



MARKYT 

Community Scorecard

2023

Report

Prepared for



Prepared by



CATALYSE
FUTYR | MARKYT | CULTYR

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Strategic overview

Vision



32

% agree

4% points above
Industry Average

Liveability

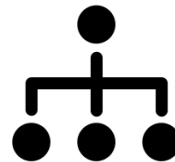


77

Performance Index Score

2 index points above
Industry Average

Governance



55

Performance Index Score

3 index points above
Industry Average

Rates Value



50

Performance Index Score

7 index points above
Industry Average

Top 3 performers

- Library services
- South West Sports Centre
- Sport and recreation facilities and services

Most improved

- Youth services and facilities
- Embracing change, innovation and technology

Strongest compared to other councils

- Youth services and facilities
- Children and family services and facilities
- Traffic management on local roads

Priorities



Bunbury City Centre development / activation



Community safety and crime prevention



Festivals, events, art and cultural activities



Tourism and destination marketing



Access to health and community services



Seniors' services, facilities and care



Streetscapes, trees and verges

Approach

Purpose



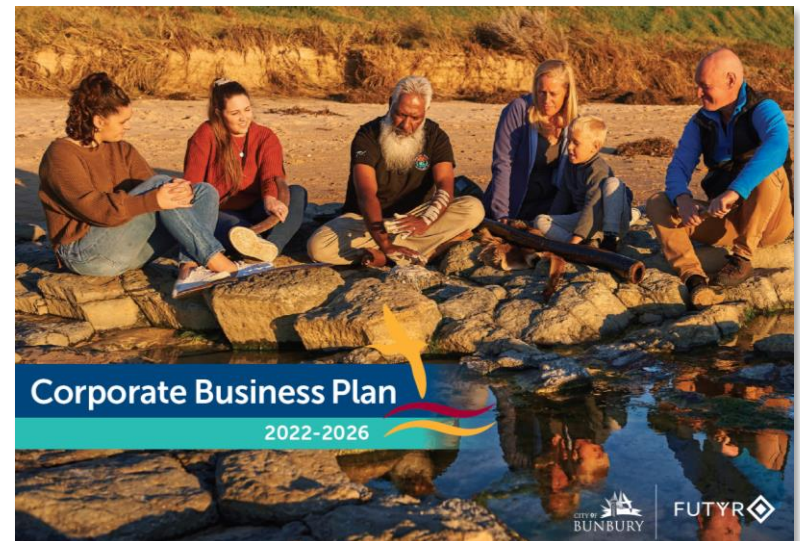
Department of Local Government, Sport and Cultural Industries

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

MARKYT Community Scorecard

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

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

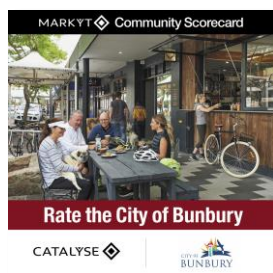
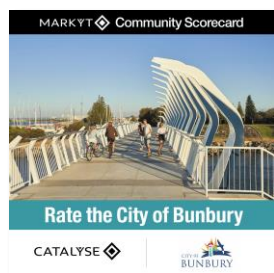
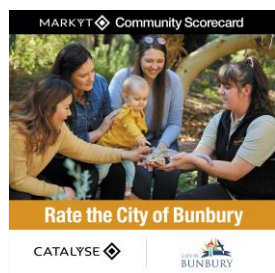


The Study

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

Scorecard invitations were sent to 4,000 randomly selected households; 1,000 by mail and 3,000 by email. The City of Bunbury provided supporting promotions through its communication channels.

CATALYSE® sent email invitations to the City of Bunbury's customer contacts, and the City provided supporting promotions through various communication channels. The scorecard was open from 1 to 18 August 2023.



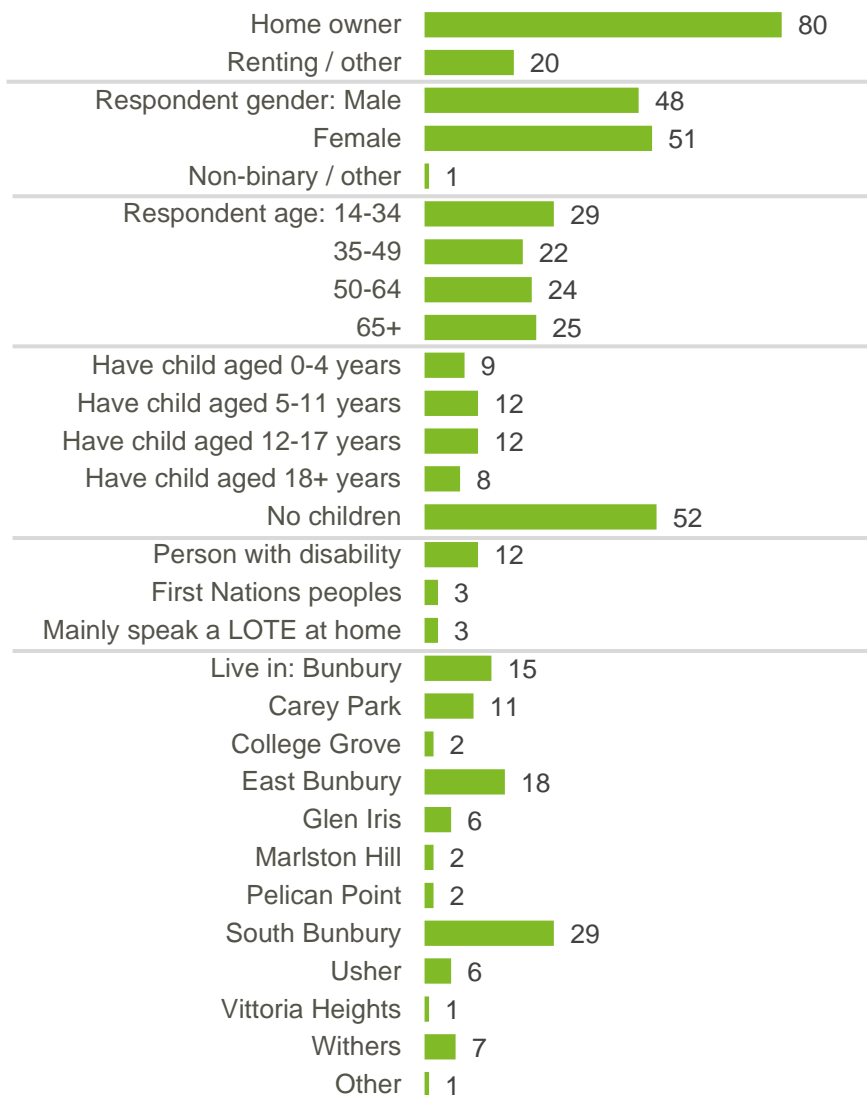
The scorecard was completed by **1026 community members** with various connections to the City:

Local resident	Local business	Out of area ratepayer	Visitor	Elected Member / Employee
783	120	35	159	63

The main body of this report shows responses from local residents. Responses were weighted by age and gender to match the ABS Census population profile.

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

% of resident respondents (weighted)



LOTE: Language other than English

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

Perth Region

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

Wheatbelt Region

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

South West Region

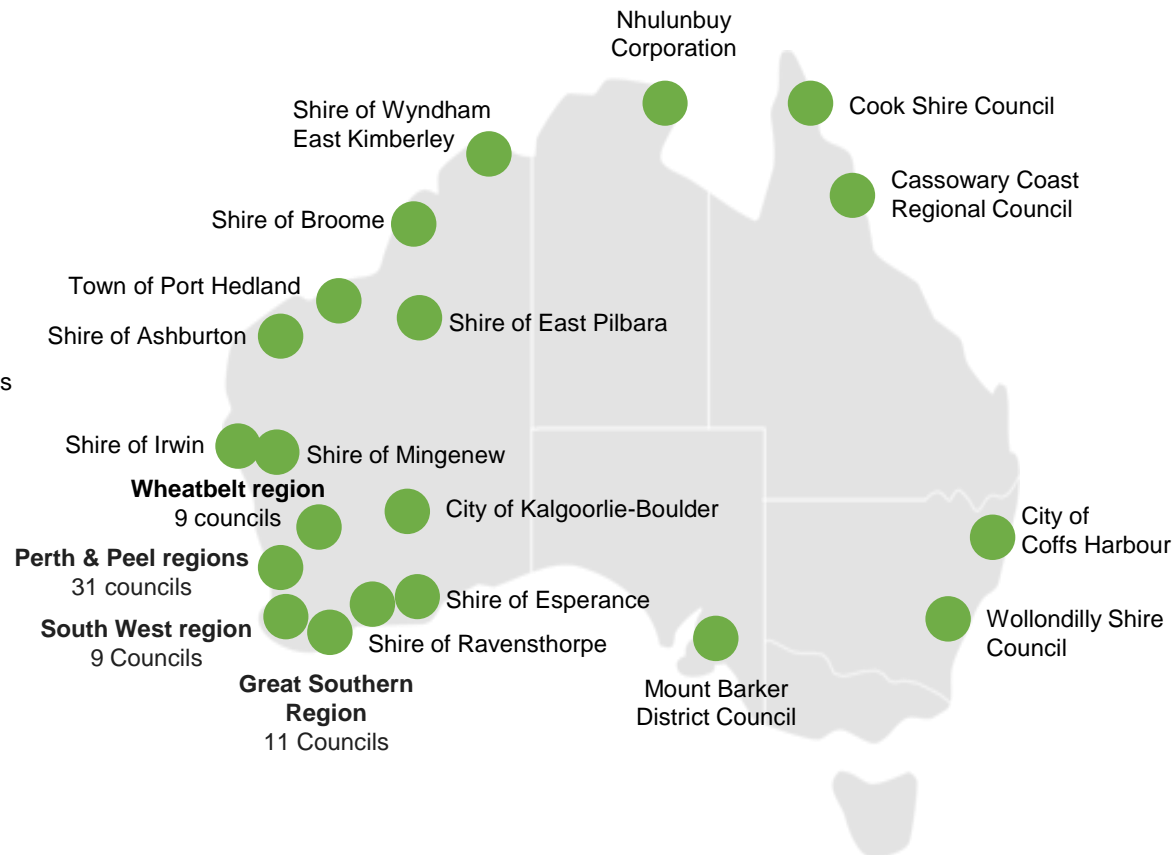
Shire of Augusta-Margaret River
Shire of Bridgetown-Greenbushes
City of Bunbury
City of Busselton
Shire of Capel
Shire of Collie
Shire of Dardanup
Shire of Donnybrook-Balingup
Shire of Harvey

Great Southern Region

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

Peel Region

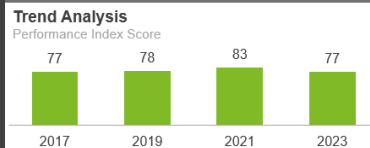
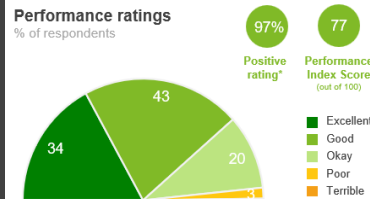
Shire of Boddington
City of Mandurah
Shire of Murray
Serpentine-Jarrahdale Shire



How to read performance dashboard charts

Performance Ratings

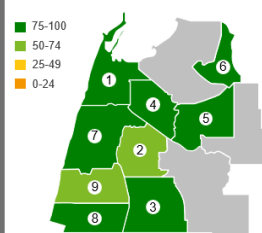
The chart shows community perceptions of performance on a five point scale from excellent to terrible.



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

Geographical variances

Performance Index Score



Location

1 Bunbury / Marlston Hill	78
2 Carey Park	71
3 College Grove	81
4 East Bunbury	76
5 Glen Iris / Vittoria Heights	79
6 Pelican Point*	87
7 South Bunbury	79
8 Usher	76
9 Withers	73

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 77	0-4 years 76	Disability 74
Female 77	5-11 years 78	First Nations 70
	12-17 years 76	Mainly speak LOTE* 72
Age		Home ownership
14-34 years 75	18+ years 77	Home owner 78
35-49 years 75	No children 77	Renting / other 73
50-64 years 78		
65+ years 80		

Geographical and community variances shows how results vary across the community based on the Performance Index Score.

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

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

Trend analysis shows how performance varies over time.

Council Score is the Council's performance index score.

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

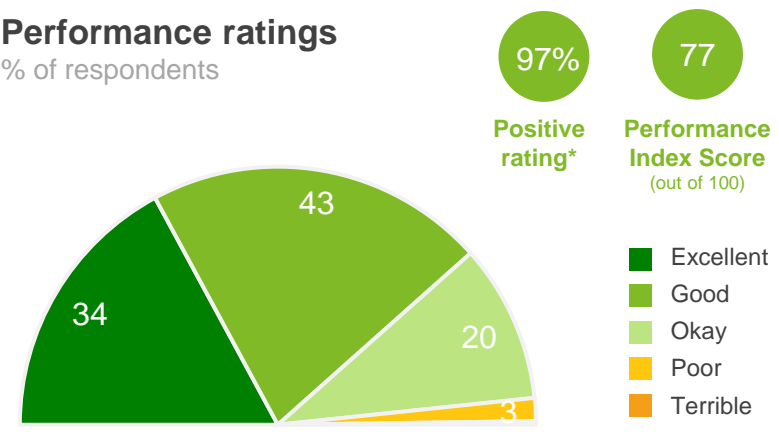
Industry Average is the average score among councils that have completed a comparable study with CATALYSE®.

Overall place perceptions

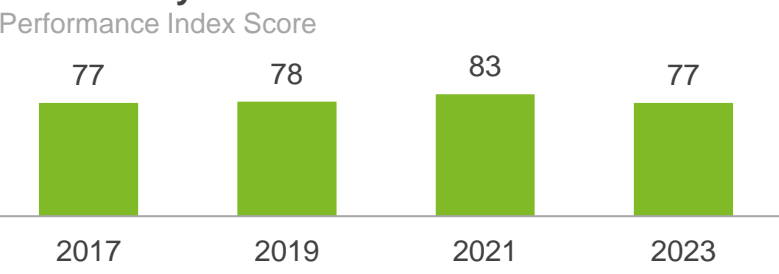
Place to live

Performance ratings

% of respondents



Trend Analysis



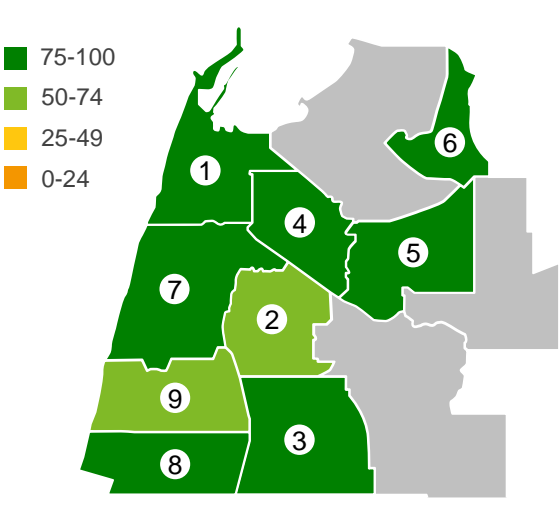
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	78
2	Carey Park	71
3	College Grove	81
4	East Bunbury	76
5	Glen Iris / Vittoria Heights	79
6	Pelican Point#	87
7	South Bunbury	79
8	Usher	76
9	Withers	73

Community variances

Performance Index Score

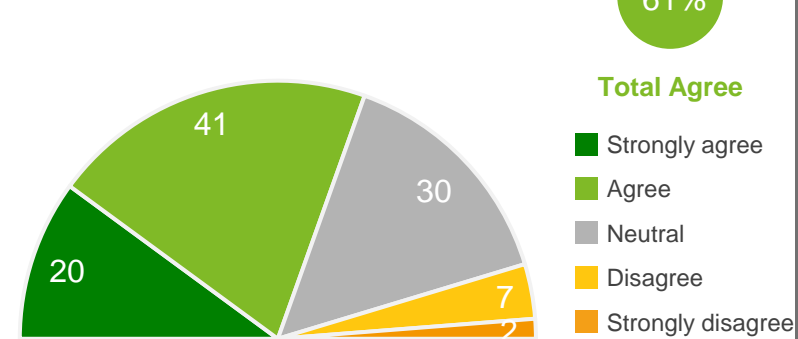
Gender		Age of children		Disability & culture	
Male	77	0-4 years	76	Disability	74
Female	77	5-11 years	78	First Nations	70
Age	14-34 years	12-17 years	76	Mainly speak LOTE#	72
	35-49 years	18+ years	77	Homeownership	
	50-64 years	No children	77	Homeowner	78
	65+ years			Renting / other	73

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 780).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

I am proud of Bunbury

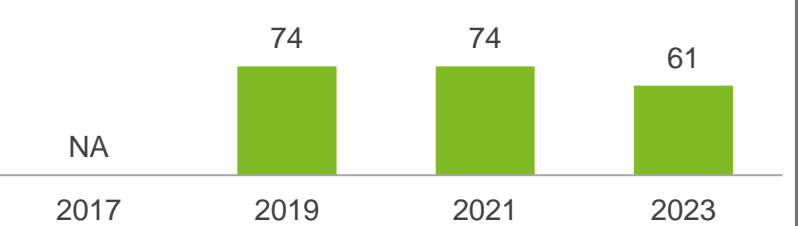
Performance ratings

% of respondents



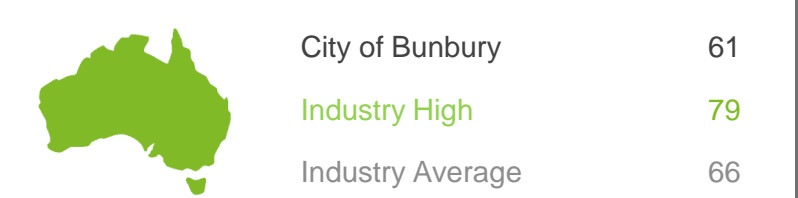
Trend Analysis

% agree



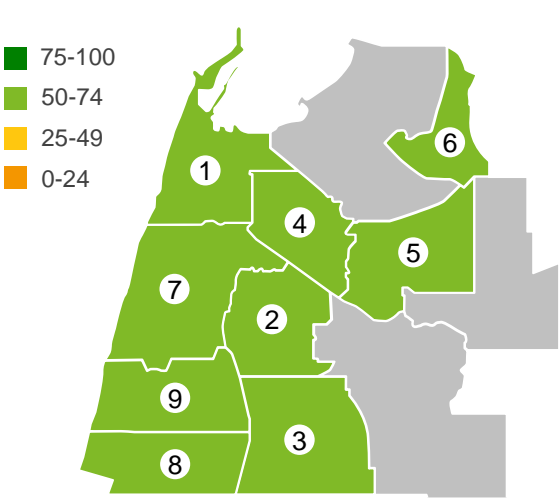
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1	Bunbury / Marlston Hill	71
2	Carey Park	54
3	College Grove	69
4	East Bunbury	58
5	Glen Iris / Vittoria Heights	57
6	Pelican Point#	66
7	South Bunbury	60
8	Usher	62
9	Withers	60

Community variances

% agree

Gender		Age of children		Disability & culture	
Male	59	0-4 years	53	Disability	57
Female	62	5-11 years	65	First Nations	67
Age		12-17 years	56	Mainly speak LOTE#	66
		18+ years	55	Homeownership	
		No children	63	Homeowner	62
				Renting / other	58
14-34 years	54				
35-49 years	57				
50-64 years	62				
65+ years	70				

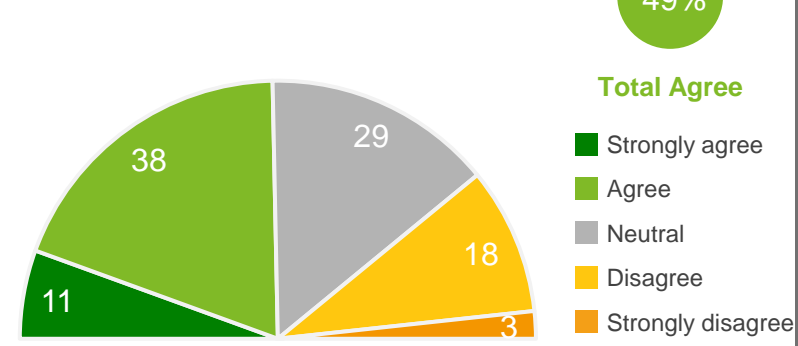
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'unsure' and 'no response' (n = 742). # Small sample size (<20 respondents)

Achievement of the City's vision: Bunbury is welcoming and full of opportunities

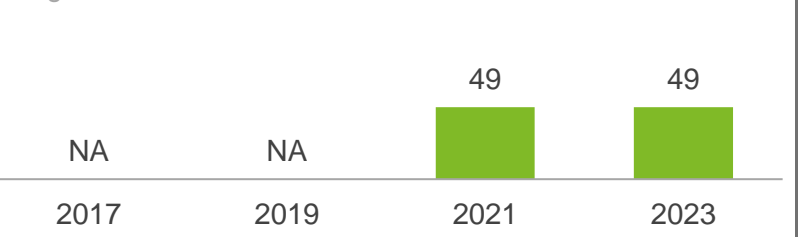
Performance ratings

% of respondents



Trend Analysis

% agree



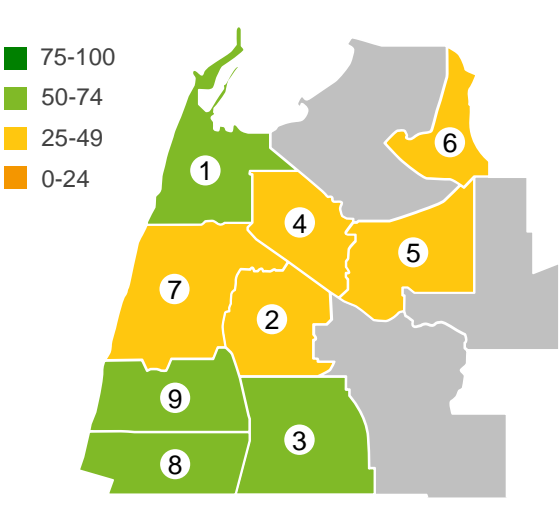
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1	Bunbury / Marlston Hill	53
2	Carey Park	45
3	College Grove	55
4	East Bunbury	47
5	Glen Iris / Vittoria Heights	48
6	Pelican Point#	49
7	South Bunbury	48
8	Usher	52
9	Withers	56

Community variances

% agree

Gender		Age of children		Disability & culture	
Male	49	0-4 years	48	Disability	42
Female	49	5-11 years	58	First Nations	48
Age		12-17 years	47	Mainly speak LOTE#	60
		18+ years	36	Homeownership	
		No children	53	Homeowner	48
				Renting / other	56
14-34 years	50				
35-49 years	47				
50-64 years	45				
65+ years	55				

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 746). # Small sample size (<20 respondents)

MARKYT  industry comparisons

Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Bunbury as a 'place to live' and as a 'governing organisation'. The City of Bunbury's overall performance index score is 66 out of 100, 2 index points above the industry average.

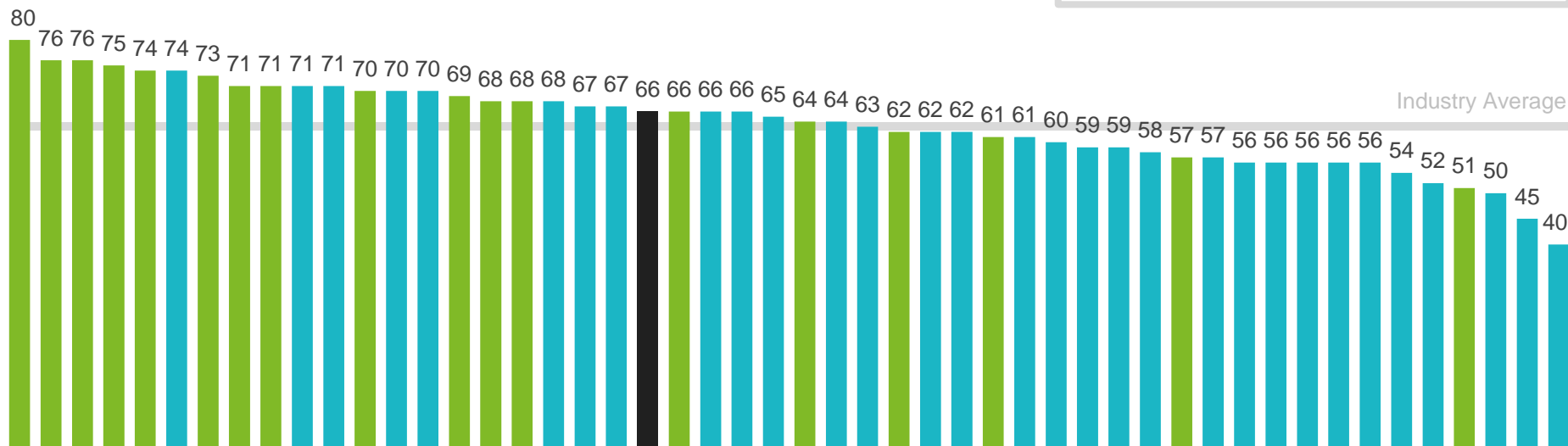
Overall Performance Index Score

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

■ City of Bunbury

■ Metropolitan Councils

■ Regional Councils



MARKYT Industry Standards

Performance Index Score



City of Bunbury 66

Industry High 80

Industry Average 64

How to read the MARKYT Benchmark Matrix

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

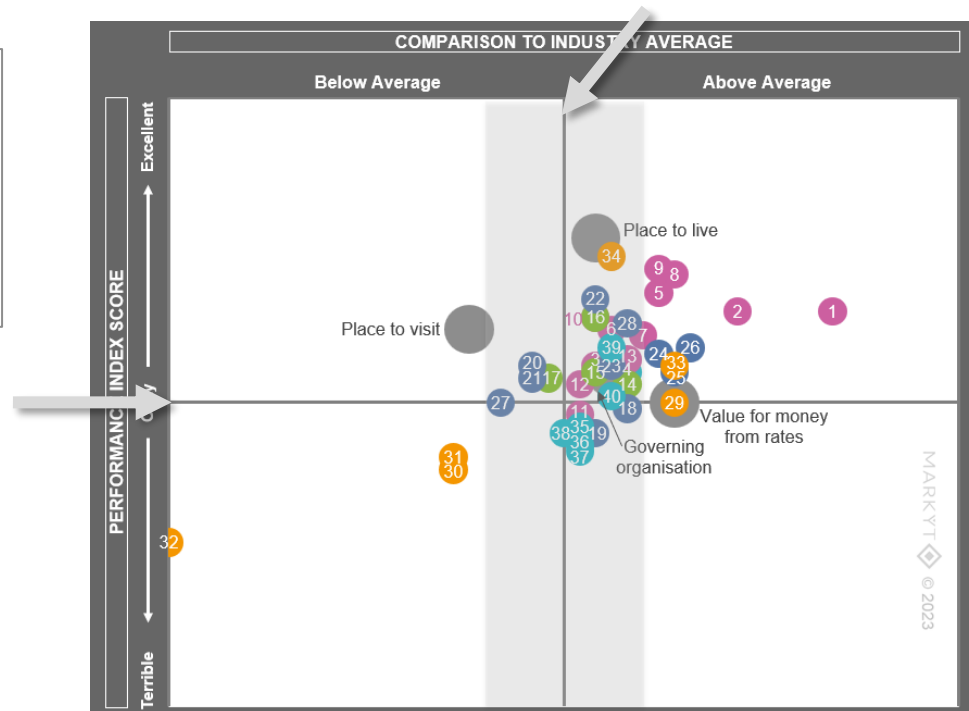
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

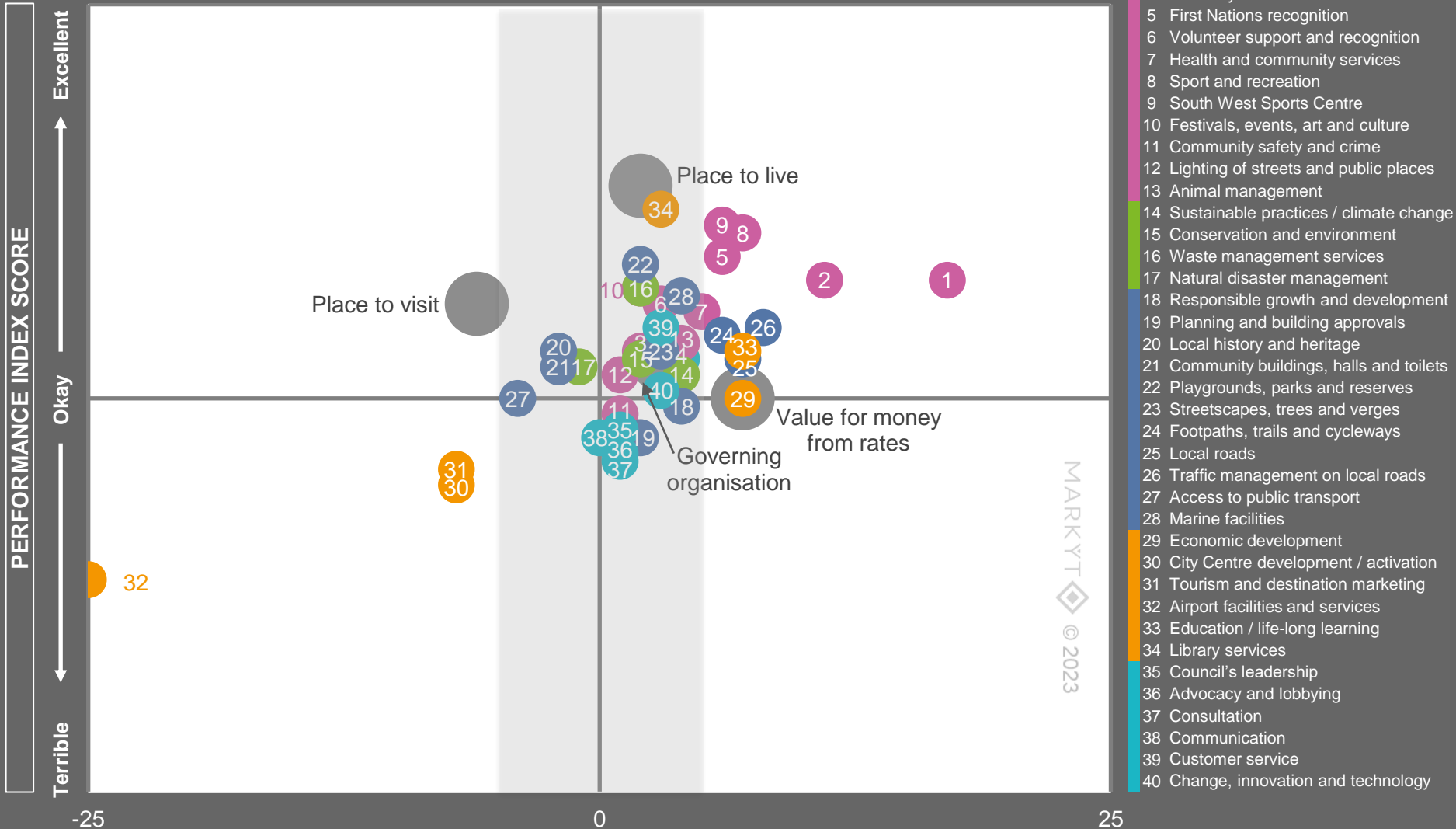
- People
- Planet
- Place
- Prosperity
- Performance

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



MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



MARKYT  community trends

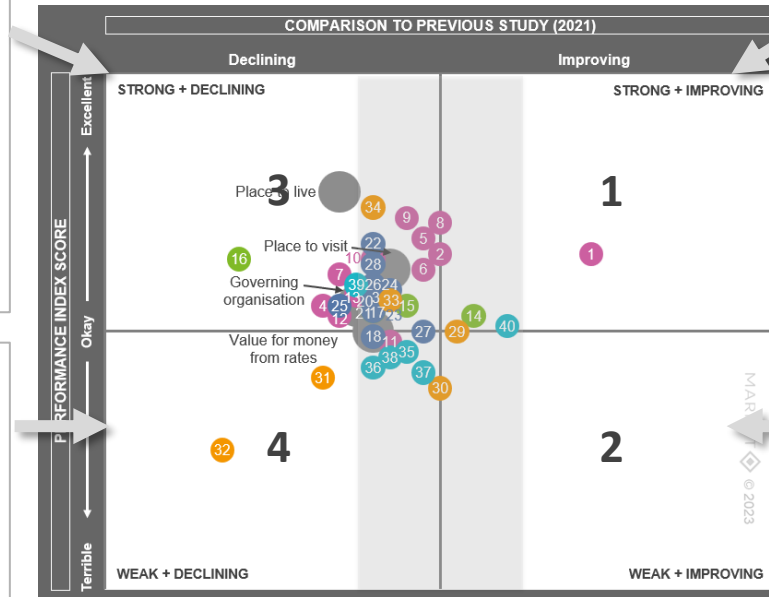
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

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

- Waste management services
- Disability access and inclusion
- Health and community services
- Lighting of streets and public places
- Local roads

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

- Airport facilities and services
- Tourism and destination marketing
- Advocacy and lobbying



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

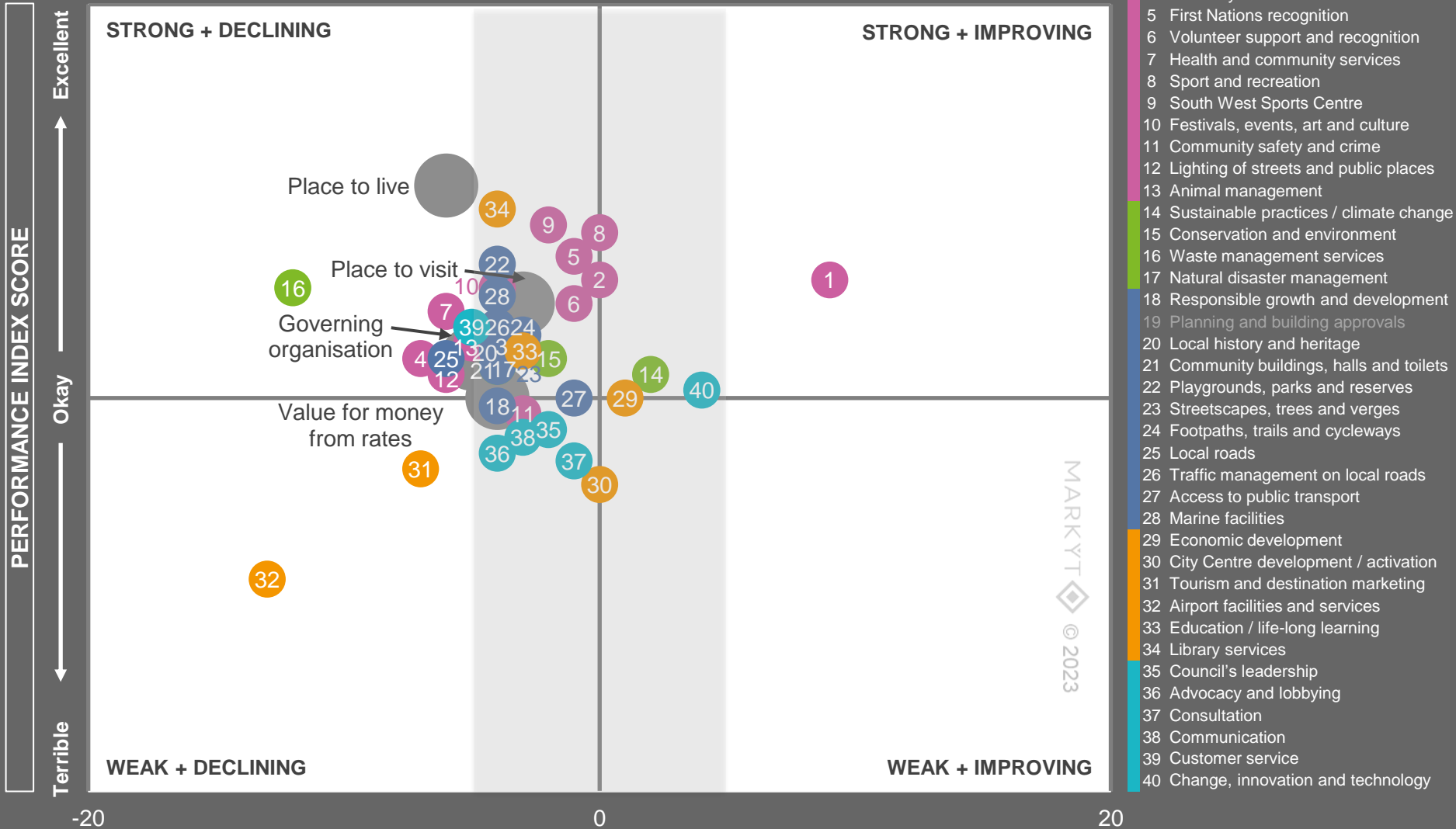
- Youth services and facilities
- Embracing change, innovation and technology

Window 2 includes lower performing areas that are improving.

- There are no services in this quadrant this year.

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2021)



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

* Service areas in grey have no trend data.

MARKYT  community priorities

How to read the MARKYT Community Priorities

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

CELEBRATE the City's highest performing areas.

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

REVIEW lower performing areas.



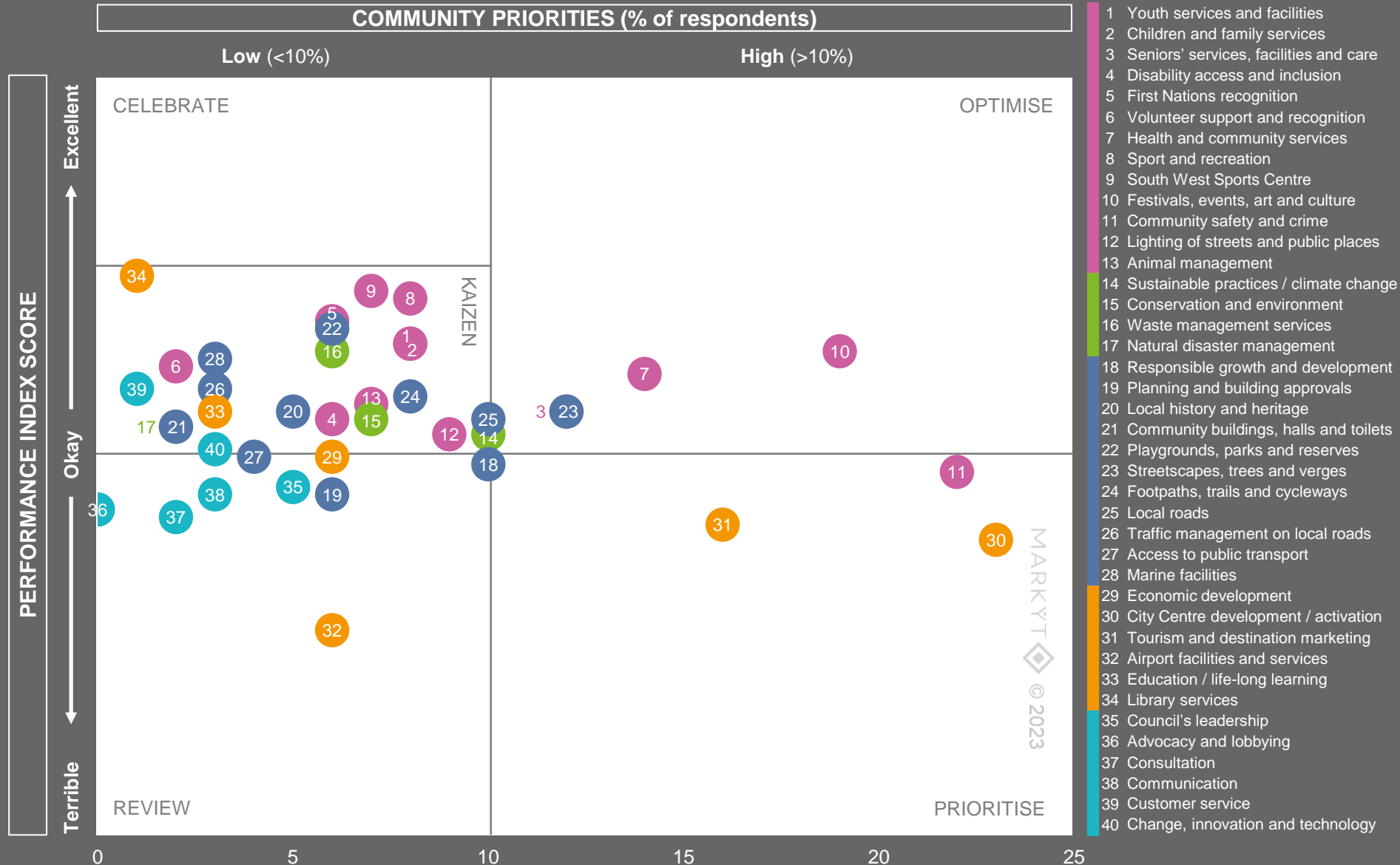
OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

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

Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

MARKYT Community Priorities



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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 678)

Bunbury City Centre development/activation

Community driven actions

- Attract a variety of small businesses, shops, bars, restaurants and entertainment to fill vacant buildings and add vibrancy to the city centre. Suggestions include:
 - Advocate for landowners to improve their properties.
 - Advocate for more affordable rents.
 - Provide incentives such as rate subsidies.
- Improve streetscapes to make the city centre more appealing for businesses and customers. Suggestions include:
 - Tidy shop fronts and keep streets clean.
 - Introduce pedestrian malls and more al fresco dining.
 - More green spaces and street art.
- Advocate for more apartment developments to grow the inner-city population.
- Provide better connections between the CBD, waterfront and other hubs.
- Provide more free parking.

Community Voices

"The town centre is dead. So sad for Bunbury. Attract business into the centre, perhaps with cheaper rents? I don't understand why everything moves out to Eaton."

"The City Centre needs to be reinvigorated. The number of empty shops is atrocious. Cheaper rent/subsidies to local business, a closed off pedestrian mall & festivals held within the city might bring people in."

"Assistance to local business to open up shops and stay there within the City Centre to help create a vibrant city culture."

"Keep the city parking free, or 3 hour limit is ok. Make it obvious for visitors."

"Clean up the city centre. Make it aesthetically inviting. Tidy up shop fronts. Encourage development."

"Upgrade streetscapes, street furniture and planting. Support the retention and reuse of heritage buildings that provide so much CBD character. Bring the old Railway Station back to life."

"Dealing with vacant shops/landlords. Closing main street for markets and street dining, parades etc. Improved streetscaping etc. Continue with culture and street art (sculptures, murals), trees etc."

"Make part of Victoria Street a mall, closed to traffic. Businesses that are actually open in the city on the weekend. Connect the Band Shell to the waterfront better, redevelop it and make the estuary frontage more dynamic with eateries and other attractions."

"Focus on AFFORDABLE (not luxury apt) city living for professionals, singles/young couples: If they live in the city, they will spend more of their disposable income in the city centre too. The new generation also cares about the environment so it's even better perks if they work in the city too as they can walk to work!"

"To make the city vibrant you need foot traffic. This can be achieved by encouraging apartments in the CBD ie less empty shops, more people who are looking to use the cafes and eateries."

"Bunbury is surrounded by water but has failed to capitalise on this and the railway station should be relocated back in the city centre."

"Greater interaction between areas. City centre is so disjointed, there is no active plan. Busselton has been able to connect foreshore with city centre, which makes it a more attractive destination. Bunbury needs plan to have CBD, beach, Koombana Bay, foreshore and 'lake' to become more intertwined - with local art, commercial hospitality activities and tourism."

Community safety and crime prevention

Community driven actions

- Provide more drug education and prevention programs.
- Provide accommodation and support services to reduce homeless sleepers in the CBD, the bus shelter, public toilets etc.
- Engage with at-risk youth by providing education and training opportunities, mentoring and activities.
- Advocate for a more visible police presence with more patrols and more engagement with the community, particularly at-risk youth.
- Provide more ranger security patrols.
- Install more CCTV and lighting in streets, parks and public areas to deter criminal activity and make the streets safer to walk at night.

Community Voices

"Petty crime and drugs are a massive issue in Bunbury and needs a concentrated effort to stamp out."

"More drug use prevention programs. More CCTV in community areas/facilities. Security presence. More police interaction with locals/ youths to help develop and promote positive attitudes to law enforcement"

"Drug education to all young people and what happens when you take drugs show them EXAMPLES and what happens afterwards NOT any good at all please get it through to them with EXAMPLES you have to be Stronger to [try] to stop this DRUG culture NOW before it's too late."

"Target drug use, manufacture and dealers. Make Bunbury a difficult place for them to be active."

"Address homeless people in the Bunbury CBD and look at short term housing issues."

"More is needed to address the homelessness and crime rate. For a small town, police and community workers should be more present and an emphasis on giving whoever the criminals are deterrents to stop committing the crime. You should feel safe walking Bunbury streets at night and I don't believe people are."

"Improve sense of community and community safety. Youth education programs and working with community to reduce crime."

"Look at issues of youth crime, boredom, financial. Consequences for crime ie community service. Encourage taking part in sports. Mentoring. Employment."

"Extra police in suburbs. Interaction with Police / Community / kids. CCTV, security cameras."

"Liaise with local Police to start street patrols day and night especially around the Bus Terminal, Koombana, Youth Precinct. Maybe look at security companies hired for daily and nightly patrols for the feeling of safety wherever you want to venture."

"More CCTVs. Rangers more active in handling bad neighbor behaviour when it is safe to do so and doesn't need police presence."

"More street lighting in back streets. More surveillance cameras in public areas."

"Better street lighting. Get the drug dealers out of the CBD. More resources for the homeless, stop the begging and stealing."

Festivals, events, art and cultural activities

Community driven actions

- Provide a variety of events and festivals to encourage community connection and to develop Bunbury as a tourist destination. Suggestions include;
 - Family-friendly events such as street markets and concerts
 - Adults-only events
 - Multicultural events
 - Music festivals
 - A trademark event that is unique to Bunbury
- Advocate for funding to attract more local and international touring acts to Bunbury.
- Invest more in promotion and advertising of events and festivals.
- Upgrade BRAG facilities (eg a café, gift shop)
- Advocate for the development of a purpose-built art gallery to house high-quality collections and exhibitions.

Community Voices

"Family friendly concerts/evenings, street markets in city centre with food, live bands"

"There is only a food festival for multicultural and nothing else. Considering we are multicultural there should be activities or groups that people can go to besides a food festival."

"Encourage more musical acts to come to Bunbury. A better variety of acts with different types of music. Larger markets. More events aimed at adults and not only families."

"Finding a unique area that Bunbury excels in and translating into festivals and events that will build Bunbury's identity."

"We need to find a "trademark" event that Bunbury can own.....for example, the cows in Cowarumup, or Busselton's many events that it owns."

"Actually invest in bringing in larger artists to perform at BREC and in Bunbury. Try and jump on board of tour dates of artists so facilitate larger acts for the people as we only have small capacity venues and it's a positive thing for tourism and really setting Bunbury apart."

"There is not enough information of upcoming events advertised the Council is very poor in this area you seem to find out about it after the event."

"Notify in multiple media forms before events are on. I always seem to read about things after the event."

"More events to generate jobs and money for the city. More advertising for metro patrons to spend in our town."

"An exciting and dynamic gallery gift shop. A Cafe at the art gallery open every day. More highly promoted city arts markets. Promoted throughout the state and made successful through promotion as an art and craft destination."

"More support for the Bunbury Regional Gallery to secure tourism-worthy exhibitions. Funding for the City of Bunbury Collection to acquire relevant artworks by WA artists. A purpose-built A-class gallery to house the collection and to attract high quality exhibitions. The area could attract tourists like the Guggenheim in Bilbao, for example."

Tourism and destination marketing

Community driven actions

- Allocate more resources (funding and staff) to promoting Bunbury as a tourism destination. Focus on unique experiences and Bunbury's location as the gateway to the southwest.
- Improve signage directing tourists into Bunbury and promoting local attractions.
- Provide a variety of accommodation options for tourists, ranging from free camping and better facilities for caravans to 5-star hotels.
- Develop Back Beach into a vibrant, connected foreshore precinct similar to Scarborough, Mandurah, and Busselton.

Community Voices

"We need a tourism officer."

"Bunbury is such a pretty place yet while visiting overseas or interstate no one knows of Bunbury & when asked where it is & you answer near Busselton or Margaret River, they all seem to know where they are, so more advertising is needed."

"We need to utilise our connection to the southwest of W.A. Busselton is absolutely murdering Bunbury in tourism and destination management. With the bypass if Bunbury doesn't work on it Busselton will become "The Gateway to the Southwest Experience." For the love of god utilise the gems we have – "Just 30 minutes north of the Busselton", use "Southwest" in everything that you advertise."

"Actually market the city to tourists - there is so much to do here, but council does not effectively market our assets. We have just as much to offer as Busselton, yet we are getting left behind."

"STOP advertising cafes... start advertising Bunbury experiences.. hang gliding back beach.. great beaches... amazing fishing.. wineries... the gin distillery...the back beach blow hole... the dolphins.. all the experiences that Busselton, Margaret River etc promote within their shires!!!"

"Signage to direct people into Bunbury. Signage or a tourism board with a map showing the new play areas, restaurants, shopping etc to direct people into the town."

"Improvement in selling the city as a tourism spot needs clear and obvious signing for the dolphin centre, city centre and beaches "

"If Bunbury is trying to encourage tourists with caravan parking along Ocean Dve, you really should install a dump point and water supply for caravan travellers."

"Priority... More 4+ star accom and a 5 star!"

"We need to be more like Mandurah and Busselton with their foreshore. We have amazing waterfront destinations that are terrible. We could have a foreshore like Mandurah. Our back beach is wasted. People skip through here to go to Mandurah or Busselton."

"Develop the back beach with cafes and retail and hotels. It's a prime opportunity to attract people and businesses and you've done nothing with it forever."

Access to health and community services

Community driven actions

- Lobby the state government for funding to provide more health care services throughout the City. Specific mentions included GPs (particularly bulk-billing), specialists, nurses, OTs, paediatricians, dentists and after-hours clinics offering a range of non-emergency services.
- Advocate for further upgrades and expansion of the Bunbury Hospital to support the growing population – more staff and beds, more equipment, a bigger emergency department.
- Improve accessibility to the hospital with more parking and patient transport services.
- Provide more mental health, homelessness support and drug rehabilitation services throughout the City.

Community Voices

"To lobby State and Federal governments for increased funding to attract more psychiatrists, paediatricians, GPs, specialists especially including pain specialists."

"More doctors and bulk billing . A better or 24-hour service for non-emergency medical issues , take some pressure off the emergency department at the hospital . For example maybe an area you can go to in the hospital separate to emergency department. More mental health services that are affordable. Waiting lists to see a psychiatrist is horrendous and expensive."

"Public specialty appointments are so scarce to non-existent. Eg OT, Speech therapy, paediatrician, child psychologist. The private services are overwhelmed with waiting lists of months to years for vital services. Increased services will provide urgent care preventing long term problems"

"Clinics for common requirements like Vaccinations, Blood Checks, Heart Checks, Age Well Facilities."

"Upgraded hospital facilities. I have had to visit the Emergency Department with my toddler and the facilities are old, dated and need improvement. An after-hours doctor and doctors who bulk bill would alleviate pressure on the hospital as well"

"Addressing the Bunbury public hospital emergency department wait times, bed availability and availability of specialists so we don't have to travel to Perth for all of the above and more."

"Lobby to state and federal governments to increase nurse to patient ratios in hospital. Safety for staff. Easier transport for clients/patients. Better awareness of services. Update some facilities."

"Need to build another hospital waiting time in ED is crazy the car park which was upgraded is still overflowing and can't get parking during the day."

"Free transport for health card holders to medical appointments."

"Homelessness is on the rise, let's take care of those less able too. Community housing and mental health facilities."

"Better facilities for mental health. Better facilities for the drug epidemic Better facilities and programs to tackle the increased homelessness around Bunbury. Better programs/facilities to help curve the current youth crisis (crime, mental health, family problems)."

Seniors' services, facilities and care

Community driven actions

- Lobby for a wide range of accommodation and care options for seniors including affordable housing, lifestyle villages and high care facilities.
- Provide more home care services to support seniors living independently at home.
- Improve senior access to services and activities with improved footpaths, seating, more disabled parking and community transport services.
- Provide more spaces for seniors to meet with a range of activities to encourage socialising and healthy living.
- Advertise the range of services and activities available for seniors more widely – do not rely solely on electronic communications.

Community Voices

"Provide or facilitate suitable affordable accommodation for elderly."

"More Retirement Villages that compare with those offered by Busselton."

"Monitoring the growth of the Senior's demographic, basing a needs analysis on same and negotiating / lobbying with government and providers to have appropriate facilities in place in a timely manner."

"The aging population will require more care. Home care, followed by residential care. Residential care is severely limited and the hospital is clogged with high level care seniors with no appropriate place to go. Increase residential high care facilities."

"Better options for aged care support, particularly for those in home care."

"The most important for me is to allow elderly people to live the last years of their life in their own homes, instead of strange surrounding. More home care visits, elderly people would be much happier living in the comfort of their own homes."

"More Acrod parking. There are very few in the city without having to walk quite a distance which is impossible for most Acrod parking holders."

"Free transport for those unable to drive, free gardening services and cleaning services for those elderly living in their own homes."

"Make Bunbury accessible for elderly wheelchair or walker users. Walk the main street and see all the bumps in the footpaths and steps as you go into shops. The bumps are so uncomfortable for a person in a chair and getting the wheelchair into shops can be almost impossible."

"Providing inclusive, accessible, affordable programs to enhance the lives of aging community"

"Keep funding and supporting the senior citizen centre opposite post office. The population is aging and places like this are very important to us."

"Facility as a meeting place with adequate parking. The senior citizens [centre] near the main post office has like 7 car bays and the ones adjacent to the post office are marked as 15mins only. Also to make it cheap to attend, these people have paid taxes and rates all their life, if annual fees are too high they just can't afford it"

"How about a directory of what is available for seniors including leisure activities."

"Better access to aged care facilities (not necessarily aged care homes) and providing information on what services are available and not relying on the internet and my gov stuff."

Streetscapes, trees and verges

Community driven actions

- Beautify Bunbury's streetscape and create a tree canopy for shade and to support biodiversity by planting more native trees and plants on verges, median strips and in public spaces.
- Provide a more attractive entry to Bunbury and keep the streets clean and tidy to improve street appeal.
- Keep trees watered, pruned and well maintained and remove any dead trees.
- Keep verges mowed, neat and well maintained and support the planting of native/edible verges.
- Review landscaping along Ocean Drive and Back Beach – consider planting native ground cover, shrubs and trees instead of grass.

Community Voices

"More trees being planted on verges to create more shade and enhance the street views."

"Bunbury has a very harsh feel about it now. With higher density housing many of the taller trees that added the greenery have gone. Not only does the area need trees replaced but also the softer undergrowth and plantings rather than so much concrete. For example, put plants back in road islands, trees in all of the city centre like in the coffee strip, mass plantings around old railway station/Bricknell Shell area"

"I would like the City to plant more trees in streets in my suburb (Vittoria Heights). Trees reduce the ambient temperature up to 4/5 degrees in summer, provide shelter from rain in winter when caught short walking the dog etc. They make the suburb look green and leafy and enhance the ambience of the street. They also provide shelter to birds and other wildlife."

"All major roads into & out of our city have roundabouts. The plants are very poorly maintained or incorrect plants for locations. As we have a moderate climate and a good water supply, we could certainly make a good impression to visitors."

"Regular cleaning up main street from rubbish and leaves in the CBD."

"Bunbury's streetscapes are an eyesore. There is no uniformity/consistency and no evidence of strong design. Trees are immature and not maintained. Verges are, on the whole, unkempt. Take a leaf out of Busselton's book - they know how to do a good streetscape, reserve, park."

"Maintenance to existing trees in the suburbs, regular pruning, trees are too big and residents are constantly cleaning up council assets mess at the homeowners expense."

"Driving through East Bunbury particularly King Road and Herbert Road the state of the council verges is appalling. Clean up all council land and have regular maintenance carried out throughout Bunbury not just in the CBD."

"To be able to plant gardens on the verge maybe natives"

"Plant more natives. The recent planting of grass along Ocean Drive was a terrible decision showing the very poor understanding of the council. We found this upsetting. Native ground cover + bushes is much more attractive and attracts birds etc."

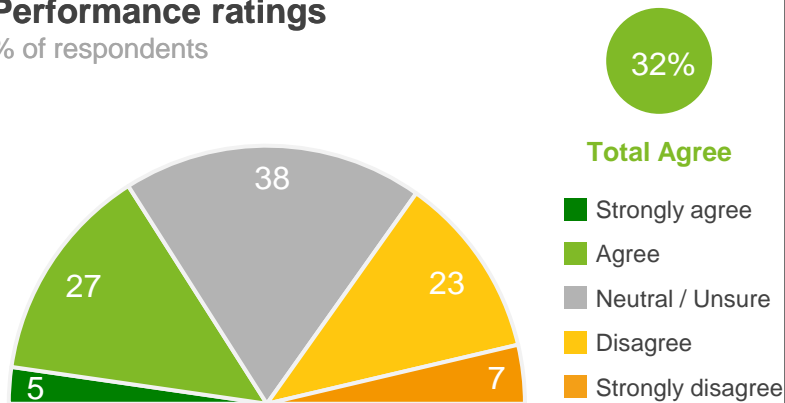
"Replace all the grass recently planted along Ocean Drive with native ground cover, plant more native plants in the dunes to create stability. Plant trees for shade along Ocean Drive, there is currently no shade and the pavement gets up to 40 degrees in summer."

Performance levels in the PERFORMANCE pillar

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

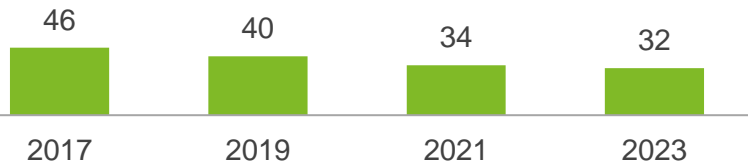
Performance ratings

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

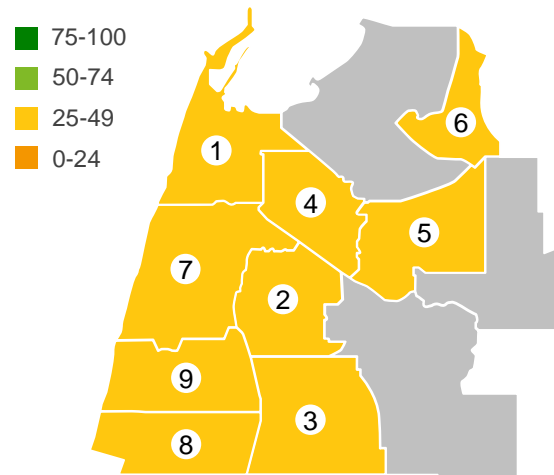
% agree



City of Bunbury	32
Industry High	50
Industry Average	28

Geographical variances

% agree



Location

1 Bunbury / Marlston Hill	31
2 Carey Park	33
3 College Grove	47
4 East Bunbury	32
5 Glen Iris / Vittoria Heights	31
6 Pelican Point#	27
7 South Bunbury	31
8 Usher	31
9 Withers	38

Community variances

% agree

Gender

Male	31
Female	32

Age of children

0-4 years	27
5-11 years	38
12-17 years	28
18+ years	20
No children	32

Disability & culture

Disability	27
First Nations	19
Mainly speak LOTE#	41

Age

14-34 years	34
35-49 years	29
50-64 years	28
65+ years	36

Homeownership

Homeowner	32
Renting / other	33

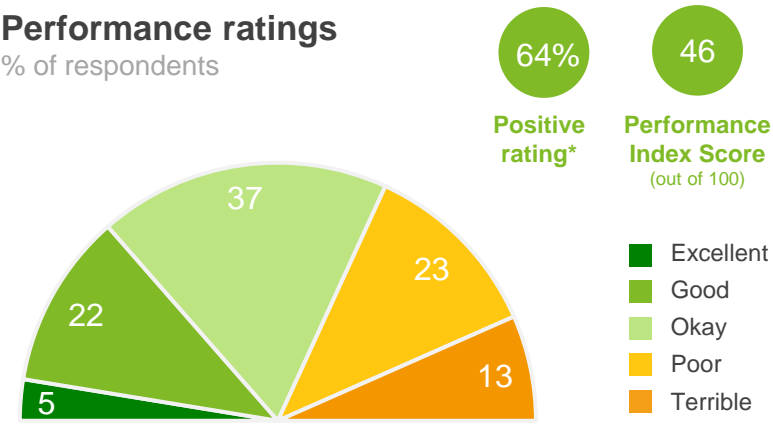
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 758). # Small sample size (<20 respondents)

Council's leadership

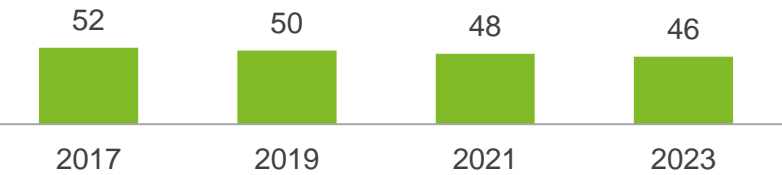
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



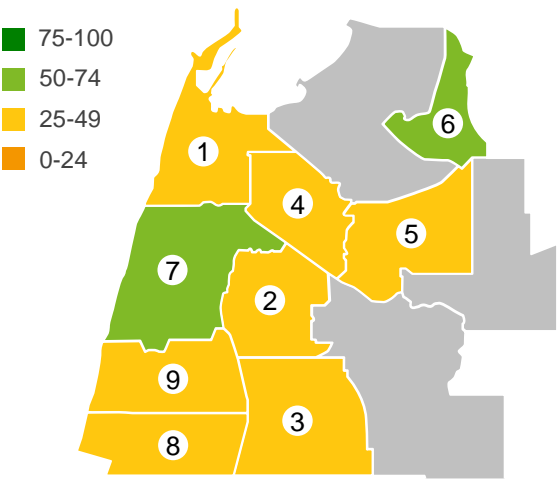
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	44
2	Carey Park	41
3	College Grove	43
4	East Bunbury	46
5	Glen Iris / Vittoria Heights	43
6	Pelican Point#	50
7	South Bunbury	50
8	Usher	45
9	Withers	44

Community variances

Performance Index Score

Gender

Male	42
Female	49

Age

14-34 years	44
35-49 years	42
50-64 years	45
65+ years	51

Age of children

0-4 years	45
5-11 years	41
12-17 years	41
18+ years	43
No children	47

Disability & culture

Disability	45
First Nations	40
Mainly speak LOTE#	57

Homeownership

Homeowner	45
Renting / other	47

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

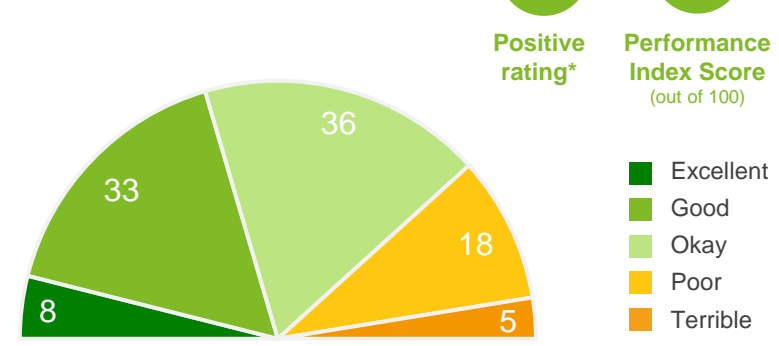
Base: All respondents, excludes 'unsure' and 'no response' (n = 551).

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

Governing organisation

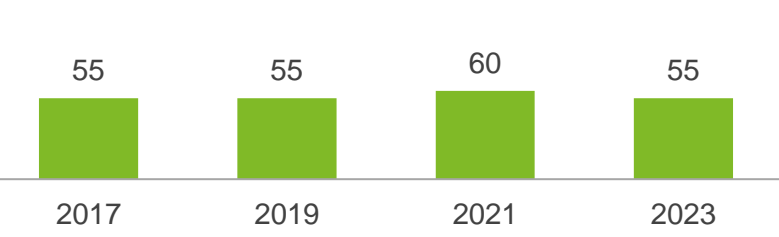
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



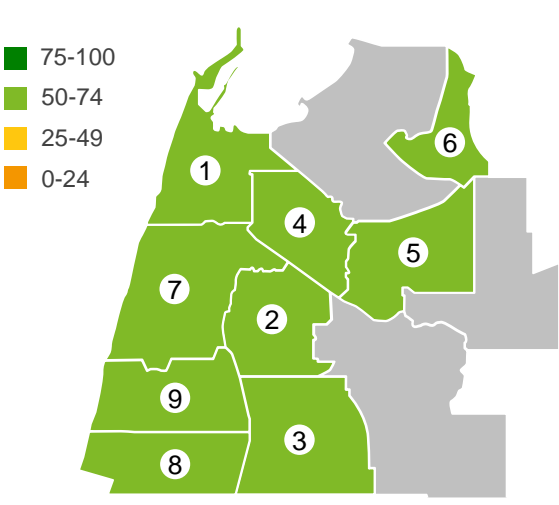
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	56
2	Carey Park	54
3	College Grove	57
4	East Bunbury	54
5	Glen Iris / Vittoria Heights	55
6	Pelican Point#	67
7	South Bunbury	55
8	Usher	59
9	Withers	51

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-4 years	49	Disability	54
Female	58	5-11 years	54	First Nations	54
Age		12-17 years	48	Mainly speak LOTE#	61
		18+ years	51	Homeownership	
		No children	56	Homeowner	54
				Renting / other	60
14-34 years	55				
35-49 years	51				
50-64 years	53				
65+ years	60				

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

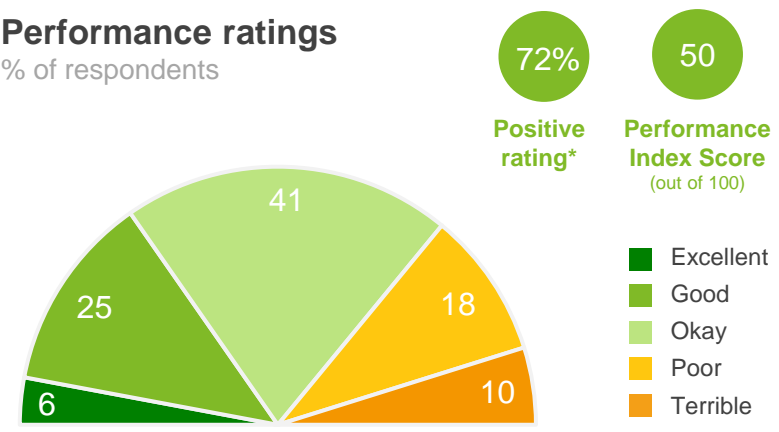
Base: All respondents, excludes 'unsure' and 'no response' (n = 758).

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

Value for money from Council rates

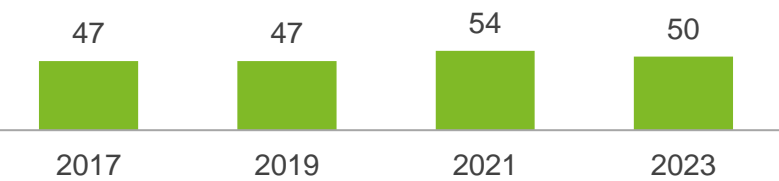
Performance ratings

% of respondents



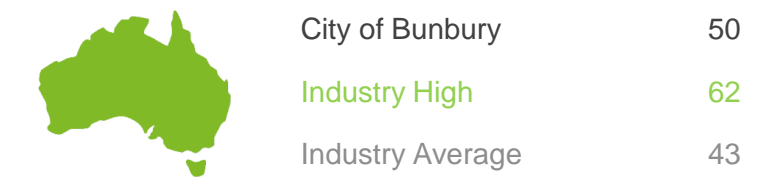
Trend Analysis

Performance Index Score



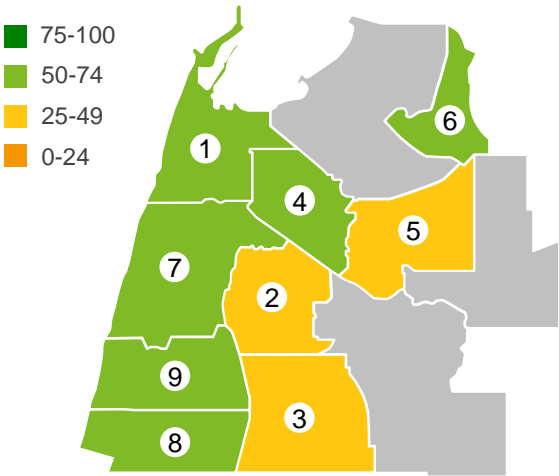
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	52
2	Carey Park	41
3	College Grove	49
4	East Bunbury	50
5	Glen Iris / Vittoria Heights	47
6	Pelican Point#	55
7	South Bunbury	52
8	Usher	50
9	Withers	52

Community variances

Performance Index Score

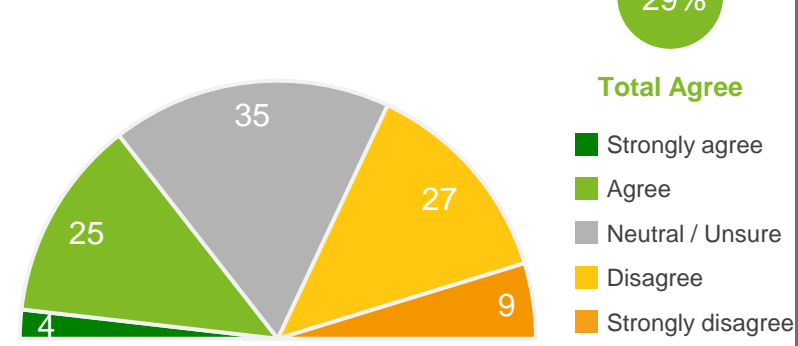
Gender		Age of children		Disability & culture	
Male	48	0-4 years	41	Disability	49
Female	51	5-11 years	47	First Nations	39
Age	14-34 years	12-17 years	46	Mainly speak LOTE#	57
	35-49 years	18+ years	45	Homeownership	
	50-64 years	No children	52	Homeowner	49
	65+ years			Renting / other	51

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 707).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

The City has a good understanding of community needs

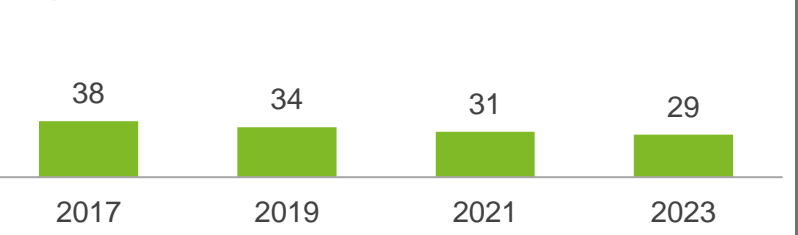
Performance ratings

% of respondents



Trend Analysis

% agree



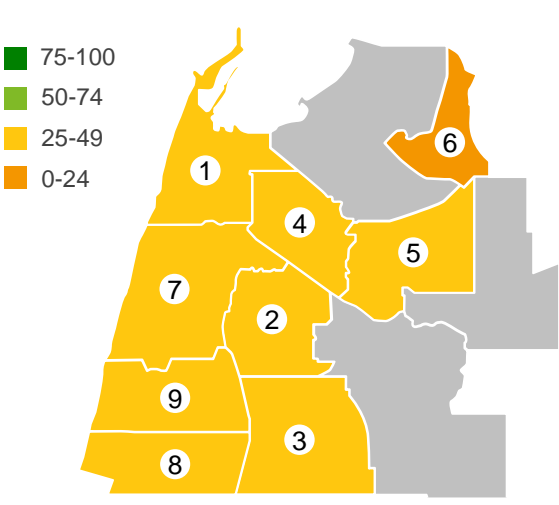
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1	Bunbury / Marlston Hill	27
2	Carey Park	26
3	College Grove	28
4	East Bunbury	31
5	Glen Iris / Vittoria Heights	35
6	Pelican Point#	21
7	South Bunbury	28
8	Usher	30
9	Withers	34

Community variances

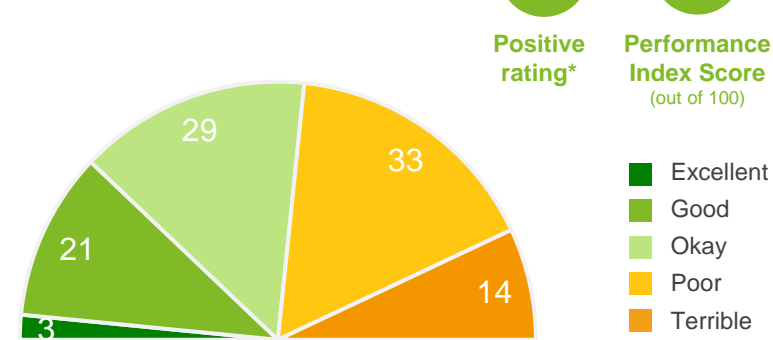
% agree

Gender		Age of children		Disability & culture	
Male	29	0-4 years	23	Disability	25
Female	28	5-11 years	30	First Nations	22
Age		12-17 years	19	Mainly speak LOTE#	51
		18+ years	21	Homeownership	
		No children	32	Homeowner	27
				Renting / other	38
14-34 years	29				
35-49 years	23				
50-64 years	28				
65+ years	35				

How the community is consulted on local issues

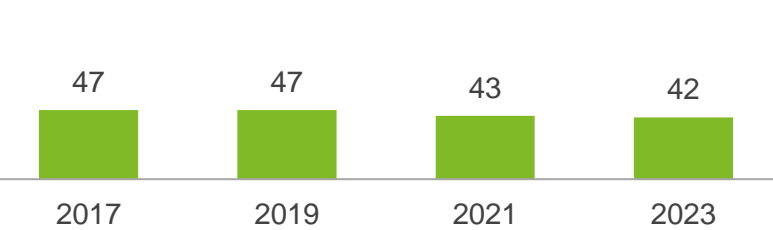
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



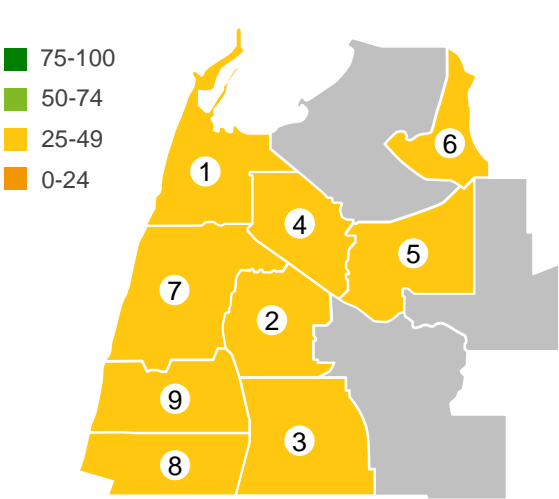
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	43
2	Carey Park	35
3	College Grove	44
4	East Bunbury	41
5	Glen Iris / Vittoria Heights	36
6	Pelican Point#	45
7	South Bunbury	44
8	Usher	44
9	Withers	44

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	38	0-4 years	39	Disability	39
Female	45	5-11 years	41	First Nations	33
Age	14-34 years	12-17 years	36	Mainly speak LOTE#	49
	35-49 years	18+ years	37	Homeownership	
	50-64 years	No children	44	Homeowner	41
	65+ years			Renting / other	46

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

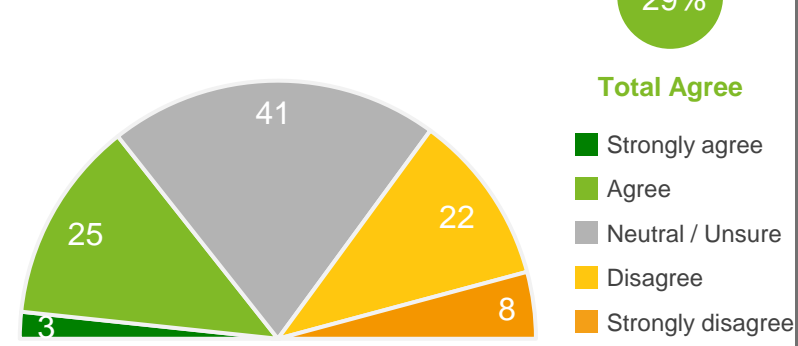
Base: All respondents, excludes 'unsure' and 'no response' (n = 602).

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

The City listens to and respects community views

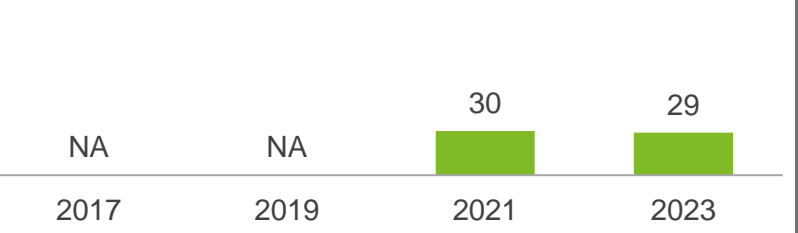
Performance ratings

% of respondents



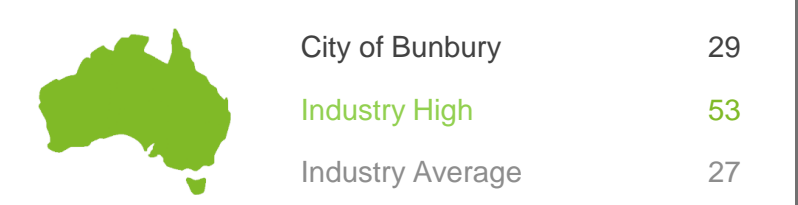
Trend Analysis

% agree



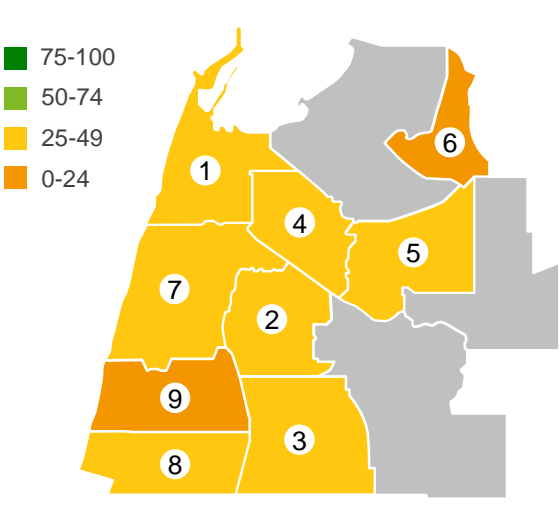
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1	Bunbury / Marlston Hill	27
2	Carey Park	31
3	College Grove	28
4	East Bunbury	31
5	Glen Iris / Vittoria Heights	38
6	Pelican Point#	14
7	South Bunbury	28
8	Usher	29
9	Withers	24

Community variances

% agree

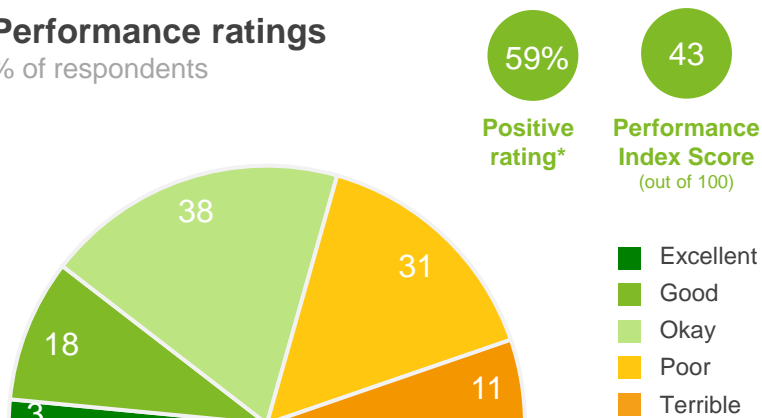
Gender		Age of children		Disability & culture	
Male	26	0-4 years	23	Disability	29
Female	31	5-11 years	31	First Nations	9
Age	14-34 years	12-17 years	23	Mainly speak LOTE#	48
	35-49 years	18+ years	17	Homeownership	
	50-64 years	No children	31	Homeowner	27
	65+ years			Renting / other	35

Q. How strongly do you agree or disagree with the following statements?
 Base: All respondents, excludes 'no response' (n = 757). # Small sample size (<20 respondents)

Advocacy and lobbying on community's behalf to influence decisions and support local causes

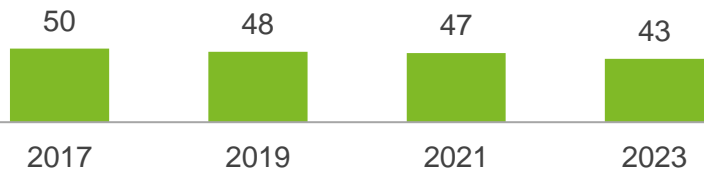
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

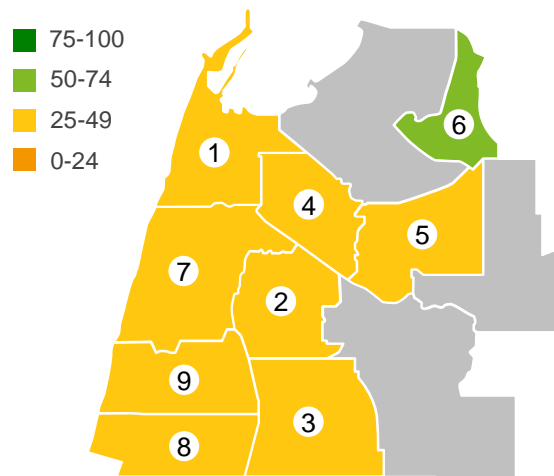
Performance Index Score



City of Bunbury	43
Industry High	56
Industry Average	42

Geographical variances

Performance Index Score



Location

1 Bunbury / Marlston Hill	42
2 Carey Park	43
3 College Grove	34
4 East Bunbury	42
5 Glen Iris / Vittoria Heights	41
6 Pelican Point#	50
7 South Bunbury	46
8 Usher	41
9 Withers	43

Community variances

Performance Index Score

Gender

Male	41
Female	46

Age of children

0-4 years	42
5-11 years	45
12-17 years	41
18+ years	38
No children	44

Disability & culture

Disability	41
First Nations	43
Mainly speak LOTE#	50

Age

14-34 years	40
35-49 years	39
50-64 years	42
65+ years	49

Homeownership

Homeowner	43
Renting / other	45

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

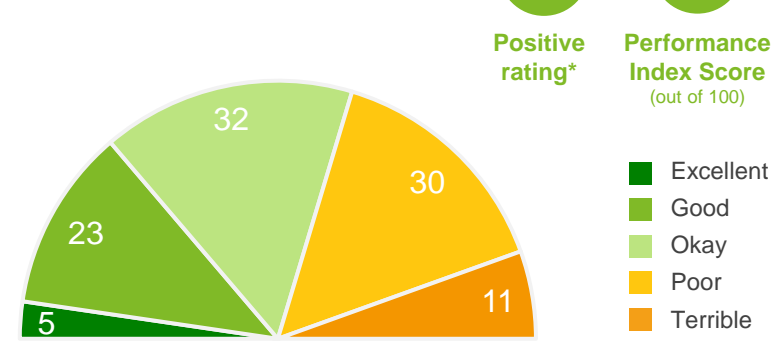
Base: All respondents, excludes 'unsure' and 'no response' (n = 501).

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

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

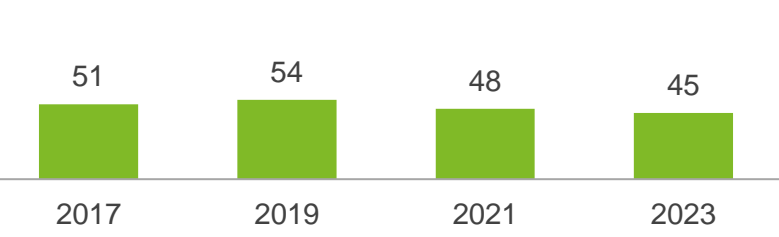
Performance ratings

% of respondents



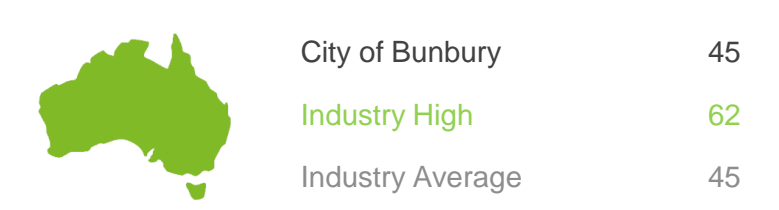
Trend Analysis

Performance Index Score



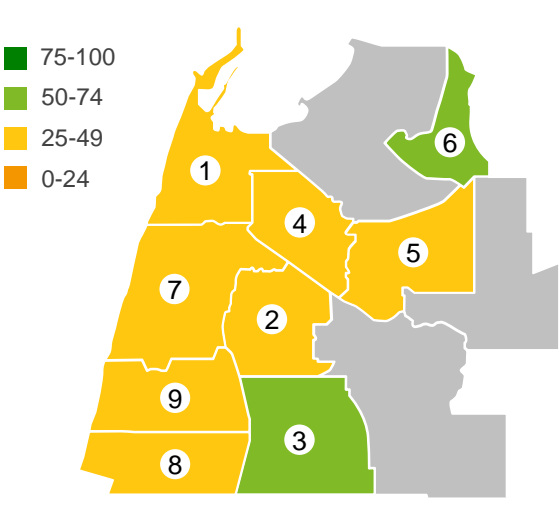
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	46
2	Carey Park	40
3	College Grove	55
4	East Bunbury	43
5	Glen Iris / Vittoria Heights	38
6	Pelican Point#	59
7	South Bunbury	48
8	Usher	43
9	Withers	48

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	43	0-4 years	44	Disability	41
Female	47	5-11 years	45	First Nations	35
Age	14-34 years	12-17 years	39	Mainly speak LOTE#	43
	35-49 years	18+ years	37	Homeownership	
	50-64 years	No children	47	Homeowner	45
	65+ years			Renting / other	45

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

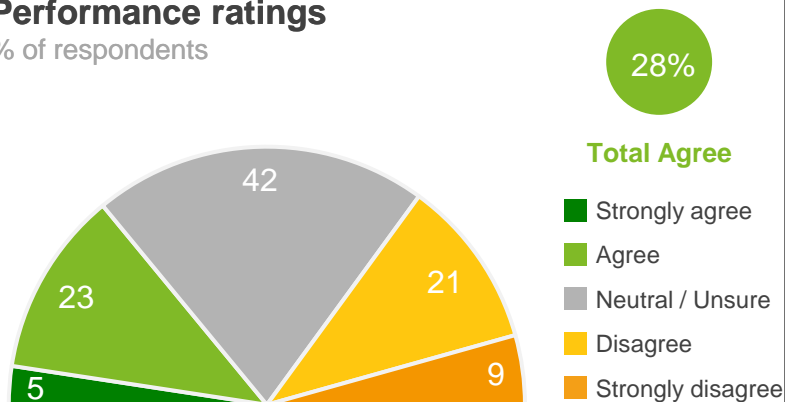
Base: All respondents, excludes 'unsure' and 'no response' (n = 633).

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

The City clearly explains reasons for decisions and how community views are taken into account

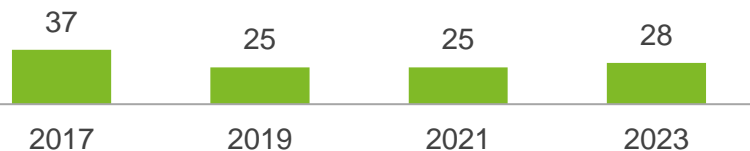
Performance ratings

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

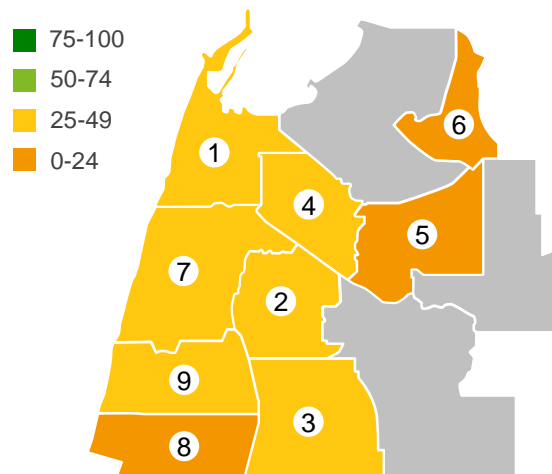
% agree



City of Bunbury	28
Industry High	39
Industry Average	22

Geographical variances

% agree



Location

1	Bunbury / Marlston Hill	28
2	Carey Park	25
3	College Grove	45
4	East Bunbury	34
5	Glen Iris / Vittoria Heights	20
6	Pelican Point#	6
7	South Bunbury	29
8	Usher	23
9	Withers	32

Community variances

% agree

Gender

Male	28
Female	28

Age of children

0-4 years	19
5-11 years	25
12-17 years	20
18+ years	18
No children	32

Disability & culture

Disability	21
First Nations	15
Mainly speak LOTE#	32

Age

14-34 years	30
35-49 years	23
50-64 years	23
65+ years	35

Homeownership

Homeowner	28
Renting / other	29

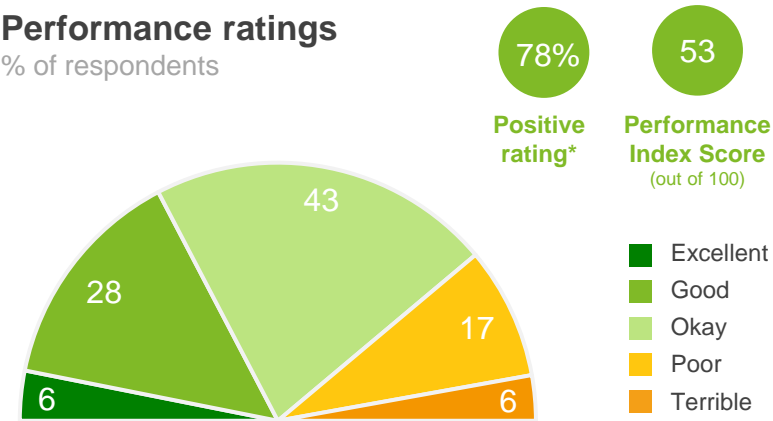
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 756). # Small sample size (<20 respondents)

City's website

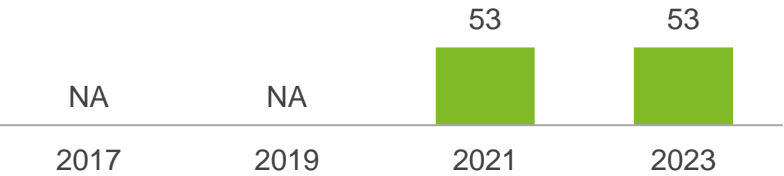
Performance ratings

% of respondents



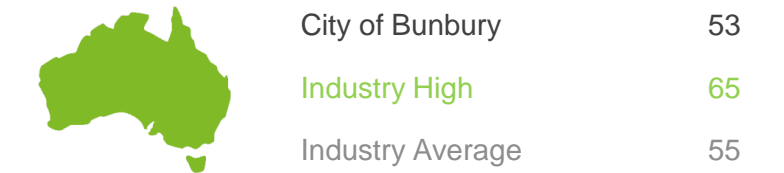
Trend Analysis

Performance Index Score



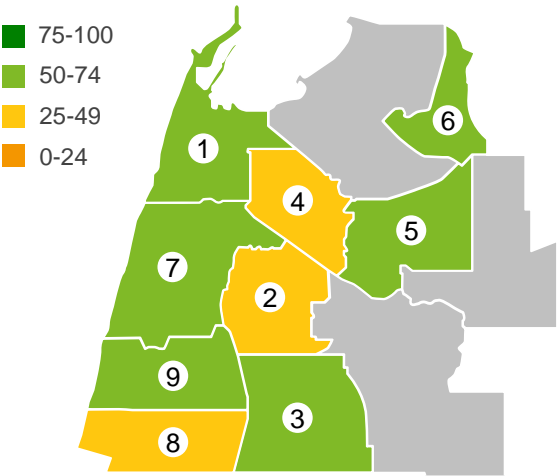
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	57
2	Carey Park	49
3	College Grove	55
4	East Bunbury	49
5	Glen Iris / Vittoria Heights	59
6	Pelican Point#	64
7	South Bunbury	53
8	Usher	49
9	Withers	55

Community variances

Performance Index Score

Gender

Male	51
Female	56

Age

14-34 years	51
35-49 years	50
50-64 years	54
65+ years	58

Age of children

0-4 years	46
5-11 years	50
12-17 years	52
18+ years	50
No children	55

Disability & culture

Disability	56
First Nations	49
Mainly speak LOTE#	67

Homeownership

Homeowner	53
Renting / other	55

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

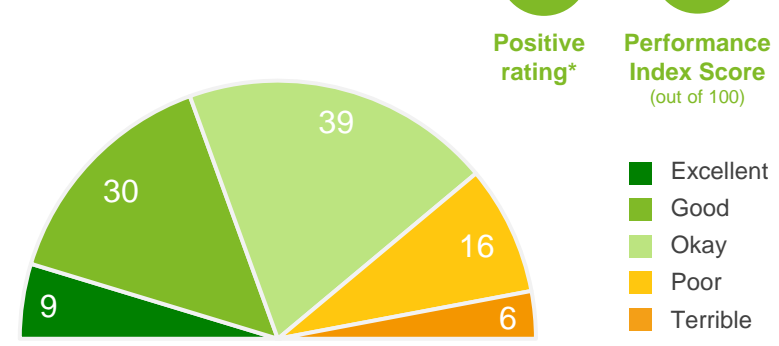
Base: All respondents, excludes 'unsure' and 'no response' (n = 492).

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

Social media presence

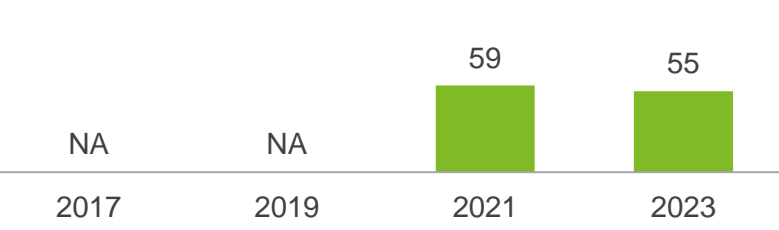
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



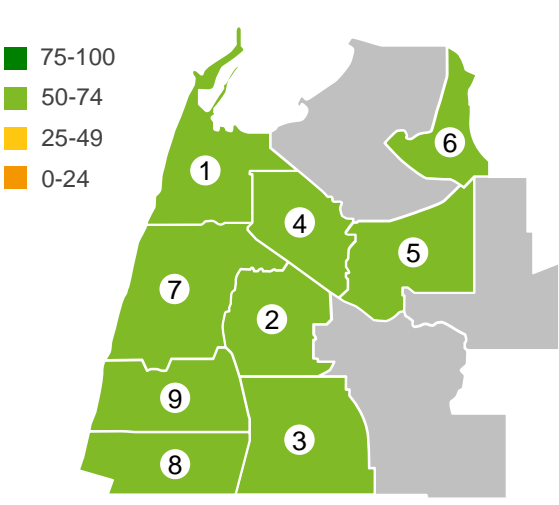
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	60
2	Carey Park	54
3	College Grove	52
4	East Bunbury	50
5	Glen Iris / Vittoria Heights	58
6	Pelican Point#	62
7	South Bunbury	54
8	Usher	61
9	Withers	53

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-4 years	56	Disability	52
Female	58	5-11 years	57	First Nations	50
Age	14-34 years	12-17 years	53	Mainly speak LOTE#	61
	35-49 years	18+ years	50	Homeownership	
	50-64 years	No children	55	Homeowner	54
	65+ years			Renting / other	58

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

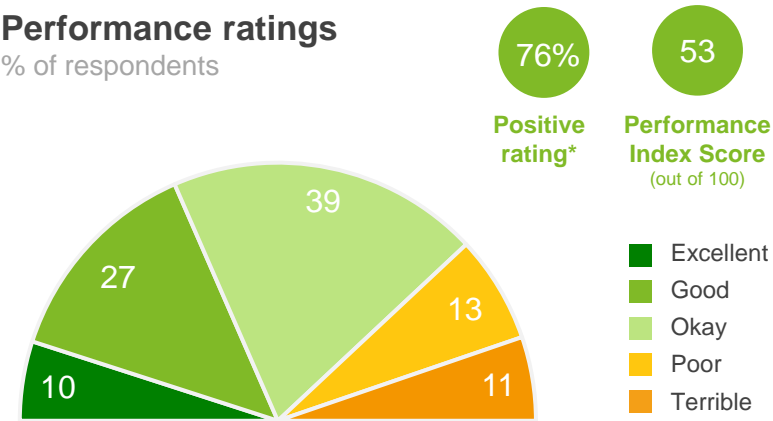
Base: All respondents, excludes 'unsure' and 'no response' (n = 485).

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

City Beat, the City's enewsletter

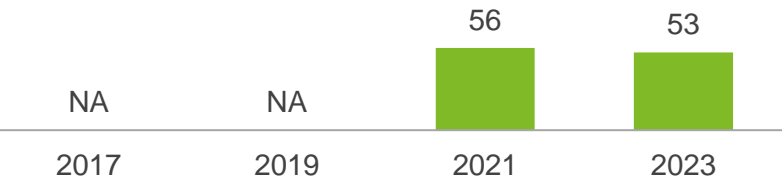
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



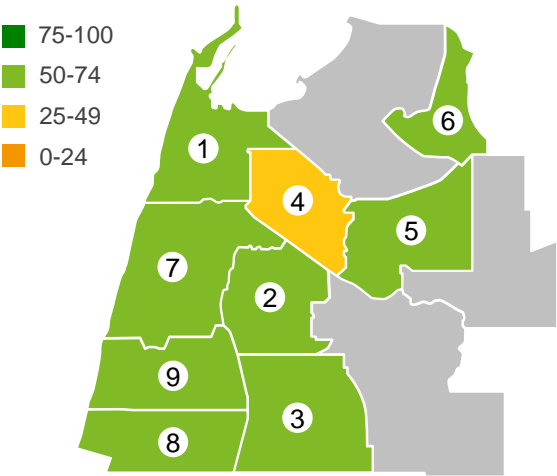
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	55
2	Carey Park	57
3	College Grove	50
4	East Bunbury	47
5	Glen Iris / Vittoria Heights	52
6	Pelican Point#	74
7	South Bunbury	54
8	Usher	51
9	Withers	54

Community variances

Performance Index Score

Gender

Male	51
Female	57

Age

14-34 years	41
35-49 years	49
50-64 years	58
65+ years	60

Age of children

0-4 years	43
5-11 years	51
12-17 years	50
18+ years	52
No children	54

Disability & culture

Disability	55
First Nations	36
Mainly speak LOTE#	57

Homeownership

Homeowner	54
Renting / other	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 350).

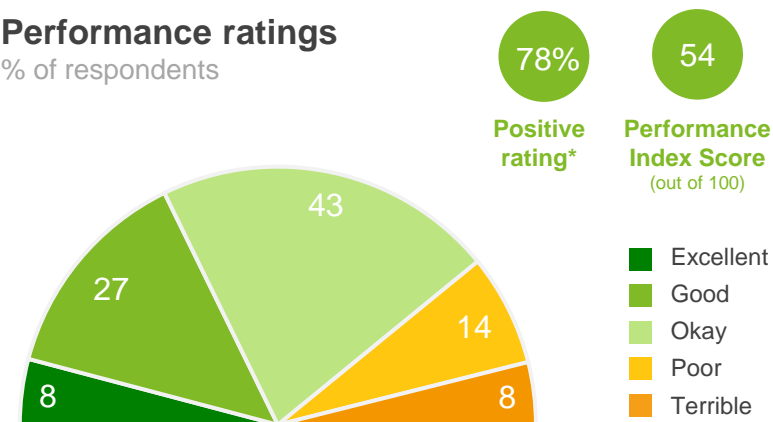
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

City Focus

Weekly advertorial in the local community newspaper

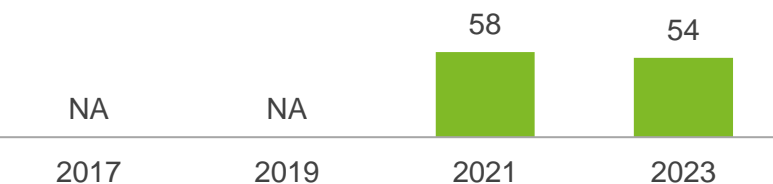
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



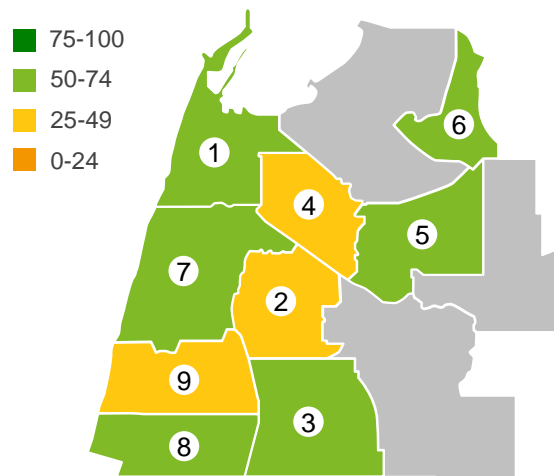
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	57
2	Carey Park	48
3	College Grove	62
4	East Bunbury	49
5	Glen Iris / Vittoria Heights	56
6	Pelican Point#	59
7	South Bunbury	56
8	Usher	56
9	Withers	47

Community variances

Performance Index Score

Gender

Male	52
Female	56

Age of children

0-4 years	50
5-11 years	53
12-17 years	53
18+ years	52
No children	55

Disability & culture

Disability	52
First Nations	53
Mainly speak LOTE#	72

Age

14-34 years	46
35-49 years	49
50-64 years	54
65+ years	60

Homeownership

Homeowner	55
Renting / other	46

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

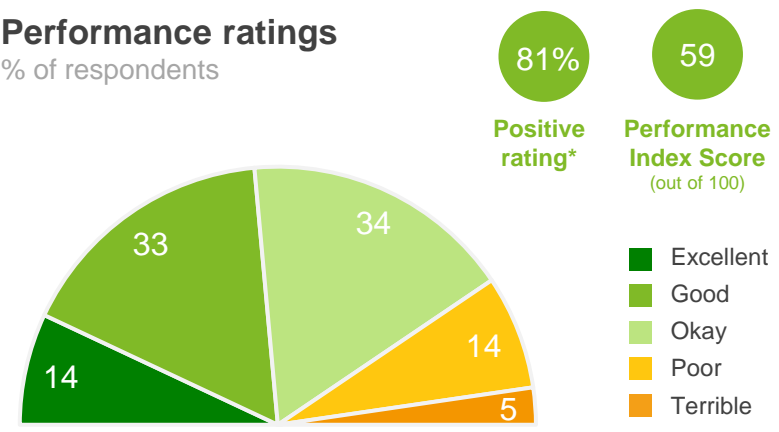
Base: All respondents, excludes 'unsure' and 'no response' (n = 392).

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

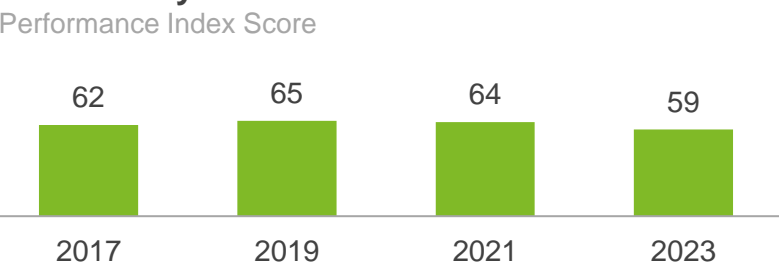
Customer service

Performance ratings

% of respondents



Trend Analysis



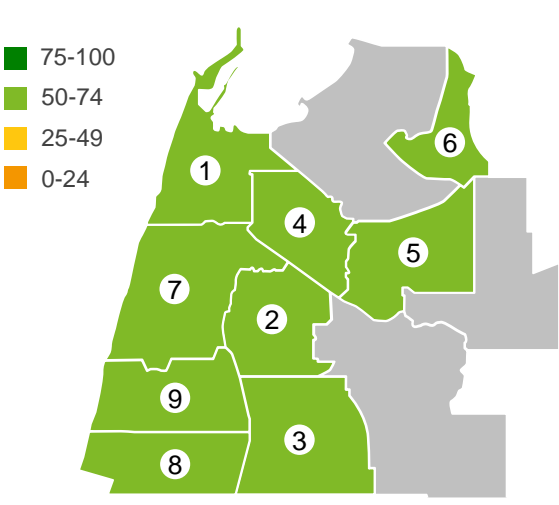
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	60
2	Carey Park	58
3	College Grove	69
4	East Bunbury	56
5	Glen Iris / Vittoria Heights	58
6	Pelican Point#	66
7	South Bunbury	61
8	Usher	60
9	Withers	61

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-4 years	54	Disability	59
Female	63	5-11 years	57	First Nations	53
Age	14-34 years	12-17 years	56	Mainly speak LOTE#	69
	35-49 years	18+ years	55	Homeownership	
	50-64 years	No children	61	Homeowner	60
	65+ years			Renting / other	58

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

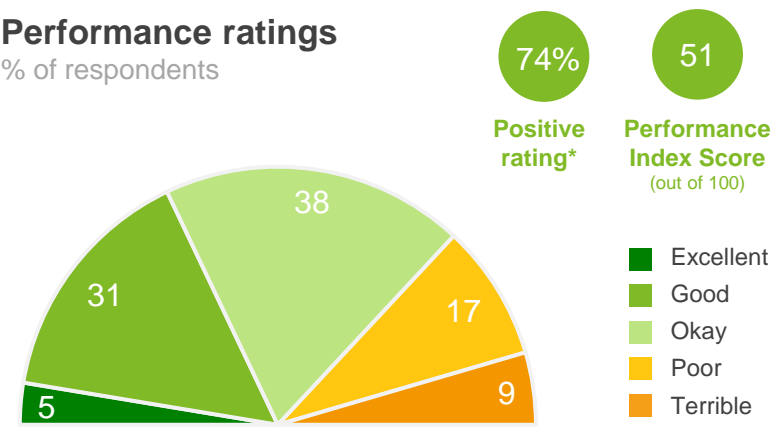
Base: All respondents, excludes 'unsure' and 'no response' (n = 585).

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

Embracing change, innovation and technology

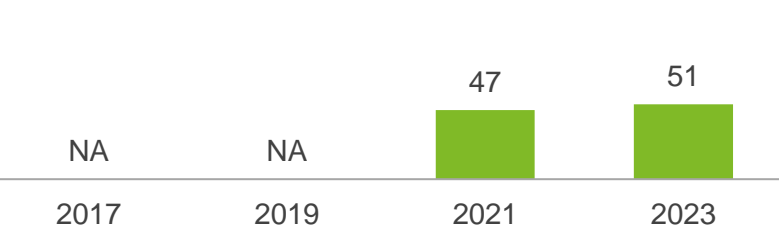
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



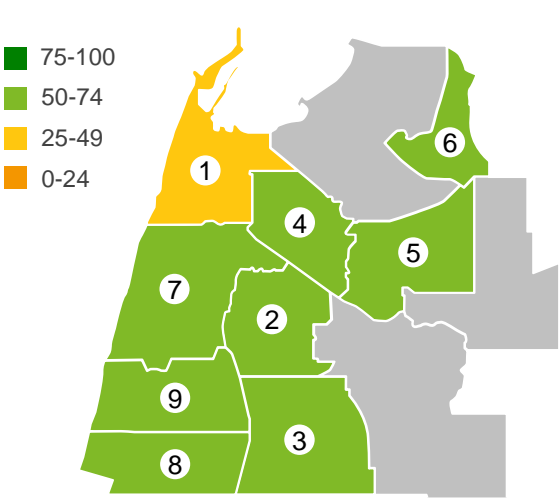
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	48
2	Carey Park	57
3	College Grove	51
4	East Bunbury	50
5	Glen Iris / Vittoria Heights	52
6	Pelican Point#	56
7	South Bunbury	52
8	Usher	52
9	Withers	54

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	48	0-4 years	52	Disability	53
Female	55	5-11 years	53	First Nations	39
Age	14-34 years	12-17 years	51	Mainly speak LOTE#	57
	35-49 years	18+ years	45	Homeownership	
	50-64 years	No children	52	Homeowner	51
	65+ years			Renting / other	54

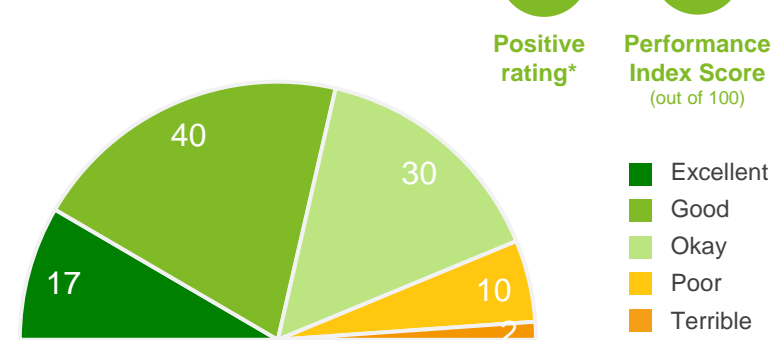
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 525).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Performance levels in the PEOPLE pillar

Services and facilities for youth

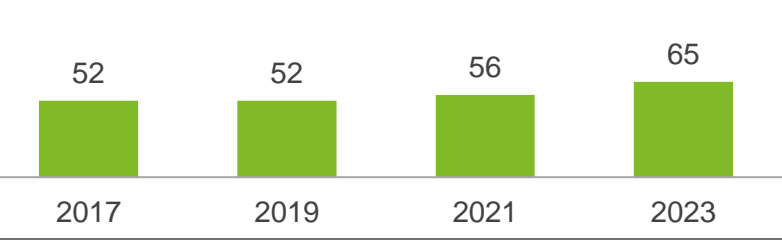
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



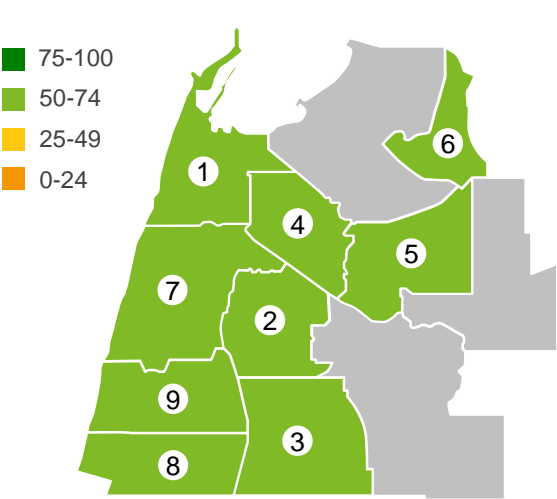
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	70
2	Carey Park	57
3	College Grove	71
4	East Bunbury	62
5	Glen Iris / Vittoria Heights	59
6	Pelican Point#	67
7	South Bunbury	68
8	Usher	68
9	Withers	57

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	68	0-4 years	63	Disability	58
Female	62	5-11 years	64	First Nations	53
Age	14-34 years	12-17 years	60	Mainly speak LOTE#	71
	35-49 years	18+ years	60	Homeownership	
	50-64 years	No children	67	Homeowner	66
	65+ years			Renting / other	61

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

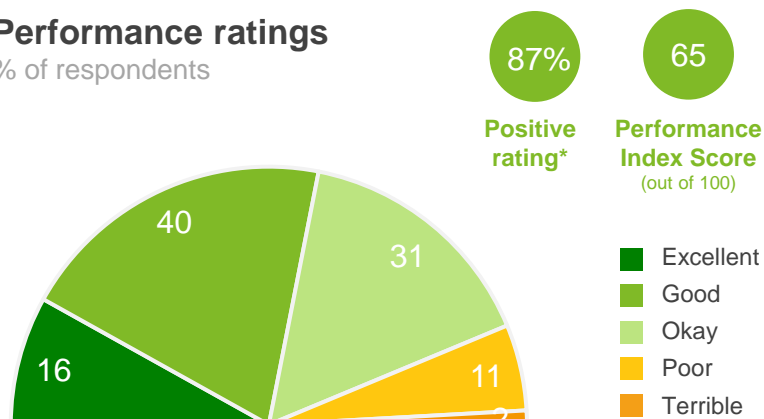
Base: All respondents, excludes 'unsure' and 'no response' (n = 592).

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

Services and facilities for families and children

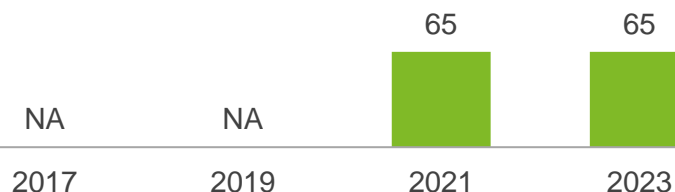
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

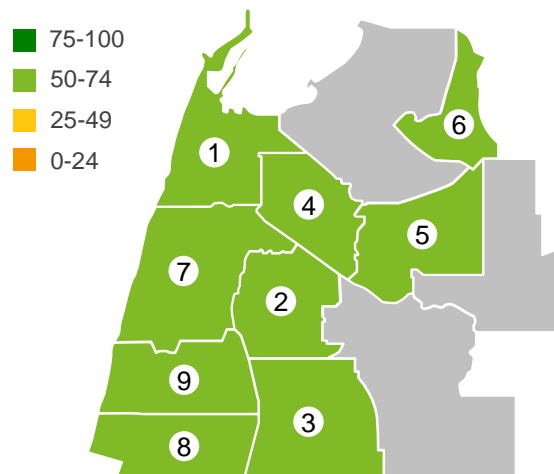
Performance Index Score



City of Bunbury	65
Industry High	68
Industry Average	54

Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	68
2	Carey Park	59
3	College Grove	72
4	East Bunbury	66
5	Glen Iris / Vittoria Heights	60
6	Pelican Point#	66
7	South Bunbury	65
8	Usher	65
9	Withers	60

Community variances

Performance Index Score

Gender

Male	64
Female	65

Age of children

0-4 years	59
5-11 years	63
12-17 years	60
18+ years	59
No children	67

Disability & culture

Disability	58
First Nations	53
Mainly speak LOTE#	69

Age

14-34 years	65
35-49 years	59
50-64 years	65
65+ years	69

Homeownership

Homeowner	64
Renting / other	65

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

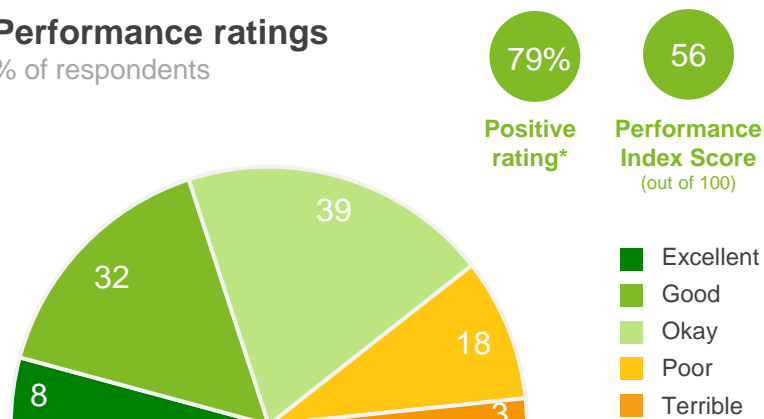
Base: All respondents, excludes 'unsure' and 'no response' (n = 620).

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

Services, facilities and care available for seniors

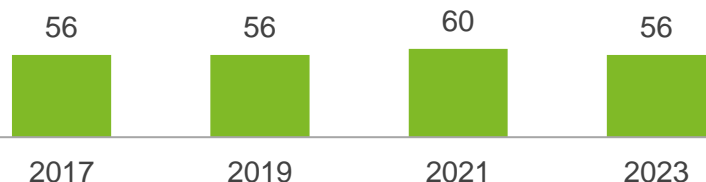
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

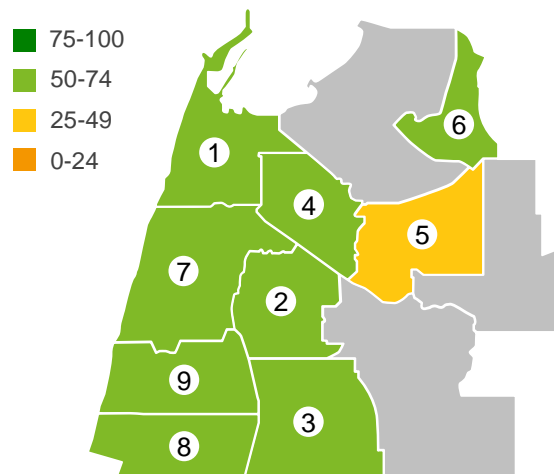
Performance Index Score



City of Bunbury	56
Industry High	68
Industry Average	54

Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	58
2	Carey Park	56
3	College Grove	63
4	East Bunbury	52
5	Glen Iris / Vittoria Heights	49
6	Pelican Point#	51
7	South Bunbury	56
8	Usher	56
9	Withers	59

Community variances

Performance Index Score

Gender

Male	57
Female	55

Age of children

0-4 years	52
5-11 years	53
12-17 years	51
18+ years	52
No children	58

Disability & culture

Disability	53
First Nations	48
Mainly speak LOTE#	59

Age

14-34 years	59
35-49 years	52
50-64 years	56
65+ years	57

Homeownership

Homeowner	55
Renting / other	59

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

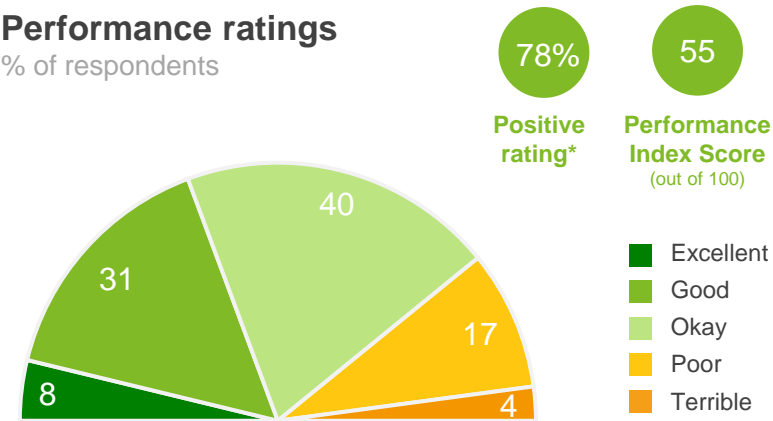
Base: All respondents, excludes 'unsure' and 'no response' (n = 516).

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

Disability access and inclusion

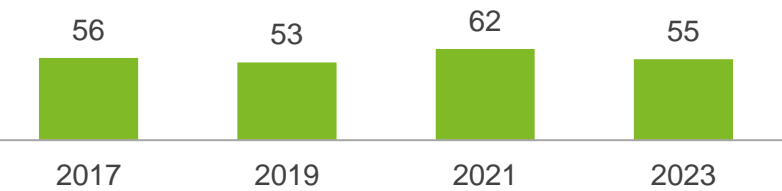
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



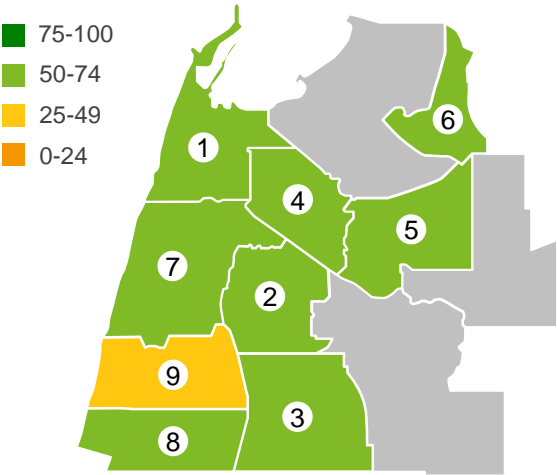
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	60
2	Carey Park	53
3	College Grove	60
4	East Bunbury	52
5	Glen Iris / Vittoria Heights	51
6	Pelican Point#	61
7	South Bunbury	57
8	Usher	54
9	Withers	47

Community variances

Performance Index Score

Gender

Male	55
Female	55

Age of children

0-4 years	51
5-11 years	56
12-17 years	52
18+ years	50
No children	57

Age

14-34 years	57
35-49 years	51
50-64 years	56
65+ years	56

Disability & culture

Disability	47
First Nations	43
Mainly speak LOTE#	62

Homeownership

Homeowner	55
Renting / other	55

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

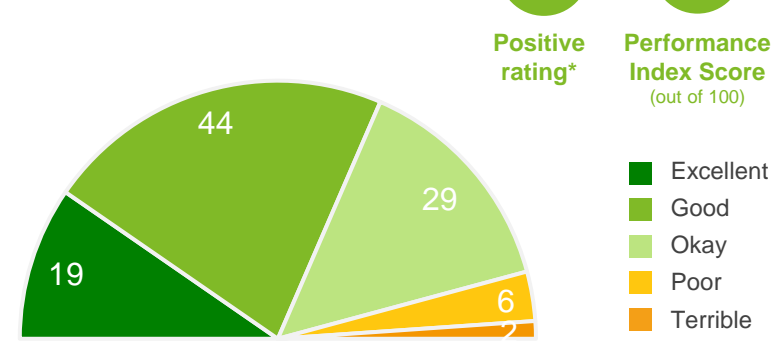
Base: All respondents, excludes 'unsure' and 'no response' (n = 509).

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

Recognition and respect for First Nations peoples, cultures and heritage

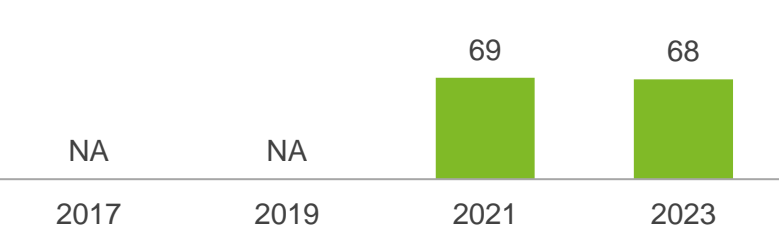
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



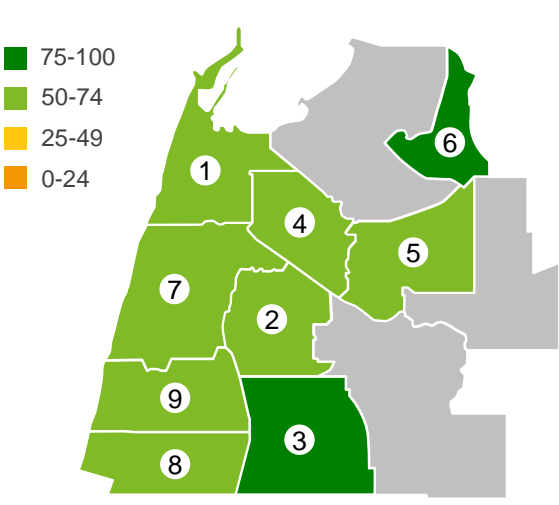
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	70
2	Carey Park	67
3	College Grove	77
4	East Bunbury	66
5	Glen Iris / Vittoria Heights	72
6	Pelican Point#	75
7	South Bunbury	69
8	Usher	69
9	Withers	59

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	67	0-4 years	65	Disability	66
Female	68	5-11 years	70	First Nations	49
Age	14-34 years	12-17 years	67	Mainly speak LOTE#	66
	35-49 years	18+ years	62	Homeownership	
	50-64 years	No children	68	Homeowner	68
	65+ years			Renting / other	68

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

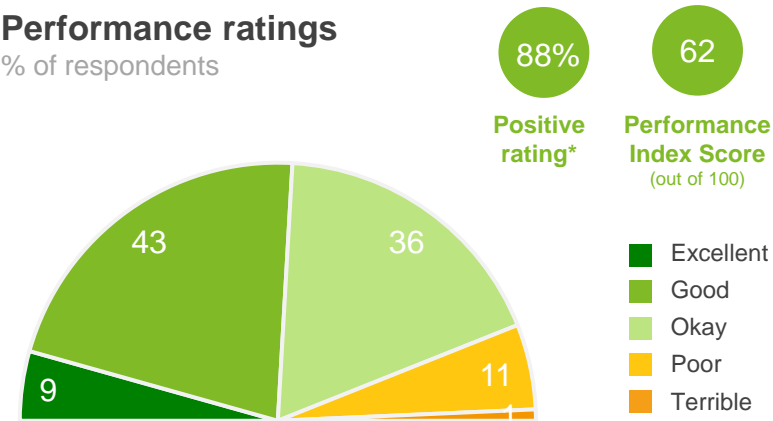
Base: All respondents, excludes 'unsure' and 'no response' (n = 550).

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

Volunteer support and recognition

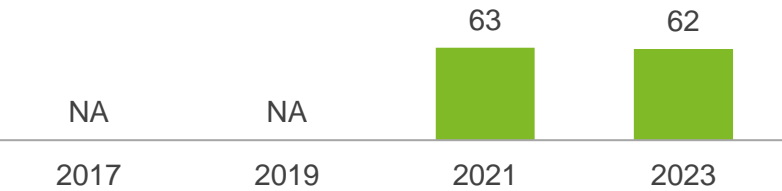
Performance ratings

% of respondents



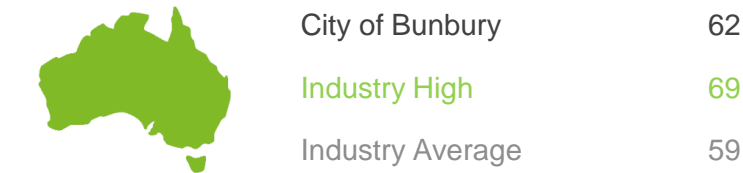
Trend Analysis

Performance Index Score



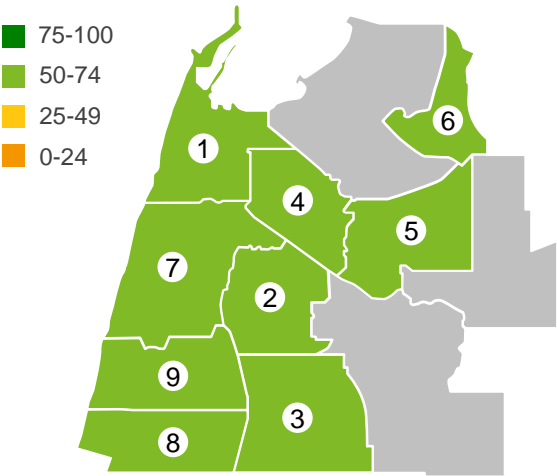
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	65
2	Carey Park	64
3	College Grove	56
4	East Bunbury	57
5	Glen Iris / Vittoria Heights	57
6	Pelican Point#	73
7	South Bunbury	62
8	Usher	61
9	Withers	59

Community variances

Performance Index Score

Gender

Male	62
Female	62

Age

14-34 years	59
35-49 years	59
50-64 years	62
65+ years	65

Age of children

0-4 years	53
5-11 years	62
12-17 years	63
18+ years	58
No children	64

Disability & culture

Disability	63
First Nations	41
Mainly speak LOTE#	61

Homeownership

Homeowner	62
Renting / other	62

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

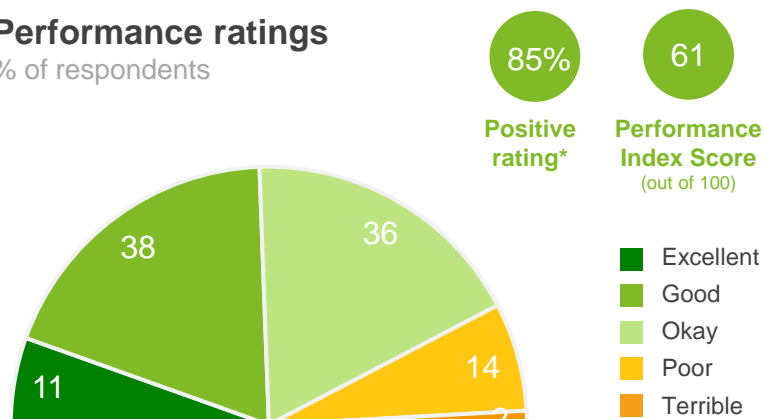
Base: All respondents, excludes 'unsure' and 'no response' (n = 531).

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

Access to health and community services

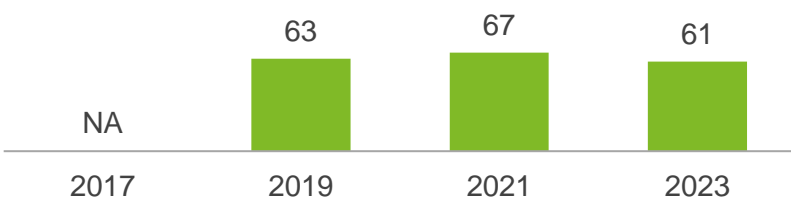
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

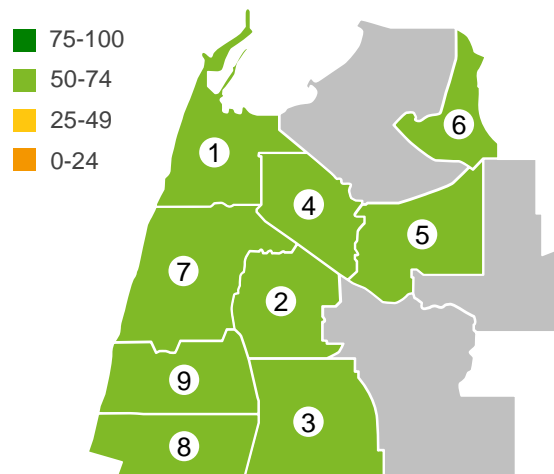
Performance Index Score



City of Bunbury	61
Industry High	69
Industry Average	56

Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	66
2	Carey Park	58
3	College Grove	68
4	East Bunbury	58
5	Glen Iris / Vittoria Heights	50
6	Pelican Point#	66
7	South Bunbury	62
8	Usher	61
9	Withers	56

Community variances

Performance Index Score

Gender

Male	62
Female	60

Age of children

0-4 years	52
5-11 years	55
12-17 years	58
18+ years	54
No children	64

Disability & culture

Disability	56
First Nations	46
Mainly speak LOTE#	54

Age

14-34 years	60
35-49 years	57
50-64 years	59
65+ years	67

Homeownership

Homeowner	61
Renting / other	57

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

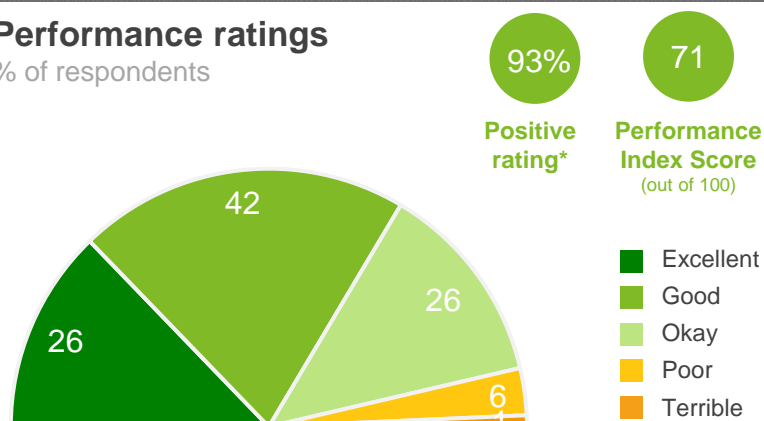
Base: All respondents, excludes 'unsure' and 'no response' (n = 665).

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

Sport and recreation facilities and services

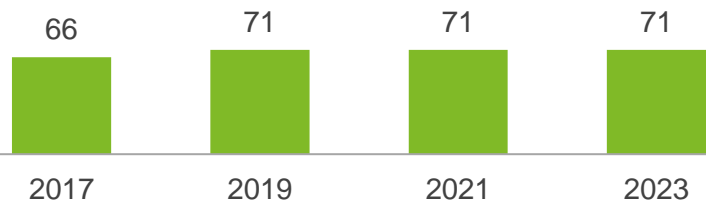
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

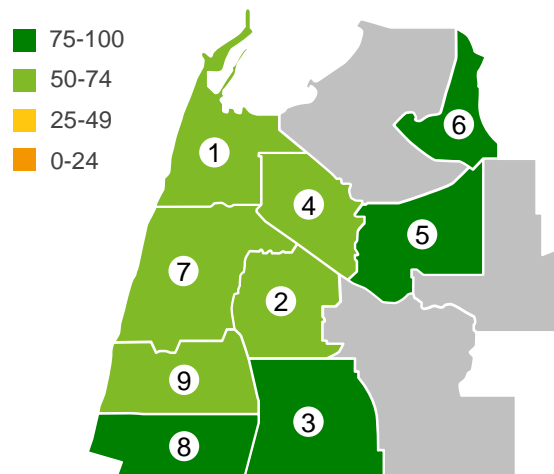
Performance Index Score



City of Bunbury	71
Industry High	81
Industry Average	64

Geographical variances

Performance Index Score



Location

1 Bunbury / Marlston Hill	74
2 Carey Park	70
3 College Grove	76
4 East Bunbury	64
5 Glen Iris / Vittoria Heights	75
6 Pelican Point#	76
7 South Bunbury	71
8 Usher	79
9 Withers	69

Community variances

Performance Index Score

Gender

Male	71
Female	71

Age of children

0-4 years	69
5-11 years	71
12-17 years	64
18+ years	62
No children	73

Disability & culture

Disability	69
First Nations	60
Mainly speak LOTE#	73

Age

14-34 years	69
35-49 years	65
50-64 years	71
65+ years	78

Homeownership

Homeowner	71
Renting / other	72

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

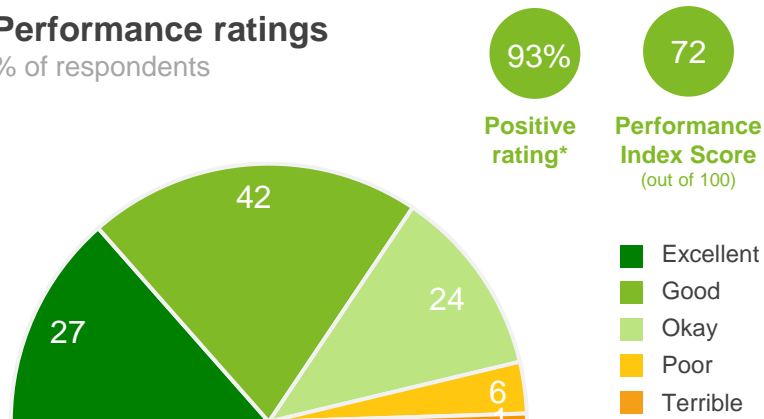
Base: All respondents, excludes 'unsure' and 'no response' (n = 705).

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

South West Sports Centre (SWSC)

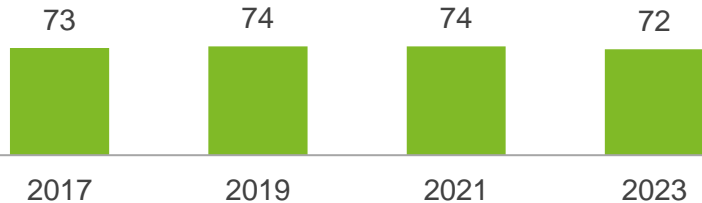
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

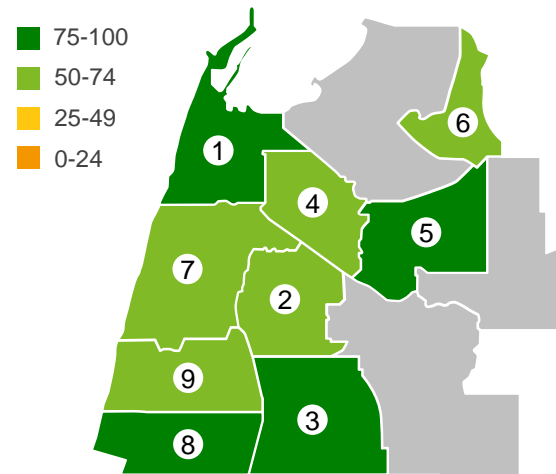
Performance Index Score



City of Bunbury	72
Industry High	80
Industry Average	66

Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	75
2	Carey Park	74
3	College Grove	78
4	East Bunbury	66
5	Glen Iris / Vittoria Heights	75
6	Pelican Point#	72
7	South Bunbury	70
8	Usher	77
9	Withers	69

Community variances

Performance Index Score

Gender

Male	71
Female	72

Age of children

0-4 years	70
5-11 years	72
12-17 years	65
18+ years	64
No children	73

Disability & culture

Disability	71
First Nations	60
Mainly speak LOTE#	75

Age

14-34 years	73
35-49 years	65
50-64 years	70
65+ years	78

Homeownership

Homeowner	71
Renting / other	76

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

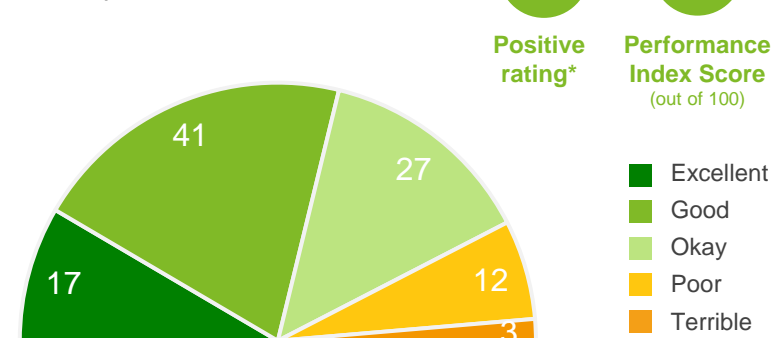
Base: All respondents, excludes 'unsure' and 'no response' (n = 664).

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

Festivals, events, art and cultural activities

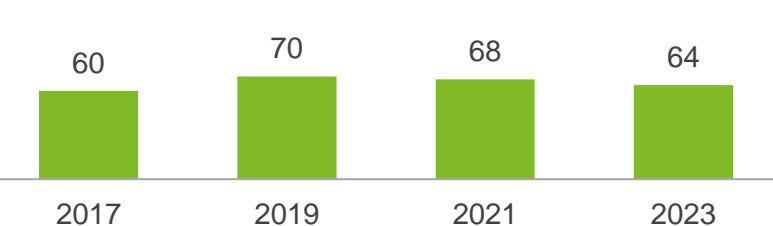
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



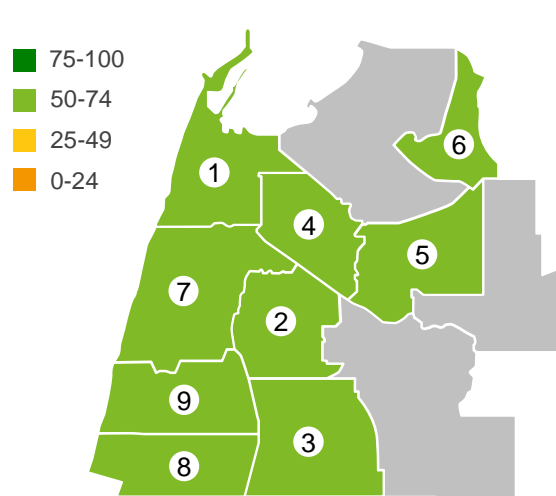
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	66
2	Carey Park	58
3	College Grove	68
4	East Bunbury	60
5	Glen Iris / Vittoria Heights	67
6	Pelican Point#	72
7	South Bunbury	66
8	Usher	67
9	Withers	61

Community variances

Performance Index Score

Gender

Male	62
Female	66

Age of children

0-4 years	62
5-11 years	64
12-17 years	59
18+ years	63
No children	66

Disability & culture

Disability	59
First Nations	55
Mainly speak LOTE#	62

Age

14-34 years	63
35-49 years	61
50-64 years	63
65+ years	70

Homeownership

Homeowner	64
Renting / other	64

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

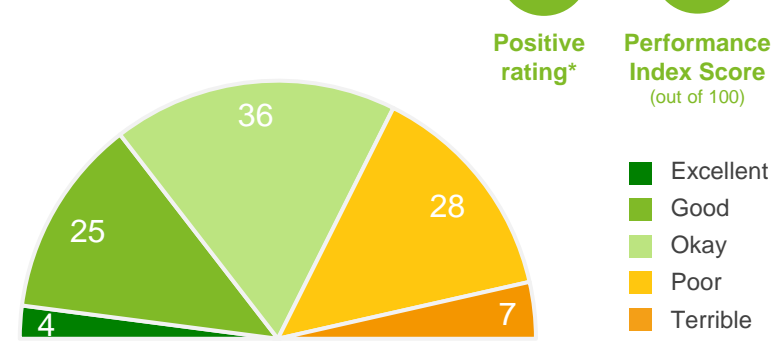
Base: All respondents, excludes 'unsure' and 'no response' (n = 704).

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

Community safety and crime prevention

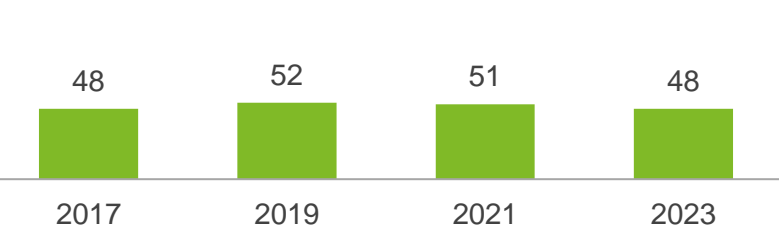
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



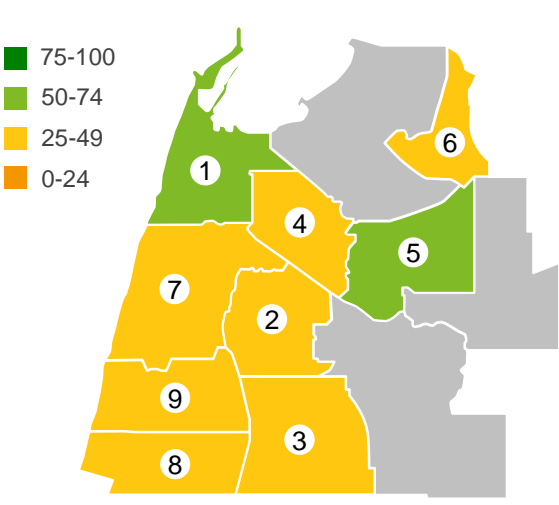
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	52
2	Carey Park	42
3	College Grove	46
4	East Bunbury	45
5	Glen Iris / Vittoria Heights	51
6	Pelican Point#	46
7	South Bunbury	49
8	Usher	48
9	Withers	48

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	47	0-4 years	44	Disability	46
Female	49	5-11 years	45	First Nations	42
Age	14-34 years	12-17 years	42	Mainly speak LOTE#	54
	35-49 years	18+ years	41	Homeownership	
	50-64 years	No children	51	Homeowner	47
	65+ years			Renting / other	49

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

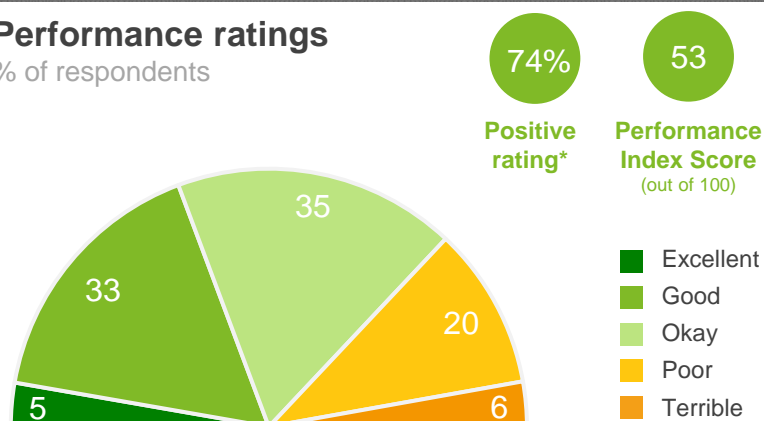
Base: All respondents, excludes 'unsure' and 'no response' (n = 682).

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

Lighting of streets and public places

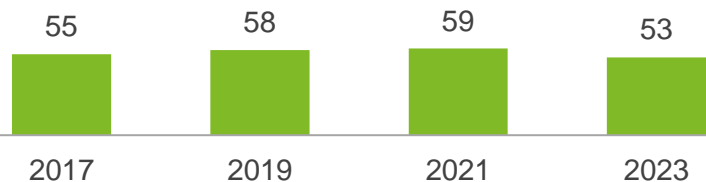
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

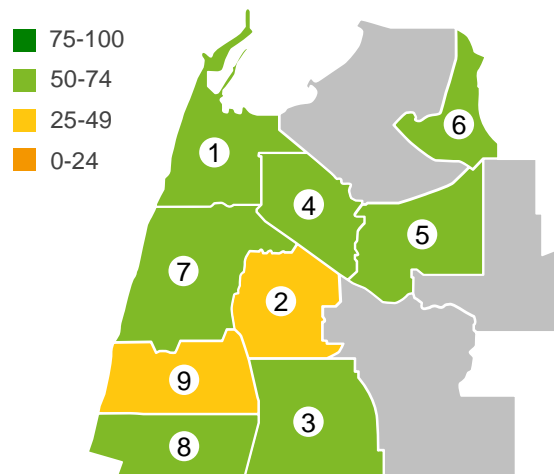
Performance Index Score



City of Bunbury	53
Industry High	66
Industry Average	52

Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	56
2	Carey Park	48
3	College Grove	51
4	East Bunbury	53
5	Glen Iris / Vittoria Heights	57
6	Pelican Point#	51
7	South Bunbury	53
8	Usher	54
9	Withers	49

Community variances

Performance Index Score

Gender

Male	53
Female	53

Age of children

0-4 years	54
5-11 years	56
12-17 years	48
18+ years	50
No children	54

Disability & culture

Disability	51
First Nations	41
Mainly speak LOTE#	43

Age

14-34 years	51
35-49 years	53
50-64 years	50
65+ years	59

Homeownership

Homeowner	54
Renting / other	51

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

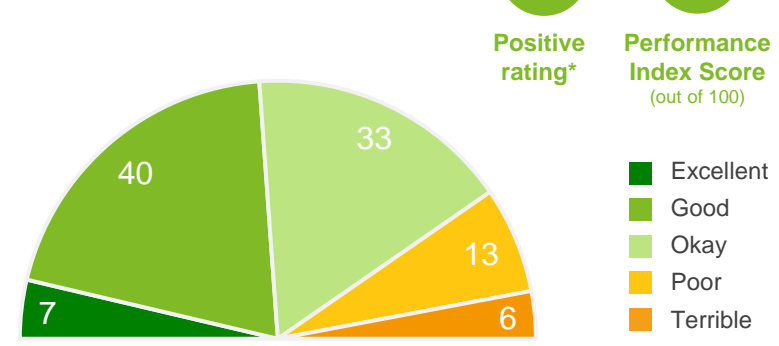
Base: All respondents, excludes 'unsure' and 'no response' (n = 720).

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

Animal management (dogs and cats)

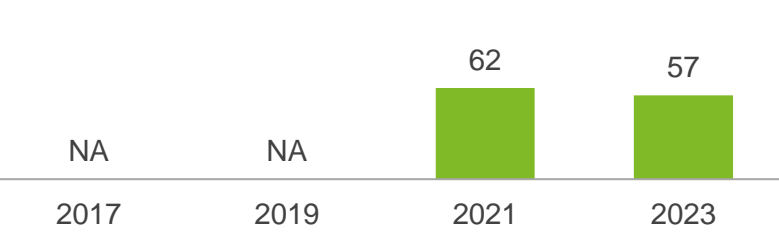
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



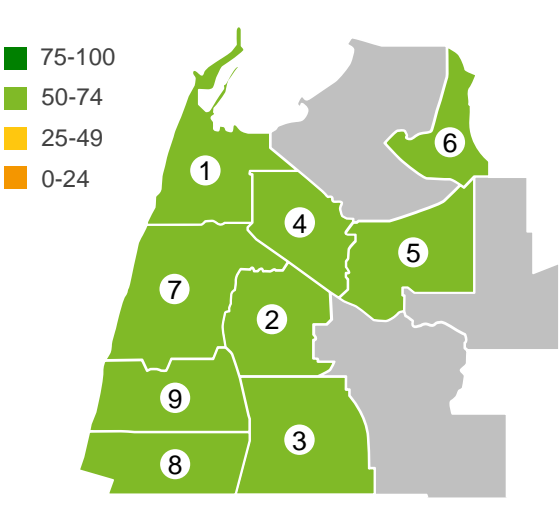
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	58
2	Carey Park	51
3	College Grove	56
4	East Bunbury	59
5	Glen Iris / Vittoria Heights	62
6	Pelican Point#	62
7	South Bunbury	59
8	Usher	53
9	Withers	56

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	56	0-4 years	61	Disability	55
Female	58	5-11 years	59	First Nations	58
Age	14-34 years	12-17 years	57	Mainly speak LOTE#	56
	35-49 years	18+ years	57	Homeownership	
	50-64 years	No children	57	Homeowner	58
	65+ years			Renting / other	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 645).

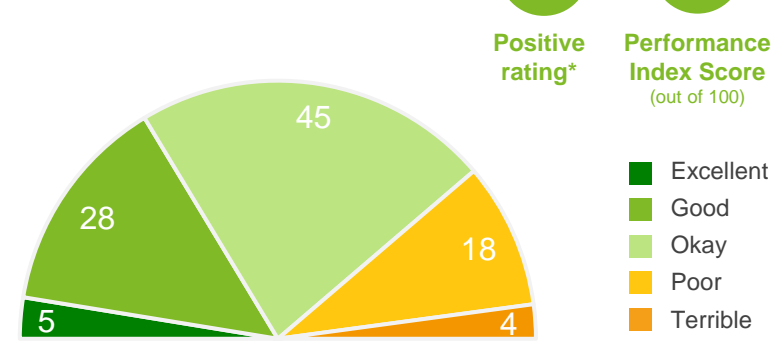
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Performance levels in the PLANET pillar

Efforts to promote and adopt sustainable practices to manage climate change

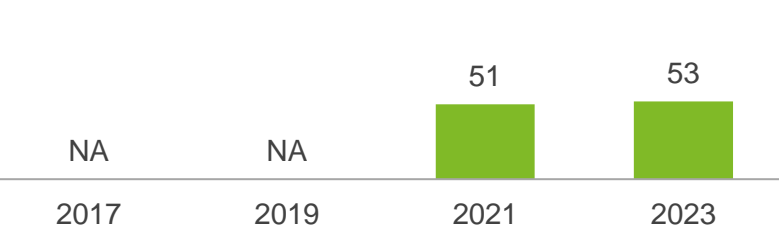
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



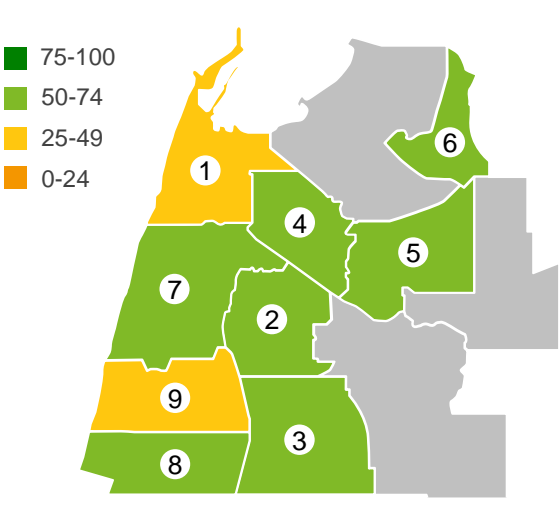
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	48
2	Carey Park	53
3	College Grove	54
4	East Bunbury	54
5	Glen Iris / Vittoria Heights	55
6	Pelican Point#	61
7	South Bunbury	55
8	Usher	55
9	Withers	49

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	52	0-4 years	55	Disability	51
Female	54	5-11 years	53	First Nations	56
Age	14-34 years	12-17 years	54	Mainly speak LOTE#	55
	35-49 years	18+ years	57	Homeownership	
	50-64 years	No children	53	Homeowner	53
	65+ years			Renting / other	54

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

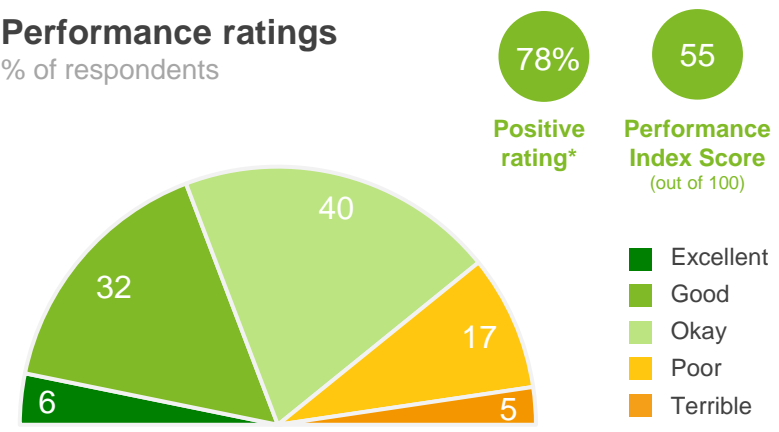
Base: All respondents, excludes 'unsure' and 'no response' (n = 542).

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

Conservation and environmental management

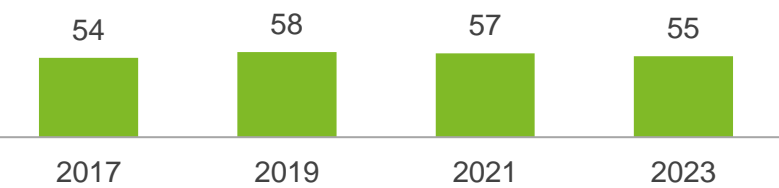
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



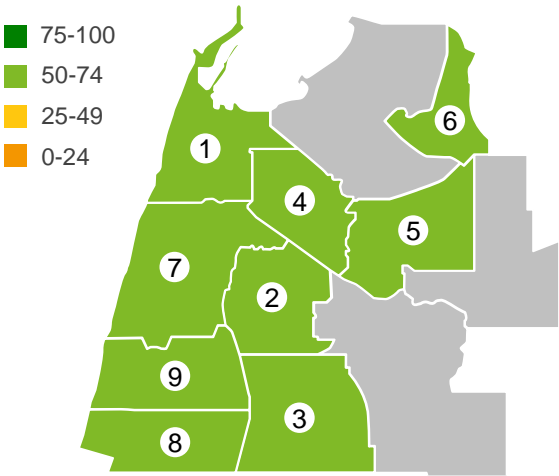
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	50
2	Carey Park	56
3	College Grove	56
4	East Bunbury	55
5	Glen Iris / Vittoria Heights	55
6	Pelican Point#	61
7	South Bunbury	55
8	Usher	58
9	Withers	54

Community variances

Performance Index Score

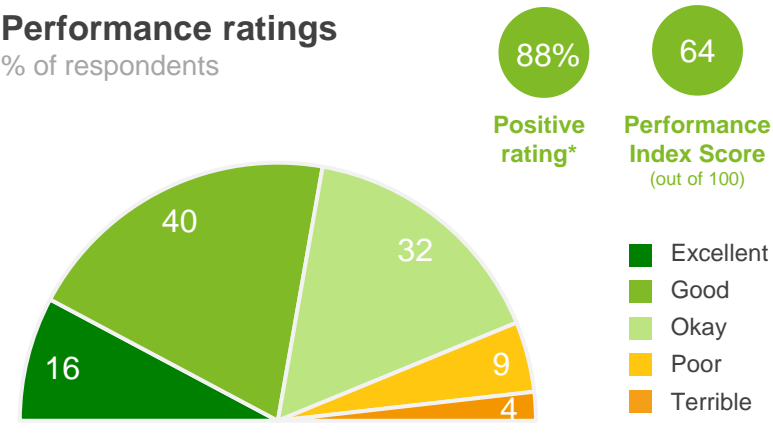
Gender		Age of children		Disability & culture	
Male	54	0-4 years	52	Disability	53
Female	55	5-11 years	58	First Nations	55
Age	14-34 years	12-17 years	57	Mainly speak LOTE#	59
	35-49 years	18+ years	54	Homeownership	
	50-64 years	No children	55	Homeowner	54
	65+ years			Renting / other	58

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 609).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Waste management services

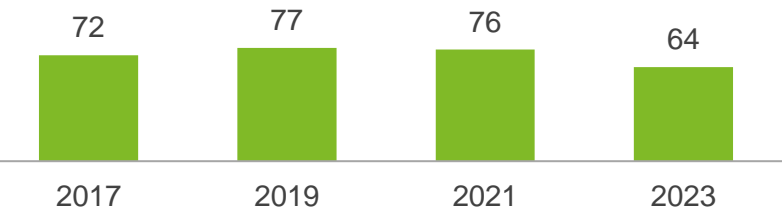
Performance ratings

% of respondents



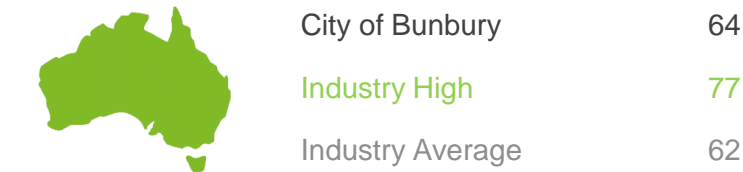
Trend Analysis

Performance Index Score



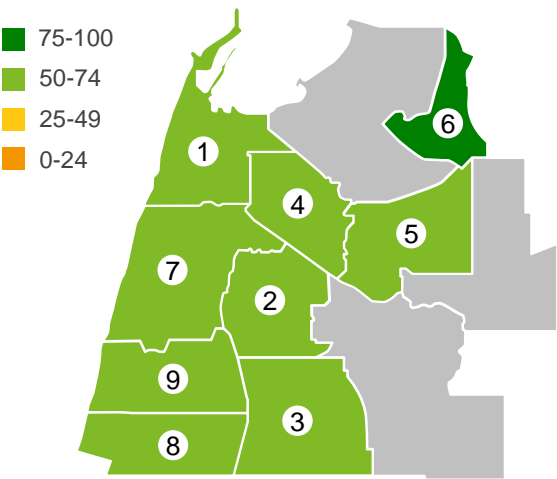
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	63
2	Carey Park	61
3	College Grove	63
4	East Bunbury	64
5	Glen Iris / Vittoria Heights	66
6	Pelican Point#	79
7	South Bunbury	63
8	Usher	67
9	Withers	63

Community variances

Performance Index Score

Gender

Male	63
Female	65

Age

14-34 years	61
35-49 years	61
50-64 years	63
65+ years	70

Age of children

0-4 years	57
5-11 years	63
12-17 years	62
18+ years	58
No children	67

Disability & culture

Disability	63
First Nations	66
Mainly speak LOTE#	69

Homeownership

Homeowner	64
Renting / other	64

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

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

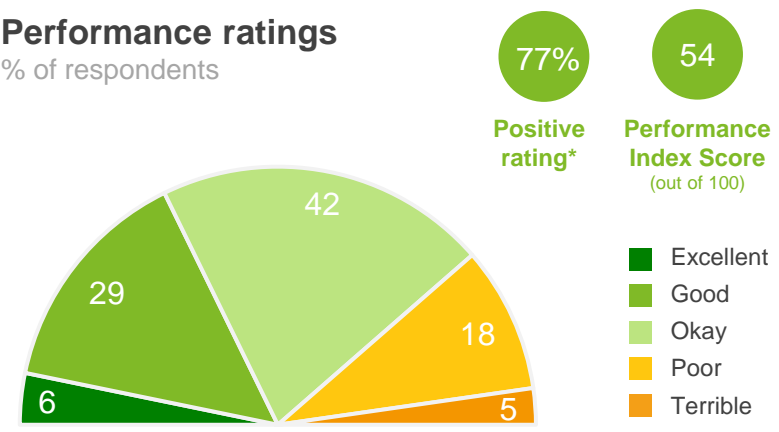
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Natural disaster management

(education, prevention and relief for fires, flooding, etc)

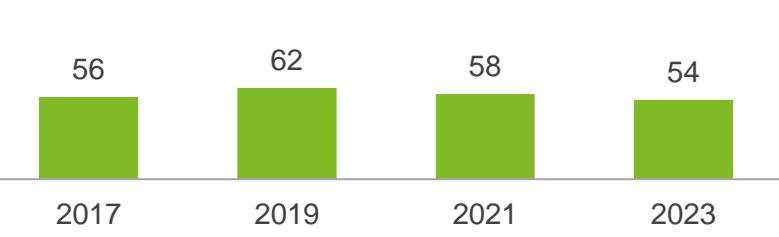
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



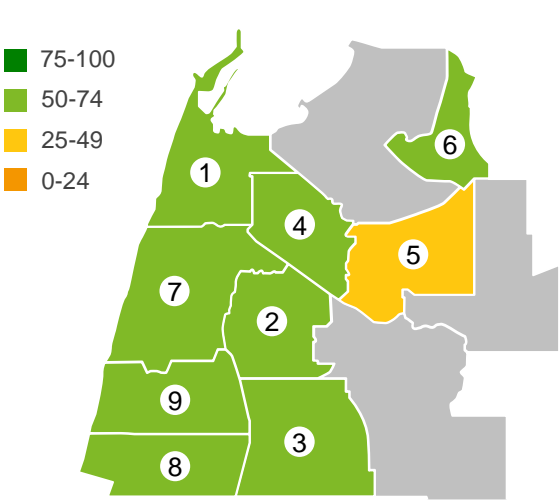
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	52
2	Carey Park	51
3	College Grove	57
4	East Bunbury	54
5	Glen Iris / Vittoria Heights	46
6	Pelican Point#	60
7	South Bunbury	54
8	Usher	53
9	Withers	61

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	52	Disability	52
Female	52	5-11 years	52	First Nations	30
Age	14-34 years	12-17 years	56	Mainly speak LOTE#	56
	35-49 years	18+ years	48	Homeownership	
	50-64 years	No children	54	Homeowner	53
	65+ years			Renting / other	58

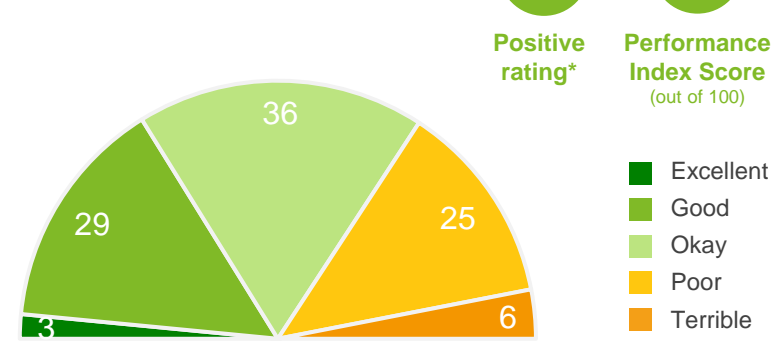
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 444).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Performance levels in the PLACE pillar

Managing responsible growth and development

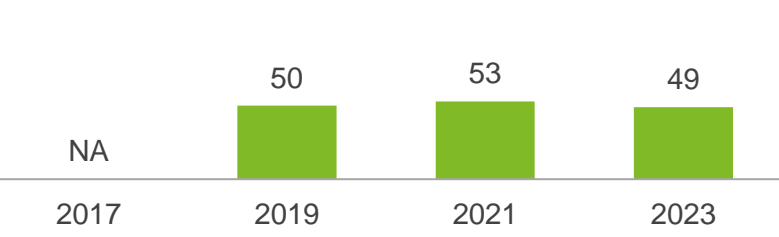
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



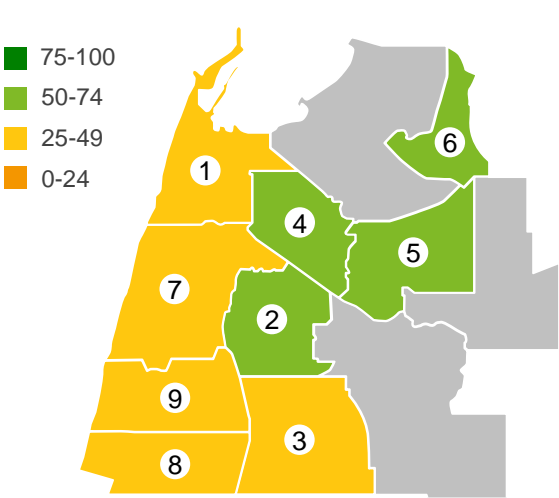
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	47
2	Carey Park	51
3	College Grove	48
4	East Bunbury	50
5	Glen Iris / Vittoria Heights	58
6	Pelican Point#	59
7	South Bunbury	49
8	Usher	48
9	Withers	45

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	49	0-4 years	51	Disability	50
Female	50	5-11 years	55	First Nations	42
Age	14-34 years	12-17 years	50	Mainly speak LOTE#	63
	35-49 years	18+ years	46	Homeownership	
	50-64 years	No children	49	Homeowner	49
	65+ years			Renting / other	51

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

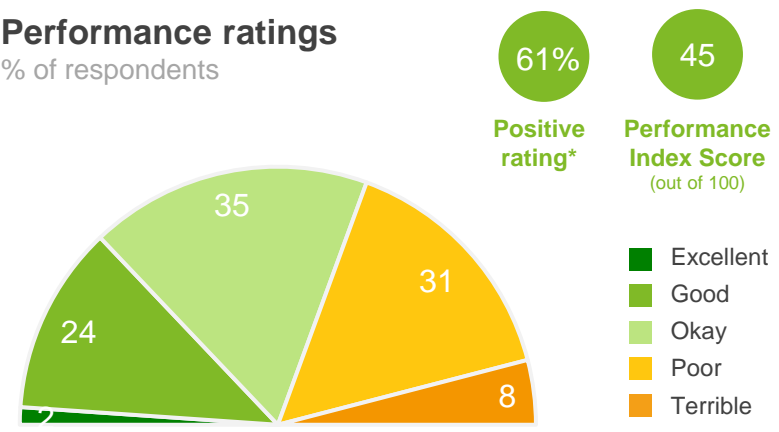
Base: All respondents, excludes 'unsure' and 'no response' (n = 572).

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

Planning and building approvals

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



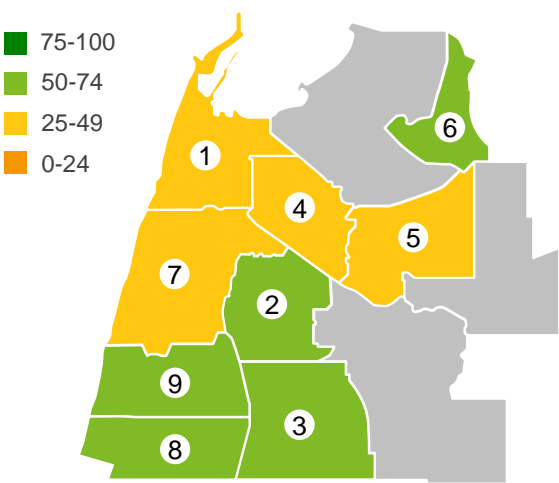
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	42
2	Carey Park	51
3	College Grove	50
4	East Bunbury	45
5	Glen Iris / Vittoria Heights	45
6	Pelican Point#	51
7	South Bunbury	42
8	Usher	52
9	Withers	50

Community variances

Performance Index Score

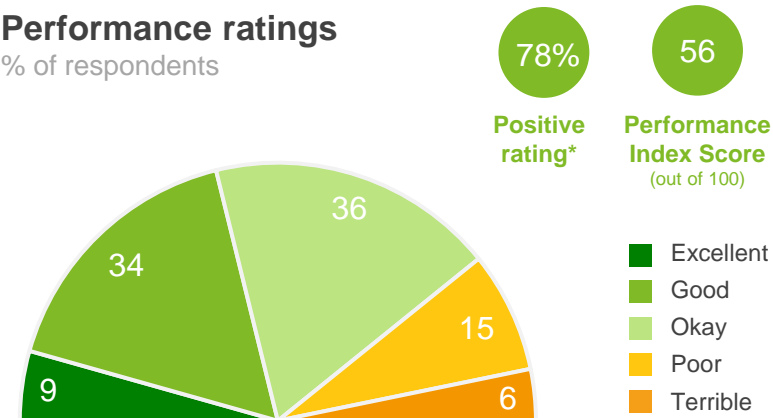
Gender		Age of children		Disability & culture	
Male	44	0-4 years	47	Disability	52
Female	46	5-11 years	47	First Nations	34
Age	14-34 years	12-17 years	46	Mainly speak LOTE#	53
	35-49 years	18+ years	43	Homeownership	
	50-64 years	No children	43	Homeowner	44
	65+ years			Renting / other	51

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 503).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Preserving and promoting local history and heritage

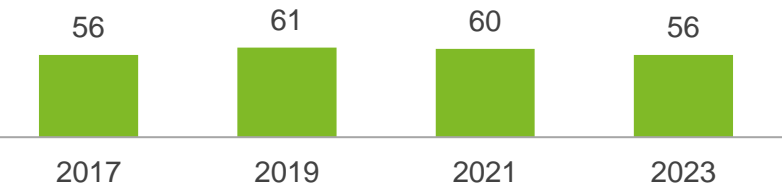
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



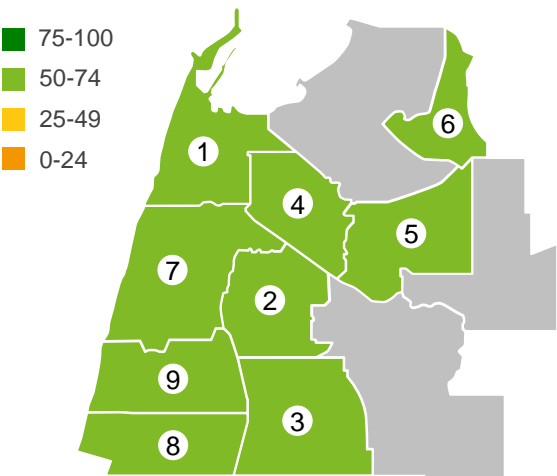
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	58
2	Carey Park	59
3	College Grove	64
4	East Bunbury	54
5	Glen Iris / Vittoria Heights	58
6	Pelican Point#	58
7	South Bunbury	54
8	Usher	56
9	Withers	50

Community variances

Performance Index Score

Gender

Male	56
Female	56

Age

14-34 years	58
35-49 years	54
50-64 years	55
65+ years	56

Age of children

0-4 years	48
5-11 years	56
12-17 years	54
18+ years	54
No children	56

Disability & culture

Disability	52
First Nations	47
Mainly speak LOTE#	63

Homeownership

Homeowner	55
Renting / other	59

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

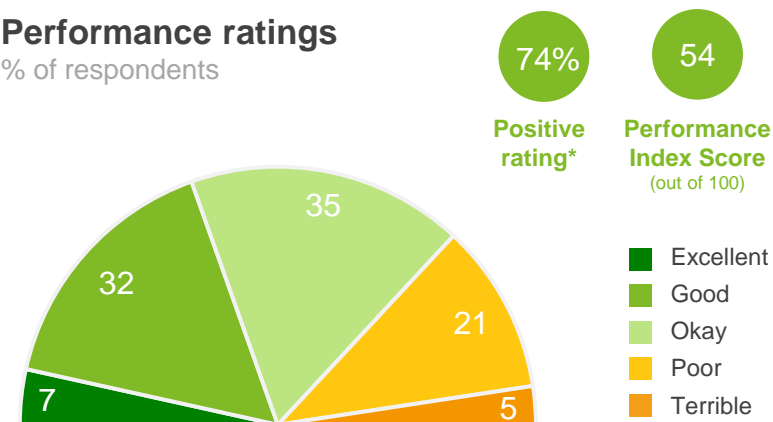
Base: All respondents, excludes 'unsure' and 'no response' (n = 622).

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

Community buildings, halls and toilets

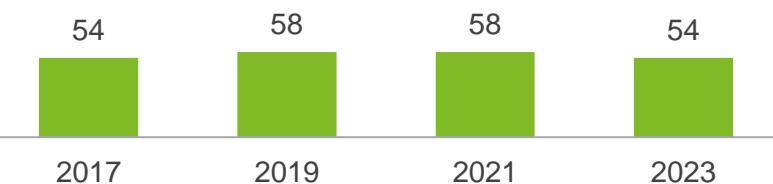
Performance ratings

% of respondents



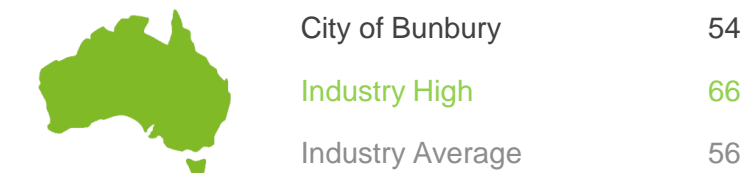
Trend Analysis

Performance Index Score



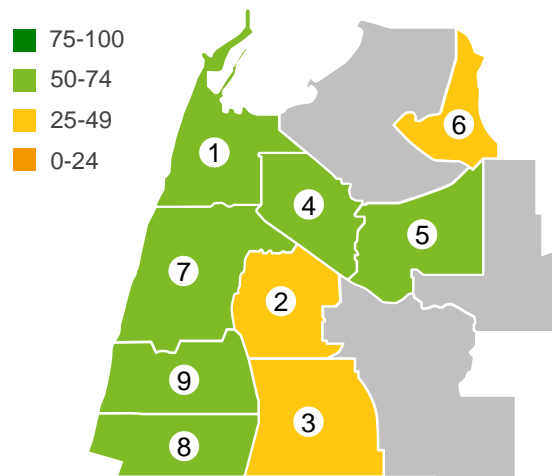
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	56
2	Carey Park	49
3	College Grove	49
4	East Bunbury	52
5	Glen Iris / Vittoria Heights	57
6	Pelican Point#	49
7	South Bunbury	55
8	Usher	55
9	Withers	51

Community variances

Performance Index Score

Gender

Male	53
Female	54

Age of children

0-4 years	52
5-11 years	55
12-17 years	49
18+ years	49
No children	55

Disability & culture

Disability	44
First Nations	42
Mainly speak LOTE#	71

Age

14-34 years	55
35-49 years	53
50-64 years	51
65+ years	56

Homeownership

Homeowner	54
Renting / other	54

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

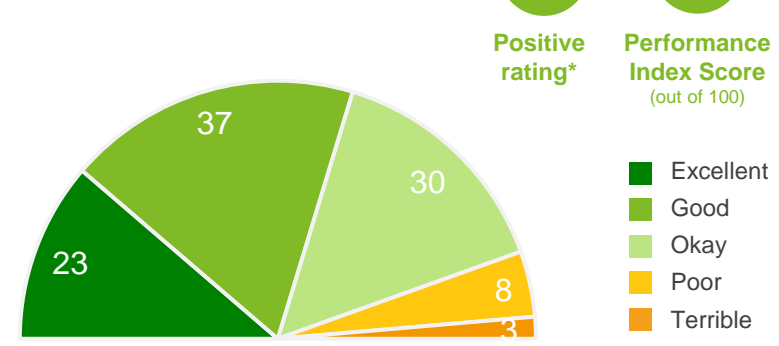
Base: All respondents, excludes 'unsure' and 'no response' (n = 668).

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

Playgrounds, parks and reserves

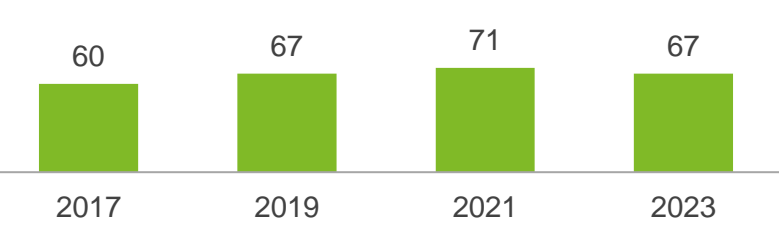
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



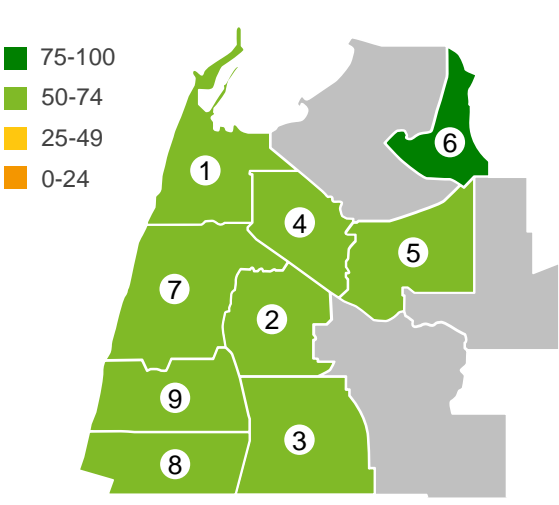
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	70
2	Carey Park	66
3	College Grove	70
4	East Bunbury	65
5	Glen Iris / Vittoria Heights	68
6	Pelican Point#	76
7	South Bunbury	67
8	Usher	66
9	Withers	63

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	67	0-4 years	68	Disability	64
Female	67	5-11 years	64	First Nations	55
Age		12-17 years	62	Mainly speak LOTE#	76
		18+ years	59	Homeownership	
		No children	68	Homeowner	66
				Renting / other	70
14-34 years	65				
35-49 years	66				
50-64 years	66				
65+ years	72				

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

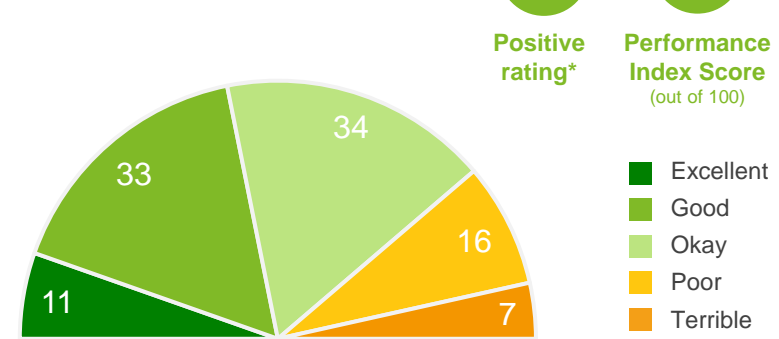
Base: All respondents, excludes 'unsure' and 'no response' (n = 702).

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

Streetscapes, trees and verges

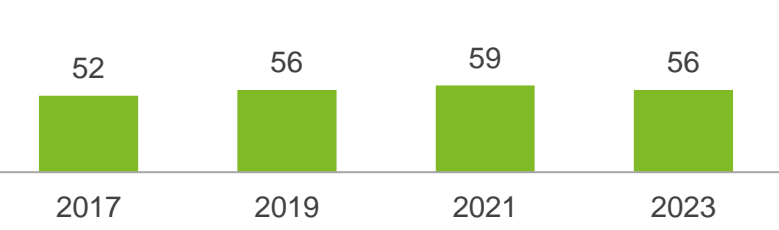
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



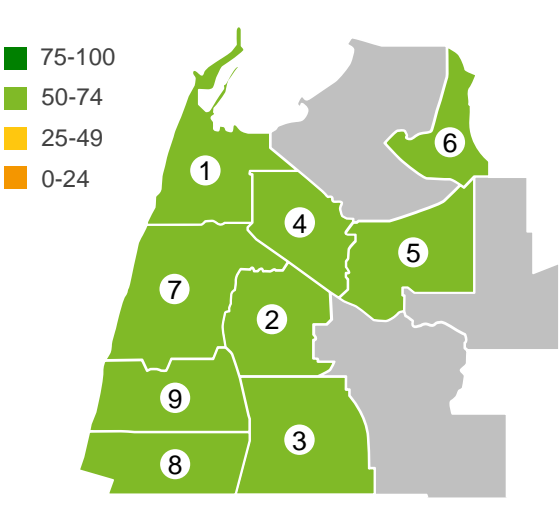
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	57
2	Carey Park	56
3	College Grove	56
4	East Bunbury	54
5	Glen Iris / Vittoria Heights	64
6	Pelican Point#	73
7	South Bunbury	56
8	Usher	52
9	Withers	54

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	58	Disability	53
Female	58	5-11 years	59	First Nations	51
Age	14-34 years	12-17 years	57	Mainly speak LOTE#	62
	35-49 years	18+ years	54	Homeownership	
	50-64 years	No children	55	Homeowner	55
	65+ years			Renting / other	60

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

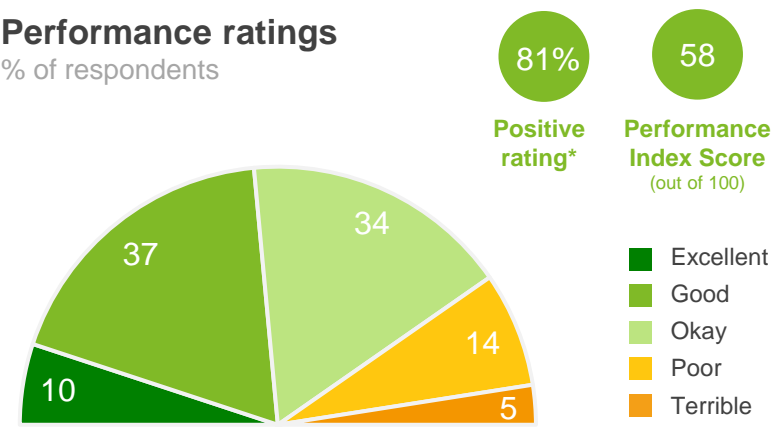
Base: All respondents, excludes 'unsure' and 'no response' (n = 704).

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

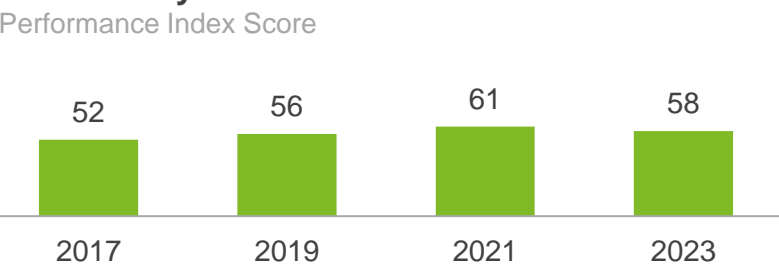
Footpaths, trails and cycleways

Performance ratings

% of respondents



Trend Analysis



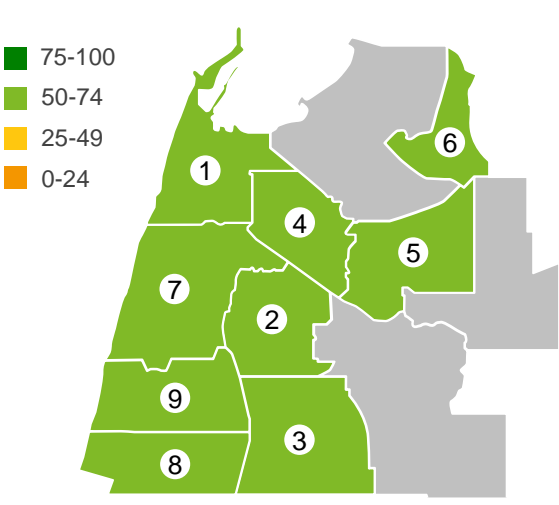
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	56
2	Carey Park	56
3	College Grove	58
4	East Bunbury	55
5	Glen Iris / Vittoria Heights	61
6	Pelican Point#	66
7	South Bunbury	61
8	Usher	61
9	Withers	55

Community variances

Performance Index Score

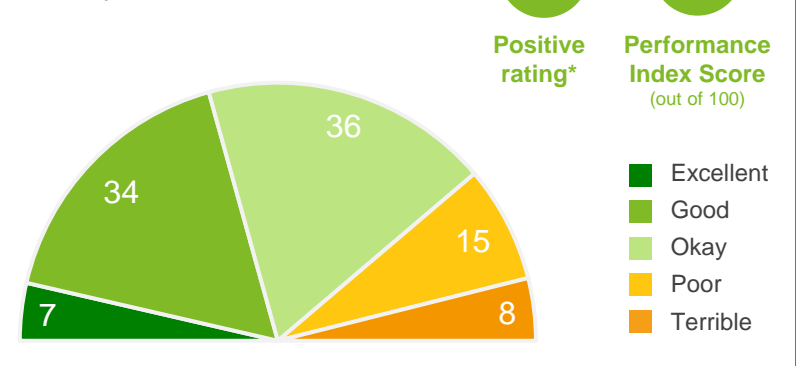
Gender		Age of children		Disability & culture	
Male	59	0-4 years	58	Disability	53
Female	58	5-11 years	60	First Nations	53
Age	14-34 years	12-17 years	56	Mainly speak LOTE#	61
	35-49 years	18+ years	56	Homeownership	
	50-64 years	No children	58	Homeowner	58
	65+ years			Renting / other	60

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 703).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Local roads

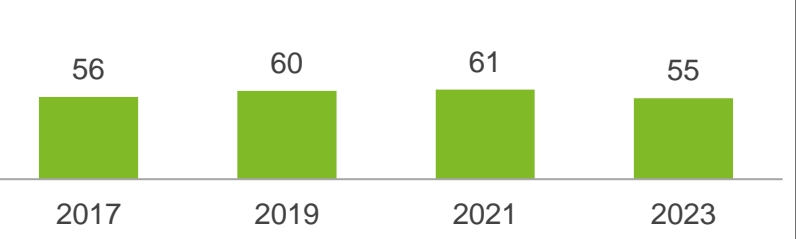
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



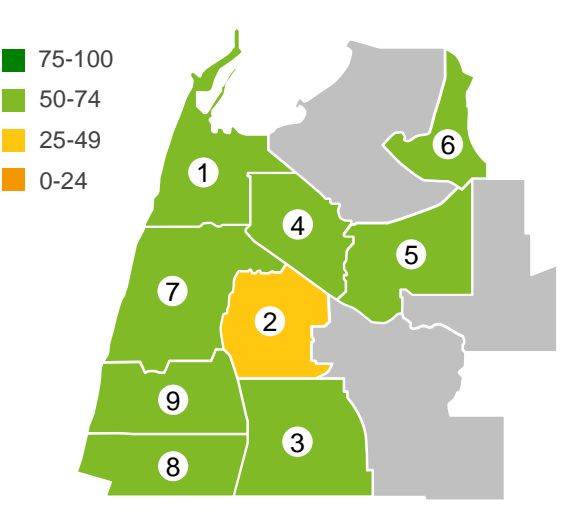
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	57
2	Carey Park	44
3	College Grove	54
4	East Bunbury	50
5	Glen Iris / Vittoria Heights	60
6	Pelican Point#	64
7	South Bunbury	57
8	Usher	53
9	Withers	56

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	52	0-4 years	54	Disability	50
Female	57	5-11 years	53	First Nations	41
Age	14-34 years	12-17 years	52	Mainly speak LOTE#	71
	35-49 years	18+ years	49	Homeownership	
	50-64 years	No children	55	Homeowner	55
	65+ years			Renting / other	52

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

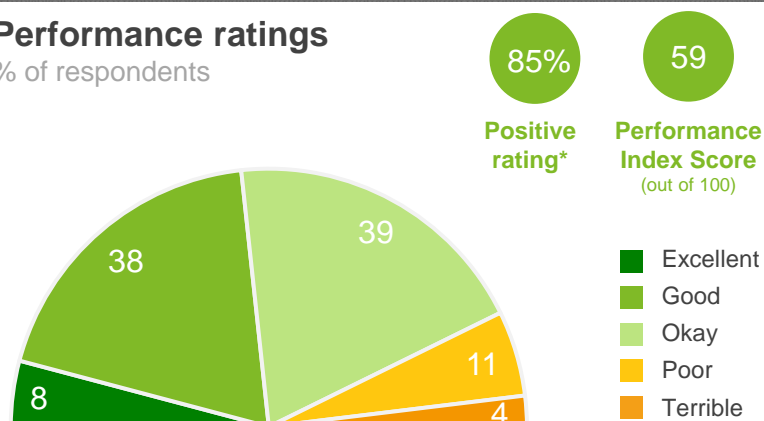
Base: All respondents, excludes 'unsure' and 'no response' (n = 703).

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

Traffic management on local roads

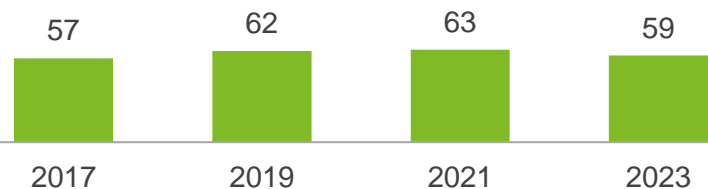
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

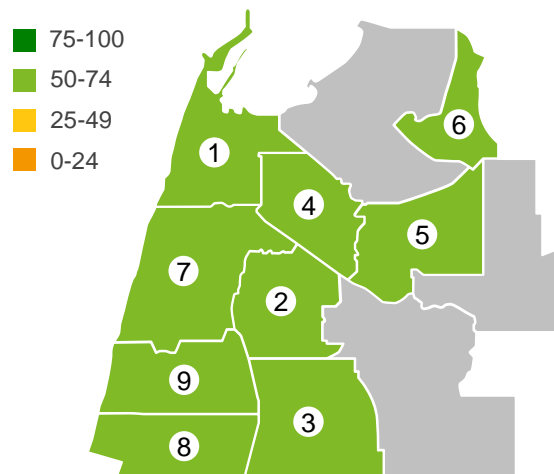
Performance Index Score



City of Bunbury	59
Industry High	62
Industry Average	51

Geographical variances

Performance Index Score



Location

1 Bunbury / Marlston Hill	61
2 Carey Park	56
3 College Grove	52
4 East Bunbury	57
5 Glen Iris / Vittoria Heights	58
6 Pelican Point#	64
7 South Bunbury	60
8 Usher	62
9 Withers	59

Community variances

Performance Index Score

Gender

Male	56
Female	61

Age of children

0-4 years	62
5-11 years	59
12-17 years	56
18+ years	58
No children	59

Disability & culture

Disability	56
First Nations	51
Mainly speak LOTE#	69

Age

14-34 years	60
35-49 years	57
50-64 years	58
65+ years	61

Homeownership

Homeowner	59
Renting / other	62

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

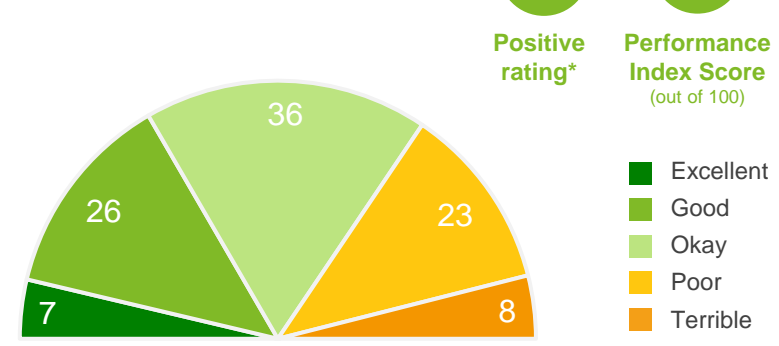
Base: All respondents, excludes 'unsure' and 'no response' (n = 689).

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

Access to public transport

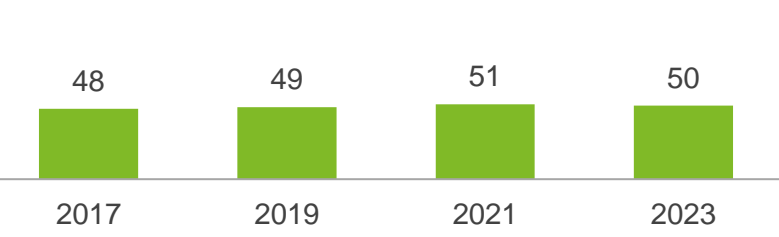
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



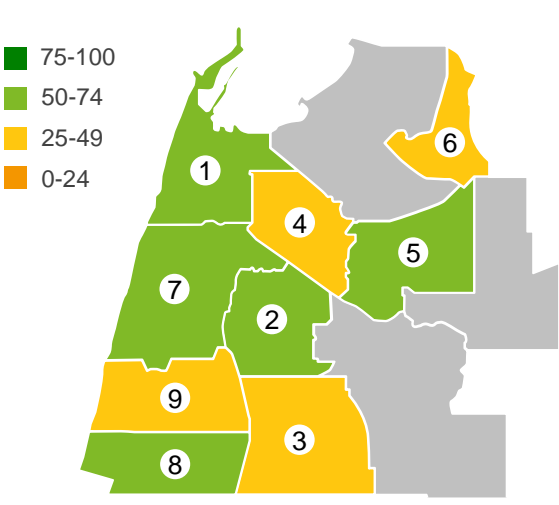
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	51
2	Carey Park	53
3	College Grove	46
4	East Bunbury	48
5	Glen Iris / Vittoria Heights	56
6	Pelican Point#	43
7	South Bunbury	50
8	Usher	54
9	Withers	49

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-4 years	54	Disability	48
Female	47	5-11 years	51	First Nations	45
Age	14-34 years	12-17 years	49	Mainly speak LOTE#	53
	35-49 years	18+ years	50	Homeownership	
	50-64 years	No children	49	Homeowner	50
	65+ years			Renting / other	52

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

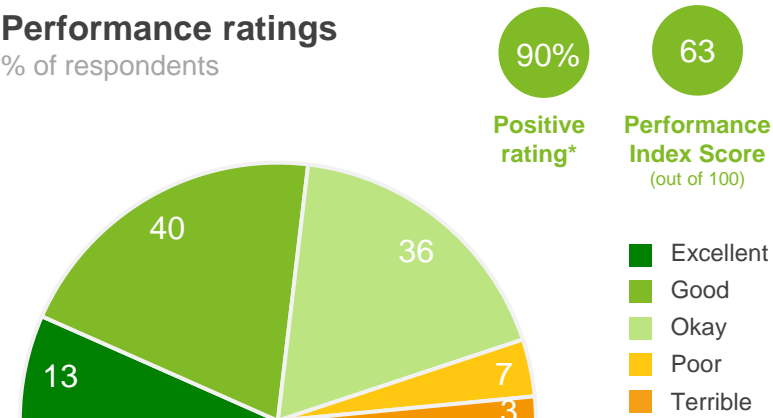
Base: All respondents, excludes 'unsure' and 'no response' (n = 580).

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

Marine facilities (boat ramps, jetties, etc)

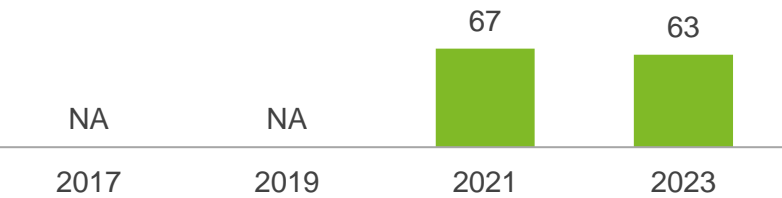
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



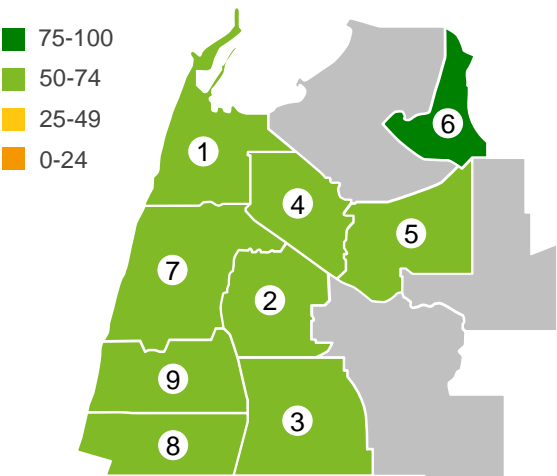
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	68
2	Carey Park	63
3	College Grove	64
4	East Bunbury	67
5	Glen Iris / Vittoria Heights	64
6	Pelican Point#	80
7	South Bunbury	59
8	Usher	63
9	Withers	59

Community variances

Performance Index Score

Gender

Male	65
Female	62

Age

14-34 years	67
35-49 years	61
50-64 years	61
65+ years	65

Age of children

0-4 years	64
5-11 years	63
12-17 years	60
18+ years	52
No children	64

Disability & culture

Disability	62
First Nations	54
Mainly speak LOTE#	65

Homeownership

Homeowner	63
Renting / other	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 477).

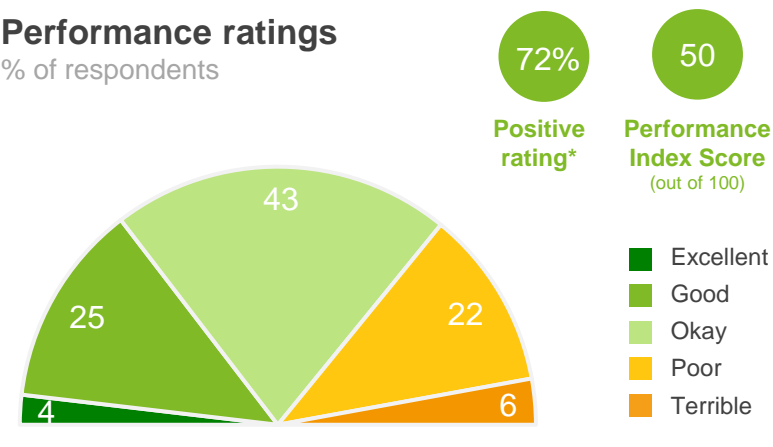
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Performance levels in the PROSPERITY pillar

Economic development and job creation

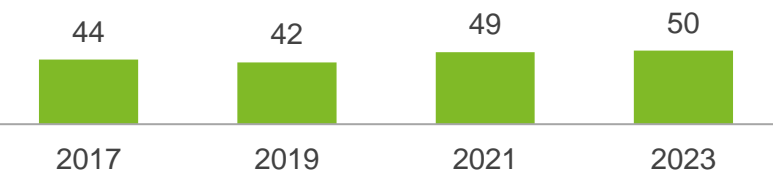
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

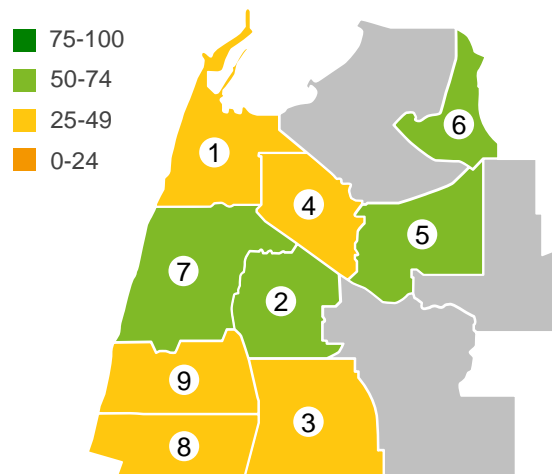
Performance Index Score



City of Bunbury	50
Industry High	56
Industry Average	43

Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	48
2	Carey Park	52
3	College Grove	45
4	East Bunbury	49
5	Glen Iris / Vittoria Heights	56
6	Pelican Point#	57
7	South Bunbury	52
8	Usher	45
9	Withers	44

Community variances

Performance Index Score

Gender

Male	49
Female	51

Age of children

0-4 years	51
5-11 years	55
12-17 years	45
18+ years	46
No children	49

Disability & culture

Disability	49
First Nations	45
Mainly speak LOTE#	53

Age

14-34 years	49
35-49 years	49
50-64 years	49
65+ years	53

Homeownership

Homeowner	50
Renting / other	49

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

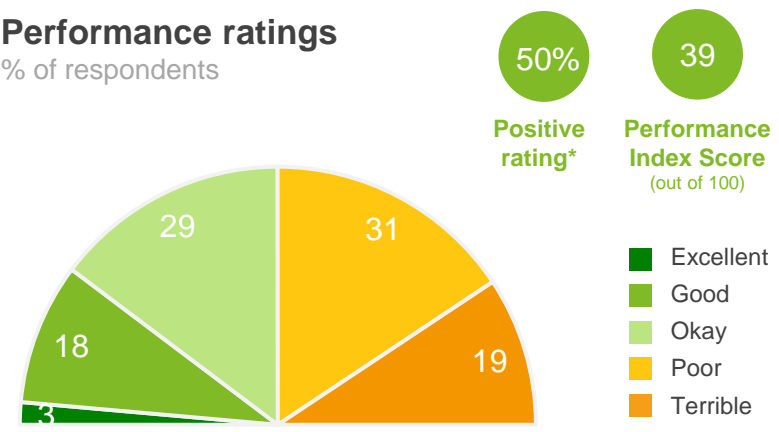
Base: All respondents, excludes 'unsure' and 'no response' (n = 548).

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

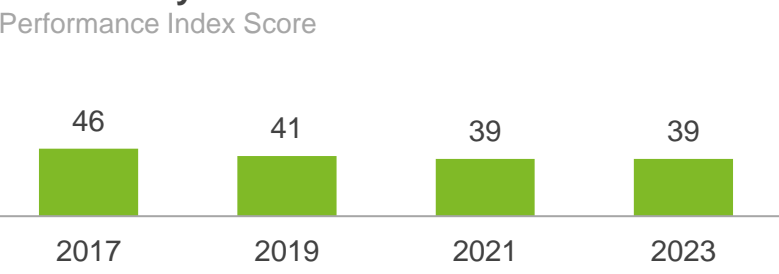
Development and activation of Bunbury City Centre

Performance ratings

% of respondents



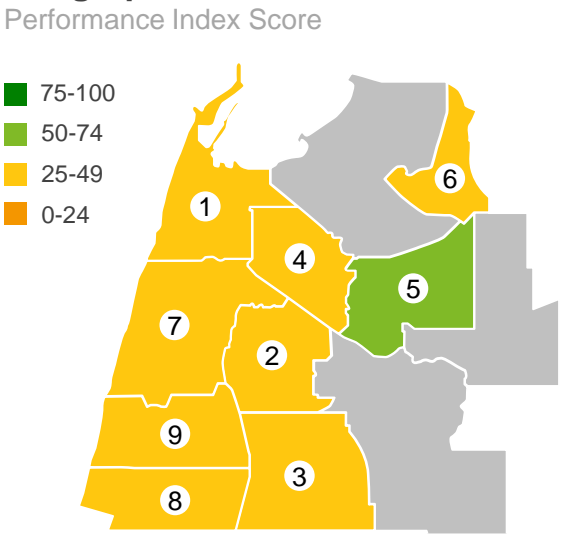
Trend Analysis



MARKYT Industry Standards



Geographical variances



Location

1	Bunbury / Marlston Hill	35
2	Carey Park	47
3	College Grove	41
4	East Bunbury	33
5	Glen Iris / Vittoria Heights	50
6	Pelican Point#	39
7	South Bunbury	39
8	Usher	36
9	Withers	39

Community variances

Performance Index Score

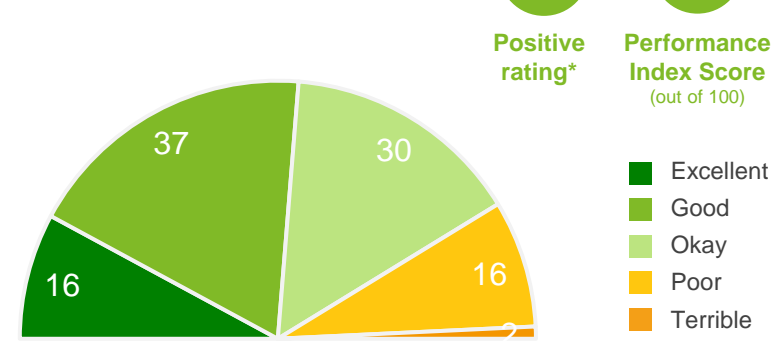
Gender		Age of children		Disability & culture	
Male	37	0-4 years	44	Disability	40
Female	40	5-11 years	34	First Nations	32
Age		12-17 years	29	Mainly speak LOTE#	50
		18+ years	36	Homeownership	
		No children	39	Homeowner	38
				Renting / other	43
14-34 years	44				
35-49 years	35				
50-64 years	35				
65+ years	41				

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 614).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Place to visit

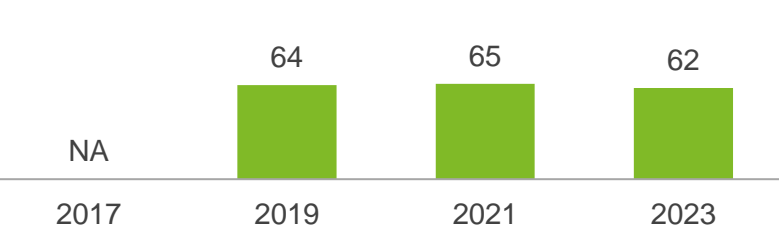
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



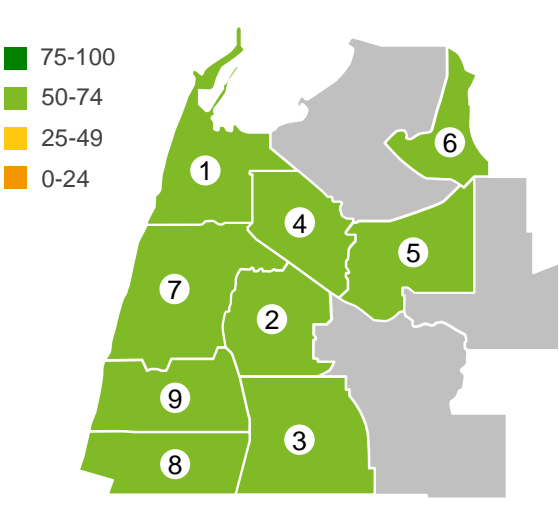
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	66
2	Carey Park	60
3	College Grove	60
4	East Bunbury	57
5	Glen Iris / Vittoria Heights	65
6	Pelican Point#	66
7	South Bunbury	63
8	Usher	62
9	Withers	65

Community variances

Performance Index Score

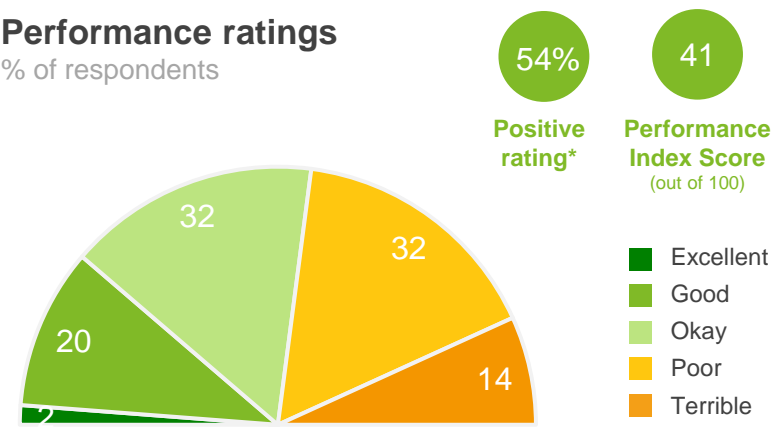
Gender		Age of children		Disability & culture	
Male	62	0-4 years	53	Disability	62
Female	63	5-11 years	60	First Nations	60
Age	14-34 years	12-17 years	60	Mainly speak LOTE#	74
	35-49 years	18+ years	64	Homeownership	
	50-64 years	No children	64	Homeowner	62
	65+ years			Renting / other	63

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 764).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Tourism and destination marketing

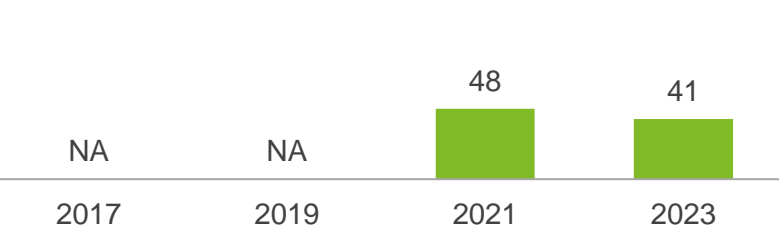
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



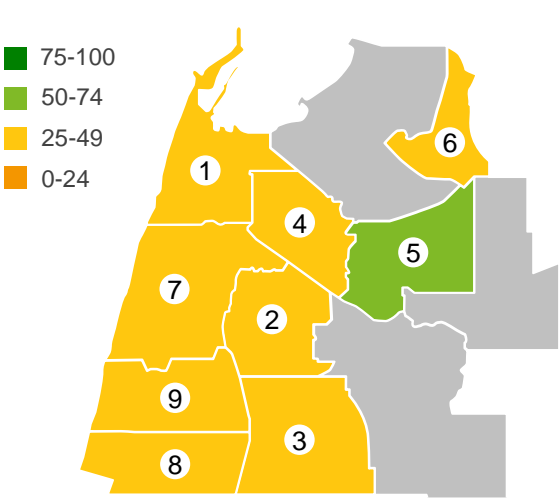
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	38
2	Carey Park	41
3	College Grove	45
4	East Bunbury	38
5	Glen Iris / Vittoria Heights	51
6	Pelican Point#	45
7	South Bunbury	42
8	Usher	44
9	Withers	45

Community variances

Performance Index Score

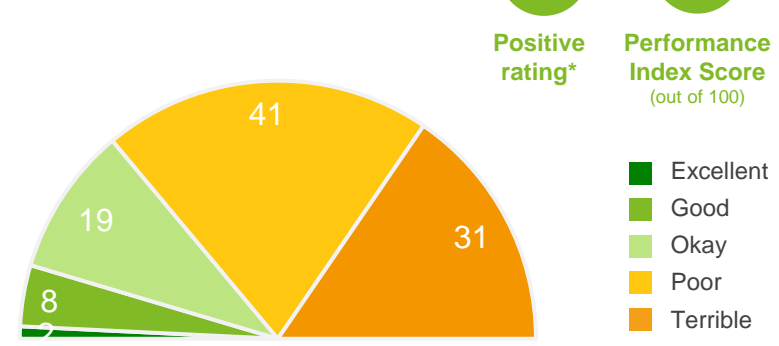
Gender		Age of children		Disability & culture	
Male	39	0-4 years	42	Disability	38
Female	44	5-11 years	39	First Nations	40
Age	14-34 years	12-17 years	37	Mainly speak LOTE#	52
	35-49 years	18+ years	43	Homeownership	
	50-64 years	No children	41	Homeowner	41
	65+ years			Renting / other	42

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 644).
 * Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Airport facilities and services

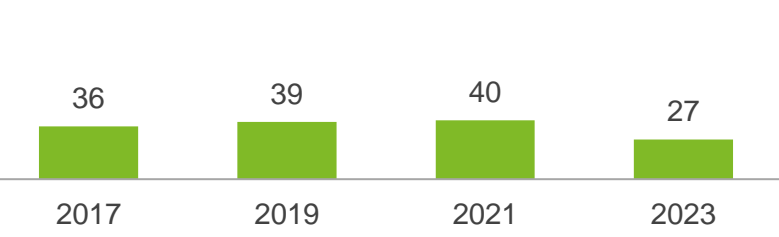
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



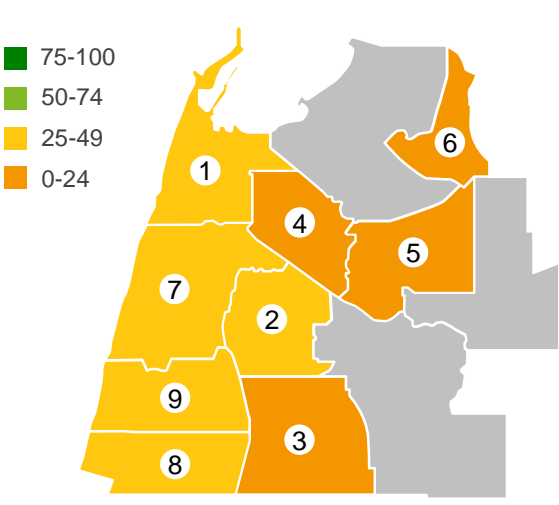
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	28
2	Carey Park	25
3	College Grove	22
4	East Bunbury	24
5	Glen Iris / Vittoria Heights	20
6	Pelican Point#	23
7	South Bunbury	28
8	Usher	40
9	Withers	28

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	24	0-4 years	20	Disability	28
Female	30	5-11 years	26	First Nations	30
Age	14-34 years	12-17 years	23	Mainly speak LOTE#	22
	35-49 years	18+ years	26	Homeownership	
	50-64 years	No children	29	Homeowner	26
	65+ years			Renting / other	30

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

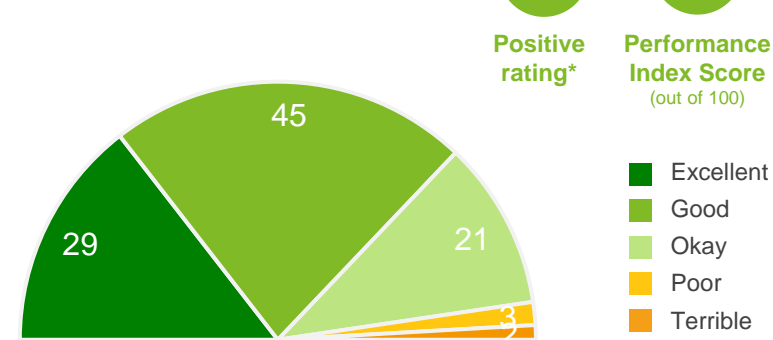
Base: All respondents, excludes 'unsure' and 'no response' (n = 433).

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

Library services

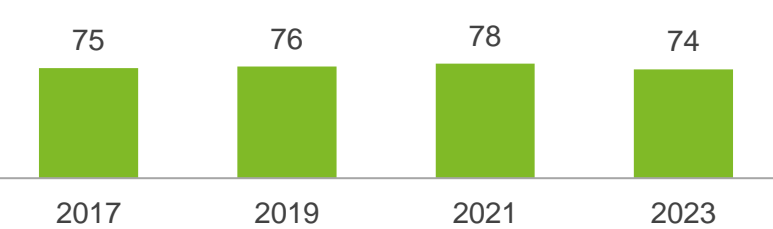
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



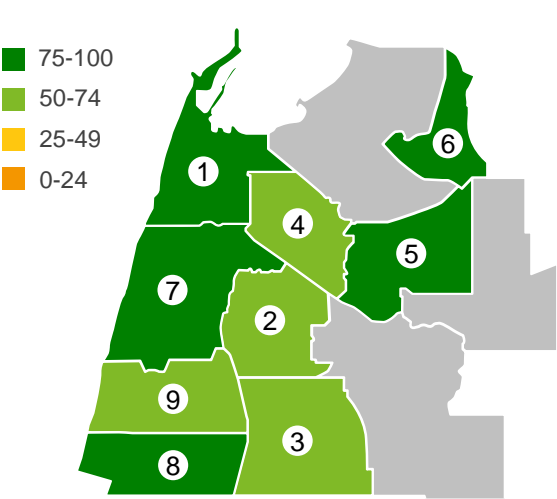
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	76
2	Carey Park	72
3	College Grove	73
4	East Bunbury	68
5	Glen Iris / Vittoria Heights	78
6	Pelican Point#	81
7	South Bunbury	76
8	Usher	75
9	Withers	74

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	72	0-4 years	76	Disability	70
Female	76	5-11 years	79	First Nations	68
Age	14-34 years	12-17 years	70	Mainly speak LOTE#	71
	35-49 years	18+ years	71	Homeownership	
	50-64 years	No children	74	Homeowner	74
	65+ years			Renting / other	74

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

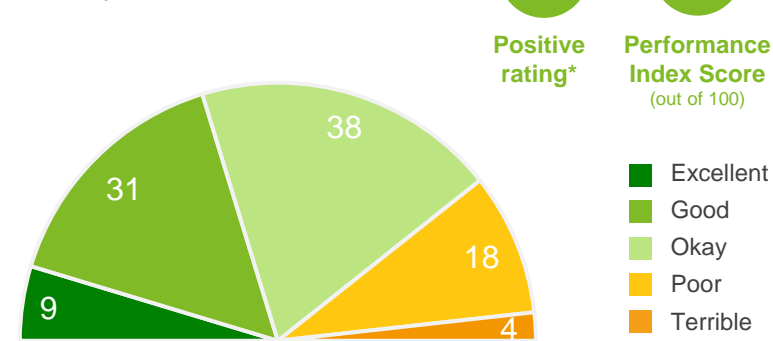
Base: All respondents, excludes 'unsure' and 'no response' (n = 613).

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

Access to education, training and life-long learning opportunities

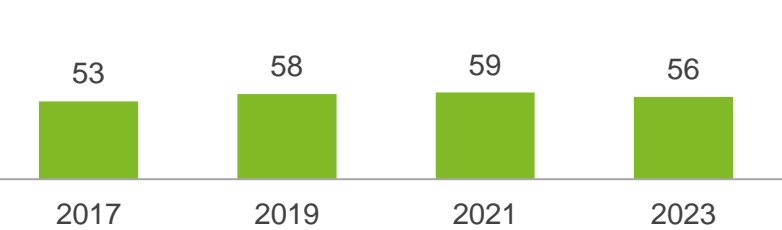
Performance ratings

% of respondents



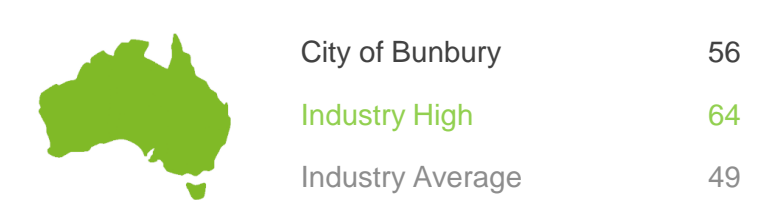
Trend Analysis

Performance Index Score



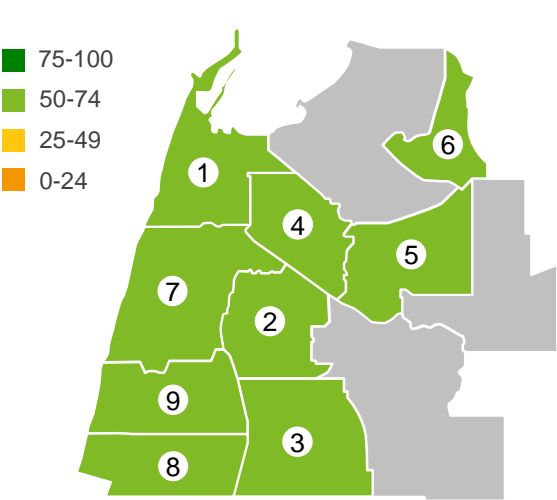
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	58
2	Carey Park	53
3	College Grove	63
4	East Bunbury	53
5	Glen Iris / Vittoria Heights	57
6	Pelican Point#	65
7	South Bunbury	56
8	Usher	56
9	Withers	59

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-4 years	53	Disability	53
Female	58	5-11 years	56	First Nations	51
Age	14-34 years	12-17 years	52	Mainly speak LOTE#	49
	35-49 years	18+ years	56	Homeownership	
	50-64 years	No children	58	Homeowner	56
	65+ years			Renting / other	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 564).

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

Overview of Community Variances

Summary of community variances

	Total	Homeowner	Renting / other	Male	Female	14-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE#	Bunbury / Marlston Hill	Carey Park	College Grove	East Bunbury	Glen Iris / Vittoria Heights	Pelican Point#	South Bunbury	Usher	Withers	
Overall place to live	77	78	73	77	77	75	75	78	80	77	76	78	76	77	74	70	72	78	71	81	76	79	87	79	76	73	
PEOPLE																											
Youth services and facilities	65	66	61	68	62	64	59	67	69	67	63	64	60	60	58	53	71	70	57	71	62	59	67	68	68	57	
Children and family services and facilities	65	64	65	64	65	65	59	65	69	67	59	63	60	59	58	53	69	68	59	72	66	60	66	65	65	60	
Seniors' services, facilities and care	56	55	59	57	55	59	52	56	57	58	52	53	51	52	53	48	59	58	56	63	52	49	51	56	56	59	
Disability access and inclusion	55	55	55	55	55	57	51	56	56	57	51	56	52	50	47	43	62	60	53	60	52	51	61	57	54	47	
Recognition for First Nations people / cultures	68	68	68	67	68	71	61	70	69	68	65	70	67	62	66	49	66	70	67	77	66	72	75	69	69	59	
Volunteer support and recognition	62	62	62	62	62	59	59	62	65	64	53	62	63	58	63	41	61	65	64	56	57	57	73	62	61	59	
Access to health and community services	61	61	57	62	60	60	57	59	67	64	52	55	58	54	56	46	54	66	58	68	58	50	66	62	61	56	
Sport and recreation facilities and services	71	71	72	71	71	69	65	71	78	73	69	71	64	62	69	60	73	74	70	76	64	75	76	71	79	69	
South West Sports Centre	72	71	76	71	72	73	65	70	78	73	70	72	65	64	71	60	75	75	74	78	66	75	72	70	77	69	
Festivals, events, art and cultural activities	64	64	64	62	66	63	61	63	70	66	62	64	59	63	59	55	62	66	58	68	60	67	72	66	67	61	
Community safety and crime prevention	48	47	49	47	49	48	46	43	53	51	44	45	42	41	46	42	54	52	42	46	45	51	46	49	48	48	
Lighting of streets and public places	53	54	51	53	53	51	53	50	59	54	54	56	48	50	51	41	43	56	48	51	53	57	51	53	54	49	
Animal management (dogs and cats)	57	58	55	56	58	60	57	58	55	57	61	59	57	57	55	58	56	58	51	56	59	62	62	59	53	56	

Summary of community variances

	Total	Homeowner	Renting / other	Male	Female	14-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE#	Bunbury / Marlston Hill	Carey Park	College Grove	East Bunbury	Glen Iris / Vittoria Heights	Pelican Point#	South Bunbury	Usher	Withers	
PLANET																											
Sustainable practices / climate change	53	53	54	52	54	57	46	53	54	53	55	53	54	57	51	56	55	48	53	54	54	55	61	55	55	49	
Conservation and environmental management	55	54	58	54	55	56	51	53	58	55	52	58	57	54	53	55	59	50	56	56	55	55	61	55	58	54	
Waste management services	64	64	64	63	65	61	61	63	70	67	57	63	62	58	63	66	69	63	61	63	64	66	79	63	67	63	
Natural disaster management	54	53	58	54	52	56	49	54	55	54	52	52	56	48	52	30	56	52	51	57	54	46	60	54	53	61	
PLACE																											
Responsible growth and development	49	49	51	49	50	50	49	46	52	49	51	55	50	46	50	42	63	47	51	48	50	58	59	49	48	45	
Planning and building approvals	45	44	51	44	46	48	44	42	47	43	47	47	46	43	52	34	53	42	51	50	45	45	51	42	52	50	
Local history and heritage	56	55	59	56	56	58	54	55	56	56	48	56	54	54	52	47	63	58	59	64	54	58	58	54	56	50	
Community buildings, halls and toilets	54	54	54	53	54	55	53	51	56	55	52	55	49	49	44	42	71	56	49	49	52	57	49	55	55	51	
Playgrounds, parks and reserves	67	66	70	67	67	65	66	66	72	68	68	64	62	59	64	55	76	70	66	70	65	68	76	67	66	63	
Streetscapes, trees and verges	56	55	60	54	58	58	53	53	60	55	58	59	57	54	53	51	62	57	56	56	54	64	73	56	52	54	
Footpaths, trails and cycleways	58	58	60	59	58	58	57	56	62	58	58	60	56	56	53	53	61	56	56	58	55	61	66	61	61	55	
Local roads	55	55	52	52	57	53	51	53	61	55	54	53	52	49	50	41	71	57	44	54	50	60	64	57	53	56	
Traffic management on local roads	59	59	62	56	61	60	57	58	61	59	62	59	56	58	56	51	69	61	56	52	57	58	64	60	62	59	
Access to public transport	50	50	52	53	47	51	47	49	54	49	54	51	49	50	48	45	53	51	53	46	48	56	43	50	54	49	
Marine facilities (boat ramps, jetties, etc)	63	63	67	65	62	67	61	61	65	64	64	63	60	52	62	54	65	68	63	64	67	64	80	59	63	59	

Summary of community variances

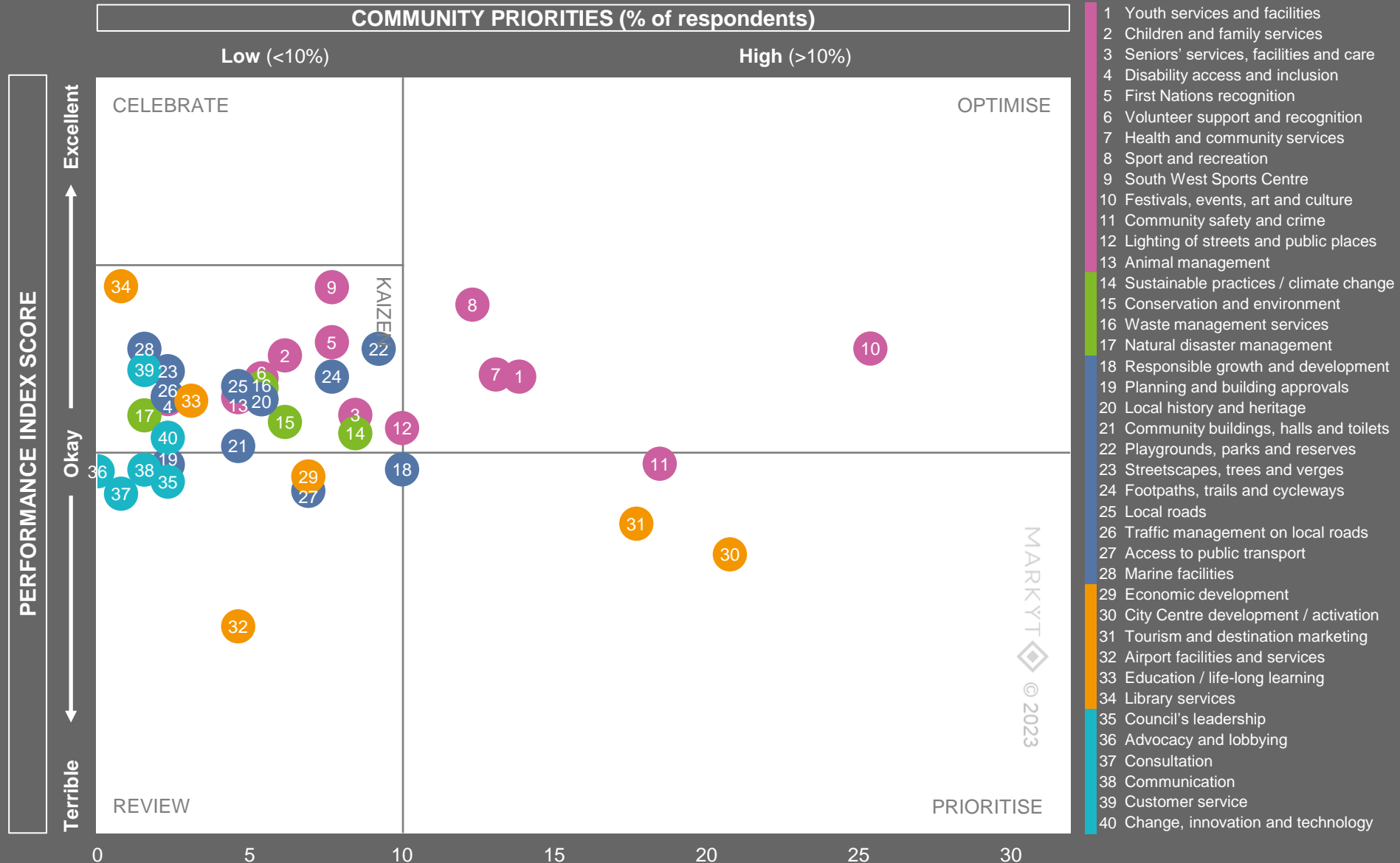
	Total	Homeowner	Renting / other	Male	Female	14-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations	LOTE#	Bunbury / Marlston Hill	Carey Park	College Grove	East Bunbury	Glen Iris / Vittoria Heights	Pelican Point#	South Bunbury	Usher	Withers	
PROSPERITY																											
Economic development and job creation	50	50	49	49	51	49	49	49	53	49	51	55	45	46	49	45	53	48	52	45	49	56	57	52	45	44	
Bunbury City Centre development / activation	39	38	43	37	40	44	35	35	41	39	44	34	29	36	40	32	50	35	47	41	33	50	39	39	36	39	
Place to visit	62	62	63	62	63	59	61	62	67	64	53	60	60	64	62	60	74	66	60	60	57	65	66	63	62	65	
Tourism and destination marketing	41	41	42	39	44	41	39	42	44	41	42	39	37	43	38	40	52	38	41	45	38	51	45	42	44	45	
Airport facilities and services	27	26	30	24	30	23	26	24	33	29	20	26	23	26	28	30	22	28	25	22	24	20	23	28	40	28	
Education / life-long learning opportunities	56	56	56	55	58	50	54	58	62	58	53	56	52	56	53	51	49	58	53	63	53	57	65	56	56	59	
Library services	74	74	74	72	76	73	71	73	78	74	76	79	70	71	70	68	71	76	72	73	68	78	81	76	75	74	
PERFORMANCE																											
Governing organisation	55	54	60	53	58	55	51	53	60	56	49	54	48	51	54	54	61	56	54	57	54	55	67	55	59	51	
Value for money from rates	50	49	51	48	51	47	48	46	57	52	41	47	46	45	49	39	57	52	41	49	50	47	55	52	50	52	
Council's leadership	46	45	47	42	49	44	42	45	51	47	45	41	41	43	45	40	57	44	41	43	46	43	50	50	45	44	
Advocacy and lobbying	43	43	45	41	46	40	39	42	49	44	42	45	41	38	41	43	50	42	43	34	42	41	50	46	41	43	
Consultation	42	41	46	38	45	40	39	42	45	44	39	41	36	37	39	33	49	43	35	44	41	36	45	44	44	44	
Communication	45	45	45	43	47	44	41	46	49	47	44	45	39	37	41	35	43	46	40	55	43	38	59	48	43	48	
Customer service	59	60	58	55	63	54	57	60	64	61	54	57	56	55	59	53	69	60	58	69	56	58	66	61	60	61	
Embracing change, innovation and technology	51	51	54	48	55	52	47	51	56	52	52	53	51	45	53	39	57	48	57	51	50	52	56	52	52	54	
City's website	53	53	55	51	56	51	50	54	58	55	46	50	52	50	56	49	67	57	49	55	49	59	64	53	49	55	
City's enewsletter	53	54	48	51	57	41	49	58	60	54	43	51	50	52	55	36	57	55	57	50	47	52	74	54	51	54	
Social media presence	55	54	58	53	58	56	55	57	52	55	56	57	53	50	52	50	61	60	54	52	50	58	62	54	61	53	
Local newspaper advertorial	54	55	46	52	56	46	49	54	60	55	50	53	53	52	52	53	72	57	48	62	49	56	59	56	56	47	

MARKYT community priorities

Other stakeholder groups

MARKYT Community Priorities

Base: out of area ratepayers and visitors

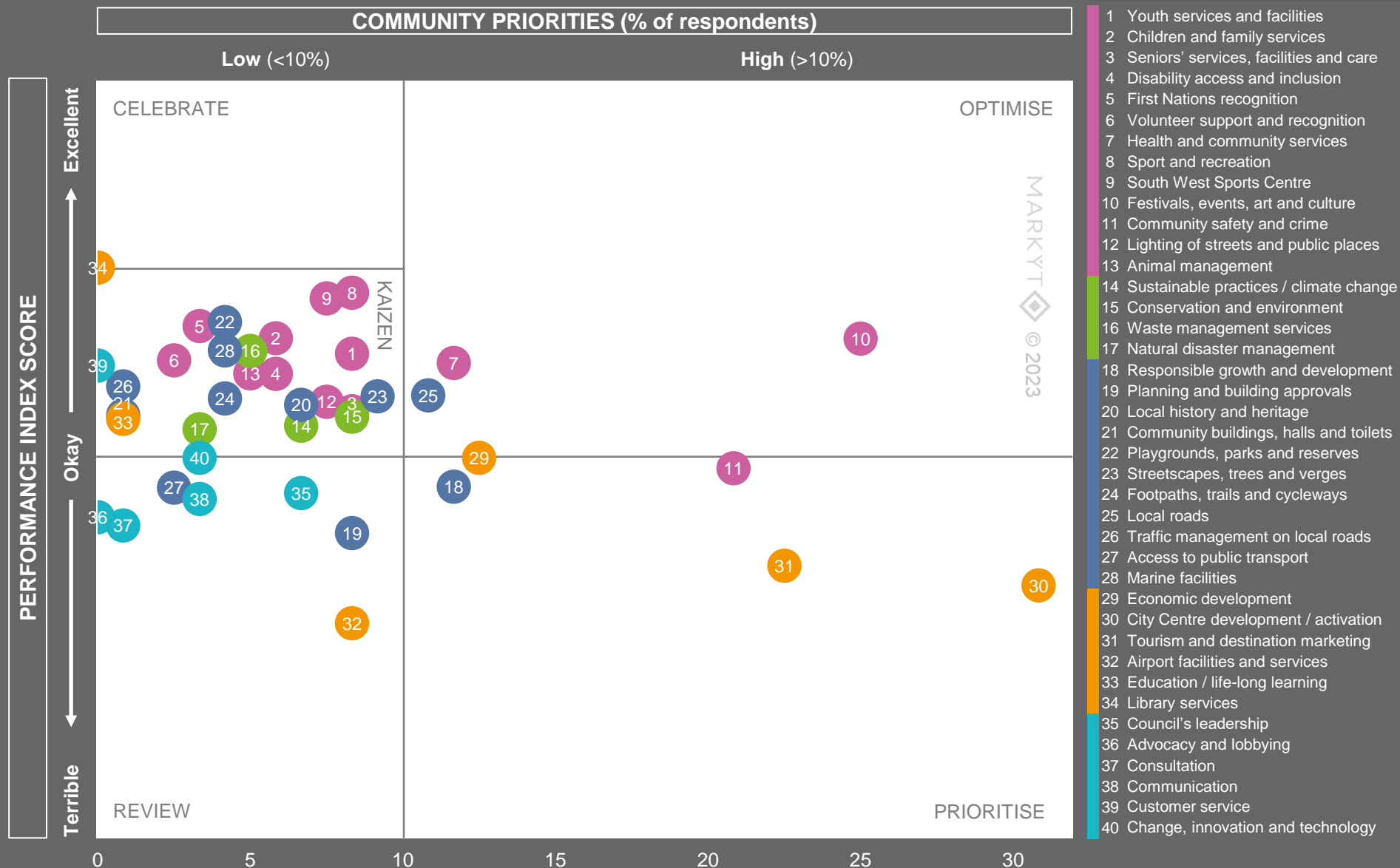


Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 130)

MARKYT Community Priorities

Base: business owners
and operators

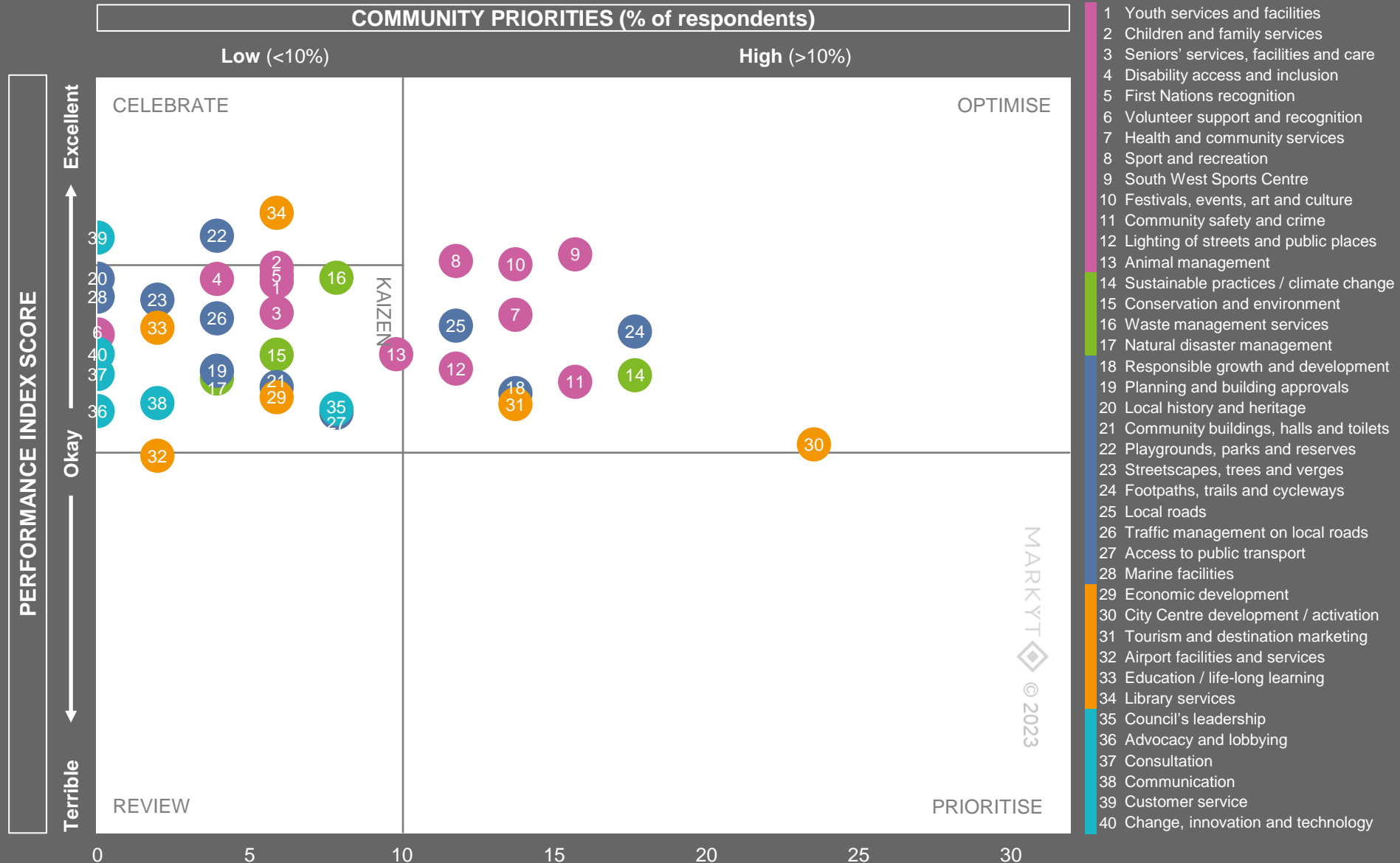


Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 120)

MARKYT Community Priorities

Base: elected members
and employees



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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 51)



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