



MARKYT

# Community Scorecard

**2025**

*Empowering Local Government leaders  
to make informed choices to enhance  
quality of life in local communities*

Prepared for

**City of  
South Perth**



Prepared by



**CATALYSE**  
FUTYR | MARKYT | CULTYR

# Contents

|   |     |
|---|-----|
| Strategic overview  | 3   |
| Approach  | 7   |
| Overall performance   | 13  |
| Place scores  | 16  |
| MARKYT® Benchmark Matrix  | 21  |
| MARKYT® Community Priorities  | 24  |
| Community aspirations   | 27  |
| Outcomes based reporting:   | 37  |
| Outcome 1: Diverse, inclusive and supported communities                             | 38  |
| Outcome 2: A sense of identity and belonging through culture, heritage and the arts | 43  |
| Outcome 3: Community health and wellbeing   | 49  |
| Outcome 4: Community safety and resilience  | 53  |
| Outcome 5: A healthy and sustainable natural environment                            | 60  |
| Outcome 6: Responsible urban design and housing diversity                           | 65  |
| Outcome 7: Attractive and welcoming public places                                   | 69  |
| Outcome 8: Safe, efficient and sustainable transport networks                       | 75  |
| Outcome 9: A thriving economy   | 80  |
| Outcome 10: Effective governance and partnerships                                   | 83  |
| Outcome 11: An engaged community that enjoys positive customer experiences          | 89  |
| Overview of community variances   | 95  |
| Local business views  | 98  |
| Other stakeholder views   | 101 |

# Strategic Overview

# Strategic overview

## Liveability



**85**

Performance Index Score

11 points above Industry Average

## Governance



**56**

Performance Index Score

5 points above Industry Average

## Top performing areas in the City of South Perth



Library services



Parks, playgrounds and reserves



Art, culture and creative activities



Public transport

## ★ Industry leadership ★



Ranger services

## Higher performing areas relative to other LGAs



Local roads



Public transport



Footpaths, trails and cycleways



Communication



Animal management

## Community priorities



Safety and crime prevention



Sport and recreation



Streetscapes, trees and verges



Environmental management and conservation



Footpaths, trails and cycleways



Parks, playgrounds and reserves



Festivals, markets and events



Waste management

# Scorecard summary

OVERALL

PEOPLE

PLANET



Place scores



Diverse, inclusive and supported communities



A sense of identity and belonging through culture, heritage and the arts



Community health and wellbeing



Community safety and resilience



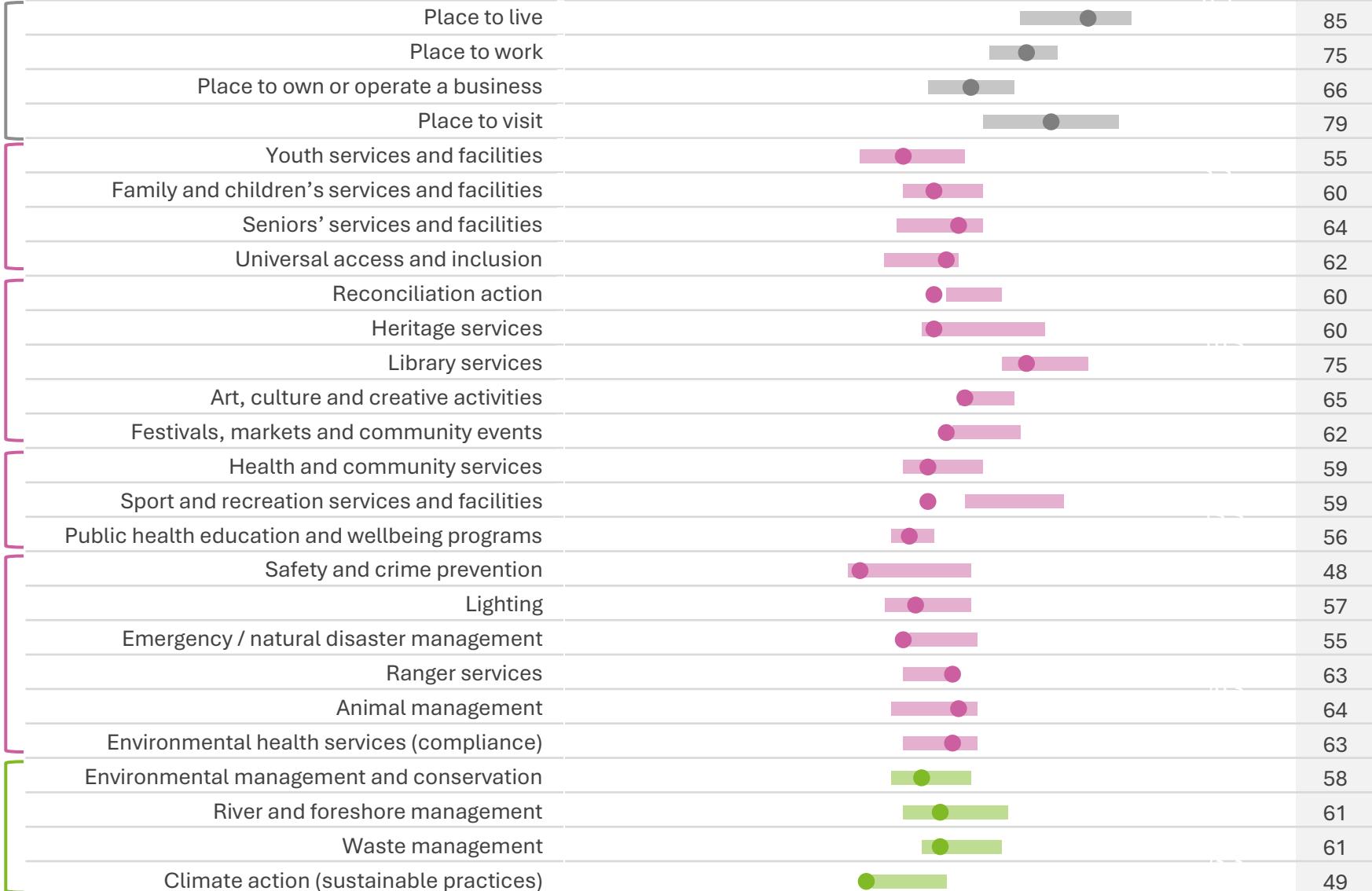
A healthy and sustainable natural environment

Service area

Performance Index Score

2025

0 10 20 30 40 50 60 70 80 90 100



● LGA performance score (Performance Index Score)

■ Target zone. Shading shows the industry average to industry high

# Scorecard summary

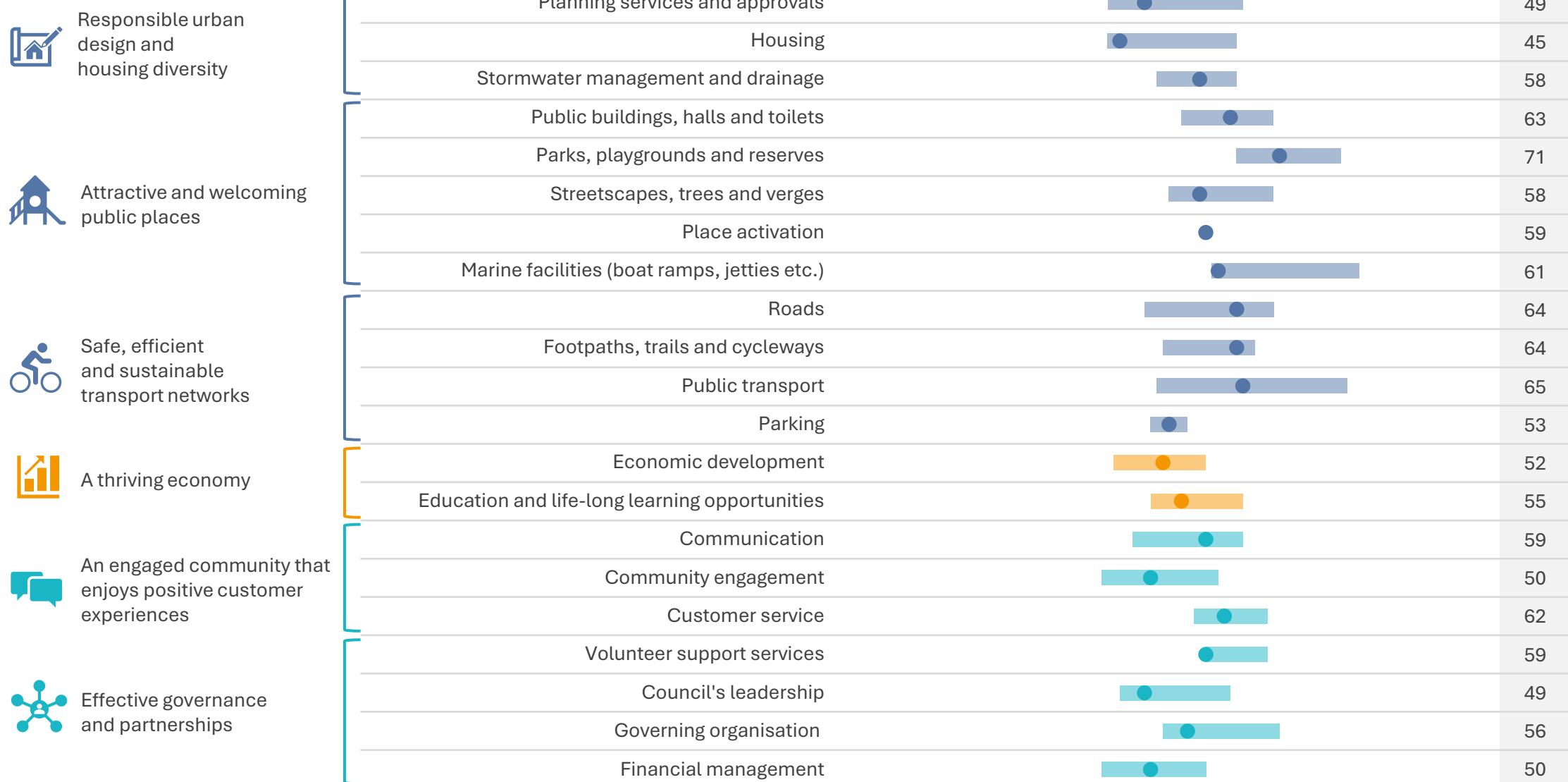
PLACE  
PROSPERITY  
PERFORMANCE

## Service area

## Performance Index Score

2025

0 10 20 30 40 50 60 70 80 90



● LGA performance score (Performance Index Score)

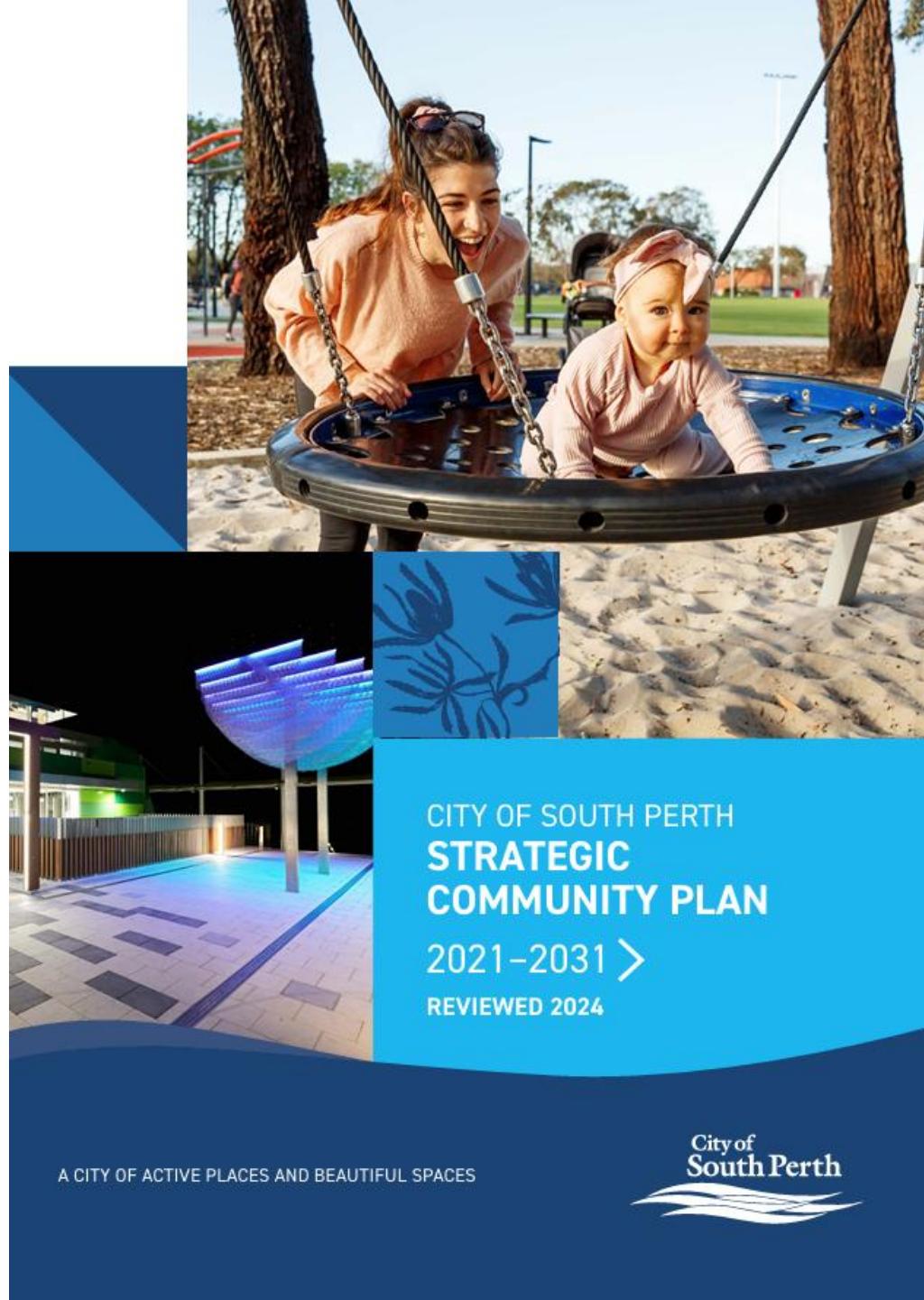
■ Target zone. Shading shows the industry average to industry high

# Approach

# Purpose

The City of South Perth commissioned a MARKYT® Community Scorecard to:

- Support a major review of the Strategic Community Plan and Corporate Business Plan
- Assess community needs, priorities and aspirations
- Evaluate perceived performance across 40+ services
- Monitor changes in community sentiment over time
- Participate in a national benchmarking program to compare performance to other local councils



# The study

The City of South Perth commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard to assess community perceptions of service levels, community priorities and aspirations.

CATALYSE® mailed scorecards to a random sample of 2,000 households in the City of South Perth and emailed invitations to a random sample of 7,523 customers in the City of South Perth's customer databases. The City of South Perth provided supporting promotions through its communication channels.

The scorecard was completed by **1,159 community members** between 4 and 29 August 2025.

|           |                                    |                        |               |          |                                 |
|-----------|------------------------------------|------------------------|---------------|----------|---------------------------------|
| 1,112     | 39                                 | 17                     | 81            | 28       | 2                               |
| Residents | Local business owners or operators | Out of area ratepayers | Local workers | Visitors | Council affiliates <sup>^</sup> |

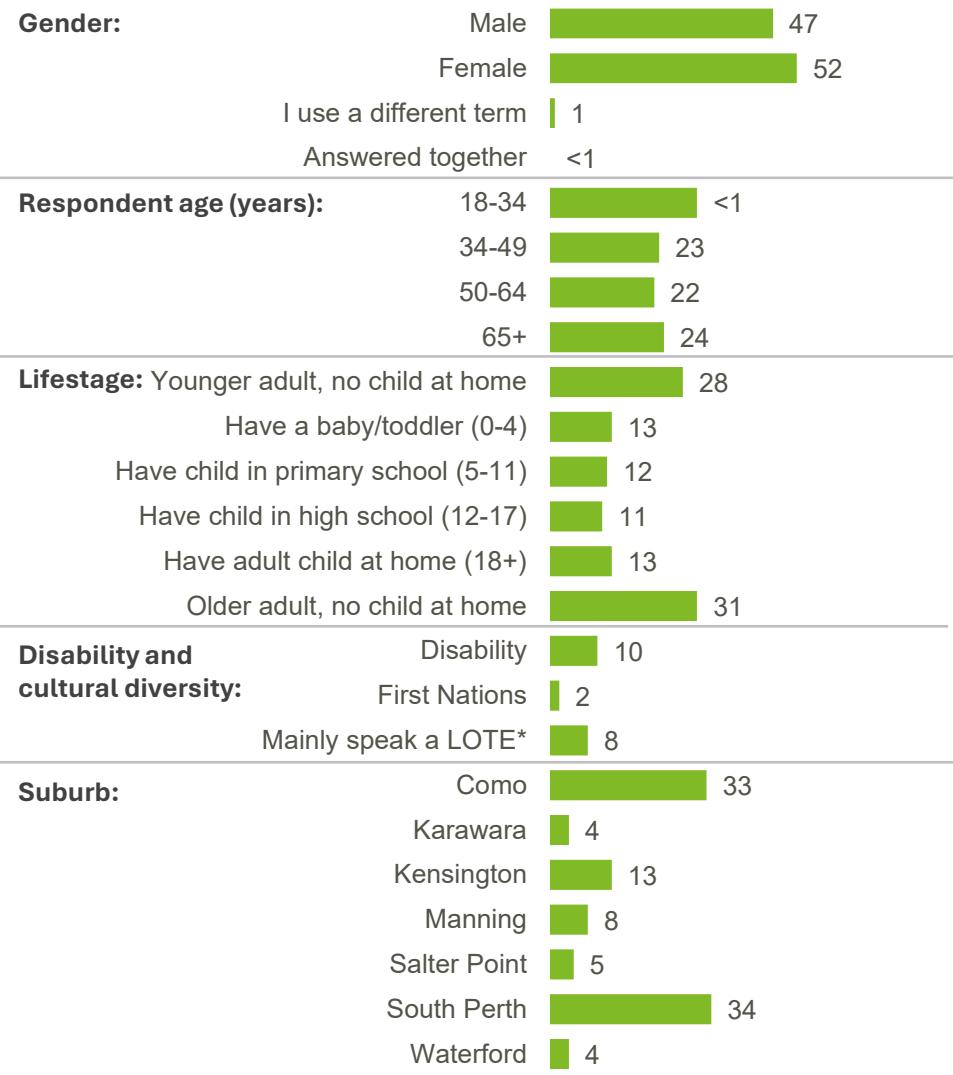
This report provides an overview of key findings from residents, excluding Council affiliates. Please note that residents may also own or operate a business or work in the area. Results from other community groups are reported separately at the end of this report.

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

<sup>^</sup>City of South Perth Councillors and employees and their household members

## Respondent profile

% of respondents, excludes no response (weighted)



\* LOTE: Language other than English

# Outcomes based reporting

Throughout this report, service areas are aligned with 11 core outcomes that are universally desired in communities.

By connecting performance to outcomes, this framework helps Local Government leaders to identify service gaps and make informed choices to better meet community needs and enhance overall quality of life.



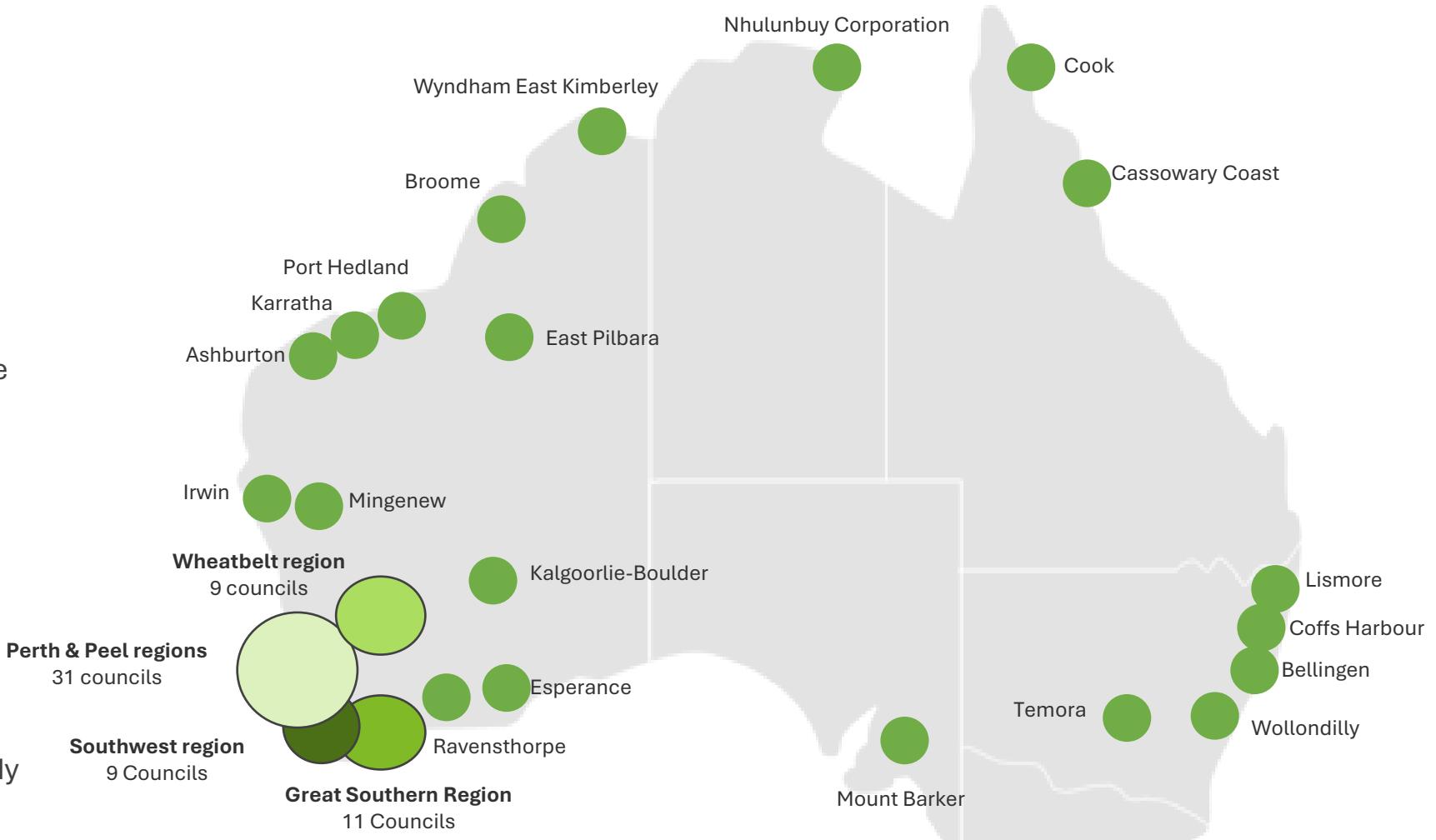
The FUTYR-11 Community Outcomes for Local Government framework remains the intellectual property of CATALYSE® Pty Ltd and may not be reused or republished without permission.

For more than 20 years, CATALYSE® has conducted community and business perceptions surveys for councils across Australia.

When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders.

The image to the right shows all program participants since 2003.

In this report, average and high scores are calculated from a subset of councils that completed a MARKYT® accredited study within the past three years.



# How to read MARKYT performance dashboards

## 1 Performance ratings

Community perceptions of performance on a five-point scale from excellent to terrible.

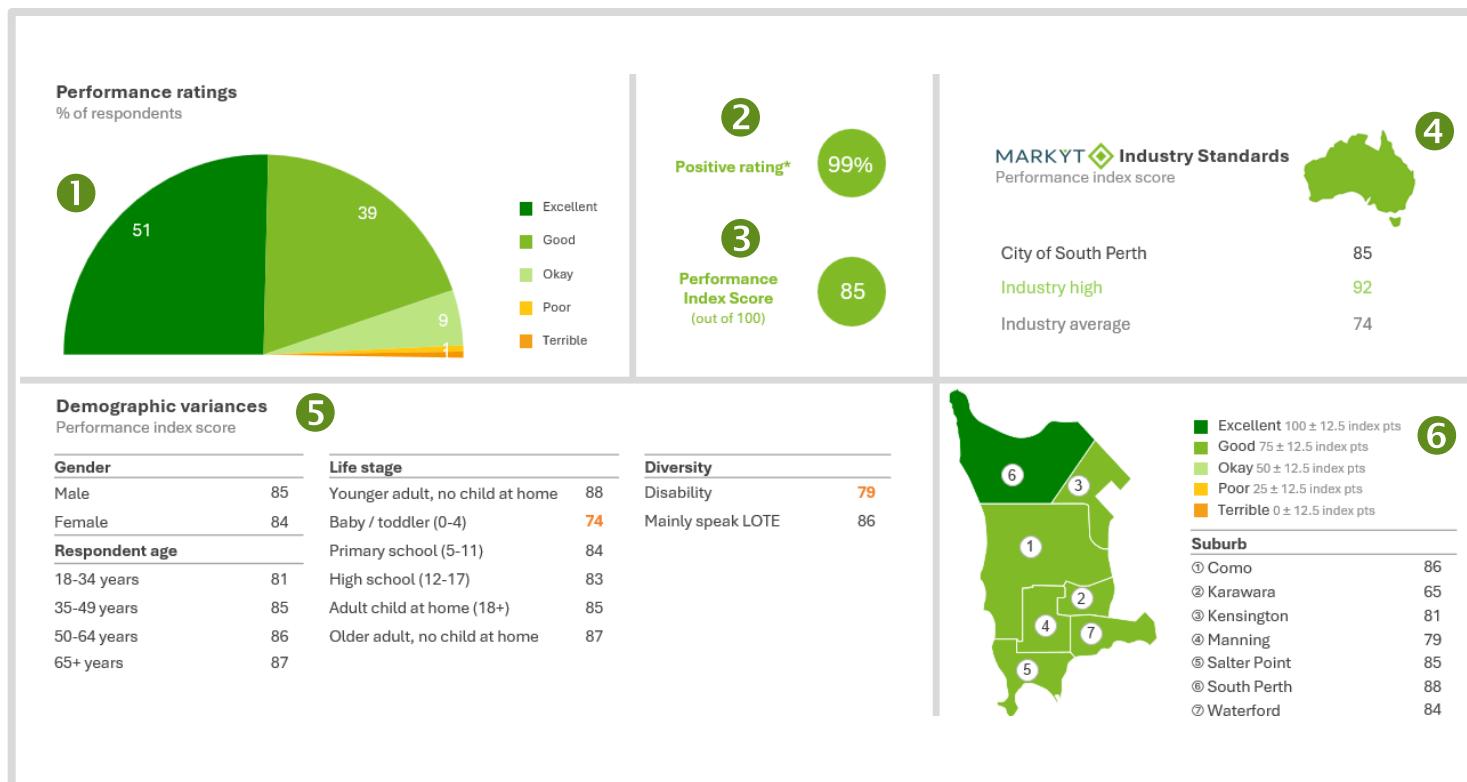
## 2 Positive rating

Percentage of respondents who provided a rating of okay, good or excellent.

## 3 Performance index score

Weighted performance score out of 100 points

| Score | Average rating |
|-------|----------------|
| 100   | Excellent      |
| 75    | Good           |
| 50    | Okay           |
| 25    | Poor           |
| 0     | Terrible       |



## 4 Industry Standards

Shows 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 councils.

## 5 Demographic variances

Shows how performance varies across the community by key demographics.

## 6 Community map

Maps variances by location.

# Overall performance

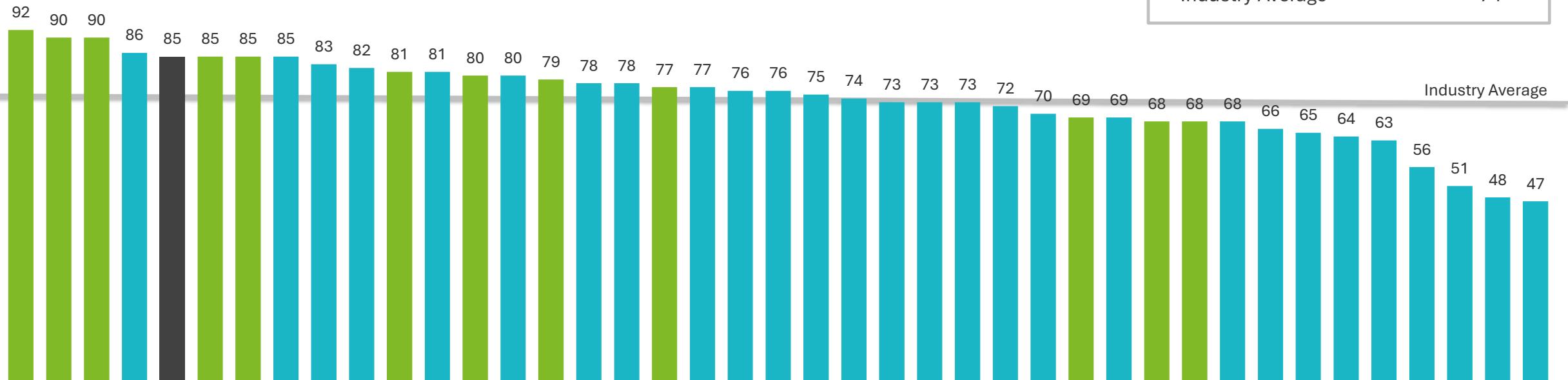
# Liveability

Respondents were asked to rate the City of South Perth overall as a **place to live**.

The overall liveability score is **85 out of 100**, 11 index points above the industry average.

## Liveability | performance index score

- City of South Perth
- Metropolitan Councils
- Regional Councils



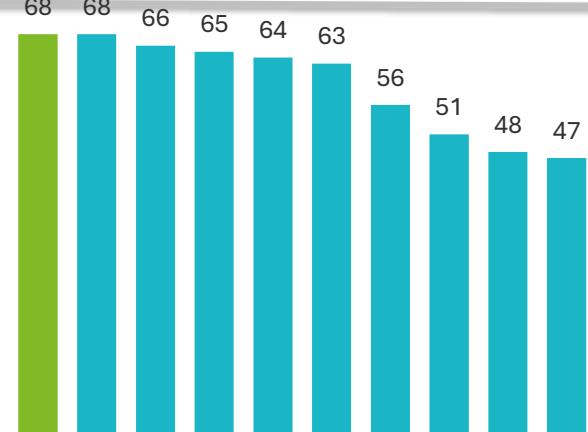
MARKYT  **Industry Standards**

Performance Index Score



|                     |    |
|---------------------|----|
| City of South Perth | 85 |
| Industry High       | 92 |
| Industry Average    | 74 |

Industry Average



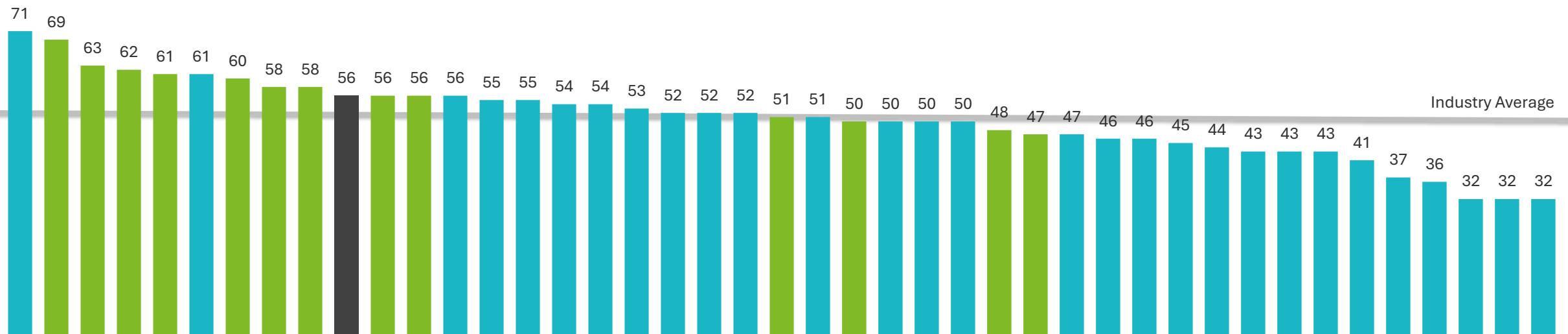
# Governance

Respondents were asked to rate the City of South Perth overall as a **governing organisation**.

The overall governance score is **56 out of 100**, 5 index points above the industry average.

## Governance | performance index score

- City of South Perth
- Metropolitan Councils
- Regional Councils



MARKYT  Industry Standards

Performance Index Score



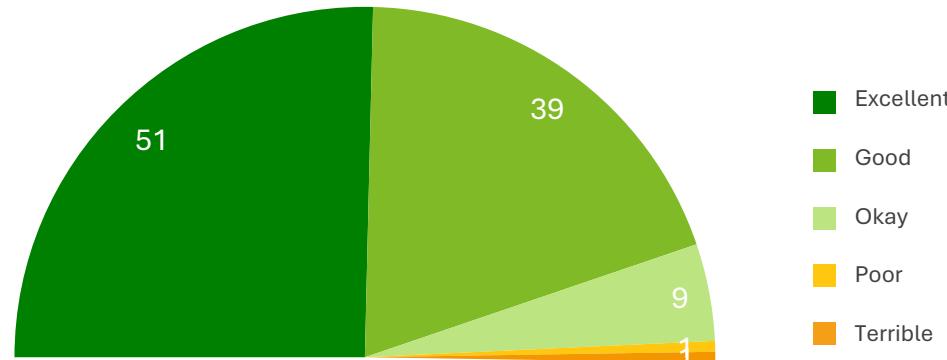
|                  |    |
|------------------|----|
| City of South    | 56 |
| Industry High    | 71 |
| Industry Average | 51 |

# Place scores

# Place to live

## Performance ratings

% of respondents



Positive rating\*

99%

Performance Index Score  
(out of 100)

85

**MARKYT** Industry Standards  
Performance index score



85

92

74

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 85 |
| Female | 84 |

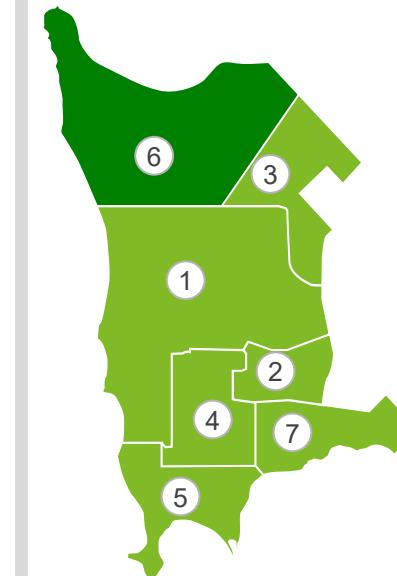
| Respondent age |    |
|----------------|----|
| 18-34 years    | 81 |
| 35-49 years    | 85 |
| 50-64 years    | 86 |
| 65+ years      | 87 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 88 |
| Baby / toddler (0-4)            | 74 |
| Primary school (5-11)           | 84 |
| High school (12-17)             | 83 |
| Adult child at home (18+)       | 85 |
| Older adult, no child at home   | 87 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 79 |
| Mainly speak LOTE | 86 |



- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 86 |
| ② Karawara     | 65 |
| ③ Kensington   | 81 |
| ④ Manning      | 79 |
| ⑤ Salter Point | 85 |
| ⑥ South Perth  | 88 |
| ⑦ Waterford    | 84 |

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

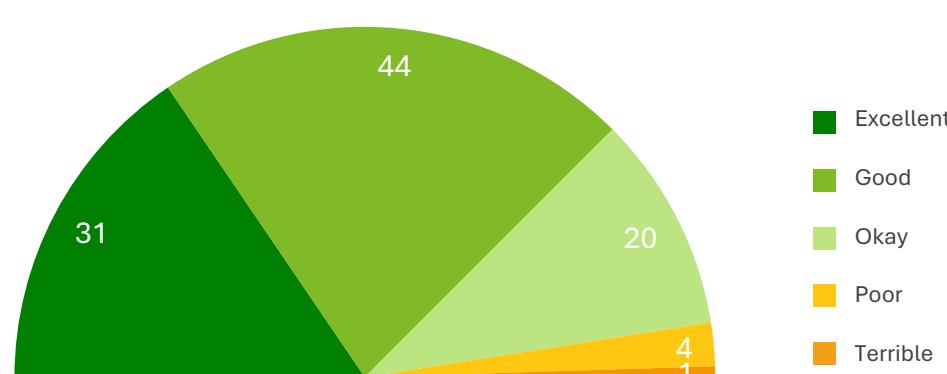
Base: All respondents, excludes 'unsure' and 'no response' (n = 1107).

\* Positive Rating = excellent, good + okay

# Place to work

## Performance ratings

% of respondents



Positive rating\*

95%

Performance Index Score  
(out of 100)

75

**MARKYT** Industry Standards

Performance index score



75

80

69

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 74 |
| Female | 76 |

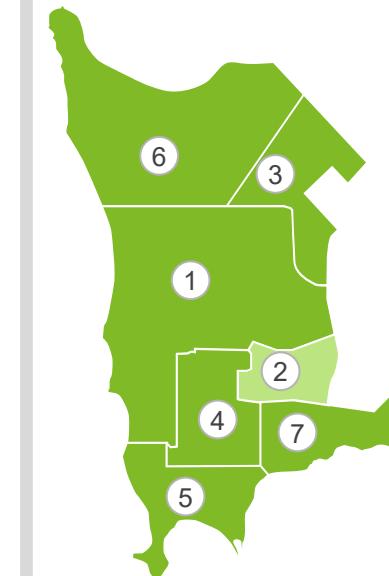
| Respondent age |    |
|----------------|----|
| 18-34 years    | 69 |
| 35-49 years    | 76 |
| 50-64 years    | 77 |
| 65+ years      | 80 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 79 |
| Baby / toddler (0-4)            | 59 |
| Primary school (5-11)           | 71 |
| High school (12-17)             | 74 |
| Adult child at home (18+)       | 74 |
| Older adult, no child at home   | 80 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 69 |
| Mainly speak LOTE | 64 |



|           |                      |
|-----------|----------------------|
| Excellent | 100 ± 12.5 index pts |
| Good      | 75 ± 12.5 index pts  |
| Okay      | 50 ± 12.5 index pts  |
| Poor      | 25 ± 12.5 index pts  |
| Terrible  | 0 ± 12.5 index pts   |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 75 |
| ② Karawara     | 48 |
| ③ Kensington   | 77 |
| ④ Manning      | 73 |
| ⑤ Salter Point | 69 |
| ⑥ South Perth  | 77 |
| ⑦ Waterford    | 86 |

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

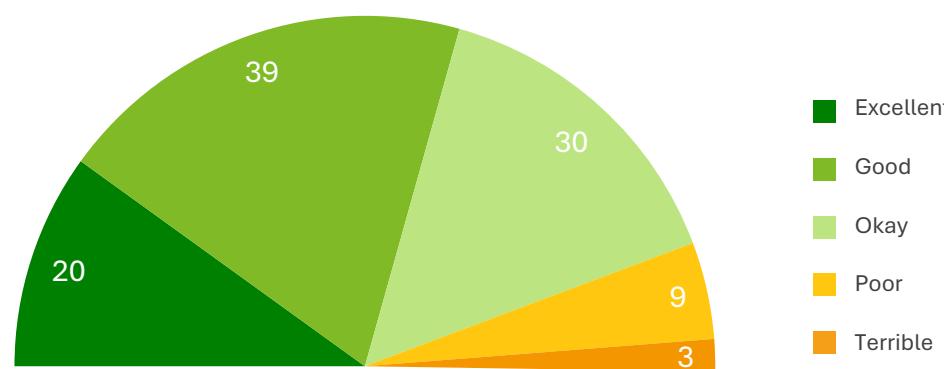
Base: All respondents, excludes 'unsure' and 'no response' (n = 590).

\* Positive Rating = excellent, good + okay

# Place to own or operate a business

## Performance ratings

% of respondents



Positive rating\*

89%

Performance Index Score  
(out of 100)

66

## MARKYT Industry Standards

Performance index score



City of South Perth

66

Industry high

73

Industry average

59

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 64 |
| Female | 69 |

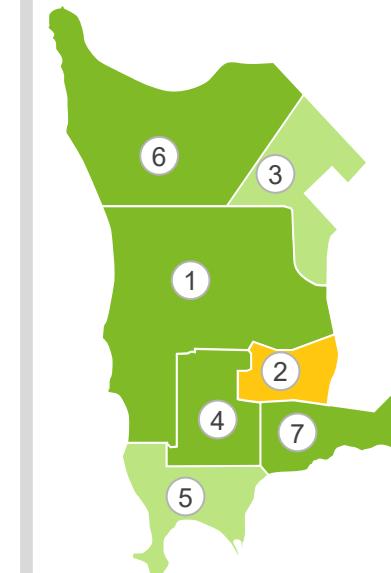
| Respondent age |    |
|----------------|----|
| 18-34 years    | 61 |
| 35-49 years    | 68 |
| 50-64 years    | 68 |
| 65+ years      | 73 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 70 |
| Baby / toddler (0-4)            | 48 |
| Primary school (5-11)           | 65 |
| High school (12-17)             | 64 |
| Adult child at home (18+)       | 64 |
| Older adult, no child at home   | 71 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 59 |
| Mainly speak LOTE | 65 |



|                                    |
|------------------------------------|
| Excellent $100 \pm 12.5$ index pts |
| Good $75 \pm 12.5$ index pts       |
| Okay $50 \pm 12.5$ index pts       |
| Poor $25 \pm 12.5$ index pts       |
| Terrible $0 \pm 12.5$ index pts    |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 68 |
| ② Karawara     | 33 |
| ③ Kensington   | 61 |
| ④ Manning      | 64 |
| ⑤ Salter Point | 51 |
| ⑥ South Perth  | 71 |
| ⑦ Waterford    | 75 |

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

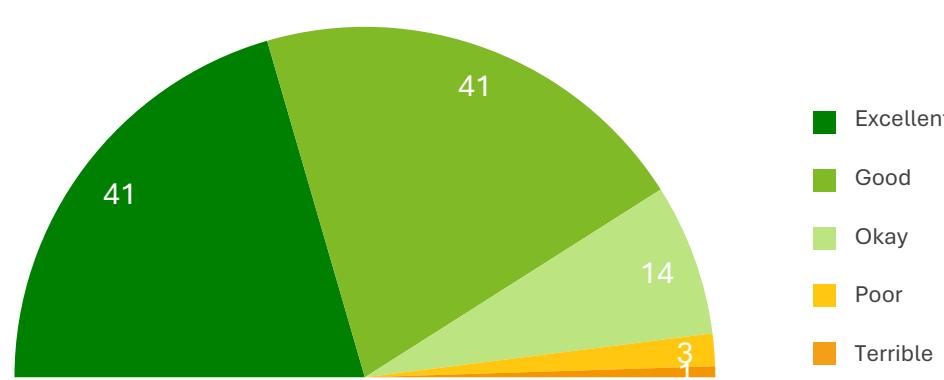
Base: All respondents, excludes 'unsure' and 'no response' (n = 482).

\* Positive Rating = excellent, good + okay

# Place to visit

## Performance ratings

% of respondents



Positive rating\*

96%

Performance Index Score  
(out of 100)

79

## MARKYT Industry Standards

Performance index score



City of South Perth

79

Industry high

90

Industry average

68

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 79 |
| Female | 80 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 74 |
| 35-49 years    | 80 |
| 50-64 years    | 82 |
| 65+ years      | 84 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 80 |
| Baby / toddler (0-4)            | 67 |
| Primary school (5-11)           | 78 |
| High school (12-17)             | 76 |
| Adult child at home (18+)       | 81 |
| Older adult, no child at home   | 84 |

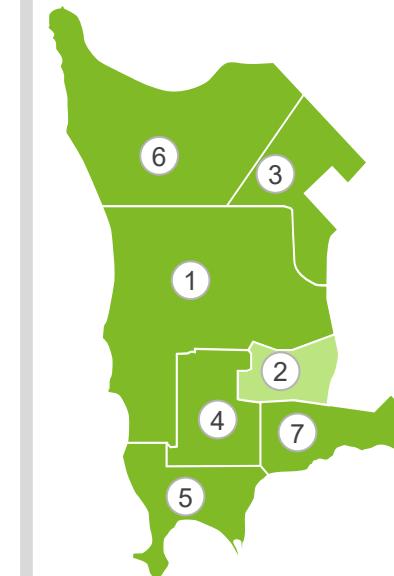
## Diversity

|                   |    |
|-------------------|----|
| Disability        | 76 |
| Mainly speak LOTE | 76 |

- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 80 |
| ② Karawara     | 59 |
| ③ Kensington   | 76 |
| ④ Manning      | 74 |
| ⑤ Salter Point | 77 |
| ⑥ South Perth  | 84 |
| ⑦ Waterford    | 84 |



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1016).

\* Positive Rating = excellent, good + okay

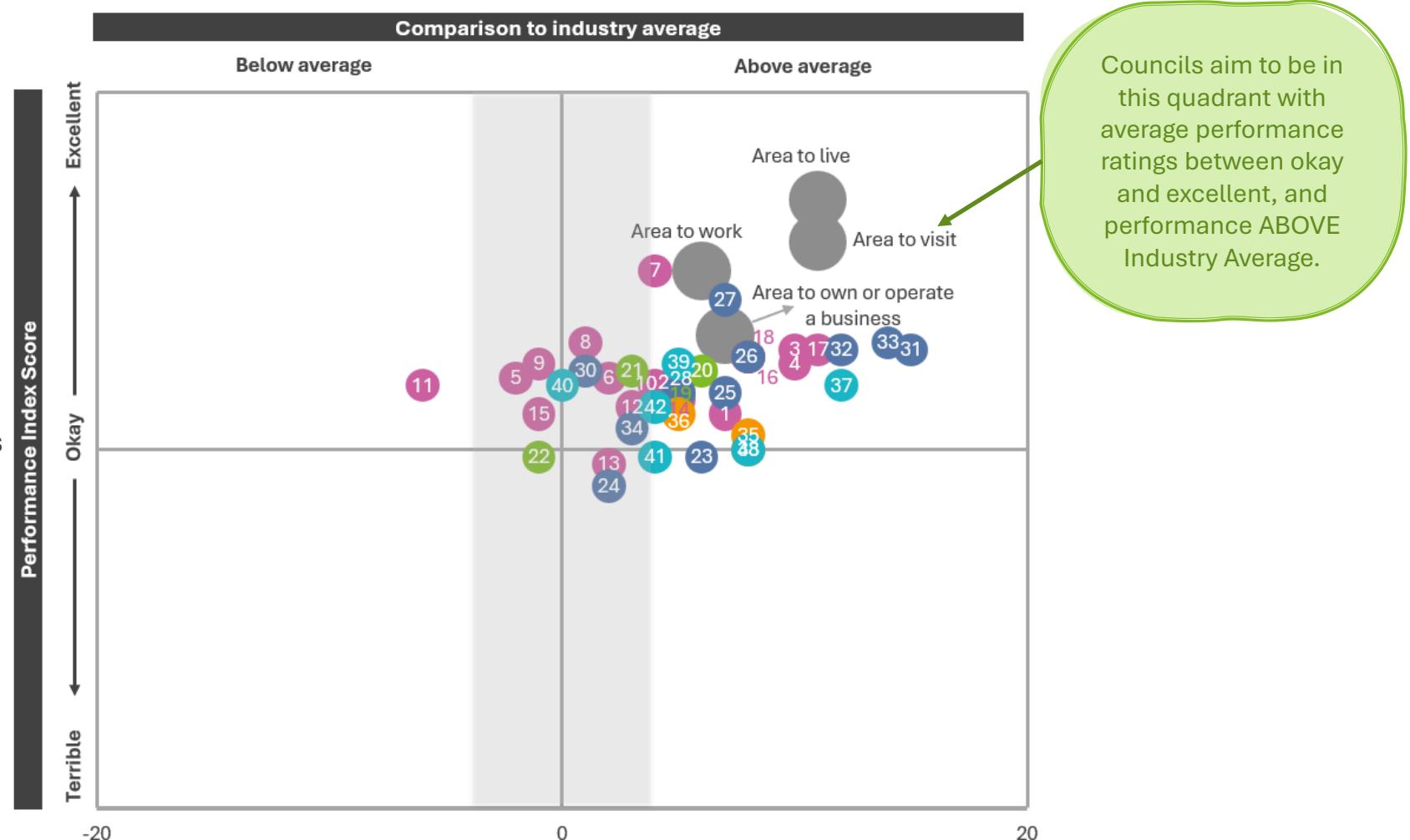
# MARKYT Benchmark Matrix

# 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.

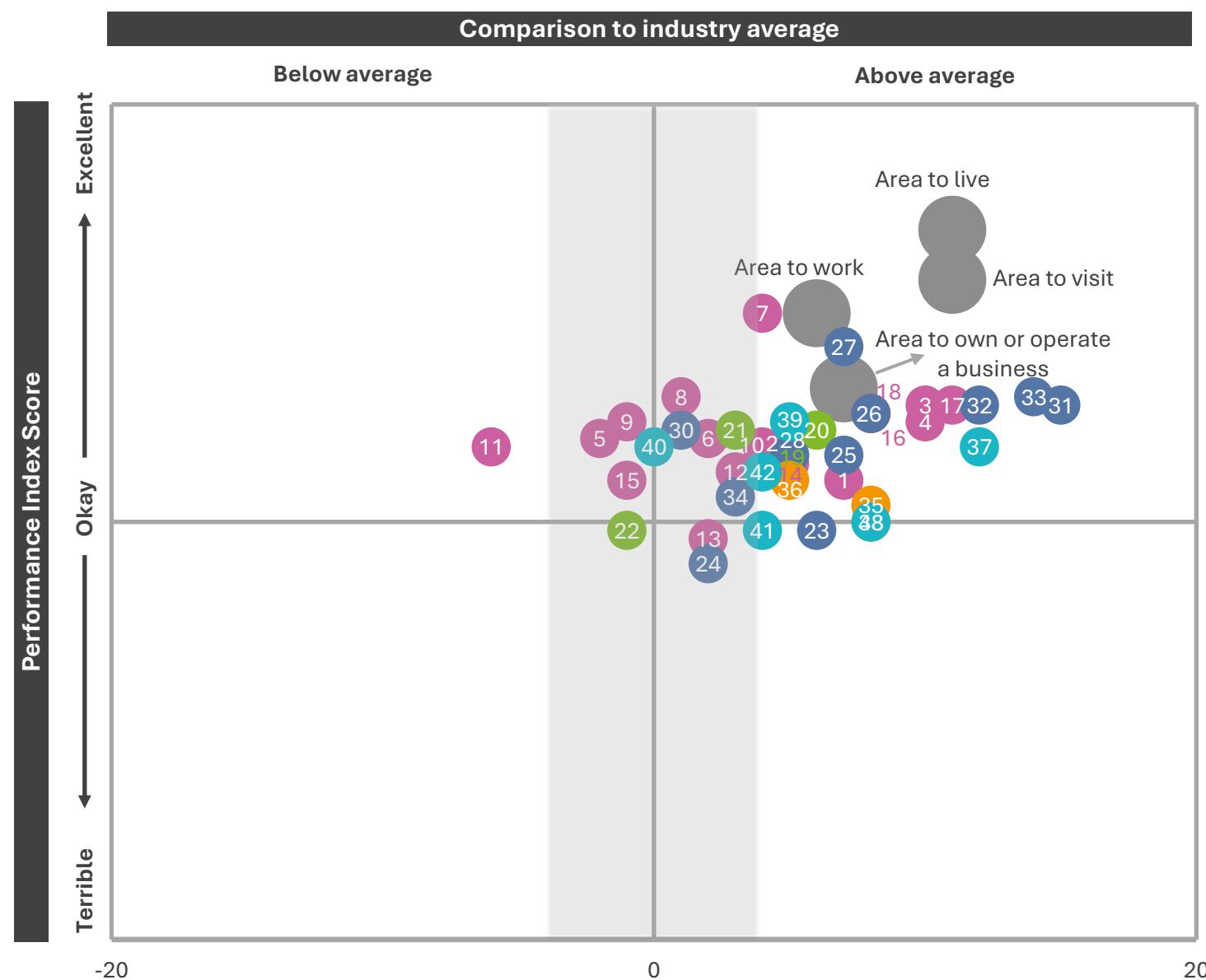
The vertical axis maps community perceptions of performance for individual measures.

The horizontal axis maps performance relative to the MARKYT® Industry Standards.



# MARKYT Benchmark Matrix

|  |  |
|--|--|
| Diverse, inclusive and supported communities                             | 1 Youth services and facilities<br>2 Family and children's services and facilities<br>3 Seniors' services<br>4 Universal access and inclusion<br>5 Reconciliation action<br>6 Heritage services<br>7 Library services<br>8 Art, culture and creative activities<br>9 Festivals, markets and community events<br>10 Health and community services<br>11 Sport and recreation services and facilities<br>12 Public health and wellbeing programs<br>13 Safety and crime prevention<br>14 Lighting of streets and public places<br>15 Emergency management<br>16 Ranger services<br>17 Animal management<br>18 Environmental health services<br>19 Environmental management and conservation<br>20 River and foreshore management<br>21 Climate action<br>22 Waste management |
| A sense of identity and belonging through culture, heritage and the arts | 23 Planning services<br>24 Housing<br>25 Stormwater management and drainage<br>26 Public buildings, halls and toilets<br>27 Parks, playgrounds and reserves<br>28 Streetscapes, trees and verges<br>29 Place activation<br>30 Marine facilities<br>31 Local roads<br>32 Footpaths, trails and cycleways<br>33 Public transport<br>34 Parking   |
| Community health and wellbeing   | 35 Economic development<br>36 Education and life-long learning opportunities<br>37 Communication<br>38 Community engagement on local issues<br>39 Customer service<br>40 Volunteer support services<br>41 Council's leadership<br>42 Governing organisation<br>43 Financial management   |
| Community safety and resilience  | 11   |
| A healthy and sustainable natural environment                            | 12   |
| Responsible urban design and housing diversity                           | 13   |
| Attractive and welcoming public places                                   | 14   |
| Safe, efficient and sustainable transport networks                       | 15   |
| A thriving economy   | 16   |
| An engaged community that enjoys positive customer experiences           | 17   |
| Effective governance and partnerships                                    | 18   |



# MARKYT Community Priorities

# How to read the MARKYT® Community Priorities chart

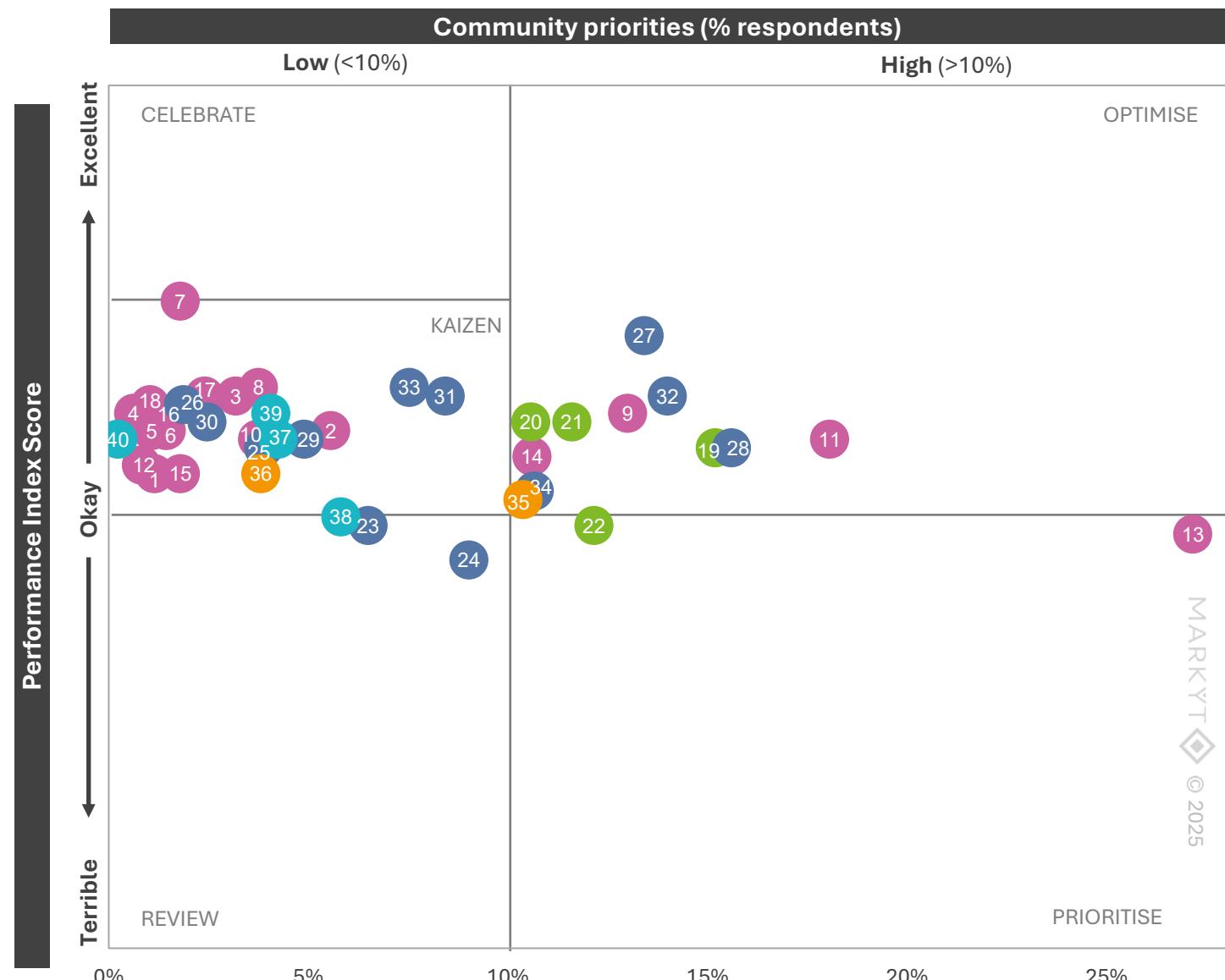
MARKYT® Community Priorities chart maps priorities against performance in all service areas.



# MARKYT Community Priorities

- Diverse, inclusive and supported communities 

  - 1 Youth services and facilities
  - 2 Family and children's services and facilities
  - 3 Seniors' services
  - 4 Universal access and inclusion
  - 5 Reconciliation action
  - 6 Heritage services
  - 7 Library services
  - 8 Art, culture and creative activities
  - 9 Festivals, markets and community events
  - 10 Health and community services
  - 11 Sport and recreation services and facilities
  - 12 Public health and wellbeing programs
  - 13 Safety and crime prevention
  - 14 Lighting of streets and public places
  - 15 Emergency management
  - 16 Ranger services
  - 17 Animal management
  - 18 Environmental health services
  - 19 Environmental management and conservation
  - 20 River and foreshore management
  - 21 Climate action
  - 22 Waste management
  - 23 Planning services
  - 24 Housing
  - 25 Stormwater management and drainage
  - 26 Public buildings, halls and toilets
  - 27 Parks, playgrounds and reserves
  - 28 Streetscapes, trees and verges
  - 29 Place activation
  - 30 Marine facilities
  - 31 Local roads
  - 32 Footpaths, trails and cycleways
  - 33 Public transport
  - 34 Parking
  - 35 Economic development
  - 36 Education and life-long learning opportunities
  - 37 Communication
  - 38 Community engagement on local issues
  - 39 Customer service
  - 40 Volunteer support services



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

Q. Over the next 10 years, which areas would you mostly like the City of South Perth to focus on improving? Base: All respondents, excludes no response (n = 986)

# Community aspirations

The MARKYT® VoiceBank invited community members to provide ideas and suggestions to address their top three priorities.

Councillors and officers draw on suggestions in the MARKYT® VoiceBank to support the development of strategies and actions to address community needs.

This section provides an overview of community aspirations and recommendations to address the main priorities.

To see all community comments, please see the full MARKYT® VoiceBank with more than **59,000 words** with ideas and suggestions to address 40+ service areas.



## MARKYT Voicebank

Question: **What should the City of South Perth and key partners do to address your top 3 priorities?**

Source: MARKYT® Community Scorecard | 2025

*All responses are presented verbatim. Identifying information, and offensive or defamatory language, has been removed. Views expressed are solely those of respondents.*

Prepared by:  
**CATALYSE® Pty Ltd**

On behalf of:  
City of South Perth

September 2025

# Safety and crime prevention

## Community aspirations

- Advocate for a more visible police presence to address concerns with crime, including break-ins, theft, vandalism, hooning, drug activity and antisocial behaviour.
- Provide more ranger and security patrols, especially at night and in known hotspots.
- Install more fixed and mobile CCTV cameras in parks, car parks, shopping centres and other public areas.
- Assist residents to install home security systems.
- Install more and better-quality lighting in parks, laneways, darker streets and car parks.
- Lobby the state government to better manage social housing tenants.
- Provide services for disengaged youth including mentoring, drug and alcohol education, and recreation and holiday programs.
- Strengthen community involvement with Neighbourhood Watch programs and Safe Street initiatives.

## Sample of community voices

*“More police presence and visibility.”*

*“More CCTV and nighttime police presence around areas known to be targeted for burglaries, vandalism etc.”*

*“Create safety patrols 24/7 as ranger services are limited. Police are for emergencies and not for crime and safety prevention. A lot of other inner-city suburbs have safety patrols and we should be setting the same high standard of zero tolerance of anti social behaviour.”*

*“With the huge rates we pay, there should be more focus on security. CCTV should be installed throughout the main intersections of the City of South Perth and more promotion for residents to install CCTV.”*

*“Install and maintain CCTV and adequate lighting in hotspots to deter illegal behaviour and assist in investigations.”*

*“Focus on increasing lighting in hidden or isolated areas, such as alleys, public parks, and walkways, where crimes like theft, vandalism, or assault may occur.”*

*“Liaise with state housing to deal with drug dealing from state owned properties. Put pressure on state housing department to remove people who continually cause problems in the local community from their properties.”*

*“Invest in programs aimed at youth—especially in social housing—such as sports, skills training, and mentorship, to tackle the root causes of anti-social behaviour. Long-term safety outcomes will only be achieved when residents - especially young people and those in social housing - feel valued, connected and invested in the wellbeing of the community.”*

*“Reinvigorate local Neighbourhood Watch programs with regular meetings, updates, and support materials. Introduce a “Safe Streets” grant program to support resident-led initiatives like lighting upgrades, community events, or street gardens that build trust and visibility.”*

# Sport and recreation services and facilities

| Community aspirations  | Sample of community voices   |
|--|--|
| <ul style="list-style-type: none"> <li>Residents would like more recreational facilities. Suggestions include: <ul style="list-style-type: none"> <li>a public aquatic centre with a 50m pool, learn-to-swim pool and leisure pool.</li> <li>a multi-purpose recreation centre including gym, wellness spaces, indoor courts, a creche and café.</li> <li>more indoor and outdoor courts for basketball, netball, volleyball, futsal etc.</li> </ul> </li> <li>Upgrade facilities at local sporting clubs with improved accessibility, female changerooms and better lighting.</li> <li>Encourage community involvement in sport by supporting local clubs, offering low-cost social sport programs and free outdoor fitness equipment.</li> </ul> | <p><i>“A pool!! Such a lovely, wealthy area yet we have to go to Vic Park or Booragoon or Beatty Park for a swim.”</i></p> <p><i>“The area has been in dire need of both aquatic facilities and indoor courts for 40+ years. The RAF got canned due to special interest groups and a lack of effort from council to lobby the state government to assist in the project - the need for those facilities remains.”</i></p> <p><i>“An aquatic and recreation centre incorporating various sport facilities such as basketball courts and spaces for fitness classes such as yoga, pilates and similar. Also a creche and cafe.”</i></p> <p><i>“A multi-use centre for swimming, basketball, squash, volleyball and hockey.”</i></p> <p><i>“We would love to see good quality public basketball courts and in general, more recreation facilities aimed at older children and teens.”</i></p> <p><i>“Provide netball courts, swimming pool, fitness centre, basketball courts.”</i></p> <p><i>“Upgrade facilities to have appropriate female changerooms and disability access.”</i></p> <p><i>“Hensman Park Tennis clubhouse is a disgrace. Time for an upgrade!”</i></p> <p><i>“Keep supporting the sporting clubs. They help bring the community together at all age levels and keep our youth focused and active, not bored and destructive.”</i></p> <p><i>“Continue to provide public exercise equipment and frequently inspect and maintain public exercise equipment by the river foreshore.”</i></p> <p><i>“Encourage participation and community connection by launching low-cost, casual sport leagues and fitness groups. Organised by CoSP, supported by local clubs. Includes walking groups, run clubs, yoga, bootcamps, and mixed social sport leagues.”</i></p> <p><i>“Council should run social sport programs like yoga, walking, running groups.”</i></p> |

# Streetscapes, trees and verges

## Community aspirations

- Expand and protect the tree canopy across the City.
- Plant more street trees, prioritising natives and shade trees.
- Develop and enforce a tree protection policy to retain and protect mature trees, including on private land.
- Improve maintenance of existing trees, remove dead trees and undertake more regular pruning, trimming, watering and monitoring for pests.
- Improve verge maintenance with regular mowing, weeding, pruning and tidying.
- Regularly sweep streets to keep them clean and clear of debris.
- Encourage residents to maintain their own verges and to install native and edible verges with subsidies, rebates and incentives.

## Sample of community voices

*"More planting of native trees to enhance the tree canopy."*

*"Increasing tree canopy for spaces which have minimal shade. Planting at least one tree per verge."*

*"Have a comprehensive tree policy for both public and private land which should have a clear direction for improving the urban greening policy."*

*"Remove unsafe, dying and dead trees. Replace box trees with better selections. Encourage native verge gardens."*

*"Before the power lines went underground, street trees were trimmed a few times a year. Now no more trimming is done along the street. The trees are growing too tall which may cause housing damages, especially when storms come. Regular checks and trimming will be good."*

*"Street verges overrun with weeds. They need to be managed regularly."*

*"Manning Road median strips and verges are an eyesore. A regular maintenance program needs to be put in place."*

*"More street sweepers to ensure roads and verges look good."*

*"Residents constantly expected to deal with leaves from council trees because not wanting to fund street sweeper!! Or when it does rarely come, council landscapers don't align on timing to clean the park and take advantage of the sweeper (Kenneally circuit park)."*

*"Some kind of reward system to encourage verge trees to be planted and cared for. Maybe a provision for discounted rates if you have mature trees on your property?"*

*"More encouragement of native verges. Members of several other councils have access to FREE or subsidised native plants and trees. My brother in Vic Park had access to 12 plants, and this happens every year."*

# Environmental management and conservation

| Community aspirations  | Sample of community voices   |
|--|--|
| <ul style="list-style-type: none"> <li>Establish clear policies and strategies to expand the tree canopy and protect trees and green space on both public and private land: <ul style="list-style-type: none"> <li>Set clear canopy targets.</li> <li>Restrict removal of trees for new developments and for the protection of residents' views.</li> <li>Ensure new developments retain green space and set garden-to-building ratios.</li> <li>Encourage mid-rise/mixed development instead of high-rise.</li> </ul> </li> <li>Restore and enhance the foreshore with extensive tree planting, habitat protection, and sustainable management to create a resilient and biodiverse riverfront.</li> <li>Improve waste management with better access to recycling, more verge collections and education about sustainable practices.</li> </ul> | <p><i>"Meaningful, actionable and measurable strategy and deliver on it."</i></p> <p><i>"Setting a strong tree retention policy, and a clear goal of an increase in canopy percentage."</i></p> <p><i>"Make new policies restricting the removal of established trees especially those housing birds and species under threat."</i></p> <p><i>"Not allowing a few residents to remove or poison trees on public land that they deem as spoiling their "million-dollar views"."</i></p> <p><i>"Ensure green spaces are retained while approving new development."</i></p> <p><i>"Where is the house/block/garden ratio and plant a tree in your new garden that used to be the norm and checked by the council?"</i></p> <p><i>"COSP needs to get serious about river revegetation, providing tree canopy using native species, regardless of views, landscaping some of the vast tracts of grass around James Mitchell Park, particularly the area just West of Ellam St."</i></p> <p><i>"Wildlife on the foreshore should be protected especially swans and long-neck turtles, native vegetation planted on the foreshore to help wildlife and reduce water logging."</i></p> <p><i>"South Perth foreshore needs much more support! The recent destruction from the rain illustrates the instability of the riverbanks. Part of why I love living in the city of South Perth is because of the tree-lined streets, however at the foreshore it is barren."</i></p> <p><i>"FOGO bins. Stricter recycling monitoring and waste management. Easier access to Collier or more specialised bins around areas."</i></p> <p><i>"Would be nice to see more sustainability programs and services available to residents. Having come from the Town of Vic Park, there was often programs, initiatives and talks promoting sustainability, composting, planting natives etc."</i></p> |

# Footpaths, trails and cycleways

| Community aspirations   | Sample of community voices  |
|---|---|
| <ul style="list-style-type: none"> <li>Repair and maintain footpaths to ensure they are safe for all users including the elderly, prams and wheelchairs: <ul style="list-style-type: none"> <li>Repair and replace uneven and cracked surfaces.</li> <li>Keep paths clean and clear of debris and vegetation.</li> </ul> </li> <li>Provide a more extensive and connected network of cycleways, safely separated from traffic, that cater to both commuters and recreational users.</li> <li>Address safety concerns raised by shared-use paths: <ul style="list-style-type: none"> <li>Create clearly marked, distinct paths for pedestrians, cyclists and e-scooters;</li> <li>Ban or restrict e-scooters/rideables on footpaths and in high foot-traffic areas.</li> </ul> </li> <li>Enforce rules against car parking across footpaths and cycleways.</li> <li>Provide better lighting on footpaths and cycleways to make them safer for use at night.</li> </ul> | <p><i>“Fix any broken footpaths - seems to be more and more these days.”</i></p> <p><i>“Upgrade of footpaths Peninsula area including all side streets which have been damaged by tree roots. “</i></p> <p><i>“We need to have debris cleaned of footpaths and have the street sweeping more a regular thing.”</i></p> <p><i>“I use a mobility walker, maintenance of footpaths doesn't occur, access from footpaths to roads often over a huge bump, really dangerous for wheelchairs.”</i></p> <p><i>“Safer bike paths more segregated from the road and so they don't disrupt traffic. The current ones near Wesley college are so unsafe and also diabolical for traffic flow.”</i></p> <p><i>“We'd love to see more and safer cycleways, and not just for sporting cyclists (who can be a little aggressive at times) but for children and older people.”</i></p> <p><i>“Cycleways that focus on commuters rather than leisure or exercise bike rides.”</i></p> <p><i>“Advocate for safe use of shared paths. Ban e-rideables on footpaths. Separate pedestrians from bicycles etc.”</i></p> <p><i>“Completion/extension of the upgraded shared path between Queen Street and Mends Street to segregate parked cars, the road, pedestrians and cyclists/e-mobility.”</i></p> <p><i>“Broaden dual use footpaths to take walkers/joggers and persons on cycles. Alternatively have separate pathways for the two groups, because present increase in both is endangering the walkers.”</i></p> <p><i>“Be proactive in ensuring the current footpaths are unobstructed from vegetation and parked cars. This includes evening patrols by Rangers to enforce and fine vehicle found parked over footpaths.”</i></p> <p><i>“Better enforcement of parking - especially cars partially blocking the footpath, huge problem around South Perth especially Elizabeth St, Milson St area ect. Heaps of towballs, backs of large cars and some small cars are always on the footpath.”</i></p> <p><i>“Safety: lighting along the foreshore area at night needs to be improved. it is too dark when all the lights are working and often they are not - please have them checked more regularly for blown bulbs and tripped systems (not relying on community member reports as much).”</i></p> |

# Parks, playgrounds and reserves

## Community aspirations

- Provide a wider variety of modern playground equipment that caters to all ages and abilities:
  - Consider nature play, water play, adventure playgrounds, basketball courts, universal access etc.
  - Maintain and upgrade old or broken equipment.
- Provide more facilities in parks and along the foreshore including toilets, BBQs, shade, water fountains and bins.
- Plant more trees in parks and on the foreshore for cooling and shade.
- Install more lighting in parks and along the foreshore.
- Provide more separate, enclosed dog-exercise areas.

## Sample of community voices

*“Invest in more interesting and innovative playgrounds rather than using same equipment in every new park.  
Eg new nature play areas, adventure playgrounds.”*

*“Better playground for children at Ernest Johnson Oval and a basketball half court for teenagers.”*

*“More facilities to include the disabled eg no all abilities/wheelchair swing and ground cover not suitable for wheelchairs at Neil McDougall playground.”*

*“The playgrounds at George Burnett are an embarrassment.  
There is equipment which has been broken for at least 5 years!!!”*

*“Parks should be fixed, with newer facilities and clean updated toilets. McDougall park toilets are disgusting.  
Invest in the facilities and attract families to the area. People travel kilometres for a unique and great nature park.”*

*“Need to improve facilities along the South Perth foreshore e.g. bbqs, bathrooms, playgrounds etc.”*

*“These green spaces like the foreshore and Collier Reserve need more planting so walking, spectating and using these areas is enjoyable. Currently the foreshore is a hot box.  
Animals and humans need trees and nature to survive and enjoy.”*

*“Increased shade along foreshore, more trees, improved playgrounds, encourage cafes and dining along the foreshore. More regular maintenance and cleaning of playgrounds and open spaces.”*

*“Increased tree planting around the edges of parks like Morris Mundy would be welcome as would some additional lighting for pre-dawn and post dusk exercising.”*

*“Having more fenced areas for dog exercise across the different suburbs e.g Como. Olive’s Reserve has been a great example of a space that has been fenced for dog use and now lots of people are able to bring their dogs, socialize with others in the neighbourhood, and enjoy being outside.”*

# Festivals, markets and community events

## Community aspirations

- Provide a diverse range of affordable events to bring the community together and attract visitors. Suggestions include concerts, food trucks, live music, outdoor movies.
- Spread events across the year and across suburbs.
- Bring the Manning Farmers Market back to Manning and consider new farmers or growers' markets in other areas, such as the foreshore, Angelo Street or Comer Reserve.
- Activate the foreshore – use it more for festivals and events and advocate for development including cafes, shaded seating areas etc.
- Advertise and promote events more widely.

## Sample of community voices

*"Put money back into the community to engage the community with social events – e.g. street festivals and markets, during summer do outdoor movies, additional street food pop-ups around the community."*

*"Encourage/support and attract more festivals, markets and community events to make the City of South Perth a place to live and go."*

*"Current events such as the Halloween event in Manning and the Laneways Festival are great for the community and it would be lovely to see more events throughout the year."*

*"Manning seems to be the focus of events, don't see much happening in South Perth."*

*"More community events such as concerts on the foreshore or pop-up bar activities."*

*"It was such a shame the Manning Market relocated to Cannington. These events create a sense of community."*

*"Bring back Manning Farmers Market. Turning this market away was an appalling decision that has substantially eroded the attraction of living in this city district. And to replace it with a SKATE PARK? Shame on you."*

*"More markets on Angelo St. Bring back Upmarket."*

*"Saturday morning "farmers markets" on Sir James Mitchell Park."*

*"More activation of South Perth foreshore for big events that bring people to the City."*

*"More use should be made of the foreshore. It would be nice to have a pavilion with small eateries and a nice sitting area on the river. There is only one cafe between east of Mends Street jetty and the Causeway."*

*"Open the Foreshore up to cafes and restaurants. Plan a good blend of parks, and businesses."*

*"More community engagement and marketing of them to ensure that people know they're happening."*

*"More events and better promotion of the events."*

# Waste management

## Community aspirations

- Introduce a 3-bin system with a green bin for FOGO.
- Reinstate a fixed-date annual or biannual verge collection.
- Increase awareness of the Verge Valet service.
- Encourage recycling by extending opening hours at the recycling station and providing more recycling bins and drop-off points, increased frequency of recycling collection and more information about best practice recycling behaviours.

## Sample of community voices

*“Green waste bins required, ie 3 bin system.”*

*“We pay HUGE rates fees and don't have FOGO bin as well as lack of access for most of this year to bulk rubbish collection. I would have thought this is core business. I see areas all around us with much better access to waste disposal.”*

*“They need to find a contractor for bulk waste verge collections which were cancelled this past year. Every other suburb around South Perth manages to find a contractor but for some reason City of South Perth cannot. The recycling passes are of no use as 90% of what a verge collection will take the recycling centres will not. Additionally, we have to hire transport to drop off at those centres.”*

*“We don't seem to have things in place other councils do for recycling and waste management. Services we did have disappeared and nothing to replace them. The recycling centre is a good initiative though.”*

*“Communicate better to the city's population on changes to waste management, at present it is poor.”*

*“Introduce household green waste and/or composting and/or commingled recycling facility for individual properties. Increase green canopy. Expand recycling program”*

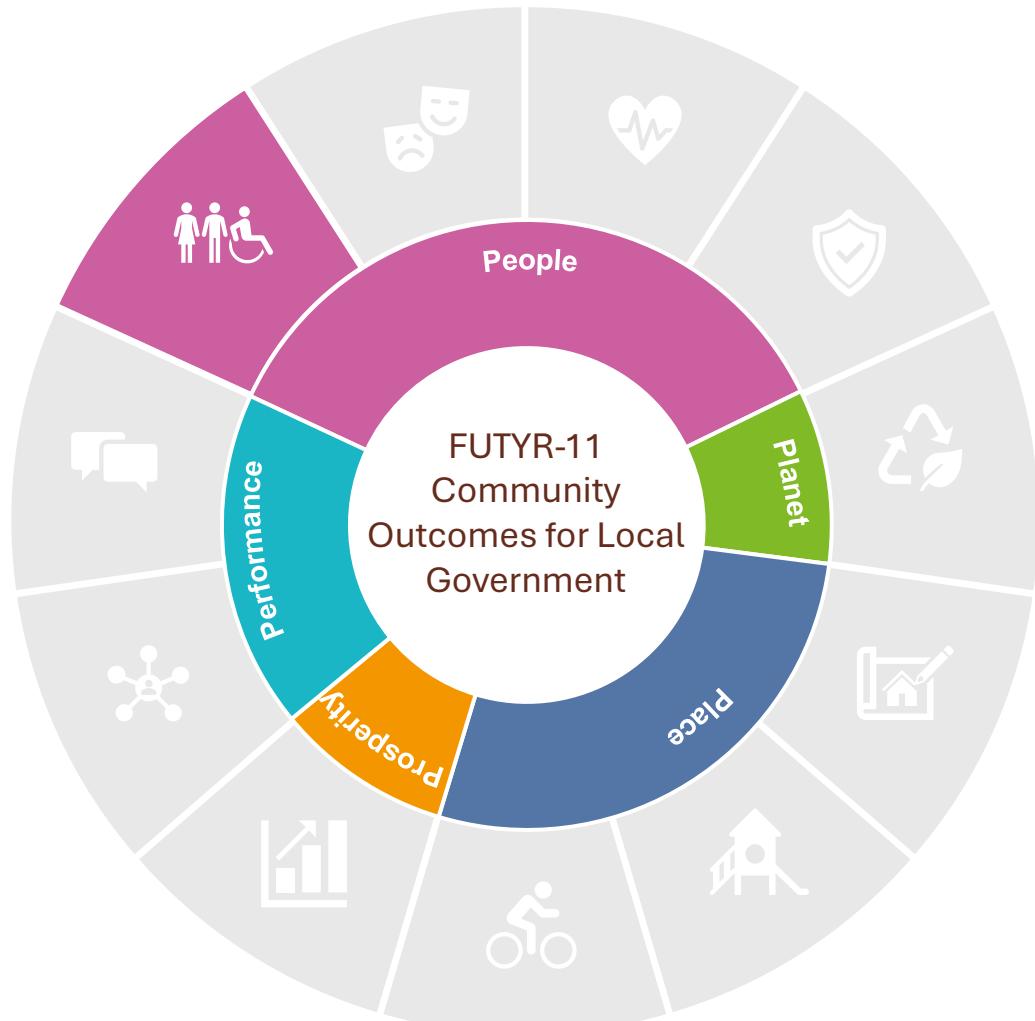
*“Rubbish disposal and recycling centre hours are disgraceful, the number of days and the times when they are closed means they are inaccessible to some users.”*

*“Recycling bins should be collected weekly not fortnightly. Our recycling bin is usually overflowing by the time the collection day comes around. There could also be different recycling bin types to make this task easier e.g. green/organic waste, paper/cardboard/glass etc, and general waste.”*

*“Residential recycling collections weekly. Provide residential green bins. More recycling bins in public areas.”*

*“Clear communication to explain new waste management practices programs that EFFECTIVELY reduce waste, provide opportunities to easily reuse materials and objects, programs that cut down on building waste.”*

# Outcomes based reporting



Outcome 1

## Diverse, inclusive and supported communities

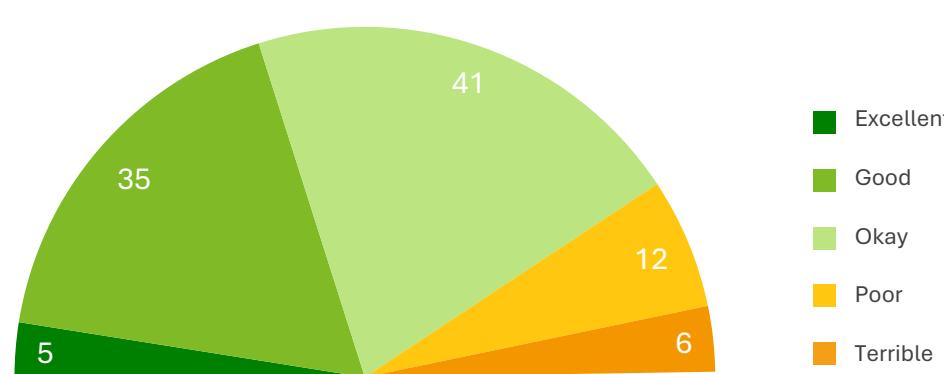
Key Performance Indicator

|                                  |    |
|----------------------------------|----|
| Youth services and facilities    | 55 |
| Family services and facilities   | 60 |
| Seniors' services and facilities | 64 |
| Universal access and inclusion   | 62 |

# Youth services and facilities

## Performance ratings

% of respondents



Positive rating\*

81%

Performance Index Score  
(out of 100)

55

## MARKYT Industry Standards

Performance index score



City of South Perth

55

Industry high

65

Industry average

48

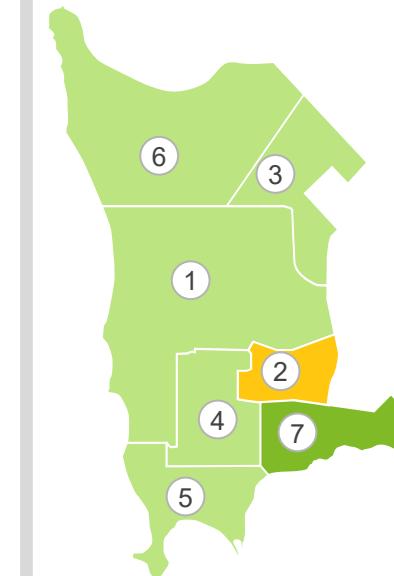
## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 55 |
| Female | 55 |

| Life stage                      |    |
|---------------------------------|----|
| Younger adult, no child at home | 61 |
| Baby / toddler (0-4)            | 50 |
| Primary school (5-11)           | 54 |
| High school (12-17)             | 48 |
| Adult child at home (18+)       | 51 |
| Older adult, no child at home   | 61 |

| Diversity         |    |
|-------------------|----|
| Disability        | 52 |
| Mainly speak LOTE | 64 |



- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

| Suburb         | Score |
|----------------|-------|
| ① Como         | 58    |
| ② Karawara     | 35    |
| ③ Kensington   | 46    |
| ④ Manning      | 54    |
| ⑤ Salter Point | 60    |
| ⑥ South Perth  | 58    |
| ⑦ Waterford    | 63    |

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

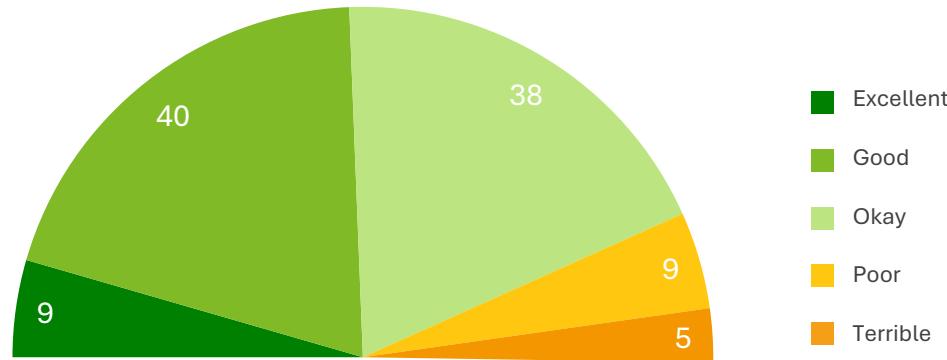
Base: All respondents, excludes 'unsure' and 'no response' (n = 516).

\* Positive Rating = excellent, good + okay

# Family and children's services and facilities

## Performance ratings

% of respondents



Positive rating\*

87%

Performance Index Score  
(out of 100)

60

**MARKYT** Industry Standards  
Performance index score



60

68

55

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 60 |
| Female | 60 |

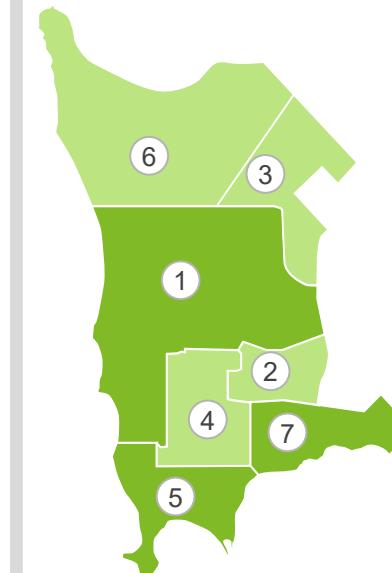
| Respondent age |    |
|----------------|----|
| 18-34 years    | 59 |
| 35-49 years    | 58 |
| 50-64 years    | 58 |
| 65+ years      | 64 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 62 |
| Baby / toddler (0-4)            | 55 |
| Primary school (5-11)           | 58 |
| High school (12-17)             | 55 |
| Adult child at home (18+)       | 57 |
| Older adult, no child at home   | 65 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 59 |
| Mainly speak LOTE | 66 |



|           |                      |
|-----------|----------------------|
| Excellent | 100 ± 12.5 index pts |
| Good      | 75 ± 12.5 index pts  |
| Okay      | 50 ± 12.5 index pts  |
| Poor      | 25 ± 12.5 index pts  |
| Terrible  | 0 ± 12.5 index pts   |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 63 |
| ② Karawara     | 43 |
| ③ Kensington   | 51 |
| ④ Manning      | 59 |
| ⑤ Salter Point | 63 |
| ⑥ South Perth  | 62 |
| ⑦ Waterford    | 67 |

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

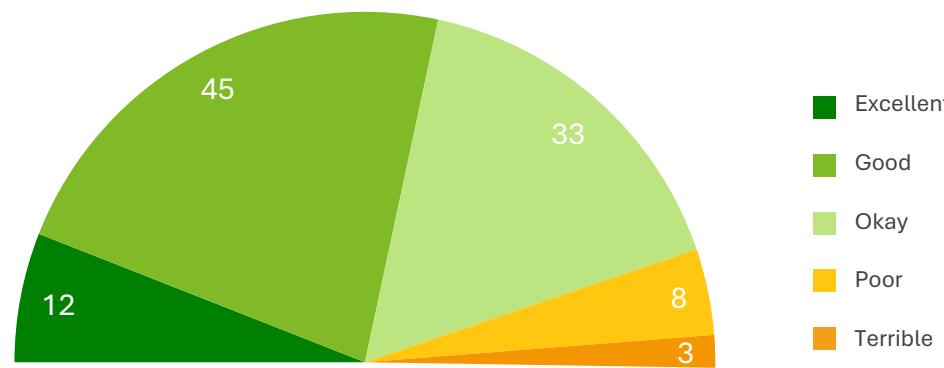
Base: All respondents, excludes 'unsure' and 'no response' (n = 598).

\* Positive Rating = excellent, good + okay

# Seniors' services and facilities

## Performance ratings

% of respondents



Positive rating\*

90%

Performance Index Score  
(out of 100)

64

## MARKYT Industry Standards

Performance index score



64

68

54

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 64 |
| Female | 64 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 64 |
| 35-49 years    | 66 |
| 50-64 years    | 63 |
| 65+ years      | 64 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 69 |
| Baby / toddler (0-4)            | 58 |
| Primary school (5-11)           | 63 |
| High school (12-17)             | 64 |
| Adult child at home (18+)       | 62 |
| Older adult, no child at home   | 64 |

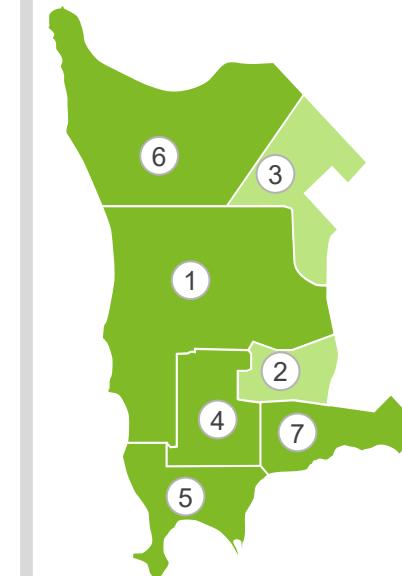
## Diversity

|                   |    |
|-------------------|----|
| Disability        | 58 |
| Mainly speak LOTE | 65 |

- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 67 |
| ② Karawara     | 42 |
| ③ Kensington   | 58 |
| ④ Manning      | 66 |
| ⑤ Salter Point | 65 |
| ⑥ South Perth  | 64 |
| ⑦ Waterford    | 66 |



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 591).

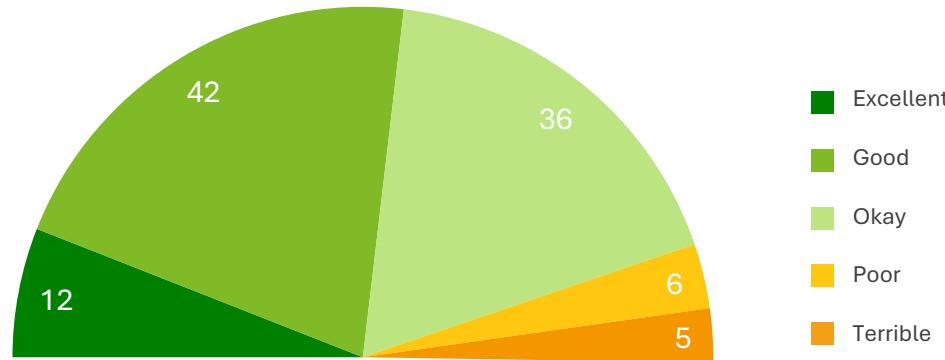
\* Positive Rating = excellent, good + okay

# Universal access and inclusion

disability, neurodiversity, gender diversity etc.

## Performance ratings

% of respondents



Positive rating\*

90%

Performance Index Score  
(out of 100)

62

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 65 |
| Female | 60 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 67 |
| 35-49 years    | 59 |
| 50-64 years    | 60 |
| 65+ years      | 61 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 69 |
| Baby / toddler (0-4)            | 58 |
| Primary school (5-11)           | 54 |
| High school (12-17)             | 54 |
| Adult child at home (18+)       | 57 |
| Older adult, no child at home   | 62 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 55 |
| Mainly speak LOTE | 74 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 695).

\* Positive Rating = excellent, good + okay

## MARKYT Industry Standards

Performance index score



City of South Perth

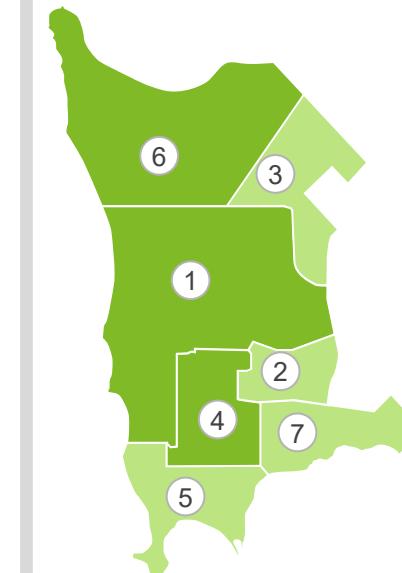
62

Industry high

64

Industry average

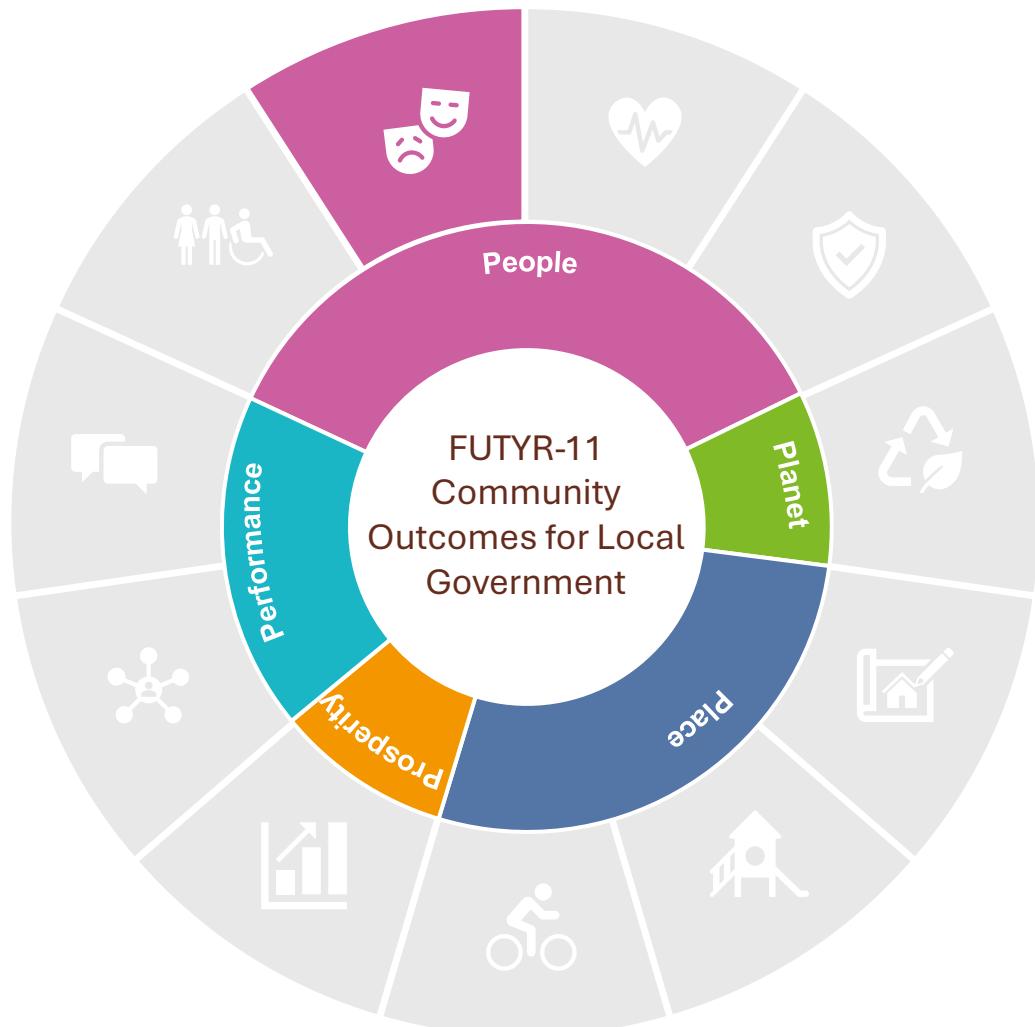
52



|                                |
|--------------------------------|
| Excellent 100 ± 12.5 index pts |
| Good 75 ± 12.5 index pts       |
| Okay 50 ± 12.5 index pts       |
| Poor 25 ± 12.5 index pts       |
| Terrible 0 ± 12.5 index pts    |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 65 |
| ② Karawara     | 51 |
| ③ Kensington   | 56 |
| ④ Manning      | 63 |
| ⑤ Salter Point | 52 |
| ⑥ South Perth  | 65 |
| ⑦ Waterford    | 59 |



Outcome 2

## A sense of identity and belonging through culture, heritage and the arts

Key Performance Indicator

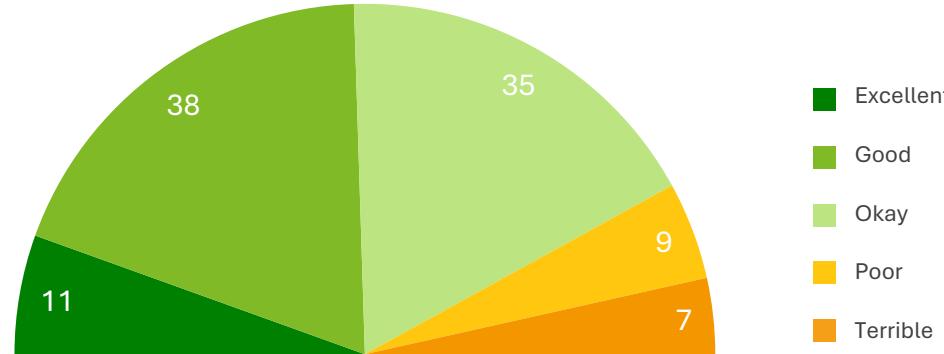
|   |    |
|---|----|
| Reconciliation action                   | 60 |
| Heritage services                       | 60 |
| Library services and facilities         | 75 |
| Art, culture and creative activities    | 65 |
| Festivals, markets and community events | 62 |

# Reconciliation action

recognition and respect for First Nations peoples, cultures and heritage

## Performance ratings

% of respondents



Positive rating\*

84%

Performance Index Score  
(out of 100)

60

## MARKYT Industry Standards

Performance index score



City of South Perth

60

Industry high

71

Industry average

62

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 63 |
| Female | 56 |

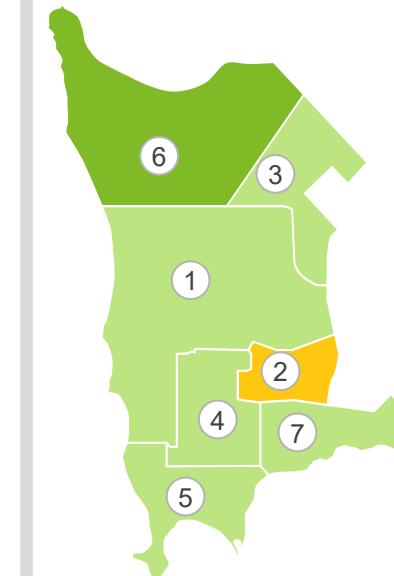
| Respondent age |    |
|----------------|----|
| 18-34 years    | 57 |
| 35-49 years    | 60 |
| 50-64 years    | 59 |
| 65+ years      | 63 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 61 |
| Baby / toddler (0-4)            | 57 |
| Primary school (5-11)           | 58 |
| High school (12-17)             | 50 |
| Adult child at home (18+)       | 55 |
| Older adult, no child at home   | 64 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 57 |
| Mainly speak LOTE | 64 |



|                                |
|--------------------------------|
| Excellent 100 ± 12.5 index pts |
| Good 75 ± 12.5 index pts       |
| Okay 50 ± 12.5 index pts       |
| Poor 25 ± 12.5 index pts       |
| Terrible 0 ± 12.5 index pts    |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 62 |
| ② Karawara     | 28 |
| ③ Kensington   | 50 |
| ④ Manning      | 54 |
| ⑤ Salter Point | 56 |
| ⑥ South Perth  | 64 |
| ⑦ Waterford    | 62 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 483).

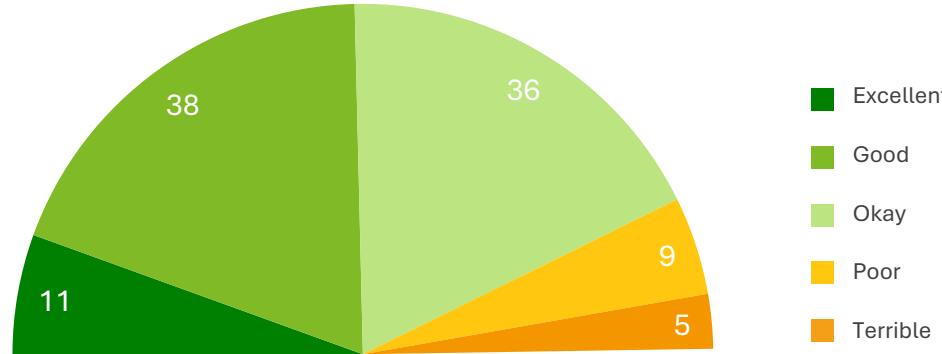
\* Positive Rating = excellent, good + okay

# Heritage services

preserving and promoting heritage sites, artefacts and local history

## Performance ratings

% of respondents



Positive rating\*

85%

Performance Index Score  
(out of 100)

60

## MARKYT Industry Standards

Performance index score



City of South Perth

60

Industry high

78

Industry average

58

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 60 |
| Female | 61 |

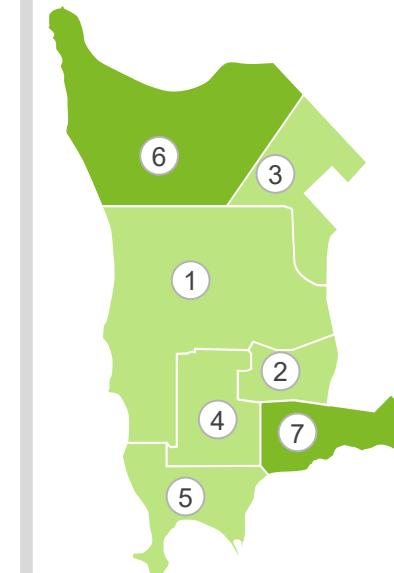
| Respondent age |    |
|----------------|----|
| 18-34 years    | 63 |
| 35-49 years    | 58 |
| 50-64 years    | 59 |
| 65+ years      | 60 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 67 |
| Baby / toddler (0-4)            | 52 |
| Primary school (5-11)           | 57 |
| High school (12-17)             | 54 |
| Adult child at home (18+)       | 57 |
| Older adult, no child at home   | 61 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 59 |
| Mainly speak LOTE | 63 |



|                                |
|--------------------------------|
| Excellent 100 ± 12.5 index pts |
| Good 75 ± 12.5 index pts       |
| Okay 50 ± 12.5 index pts       |
| Poor 25 ± 12.5 index pts       |
| Terrible 0 ± 12.5 index pts    |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 62 |
| ② Karawara     | 45 |
| ③ Kensington   | 53 |
| ④ Manning      | 62 |
| ⑤ Salter Point | 57 |
| ⑥ South Perth  | 63 |
| ⑦ Waterford    | 65 |

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

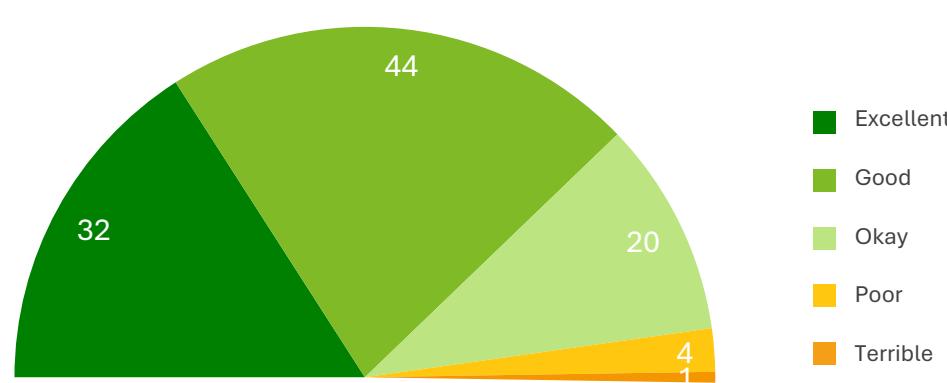
Base: All respondents, excludes 'unsure' and 'no response' (n = 789).

\* Positive Rating = excellent, good + okay

# Library services

## Performance ratings

% of respondents



Positive rating\*

96%

Performance Index Score  
(out of 100)

75

**MARKYT** Industry Standards

Performance index score



75

85

71

City of South Perth

Industry high

Industry average

## Demographic variances

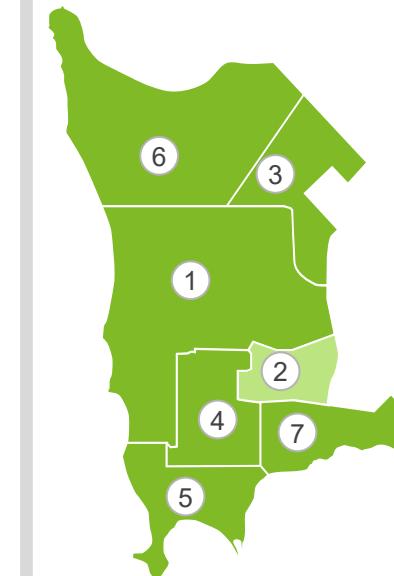
Performance index score

| Gender |    |
|--------|----|
| Male   | 75 |
| Female | 76 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 72 |
| 35-49 years    | 74 |
| 50-64 years    | 76 |
| 65+ years      | 80 |

| Life stage                      |    |
|---------------------------------|----|
| Younger adult, no child at home | 74 |
| Baby / toddler (0-4)            | 71 |
| Primary school (5-11)           | 75 |
| High school (12-17)             | 74 |
| Adult child at home (18+)       | 75 |
| Older adult, no child at home   | 78 |

| Diversity         |    |
|-------------------|----|
| Disability        | 76 |
| Mainly speak LOTE | 77 |



- Excellent  $100 \pm 12.5$  index pts
- Good  $75 \pm 12.5$  index pts
- Okay  $50 \pm 12.5$  index pts
- Poor  $25 \pm 12.5$  index pts
- Terrible  $0 \pm 12.5$  index pts

### Suburb

|                |    |
|----------------|----|
| ① Como         | 79 |
| ② Karawara     | 61 |
| ③ Kensington   | 71 |
| ④ Manning      | 78 |
| ⑤ Salter Point | 82 |
| ⑥ South Perth  | 75 |
| ⑦ Waterford    | 66 |

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

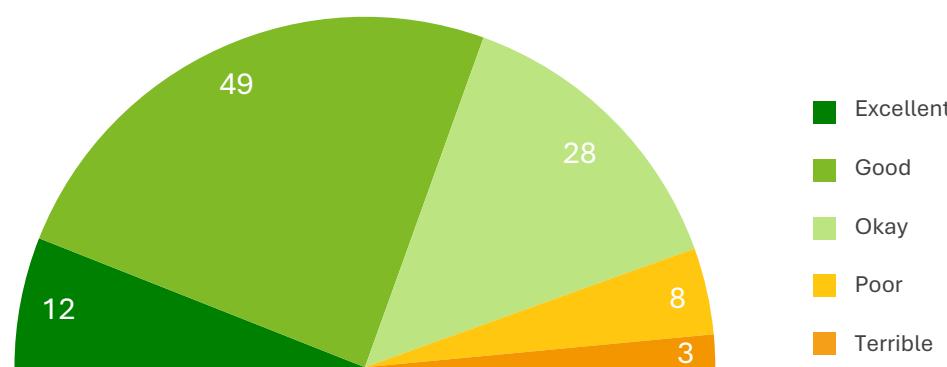
Base: All respondents, excludes 'unsure' and 'no response' (n = 914).

\* Positive Rating = excellent, good + okay

# Art, culture and creative activities

## Performance ratings

% of respondents



Positive rating\*

89%

Performance Index Score  
(out of 100)

65

**MARKYT** Industry Standards

Performance index score



65

73

64

City of South Perth

Industry high

Industry average

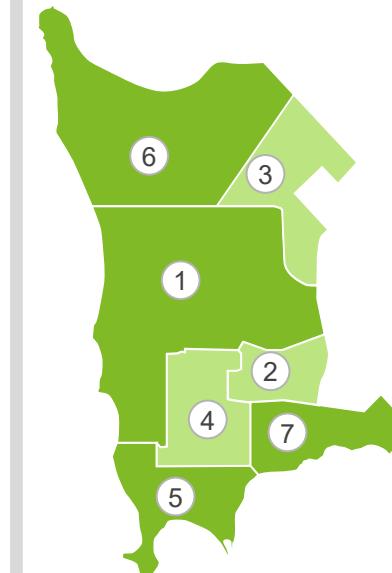
## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 64 |
| Female | 66 |

| Life stage                      |    |
|---------------------------------|----|
| Younger adult, no child at home | 64 |
| Baby / toddler (0-4)            | 62 |
| Primary school (5-11)           | 65 |
| High school (12-17)             | 62 |
| Adult child at home (18+)       | 63 |
| Older adult, no child at home   | 70 |

| Diversity         |    |
|-------------------|----|
| Disability        | 62 |
| Mainly speak LOTE | 63 |



- Excellent  $100 \pm 12.5$  index pts
- Good  $75 \pm 12.5$  index pts
- Okay  $50 \pm 12.5$  index pts
- Poor  $25 \pm 12.5$  index pts
- Terrible  $0 \pm 12.5$  index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 69 |
| ② Karawara     | 46 |
| ③ Kensington   | 62 |
| ④ Manning      | 62 |
| ⑤ Salter Point | 65 |
| ⑥ South Perth  | 65 |
| ⑦ Waterford    | 70 |

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

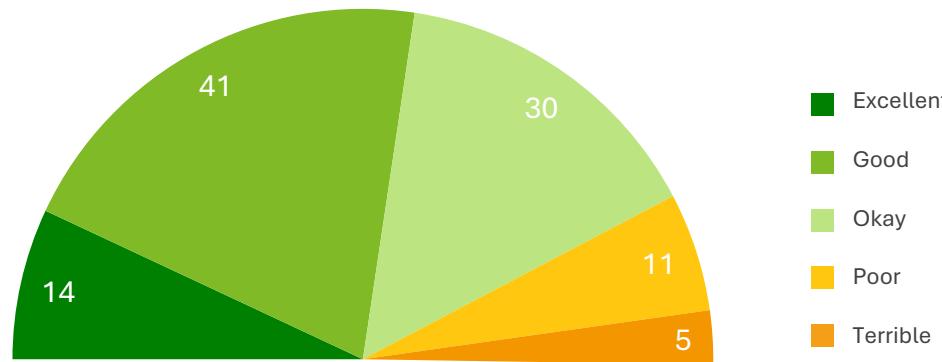
Base: All respondents, excludes 'unsure' and 'no response' (n = 820).

\* Positive Rating = excellent, good + okay

# Festivals, markets and community events

## Performance ratings

% of respondents



Positive rating\*

85%

Performance Index Score  
(out of 100)

62

## MARKYT Industry Standards

Performance index score



City of South Perth

62

Industry high

74

Industry average

63

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 60 |
| Female | 63 |

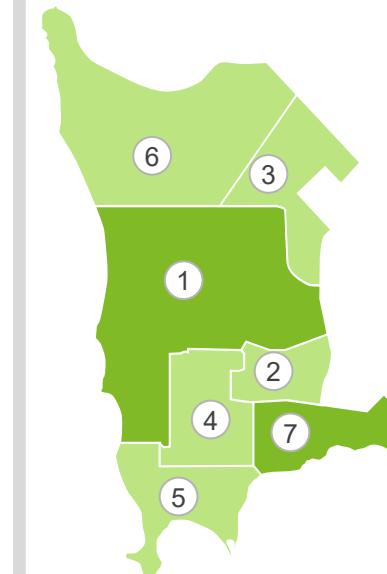
| Respondent age |    |
|----------------|----|
| 18-34 years    | 58 |
| 35-49 years    | 61 |
| 50-64 years    | 63 |
| 65+ years      | 67 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 61 |
| Baby / toddler (0-4)            | 56 |
| Primary school (5-11)           | 61 |
| High school (12-17)             | 59 |
| Adult child at home (18+)       | 59 |
| Older adult, no child at home   | 67 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 59 |
| Mainly speak LOTE | 63 |



|                                    |
|------------------------------------|
| Excellent $100 \pm 12.5$ index pts |
| Good $75 \pm 12.5$ index pts       |
| Okay $50 \pm 12.5$ index pts       |
| Poor $25 \pm 12.5$ index pts       |
| Terrible $0 \pm 12.5$ index pts    |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 66 |
| ② Karawara     | 45 |
| ③ Kensington   | 61 |
| ④ Manning      | 51 |
| ⑤ Salter Point | 61 |
| ⑥ South Perth  | 62 |
| ⑦ Waterford    | 64 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 938).

\* Positive Rating = excellent, good + okay



Outcome 3

## Community health and wellbeing

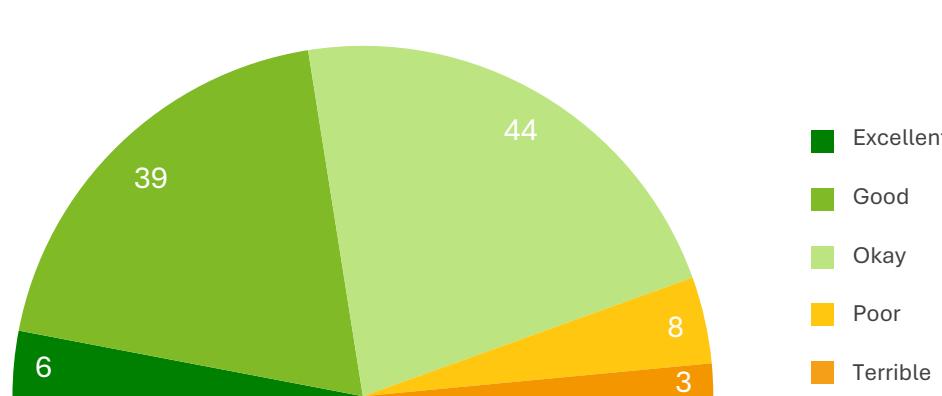
Key Performance Indicator

|  |    |
|--|----|
| Health and community services                  | 59 |
| Public health education and wellbeing programs | 56 |
| Sport and recreation services                  | 59 |

# Health and community services

## Performance ratings

% of respondents



Positive rating\*

89%

Performance Index Score  
(out of 100)

59

## MARKYT Industry Standards

Performance index score



City of South Perth

59

Industry high

68

Industry average

55

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 58 |
| Female | 60 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 60 |
| 35-49 years    | 56 |
| 50-64 years    | 58 |
| 65+ years      | 61 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 63 |
| Baby / toddler (0-4)            | 54 |
| Primary school (5-11)           | 57 |
| High school (12-17)             | 54 |
| Adult child at home (18+)       | 57 |
| Older adult, no child at home   | 61 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 58 |
| Mainly speak LOTE | 62 |

- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 60 |
| ② Karawara     | 37 |
| ③ Kensington   | 54 |
| ④ Manning      | 61 |
| ⑤ Salter Point | 64 |
| ⑥ South Perth  | 61 |
| ⑦ Waterford    | 65 |

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

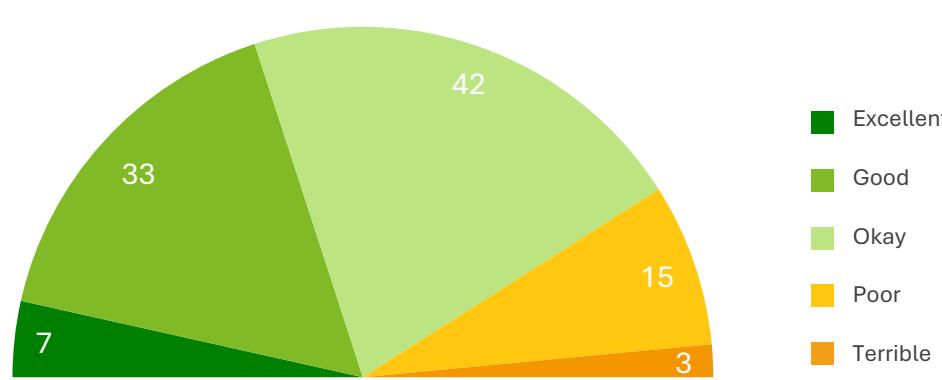
Base: All respondents, excludes 'unsure' and 'no response' (n = 698).

\* Positive Rating = excellent, good + okay

# Public health education and wellbeing programs

## Performance ratings

% of respondents



Positive rating\*

82%

Performance Index Score  
(out of 100)

56

## MARKYT Industry Standards

Performance index score



City of South Perth

56

Industry high

60

Industry average

53

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 58 |
| Female | 56 |

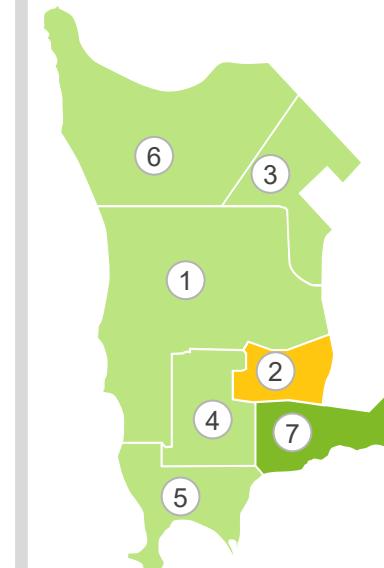
| Respondent age |    |
|----------------|----|
| 18-34 years    | 58 |
| 35-49 years    | 52 |
| 50-64 years    | 54 |
| 65+ years      | 60 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 60 |
| Baby / toddler (0-4)            | 54 |
| Primary school (5-11)           | 57 |
| High school (12-17)             | 52 |
| Adult child at home (18+)       | 52 |
| Older adult, no child at home   | 58 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 51 |
| Mainly speak LOTE | 64 |



|                                    |
|------------------------------------|
| Excellent $100 \pm 12.5$ index pts |
| Good $75 \pm 12.5$ index pts       |
| Okay $50 \pm 12.5$ index pts       |
| Poor $25 \pm 12.5$ index pts       |
| Terrible $0 \pm 12.5$ index pts    |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 59 |
| ② Karawara     | 37 |
| ③ Kensington   | 50 |
| ④ Manning      | 54 |
| ⑤ Salter Point | 61 |
| ⑥ South Perth  | 58 |
| ⑦ Waterford    | 63 |

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

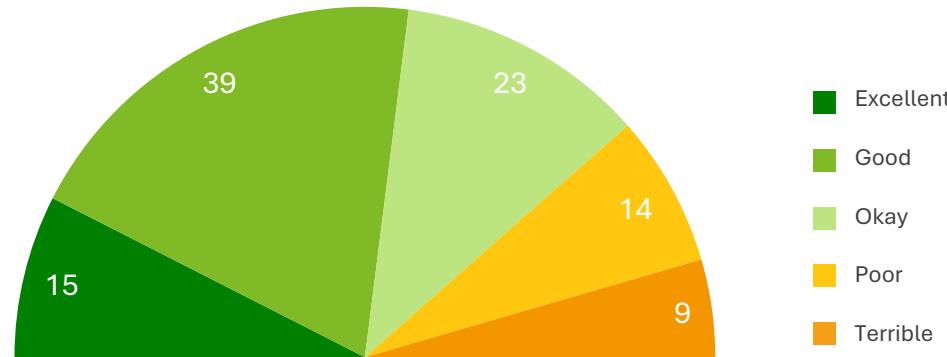
Base: All respondents, excludes 'unsure' and 'no response' (n = 557).

\* Positive Rating = excellent, good + okay

# Sport and recreation services and facilities

## Performance ratings

% of respondents



Positive rating\*

77%

Performance Index Score  
(out of 100)

59

## MARKYT Industry Standards

Performance index score



59

81

65

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 60 |
| Female | 59 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 56 |
| 35-49 years    | 54 |
| 50-64 years    | 60 |
| 65+ years      | 66 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 64 |
| Baby / toddler (0-4)            | 42 |
| Primary school (5-11)           | 52 |
| High school (12-17)             | 53 |
| Adult child at home (18+)       | 58 |
| Older adult, no child at home   | 66 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 64 |
| Mainly speak LOTE | 63 |

|                                |
|--------------------------------|
| Excellent 100 ± 12.5 index pts |
| Good 75 ± 12.5 index pts       |
| Okay 50 ± 12.5 index pts       |
| Poor 25 ± 12.5 index pts       |
| Terrible 0 ± 12.5 index pts    |

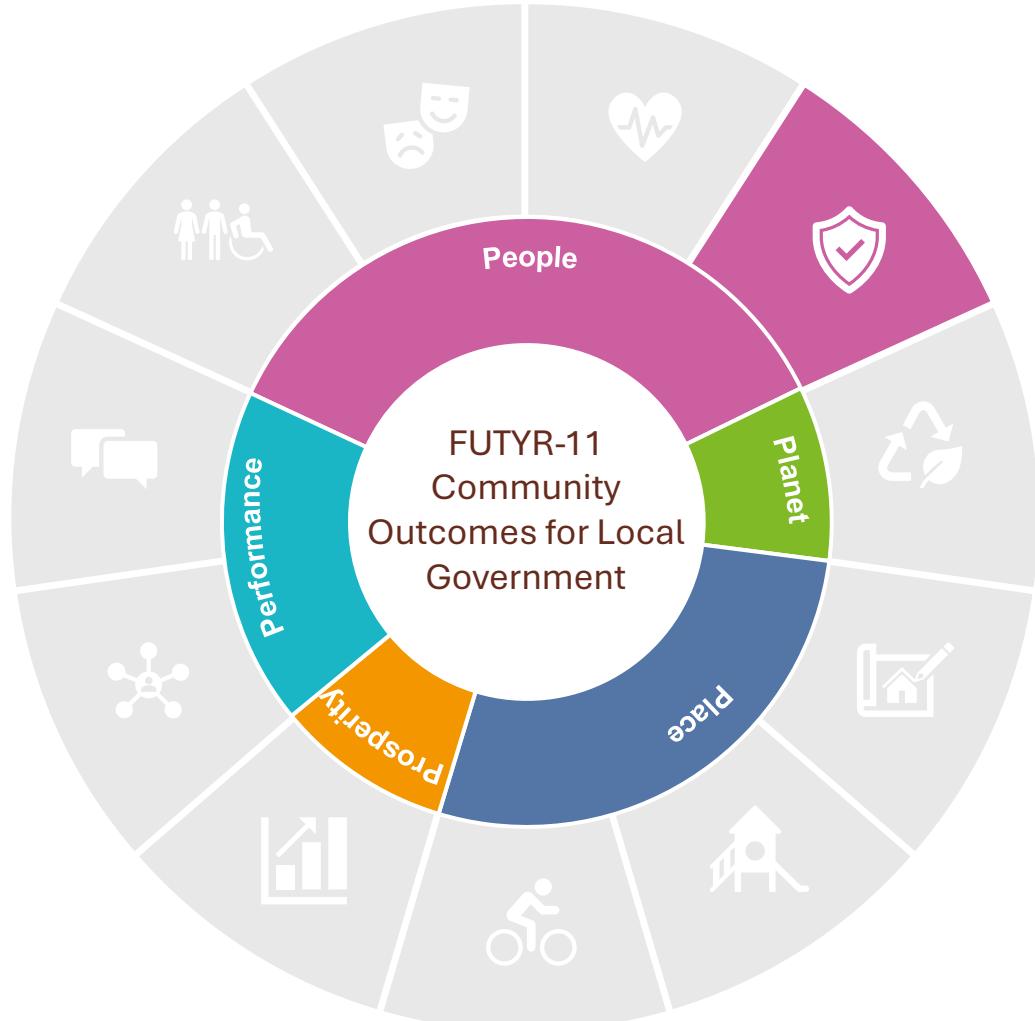
## Suburb

|                |    |
|----------------|----|
| ① Como         | 63 |
| ② Karawara     | 49 |
| ③ Kensington   | 47 |
| ④ Manning      | 54 |
| ⑤ Salter Point | 63 |
| ⑥ South Perth  | 61 |
| ⑦ Waterford    | 64 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 937).

\* Positive Rating = excellent, good + okay



Outcome 4

## Community safety and resilience

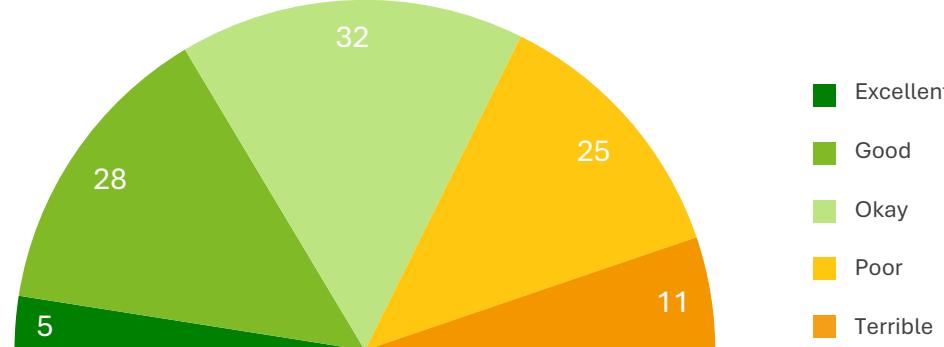
Key Performance Indicator

|                               |    |
|-------------------------------|----|
| Safety and crime prevention   | 48 |
| Lighting in public places     | 57 |
| Emergency management          | 55 |
| Ranger services               | 63 |
| Animal management             | 64 |
| Environmental health services | 63 |

# Safety and crime prevention

## Performance ratings

% of respondents



Positive rating\*

65%

Performance Index Score  
(out of 100)

48

## MARKYT Industry Standards

Performance index score



48

66

46

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 50 |
| Female | 46 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 47 |
| 35-49 years    | 45 |
| 50-64 years    | 48 |
| 65+ years      | 52 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 52 |
| Baby / toddler (0-4)            | 36 |
| Primary school (5-11)           | 48 |
| High school (12-17)             | 43 |
| Adult child at home (18+)       | 46 |
| Older adult, no child at home   | 52 |

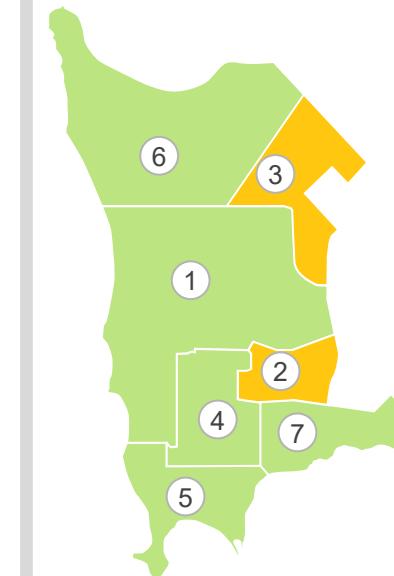
## Diversity

|                   |    |
|-------------------|----|
| Disability        | 52 |
| Mainly speak LOTE | 53 |

- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 50 |
| ② Karawara     | 27 |
| ③ Kensington   | 34 |
| ④ Manning      | 42 |
| ⑤ Salter Point | 54 |
| ⑥ South Perth  | 55 |
| ⑦ Waterford    | 48 |



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

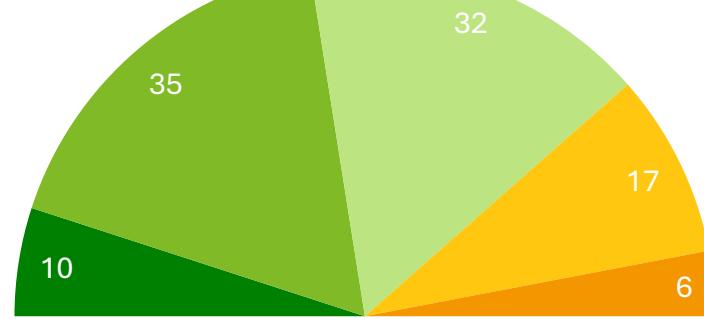
Base: All respondents, excludes 'unsure' and 'no response' (n = 887).

\* Positive Rating = excellent, good + okay

# Lighting of streets and public places

## Performance ratings

% of respondents



- Excellent
- Good
- Okay
- Poor
- Terrible

Positive rating\*

77%

Performance Index Score  
(out of 100)

57

**MARKYT** Industry Standards  
Performance index score



57

66

52

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 56 |
| Female | 57 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 54 |
| 35-49 years    | 57 |
| 50-64 years    | 58 |
| 65+ years      | 59 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 61 |
| Baby / toddler (0-4)            | 43 |
| Primary school (5-11)           | 53 |
| High school (12-17)             | 53 |
| Adult child at home (18+)       | 56 |
| Older adult, no child at home   | 60 |

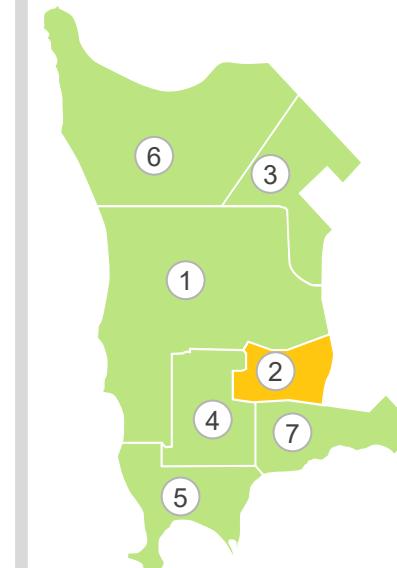
## Diversity

|                   |    |
|-------------------|----|
| Disability        | 61 |
| Mainly speak LOTE | 50 |

- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 62 |
| ② Karawara     | 37 |
| ③ Kensington   | 43 |
| ④ Manning      | 60 |
| ⑤ Salter Point | 61 |
| ⑥ South Perth  | 58 |
| ⑦ Waterford    | 54 |



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1046).

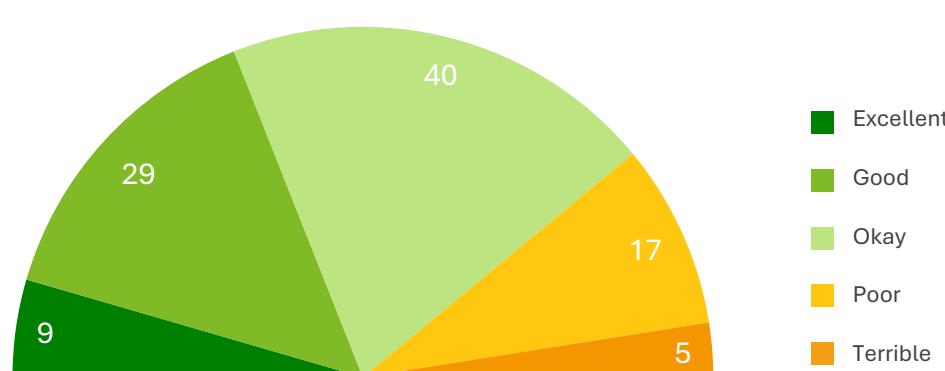
\* Positive Rating = excellent, good + okay

# Emergency management

natural disaster education, prevention, and recovery

## Performance ratings

% of respondents



Positive rating\*

78%

Performance Index Score  
(out of 100)

55

## MARKYT Industry Standards

Performance index score



City of South Perth

55

Industry high

67

Industry average

56

## Demographic variances

Performance index score

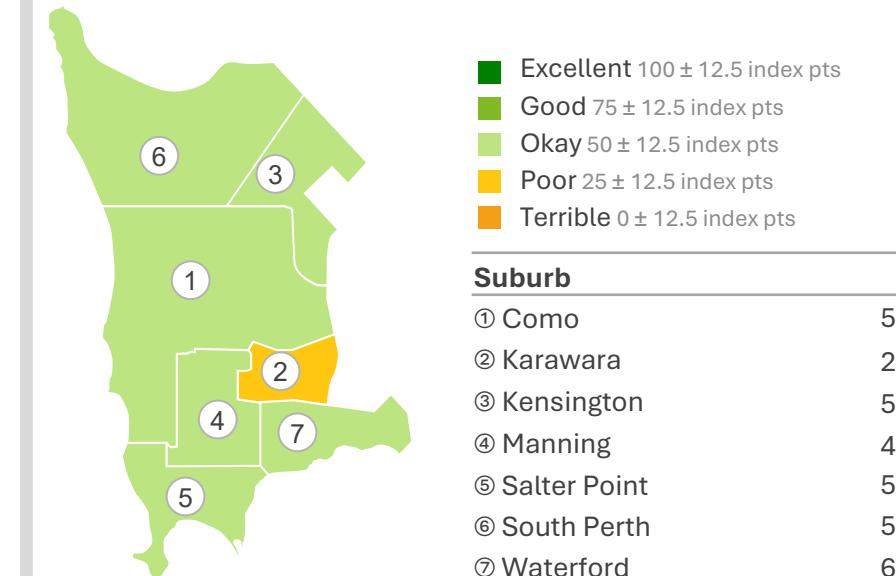
| Gender |    |
|--------|----|
| Male   | 56 |
| Female | 53 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 53 |
| 35-49 years    | 53 |
| 50-64 years    | 55 |
| 65+ years      | 58 |

| Gender | Life stage                      |    |
|--------|---------------------------------|----|
| Male   | Younger adult, no child at home | 59 |
| Female | Baby / toddler (0-4)            | 46 |

| Respondent age | Life stage                    |    |
|----------------|-------------------------------|----|
| 18-34 years    | Primary school (5-11)         | 59 |
| 35-49 years    | High school (12-17)           | 52 |
| 50-64 years    | Adult child at home (18+)     | 51 |
| 65+ years      | Older adult, no child at home | 58 |

| Diversity         |    |
|-------------------|----|
| Disability        | 49 |
| Mainly speak LOTE | 60 |



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

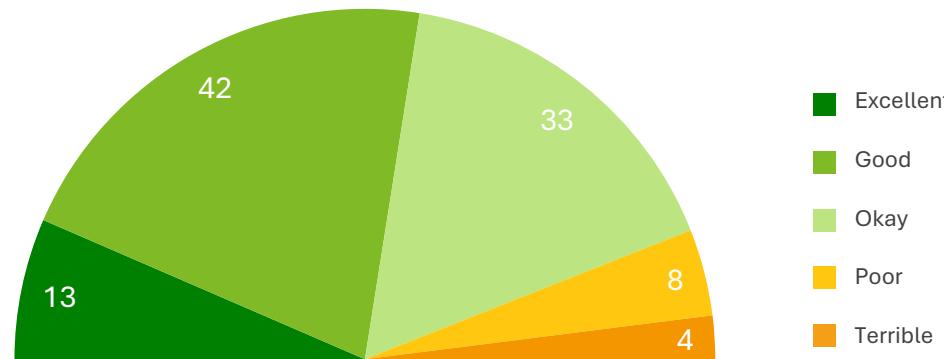
Base: All respondents, excludes 'unsure' and 'no response' (n = 477).

\* Positive Rating = excellent, good + okay

# Ranger services

## Performance ratings

% of respondents



Positive rating\*

88%

Performance Index Score  
(out of 100)

63

**MARKYT** Industry Standards  
Performance index score



City of South Perth

63

Industry high

63

Industry average

55

## Demographic variances

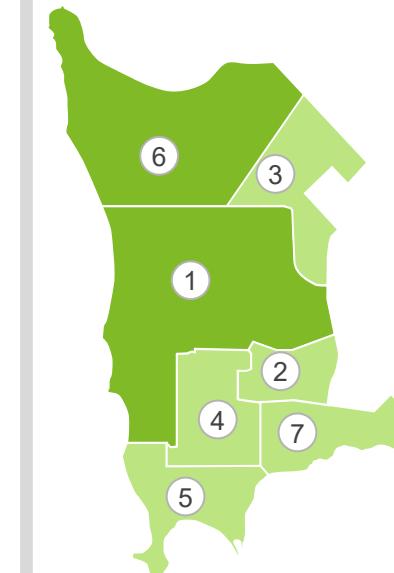
Performance index score

| Gender |    |
|--------|----|
| Male   | 63 |
| Female | 63 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 65 |
| 35-49 years    | 60 |
| 50-64 years    | 63 |
| 65+ years      | 62 |

| Life stage                      |    |
|---------------------------------|----|
| Younger adult, no child at home | 68 |
| Baby / toddler (0-4)            | 62 |
| Primary school (5-11)           | 57 |
| High school (12-17)             | 55 |
| Adult child at home (18+)       | 59 |
| Older adult, no child at home   | 64 |

| Diversity         |    |
|-------------------|----|
| Disability        | 62 |
| Mainly speak LOTE | 65 |



- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

| Suburb         |    |
|----------------|----|
| ① Como         | 65 |
| ② Karawara     | 48 |
| ③ Kensington   | 62 |
| ④ Manning      | 62 |
| ⑤ Salter Point | 60 |
| ⑥ South Perth  | 64 |
| ⑦ Waterford    | 60 |

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

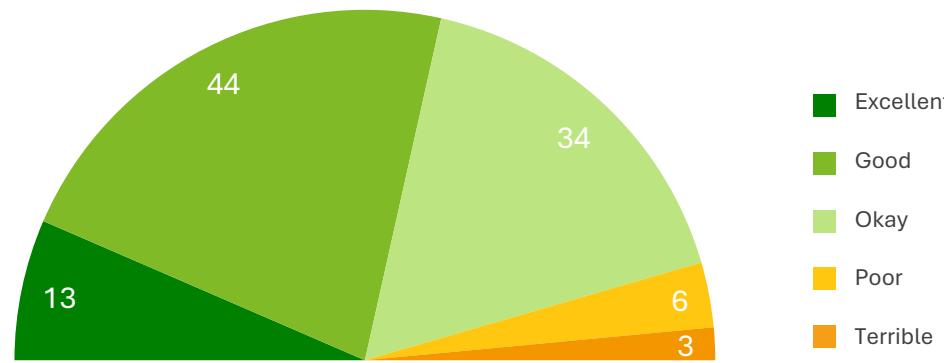
Base: All respondents, excludes 'unsure' and 'no response' (n = 815).

\* Positive Rating = excellent, good + okay

# Animal management

## Performance ratings

% of respondents



Positive rating\*

91%

Performance Index Score  
(out of 100)

64

**MARKYT** Industry Standards  
Performance index score



64

67

53

City of South Perth

Industry high

Industry average

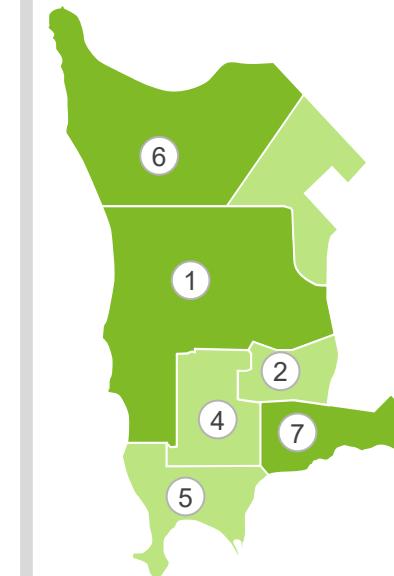
## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 65 |
| Female | 64 |

| Life stage                      |    |
|---------------------------------|----|
| Younger adult, no child at home | 70 |
| Baby / toddler (0-4)            | 64 |
| Primary school (5-11)           | 63 |
| High school (12-17)             | 60 |
| Adult child at home (18+)       | 62 |
| Older adult, no child at home   | 62 |

| Diversity         |    |
|-------------------|----|
| Disability        | 66 |
| Mainly speak LOTE | 74 |



- Excellent  $100 \pm 12.5$  index pts
- Good  $75 \pm 12.5$  index pts
- Okay  $50 \pm 12.5$  index pts
- Poor  $25 \pm 12.5$  index pts
- Terrible  $0 \pm 12.5$  index pts

| Suburb         | Performance Index Score |
|----------------|-------------------------|
| ① Como         | 68                      |
| ② Karawara     | 48                      |
| ③ Kensington   | 60                      |
| ④ Manning      | 62                      |
| ⑤ Salter Point | 56                      |
| ⑥ South Perth  | 65                      |
| ⑦ Waterford    | 66                      |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 752).

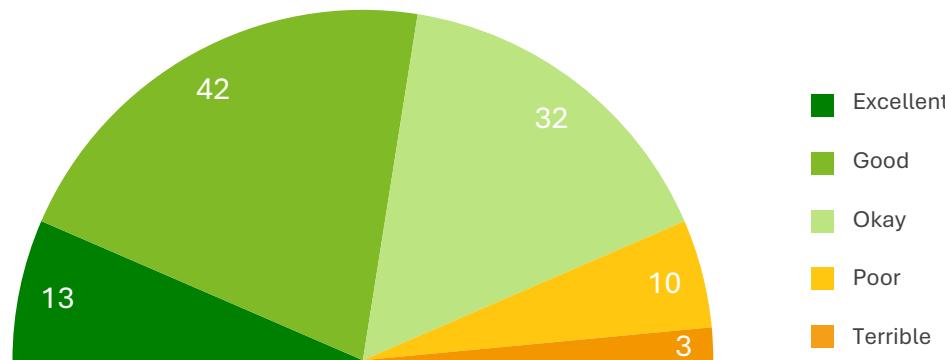
\* Positive Rating = excellent, good + okay

# Environmental health services

noise, pollution, food inspections, liquor licensing, smoking in public places etc.

## Performance ratings

% of respondents



Positive rating\*

87%

Performance Index Score  
(out of 100)

63

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 64 |
| Female | 62 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 66 |
| 35-49 years    | 61 |
| 50-64 years    | 61 |
| 65+ years      | 61 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 69 |
| Baby / toddler (0-4)            | 58 |
| Primary school (5-11)           | 62 |
| High school (12-17)             | 60 |
| Adult child at home (18+)       | 59 |
| Older adult, no child at home   | 61 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 58 |
| Mainly speak LOTE | 68 |

## MARKYT Industry Standards

Performance index score



City of South Perth

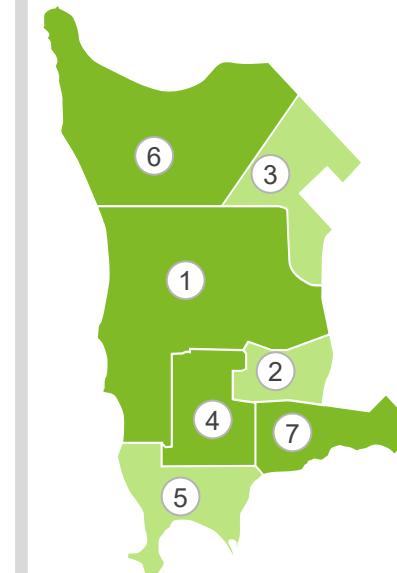
63

Industry high

67

Industry average

55



|           |                      |
|-----------|----------------------|
| Excellent | 100 ± 12.5 index pts |
| Good      | 75 ± 12.5 index pts  |
| Okay      | 50 ± 12.5 index pts  |
| Poor      | 25 ± 12.5 index pts  |
| Terrible  | 0 ± 12.5 index pts   |

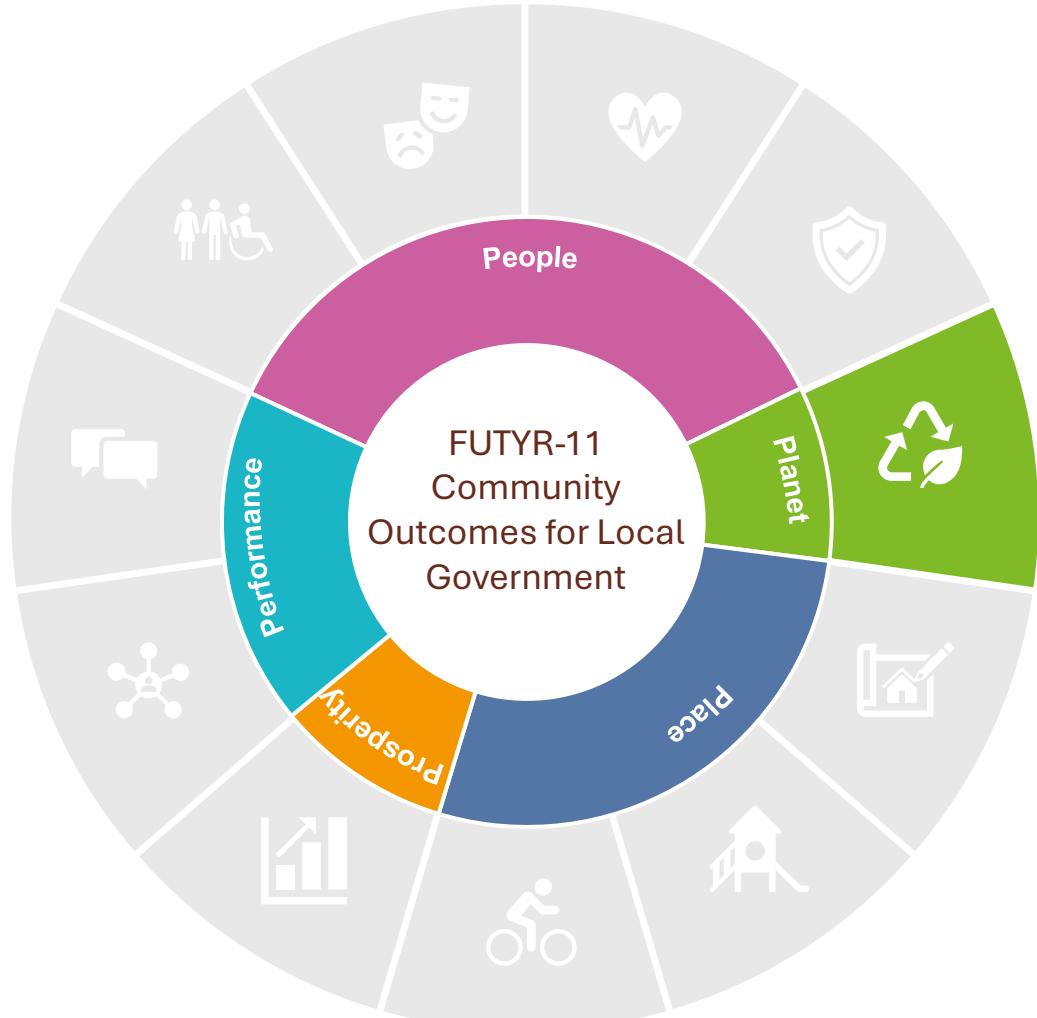
## Suburb

|                |    |
|----------------|----|
| ① Como         | 64 |
| ② Karawara     | 42 |
| ③ Kensington   | 60 |
| ④ Manning      | 65 |
| ⑤ Salter Point | 62 |
| ⑥ South Perth  | 64 |
| ⑦ Waterford    | 64 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 758).

\* Positive Rating = excellent, good + okay



Outcome 5

## A healthy and sustainable natural environment

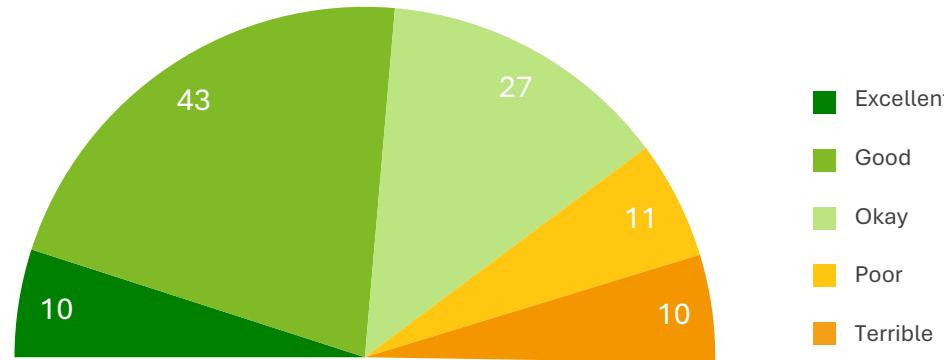
Key Performance Indicator

|   |    |
|---|----|
| Environmental management and conservation | 58 |
| River and foreshore management            | 61 |
| Waste management                          | 61 |
| Climate action                            | 49 |

# Environmental management and conservation

## Performance ratings

% of respondents



Positive rating\*

80%

Performance Index Score  
(out of 100)

58

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 60 |
| Female | 56 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 57 |
| 35-49 years    | 57 |
| 50-64 years    | 56 |
| 65+ years      | 62 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 62 |
| Baby / toddler (0-4)            | 52 |
| Primary school (5-11)           | 58 |
| High school (12-17)             | 53 |
| Adult child at home (18+)       | 56 |
| Older adult, no child at home   | 61 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 51 |
| Mainly speak LOTE | 68 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 868).

\* Positive Rating = excellent, good + okay

## MARKYT Industry Standards

Performance index score



City of South Perth

58

Industry high

66

Industry average

53

|                                |
|--------------------------------|
| Excellent 100 ± 12.5 index pts |
| Good 75 ± 12.5 index pts       |
| Okay 50 ± 12.5 index pts       |
| Poor 25 ± 12.5 index pts       |
| Terrible 0 ± 12.5 index pts    |

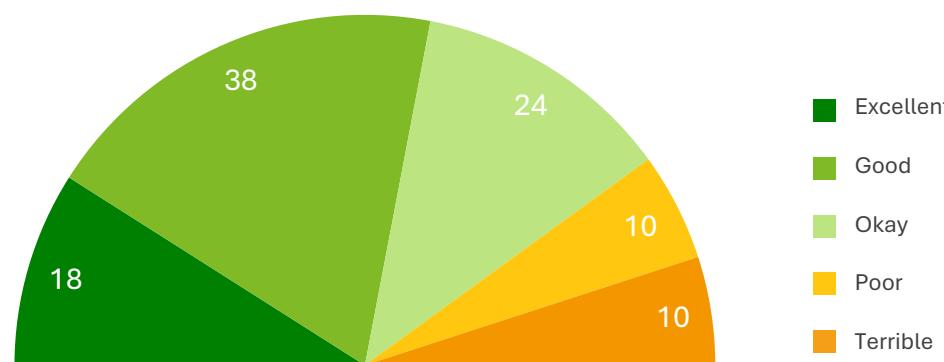
## Suburb

|                |    |
|----------------|----|
| ① Como         | 60 |
| ② Karawara     | 42 |
| ③ Kensington   | 51 |
| ④ Manning      | 57 |
| ⑤ Salter Point | 62 |
| ⑥ South Perth  | 59 |
| ⑦ Waterford    | 71 |

# River and foreshore management

## Performance ratings

% of respondents



Positive rating\*

80%

Performance Index Score  
(out of 100)

61

**MARKYT** Industry Standards

Performance index score



61

72

55

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 62 |
| Female | 60 |

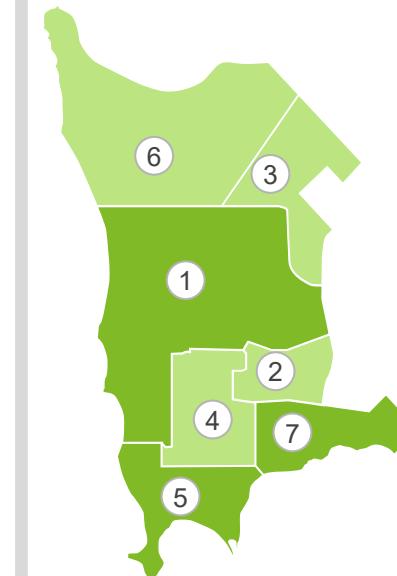
| Respondent age |    |
|----------------|----|
| 18-34 years    | 58 |
| 35-49 years    | 60 |
| 50-64 years    | 61 |
| 65+ years      | 66 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 61 |
| Baby / toddler (0-4)            | 56 |
| Primary school (5-11)           | 62 |
| High school (12-17)             | 55 |
| Adult child at home (18+)       | 59 |
| Older adult, no child at home   | 65 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 54 |
| Mainly speak LOTE | 70 |



|                                    |
|------------------------------------|
| Excellent $100 \pm 12.5$ index pts |
| Good $75 \pm 12.5$ index pts       |
| Okay $50 \pm 12.5$ index pts       |
| Poor $25 \pm 12.5$ index pts       |
| Terrible $0 \pm 12.5$ index pts    |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 63 |
| ② Karawara     | 45 |
| ③ Kensington   | 55 |
| ④ Manning      | 59 |
| ⑤ Salter Point | 68 |
| ⑥ South Perth  | 62 |
| ⑦ Waterford    | 73 |

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

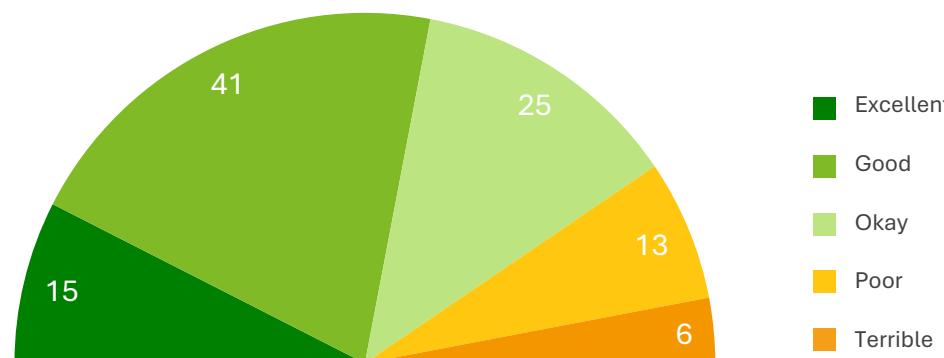
Base: All respondents, excludes 'unsure' and 'no response' (n = 936).

\* Positive Rating = excellent, good + okay

# Waste management

## Performance ratings

% of respondents



Positive rating\*

81%

Performance Index Score  
(out of 100)

61

## MARKYT Industry Standards

Performance index score



City of South Perth

61

Industry high

71

Industry average

58

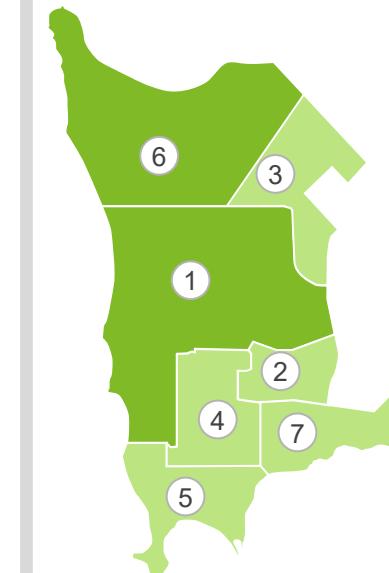
## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 62 |
| Female | 60 |

| Life stage                      |    |
|---------------------------------|----|
| Younger adult, no child at home | 62 |
| Baby / toddler (0-4)            | 53 |
| Primary school (5-11)           | 55 |
| High school (12-17)             | 56 |
| Adult child at home (18+)       | 59 |
| Older adult, no child at home   | 66 |

| Diversity         |    |
|-------------------|----|
| Disability        | 59 |
| Mainly speak LOTE | 62 |



|           |                      |
|-----------|----------------------|
| Excellent | 100 ± 12.5 index pts |
| Good      | 75 ± 12.5 index pts  |
| Okay      | 50 ± 12.5 index pts  |
| Poor      | 25 ± 12.5 index pts  |
| Terrible  | 0 ± 12.5 index pts   |

| Suburb         |    |
|----------------|----|
| ① Como         | 63 |
| ② Karawara     | 47 |
| ③ Kensington   | 50 |
| ④ Manning      | 60 |
| ⑤ Salter Point | 60 |
| ⑥ South Perth  | 66 |
| ⑦ Waterford    | 57 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 995).

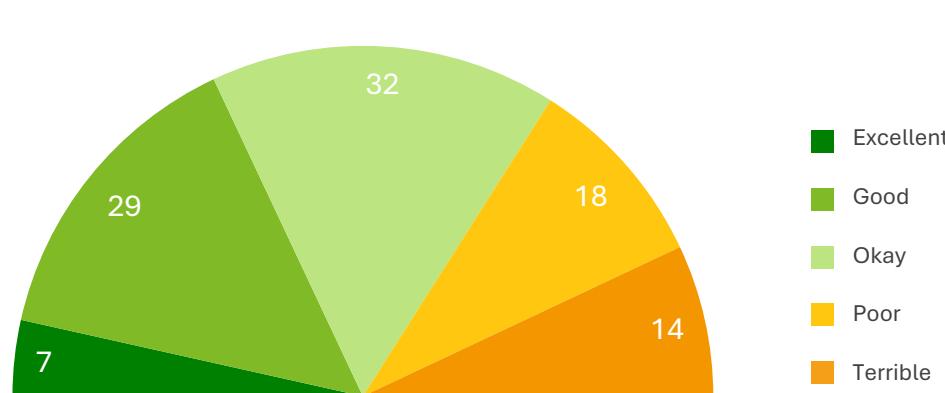
\* Positive Rating = excellent, good + okay

# Climate action

promoting sustainable practices to combat climate change and its impacts

## Performance ratings

% of respondents



Positive rating\*

68%

Performance Index Score  
(out of 100)

49

## Demographic variances

Performance index score

### Gender

|        |    |
|--------|----|
| Male   | 54 |
| Female | 45 |

### Respondent age

|             |    |
|-------------|----|
| 18-34 years | 49 |
| 35-49 years | 46 |
| 50-64 years | 47 |
| 65+ years   | 54 |

### Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 51 |
| Baby / toddler (0-4)            | 49 |
| Primary school (5-11)           | 50 |
| High school (12-17)             | 40 |
| Adult child at home (18+)       | 44 |
| Older adult, no child at home   | 53 |

### Diversity

|                   |    |
|-------------------|----|
| Disability        | 45 |
| Mainly speak LOTE | 66 |



## MARKYT Industry Standards

Performance index score

City of South Perth

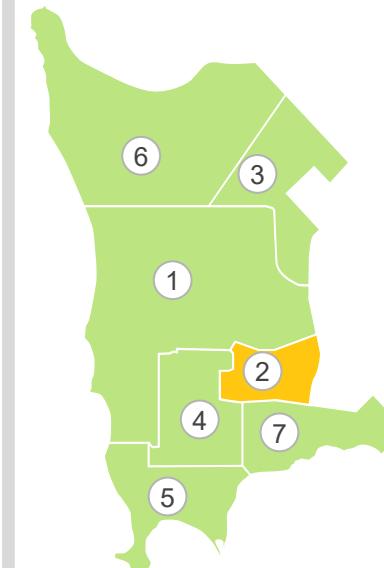
49

Industry high

62

Industry average

50



- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

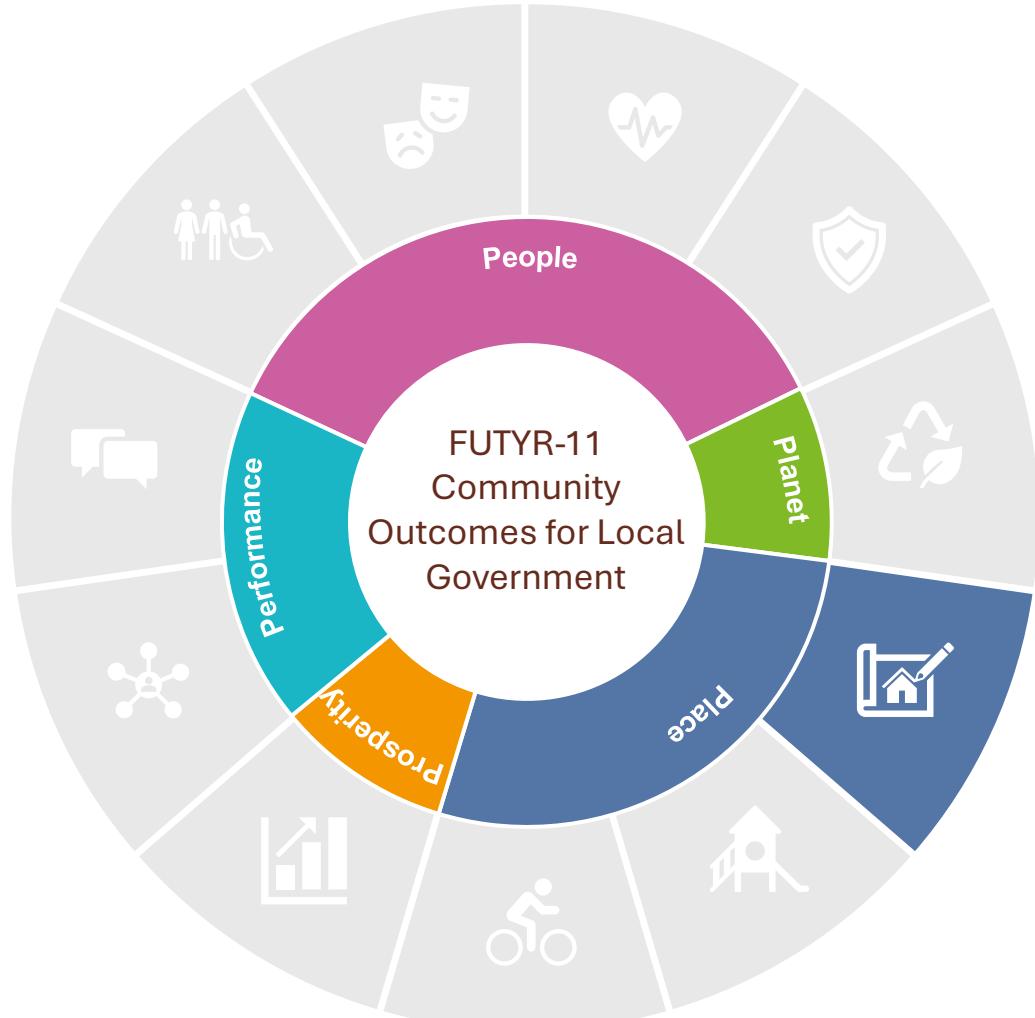
### Suburb

|                |    |
|----------------|----|
| ① Como         | 53 |
| ② Karawara     | 33 |
| ③ Kensington   | 44 |
| ④ Manning      | 44 |
| ⑤ Salter Point | 47 |
| ⑥ South Perth  | 50 |
| ⑦ Waterford    | 54 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 705).

\* Positive Rating = excellent, good + okay



Outcome 6

## Responsible urban design and housing diversity

Key Performance Indicator

Planning services

Housing

Stormwater management and drainage

49

45

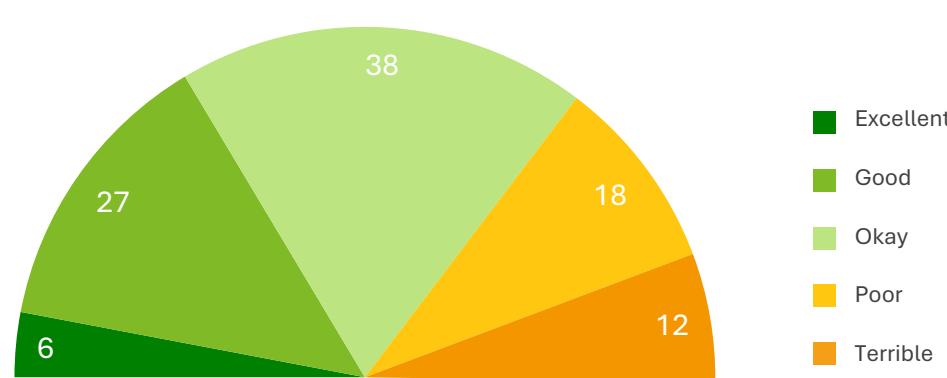
58

# Planning services

responsible growth, land use, development approvals and building permits

## Performance ratings

% of respondents



Positive rating\*

71%

Performance Index Score  
(out of 100)

49

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 51 |
| Female | 48 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 53 |
| 35-49 years    | 48 |
| 50-64 years    | 49 |
| 65+ years      | 47 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 57 |
| Baby / toddler (0-4)            | 42 |
| Primary school (5-11)           | 45 |
| High school (12-17)             | 46 |
| Adult child at home (18+)       | 50 |
| Older adult, no child at home   | 48 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 45 |
| Mainly speak LOTE | 53 |

## MARKYT Industry Standards

Performance index score



City of South Perth

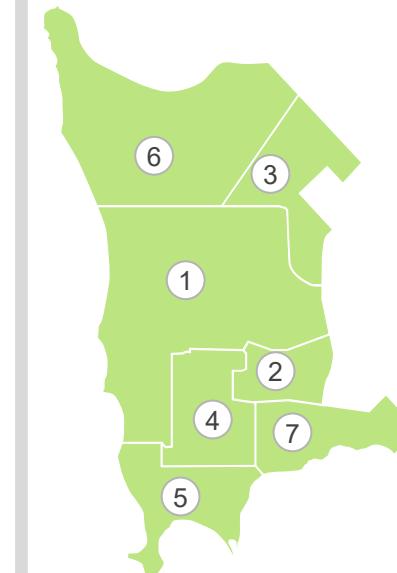
49

Industry high

65

Industry average

43



Excellent 100 ± 12.5 index pts  
Good 75 ± 12.5 index pts  
Okay 50 ± 12.5 index pts  
Poor 25 ± 12.5 index pts  
Terrible 0 ± 12.5 index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 54 |
| ② Karawara     | 43 |
| ③ Kensington   | 42 |
| ④ Manning      | 48 |
| ⑤ Salter Point | 49 |
| ⑥ South Perth  | 48 |
| ⑦ Waterford    | 61 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 815).

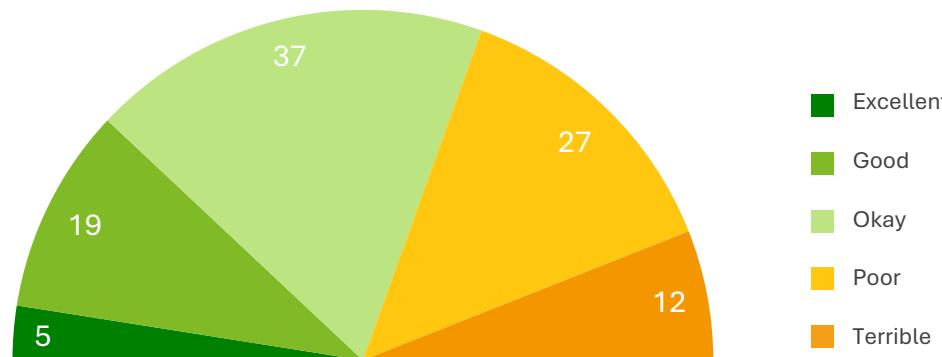
\* Positive Rating = excellent, good + okay

# Housing

access to affordable housing, social housing, crisis accommodation etc.

## Performance ratings

% of respondents



Positive rating\*

61%

Performance Index Score  
(out of 100)

45

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 47 |
| Female | 43 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 44 |
| 35-49 years    | 46 |
| 50-64 years    | 44 |
| 65+ years      | 45 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 45 |
| Baby / toddler (0-4)            | 43 |
| Primary school (5-11)           | 49 |
| High school (12-17)             | 44 |
| Adult child at home (18+)       | 43 |
| Older adult, no child at home   | 46 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 38 |
| Mainly speak LOTE | 56 |

## MARKYT Industry Standards

Performance index score



City of South Perth

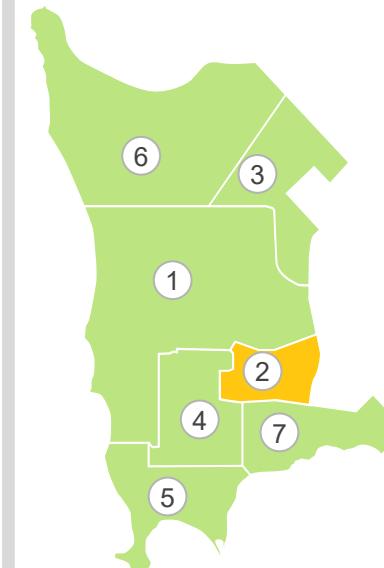
45

Industry high

64

Industry average

43



|           |                      |
|-----------|----------------------|
| Excellent | 100 ± 12.5 index pts |
| Good      | 75 ± 12.5 index pts  |
| Okay      | 50 ± 12.5 index pts  |
| Poor      | 25 ± 12.5 index pts  |
| Terrible  | 0 ± 12.5 index pts   |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 46 |
| ② Karawara     | 22 |
| ③ Kensington   | 41 |
| ④ Manning      | 42 |
| ⑤ Salter Point | 52 |
| ⑥ South Perth  | 48 |
| ⑦ Waterford    | 50 |

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

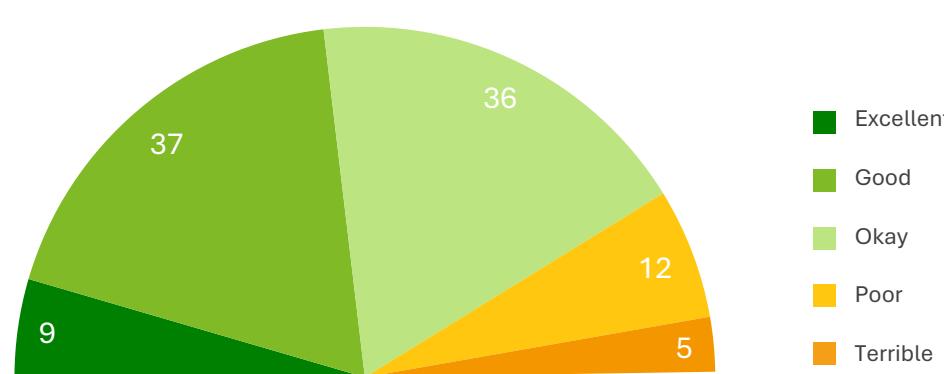
Base: All respondents, excludes 'unsure' and 'no response' (n = 593).

\* Positive Rating = excellent, good + okay

# Stormwater management and drainage

## Performance ratings

% of respondents



Positive rating\*

82%

Performance Index Score  
(out of 100)

58

**MARKYT** Industry Standards

Performance index score



58

64

51

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 60 |
| Female | 57 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 57 |
| 35-49 years    | 58 |
| 50-64 years    | 60 |
| 65+ years      | 58 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 58 |
| Baby / toddler (0-4)            | 53 |
| Primary school (5-11)           | 58 |
| High school (12-17)             | 58 |
| Adult child at home (18+)       | 58 |
| Older adult, no child at home   | 59 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 56 |
| Mainly speak LOTE | 60 |

- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 62 |
| ② Karawara     | 50 |
| ③ Kensington   | 55 |
| ④ Manning      | 60 |
| ⑤ Salter Point | 57 |
| ⑥ South Perth  | 56 |
| ⑦ Waterford    | 64 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 962).

\* Positive Rating = excellent, good + okay



Outcome 7

## Attractive and welcoming public places

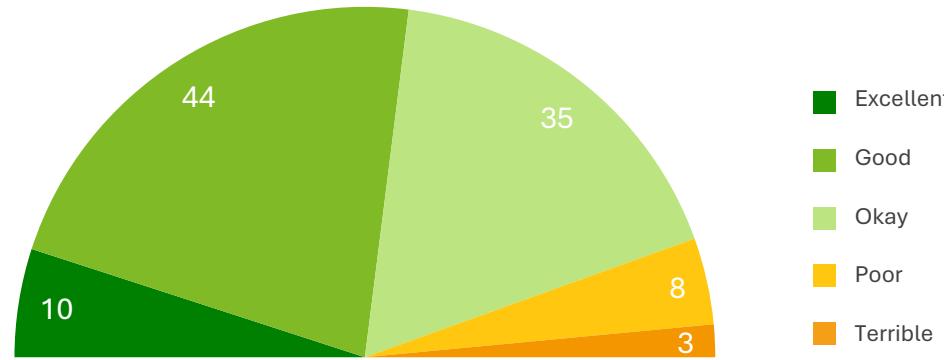
Key Performance Indicator

|                                     |    |
|-------------------------------------|----|
| Public buildings, halls and toilets | 63 |
| Parks, playgrounds and reserves     | 71 |
| Streetscapes, trees and verges      | 58 |
| Place activation                    | 59 |
| Marine facilities                   | 61 |

# Public buildings, halls and toilets

## Performance ratings

% of respondents



Positive rating\*

89%

Performance Index Score  
(out of 100)

63

**MARKYT** Industry Standards

Performance index score



63

70

55

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 63 |
| Female | 62 |

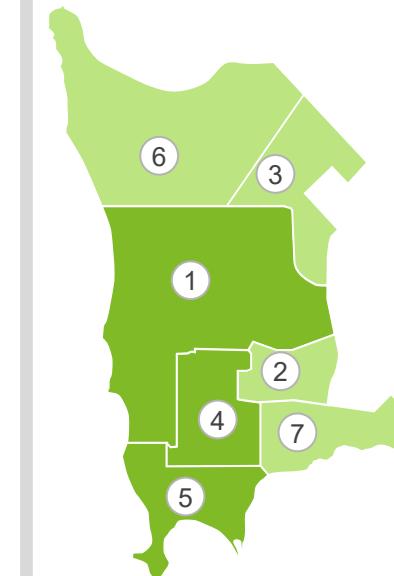
| Respondent age |    |
|----------------|----|
| 18-34 years    | 63 |
| 35-49 years    | 62 |
| 50-64 years    | 61 |
| 65+ years      | 64 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 67 |
| Baby / toddler (0-4)            | 57 |
| Primary school (5-11)           | 62 |
| High school (12-17)             | 59 |
| Adult child at home (18+)       | 60 |
| Older adult, no child at home   | 64 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 63 |
| Mainly speak LOTE | 66 |



|           |                          |
|-----------|--------------------------|
| Excellent | $100 \pm 12.5$ index pts |
| Good      | $75 \pm 12.5$ index pts  |
| Okay      | $50 \pm 12.5$ index pts  |
| Poor      | $25 \pm 12.5$ index pts  |
| Terrible  | $0 \pm 12.5$ index pts   |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 68 |
| ② Karawara     | 47 |
| ③ Kensington   | 54 |
| ④ Manning      | 64 |
| ⑤ Salter Point | 66 |
| ⑥ South Perth  | 62 |
| ⑦ Waterford    | 62 |

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

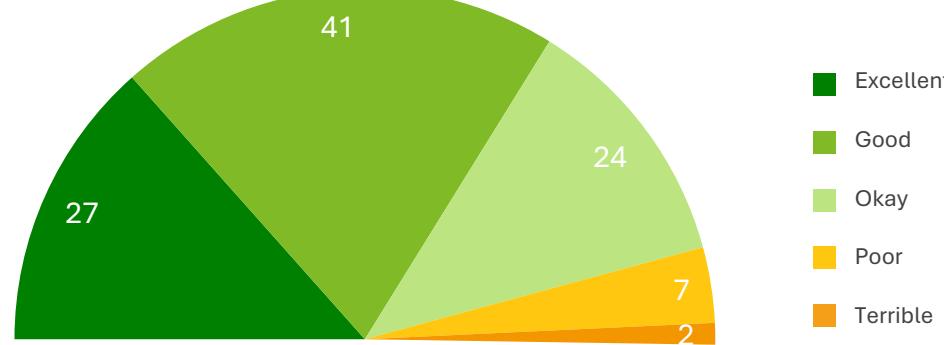
Base: All respondents, excludes 'unsure' and 'no response' (n = 968).

\* Positive Rating = excellent, good + okay

# Parks, playgrounds and reserves

## Performance ratings

% of respondents



Positive rating\*

92%

Performance Index Score  
(out of 100)

71

**MARKYT** Industry Standards  
Performance index score



71

81

64

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 71 |
| Female | 70 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 69 |
| 35-49 years    | 69 |
| 50-64 years    | 71 |
| 65+ years      | 73 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 75 |
| Baby / toddler (0-4)            | 60 |
| Primary school (5-11)           | 64 |
| High school (12-17)             | 65 |
| Adult child at home (18+)       | 68 |
| Older adult, no child at home   | 74 |

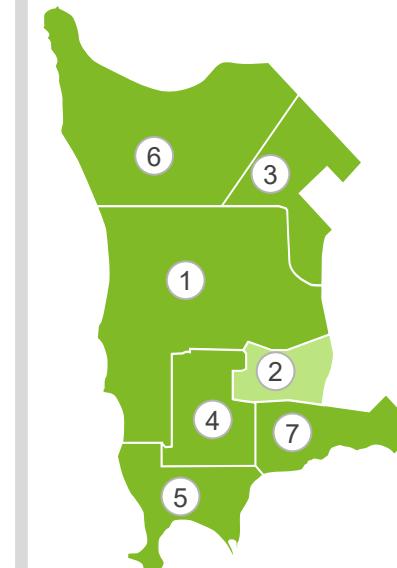
## Diversity

|                   |    |
|-------------------|----|
| Disability        | 70 |
| Mainly speak LOTE | 76 |

- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 75 |
| ② Karawara     | 52 |
| ③ Kensington   | 66 |
| ④ Manning      | 70 |
| ⑤ Salter Point | 70 |
| ⑥ South Perth  | 71 |
| ⑦ Waterford    | 66 |



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

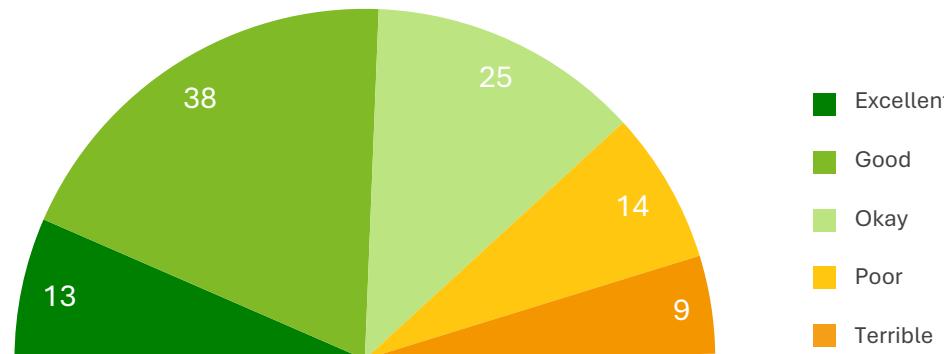
Base: All respondents, excludes 'unsure' and 'no response' (n = 1039).

\* Positive Rating = excellent, good + okay

# Streetscapes, trees and verges

## Performance ratings

% of respondents



Positive rating\*

76%

Performance Index Score  
(out of 100)

58

**MARKYT** Industry Standards

Performance index score



58

70

53

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 59 |
| Female | 58 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 57 |
| 35-49 years    | 58 |
| 50-64 years    | 60 |
| 65+ years      | 59 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 59 |
| Baby / toddler (0-4)            | 55 |
| Primary school (5-11)           | 57 |
| High school (12-17)             | 54 |
| Adult child at home (18+)       | 59 |
| Older adult, no child at home   | 59 |

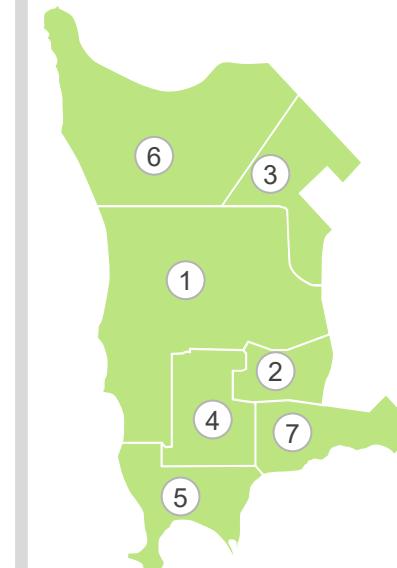
## Diversity

|                   |    |
|-------------------|----|
| Disability        | 60 |
| Mainly speak LOTE | 64 |

- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 62 |
| ② Karawara     | 43 |
| ③ Kensington   | 50 |
| ④ Manning      | 55 |
| ⑤ Salter Point | 57 |
| ⑥ South Perth  | 60 |
| ⑦ Waterford    | 60 |



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1047).

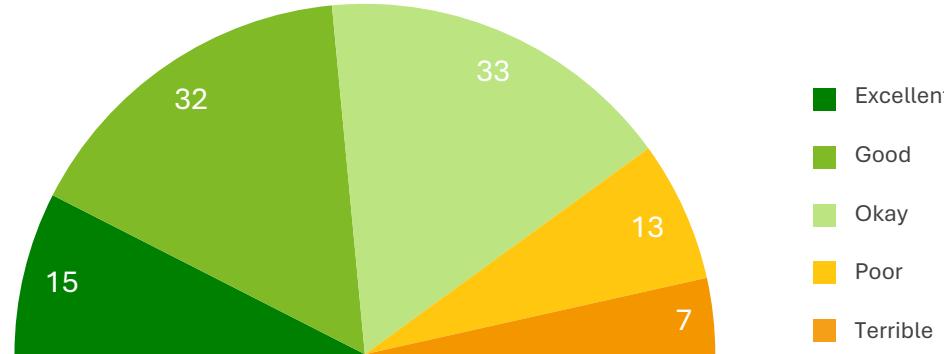
\* Positive Rating = excellent, good + okay

# Place activation

making foreshores, parks, shopping areas etc. more vibrant, engaging and accessible

## Performance ratings

% of respondents



Positive rating\*

80%

Performance Index Score  
(out of 100)

59

**MARKYT** Industry Standards  
Performance index score



59

NA

NA

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 57 |
| Female | 60 |

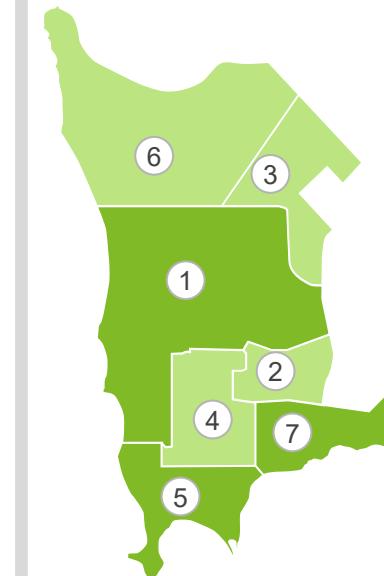
| Respondent age |    |
|----------------|----|
| 18-34 years    | 52 |
| 35-49 years    | 59 |
| 50-64 years    | 62 |
| 65+ years      | 64 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 59 |
| Baby / toddler (0-4)            | 47 |
| Primary school (5-11)           | 56 |
| High school (12-17)             | 55 |
| Adult child at home (18+)       | 59 |
| Older adult, no child at home   | 64 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 56 |
| Mainly speak LOTE | 58 |



|                                |
|--------------------------------|
| Excellent 100 ± 12.5 index pts |
| Good 75 ± 12.5 index pts       |
| Okay 50 ± 12.5 index pts       |
| Poor 25 ± 12.5 index pts       |
| Terrible 0 ± 12.5 index pts    |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 63 |
| ② Karawara     | 42 |
| ③ Kensington   | 51 |
| ④ Manning      | 55 |
| ⑤ Salter Point | 67 |
| ⑥ South Perth  | 58 |
| ⑦ Waterford    | 67 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 971).

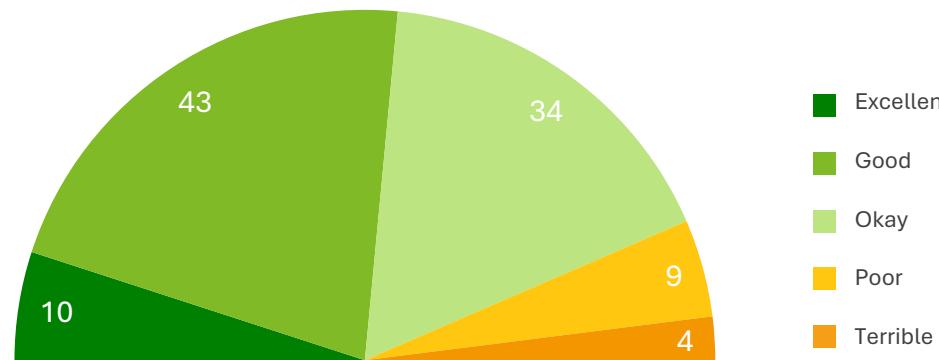
\* Positive Rating = excellent, good + okay

# Marine facilities

boat ramps, jetties etc

## Performance ratings

% of respondents



Positive rating\*

87%

Performance Index Score  
(out of 100)

61

**MARKYT** Industry Standards  
Performance index score



City of South Perth

61

Industry high

84

Industry average

60

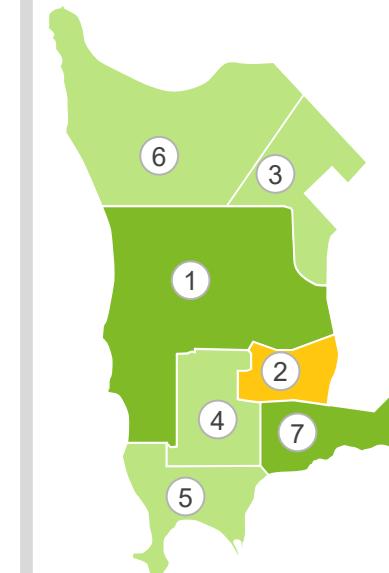
## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 59 |
| Female | 63 |

| Life stage                      |    |
|---------------------------------|----|
| Younger adult, no child at home | 63 |
| Baby / toddler (0-4)            | 58 |
| Primary school (5-11)           | 54 |
| High school (12-17)             | 57 |
| Adult child at home (18+)       | 57 |
| Older adult, no child at home   | 63 |

| Diversity         |    |
|-------------------|----|
| Disability        | 61 |
| Mainly speak LOTE | 59 |



- Excellent  $100 \pm 12.5$  index pts
- Good  $75 \pm 12.5$  index pts
- Okay  $50 \pm 12.5$  index pts
- Poor  $25 \pm 12.5$  index pts
- Terrible  $0 \pm 12.5$  index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 66 |
| ② Karawara     | 33 |
| ③ Kensington   | 56 |
| ④ Manning      | 61 |
| ⑤ Salter Point | 59 |
| ⑥ South Perth  | 61 |
| ⑦ Waterford    | 63 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 704).

\* Positive Rating = excellent, good + okay



Outcome 8

## Safe, efficient and sustainable transport networks

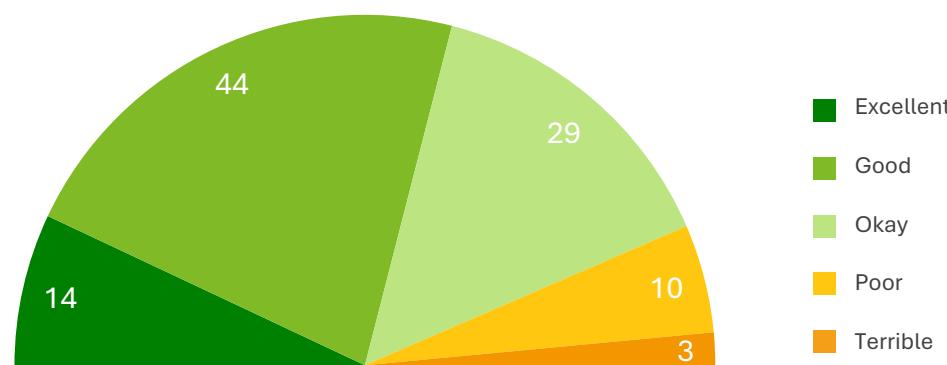
Key Performance Indicator

|                                 |    |
|---------------------------------|----|
| Local roads                     | 64 |
| Footpaths, trails and cycleways | 64 |
| Public transport                | 65 |
| Parking management              | 53 |

# Local roads

## Performance ratings

% of respondents



Positive rating\*

87%

Performance Index Score  
(out of 100)

64

**MARKYT** Industry Standards

Performance index score



64

70

49

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 66 |
| Female | 63 |

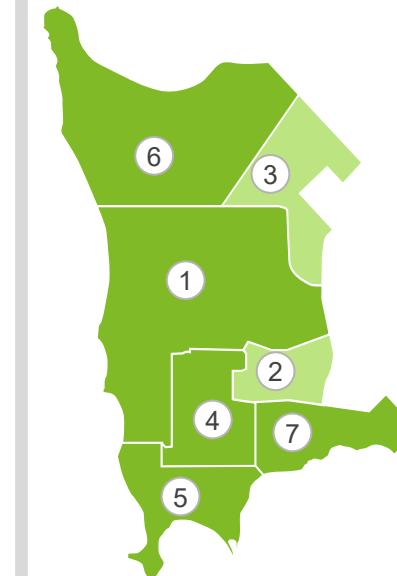
| Respondent age |    |
|----------------|----|
| 18-34 years    | 65 |
| 35-49 years    | 64 |
| 50-64 years    | 64 |
| 65+ years      | 64 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 69 |
| Baby / toddler (0-4)            | 56 |
| Primary school (5-11)           | 62 |
| High school (12-17)             | 59 |
| Adult child at home (18+)       | 62 |
| Older adult, no child at home   | 65 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 65 |
| Mainly speak LOTE | 64 |



|           |                          |
|-----------|--------------------------|
| Excellent | $100 \pm 12.5$ index pts |
| Good      | $75 \pm 12.5$ index pts  |
| Okay      | $50 \pm 12.5$ index pts  |
| Poor      | $25 \pm 12.5$ index pts  |
| Terrible  | $0 \pm 12.5$ index pts   |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 69 |
| ② Karawara     | 46 |
| ③ Kensington   | 58 |
| ④ Manning      | 67 |
| ⑤ Salter Point | 64 |
| ⑥ South Perth  | 64 |
| ⑦ Waterford    | 64 |

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

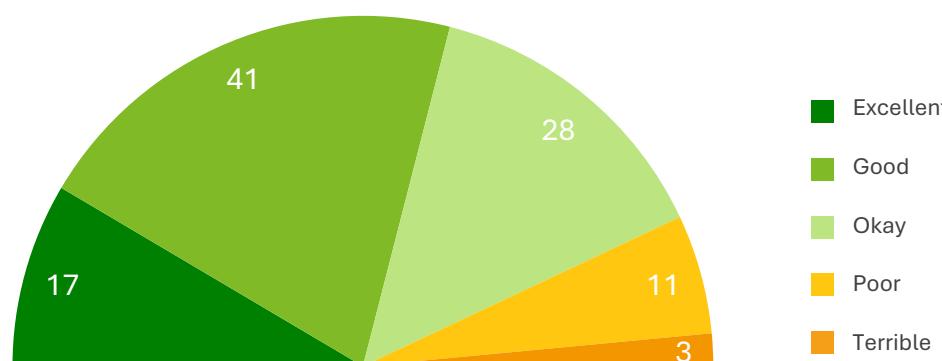
Base: All respondents, excludes 'unsure' and 'no response' (n = 1035).

\* Positive Rating = excellent, good + okay

# Footpaths, trails and cycleways

## Performance ratings

% of respondents



Positive rating\*

86%

Performance Index Score  
(out of 100)

64

**MARKYT** Industry Standards

Performance index score



64

67

52

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 64 |
| Female | 64 |

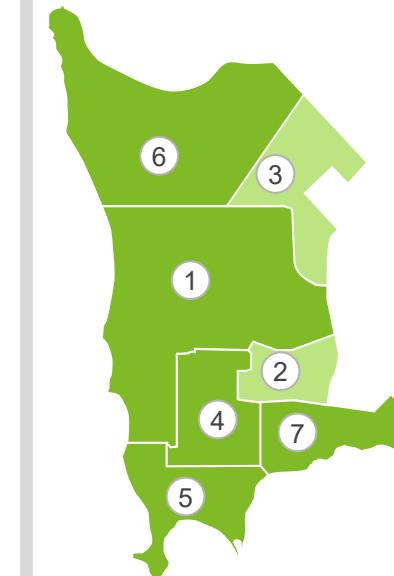
| Respondent age |    |
|----------------|----|
| 18-34 years    | 67 |
| 35-49 years    | 65 |
| 50-64 years    | 63 |
| 65+ years      | 61 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 70 |
| Baby / toddler (0-4)            | 60 |
| Primary school (5-11)           | 66 |
| High school (12-17)             | 58 |
| Adult child at home (18+)       | 63 |
| Older adult, no child at home   | 63 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 62 |
| Mainly speak LOTE | 66 |



|           |                      |
|-----------|----------------------|
| Excellent | 100 ± 12.5 index pts |
| Good      | 75 ± 12.5 index pts  |
| Okay      | 50 ± 12.5 index pts  |
| Poor      | 25 ± 12.5 index pts  |
| Terrible  | 0 ± 12.5 index pts   |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 68 |
| ② Karawara     | 42 |
| ③ Kensington   | 58 |
| ④ Manning      | 69 |
| ⑤ Salter Point | 68 |
| ⑥ South Perth  | 63 |
| ⑦ Waterford    | 64 |

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

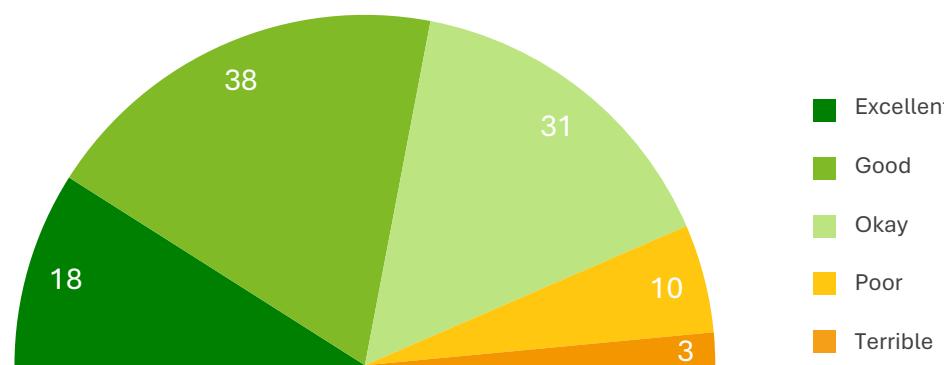
Base: All respondents, excludes 'unsure' and 'no response' (n = 1046).

\* Positive Rating = excellent, good + okay

# Public transport

## Performance ratings

% of respondents



Positive rating\*

87%

Performance Index Score  
(out of 100)

65

**MARKYT** Industry Standards  
Performance index score



65

82

51

City of South Perth

Industry high

Industry average

## Demographic variances

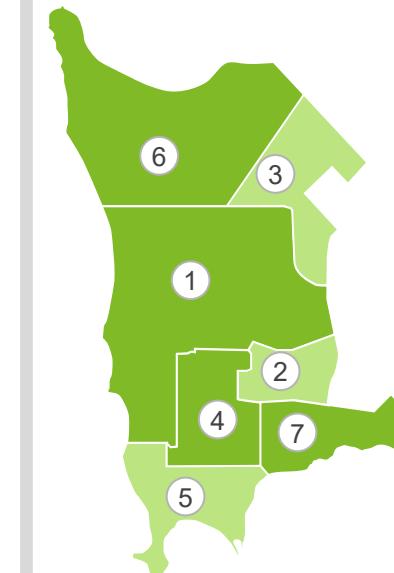
Performance index score

| Gender |    |
|--------|----|
| Male   | 64 |
| Female | 65 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 61 |
| 35-49 years    | 64 |
| 50-64 years    | 66 |
| 65+ years      | 70 |

| Life stage                      |    |
|---------------------------------|----|
| Younger adult, no child at home | 67 |
| Baby / toddler (0-4)            | 54 |
| Primary school (5-11)           | 56 |
| High school (12-17)             | 59 |
| Adult child at home (18+)       | 61 |
| Older adult, no child at home   | 71 |

| Diversity         |    |
|-------------------|----|
| Disability        | 63 |
| Mainly speak LOTE | 67 |



Excellent  $100 \pm 12.5$  index pts  
Good  $75 \pm 12.5$  index pts  
Okay  $50 \pm 12.5$  index pts  
Poor  $25 \pm 12.5$  index pts  
Terrible  $0 \pm 12.5$  index pts

| Suburb         | Score |
|----------------|-------|
| ① Como         | 69    |
| ② Karawara     | 41    |
| ③ Kensington   | 53    |
| ④ Manning      | 69    |
| ⑤ Salter Point | 57    |
| ⑥ South Perth  | 67    |
| ⑦ Waterford    | 69    |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 928).

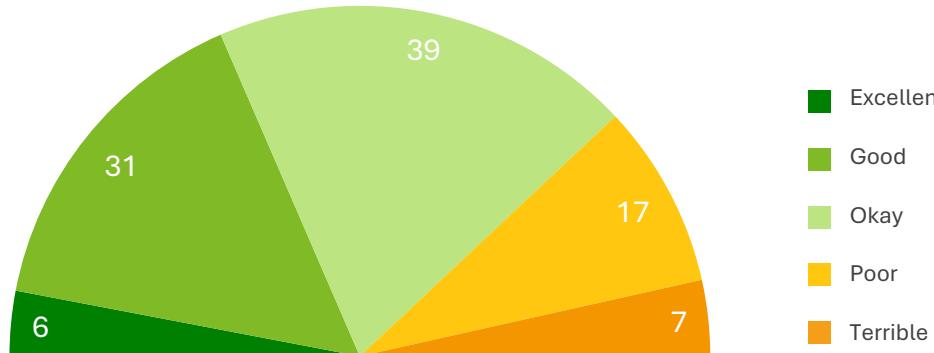
\* Positive Rating = excellent, good + okay

# Parking

availability and management

## Performance ratings

% of respondents



Positive rating\*

76%

Performance Index Score  
(out of 100)

53

**MARKYT** Industry Standards

Performance index score



53

56

50

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 53 |
| Female | 52 |

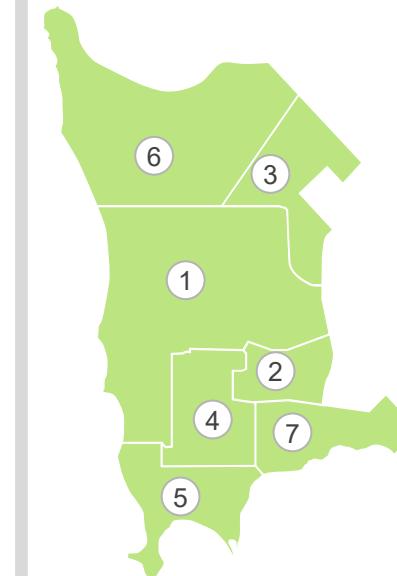
| Respondent age |    |
|----------------|----|
| 18-34 years    | 53 |
| 35-49 years    | 54 |
| 50-64 years    | 52 |
| 65+ years      | 50 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 57 |
| Baby / toddler (0-4)            | 50 |
| Primary school (5-11)           | 52 |
| High school (12-17)             | 48 |
| Adult child at home (18+)       | 51 |
| Older adult, no child at home   | 52 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 53 |
| Mainly speak LOTE | 55 |



Excellent  $100 \pm 12.5$  index pts  
Good  $75 \pm 12.5$  index pts  
Okay  $50 \pm 12.5$  index pts  
Poor  $25 \pm 12.5$  index pts  
Terrible  $0 \pm 12.5$  index pts

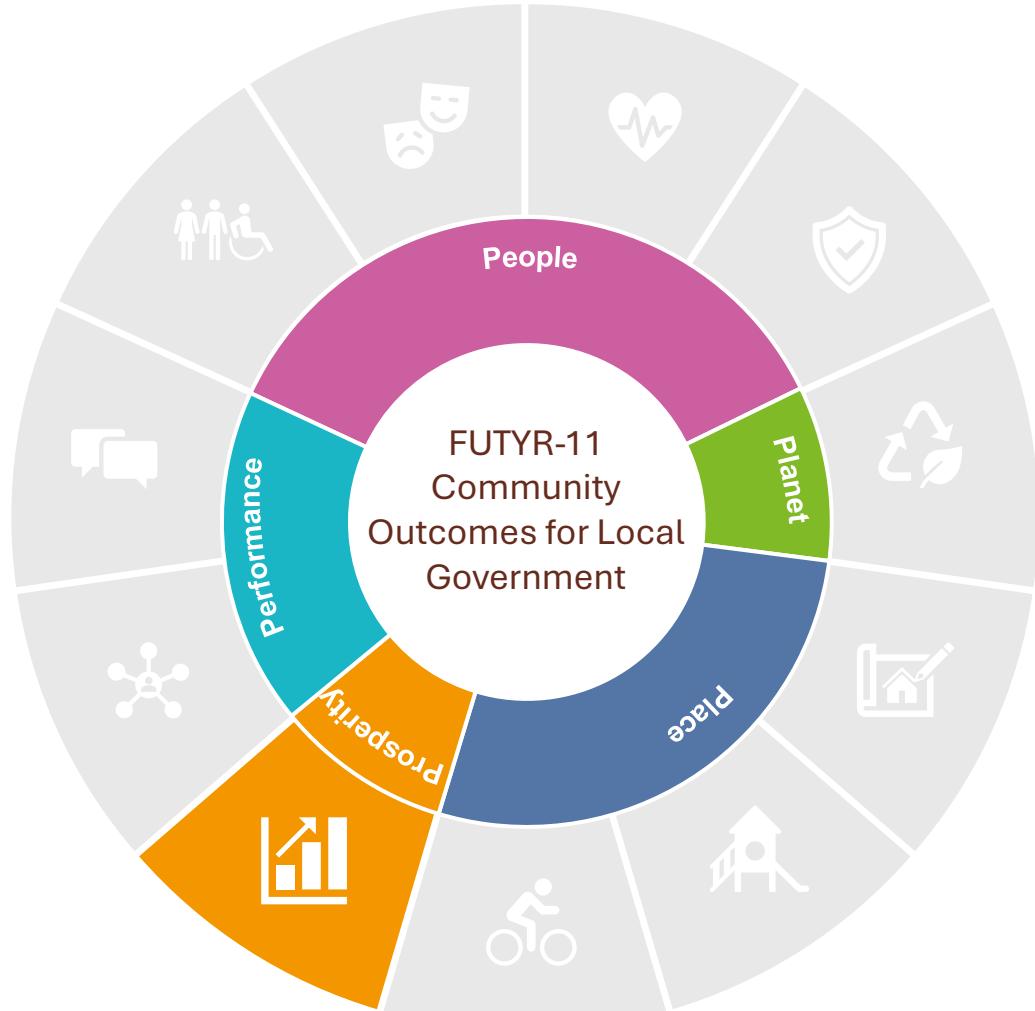
## Suburb

|                |    |
|----------------|----|
| ① Como         | 58 |
| ② Karawara     | 49 |
| ③ Kensington   | 50 |
| ④ Manning      | 53 |
| ⑤ Salter Point | 51 |
| ⑥ South Perth  | 49 |
| ⑦ Waterford    | 58 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1030).

\* Positive Rating = excellent, good + okay



Outcome 9

## A thriving economy

Key Performance Indicator

Economic development and job creation  
Education and lifelong learning

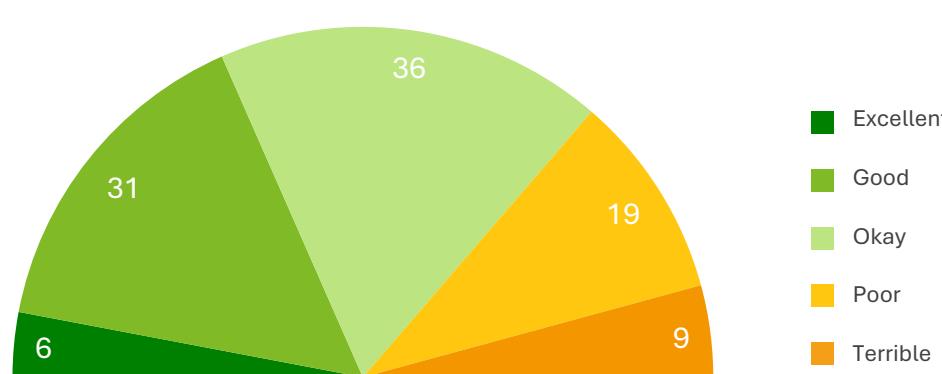
52  
55

# Economic development

attracting and supporting local businesses

## Performance ratings

% of respondents



Positive rating\*

73%

Performance Index Score  
(out of 100)

52

## MARKYT Industry Standards

Performance index score



City of South Perth

52

Industry high

59

Industry average

44

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 48 |
| Female | 56 |

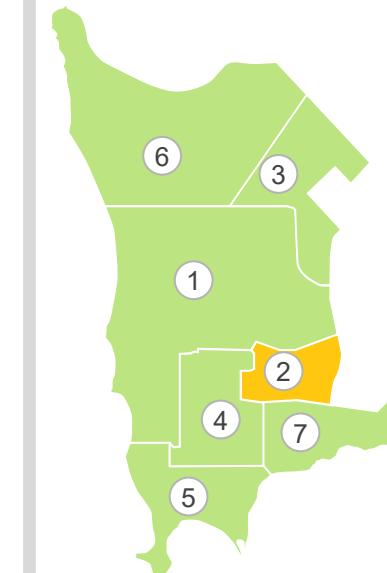
| Respondent age |    |
|----------------|----|
| 18-34 years    | 53 |
| 35-49 years    | 50 |
| 50-64 years    | 49 |
| 65+ years      | 54 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 58 |
| Baby / toddler (0-4)            | 43 |
| Primary school (5-11)           | 48 |
| High school (12-17)             | 45 |
| Adult child at home (18+)       | 42 |
| Older adult, no child at home   | 54 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 56 |
| Mainly speak LOTE | 50 |



|                                |
|--------------------------------|
| Excellent 100 ± 12.5 index pts |
| Good 75 ± 12.5 index pts       |
| Okay 50 ± 12.5 index pts       |
| Poor 25 ± 12.5 index pts       |
| Terrible 0 ± 12.5 index pts    |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 57 |
| ② Karawara     | 32 |
| ③ Kensington   | 44 |
| ④ Manning      | 52 |
| ⑤ Salter Point | 46 |
| ⑥ South Perth  | 53 |
| ⑦ Waterford    | 53 |

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

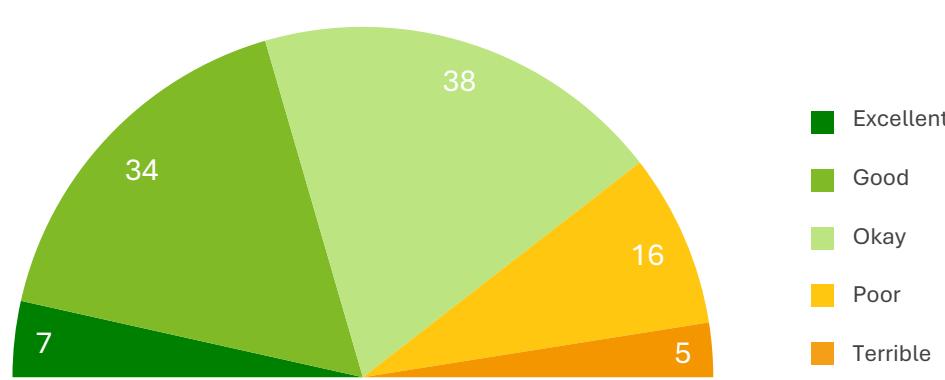
Base: All respondents, excludes 'unsure' and 'no response' (n = 647).

\* Positive Rating = excellent, good + okay

# Education and life-long learning opportunities

## Performance ratings

% of respondents



Positive rating\*

79%

Performance Index Score  
(out of 100)

55

## MARKYT Industry Standards

Performance index score



City of South Perth

55

Industry high

65

Industry average

50

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 55 |
| Female | 55 |

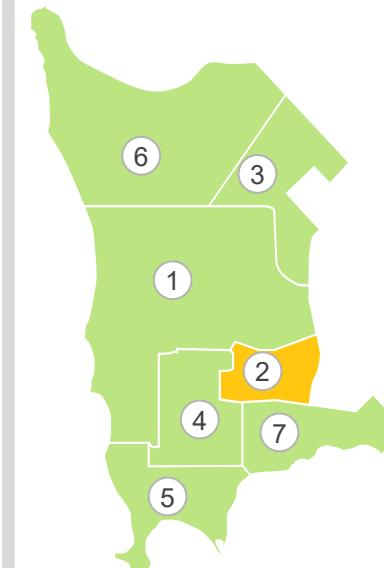
| Respondent age |    |
|----------------|----|
| 18-34 years    | 53 |
| 35-49 years    | 53 |
| 50-64 years    | 55 |
| 65+ years      | 61 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 59 |
| Baby / toddler (0-4)            | 45 |
| Primary school (5-11)           | 57 |
| High school (12-17)             | 50 |
| Adult child at home (18+)       | 51 |
| Older adult, no child at home   | 61 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 53 |
| Mainly speak LOTE | 62 |



|           |                          |
|-----------|--------------------------|
| Excellent | $100 \pm 12.5$ index pts |
| Good      | $75 \pm 12.5$ index pts  |
| Okay      | $50 \pm 12.5$ index pts  |
| Poor      | $25 \pm 12.5$ index pts  |
| Terrible  | $0 \pm 12.5$ index pts   |

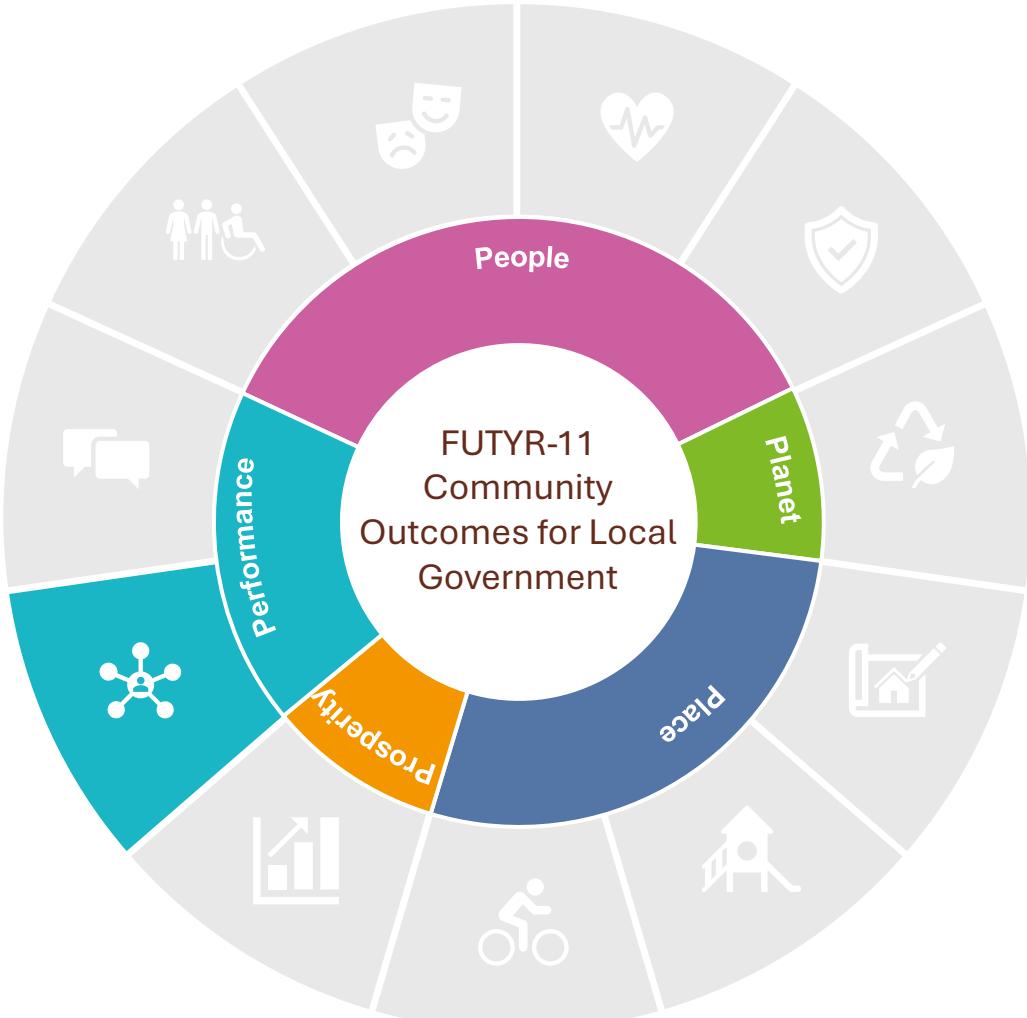
## Suburb

|                |    |
|----------------|----|
| ① Como         | 60 |
| ② Karawara     | 24 |
| ③ Kensington   | 48 |
| ④ Manning      | 52 |
| ⑤ Salter Point | 55 |
| ⑥ South Perth  | 57 |
| ⑦ Waterford    | 61 |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 611).

\* Positive Rating = excellent, good + okay



Outcome 10

## Effective governance and leadership

Key Performance Indicator

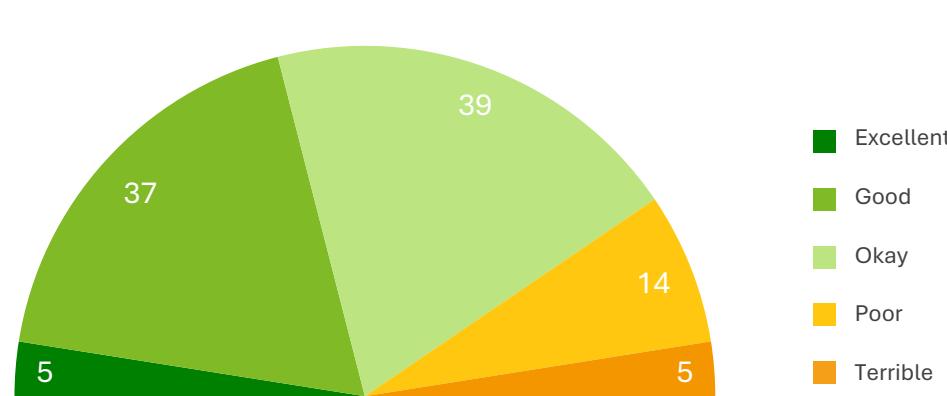
Volunteer support services  
Council's leadership  
Governing organisation  
Financial management

59  
49  
46  
50

# Overall, as the governing organisation

## Performance ratings

% of respondents



Positive rating\*

81%

Performance Index Score  
(out of 100)

56

**MARKYT** Industry Standards

Performance index score



56

71

52

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 55 |
| Female | 57 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 53 |
| 35-49 years    | 53 |
| 50-64 years    | 56 |
| 65+ years      | 62 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 60 |
| Baby / toddler (0-4)            | 46 |
| Primary school (5-11)           | 53 |
| High school (12-17)             | 50 |
| Adult child at home (18+)       | 52 |
| Older adult, no child at home   | 62 |

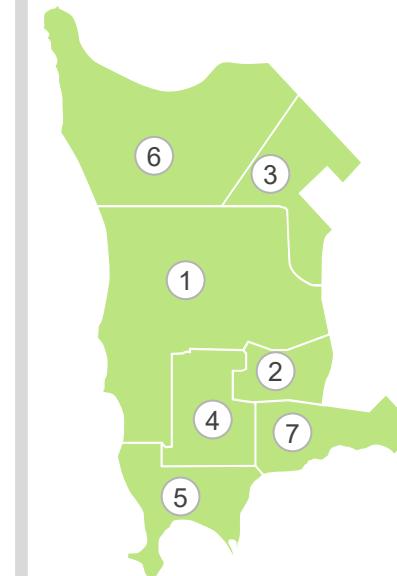
## Diversity

|                   |    |
|-------------------|----|
| Disability        | 57 |
| Mainly speak LOTE | 58 |

- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 60 |
| ② Karawara     | 48 |
| ③ Kensington   | 45 |
| ④ Manning      | 53 |
| ⑤ Salter Point | 54 |
| ⑥ South Perth  | 58 |
| ⑦ Waterford    | 62 |



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1002).

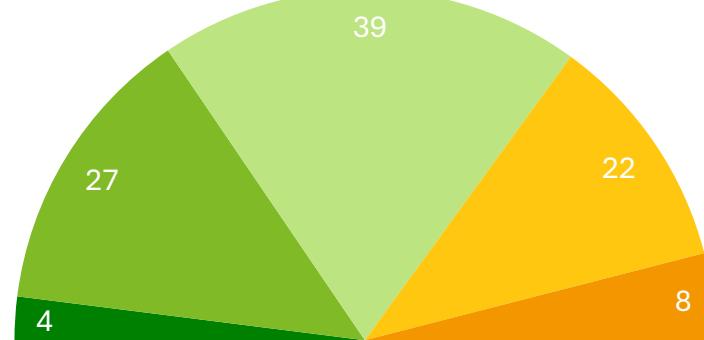
\* Positive Rating = excellent, good + okay

# Council's leadership

strategic direction, policy-making, advocacy and lobbying

## Performance ratings

% of respondents



Excellent  
Good  
Okay  
Poor  
Terrible

Positive rating\*

70%

Performance Index Score  
(out of 100)

49

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 49 |
| Female | 49 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 49 |
| 35-49 years    | 44 |
| 50-64 years    | 48 |
| 65+ years      | 56 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 52 |
| Baby / toddler (0-4)            | 41 |
| Primary school (5-11)           | 46 |
| High school (12-17)             | 42 |
| Adult child at home (18+)       | 46 |
| Older adult, no child at home   | 54 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 47 |
| Mainly speak LOTE | 52 |

## MARKYT Industry Standards

Performance index score



City of South Perth

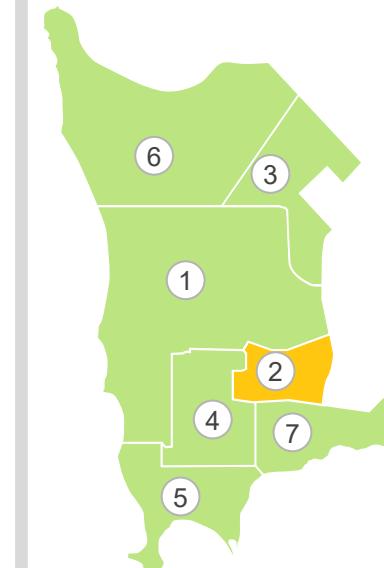
49

Industry high

63

Industry average

45



Excellent  $100 \pm 12.5$  index pts  
Good  $75 \pm 12.5$  index pts  
Okay  $50 \pm 12.5$  index pts  
Poor  $25 \pm 12.5$  index pts  
Terrible  $0 \pm 12.5$  index pts

## Suburb

|                |    |
|----------------|----|
| ① Como         | 52 |
| ② Karawara     | 35 |
| ③ Kensington   | 40 |
| ④ Manning      | 44 |
| ⑤ Salter Point | 49 |
| ⑥ South Perth  | 52 |
| ⑦ Waterford    | 56 |

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

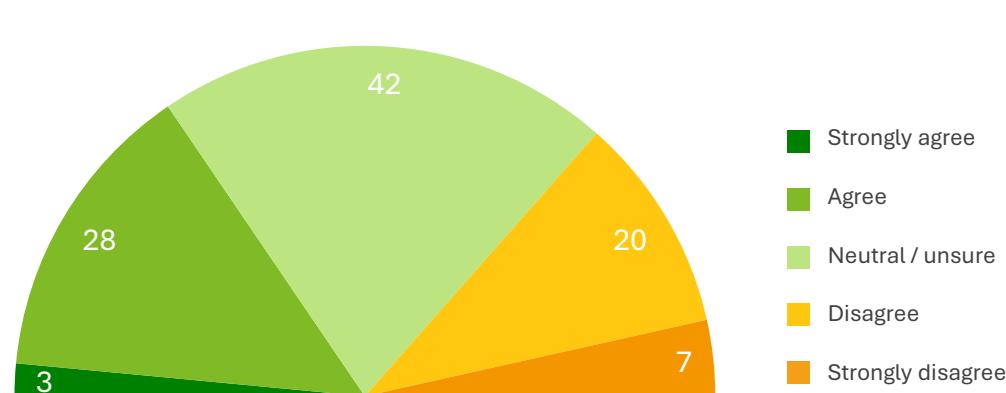
Base: All respondents, excludes 'unsure' and 'no response' (n = 943).

\* Positive Rating = excellent, good + okay

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

## Performance ratings

% of respondents



Total agree

31%

## MARKYT Industry Standards

% agree



City of South Perth

Industry high

Industry average

31

54

27

## Demographic variances

% agree

### Gender

| Male   | 31 |
|--------|----|
| Female | 32 |

### Life stage

| Younger adult, no child at home | 31 |    |
|---------------------------------|----|----|
| Baby / toddler (0-4)            |    | 26 |
| Primary school (5-11)           | 34 |    |
| High school (12-17)             |    | 24 |
| Adult child at home (18+)       | 30 |    |
| Older adult, no child at home   |    | 38 |

### Diversity

| Disability        | 28 |
|-------------------|----|
| Mainly speak LOTE | 44 |

- Strongly agree 100% agree  $\pm 12.5\%$
- Agree 75% agree  $\pm 12.5\%$
- Neutral 50% agree  $\pm 12.5\%$
- Disagree 25% agree  $\pm 12.5\%$
- Strongly disagree 0% agree  $\pm 12.5\%$

### Suburb

|                |    |
|----------------|----|
| ① Como         | 34 |
| ② Karawara     | 21 |
| ③ Kensington   | 25 |
| ④ Manning      | 23 |
| ⑤ Salter Point | 41 |
| ⑥ South Perth  | 33 |
| ⑦ Waterford    | 21 |

How strongly do you agree or disagree with these statements?

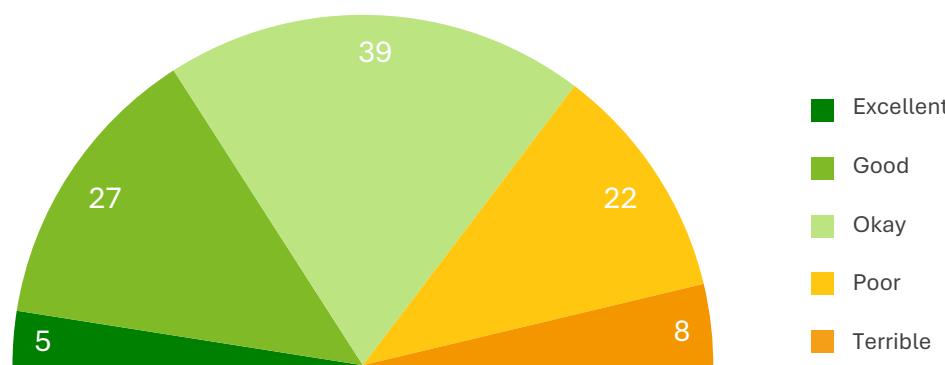
Base: All respondents, excludes 'no response' (n = 1046).

# Financial management

allocation of finances and resources, value for money from rates

## Performance ratings

% of respondents



Positive rating\*

71%

Performance Index Score  
(out of 100)

50

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 50 |
| Female | 50 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 50 |
| 35-49 years    | 45 |
| 50-64 years    | 48 |
| 65+ years      | 57 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 54 |
| Baby / toddler (0-4)            | 42 |
| Primary school (5-11)           | 46 |
| High school (12-17)             | 41 |
| Adult child at home (18+)       | 46 |
| Older adult, no child at home   | 56 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 49 |
| Mainly speak LOTE | 52 |

## MARKYT Industry Standards

Performance index score



City of South Perth

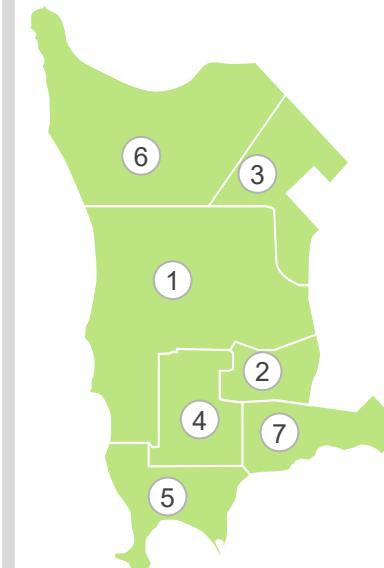
50

Industry high

59

Industry average

42



|           |                          |
|-----------|--------------------------|
| Excellent | $100 \pm 12.5$ index pts |
| Good      | $75 \pm 12.5$ index pts  |
| Okay      | $50 \pm 12.5$ index pts  |
| Poor      | $25 \pm 12.5$ index pts  |
| Terrible  | $0 \pm 12.5$ index pts   |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 53 |
| ② Karawara     | 40 |
| ③ Kensington   | 42 |
| ④ Manning      | 44 |
| ⑤ Salter Point | 52 |
| ⑥ South Perth  | 53 |
| ⑦ Waterford    | 45 |

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

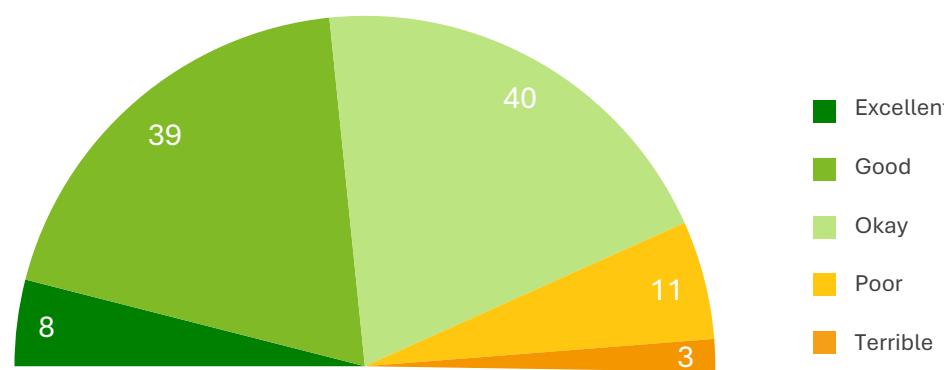
Base: All respondents, excludes 'unsure' and 'no response' (n = 937).

\* Positive Rating = excellent, good + okay

# Volunteer support services

## Performance ratings

% of respondents



Positive rating\*

87%

Performance Index Score  
(out of 100)

59

## MARKYT Industry Standards

Performance index score



City of South Perth

59

Industry high

69

Industry average

59

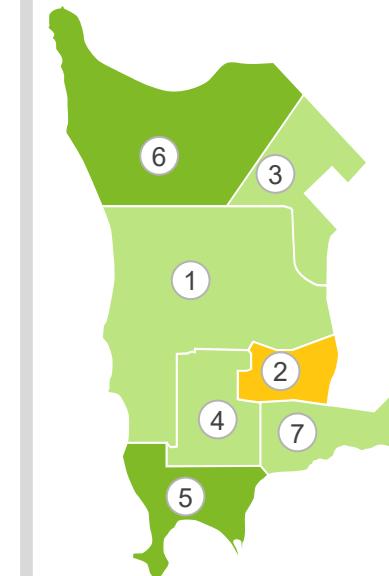
## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 58 |
| Female | 60 |

| Life stage                      |    |
|---------------------------------|----|
| Younger adult, no child at home | 64 |
| Baby / toddler (0-4)            | 55 |
| Primary school (5-11)           | 60 |
| High school (12-17)             | 54 |
| Adult child at home (18+)       | 56 |
| Older adult, no child at home   | 62 |

| Diversity         |    |
|-------------------|----|
| Disability        | 57 |
| Mainly speak LOTE | 62 |



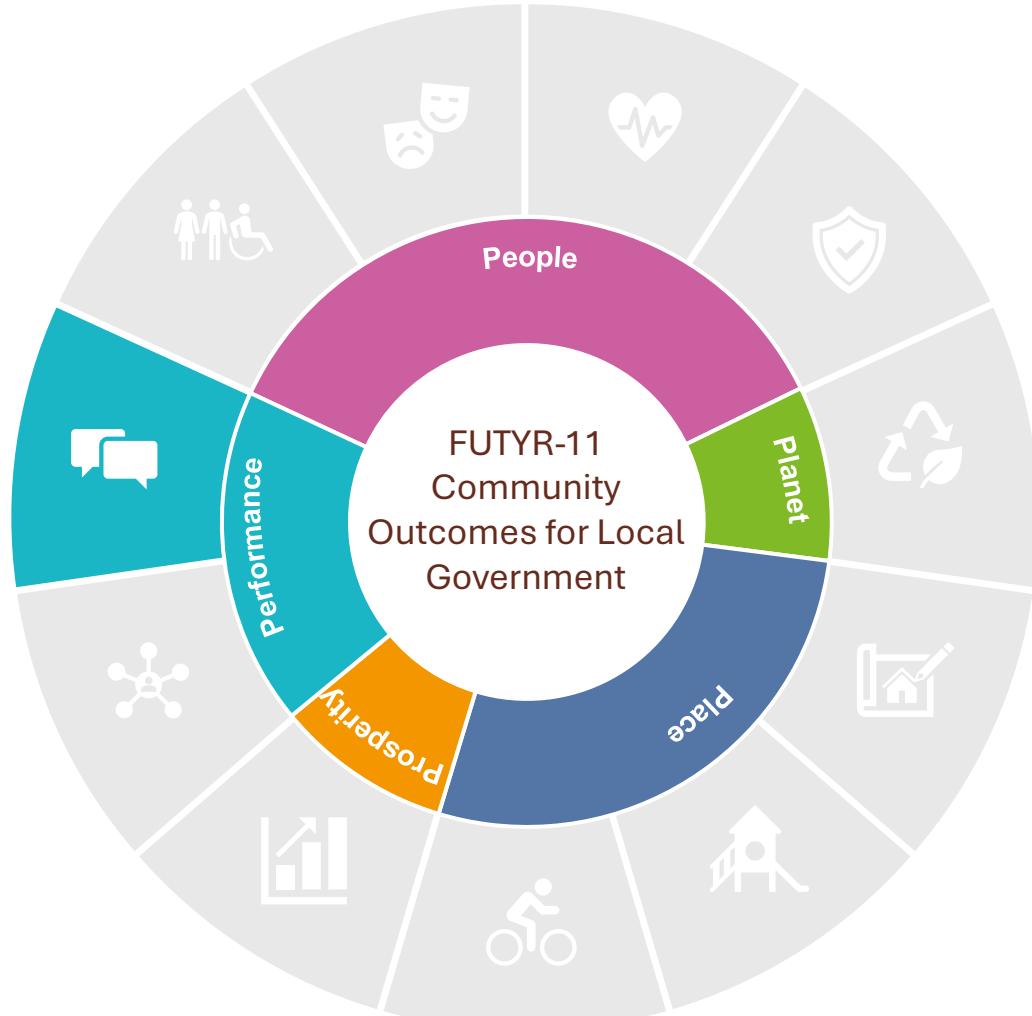
|           |                      |
|-----------|----------------------|
| Excellent | 100 ± 12.5 index pts |
| Good      | 75 ± 12.5 index pts  |
| Okay      | 50 ± 12.5 index pts  |
| Poor      | 25 ± 12.5 index pts  |
| Terrible  | 0 ± 12.5 index pts   |

| Suburb         | Performance Index Score |
|----------------|-------------------------|
| ① Como         | 60                      |
| ② Karawara     | 29                      |
| ③ Kensington   | 54                      |
| ④ Manning      | 58                      |
| ⑤ Salter Point | 66                      |
| ⑥ South Perth  | 63                      |
| ⑦ Waterford    | 59                      |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 477).

\* Positive Rating = excellent, good + okay



Outcome 11

## An engaged community that enjoys positive customer experiences

Key Performance Indicator

Community engagement

Communication

Customer service

58

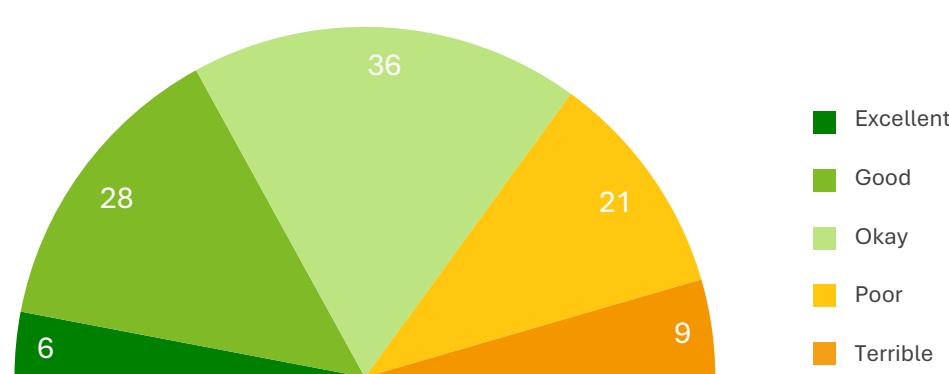
58

58

# Community engagement on local issues

## Performance ratings

% of respondents



Positive rating\*

70%

Performance Index Score  
(out of 100)

50

## MARKYT Industry Standards

Performance index score



50

61

42

City of South Perth

Industry high

Industry average

## Demographic variances

Performance index score

| Gender |    |
|--------|----|
| Male   | 51 |
| Female | 50 |

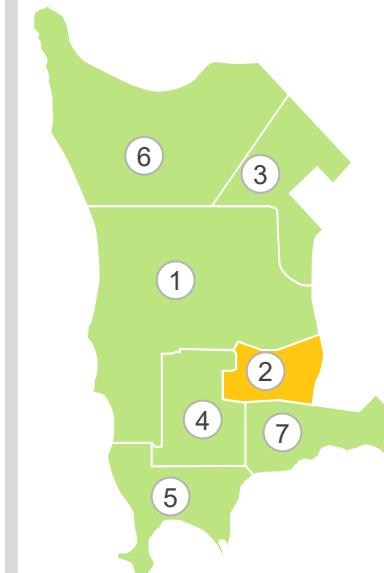
| Respondent age |    |
|----------------|----|
| 18-34 years    | 46 |
| 35-49 years    | 47 |
| 50-64 years    | 53 |
| 65+ years      | 56 |

## Life stage

|                                 |    |
|---------------------------------|----|
| Younger adult, no child at home | 48 |
| Baby / toddler (0-4)            | 46 |
| Primary school (5-11)           | 50 |
| High school (12-17)             | 45 |
| Adult child at home (18+)       | 48 |
| Older adult, no child at home   | 56 |

## Diversity

|                   |    |
|-------------------|----|
| Disability        | 52 |
| Mainly speak LOTE | 54 |



|           |                          |
|-----------|--------------------------|
| Excellent | $100 \pm 12.5$ index pts |
| Good      | $75 \pm 12.5$ index pts  |
| Okay      | $50 \pm 12.5$ index pts  |
| Poor      | $25 \pm 12.5$ index pts  |
| Terrible  | $0 \pm 12.5$ index pts   |

## Suburb

|                |    |
|----------------|----|
| ① Como         | 54 |
| ② Karawara     | 37 |
| ③ Kensington   | 42 |
| ④ Manning      | 48 |
| ⑤ Salter Point | 50 |
| ⑥ South Perth  | 52 |
| ⑦ Waterford    | 57 |

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

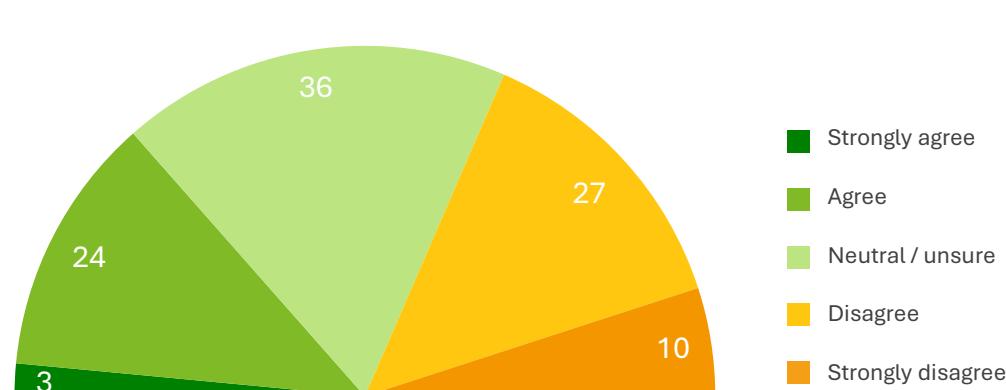
Base: All respondents, excludes 'unsure' and 'no response' (n = 992).

\* Positive Rating = excellent, good + okay

# The City has a good understanding of community needs

## Level of agreement

% of respondents



Total agree

27%

## MARKYT Industry Standards

% agree



27

58

28

City of South Perth

Industry high

Industry average

## Demographic variances

% agree

### Gender

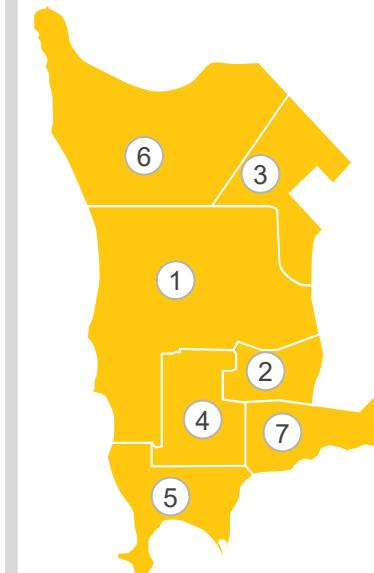
| Male   | 29 |
|--------|----|
| Female | 26 |

### Life stage

| Younger adult, no child at home | 30 |  |
|---------------------------------|----|--|
| Baby / toddler (0-4)            | 28 |  |
| Primary school (5-11)           | 33 |  |
| High school (12-17)             | 19 |  |
| Adult child at home (18+)       | 23 |  |
| Older adult, no child at home   | 30 |  |

### Diversity

| Disability        | 28 |
|-------------------|----|
| Mainly speak LOTE | 34 |



- Strongly agree 100% agree  $\pm 12.5\%$
- Agree 75% agree  $\pm 12.5\%$
- Neutral 50% agree  $\pm 12.5\%$
- Disagree 25% agree  $\pm 12.5\%$
- Strongly disagree 0% agree  $\pm 12.5\%$

### Suburb

|                |    |
|----------------|----|
| ① Como         | 28 |
| ② Karawara     | 22 |
| ③ Kensington   | 19 |
| ④ Manning      | 18 |
| ⑤ Salter Point | 36 |
| ⑥ South Perth  | 31 |
| ⑦ Waterford    | 26 |

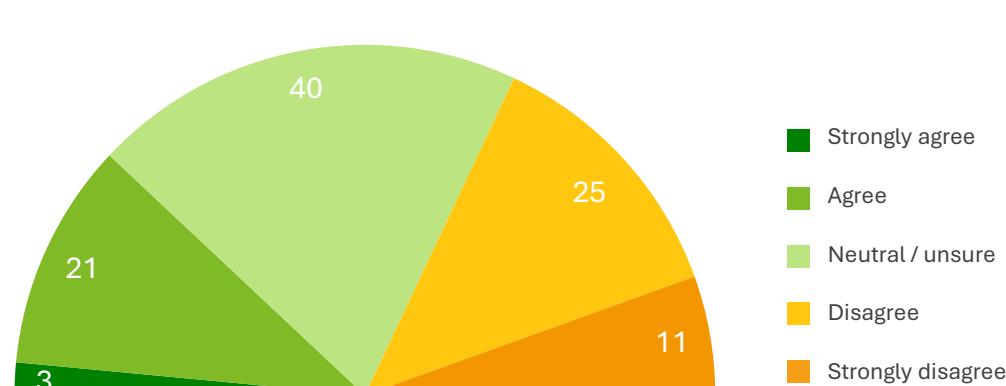
How strongly do you agree or disagree with these statements?

Base: All respondents, excludes 'no response' (n = 1050).

# The City clearly explains reasons for decisions and how community views are considered

## Level of agreement

% of respondents



Total agree

24%

## MARKYT Industry Standards

% agree



24

City of South Perth

34

Industry high

23

Industry average

## Demographic variances

% agree

### Gender

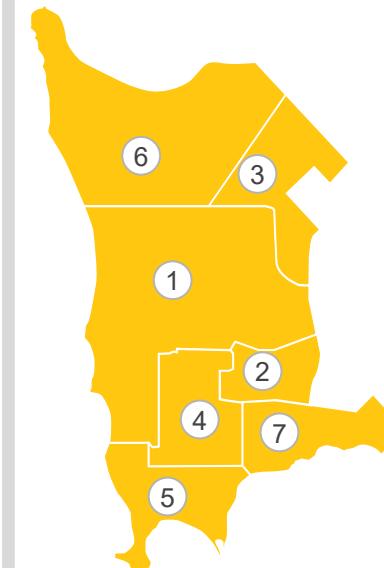
| Male   | 26 |
|--------|----|
| Female | 23 |

### Life stage

| Younger adult, no child at home | 29 |  |
|---------------------------------|----|--|
| Baby / toddler (0-4)            | 21 |  |
| Primary school (5-11)           | 25 |  |
| High school (12-17)             | 17 |  |
| Adult child at home (18+)       | 19 |  |
| Older adult, no child at home   | 27 |  |

### Diversity

| Disability        | 25 |
|-------------------|----|
| Mainly speak LOTE | 41 |



- Strongly agree 100% agree  $\pm 12.5\%$
- Agree 75% agree  $\pm 12.5\%$
- Neutral 50% agree  $\pm 12.5\%$
- Disagree 25% agree  $\pm 12.5\%$
- Strongly disagree 0% agree  $\pm 12.5\%$

### Suburb

|                |    |
|----------------|----|
| ① Como         | 27 |
| ② Karawara     | 28 |
| ③ Kensington   | 13 |
| ④ Manning      | 22 |
| ⑤ Salter Point | 32 |
| ⑥ South Perth  | 24 |
| ⑦ Waterford    | 35 |

How strongly do you agree or disagree with these statements?

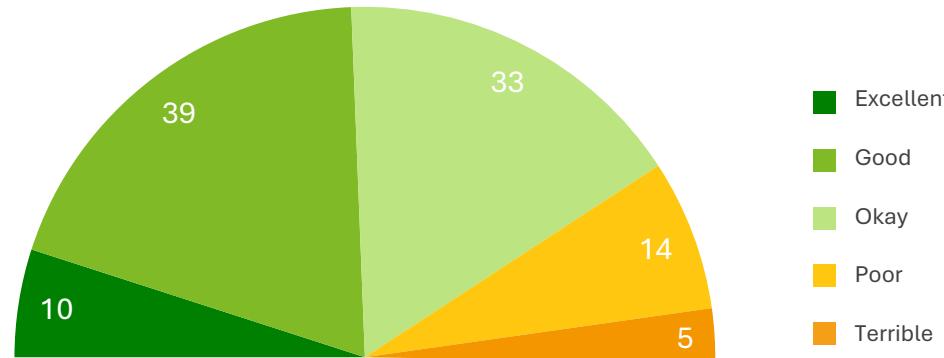
Base: All respondents, excludes 'no response' (n = 1049).

# Communication

about local issues, projects, services and events

## Performance ratings

% of respondents



Positive rating\*

82%

Performance Index Score  
(out of 100)

59

**MARKYT** Industry Standards

Performance index score



59

65

47

City of South Perth

Industry high

Industry average

## Demographic variances

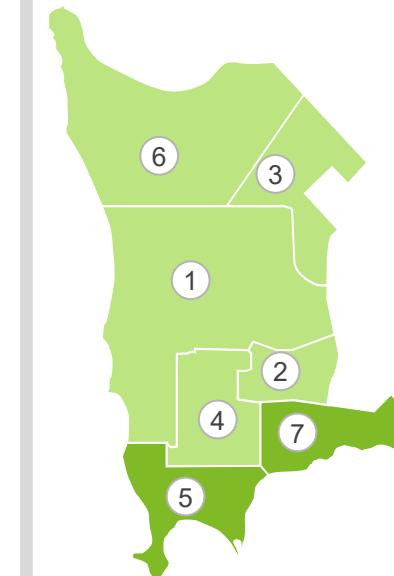
Performance index score

| Gender |    |
|--------|----|
| Male   | 59 |
| Female | 58 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 55 |
| 35-49 years    | 56 |
| 50-64 years    | 60 |
| 65+ years      | 63 |

| Life stage                      |    |
|---------------------------------|----|
| Younger adult, no child at home | 58 |
| Baby / toddler (0-4)            | 52 |
| Primary school (5-11)           | 57 |
| High school (12-17)             | 55 |
| Adult child at home (18+)       | 57 |
| Older adult, no child at home   | 63 |

| Diversity         |    |
|-------------------|----|
| Disability        | 58 |
| Mainly speak LOTE | 60 |



|           |                          |
|-----------|--------------------------|
| Excellent | $100 \pm 12.5$ index pts |
| Good      | $75 \pm 12.5$ index pts  |
| Okay      | $50 \pm 12.5$ index pts  |
| Poor      | $25 \pm 12.5$ index pts  |
| Terrible  | $0 \pm 12.5$ index pts   |

| Suburb         |    |
|----------------|----|
| ① Como         | 59 |
| ② Karawara     | 47 |
| ③ Kensington   | 53 |
| ④ Manning      | 61 |
| ⑤ Salter Point | 63 |
| ⑥ South Perth  | 59 |
| ⑦ Waterford    | 66 |

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

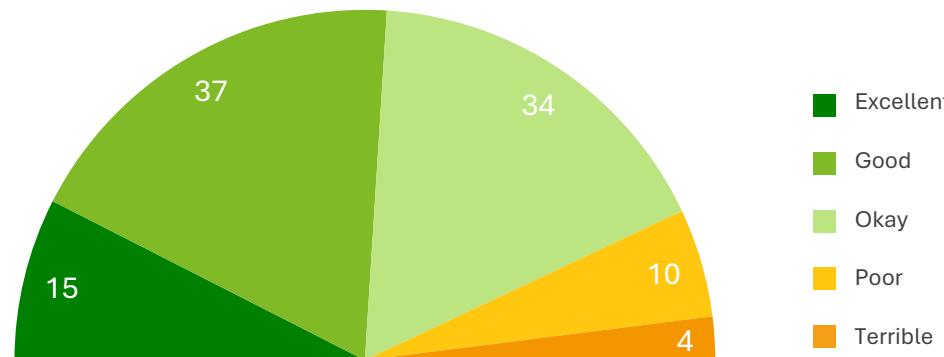
Base: All respondents, excludes 'unsure' and 'no response' (n = 1034).

\* Positive Rating = excellent, good + okay

# Customer service

## Performance ratings

% of respondents



Positive rating\*

86%

Performance Index Score  
(out of 100)

62

**MARKYT** Industry Standards

Performance index score



62

69

57

City of South Perth

Industry high

Industry average

## Demographic variances

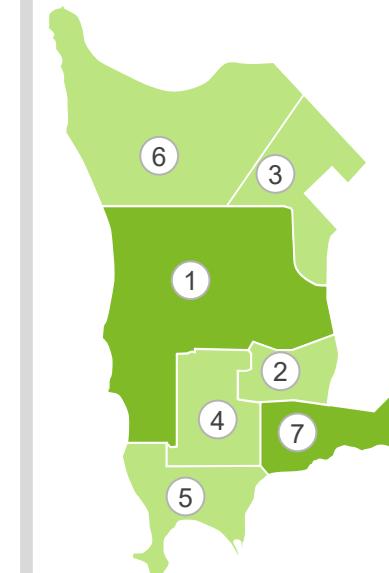
Performance index score

| Gender |    |
|--------|----|
| Male   | 63 |
| Female | 62 |

| Respondent age |    |
|----------------|----|
| 18-34 years    | 64 |
| 35-49 years    | 59 |
| 50-64 years    | 63 |
| 65+ years      | 63 |

| Life stage                      |    |
|---------------------------------|----|
| Younger adult, no child at home | 66 |
| Baby / toddler (0-4)            | 62 |
| Primary school (5-11)           | 59 |
| High school (12-17)             | 59 |
| Adult child at home (18+)       | 62 |
| Older adult, no child at home   | 63 |

| Diversity         |    |
|-------------------|----|
| Disability        | 60 |
| Mainly speak LOTE | 71 |



- Excellent 100 ± 12.5 index pts
- Good 75 ± 12.5 index pts
- Okay 50 ± 12.5 index pts
- Poor 25 ± 12.5 index pts
- Terrible 0 ± 12.5 index pts

| Suburb         | Performance Index Score |
|----------------|-------------------------|
| ① Como         | 66                      |
| ② Karawara     | 49                      |
| ③ Kensington   | 61                      |
| ④ Manning      | 55                      |
| ⑤ Salter Point | 60                      |
| ⑥ South Perth  | 62                      |
| ⑦ Waterford    | 67                      |

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 943).

\* Positive Rating = excellent, good + okay

# Overview of community variances

# Summary of community variances

|  | Total | Male | Female | 18-34 years | 35-49 years | 50-64 years | 65+ years | Younger adult, no child at home | Have child 0-4 | Have child 5-11 | Have child 12-17 | Have child 18+ | Older adult, no child at home | Disability | Born overseas | Como | Karawara | Kensington | Manning | Salter Point | South Perth | Waterford |
|--|-------|------|--------|-------------|-------------|-------------|-----------|---------------------------------|----------------|-----------------|------------------|----------------|-------------------------------|------------|---------------|------|----------|------------|---------|--------------|-------------|-----------|
| <strong>OVERALL PLACE SCORES</strong>              |       |      |        |             |             |             |           |                                 |                |                 |                  |                |                               |            |               |      |          |            |         |              |             |           |
| Place to live                                      | 85    | 85   | 84     | 81          | 85          | 86          | 87        | 88                              | 74             | 84              | 83               | 85             | 87                            | 79         | 86            | 86   | 65       | 81         | 79      | 85           | 88          | 84        |
| Place to work                                      | 75    | 74   | 76     | 69          | 76          | 77          | 80        | 79                              | 59             | 71              | 74               | 74             | 80                            | 69         | 64            | 75   | 48       | 77         | 73      | 69           | 77          | 86        |
| Place to own or operate a business                 | 66    | 64   | 69     | 61          | 68          | 68          | 73        | 70                              | 48             | 65              | 64               | 64             | 71                            | 59         | 65            | 68   | 33       | 61         | 64      | 51           | 71          | 75        |
| Place to visit                                     | 79    | 79   | 80     | 74          | 80          | 82          | 84        | 80                              | 67             | 78              | 76               | 81             | 84                            | 76         | 76            | 80   | 59       | 76         | 74      | 77           | 84          | 84        |
| <strong>SENTIMENT (% agree)</strong>               |       |      |        |             |             |             |           |                                 |                |                 |                  |                |                               |            |               |      |          |            |         |              |             |           |
| City has developed and communicated a clear vision | 31    | 31   | 32     | 28          | 27          | 32          | 39        | 31                              | 26             | 34              | 24               | 30             | 38                            | 28         | 44            | 34   | 21       | 25         | 23      | 41           | 33          | 21        |
| City has a good understanding of community needs   | 27    | 29   | 26     | 30          | 22          | 28          | 29        | 30                              | 28             | 33              | 19               | 23             | 30                            | 28         | 34            | 28   | 22       | 19         | 18      | 36           | 31          | 26        |
| City clearly explains reasons for decisions        | 24    | 26   | 23     | 27          | 20          | 24          | 26        | 29                              | 21             | 25              | 17               | 19             | 27                            | 25         | 41            | 27   | 28       | 13         | 22      | 32           | 24          | 35        |
| <strong>PEOPLE</strong>                            |       |      |        |             |             |             |           |                                 |                |                 |                  |                |                               |            |               |      |          |            |         |              |             |           |
| Youth services and facilities                      | 55    | 55   | 55     | 58          | 50          | 53          | 60        | 61                              | 50             | 54              | 48               | 51             | 61                            | 52         | 64            | 58   | 35       | 46         | 54      | 60           | 58          | 63        |
| Family and children's services and facilities      | 60    | 60   | 60     | 59          | 58          | 58          | 64        | 62                              | 55             | 58              | 55               | 57             | 65                            | 59         | 66            | 63   | 43       | 51         | 59      | 63           | 62          | 67        |
| Seniors' services and facilities                   | 64    | 64   | 64     | 64          | 66          | 63          | 64        | 69                              | 58             | 63              | 64               | 62             | 64                            | 58         | 65            | 67   | 42       | 58         | 66      | 65           | 64          | 66        |
| Universal access and inclusion                     | 62    | 65   | 60     | 67          | 59          | 60          | 61        | 69                              | 58             | 54              | 54               | 57             | 62                            | 55         | 74            | 65   | 51       | 56         | 63      | 52           | 65          | 59        |
| Reconciliation action                              | 60    | 63   | 56     | 57          | 60          | 59          | 63        | 61                              | 57             | 58              | 50               | 55             | 64                            | 57         | 64            | 62   | 28       | 50         | 54      | 56           | 64          | 62        |
| Heritage services                                  | 60    | 60   | 61     | 63          | 58          | 59          | 60        | 67                              | 52             | 57              | 54               | 57             | 61                            | 59         | 63            | 62   | 45       | 53         | 62      | 57           | 63          | 65        |
| Library services                                   | 75    | 75   | 76     | 72          | 74          | 76          | 80        | 74                              | 71             | 75              | 74               | 75             | 78                            | 76         | 77            | 79   | 61       | 71         | 78      | 82           | 75          | 66        |
| Art, culture and creative activities               | 65    | 64   | 66     | 61          | 64          | 66          | 70        | 64                              | 62             | 65              | 62               | 63             | 70                            | 62         | 63            | 69   | 46       | 62         | 62      | 65           | 65          | 70        |
| Festivals, markets and community events            | 62    | 60   | 63     | 58          | 61          | 63          | 67        | 61                              | 56             | 61              | 59               | 59             | 67                            | 59         | 63            | 66   | 45       | 61         | 51      | 61           | 62          | 64        |
| Health and community services                      | 59    | 58   | 60     | 60          | 56          | 58          | 61        | 63                              | 54             | 57              | 54               | 57             | 61                            | 58         | 62            | 60   | 37       | 54         | 61      | 64           | 61          | 65        |
| Public health education and wellbeing programs     | 56    | 58   | 56     | 58          | 52          | 54          | 60        | 60                              | 54             | 57              | 52               | 52             | 58                            | 51         | 64            | 59   | 37       | 50         | 54      | 61           | 58          | 63        |
| Sport and recreation services and facilities       | 59    | 60   | 59     | 56          | 54          | 60          | 66        | 64                              | 42             | 52              | 53               | 58             | 66                            | 64         | 63            | 63   | 49       | 47         | 54      | 63           | 61          | 64        |
| Safety and crime prevention                        | 48    | 50   | 46     | 47          | 45          | 48          | 52        | 52                              | 36             | 48              | 43               | 46             | 52                            | 52         | 53            | 50   | 27       | 34         | 42      | 54           | 55          | 48        |
| Lighting   | 57    | 56   | 57     | 54          | 57          | 58          | 59        | 61                              | 43             | 53              | 53               | 56             | 60                            | 61         | 50            | 62   | 37       | 43         | 60      | 61           | 58          | 54        |
| Emergency / natural disaster management            | 55    | 56   | 53     | 53          | 53          | 55          | 58        | 59                              | 46             | 59              | 52               | 51             | 58                            | 49         | 60            | 59   | 24       | 57         | 48      | 52           | 55          | 61        |
| Ranger services                                    | 63    | 63   | 63     | 65          | 60          | 63          | 62        | 68                              | 62             | 57              | 55               | 59             | 64                            | 62         | 65            | 65   | 48       | 62         | 62      | 60           | 64          | 60        |
| Animal management                                  | 64    | 65   | 64     | 66          | 65          | 63          | 61        | 70                              | 64             | 63              | 60               | 62             | 62                            | 66         | 74            | 68   | 48       | 60         | 62      | 56           | 65          | 66        |
| Environmental health services (compliance)         | 63    | 64   | 62     | 66          | 61          | 61          | 61        | 69                              | 58             | 62              | 60               | 59             | 61                            | 58         | 68            | 64   | 42       | 60         | 65      | 62           | 64          | 64        |

# Summary of community variances

|  | Total | Male | Female | 18-34 years | 35-49 years | 50-64 years | 65+ years | Younger adult, no child at home | Have child 0-4 | Have child 5-11 | Have child 12-17 | Have child 18+ | Older adult, no child at home | Disability | Born overseas | Como | Karawara | Kensington | Manning | Salter Point | South Perth | Waterford |
|--|-------|------|--------|-------------|-------------|-------------|-----------|---------------------------------|----------------|-----------------|------------------|----------------|-------------------------------|------------|---------------|------|----------|------------|---------|--------------|-------------|-----------|
| <strong>PLANET</strong>                        |       |      |        |             |             |             |           |                                 |                |                 |                  |                |                               |            |               |      |          |            |         |              |             |           |
| Environmental management and conservation      | 58    | 60   | 56     | 57          | 57          | 56          | 62        | 62                              | 52             | 58              | 53               | 56             | 61                            | 51         | 68            | 60   | 42       | 51         | 57      | 62           | 59          | 71        |
| River and foreshore management                 | 61    | 62   | 60     | 58          | 60          | 61          | 66        | 61                              | 56             | 62              | 55               | 59             | 65                            | 54         | 70            | 63   | 45       | 55         | 59      | 68           | 62          | 73        |
| Waste management                               | 61    | 62   | 60     | 60          | 57          | 62          | 66        | 62                              | 53             | 55              | 56               | 59             | 66                            | 59         | 62            | 63   | 47       | 50         | 60      | 60           | 66          | 57        |
| Climate action (sustainable practices)         | 49    | 54   | 45     | 49          | 46          | 47          | 54        | 51                              | 49             | 50              | 40               | 44             | 53                            | 45         | 66            | 53   | 33       | 44         | 44      | 47           | 50          | 54        |
| <strong>PLACE</strong>                         |       |      |        |             |             |             |           |                                 |                |                 |                  |                |                               |            |               |      |          |            |         |              |             |           |
| Planning services and approvals                | 49    | 51   | 48     | 53          | 48          | 49          | 47        | 57                              | 42             | 45              | 46               | 50             | 48                            | 45         | 53            | 54   | 43       | 42         | 48      | 49           | 48          | 61        |
| Housing  | 45    | 47   | 43     | 44          | 46          | 44          | 45        | 45                              | 43             | 49              | 44               | 43             | 46                            | 38         | 56            | 46   | 22       | 41         | 42      | 52           | 48          | 50        |
| Stormwater management and drainage             | 58    | 60   | 57     | 57          | 58          | 60          | 58        | 58                              | 53             | 58              | 58               | 59             | 59                            | 56         | 60            | 62   | 50       | 55         | 60      | 57           | 56          | 64        |
| Public buildings, halls and toilets            | 63    | 63   | 62     | 63          | 62          | 61          | 64        | 67                              | 57             | 62              | 59               | 60             | 64                            | 63         | 66            | 68   | 47       | 54         | 64      | 66           | 62          | 62        |
| Parks, playgrounds and reserves                | 71    | 71   | 70     | 69          | 69          | 71          | 73        | 75                              | 60             | 64              | 65               | 68             | 74                            | 70         | 76            | 75   | 52       | 66         | 70      | 70           | 71          | 66        |
| Streetscapes, trees and verges                 | 58    | 59   | 58     | 57          | 58          | 60          | 59        | 59                              | 55             | 57              | 54               | 59             | 59                            | 60         | 64            | 62   | 43       | 50         | 55      | 57           | 60          | 60        |
| Place activation                               | 59    | 57   | 60     | 52          | 59          | 62          | 64        | 59                              | 47             | 56              | 55               | 59             | 64                            | 56         | 58            | 63   | 42       | 51         | 55      | 67           | 58          | 67        |
| Marine facilities (boat ramps, jetties etc.)   | 61    | 59   | 63     | 62          | 60          | 59          | 64        | 63                              | 58             | 54              | 57               | 57             | 63                            | 61         | 59            | 66   | 33       | 56         | 61      | 59           | 61          | 63        |
| Roads  | 64    | 66   | 63     | 65          | 64          | 64          | 64        | 69                              | 56             | 62              | 59               | 62             | 65                            | 65         | 64            | 69   | 46       | 58         | 67      | 64           | 64          | 64        |
| Footpaths, trails and cycleways                | 64    | 64   | 64     | 67          | 65          | 63          | 61        | 70                              | 60             | 66              | 58               | 63             | 63                            | 62         | 66            | 68   | 42       | 58         | 69      | 68           | 63          | 64        |
| Public transport                               | 65    | 64   | 65     | 61          | 64          | 66          | 70        | 67                              | 54             | 56              | 59               | 61             | 71                            | 63         | 67            | 69   | 41       | 53         | 69      | 57           | 67          | 69        |
| Parking  | 53    | 53   | 52     | 53          | 54          | 52          | 50        | 57                              | 50             | 52              | 48               | 51             | 52                            | 53         | 55            | 58   | 49       | 50         | 53      | 51           | 49          | 58        |
| <strong>PROSPERITY</strong>                    |       |      |        |             |             |             |           |                                 |                |                 |                  |                |                               |            |               |      |          |            |         |              |             |           |
| Economic development                           | 52    | 48   | 56     | 53          | 50          | 49          | 54        | 58                              | 43             | 48              | 45               | 42             | 54                            | 56         | 50            | 57   | 32       | 44         | 52      | 46           | 53          | 53        |
| Education and life-long learning opportunities | 55    | 55   | 55     | 53          | 53          | 55          | 61        | 59                              | 45             | 57              | 50               | 51             | 61                            | 53         | 62            | 60   | 24       | 48         | 52      | 55           | 57          | 61        |
| <strong>PERFORMANCE</strong>                   |       |      |        |             |             |             |           |                                 |                |                 |                  |                |                               |            |               |      |          |            |         |              |             |           |
| Communication                                  | 59    | 59   | 58     | 55          | 56          | 60          | 63        | 58                              | 52             | 57              | 55               | 57             | 63                            | 58         | 60            | 59   | 47       | 53         | 61      | 63           | 59          | 66        |
| Community engagement                           | 50    | 51   | 50     | 46          | 47          | 53          | 56        | 48                              | 46             | 50              | 45               | 48             | 56                            | 52         | 54            | 54   | 37       | 42         | 48      | 50           | 52          | 57        |
| Customer service                               | 62    | 63   | 62     | 64          | 59          | 63          | 63        | 66                              | 62             | 59              | 59               | 62             | 63                            | 60         | 71            | 66   | 49       | 61         | 55      | 60           | 62          | 67        |
| Volunteer support services                     | 59    | 58   | 60     | 60          | 57          | 56          | 63        | 64                              | 55             | 60              | 54               | 56             | 62                            | 57         | 62            | 60   | 29       | 54         | 58      | 66           | 63          | 59        |
| Governing organisation                         | 56    | 55   | 57     | 53          | 53          | 56          | 62        | 60                              | 46             | 53              | 50               | 52             | 62                            | 57         | 58            | 60   | 48       | 45         | 53      | 54           | 58          | 62        |
| Council's leadership                           | 49    | 49   | 49     | 49          | 44          | 48          | 56        | 52                              | 41             | 46              | 42               | 46             | 54                            | 47         | 52            | 52   | 35       | 40         | 44      | 49           | 52          | 56        |
| Financial management                           | 50    | 50   | 50     | 50          | 45          | 48          | 57        | 54                              | 42             | 46              | 41               | 46             | 56                            | 49         | 52            | 53   | 40       | 42         | 44      | 52           | 53          | 45        |

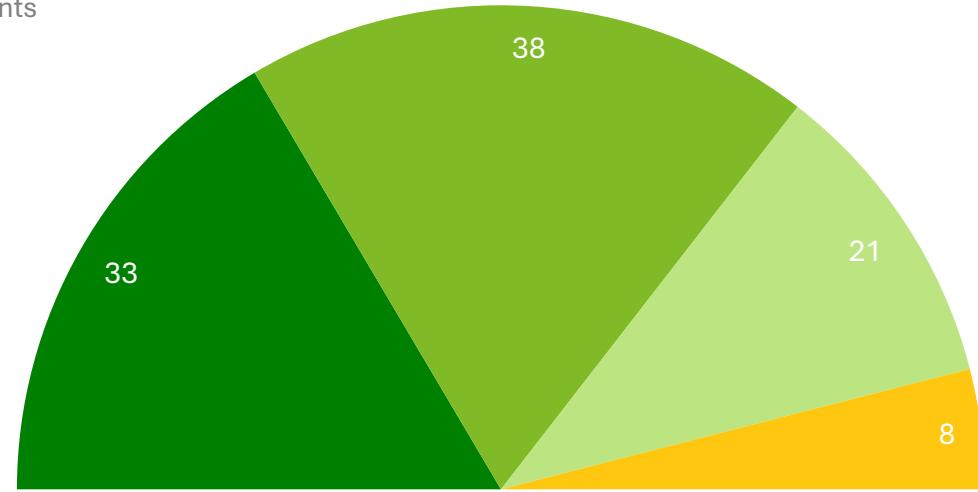
# Local business views

# Place to own or operate a business

among local business owners and operators

## Performance ratings

% of respondents



92%

Positive  
rating\*

74

Performance  
Index Score  
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

## MARKYT Industry Standards

Performance Index Score



City of South Perth

74

Industry High

75

Industry Average

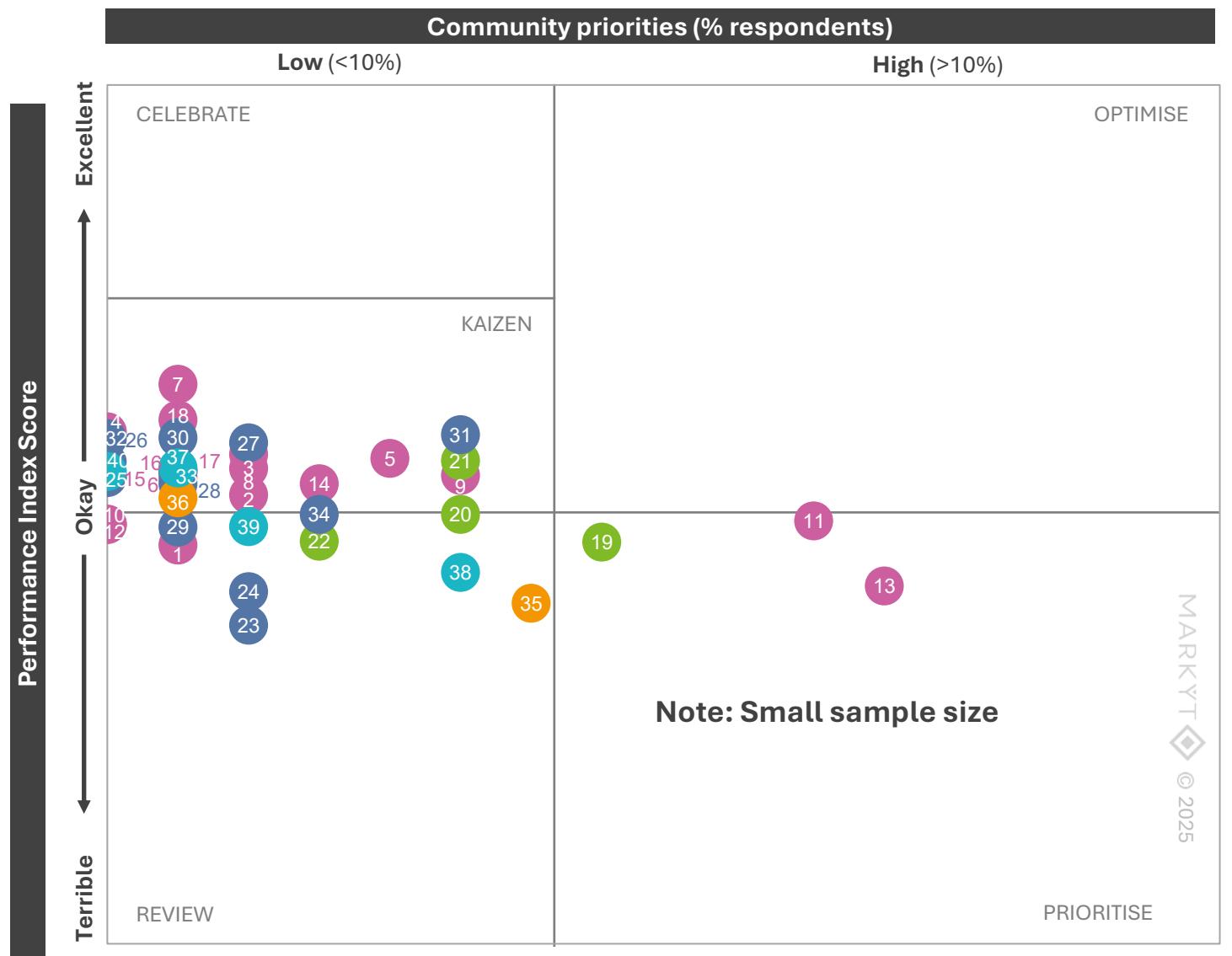
63



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 39).

|  |  |   |
|--|--|---|
| Diverse, inclusive and supported communities                             |  | 1 Youth services and facilities<br>2 Family and children's services and facilities<br>3 Seniors' services<br>4 Universal access and inclusion<br>5 Reconciliation action<br>6 Heritage services<br>7 Library services<br>8 Art, culture and creative activities<br>9 Festivals, markets and community events<br>10 Health and community services<br>11 Sport and recreation services and facilities<br>12 Public health and wellbeing programs<br>13 Safety and crime prevention<br>14 Lighting of streets and public places<br>15 Emergency management<br>16 Ranger services<br>17 Animal management<br>18 Environmental health services<br>19 Environmental management and conservation<br>20 River and foreshore management<br>21 Climate action<br>22 Waste management<br>23 Planning services<br>24 Housing<br>25 Stormwater management and drainage<br>26 Public buildings, halls and toilets<br>27 Parks, playgrounds and reserves<br>28 Streetscapes, trees and verges<br>29 Place activation<br>30 Marine facilities<br>31 Local roads<br>32 Footpaths, trails and cycleways<br>33 Public transport<br>34 Parking<br>35 Economic development<br>36 Education and life-long learning opportunities<br>37 Communication<br>38 Community engagement on local issues<br>39 Customer service<br>40 Volunteer support services |
| A sense of identity and belonging through culture, heritage and the arts |  |   |
| Community health and wellbeing   |  |   |
| Community safety and resilience  |  |   |
| A healthy and sustainable natural environment                            |  |   |
| Responsible urban design and housing diversity                           |  |   |
| Attractive and welcoming public places                                   |  |   |
| Safe, efficient and sustainable transport networks                       |  |   |
| A thriving economy   |  |   |
| An engaged community that enjoys positive customer experiences           |  |   |
| Effective governance and partnerships                                    |  |   |



# Other stakeholder views

|  |  |   |
|--|--|---|
| Diverse, inclusive and supported communities                             |  | 1 Youth services and facilities<br>2 Family and children's services and facilities<br>3 Seniors' services<br>4 Universal access and inclusion<br>5 Reconciliation action<br>6 Heritage services<br>7 Library services<br>8 Art, culture and creative activities<br>9 Festivals, markets and community events<br>10 Health and community services<br>11 Sport and recreation services and facilities<br>12 Public health and wellbeing programs<br>13 Safety and crime prevention<br>14 Lighting of streets and public places<br>15 Emergency management<br>16 Ranger services<br>17 Animal management<br>18 Environmental health services<br>19 Environmental management and conservation<br>20 River and foreshore management<br>21 Climate action<br>22 Waste management<br>23 Planning services<br>24 Housing<br>25 Stormwater management and drainage<br>26 Public buildings, halls and toilets<br>27 Parks, playgrounds and reserves<br>28 Streetscapes, trees and verges<br>29 Place activation<br>30 Marine facilities<br>31 Local roads<br>32 Footpaths, trails and cycleways<br>33 Public transport<br>34 Parking<br>35 Economic development<br>36 Education and life-long learning opportunities<br>37 Communication<br>38 Community engagement on local issues<br>39 Customer service<br>40 Volunteer support services |
| A sense of identity and belonging through culture, heritage and the arts |  |   |
| Community health and wellbeing   |  |   |
| Community safety and resilience  |  |   |
| A healthy and sustainable natural environment                            |  |   |
| Responsible urban design and housing diversity                           |  |   |
| Attractive and welcoming public places                                   |  |   |
| Safe, efficient and sustainable transport networks                       |  |   |
| A thriving economy   |  |   |
| An engaged community that enjoys positive customer experiences           |  |   |
| Effective governance and partnerships                                    |  |   |



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

Q. Over the next 10 years, which areas would you mostly like the City of South Perth to focus on improving? Base: Those who work in the area, excludes no response (n = 68)

# MARKYT Community Priorities | Visitors

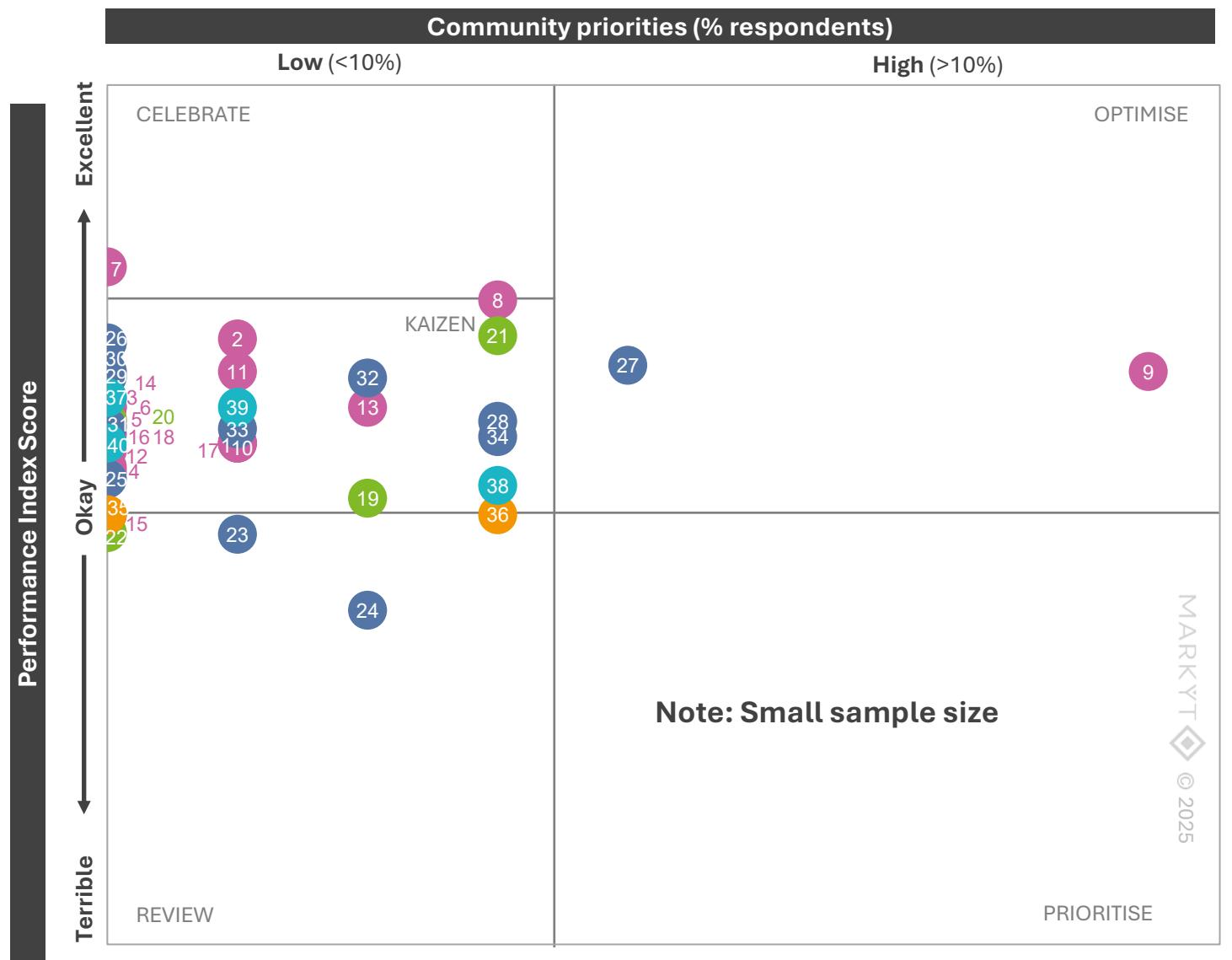
- Diverse, inclusive and supported communities 

  - 1 Youth services and facilities
  - 2 Family and children's services and facilities
  - 3 Seniors' services
  - 4 Universal access and inclusion
  - 5 Reconciliation action
  - 6 Heritage services
  - 7 Library services
  - 8 Art, culture and creative activities
  - 9 Festivals, markets and community events

- A sense of identity and belonging through culture, heritage and the arts 

  - 10 Health and community services
  - 11 Sport and recreation services and facilities
  - 12 Public health and wellbeing programs
  - 13 Safety and crime prevention
  - 14 Lighting of streets and public places
  - 15 Emergency management
  - 16 Ranger services
  - 17 Animal management
  - 18 Environmental health services
  - 19 Environmental management and conservation
  - 20 River and foreshore management
  - 21 Climate action
  - 22 Waste management
  - 23 Planning services
  - 24 Housing
  - 25 Stormwater management and drainage
  - 26 Public buildings, halls and toilets
  - 27 Parks, playgrounds and reserves
  - 28 Streetscapes, trees and verges
  - 29 Place activation
  - 30 Marine facilities
  - 31 Local roads
  - 32 Footpaths, trails and cycleways
  - 33 Public transport
  - 34 Parking
  - 35 Economic development
  - 36 Education and life-long learning opportunities
  - 37 Communication
  - 38 Community engagement on local issues
  - 39 Customer service
  - 40 Volunteer support services

- Community health and wellbeing 
- Community safety and resilience 
- A healthy and sustainable natural environment 
- Responsible urban design and housing diversity 
- Attractive and welcoming public places 
- Safe, efficient and sustainable transport networks 
- A thriving economy 
- An engaged community that enjoys positive customer experiences 
- Effective governance and partnerships 



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

Q. Over the next 10 years, which areas would you mostly like the City of South Perth to focus on improving? Base: Visitors, excludes no response (n = 19)

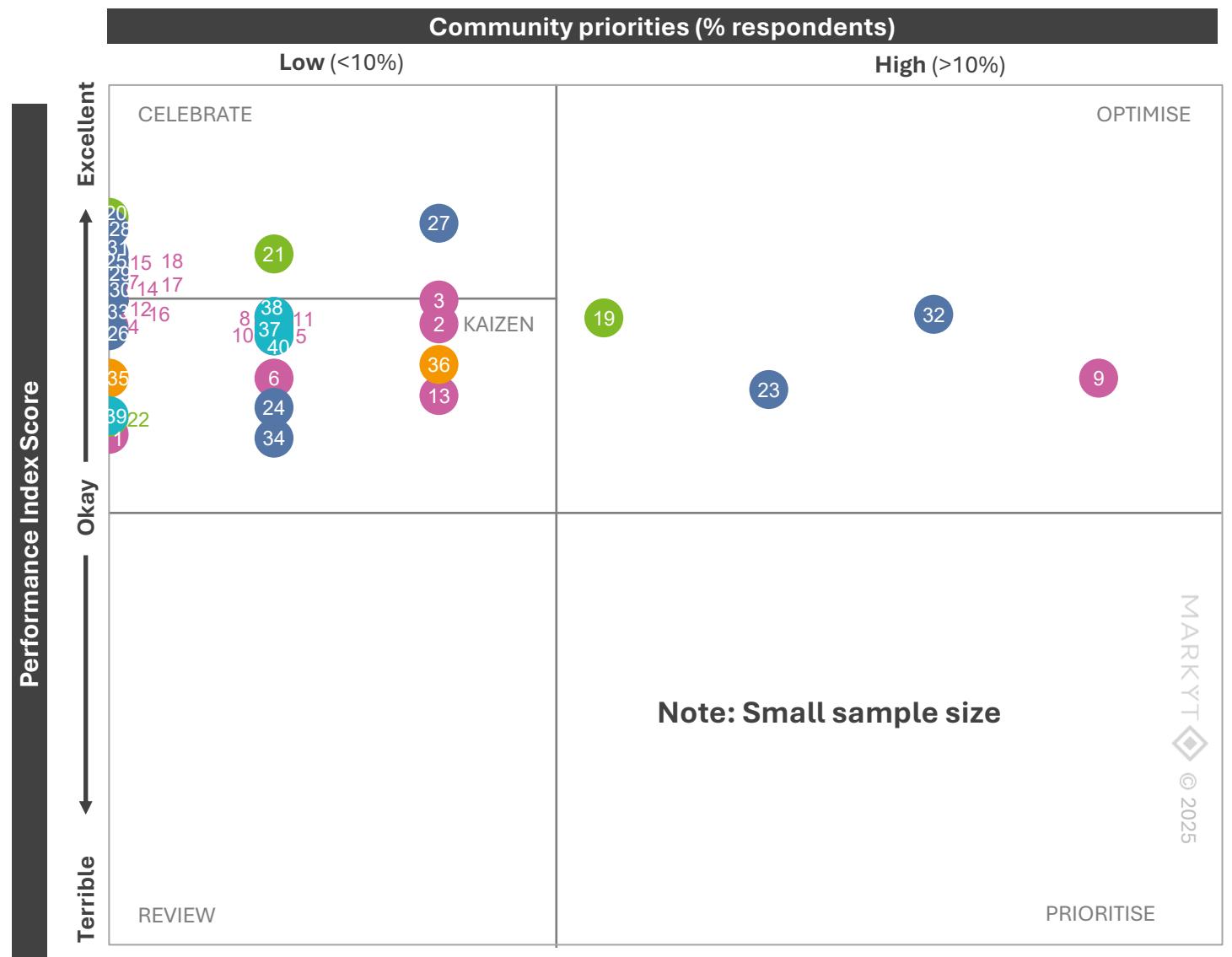
- Diverse, inclusive and supported communities 

  - 1 Youth services and facilities
  - 2 Family and children's services and facilities
  - 3 Seniors' services
  - 4 Universal access and inclusion
  - 5 Reconciliation action
  - 6 Heritage services
  - 7 Library services
  - 8 Art, culture and creative activities
  - 9 Festivals, markets and community events

- A sense of identity and belonging through culture, heritage and the arts 

  - 10 Health and community services
  - 11 Sport and recreation services and facilities
  - 12 Public health and wellbeing programs
  - 13 Safety and crime prevention
  - 14 Lighting of streets and public places
  - 15 Emergency management
  - 16 Ranger services
  - 17 Animal management
  - 18 Environmental health services
  - 19 Environmental management and conservation
  - 20 River and foreshore management
  - 21 Climate action
  - 22 Waste management
  - 23 Planning services
  - 24 Housing
  - 25 Stormwater management and drainage
  - 26 Public buildings, halls and toilets
  - 27 Parks, playgrounds and reserves
  - 28 Streetscapes, trees and verges
  - 29 Place activation
  - 30 Marine facilities
  - 31 Local roads
  - 32 Footpaths, trails and cycleways
  - 33 Public transport
  - 34 Parking
  - 35 Economic development
  - 36 Education and life-long learning opportunities
  - 37 Communication
  - 38 Community engagement on local issues
  - 39 Customer service
  - 40 Volunteer support services

- Community health and wellbeing 
- Community safety and resilience 
- A healthy and sustainable natural environment 
- Responsible urban design and housing diversity 
- Attractive and welcoming public places 
- Safe, efficient and sustainable transport networks 
- A thriving economy 
- An engaged community that enjoys positive customer experiences 
- Effective governance and partnerships 



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

Q. Over the next 10 years, which areas would you mostly like the City of South Perth to focus on improving? Base: Out of area ratepayers, excludes no response (n = 15)



CATALYSE® has been a long-term supporter of State and Local Government, delivering strategic planning and research services to build community and organisation value since 2003.

**Our vision:**

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

Our flagship services have been embraced by councils across Australia. They include the FUTYR® Council Plan, MARKYT® Community Scorecard, MARKYT® Wellbeing Scorecard and CULTYR® Employee Scorecard.

We also develop bespoke, customised projects, plans and strategies relating to KPI reporting, project evaluations, workforce planning, communication and engagement, community safety, animal management, climate change and sustainable practices, youth services, seniors' services, art and culture, social impact assessments and lots more.

Please **reach out** to chat about your needs.

[www.catalyse.com.au](http://www.catalyse.com.au)

Phone +618 9212 1900

Email: [info@catalyse.com.au](mailto:info@catalyse.com.au)

Office 3, 996 Hay Street, Perth WA 6000

PO Box 8007, Cloisters Square WA 6850

ABN 20 108 620 855