

City of Rockingham

➤ 2019 Customer Satisfaction Survey Outcomes

January 2020

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Introduction

The study

In 2019, the City of Rockingham designed and managed a Customer Satisfaction Survey to:

- Evaluate communication and engagement with the City
- Measure usage, importance and performance of selected services and facilities

Usage and importance was measured with a 5 point scale from 1 to 5. Performance was also measured with a 5 point scale, from 1 to 5 with point 6 intended to be an 'unsure' response[^].

In October, the City printed and distributed survey invitations to 4,000 randomly selected households; 2,000 by post and 2,000 by email. The online survey was programmed and hosted by the City of Rockingham. Residents were invited to complete the survey in hard copy or online by 15 November 2019. A prize draw was offered as an incentive to complete the survey.

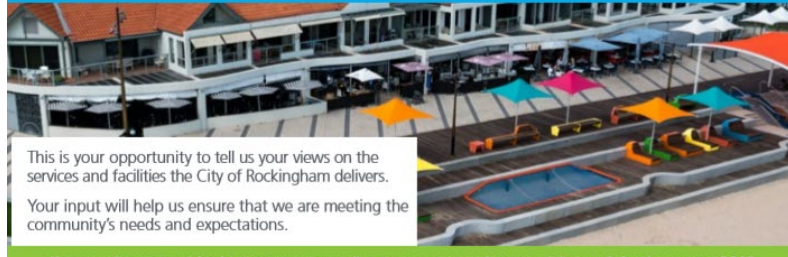
658 responses were submitted, minimising the sampling error to $\pm 3.81\%$ @ 95% confidence interval. Online data and hard copy responses were provided to CATALYSE[®] Pty Ltd for data entry, processing and analysis. An age and gender bias was corrected with weighting to match the general population based on the ABS Census. Data was analysed using SPSS, an advanced statistical package. Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

[^] Moving forward it is recommended that the questionnaire is updated so that 'unsure' is represented by the scale point 98 and that a vertical bar separates the 1 to 5 performance response scale from the 'unsure' response to reduce ambiguity. There is a risk that respondents rated performance on a 6 point scale from 1 to 6, using 6 to indicate high performance rather than unsure. As unsure responses are excluded from performance analysis, response codes of 6 intended to mean high performance would have been removed from the analysis.

	% of respondents (unweighted)	Weighted
Male	46	49
Female	52	50
Other	<1	<1
Answered together	<1	<1
No response	1	1
18 to 34 years	12	32
35 to 49 years	26	28
50 to 64 years	37	23
65+ years	25	17
Baldivis	24	28
Cooloongup	4	5
Golden Bay	4	4
Hillman	2	1
Karnup	1	2
Port Kennedy	7	8
Rockingham	16	13
Safety Bay	7	7
Secret Harbour	8	7
Shoalwater	5	5
Singleton	2	3
Waikiki	10	9
Warnbro	10	9

Questionnaire

The City of Rockingham Customer Satisfaction Survey 2019



This is your opportunity to tell us your views on the services and facilities the City of Rockingham delivers.

Your input will help us ensure that we are meeting the community's needs and expectations.

If you prefer you could submit your survey online at: surveymonkey.com/r/corsatisfactionsurvey2019

WIN A PRIZE! IN THE DRAW!

You could win: \$1,000 | \$600 | \$400

To enter, mail your completed survey using the reply paid envelope. Write your name, address and telephone number on the slip provided. Completed surveys (including electronic versions) together with your details are to reach us by **Friday 15 November 2019**. Winners will be contacted by telephone. Terms and conditions apply.

All information collected will be used for the purposes of the survey only and no reference will be made to any individual when the findings are interpreted.

If a friend or family member was thinking of relocating, how likely would you be to recommend the City of Rockingham as a place to live?

0 1 2 3 4 5 6 7 8 9 10
(Not at all likely) (Extremely likely)

About you

1. Please indicate your age range: (please tick one)

- ☐ 12 to 17 ☐ 18 to 34 ☐ 35 to 49
☐ 50 to 64 ☐ 65 to 79 ☐ 80+

2. Are you:

- ☐ Male ☐ Female ☐ Other

3. In which suburb do you live? (please tick one)

- ☐ Baldiys ☐ Port Kennedy ☐ Singleton
☐ Cooloongup ☐ Rockingham ☐ Walkiki
☐ Golden Bay ☐ Safety Bay ☐ Warnbro
☐ Hillman ☐ Secret Harbour
☐ Karnup ☐ Shoalwater

Communication and engagement with the City

4. Have you had contact with the City within the past 12 months?

- ☐ Yes ☐ No *If no, please go to question 5*

Was it: (please tick one)

- ☐ In person ☐ By phone ☐ By email
☐ Via the City's website ☐ By letter
☐ Social Media (Facebook/Twitter) ☐ Rock Port

What was the reason for the contact?

In your opinion, how well did the City deal with your interaction? (please tick one)

- ☐ Very well ☐ Well ☐ Fairly well ☐ Poorly ☐ Very poorly

5. Have you shared your thoughts about a community consultation item in the last 12 months?

- ☐ Yes ☐ No

6. What is your preferred way of dealing with the City? (please tick one)

- ☐ In person ☐ By phone ☐ By email ☐ By letter
☐ Via the City's website ☐ Social Media (Facebook/Twitter)
☐ Rock Port ☐ Other (please specify below)

7. What would be your preferred method of finding out City news? (please tick one)

- ☐ Newspaper ☐ City Chronicle ☐ Website
☐ Email newsletter ☐ Monthly Council Meetings
☐ Social Media (Facebook/Twitter) ☐ Rock Port (email updates)
☐ Other (please specify below)



Services and Facilities

For each service or facility listed below please circle the number that best expresses your views for each question.

Question 1

How often do you use the service or facility?

- 1 = Never
2 = Rarely
3 = Quite Often
4 = Often
5 = Very Often

Question 2

What importance do you place on the service or facility?

- 1 = Very Low
2 = Low
3 = Medium
4 = High
5 = Extremely High

Question 3

How well does the City deliver the service or facility?

- 1 = Very Poorly
2 = Poorly
3 = Fairly Well
4 = Well
5 = Very Well
6 = Unsure

Libraries	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Local roads	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Public toilets	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Footpaths and cycleways	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Parks, gardens and picnic areas (including foreshores)	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Reserves and local street lighting	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Boat ramps and jetties	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Sport and recreation centres and playing fields	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Community centres and public halls	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Litter management	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Graffiti vandalism management	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Rubbish collection and recycling	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Arts and cultural programs	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Festivals and events	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Building approvals	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Town Planning approvals	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Attracting investment and supporting business	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Caring for the environment	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Seniors programs	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Seniors facilities	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Youth programs and facilities	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Community safety programs	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Dog and cat management	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Fire management	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Community health and wellbeing	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6
Services for people with disability	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6

Is there anything else you would like to tell us?

Would you like us to contact you regarding the matter?

Yes ☐ No ☐

If yes, please provide contact details.

Phone:

Email:

Strategic Insights

Strategic overview

Overall Performance

5 Year Trend*



Overall performance has remained steady.

Net Promoter Score



+16

Net Promoter Score

The Net Promoter Score can range from -100 to +100. A score of +16 is considered to be good in local government.

Customer Interaction



78

% Very well or well

Performance is fairly steady (up 3% points).

Engagement

Preferred way to deal with the City



Email



Phone

Preferred information channels



Electronic newsletter

CityChronicle
THE CITY OF ROCHESTER'S REGIONAL NEWSLETTER

Printed newsletter

Rubbish collection and recycling



Parks, gardens and picnic areas



Sport and recreation centres and playing fields



Libraries



Over 80% of residents rate these services as performing "well" or "very well".

Attracting investment + supporting business



Building approvals



Town Planning approvals



Youth programs and facilities



Dog and cat management



Services for people with disability



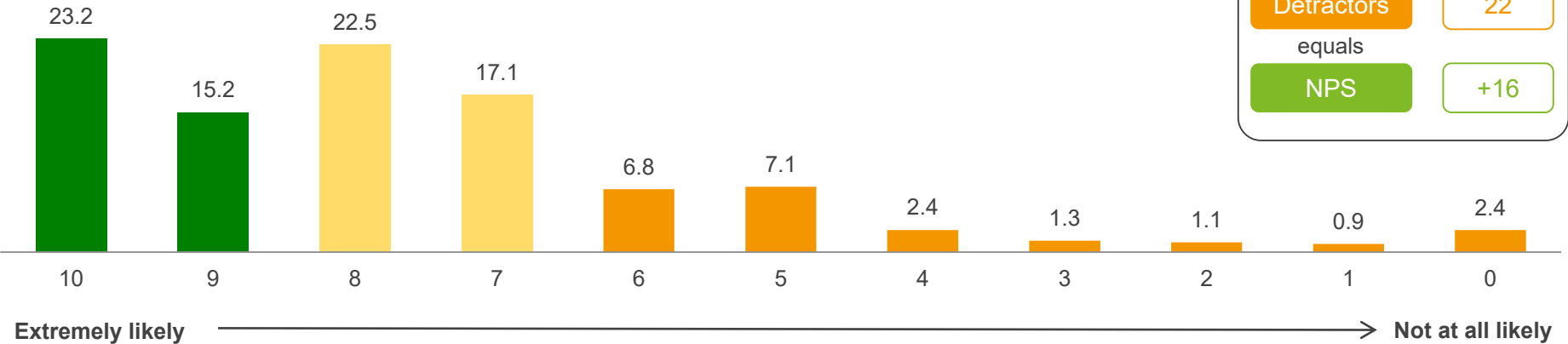
Less than 60% of residents rate these services as performing "well" or "very well".

Net Promoter Score

Likelihood of recommending the City of Rockingham as a place to live

Likelihood of recommending City of Rockingham

% of respondents



Net Promoter Score[^]

Promoters

38

less

Detractors

22

equals

NPS

+16

Variances across the community

Net Promoter Score

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
16	7	24	17	9	14	30	11	40	6	1	37	18	-10	29	12

Q. How likely are you to recommend the City of Rockingham as a place to live?
Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.
Base: All respondents, excludes 'unsure' and 'no response' (n = 572).
* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

[^] NPS can range from -100 to +100

Performance v Importance | services and facilities

This chart, shown in detail overleaf, maps performance (vertical axis) by importance (horizontal axis) by usage (bubble size).

The City of Rockingham is performing best in the most important and highest usage areas, including:

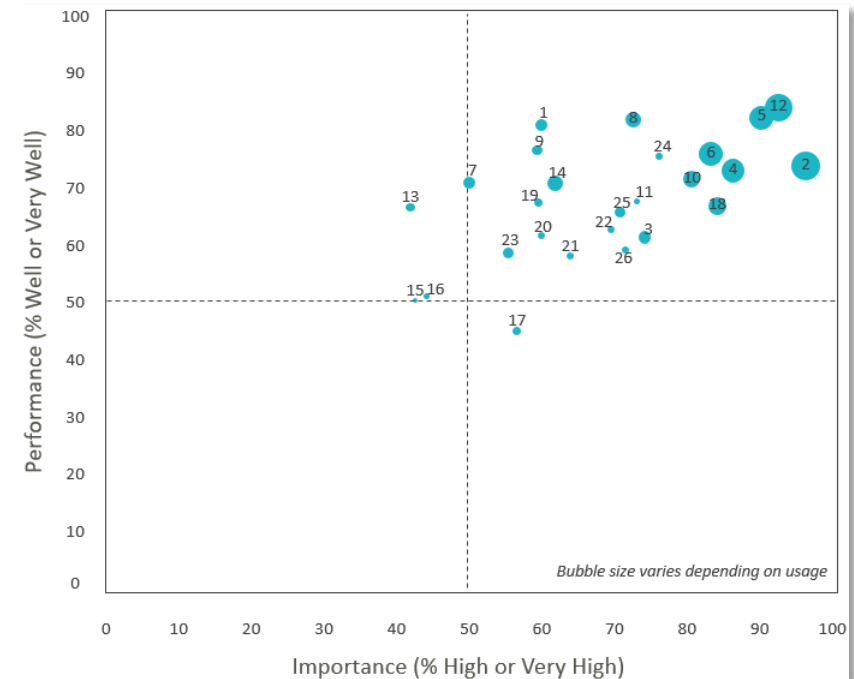
- Rubbish collection and recycling
- Parks, gardens and picnic areas
- Local roads

There is greatest opportunity to enhance performance in the following areas:

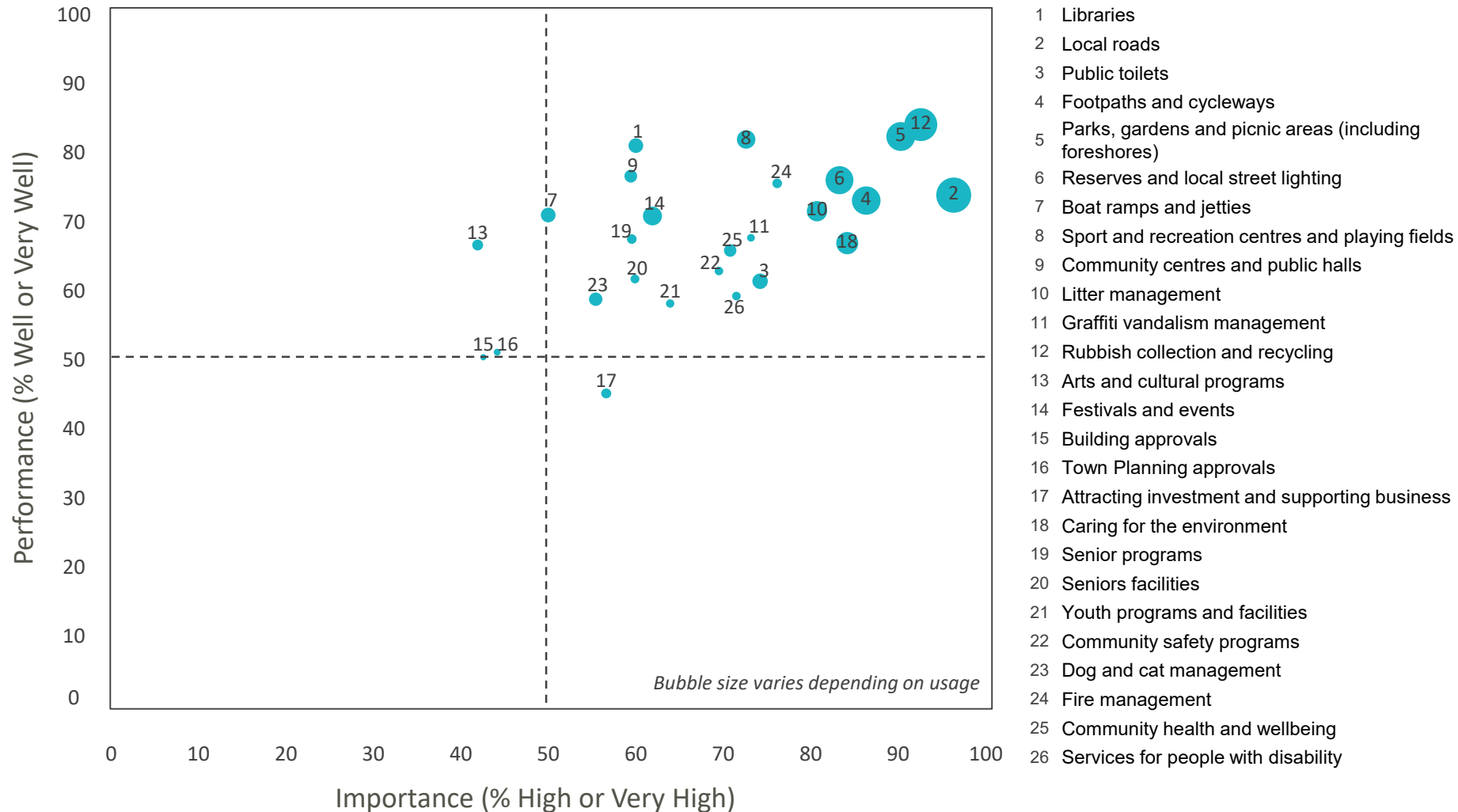
- Attracting investment and supporting business
- Building approvals
- Town Planning approvals

Given the following facilities are performing well and are considered to be relatively important, there is opportunity to improve marketing of services and programs to increase usage:

- Libraries
- Sport and recreation centres and playing fields
- Community centres and public halls



Performance v Importance | services and facilities



Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

Q. How well does the City deliver the service or facility?

Base: All respondents who provided a valid response. Usage (n = varies), Importance (n = varies), Performance (n = varies).

Performance trends | last 12 months

In the City of Rockingham's performance trends chart, detailed overleaf, the stand out improver in Window 2 is town planning approvals, followed by dog and cat management and public toilets. Although performance scores are weaker (relative to other service areas), these areas have seen good improvements over the past 12 months.

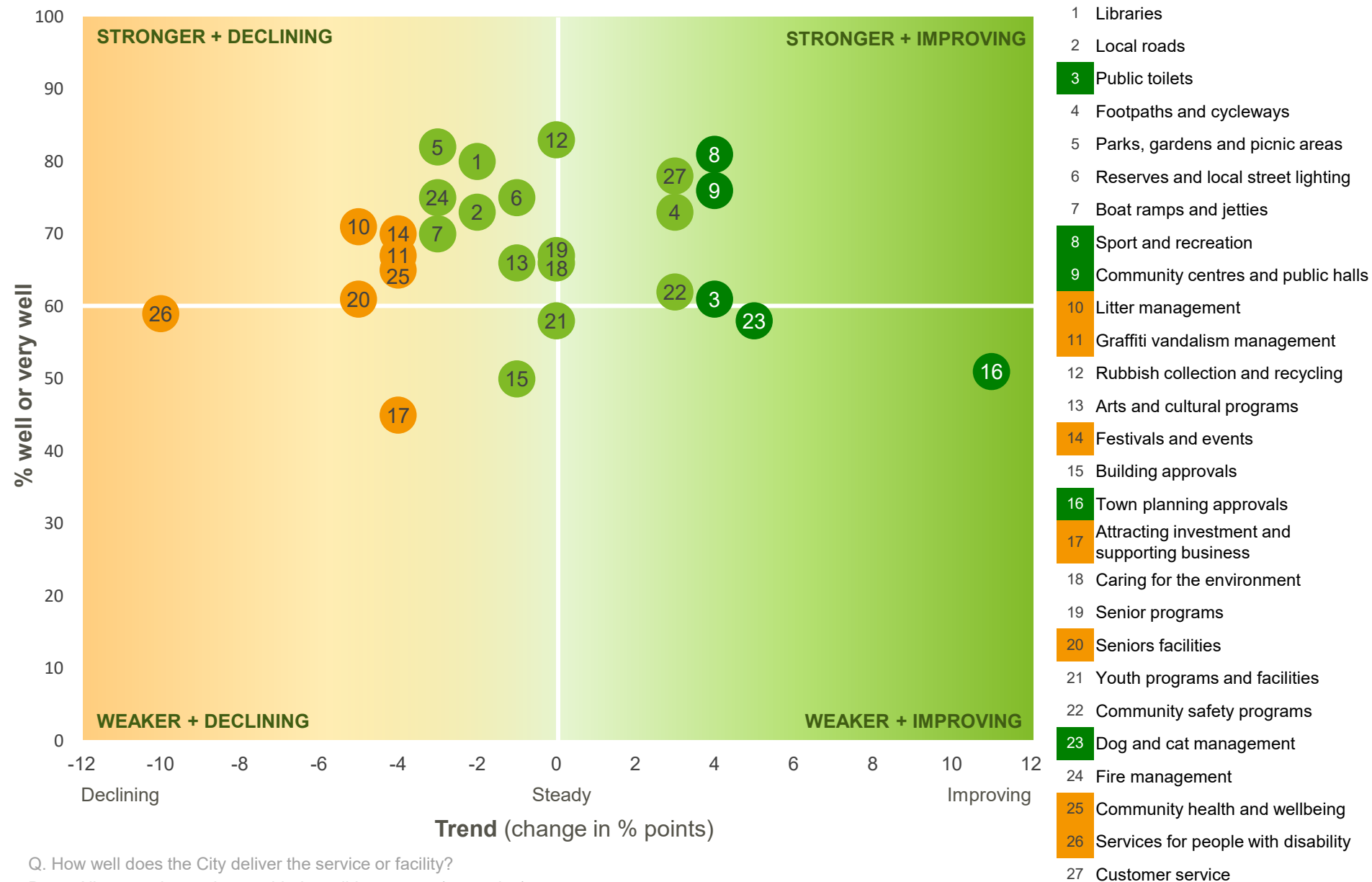
Stronger performing areas in Window 1 that have improved over the past year include sport and recreation and community centres and public halls.

The main areas that have weaker performance scores and have scores that are declining in Window 4 are services for people with a disability, and attracting investment and supporting business. Seniors facilities are sitting close to the border.

Other areas with weaker performance include litter management, community health and wellbeing, graffiti and vandalism management and festivals and events.



Performance trends | last 12 months

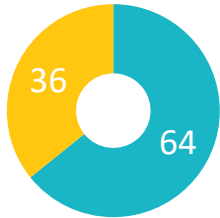


Q. How well does the City deliver the service or facility?
 Base: All respondents who provided a valid response (n = varies).

Communication

Customer contact

Contact over the past 12 months










■ Had contact
■ No contact

% had contact in
past 12 months

5 YEAR TREND

	2015	2016	2017	2018	2019	Trend
% had contact in past 12 months	57	62	62	72	64	▼

Type of contact	♂	♀	18-34	35-49	50-64	65+ yrs	2015	2016	2017	2018	2019	Trend
Phone  50	46	52	54	47	47	50	47	52	52	43	50	=
In person  25	26	25	22	23	32	27	43	42	39	26	25	▼
Email  24	21	26	22	30	20	20	22	21	24	22	24	=
Letter  4	4	5	4	4	4	7	9	8	9	3	4	=
City's website  4	6	1	4	2	3	6	11	8	8	7	4	▼
Rock Port  2	1	3	0	1	3	5	NA	NA	NA	1	2	=
Social Media  1	1	1	0	3	1	0	2	1	2	3	1	=

Q. Have you had contact with the City within that last 12 months... Q. Was it (please tick one)?

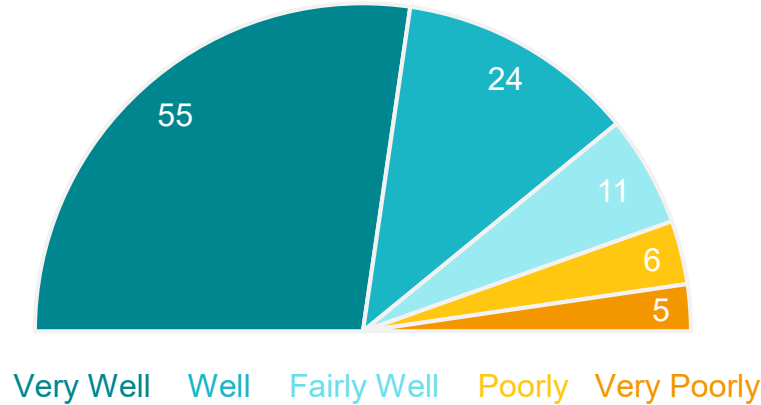
Note: respondents provided multiple responses.

Base: Respondents who have had contact with City over last 12 months, excludes no response (n = 656)

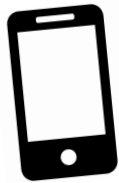
Customer service performance

Overall performance ratings

% of respondents



5 YEAR TREND	2015	2016	2017	2018	2019	Trend
% well + very well	79	82	78	75	78	▲



Phone contact

% Well + Very Well

2015	2016	2017	2018	2019
76	81	77	78	76



In person contact

% Well + Very Well

2015	2016	2017	2018	2019
85	85	85	83	87



Email contact

% Well + Very Well

2015	2016	2017	2018	2019
72	74	70	69	72

Q. In your opinion, how well did the City deal with your interaction?

Base: Respondents who have had contact with City over last 12 months, excludes no response.








Overall (n = 415); Person (n = 104); Phone (n = 203); Email (n = 97)

Preferred way of dealing with the City

Residents mostly prefer to deal with the City via email or over the phone.

Preference for email is highest among people aged 35 to 49 years and women. Preference for email is lowest among seniors. Seniors have a stronger preference for in person contact.

Overall, there is a downward trend in residents preferring to deal with the City over the phone and in person.

Preferred Method		♂	♀	18-34	35-49	50-64	65+ yrs	5 YEAR TREND					Trend
								2015	2016	2017	2018	2019	
Email	 36	32	40	33	46	35	26	31	31	34	36	36	=
Phone	 34	33	35	37	32	32	35	38	41	38	38	34	▼
In person	 19	21	16	14	13	23	34	29	28	28	24	19	▼
City's website	 7	6	8	8	7	7	5	11	12	9	5	7	=
Social Media	 3	4	2	5	4	1	1	2	2	2	2	3	=
Letter	 2	1	3	2	1	2	3	5	6	7	3	2	=
Rock Port	 2	3	2	4	1	2	0	NA	NA	NA	1	2	=

Q. What is your preferred way of dealing with the City? (please tick one)








Base: Those who provided a valid response (n = 640)

Preferred way to receive City news

Residents would mostly prefer to receive City news through an email newsletter, followed by the City Chronicle.

- Preference for email newsletters is highest among people age 35 to 49 years.
- Preference for the City Chronicle is highest among those aged 50+ years.
- Preference for social media is highest among younger adults (18-49 year olds) and females.

Generally, there is a downward trend in residents who prefer to receive City news through a newspaper.

Preferred Method		♂	♀					5 YEAR TREND					
				18-34	35-49	50-64	65+ yrs	2015	2016	2017	2018	2019	Trend
Email newsletter	 37	40	34	37	44	32	31	30	29	31	36	37	=
City Chronicle	 27	27	26	18	21	36	43	36	38	33	25	27	=
Social media	 16	12	21	24	22	10	1	11	17	19	20	16	=
Website	 11	9	12	15	9	7	8	13	17	15	10	11	=
Newspaper	 9	8	10	6	7	11	15	24	21	17	14	9	▼
Rock Port	 4	4	4	4	3	5	4	NA	NA	NA	1	4	=
Monthly Council meetings	 0	0	0	0	0	0	1	1	1	1	1	0	=

Q. What would be your preferred method of finding out City news? (please tick one)

Base: Those who provided a valid response (n = 645)

Community consultation

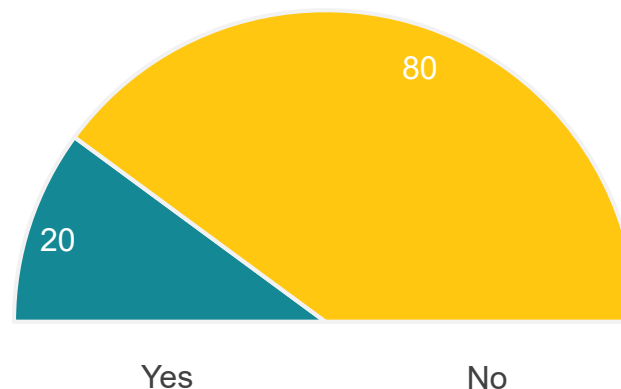
20% of respondents had shared their thoughts about a community consultation item in the past 12 months.

Residents of Safety Bay, Shoalwater and Rockingham, as well as people aged between 50 to 64 years were most likely to have engaged in community consultation.

People aged between 18 to 34 years and residents of Baldivis, Cooloongup, Hillman, Golden Bay, Singleton and Karnup were least likely to have engaged in community consultation.

Have you shared your thoughts about a community consultation item in the past 12 months?

% of respondents



Variances across the community

% of respondents who have shared their thoughts about a community consultation item in the past 12 months.

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
20	21	19	15	19	27	22	14	12	12	17	30	40	23	18	21

Q. Have you shared your thoughts about a community consultation item in the past 12 months?

Base: All respondents, excludes 'no response' (n = 637)

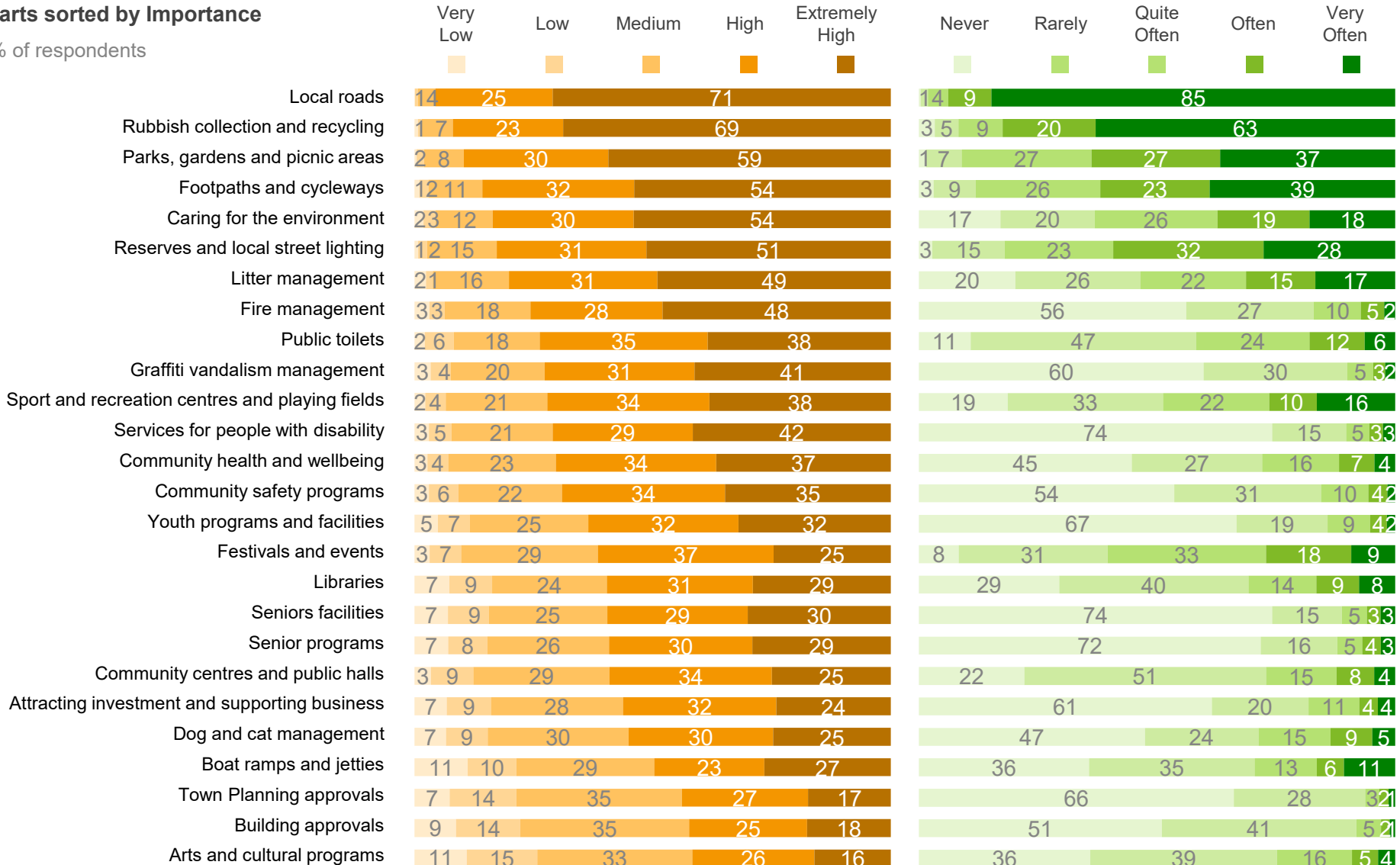
Usage and Importance

2019 Importance

2019 Usage

Charts sorted by Importance

% of respondents



Usage and importance trends | last 12 months

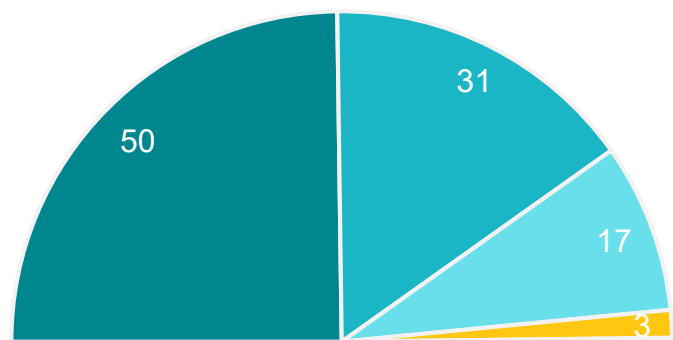
	Usage	Importance
Increasing	No areas have increasing usage.	Areas with increasing importance: Festivals and events Attracting investment and supporting business Community centres and public halls Arts and cultural programs Building approvals
Decreasing	Areas with decreasing usage: Litter management Sport and recreation centres and playing fields Community health and wellbeing	No areas have decreasing importance.

Performance Scorecards

Libraries

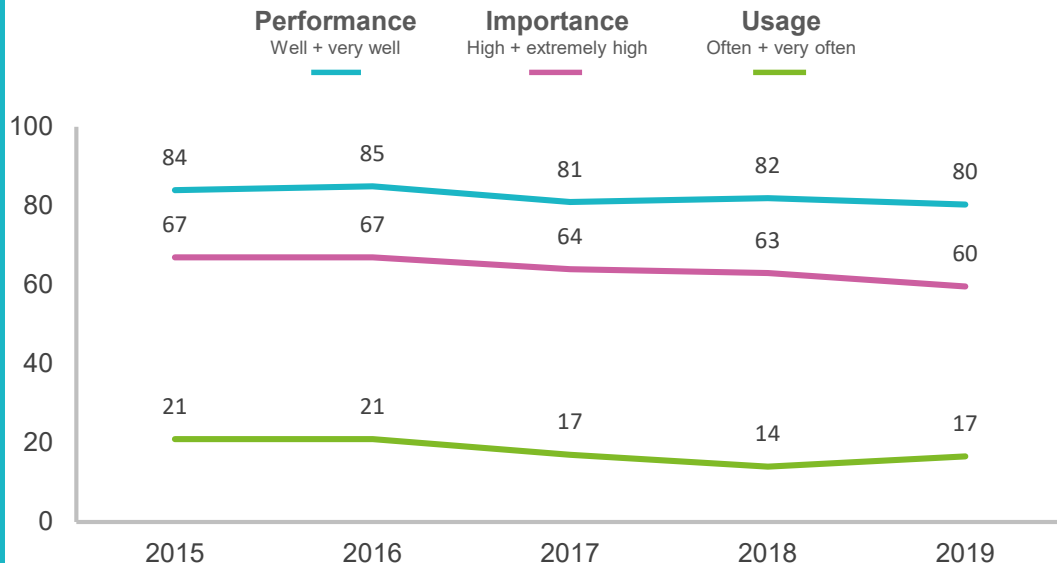
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldvis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
80*	72	87	79	82	79	84	85	94	51	78	84	73	78	89	79

Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

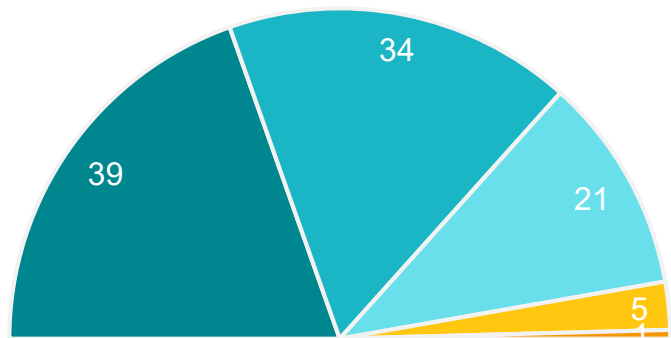
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 465)

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

Local roads

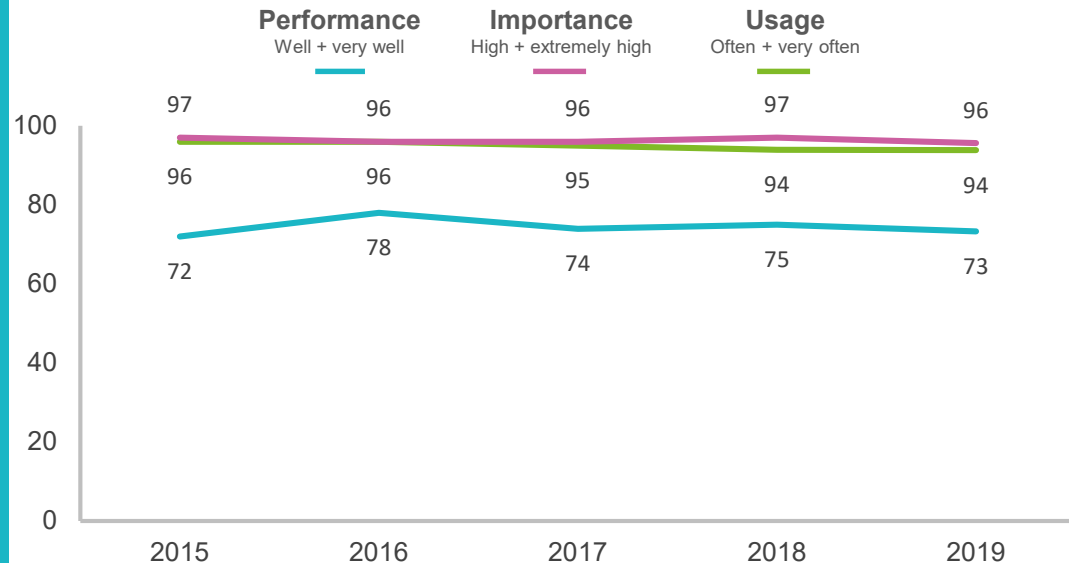
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

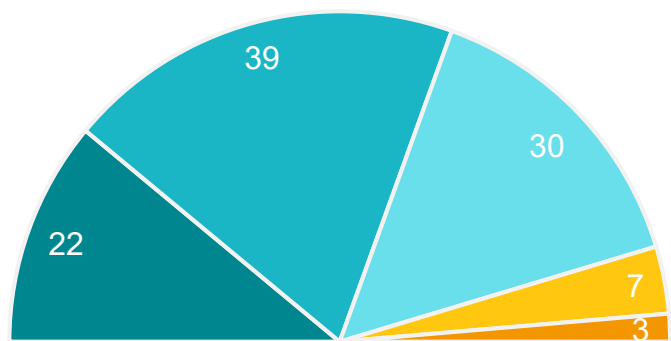
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
73	74	72	67	73	73	85	67	76	70	76	82	70	87	81	68

Public toilets

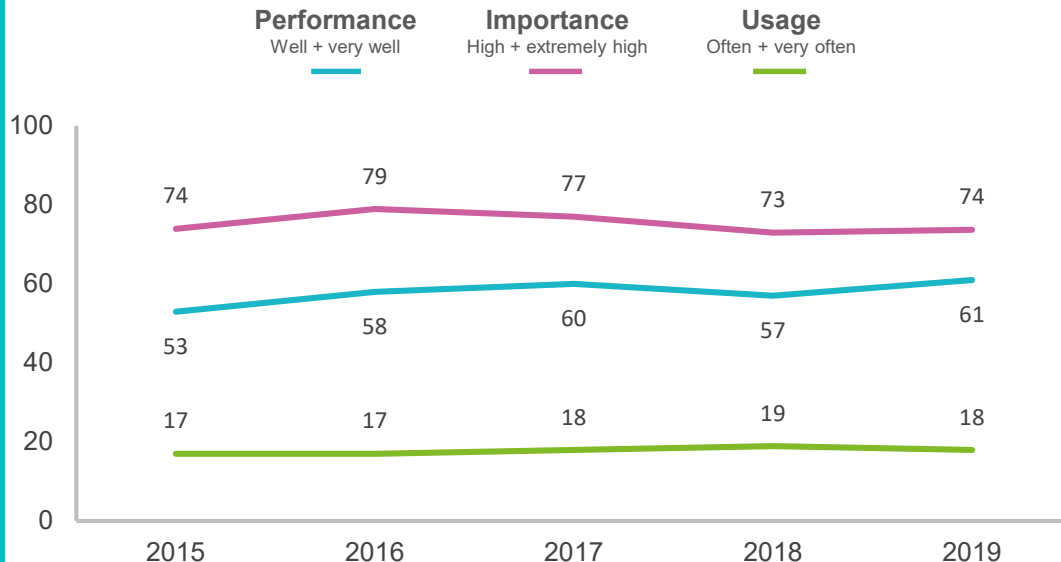
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

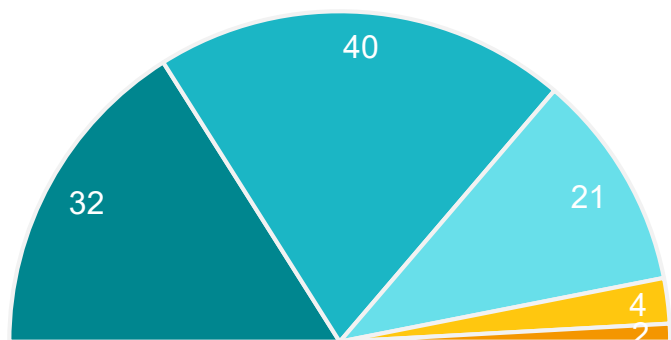
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
61	56	65	51	65	61	77	56	70	51	57	80	58	70	68	52

Footpaths and cycleways

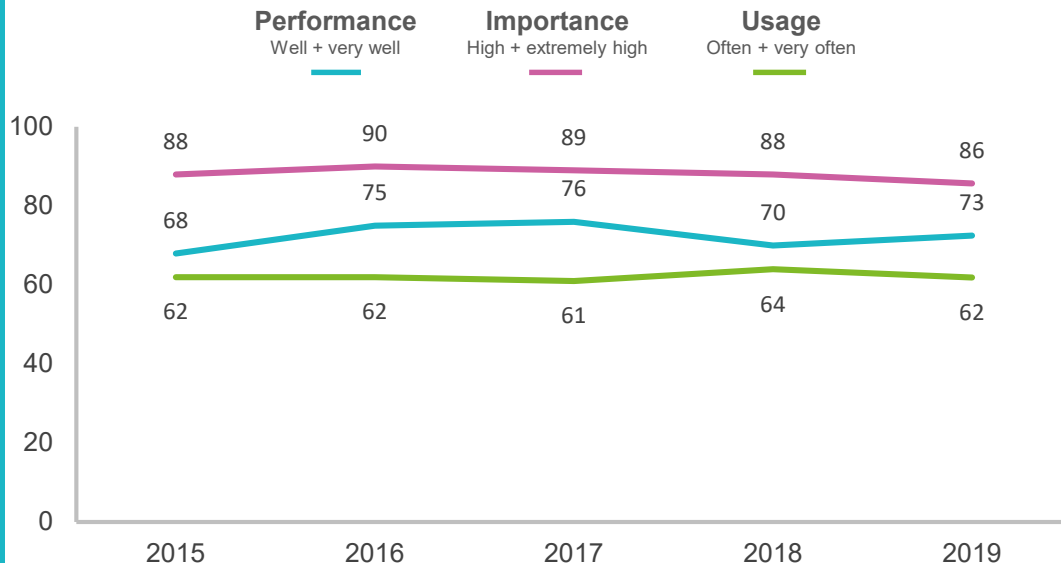
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
73*	71	74	64	73	77	83	69	77	69	60	80	77	76	80	68

Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

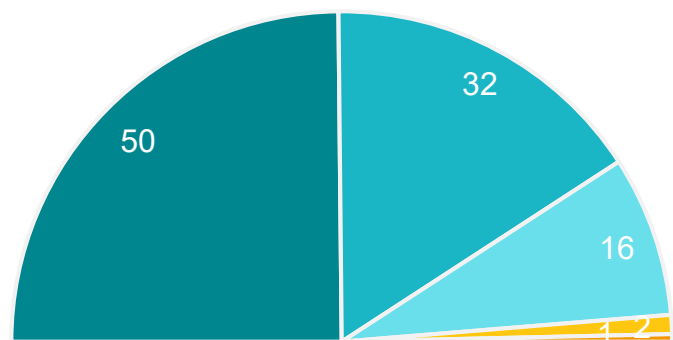
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 551)

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

Parks, gardens and picnic areas (including foreshores)

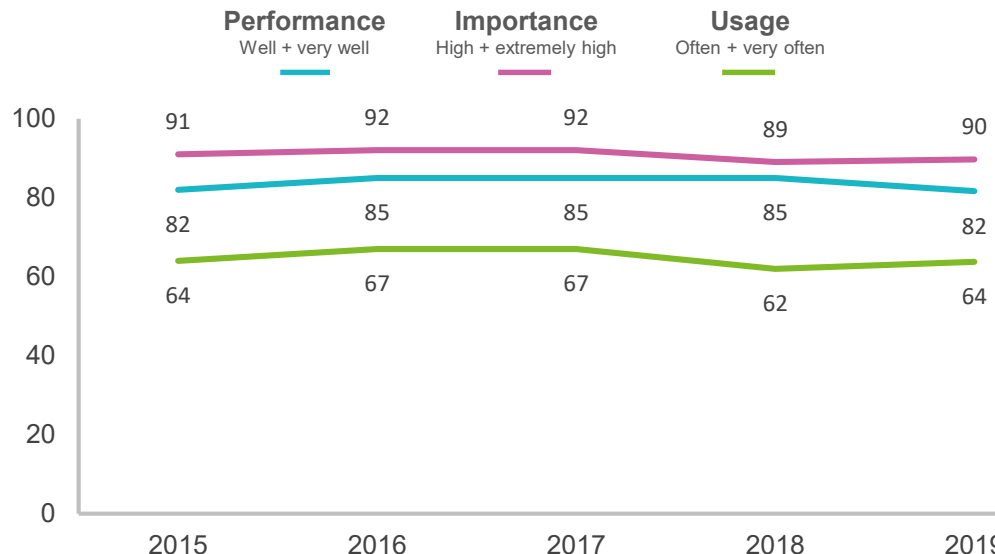
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

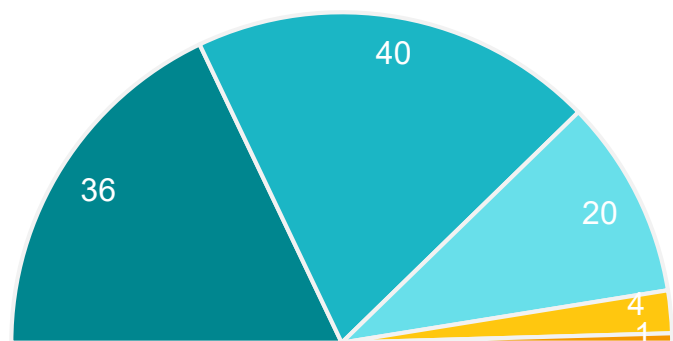
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
82	83	81	75	80	86	91	77	93	83	69	89	84	91	90	71

Reserves and local street lighting

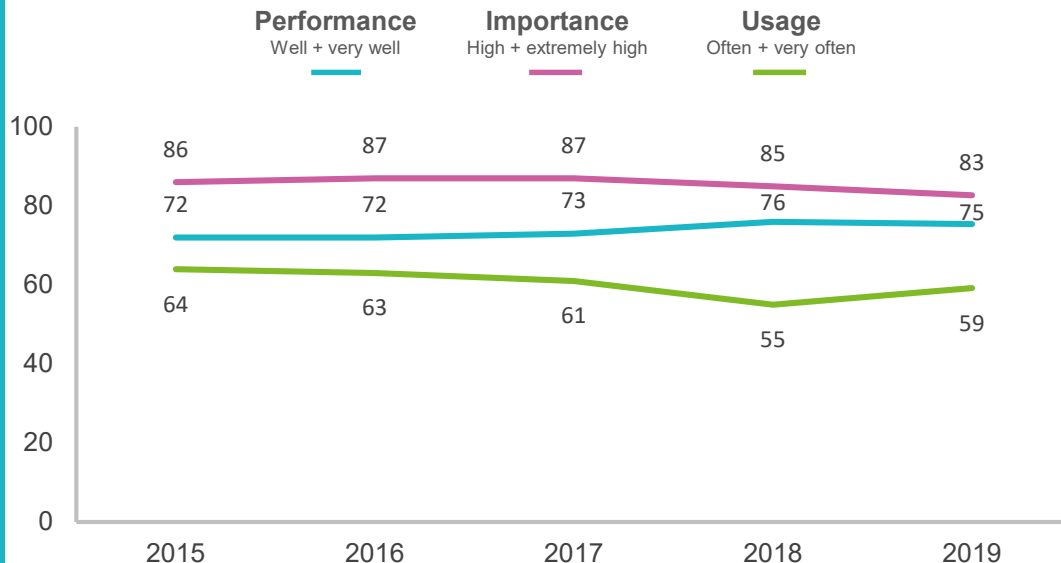
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
75*	73	77	71	74	76	86	72	85	75	69	85	80	67	77	74

Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

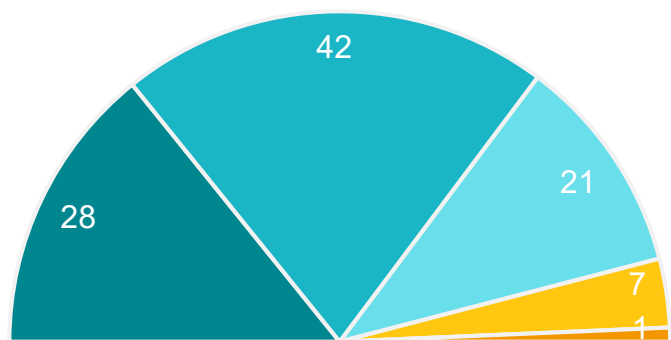
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 544)

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

Boat ramps and jetties

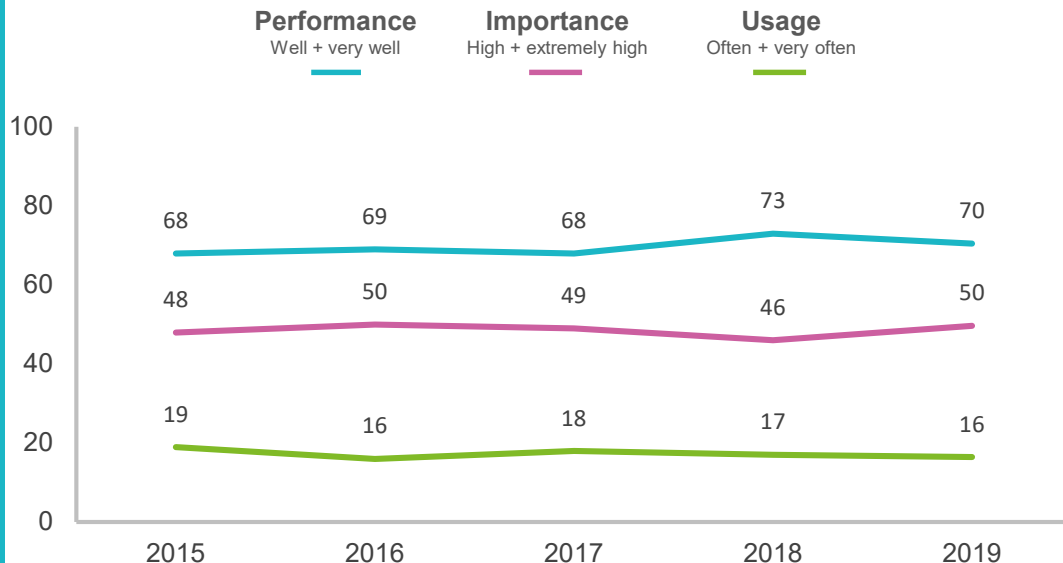
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

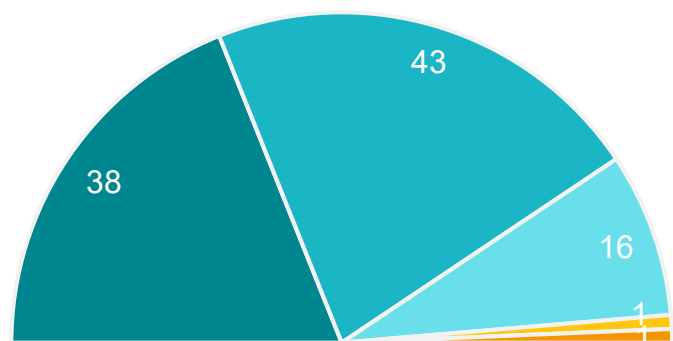
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
70	71	69	68	70	72	75	75	85	61	60	80	75	57	77	56

Sport and recreation centres and playing fields

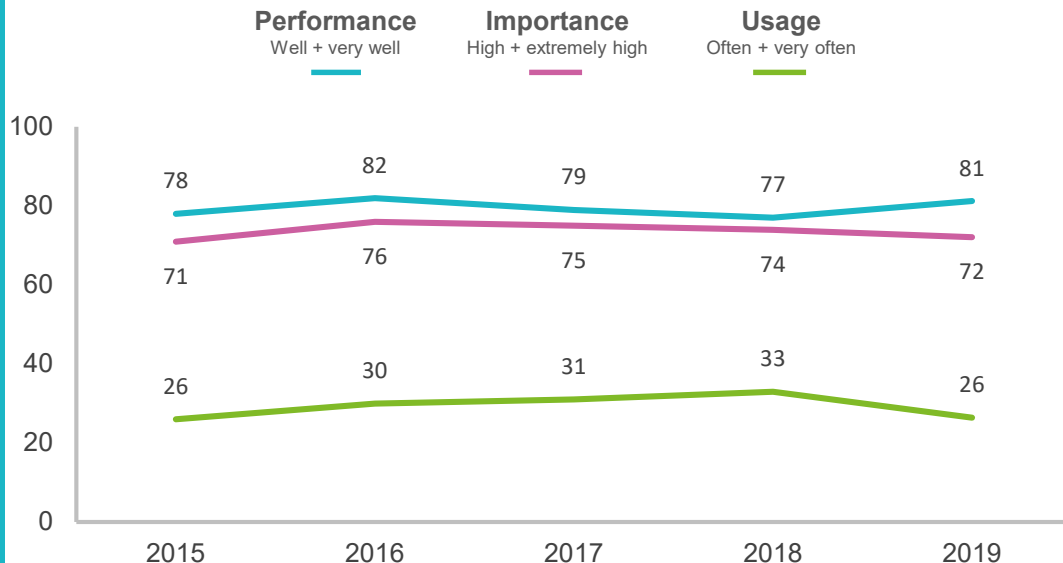
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

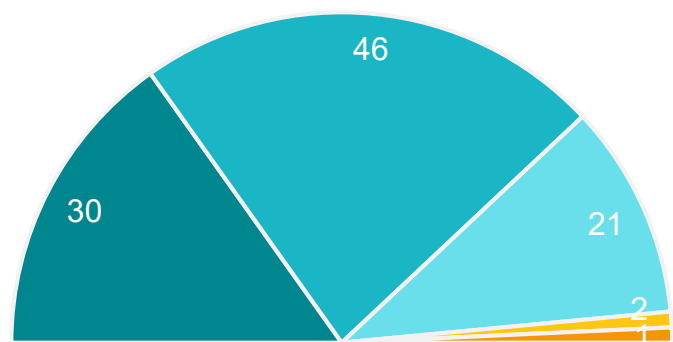
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
81	84	78	71	84	83	92	74	93	89	77	93	86	88	83	65

Community centres and public halls

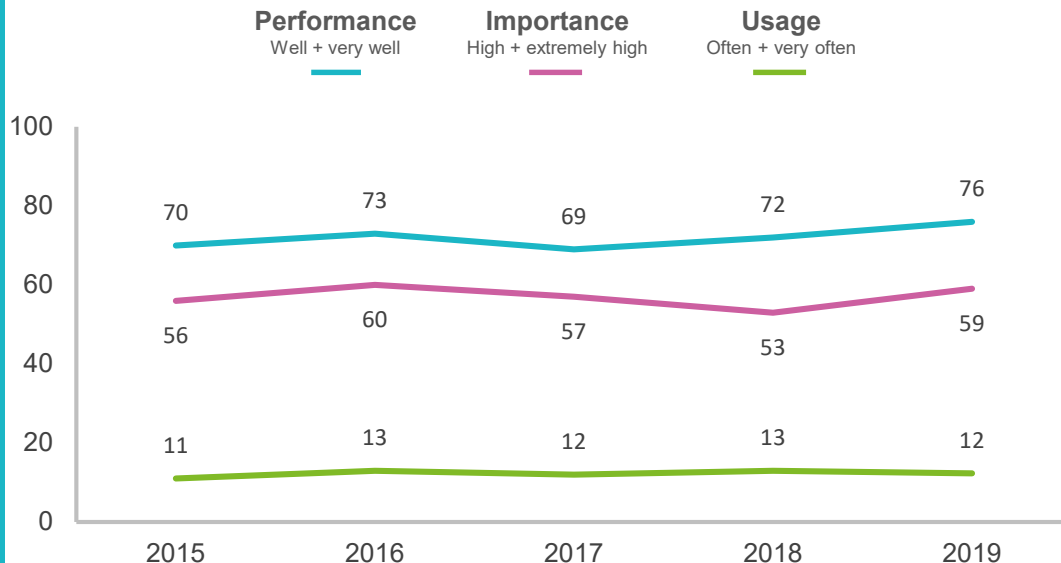
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

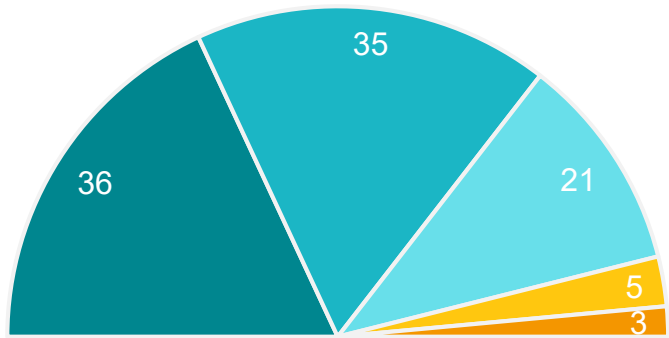
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
76	81	71	73	72	78	85	75	87	83	78	85	80	63	77	60

Litter management

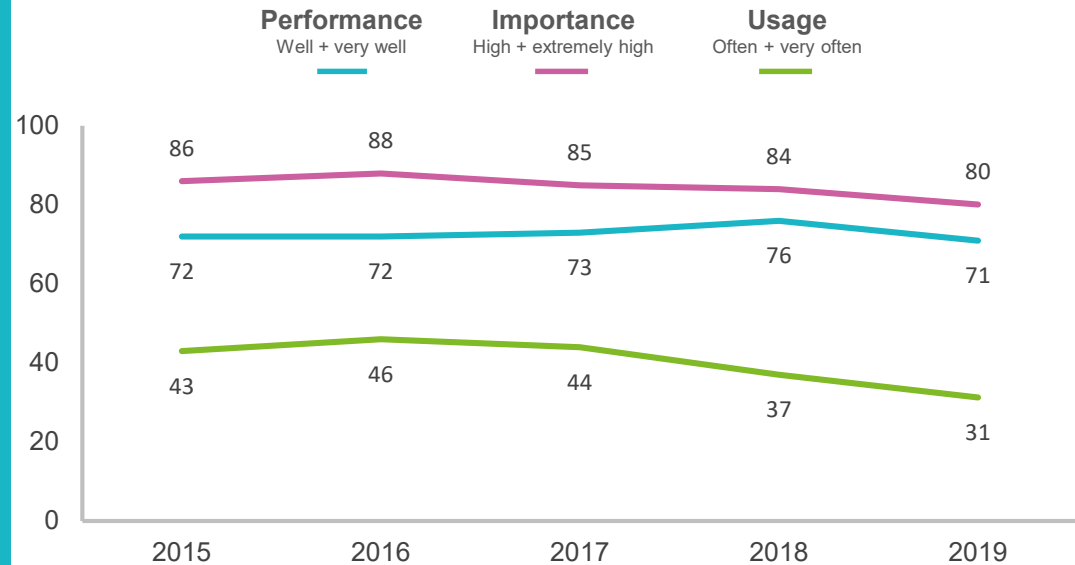
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

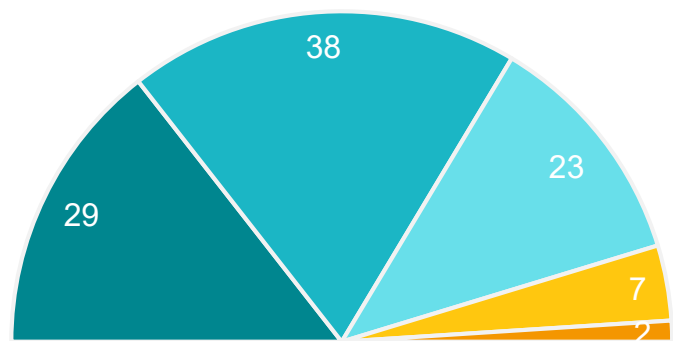
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
71	69	74	56	74	77	84	65	95	59	76	87	67	72	78	61

Graffiti vandalism management

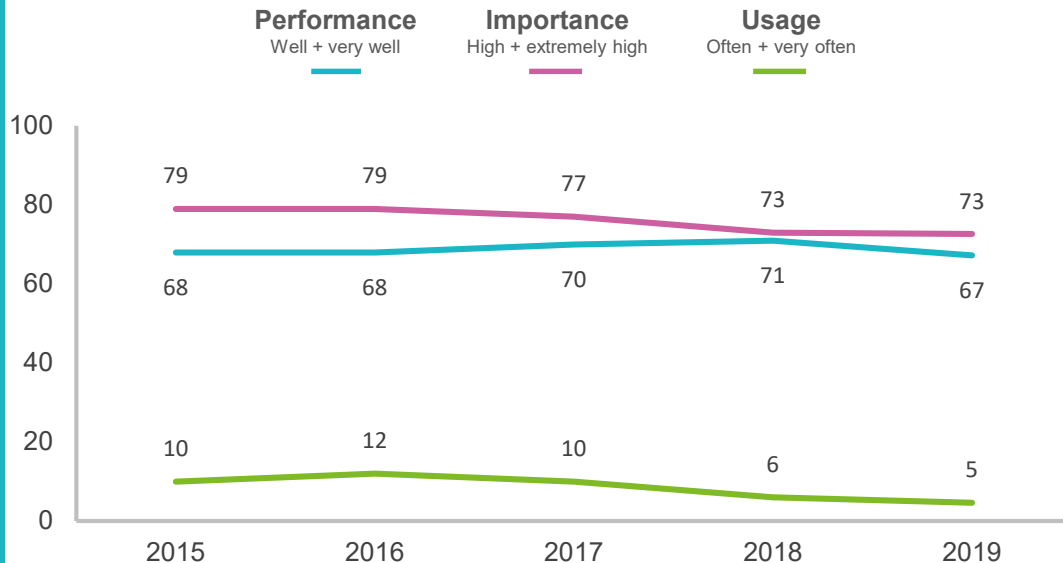
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

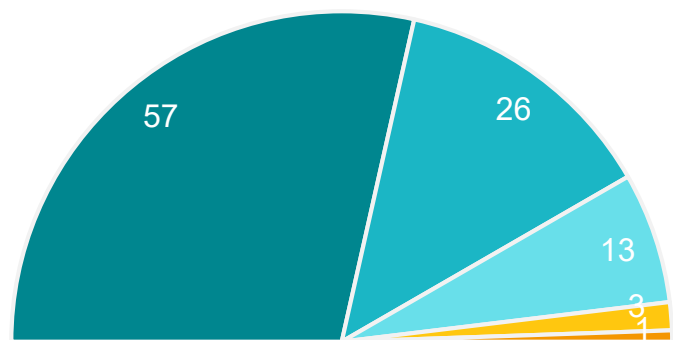
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
67	66	69	61	62	71	81	62	87	55	66	76	61	76	79	61

Rubbish collection and recycling

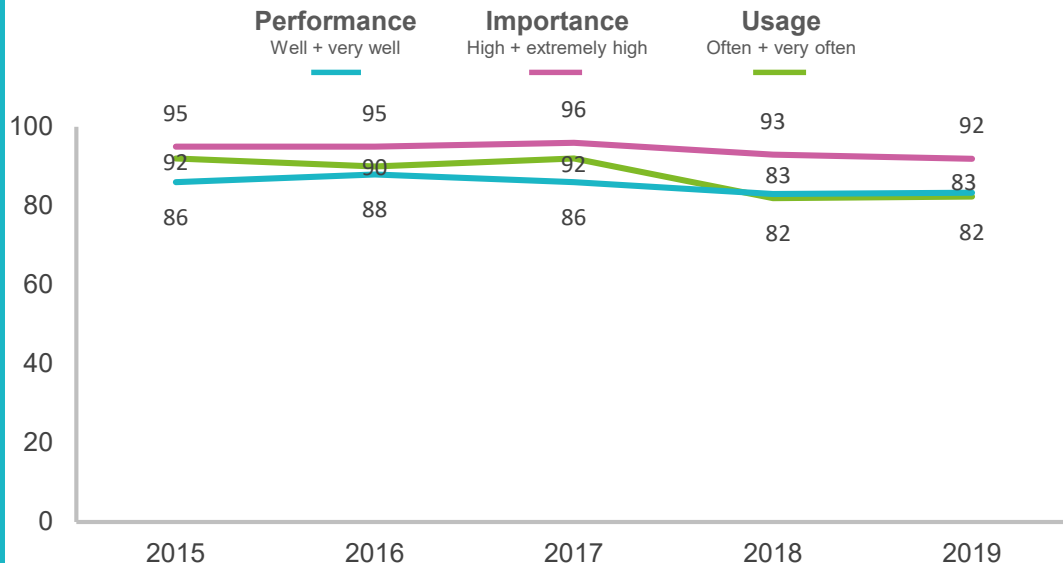
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

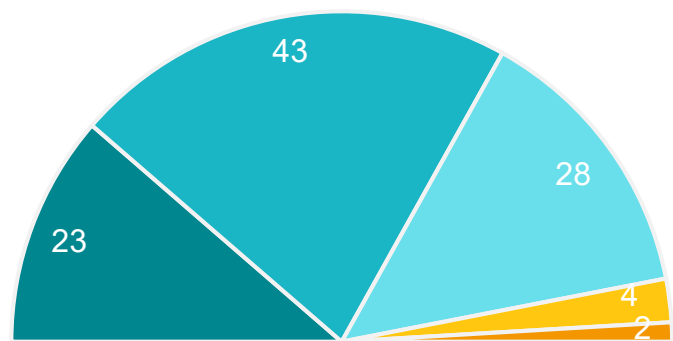
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
83	82	85	80	82	83	93	82	85	79	91	94	80	82	90	69

Arts and cultural programs

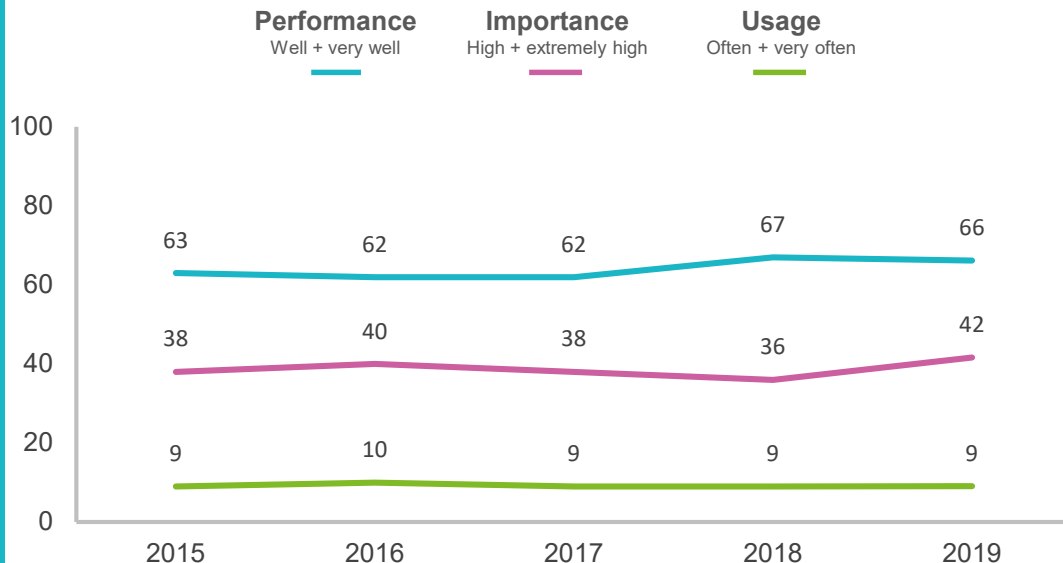
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

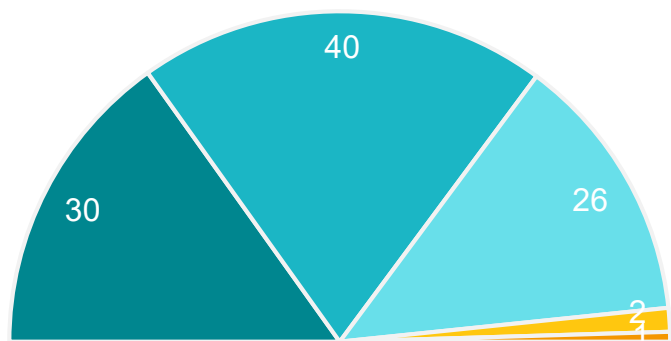
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldvis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
66	69	64	54	64	75	77	55	91	62	69	86	70	56	81	46

Festivals and events

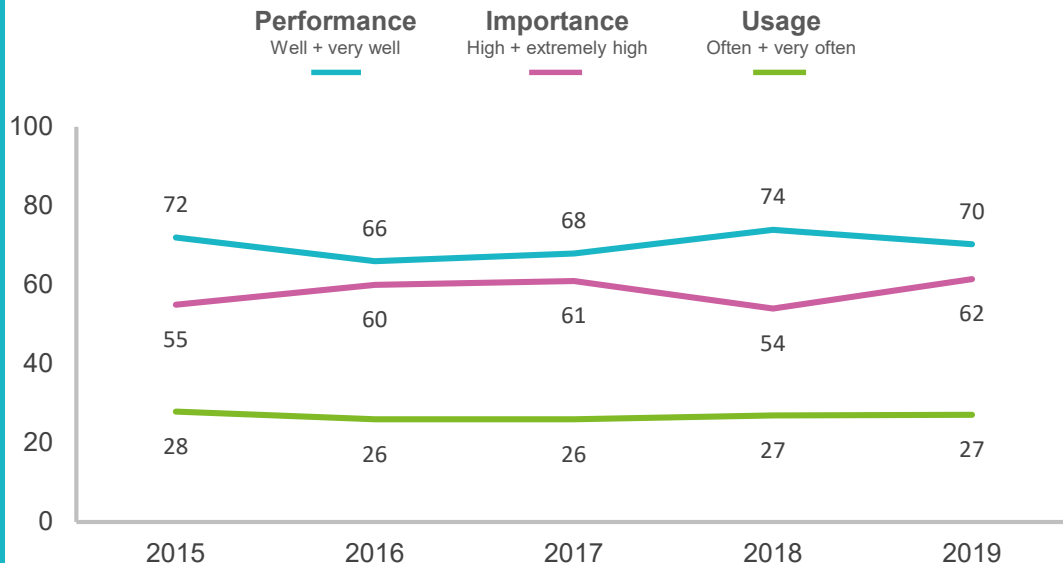
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

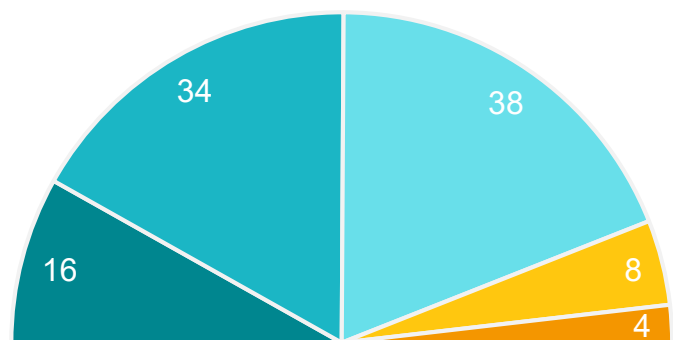
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldvis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
70	64	75	60	68	78	82	70	95	52	74	82	62	71	89	47

Building approvals

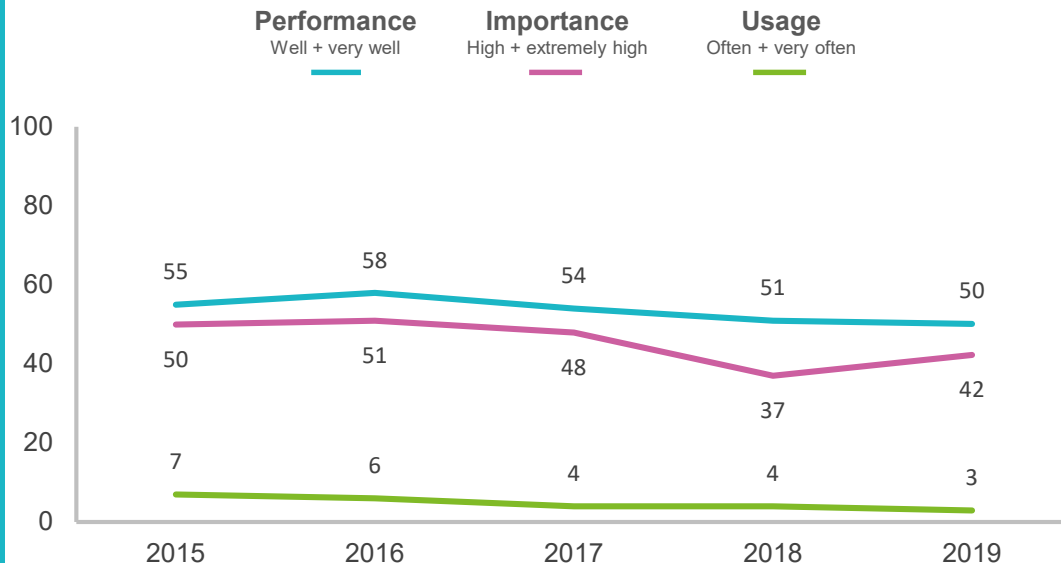
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
50	47	52	41	46	61	56	44	76	45	57	60	53	41	57	47

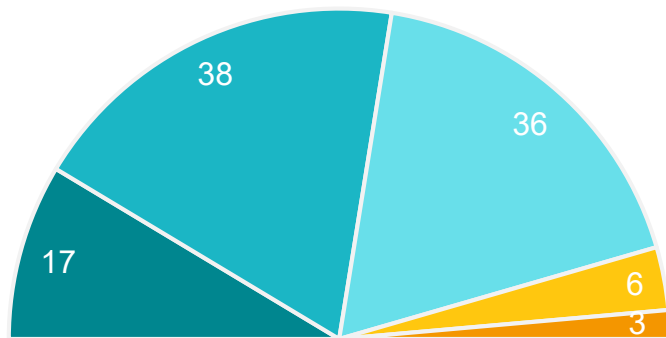
Building approvals

among respondents who have used building approvals before

Performance ratings

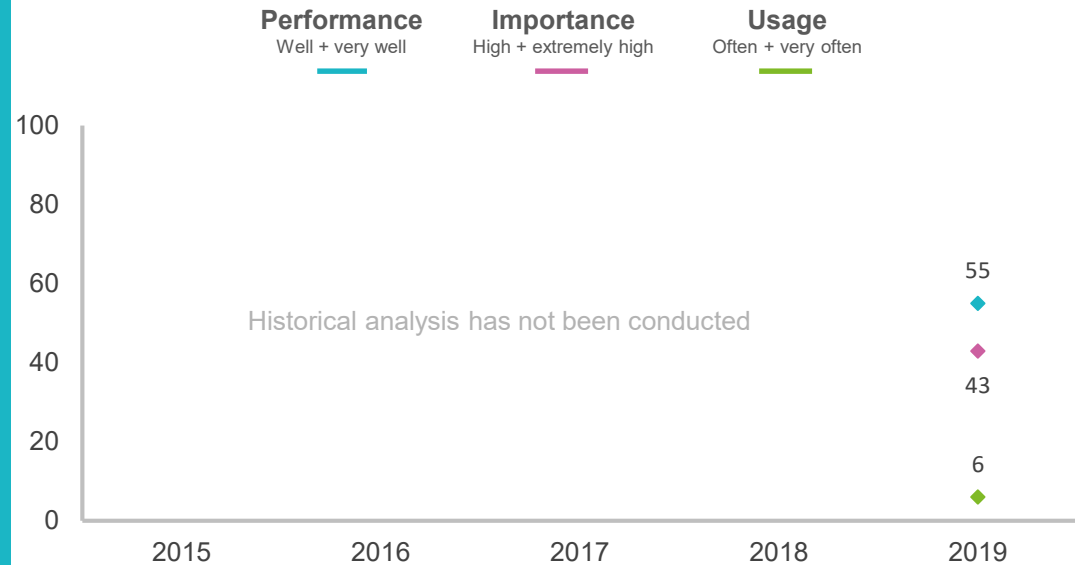
% of respondents

Base: those who have used service before



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



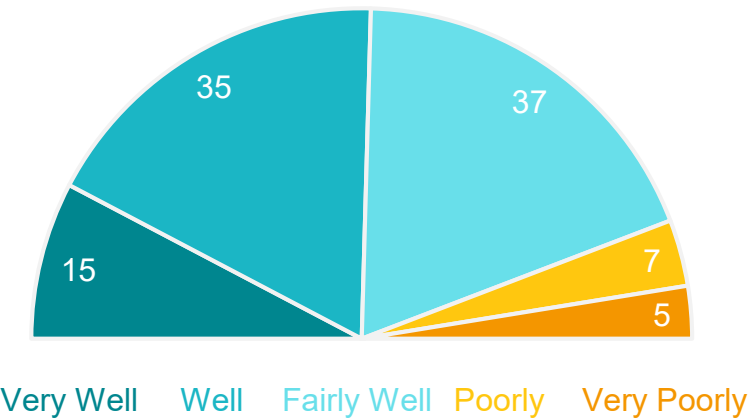
Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

Q. How well does the City deliver the service or facility? Base: Building approvals users, excludes no response (n = 192)

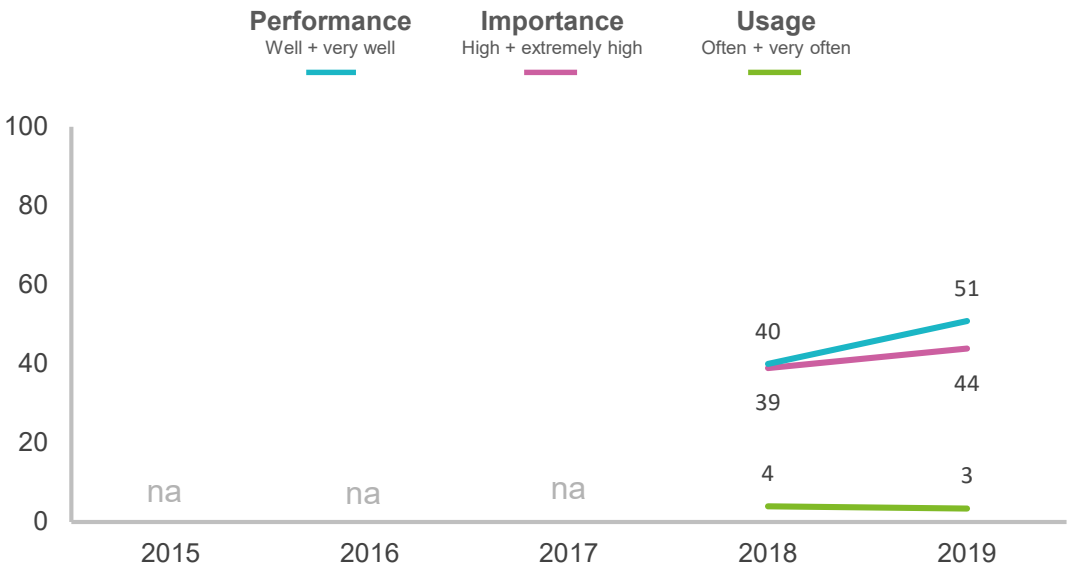
Town planning approvals

Performance ratings

% of respondents



Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
51*	53	48	49	45	58	54	50	76	41	60	60	54	41	56	44

Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
 Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 273)
 * Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

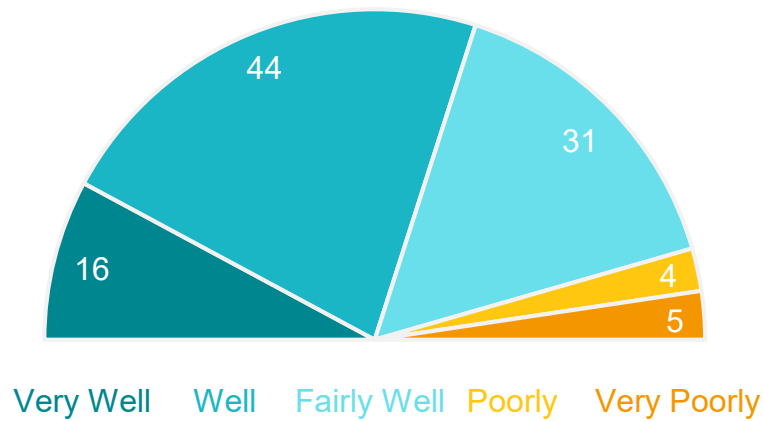
Town planning approvals

among respondents who have used town planning approvals before

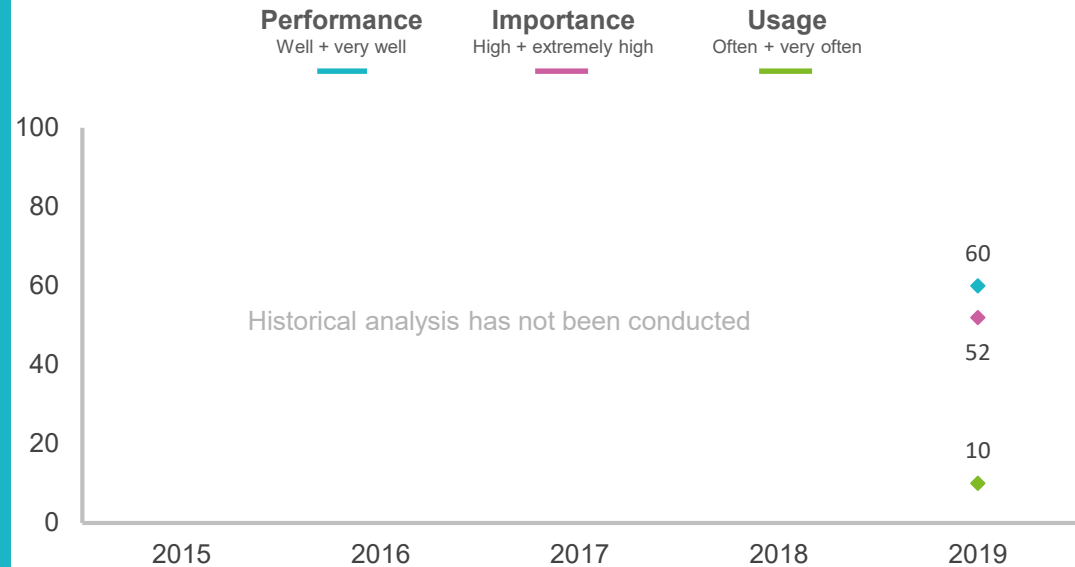
Performance ratings

% of respondents

Base: those who have used service before



Historical trends



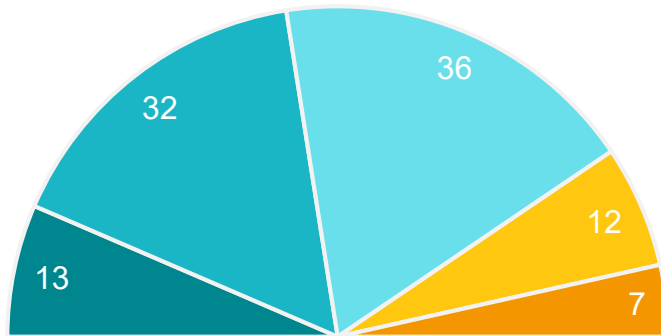
Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

Q. How well does the City deliver the service or facility? Base: All town approval users, excludes no response (n = 134)

Attracting investment and supporting business

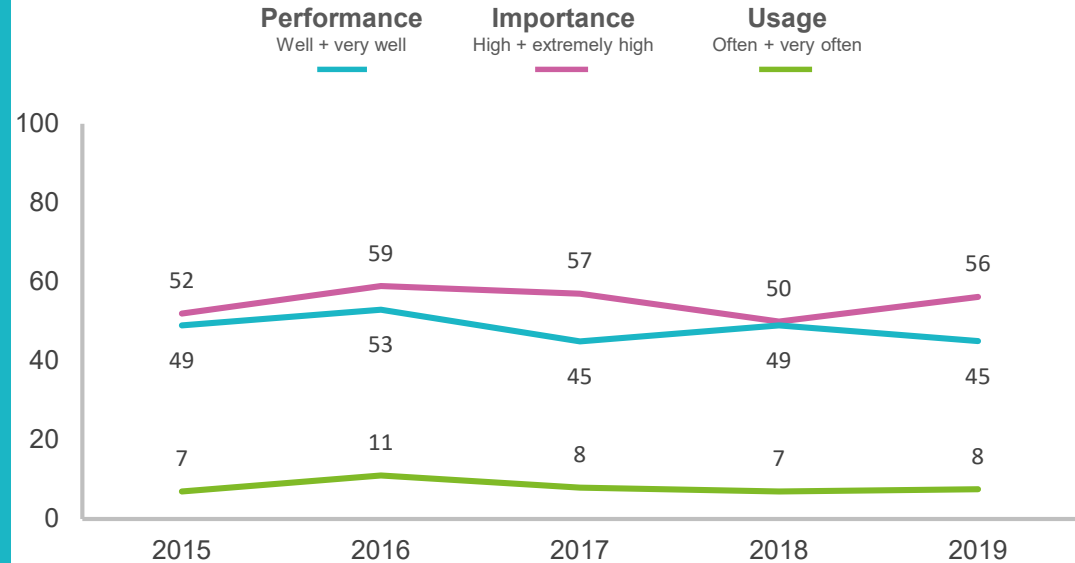
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

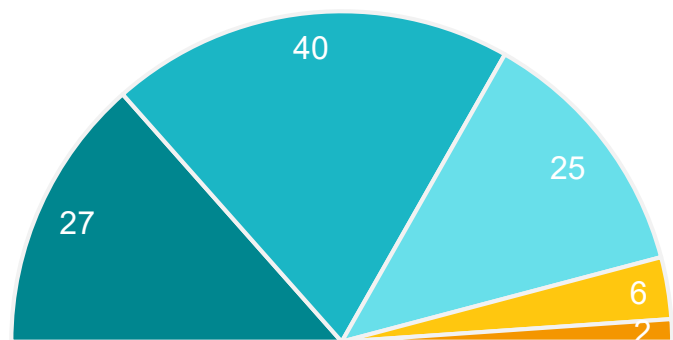
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldvis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
45	38	52	41	41	47	57	48	55	32	33	60	43	33	64	36

Caring for the environment

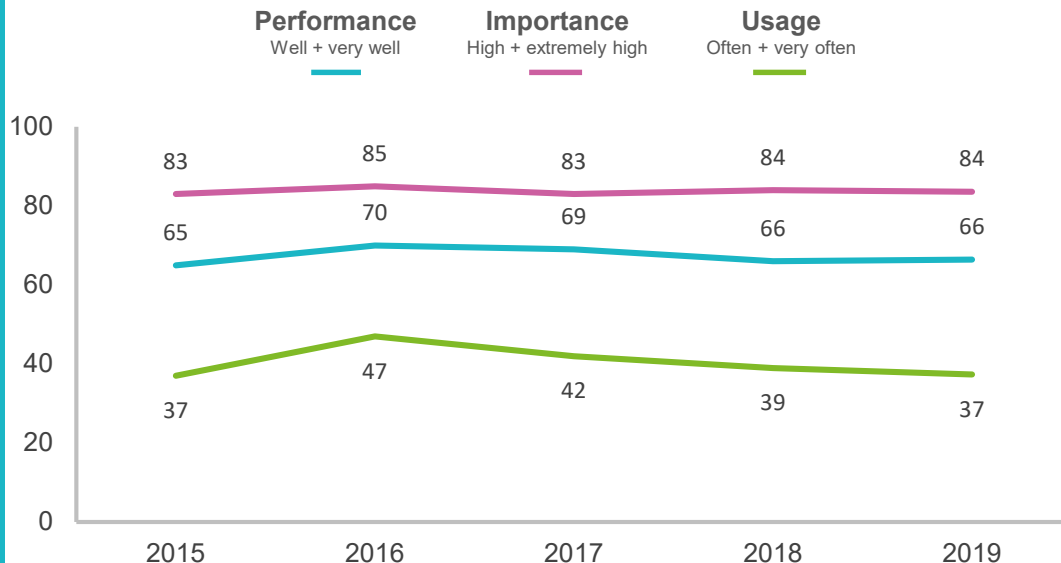
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
66*	64	68	57	69	68	77	65	74	68	50	76	59	60	82	64

Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

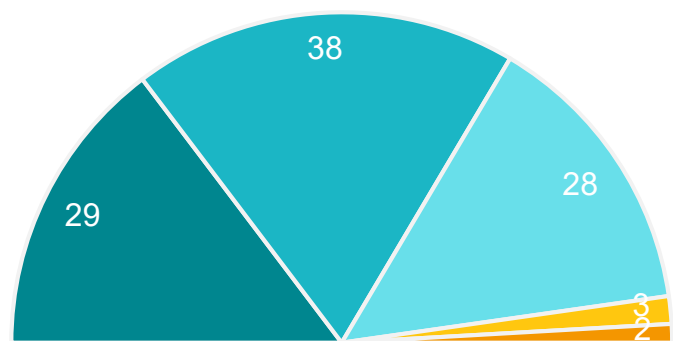
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 471)

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

Senior programs

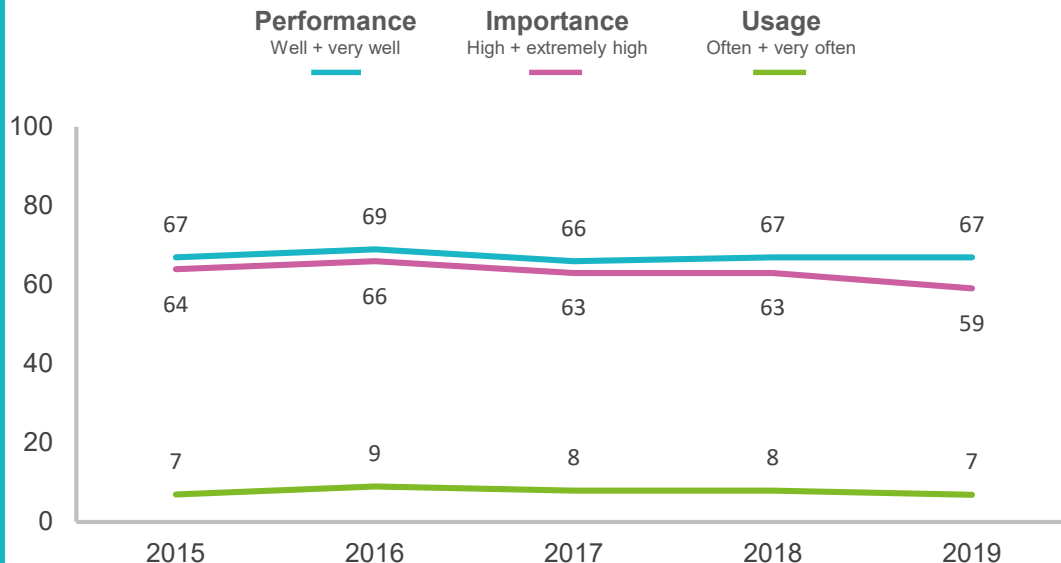
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

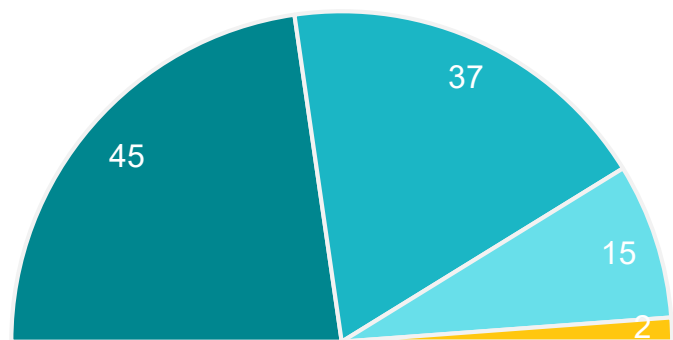
Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
67	62	70	55	71	64	82	66	87	50	73	79	67	69	82	41

Senior programs among seniors only (aged 65+)

Performance ratings

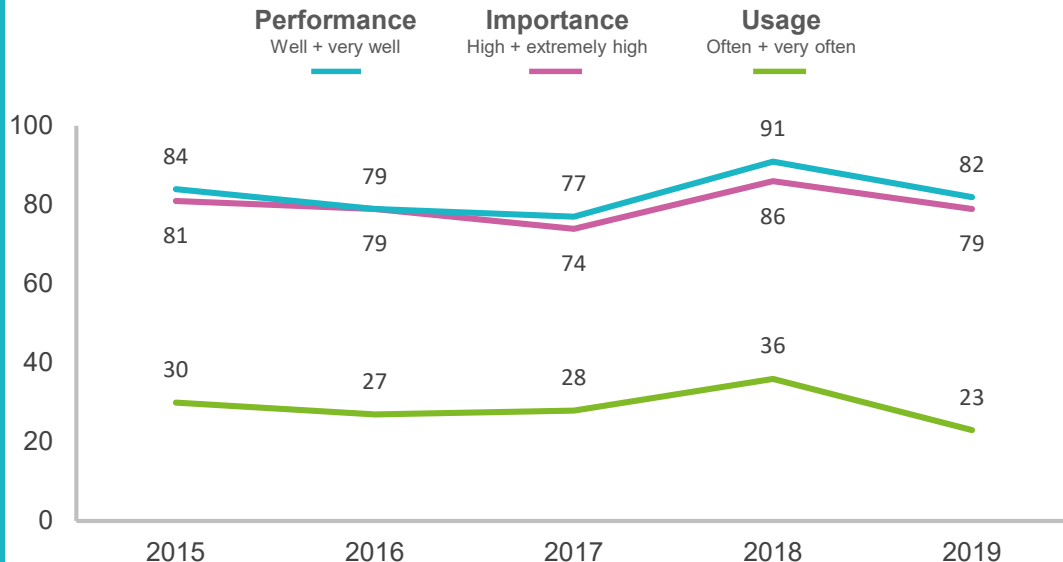
% of respondents

Base: respondents aged 65+ years



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	Baldvis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
82	73	89	Insufficient sample for further analysis								

Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

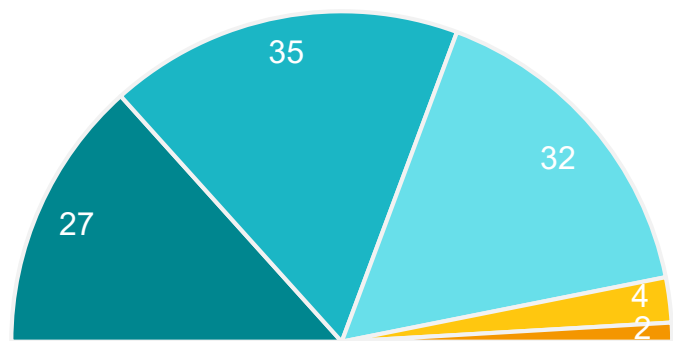
Q. How well does the City deliver the service or facility? Base: All 65+ respondents, excludes no response (n = 77)

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

Seniors facilities

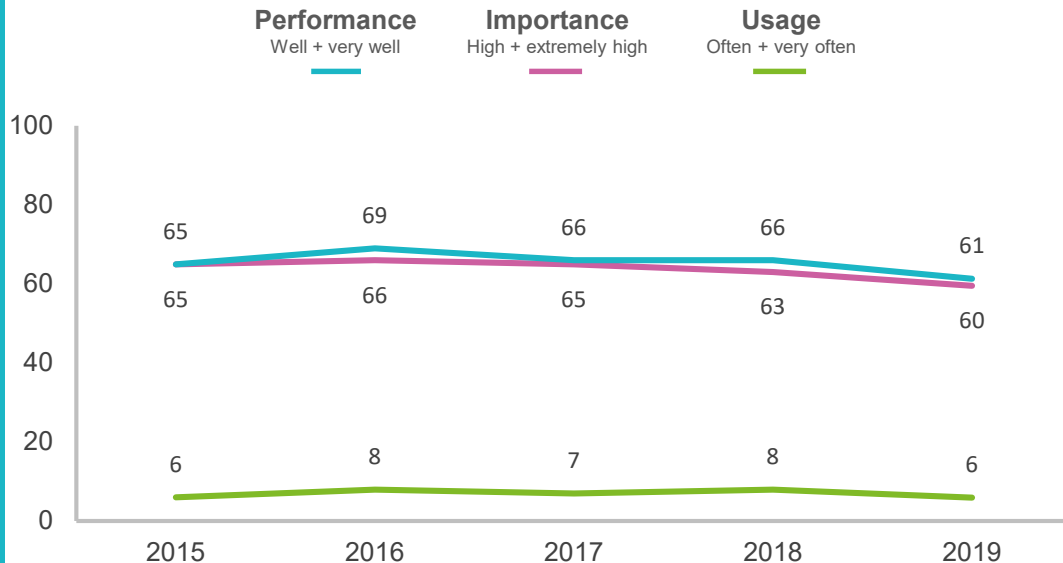
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
61*	58	63	44	64	60	81	58	83	44	70	78	63	56	72	38

Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 319)

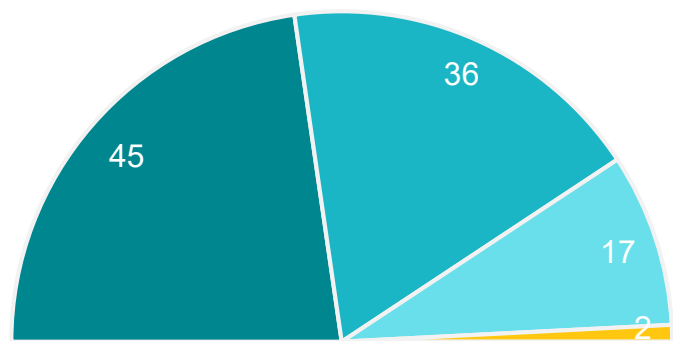
* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Seniors facilities among seniors only (aged 65+)

Performance ratings

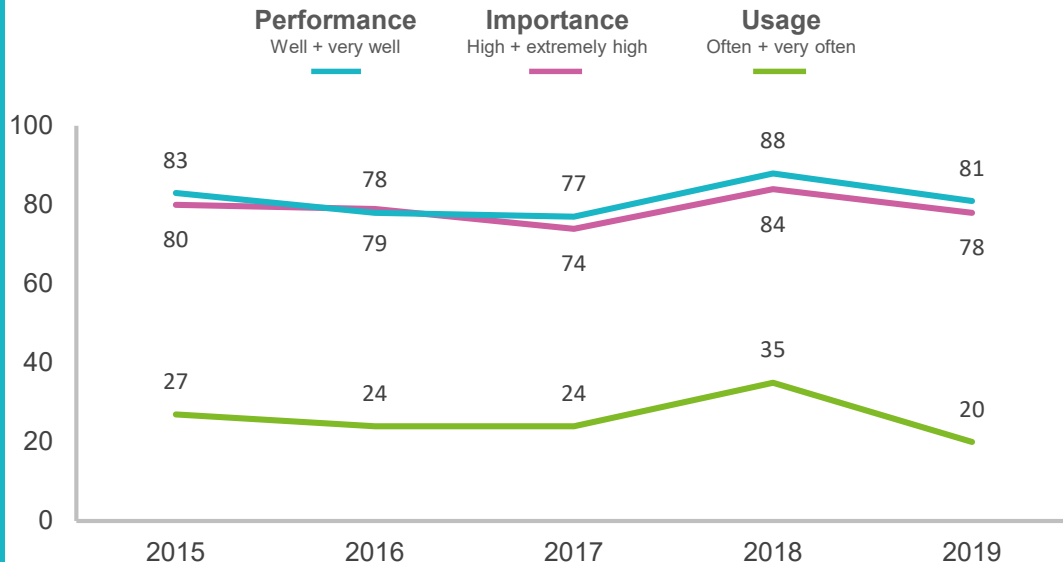
% of respondents

Base: respondents aged 65+ years



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	Baldvis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
81	74	86	Insufficient sample for further analysis								

Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

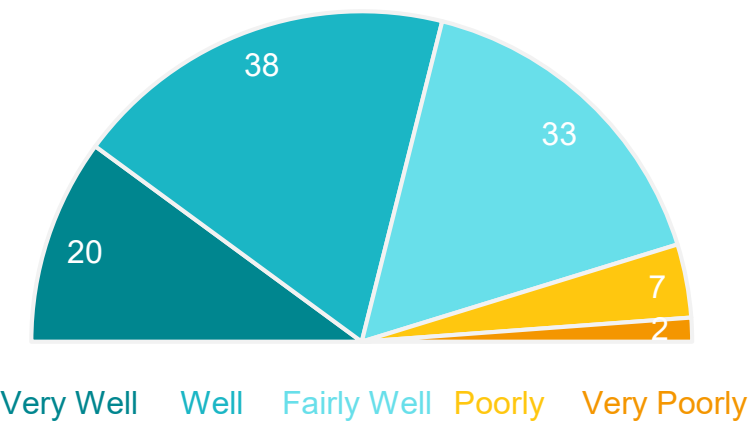
Q. How well does the City deliver the service or facility? Base: All 65+ respondents, excludes no response (n = 74)

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

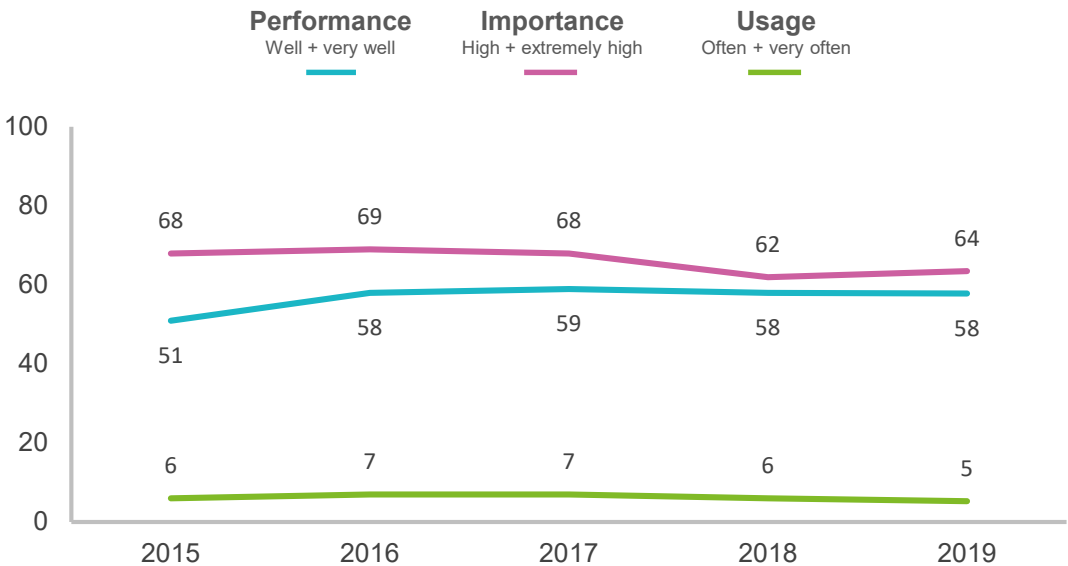
Youth programs and facilities

Performance ratings

% of respondents



Historical trends



Variances across the community

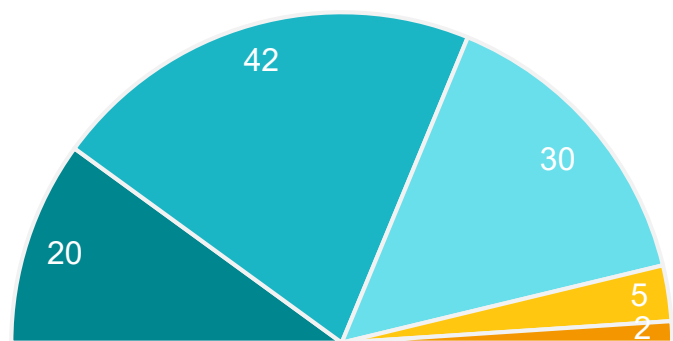
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
58	55	59	49	64	52	73	54	70	48	67	64	61	54	65	51

Community safety programs

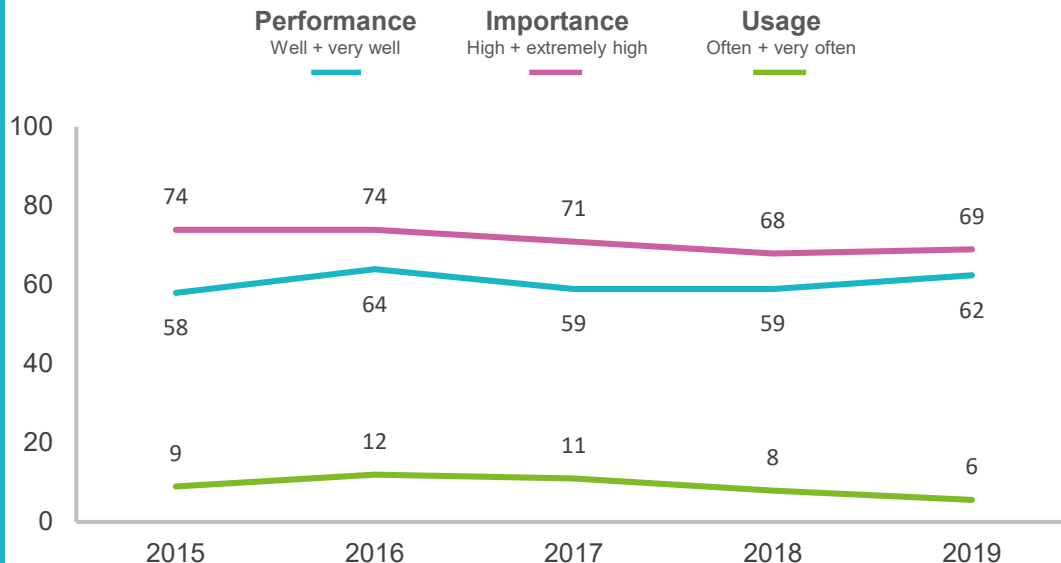
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

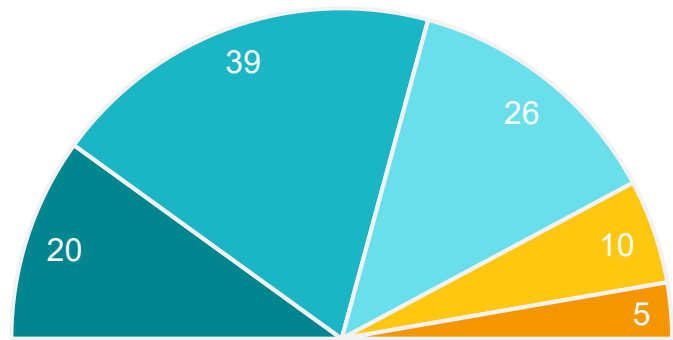
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
62	55	69	61	57	63	75	58	73	61	74	72	61	50	70	57

Dog and cat management

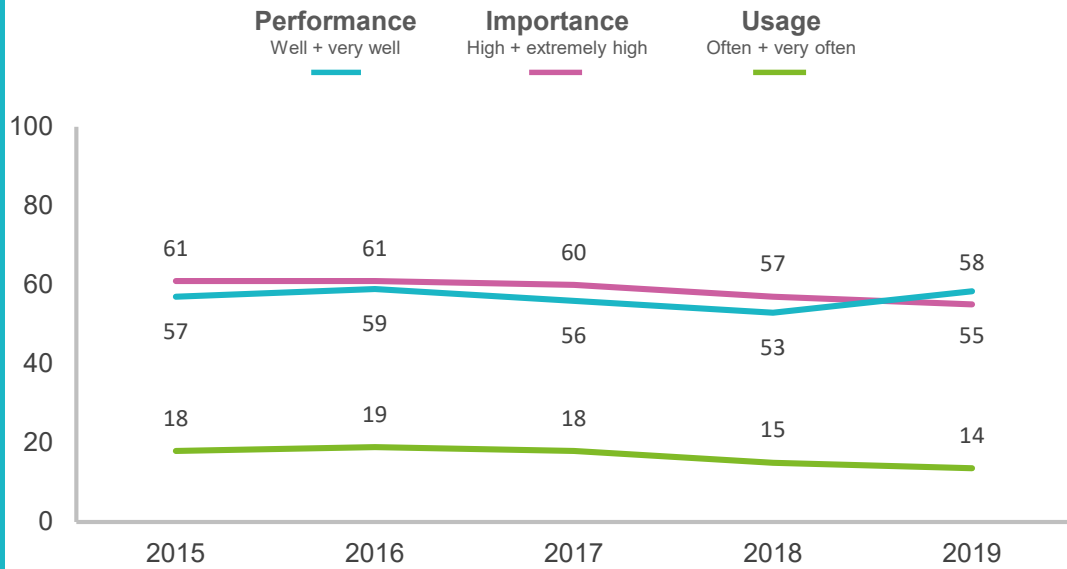
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
58*	55	62	63	60	51	59	60	70	63	75	63	47	52	62	47

Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

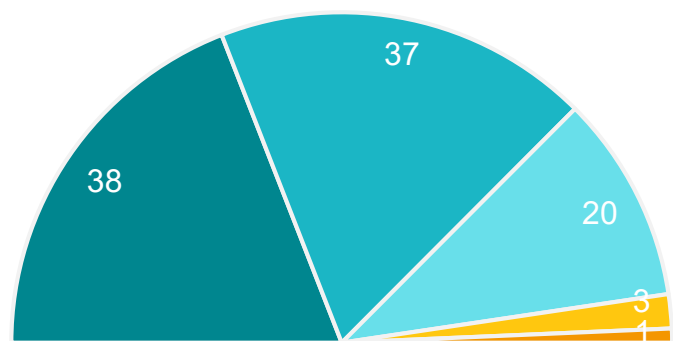
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 391)

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

Fire management

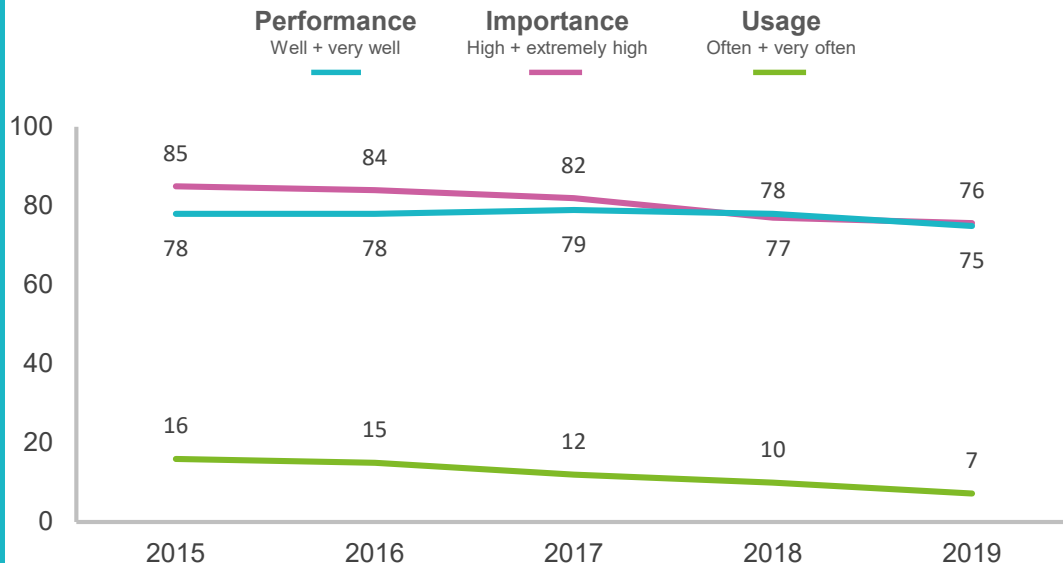
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

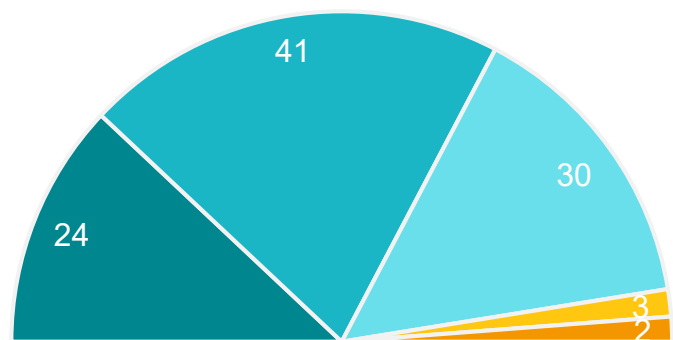
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
75	71	78	73	74	75	80	76	86	63	77	86	77	69	85	63

Community health and wellbeing

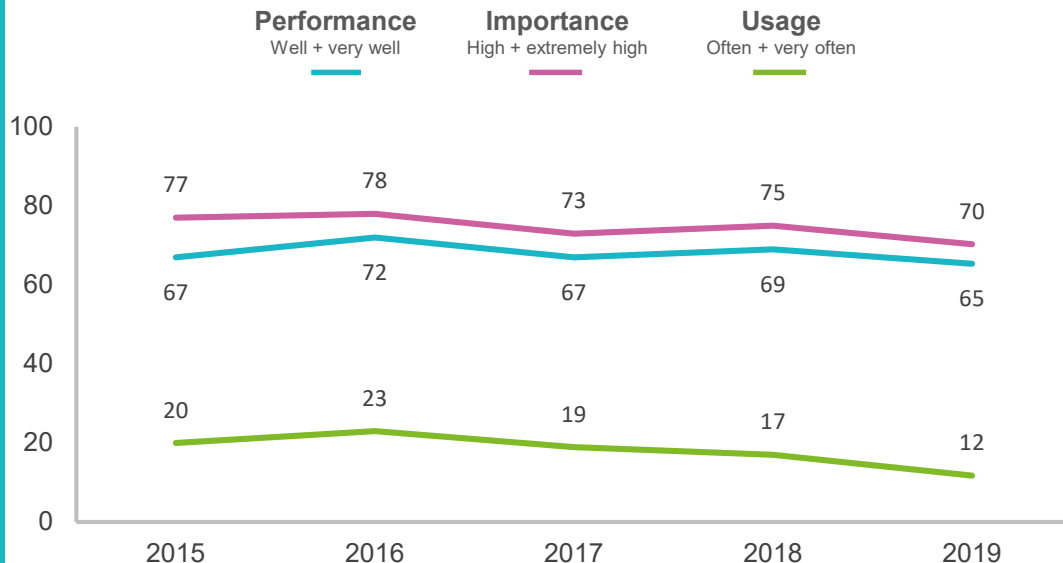
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

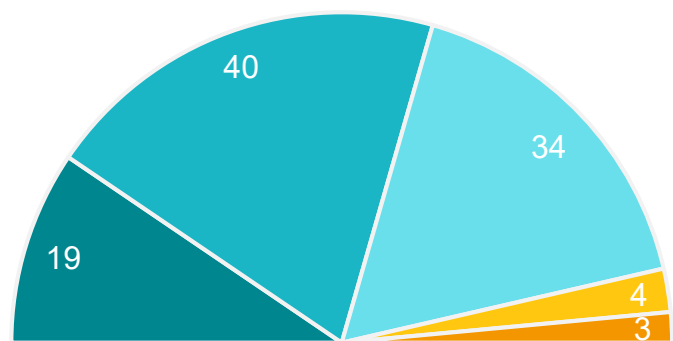
% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldvis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
65	57	71	56	70	63	79	62	93	54	52	76	65	57	80	62

Services for people with disability

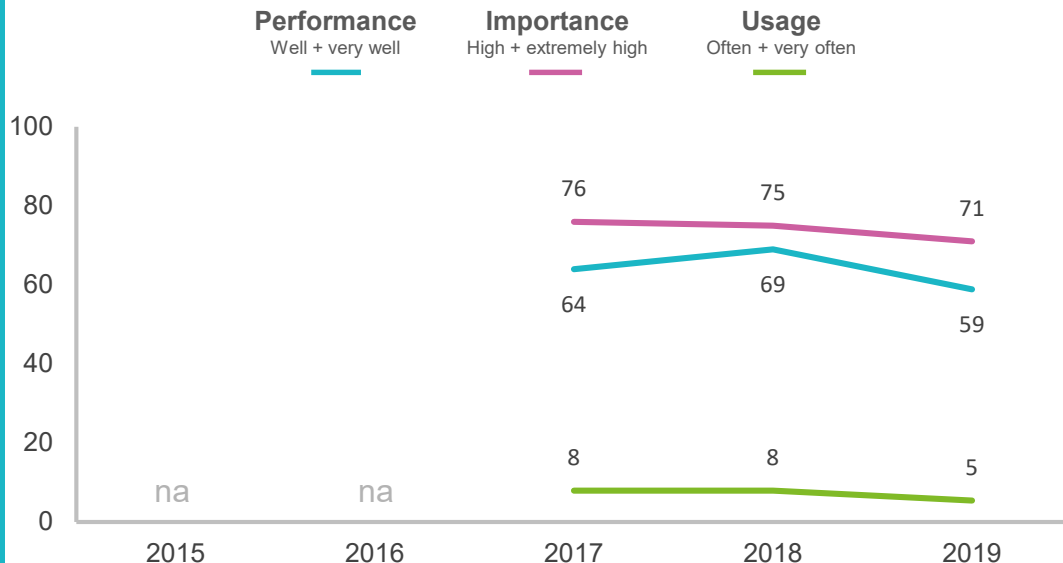
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

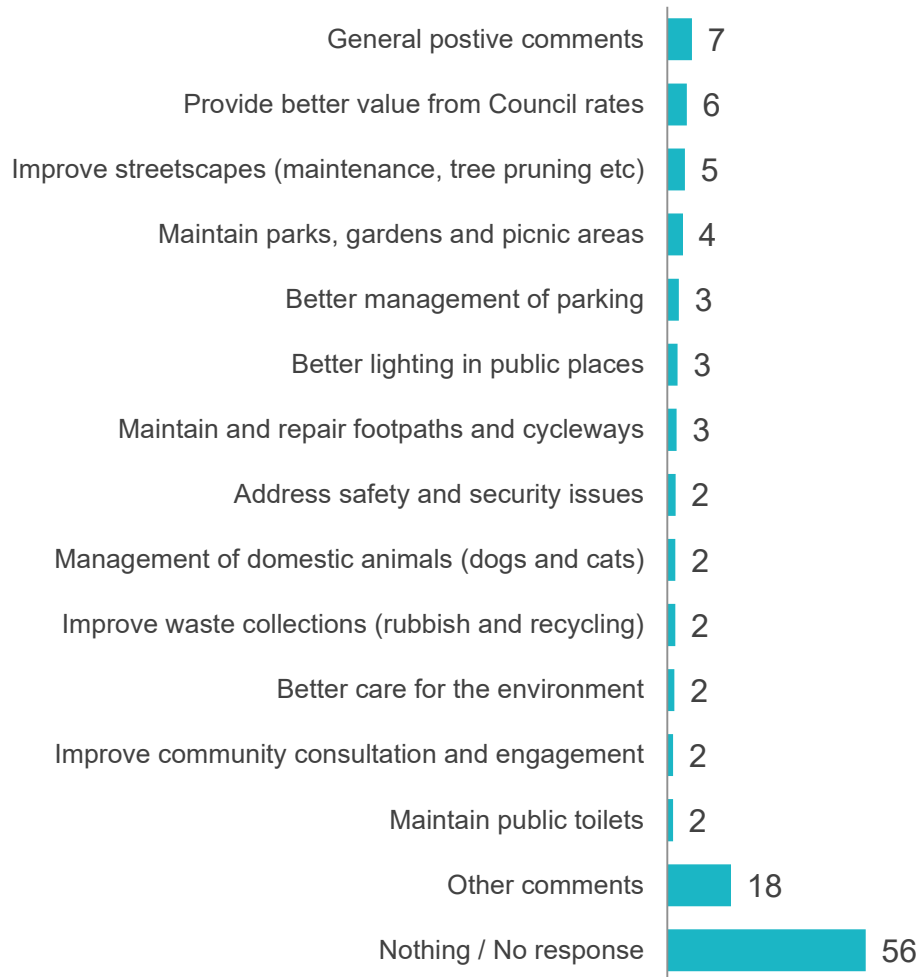
Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
59	61	57	44	69	56	73	56	74	40	46	70	67	52	80	48

Other comments

Other comments

Is there anything else you would like to tell us?

% of respondents



Some people (7%) offered positive comments, such as:

"I love living in Rockingham. Have been here 7 years. The parks and beach front are amazing. Maintenance of parks etc. is top notch. Kudos to all the hard-working staff. I always try to thank them when I see them out and about working hard. I really appreciate the amenities here. Lastly, I actually think my rates are good value for all the beautiful amenities and the way they are maintained."

"The foreshore development is looking wonderful. Leave the bright colours."

Others (6%) felt there was a need for better value:

"Rates are too high. Twice the rate of inflation every year is far too much, especially for residents in areas that are not benefiting like Safety Bay."

"Yes don't put the rates up anymore! Leave them the same for at least 5 years."

Around 5% mentioned streetscapes, such as:

"Management of trees on verge has not been looked after appropriately. Streets are rarely cleaned, I do this myself, unsure if this is ok to continue."

"The attention to detail of the streets is very poor, clearing up rubbish more mulch. Planting of trees then they are just left."

"The City needs to incentivize people to look after their verges, or the City needs to do it themselves."

