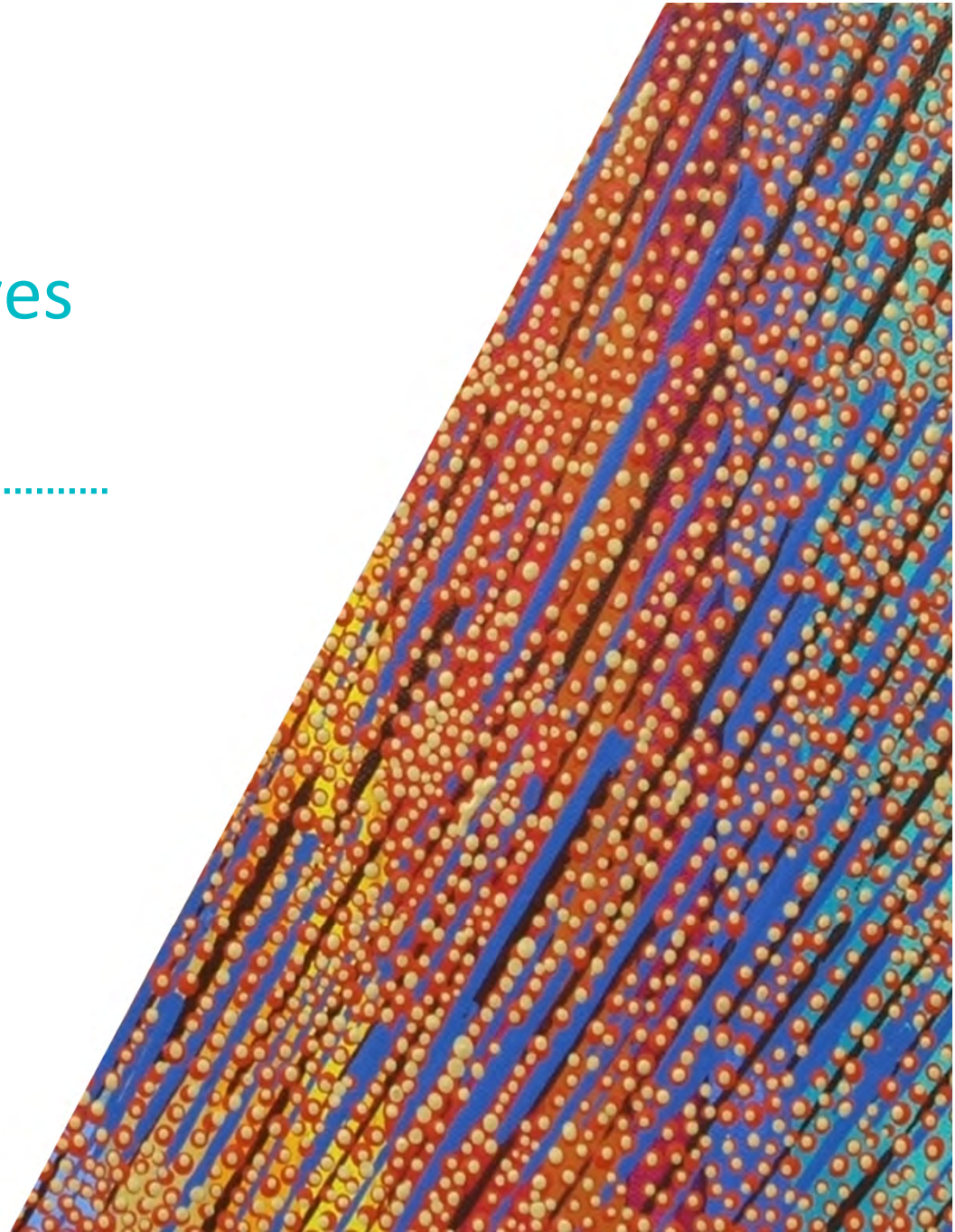


Resident Perspectives

May 2013



Contents



Strategic Insights	3
The Study	10
Overall perceptions	13
Governance and communication	18
Environment	30
Social	56
Events	68
Community Priorities TM	76
Key areas to focus on improving	79

Strategic Insights

The City of Cockburn | on the right track

Residents are happy living in the area and think the City of Cockburn is performing well as an organisation.

- 56% are 'delighted' (rating satisfaction 8+ out of 10) with the area and 91% are satisfied (6+ out of 10)
- 43% are 'delighted' with council's performance and 86% are satisfied

Over the past year, the City has continued to strengthen performance in a number of key service areas:

- Developing and communicating a clear vision for the area ▲7% points (▲13% points since 2008)
- Understanding the community's needs ▲8% points (▲15% points since 2008)
- Informing and consulting the community ▲8% points
- Promoting and adopting sustainable practices ▲8% points
- Access to public transport ▲15% points (▲20% points since 2011)
- Footpaths and cycleways ▲7% points
- Calendar reach ▲12% points

Satisfaction with other areas, such as sport and recreation facilities and control of graffiti, crime and anti-social behaviour have continued to improve, bouncing back to higher levels seen in 2005.

The City is leading the way on measures of leadership, achieving the Industry High for understanding the community's needs, and developing and communicating a clear vision for the future. The City is also the industry leader for satisfaction with efforts to promote sustainable practices and council's website.

On another positive note, concern has dropped with many 'focus' areas identified in 2012:

- Management and control of traffic
- Safety and security
- Road maintenance
- Street lighting
- Sport and recreation facilities
- Control of noise, dust, odour and emissions
- Mosquitos

Key areas to focus on improving in 2013

.....

The community has identified three key areas to focus on improving:

1. **Management and control of traffic on local roads.** Residents continue to be concerned with congestion, particularly around ‘hot spots’ such as the Gateway Shopping Centre and train station.

“My first priority would be the traffic on Beeliar Drive and North Lake Road near the Gateway shopping centre. The traffic is terrible. When you're trying to get on to North Lake Rd from Waverley Rd there are no traffic lights and at certain times of the day (first thing in the morning, getting to work and school hours, and also 3pm onwards) it's really hard to get into North Lake Road and then in the right lane into Farrington Rd.”

2. **Streetscapes**, particularly in Hamilton Hill

“Hamilton Hill is untidy. The Hamilton Hill shopping centre is too old and run down and has to be re-built. Streetscapes and street lighting on Healy Road should improve.”

3. **Safety and security** and the need for increased **mobile security patrols**, particularly in Coolbellup

“There needs to be more CoSafe patrols in Coolbellup itself, more so at night time. A lot of people tell me that they don't feel safe as they usually live by themselves.”

CoSafe | an effective initiative



CoSafe appears to be having a positive impact on perceptions of safety.

Satisfaction with safety and security is higher among those aware of CoSafe compared to those who are unaware of the initiative.

Communications and events | a strong platform to build on

.....

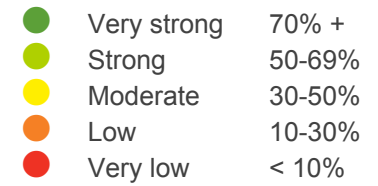
City Update is an effective tool that may be improved with greater coverage of local issues.

- 1 in 2 have seen or read the City Update in the local newspaper in the past 12 months.
- Those who have seen or read the Update are more satisfied with communications about council services, facilities and events, but not about local issues.
- In line with findings from focus group research conducted for the City in 2011, it appears that residents would like more communication about local issues.

Residents continue to express high levels of satisfaction with the City’s festivals and events.

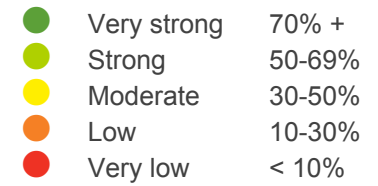
- They are more likely to have heard of the Spring Fair, Aussie Day Breakfast, Teddy Bears Picnic, Coogee Beach Festival and WASO concert.
- When testing new ideas, there is greatest interest in a “Flavours of Cockburn” Street Festival, followed by Theatre in the Park, “Festival of the Lakes” at Bibra Lake, Sculptures by the Lake, and a local comedy festival.

Awareness of current events



	Younger singles / couples (18-34)	Families with younger children (0-12)	Families with older children (13+)	Older singles / couples (35-64)	Seniors	Disability or impairment
Cockburn Rotary Spring Fair	●	●	●	●	●	●
Aussie Day BBQ Brekky at Coogee Beach	●	●	●	●	●	●
Cockburn Teddy Bears Picnic	●	●	●	●	●	●
Coogee Beach Festival	●	●	●	●	●	●
West Australian Symphony Orchestra concert	●	●	●	●	●	●
John Williamson concert	●	●	●	●	●	●
Movie Nights	●	●	●	●	●	●
Cockburn Christmas Party	●	●	●	●	●	●
Hello Baby	●	●	●	●	●	●
Celebrate Ability	●	●	●	●	●	●
None	21% ▲	6%	9%	2%	11%	4%

Interest in attending new events



	Younger singles / couples (18-34)	Families with younger children (0-12)	Families with older children (13+)	Older singles / couples (35-64)	Seniors	Disability or impairment
Flavours of Cockburn street festival	Moderate	Very strong	Very strong	Strong	Moderate	Strong
Sculptures by the Lake at Bibra Lake	Strong	Strong	Strong	Strong	Moderate	Moderate
A local comedy festival	Strong	Strong	Strong	Moderate	Low	Strong
Theatre in the park	Moderate	Strong	Moderate	Strong	Moderate	Moderate
Festival of the Lakes at Bibra Lake	Strong	Strong	Moderate	Strong	Moderate	Moderate
Jazz under the stars at Coogee Beach	Strong	Moderate	Moderate	Moderate	Low	Moderate
Fairy Festival for families	Moderate	Strong	Moderate	Low	Low	Moderate
A fishing event at Coogee Beach	Strong	Moderate	Moderate	Low	Low	Moderate

The study

The study

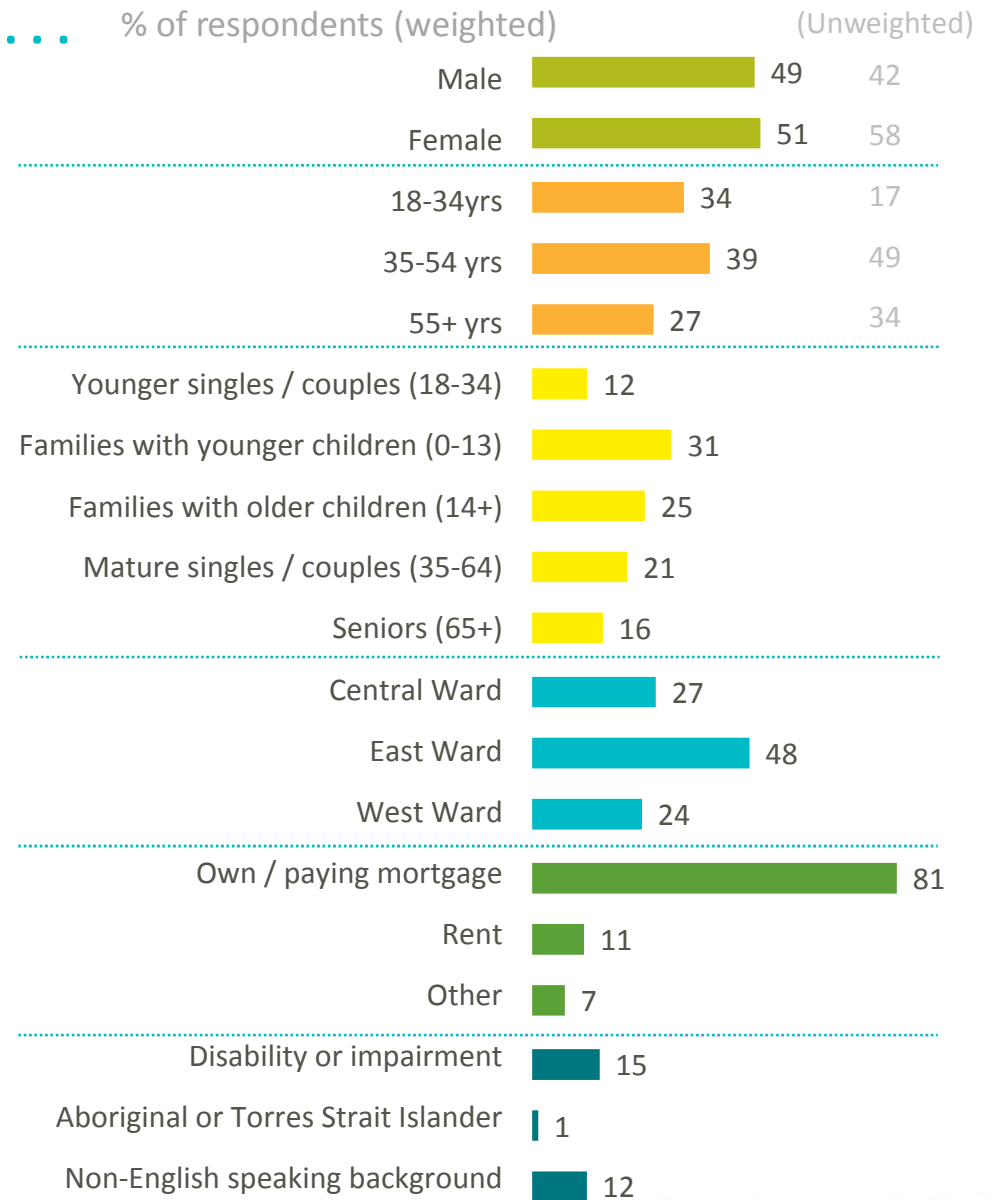
In April 2013, the City of Cockburn administered the CATALYSE® Community Perceptions Survey.

Purpose: to track perceptions of local services, infrastructure & facilities, identify performance gaps, and benchmark the City against other Local Councils.

Methodology: the survey was conducted by phone with 401 randomly selected residents.

Interviewing was completed by the ECU Survey Research Centre, with quotas set by age, gender and location, and weighting applied, to match the population profile.

Sampling precision is +/- 5% at the 95% confidence interval.



Councils contributing to the Industry Standards*



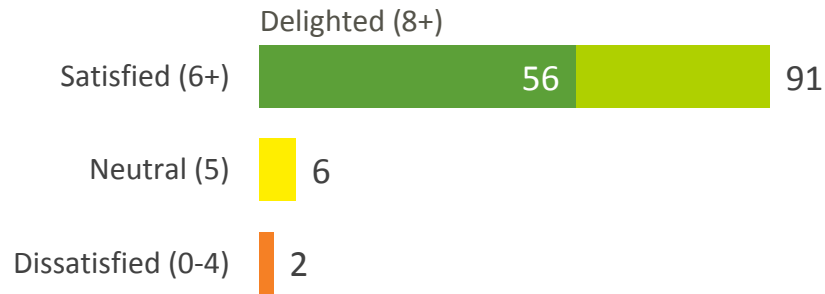
* Industry Standards are provided when three or more Councils have asked the same question in the past 30 months

Overall perceptions

Overall satisfaction with City of Cockburn | as a place to live

RESIDENT SATISFACTION

% of respondents



Overall satisfaction with the City of Cockburn as a place to live is very high.

- 91% are satisfied

Satisfaction is higher among seniors, followed by older singles and couples.

INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	51%	0%
Families with younger children (0-12)	54%	4%
Families with older children (13+)	46%	2%
Older singles / couples (35-64)	62% ▲	1%
Seniors (65+)	72% ▲	4%

SATISFACTION HISTORY



▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

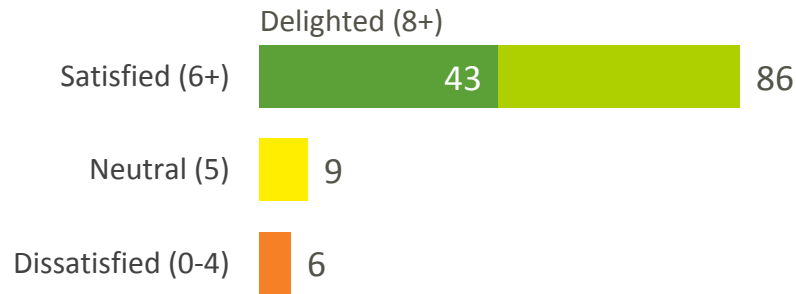
Q. Overall, how satisfied are you with the City of Cockburn as a place to live? Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (Businesses 2011 n = 399; 2012 n = 400; 2013 n = 400)

Overall satisfaction with City of Cockburn | governing organisation

RESIDENT SATISFACTION

% of respondents

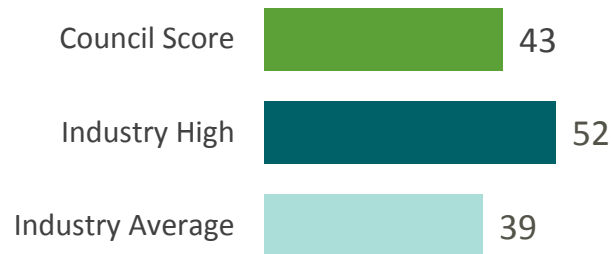


Overall satisfaction with the City of Cockburn as the organisation that governs the local area is high and continues to climb.

- 86% are satisfied

Satisfaction is higher among seniors.

INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	37%	9%
Families with younger children (0-12)	41%	7%
Families with older children (13+)	33%	4%
Older singles / couples (35-64)	42%	6%
Seniors (65+)	62% ▲	2%

SATISFACTION HISTORY



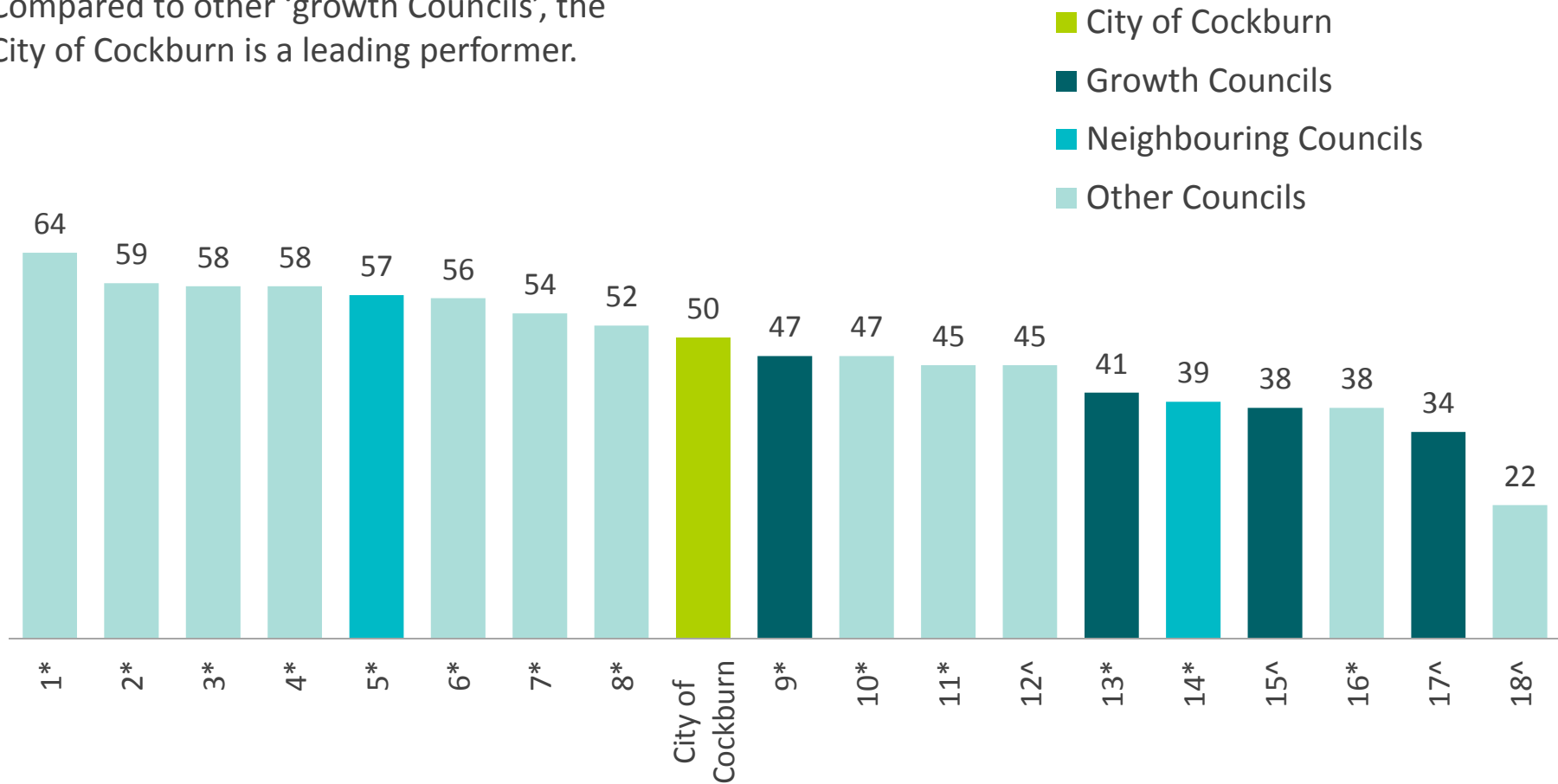
▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. Overall, how satisfied are you with the City of Cockburn as a place to live? Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (Businesses 2011 n = 367; 2012 n = 384; 2013 n = 383)

Overall satisfaction – the City’s performance compared to others

Compared to other ‘growth Councils’, the City of Cockburn is a leading performer.



Growth Councils have been determined by the City of Cockburn as the cities of Wanneroo, Swan and Armadale.

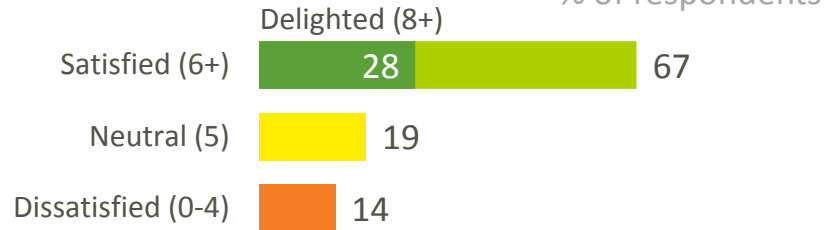
Neighbouring Councils are Melville and Fremantle (plus Kwinana however, Kwinana has not completed a survey in the past 30 months).

* Average result for overall satisfaction with [INSERT COUNCIL] as a ‘place to live’ and as a ‘governing organisation’.

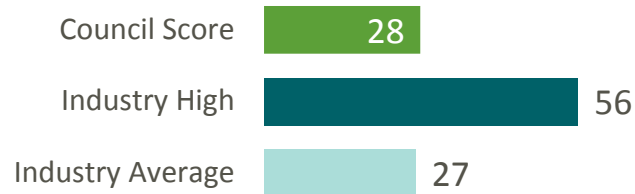
^ Overall satisfaction with [INSERT COUNCIL]

Value for money from council rates

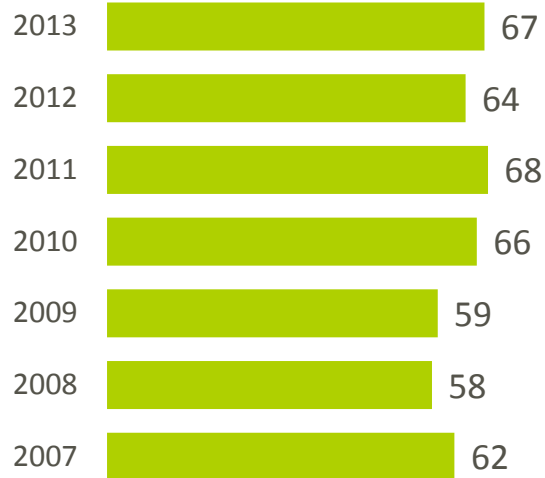
RESIDENT SATISFACTION



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction with value for money from council rates is moderate.

- 67% are satisfied

Satisfaction is higher among seniors.

There is most room to improve satisfaction among those in the Central Ward.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)^	9%	12%
Families with younger children (0-12)	23%	15%
Families with older children (13+)	24%	16%
Older singles / couples (35-64)	26%	15%
Seniors (65+)	45% ▲	6%
Central Ward	22%	21% ▼
East Ward	28%	14%
West Ward	33%	6%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. How satisfied are you with the value for money you get from your Council rates? Please continue to give a rating out of 10 where 10 is totally satisfied and 0 is totally dissatisfied. Base: Respondents who own / are paying a mortgage on their home, excludes 'don't know' (Residents 2007 n = 332; 2008 n = 325; 2009 n = 333; 2010 n = 319; 2011 n = 333; 2012 n = 304; 2013 n = 298)

Governance and communications

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

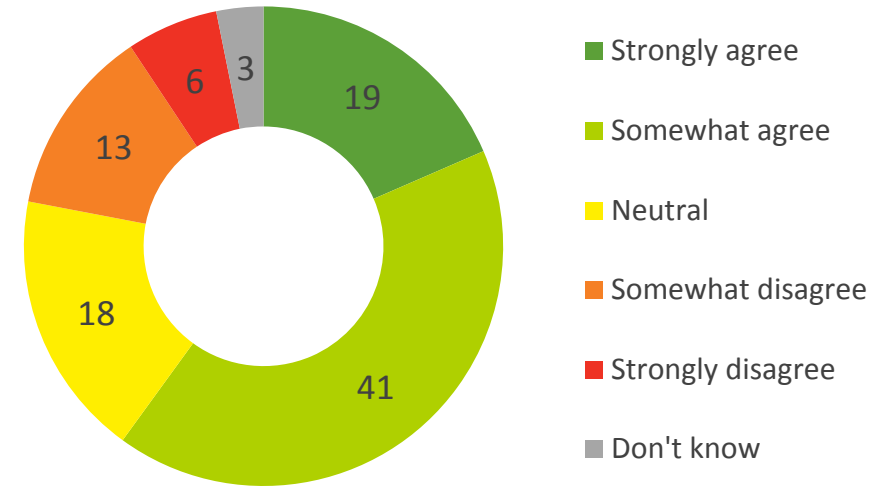
I am fairly clear about what the area is going to look and feel like in 10 years time

Most now agree that the City of Cockburn has developed and communicated a clear vision for the area, continuing to climb and up significantly from last year.

There is opportunity to continue promoting the vision to families with older children, who are less likely to agree, and to those in the East Ward or with a disability or impairment, who are more likely to disagree.

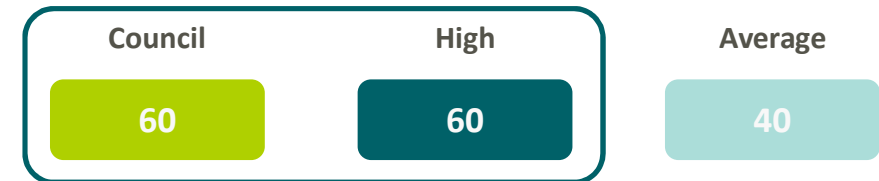
COMMUNITY PERSPECTIVES

% of respondents

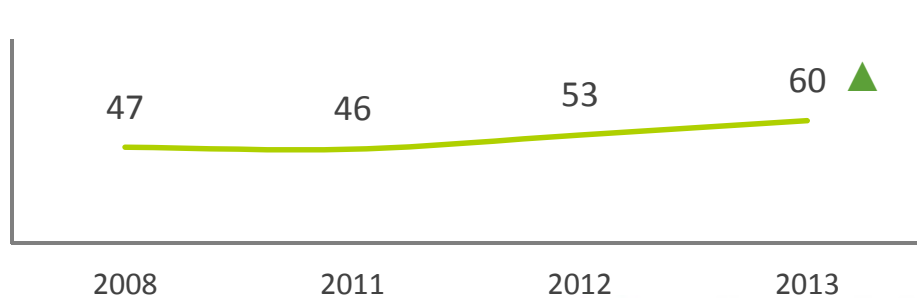


% of respondents	Agree	Disagree
Younger singles / couples (18-34)	55%	20%
Families with younger children (0-12)	66%	20%
Families with older children (13+)	48% ▼	23%
Older singles / couples (35-64)	64%	19%
Seniors (65+)	62%	14%
Central Ward	69%	10%
East Ward	53%	25% ▼
West Ward	64%	17%
Disability or impairment	53%	30% ▼

INDUSTRY COMPARISONS: % total agree



HISTORY: % total agree



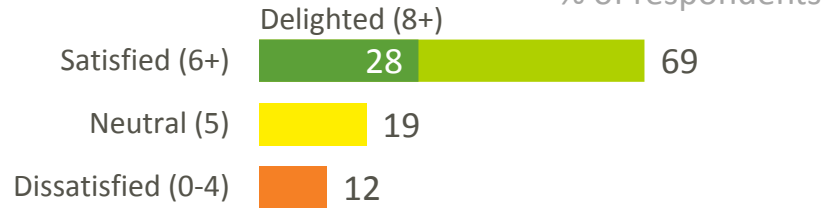
▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a few services. For each one, please let me know if you strongly disagree, somewhat disagree, feel neutral, somewhat agree or strongly agree.

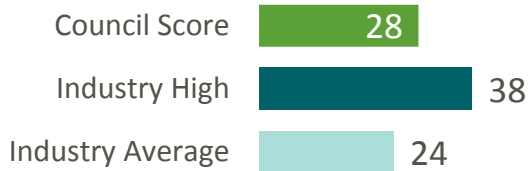
Base: All respondents who provided a valid response (Residents 2011 n = 401; 2012 n = 399; 2013 n = 400)

Council's leadership within the community

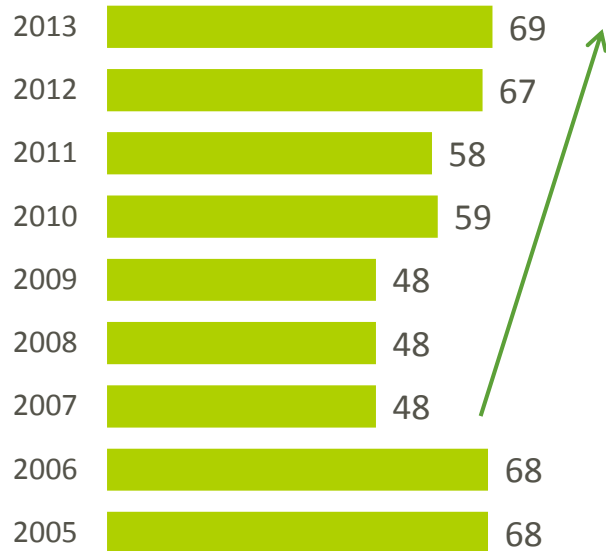
RESIDENT SATISFACTION



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction is moderate, remaining up following continual improvement since 2007.

- 69% are satisfied

Satisfaction is higher among seniors.

There is most room to improve satisfaction among families, home owners and those in the Central and East Wards.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	29%	0%
Families with younger children (0-12)	23%	17% ▲
Families with older children (13+)	18%	19% ▲
Older singles / couples (35-64)	33%	13%
Seniors (65+)	50% ▲	2%
Own / paying mortgage	28%	13% ▲
Rent	33%	2%
Central Ward	29%	13% ▲
East Ward	27%	16% ▲
West Ward	30%	4%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

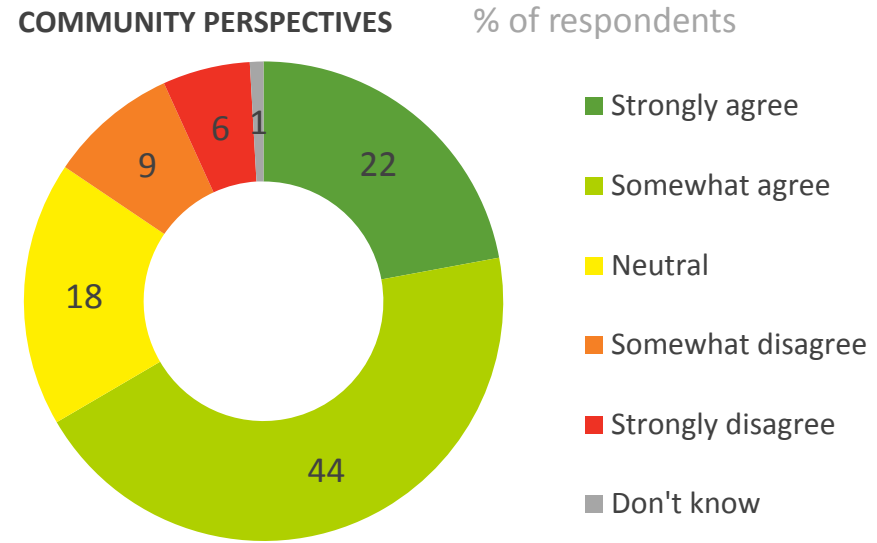
Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are with Council's performance. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 357; 2006 n = 357; 2007 n = 300; 2008 n = 348; 2009 n = 328; 2010 n = 280; 2011 n = 295; 2012 n = 322; 2013 n = 300)

The City of Cockburn has a good understanding of the community's needs

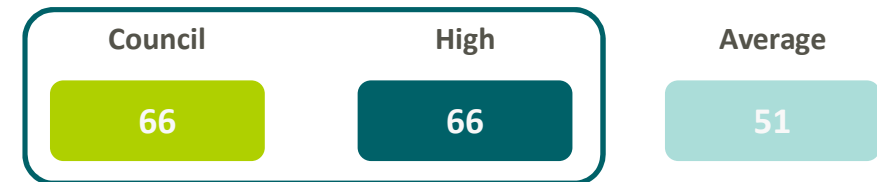
Most now agree that the City of Cockburn has a good understanding of the community's needs, with perceptions continuing to improve.

- 66% agree vs 15% disagree

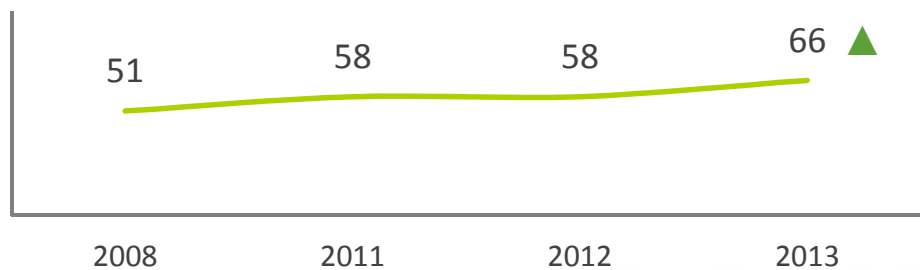
There is most room to improve satisfaction among those with a disability or impairment.



INDUSTRY COMPARISONS: % total agree



HISTORY : % total agree



▲ ▼ = significant variance ▲ ▼ = notable variance

Q. I'm going to read out a few services. For each one, please let me know if you strongly disagree, somewhat disagree, feel neutral, somewhat agree or strongly agree.

Base: All respondents who provided a valid response (Residents 2011 n = 401; 2012 n = 400; 2013 n = 399)

Reach of the City's Update in the local newspaper

About half have seen or read the City's Update in the local newspaper.

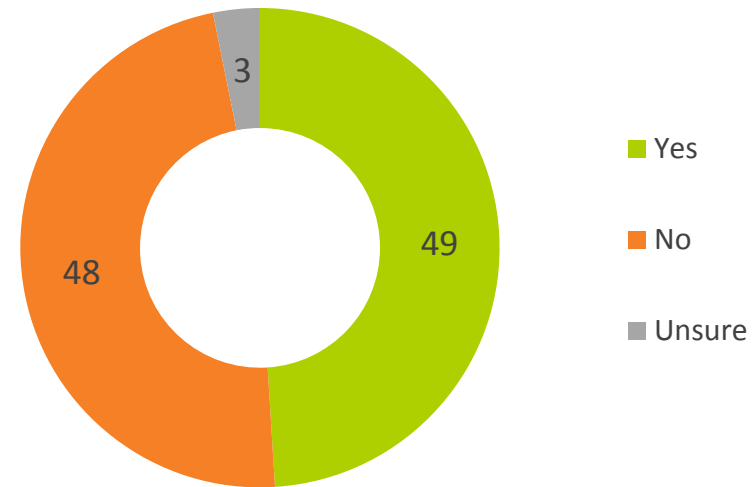
This has dropped marginally since last year, but is not a statistically significant shift.

Younger singles and couples are the least likely to have seen or read the update.

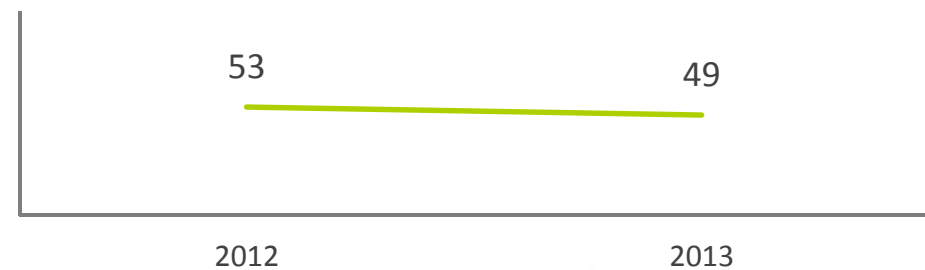
% of respondents	Seen / read City's update
Younger singles / couples (18-34)^	30% ▼
Families with younger children (0-12)	51%
Families with older children (13+)	44%
Older singles / couples (35-64)	57%
Seniors (65+)^	56%

In the past 12 months, have you seen or read the City's Update in the local newspaper?

% of respondents



HISTORY: % seen or read



▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. In the past 12 months, have you seen or read the City's Update in the local newspaper. This is the regular, one page advertising that provides news about Council activities.

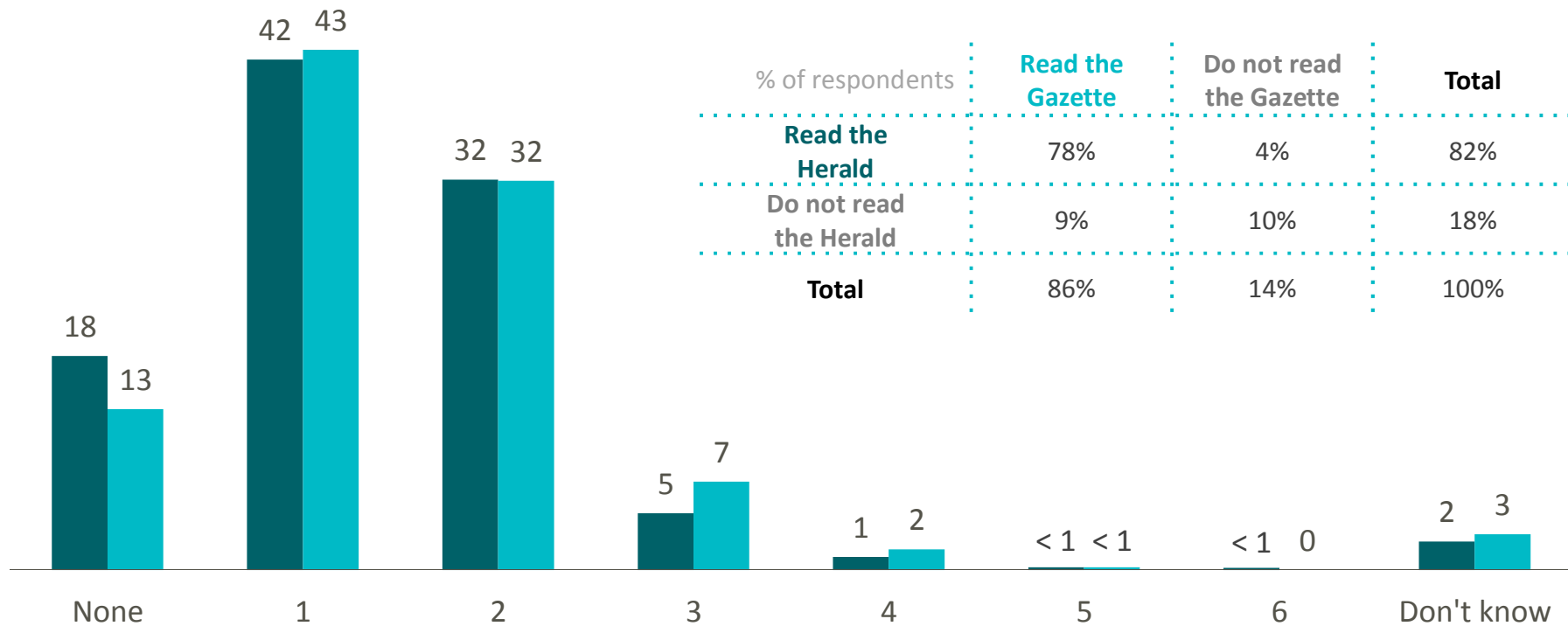
Base: Those who provided a valid response (2012 n = 400; 2013 n = 401)

Readership of local newspapers

How many people in your household generally read the:

- Cockburn Herald
- Cockburn Gazette

% of respondents



Readership of the Cockburn Herald and Cockburn Gazette is similar, in total:

- 86% read the Cockburn Gazette
- 82% read the Cockburn Herald

There has been little change in overall readership with most households continuing to read both the Gazette and the Herald.

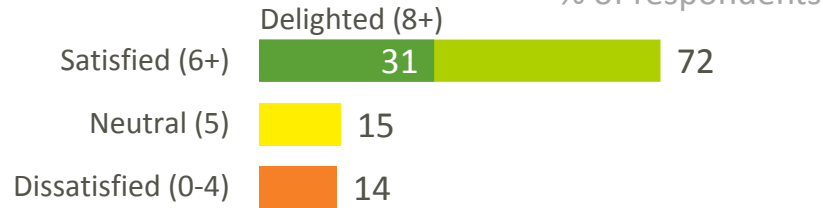
- 78% read both newspapers

% of respondents	Read the Gazette	Do not read the Gazette	Total
Read the Herald	78%	4%	82%
Do not read the Herald	9%	10%	18%
Total	86%	14%	100%

Q. How many people in your household generally read the Cockburn Herald – this is the newspaper with the cockerel on it?
 Base: Those who provided a valid response (2012 Cockburn Herald n = 397, Cockburn Gazette n = 398; 2013 Cockburn Herald n = 401, Cockburn Gazette n = 401)

How the community is informed and consulted about local issues

RESIDENT SATISFACTION

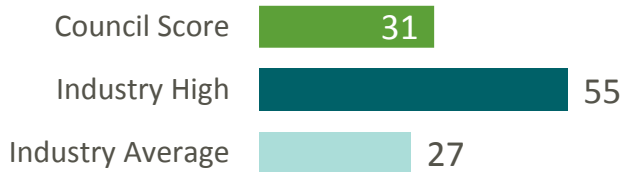


Satisfaction is relatively high, up significantly from last year.

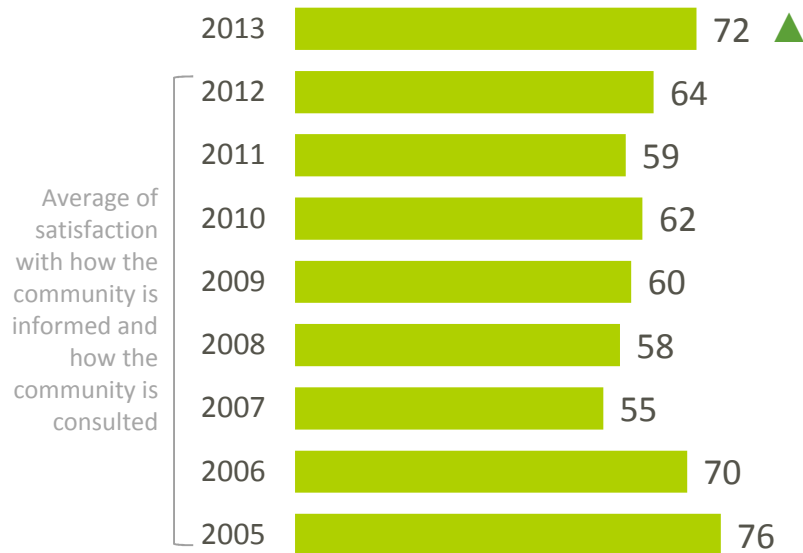
- 72% are satisfied

Satisfaction is higher among seniors.

INDUSTRY STANDARDS



SATISFACTION HISTORY



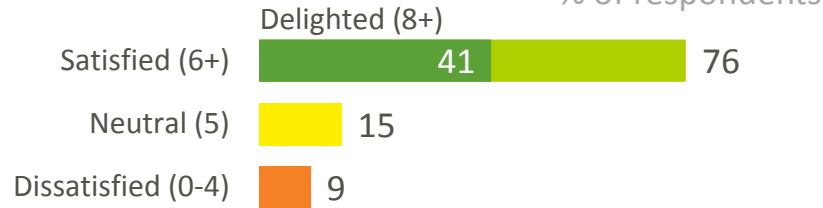
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	34%	16%
Families with younger children (0-12)	25%	13%
Families with older children (13+)	22%	19%
Older singles / couples (35-64)	37%	14%
Seniors (65+)	46% ▲	5%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Informed - Residents 2005 n = 389; 2006 n = 389; 2007 n = 372; 2008 n = 385; 2009 n = 379; 2010 n = 359; 2011 n = 361; 2012 n = 370) & (Consulted - Residents 2005 n = 386; 2006 n = 380; 2007 n = 338; 2008 n = 372; 2009 n = 357; 2010 n = 324; 2011 n = 344; 2012 n = 339) & (Informed and consulted - Residents 2013 n = 358)

How the community is informed about Council services, facilities and events

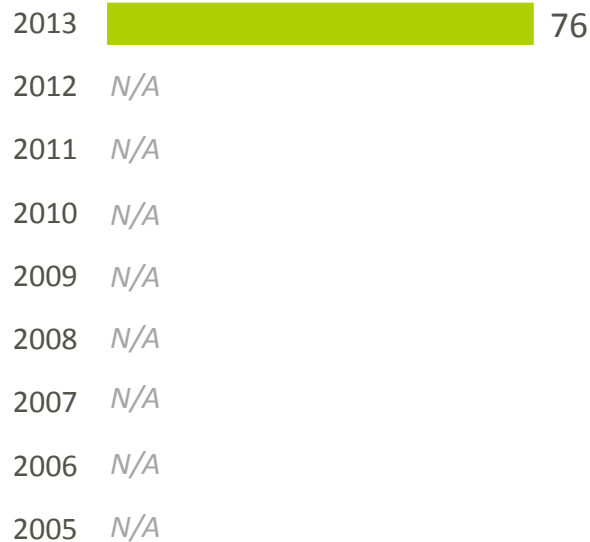
RESIDENT SATISFACTION



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction is relatively high.

- 76% are satisfied

Satisfaction is higher among those who have read or seen the City's update in the local newspaper, seniors and those in the West Ward.

There is most room to improve satisfaction among families with older children and those with a disability or impairment, followed by younger singles and couples.

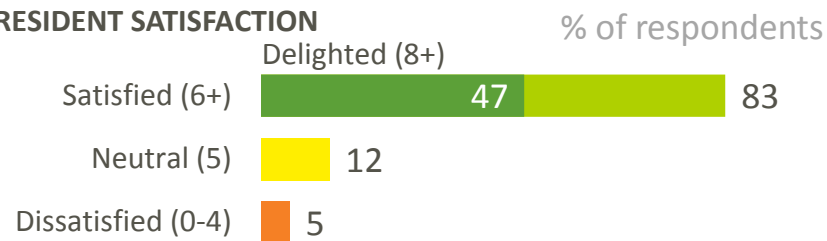
% of respondents	Delighted	Dissatisfied
Read / seen City's update	51% ▲	8%
Have not read / seen City's update	31%	11%
Younger singles / couples (18-34)	23% ▼	4%
Families with younger children (0-12)	43%	9%
Families with older children (13+)	33%	17% ▲
Older singles / couples (35-64)	44%	9%
Seniors (65+)	60% ▲	1%
Central Ward	42%	6%
East Ward	35%	11%
West Ward	53% ▲	9%
Disability or impairment	38%	19% ▲
Culturally and Linguistically Diverse	31%	11%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2013 n = 378)

Cockburn Soundings | Council's newsletter

RESIDENT SATISFACTION



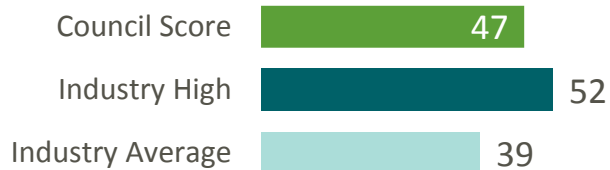
Satisfaction is high.

- 83% are satisfied

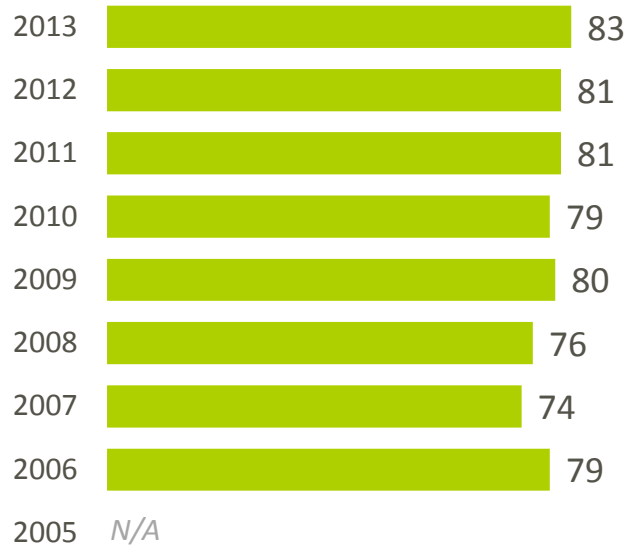
Satisfaction is higher among females.

There is most room to improve satisfaction among families with older children.

INDUSTRY STANDARDS



SATISFACTION HISTORY



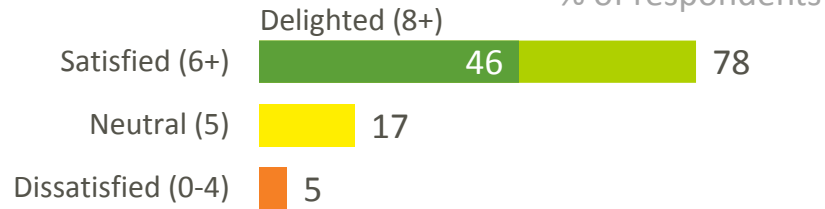
% of respondents	Delighted	Dissatisfied
Male	40%	6%
Female	53% ▲	4%
Younger singles / couples (18-34)	48%	5%
Families with younger children (0-12)	51%	2%
Families with older children (13+)	30% ▼	7%
Older singles / couples (35-64)	47%	9%
Seniors (65+)	60%	3%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2006 n = 391; 2007 n = 344; 2008 n = 384; 2009 n = 364; 2010 n = 345; 2011 n = 350; 2012 n = 352; 2013 n = 345)

Council's website

RESIDENT SATISFACTION

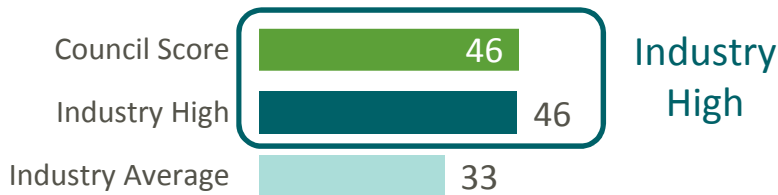


Satisfaction is relatively high.

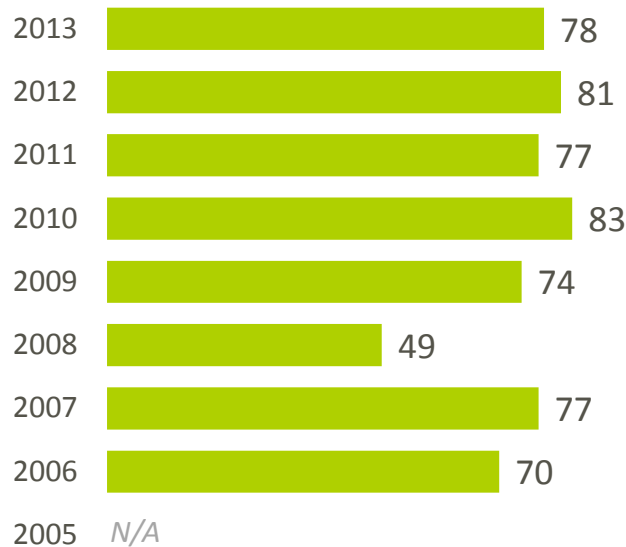
- 78% are satisfied

Satisfaction is higher among younger singles and couples.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)^	75% ▲	0%
Families with younger children (0-12)	40%	5%
Families with older children (13+)	42%	3%
Older singles / couples (35-64)	47%	6%
Seniors (65+)^	62%	8%

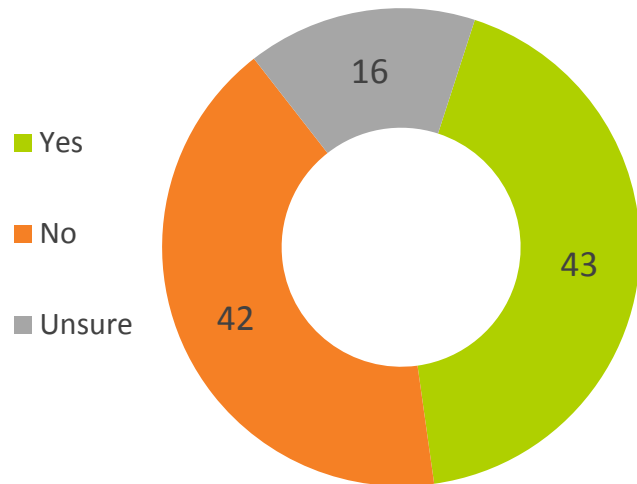
▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2006 n = 186; 2007 n = 124; 2008 n = 249; 2009 n = 174; 2010 n = 155; 2011 n = 210; 2012 n = 219; 2013 n = 204)

2013 wall calendar | distribution is up

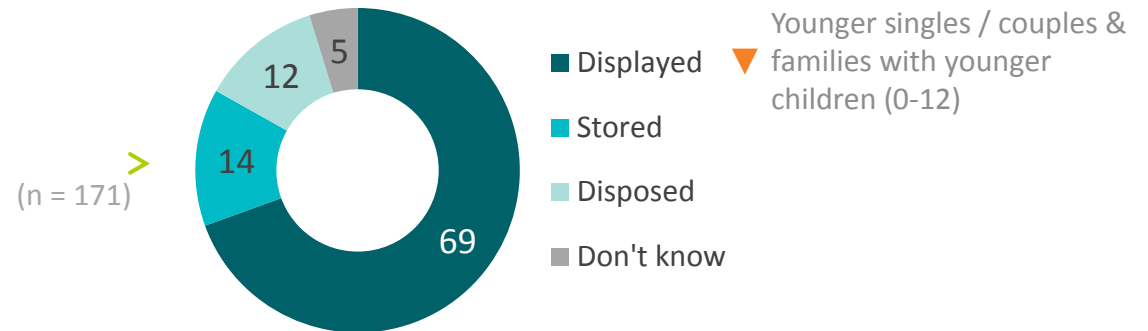
Has your household received a copy of the City of Cockburn's 2013 wall calendar?

% of respondents

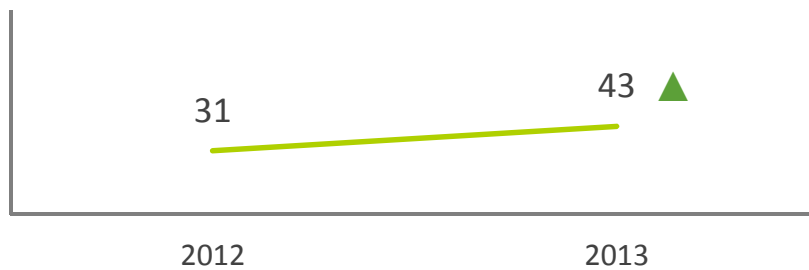


Have you displayed, store or disposed of your calendar?

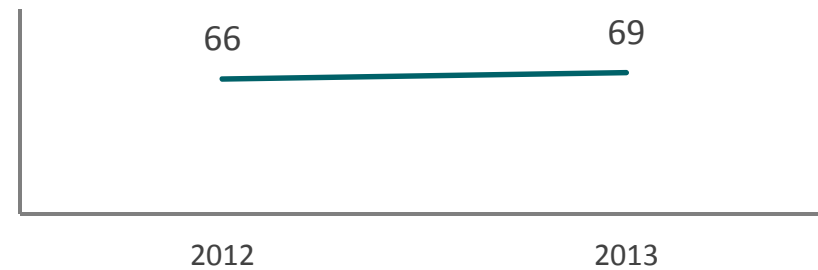
Base: respondents who received the calendar



HISTORY: % received calendar



HISTORY: % displayed calendar

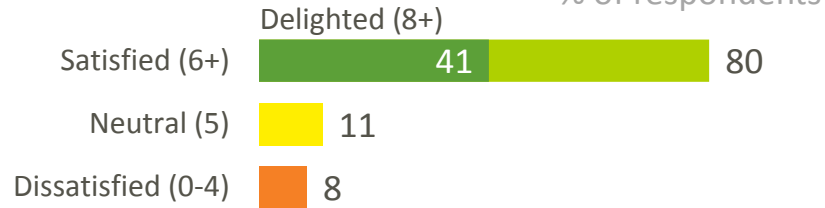


▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. Has your household received a copy of the City of Cockburn's 2013 wall calendar? Base: Those who provided a valid response (2012 n = 399; 2013 n = 399) Q. Have you displayed, store or disposed of your calendar? Base: Those who received the calendar and provided a valid response (2012 n = 125; 2013 n = 171)

Level of customer service

RESIDENT SATISFACTION



Satisfaction is at its highest point over the past eight years.

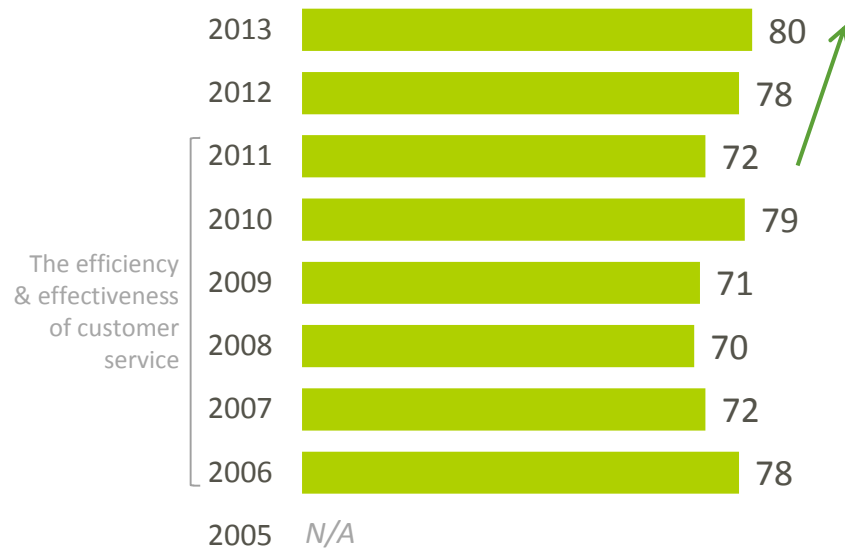
- 80% are satisfied

Satisfaction is higher among seniors and renters.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	46%	5%
Families with younger children (0-12)	37%	9%
Families with older children (13+)	30%	13%
Older singles / couples (35-64)	40%	7%
Seniors (65+)	62% ▲	6%
Own / paying mortgage	40%	9%
Rent	56% ▲	4%

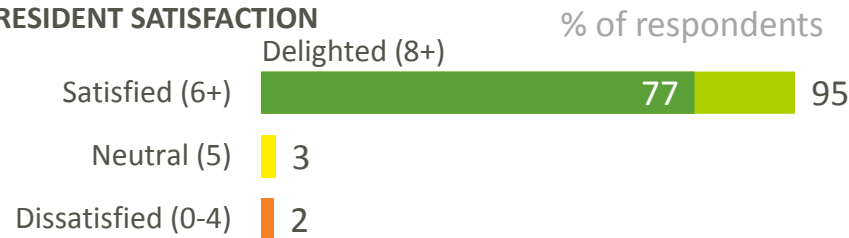
▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2006 n = 387; 2007 n = 301; 2008 n = 354; 2009 n = 334; 2010 n = 290; 2011 n = 298; 2012 n = 326; 2013 n = 330)

Environment

Rubbish and recycling collections, the green lid and yellow lid bins

RESIDENT SATISFACTION



Satisfaction is very high.

- 95% are satisfied

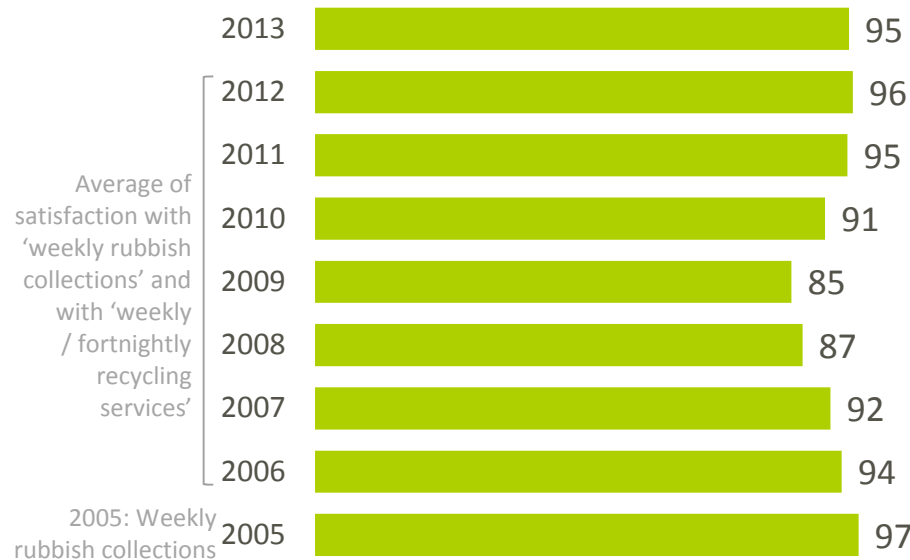
Satisfaction is higher among younger singles and couples, followed by seniors.

There is most room to improve satisfaction among those in the Central Ward.

INDUSTRY STANDARDS



SATISFACTION HISTORY



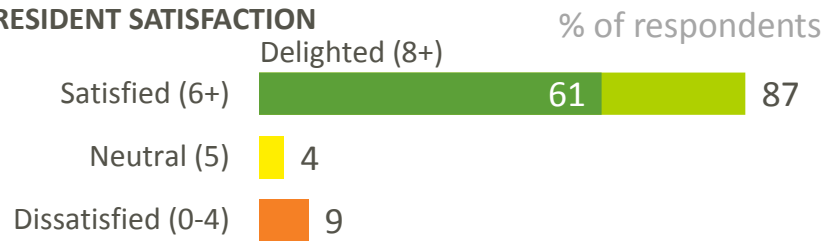
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	87% ▲	0%
Families with younger children (0-12)	75%	2%
Families with older children (13+)	71%	3%
Older singles / couples (35-64)	78%	1%
Seniors (65+)	82%	3%
Central Ward	70% ▼	3%
East Ward	81%	2%
West Ward	79%	2%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Rubbish - Residents 2005 n = 400; 2006 n = 400; 2007 n = 399; 2008 n = 404; 2009 n = 401; 2010 n = 398; 2011 n = 401; 2012 n = 398) & (Recycling - Residents 2006 n = 397; 2007 n = 399; 2008 n = 403; 2009 n = 396; 2010 n = 394; 2011 n = 393; 2012 n = 397) & (Rubbish and recycling - Residents 2013 n = 400)

Verge-side bulk rubbish collections

RESIDENT SATISFACTION



Satisfaction is at its highest point over the past nine years.

- 87% are satisfied

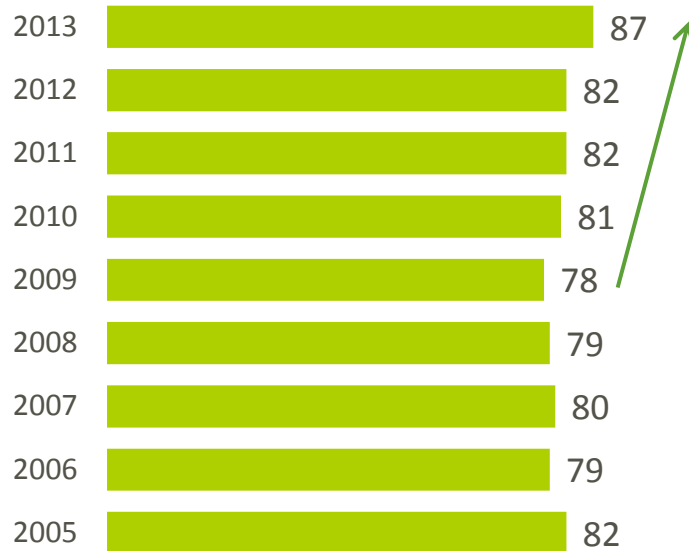
Satisfaction is higher among those in the West Ward.

There is most room to improve satisfaction among younger singles and couples, and families with older children.

INDUSTRY STANDARDS



SATISFACTION HISTORY



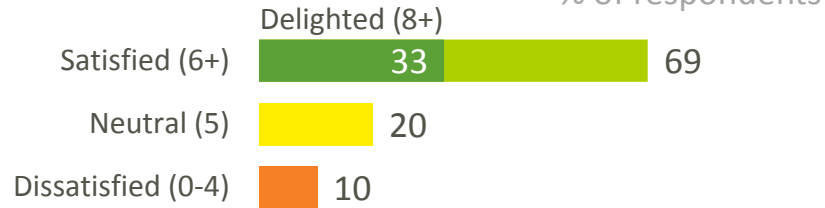
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	49% ▼	5%
Families with younger children (0-12)	65%	9%
Families with older children (13+)	56%	16% ▲
Older singles / couples (35-64)	63%	8%
Seniors (65+)	68%	4%
Central Ward	62%	9%
East Ward	56%	12%
West Ward	69% ▲	3%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 377; 2006 n = 377; 2007 n = 387; 2008 n = 402; 2009 n = 387; 2010 n = 380; 2011 n = 390; 2012 n = 389; 2013 n = 395)

Efforts to promote and adopt sustainable practices

RESIDENT SATISFACTION



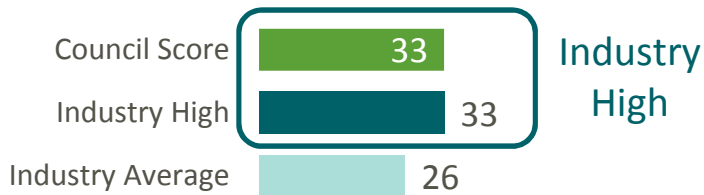
Satisfaction is moderate, up significantly from previous years.

- 69% are satisfied

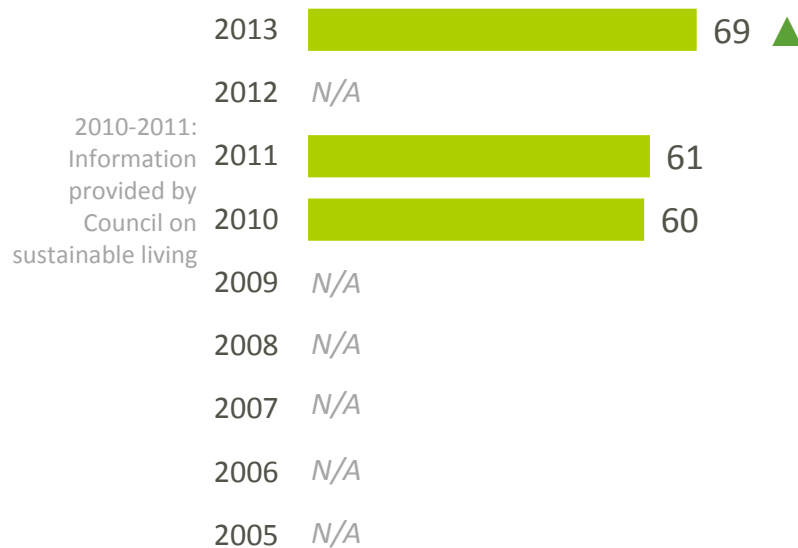
Satisfaction is higher among females and seniors.

There is most room to improve satisfaction among CaLD residents.

INDUSTRY STANDARDS



SATISFACTION HISTORY



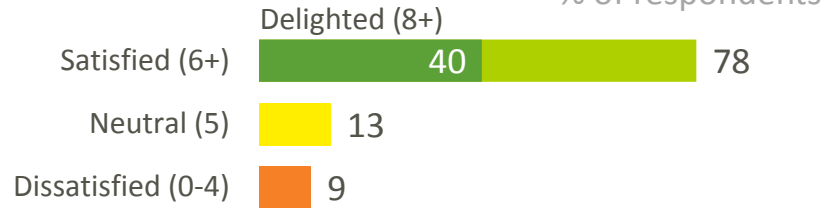
% of respondents	Delighted	Dissatisfied
Male	27%	12%
Female	38% ▲	9%
Younger singles / couples (18-34)	26%	0%
Families with younger children (0-12)	33%	12%
Families with older children (13+)	27%	16%
Older singles / couples (35-64)	27%	11%
Seniors (65+)	57% ▲	5%
Culturally and Linguistically Diverse	19% ▼	14%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2010 n = 284; 2011 n = 287; 2013 n = 295)

Conservation and environmental management

RESIDENT SATISFACTION

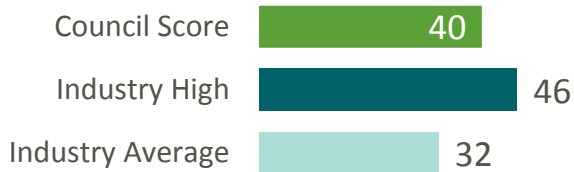


Satisfaction is relatively high

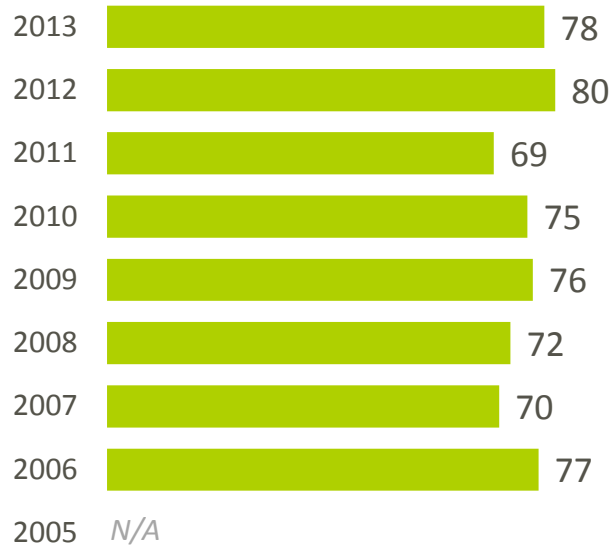
- 78% are satisfied

Satisfaction is higher among younger singles and couples, seniors and renters.

INDUSTRY STANDARDS



SATISFACTION HISTORY



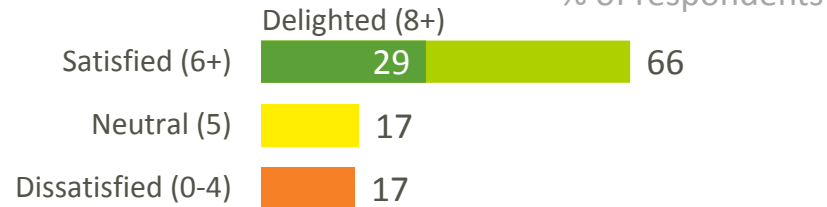
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	59% ▲	0%
Families with younger children (0-12)	38%	8%
Families with older children (13+)	31%	10%
Older singles / couples (35-64)	31%	13%
Seniors (65+)	53% ▲	12%
Own / paying mortgage	37%	8%
Rent	60% ▲	9%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2006 n = 385; 2007 n = 336; 2008 n = 370; 2009 n = 349; 2010 n = 334; 2011 n = 359; 2012 n = 367; 2013 n = 355)

How the coastal area is being planned, developed and managed

RESIDENT SATISFACTION

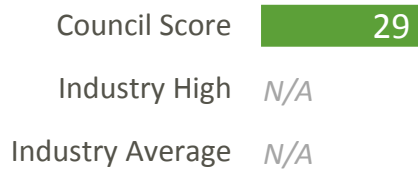


Satisfaction is moderate.

- 66% are satisfied
- 17% are dissatisfied

There is most room to improve satisfaction among home owners, families with older children and those with a disability or impairment.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	33%	8%
Families with younger children (0-12)	33%	17%
Families with older children (13+)	17% ▼	19%
Older singles / couples (35-64)	35%	18%
Seniors (65+)	31%	17%
Own / paying mortgage	29%	18% ▲
Rent	24%	8%
Disability or impairment	18%	25% ▲

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

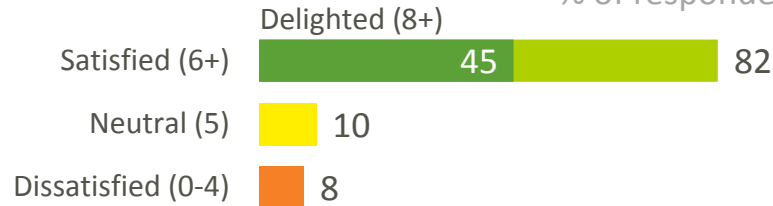
Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know".

Base: All respondents who provided a valid response (Residents 2011 n = 328; 2012 n = 353; 2013 n = 331)

Bush fire prevention and control

RESIDENT SATISFACTION

% of respondents

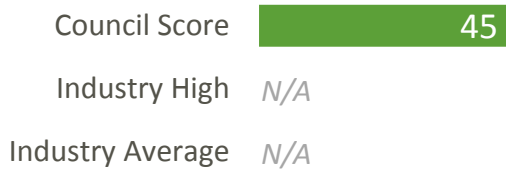


Satisfaction is high.

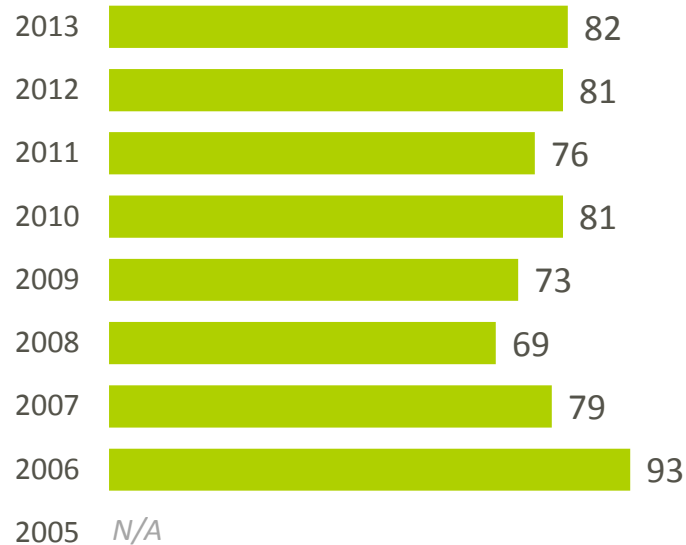
- 82% are satisfied

Views are similar across the community.

INDUSTRY STANDARDS



SATISFACTION HISTORY

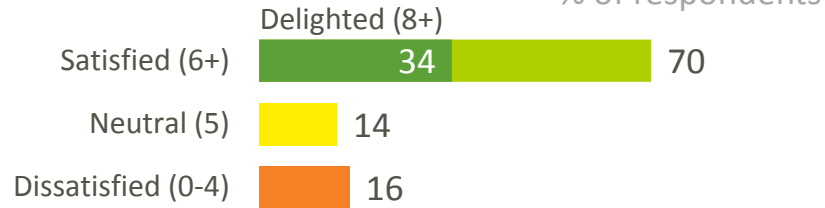


▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2006 n = 334; 2007 n = 228; 2008 n = 318; 2009 n = 274; 2010 n = 243; 2011 n = 251; 2012 n = 316; 2013 n = 299)

Issues relating to noise, dust, odour and emissions

RESIDENT SATISFACTION

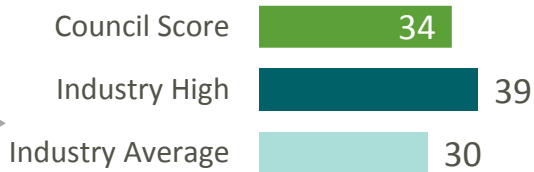


Satisfaction continues to be high.

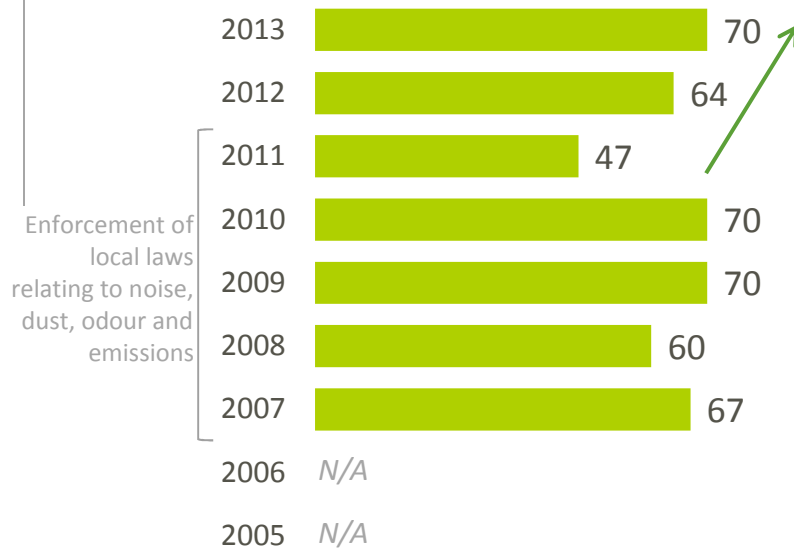
- 70% are satisfied
- 16% are dissatisfied

Satisfaction is higher among younger singles and couples, and seniors.

INDUSTRY STANDARDS



SATISFACTION HISTORY



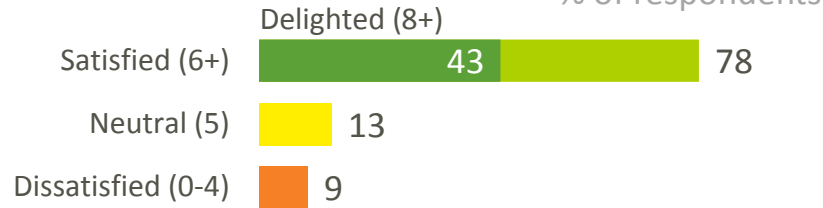
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	49% ▲	9%
Families with younger children (0-12)	33%	19%
Families with older children (13+)	26%	18%
Older singles / couples (35-64)	27%	21%
Seniors (65+)	52% ▲	9%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2007 n = 257; 2008 n = 335; 2009 n = 300; 2010 n = 282; 2011 n = 294; 2012 n = 351; 2013 n = 358)

Domestic animal control (such as dogs and cats)

RESIDENT SATISFACTION

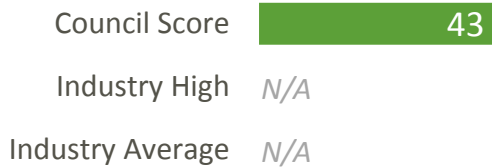


Satisfaction is relatively high.

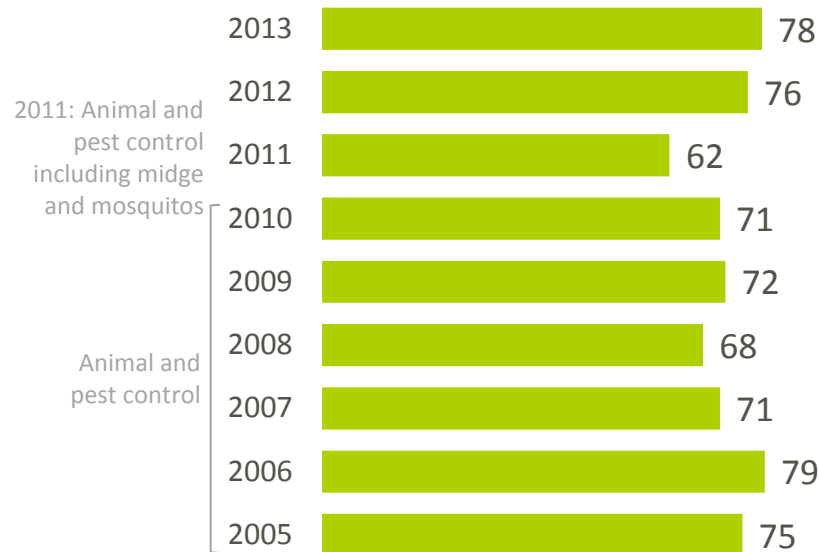
- 78% are satisfied

Satisfaction is higher among younger singles and couples, followed by seniors.

INDUSTRY STANDARDS



SATISFACTION HISTORY



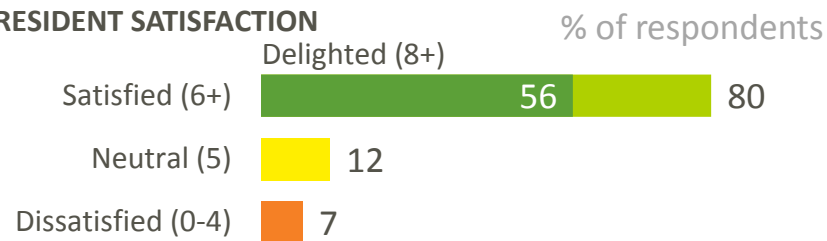
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	50% ▲	0%
Families with younger children (0-12)	42%	6%
Families with older children (13+)	36%	10%
Older singles / couples (35-64)	39%	12%
Seniors (65+)	46%	11%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 363; 2006 n = 351; 2007 n = 310; 2008 n = 345 2009 n = 324; 2010 n = 289; 2011 n = 314; 2012 n = 354; 2013 n = 343)

Feral animal control (such as foxes and rabbits)

RESIDENT SATISFACTION

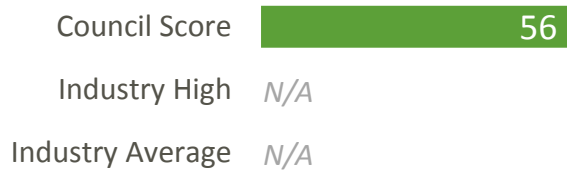


Satisfaction is high.

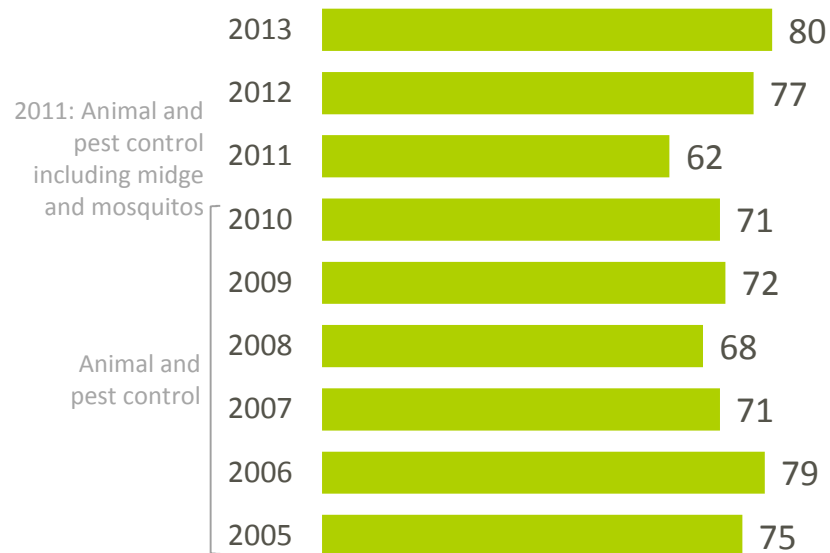
- 80% are satisfied

Satisfaction is higher among younger singles and couples.

INDUSTRY STANDARDS



SATISFACTION HISTORY



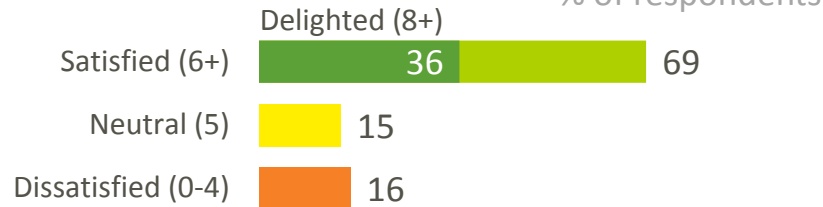
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	80% ▲	0%
Families with younger children (0-12)	51%	8%
Families with older children (13+)	55%	11%
Older singles / couples (35-64)	45%	8%
Seniors (65+)^	52%	3%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 363; 2006 n = 351; 2007 n = 310; 2008 n = 345 2009 n = 324; 2010 n = 289; 2011 n = 314; 2012 n = 276; 2013 n = 256)

Midge control

RESIDENT SATISFACTION



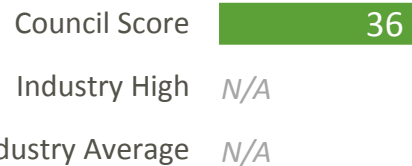
Satisfaction is moderate.

- 69% are satisfied
- 16% are dissatisfied

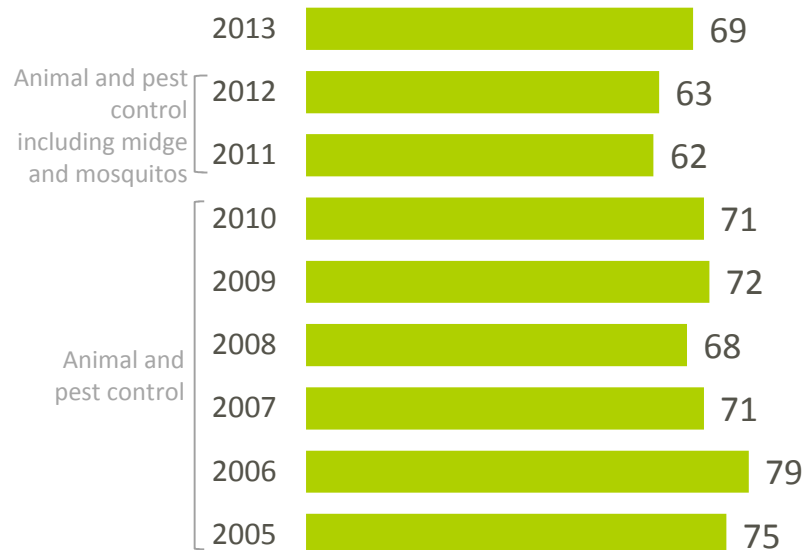
Satisfaction is higher among males, seniors and those in the West Ward.

There is most room to improve satisfaction among families with older children, followed by those with younger children.

INDUSTRY STANDARDS



SATISFACTION HISTORY



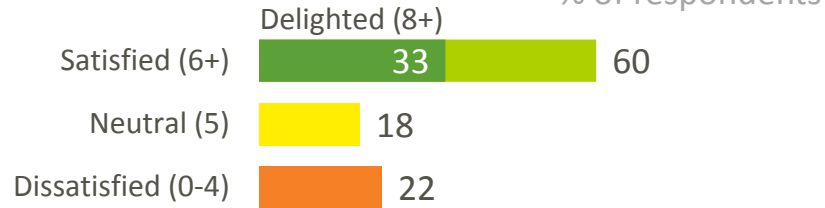
% of respondents	Delighted	Dissatisfied
Male	43% ▲	15%
Female	28%	17%
Younger singles / couples (18-34)	40%	0%
Families with younger children (0-12)	31%	21% ▲
Families with older children (13+)	25%	34% ▲
Older singles / couples (35-64)	39%	8%
Seniors (65+)	53% ▲	8%
Central Ward	36%	14%
East Ward	30%	22%
West Ward	48% ▲	7%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 363; 2006 n = 351; 2007 n = 310; 2008 n = 345 2009 n = 324; 2010 n = 289; 2011 n = 314; 2012 n = 311; 2013 n = 280)

Mosquito control

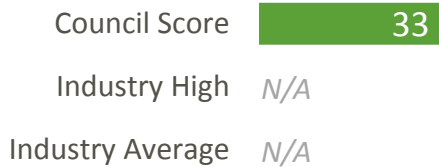
RESIDENT SATISFACTION



Satisfaction is moderate.

- 60% are satisfied
- 22% are dissatisfied

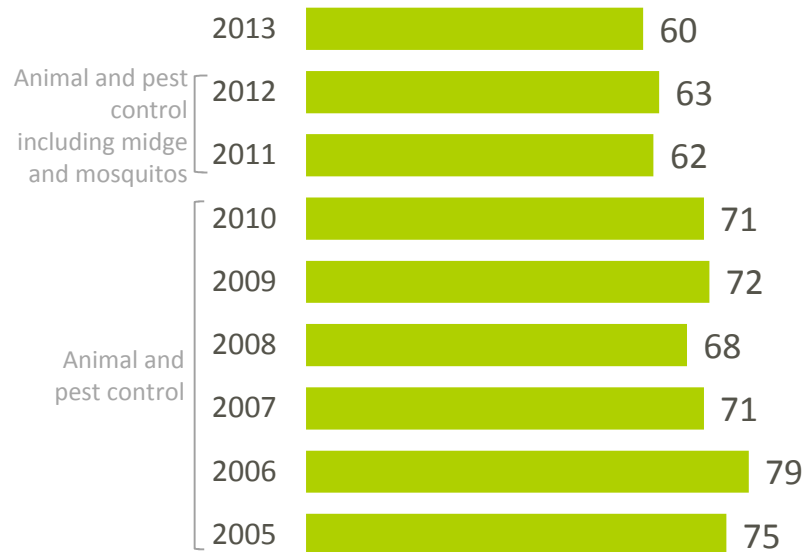
INDUSTRY STANDARDS



Satisfaction is higher among seniors and those in the West Ward.

There is most room to improve satisfaction among those with children living at home.

SATISFACTION HISTORY



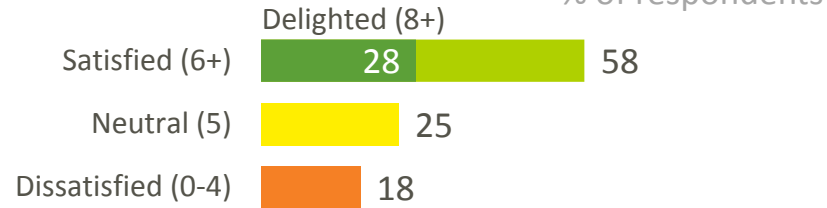
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	34%	21%
Families with younger children (0-12)	22%	27% ▲
Families with older children (13+)	33%	29% ▲
Older singles / couples (35-64)	35%	19%
Seniors (65+)	49% ▲	11%
Central Ward	25%	25%
East Ward	35%	24%
West Ward	40% ▲	14%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 363; 2006 n = 351; 2007 n = 310; 2008 n = 345 2009 n = 324; 2010 n = 289; 2011 n = 314; 2012 n = 332; 2013 n = 307)

Planning and building approvals

RESIDENT SATISFACTION

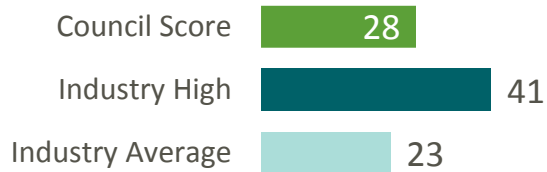


Satisfaction is moderate.

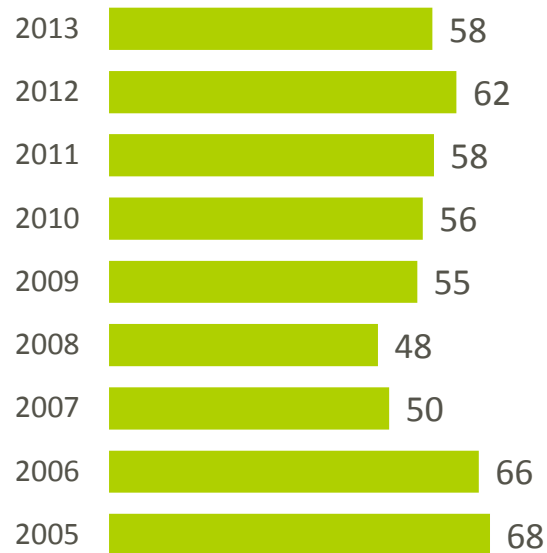
- 58% are satisfied
- 18% are dissatisfied

Satisfaction is higher among home owners.

INDUSTRY STANDARDS



SATISFACTION HISTORY



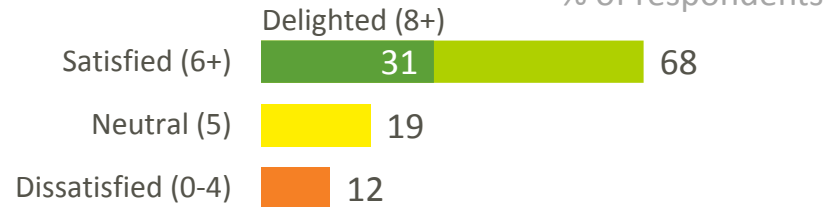
% of respondents	Delighted	Dissatisfied
Own / paying mortgage	28% ▲	17%
Rent^	12%	23%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 316; 2006 n = 324; 2007 n = 226; 2008 n = 316; 2009 n = 255; 2010 n = 232; 2011 n = 226; 2012 n = 269; 2013 n = 220)

How local history and heritage is preserved and promoted

RESIDENT SATISFACTION



Satisfaction is moderate.

- 68% are satisfied

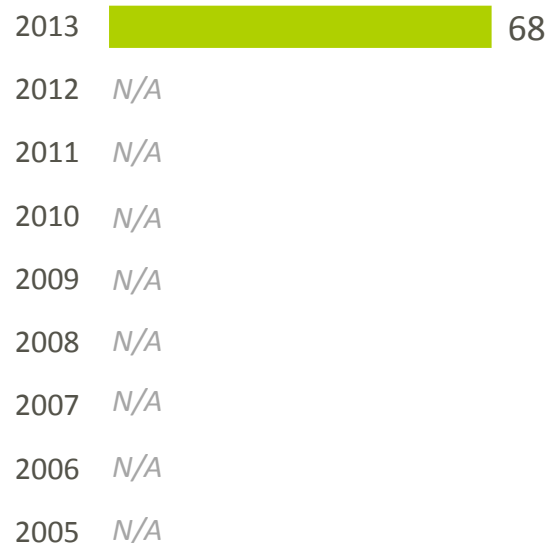
Satisfaction is higher among seniors and those in the West Ward.

There is most room to improve satisfaction among families with older children, followed by those with younger children.

INDUSTRY STANDARDS



SATISFACTION HISTORY



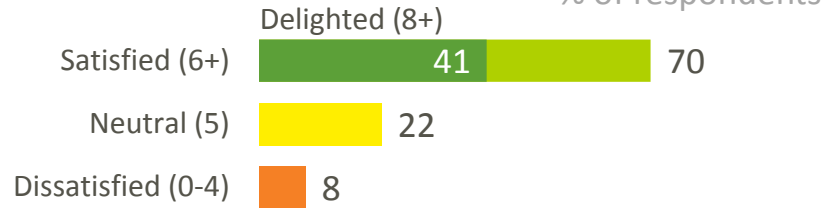
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	31%	0%
Families with younger children (0-12)	31%	15% ▲
Families with older children (13+)	19%	21% ▲
Older singles / couples (35-64)	30%	9%
Seniors (65+)	47% ▲	7%
Central Ward	27%	10%
East Ward	27%	14%
West Ward	41% ▲	11%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2013 n = 307)

Access to housing that meets your needs

RESIDENT SATISFACTION



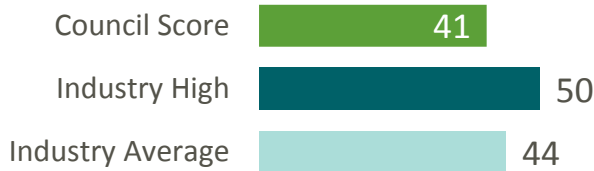
Satisfaction is relatively high.

- 70% are satisfied

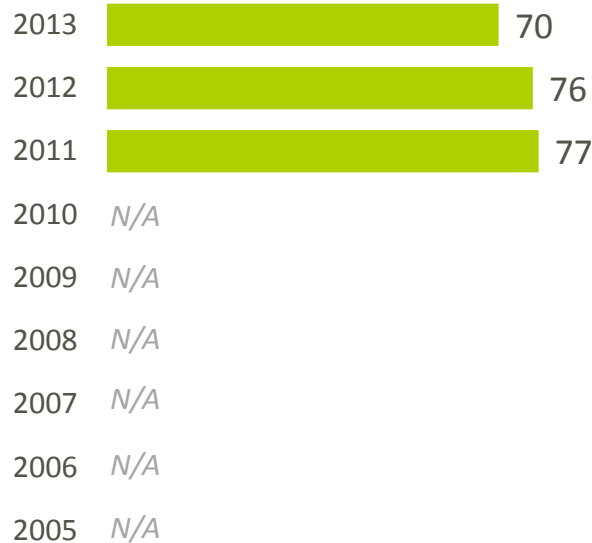
Satisfaction is higher among seniors.

There is most room to improve satisfaction among families with older children and those in the West Ward.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	38%	5%
Families with younger children (0-12)	37%	8%
Families with older children (13+)	36%	16% ▲
Older singles / couples (35-64)	37%	4%
Seniors (65+)	63% ▲	12%
Central Ward	42%	11%
East Ward	45%	6%
West Ward	29% ▼	9%

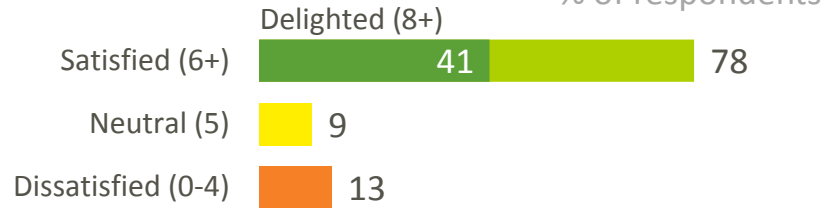
▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know".

Base: All respondents who provided a valid response (Residents 2011 n = 316; 2012 n = 323; 2013 n = 265)

The general appearance of the local area

RESIDENT SATISFACTION



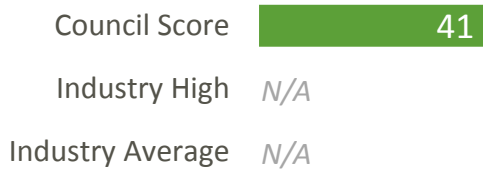
Satisfaction is relatively high.

- 78% are satisfied

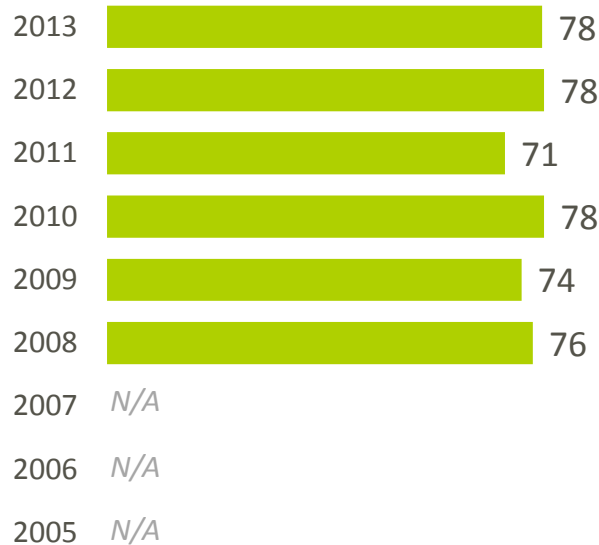
Satisfaction is higher among seniors and renters.

There is most room to improve satisfaction among those in the Central and West Wards.

INDUSTRY STANDARDS



SATISFACTION HISTORY



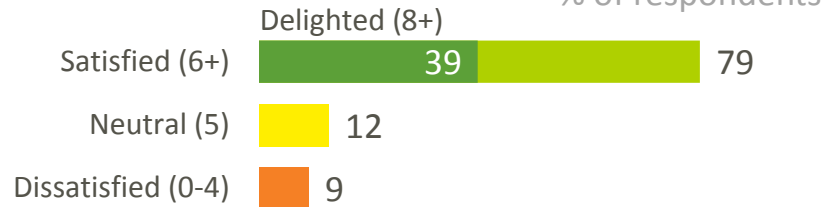
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	46%	13%
Families with younger children (0-12)	42%	18%
Families with older children (13+)	38%	11%
Older singles / couples (35-64)	31%	12%
Seniors (65+)	52% ▲	7%
Own / paying mortgage	39%	13%
Rent	59% ▲	20%
Central Ward	40%	20% ▲
East Ward	50%	8%
West Ward	26% ▼	15%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2008 n = 403; 2009 n = 398; 2010 n = 396; 2011 n = 399; 2012 n = 398; 2013 n = 398)

Graffiti removal services

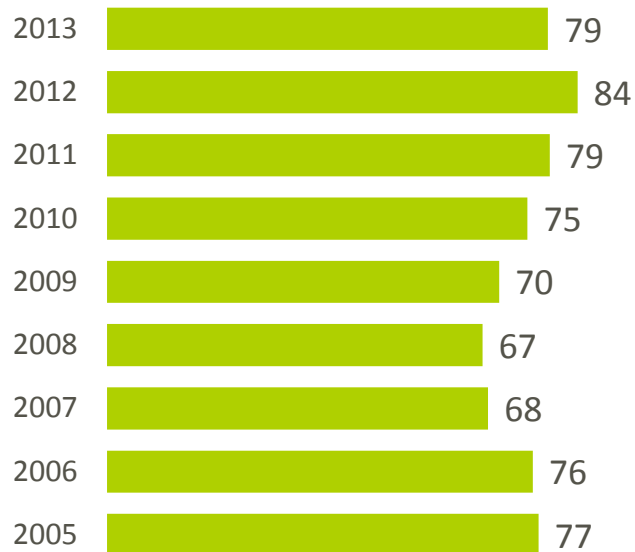
RESIDENT SATISFACTION



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction is relatively high.

- 79% are satisfied

Satisfaction is higher among seniors.

There is most room to improve satisfaction among families with older children and those with a disability or impairment.

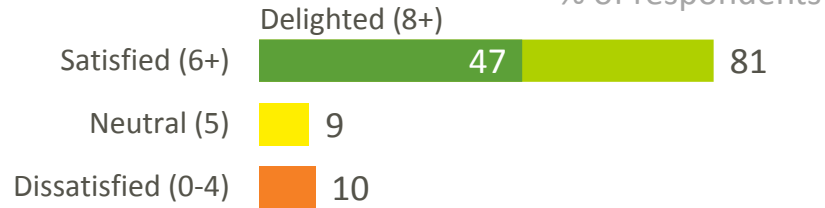
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	42%	6%
Families with younger children (0-12)	33%	7%
Families with older children (13+)	31%	15% ▲
Older singles / couples (35-64)	46%	4%
Seniors (65+)	52% ▲	6%
Central Ward	39%	8%
East Ward	39%	7%
West Ward	39%	14%
Disability or impairment	40%	21% ▲

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 344; 2006 n = 348; 2007 n = 298; 2008 n = 342; 2009 n = 325; 2010 n = 306; 2011 n = 286; 2012 n = 315; 2013 n = 304)

Maintenance of local roads

RESIDENT SATISFACTION



Satisfaction is high.

- 81% are satisfied

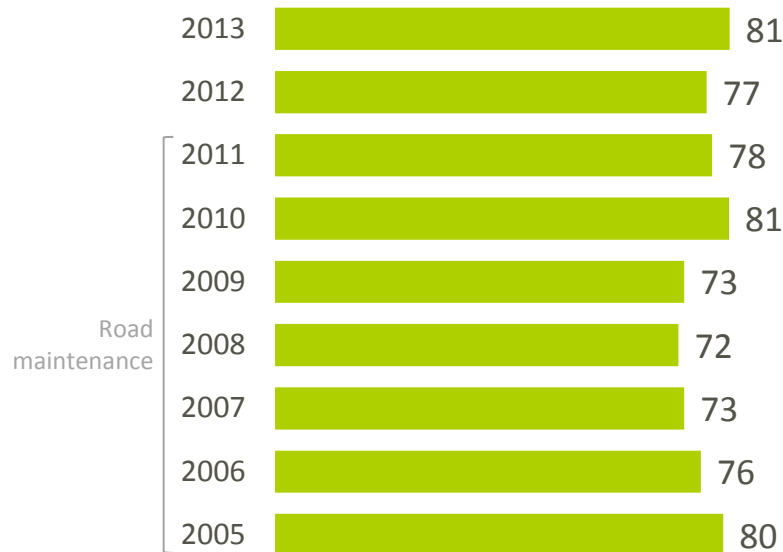
Satisfaction is higher among younger singles and couples, and those in the West Ward.

There is most room to improve satisfaction among families with older children.

INDUSTRY STANDARDS



SATISFACTION HISTORY



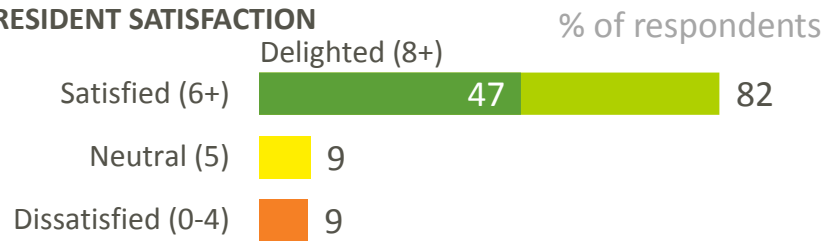
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	70% ▲	5%
Families with younger children (0-12)	42%	11%
Families with older children (13+)	32%	16% ▲
Older singles / couples (35-64)	46%	6%
Seniors (65+)	57%	7%
Central Ward	44%	9%
East Ward	41%	14%
West Ward	62% ▲	3%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 400; 2006 n = 398; 2007 n = 388; 2008 n = 399; 2009 n = 396; 2010 n = 392; 2011 n = 384; 2012 n = 394; 2013 n = 389)

Street lighting

RESIDENT SATISFACTION

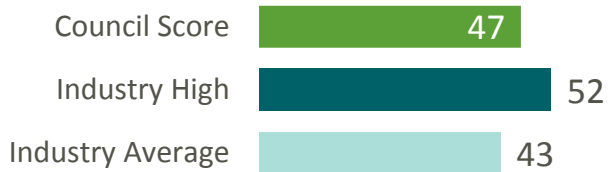


Satisfaction is high.

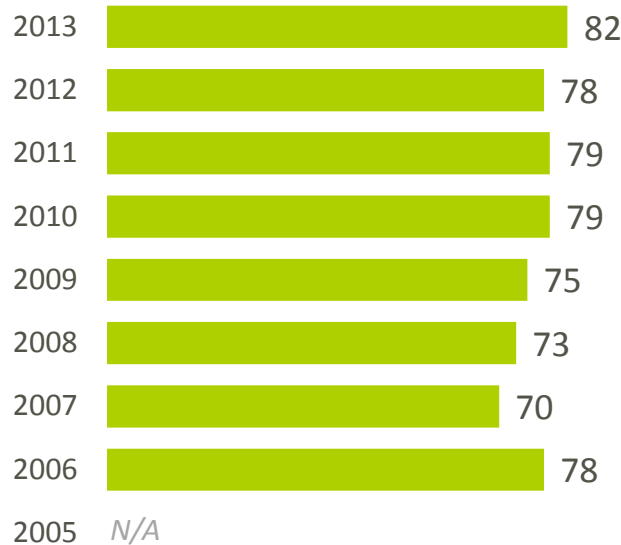
- 82% are satisfied

Satisfaction is higher among seniors.

INDUSTRY STANDARDS



SATISFACTION HISTORY



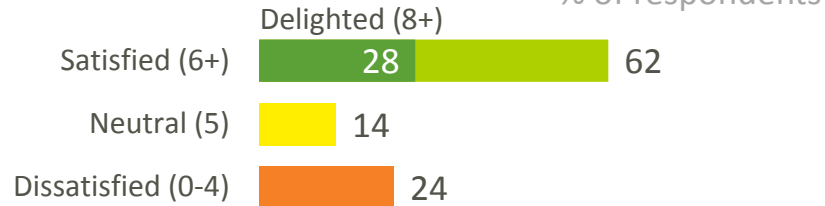
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	37%	0%
Families with younger children (0-12)	45%	10%
Families with older children (13+)	42%	12%
Older singles / couples (35-64)	45%	11%
Seniors (65+)	60% ▲	6%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

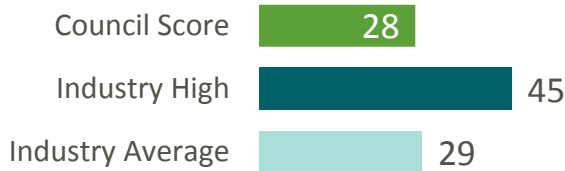
Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2006 n = 396; 2007 n = 394; 2008 n = 404; 2009 n = 397; 2010 n = 396; 2011 n = 395; 2012 n = 394; 2013 n = 397)

The management and control of traffic on local roads

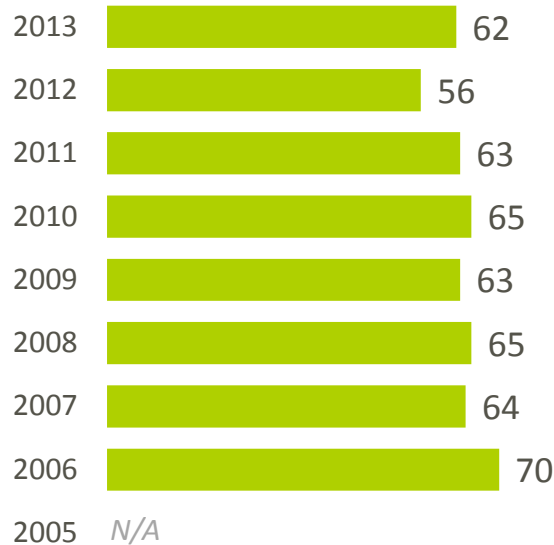
RESIDENT SATISFACTION



INDUSTRY STANDARDS



SATISFACTION HISTORY



With moderate satisfaction, this area has been identified as a key priority area for improvement.

- 62% are satisfied
- 24% are dissatisfied

Satisfaction is higher among renters.

There is most room to improve satisfaction among those in the East Ward and families with older children, followed by those with younger children, and younger singles / couples.

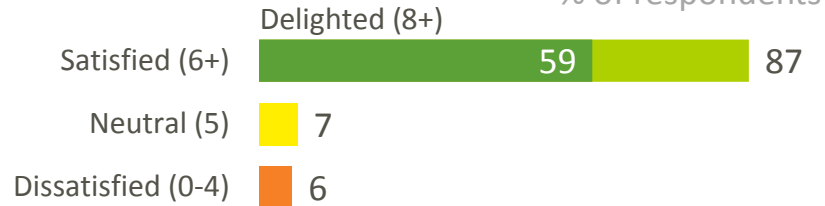
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	29%	28% ▲
Families with younger children (0-12)	24%	28% ▲
Families with older children (13+)	26%	31% ▲
Older singles / couples (35-64)	29%	14%
Seniors (65+)	34%	16%
Own / paying mortgage	25%	26%
Rent	51% ▲	13%
Central Ward	36%	7%
East Ward	19%	38% ▲
West Ward	36%	15%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2006 n = 392; 2007 n = 378; 2008 n = 392; 2009 n = 376; 2010 n = 375; 2011 n = 376; 2012 n = 387; 2013 n = 374)

Playgrounds, parks and sporting ovals

RESIDENT SATISFACTION



Satisfaction is high.

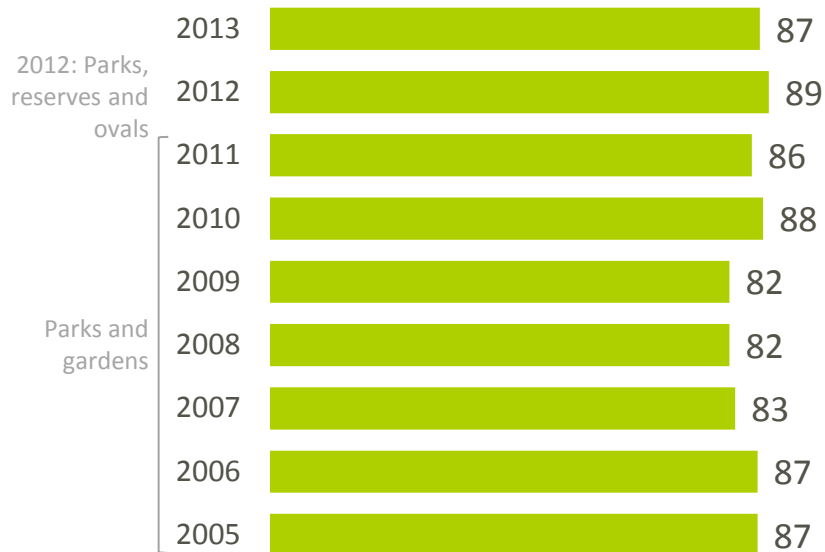
- 87% are satisfied

Satisfaction is higher among younger singles and couples, and seniors.

INDUSTRY STANDARDS



SATISFACTION HISTORY



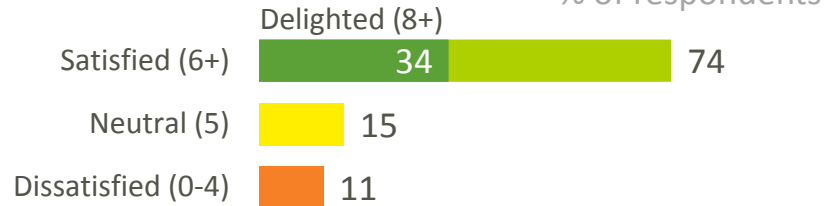
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	73% ▲	5%
Families with younger children (0-12)	55%	7%
Families with older children (13+)	52%	7%
Older singles / couples (35-64)	59%	5%
Seniors (65+)	72% ▲	0%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 397; 2006 n = 398; 2007 n = 389; 2008 n = 403; 2009 n = 396; 2010 n = 387; 2011 n = 392; 2012 n = 391; 2013 n = 389)

Streetscapes

RESIDENT SATISFACTION



Satisfaction is relatively high, however this has been identified as a key area for improvement.

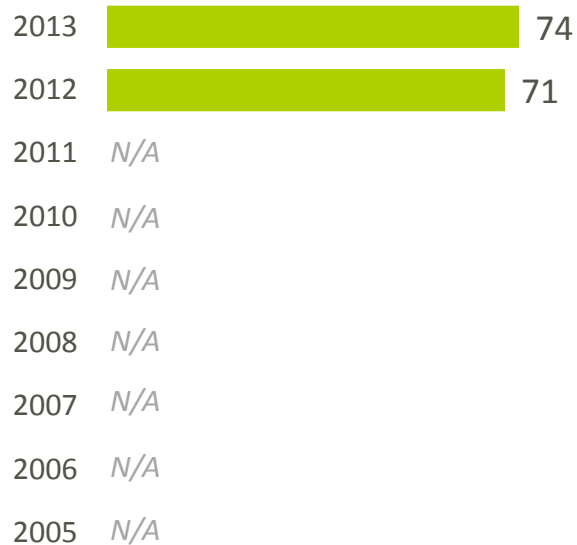
- 74% are satisfied

Satisfaction is higher among younger singles and couples, and seniors.

INDUSTRY STANDARDS



SATISFACTION HISTORY



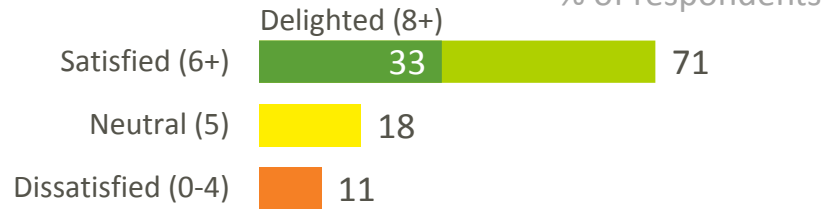
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	46% ▲	0%
Families with younger children (0-12)	26%	16%
Families with older children (13+)	32%	12%
Older singles / couples (35-64)	32%	14%
Seniors (65+)	43% ▲	6%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2012 n = 376; 2013 n = 369)

Community buildings, hall and toilets

RESIDENT SATISFACTION



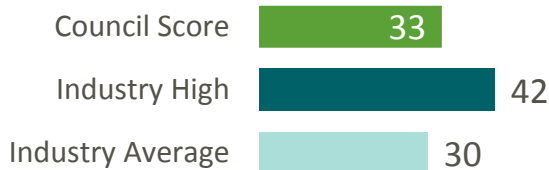
Satisfaction is relatively high.

- 71% are satisfied

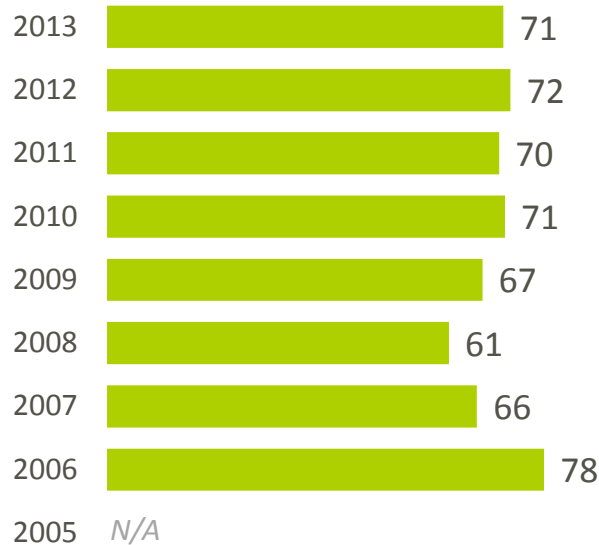
Satisfaction is higher among younger singles and couples, older singles and couples, and seniors.

There is most room to improve satisfaction among those in the Central Ward and families with older children.

INDUSTRY STANDARDS



SATISFACTION HISTORY



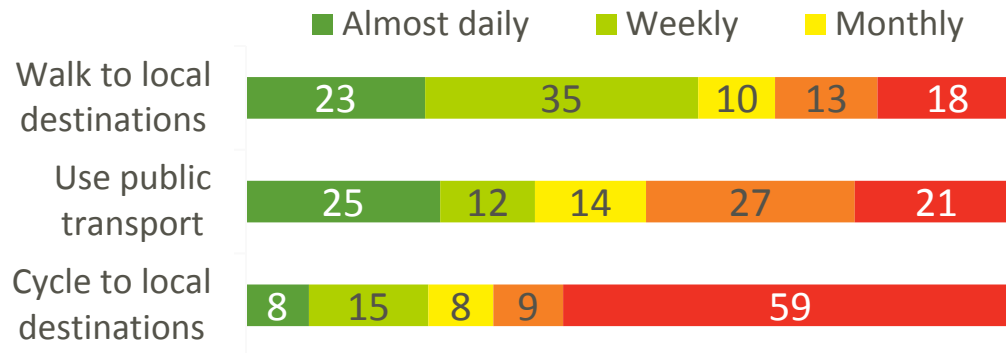
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	48% ▲	5%
Families with younger children (0-12)	29%	10%
Families with older children (13+)	22%	18% ▲
Older singles / couples (35-64)	37% ▲	10%
Seniors (65+)	42% ▲	7%
Central Ward	33%	19% ▲
East Ward	32%	9%
West Ward	33%	6%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2006 n = 349; 2007 n = 325; 2008 n = 369; 2009 n = 324; 2010 n = 311; 2011 n = 322; 2012 n = 339; 2013 n = 329)

Frequency of using alternative transport

% of respondents



Overall, 58% of households have someone who walks to local destinations instead of driving and 23% have someone who cycles on a weekly basis or more often.

Over 1 in 3 residents use public transport weekly or more often.

A campaign may be needed to encourage seniors to use alternative forms of transport. They are the least likely to walk, cycle or use public transport.

% of respondents	Walk to local destinations		Public transport		Cycle	
	Daily / weekly	Never	Daily / weekly	Never	Daily / weekly	Never
Male	59%	18%	39%	20%	25%	53%
Female	58%	18%	36%	23%	22%	65% ▲
Younger singles / couples (18-34)	68%	8%	58% ▲	4%	12%	61%
Families with younger children (0-12)	63%	16%	30%	28%	29% ▲	45%
Families with older children (13+)	62%	15%	58% ▲	10%	31% ▲	56%
Older singles / couples (35-64)	57%	14%	30%	22%	28% ▲	57%
Seniors (65+)	40% ▼	44% ▲	19%	37% ▲	11%	84% ▲
Own / paying mortgage	58%	18%	35%	22%	22%	57%
Rent	67%	18%	37%	20%	33%	63%
Central Ward	58%	17%	29%	22%	22%	63%
East Ward	56%	18%	41% ▲	18%	22%	58%
West Ward	64%	19%	39%	26%	29%	57%
Disability or impairment	63%	17%	46%	22%	22%	66%
Culturally and Linguistically Diverse	63%	10%	48%	20%	19%	62%

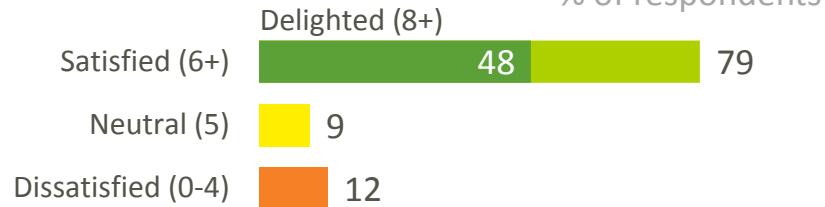
▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. How often do people in your household:

Base: All respondents who provided a valid response, excludes unsure (n = 400)

Access to public transport

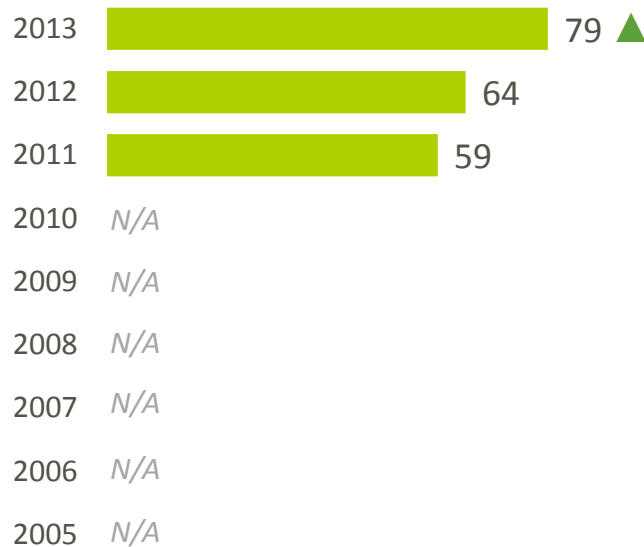
RESIDENT SATISFACTION



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction is relatively high, up significantly from last year.

- 79% are satisfied

Satisfaction is higher among younger singles and couples, and those in the West Ward.

There is most room to improve satisfaction among frequent users of public transport, families with older children, those in the East Ward and those with a disability or impairment.

% of respondents	Delighted	Dissatisfied
Frequent users (daily / weekly)	53%	18% ▲
Infrequent users (monthly or less)	47%	9%
Never use public transport	43%	8%
Younger singles / couples (18-34)	61% ▲	5%
Families with younger children (0-12)	51%	9%
Families with older children (13+)	37%	21% ▲
Older singles / couples (35-64)	48%	11%
Seniors (65+)	51%	11%
Central Ward	46%	8%
East Ward	44%	19% ▲
West Ward	61% ▲	4%
Disability or impairment	45%	25% ▲
Culturally and Linguistically Diverse	43%	14%

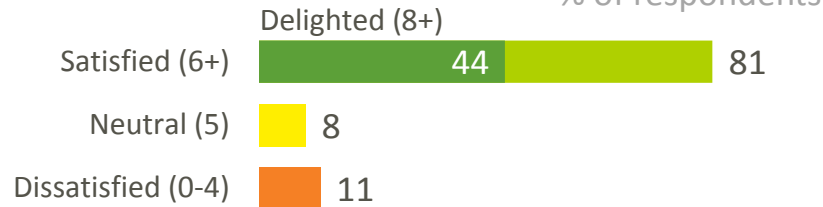
▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know".

Base: All respondents who provided a valid response (Residents 2011 n = 381; 2012 n = 379; 2013 n = 376)

Footpaths and cycleways

RESIDENT SATISFACTION

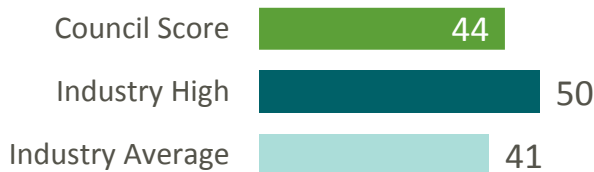


Satisfaction is high.

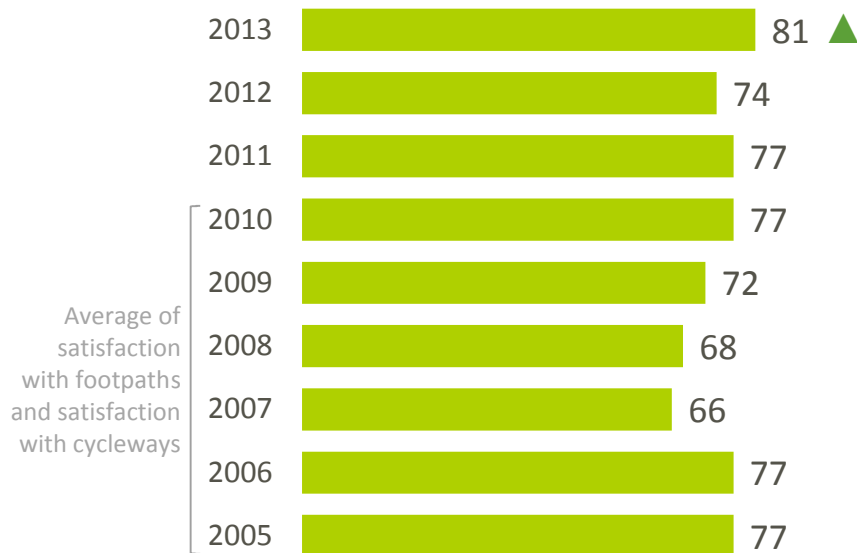
- 81% are satisfied

There is most room to improve satisfaction among those with children living at home.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Walk frequently (daily / weekly)	45%	11%
Walk infrequently (monthly or less)	43%	11%
Never walk instead of drive	40%	10%
Cycle frequently (daily / weekly)	43%	14%
Cycle infrequently (monthly or less)	41%	12%
Never cycle instead of drive	45%	9%
Younger singles / couples (18-34)	48%	4%
Families with younger children (0-12)	44%	15% ▲
Families with older children (13+)	37%	13% ▲
Older singles / couples (35-64)	45%	11%
Seniors (65+)	44%	8%

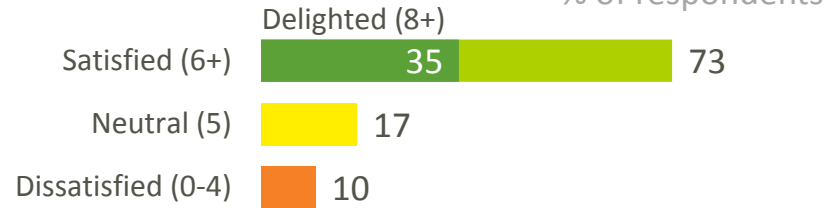
▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Footpaths - Residents 2005 n = 390; 2006 n = 392; 2007 n = 392; 2008 n = 397; 2009 n = 389; 2010 n = 377) & (Cycleways - Residents 2005 n = 320; 2006 n = 335; 2007 n = 316; 2008 n = 360; 2009 n = 342; 2010 n = 328) & (Footpaths and cycleways - Residents 2011 n = 386; 2012 n = 390; 2013 n = 384)

Social

Facilities and services for youth

RESIDENT SATISFACTION



Satisfaction is relatively high.

- 73% are satisfied

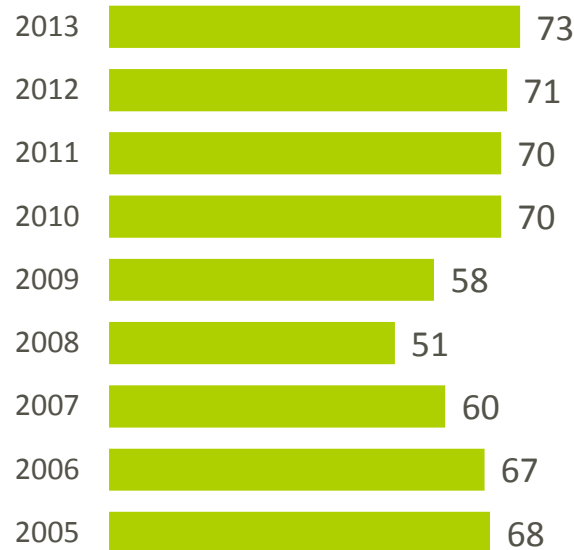
Satisfaction is higher among younger singles and couples, and renters.

There is most room to improve satisfaction among those in the West Ward, and families with older children.

INDUSTRY STANDARDS



SATISFACTION HISTORY



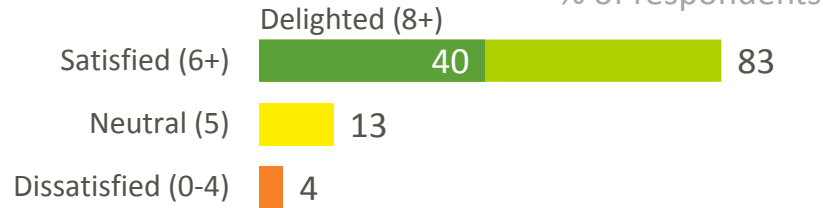
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	50% ▲	11%
Families with younger children (0-12)	32%	8%
Families with older children (13+)	23% ▼	10%
Older singles / couples (35-64)	39%	10%
Seniors (65+)	47%	9%
Own / paying mortgage	33%	9%
Rent	56% ▲	13%
Central Ward	38%	7%
East Ward	36%	7%
West Ward	32%	19% ▼

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 251; 2006 n = 291; 2007 n = 279; 2008 n = 324; 2009 n = 295; 2010 n = 277; 2011 n = 307; 2012 n = 332; 2013 n = 300)

Facilities and services for families and children

RESIDENT SATISFACTION

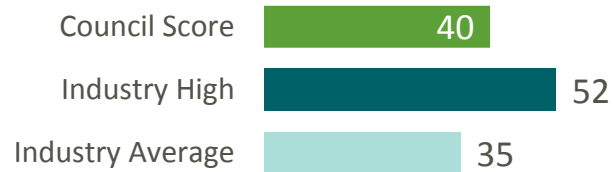


Satisfaction is high.

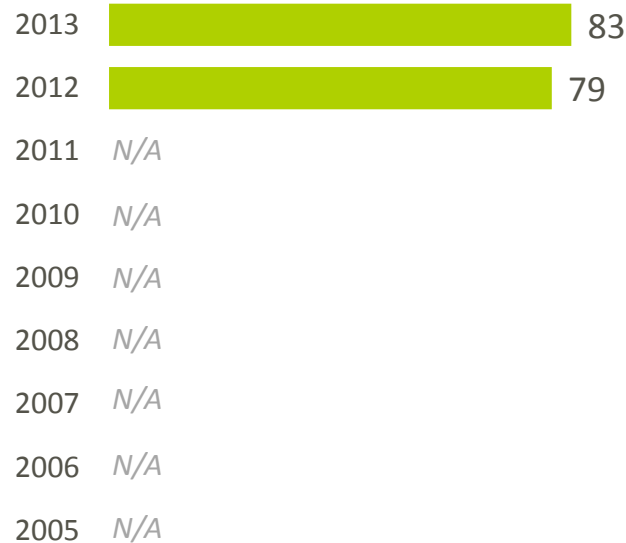
- 83% are satisfied

Satisfaction is higher among younger singles and couples, and seniors.

INDUSTRY STANDARDS



SATISFACTION HISTORY



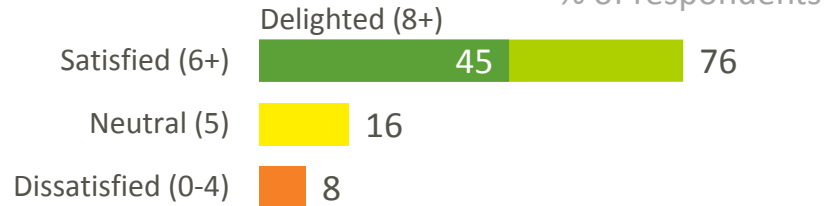
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	49% ▲	0%
Families with younger children (0-12)	38%	7%
Families with older children (13+)	30%	6%
Older singles / couples (35-64)	35%	3%
Seniors (65+)	54% ▲	2%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (2012 n = 351; 2013 n = 323)

Facilities, services and care available for seniors

RESIDENT SATISFACTION

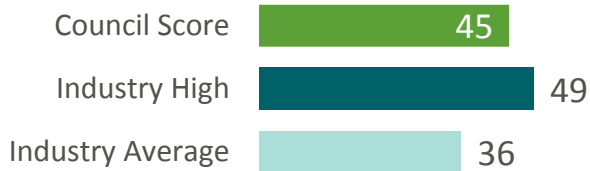


Satisfaction is relatively high.

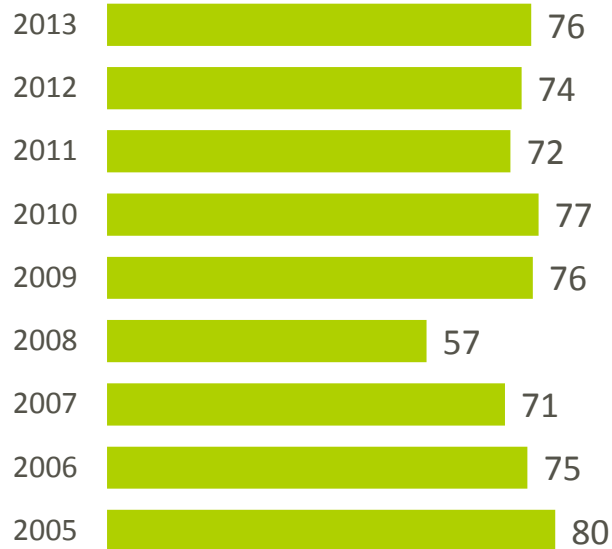
- 76% are satisfied

Satisfaction is higher among seniors.

INDUSTRY STANDARDS



SATISFACTION HISTORY



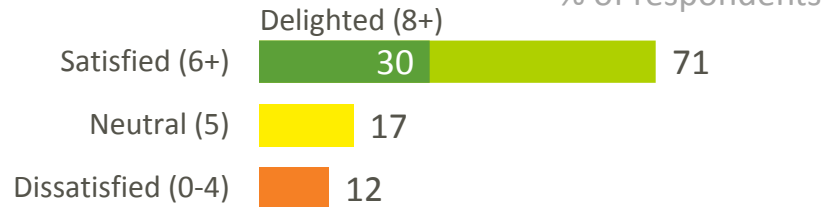
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)^	52%	0%
Families with younger children (0-12)	33%	7%
Families with older children (13+)	39%	11%
Older singles / couples (35-64)	42%	12%
Seniors (65+)	60% ▲	9%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 178; 2006 n = 244; 2007 n = 190; 2008 n = 303; 2009 n = 249; 2010 n = 205; 2011 n = 224; 2012 n = 254; 2013 n = 245)

Access to services and facilities for people with disabilities

RESIDENT SATISFACTION



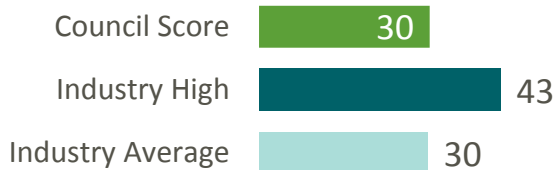
Satisfaction is relatively high.

- 71% are satisfied

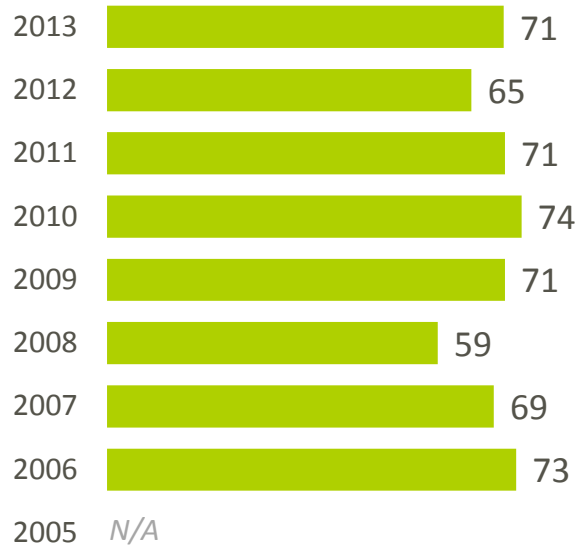
Satisfaction is higher among seniors.

There is most room to improve satisfaction among older singles and couples, and those with a disability or impairment.

INDUSTRY STANDARDS



SATISFACTION HISTORY



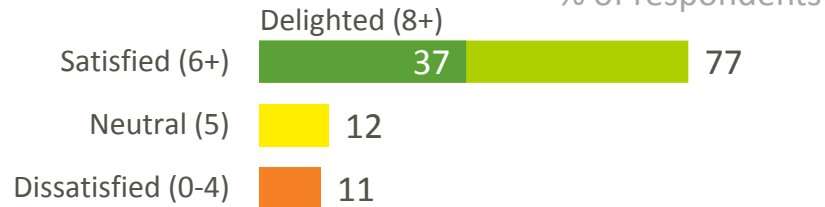
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)^	27%	14%
Families with younger children (0-12)	26%	9%
Families with older children (13+)	30%	14%
Older singles / couples (35-64)	29%	20% ▲
Seniors (65+)	46% ▲	6%
Disability or impairment	23%	25% ▲

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2006 n = 296; 2007 n = 197; 2008 n = 295; 2009 n = 242; 2010 n = 197; 2011 n = 217; 2012 n = 243; 2013 n = 242)

Opportunities to be included and connected to your community

RESIDENT SATISFACTION

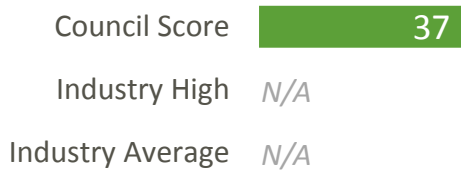


Satisfaction is relatively high.

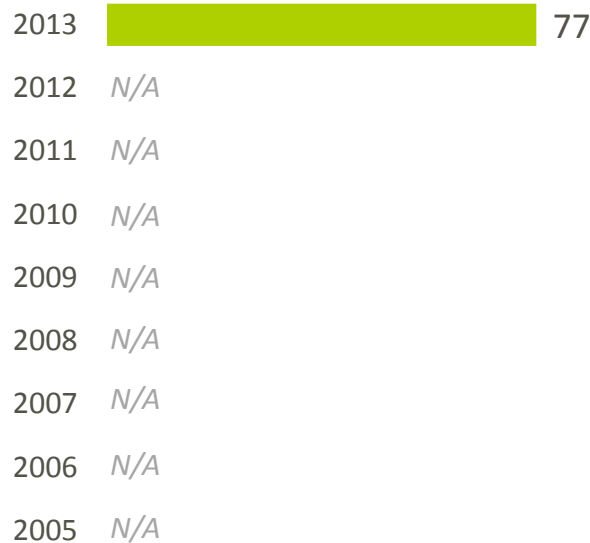
- 77% are satisfied

Satisfaction is higher among females and seniors.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Male	31%	11%
Female	43% ▲	11%
Younger singles / couples (18-34)	36%	0%
Families with younger children (0-12)	36%	13%
Families with older children (13+)	35%	17%
Older singles / couples (35-64)	35%	11%
Seniors (65+)	45% ▲	11%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know".

Base: All respondents who provided a valid response (Residents 2013 n = 346)

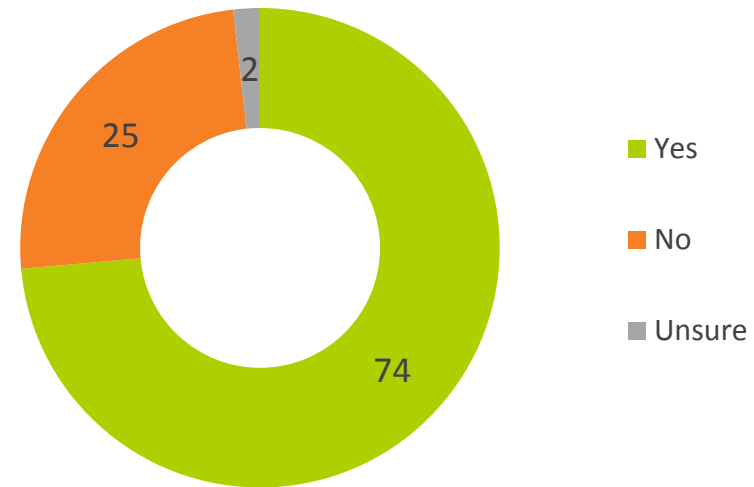
Awareness of CoSafe

Awareness of CoSafe remains high at 74%.
 Awareness is higher among females and home owners.
 There is most room to improve awareness among younger singles and couples and CaLD residents.

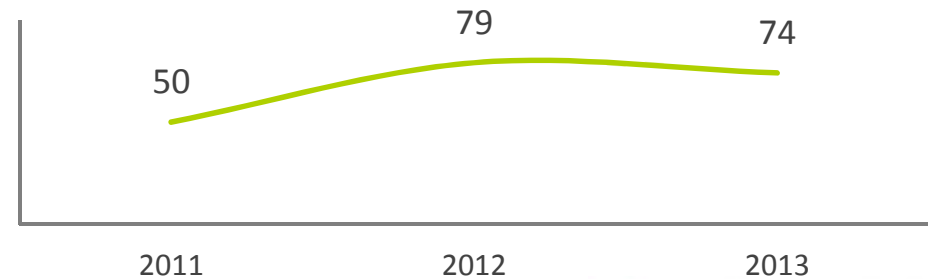
% of respondents	Aware of CoSafe	
Male	68%	
Female	79%	▲
Younger singles / couples (18-34)^	52%	▼
Families with younger children (0-12)	78%	
Families with older children (13+)	80%	
Older singles / couples (35-64)	74%	
Seniors (65+)^	74%	
Own / paying mortgage	76%	▲
Rent^	58%	
Culturally and Linguistically Diverse^	47%	▼

Are you aware of CoSafe, the mobile security patrol that operates in the City of Cockburn?

% of respondents



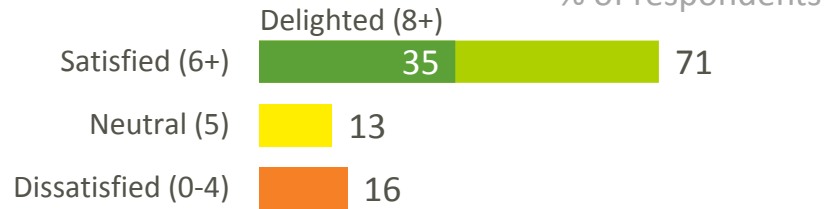
HISTORY: % aware



Q. Are you aware of CoSafe, the mobile security patrol that operates in the City of Cockburn?
 Base: Those who provided a valid response (2011 n = 401; 2012 n = 400; 2013 n = 401)

Safety and security

RESIDENT SATISFACTION



Satisfaction is relatively high, however this has been identified as a key area for improvement.

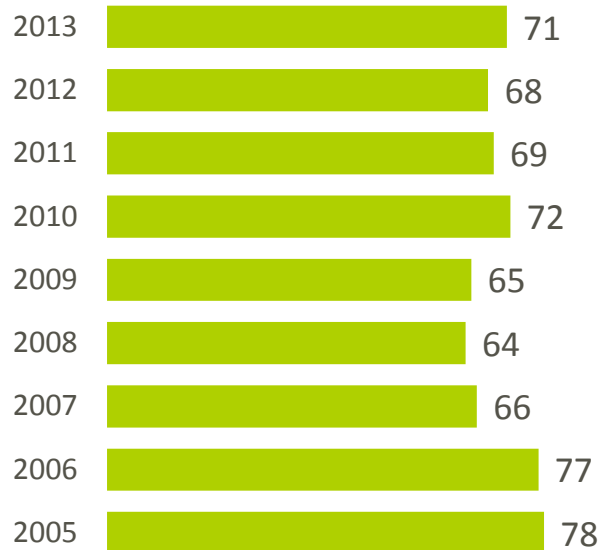
- 71% are satisfied
- 16% are dissatisfied

Satisfaction is higher among those aware of CoSafe and renters.

INDUSTRY STANDARDS



SATISFACTION HISTORY



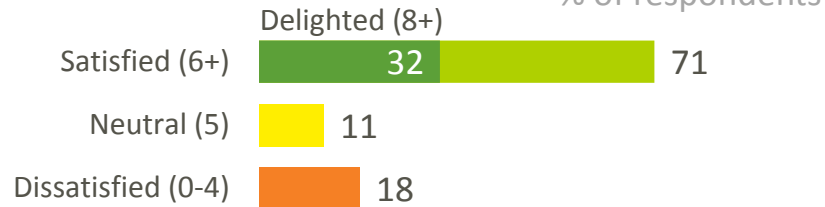
% of respondents	Delighted	Dissatisfied
Aware of CoSafe	37% ▲	13%
Unaware of CoSafe	27%	24%
Own / paying mortgage	32%	17%
Rent	49% ▲	11%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 397; 2006 n = 384; 2007 n = 374; 2008 n = 385; 2009 n = 379; 2010 n = 374; 2011 n = 391; 2012 n = 392; 2013 n = 392)

Mobile security patrols

RESIDENT SATISFACTION



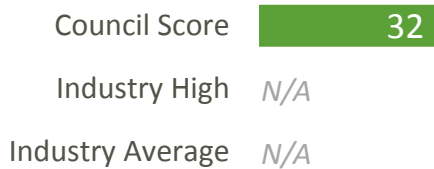
Satisfaction is relatively high, however this has been identified as a key area for improvement.

- 71% are satisfied
- 18% are dissatisfied

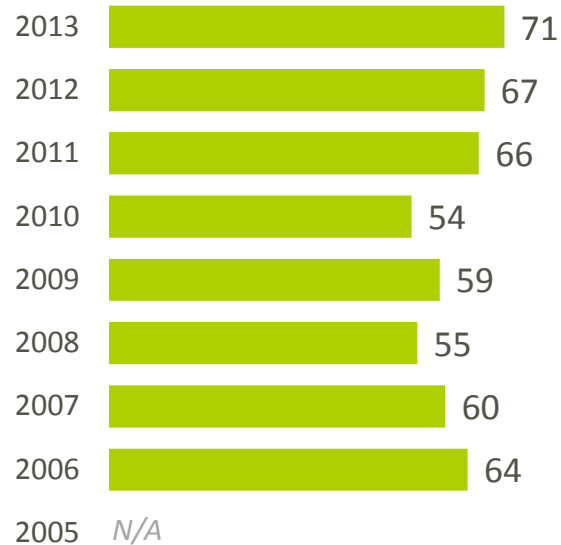
Satisfaction is higher among renters.

There is most room to improve satisfaction among those with a disability or impairment.

INDUSTRY STANDARDS



SATISFACTION HISTORY



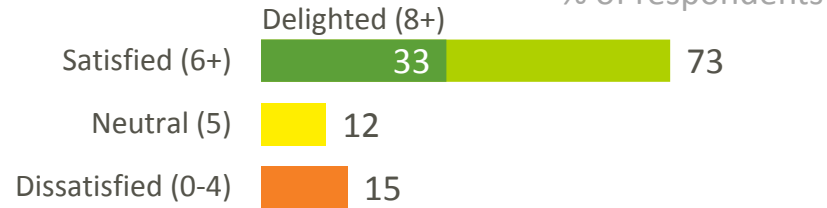
% of respondents	Delighted	Dissatisfied
Own / paying mortgage	28%	20%
Rent	58% ▲	14%
Disability or impairment	33%	31% ▲

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2006 n = 375; 2007 n = 343; 2008 n = 375; 2009 n = 364; 2010 n = 334; 2011 n = 351; 2012 n = 368; 2013 n = 353)

The control of graffiti, vandalism & anti-social behaviour

RESIDENT SATISFACTION



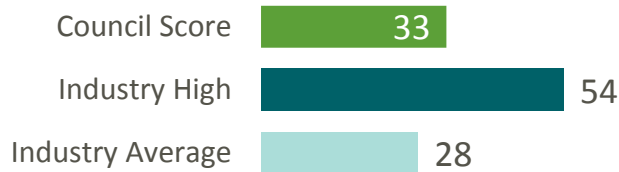
Satisfaction is relatively high, and continues to climb.

- 73% are satisfied
- 15% are dissatisfied

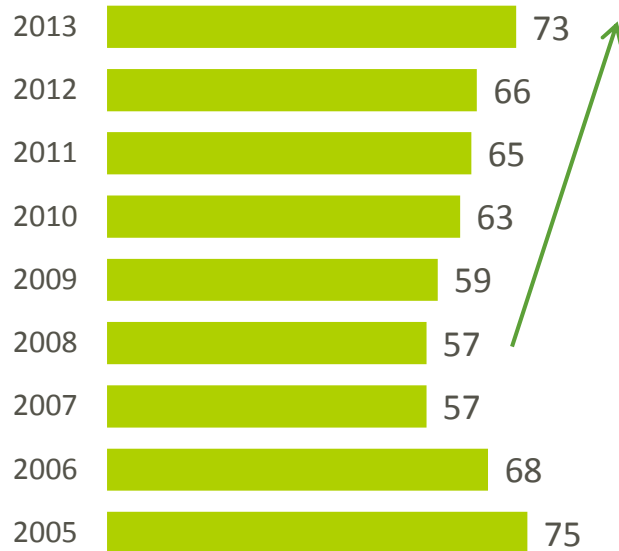
Satisfaction is higher among younger singles and couples.

There is most room to improve satisfaction among those in the West Ward, followed by the Central Ward.

INDUSTRY STANDARDS



SATISFACTION HISTORY



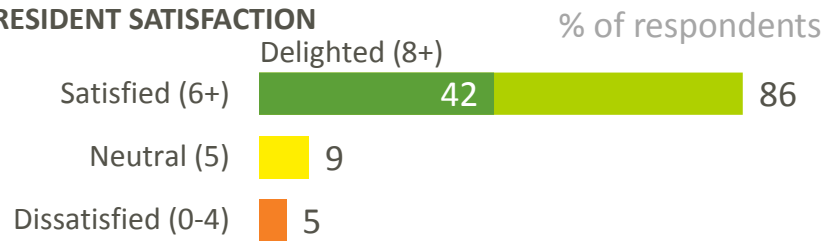
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	47% ▲	22%
Families with younger children (0-12)	29%	12%
Families with older children (13+)	30%	17%
Older singles / couples (35-64)	29%	18%
Seniors (65+)	37%	11%
Central Ward	27%	19%
East Ward	35%	10%
West Ward	36%	22% ▲

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 373; 2006 n = 385; 2007 n = 351; 2008 n = 376; 2009 n = 371; 2010 n = 354; 2011 n = 354; 2012 n = 362; 2013 n = 355)

Sport & recreation facilities

RESIDENT SATISFACTION



Satisfaction is high, continuing to improve.

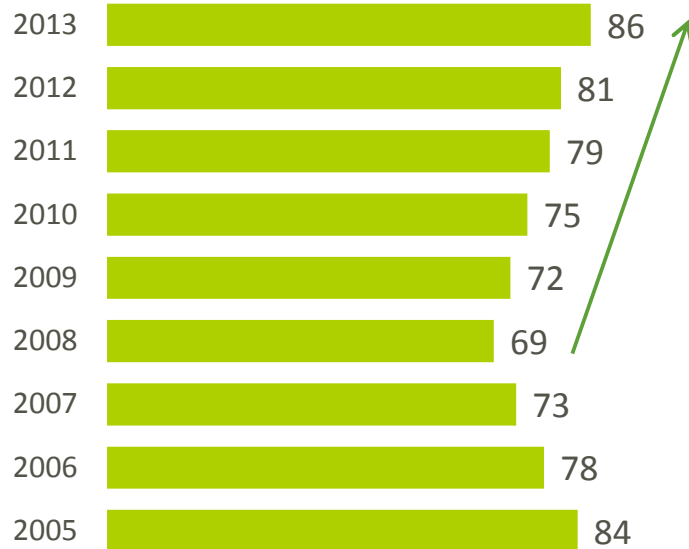
- 86% are satisfied

Satisfaction is higher among renters.

INDUSTRY STANDARDS



SATISFACTION HISTORY



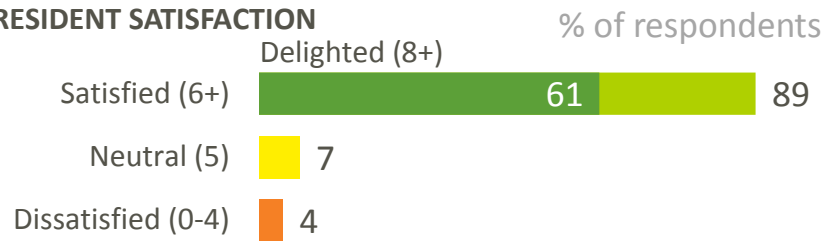
% of respondents	Delighted	Dissatisfied
Own / paying mortgage	38%	4%
Rent	55% ▲	11%

▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 325; 2006 n = 336; 2007 n = 335; 2008 n = 377; 2009 n = 338; 2010 n = 318; 2011 n = 348; 2012 n = 369; 2013 n = 345)

Library and information services

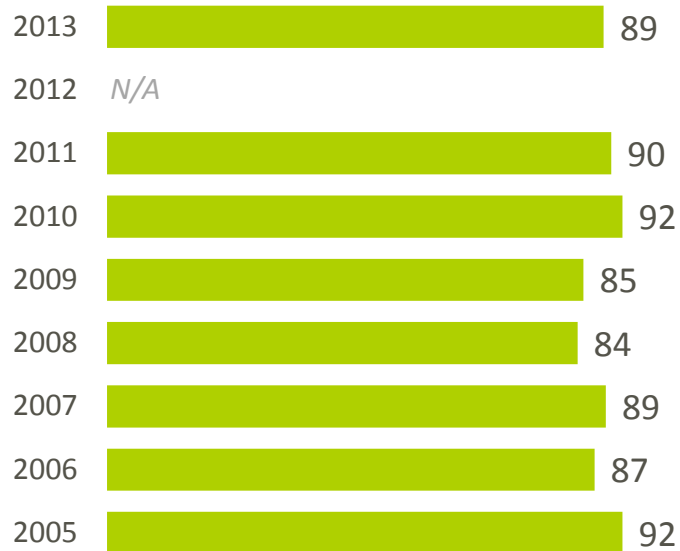
RESIDENT SATISFACTION



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction is high.

- 89% are satisfied

There is most room to improve satisfaction among younger singles and couples, and those in the East Ward.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	45% ▼	5%
Families with younger children (0-12)	60%	1%
Families with older children (13+)	62%	9%
Older singles / couples (35-64)	64%	5%
Seniors (65+)	67%	2%
Central Ward	68%	7%
East Ward	53% ▼	4%
West Ward	67%	1%

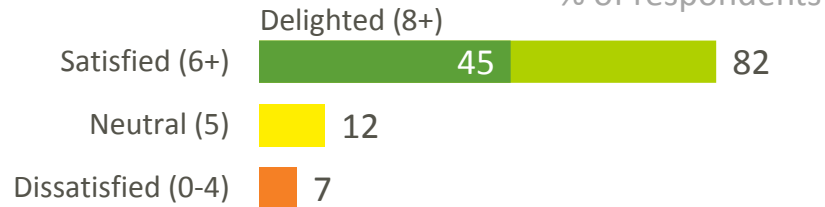
▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 329; 2006 n = 358; 2007 n = 317; 2008 n = 367; 2009 n = 335; 2010 n = 315; 2011 n = 349; 2013 n = 356)

Events

Festivals, events and cultural activities

RESIDENT SATISFACTION



Satisfaction is high, up significantly from last year.

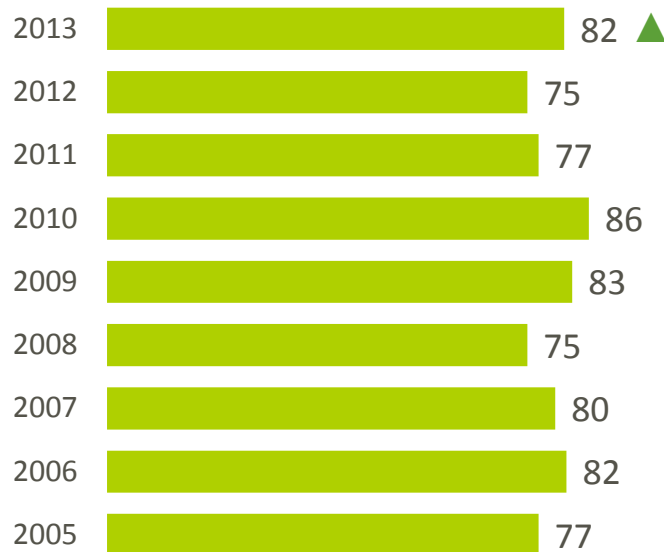
- 82% are satisfied

Satisfaction is higher among females, those with younger children, older singles and couples, and seniors.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Male	37%	6%
Female	52% ▲	7%
Younger singles / couples (18-34)	37%	0%
Families with younger children (0-12)	49% ▲	8%
Families with older children (13+)	38%	11%
Older singles / couples (35-64)	47% ▲	8%
Seniors (65+)	49% ▲	0%

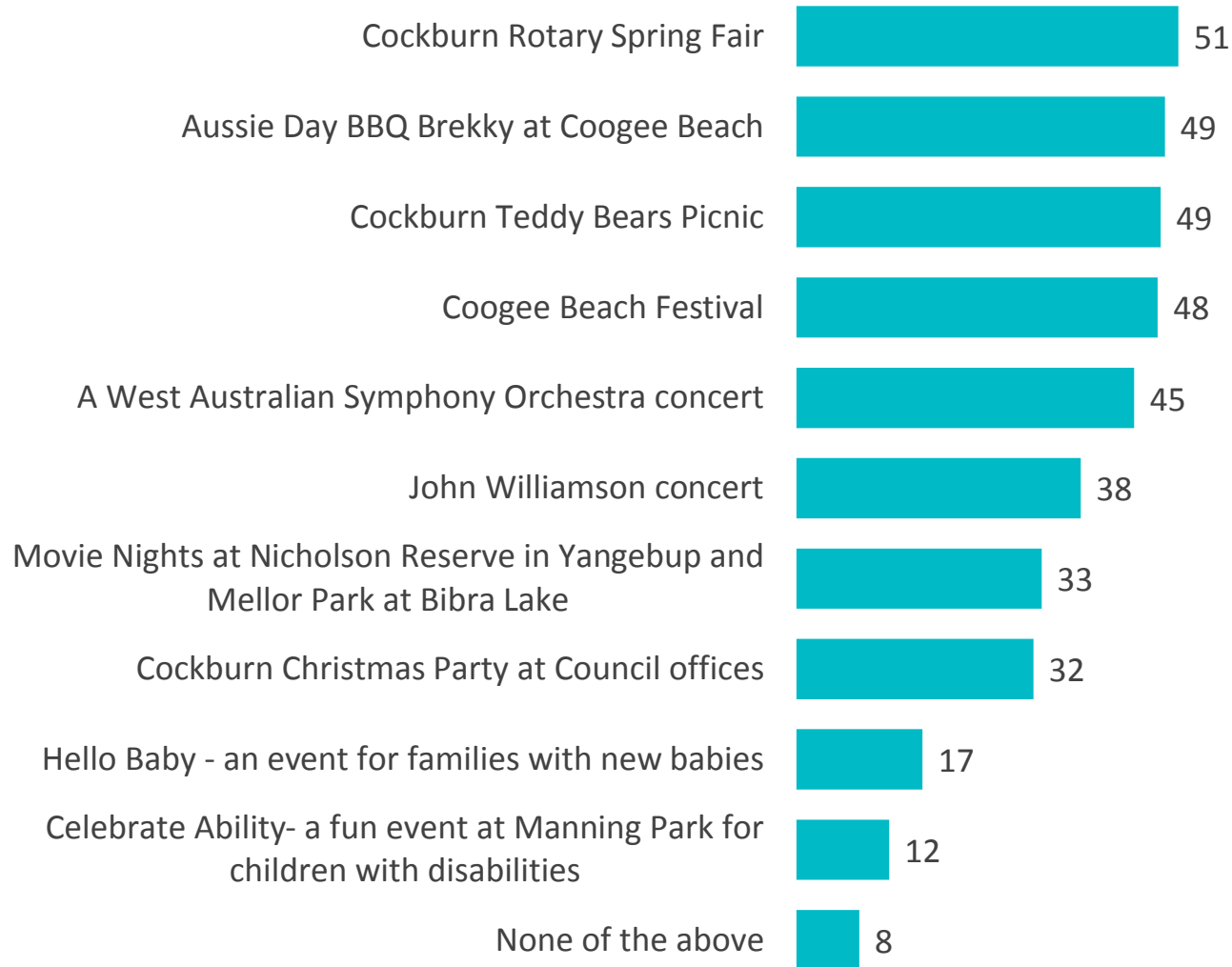
▲ ▼ = significant variance ▲ ▼ = notable variance ^Small sample size (n < 30)

Q. I'm going to read out a list of services. For each one, I'd like you to tell me how satisfied you are. If you are unsure, you may answer "don't know". Base: All respondents who provided a valid response (Residents 2005 n = 326; 2006 n = 363; 2007 n = 343; 2008 n = 375; 2009 n = 357; 2010 n = 329; 2011 n = 350; 2012 n = 365; 2013 n = 360)

Awareness of current events

Over the past 12 months, did you hear about any of the following events?

% of respondents



Q. Over the past 12 months, did you hear about any of the following events that took place at Manning Park?

Q. And, over the past 12 months, did you hear about any of the following events?

Base: All respondents who provided a valid response, excludes unsure (n = 394)

Awareness of current events | Demographic variance

Over the past 12 months, did you hear about any of the following events?

% of respondents

% of respondents	Cockburn Rotary Spring Fair	Aussie Day BBQ Brekky at Coogee Beach	Cockburn Teddy Bears Picnic	Coogee Beach Festival	A West Australian Symphony Orchestra concert
Male	45%	48%	38%	40%	42%
Female	57% ▲	50%	59% ▲	56% ▲	48%
Younger singles / couples (18-34)	49%	26% ▼	35%	25% ▼	41%
Families with younger children (0-12)	57%	46%	61% ▲	56%	41%
Families with older children (13+)	58%	47%	46%	49%	44%
Older singles / couples (35-64)	49%	62% ▲	47%	56%	51%
Seniors (65+)	46%	49%	47%	43%	54%
Own / paying mortgage	51%	50%	52%	47%	42%
Rent	53%	56%	35%	66%	72%
Central Ward	50%	50%	50%	58%	46%
East Ward	49%	47%	51%	41% ▼	43%
West Ward	57%	52%	43%	52%	49%
Disability or impairment	49%	62% ▲	55%	54%	43%
Culturally and Linguistically Diverse	32%	48%	41%	48%	40%

Q. Over the past 12 months, did you hear about any of the following events that took place at Manning Park?

Q. And, over the past 12 months, did you hear about any of the following events?

Base: All respondents who provided a valid response, excludes unsure (n = 394)

Awareness of current events | Demographic variance cont.

Over the past 12 months, did you hear about any of the following events?

% of respondents

% of respondents	John Williamson concert	Movie Nights	Cockburn Christmas Party	Hello Baby	Celebrate Ability
Male	40%	28%	27%	8%	7%
Female	36%	38%	36%	25% ▲	18% ▲
Younger singles / couples (18-34)	14% ▼	8% ▼	39%	4%	4%
Families with younger children (0-12)	34%	38%	35%	26% ▲	8%
Families with older children (13+)	41%	33%	27%	15%	12%
Older singles / couples (35-64)	48% ▲	42%	30%	8%	17%
Seniors (65+)	46%	30%	34%	26% ▲	24%
Own / paying mortgage	40%	34%	35%	19%	13%
Rent	34%	36%	20%	11%	11%
Central Ward	41%	34%	33%	23%	19%
East Ward	36%	30%	32%	12% ▼	6% ▼
West Ward	39%	38%	29%	20%	17%
Disability or impairment	44%	28%	33%	19%	13%
Culturally and Linguistically Diverse	22%	19%	29%	16%	14%

Q. Over the past 12 months, did you hear about any of the following events that took place at Manning Park?

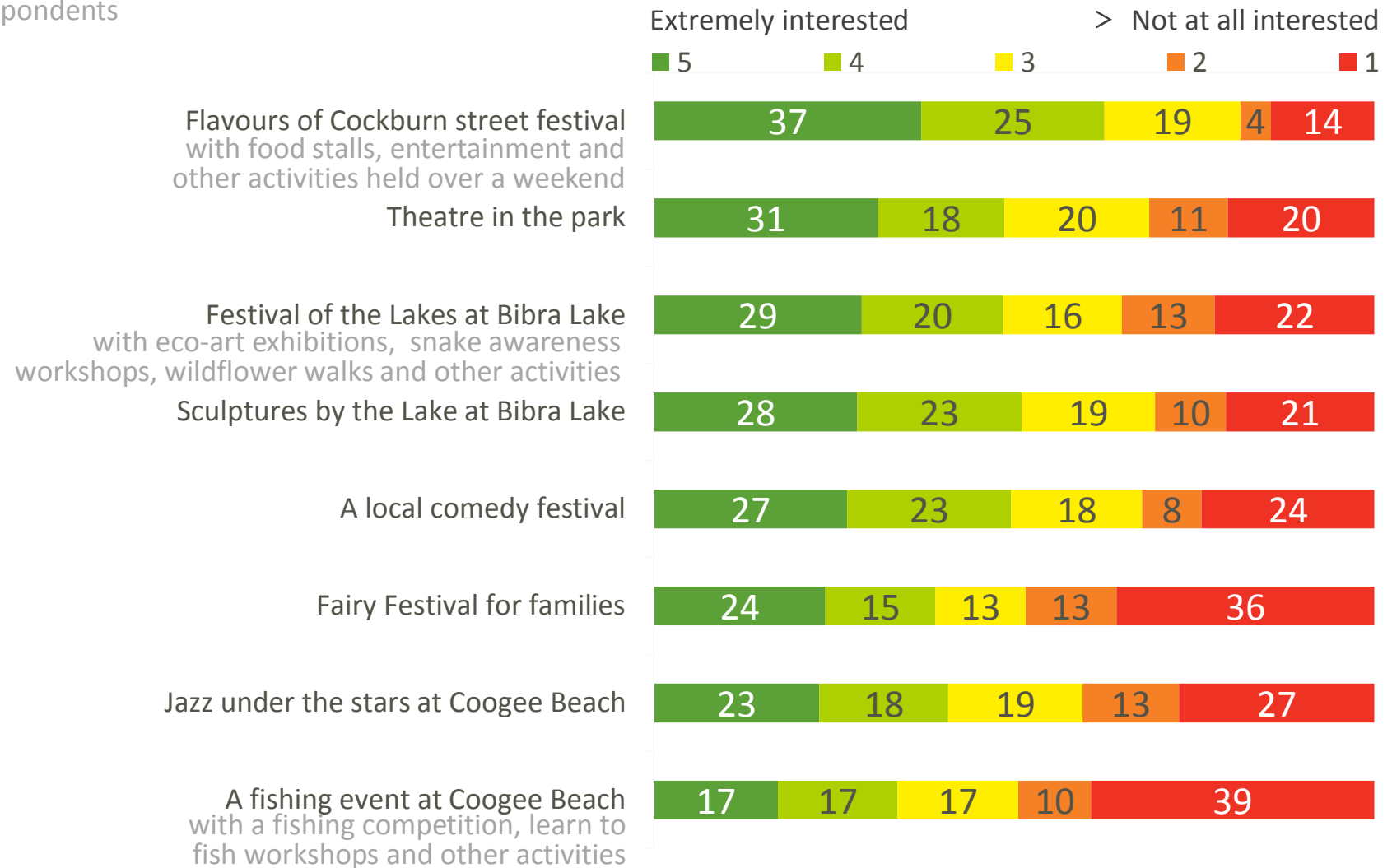
Q. And, over the past 12 months, did you hear about any of the following events?

Base: All respondents who provided a valid response, excludes unsure (n = 394)

Community interest in future events

How interested are you in attending the following types of events?

% of respondents



Q. How interested are you in attending the following types of events? For each one, please give a rating out of 5 where 1 is not at all interested and 5 is extremely interested.

Base: All respondents who provided a valid response, excludes unsure (n = varies)

Community interest in future events | Demographic variance

How interested are you in attending the following types of events?

% of respondents

% of respondents	Flavours of Cockburn street festival	Theatre in the park	Festival of the Lakes at Bibra Lake	Sculptures by the Lake at Bibra Lake
Male	54%	45%	40%	44%
Female	71% ▲	53%	56% ▲	58% ▲
Younger singles / couples (18-34)	49%	49%	54%	52%
Families with younger children (0-12)	76% ▲	53%	55%	59%
Families with older children (13+)	70% ▲	45%	42%	53%
Older singles / couples (35-64)	61%	56%	52%	52%
Seniors (65+)	45%	39% ▼	42%	37%
Own / paying mortgage	62%	50%	48%	51%
Rent	74%	49%	62%	63%
Central Ward	59%	59% ▲	62% ▲	61% ▲
East Ward	62%	40%	38%	40%
West Ward	68%	54% ▲	56% ▲	62% ▲
Disability or impairment	56%	45%	47%	45%
Culturally and Linguistically Diverse	51%	46%	50%	40%

Q. How interested are you in attending the following types of events? For each one, please give a rating out of 5 where 1 is not at all interested and 5 is extremely interested.

Base: All respondents who provided a valid response, excludes unsure (n = varies)

Community interest in future events | Demographic variance cont.

How interested are you in attending the following types of events?

% of respondents

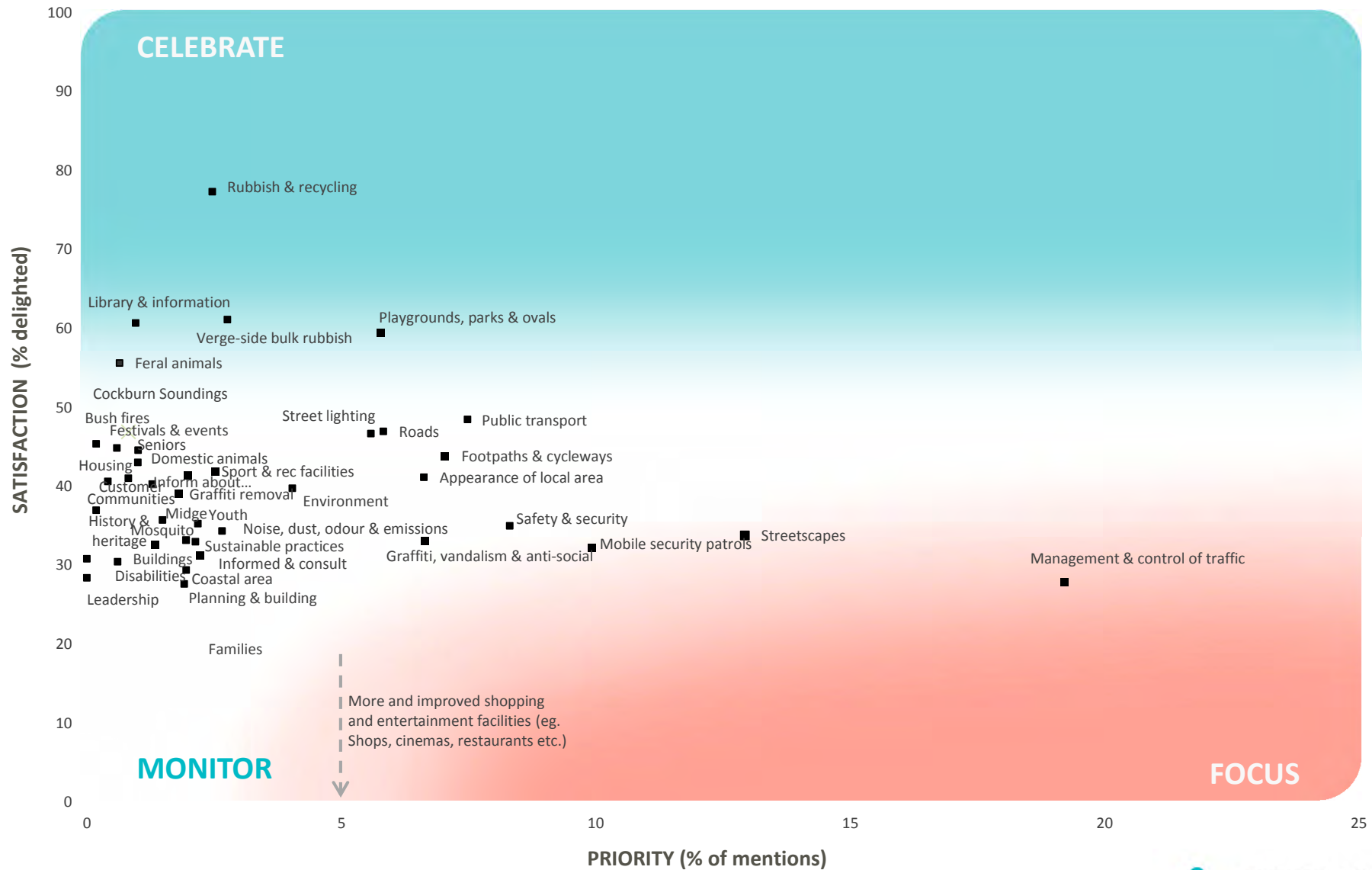
% of respondents	A local comedy festival	Fairy Festival for families	Jazz under the stars at Coogee Beach	A fishing event at Coogee Beach
Male	45%	32%	36%	36%
Female	54% ▲	46% ▲	45%	31%
Younger singles / couples (18-34)	56%	34%	53% ▲	54%
Families with younger children (0-12)	54%	69% ▲	48% ▲	42%
Families with older children (13+)	61% ▲	38%	47% ▲	38%
Older singles / couples (35-64)	47%	25%	35%	25%
Seniors (65+)	28% ▼	19% ▼	24%	16%
Own / paying mortgage	48%	37%	40%	30%
Rent	58%	50%	58% ▲	52% ▲
Central Ward	46%	43%	39%	30%
East Ward	46%	36%	38%	37%
West Ward	61% ▲	41%	48%	32%
Disability or impairment	52%	34%	49%	37%
Culturally and Linguistically Diverse	47%	32%	50%	26%

Q. How interested are you in attending the following types of events? For each one, please give a rating out of 5 where 1 is not at all interested and 5 is extremely interested.

Base: All respondents who provided a valid response, excludes unsure (n = varies)

Community Priorities TM

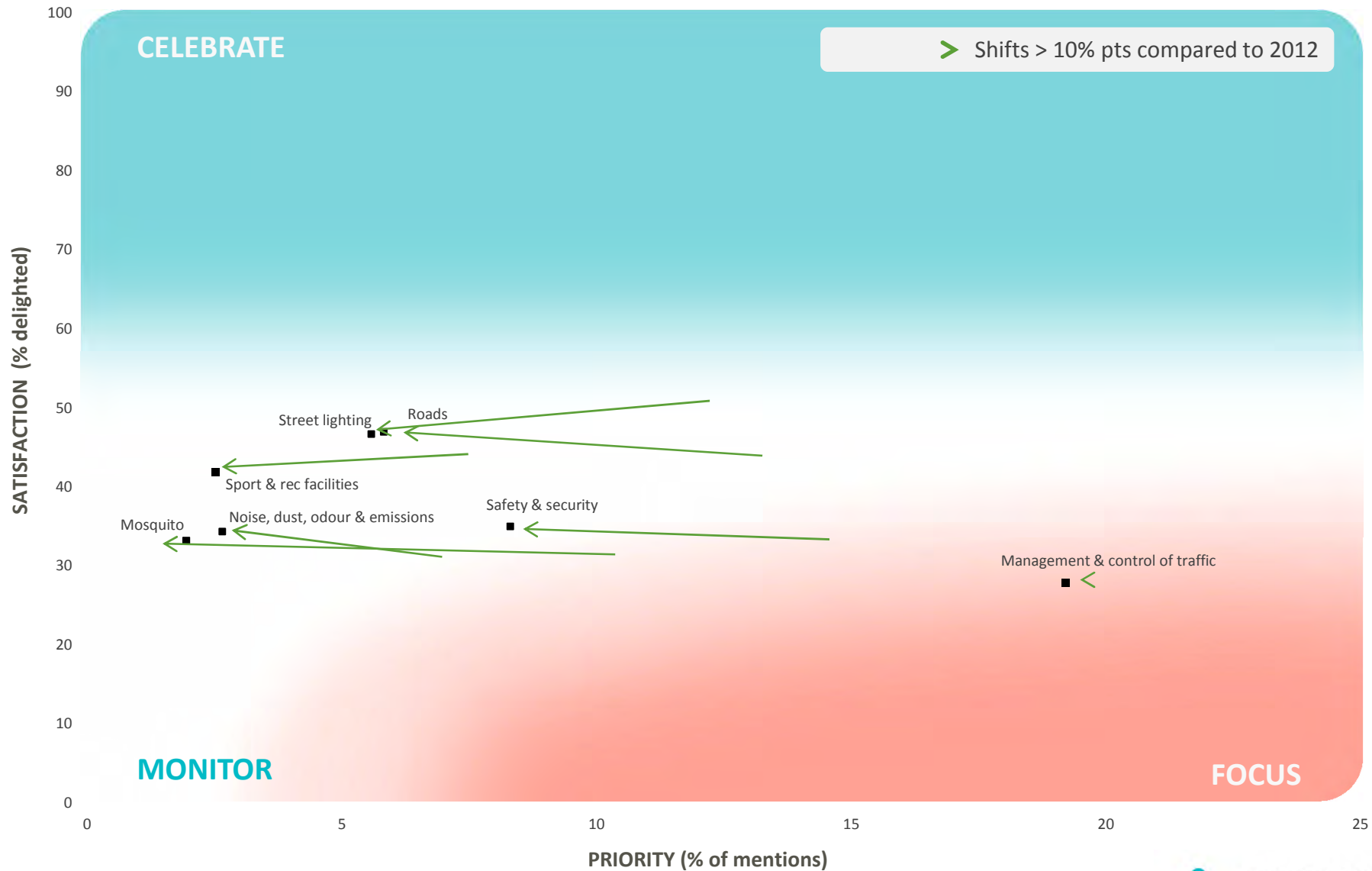
Community Priorities Indicator™



Q. How satisfied are you with: Base: All respondents who provided a valid response (Residents 2013 n = varies)

Q. Which areas would you like the City of Cockburn to focus on improving? Anything else? Base: All respondents (Residents 2013 n = 401)

Community Priorities Indicator™ | 12 month shifts



Q. How satisfied are you with: Base: All respondents who provided a valid response (Residents 2013 n = varies)

Q. Which areas would you like the City of Cockburn to focus on improving? Anything else? Base: All respondents (Residents 2013 n = 401)

Key areas to focus on improving

Improving priority areas | Management and control of traffic

The main concern relating to management and control of traffic is congestion, with the areas around Gateway Shopping Centre and the train station identified as particular hotspots, for example:

- *“The intersection on Bibra Lake and North Lake Road (t-junction), they need traffic lights there because you can't get around there and it's a very dangerous intersection. The traffic there is really busy.”*
- *“Cockburn central shopping traffic management needs to be improved. Saturday morning traffic is always banked up. The traffic light sequence needs to be timed better. Traffic from Bunnings and the train station converge together more needs done to direct it so it's not banked up. “*
- *“The train station - Cockburn central station, parking around it is useless. The intersection at gateway shops, Beeliar & North Lake roads is disgusting. No forward planning at all. The major train station and shopping centre is all servicing the same two lanes. There are too many lights and it banks up and it's disgusting. ”*
- *“I guess around the Gateway shopping centre, the road going onto the freeway has been really congested along Beeliar, gets really heavy, needs improvement. Also the Beeliar and Hammond Road intersection gets congested. ”*
- *“Add more lanes on the Gateway near McDonalds, and need more parking lots. We have traffic congestion all the time.”*
- *“My first priority would be the traffic on Beeliar Drive and North Lake Road near the Gateway shopping centre. The traffic is terrible. When you're trying to get on to North Lake Rd from Waverley Rd there are no traffic lights and at certain times of the day (first thing in the morning, getting to work and school hours, and also 3pm onwards) it's really hard to get into North Lake road and then in the right lane into Farrington Rd.”*
- *“Could do something with the entrance and exit at Gateway shopping centre, absolutely shocking. And the car parking at Gateway, not enough. The other shopping centres are fine in the area”*

A full list of verbatim responses is provided in the Appendix

Q. Which areas would you most like the City of Cockburn to focus on improving? Anything else?

Improving priority areas | Streetscapes

Streetscapes have been identified as a key area to focus on improving, with Hamilton Hill in particular causing some concern, for example:

- *“Streetscaping and beautification of our suburb-Fredrick Rd, East Hamilton Hill - which is the oldest suburb and gets no streetscaping, or money put into the area.”*
- *“It would be great to have more trees on verges around Hamilton Hill residential area.”*
- *“The streetscaping in Hamilton Hill.”*
- *“Hamilton Hill is untidy. The Hamilton Hill shopping centre is too old and run down and has to be re-built. Streetscapes and street lighting on Healy Road should improve.”*
- *“Coolbellup, should be upgraded e.g. streetscapes etc.”*
- *“There are a lot of trees hanging on the roads and footpaths should be fixed on Healy road, it also needs a bit of cleaning up in that section.”*
- *“The streetscapes and the general appearance of the area should be improved. There should be more verges and cleaning up of the streets.”*
- *“Improve streetscapes, I like to see more trees planted in the street because I think it is environmentally better.”*
- *“The streetscapes around the shopping centre, on Winterfold Road. Needs to be improved, better urban furniture.”*

A full list of verbatim responses is provided in the Appendix

Q. Which areas would you most like the City of Cockburn to focus on improving? Anything else?

Improving priority areas | Safety, security and mobile patrols

Safety, security and mobile patrols have been identified as key areas to focus on improving, particularly in Coolbellup, for example:

- *“Need more security in Coolbellup, e.g. neighbour watch, as result of people cutting through houses. Protect people living in the area. Improve street lighting especially in Romeo St, Coolbellup. The actual skate path behind the IGA need more lightings. Patrolling services need to be more regular.”*
- *“Add cameras to the skate park at Coolbellup. Should be managed to improve the safety as Coolbellup requires a lot of safety.”*
- *“Like to see more skate parks monitored by police and security.”*
- *“The skate park is unmanaged and is rough, not enough security presence.”*
- *“There needs to be more CoSafe patrols in Coolbellup itself, more so at night time. A lot of people tell me that they don't feel safe as they usually live by themselves.”*
- *“In South Lake they should improve security. Even in the daytime and at local shops they are having problems with children misbehaving and the security guard couldn't do anything. They need more security.”*
- *“We need security controls at Coolbellup shopping centre, especially the clinic for disabled people in Coolbellup or Cockburn Shire.”*
- *“More protection, security, mobile security patrols.”*
- *“I think the council should do more to uplift the look of the area as the anti social behaviour should be under better control and more security to be available.”*
- *“We never see any security. I often see the Melville security but have never seen the Cockburn security. ”*

A full list of verbatim responses is provided in the Appendix

Q. Which areas would you most like the City of Cockburn to focus on improving? Anything else?

Other spontaneous suggestions | Shopping and entertainment

.....

There was also some spontaneous suggestion for more and improved shopping and entertainment facilities, particularly in Coolbellup, for example:

- *“Phoenix shopping centre should be improved. Provide more restaurants, have a cinema, so it can become a community hub, where people can meet. They should open small shops in the small suburban streets to provide a more sense of community like, a cafe or a lunch bar. They should have more workshops, for example, art, dancing etc.”*
- *“I would like them to improve the shopping mall in the area. A cinema hall should be included in there.”*
- *“More activities, more facilities in areas for all people, more cinemas.”*
- *“I feel like a second grade citizen living in Coolbellup. Luckily I have a car so I can get my services from elsewhere. We need better medical services. There's no consistency for patients as doctors keep changing. The shopping centre also needs more of a variety.”*
- *“The Coolbellup shopping centre needs to be improved. The prices in the store are too expensive and not competitive. A farmers market would be lovely, fresh fruit and vegetables. I often go to the one at Fremantle.”*
- *“Coolbellup shopping centre has to be completely demolished and rebuilt. The shopping centre is run down.”*
- *“The shopping centre, Coolbellup, re-do it, its feral.”*
- *“Coolbellup shopping centre - updated and make it more vibrant as it is sad looking as too many empty shops.”*

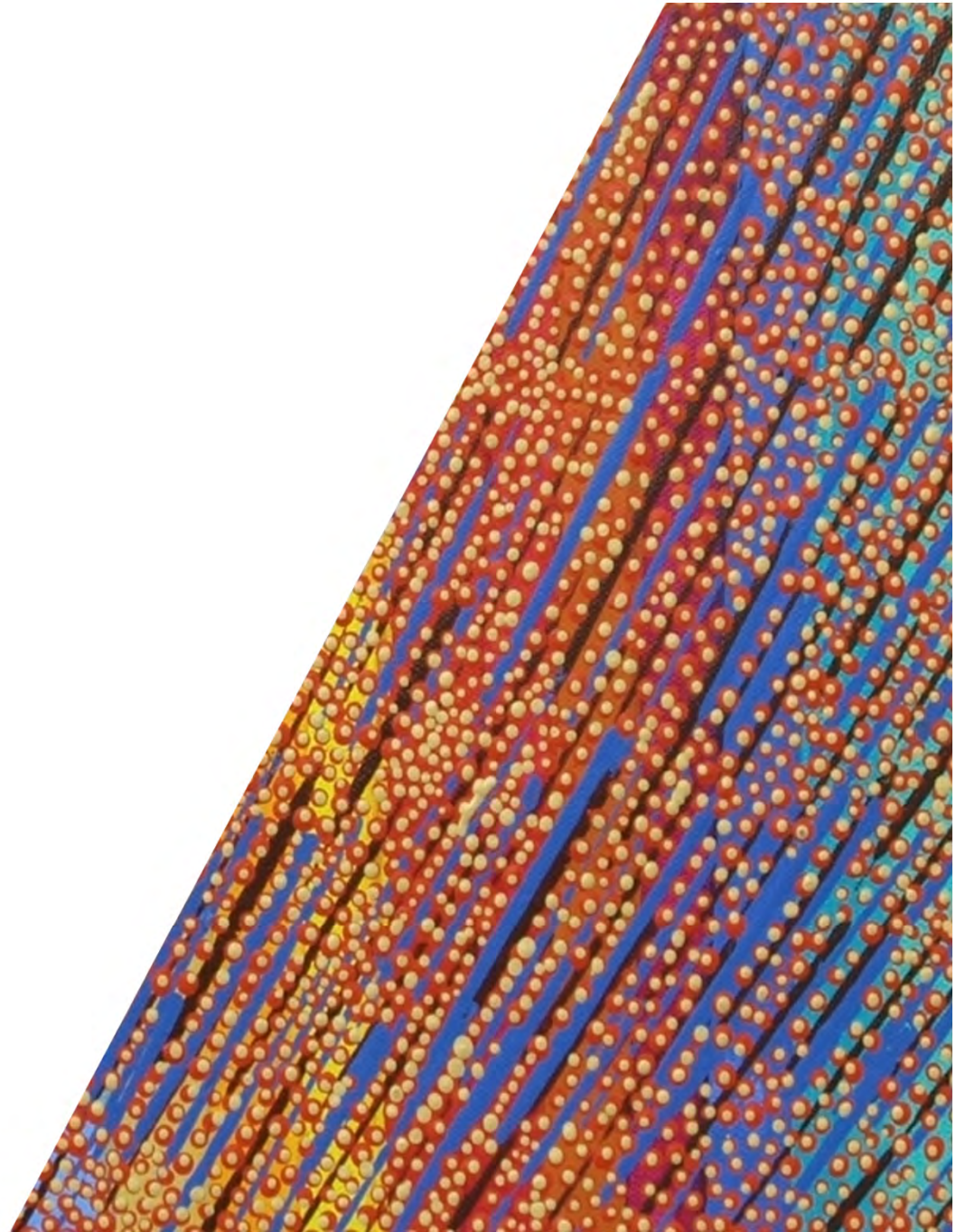
A full list of verbatim responses is provided in the Appendix

Q. Which areas would you most like the City of Cockburn to focus on improving? Anything else?



CATALYSE® Pty Ltd
ABN 20 108 620 855

a: Office 3, 996 Hay Street,
Perth WA 6000
p: PO Box 8007,
Cloisters Square WA 6850
t: +618 9226 5674
f: +618 9226 5676
e: info@catalyse.com.au
w: catalyse.com.au





CATALYSE is proud to support Indigenous artists.

“Fireworks” is the exciting work of Yinjaa-Barni Artist, Maudie Jerrold.

Yinjaa-Barni Artists are traditional owners from the Fortescue River region. Their paintings depict the remarkable country of the Pilbara in Western Australia’s north-west. The contrasts of the harsh environment with the hidden gorges of cool water, the seeds and flowers bursting out after rain, are moments that belong to the great Creation stories of the Marrga.

Other works may be viewed at the Japingka Gallery in Fremantle [www.japingka.com.au].