



MARKYT 

Community
Scorecard

2023

Prepared for



City of Nedlands

Prepared by



CATALYSE
FUTYR | MARKYT | CULTYR

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Strategic overview

Vision



18

% agree

10% points below Industry Average and down 13% points from 2016

Liveability

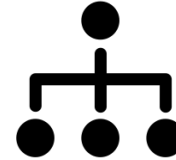


85

Performance Index Score

9 index points above Industry Average and down 1 point from 2016

Governance



51

Performance Index Score

2 index points below Industry Average and down 7 points from 2016

Rates Value



46

Performance Index Score

3 index points above Industry Average and down 2 points from 2016

Top performers

- Library services
- Playgrounds, parks and reserves
- Access to health and community services
- Sport and recreation services and facilities

Most improved

- Footpaths, trails and cycleways
- Youth services and facilities
- Streetscapes, trees and verges
- Services and facilities for children and families

Strongest compared to other councils

- Local roads
- Public transport
- Community safety and crime prevention
- Education, training and personal development

Priorities



Responsible growth and development



Planning and building approvals



Streetscapes, trees and verges



Activation of town centres / local shopping areas



Sustainable practices / climate change

Approach

Purpose



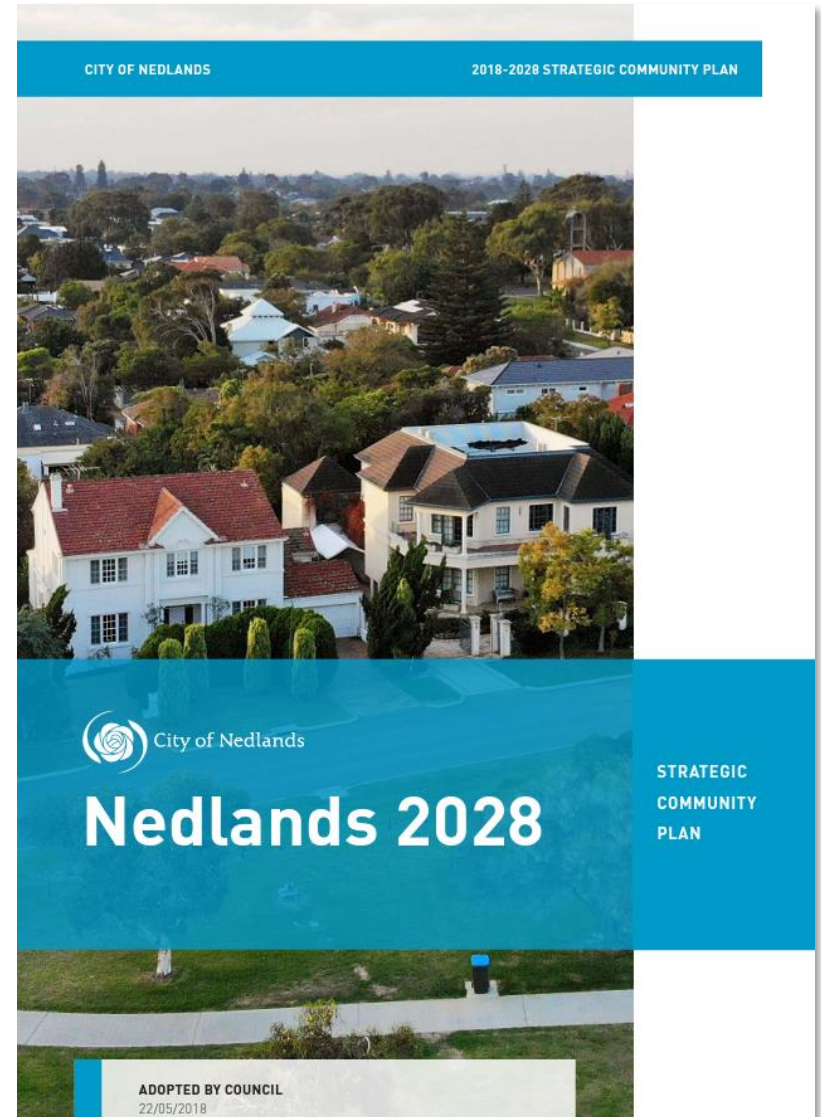
Department of Local Government, Sport and Cultural Industries

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 Nedlands 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



The Study

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

All community members were invited to take part. Scorecard invitations were sent to all households and residential PO Boxes in the City of Nedlands using Australia Post’s unaddressed mail services. Respondents could complete the scorecard in hard copy or online.

CATALYSE® sent email invitations to the City’s customer contacts, and the City provided supporting promotions through various communication channels. The scorecard was open from 27 March to 14 April 2023.



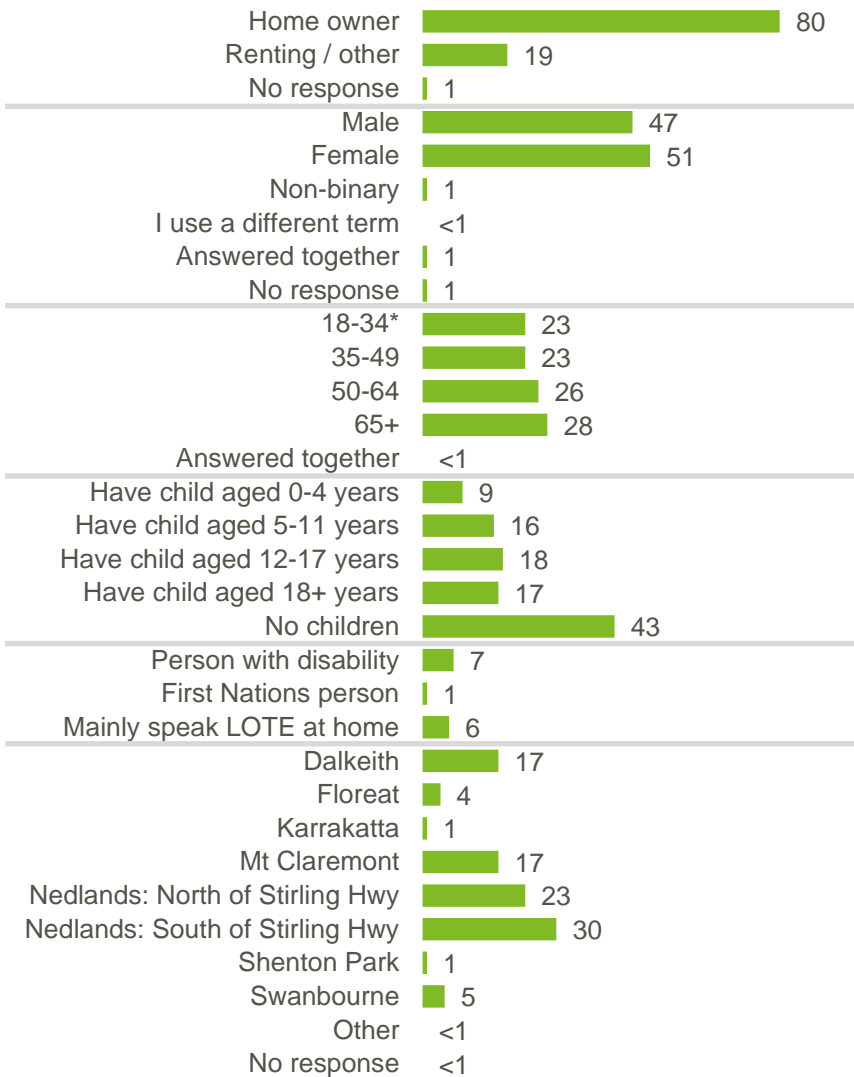
The scorecard was completed by **1,686 community members** with various connections to the City:

Resident	Business owner / operator	Out of area ratepayer / Visitor	Elected Member / Employee
1,519	56	149	40

The main body of this report shows responses from City of Nedlands 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

* Includes a small number of 14-17 year olds

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®.

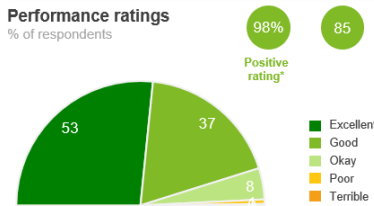
Industry Average is the average score among councils that have completed a comparable study with CATALYSE®.

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

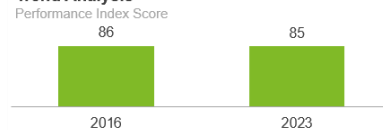
Score	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

Performance ratings

% of respondents



Trend Analysis

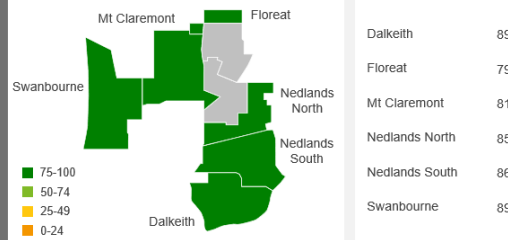


MARKYT® Industry Standards



Geographical variances

Performance Index Score



Community variances

Performance Index Score

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

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

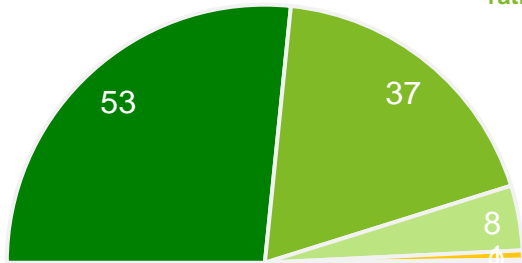
Performance ratings

% of respondents

98%

85

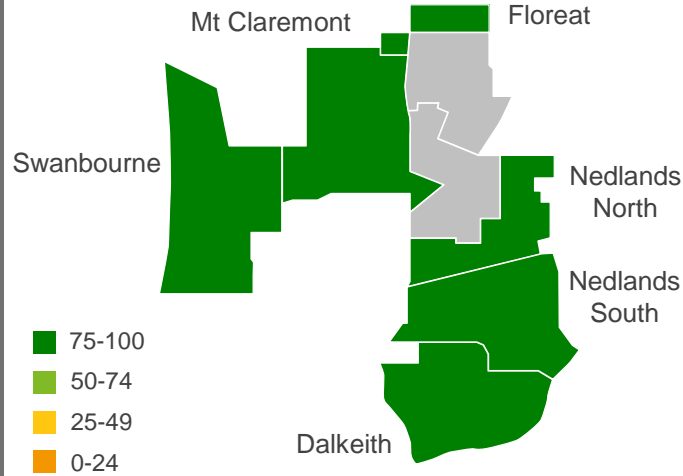
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	89
Floreat	79
Mt Claremont	81
Nedlands North	85
Nedlands South	86
Swanbourne	89

Trend Analysis

Performance Index Score

86

85

2016

2023

Community variances

Performance Index Score

Gender

Male	86
Female	85

Age of children

0-4 years	82
5-11 years	84
12-17 years	85
18+ years	85
No children	85

Disability & culture

Disability	85
Mainly speak LOTE	84

Age

18-34 years	86
35-49 years	84
50-64 years	85
65+ years	86

Home ownership

Home owner	85
Renting / other	88

MARKYT Industry Standards

Performance Index Score



City of Nedlands	85
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 = 1506). * Positive Rating = excellent, good + okay

Governing organisation

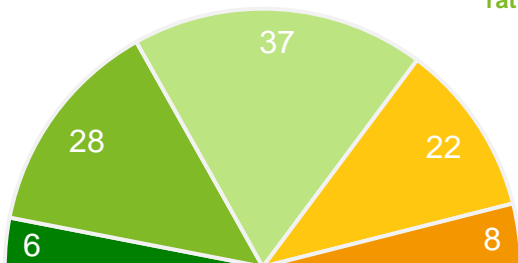
Performance ratings

% of respondents

70%

51

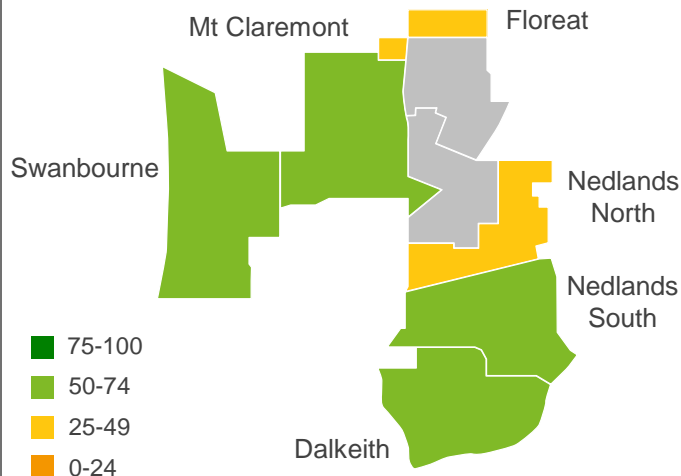
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	52
Floreat	49
Mt Claremont	51
Nedlands North	49
Nedlands South	50
Swanbourne	52

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 49	0-4 years 46	Disability 52
Female 52	5-11 years 49	Mainly speak LOTE 52
Age	12-17 years 50	Home ownership
18-34 years 53	18+ years 48	Home owner 49
35-49 years 50	No children 51	Renting / other 59
50-64 years 45		
65+ years 54		

MARKYT Industry Standards

Performance Index Score



City of Nedlands	51
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 = 1442). * Positive Rating = excellent, good + okay

MARKYT  industry comparisons

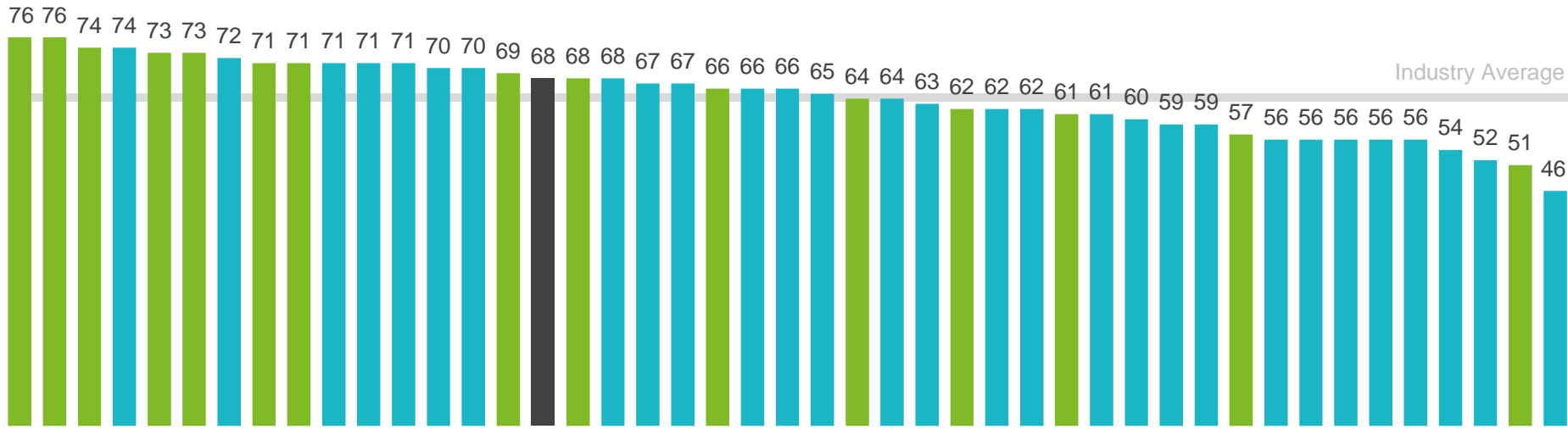
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Nedlands as a 'place to live' and as a 'governing organisation'. The City of Nedlands' overall performance index score is 68 out of 100, 4 index points above the industry average.

Overall Performance Index Score

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

- City of Nedlands
- Metropolitan Councils
- Regional Councils



MARKYT Industry Standards

Performance Index Score



City of Nedlands	68
Industry High	76
Industry Average	64

How to read the MARKYT Benchmark Matrix

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

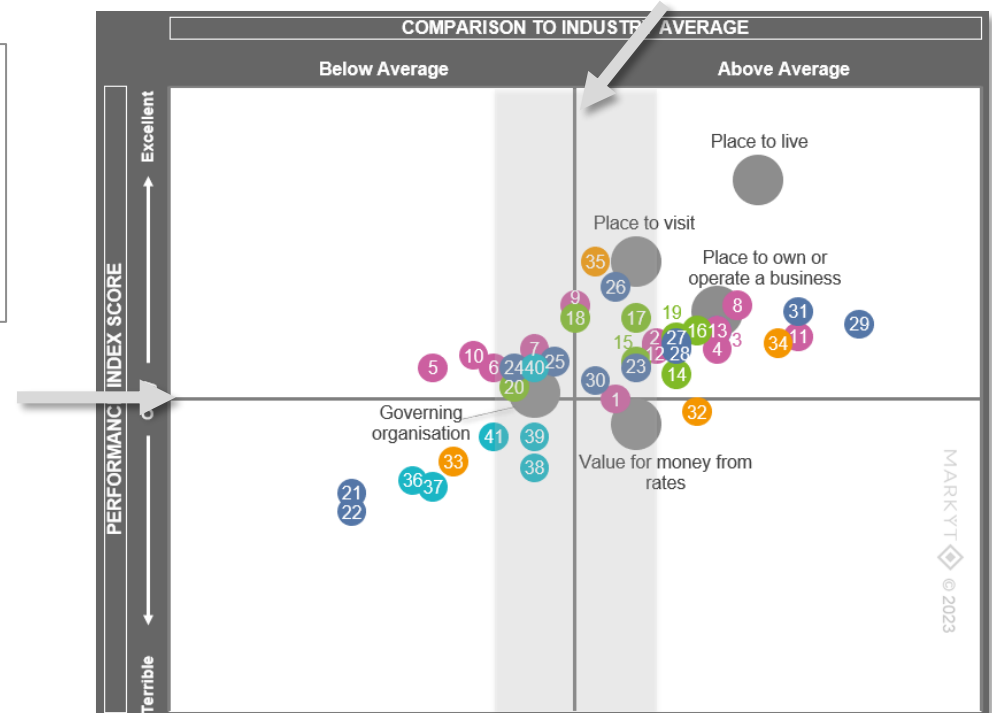
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

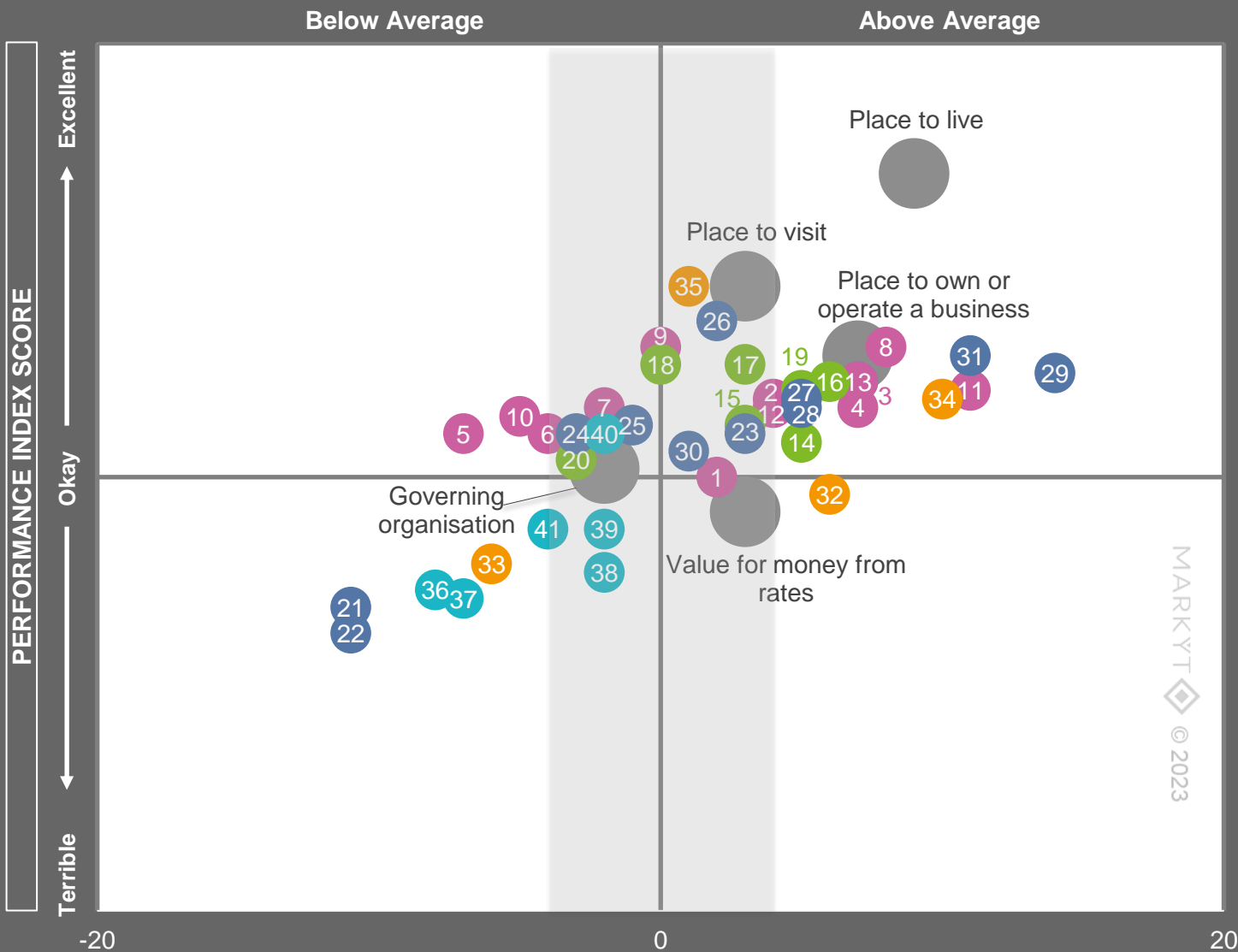
- People
- Planet
- Place
- Prosperity
- Performance

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



MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



- 1 Youth services and facilities
- 2 Family/children services & facilities
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations culture
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Health and community services
- 9 Sport and recreation
- 10 Festivals/events/art/cultural activities
- 11 Community safety/crime prevention
- 12 Lighting of streets and public places
- 13 Animal management
- 14 Sustainable practices
- 15 Conservation/environmental mgt
- 16 River foreshore management
- 17 Swanbourne Beach/coastal mgt
- 18 Waste management
- 19 Environmental health management
- 20 Natural disaster management
- 21 Responsible growth/development
- 22 Planning and building approvals
- 23 Housing
- 24 Local history and heritage
- 25 Community buildings/halls/toilets
- 26 Playgrounds, parks and reserves
- 27 Streetscapes, trees and verges
- 28 Footpaths, trails and cycleways
- 29 Local roads
- 30 Parking management
- 31 Public transport
- 32 Economic development/job creation
- 33 Town centres / local shopping areas
- 34 Education and training
- 35 Library services
- 36 Council's leadership
- 37 Advocacy & lobbying
- 38 Consultation
- 39 Communication
- 40 Customer service
- 41 Embracing change and innovation

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

MARKYT  community trends

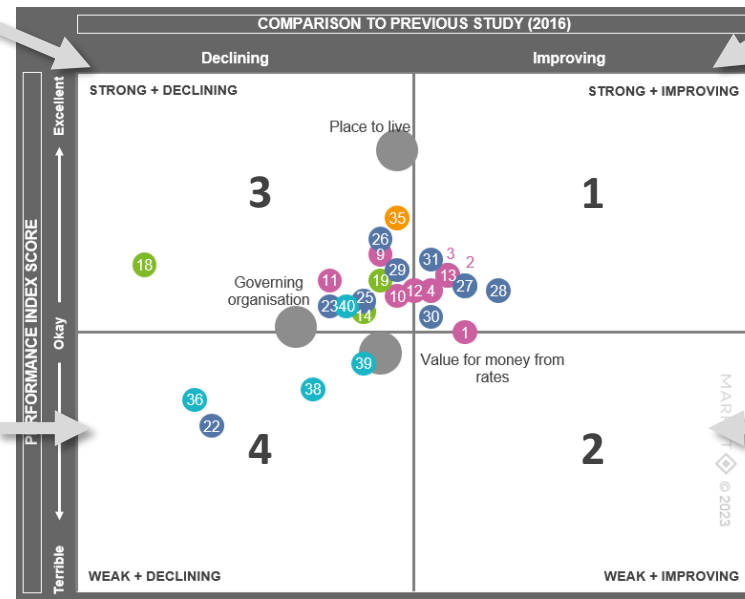
The MARKYT® Community Trends Window shows performance trends across various service areas.

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

- Waste management
- Governing organisation
- Community safety and crime prevention
- Housing
- Customer service

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

- Council's leadership
- Planning and building approvals
- Consultation



Window 1 includes higher performing areas that have improved. The **main improvers** are:

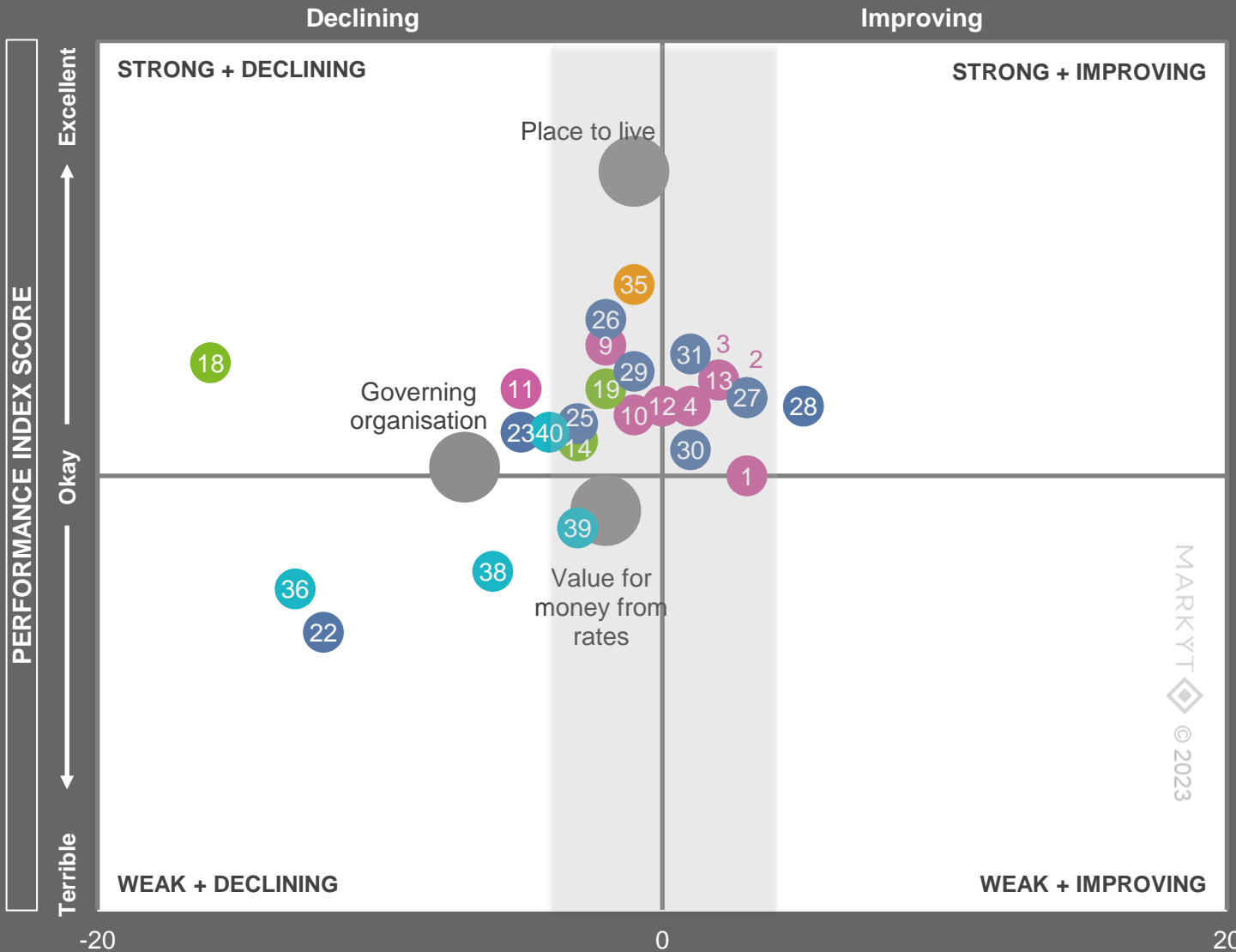
- Footpaths, trails and cycleways
- Streetscapes, trees and verges
- Family and children services and facilities

Window 2 includes lower performing areas that are improving.

- Youth services and facilities

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2016)



- 1 Youth services and facilities
- 2 Family/children services & facilities
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations culture
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Health and community services
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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

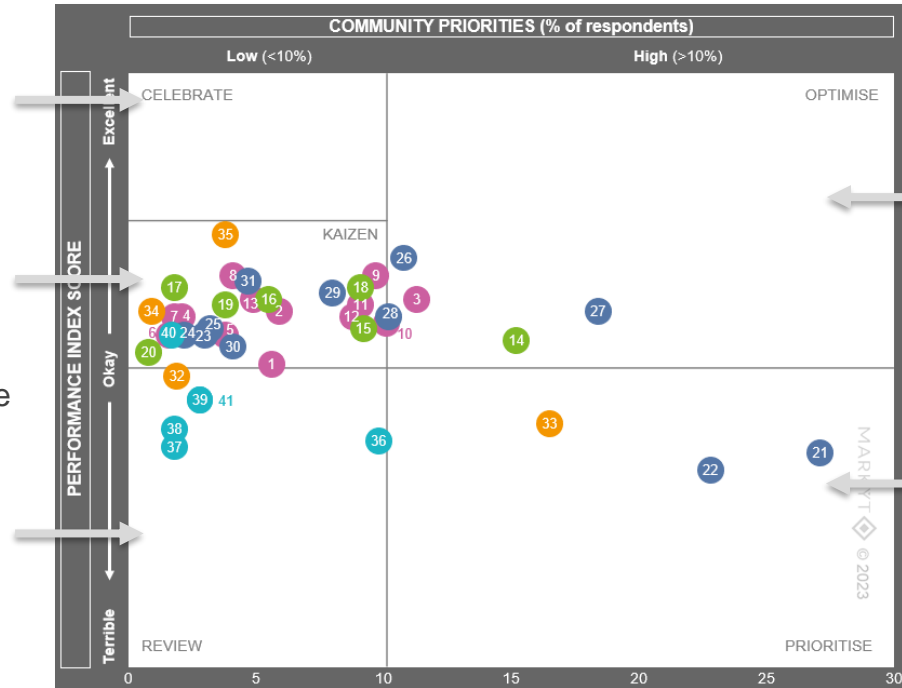
How to read the MARKYT Community Priorities

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

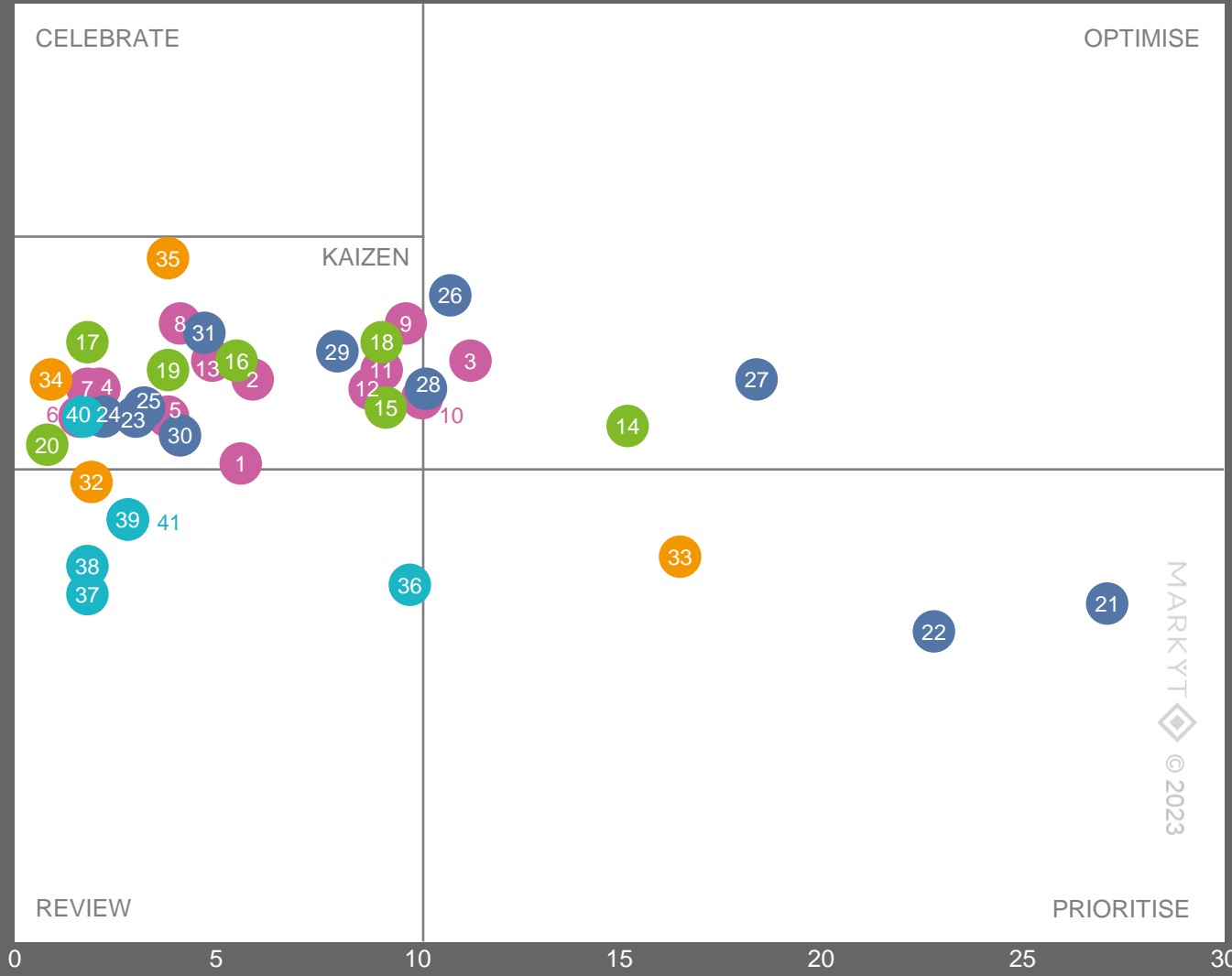
CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE



- 1 Youth services and facilities
- 2 Family/children services & facilities
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations culture
- 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 Nedlands to focus on improving? Base: All respondents, excludes no response (n = 1355)

Community action plans to
address the top priority areas

Community driven actions

- **Advocate against further highrise** development and high-density infill.
- **Allow low-medium density development** and responsible infill.
- **Be proactive** – provide an urban plan to manage future development in consultation with the community and the state government.
- Ensure developments provide **adequate infrastructure and amenities** eg sewerage, parking, green space etc.
- **Provide a traffic management plan** for increased traffic on Stirling Highway, Broadway and side streets affected by major developments.
- Ensure development is in-keeping with the **character and leafy appearance** of the area.
- Regulate to **preserve green space and trees** in new developments.

Community Voices

“Vigorously fight the State Governments DAP system. Stop excessive high rise in residential areas.”

“Standing up to State Government against unwanted development. Reducing high rise apartments.”

“Please, no more high rise. Infill such as granny flats for inter-generational living is fine.”

Less emphasis on high density. More medium density options for downsizers who don't want to be crammed into an apartment. For example R30.”

“Height limits on apartment blocks, eg 5 stories to preserve the aesthetics of the streetscapes. Allow corner blocks to be duplexes.”

“Allow for creative sub-division of existing 1052 sq metre blocks into x 2 or x 4 dwellings, especially on corners of merging small roads, quiet areas.”

“Stop the developers' race for ugly high-rise apartments - allow infill but set at 4 - 5 story limit. Europe is an example of higher density without high rise.”

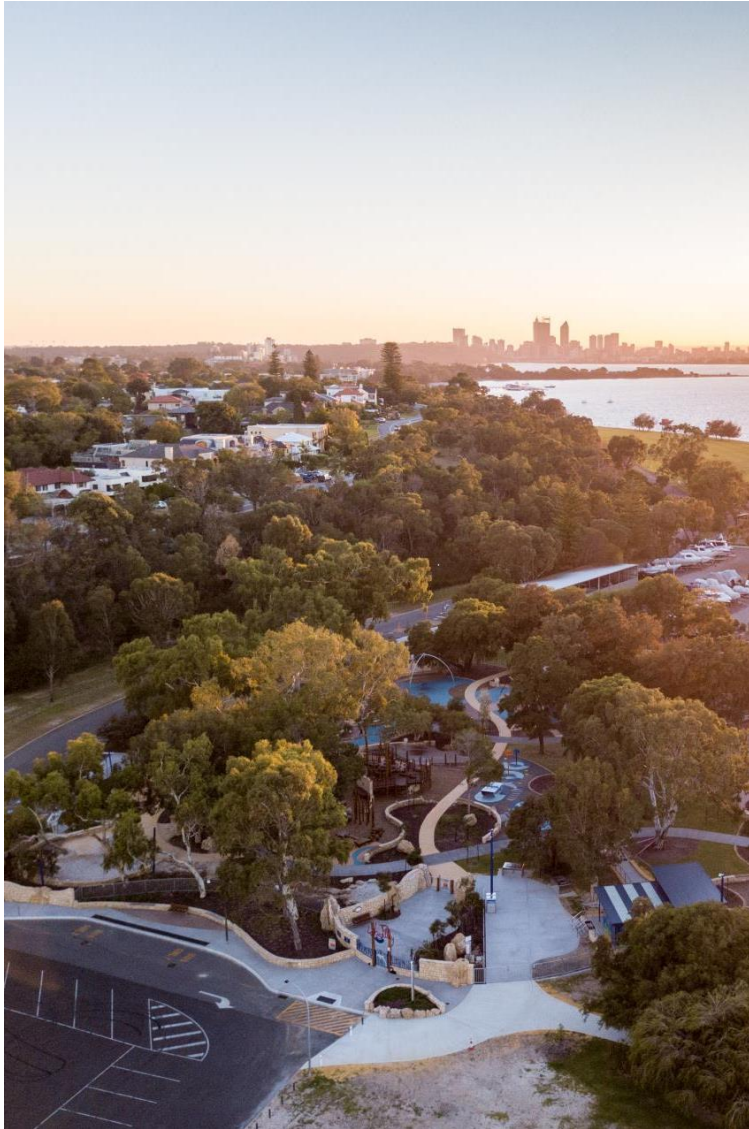
“The City, in consultation with the residents, should initiate a realistic Master Plan for responsible growth and development. The City should be proactive, rather than react to ad hoc developments by individuals and commercial enterprises.”

“A solid plan going forward that maintains the amenity of the area, tree canopy/green spaces and delivers functional services/shopping, manages congestion and transport with an overarching vision and view of how it will project into the future.”

“Engage more proactively with the State Government. Accept that in-fill is inevitable and work with the State and developers to try and achieve sensible and practical in-fill development rather than seemingly always being in dispute with the State Government.”

“For 20 + years council has said 'No' to responsible suggestions for sub-division of quarter acre blocks. Inevitably the State has prevailed and we now have a disastrous building program with multi storey and high rise buildings. Get ahead of the State Government and develop a 25-year plan for growth which doesn't destroy the City but enhances it.”

“Having been totally sidelined by the State approval process (partly a result of Council's historic intransigence over any type of infill), Nedlands needs to get a lot smarter in managing sensible and appropriate future developments.”



Community Voices

"Making sure that infrastructure and services are considered and growth does not get out of control. Stirling Highway is a road in crisis."

"Sewerage pipeline needs to be upgraded before anymore in fill housing happens!!!!"

"It has not been responsible to allow overdevelopment when Nedlands does not have the necessary infrastructure in place - parking, drainage, traffic management."

"Urgent review of the rapidly increasing road traffic densities on the arterial roads and preparation of a plan to manage them into the future."

"Improve traffic management around forced new mega developments."

"Due to the increase in development in Nedlands, especially Broadway/Stirling Highway rezoning, more needs to be done to address the increase in traffic. With the new development traffic will increase further. There should clearer plan and consultation with the community on traffic management and related infrastructure that is needed to maintain safety."

"Redevelopment needs to be mindful of the impact on living in this 'garden' suburb'. Historical buildings and homes need to be maintained."

"Coordinating the approval of new developments to ensure an overall retention of the leafy green that Nedlands is known for. We need infill for sure, just balancing this with retaining the feel of the suburb."

"Less destruction of existing Nedlands older style buildings and less building of sterile "office block looking" houses and larger developments."

"Stop allowing total clearance of blocks prior to builds, conserve the old large tall trees that give Nedlands the green canopy we have always known it to have."

"Legislation to limit existing trees, green areas being sacrificed to domestic and other development."

"Stop approving ridiculously high-density developments, especially without appropriate road and traffic considerations - insist on a percentage of green space for new developments."

Community driven actions

- **Streamline building application procedures**, reduce red tape and time taken for approvals.
- Many of the themes from “Responsible Growth and Development” are repeated here, for example:
 - Approve **less high-rise** development
 - Approve **more low-medium density** development
 - **Consult** with residents before approving new developments
 - **Collaborate** with the state government, regulatory bodies and developers - provide a viable plan for future development
 - **Protect and preserve** the character of Nedlands – ensure developments are in-keeping with surroundings
 - **Provide a traffic management plan** for increased traffic volumes

Community Voices

“Council need to be better at making decisions on planning applications so it doesn't delay residents time and money for no good reason.”

“Cut red tape costs for new buildings / renovations.”

“Planning and building approvals need to be streamlined, faster and made with the best interest of the community.”

“Planning approval was very drawn out and the council were not great at communicating with us.”

“Less approval for developers to build enormous high-rise apartments at the expense of residents - changing the landscape for the worst.”

“We need fewer large developments. Nedlands north of Stirling Highway is threatened by too many inappropriately large and non-compliant developments. Residents are not given sufficient information, are not sufficiently consulted or listened to on this issue.”

“Need to seriously consider medium density housing options as opposed to these ridiculous flats and tiny townhouses/ units. Destroying the beautiful feel of a traditional suburb.”

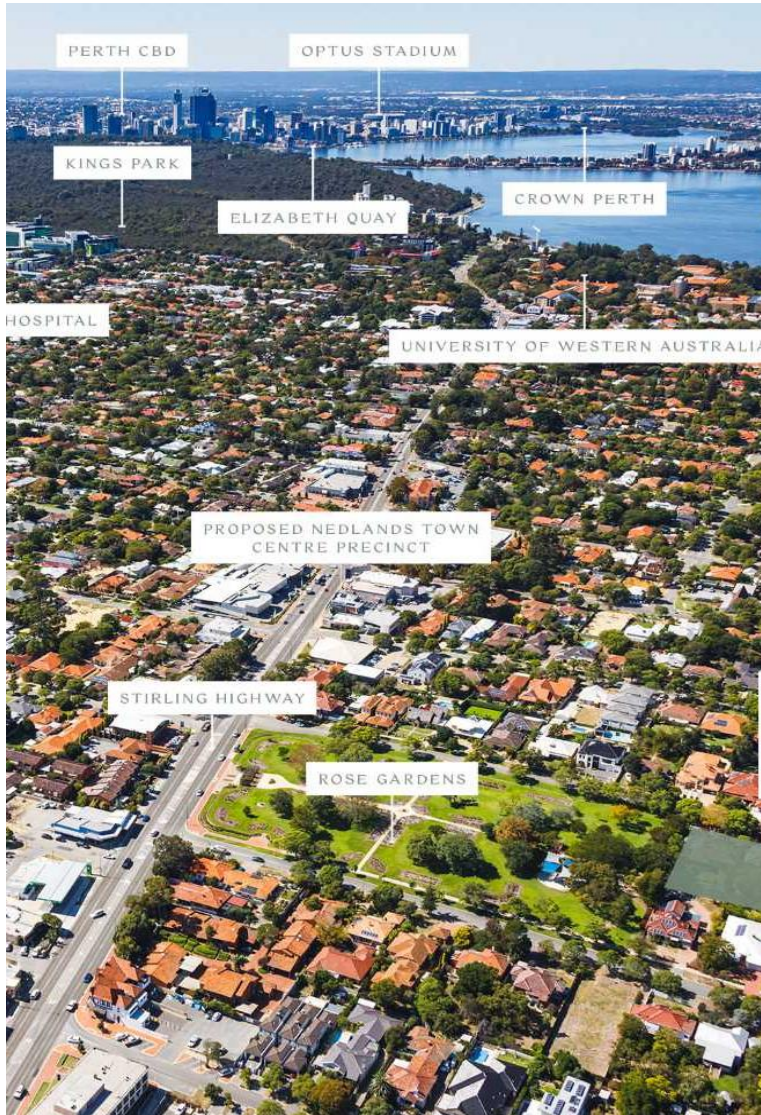
“Increase areas where homeowners can subdivide eg. corner blocks instead of building distasteful high density apartments within suburbs. The council needs to step up and increase subdivision before the State government intervenes.”

“We are inner city and we have a university and many hospitals around us (all good). We need more and better medium and high density housing. Council needs to lead good development and improve the approval process.”

“Treat ratepayers with respect. Consult. Build a vision that is strategic and doesn't leave us at the whim of government's demands for infill - proactive.”

“There is a need to listen to the community about development proposals. There is no consideration of rate payers when developments are proposed. High Rise development along the highway is madness. Traffic is already ridiculous. Local community is ignored and heritage housing being destroyed. The area needs wise planning and respect for existing community and housing.”

Community Action Plan Planning and building approvals (continued)



Community Voices

"A town planning scheme which is supported by residents and has agreement with and support from the State government. Set standards which are implemented and managed effectively and responsibly by the City of Nedlands employees."

"Administration should be instructed to form a new Town Planning Scheme to over-ride the current inadequate TPS so that the Council can bring to the table a viable scheme for discussion and negotiation."

"Basically, the City needs to accept times have moved on. The City has been bypassed because of repeated lack of development and approvals. The City must work in a constructive manner together with other commissions and regulators."

"Infill is mandatory. Work with planners / developers / state organisations. Improve understanding in the community of why and what type of infill is necessary. Help the community move with times, not against."

"Retain the look, feel, greenness and density of the suburb we purchased into 30 years ago."

"Declining building approvals which are not beneficial or appropriate to a heritage area. Need to preserve the aesthetic of our suburb."

"Nedlands is in danger of losing its character and the City should develop a plan to include Nedlands characteristics into every house and development."

"Consistency in planning and building approvals, traffic studies must take into account existing residential ingress and egress to Stirling Highway."

*"Do all possible to control Development Authority from running high rise along Stirling Hwy. Do traffic surveys **before** authorising buildings."*

"Consider road and traffic requirements of new shopping centre developments."

"Co-ordinate building approval eg. Woolworths development / large residential sites, with traffic studies (independent of building applicants) to look at long term overall impact on the area and how this is managed."

Community driven actions

- **Plant more street and verge trees** to maintain the leafy streetscape, provide shade and mitigate against urban heat. When choosing trees consider:
 - Shade canopy
 - Native species
 - Removing and replacing Queensland box trees
- **Maintain existing trees** – water and prune regularly, remove and replace dead trees.
- **Maintain verges** and provide incentives for residents to maintain their own verges.
- Provide regulations to **protect trees** on private properties and in new developments.
- Provide development guidelines requiring **green space in new developments**.
- Prioritise the provision of **underground power** in all areas.

Community Voices

“Tree canopy enhancement to shade and cool streets and encourage pedestrians.”

“Recognise rezoning areas of Nedlands to allow more housing will lead to loss of established trees, so use verges to mitigate warming of suburbs. Strong program of tree planting on verges and other public spaces.”

“Inclusion of suitable native trees on verges/streetscapes to provide habitat and food for birds and native creatures.”

“Plant better street trees that form attractive canopies that allow shade in summer and light in winter. Box trees are messy and so unattractive.”

“Dead trees removed from verges and replaced promptly.”

“Remove almost dead trees from verges. Tidy / prune verges. Trim large gum trees to a suitable height. Some streets look so untidy.”

“Properly manage and maintain verge trees, either by pruning or allowing the relevant householder to maintain the trees. The current policy to allow the trees to grow as big as possible with no trimming causes shaded solar panels and lots of leaves, which have to be cleaned up by the relevant house occupants.”

“Regularly prune the branches and foliage that are hanging low over footpaths! I have to walk the footpath constantly dodging and brushing aside branches and it is dangerous.”

“Tidy up front verges.”

“Maintain verges, minimise overgrowth“

“Prune trees and provide incentive for residents who maintain their verge and charge those who don’t.”



Community Voices

"Protect the tree canopy which is fast disappearing as council permits mature street trees to be removed for developments with a spindly replacement at best. There is also a need to protect heritage trees on private property."

"Introduce restrictions on the removal of established trees on private properties. Provide support in their maintenance if required."

"Prevent unnecessary removal of mature trees on development sites."

"Most verge trees are killed when developments occur. Make the developer pay for a new mature tree of the same size and stature."

"Do not continue to allow wholesale clearing of blocks being redeveloped. Protect the streetscapes like Fremantle and Subiaco Cities appear to."

"The new tree policy is good, but need to make sure it is extended to multi-unit development. The idea of a completely cleared 'green site' is ludicrous. Make some measures of benefits and dollar value of trees."

"Lobbying state government & bodies like Main Roads to prioritise existing and new green space. Developing incentives for developers to keep mature trees and add green space on private land."

"Green the streets and require all new development to incorporate trees and green space."

"Underground power for all of Nedlands."

"Fund the completion of underground power in Hollywood and Coastal Wards."

"Underground power in Mt Claremont at Council's expense as the area is totally ignored in City of Nedlands."

Community driven actions

- Support and facilitate the **commencement of the Captain Stirling shopping centre development.**
- **Create a vibrant town centre** with supermarkets, a variety of shops, cafes and restaurants, so people can gather and shop locally.
- Work with the City of Perth to **activate Hampden Road and Broadway** with a variety of shops, cafes and restaurants.
- **Upgrade local shopping areas** such as Ashton Avenue and Waratah Avenue
- **Provide support and incentives** for small businesses to open, creating a more vibrant retail and dining scene in Nedlands

Community Voices

“Facilitate the redevelopment of the shopping centre adjacent to the Captain Stirling Hotel, where the IGA has been closed for years. Fast track the creation of the town centre, off Stirling Highway, not with the highway running through any town centre.”

“Proceed ASAP with Captain Stirling Shopping Centre and creating a town centre.”

“Fix the Captain Stirling IGA area - it’s in an appalling state. Would be great to have a hub like Floreat Forum with a supermarket, food outlets and family friendly area.”

“The Captain Stirling redevelopment is long overdue. A vibrant shopping centre should have already started. The area between the Aldi site and the Woolies site needs to be a traffic free plaza”

“Broadway and Hampden Road precincts potentially serve many people but the lack of co-ordinated planning with City of Perth (previously Subiaco) means that what should naturally be a vibrant area is distinctly not. It is not fair on property owners there or nearby residents to say that this is difficult because it is on an LGA boundary.”

“Turn Hampden Rd into a vibrant café / restaurant strip with atmosphere. Make it an inviting street that attracts locals.”

“Development of the Nedlands Shopping Centre is a way that promotes community. More wine bars / restaurants / cafes and less real estate agents in street front properties. Dalkeith has too many commercial spaces along Waratah Ave.”

“Great improvements to Waratah Avenue shops, but more could be done - this area has the potential to be a Napoleon Street or Ardress Street, but there is not enough alfresco and diversity of shops and businesses to make this a reality. Perhaps the business owners could have more support from council? “

“Revitalise areas like Ashton Avenue.”

“No more real estate agents in Waratah. They provide zero to the streetscape and atmosphere. Waratah needs small bars, cafes, places for kids to hang out.”

“Again put in place policies and regulations that will attract businesses, restaurants, entertainment, cultural activities. All of this increases the liveability, increased revenue to the Town and increases rate payer satisfaction.”

Community driven actions

- **Lead by example** – prioritise climate change and sustainability in Council operations and plans.
- Encourage adoption of sustainable practices in the community through **education and incentives**.
- Improve **waste management** – provide more options for recycling, support for FOGO system and community education.
- **Reduce the impact of development** – with consideration for density and mix of housing, traffic congestion, dark roofs and the removal of established trees.
- Preserve the **urban canopy** through tree protection, tree planting and provision of green spaces.
- Encourage greater adoption of **renewable energy** technology including solar panels, community batteries and electric vehicles.
- **Discourage reliance on cars** with support for active transport options and improved public transport.
- Address **fossil fuel usage** and pollution issues.
- Reduce **water usage** on public green spaces.

Community Voices

“The Council should lead the way on climate change. Encourage properly sustainable practices, eg. Lower water use (including bores), building practices (fewer concrete surfaces) and sustainable practices in parks etc (lower use of fossil fuels).”

“Through planning and best practices keep the City at the forefront of sustainability issues. Planning for the future where energy requirements and methods of energy generation is a whole of community exercise. Solar access, building design etc”

“Encourage sustainable building and development (minimum green space, native plants, solar power, double glazing, insulation). Encourage more people to cycle, use public transport. Plant more verge trees. Protect established trees.”

“Residents should be encouraged to implement solar, reduce garden watering, consider electric vehicles, additional home insulation. Subsidies could be provided or reductions in rates to facilitate this could be considered.”

“More recycling facilities to encourage recycling of everything that is possible. For example, I am not able to access all the recycling facilities at the Shenton Park facility as I live in the City of Nedlands. I currently have to travel all over Perth to recycle all the items that I can.”

“Maintaining more trees and necessitating green spaces in the new higher density developments so that Nedlands retains some of its green, leafy nature and does not become overly concreted and hotter. There is a risk of loss of habitat for birds, bees, insects and other animals. Proper coordinated town planning is needed to ensure new developments employ principles of environmental sustainability.”

“Promote bike paths, electric vehicle use, solar panels etc. Enable excess solar power to be stored in a Nedlands battery grid, and reused by local residents at lower tariffs.”

“Consider incentives for rooftop solar, battery storage & rainwater collection in new & existing properties. Convert to efficient street lighting (LED) in all areas. Change Council vehicles to electric vehicles.”

Performance

Council's leadership

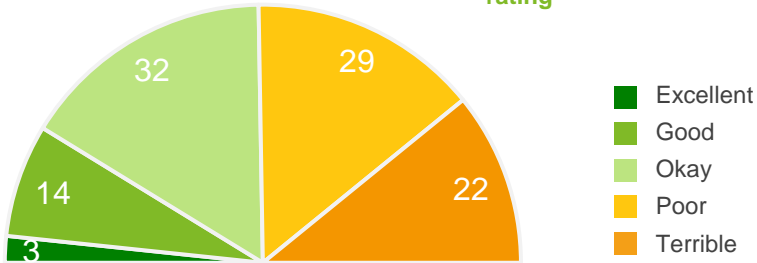
Performance ratings

% of respondents

49%

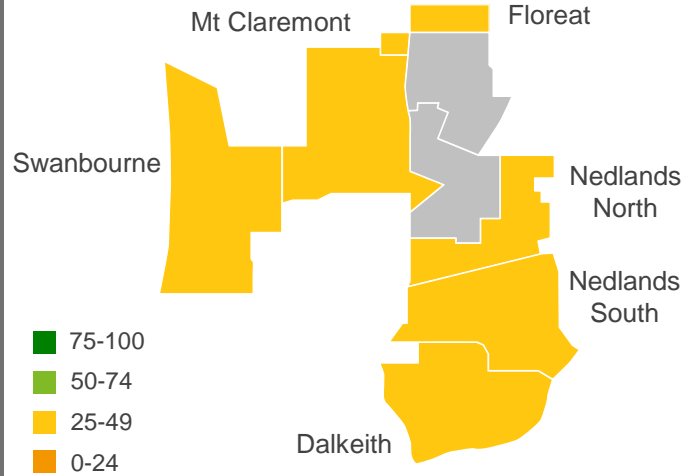
37

Positive rating*



Geographical variances

Performance Index Score



Location

Dalkeith	38
Floreat	45
Mt Claremont	37
Nedlands North	35
Nedlands South	37
Swanbourne	39

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	35
Female	40

Age of children

0-4 years	33
5-11 years	33
12-17 years	38
18+ years	41
No children	37

Disability & culture

Disability	32
Mainly speak LOTE	37

Age

18-34 years	37
35-49 years	35
50-64 years	34
65+ years	41

Home ownership

Home owner	36
Renting / other	46

MARKYT Industry Standards

Performance Index Score



City of Nedlands	37
Industry High	60
Industry Average	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1054). * Positive Rating = excellent, good + okay

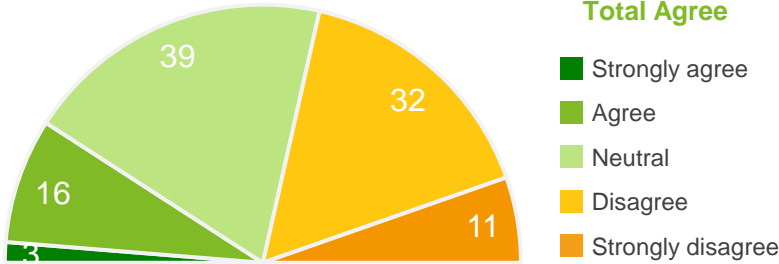
The City has developed and communicated a clear vision for the area

Level of agreement

% of respondents

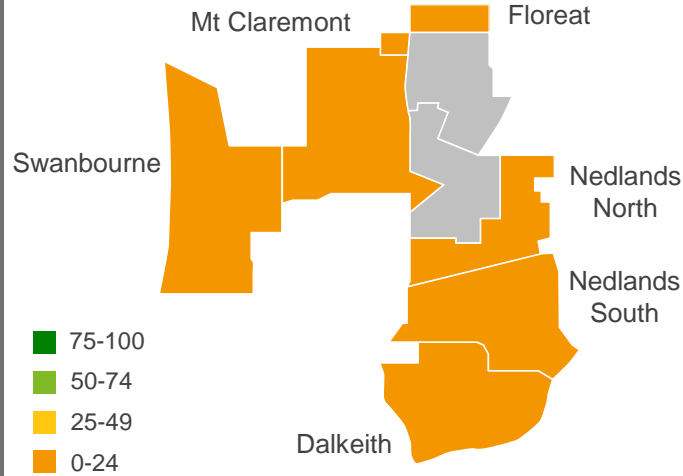
18%*

Total Agree



Geographical variances

% agree



Location

Dalkeith	20
Floreat	22
Mt Claremont	18
Nedlands North	15
Nedlands South	19
Swanbourne	19

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
	18+ years	
	18-34 years	Home owner
	35-49 years	Renting / other
50-64 years	No children	
65+ years		

MARKYT Industry Standards

% agree



City of Nedlands	18
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 = 1480).

* Where sub-totals add to ±1% of the parts, this is attributed to rounding errors to zero decimal places.

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

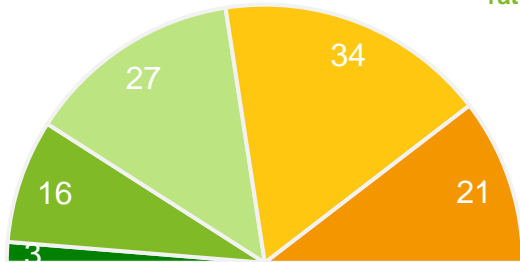
Performance ratings

% of respondents

45%

36

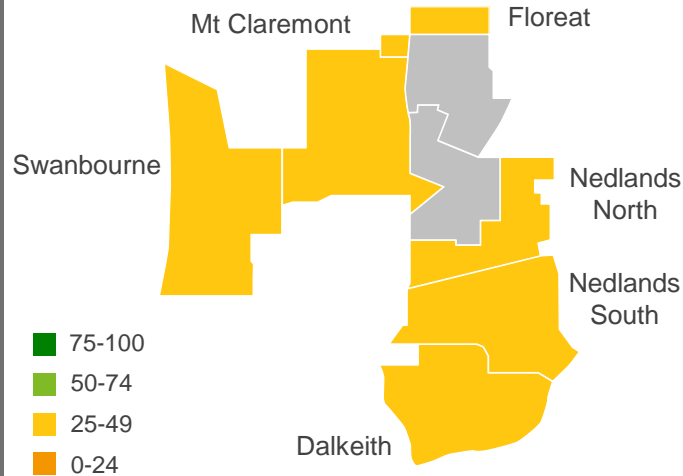
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	39
Floreat	44
Mt Claremont	35
Nedlands North	34
Nedlands South	36
Swanbourne	37

Trend Analysis

Performance Index Score

NA

36

2016

2023

Community variances

Performance Index Score

Gender

Male	35
Female	37

Age of children

0-4 years	40
5-11 years	34
12-17 years	37
18+ years	34
No children	37

Disability & culture

Disability	30
Mainly speak LOTE	37

Age

18-34 years	39
35-49 years	37
50-64 years	32
65+ years	39

Home ownership

Home owner	35
Renting / other	42

MARKYT Industry Standards

Performance Index Score



City of Nedlands	36
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 = 1037). * Positive Rating = excellent, good + okay

How the community is consulted on local issues

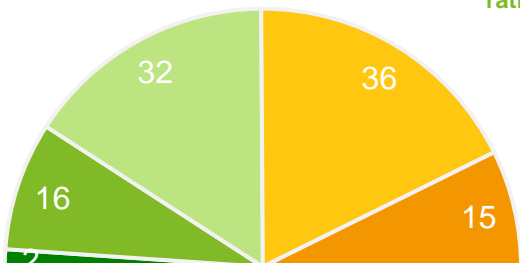
Performance ratings

% of respondents

50%

39

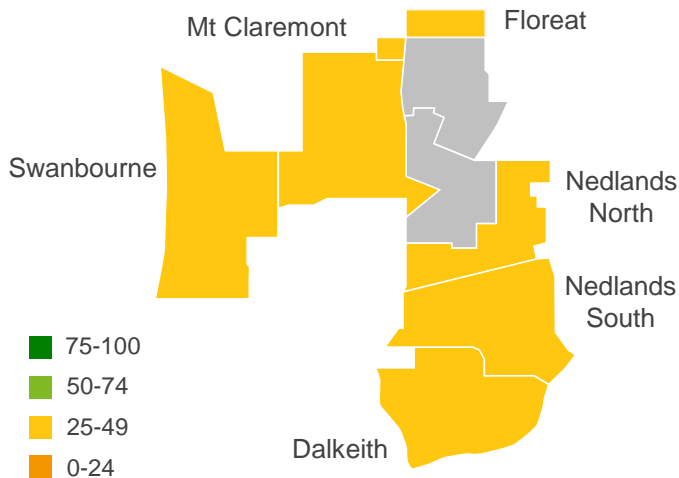
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	43
Floreat	44
Mt Claremont	36
Nedlands North	38
Nedlands South	39
Swanbourne	39

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

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 39	0-4 years 34	Disability 39
Female 39	5-11 years 39	Mainly speak LOTE 34
Age	12-17 years 43	Home ownership
18-34 years 35	18+ years 39	Home owner 38
35-49 years 40	No children 38	Renting / other 44
50-64 years 39		
65+ years 41		

MARKYT Industry Standards

Performance Index Score



City of Nedlands	39
Industry High	55
Industry Average	41

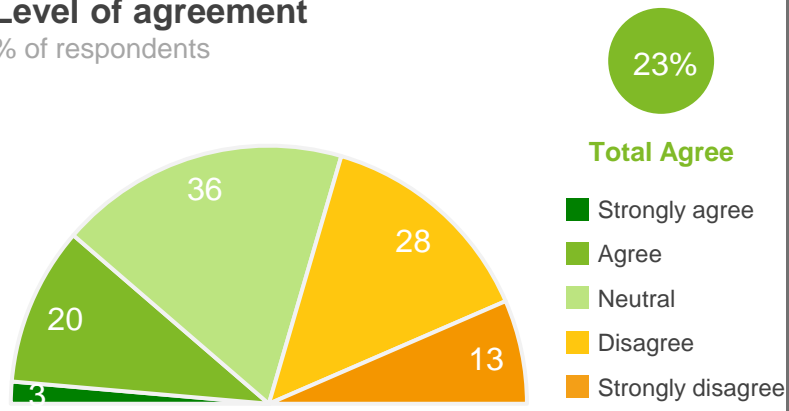
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1232). * Positive Rating = excellent, good + okay

The City has a good understanding of community needs

Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

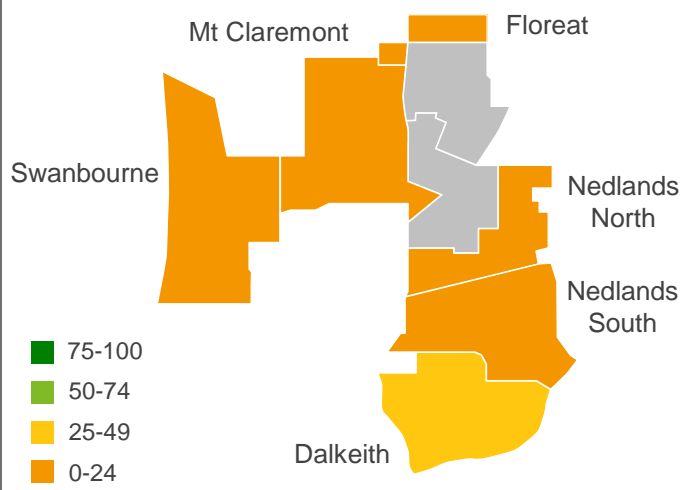
% agree



City of Nedlands	23
Industry High	58
Industry Average	29

Geographical variances

% agree



Location

Dalkeith	26
Floreat	19
Mt Claremont	22
Nedlands North	21
Nedlands South	22
Swanbourne	24

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
18-34 years	18+ years	Home owner
35-49 years	No children	Renting / other
50-64 years		
65+ years		

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

Base: All respondents, excludes 'no response' (n = 1483).

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

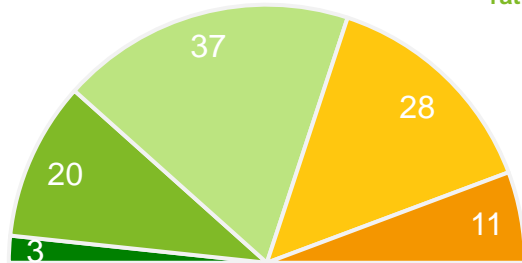
Performance ratings

% of respondents

60%

44

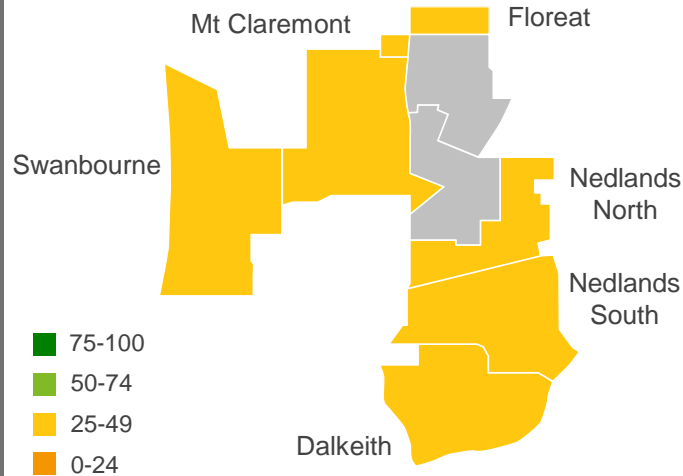
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	47
Floreat	46
Mt Claremont	42
Nedlands North	46
Nedlands South	42
Swanbourne	43

Trend Analysis

Performance Index Score



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
18-34 years	18+ years	Home owner
35-49 years	No children	Renting / other
50-64 years		
65+ years		

MARKYT Industry Standards

Performance Index Score

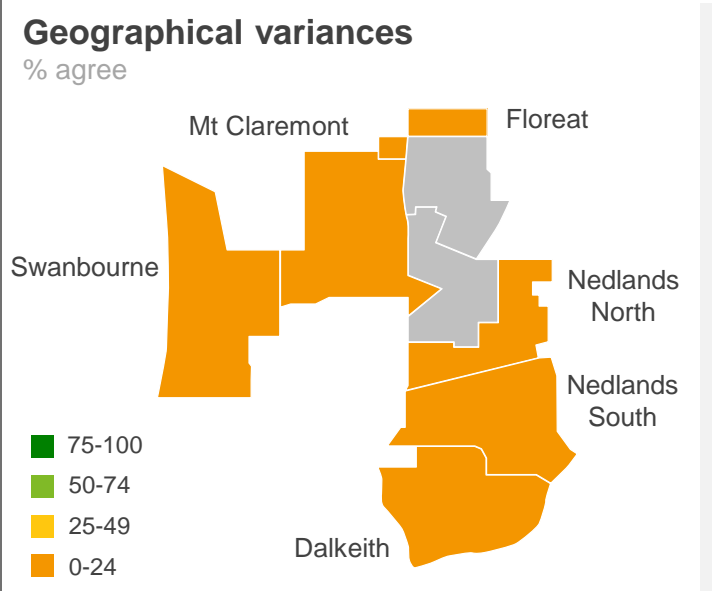
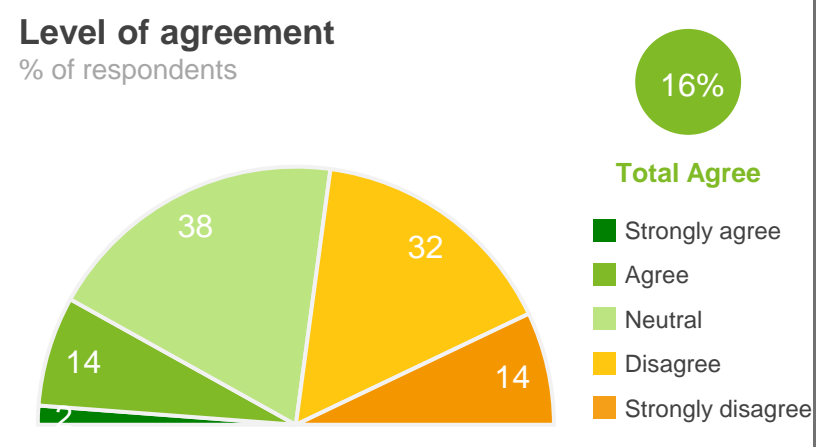


City of Nedlands	44
Industry High	59
Industry Average	46

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

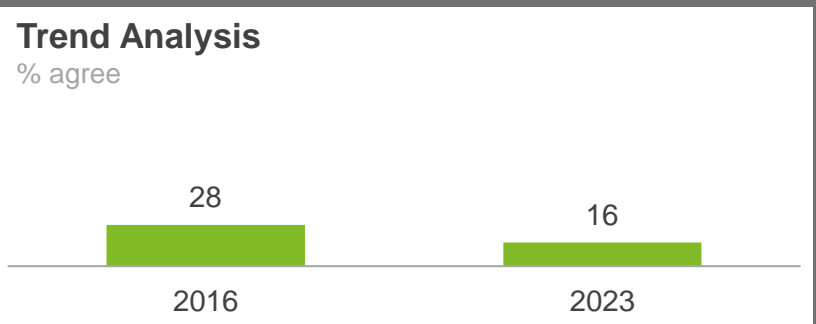
Base: All respondents, excludes 'unsure' and 'no response' (n = 1290). * Positive Rating = excellent, good + okay

The City clearly explains the reasons for its decisions and how residents' views have been taken into account



Location

Location	% agree
Dalkeith	18
Floreat	19
Mt Claremont	16
Nedlands North	13
Nedlands South	16
Swanbourne	18



Community variances

% agree

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



Q. How strongly do you agree or disagree with the following statements?
 Base: All respondents, excludes 'no response' (n = 1487).

Embracing change, innovation and technology

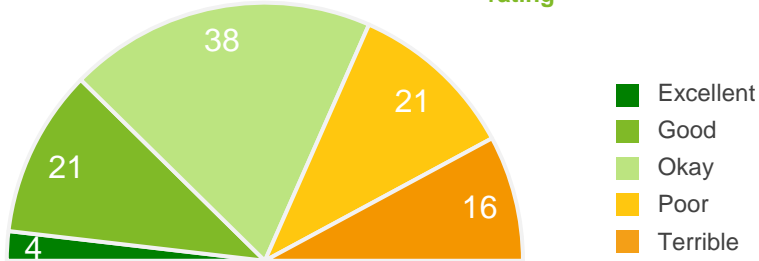
Performance ratings

% of respondents

63%

44

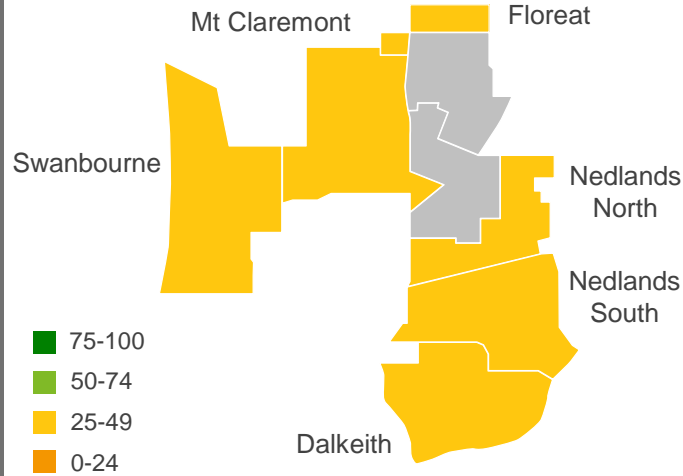
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	46
Floreat	49
Mt Claremont	44
Nedlands North	42
Nedlands South	44
Swanbourne	43

Trend Analysis

Performance Index Score

NA

44

2016

2023

Community variances

Performance Index Score

Gender

Male	41
Female	48

Age

18-34 years	43
35-49 years	41
50-64 years	43
65+ years	48

Age of children

0-4 years	35
5-11 years	40
12-17 years	46
18+ years	48
No children	45

Disability & culture

Disability	41
Mainly speak LOTE	43

Home ownership

Home owner	44
Renting / other	45

MARKYT Industry Standards

Performance Index Score



City of Nedlands	44
Industry High	60
Industry Average	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 835). * Positive Rating = excellent, good + okay

Value for money from Council rates

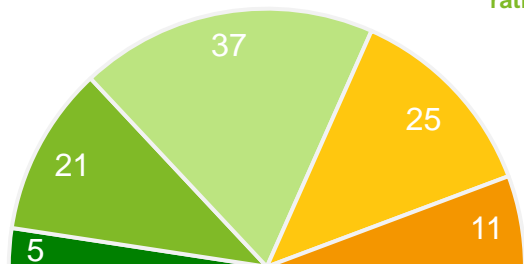
Performance ratings

% of respondents

63%

46

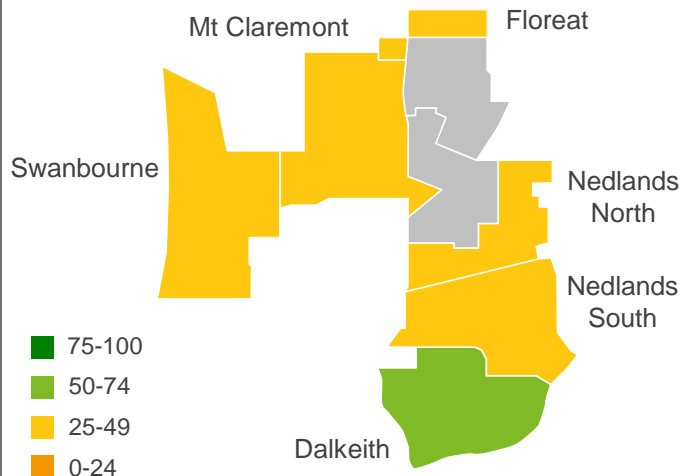
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	52
Floreat	38
Mt Claremont	41
Nedlands North	45
Nedlands South	48
Swanbourne	45

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 45	0-4 years 39	Disability 40
Female 46	5-11 years 40	Mainly speak LOTE 44
Age	12-17 years 42	Home ownership
18-34 years 45	18+ years 44	Home owner 44
35-49 years 43	No children 49	Renting / other 56
50-64 years 42		
65+ years 52		

MARKYT Industry Standards

Performance Index Score



City of Nedlands	46
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 = 1332). * Positive Rating = excellent, good + okay

Customer service

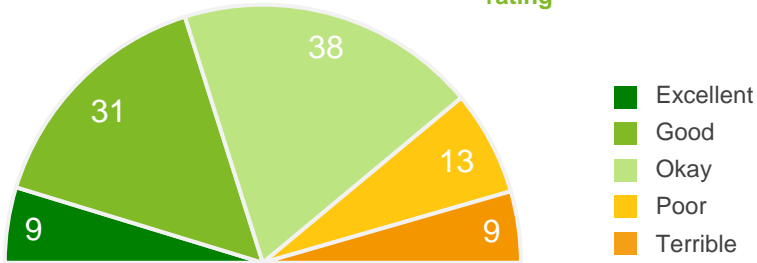
Performance ratings

% of respondents

78%

55

Positive rating*



Trend Analysis

Performance Index Score



MARKYT Industry Standards

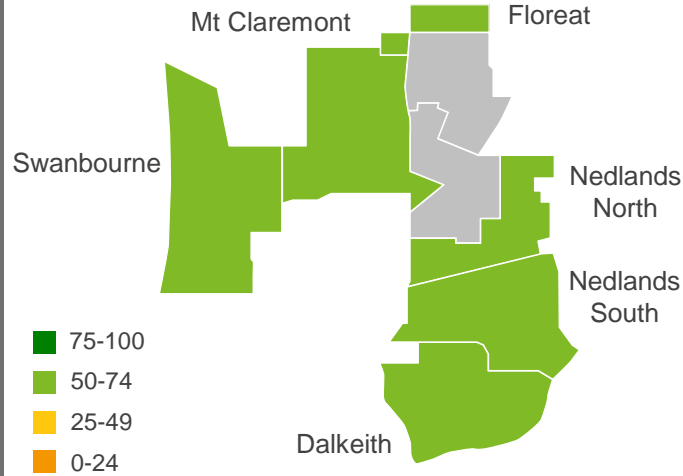
Performance Index Score



City of Nedlands	55
Industry High	68
Industry Average	57

Geographical variances

Performance Index Score



Location

Dalkeith	56
Floreat	59
Mt Claremont	52
Nedlands North	57
Nedlands South	53
Swanbourne	59

Community variances

Performance Index Score

Gender

Male	53
Female	57

Age

18-34 years	50
35-49 years	53
50-64 years	55
65+ years	57

Age of children

0-4 years	45
5-11 years	54
12-17 years	57
18+ years	58
No children	55

Disability & culture

Disability	53
Mainly speak LOTE	43

Home ownership

Home owner	55
Renting / other	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1132). * Positive Rating = excellent, good + okay

Communication

Council's plans for the future that describe the vision for the City of Nedlands and major projects

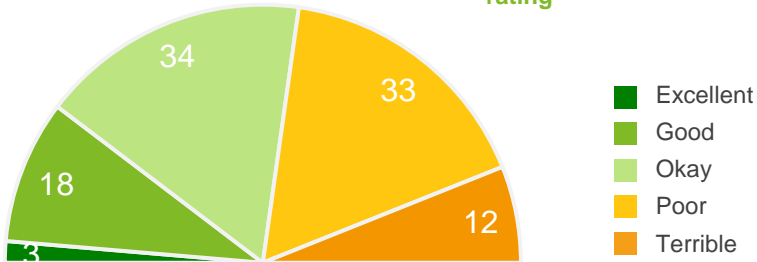
Performance ratings

% of respondents

54%

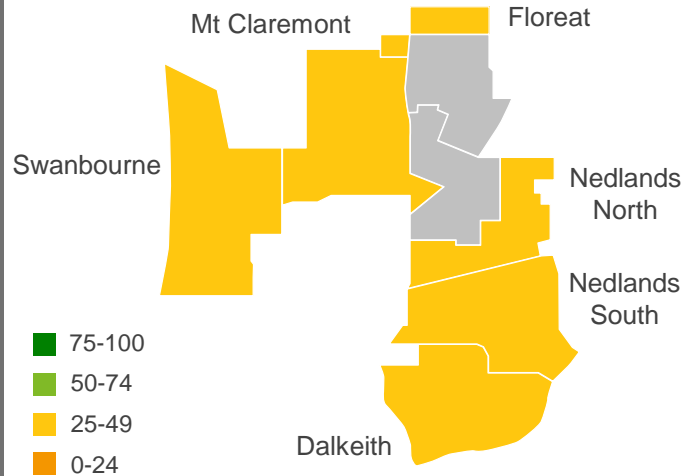
41

Positive rating*



Geographical variances

Performance Index Score



Location

Dalkeith	44
Floreat	49
Mt Claremont	40
Nedlands North	41
Nedlands South	40
Swanbourne	43

Trend Analysis

Performance Index Score

NA

41

2016

2023

Community variances

Performance Index Score

Gender

Male	42
Female	40

Age of children

0-4 years	33
5-11 years	38
12-17 years	43
18+ years	45
No children	42

Disability & culture

Disability	37
Mainly speak LOTE	44

Age

18-34 years	44
35-49 years	42
50-64 years	40
65+ years	41

Home ownership

Home owner	39
Renting / other	53

MARKYT Industry Standards

Performance Index Score



City of Nedlands	41
Industry High	55
Industry Average	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 948). * Positive Rating = excellent, good + okay

City's website

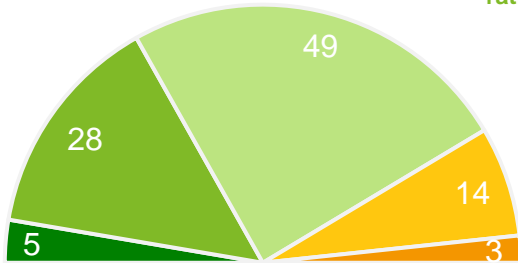
Performance ratings

% of respondents

83%

55

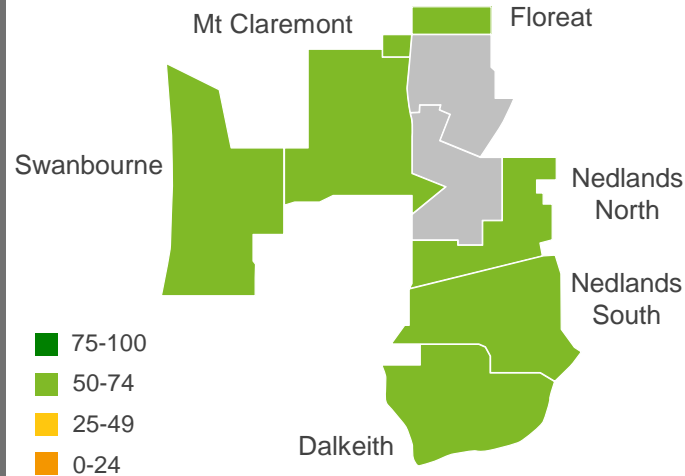
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	55
Floreat	54
Mt Claremont	53
Nedlands North	55
Nedlands South	54
Swanbourne	55

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	56
Female	54

Age of children

0-4 years	55
5-11 years	51
12-17 years	54
18+ years	57
No children	55

Disability & culture

Disability	47
Mainly speak LOTE	54

Age

18-34 years	58
35-49 years	54
50-64 years	53
65+ years	55

Home ownership

Home owner	53
Renting / other	64

MARKYT Industry Standards

Performance Index Score



City of Nedlands	55
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 = 1033). * Positive Rating = excellent, good + okay

City's social media posts

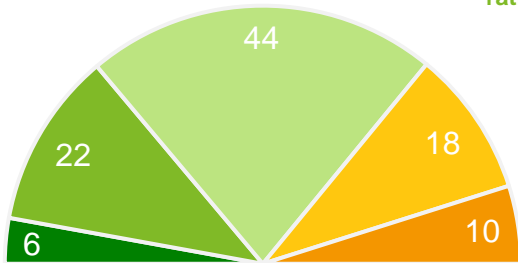
Performance ratings

% of respondents

72%

49

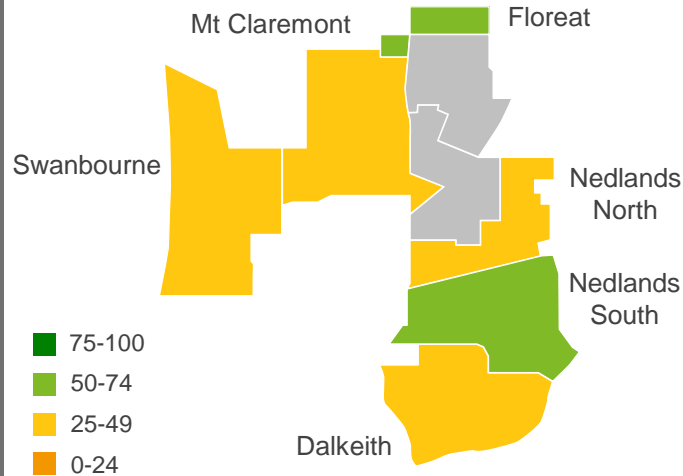
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	49
Floreat	52
Mt Claremont	46
Nedlands North	46
Nedlands South	52
Swanbourne	43

Trend Analysis

Performance Index Score

NA

49

2016

2023

Community variances

Performance Index Score

Gender

Male	48
Female	51

Age of children

0-4 years	56
5-11 years	46
12-17 years	47
18+ years	54
No children	48

Disability & culture

Disability	38
Mainly speak LOTE	47

Age

18-34 years	52
35-49 years	48
50-64 years	47
65+ years	49

Home ownership

Home owner	47
Renting / other	58

MARKYT Industry Standards

Performance Index Score



City of Nedlands	49
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 = 599). * Positive Rating = excellent, good + okay

Your Voice Nedlands

Online community engagement hub

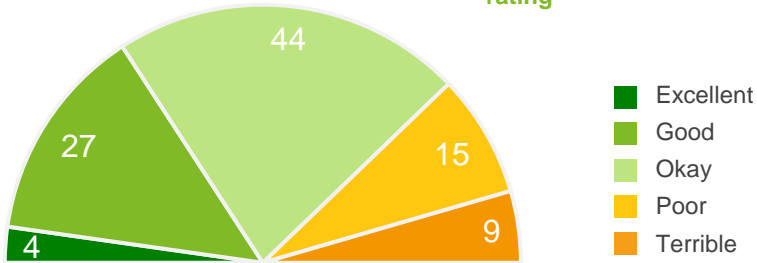
Performance ratings

% of respondents

76%

51

Positive rating*



Trend Analysis

Performance Index Score

NA

51

2016

2023

MARKYT Industry Standards

Performance Index Score



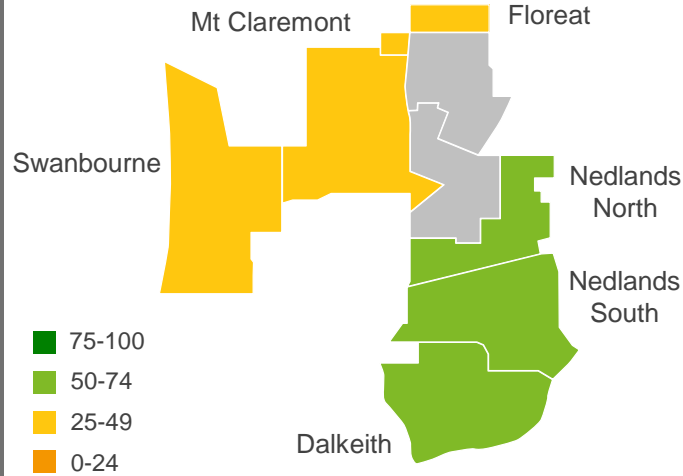
City of Nedlands 51

Industry High 57

Industry Average 49

Geographical variances

Performance Index Score



Location

Dalkeith	52
Floreat	49
Mt Claremont	47
Nedlands North	51
Nedlands South	51
Swanbourne	45

Community variances

Performance Index Score

Gender

Male	53
Female	49

Age of children

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

Disability & culture

Disability	47
Mainly speak LOTE	53

Age

18-34 years	57
35-49 years	50
50-64 years	47
65+ years	51

Home ownership

Home owner	48
Renting / other	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 689). * Positive Rating = excellent, good + okay

People

Youth services and facilities

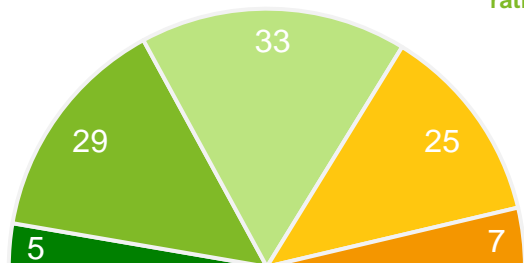
Performance ratings

% of respondents

68%

50

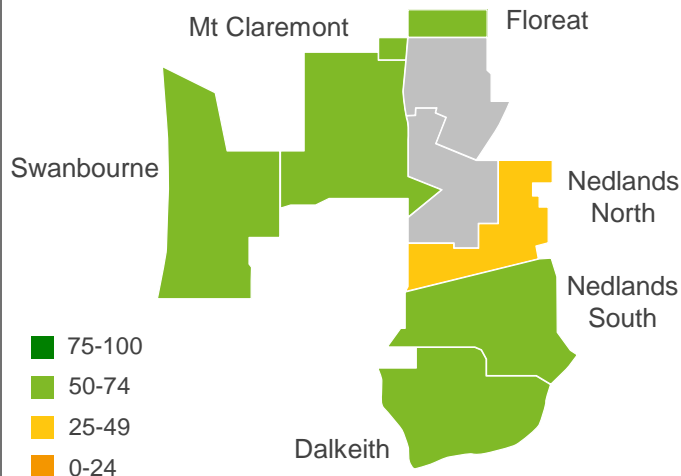
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	51
Floreat	51
Mt Claremont	53
Nedlands North	48
Nedlands South	51
Swanbourne	50

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Nedlands	50
Industry High	65
Industry Average	48

Community variances

Performance Index Score

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

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 748). * Positive Rating = excellent, good + okay

Services and facilities for families and children

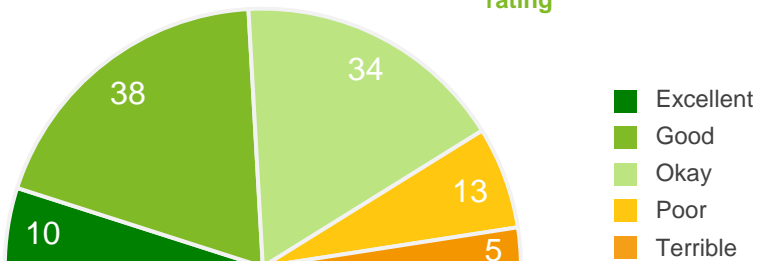
Performance ratings

% of respondents

82%

59

Positive rating*



Trend Analysis

Performance Index Score



MARKYT Industry Standards

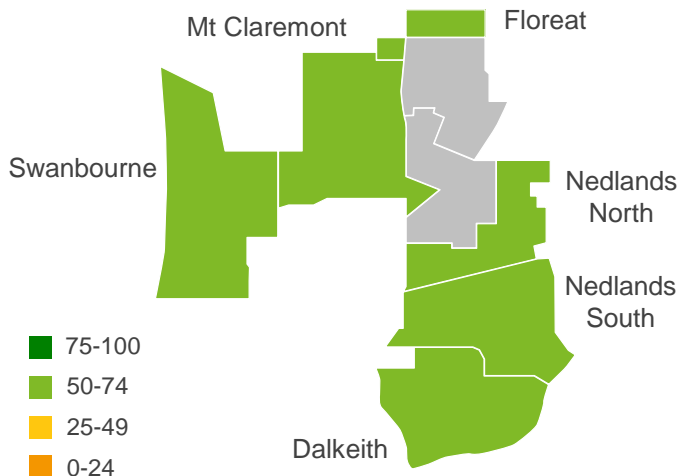
Performance Index Score



City of Nedlands	59
Industry High	68
Industry Average	55

Geographical variances

Performance Index Score



Location

Dalkeith	59
Floreat	54
Mt Claremont	57
Nedlands North	59
Nedlands South	61
Swanbourne	60

Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 60	0-4 years 45	Disability 64
Female 57	5-11 years 58	Mainly speak LOTE 59
Age	12-17 years 59	Home ownership
18-34 years 60	18+ years 61	Home owner 58
35-49 years 57	No children 62	Renting / other 64
50-64 years 58		
65+ years 62		

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1042). * Positive Rating = excellent, good + okay

Recognition and respect for First Nations peoples, cultures and heritage

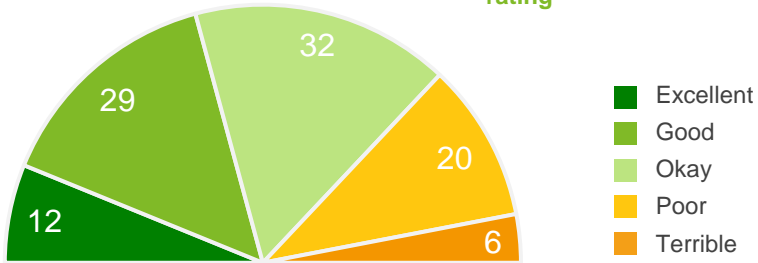
Performance ratings

% of respondents

74%

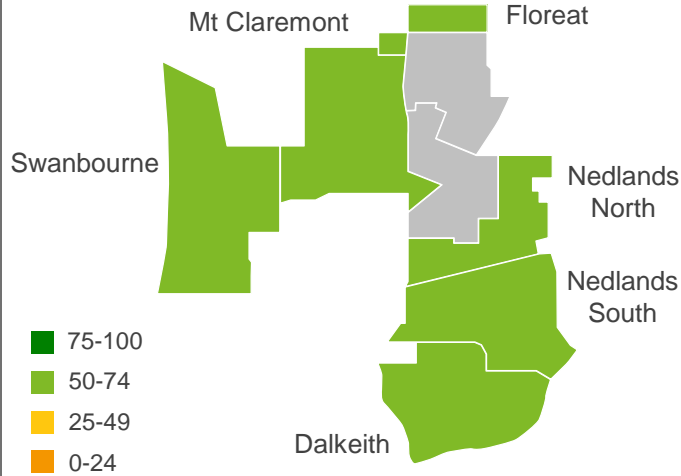
55

Positive rating*



Geographical variances

Performance Index Score



Location

Dalkeith	60
Floreat	51
Mt Claremont	53
Nedlands North	52
Nedlands South	60
Swanbourne	53

Trend Analysis

Performance Index Score



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
18-34 years	18+ years	Home owner
35-49 years	No children	Renting / other
50-64 years		
65+ years		

MARKYT Industry Standards

Performance Index Score



City of Nedlands	55
Industry High	72
Industry Average	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 737). * Positive Rating = excellent, good + okay

Multiculturalism: recognition of cultural diversity

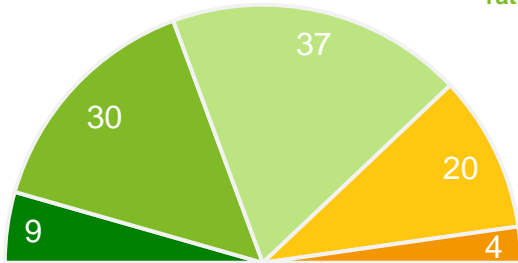
Performance ratings

% of respondents

76%

55

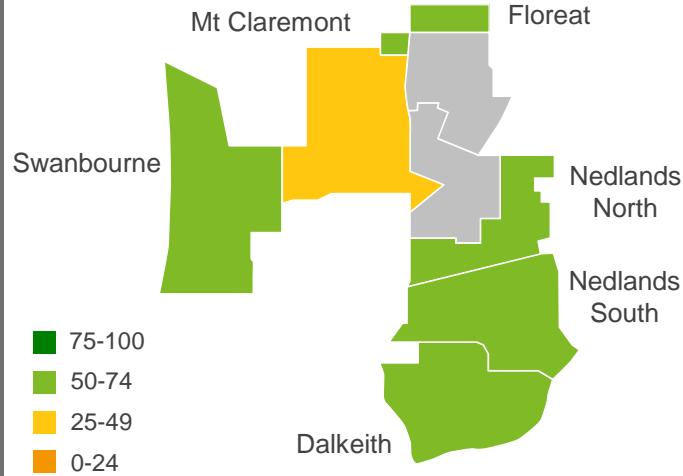
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	59
Floreat	56
Mt Claremont	49
Nedlands North	54
Nedlands South	58
Swanbourne	54

Trend Analysis

Performance Index Score

NA

55

2016

2023

Community variances

Performance Index Score

Gender

Male	56
Female	53

Age of children

0-4 years	49
5-11 years	51
12-17 years	54
18+ years	59
No children	54

Disability & culture

Disability	55
Mainly speak LOTE	52

Age

18-34 years	58
35-49 years	51
50-64 years	52
65+ years	58

Home ownership

Home owner	54
Renting / other	56

MARKYT Industry Standards

Performance Index Score



City of Nedlands	55
Industry High	68
Industry Average	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 858). * Positive Rating = excellent, good + okay

Volunteer recognition and support

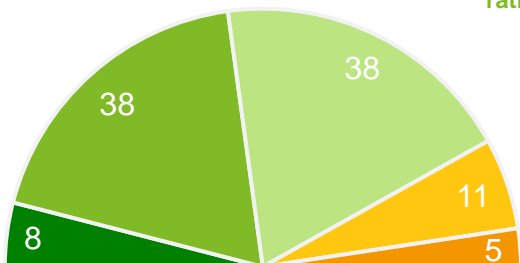
Performance ratings

% of respondents

84%

58

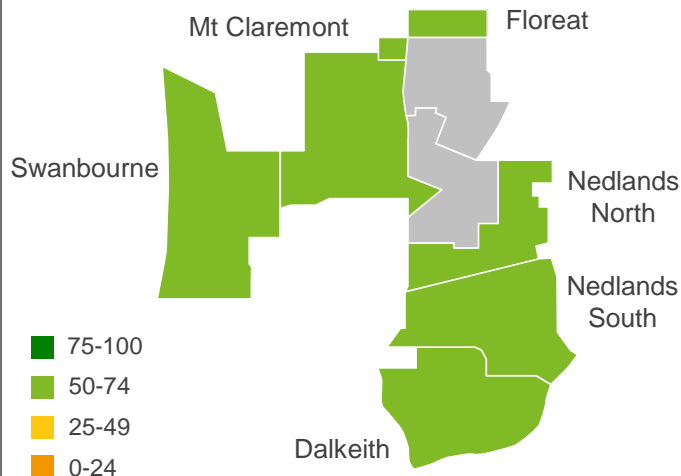
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	56
Floreat	61
Mt Claremont	59
Nedlands North	58
Nedlands South	61
Swanbourne	57

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 55	0-4 years 65	Disability 65
Female 62	5-11 years 61	Mainly speak LOTE 62
Age	12-17 years 60	Home ownership
18-34 years 52	18+ years 60	Home owner 59
35-49 years 61	No children 56	Renting / other 55
50-64 years 59		
65+ years 61		

MARKYT Industry Standards

Performance Index Score



City of Nedlands	58
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 = 848). * Positive Rating = excellent, good + okay

Access to health and community services

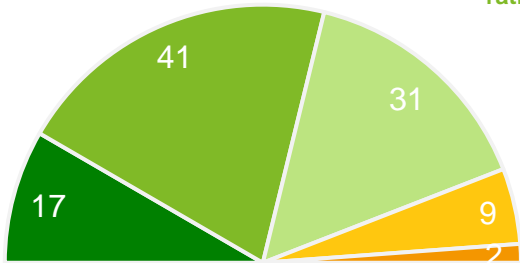
Performance ratings

% of respondents

88%

65

Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

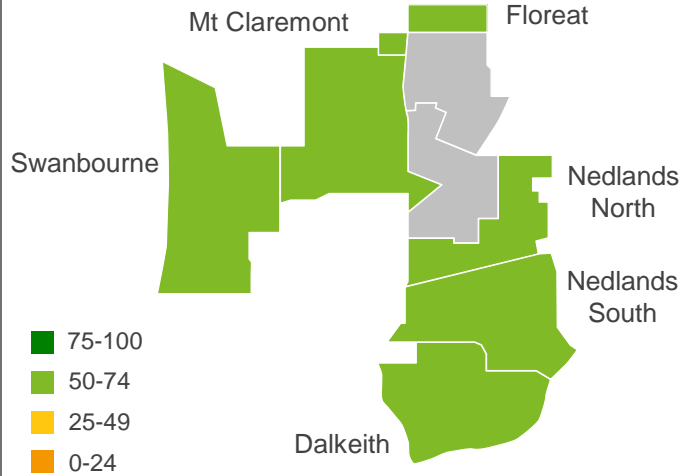
Performance Index Score



City of Nedlands	65
Industry High	74
Industry Average	57

Geographical variances

Performance Index Score



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

Location

Dalkeith	65
Floreat	63
Mt Claremont	63
Nedlands North	66
Nedlands South	68
Swanbourne	62

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
18-34 years	18+ years	Home owner
35-49 years	No children	Renting / other
50-64 years		
65+ years		

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1082). * Positive Rating = excellent, good + okay

Sport and recreation facilities and services

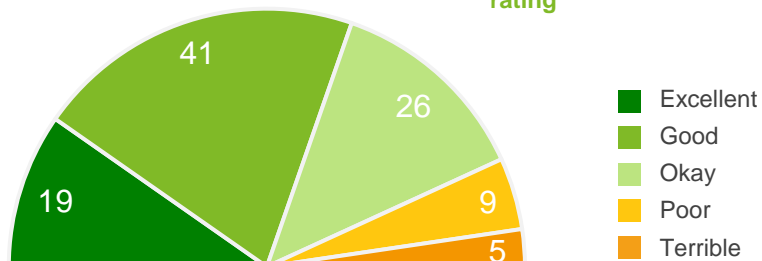
Performance ratings

% of respondents

86%

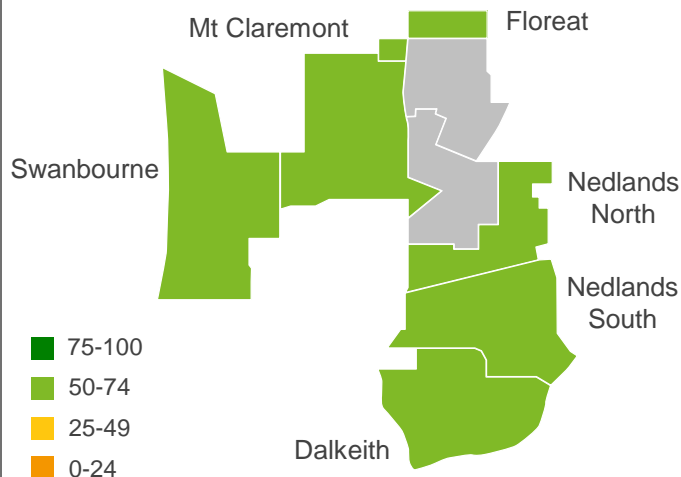
65

Positive rating*



Geographical variances

Performance Index Score



Location

Dalkeith	65
Floreat	66
Mt Claremont	68
Nedlands North	63
Nedlands South	65
Swanbourne	72

Trend Analysis

Performance Index Score

67

65

2016

2023

Community variances

Performance Index Score

Gender

Male	65
Female	66

Age of children

0-4 years	58
5-11 years	67
12-17 years	65
18+ years	65
No children	68

Disability & culture

Disability	69
Mainly speak LOTE	62

Age

18-34 years	56
35-49 years	66
50-64 years	68
65+ years	70

Home ownership

Home owner	67
Renting / other	59

MARKYT Industry Standards

Performance Index Score



City of Nedlands	65
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 = 1319). * Positive Rating = excellent, good + okay

Festivals, events, art and cultural activities

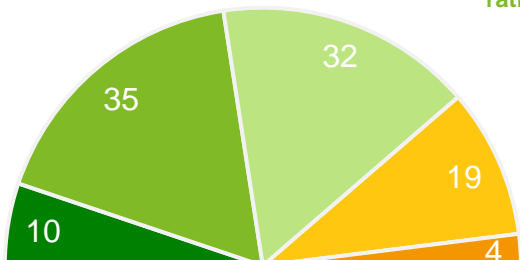
Performance ratings

% of respondents

77%

57

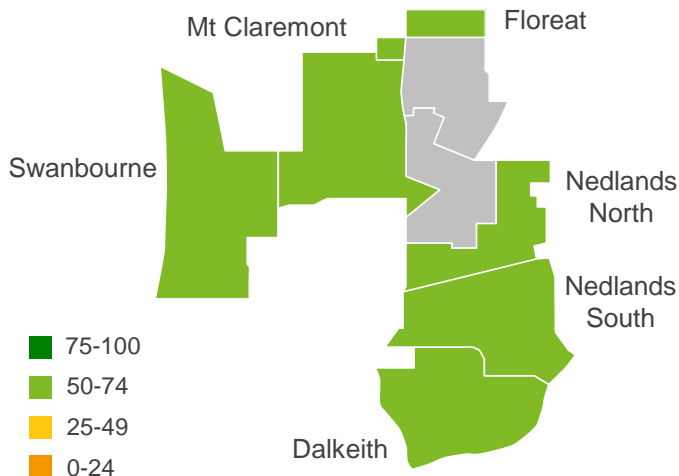
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	59
Floreat	62
Mt Claremont	56
Nedlands North	54
Nedlands South	59
Swanbourne	65

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

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

MARKYT Industry Standards

Performance Index Score



City of Nedlands	57
Industry High	73
Industry Average	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1255). * Positive Rating = excellent, good + okay

Community safety and crime prevention

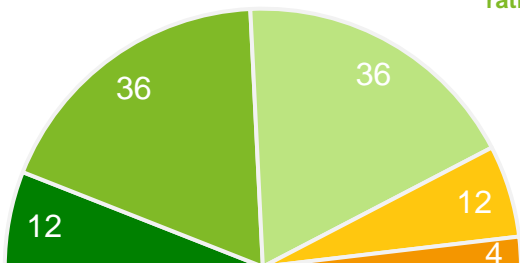
Performance ratings

% of respondents

85%

60

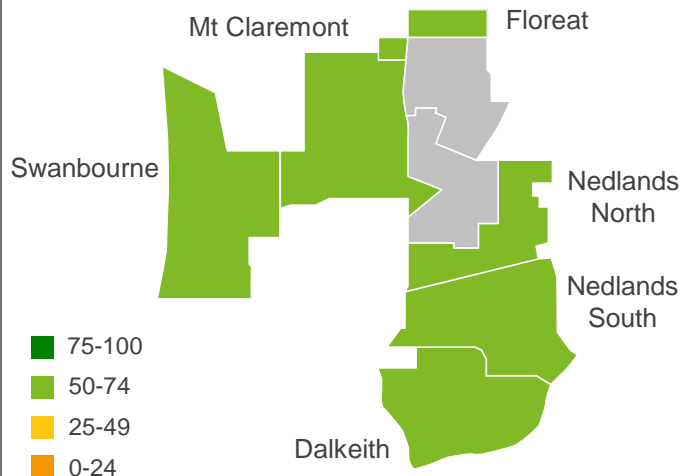
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	62
Floreat	59
Mt Claremont	59
Nedlands North	60
Nedlands South	62
Swanbourne	57

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture	
Male 61	0-4 years 68	Disability 58	
Female 60	5-11 years 57	Mainly speak LOTE 60	
Age	12-17 years 58	Home ownership	
	18-34 years 68	Home owner 59	
	35-49 years 58	18+ years 63	Renting / other 67
	50-64 years 58	No children 59	
65+ years 58			

MARKYT Industry Standards

Performance Index Score



City of Nedlands	60
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 = 1158). * Positive Rating = excellent, good + okay

Lighting of streets and public places

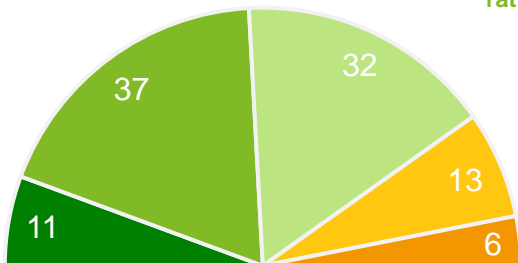
Performance ratings

% of respondents

80%

58

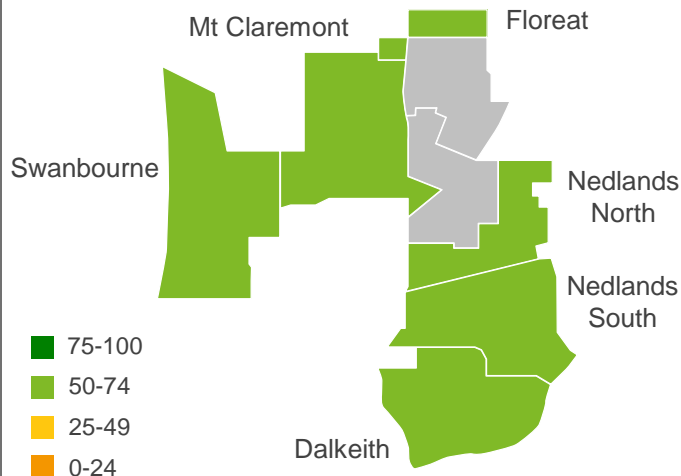
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	60
Floreat	50
Mt Claremont	54
Nedlands North	52
Nedlands South	65
Swanbourne	66

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

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 59	0-4 years 63	Disability 50
Female 58	5-11 years 55	Mainly speak LOTE 54
Age	12-17 years 57	Home ownership
18-34 years 59	18+ years 59	Home owner 58
35-49 years 56	No children 58	Renting / other 61
50-64 years 58		
65+ years 60		

MARKYT Industry Standards

Performance Index Score



City of Nedlands	58
Industry High	64
Industry Average	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1425). * Positive Rating = excellent, good + okay

Animal management (dogs and cats)

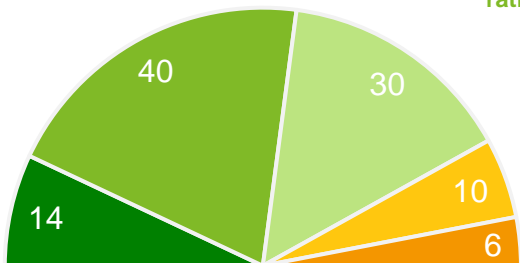
Performance ratings

% of respondents

84%

61

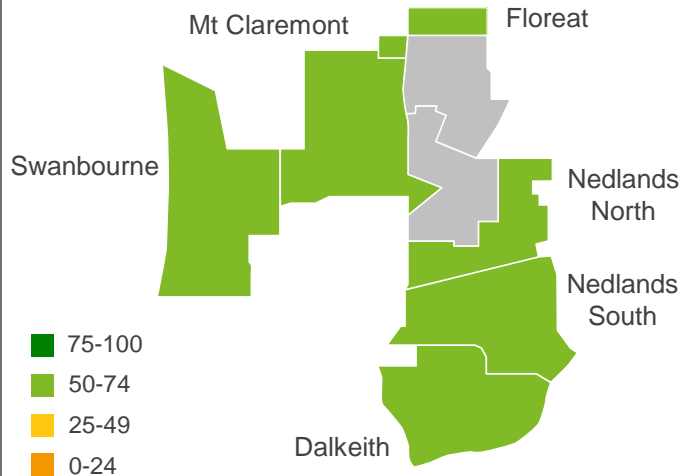
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	61
Floreat	68
Mt Claremont	56
Nedlands North	61
Nedlands South	64
Swanbourne	63

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	60	0-4 years	66	Disability	55
Female	63	5-11 years	59	Mainly speak LOTE	61
Age		12-17 years	61	Home ownership	
18-34 years	66	18+ years	62	Home owner	60
35-49 years	61	No children	61	Renting / other	67
50-64 years	62				
65+ years	59				

MARKYT Industry Standards

Performance Index Score



City of Nedlands	61
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 = 1204). * Positive Rating = excellent, good + okay

Planet

Conservation and environmental management

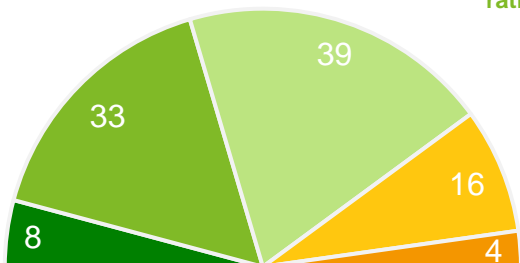
Performance ratings

% of respondents

80%

56

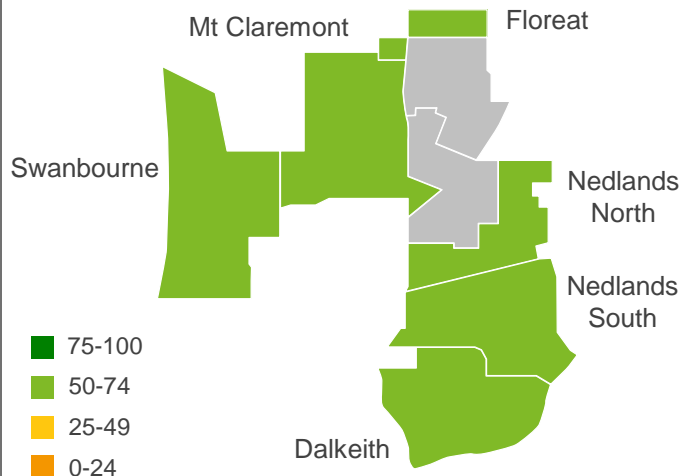
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	61
Floreat	63
Mt Claremont	55
Nedlands North	51
Nedlands South	57
Swanbourne	61

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 57	0-4 years 54	Disability 57
Female 55	5-11 years 56	Mainly speak LOTE 63
Age	12-17 years 57	Home ownership
18-34 years 53	18+ years 58	Home owner 57
35-49 years 59	No children 55	Renting / other 54
50-64 years 56		
65+ years 56		

MARKYT Industry Standards

Performance Index Score



City of Nedlands	56
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 = 1207). * Positive Rating = excellent, good + okay

River foreshore management

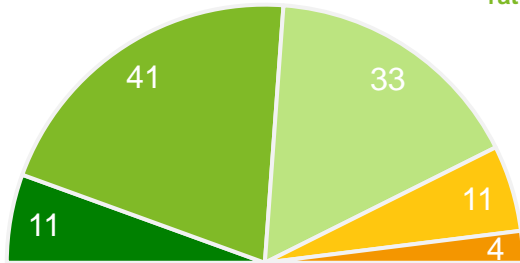
Performance ratings

% of respondents

85%

61

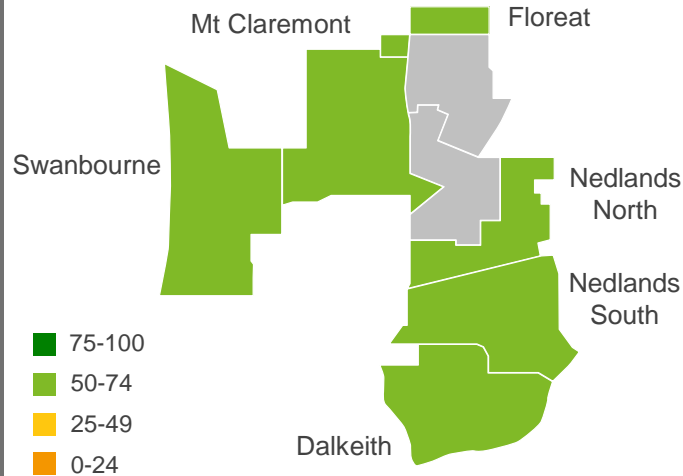
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	62
Floreat	67
Mt Claremont	62
Nedlands North	59
Nedlands South	62
Swanbourne	61

Trend Analysis

Performance Index Score

61

NA

2016

2023

MARKYT Industry Standards

Performance Index Score



City of Nedlands	61
Industry High	68
Industry Average	55

Community variances

Performance Index Score

Gender

Male	61
Female	62

Age

18-34 years	64
35-49 years	62
50-64 years	59
65+ years	60

Age of children

0-4 years	66
5-11 years	61
12-17 years	61
18+ years	61
No children	60

Disability & culture

Disability	59
Mainly speak LOTE	64

Home ownership

Home owner	61
Renting / other	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1198). * Positive Rating = excellent, good + okay

Swanbourne Beach and coastal management

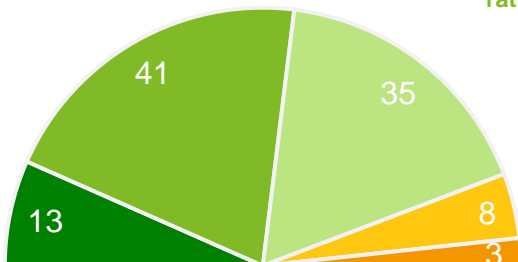
Performance ratings

% of respondents

88%

63

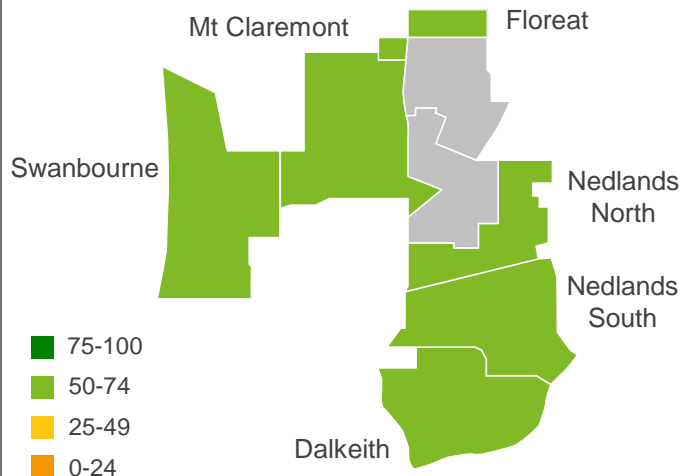
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	67
Floreat	69
Mt Claremont	61
Nedlands North	64
Nedlands South	63
Swanbourne	59

Trend Analysis

Performance Index Score

63

NA

2016

2023

MARKYT Industry Standards

Performance Index Score



City of Nedlands	63
Industry High	73
Industry Average	60

Community variances

Performance Index Score

Gender

Male	62
Female	65

Age of children

0-4 years	69
5-11 years	61
12-17 years	61
18+ years	65
No children	62

Disability & culture

Disability	64
Mainly speak LOTE	75

Age

18-34 years	67
35-49 years	65
50-64 years	59
65+ years	62

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 = 846). * Positive Rating = excellent, good + okay

Waste management

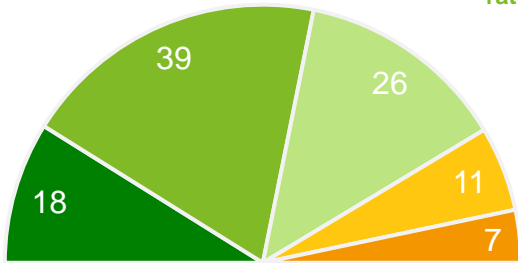
Performance ratings

% of respondents

83%

63

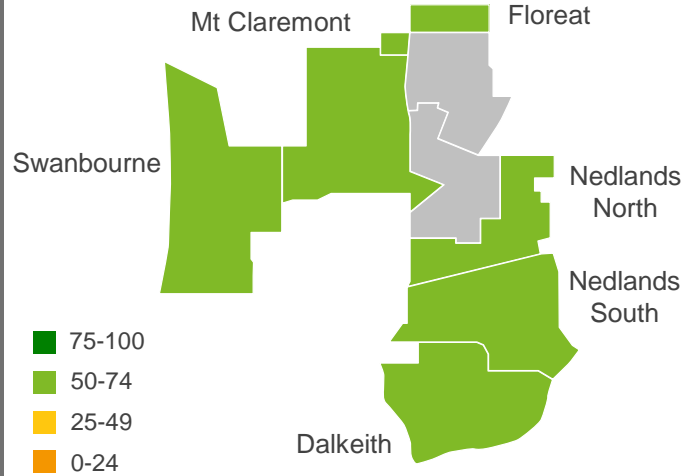
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score

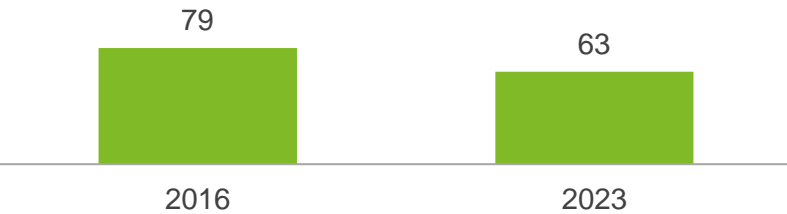


Location

Dalkeith	64
Floreat	72
Mt Claremont	60
Nedlands North	65
Nedlands South	61
Swanbourne	60

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	62
Female	63

Age of children

0-4 years	51
5-11 years	56
12-17 years	62
18+ years	63
No children	65

Disability & culture

Disability	54
Mainly speak LOTE	55

Age

18-34 years	59
35-49 years	58
50-64 years	63
65+ years	69

Home ownership

Home owner	62
Renting / other	66

MARKYT Industry Standards

Performance Index Score



City of Nedlands	63
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 = 1405). * Positive Rating = excellent, good + okay

Environmental health management

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

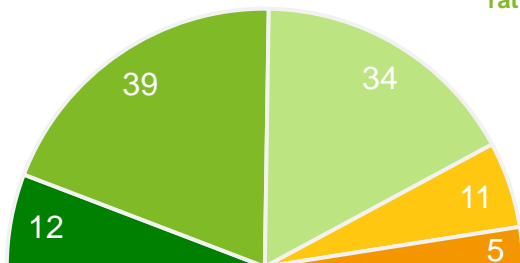
Performance ratings

% of respondents

84%

60

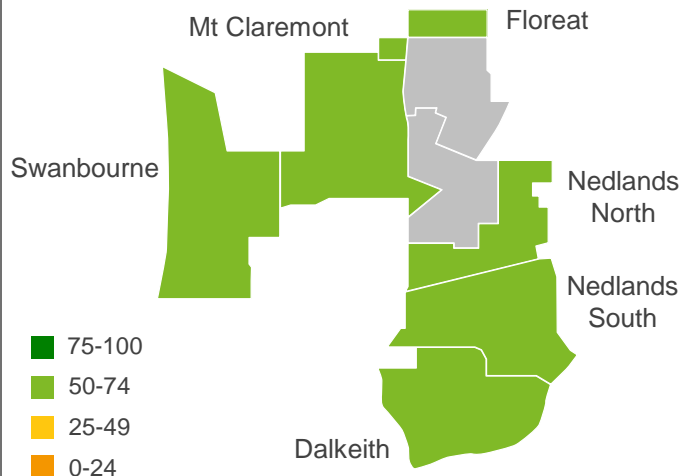
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	63
Floreat	56
Mt Claremont	56
Nedlands North	61
Nedlands South	62
Swanbourne	61

Trend Analysis

Performance Index Score

62

60

2016

2023

Community variances

Performance Index Score

Gender

Male	61
Female	60

Age of children

0-4 years	62
5-11 years	58
12-17 years	61
18+ years	61
No children	60

Disability & culture

Disability	56
Mainly speak LOTE	57

Age

18-34 years	61
35-49 years	61
50-64 years	59
65+ years	61

Home ownership

Home owner	59
Renting / other	64

MARKYT Industry Standards

Performance Index Score



City of Nedlands	60
Industry High	64
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1169). * Positive Rating = excellent, good + okay

Natural disaster management

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

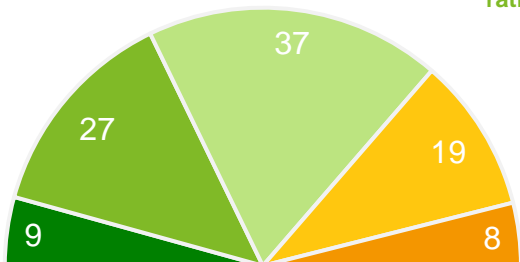
Performance ratings

% of respondents

73%

52

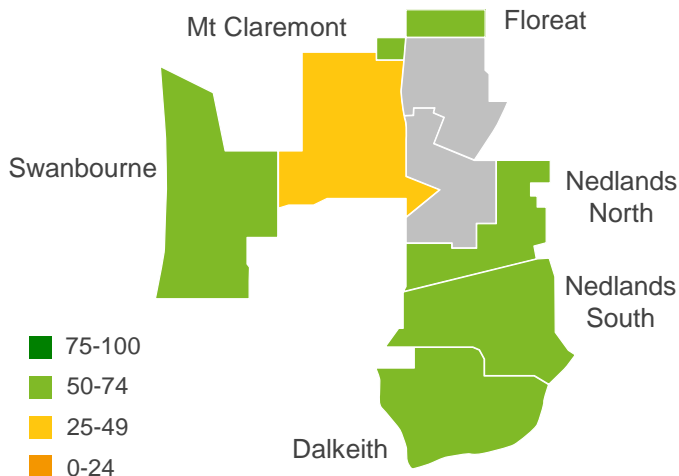
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	52
Floreat	56
Mt Claremont	49
Nedlands North	52
Nedlands South	56
Swanbourne	54

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

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

MARKYT Industry Standards

Performance Index Score



City of Nedlands	52
Industry High	69
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 611). * Positive Rating = excellent, good + okay

Place

Managing responsible growth and development

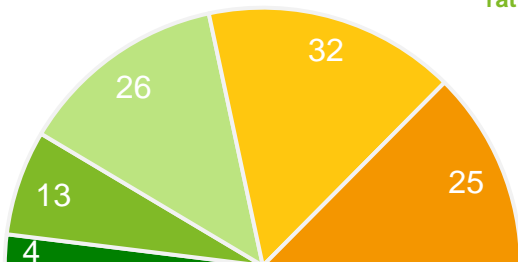
Performance ratings

% of respondents

43%

35

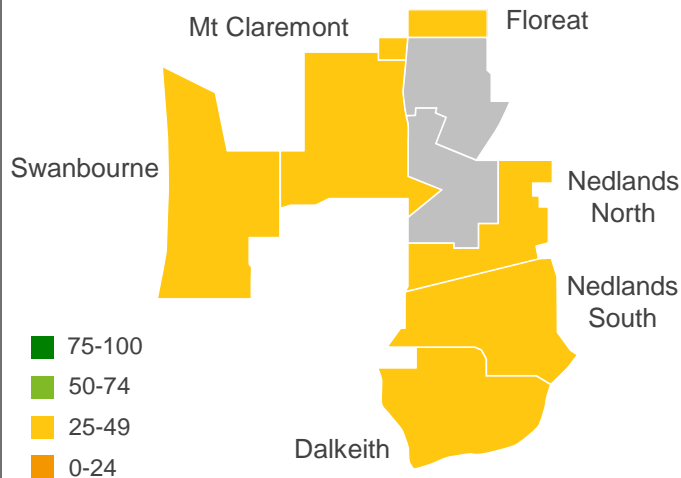
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	34
Floreat	46
Mt Claremont	41
Nedlands North	31
Nedlands South	31
Swanbourne	41

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	34	0-4 years	34	Disability	39
Female	35	5-11 years	34	Mainly speak LOTE	47
Age		12-17 years	35	Home ownership	
18-34 years	39	18+ years	33	Home owner	34
35-49 years	35	No children	34	Renting / other	41
50-64 years	32				
65+ years	34				

MARKYT Industry Standards

Performance Index Score



City of Nedlands	35
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 = 1221). * Positive Rating = excellent, good + okay

Planning and building approvals

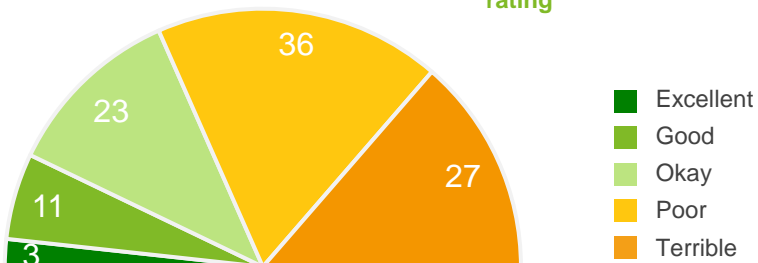
Performance ratings

% of respondents

37%

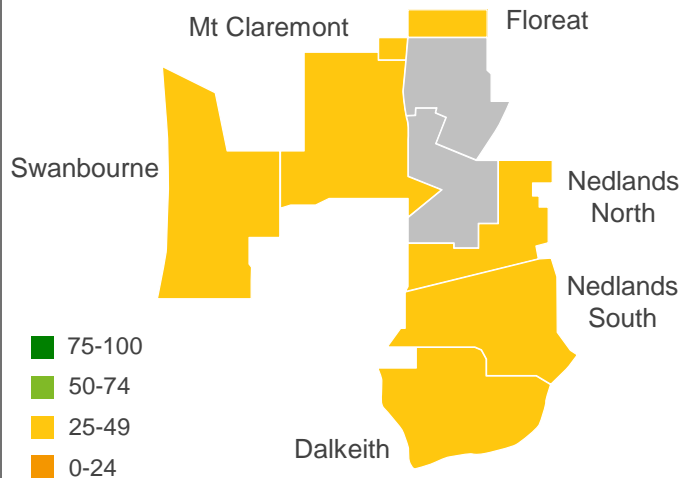
32

Positive rating*



Geographical variances

Performance Index Score



Location

Dalkeith	35
Floreat	43
Mt Claremont	36
Nedlands North	28
Nedlands South	27
Swanbourne	41

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 34	0-4 years 33	Disability 30
Female 30	5-11 years 31	Mainly speak LOTE 35
Age	12-17 years 34	Home ownership
18-34 years 34	18+ years 30	Home owner 31
35-49 years 34	No children 31	Renting / other 37
50-64 years 29		
65+ years 31		

MARKYT Industry Standards

Performance Index Score



City of Nedlands	32
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 = 1177). * Positive Rating = excellent, good + okay

Access to housing that meets your needs

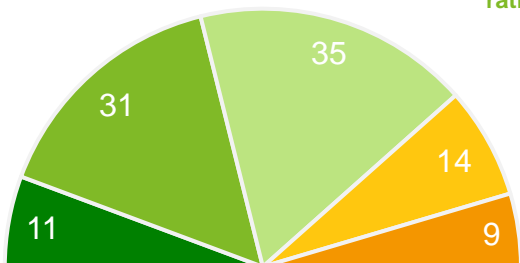
Performance ratings

% of respondents

77%

55

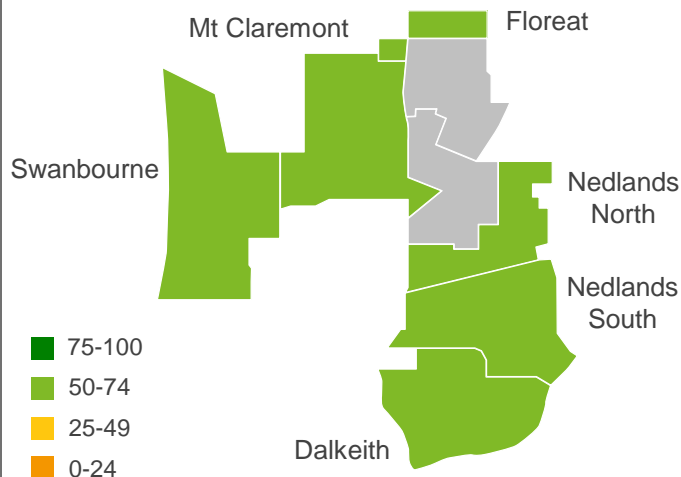
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



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

Location

Dalkeith	56
Floreat	58
Mt Claremont	55
Nedlands North	53
Nedlands South	56
Swanbourne	55

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 55	0-4 years 59	Disability 55
Female 56	5-11 years 56	Mainly speak LOTE 65
Age	12-17 years 57	Home ownership
18-34 years 57	18+ years 52	Home owner 56
35-49 years 57	No children 55	Renting / other 50
50-64 years 52		
65+ years 55		

MARKYT Industry Standards

Performance Index Score



City of Nedlands	55
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 = 1073). * Positive Rating = excellent, good + okay

Preserving and promoting local history and heritage

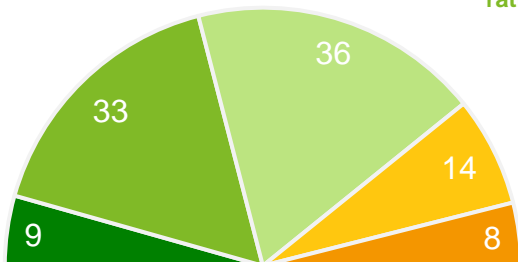
Performance ratings

% of respondents

78%

55

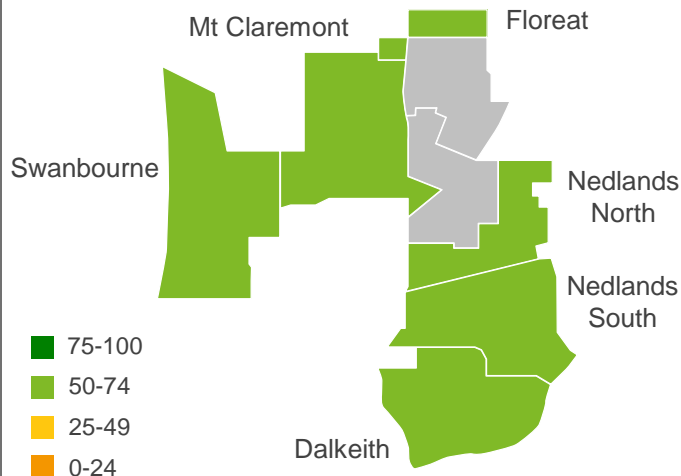
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	57
Floreat	60
Mt Claremont	59
Nedlands North	54
Nedlands South	53
Swanbourne	57

Trend Analysis

Performance Index Score

55

NA

2016

2023

Community variances

Performance Index Score

Gender

Male	56
Female	55

Age of children

0-4 years	58
5-11 years	56
12-17 years	55
18+ years	51
No children	55

Disability & culture

Disability **62**

Mainly speak LOTE 59

Age

18-34 years	59
35-49 years	57
50-64 years	51
65+ years	55

Home ownership

Home owner 55

Renting / other 57

MARKYT Industry Standards

Performance Index Score



City of Nedlands 55

Industry High **69**

Industry Average 58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1125). * Positive Rating = excellent, good + okay

Community buildings, halls and toilets

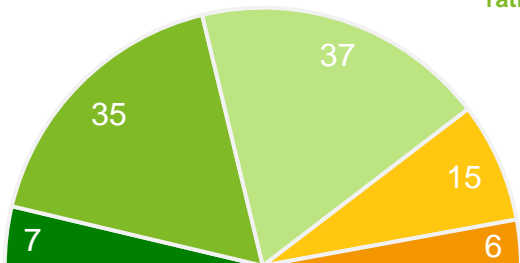
Performance ratings

% of respondents

79%

56

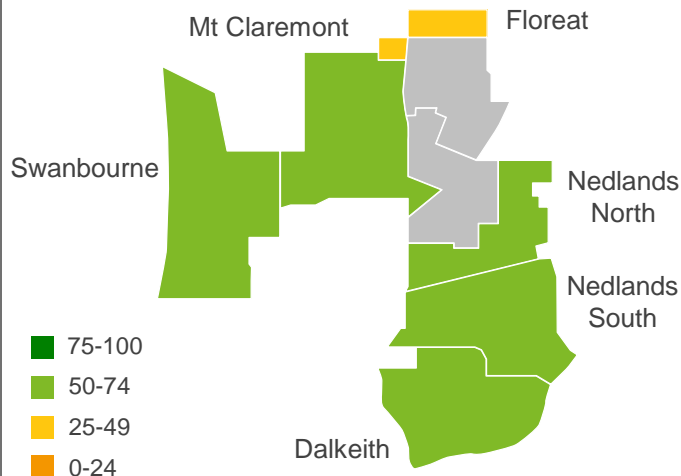
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	58
Floreat	45
Mt Claremont	55
Nedlands North	53
Nedlands South	59
Swanbourne	57

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

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

MARKYT Industry Standards

Performance Index Score



City of Nedlands	56
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 = 1279). * Positive Rating = excellent, good + okay

Playgrounds, parks and reserves

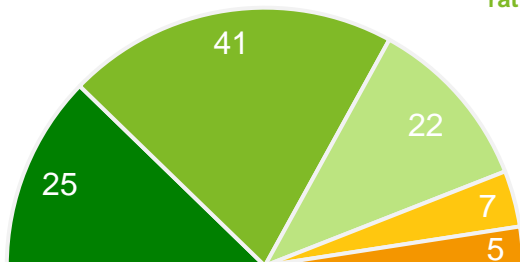
Performance ratings

% of respondents

88%

68

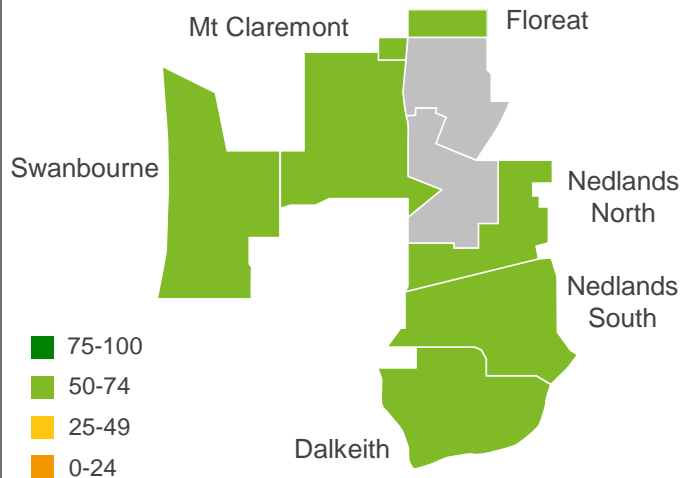
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	73
Floreat	53
Mt Claremont	66
Nedlands North	68
Nedlands South	70
Swanbourne	68

Trend Analysis

Performance Index Score

70

68

2016

2023

Community variances

Performance Index Score

Gender

Male	69
Female	68

Age of children

0-4 years	57
5-11 years	65
12-17 years	69
18+ years	73
No children	69

Disability & culture

Disability	71
Mainly speak LOTE	68

Age

18-34 years	66
35-49 years	68
50-64 years	69
65+ years	70

Home ownership

Home owner	68
Renting / other	71

MARKYT Industry Standards

Performance Index Score



City of Nedlands	68
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 = 1382). * Positive Rating = excellent, good + okay

Streetscapes, trees and verges

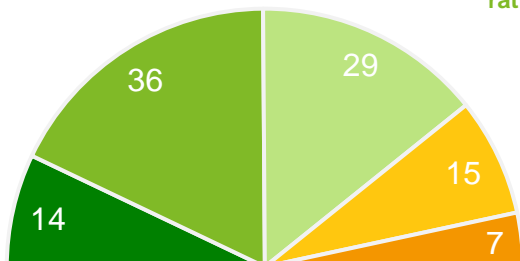
Performance ratings

% of respondents

78%

59

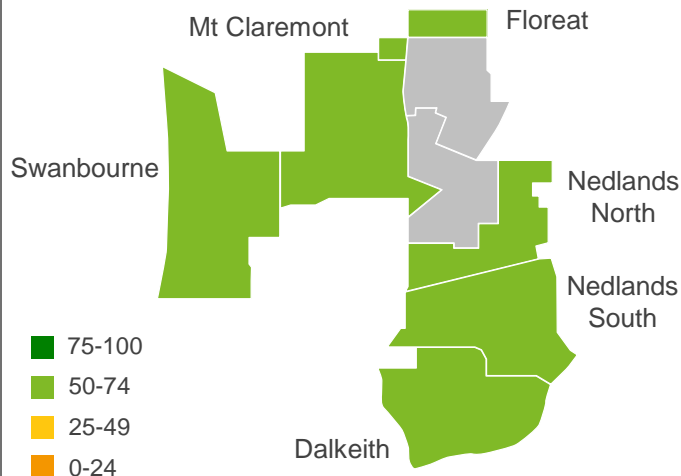
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	64
Floreat	51
Mt Claremont	54
Nedlands North	58
Nedlands South	61
Swanbourne	59

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

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	62	0-4 years	54	Disability	64
Female	56	5-11 years	60	Mainly speak LOTE	67
Age		12-17 years	63	Home ownership	
18-34 years	63	18+ years	60	Home owner	57
35-49 years	59	No children	58	Renting / other	66
50-64 years	58				
65+ years	57				

MARKYT Industry Standards

Performance Index Score



City of Nedlands	59
Industry High	64
Industry Average	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1403). * Positive Rating = excellent, good + okay

Footpaths, trails and cycleways

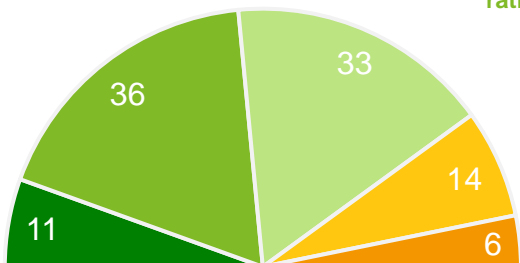
Performance ratings

% of respondents

80%

58

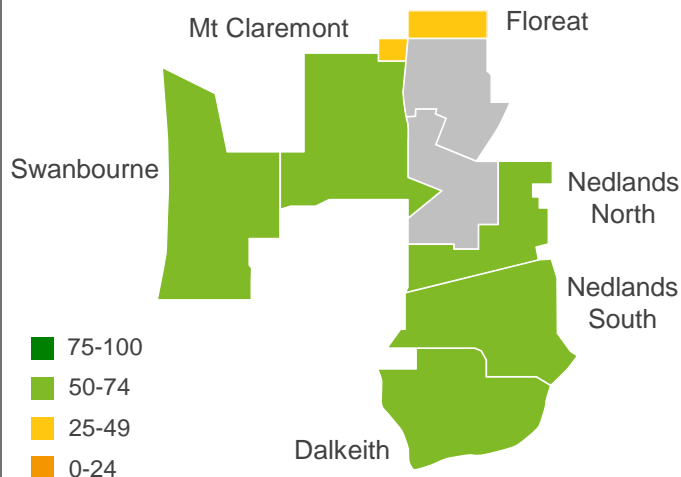
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	58
Floreat	48
Mt Claremont	54
Nedlands North	57
Nedlands South	61
Swanbourne	60

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

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

MARKYT Industry Standards

Performance Index Score



City of Nedlands	58
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 = 1379). * Positive Rating = excellent, good + okay

Parking management

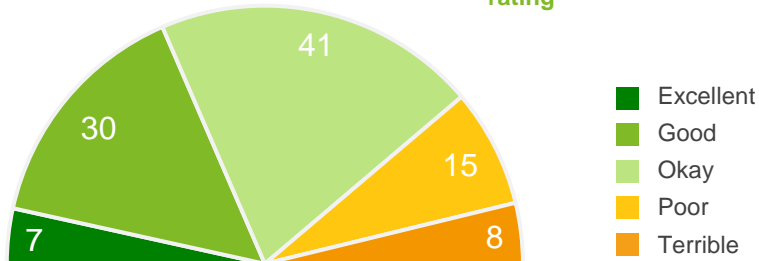
Performance ratings

% of respondents

78%

53

Positive rating*



Trend Analysis

Performance Index Score



MARKYT Industry Standards

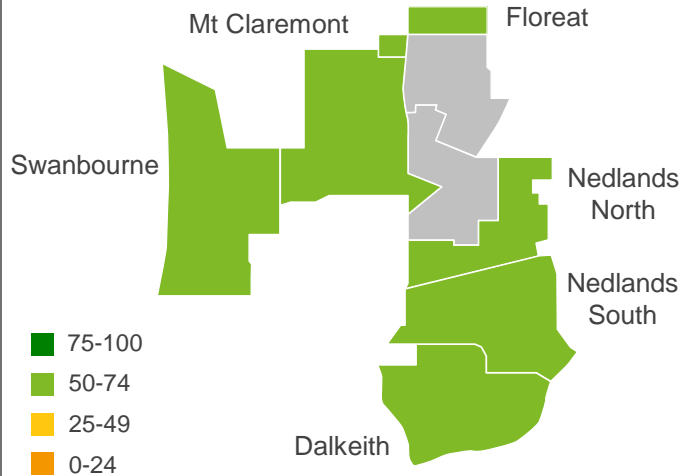
Performance Index Score



City of Nedlands	53
Industry High	60
Industry Average	52

Geographical variances

Performance Index Score



Location

Dalkeith	55
Floreat	56
Mt Claremont	52
Nedlands North	52
Nedlands South	54
Swanbourne	55

Community variances

Performance Index Score

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

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1297). * Positive Rating = excellent, good + okay

Access to public transport

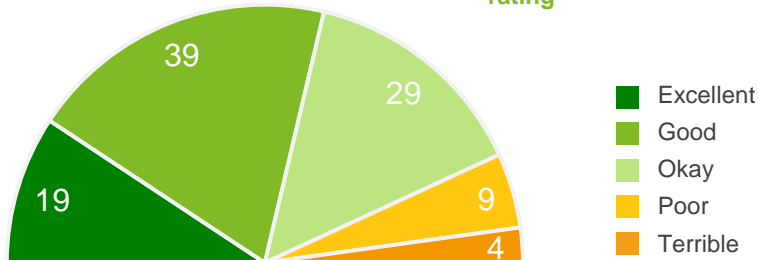
Performance ratings

% of respondents

86%

64

Positive rating*



Trend Analysis

Performance Index Score

63

64

2016

2023

MARKYT Industry Standards

Performance Index Score



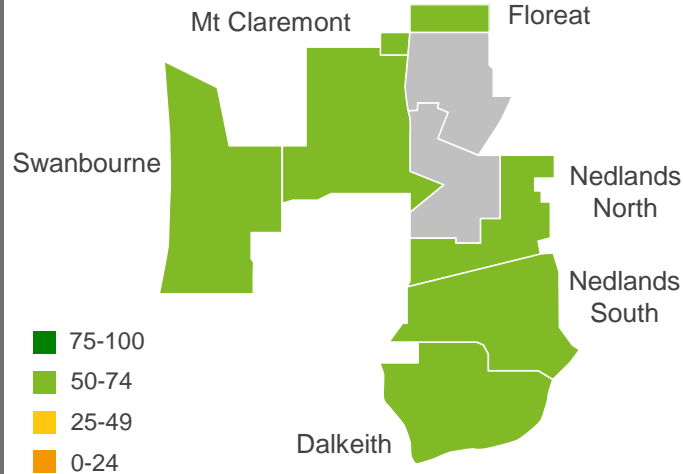
City of Nedlands 64

Industry High 81

Industry Average 53

Geographical variances

Performance Index Score



Location

Dalkeith	62
Floreat	64
Mt Claremont	57
Nedlands North	71
Nedlands South	64
Swanbourne	65

Community variances

Performance Index Score

Gender

Male	67
Female	63

Age

18-34 years	62
35-49 years	67
50-64 years	64
65+ years	64

Age of children

0-4 years	70
5-11 years	63
12-17 years	67
18+ years	64
No children	63

Disability & culture

Disability	61
Mainly speak LOTE	69

Home ownership

Home owner	65
Renting / other	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1348). * Positive Rating = excellent, good + okay

Prosperity

Place to own or operate a business

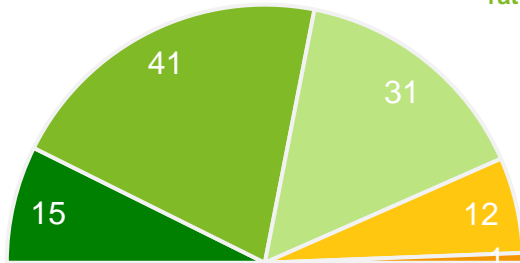
Performance ratings

% of respondents

87%

64

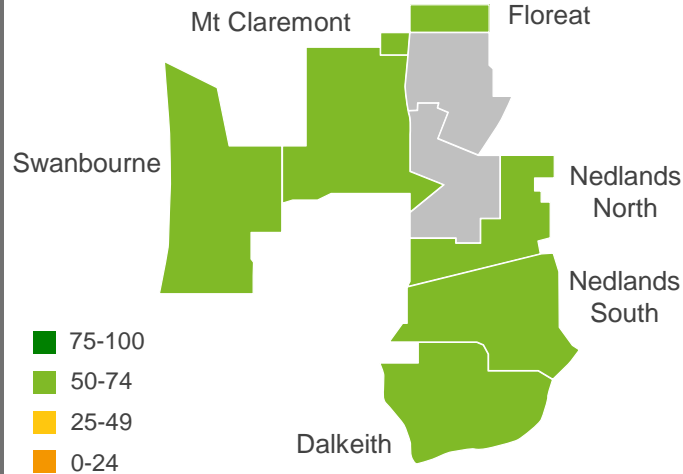
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	64
Floreat	67
Mt Claremont	67
Nedlands North	62
Nedlands South	64
Swanbourne	70

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender

Male	64
Female	65

Age of children

0-4 years	63
5-11 years	64
12-17 years	67
18+ years	65
No children	64

Disability & culture

Disability	66
------------	----

Mainly speak LOTE **55**

Age

18-34 years	63
35-49 years	60
50-64 years	66
65+ years	68

Home ownership

Home owner	63
Renting / other	67

MARKYT Industry Standards

Performance Index Score



City of Nedlands	64
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 = 744). * Positive Rating = excellent, good + okay

Place to visit

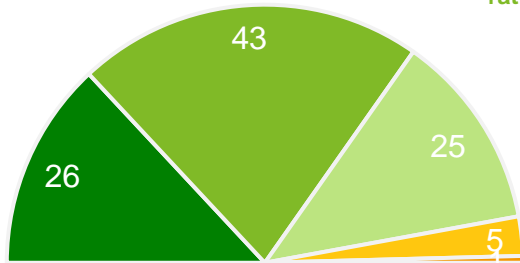
Performance ratings

% of respondents

94%

72

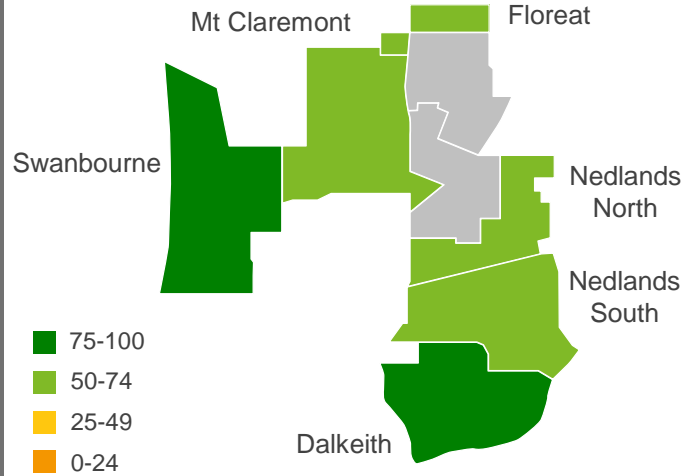
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Location	Performance Index Score
Dalkeith	75
Floreat	74
Mt Claremont	71
Nedlands North	67
Nedlands South	74
Swanbourne	80

Trend Analysis

Performance Index Score

NA

72

2016

2023

Community variances

Performance Index Score

Gender

Male	71
Female	74

Age

18-34 years	69
35-49 years	72
50-64 years	73
65+ years	74

Age of children

0-4 years	67
5-11 years	72
12-17 years	72
18+ years	69
No children	73

Disability & culture

Disability	76
Mainly speak LOTE	73

Home ownership

Home owner	73
Renting / other	70

MARKYT Industry Standards

Performance Index Score



City of Nedlands	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 = 1441). * Positive Rating = excellent, good + okay

Economic development and job creation

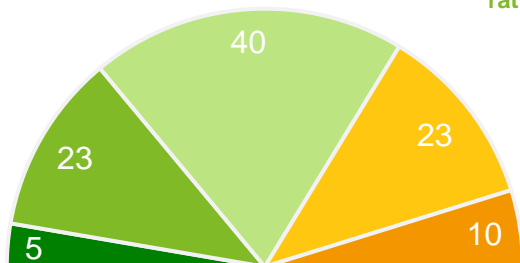
Performance ratings

% of respondents

67%

48

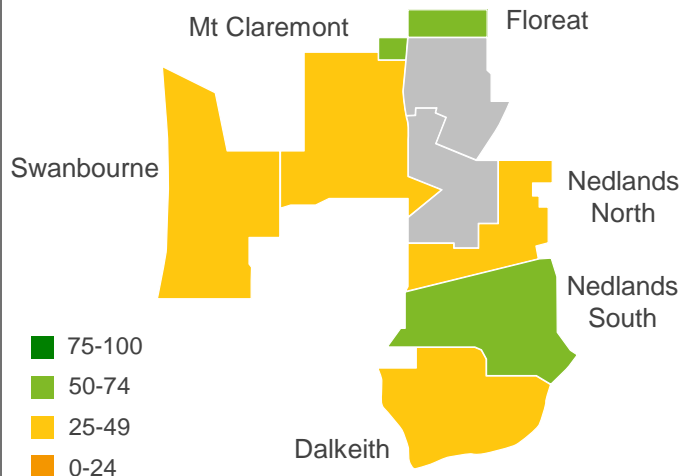
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	45
Floreat	59
Mt Claremont	43
Nedlands North	48
Nedlands South	53
Swanbourne	45

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	48	0-4 years	51	Disability	42
Female	48	5-11 years	43	Mainly speak LOTE	49
Age		12-17 years	49	Home ownership	
18-34 years	53	18+ years	51	Home owner	47
35-49 years	47	No children	46	Renting / other	51
50-64 years	44				
65+ years	46				

MARKYT Industry Standards

Performance Index Score



City of Nedlands	48
Industry High	56
Industry Average	42

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 647). * Positive Rating = excellent, good + okay

Development and activation of town centres and local shopping areas

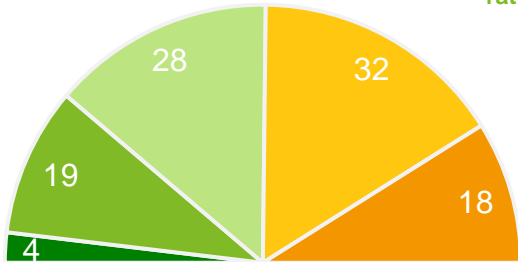
Performance ratings

% of respondents

50%

40

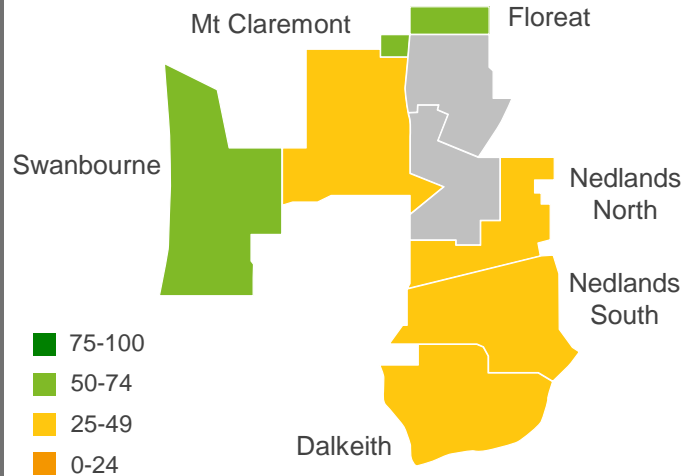
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Dalkeith	44
Floreat	55
Mt Claremont	44
Nedlands North	33
Nedlands South	37
Swanbourne	52

Trend Analysis

Performance Index Score

NA

40

2016

2023

Community variances

Performance Index Score

Gender

Male	38
Female	41

Age of children

0-4 years	39
5-11 years	37
12-17 years	41
18+ years	38
No children	40

Disability & culture

Disability	35
Mainly speak LOTE	39

Age

18-34 years	41
35-49 years	39
50-64 years	37
65+ years	41

Home ownership

Home owner	39
Renting / other	45

MARKYT Industry Standards

Performance Index Score



City of Nedlands	40
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 = 1229). * Positive Rating = excellent, good + okay

Access to education, training and personal development opportunities

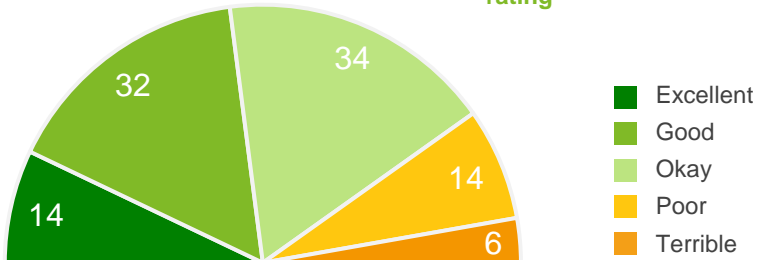
Performance ratings

% of respondents

80%

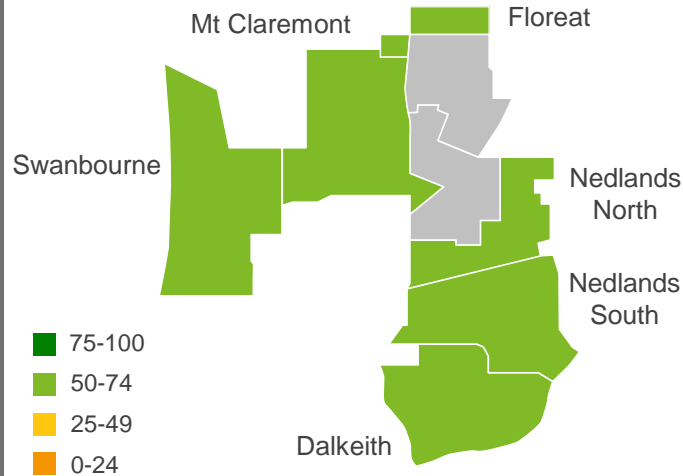
59

Positive rating*



Geographical variances

Performance Index Score



Location

Location	Performance Index Score
Dalkeith	58
Floreat	66
Mt Claremont	51
Nedlands North	62
Nedlands South	62
Swanbourne	58

Trend Analysis

Performance Index Score



Community variances

Performance Index Score

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

MARKYT Industry Standards

Performance Index Score



City of Nedlands	59
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 = 833). * Positive Rating = excellent, good + okay

Library services

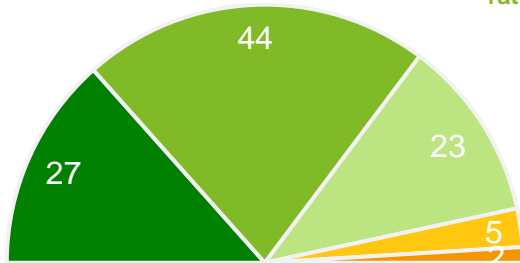
Performance ratings

% of respondents

93%

72

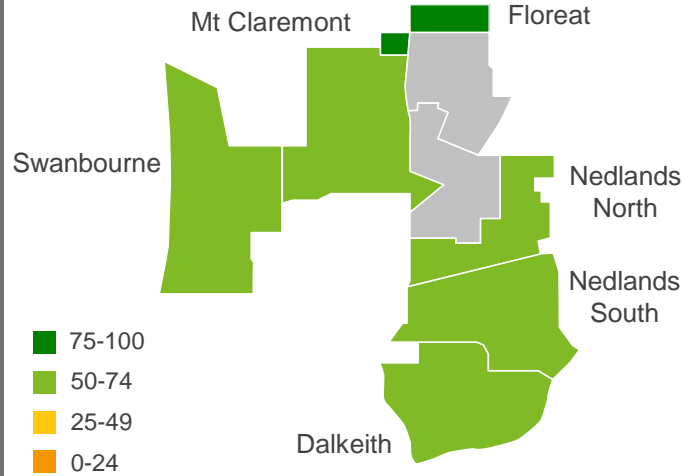
Positive rating*



- Excellent
- Good
- Okay
- Poor
- Terrible

Geographical variances

Performance Index Score



Location

Location	Score
Dalkeith	72
Floreat	75
Mt Claremont	70
Nedlands North	73
Nedlands South	74
Swanbourne	67

Trend Analysis

Performance Index Score

73

72

2016

2023

Community variances

Performance Index Score

Gender

Male	71
Female	73

Age of children

0-4 years	68
5-11 years	69
12-17 years	70
18+ years	70
No children	74

Disability & culture

Disability	71
Mainly speak LOTE	65

Age

18-34 years	67
35-49 years	72
50-64 years	71
65+ years	77

Home ownership

Home owner	73
Renting / other	69

MARKYT Industry Standards

Performance Index Score



City of Nedlands	72
Industry High	82
Industry Average	71

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1248). * Positive Rating = excellent, good + okay

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	LOTE	Dalkeith	Floreat	Mt Claremont	Nedlands North	Nedlands South	Swanbourne
Place to live	85	85	88	86	85	85	82	84	85	85	86	84	85	86	85	84	89	79	81	85	86	89
PERFORMANCE																						
Governing organisation	51	49	59	49	52	51	46	49	50	48	53	50	45	54	52	52	52	49	51	49	50	52
Value for money from rates	46	44	56	45	46	49	39	40	42	44	45	43	42	52	40	44	52	38	41	45	48	45
Council's leadership	37	36	46	35	40	37	33	33	38	41	37	35	34	41	32	37	38	45	37	35	37	39
Advocacy & lobbying	36	35	42	35	37	37	40	34	37	34	39	37	32	39	30	37	39	44	35	34	36	37
Consultation	39	38	44	39	39	38	34	39	43	39	35	40	39	41	39	34	43	44	36	38	39	39
Communication	44	42	51	45	43	43	41	42	47	45	45	43	43	44	40	41	47	46	42	46	42	43
Customer service	55	55	55	53	57	55	45	54	57	58	50	53	55	57	53	43	56	59	52	57	53	59
Embracing change, innovation and technology	44	44	45	41	48	45	35	40	46	48	43	41	43	48	41	43	46	49	44	42	44	43
Council's plans for the future	41	39	53	42	40	42	33	38	43	45	44	42	40	41	37	44	44	49	40	41	40	43
City's website	55	53	64	56	54	55	55	51	54	57	58	54	53	55	47	54	55	54	53	55	54	55
City's e-newsletter	52	50	59	52	52	51	50	48	52	57	52	49	51	53	44	50	53	53	49	50	51	50
City's social media posts	49	47	58	48	51	48	56	46	47	54	52	48	47	49	38	47	49	52	46	46	52	43
Your Voice Nedlands	51	48	62	53	49	50	51	51	54	50	57	50	47	51	47	53	52	49	47	51	51	45
PEOPLE																						
Youth services and facilities	50	49	51	53	47	49	45	53	49	48	53	48	47	52	61	58	51	51	53	48	51	50
Family and children services and facilities	59	58	64	60	57	62	45	58	59	61	60	57	58	62	64	59	59	54	57	59	61	60
Seniors' services and facilities	61	60	66	63	60	59	69	63	62	60	72	62	57	57	65	71	61	57	63	61	62	59
Disability access and inclusion	58	58	58	60	56	56	61	56	56	56	61	59	55	57	57	63	61	59	52	56	63	56
Respect for First Nations culture and heritage	55	56	53	60	51	52	58	51	54	59	55	56	53	59	64	63	60	51	53	52	60	53
Multiculturalism / cultural diversity	55	54	56	56	53	54	49	51	54	59	58	51	52	58	55	52	59	56	49	54	58	54
Volunteer recognition and support	58	59	55	55	62	56	65	61	60	60	52	61	59	61	65	62	56	61	59	58	61	57
Health and community services	65	64	67	67	63	65	65	67	65	64	67	67	62	65	67	67	65	63	63	66	68	62
Sport and recreation facilities and services	65	67	59	65	66	68	58	67	65	65	56	66	68	70	69	62	65	66	68	63	65	72
Festivals, events, art and cultural activities	57	58	55	58	57	57	53	57	60	58	52	58	58	59	55	51	59	62	56	54	59	65
Community safety and crime prevention	60	59	67	61	60	59	68	57	58	63	68	58	58	58	58	60	62	59	59	60	62	57
Lighting of streets and public places	58	58	61	59	58	58	63	55	57	59	59	56	58	60	50	54	60	50	54	52	65	66
Animal management	61	60	67	60	63	61	66	59	61	62	66	61	62	59	55	61	61	68	56	61	64	63

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	LOTE	Dalkeith	Floreat	Mt Claremont	Nedlands North	Nedlands South	Swanbourne
PLANET																						
Sustainable practices / climate change	54	55	52	53	56	53	52	54	56	58	52	57	55	55	55	62	56	62	55	50	56	58
Conservation and environmental management	56	57	54	57	55	55	54	56	57	58	53	59	56	56	57	63	61	63	55	51	57	61
River foreshore management	61	61	63	61	62	60	66	61	61	61	64	62	59	60	59	64	62	67	62	59	62	61
Swanbourne Beach and coastal management	63	63	63	62	65	62	69	61	61	65	67	65	59	62	64	75	67	69	61	64	63	59
Waste management	63	62	66	62	63	65	51	56	62	63	59	58	63	69	54	55	64	72	60	65	61	60
Noise, pollution, pests, food inspections, etc	60	59	64	61	60	60	62	58	61	61	61	61	59	61	56	57	63	56	56	61	62	61
Natural disaster management	52	51	56	52	53	51	54	48	55	56	52	55	50	52	46	49	52	56	49	52	56	54
PLACE																						
Responsible growth and development	35	34	41	34	35	34	34	34	35	33	39	35	32	34	39	47	34	46	41	31	31	41
Planning and building approvals	32	31	37	34	30	31	33	31	34	30	34	34	29	31	30	35	35	43	36	28	27	41
Housing	55	56	50	55	56	55	59	56	57	52	57	57	52	55	55	65	56	58	55	53	56	55
Local history and heritage	55	55	57	56	55	55	58	56	55	51	59	57	51	55	62	59	57	60	59	54	53	57
Community buildings, halls and toilets	56	56	55	57	55	56	55	54	55	55	51	58	55	58	52	53	58	45	55	53	59	57
Playgrounds, parks and reserves	68	68	71	69	68	69	57	65	69	73	66	68	69	70	71	68	73	53	66	68	70	68
Streetscapes, trees and verges	59	57	66	62	56	58	54	60	63	60	63	59	58	57	64	67	64	51	54	58	61	59
Footpaths, trails and cycleways	58	57	62	60	56	58	56	55	59	59	60	57	58	57	55	64	58	48	54	57	61	60
Local roads	62	60	72	62	62	62	69	59	63	63	68	61	61	60	57	63	63	55	56	63	65	64
Parking management	53	53	54	52	54	53	59	52	55	52	55	53	53	54	50	57	55	56	52	52	54	55
Public transport	64	65	63	67	63	63	70	63	67	64	62	67	64	64	61	69	62	64	57	71	64	65
PROSPERITY																						
Place to own or operate a business	64	63	67	64	65	64	63	64	67	65	63	60	66	68	66	55	64	67	67	62	64	70
Place to visit	72	73	70	71	74	73	67	72	72	69	69	72	73	74	76	73	75	74	71	67	74	80
Economic development and job creation	48	47	51	48	48	46	51	43	49	51	53	47	44	46	42	49	45	59	43	48	53	45
Town centres / local shopping areas	40	39	45	38	41	40	39	37	41	38	41	39	37	41	35	39	44	55	44	33	37	52
Education, training and personal development	59	58	61	60	57	58	58	57	62	60	64	59	54	58	53	58	58	66	51	62	62	58
Library services	72	73	69	71	73	74	68	69	70	70	67	72	71	77	71	65	72	75	70	73	74	67

MARKYT community priorities

Other stakeholder groups

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

- 1 Youth services and facilities
- 2 Family and children services and facilities
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations culture
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Health and community services
- 9 Sport and recreation facilities and services
- 10 Festivals, events, art and cultural activities
- 11 Community safety and crime prevention
- 12 Lighting of streets and public places
- 13 Animal management
- 14 Sustainable practices / climate change
- 15 Conservation / environmental management
- 16 River foreshore management
- 17 Swanbourne Beach / coastal management
- 18 Waste management
- 19 Environmental health management
- 20 Natural disaster management
- 21 Responsible growth and development
- 22 Planning and building approvals
- 23 Housing
- 24 Local history and heritage
- 25 Community buildings, halls and toilets
- 26 Playgrounds, parks and reserves
- 27 Streetscapes, trees and verges
- 28 Footpaths, trails and cycleways
- 29 Local roads
- 30 Parking management
- 31 Public transport
- 32 Economic development and job creation
- 33 Town centres / local shopping areas
- 34 Education, training, personal development
- 35 Library services
- 36 Council's leadership
- 37 Advocacy & lobbying
- 38 Consultation
- 39 Communication
- 40 Customer service
- 41 Embracing change and innovation

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

Q. Over the next 10 years, which areas would you mostly like the City of Nedlands to focus on improving? Base: All respondents, excludes no response (n = 108)

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25 30

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- 1 Youth services and facilities
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- 28 Footpaths, trails and cycleways
- 29 Local roads
- 30 Parking management
- 31 Public transport
- 32 Economic development and job creation
- 33 Town centres / local shopping areas
- 34 Education, training, personal development
- 35 Library services
- 36 Council's leadership
- 37 Advocacy & lobbying
- 38 Consultation
- 39 Communication
- 40 Customer service
- 41 Embracing change and innovation

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 Nedlands to focus on improving? Base: All respondents, excludes no response (n = 52)

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

PERFORMANCE INDEX SCORE

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE



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- 1 Youth services and facilities
- 2 Family and children services and facilities
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- 38 Consultation
- 39 Communication
- 40 Customer service
- 41 Embracing change and innovation

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 Nedlands to focus on improving? Base: All respondents, excludes no response (n = 36)



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MARKYT 