



MARKYT Community Scorecard ©

Prepared for: City of Cockburn

Prepared by: CATALYSE[®] Pty Ltd ©

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Contents

Strategic overview	3
Approach	5
Overall performance	11
MARKYT® industry comparisons	14
MARKYT® community trends	18
MARKYT® community priorities	21
Community action plans	24
Performance against key pillars in the Strategic Community Plan:	
Governance	31
Community development	46
Community wellbeing	54
Local environment	72
Moving around	82
Economy	87
Overview of community variances	92
MARKYT® community priorities other stakeholder groups	96

Strategic overview

Vision



43

% agree

14% points above Industry Average and down 6% points from 2022

Liveability

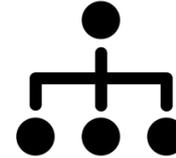


77

Performance Index Score

1 index point above Industry Average and down 2 points from 2022

Governance



65

Performance Index Score

12 index points above Industry Average and down 2 points from 2022

Rates Value



58

Performance Index Score

14 index points above Industry Average and on par with 2022

Strengths

High performers (average rating good or better)

- Cockburn Aquatic and Recreation Centre
- Library services
- Kerbside bin collection services

Relative to MARKYT® Industry Standards

- Marine facilities = Industry Leader
- Local roads
- Youth services and facilities
- Economic development and job creation

Priorities



Community safety and crime prevention



Streetscapes, trees and verges



Playgrounds, parks and reserves



Local shopping area / centre



Seniors' care, services and facilities



CCTV cameras



Traffic management

Approach



Department of Local Government, Sport and Cultural Industries

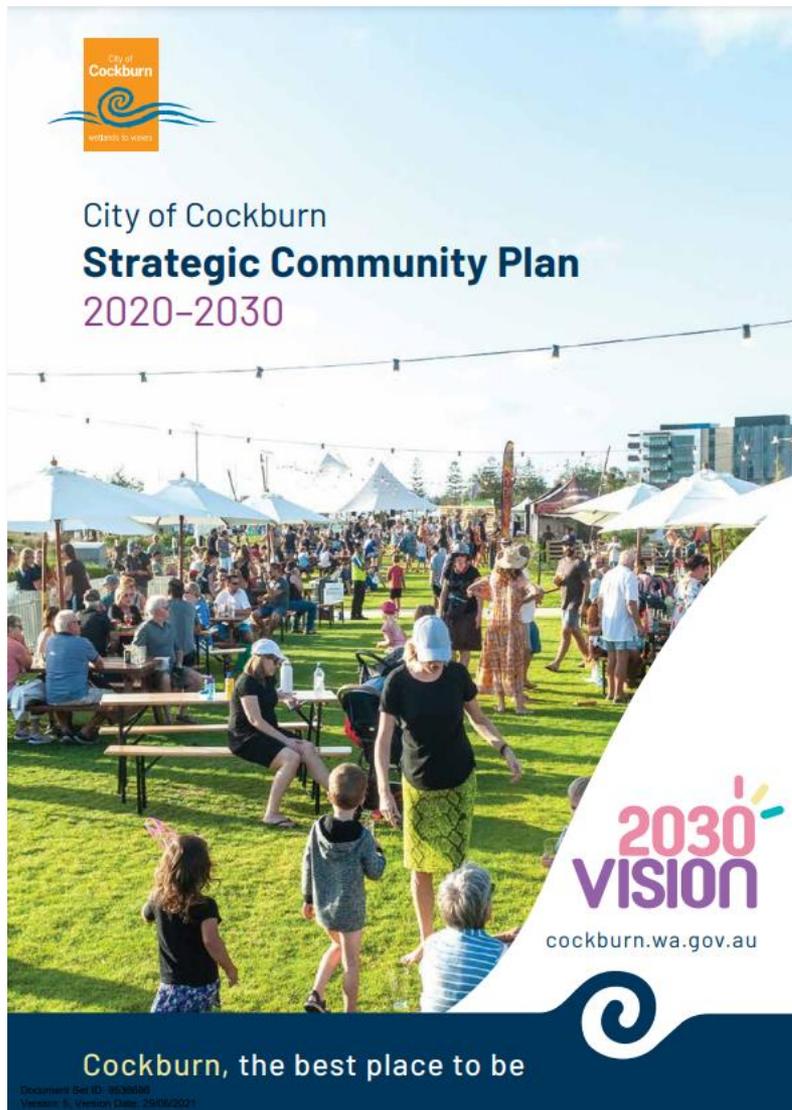
GOVERNMENT OF
WESTERN AUSTRALIA

DLGSC's Integrated Planning and Reporting Framework suggests that local councils review the Strategic Community Plan at least once every two years, and that the Corporate Business Plan is reviewed annually.

MARKYT Community Scorecard

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

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



City of Cockburn
Strategic Community Plan
2020-2030

**2030
VISION**
cockburn.wa.gov.au

Cockburn, the best place to be

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The Study

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

Scorecard invitations were sent to 10,000 randomly selected households; 1,000 by mail and 9,000 by email. The City of Cockburn provided supporting promotions through its communication channels.



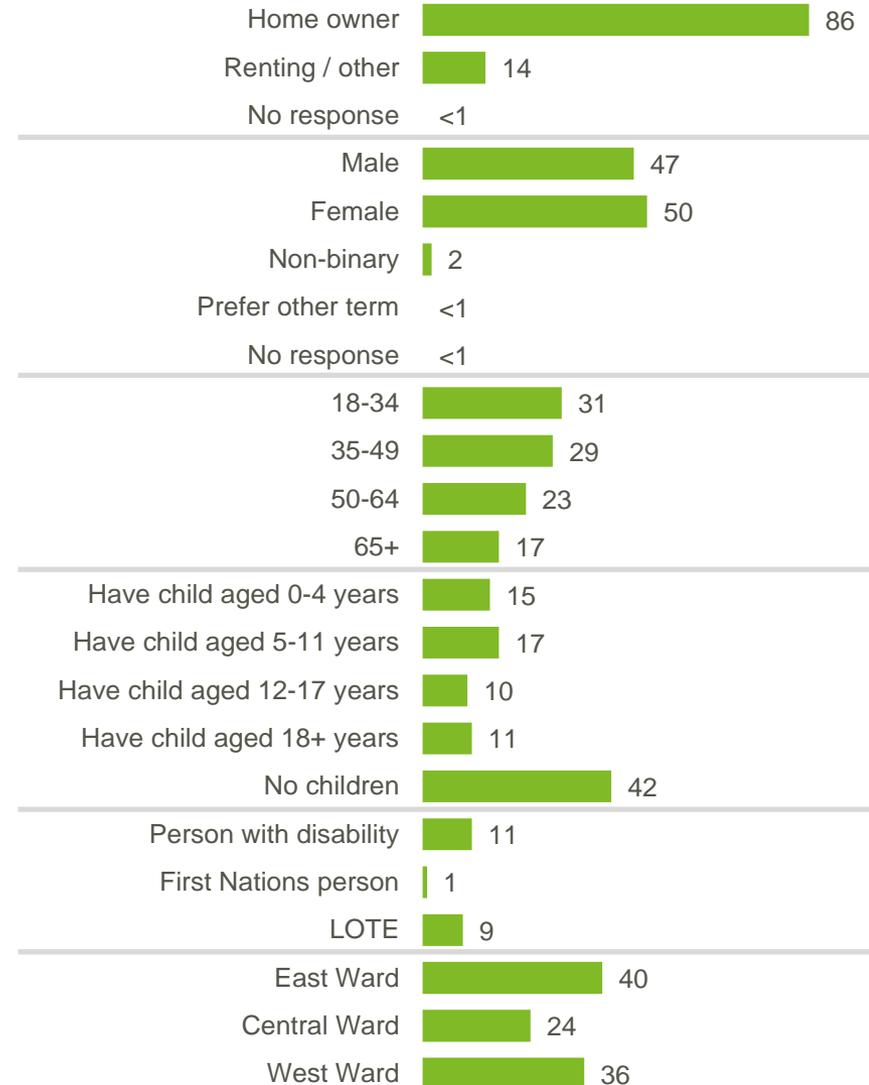
The scorecard was open from 30 January to 17 February 2023 and was completed by **872 community members** with various connections to the City.

Local resident	Out of area ratepayer	Visitor	City Employee
810	11	35	20

The main body of this report shows responses from local residents. As responses from the random sample (n=600) and opt-in sample (n=210) 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)

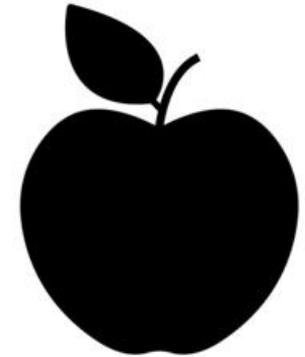


MARKYT Benchmarks | participating councils

CATALYSE® has conducted studies for close to 70 councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from councils that have completed a MARKYT® accredited study within the past three years.



Subset benchmark analysis has been conducted against similar sized councils to compare ‘apples with apples’.

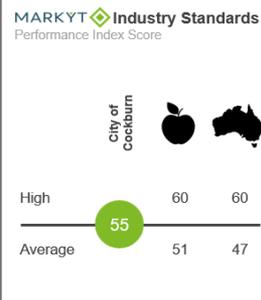
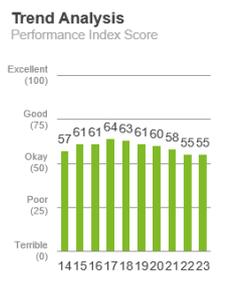


How to read performance dashboard charts

Trend analysis shows how performance varies over time.

Performance Ratings

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



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

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

Variations across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations*	LOTE	East Ward	Central Ward	West Ward
55	55	59	52	60	58	60	53	52	52	56	60	54	63	57	40	50	57	58	53

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

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

Council Score is the Council's performance index score.

Industry High is the highest score achieved by councils that have completed a comparable study with CATALYSE®.

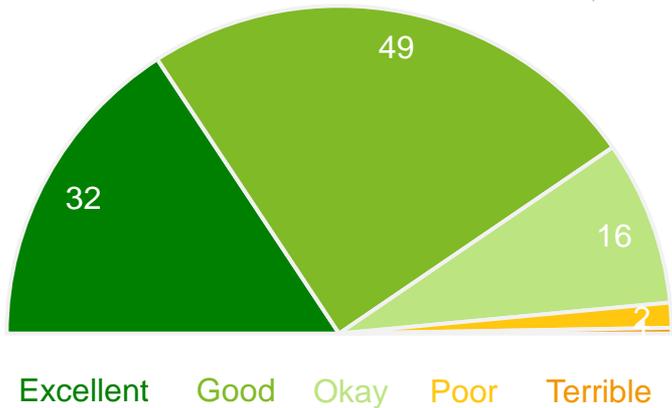
Industry Average is the average score among councils that have completed a comparable study with CATALYSE®.

Overall Performance

Place to live

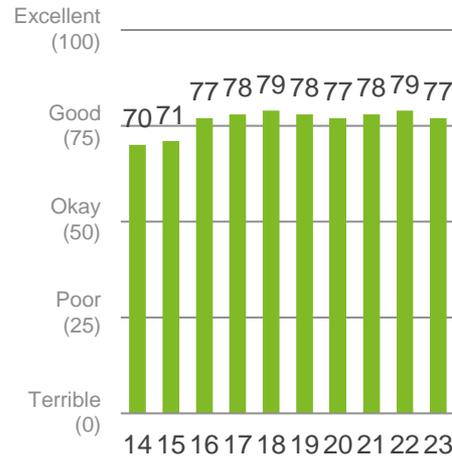
Performance ratings

% of respondents



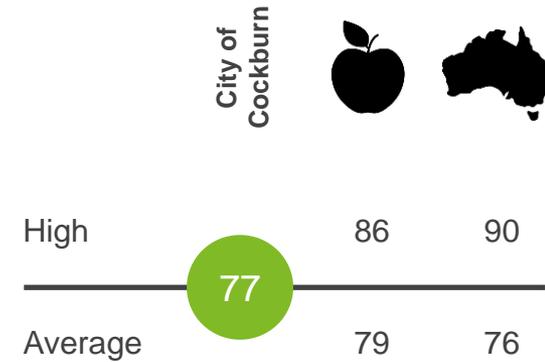
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
77	77	76	76	79	78	74	74	78	79	76	75	79	81	76	63	71	80	73	77

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 805).

Version 1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

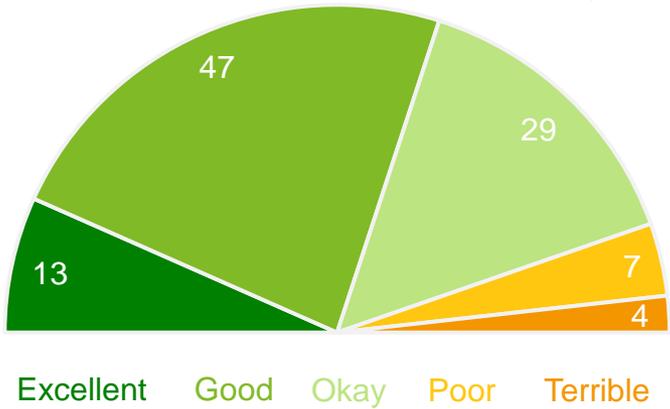
Governing organisation

Performance ratings

% of respondents

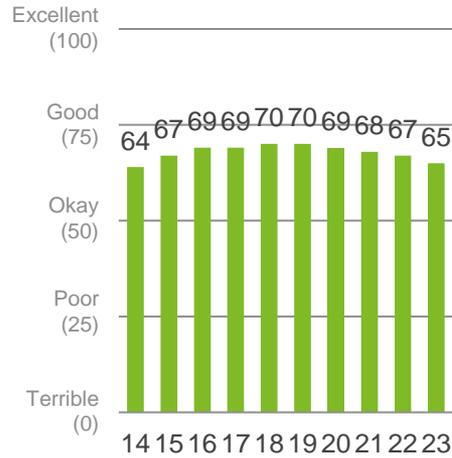
89%
Positive rating*

65
Performance Index Score
(out of 100)



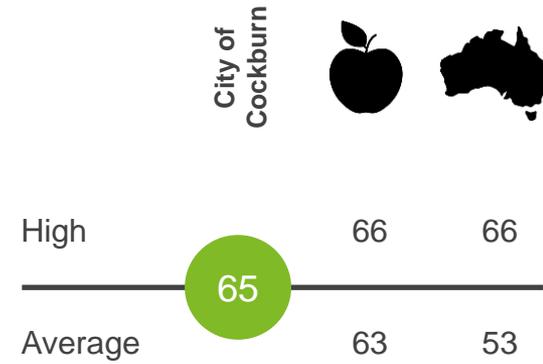
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
65	64	68	62	68	67	58	61	65	64	65	61	64	72	62	51	59	67	66	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 770).

Version 1.1, Version Date: 22/03/2023. 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 Cockburn as a 'place to live' and as a 'governing organisation'. The City of Cockburn's overall performance index score is 71 out of 100, 6 index points above the industry average.

MARKYT Industry Standards

Performance Index Score

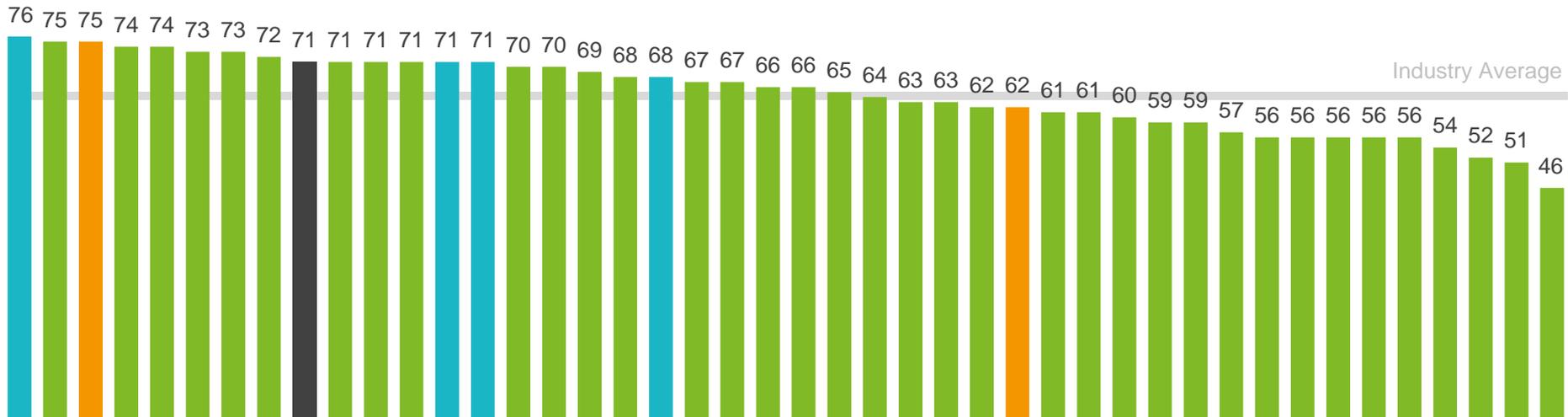


City of Cockburn	71
Industry High	76
Industry Average	65

Overall Performance Index Score

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

- City of Cockburn
- Participating Councils
- Similar Sized Councils
- Neighbouring Councils



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.

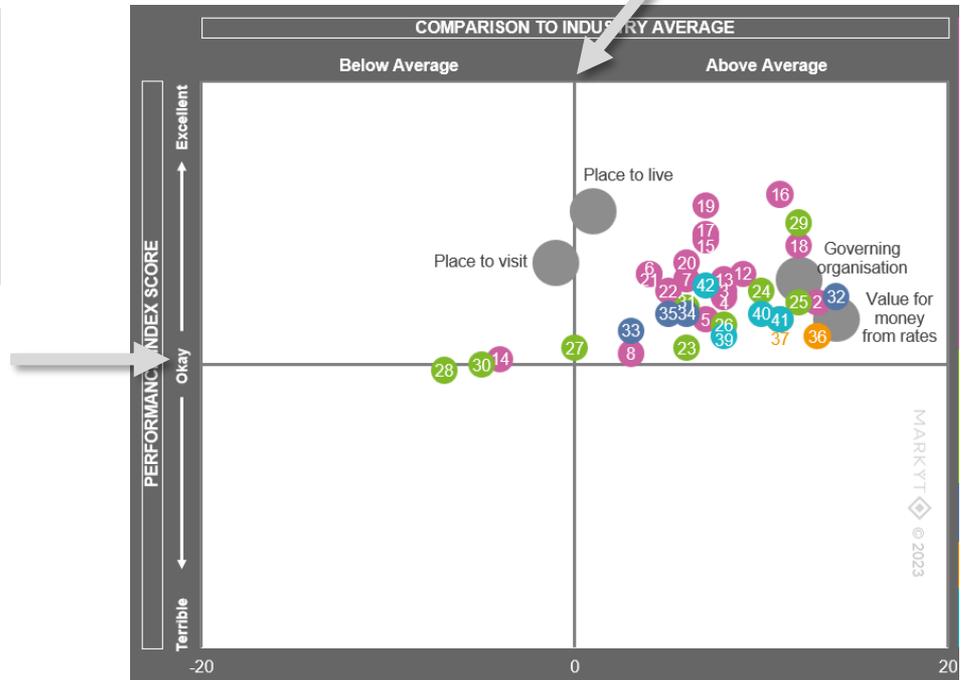
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

- Community development and wellbeing
- Local environment
- Moving around
- Economy
- Governance

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.

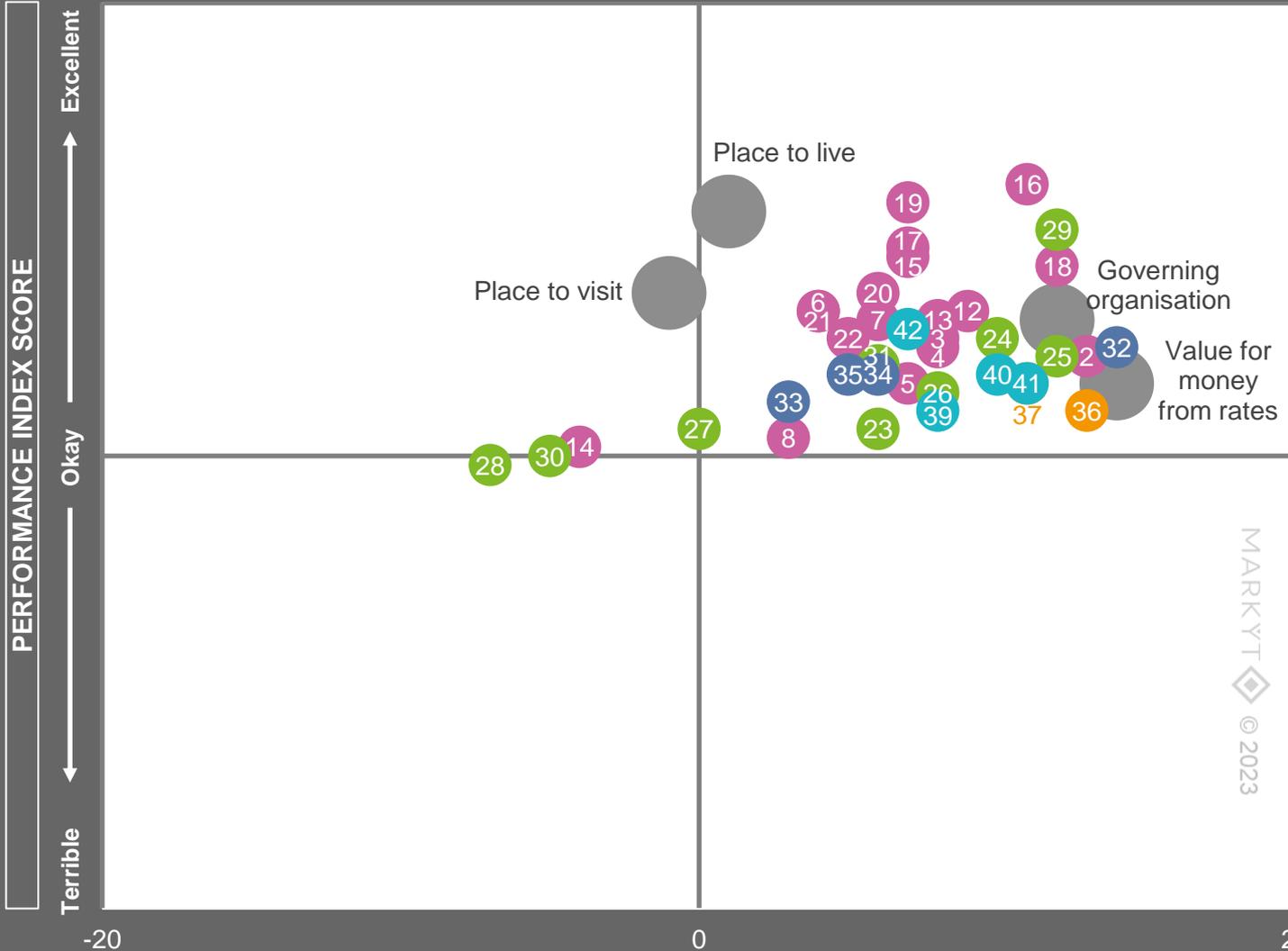


MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Opportunities to be included / connected
- 2 Youth services and facilities
- 3 Family and children's services, facilities
- 4 Seniors' care, services and facilities
- 5 Disability access and inclusion
- 6 Recognising First Nations' culture
- 7 Multiculturalism and racial harmony
- 8 Community safety and crime prevention
- 9 Community safety patrols (CoSafe)
- 10 CCTV cameras
- 11 WA Police community safety response
- 12 Health and community services
- 13 Community buildings and halls
- 14 Public toilets
- 15 Sport and recreation facilities / services
- 16 Cockburn ARC
- 17 Playgrounds, parks and reserves
- 18 Coastal and marine facilities
- 19 Library services
- 20 Festivals and events
- 21 Art and cultural activities
- 22 Local history and heritage
- 23 Responsible growth and development
- 24 Conservation and environment
- 25 Sustainable practices
- 26 Climate change
- 27 Streetscapes, trees and verges
- 28 Tree planting program
- 29 Kerbside bin collection services
- 30 Issues relating to noise, dust and odour
- 31 Animal management
- 32 Local roads
- 33 Traffic management
- 34 Footpaths and cycleways
- 35 Lighting of streets and public places
- 36 Economic development and job creation
- 37 Cockburn Central development
- 38 Local shopping area / centre
- 39 Council's leadership
- 40 Change, innovation and technology
- 41 Communication
- 42 Customer service

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MARKYT community trends

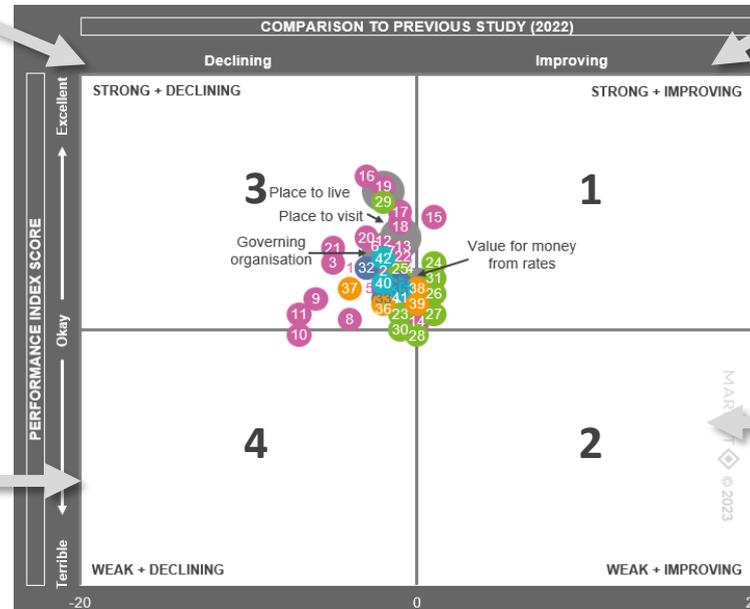
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

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

- Community safety response by WA Police
- Community safety patrols (CoSafe)
- Art and cultural activities
- Family and children’s services and facilities
- Cockburn Central development
- Community safety and crime prevention

Window 4 includes lower performing areas in decline. The **main concern** is:

- CCTV cameras



Window 1 includes higher performing areas that have improved.

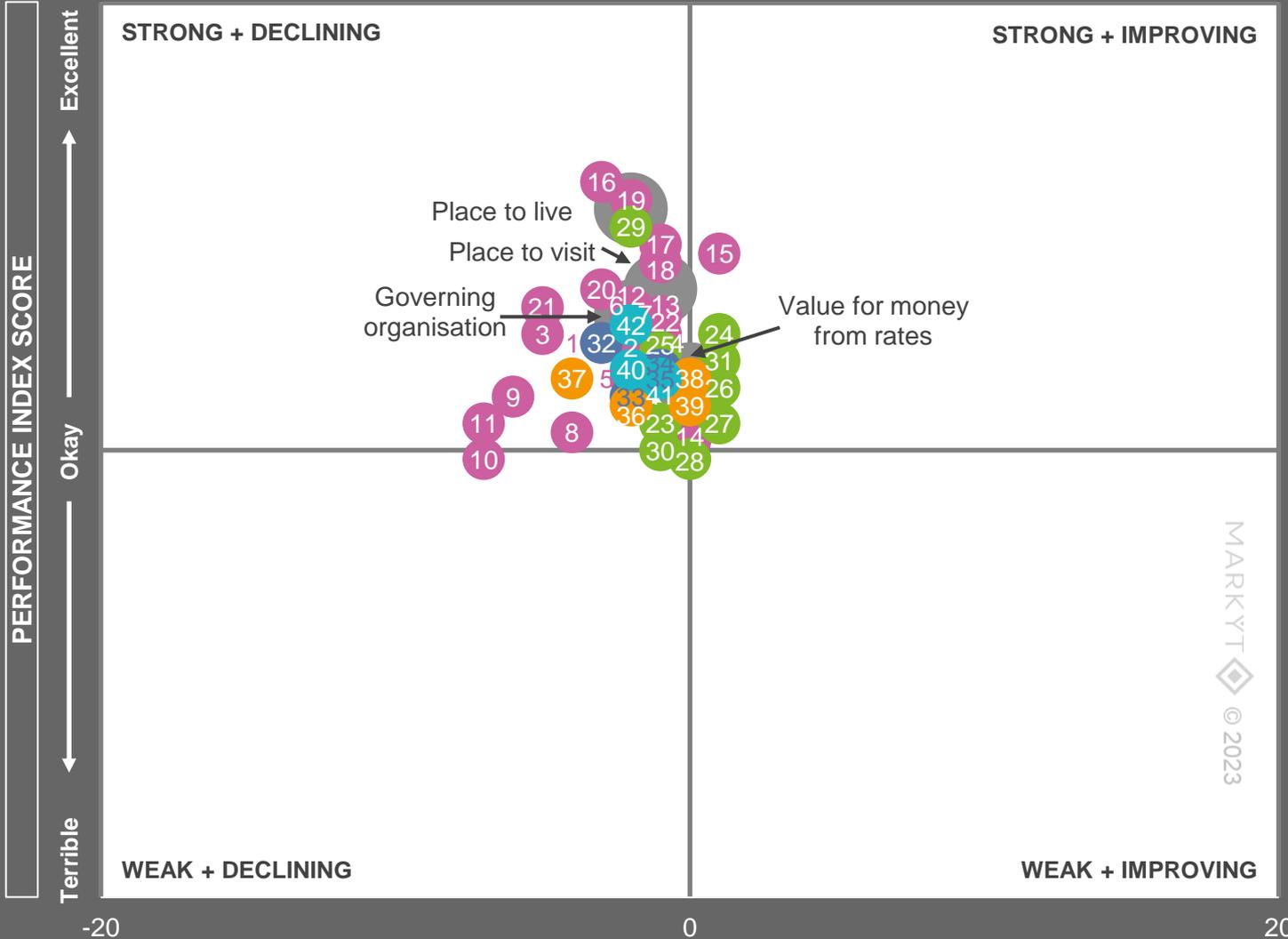
No services improved by 3+ index.

Window 2 includes lower performing areas that are improving.

No services improved by 3+ index points.

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2022)



- 1 Opportunities to be included / connected
- 2 Youth services and facilities
- 3 Family and children's services, facilities
- 4 Seniors' care, services and facilities
- 5 Disability access and inclusion
- 6 Recognising First Nations' culture
- 7 Multiculturalism and racial harmony
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MARKYT  community priorities

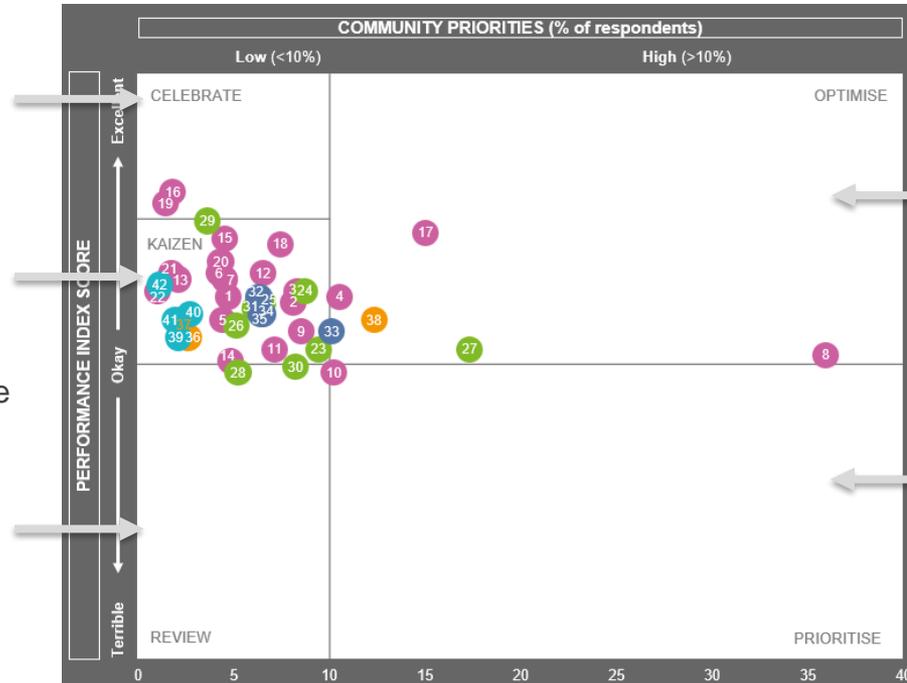
How to read the MARKYT Community Priorities

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

CELEBRATE the City's highest performing areas.

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

REVIEW lower performing areas.



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

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

Services are grouped in five areas:

- Community development and wellbeing
- Local environment
- Moving around
- Economy
- Governance

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

KAIZEN

REVIEW

OPTIMISE

PRIORITISE



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- 1 Opportunities to be included / connected
- 2 Youth services and facilities
- 3 Family and children's services, facilities
- 4 Seniors' care, services and facilities
- 5 Disability access and inclusion
- 6 Recognising First Nations' culture
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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 Cockburn to focus on improving? Base: All respondents, excludes no response (n = 703)

Community Action Plans

Top priorities

Community driven actions

- Advocate for greater **police presence** across the City with more patrols and faster response times. Areas of concern include:
 - Hooning – especially motorbikes and dirt bikes
 - Vandalism and graffiti
 - Youth crime and antisocial behaviour
 - Car theft and break-ins
- Provide **greater security presence** with more CoSafe patrols particularly in hotspots such train and bus stations, shopping centres, beaches and parks.
- Install more **CCTV surveillance** to deter crime, antisocial behaviour, and graffiti in known hotspots, and to deter hoon behaviour on busy roads and intersections, and along suburban streets.
- Provide better **lighting**.
- Provide **incentives for homeowners** to install security measures.
- **Engage at-risk youth** with educational and recreational programs.

Community Voices

"Maybe more visible police presence in Coolbellup and addressing known antisocial behaviours, especially fast and unsafe riding of off-road bikes (without helmets) in public areas such as streets, verges and parks."

"More police and security patrolling the area and tougher penalties for graffiti and damage to private property. Maybe more security cameras at intersections to catch criminals."

"More patrols around areas such as Gateways and in particular McDonalds area on Thursday evenings. Gangs of youth are a problem and we avoid the area when possible with our younger children."

"CoSafe needs to have more of a public presence and not just a car zipping about. More police or CoSafe presence where there is anti social behavior. There is a presence that is emerging in our public places and it is getting really bad."

"Better street lighting, more CoSafe and police patrols present, incentives to secure home ie grants for door screens, lighting."

"More police presence, subsidy for security system installation, more security in shopping centre car parks"

"Installation of more cameras and make everyone aware of the installation to deter crime."

"More (CCTV) along Hope Road to capture the street racing and burn outs that happen late in the night. In between Bibra Dr and Progress Dr but also around surrounding streets."

"More CCTV in public areas and better police presence. Maybe subsidise home security services if you're with Cockburn Council, or through rates."

"More engagement with the youth age group involved by youth-type workers out on the streets. Use CoSafe and rangers also to engage and redirect to services, activities."

"More programs and support to engage youth."

Community driven actions

- **Beautify streetscapes** – plant more trees, shrubs and plants on verges, median strips, roundabouts and open space. Consider natives, colourful foliage and shade canopy.
- Encourage home-owners to plant and maintain their own verges and gardens by offering **incentives, discounts and rebates.**
- Improve **verge maintenance** – replace dead trees, remove weeds, mow grass etc.
- Keep streets clean with **regular rubbish removal.**

Community Voices

“More trees along streets and in any ‘empty’ space to promote a ‘greener’ environment.”

“More planting in newer areas and selecting trees that are pretty and provide shade.”

“Plant more native trees on verges and in open public space. Protect our nature. Get rid of concrete verges and plastic lawn.”

“Verges are very, very dry or dead. The first thing people stop doing when finances are tight is looking after gardens. Can residents be given incentive (rebate on rates) to look after verges better.”

“I would love to see the City make it easier for homeowners to make improvements to their verge and more encouragement to plant waterwise gardens.”

“More incentives to plant local natives and other trees on verges as well as add extra plant sales at the TAFE and the wildlife centre.”

“Assistance to develop verges into green spaces without the owner having to be responsible for its costs.”

“Better maintenance of weeds along road verges. The lack of maintenance makes the area look bad. More planting could alleviate this problem.”

“Keep street trees alive, mow verges, stop cars parking on verges plant more trees and plants more greening of Cockburn”

“Replacing trees that have died or have been damaged. Under planting with shrubs. Maintaining verges. Mulching.”

“Rubbish bins around the areas in North Coogee should be cleaned inside and outside. Bins outside never cleaned with spills or waste dumped outside of the bins. It’s very untidy. Waste “and rubbish along Orsino Blvd are an eyesore”

“More trees and better care of roadside verges. Spearwood into Henderson is strewn with litter.”

“Clean up the area around Cockburn Cement and surrounding areas.”

Community driven actions

- **Maintain and upgrade** existing playground equipment.
- Advocate for **new modern play areas** that cater to a variety of age groups, e.g. adventure playgrounds, basketball courts, skate parks, pump tracks and water features.
- **Provide more amenities** for families e.g. benches, toilets, shade, BBQs and picnic areas.
- Provide more designated **dog exercise areas** - on and off-leash, fenced and unfenced.

Community Voices

"In my area (Atwell) a lot of the local/ small public parks/ sporting areas are really old and need maintenance/ upgrading/ at this point replacement as they haven't been well maintained."

"Some playground areas in Hamilton Hill are poorly maintained compared with other areas. For example, the pump track next to Dixon reserve (and the basketball court) is failing into pieces, while North Coogee has a beautiful pump track."

"Make the playgrounds bigger to account for a range of ages. Have better shelters up, public toilets close by. Create a skate park within Success. Make pathways around parks to be like roads for the kids to ride bikes on."

"Upgrade the playgrounds in Lake Coogee to make them more interesting and adventurous for the children. They are mundane and lack the adventure and money spent as in the new developed areas on the east side of the freeway - Treeby and Piara Waters etc. The playgrounds there have massive slides and really good BMX tracks and pump tracks."

"Coogee Beach needs major revamp. It's dated. Playground is old. Toilets and benches are old. Big grassed area could be used better, with more facilities. Eg. Needs basketball court like South Beach. So many beaches along the coast from down south to northern beaches are so much better, modern and up with the times."

"There aren't enough public toilets in these areas which isn't ideal with young children. It also prevents people from utilising the BBQ areas for gatherings because there are better facilities in the City of Melville and Kwinana."

"Better shade/sun protection for playgrounds."

"Increased shade and BBQ areas."

"I would like the proposed, apparently approved, enclosed dog park at MacFaull Park in Spearwood to go ahead and get set up ASAP."

"Make an off-lead enclosed dog park at Radonich Park Stanford Gardens Beeliar."

Community driven actions

- Improve and **upgrade local community shopping centres** (eg Coolbellup, Phoenix, Berrigan Drive, Hamilton Hill) to create inviting community hubs with markets, cafes, restaurants and bars as places for people to gather and shop locally.
- Advocate for **Cockburn Gateway to be upgraded**. Suggestions include more restaurants, greater diversity of shops, a cinema and improved parking and security.

Community Voices

"Improvements to Coolbellup Shopping area to make it more of a central gathering point for family and friends."

"Have the council members for Spearwood check out the Park Shopping Centre in Victoria Park and see what Phoenix Shopping Centre could look like."

"Phoenix shopping centre needs a big overhaul, more attractive for people to shop there."

"The shopping centre on Berrigan Drive is an eye sore for the area with little use to the community. Investment is needed to update it to make it safe and functional for the community."

"Southlake shopping is half decent, but it just feels so closed off and un-appealing with no outward facing cafes or eatery spaces for people to sit. The space needs improved frontage to become more inviting and a hub for locals. A spruce up of some of the store fronts inside would be good too."

"Support renovation/cleaning/sprucing up of old/tired/dirty/dilapidated local shopping areas, to attract new local businesses and customers. I would love to be able to shop more locally, but currently there is little close to me on offer, and I have to drive several suburbs away to get what I need/want."

"The local Gateways is boring. Needs to have a facelift. Do more like Carousel - movie theatre, restaurants, Myer."

"Parking and access around Gateways and the range of stores. I still have to go to Garden City for most of our shopping needs."

"I hear the shopping centre isn't safe after about 4. I was surprised to hear this, but I believe it is a major concern for businesses and customers. There needs to be changes and improvements to security."

"I understand this is probably outside of your control, but when will we have a cinema built at Cockburn? This is a huge area with the closest cinemas being Fremantle or Southlands. We seem to have most other things in Cockburn Gateway area but this is still lacking."

Community driven actions

- Provide improved **home care services** and assistance to enable seniors to live at home for longer.
- Improve **transport and accessibility** for seniors – provide a community bus, more parking and ensure footpaths are well maintained and safe for mobility scooters and wheelchairs.
- Provide more dedicated spaces with a range of **activities for seniors to socialise and connect** – eg exercise classes, art and craft classes and social outings
- Provide easy to access **information** about services and activities available for seniors.

Community Voices

“More help for seniors to keep them in their homes longer. Also more places in care if staying at home is not possible.”

“More services for the elderly to access who need help . Home visits for those that are isolated, library book drop off service etc.”

“Local seniors’ bus trips, free of course. Buddy system for single, lonely seniors, help at home - just general home help - garden, chats to resident.”

“Easier access to senior centers and more activities for seniors to be involved. Eg transport to local centers from different suburbs. Not all citizens have transport therefore they do not attend.”

“More transport services. eg. I cannot get to ARC. I can get seniors transport to the Seniors Centre for example.”

“Greater number of ACROD bays at shopping centres. Coles Beeliam has 4 ACROD bays available. Should be more required.”

“Maintain all pathways so they are usable for people of poor mobility.”

“Senior activities centres in each suburb.”

“New seniors centre located in Cockburn central would allow those seniors who live too far from Spearwood to attend the seniors centre. A dedicated place for seniors in the southern suburbs would be a huge asset as our population is rapidly aging.”

“Somewhere other than CARC (which is too daunting to visit) for elderly persons to exercise and maintain general body health appropriate to their age group.”

“More easy to access information on what is available in the City. Especially help around the home.”

“More information on what is happening in the area for seniors. Opportunities to learn more easy things like crochets to first aid”

“To try and let new residents know of the services that are available.”

Community driven actions

- **Address heavy traffic and hooning on local suburban roads** - consider traffic calming measures and closing roads to local traffic only. Specific mentions include Rigby Avenue, Mell Road, Gerovich Way, Hamilton Road, Healy Road, Liddelow Road, and King Street.
- Conduct a **review of intersections** to improve traffic flow and safety – consider roundabouts, traffic lights, red light cameras and widening intersections.
- Conduct a **review of traffic around local schools** – look at traffic slowing measures and parking control.
- Review traffic access to and from **Gateway Shopping Centre**.

Community Voices

“Traffic furniture needs to be installed on King Street as it’s essentially a race track to the beach and Coogee Common.”

“Stop traffic cutting through and speeding through suburban streets. There is a need to block streets so only local residents have access, eg City of Belmont.”

“The traffic on Rigby Avenue, Mell Road and Gerovich Way is terrible. What appalling planning and failure to respond to resident complaints. You need to get the traffic off these roads. Pollution for the residents.”

“Red light cameras in Hamilton Hill, specifically at the Forrest Road - Carrington Street intersection. As population density increases with sub-divided properties, Hamilton Hill now has more traffic and more traffic using the suburb as a thoroughfare. No effort appears to be made in managing traffic with substantial amount of red light offenders, hooning, aggressive drivers.”

“Traffic lights or a roundabout are needed at the crossroad of Orsino and Pantheon. There are so many near misses, traffic volume has increased, including vehicles, cyclists and pedestrians.”

“The intersection at crossroads of Phoenix Rd, Port Kembla Dr & Deller Dr needs attention. It’s very unsafe especially with the number of people doing U-turns from the petrol station & coming from Port Kembla making their way down to Northlake Rd.”

“Roundabouts or traffic lights need to be installed along intersections on North Lake Road to make it safer to turn right. Currently there are frequent accidents specifically on the Elderberry Drive intersection.”

“More ways to slow traffic down near schools, extra Ranger Patrols to deter people from parking on footpaths near schools (Harmony Primary and Atwell College are terrible).”

“The speed of vehicles going past our local schools is frightening. The City needs to work with Main Roads and the Police to do something. Raised pedestrian crossings, more electronic signs, more Police doing speed checks.”

“Traffic management around the Cockburn Shopping Centre and along Wentworth Parade as there are many accidents weekly due to bad design of the carpark and the amount of traffic in and out of it that causes backups”

Traffic around the Cockburn shopping centre is terrible especially on weekends with limited access and exit points.

Governance

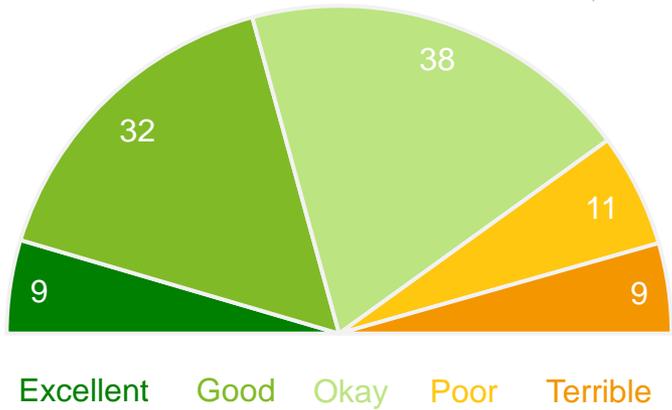
Council's leadership

Performance ratings

% of respondents

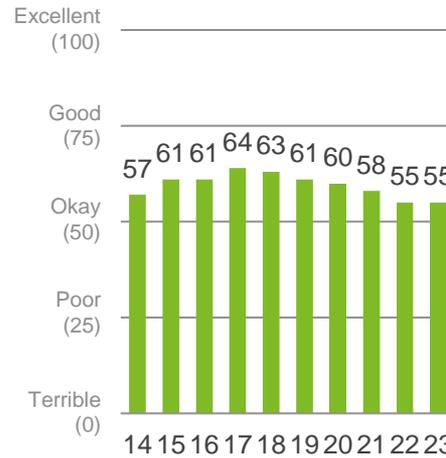
80%
Positive rating*

55
Performance Index Score
(out of 100)



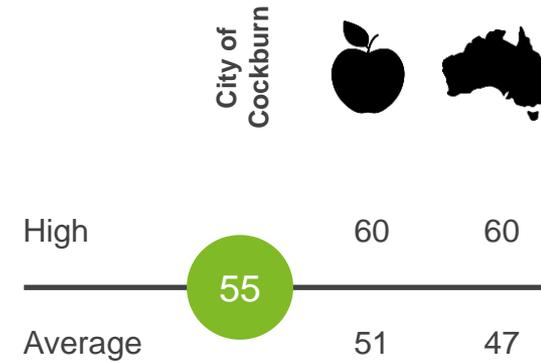
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
55	55	59	52	60	58	50	53	52	52	56	50	54	63	57	40	50	57	58	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 463).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

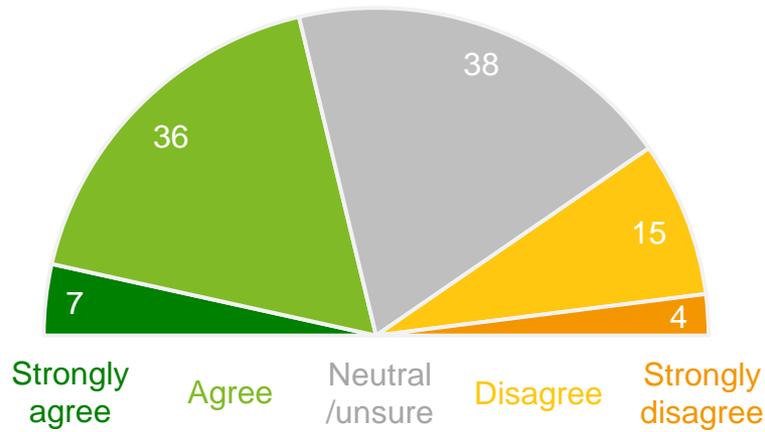
The City has developed and communicated a clear vision for the area

Level of agreement

% of respondents

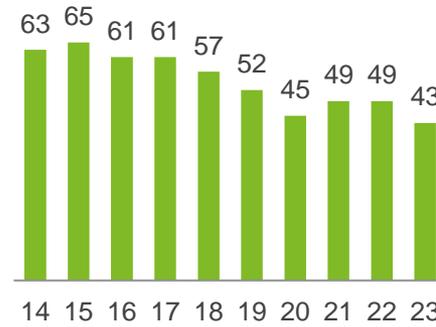
43%

Total Agree



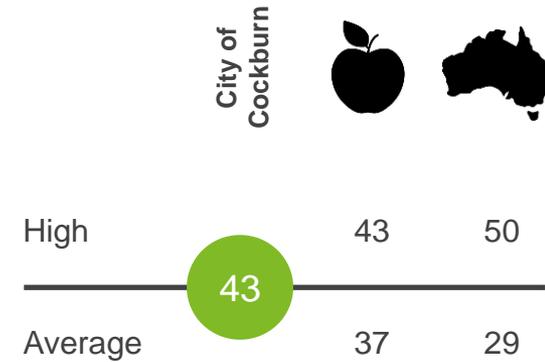
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
43	41	49	43	43	47	31	43	36	37	42	38	40	53	39	13	41	44	46	39

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

Document Set ID: 11409064
 Base: All respondents, excludes 'no response' (n = 791). # Small sample size (<20 respondents)
 Version: 1, Version Date: 22/03/2023

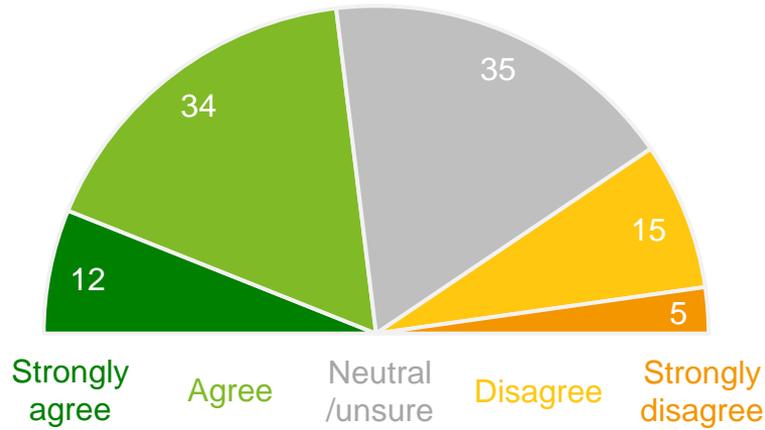
The City of Cockburn is the best place to be

Level of agreement

% of respondents

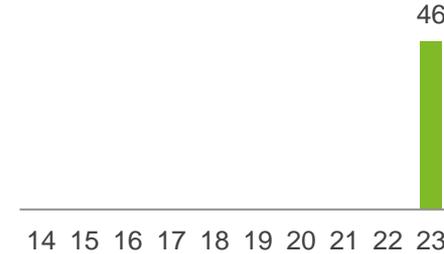
46%

Total Agree



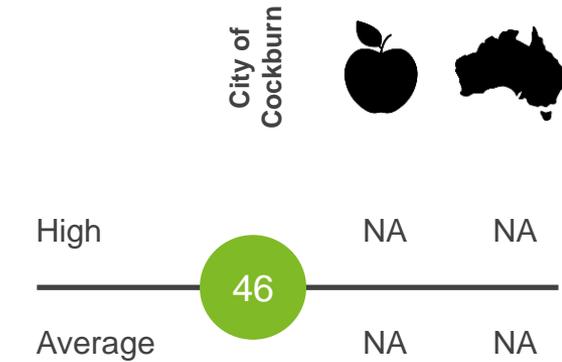
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
46	46	46	43	49	49	39	45	43	47	40	45	47	56	54	25	52	44	42	51

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

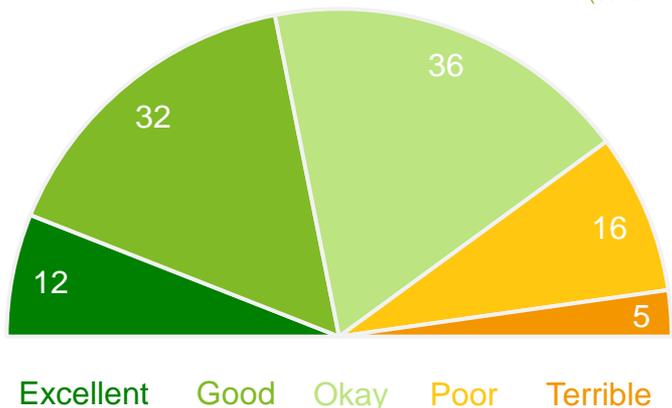
Document Set ID: 11409064
 Base: All respondents, excludes 'no response' (n = 785). # Small sample size (<20 respondents)
 Version: 1, Version Date: 22/03/2023

Value for money from Council rates

Performance ratings

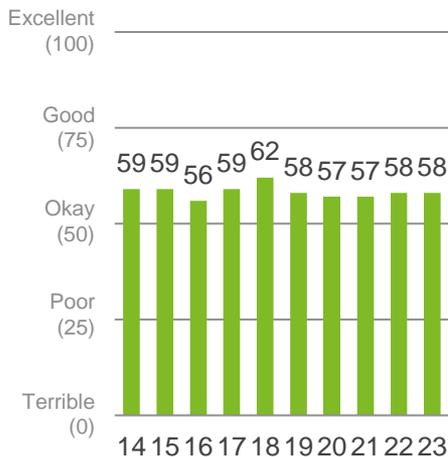
% of respondents

80% Positive rating*
58 Performance Index Score (out of 100)



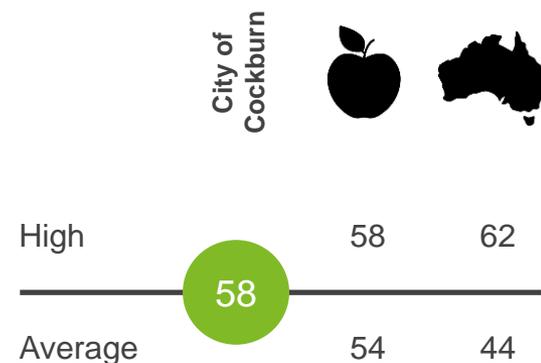
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
58	58	60	56	60	61	52	53	56	55	60	53	55	66	57	54	48	61	56	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 721).

Document Set ID: 11409064
Version 1, Version Date: 22/03/2023
Good + okay # Small sample size (<20 respondents)

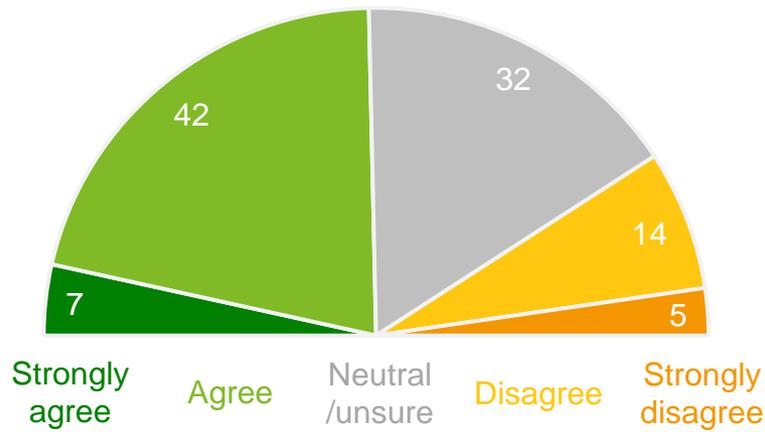
I have opportunities to have a say on things happening in my area

Level of agreement

% of respondents

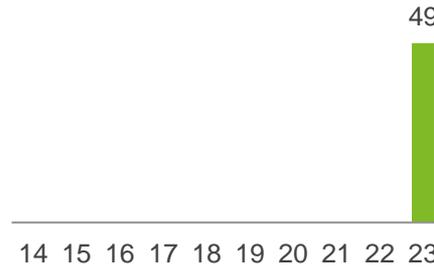
49%

Total Agree



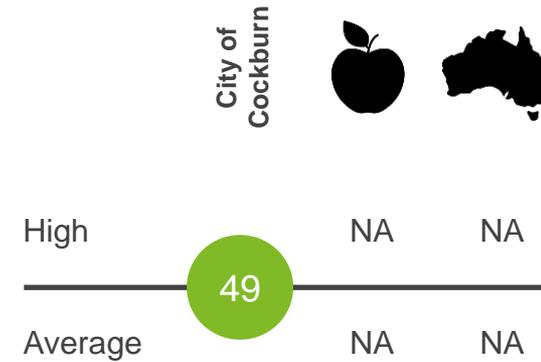
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
49	50	43	46	54	53	38	45	45	46	45	44	53	60	43	44	30	49	51	48

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

Document Set ID: 11409064
 Base: All respondents, excludes 'no response' (n = 792). # Small sample size (<20 respondents)
 Version: 1, Version Date: 22/03/2023

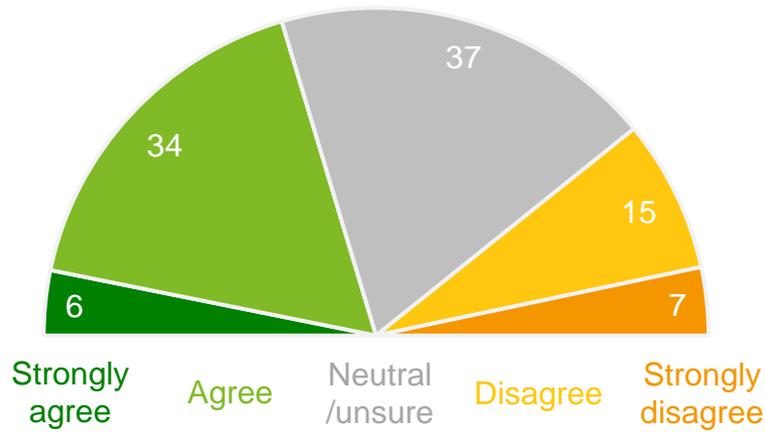
The City has a good understanding of community needs

Level of agreement

% of respondents

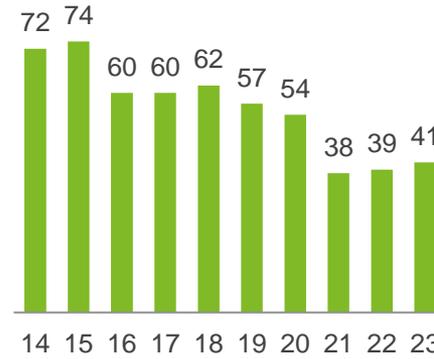
41%

Total Agree



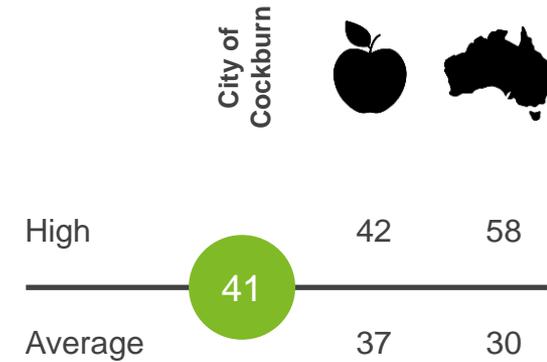
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
41	40	43	39	44	46	32	36	40	29	41	36	37	55	37	12	19	42	46	37

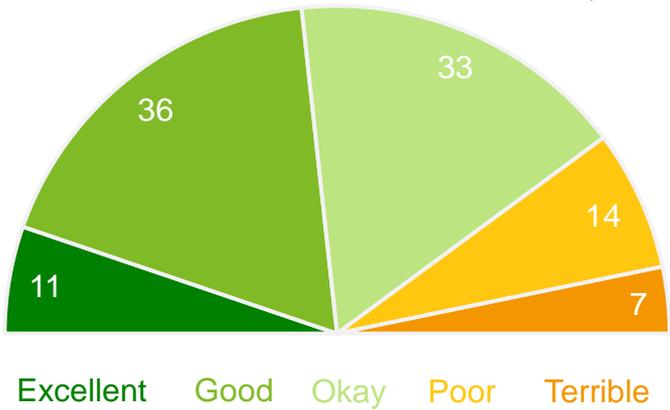
Q. How strongly do you agree or disagree with the following statements?

Document Set ID: 11409064
 Base: All respondents, excludes 'no response' (n = 792). # Small sample size (<20 respondents)
 Version: 1, Version Date: 22/03/2023

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

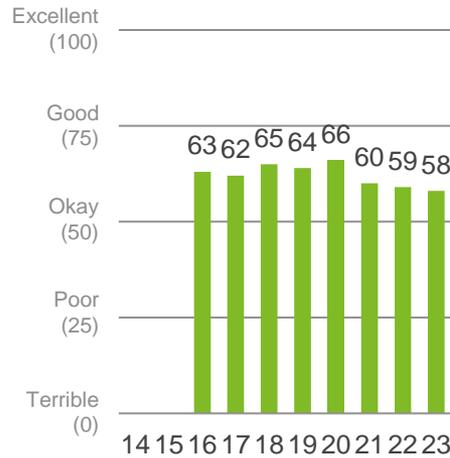
Performance ratings

% of respondents



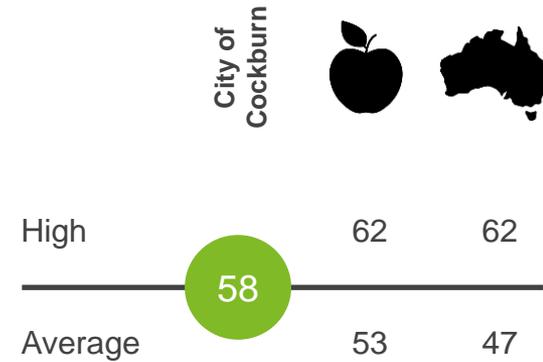
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
58	57	59	54	61	61	53	56	54	55	56	54	57	66	57	52	53	58	59	56

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

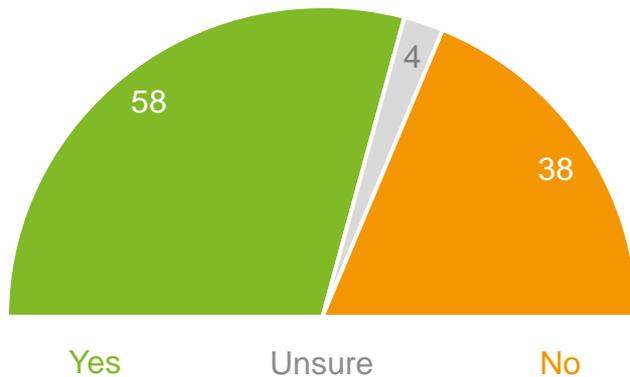
Base: All respondents, excludes 'unsure' and 'no response' (n = 644).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Cockburn 'Soundings' readership

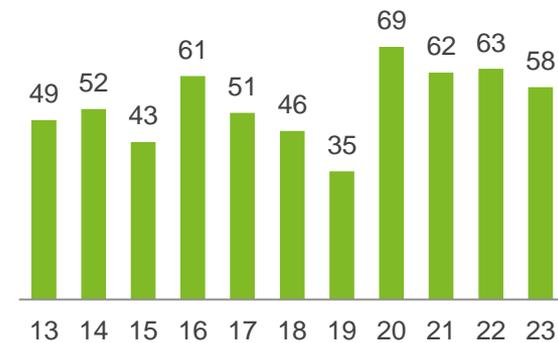
Over the past 12 months, have you read the City's weekly 'Soundings' update in the local newspaper with Council news and information?

% of respondents



Trend Analysis

% yes



Variations across the community

% yes

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
58	60	49	59	58	61	48	63	61	58	41	59	66	73	68	28	52	51	52	69

Q. Over the past 12 months, have you read the City's weekly 'Soundings' update in the local newspaper with Council news and information?

Document Set ID: 11409064

Version: 1, Version Date: 22/03/2023
 Base: All respondents: 22/03/2023 'no response' (n = 668). # Small sample size (<20 respondents)

Preferred communication channels

Community members prefer a mix of digital, social and traditional communication channels to stay up to date with what's happening in the City of Cockburn.

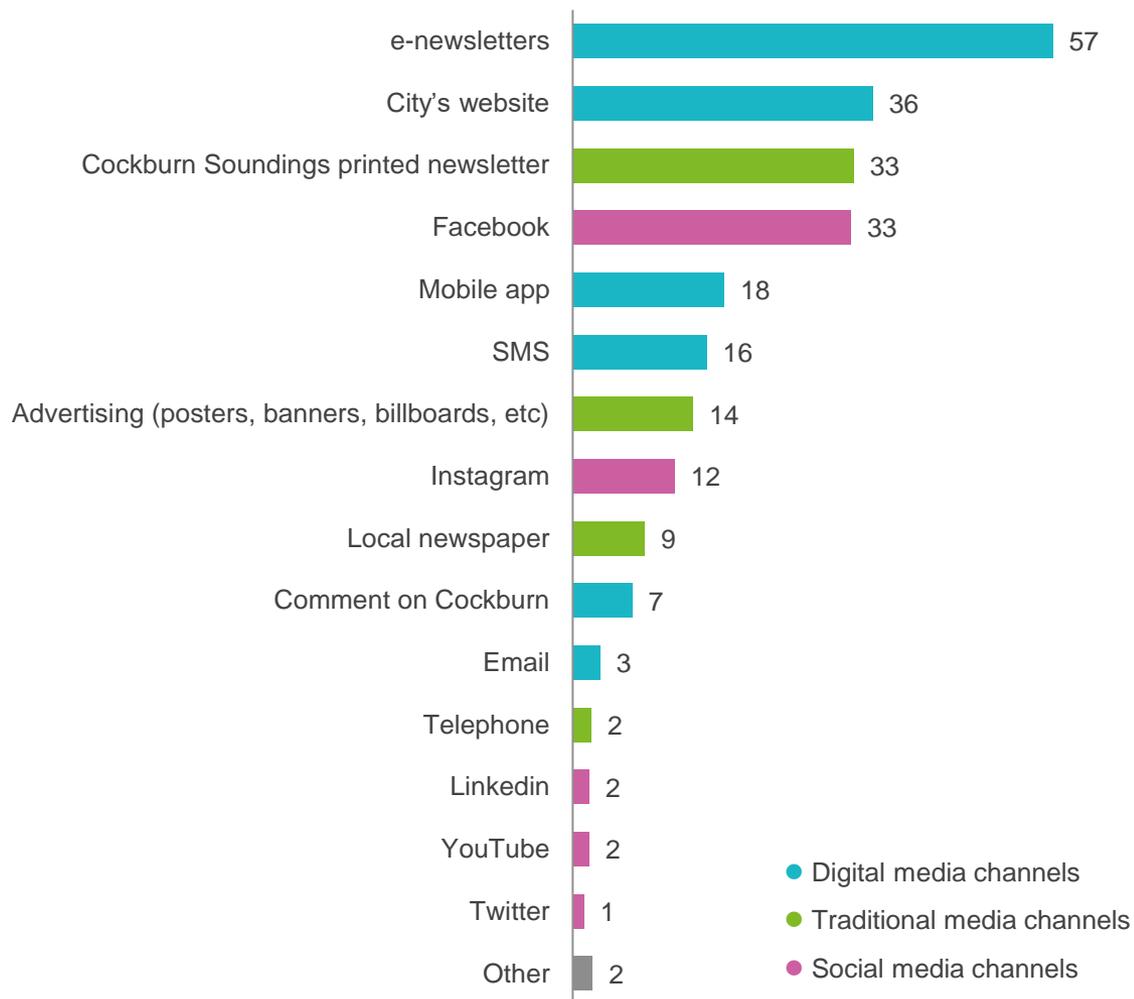
With digital and social streams, e-newsletters are the most popular communication channel (selected by 57% of respondents), followed by the City's Website (36%) and Facebook (33%).

With traditional streams, Cockburn Soundings printed newsletters are the most popular source of information (33%), followed by advertising posters, banners and billboards (14%) and the local newspaper (9%).

There is some interest in a mobile app (18%), SMS (16%) and Instagram (12%). There is little interest in LinkedIn and YouTube (2%) or Twitter (1%).

Preferred sources of information

% of respondents



Preferred communication channels | historical trends

Community support for e-newsletters has come back up over the past 12 months, on par with 2021.

Interest in the mobile app is trending upwards over the past two years, increasing from 12% to 18%.

Preferences for Cockburn Soundings, the City's website and Facebook have all dropped slightly, but remain fairly steady.

Facebook continues to be the most popular social media channel, ahead of Instagram. There continues to be little interest in YouTube, LinkedIn and Twitter.

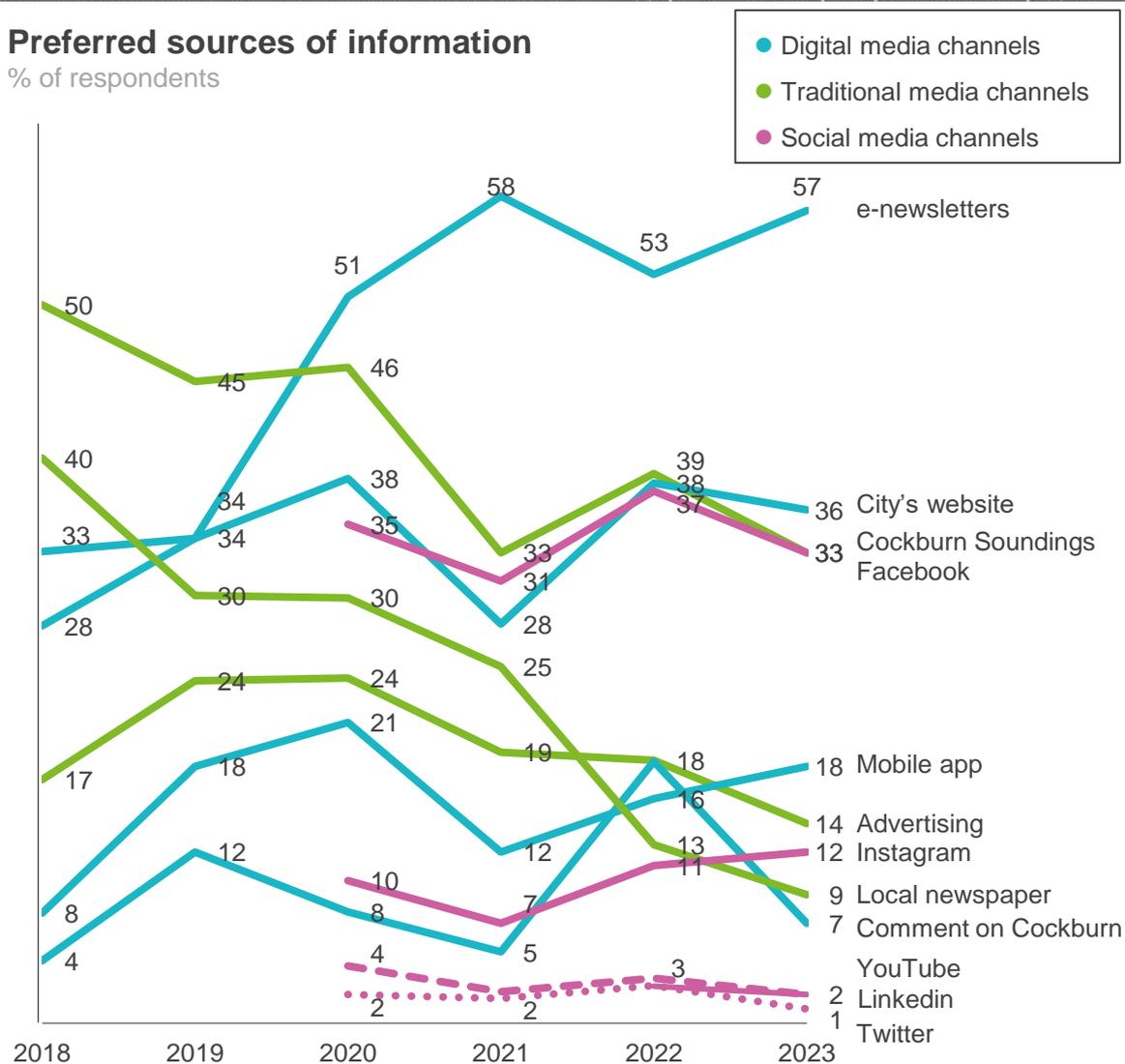
Preference for advertising continues to trend downwards and is at an all-time low.

Preference for local newspapers is at an all-time low.

Interest in Comment on Cockburn has dropped off after hitting an all-time high last year.

Preferred sources of information

% of respondents



Q. How would you prefer to receive information and updates from the City of Cockburn about what's happening in your local area?

Document Set ID: 11409064

Version: 1 | Version Date: 22/03/2023 | Includes 'unsure' and 'no response'. (n=657)

Preferred communication channels

Community variances

Preferences vary across the community. In the table below, strong preferences are in green (mentioned by 50% or more), moderate preferences in orange (mentioned by 40% to 49%) and yellow (30% to 39%).

Key observations are:

- E-newsletters are the top preference across nearly all community groups.
- The City's website is more strongly preferred by renters, 18-34 year olds and residents of the Central Ward.
- Cockburn Soundings is more strongly preferred by seniors and renters.
- Facebook is more strongly preferred by 35-49 year olds and parents with children aged 0-17 years.

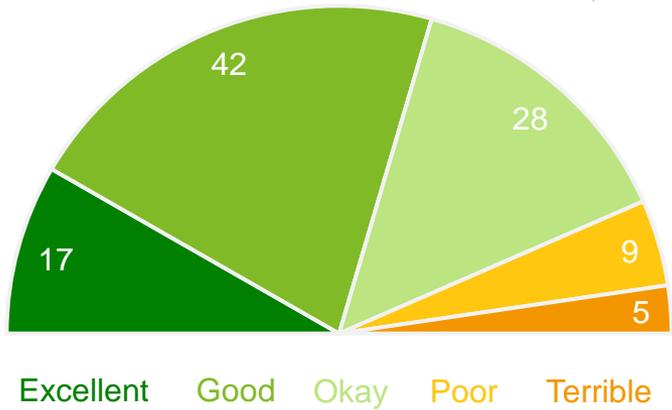
Community Variances % of respondents	All respondents	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
	e-newsletters	57	58	52	57	57	58	53	58	52	65	60	57	59	50	46	39	56	60	57
City's website	36	34	47	37	34	39	34	33	28	35	44	32	31	36	39	38	30	33	40	35
Printed newsletter (Cockburn Soundings)	33	32	43	31	36	37	16	33	37	37	23	31	33	51	38	21	23	33	34	34
Facebook	33	33	33	27	39	26	41	46	46	37	36	43	31	16	28	7	30	37	34	28
Mobile app	18	18	22	20	16	16	20	21	24	15	22	20	16	11	15	13	14	19	17	18
SMS	16	16	14	18	14	12	21	21	19	19	13	19	17	13	11	24	17	14	11	20
Advertising (posters, outdoor signs, billboards, etc)	14	12	29	8	19	16	11	12	16	12	20	16	8	11	14	6	14	17	14	11
Instagram	12	11	22	7	16	12	13	15	11	11	24	12	7	1	10	0	14	14	14	8
Local newspaper (Perth Now)	9	8	13	8	10	10	5	5	7	10	10	7	7	10	7	0	23	10	9	7
Consultation website (Comment on Cockburn)	7	8	1	8	6	8	5	4	8	8	5	7	9	7	9	0	4	6	8	8
Email	3	3	2	5	2	3	3	2	1	2	5	3	3	1	1	0	2	5	3	2
Telephone	2	2	4	2	2	2	2	1	4	4	0	2	3	5	2	0	6	2	1	3
LinkedIn	2	2	1	3	0	2	1	3	4	1	5	1	1	0	0	0	1	2	4	1
YouTube	2	2	5	1	2	2	2	1	4	2	2	3	1	2	1	0	3	1	3	2
Twitter	1	1	4	2	1	2	1	1	2	1	2	1	1	0	0	0	0	2	3	0
Other	2	3	1	3	2	2	0	2	1	3	2	2	2	4	3	6	1	2	0	4

Q. How would you prefer to receive information and updates from the City of Cockburn about what's happening in your local area?

Customer service

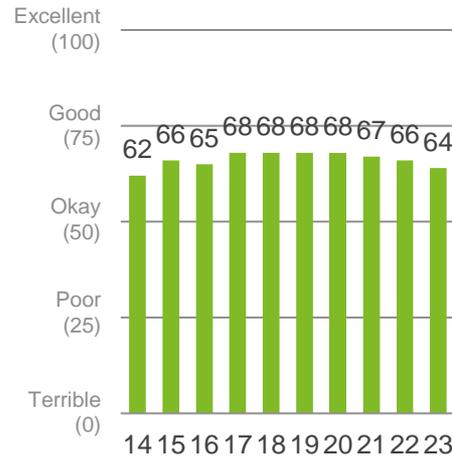
Performance ratings

% of respondents



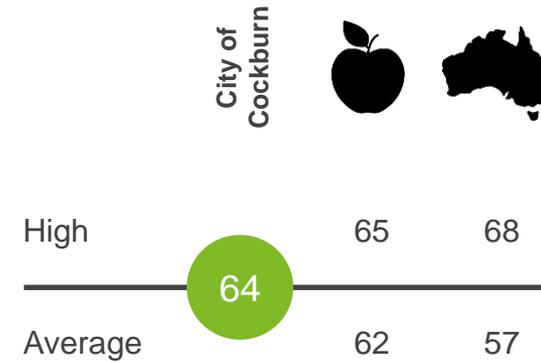
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
64	64	66	62	67	67	62	59	63	62	67	60	64	69	63	60	56	63	69	63

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

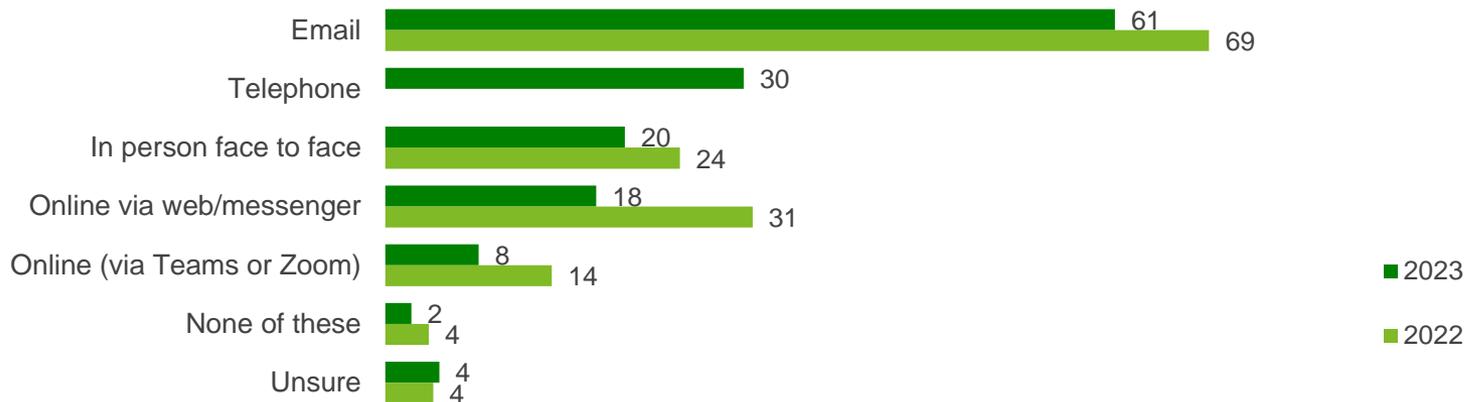
Base: All respondents, excludes 'unsure' and 'no response' (n = 568).

Version 1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Preferred channels for simple transactions and services

Preferred channels for simple transactions and services

% of respondents



Variances across the community Performance Index Score	All respondents																			
	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward	
Email	61	62	50	60	61	58	68	67	61	59	59	62	62	59	55	25	53	67	63	54
Telephone	30	30	26	28	31	32	29	26	28	34	31	27	30	33	28	34	26	29	31	29
In person face to face	20	18	37	25	14	23	12	17	16	26	22	13	23	23	26	48	29	16	21	23
Online via web/messenger	18	18	12	16	20	18	16	19	17	17	22	22	9	15	12	6	11	20	25	11
Online (via Teams or Zoom)	8	8	5	11	5	7	10	9	5	9	11	7	8	4	2	7	8	8	5	10

Q. For simple transactions and services, how would you prefer to engage with the City?

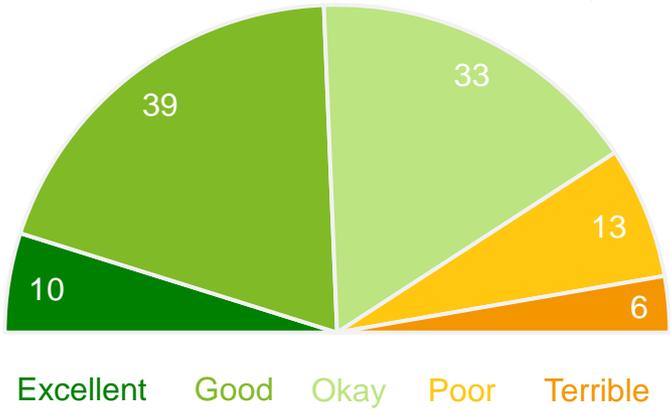
Document Set ID: 11409064
 Base: All Respondents, excludes 'unsure' and 'no response' (n = 671). # Small sample size (<20 respondents)
 Version: 1, Version Date: 22/03/2023

Embracing change, innovation and technology

Performance ratings

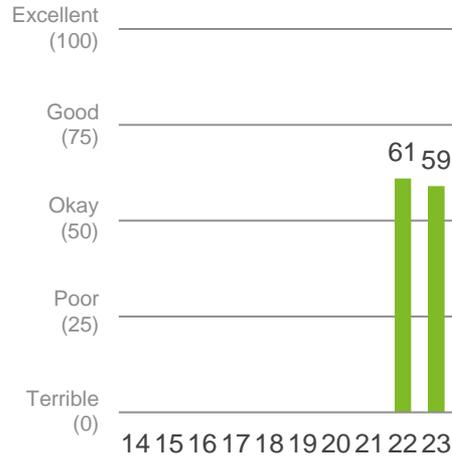
% of respondents

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



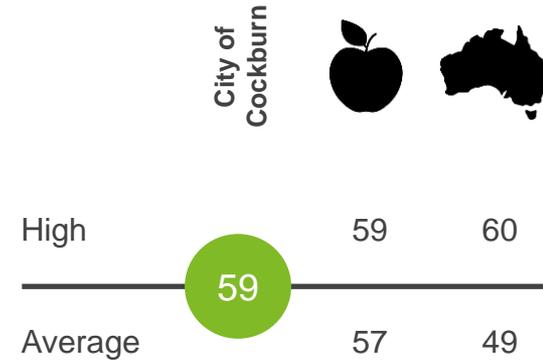
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
59	58	66	55	63	62	51	56	56	58	59	53	59	66	58	49	52	59	62	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 469).

Version 1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Community development

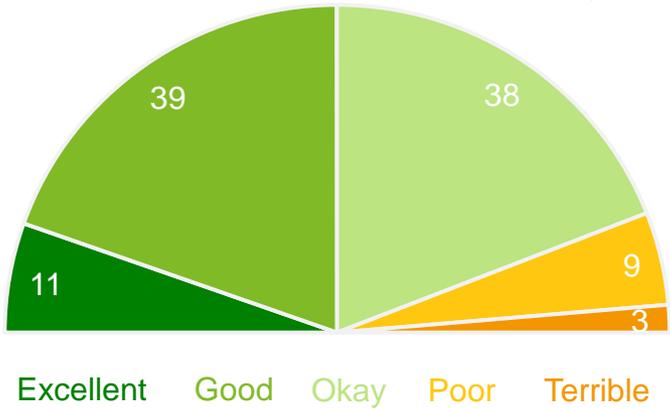
Opportunities to be included and connected to your community

Performance ratings

% of respondents

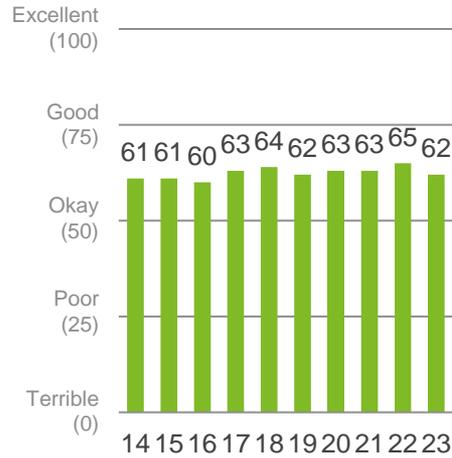
88%
Positive rating*

62
Performance Index Score
(out of 100)



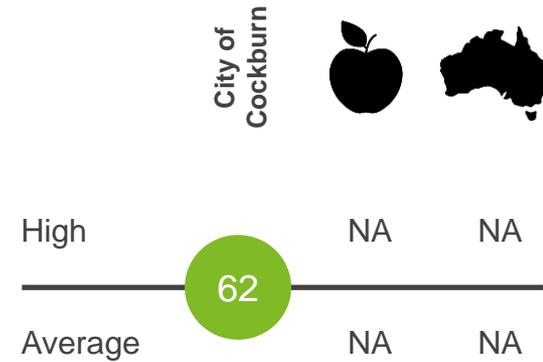
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
62	61	63	59	65	64	60	61	59	58	59	59	62	68	59	47	58	62	65	59

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

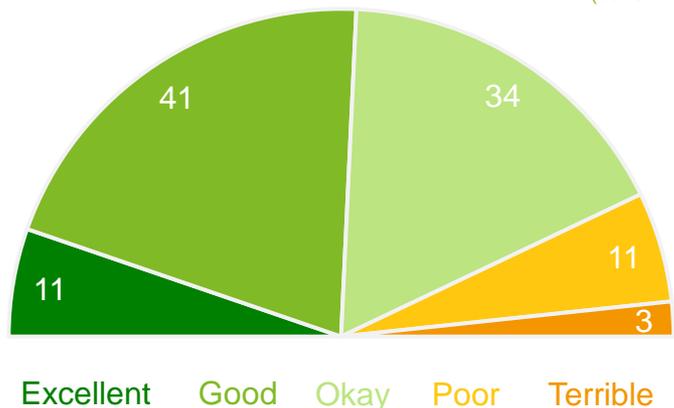
Base: All respondents, excludes 'unsure' and 'no response' (n = 629).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Youth services and facilities

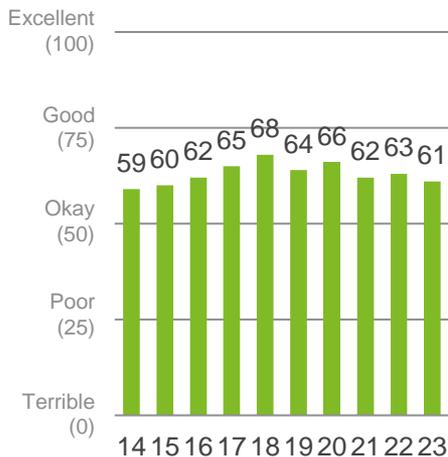
Performance ratings

% of respondents



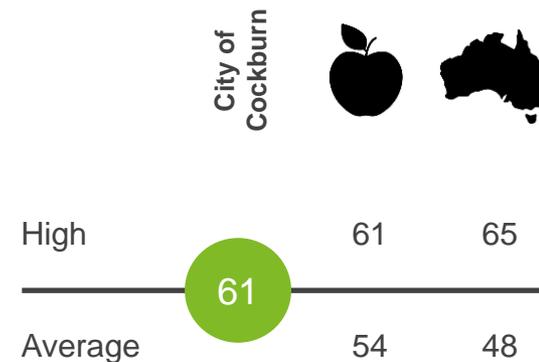
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
61	60	67	56	66	64	60	57	52	59	62	58	62	66	59	43	58	64	64	56

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

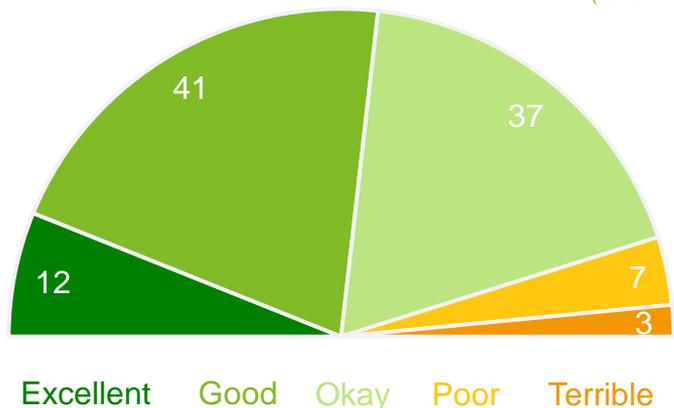
Base: All respondents, excludes 'unsure' and 'no response' (n = 459).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Family and children's services and facilities

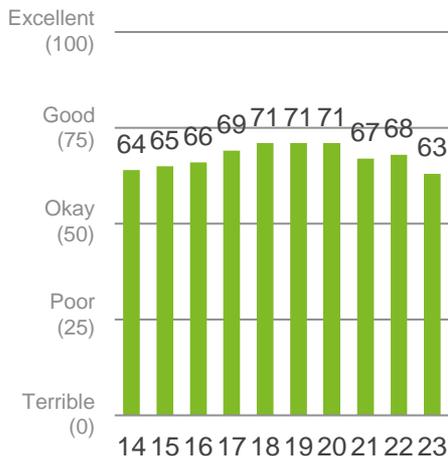
Performance ratings

% of respondents



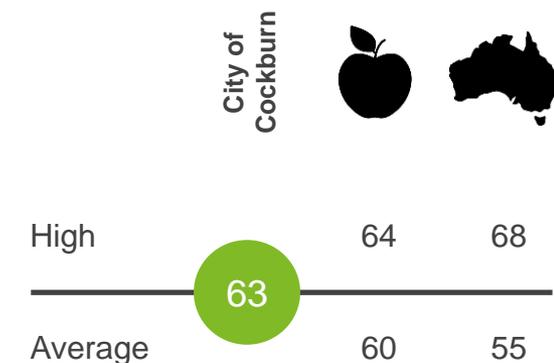
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
63	63	65	59	67	66	63	61	56	61	64	61	62	69	59	48	58	64	67	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 481).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

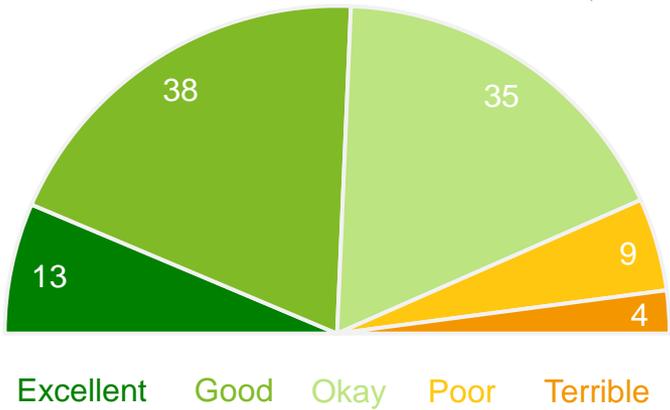
Seniors' care, services and facilities

Performance ratings

% of respondents

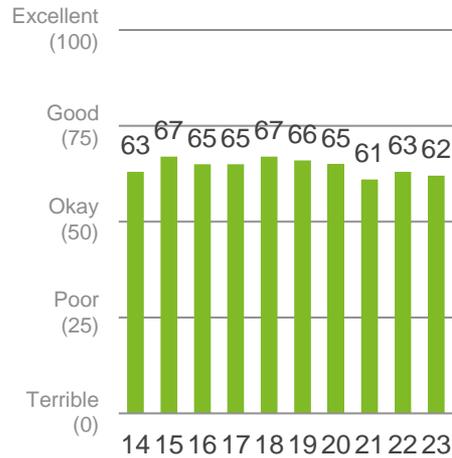
87%
Positive rating*

62
Performance Index Score
(out of 100)



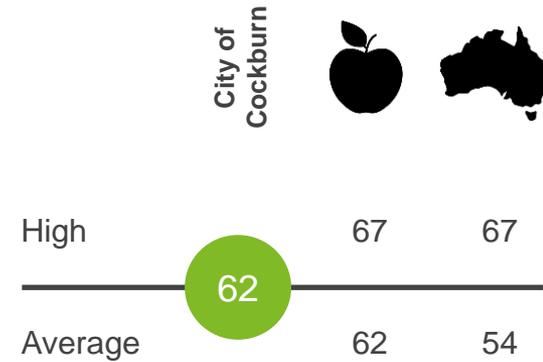
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
62	61	63	58	66	66	52	58	57	61	55	57	66	69	58	50	54	60	65	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 393).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

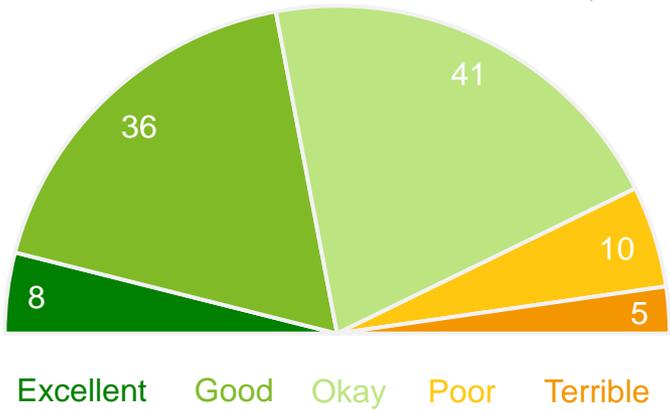
Disability access and inclusion

Performance ratings

% of respondents

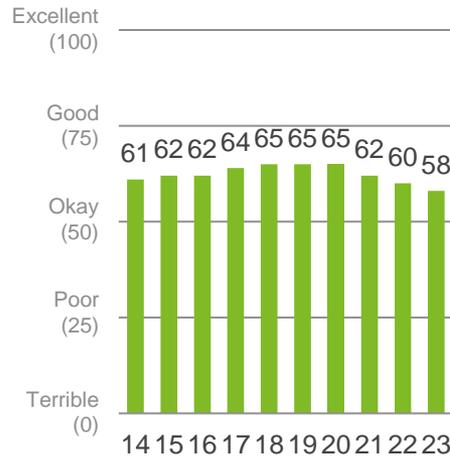
85%
Positive rating*

58
Performance Index Score
(out of 100)



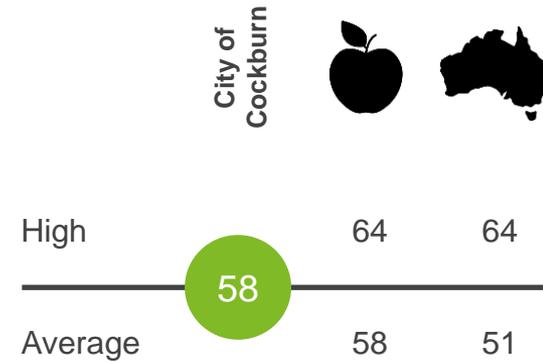
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
58	58	58	56	61	60	56	55	53	61	53	55	63	65	53	40	56	57	63	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 366).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

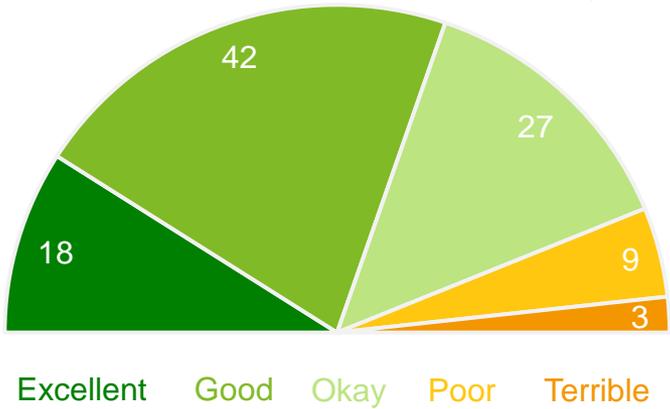
Recognition and respect for First Nations peoples, cultures and heritage

Performance ratings

% of respondents

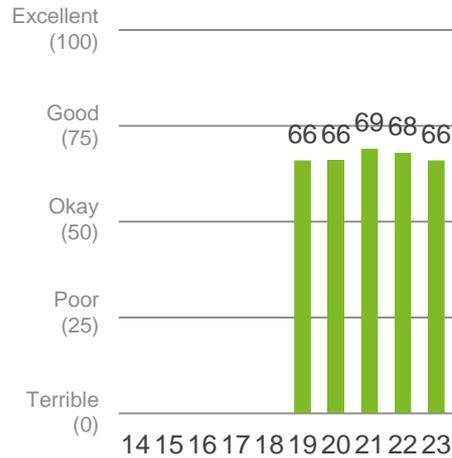
88%
Positive rating*

66
Performance Index Score
(out of 100)



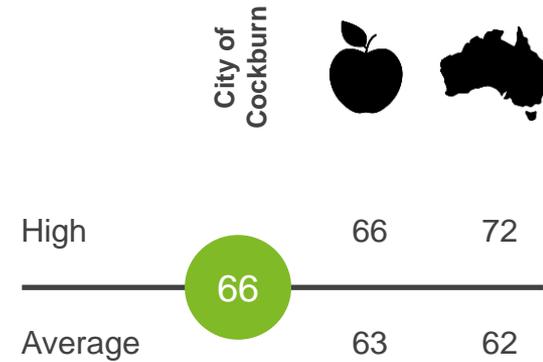
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
66	67	55	66	67	67	67	68	66	63	62	64	69	71	62	52	58	66	70	63

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

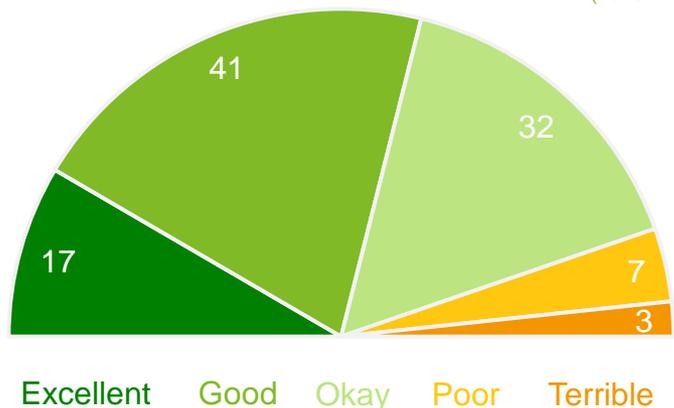
Base: All respondents, excludes 'unsure' and 'no response' (n = 475).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Multiculturalism and racial harmony

Performance ratings

% of respondents



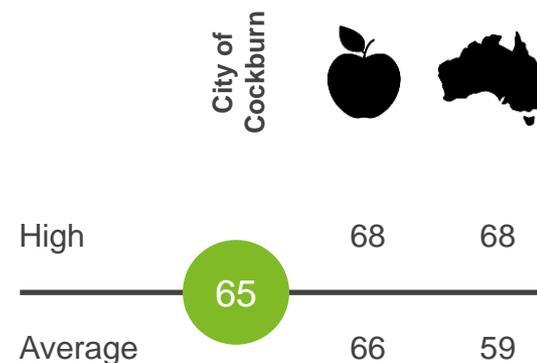
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
65	66	62	65	66	66	69	67	64	58	64	65	63	70	65	43	60	66	67	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 513).

Version 1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Community wellbeing

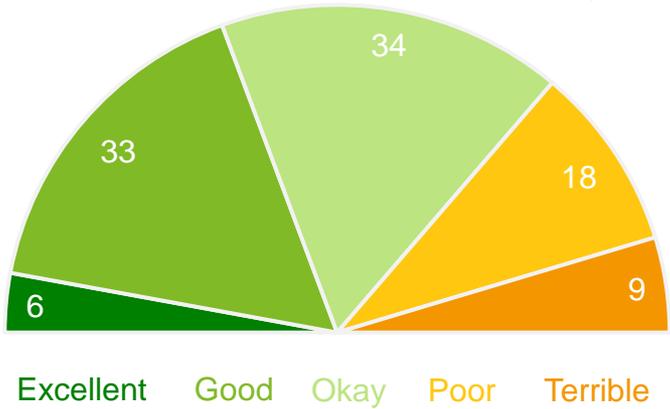
Community safety, security and crime prevention

Performance ratings

% of respondents

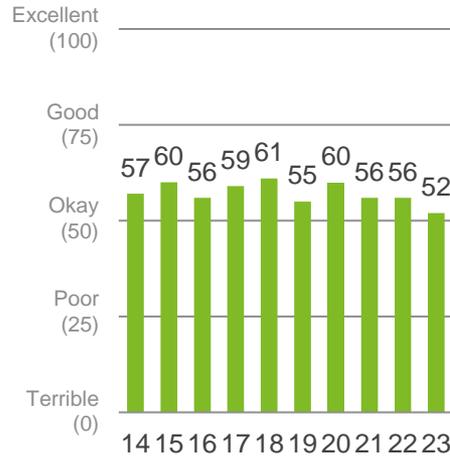
72%
Positive rating*

52
Performance Index Score
(out of 100)



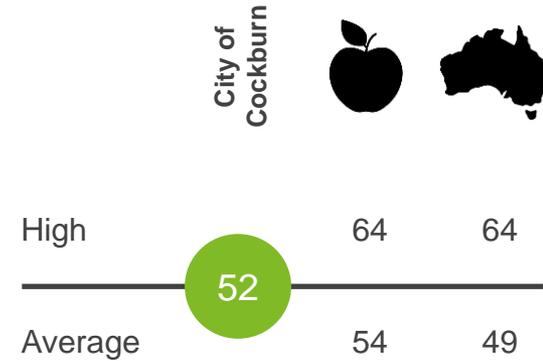
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
52	51	58	49	55	52	49	48	51	51	51	51	50	59	50	30	44	57	48	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 708).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

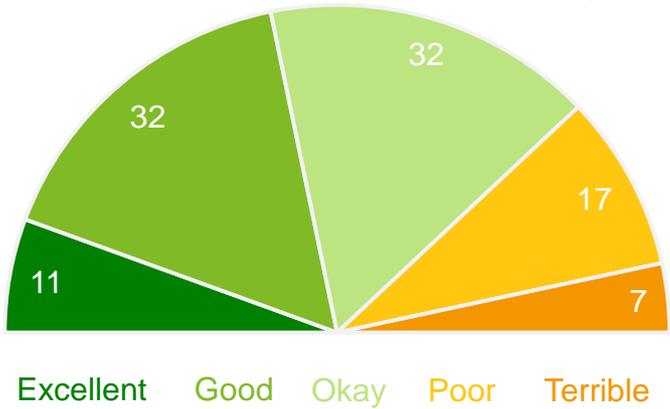
Community safety patrols (CoSafe)

Performance ratings

% of respondents

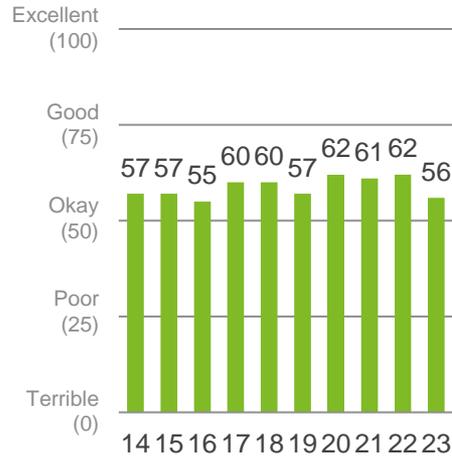
76%
Positive rating*

56
Performance Index Score
(out of 100)



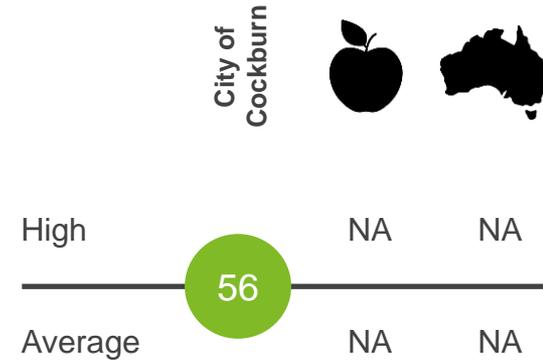
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
56	55	61	53	59	56	58	58	57	53	55	56	54	60	58	40	49	60	53	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 675).

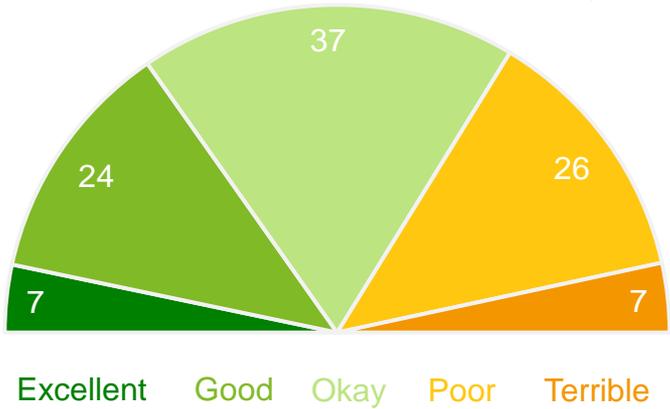
Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

CCTV cameras

in public open spaces, parks and City facilities

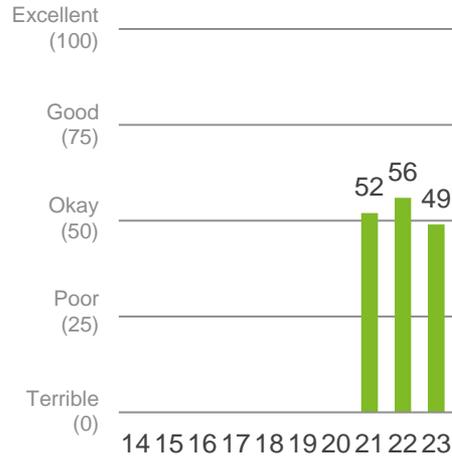
Performance ratings

% of respondents



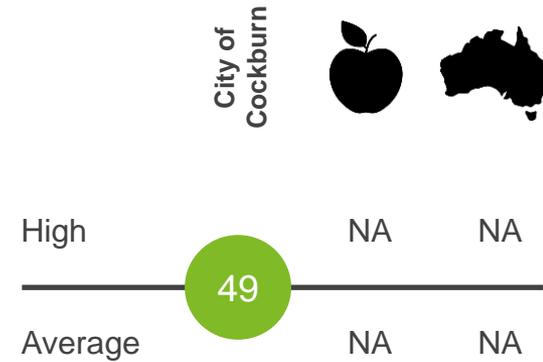
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
49	49	55	47	52	51	44	49	49	48	46	48	50	56	49	37	45	52	50	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 543).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

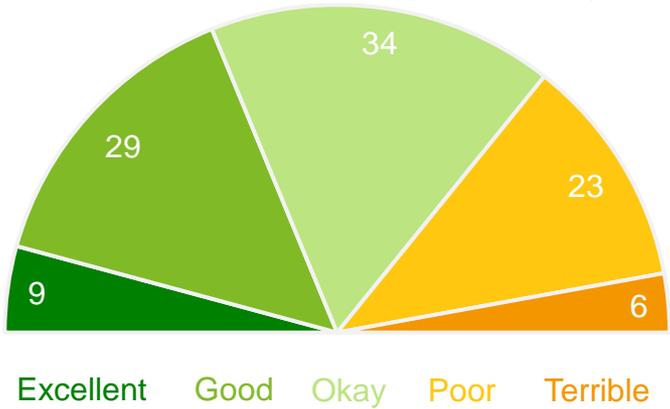
Community safety response by WA Police

Performance ratings

% of respondents

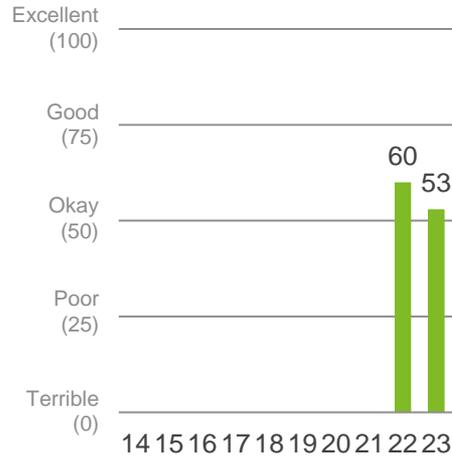
71%
Positive rating*

53
Performance Index Score
(out of 100)



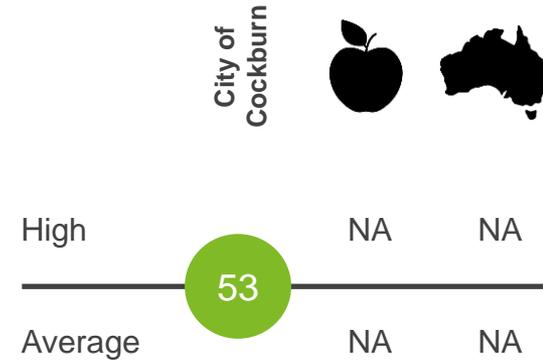
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
53	52	61	50	57	55	51	51	52	52	57	49	49	58	54	48	52	55	56	48

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

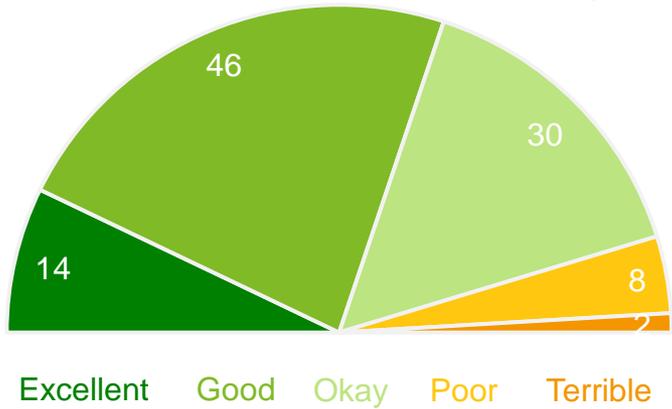
Base: All respondents, excludes 'unsure' and 'no response' (n = 512).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Access to health and community services

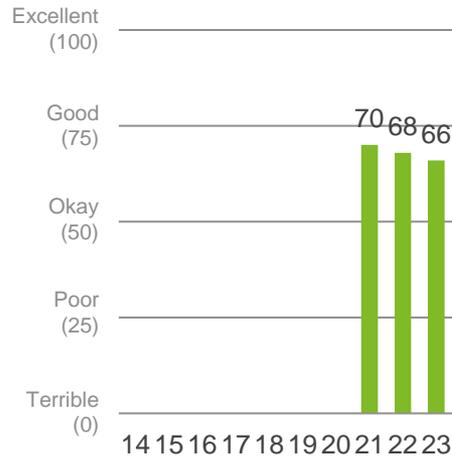
Performance ratings

% of respondents



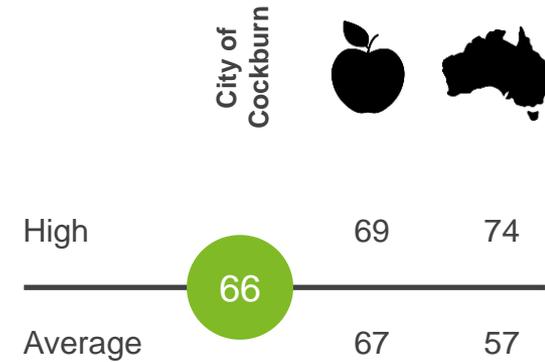
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
66	65	70	64	67	67	64	65	61	63	67	64	63	70	61	48	59	68	69	61

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

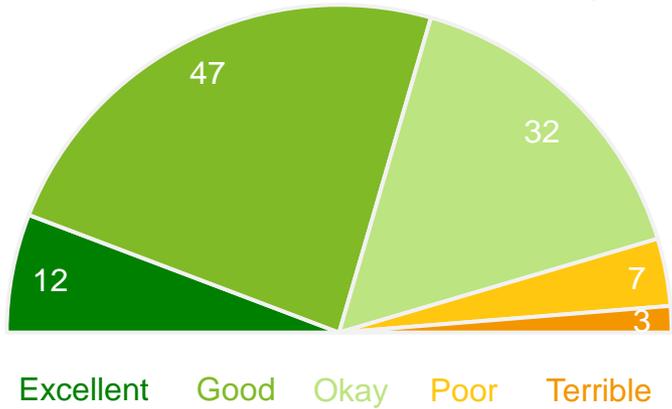
Base: All respondents, excludes 'unsure' and 'no response' (n = 655).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Community buildings and halls

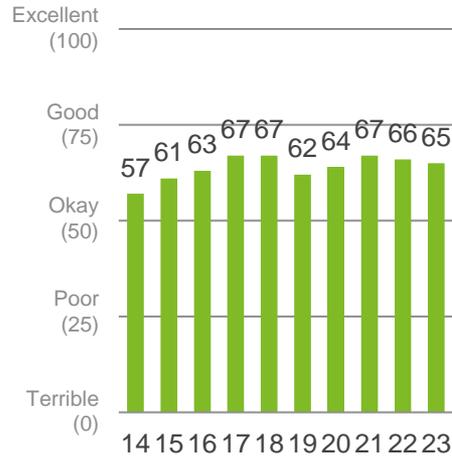
Performance ratings

% of respondents



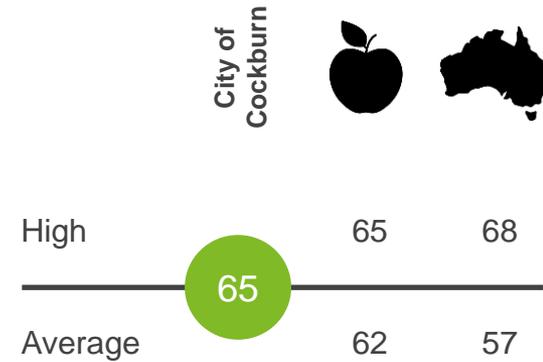
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
65	65	65	64	66	68	58	62	62	63	66	61	64	69	62	55	58	66	69	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 635).

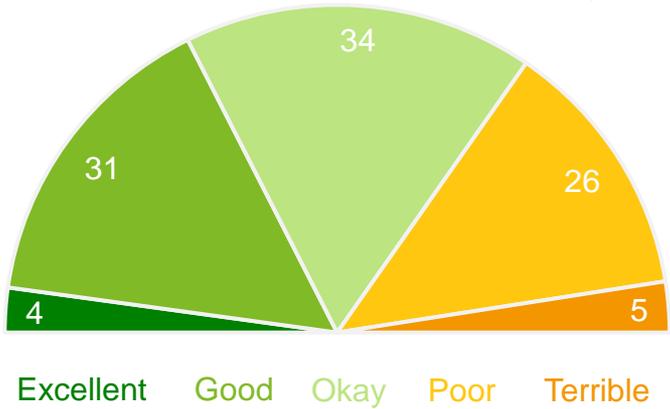
Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Public toilets

Performance ratings

% of respondents

69% Positive rating*
51 Performance Index Score (out of 100)



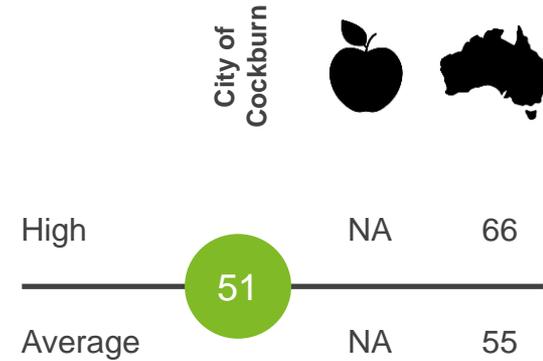
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
51	50	54	51	51	53	47	52	47	49	51	50	49	55	52	35	49	51	53	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 620).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

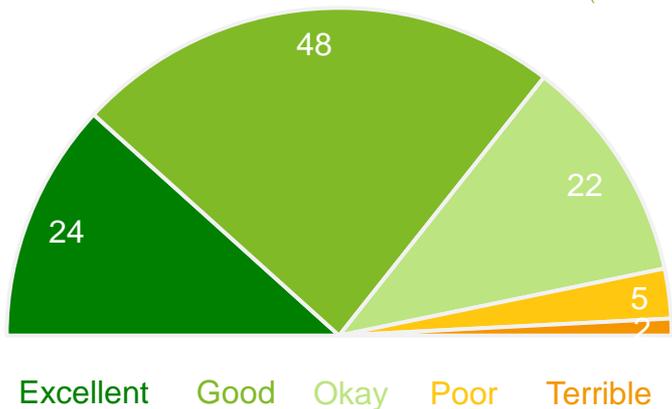
Sport and recreation facilities and services

Performance ratings

% of respondents

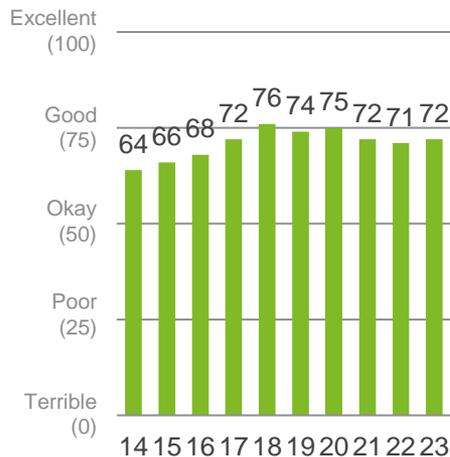
93%
Positive rating*

72
Performance Index Score
(out of 100)



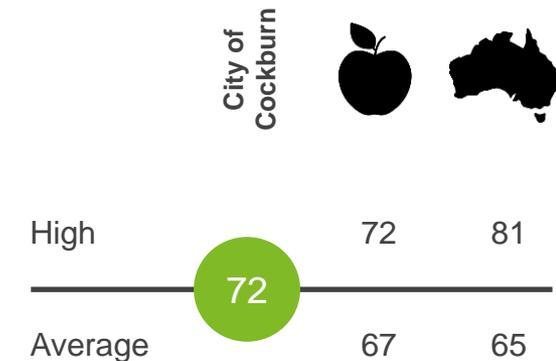
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
72	71	73	70	73	75	67	68	71	70	75	67	71	74	71	68	67	73	73	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 675).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

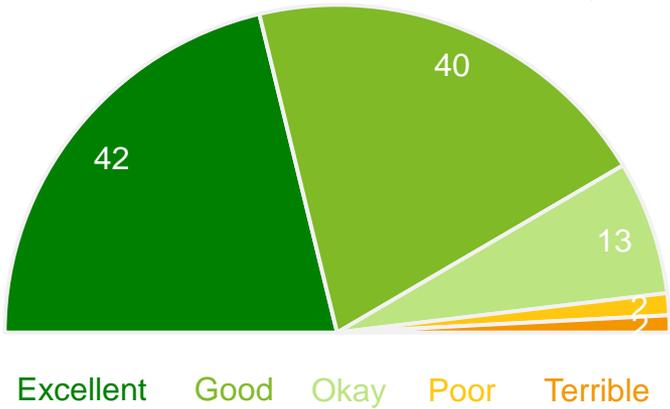
Cockburn Aquatic and Recreation Centre

Performance ratings

% of respondents

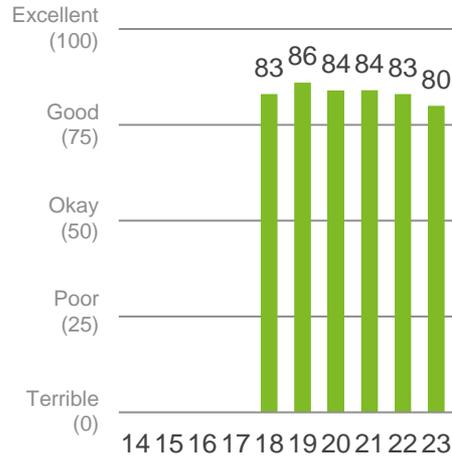
96%
Positive rating*

80
Performance Index Score
(out of 100)



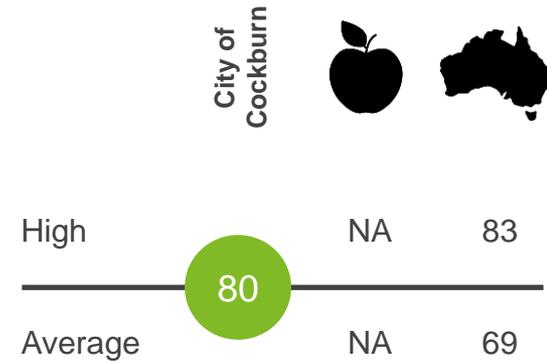
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
80	80	83	77	82	82	81	77	80	78	82	77	80	82	81	74	75	82	80	77

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

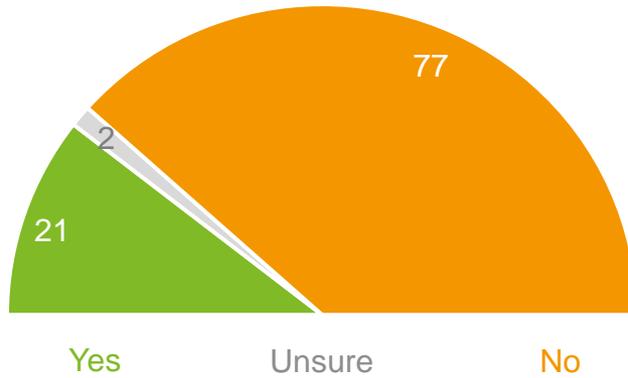
Base: All respondents, excludes 'unsure' and 'no response' (n = 594).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Membership | Cockburn Aquatic and Recreation Centre

Are you a current member at Cockburn ARC?

% of respondents



Trend Analysis

% yes



Variances across the community

% yes

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
21	20	25	20	22	13	36	31	23	21	27	30	11	10	17	25	40	32	22	9

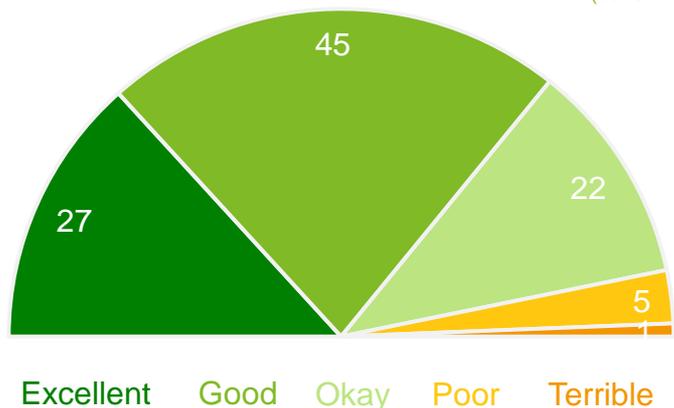
Q. Are you a current member at Cockburn ARC?

Document Set ID: 11409064
 Version: 1, Version Date: 22/03/2023
 Base: All respondents, excludes 'no response' (n = xxx). # Small sample size (<20 respondents)

Playgrounds, parks and reserves

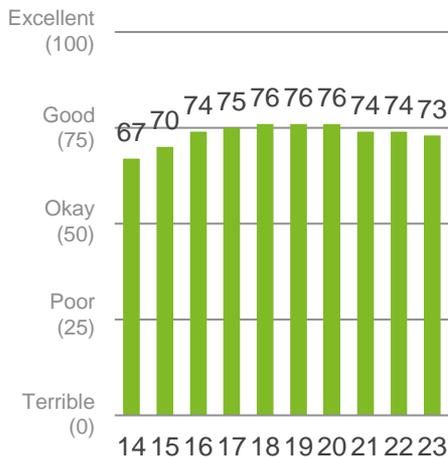
Performance ratings

% of respondents



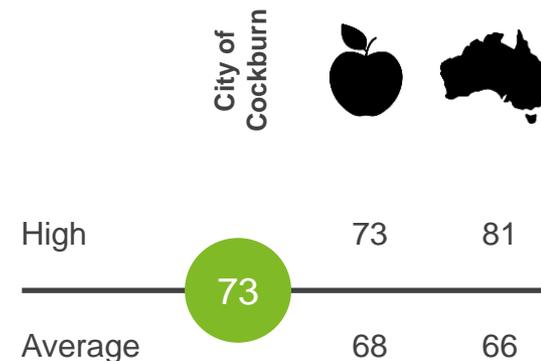
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
73	73	71	71	74	76	68	70	73	72	71	71	72	79	75	63	67	74	71	72

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 725).

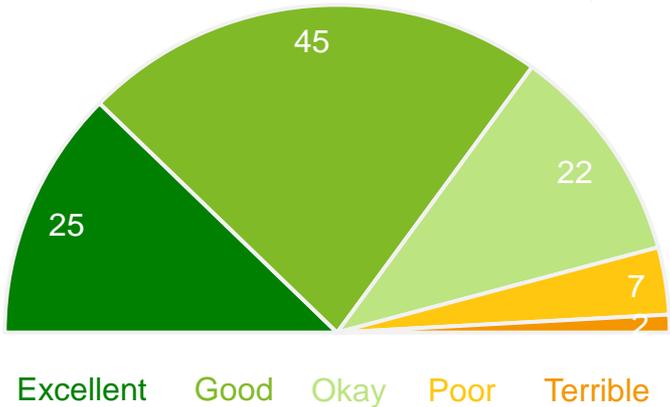
Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Coastal and marine facilities

Performance ratings

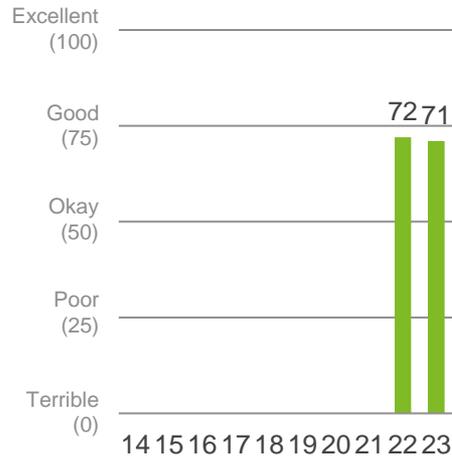
% of respondents

92% Positive rating*
71 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
71	72	65	69	73	74	70	71	70	66	71	71	69	76	71	69	68	71	72	70

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

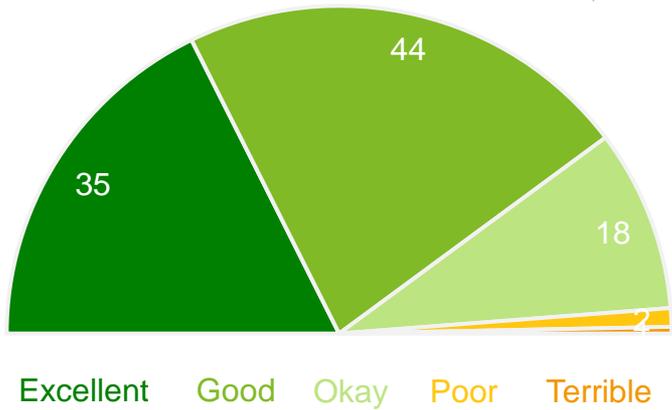
Base: All respondents, excludes 'unsure' and 'no response' (n = 623).

Version 1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Library services

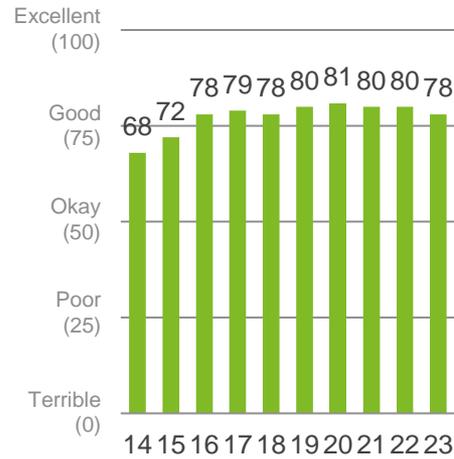
Performance ratings

% of respondents



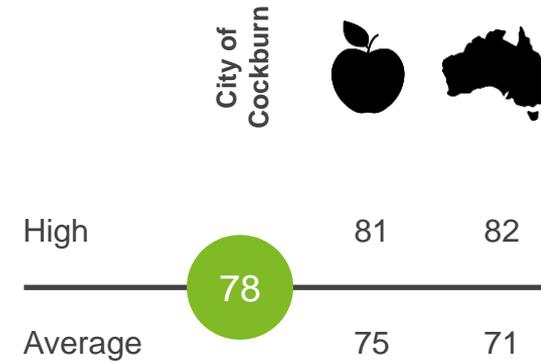
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
78	78	79	74	82	80	76	78	78	78	77	77	78	82	77	78	76	78	81	76

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

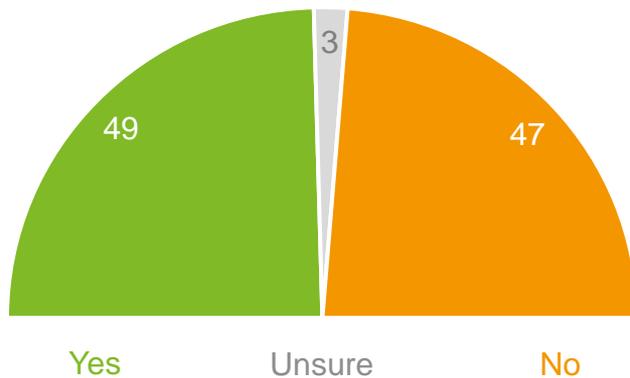
Base: All respondents, excludes 'unsure' and 'no response' (n = 607).

Version 1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Library membership

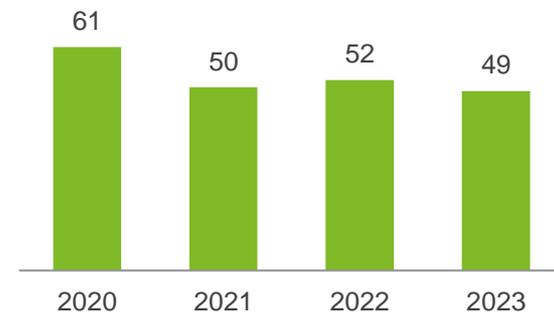
Are you a current member at Cockburn Library?

% of respondents



Trend Analysis

% yes



Variances across the community

% yes

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
49	47	68	39	59	46	52	61	66	45	43	53	43	62	56	69	63	49	53	47

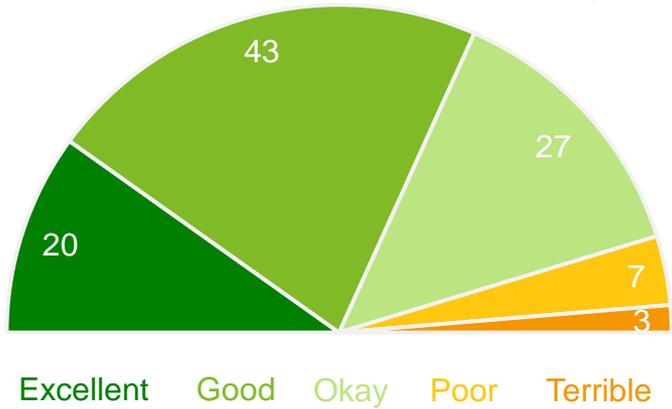
Q. Are you a current member at Cockburn Library?

Document Set ID: 11409064
 Base: All respondents, excludes 'no response' (n = 669). # Small sample size (<20 respondents)
 Version: 1, Version Date: 22/03/2023

Festivals and events

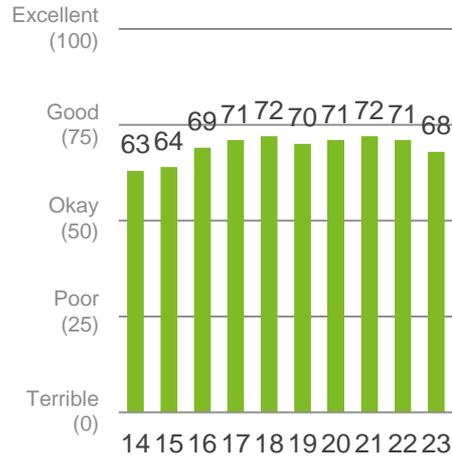
Performance ratings

% of respondents



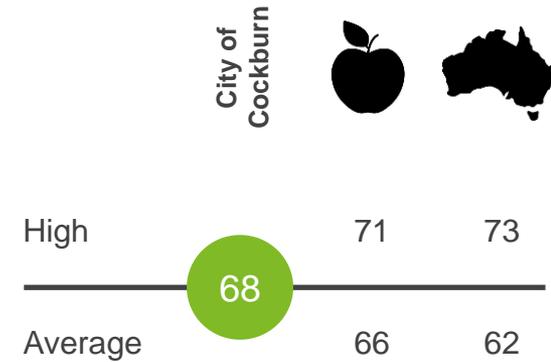
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Benchmark: Festivals, events, art & cultural activities

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
68	67	70	64	71	70	65	68	69	67	64	67	71	72	72	63	63	66	71	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 644).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

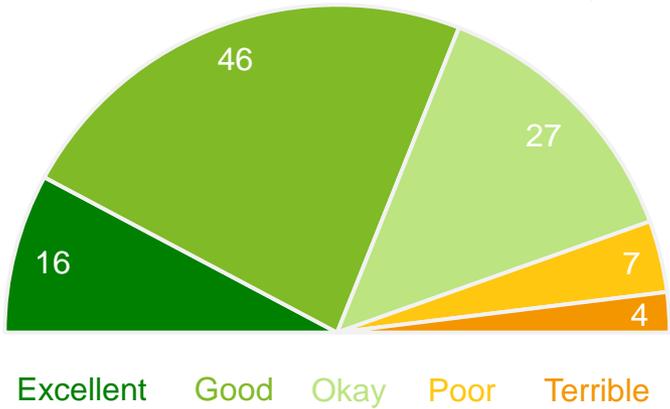
Art and cultural activities

Performance ratings

% of respondents

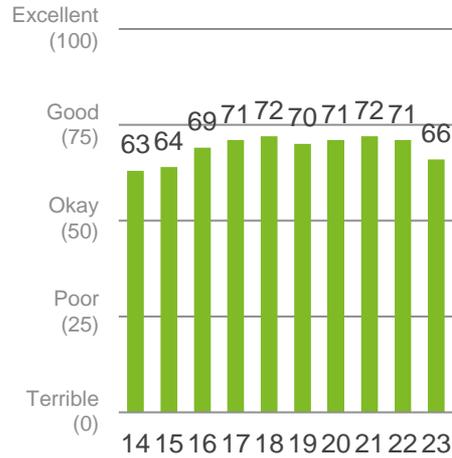
89%
Positive rating*

66
Performance Index Score
(out of 100)



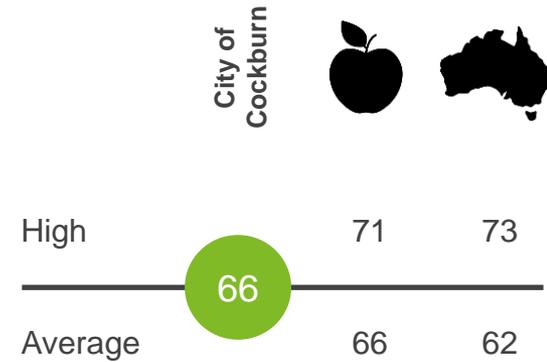
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Benchmark: Festivals, events, art & cultural activities

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
66	65	68	63	68	69	60	64	68	64	66	63	67	68	66	69	62	65	69	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 546).

Version 1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

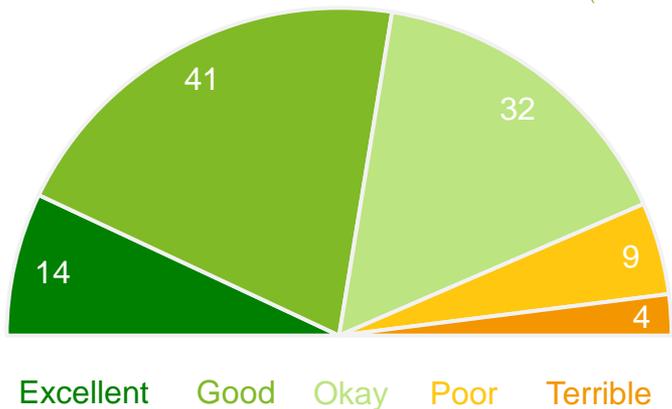
Promotion and preservation of local history and heritage

Performance ratings

% of respondents

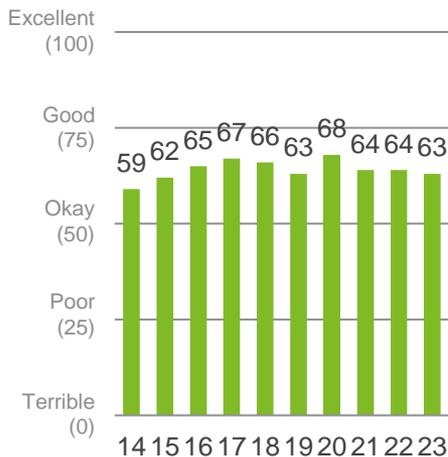
87%
Positive rating*

63
Performance Index Score
(out of 100)



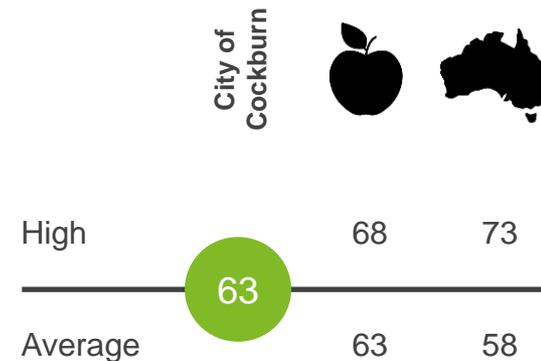
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
63	64	58	62	65	66	62	59	59	61	63	59	63	69	64	60	55	60	68	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 502).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Local environment

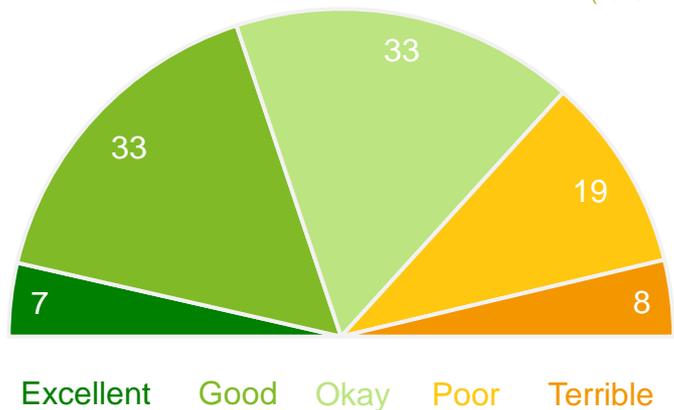
Managing responsible growth and development

Performance ratings

% of respondents

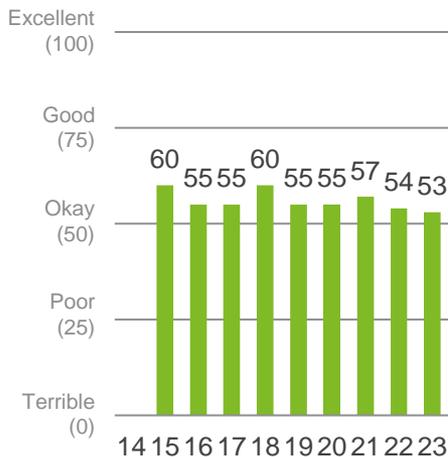
73%
Positive rating*

53
Performance Index Score
(out of 100)



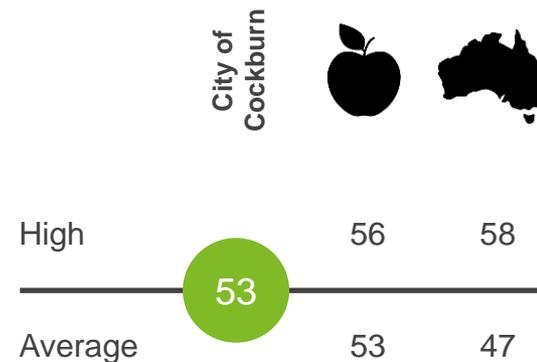
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
53	53	56	54	53	55	46	51	52	48	53	50	52	58	50	43	53	56	55	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 628).

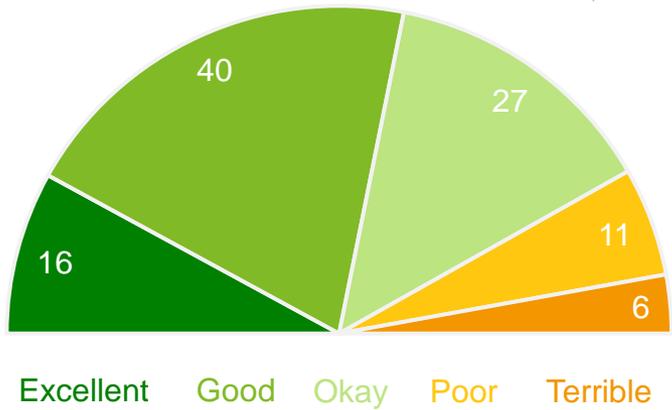
Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Conservation and environmental management

(nature reserves, coastline, wetlands, etc)

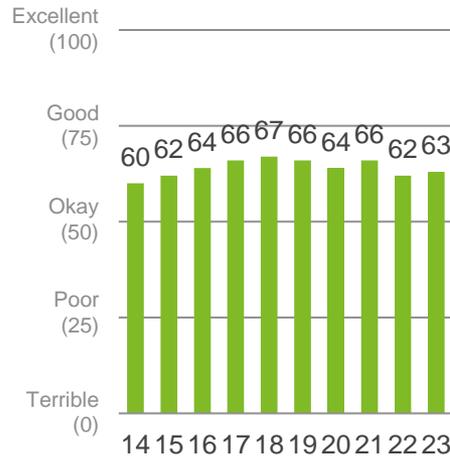
Performance ratings

% of respondents



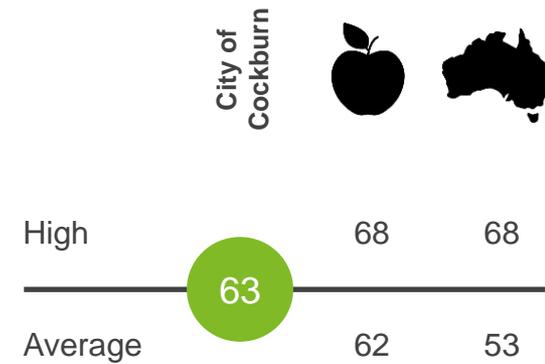
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
63	62	63	61	65	65	59	63	59	56	66	61	57	66	60	64	60	62	69	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 638).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Efforts to promote and adopt sustainable practices

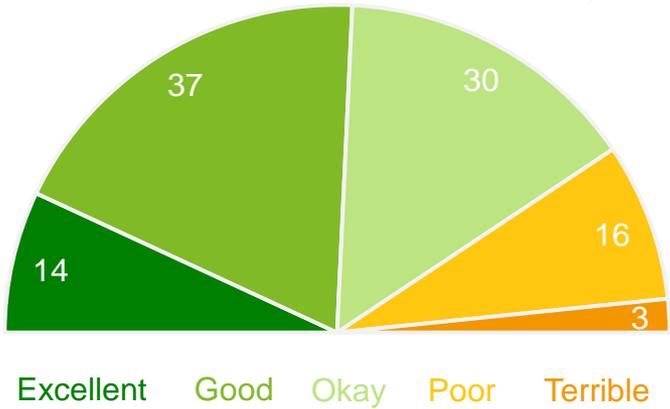
(waste, water and energy reduction)

Performance ratings

% of respondents

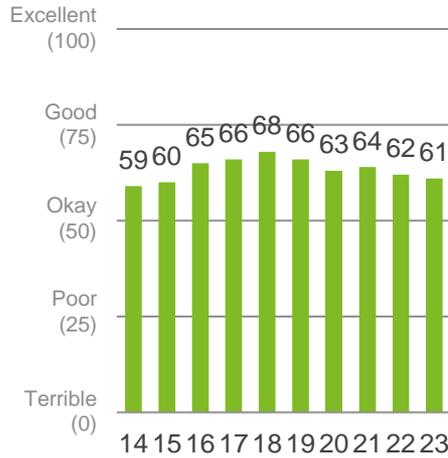
81%
Positive rating*

61
Performance Index Score
(out of 100)



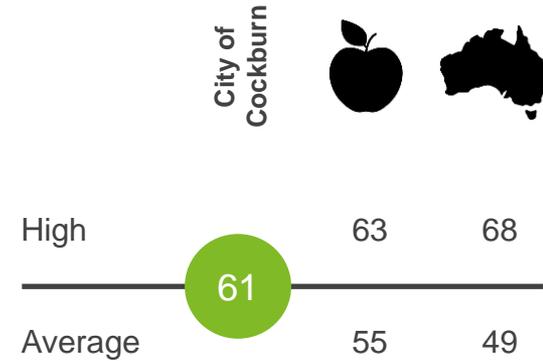
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Benchmark: Efforts to promote and adopt sustainable practices to combat climate change

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
61	61	61	59	63	62	59	60	61	58	62	59	57	66	64	71	56	61	62	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 622).

Document Set ID: 11409064
Version 1, Version Date: 22/03/2023
Good + okay # Small sample size (<20 respondents)

Efforts to address climate change

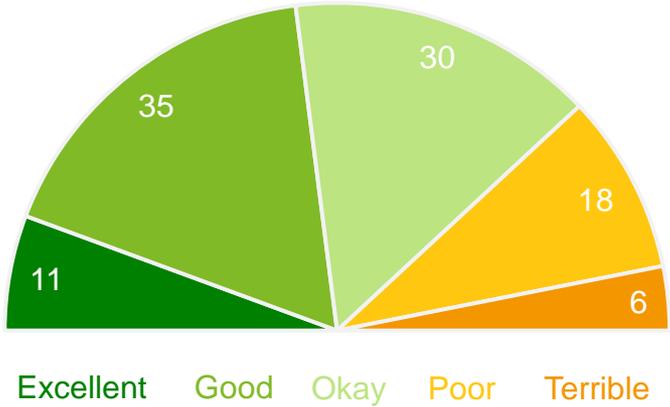
(coastal adaptation/renewable energy/emission reduction)

Performance ratings

% of respondents

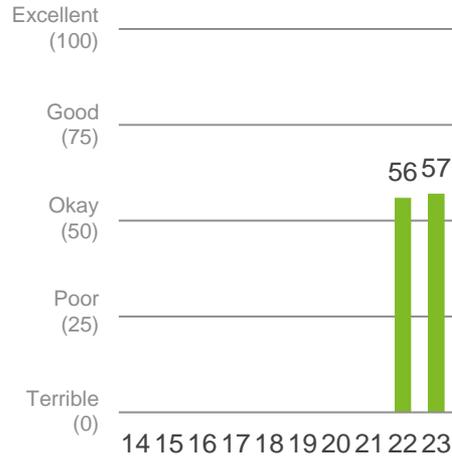
76%
Positive rating*

57
Performance Index Score
(out of 100)



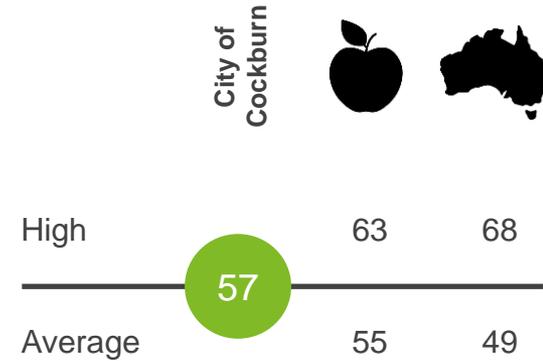
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Benchmark: Efforts to promote and adopt sustainable practices to combat climate change

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
57	57	57	56	59	59	53	58	55	55	57	53	56	63	58	62	53	57	59	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 522).

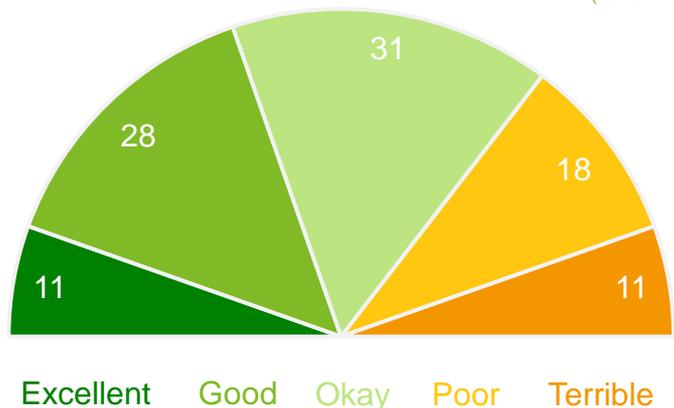
Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Streetscapes, trees and verges

Performance ratings

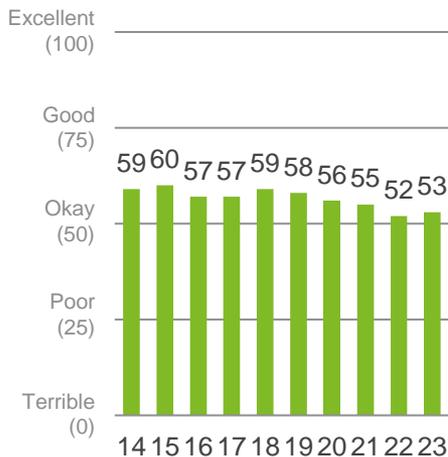
% of respondents

71% Positive rating*
53 Performance Index Score (out of 100)



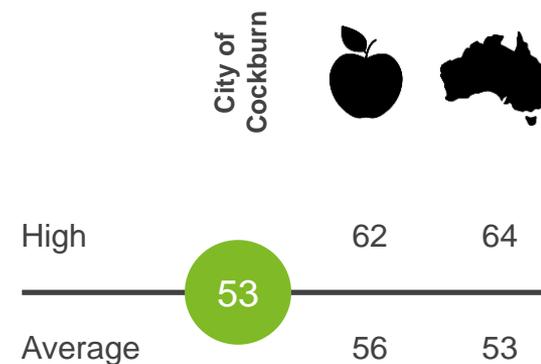
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
53	52	59	51	54	54	48	51	50	49	53	50	50	60	52	46	53	56	52	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 707).

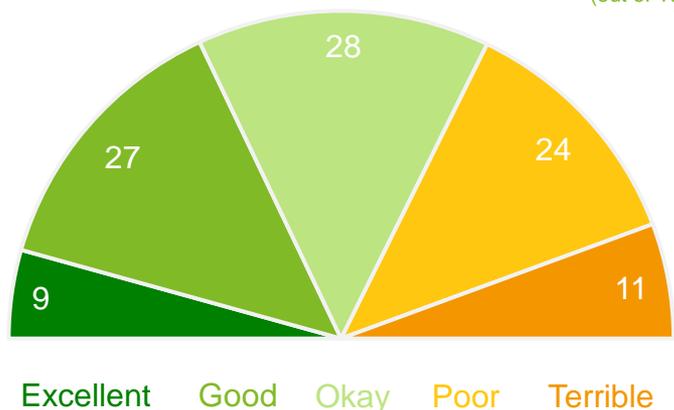
Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Tree planting program

number and type of trees being planted in your neighbourhood

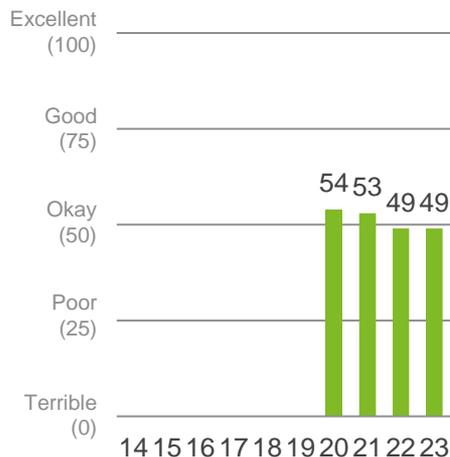
Performance ratings

% of respondents



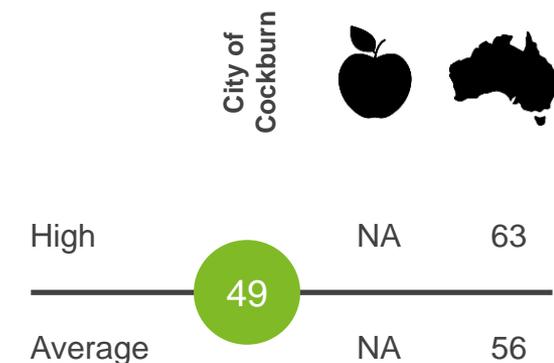
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
49	49	56	47	52	53	44	45	48	43	52	46	46	56	51	56	45	50	50	49

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

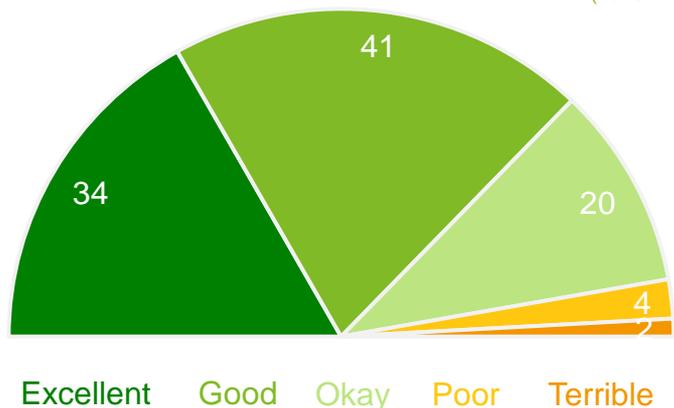
Base: All respondents, excludes 'unsure' and 'no response' (n = 630).

Document Set ID: 11409064
 Version 1, Version Date: 22/03/2023
 Good + okay # Small sample size (<20 respondents)

Kerbside bin collection services

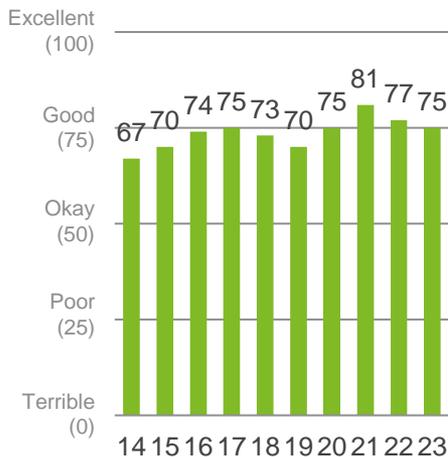
Performance ratings

% of respondents



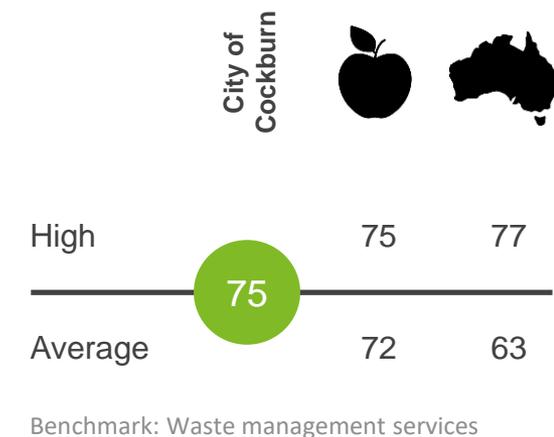
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
75	75	76	74	76	77	72	77	74	71	77	72	73	81	74	69	67	74	76	76

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

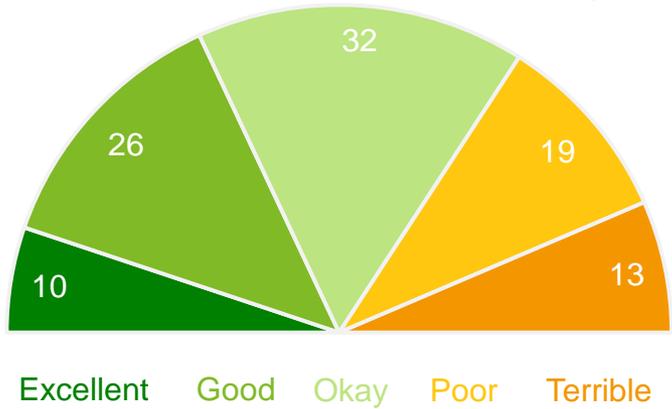
Base: All respondents, excludes 'unsure' and 'no response' (n = 720).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Issues relating to noise, dust and odour

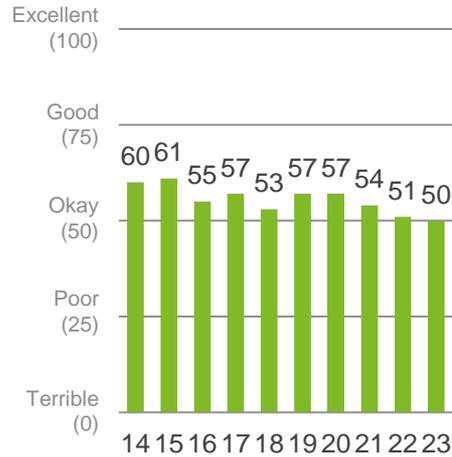
Performance ratings

% of respondents



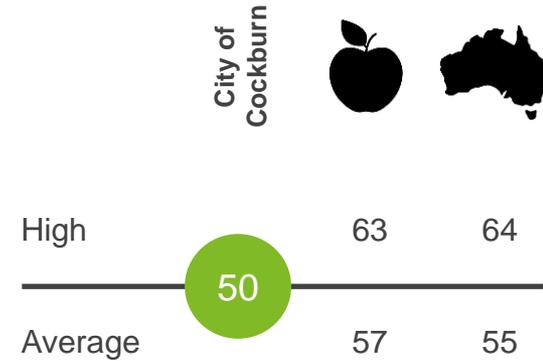
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
50	49	59	47	54	53	43	47	47	52	52	47	49	56	48	50	46	57	43	49

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

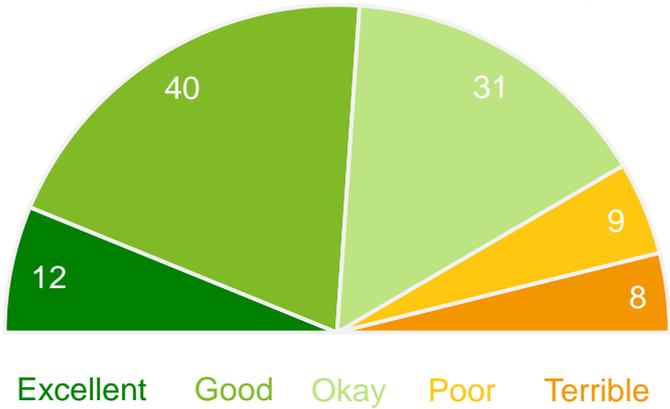
Base: All respondents, excludes 'unsure' and 'no response' (n = 575).

Version 1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Animal management (dogs and cats)

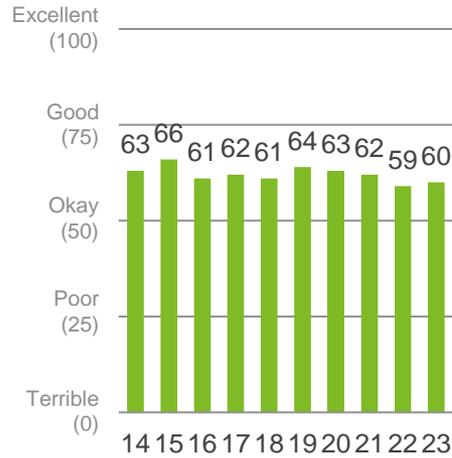
Performance ratings

% of respondents



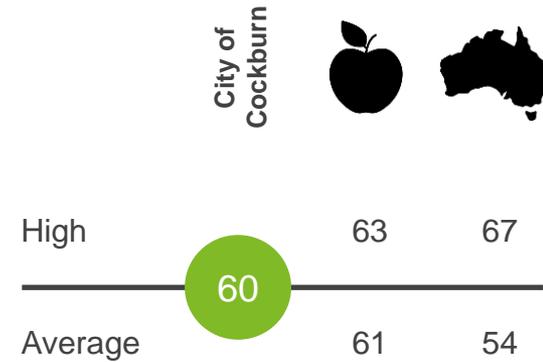
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
60	59	67	57	63	61	57	58	61	57	65	57	58	59	59	60	55	59	61	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 588).

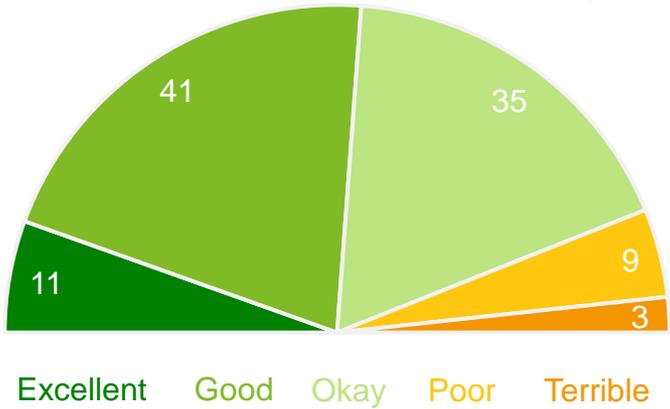
Version 1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Moving around

Maintenance of local roads

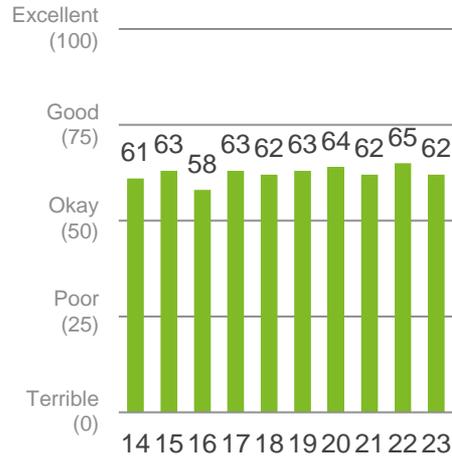
Performance ratings

% of respondents



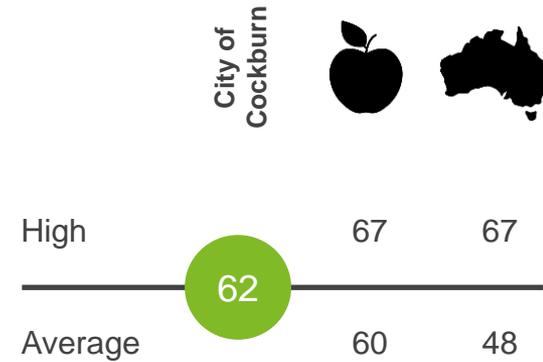
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
62	62	64	61	63	63	60	60	63	60	65	60	58	66	64	56	60	65	63	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 711).

Version 11, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

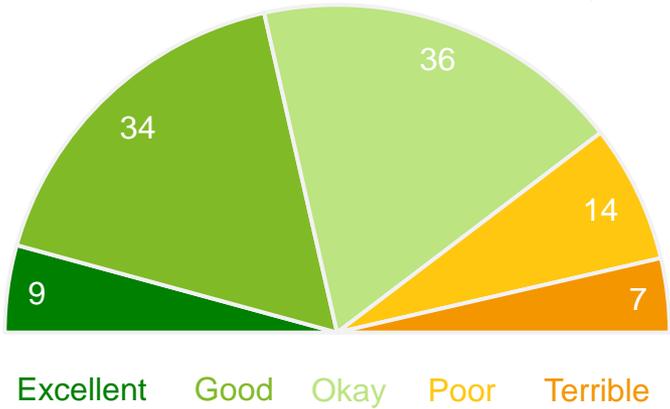
Traffic management on local roads

Performance ratings

% of respondents

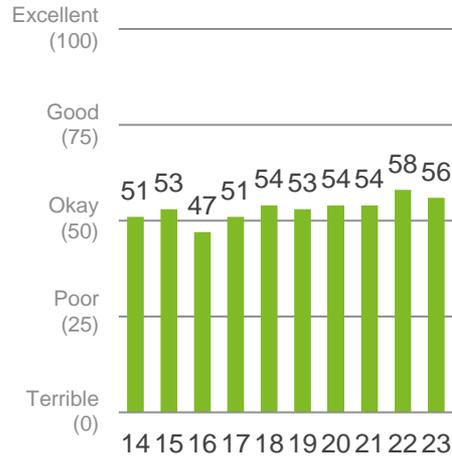
79%
Positive rating*

56
Performance Index Score
(out of 100)



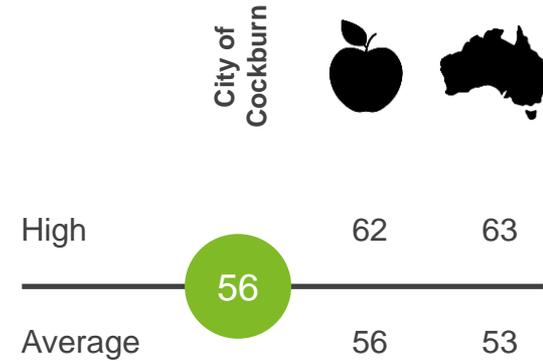
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
56	55	60	55	58	55	56	55	57	54	58	54	52	61	57	41	54	59	57	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 709).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

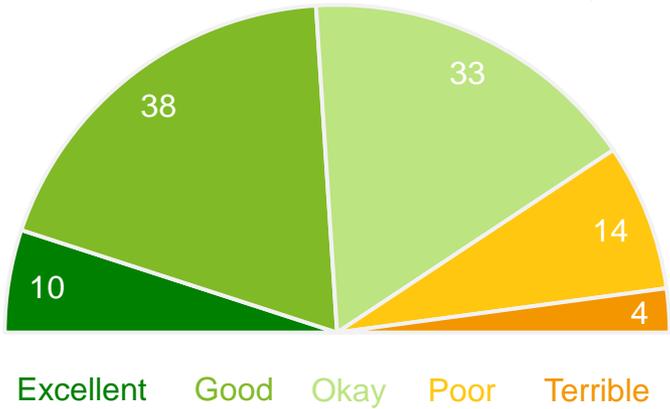
Footpaths and cycleways

Performance ratings

% of respondents

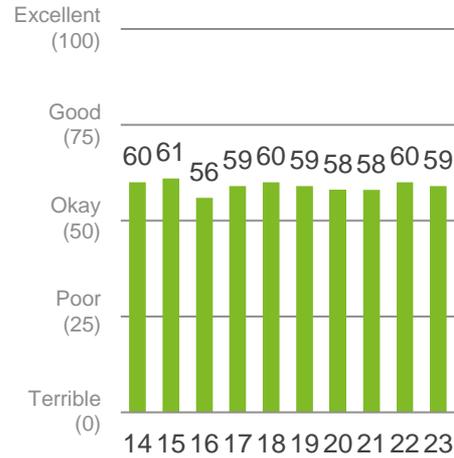
81%
Positive rating*

59
Performance Index Score
(out of 100)



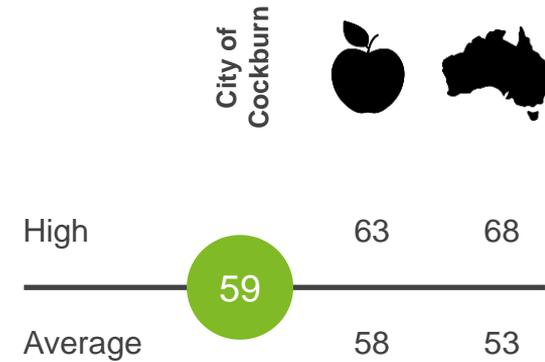
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
59	59	60	60	58	61	53	56	60	55	60	56	57	63	59	55	57	60	63	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 707).

Version 1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

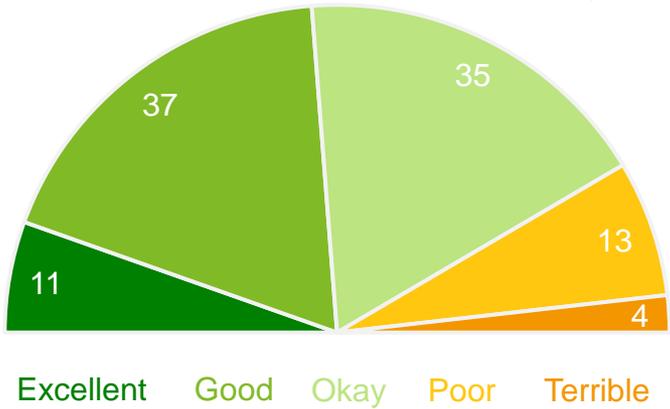
Lighting of streets and public places

Performance ratings

% of respondents

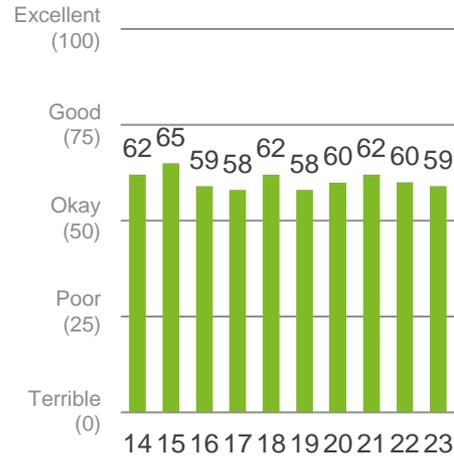
83%
Positive rating*

59
Performance Index Score
(out of 100)



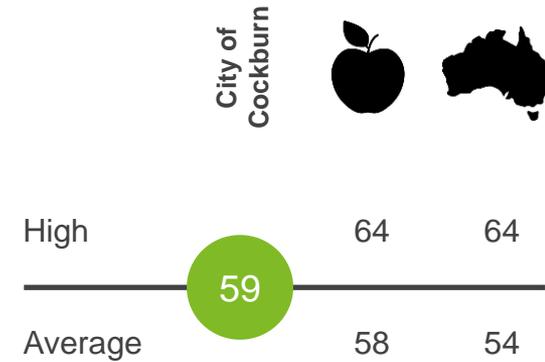
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
59	59	61	59	59	61	58	59	59	56	62	55	57	65	61	55	51	61	60	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 702).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

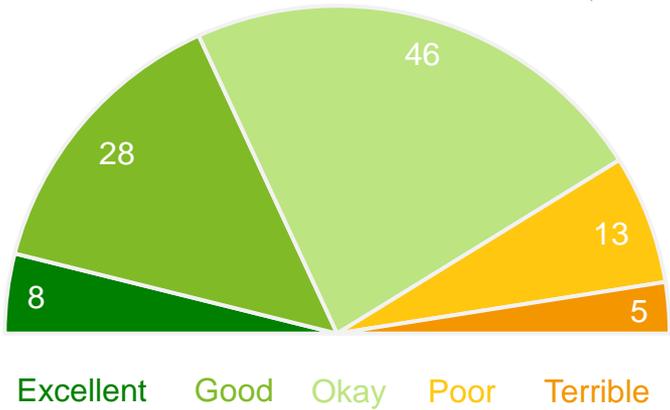
Economy

Economic development and job creation

Performance ratings

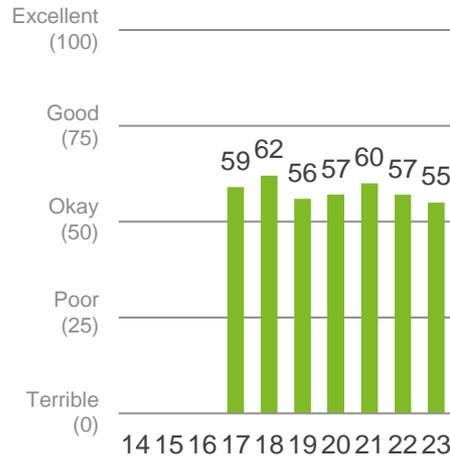
% of respondents

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



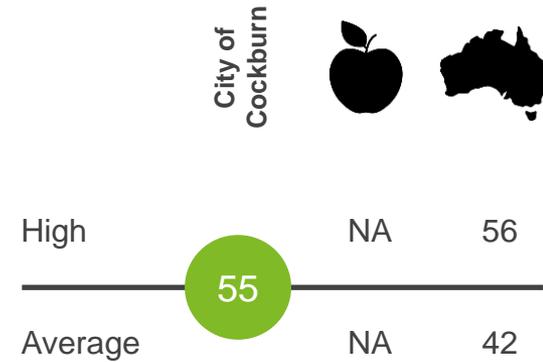
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
55	55	60	52	59	57	53	55	53	51	55	54	55	62	54	51	54	56	58	52

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

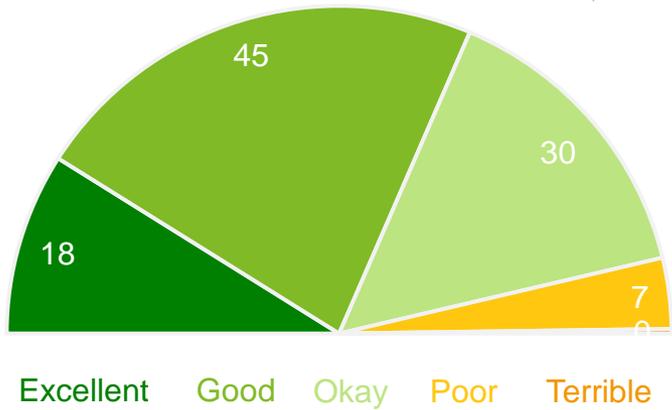
Base: All respondents, excludes 'unsure' and 'no response' (n = 365).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Place to visit

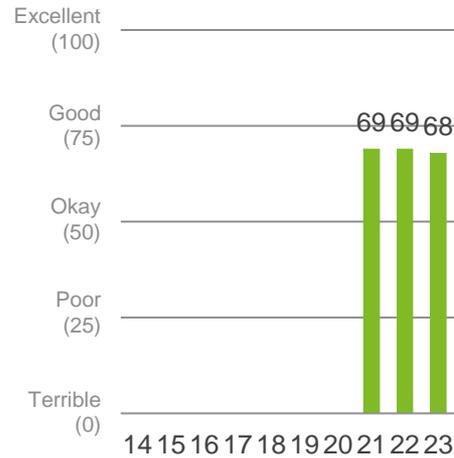
Performance ratings

% of respondents



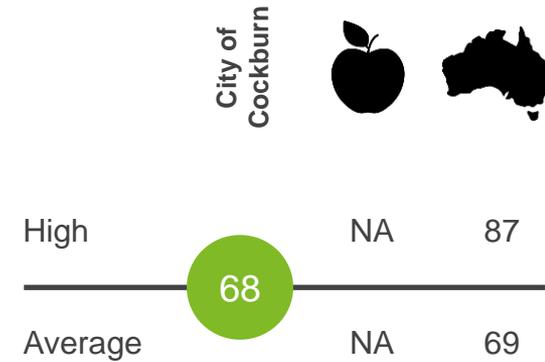
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
68	68	71	67	70	69	64	67	70	67	65	67	70	74	68	57	64	68	66	70

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 783).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

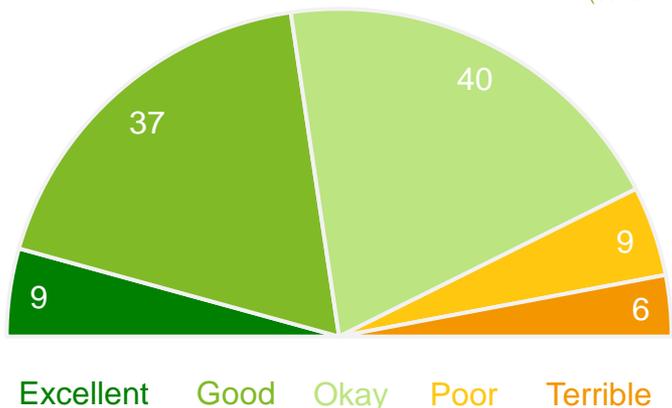
Cockburn Central development and activation

Performance ratings

% of respondents

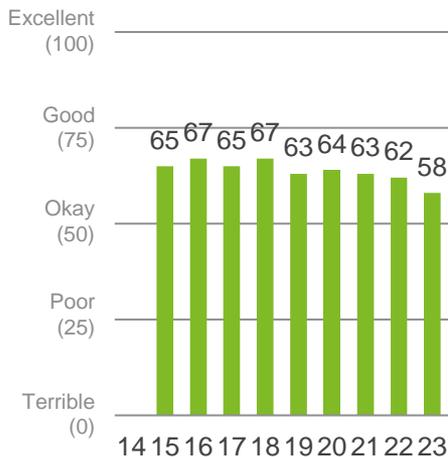
85%
Positive rating*

58
Performance Index Score
(out of 100)



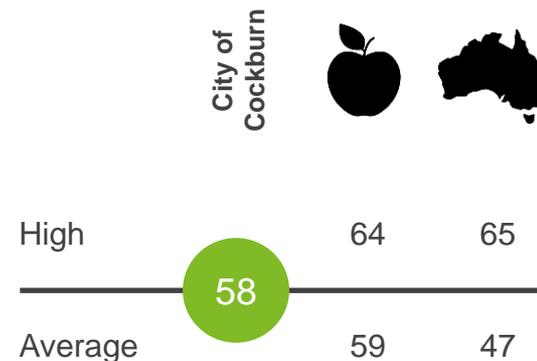
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
58	58	62	55	62	60	56	59	56	52	61	55	56	63	58	49	57	58	60	56

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

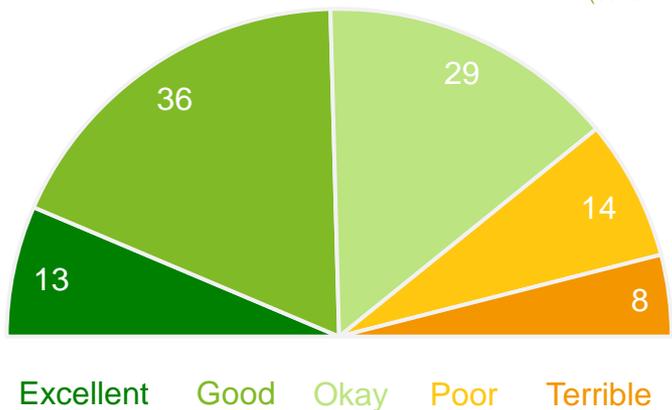
Base: All respondents, excludes 'unsure' and 'no response' (n = 423).

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Your local shopping area / centre

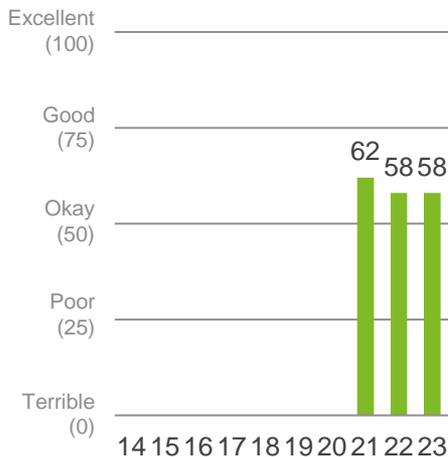
Performance ratings

% of respondents



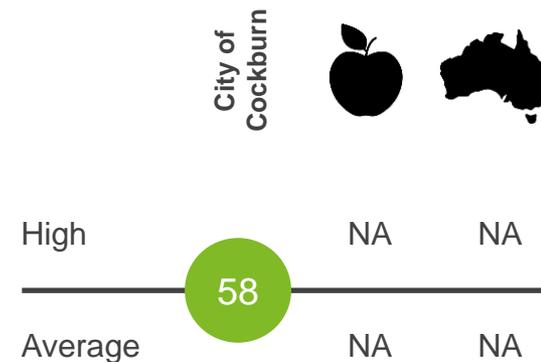
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
58	57	64	58	58	59	57	57	59	53	60	58	53	61	56	59	56	66	63	47

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

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

Version 1.1, Version Date: 22/03/2023. Good + okay # Small sample size (<20 respondents)

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
Overall place to live	77	77	76	76	79	78	74	74	78	79	76	75	79	81	76	63	71	80	73	77
GOVERNANCE																				
Governing organisation	65	64	68	62	68	67	58	61	65	64	65	61	64	72	62	51	59	67	66	62
Value for money from rates	58	58	60	56	60	61	52	53	56	55	60	53	55	66	57	54	48	61	56	56
Council's leadership	55	55	59	52	60	58	50	53	52	52	56	50	54	63	57	40	50	57	58	53
Embracing change, innovation and technology	59	58	66	55	63	62	51	56	56	58	59	53	59	66	58	49	52	59	62	56
Communication	58	57	59	54	61	61	53	56	54	55	56	54	57	66	57	52	53	58	59	56
Customer service	64	64	66	62	67	67	62	59	63	62	67	60	64	69	63	60	56	63	69	63

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward	
COMMUNITY DEVELOPMENT AND WELLBEING																					
Opportunities to be included and connected	62	61	63	59	65	64	60	61	59	58	59	59	62	68	59	47	58	62	65	59	
Youth services and facilities	61	60	67	56	66	64	60	57	52	59	62	58	62	66	59	43	58	64	64	56	
Family and children's services and facilities	63	63	65	59	67	66	63	61	56	61	64	61	62	69	59	48	58	64	67	60	
Seniors' care, services and facilities	62	61	63	58	66	66	52	58	57	61	55	57	66	69	58	50	54	60	65	62	
Disability access and inclusion	58	58	58	56	61	60	56	55	53	61	53	55	63	65	53	40	56	57	63	57	
Recognising First Nations' culture / heritage	66	67	55	66	67	67	67	68	66	63	62	64	69	71	62	52	58	66	70	63	
Multiculturalism and racial harmony	65	66	62	65	66	66	69	67	64	58	64	65	63	70	65	43	60	66	67	63	
Community safety and crime prevention	52	51	58	49	55	52	49	48	51	51	51	51	50	59	50	30	44	57	48	49	
Community safety patrols (CoSafe)	56	55	61	53	59	56	58	58	57	53	55	56	54	60	58	40	49	60	53	54	
CCTV cameras	49	49	55	47	52	51	44	49	49	48	46	48	50	56	49	37	45	52	50	47	
Community safety response by WA Police	53	52	61	50	57	55	51	51	52	52	57	49	49	58	54	48	52	55	56	48	
Access to health and community services	66	65	70	64	67	67	64	65	61	63	67	64	63	70	61	48	59	68	69	61	
Community buildings and halls	65	65	65	64	66	68	58	62	62	63	66	61	64	69	62	55	58	66	69	61	
Public toilets	51	50	54	51	51	53	47	52	47	49	51	50	49	55	52	35	49	51	53	50	
Sport and recreation facilities and services	72	71	73	70	73	75	67	68	71	70	75	67	71	74	71	68	67	73	73	69	
Cockburn Aquatic and Recreation Centre	80	80	83	77	82	82	81	77	80	78	82	77	80	82	81	74	75	82	80	77	
Playgrounds, parks and reserves	73	73	71	71	74	76	68	70	73	72	71	71	72	79	75	63	67	74	71	72	
Coastal and marine facilities	71	72	65	69	73	74	70	71	70	66	71	71	69	76	71	69	68	71	72	70	
Library services	78	78	79	74	82	80	76	78	78	78	77	77	78	82	77	78	76	78	81	76	
Festivals and events	68	67	70	64	71	70	65	68	69	67	64	67	71	72	72	63	63	66	71	67	
Art and cultural activities	66	65	68	63	68	69	60	64	68	64	66	63	67	68	66	69	62	65	69	64	
Local history and heritage	63	64	58	62	65	66	62	59	59	61	63	59	63	69	64	60	55	60	68	63	

Summary of community variances

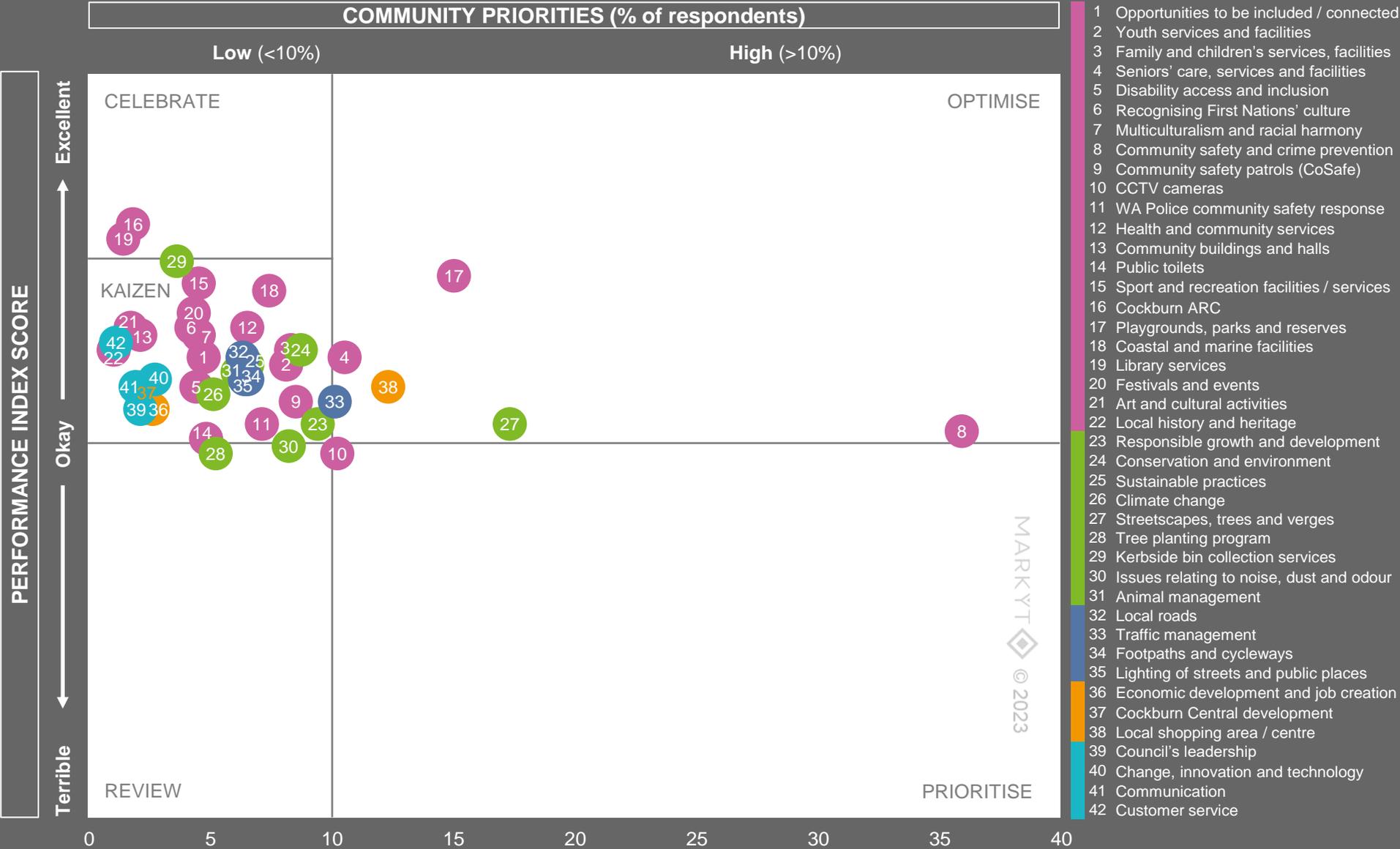
	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	LOTE	East Ward	Central Ward	West Ward
LOCAL ENVIRONMENT																				
Responsible growth and development	53	53	56	54	53	55	46	51	52	48	53	50	52	58	50	43	53	56	55	49
Conservation and environmental management	63	62	63	61	65	65	59	63	59	56	66	61	57	66	60	64	60	62	69	60
Sustainable practices	61	61	61	59	63	62	59	60	61	58	62	59	57	66	64	71	56	61	62	60
Climate change	57	57	57	56	59	59	53	58	55	55	57	53	56	63	58	62	53	57	59	56
Streetscapes, trees and verges	53	52	59	51	54	54	48	51	50	49	53	50	50	60	52	46	53	56	52	50
Tree planting program	49	49	56	47	52	53	44	45	48	43	52	46	46	56	51	56	45	50	50	49
Kerbside bin collection services	75	75	76	74	76	77	72	77	74	71	77	72	73	81	74	69	67	74	76	76
Issues relating to noise, dust and odour	50	49	59	47	54	53	43	47	47	52	52	47	49	56	48	50	46	57	43	49
Animal management	60	59	67	57	63	61	57	58	61	57	65	57	58	59	59	60	55	59	61	60
MOVING AROUND																				
Local roads	62	62	64	61	63	63	60	60	63	60	65	60	58	66	64	56	60	65	63	58
Traffic management	56	55	60	55	58	55	56	55	57	54	58	54	52	61	57	41	54	59	57	52
Footpaths and cycleways	59	59	60	60	58	61	53	56	60	55	60	56	57	63	59	55	57	60	63	55
Lighting of streets and public places	59	59	61	59	59	61	58	59	59	56	62	55	57	65	61	55	51	61	60	57
ECONOMY																				
Economic development and job creation	55	55	60	52	59	57	53	55	53	51	55	54	55	62	54	51	54	56	58	52
Place to visit	68	68	71	67	70	69	64	67	70	67	65	67	70	74	68	57	64	68	66	70
Cockburn Central development and activation	58	58	62	55	62	60	56	59	56	52	61	55	56	63	58	49	57	58	60	56
Local shopping area / centre	58	57	64	58	58	59	57	57	59	53	60	58	53	61	56	59	56	66	63	47

MARKYT community priorities

Other stakeholder groups

MARKYT Community Priorities

Residents



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 Cockburn to focus on improving? Base: All respondents, excludes no response (n = 703)

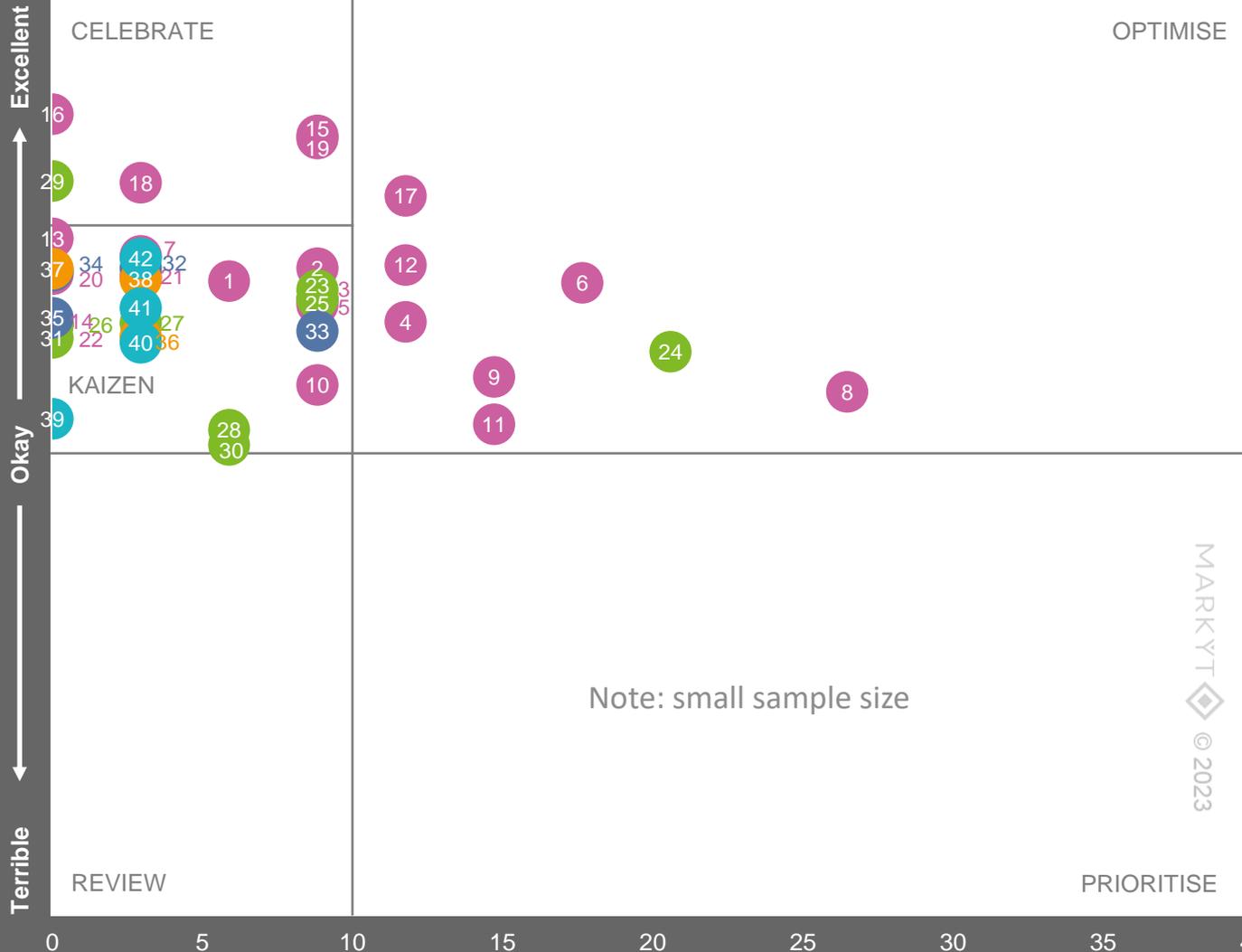
MARKYT Community Priorities

Out of area ratepayers / visitors

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Opportunities to be included / connected
- 2 Youth services and facilities
- 3 Family and children's services, facilities
- 4 Seniors' care, services and facilities
- 5 Disability access and inclusion
- 6 Recognising First Nations' culture
- 7 Multiculturalism and racial harmony
- 8 Community safety and crime prevention
- 9 Community safety patrols (CoSafe)
- 10 CCTV cameras
- 11 WA Police community safety response
- 12 Health and community services
- 13 Community buildings and halls
- 14 Public toilets
- 15 Sport and recreation facilities / services
- 16 Cockburn ARC
- 17 Playgrounds, parks and reserves
- 18 Coastal and marine facilities
- 19 Library services
- 20 Festivals and events
- 21 Art and cultural activities
- 22 Local history and heritage
- 23 Responsible growth and development
- 24 Conservation and environment
- 25 Sustainable practices
- 26 Climate change
- 27 Streetscapes, trees and verges
- 28 Tree planting program
- 29 Kerbside bin collection services
- 30 Issues relating to noise, dust and odour
- 31 Animal management
- 32 Local roads
- 33 Traffic management
- 34 Footpaths and cycleways
- 35 Lighting of streets and public places
- 36 Economic development and job creation
- 37 Cockburn Central development
- 38 Local shopping area / centre
- 39 Council's leadership
- 40 Change, innovation and technology
- 41 Communication
- 42 Customer service

Note: small sample size

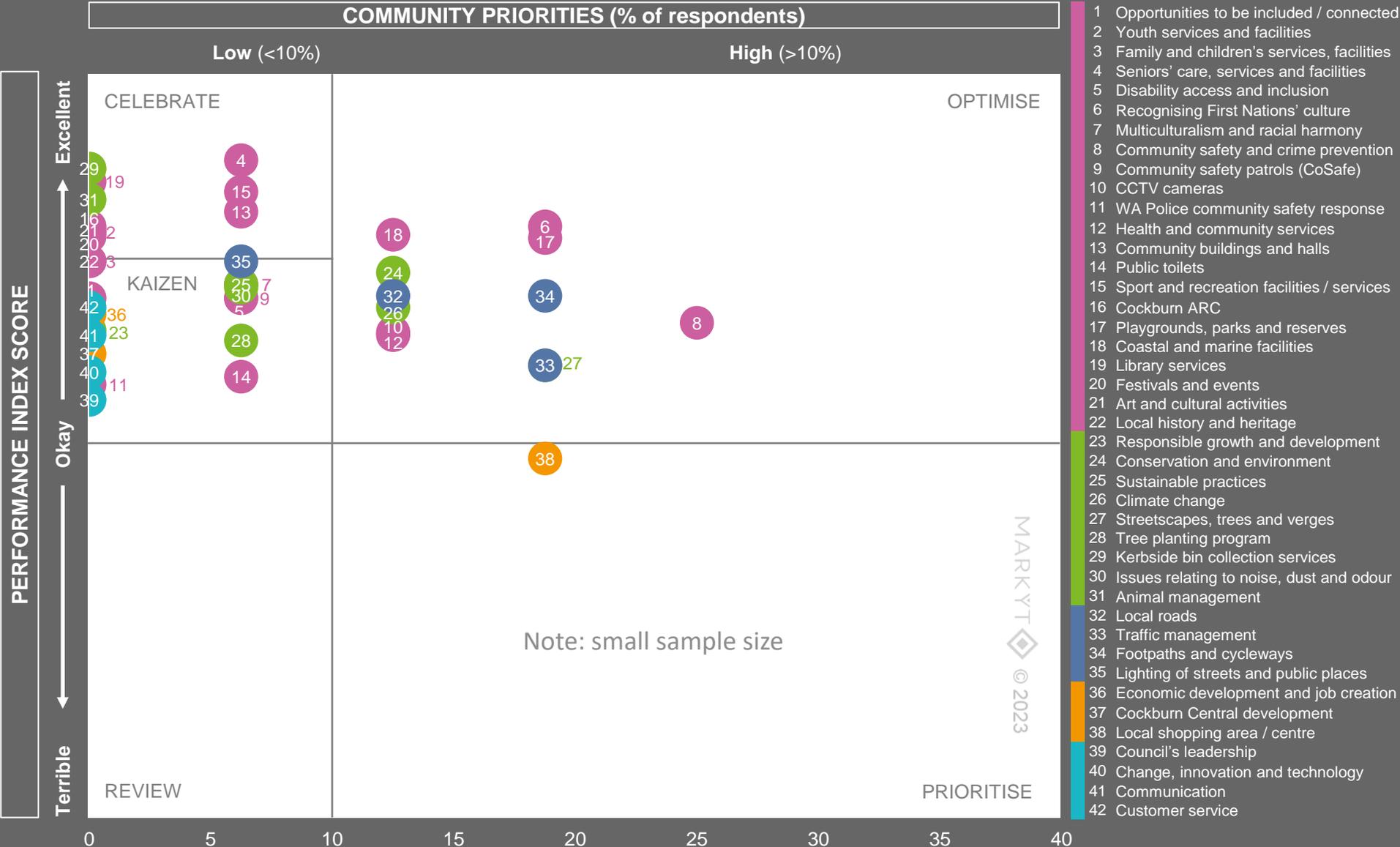
MARKYT  © 2023

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 Cockburn to focus on improving? Base: All respondents, excludes no response (n = 34)

MARKYT Community Priorities

City employees



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 Cockburn to focus on improving? Base: All respondents, excludes no response (n = 16)



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