

Strategic Community Plan

2023-2033

Our Vision | A quality lifestyle. A sustainable future.

Following a major review in 2022 and 2023, the Strategic Community Plan 2023-2033 will guide everything we do over the next 10 years to ensure we continue to meet the vision and aspirations of our community. Here are a number of highlights from the past year including the percentage of respondents that rated our performance as Well and Very Well in the Annual Resident Perception Survey (2023).



Net Promoter Score

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

79%

Overall performance in services and facilities



At our events

Each year we plan and deliver a comprehensive program of events that are enjoyed by thousands of people in our community. In the past year we were proud to present our major events including Castaways, the New Year's Eve celebration featuring Birds of Tokyo, Celebrate Australia Day and Symphony on the Green.

72% Customer satisfaction score - Festivals and events

Major Events:



Castaways



Symphony on the Green



New Year's Eve



Celebrate Australia Day



In our rec centres

Our community sport and recreation centres continue to provide a space for our residents, sporting groups and community clubs to play, compete and create. 48% of people surveyed told us they have used a sport and recreation centre in the past year.

75% Customer satisfaction score - Sport and recreation centres

997,251 visitors

in the past year



Keeping you safe

Our SmartWatch crew were out and about in force this past year, responding to 2,104 community patrols, requests for attendance, holiday watch and fire watch requests, keeping residents and visitors safe and secure.

59% Customer satisfaction score - SmartWatch

2,104 requests

in the past year



Where the coast comes to life

In the past year we have supported over 6,000 local business with more than 60 stakeholder meetings and events. We welcomed 909,486 visitors to our beautiful coastline and continued to support tourism via our iconic event funding.

53% Customer satisfaction score - Tourism promotion

909,486 visitors

in 2022/2023



In our parks

In the past year we have been improving the tree canopy coverage across our City, targeting areas of low coverage to rejuvenate our streetscapes and more than 440 local parks and conservation spaces.

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

37,838 seedlings

planted in local reserves



In your bin

Our waste crews have had another busy year, collecting 31,282 tonnes of waste from our red lid kerbside collections. You've been busy too, diverting 29 tonnes of batteries, 22 tonnes of e-waste and 27 tonnes of tyres from landfill.

77% Customer satisfaction score - Rubbish collection and recycling

31,282 tonnes

of general waste collected



Development investment

In the past year we have approved over 380 applications for development approval from commercial and residential developments, to home businesses and national brands. This includes support for Development Assessment Panel applications such as the new Baldvis Police Station, now under construction.

60% Customer satisfaction score - Town planning approvals - service users

\$262 million

in development investment