

Strategic Community Plan

Performance Highlights

Across a wide range of services and activities the City of Rockingham is working to achieve the community's aspirations detailed in the Strategic Community Plan (2023-2033).



Here is a snapshot of our achievements in just some of these key areas during the 2024/2025 financial year based on community feedback in our Resident Perception Survey.

22+

Net Promoter Score

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

76% Overall Resident Perception Score

for performance delivering services, programs, facilities and infrastructure.

At our events

The City presents an exciting calendar of family-friendly events every year, creating opportunities for our community to come together, and attracting many thousands of people.

Festivals and events

Resident Perception Score: 77%

Major Events: Castaways



Christmas Lights



New Year's Eve



Celebrate Australia Day



Symphony on the Green



In our recreation centres

From health and wellbeing to social connection, our community sport and recreation centres continue to play a vital role in meeting the needs of our community. 52% of people surveyed used a sport and recreation centre in the past year.

1,144,322 visitors in the past year

78%

Sport and recreation centres Resident Perception Score:

In our libraries

In the past year our four libraries welcomed over 320,000 visitors, loaned 400,000 physical items and 1.1 million eResources. 46% of people surveyed used one of our libraries in the past year.

Libraries Resident Perception Score: 83%

320,000 visitors in the past year

In our parks

Through rain and shine our hardworking maintenance teams take care of more than 460 local parks, sports fields and conservation spaces. In the past year we have planted 3,890 trees and 29,700 new seedlings to support biodiversity.

Parks, gardens, picnic areas and foreshores Resident Perception Score: 81%

29,700 seedlings planted in our natural areas

In Economic Development

In the past year we have supported over 6,000 local business with more than 60 stakeholder meetings and events. We welcomed 870,959 visitors to our beautiful coastline and continued to support tourism through marketing campaigns, promotional activities and the launch of our Mobile Visitor Centre.

Tourism Promotion Resident Perception Score: 54%

870,959 visitors in 2023/2024*

Local business support 58%

In Your Bin

It has been another very busy year for our waste collection crews, picking up 47,027 tonnes of waste from the red lid bins, and for our residents who have diverted 96 tonnes of batteries, 75 tonnes of e-waste and 69 tonnes of tyres from landfill. The introduction of the FOGO (Food Organics, Garden Organics) waste collection system on 30 June 2025 will help our community divert an estimated 12,500 tonnes of organic waste from landfill each year so it can be reused to make valuable products like soil conditioner.

Rubbish collection and recycling Resident Perception Score: 84%

47.027 tonnes of general waste collected

In your garden

We've helped you to support native birds and bees, and build an attractive greenspace without large watering requirements through our Native Plants Giveaway. This program was first established in 2018, and is now held annually.

Caring for the environment Resident Perception Score: 63%

12,000 waterwise native seedlings given away

In Contact

The City managed 221,323 calls across all our service locations. Our Customer Contact Centre handled 95,707 of those, resolving 85% of enquiries at the first point of contact. We received 53,045 emails and processed 121,898 customer service requests.

Customer Service performance Resident Perception Score: 72%

221,323 calls across all our service locations