



August 2021 Strategic Community Plan (2019 - 2029)

Our Strategic Community Plan is the City's road map for the next 10 years. It shows the direction and actions we need to take to meet the needs of our community. Here are some highlights from these actions, and the percentage of participants from our 2020 Customer Satisfaction Survey who rated the City's performance as Very Well or Well.

In our community

From playgrounds, gazebos and barbecues at your nearest reserve, to roads, streetlights, and community buildings and facilities, the City is responsible for the delivery and maintenance of more than 71,000 assets estimated to be worth \$1.2 billion.

71,000 ASSETS

estimated to be worth \$1.2 billion

In our libraries

In the past year our four libraries have had over 500,000 visitors, averaged 450,000 loans of physical items, and 350,000 ebooks. Importantly, our libraries are about much more than books and offer around 1,600 programs and events for people of all ages every year.

500,000

Visitors in the past year

1,600

Programs and events

79% Customer satisfaction score - Libraries

In your bin

Waste collection is a core function of our operations. Over the past year our Waste Services team carried out approximately 2.3 million bin lifts. That's more than 53,000 tonnes of waste being collected, including recycling, green waste and general waste.

53,000 TONNES

of waste being collected

85% Customer satisfaction score - Rubbish collection and recycling

In our parks

Through all seasons our hardworking maintenance teams regularly maintain more than 430 local parks, sports fields, and conservation spaces in our community, covering almost 1,500 hectares of reserve space.

430 LOCAL PARKS*

covering almost 1,500 hectares of reserve space.

*Also includes sports fields and conservation spaces.

82% Customer satisfaction score - Parks, gardens and picnic areas (including foreshores)

At your local café

We're spoilt for choice for dining options in the City of Rockingham and it's our job to ensure local businesses are maintaining safe food handling practices. Last year we carried out 1,657 food premises inspections, 135 public building inspections and 1,166 health complaint investigations across the City.

1,657

Food premises inspections

135

Public building inspections

1,166

Health compliant investigations

On our roads

Our City contains more than 1,100 km of roads connecting people with places. Over the next 12 months we will be carrying out over 35 different road projects across this network.

1,100 KILOMETRES

of roads connecting people with places

68% Customer satisfaction score - Local roads

At our tourist attractions

Domestic day trips to Rockingham increased by 33% in the 2019/2020 financial year, from 774,739 to 1,027,542.

1,027,542

Domestic day trips to Rockingham

59% Customer satisfaction score - Tourism promotion

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 Rockingham Art Awards, Christmas Festival, Australia Day at the Foreshore, Symphony on the Green, and the delicious International Food Festival.

MAJOR EVENTS



Castaways



Rockingham Art Awards



Christmas Festival



Australia Day at the Foreshore



Symphony on the Green



International Food Festival

69% Customer satisfaction score - Festivals and events