

Strategic Community Plan 2023 - 2033

Our Vision | A quality lifestyle. A sustainable future.

The Strategic Community Plan 2023-2033 guides everything we do to ensure that we continue to meet the aspirations of our community.

Here are a number of highlights from the past year including the percentage of the respondents that rated our performance as well and very well in the Annual Customer Satisfaction Survey (2022).



Net Promoter Score

The Net Promoter Score measures the likelihood of recommending the City as a place to live.

At our events

Every year thousands of people in our community get the chance to enjoy a wide variety of City events. In the past year we've hosted major events including Castaways, the Christmas Festival, Australia Day at the Foreshore and Symphony on the Green. Council provided \$175,000 of iconic event sponsorship funding to support the Rotary Club of Palm Beach WA deliver the Channel 7 Rockingham Beach Cup.

70% Customer satisfaction score - Festivals and events

Major Events:



On our roads

Our City contains more than 1,138 km of roads connecting people with places. We completed 56 resurfacing works, 10 road improvements and eight path projects.

60% Customer satisfaction score - Local roads

1,138 kilometers
of roads connecting people
with places



Keeping you safe

SmartWatch responded to 756 requests and travelled 577,209 km to homes while the occupants were away on holidays.

53% Customer satisfaction score - SmartWatch

756 requests
responded to by SmartWatch



In our libraries

In the past year, our four libraries have had over 282,638 visitors, 649,426 loans of physical items and ebooks. Importantly, our libraries are about much more than books and offer around 1,200 programs and events for people of all ages every year.

73% Customer satisfaction score - Libraries

282,638 visitors
in the past year



In our parks

Through all seasons our hardworking maintenance teams regularly maintain more than 446 local parks, sports fields, and conservation spaces in our community, covering almost 1,529 hectares of reserve space.

74% Customer satisfaction score - Parks, gardens and picnic areas

446 local parks
sports fields, and
conservation spaces



In your bin

Waste collection is a core function of our operations. Over the past year our Waste Services team collected more than 52,000 tonnes of waste across our red top waste bins, yellow top recycling bins and green top green waste bins.

76% Customer satisfaction score - Rubbish collection and recycling

52,000 tonnes
of waste collected



Our Youth

In 2023/2023, the Rockingham Youth Centre has run 133 term and school holiday programs and 1,283 hours of activities which were enjoyed by 6,818 young people.

46% Customer satisfaction score - Youth programs

1,283 hours
of activities

