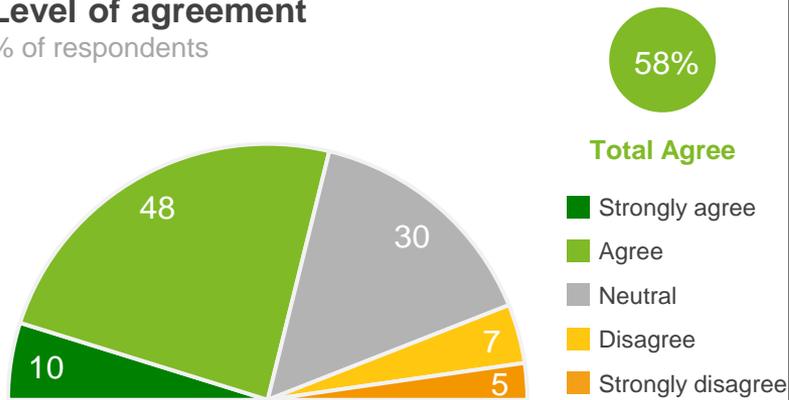Base: All respondents, excludes 'unsure' and 'no response' (n = 1558).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Lighting of streets and public places

Performance ratings
% of respondents

84% Positive rating*

60 Performance Index Score (out of 100)

- 11 Excellent
- 36 Good
- 36 Okay
- 13 Poor
- 3 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
70	70	71	75	63	62	64	60

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	60
Industry High	66
Industry Average	52

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
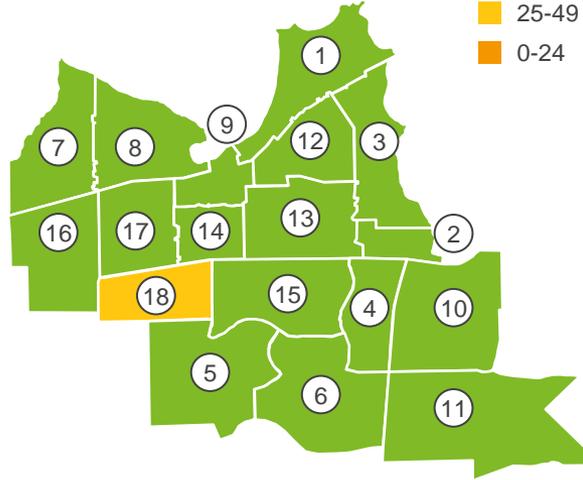
	Suburb	Ward
1 Applecross	61	
2 Brentwood	51	61
3 Mt Pleasant	63	
4 Bateman	61	
5 Kardinya	61	61
6 Murdoch	58	
7 Bicton	56	
8 Attadale	64	63
9 Alfred Cove	71	
10 Bull Creek	62	
11 Leeming	60	61
12 Ardross	55	
13 Booragoon	63	
14 Myaree	63	60
15 Winthrop	60	
16 Palmyra	51	
17 Melville	62	55
18 Willagee	49	

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	61	0-4 years	61	Disability	57
Female	59	5-11 years	58	First Nations#	59
Other#	56	12-17 years	58	Mainly speak LOTE	**55**
Age		18+ years	56		
18-34 years	60	No children	61	**Home ownership**	
35-49 years	58			Homeowner	59
50-64 years	58			Renting / other	62
65+ years	63				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1681).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Animal management (dogs and cats)

Performance ratings
% of respondents

85% Positive rating*

61 Performance Index Score (out of 100)

- 11 Excellent
- 41 Good
- 33 Okay
- 10 Poor
- 5 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
66	67	70	72	61	65	63	61

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	61
Industry High	67
Industry Average	53
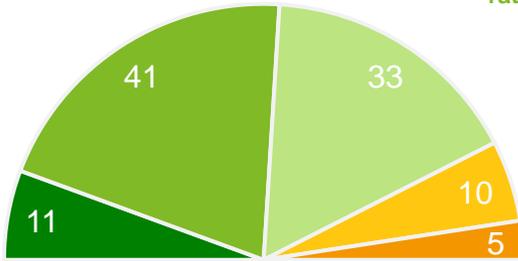
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
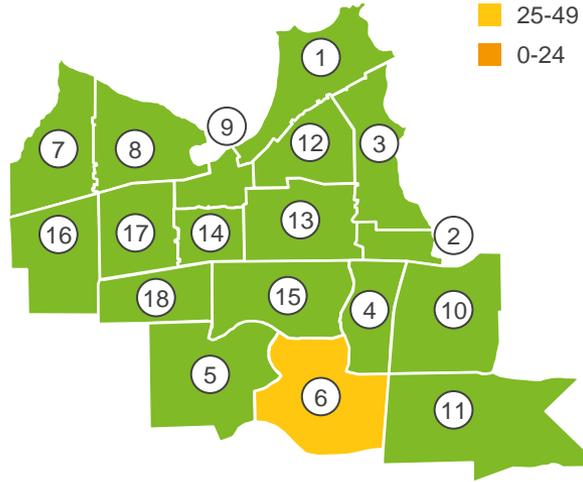
	Suburb	Ward
1	Applecross	62	
2	Brentwood	64	62
3	Mt Pleasant	61	
4	Bateman	57	
5	Kardinya	60	58
6	Murdoch	49	
7	Bicton	57	
8	Attadale	62	61
9	Alfred Cove	69	
10	Bull Creek	64	63
11	Leeming	62	
12	Ardross	53	
13	Booragoon	64	
14	Myaree	65	60
15	Winthrop	60	
16	Palmyra	57	
17	Melville	64	60
18	Willagee	58	
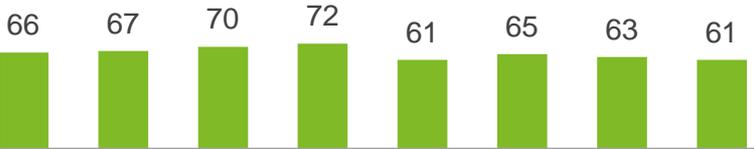
Community variances
Performance Index Score

Gender
Male	61
Female	60
Other#	64

Age
18-34 years	69
35-49 years	59
50-64 years	59
65+ years	57

Age of children
0-4 years	62
5-11 years	61
12-17 years	63
18+ years	56
No children	60

Disability & culture
Disability	56
First Nations#	48
Mainly speak LOTE	56

Home ownership
| Homeowner | 60 |
| Renting / other | 67 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1412).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

86

I can readily access support and help when needed

Level of agreement
% of respondents

58%

Total Agree

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

Strongly agree: 10
Agree: 48
Neutral: 30
Disagree: 7
Strongly disagree: 5

Trend Analysis
% agree

2017	2019	2021	2023
NA	NA	NA	58

MARKYT Industry Standards
% agree

City of Melville	58
Industry High	58
Industry Average	52

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24
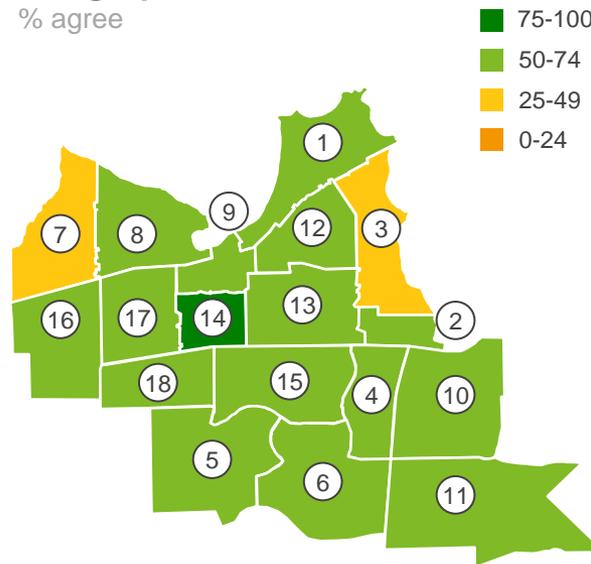
		Suburb	Ward
1	Applecross	55	
2	Brentwood	64	53
3	Mt Pleasant	48	
4	Bateman	57	
5	Kardinya	57	58
6	Murdoch	63	
7	Bicton	44	
8	Attadale	64	58
9	Alfred Cove	68	
10	Bull Creek	57	
11	Leeming	53	55
12	Ardross	53	
13	Booragoon	50	
14	Myaree	76	54
15	Winthrop	52	
16	Palmyra	70	
17	Melville	65	65
18	Willagee	55	

Community variances
% agree

Gender

Male	59
Female	58
Other#	17

Age

18-34 years	53
35-49 years	54
50-64 years	59
65+ years	62

Age of children

0-4 years	65
5-11 years	56
12-17 years	58
18+ years	54
No children	57

Disability & culture

Disability	38
First Nations#	73
Mainly speak LOTE	57

Home ownership

Homeowner	60
Renting / other	38

Q. How strongly do you agree or disagree with the following statements?
Base: All respondents, excludes 'no response' (n = 715). # Small sample size (<20 respondents)

MARKYT

Volunteering

Involvement in volunteering and philanthropy

Involvement in volunteering
% of respondents

Response	%
Yes – for causes or projects within the City of Melville	26
Yes – for causes or projects outside of the City of Melville	42
No	39
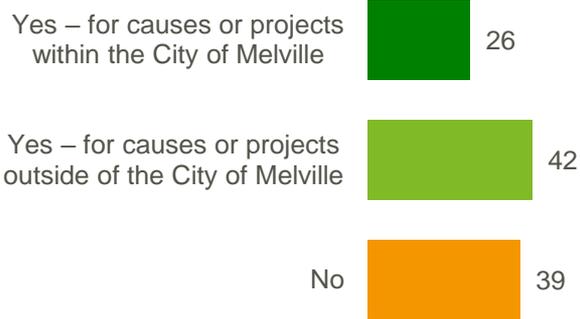
Trend Analysis
% involved in any volunteering or philanthropy activities

2017	2019	2021	2023
NA	NA	NA	61

MARKYT◆ Industry Standards
% involved in any volunteering or philanthropy activities

City of Melville	61
Industry High	NA
Industry Average	NA

Geographical variances
% involved in any volunteering or philanthropy activities

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
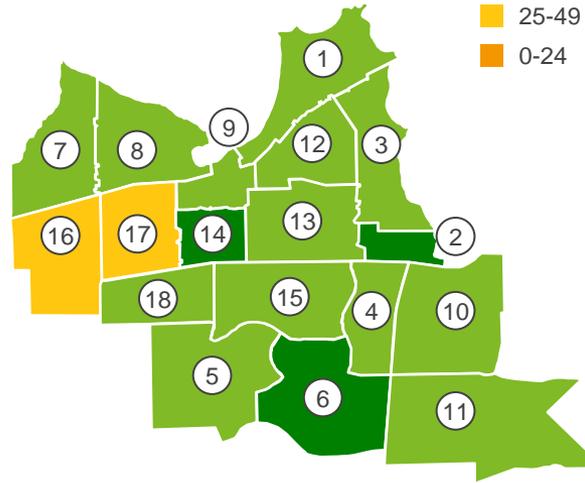
#	Suburb	Suburb	Ward
1	Applecross	52	
2	Brentwood	82	61
3	Mt Pleasant	63	
4	Bateman	53	
5	Kardinya	65	64
6	Murdoch	76	
7	Bicton	58	
8	Attadale	69	62
9	Alfred Cove	55	
10	Bull Creek	67	65
11	Leeming	62	
12	Ardross	62	
13	Booragoon	63	65
14	Myaree	81	
15	Winthrop	61	
16	Palmyra	49	
17	Melville	49	52
18	Willagee	61	

Community variances
% involved in any volunteering or philanthropy activities

Gender
Male	59
Female	61
Other#	96

Age
18-34 years	59
35-49 years	57
50-64 years	66
65+ years	61

Age of children
0-4 years	43
5-11 years	63
12-17 years	66
18+ years	69
No children	63

Disability & culture
Disability	71
First Nations#	81
Mainly speak LOTE	67

Home ownership
Homeowner	60
Renting / other	68

Education
Secondary	59
TAFE	60
Undergraduate	63
Postgraduate	61

Employment
Full-time	58
Casual / part-time	61
Self employed	76

Q. **In the past year, have you been involved in volunteering or giving activities to support social causes or philanthropic projects?**
Base: All respondents, excludes 'no response' (n = 859). # Small sample size (<20 respondents)

MARKYT◆

Volunteer recognition and support

Performance ratings
% of respondents

91% Positive rating*

65 Performance Index Score (out of 100)
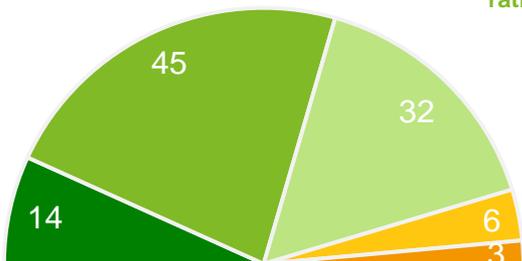
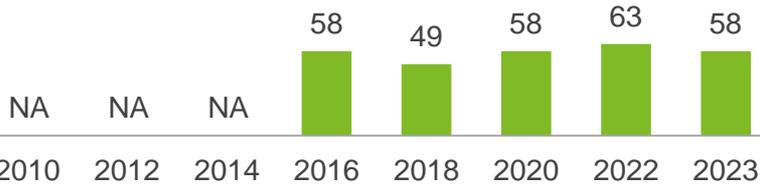|	
45	Good
32	Okay
14	Excellent
6	Poor
3	Terrible

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	NA	68	65

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	65
Industry High	69
Industry Average	59

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
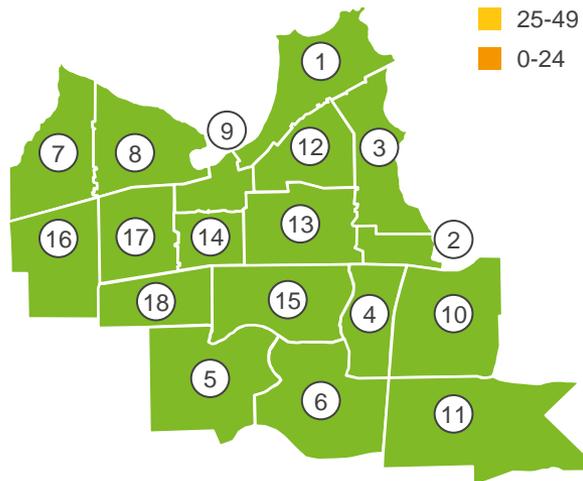
	Suburb	Suburb	Ward
1	Applecross	66	
2	Brentwood	63	65
3	Mt Pleasant	65	
4	Bateman	65	
5	Kardinya	67	67
6	Murdoch	74	
7	Bicton	64	
8	Attadale	63	64
9	Alfred Cove	65	
10	Bull Creek	62	
11	Leeming	70	66
12	Ardross	62	
13	Booragoon	66	
14	Myaree	74	64
15	Winthrop	60	
16	Palmyra	60	
17	Melville	70	65
18	Willagee	62	

Community variances
Performance Index Score

Gender
Male	65
Female	66
Other#	49

Age
18-34 years	61
35-49 years	62
50-64 years	65
65+ years	70

Age of children
0-4 years	62
5-11 years	59
12-17 years	62
18+ years	63
No children	68

Disability & culture
Disability	65
First Nations#	66
Mainly speak LOTE	62

Home ownership
Homeowner	65
Renting / other	63

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1034).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

90

Environmental sustainability

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings
% of respondents

79% Positive rating*

58 Performance Index Score (out of 100)

- 10 Excellent
- 38 Good
- 32 Okay
- 16 Poor
- 5 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	58	49	58	63	58

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	58
Industry High	68
Industry Average	49
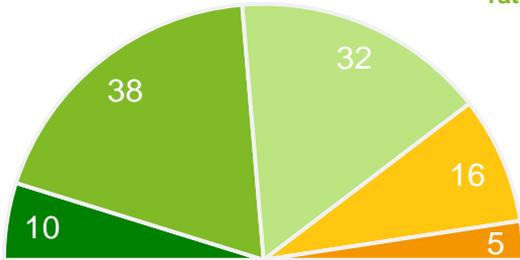
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
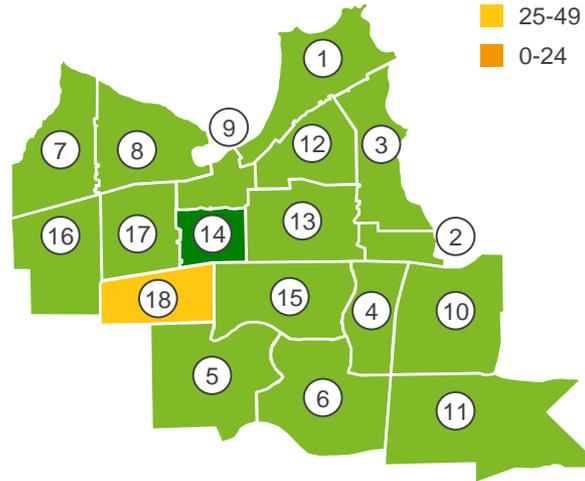
#	Suburb	Suburb	Ward
1	Applecross	53	
2	Brentwood	53	55
3	Mt Pleasant	56	
4	Bateman	63	
5	Kardinya	63	64
6	Murdoch	65	
7	Bicton	53	
8	Attadale	55	56
9	Alfred Cove	65	
10	Bull Creek	60	
11	Leeming	61	61
12	Ardross	55	
13	Booragoon	56	
14	Myaree	75	58
15	Winthrop	54	
16	Palmyra	63	
17	Melville	58	57
18	Willagee	48	

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	58	0-4 years	**63**	Disability	**53**
Female	58	5-11 years	55	First Nations#	**52**
Other#	54	12-17 years	57	Mainly speak LOTE	57
Age		18+ years	**53**		
18-34 years	59	No children	59	**Home ownership**	
35-49 years	54			Homeowner	58
50-64 years	58			Renting / other	57
65+ years	60				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1268).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Conservation and environmental management

Performance ratings
% of respondents

86%
Positive rating*

62
Performance Index Score
(out of 100)

Pie chart values:
- 11 Excellent
- 43 Good
- 32 Okay
- 10 Poor
- 4 Terrible

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
67	68	NA	76	65	71	68	62

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	62
Industry High	67
Industry Average	52

Geographical variances
Performance Index Score

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
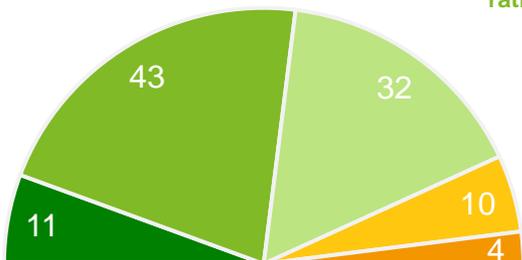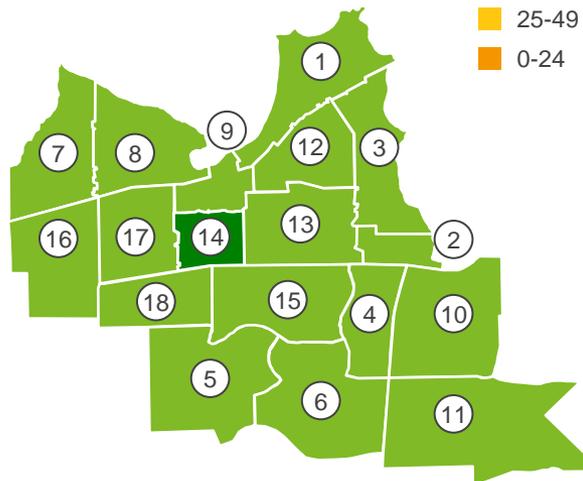
	Suburb	Ward
1	Applecross	59	
2	Brentwood	63	60
3	Mt Pleasant	61	
4	Bateman	65	
5	Kardinya	67	67
6	Murdoch	66	
7	Bicton	62	
8	Attadale	57	61
9	Alfred Cove	69	
10	Bull Creek	63	
11	Leeming	63	63
12	Ardross	57	
13	Booragoon	63	
14	Myaree	75	62
15	Winthrop	59	
16	Palmyra	63	
17	Melville	63	61
18	Willagee	55	
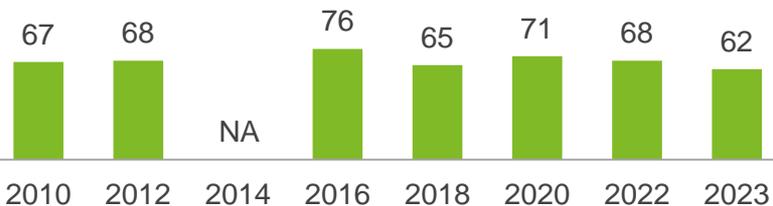
Community variances
Performance Index Score

Gender

Male	64
Female	60
Other#	58

Age

18-34 years	63
35-49 years	61
50-64 years	62
65+ years	62

Age of children

0-4 years	66
5-11 years	61
12-17 years	64
18+ years	56
No children	63

Disability & culture

Disability	54
First Nations#	57
Mainly speak LOTE	61

Home ownership

Homeowner	62
Renting / other	61

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1411).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Performance ratings
% of respondents
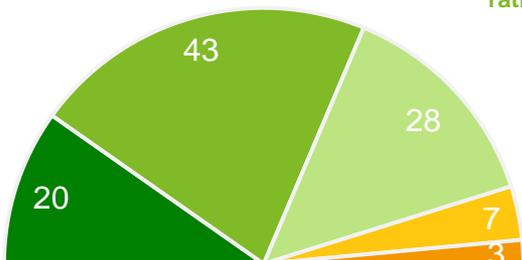
87% Positive rating*

64 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

15 · 44 · 29 · 8 · 4

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	79	67	77	68	64

MARKYT◆ Industry Standards
Performance Index Score

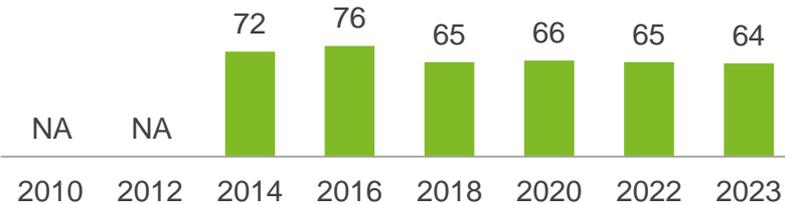|	
City of Melville	64
Industry High	65
Industry Average	56

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
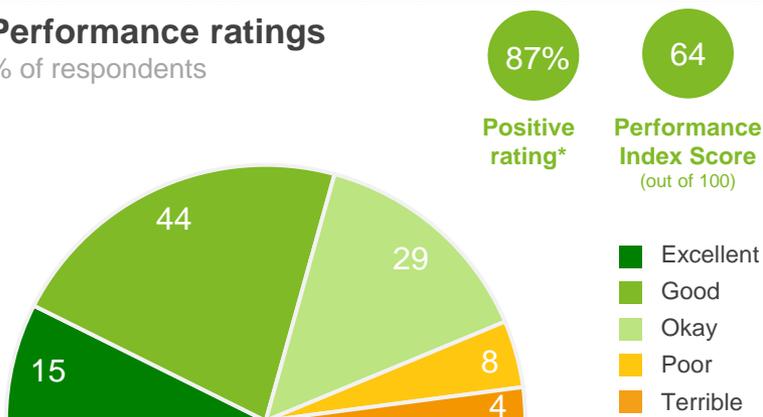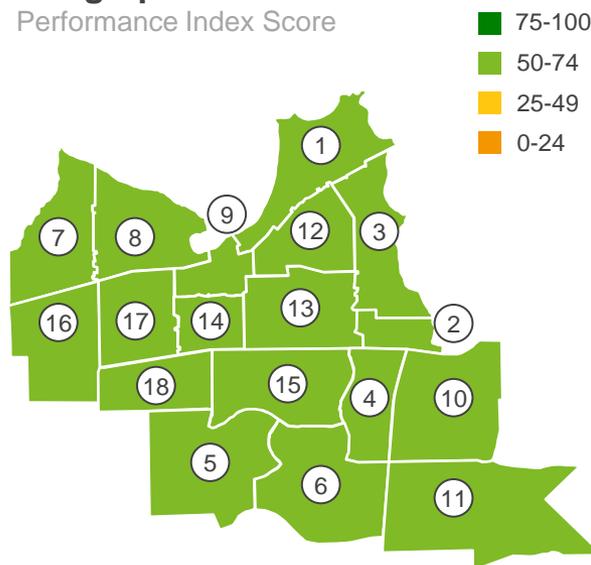
	Suburb	Ward
1	Applecross	60	
2	Brentwood	65	62
3	Mt Pleasant	63	
4	Bateman	69	
5	Kardinya	70	70
6	Murdoch	73	
7	Bicton	66	
8	Attadale	55	62
9	Alfred Cove	74	
10	Bull Creek	59	
11	Leeming	65	62
12	Ardross	63	
13	Booragoon	58	
14	Myaree	72	63
15	Winthrop	66	
16	Palmyra	63	
17	Melville	71	67
18	Willagee	65	

Community variances
Performance Index Score

Gender
Male	65
Female	64
Other#	62

Age
18-34 years	66
35-49 years	61
50-64 years	63
65+ years	67

Age of children
0-4 years	66
5-11 years	62
12-17 years	63
18+ years	60
No children	67

Disability & culture
Disability	62
First Nations#	58
Mainly speak LOTE	66

Home ownership
Homeowner	64
Renting / other	63

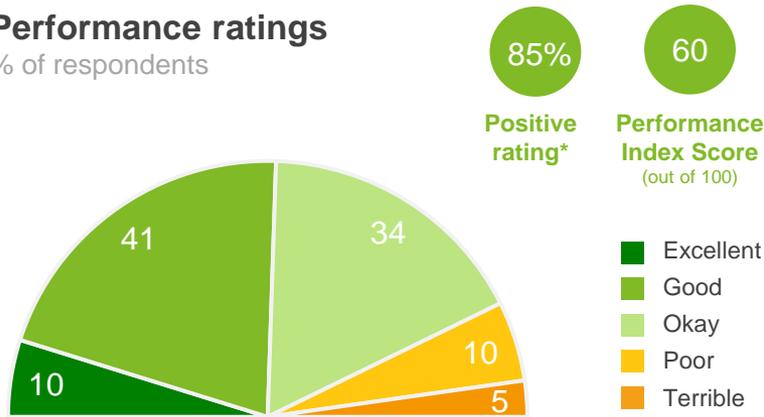Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1429).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

94

Waste management

Performance ratings
% of respondents

90%
Positive rating*

67
Performance Index Score
(out of 100)

- 20 (Excellent)
- 43 (Good)
- 28 (Okay)
- 7 (Poor)
- 3 (Terrible)

Legend:
- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
78	78	83	85	74	69	74	67

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	67
Industry High	77
Industry Average	61

Geographical variances
Performance Index Score

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
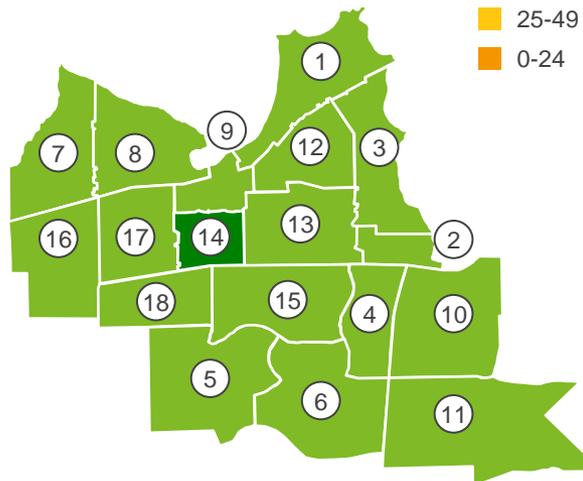
#	Suburb	Suburb	Ward
1	Applecross	66	
2	Brentwood	68	68
3	Mt Pleasant	70	
4	Bateman	68	
5	Kardinya	70	69
6	Murdoch	67	
7	Bicton	65	
8	Attadale	66	67
9	Alfred Cove	74	
10	Bull Creek	65	
11	Leeming	64	65
12	Ardross	64	
13	Booragoon	68	
14	Myaree	76	68
15	Winthrop	67	
16	Palmyra	66	
17	Melville	72	68
18	Willagee	63	
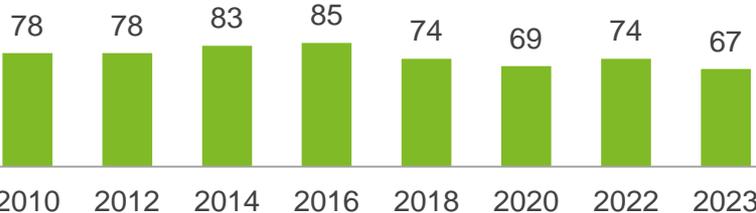
Community variances
Performance Index Score

Gender
Male	69
Female	66
Other#	64

Age
18-34 years	70
35-49 years	63
50-64 years	66
65+ years	70

Age of children
0-4 years	69
5-11 years	65
12-17 years	66
18+ years	63
No children	70

Disability & culture
Disability	68
First Nations#	58
Mainly speak LOTE	74

Home ownership
| Homeowner | 68 |
| Renting / other | 66 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1605).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Storm water drainage

Performance ratings
% of respondents

91% Positive rating*

64 Performance Index Score (out of 100)

43	35
12	7
3	

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	72	76	65	66	65	64

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	64
Industry High	64
Industry Average	48
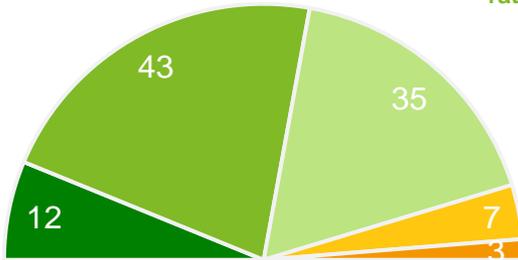
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
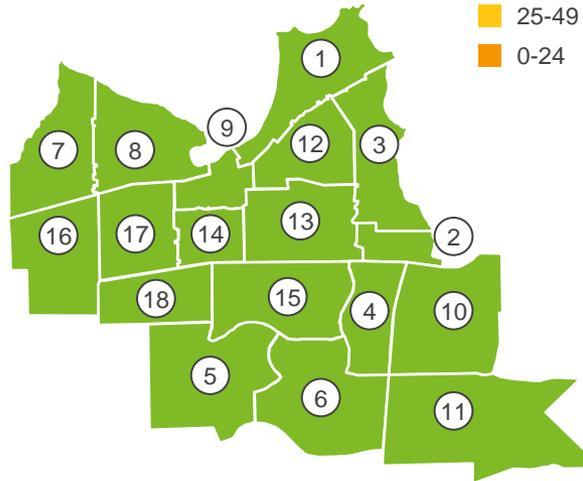
		Suburb	Ward
1	Applecross	62	
2	Brentwood	71	64
3	Mt Pleasant	65	
4	Bateman	62	
5	Kardinya	68	66
6	Murdoch	68	
7	Bicton	65	
8	Attadale	63	65
9	Alfred Cove	71	
10	Bull Creek	60	
11	Leeming	62	61
12	Ardross	56	
13	Booragoon	68	
14	Myaree	64	64
15	Winthrop	67	
16	Palmyra	66	
17	Melville	65	64
18	Willagee	59	

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	66	0-4 years	71	Disability	62
Female	62	5-11 years	66	First Nations#	66
Other#	57	12-17 years	64	Mainly speak LOTE	71
Age		18+ years	62		
18-34 years	67	No children	64	**Home ownership**	
35-49 years	63			Homeowner	64
50-64 years	62			Renting / other	64
65+ years	65				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1313).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Environmental health management
(noise, pests, pollution, food inspections, etc)

Performance ratings
% of respondents
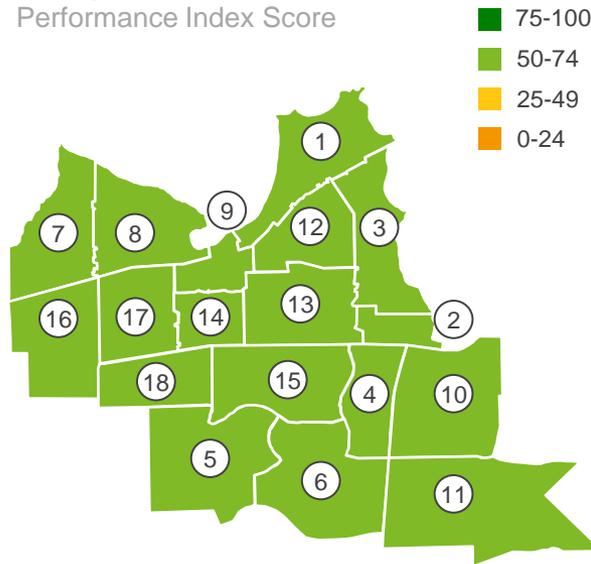
85% Positive rating*

60 Performance Index Score (out of 100)

- 10 Excellent
- 41 Good
- 34 Okay
- 10 Poor
- 5 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
65	64	69	70	57	65	63	60

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	60
Industry High	65
Industry Average	54

Geographical variances
Performance Index Score

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

		Suburb	Ward
1	Applecross	59	
2	Brentwood	62	61
3	Mt Pleasant	62	
4	Bateman	59	
5	Kardinya	63	61
6	Murdoch	59	
7	Bicton	61	
8	Attadale	59	61
9	Alfred Cove	68	
10	Bull Creek	58	
11	Leeming	60	59
12	Ardross	55	
13	Booragoon	63	
14	Myaree	69	62
15	Winthrop	62	
16	Palmyra	59	
17	Melville	59	58
18	Willagee	55	
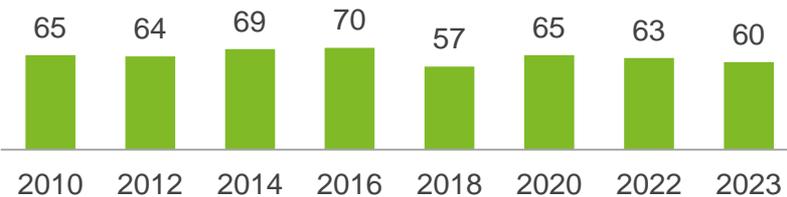
Community variances
Performance Index Score

Gender
Male	61
Female	60
Other#	47

Age
18-34 years	66
35-49 years	58
50-64 years	59
65+ years	60

Age of children
0-4 years	65
5-11 years	62
12-17 years	62
18+ years	58
No children	60

Disability & culture
Disability	58
First Nations#	57
Mainly speak LOTE	65

Home ownership
| Homeowner | 60 |
| Renting / other | 60 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1237).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Responsible growth and development

Managing responsible growth and development

Performance ratings
% of respondents

71% Positive rating*

49 Performance Index Score (out of 100)
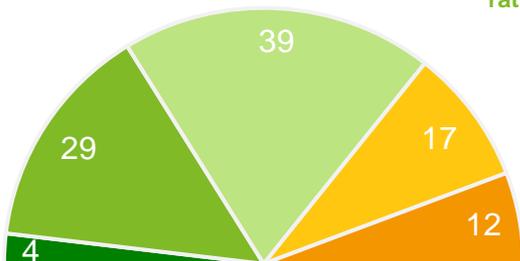
- 4 Excellent
- 29 Good
- 39 Okay
- 17 Poor
- 12 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
65	66	67	69	60	59	49	49

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	49
Industry High	58
Industry Average	45

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
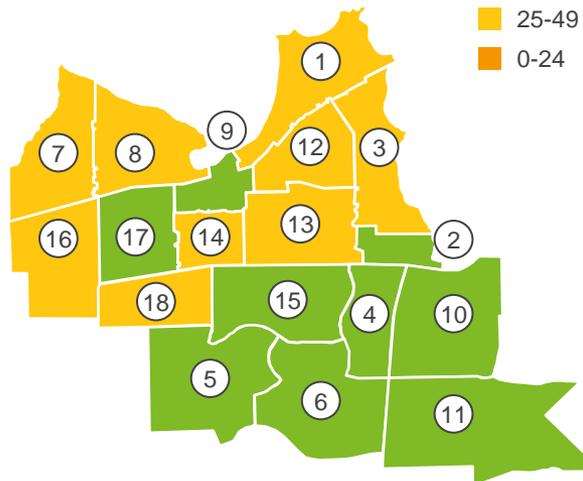
	Suburb	Ward
1	Applecross	35	
2	Brentwood	50	42
3	Mt Pleasant	48	
4	Bateman	58	
5	Kardinya	55	56
6	Murdoch	55	
7	Bicton	46	
8	Attadale	41	46
9	Alfred Cove	60	
10	Bull Creek	56	
11	Leeming	59	57
12	Ardross	38	
13	Booragoon	49	
14	Myaree	47	47
15	Winthrop	54	
16	Palmyra	48	
17	Melville	57	52
18	Willagee	49	
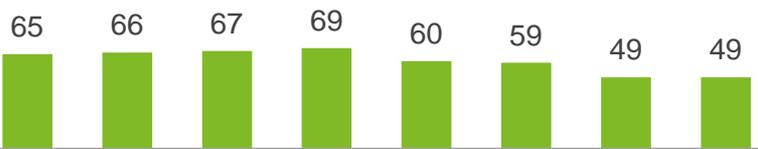
Community variances
Performance Index Score

Gender
Male	50
Female	48
Other#	43

Age
18-34 years	51
35-49 years	50
50-64 years	46
65+ years	49

Age of children
0-4 years	53
5-11 years	48
12-17 years	51
18+ years	47
No children	49

Disability & culture
Disability	46
First Nations#	43
Mainly speak LOTE	57

Home ownership
Homeowner	48
Renting / other	54

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1276).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Planning and building approvals

Performance ratings
% of respondents

57%
Positive rating*
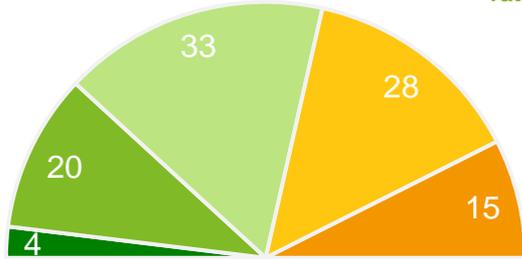
42
Performance Index Score
(out of 100)

- 4 Excellent
- 20 Good
- 33 Okay
- 28 Poor
- 15 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	NA	46	42

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	42
Industry High	55
Industry Average	43

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
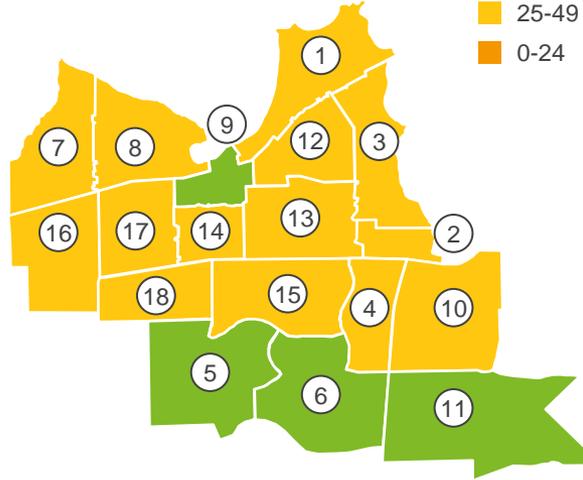
	Suburb	Ward
1 Applecross	27	37
2 Brentwood	49	
3 Mt Pleasant	43	
4 Bateman	42	49
5 Kardinya	51	
6 Murdoch	51	
7 Bicton	39	41
8 Attadale	38	
9 Alfred Cove	58	
10 Bull Creek	48	50
11 Leeming	51	
12 Ardross	38	40
13 Booragoon	40	
14 Myaree	41	
15 Winthrop	44	
16 Palmyra	45	44
17 Melville	44	
18 Willagee	44	

Community variances
Performance Index Score

Gender

Male	44
Female	41
Other#	29

Age

18-34 years	51
35-49 years	42
50-64 years	40
65+ years	40

Age of children

0-4 years	52
5-11 years	45
12-17 years	44
18+ years	41
No children	41

Disability & culture

Disability	39
First Nations#	34
Mainly speak LOTE	52

Home ownership

| Homeowner | 42 |
| Renting / other | 48 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1091).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Access to housing that meets your needs

Performance ratings
% of respondents

82% Positive rating*
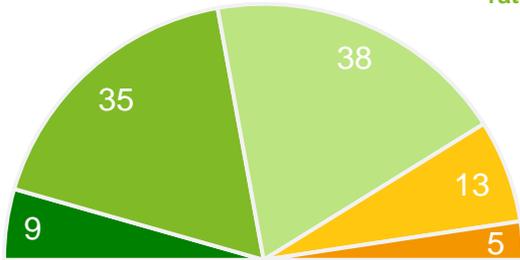
58 Performance Index Score (out of 100)

- 9 Excellent
- 35 Good
- 38 Okay
- 13 Poor
- 5 Terrible

Legend:
- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	64	62	58

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	58
Industry High	65
Industry Average	49

Geographical variances
Performance Index Score

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
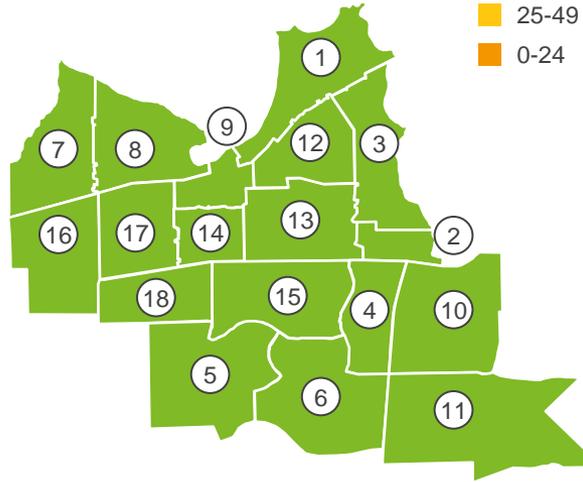
#	Suburb	Suburb	Ward
1	Applecross	53	
2	Brentwood	64	57
3	Mt Pleasant	57	
4	Bateman	53	
5	Kardinya	61	59
6	Murdoch	64	
7	Bicton	58	
8	Attadale	54	57
9	Alfred Cove	67	
10	Bull Creek	53	59
11	Leeming	65	
12	Ardross	55	
13	Booragoon	55	57
14	Myaree	59	
15	Winthrop	61	
16	Palmyra	57	
17	Melville	58	58
18	Willagee	58	

Community variances
Performance Index Score

Gender
Male	58
Female	57
Other#	41

Age
18-34 years	62
35-49 years	57
50-64 years	56
65+ years	56

Age of children
0-4 years	62
5-11 years	59
12-17 years	61
18+ years	53
No children	58

Disability & culture
Disability	50
First Nations#	55
Mainly speak LOTE	63

Home ownership
| Homeowner | 59 |
| Renting / other | 50 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1088).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

101

Preserving and promoting local history and heritage

Performance ratings
% of respondents

86% Positive rating*

60 Performance Index Score (out of 100)

- 11 Excellent
- 38 Good
- 37 Okay
- 10 Poor
- 4 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
61	61	66	67	58	63	59	60

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	60
Industry High	70
Industry Average	58
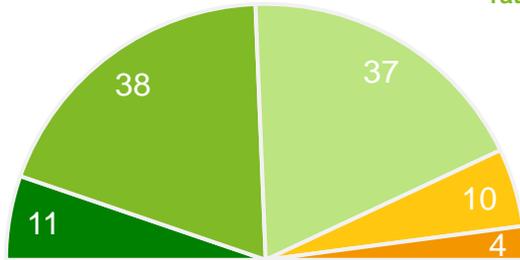
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
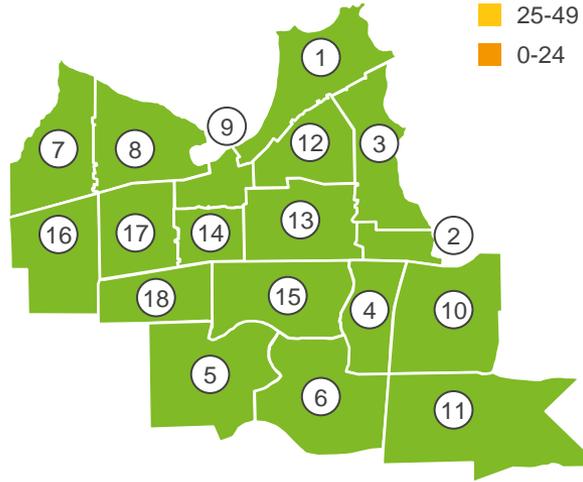
	Suburb	Ward
1	Applecross	53	
2	Brentwood	63	58
3	Mt Pleasant	60	
4	Bateman	61	
5	Kardinya	65	65
6	Murdoch	69	
7	Bicton	60	
8	Attadale	56	60
9	Alfred Cove	70	
10	Bull Creek	56	
11	Leeming	66	61
12	Ardross	61	
13	Booragoon	62	
14	Myaree	66	62
15	Winthrop	61	
16	Palmyra	57	
17	Melville	58	58
18	Willagee	56	
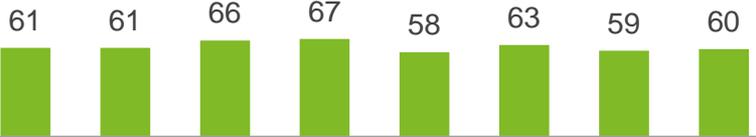
Community variances
Performance Index Score

Gender
Male	60
Female	61
Other#	47

Age
18-34 years	63
35-49 years	59
50-64 years	59
65+ years	61

Age of children
0-4 years	64
5-11 years	60
12-17 years	61
18+ years	55
No children	61

Disability & culture
Disability	57
First Nations#	51
Mainly speak LOTE	61

Home ownership
| Homeowner | 60 |
| Renting / other | 59 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1190).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

102

Streetscapes, trees and verges

Performance ratings
% of respondents

81% — Positive rating*

60 — Performance Index Score (out of 100)

- 14 Excellent
- 40 Good
- 28 Okay
- 13 Poor
- 6 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	65	73	72	60	62	62	60

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	60
Industry High	69
Industry Average	53
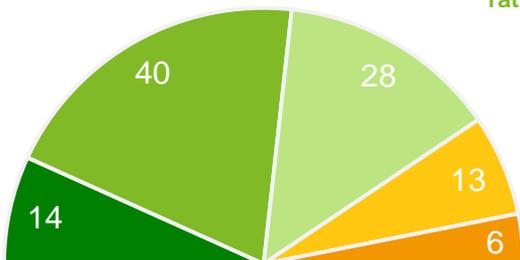
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
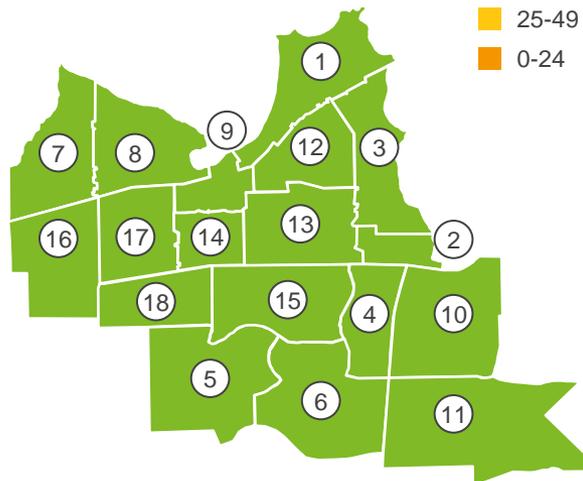
	Suburb	Suburb	Ward
1	Applecross	57	
2	Brentwood	62	60
3	Mt Pleasant	62	
4	Bateman	56	
5	Kardinya	57	57
6	Murdoch	60	
7	Bicton	56	
8	Attadale	58	59
9	Alfred Cove	68	
10	Bull Creek	67	
11	Leeming	59	63
12	Ardross	56	
13	Booragoon	65	
14	Myaree	69	61
15	Winthrop	59	
16	Palmyra	63	
17	Melville	62	62
18	Willagee	61	

Community variances
Performance Index Score

Gender
Male	61
Female	61
Other#	53

Age
18-34 years	62
35-49 years	59
50-64 years	59
65+ years	62

Age of children
0-4 years	62
5-11 years	56
12-17 years	58
18+ years	56
No children	62

Disability & culture
Disability	54
First Nations#	52
Mainly speak LOTE	59

Home ownership
Homeowner	60
Renting / other	64

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1576).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

103

Moving around

Access to public transport

Performance ratings
% of respondents

87%
Positive rating*

62
Performance Index Score
(out of 100)

- 14 Excellent
- 38 Good
- 35 Okay
- 9 Poor
- 4 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
67	69	70	72	68	74	69	62

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	62
Industry High	82
Industry Average	53

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
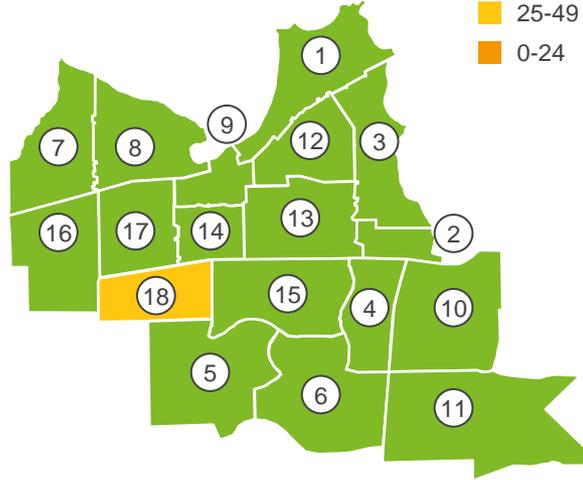
	Suburb	Ward
1 Applecross	60	
2 Brentwood	67	60
3 Mt Pleasant	58	
4 Bateman	55	
5 Kardinya	65	63
6 Murdoch	68	
7 Bicton	60	
8 Attadale	58	61
9 Alfred Cove	71	
10 Bull Creek	71	
11 Leeming	65	68
12 Ardross	57	
13 Booragoon	70	
14 Myaree	71	65
15 Winthrop	64	
16 Palmyra	58	
17 Melville	66	59
18 Willagee	46	
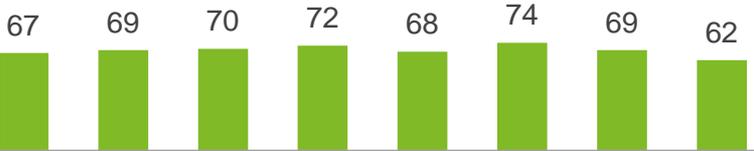
Community variances
Performance Index Score

Gender
Male	61
Female	63
Other#	**68**

Age
18-34 years	61
35-49 years	62
50-64 years	62
65+ years	65

Age of children
0-4 years	64
5-11 years	64
12-17 years	65
18+ years	61
No children	62

Disability & culture
Disability	62
First Nations#	**68**
Mainly speak LOTE	**56**

Home ownership
| Homeowner | 62 |
| Renting / other | **69** |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1404).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Footpaths, trails and cycleways

Performance ratings
% of respondents

81%
Positive rating*

60
Performance Index Score
(out of 100)

- 12 Excellent
- 39 Good
- 30 Okay
- 14 Poor
- 5 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
69	69	68	71	64	63	61	60

MARKYT◆ Industry Standards
Performance Index Score

| City of Melville	60
Industry High	67
Industry Average	52
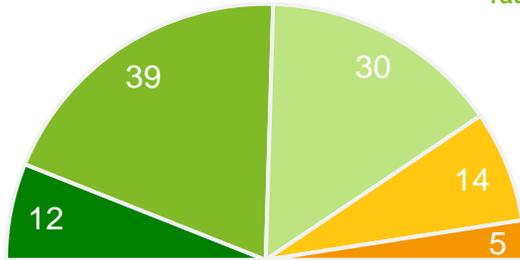
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
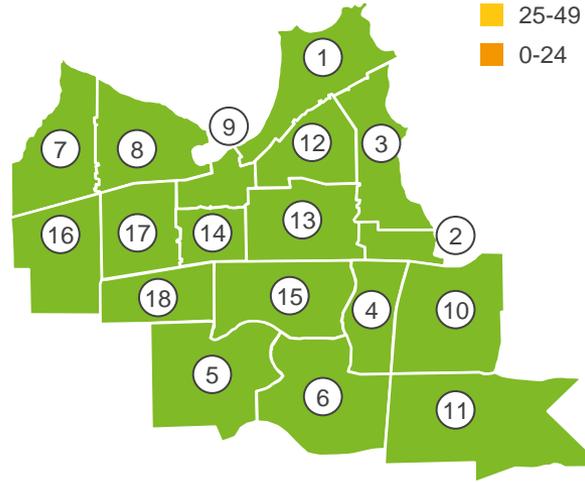
#	Suburb	Suburb	Ward
1	Applecross	56	
2	Brentwood	62	59
3	Mt Pleasant	61	
4	Bateman	59	
5	Kardinya	61	61
6	Murdoch	63	
7	Bicton	60	
8	Attadale	56	60
9	Alfred Cove	71	
10	Bull Creek	60	60
11	Leeming	61	
12	Ardross	61	
13	Booragoon	64	
14	Myaree	63	61
15	Winthrop	58	
16	Palmyra	58	
17	Melville	59	58
18	Willagee	55	
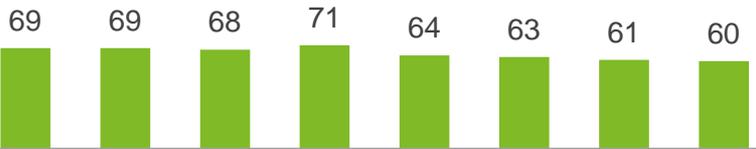
Community variances
Performance Index Score

Gender

Male	60
Female	59
Other#	57

Age

18-34 years	58
35-49 years	58
50-64 years	60
65+ years	62

Age of children

0-4 years	59
5-11 years	57
12-17 years	58
18+ years	58
No children	61

Disability & culture

Disability	54
First Nations#	57
Mainly speak LOTE	61

Home ownership

| Homeowner | 60 |
| Renting / other | 61 |

Local roads

Performance ratings
% of respondents

90%
Positive rating*

64
Performance Index Score
(out of 100)

- 13 Excellent
- 45 Good
- 33 Okay
- 7 Poor
- 3 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
70	72	NA	75	66	70	67	64

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	64
Industry High	70
Industry Average	47
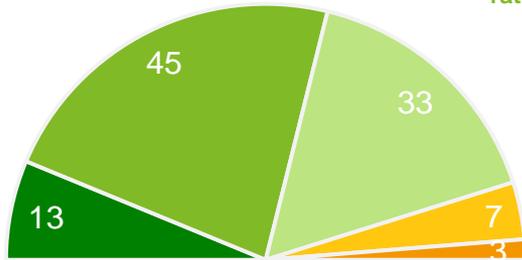
Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
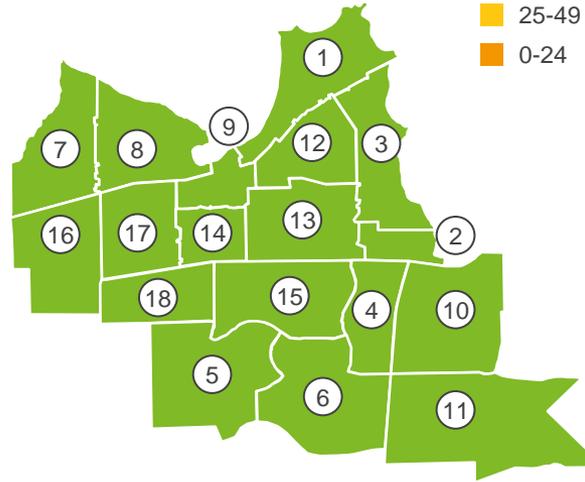
	Suburb	Ward
1 Applecross	61	63
2 Brentwood	69	
3 Mt Pleasant	64	
4 Bateman	66	65
5 Kardinya	63	
6 Murdoch	72	
7 Bicton	61	64
8 Attadale	65	
9 Alfred Cove	70	
10 Bull Creek	64	64
11 Leeming	64	
12 Ardross	60	64
13 Booragoon	67	
14 Myaree	65	
15 Winthrop	65	
16 Palmyra	66	66
17 Melville	67	
18 Willagee	62	
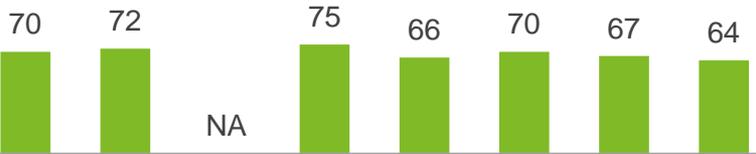
Community variances
Performance Index Score

Gender
Male	65
Female	64
Other#	**69**

Age
18-34 years	67
35-49 years	65
50-64 years	62
65+ years	64

Age of children
0-4 years	66
5-11 years	66
12-17 years	66
18+ years	**58**
No children	65

Disability & culture
Disability	**59**
First Nations#	63
Mainly speak LOTE	64

Home ownership
| Homeowner | 64 |
| Renting / other | 66 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1574).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)
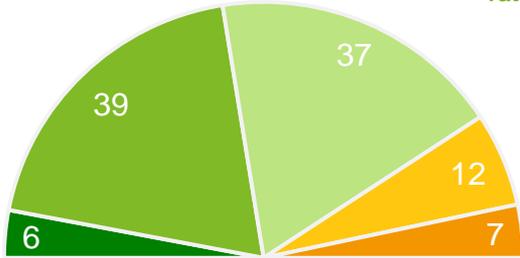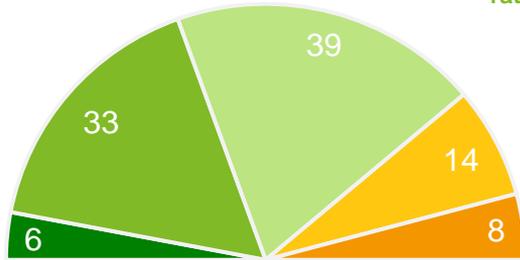
Traffic management

Performance ratings
% of respondents

81% Positive rating*

56 Performance Index Score (out of 100)

Pie chart values:
- Excellent: 6
- Good: 39
- Okay: 37
- Poor: 12
- Terrible: 7

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
59	56	62	63	51	61	62	56

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	56
Industry High	62
Industry Average	51

Geographical variances
Performance Index Score

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
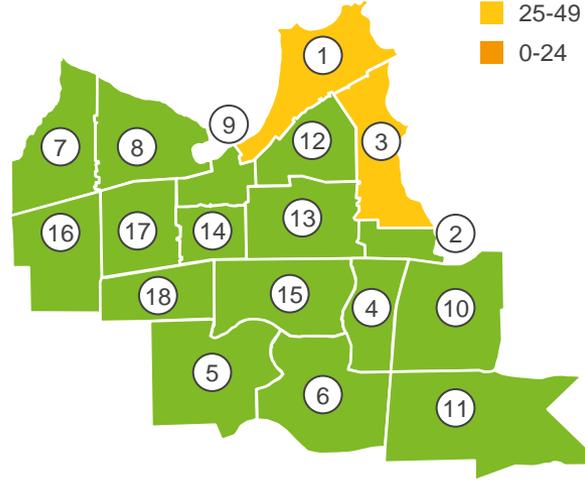
	Suburb	Ward
1 Applecross	43	
2 Brentwood	57	48
3 Mt Pleasant	49	
4 Bateman	54	
5 Kardinya	64	62
6 Murdoch	66	
7 Bicton	51	
8 Attadale	57	55
9 Alfred Cove	61	
10 Bull Creek	60	
11 Leeming	61	60
12 Ardross	50	
13 Booragoon	58	
14 Myaree	60	58
15 Winthrop	65	
16 Palmyra	58	
17 Melville	59	58
18 Willagee	58	

Community variances
Performance Index Score

Gender
Male	56
Female	57
Other#	58

Age
18-34 years	62
35-49 years	57
50-64 years	53
65+ years	55

Age of children
0-4 years	63
5-11 years	60
12-17 years	59
18+ years	53
No children	55

Disability & culture
Disability	52
First Nations#	61
Mainly speak LOTE	56

Home ownership
| Homeowner | 56 |
| Renting / other | 61 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1519).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆ 108

Parking management

Performance ratings
% of respondents

78%
Positive rating*

54
Performance Index Score
(out of 100)

- Excellent — 6
- Good — 33
- Okay — 39
- Poor — 14
- Terrible — 8

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	66	68	59	61	57	54

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	54
Industry High	60
Industry Average	52

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
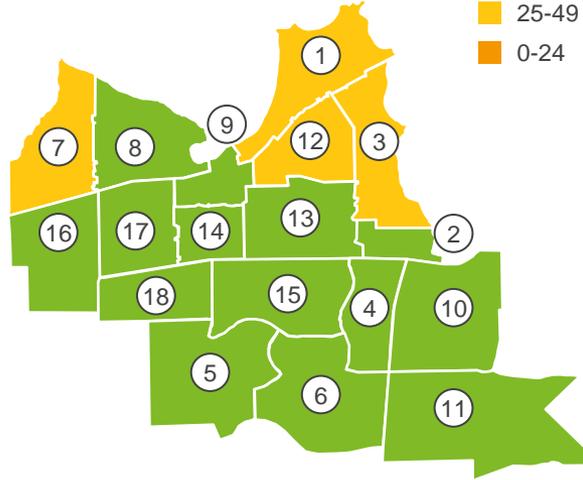
		Suburb	Ward
1	Applecross	41	
2	Brentwood	51	46
3	Mt Pleasant	49	
4	Bateman	55	
5	Kardinya	59	59
6	Murdoch	64	
7	Bicton	49	
8	Attadale	51	52
9	Alfred Cove	60	
10	Bull Creek	56	
11	Leeming	61	59
12	Ardross	43	
13	Booragoon	56	
14	Myaree	58	54
15	Winthrop	60	
16	Palmyra	54	
17	Melville	58	56
18	Willagee	55	
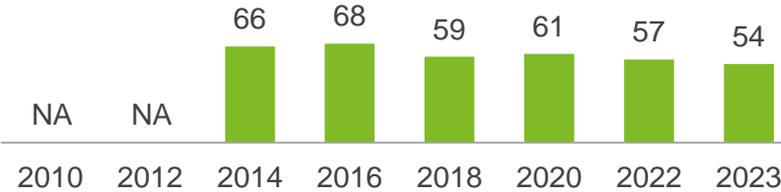
Community variances
Performance Index Score

Gender
Male	54
Female	53
Other#	52

Age
18-34 years	58
35-49 years	54
50-64 years	52
65+ years	51

Age of children
0-4 years	**60**
5-11 years	57
12-17 years	56
18+ years	51
No children	53

Disability & culture
Disability	**46**
First Nations#	**61**
Mainly speak LOTE	**59**

Home ownership
| Homeowner | 53 |
| Renting / other | **60** |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1485).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Economic development

Place to operate a business

98% of businesses rate the City of Melville positively as a place to operate a business.

The overall Performance Index Score is 79 out of 100 and is the highest score to date. Most business respondents provided ratings of good or excellent.

The City of Melville is the industry leader in the MARKYT Benchmarking Excellence Program and is 10 index points above the industry average.
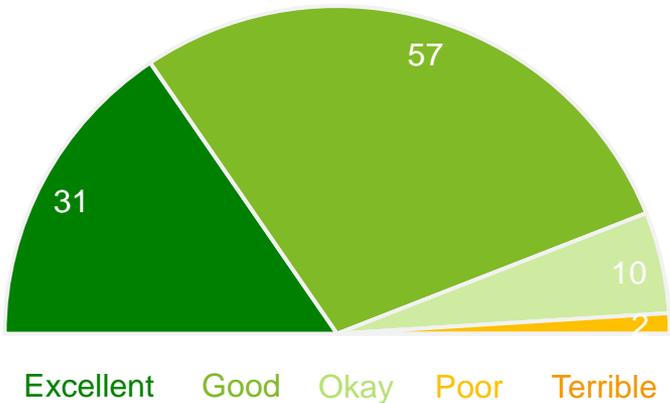
Performance ratings
% of business respondents

Total Positive Rating
(excellent + good + okay)

98%

- 57 (Good)
- 31 (Excellent)
- 10 (Okay)
- 2 (Poor/Terrible)

Excellent   Good   Okay   Poor   Terrible

Trend Analysis
Performance Index Score

Year	Score
10	67
12	68
14	68
16	67
18	77
20	68
22	79

Excellent
Good
Okay
Poor
Terrible

MARKYT ◆ Industry Standards
Performance Index Score

City of Melville	79
Industry High	79
Industry Average	69

Q. **Overall, how would you rate the City of Melville in the following areas?**
The City of Melville as a location to operate your business. Base: All respondents, excludes 'unsure' (n = 99).
Source: MARKYT Business Scorecard, 2022

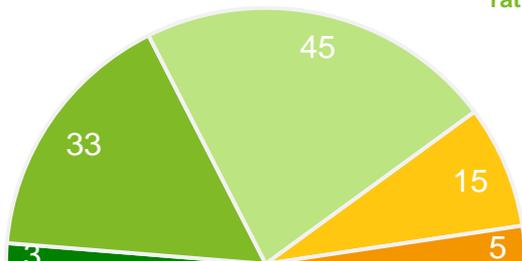MARKYT ◆   111

Economic development and job creation

Performance ratings
% of respondents

80%
Positive rating*

53
Performance Index Score
(out of 100)

- 45 Okay
- 33 Good
- 15 Poor
- 5 Terrible
- 3 Excellent

Legend:
- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	NA	55	53

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	53
Industry High	56
Industry Average	43

Geographical variances
Performance Index Score

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
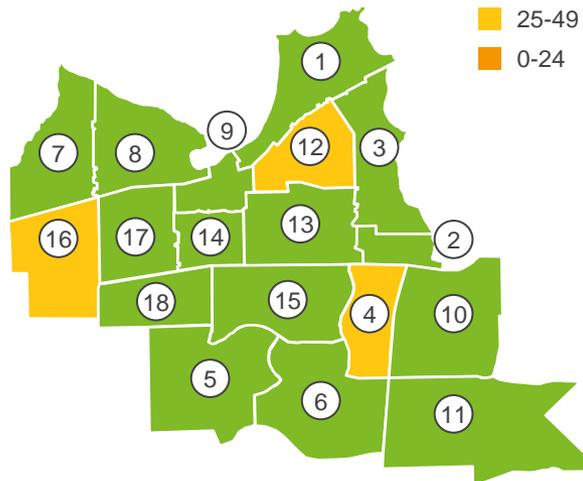
#	Suburb	Suburb	Ward
1	Applecross	52	
2	Brentwood	50	51
3	Mt Pleasant	50	
4	Bateman	49	
5	Kardinya	59	56
6	Murdoch	59	
7	Bicton	54	
8	Attadale	50	54
9	Alfred Cove	66	
10	Bull Creek	59	58
11	Leeming	58	
12	Ardross	47	
13	Booragoon	51	52
14	Myaree	59	
15	Winthrop	54	
16	Palmyra	49	
17	Melville	53	51
18	Willagee	50	

Community variances
Performance Index Score

Gender
Male	51
Female	56
Other#	25

Age
18-34 years	56
35-49 years	49
50-64 years	52
65+ years	55

Age of children
0-4 years	58
5-11 years	51
12-17 years	52
18+ years	49
No children	56

Disability & culture
Disability	49
First Nations#	42
Mainly speak LOTE	50

Home ownership
| Homeowner | 53 |
| Renting / other | 56 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 731).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Development and activation of your local neighbourhood precinct
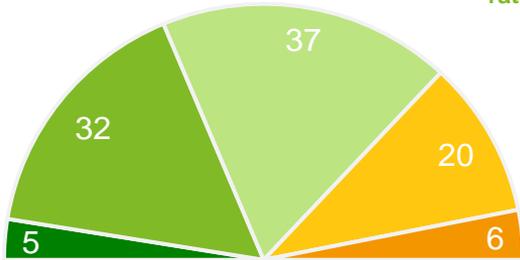
Performance ratings
% of respondents

74% Positive rating*
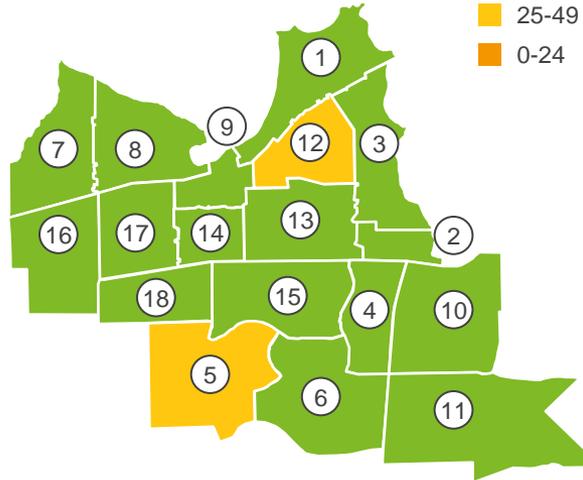
53 Performance Index Score (out of 100)

- 5 Excellent
- 32 Good
- 37 Okay
- 20 Poor
- 6 Terrible

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	NA	56	53

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	53
Industry High	64
Industry Average	46

Geographical variances
Performance Index Score

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

	Suburb	Ward
1	Applecross	50	
2	Brentwood	55	52
3	Mt Pleasant	54	
4	Bateman	50	
5	Kardinya	49	51
6	Murdoch	55	
7	Bicton	51	
8	Attadale	53	54
9	Alfred Cove	62	
10	Bull Creek	56	
11	Leeming	50	52
12	Ardross	44	
13	Booragoon	53	
14	Myaree	60	52
15	Winthrop	53	
16	Palmyra	51	
17	Melville	58	54
18	Willagee	52	

Community variances
Performance Index Score

Gender
Male	52
Female	53
Other#	**48**

Age
18-34 years	53
35-49 years	50
50-64 years	52
65+ years	55

Age of children
0-4 years	53
5-11 years	50
12-17 years	52
18+ years	50
No children	54

Disability & culture
Disability	52
First Nations#	**47**
Mainly speak LOTE	50

Home ownership
| Homeowner | 52 |
| Renting / other | 56 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1390).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)
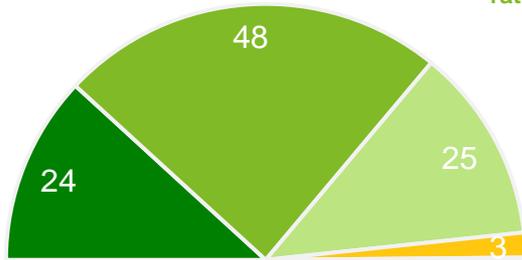
Performance ratings
% of respondents

97%
Positive rating*

73
Performance Index Score
(out of 100)

48
25
24
3

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	NA	NA	73

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	73
Industry High	85
Industry Average	67

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
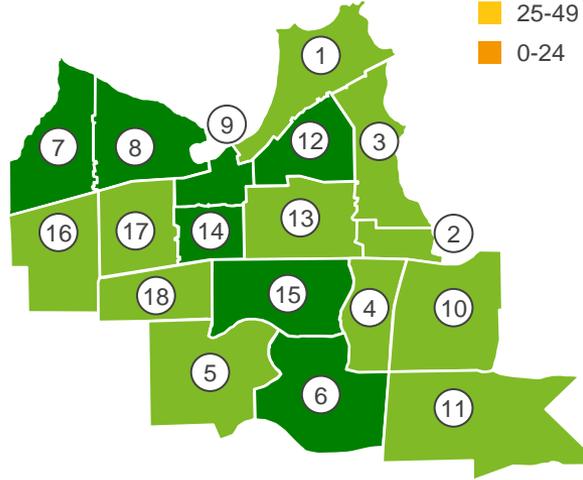
#	Suburb	Suburb	Ward
1	Applecross	74	
2	Brentwood	73	74
3	Mt Pleasant	74	
4	Bateman	72	
5	Kardinya	69	71
6	Murdoch	78	
7	Bicton	77	
8	Attadale	76	76
9	Alfred Cove	75	
10	Bull Creek	69	70
11	Leeming	71	
12	Ardross	78	
13	Booragoon	69	75
14	Myaree	81	
15	Winthrop	75	
16	Palmyra	71	
17	Melville	72	70
18	Willagee	68	

Community variances
Performance Index Score

Gender
Male	73
Female	74
Other#	55

Age
18-34 years	70
35-49 years	70
50-64 years	74
65+ years	77

Age of children
0-4 years	71
5-11 years	72
12-17 years	71
18+ years	74
No children	74

Disability & culture
Disability	69
First Nations#	81
Mainly speak LOTE	72

Home ownership
| Homeowner | 74 |
| Renting / other | 68 |

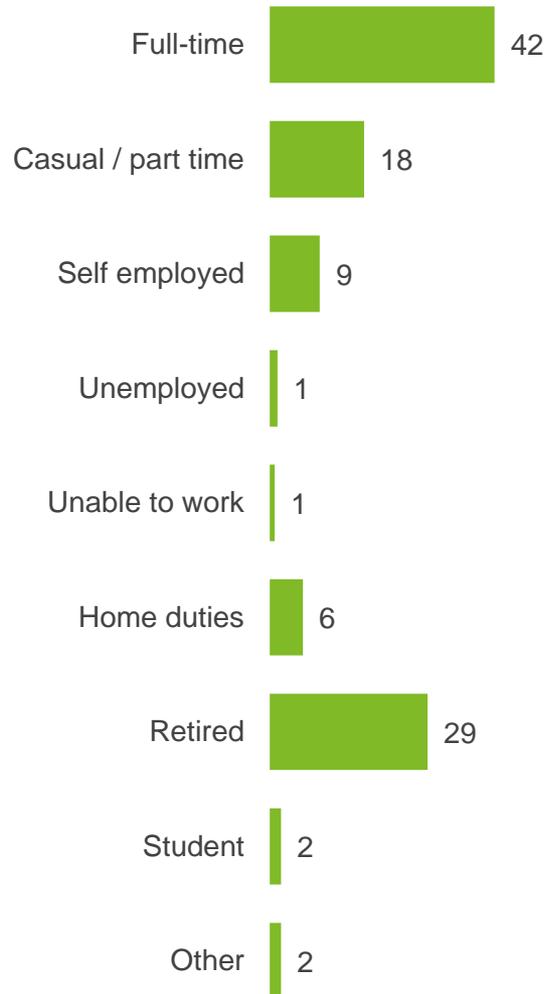Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1790).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Employment

Employment status

% of resident respondents

Full-time	42
Casual / part time	18
Self employed	9
Unemployed	1
Unable to work	1
Home duties	6
Retired	29
Student	2
Other	2

Most scorecard respondents were employed, with 42% working full-time, 18% working casual or part-time, and 9% being self-employed.

29% of respondents had retired.

Only 2% of respondents were unemployed or unable to work. This aligns with the actual unemployment rate for the City of Melville of 1.7%, as reported by the Australian Government for the June quarter 2023.

2% of respondents were students and 6% were responsible for home duties.

Work / work opportunities

Performance ratings
% of respondents

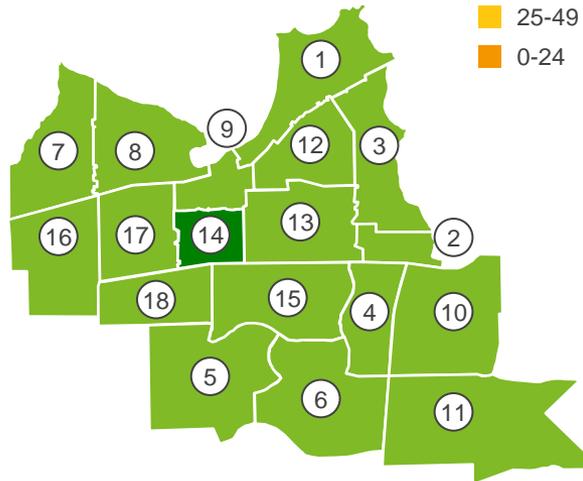**87%** Positive rating*

66 Performance Index Score (out of 100)

- 25 Excellent
- 32 Very good
- 30 Good
- 10 Fair
- 4 Poor

Trend Analysis
Index Score

2020	2023
54	66

MARKYT◆ Industry Standards
Index Score

City of Melville	66
Industry Average^	54
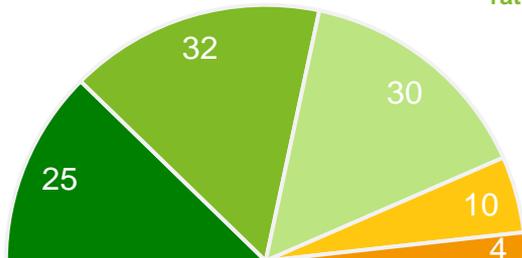
Geographical variances
Index Score

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

		Suburb	Ward
1	Applecross	64	
2	Brentwood	62	63
3	Mt Pleasant	63	
4	Bateman	65	
5	Kardinya	69	67
6	Murdoch	60	
7	Bicton	65	
8	Attadale	73	69
9	Alfred Cove	67	
10	Bull Creek	53	62
11	Leeming	68	
12	Ardross	63	
13	Booragoon	60	65
14	Myaree	82	
15	Winthrop	63	
16	Palmyra	69	
17	Melville	71	69
18	Willagee	62	

Community variances
Index Score

Gender
Male	67
Female	65
Other#	73

Age
18-34 years	72
35-49 years	66
50-64 years	65
65+ years	58

Age of children
0-4 years	70
5-11 years	65
12-17 years	68
18+ years	64
No children	65

Disability & culture
Disability	65
First Nations#	59
Mainly speak LOTE	66

Home ownership
Homeowner	67
Renting / other	62

Education
Secondary	61
TAFE	61
Undergraduate	66
Postgraduate	69

Employment
Full-time	70
Casual / part-time	67
Self employed	75

Q. **Currently, how good is your life in relation to these areas?** Base: All respondents, excludes 'no response' (n = 662).
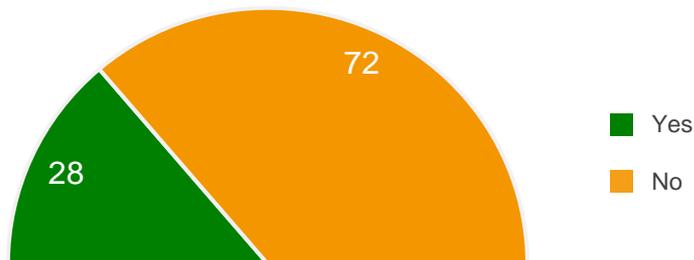
* Positive Rating = excellent, very good + good # Small sample size (<20 respondents)

^ Source: CATALYSE®, 2020, *MARKYT® Community Resilience Scorecard*

Work-life balance

Do you regularly work over 50 hours per week?
% of respondents

Yes — 28
No — 72

Trend Analysis
% yes

2017	2019	2021	2023
19	NA	NA	28

MARKYT◆ Industry Standards
% yes

City of Melville — 28

Australia^ — 13

Geographical variances
% yes

- 75-100
- 50-74
- 25-49
- 0-24
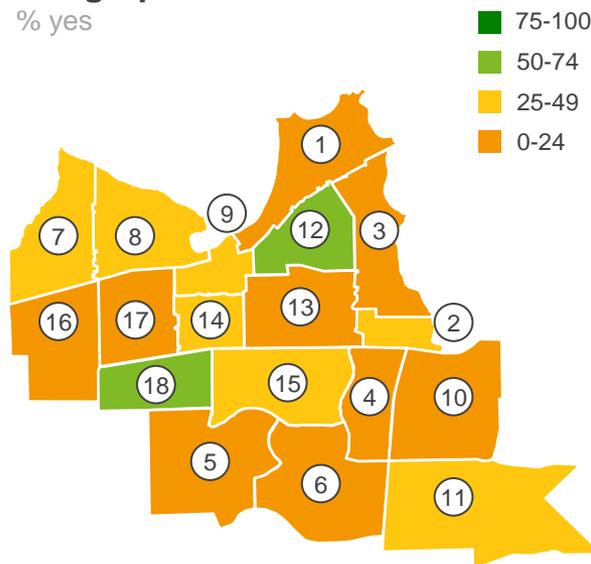
		Suburb	Ward
1	Applecross	21	
2	Brentwood	40	23
3	Mt Pleasant	19	
4	Bateman	19	
5	Kardinya	14	13
6	Murdoch	0	
7	Bicton	30	
8	Attadale	37	32
9	Alfred Cove	26	
10	Bull Creek	24	25
11	Leeming	26	
12	Ardross	50	
13	Booragoon	18	34
14	Myaree	41	
15	Winthrop	35	
16	Palmyra	19	
17	Melville	22	27
18	Willagee	57	

Community variances
% yes

Gender			Age of children			Home ownership	
Male	34		0-4 years	31		Homeowner	29
Female	22		5-11 years	31		Renting / other	14
Other#	0		12-17 years	30		**Education**	
Age			18+ years	27		Secondary	13
18-34 years	25		No children	26		TAFE	28
35-49 years	31		**Disability & culture**			Undergraduate	28
50-64 years	28		Disability	36		Postgraduate	29
65+ years	20		First Nations#	16		**Employment**	
			Mainly speak LOTE	25		Full-time	39
						Casual / part-time	2
						Self employed	30

Personal finances

Financial situation

Performance ratings
% of respondents

81% Positive rating*
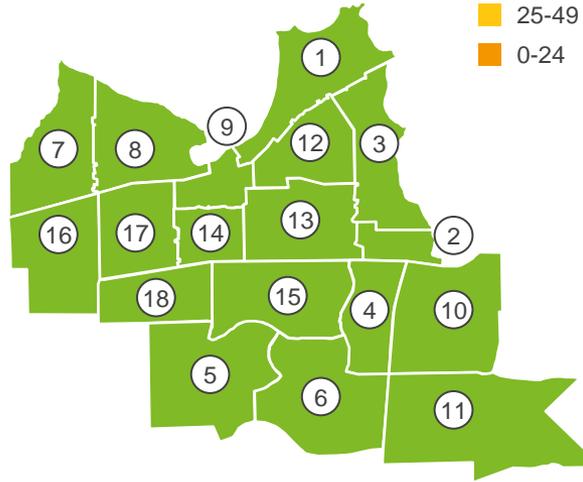
60 Performance Index Score *(out of 100)*

- 18 Excellent
- 28 Very good
- 36 Good
- 16 Fair
- 3 Poor

Legend:
- Excellent
- Very good
- Good
- Fair
- Poor

Trend Analysis
Index Score

2020	2023
55	60

MARKYT◆ Industry Standards
Index Score

City of Melville	60
Industry Average^	52
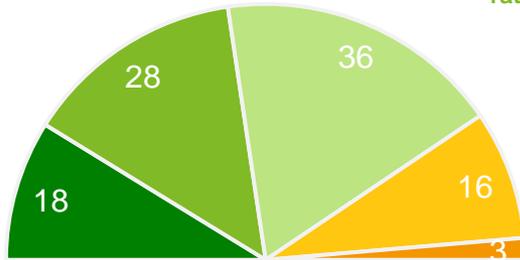
Geographical variances
Index Score

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

		Suburb	Ward
1	Applecross	62	
2	Brentwood	58	60
3	Mt Pleasant	58	
4	Bateman	64	
5	Kardinya	58	60
6	Murdoch	62	
7	Bicton	62	
8	Attadale	73	66
9	Alfred Cove	61	
10	Bull Creek	52	55
11	Leeming	58	
12	Ardross	60	
13	Booragoon	58	
14	Myaree	70	60
15	Winthrop	56	
16	Palmyra	55	
17	Melville	65	59
18	Willagee	53	

Community variances
Index Score

Gender
Male	61
Female	60
Other#	46

Age
18-34 years	55
35-49 years	58
50-64 years	65
65+ years	61

Age of children
0-4 years	54
5-11 years	57
12-17 years	63
18+ years	63
No children	61

Disability & culture
Disability	54
First Nations#	71
Mainly speak LOTE	54

Home ownership
| Homeowner | 62 |
| Renting / other | 47 |

Education
Secondary	55
TAFE	56
Undergraduate	60
Postgraduate	64

Employment
Full-time	60
Casual / part-time	58
Self employed	66

Q. **Currently, how good is your life in relation to these areas?** Base: All respondents, excludes 'no response' (n = 843).

* Positive Rating = excellent, very good + good # Small sample size (<20 respondents)

^ Source: CATALYSE®, 2020, *MARKYT® Community Resilience Scorecard*

Household spending

In relation to your household spending, would you say you generally:
% of respondents

Response	%
Spend more money than you earn or get	5
Have just enough money to get by	22
Spend left over money	4
Save a bit every now and then	24
Save some regularly	35
Save a lot	11

Trend Analysis
% saving money

2017	2019	2021	2023
70	NA	NA	70

MARKYT Industry Standards
% saving money

City of Melville	70
Industry High	NA
Industry Average	NA

Geographical variances
% saving money

- 75-100
- 50-74
- 25-49
- 0-24
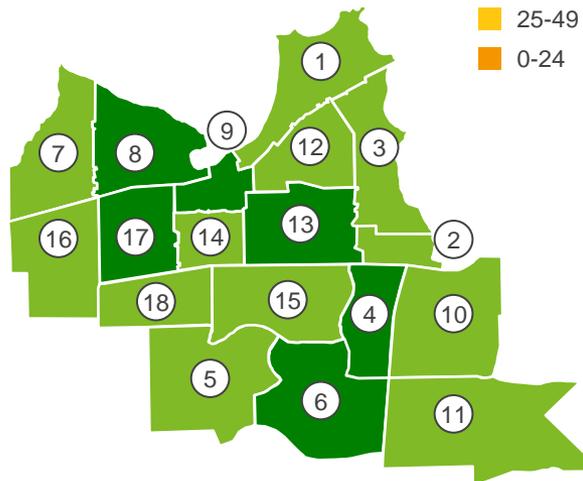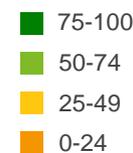
#	Suburb	Suburb	Ward
1	Applecross	68	
2	Brentwood	68	65
3	Mt Pleasant	61	
4	Bateman	84	
5	Kardinya	72	79
6	Murdoch	96	
7	Bicton	61	
8	Attadale	81	75
9	Alfred Cove	81	
10	Bull Creek	52	56
11	Leeming	59	
12	Ardross	70	
13	Booragoon	78	69
14	Myaree	74	
15	Winthrop	53	
16	Palmyra	70	
17	Melville	84	75
18	Willagee	65	

Community variances
% saving money

Gender
Male	67
Female	72
Other#	87

Age
18-34 years	73
35-49 years	76
50-64 years	72
65+ years	60

Age of children
0-4 years	69
5-11 years	68
12-17 years	78
18+ years	65
No children	70

Disability & culture
Disability	65
First Nations#	65
Mainly speak LOTE	69

Home ownership
Homeowner	71
Renting / other	65

Education
Secondary	73
TAFE	67
Undergraduate	67
Postgraduate	74

Employment
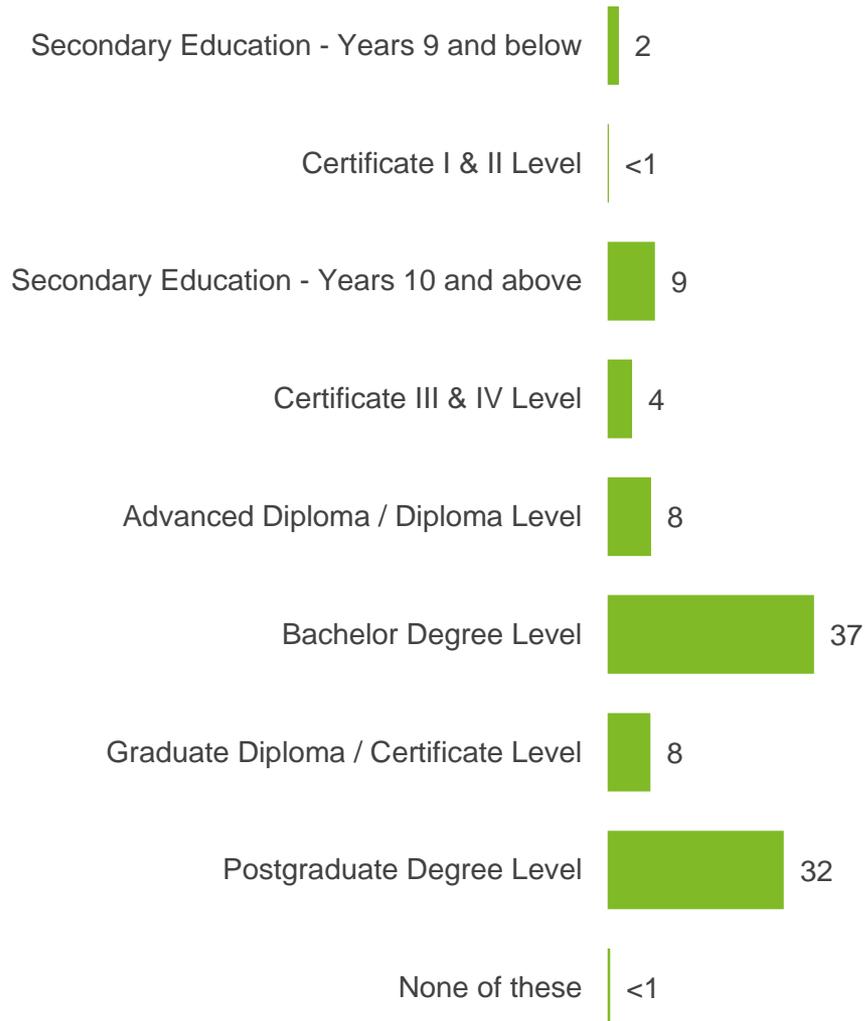|	
Full-time	73
Casual / part-time	76
Self employed	74

Q. **In relation to your household spending, would you say you generally:**
Base: All respondents, excludes 'no response' (n = 860). # Small sample size (<20 respondents)

MARKYT

Education and life-long learning

Highest level of education completed

% of resident respondents

Secondary Education - Years 9 and below ▮ 2

Certificate I & II Level | <1

Secondary Education - Years 10 and above █ 9

Certificate III & IV Level ▮ 4

Advanced Diploma / Diploma Level █ 8

Bachelor Degree Level ████ 37

Graduate Diploma / Certificate Level █ 8

Postgraduate Degree Level ████ 32

None of these | <1

Most scorecard respondents had completed tertiary education, with 37% completing a bachelor degree and 40% completing further studies.

11% of respondents completed up to year 12; this includes people who completed certificate I or II.

12% of respondents completed TAFE level studies; this includes certificate III or IV, or a diploma or advanced diploma.

MARKYT◆

Access to education, training and life-long learning opportunities

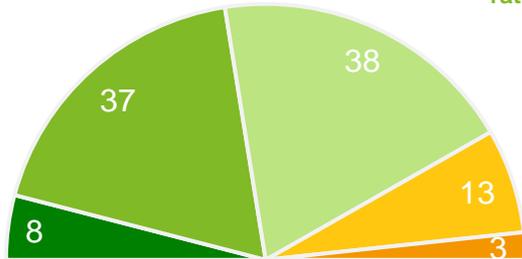## Performance ratings
% of respondents

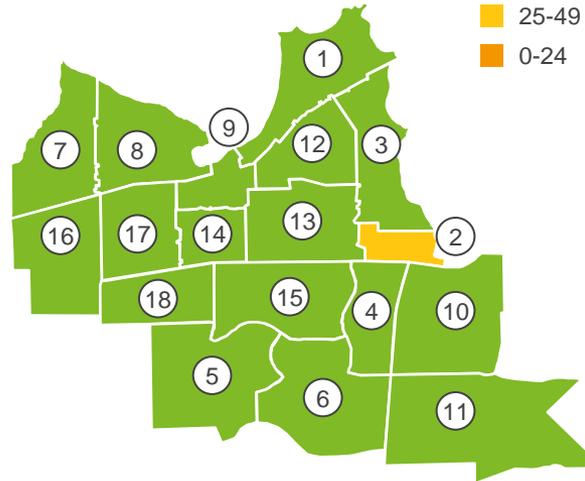83% **Positive rating***

58 **Performance Index Score** (out of 100)

- 8 Excellent
- 37 Good
- 38 Okay
- 13 Poor
- 3 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
NA	NA	NA	NA	NA	NA	NA	58

MARKYT Industry Standards
Performance Index Score

City of Melville	58
Industry High	64
Industry Average	49

Geographical variances
Performance Index Score

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

	Suburb	Suburb	Ward
1	Applecross	57	
2	Brentwood	49	55
3	Mt Pleasant	56	
4	Bateman	60	
5	Kardinya	64	64
6	Murdoch	67	
7	Bicton	59	
8	Attadale	53	56
9	Alfred Cove	61	
10	Bull Creek	60	61
11	Leeming	61	
12	Ardross	53	
13	Booragoon	57	57
14	Myaree	65	
15	Winthrop	58	
16	Palmyra	59	
17	Melville	63	59
18	Willagee	52	

Community variances
Performance Index Score

Gender
Male	57
Female	59
Other#	72

Age
18-34 years	63
35-49 years	53
50-64 years	56
65+ years	61

Age of children
0-4 years	61
5-11 years	57
12-17 years	57
18+ years	54
No children	60

Disability & culture
Disability	55
First Nations#	62
Mainly speak LOTE	56

Home ownership
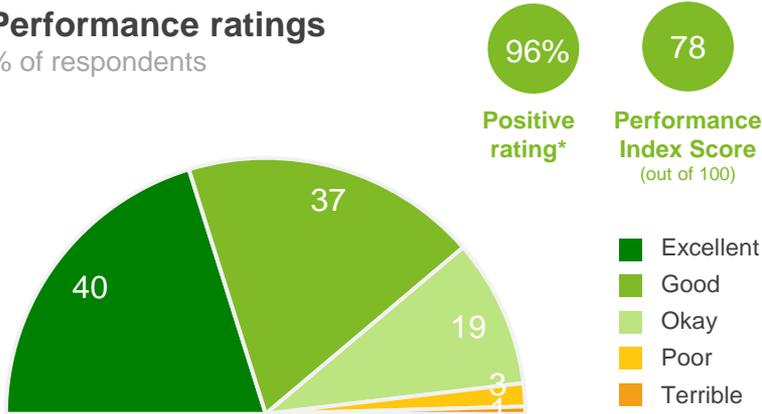| Homeowner	58
Renting / other	62

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 939).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT

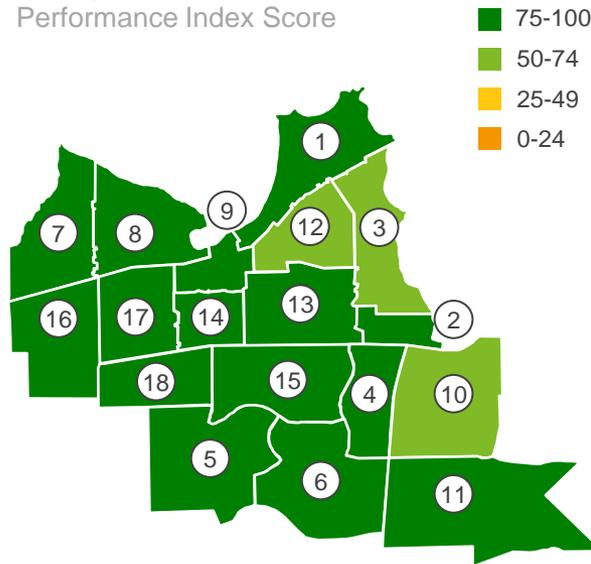# Library services

Performance ratings
% of respondents

96% Positive rating*

78 Performance Index Score (out of 100)

- 40 Excellent
- 37 Good
- 19 Okay
- 3 Poor
- 1 Terrible

Trend Analysis
Performance Index Score

2010	2012	2014	2016	2018	2020	2022	2023
79	78	81	83	71	78	81	78

MARKYT◆ Industry Standards
Performance Index Score

City of Melville	78
Industry High	85
Industry Average	70

Geographical variances
Performance Index Score

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

	Suburb	Ward
1	Applecross	75	
2	Brentwood	78	74
3	Mt Pleasant	71	
4	Bateman	78	
5	Kardinya	80	80
6	Murdoch	83	
7	Bicton	80	
8	Attadale	78	80
9	Alfred Cove	83	
10	Bull Creek	73	75
11	Leeming	77	
12	Ardross	71	
13	Booragoon	79	78
14	Myaree	89	
15	Winthrop	77	
16	Palmyra	85	
17	Melville	82	82
18	Willagee	78	

Community variances
Performance Index Score

Gender
Male	76
Female	80
Other#	87

Age
18-34 years	80
35-49 years	76
50-64 years	76
65+ years	81

Age of children
0-4 years	83
5-11 years	77
12-17 years	77
18+ years	74
No children	79

Disability & culture
Disability	75
First Nations#	78
Mainly speak LOTE	76

Home ownership
| Homeowner | 78 |
| Renting / other | 78 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1446).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Participation in educational activities in past 12 months

In the past year, have you participated in any educational activities, including short courses, workshops or seminars?
% of respondents

- Yes — 59
- No — 41

Trend Analysis
% yes

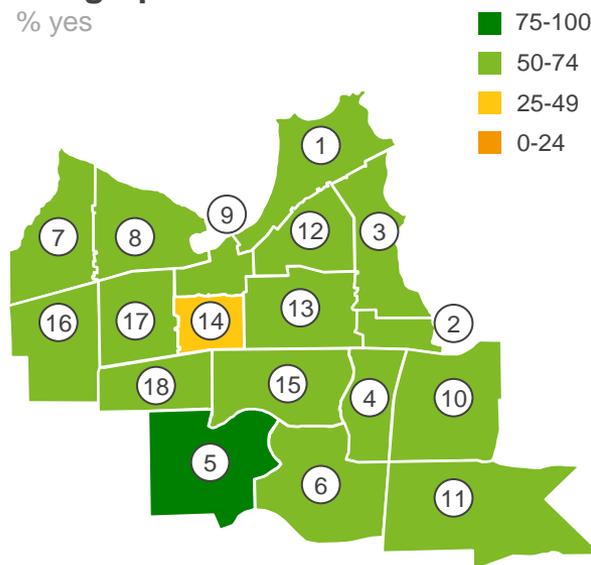| 2017	2019	2021	2023
NA	NA	NA	59
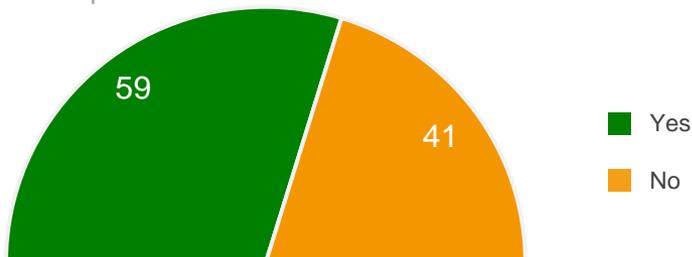
MARKYT◆ Industry Standards
% yes

City of Melville	59
Industry High	NA
Industry Average	NA

Geographical variances
% yes

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

		Suburb	Ward
1	Applecross	52	
2	Brentwood	69	53
3	Mt Pleasant	50	
4	Bateman	55	
5	Kardinya	78	69
6	Murdoch	61	
7	Bicton	52	
8	Attadale	71	63
9	Alfred Cove	61	
10	Bull Creek	56	56
11	Leeming	57	
12	Ardross	59	
13	Booragoon	69	61
14	Myaree	40	
15	Winthrop	62	
16	Palmyra	62	
17	Melville	51	57
18	Willagee	58	

Community variances
% yes

Gender

Male	55
Female	64
Other#	53

Age

18-34 years	57
35-49 years	72
50-64 years	61
65+ years	48

Age of children

0-4 years	60
5-11 years	64
12-17 years	67
18+ years	61
No children	57

Disability & culture

Disability	69
First Nations#	16
Mainly speak LOTE	69

Home ownership

Homeowner	59
Renting / other	67

Education

Secondary	33
TAFE	46
Undergraduate	58
Postgraduate	75

Employment

Full-time	70
Casual / part-time	65
Self employed	59

Q. **In the past year, have you participated in any educational activities, including short courses, workshops or seminars?**
Base: All respondents, excludes 'no response' (n = 880). # Small sample size (<20 respondents)

MARKYT◆   126

Sufficient education and training to get a job
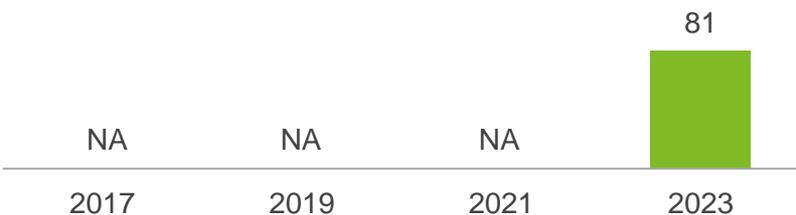## among people who are unemployed or seeking work

If unemployed or seeking new work, do you feel you have sufficient education and training to get a job?
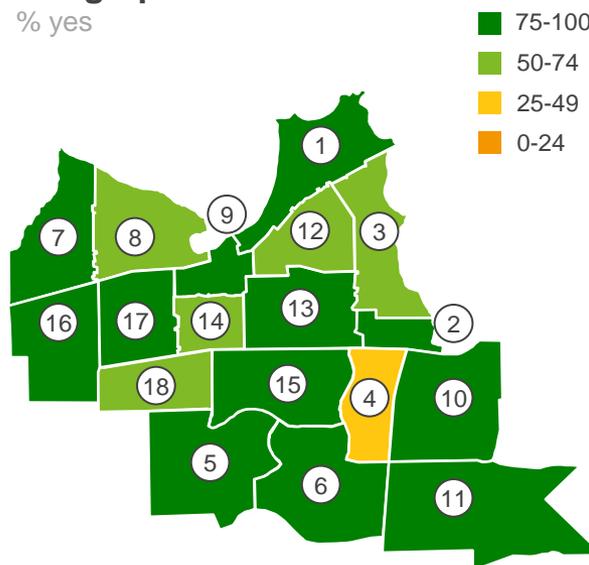% of respondents

81 Yes
19 No

Trend Analysis
% yes

2017	2019	2021	2023
NA	NA	NA	81
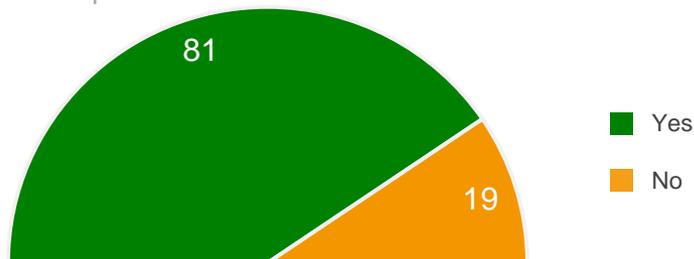
MARKYT◆ Industry Standards
% yes

City of Melville	81
Industry High	NA
Industry Average	NA

Geographical variances
% yes

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

	Suburb	Ward
1	Applecross	100	
2	Brentwood	100	79
3	Mt Pleasant	61	
4	Bateman	35	
5	Kardinya	89	80
6	Murdoch	100	
7	Bicton	78	
8	Attadale	64	73
9	Alfred Cove	90	
10	Bull Creek	83	
11	Leeming	84	83
12	Ardross	68	
13	Booragoon	100	
14	Myaree	50	89
15	Winthrop	92	
16	Palmyra	84	
17	Melville	91	77
18	Willagee	51	

Community variances
% yes

Gender
Male	86
Female	74
Other#	100

Age
18-34 years	85
35-49 years	79
50-64 years	77
65+ years	82

Age of children
0-4 years	93
5-11 years	88
12-17 years	67
18+ years	79
No children	82

Disability & culture
Disability	84
First Nations#	100
Mainly speak LOTE	92

Home ownership
Homeowner	79
Renting / other	86

Education
Secondary	67
TAFE	72
Undergraduate	87
Postgraduate	85

Employment
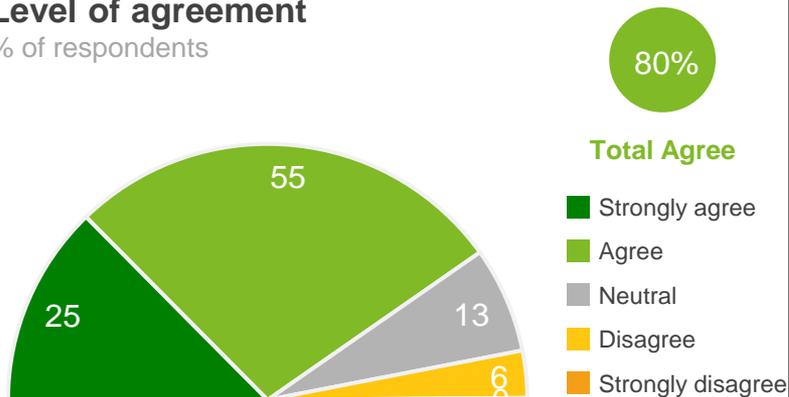|	
Full-time	84
Casual / part-time	82
Self employed	84

Q. If unemployed or seeking new work, do you feel you have sufficient education and training to get a job?
Base: All respondents, excludes 'no response' (n = 149). # Small sample size (<20 respondents)

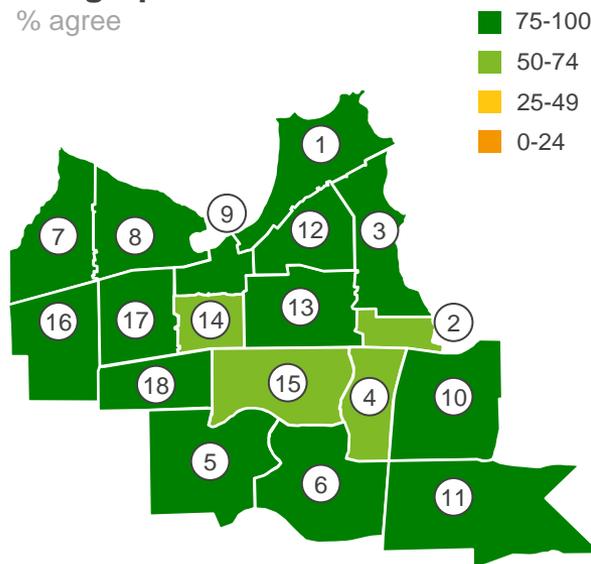MARKYT◆ 127

I feel I am staying in touch with changing technology

Level of agreement
% of respondents

80%

Total Agree

- 25 — Strongly agree
- 55 — Agree
- 13 — Neutral
- 6 — Disagree
- 0 — Strongly disagree

Trend Analysis
% agree

2017	2019	2021	2023
80	83	80	80

MARKYT◆ Industry Standards
% agree

City of Melville	80
Industry High	80
Industry Average	76

Geographical variances
% agree

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

	Suburb	Ward
1 Applecross	81	
2 Brentwood	69	82
3 Mt Pleasant	87	
4 Bateman	71	
5 Kardinya	91	85
6 Murdoch	86	
7 Bicton	80	
8 Attadale	84	81
9 Alfred Cove	78	
10 Bull Creek	80	
11 Leeming	83	82
12 Ardross	76	
13 Booragoon	76	
14 Myaree	71	75
15 Winthrop	74	
16 Palmyra	81	
17 Melville	82	81
18 Willagee	79	

Community variances
% agree

Gender
Male	84
Female	76
Other#	**96**

Age
18-34 years	88
35-49 years	85
50-64 years	80
65+ years	**71**

Age of children
0-4 years	89
5-11 years	89
12-17 years	82
18+ years	77
No children	78

Disability & culture
Disability	75
First Nations#	76
Mainly speak LOTE	75

Home ownership
| Homeowner | 79 |
| Renting / other | **92** |

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 872). # Small sample size (<20 respondents)

MARKYT◆

MARKYT ◆ community priorities

Other stakeholder groups

MARKYT◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)   High (>10%)

CELEBRATE   OPTIMISE

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

KAIZEN

REVIEW   PRIORITISE

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1. Council's leadership
2. Advocacy and lobbying
3. Engagement on local issues
4. Communication
5. Change, innovation and technology
6. Customer service
7. Youth services and facilities
8. Family and children's services / facilities
9. Seniors' services, facilities, and care
10. Disability access and inclusion
11. Respect for First Nations cultures
12. Multiculturalism / cultural diversity
13. Volunteer recognition and support
14. Access to health and community services
15. Sport and recreation facilities / services
16. Festivals, events, art, cultural activities
17. Community safety and crime prevention
18. Lighting of streets and public places
19. Animal management (dogs and cats)
20. Sustainable practices / climate change
21. Conservation and environment
22. River and foreshore management
23. Waste management
24. Storm water drainage
25. Environmental health
26. Responsible growth and development
27. Planning and building approvals
28. Housing
29. Local history and heritage
30. Street artworks and public art
31. Community buildings, halls and toilets
32. Playgrounds, parks and reserves
33. Streetscapes, trees and verges
34. Footpaths, trails and cycleways
35. Local roads
36. Traffic management
37. Parking management
38. Public transport
39. Economic development and job creation
40. Local neighbourhood precinct
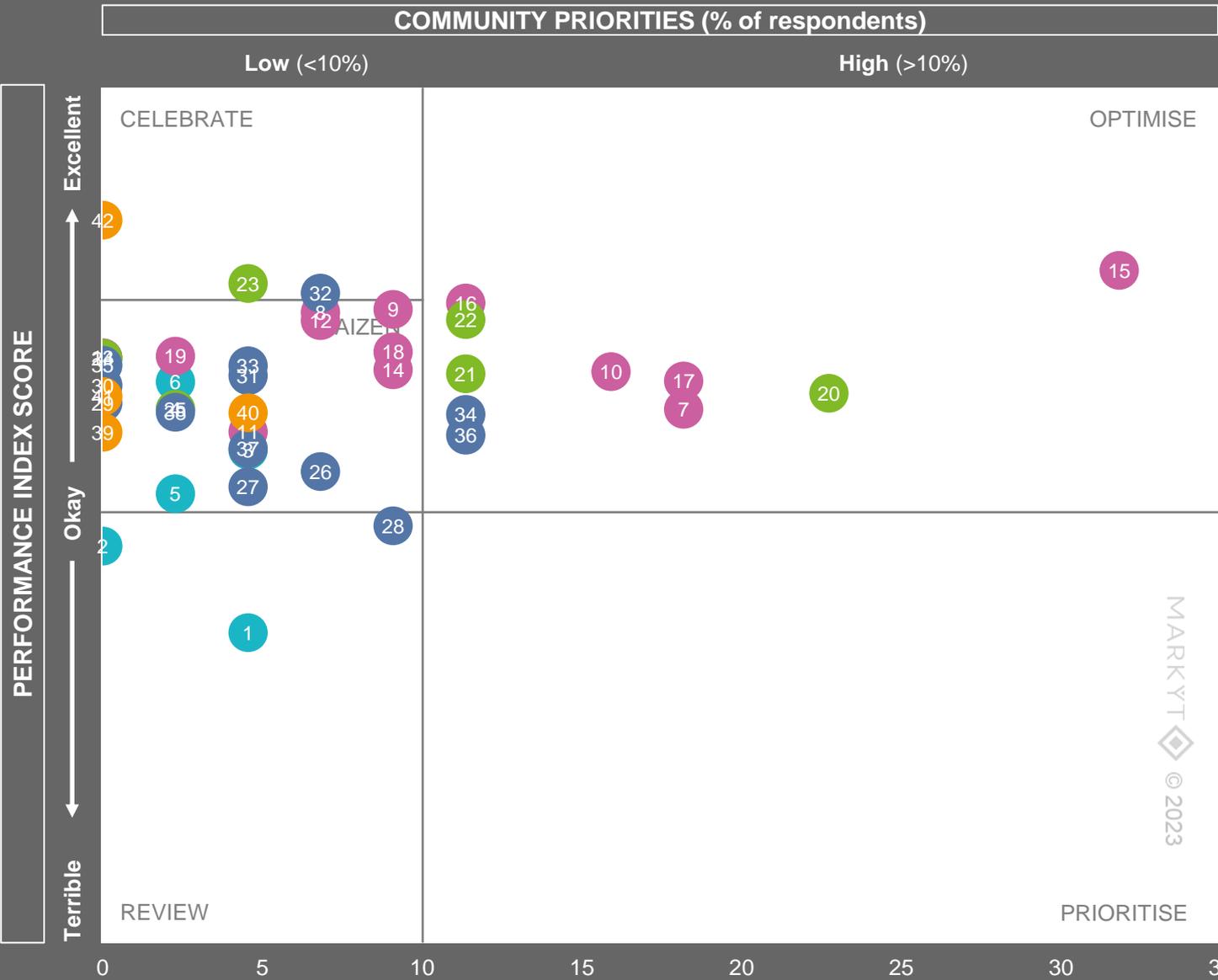41. Education, training and life-long learning
42. Library services

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=47)

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MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)　　　　　　　　　　High (>10%)

CELEBRATE　　　　　　　　　　OPTIMISE

KAIZEN

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

REVIEW　　　　　　　　　　PRIORITISE

1 Council's leadership
2 Advocacy and lobbying
3 Engagement on local issues
4 Communication
5 Change, innovation and technology
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8 Family and children's services / facilities
9 Seniors' services, facilities, and care
10 Disability access and inclusion
11 Respect for First Nations cultures
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34 Footpaths, trails and cycleways
35 Local roads
36 Traffic management
37 Parking management
38 Public transport
39 Economic development and job creation
40 Local neighbourhood precinct
41 Education, training and life-long learning
42 Library services

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=44)

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