MARKYT◆

Community Scorecard

2024

Prepared for

City of Kalamunda

Prepared by

CATALYSE
FUTYR | MARKYT | CULTYR

Contents

Strategic overview

Vision	Liveability	Governance	Rates Value
22	**77**	**48**	**41**
% agree	Performance Index Score	Performance Index Score	Performance Index Score
5% points <u>below</u> Industry Average and down 4% points from 2022	3 index points <u>above</u> Industry Average and down 4 points from 2022	3 index points <u>below</u> Industry Average and down 6 points from 2022	1 index point <u>below</u> Industry Average and down 7 points from 2022
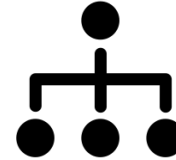
Strengths

Top performers

- Library services
- Waste management

Most improved

- Economic development and job creation
- Education, training and life-long learning
- Library services
- Access to public transport

Stronger compared to other councils

- Stormwater drainage
- Housing

Key Priorities

Community safety and crime prevention

Streetscapes, trees and verges

Sport and recreation facilities and services

Conservation and environmental management

Approach

Department of
**Local Government, Sport
and Cultural Industries**

GOVERNMENT OF
WESTERN AUSTRALIA

The Local Government Act requires local councils to develop a **Plan for the Future.** The IP&R guidelines suggest this plan has a major review every four years, and a minor review every two years.

MARKYT◆ Community Scorecard

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

- Support a review of its 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

City of
Kalamunda

MARKYT◆

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

Scorecard invitations were emailed to 10,000 randomly selected contacts from the City of Kalamunda's customer databases. The City provided supporting promotions through its communication channels.
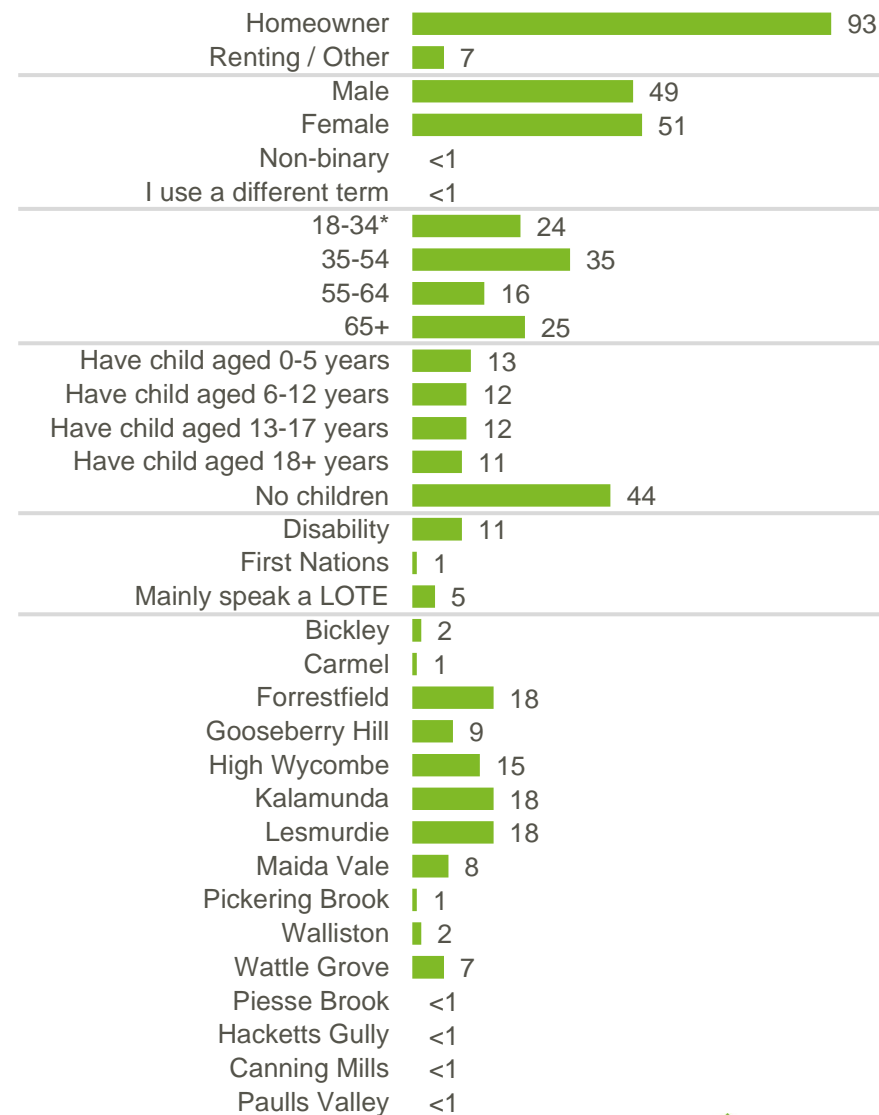

The scorecard was open from 19 February to 8 March 2024 and completed by **869 community members** with various connections to the City.

Local resident	Local business	Out of area ratepayer	Visitor	Elected Member / Employee
836	66	6	12	15

The main body of this report shows responses from local residents. As responses from the random sample (n=637) and opt-in sample (n=199) were similar, results have been combined in this report. Results from other community groups are reported separately at the end of this report.

Resident responses were weighted by age and gender to match the ABS Census population profile. Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

% of resident respondents (weighted)

Homeowner	93
Renting / Other	7
Male	49
Female	51
Non-binary	<1
I use a different term	<1
18-34*	24
35-54	35
55-64	16
65+	25
Have child aged 0-5 years	13
Have child aged 6-12 years	12
Have child aged 13-17 years	12
Have child aged 18+ years	11
No children	44
Disability	11
First Nations	1
Mainly speak a LOTE	5
Bickley	2
Carmel	1
Forrestfield	18
Gooseberry Hill	9
High Wycombe	15
Kalamunda	18
Lesmurdie	18
Maida Vale	8
Pickering Brook	1
Walliston	2
Wattle Grove	7
Piesse Brook	<1
Hacketts Gully	<1
Canning Mills	<1
Paulls Valley	<1

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

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

Perth Region

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

Peel Region

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

Wheatbelt Region

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

South West Region

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

Great Southern Region

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

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

To compare 'apples with apples', subset benchmark analysis has been conducted against similar councils who have conducted the study in the past three years. Performance has been benchmarked against councils identified as being more similar to the City of Kalamunda. These include the City of Armadale, Town of Bassendean, City of Canning, City of Kwinana, Shire of Serpentine Jarrahdale and City of Swan.
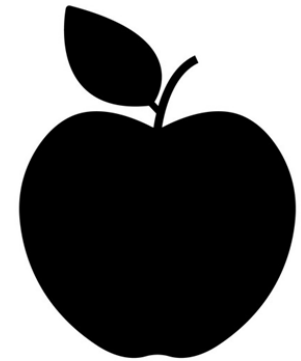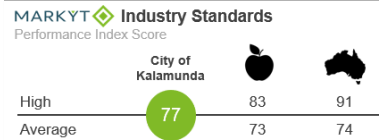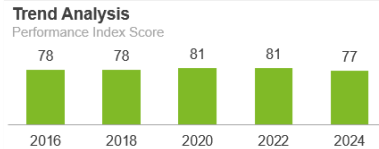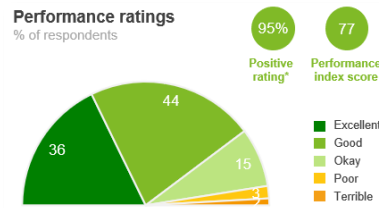
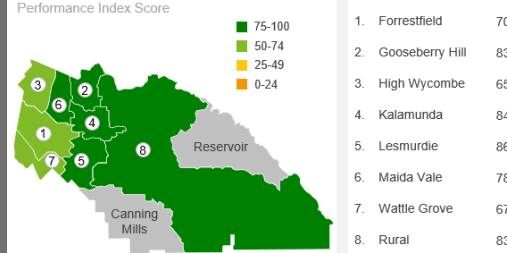# How to read MARKYT® performance dashboards

Positive rating

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

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

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

Performance Ratings

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

Performance ratings
% of respondents

95% — Positive rating*
77 — Performance index score

- Excellent
- Good
- Okay
- Poor
- Terrible

44
36
15

Geographical variances
Performance Index Score

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

Reservoir

Canning Mills

Location	
1. Forrestfield	70
2. Gooseberry Hill	83
3. High Wycombe	65
4. Kalamunda	84
5. Lesmurdie	86
6. Maida Vale	78
7. Wattle Grove	67
8. Rural	83

Geographical variances

Maps variances across the region by location.

Trend analysis shows how performance varies over time.

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
78	78	81	81	77

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

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🦘
High		83	91
Average	77	73	74

Community variances
Performance Index Score

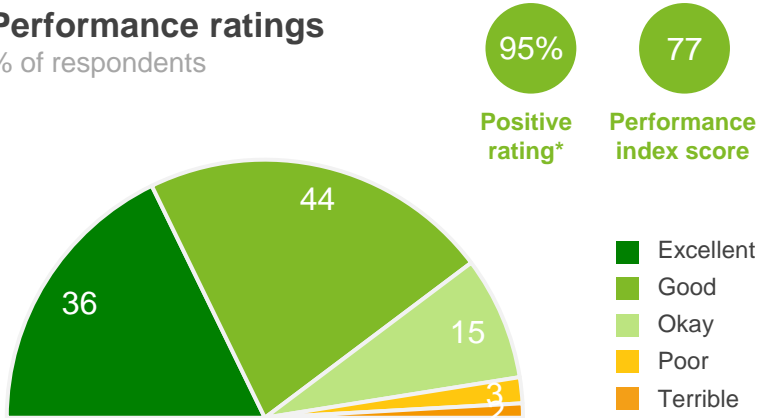| Gender		Age of children		Disability & culture	
Male	76	0-5 years	72	Disability	75
Female	78	6-12 years	74	First Nations#	59
Age		13-17 years	73	Mainly speak LOTE	79
18-34 years	77	18+ years	76	**Home ownership**	
35-54 years	76	No children	79	Home owner	77
55-64 years	76			Renting / other	78
65+ years	80				

Community variances

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

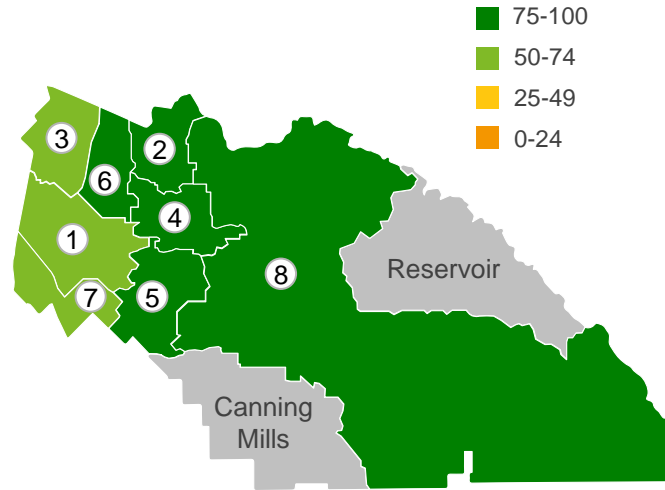**MARKYT** ◆

Overall Performance

Place to live

Performance ratings
% of respondents

95%
Positive rating*

77
Performance index score

- 36 Excellent
- 44 Good
- 15 Okay
- 3 Poor
- Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
78	78	81	81	77

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		83	91
	77		
Average		73	74

Geographical variances
Performance Index Score

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

Location

1.	Forrestfield	70
2.	Gooseberry Hill	83
3.	High Wycombe	65
4.	Kalamunda	84
5.	Lesmurdie	86
6.	Maida Vale	78
7.	Wattle Grove	67
8.	Rural	83

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	76	0-5 years	**72**	Disability	75
Female	78	6-12 years	74	First Nations#	**59**
Age		13-17 years	73	Mainly speak LOTE	79
18-34 years	77	18+ years	76	**Homeownership**	
35-54 years	76	No children	79	Homeowner	77
55-64 years	76			Renting / other	78
65+ years	80				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 830).

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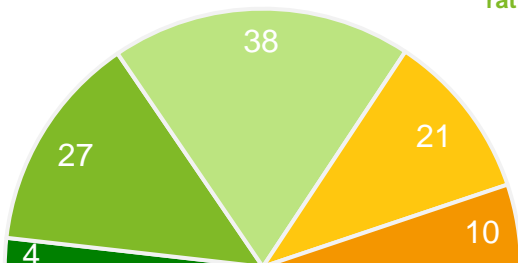
MARKYT◆

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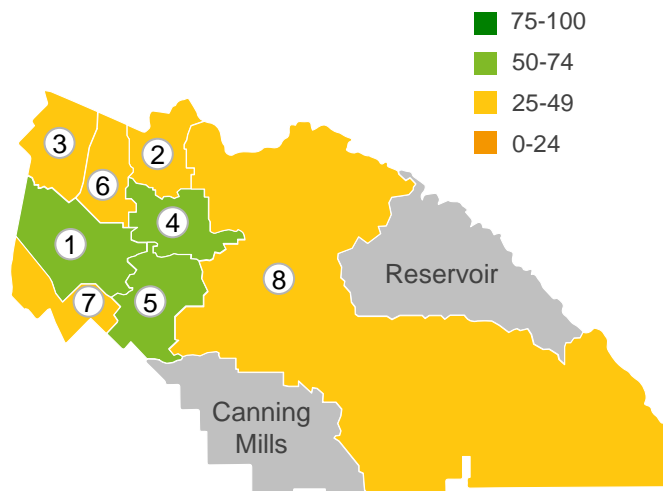# Governing organisation

Performance ratings
% of respondents

69% Positive rating*

48 Performance index score

- Excellent — 4
- Good — 27
- Okay — 38
- Poor — 21
- Terrible — 10

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
53	51	56	54	48

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		65	69
Average	**48**	53	51

Geographical variances
Performance Index Score

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

Location

1.	Forrestfield	51
2.	Gooseberry Hill	46
3.	High Wycombe	46
4.	Kalamunda	50
5.	Lesmurdie	51
6.	Maida Vale	45
7.	Wattle Grove	44
8.	Rural	44

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	47	0-5 years	**42**	Disability	52
Female	50	6-12 years	**42**	First Nations#	44
Age		13-17 years	**41**	Mainly speak LOTE	44
18-34 years	52	18+ years	**41**	**Homeownership**	
35-54 years	44	No children	50	Homeowner	47
55-64 years	46			Renting / other	**64**
65+ years	52				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 794).

* Positive Rating = excellent, good + okay # Small sample size (<20 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 of Kalamunda's overall performance index score is 63 out of 100, on par with the industry average.

Overall Performance Index Score
average of 'place to live' and 'governing organisation'

- ■ City of Kalamunda
- ■ Metropolitan Councils
- ■ Regional Councils
- ■ Similar Councils
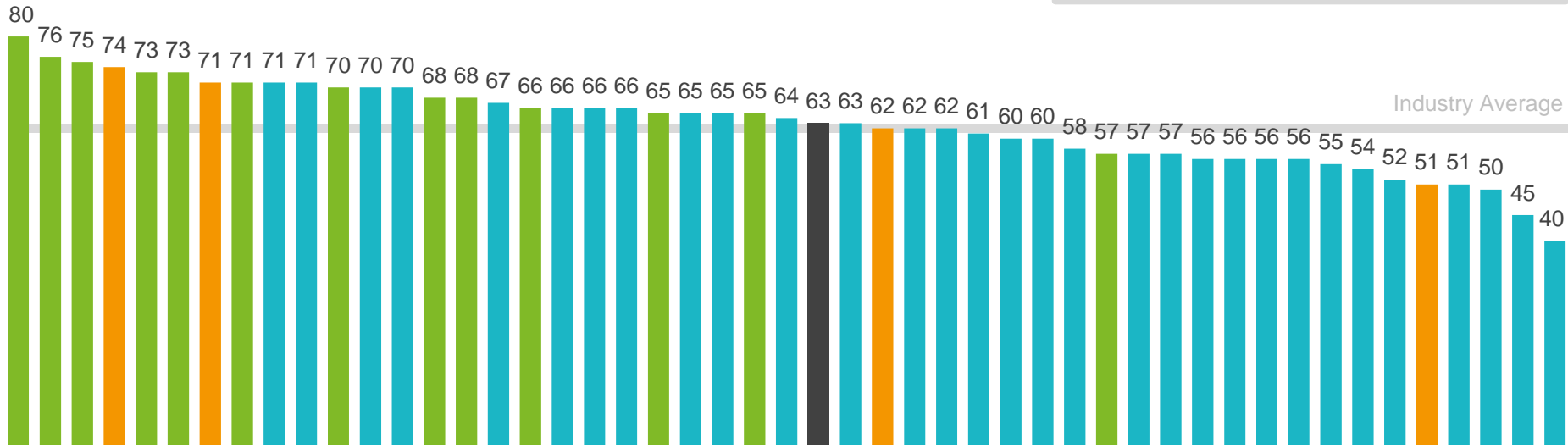
MARKYT◆ Industry Standards
Performance Index Score

City of Kalamunda	63
Industry High	80
Industry Average	63

80 76 75 74 73 73 71 71 71 71 70 70 70 68 68 67 66 66 66 66 65 65 65 65 64 63 63 62 62 62 61 60 60 58 57 57 57 56 56 56 56 55 54 52 51 51 50 45 40

Industry Average

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How to read the MARKYT ◆ Benchmark Matrix

The MARKYT® Benchmark Matrix (shown in detail overleaf) illustrates how the community rates performance on individual measures, compared to how other councils are being rated by their communities.
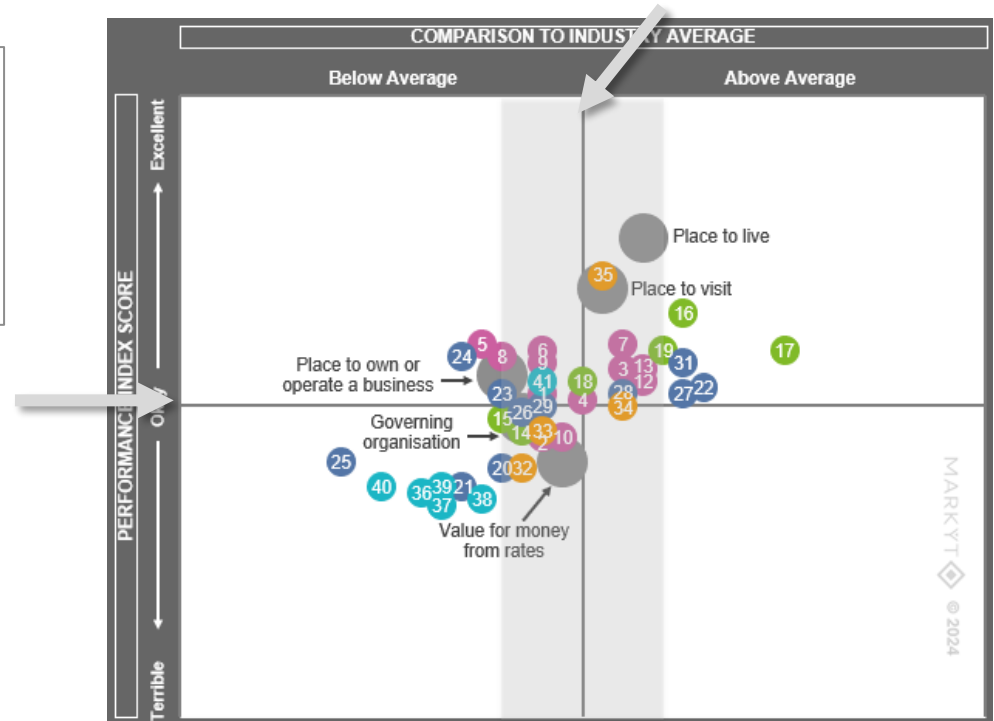
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures.
The horizontal axis maps performance relative to the MARKYT® Industry Standards.

Councils aim to be on the right side of this line, with performance ABOVE the MARKYT® Industry Average.
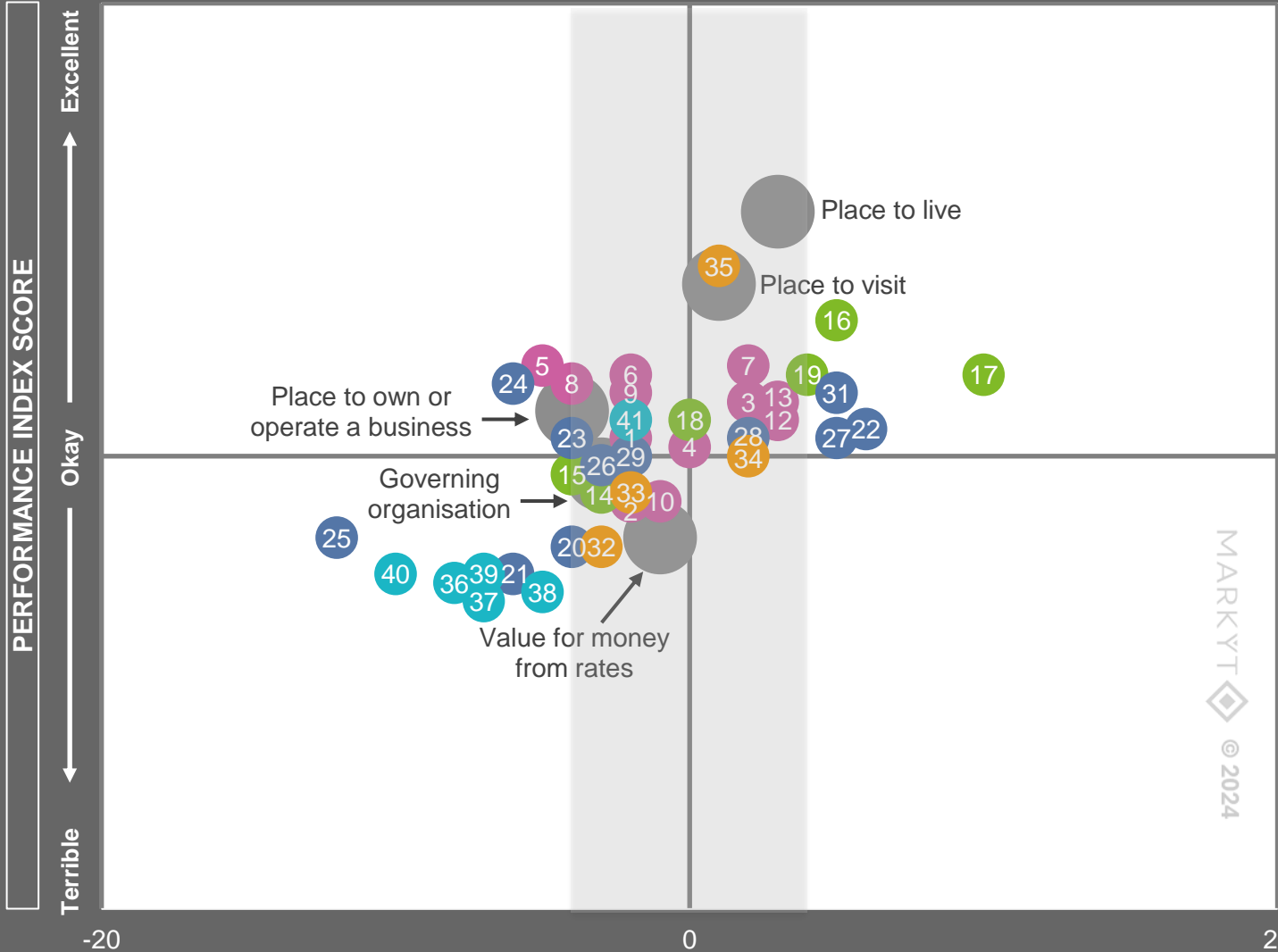
Services are grouped in five areas:

- People
- Place
- Planet
- Prosperity
- Performance

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

MARKYT ◆ Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average | Above Average

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

Place to live
Place to visit
Place to own or operate a business
Governing organisation
Value for money from rates

-20 | 0 | 20

1 Family and children's services
2 Youth services and facilities
3 Seniors' care, services and facilities
4 Disability access and inclusion
5 Sport and recreation
6 Festivals, events, art and culture
7 Local history and heritage
8 Respect for First Nations culture
9 Volunteer recognition and support
10 Community safety and crime prevention
11 Graffiti removal services
12 Lighting of streets and public places
13 Animal management (dogs and cats)
14 Sustainable practices / climate change
15 Conservation and environment
16 Waste management
17 Stormwater drainage
18 Food, noise, pest, pollution, etc
19 Natural disaster management
20 Responsible growth and development
21 Planning and building approvals
22 Housing
23 Community buildings, halls and toilets
24 Playgrounds, parks and reserves
25 Streetscapes, trees and verges
26 Footpaths, trails and cycleways
27 Building and maintaining local roads
28 Traffic management on local roads
29 Parking management
30 Street sweeping
31 Access to public transport
32 Economic development and job creation
33 Tourism and destination marketing
34 Education, training and life-long learning
35 Library services
36 Council's leadership
37 Transparency of Council processes
38 Consultation
39 Communication
40 Embracing change and innovation
41 Customer service

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

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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:

• Waste management
• Graffiti removal services
• Access to housing
• Street sweeping

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

• Embracing change and innovation
• Streetscapes, trees and verges
• Conservation and environmental management
• How the community is informed about what's happening in the local area

COMPARISON TO PREVIOUS STUDY (2022)
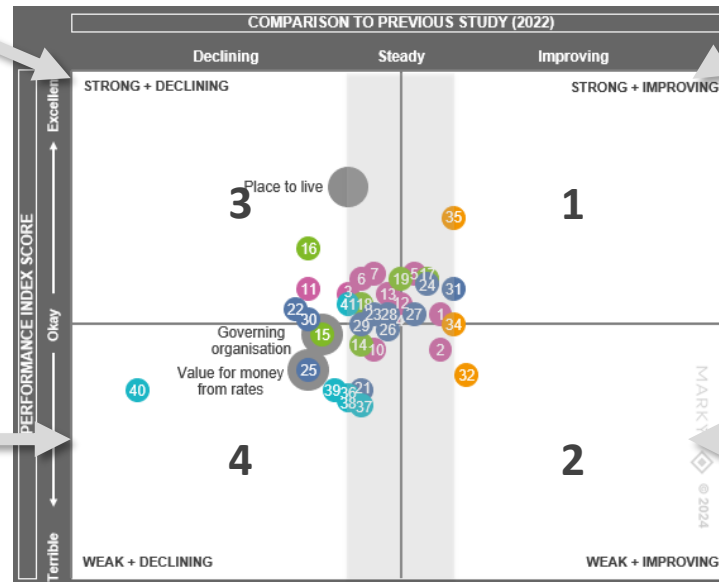
Window 1 includes higher performing areas that have improved. The **main improvers** are:
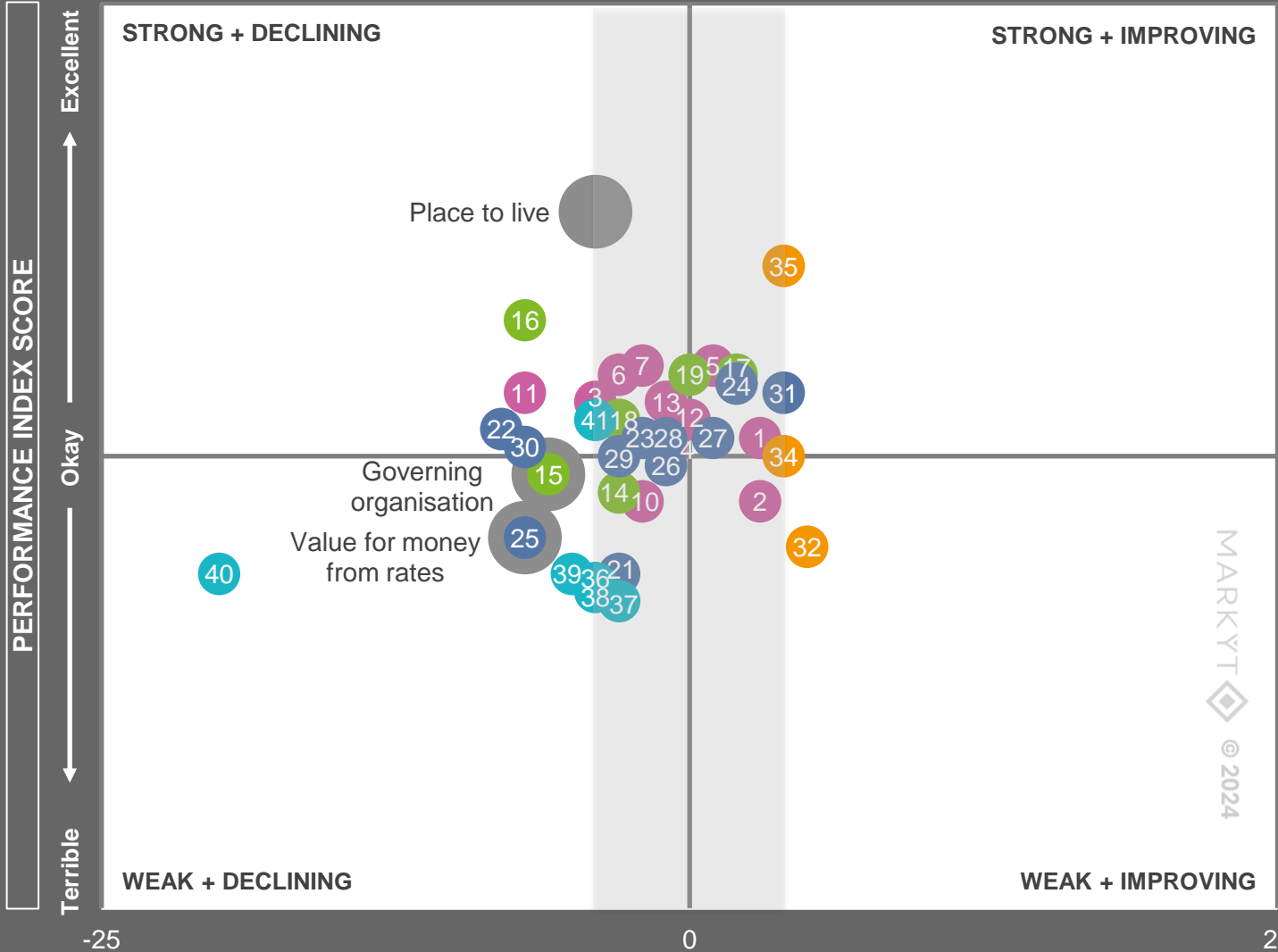
• Library services
• Access to public transport
• Education, training and life-long learning
• Family and children's services

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

• Economic development and job creation
• Youth services and facilities

MARKYT ◆ Community Trends Window

COMPARISON TO PREVIOUS STUDY (2022)

Declining | **Steady** | **Improving**

STRONG + DECLINING | STRONG + IMPROVING

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

Place to live
Governing organisation
Value for money from rates

WEAK + DECLINING | WEAK + IMPROVING

-25 | 0 | 25

1 Family and children's services
2 Youth services and facilities
3 Seniors' care, services and facilities
4 Disability access and inclusion
5 Sport and recreation
6 Festivals, events, art and culture
7 Local history and heritage
8 Respect for First Nations culture
9 Volunteer recognition and support
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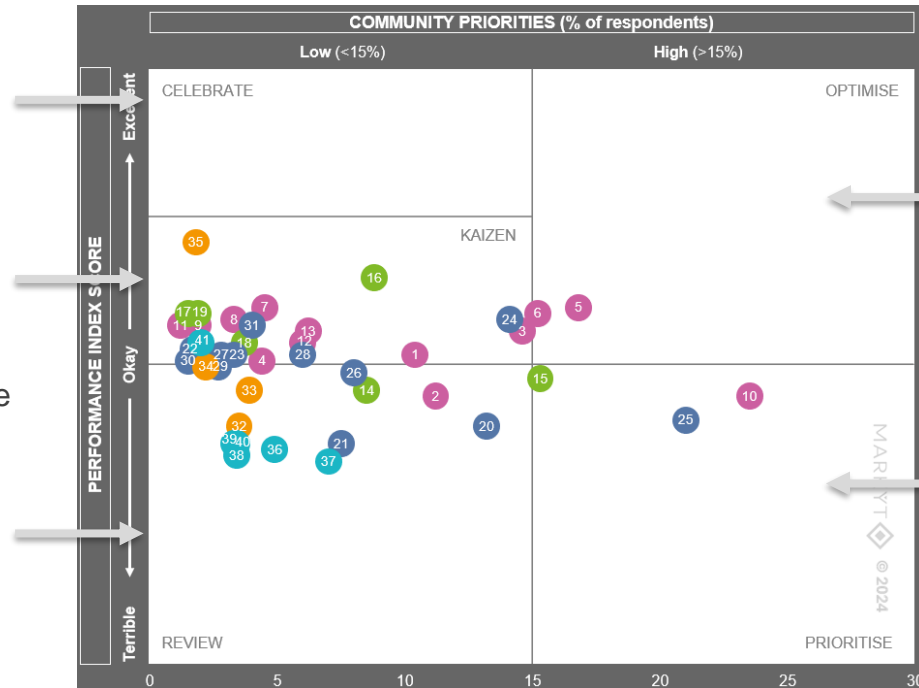
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How to read the MARKYT◆ Community Priorities

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 five areas:

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

MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<15%)   High (>15%)

CELEBRATE   **OPTIMISE**

KAIZEN

REVIEW   **PRIORITISE**

PERFORMANCE INDEX SCORE: Excellent — Okay — Terrible

Legend:
1 Family and children's services
2 Youth services and facilities
3 Seniors' care, services and facilities
4 Disability access and inclusion
5 Sport and recreation
6 Festivals, events, art and culture
7 Local history and heritage
8 Respect for First Nations culture
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36 Council's leadership
37 Transparency of Council processes
38 Consultation
39 Communication
40 Embracing change and innovation
41 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=739)

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Community action plans
for key priorities

Community safety and crime prevention

Community driven actions

- Advocate for a police station in Kalamunda and a more visible police presence in the area with faster response times.

- Provide a security service to patrol known hotspots including shopping centres.

- Provide more CCTV and lighting to deter antisocial and criminal activity in dark streets, parks, carparks, bus and train stations etc.

- Provide a range of services and activities to keep young people occupied and engaged.

Community Voices

"Bring back a police station in Kalamunda."

"Lobby for greater police presence with a Station located on the Hill. Forrestfield seems to be undermanned, so greater police numbers would be a good start."

"Regular police patrols of suburban streets and commercial properties at night. More street lighting. Police foot patrols of shopping centres etc."

"Police response times are too slow, nearest station is too far away."

"Actively support a security patrol service with a call line so we feel safe if there is an issue which needs to be addressed that's not police related (loitering etc). Other councils have adopted this."

"Security patrols. We are so far from Police services so we need another option. Even the criminals know you can get away with anything up here as the cops are so far away."

"Look at adopting a CCTV programme similar to that provided by the Town of Victoria Park, or a high visibility patrol service similar to that provided by Belmont Shire."

"Please improve lighting on the red cycle paths from train station to surrounding areas. It's currently dark and encouraging antisocial behaviour such as graffiti."

"Better lighting around the business areas as a deterrent for vandals and graffiti."

"There needs to be more cameras around the crime hot spots that are linked directly to the police."

"CCTV around the bus station and local businesses."

"I think improving youth services would have an impact on community safety and crime reduction."

"More involvement with activities at night for the youth of Forrestfield, that they do not have to pay for."

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Streetscapes, trees and verges

Community driven actions

- Plant more trees to beautify the streetscape, provide greater shade canopy and support local wildlife habitats.

- Prune large and dangerous tree branches to prevent accidents and injury to people, cars and property.

- Maintain verges to a high standard: mow regularly, clear weeds, remove and replace dead trees etc. Keep footpaths clear of vegetation and debris.

- Provide incentives for residents to plant water-wise native verges.

Community Voices

"More street trees as shade for pedestrians and bird habitat and to reduce the heat island effect of all the bitumen road."

"More street trees to help beautify and cool the area, quality landscaping throughout the city."

"Better management of the tree canopy and weakened branches. Several of the branches that have fallen in the area over the last 12 months would certainly have caused serious injury or death had they fallen on a person or an occupied vehicle."

"In our street alone there are some redgum branches that are growing out over the road. These trees are not stable during high wind events and have come down in the past onto the road. Luckily no one was driving under them at the time."

"Maintain the footpaths and alleys around Forrestfield eg mowing grass and weeds properly instead of focusing on the top of the hill."

"Having trees trimmed, clean up weeds, broken glass and rubbish. Verge hazards, tripping."

"Regular maintenance of verges which are at present disgraceful. Dry overgrown grass and weeds in many areas with no regular cleaning up carried out by COK. The Jack Healy Centre garden is non existent apart from an uninviting mess!"

"All the verge trees (esp the dying / dead bottle bushes) along verges need to be replaced. It shouldn't be up to individual home owners to report them one at a time before the dead ones get taken away and replaced. Take the initiative to do it yourselves!"

"Twice a year verge mowing is not enough. This program needs increased frequency. (Or can 'struggling' grass/weed verges be transformed so that they don't need as much moving)? Some grass verges look lovely - but those verges seem to have a lot of help from the resident, which is great but not all residents are willing to do this and so the verge suffers."

"Consider the creation of a program that is in collaboration with residents to create water-wise verges. Other local governments offer rebates ($250-$500) to assist property owners with the creation of a water-wise verge garden. I know we have access to free native plants but there are other needs when developing a water-wise verge. If we had more native plants on verges etc. there would be less verge mowing required."

Sport and recreation facilities and services

Community driven actions

- Prioritise completion of the leisure centre in High Wycombe.

- Provide a wider range of fitness classes for all ages throughout the City.

- Advocate for an additional aquatic and leisure centre in Kalamunda and/or upgrade the Kalamunda Pool to include heated/indoor pools that can be used all year around, splash pools and slides for younger children etc.

- Upgrade facilities at the Ray Owen Centre.

- Upgrade amenities at sporting ovals throughout the City – improve playing surfaces, shade, parking, clubhouses, male and female changerooms, lighting etc.

Community Voices

"Build the large recreation centre with an indoor pool planned for High Wycombe."

"High Wycombe needs its own Rec Centre with creche! It's a huge suburb with lots of young families. I was appalled when our Rec Center closed. Now there's just nothing here."

"More exercise classes available at different times and different venues. Ensuring the high Wycombe swimming pool is on track for development."

"Need more over 50s exercise programs at High Wycombe Community Hall. I have to travel to Midland or elsewhere for this. Or more social clubs activities for meet ups."

"Kalamunda itself (not High Wycombe) needs its own leisure centre and the swimming pool needs upgrading to include heating or an enclosure."

"A full access all year-round recreation centre including swimming centre with hydro for rehabilitation in Kalamunda! Demolish the council buildings and incorporate it all into in the area where the pool and tennis courts are and make a sports centre?"

"Upgrading the pool facilities to a modern facility. Including something unique, like a children's splash pad with fun activities and small slides."

"The Ray Owen Project needs to happen without compromise including an appropriate oval lighting upgrade."

"A complete overhaul of all the clubs in the foothills area. Upgrades to facilities, better maintenance of grounds and facilities. Increased communication between clubs and key stakeholders."

"Ray Owen's lack of sufficient cooling options indoors, whether by air-conditioning or passive cooling options, is not sustainable in this climate. Similarly, the lack of shade and shelter at the outdoor netball courts needs to be adequately remedied to ensure safe and accessible facilities for all."

"All sports which have active clubs within the City of Kalamunda need to be catered for with facilities that are fit for purpose for the conditions under which the sport is currently played. eg Kalamunda Districts Hockey Club has been denied the opportunity to be included in ALL current and future planning with regards facility development, despite a clear indication that a hockey turf would secure the future of the club and sport in the local government area."

MARKYT◆

Conservation and environmental management

Community driven actions

- Ensure development does not detract from Kalamunda as a "home in the forest" – protect and retain the tree canopy and consider reinstating the tree retention policy.

- Protect and conserve areas of natural bushland and wetlands – oppose high density development in these areas.

- Actively manage bushfire risk – clear weeds and dry grass and leaves, remove dead trees etc.

Community Voices

"Protection of trees. The revoking of the tree policy and the lack of an open process was disgraceful."

"We need to ensure that we keep as must corridor bushland as possible.... essential for people, wildlife, so our area remains "our home in the forest". We must ensure that the tree canopy remains as our weather increasing gets hotter each year. Environmental (Bush/Trees/Native Animal) issues are my main concern. Also to enforce the non-removal of trees except for building a home but leaving bush and trees where possible to ensure shade canopy."

"Very disappointed that the Tree Protection Policy was scrapped with zero transparency on the reasons why and nothing to replace it with and no lead time for amended or new policy."

"Planning to include retaining/planting of street trees and trees being maintained on properties. The higher density areas around the Kalamunda CBD are losing their "hills natural environment" feel and attraction - it is becoming just another boring Perth urban centre and suburb. More needs to be done to retain large trees and replace trees and make allowance for trees in the urban environment through proper planning and street plantings. As well as being visually appealing and in line with Kalamunda being a home amongst the trees, it is also cooling for the townsite and cooling for visitors and residents alike! So many recent studies worldwide have shown the cooling and other benefits of trees and the shade they provide."

"Limit high density subdivisions in areas with lots of trees, ie. Orange Grove, Wattle Grove, Maida Vale. No more loss of trees, natural vegetation & habitats. Instead increase zoning density in areas already allocated for housing with consideration for maintaining established trees & creating more native water wise gardens."

"No more large scale developments in forested areas that imply bulldozers and wholesale clearing. By doing that you are not just clearing trees, you are clearing ecosystems."

"There are many areas with dead trees, bushes littering the bush areas near houses that are a fire danger. The shire fines households if the firebreak is inadequate but no nothing on shire tracks and bush walking areas."

"Fire management. Clearing parks and street verges of dry grass and debris."

MARKYT ◆

MARKYT ◆ VoiceBank

To see all community comments from the MARKYT® Community Scorecard, please see the City of Kalamunda's MARKYT® VoiceBank.

The MARKYT® VoiceBank contains over 54,600 words with ideas and suggestions from community members.

Ideas are grouped into 41 service areas.

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

MARKYT ◆

People

Family and children's services and facilities

Performance ratings
% of respondents

73% Positive rating*
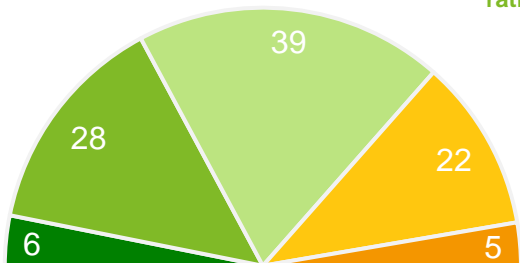
52 Performance index score

- Excellent: 6
- Good: 28
- Okay: 39
- Poor: 22
- Terrible: 5

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
51	49	50	49	52

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		65	68
Average	**52**	59	54

Geographical variances
Performance Index Score

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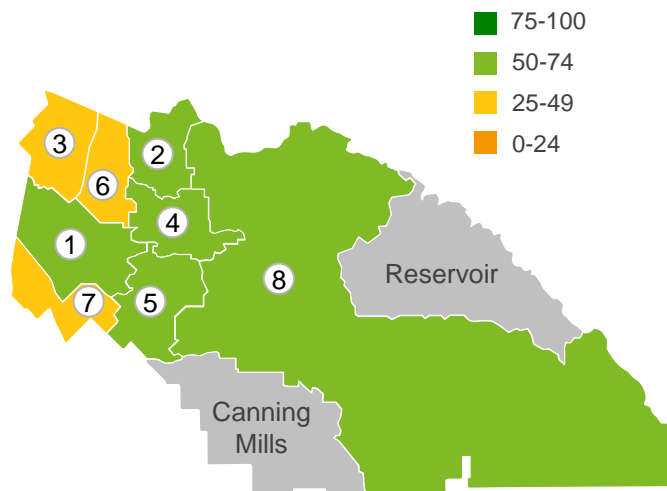
Location

1.	Forrestfield	50
2.	Gooseberry Hill	50
3.	High Wycombe	49
4.	Kalamunda	58
5.	Lesmurdie	55
6.	Maida Vale	49
7.	Wattle Grove	43
8.	Rural	54
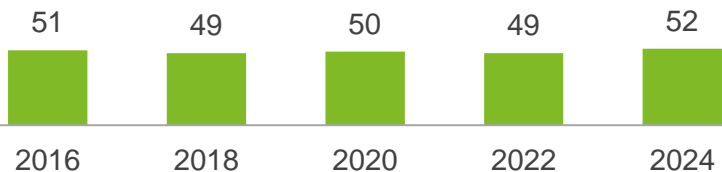
Community variances
Performance Index Score

Gender

Male	52
Female	52

Age

18-34 years	50
35-54 years	51
55-64 years	53
65+ years	**57**

Age of children

0-5 years	**43**
6-12 years	50
13-17 years	**46**
18+ years	49
No children	**58**

Disability & culture

Disability	55
First Nations#	54
Mainly speak LOTE	**45**

Homeownership

Homeowner	51
Renting / other	**64**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 492).

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

MARKYT◆

Youth services and facilities

Performance ratings
% of respondents

59% Positive rating*

45 Performance index score

- 5 Excellent
- 17 Good
- 37 Okay
- 35 Poor
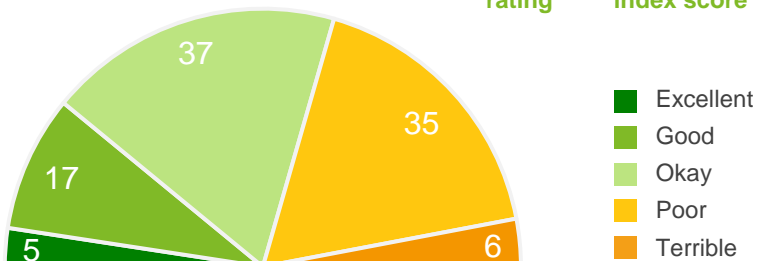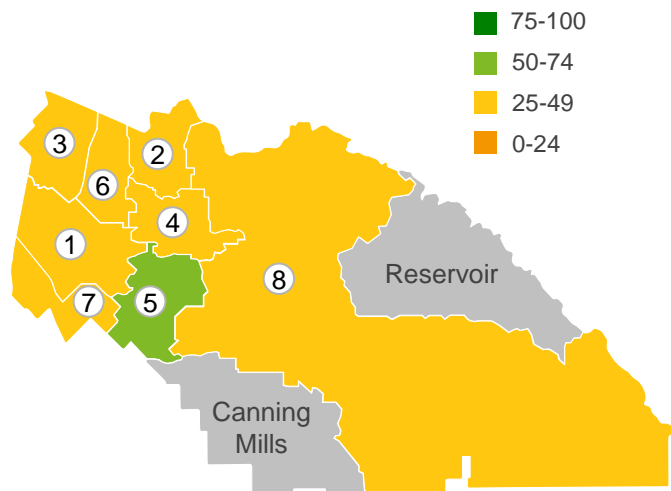- 6 Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
46	46	44	42	45

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺️ (Australia)
High		60	65
Average	**45**	51	47

Geographical variances
Performance Index Score

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

Location
1. Forrestfield — 45
2. Gooseberry Hill — 44
3. High Wycombe — 39
4. Kalamunda — 47
5. Lesmurdie — 50
6. Maida Vale — 45
7. Wattle Grove — 37
8. Rural — 45

Community variances
Performance Index Score

Gender
- Male — 46
- Female — 43

Age
- 18-34 years — 47
- 35-54 years — 43
- 55-64 years — 45
- 65+ years — 47

Age of children
- 0-5 years — **40**
- 6-12 years — 41
- 13-17 years — **38**
- 18+ years — 44
- No children — 48

Disability & culture
- Disability — 45
- First Nations# — 44
- Mainly speak LOTE — 42

Homeownership
- Homeowner — 43
- Renting / other — **62**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 468).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Seniors' care, services and facilities

Performance ratings
% of respondents

78% Positive rating*

56 Performance index score

- 9 Excellent
- 35 Good
- 34 Okay
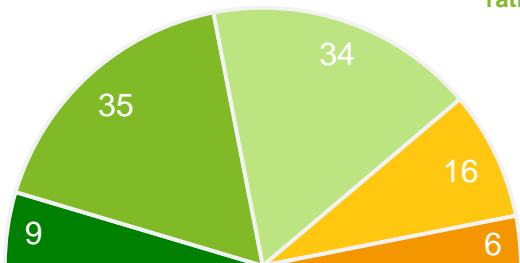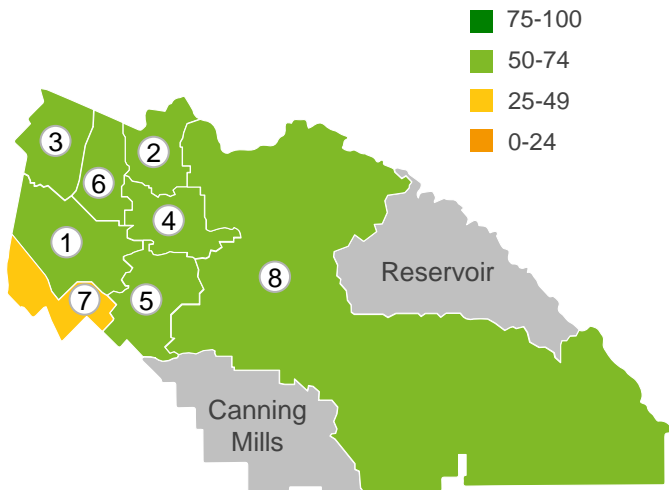- 16 Poor
- 6 Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
53	52	55	60	56

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High	56	64	68
Average		55	54

Geographical variances
Performance Index Score

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

Location

1.	Forrestfield	58
2.	Gooseberry Hill	53
3.	High Wycombe	51
4.	Kalamunda	61
5.	Lesmurdie	62
6.	Maida Vale	52
7.	Wattle Grove	40
8.	Rural	57

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-5 years	58	Disability	58
Female	57	6-12 years	58	First Nations#	53
Age		13-17 years	54	Mainly speak LOTE	45
18-34 years	**62**	18+ years	**51**	**Homeownership**	
35-54 years	56	No children	57	Homeowner	55
55-64 years	53			Renting / other	**63**
65+ years	55				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 477).

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

Disability access and inclusion

Performance ratings
% of respondents

70%
Positive rating*

51
Performance index score

- Excellent: 6
- Good: 29
- Okay: 35
- Poor: 23
- Terrible: 7

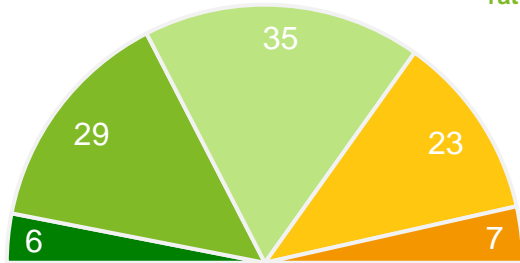## Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
49	46	46	52	51

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	Australia
High		59	63
Average	51	53	51

Geographical variances
Performance Index Score

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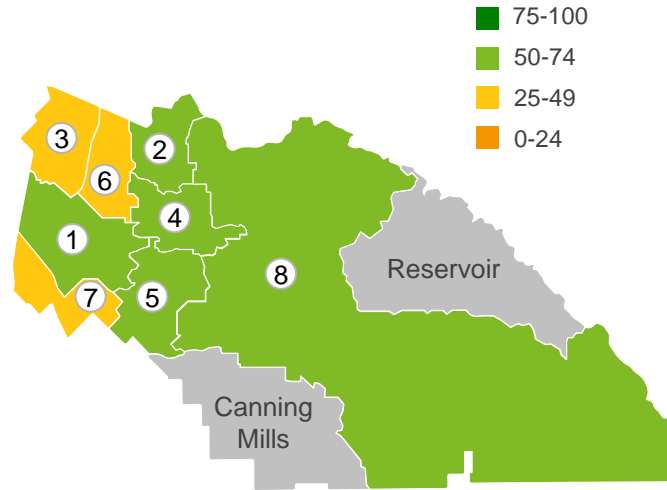
Location

1.	Forrestfield	54
2.	Gooseberry Hill	51
3.	High Wycombe	42
4.	Kalamunda	53
5.	Lesmurdie	57
6.	Maida Vale	48
7.	Wattle Grove	42
8.	Rural	50

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-5 years	44	Disability	49
Female	49	6-12 years	52	First Nations#	52
Age		13-17 years	49	Mainly speak LOTE	55
18-34 years	61	18+ years	47	**Homeownership**	
35-54 years	47	No children	53	Homeowner	50
55-64 years	46			Renting / other	63
65+ years	52				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 400).

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

Sport and recreation facilities and services

Performance ratings
% of respondents

82% Positive rating*

60 Performance index score

- 39 Good
- 31 Okay
- 12 Excellent
- 14 Poor
- 4 Terrible

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

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
60	59	59	59	60

MARKYT◆ Industry Standards
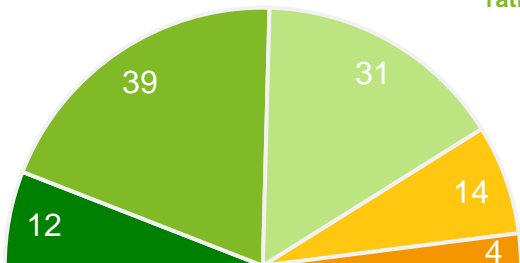Performance Index Score

	City of Kalamunda	🍎	Australia
High	60	69	79
Average		60	65

Geographical variances
Performance Index Score

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

Map locations: 1, 2, 3, 4, 5, 6, 7, 8
Reservoir, Canning Mills
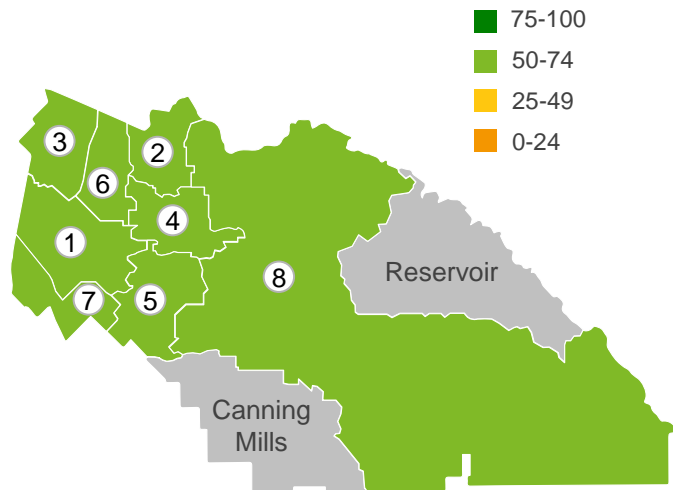
Location

#		Score
1.	Forrestfield	59
2.	Gooseberry Hill	59
3.	High Wycombe	51
4.	Kalamunda	66
5.	Lesmurdie	68
6.	Maida Vale	56
7.	Wattle Grove	54
8.	Rural	63
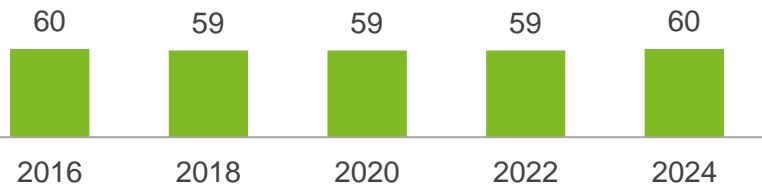
Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	59	0-5 years	58	Disability	61
Female	62	6-12 years	56	First Nations#	56
Age		13-17 years	**49**	Mainly speak LOTE	63
18-34 years	60	18+ years	56	**Homeownership**	
35-54 years	57	No children	64	Homeowner	60
55-64 years	59			Renting / other	**68**
65+ years	**67**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 728).

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

Festivals, events, art and cultural activities

Performance ratings
% of respondents
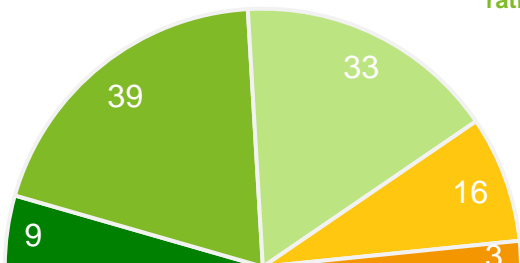
81%
Positive rating*

59
Performance index score

- Excellent — 9
- Good — 39
- Okay — 33
- Poor — 16
- Terrible — 3

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
62	63	65	62	59

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺️
High		67	75
Average	59	60	61

Geographical variances
Performance Index Score

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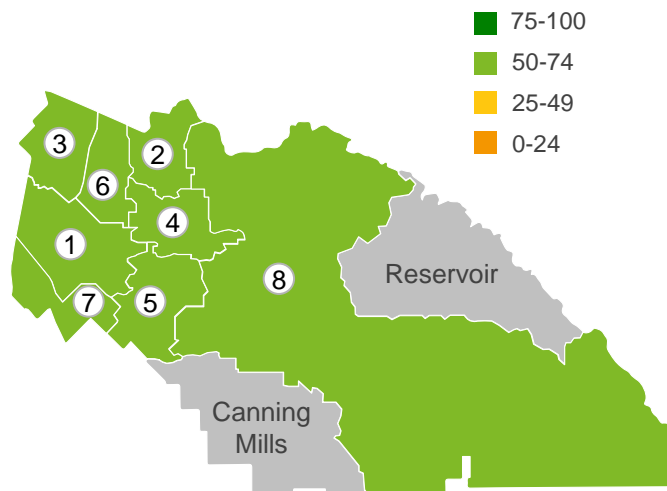
Location

1.	Forrestfield	55
2.	Gooseberry Hill	62
3.	High Wycombe	52
4.	Kalamunda	63
5.	Lesmurdie	62
6.	Maida Vale	60
7.	Wattle Grove	51
8.	Rural	62
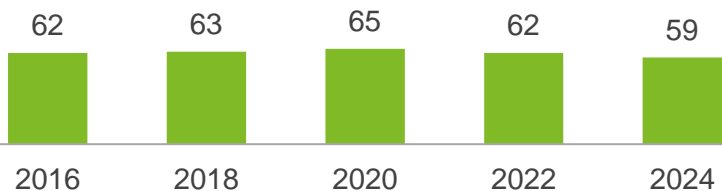
Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	58	0-5 years	55	Disability	60
Female	59	6-12 years	**54**	First Nations#	**64**
Age		13-17 years	**50**	Mainly speak LOTE	**52**
18-34 years	58	18+ years	60	**Homeownership**	
35-54 years	56	No children	61	Homeowner	59
55-64 years	60			Renting / other	56
65+ years	62				

MARKYT◆

36

How local history and heritage is preserved and promoted

Performance ratings
% of respondents

84% Positive rating*
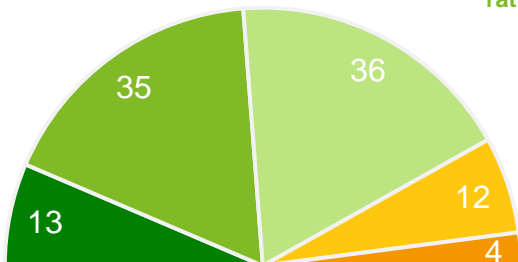
60 Performance index score

- Excellent — 13
- Good — 35
- Okay — 36
- Poor — 12
- Terrible — 4

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
61	62	64	62	60

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🦘
High		63	70
	60		
Average		60	58

Geographical variances
Performance Index Score

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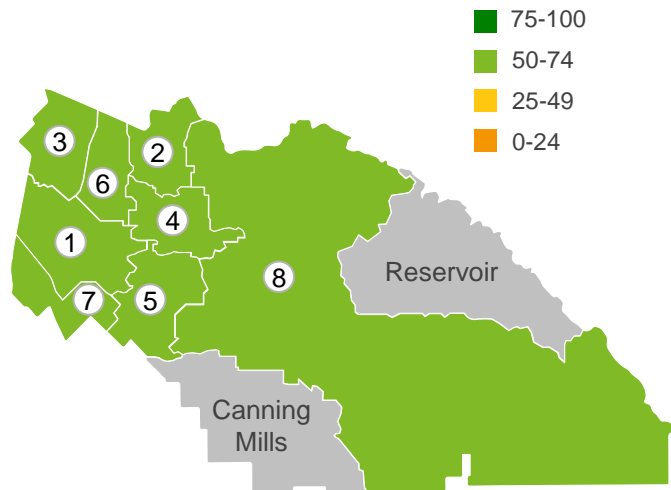
Location

1.	Forrestfield	59
2.	Gooseberry Hill	61
3.	High Wycombe	50
4.	Kalamunda	64
5.	Lesmurdie	63
6.	Maida Vale	66
7.	Wattle Grove	56
8.	Rural	56

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	60	0-5 years	**66**	Disability	61
Female	60	6-12 years	61	First Nations#	**55**
Age		13-17 years	58	Mainly speak LOTE	63
18-34 years	64	18+ years	56	**Homeownership**	
35-54 years	59	No children	60	Homeowner	59
55-64 years	**55**			Renting / other	**67**
65+ years	61				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 688).

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

MARKYT◆

Recognition and respect for First Nations peoples, cultures and heritage

Performance ratings
% of respondents
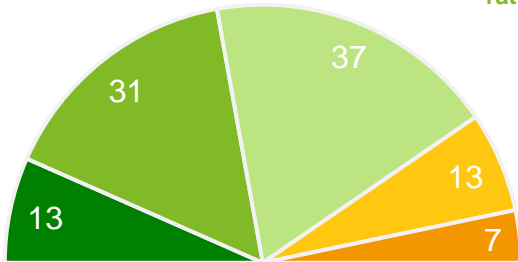
81% — Positive rating*

58 — Performance index score

- Excellent — 13
- Good — 31
- Okay — 37
- Poor — 13
- Terrible — 7

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	NA	NA	NA	58

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		68	71
Average	**58**	61	62

Geographical variances
Performance Index Score

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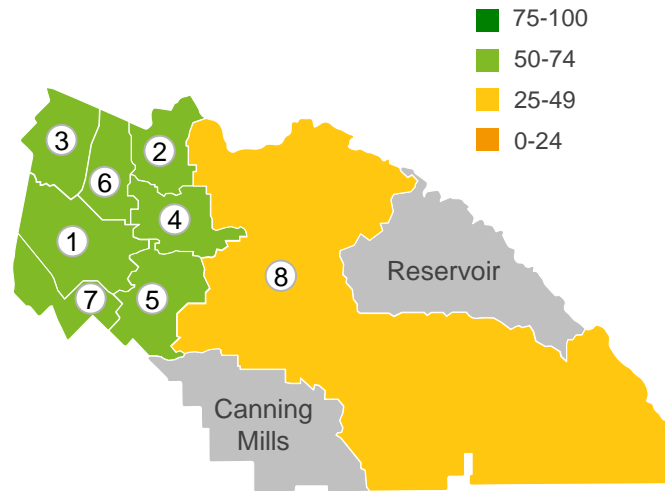
Location

1.	Forrestfield	62
2.	Gooseberry Hill	55
3.	High Wycombe	58
4.	Kalamunda	60
5.	Lesmurdie	56
6.	Maida Vale	66
7.	Wattle Grove	51
8.	Rural	48

Community variances
Performance Index Score

Gender

Male	61
Female	55

Age

18-34 years	**63**
35-54 years	57
55-64 years	**52**
65+ years	59

Age of children

0-5 years	56
6-12 years	60
13-17 years	**51**
18+ years	**49**
No children	61

Disability & culture

Disability	60
First Nations#	56
Mainly speak LOTE	60

Homeownership

Homeowner	58
Renting / other	56

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 503).

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

Participation in unpaid voluntary work

Performance ratings
% of respondents

41%

Volunteered in the past 12 months

- 41
- 59

- 🟩 Yes
- 🟧 No

Trend Analysis
% Yes

2016	2018	2020	2022	2024
48	43	51	46	41

MARKYT◆ Industry Standards
% Yes

	City of Kalamunda	🍎	🗺️
High		NA	79
	41		
Average		NA	61

Geographical variances
% Yes

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

(Map showing locations: 1, 2, 3, 4, 5, 6, 7, 8, Reservoir, Canning Mills)

Location

1.	Forrestfield	25
2.	Gooseberry Hill	50
3.	High Wycombe	31
4.	Kalamunda	52
5.	Lesmurdie	52
6.	Maida Vale	28
7.	Wattle Grove	30
8.	Rural	66

Community variances
% Yes

Gender		Age of children		Disability & culture	
Male	42	0-5 years	40	Disability	45
Female	40	6-12 years	41	First Nations#	79
Age		13-17 years	51	Mainly speak LOTE	35
18-34 years	32	18+ years	46	**Homeownership**	
35-54 years	42	No children	41	Homeowner	41
55-64 years	45			Renting / other	41
65+ years	46				

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 'no response' (n = 685).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Volunteer recognition and support

Performance ratings
% of respondents
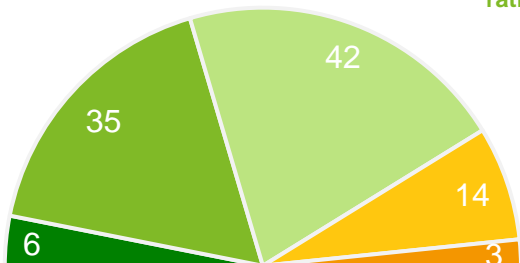
82% Positive rating*

57 Performance index score
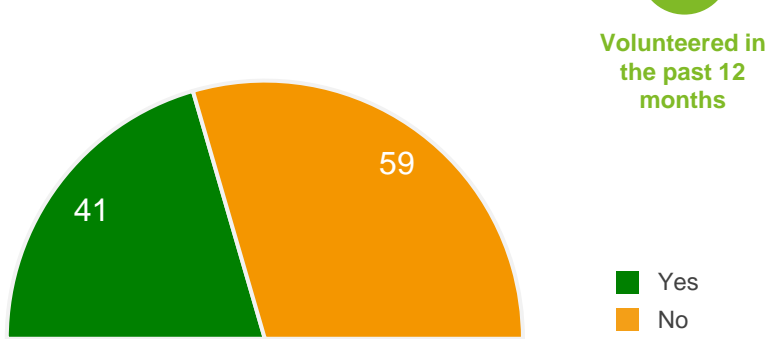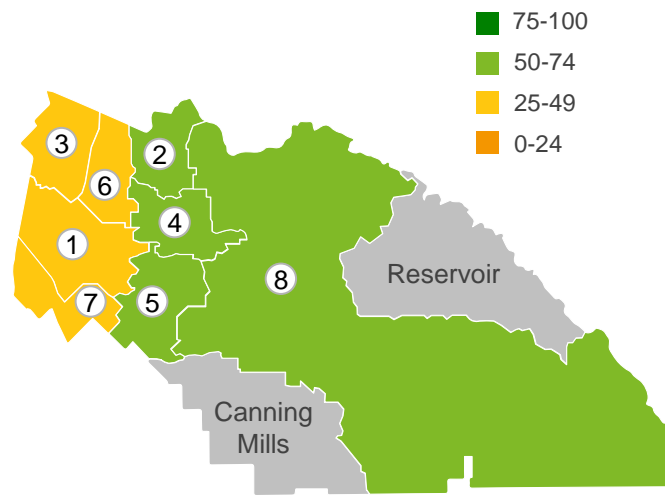
- Excellent
- Good
- Okay
- Poor
- Terrible

Pie chart values: 6, 35, 42, 14, 3

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	NA	NA	NA	57

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		66	69
Average	57	59	59

Geographical variances
Performance Index Score

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

Reservoir

Canning Mills
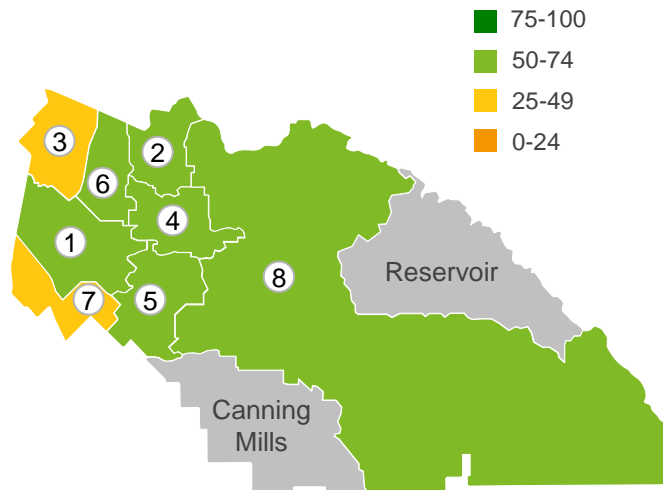
Location

1.	Forrestfield	55
2.	Gooseberry Hill	62
3.	High Wycombe	49
4.	Kalamunda	60
5.	Lesmurdie	59
6.	Maida Vale	64
7.	Wattle Grove	49
8.	Rural	52

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	56	0-5 years	50	Disability	61
Female	57	6-12 years	56	First Nations#	57
Age		13-17 years	51	Mainly speak LOTE	56
18-34 years	56	18+ years	55	**Homeownership**	
35-54 years	55	No children	59	Homeowner	56
55-64 years	55			Renting / other	**64**
65+ years	60				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 510).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Community safety and crime prevention

Performance ratings
% of respondents

62%
Positive rating*

45
Performance index score

- 5 Excellent
- 18 Good
- 40 Okay
- 28 Poor
- 10 Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
54	50	48	47	45

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High	45	52	66
Average		44	46

Geographical variances
Performance Index Score

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

Reservoir

Canning Mills
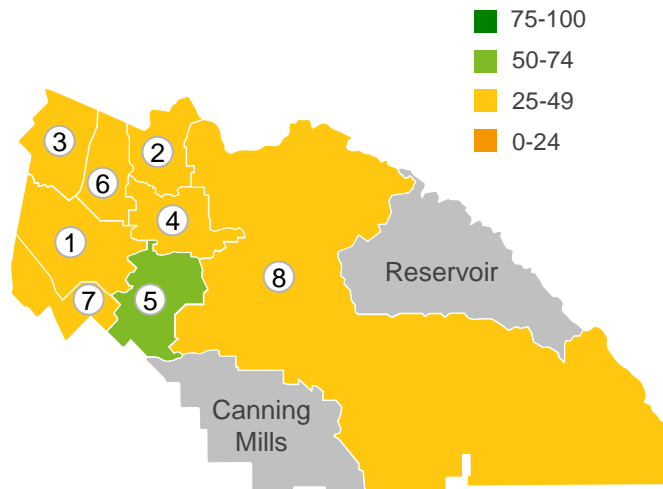
Location

1.	Forrestfield	42
2.	Gooseberry Hill	49
3.	High Wycombe	35
4.	Kalamunda	48
5.	Lesmurdie	51
6.	Maida Vale	46
7.	Wattle Grove	41
8.	Rural	39

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	44	0-5 years	45	Disability	42
Female	45	6-12 years	41	First Nations#	42
Age		13-17 years	41	Mainly speak LOTE	**54**
18-34 years	48	18+ years	**39**	**Homeownership**	
35-54 years	43	No children	45	Homeowner	44
55-64 years	41			Renting / other	**53**
65+ years	47				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 664).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Graffiti removal services

Performance ratings
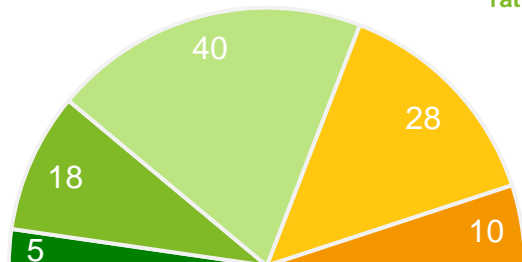% of respondents

83% — Positive rating*
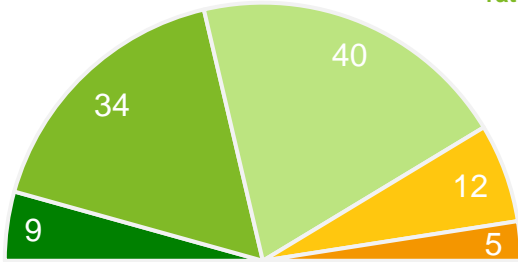
57 — Performance index score

- 9 Excellent (dark green)
- 34 Good
- 40 Okay
- 12 Poor
- 5 Terrible

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

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
61	60	62	64	57

MARKYT Industry Standards
Performance Index Score

	City of Kalamunda	🍎	Australia
High		NA	NA
Average	57	NA	NA

Geographical variances
Performance Index Score

Legend:
- 75-100 (dark green)
- 50-74 (green)
- 25-49 (yellow)
- 0-24 (orange)

Location

1.	Forrestfield	57
2.	Gooseberry Hill	66
3.	High Wycombe	47
4.	Kalamunda	62
5.	Lesmurdie	60
6.	Maida Vale	53
7.	Wattle Grove	53
8.	Rural	59
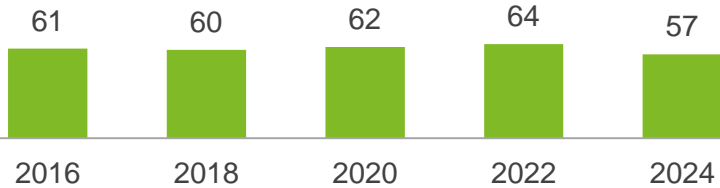
Community variances
Performance Index Score

Gender

| Male | 58 |
| Female | 57 |

Age

18-34 years	58
35-54 years	55
55-64 years	56
65+ years	61

Age of children

0-5 years	58
6-12 years	53
13-17 years	48
18+ years	51
No children	59

Disability & culture

Disability	54
First Nations#	52
Mainly speak LOTE	58

Homeownership

| Homeowner | 57 |
| Renting / other | 56 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 540).

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

Lighting of streets and public places

Performance ratings
% of respondents
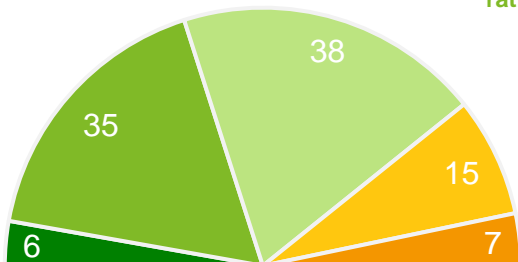
78% Positive rating*

54 Performance index score

- Excellent
- Good
- Okay
- Poor
- Terrible

Pie segments: 6, 35, 38, 15, 7

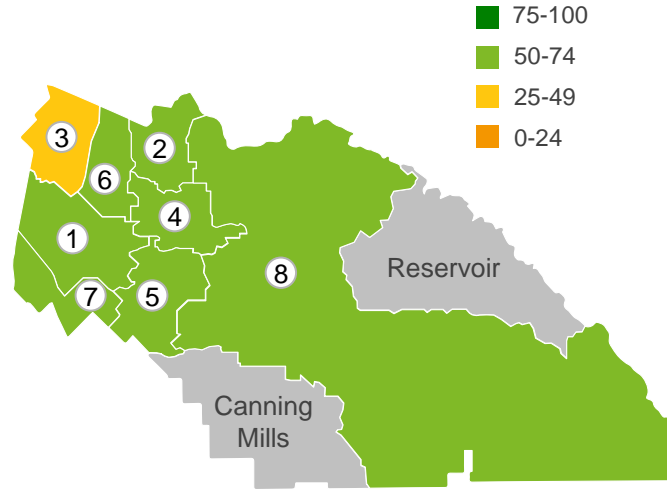## Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
54	51	52	54	54

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺 (Australia)
High		56	66
	54		
Average		52	51

Geographical variances
Performance Index Score

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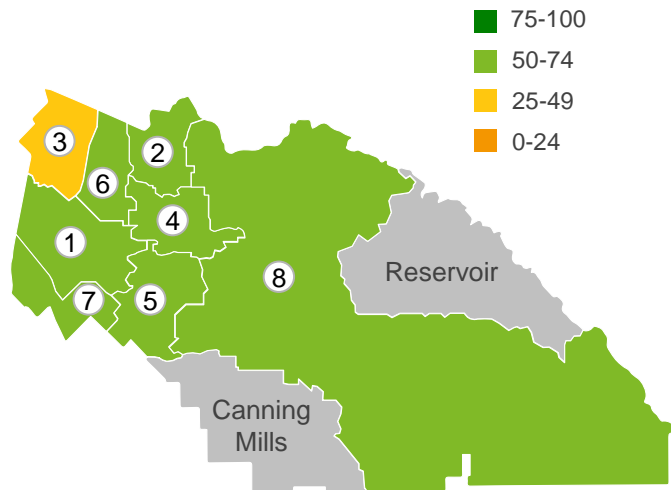
Location

1.	Forrestfield	55
2.	Gooseberry Hill	54
3.	High Wycombe	48
4.	Kalamunda	58
5.	Lesmurdie	55
6.	Maida Vale	54
7.	Wattle Grove	58
8.	Rural	53
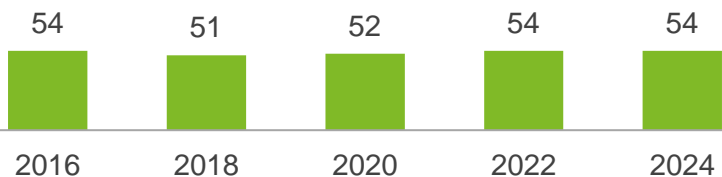
Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-5 years	55	Disability	54
Female	53	6-12 years	52	First Nations#	55
Age		13-17 years	**48**	Mainly speak LOTE	**49**
18-34 years	57	18+ years	52	**Homeownership**	
35-54 years	52	No children	56	Homeowner	54
55-64 years	52			Renting / other	**61**
65+ years	58				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 766).

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

MARKYT◆   43

Animal management (dogs and cats)

Performance ratings
% of respondents
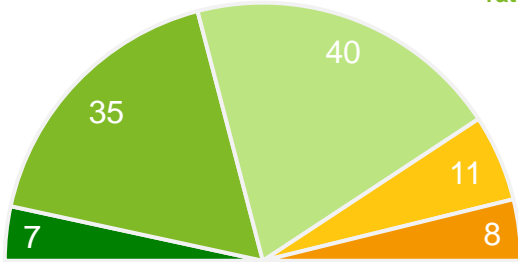
81% Positive rating*

56 Performance index score

- Excellent — 7
- Good — 35
- Okay — 40
- Poor — 11
- Terrible — 8

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
57	50	54	57	56

MARKYT Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🇦🇺
High		66	67
Average	56	56	53

Geographical variances
Performance Index Score

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

Reservoir

Canning Mills
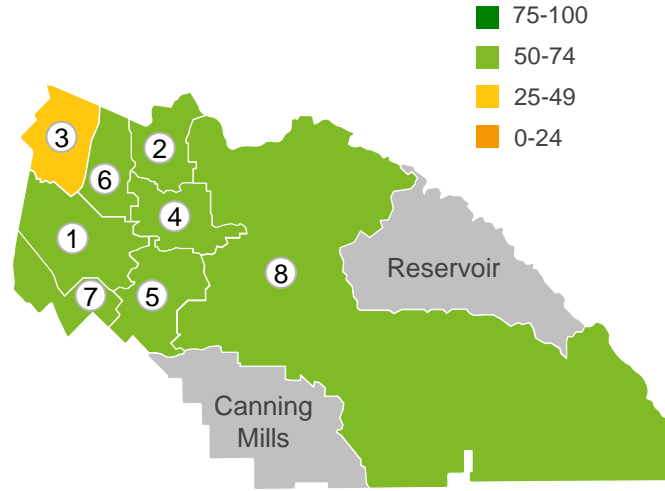
Location

1.	Forrestfield	59
2.	Gooseberry Hill	58
3.	High Wycombe	44
4.	Kalamunda	58
5.	Lesmurdie	58
6.	Maida Vale	57
7.	Wattle Grove	55
8.	Rural	51

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	56	0-5 years	53	Disability	60
Female	56	6-12 years	55	First Nations[#]	57
Age		13-17 years	53	Mainly speak LOTE	**61**
18-34 years	59	18+ years	57	**Homeownership**	
35-54 years	55	No children	56	Homeowner	55
55-64 years	**51**			Renting / other	**65**
65+ years	56				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 671).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT

44

Planet

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings
% of respondents

65% Positive rating*
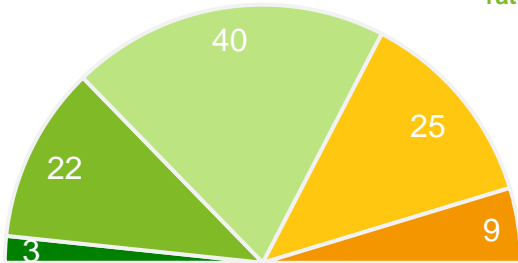
46 Performance index score

- 3 Excellent
- 22 Good
- 40 Okay
- 25 Poor
- 9 Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	50	50	49	46

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		68	68
Average	46	50	49

Geographical variances
Performance Index Score

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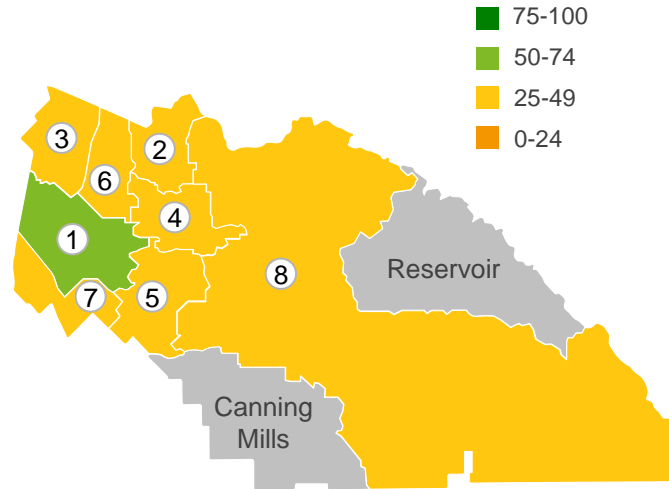
Location

1.	Forrestfield	51
2.	Gooseberry Hill	48
3.	High Wycombe	47
4.	Kalamunda	44
5.	Lesmurdie	46
6.	Maida Vale	46
7.	Wattle Grove	42
8.	Rural	40

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	48	0-5 years	43	Disability	44
Female	44	6-12 years	44	First Nations#	52
Age		13-17 years	41	Mainly speak LOTE	53
18-34 years	50	18+ years	39	**Homeownership**	
35-54 years	45	No children	49	Homeowner	47
55-64 years	42			Renting / other	40
65+ years	47				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 555).

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

Conservation and environmental management

Performance ratings
% of respondents

69% — Positive rating*

48 — Performance index score

- Excellent: 4
- Good: 27
- Okay: 38
- Poor: 20
- Terrible: 12

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
57	52	52	54	48

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺 (Australia)
High		67	67
Average	48	53	52

Geographical variances
Performance Index Score

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

Location

1.	Forrestfield	51
2.	Gooseberry Hill	50
3.	High Wycombe	44
4.	Kalamunda	46
5.	Lesmurdie	49
6.	Maida Vale	52
7.	Wattle Grove	48
8.	Rural	42

Community variances
Performance Index Score

Gender

| Male | 49 |
| Female | 46 |

Age

18-34 years	48
35-54 years	49
55-64 years	44
65+ years	48

Age of children

0-5 years	45
6-12 years	50
13-17 years	**43**
18+ years	45
No children	49

Disability & culture

Disability	49
First Nations#	50
Mainly speak LOTE	**54**

Homeownership

| Homeowner | 48 |
| Renting / other | 50 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 644).

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

MARKYT◆

Waste management (including general rubbish, recycling and bulk rubbish collections, skip bins and Walliston Transfer Station)

Performance ratings
% of respondents
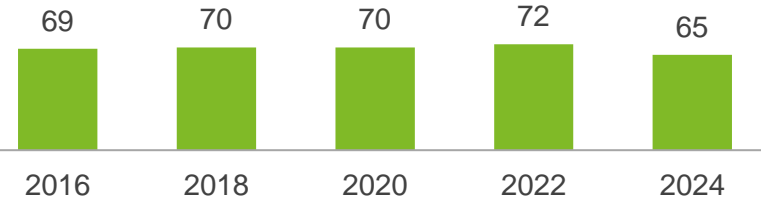
86% — Positive rating*

65 — Performance index score

- 19 Excellent
- 41 Good
- 27 Okay
- 8 Poor
- 6 Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
69	70	70	72	65

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺️
High		74	77
	65		
Average		64	60

Geographical variances
Performance Index Score

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

(Reservoir, Canning Mills)
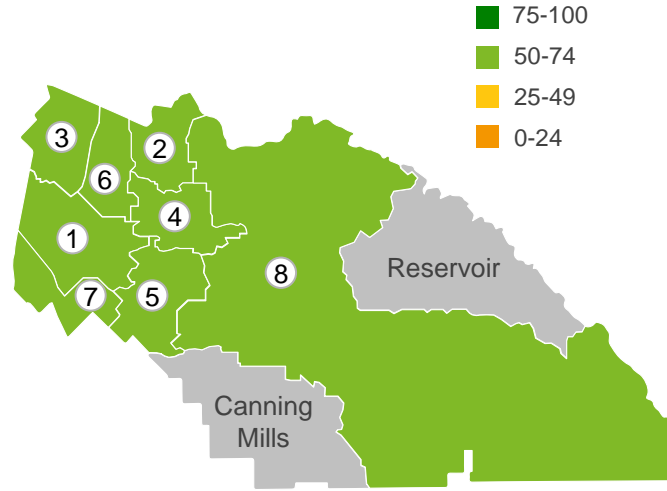
Location
1.	Forrestfield	65
2.	Gooseberry Hill	61
3.	High Wycombe	58
4.	Kalamunda	68
5.	Lesmurdie	68
6.	Maida Vale	64
7.	Wattle Grove	65
8.	Rural	68

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	66	0-5 years	61	Disability	61
Female	64	6-12 years	64	First Nations#	**58**
Age		13-17 years	**59**	Mainly speak LOTE	**58**
18-34 years	61	18+ years	62	**Homeownership**	
35-54 years	63	No children	67	Homeowner	65
55-64 years	66			Renting / other	**60**
65+ years	69				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 759).

MARKYT◆

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

Stormwater drainage

Performance ratings
% of respondents

87% — Positive rating*

59 — Performance index score

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

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

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
56	52	56	57	59

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		NA	64
	59		
Average		NA	49

Geographical variances
Performance Index Score

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

Location

1.	Forrestfield	60
2.	Gooseberry Hill	56
3.	High Wycombe	60
4.	Kalamunda	61
5.	Lesmurdie	56
6.	Maida Vale	58
7.	Wattle Grove	64
8.	Rural	52

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	61	0-5 years	61	Disability	57
Female	56	6-12 years	60	First Nations#	63
Age		13-17 years	**53**	Mainly speak LOTE	**65**
18-34 years	**66**	18+ years	**51**	**Homeownership**	
35-54 years	56	No children	61	Homeowner	59
55-64 years	55			Renting / other	**51**
65+ years	59				

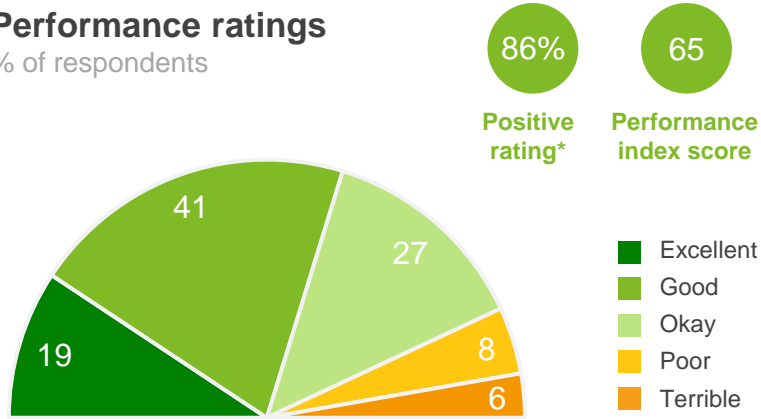Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 657).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆   49

Environmental health management
(food, noise, pest, pollution, etc)

Performance ratings
% of respondents
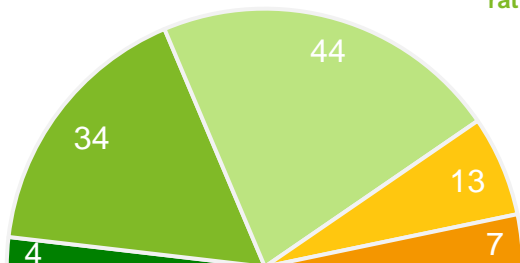
81% — Positive rating*

54 — Performance index score

- Excellent — 4
- Good — 34
- Okay — 44
- Poor — 13
- Terrible — 7

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
54	51	53	57	54

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺 (Australia)
High		58	65
Average	**54**	54	54

Geographical variances
Performance Index Score

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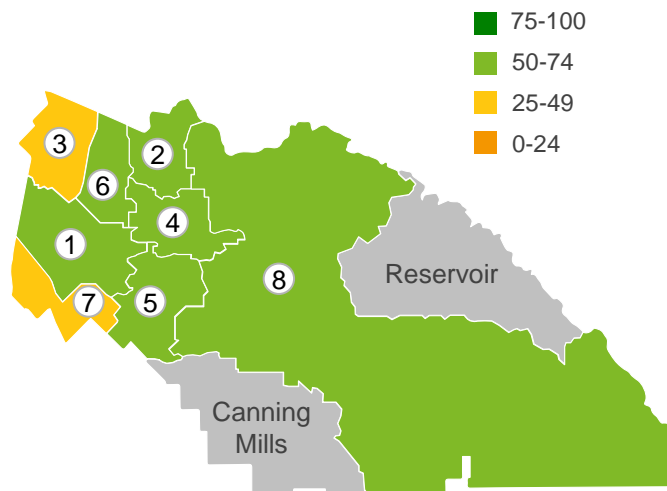
Location

1.	Forrestfield	54
2.	Gooseberry Hill	58
3.	High Wycombe	48
4.	Kalamunda	57
5.	Lesmurdie	57
6.	Maida Vale	54
7.	Wattle Grove	48
8.	Rural	50

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-5 years	56	Disability	53
Female	53	6-12 years	58	First Nations#	56
Age		13-17 years	**48**	Mainly speak LOTE	56
18-34 years	55	18+ years	**47**	**Homeownership**	
35-54 years	53	No children	55	Homeowner	53
55-64 years	53			Renting / other	58
65+ years	55				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 633).

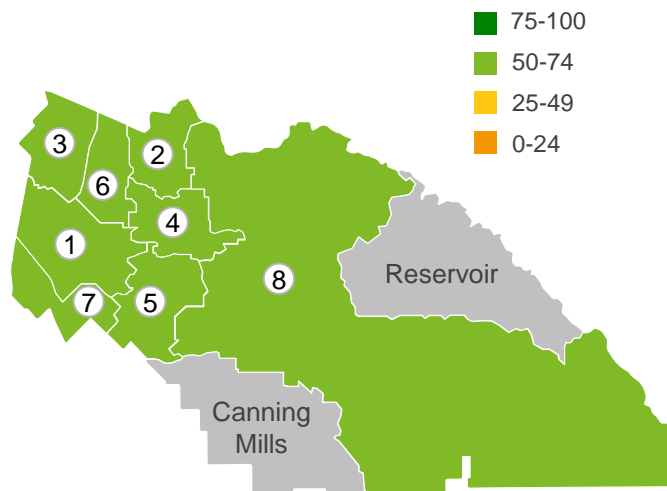* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

50

Natural disaster management
(education, prevention and relief for fire, storms, floods, etc)

Performance ratings
% of respondents

85%
Positive rating*
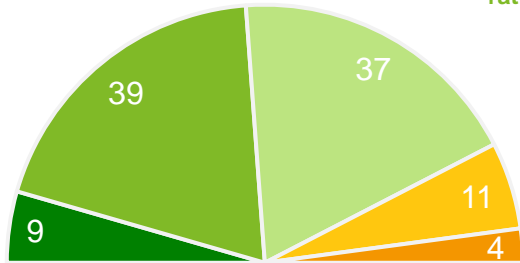
59
Performance index score

- Excellent
- Good
- Okay
- Poor
- Terrible

9 · 39 · 37 · 11 · 4

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
63	52	58	59	59

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺 (Australia)
High		59	66
Average	59	55	55

Geographical variances
Performance Index Score

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

Reservoir

Canning Mills
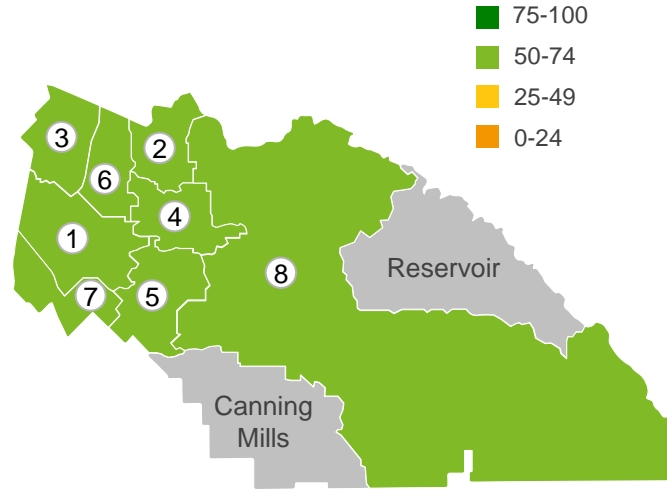
Location

1.	Forrestfield	59
2.	Gooseberry Hill	65
3.	High Wycombe	55
4.	Kalamunda	65
5.	Lesmurdie	60
6.	Maida Vale	58
7.	Wattle Grove	52
8.	Rural	55

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	60	0-5 years	57	Disability	61
Female	59	6-12 years	57	First Nations#	55
Age		13-17 years	58	Mainly speak LOTE	57
18-34 years	61	18+ years	56	**Homeownership**	
35-54 years	60	No children	60	Homeowner	59
55-64 years	57			Renting / other	60
65+ years	59				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 540).

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

MARKYT◆

Place

Managing responsible growth and development

Performance ratings
% of respondents

58%
Positive rating*
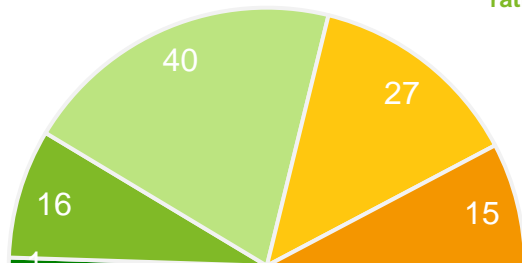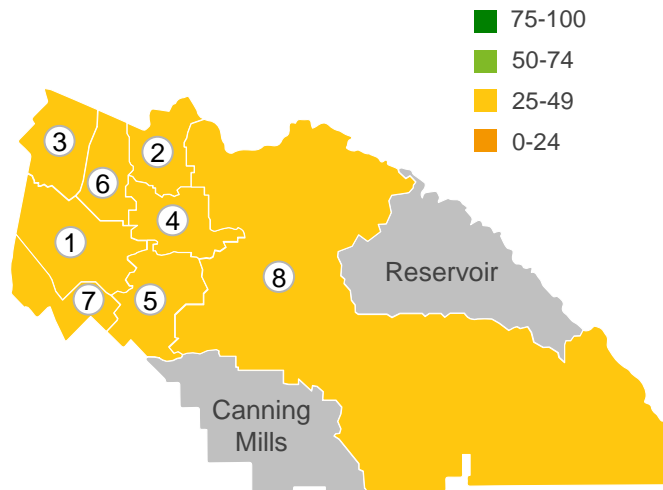
40
Performance index score

- 1
- 16
- 40
- 27
- 15

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	NA	NA	NA	40

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		58	58
Average	40	47	44

Geographical variances
Performance Index Score

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

Location

1.	Forrestfield	48
2.	Gooseberry Hill	40
3.	High Wycombe	36
4.	Kalamunda	38
5.	Lesmurdie	42
6.	Maida Vale	44
7.	Wattle Grove	33
8.	Rural	33

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	39	0-5 years	40	Disability	41
Female	41	6-12 years	37	First Nations#	37
Age		13-17 years	**34**	Mainly speak LOTE	39
18-34 years	43	18+ years	**35**	**Homeownership**	
35-54 years	37	No children	42	Homeowner	40
55-64 years	38			Renting / other	37
65+ years	44				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 611).

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

MARKYT◆

Planning and building approvals

Performance ratings
% of respondents

49% Positive rating*

37 Performance index score
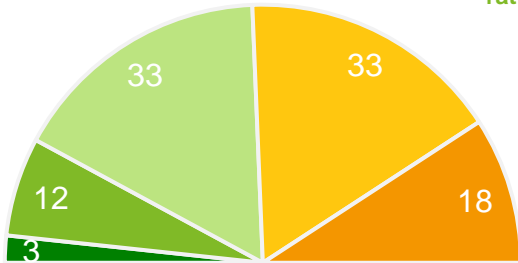
- Excellent 3
- Good 12
- Okay 33
- Poor 33
- Terrible 18

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
37	37	41	40	37

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺️(Australia)
High		52	55
Average	**37**	44	43

Geographical variances
Performance Index Score

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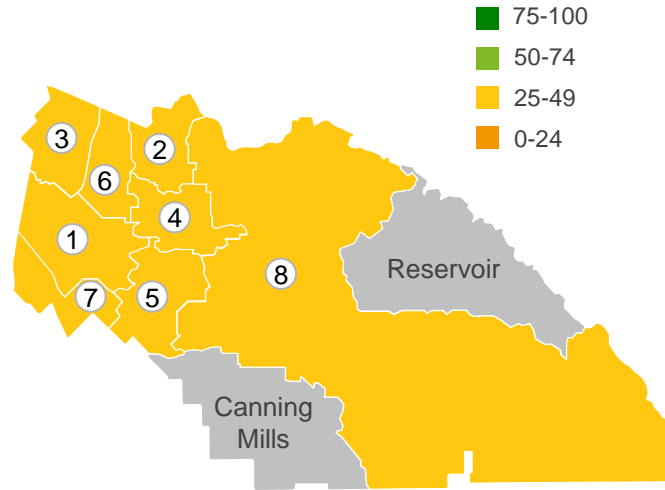
Location

1.	Forrestfield	47
2.	Gooseberry Hill	43
3.	High Wycombe	34
4.	Kalamunda	32
5.	Lesmurdie	38
6.	Maida Vale	38
7.	Wattle Grove	35
8.	Rural	31

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	37	0-5 years	37	Disability	39
Female	37	6-12 years	35	First Nations#	29
Age		13-17 years	33	Mainly speak LOTE	**47**
18-34 years	**46**	18+ years	34	**Homeownership**	
35-54 years	35	No children	39	Homeowner	37
55-64 years	33			Renting / other	38
65+ years	37				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 521).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Access to housing that meets your needs

Performance ratings
% of respondents

77% Positive rating*

53 Performance index score
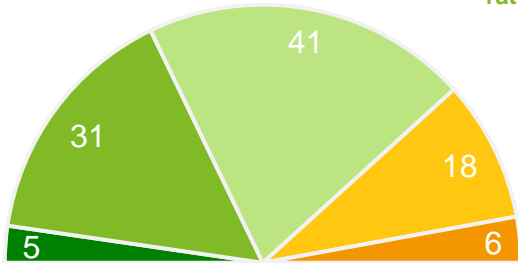
- 5 Excellent
- 31 Good
- 41 Okay
- 18 Poor
- 6 Terrible

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

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
58	60	64	61	53

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	Australia
High	53	64	64
Average		58	47

Geographical variances
Performance Index Score

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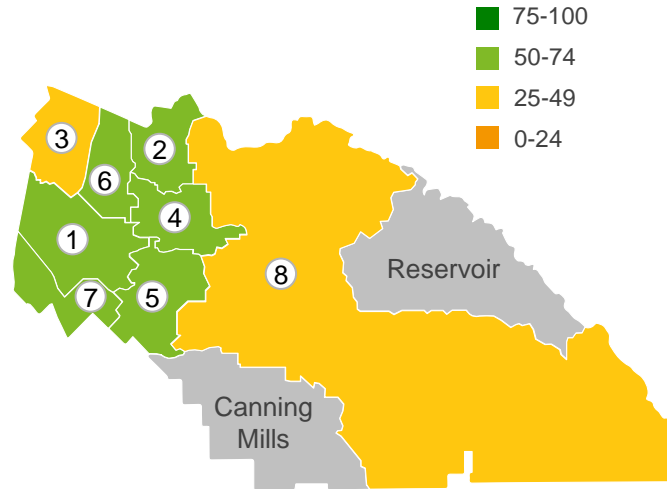
Location

1.	Forrestfield	55
2.	Gooseberry Hill	56
3.	High Wycombe	48
4.	Kalamunda	54
5.	Lesmurdie	53
6.	Maida Vale	53
7.	Wattle Grove	55
8.	Rural	47

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-5 years	56	Disability	**48**
Female	50	6-12 years	54	First Nations#	**37**
Age		13-17 years	51	Mainly speak LOTE	52
18-34 years	56	18+ years	50	**Homeownership**	
35-54 years	53	No children	51	Homeowner	54
55-64 years	50			Renting / other	**45**
65+ years	50				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 526).

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

Community buildings, halls and toilets

Performance ratings
% of respondents
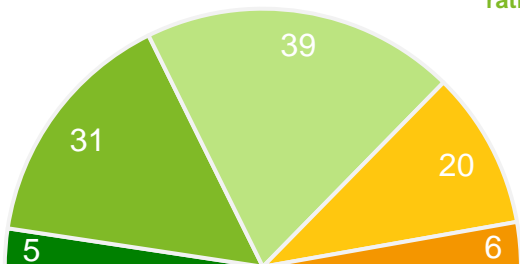
75% Positive rating*

52 Performance index score

- 5 Excellent
- 31 Good
- 39 Okay
- 20 Poor
- 6 Terrible

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

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
51	52	52	54	52

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		64	65
Average	**52**	57	56

Geographical variances
Performance Index Score

Legend:
- 75-100
- 50-74
- 25-49
- 0-24
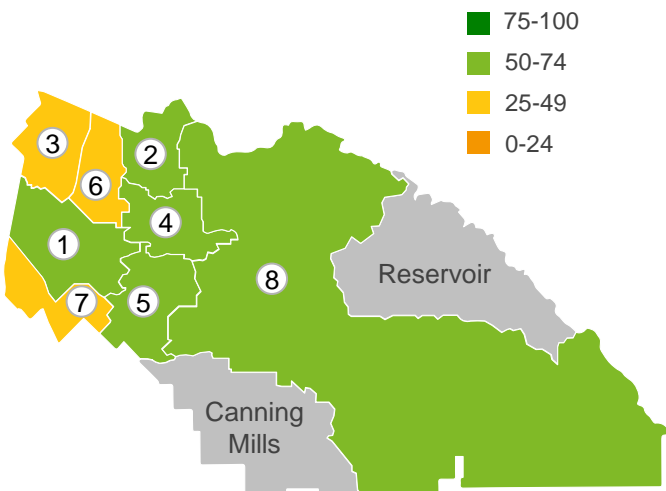
Location

1.	Forrestfield	51
2.	Gooseberry Hill	54
3.	High Wycombe	43
4.	Kalamunda	60
5.	Lesmurdie	55
6.	Maida Vale	49
7.	Wattle Grove	44
8.	Rural	57
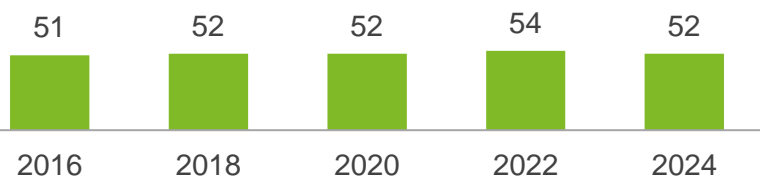
Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	50	0-5 years	**47**	Disability	51
Female	54	6-12 years	49	First Nations#	49
Age		13-17 years	**45**	Mainly speak LOTE	**47**
18-34 years	51	18+ years	53	**Homeownership**	
35-54 years	48	No children	56	Homeowner	52
55-64 years	55			Renting / other	55
65+ years	**57**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 691).

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

Playgrounds, parks and reserves

Performance ratings
% of respondents
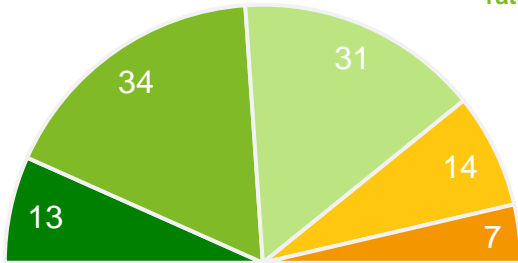
78% Positive rating*

58 Performance index score

- 13 Excellent
- 34 Good
- 31 Okay
- 14 Poor
- 7 Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
56	52	56	56	58

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		72	78
Average	**58**	63	64

Geographical variances
Performance Index Score

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

Reservoir

Canning Mills
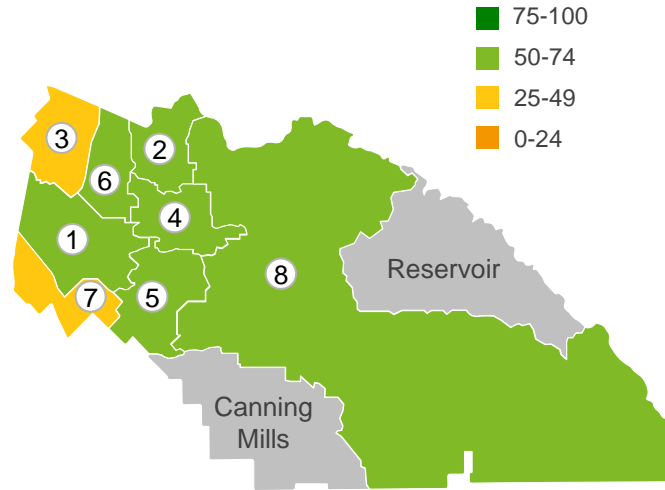
Location

1.	Forrestfield	54
2.	Gooseberry Hill	67
3.	High Wycombe	45
4.	Kalamunda	67
5.	Lesmurdie	62
6.	Maida Vale	54
7.	Wattle Grove	49
8.	Rural	62

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	57	0-5 years	**48**	Disability	60
Female	59	6-12 years	55	First Nations#	57
Age		13-17 years	**49**	Mainly speak LOTE	57
18-34 years	**53**	18+ years	57	**Homeownership**	
35-54 years	55	No children	**63**	Homeowner	58
55-64 years	62			Renting / other	**64**
65+ years	**65**				

MARKYT◆ 57

Streetscapes, trees and verges

Performance ratings
% of respondents

53% Positive rating*
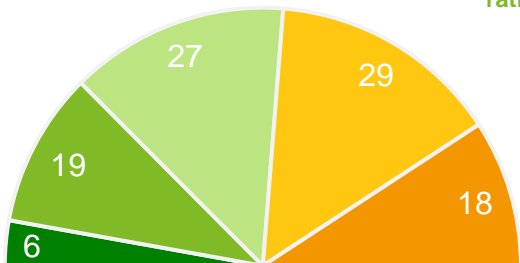
41 Performance index score

- 6 Excellent
- 19 Good
- 27 Okay
- 29 Poor
- 18 Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
45	45	46	48	41

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		64	69
	41		
Average		50	53

Geographical variances
Performance Index Score

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

Reservoir

Canning Mills
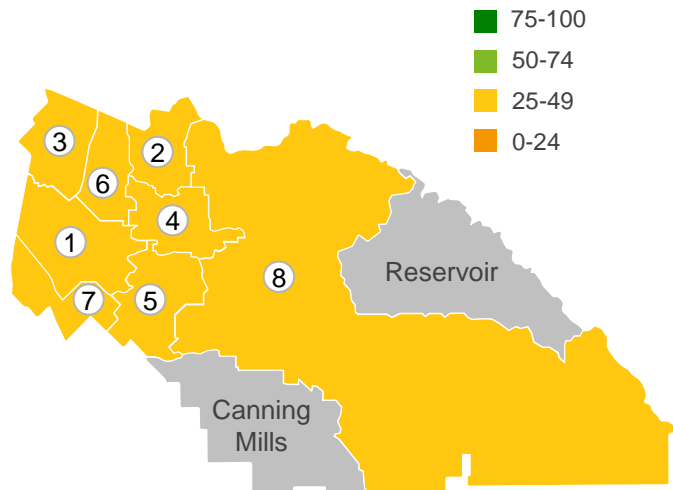
Location

1.	Forrestfield	39
2.	Gooseberry Hill	47
3.	High Wycombe	32
4.	Kalamunda	45
5.	Lesmurdie	43
6.	Maida Vale	44
7.	Wattle Grove	42
8.	Rural	40

Community variances
Performance Index Score

Gender

Male	41
Female	42

Age

18-34 years	37
35-54 years	41
55-64 years	40
65+ years	**46**

Age of children

0-5 years	37
6-12 years	42
13-17 years	39
18+ years	39
No children	42

Disability & culture

Disability	44
First Nations#	41
Mainly speak LOTE	**52**

Homeownership

Homeowner	41
Renting / other	**46**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 748).

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

MARKYT◆

Footpaths, trails and cycleways

Performance ratings
% of respondents

67% Positive rating*

49 Performance index score

- **8** Excellent
- **26** Good
- **34** Okay
- **21** Poor
- **11** Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
44	44	47	50	49

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺 (Australia)
High		63	67
Average	**49**	54	52

Geographical variances
Performance Index Score

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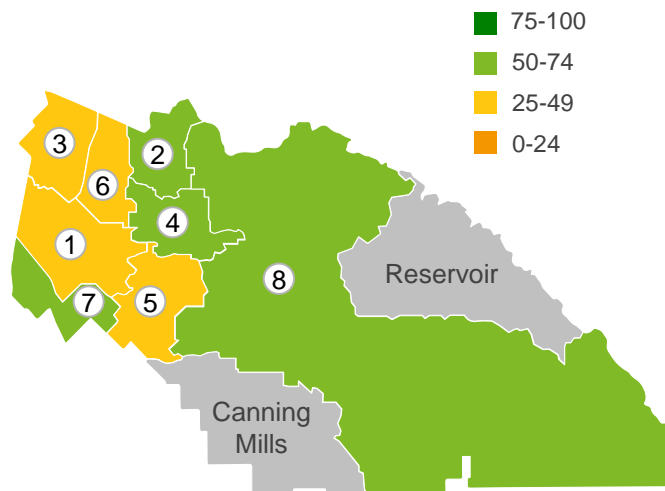
Location

1.	Forrestfield	48
2.	Gooseberry Hill	54
3.	High Wycombe	44
4.	Kalamunda	54
5.	Lesmurdie	47
6.	Maida Vale	42
7.	Wattle Grove	55
8.	Rural	54

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	50	0-5 years	44	Disability	49
Female	49	6-12 years	51	First Nations#	42
Age		13-17 years	46	Mainly speak LOTE	56
18-34 years	51	18+ years	48	**Homeownership**	
35-54 years	47	No children	51	Homeowner	49
55-64 years	49			Renting / other	57
65+ years	51				

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

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

MARKYT◆

59

Building and maintaining local roads

Performance ratings
% of respondents

75% Positive rating*

52 Performance index score

- Excellent
- Good
- Okay
- Poor
- Terrible

5 | 32 | 37 | 17 | 9

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
49	48	50	51	52

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺️
High		64	70
Average	52	52	47

Geographical variances
Performance Index Score

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

Location

1.	Forrestfield	52
2.	Gooseberry Hill	55
3.	High Wycombe	48
4.	Kalamunda	58
5.	Lesmurdie	54
6.	Maida Vale	48
7.	Wattle Grove	49
8.	Rural	48

Community variances
Performance Index Score

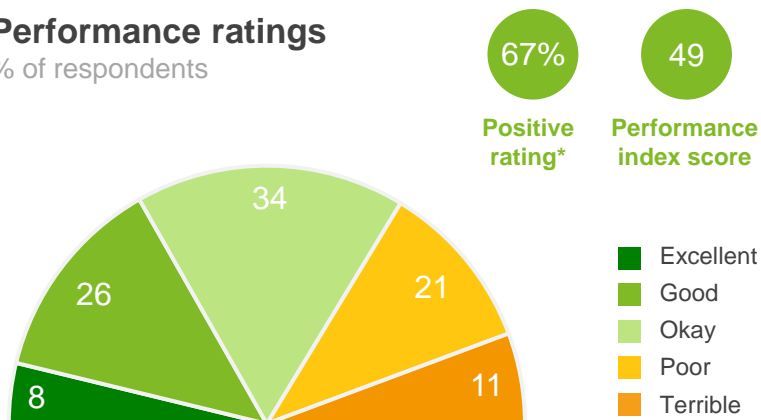| Gender		Age of children		Disability & culture	
Male	52	0-5 years	51	Disability	53
Female	52	6-12 years	51	First Nations#	54
Age		13-17 years	**47**	Mainly speak LOTE	53
18-34 years	**57**	18+ years	48	**Homeownership**	
35-54 years	50	No children	54	Homeowner	52
55-64 years	49			Renting / other	**58**
65+ years	54				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 733).
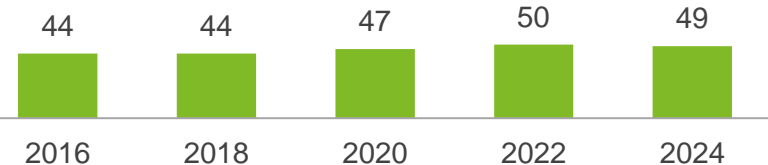* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Traffic management on local roads

Performance ratings
% of respondents

76% Positive rating*

52 Performance index score

- Excellent — 5
- Good — 29
- Okay — 42
- Poor — 16
- Terrible — 8

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
50	48	50	53	52

MARKŸT Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺 Australia
High		61	62
Average	**52**	53	50

Geographical variances
Performance Index Score

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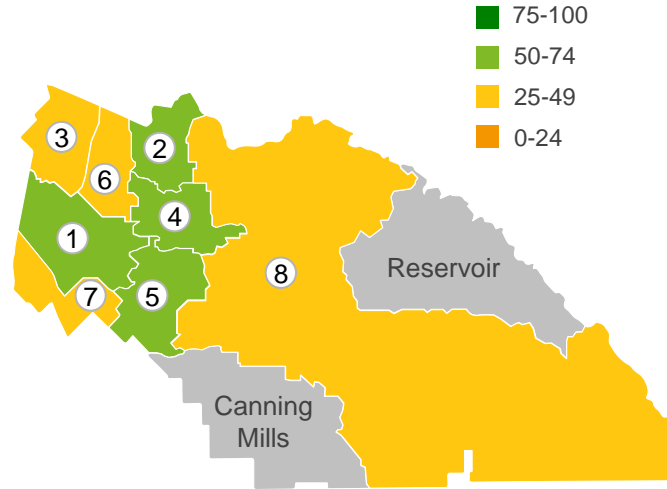
Location

1.	Forrestfield	53
2.	Gooseberry Hill	50
3.	High Wycombe	44
4.	Kalamunda	57
5.	Lesmurdie	57
6.	Maida Vale	49
7.	Wattle Grove	44
8.	Rural	49

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	52	0-5 years	52	Disability	52
Female	52	6-12 years	52	First Nations#	52
Age		13-17 years	49	Mainly speak LOTE	53
18-34 years	51	18+ years	52	**Homeownership**	
35-54 years	52	No children	52	Homeowner	51
55-64 years	52			Renting / other	**58**
65+ years	52				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 709).

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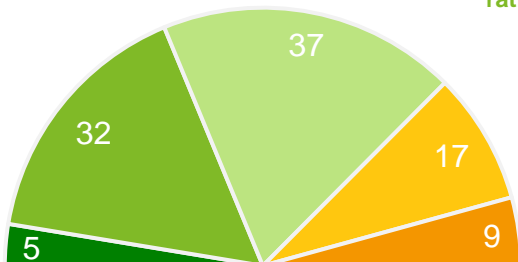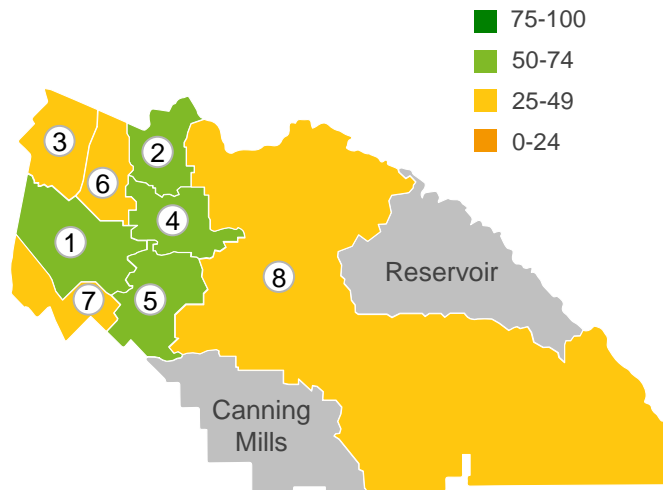
Parking management

Performance ratings
% of respondents

75% Positive rating*

50 Performance index score

- 5 Excellent
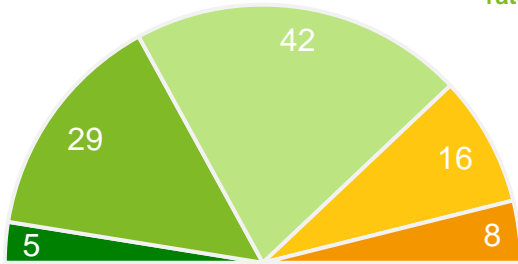- 26 Good
- 44 Okay
- 17 Poor
- 9 Terrible

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

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
49	48	54	53	50

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺️
High		60	60
	50		
Average		54	52

Geographical variances
Performance Index Score

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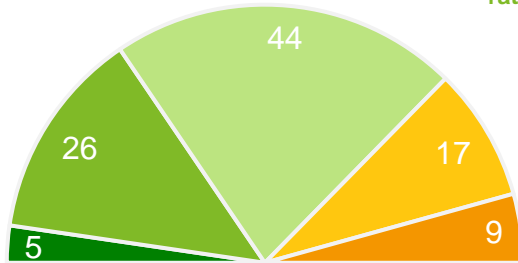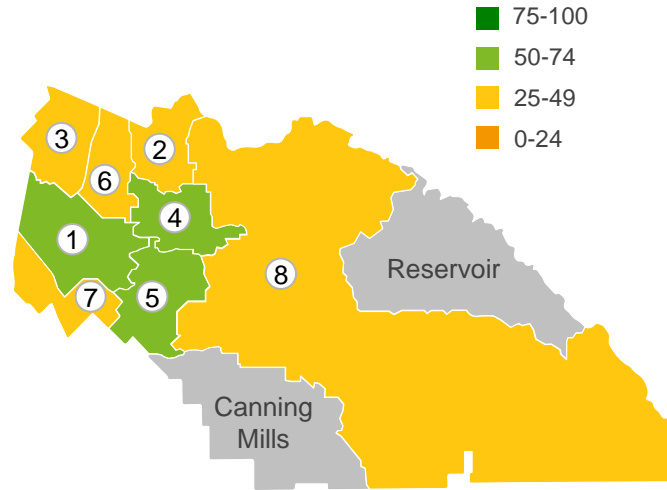
Location

1.	Forrestfield	54
2.	Gooseberry Hill	47
3.	High Wycombe	49
4.	Kalamunda	52
5.	Lesmurdie	54
6.	Maida Vale	49
7.	Wattle Grove	42
8.	Rural	47

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	50	0-5 years	52	Disability	46
Female	51	6-12 years	49	First Nations#	48
Age		13-17 years	46	Mainly speak LOTE	48
18-34 years	53	18+ years	48	**Homeownership**	
35-54 years	51	No children	51	Homeowner	50
55-64 years	49			Renting / other	**56**
65+ years	49				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 689).

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

Street sweeping

Performance ratings
% of respondents

72% Positive rating*

51 Performance index score

- 7 Excellent
- 29 Good
- 36 Okay
- 19 Poor
- 9 Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
59	56	59	58	51

MARKYT Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		NA	NA
	51		
Average		NA	NA

Geographical variances
Performance Index Score

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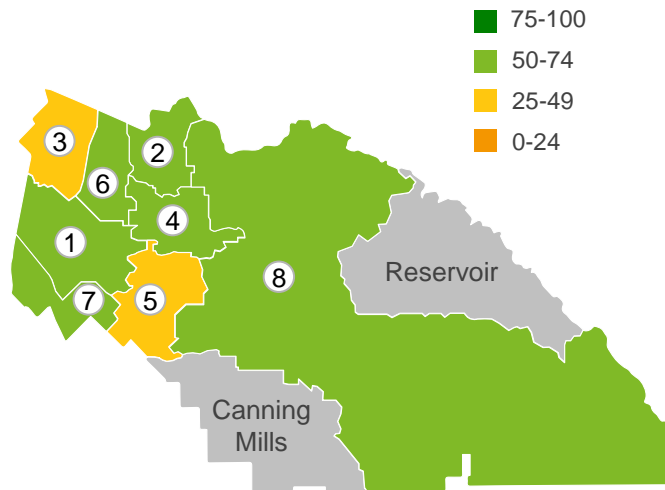
Location

1.	Forrestfield	51
2.	Gooseberry Hill	58
3.	High Wycombe	42
4.	Kalamunda	59
5.	Lesmurdie	49
6.	Maida Vale	51
7.	Wattle Grove	50
8.	Rural	51
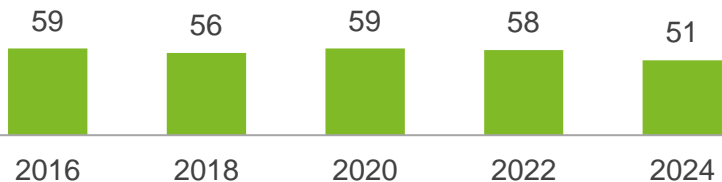
Community variances
Performance Index Score

Gender

Male	51
Female	52

Age

18-34 years	50
35-54 years	51
55-64 years	51
65+ years	53

Age of children

0-5 years	52
6-12 years	51
13-17 years	49
18+ years	48
No children	51

Disability & culture

Disability	**56**
First Nations#	55
Mainly speak LOTE	49

Homeownership

Homeowner	51
Renting / other	**59**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 693).

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

MARKYT

# Access to public transport

Performance ratings
% of respondents
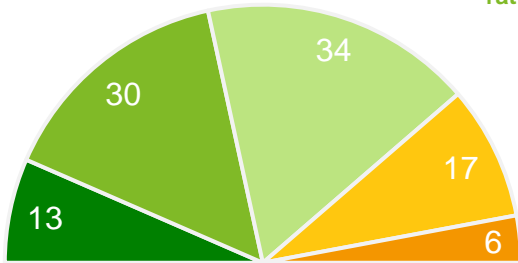
77% Positive rating*

57 Performance index score

- 13 Excellent
- 30 Good
- 34 Okay
- 17 Poor
- 6 Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
47	50	52	53	57

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	(Australia)
High		77	82
Average	57	58	52

Geographical variances
Performance Index Score

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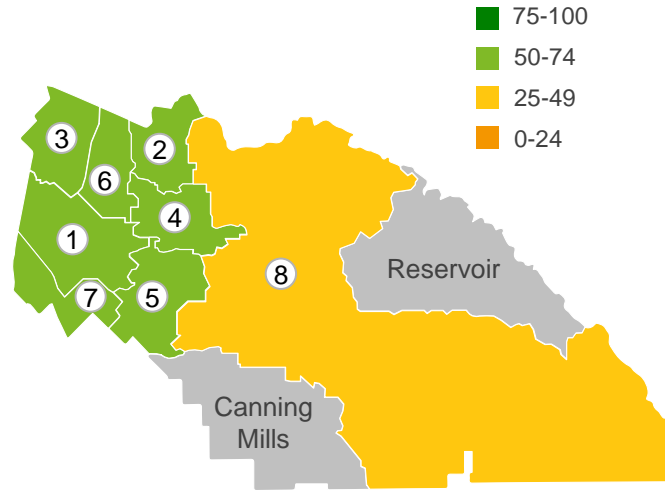
Location

1.	Forrestfield	59
2.	Gooseberry Hill	53
3.	High Wycombe	58
4.	Kalamunda	61
5.	Lesmurdie	52
6.	Maida Vale	68
7.	Wattle Grove	51
8.	Rural	48

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	59	0-5 years	60	Disability	59
Female	55	6-12 years	53	First Nations#	59
Age		13-17 years	**51**	Mainly speak LOTE	55
18-34 years	**62**	18+ years	**52**	**Homeownership**	
35-54 years	54	No children	59	Homeowner	56
55-64 years	55			Renting / other	**65**
65+ years	57				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 699).

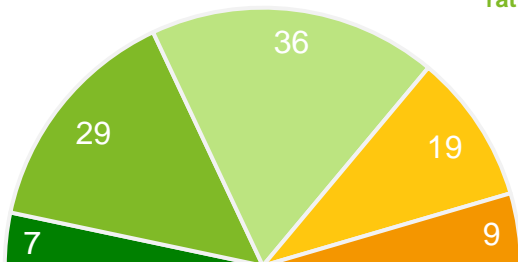* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Prosperity

# Economic development and job creation

Performance ratings
% of respondents

55%
Positive rating*
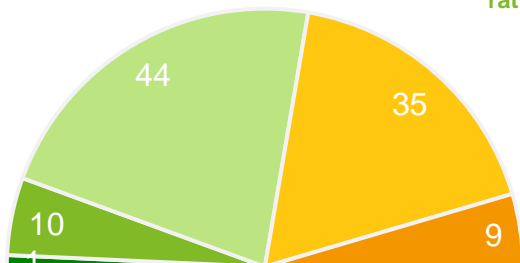
40
Performance index score

- Excellent
- Good
- Okay
- Poor
- Terrible

(Chart values: 10, 44, 35, 9)

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
39	41	40	35	40

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		52	56
Average	40	45	43

Geographical variances
Performance Index Score

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

Reservoir
Canning Mills
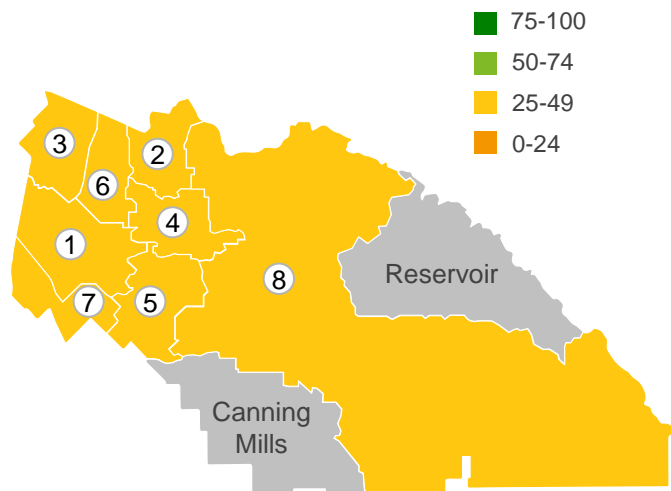
Location

#		
1.	Forrestfield	43
2.	Gooseberry Hill	37
3.	High Wycombe	38
4.	Kalamunda	39
5.	Lesmurdie	41
6.	Maida Vale	44
7.	Wattle Grove	37
8.	Rural	37

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	39	0-5 years	40	Disability	40
Female	41	6-12 years	40	First Nations#	38
Age		13-17 years	**35**	Mainly speak LOTE	**33**
18-34 years	42	18+ years	36	**Homeownership**	
35-54 years	38	No children	40	Homeowner	40
55-64 years	39			Renting / other	43
65+ years	42				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 420).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Place to own or operate a business

Performance ratings
% of respondents

79% Positive rating*

55 Performance index score


- Excellent
- Good
- Okay
- Poor
- Terrible

Pie values: 7, 32, 40, 16, 5

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	NA	NA	NA	55

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		65	72
Average	**55**	55	59

Geographical variances
Performance Index Score

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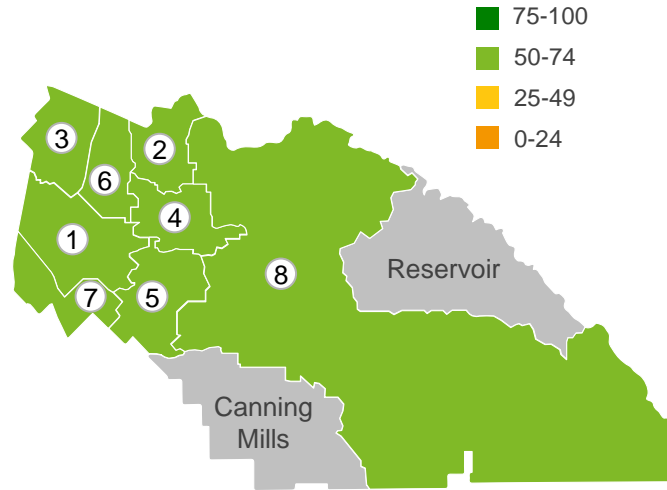
Location

1.	Forrestfield	57
2.	Gooseberry Hill	51
3.	High Wycombe	52
4.	Kalamunda	54
5.	Lesmurdie	59
6.	Maida Vale	61
7.	Wattle Grove	53
8.	Rural	51

Community variances
Performance Index Score

Gender

Male	54
Female	57

Age

18-34 years	57
35-54 years	53
55-64 years	55
65+ years	55

Age of children

0-5 years	51
6-12 years	54
13-17 years	51
18+ years	57
No children	55

Disability & culture

Disability	51
First Nations#	54
Mainly speak LOTE	54

Homeownership

Homeowner	55
Renting / other	57

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 491).

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

MARKYT◆

Place to own or operate a business
Among business owners and managers

Performance ratings
% of respondents

47% Positive rating*

60 Performance index score
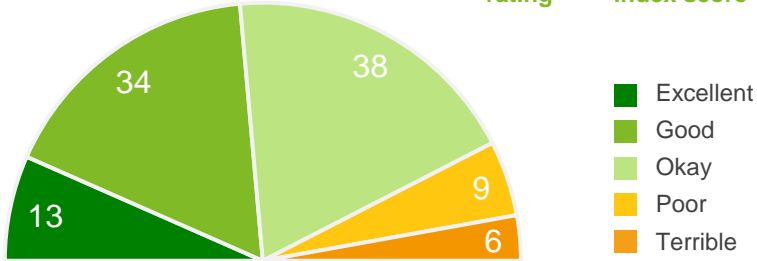
- Excellent: 13
- Good: 34
- Okay: 38
- Poor: 9
- Terrible: 6

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	NA	NA	NA	60

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		71	79
Average	60	61	64

Geographical variances
Performance Index Score

Not available

Community variances
Performance Index Score

Not available

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 53).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Place to visit

Performance ratings
% of respondents
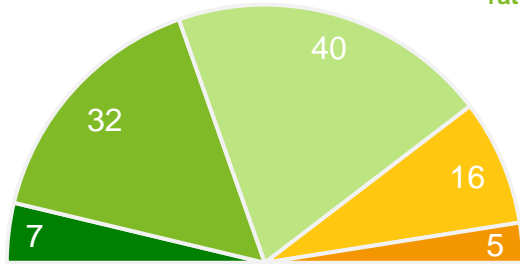
91% **Positive rating***

69 **Performance index score**

- 22 Excellent
- 41 Good
- 29 Okay
- 7 Poor
- Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	NA	NA	NA	69

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		70	90
Average	**69**	66	68

Geographical variances
Performance Index Score

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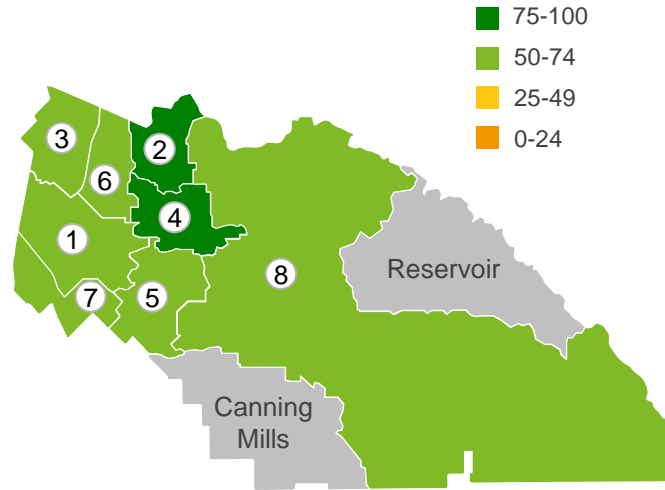
Location

1.	Forrestfield	60
2.	Gooseberry Hill	75
3.	High Wycombe	60
4.	Kalamunda	76
5.	Lesmurdie	73
6.	Maida Vale	71
7.	Wattle Grove	63
8.	Rural	73

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	67	0-5 years	66	Disability	68
Female	70	6-12 years	66	First Nations#	72
Age		13-17 years	**62**	Mainly speak LOTE	**62**
18-34 years	67	18+ years	**63**	**Homeownership**	
35-54 years	67	No children	71	Homeowner	68
55-64 years	68			Renting / other	70
65+ years	72				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 811).

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

Tourism and destination marketing

Performance ratings
% of respondents
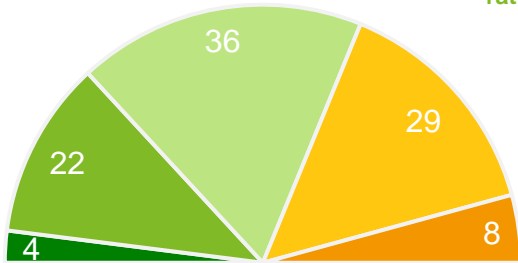
62% Positive rating*

46 Performance index score

4	Excellent
22	Good
36	Okay
29	Poor
8	Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	NA	NA	NA	46

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		59	75
Average	46	46	48

Geographical variances
Performance Index Score

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

Reservoir

Canning Mills
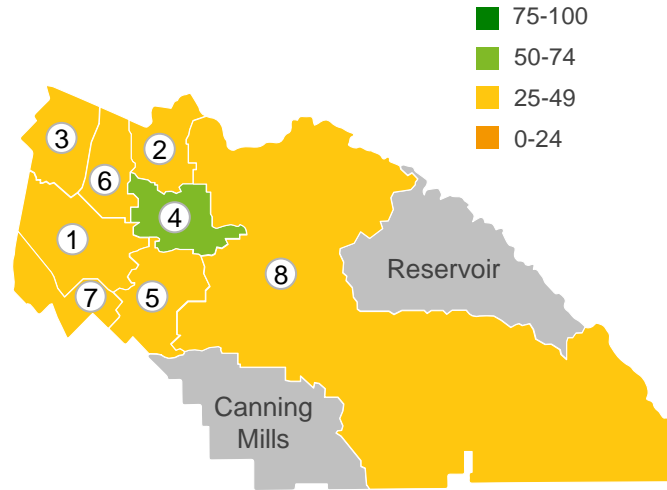
Location

1.	Forrestfield	43
2.	Gooseberry Hill	43
3.	High Wycombe	42
4.	Kalamunda	51
5.	Lesmurdie	49
6.	Maida Vale	44
7.	Wattle Grove	44
8.	Rural	48

Community variances
Performance Index Score

Gender
Male	45
Female	47

Age
18-34 years	48
35-54 years	44
55-64 years	43
65+ years	49

Age of children
0-5 years	43
6-12 years	49
13-17 years	40
18+ years	42
No children	48

Disability & culture
Disability	50
First Nations#	54
Mainly speak LOTE	44

Homeownership
Homeowner	46
Renting / other	52

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 562).

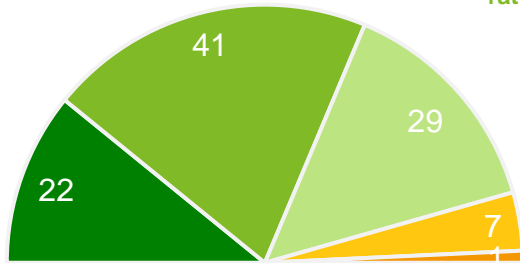* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

# Access to education, training and life-long learning opportunities

Performance ratings
% of respondents

71% Positive rating*
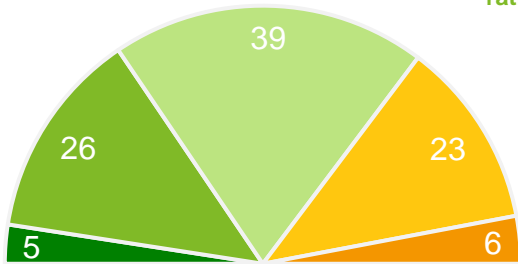
50 Performance index score

- Excellent — 5
- Good — 26
- Okay — 39
- Poor — 23
- Terrible — 6

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
40	45	47	46	50

MARKYT Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🇦🇺
High		64	64
Average	50	51	48

Geographical variances
Performance Index Score

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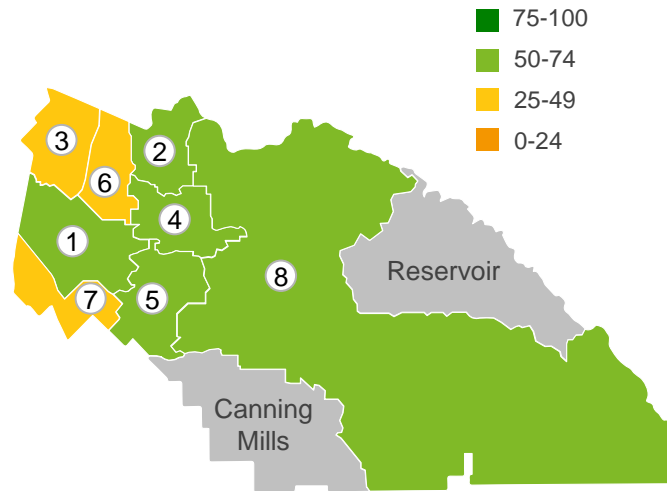
Location

#		Score
1.	Forrestfield	50
2.	Gooseberry Hill	54
3.	High Wycombe	41
4.	Kalamunda	57
5.	Lesmurdie	51
6.	Maida Vale	48
7.	Wattle Grove	44
8.	Rural	52
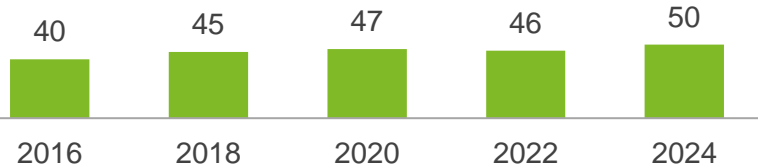
Community variances
Performance Index Score

Gender

Male	50
Female	50

Age

18-34 years	52
35-54 years	46
55-64 years	50
65+ years	55

Age of children

0-5 years	48
6-12 years	49
13-17 years	45
18+ years	43
No children	54

Disability & culture

Disability	50
First Nations#	50
Mainly speak LOTE	48

Homeownership

Homeowner	50
Renting / other	55

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 509).

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

MARKYT

Library services

Performance ratings
% of respondents

93% Positive rating*

71 Performance index score

- Excellent — 26
- Good — 43
- Okay — 25
- Poor — 4
- Terrible — 2

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
70	68	71	67	71

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺️
High		80	85
Average	71	71	70

Geographical variances
Performance Index Score

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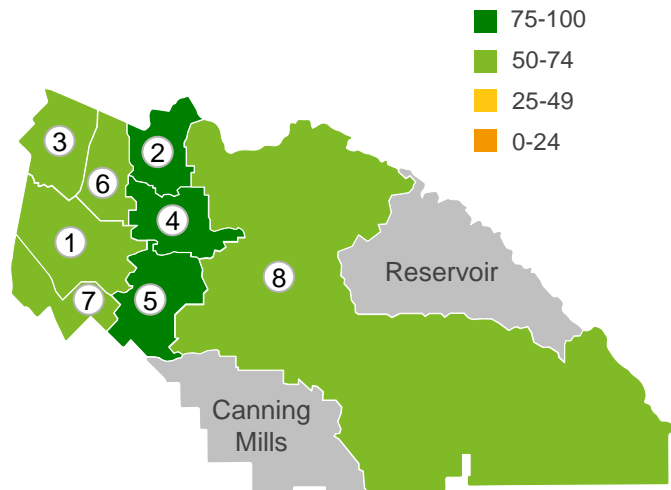
Location

1.	Forrestfield	68
2.	Gooseberry Hill	79
3.	High Wycombe	62
4.	Kalamunda	82
5.	Lesmurdie	75
6.	Maida Vale	69
7.	Wattle Grove	58
8.	Rural	68
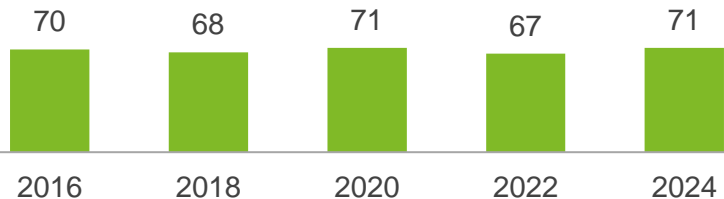
Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	70	0-5 years	71	Disability	72
Female	73	6-12 years	69	First Nations#	75
Age		13-17 years	67	Mainly speak LOTE	67
18-34 years	74	18+ years	69	**Homeownership**	
35-54 years	68	No children	75	Homeowner	71
55-64 years	71			Renting / other	74
65+ years	74				

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 sample size (<20 respondents)

MARKYT◆   72

Performance

Council's leadership

Performance ratings
% of respondents

51% Positive rating*

36 Performance index score
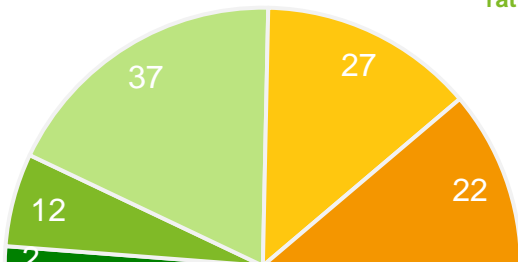
- Excellent — 2
- Good — 12
- Okay — 37
- Poor — 27
- Terrible — 22

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
46	44	45	40	36

MARKYT Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺 (Australia)
High		58	61
Average	**36**	44	44

Geographical variances
Performance Index Score

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

Location

#		
1.	Forrestfield	38
2.	Gooseberry Hill	34
3.	High Wycombe	29
4.	Kalamunda	39
5.	Lesmurdie	38
6.	Maida Vale	41
7.	Wattle Grove	35
8.	Rural	32

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	34	0-5 years	33	Disability	37
Female	38	6-12 years	34	First Nations#	36
Age		13-17 years	**30**	Mainly speak LOTE	37
18-34 years	**41**	18+ years	32	**Homeownership**	
35-54 years	33	No children	38	Homeowner	35
55-64 years	32			Renting / other	**49**
65+ years	**41**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 550).

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

City has developed and communicated a clear vision for the area
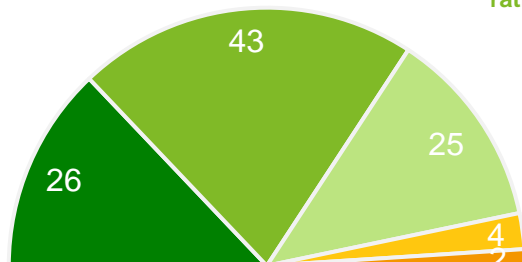
Performance ratings
% of respondents

22%*

Total Agree

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

Values in chart: 3, 20, 39, 28, 11

Trend Analysis
% agree

2016	2018	2020	2022	2024
28	22	33	26	22

MARKYT◆ Industry Standards
% agree

	City of Kalamunda	🍎	🗺
High		50	50
Average	22	29	27

Geographical variances
% agree

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

Reservoir

Canning Mills
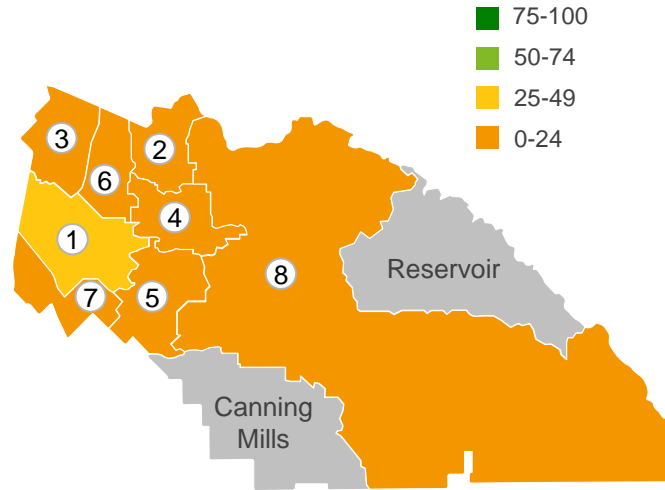
Location

1.	Forrestfield	34
2.	Gooseberry Hill	15
3.	High Wycombe	19
4.	Kalamunda	23
5.	Lesmurdie	22
6.	Maida Vale	19
7.	Wattle Grove	20
8.	Rural	19
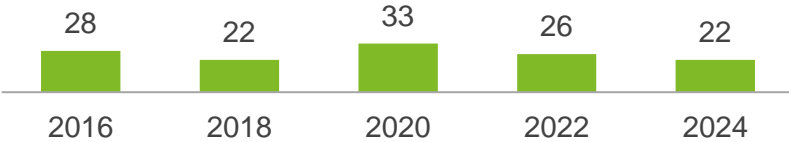
Community variances
% agree

Gender		Age of children		Disability & culture	
Male	21	0-5 years	20	Disability	27
Female	24	6-12 years	19	First Nations#	9
Age		13-17 years	16	Mainly speak LOTE	11
18-34 years	**31**	18+ years	**13**	**Homeownership**	
35-54 years	20	No children	**24**	Homeowner	22
55-64 years	**16**			Renting / other	28
65+ years	21				

MARKYT◆

Openness and transparency of Council processes

Performance ratings
% of respondents

44% Positive rating*
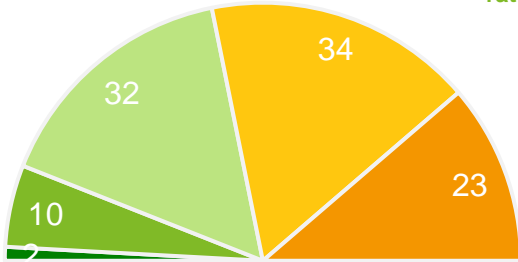
34 Performance index score

- Excellent
- Good
- Okay
- Poor
- Terrible

Chart values: 2, 10, 32, 34, 23

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
42	38	41	37	34

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🦘
High	34	NA	46
Average		NA	41

Geographical variances
Performance Index Score

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

Reservoir

Canning Mills
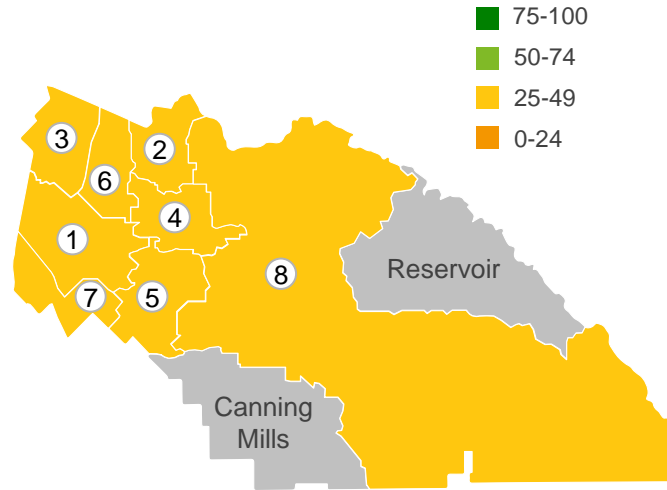
Location

1.	Forrestfield	36
2.	Gooseberry Hill	31
3.	High Wycombe	31
4.	Kalamunda	34
5.	Lesmurdie	37
6.	Maida Vale	32
7.	Wattle Grove	33
8.	Rural	30

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	34	0-5 years	32	Disability	35
Female	34	6-12 years	31	First Nations#	29
Age		13-17 years	28	Mainly speak LOTE	36
18-34 years	36	18+ years	32	**Homeownership**	
35-54 years	32	No children	35	Homeowner	33
55-64 years	31			Renting / other	48
65+ years	36				

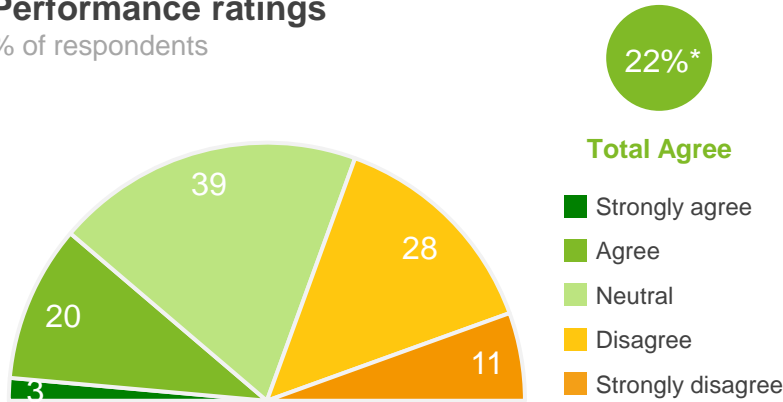Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 567).

MARKYT◆   76

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

Value for money from Council rates

Performance ratings
% of respondents

57% Positive rating*
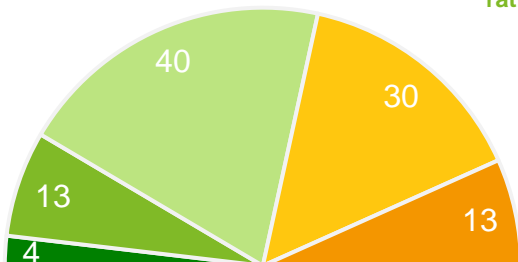
41 Performance index score

- 4 Excellent
- 13 Good
- 40 Okay
- 30 Poor
- 13 Terrible

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

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
43	43	46	48	41

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		57	58
Average	41	45	42

Geographical variances
Performance Index Score

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

Reservoir

Canning Mills
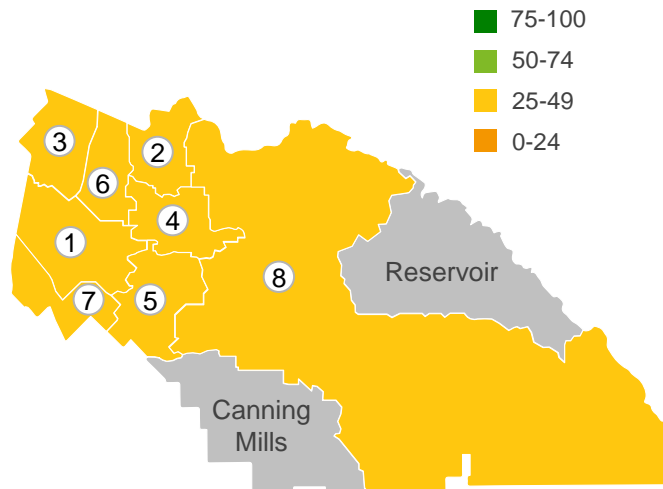
Location

1.	Forrestfield	38
2.	Gooseberry Hill	39
3.	High Wycombe	37
4.	Kalamunda	47
5.	Lesmurdie	48
6.	Maida Vale	35
7.	Wattle Grove	35
8.	Rural	42
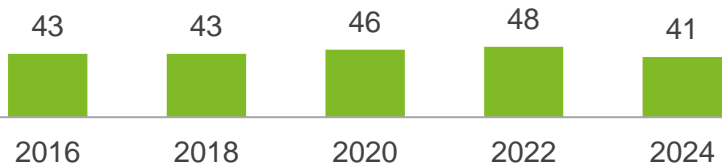
Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	39	0-5 years	34	Disability	42
Female	43	6-12 years	39	First Nations#	38
Age		13-17 years	35	Mainly speak LOTE	33
18-34 years	41	18+ years	38	**Homeownership**	
35-54 years	37	No children	43	Homeowner	40
55-64 years	40			Renting / other	60
65+ years	47				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 783).

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

How the community is consulted on local issues

Performance ratings
% of respondents

42% — Positive rating*

35 — Performance index score

Pie chart values: Excellent 4, Good 12, Okay 27, Poor 36, Terrible 21

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
42	41	47	39	35

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺 (Australia)
High		55	55
Average	**35**	41	40

Geographical variances
Performance Index Score

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

Map labels: 1, 2, 3, 4, 5, 6, 7, 8; Reservoir; Canning Mills
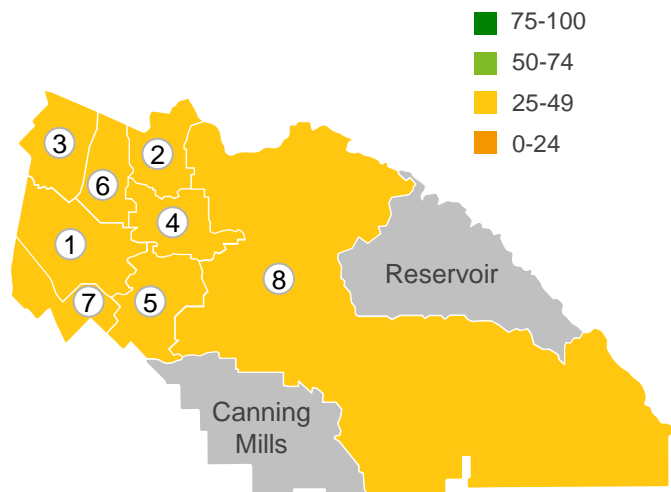
Location

1.	Forrestfield	38
2.	Gooseberry Hill	35
3.	High Wycombe	32
4.	Kalamunda	38
5.	Lesmurdie	38
6.	Maida Vale	32
7.	Wattle Grove	29
8.	Rural	30
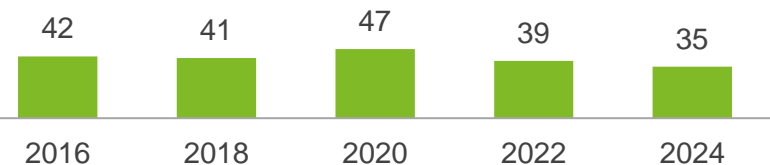
Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	34	0-5 years	34	Disability	36
Female	36	6-12 years	34	First Nations#	33
Age		13-17 years	**30**	Mainly speak LOTE	35
18-34 years	39	18+ years	33	**Homeownership**	
35-54 years	34	No children	36	Homeowner	34
55-64 years	32			Renting / other	**54**
65+ years	35				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 656).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

City has a good understanding of community needs

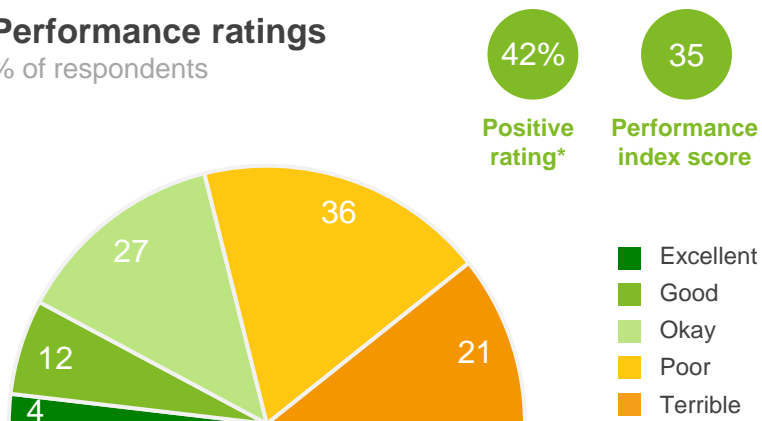## Performance ratings
% of respondents

19%

Total Agree

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

(pie chart values: 2, 17, 38, 30, 14)

Trend Analysis
% agree

2016	2018	2020	2022	2024
31	22	30	23	19
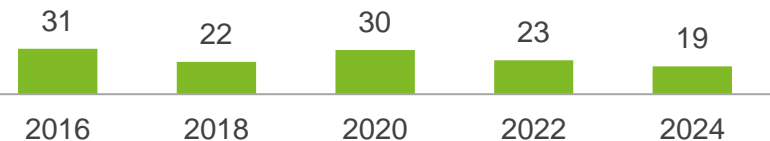
MARKYT Industry Standards
% agree

	City of Kalamunda	🍎	🗺️
High	**19**	51	51
Average		30	27

Geographical variances
% agree

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

Reservoir

Canning Mills
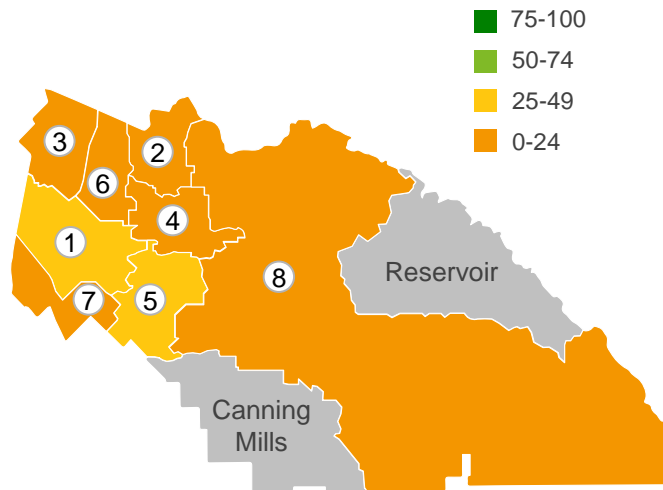
Location

1.	Forrestfield	28
2.	Gooseberry Hill	14
3.	High Wycombe	14
4.	Kalamunda	19
5.	Lesmurdie	26
6.	Maida Vale	12
7.	Wattle Grove	7
8.	Rural	11

Community variances
% agree

Gender
| Male | 18 |
| Female | 19 |

Age
18-34 years	22
35-54 years	**15**
55-64 years	**15**
65+ years	**23**

Age of children
0-5 years	19
6-12 years	**14**
13-17 years	**13**
18+ years	**12**
No children	**24**

Disability & culture
Disability	19
First Nations#	16
Mainly speak LOTE	18

Homeownership
| Homeowner | 17 |
| Renting / other | **36** |

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 804). # Small sample size (<20 respondents)

MARKYT

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

Performance ratings
% of respondents
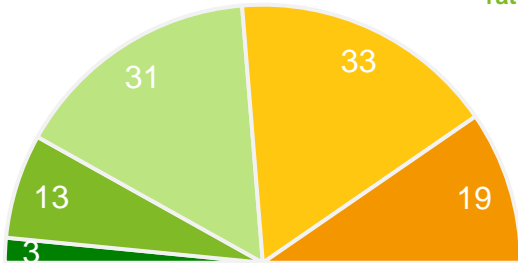
47% Positive rating*

37 Performance index score

- Excellent: 3
- Good: 13
- Okay: 31
- Poor: 33
- Terrible: 19

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
42	48	50	42	37

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		57	62
Average	37	44	44

Geographical variances
Performance Index Score

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

Reservoir

Canning Mills
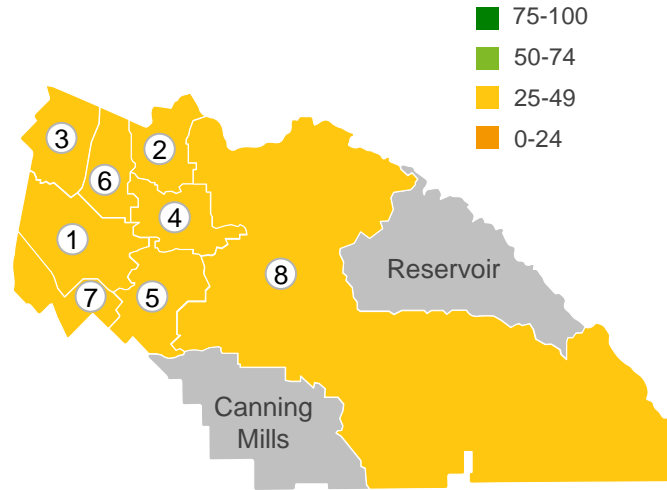
Location

1.	Forrestfield	40
2.	Gooseberry Hill	35
3.	High Wycombe	33
4.	Kalamunda	40
5.	Lesmurdie	39
6.	Maida Vale	35
7.	Wattle Grove	32
8.	Rural	33

Community variances
Performance Index Score

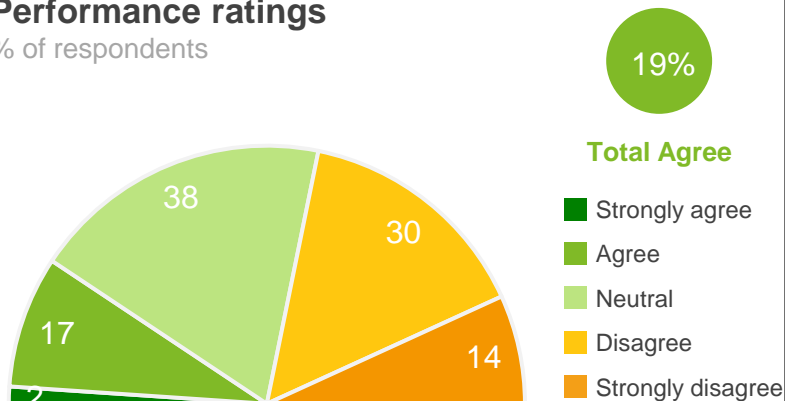| Gender		Age of children		Disability & culture	
Male	36	0-5 years	35	Disability	37
Female	37	6-12 years	35	First Nations#	33
Age		13-17 years	**32**	Mainly speak LOTE	35
18-34 years	38	18+ years	36	**Homeownership**	
35-54 years	37	No children	38	Homeowner	36
55-64 years	35			Renting / other	**50**
65+ years	37				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 671).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Clearly explains reasons for decisions and how community views are taken into account

Performance ratings
% of respondents

17%

Total Agree

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

36 | 31 | 16 | 17

Trend Analysis
% agree

2016	2018	2020	2022	2024
21	14	22	16	17

MARKYT◆ Industry Standards
% agree

	City of Kalamunda	🍎	🗺
High		39	39
	17		
Average		21	21

Geographical variances
% agree

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

Reservoir

Canning Mills
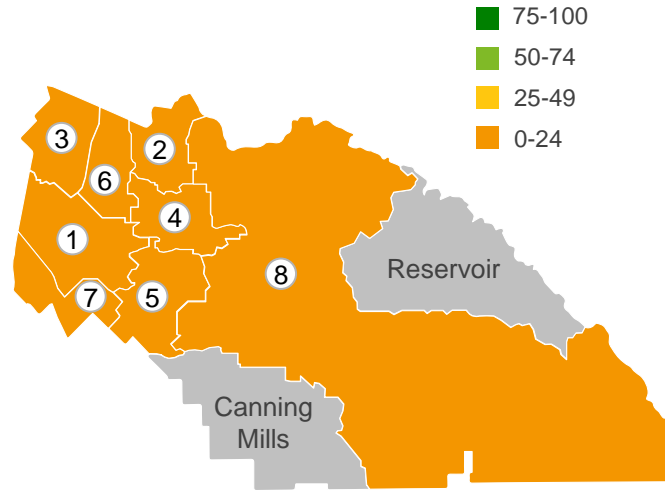
Location

1.	Forrestfield	22
2.	Gooseberry Hill	17
3.	High Wycombe	21
4.	Kalamunda	18
5.	Lesmurdie	15
6.	Maida Vale	15
7.	Wattle Grove	16
8.	Rural	6
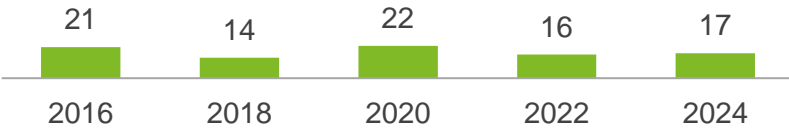
Community variances
% agree

Gender		Age of children		Disability & culture	
Male	18	0-5 years	14	Disability	19
Female	17	6-12 years	18	First Nations[#]	21
Age		13-17 years	12	Mainly speak LOTE	10
18-34 years	23	18+ years	13	**Homeownership**	
35-54 years	14	No children	19	Homeowner	17
55-64 years	15			Renting / other	27
65+ years	18				

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 805). # Small sample size (<20 respondents)

MARKYT◆

Coverage of City issues in the local newspaper

Performance ratings
% of respondents

63% Positive rating*

44 Performance index score
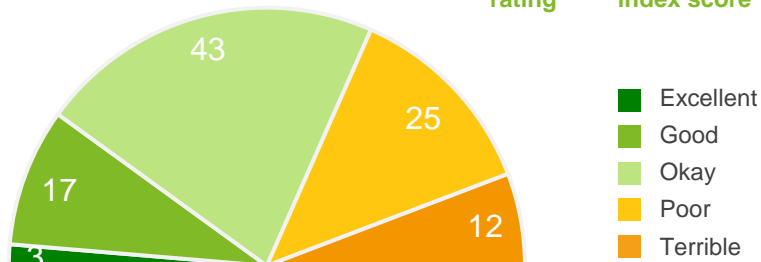
- Excellent
- Good
- Okay
- Poor
- Terrible

Chart values: 3, 17, 43, 25, 12

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	54	50	47	44

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	Australia
High		NA	NA
Average	44	NA	NA

Geographical variances
Performance Index Score

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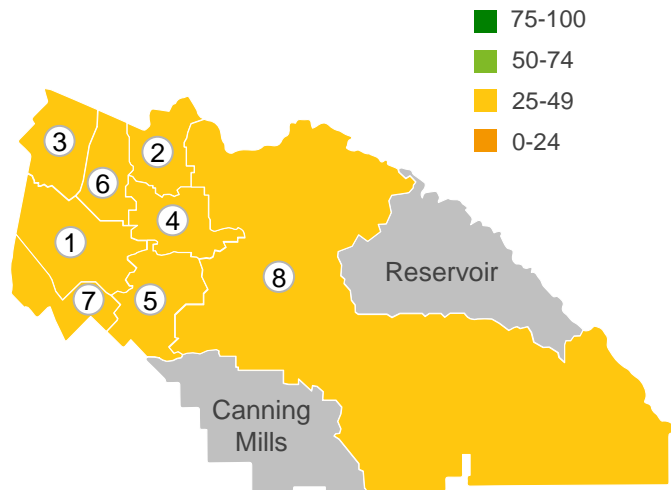
Location

1.	Forrestfield	43
2.	Gooseberry Hill	40
3.	High Wycombe	38
4.	Kalamunda	48
5.	Lesmurdie	47
6.	Maida Vale	44
7.	Wattle Grove	40
8.	Rural	42

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	42	0-5 years	44	Disability	45
Female	46	6-12 years	43	First Nations#	47
Age		13-17 years	40	Mainly speak LOTE	45
18-34 years	43	18+ years	**38**	**Homeownership**	
35-54 years	43	No children	44	Homeowner	43
55-64 years	44			Renting / other	**59**
65+ years	45				

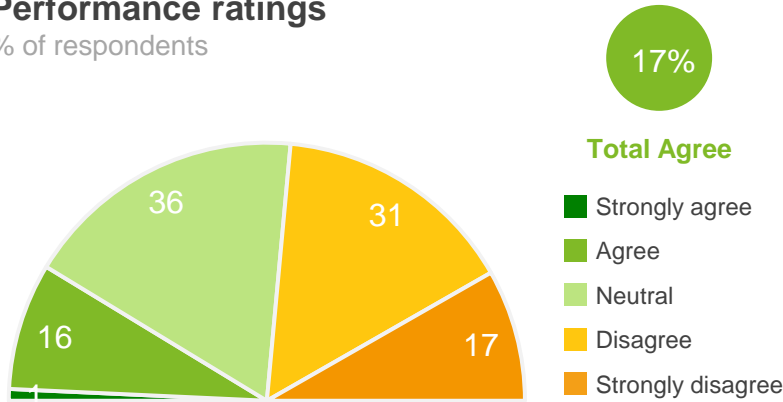Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 440).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Kalamunda View

The Mayor's monthly message published in local newspaper

Performance ratings
% of respondents

61% Positive rating*

42 Performance index score

- 5 Excellent
- 14 Good
- 42 Okay
- 23 Poor
- 16 Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	NA	51	45	42

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺️
High		57	67
Average	**42**	50	56

Geographical variances
Performance Index Score

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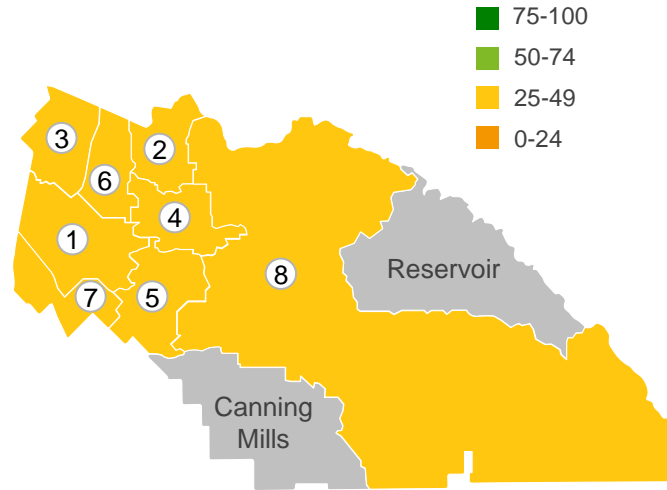
Location

1.	Forrestfield	46
2.	Gooseberry Hill	46
3.	High Wycombe	36
4.	Kalamunda	43
5.	Lesmurdie	46
6.	Maida Vale	33
7.	Wattle Grove	39
8.	Rural	40
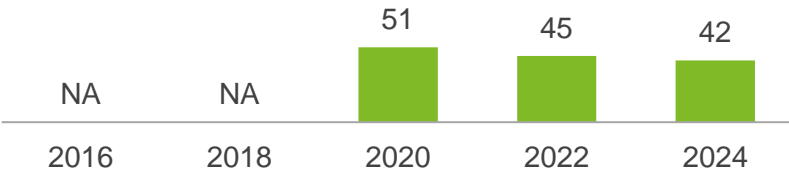
Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	41	0-5 years	39	Disability	**48**
Female	45	6-12 years	41	First Nations#	**53**
Age		13-17 years	**34**	Mainly speak LOTE	41
18-34 years	**50**	18+ years	**36**	**Homeownership**	
35-54 years	**37**	No children	45	Homeowner	41
55-64 years	42			Renting / other	**66**
65+ years	44				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 331).

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

MARKYT◆

City of Kalamunda eNews

Performance ratings
% of respondents

70% Positive rating*

48 Performance index score

- Excellent — 4
- Good — 25
- Okay — 41
- Poor — 18
- Terrible — 13

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	56	56	49	48

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺 (Australia)
High		59	67
Average	**48**	52	54

Geographical variances
Performance Index Score

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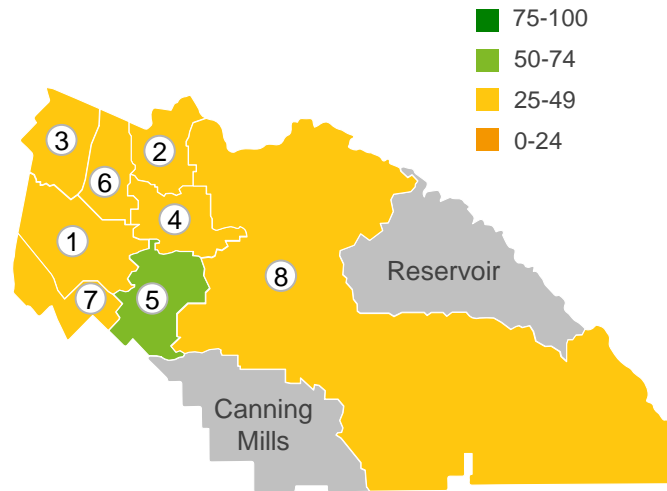
Location

1.	Forrestfield	46
2.	Gooseberry Hill	49
3.	High Wycombe	43
4.	Kalamunda	49
5.	Lesmurdie	53
6.	Maida Vale	42
7.	Wattle Grove	48
8.	Rural	47
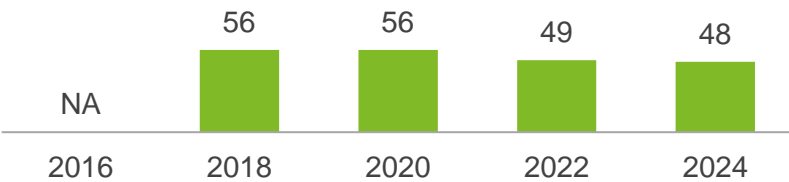
Community variances
Performance Index Score

Gender

Male	45
Female	51

Age

18-34 years	49
35-54 years	46
55-64 years	46
65+ years	50

Age of children

0-5 years	46
6-12 years	48
13-17 years	46
18+ years	**43**
No children	48

Disability & culture

Disability	**56**
First Nations[#]	50
Mainly speak LOTE	50

Homeownership

Homeowner	46
Renting / other	**66**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 414).
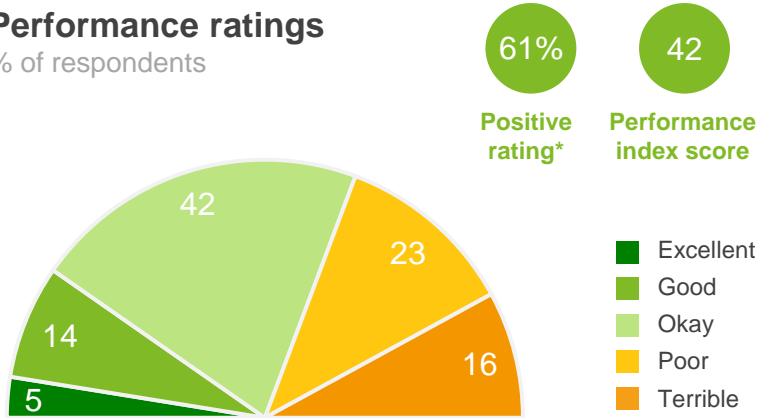* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

84

City's main website (kalamunda.wa.gov.au)

Performance ratings
% of respondents
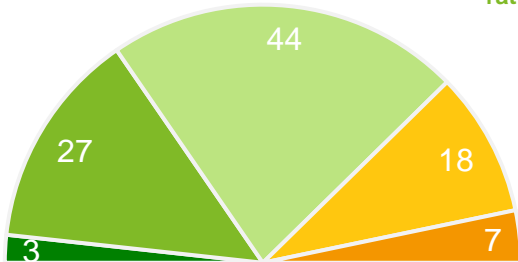
75% Positive rating*

51 Performance index score

- Excellent
- Good
- Okay
- Poor
- Terrible

Ratings shown: 3, 27, 44, 18, 7

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
58	54	58	55	51

MARKYT ◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		60	63
	51		
Average		54	55

Geographical variances
Performance Index Score

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

Reservoir
Canning Mills
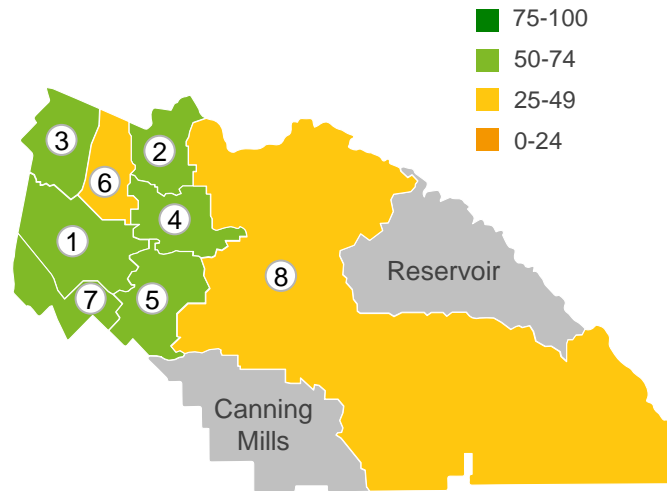
Location

1.	Forrestfield	54
2.	Gooseberry Hill	50
3.	High Wycombe	50
4.	Kalamunda	51
5.	Lesmurdie	52
6.	Maida Vale	48
7.	Wattle Grove	50
8.	Rural	45

Community variances
Performance Index Score

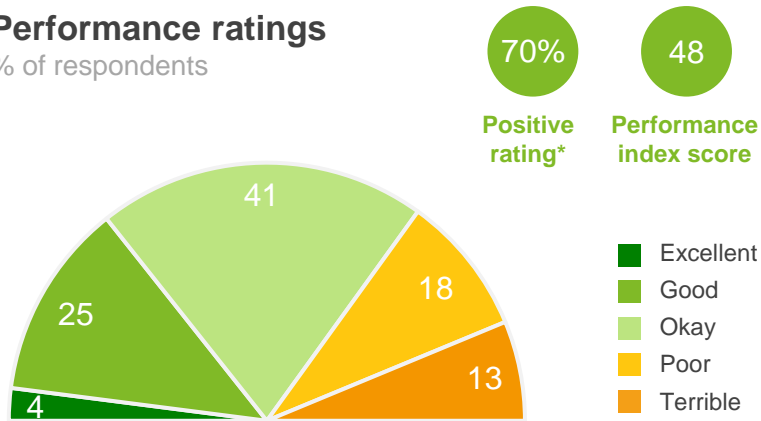| Gender		Age of children		Disability & culture	
Male	50	0-5 years	50	Disability	**56**
Female	52	6-12 years	52	First Nations#	52
Age		13-17 years	51	Mainly speak LOTE	**46**
18-34 years	51	18+ years	49	**Homeownership**	
35-54 years	50	No children	52	Homeowner	50
55-64 years	51			Renting / other	**60**
65+ years	52				

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 sample size (<20 respondents)

Social media presence (on Facebook, Twitter, Instagram, Linkedin, etc)

Performance ratings
% of respondents
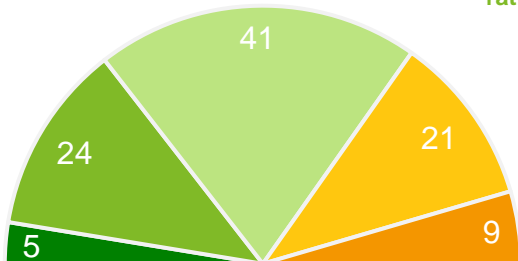
70% Positive rating*

49 Performance index score

- 5 Excellent
- 24 Good
- 41 Okay
- 21 Poor
- 9 Terrible

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

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	48	50	46	49

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🇦🇺
High		57	63
Average	49	49	52

Geographical variances
Performance Index Score

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

Reservoir
Canning Mills
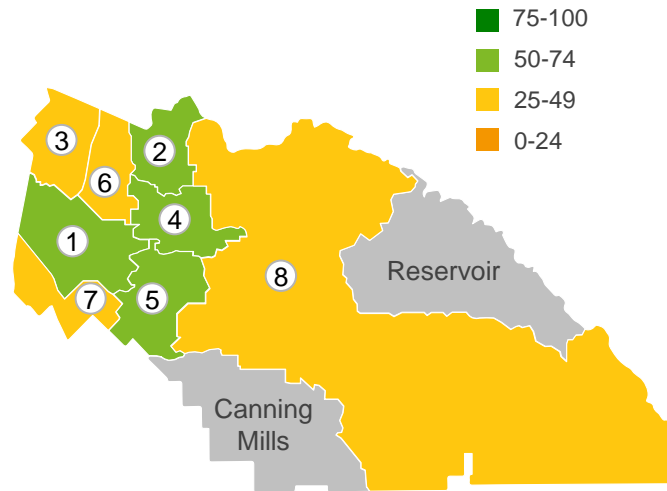
Location

1.	Forrestfield	52
2.	Gooseberry Hill	52
3.	High Wycombe	41
4.	Kalamunda	50
5.	Lesmurdie	51
6.	Maida Vale	48
7.	Wattle Grove	48
8.	Rural	43

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	46	0-5 years	52	Disability	54
Female	51	6-12 years	49	First Nations#	50
Age		13-17 years	48	Mainly speak LOTE	55
18-34 years	57	18+ years	44	**Homeownership**	
35-54 years	48	No children	49	Homeowner	47
55-64 years	42			Renting / other	66
65+ years	45				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 417).

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

MARKYT◆

Engage Kalamunda
The City's online community engagement tool

Performance ratings
% of respondents

68% Positive rating*
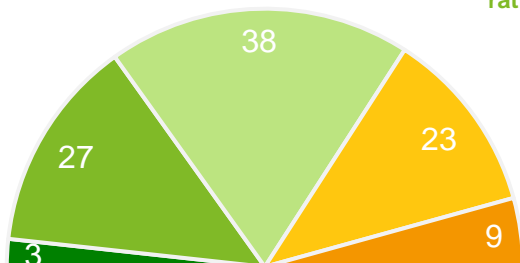
48 Performance index score

- 3 Excellent
- 27 Good
- 38 Okay
- 23 Poor
- 9 Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
NA	45	54	47	48

MARKŸT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺 Australia
High		NA	59
	48		
Average		NA	50

Geographical variances
Performance Index Score

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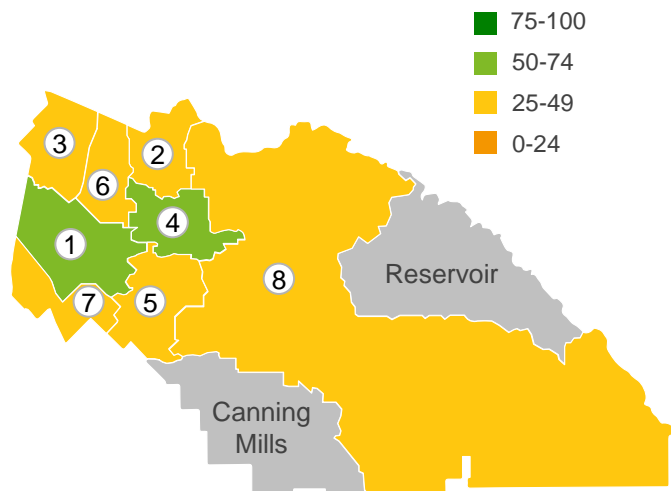
Location

1.	Forrestfield	51
2.	Gooseberry Hill	46
3.	High Wycombe	45
4.	Kalamunda	52
5.	Lesmurdie	47
6.	Maida Vale	48
7.	Wattle Grove	44
8.	Rural	49
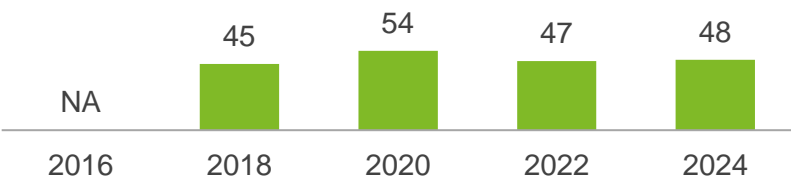
Community variances
Performance Index Score

Gender

Male	46
Female	51

Age

18-34 years	51
35-54 years	47
55-64 years	49
65+ years	48

Age of children

0-5 years	45
6-12 years	47
13-17 years	45
18+ years	44
No children	51

Disability & culture

Disability	**55**
First Nations#	51
Mainly speak LOTE	52

Homeownership

Homeowner	47
Renting / other	**68**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 403).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKŸT◆   87

Customer service

Performance ratings
% of respondents

78% Positive rating*

54 Performance index score

- 11 Excellent
- 25 Good
- 42 Okay
- 13 Poor
- 9 Terrible

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
58	53	58	58	54

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		68	68
Average	**54**	56	56

Geographical variances
Performance Index Score

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

Reservoir

Canning Mills

Location

1.	Forrestfield	59
2.	Gooseberry Hill	55
3.	High Wycombe	50
4.	Kalamunda	57
5.	Lesmurdie	57
6.	Maida Vale	49
7.	Wattle Grove	45
8.	Rural	48
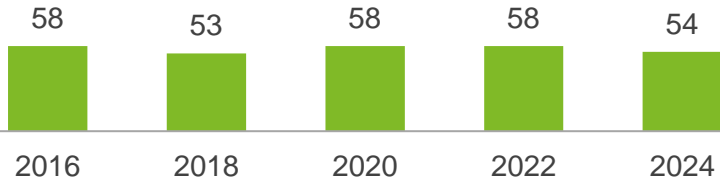
Community variances
Performance Index Score

Gender

Male	54
Female	55

Age

18-34 years	**59**
35-54 years	51
55-64 years	52
65+ years	56

Age of children

0-5 years	50
6-12 years	51
13-17 years	51
18+ years	**48**
No children	57

Disability & culture

Disability	56
First Nations#	**45**
Mainly speak LOTE	**60**

Homeownership

Homeowner	53
Renting / other	**71**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 633).

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

MARKYT◆

How the City embraces change, innovation and new technology

Performance ratings
% of respondents

52% Positive rating*
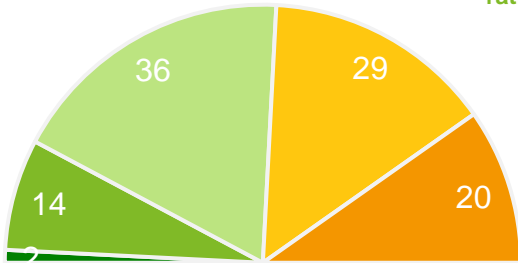
37 Performance index score

- Excellent
- Good
- Okay
- Poor
- Terrible

Pie segments: 14, 36, 29, 20

Trend Analysis
Performance Index Score

2016	2018	2020	2022	2024
55	54	55	57	37

MARKYT◆ Industry Standards
Performance Index Score

	City of Kalamunda	🍎	🗺
High		58	59
	37		
Average		47	47

Geographical variances
Performance Index Score

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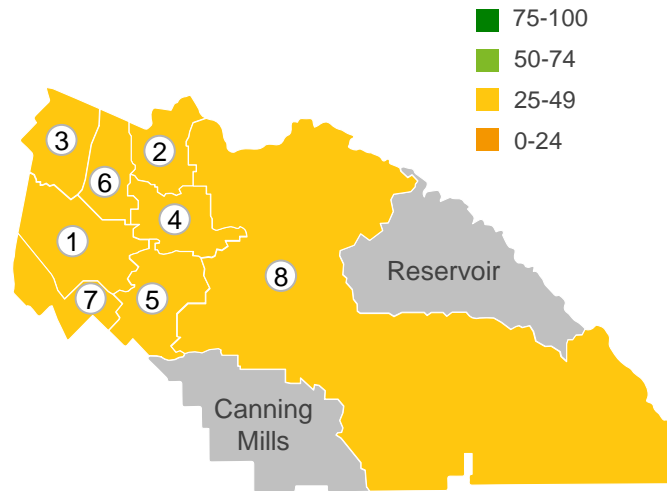
Location

1.	Forrestfield	44
2.	Gooseberry Hill	30
3.	High Wycombe	30
4.	Kalamunda	38
5.	Lesmurdie	39
6.	Maida Vale	41
7.	Wattle Grove	35
8.	Rural	36

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	36	0-5 years	36	Disability	38
Female	39	6-12 years	34	First Nations#	34
Age		13-17 years	**31**	Mainly speak LOTE	40
18-34 years	36	18+ years	35	**Homeownership**	
35-54 years	35	No children	39	Homeowner	37
55-64 years	39			Renting / other	**49**
65+ years	41				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 532).
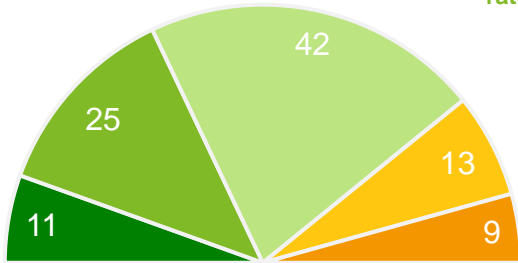* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

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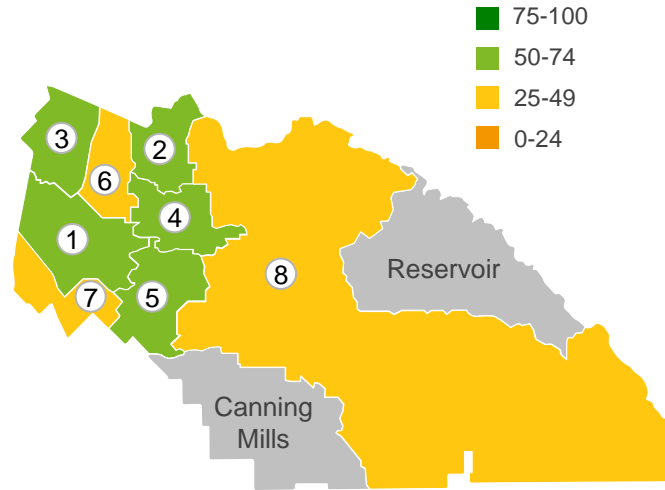# Overview of Community Variances

Summary of community variances

	Total	Homeowner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55-64 years	65+ years	Disability	First Nations#	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Rural
Overall place to live	77	77	78	76	78	79	72	74	73	76	77	76	76	80	75	59	79	70	83	65	84	86	78	67	83
PEOPLE (Performance Index Scores)																									
Family and children's services and facilities	52	51	64	52	52	58	43	50	46	49	50	51	53	57	55	54	45	50	50	49	58	55	49	43	54
Youth services and facilities	45	43	62	46	43	48	40	41	38	44	47	43	45	47	45	44	42	45	44	39	47	50	45	37	45
Seniors' care, services and facilities	56	55	63	55	57	57	58	58	54	51	62	56	53	55	58	53	45	58	53	51	61	62	52	40	57
Disability access and inclusion	51	50	63	53	49	53	44	52	49	47	61	47	46	52	49	52	55	54	51	42	53	57	48	42	50
Sport and recreation facilities and services	60	60	68	59	62	64	58	56	49	56	60	57	59	67	61	56	63	59	59	51	66	68	56	54	63
Festivals, events, art and cultural activities	59	59	56	58	59	61	55	54	50	60	58	56	60	62	60	64	52	55	62	52	63	62	60	51	62
Local history and heritage	60	59	67	60	60	60	66	61	58	56	64	59	55	61	61	55	63	59	61	50	64	63	66	56	56
Respect for First Nations culture / heritage	58	58	56	61	55	61	56	60	51	49	63	57	52	59	60	56	60	62	55	58	60	56	66	51	48
Volunteer recognition and support	57	56	64	56	57	59	50	56	51	55	56	55	55	60	61	57	56	55	62	49	60	59	64	49	52
Community safety and crime prevention	45	44	53	44	45	45	45	41	41	39	48	43	41	47	42	42	54	42	49	35	48	51	46	41	39
Graffiti removal services	57	57	56	58	57	59	58	53	48	51	58	55	56	61	54	52	58	57	66	47	62	60	53	53	59
Lighting of streets and public places	54	54	61	55	53	56	55	52	48	52	57	52	52	58	54	55	49	55	54	48	58	55	54	58	53
Animal management (dogs and cats)	56	55	65	56	56	56	53	55	53	57	59	55	51	56	60	57	61	59	58	44	58	58	57	55	51
SENTIMENT (% Total Agree)																									
Clear vision for the area	22	22	28	21	24	24	20	19	16	13	31	20	16	21	27	9	11	34	15	19	23	22	19	20	19
Good understanding of community needs	19	17	36	18	19	24	19	14	13	12	22	15	15	23	19	16	18	28	14	14	19	26	12	7	11
Clearly explains reasons for decisions	17	17	27	18	17	19	14	18	12	13	23	14	15	18	19	21	10	22	17	21	18	15	15	16	6

MARKYT

	Total	Homeowner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55-64 years	65+ years	Disability	First Nations#	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Rural
PLANET (Performance Index Scores)																									
Sustainable practices / climate change	46	47	40	48	44	49	43	44	41	39	50	45	42	47	44	52	53	51	48	47	44	46	46	42	40
Conservation and environmental management	48	48	50	49	46	49	45	50	43	45	48	49	44	48	49	50	54	51	50	44	46	49	52	48	42
Waste management	65	65	60	66	64	67	61	64	59	62	61	63	66	69	61	58	58	65	61	58	68	68	64	65	68
Stormwater drainage	59	59	51	61	56	61	61	60	53	51	66	56	55	59	57	63	65	60	56	60	61	56	58	64	52
Food, noise, pest, pollution, etc	54	53	58	55	53	55	56	58	48	47	55	53	53	55	53	56	56	54	58	48	57	57	54	48	50
Natural disaster management	59	59	60	60	59	60	57	57	58	56	61	60	57	59	61	55	57	59	65	55	65	60	58	52	55
PLACE (Performance Index Scores)																									
Responsible growth and development	40	40	37	39	41	42	40	37	34	35	43	37	38	44	41	37	39	48	40	36	38	42	44	33	33
Planning and building approvals	37	37	38	37	37	39	37	35	33	34	46	35	33	37	39	29	47	47	43	34	32	38	38	35	31
Housing	53	54	45	55	50	51	56	54	51	50	56	53	50	50	48	37	52	55	56	48	54	53	53	55	47
Community buildings, halls and toilets	52	52	55	50	54	56	47	49	45	53	51	48	55	57	51	49	47	51	54	43	60	55	49	44	57
Playgrounds, parks and reserves	58	58	64	57	59	63	48	55	49	57	53	55	62	65	60	57	57	54	67	45	67	62	54	49	62
Streetscapes, trees and verges	41	41	46	41	42	42	37	42	39	39	37	41	40	46	44	41	52	39	47	32	45	43	44	42	40
Footpaths, trails and cycleways	49	49	57	50	49	51	44	51	46	48	51	47	49	51	49	42	56	48	54	44	54	47	42	55	54
Building and maintaining local roads	52	52	58	52	52	54	51	51	47	48	57	50	49	54	53	54	53	52	55	48	58	54	48	49	48
Traffic management on local roads	52	51	58	52	52	52	52	52	49	52	51	52	52	52	52	52	53	53	50	44	57	57	49	44	49
Parking management	50	50	56	50	51	51	52	49	46	48	53	51	49	49	46	48	48	54	47	49	52	54	49	42	47
Street sweeping	51	51	59	51	52	51	52	51	49	48	50	51	51	53	56	55	49	51	58	42	59	49	51	50	51
Access to public transport	57	56	65	59	55	59	60	53	51	52	62	54	55	57	59	59	55	59	53	58	61	52	68	51	48

Summary of community variances

	Total	Homeowner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55-64 years	65+ years	Disability	First Nations#	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Rural
PROSPERITY (Performance Index Scores)																									
Place to own or operate a business	55	55	57	54	57	55	51	54	51	57	57	53	55	55	51	54	54	57	51	52	54	59	61	53	51
Economic development and job creation	40	40	43	39	41	40	40	40	35	36	42	38	39	42	40	38	33	43	37	38	39	41	44	37	37
Place to visit	69	68	70	67	70	71	66	66	62	63	67	67	68	72	68	72	62	60	75	60	76	73	71	63	73
Tourism and destination marketing	46	46	52	45	47	48	43	49	40	42	48	44	43	49	50	54	44	43	43	42	51	49	44	44	48
Education, training and life-long learning	50	50	55	50	50	54	48	49	45	43	52	46	50	55	50	50	48	50	54	41	57	51	48	44	52
Library services	71	71	74	70	73	75	71	69	67	69	74	68	71	74	72	75	67	68	79	62	82	75	69	58	68
PERFORMANCE (Performance Index Scores)																									
Governing organisation	48	47	64	47	50	50	42	42	41	41	52	44	46	52	52	44	44	51	46	46	50	51	45	44	44
Council's leadership	36	35	49	34	38	38	33	34	30	32	41	33	32	41	37	36	37	38	34	29	39	38	41	35	32
Value for money from rates	41	40	60	39	43	43	34	39	35	38	41	37	40	47	42	38	33	38	39	37	47	48	35	35	42
Openness/transparency of Council processes	34	33	48	34	34	35	32	31	28	32	36	32	31	36	35	29	36	36	31	31	34	37	32	33	30
Consultation	35	34	54	34	36	36	34	34	30	33	39	34	32	35	36	33	35	38	35	32	38	38	32	29	30
Communication	37	36	50	36	37	38	35	35	32	36	38	37	35	37	37	33	35	40	35	33	40	39	35	32	33
Embracing change and innovation	37	37	49	36	39	39	36	34	31	35	36	35	39	41	38	34	40	44	30	30	38	39	41	35	36
Customer service	54	53	71	54	55	57	50	51	51	48	59	51	52	56	56	45	60	59	55	50	57	57	49	45	48
Coverage in the local newspaper	44	43	59	42	46	44	44	43	40	38	43	43	44	45	45	47	45	43	40	38	48	47	44	40	42
Mayor's monthly message in local newspaper	42	41	66	41	45	45	39	41	34	36	50	37	42	44	48	53	41	46	46	36	43	46	33	39	40
City of Kalamunda eNews	48	46	66	45	51	48	46	48	46	43	49	46	46	50	56	50	50	46	49	43	49	53	42	48	47
City's main website	51	50	60	50	52	52	50	52	51	49	51	50	51	52	56	52	46	54	50	50	51	52	48	50	45
Social media presence	49	47	66	46	51	49	52	49	48	44	57	48	42	45	54	50	55	52	52	41	50	51	48	48	43
City's online community engagement tool	48	47	68	46	51	51	45	47	45	44	51	47	49	48	55	51	52	51	46	45	52	47	48	44	49

MARKYT

MARKYT ◈ community priorities

Other stakeholder groups

MARKYT◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

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

CELEBRATE OPTIMISE

KAIZEN

PERFORMANCE INDEX SCORE

Excellent · Okay · Terrible

REVIEW PRIORITISE

Note: small sample size

MARKYT◆ © 2024

1 Family and children's services
2 Youth services and facilities
3 Seniors' care, services and facilities
4 Disability access and inclusion
5 Sport and recreation
6 Festivals, events, art and culture
7 Local history and heritage
8 Respect for First Nations culture
9 Volunteer recognition and support
10 Community safety and crime prevention
11 Graffiti removal services
12 Lighting of streets and public places
13 Animal management (dogs and cats)
14 Sustainable practices / climate change
15 Conservation and environment
16 Waste management
17 Stormwater drainage
18 Food, noise, pest, pollution, etc
19 Natural disaster management
20 Responsible growth and development
21 Planning and building approvals
22 Housing
23 Community buildings, halls and toilets
24 Playgrounds, parks and reserves
25 Streetscapes, trees and verges
26 Footpaths, trails and cycleways
27 Building and maintaining local roads
28 Traffic management on local roads
29 Parking management
30 Street sweeping
31 Access to public transport
32 Economic development and job creation
33 Tourism and destination marketing
34 Education, training and life-long learning
35 Library services
36 Council's leadership
37 Transparency of Council processes
38 Consultation
39 Communication
40 Embracing change and innovation
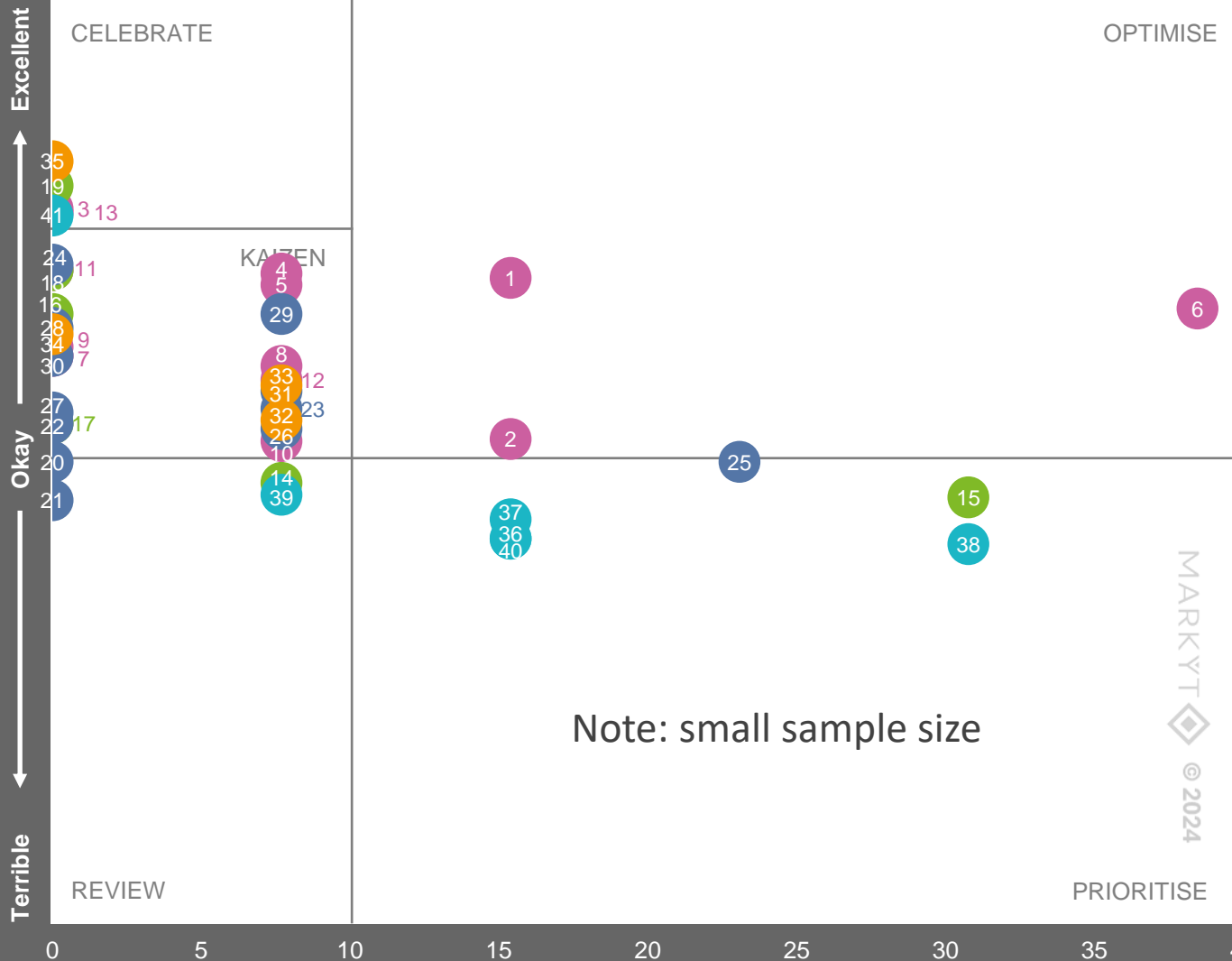41 Customer service

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=11)

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MARKYT ◆ Community Priorities

City EMs / employees

COMMUNITY PRIORITIES (% of respondents)

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

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

CELEBRATE   OPTIMISE

KAIZEN

REVIEW   PRIORITISE

Note: small sample size

MARKYT ◆ © 2024

1. Family and children's services
2. Youth services and facilities
3. Seniors' care, services and facilities
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6. Festivals, events, art and culture
7. Local history and heritage
8. Respect for First Nations culture
9. Volunteer recognition and support
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11. Graffiti removal services
12. Lighting of streets and public places
13. Animal management (dogs and cats)
14. Sustainable practices / climate change
15. Conservation and environment
16. Waste management
17. Stormwater drainage
18. Food, noise, pest, pollution, etc
19. Natural disaster management
20. Responsible growth and development
21. Planning and building approvals
22. Housing
23. Community buildings, halls and toilets
24. Playgrounds, parks and reserves
25. Streetscapes, trees and verges
26. Footpaths, trails and cycleways
27. Building and maintaining local roads
28. Traffic management on local roads
29. Parking management
30. Street sweeping
31. Access to public transport
32. Economic development and job creation
33. Tourism and destination marketing
34. Education, training and life-long learning
35. Library services
36. Council's leadership
37. Transparency of Council processes
38. Consultation
39. Communication
40. Embracing change and innovation
41. 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=13)

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MARKYT◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

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

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

CELEBRATE KAIZEN OPTIMISE

REVIEW PRIORITISE

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37 Transparency of Council processes
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39 Communication
40 Embracing change and innovation
41 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=66)

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