



MARKYT 

Community, Wellbeing and Business Scorecard

2025

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

Prepared for



City of
Melville

Prepared by



CATALYSE
FUTYR | MARKYT | CULTYR

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Strategic Overview

Strategic overview

Place to live



80

Performance Index Score

6 points above Industry Average and
down 5 points from 2023

Place to own or operate a business

(among businesses)



70

Performance Index Score

7 points above Industry Average and
down 9 points from 2022

Top performing areas in the City of Melville



Library services



Sport and recreation services and facilities



Art, culture and creative activities

Most improved areas



Communication



Council's leadership



Community engagement

Strongest performing areas relative to other LGAs



Communication



Community engagement



Local roads

Top 6 priorities



Climate action / sustainable practices



Footpaths, trails and cycleways



Safety and crime prevention



Parks, playgrounds and reserves



Environmental management and
conservation



Streetscapes, trees and verges

MARKYT® Benchmark Scorecard

Trend shows variances between last study and industry average

- ▼ Down by more than 3 points
- = Steady (within +/- 3 points)
- ▲ Up by more than 3 points



● LGA performance score (Performance Index Score)

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

MARKYT® Benchmark Scorecard

Trend shows variances between last study and industry average

- ▼ Down by more than 3 points
- = Steady (within +/- 3 points)
- ▲ Up by more than 3 points



● LGA performance score (Performance Index Score)

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

Key insights

The City of Melville continues to be regarded as a good place to live or to own or operate a business.

Quality of life continues to be high, with a mean score of 7.7 out of 10; above the mean rating for Australia at 7.0.

While a majority of respondents were happy with local service delivery, and nearly all services were in the target performance zone, there are concerns with national issues including the housing crisis, climate action and public safety. There are also calls to improve local paths and cycleways, streetscapes, parks and playgrounds, environmental management and waste management, and to activate the area and build a stronger sense of community with more local festivals and community events.

76% of respondents continue to feel a sense of pride in the City of Melville. However, this has fallen 5% points; now ranging from a high of 94% in Myaree and Palmyra to a low of 56% in Alfred Cove and Willagee. Addressing local priorities should help improve the sense of pride in these areas.

Efforts to improve governance have been well received, with scores improving for council's leadership (up 7 points), engagement (up 6 points) and communication (up 10 points). There is room for continued improvement in overall governance, in particular with financial management.

With increasing demand on local government finances, it is vital to find ways to build and strengthen resource capacity through local volunteering. A majority of respondents continue to rate the City's volunteer support services positively, however, there has been a downward trend, dropping 6 points over the past two years.

There are also indicators that the community is managing greater stresses, with access to housing dropping 17 index points, self-reported mental health ratings declining, feelings of safety falling from 92% to 67% over the past four years, performance ratings for health and community services falling by 9 index points, and fewer people saying that they can readily access support and help when needed.

Local businesses are also feeling the pressure of higher costs of doing business, with economic confidence trending down.

Overall, the community is looking to the City to provide sustainable and financially responsible leadership with evidence-based decisions that focus on delivering measurable social, environmental and economic impacts.

Approach

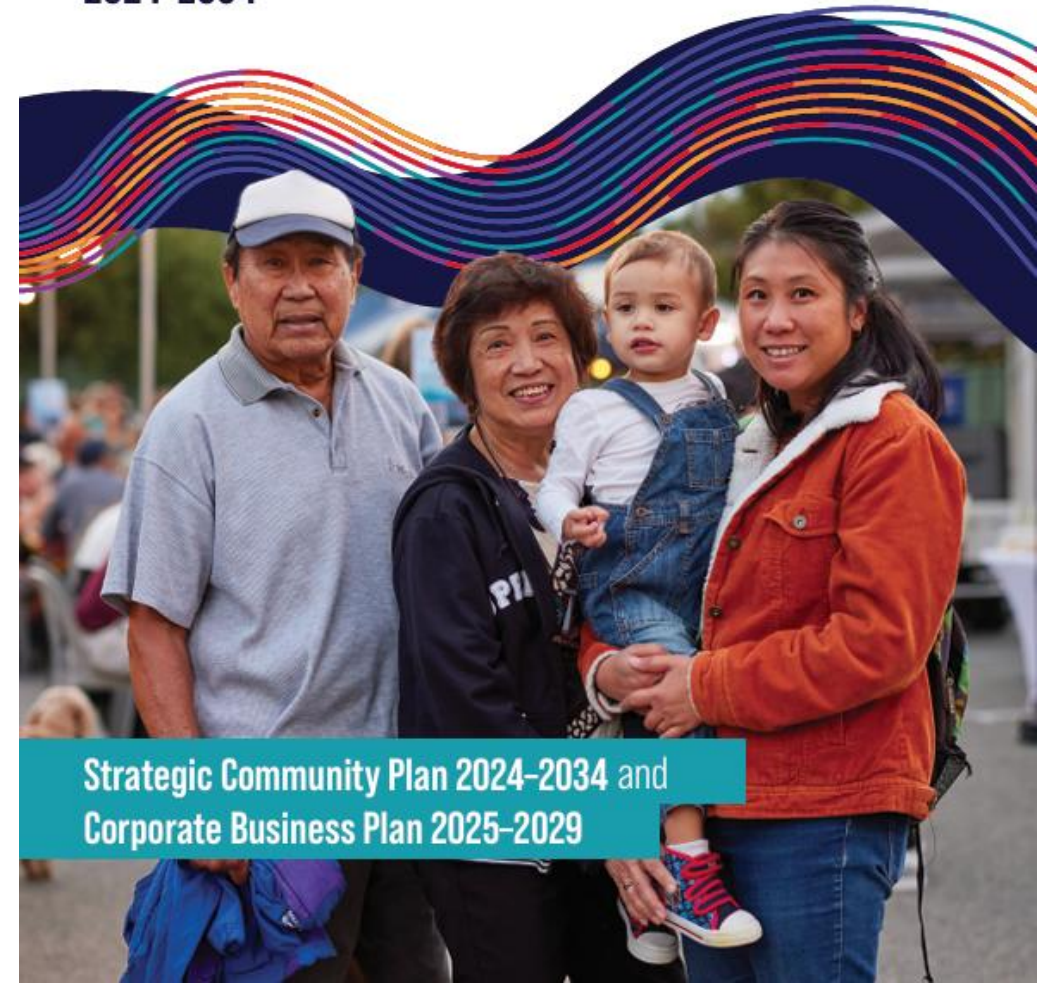
Purpose

Council Plan for the Future

2024-2034

The City of Melville commissioned a MARKYT® Community Scorecard with Community Wellbeing and Business modules to:

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



Strategic Community Plan 2024-2034 and
Corporate Business Plan 2025-2029

The study

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

CATALYSE® designed and hosted an online scorecard. The City of Melville was responsible for community engagement. This included emailing a random sample of customers from various customer databases and supporting promotions through its communication channels.

1,399 community members took part in the study between 1 and 31 August 2025. This included a mix of residents, ratepayers, local businesses, visitors and Council affiliates.

1,333	106	22	13	39
Resident	Local business	Visitor	Out of area ratepayer	City affiliate^

Participants were invited to complete the main Community Scorecard questions, and to opt in to complete additional wellbeing and business questions. 1,333 residents and 106 local businesses completed the main scorecard questions, 511 residents opted in for the wellbeing module and 43 businesses opted in for the additional business module. Data was weighted by age and gender to match the ABS Census profile for the City of Melville.

This report provides an overview of key findings from residents excluding Council affiliates. Results for business respondents are included at the end of this report, noting that 98 of 106 local business respondents were also residents. Due to the small sample size of out of area ratepayers and visitors, data has been analysed and reported separately.

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

^City of Melville Councillors and employees and their household members



Resident profile

		Sample size	%
Gender	Male	615	46%
	Female	715	54%
	I use a different term	3	<1%
Respondent age	14-17 years	2	<1%
	18-34 years	58	4%
	35-49 years	262	20%
	50-64 years	428	32%
	65+ years	583	44%
Lifestage*	Younger adult (18-49), no dependents	47	4%
	Have a baby/toddler (0-4)	74	7%
	Have primary school aged child (5-11)	146	14%
	Have high school aged child (12-17)	149	14%
	Have adult dependents (18+ years)	217	20%
	Older adult (50+), no dependents	562	52%
Home ownership	Homeowner	1258	94%
	Renting / other	75	6%

		Sample size	%
Residential location	Alfred Cove	49	4%
	Applecross	99	7%
	Ardross	71	5%
	Attadale	88	7%
	Bateman	41	3%
	Bicton	107	8%
	Booragoon	72	5%
	Brentwood	38	3%
	Bull Creek	73	5%
	Kardinya	108	8%
	Leeming	97	7%
	Melville	98	7%
	Mt Pleasant	91	7%
	Murdoch	35	3%
	Myaree	38	3%
	Ward	Palmyra	104
Willagee		64	5%
Winthrop		60	5%
Applecross / Mount Pleasant		228	17%
Bicton / Attadale / Alfred Cove		244	18%
Bullcreek / Leeming		170	13%
Central Ward		241	18%
Palmyra / Melville / Willagee	266	20%	
Bateman / Kardinya / Murdoch	184	14%	

		Sample size	%
Diversity*	Person with disability	135	13%
	First Nations person	13	1%
	Mainly speak LOTE	63	6%
Highest level of education*	Year 9 and below	11	2%
	Certificate I & II	1	<1%
	Year 10 and above	55	11%
	Certificate III & IV Level	26	5%
	Diploma Level	51	10%
	Bachelor Degree Level	150	31%
	Graduate Diploma / Certificate Level	45	9%
	Postgraduate level	125	26%
None of these	4	1%	
Unsure / prefer not to say	19	4%	
Employment status*	Full time	142	29%
	Casual / part-time	90	18%
	Self employed	39	8%
	Unemployed	4	1%
	Unable to work	9	2%
	Home duties	34	7%
	Retired	200	41%
	Student	9	2%
	Other	5	1%
	Prefer not to say	19	4%

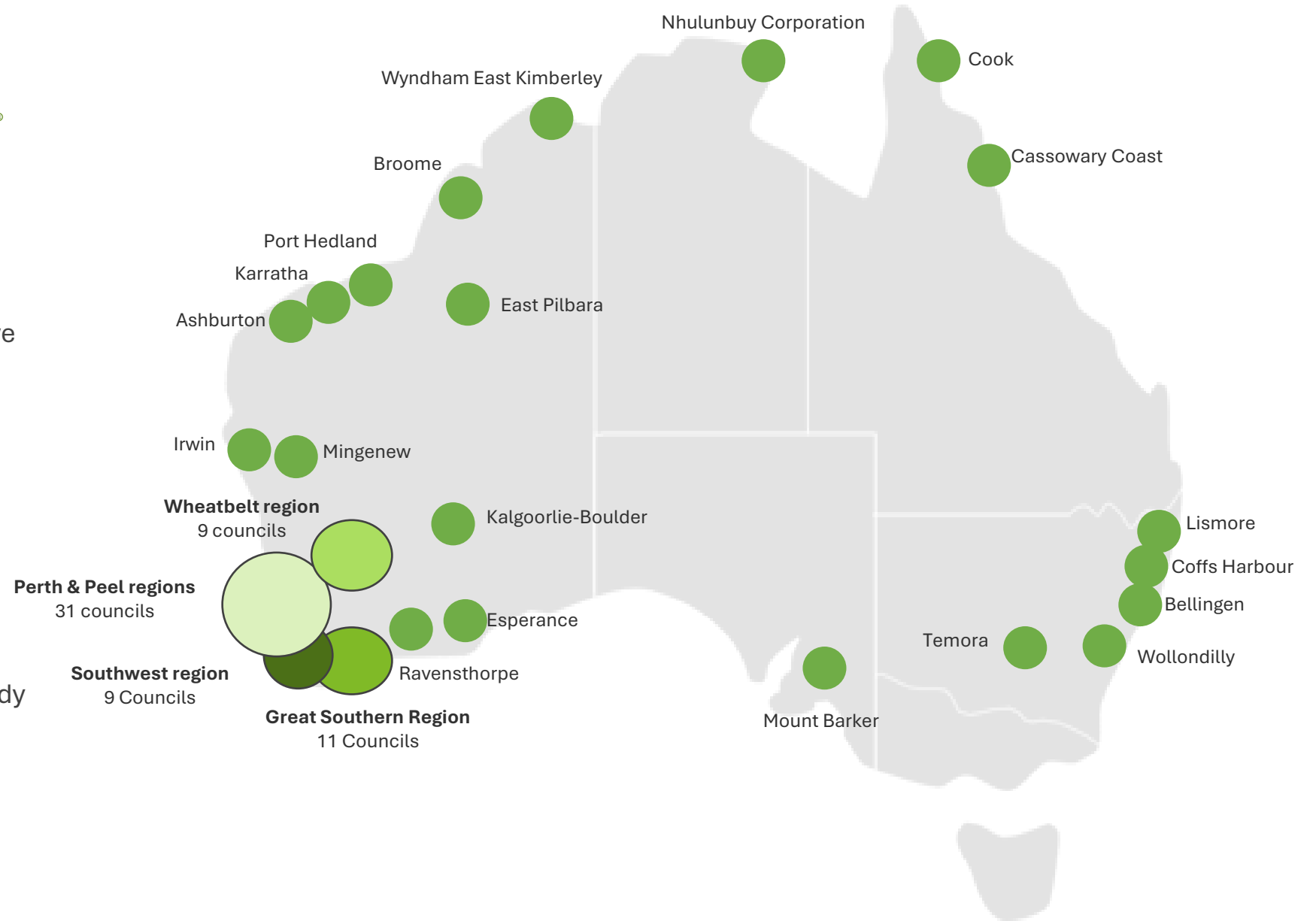
* Excludes no response. Note: wellbeing questions were only asked if respondents opted in to complete this module.

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

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

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

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



How to read MARKYT performance dashboards

1 Performance ratings

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

2 Positive rating

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

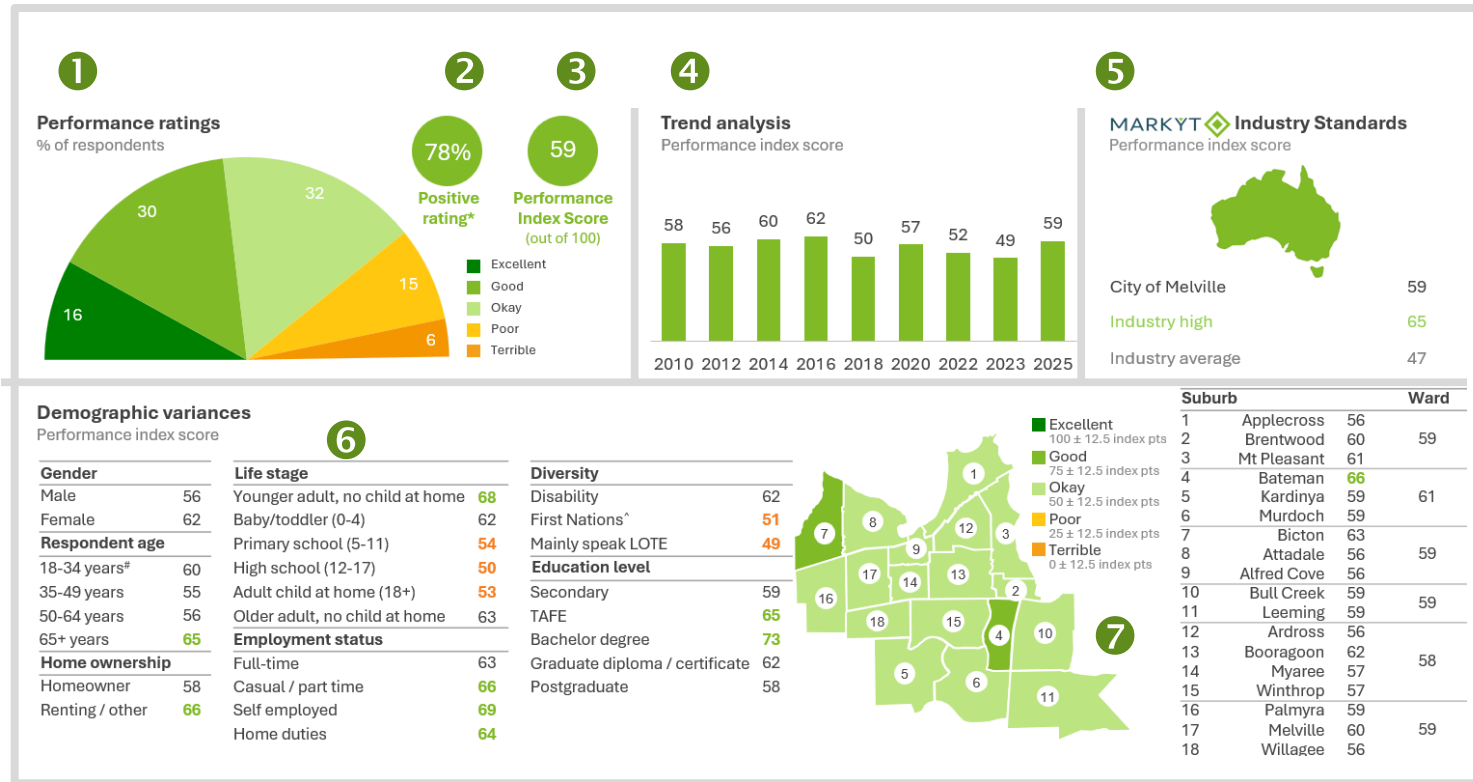
3 Performance index score

Weighted performance score out of 100 points

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

4 Trend analysis

Uses the performance index score to show variances in performance over time.



5 Industry Standards

Shows performance compared to other councils.

- **Council Score** is the Council's performance index score.
- **Industry High** is the highest score achieved by participating councils.
- **Industry Average** is the average score among participating councils.

6 Demographic variances

Shows how performance varies across the community by key demographics.

7 Community map

Maps variances by location.

MARKYT Community and Wellbeing Scorecard

Overall liveability

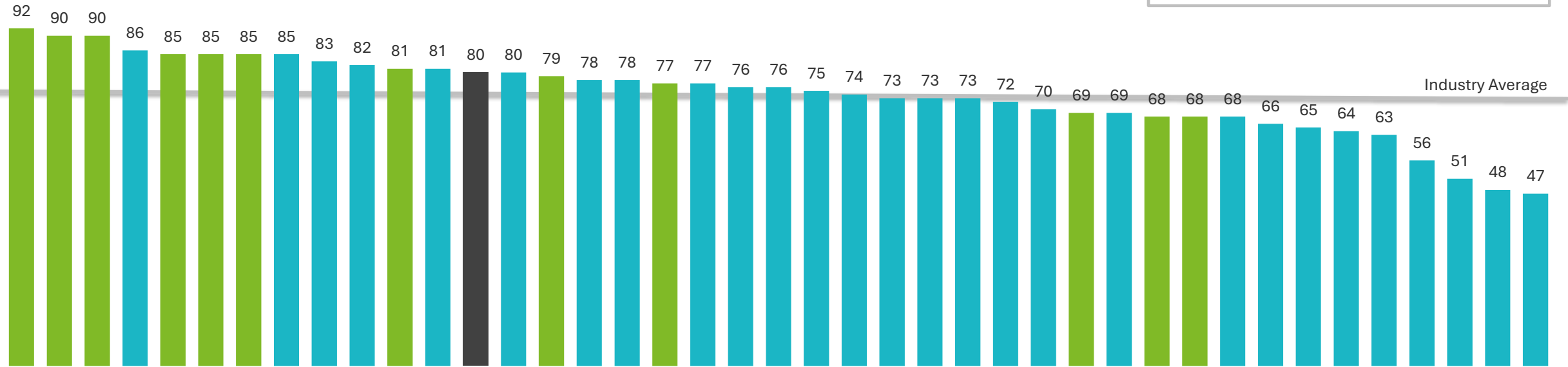
Liveability

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

The overall liveability score is **80 out of 100**, 6 points above the industry average.

Liveability | performance index score

- City of Melville
- Metropolitan Councils
- Regional Councils



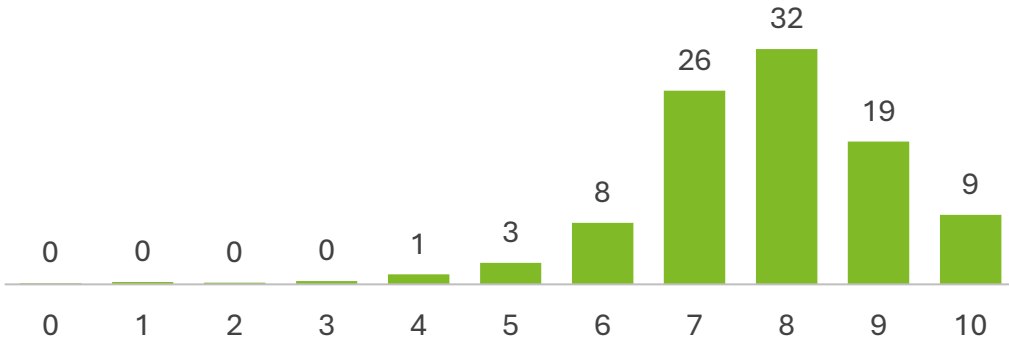
MARKYT **Industry Standards**
Performance Index Score

City of Melville	80
Industry High	92
Industry Average	74

Quality of life

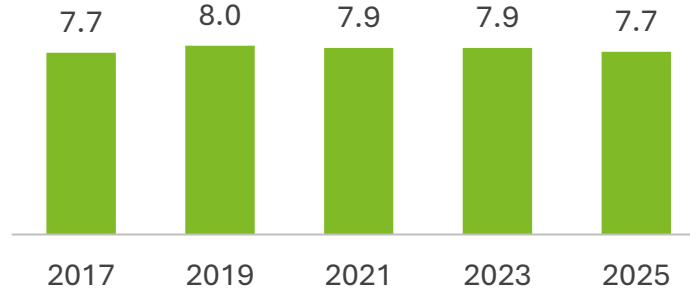
Quality of life ratings

% of respondents



Trend analysis

Mean score out of 10



MARKYT Industry Standards

Mean score out of 10



City of Melville	7.7
Australia*	7.0

Demographic variances

Mean score out of 10

Gender

Male	7.5
Female	7.9

Respondent age

18-34 years	7.6
35-49 years	7.6
50-64 years	7.6
65+ years	8.2

Home ownership

Homeowner	7.9
Renting / other	7.2

Life stage

Younger adult, no child at home	7.3
Baby/toddler (0-4)	8.1
Primary school (5-11)	7.2
High school (12-17)	7.4
Adult child at home (18+)	7.8
Older adult, no child at home	8.1

Employment status

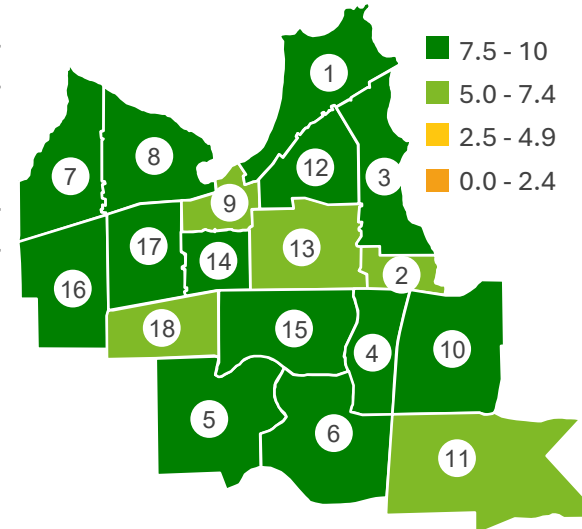
Full-time	7.7
Casual / part time	7.7
Self employed	7.9
Home duties	7.7

Diversity

Disability	7.0
First Nations^	6.9
Mainly speak LOTE	7.3

Education level

Secondary	8.1
TAFE	7.6
Bachelor degree	7.8
Graduate diploma / certificate	7.8
Postgraduate	7.6



Suburb	Ward	Mean score
1 Applecross		8.2
2 Brentwood^	8.0	7.1
3 Mt Pleasant		8.4
4 Bateman^		7.5
5 Kardinya	7.5	7.5
6 Murdoch^		7.6
7 Bicton		8.0
8 Attadale	7.8	7.8
9 Alfred Cove^		7.4
10 Bull Creek^	7.5	7.8
11 Leeming		7.4
12 Ardross		8.2
13 Booragoon	7.8	7.4
14 Myaree^		8.2
15 Winthrop^		7.6
16 Palmyra		7.8
17 Melville	7.7	7.8
18 Willagee		7.2

Q. Overall, how good is your life when you step back and think about it? Please give a score out of 10 where 0 is the worst possible life for you and 10 is the best possible life for you.

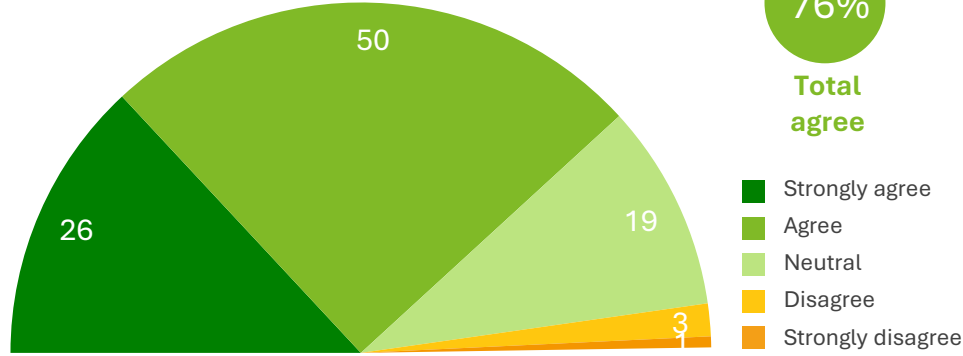
Base: All respondents, excludes 'unsure' and 'no response' (n = 511). ^Note small sample size (<20 respondents)

*World Happiness Report 2025, published by the Sustainable Development Solutions Network, powered by the Gallup World Poll data.

I am proud of the area where I live

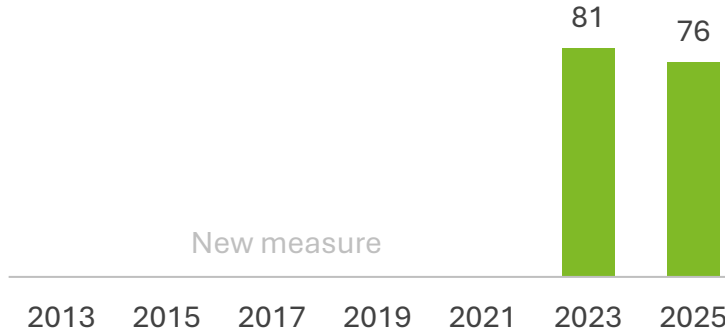
Performance ratings

% of respondents



Trend analysis

% agree



MARKYT Industry Standards

% agree



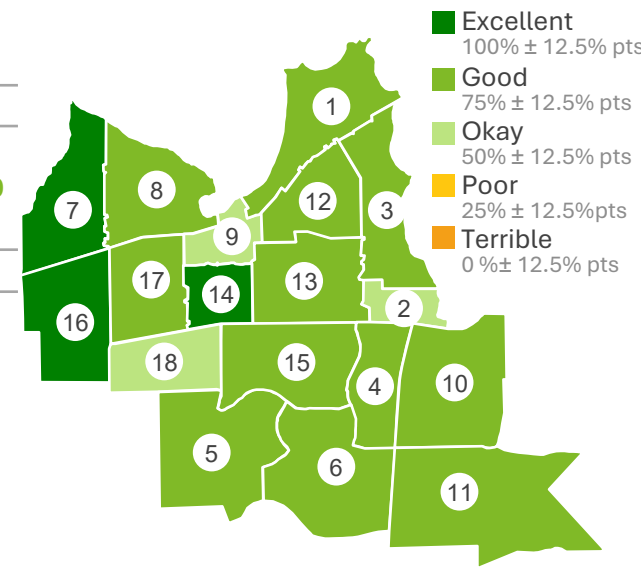
City of Melville	76
Industry high	82
Industry average	68

Demographic variances

% agree

Gender	Life stage
Male	Younger adult, no child at home
Female	Baby/toddler (0-4)
Respondent age	Employment status
18-34 years [#]	Full-time
35-49 years	Casual / part time
50-64 years	Self employed
65+ years	Home duties

Diversity	Education level
Disability	Secondary
First Nations [^]	TAFE
Mainly speak LOTE	Bachelor degree
	Graduate diploma / certificate
	Postgraduate



Suburb	Ward
1 Applecross	82
2 Brentwood	61
3 Mt Pleasant	75
4 Bateman	69
5 Kardinya	68
6 Murdoch	80
7 Bicton	93
8 Attadale	67
9 Alfred Cove	56
10 Bull Creek	81
11 Leeming	79
12 Ardross	67
13 Booragoon	78
14 Myaree	94
15 Winthrop	80
16 Palmyra	94
17 Melville	73
18 Willagee	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 705). [#] Includes a small number of 14-17 year olds

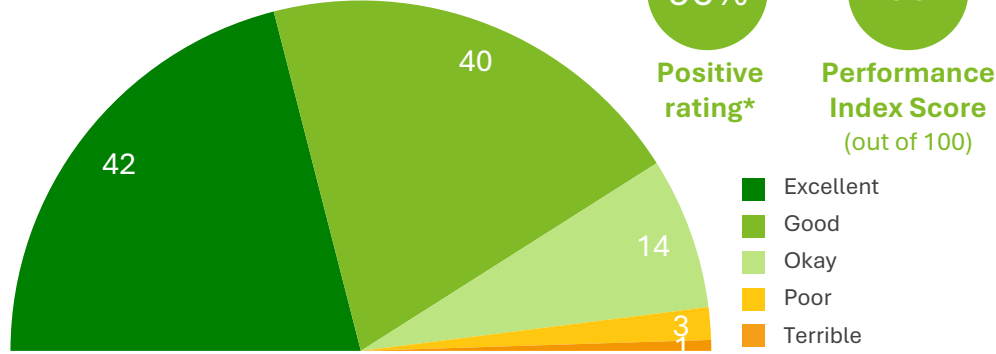
* Positive Rating = excellent, good + okay [^]Note small sample size (<20 respondents)

Place scores

Place to live

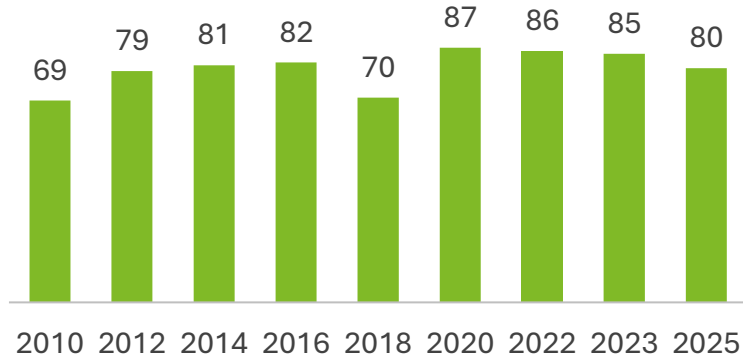
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



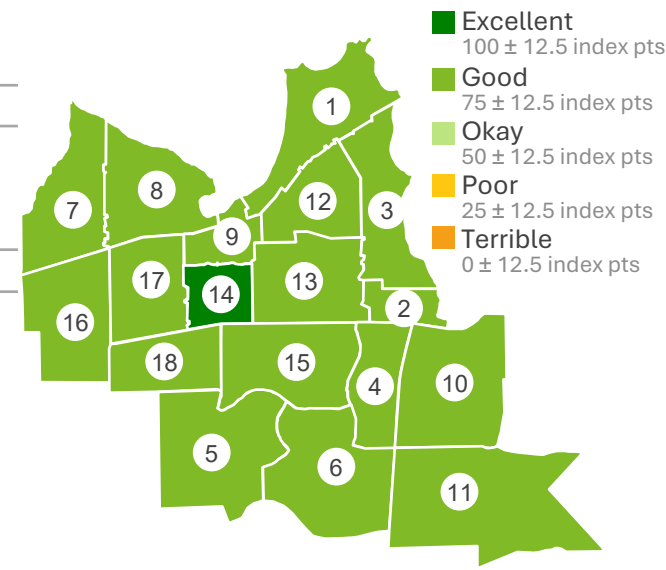
City of Melville	80
Industry high	92
Industry average	74

Demographic variances

Performance index score

Gender	Life stage
Male 79	Younger adult, no child at home 80
Female 81	Baby/toddler (0-4) 83
Respondent age	Primary school (5-11)
18-34 years# 78	High school (12-17) 76
35-49 years 77	Adult child at home (18+) 79
50-64 years 80	Older adult, no child at home 82
65+ years 84	Employment status
Home ownership	Full-time 79
Homeowner 80	Casual / part time 82
Renting / other 80	Self employed 86
	Home duties 86

Diversity	Education level
Disability 80	Secondary 79
First Nations^ 76	TAFE 81
Mainly speak LOTE 82	Bachelor degree 84
	Graduate diploma / certificate 80
	Postgraduate 77



Suburb	Ward	Score
1 Applecross		75
2 Brentwood	77	
3 Mt Pleasant		78
4 Bateman		83
5 Kardinya	83	
6 Murdoch		76
7 Bicton		81
8 Attadale	78	
9 Alfred Cove		75
10 Bull Creek		81
11 Leeming	81	
12 Ardross		84
13 Booragoon		79
14 Myaree	82	
15 Winthrop		80
16 Palmyra		80
17 Melville	79	
18 Willagee		71

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

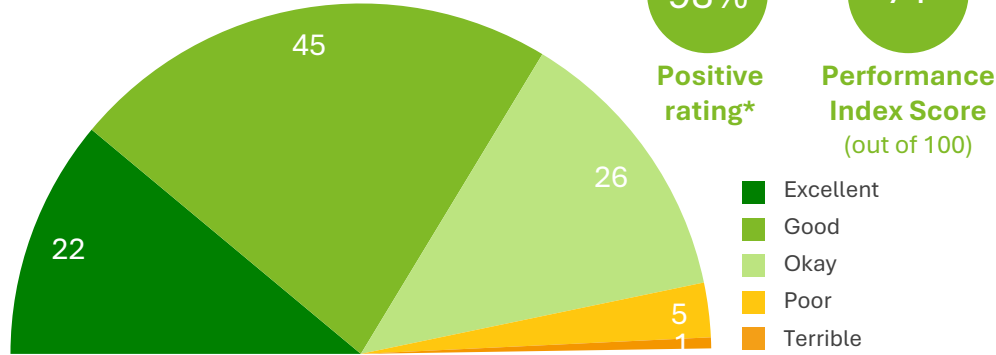
Base: All respondents, excludes 'unsure' and 'no response' (n = 1329). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Place to work

Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



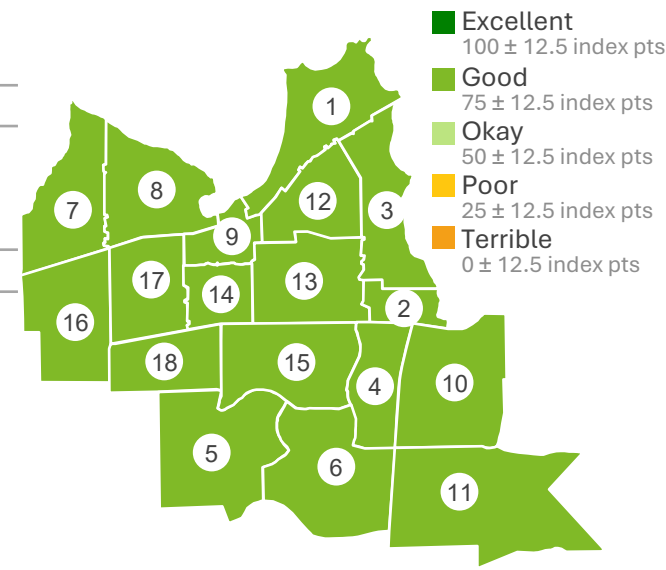
City of Melville	71
Industry high	80
Industry average	69

Demographic variances

Performance index score

Gender	Life stage
Male 69	Younger adult, no child at home 66
Female 73	Baby/toddler (0-4) 71
Respondent age	Primary school (5-11) 67
18-34 years# 65	High school (12-17) 69
35-49 years 67	Adult child at home (18+) 71
50-64 years 74	Older adult, no child at home 75
65+ years 76	Employment status
Home ownership	Full-time 67
Homeowner 71	Casual / part time 75
Renting / other 71	Self employed 82
	Home duties 76

Diversity	Education level
Disability 72	Secondary 66
First Nations^ 67	TAFE 79
Mainly speak LOTE 69	Bachelor degree 71
	Graduate diploma / certificate 74
	Postgraduate 68



Suburb	Ward
1 Applecross 71	
2 Brentwood 75	72
3 Mt Pleasant 72	
4 Bateman 74	
5 Kardinya 74	74
6 Murdoch 73	
7 Bicton 73	
8 Attadale 67	69
9 Alfred Cove 63	
10 Bull Creek 70	
11 Leeming 72	71
12 Ardross 73	
13 Booragoon 71	72
14 Myaree 74	
15 Winthrop 70	
16 Palmyra 67	
17 Melville 75	69
18 Willagee 66	

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 794). # Includes a small number of 14-17 year olds

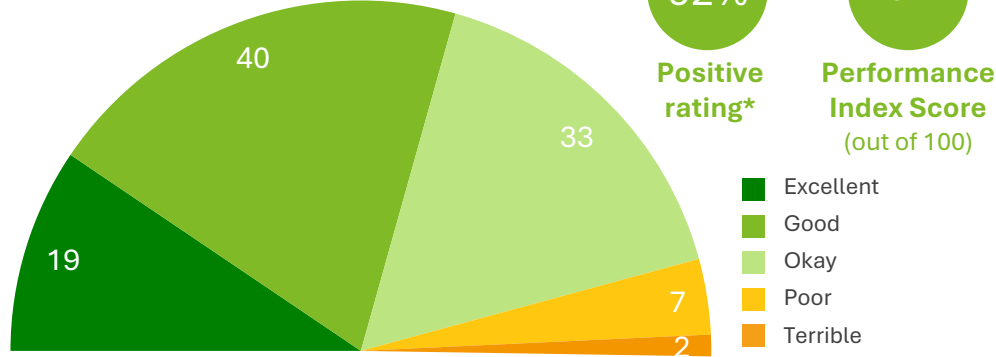
* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Place to own or operate a business

Among resident respondents

Performance ratings

% of respondents



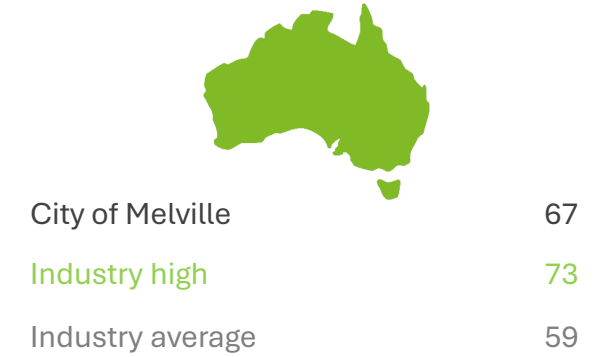
Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score

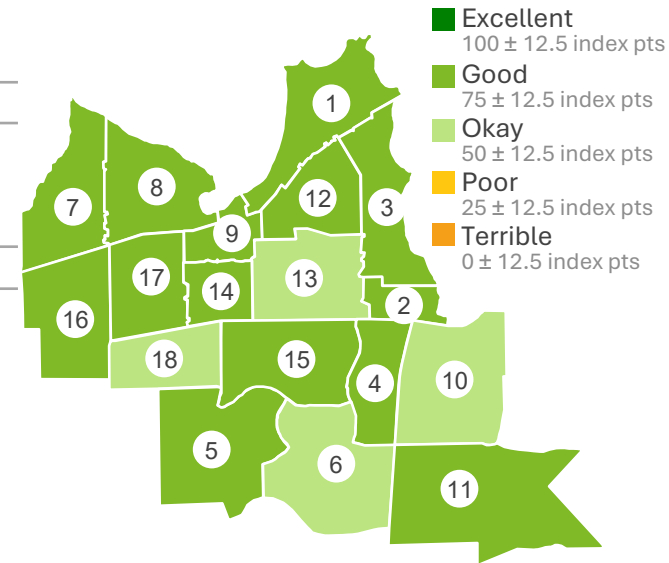


Demographic variances

Performance index score

Category	Score	Category	Score
Gender		Life stage	
Male	65	Younger adult, no child at home	57
Female	69	Baby/toddler (0-4)	73
Respondent age		Primary school (5-11)	65
18-34 years#	63	High school (12-17)	66
35-49 years	66	Adult child at home (18+)	66
50-64 years	67	Older adult, no child at home	70
65+ years	72	Employment status	
Home ownership		Full-time	65
Homeowner	67	Casual / part time	66
Renting / other	68	Casual / part time	66
		Self employed	76
		Home duties	71

Category	Score
Diversity	
Disability	71
First Nations^	53
Mainly speak LOTE	67
Education level	
Secondary	63
TAFE	79
Bachelor degree	67
Graduate diploma / certificate	69
Postgraduate	62



Suburb	Ward	Score
1 Applecross		65
2 Brentwood	65	
3 Mt Pleasant		65
4 Bateman		66
5 Kardinya	71	75
6 Murdoch		62
7 Bicton		71
8 Attadale	68	65
9 Alfred Cove		69
10 Bull Creek	63	59
11 Leeming		66
12 Ardross		66
13 Booragoon	65	60
14 Myaree		71
15 Winthrop		68
16 Palmyra		67
17 Melville	68	73
18 Willagee		62

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

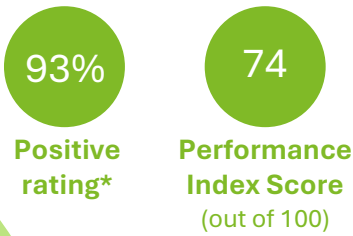
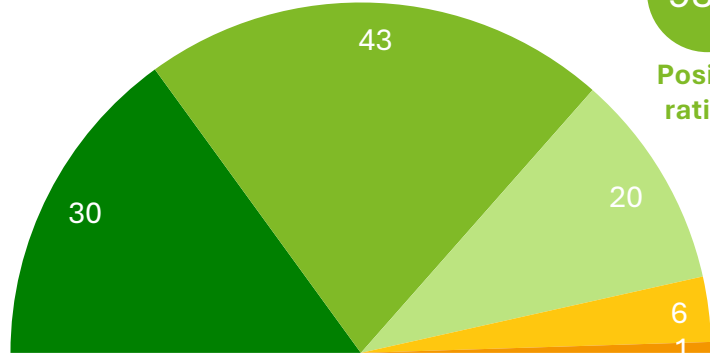
Base: All respondents, excludes 'unsure' and 'no response' (n = 592). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Place to visit

Performance ratings

% of respondents



■ Excellent
■ Good
■ Okay
■ Poor
■ Terrible

Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



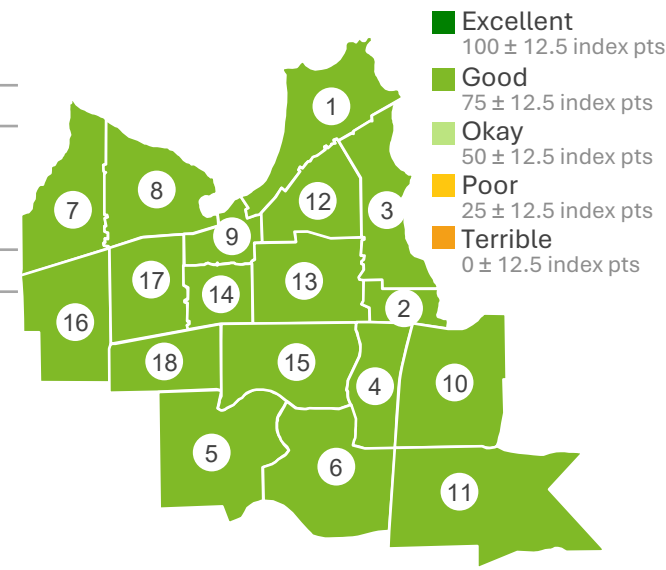
City of Melville	74
Industry high	90
Industry average	68

Demographic variances

Performance index score

Gender	Life stage
Male 72	Younger adult, no child at home 73
Female 75	Baby/toddler (0-4) 75
Respondent age	Primary school (5-11)
18-34 years# 72	High school (12-17) 68
35-49 years 71	Adult child at home (18+) 73
50-64 years 74	Older adult, no child at home 77
65+ years 79	Employment status
Home ownership	Full-time 74
Homeowner 73	Casual / part time 77
Renting / other 77	Casual / part time 77
	Self employed 77
	Home duties 77

Diversity	Education level
Disability 80	Secondary 80
First Nations^ 49	TAFE 81
Mainly speak LOTE 70	Bachelor degree 77
	Graduate diploma / certificate 77
	Postgraduate 68



Suburb	Ward	Performance Index Score
1	Applecross	75
2	Brentwood	72
3	Mt Pleasant	70
4	Bateman	76
5	Kardinya	73
6	Murdoch	64
7	Bicton	80
8	Attadale	78
9	Alfred Cove	73
10	Bull Creek	75
11	Leeming	74
12	Ardross	78
13	Booragoon	73
14	Myaree	81
15	Winthrop	73
16	Palmyra	69
17	Melville	77
18	Willagee	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1238). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Overall governance

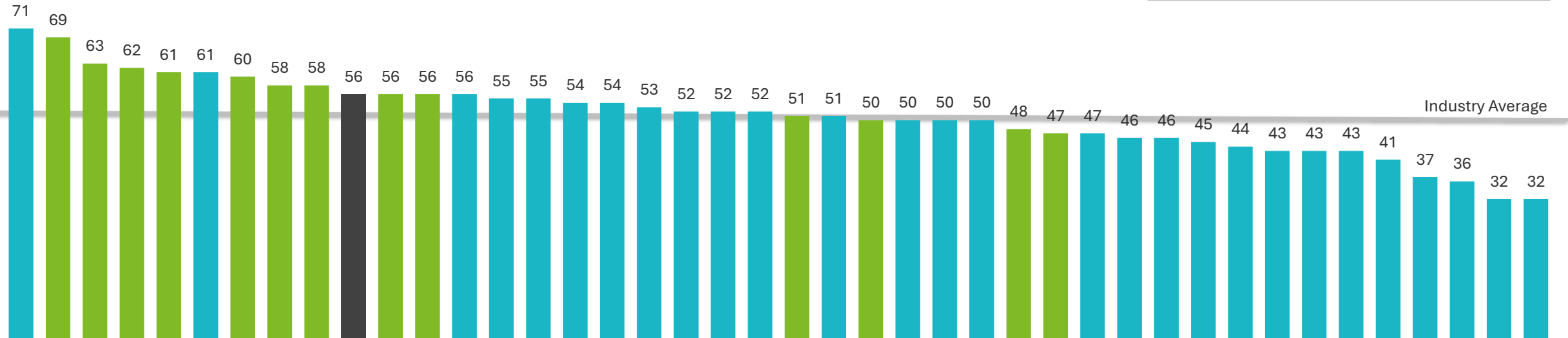
Governance

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

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

Governance | performance index score

- City of Melville
- Metropolitan Councils
- Regional Councils



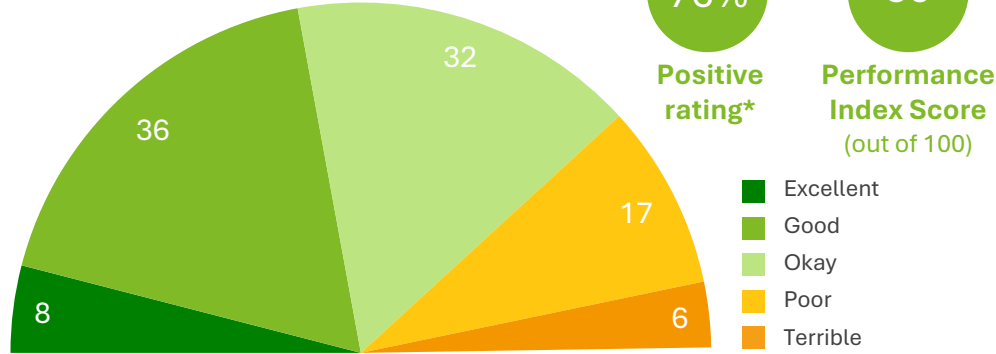
MARKYT **Industry Standards**
Performance Index Score

City of Melville	56
Industry High	71
Industry Average	51

Governance

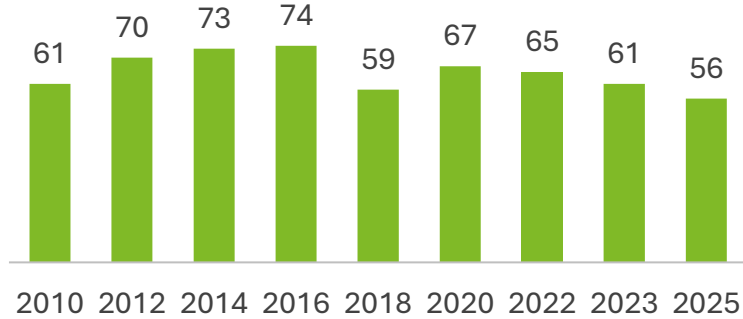
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



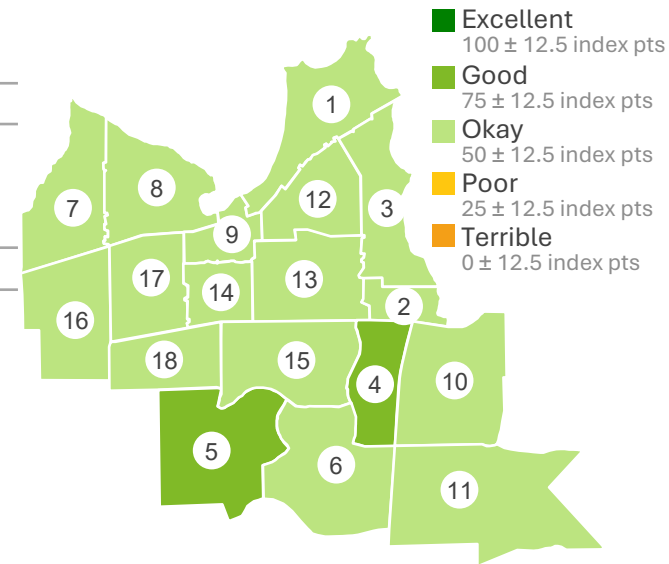
City of Melville	56
Industry high	71
Industry average	52

Demographic variances

Performance index score

Gender	
Male	55
Female	57
Respondent age	
18-34 years [#]	60
35-49 years	48
50-64 years	52
65+ years	63
Home ownership	
Homeowner	55
Renting / other	68
Life stage	
Younger adult, no child at home	61
Baby/toddler (0-4)	59
Primary school (5-11)	46
High school (12-17)	45
Adult child at home (18+)	52
Older adult, no child at home	59
Employment status	
Full-time	56
Casual / part time	63
Self employed	64
Home duties	62

Diversity	
Disability	62
First Nations [^]	50
Mainly speak LOTE	64
Education level	
Secondary	62
TAFE	62
Bachelor degree	64
Graduate diploma / certificate	54
Postgraduate	52



Suburb	Ward	Score
1 Applecross		53
2 Brentwood		57
3 Mt Pleasant		46
4 Bateman		64
5 Kardinya		63
6 Murdoch		56
7 Bicton		49
8 Attadale	52	
9 Alfred Cove		52
10 Bull Creek		59
11 Leeming	60	
12 Ardross		55
13 Booragoon		58
14 Myaree	57	
15 Winthrop		55
16 Palmyra		58
17 Melville	57	
18 Willagee		52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1140). [#] Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay [^]Note small sample size (<20 respondents)

MARKYT Benchmark Matrix

How to read the **MARKYT** Benchmark Matrix

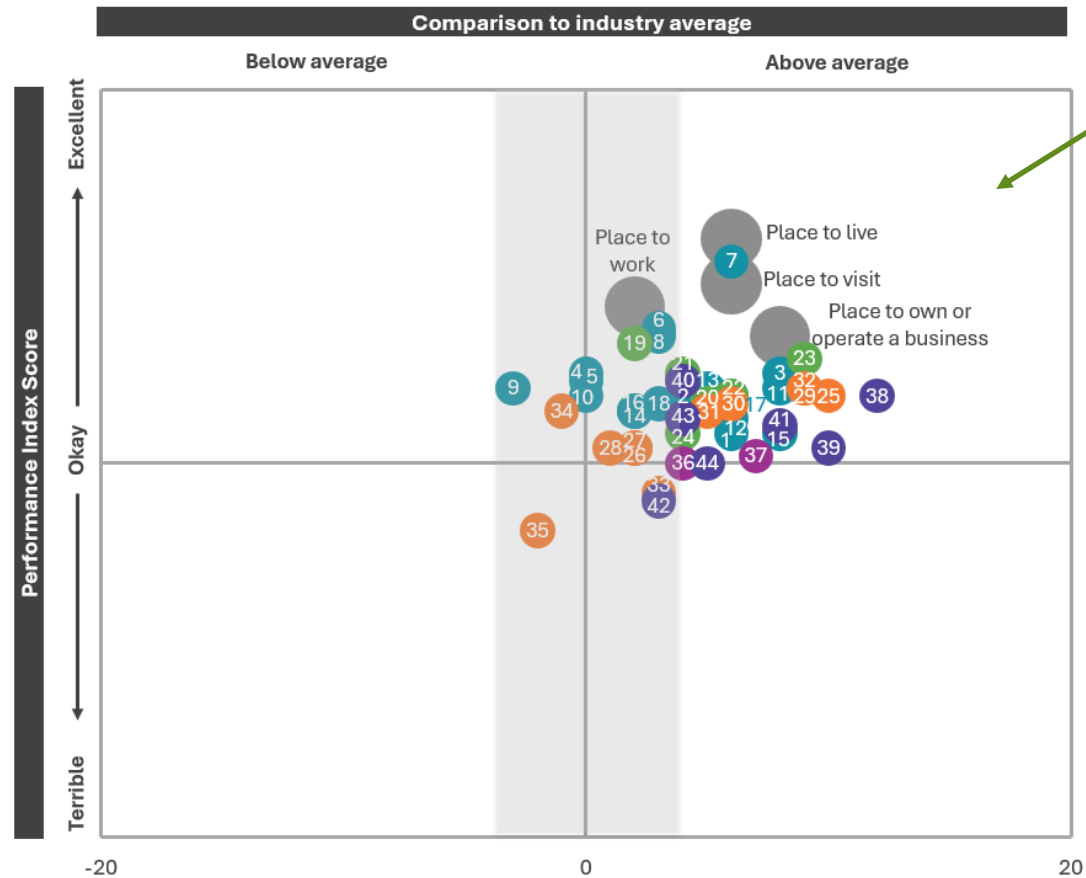
The MARKYT® Benchmark Matrix (shown in detail overleaf) illustrates how the community rates performance on individual measures, compared to how other councils are being rated by their communities.

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

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

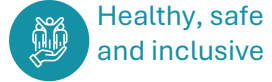
Services are grouped in five themes, aligned with the Strategic Community Plan:

- Healthy, safe and inclusive
- Clean and green
- Sustainable and connected development
- Vibrant and prosperous
- Good governance and leadership



Councils aim to be in this quadrant with average performance ratings between okay and excellent, and performance ABOVE Industry Average.

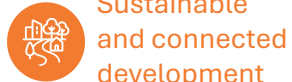
MARKYT Benchmark Matrix



Healthy, safe and inclusive



Clean and green



Sustainable and connected development



Vibrant and prosperous



Good governance and leadership

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



MARKYT Community Trends

MARKYT® Community Trends show trends in performance.

3

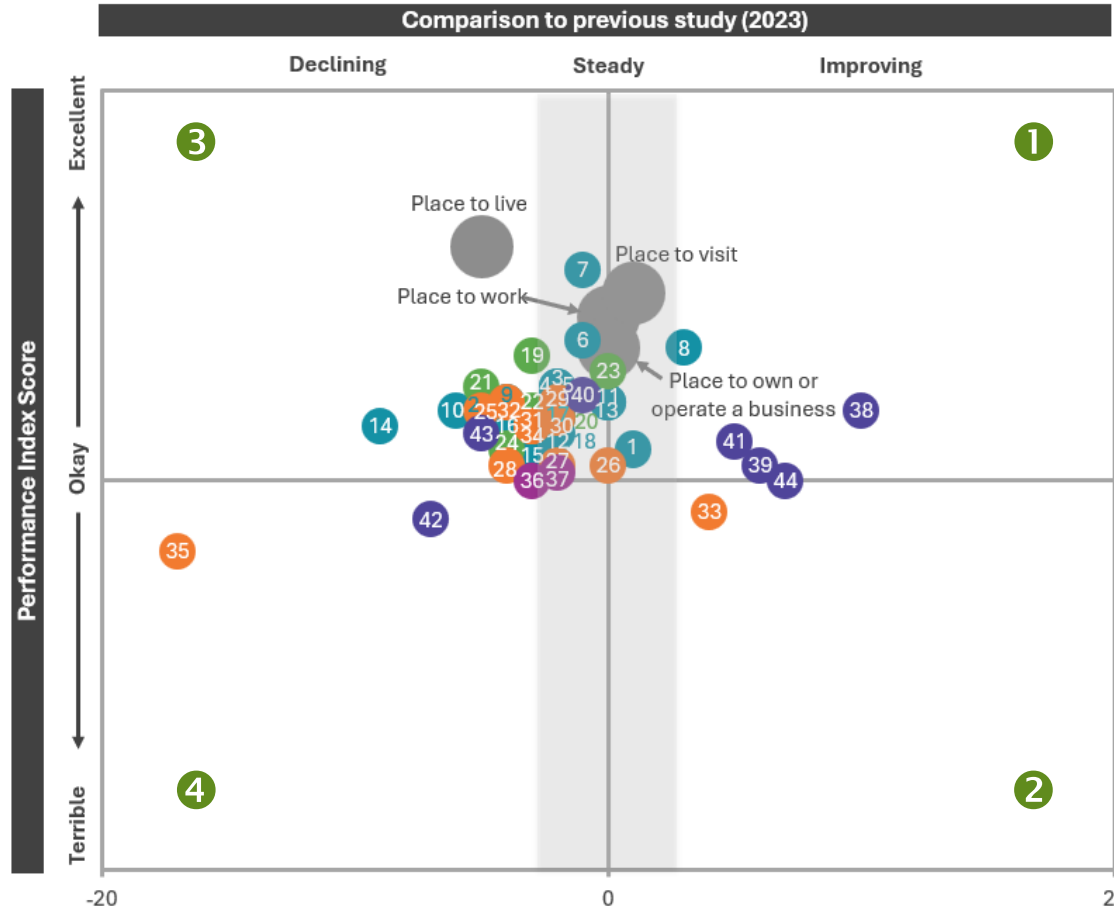
Window 3 includes higher performing services in decline, including:

- Governance
- Health and community services
- Volunteer support services
- Family and children’s services
- Waste management
- Local roads

4

Window 4 includes lower performing areas in decline, including:

- Housing
- Financial management



1

Window 1 includes higher performing areas that have improved, including:

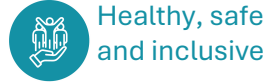
- Council’s leadership
- Community engagement
- Communication
- Embracing change, innovation and technology
- Art, culture and creative activities

2

Window 2 includes lower performing that are improving:

- Planning services

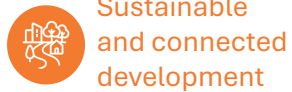
MARKYT Community Trends



Healthy, safe and inclusive



Clean and green



Sustainable and connected development



Vibrant and prosperous



Good governance and leadership

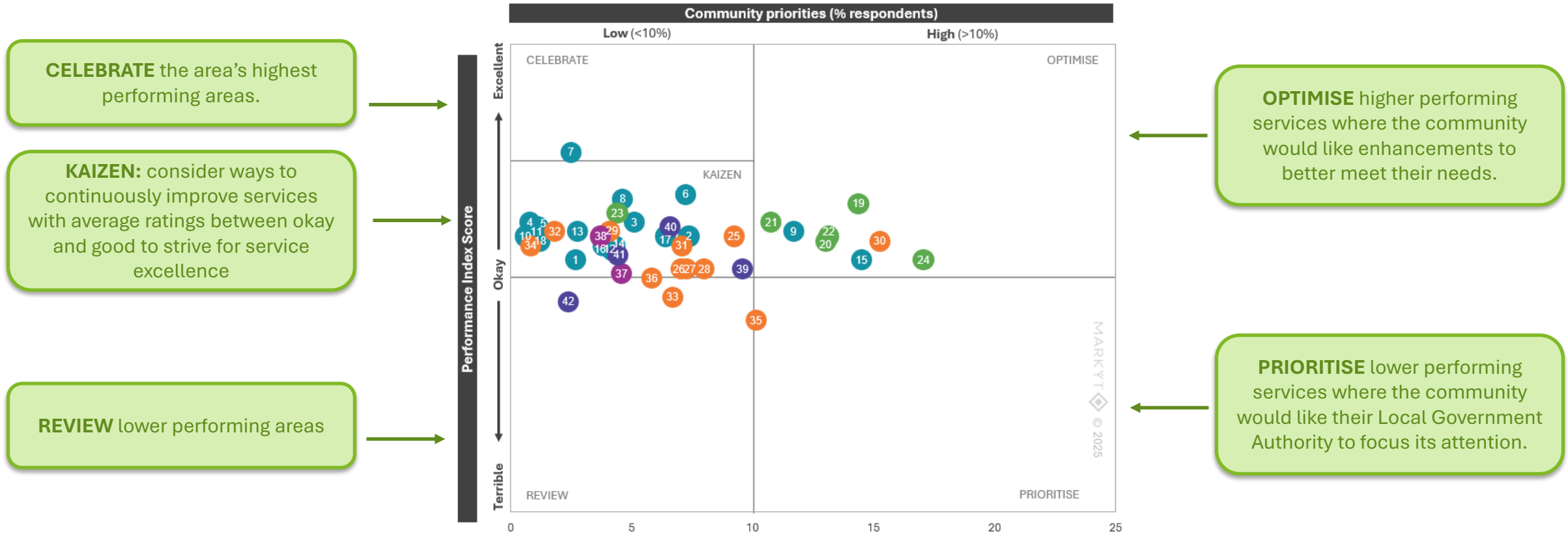
- 1 Youth services and facilities
- 2 Family and children's services
- 3 Seniors' services and facilities
- 4 Reconciliation action
- 5 Multiculturalism
- 6 Sport and recreation
- 7 Library services and facilities
- 8 Art, culture and creative activities
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- 42 Financial management
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- 44 Council's leadership




MARKYT Community Priorities

How to read the MARKYT Community Priorities window

The MARKYT® Community Priorities window maps perceptions of performance against community priorities.




 **Healthy, safe and inclusive**

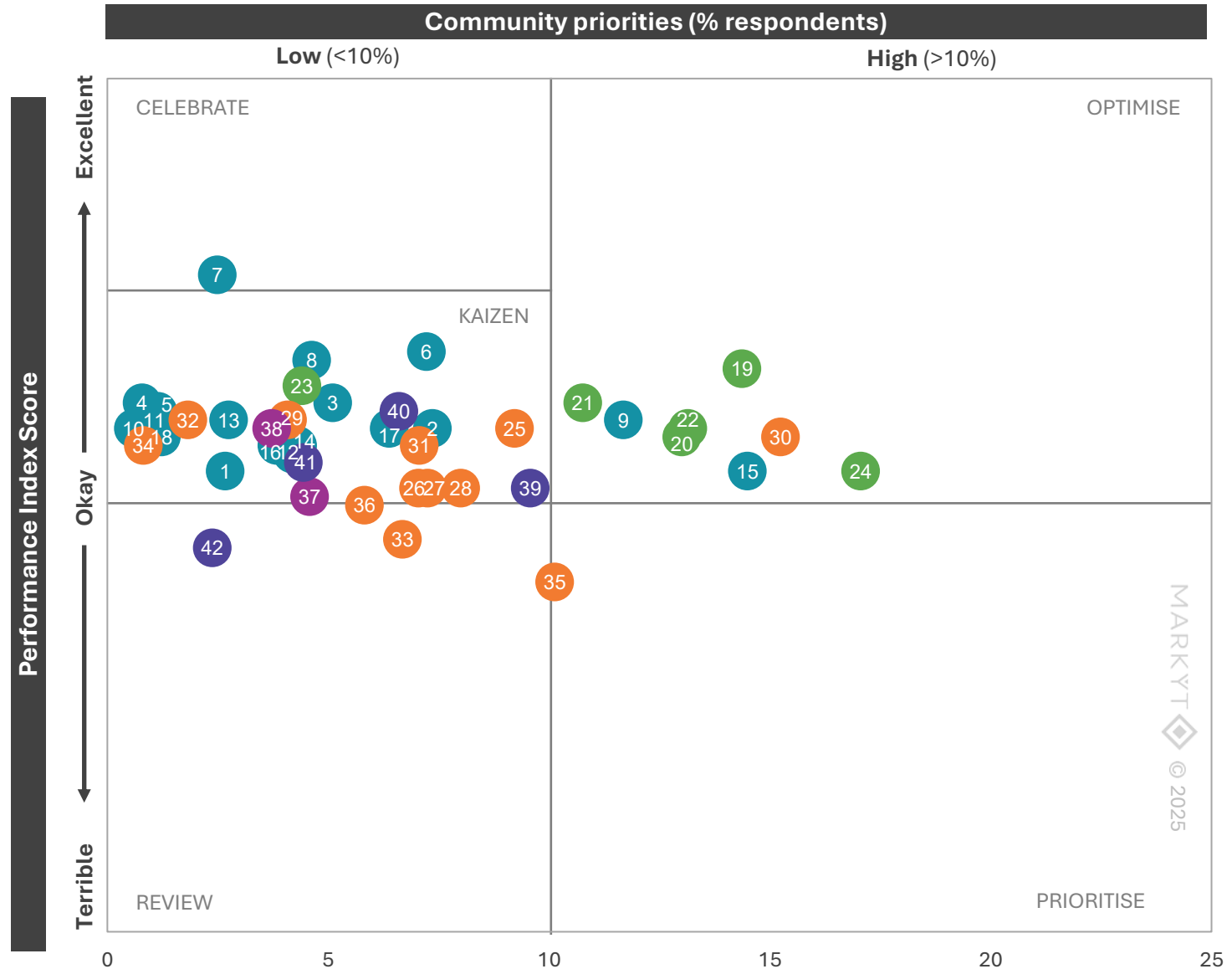
 **Clean and green**

 **Sustainable and connected development**

 **Vibrant and prosperous**

 **Good governance and leadership**

- 1 Youth services and facilities
- 2 Family and children's services
- 3 Seniors' services and facilities
- 4 Reconciliation action
- 5 Multiculturalism
- 6 Sport and recreation
- 7 Library services and facilities
- 8 Art, culture and creative activities
- 9 Festivals, markets and events
- 10 Volunteer support services
- 11 Universal access and inclusion
- 12 Education and life-long learning
- 13 Public buildings, halls and toilets
- 14 Health and community services
- 15 Safety and crime prevention
- 16 Ranger services
- 17 Animal management
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- 21 Waste management
- 22 Environmental management
- 23 River and foreshore management
- 24 Climate action
- 25 Local roads
- 26 Main roads
- 27 Parking
- 28 Traffic management
- 29 Public transport
- 30 Footpaths, trails and cycleways
- 31 Lighting of streets and public places
- 32 Stormwater management and drainage
- 33 Planning services
- 34 Heritage services
- 35 Housing
- 36 Local precinct development and activation
- 37 Economic development and job creation
- 38 Communication (local issues, services)
- 39 Community engagement on local issues
- 40 Customer service
- 41 Embracing change, innovation and technology
- 42 Financial management



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

Q. Over the next 10 years, which areas would you mostly like the City of Melville to focus on improving? Base: All respondents, excludes no response (n = 1112)

Community Priorities | by role and responsibility

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



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

Q. Over the next 10 years, which areas would you mostly like the City of Melville to focus on improving? Base: All respondents, excludes no response (n = 1112)

Community aspirations

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

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

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

To see all community comments, please see the full MARKYT® VoiceBank with more than **79,000 words** with ideas and suggestions to address 40+ service areas.



MARKYT  Voicebank

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

Source: MARKYT® Community Scorecard | 2025

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

Prepared by:
CATALYSE® Pty Ltd

On behalf of:
City of Melville

September 2025

Climate action

Community aspirations

- Protect and expand the tree canopy – plant more verge trees, preserve mature trees and protect green spaces in new developments.
- Invest in renewable energy e.g. solar panels, community battery storage etc.
- Provide incentives and rebates for home-owners to electrify their homes and adopt other sustainable measures including solar panels, insulation etc.
- Impose sustainability requirements on new developments, e.g. minimum green space requirements, double glazing, no dark roofs etc.
- Lead by example – work towards net zero for council operations, install solar in all council facilities, use recycled materials, electrify the fleet etc. Keep the community informed about progress.
- Support recycling – provide more recycling bins, drop off points and education and communication about recycling initiatives.

Sample of community voices

"Increased tree planting on council land and verges. Significant tree retention policy on private property. Net zero policy for all council properties and activities. Solar panels on all council buildings."

"All new apartment blocks to have allocated green space and trees. Protect existing trees from being chopped down without permission. More shade to be provided."

"Protect trees on private property, just like in other capital cities, requiring a permit to remove mature trees. Do as you claim to promote tree canopy."

"Investing in renewable energy such as solar for everyone."

"Consider installing community batteries throughout the City."

"Making it easier and cheaper to install solar panels, live with sustainability at the focus."

"New build must include double glazed windows and solar panels. Local residents should get grants to get solar panels and double-glazed windows and it should not cost residents to get power lines put underground."

"Make sure all new buildings are built in a sustainable manner with passive heating and cooling. Continue reforesting council verges."

"More concerted effort and communication about what the city is doing to achieve net zero emissions."

"All public buildings powered by solar/wind/water."

"Council to show leadership by utilising recycled products (eg road base, electric vehicles in car/ truck fleet, facilitate EV charging facilities at petrol stations and shopping centres, create bonuses for sustainable design)."

"Better recycling hubs for larger objects"

"Expansion of recycling opportunities. Make it as easy as possible for re-use of materials. Hold 'give-away' markets where people bring things to give away to people who want them. Combine this with recycling deposits and e-waste collection."

"More communication on whether or not recycled items (yellow bin) are actually being recycled and if so, where and what is being recycled, etc."

Footpaths, trails and cycleways

Community aspirations

- Build a connected network of footpaths across all suburbs - ensure there is at least one safe, continuous footpath on each street.
- Provide a more extensive network of dedicated cycleways with clear separation from pedestrians and vehicles to connect suburbs, schools, parks and foreshore routes.
- Repair and maintain footpaths and cycleways to improve safety for all users – widen narrow paths, upgrade uneven surfaces, remove debris, and keep clear of vegetation.
- Address concerns about shared-use paths – consider separating pedestrians and cyclists where possible, provide clear signage and speed limits and stronger enforcement of rules for e-rideables.
- Provide better facilities to encourage active transport and less reliance on cars, e.g. bike racks, toilets and better signage of walking and cycling routes.

Sample of community voices

“Footpaths that link-up. Presently many footpaths end abruptly forcing pedestrians to walk on the road.”

“Footpaths regularly just drop out, leaving pedestrians to walk on the road or try to cross verges with ropes, gravel, sand etc, which are impossible to cross with a wheelchair or with a pram.”

“Provide more dedicated cycle lanes that are physically isolated protected from traffic by bollards or kerbing.”

“It is vital that the City of Melville prioritises the development of safe cycle paths for children to connect parks, schools, and local amenities. With growing awareness of the health, environmental, and social benefits of active transport, safe cycling infrastructure empowers children to travel independently and confidently.”

“Footpaths are uneven, discontinuous, strewn with foliage from street trees and dangerous for the elderly to traverse.”

“Footpaths in Bull Creek are terrible. I have had falls because of poorly maintained footpaths left to crumble and deteriorate. I have lived in the area for nearly 25 years and some of the local paths have had cracks and tripping hazards for most of that time.”

“Cycleways should be separate from pedestrian walkways rather than shared to prevent injuries. As it is, cyclists often feel obliged to use the road instead of the shared path, which can put them at risk.”

“Clear signs. Restrictions on e-bikes for roads only. No e- bikes in parks. Closer monitoring by rangers. Fines or prohibiting use for infringements.”

“I want to see more cycling and mixed-use transportation (e-scooter, etc.) infrastructure so we can become less of a car reliant city.”

“More bike racks, more linkage.”

“Cycling would be more popular if a map of cycle ways were made available, and plans adopted for continuous routes to shopping centres, places of recreation and to connect with public transport. Safety devices for bicycles left outside or at bus and train stations, such as are in use in some countries.”

“Continue to expand the cycle / walking pathway network to encourage people to remain active but add some toilet facilities to accommodate the people when using the cycle / walking pathway.”

Parks, playgrounds and reserves

Community aspirations

- Upgrade playgrounds with a better range of modern equipment for all ages and abilities. Consider basketball courts, fitness equipment, nature play, cycle paths/pump tracks etc.
- Repair old equipment and maintain parks with regular mowing, weeding etc.
- Provide better facilities for families in parks including shade, toilets, drink fountains, seating, BBQ and picnic areas.
- Provide more dedicated dog exercise areas with amenities. Consider fenced areas, on and off leash areas etc.

Sample of community voices

"Some areas have great parks - others like Palmyra, which is full of families - have terrible parks. There is no fantastic playground along the foreshore in Bicton either, such a waste. Palmyra needs a great nature playground, similar to Carawatha in Willagee. There is space at Geo Thompson Park."

"Frawley Park is so old and derelict. A lot of young families are moving into the area and it would be a great opportunity to activate that space with new nature play equipment and landscaping."

"Add more facilities for adult fitness activities in the parks."

"Playground area with Basketball courts accessible to youth similar to what has happened at McCallum Park. Pump track/Skate park and lot more shaded areas close to Garden City shopping center. For youth to hang out and play."

"Playgrounds with increased riskier play for older kids, ie high climbing frames, zip lines etc. Such as those in Coogee and Treeby/newer developments. To give more variety and progress playgrounds for older children."

"Updated equipment, better management (not just covering over weeds and caltrop with mulch or cordoning off the area), local engagement with needs of the area."

"Better maintenance of current parks on a regular basis. Often grass is not cut regularly and fences around playgrounds are poorly maintained."

"I feel that money should be spent in parks and services, especially parks that are regularly attended having maintained equipment, BBQ, gazebo and seating. Parks need public toilets."

"More public toilets added to frequently used parks would be great. Hill Park in Winthrop is utilised a lot by students from the school, it has a gazebo and BBQ facilities, but no toilet"

"More shade at local children's playgrounds. Parks and reserves where we can exercise or pursue leisure activities without being harassed by dogs."

"More on lead dog parks required and some fenced dog parks which segregate small and large dogs."

"Fully fenced dog exercise area now we are no longer able to utilise the primary school grounds - too many of the small parks have no fencing and/or dogs are not allowed."

Safety and crime prevention

Community aspirations

- Provide more a more visible, proactive and empowered security service with more patrols, especially at night and around shopping areas and known hotspots.
- Work with WA Police to engage the community in safety issues and improve response times.
- Provide brighter lighting in parks, streets and public places to deter criminal activity.
- Provide more CCTV surveillance in public spaces, shopping centres and thoroughfares.
- Support community safety initiatives like Neighbourhood Watch and community CCTV programs.
- Advocate for Department of Community Services to redistribute social housing and better manage antisocial tenants.

Sample of community voices

“Increasing the number of patrols to protect residents and properties and provide a greater sense of security within the community. Greater /increased surveillance in the Brentwood / Bateman area with better nighttime lighting around community/shopping facilities

“Twice I have called Melville security and both times they have told me to call the police over minor issues. What is the point of having security if they have no authority to do anything. I pay for a service that is useless.”

“Have active police patrols, especially at night. To reduce the incident of opportunity crime and damage.”

“Continue to work with local police with ensuring residents feel safe and supported in the community. Listen and act when residents have concerns within their communities.”

“Householder/police meetings keeping everyone up to date.”

“Patrols need to be increased both day and night and greater interaction with Police station within the City to co-ordinate rapid response should the security patrols see suspicious behaviour or suspicious persons to both prevent break-ins/robberies and act as a deterrent.”

“More patrols, make street lighting brighter or install more streetlamps. Curb vandalism.”

“Better street lighting, CCTV in small shopping centres like Applecross Village, visible Ranger services, initiatives with police for nighttime patrols, safety audits for senior citizens at their homes.”

“More regular security perhaps installing CCTV particularly on main thoroughfares.”

“The City of Melville and its partners can improve safety and crime prevention by increasing police visibility, expanding CCTV coverage, and supporting community initiatives such as Neighbourhood Watch. Enhancing lighting and public space design through Crime Prevention Through Environmental Design (CPTED) principles can deter anti-social behaviour.”

“Put more cameras out and about, get the community camera program up and running where you can give the police access to your home cameras, sort the troublemakers out in the social housing or get rid of it, the local community are fed up with know troublemaker house holds in social housing.”

“Need to reduce crime & antisocial behaviour by reducing social housing numbers in Willagee - too many & need far less by number not just % of housing.”

Environmental management

Community aspirations

- Protect and expand the tree canopy – plant more verge trees, prioritise natives, preserve mature trees and require minimum green spaces in new developments.
- Protect the river and foreshore – rehabilitate and revegetate to prevent erosion and protect wildlife etc.
- Provide incentives for residents to green their own properties by planting trees and native verges, banning fake turf etc.
- Ban use of glyphosate and other toxic herbicides. Consider safer alternatives such as steam.
- Introduce safe rodent control programs.
- Reduce pollution by banning indoor and outdoor wood fires.
- Educate residents about sustainability and waste management and promote involvement in environmental projects.

Sample of community voices

“Trees, trees, trees. Please make them native and stop planting introduced species.”

“Protect the city's existing tree canopy and put in place policies to prevent the uncontrolled removal of large mature trees, even on blocks destined for so-called redevelopment. Development should be designed to accommodate the existing tree canopy not to remove it.”

“Foreshore rehabilitation and revegetation of verges in proximity to the river.”

“Along the river there has been a lot of erosion lately so keep up the work to prevent this. Also keeping dogs out of the foreshore area where swans are nesting so we can keep enjoying our beautiful bird life.”

“Plant more NATIVE trees. Encourage and subsidise residents to remove the grass from their verges and replace with low maintenance native gardens.”

“Ban artificial “grass” which is harmful not only to any real plants and trees nearby but also to soil health. It is ugly. It intensifies summer heat. It is banned by several local councils and Melville should do the same.”

“I would like to see the use of glyphosate be banned in the City of Melville as it has been proven to be harmful to our health and the environment. And an alternative used such as steam.”

“Stop using toxic chemicals, educate your staff and residents about best practices for weed suppression, rodent management.”

“Rodent control! I have lived in this area over 30 years and since the council stopped offering free rodent baits - the population of rodents has exploded.”

“Ban on woodfire heaters and garden firepits to improve air quality.”

“The Council should be banning wood burning in all of its forms. No firepits. No campfires. No wood burners.”

“Improve education on environment, waste management. Start with talks at school and hope the kids take the message home, I am remembering “Keep Australia clean campaign”

“Encourage community care group activities within some public spaces (e.g. Ken Ingram Park).”

Streetscapes, trees and verges

Community aspirations

- Plant more verges trees – balance shade canopy, natives for wildlife habitat and aesthetic appeal.
- Allow residents to remove and replace unsuitable verge trees.
- Maintain verges - prune street trees that become overgrown and unsafe, mow grass, weed etc.
- Encourage residents to green their verges with incentives for native verges, banning fake grass etc.
- Beautify streetscapes on main roads including Canning Highway and Farrington Road.

Sample of community voices

*“There are large areas of streetscapes with no verge trees whatsoever! Any available spot should have trees!!!
Melville says it's committed to move verge trees - where are they???”*

“More street trees to provide shade and wildlife refuge.”

“The City of Melville's suburbs can be made attractive with strategic planting of beautiful picturesque trees, like many suburbs, such as jacaranda or other flowering trees. Cherry blossoms are a great idea to create a mix-up or a unique look so the suburb stands out.”

“Change the ludicrous policy that prevents the removal and pruning of trees (eg box) from verges. Such trees are a nightmare for house owners but the Council couldn't care”

“Maintain and expand existing stock of street and park trees. Listen to residents who have problem trees and act on their concerns. Too arrogant and dismissive of ratepayers issues with regards problem trees that represent a threat to personal safety and property.”

“Tidy /mend/mow the council owned verges instead of expecting people who may not have capacity to do it - you used to do it years ago.”

*“Street tree pruning needs to be improved to keep roots and branches away from private property.
Footpaths under certain street trees - ficus for example need to be routinely swept.”*

*“Converting grassed verges to native/waterside gardens is expensive.
Providing access to subsidised plants would be beneficial”*

“Put in more trees on verges , and don't allow fake grass everywhere especially in Applecross where it's getting worse.”

“Clean up main roads like Canning Highway - disgusting mess with rubbish and old overgrown bushes.”

“Improve the look on all avenues and roads especially Bateman, it is somewhat neglected.”

“Leeming looks crappy and cheap! Can you concentrate a better quality of street scape – maybe limestone walls down Farrington's main road instead of multi-coloured Colorbond and super 6 fences when you turn off the freeway down Farrington.”

Festivals, markets and events

Community aspirations

- Hold more regular farmers, artisan and local produce markets in parks and local hubs across all suburbs.
- Provide a diverse range of affordable local events to bring the community together – suggestions include concerts, outdoor movies, kids’ events and multicultural celebrations.
- Improve promotion of events – use email alerts, local newsletters, community noticeboards etc.
- Activate underused public spaces including Wireless Hill, Morris Buzzacott Oval, Point Walter and Attadale foreshore.

Sample of community voices

“More weekend farmers markets thought the CoM.”

“We need more markets like local farmers markets and artisan markets, compared to other areas the City of Melville is lacking these.”

“Markets and food stalls in say Willagee for example.”

“Markets and food stalls please. Movies night in the park would be great.”

“Build greater local event calendar to suit all audiences.”

“Introduce seasonal events in local parks (e.g., spring food festivals, summer twilight concerts, autumn art walks, winter markets). Organise cultural celebration days showcasing food, dance, and traditions from different communities within Melville.”

“Provide family friendly events, like Christmas carols, kids festivals, multicultural festivals for harmony day and Chinese new year. Bring back the free kids’ event by the river. The current program is really only a concert series and then very arty/cultural events more for adults.”

“I’d like to see more of these, or to see them more widely advertised. A lot of people I know feel very isolated within their local community, and recent laws have made them fear for their online connections as well. I think more chances to connect with others is particularly important in this moment.”

“More widespread advertising of existing events needed. Signposting and messaging well in advance of event. If there are community events we aren’t hearing about them. Booragoon PS does a better job in communicating.”

“More development utilising our open spaces like Point Walter Foreshore for more community events. Like the drone show, skyworks, introduce a cafe in the park so people can sit and chat with their dogs. Picnic areas for families. A small play area for children. Food festivals. Buy and sell market days. Someone said to be that Attadale is like the forgotten suburb!! Beautiful area but no development.”

“Use Wireless Hill more pro-actively.”

Waste management

Community aspirations

- Review current waste services with consideration for social, economic and environmental impacts. Community members are seeking cost effective solutions that are simple and easy to use, and have a demonstrated positive impact on the environment.
- Consider reinstating regular scheduled bulk and green waste verge pick-ups. There are concerns that the current system is not working effectively, with booking availability issues or the need to make advance bookings. There are also concerns with reduced social and environmental benefits, with less items being collected and reused from the verge side.
- Consider providing a weekly red bin collection service or providing larger bins to meet household needs.
- Establish a local waste and recycling drop-off centre, with tip passes, to make it easier to drop off waste and unwanted items.
- Provide more effective e-waste disposal services, either verge side collection or drop-off hubs or centres.

Sample of community voices

“Red bin part of FOGO problematic (small bin size hampers disposal of some packaging etc because it blocks the limited volume available). Availability of verge pickup booking slots sometimes limited.”

“Collection of house hold waste, collection of red bin each week if you have more than 4 people living in the house. Or provide a bigger red bin.”

“Only having red bins once a fortnight is a nightmare when you have young children”

“Swap the frequency of the red bin - have it go out weekly and then alternate the yellow and green bin fortnightly.”

“Provide a VERGE COLLECTION on a fixed date, once or twice a year. Current system is not user friendly, underutilized because can't easily book it and results in WASTE of much recyclable furniture and other items, which use to be scavenged and repurposed by others. We have stuff piling up which can't put out. Provide an electronics verge collection or pickup service for TVs, computers etc.”

“Booking verge collection is pointless as it's booked out severely in advance which results in me not using it and my council rates not being good value.”

“A return to earlier waste items annual collections of unwanted items put out on verges. There used to be passing motorists picking many items that they could use for themselves !!”

“Other councils have tip passes as well as verge pickups. 1 junk pickup a year is not enough especially when you have to book it weeks in advance.”

“The City of Melville has no rubbish disposal site. We are forced to transport rubbish to the Cockburn tip and pay for the visit. If Melville is not going to have a rubbish disposal site they should at least give us some (say 3-6) vouchers to use the Cockburn tip.”

“A place to deliver additional waste during peak times. Or tip passes.”

“We definitely need decent e waste facilities! A Sunday morning twice a year is NOT ENOUGH - as evidenced by the traffic jams and long waiting times.”

“On my walks I notice household bins are not being filled correctly. I think more education and more frequent bin checks are required to make sure of correct recycling and FOGO bin use.”

Housing

Community aspirations

- Advocate for more affordable housing options for renters, seniors, families and young people.
- Be more flexible with zoning and planning - streamline processes and reduce costs to allow a wider range of accommodation styles to be built.
- Address homelessness – work with state departments to create purpose-built accommodation and support refuges and emergency accommodation.
- Ensure parking and adequate infrastructure are provided for new developments.

Sample of community voices

“Work with state and federal government to increase state housing developments in Melville.”

“More affordable and smaller housing within every suburb for young people and for older people to age in place and free up larger properties.”

“Council has to prepare for an expanded population and work with other groups to provide reasonably priced housing in the area. As it is now, young families will not be able to afford to live in the City.”

“Supplying affordable 1 & 2 bed units for low-income residents.”

“Consider initiatives in partnership with State Government to support local people in state of homelessness/housing crisis.”

“More houses for homeless or a facility for people who need somewhere to live.”

“Women’s Refuge, address homelessness and providing emergency accommodation and services, providing locations/approvals for these services to be established, or invest in building/establishing these facilities and reducing rates or other incentives to allow these centres/services to operate.”

“Make land more available for new housing, through rezoning of R20 properties into smaller lots.”

“Reduce planning cost and red tape.”

“In general rezoning is sensible and progressing. While there will be a NIMBY movement, there is an obligation to provide places to live for future generations.”

“Too much infill (increase of housing density) without adequate provision for parking.”

“More housing varieties, not just towers of apartments & infill housing with extra demands on infrastructure not planned for that population.”

“Parking in plots that are subdivided must be considered as otherwise people park on the road which makes it a one lane street.”

Outcomes based reporting



Outcome 1

Healthy, safe and inclusive communities with a sense of belonging and wellbeing

Theme	Indicator	Measure	Result	Trend	Benchmark
Purpose, belonging and connection	Sense of purpose	% agree	80%	=	↑
	Personal relationships	Wellbeing Score	67	=	-
	Community spirit	% agree	54%	=	=
	Belonging	% agree	60%	=	=
	I can readily access support and help when needed	% agree	51%	=	↓
	Know neighbours well	% agree	55%	↓	-
	Involvement with clubs, groups and associations (1 or more groups)	% involved	72%	↓	-
	Involvement in volunteering and philanthropy	% involved	57%	↓	-
Diversity and inclusion	Volunteer support services	Index score	59	↓	=
	People in my local community appreciate, respect & celebrate diversity	% agree	52%	=	↓
	Reconciliation action	Index score	62	=	=
	Multiculturalism / recognition of cultural diversity	Index score	61	=	=
	Universal access and inclusion	Index score	60	=	=
	Youth services and facilities	Index score	54	=	↑
	Family and children's services and facilities	Index score	59	↓	↑
Seniors' services and facilities	Index score	62	↓	↑	

Trend and benchmark shows variance between last study and industry average



Down by 3 or more points



Steady (within +/- 2 points)



Up by 3 or more points



Outcome 1

Healthy, safe and inclusive communities with a sense of belonging and wellbeing

Theme	Indicator	Measure	Result	Trend	Benchmark
Art, culture and life-long learning	Art, culture and creative activities	Index Score	67	↑	↑
	Festivals, markets and community events	Index Score	60	↓	↓
	Library services	Index Score	77	=	↑
	Education and lifelong learning opportunities	Index Score	56	=	↑
	Participated in education activities	% yes	58%	=	-
	I feel I am staying in touch with changing technology	% agree	79%	=	=
Health and safety	Health in general – self reported	Wellbeing Score	65	↓	-
	Mental health	Wellbeing Score	58	↓	-
	Sleep	Wellbeing Score	49	=	-
	Health and community services	Index Score	57	↓	=
	Exercise	Wellbeing Score	54	↓	-
	Sport and recreation services and facilities	Index Score	68	=	↑
	Public buildings, halls and toilets	Index Score	60	=	↑
	I feel safe in the City of Melville	% agree	67%	↓	↑
	Safety and crime prevention	Index Score	54	↓	↑
	Animal management	Index Score	57	↓	=
	Ranger services	Index Score	59	=	↑
Environmental health services	Index Score	58	=	↑	

Trend and benchmark shows variance between last study and industry average



Down by 3 or more points



Steady (within +/- 2 points)



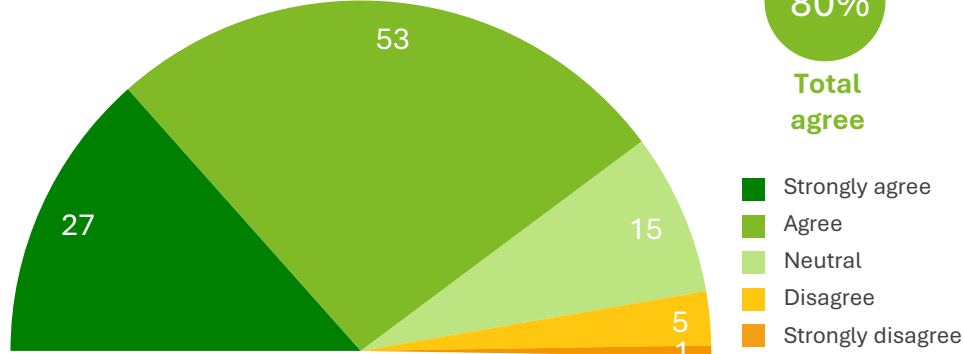
Up by 3 or more points

Purpose, belonging and connection

I feel like my life has a sense of purpose

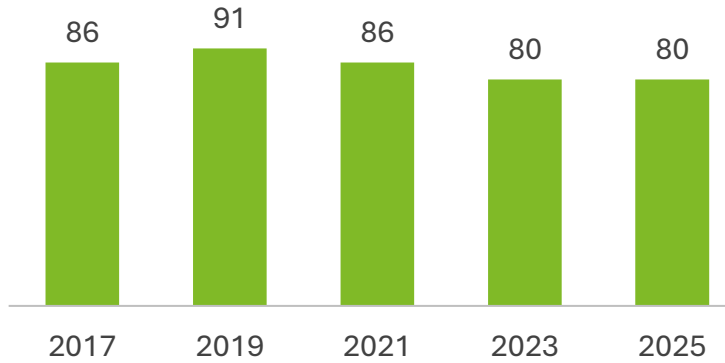
Performance ratings

% of respondents



Trend analysis

% agree



MARKYT Industry Standards

% agree



City of Melville	80
Industry high	81
Industry average	77

Demographic variances

% agree

Gender

Male	76
Female	83

Respondent age

18-34 years [#]	72
35-49 years	85
50-64 years	86
65+ years	78

Home ownership

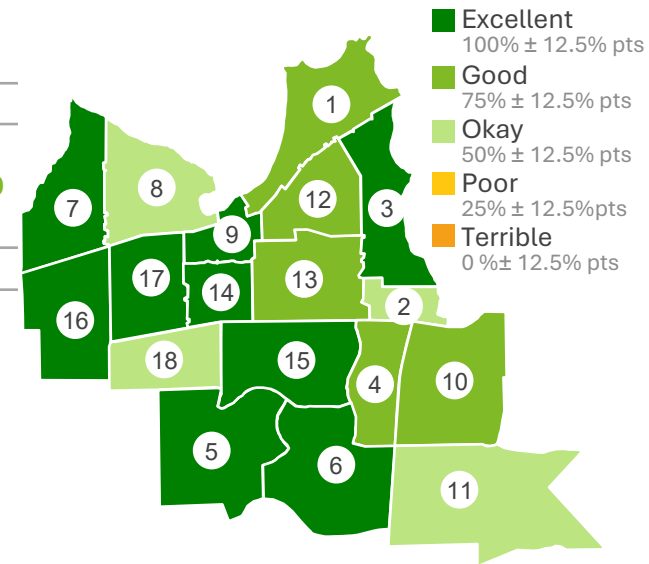
Homeowner	83
Renting / other	61

Life stage

Younger adult, no child at home	70
Baby/toddler (0-4)	98
Primary school (5-11)	84
High school (12-17)	77
Adult child at home (18+)	73
Older adult, no child at home	81
Employment status	
Full-time	81
Casual / part time	87
Self employed	91
Home duties	89

Diversity

Disability	65
First Nations [^]	100
Mainly speak LOTE	85
Education level	
Secondary	57
TAFE	87
Bachelor degree	82
Graduate diploma / certificate	93
Postgraduate	82



Suburb	Ward	Score
1	Applecross	81
2	Brentwood	51
3	Mt Pleasant	94
4	Bateman	65
5	Kardinya	93
6	Murdoch	93
7	Bicton	90
8	Attadale	47
9	Alfred Cove	100
10	Bull Creek	73
11	Leeming	60
12	Ardross	70
13	Booragoon	75
14	Myaree	92
15	Winthrop	89
16	Palmyra	90
17	Melville	88
18	Willagee	60

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

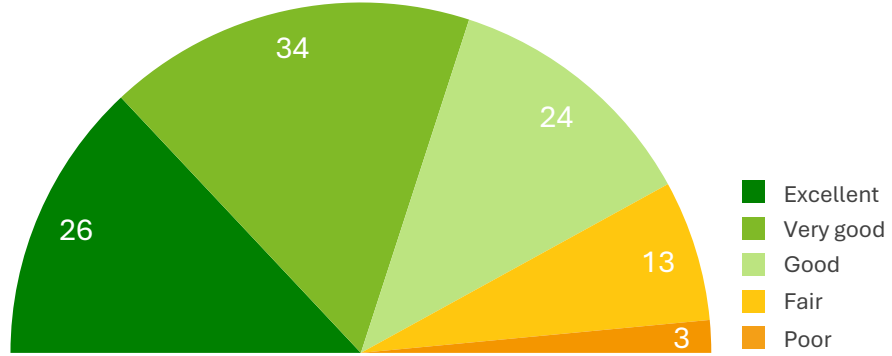
Base: All respondents, excludes 'unsure' and 'no response' (n = 705). [#] Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay [^]Note small sample size (<20 respondents)

Personal relationships

Wellbeing ratings

% of respondents



84%

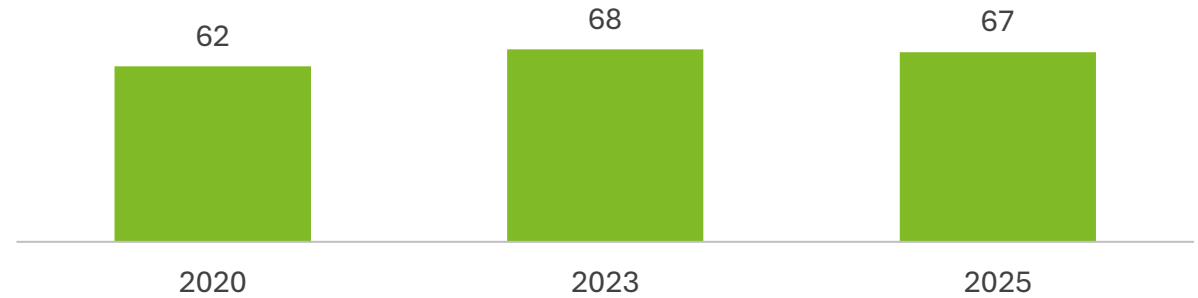
Positive rating

67

Wellbeing Index Score

Trend analysis

Wellbeing Index Score

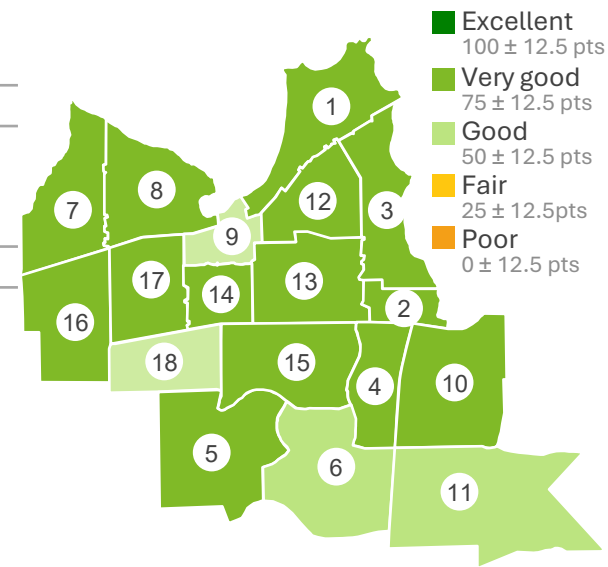


Demographic variances

Wellbeing Index Score

Gender	Life stage
Male 63	Younger adult, no child at home 56
Female 71	Baby/toddler (0-4) 77
Respondent age	Primary school (5-11) 66
18-34 years# 60	High school (12-17) 68
35-49 years 68	Adult child at home (18+) 66
50-64 years 71	Older adult, no child at home 71
65+ years 71	Employment status
Home ownership	Full-time 68
Homeowner 70	Casual / part time 64
Renting / other 54	Self employed 78
	Home duties 73

Diversity
Disability 62
First Nations^ 47
Mainly speak LOTE 54
Education level
Secondary 64
TAFE 67
Bachelor degree 67
Graduate diploma / certificate 72
Postgraduate 67



Suburb	Ward
1 Applecross 78	
2 Brentwood^ 68	75
3 Mt Pleasant 77	
4 Bateman 64	
5 Kardinya 80	72
6 Murdoch^ 58	
7 Bicton 74	
8 Attadale 53	58
9 Alfred Cove^ 38	
10 Bull Creek^ 73	64
11 Leeming 60	
12 Ardross 70	
13 Booragoon 66	68
14 Myaree^ 74	
15 Winthrop^ 64	
16 Palmyra 74	
17 Melville 67	65
18 Willagee 43	

Q. Currently, how good is your life in relation to your: [insert quality of life dimension]

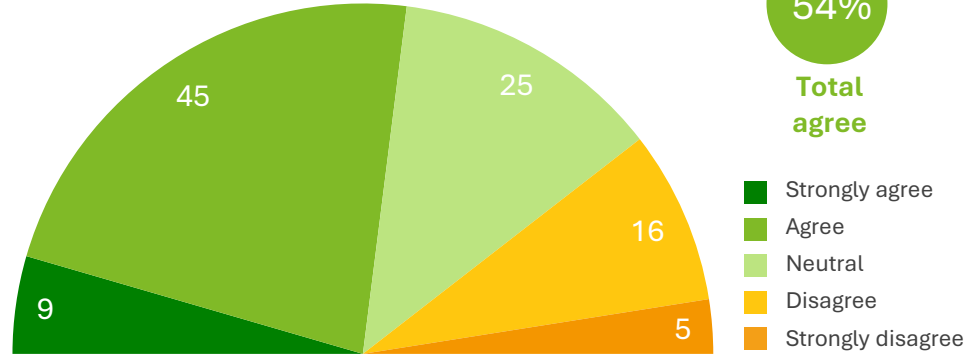
Base: All respondents, excludes 'no response' (n = 500) # Includes a small number of 14-17 year olds

* Positive Rating = excellent, very good + good ^Note small sample size (<20 respondents)

There is strong community spirit in my local area

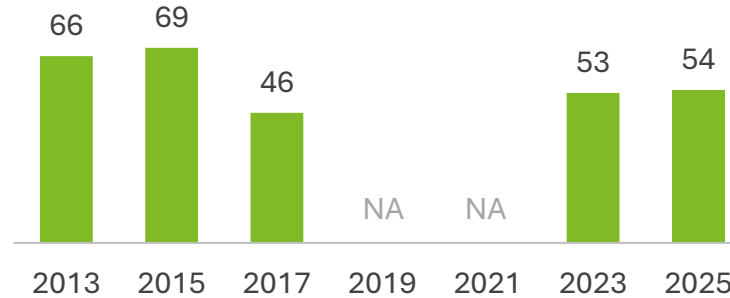
Performance ratings

% of respondents



Trend analysis

% agree



MARKYT Industry Standards

% agree



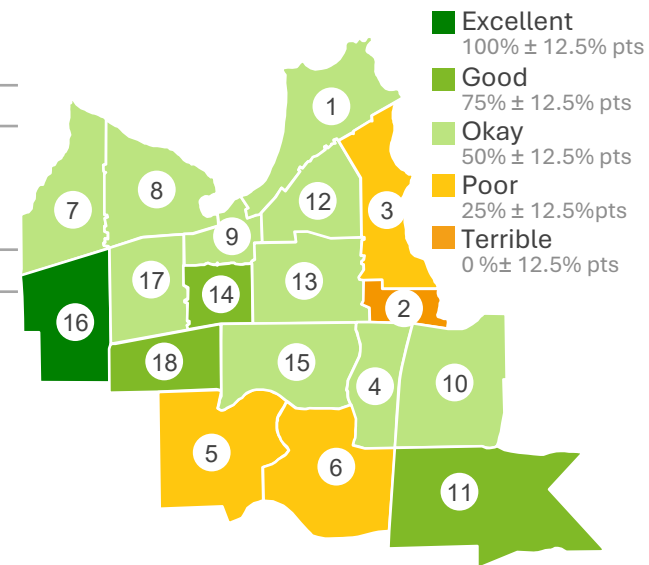
City of Melville	54
Industry high	69
Industry average	53

Demographic variances

% agree

Gender	Life stage
Male: 53	Younger adult, no child at home: 58
Female: 55	Baby/toddler (0-4): 78
Respondent age	Primary school (5-11): 42
18-34 years#: 62	High school (12-17): 39
35-49 years: 48	Adult child at home (18+): 44
50-64 years: 48	Older adult, no child at home: 55
65+ years: 57	Employment status
Home ownership	Full-time: 51
Homeowner: 56	Casual / part time: 64
Renting / other: 47	Self employed: 57
	Home duties: 54

Diversity	Education level
Disability: 70	Secondary: 63
First Nations^: 19	TAFE: 52
Mainly speak LOTE: 45	Bachelor degree: 61
	Graduate diploma / certificate: 60
	Postgraduate: 43



Suburb	Ward
1 Applecross: 50	
2 Brentwood: 11	32
3 Mt Pleasant: 25	
4 Bateman: 57	
5 Kardinya: 36	40
6 Murdoch: 37	
7 Bicton: 54	
8 Attadale: 51	49
9 Alfred Cove: 38	
10 Bull Creek: 58	
11 Leeming: 70	66
12 Ardross: 48	
13 Booragoon: 59	57
14 Myaree: 69	
15 Winthrop: 54	
16 Palmyra: 88	
17 Melville: 51	75
18 Willagee: 76	

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

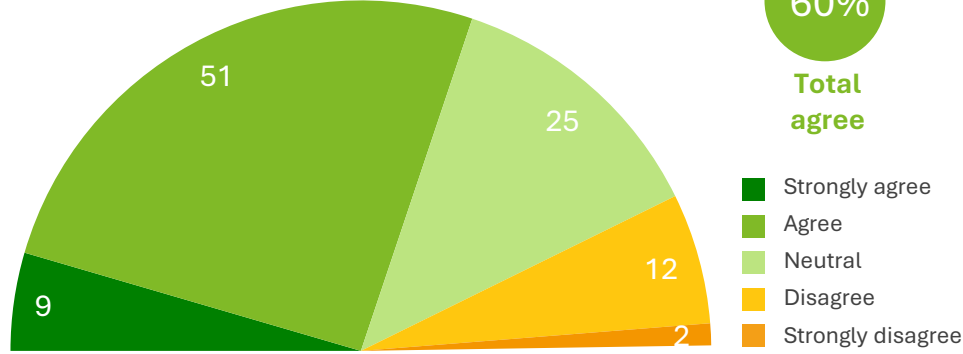
Base: All respondents, excludes 'unsure' and 'no response' (n = 705). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

I feel like I belong in my local community

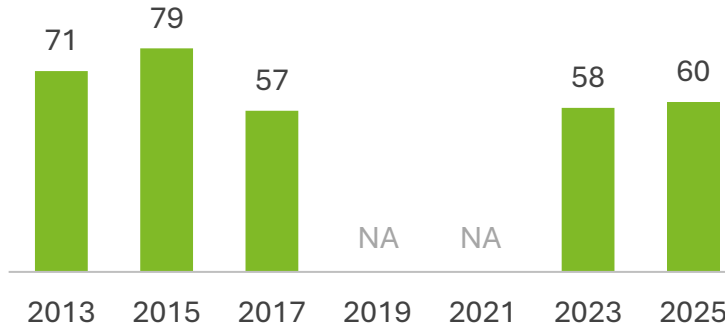
Performance ratings

% of respondents



Trend analysis

% agree



MARKYT Industry Standards

% agree



City of Melville	60
Industry high	73
Industry average	58

Demographic variances

% agree

Gender

Male	65
Female	56

Respondent age

18-34 years [#]	62
35-49 years	62
50-64 years	54
65+ years	62

Home ownership

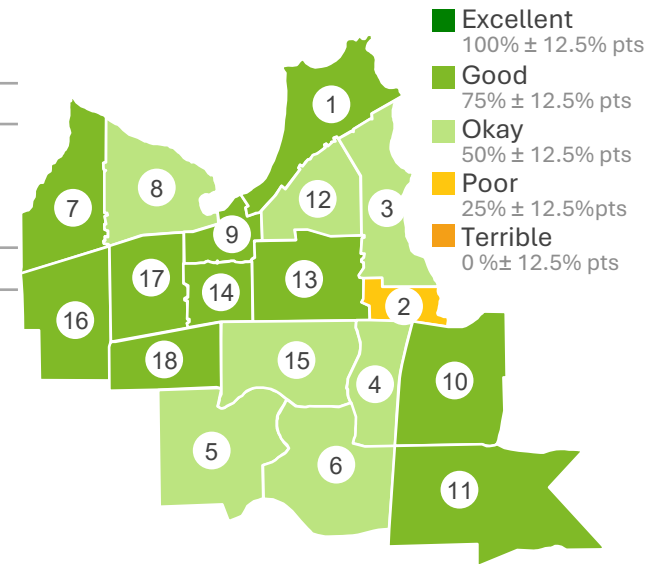
Homeowner	59
Renting / other	68

Life stage

Younger adult, no child at home	67
Baby/toddler (0-4)	80
Primary school (5-11)	58
High school (12-17)	49
Adult child at home (18+)	41
Older adult, no child at home	61
Employment status	
Full-time	60
Casual / part time	65
Self employed	71
Home duties	53

Diversity

Disability	70
First Nations [^]	28
Mainly speak LOTE	38
Education level	
Secondary	64
TAFE	68
Bachelor degree	69
Graduate diploma / certificate	51
Postgraduate	49



Suburb	Ward	Score
1 Applecross		64
2 Brentwood	45	21
3 Mt Pleasant		39
4 Bateman		57
5 Kardinya	51	54
6 Murdoch		39
7 Bicton		72
8 Attadale	68	59
9 Alfred Cove		79
10 Bull Creek		67
11 Leeming	77	82
12 Ardross		46
13 Booragoon	61	65
14 Myaree		76
15 Winthrop		58
16 Palmyra		63
17 Melville	64	63
18 Willagee		65

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

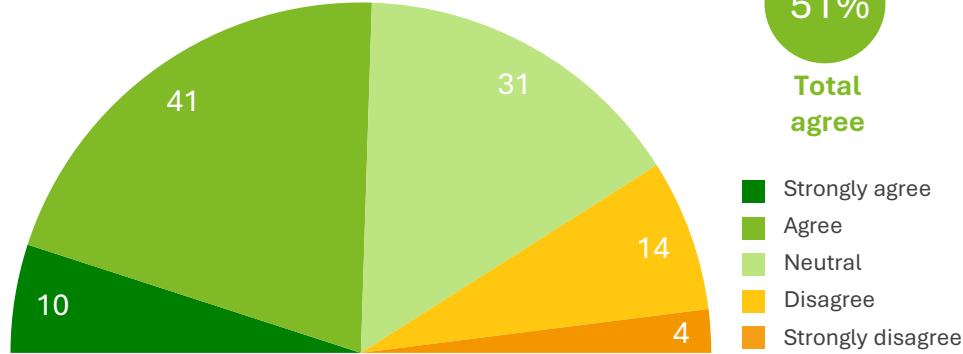
Base: All respondents, excludes 'unsure' and 'no response' (n = 705). [#] Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay [^]Note small sample size (<20 respondents)

I can readily access support and help when needed

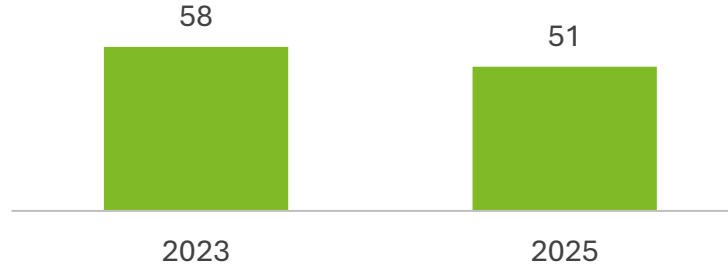
Performance ratings

% of respondents



Trend analysis

% agree



MARKYT Industry Standards

% agree



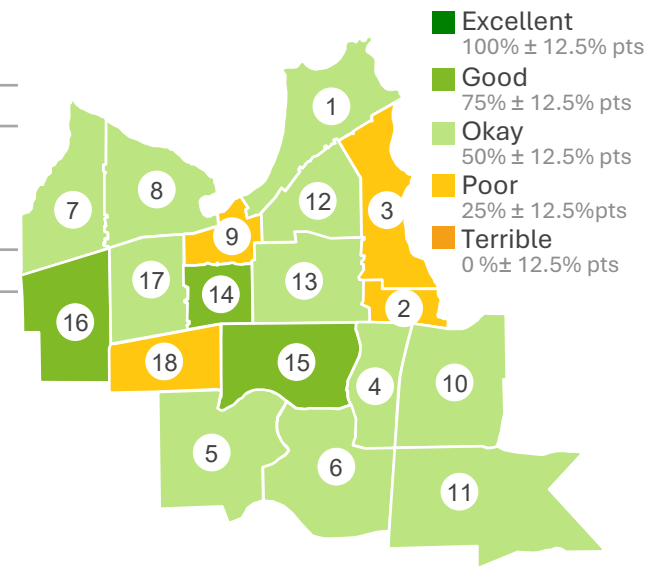
City of Melville	51
Industry high	65
Industry average	55

Demographic variances

% agree

Gender	Life stage
Male: 53	Younger adult, no child at home: 52
Female: 48	Baby/toddler (0-4): 56
Respondent age	Primary school (5-11): 41
18-34 years#: 49	High school (12-17): 36
35-49 years: 44	Adult child at home (18+): 42
50-64 years: 46	Older adult, no child at home: 58
65+ years: 61	Employment status
Home ownership	Full-time: 54
Homeowner: 52	Casual / part time: 43
Renting / other: 45	Casual / part time: 43
	Self employed: 33
	Home duties: 58

Diversity	Education level
Disability: 54	Secondary: 60
First Nations^: 22	TAFE: 46
Mainly speak LOTE: 36	Bachelor degree: 59
	Graduate diploma / certificate: 61
	Postgraduate: 39



Suburb	Ward	Score
1 Applecross		43
2 Brentwood	35	22
3 Mt Pleasant		32
4 Bateman		54
5 Kardinya	44	42
6 Murdoch		41
7 Bicton		56
8 Attadale	46	49
9 Alfred Cove		24
10 Bull Creek		51
11 Leeming	57	60
12 Ardross		51
13 Booragoon		48
14 Myaree	58	82
15 Winthrop		63
16 Palmyra		74
17 Melville	60	59
18 Willagee		36

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

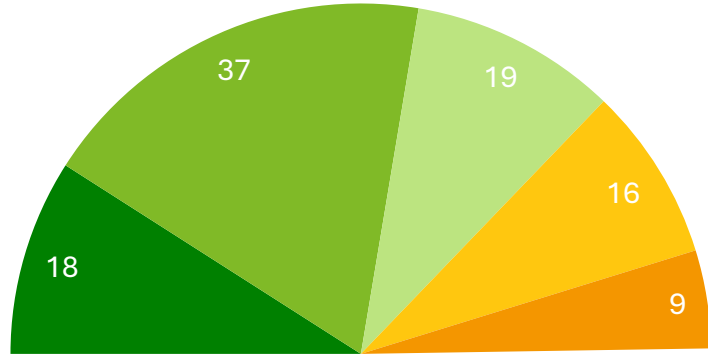
Base: All respondents, excludes 'unsure' and 'no response' (n = 705). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

I know my neighbours well

Performance ratings

% of respondents

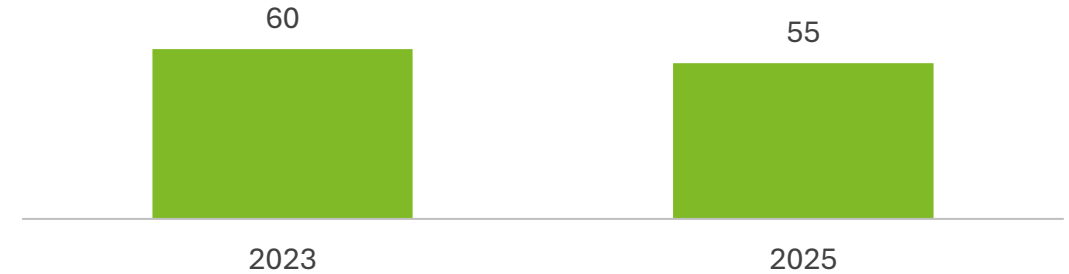


55%
Total agree

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

Trend analysis

% agree

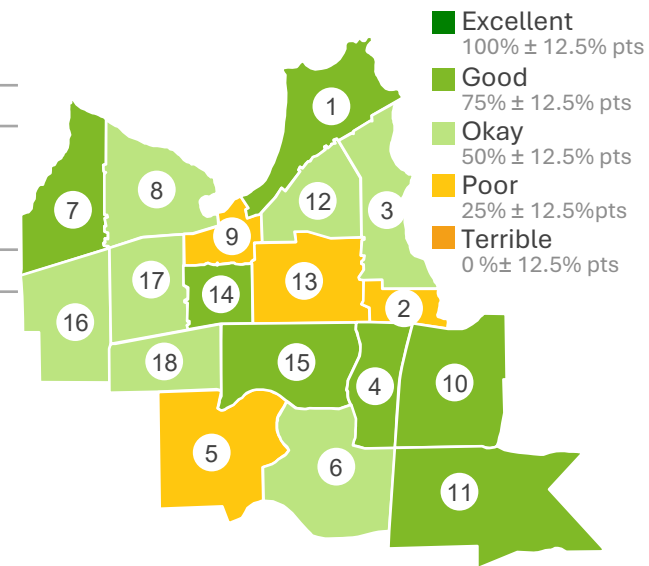


Demographic variances

% agree

Gender		Life stage	
Male	53	Younger adult, no child at home	34
Female	57	Baby/toddler (0-4)	65
Respondent age		Primary school (5-11)	53
18-34 years [#]	39	High school (12-17)	53
35-49 years	54	Adult child at home (18+)	47
50-64 years	65	Older adult, no child at home	67
65+ years	65	Employment status	
Home ownership		Full-time	57
Homeowner	61	Casual / part time	40
Renting / other	24	Self employed	53
		Home duties	56

Diversity	
Disability	53
First Nations [^]	25
Mainly speak LOTE	25
Education level	
Secondary	72
TAFE	55
Bachelor degree	60
Graduate diploma / certificate	56
Postgraduate	41



Suburb	Ward
1 Applecross	66
2 Brentwood	26
3 Mt Pleasant	39
4 Bateman	79
5 Kardinya	34
6 Murdoch	43
7 Bicton	74
8 Attadale	54
9 Alfred Cove	32
10 Bull Creek	64
11 Leeming	80
12 Ardross	54
13 Booragoon	30
14 Myaree	72
15 Winthrop	73
16 Palmyra	62
17 Melville	62
18 Willagee	60

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

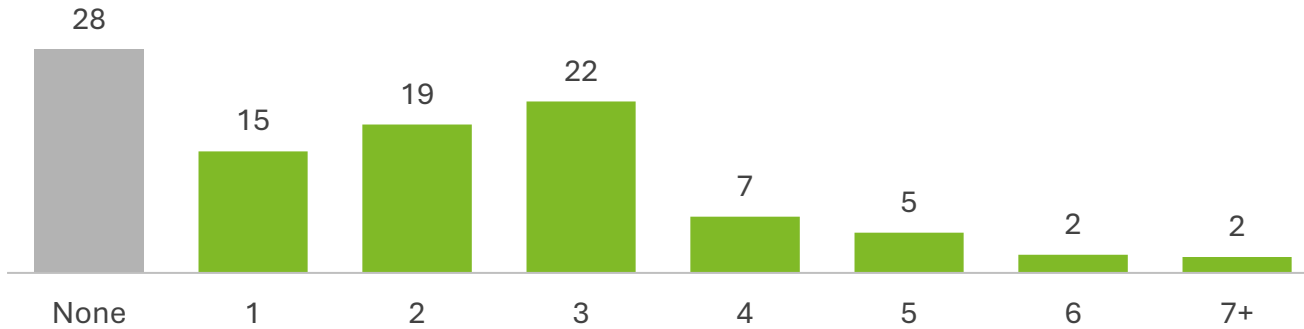
Base: All respondents, excludes 'unsure' and 'no response' (n = 705). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Involvement with clubs, groups and associations

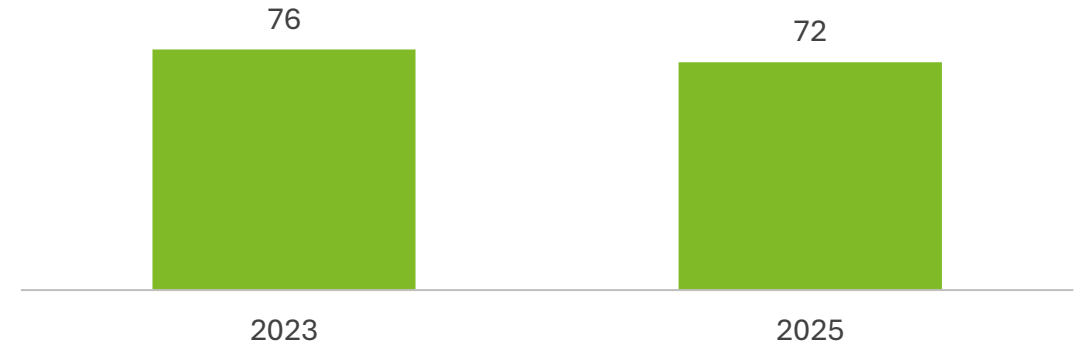
How many clubs, groups or associations have you been actively involved with over the past 12 months?

% of respondents



Trend analysis

% belonging to 1+ groups



Demographic variances

% belonging to 1+ groups

Gender

Male	68
Female	75

Respondent age

18-34 years [#]	56
35-49 years	81
50-64 years	74
65+ years	79

Home ownership

Homeowner	75
Renting / other	55

Life stage

Younger adult, no child at home	47
Baby/toddler (0-4)	74
Primary school (5-11)	80
High school (12-17)	87
Adult child at home (18+)	67
Older adult, no child at home	79

Employment status

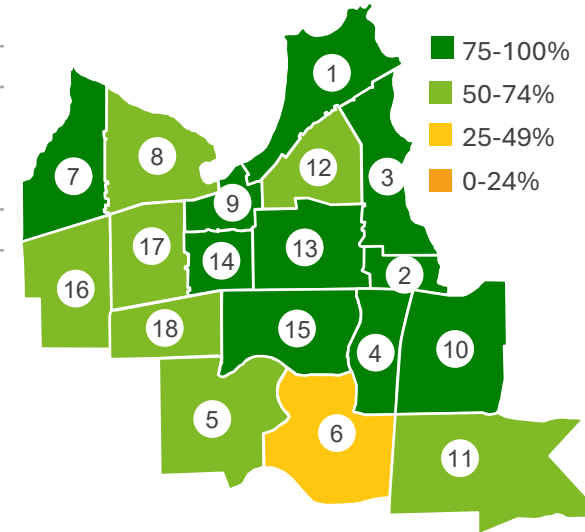
Full-time	64
Casual / part time	69
Self employed	87
Home duties	89

Diversity

Disability	66
First Nations [^]	100
Mainly speak LOTE	64

Education level

Secondary	71
TAFE	74
Bachelor degree	75
Graduate diploma / certificate	67
Postgraduate	68



Suburb	Ward	% belonging to 1+ groups
1 Applecross		80
2 Brentwood [^]	80	88
3 Mt Pleasant		78
4 Bateman [^]		91
5 Kardinya	60	56
6 Murdoch [^]		38
7 Bicton		88
8 Attadale	77	61
9 Alfred Cove [^]		87
10 Bull Creek [^]		91
11 Leeming	67	58
12 Ardross		69
13 Booragoon		72
14 Myaree [^]	76	92
15 Winthrop [^]		79
16 Palmyra		69
17 Melville	69	70
18 Willagee		69

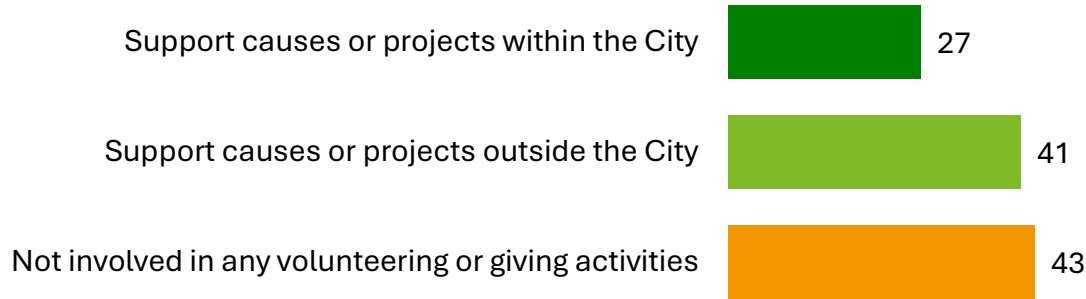
Q. In the past 12 months, how many clubs, groups or associations have you been actively involved with?

Base: All respondents, excludes 'no response' (n = 497). # Includes a small number of 14-17 year olds ^Note small sample size (<20 respondents)

Involvement in volunteering and philanthropy

Involvement in volunteering or giving activities

% of respondents

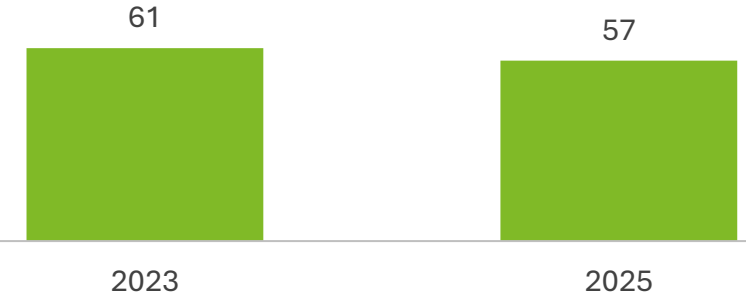


57%

Involvement in any volunteering or giving activities

Trend analysis

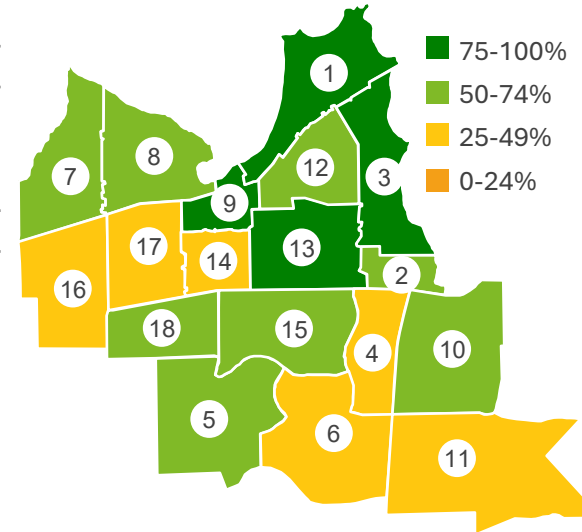
% involved in any volunteering or philanthropy



Demographic variances

% involved in any volunteering or philanthropy activities

Gender		Life stage		Diversity	
Male	52	Younger adult, no child at home	53	Disability	67
Female	61	Baby/toddler (0-4)	46	First Nations [^]	100
Respondent age		Primary school (5-11)	59	Mainly speak LOTE	39
18-34 years [#]	47	High school (12-17)	67	Education level	
35-49 years	62	Adult child at home (18+)	56	Secondary	52
50-64 years	62	Older adult, no child at home	60	TAFE	61
65+ years	59	Employment status		Bachelor degree	58
Home ownership		Full-time	43	Graduate diploma / certificate	59
Homeowner	57	Casual / part time	68	Postgraduate	57
Renting / other	57	Self employed	72		
		Home duties	71		



Suburb	Ward	% Involved
1 Applecross		75
2 Brentwood [^]	64	50
3 Mt Pleasant		62
4 Bateman [^]		49
5 Kardinya	52	55
6 Murdoch [^]		42
7 Bicton		66
8 Attadale	65	54
9 Alfred Cove [^]		82
10 Bull Creek [^]	46	60
11 Leeming		40
12 Ardross		66
13 Booragoon	62	77
14 Myaree [^]		35
15 Winthrop [^]		53
16 Palmyra		47
17 Melville	51	49
18 Willagee		63

Q. In the past year, have you been involved in volunteering or giving activities to support social causes or philanthropic projects?

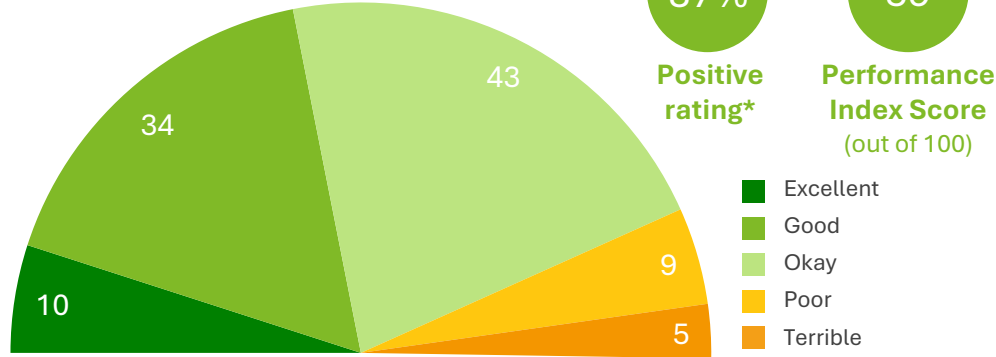
Base: All respondents, excludes 'no response' (n = 497). [#] Includes a small number of 14-17 year olds [^]Note small sample size (<20 respondents)

* Source: 2021 Census Data. People aged 15 years and over in Western Australia who did voluntary work through an organisation or group in the last 12 months.

Volunteer support services

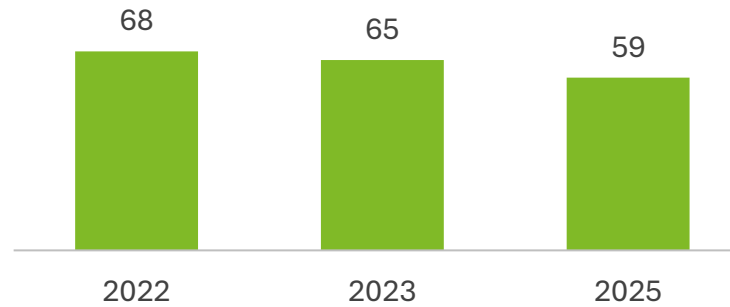
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



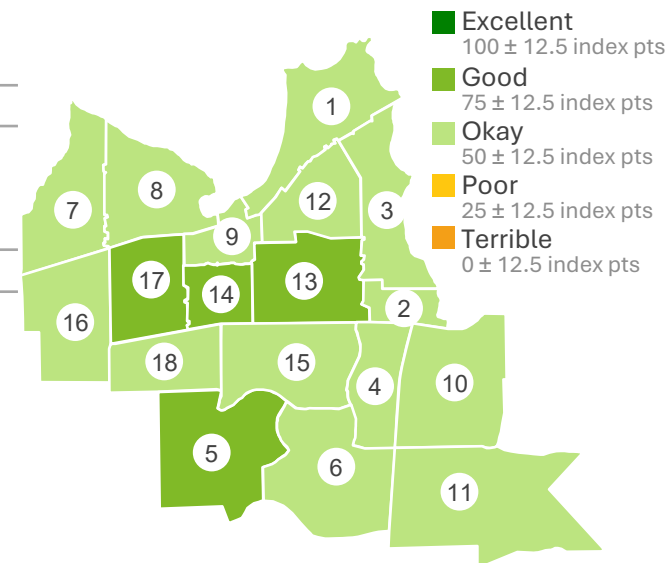
City of Melville	59
Industry high	69
Industry average	59

Demographic variances

Performance index score

Gender	Life stage
Male 55	Younger adult, no child at home 53
Female 63	Baby/toddler (0-4) 61
Respondent age	Primary school (5-11) 55
18-34 years# 55	High school (12-17) 53
35-49 years 56	Adult child at home (18+) 59
50-64 years 57	Older adult, no child at home 63
65+ years 65	Employment status
Home ownership	Full-time 55
Homeowner 58	Casual / part time 64
Renting / other 61	Self employed 68
	Home duties 56

Diversity	Education level
Disability 60	Secondary 65
First Nations^ 52	TAFE 60
Mainly speak LOTE 59	Bachelor degree 62
	Graduate diploma / certificate 64
	Postgraduate 55



Suburb	Ward	Performance Index Score
1 Applecross		56
2 Brentwood	59	61
3 Mt Pleasant		61
4 Bateman		57
5 Kardinya	59	63
6 Murdoch		52
7 Bicton		57
8 Attadale	58	60
9 Alfred Cove		57
10 Bull Creek		56
11 Leeming	59	62
12 Ardross		55
13 Booragoon		68
14 Myaree	65	76
15 Winthrop		61
16 Palmyra		43
17 Melville		66
18 Willagee		56

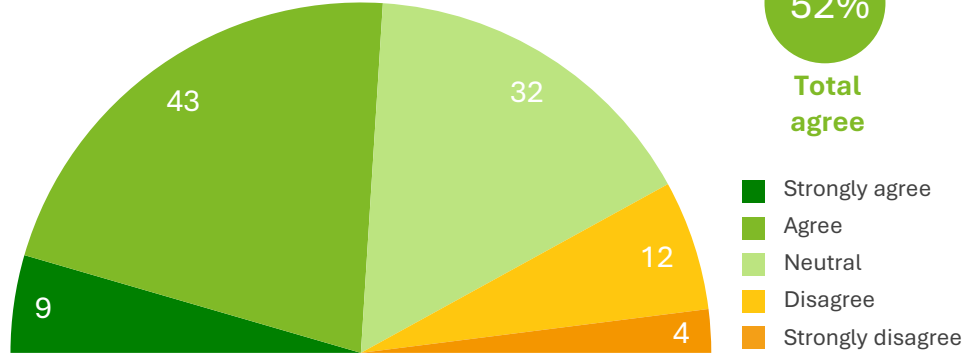
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 602). # Includes a small number of 14-17 year olds
 * Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Diversity and inclusion

People in my local community appreciate, respect and celebrate diversity

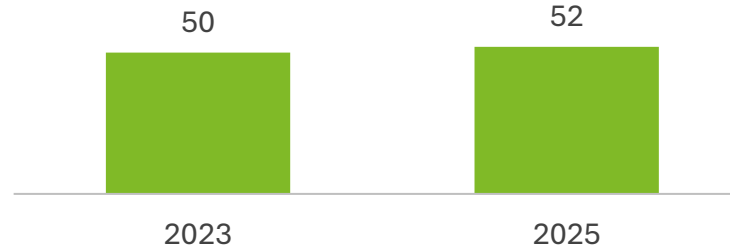
Performance ratings

% of respondents



Trend analysis

% agree



MARKYT Industry Standards

% agree

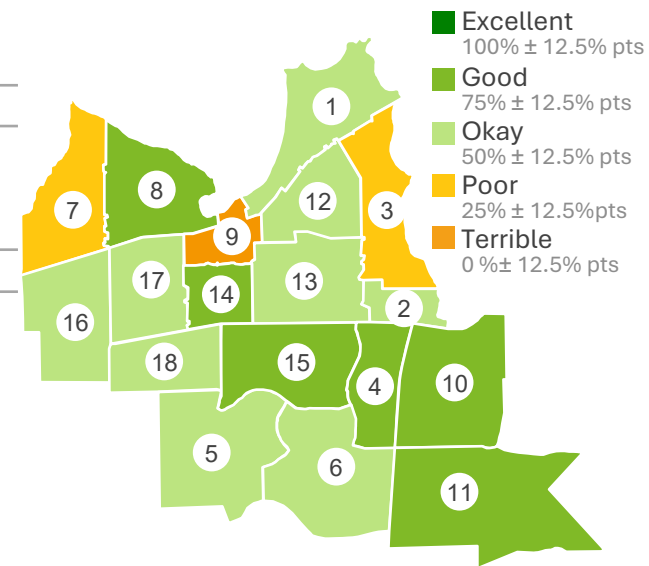


City of Melville	52
Industry high	70
Industry average	57

Demographic variances

% agree

Gender	Life stage	Diversity
Male: 55	Younger adult, no child at home: 53	Disability: 58
Female: 49	Baby/toddler (0-4): 58	First Nations [^] : 16
Respondent age	Primary school (5-11): 36	Mainly speak LOTE: 28
18-34 years [#] : 54	High school (12-17): 49	Education level
35-49 years: 47	Adult child at home (18+): 44	Secondary: 63
50-64 years: 46	Older adult, no child at home: 57	TAFE: 45
65+ years: 59	Employment status	Bachelor degree: 65
Home ownership	Full-time: 53	Graduate diploma / certificate: 25
Homeowner: 53	Casual / part time: 49	Postgraduate: 40
Renting / other: 46	Self employed: 36	
	Home duties: 62	



Suburb	Ward	% agree
1 Applecross		53
2 Brentwood	37	40
3 Mt Pleasant		21
4 Bateman		63
5 Kardinya	51	52
6 Murdoch		39
7 Bicton		32
8 Attadale	44	70
9 Alfred Cove		9
10 Bull Creek		82
11 Leeming	77	75
12 Ardross		51
13 Booragoon		55
14 Myaree	61	73
15 Winthrop		79
16 Palmyra		54
17 Melville	49	39
18 Willagee		50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 705). # Includes a small number of 14-17 year olds

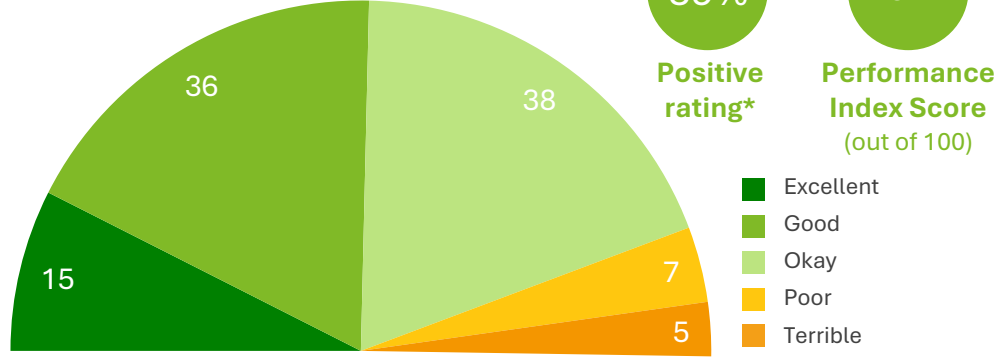
* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Reconciliation action

recognition and respect for First Nations peoples, cultures and heritage

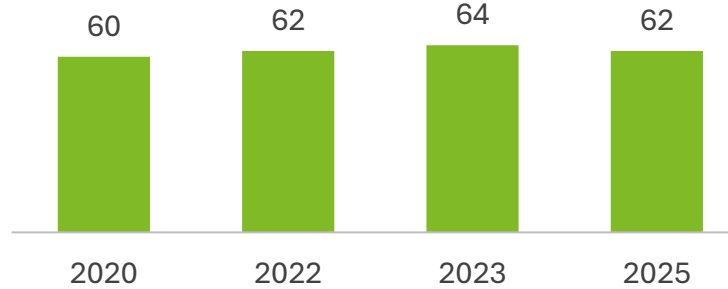
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



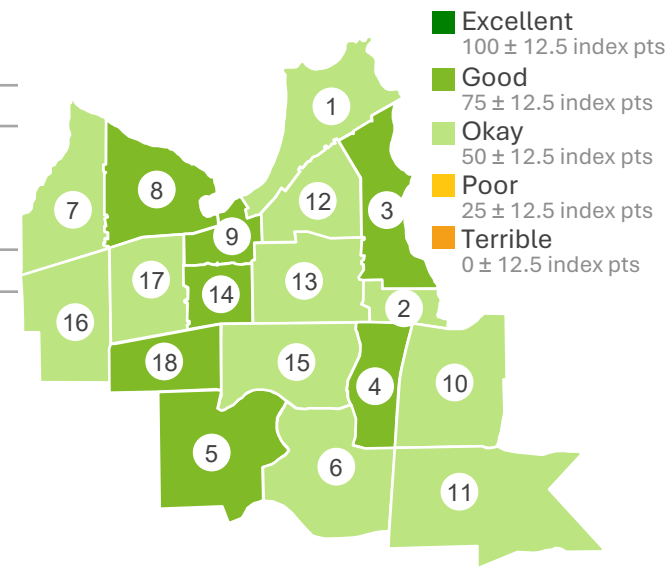
City of Melville	62
Industry high	71
Industry average	62

Demographic variances

Performance index score

Gender		Life stage	
Male	57	Younger adult, no child at home	56
Female	67	Baby/toddler (0-4)	67
Respondent age		Employment status	
18-34 years#	63	Full-time	60
35-49 years	59	Casual / part time	67
50-64 years	59	Casual / part time	67
65+ years	66	Self employed	65
Home ownership		Home duties	61
Homeowner	62		
Renting / other	63		

Diversity	
Disability	62
First Nations^	52
Mainly speak LOTE	66
Education level	
Secondary	70
TAFE	68
Bachelor degree	61
Graduate diploma / certificate	73
Postgraduate	61



Suburb	Ward	Score
1 Applecross		56
2 Brentwood	62	
3 Mt Pleasant		68
4 Bateman		63
5 Kardinya	64	
6 Murdoch		58
7 Bicton		60
8 Attadale	66	71
9 Alfred Cove		67
10 Bull Creek		58
11 Leeming	60	
12 Ardross		58
13 Booragoon		59
14 Myaree	63	80
15 Winthrop		58
16 Palmyra		54
17 Melville	58	62
18 Willagee		64

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

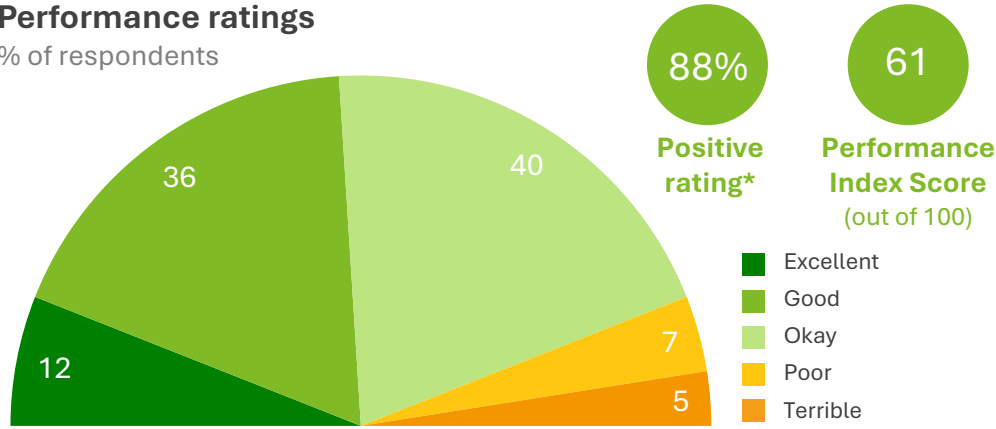
Base: All respondents, excludes 'unsure' and 'no response' (n = 597). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Multiculturalism / recognition of cultural diversity

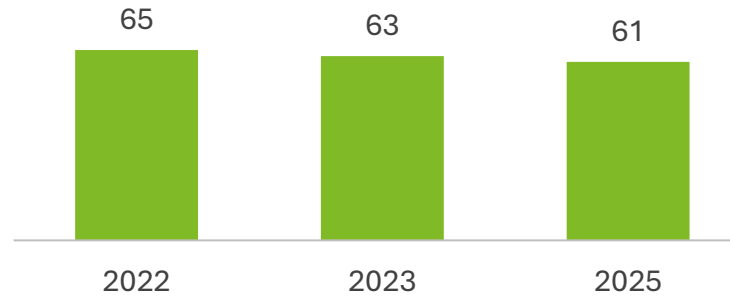
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



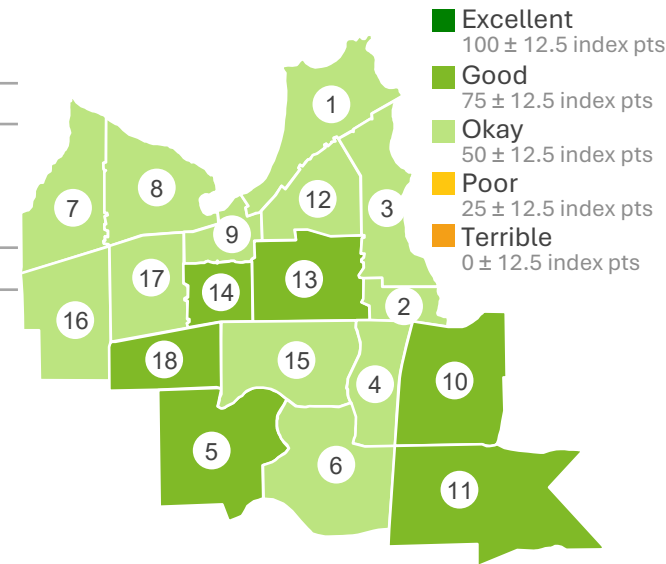
City of Melville	61
Industry high	71
Industry average	61

Demographic variances

Performance index score

Gender	Life stage
Male: 59	Younger adult, no child at home: 62
Female: 62	Baby/toddler (0-4): 61
Respondent age	Primary school (5-11)
18-34 years#: 60	High school (12-17): 57
35-49 years: 59	Adult child at home (18+): 61
50-64 years: 59	Older adult, no child at home: 63
65+ years: 65	Employment status
Home ownership	Full-time: 61
Homeowner: 61	Casual / part time: 62
Renting / other: 62	Self employed: 68
	Home duties: 53

Diversity	Education level
Disability: 59	Secondary: 64
First Nations^: 53	TAFE: 65
Mainly speak LOTE: 56	Bachelor degree: 64
	Graduate diploma / certificate: 68
	Postgraduate: 56



Suburb	Ward	Performance Index Score
1 Applecross		57
2 Brentwood	59	57
3 Mt Pleasant		61
4 Bateman		62
5 Kardinya	63	67
6 Murdoch		53
7 Bicton		58
8 Attadale	59	59
9 Alfred Cove		61
10 Bull Creek		66
11 Leeming	67	68
12 Ardross		58
13 Booragoon	64	67
14 Myaree		75
15 Winthrop		59
16 Palmyra		56
17 Melville	57	52
18 Willagee		64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 729). # Includes a small number of 14-17 year olds

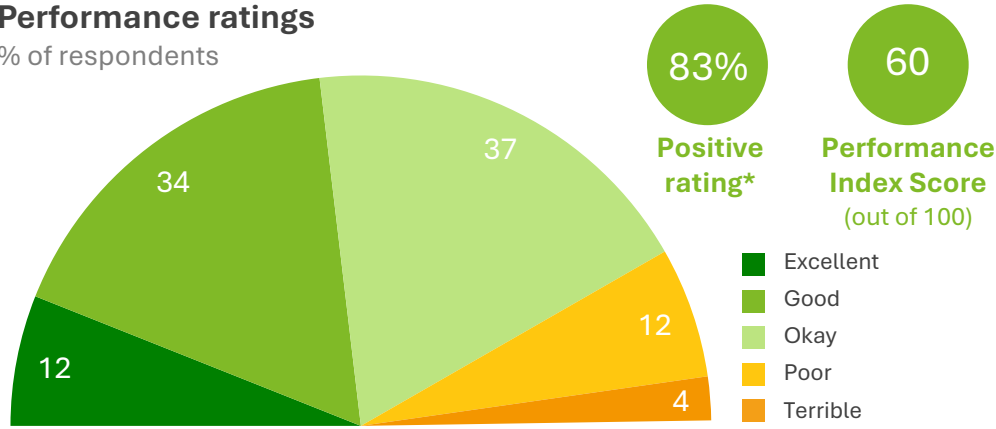
* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Universal access and inclusion

disability, neurodiversity, gender diversity etc.

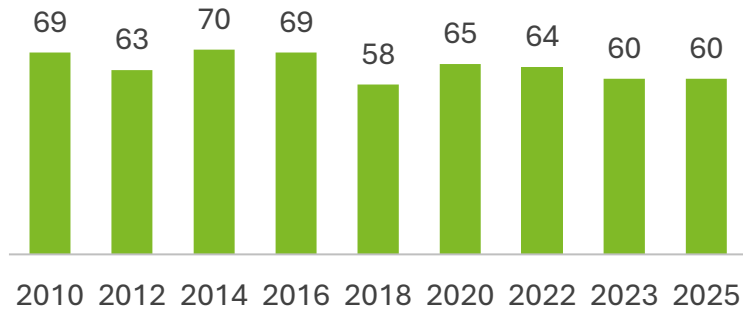
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



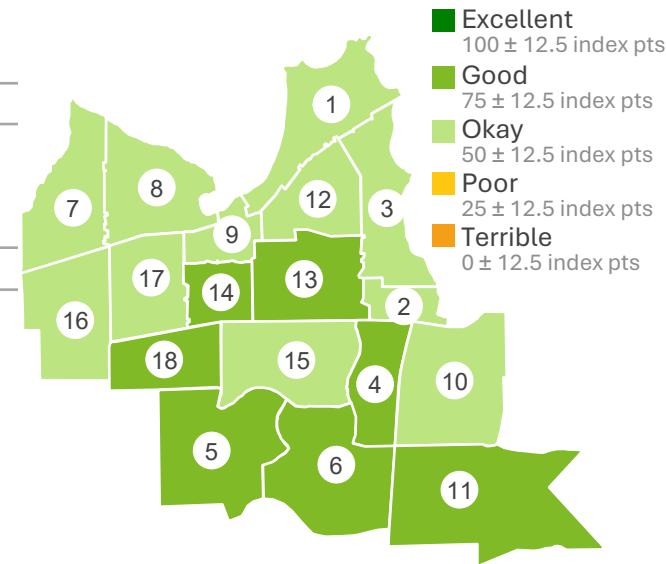
City of Melville	60
Industry high	64
Industry average	52

Demographic variances

Performance index score

Gender	Life stage
Male 60	Younger adult, no child at home 63
Female 60	Baby/toddler (0-4) 59
Respondent age	Primary school (5-11)
18-34 years# 62	High school (12-17) 57
35-49 years 58	Adult child at home (18+) 63
50-64 years 56	Older adult, no child at home 60
65+ years 64	Employment status
Home ownership	Full-time 63
Homeowner 59	Casual / part time 66
Renting / other 68	Casual / part time 66
	Self employed 66
	Home duties 60

Diversity	Education level
Disability 59	Secondary 62
First Nations^ 55	TAFE 62
Mainly speak LOTE 63	Bachelor degree 65
	Graduate diploma / certificate 63
	Postgraduate 59



Suburb	Ward
1 Applecross 58	
2 Brentwood 60	58
3 Mt Pleasant 57	
4 Bateman 65	
5 Kardinya 69	67
6 Murdoch 63	
7 Bicton 55	
8 Attadale 61	58
9 Alfred Cove 59	
10 Bull Creek 53	
11 Leeming 68	61
12 Ardross 55	
13 Booragoon 67	63
14 Myaree 67	
15 Winthrop 61	
16 Palmyra 48	
17 Melville 61	56
18 Willagee 64	

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

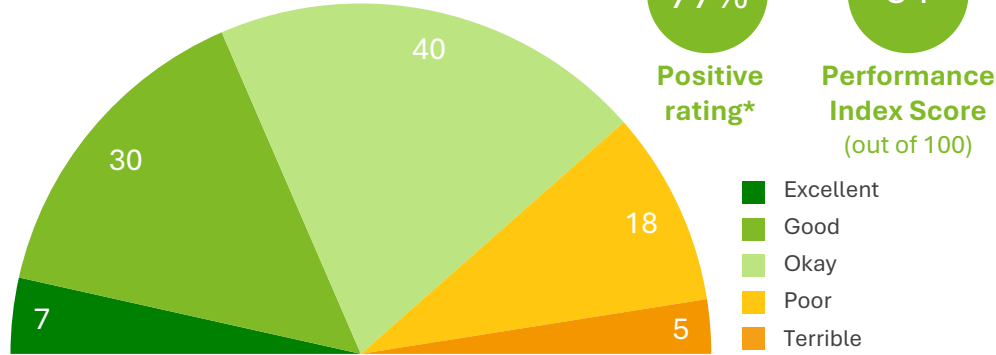
Base: All respondents, excludes 'unsure' and 'no response' (n = 768). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Youth services and facilities

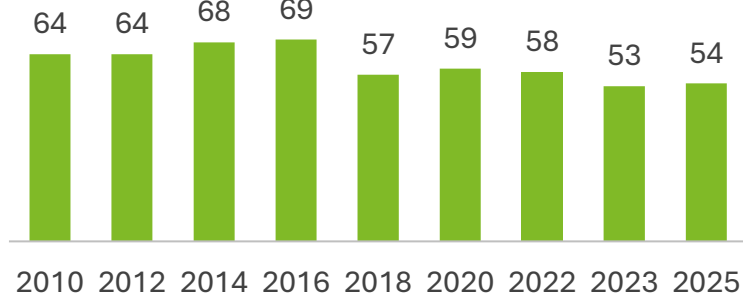
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



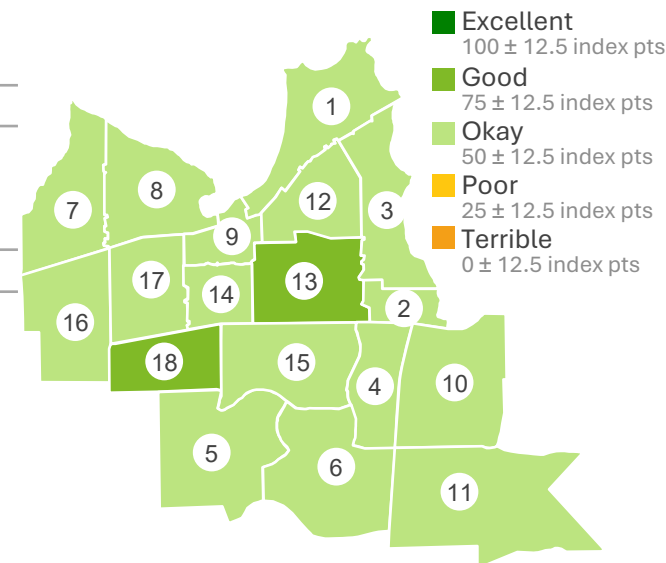
City of Melville	54
Industry high	65
Industry average	48

Demographic variances

Performance index score

Gender	Life stage
Male 53	Younger adult, no child at home 54
Female 55	Baby/toddler (0-4) 53
Respondent age	Primary school (5-11) 47
18-34 years# 54	High school (12-17) 49
35-49 years 49	Adult child at home (18+) 55
50-64 years 52	Older adult, no child at home 58
65+ years 62	Employment status
Home ownership	Full-time 54
Homeowner 54	Casual / part time 55
Renting / other 53	Self employed 54
	Home duties 45

Diversity	Education level
Disability 55	Secondary 48
First Nations^ 38	TAFE 45
Mainly speak LOTE 50	Bachelor degree 63
	Graduate diploma / certificate 65
	Postgraduate 50



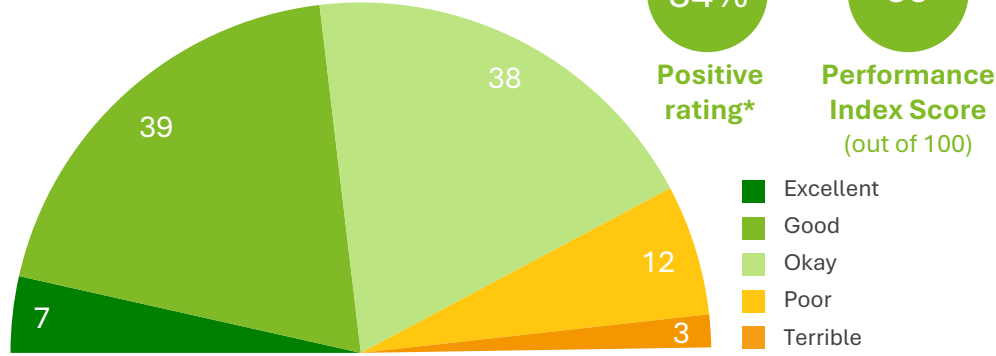
Suburb	Ward	Score
1 Applecross		45
2 Brentwood	51	52
3 Mt Pleasant		54
4 Bateman		50
5 Kardinya	53	59
6 Murdoch		40
7 Bicton		56
8 Attadale	52	50
9 Alfred Cove		51
10 Bull Creek		51
11 Leeming	51	50
12 Ardross		59
13 Booragoon	58	67
14 Myaree		50
15 Winthrop		49
16 Palmyra		57
17 Melville	56	49
18 Willagee		63

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 619). # Includes a small number of 14-17 year olds
 * Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Family and children's services and facilities

Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



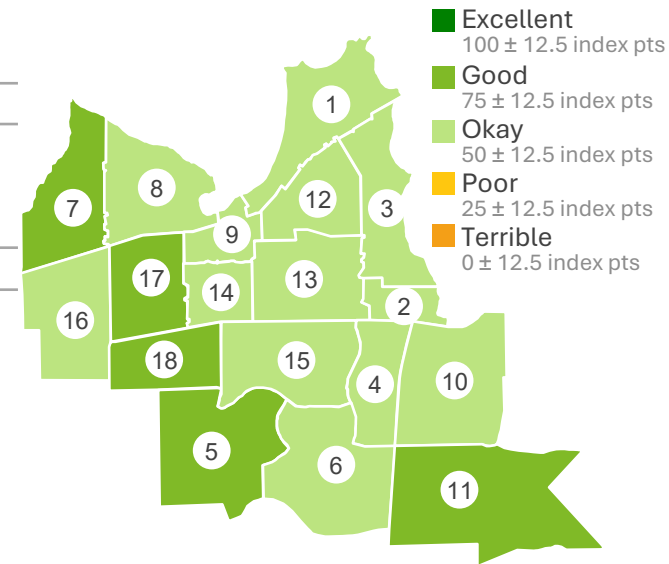
City of Melville	59
Industry high	68
Industry average	55

Demographic variances

Performance index score

Gender	Life stage
Male 56	Younger adult, no child at home 52
Female 61	Baby/toddler (0-4) 59
Respondent age	Primary school (5-11)
18-34 years# 59	High school (12-17) 56
35-49 years 56	Adult child at home (18+) 60
50-64 years 56	Older adult, no child at home 62
65+ years 65	Employment status
Home ownership	Full-time 59
Homeowner 59	Casual / part time 60
Renting / other 60	Self employed 65
	Home duties 53

Diversity	Education level
Disability 56	Secondary 51
First Nations^ 50	TAFE 57
Mainly speak LOTE 59	Bachelor degree 64
	Graduate diploma / certificate 65
	Postgraduate 58



Suburb	Ward	Score
1 Applecross		55
2 Brentwood	56	
3 Mt Pleasant		58
4 Bateman		53
5 Kardinya	60	
6 Murdoch		56
7 Bicton		63
8 Attadale	60	
9 Alfred Cove		58
10 Bull Creek		56
11 Leeming	62	
12 Ardross		62
13 Booragoon		62
14 Myaree	59	
15 Winthrop		51
16 Palmyra		49
17 Melville	57	
18 Willagee		63

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

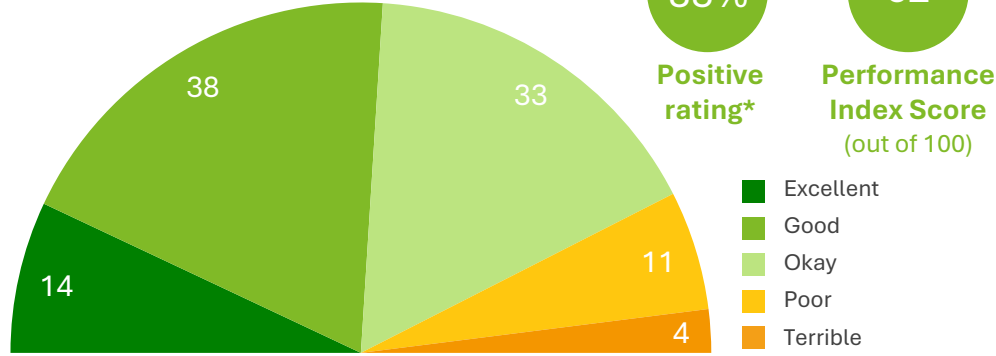
Base: All respondents, excludes 'unsure' and 'no response' (n = 738). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^ Note small sample size (<20 respondents)

Seniors' services and facilities

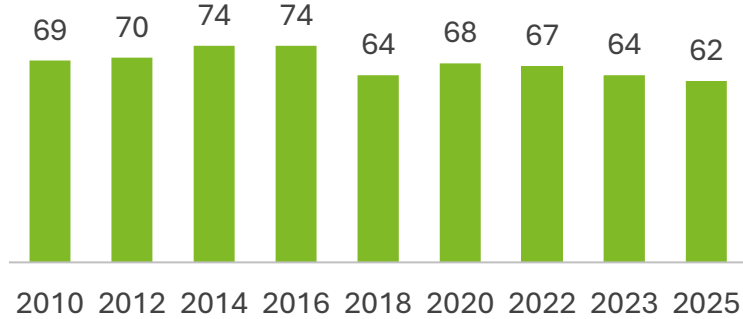
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



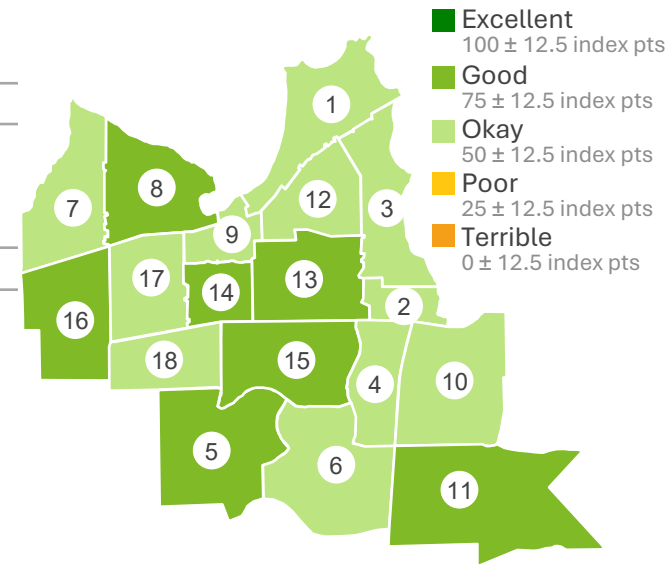
City of Melville	62
Industry high	68
Industry average	54

Demographic variances

Performance index score

Gender	Life stage
Male 62	Younger adult, no child at home 68
Female 63	Baby/toddler (0-4) 73
Respondent age	Primary school (5-11) 60
18-34 years# 72	High school (12-17) 56
35-49 years 59	Adult child at home (18+) 60
50-64 years 56	Older adult, no child at home 61
65+ years 64	Employment status
Home ownership	Full-time 65
Homeowner 61	Casual / part time 68
Renting / other 72	Self employed 71
	Home duties 59

Diversity	Education level
Disability 63	Secondary 68
First Nations^ 55	TAFE 59
Mainly speak LOTE 64	Bachelor degree 67
	Graduate diploma / certificate 69
	Postgraduate 62



Suburb	Ward	Score
1 Applecross		54
2 Brentwood		57
3 Mt Pleasant		58
4 Bateman		54
5 Kardinya	64	69
6 Murdoch		61
7 Bicton		61
8 Attadale	63	65
9 Alfred Cove		60
10 Bull Creek		59
11 Leeming	62	65
12 Ardross		59
13 Booragoon	64	66
14 Myaree		68
15 Winthrop		64
16 Palmyra		65
17 Melville	63	62
18 Willagee		60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 697). # Includes a small number of 14-17 year olds

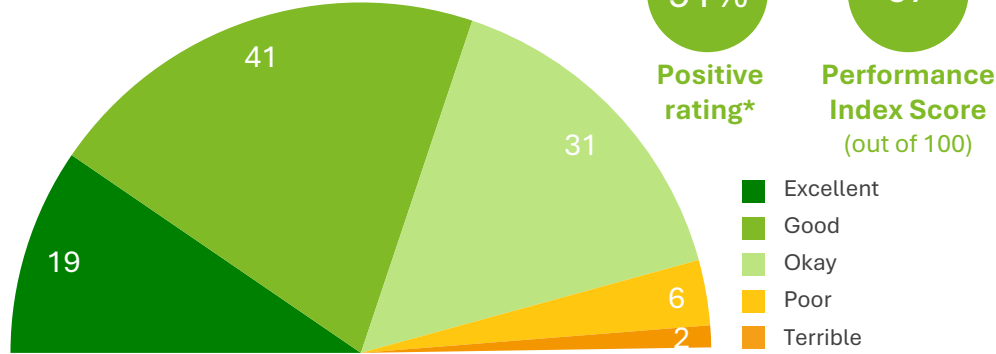
* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Art, culture and life-long learning

Art, culture and creative activities

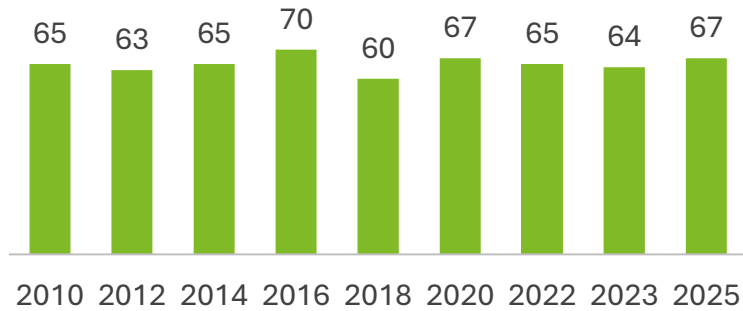
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



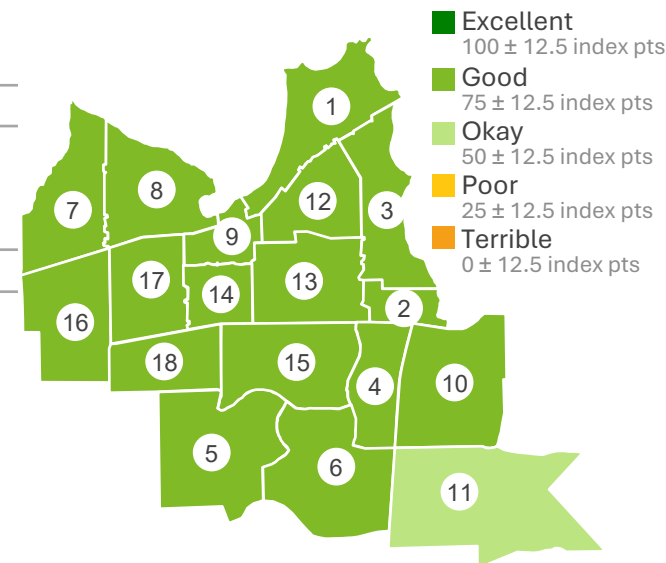
City of Melville	67
Industry high	73
Industry average	64

Demographic variances

Performance index score

Gender	Life stage
Male: 64	Younger adult, no child at home: 69
Female: 70	Baby/toddler (0-4): 73
Respondent age	Primary school (5-11): 64
18-34 years#: 67	High school (12-17): 62
35-49 years: 65	Adult child at home (18+): 64
50-64 years: 64	Older adult, no child at home: 70
65+ years: 72	Employment status
Home ownership	Full-time: 67
Homeowner: 66	Casual / part time: 71
Renting / other: 74	Self employed: 76
	Home duties: 65

Diversity	Education level
Disability: 72	Secondary: 73
First Nations^: 55	TAFE: 71
Mainly speak LOTE: 67	Bachelor degree: 72
	Graduate diploma / certificate: 70
	Postgraduate: 65



Suburb	Ward	Performance Index Score
1 Applecross		64
2 Brentwood	65	
3 Mt Pleasant		66
4 Bateman		63
5 Kardinya	69	72
6 Murdoch		65
7 Bicton		69
8 Attadale	68	
9 Alfred Cove		66
10 Bull Creek		67
11 Leeming	63	61
12 Ardross		67
13 Booragoon		74
14 Myaree	72	
15 Winthrop		69
16 Palmyra		64
17 Melville	65	
18 Willagee		64

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

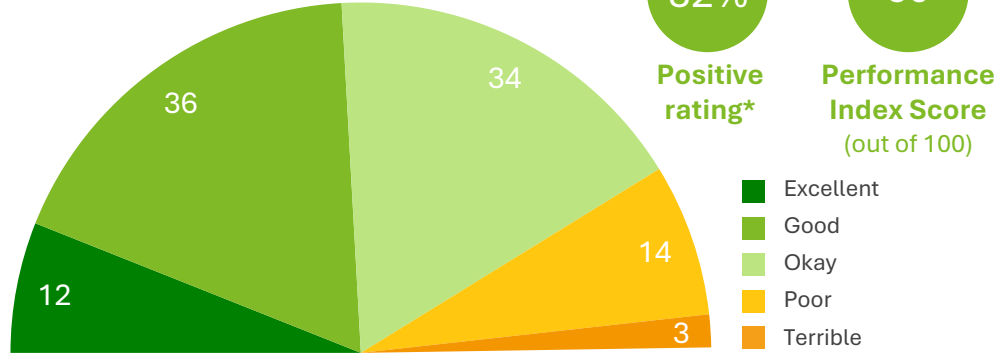
Base: All respondents, excludes 'unsure' and 'no response' (n = 931). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Festivals, markets and community events

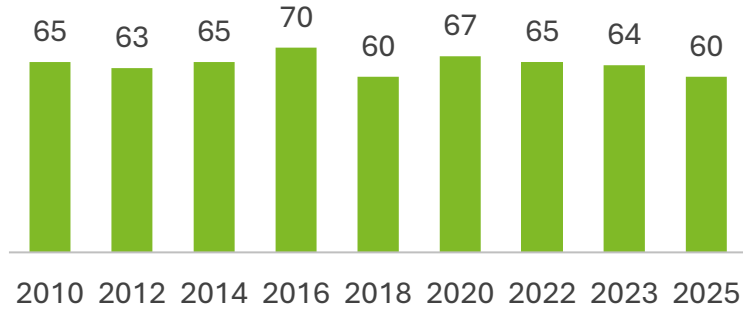
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



City of Melville	60
Industry high	74
Industry average	63

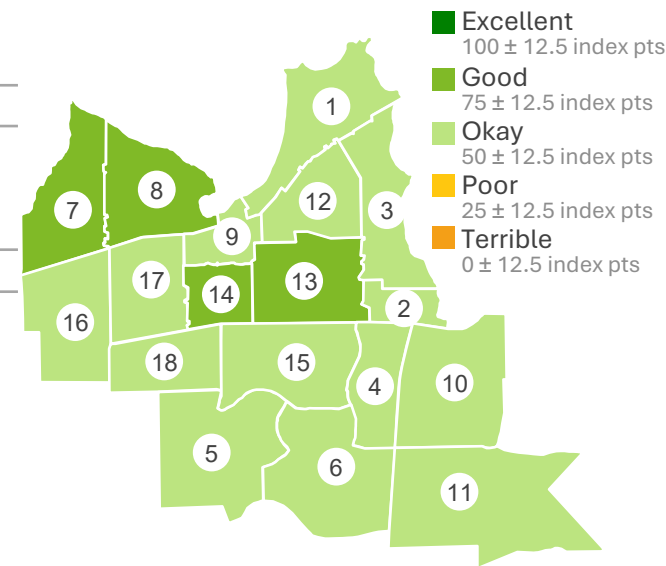
Demographic variances

Performance index score

Gender	Life stage
Male 57	Younger adult, no child at home 63
Female 62	Baby/toddler (0-4) 58
Respondent age	Primary school (5-11) 55
18-34 years# 60	High school (12-17) 54
35-49 years 55	Adult child at home (18+) 57
50-64 years 58	Older adult, no child at home 64
65+ years 67	Employment status
Home ownership	Full-time 58
Homeowner 59	Casual / part time 60
Renting / other 63	Self employed 57
	Home duties 57

Diversity

Disability	64
First Nations^	52
Mainly speak LOTE	58
Education level	Secondary 69
TAFE	56
Bachelor degree	64
Graduate diploma / certificate	60
Postgraduate	60



Suburb	Ward	Score
1 Applecross		60
2 Brentwood	58	
3 Mt Pleasant		56
4 Bateman		60
5 Kardinya	59	
6 Murdoch		60
7 Bicton		63
8 Attadale	62	65
9 Alfred Cove		55
10 Bull Creek		60
11 Leeming	59	
12 Ardross		59
13 Booragoon	64	66
14 Myaree		73
15 Winthrop		59
16 Palmyra		55
17 Melville	57	60
18 Willagee		55

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

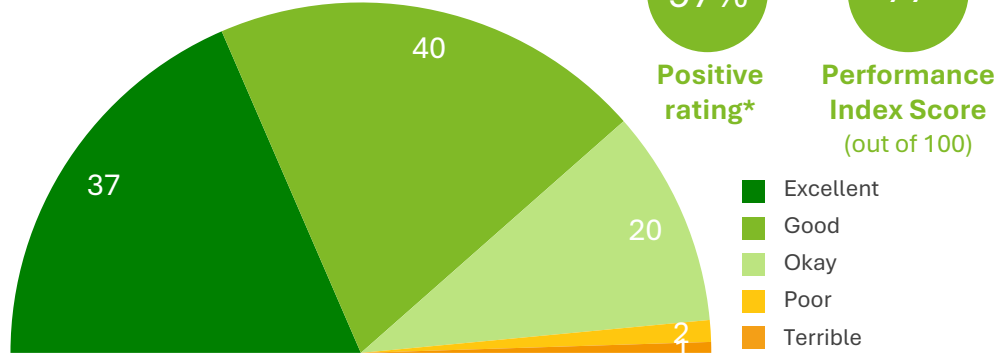
Base: All respondents, excludes 'unsure' and 'no response' (n = 1001). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Library services

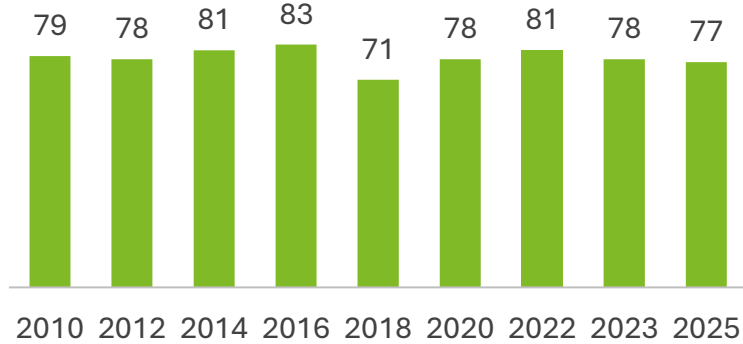
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



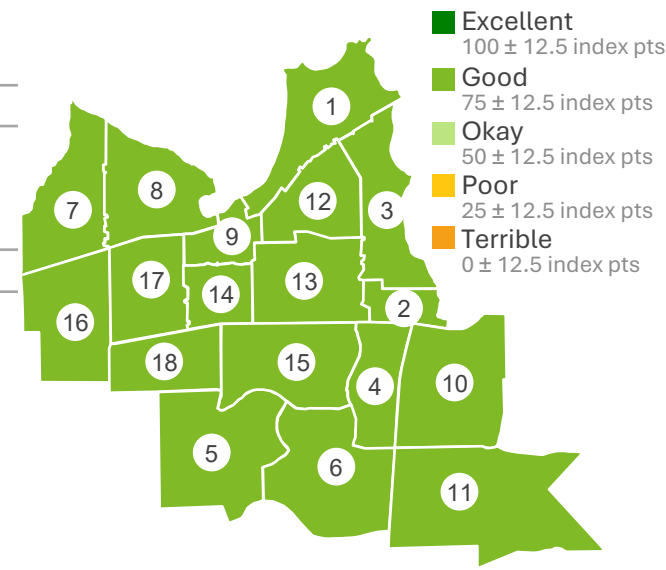
City of Melville	77
Industry high	85
Industry average	71

Demographic variances

Performance index score

Gender	Life stage
Male 75	Younger adult, no child at home 77
Female 80	Baby/toddler (0-4) 83
Respondent age	Primary school (5-11)
18-34 years# 76	High school (12-17) 73
35-49 years 76	Adult child at home (18+) 75
50-64 years 75	Older adult, no child at home 80
65+ years 82	Employment status
Home ownership	Full-time 79
Homeowner 78	Casual / part time 80
Renting / other 77	Self employed 87
	Home duties 81

Diversity	Education level
Disability 80	Secondary 79
First Nations^ 60	TAFE 81
Mainly speak LOTE 76	Bachelor degree 81
	Graduate diploma / certificate 83
	Postgraduate 79



Suburb	Ward	Score
1 Applecross		77
2 Brentwood	75	72
3 Mt Pleasant		74
4 Bateman		81
5 Kardinya	77	77
6 Murdoch		72
7 Bicton		83
8 Attadale	82	82
9 Alfred Cove		80
10 Bull Creek		77
11 Leeming	75	74
12 Ardross		73
13 Booragoon		75
14 Myaree	76	82
15 Winthrop		76
16 Palmyra		77
17 Melville	79	83
18 Willagee		76

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

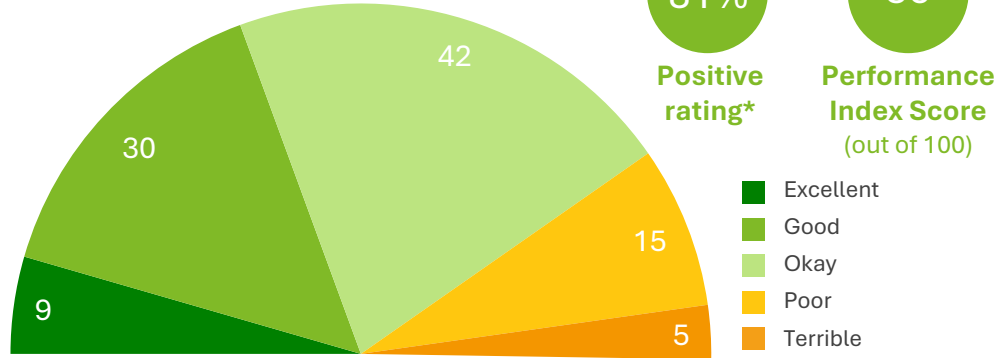
Base: All respondents, excludes 'unsure' and 'no response' (n = 1078). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Education and life-long learning opportunities

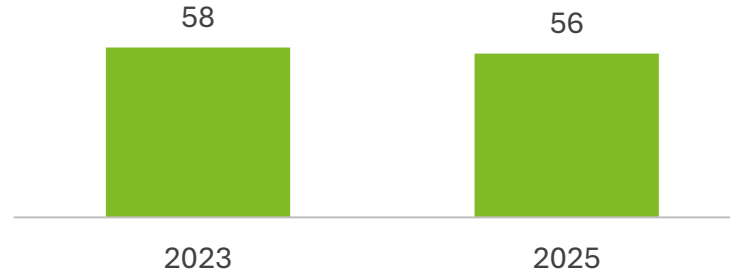
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



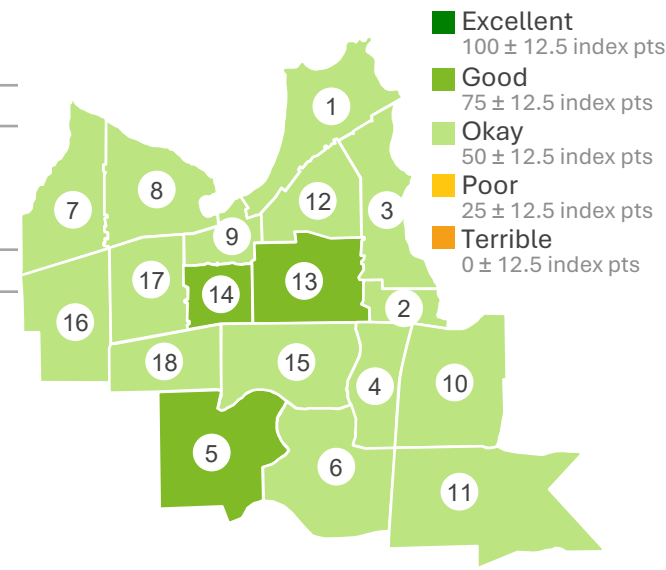
City of Melville	56
Industry high	65
Industry average	50

Demographic variances

Performance index score

Gender	Life stage
Male 53	Younger adult, no child at home 55
Female 58	Baby/toddler (0-4) 57
Respondent age	Primary school (5-11) 50
18-34 years# 56	High school (12-17) 52
35-49 years 52	Adult child at home (18+) 56
50-64 years 52	Older adult, no child at home 60
65+ years 63	Employment status
Home ownership	Full-time 56
Homeowner 55	Casual / part time 58
Renting / other 58	Self employed 60
	Home duties 58

Diversity	Education level
Disability 54	Secondary 52
First Nations^ 48	TAFE 51
Mainly speak LOTE 59	Bachelor degree 65
	Graduate diploma / certificate 60
	Postgraduate 51



Suburb	Ward
1 Applecross	58
2 Brentwood	48
3 Mt Pleasant	56
4 Bateman	51
5 Kardinya	64
6 Murdoch	58
7 Bicton	53
8 Attadale	50
9 Alfred Cove	52
10 Bull Creek	57
11 Leeming	54
12 Ardross	49
13 Booragoon	65
14 Myaree	70
15 Winthrop	53
16 Palmyra	48
17 Melville	59
18 Willagee	61

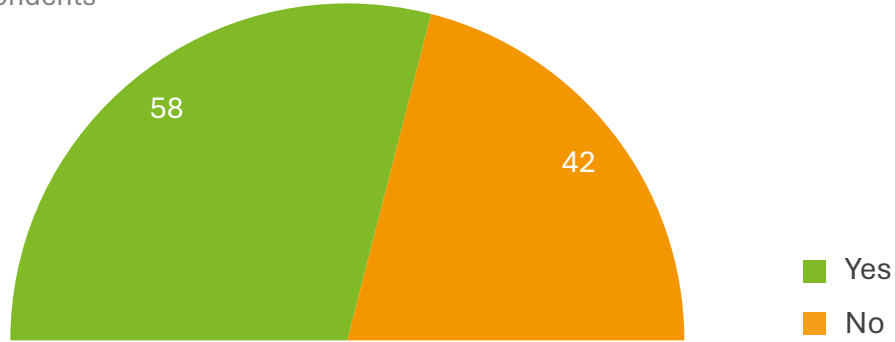
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 705). # Includes a small number of 14-17 year olds

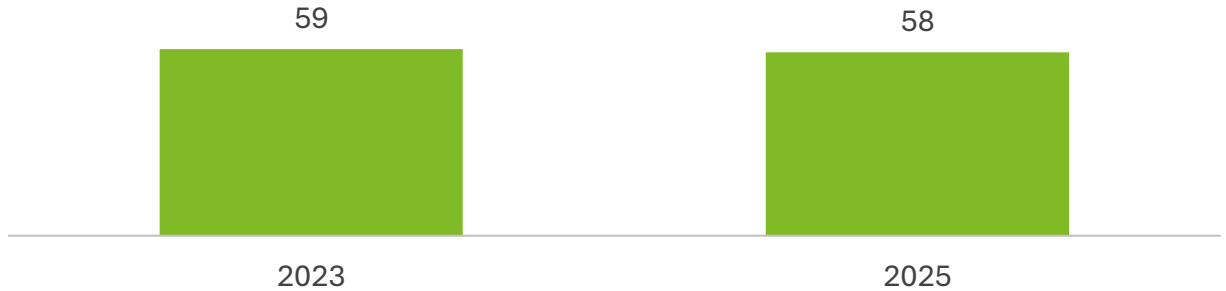
* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Participated in educational activities

Participated in educational activities over the past 12 months
% of respondents



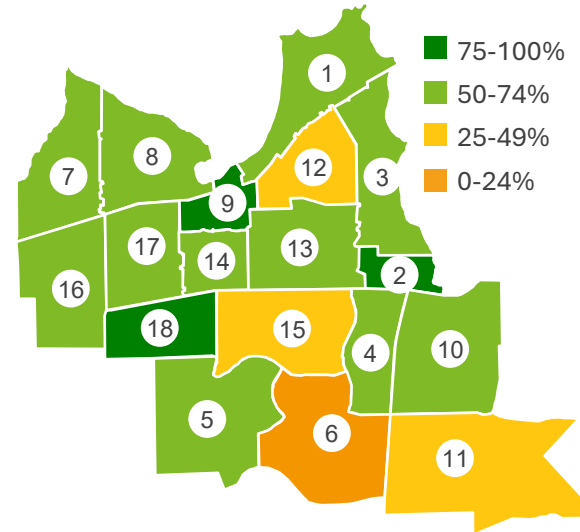
Trend analysis
% yes



Demographic variances

% yes

Gender		Life stage		Diversity	
Male	52	Younger adult, no child at home	56	Disability	56
Female	63	Baby/toddler (0-4)	64	First Nations [^]	12
Respondent age		Primary school (5-11)	64	Mainly speak LOTE	58
18-34 years	58	High school (12-17)	79	Education level	
35-49 years	77	Adult child at home (18+)	67	Secondary	43
50-64 years	55	Older adult, no child at home	44	TAFE	64
65+ years	44	Employment status		Bachelor degree	56
Home ownership		Full-time	67	Graduate diploma / certificate	63
Homeowner	58	Casual / part time	64	Postgraduate	66
Renting / other	59	Self employed	73		
		Home duties	52		



Suburb	Ward	% yes
1 Applecross		69
2 Brentwood [^]	70	83
3 Mt Pleasant		66
4 Bateman [^]		67
5 Kardinya	51	57
6 Murdoch [^]		24
7 Bicton		59
8 Attadale	63	57
9 Alfred Cove [^]		80
10 Bull Creek [^]	48	63
11 Leeming		43
12 Ardross		38
13 Booragoon		52
14 Myaree [^]	51	73
15 Winthrop [^]		44
16 Palmyra		57
17 Melville	61	53
18 Willagee		78

Q. In the past year, have you participated in any educational activities, such as short courses, workshops or seminars?

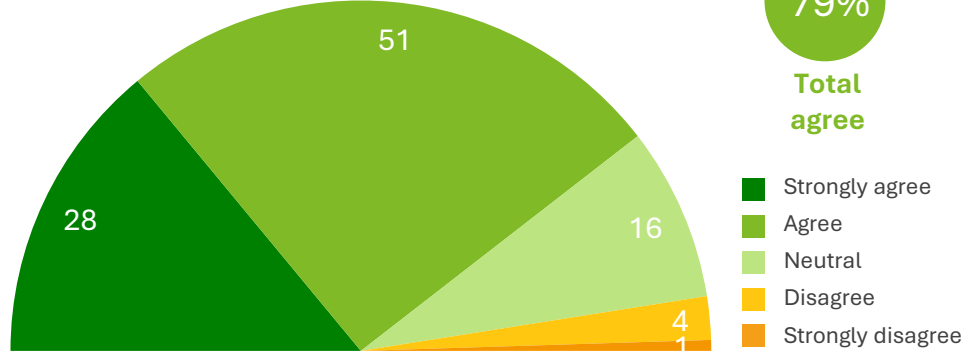
Base: All respondents, excludes 'no response' (n = 510). [#] Includes a small number of 14-17 year olds

[^]Note small sample size (<20 respondents)

I feel I am staying in touch with changing technology

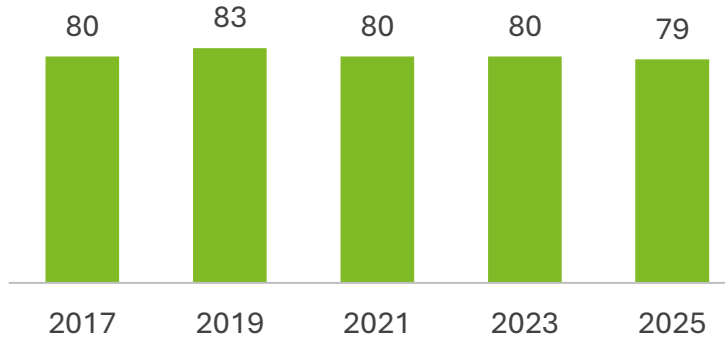
Performance ratings

% of respondents



Trend analysis

% agree



MARKYT Industry Standards

% agree



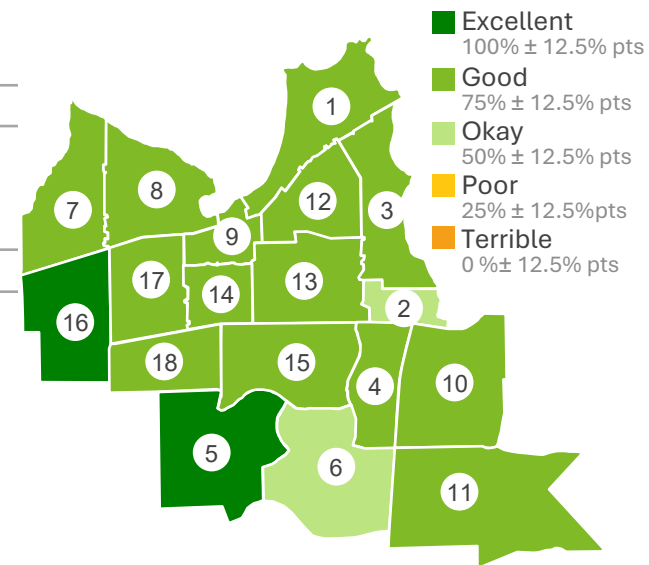
City of Melville	79
Industry high	81
Industry average	79

Demographic variances

% agree

Gender	Life stage
Male: 78	Younger adult, no child at home: 80
Female: 80	Baby/toddler (0-4): 91
Respondent age	Primary school (5-11): 78
18-34 years#: 84	High school (12-17): 85
35-49 years: 83	Adult child at home (18+): 82
50-64 years: 78	Older adult, no child at home: 72
65+ years: 72	Employment status
Home ownership	Full-time: 87
Homeowner: 81	Casual / part time: 77
Renting / other: 71	Self employed: 79
	Home duties: 80

Diversity	Education level
Disability: 79	Secondary: 77
First Nations^: 31	TAFE: 87
Mainly speak LOTE: 47	Bachelor degree: 79
	Graduate diploma / certificate: 64
	Postgraduate: 81



Suburb	Ward
1 Applecross	71
2 Brentwood	70
3 Mt Pleasant	83
4 Bateman	77
5 Kardinya	93
6 Murdoch	56
7 Bicton	82
8 Attadale	83
9 Alfred Cove	77
10 Bull Creek	77
11 Leeming	79
12 Ardross	77
13 Booragoon	70
14 Myaree	84
15 Winthrop	78
16 Palmyra	94
17 Melville	77
18 Willagee	73

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 705). # Includes a small number of 14-17 year olds

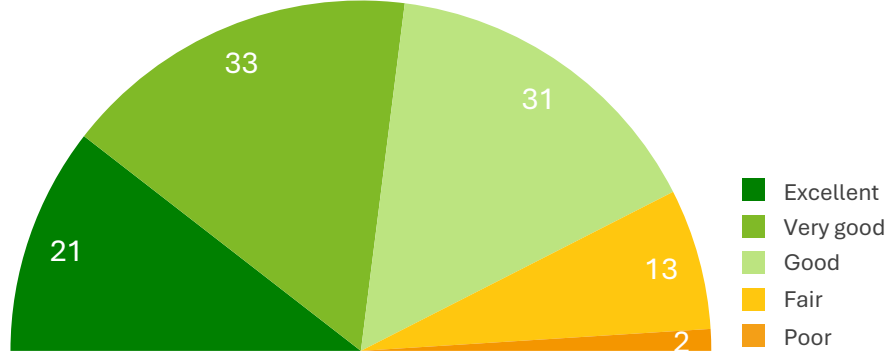
* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Health and safety

Health in general

Wellbeing ratings

% of respondents



85%

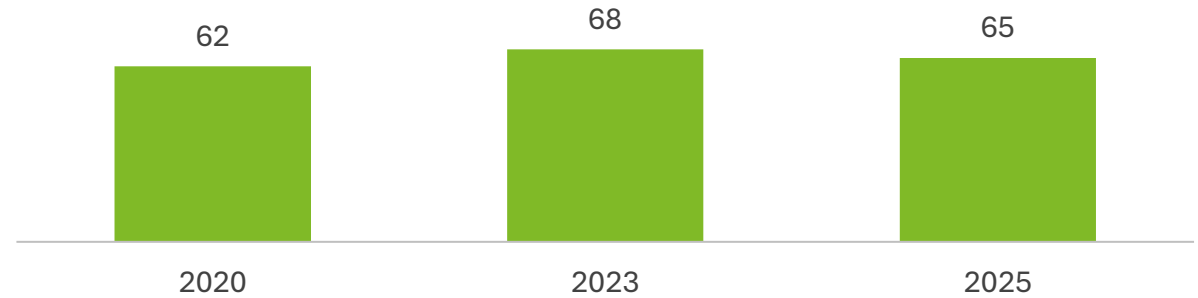
Positive rating

65

Wellbeing Index Score

Trend analysis

Wellbeing Index Score

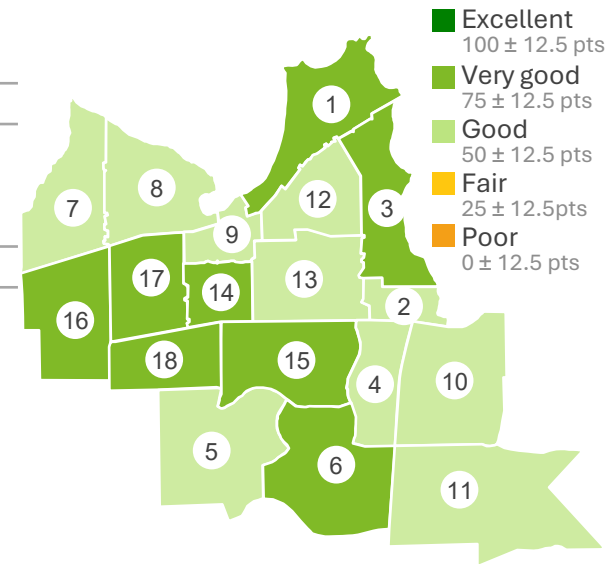


Demographic variances

Wellbeing Index Score

Gender	Life stage
Male 64	Younger adult, no child at home 64
Female 66	Baby/toddler (0-4) 70
Respondent age	Primary school (5-11)
18-34 years# 64	High school (12-17) 67
35-49 years 69	Adult child at home (18+) 66
50-64 years 66	Older adult, no child at home 63
65+ years 62	Employment status
Home ownership	Full-time 73
Homeowner 68	Casual / part time 62
Renting / other 50	Self employed 56
	Home duties 63

Diversity	Education level
Disability 47	Secondary 62
First Nations^ 50	TAFE 62
Mainly speak LOTE 57	Bachelor degree 68
	Graduate diploma / certificate 64
	Postgraduate 65



Suburb	Ward
1 Applecross	67
2 Brentwood^	55
3 Mt Pleasant	77
4 Bateman	61
5 Kardinya	60
6 Murdoch^	64
7 Bicton	62
8 Attadale	58
9 Alfred Cove^	62
10 Bull Creek^	60
11 Leeming	61
12 Ardross	67
13 Booragoon	53
14 Myaree^	75
15 Winthrop^	63
16 Palmyra	70
17 Melville	72
18 Willagee	74

Q. Currently, how good is your life in relation to your: [insert quality of life dimension]

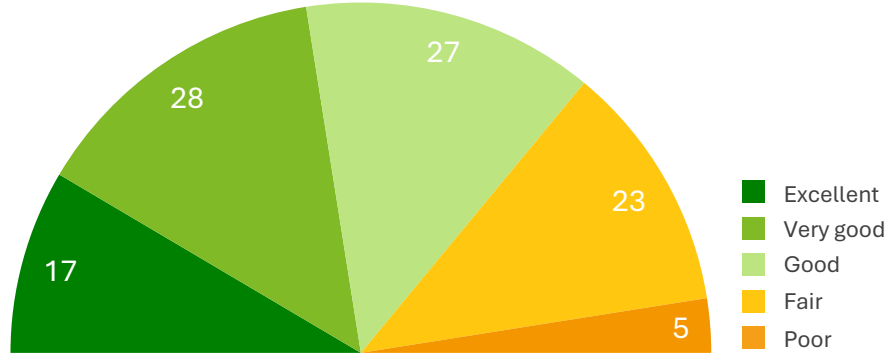
Base: All respondents, excludes 'no response' (n = 503) # Includes a small number of 14-17 year olds

* Positive Rating = excellent, very good + good ^Note small sample size (<20 respondents)

Mental health

Wellbeing ratings

% of respondents



72%

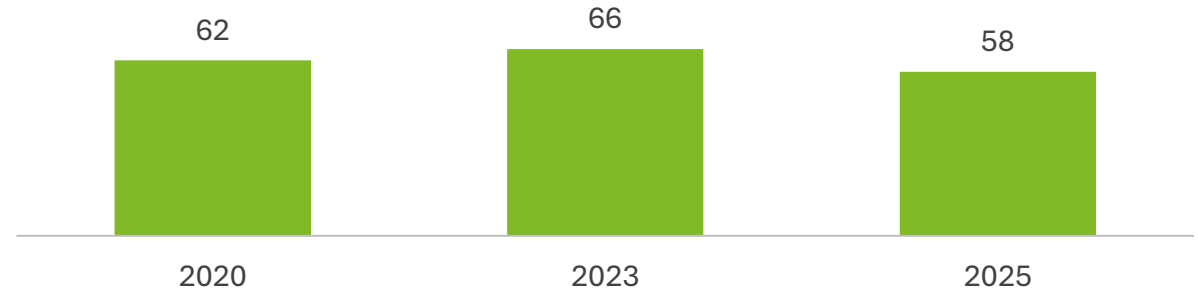
Positive rating

58

Wellbeing Index Score

Trend analysis

Wellbeing Index Score

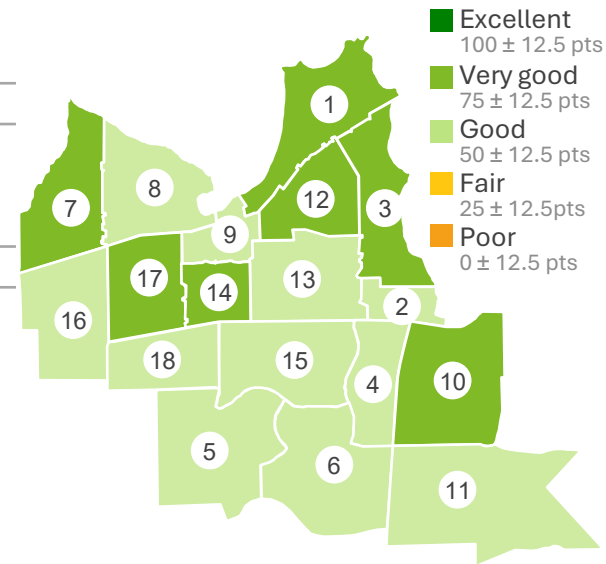


Demographic variances

Wellbeing Index Score

Gender	Life stage
Male 54	Younger adult, no child at home 40
Female 61	Baby/toddler (0-4) 63
Respondent age	Primary school (5-11) 58
18-34 years# 43	High school (12-17) 55
35-49 years 59	Adult child at home (18+) 55
50-64 years 62	Older adult, no child at home 67
65+ years 69	Employment status
Home ownership	Full-time 61
Homeowner 62	Casual / part time 47
Renting / other 36	Casual / part time 47
	Self employed 52
	Home duties 54

Diversity	Education level
Disability 40	Secondary 53
First Nations^ 41	TAFE 58
Mainly speak LOTE 55	Bachelor degree 58
	Graduate diploma / certificate 65
	Postgraduate 57



Suburb	Ward	Wellbeing Index Score
1 Applecross		74
2 Brentwood^	69	58
3 Mt Pleasant		69
4 Bateman		60
5 Kardinya	57	57
6 Murdoch^		58
7 Bicton		68
8 Attadale	55	49
9 Alfred Cove^		42
10 Bull Creek^	50	71
11 Leeming		42
12 Ardross		66
13 Booragoon	59	41
14 Myaree^		83
15 Winthrop^		59
16 Palmyra		53
17 Melville	55	63
18 Willagee		49

Q. Currently, how good is your life in relation to your: [insert quality of life dimension]

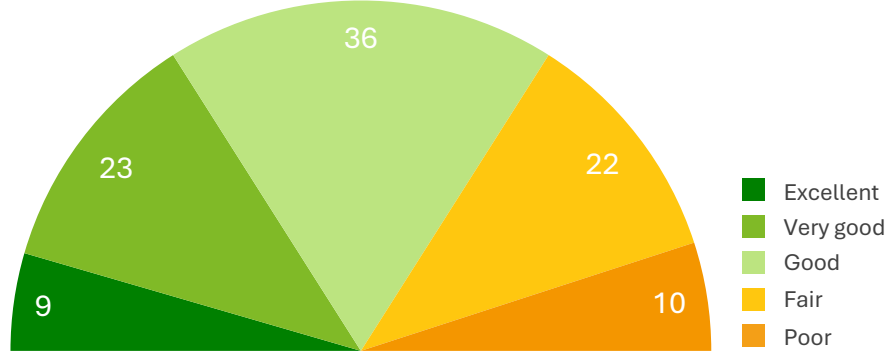
Base: All respondents, excludes 'no response' (n = 504) # Includes a small number of 14-17 year olds

* Positive Rating = excellent, very good + good ^Note small sample size (<20 respondents)

Sleep

Wellbeing ratings

% of respondents



68%

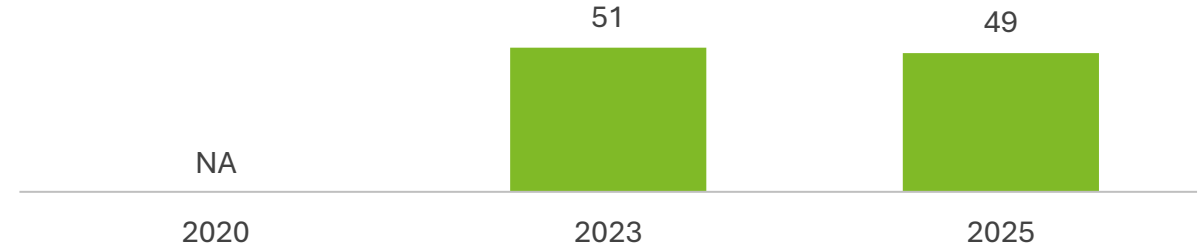
Positive rating

49

Wellbeing Index Score

Trend analysis

Wellbeing Index Score



Demographic variances

Wellbeing Index Score

Gender

Male	52
Female	47

Respondent age

18-34 years [#]	51
35-49 years	44
50-64 years	51
65+ years	52

Home ownership

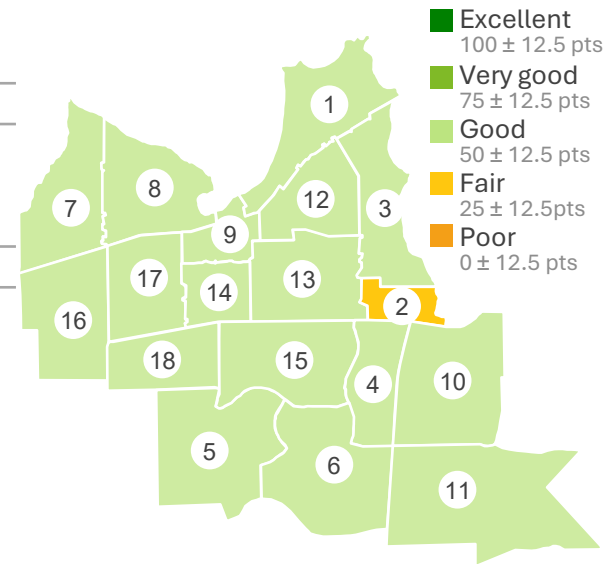
Homeowner	49
Renting / other	52

Life stage

Younger adult, no child at home	55
Baby/toddler (0-4)	47
Primary school (5-11)	43
High school (12-17)	47
Adult child at home (18+)	46
Older adult, no child at home	52
Employment status	
Full-time	51
Casual / part time	45
Self employed	52
Home duties	47

Diversity

Disability	46
First Nations [^]	21
Mainly speak LOTE	34
Education level	
Secondary	54
TAFE	50
Bachelor degree	50
Graduate diploma / certificate	48
Postgraduate	47



Suburb	Ward	Wellbeing Index Score
1 Applecross		58
2 Brentwood [^]	52	37
3 Mt Pleasant		55
4 Bateman		52
5 Kardinya	55	62
6 Murdoch [^]		39
7 Bicton		49
8 Attadale	49	52
9 Alfred Cove [^]		44
10 Bull Creek [^]	51	55
11 Leeming		49
12 Ardross		59
13 Booragoon	50	44
14 Myaree [^]		53
15 Winthrop [^]		47
16 Palmyra		44
17 Melville	43	41
18 Willagee		43

Q. Currently, how good is your life in relation to your: [insert quality of life dimension]

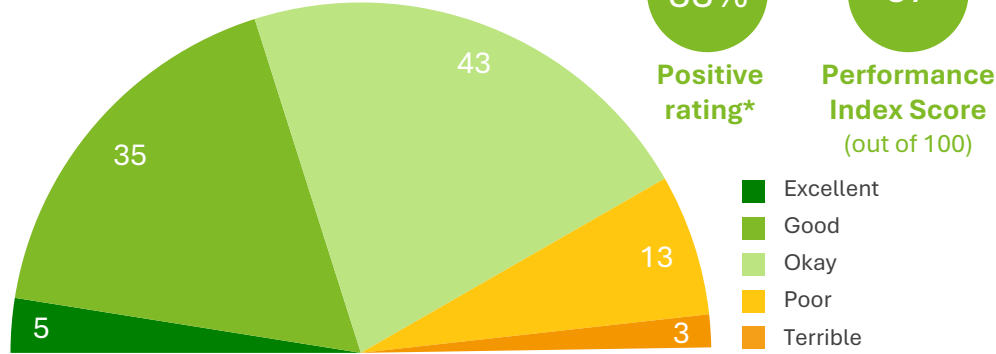
Base: All respondents, excludes 'no response' (n = xxxx) [#] Includes a small number of 14-17 year olds

* Positive Rating = excellent, very good + good [^]Note small sample size (<20 respondents)

Health and community services

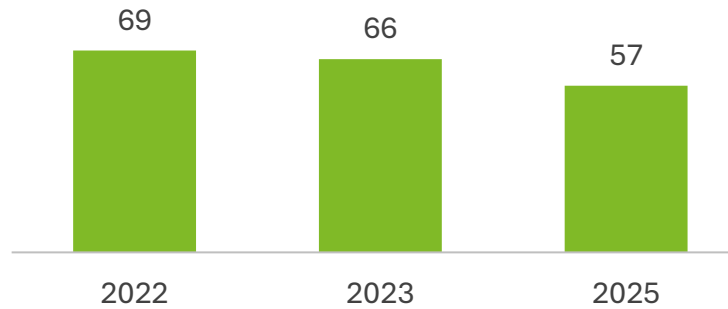
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



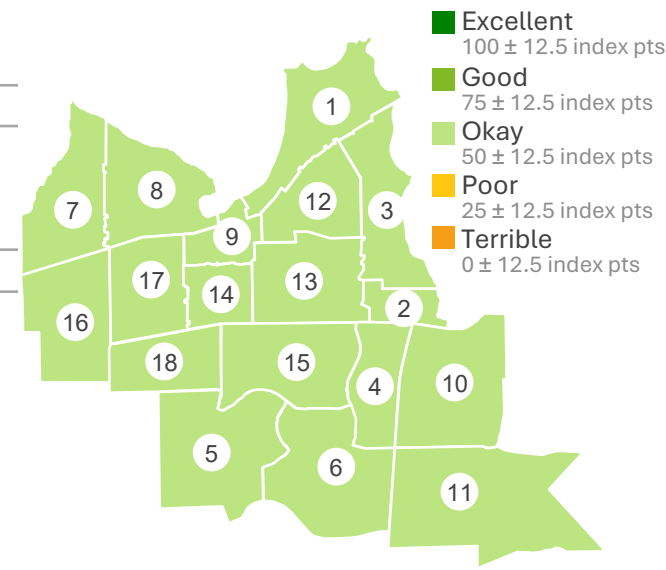
City of Melville	57
Industry high	68
Industry average	55

Demographic variances

Performance index score

Gender	Life stage
Male 55	Younger adult, no child at home 52
Female 58	Baby/toddler (0-4) 59
Respondent age	Primary school (5-11) 55
18-34 years# 55	High school (12-17) 54
35-49 years 54	Adult child at home (18+) 55
50-64 years 54	Older adult, no child at home 60
65+ years 63	Employment status
Home ownership	Full-time 55
Homeowner 57	Casual / part time 56
Renting / other 56	Self employed 59
	Home duties 55

Diversity	Education level
Disability 55	Secondary 54
First Nations^ 51	TAFE 57
Mainly speak LOTE 56	Bachelor degree 61
	Graduate diploma / certificate 58
	Postgraduate 50



Suburb	Ward	Performance Index Score
1	Applecross	58
2	Brentwood	61
3	Mt Pleasant	58
4	Bateman	51
5	Kardinya	58
6	Murdoch	54
7	Bicton	58
8	Attadale	46
9	Alfred Cove	58
10	Bull Creek	61
11	Leeming	59
12	Ardross	55
13	Booragoon	61
14	Myaree	62
15	Winthrop	53
16	Palmyra	52
17	Melville	58
18	Willagee	59

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

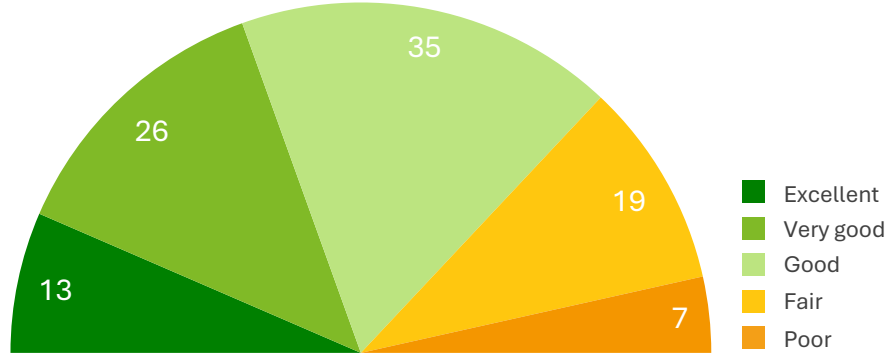
Base: All respondents, excludes 'unsure' and 'no response' (n = 849). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Exercise

Wellbeing ratings

% of respondents



74%

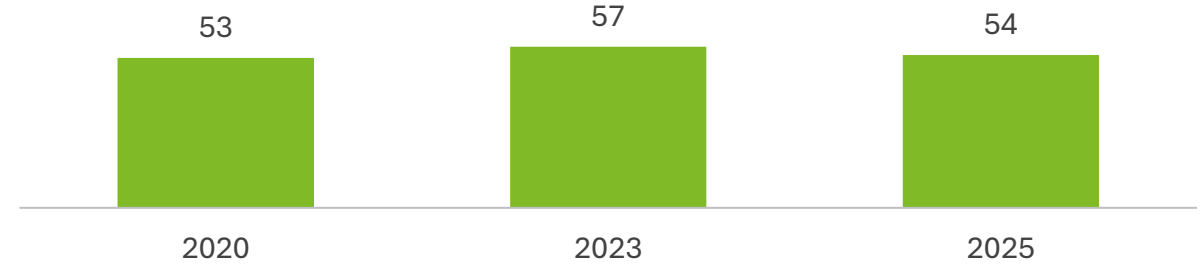
Positive rating

54

Wellbeing Index Score

Trend analysis

Wellbeing Index Score

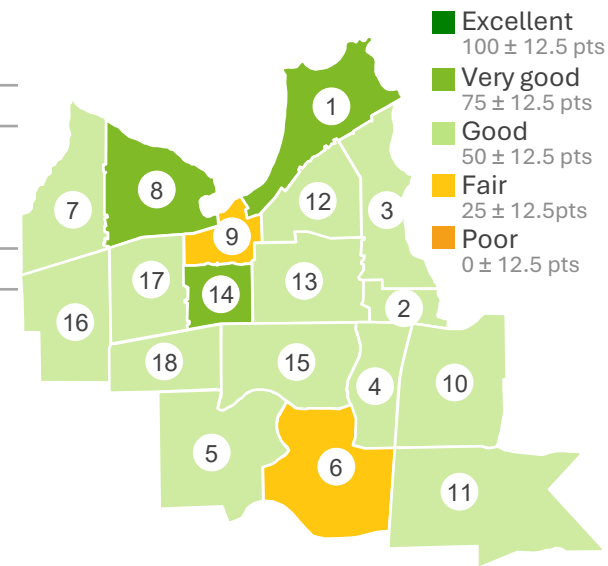


Demographic variances

Wellbeing Index Score

Gender	Life stage
Male 57	Younger adult, no child at home 55
Female 52	Baby/toddler (0-4) 55
Respondent age	Primary school (5-11) 50
18-34 years# 52	High school (12-17) 53
35-49 years 52	Adult child at home (18+) 50
50-64 years 58	Older adult, no child at home 57
65+ years 56	Employment status
Home ownership	Full-time 58
Homeowner 55	Casual / part time 46
Renting / other 49	Self employed 57
	Home duties 50

Diversity	Education level
Disability 50	Secondary 57
First Nations^ 23	TAFE 54
Mainly speak LOTE 32	Bachelor degree 54
	Graduate diploma / certificate 51
	Postgraduate 54



Suburb	Ward
1 Applecross	65
2 Brentwood^	54
3 Mt Pleasant	57
4 Bateman	52
5 Kardinya	55
6 Murdoch^	35
7 Bicton	57
8 Attadale	66
9 Alfred Cove^	37
10 Bull Creek^	48
11 Leeming	56
12 Ardross	62
13 Booragoon	50
14 Myaree^	71
15 Winthrop^	52
16 Palmyra	49
17 Melville	56
18 Willagee	46

Q. Currently, how good is your life in relation to your: [insert quality of life dimension]

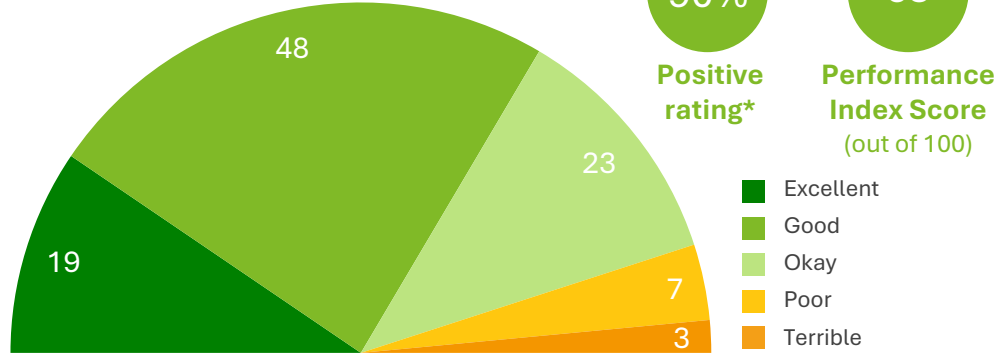
Base: All respondents, excludes 'no response' (n = 504) # Includes a small number of 14-17 year olds

* Positive Rating = excellent, very good + good ^Note small sample size (<20 respondents)

Sport and recreation services and facilities

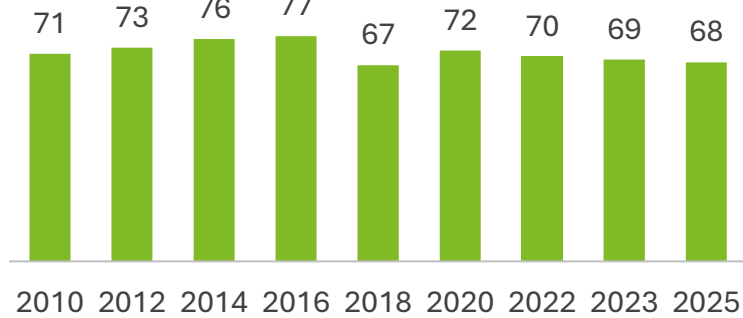
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



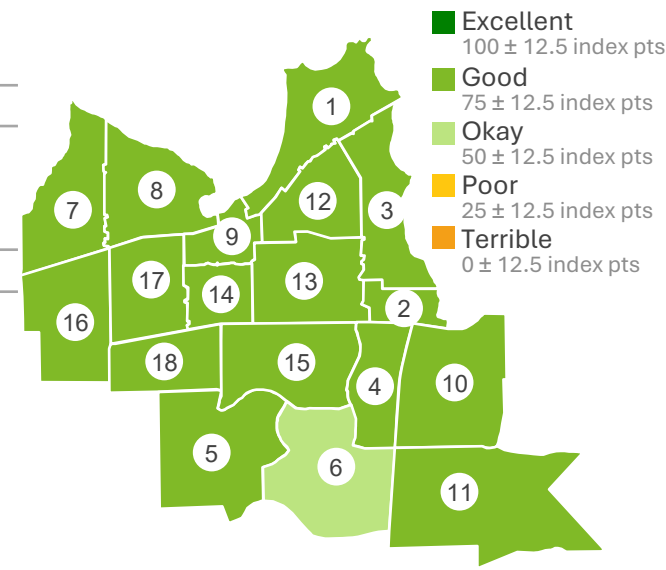
City of Melville	68
Industry high	81
Industry average	65

Demographic variances

Performance index score

Gender	Life stage
Male 66	Younger adult, no child at home 74
Female 70	Baby/toddler (0-4) 68
Respondent age	Primary school (5-11) 60
18-34 years# 68	High school (12-17) 62
35-49 years 63	Adult child at home (18+) 65
50-64 years 67	Older adult, no child at home 72
65+ years 74	Employment status
Home ownership	Full-time 66
Homeowner 68	Casual / part time 65
Renting / other 70	Self employed 66
	Home duties 66

Diversity	Education level
Disability 69	Secondary 67
First Nations^ 35	TAFE 70
Mainly speak LOTE 60	Bachelor degree 72
	Graduate diploma / certificate 72
	Postgraduate 63



Suburb	Ward	Score
1 Applecross		65
2 Brentwood	67	
3 Mt Pleasant		70
4 Bateman		64
5 Kardinya	67	
6 Murdoch		52
7 Bicton		70
8 Attadale	69	
9 Alfred Cove		73
10 Bull Creek		69
11 Leeming	67	
12 Ardross		70
13 Booragoon		70
14 Myaree	69	
15 Winthrop		65
16 Palmyra		70
17 Melville	69	
18 Willagee		65

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

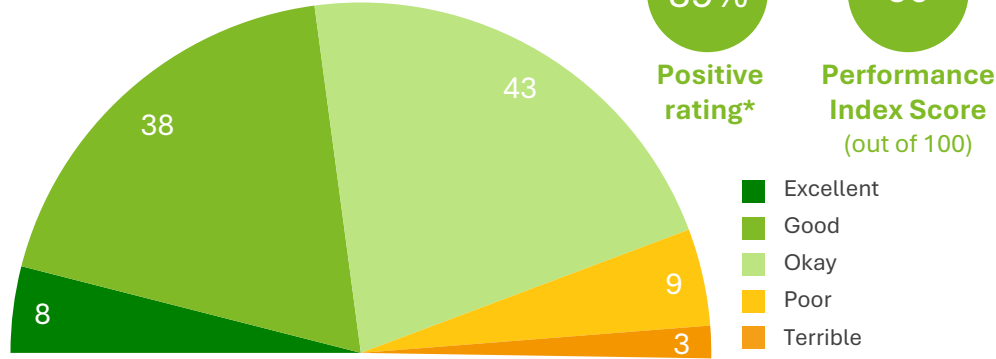
Base: All respondents, excludes 'unsure' and 'no response' (n = 1074). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Public buildings, halls and toilets

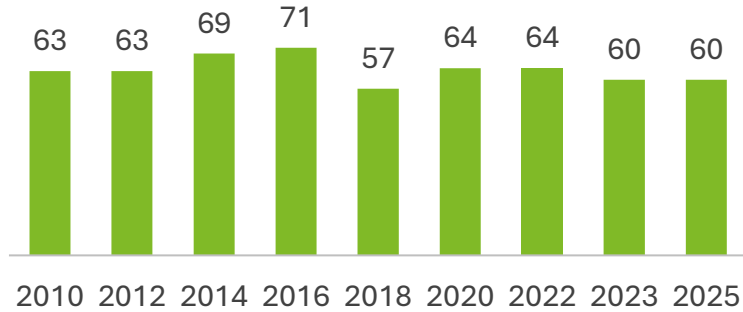
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



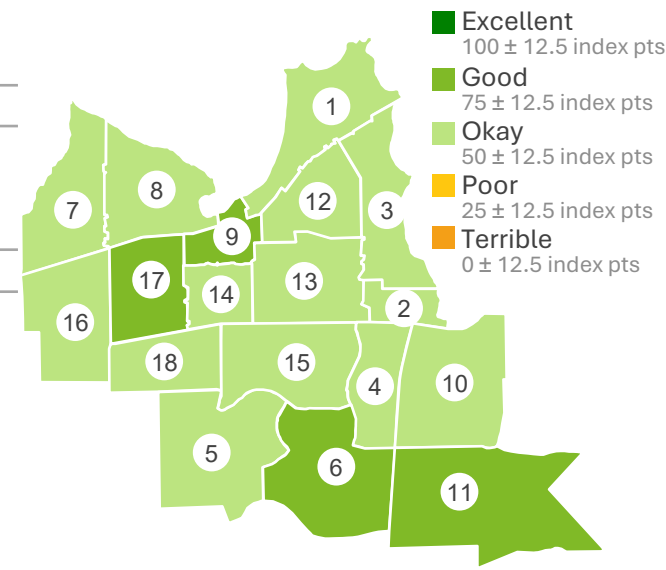
City of Melville	60
Industry high	70
Industry average	55

Demographic variances

Performance index score

Gender	Life stage
Male: 59	Younger adult, no child at home: 64
Female: 60	Baby/toddler (0-4): 63
Respondent age	Primary school (5-11): 55
18-34 years#: 63	High school (12-17): 55
35-49 years: 56	Adult child at home (18+): 59
50-64 years: 57	Older adult, no child at home: 59
65+ years: 62	Employment status
Home ownership	Full-time: 61
Homeowner: 59	Casual / part time: 64
Renting / other: 68	Self employed: 62
	Home duties: 59

Diversity	Education level
Disability: 62	Secondary: 57
First Nations^: 45	TAFE: 61
Mainly speak LOTE: 57	Bachelor degree: 66
	Graduate diploma / certificate: 57
	Postgraduate: 59



Suburb	Ward	Performance Index Score
1	Applecross	60
2	Brentwood	58
3	Mt Pleasant	55
4	Bateman	57
5	Kardinya	62
6	Murdoch	66
7	Bicton	58
8	Attadale	60
9	Alfred Cove	67
10	Bull Creek	56
11	Leeming	66
12	Ardross	62
13	Booragoon	59
14	Myaree	61
15	Winthrop	54
16	Palmyra	56
17	Melville	65
18	Willagee	57

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

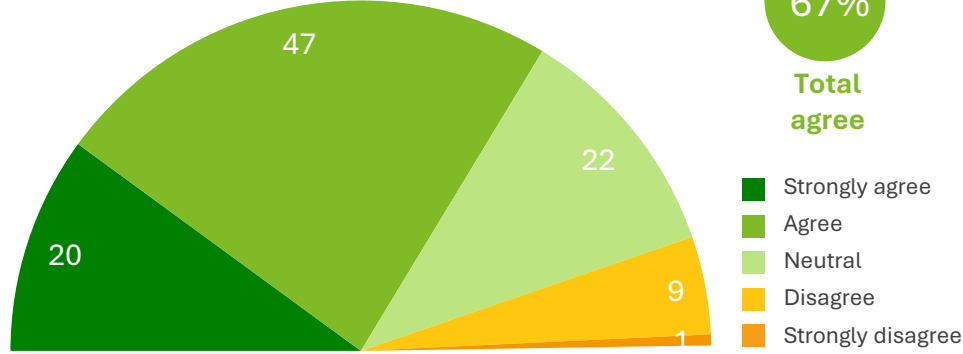
Base: All respondents, excludes 'unsure' and 'no response' (n = 1110). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

I feel safe in the City of Melville

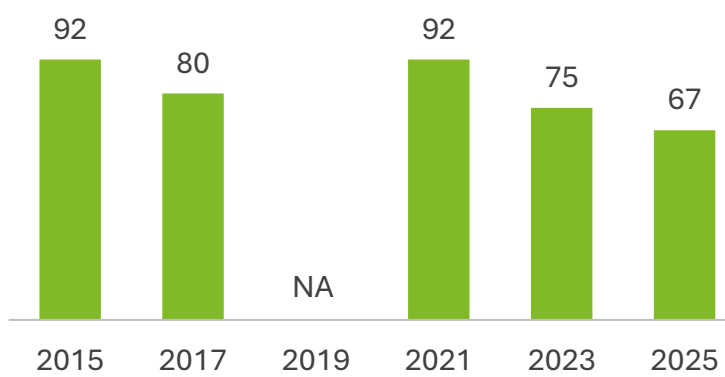
Performance ratings

% of respondents



Trend analysis

% agree



MARKYT Industry Standards

% agree



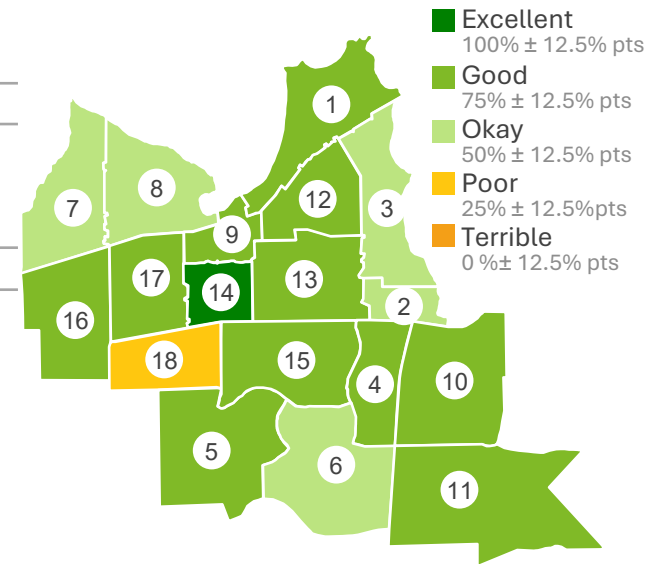
City of Melville	67
Industry high	75
Industry average	51

Demographic variances

% agree

Gender		Life stage	
Male	67	Younger adult, no child at home	81
Female	67	Baby/toddler (0-4)	72
Respondent age		Employment status	
18-34 years [#]	68	Full-time	65
35-49 years	67	Casual / part time	70
50-64 years	63	Self employed	77
65+ years	70	Home duties	68
Home ownership			
Homeowner	65		
Renting / other	76		

Diversity	
Disability	74
First Nations [^]	13
Mainly speak LOTE	58
Education level	
Secondary	62
TAFE	70
Bachelor degree	73
Graduate diploma / certificate	67
Postgraduate	61



Suburb	Ward	Score
1 Applecross		74
2 Brentwood	61	40
3 Mt Pleasant		59
4 Bateman		74
5 Kardinya	74	82
6 Murdoch		54
7 Bicton		62
8 Attadale	65	59
9 Alfred Cove		79
10 Bull Creek		74
11 Leeming	71	70
12 Ardross		80
13 Booragoon	79	73
14 Myaree		96
15 Winthrop		69
16 Palmyra		66
17 Melville	57	64
18 Willagee		31

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

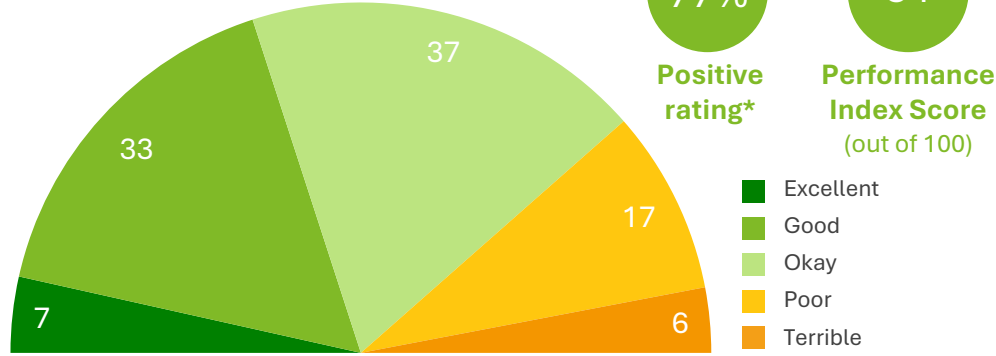
Base: All respondents, excludes 'unsure' and 'no response' (n = 705). [#] Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Safety and crime prevention

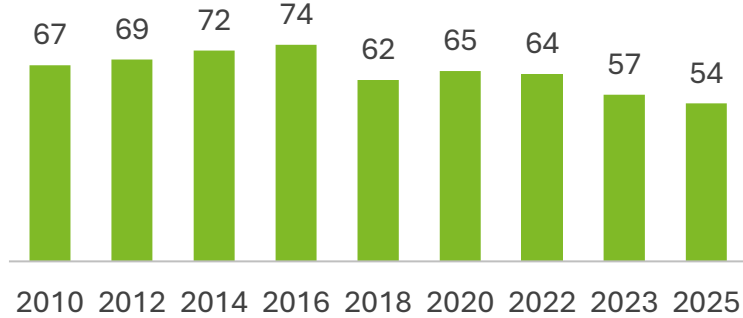
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



City of Melville	54
Industry high	66
Industry average	46

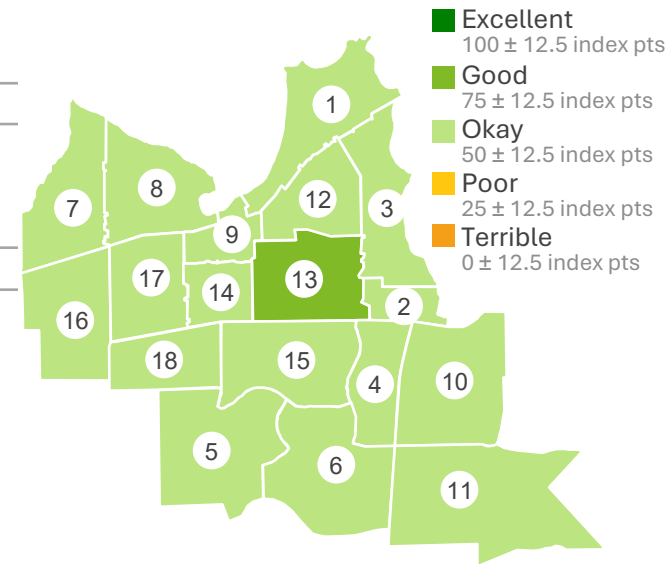
Demographic variances

Performance index score

Gender	Life stage
Male 52	Younger adult, no child at home 58
Female 57	Baby/toddler (0-4) 57
Respondent age	Primary school (5-11) 49
18-34 years# 60	High school (12-17) 51
35-49 years 49	Adult child at home (18+) 53
50-64 years 50	Older adult, no child at home 56
65+ years 59	Employment status
Home ownership	Full-time 57
Homeowner 54	Casual / part time 57
Renting / other 60	Self employed 55
	Home duties 59

Diversity

Disability	55
First Nations^	47
Mainly speak LOTE	51
Education level	Secondary 50
TAFE	50
Bachelor degree	64
Graduate diploma / certificate	51
Postgraduate	56



Suburb	Ward	Score
1 Applecross		58
2 Brentwood	56	50
3 Mt Pleasant		58
4 Bateman		51
5 Kardinya	56	57
6 Murdoch		57
7 Bicton		47
8 Attadale	50	51
9 Alfred Cove		56
10 Bull Creek	56	56
11 Leeming		57
12 Ardross		54
13 Booragoon	58	66
14 Myaree		61
15 Winthrop		49
16 Palmyra		54
17 Melville	51	55
18 Willagee		39

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

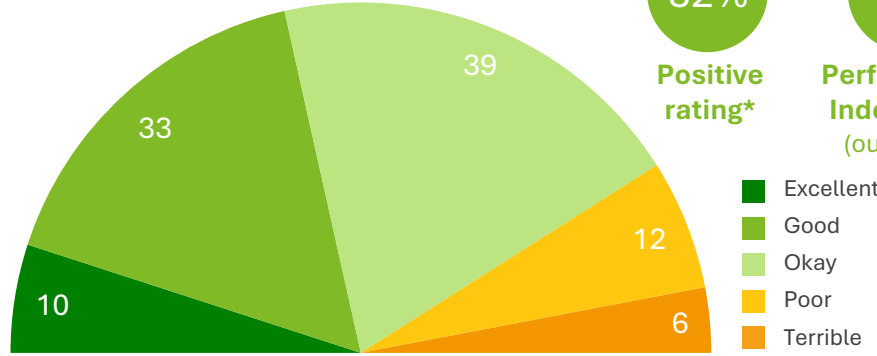
Base: All respondents, excludes 'unsure' and 'no response' (n = 987). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Ranger services

Performance ratings

% of respondents



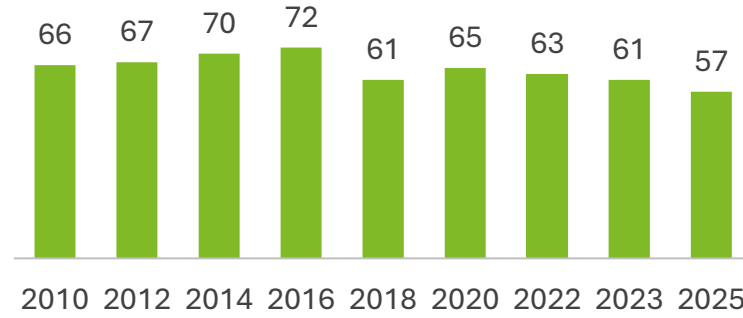
82%
Positive rating*

57
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



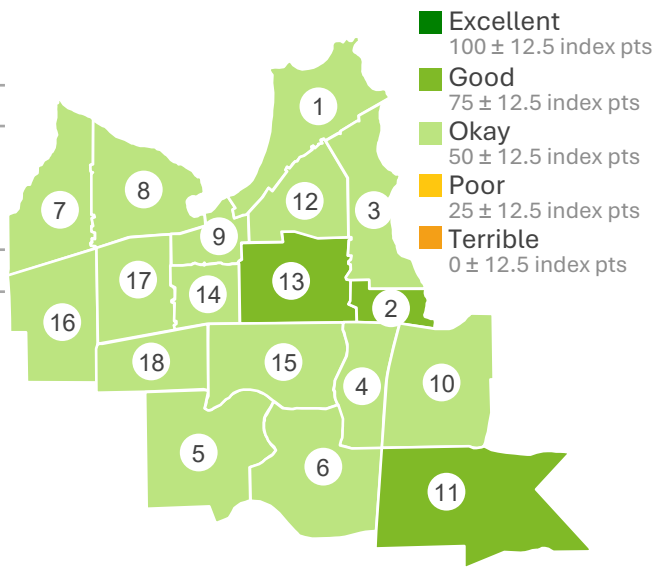
City of Melville	57
Industry high	63
Industry average	55

Demographic variances

Performance index score

Gender		Life stage	
Male	54	Younger adult, no child at home	65
Female	60	Baby/toddler (0-4)	56
Respondent age		Primary school (5-11)	54
18-34 years [#]	58	High school (12-17)	54
35-49 years	57	Adult child at home (18+)	54
50-64 years	52	Older adult, no child at home	58
65+ years	61	Employment status	
Home ownership		Full-time	62
Homeowner	56	Casual / part time	63
Renting / other	71	Self employed	68
		Home duties	64

Diversity	
Disability	63
First Nations [^]	41
Mainly speak LOTE	51
Education level	
Secondary	59
TAFE	58
Bachelor degree	70
Graduate diploma / certificate	58
Postgraduate	58



Suburb	Ward	Performance index score
1	Applecross	58
2	Brentwood	63
3	Mt Pleasant	53
4	Bateman	57
5	Kardinya	61
6	Murdoch	59
7	Bicton	51
8	Attadale	60
9	Alfred Cove	50
10	Bull Creek	58
11	Leeming	64
12	Ardross	58
13	Booragoon	63
14	Myaree	53
15	Winthrop	54
16	Palmyra	54
17	Melville	57
18	Willagee	60

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

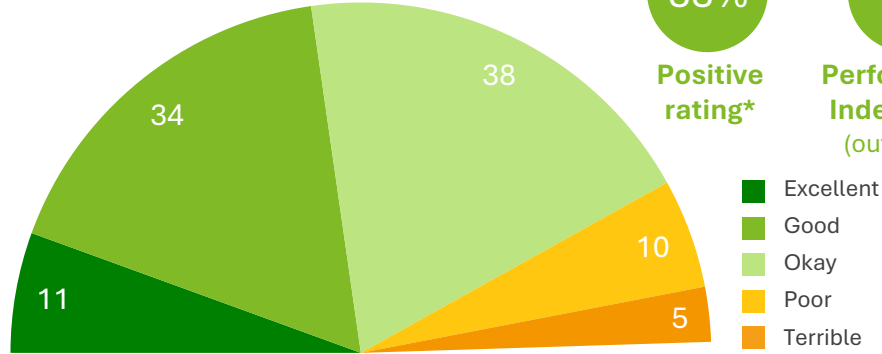
Base: All respondents, excludes 'unsure' and 'no response' (n = 943). [#] Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay [^]Note small sample size (<20 respondents)

Animal management

Performance ratings

% of respondents



83%

Positive rating*

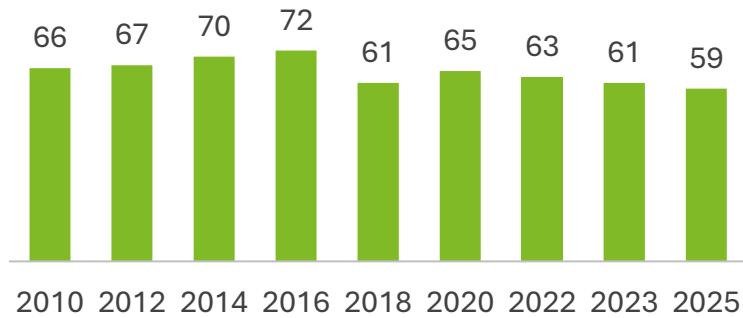
59

Performance Index Score (out of 100)



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



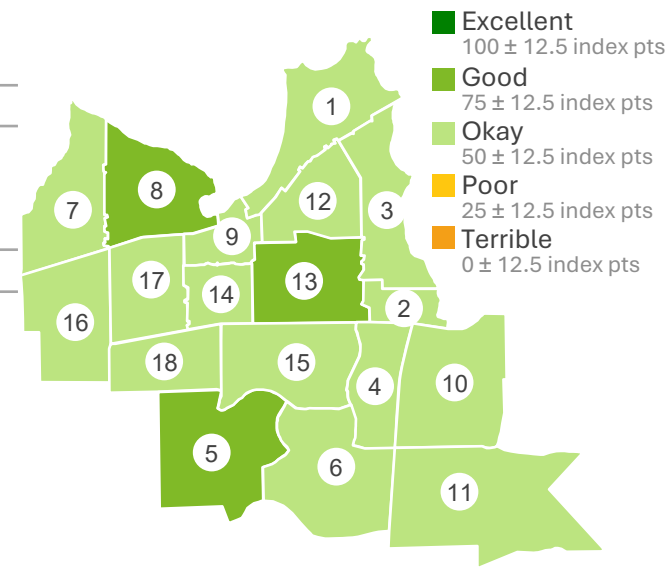
City of Melville	59
Industry high	67
Industry average	53

Demographic variances

Performance index score

Gender	Life stage
Male	Younger adult, no child at home
Female	Baby/toddler (0-4)
Respondent age	Employment status
18-34 years [#]	Full-time
35-49 years	Casual / part time
50-64 years	Self employed
65+ years	Home duties

Diversity	Education level
Disability	Secondary
First Nations [^]	TAFE
Mainly speak LOTE	Bachelor degree
	Graduate diploma / certificate
	Postgraduate



Suburb	Ward
1 Applecross	58
2 Brentwood	58
3 Mt Pleasant	52
4 Bateman	55
5 Kardinya	74
6 Murdoch	62
7 Bicton	52
8 Attadale	63
9 Alfred Cove	53
10 Bull Creek	62
11 Leeming	60
12 Ardross	57
13 Booragoon	63
14 Myaree	60
15 Winthrop	57
16 Palmyra	55
17 Melville	55
18 Willagee	61

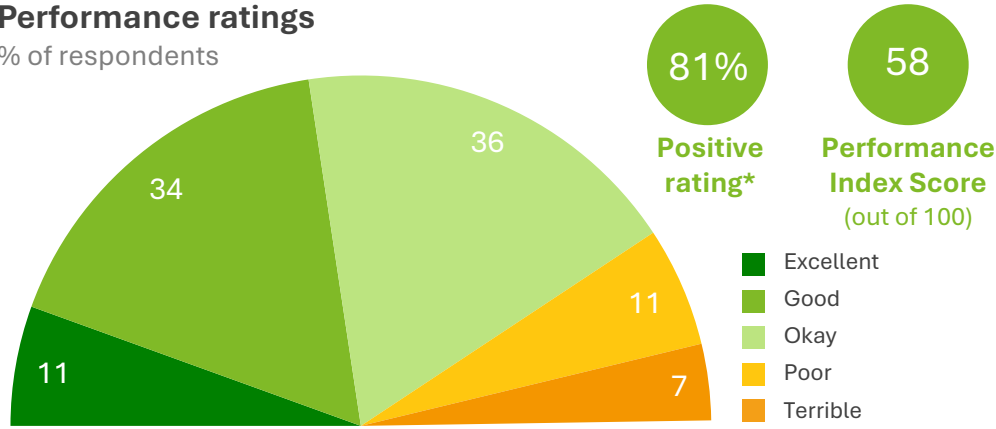
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 908). # Includes a small number of 14-17 year olds
 * Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Environmental health services

noise, pests, pollution, food inspections etc.

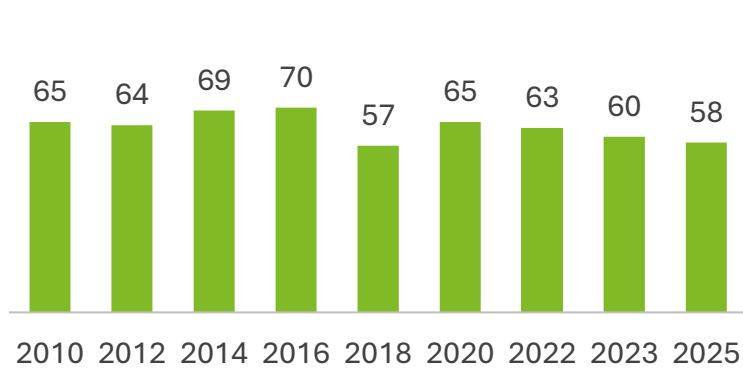
Performance ratings

% of respondents



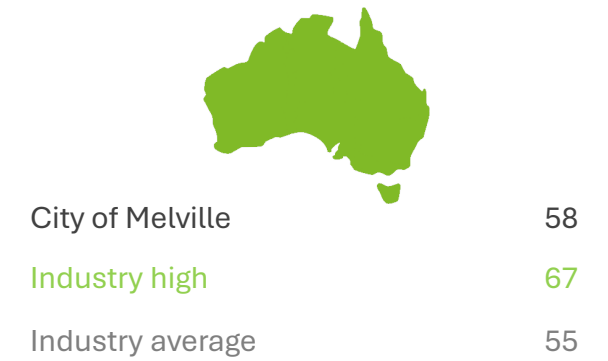
Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



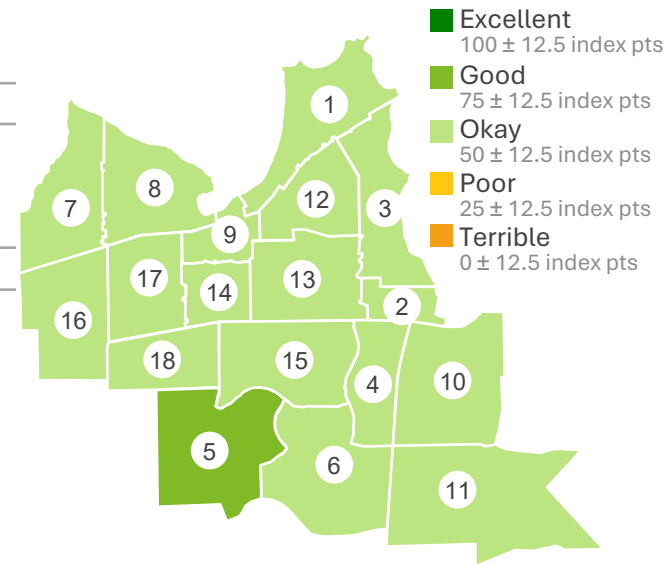
Demographic variances

Performance index score

Category	Performance index score
Gender	
Male	55
Female	60
Respondent age	
18-34 years#	66
35-49 years	55
50-64 years	49
65+ years	62
Home ownership	
Homeowner	57
Renting / other	65
Life stage	
Younger adult, no child at home	66
Baby/toddler (0-4)	65
Primary school (5-11)	51
High school (12-17)	52
Adult child at home (18+)	55
Older adult, no child at home	57
Employment status	
Full-time	57
Casual / part time	63
Self employed	67
Home duties	71

Diversity

Disability	62
First Nations^	42
Mainly speak LOTE	59
Education level	
Secondary	65
TAFE	56
Bachelor degree	67
Graduate diploma / certificate	60
Postgraduate	52



Suburb	Ward	Performance index score
1	Applecross	56
2	Brentwood	58
3	Mt Pleasant	59
4	Bateman	50
5	Kardinya	66
6	Murdoch	60
7	Bicton	54
8	Attadale	61
9	Alfred Cove	52
10	Bull Creek	58
11	Leeming	52
12	Ardross	55
13	Booragoon	62
14	Myaree	57
15	Winthrop	56
16	Palmyra	58
17	Melville	60
18	Willagee	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 884). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)



Outcome 2

A clean, green and sustainable City for current and future generations

Indicator	Measure	Result	Trend	Benchmark
Climate action	Index score	54	↓	↑
Environmental management and conservation	Index score	59	↓	↑
River and foreshore management	Index score	64	=	↑
Parks, playgrounds and reserves	Index score	66	↓	=
Streetscapes, trees and verges	Index score	58	=	↑
Waste management	Index score	62	↓	↑

Trend and benchmark shows variance between last study and industry average

↓ Down by 3 or more points

= Steady (within +/- 2 points)

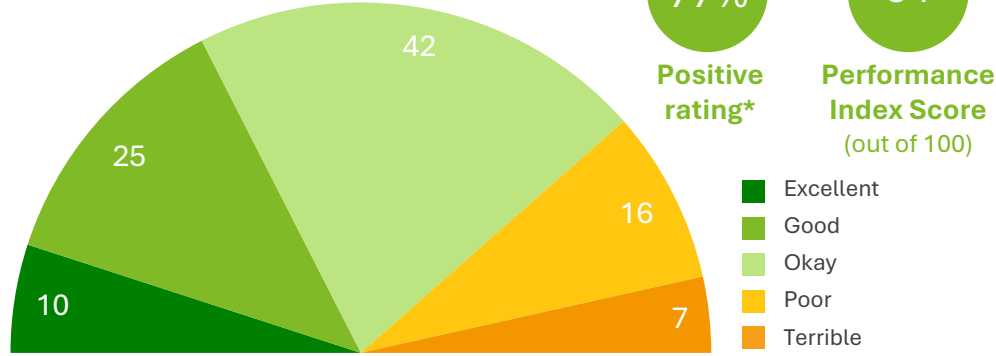
↑ Up by 3 or more points

Climate action

promoting sustainable practices to combat climate change and its impacts

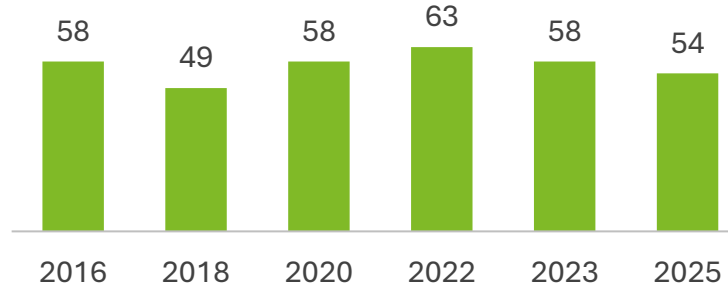
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score

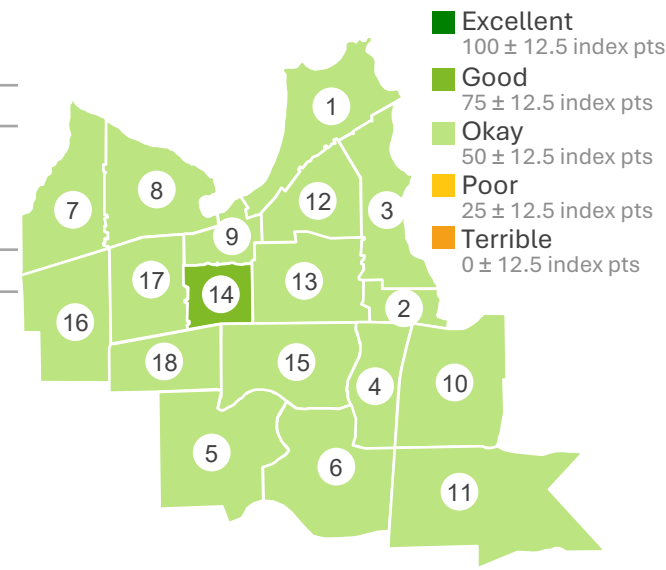


City of Melville	54
Industry high	62
Industry average	50

Demographic variances

Performance index score

Gender	Life stage	Diversity
Male: 55	Younger adult, no child at home: 55	Disability: 58
Female: 53	Baby/toddler (0-4): 56	First Nations [^] : 55
Respondent age	Primary school (5-11): 49	Mainly speak LOTE: 57
18-34 years#: 56	High school (12-17): 50	Education level
35-49 years: 51	Adult child at home (18+): 58	Secondary: 69
50-64 years: 51	Older adult, no child at home: 55	TAFE: 47
65+ years: 58	Employment status	Bachelor degree: 58
Home ownership	Full-time: 53	Graduate diploma / certificate: 54
Homeowner: 53	Casual / part time: 52	Postgraduate: 48
Renting / other: 61	Self employed: 52	
	Home duties: 55	



Suburb	Ward	Performance Index Score
1 Applecross		54
2 Brentwood	56	54
3 Mt Pleasant		59
4 Bateman		55
5 Kardinya	60	62
6 Murdoch		59
7 Bicton		48
8 Attadale	51	61
9 Alfred Cove		41
10 Bull Creek	53	51
11 Leeming		54
12 Ardross		50
13 Booragoon	58	57
14 Myaree		67
15 Winthrop		60
16 Palmyra		48
17 Melville	50	55
18 Willagee		49

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

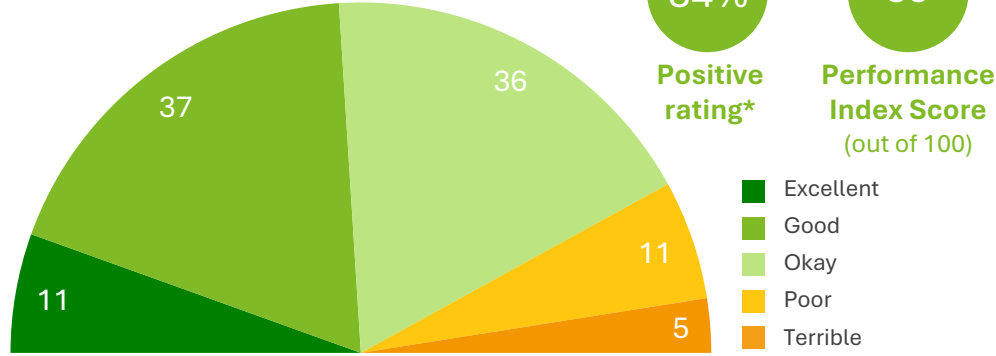
Base: All respondents, excludes 'unsure' and 'no response' (n = 773). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Environmental management and conservation

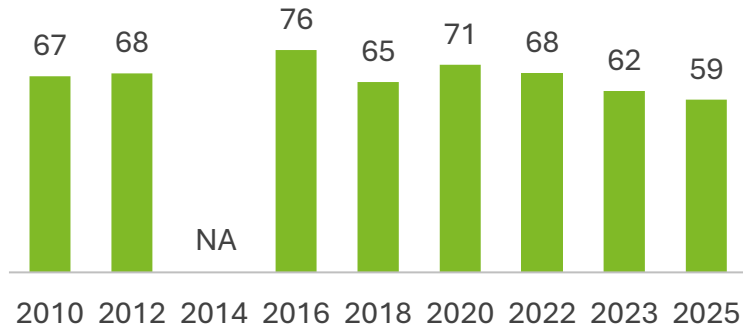
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



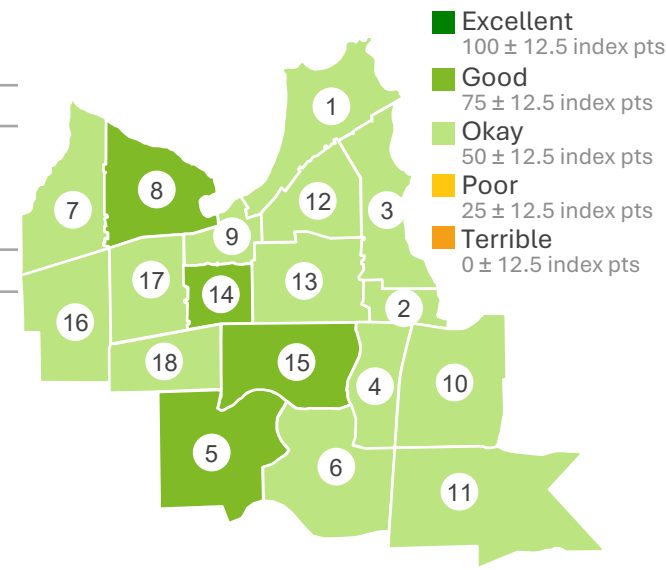
City of Melville	59
Industry high	66
Industry average	53

Demographic variances

Performance index score

Gender	Life stage
Male: 60	Younger adult, no child at home: 59
Female: 59	Baby/toddler (0-4): 67
Respondent age	Primary school (5-11)
18-34 years#: 63	High school (12-17): 56
35-49 years: 57	Adult child at home (18+): 59
50-64 years: 56	Older adult, no child at home: 60
65+ years: 62	Employment status
Home ownership	Full-time: 58
Homeowner: 59	Casual / part time: 57
Renting / other: 61	Self employed: 64
	Home duties: 61

Diversity	Education level
Disability: 63	Secondary: 64
First Nations^: 50	TAFE: 59
Mainly speak LOTE: 68	Bachelor degree: 62
	Graduate diploma / certificate: 59
	Postgraduate: 54



Suburb	Ward	Performance Index Score
1	Applecross	58
2	Brentwood	57
3	Mt Pleasant	58
4	Bateman	58
5	Kardinya	71
6	Murdoch	53
7	Bicton	57
8	Attadale	66
9	Alfred Cove	47
10	Bull Creek	57
11	Leeming	58
12	Ardross	58
13	Booragoon	61
14	Myaree	65
15	Winthrop	65
16	Palmyra	54
17	Melville	62
18	Willagee	59

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

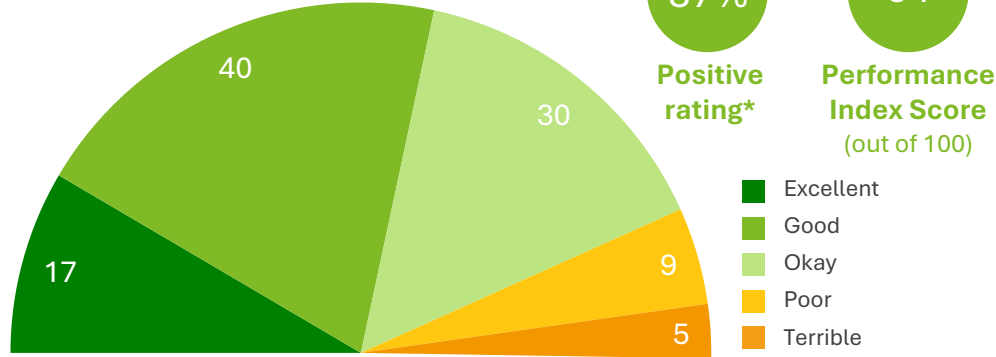
Base: All respondents, excludes 'unsure' and 'no response' (n = 987). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

River and foreshore management

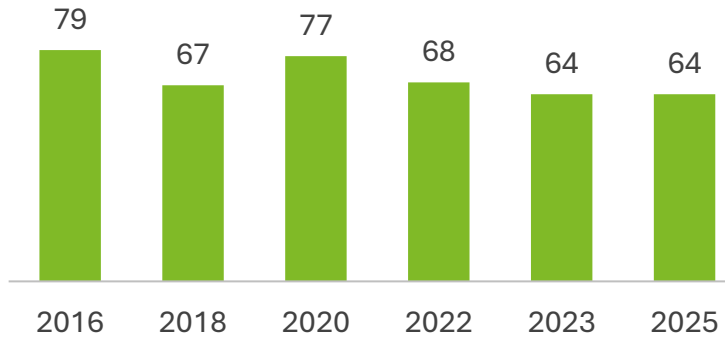
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



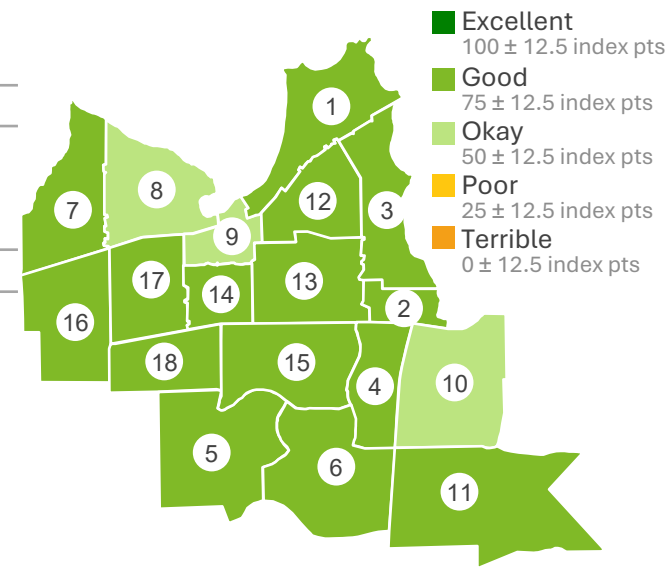
City of Melville	64
Industry high	72
Industry average	55

Demographic variances

Performance index score

Gender	Life stage
Male: 64	Younger adult, no child at home: 64
Female: 64	Baby/toddler (0-4): 74
Respondent age	Primary school (5-11): 60
18-34 years#: 67	High school (12-17): 57
35-49 years: 62	Adult child at home (18+): 62
50-64 years: 61	Older adult, no child at home: 64
65+ years: 67	Employment status
Home ownership	Full-time: 62
Homeowner: 64	Casual / part time: 66
Renting / other: 68	Self employed: 70
	Home duties: 67

Diversity	Education level
Disability: 66	Secondary: 70
First Nations^: 52	TAFE: 63
Mainly speak LOTE: 74	Bachelor degree: 69
	Graduate diploma / certificate: 62
	Postgraduate: 58



Suburb	Ward	Performance Index Score
1	Applecross	64
2	Brentwood	64
3	Mt Pleasant	63
4	Bateman	63
5	Kardinya	74
6	Murdoch	63
7	Bicton	63
8	Attadale	55
9	Alfred Cove	51
10	Bull Creek	62
11	Leeming	66
12	Ardross	65
13	Booragoon	64
14	Myaree	73
15	Winthrop	67
16	Palmyra	65
17	Melville	63
18	Willagee	65

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

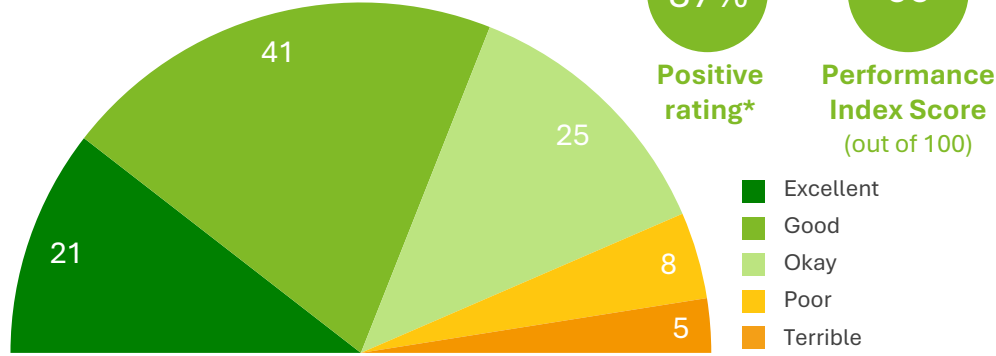
Base: All respondents, excludes 'unsure' and 'no response' (n = 994). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Parks, playgrounds and reserves

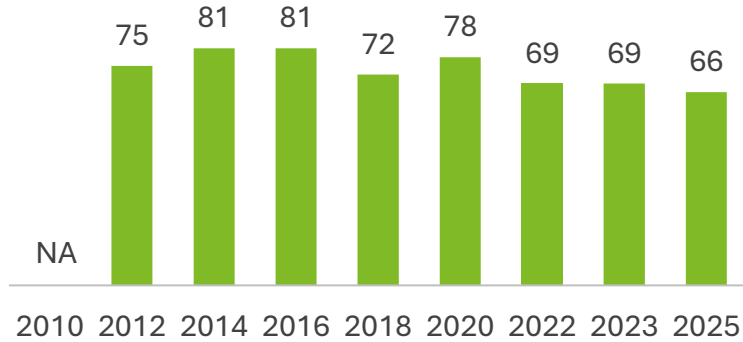
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



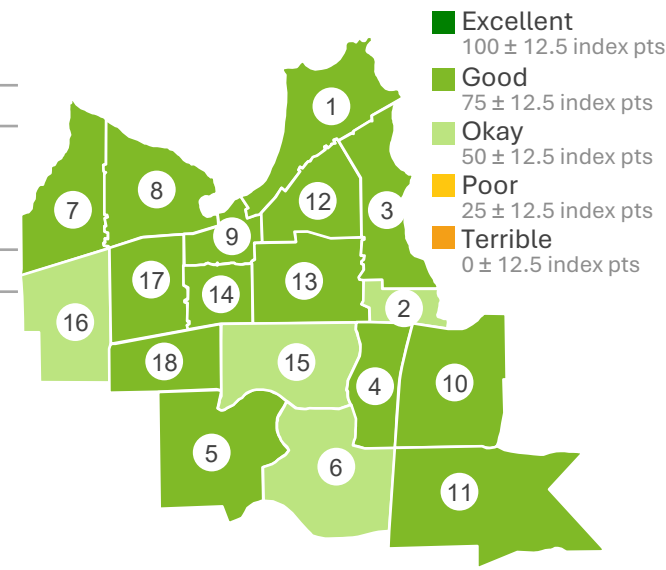
City of Melville	66
Industry high	81
Industry average	64

Demographic variances

Performance index score

Gender	Life stage
Male 65	Younger adult, no child at home 72
Female 68	Baby/toddler (0-4) 64
Respondent age	Primary school (5-11) 59
18-34 years# 66	High school (12-17) 60
35-49 years 61	Adult child at home (18+) 64
50-64 years 66	Older adult, no child at home 70
65+ years 72	Employment status
Home ownership	Full-time 65
Homeowner 66	Casual / part time 67
Renting / other 67	Self employed 75
	Home duties 64

Diversity	Education level
Disability 72	Secondary 71
First Nations^ 36	TAFE 72
Mainly speak LOTE 64	Bachelor degree 71
	Graduate diploma / certificate 71
	Postgraduate 62



Suburb	Ward
1 Applecross	66
2 Brentwood	62
3 Mt Pleasant	67
4 Bateman	70
5 Kardinya	74
6 Murdoch	48
7 Bicton	70
8 Attadale	65
9 Alfred Cove	65
10 Bull Creek	75
11 Leeming	63
12 Ardross	68
13 Booragoon	66
14 Myaree	70
15 Winthrop	62
16 Palmyra	60
17 Melville	70
18 Willagee	66

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

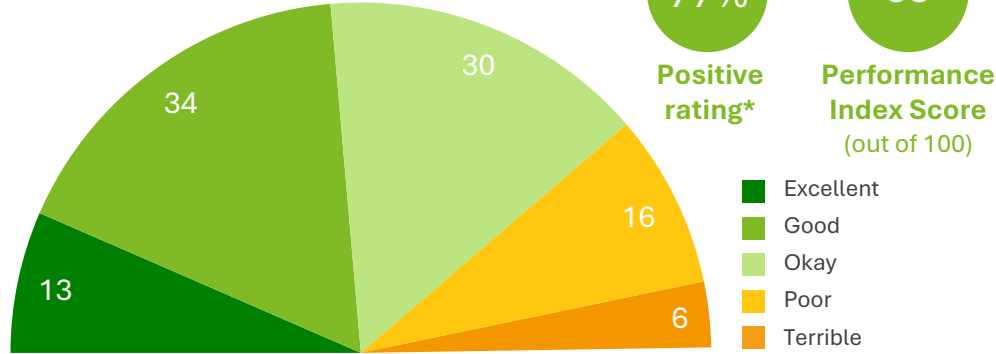
Base: All respondents, excludes 'unsure' and 'no response' (n = 1177). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Streetscapes, trees and verges

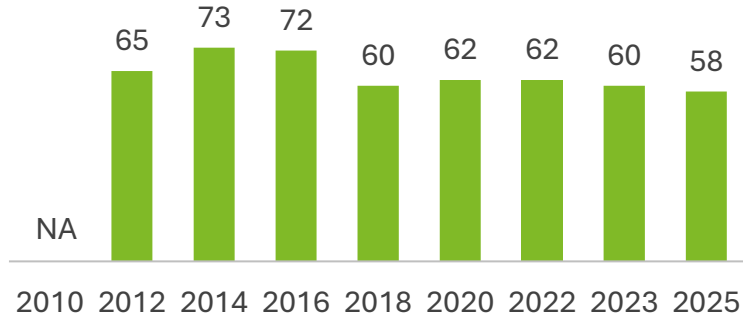
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



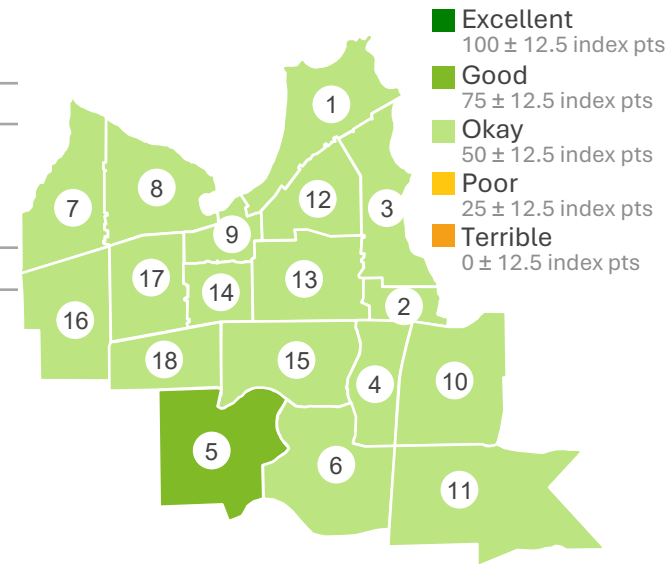
City of Melville	58
Industry high	70
Industry average	53

Demographic variances

Performance index score

Gender	Life stage
Male: 58	Younger adult, no child at home: 65
Female: 59	Baby/toddler (0-4): 62
Respondent age	Primary school (5-11): 58
18-34 years#: 60	High school (12-17): 55
35-49 years: 58	Adult child at home (18+): 56
50-64 years: 53	Older adult, no child at home: 57
65+ years: 61	Employment status
Home ownership	Full-time: 58
Homeowner: 57	Casual / part time: 61
Renting / other: 65	Self employed: 65
	Home duties: 66

Diversity	Education level
Disability: 63	Secondary: 65
First Nations^: 34	TAFE: 54
Mainly speak LOTE: 64	Bachelor degree: 64
	Graduate diploma / certificate: 56
	Postgraduate: 56



Suburb	Ward	Performance Index Score
1 Applecross		62
2 Brentwood	61	60
3 Mt Pleasant		60
4 Bateman		54
5 Kardinya	61	68
6 Murdoch		51
7 Bicton		57
8 Attadale	56	60
9 Alfred Cove		50
10 Bull Creek		58
11 Leeming	57	57
12 Ardross		60
13 Booragoon	59	61
14 Myaree		60
15 Winthrop		52
16 Palmyra		52
17 Melville	56	58
18 Willagee		59

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

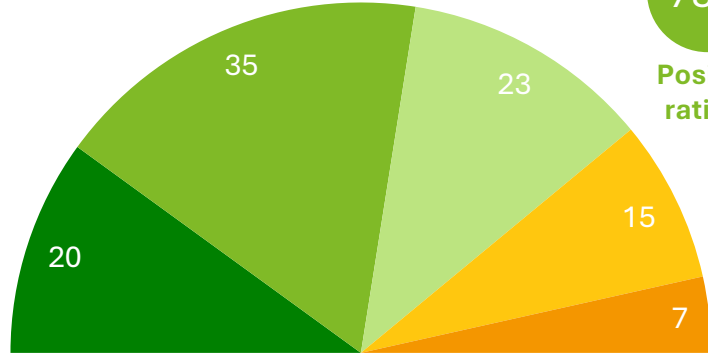
Base: All respondents, excludes 'unsure' and 'no response' (n = 1180). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Waste management

Performance ratings

% of respondents



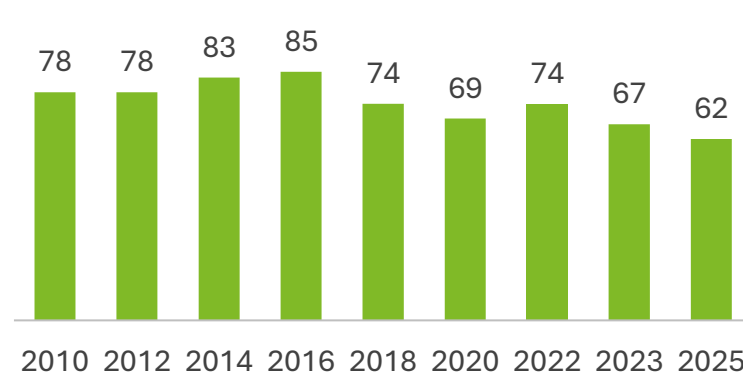
78%
Positive rating*

62
Performance Index Score
(out of 100)

Excellent
Good
Okay
Poor
Terrible

Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



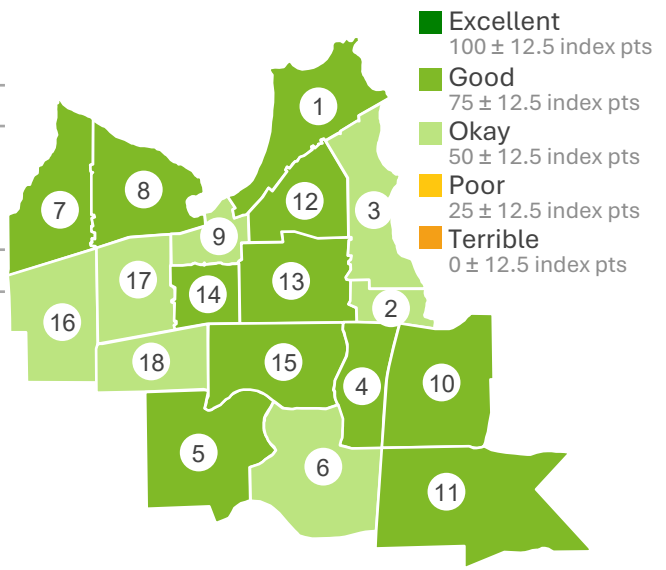
City of Melville	62
Industry high	71
Industry average	58

Demographic variances

Performance index score

Gender	Life stage
Male 60	Younger adult, no child at home 70
Female 64	Baby/toddler (0-4) 65
Respondent age	Primary school (5-11) 55
18-34 years# 69	High school (12-17) 53
35-49 years 55	Adult child at home (18+) 58
50-64 years 57	Older adult, no child at home 66
65+ years 68	Employment status
Home ownership	Full-time 64
Homeowner 61	Casual / part time 66
Renting / other 67	Self employed 74
	Home duties 72

Diversity	Education level
Disability 69	Secondary 72
First Nations^ 50	TAFE 62
Mainly speak LOTE 58	Bachelor degree 72
	Graduate diploma / certificate 60
	Postgraduate 61



Suburb	Ward	Performance index score
1 Applecross		66
2 Brentwood	61	58
3 Mt Pleasant		58
4 Bateman		64
5 Kardinya	62	64
6 Murdoch		54
7 Bicton		65
8 Attadale	62	64
9 Alfred Cove		54
10 Bull Creek		64
11 Leeming	64	64
12 Ardross		65
13 Booragoon	65	65
14 Myaree		64
15 Winthrop		66
16 Palmyra		61
17 Melville	59	58
18 Willagee		55

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1126). # Includes a small number of 14-17 year olds
 * Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Outcome 3



Sustainable, connected development and transport infrastructure across our City

Theme	Indicator	Measure	Result	Trend	Benchmark
Sustainable development	Planning services	Index Score	46	↑	↑
	Housing	Index Score	41	↓	=
	Heritage services	Index Score	57	↓	=
	Stormwater management and drainage	Index Score	60	↓	↑
Transport infrastructure	Main roads	Index Score	52	-	=
	Local roads	Index Score	59	↓	↑
	Traffic management	Index Score	52	↓	=
	Lighting of streets and public places	Index Score	57	↓	↑
	Parking (availability and management)	Index Score	52	=	=
	Footpaths, trails and cycleways	Index Score	58	=	↑
	Public transport	Index Score	60	=	↑

Trend and benchmark shows variance between last study and industry average

↓ Down by 3 or more points

= Steady (within +/- 2 points)

↑ Up by 3 or more points

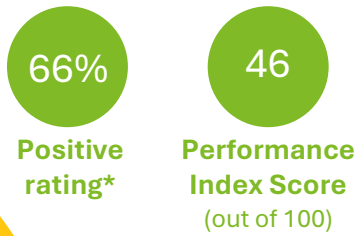
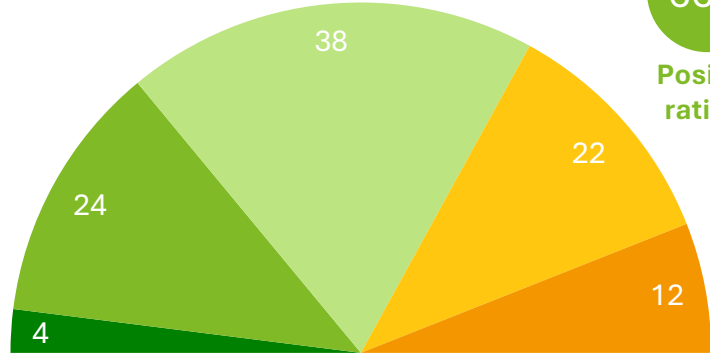
Sustainable development

Planning services

responsible growth, land use, development and building approvals

Performance ratings

% of respondents



- Excellent
- Good
- Okay
- Poor
- Terrible

Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



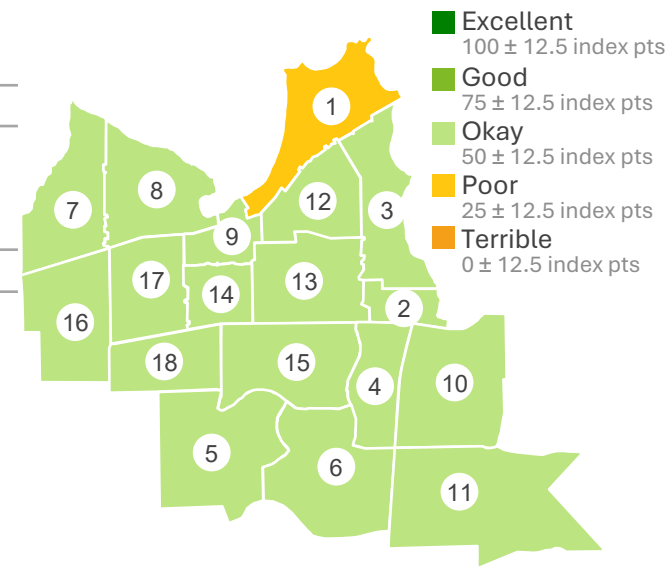
City of Melville	46
Industry high	65
Industry average	43

Demographic variances

Performance index score

Gender	Life stage
Male 47	Younger adult, no child at home 50
Female 46	Baby/toddler (0-4) 52
Respondent age	Primary school (5-11) 42
18-34 years# 51	High school (12-17) 41
35-49 years 42	Adult child at home (18+) 41
50-64 years 42	Older adult, no child at home 48
65+ years 50	Employment status
Home ownership	Full-time 48
Homeowner 46	Casual / part time 48
Renting / other 52	Self employed 42
	Home duties 47

Diversity	Education level
Disability 50	Secondary 55
First Nations^ 41	TAFE 45
Mainly speak LOTE 49	Bachelor degree 54
	Graduate diploma / certificate 37
	Postgraduate 39



Suburb	Ward	Performance index score
1 Applecross		35
2 Brentwood	38	46
3 Mt Pleasant		38
4 Bateman		57
5 Kardinya	56	58
6 Murdoch		50
7 Bicton		43
8 Attadale	41	39
9 Alfred Cove		43
10 Bull Creek		49
11 Leeming	49	49
12 Ardross		39
13 Booragoon		44
14 Myaree	47	60
15 Winthrop		52
16 Palmyra		49
17 Melville	48	47
18 Willagee		46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 944). # Includes a small number of 14-17 year olds

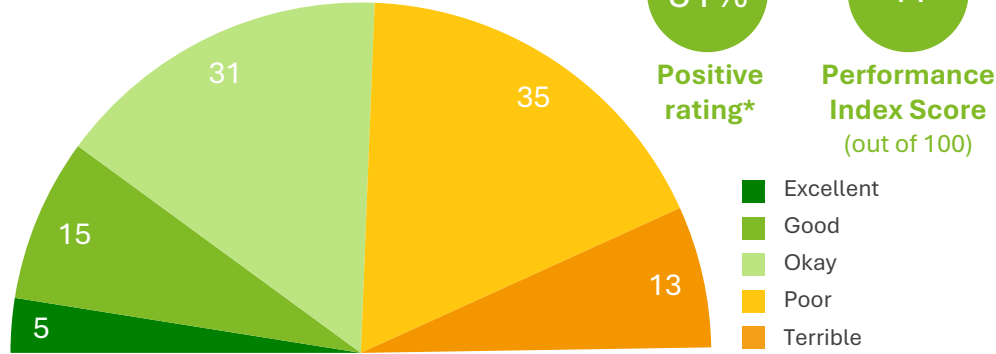
* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Housing

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

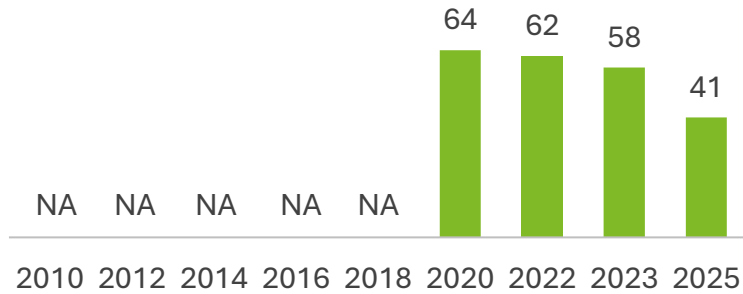
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



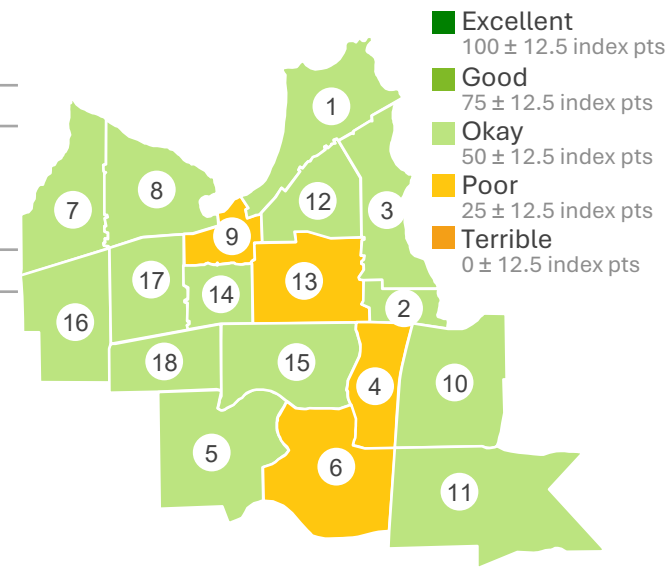
City of Melville	41
Industry high	64
Industry average	43

Demographic variances

Performance index score

Gender	Life stage
Male: 40	Younger adult, no child at home: 32
Female: 42	Baby/toddler (0-4): 45
Respondent age	Primary school (5-11): 41
18-34 years#: 41	High school (12-17): 36
35-49 years: 38	Adult child at home (18+): 39
50-64 years: 38	Older adult, no child at home: 45
65+ years: 47	Employment status
Home ownership	Full-time: 42
Homeowner: 42	Casual / part time: 32
Renting / other: 31	Self employed: 40
	Home duties: 28

Diversity	Education level
Disability: 35	Secondary: 47
First Nations^: 20	TAFE: 36
Mainly speak LOTE: 38	Bachelor degree: 44
	Graduate diploma / certificate: 37
	Postgraduate: 31



Suburb	Ward	Performance Index Score
1 Applecross		40
2 Brentwood	44	43
3 Mt Pleasant		48
4 Bateman		35
5 Kardinya	35	38
6 Murdoch		23
7 Bicton		41
8 Attadale	37	39
9 Alfred Cove		25
10 Bull Creek		48
11 Leeming	45	42
12 Ardross		38
13 Booragoon		37
14 Myaree	46	62
15 Winthrop		53
16 Palmyra		38
17 Melville	40	42
18 Willagee		41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 691). # Includes a small number of 14-17 year olds

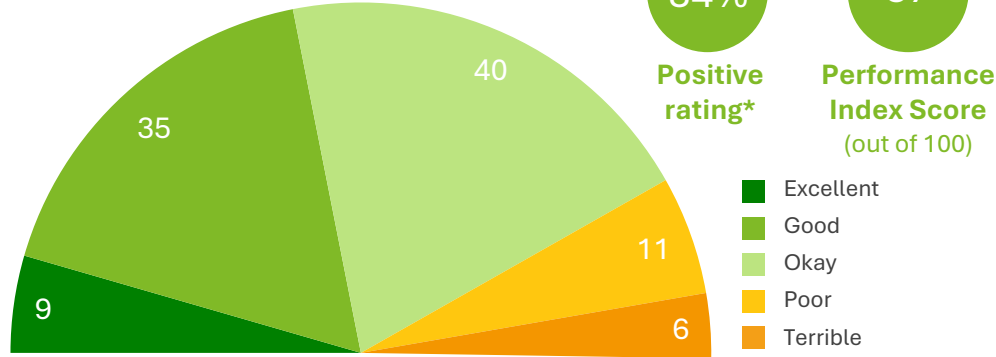
* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Heritage services

preserving and promoting heritage sites, artefacts and local history

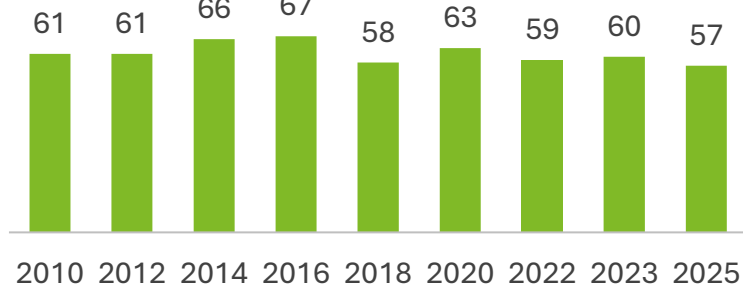
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



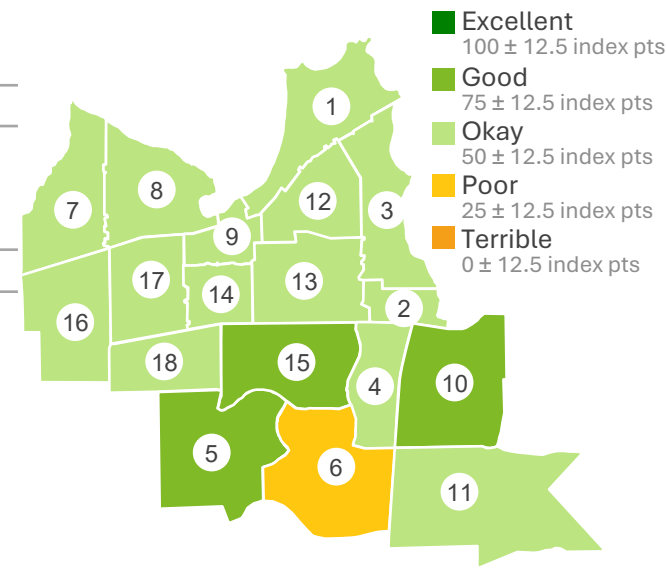
City of Melville	57
Industry high	78
Industry average	58

Demographic variances

Performance index score

Gender	Life stage
Male 55	Younger adult, no child at home 55
Female 60	Baby/toddler (0-4) 63
Respondent age	Primary school (5-11)
18-34 years# 56	High school (12-17) 50
35-49 years 56	Adult child at home (18+) 58
50-64 years 55	Older adult, no child at home 59
65+ years 61	Employment status
Home ownership	Full-time 58
Homeowner 57	Casual / part time 59
Renting / other 57	Self employed 71
	Home duties 56

Diversity	Education level
Disability 65	Secondary 58
First Nations^ 27	TAFE 59
Mainly speak LOTE 52	Bachelor degree 66
	Graduate diploma / certificate 61
	Postgraduate 53



Suburb	Ward	Score
1 Applecross		58
2 Brentwood	58	
3 Mt Pleasant		58
4 Bateman		58
5 Kardinya	56	68
6 Murdoch		28
7 Bicton		55
8 Attadale	56	62
9 Alfred Cove		48
10 Bull Creek		64
11 Leeming	62	
12 Ardross		56
13 Booragoon	60	61
14 Myaree		58
15 Winthrop		66
16 Palmyra		50
17 Melville	54	57
18 Willagee		59

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

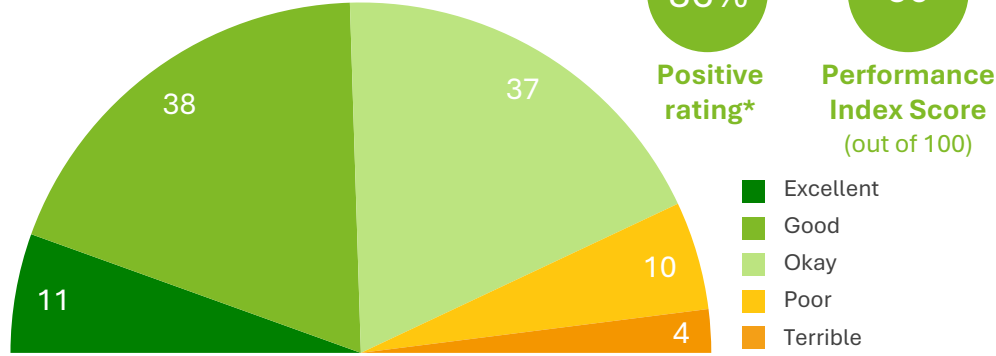
Base: All respondents, excludes 'unsure' and 'no response' (n = 807). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Stormwater management and drainage

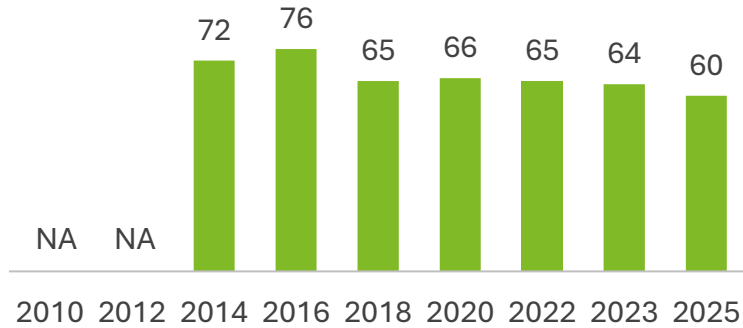
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



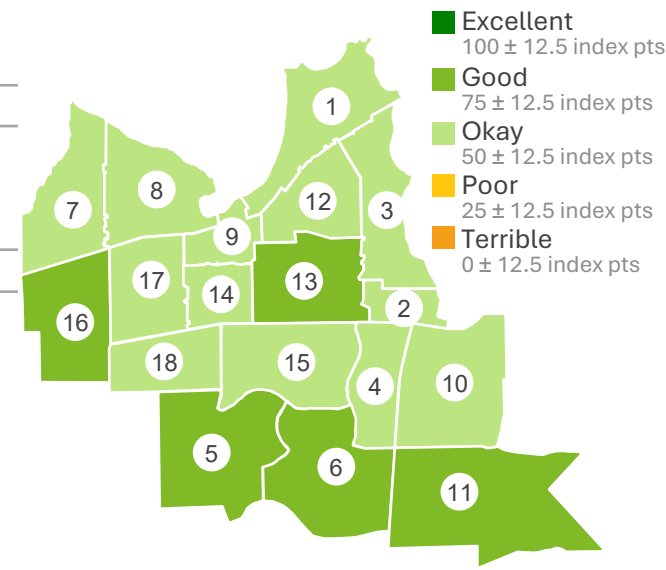
City of Melville	60
Industry high	64
Industry average	51

Demographic variances

Performance index score

Gender	
Male	62
Female	59
Respondent age	
18-34 years [#]	64
35-49 years	60
50-64 years	57
65+ years	61
Home ownership	
Homeowner	60
Renting / other	63
Life stage	
Younger adult, no child at home	65
Baby/toddler (0-4)	64
Primary school (5-11)	57
High school (12-17)	56
Adult child at home (18+)	59
Older adult, no child at home	59
Employment status	
Full-time	68
Casual / part time	61
Self employed	62
Home duties	65

Diversity	
Disability	61
First Nations [^]	55
Mainly speak LOTE	55
Education level	
Secondary	59
TAFE	60
Bachelor degree	69
Graduate diploma / certificate	55
Postgraduate	64



Suburb	Ward	Score
1 Applecross		61
2 Brentwood	60	
3 Mt Pleasant		58
4 Bateman		56
5 Kardinya	62	
6 Murdoch		64
7 Bicton		58
8 Attadale	60	
9 Alfred Cove		61
10 Bull Creek	48	
11 Leeming	58	
12 Ardross		61
13 Booragoon		64
14 Myaree	61	
15 Winthrop		60
16 Palmyra		63
17 Melville	61	
18 Willagee		61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1074). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

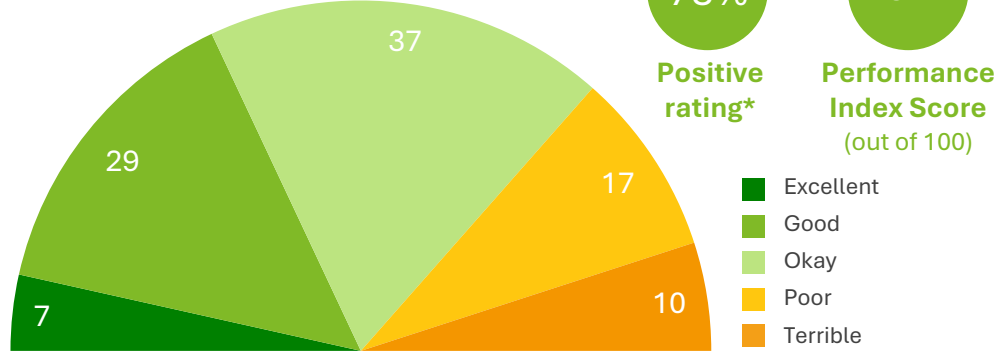
Transport infrastructure

Main roads

including Canning Hwy, Leach Hwy, and South Street

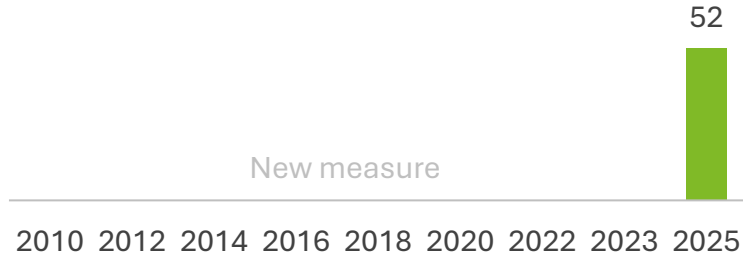
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



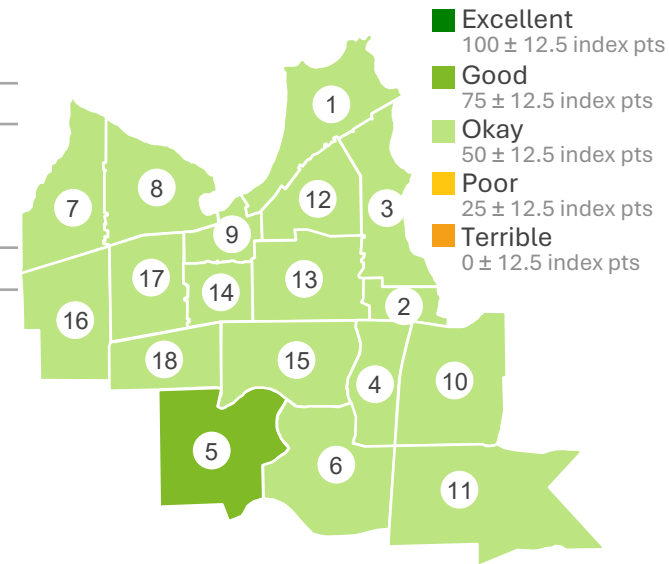
City of Melville	52
Industry high	56
Industry average	50

Demographic variances

Performance index score

Gender	Life stage
Male 52	Younger adult, no child at home 59
Female 51	Baby/toddler (0-4) 54
Respondent age	Employment status
18-34 years# 58	Full-time 50
35-49 years 46	Casual / part time 58
50-64 years 48	Casual / part time 58
65+ years 55	Self employed 57
Home ownership	Home duties 58
Homeowner 50	
Renting / other 64	

Diversity	Education level
Disability 55	Secondary 54
First Nations^ 42	TAFE 54
Mainly speak LOTE 54	Bachelor degree 59
	Graduate diploma / certificate 41
	Postgraduate 47



Suburb	Ward
1 Applecross 39	
2 Brentwood 48	43
3 Mt Pleasant 45	
4 Bateman 46	
5 Kardinya 63	58
6 Murdoch 55	
7 Bicton 52	
8 Attadale 44	48
9 Alfred Cove 48	
10 Bull Creek 55	
11 Leeming 53	54
12 Ardross 47	
13 Booragoon 53	
14 Myaree 55	52
15 Winthrop 52	
16 Palmyra 54	
17 Melville 53	54
18 Willagee 57	

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

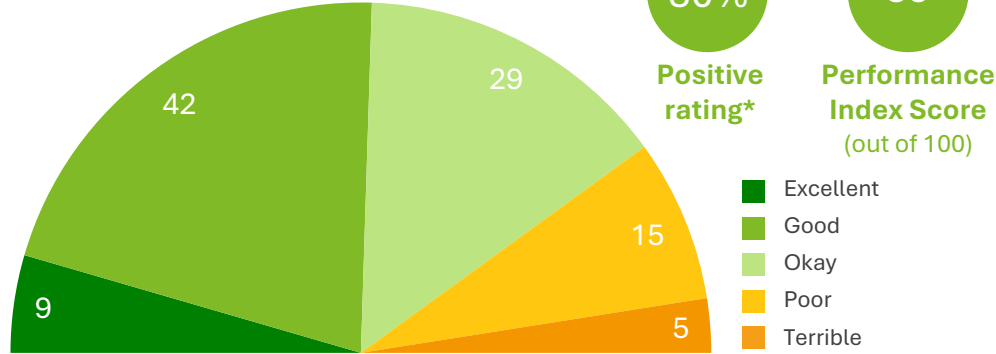
Base: All respondents, excludes 'unsure' and 'no response' (n = 1067). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Local roads

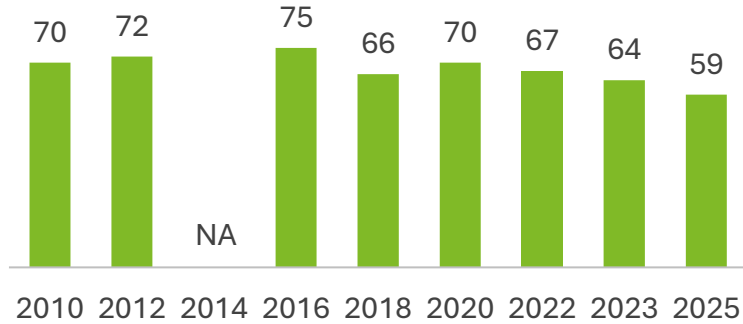
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



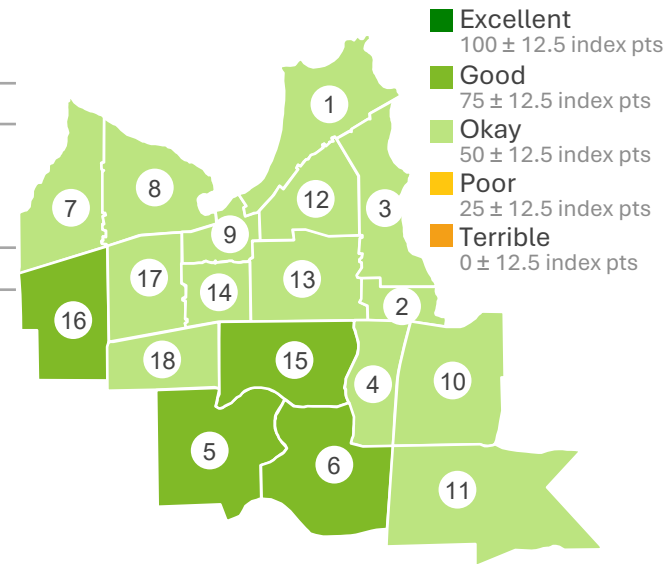
City of Melville	59
Industry high	70
Industry average	49

Demographic variances

Performance index score

Gender	Life stage
Male 58	Younger adult, no child at home 57
Female 59	Baby/toddler (0-4) 63
Respondent age	Primary school (5-11) 56
18-34 years# 60	High school (12-17) 52
35-49 years 56	Adult child at home (18+) 55
50-64 years 56	Older adult, no child at home 60
65+ years 63	Employment status
Home ownership	Full-time 60
Homeowner 59	Casual / part time 57
Renting / other 58	Self employed 61
	Home duties 70

Diversity	Education level
Disability 59	Secondary 51
First Nations^ 36	TAFE 55
Mainly speak LOTE 56	Bachelor degree 68
	Graduate diploma / certificate 56
	Postgraduate 57



Suburb	Ward
1 Applecross 52	
2 Brentwood 60	54
3 Mt Pleasant 54	
4 Bateman 61	
5 Kardinya 63	62
6 Murdoch 63	
7 Bicton 61	
8 Attadale 55	56
9 Alfred Cove 49	
10 Bull Creek 53	
11 Leeming 58	56
12 Ardross 59	
13 Booragoon 60	59
14 Myaree 51	
15 Winthrop 65	
16 Palmyra 64	
17 Melville 61	62
18 Willagee 59	

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

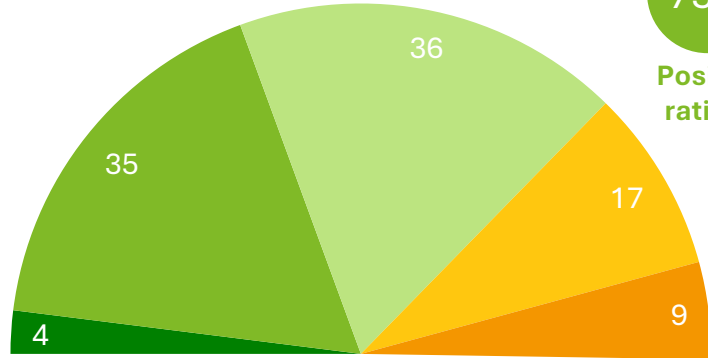
Base: All respondents, excludes 'unsure' and 'no response' (n = 1171). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Traffic management

Performance ratings

% of respondents



75%

Positive rating*

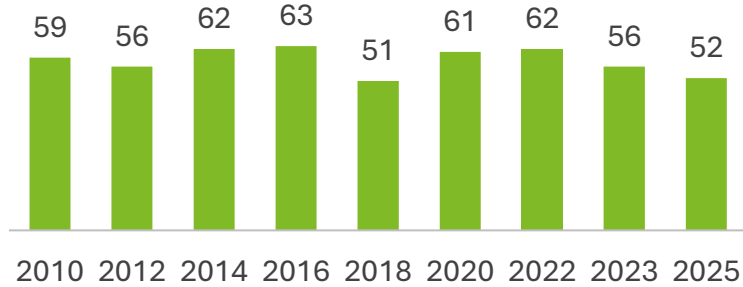
52

Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



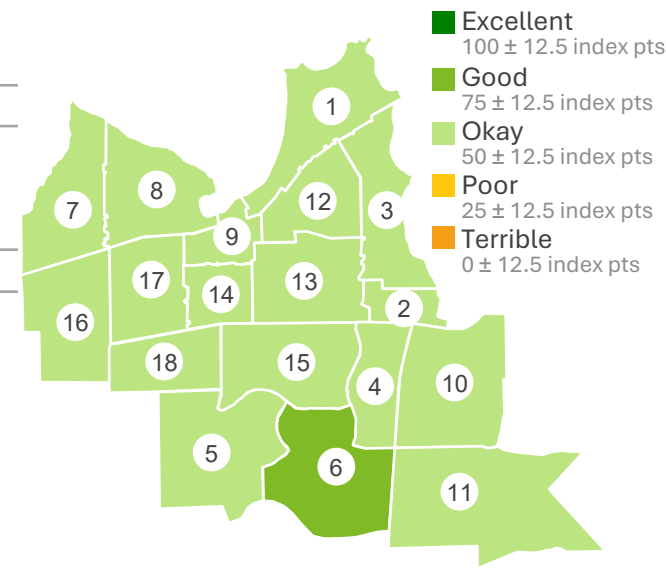
City of Melville	52
Industry high	62
Industry average	51

Demographic variances

Performance index score

Gender	Life stage
Male 51	Younger adult, no child at home 58
Female 52	Baby/toddler (0-4) 53
Respondent age	Primary school (5-11) 44
18-34 years# 56	High school (12-17) 46
35-49 years 46	Adult child at home (18+) 48
50-64 years 49	Older adult, no child at home 53
65+ years 56	Employment status
Home ownership	Full-time 52
Homeowner 51	Casual / part time 53
Renting / other 60	Self employed 44
	Home duties 62

Diversity	Education level
Disability 54	Secondary 59
First Nations^ 42	TAFE 48
Mainly speak LOTE 52	Bachelor degree 59
	Graduate diploma / certificate 47
	Postgraduate 47



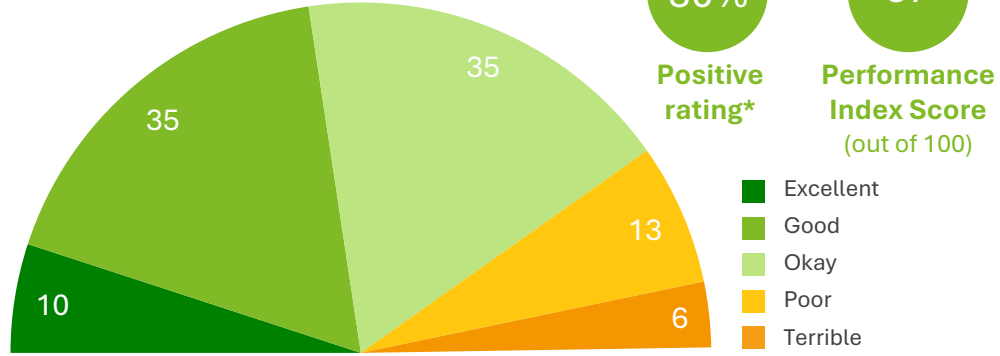
Suburb	Ward	Performance index score
1 Applecross		40
2 Brentwood		43
3 Mt Pleasant		40
4 Bateman		55
5 Kardinya	58	57
6 Murdoch		63
7 Bicton		51
8 Attadale	49	50
9 Alfred Cove		41
10 Bull Creek		50
11 Leeming	53	54
12 Ardross		50
13 Booragoon		56
14 Myaree	56	59
15 Winthrop		60
16 Palmyra		55
17 Melville	53	48
18 Willagee		54

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 1075). # Includes a small number of 14-17 year olds
 * Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Lighting of streets and public places

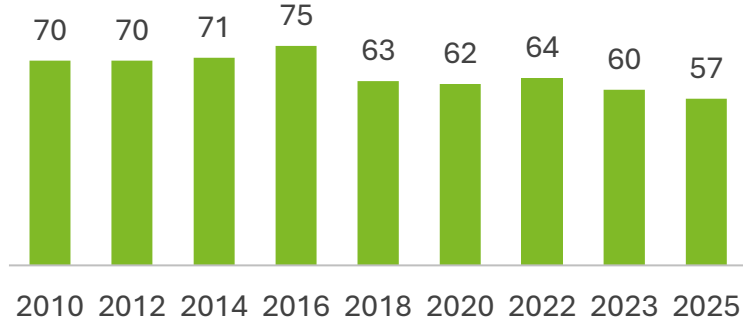
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



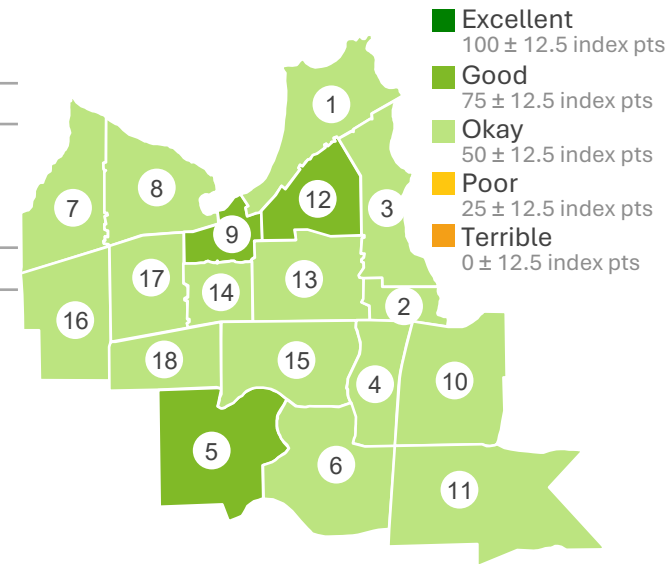
City of Melville	57
Industry high	66
Industry average	52

Demographic variances

Performance index score

Gender	Life stage
Male 58	Younger adult, no child at home 60
Female 57	Baby/toddler (0-4) 59
Respondent age	Primary school (5-11) 52
18-34 years# 60	High school (12-17) 50
35-49 years 53	Adult child at home (18+) 56
50-64 years 55	Older adult, no child at home 59
65+ years 62	Employment status
Home ownership	Full-time 56
Homeowner 57	Casual / part time 55
Renting / other 60	Self employed 60
	Home duties 55

Diversity	Education level
Disability 56	Secondary 52
First Nations^ 20	TAFE 61
Mainly speak LOTE 53	Bachelor degree 61
	Graduate diploma / certificate 60
	Postgraduate 50



Suburb	Ward	Performance Index Score
1	Applecross	61
2	Brentwood	55
3	Mt Pleasant	57
4	Bateman	49
5	Kardinya	64
6	Murdoch	57
7	Bicton	57
8	Attadale	51
9	Alfred Cove	63
10	Bull Creek	54
11	Leeming	60
12	Ardross	63
13	Booragoon	51
14	Myaree	57
15	Winthrop	60
16	Palmyra	57
17	Melville	57
18	Willagee	52

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

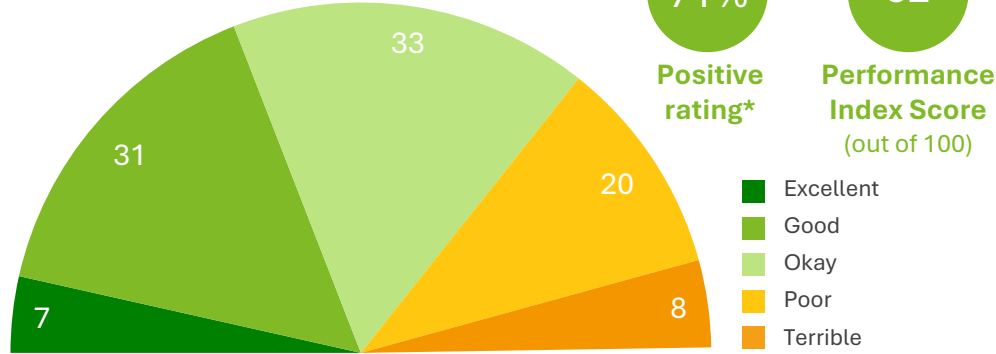
Base: All respondents, excludes 'unsure' and 'no response' (n = 1184). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Parking (availability and management)

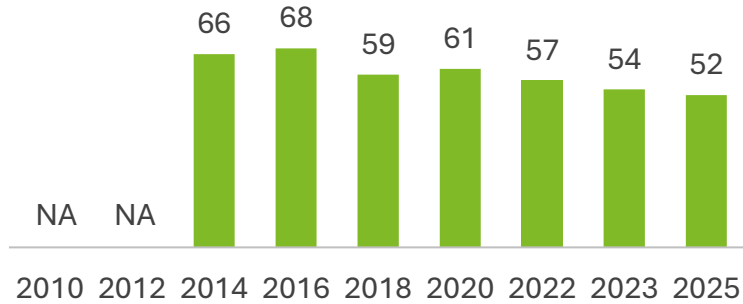
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



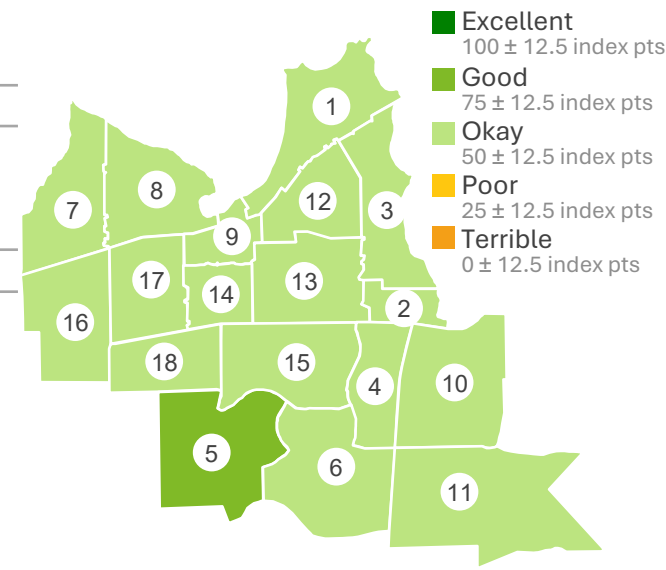
City of Melville	52
Industry high	56
Industry average	50

Demographic variances

Performance index score

Gender	Life stage
Male 54	Younger adult, no child at home 62
Female 50	Baby/toddler (0-4) 58
Respondent age	Employment status
18-34 years# 60	Full-time 56
35-49 years 49	Casual / part time 57
50-64 years 48	Self employed 60
65+ years 53	Home duties 55

Diversity	Education level
Disability 53	Secondary 51
First Nations^ 31	TAFE 52
Mainly speak LOTE 52	Bachelor degree 62
	Graduate diploma / certificate 42
	Postgraduate 50



Suburb	Ward
1 Applecross 42	
2 Brentwood 49	43
3 Mt Pleasant 41	
4 Bateman 52	
5 Kardinya 66	61
6 Murdoch 55	
7 Bicton 51	
8 Attadale 49	49
9 Alfred Cove 45	
10 Bull Creek 48	55
11 Leeming 59	
12 Ardross 42	
13 Booragoon 51	52
14 Myaree 61	
15 Winthrop 58	
16 Palmyra 56	
17 Melville 49	53
18 Willagee 53	

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

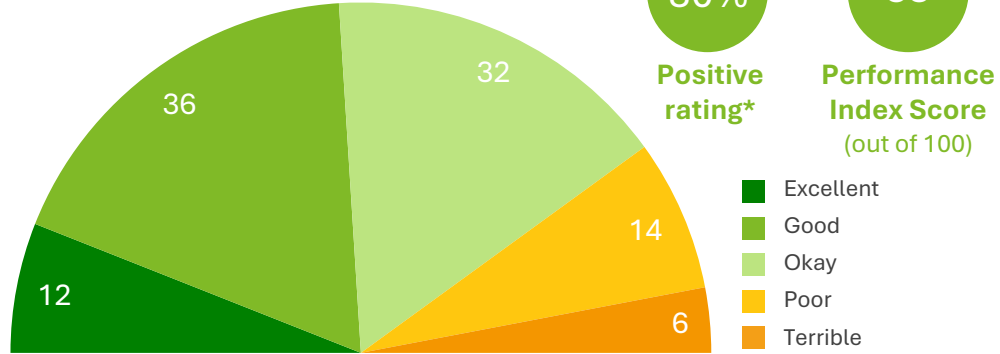
Base: All respondents, excludes 'unsure' and 'no response' (n = 1167). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Footpaths, trails and cycleways

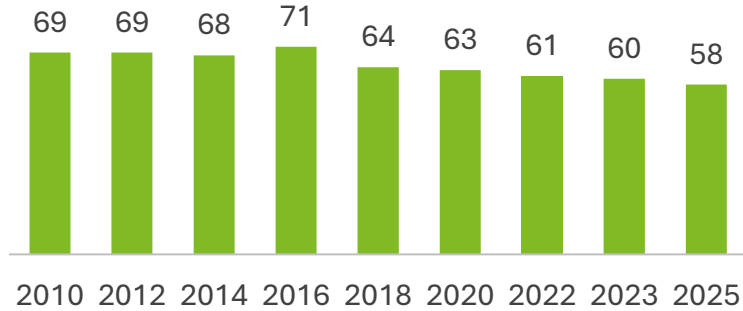
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



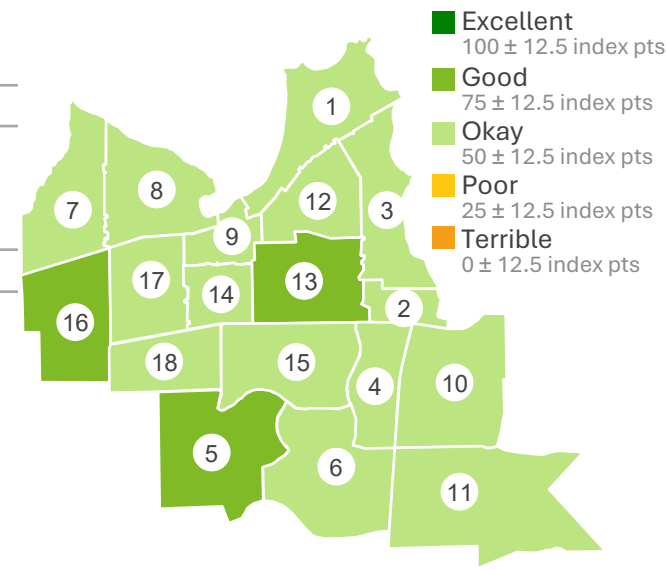
City of Melville	58
Industry high	67
Industry average	52

Demographic variances

Performance index score

Gender	Life stage
Male 59	Younger adult, no child at home 63
Female 58	Baby/toddler (0-4) 60
Respondent age	Primary school (5-11) 54
18-34 years# 64	High school (12-17) 54
35-49 years 56	Adult child at home (18+) 57
50-64 years 54	Older adult, no child at home 57
65+ years 61	Employment status
Home ownership	Full-time 61
Homeowner 58	Casual / part time 60
Renting / other 60	Self employed 59
	Home duties 64

Diversity	Education level
Disability 58	Secondary 56
First Nations^ 23	TAFE 57
Mainly speak LOTE 57	Bachelor degree 66
	Graduate diploma / certificate 58
	Postgraduate 56



Suburb	Ward
1 Applecross 62	
2 Brentwood 55	58
3 Mt Pleasant 55	
4 Bateman 55	
5 Kardinya 68	63
6 Murdoch 57	
7 Bicton 57	
8 Attadale 50	53
9 Alfred Cove 51	
10 Bull Creek 55	58
11 Leeming 59	
12 Ardross 61	
13 Booragoon 63	59
14 Myaree 54	
15 Winthrop 55	
16 Palmyra 63	
17 Melville 59	60
18 Willagee 55	

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

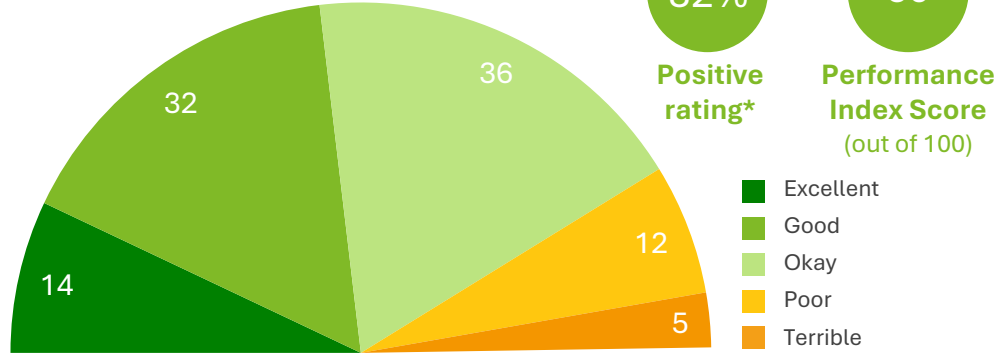
Base: All respondents, excludes 'unsure' and 'no response' (n = 1180). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Public transport

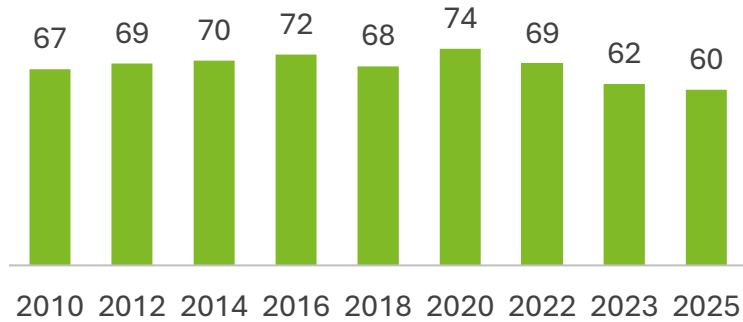
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



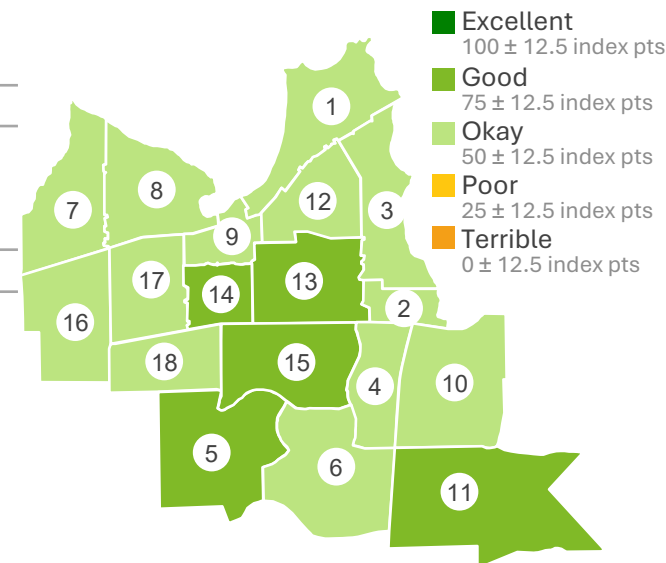
City of Melville	60
Industry high	82
Industry average	51

Demographic variances

Performance index score

Gender	Life stage
Male 60	Younger adult, no child at home 64
Female 60	Baby/toddler (0-4) 57
Respondent age	Primary school (5-11) 55
18-34 years# 60	High school (12-17) 56
35-49 years 55	Adult child at home (18+) 56
50-64 years 58	Older adult, no child at home 63
65+ years 65	Employment status
Home ownership	Full-time 58
Homeowner 59	Casual / part time 60
Renting / other 68	Self employed 63
	Home duties 66

Diversity	Education level
Disability 66	Secondary 69
First Nations^ 42	TAFE 58
Mainly speak LOTE 53	Bachelor degree 67
	Graduate diploma / certificate 58
	Postgraduate 51



Suburb	Ward	Score
1 Applecross		59
2 Brentwood	56	52
3 Mt Pleasant		54
4 Bateman		54
5 Kardinya	63	69
6 Murdoch		56
7 Bicton		57
8 Attadale	57	61
9 Alfred Cove		50
10 Bull Creek	64	62
11 Leeming		66
12 Ardross		57
13 Booragoon	64	66
14 Myaree		71
15 Winthrop		65
16 Palmyra		54
17 Melville	57	61
18 Willagee		58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1024). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)



Outcome 4

Economic prosperity and vibrant, resilient communities and businesses

Indicator	Measure	Result	Trend	Benchmark
Economic development	Index score	51	=	↑
Place to own or operate a business	Index score	67	-	↑
Place to work	Index score	71	-	=
Work 50 hours+ per week	% yes	25%	↑	↑
Sufficient education or training to get a job	% yes	78%	↓	=
Development and activation of your local neighbourhood precinct	Index score	50	↓	↑
Place to visit	Index score	74	=	↑
Financial situation	Index score	56	↓	-
Household spending	% able to save money	76%	↑	-

Trend and benchmark shows variance between last study and industry average

↓ Down by 3 or more points

= Steady (within +/- 2 points)

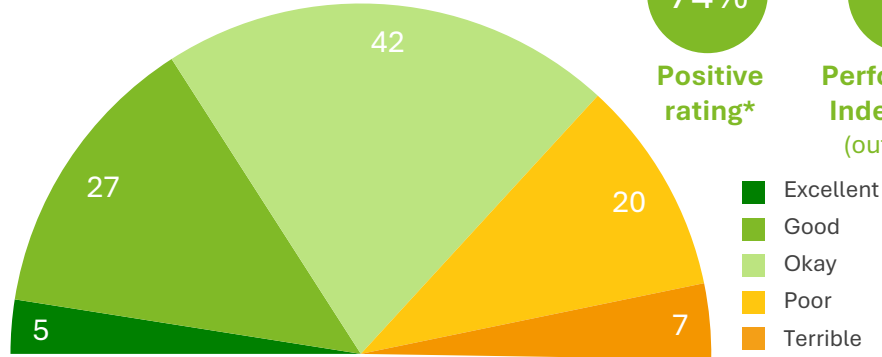
↑ Up by 3 or more points

Economic development

attracting and supporting local businesses

Performance ratings

% of respondents



74%
Positive rating*

51
Performance Index Score
(out of 100)

■ Excellent
■ Good
■ Okay
■ Poor
■ Terrible

Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



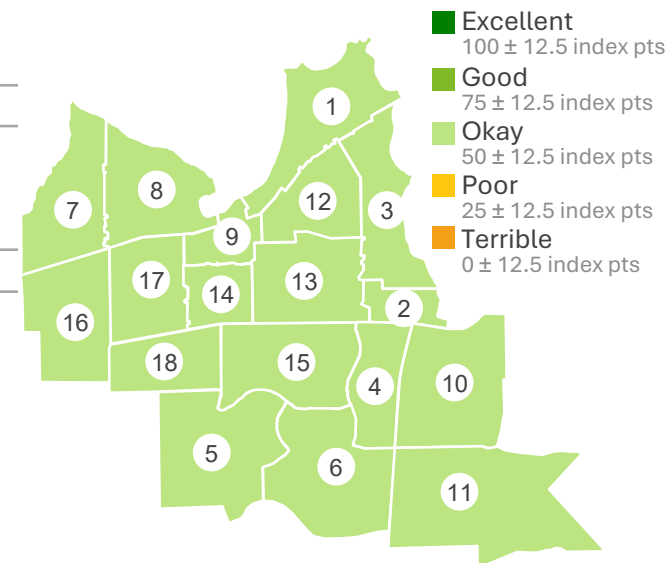
City of Melville	51
Industry high	59
Industry average	44

Demographic variances

Performance index score

Gender	Life stage
Male 49	Younger adult, no child at home 60
Female 53	Baby/toddler (0-4) 51
Respondent age	Primary school (5-11)
18-34 years# 60	High school (12-17) 43
35-49 years 44	Adult child at home (18+) 49
50-64 years 44	Older adult, no child at home 52
65+ years 55	Employment status
Home ownership	Full-time 54
Homeowner 49	Casual / part time 59
Renting / other 64	Self employed 52
	Home duties 54

Diversity	Education level
Disability 55	Secondary 53
First Nations^ 43	TAFE 59
Mainly speak LOTE 52	Bachelor degree 62
	Graduate diploma / certificate 46
	Postgraduate 50



Suburb	Ward
1 Applecross	49
2 Brentwood	47
3 Mt Pleasant	52
4 Bateman	44
5 Kardinya	61
6 Murdoch	57
7 Bicton	43
8 Attadale	46
9 Alfred Cove	49
10 Bull Creek	42
11 Leeming	52
12 Ardross	49
13 Booragoon	58
14 Myaree	55
15 Winthrop	45
16 Palmyra	54
17 Melville	47
18 Willagee	50

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

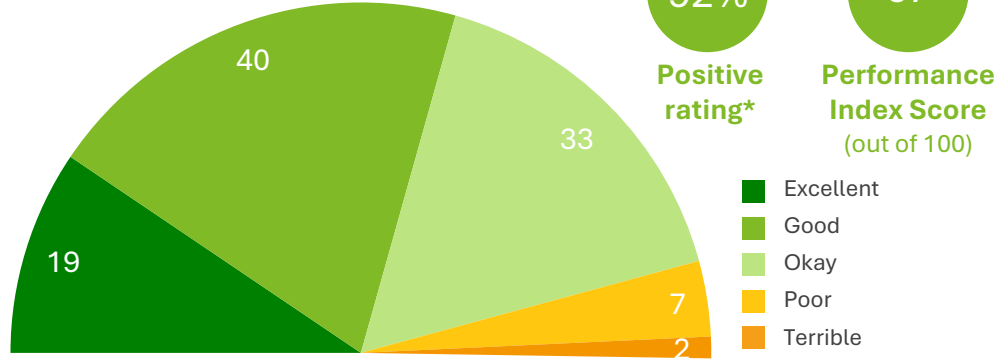
Base: All respondents, excludes 'unsure' and 'no response' (n = 722). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Place to own or operate a business

Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



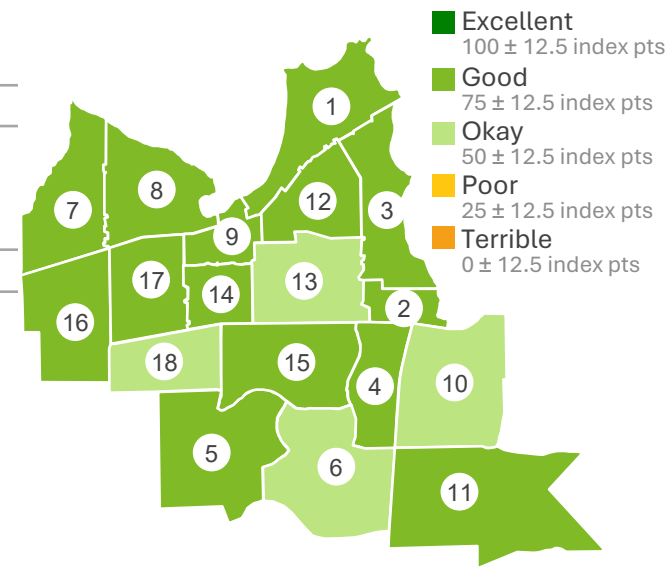
City of Melville	67
Industry high	73
Industry average	59

Demographic variances

Performance index score

Gender	Life stage
Male 65	Younger adult, no child at home 57
Female 69	Baby/toddler (0-4) 73
Respondent age	Employment status
18-34 years# 63	Full-time 65
35-49 years 66	Casual / part time 66
50-64 years 67	Older adult, no child at home 70
65+ years 72	Self employed 76
Home ownership	Home duties 71
Homeowner 67	
Renting / other 68	

Diversity	Education level
Disability 71	Secondary 63
First Nations^ 53	TAFE 79
Mainly speak LOTE 67	Bachelor degree 67
	Graduate diploma / certificate 69
	Postgraduate 62



Suburb	Ward
1 Applecross 65	
2 Brentwood 69	65
3 Mt Pleasant 65	
4 Bateman 66	
5 Kardinya 75	71
6 Murdoch 62	
7 Bicton 71	
8 Attadale 65	68
9 Alfred Cove 69	
10 Bull Creek 59	63
11 Leeming 66	
12 Ardross 66	
13 Booragoon 60	65
14 Myaree 71	
15 Winthrop 68	
16 Palmyra 67	
17 Melville 73	68
18 Willagee 62	

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

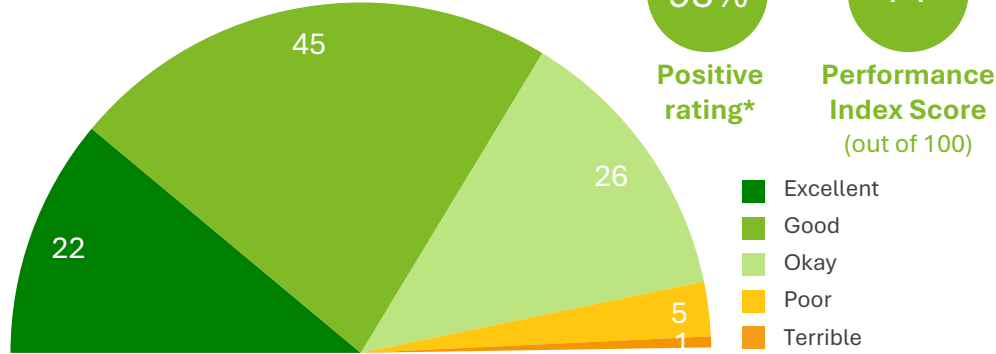
Base: All respondents, excludes 'unsure' and 'no response' (n = 592). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Place to work

Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



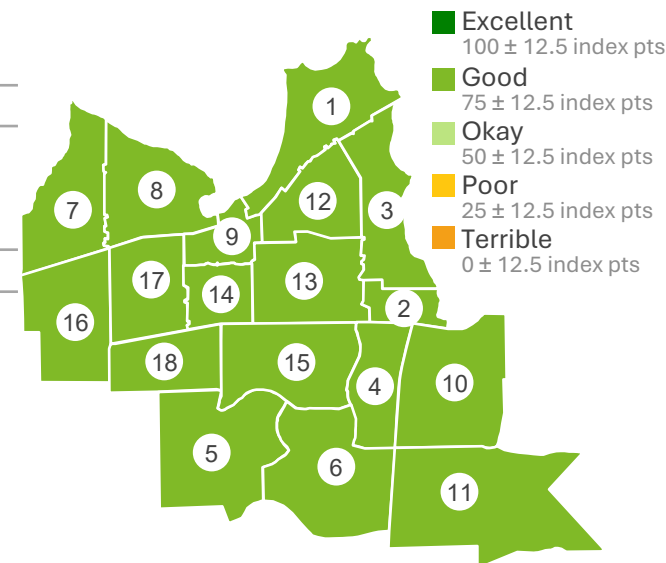
City of Melville	71
Industry high	80
Industry average	69

Demographic variances

Performance index score

Gender	Life stage
Male 69	Younger adult, no child at home 66
Female 73	Baby/toddler (0-4) 71
Respondent age	Employment status
18-34 years# 65	Full-time 67
35-49 years 67	Casual / part time 75
50-64 years 74	Self employed 82
65+ years 76	Home duties 76
Home ownership	
Homeowner 71	
Renting / other 71	

Diversity	Education level
Disability 72	Secondary 66
First Nations^ 67	TAFE 79
Mainly speak LOTE 69	Bachelor degree 71
	Graduate diploma / certificate 74
	Postgraduate 68



Suburb	Ward
1 Applecross 71	
2 Brentwood 75	72
3 Mt Pleasant 72	
4 Bateman 74	
5 Kardinya 74	74
6 Murdoch 73	
7 Bicton 73	
8 Attadale 67	69
9 Alfred Cove 63	
10 Bull Creek 70	
11 Leeming 72	71
12 Ardross 73	
13 Booragoon 71	72
14 Myaree 74	
15 Winthrop 70	
16 Palmyra 67	
17 Melville 75	69
18 Willagee 66	

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

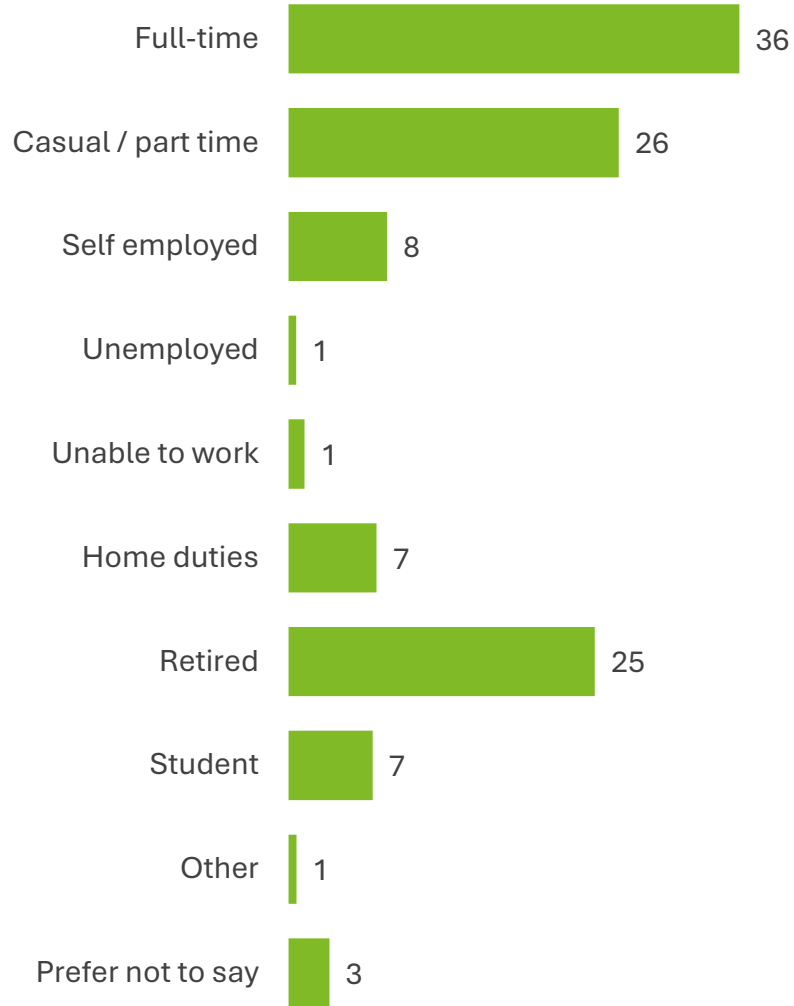
Base: All respondents, excludes 'unsure' and 'no response' (n = 794). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Employment status

Employment status:

% of respondents



Most scorecard respondents were employed, with 36% working full-time, 26% working casual or part-time, and 8% being self-employed.

25% of respondents had retired.

Only 2% of respondents were unemployed or unable to work. This aligns with the actual unemployment rate for the City of Melville of 2%, as reported by the Australian Government for the [March quarter 2025](#)

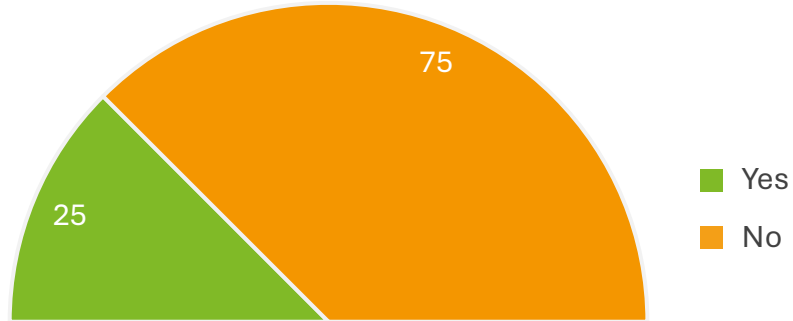
7% of respondents were students and 7% were responsible for home duties.

Q. What is your employment status:

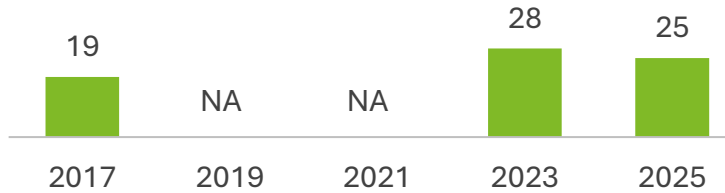
Base: All respondents, excludes 'no response' (n = 514).

Work-life balance

Do you regularly work over 50 hours per week? % of respondents



Trend analysis % yes



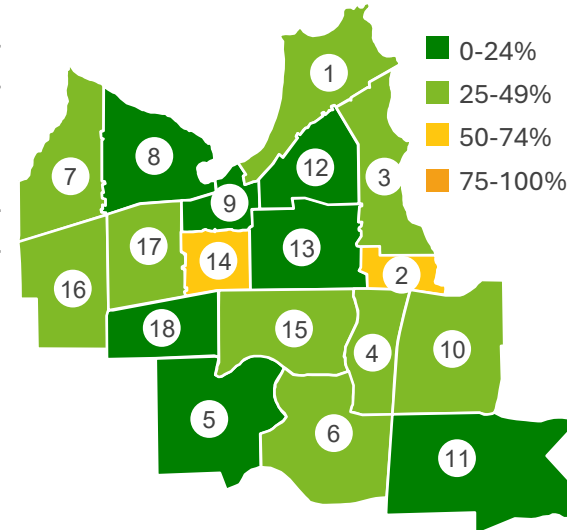
MARKYT Industry Standards % yes



City of Melville	25
Australia*	13

Demographic variances % yes

Gender		Life stage		Diversity	
Male	33	Younger adult, no child at home	22	Disability	19
Female	19	Baby/toddler (0-4)	31	First Nations	9
Respondent age		Primary school (5-11)	27	Mainly speak LOTE	29
18-34 years#	22	High school (12-17)	24	Education level	
35-49 years	26	Adult child at home (18+)	22	Secondary	35
50-64 years	31	Older adult, no child at home	21	TAFE	32
65+ years	20	Employment status		Bachelor degree	17
Home ownership		Full-time	40	Graduate diploma / certificate	19
Homeowner	30	Casual / part time	5	Postgraduate	30
Renting / other	0	Self employed	20		
		Home duties	6		



Suburb	Ward	% yes
1	Applecross	25
2	Brentwood	58
3	Mt Pleasant	26
4	Bateman	31
5	Kardinya	20
6	Murdoch	29
7	Bicton	45
8	Attadale	11
9	Alfred Cove	20
10	Bull Creek	37
11	Leeming	15
12	Ardross	19
13	Booragoon	22
14	Myaree	52
15	Winthrop	37
16	Palmyra	25
17	Melville	31
18	Willagee	12

Q. If employed: Do you regularly work over 50 hours per week.

Base: Work full-time, part-time or are self-employed; excludes 'no response' (n = 336). # Includes a small number of 14-17 year olds ^Note small sample size (<20 respondents)

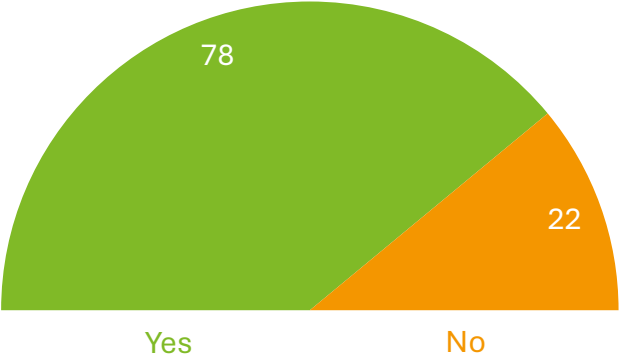
^ Source: ABS Census of Population and Housing: Income and work data summary, 2021, work 49 hours and over

Sufficient education and training to get a job

Among respondents who indicated that they were unemployed or seeking new work, 78% felt they had sufficient education and training to get a job – slightly lower than the result in 2025.

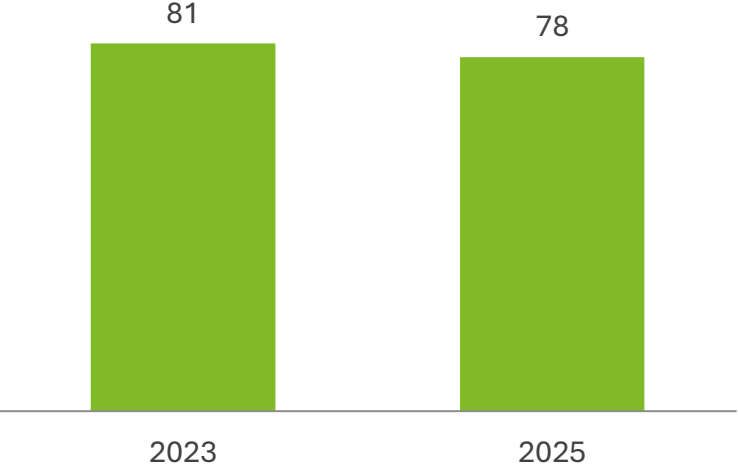
Sufficient education and training to get a job

% of respondents



Trend analysis

% yes



Q. If unemployed or seeking new work, do you feel you have sufficient education and training to get a job?

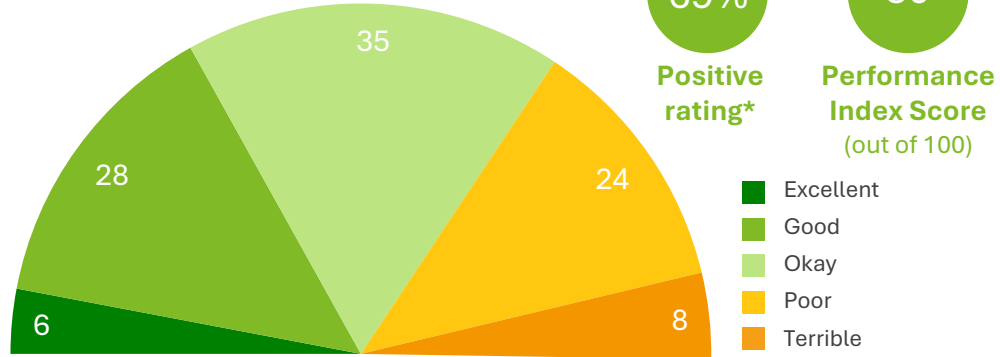
Base: Respondents who were unemployed or seeking new work (n = 72)

Development and activation of your local neighbourhood precinct

where people shop and meet up in your local area

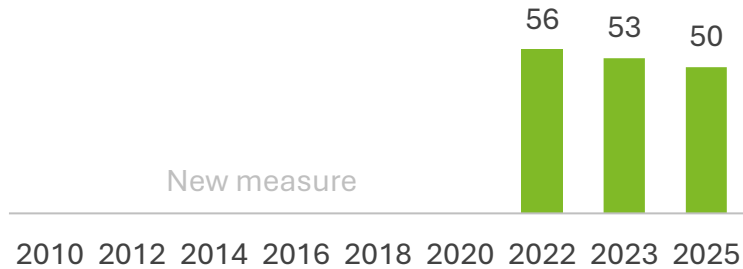
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



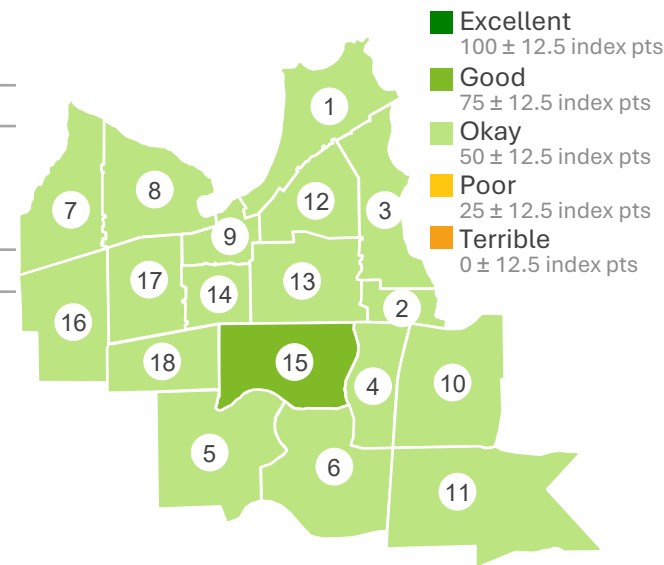
City of Melville	50
Industry high	64
Industry average	46

Demographic variances

Performance index score

Gender	Life stage
Male	Younger adult, no child at home
Female	Baby/toddler (0-4)
Respondent age	Primary school (5-11)
18-34 years#	High school (12-17)
35-49 years	Adult child at home (18+)
50-64 years	Older adult, no child at home
65+ years	Employment status
Home ownership	Full-time
Homeowner	Casual / part time
Renting / other	Self employed
	Home duties

Diversity	Education level
Disability	Secondary
First Nations^	TAFE
Mainly speak LOTE	Bachelor degree
	Graduate diploma / certificate
	Postgraduate



Suburb	Ward
1 Applecross	51
2 Brentwood	48
3 Mt Pleasant	44
4 Bateman	45
5 Kardinya	56
6 Murdoch	39
7 Bicton	49
8 Attadale	55
9 Alfred Cove	46
10 Bull Creek	53
11 Leeming	50
12 Ardross	45
13 Booragoon	50
14 Myaree	53
15 Winthrop	64
16 Palmyra	44
17 Melville	54
18 Willagee	51

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

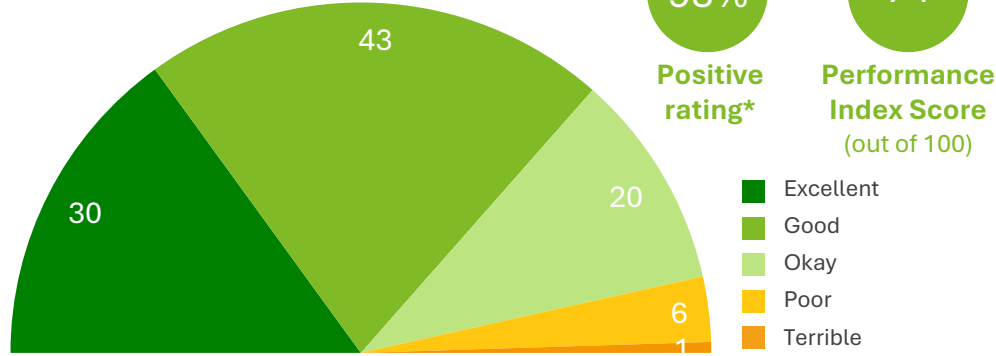
Base: All respondents, excludes 'unsure' and 'no response' (n = 994). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Place to visit

Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



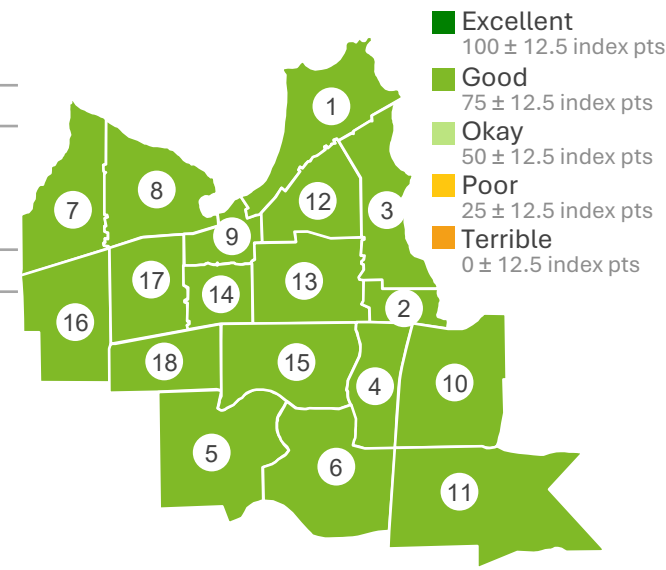
City of Melville	74
Industry high	90
Industry average	68

Demographic variances

Performance index score

Gender	Life stage
Male 72	Younger adult, no child at home 73
Female 75	Baby/toddler (0-4) 75
Respondent age	Primary school (5-11)
18-34 years# 72	High school (12-17) 68
35-49 years 71	Adult child at home (18+) 73
50-64 years 74	Older adult, no child at home 77
65+ years 79	Employment status
Home ownership	Full-time 74
Homeowner 73	Casual / part time 77
Renting / other 77	Self employed 77
	Home duties 77

Diversity	Education level
Disability 80	Secondary 80
First Nations^ 49	TAFE 81
Mainly speak LOTE 70	Bachelor degree 77
	Graduate diploma / certificate 77
	Postgraduate 68



Suburb	Ward
1 Applecross	75
2 Brentwood	70
3 Mt Pleasant	70
4 Bateman	76
5 Kardinya	75
6 Murdoch	64
7 Bicton	80
8 Attadale	79
9 Alfred Cove	73
10 Bull Creek	75
11 Leeming	74
12 Ardross	78
13 Booragoon	73
14 Myaree	81
15 Winthrop	73
16 Palmyra	69
17 Melville	77
18 Willagee	65

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

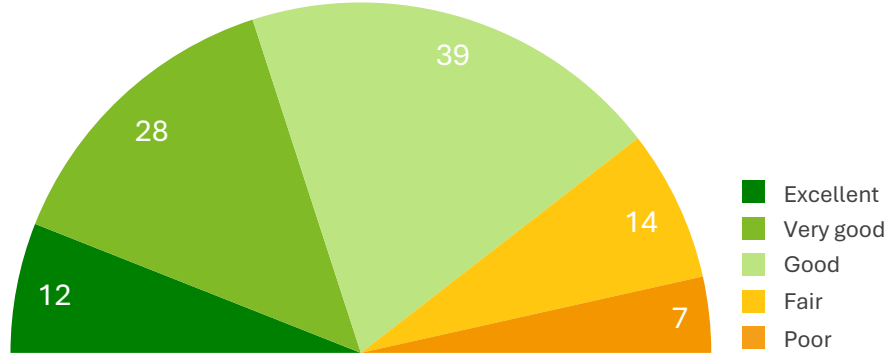
Base: All respondents, excludes 'unsure' and 'no response' (n = 1238). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Financial situation

Wellbeing ratings

% of respondents



79%

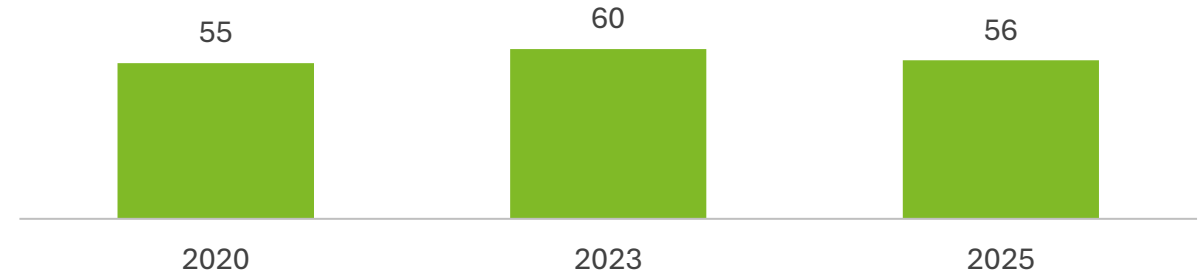
Positive rating

56

Wellbeing Index Score

Trend analysis

Wellbeing Index Score

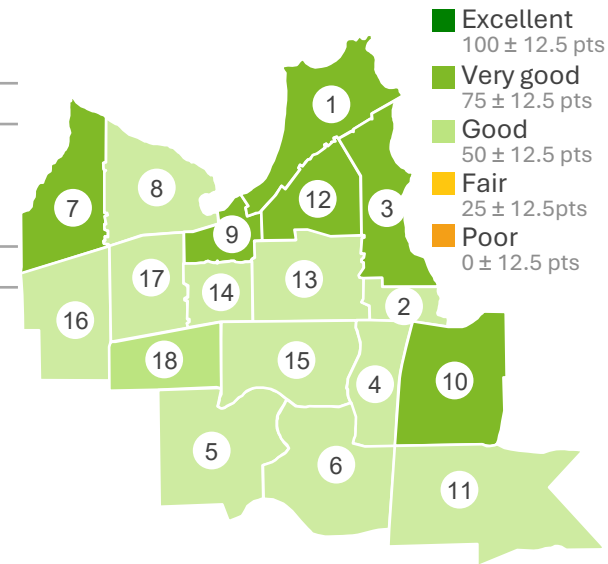


Demographic variances

Wellbeing Index Score

Gender		Life stage	
Male	53	Younger adult, no child at home	47
Female	58	Baby/toddler (0-4)	56
Respondent age		Primary school (5-11)	55
18-34 years [#]	45	High school (12-17)	59
35-49 years	57	Adult child at home (18+)	53
50-64 years	62	Older adult, no child at home	62
65+ years	62	Employment status	
Home ownership		Full-time	56
Homeowner	59	Casual / part time	46
Renting / other	38	Self employed	57
		Home duties	60

Diversity	
Disability	41
First Nations [^]	28
Mainly speak LOTE	35
Education level	
Secondary	48
TAFE	56
Bachelor degree	61
Graduate diploma / certificate	51
Postgraduate	56



Suburb	Ward	Wellbeing Index Score
1 Applecross		70
2 Brentwood [^]	64	48
3 Mt Pleasant		67
4 Bateman		54
5 Kardinya	53	59
6 Murdoch [^]		38
7 Bicton		63
8 Attadale	56	46
9 Alfred Cove [^]		63
10 Bull Creek [^]	57	67
11 Leeming		41
12 Ardross		64
13 Booragoon	56	47
14 Myaree [^]		59
15 Winthrop [^]		61
16 Palmyra		58
17 Melville	55	62
18 Willagee		42

Q. Currently, how good is your life in relation to your: [insert quality of life dimension]

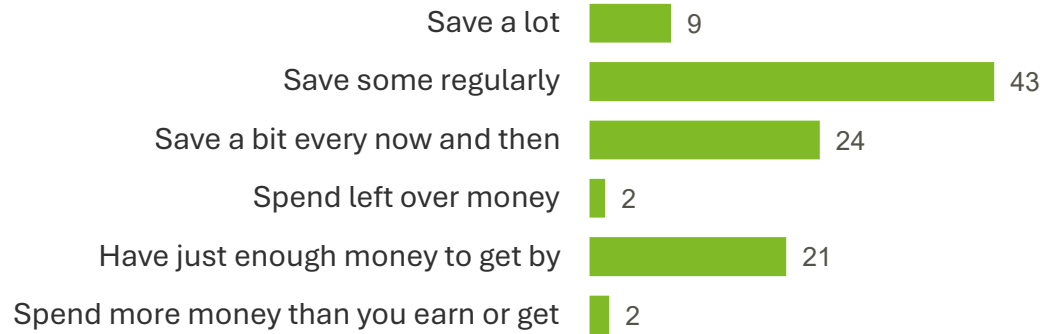
Base: All respondents, excludes 'no response' (n = 495) [#] Includes a small number of 14-17 year olds

* Positive Rating = excellent, very good + good [^]Note small sample size (<20 respondents)

Household spending

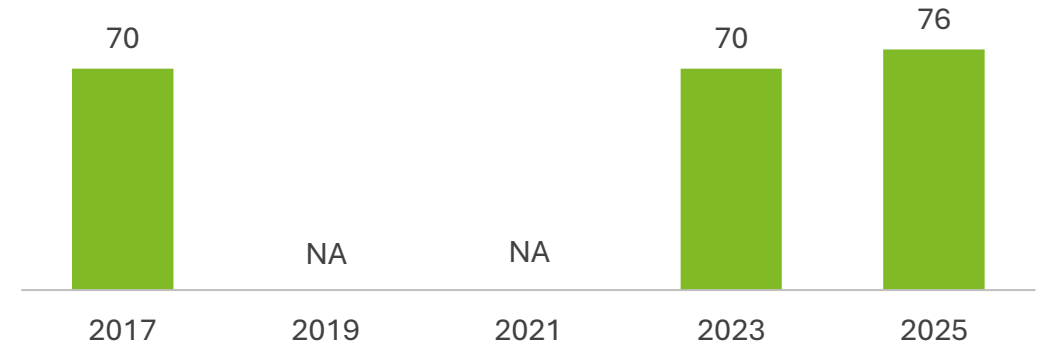
In relation to household spending, would you say you generally:

% of respondents



Trend analysis

% saving money

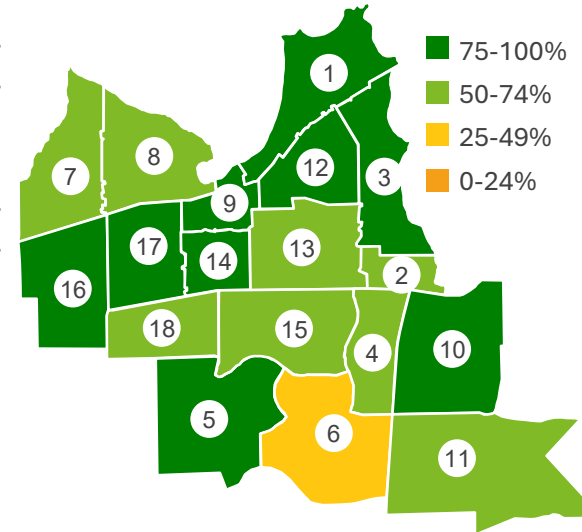


Demographic variances

% saving money

Gender		Life stage	
Male	74	Younger adult, no child at home	71
Female	77	Baby/toddler (0-4)	87
Respondent age		Primary school (5-11)	81
18-34 years	74	High school (12-17)	79
35-49 years	81	Adult child at home (18+)	71
50-64 years	77	Older adult, no child at home	72
65+ years	71	Employment status	
Home ownership		Full-time	83
Homeowner	78	Casual / part time	70
Renting / other	64	Self employed	78
		Home duties	70

Diversity	
Disability	57
First Nations	19
Mainly speak LOTE	48
Education level	
Secondary	69
TAFE	77
Bachelor degree	83
Graduate diploma / certificate	61
Postgraduate	75



Suburb	Ward	% saving money
1 Applecross		76
2 Brentwood	82	
3 Mt Pleasant		92
4 Bateman		68
5 Kardinya	74	
6 Murdoch		28
7 Bicton		68
8 Attadale	72	
9 Alfred Cove		80
10 Bull Creek		81
11 Leeming	65	
12 Ardross		86
13 Booragoon	77	
14 Myaree		90
15 Winthrop		68
16 Palmyra		82
17 Melville	79	
18 Willagee		65

Q. In relation to your household spending, would you say you generally:

Base: All respondents, excludes 'no response' (n = 505)



Outcome 5

Leadership and good governance for the benefit of the whole community

Indicator	Measure	Result	Trend	Benchmark
Council's leadership	Index score	50	↑	↑
Clear vision	% agree	31%	=	↑
Governance	Index score	56	↓	↑
Financial management	Index score	45	↓	↑
Community engagement	Index score	52	↑	↑
Understand community needs	% agree	31%	=	↑
Communication	Index score	59	↑	↑
Clearly explain reasons for decisions	% agree	24%	=	=
Customer service	Index score	61	=	↑
Embracing change, innovation and technology	Index score	55	↑	↑

Trend and benchmark shows variance between last study and industry average

↓ Down by 3 or more points

= Steady (within +/- 2 points)

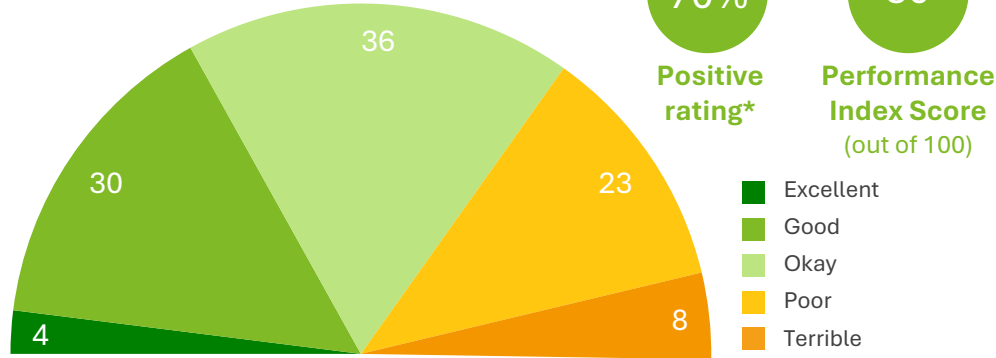
↑ Up by 3 or more points

Council's leadership

strategic direction, policy-making, advocacy and lobbying

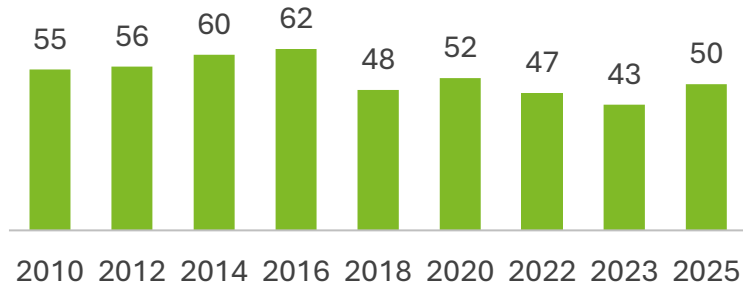
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score

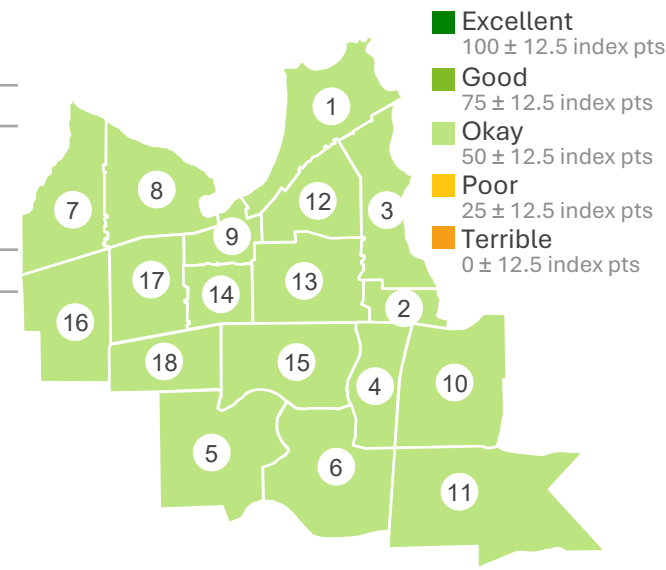


City of Melville	50
Industry high	63
Industry average	45

Demographic variances

Performance index score

Gender		Life stage	
Male	48	Younger adult, no child at home	52
Female	51	Baby/toddler (0-4)	55
Respondent age		Employment status	
18-34 years [#]	56	Full-time	46
35-49 years	42	Casual / part time	58
50-64 years	45	Self employed	46
65+ years	57	Home duties	56
Home ownership		Diversity	
Homeowner	49	Disability	57
Renting / other	62	First Nations [^]	38
		Mainly speak LOTE	51
		Education level	
		Secondary	58
		TAFE	57
		Bachelor degree	55
		Graduate diploma / certificate	51
		Postgraduate	46



Suburb	Ward	Score
1 Applecross		43
2 Brentwood		45
3 Mt Pleasant		44
4 Bateman		54
5 Kardinya	52	52
6 Murdoch		49
7 Bicton		44
8 Attadale	50	54
9 Alfred Cove		53
10 Bull Creek		49
11 Leeming	53	55
12 Ardross		49
13 Booragoon		51
14 Myaree	50	42
15 Winthrop		55
16 Palmyra		52
17 Melville	51	53
18 Willagee		43

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

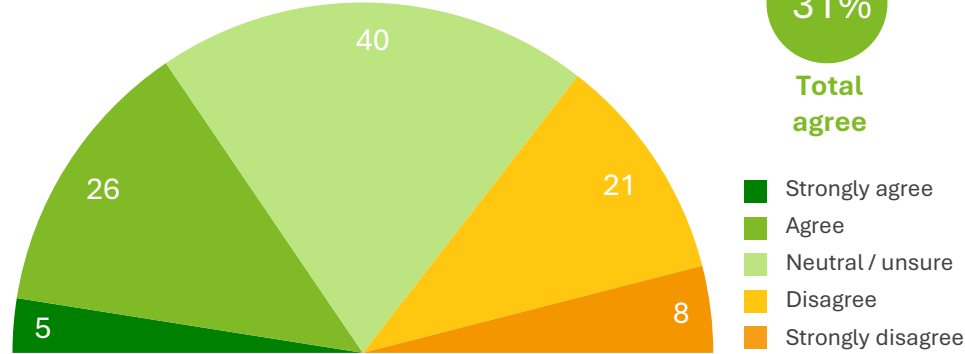
Base: All respondents, excludes 'unsure' and 'no response' (n = 1074). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

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

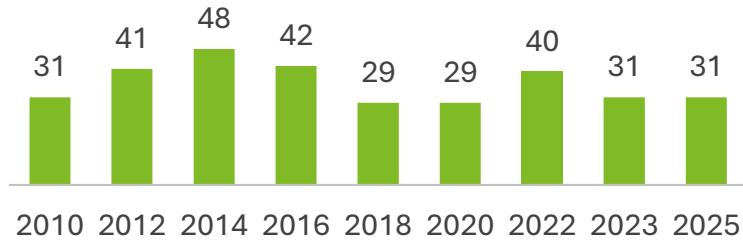
Performance ratings

% of respondents



Trend analysis

% agree



MARKYT Industry Standards

% agree



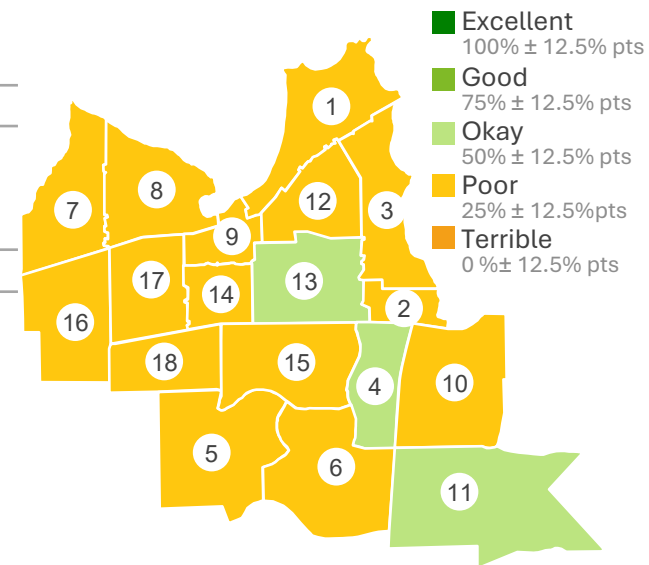
City of Melville	31
Industry high	54
Industry average	27

Demographic variances

% agree

Gender	Life stage
Male 28	Younger adult, no child at home 32
Female 33	Baby/toddler (0-4) 31
Respondent age	Primary school (5-11) 20
18-34 years# 34	High school (12-17) 20
35-49 years 20	Adult child at home (18+) 27
50-64 years 26	Older adult, no child at home 38
65+ years 42	Employment status
Home ownership	Full-time 26
Homeowner 30	Casual / part time 37
Renting / other 40	Self employed 24
	Home duties 29

Diversity	Education level
Disability 36	Secondary 30
First Nations^ 20	TAFE 23
Mainly speak LOTE 30	Bachelor degree 47
	Graduate diploma / certificate 35
	Postgraduate 20



Suburb	Ward	% agree
1 Applecross		35
2 Brentwood	32	
3 Mt Pleasant		30
4 Bateman		39
5 Kardinya	30	
6 Murdoch		28
7 Bicton		34
8 Attadale	29	
9 Alfred Cove		22
10 Bull Creek		32
11 Leeming	37	
12 Ardross		23
13 Booragoon	30	
14 Myaree		23
15 Winthrop		29
16 Palmyra		25
17 Melville	29	
18 Willagee		28

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

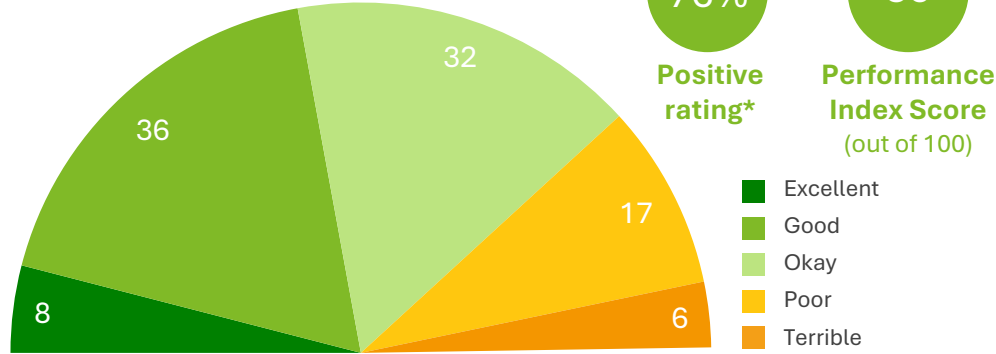
Base: All respondents, excludes 'no response' (n = 705). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Governance

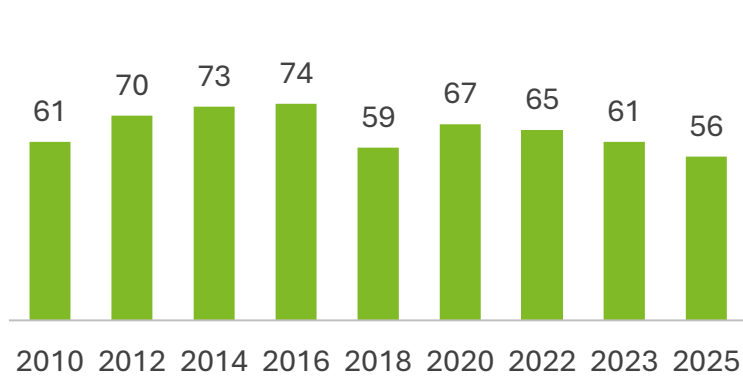
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



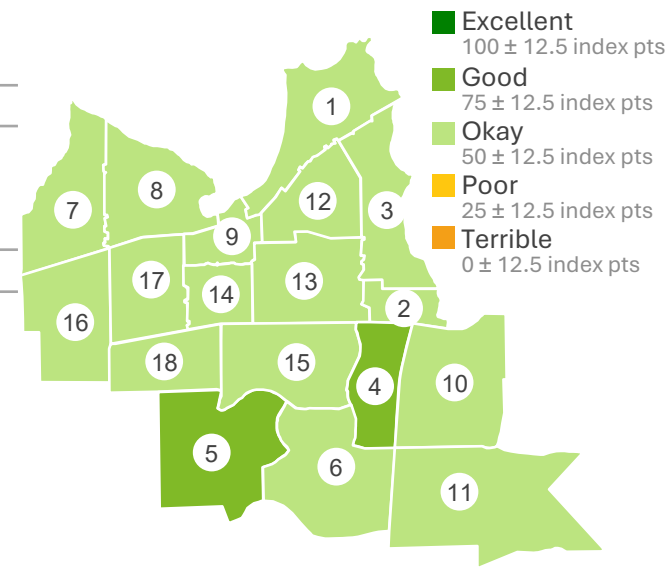
City of Melville	56
Industry high	71
Industry average	52

Demographic variances

Performance index score

Gender	Life stage
Male 55	Younger adult, no child at home 61
Female 57	Baby/toddler (0-4) 59
Respondent age	Primary school (5-11) 46
18-34 years# 60	High school (12-17) 45
35-49 years 48	Adult child at home (18+) 52
50-64 years 52	Older adult, no child at home 59
65+ years 63	Employment status
Home ownership	Full-time 56
Homeowner 55	Casual / part time 63
Renting / other 68	Casual / part time 63
	Self employed 64
	Home duties 62

Diversity	Education level
Disability 62	Secondary 62
First Nations^ 50	TAFE 62
Mainly speak LOTE 64	Bachelor degree 64
	Graduate diploma / certificate 54
	Postgraduate 52



Suburb	Ward	Performance Index Score
1 Applecross		53
2 Brentwood		51
3 Mt Pleasant		46
4 Bateman		64
5 Kardinya		63
6 Murdoch		56
7 Bicton		49
8 Attadale	52	
9 Alfred Cove		52
10 Bull Creek		59
11 Leeming	60	
12 Ardross		55
13 Booragoon		58
14 Myaree	57	
15 Winthrop		55
16 Palmyra		58
17 Melville	57	
18 Willagee		52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1140). # Includes a small number of 14-17 year olds

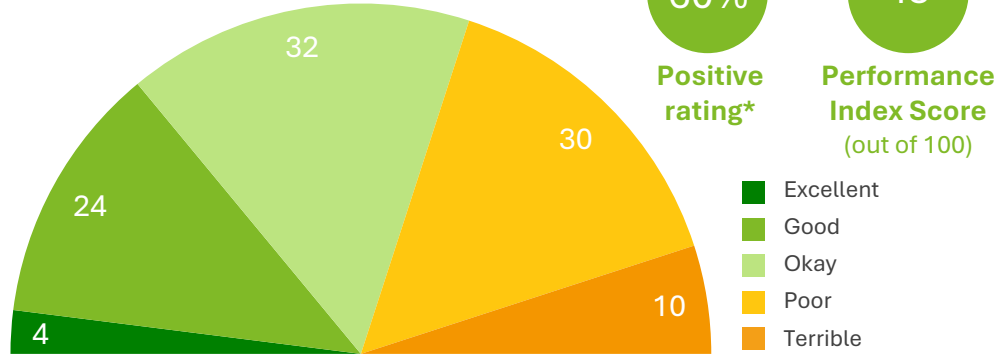
* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Financial management

allocation of finances and resources, value for money from rates

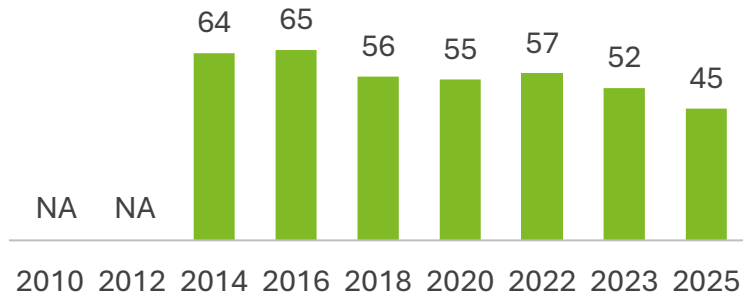
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



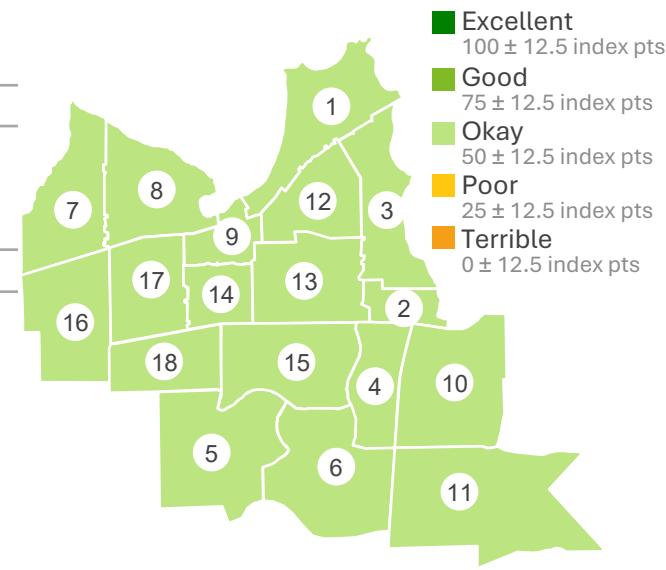
City of Melville	45
Industry high	59
Industry average	42

Demographic variances

Performance index score

Gender	Life stage
Male 43	Younger adult, no child at home 36
Female 47	Baby/toddler (0-4) 48
Respondent age	Employment status
18-34 years# 44	Full-time 42
35-49 years 38	Casual / part time 53
50-64 years 42	Casual / part time 53
65+ years 56	Self employed 51
Home ownership	Home duties 52
Homeowner 45	
Renting / other 50	

Diversity	Education level
Disability 50	Secondary 44
First Nations^ 22	TAFE 55
Mainly speak LOTE 38	Bachelor degree 54
	Graduate diploma / certificate 44
	Postgraduate 44



Suburb	Ward	Score
1 Applecross		41
2 Brentwood	43	
3 Mt Pleasant		42
4 Bateman		45
5 Kardinya	45	
6 Murdoch		44
7 Bicton		45
8 Attadale	44	
9 Alfred Cove		47
10 Bull Creek		47
11 Leeming	46	
12 Ardross		48
13 Booragoon	47	52
14 Myaree		40
15 Winthrop		45
16 Palmyra		47
17 Melville	46	49
18 Willagee		39

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

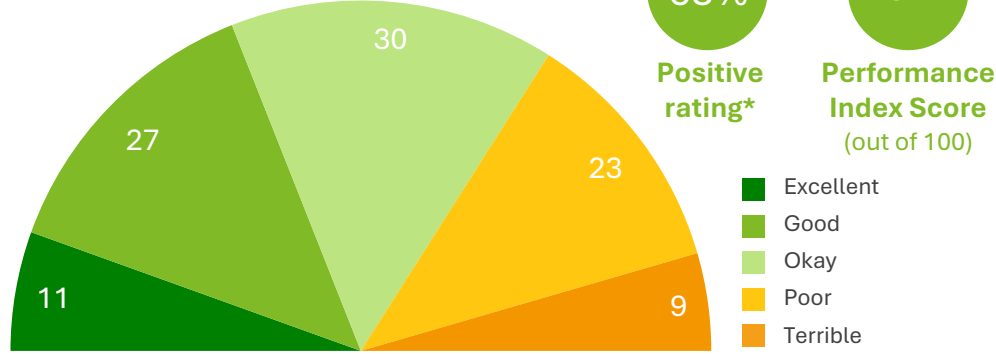
Base: All respondents, excludes 'unsure' and 'no response' (n = 1069). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Community engagement on local issues

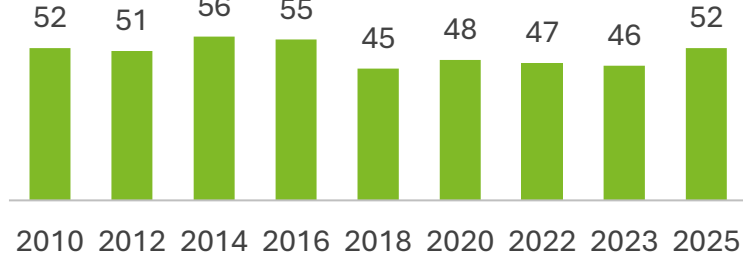
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



City of Melville	52
Industry high	61
Industry average	42

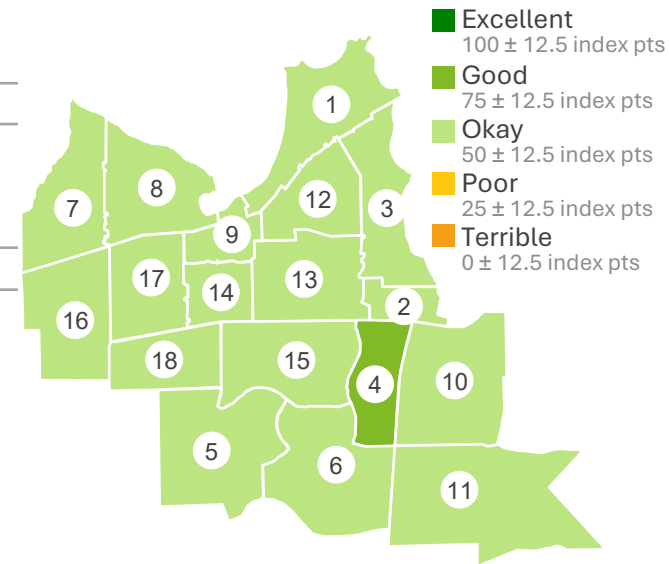
Demographic variances

Performance index score

Gender	Life stage
Male 48	Younger adult, no child at home 52
Female 56	Baby/toddler (0-4) 53
Respondent age	Primary school (5-11) 44
18-34 years# 52	High school (12-17) 46
35-49 years 48	Adult child at home (18+) 47
50-64 years 50	Older adult, no child at home 58
65+ years 59	Employment status
Home ownership	Full-time 55
Homeowner 52	Casual / part time 60
Renting / other 58	Self employed 54
	Home duties 57

Diversity

Disability	54
First Nations^	36
Mainly speak LOTE	44
Education level	Secondary 47
TAFE	55
Bachelor degree	68
Graduate diploma / certificate	52
Postgraduate	51



Suburb	Ward	Score
1 Applecross		48
2 Brentwood	52	56
3 Mt Pleasant		54
4 Bateman		66
5 Kardinya	54	54
6 Murdoch		43
7 Bicton		52
8 Attadale	50	46
9 Alfred Cove		53
10 Bull Creek		51
11 Leeming	53	55
12 Ardross		50
13 Booragoon	52	57
14 Myaree		48
15 Winthrop		52
16 Palmyra		55
17 Melville	53	53
18 Willagee		48

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

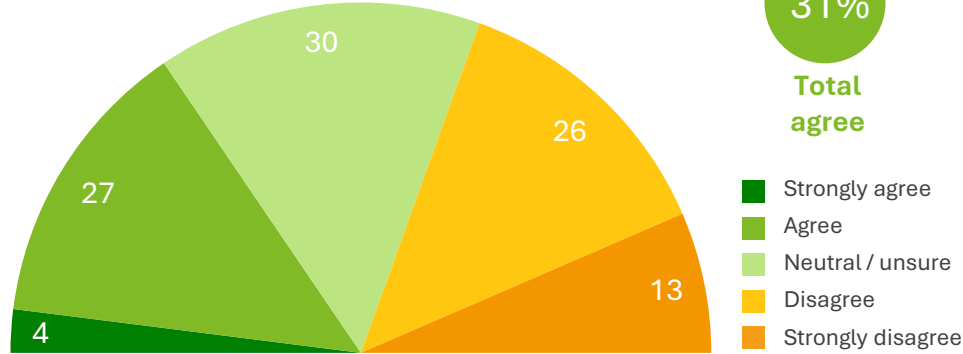
Base: All respondents, excludes 'unsure' and 'no response' (n = 1157). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

The City has a good understanding of community needs

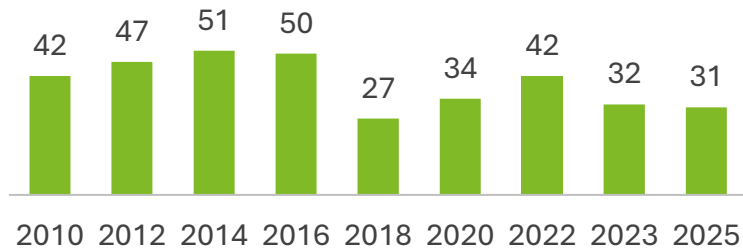
Performance ratings

% of respondents



Trend analysis

% agree



MARKYT Industry Standards

% agree



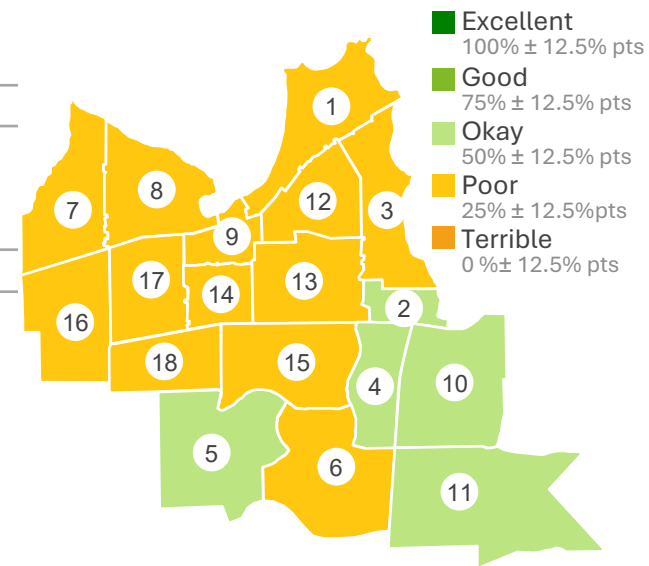
City of Melville	31
Industry high	58
Industry average	28

Demographic variances

% agree

Gender		Life stage	
Male	29	Younger adult, no child at home	45
Female	33	Baby/toddler (0-4)	35
Respondent age		Primary school (5-11)	22
18-34 years [#]	41	High school (12-17)	20
35-49 years	21	Adult child at home (18+)	24
50-64 years	23	Older adult, no child at home	35
65+ years	40	Employment status	
Home ownership		Full-time	25
Homeowner	29	Casual / part time	48
Renting / other	49	Self employed	33
		Home duties	45

Diversity	
Disability	39
First Nations [^]	7
Mainly speak LOTE	24
Education level	
Secondary	31
TAFE	42
Bachelor degree	47
Graduate diploma / certificate	28
Postgraduate	22



Suburb	Ward	Score
1 Applecross		20
2 Brentwood		26
3 Mt Pleasant		26
4 Bateman		47
5 Kardinya		41
6 Murdoch		30
7 Bicton		30
8 Attadale	29	22
9 Alfred Cove		37
10 Bull Creek		44
11 Leeming		39
12 Ardross		18
13 Booragoon	27	37
14 Myaree		21
15 Winthrop		26
16 Palmyra		30
17 Melville	28	29
18 Willagee		23

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

Base: All respondents, excludes 'no response' (n = 705). [#] Includes a small number of 14-17 year olds

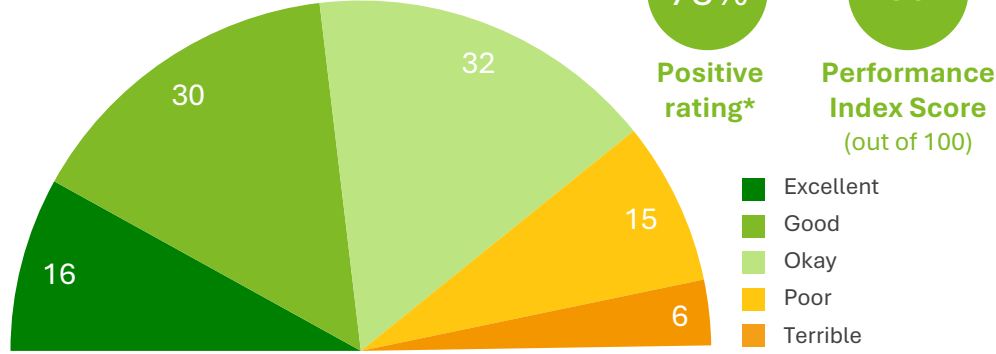
* Positive Rating = excellent, good + okay [^]Note small sample size (<20 respondents)

Communication

about local issues, projects, services and events

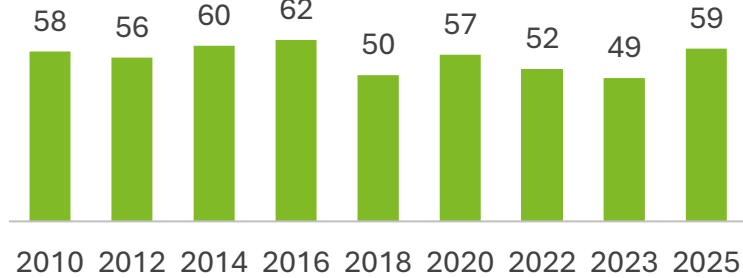
Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



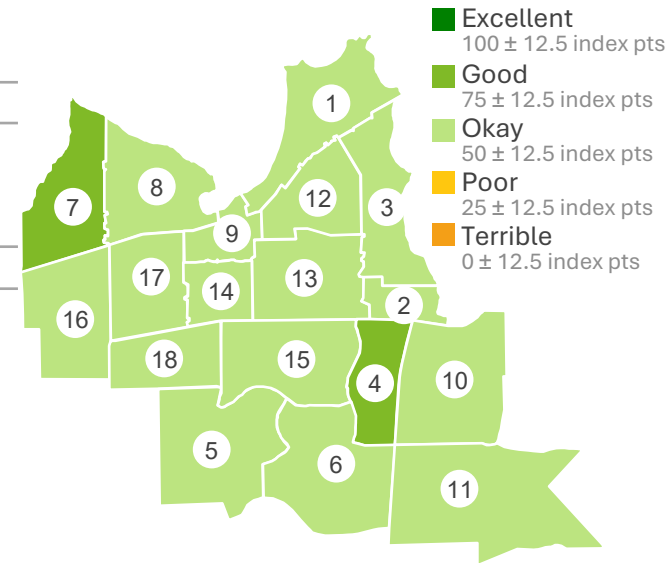
City of Melville	59
Industry high	65
Industry average	47

Demographic variances

Performance index score

Gender	Life stage
Male 56	Younger adult, no child at home 68
Female 62	Baby/toddler (0-4) 62
Respondent age	Employment status
18-34 years# 60	Full-time 63
35-49 years 55	Casual / part time 66
50-64 years 56	Casual / part time 69
65+ years 65	Self employed 69
Home ownership	Home duties 64
Homeowner 58	
Renting / other 66	

Diversity	Education level
Disability 62	Secondary 59
First Nations^ 51	TAFE 65
Mainly speak LOTE 49	Bachelor degree 73
	Graduate diploma / certificate 62
	Postgraduate 58



Suburb	Ward	Performance Index Score
1 Applecross		56
2 Brentwood	59	60
3 Mt Pleasant		61
4 Bateman		66
5 Kardinya	61	59
6 Murdoch		59
7 Bicton		63
8 Attadale	59	56
9 Alfred Cove		56
10 Bull Creek		59
11 Leeming	59	59
12 Ardross		56
13 Booragoon	58	62
14 Myaree		57
15 Winthrop		57
16 Palmyra		59
17 Melville	59	60
18 Willagee		56

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

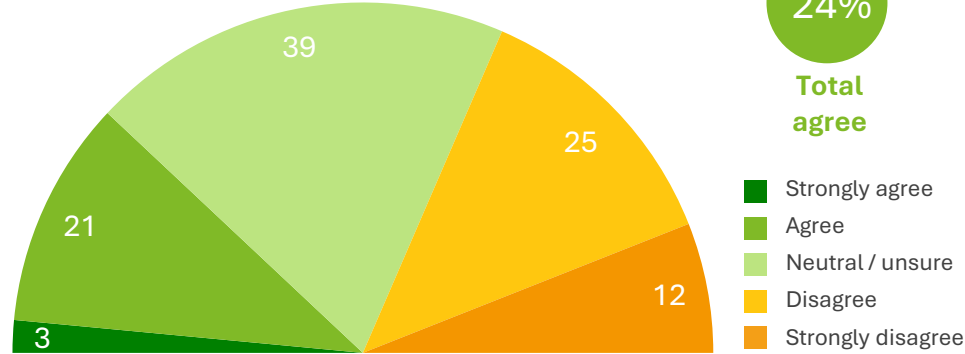
Base: All respondents, excludes 'unsure' and 'no response' (n = 1207). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

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

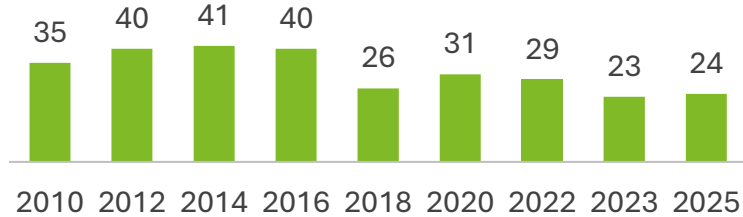
Performance ratings

% of respondents



Trend analysis

% agree



MARKYT Industry Standards

% agree



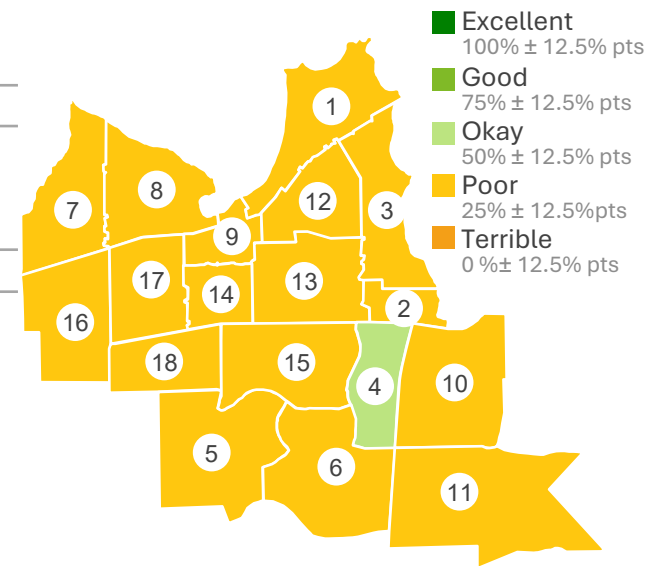
City of Melville	24
Industry high	34
Industry average	23

Demographic variances

% agree

Gender	Life stage
Male	Younger adult, no child at home
Female	Baby/toddler (0-4)
Respondent age	Primary school (5-11)
18-34 years [#]	High school (12-17)
35-49 years	Adult child at home (18+)
50-64 years	Older adult, no child at home
65+ years	Employment status
Home ownership	Full-time
Homeowner	Casual / part time
Renting / other	Self employed
	Home duties

Diversity	Education level
Disability	Secondary
First Nations [^]	TAFE
Mainly speak LOTE	Bachelor degree
	Graduate diploma / certificate
	Postgraduate



Suburb	Ward
1 Applecross	18
2 Brentwood	30
3 Mt Pleasant	22
4 Bateman	38
5 Kardinya	29
6 Murdoch	26
7 Bicton	22
8 Attadale	17
9 Alfred Cove	18
10 Bull Creek	33
11 Leeming	17
12 Ardross	20
13 Booragoon	34
14 Myaree	19
15 Winthrop	27
16 Palmyra	28
17 Melville	24
18 Willagee	26

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

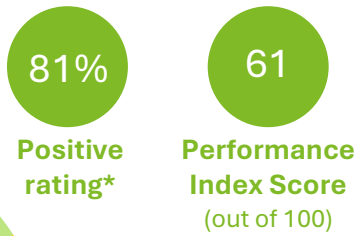
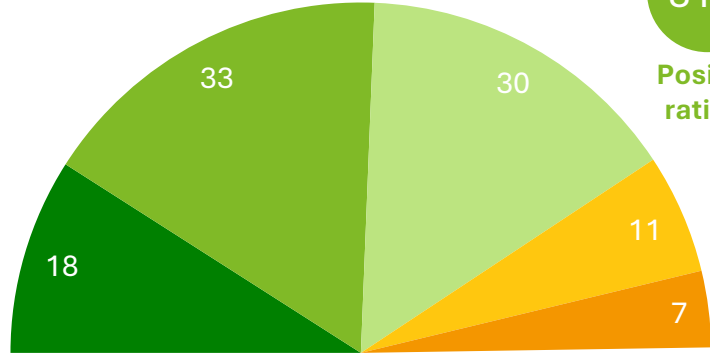
Base: All respondents, excludes 'no response' (n = 705). [#] Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay [^]Note small sample size (<20 respondents)

Customer service

Performance ratings

% of respondents



- Excellent
- Good
- Okay
- Poor
- Terrible

Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



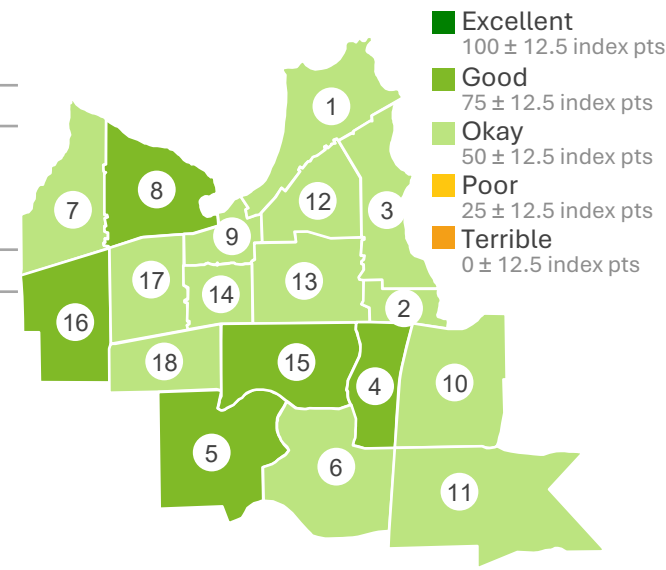
City of Melville	61
Industry high	69
Industry average	57

Demographic variances

Performance index score

Gender		Life stage	
Male	58	Younger adult, no child at home	66
Female	64	Baby/toddler (0-4)	67
Respondent age		Primary school (5-11)	55
18-34 years [#]	68	High school (12-17)	54
35-49 years	54	Adult child at home (18+)	56
50-64 years	56	Older adult, no child at home	62
65+ years	66	Employment status	
Home ownership		Full-time	63
Homeowner	60	Casual / part time	67
Renting / other	71	Self employed	69
		Home duties	69

Diversity	
Disability	65
First Nations [^]	30
Mainly speak LOTE	60
Education level	
Secondary	66
TAFE	67
Bachelor degree	71
Graduate diploma / certificate	64
Postgraduate	57



Suburb	Ward	Performance Index Score
1	Applecross	60
2	Brentwood	57
3	Mt Pleasant	51
4	Bateman	66
5	Kardinya	65
6	Murdoch	56
7	Bicton	62
8	Attadale	63
9	Alfred Cove	60
10	Bull Creek	58
11	Leeming	62
12	Ardross	62
13	Booragoon	62
14	Myaree	61
15	Winthrop	63
16	Palmyra	65
17	Melville	59
18	Willagee	61

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

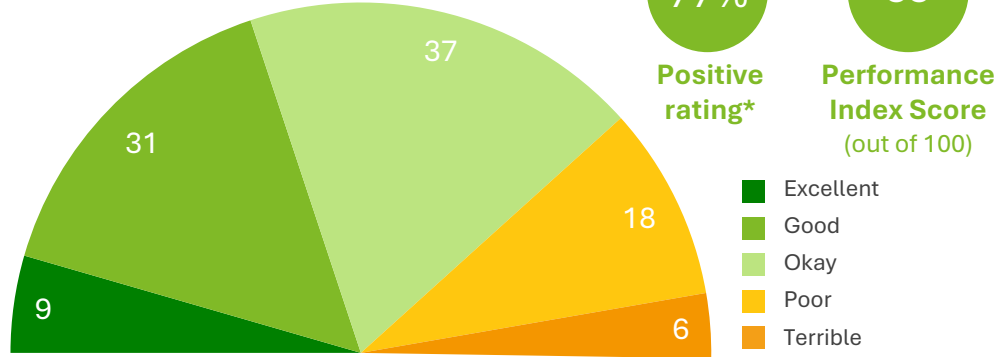
Base: All respondents, excludes 'unsure' and 'no response' (n = 1124). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Embracing change, innovation and technology

Performance ratings

% of respondents



Trend analysis

Performance index score



MARKYT Industry Standards

Performance index score



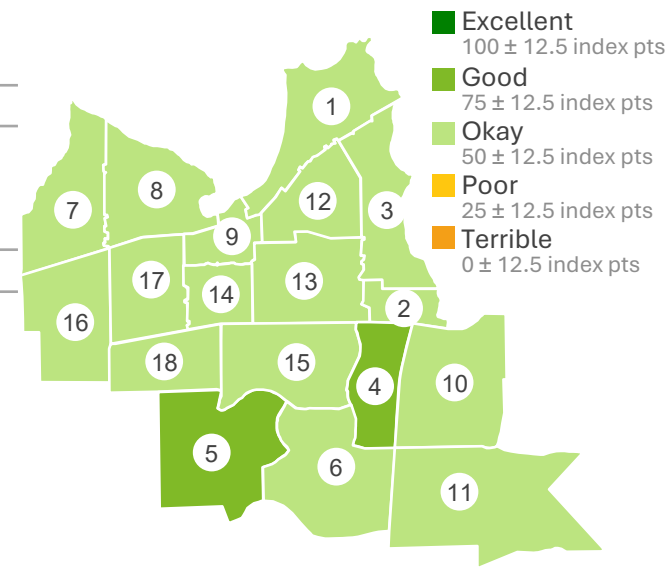
City of Melville	55
Industry high	60
Industry average	47

Demographic variances

Performance index score

Gender	Life stage
Male 52	Younger adult, no child at home 60
Female 58	Baby/toddler (0-4) 55
Respondent age	Primary school (5-11) 47
18-34 years# 59	High school (12-17) 45
35-49 years 47	Adult child at home (18+) 50
50-64 years 52	Older adult, no child at home 59
65+ years 62	Employment status
Home ownership	Full-time 53
Homeowner 54	Casual / part time 61
Renting / other 61	Self employed 63
	Home duties 62

Diversity	Education level
Disability 62	Secondary 53
First Nations^ 50	TAFE 57
Mainly speak LOTE 61	Bachelor degree 63
	Graduate diploma / certificate 58
	Postgraduate 54



Suburb	Ward
1 Applecross 51	
2 Brentwood 49	51
3 Mt Pleasant 51	
4 Bateman 64	
5 Kardinya 63	63
6 Murdoch 62	
7 Bicton 49	
8 Attadale 51	51
9 Alfred Cove 51	
10 Bull Creek 53	
11 Leeming 61	58
12 Ardross 53	
13 Booragoon 60	
14 Myaree 46	54
15 Winthrop 53	
16 Palmyra 54	
17 Melville 54	54
18 Willagee 54	

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 958). # Includes a small number of 14-17 year olds

* Positive Rating = excellent, good + okay ^Note small sample size (<20 respondents)

Overview of community variances

Summary of community variances

	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Younger adult, no child at home	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Older adult, no child at home	Disability	First Nations	LOTE	Homeowner	Renting/ other	Secondary	TAFE	Bachelor degree	Graduate diploma / certificate level	Postgraduate	Full-time	Casual / part time	Self-employed	Home duties
PLACE SCORES																											
Place to live	80	79	81	78	77	80	84	80	83	76	76	79	82	80	76	82	80	80	79	81	84	80	77	79	82	86	86
Place to work	71	69	73	65	67	74	76	66	71	67	69	71	75	72	67	69	71	71	66	79	71	74	68	67	75	82	76
Place to own or operate a business	67	65	69	63	66	67	72	57	73	65	66	66	70	71	53	67	67	68	63	79	67	69	62	65	66	76	71
Place to visit	74	72	75	72	71	74	79	73	75	69	68	73	77	80	49	70	73	77	80	81	77	77	68	74	77	77	77
SENTIMENT (% agree)																											
City has developed and communicated a clear vision	31	28	33	34	20	26	42	32	31	20	20	27	38	36	20	30	30	40	30	23	47	35	20	26	37	24	29
City has good understanding of community needs	31	29	33	41	21	23	40	45	35	22	20	24	35	39	7	24	29	49	31	42	47	28	22	25	48	33	45
City clearly explains reasons for decisions	24	20	28	26	20	20	32	25	28	18	15	20	29	31	12	22	24	32	19	28	36	30	18	20	34	42	35
HEALTHY, SAFE AND INCLUSIVE																											
Youth services and facilities	54	53	55	54	49	52	62	54	53	47	49	55	58	55	38	50	54	53	48	45	63	65	50	54	55	54	45
Family and children's services and facilities	59	56	61	59	56	56	65	52	59	55	56	60	62	56	50	59	59	60	51	57	64	65	58	59	60	65	53
Seniors' services and facilities	62	62	63	72	59	56	64	68	73	60	56	60	61	63	55	64	61	72	68	59	67	69	62	65	68	71	59
Reconciliation action	62	57	67	63	59	59	66	56	67	60	57	68	63	62	52	66	62	63	70	68	61	73	61	60	67	65	61
Multiculturalism	61	59	62	60	59	59	65	62	61	58	57	61	63	59	53	56	61	62	64	65	64	68	56	61	62	68	53
Sport and recreation services and facilities	68	66	70	68	63	67	74	74	68	60	62	65	72	69	35	60	68	70	67	70	72	72	63	66	65	66	66
Library services	77	75	80	76	76	75	82	77	83	77	73	75	80	80	60	76	78	77	79	81	81	83	79	79	80	87	81
Art, culture and creative activities	67	64	70	67	65	64	72	69	73	64	62	64	70	72	55	67	66	74	73	71	72	70	65	67	71	76	65
Festivals, markets and community events	60	57	62	60	55	58	67	63	58	55	54	57	64	64	52	58	59	63	69	56	64	60	60	58	60	57	57
Volunteer support services	59	55	63	55	56	57	65	53	61	55	53	59	63	60	52	59	58	61	65	60	62	64	55	55	64	68	56
Universal access and inclusion	60	60	60	62	58	56	64	63	59	56	57	63	60	59	55	63	59	68	62	62	65	63	59	63	66	66	60
Education and life-long learning opportunities	56	53	58	56	52	52	63	55	57	50	52	56	60	54	48	59	55	58	52	51	65	60	51	56	58	60	58
Public buildings, halls and toilets	60	59	60	63	56	57	62	64	63	55	55	59	59	62	45	57	59	68	57	61	66	57	59	61	64	62	59
Health and community services	57	55	58	55	54	54	63	52	59	55	54	55	60	55	51	56	57	56	54	57	61	58	50	55	56	59	55
Safety and crime prevention	54	52	57	60	49	50	59	58	57	49	51	53	56	55	47	51	54	60	50	50	64	51	56	57	57	55	59
Ranger services	57	54	60	58	57	52	61	65	56	54	54	54	58	63	41	51	56	71	59	58	70	58	58	62	63	68	64
Animal management	59	59	59	69	55	53	59	71	63	56	53	57	56	65	49	58	57	73	64	59	68	56	58	64	64	71	65
Environmental health services	58	55	60	66	55	49	62	66	65	51	52	55	57	62	42	59	57	65	65	56	67	60	52	57	63	67	71

Summary of community variances

	Total	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	Younger adult, no child at home	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Older adult, no child at home	Disability	First Nations	LOTE	Homeowner	Renting/ other	Secondary	TAFE	Bachelor degree	Graduate diploma / certificate level	Postgraduate	Full-time	Casual / part time	Self-employed	Home duties
CLEAN AND GREEN																											
Parks, playgrounds and reserves	66	65	68	66	61	66	72	72	64	59	60	64	70	72	36	64	66	67	71	72	71	71	62	65	67	75	64
Streetscapes, trees and verges	58	58	59	60	58	53	61	65	62	58	55	56	57	63	34	64	57	65	65	54	64	56	56	58	61	65	66
Waste management	62	60	64	69	55	57	68	70	65	55	53	58	66	69	50	58	61	67	72	62	72	60	61	64	66	74	72
Environmental management and conservation	59	60	59	63	57	56	62	59	67	56	52	59	60	63	50	68	59	61	64	59	62	59	54	58	57	64	61
River and foreshore management	64	64	64	67	62	61	67	64	74	60	57	62	64	66	52	74	64	68	70	63	69	62	58	62	66	70	67
Climate action / sustainable practices	54	55	53	56	51	51	58	55	56	49	50	58	55	58	55	57	53	61	69	47	58	54	48	53	52	52	55
SUSTAINABLE AND CONNECTED DEVELOPMENT																											
Local roads	59	58	59	60	56	56	63	57	63	56	52	55	60	59	36	56	59	58	51	55	68	56	57	60	57	61	70
Main roads	52	52	51	58	46	48	55	59	54	45	45	49	52	55	42	54	50	64	54	54	59	41	47	50	58	57	58
Parking	52	54	50	60	49	48	53	62	58	46	49	46	51	53	31	52	51	61	51	52	62	42	50	56	57	60	55
Traffic management	52	51	52	56	46	49	56	58	53	44	46	48	53	54	42	52	51	60	59	48	59	47	47	52	53	44	62
Public transport	60	60	60	60	55	58	65	64	57	55	56	56	63	66	42	53	59	68	69	58	67	58	51	58	60	63	66
Footpaths, trails and cycleways	58	59	58	64	56	54	61	63	60	54	54	57	57	58	23	57	58	60	56	57	66	58	56	61	60	59	64
Lighting of streets and public places	57	58	57	60	53	55	62	60	59	52	50	56	59	56	20	53	57	60	52	61	61	60	50	56	55	60	55
Stormwater management and drainage	60	62	59	64	60	57	61	65	64	57	56	59	59	61	55	55	60	63	59	60	69	55	64	68	61	62	65
Planning services	46	47	46	51	42	42	50	50	52	42	41	41	48	50	41	49	46	52	55	45	54	37	39	48	48	42	47
Heritage services	57	55	60	56	56	55	61	55	63	57	50	58	59	65	27	52	57	57	58	59	66	61	53	58	59	71	56
Housing	41	40	42	41	38	38	47	32	45	41	36	39	45	35	20	38	42	31	47	36	44	37	31	42	32	40	28
VIBRANT AND PROSPEROUS																											
Local neighbourhood precinct	50	48	52	54	45	45	56	54	55	45	42	47	52	53	38	54	50	52	54	43	55	48	43	45	47	53	55
Economic development	51	49	53	60	44	44	55	60	51	43	43	49	52	55	43	52	49	64	53	59	62	46	50	54	59	52	54
GOOD GOVERNANCE AND LEADERSHIP																											
Communication	59	56	62	60	55	56	65	68	62	54	50	53	63	62	51	49	58	66	59	65	73	62	58	63	66	69	64
Community engagement	52	48	56	52	48	50	59	52	53	44	46	47	58	54	36	44	52	58	47	55	68	52	51	55	60	54	57
Customer service	61	58	64	68	54	56	66	66	67	55	54	56	62	65	30	60	60	71	66	67	71	64	57	63	67	69	69
Embracing change, innovation and technology	55	52	58	59	47	52	62	60	55	47	45	50	59	62	50	61	54	61	53	57	63	58	54	53	61	63	62
Financial management	45	43	47	44	38	42	56	36	48	39	37	41	53	50	22	38	45	50	44	55	54	44	44	42	53	51	52
Governing organisation	56	55	57	60	48	52	63	61	59	46	45	52	59	62	50	64	55	68	62	62	64	54	52	56	63	64	62
Council's leadership	50	48	51	56	42	45	57	52	55	43	40	44	54	57	38	51	49	62	58	57	55	51	46	46	58	46	56

Overview of geographical variances

Summary of community variances

	Total	Bicton, Attadale, Alfred Cove Ward	Palmyra, Melville, Willagee Ward	Central ward	Applecross, Mount Pleasant Ward	Bateman Kardinya, Murdoch Ward	Bull Creek, Leeming Ward	Applecross	Brentwood	Mount Pleasant	Bateman	Kardinya	Murdoch	Bicton	Attadale	Alfred Cove	Bull Creek	Leeming	Ardrross	Booraggon	Myaree	Winthrop	Palmyra	Melville	Willagee	
PLACE SCORES																										
Place to live	80	78	79	82	77	83	81	75	77	78	83	86	76	81	76	75	81	81	84	79	88	80	80	82	82	71
Place to work	71	69	69	72	72	74	71	71	75	72	74	74	73	73	67	63	70	72	73	71	74	70	67	75	66	66
Place to own or operate a business	67	68	68	65	65	71	63	65	69	65	66	75	62	71	65	69	59	66	66	60	71	68	67	73	62	62
Place to visit	74	78	71	76	72	73	74	75	70	70	76	75	64	80	79	73	75	74	78	73	81	73	69	77	65	65
SENTIMENT (% agree)																										
City has developed and communicated a clear vision	31	29	29	30	32	30	37	35	32	30	39	28	28	34	27	22	32	40	23	40	23	29	25	37	28	28
City has good understanding of community needs	31	29	28	27	26	41	41	20	38	26	47	43	30	30	22	37	44	39	18	37	21	26	30	29	23	23
City clearly explains reasons for decisions	24	19	26	26	22	30	23	18	30	22	38	29	26	22	17	18	33	17	20	34	19	27	28	24	26	26
HEALTHY, SAFE AND INCLUSIVE																										
Youth services and facilities	54	52	56	58	51	53	51	45	52	54	50	59	40	56	50	51	51	50	59	67	50	49	57	49	63	63
Family and children's services and facilities	59	60	57	59	56	60	62	55	56	58	53	63	56	63	59	58	56	66	62	62	62	51	49	63	63	63
Seniors' services and facilities	62	63	63	64	57	64	62	54	62	58	54	69	61	61	65	60	59	65	59	66	68	64	65	62	60	60
Reconciliation action	62	66	58	63	62	64	60	56	59	68	63	66	58	60	71	67	58	62	58	59	80	58	54	62	64	64
Multiculturalism	61	59	57	64	59	63	67	57	57	61	62	67	53	58	59	61	66	68	58	67	75	59	56	52	64	64
Sport and recreation services and facilities	68	69	69	69	67	67	67	65	65	70	64	72	52	70	66	73	69	66	70	70	70	65	70	70	65	65
Library services	77	82	79	76	75	77	75	77	72	74	81	77	72	83	82	80	77	74	73	75	82	76	77	83	76	76
Art, culture and creative activities	67	68	65	72	65	69	63	64	66	66	63	72	65	69	67	66	67	61	67	74	82	69	64	68	64	64
Festivals, markets and community events	60	62	57	64	58	59	59	60	57	56	60	59	60	63	65	55	60	59	59	66	73	59	55	60	55	55
Volunteer support services	59	58	53	65	59	59	59	56	61	61	57	63	52	57	60	57	56	62	55	68	76	61	43	66	56	56
Universal access and inclusion	60	58	56	63	58	67	61	58	60	57	65	69	63	55	61	59	53	68	55	67	67	61	48	61	64	64
Education and life-long learning opportunities	56	52	55	59	55	60	55	58	48	56	51	64	58	53	50	52	57	54	49	65	70	53	48	59	61	61
Public buildings, halls and toilets	60	60	59	59	58	62	62	60	59	55	57	62	66	58	57	67	56	66	62	59	61	54	56	65	57	57
Health and community services	57	54	56	58	58	56	60	58	61	58	51	58	54	58	46	58	61	59	55	61	62	53	52	58	59	59
Safety and crime prevention	54	50	51	58	56	56	56	58	50	58	51	57	57	47	51	56	56	57	54	66	61	49	54	55	39	39
Ranger services	57	54	56	58	57	60	62	58	63	53	57	61	59	51	60	50	58	64	58	63	53	54	54	57	60	60
Animal management	59	56	57	59	55	68	61	58	58	52	55	74	62	52	63	53	62	60	57	63	60	57	55	55	61	61
Environmental health services	58	56	59	58	58	61	54	56	58	59	50	66	60	54	61	52	58	52	55	62	57	56	58	60	59	59

Summary of community variances

	Total	Bicton, Attadale, Alfred Cove Ward	Palmyra, Melville, Willagee Ward	Central ward	Applecross, Mount Pleasant Ward	Bateman Kardinya, Murdoch Ward	Bull Creek, Leeming Ward	Applecross	Brentwood	Mount Pleasant	Bateman	Kardinya	Murdoch	Bicton	Attadale	Alfred Cove	Bull Creek	Leeming	Ardrross	Booraggon	Myaree	Winthrop	Palmyra	Melville	Willagee
CLEAN AND GREEN																									
Parks, playgrounds and reserves	66	67	65	66	66	68	67	66	62	67	70	74	48	70	65	65	75	63	68	66	70	62	60	70	66
Streetscapes, trees and verges	58	56	56	59	61	61	57	62	60	60	54	68	51	57	60	50	58	57	60	61	60	52	52	58	59
Waste management	62	62	59	65	61	62	64	66	58	58	64	64	54	65	64	54	64	64	65	65	64	66	61	58	55
Environmental management and conservation	59	58	57	62	58	64	58	58	57	58	58	71	53	57	66	47	57	58	58	61	65	65	54	62	59
River and foreshore management	64	57	64	66	64	69	65	64	64	63	63	74	63	63	55	51	62	66	65	64	73	67	65	63	65
Climate action / sustainable practices	54	51	50	58	56	60	53	54	54	59	55	62	59	48	61	41	51	54	50	57	67	60	48	55	49
SUSTAINABLE AND CONNECTED DEVELOPMENT																									
Local roads	59	56	62	59	54	62	56	52	60	54	61	63	63	61	55	49	53	58	59	60	51	65	64	61	59
Main roads	52	48	54	52	43	58	54	39	48	45	46	63	55	52	44	48	55	53	47	53	55	52	54	53	57
Parking	52	49	53	52	43	61	55	42	49	41	52	66	55	51	49	45	48	59	42	51	61	58	56	49	53
Traffic management	52	49	53	56	43	58	53	40	55	40	55	57	63	51	50	41	50	54	50	56	59	60	55	48	54
Public transport	60	57	57	64	56	63	64	59	52	54	54	69	56	57	61	50	62	66	57	66	71	65	54	61	58
Footpaths, trails and cycleways	58	53	60	59	58	63	58	62	55	55	55	68	57	57	50	51	55	59	61	63	54	55	63	59	55
Lighting of streets and public places	57	56	56	57	58	60	58	61	55	57	49	64	57	57	51	63	54	60	63	51	57	60	57	57	52
Stormwater management and drainage	60	60	61	61	60	62	58	61	59	58	56	64	64	58	62	61	48	64	61	64	60	60	63	57	61
Planning services	46	41	48	47	38	56	49	35	46	38	57	58	50	43	39	43	49	49	39	44	60	52	49	47	46
Heritage services	57	56	54	60	58	56	62	58	55	58	58	68	28	55	62	48	64	60	56	61	58	66	50	57	59
Housing	41	37	40	46	44	35	45	40	43	48	35	38	23	41	39	25	48	42	38	37	62	53	38	42	41
VIBRANT AND PROSPEROUS																									
Local neighbourhood precinct	50	51	49	53	48	51	51	51	48	44	45	56	39	49	55	46	53	50	45	50	53	64	44	54	51
Economic development	51	46	51	52	50	57	47	49	47	52	44	61	57	43	47	49	42	52	49	58	55	45	54	47	50
GOOD GOVERNANCE AND LEADERSHIP																									
Communication	59	59	59	58	59	61	59	56	60	61	66	59	59	63	56	56	59	59	56	62	57	57	59	60	56
Community engagement	52	50	53	52	52	54	53	48	56	54	66	54	43	52	46	53	51	55	50	57	48	52	55	53	48
Customer service	61	62	62	62	57	63	61	60	62	51	66	65	56	62	63	60	58	62	62	62	61	63	65	59	61
Embracing change, innovation and technology	55	51	54	54	51	63	58	51	49	51	64	63	62	49	51	51	53	61	53	60	46	53	54	54	54
Financial management	45	44	46	47	43	45	46	41	46	42	45	46	44	45	42	47	47	45	48	52	40	45	47	49	39
Governing organisation	56	52	57	57	51	62	60	53	57	46	64	63	56	49	55	52	59	61	55	58	58	55	58	57	52
Council's leadership	50	50	51	50	45	52	53	43	49	44	54	52	49	44	54	53	49	55	49	51	42	55	52	53	43

MARKYT Business Scorecard

Business profile

106 local businesses completed the main scorecard questions to assess local services and facilities and to highlight their main priorities, and 43 businesses opted in to complete additional business sentiment and profiling questions. Among businesses that completed the additional business module, 18 indicated they operate a home-based businesses.

		%
Position*	Owner	83%
	MD / CEO / General Manager	5%
	Other senior management position	10%
	Other	2%
Number of employees*	Sole trader	52%
	2 to 5 employees	24%
	6 to 19 employees	17%
	20 to 199 employees	3%
	200+ employees	0%
	Unsure	3%
Business location*	Applecross / Mount Pleasant Ward	19%
	Bicton / Attadale / Alfred Cove Ward	24%
	Bullcreek / Leeming Ward	12%
	Central Ward	24%
	Palmyra / Melville / Willagee Ward	26%
	Bateman / Kardinya / Murdoch Ward	10%

		%
Business sector*	Professional, Scientific & Technical Services	34%
	Retail Trade	10%
	Accommodation and Food services	7%
	Health Care and Social Assistance	7%
	Information Media & Telecommunications	7%
	Construction	5%
	Electricity, Gas, Water & Waste Services	5%
	Manufacturing	5%
	Mining	5%
	Administrative and Support Services	2%
	Education and Training	2%
	Rental, Hiring and Real Estate Services	2%
	Other Services	5%
	Other	2%

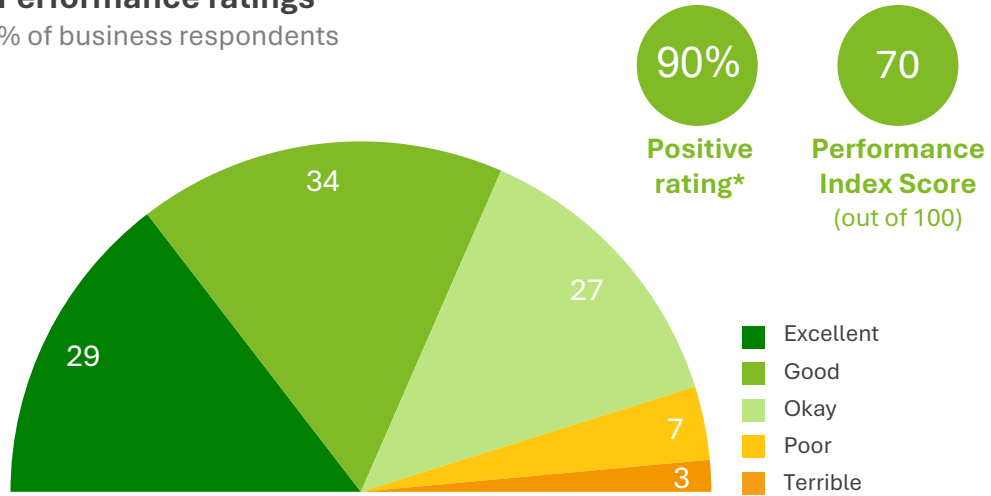
* Excludes no response.

Place to own or operate a business

Business perceptions

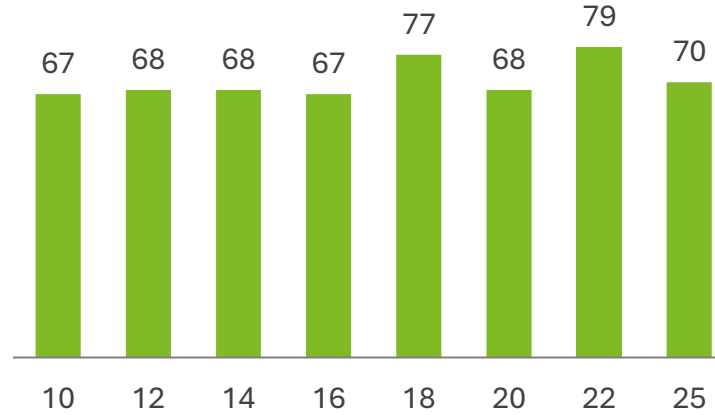
Performance ratings

% of business respondents



Trend analysis

Performance index score



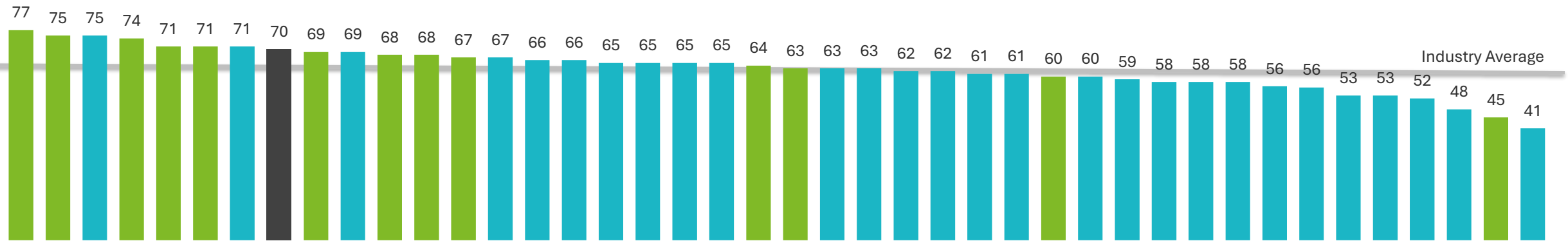
MARKYT Industry Standards

Performance index score



City of Melville	70
Industry high	77
Industry average	63

■ City of Melville ■ Metropolitan Councils ■ Regional Councils



Q. How would you rate the City of Melville as an area to live, work or visit?

Base: Business respondents, excludes 'unsure' and 'no response' (n = 103).

* Positive Rating = excellent, good + okay

Economic expectations for local businesses

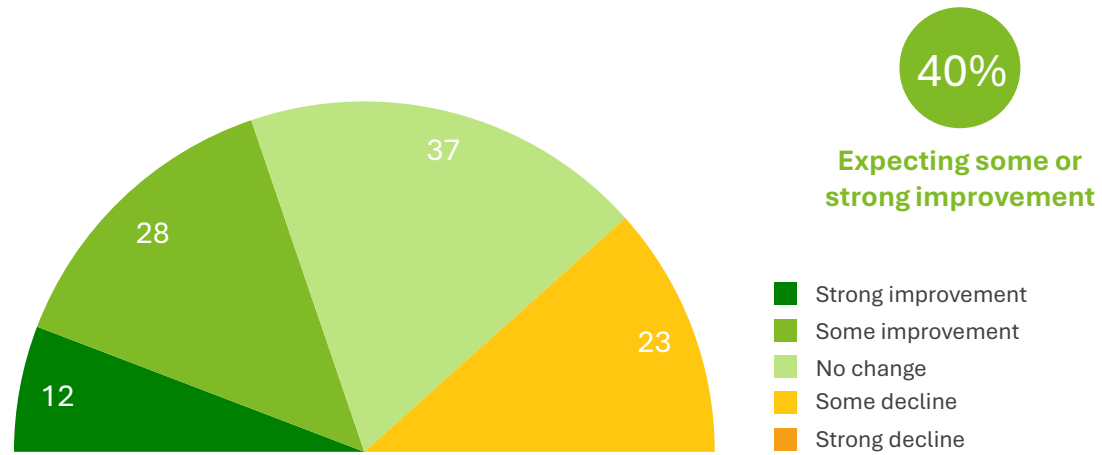
40% of respondents are expecting improvement in the economic situation of their business or organisation over the next 12 months.

Economic expectations have declined from a high of 73% in 2010.

Following a Covid-19 induced low of 19% in 2020, confidence bounced back to 45% in 2022 but has fallen 5% points over the past 3 years to 40%.

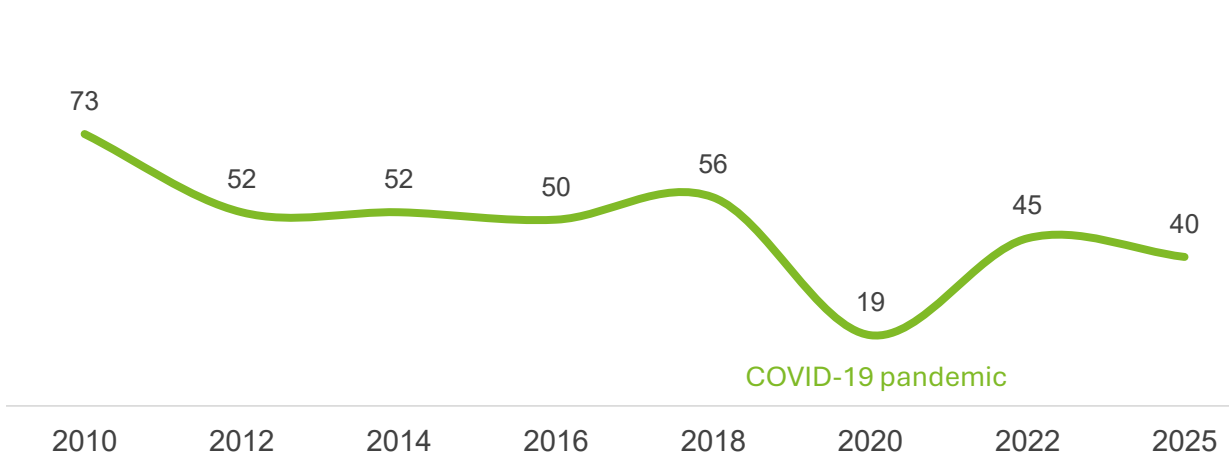
Expectation for organisation's economic situation

% of business respondents



Trend analysis

% expecting some or strong improvement



Q. Over the next 12 months, what is your expectation for the economic situation for your business / organisation?

Base: Business respondents, excludes 'unsure' and 'no response' (n = 43).

Risks and challenges facing businesses

Costs of doing business is the most common risk or challenge faced by business respondents.

Secondary risks and challenges include:

- Customer acquisition, sales and marketing
- Planning ahead to adjust to changes
- Cybersecurity and data breach risks
- Technology advancements
- Compliance with regulations, laws and standards
- Employee recruitment, training and retention

Main risks or challenges facing businesses and organisations

% of respondents



Q. What are the main risks or challenges facing your business / organisation? Please select up to 3 choices.

Base: Business respondents, excludes 'no response' (n = 41).

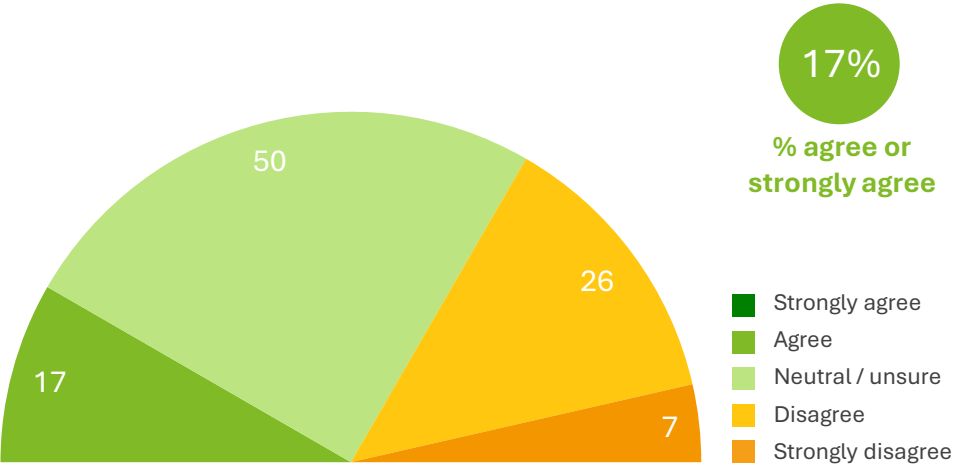
The City has a good understanding of issues and challenges facing businesses

17% of respondents agree that the City has a good understanding of issues and challenges facing business.

This is 8% points below the industry average and the City's lowest level of agreement over the past 15 years.

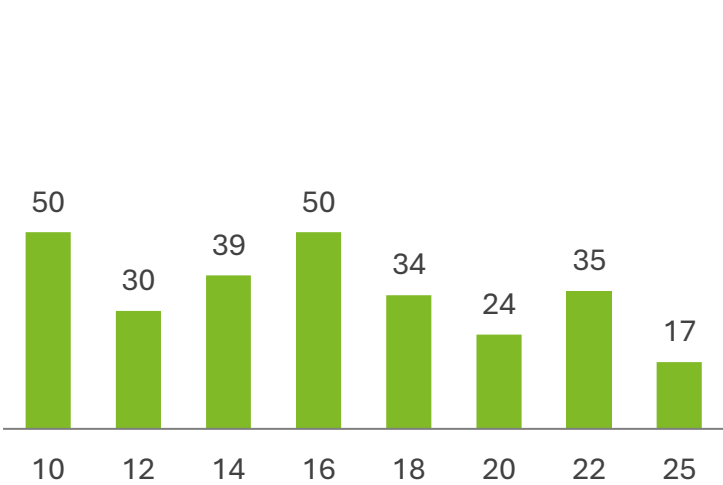
Performance ratings

% of business respondents



Trend analysis

% agree or strongly agree



MARKYT Industry Standards

% agree or strongly agree



City of Melville	17
Industry high	36
Industry average	25

Q. How strongly do you agree or disagree that the City of Melville has a good understanding of issues and challenges facing business?

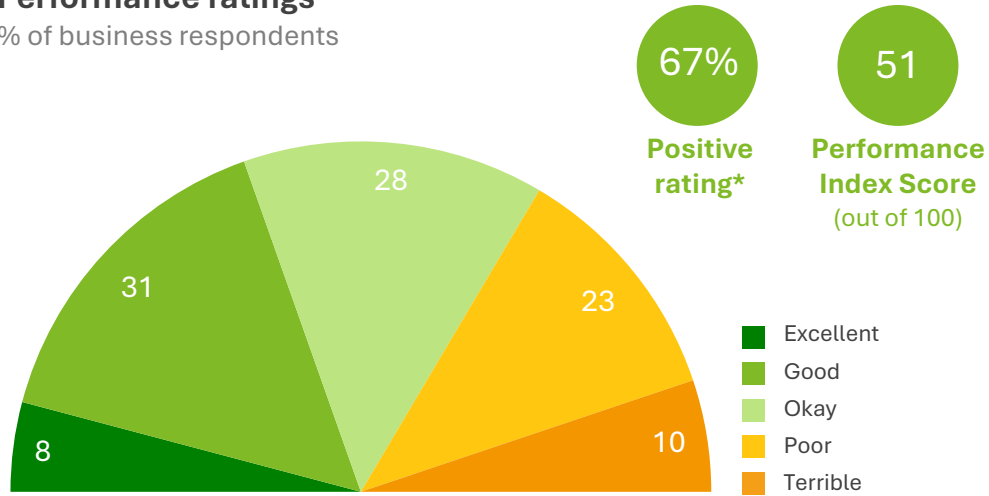
Base: Business respondents, excludes 'no response' (n = 42).

Governing organisation

Business perceptions

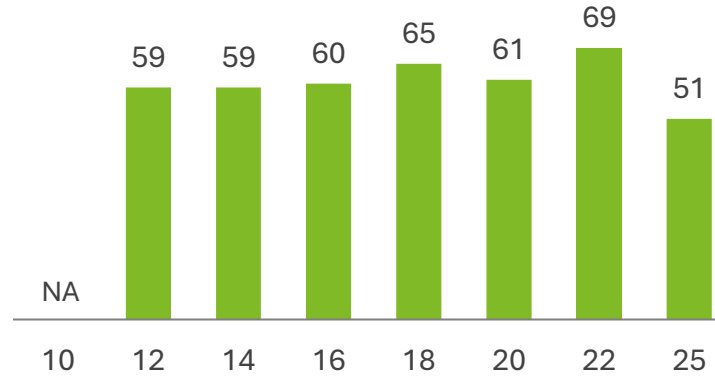
Performance ratings

% of business respondents



Trend analysis

Performance index score



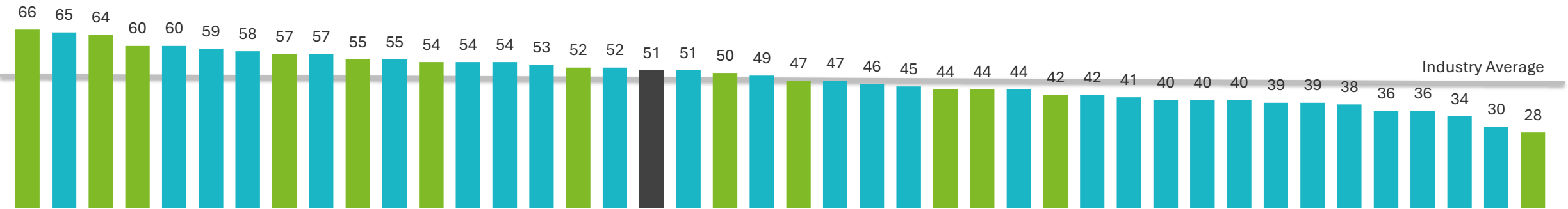
MARKYT Industry Standards

Performance index score



City of Melville	51
Industry high	66
Industry average	48

■ City of Melville ■ Metropolitan Councils ■ Regional Councils



Q. How would you rate the City of Melville as the local government authority in these areas?

Base: Business respondents, excludes 'unsure' and 'no response' (n = 97).

* Positive Rating = excellent, good + okay

Service area performance

Business perceptions

Service area		Performance Index Score					Performance Index Score							2025	
		Excellent	Good	Okay	Poor	Terrible	2010	2012	2014	2016	2018	2020	2022		
Healthy, Safe and Inclusive	Safety and crime prevention	6	38	30	17	8	55	56	58	57	63	59	66	54	▼
	Environmental health services	15	26	39	10	11	58	55	58	57	66*	60*	66^	56	▼
	Education and life-long learning opportunities	6	31	42	12	9	54	52	55	53	52	49	47	53	▲
Clean and green	Climate action	10	23	37	14	16	NA	NA	NA	NA	NA	50	56	49	▼
	Local roads	10	41	34	10	5	NA	NA	60	64	67	64	69	60	▼
Sustainable and connected development	Main roads	7	29	33	21	11	NA	NA	NA	NA	NA	NA	NA	50	-
	Traffic management	3	31	33	24	9	48	49	49	52	56	53	65	49	▼
	Parking	5	31	31	24	9	48	49	47	48	50	48	45	50	▲
	Public transport	14	44	29	7	6	NA	59	57	62	71	67	72	63	▼
	Lighting of streets and public places	11	30	42	16	2	62	58	62	60	66	62	64	58	▼
Vibrant and prosperous	Economic development	2	16	47	21	13	NA	NA	NA	NA	NA	40	59	44	▼
	Development and activation of the area or precinct where your business operates	29	31	26	14		NA	NA	NA	NA	NA	43	57	44	▼
	Place marketing	35	38	24	3		53	51	55	56	55	48	48	51	=
	The Business Hub on the City's website	20	48	24	8		NA	NA	NA	NA	NA	52	53	45	▼
	Business events and networking opportunities	14	51	17	17		48	49	52	55	58	52	50	41	▼
Good governance and leadership	Council's leadership	3	24	36	21	16	45	50	49	52	54	50	54	45	▼
	Financial management	3	24	38	20	15	NA	NA	NA	NA	53	46	56	45	▼
	Communication	18	38	24	11	8	48	44	49	45	48	52	46	62	▲
	Community engagement on local issues	12	27	28	19	14	45	43	44	44	45	47	42	51	▲
	Customer service	20	30	27	10	12	NA	NA	NA	NA	NA	NA	NA	59	-
	Embracing change, innovation and technology	9	29	29	22	11	NA	NA	NA	NA	NA	NA	61	51	▲

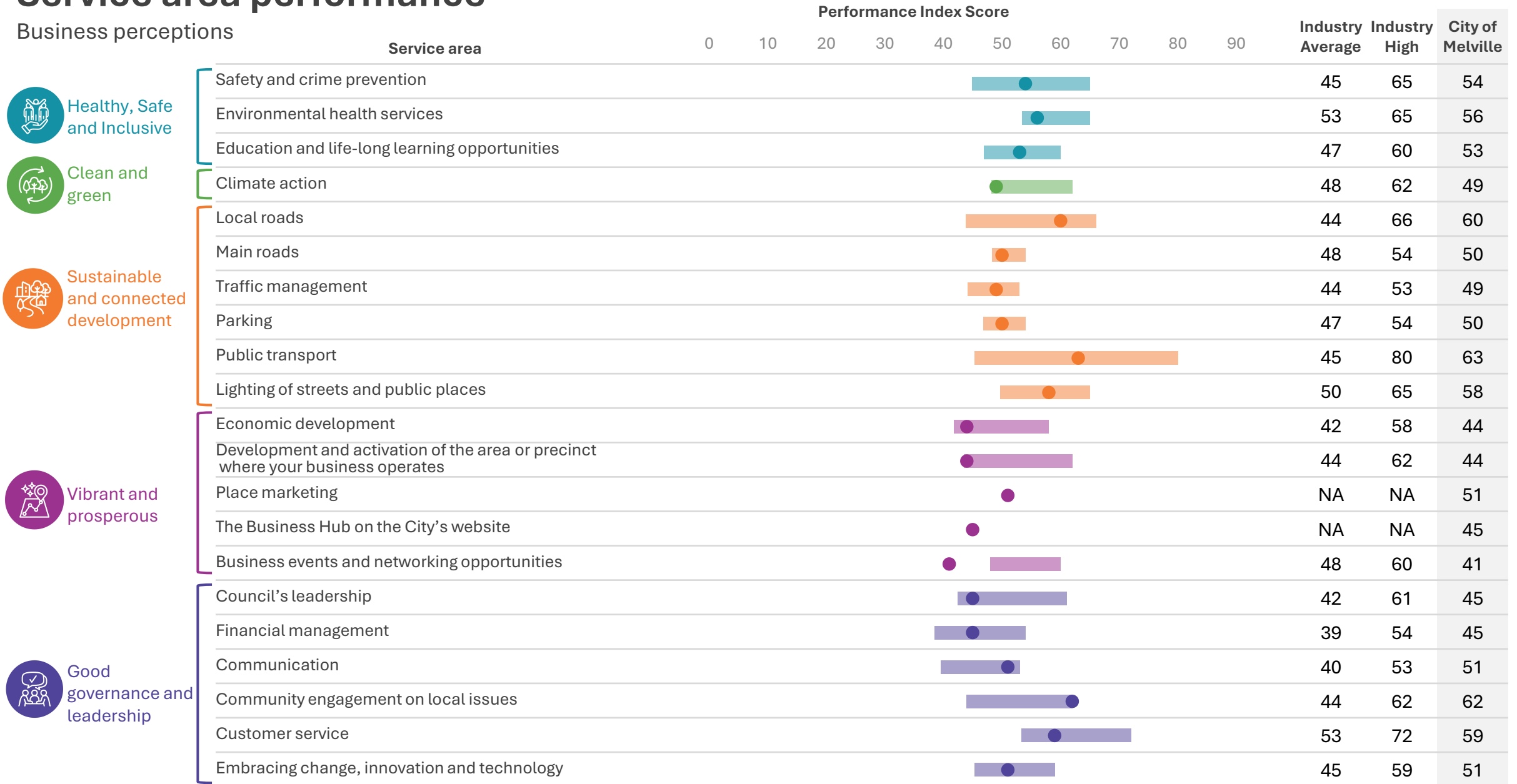
Q. How would you rate performance in the following areas? Base: Business respondents, excludes 'unsure' and 'no response' (n = varies from 25 to 105).

* Comparison against average of 'management of food, health and pollution issues' and 'management of noise issues'

^ Comparison against average of 'management of food and health issues', 'management of pollution issues' and 'management of noise issues'

Service area performance

Business perceptions



Q. How would you rate performance in the following areas? Base: All respondents, excludes 'unsure' and 'no response' (n = varies from 25 to 105).

● LGA performance score (Performance Index Score) ■ Target zone. Shading shows the industry average to industry high

Business aspirations

Encourage greater support for small, local businesses, including a stronger focus on buying local by Council and big business, and advocating on behalf of small business to represent their needs.

“Advocating on behalf of local businesses to support their retention in the municipality and assist with achieving a level playing field with large multi-nationals whose voices tend to be heard more with respect to the policy and regulatory environment affecting local businesses.”

“Better support of local businesses.”

“More support for local businesses and pro-active plans to get empty commercial premises active again. Promotion of river businesses and options.”

“Protecting the small businesses. Hawaiians Melville has lost so many small businesses over the past decade. There needs to be a cap on rent increases or stopping these big companies from taking over and pushing the little people out.”

“I think the City should make it mandatory that the big businesses that operate within the City, to join/be a part of the City's networking groups, become more engaged and involved, attend events and try to support the small businesses in the area. The same regular representatives of small businesses attend many functions, meetings and events and there are not many more opportunities to grow your business within Melville without connections. Not every business has access to a large marketing/sales budget and so rely solely on word of mouth or personal connections.”

“The City should lead by example and support and promote local business. Examples with Tender and Quotations considerations in the evaluations process for businesses operating within the City. Furthermore, if they employees are within the City. Procurement services to support and promote local business. Focus on small business, that money stays in the community.”

“Tender process evaluations need to be at arms length to remove favouritism for mates as has been the case for years...A review into this department will result in better services and save rate payers money.”

Business aspirations

Provide more business engagement and networking opportunities.

“Listen to suggestions rather than being dismissive.”

“Building a local community is great - we are a local business and that helps us engage better with the local community. Promote all that is available in Melville. Take people on the journey. Keep ensuring it is a great place to live and work.”

“Facilitate two-way engagement between the City and organisations or like-minded businesses for developing respect for strengthening the value to community and community members.”

“Creating practical, desirable opportunities for local business owners to meet, develop relationships and support each other. I've been to a few MCCC events but they're usually pretty awkward for newcomers, and they're held at times that are difficult for people with family commitments to attend. It would be good to see events held during business hours.”

“Like many small businesses I work from home, the opportunity to network is low. I'm in business consulting so I think that would be a good opportunity to do speed networking nights like Chamber of Commerce.”

“More support for people who work from home in their business - micro-entrepreneurs. I'd also like to see a focus with an intersectional gender approach.”

Offer greater assistance with regulations and compliance, including a reduction in red tape.

“Offer more assistance for compliance and regulatory.”

“Cut red tape. Promote small businesses. Review signage allowed per business.”

“Reducing red tape/paperwork to run a business.”

Keep rates low and affordable.

“General property rates to not have such increases, small business has a lot of running costs as is.”

“Keep rates minimal to help with increasing costs.”

“Rates & fees.”

“Reduce land rates.”

“Work to reduce council expenditure.”

Business aspirations

Improve transport infrastructure

“Better manage traffic and parking for staff retention.”

“Canning Hwy bottlenecks & flow - v.bad.”

“Improve the lighting on streets - in Canberra they have some lower streetlights which cover footpath and taller ones which help the road.”

“Better parking.”

“Parking”

“Free car parking is good.”

“Focus on fixing the roads.”

“The parking/road on the corner of Stock Road and Marmion St has been a mess for years. It looks horrible and the potholes are getting worse and worse.”

“Keep our locality clean and inviting with good access.”

Adopt and promote sustainable practices

“Focus ontaking away the waste and maintaining our trees parks and verges and native vegetation.”

“More chargers for electric vehicles would be good.”

“Provide businesses with recycling bins. I'm in a group of 7 small businesses and the amount of recyclables just thrown into general waste is appalling. Why can't we have some recycling bins?”

“Make people aware of good watering practices and improved retic systems.”

“Get a better handle on energy issues as they are going to impact everybody including the city.”

Invest in improved business and financial literacy

“The City needs Councillors with a decent level of financial and business literacy. The City's assets should be managed with robust life cycle business plans in place.”

“Help kids and young adults understand business and principles of the economy.”

Business aspirations

Facilitate safer places

“Increased investment in anticrime activities particularly around shopping centres.”

“Ensure the crime and anti social behaviour is under control.”

“Combat the drug issue related to certain households/people in Alfred cove (assume this is why you have the rangers patrolling and lights in park - thank you).”

Provide guidance and enforcement on lighting requirements for businesses

“Lighting guidance/enforcement for businesses. Lighting along car yards at Leach Hwy causes light glow and is attracting birds.”

Advocate for well maintained and up to date telecommunications infrastructure and services

“Make sure the NBN infrastructure is maintained and kept up to date, so that we don't lag in speeds and efficiency with our website management and our online customer shops specifically set up for customers. Free Website troubleshooter consultants?”

Unsure / not relevant / not the role of local government to support business and strengthen the local economy

“This is not the role of local government.”

“This is hard. I am a consultant in IT/Mining - I work from home mostly. Not that much the council can do for me I think.”

“Not really relevant to my business.”

“Not sure the Council can do much to help our business.”

“I'm a remote worker so don't think the local council can help.”

Other

“Help with Garden City upgrade.”

“Speak out and advocate on pressing issues like the Palestinian genocide. The Council should have no involvement with Israeli businesses or funds.”

City affiliate views

MARKYT Community Priorities | City affiliates

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



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

Q. Over the next 10 years, which areas would you mostly like the City of Melville to focus on improving? Base: Council affiliates, excludes no response (n = 32)

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

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

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

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