



MARKYT Community Scorecard ©

Prepared for: City of Kalamunda

Prepared by: CATALYSE[®] Pty Ltd ©

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MARKYT 

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Strategic overview

Vision



27

% agree

6% points below
Industry Average and
down 6% points from 2020.

Liveability

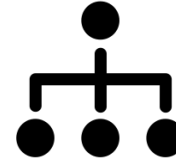


81

Performance Index Score

5 index points above
Industry Average and
on par with 2020.

Governance



54

Performance Index Score

2 index points below
Industry Average and
down 2 points from 2020.

Rates Value



48

Performance Index Score

3 index points above
Industry Average and
up 2 points from 2020.

Highest scores

- Walliston Transfer Station
- Weekly rubbish collection

Most improved

- Disability access and inclusion
- Bulk rubbish collections (skip bin)
- Seniors' care, services and facilities

Relative to MARKYT® Industry Standards

- Walliston Transfer Station
- Graffiti removal services
- Storm water drainage

Main Priorities



Playgrounds, parks,
reserves and ovals



Community safety
and crime prevention



People with disability provide
lower performance scores
across multiple service areas.

Approach



Department of Local Government, Sport and Cultural Industries

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

MARKYT Community Scorecard

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

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



KALAMUNDA ADVANCING 2031 Strategic Community Plan

*Connected Communities, Valuing Nature and Creating
our Future Together*



The Study

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

All community members were invited to take part. Invitations were emailed to 4,000 randomly selected customer contacts, posted to 1,000 randomly selected households, and the City provided supporting promotions through various communication channels.



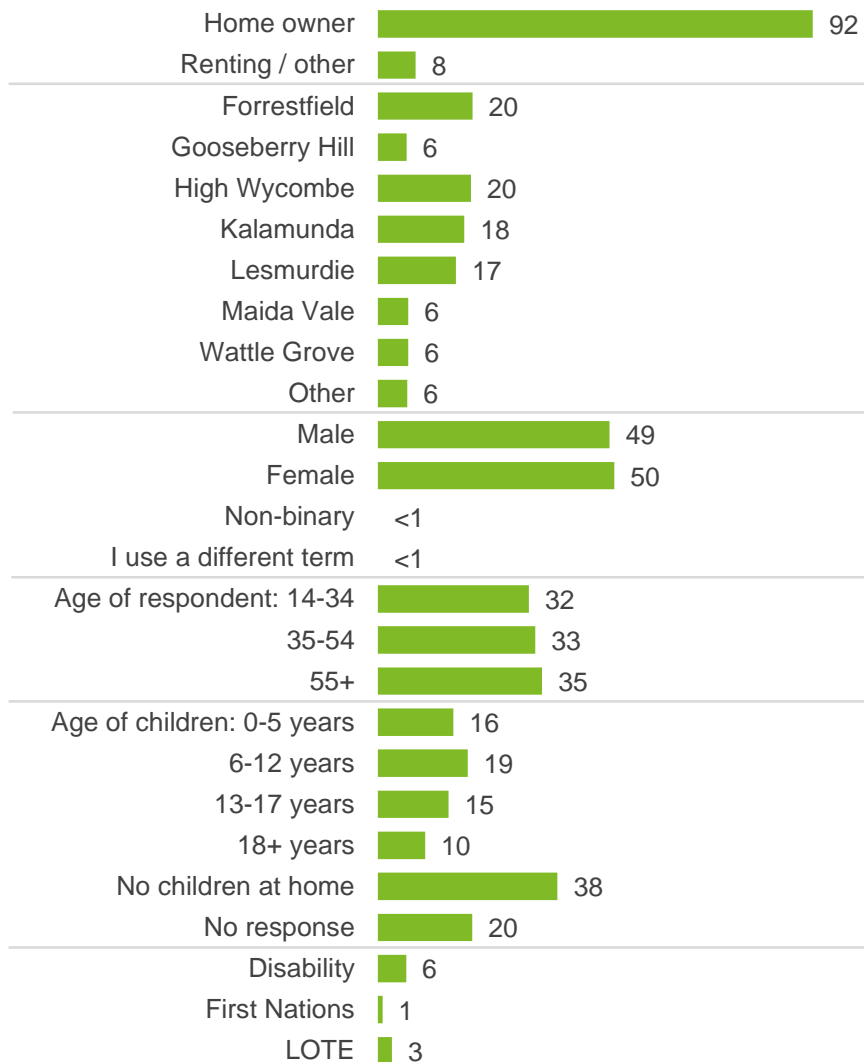
The scorecard was open from 2 to 20 May 2022. It was completed by **732 community members** with various connections to the City:

Local resident	Out of area ratepayer	Visitor	Elected Member / Employee
709	5	1	17

The main body of this report shows responses from local residents. As responses from the random and opt-in samples were similar, results are combined in this report. Overall resident responses have been weighted by age and gender to match the ABS Census population profile.

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

% of respondents (weighted)



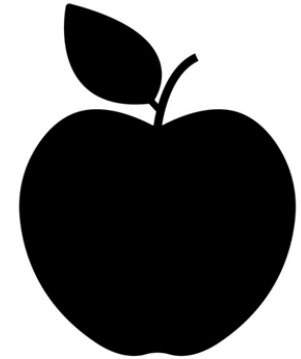
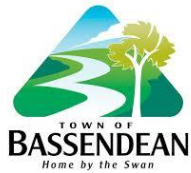
LOTE: mainly speaks a language other than English

MARKYT Industry Standards

When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from councils that have completed a MARKYT® accredited study within the past three years.



To compare 'apples with apples', subset benchmark analysis has been conducted against similar councils who have conducted the study in the past three years. The City of Kalamunda opted to benchmark performance with the Town of Bassendean, City of Canning, City of Kwinana and Shire of Serpentine-Jarrahdale.

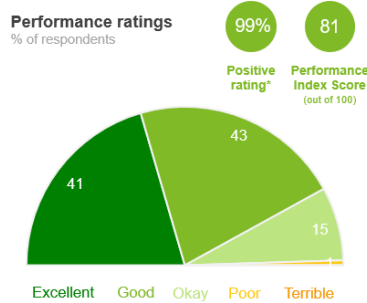


How to read performance dashboard charts

Performance Ratings

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

Trend analysis shows how performance varies over time.



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

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

Variations across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
81	81	75	81	81	82	84	78	79	83	79	81	83	70	90	76	83	90	87	85	82	76	89

Variance across the community shows how results vary across the community based on the Performance Index Score

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

Council Score is the Council's performance index score.

Industry High is the highest score achieved by councils in Australia that have completed a comparable study with CATALYSE® over the past three years.

Industry Average is the average score among councils in Australia that have completed a comparable study with CATALYSE® over the past three years.

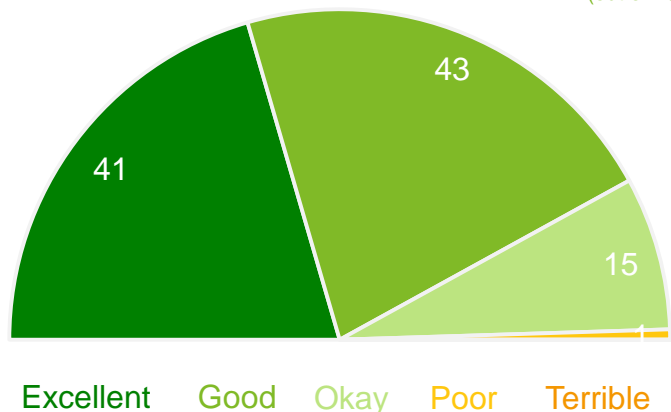
- Similar councils
- All participating councils

Overall Performance

Place to live

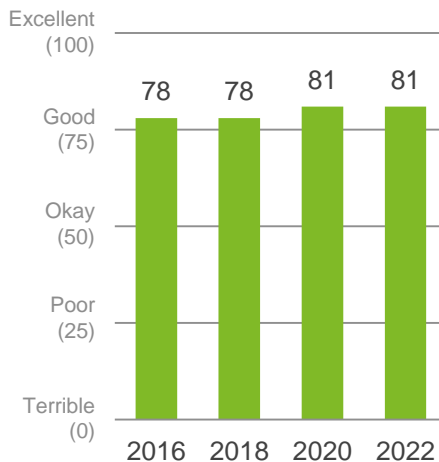
Performance ratings

% of respondents



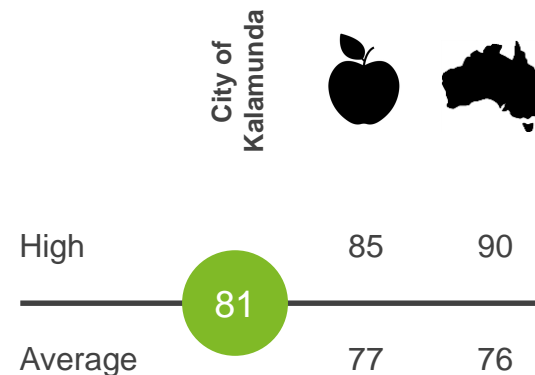
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
81	81	75	81	81	82	84	78	79	83	79	81	83	70	90	76	83	90	87	85	82	76	89

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 699). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

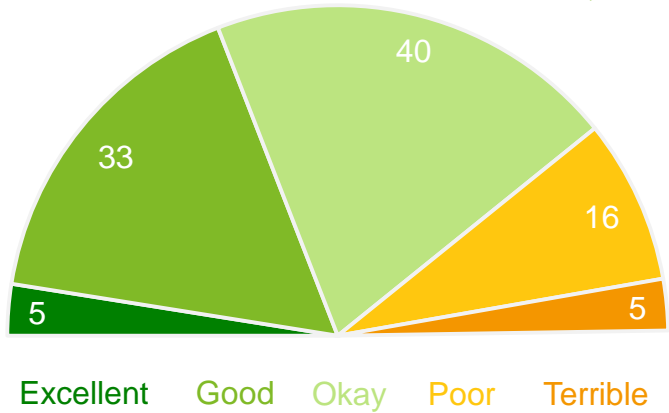
Governing organisation

Performance ratings

% of respondents

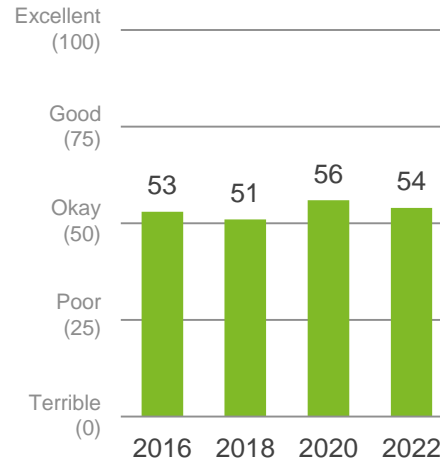
78%
Positive rating*

54
Performance Index Score
(out of 100)



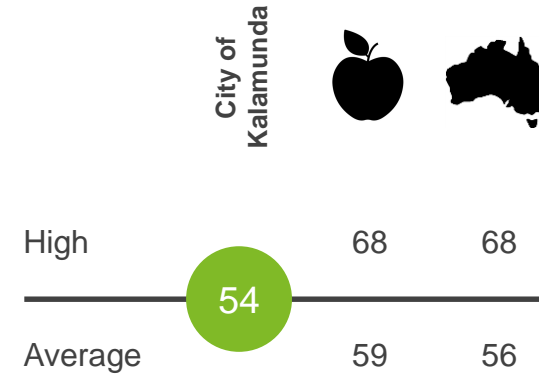
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
54	55	50	55	53	54	61	50	50	53	56	53	54	44	69	60	51	68	51	53	56	49	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 675). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

MARKYT  industry comparisons

Overall Performance | industry comparisons

The Overall Performance Index Score is a combined measure of the City of Kalamunda as a 'place to live' and as a 'governing organisation'. The City's overall performance index score is 68 out of 100, 2 index points above the industry average.

Overall Performance Index Score

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

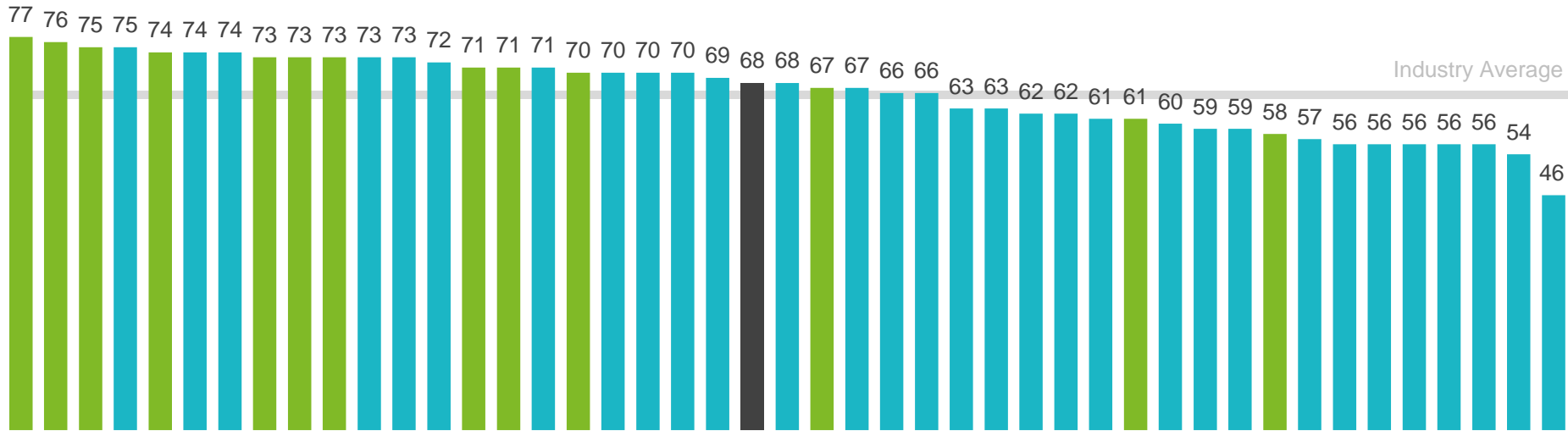
- City of Kalamunda
- Metropolitan Councils
- Regional Councils

MARKYT Industry Standards

Performance Index Score



City of Kalamunda	68
Industry High	77
Industry Average	66



How to read the MARKYT Benchmark Matrix

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

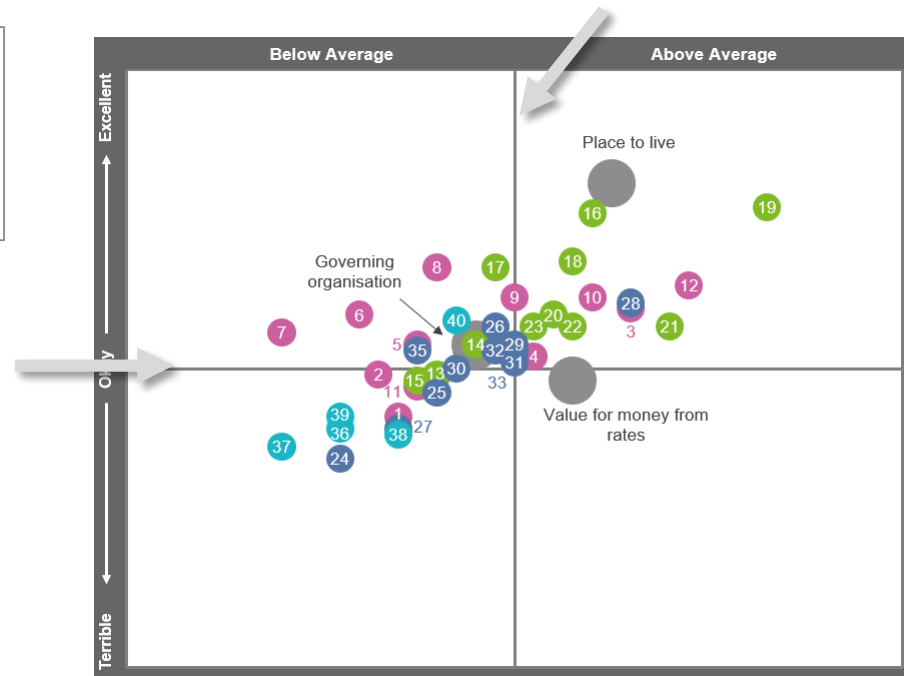
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in four areas:

- Kalamunda Cares and Interacts
- Kalamunda Green and Clean
- Kalamunda Develops
- Kalamunda Leads

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



MARKYT Benchmark Matrix

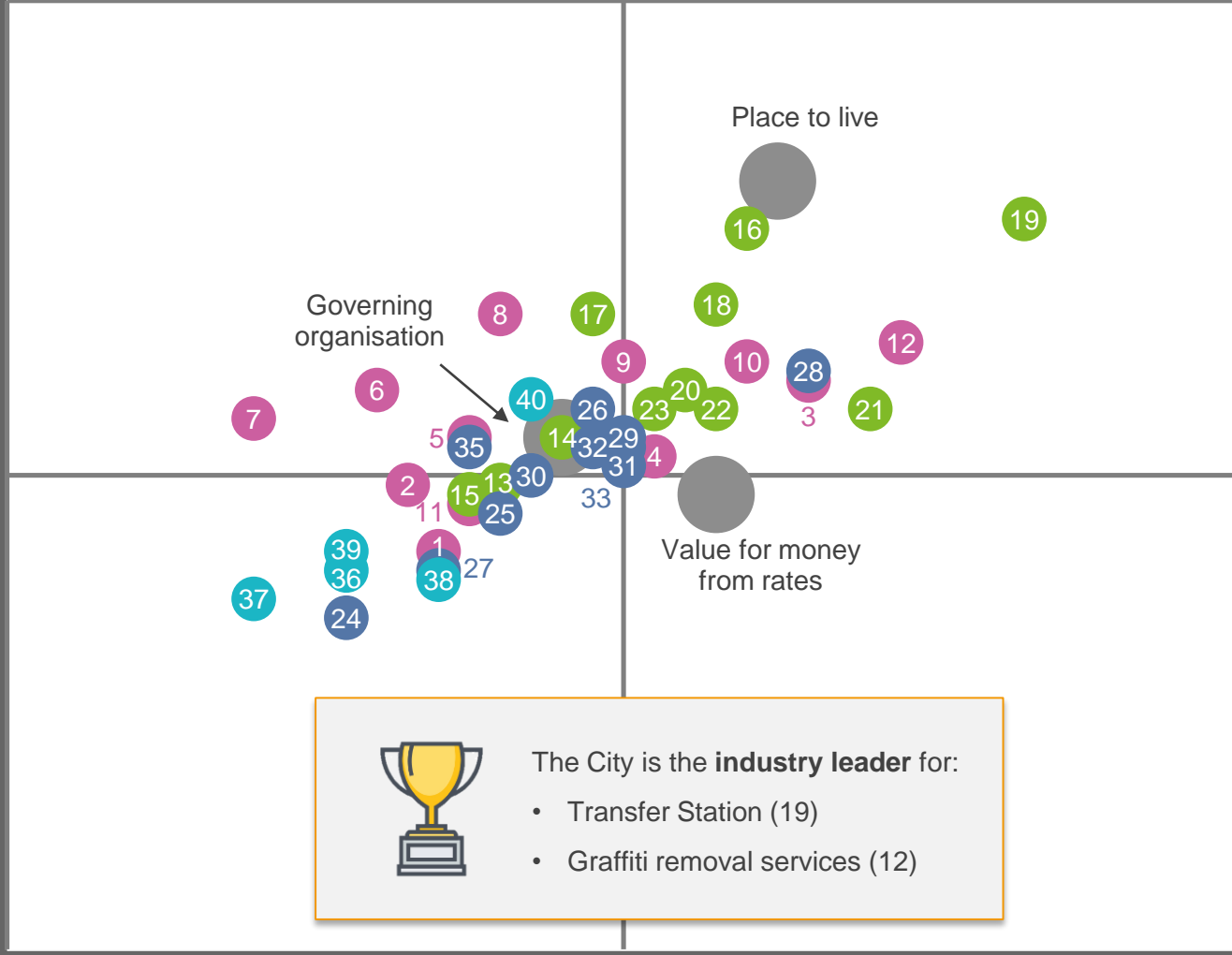
COMPARISON TO INDUSTRY AVERAGE

PERFORMANCE INDEX SCORE


Excellent
↑
Okay
↓
Terrible

Below Average

Above Average



- 1 Youth services
- 2 Family and children's services
- 3 Seniors' care, services and facilities
- 4 Disability access and inclusion
- 5 Community buildings, halls, toilets
- 6 Sport and recreation facilities
- 7 Playgrounds, parks, reserves, ovals
- 8 Library services
- 9 Festivals, events, art and culture
- 10 Local history
- 11 Safety and crime prevention
- 12 Graffiti removal services
- 13 Sustainable practices
- 14 Conservation and environment
- 15 Streetscapes, trees and verges
- 16 Weekly rubbish collections
- 17 Recycling collections
- 18 Bulk rubbish collections (skip bin)
- 19 Walliston Transfer Station
- 20 Natural disaster management
- 21 Storm water drainage
- 22 Animal management
- 23 Food, health, noise and pollution
- 24 Economic development
- 25 Education and training opportunities
- 26 Area's character and identity
- 27 Planning and building approvals
- 28 Housing that meets your needs
- 29 Lighting of streets and public places
- 30 Footpaths and cycleways
- 31 Building and maintaining local roads
- 32 Traffic management on local roads
- 33 Parking management
- 34 Street sweeping
- 35 Access to public transport
- 36 Council's leadership
- 37 Openness and transparency
- 38 Consultation
- 39 Communication
- 40 Customer service



The City is the **industry leader** for:

- Transfer Station (19)
- Graffiti removal services (12)

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. When service areas are in grey text in the legend this indicates that a benchmark comparison is not available.

MARKYT  community trends

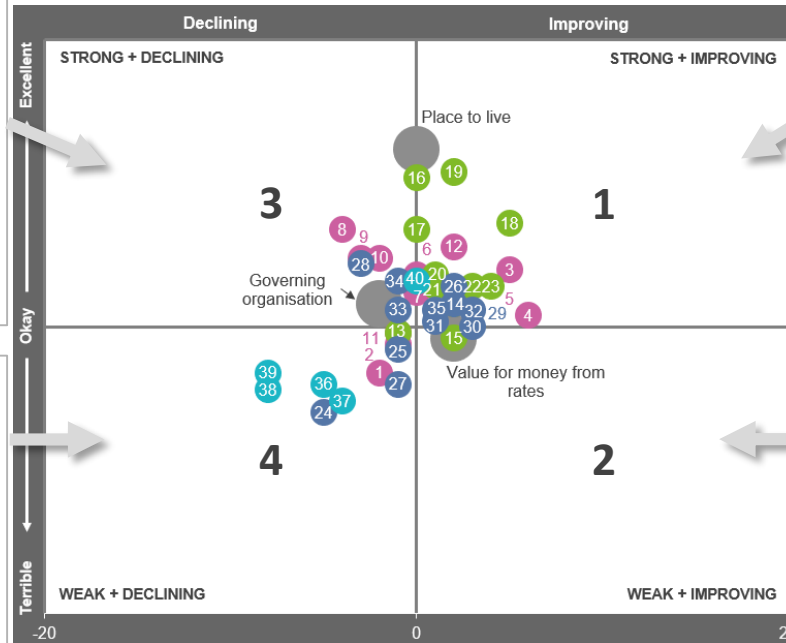
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

Window 3 includes higher performing services in decline. **Arrest decline** for:

- Library services
- Festivals, events, art and culture
- Housing that meets your needs

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

- Communication
- Consultation
- Council's leadership
- Openness and transparency
- Economic development



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

- Bulk rubbish collections
- Seniors' care, services and facilities
- Disability access and inclusion

Window 2 includes lower performing areas that are improving. **Celebrate progress** and continue to work on areas such as:

- There were no services in this window that improved significantly.

Services are grouped in four areas:

- Kalamunda Cares and Interacts
- Kalamunda Green and Clean
- Kalamunda Develops
- Kalamunda Leads

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2020)



- 1 Youth services
- 2 Family and children's services
- 3 Seniors' care, services and facilities
- 4 Disability access and inclusion
- 5 Community buildings, halls, toilets
- 6 Sport and recreation facilities
- 7 Playgrounds, parks, reserves, ovals
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- 39 Communication
- 40 Customer service

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

MARKYT  community priorities

How to read the MARKYT Community Priorities

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

CELEBRATE the City's highest performing areas.

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

REVIEW lower performing areas.



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

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

Services are grouped in four areas:

- Kalamunda Cares and Interacts
- Kalamunda Green and Clean
- Kalamunda Develops
- Kalamunda Leads

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25 30

- 1 Youth services
- 2 Family and children's services
- 3 Seniors' care, services and facilities
- 4 Disability access and inclusion
- 5 Community buildings, halls, toilets
- 6 Sport and recreation facilities
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- 36 Council's leadership
- 37 Openness and transparency
- 38 Consultation
- 39 Communication
- 40 Customer service

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 Kalamunda to focus on improving? Base: All respondents, excludes no response (n = 604)

Community Driven Actions

1. Upgrade and maintain playground equipment.
2. Advocate for modern equipment that caters to a variety of age groups, e.g. nature play, adventure playgrounds, basketball courts, skate parks, pump tracks.
3. Upgrade amenities in parks, e.g. toilets, shade, gazebos, BBQs, picnic areas.
4. Progress plans for Stirk Park.
5. Provide more dog exercise areas - on and off-leash, fenced and unfenced.

Sample of community voices

“Update them! Make them current and interesting! Give our kids safe, clean, healthy spaces to be outside!”

“Significant investment in the modernisation of old parks/reserves. Then improvements in maintenance of them, feed/water the grass, pruning, etc.”

“Significantly upgrade playgrounds in areas with young families. Build a new nature inspired playground for young children.”

“You could build a skate, scooter BMX facility that would be the envy of Perth and give local young people a world class facility to keep them entertained and fit.”

“Bill Shaw was revamped many years ago, but now it’s also outdated. We need an adventure playground.”

“Get some seating and picnic areas in more than just Stirk Park. The smaller parks need BBQ’s and picnic areas too!”

“Parks and playgrounds need to be more family inclusive, including more areas where parents can sit and watch their children play and socialise safely, shaded areas with park benches, and picnic tables. Barbeques. Exercise equipment and more park toys to encourage parents with young children into these areas. This will create a more diverse group of users discouraging bullying and unsocial behaviour.”

“Update Stirk Park!!!! It’s an eyesore, unsafe and outdated. We should not have to travel to another suburb for our children to access an age-appropriate playground. I attended a community meeting to design a new park back in 2013 (approx.) and nothing has been done.”

“I would like to see more areas where a dog can be walked either on or off the lead. In a country the size of Australia, we have too many restrictions & too many dogs sharing the same space.”

Community Driven Actions

1. Modernise and improve existing sports facilities – better parking, lighting, club rooms, change rooms, canteens, storage space etc.
2. Expand and upgrade Ray Owen Sports Centre with more basketball and netball courts.
3. Provide an indoor pool.
4. Upgrade Kalamunda Water Park.
5. Advocate for State and Federal funding for new and improved sport and recreational facilities.

Sample of community voices

“Sport and recreation infrastructure in the Kalamunda / Lesmurdie area specifically are very dated and unsuitable for current requirements e.g. Kalamunda Water Park, Ray Owen Recreation Centre. A new aquatic facility is needed, Ray Owen needs more indoor courts, and more sheltered seating is needed for the outside netball courts.”

“In particular, Kalamunda Water Park needs to be updated and made a fun space for families. The City keeps moving everything down the hill, leaving no attraction or facilities in Kalamunda.”

“Indoor pool at High Wycombe. The foothills don't have any facilities like this. The outdoor pool at Kalamunda isn't suitable for many activities (especially for seniors' fitness activities in water). Need to provide funding - seek WA/Federal funding. I understand land is already available.”

“New facilities in High Wycombe would stop a lot of the youth issues down the hill as there is nothing for them to do.”

“Major upgrade to Ray Owen. More courts inside and outside. Add a gym, pool and update the kiosk. Make it a one-stop-shop for all fitness needs and sporting teams. A place you can take the whole family for a few hours.”

“Foothills netball courts need the rest of the courts upgraded. Ray Owen needs to have extension. No indoor pool recreation centre. Improved lighting, Maida Vale reserve.”

“Need upgraded sports clubs. Some don't have the required equipment such as adequate lighting on fields.”

“Improve ageing buildings and change room facilities, not just the ones at major reserves.”

“Upgrade sporting club facilities like at Maida Vale Reserve (soccer / softball facilities) - change rooms, lighting, parking, road surface, canteen, storage rooms, etc.”

Community Driven Actions

1. Address growing concerns with break-ins, hooning and antisocial behaviour.
2. Increase security patrols, especially at night.
3. Advocate for a 24-hour police station, more police patrols and faster response times.
4. Install more CCTV cameras and lighting and ensure all street lights are working.
5. Promote and facilitate a community program like Neighbourhood Watch.

Sample of community voices

"The rate of break and enter crimes (in my local area) has increased drastically. Over the last 18 months, there have been 5 in our street alone."

"Every weekend there are a lot of hoons that go up and down Kalamunda Road and surrounding streets. There is also a growing number of break-ins and burglaries in the area. We need more of a police presence."

"Regular patrols of public areas to make residents feel safe."

"More security on the streets at night and more streetlights."

"By putting pressure on the police to open a 24-hour station in the Kalamunda townsite and to install more 24-hour monitored cameras in strategic areas so that there is an instant response to problems."

"Lighting in streets could be better. Street cameras on the main thoroughfare roads in known areas that have issues e.g. burnouts, break-ins. The street cameras can possibly pick up cars that are driving around at the time of the crime."

"CCTV in problem areas. Better street lighting. Replace existing lighting with LED."

"Get all the streetlights working and regularly assess. I walk twice a week in the evenings in Lesmurdie, and on any given night at least 4 lights are not working. More cameras please. People are fed up with blatant burglary and slow police response with no cameras to help."

"More awareness of Neighbourhood Watch or similar (give it greater status, so people use it)."

"Street security....adopt Neighbourhood Watch and promote it."

Community Driven Actions

1. Avoid overdevelopment and ensure new developments are sympathetic to the established streetscape to maintain the rural village feel.
2. Create a vibrant, appealing destination with a strong sense of identity – consider welcome signs and signage for attractions, public art, pedestrianised malls, alfresco dining, markets, festivals and events, making use of views, etc.

Sample of community voices

"Kalamunda used to have a "village" like atmosphere or that of a small country town, that is disappearing. Newly built buildings are ugly and do not fit in with the character of Kalamunda."

"Kalamunda has lost its identity. It is no longer a forest in the Hills. Too much development and lack of environmental space. Too urbanised."

"Too many businesses are closed in the main Kalamunda area. This makes it depressing to walk down the Main Street. Adding cars to the mall area is only going to make this worse."

"The City of Kalamunda has been making changes to the town that are resulting in loss of the area's character and identity. For example, the mall was a valuable area where people could sit with a drink, enjoy the markets etc. I am very disappointed that this area has been turned into a road when it could have been upgraded to enhance the outdoor appeal of the area, thus enhancing the character and identity of Kalamunda."

"There appears to be very little direction in the planning; no cohesiveness, and very little done to add beauty and character nor retain rustic charm. We have an outstanding location, yet there is nowhere to sit, have a coffee or a drink and enjoy the view."

"Removing pedestrianised roads is old fashioned and took away the lovely feeling going into town had. The markets were iconic and now crammed into a library car park that creates mayhem and is dangerous with people and children crossing a main road haphazardly."

"The town doesn't make good use of its city views. There are no good venues in the main areas of town that are attractive to hang out at and sell the "bush" lifestyle combined with city views."

"There is a distinct lack of signage within Kalamunda or along Canning Road identifying all of the attractions in the Bickley Valley, including Carmel and Pickering Brook."

"Creating character through streetscapes, entrance signage and public art could help to create an identity where the community feel they belong and proud to call home. The City should focus more on our green and leafy character that differentiates us from the rest of Perth."

"Create a monthly local produce sale day in Bickley valley with food, vegetables, wine etc. as a food festival, secure local musical groups to entertain."

Community Driven Actions

1. Beautify streetscapes – plant more trees, shrubs and plants, preferably natives.
2. Plant avenues of trees to create shade canopies.
3. Improve verge maintenance – regular tree pruning, weed removal, grass cutting, etc.
4. More street cleaning – regular rubbish removal and street sweeping.
5. Protect existing trees. Avoid removal for new developments.

Sample of community voices

“Keeping verges clean of high grass, rubbish and trolleys and planting more trees on residential verges to keep the feel of being in the country.”

“Maintaining the verge grass that is technically the Council’s property would be great to minimise the fire risks. Also, dealing with the dead/dying trees on the verge/walkways. They are a fall hazard. Make sure no more trees are removed, and verges are neat.”

“I’m actually sick of complaining about the verges and streetscapes in the city of Kalamunda. They are a disgrace and nothing changes. Not enough money is spent on slashing weeds, wild oats etc. Weeds growing up through gravel. Owners not maintaining their front verges. If the City of Belmont can keep their verges clean and tidy, why can’t Kalamunda. I’ve had interstate guests who stay with me comment about our dirty suburb. Go for a drive through Parkerville and Stoneville and you will see the difference. Spend more of our rates money on verges!”

“Retain trees, plant trees, plant & mulch verges properly, encourage residents and assist residents to look after verges, sweep footpaths and kerbs regularly. The hills is a unique place to live but it’s a mess at times. Encourage tourists yes, but the first thing they see coming here shouldn’t be many years of weeds.”

“The tidying up and streetscape appeal by Council has slacked off over the years, and the continual prompt for residents to do it on their own is disappointing. Seeing cracked, pot-holed roads, weeds growing out of the drains and road-kerbs is unnecessary and would be avoided if more regular street cleaning and attention was provided.”

“Planting trees to increase tree canopy to balance loss due to urban densification. Lack of street trees indicative that Council does not consider streetscapes to be important.”

“Stop planting high maintenance ficus trees. Concentrate on natives. Improve suburban streetscape plantings.”

“We need street trees in the town of Kalamunda to provide shade and improve the streetscape. Trees need to be replaced when they are removed or die in the City of Kalamunda. If there is not room for trees, large bushes- natives preferably could be used.”

Community Driven Actions

1. Improve maintenance of footpaths – keep tidy, even, and clear of overgrown trees, plants and debris.
2. Improve safety and connectivity with a more extensive, better quality network of footpaths and cycleways.

Sample of community voices

“Sometimes there are footpaths that reach a very uneven state before they are repaired. There are also some very overgrown and weedy walkways in the area.”

“Many areas need extra sweeping to combat the leaf litter and ensure the paths are clear for people even walking side by side. Even worse when sharing a path with cyclists.”

“It would be nice to have more footpaths to connect Kalamunda. However, most of the footpaths are damaged due to growing tree roots.”

“We live in a tourism area, but visitors and residents are unable to walk safely from each venue on the roads as there are no footpaths.”

“I am an avid walker and having to walk across streets to get to footpaths that stop halfway and start on the other side is crazy. I have to cross Kalamunda Rd twice, Gooseberry Hill three times, and there is no form of path down Welshpool Road or out to Pickering Brook.”

“At the moment there are gaps in our cycling paths. Users still have to negotiate road traffic to link Kalamunda to the new Maida Vale/ Forrestfield cycling track. A link to the new train station would be great to encourage people to cycle and use public transport.”

“Cycling has increased in popularity in the hills, and I would like to see better segregation of cars and cyclists. As well as new footpaths for the kids to ride on where there are some missing within 1km of the schools.”

“Provision of cycling paths so cyclists don't have to ride on the roads particularly the busier access roads e.g., Canning Road, Lesmurdie Road, Welshpool Road, Kalamunda Road, Hawtin Road etc.”

“Kalamunda as a city is a destination for bikers and, yet there are few real dedicated cycle paths if any - with consequential risk to one and all it needs to invest in the further development of such paths (look at Holland) as it will bring in larger numbers and further support local businesses.”

Community Driven Actions

1. Provide more events and places for under 18s to meet and socialise in a safe environment.
2. Extend the range of youth activities - skate parks, water parks, go-karts, laser tag, basketball courts, library services etc.
3. Advocate for improved public transport services for youth.
4. Advocate for improved access to youth mental health services and facilities.

Sample of community voices

“Providing activities for the youth in the area keeps them busy and reduces the chances of them getting into mischief. Even plenty of 'hangout' spots helps. So many people seem to have a negative opinion of our youth, but they are an important part of the community who should be catered for too.”

“An equipped youth hangout centre, staffed, and with a mentor system in place would be of great value within Kalamunda. This coupled with great public transport to get them there, and open one late night a week would give a sense of belonging, and someone to chat to.”

“Maybe a cinema for the youth as there is nothing for them other than sport.”

“We need a much bigger skate park. A new scout hall would be great with shared access for youth services/drop in cafe/ pool tables. Rollerama was such a great place for youth to meet.”

“Create more things and interesting things, i.e., young festivals with young people, music or bring back the movie nights and food trucks etc., so they can have things to do in the area to stop them doing bad things from boredom, like graffiti, stealing and general abuse.”

“More activities for the youth to engage in our district as Kalamunda and the surrounding area can be isolating for kids as the transport servicing this area is poor.”

“Youth services are needed. There is nothing for youth to do. They just want to escape to Midland Gate or Carousel. Lack of decent transport means parents are constantly on the road cultivating more dependency with our kids.”

“Mental health services... as with most of WA need to improve. Young people need to access services without having to travel. Travelling often results in lost school time.”

“Activities for teenagers, hubs for teenagers, mental health facilities for teenager/early 20's. Job/employment facilitation centre.”

Community Driven Actions

1. Fast-track approvals for seniors' housing and care – such as aged care facilities and retirement villages.
2. Provide improved home care services and assistance to enable seniors to live at home for longer.
3. Improve seniors' facilities – upgrade Jack Healy Centre, provide a larger hall for seniors' activities, provide a heated pool, etc.
4. Provide a greater range of activities for seniors to socialise and connect – over 55 exercise classes, Men's Shed, Women's Shed, promote volunteering activities, etc.
5. Ensure footpaths are well maintained and safe for seniors to use with mobility scooters and wheelchairs.

Sample of community voices

"Aged care is long overdue and desperate."

"Actually build an aged care facility to address all levels of care for the ageing population within a foreseeable time frame (not in 5-10 years) with the location in the hills not bottom of hill."

"Accelerating the construction of the seniors complex on the corner of Canning and Pomeroy Roads. Encouraging Seniors to stay in their homes for as long as possible. Continuing to promote Entertainment for Seniors in the Performing Arts Theatre."

"Extra help to keep older people in their homes, nursing homes are not an option for most seniors."

"I know that a new retirement village is in the planning I hope it is not delayed by red tape."

"Encouraging seniors to stay in their homes for as long as possible."

"Somewhere people can go and meet other seniors, so they are not so isolated. Maybe a drop-in centre that offers multiple services."

"I was recently at the Jack Healy Centre and was surprised at how aged the interior of the building looked and the ambience didn't excite me to return."

"More over-55 community exercise classes including yoga, walking, cycling, etc. More community inclusion programs like volunteer work during community events, and environmental revegetation days. Help the elderly mix and feel part of the community. Programs to help the elderly obtain part-time paid work within the community. Encourage the Men's Sheds to include women. Anything to help the elderly be an inclusive and recognised part of our community."

"Checking all the footpaths so they are safe for a mobility scooter. This includes slopes to get on and off the footpaths."

"Many footpaths in [the] city centre [are] in poor condition. Concerning for seniors."

Community Driven Actions

1. Provide more and improved marketing and promotion of local events.
2. Extend the range of small community events to build local connections – such as multicultural events, outdoor cinema nights, BBQs in the park, etc.
3. Provide more large community events to showcase the unique character of Kalamunda and attract visitors – such as markets, music, arts awards and exhibitions, garden festivals, etc.

Sample of community voices

“Would be nice to have a more community events to go to, but better advertising is needed.”

“Not aware what’s happening, happened or going to happen. Much more inclusion and communication. Need a business savvy dedicated group to lead the way in planning and communication.”

“To promote better community engagement in smaller gatherings of a few blocks, for example, BBQ’s in the park. More localised community gatherings based on social interaction rather than purely entertainment.”

“There is so much untapped potential. Art awards. Exhibitions. Festival events that appeal to the broader community, not just niche audiences. We also have an Aboriginal name for our city and rich heritage and culture that extends back thousands of years - there’s another massive opportunity.”

“Kalamunda has a lovely market culture. This combined with attracting quality events and world- class performers will add to Kalamunda.”

“More interesting events to bring more people to the hills. Our monthly markets bring folk from such a wide area. Friends I know love coming to Kalamunda as they love wandering around the streets after the markets, finding little out of the way places. More events will bring more outsiders for local business.”

“Other than the open studio trail it’s not as visual as it could be. Artists bring an energy to areas and shining a light on the resident artists of Kalamunda would help modernise the place without destroying the quiet vibe.”

“[The] Garden festival is brilliant, let’s pick some stuff that not every other local council is doing and really double down on that.”

Community Driven Actions

1. Lobby State Government to protect remaining natural bushland and habitats for local fauna in the City of Kalamunda.
2. Protect Wattle Grove South's rural identity by opposing changes to land uses – retain as special rural.
3. Develop an effective approach to manage mosquitoes.

Sample of community voices

"Stop allowing development that destroys the natural environment. Planting trees does not compensate for the removal of mature trees and habitat for birds and animals."

"Need to more strongly protect bushland. Need to address issue of State planning laws that override Local Govt plans. This is often given as a reason from the City of Kalamunda that it does not have the power."

"Stop clearing tree canopy and destroying wildlife for urban development, especially when over 95% of the community are against it, and their own environmental studies say rare and endangered species will be affected. The Councillors do not support the community."

"Leave Wattle Grove South as special rural, stop the wholesale clearing of the remaining bush in the quest of development with no consideration for the natural environment."

"City of Kalamunda needs to listen to its ratepayers regarding rezoning Wattle Grove South from rural to urbanisation. The majority of ratepayers do not want our beautiful Wattle Grove rezoned giving developers [name removed] the ok to chop up the land and beautiful green trees, replacing it with roads and tiny blocks of land filled with housing. We do not want to be renamed Crystal Brook - we do not want our trees gone to be replaced with a sea of houses - we DO WANT Wattle Grove to retain this beautiful natural environment and animal/birds habitat that happily live here. No to urbanisation and rezoning Wattle Grove!"

"Unsure if anything can be done about mosquitoes – arrrghhh."

"Mosquito management. The amenity of housing areas is affected by mosquitoes. Many people can't use outdoor areas after dark. Put more effort into regular control and check peoples blocks for breeding sources."

"Mosquitoes in the Karri Court/Torwood Drive area is shocking day or night. We cannot go outside without Aeroguard. Drains or creek need to be cleaned more often."

Kalamunda Cares and Interacts

Looking after our people and providing the community with opportunities for social and cultural enjoyment

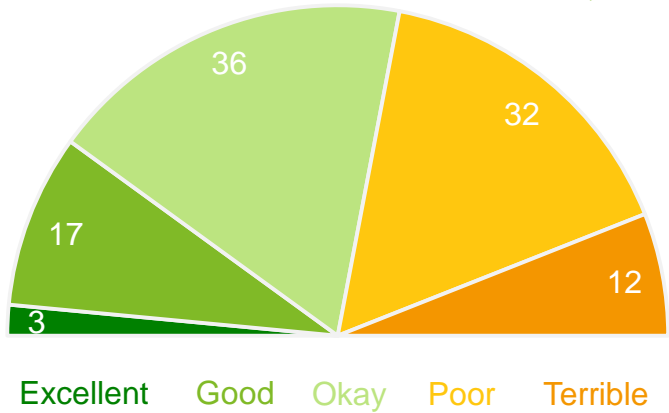
Youth services and facilities

Performance ratings

% of respondents

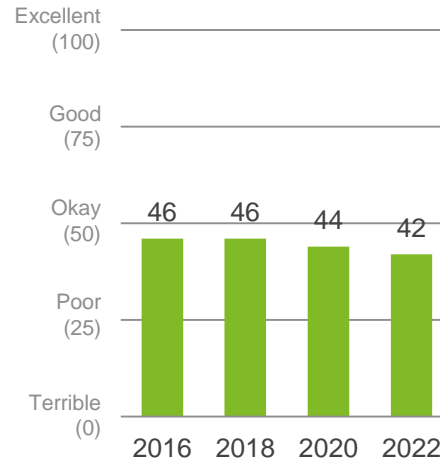
56%
Positive rating*

42
Performance Index Score
(out of 100)



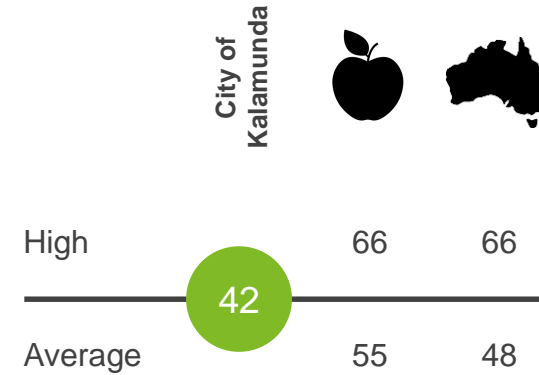
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
42	43	28	47	37	46	47	37	37	41	43	38	47	34	58	56	31	66	36	34	43	47	41

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

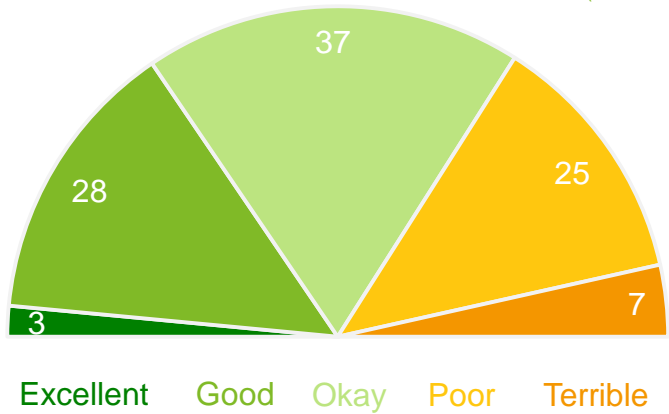
Base: All respondents, excludes 'unsure' and 'no response' (n = 360). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Family and children's services and facilities

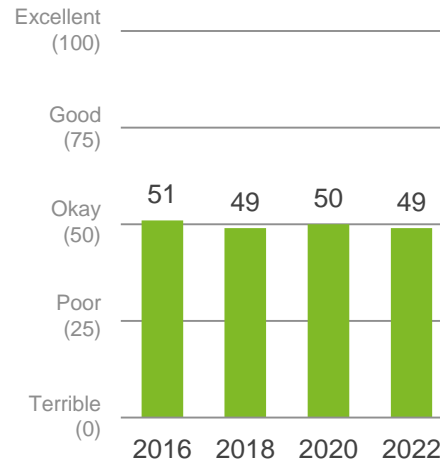
Performance ratings

% of respondents



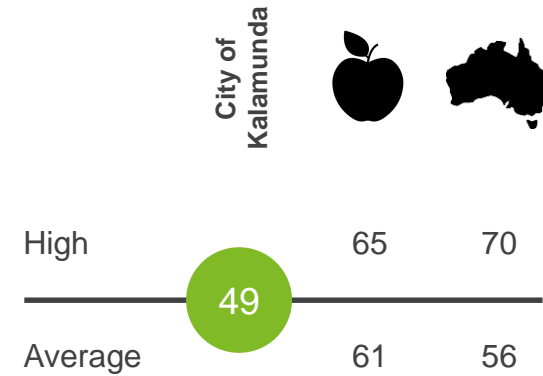
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
49	49	39	50	47	48	52	46	47	51	51	45	51	46	55	62	38	70	45	37	52	47	46

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

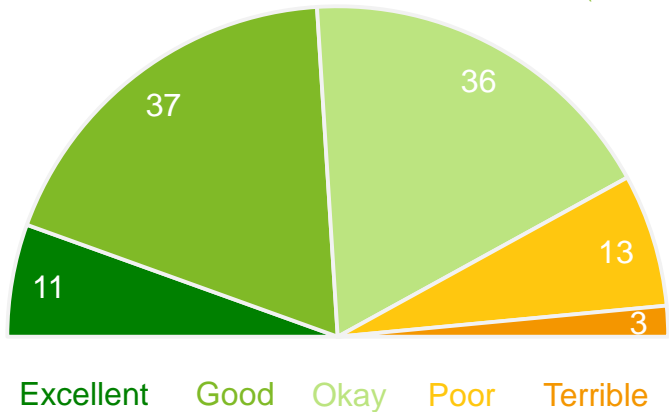
Base: All respondents, excludes 'unsure' and 'no response' (n = 422). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Seniors' care, services and facilities

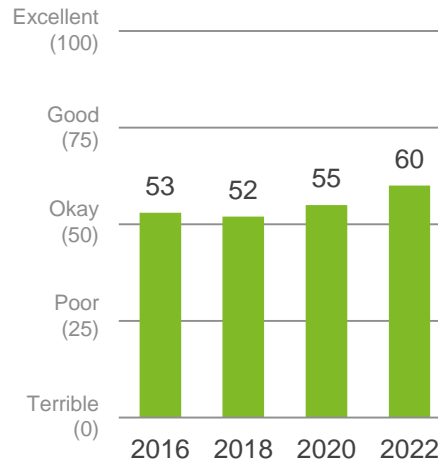
Performance ratings

% of respondents



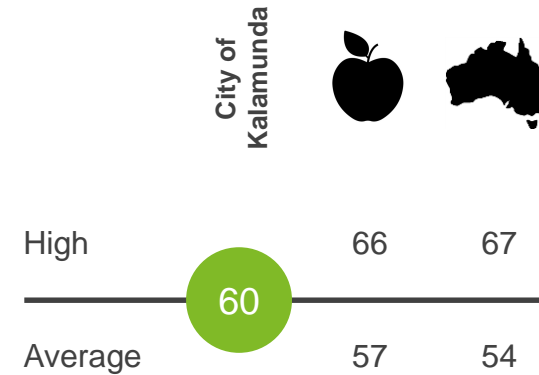
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
60	59	72	63	58	59	69	61	62	61	76	60	53	53	63	65	55	67	65	62	59	50	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 370). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

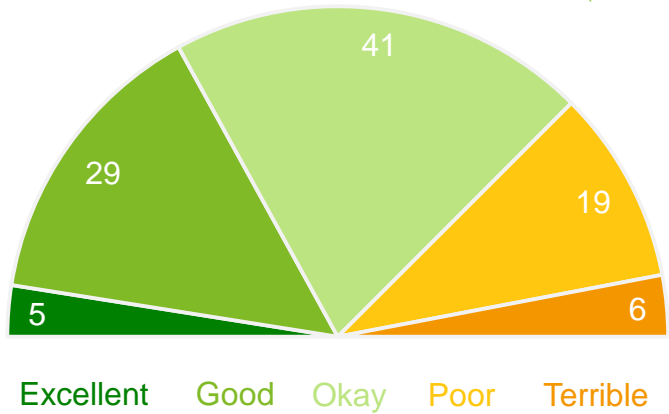
Disability access and inclusion

Performance ratings

% of respondents

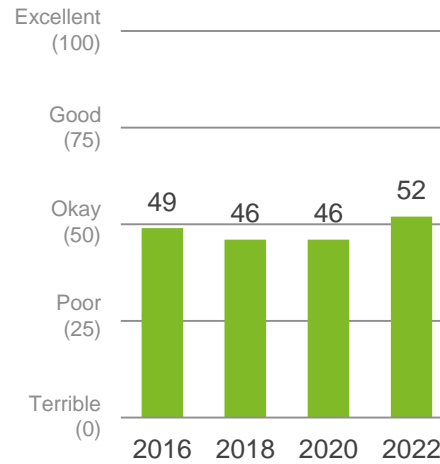
75%
Positive rating*

52
Performance Index Score
(out of 100)



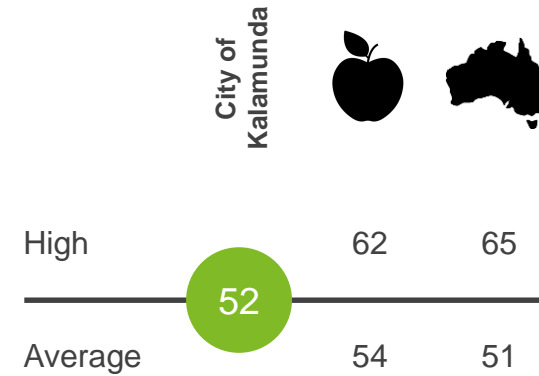
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
52	51	54	57	46	52	60	46	47	52	57	50	49	33	66	58	53	65	51	54	54	49	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 344). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

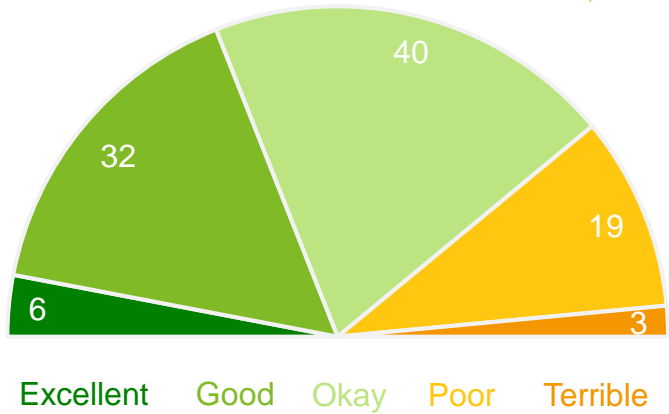
Community buildings, halls and toilets

Performance ratings

% of respondents

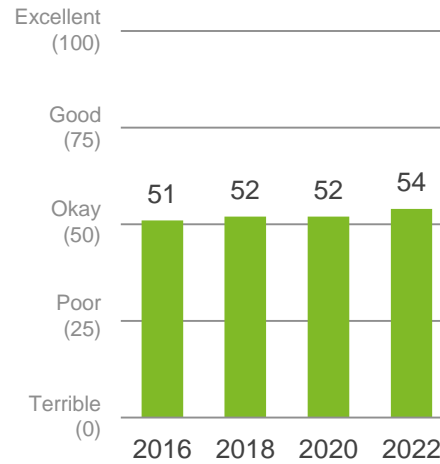
78%
Positive rating*

54
Performance Index Score
(out of 100)



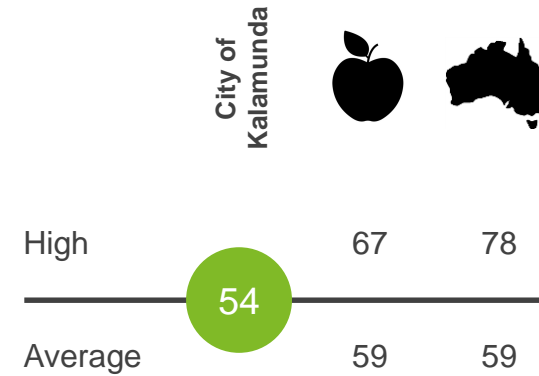
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
54	55	44	52	56	55	57	53	48	57	51	54	57	46	62	59	53	78	54	49	60	53	59

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

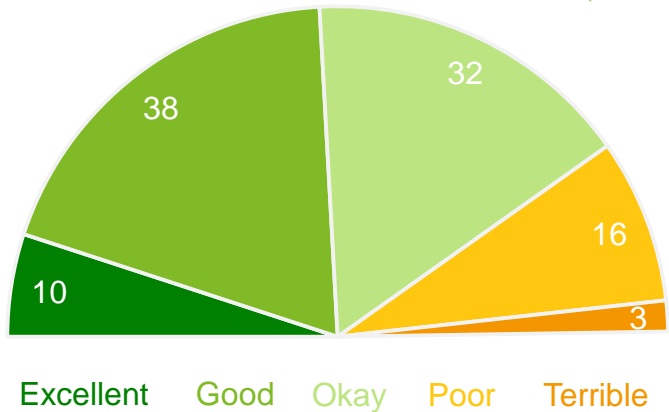
Base: All respondents, excludes 'unsure' and 'no response' (n = 562). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Sport and recreation facilities and services

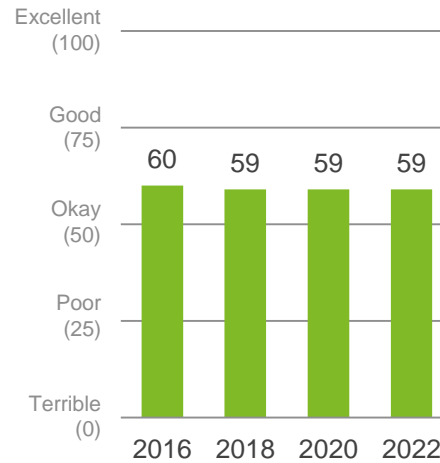
Performance ratings

% of respondents



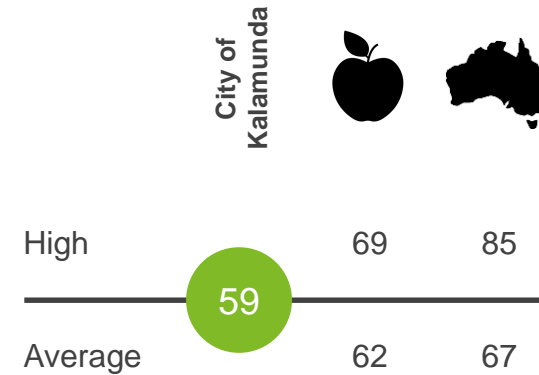
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
59	59	58	61	58	63	63	53	49	58	59	55	64	47	50	65	54	85	59	59	60	60	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 577). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

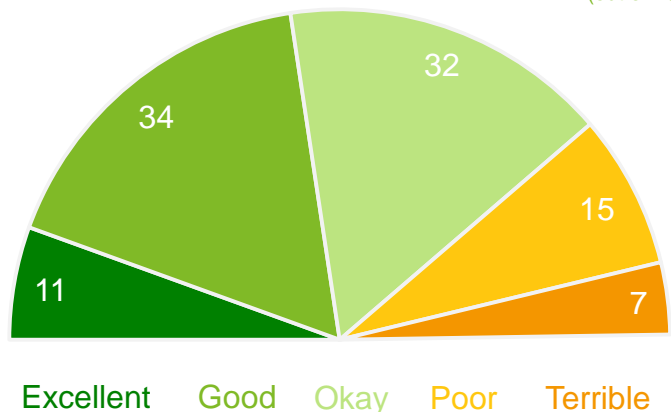
Playgrounds, parks, reserves and ovals

Performance ratings

% of respondents

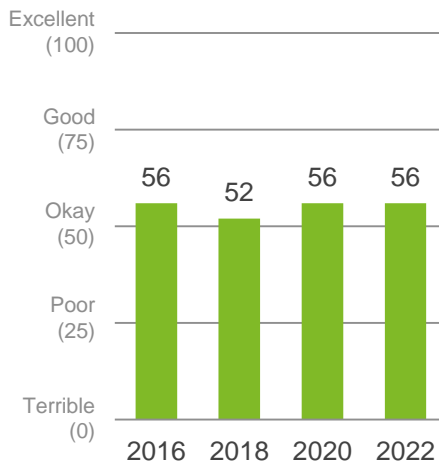
77%
Positive rating*

56
Performance Index Score
(out of 100)



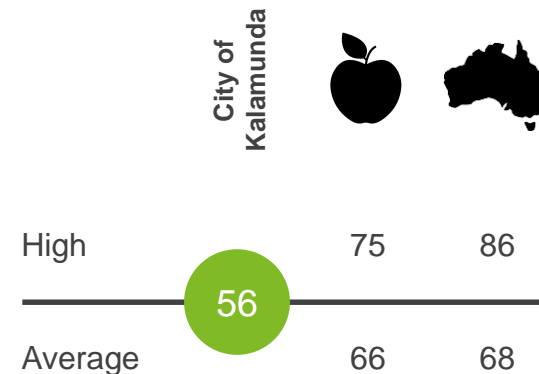
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
56	56	59	59	55	59	57	49	51	60	54	52	62	60	66	60	51	86	53	48	60	63	56

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

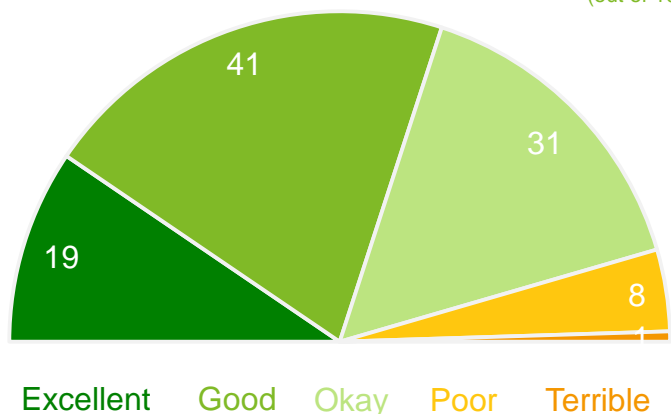
Base: All respondents, excludes 'unsure' and 'no response' (n = 624). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Library and information services

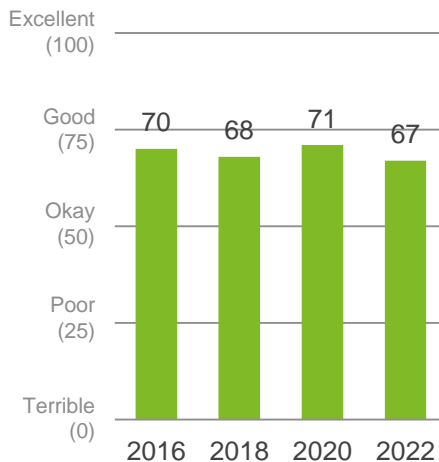
Performance ratings

% of respondents



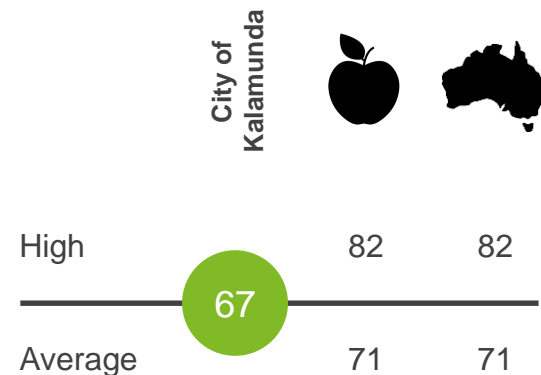
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
67	67	70	66	69	67	69	69	66	68	64	66	71	75	60	58	73	82	71	68	74	68	65

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

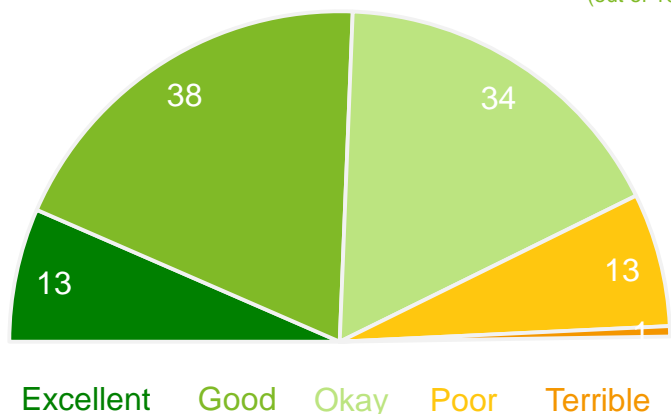
Base: All respondents, excludes 'unsure' and 'no response' (n = 551). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Festivals, events, art and culture

Performance ratings

% of respondents



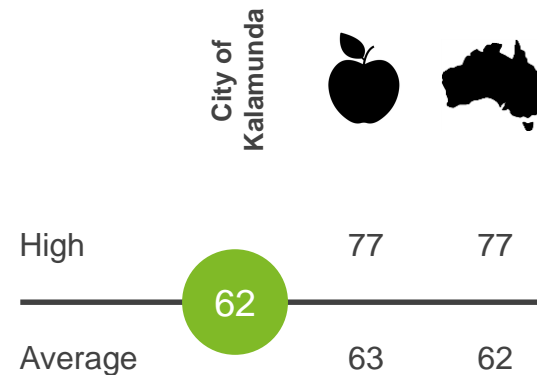
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
62	62	60	61	64	61	65	63	64	68	60	62	64	65	59	56	64	77	69	62	69	62	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 580). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

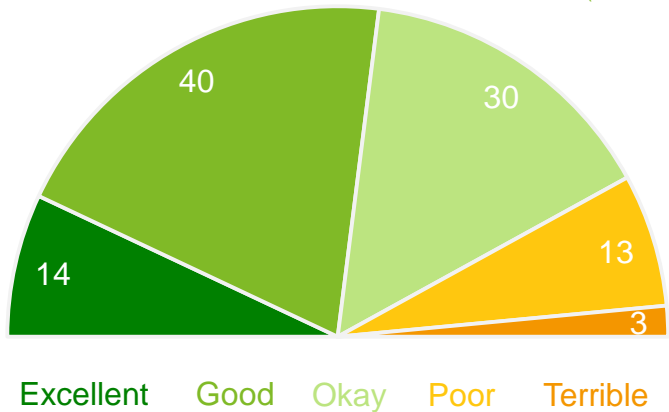
How local history and heritage is preserved and promoted

Performance ratings

% of respondents

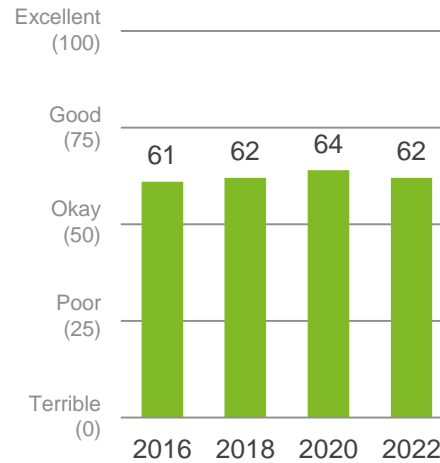
84%
Positive rating*

62
Performance Index Score
(out of 100)



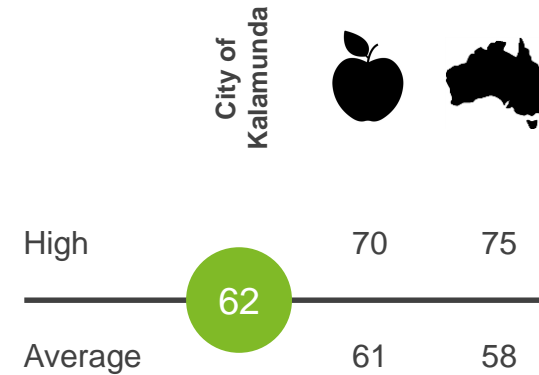
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
62	62	58	62	63	62	70	58	55	63	63	62	61	47	67	63	62	75	64	63	69	54	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 547). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

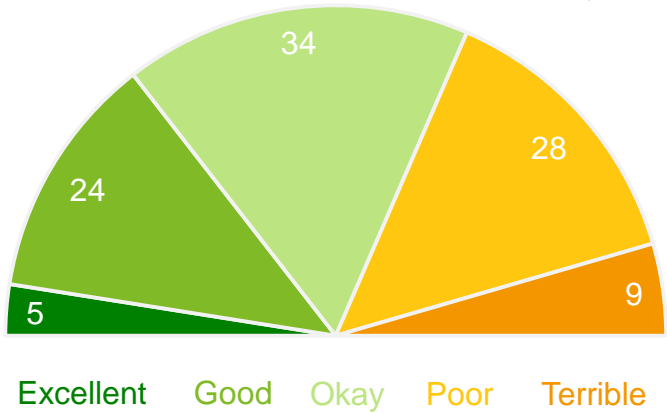
Community safety and crime prevention

Performance ratings

% of respondents

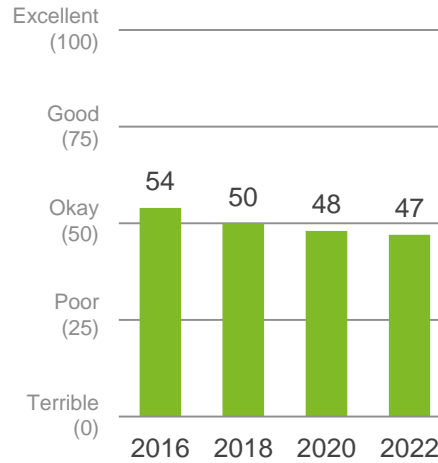
63%
Positive rating*

47
Performance Index Score
(out of 100)



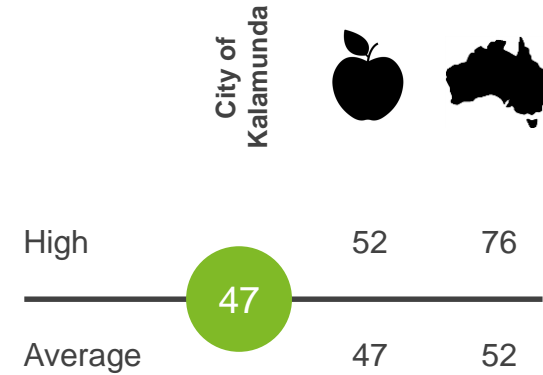
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
47	47	52	50	44	46	51	44	40	50	55	44	45	31	69	44	44	76	50	48	57	43	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 547). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

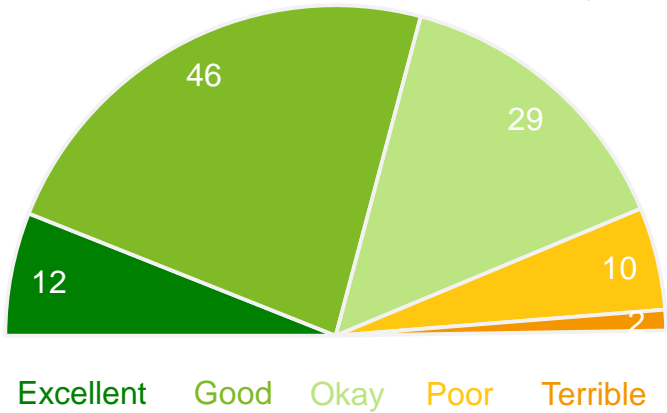
Graffiti removal services

Performance ratings

% of respondents

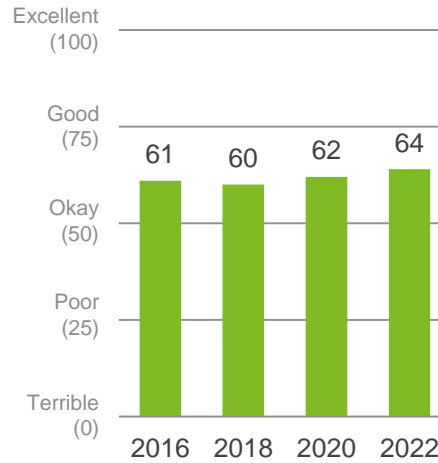
87%
Positive rating*

64
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
64	64	60	67	61	60	71	64	62	67	70	64	60	62	78	63	68	64	66	67	61	60	64

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

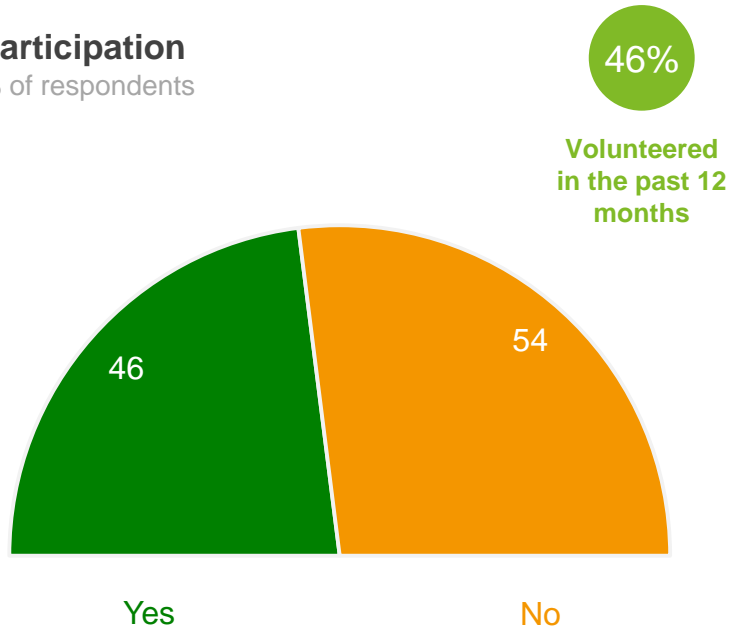
Base: All respondents, excludes 'unsure' and 'no response' (n = 430). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Participation in unpaid voluntary work

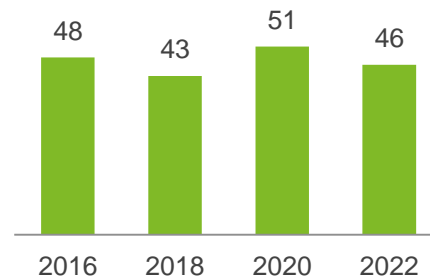
Participation

% of respondents



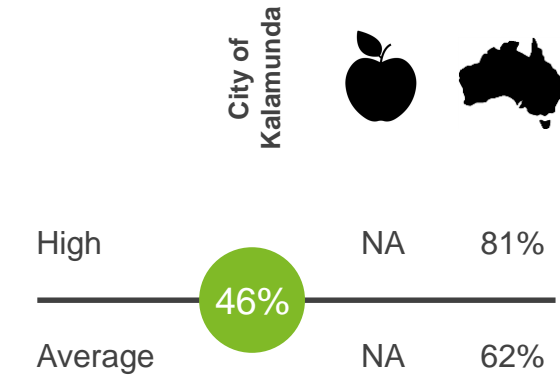
Trend Analysis

% yes



MARKYT Industry Standards

% yes



Variations across the community

% yes

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
46	44	67	41	50	44	34	54	56	60	29	54	50	55	33	28	65	36	54	53	47	48	56

Q. Over the past 12 months, have you done any unpaid voluntary work? This includes welfare work, coaching, involvement in committees, etc.

Base: All respondents, excludes 'unsure' and 'no response' (n = 569).

Kalamunda Clean and Green

Delivering environmental sustainability and
maintaining the integrity of the natural environment.

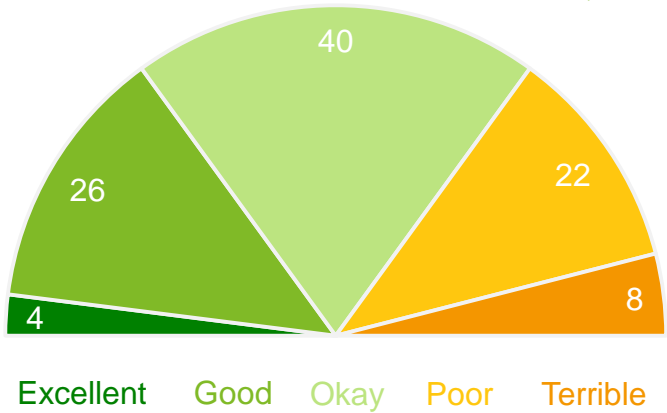
Efforts to promote and adopt sustainable practices

Performance ratings

% of respondents

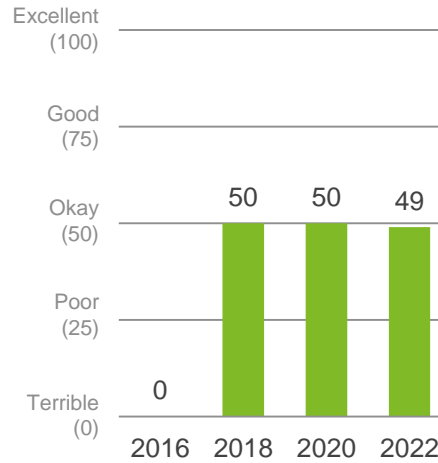
70%
Positive rating*

49
Performance Index Score
(out of 100)



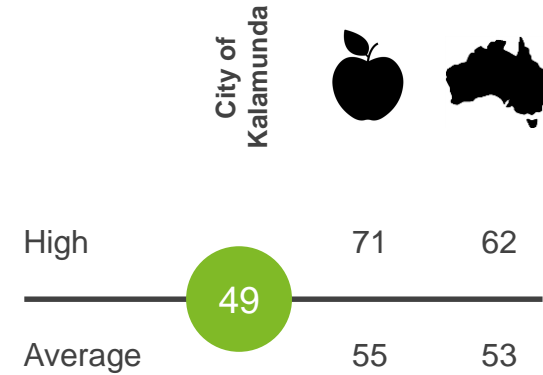
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
49	50	38	52	46	46	57	47	50	52	46	49	51	47	65	50	49	62	49	45	52	41	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 498). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

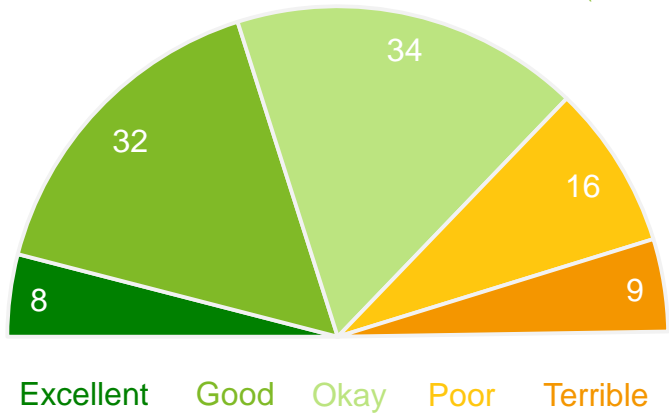
Conservation and environmental management

Performance ratings

% of respondents

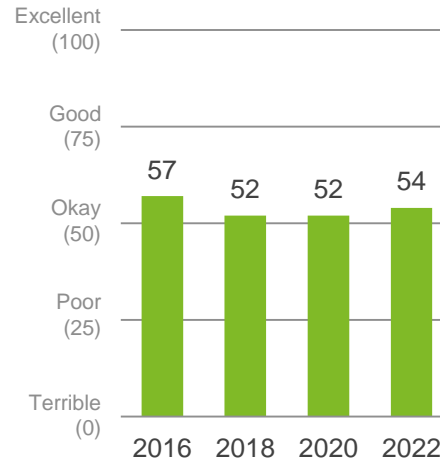
74%
Positive rating*

54
Performance Index Score
(out of 100)



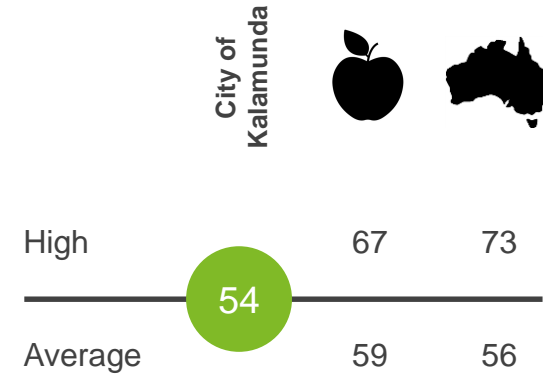
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
54	54	44	56	52	49	61	57	58	58	52	57	52	54	69	55	55	73	53	50	59	45	56

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

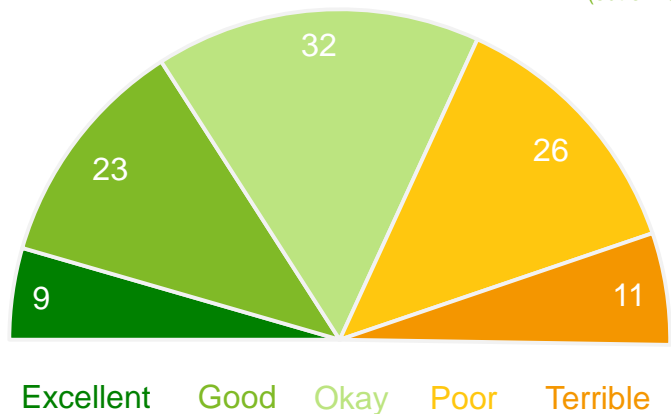
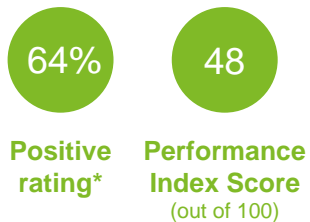
Base: All respondents, excludes 'unsure' and 'no response' (n = 519). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Streetscapes, trees and verges

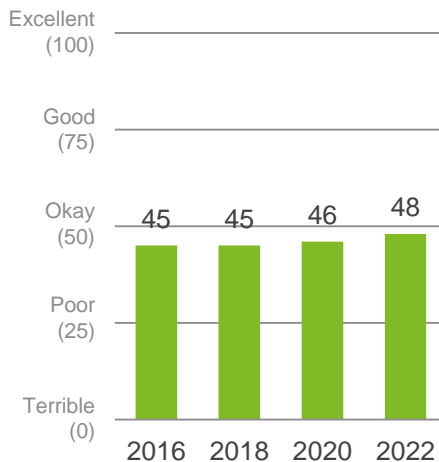
Performance ratings

% of respondents



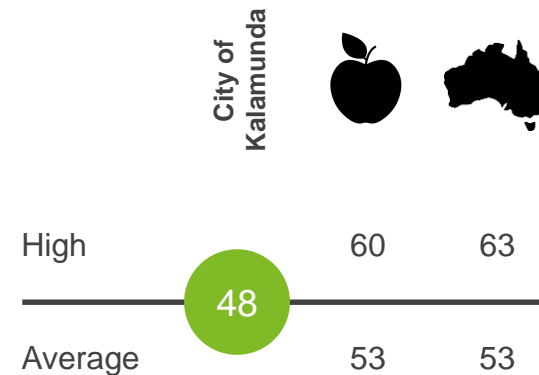
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
48	48	51	51	46	45	62	47	42	48	52	47	46	34	65	51	44	63	51	46	58	45	45

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

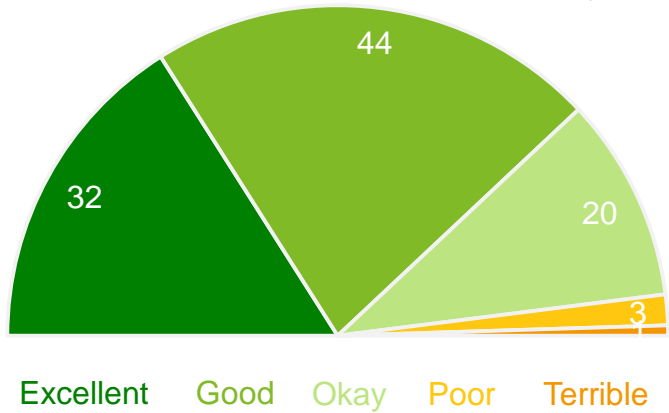
Base: All respondents, excludes 'unsure' and 'no response' (n = 618). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Weekly rubbish collections

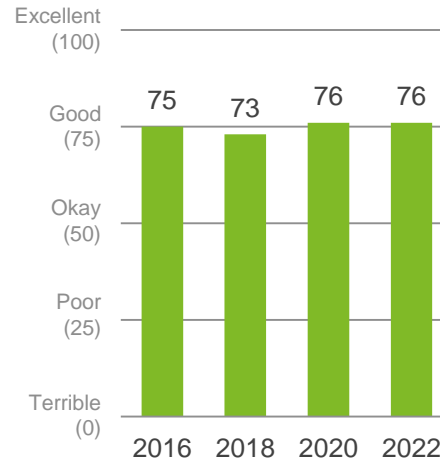
Performance ratings

% of respondents



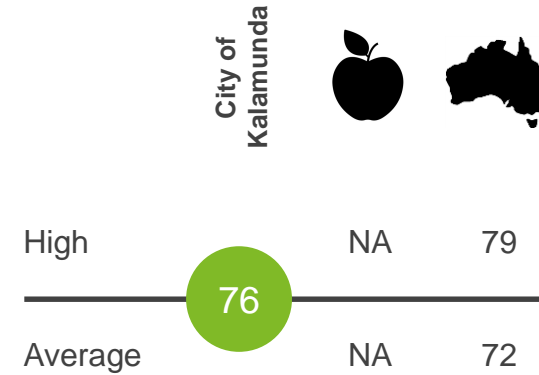
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
76	76	73	77	75	75	78	73	71	76	77	74	76	76	73	73	76	79	73	77	80	76	73

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

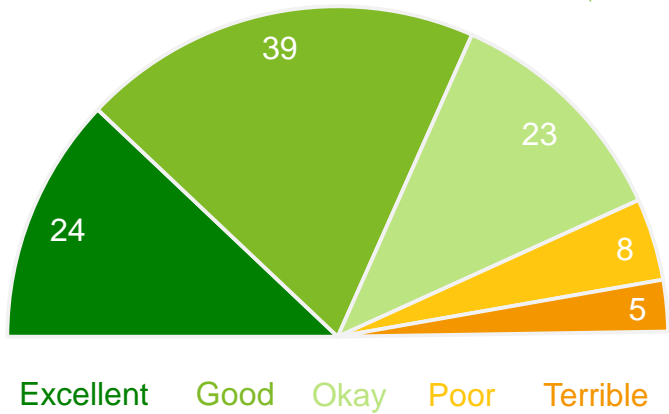
Base: All respondents, excludes 'unsure' and 'no response' (n = 614). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Recycling collections

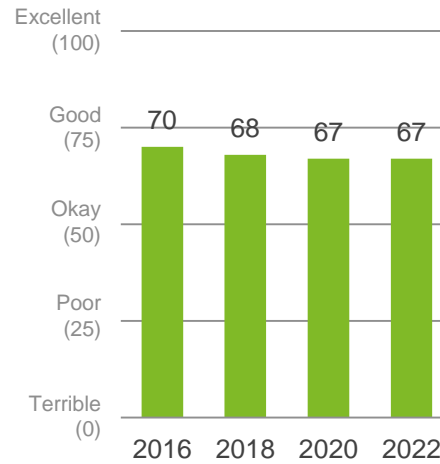
Performance ratings

% of respondents



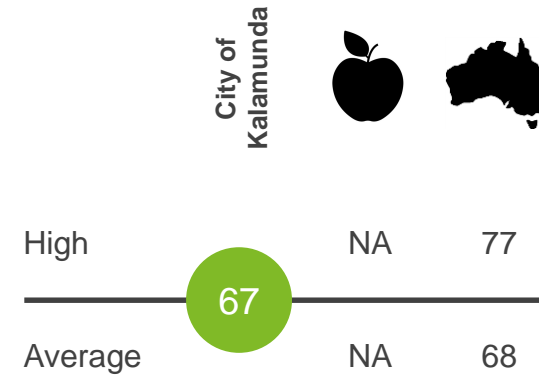
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
67	68	56	68	68	66	74	69	66	65	65	67	70	67	66	65	65	77	66	63	73	72	72

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

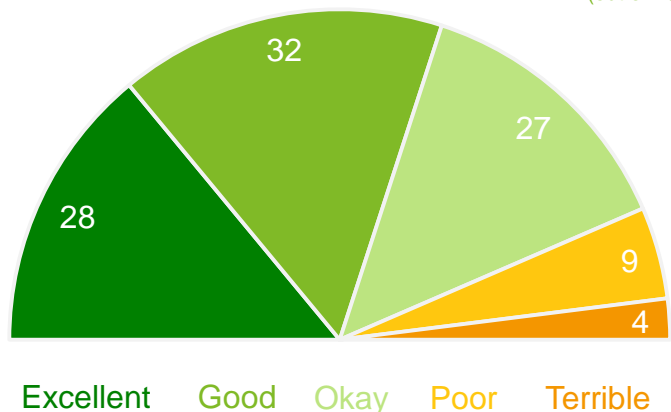
Base: All respondents, excludes 'unsure' and 'no response' (n = 601). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Bulk rubbish collections (skip bin)

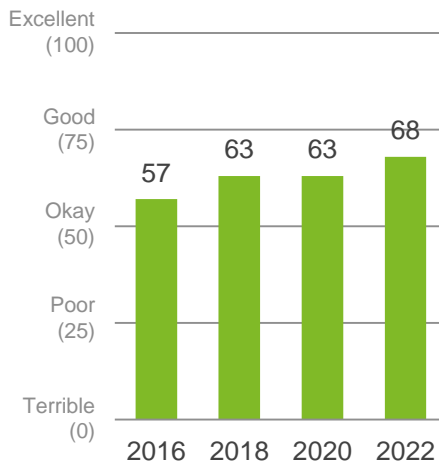
Performance ratings

% of respondents



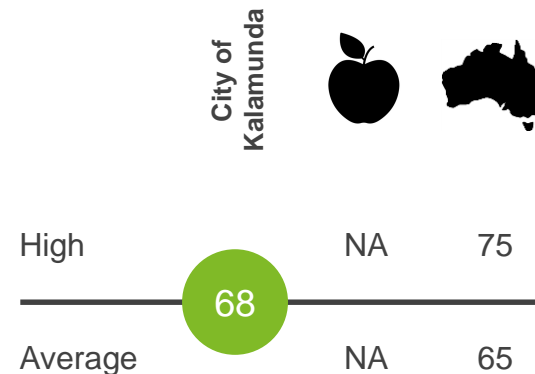
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
68	69	54	68	67	66	76	69	67	63	69	65	69	70	62	63	65	75	72	66	70	66	68

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 583). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

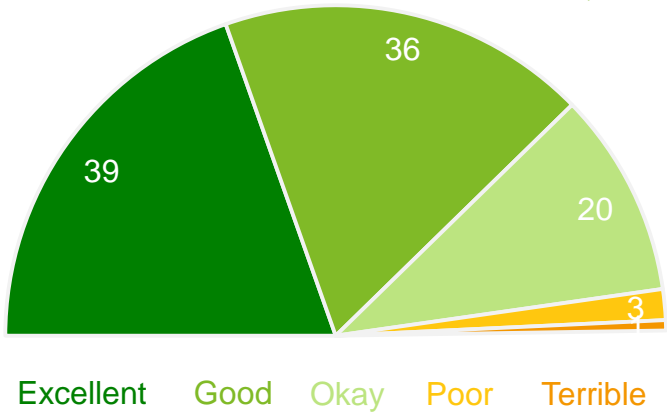
Walliston Transfer Station

Performance ratings

% of respondents

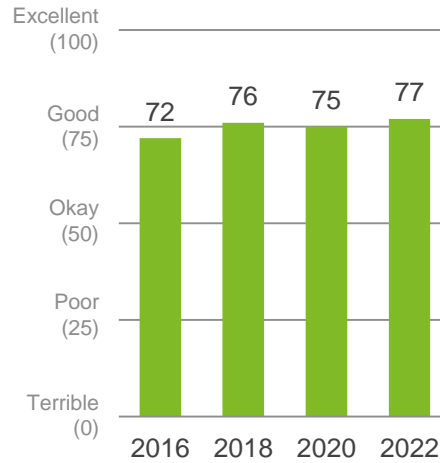
95%
Positive rating*

77
Performance Index Score
(out of 100)



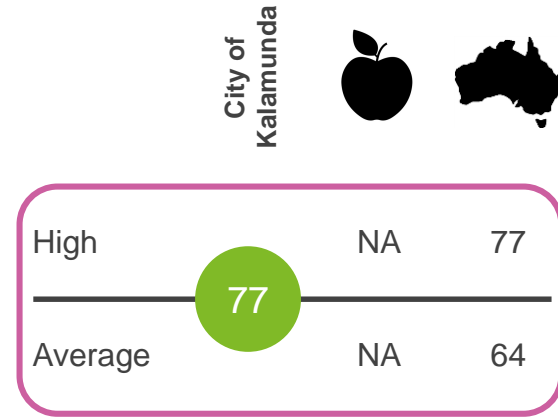
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
77	78	69	78	77	77	82	76	74	77	79	74	80	74	69	76	79	77	79	81	81	70	81

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 532). * Positive Rating = excellent, good + okay

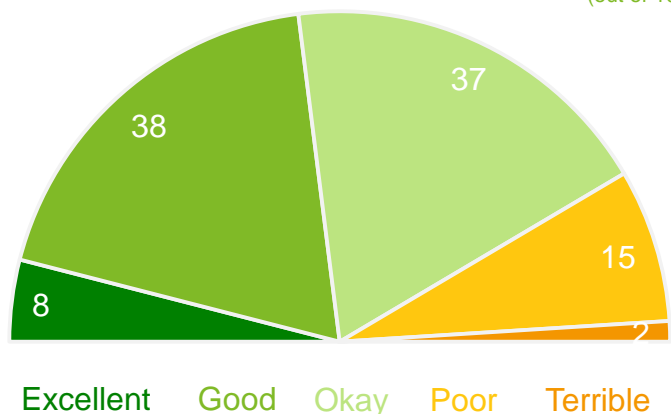
Small base size (<30 respondents)

Natural disaster management

(education, prevention and relief for fire, floods etc)

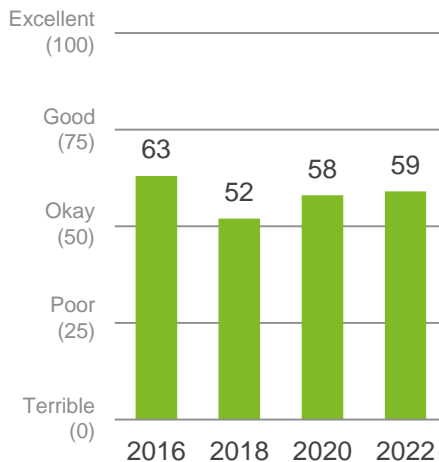
Performance ratings

% of respondents



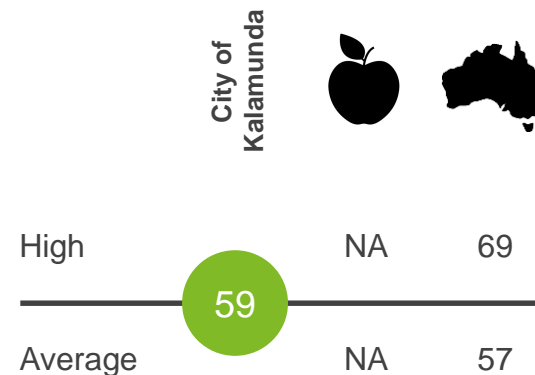
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
59	58	64	58	59	57	68	57	55	60	63	56	58	59	67	53	54	69	60	60	69	47	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 378). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Storm water drainage

Performance ratings

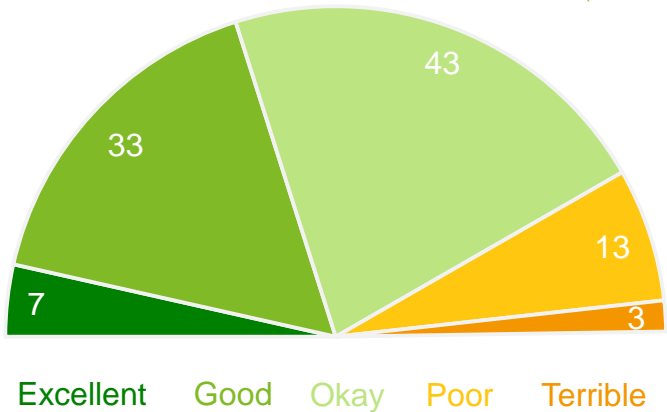
% of respondents

83%

Positive rating*

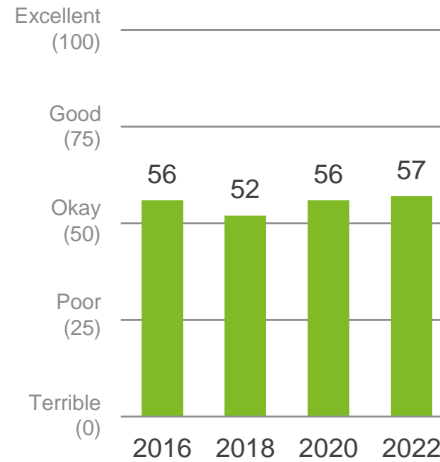
57

Performance Index Score (out of 100)



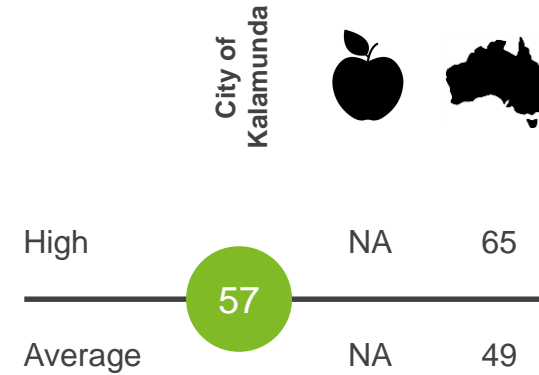
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
57	57	60	61	54	54	66	60	54	54	65	53	56	55	60	60	53	65	57	55	59	54	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 554). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

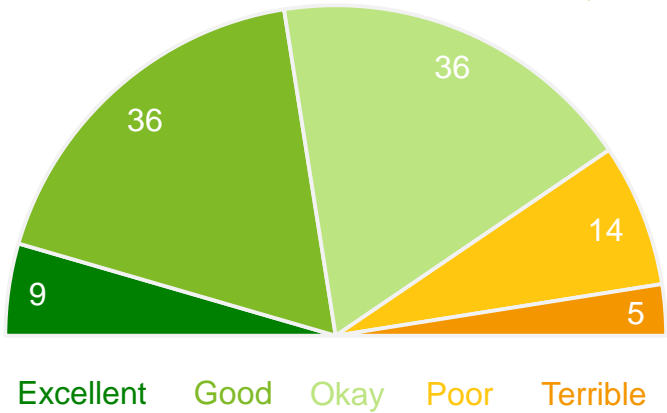
Animal management (dogs and cats)

Performance ratings

% of respondents

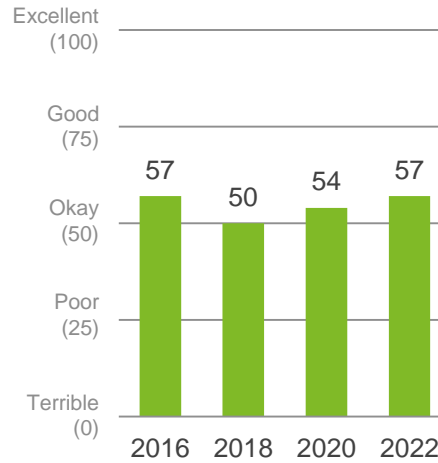
81%
Positive rating*

57
Performance Index Score
(out of 100)



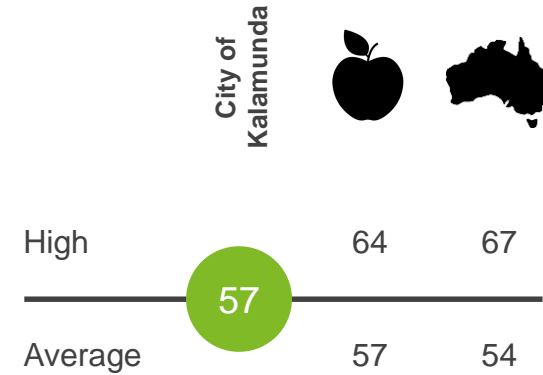
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
57	57	55	56	58	55	74	54	50	56	61	55	56	46	70	60	53	67	60	56	67	56	48

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

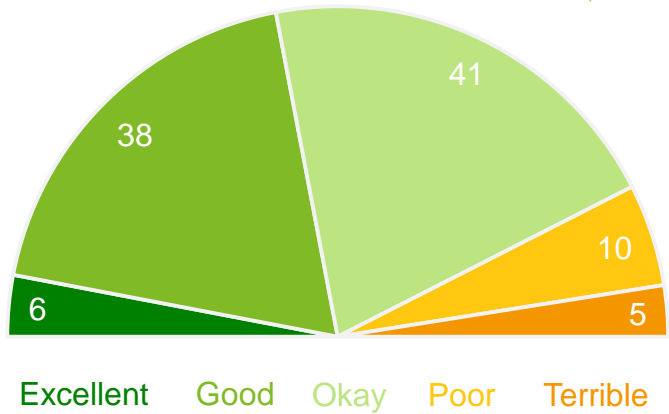
Base: All respondents, excludes 'unsure' and 'no response' (n = 482). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Management of food, health, noise and pollution issues

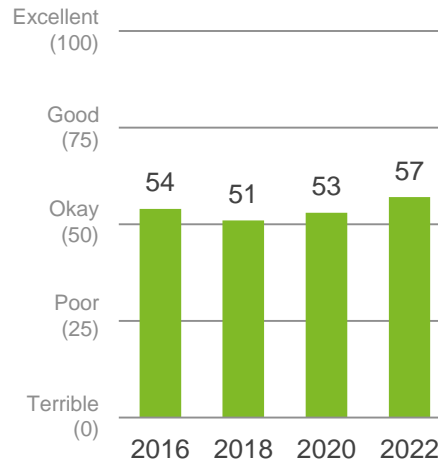
Performance ratings

% of respondents



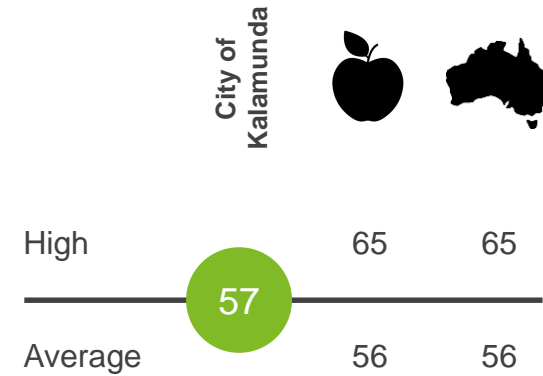
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
57	58	47	58	57	54	68	57	56	54	62	57	54	53	63	58	57	65	59	57	56	48	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 434). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

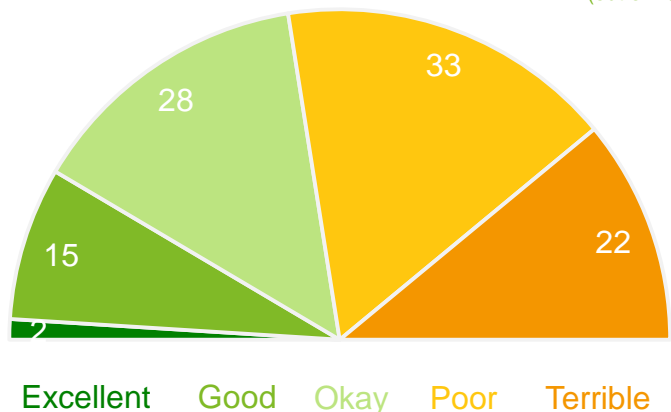
Kalamunda Develops

Using our land and assets diversely and effectively.
Supporting our local economy.

Economic development (what the City is doing to attract investors, attract and retain businesses, grow tourism and create more job opportunities)

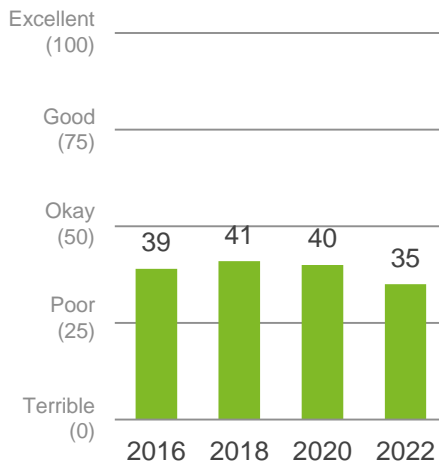
Performance ratings

% of respondents



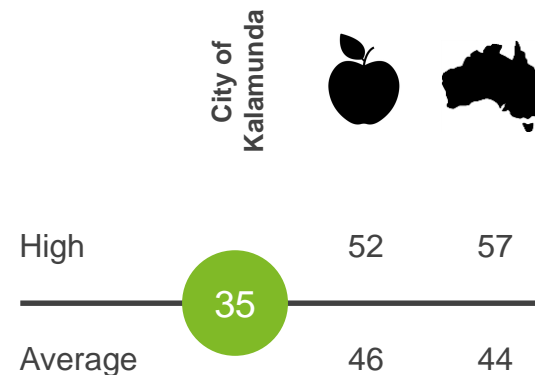
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
35	36	26	33	39	32	49	36	31	38	31	37	37	24	44	39	29	57	31	32	50	42	30

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

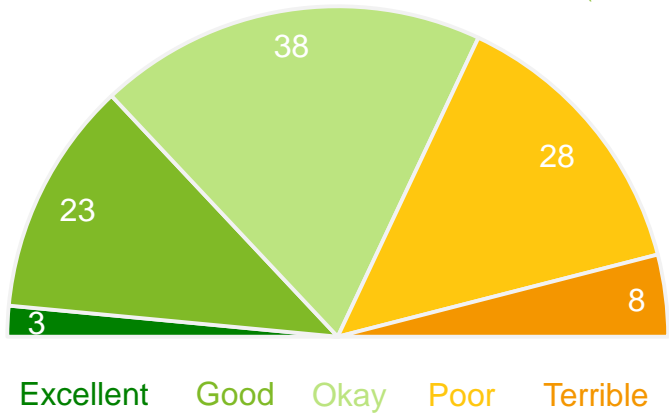
Base: All respondents, excludes 'unsure' and 'no response' (n = 442). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Access to education and training opportunities

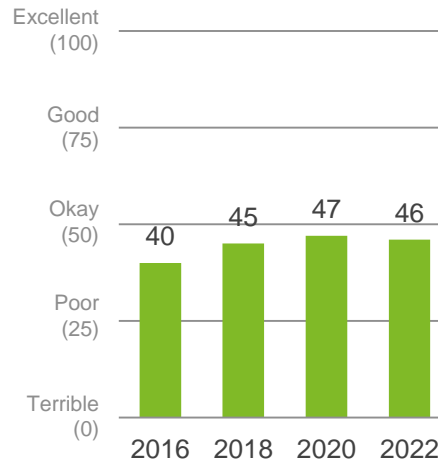
Performance ratings

% of respondents



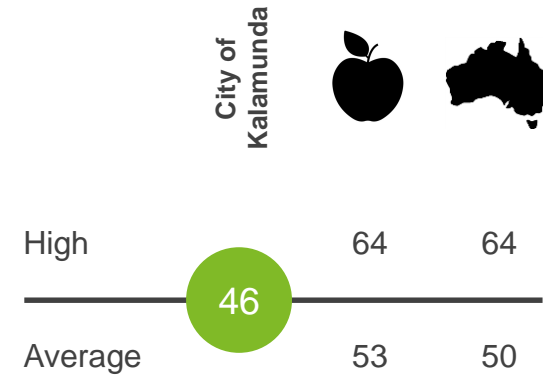
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
46	47	37	48	45	46	57	44	40	44	48	43	49	37	55	49	47	64	51	39	46	55	39

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 380). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

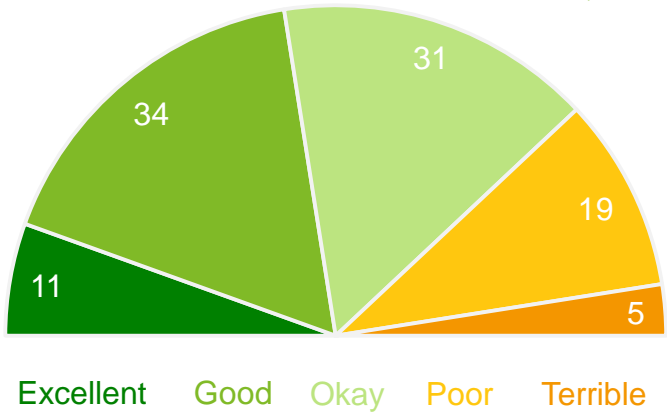
The area's character and identity

Performance ratings

% of respondents

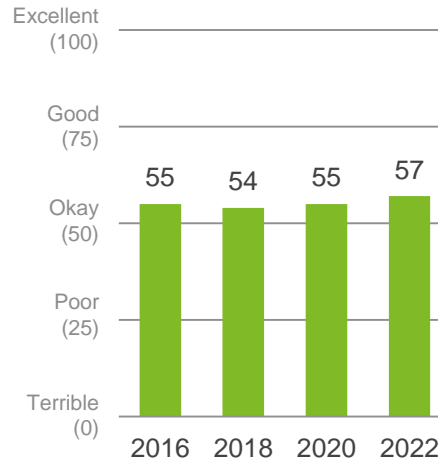
76%
Positive rating*

57
Performance Index Score
(out of 100)



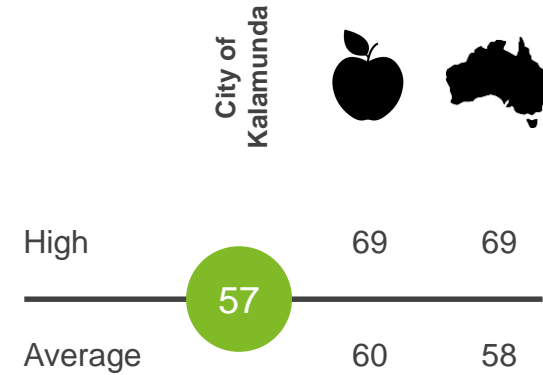
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
57	57	56	59	55	54	64	57	56	55	63	56	54	51	68	61	50	69	54	55	65	53	51

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

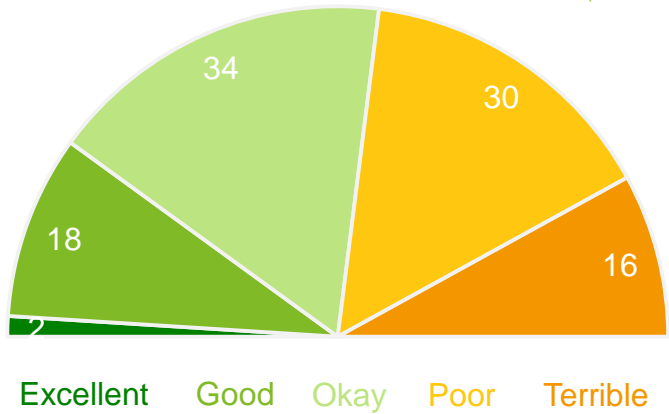
Base: All respondents, excludes 'unsure' and 'no response' (n = 592). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Planning and building approvals

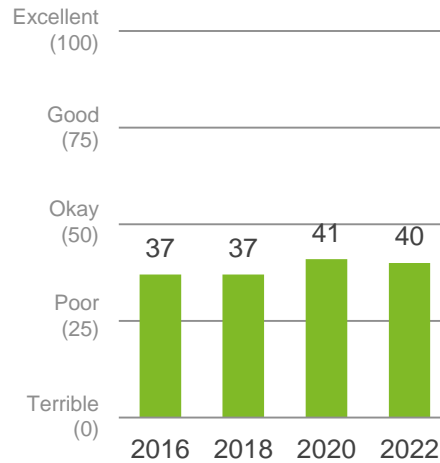
Performance ratings

% of respondents



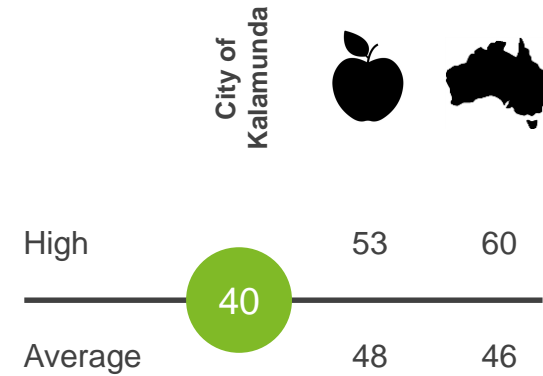
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
40	41	33	43	38	39	42	46	42	41	43	40	39	38	64	47	37	60	34	40	44	35	38

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 444). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

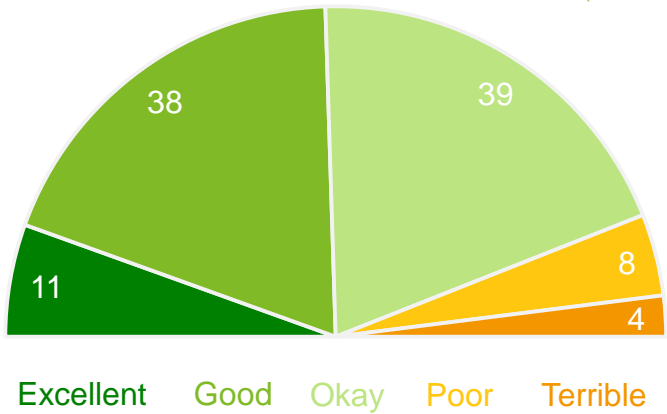
Access to housing that meets your needs

Performance ratings

% of respondents

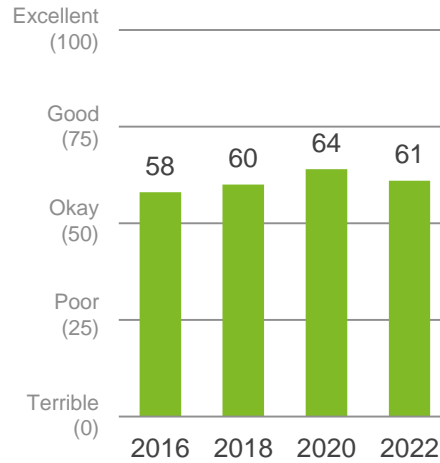
88%
Positive rating*

61
Performance Index Score
(out of 100)



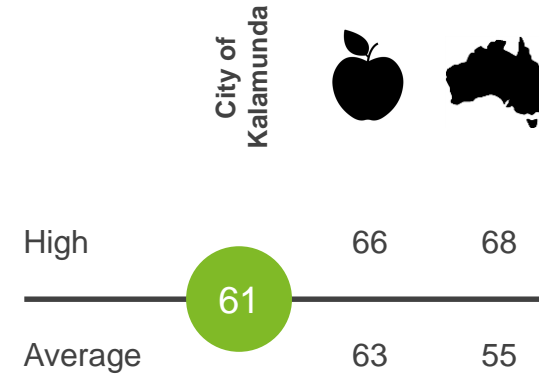
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
61	63	36	61	61	58	72	63	60	54	63	63	57	46	72	64	63	68	60	59	59	60	59

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

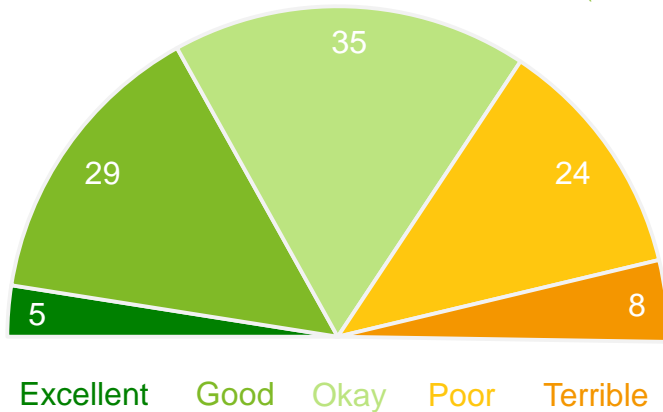
Base: All respondents, excludes 'unsure' and 'no response' (n = 459). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Footpaths and cycleways

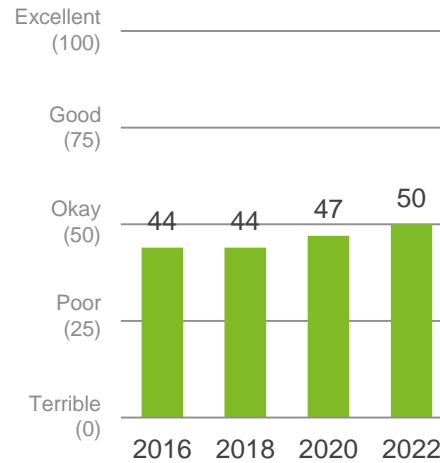
Performance ratings

% of respondents



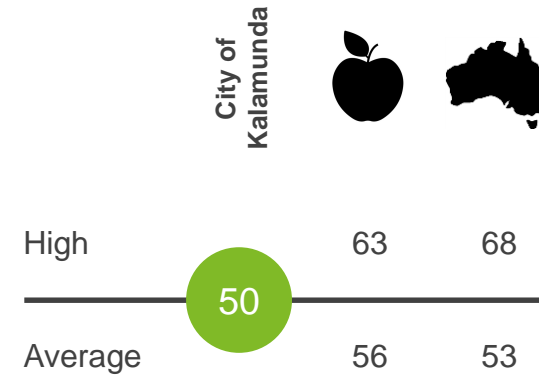
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
50	49	56	51	49	49	56	47	44	48	56	46	49	37	61	54	40	68	52	50	52	51	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 606). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

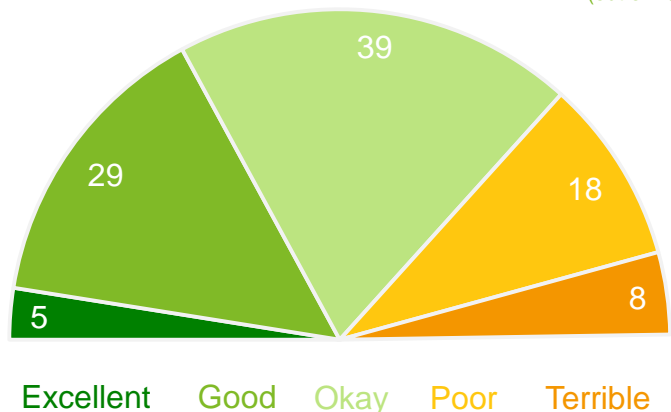
Building and maintaining local roads

Performance ratings

% of respondents

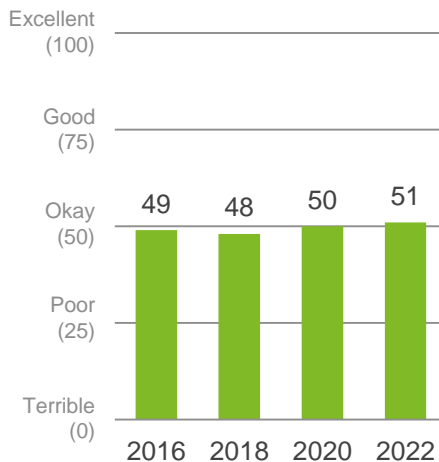
73%
Positive rating*

51
Performance Index Score
(out of 100)



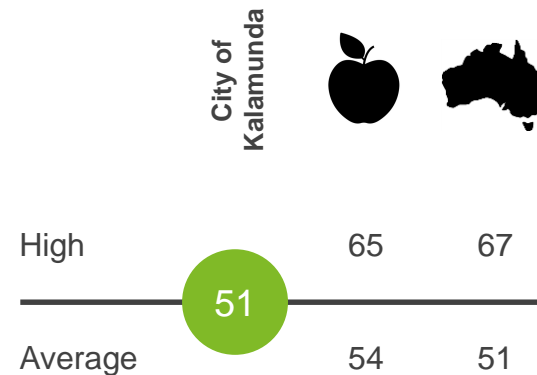
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
51	51	52	52	51	50	58	53	46	53	55	47	52	39	57	56	43	67	53	50	49	50	49

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

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

Small base size (<30 respondents)

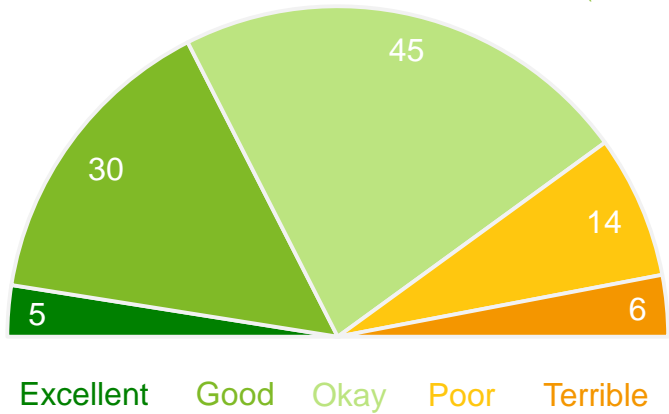
Traffic management on local roads

Performance ratings

% of respondents

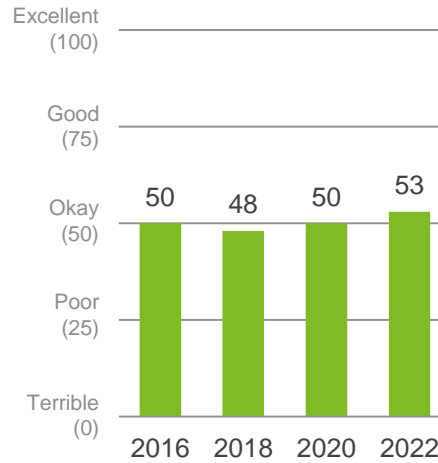
80%
Positive rating*

53
Performance Index Score
(out of 100)



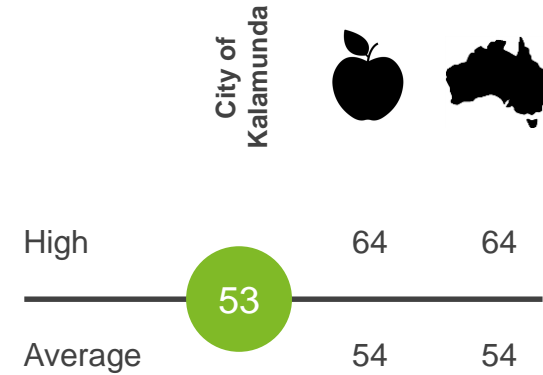
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
53	54	49	54	53	51	61	55	51	53	59	50	52	46	52	57	48	64	54	55	53	52	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 603). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

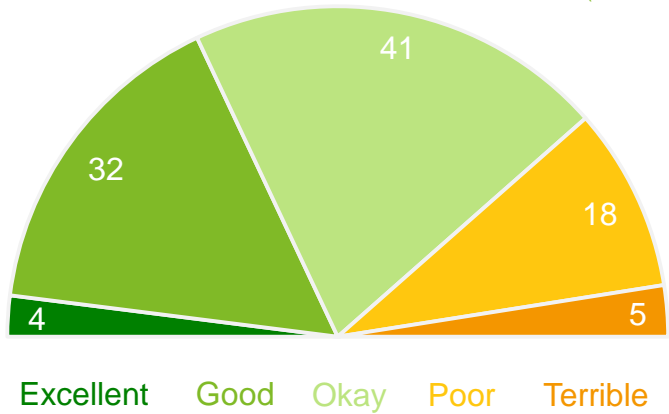
Parking management

Performance ratings

% of respondents

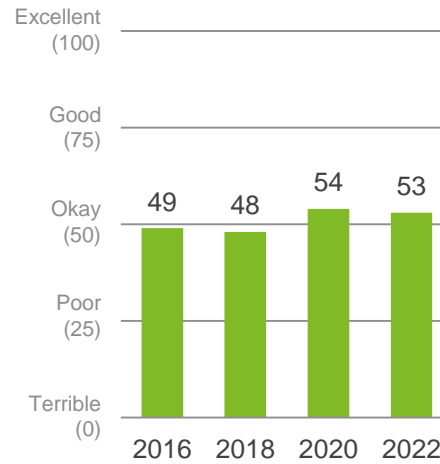
77%
Positive rating*

53
Performance Index Score
(out of 100)



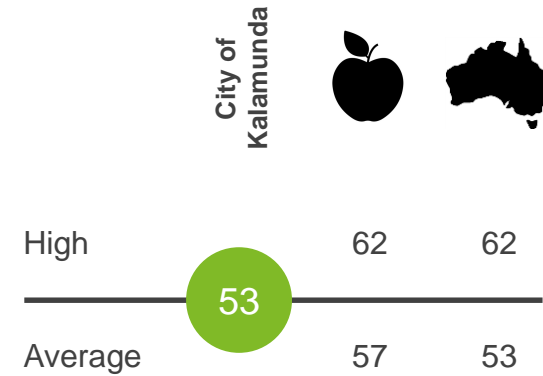
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
53	54	50	55	52	50	63	54	53	54	59	51	51	49	58	55	51	62	51	56	56	49	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 589). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

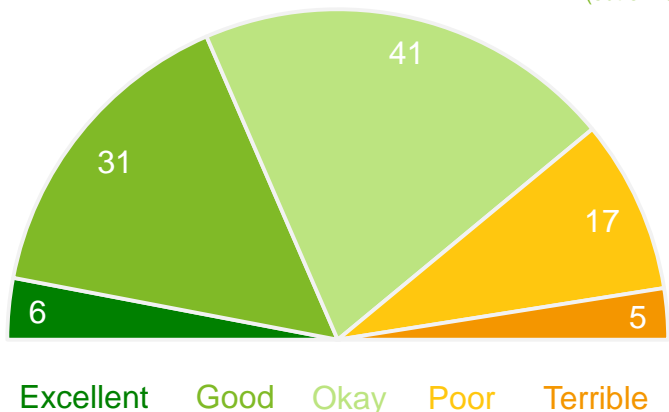
Lighting of streets and public places

Performance ratings

% of respondents

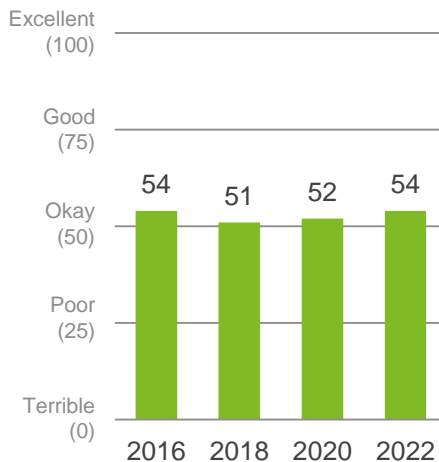
78%
Positive rating*

54
Performance Index Score
(out of 100)



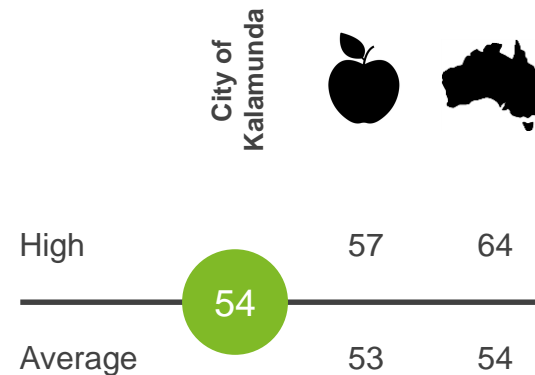
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
54	54	48	57	51	51	63	56	54	55	57	52	53	56	54	54	48	64	56	54	55	56	51

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

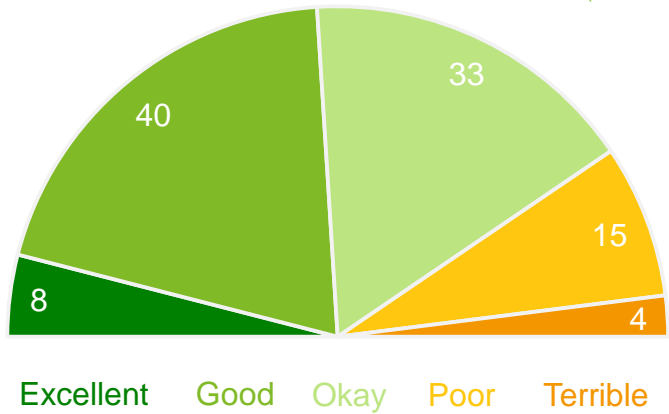
Base: All respondents, excludes 'unsure' and 'no response' (n = 607). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Street sweeping

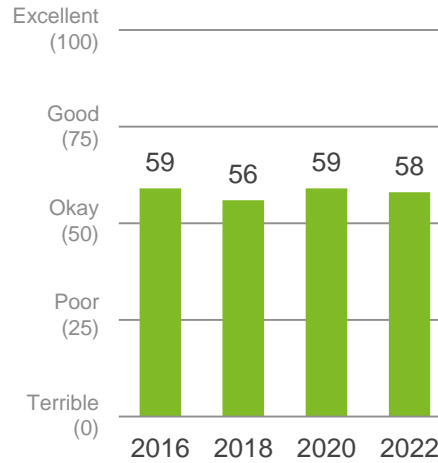
Performance ratings

% of respondents



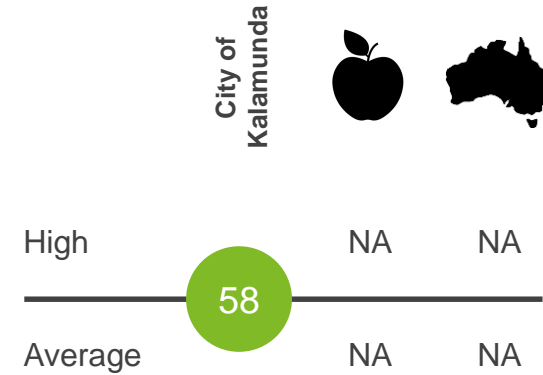
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
58	58	58	61	55	55	67	60	55	54	66	54	56	59	68	61	52	NA	60	58	55	53	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 585). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

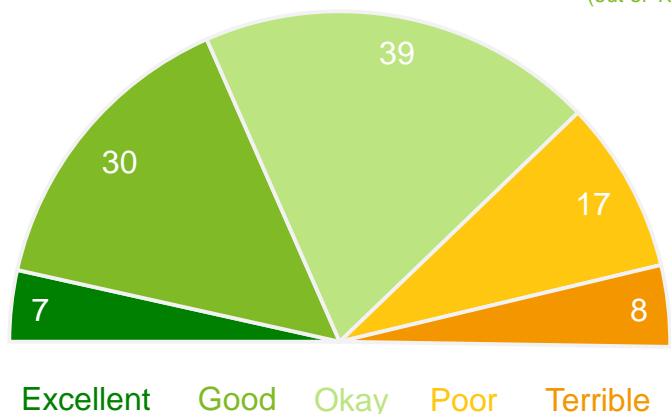
Access to public transport

Performance ratings

% of respondents

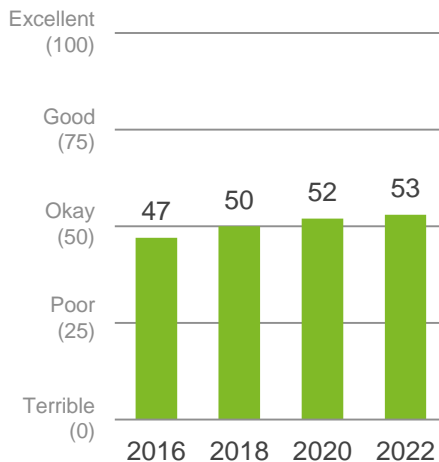
76%
Positive rating*

53
Performance Index Score
(out of 100)



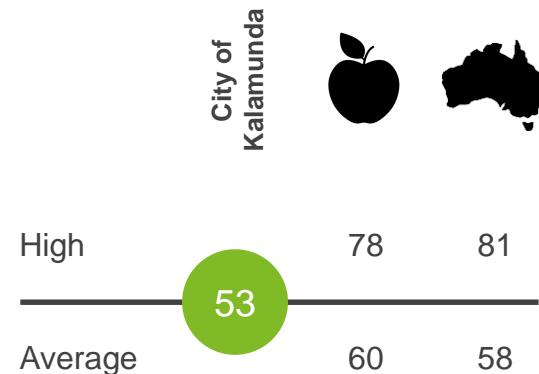
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
53	53	48	55	51	52	59	55	48	43	56	51	53	47	59	54	54	81	53	49	54	51	38

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

Small base size (<30 respondents)

Kalamunda Leads

Providing good government and leadership

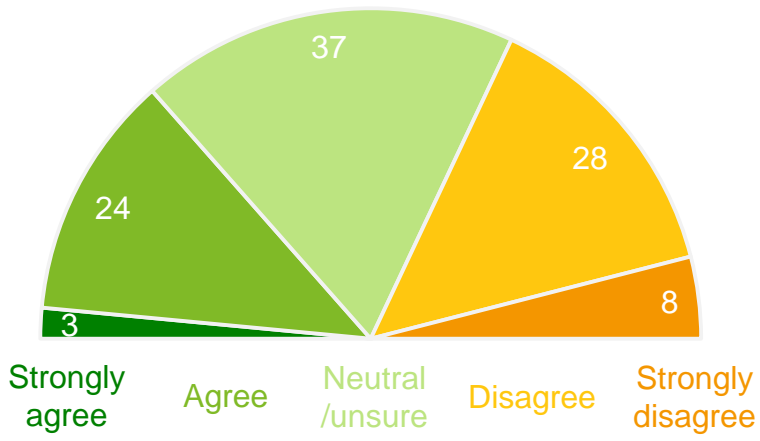
City has developed and communicated a clear vision for the area

Level of agreement

% of respondents

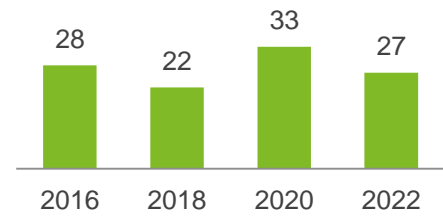
27%

Total Agree



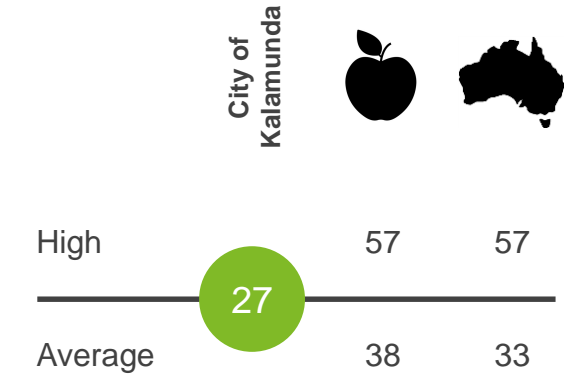
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
26	27	16	26	26	25	38	25	22	31	30	23	26	35	55	24	20	57	29	23	22	20	28

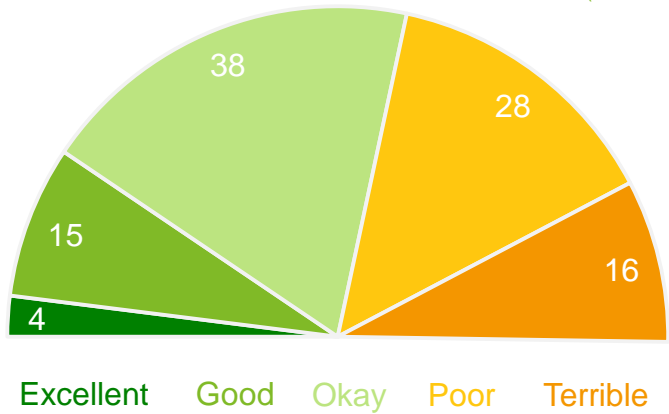
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 675). # Small base size (<30 respondents)

Council's leadership

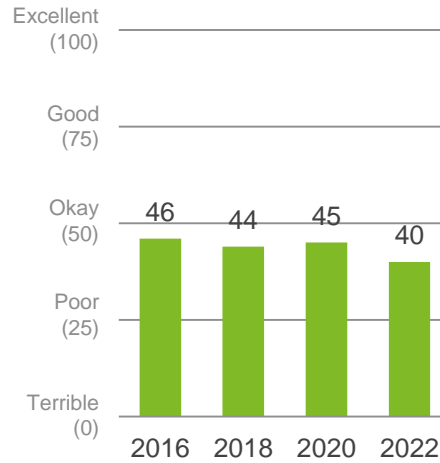
Performance ratings

% of respondents



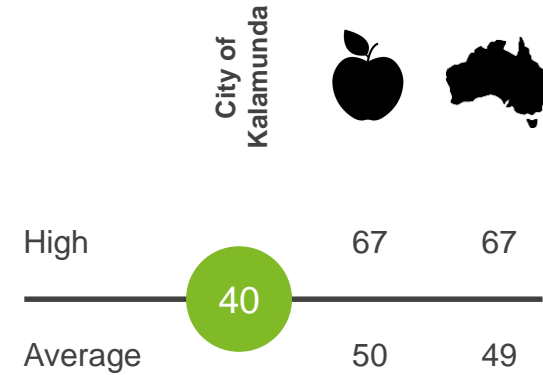
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
40	42	26	39	42	38	56	42	38	42	41	39	41	28	53	48	35	67	38	32	49	35	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 451). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

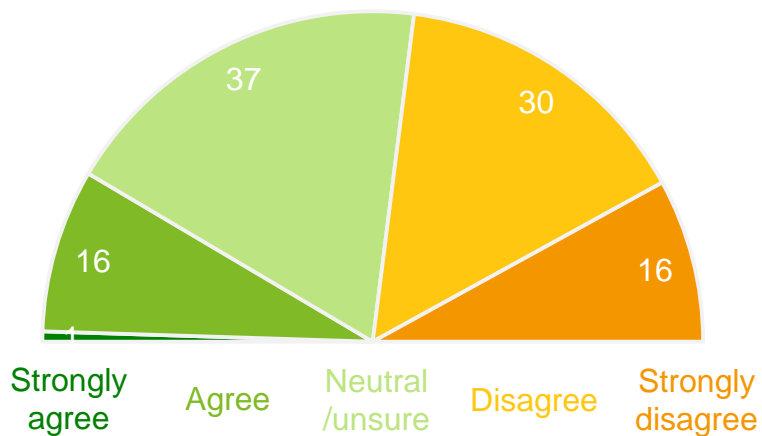
City is progressive, innovative and forward thinking

Level of agreement

% of respondents

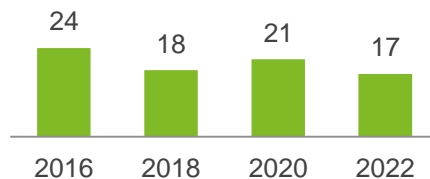
17%

Total Agree



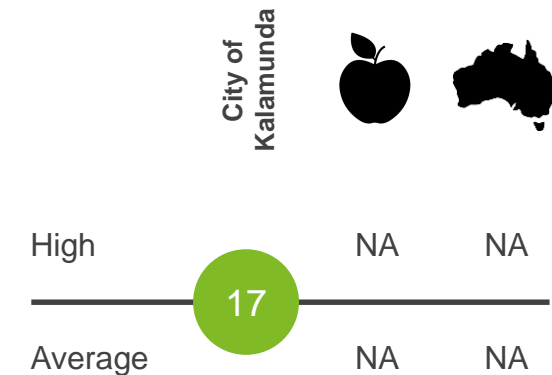
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
17	17	19	17	17	19	18	15	17	19	16	14	21	10	57	18	10	NA	13	9	21	17	19

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

Base: All respondents, excludes 'no response' (n = 673). # Small base size (<30 respondents)

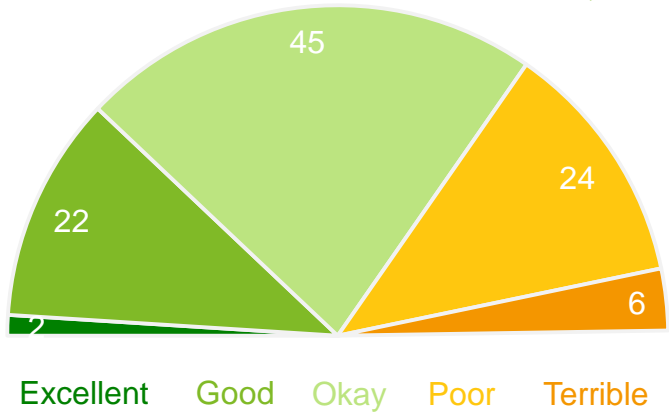
Value for money from City rates

Performance ratings

% of respondents

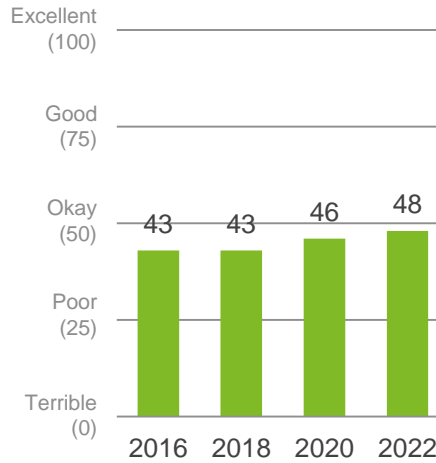
69%
Positive rating*

48
Performance Index Score
(out of 100)



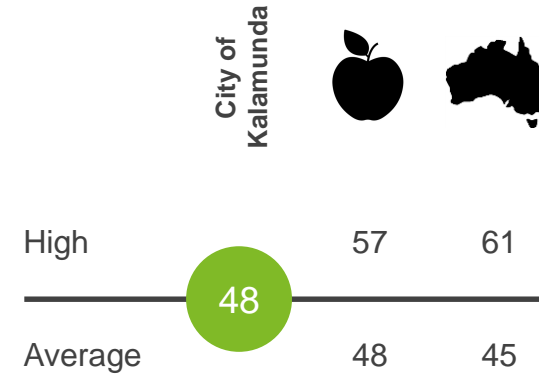
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
48	48	46	49	47	47	53	44	44	45	48	44	51	42	55	48	47	61	47	49	47	51	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 676). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

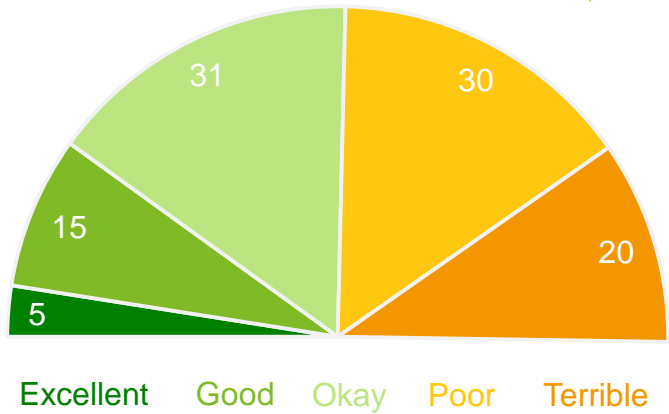
How the community is consulted about local issues

Performance ratings

% of respondents

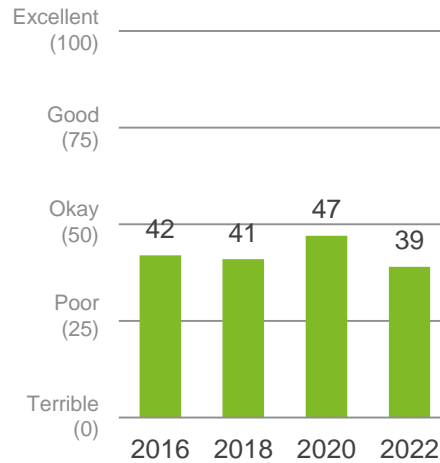
51%
Positive rating*

39
Performance Index Score
(out of 100)



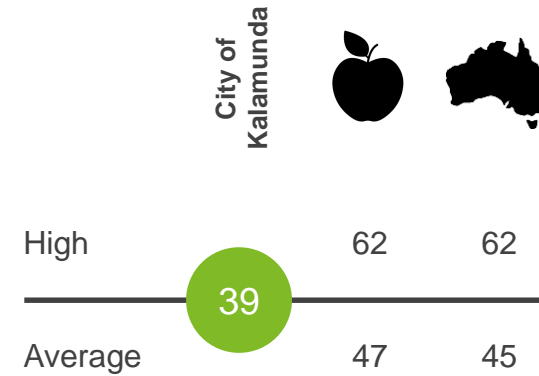
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
39	39	40	37	40	36	55	40	36	41	42	37	38	23	51	41	35	62	38	36	47	34	39

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

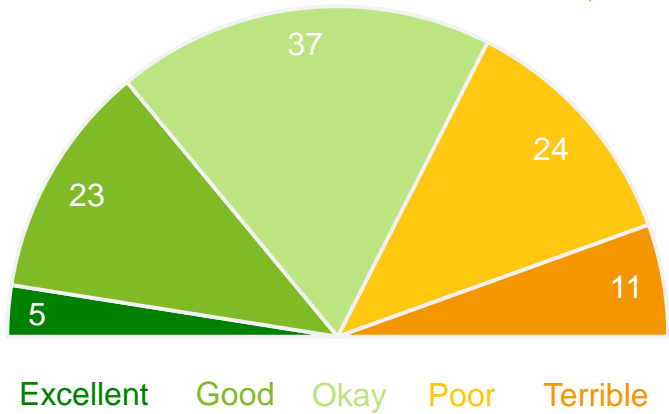
Base: All respondents, excludes 'unsure' and 'no response' (n = 533). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Engage Kalamunda (City's online community engagement tool)

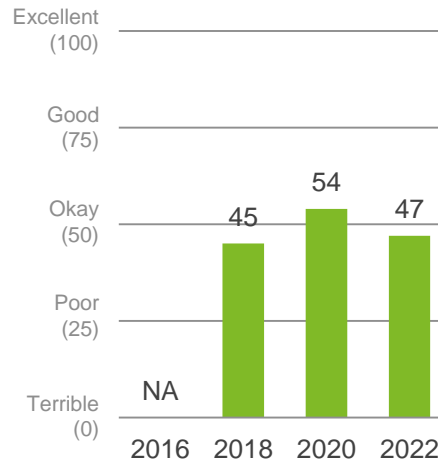
Performance ratings

% of respondents



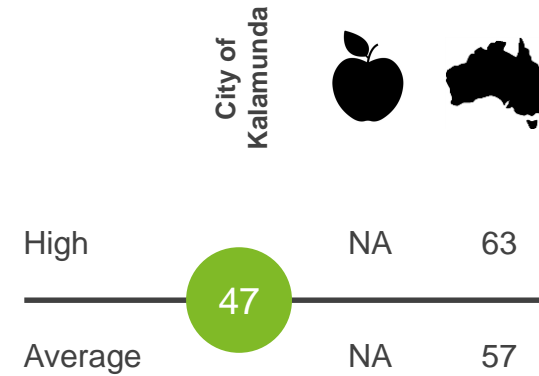
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
47	48	33	44	50	45	53	46	45	49	43	45	51	39	56	45	46	63	49	45	50	47	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 271). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

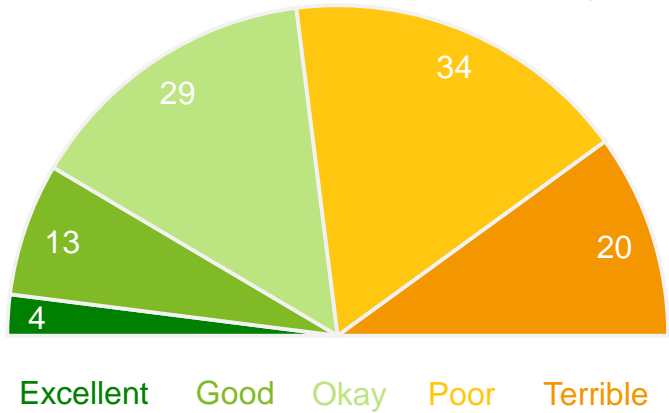
Openness and transparency of Council processes

Performance ratings

% of respondents

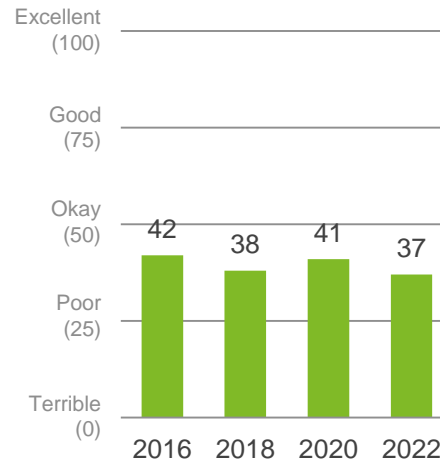
46%
Positive rating*

37
Performance Index Score
(out of 100)



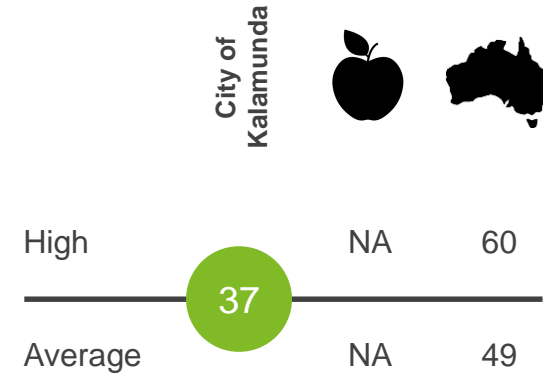
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
37	37	33	36	38	33	55	41	36	38	37	36	37	22	43	41	35	60	36	32	47	29	38

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 454). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

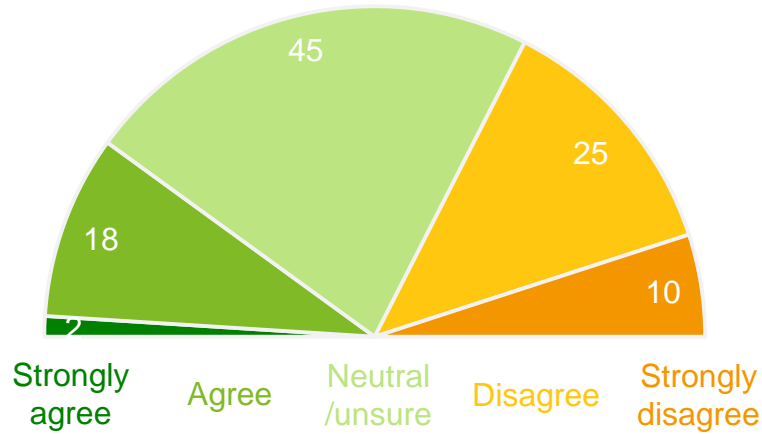
Elected Members have a good understanding of community needs

Level of agreement

% of respondents

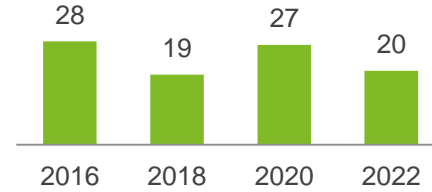
20%

Total Agree



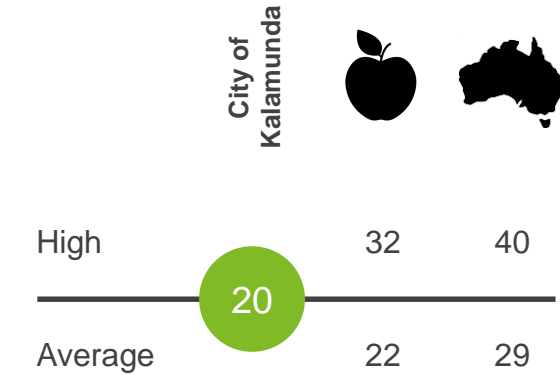
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
20	20	15	20	20	18	27	23	14	24	23	16	21	11	41	20	17	40	17	12	27	24	24

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

Base: All respondents, excludes 'no response' (n = 674). # Small base size (<30 respondents)

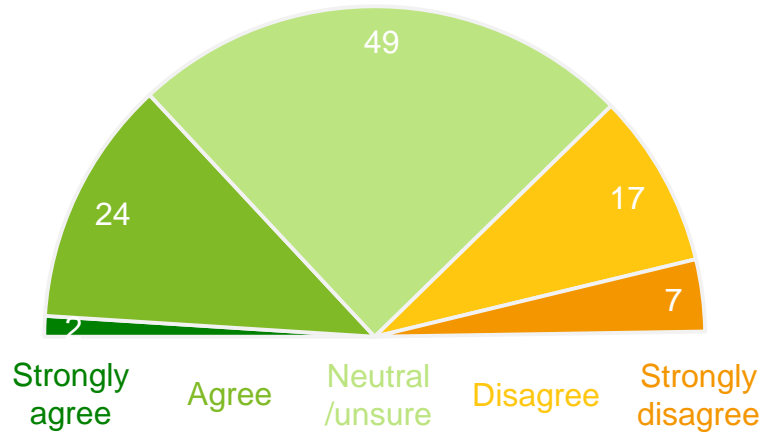
Staff have a good understanding of community needs

Level of agreement

% of respondents

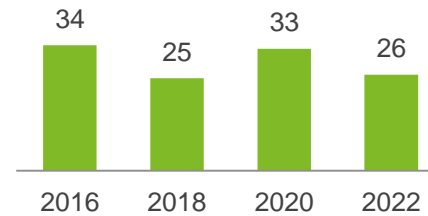
26%

Total Agree



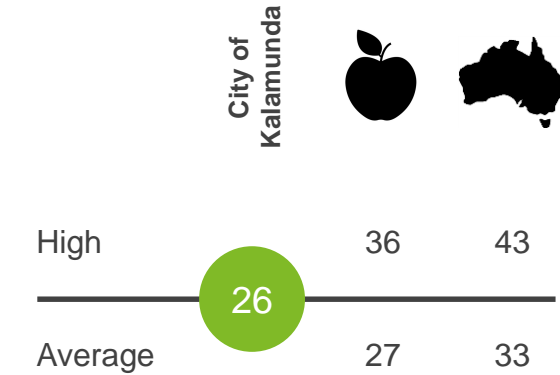
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
26	27	23	29	24	26	43	19	18	27	30	21	28	19	54	30	23	43	25	28	26	13	39

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

Base: All respondents, excludes 'no response' (n = 674). # Small base size (<30 respondents)

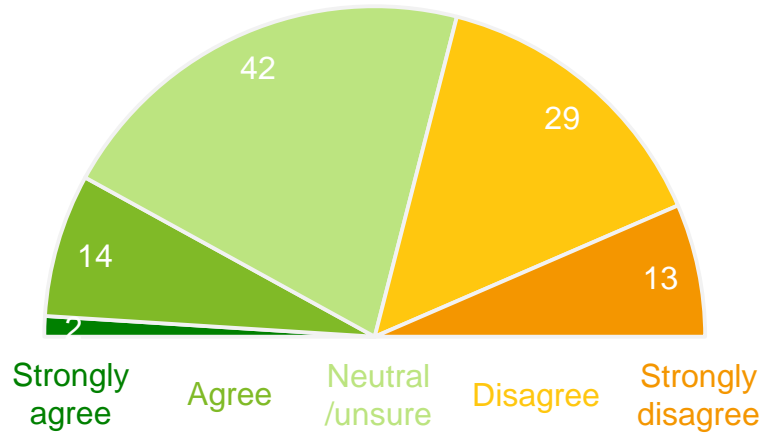
City clearly explains the reasons for its decisions and how residents' views have been taken into account

Level of agreement

% of respondents

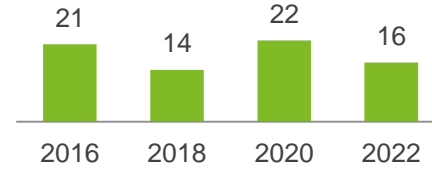
16%

Total Agree



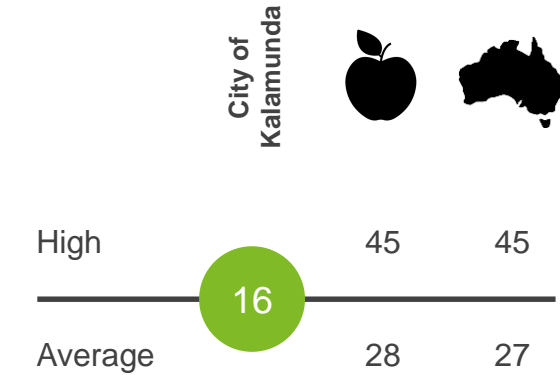
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
16	16	21	15	18	17	23	17	17	17	15	16	18	12	45	16	22	45	14	12	17	19	18

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

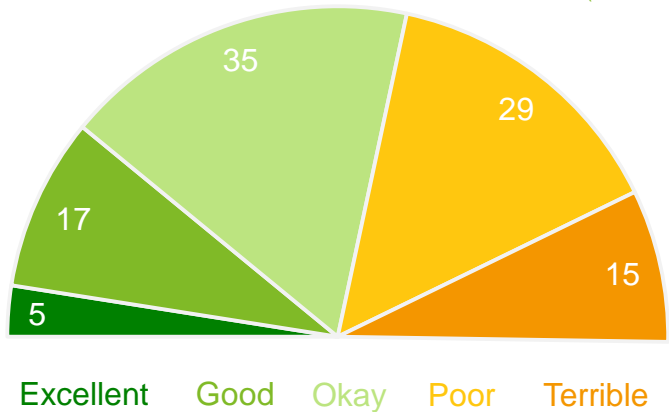
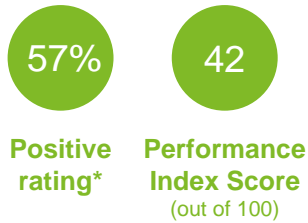
Base: All respondents, excludes 'no response' (n = 671). # Small base size (<30 respondents)

How the community is informed about what's happening

(i.e. local issues, events, services and facilities)

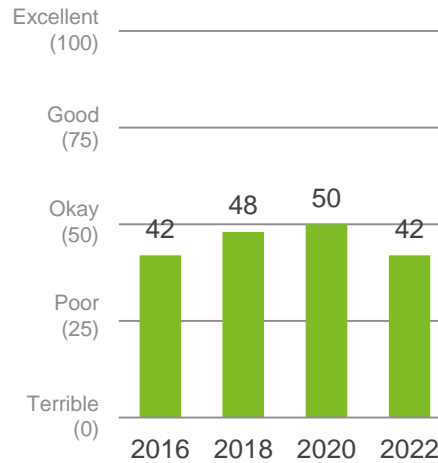
Performance ratings

% of respondents



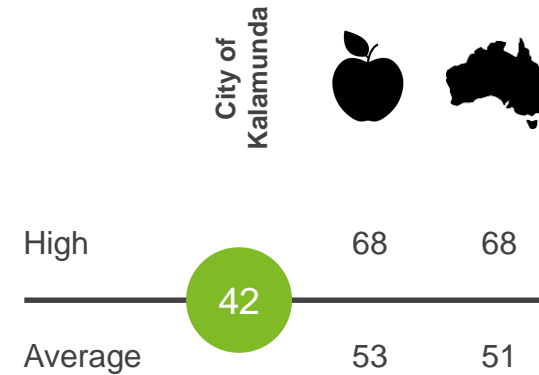
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
42	43	38	41	44	38	55	46	44	44	44	43	41	33	39	43	41	68	47	38	49	34	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 560). * Positive Rating = excellent, good + okay

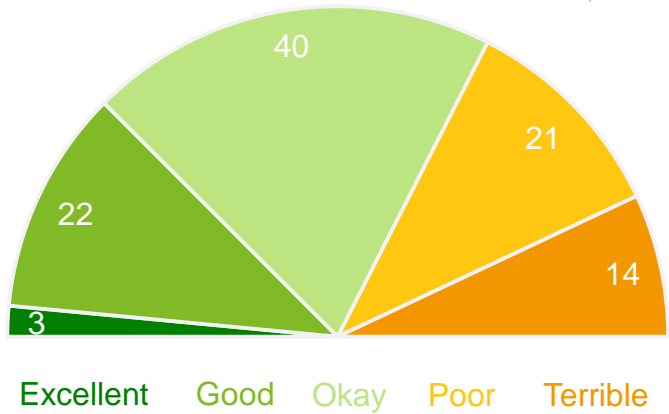
Small base size (<30 respondents)

Kalamunda View

(Mayor's monthly message in the local newspaper)

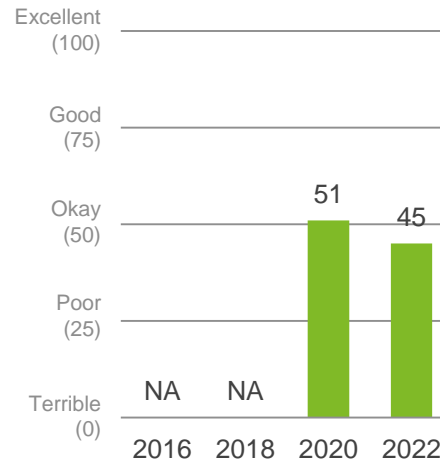
Performance ratings

% of respondents



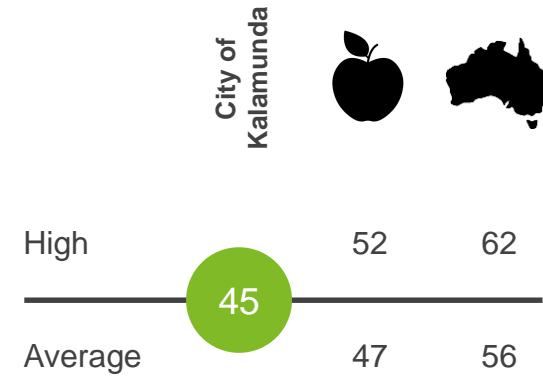
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
45	45	40	43	47	45	49	46	41	47	39	44	47	30	51	45	46	62	49	45	51	45	37

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

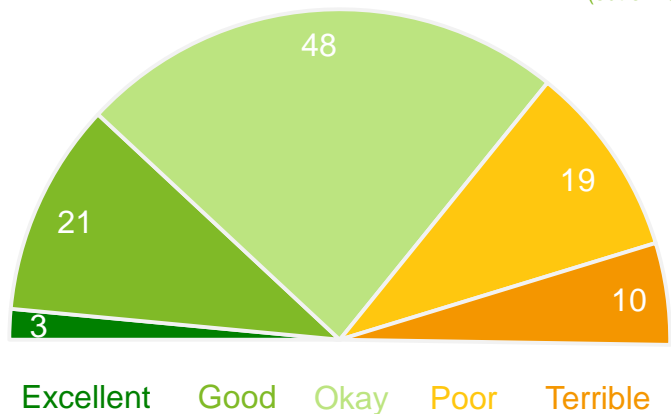
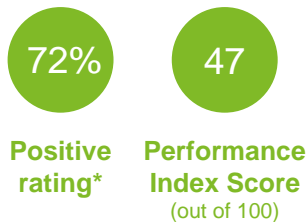
Base: All respondents, excludes 'unsure' and 'no response' (n = 290). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Coverage of City issues in the local newspaper

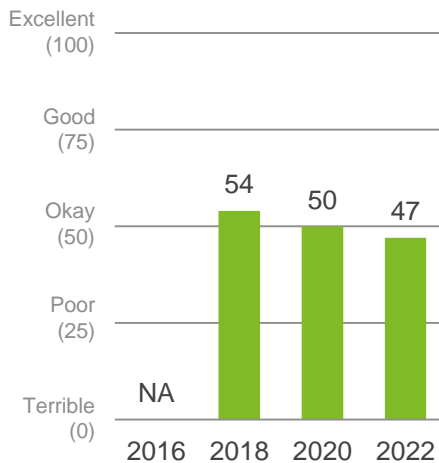
Performance ratings

% of respondents



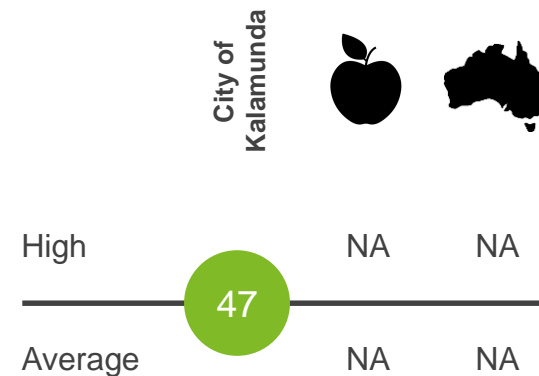
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
47	47	41	45	49	46	54	48	44	47	49	47	46	34	51	48	45	NA	49	47	55	44	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 401). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Performance ratings

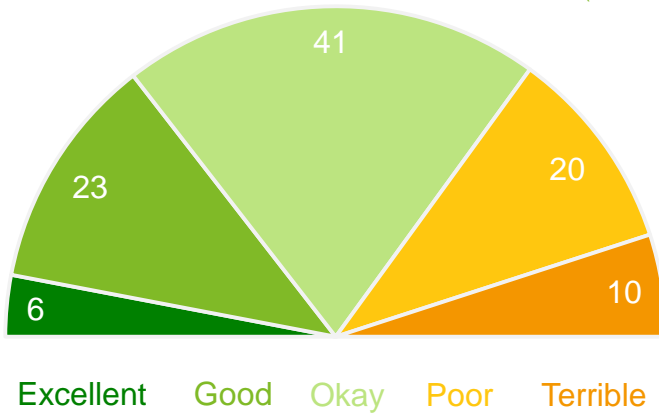
% of respondents

70%

49

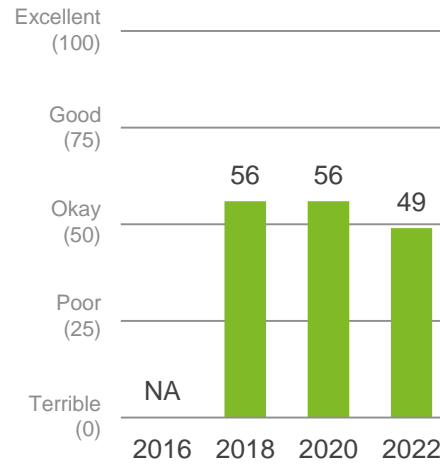
Positive rating*

Performance Index Score (out of 100)



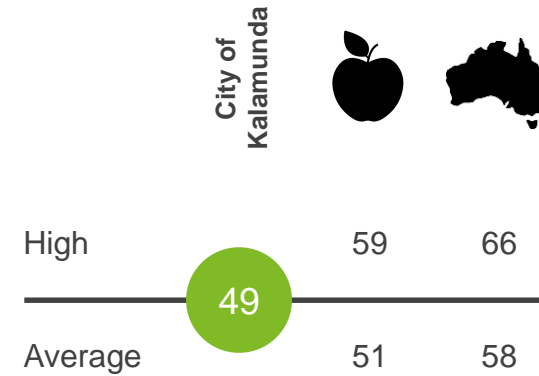
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
49	49	45	47	51	47	59	48	47	51	50	47	50	38	50	51	47	66	51	50	48	43	46

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

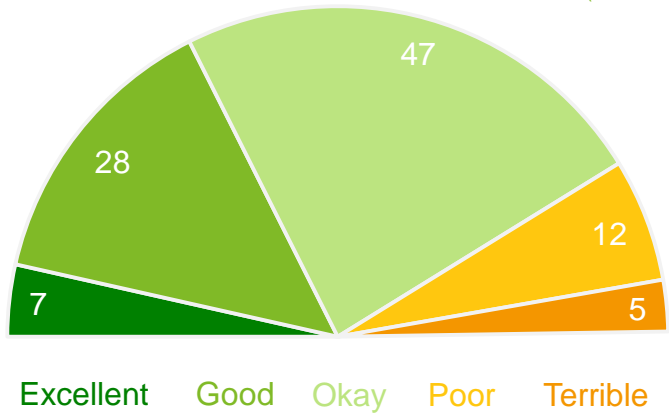
Base: All respondents, excludes 'unsure' and 'no response' (n = 322). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

City's main website

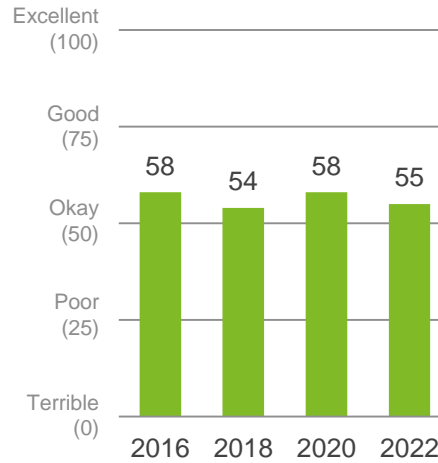
Performance ratings

% of respondents



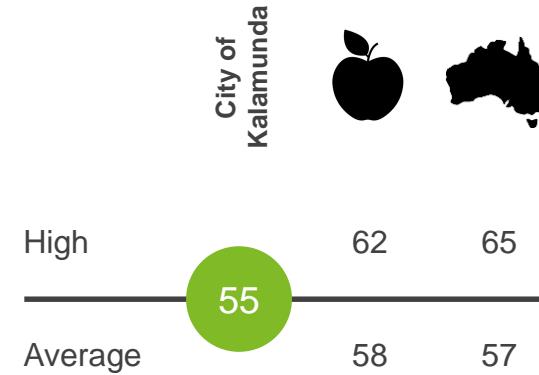
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
55	56	40	53	58	52	66	58	53	57	62	52	53	48	60	62	48	65	52	51	57	54	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 460). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Social media presence

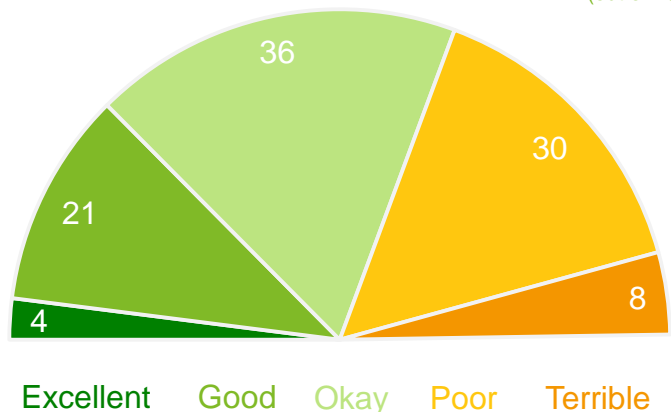
(on Facebook, Twitter, Instagram, LinkedIn, etc.)

Performance ratings

% of respondents

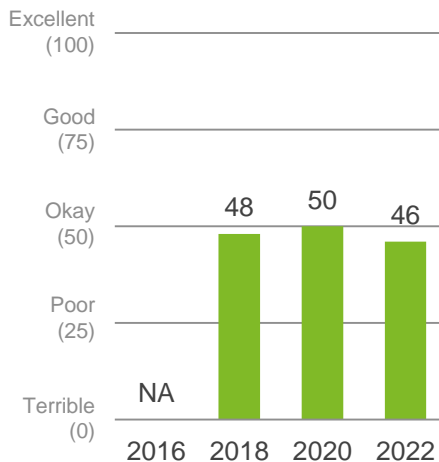


61% Positive rating*
46 Performance Index Score (out of 100)



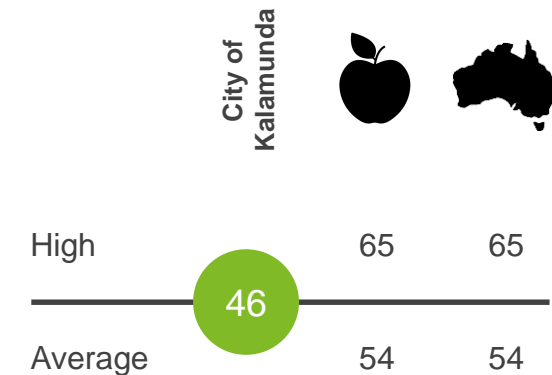
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
46	47	27	42	50	37	54	52	53	45	45	47	44	43	54	44	39	65	45	49	49	38	46

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

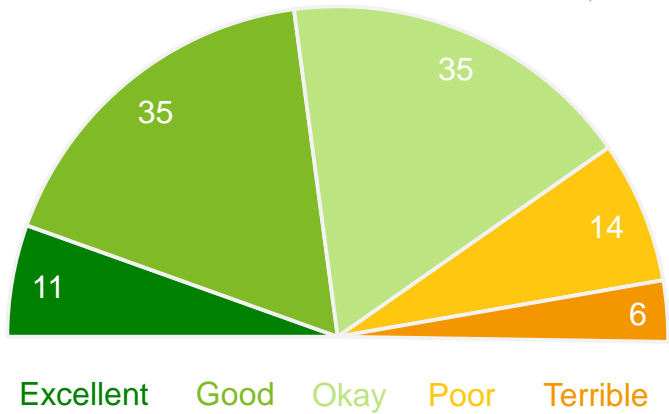
Base: All respondents, excludes 'unsure' and 'no response' (n = 308). * Positive Rating = excellent, good + okay

Small base size (<30 respondents)

Customer service

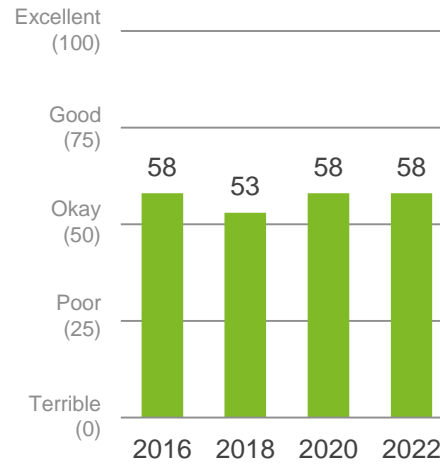
Performance ratings

% of respondents



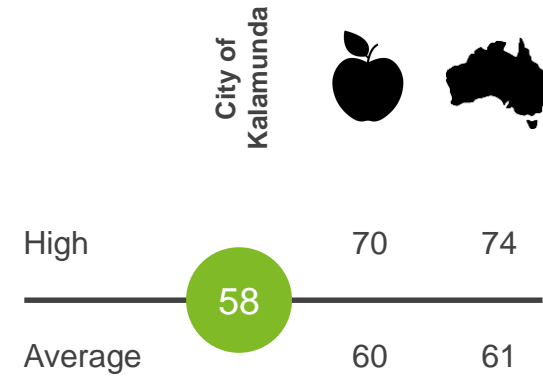
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
58	59	44	58	58	56	72	56	55	61	56	58	58	52	71	59	55	74	60	54	62	51	57

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

Small base size (<30 respondents)

Overview of Community Variances

Kalamunda Cares and Interacts

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
Kalamunda Cares and Interacts																							
Youth services and facilities	42	43	28	47	37	46	47	37	37	41	43	38	47	34	58	56	31	48	36	34	43	47	41
Family and children's services and facilities	49	49	39	50	47	48	52	46	47	51	51	45	51	46	55	62	38	57	45	37	52	47	46
Seniors' care, services and facilities	60	59	72	63	58	59	69	61	62	61	76	60	53	53	63	65	55	54	65	62	59	50	61
Disability access and inclusion	52	51	54	57	46	52	60	46	47	52	57	50	49	33	66	58	53	47	51	54	54	49	50
Community buildings, halls and toilets	54	55	44	52	56	55	57	53	48	57	51	54	57	46	62	59	53	52	54	49	60	53	59
Sport and recreation facilities	59	59	58	61	58	63	63	53	49	58	59	55	64	47	50	65	54	56	59	59	60	60	57
Playgrounds, parks, reserves and ovals	56	56	59	59	55	59	57	49	51	60	54	52	62	60	66	60	51	62	53	48	60	63	56
Library and information services	67	67	70	66	69	67	69	69	66	68	64	66	71	75	60	58	73	68	71	68	74	68	65
Festivals, events, art and culture	62	62	60	61	64	61	65	63	64	68	60	62	64	65	59	56	64	58	69	62	69	62	65
Local history and heritage	62	62	58	62	63	62	70	58	55	63	63	62	61	47	67	63	62	58	64	63	69	54	65
Community safety and crime prevention	47	47	52	50	44	46	51	44	40	50	55	44	45	31	69	44	44	43	50	48	57	43	52
Graffiti removal services	64	64	60	67	61	60	71	64	62	67	70	64	60	62	78	63	68	63	66	67	61	60	64

Kalamunda Clean and Green

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
Kalamunda Clean and Green																							
Promotion and adoption of sustainable practices	49	50	38	52	46	57	47	50	52	46	49	51	47	65	50	49	52	49	45	52	41	52	
Conservation and environmental management	54	54	44	56	49	61	57	58	58	52	57	52	54	69	55	55	56	53	50	59	45	56	
Streetscapes, trees and verges	48	48	51	51	45	62	47	42	48	52	47	46	34	65	51	44	45	51	46	58	45	45	
Weekly rubbish collections	76	76	73	77	75	78	73	71	76	77	74	76	76	73	73	76	78	73	77	80	76	73	
Recycling collections	67	68	56	68	66	74	69	66	65	65	67	70	67	66	65	65	71	66	63	73	72	72	
Bulk rubbish collections (skip bin)	68	69	54	68	66	76	69	67	63	69	65	69	70	62	63	65	69	72	66	70	66	68	
Walliston Transfer Station	77	78	69	78	77	82	76	74	77	79	74	80	74	69	76	79	72	79	81	81	70	81	
Natural disaster management	59	58	64	58	57	68	57	55	60	63	56	58	59	67	53	54	59	60	60	69	47	65	
Storm water drainage	57	57	60	61	54	66	60	54	54	65	53	56	55	60	60	53	61	57	55	59	54	49	
Animal management	57	57	55	56	55	74	54	50	56	61	55	56	46	70	60	53	54	60	56	67	56	48	
Food, health, noise and pollution issues	57	58	47	58	54	68	57	56	54	62	57	54	53	63	58	57	57	59	57	56	48	57	

Kalamunda Develops

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
Kalamunda Develops																							
Economic development and job creation	35	36	26	33	39	32	49	36	31	38	31	37	37	24	44	39	29	39	31	32	50	42	30
Access to education and training opportunities	46	47	37	48	45	46	57	44	40	44	48	43	49	37	55	49	47	47	51	39	46	55	39
Area's character and identity	57	57	56	59	55	54	64	57	56	55	63	56	54	51	68	61	50	60	54	55	65	53	51
Planning and building approvals	40	41	33	43	38	39	42	46	42	41	43	40	39	38	64	47	37	45	34	40	44	35	38
Access to housing the meets your needs	61	63	36	61	61	58	72	63	60	54	63	63	57	46	72	64	63	62	60	59	59	60	59
Footpaths, trails and cycleways	50	49	56	51	49	49	56	47	44	48	56	46	49	37	61	54	40	49	52	50	52	51	43
Building and maintaining local roads	51	51	52	52	51	50	58	53	46	53	55	47	52	39	57	56	43	51	53	50	49	50	49
Traffic management	53	54	49	54	53	51	61	55	51	53	59	50	52	46	52	57	48	51	54	55	53	52	51
Parking management	53	54	50	55	52	50	63	54	53	54	59	51	51	49	58	55	51	53	51	56	56	49	53
Lighting of streets and public places	54	54	48	57	51	51	63	56	54	55	57	52	53	56	54	54	48	54	56	54	55	56	51
Street sweeping	58	58	58	61	55	55	67	60	55	54	66	54	56	59	68	61	52	60	60	58	55	53	54
Access to public transport	53	53	48	55	51	52	59	55	48	43	56	51	53	47	59	54	54	59	53	49	54	51	38

Kalamunda Leads

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE#	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other areas
Kalamunda Leads																							
Governing organisation	54	55	50	55	53	54	61	50	50	53	56	53	54	44	69	60	51	54	51	53	56	49	55
Value for money from rates	48	48	46	49	47	47	53	44	44	45	48	44	51	42	55	48	47	46	47	49	47	51	49
Council's leadership	40	42	26	39	42	38	56	42	38	42	41	39	41	28	53	48	35	45	38	32	49	35	41
Council's openness and transparency	37	37	33	36	38	33	55	41	36	38	37	36	37	22	43	41	35	38	36	32	47	29	38
Consultation	39	39	40	37	40	36	55	40	36	41	42	37	38	23	51	41	35	41	38	36	47	34	39
Communication	42	43	38	41	44	38	55	46	44	44	44	43	41	33	39	43	41	40	47	38	49	34	44
Local newspaper	47	47	41	45	49	46	54	48	44	47	49	47	46	34	51	48	45	44	49	47	55	44	43
Kalamunda View	45	45	40	43	47	45	49	46	41	47	39	44	47	30	51	45	46	39	49	45	51	45	37
City of Kalamunda eNews	49	49	45	47	51	47	59	48	47	51	50	47	50	38	50	51	47	47	51	50	48	43	46
City's main website	55	56	40	53	58	52	66	58	53	57	62	52	53	48	60	62	48	58	52	51	57	54	54
Social media presence	46	47	27	42	50	37	54	52	53	45	45	47	44	43	54	44	39	48	45	49	49	38	46
Engage Kalamunda	47	48	33	44	50	45	53	46	45	49	43	45	51	39	56	45	46	45	49	45	50	47	48
Customer service	58	59	44	58	58	56	72	56	55	61	56	58	58	52	71	59	55	60	60	54	62	51	57

Familiarity with local services and facilities

Familiarity with local services and facilities

Higher levels of familiarity

% of respondents who were familiar with service area



LEGEND

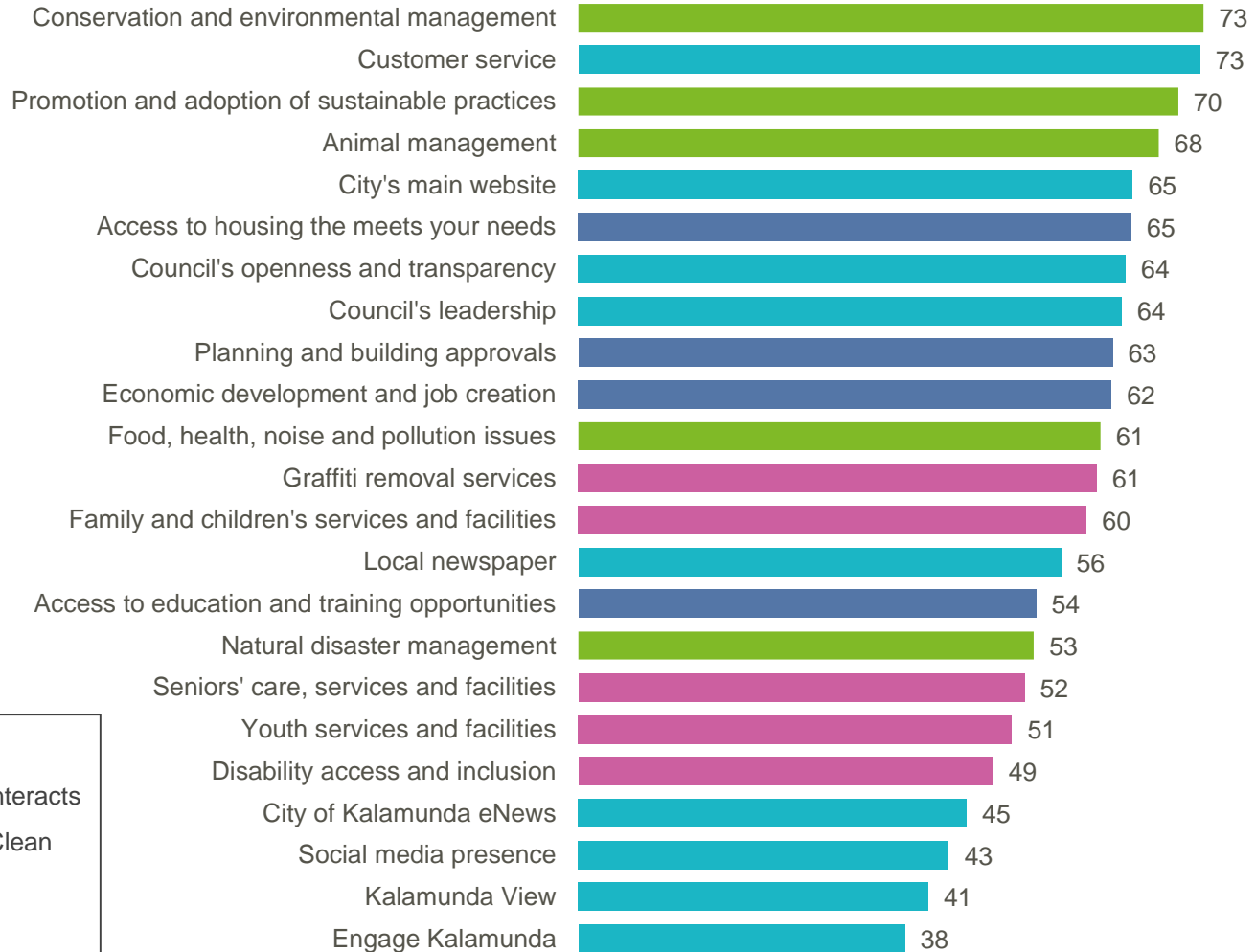
- **Kalamunda Cares and Interacts**
- **Kalamunda Green and Clean**
- **Kalamunda Develops**
- **Kalamunda Leads**

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

Familiarity with local services and facilities

Lower levels of familiarity

% of respondents who were familiar with service area



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- Kalamunda Cares and Interacts
- Kalamunda Green and Clean
- Kalamunda Develops
- Kalamunda Leads

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



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