

Strategic Community Plan (2019 - 2029)

The Strategic Community Plan (2019 -2029) 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 how the community rated our performance in our annual Customer Satisfaction Survey (2021).

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



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.



In your bin

Waste collection is a core function of our operations. Over the past year our Waste Services team collected more than 54,000 tonnes of waste across our red top waste bins, yellow top recycling bins and green top greenwaste bins.



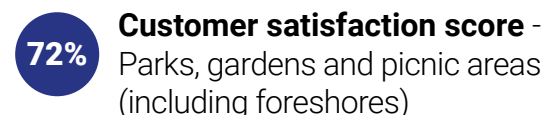
In our libraries

In the past year our four libraries have had over 400,000 visitors, 350,000 loans of physical items, and loaned 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.



In our parks

Through all seasons our hardworking maintenance teams regularly maintain more than 440 local parks, sports fields, and conservation spaces in our community, covering almost 1,525 hectares of reserve space.



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 1,361 food premises inspections, responded to 2,388 health-related complaints and issued 1,515 approvals/permits under various health legislation.

1,361

Food premises inspections

1,515

Approvals/permits

2,388

Health complaint 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 16 major road and footpath projects across this network.

1,100 KILOMETRES

of roads connecting people with places

67%

Customer satisfaction score -
Local roads



Keeping you safe

SmartWatch responded to 1271 requests for attendance along with regularly patrolling 353 homes while the occupants were away on holidays.

1,271 REQUESTS

responded to by SmartWatch

51%

Customer satisfaction score -
SmartWatch



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.

MAJOR EVENTS



Castaways



Symphony on the Green



Christmas Festival



Australia Day at the Foreshore



Rockingham Beach Cup

65%

Customer satisfaction score - Festivals and events

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