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MARKYT 

# Community Scorecard

2023

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Prepared for



Prepared by



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# Strategic overview

## Vision



**34**

% agree

6% points above Industry Average and up 4 points from 2022

## Liveability

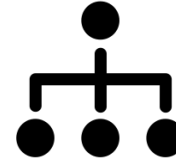


**88**

Performance Index Score

12 index points above Industry Average and no change from 2022

## Governance



**61**

Performance Index Score

8 index points above Industry Average and up 4 points from 2022

## Rates Value



**53**

Performance Index Score

10 index points above Industry Average and up 3 points from 2022

## Strengths

### Highest scores

- Playgrounds, parks and reserves
- Subiaco Library
- Public transport

### Most improved

- Efforts to promote the area
- Place to work or operate a business
- Support for local businesses
- Festivals, events, art and cultural activities

### Relative to MARKYT® Industry Standards

- Public transport
- Local roads
- Streetscapes
- Place to work or operate a business

## Priorities



Responsible growth and development



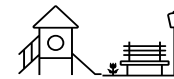
Community safety



Area's heritage and identity



Planning and building approvals



Playgrounds, parks and reserves



Festivals, events, art and cultural activities



Subiaco town centre development

# 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.

## MARKYT Community Scorecard

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

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



## Strategic Community Plan

2017 – 2027

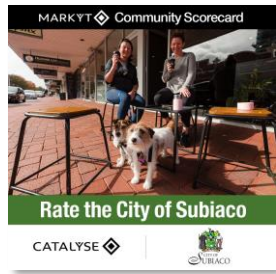


# The Study

The City of Subiaco commissioned CATALYSE® to conduct an independent review of service levels using the MARKYT® Community Scorecard.

All community members were invited to take part. Scorecard invitations were issued to a random sample of residents via email (n=8000) and Australia Post addressed mail services (n=1000). The City provided supporting promotions to reach all community members through various communication channels.

The scorecard was open from 24 April to 12 May 2023.



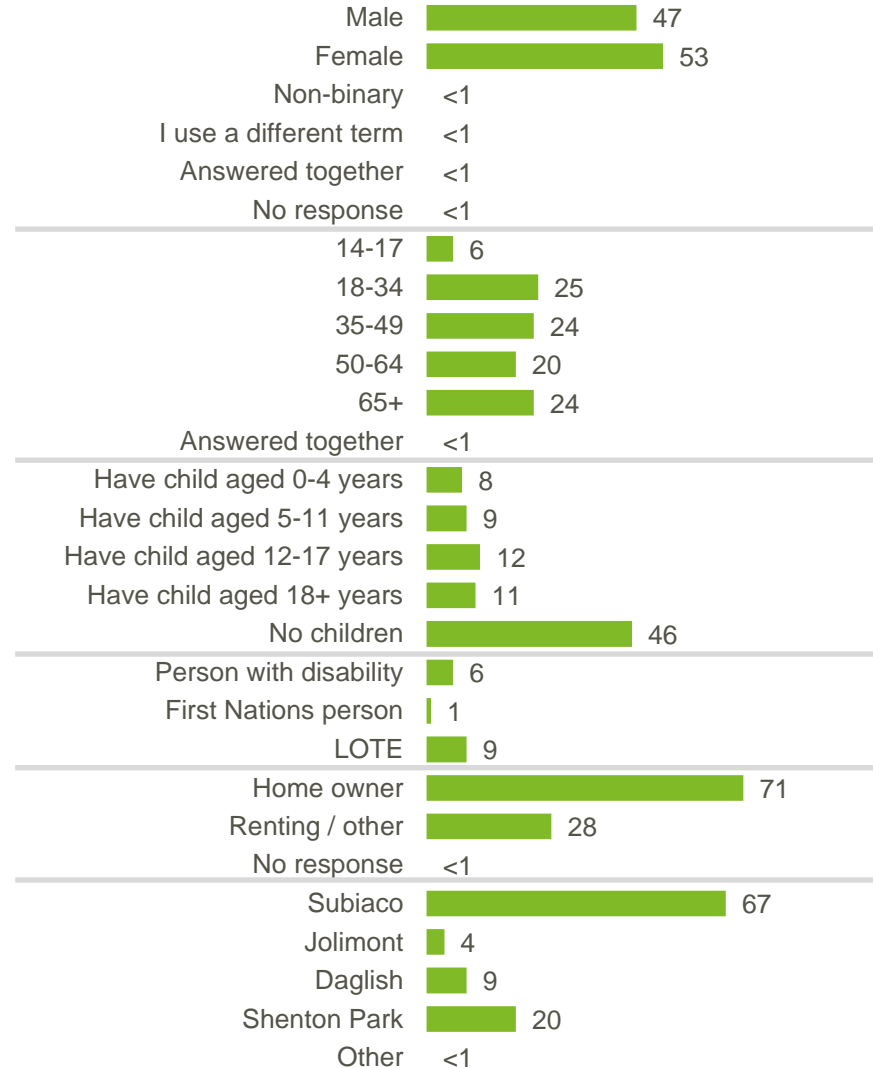
The scorecard was completed by **746 community members** with various connections to the City:

Local resident	Local business	Out of area ratepayer / Visitor	Elected Member / Employee
612	74	130	10

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 ±1% of the parts, this is due to rounding errors to zero decimal places.

## % of resident respondents (weighted)



LOTE: Language other than English

# MARKYT Benchmarks | participating councils

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





# How to read performance dashboards

## Performance Ratings

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

**Trend analysis** shows how performance varies over time.

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

**Council Score** is the Council's performance index score.

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

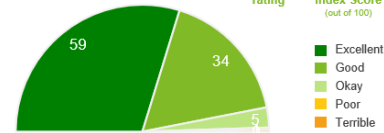
**Industry Average** is the average score among councils that have completed a comparable study with CATALYSE®.

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

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

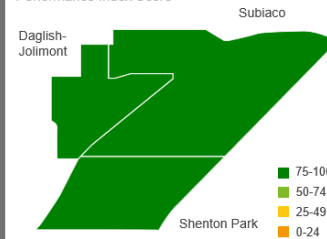
### Performance ratings

% of respondents



### Geographical variances

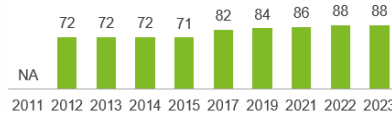
Performance Index Score



Location	Performance Index Score
Daglish-Jolimont	91
Shenton Park	89
Subiaco	87

### Trend Analysis

Performance Index Score



### MARKYT® Industry Standards

Performance Index Score

City of Subiaco	88
Industry High	91
Industry Average	76

### Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	Mainly speak LOTE
Age	12-17 years	Home ownership
14-34 years	18+ years	Home owner
35-49 years	No children	Renting / other
50-64 years		
65+ years		

**Geographical variances and community variances** show how results vary across the community based on the Performance Index Score

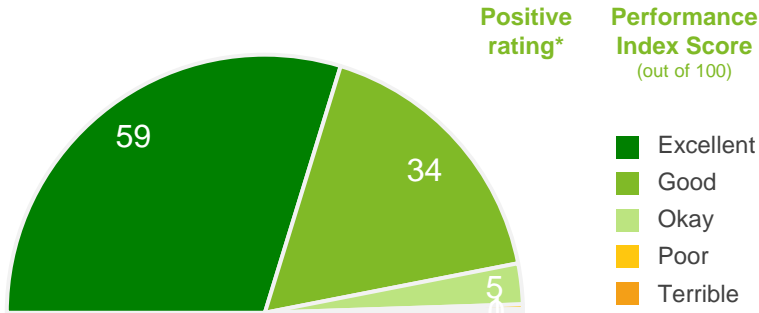
**Variance across the community** shows how results vary across the community based on the Performance Index Score

# Overall Performance

# Place to live

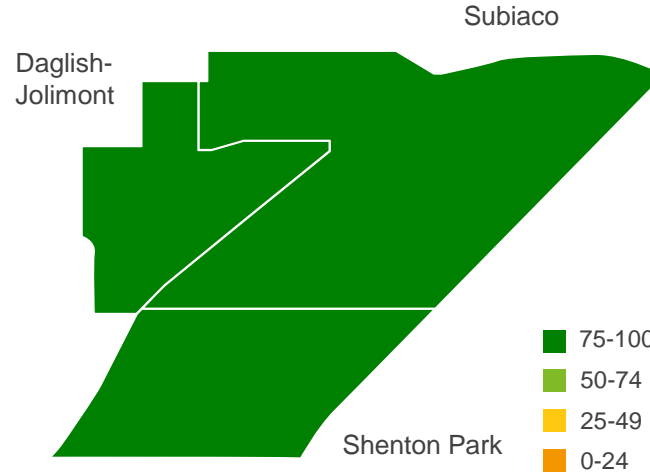
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

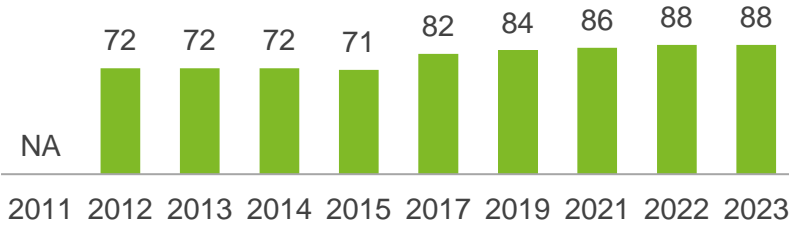


### Location

DalGLISH-Jolimont	91
Shenton Park	89
Subiaco	87

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	87	0-4 years	90	Disability	87
Female	89	5-11 years	92	Mainly speak LOTE	89
Age				Home ownership	
14-34 years	85	12-17 years	89	Home owner	89
35-49 years	89	18+ years	88	Renting / other	85
50-64 years	90	No children	88		
65+ years	89				

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	88
Industry High	91
Industry Average	76

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 603).

\* Positive Rating = excellent, good + okay

# Governing organisation

## Performance ratings

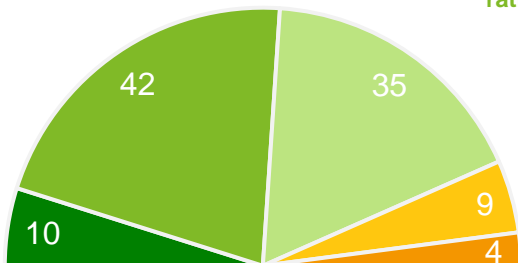
% of respondents

87%

61

Positive rating\*

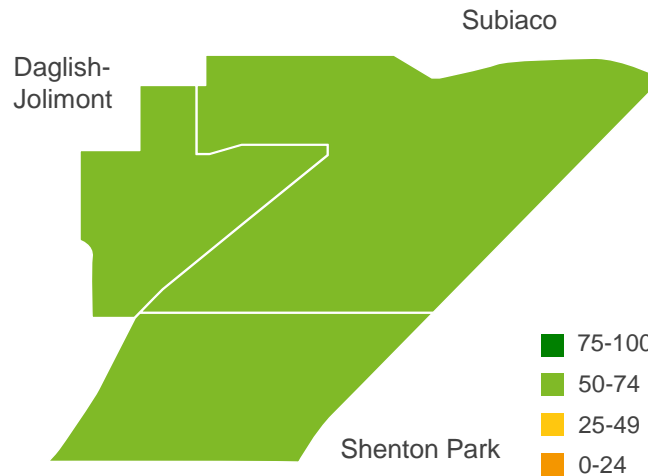
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

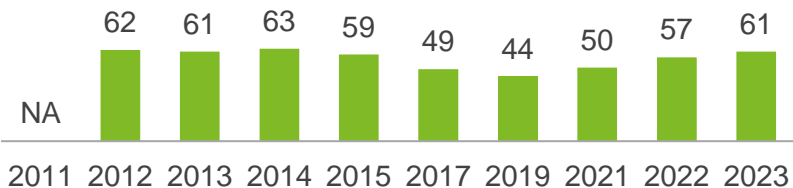


### Location

Daglish-Jolimont	66
Shenton Park	64
Subiaco	59

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	60
Female	62

### Age of children

0-4 years	65
5-11 years	59
12-17 years	59
18+ years	56
No children	62

### Disability & culture

Disability	64
Mainly speak LOTE	71

### Age

14-34 years	62
35-49 years	62
50-64 years	59
65+ years	61

### Home ownership

Home owner	60
Renting / other	66

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	61
Industry High	66
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 545).

\* Positive Rating = excellent, good + okay

MARKYT  industry comparisons

# Overall Performance | industry comparisons

The Overall Performance Index Score is a combined measure of the City of Subiaco as a 'place to live' and as a 'governing organisation'. The City of Subiaco's overall performance index score is 75 out of 100, 10 index points above the industry average.

## Overall Performance Index Score

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

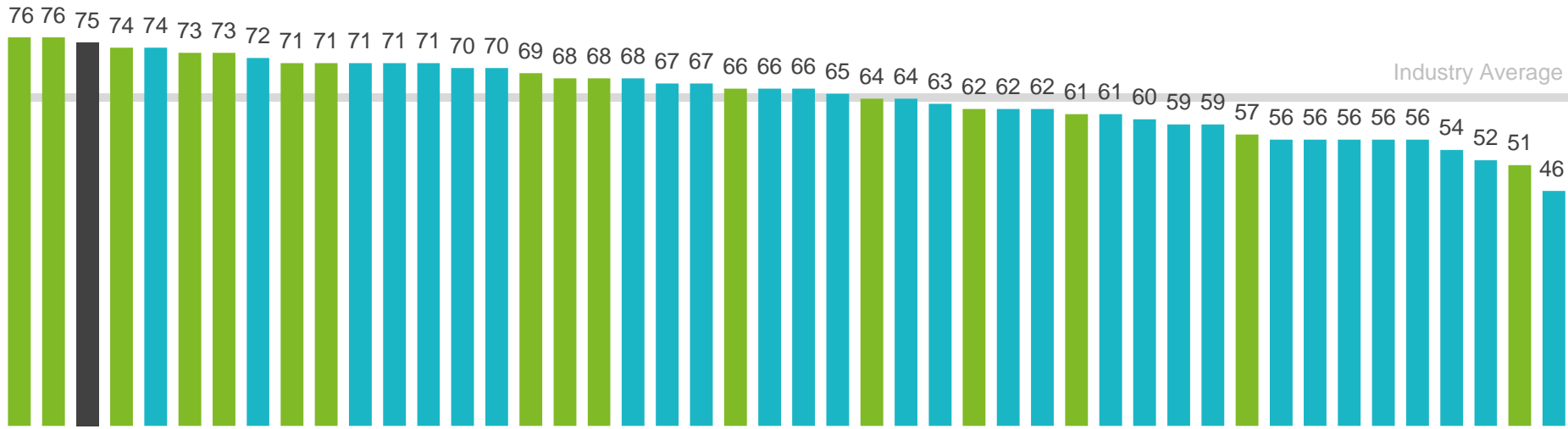
- City of Subiaco
- Metropolitan Councils
- Regional Councils

### MARKYT Industry Standards

Performance Index Score



City of Subiaco	75
Industry High	76
Industry Average	65



# 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.

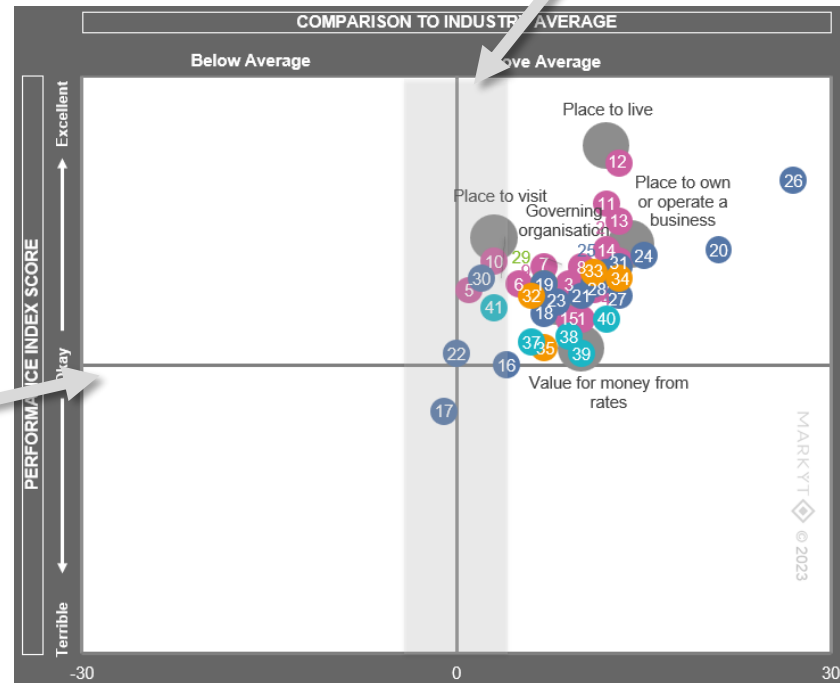
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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.

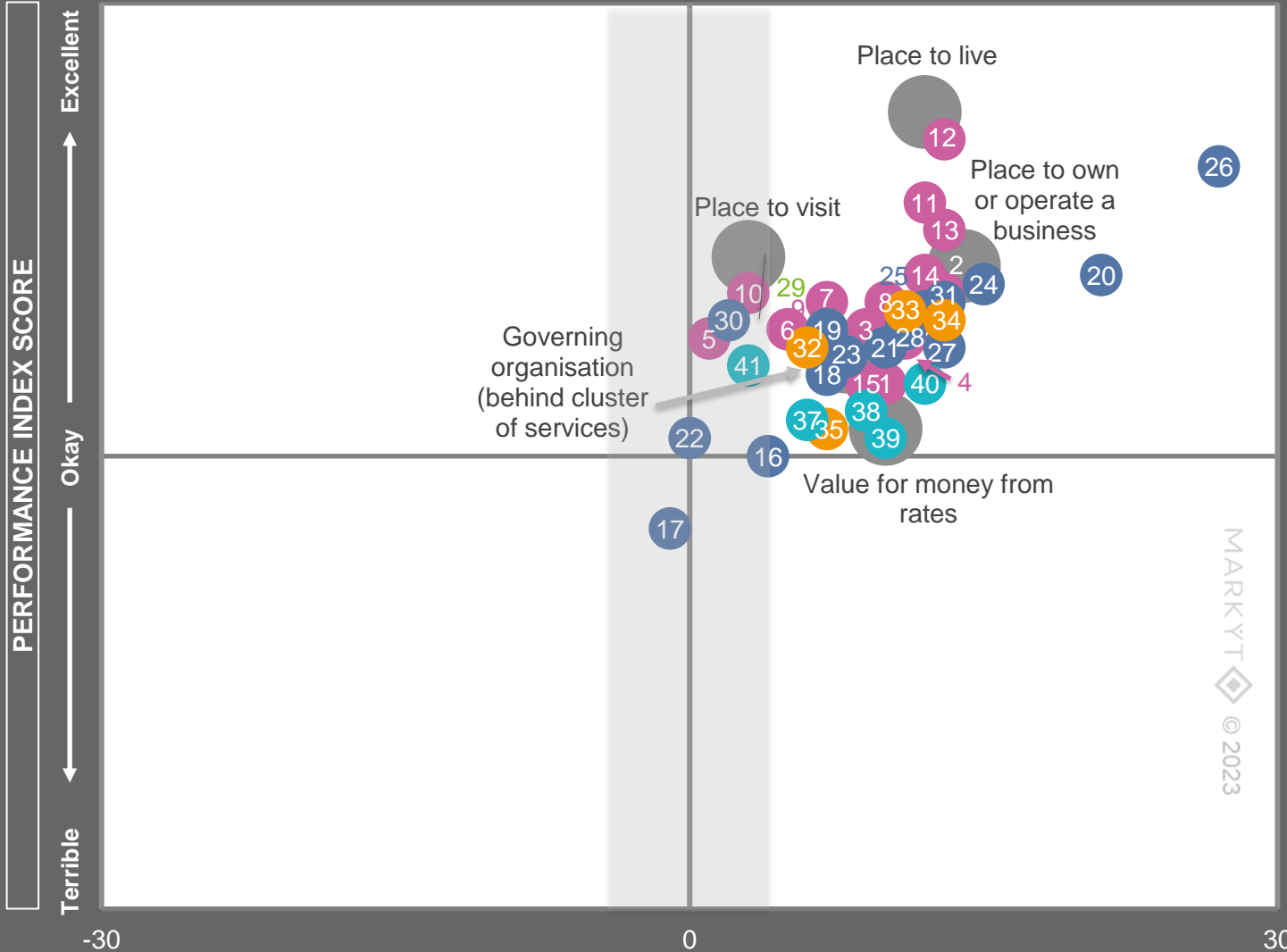


# MARKYT Benchmark Matrix

## COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Youth services and facilities
- 2 Family & children services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Respect for Aboriginal peoples
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Health and community services
- 9 Buildings, halls and toilets
- 10 Sport & recreation facilities
- 11 Playgrounds, parks and reserves
- 12 Subiaco Library
- 13 Festivals, events & cultural activities
- 14 Local history and heritage
- 15 Community safety / crime prevention
- 16 Responsible growth & development
- 17 Planning and building approvals
- 18 Housing
- 19 The area's heritage and identity
- 20 Local roads
- 21 Traffic management
- 22 Parking management
- 23 Footpaths and cycleways
- 24 Streetscapes
- 25 Lighting
- 26 Public transport
- 27 Sustainable practices
- 28 Conservation management
- 29 Tree management
- 30 Waste management
- 31 Animal management
- 32 Environmental health management
- 33 Emergency management
- 34 Efforts to promote the area
- 35 Subiaco town centre development
- 36 Subiaco Town Centre activations
- 37 Support for local businesses
- 38 Leadership by the Elected Members
- 39 Consultation
- 40 Communication
- 41 Customer service



## The City of Subiaco is leading the industry in 17 areas:

- Have Your Say Subiaco online engagement portal
- Talk about Subi (printed newsletter)
- Subiaco Scene (fortnightly page in The Post)
- Services and facilities for families and children
- Multiculturalism: recognition of cultural diversity
- Subiaco Library
- Festivals, events, art and cultural activities
- How local history and heritage is preserved and promoted
- Local roads
- Streetscapes
- Lighting of streets and public places
- Access to public transport
- Tree management (protection, planting and maintenance)
- Animal management (dogs and cats)
- Efforts to promote the area as a desirable place to live, work and visit
- Place to work or operate a business
- Support for local businesses



MARKYT  community trends

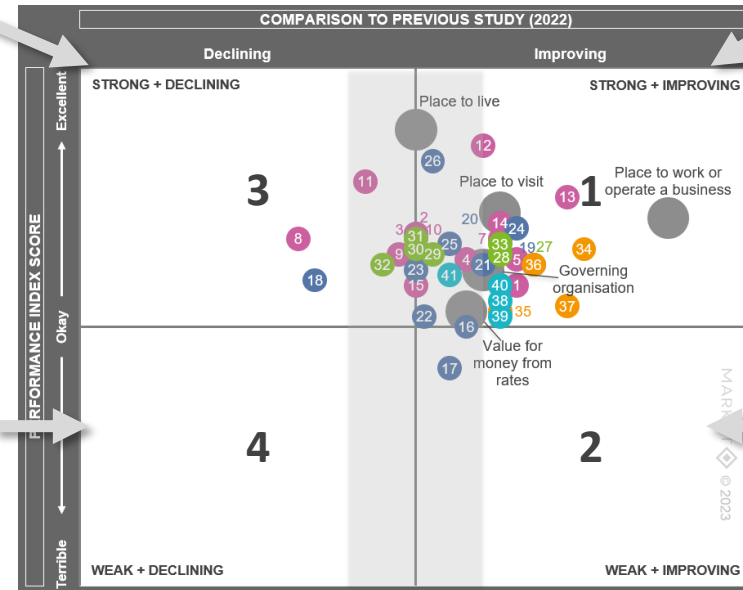
The MARKYT® Community Trends Window shows performance trends across various service areas.

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

- Health and community services
- Housing
- Playgrounds, parks and reserves

**Window 4** includes lower performing areas in decline.

- There are no services in this window.



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

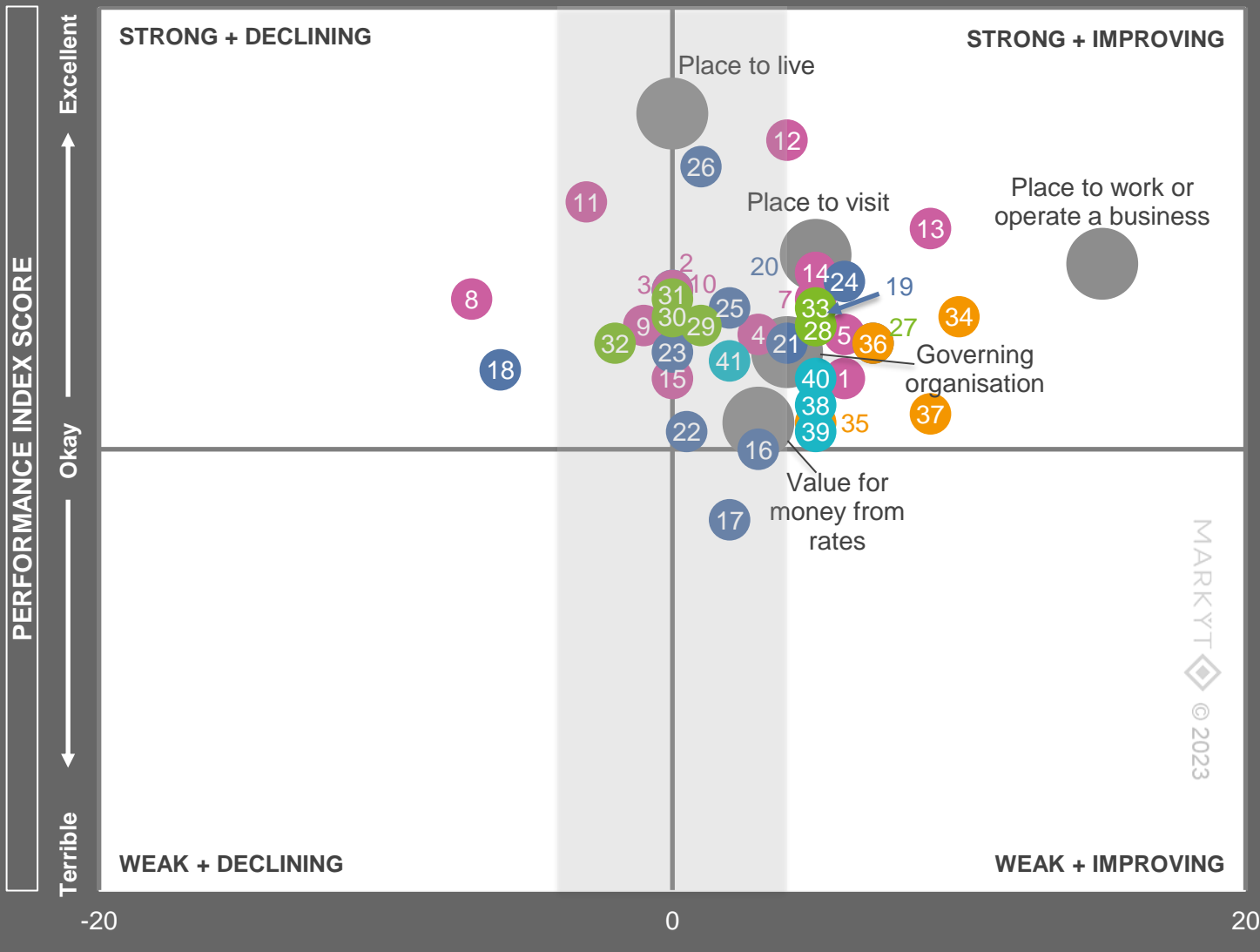
- Place to work or operate a business
- Efforts to promote the area
- Support for local businesses
- Festivals, events, art and cultural activities

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

- Responsible growth and development
- Planning and building approvals

# MARKYT Community Trends Window

## COMPARISON TO PREVIOUS STUDY (2022)



- 1 Youth services and facilities
- 2 Family & children services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Respect for Aboriginal peoples
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Health and community services
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- 41 Customer service

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

MARKYT  community priorities

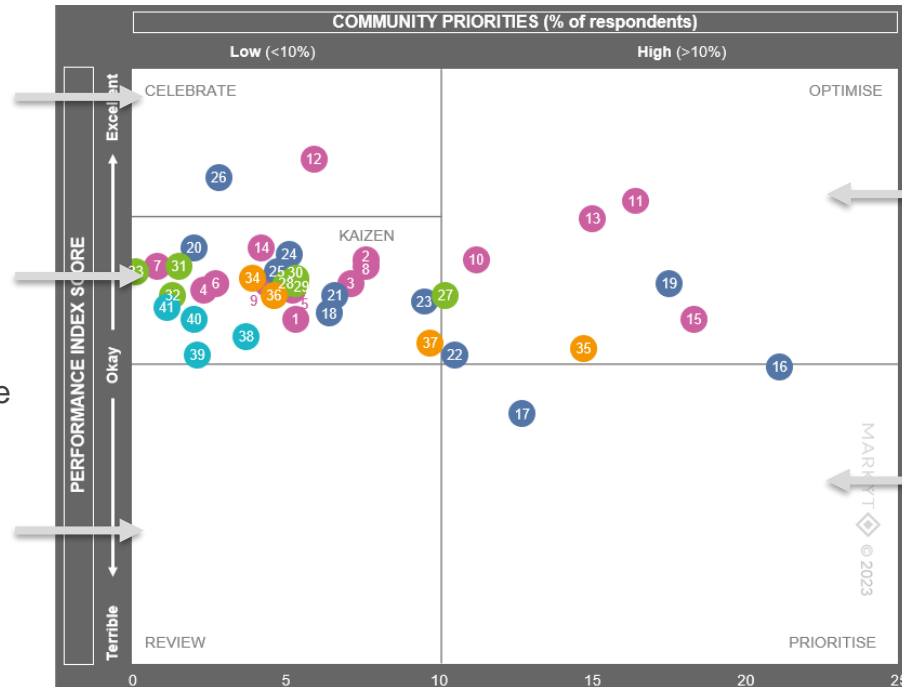
# How to read the MARKYT Community Priorities

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

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25

- 1 Youth services and facilities
- 2 Family & children services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Respect for Aboriginal peoples
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
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MARKYT  © 2023

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

Q. Over the next 10 years, which areas would you mostly like the City of Subiaco to focus on improving?

Base: All respondents, excludes no response (n = 504)

# Community action plans for top priorities



### Community driven actions

- Limit high-rise and high-density development. Ensure permitted high-rise is carefully integrated with existing buildings and houses.
- Ensure new developments provide adequate supporting infrastructure and amenities eg roads, parking, schools, and green space.
- Keep development sympathetic with Subiaco's established character.
- Consult with residents and advocate to the State Government on behalf of the local community.
- Facilitate development of vibrant retail and hospitality precincts, eg old Coles site, and Rokeby Road.

### Community Voices

*"Limiting higher density developments. The schools and roads are already NOT coping."*

*"Railway Rd and Jolimont/Daglish projects that ignore transition to neighbouring existing residents. Concentration on medium density and elimination of high-rise, high density projects."*

*"Development which respects existing character. Developments which appropriately transition between neighbours. eg a six-storey building should never be built beside a R20 property, yet this is exactly what's happening on Rokeby Road."*

*"Large scale housing developments need to be accompanied by appropriate provision of services, schools, green spaces, parking and traffic management."*

*"Try to maintain Subiaco's village feel which is being eroded by large developments."*

*"Rokeby is a total disaster. Stop high rise. Be the Council that sticks to reasonable, tree top heights. If we are recognised for our 'heritage' don't 'blow it' by allowing tenement-style development."*

*"Greater community input and consultation with new developments, particularly large, multi-storey projects."*

*"Obviously ruled by planning/zoning laws but without support from the State Govt this is a 'hard ask'. Perhaps we need the State Govt to understand what our community needs - not lots of high rises would be a good start."*

*"The Crossways/former Coles block presents an amazing opportunity for a fantastic mixed used development and the restoration of the laneways through the car park into a vibrant precinct. This is only possible if it presents attractive returns to developers so please embrace the opportunity and not impose planning conditions that are not supportive of commercial business cases."*

*"Continue to make progress in increasing vitality of central Rokeby Road area."*

*"Focus on sustainable, environmentally sensitive residential growth - encouraging a diverse range of shopping away from chain shops embracing creative mixed shopping experience like it was in the 80s or what you find in Bassendean/ Freo/ Melbourne.... Subiaco still feels very bland."*

### Community driven actions

- Impose stricter regulations to preserve heritage buildings and facades.
- Ensure new developments are in-keeping with Subiaco's character and streetscapes.
- Encourage and support a variety of small businesses, retail and dining venues to promote Subiaco's village feel.

### Community Voices

*"Continued efforts to prevent developers from demolishing heritage buildings."*

*"Restoration instead of knocking down buildings. A historical/architectural map of Subiaco?"*

*"Do as they do overseas; maintain facades but modernise interiors if desired."*

*"Careful management of new development such that it does not detract from the heritage and park/garden feel of the suburb."*

*"Apply strict rules for planning and building in the heritage and character area. NO HIGH RISE. Keep in character - provide guidelines for prospective buyers of character/heritage homes. Promote a Subiaco historical walking trail."*

*"There needs to be respect for the suburb. It needs to retain the feeling of being a village otherwise the charm of Subiaco will be lost."*

*"Protect the old areas from over development and destruction of existing properties. The location of the suburb is now attracting huge wealth which in turn is producing massive houses despite there being plot ratios etc."*

*"Approving buildings that are in harmony with the heritage of Subiaco (can be modern but must be complementary). Continue to look after the green spaces. Happy to see Rokeby Rd developments to 5 storeys but no higher."*

*"Preserve heritage listed buildings, leafy streetscapes, Rokeby Road encourage more niche businesses, restaurants and markets to maintain the village feel. In developing sites such as old Subi oval and PMH/KEMH ensure plentiful shared green space and design in keeping with existing Subiaco heritage."*

*"Meaning... no towers like Subiaco One within the town centre. Restrict heights on future developments. Support local businesses on Rokeby (not just Paris end) and Hay to ensure trading is financially viable. Keep the aesthetic and design of future renovations and projects consist with the look and feel of Subiaco's heritage."*

*"Restrict the height of new multilevel buildings to 10 storeys or less. Have active spaces / shops at street level not offices. Encourage a variety of small, unique businesses. Include trees and sheltered sitting spaces with frequent rubbish bins to encourage walkability throughout the town centre."*

### Community driven actions

- Streamline processes for building approvals – reduce costs, red tape and timeframes.
- Apply regulations consistently.
- Many repeated themes from “responsible growth and development” and “maintaining the area’s heritage and identity”, such as:
  - Oppose high-rise and high-density development.
  - Preserve the area’s heritage.
  - Consult with and listen to residents, and advocate to the State Government on their behalf.

### Community Voices

*“Planning approvals take an excessive amount of time, and then when you think you have approval, an obscure clause is used to reject your application.  
More transparency, efficiency and productivity needed“*

*“Far too much bureaucracy and expense for homeowners wishing to improve their property when many people don’t bother to get planning approvals.”*

*“The planning department and staff need a complete overhaul. The character and identity of our suburbs relies on the City of Subiaco for the protection of existing homes and residents from planning permissions and exemptions being granted with a ‘there’s nothing we can do’ approach.”*

*“Consistency and uniqueness...missing badly. Also the decision-making process is dreadfully slow...for no reason.”*

*“Stop making it the Council’s right to interfere if the plans have been passed by their own planning dept. If a planning dispute goes to SAT ensure that the same Councillors attend each session so you don’t get conflicting instructions as I did on subsequent hearings.  
If you win at SAT then make Council pay your costs.”*

*“No more high-rise and destruction of the old buildings to maintain the ambience and access to sky and sunshine which most people value, but new developments are destroying.”*

*“Communication to be improved. Listen to both parties - make fair approval assessments. Less bullying of residents when they have concerns. City of Subiaco has lost its community spirit.”*

*“Listen to needs of ratepayers; proper housing density considerations.”*

*“Planning and approvals need to be in keeping with the Heritage of Subiaco. More needs to be done to fight the ever-increasing multi storey projects and to fight the State Government. Infill is far too aggressive.”*

*“Lobby decision-makers to prevent excess development (high rise).  
Keep new developments to 4-5 storeys.”*

### Community driven actions

- Provide more security patrols, especially at night.
- Lobby for greater police presence with faster response times – some residents have requested a police station in Subiaco.
- Address the increase in homelessness and street begging.
- Provide more CCTV and lighting in streets and public areas such as the train station, car parks and shopping/entertainment precincts.

### Community Voices

*“More patrolling streets by council rangers.”*

*“The area around the Subiaco station might benefit from more security personnel presence. I do not always feel comfortable walking in this area.”*

*“Other councils have people driving around at night checking out the area. “Security vehicles” I think this would be welcomed at the more densely populated area around the new school Bob Hawke College and parks in Subiaco east cussing West Leederville area.”*

*“With the increase in Subiaco population consideration should be given to lobby the Police Department to reopen the Subiaco Police Station. There are now too many reports of burglary in the Subiaco City and surrounds.”*

*“CCTV on more locations or streets. Patrols more often. Police located in Subiaco permanently as it used to be.”*

*“Addressing street begging and services for the homeless who are an increasing presence in the area.”*

*“As we live near the Subiaco train station, we observe many people arriving and begging for cash. As an elderly person this can be frightening as some appear to be aggressive when they are ignored. Perhaps the Subiaco Council can consult with the Police?”*

*“Support for homelessness, enforcement of maintenance of vacant properties to stop squatters, mental health support, increased community surveillance to discourage petty theft and intimidation on the streets.”*

*“We rarely go out in the evenings for fear of being clobbered by ‘opportunists’ as the street lighting is rather poor in our area.”*

*“More cameras near train stations and major streets to catch thieves stealing bikes, scooters etc”*

*“Perhaps increase the lighting on Rokeby Road at night. More cameras / CCTV (Claremont Council has 100’s of CCTV throughout the area)”*

*“Community safety is paramount with shops and residences to be protected by the introduction of more CCTVs located in strategic areas (no, big brother is NOT watching) and improved street lighting in City Centre Area and nearby adjacent entertainment environs.”*

### Community driven actions

- Provide a wide range of modern equipment in playgrounds that appeals to a variety of ages.
- Keep parks maintained to a high standard – water plants, clean and maintain water features etc.
- Provide amenities to make parks more accessible and user-friendly – eg free parking, public toilets, seating, rubbish bins etc.
- Ensure green space is preserved and provided for with new developments.

### Community Voices

*“More and cleaner playgrounds with more activities.”*

*“Keep playgrounds up to date with new and interesting equipment.”*

*“Upgrade the playgrounds at Lake Julabup, which is such a big drawcard for families inside and outside the town.”*

*“Many large and small parks have continual problems with lack of water and maintenance. Many plants and shrubs die because of lack of water and fertilizer.”*

*“Continue to maintain and update the parks and playgrounds and fight to retain what green space we have. The water features in the Theatre Gardens are in desperate need of an upgrade. They are often full of debris and slime and have unsightly pipes on display. Please don’t take them away though!”*

*“Cleaning of fountain areas and waterways. Making sure lighting which has been destroyed is replaced - Mouritzen /Atkinson has boardwalk lighting which needs repairing.”*

*“Maintain the suburb’s greenery with pavilions and interesting seating, etc., in parklands - usable things, to encourage community.”*

*“I think if more parks had opportunities to drive and park without fees or fines inclusive then more people would attend parks in the area.”*

*“While many of these parks and reserves are lovely, well kept, there is a lack of toilet facilities. Subi common for one. There is a playground, BBQ facilities but no public toilets & none nearby.”*

*“Ensure ratio of playgrounds, parks and reserves is commensurate with increasing population.”*

*“Stop developers not leaving enough green space in projects.”*

*“More green and open spaces are required within The Oval Precinct at Subi East and ex-PMH site to avoid creating heat sinks and concrete jungle effects. Look at what Singapore has done in this area of environmental control and management.”*

### Community driven actions

- Hold more festivals and events to bring vibrancy to Subiaco, attracting visitors and supporting local businesses.
- Hold family-friendly activities that encourage neighbourhood and community connection.
- Promote Subiaco as a creative and cultural precinct – make use of the theatres, Subiaco Arts Centre and other appropriate venues.

### Community Voices

*“Variety of festivals/ pop up events to bring people to the area.”*

*“Need to bring more people into Subi to support local business, both daytime & evenings. The current activities don’t appear to be promoted strongly enough, particularly outside the city.”*

*“Community events such as Rokeby Road street parties bring the community together.”*

*“More open-air festivals to promote more community spirit and meetings.  
Promotion of street parties to build better neighbourhoods.”*

*“I think as a family collective, Subiaco needs more family friendly events ( . . . ) I think if more families know that they can attend, it will be more diverse and provide families an opportunity to engage in the community.”*

*“Love the Subi markets at the local school, need more options for people to gather and meet in relaxed environment. Coffee and cake day for families at playground areas. Live pod casts in open spaces, art in the park etc for inclusivity and to prevent social isolation.”*

*“Better use of the Subiaco Arts Centre.”*

*“Continue to build on the brand that Subiaco is a cultural precinct that supports the arts (we have 2 theatres). Attract global art initiatives.”*

*“Use professional events management. Use Subiaco as an arts central.  
Have more multicultural events.”*

*“Keep people coming back to visit the town and offer top quality events for proud locals. Events such as the Scribblers Festival are wonderful ways to activate the town and use our beautiful facilities.”*

*“Please continue efforts already underway to find spaces to support local creatives; where people can build community by practicing their art in company of others. Love the way that Subiaco has become an open-air art gallery - keep going; it is truly a beautiful place to live in.”*

### Community driven actions

- Encourage a variety of small businesses to open in the area including shops, bars, restaurants and entertainment.
- Suggestions include:
  - Advocate for more affordable commercial rents.
  - Provide incentives such as rate subsidies.
  - More free parking for visitors.
- Develop a recognizable town centre or community hub where people can gather. Residents have suggested the area around the train station and Subiaco Square.

### Community Voices

*“More effort to attract new businesses/startups to enhance the ‘vibe’ of the area. Currently the only hospitality/shops etc that are ‘cool’ exist on the periphery of the town centre.*

*Maybe an effort to subsidise new entrants/businesses by lowering rates or council specific incentives etc for town centre developments might be good.”*

*“Shops / buildings need to be filled, encourage restaurants and cafes to open and stay open, can’t something be done about the extortionate rents for business properties?”*

*“Make incentives to get more shops and businesses back along Rokeby Road and surrounding areas“*

*“Better rates so we don’t have shops that are closed. Make Subiaco a ‘happening place’ again.“*

*“Address whatever is driving local businesses to close down after a short time...for one thing, free parking in the town would encourage more people to visit and locals to shop there instead of Claremont.”*

*I realise parking is a money spinner but it is the single reason I frequently choose to shop or get services elsewhere. Paying for parking in Subiaco seems absurd, when almost every other “town centre” has reasonable options for parking for free, as long as you aren’t parking for the full day.”*

*“Subiaco needs a town centre. A place that is immediately identifiable as such. A central square for example.”*

*“I would love to see markets and events in the Subiaco Square area as originally it was envisioned to be like a European piazza and now it is entirely focused on the railway station and car parking for supermarkets.”*

*“Develop an area that defines the centre and becomes a meeting place for all residents and visitors.*

*“Creation of a community hub around the train station that is appealing, safe and accessible to all.”*

*“I lived overseas when Subiaco train station was sunken. I still can’t believe that the area above is essentially a badly designed car park. This could have become a fabulous piazza space, pedestrian only, alfresco dining from the shops around it, etc. instead it is difficult to walk or cycle through, hard to park in and doesn’t really even provide many parking spots.”*

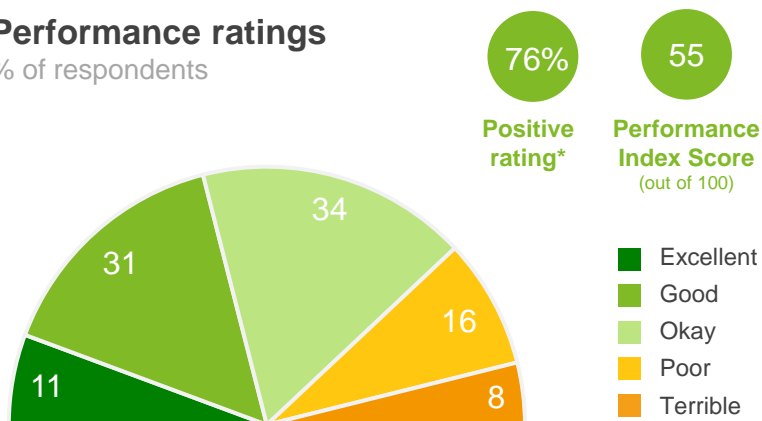
Performance



# Leadership by the Mayor and Councillors

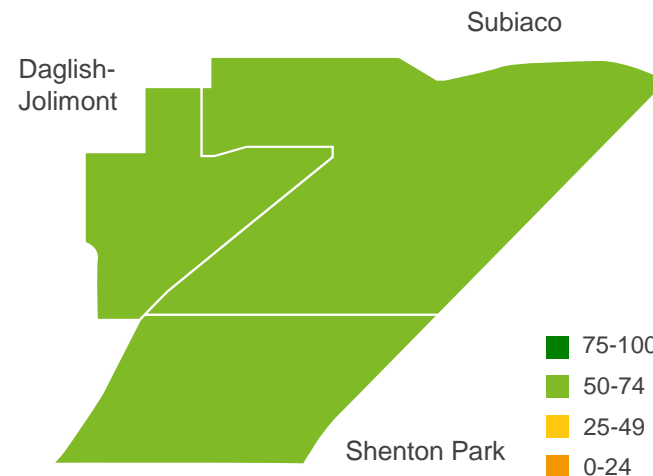
## Performance ratings

% of respondents



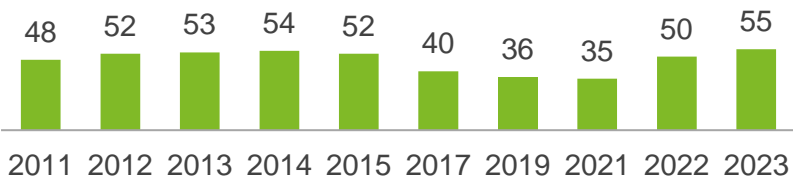
## Geographical variances

Performance Index Score



## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

<b>Gender</b>	<b>Age of children</b>	<b>Disability &amp; culture</b>
Male 54	0-4 years 64	Disability 57
Female 56	5-11 years 52	Mainly speak LOTE 66
<b>Age</b>	12-17 years 53	<b>Home ownership</b>
14-34 years 54	18+ years 56	Home owner 57
35-49 years 54	No children 56	Renting / other 48
50-64 years 55		
65+ years 57		

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	55
Industry High	60
Industry Average	46

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

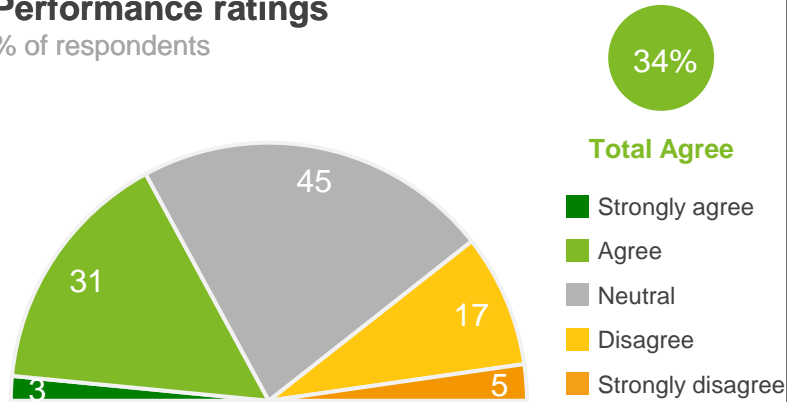
Base: All respondents, excludes 'unsure' and 'no response' (n = 331).

\* Positive Rating = excellent, good + okay

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

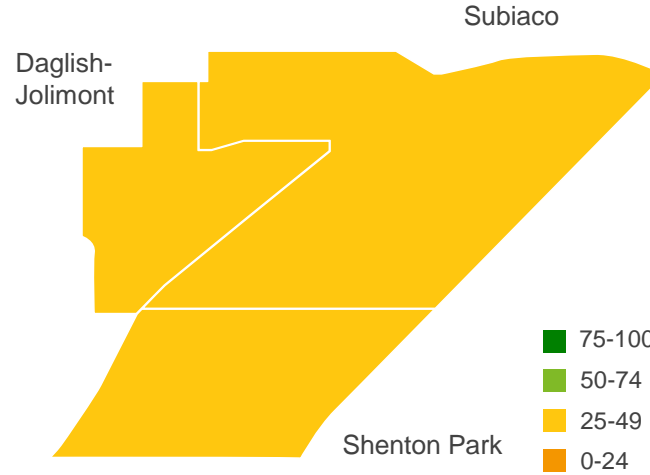
## Performance ratings

% of respondents



## Geographical variances

% agree

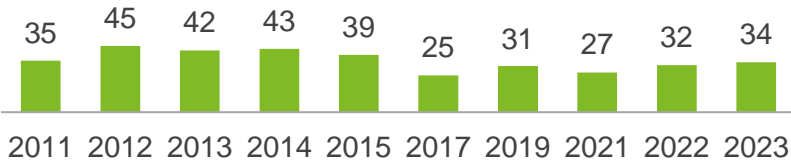


### Location

Daglish-Jolimont	46
Shenton Park	29
Subiaco	34

## Trend Analysis

% agree



## Community variances

% agree

### Gender

Male	31
Female	38

### Age of children

0-4 years	50
5-11 years	34
12-17 years	27
18+ years	29
No children	37

### Disability & culture

Disability	44
Mainly speak LOTE	42

### Age

14-34 years	39
35-49 years	33
50-64 years	33
65+ years	31

### Home ownership

Home owner	34
Renting / other	34

## MARKYT Industry Standards

% agree



City of Subiaco	34
Industry High	50
Industry Average	28

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

Base: All respondents, excludes 'no response' (n = 569).

# How the community is consulted about local issues

## Performance ratings

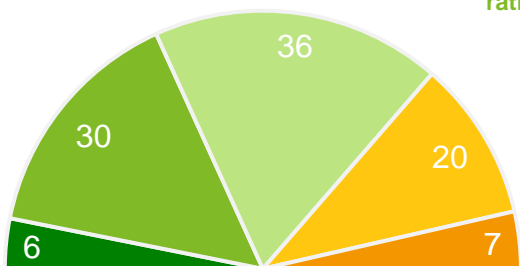
% of respondents

73%

Positive rating\*

52

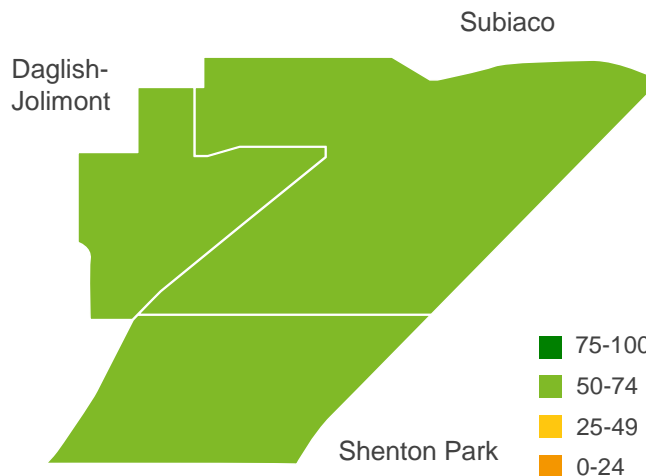
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

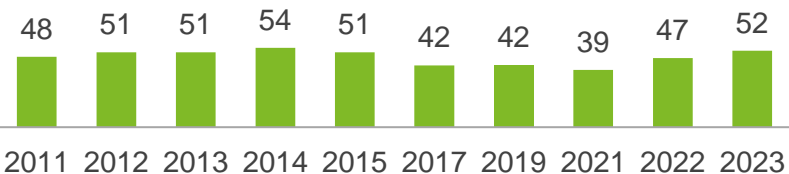


### Location

Daglish-Jolimont	57
Shenton Park	55
Subiaco	50

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	51
Female	54

### Age of children

0-4 years	59
5-11 years	49
12-17 years	52
18+ years	51
No children	52

### Disability & culture

Disability	53
Mainly speak LOTE	64

### Age

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

### Home ownership

Home owner	52
Renting / other	52

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	52
Industry High	55
Industry Average	42

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 425).

\* Positive Rating = excellent, good + okay

# Have Your Say Subiaco online engagement portal

## Performance ratings

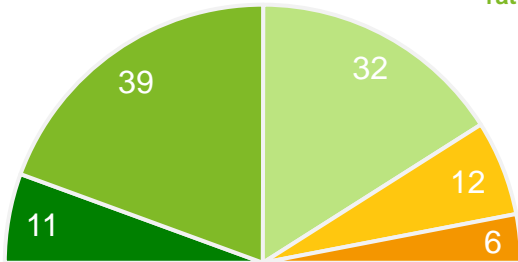
% of respondents

82%

Positive rating\*

59

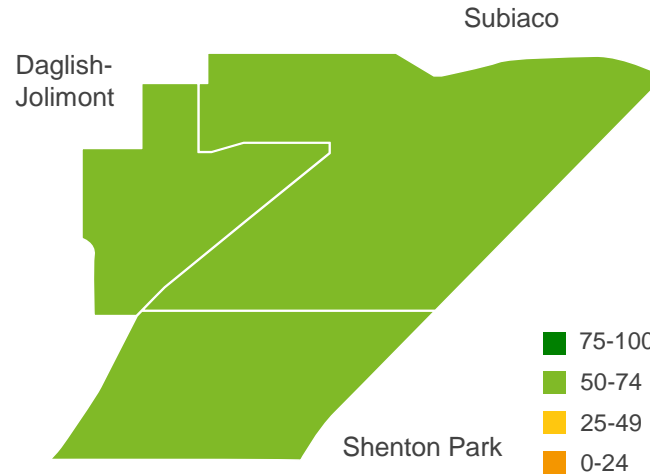
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

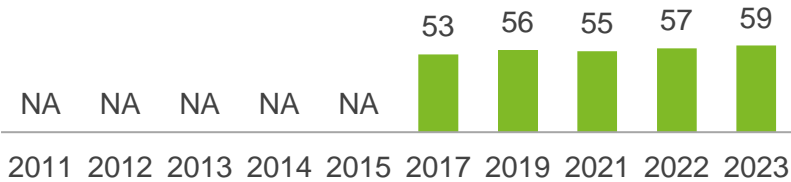


### Location

Daglish-Jolimont	61
Shenton Park	63
Subiaco	58

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	58
Female	60

### Age of children

0-4 years	63
5-11 years	61
12-17 years	58
18+ years	53
No children	61

### Disability & culture

Disability	59
Mainly speak LOTE	61

### Age

14-34 years	61
35-49 years	61
50-64 years	61
65+ years	55

### Home ownership

Home owner	60
Renting / other	59

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	59
Industry High	59
Industry Average	50

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

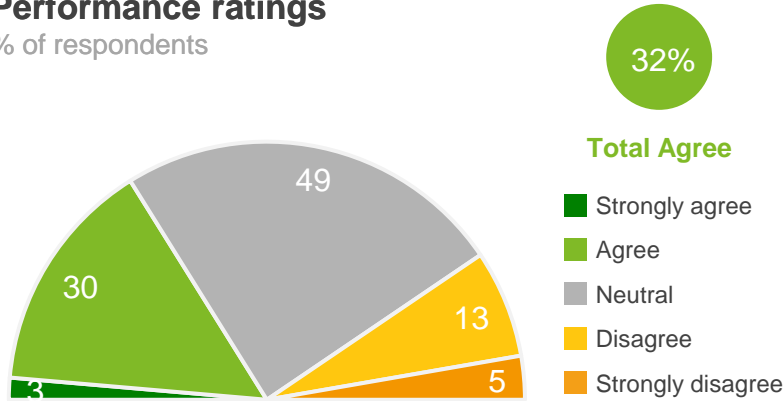
Base: All respondents, excludes 'unsure' and 'no response' (n = 206).

\* Positive Rating = excellent, good + okay

# The City listens to and respects views

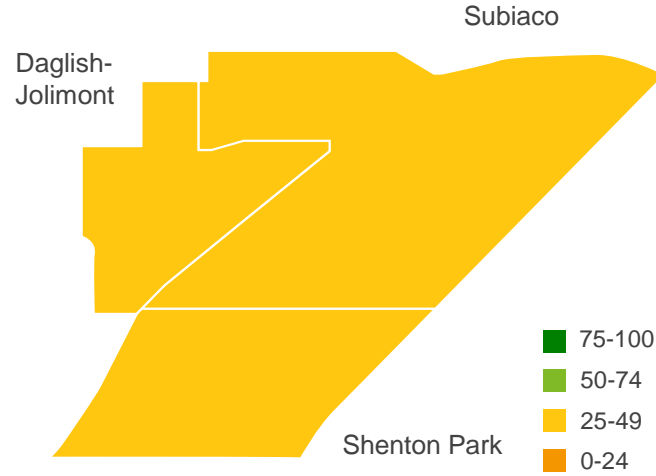
## Performance ratings

% of respondents



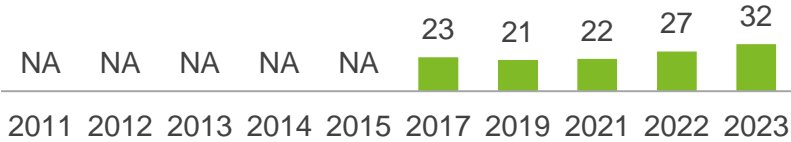
## Geographical variances

% agree



## Trend Analysis

% agree



## Community variances

% agree

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	Mainly speak LOTE
Age	12-17 years	Home ownership
14-34 years	18+ years	Home owner
35-49 years	No children	Renting / other
50-64 years		
65+ years		

Value	Percentage
35	31
30	16
42	34
23	36
29	36
33	
	39
	49
	32
	35

## MARKYT Industry Standards

% agree



City of Subiaco	32
Industry High	53
Industry Average	27

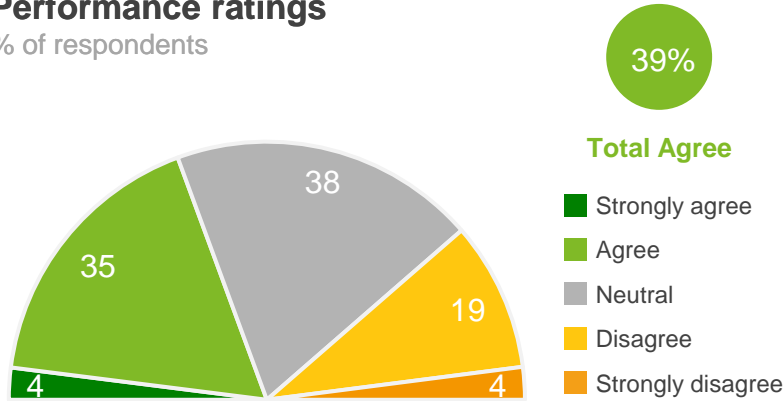
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 571).

# The City has a good understanding of community needs

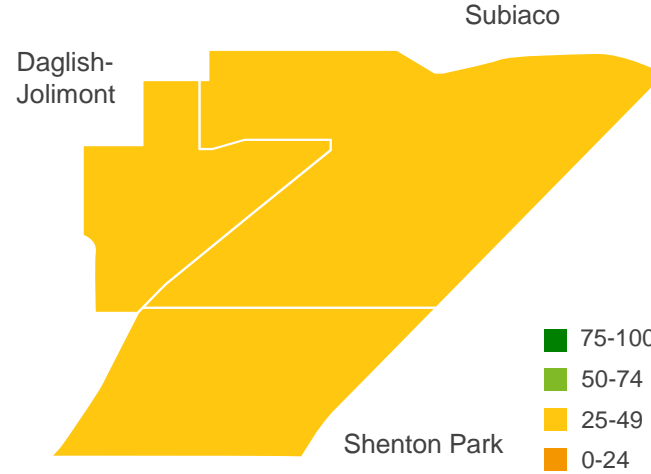
## Performance ratings

% of respondents



## Geographical variances

% agree

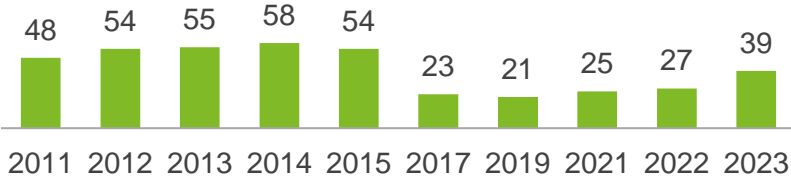


### Location

Daglish-Jolimont	47
Shenton Park	33
Subiaco	39

## Trend Analysis

% agree



## Community variances

% agree

### Gender

Male	41
Female	37

### Age of children

0-4 years	48
5-11 years	42
12-17 years	31
18+ years	36
No children	42

### Disability & culture

Disability	40
Mainly speak LOTE	48

### Age

14-34 years	44
35-49 years	37
50-64 years	35
65+ years	37

### Home ownership

Home owner	38
Renting / other	42

## MARKYT Industry Standards

% agree



City of Subiaco	39
Industry High	58
Industry Average	29

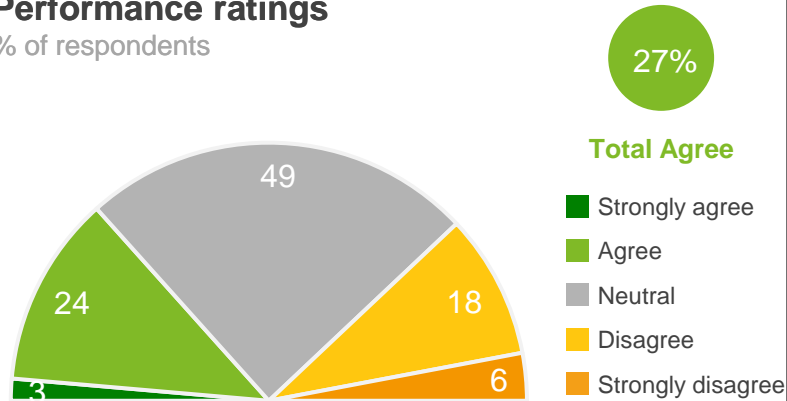
Q. How strongly do you agree or disagree with the following statements?

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

# The City clearly explains reasons for decisions and how residents' views are taken into account

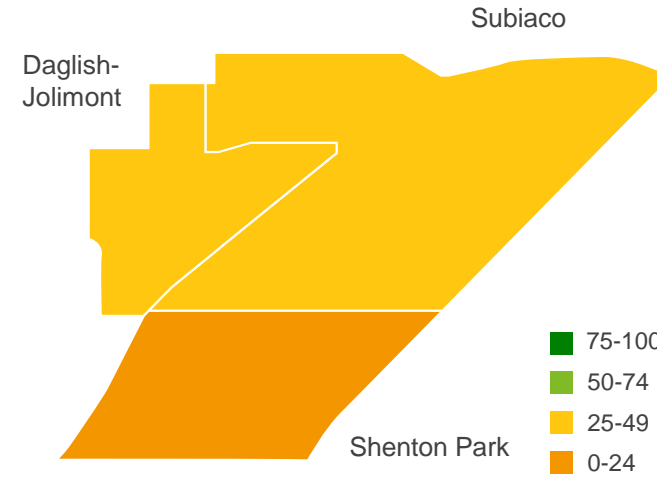
## Performance ratings

% of respondents



## Geographical variances

% agree

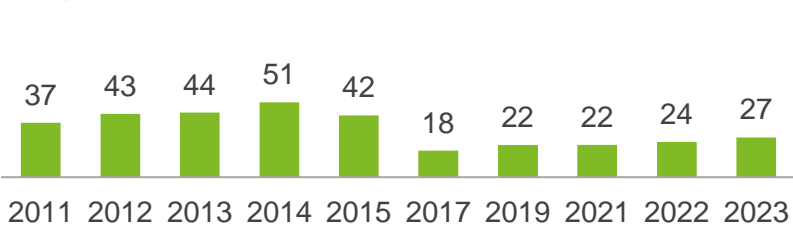


### Location

Daglish-Jolimont	29
Shenton Park	23
Subiaco	28

## Trend Analysis

% agree



## Community variances

% agree

Gender		Age of children		Disability & culture	
Male	27	0-4 years	23	Disability	24
Female	27	5-11 years	22	Mainly speak LOTE	40
Age		12-17 years	27	Home ownership	
14-34 years	35	18+ years	32	Home owner	24
35-49 years	22	No children	30	Renting / other	34
50-64 years	22				
65+ years	27				

## MARKYT Industry Standards

% agree



City of Subiaco	27
Industry High	39
Industry Average	23

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

Base: All respondents, excludes 'no response' (n = 571).

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

## Performance ratings

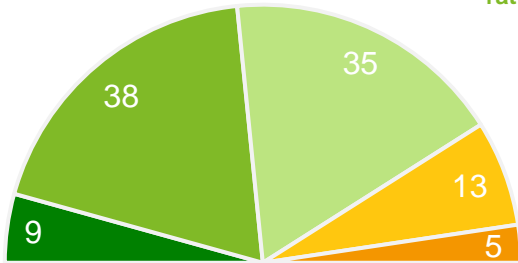
% of respondents

82%

58

Positive rating\*

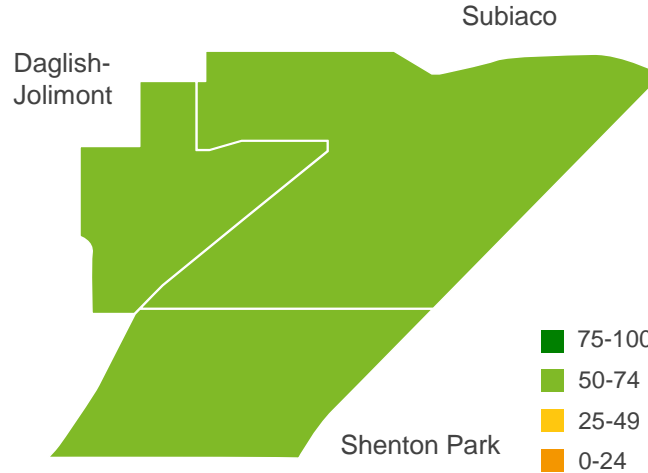
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

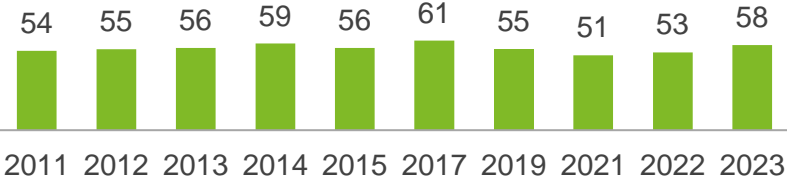


### Location

Daglish-Jolimont	62
Shenton Park	59
Subiaco	57

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	56
Female	60

### Age of children

0-4 years	63
5-11 years	51
12-17 years	55
18+ years	59
No children	59

### Disability & culture

Disability	63
Mainly speak LOTE	66

### Age

14-34 years	58
35-49 years	57
50-64 years	59
65+ years	59

### Home ownership

Home owner	58
Renting / other	59

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	58
Industry High	59
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 466).

\* Positive Rating = excellent, good + okay



# Talk about Subi (printed newsletter)

## Performance ratings

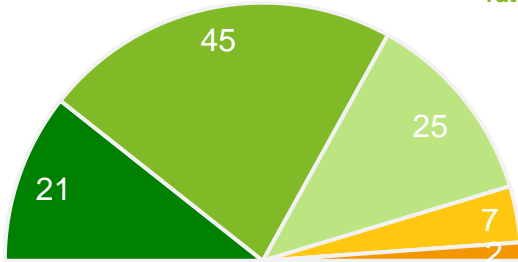
% of respondents

91%

Positive rating\*

69

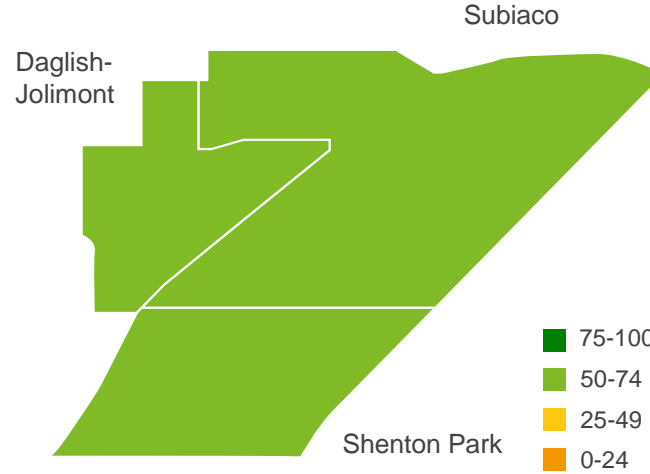
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

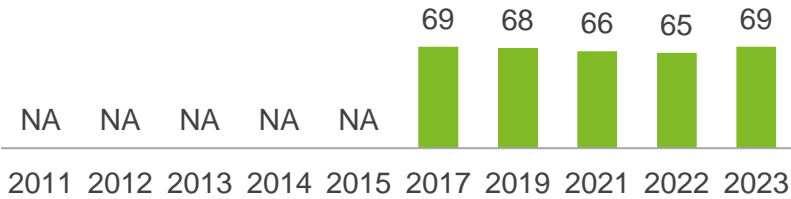


### Location

Daglish-Jolimont	70
Shenton Park	72
Subiaco	68

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	67
Female	72

### Age of children

0-4 years	80
5-11 years	70
12-17 years	64
18+ years	64
No children	69

### Disability & culture

Disability	75
Mainly speak LOTE	74

### Age

14-34 years	63
35-49 years	71
50-64 years	71
65+ years	69

### Home ownership

Home owner	69
Renting / other	68

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	69
Industry High	69
Industry Average	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 376).

\* Positive Rating = excellent, good + okay

# City's e-newsletters

## Performance ratings

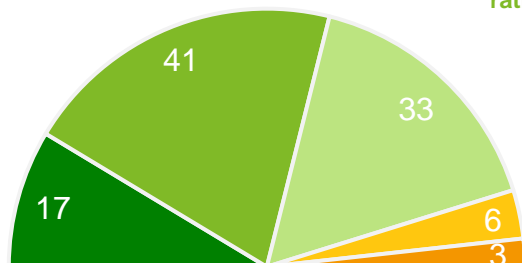
% of respondents

90%

Positive rating\*

65

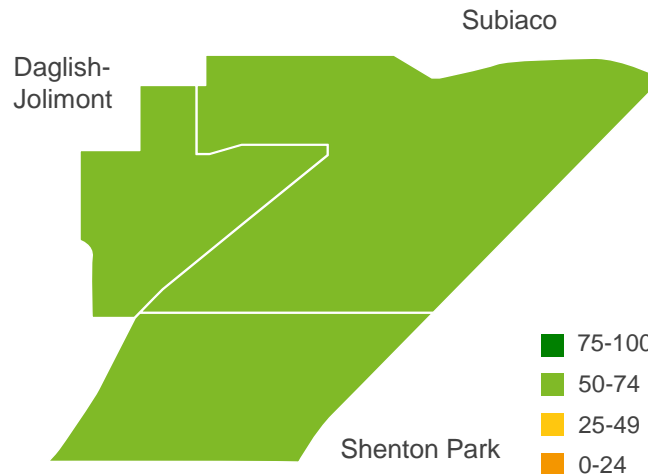
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

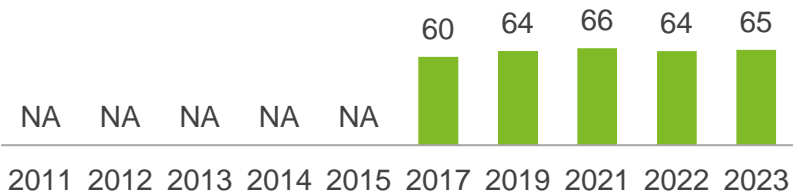


### Location

Daglish-Jolimont	69
Shenton Park	65
Subiaco	65

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Subiaco	65
Industry High	67
Industry Average	55

## Community variances

Performance Index Score

### Gender

Male	62
Female	69

### Age of children

0-4 years	73
5-11 years	64
12-17 years	61
18+ years	59
No children	68

### Disability & culture

Disability	73
Mainly speak LOTE	63

### Age

14-34 years	68
35-49 years	66
50-64 years	65
65+ years	65

### Home ownership

Home owner	66
Renting / other	66

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

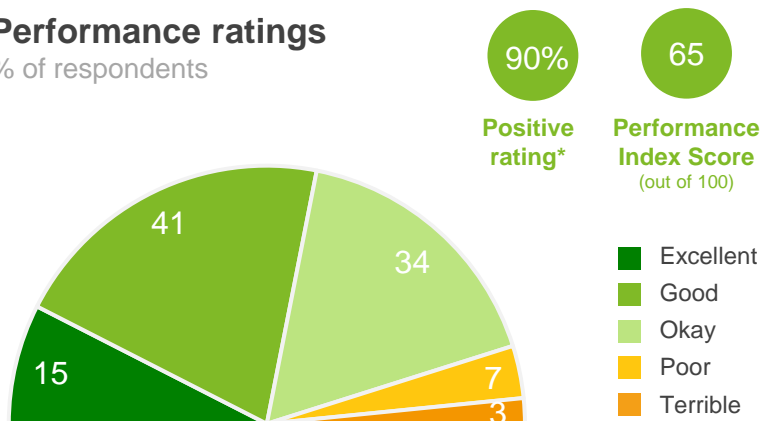
Base: All respondents, excludes 'unsure' and 'no response' (n = 283).

\* Positive Rating = excellent, good + okay

# Subiaco Scene (fortnightly page in The Post)

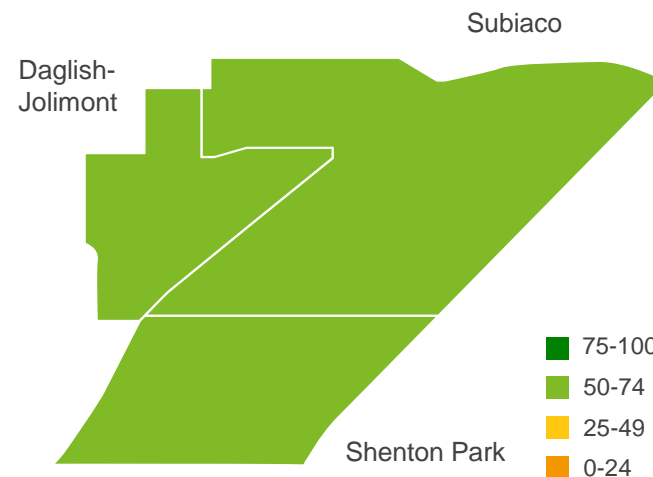
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

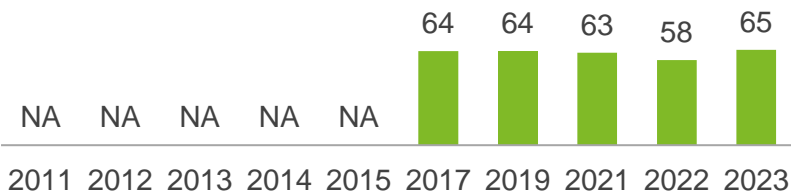


### Location

Daglish-Jolimont	70
Shenton Park	66
Subiaco	63

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	62
Female	67

### Age of children

0-4 years	68
5-11 years	67
12-17 years	64
18+ years	59
No children	66

### Disability & culture

Disability	71
Mainly speak LOTE	76

### Age

14-34 years	54
35-49 years	68
50-64 years	67
65+ years	66

### Home ownership

Home owner	66
Renting / other	57

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	65
Industry High	65
Industry Average	56

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

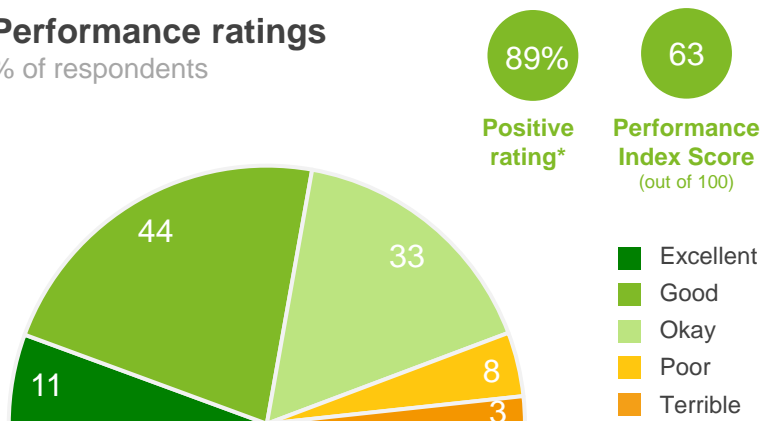
Base: All respondents, excludes 'unsure' and 'no response' (n = 342).

\* Positive Rating = excellent, good + okay

# See Subiaco website

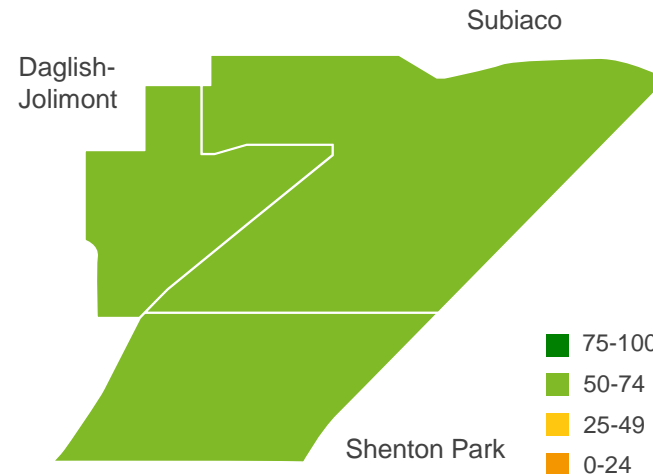
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score



### Location

Daglish-Jolimont	68
Shenton Park	61
Subiaco	63

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Subiaco	63
Industry High	NA
Industry Average	NA

## Community variances

Performance Index Score

### Gender

Male	60
Female	66

### Age of children

0-4 years	66
5-11 years	57
12-17 years	59
18+ years	55
No children	66

### Disability & culture

Disability	61
Mainly speak LOTE	61

### Age

14-34 years	67
35-49 years	62
50-64 years	63
65+ years	60

### Home ownership

Home owner	63
Renting / other	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 265).

\* Positive Rating = excellent, good + okay

# City of Subiaco website

## Performance ratings

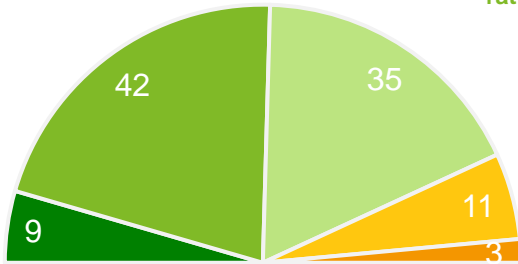
% of respondents

86%

Positive rating\*

61

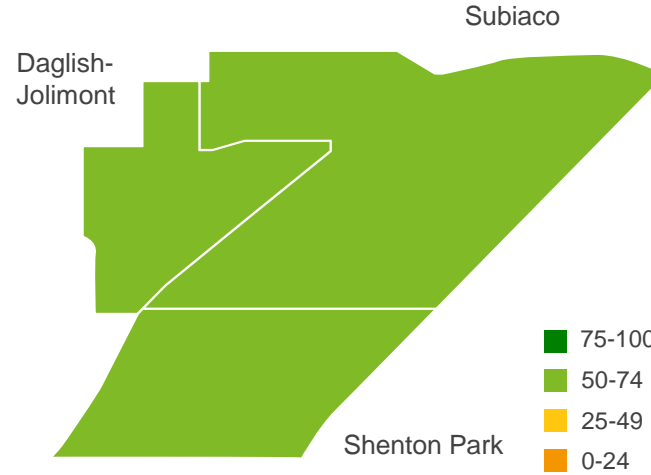
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

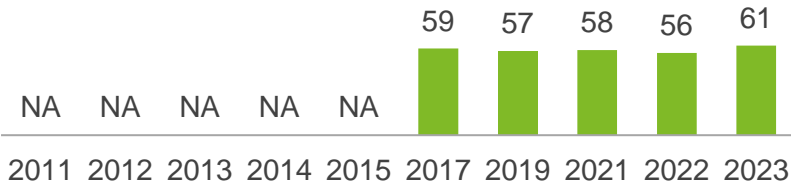


### Location

Daglish-Jolimont	65
Shenton Park	62
Subiaco	60

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	60
Female	62

### Age of children

0-4 years	62
5-11 years	56
12-17 years	58
18+ years	55
No children	63

### Disability & culture

Disability	59
Mainly speak LOTE	58

### Age

14-34 years	62
35-49 years	58
50-64 years	60
65+ years	63

### Home ownership

Home owner	61
Renting / other	62

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	61
Industry High	65
Industry Average	55

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

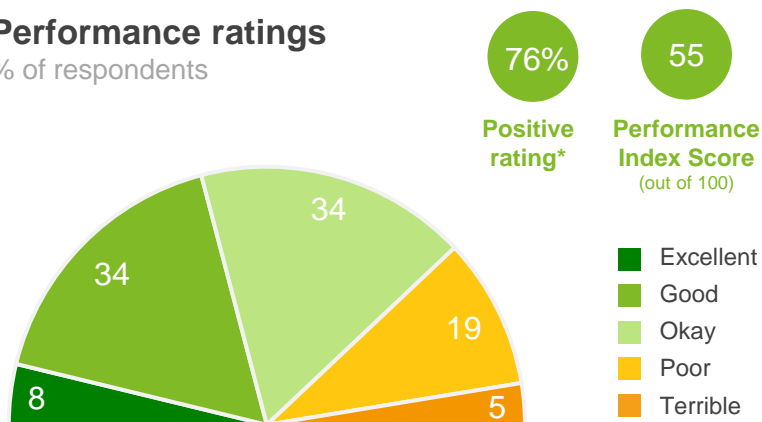
Base: All respondents, excludes 'unsure' and 'no response' (n = 381).

\* Positive Rating = excellent, good + okay

# City's presence on social media

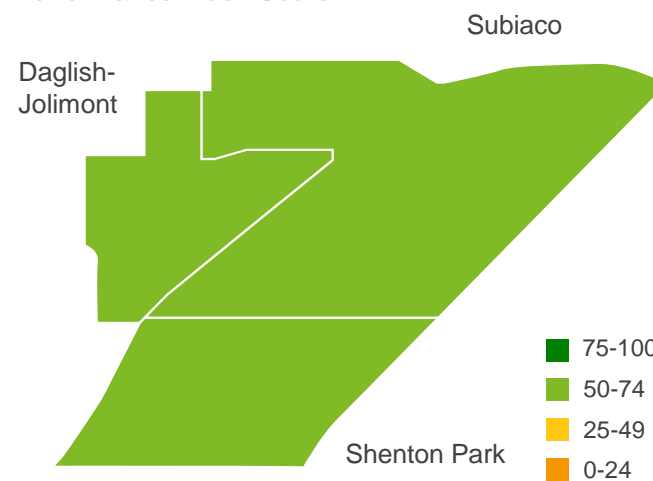
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

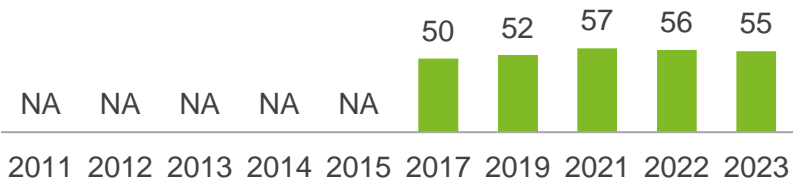


### Location

DalGLISH-Jolimont	65
Shenton Park	53
Subiaco	54

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	53
Female	57

### Age of children

0-4 years	68
5-11 years	55
12-17 years	49
18+ years	45
No children	58

### Disability & culture

Disability	55
Mainly speak LOTE	57

### Age

14-34 years	53
35-49 years	55
50-64 years	58
65+ years	53

### Home ownership

Home owner	56
Renting / other	53

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	55
Industry High	64
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 228).

\* Positive Rating = excellent, good + okay

# Customer service

## Performance ratings

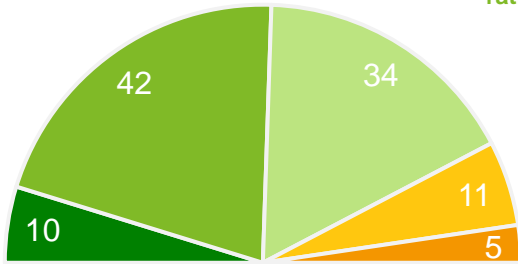
% of respondents

85%

Positive rating\*

60

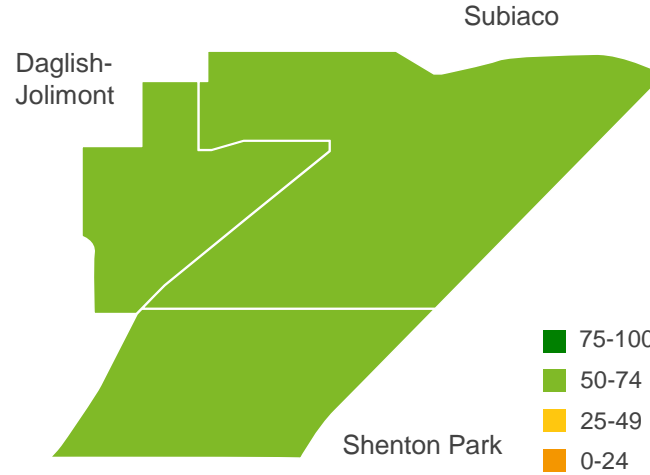
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score



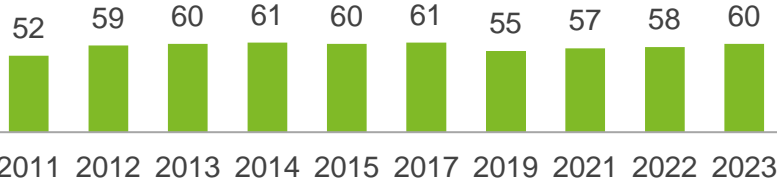
### Location

Daglish-Jolimont	69
Shenton Park	62
Subiaco	58

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

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	61
Female	59

### Age of children

0-4 years	66
5-11 years	53
12-17 years	57
18+ years	59
No children	61

### Disability & culture

Disability	61
Mainly speak LOTE	65

### Age

14-34 years	62
35-49 years	58
50-64 years	61
65+ years	60

### Home ownership

Home owner	61
Renting / other	59

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	60
Industry High	68
Industry Average	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 395).

\* Positive Rating = excellent, good + okay

# Value for money from Council rates

## Performance ratings

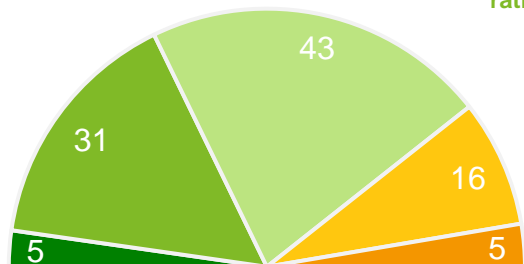
% of respondents

79%

Positive rating\*

53

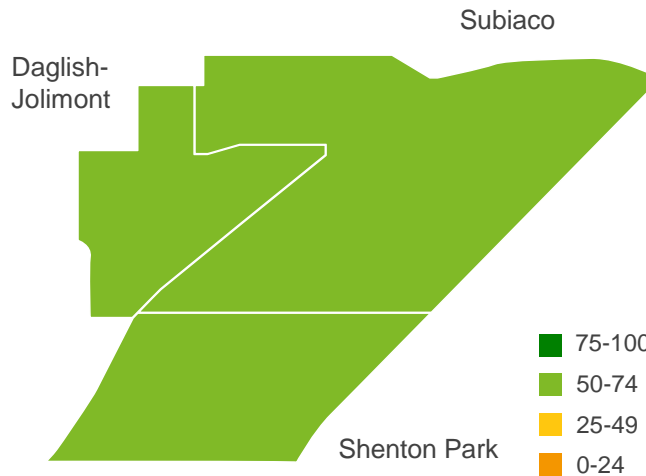
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

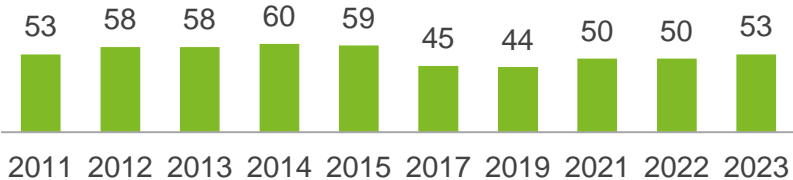


### Location

Daglish-Jolimont	58
Shenton Park	54
Subiaco	53

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	53
Female	54

### Age of children

0-4 years	49
5-11 years	52
12-17 years	49
18+ years	51
No children	55

### Disability & culture

Disability	59
Mainly speak LOTE	60

### Age

14-34 years	51
35-49 years	54
50-64 years	52
65+ years	55

### Home ownership

Home owner	54
Renting / other	53

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	53
Industry High	62
Industry Average	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 487).

\* Positive Rating = excellent, good + okay



People

# Youth services and facilities

## Performance ratings

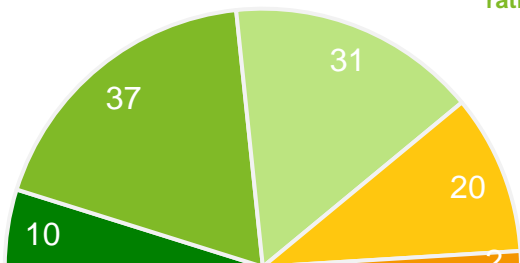
% of respondents

78%

Positive rating\*

58

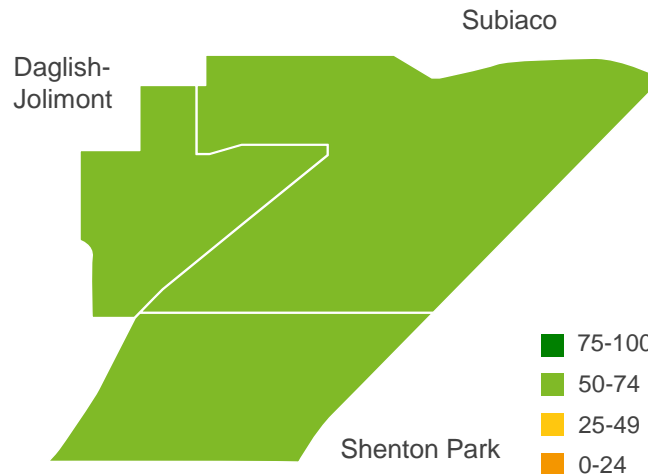
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

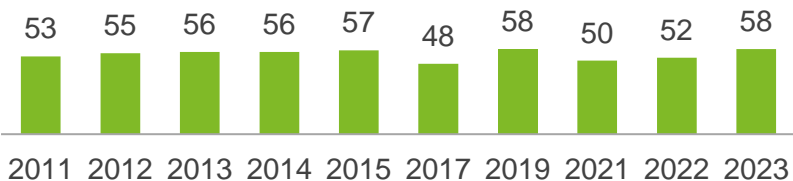


### Location

Daglish-Jolimont	66
Shenton Park	58
Subiaco	57

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	57
Female	60

### Age of children

0-4 years	60
5-11 years	59
12-17 years	55
18+ years	53
No children	60

### Disability & culture

Disability	52
Mainly speak LOTE	74

### Age

14-34 years	56
35-49 years	61
50-64 years	57
65+ years	59

### Home ownership

Home owner	59
Renting / other	57

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	58
Industry High	65
Industry Average	48

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

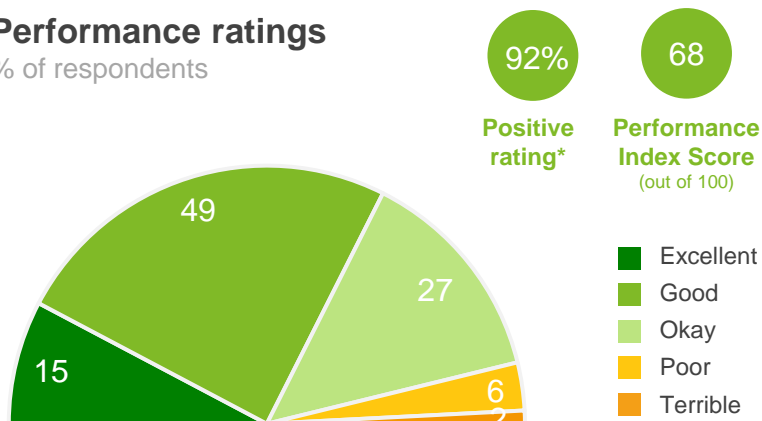
Base: All respondents, excludes 'unsure' and 'no response' (n = 216).

\* Positive Rating = excellent, good + okay

# Services and facilities for families and children

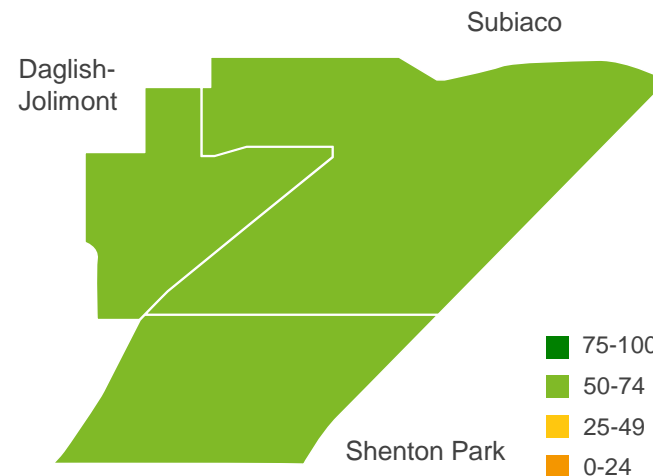
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

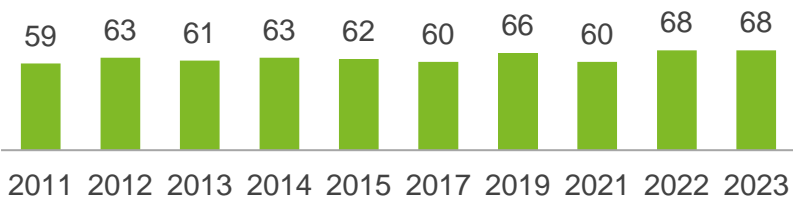


### Location

DalGLISH-Jolimont	68
Shenton Park	70
Subiaco	67

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Male	64	Age of children	0-4 years	70	Disability & culture	Disability	66
Female	71	5-11 years	68	Mainly speak LOTE	74			
Age	14-34 years	68	12-17 years	65	Home ownership	Home owner	67	
35-49 years	70	18+ years	67	Renting / other	69			
50-64 years	68	No children	69					
65+ years	65							

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	68
Industry High	68
Industry Average	55

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

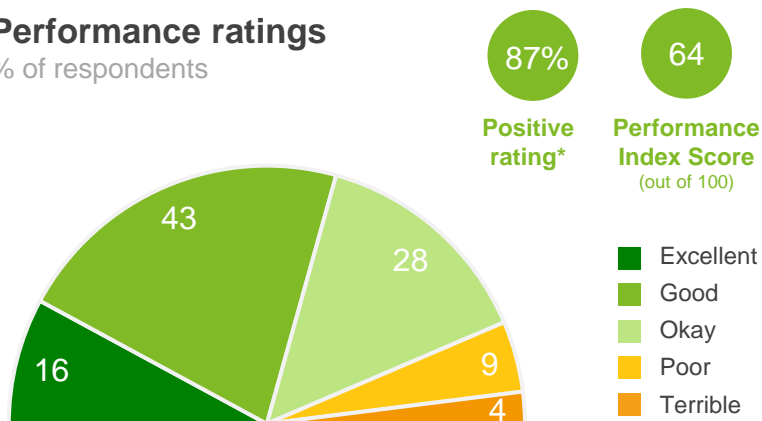
Base: All respondents, excludes 'unsure' and 'no response' (n = 338).

\* Positive Rating = excellent, good + okay

# Services and care available for seniors

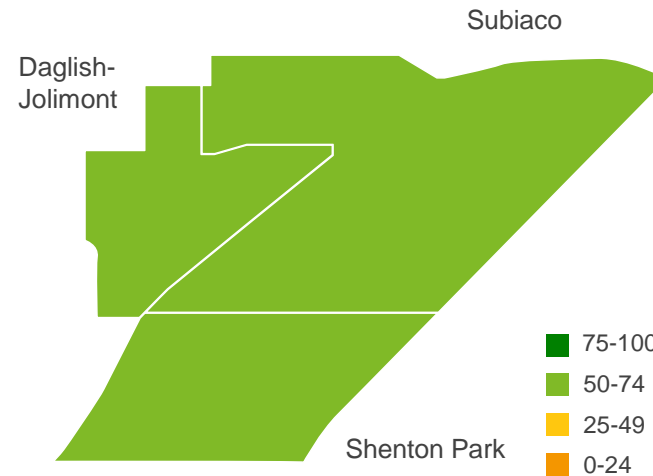
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

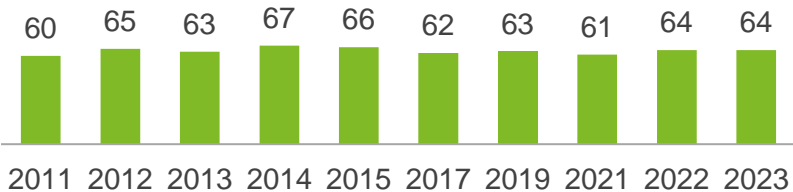


### Location

DalGLISH-Jolimont	71
Shenton Park	71
Subiaco	61

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	63
Female	66

### Age of children

0-4 years	84
5-11 years	58
12-17 years	62
18+ years	64
No children	64

### Disability & culture

Disability	62
Mainly speak LOTE	70

### Age

14-34 years	71
35-49 years	65
50-64 years	63
65+ years	62

### Home ownership

Home owner	66
Renting / other	60

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	64
Industry High	67
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 230).

\* Positive Rating = excellent, good + okay

# Disability access and inclusion

## Performance ratings

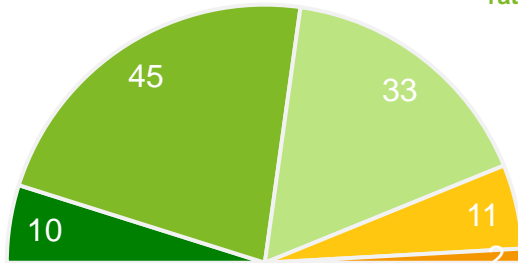
% of respondents

88%

Positive rating\*

63

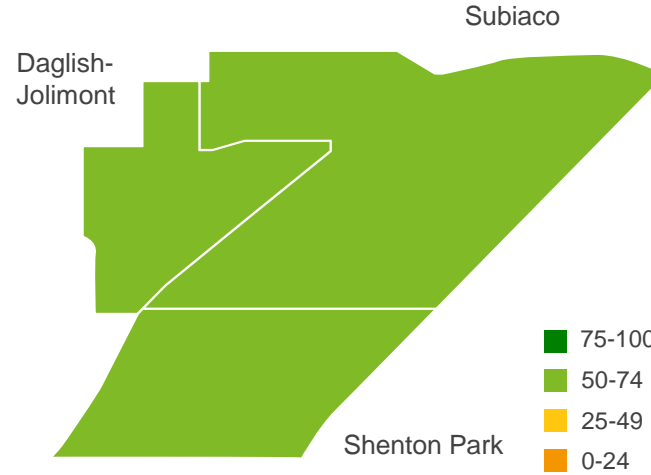
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

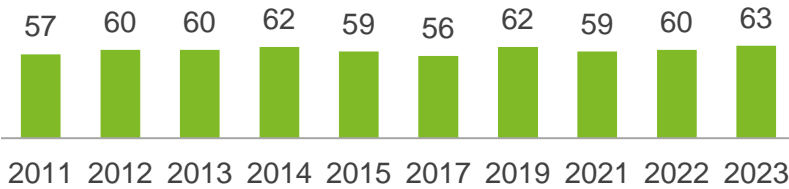


### Location

Daglish-Jolimont	69
Shenton Park	64
Subiaco	60

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	64
Female	61

### Age of children

0-4 years	68
5-11 years	59
12-17 years	59
18+ years	61
No children	64

### Disability & culture

Disability	53
Mainly speak LOTE	72

### Age

14-34 years	65
35-49 years	62
50-64 years	64
65+ years	60

### Home ownership

Home owner	63
Renting / other	63

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	63
Industry High	64
Industry Average	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 234).

\* Positive Rating = excellent, good + okay

# Recognition and respect for First Nations peoples, cultures and heritage

## Performance ratings

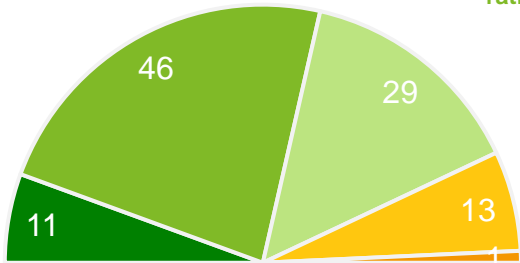
% of respondents

86%

Positive rating\*

63

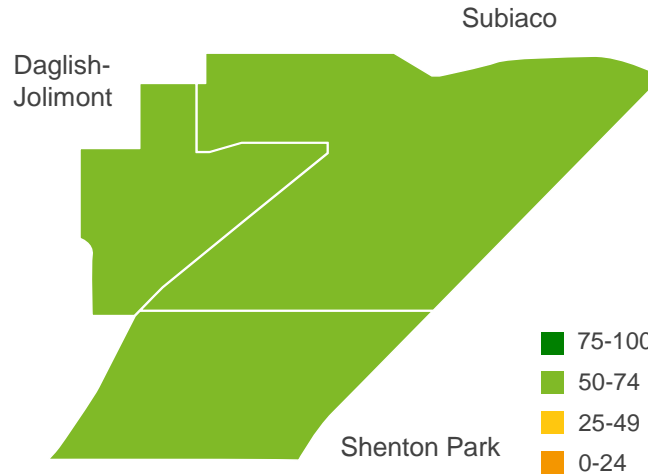
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score



### Location

Daglish-Jolimont	67
Shenton Park	64
Subiaco	62

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Subiaco	63
Industry High	72
Industry Average	62

## Community variances

Performance Index Score

### Gender

Male	64
Female	63

### Age of children

0-4 years	69
5-11 years	63
12-17 years	58
18+ years	58
No children	65

### Disability & culture

Disability	60
Mainly speak LOTE	72

### Age

14-34 years	61
35-49 years	62
50-64 years	62
65+ years	69

### Home ownership

Home owner	64
Renting / other	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 299).

\* Positive Rating = excellent, good + okay

# Multiculturalism: recognition of cultural diversity

## Performance ratings

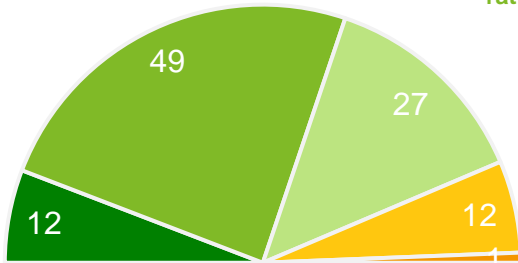
% of respondents

87%

Positive rating\*

64

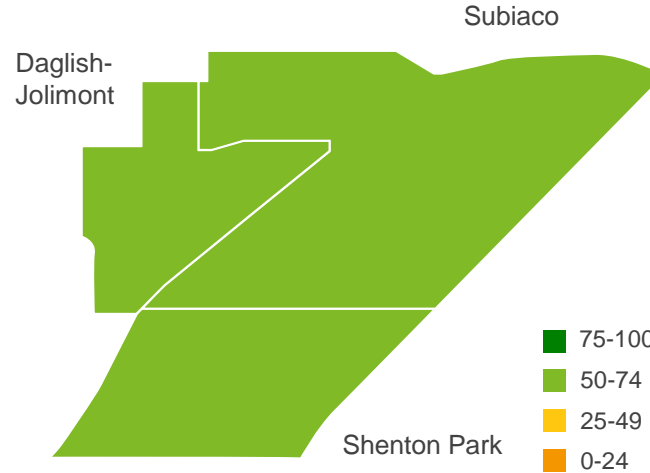
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score



### Location

Daglish-Jolimont	66
Shenton Park	69
Subiaco	63

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	63
Female	66

### Age of children

0-4 years	67
5-11 years	66
12-17 years	66
18+ years	63
No children	64

### Disability & culture

Disability	66
Mainly speak LOTE	74

### Age

14-34 years	63
35-49 years	66
50-64 years	64
65+ years	67

### Home ownership

Home owner	66
Renting / other	61

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	64
Industry High	64
Industry Average	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 320).

\* Positive Rating = excellent, good + okay

# Volunteer recognition and support

## Performance ratings

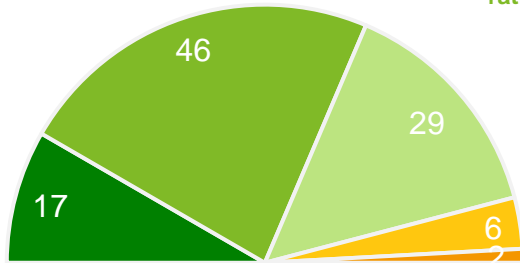
% of respondents

92%

Positive rating\*

67

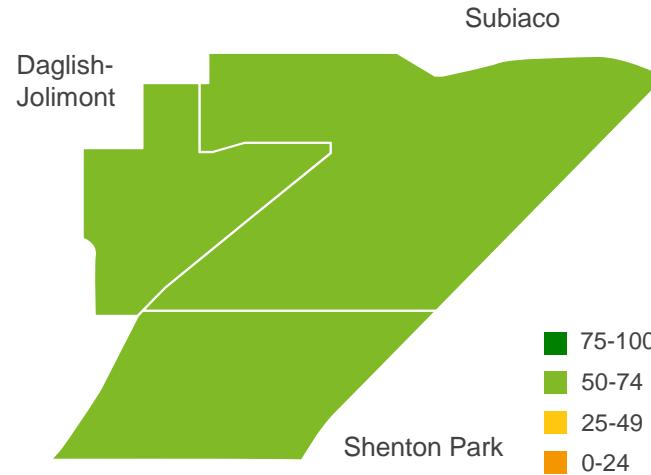
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score



### Location

Daglish-Jolimont	70
Shenton Park	72
Subiaco	66

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	65
Female	69

### Age of children

0-4 years	77
5-11 years	60
12-17 years	65
18+ years	65
No children	69

### Disability & culture

Disability	71
Mainly speak LOTE	71

### Age

14-34 years	65
35-49 years	67
50-64 years	69
65+ years	68

### Home ownership

Home owner	69
Renting / other	63

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	67
Industry High	68
Industry Average	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 268).

\* Positive Rating = excellent, good + okay



# Health and community services

## Performance ratings

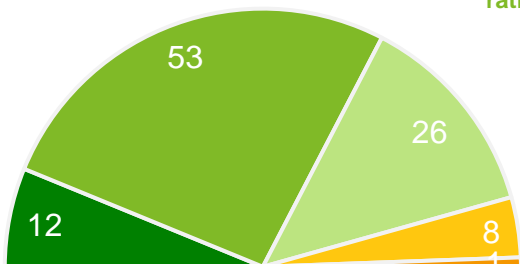
% of respondents

91%

Positive rating\*

67

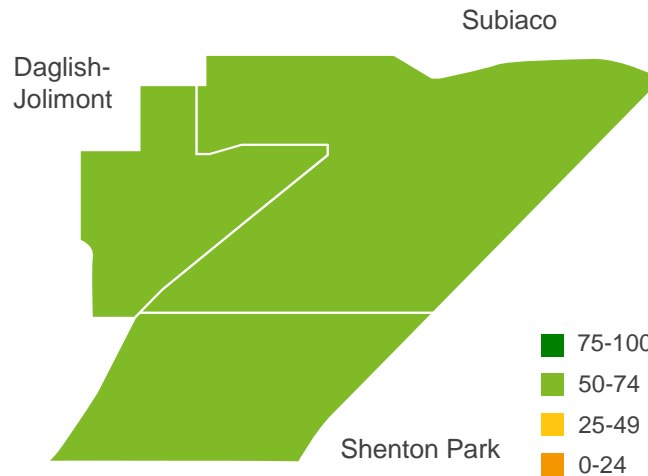
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score



### Location

Daglish-Jolimont	73
Shenton Park	71
Subiaco	64

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	66
Female	68

### Age of children

0-4 years	75
5-11 years	61
12-17 years	66
18+ years	64
No children	69

### Disability & culture

Disability	68
Mainly speak LOTE	75

### Age

14-34 years	69
35-49 years	66
50-64 years	67
65+ years	66

### Home ownership

Home owner	66
Renting / other	69

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	67
Industry High	74
Industry Average	57

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

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

\* Positive Rating = excellent, good + okay

# Community buildings, halls and toilets

## Performance ratings

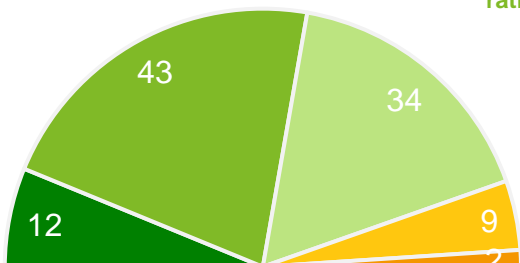
% of respondents

89%

64

Positive rating\*

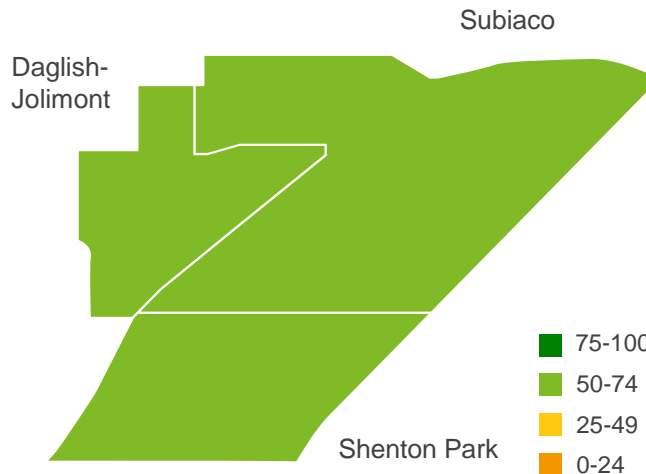
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

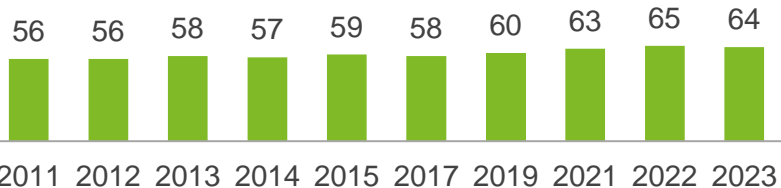


### Location

Daglish-Jolimont	69
Shenton Park	65
Subiaco	62

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	63
Female	65

### Age of children

0-4 years	64
5-11 years	55
12-17 years	60
18+ years	60
No children	66

### Disability & culture

Disability	67
Mainly speak LOTE	72

### Age

14-34 years	69
35-49 years	59
50-64 years	65
65+ years	63

### Home ownership

Home owner	63
Renting / other	68

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	64
Industry High	66
Industry Average	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 470).

\* Positive Rating = excellent, good + okay

# Sport and recreation facilities and services

## Performance ratings

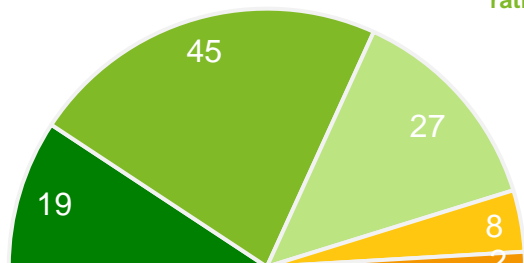
% of respondents

90%

Positive rating\*

68

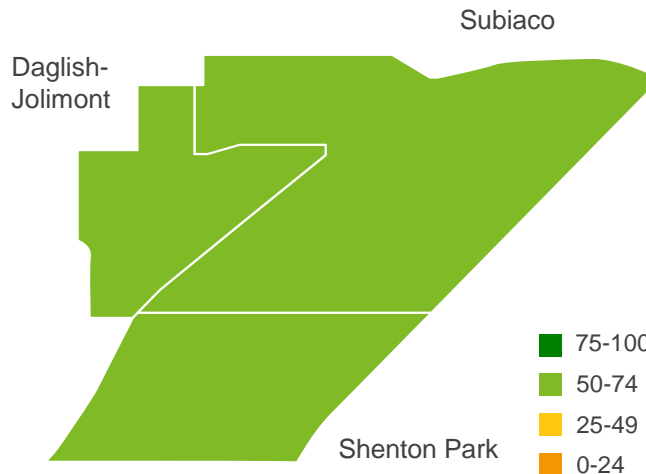
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

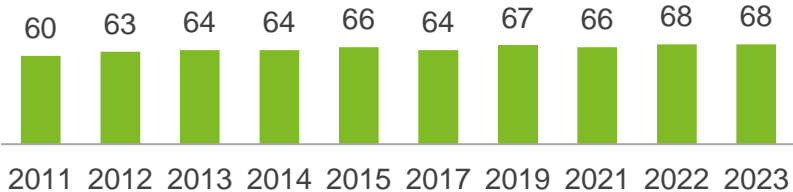


### Location

Daglish-Jolimont	72
Shenton Park	67
Subiaco	67

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	67
Female	68

### Age of children

0-4 years	68
5-11 years	61
12-17 years	65
18+ years	67
No children	69

### Disability & culture

Disability	66
Mainly speak LOTE	73

### Age

14-34 years	68
35-49 years	69
50-64 years	69
65+ years	66

### Home ownership

Home owner	67
Renting / other	70

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	68
Industry High	81
Industry Average	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 468).

\* Positive Rating = excellent, good + okay

# Lords Recreation Centre

## Performance ratings

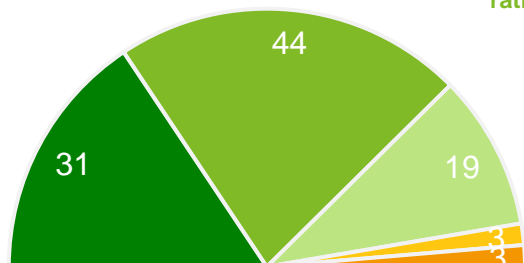
% of respondents

95%

75

Positive rating\*

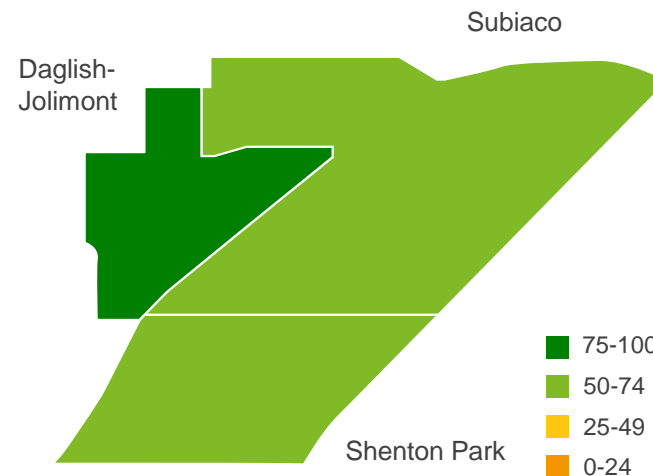
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

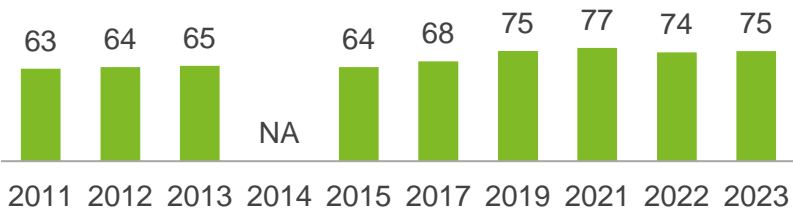


### Location

Daglish-Jolimont	82
Shenton Park	73
Subiaco	74

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	72
Female	77

### Age of children

0-4 years	78
5-11 years	67
12-17 years	72
18+ years	69
No children	77

### Disability & culture

Disability	73
Mainly speak LOTE	78

### Age

14-34 years	74
35-49 years	72
50-64 years	73
65+ years	78

### Home ownership

Home owner	75
Renting / other	73

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	75
Industry High	83
Industry Average	69

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

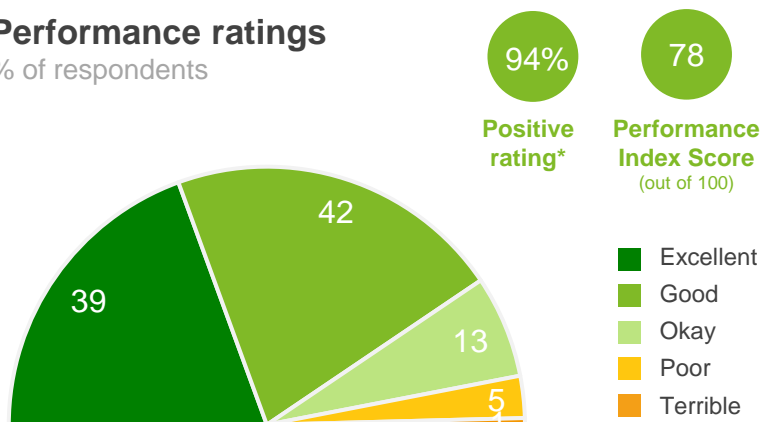
Base: All respondents, excludes 'unsure' and 'no response' (n = 340).

\* Positive Rating = excellent, good + okay

# Playgrounds, parks and reserves

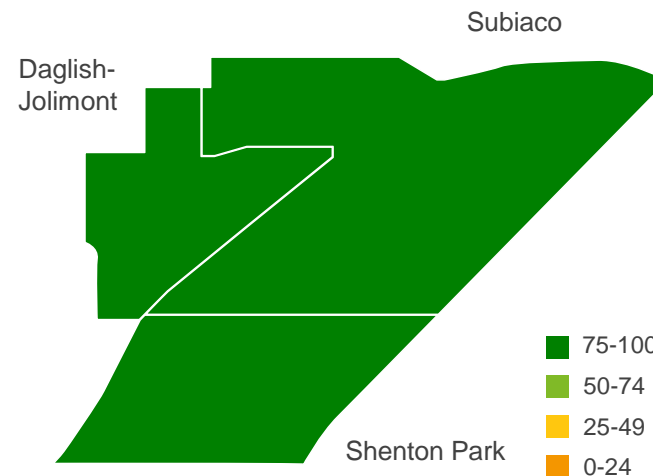
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

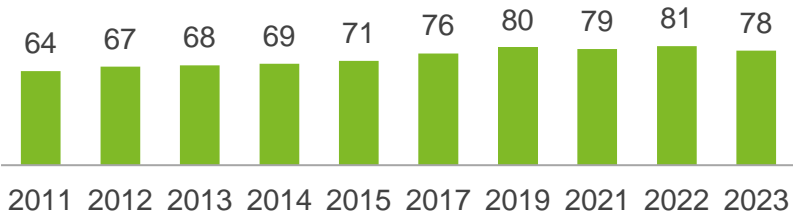


### Location

Daglish-Jolimont	82
Shenton Park	80
Subiaco	77

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	75
Female	81

### Age of children

0-4 years	80
5-11 years	78
12-17 years	81
18+ years	79
No children	79

### Disability & culture

Disability	80
Mainly speak LOTE	83

### Age

14-34 years	81
35-49 years	77
50-64 years	79
65+ years	75

### Home ownership

Home owner	77
Renting / other	81

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	78
Industry High	81
Industry Average	66

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

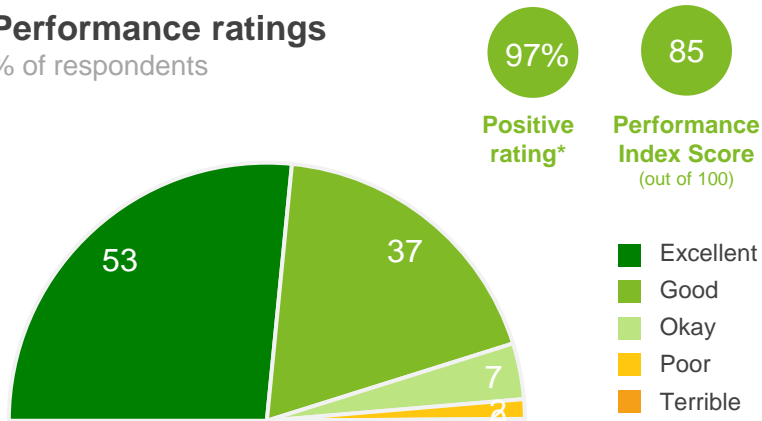
Base: All respondents, excludes 'unsure' and 'no response' (n = 531).

\* Positive Rating = excellent, good + okay

# Subiaco Library

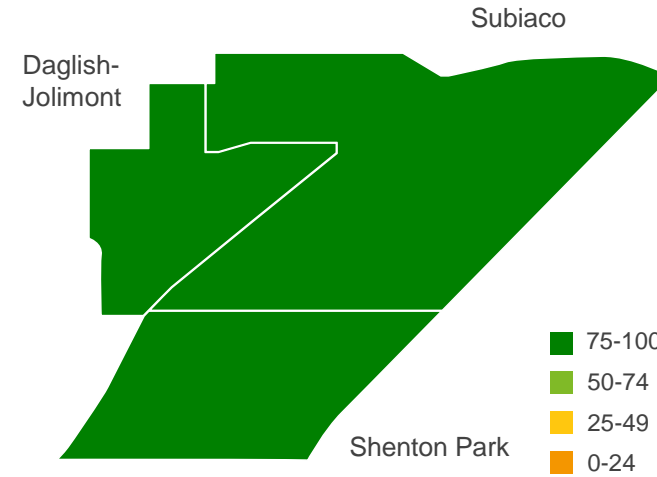
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

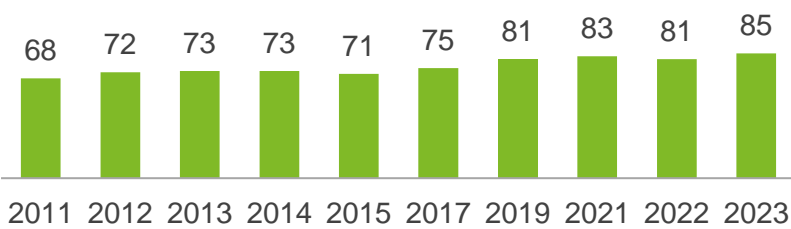


### Location

Daglish-Jolimont	82
Shenton Park	85
Subiaco	86

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	85
Female	86

### Age of children

0-4 years	90
5-11 years	81
12-17 years	85
18+ years	86
No children	85

### Disability & culture

Disability	84
Mainly speak LOTE	89

### Age

14-34 years	87
35-49 years	86
50-64 years	81
65+ years	86

### Home ownership

Home owner	84
Renting / other	88

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	85
Industry High	85
Industry Average	72

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

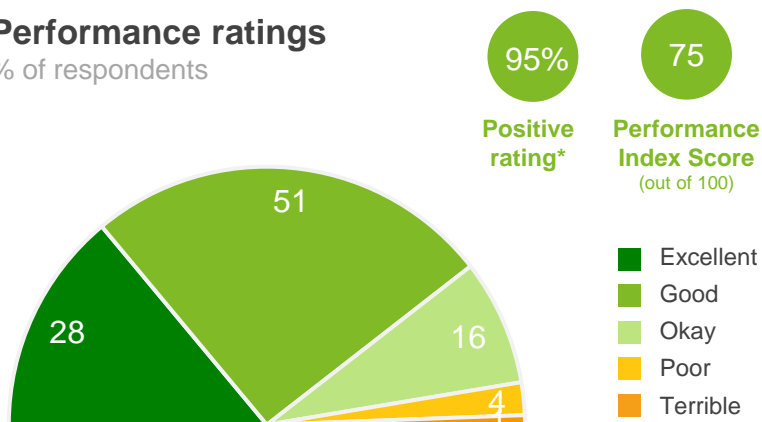
Base: All respondents, excludes 'unsure' and 'no response' (n = 442).

\* Positive Rating = excellent, good + okay

# Festivals, events, art and cultural activities

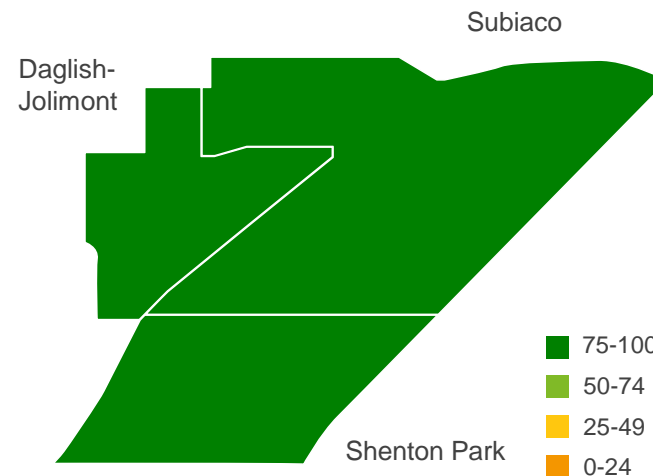
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

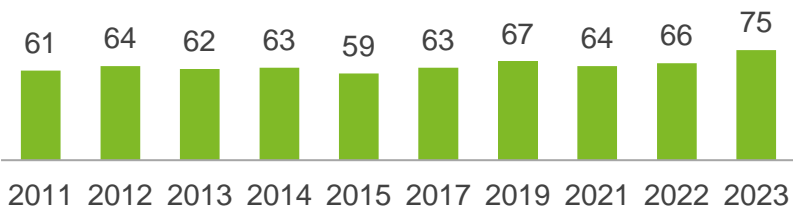


### Location

DalGLISH-Jolimont	80
Shenton Park	75
Subiaco	75

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 72	0-4 years 76	Disability 75
Female 78	5-11 years 74	Mainly speak LOTE <b>82</b>
Age	Home ownership	
14-34 years 75	Home owner 75	
35-49 years 77	Renting / other 75	
50-64 years 74		
65+ years 73		

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	75
Industry High	75
Industry Average	62

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

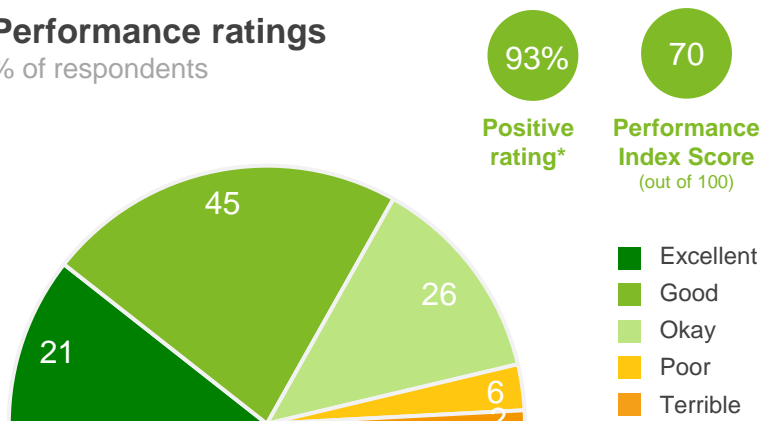
Base: All respondents, excludes 'unsure' and 'no response' (n = 491).

\* Positive Rating = excellent, good + okay

# How local history and heritage is preserved and promoted

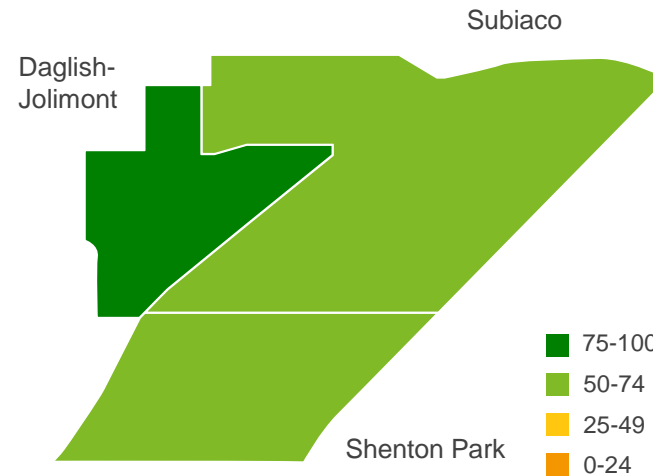
## Performance ratings

% of respondents



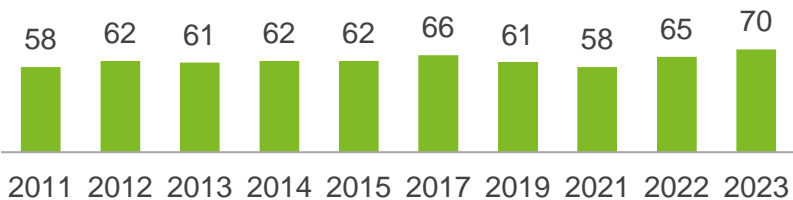
## Geographical variances

Performance Index Score



## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	66
Female	73

### Age of children

0-4 years	76
5-11 years	67
12-17 years	65
18+ years	65
No children	70

### Disability & culture

Disability	73
Mainly speak LOTE	68

### Age

14-34 years	67
35-49 years	71
50-64 years	71
65+ years	69

### Home ownership

Home owner	70
Renting / other	69

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	70
Industry High	70
Industry Average	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 458).

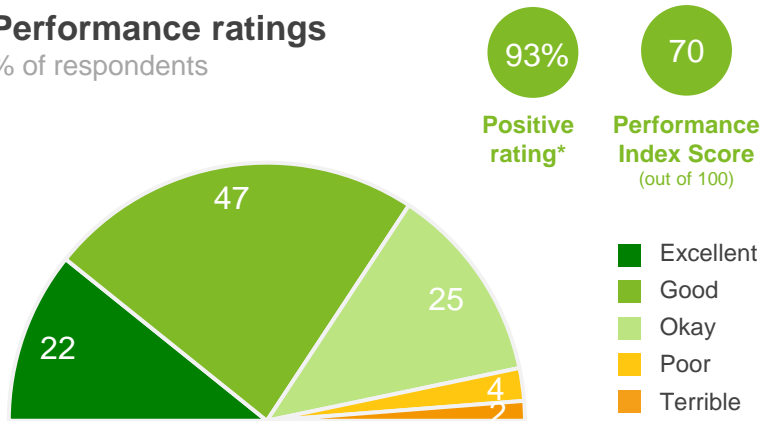
\* Positive Rating = excellent, good + okay



# Subiaco Museum

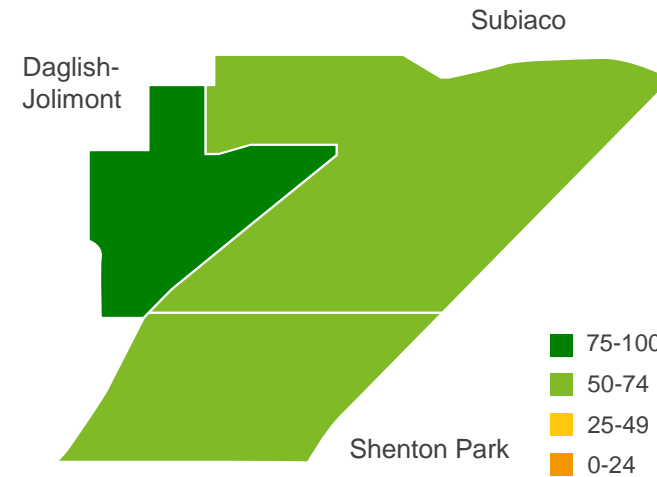
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score



### Location

Daglish-Jolimont	75
Shenton Park	68
Subiaco	70

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	68
Female	72

### Age of children

0-4 years	78
5-11 years	67
12-17 years	64
18+ years	70
No children	71

### Disability & culture

Disability	68
Mainly speak LOTE	70

### Age

14-34 years	65
35-49 years	70
50-64 years	70
65+ years	74

### Home ownership

Home owner	70
Renting / other	72

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	70
Industry High	77
Industry Average	73

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 271).

\* Positive Rating = excellent, good + okay

# Community safety and crime prevention

## Performance ratings

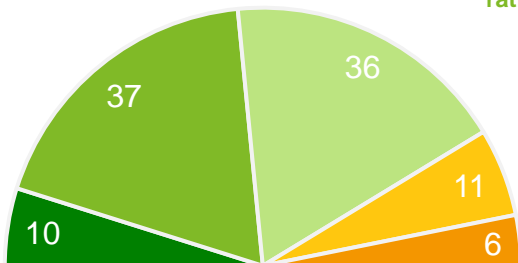
% of respondents

83%

Positive rating\*

58

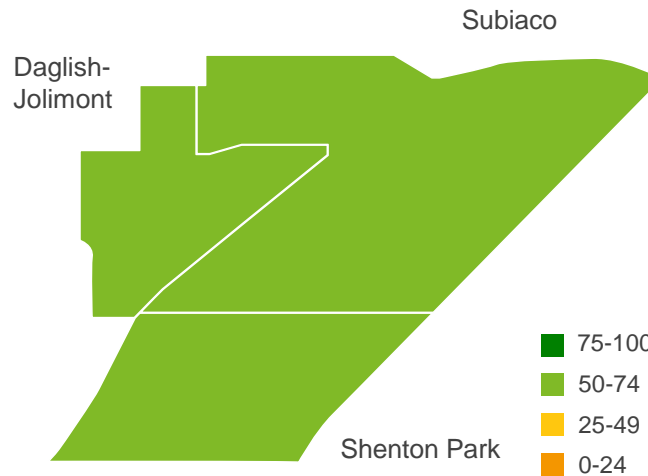
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

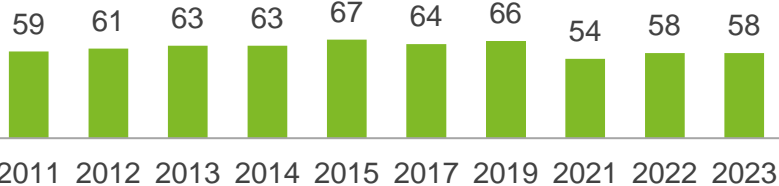


### Location

Daglish-Jolimont	67
Shenton Park	60
Subiaco	56

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	56
Female	60

### Age of children

0-4 years	56
5-11 years	52
12-17 years	53
18+ years	59
No children	60

### Disability & culture

Disability	59
Mainly speak LOTE	67

### Age

14-34 years	59
35-49 years	56
50-64 years	59
65+ years	58

### Home ownership

Home owner	57
Renting / other	62

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	58
Industry High	64
Industry Average	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 449).

\* Positive Rating = excellent, good + okay

Place

# Managing responsible growth and development

## Performance ratings

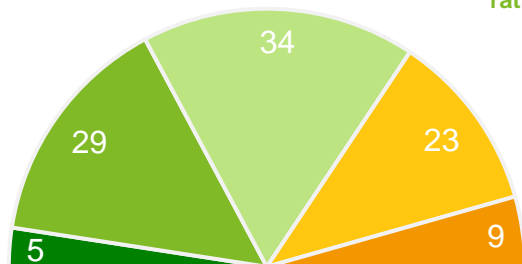
% of respondents

69%

Positive rating\*

50

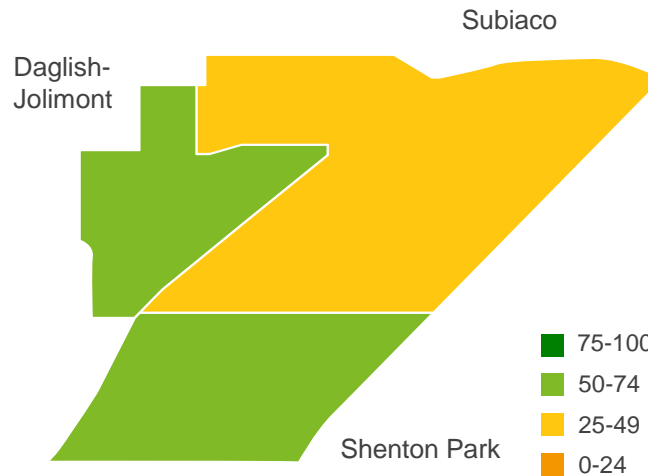
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

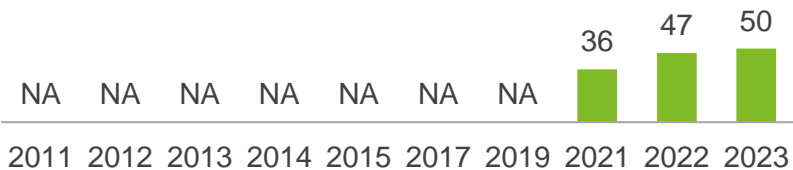


### Location

Daglish-Jolimont	58
Shenton Park	50
Subiaco	48

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	48
Female	52

### Age of children

0-4 years	46
5-11 years	44
12-17 years	50
18+ years	42
No children	52

### Disability & culture

Disability	54
Mainly speak LOTE	63

### Age

14-34 years	63
35-49 years	47
50-64 years	46
65+ years	47

### Home ownership

Home owner	47
Renting / other	61

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	50
Industry High	58
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 401).

\* Positive Rating = excellent, good + okay

# Planning and building approvals

## Performance ratings

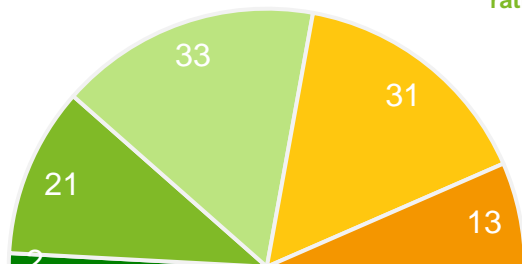
% of respondents

56%

Positive rating\*

42

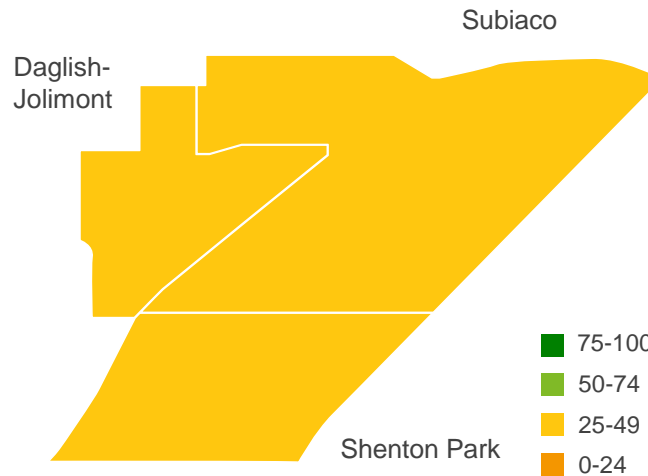
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

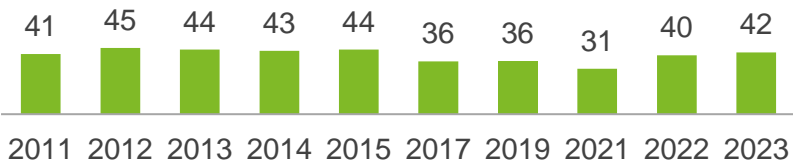


### Location

Daglish-Jolimont	49
Shenton Park	42
Subiaco	40

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	41
Female	42

### Age of children

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

### Disability & culture

Disability	44
Mainly speak LOTE	49

### Age

14-34 years	50
35-49 years	40
50-64 years	41
65+ years	38

### Home ownership

Home owner	40
Renting / other	50

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	42
Industry High	56
Industry Average	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 374).

\* Positive Rating = excellent, good + okay

# Access to housing that meets your needs

## Performance ratings

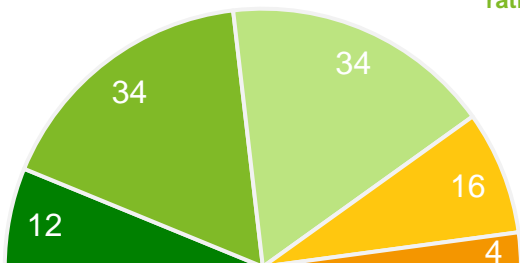
% of respondents

80%

Positive rating\*

59

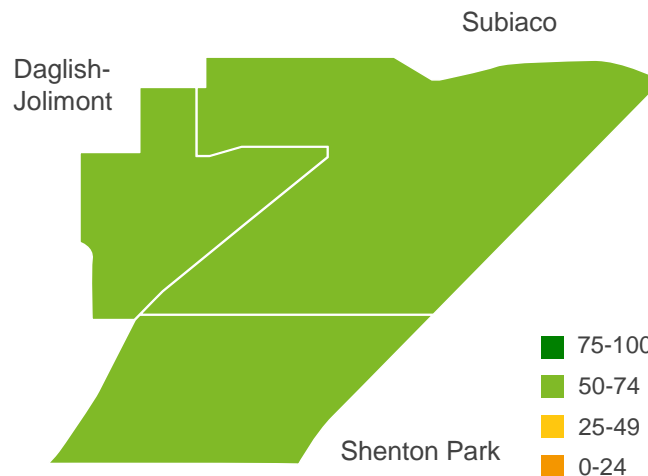
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score



### Location

Daglish-Jolimont	63
Shenton Park	60
Subiaco	57

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	60
Female	58

### Age of children

0-4 years	62
5-11 years	60
12-17 years	62
18+ years	57
No children	59

### Disability & culture

Disability	62
Mainly speak LOTE	64

### Age

14-34 years	62
35-49 years	58
50-64 years	58
65+ years	57

### Home ownership

Home owner	61
Renting / other	53

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	59
Industry High	65
Industry Average	52

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

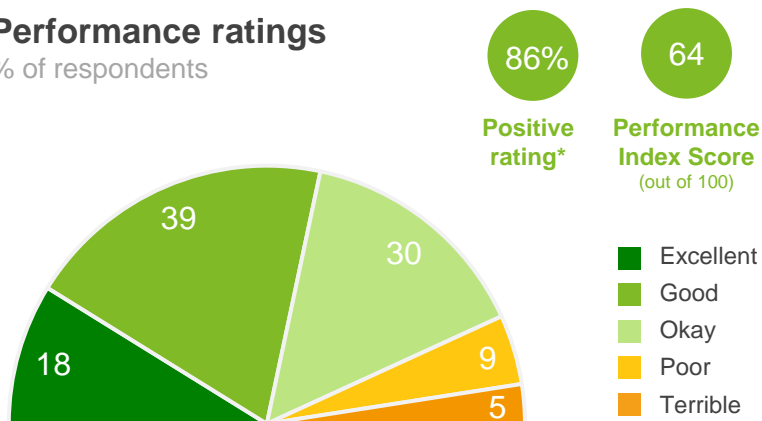
Base: All respondents, excludes 'unsure' and 'no response' (n = 355).

\* Positive Rating = excellent, good + okay

# Maintaining the area's heritage and identity

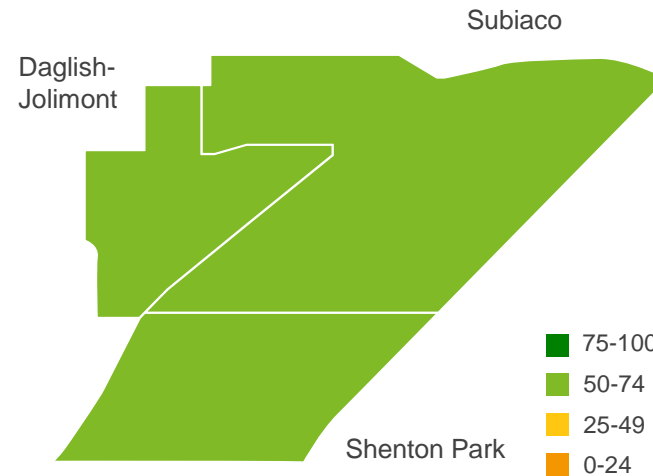
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

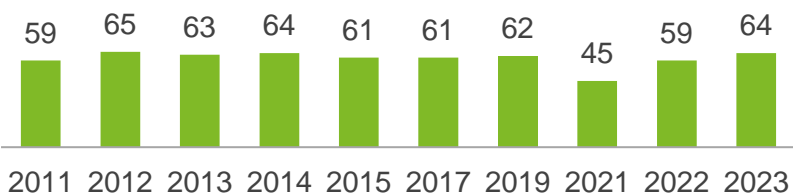


### Location

DalGLISH-Jolimont	70
Shenton Park	60
Subiaco	64

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	62
Female	66

### Age of children

0-4 years	72
5-11 years	59
12-17 years	56
18+ years	56
No children	65

### Disability & culture

Disability	63
Mainly speak LOTE	62

### Age

14-34 years	70
35-49 years	62
50-64 years	63
65+ years	61

### Home ownership

Home owner	63
Renting / other	69

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	64
Industry High	65
Industry Average	57

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

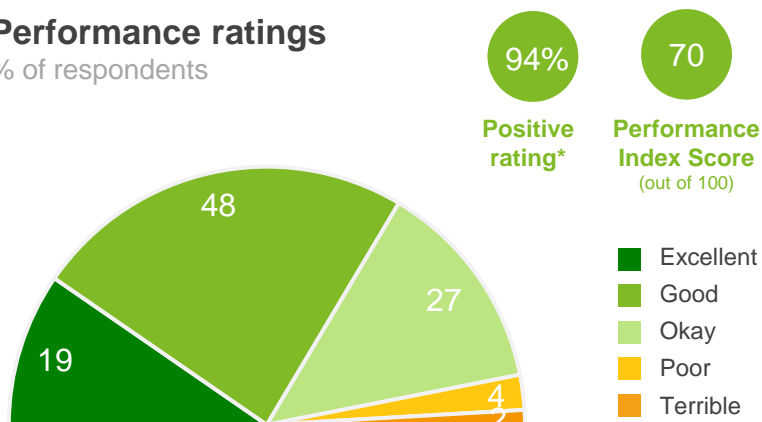
Base: All respondents, excludes 'unsure' and 'no response' (n = 459).

\* Positive Rating = excellent, good + okay

# Local roads

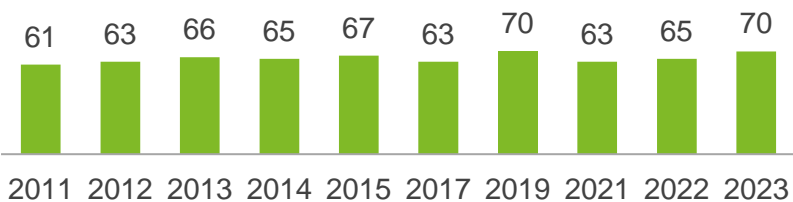
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

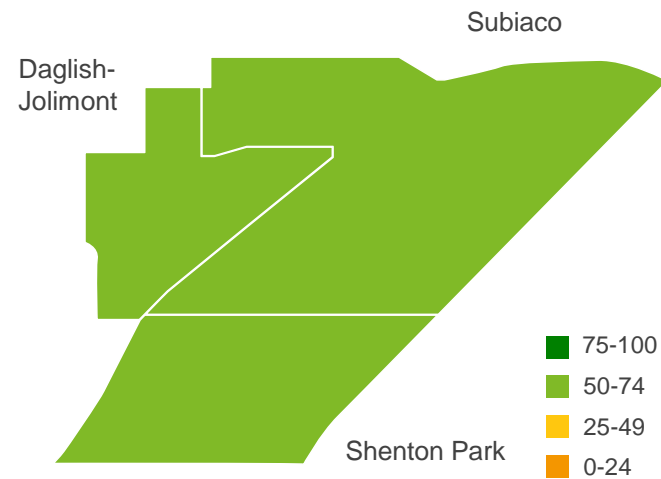
Performance Index Score



City of Subiaco	70
Industry High	70
Industry Average	49

## Geographical variances

Performance Index Score



### Location

Daglish-Jolimont	72
Shenton Park	70
Subiaco	69

## Community variances

Performance Index Score

Gender	Male	69	Age of children	0-4 years	69	Disability & culture	Disability	74
Female	70	5-11 years	63	Mainly speak LOTE	74			
Age	14-34 years	75	12-17 years	69	Home ownership	Home owner	68	
35-49 years	68	18+ years	70	Renting / other	74			
50-64 years	68	No children	71					
65+ years	68							

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 498).

\* Positive Rating = excellent, good + okay



# Traffic management

## Performance ratings

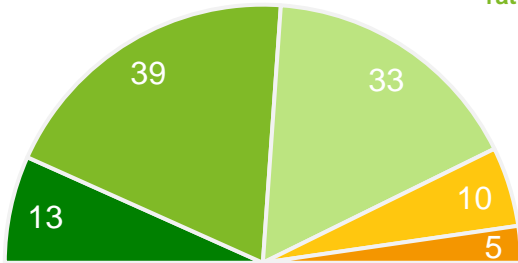
% of respondents

85%

Positive rating\*

62

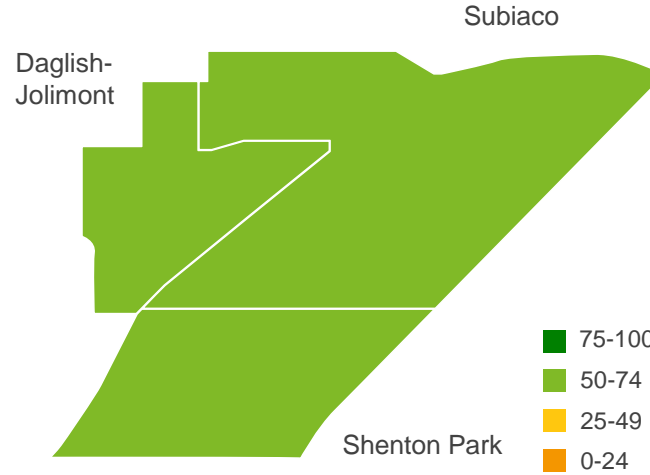
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

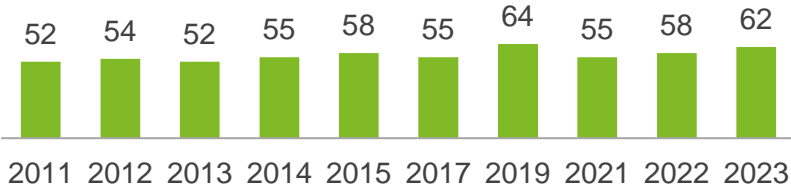


### Location

Daglish-Jolimont	66
Shenton Park	62
Subiaco	61

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	62
Female	62

### Age of children

0-4 years	66
5-11 years	59
12-17 years	58
18+ years	54
No children	63

### Disability & culture

Disability	64
Mainly speak LOTE	69

### Age

14-34 years	66
35-49 years	63
50-64 years	58
65+ years	60

### Home ownership

Home owner	60
Renting / other	68

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	62
Industry High	63
Industry Average	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 489).

\* Positive Rating = excellent, good + okay

# Parking management

## Performance ratings

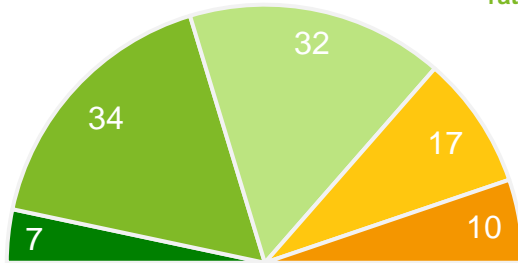
% of respondents

73%

Positive rating\*

52

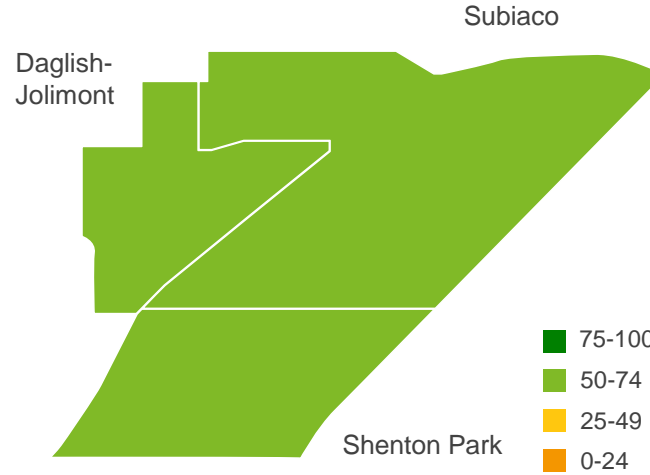
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

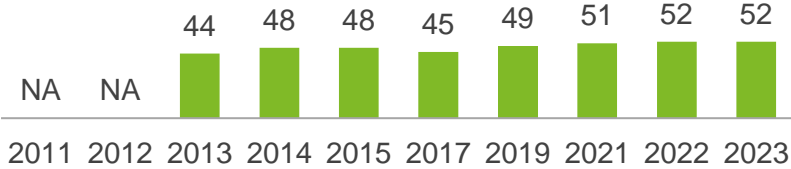


### Location

Daglish-Jolimont	53
Shenton Park	54
Subiaco	52

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	54
Female	51

### Age of children

0-4 years	62
5-11 years	52
12-17 years	51
18+ years	48
No children	52

### Disability & culture

Disability	48
Mainly speak LOTE	60

### Age

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

### Home ownership

Home owner	52
Renting / other	53

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	52
Industry High	60
Industry Average	52

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

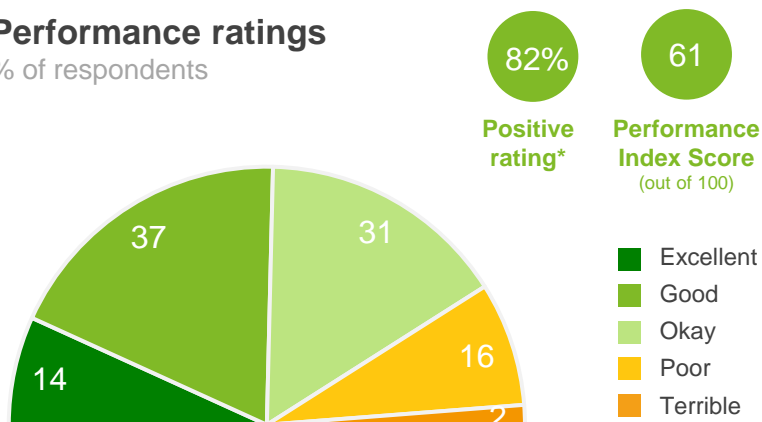
Base: All respondents, excludes 'unsure' and 'no response' (n = 486).

\* Positive Rating = excellent, good + okay

# Footpaths and cycleways

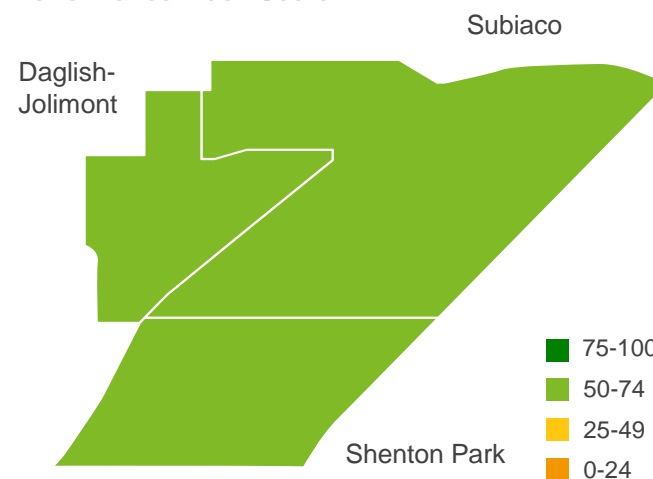
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

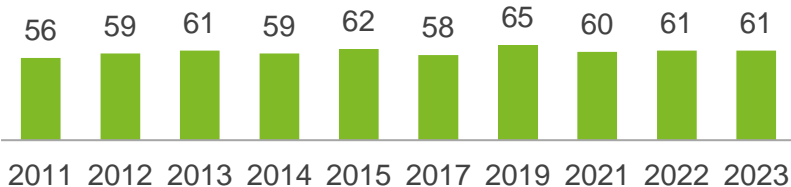


### Location

Daglish-Jolimont	64
Shenton Park	62
Subiaco	60

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

<b>Gender</b>	Male	59	<b>Age of children</b>	0-4 years	66	<b>Disability &amp; culture</b>	Disability	60
	Female	62		5-11 years	54		Mainly speak LOTE	70
<b>Age</b>	14-34 years	65		12-17 years	63	<b>Home ownership</b>	Home owner	60
	35-49 years	62		18+ years	59		Renting / other	63
	50-64 years	60		No children	62			
	65+ years	57						

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	61
Industry High	68
Industry Average	53

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

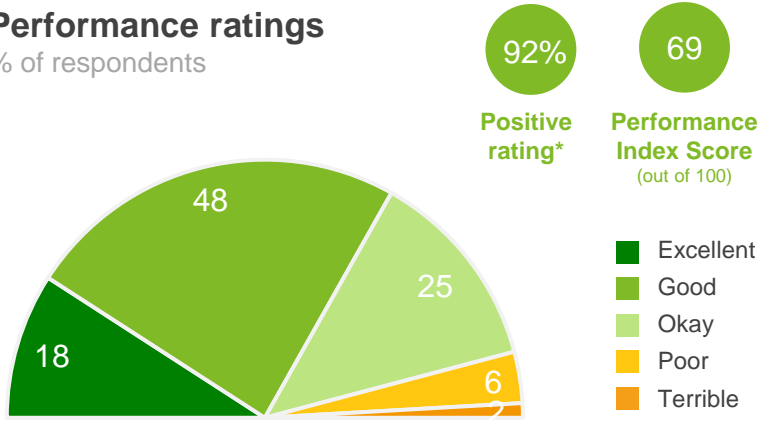
Base: All respondents, excludes 'unsure' and 'no response' (n = 497).

\* Positive Rating = excellent, good + okay

# Streetscapes

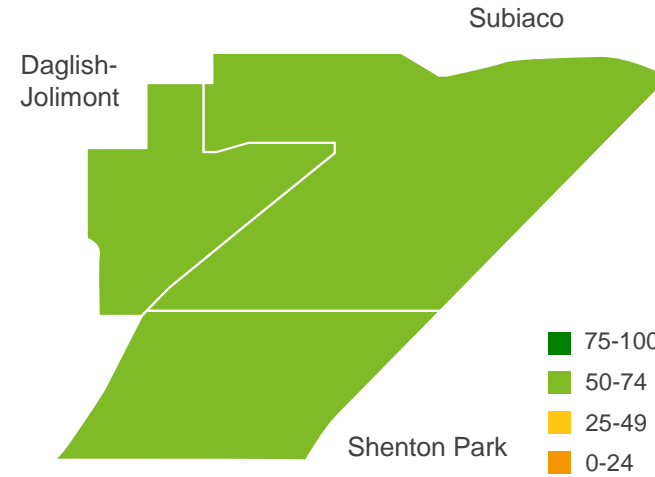
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

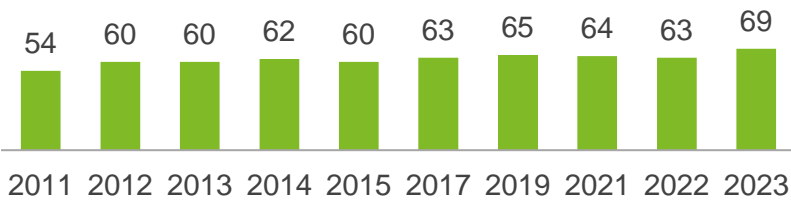


### Location

Daglish-Jolimont	69
Shenton Park	69
Subiaco	69

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	66
Female	71

### Age of children

0-4 years	75
5-11 years	64
12-17 years	69
18+ years	66
No children	70

### Disability & culture

Disability	73
Mainly speak LOTE	74

### Age

14-34 years	73
35-49 years	72
50-64 years	67
65+ years	64

### Home ownership

Home owner	67
Renting / other	73

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	69
Industry High	69
Industry Average	54

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

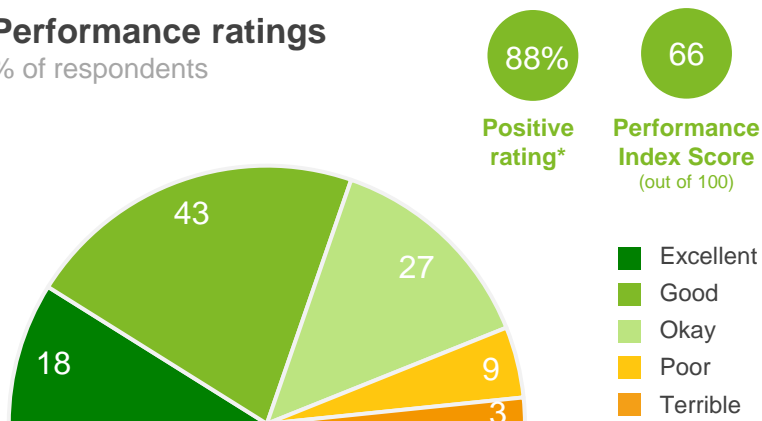
Base: All respondents, excludes 'unsure' and 'no response' (n = 485).

\* Positive Rating = excellent, good + okay

# Lighting of streets and public places

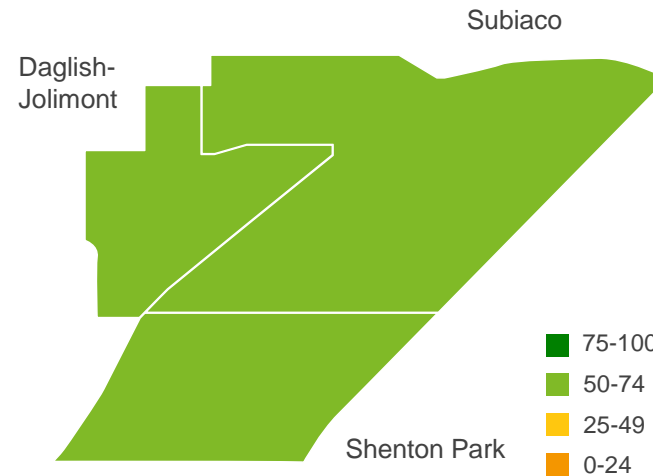
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

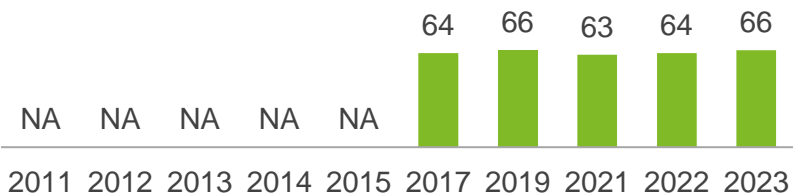


### Location

Daglish-Jolimont	67
Shenton Park	68
Subiaco	65

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Subiaco	66
Industry High	66
Industry Average	54

## Community variances

Performance Index Score

### Gender

Male	66
Female	66

### Age of children

0-4 years	68
5-11 years	63
12-17 years	66
18+ years	62
No children	67

### Disability & culture

Disability	72
Mainly speak LOTE	74

### Age

14-34 years	68
35-49 years	68
50-64 years	62
65+ years	65

### Home ownership

Home owner	64
Renting / other	71

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

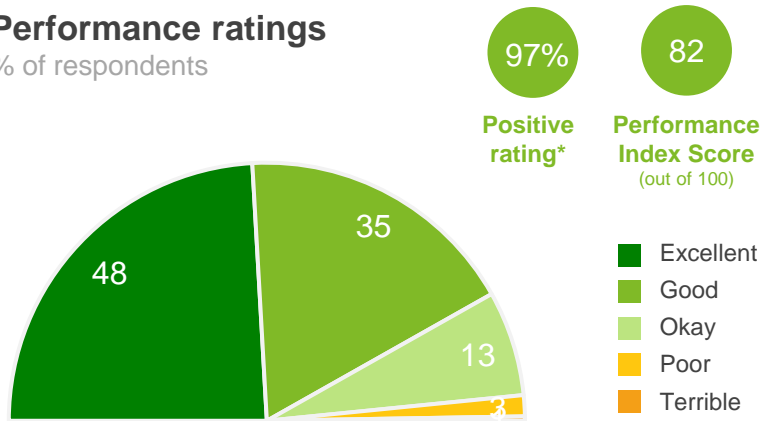
Base: All respondents, excludes 'unsure' and 'no response' (n = 496).

\* Positive Rating = excellent, good + okay

# Access to public transport

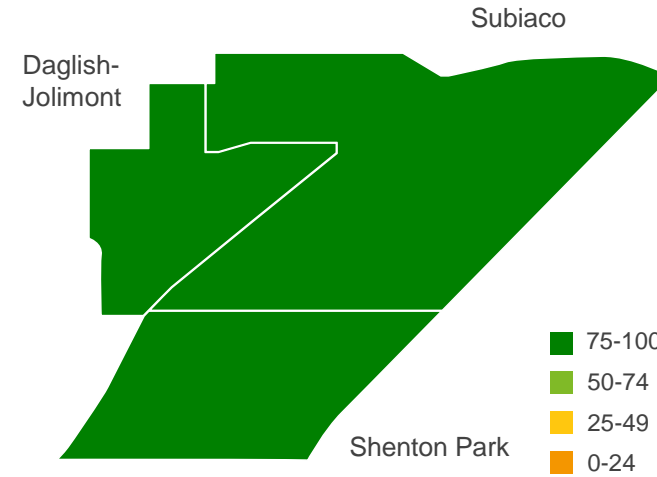
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

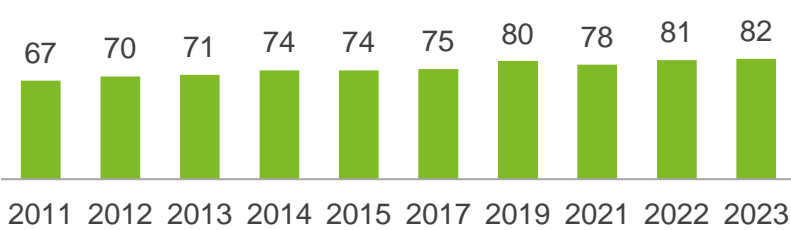


### Location

Daglish-Jolimont	81
Shenton Park	82
Subiaco	82

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

<b>Gender</b>			<b>Age of children</b>		<b>Disability &amp; culture</b>	
Male	82	0-4 years	86	Disability	77	
Female	83	5-11 years	82	Mainly speak LOTE	87	
<b>Age</b>		12-17 years	84	<b>Home ownership</b>		
14-34 years	84	18+ years	83	Home owner	82	
35-49 years	84	No children	82	Renting / other	81	
50-64 years	81					
65+ years	80					

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	82
Industry High	82
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 497).

\* Positive Rating = excellent, good + okay

Planet

# Efforts to promote and adopt sustainable practices to manage climate change

## Performance ratings

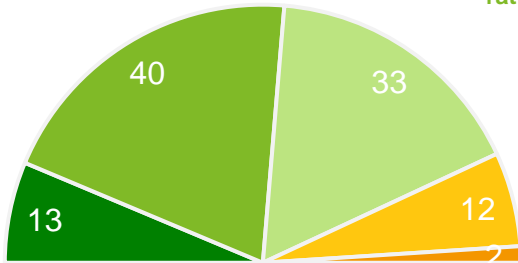
% of respondents

86%

Positive rating\*

62

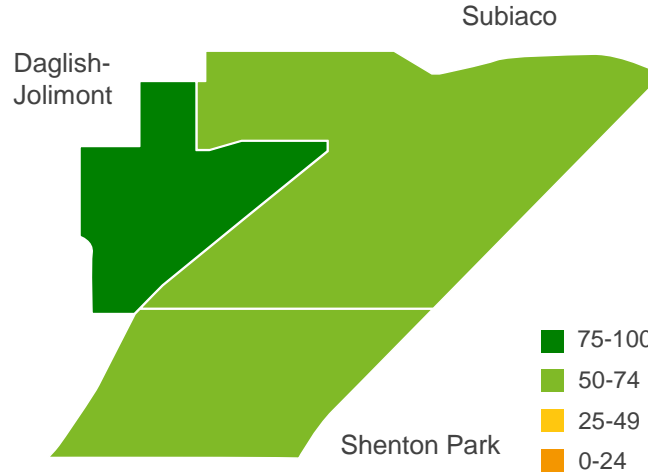
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score



### Location

Daglish-Jolimont	75
Shenton Park	57
Subiaco	61

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 61	0-4 years 71	Disability 60
Female 64	5-11 years 62	Mainly speak LOTE 70
Age	12-17 years 59	Home ownership
	14-34 years 59	Home owner 63
	35-49 years 67	Renting / other 60
	50-64 years 60	
65+ years 63	No children 63	

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	62
Industry High	68
Industry Average	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 370).

\* Positive Rating = excellent, good + okay



# Conservation and environmental management

## Performance ratings

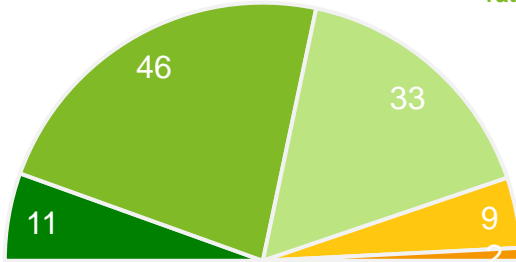
% of respondents

90%

Positive rating\*

64

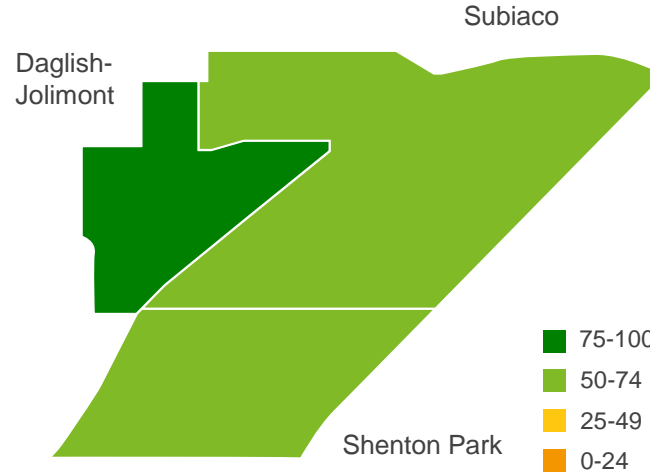
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

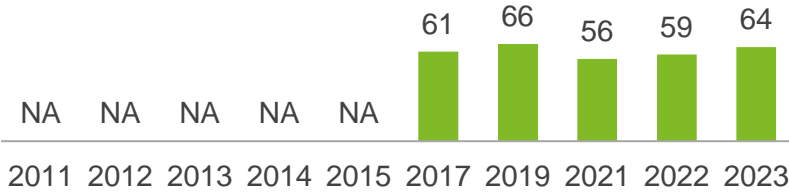


### Location

Daglish-Jolimont	76
Shenton Park	64
Subiaco	61

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	63
Female	65

### Age of children

0-4 years	68
5-11 years	63
12-17 years	63
18+ years	60
No children	64

### Disability & culture

Disability	62
Mainly speak LOTE	72

### Age

14-34 years	62
35-49 years	68
50-64 years	63
65+ years	63

### Home ownership

Home owner	64
Renting / other	63

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	64
Industry High	68
Industry Average	53

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

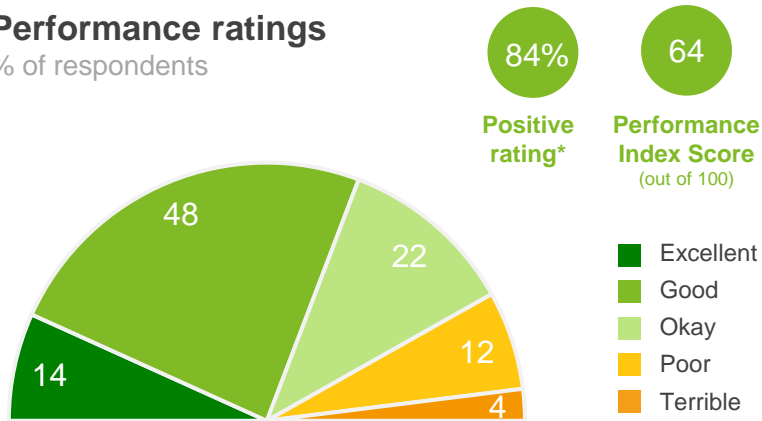
Base: All respondents, excludes 'unsure' and 'no response' (n = 385).

\* Positive Rating = excellent, good + okay

# Tree management (protection, planting and maintenance)

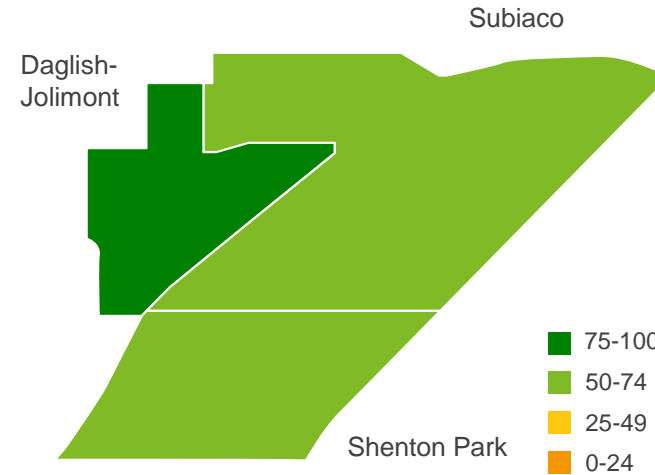
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

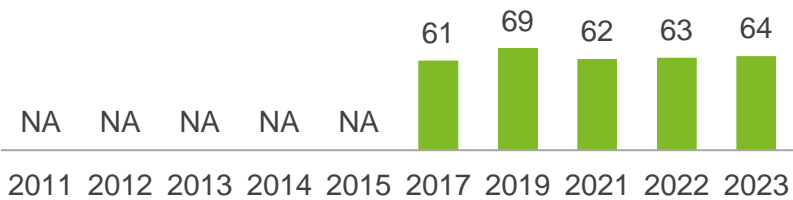


### Location

Daglish-Jolimont	76
Shenton Park	60
Subiaco	63

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture	
Male 62	0-4 years 67	Disability 61	
Female 66	5-11 years <b>56</b>	Mainly speak LOTE 68	
Age	12-17 years 67	Home ownership	
	14-34 years 68		Home owner 63
	35-49 years 63		Renting / other 67
	50-64 years 64		
65+ years 60	18+ years 65		
	No children 64		

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	64
Industry High	64
Industry Average	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 449).

\* Positive Rating = excellent, good + okay

# Waste management

## Performance ratings

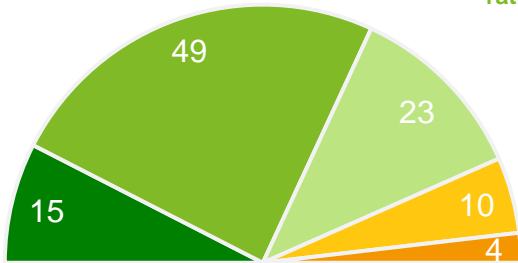
% of respondents

87%

Positive rating\*

65

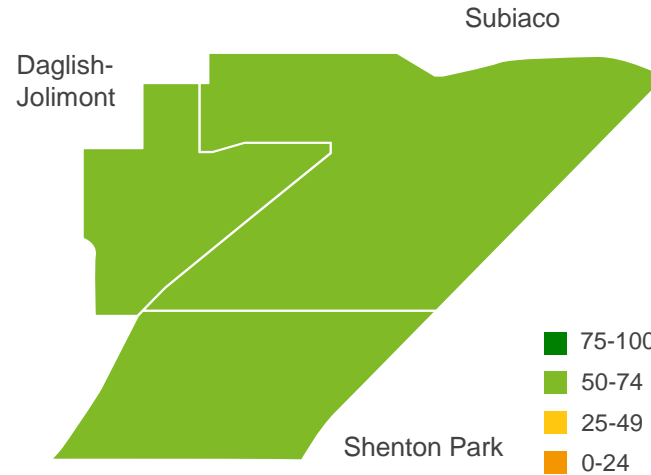
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

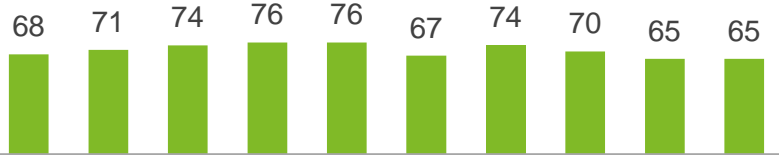


### Location

Daglish-Jolimont	72
Shenton Park	64
Subiaco	65

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	65
Female	65

### Age of children

0-4 years	68
5-11 years	61
12-17 years	63
18+ years	65
No children	67

### Disability & culture

Disability	61
Mainly speak LOTE	72

### Age

14-34 years	67
35-49 years	65
50-64 years	63
65+ years	67

### Home ownership

Home owner	65
Renting / other	66

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	65
Industry High	77
Industry Average	63

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

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

\* Positive Rating = excellent, good + okay

# Animal management (dogs and cats)

## Performance ratings

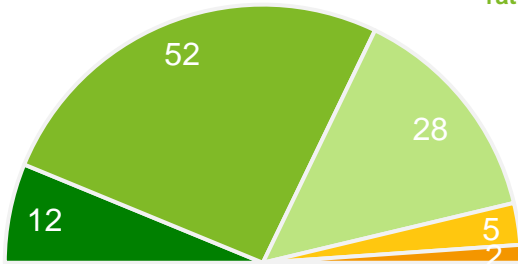
% of respondents

93%

Positive rating\*

67

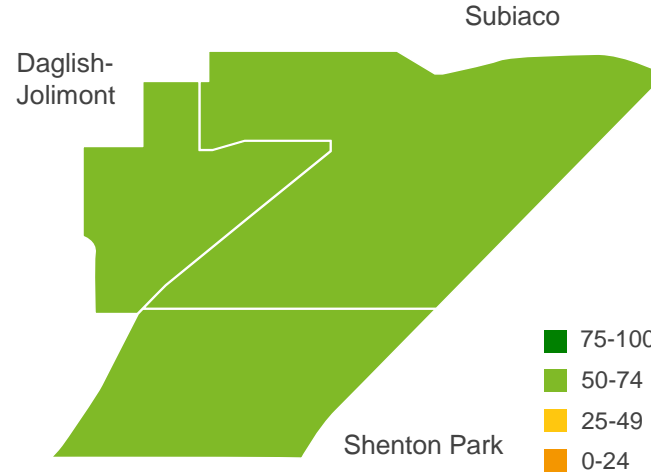
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

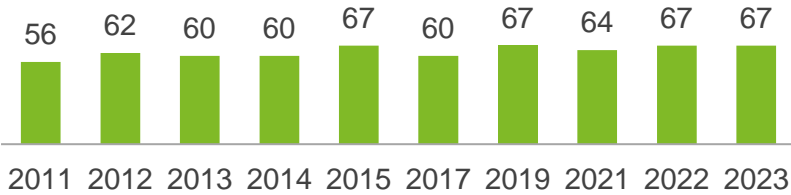


### Location

DalGLISH-Jolimont	71
Shenton Park	72
Subiaco	64

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	64
Female	69

### Age of children

0-4 years	69
5-11 years	61
12-17 years	70
18+ years	67
No children	66

### Disability & culture

Disability	69
Mainly speak LOTE	75

### Age

14-34 years	72
35-49 years	69
50-64 years	64
65+ years	63

### Home ownership

Home owner	66
Renting / other	70

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	67
Industry High	67
Industry Average	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 360).

\* Positive Rating = excellent, good + okay

# Environmental health management

(noise, pollution, pests, food inspections, etc)

## Performance ratings

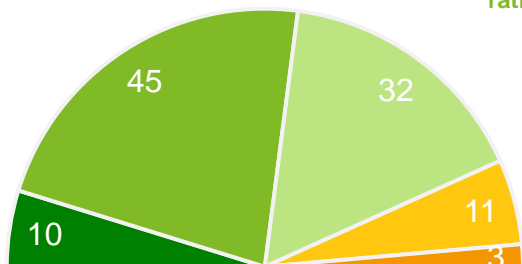
% of respondents

87%

Positive rating\*

62

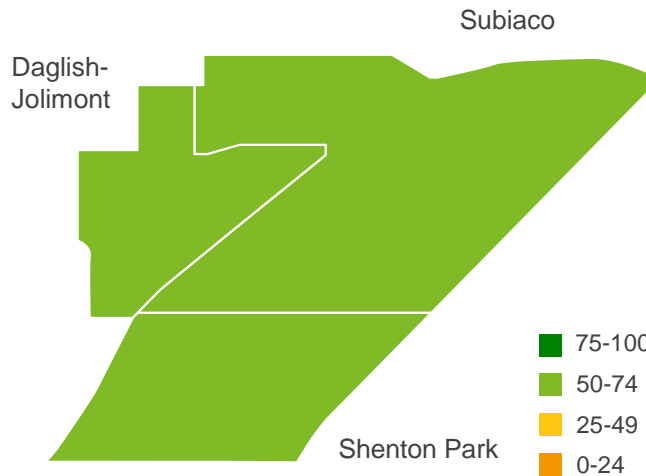
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

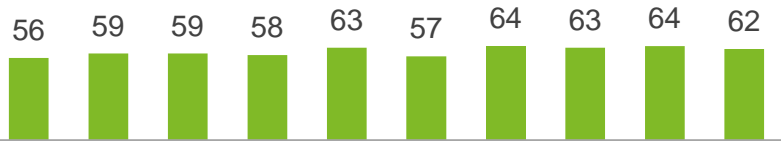


### Location

Daglish-Jolimont	73
Shenton Park	67
Subiaco	58

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	58
Female	66

### Age of children

0-4 years	66
5-11 years	59
12-17 years	67
18+ years	63
No children	60

### Disability & culture

Disability	69
Mainly speak LOTE	63

### Age

14-34 years	61
35-49 years	65
50-64 years	62
65+ years	60

### Home ownership

Home owner	61
Renting / other	64

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	62
Industry High	64
Industry Average	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 364).

\* Positive Rating = excellent, good + okay

# Emergency management

## Performance ratings

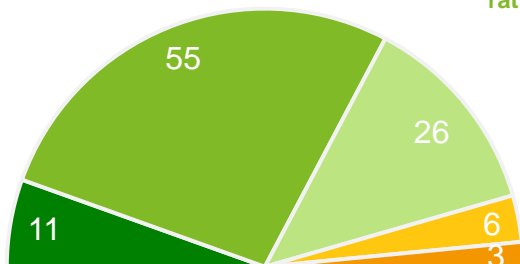
% of respondents

91%

Positive rating\*

66

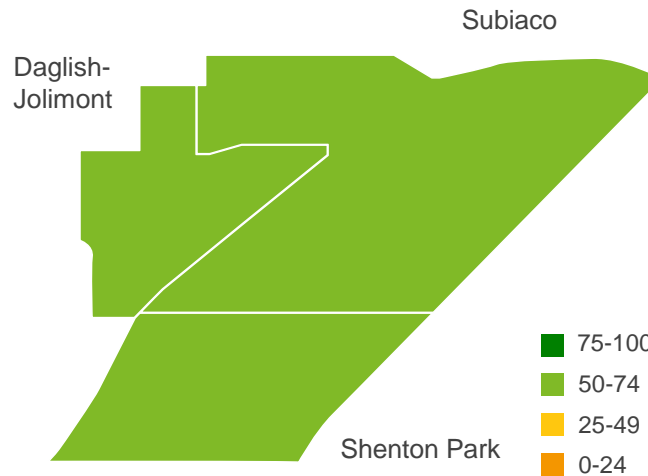
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score



### Location

DalGLISH-Jolimont	71
Shenton Park	71
Subiaco	63

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Subiaco	66
Industry High	69
Industry Average	55

## Community variances

Performance Index Score

### Gender

Male	65
Female	68

### Age of children

0-4 years	75
5-11 years	62
12-17 years	74
18+ years	68
No children	64

### Disability & culture

Disability	70
Mainly speak LOTE	72

### Age

14-34 years	63
35-49 years	73
50-64 years	65
65+ years	63

### Home ownership

Home owner	65
Renting / other	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 178).

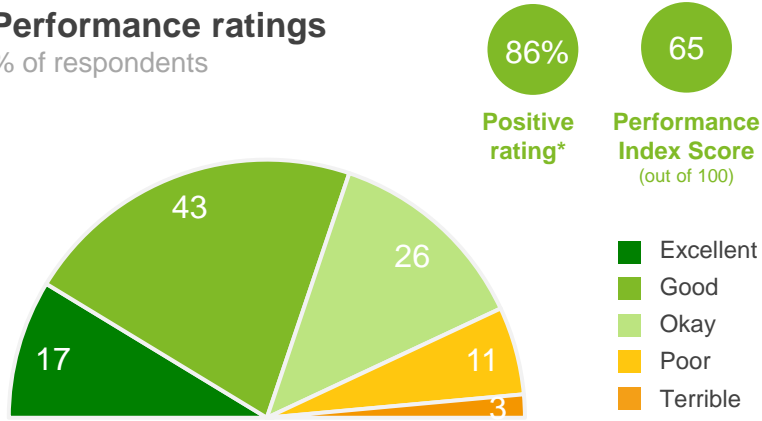
\* Positive Rating = excellent, good + okay

Prosperity

# Efforts to promote the area as a desirable place to live, work and visit

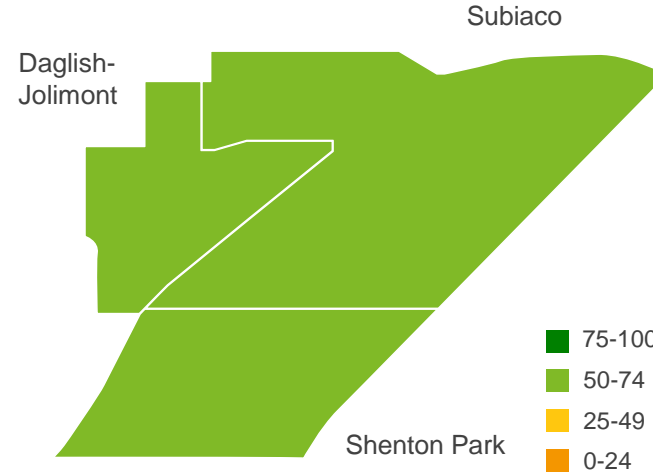
## Performance ratings

% of respondents



## Geographical variances

Performance Index Score

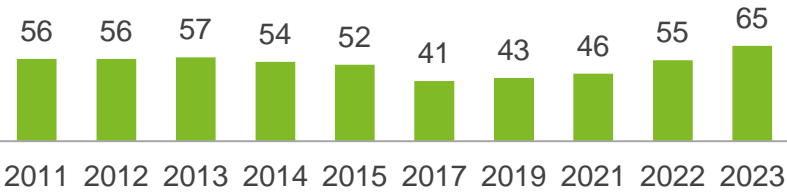


### Location

Daglish-Jolimont	70
Shenton Park	64
Subiaco	65

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Male 63	Female 68	Age of children	0-4 years 69	5-11 years 64	12-17 years 63	18+ years 60	No children 66	Disability & culture	Disability 60	Mainly speak LOTE 73	Home ownership	Home owner 64	Renting / other 72
Age	14-34 years 73	35-49 years 67	50-64 years 60	65+ years 62										

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	65
Industry High	65
Industry Average	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 454).

\* Positive Rating = excellent, good + okay



# Place to work or operate a business

## Performance ratings

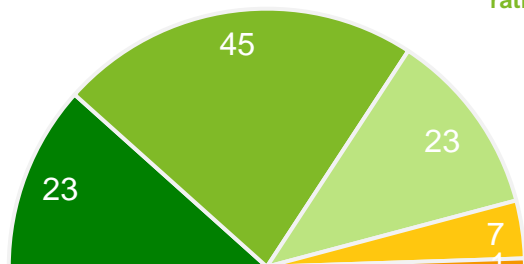
% of respondents

92%

Positive rating\*

71

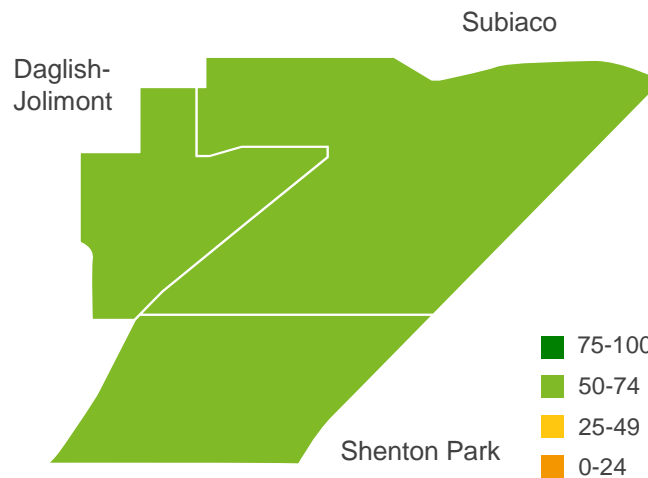
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score



### Location

DalGLISH-Jolimont	66
Shenton Park	70
Subiaco	72

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	70
Female	72

### Age of children

0-4 years	68
5-11 years	73
12-17 years	65
18+ years	66
No children	72

### Disability & culture

Disability	66
Mainly speak LOTE	79

### Age

14-34 years	69
35-49 years	73
50-64 years	72
65+ years	69

### Home ownership

Home owner	69
Renting / other	74

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	71
Industry High	71
Industry Average	57

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

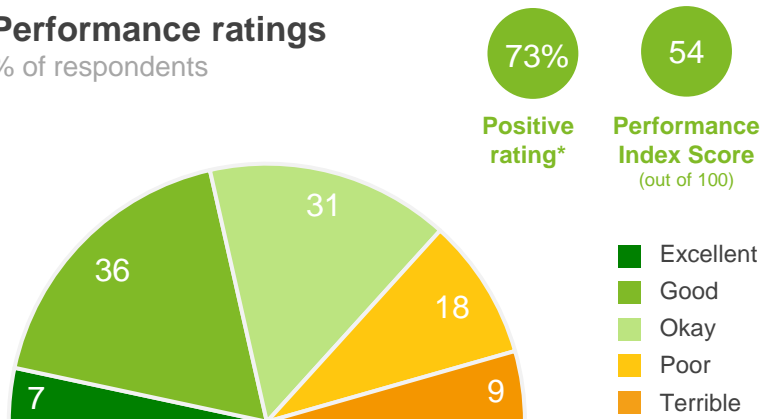
Base: All respondents, excludes 'unsure' and 'no response' (n = 366).

\* Positive Rating = excellent, good + okay

# Support for local businesses

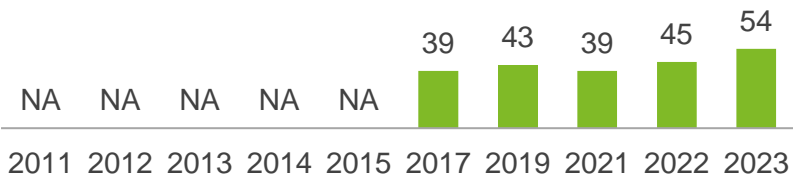
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

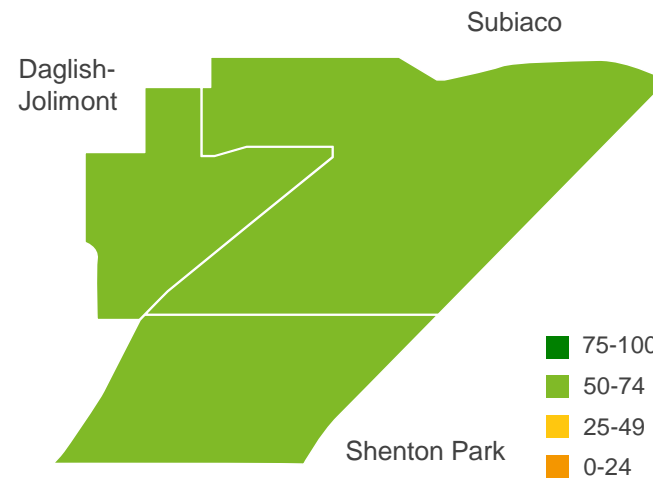
Performance Index Score



City of Subiaco	54
Industry High	54
Industry Average	48

## Geographical variances

Performance Index Score



### Location

Daglish-Jolimont	52
Shenton Park	53
Subiaco	54

## Community variances

Performance Index Score

### Gender

Male	49
Female	58

### Age of children

0-4 years	56
5-11 years	50
12-17 years	48
18+ years	47
No children	57

### Disability & culture

Disability	55
Mainly speak LOTE	57

### Age

14-34 years	54
35-49 years	54
50-64 years	53
65+ years	53

### Home ownership

Home owner	53
Renting / other	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 314).

\* Positive Rating = excellent, good + okay

# Subiaco town centre development

## Performance ratings

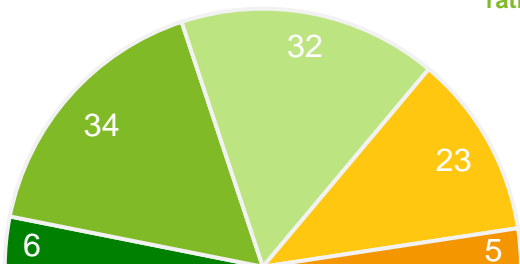
% of respondents

72%

Positive rating\*

53

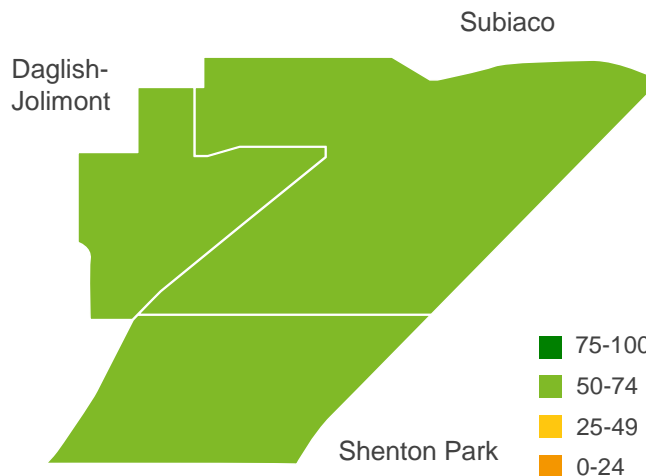
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

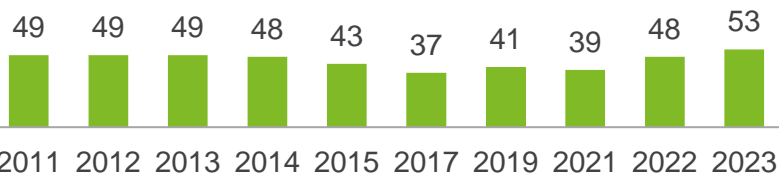


### Location

Daglish-Jolimont	60
Shenton Park	50
Subiaco	53

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	49
Female	57

### Age of children

0-4 years	51
5-11 years	52
12-17 years	49
18+ years	47
No children	56

### Disability & culture

Disability	51
Mainly speak LOTE	61

### Age

14-34 years	55
35-49 years	54
50-64 years	54
65+ years	51

### Home ownership

Home owner	53
Renting / other	55

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	53
Industry High	65
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 468).

\* Positive Rating = excellent, good + okay

# Subiaco Town Centre activations

(promotions, pop-ups, events)

## Performance ratings

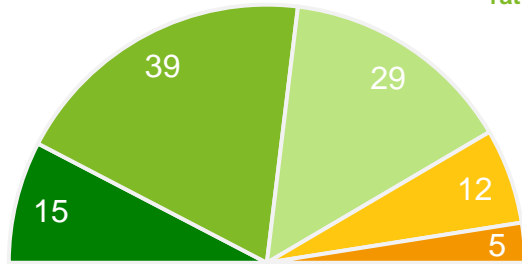
% of respondents

83%

Positive rating\*

62

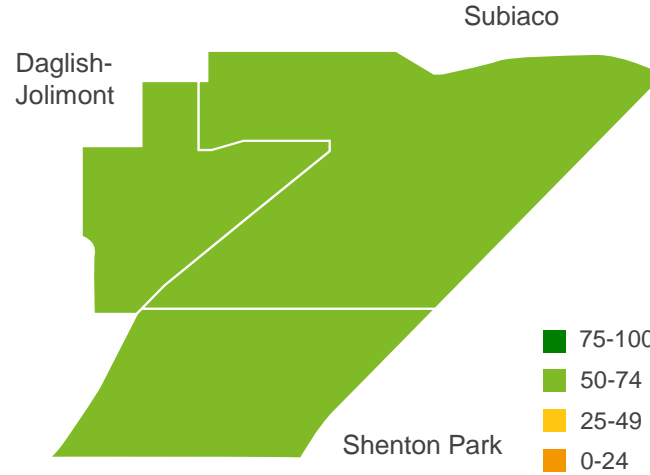
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

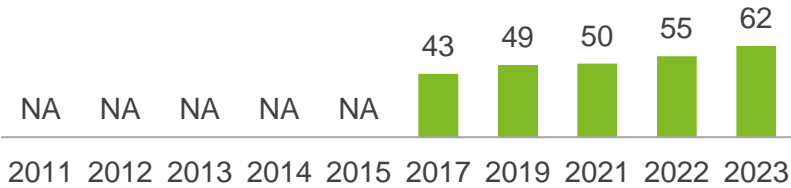


### Location

Daglish-Jolimont	67
Shenton Park	61
Subiaco	61

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male 56  
Female 67

### Age of children

0-4 years 68  
5-11 years 61  
12-17 years 58  
18+ years 56  
No children 64

### Disability & culture

Disability 58  
Mainly speak LOTE 76

### Age

14-34 years 59  
35-49 years 67  
50-64 years 63  
65+ years 59

### Home ownership

Home owner 63  
Renting / other 59

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	62
Industry High	NA
Industry Average	NA

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

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

\* Positive Rating = excellent, good + okay

# Place to visit

## Performance ratings

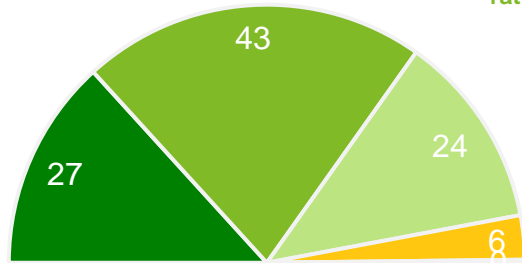
% of respondents

94%

Positive rating\*

72

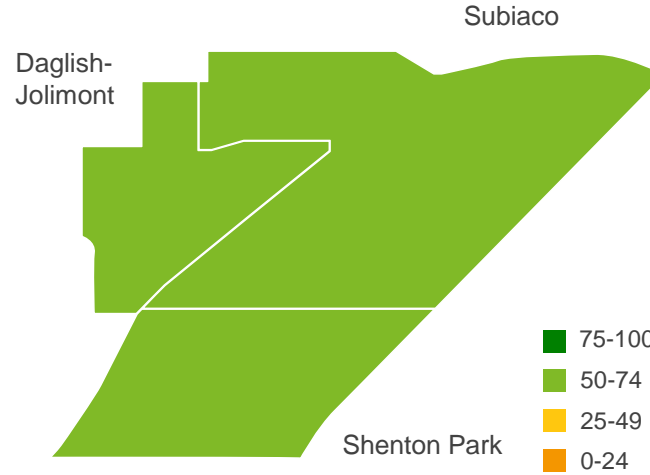
Performance Index Score (out of 100)



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score



### Location

Daglish-Jolimont	73
Shenton Park	71
Subiaco	73

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	72
Female	73

### Age of children

0-4 years	73
5-11 years	77
12-17 years	70
18+ years	72
No children	73

### Disability & culture

Disability	71
Mainly speak LOTE	79

### Age

14-34 years	72
35-49 years	75
50-64 years	71
65+ years	72

### Home ownership

Home owner	72
Renting / other	73

## MARKYT Industry Standards

Performance Index Score



City of Subiaco	72
Industry High	87
Industry Average	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 583).

\* Positive Rating = excellent, good + okay

# Overview of Community Variances

# Summary of community variances

	Total	Male	Female	14-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	LOTE	Home owner	Renting / other	Daglish-Jolimont	Shenton Park	Subiaco
<b>Place to live</b>	88	87	89	85	89	90	89	88	90	92	89	88	87	89	89	85	91	89	87
<b>GOVERNANCE</b>																			
Governing organisation	61	60	62	62	62	59	61	62	65	59	59	56	64	71	60	66	66	64	59
Value for money from rates	53	53	54	51	54	52	55	55	49	52	49	51	59	60	54	53	58	54	53
Leadership by the Mayor and Councillors	55	54	56	54	54	55	57	56	64	52	53	56	57	66	57	48	64	59	53
Consultation	52	51	54	55	50	53	50	52	59	49	52	51	53	64	52	52	57	55	50
Communication	58	56	60	58	57	59	59	59	63	51	55	59	63	66	58	59	62	59	57
Customer service	60	61	59	62	58	61	60	61	66	53	57	59	61	65	61	59	69	62	58
Fortnightly page in The Post	65	62	67	54	68	67	66	66	68	67	64	59	71	76	66	57	70	66	63
Printed newsletter	69	67	72	63	71	71	69	69	80	70	64	64	75	74	69	68	70	72	68
City's e-newsletters	65	62	69	68	66	65	65	68	73	64	61	59	73	63	66	66	69	65	65
City's website	61	60	62	62	58	60	63	63	62	56	58	55	59	58	61	62	65	62	60
See Subiaco website	63	60	66	67	62	63	60	66	66	57	59	55	61	61	63	63	68	61	63
Social media presence	55	53	57	53	55	58	53	58	68	55	49	45	55	57	56	53	65	53	54
Online engagement portal	59	58	60	61	61	61	55	61	63	61	58	53	59	61	60	59	61	63	58

# Summary of community variances

	Total	Male	Female	14-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	LOTE	Home owner	Renting / other	Daglish-Jolimont	Shenton Park	Subiaco
<b>COMMUNITY</b>																			
Youth services and facilities	58	57	60	56	61	57	59	60	60	59	55	53	52	74	59	57	66	58	57
Family / children services and facilities	68	64	71	68	70	68	65	69	70	68	65	67	66	74	67	69	68	70	67
Seniors' services and care	64	63	66	71	65	63	62	64	84	58	62	64	62	70	66	60	71	71	61
Disability access and inclusion	63	64	61	65	62	64	60	64	68	59	59	61	53	72	63	63	69	64	60
Respect for Aboriginal peoples / cultures	63	64	63	61	62	62	69	65	69	63	58	58	60	72	64	61	67	64	62
Multiculturalism / cultural diversity	64	63	66	63	66	64	67	64	67	66	66	63	66	74	66	61	66	69	63
Volunteer recognition and support	67	65	69	65	67	69	68	69	77	60	65	65	71	71	69	63	70	72	66
Health and community services	67	66	68	69	66	67	66	69	75	61	66	64	68	75	66	69	73	71	64
Community buildings, halls and toilets	64	63	65	69	59	65	63	66	64	55	60	60	67	72	63	68	69	65	62
Sport and recreation facilities and services	68	67	68	68	69	69	66	69	68	61	65	67	66	73	67	70	72	67	67
Playgrounds, parks and reserves	78	75	81	81	77	79	75	79	80	78	81	79	80	83	77	81	82	80	77
Subiaco Library	85	85	86	87	86	81	86	85	90	81	85	86	84	89	84	88	82	85	86
Festivals, events, art and cultural activities	75	72	78	75	77	74	73	78	76	74	70	72	75	82	75	75	80	75	75
Local history and heritage	70	66	73	67	71	71	69	70	76	67	65	65	73	68	70	69	77	66	69
Community safety / crime prevention	58	56	60	59	56	59	58	60	56	52	53	59	59	67	57	62	67	60	56
<b>PLACE</b>																			
Responsible growth and development	50	48	52	63	47	46	47	52	46	44	50	42	54	63	47	61	58	50	48
Planning and building approvals	42	41	42	50	40	41	38	42	42	42	41	42	44	49	40	50	49	42	40
Housing	59	60	58	62	58	58	57	59	62	60	62	57	62	64	61	53	63	60	57
Maintaining the area's heritage and identity	64	62	66	70	62	63	61	65	72	59	56	56	63	62	63	69	70	60	64
Local roads	70	69	70	75	68	68	68	71	69	63	69	70	74	74	68	74	72	70	69
Traffic management	62	62	62	66	63	58	60	63	66	59	58	54	64	69	60	68	66	62	61
Parking management	52	54	51	49	57	50	52	52	62	52	51	48	48	60	52	53	53	54	52
Footpaths and cycleways	61	59	62	65	62	60	57	62	66	54	63	59	60	70	60	63	64	62	60
Streetscapes	69	66	71	73	72	67	64	70	75	64	69	66	73	74	67	73	69	69	69
Lighting	66	66	66	68	68	62	65	67	68	63	66	62	72	74	64	71	67	68	65
Public transport	82	82	83	84	84	81	80	82	86	82	84	83	77	87	82	81	81	82	82



# Summary of community variances

	Total	Male	Female	14-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	LOTE	Home owner	Renting / other	Daglish-Jolimont	Shenton Park	Subiaco
<b>ENVIRONMENT</b>																			
Sustainable practices / climate change	62	61	64	59	67	60	63	63	71	62	59	58	60	70	63	60	75	57	61
Conservation/environmental management	64	63	65	62	68	63	63	64	68	63	63	60	62	72	64	63	76	64	61
Tree management	64	62	66	68	63	64	60	64	67	56	67	65	61	68	63	67	76	60	63
Waste management	65	65	65	67	65	63	67	67	68	61	63	65	61	72	65	66	72	64	65
Animal management (dogs and cats)	67	64	69	72	69	64	63	66	69	61	70	67	69	75	66	70	71	72	64
Environmental health management	62	58	66	61	65	62	60	60	66	59	67	63	69	63	61	64	73	67	58
Emergency management	66	65	68	63	73	65	63	64	75	62	74	68	70	72	65	69	71	71	63
<b>ECONOMY</b>																			
<b>Place to work or operate a business</b>	71	70	72	69	73	72	69	72	68	73	65	66	66	79	69	74	66	70	72
<b>Place to visit</b>	72	72	73	72	75	71	72	73	73	77	70	72	71	79	72	73	73	71	73
Efforts to promote the area	65	63	68	73	67	60	62	66	69	64	63	60	60	73	64	72	70	64	65
Subiaco town centre development	53	49	57	55	54	54	51	56	51	52	49	47	51	61	53	55	60	50	53
Subiaco Town Centre activations	62	56	67	59	67	63	59	64	68	61	58	56	58	76	63	59	67	61	61
Support for local businesses	54	49	58	54	54	53	53	57	56	50	48	47	55	57	53	54	52	53	54
Lords Recreation Centre	75	72	77	74	72	73	78	77	78	67	72	69	73	78	75	73	82	73	74
Subiaco Museum	70	68	72	65	70	70	74	71	78	67	64	70	68	70	70	72	75	68	70

# MARKYT community priorities

Other stakeholder groups

# MARKYT Community Priorities

## Residents

### COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

CELEBRATE

KAIZEN

Okay

Terrible

REVIEW

PRIORITISE

0 5 10 15 20 25 30 35 40 45

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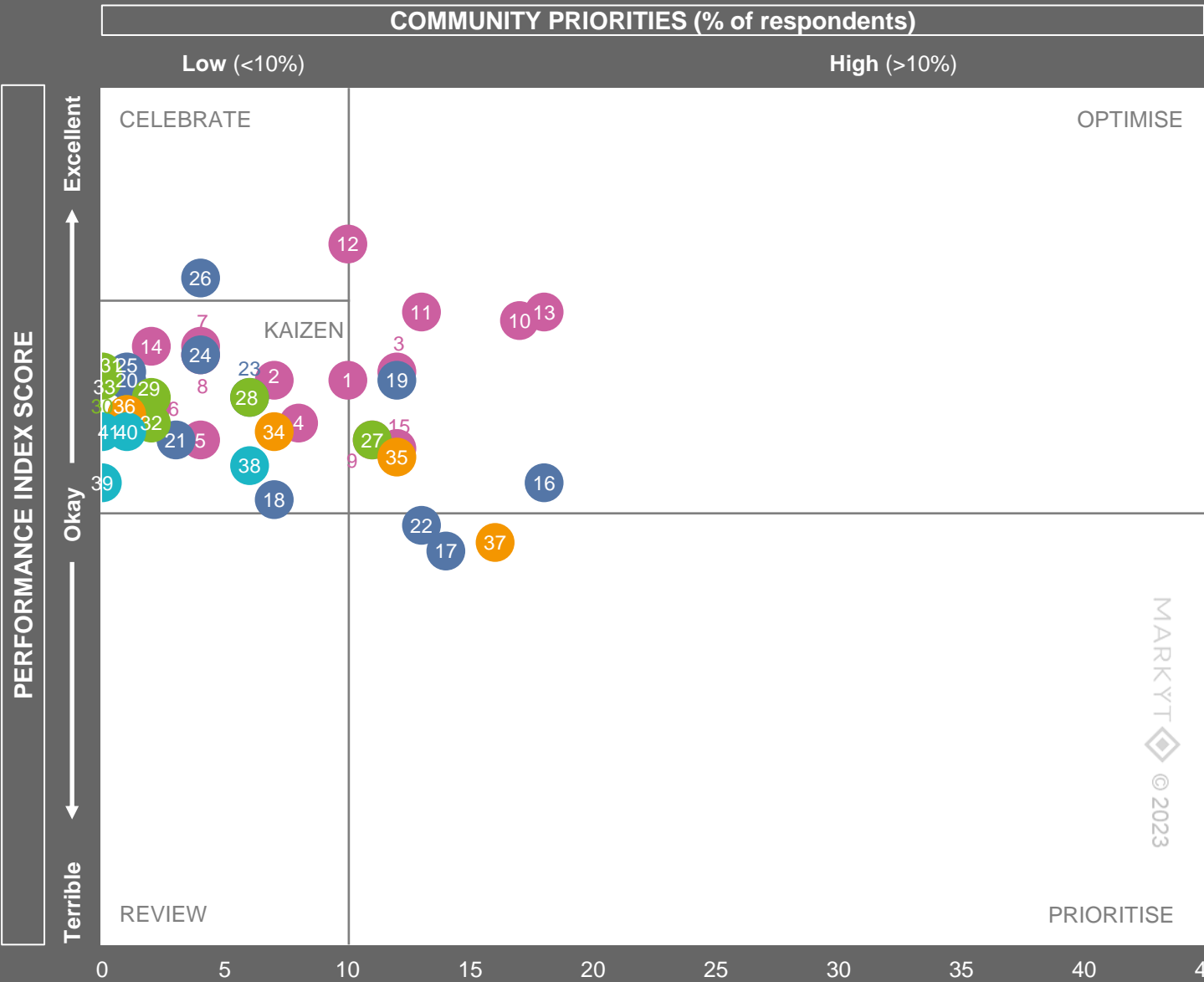
- 1 Youth services and facilities
- 2 Family & children services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Respect for Aboriginal peoples
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Health and community services
- 9 Buildings, halls and toilets
- 10 Sport & recreation facilities
- 11 Playgrounds, parks and reserves
- 12 Subiaco Library
- 13 Festivals, events & cultural activities
- 14 Local history and heritage
- 15 Community safety / crime prevention
- 16 Responsible growth & development
- 17 Planning and building approvals
- 18 Housing
- 19 The area's heritage and identity
- 20 Local roads
- 21 Traffic management
- 22 Parking management
- 23 Footpaths and cycleways
- 24 Streetscapes
- 25 Lighting
- 26 Public transport
- 27 Sustainable practices
- 28 Conservation management
- 29 Tree management
- 30 Waste management
- 31 Animal management
- 32 Environmental health management
- 33 Emergency management
- 34 Efforts to promote the area
- 35 Subiaco town centre development
- 36 Subiaco Town Centre activations
- 37 Support for local businesses
- 38 Leadership by the Elected Members
- 39 Consultation
- 40 Communication
- 41 Customer service

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 = 504)

# MARKYT Community Priorities

Out of area ratepayer / visitor



- 1 Youth services and facilities
- 2 Family & children services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Respect for Aboriginal peoples
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Health and community services
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- 39 Consultation
- 40 Communication
- 41 Customer service

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 = 90)

# MARKYT Community Priorities

Business owner / operator

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible



- 1 Youth services and facilities
- 2 Family & children services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Respect for Aboriginal peoples
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Health and community services
- 9 Buildings, halls and toilets
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- 38 Leadership by the Elected Members
- 39 Consultation
- 40 Communication
- 41 Customer service

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 = 65)

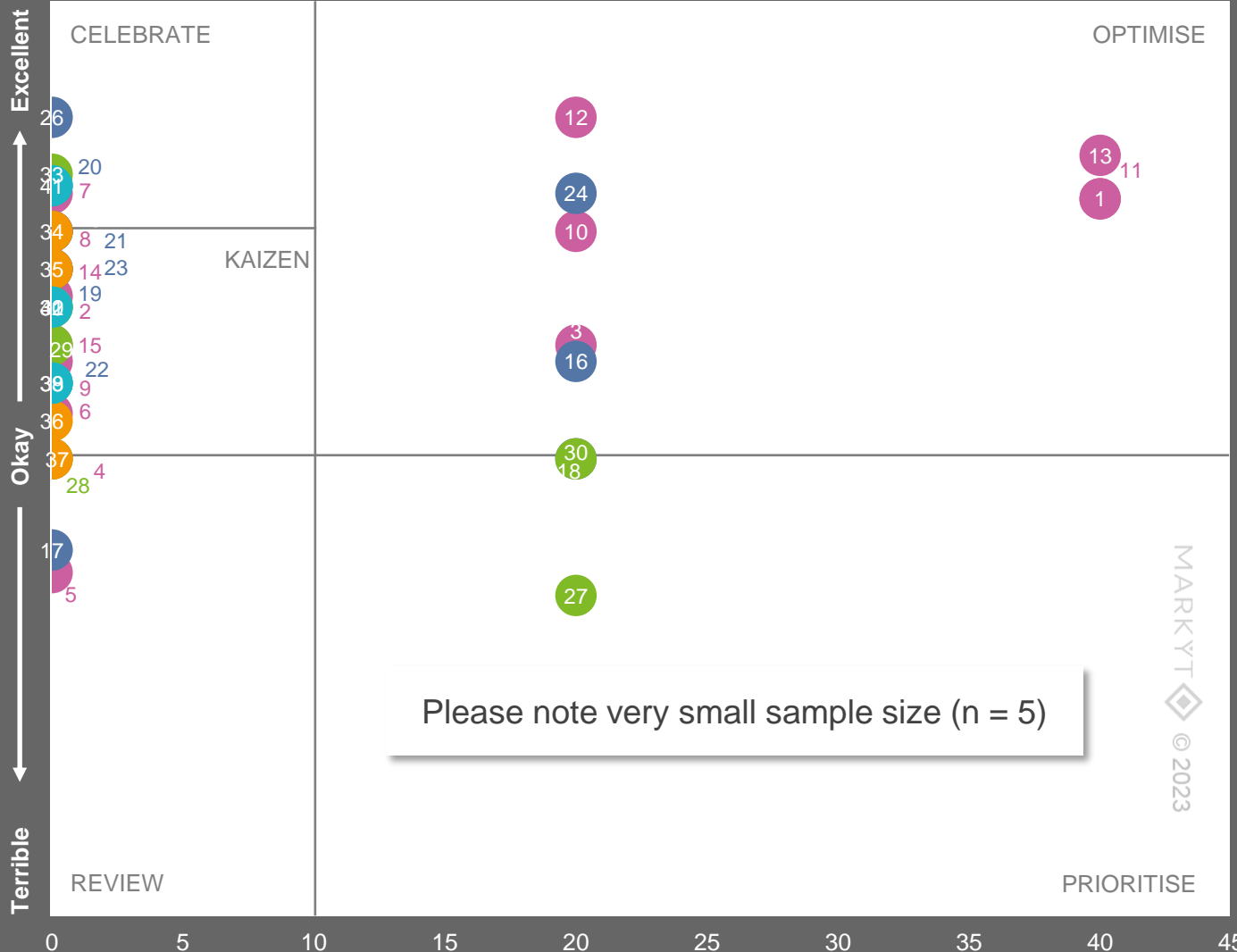
# MARKYT Community Priorities

City EM / employee

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Youth services and facilities
- 2 Family & children services
- 3 Seniors' services and care
- 4 Disability access and inclusion
- 5 Respect for Aboriginal peoples
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Health and community services
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- 39 Consultation
- 40 Communication
- 41 Customer service

Please note very small sample size (n = 5)

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 5)



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MARKYT 