



# MARKYT Community Scorecard ©

Prepared for: Town of Bassendean

Prepared by: CATALYSE<sup>®</sup> Pty Ltd ©

June 2022

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MARKYT 

# Contents

|  |    |
|--|----|
| Strategic overview   | 3  |
| Approach   | 5  |
| Overall performance  | 10 |
| MARKYT® industry comparisons   | 13 |
| MARKYT® community trends   | 17 |
| MARKYT® community priorities   | 20 |
| Community action plans   top 5 priorities  | 23 |
| Performance against key pillars in the Strategic Community Plan:                           |    |
| People   | 30 |
| Planet   | 45 |
| Place  | 52 |
| Prosperity   | 66 |
| Performance  | 72 |
| Overview of community variances  | 86 |
| Local priorities among businesses, out of area ratepayers, visitors and Council affiliates | 91 |

# Strategic overview

## Vision



**50**

% agree

17% points above Industry Average and down 7% points from 2019

## Liveability

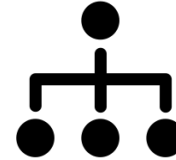


**83**

Performance Index Score

7 index points above Industry Average and down 2 points from 2019

## Governance



**65**

Performance Index Score

9 index points above Industry Average and down 3 points from 2019

## Rates Value



**56**

Performance Index Score

11 index points above Industry Average and down 1 point from 2019

## Strengths

### Highest scores

- Library services
- Public transport
- Waste collection and management
- Playgrounds, parks and reserves

### Most improved

- Waste collection and management
- Streetscapes and verges
- Playgrounds, parks and reserves
- Animal management (dogs and cats)

### Relative to MARKYT® Industry Standards

- Public transport
- Sustainable practices / climate change
- Local roads
- Conservation and environmental management

## Priorities



Community safety and crime prevention



Town centre development and activation



Sustainable practices / climate change



Swan River management and enhancement



Festivals, events, art and cultural activities

# Approach

# Purpose



Department of  
**Local Government, Sport  
and Cultural Industries**

DLGSC's Integrated Planning and Reporting Framework requires local councils to review the **Strategic Community Plan** at least once every two years.

## MARKYT Community Scorecard

The Town of Bassendean commissioned a MARKYT® Community Scorecard to:

- Support a review of the Strategic Community Plan (SCP)
- Assess and benchmark performance
- Determine community priorities
- Explore ways to address community needs



2020  
-2030



**TOWN OF BASSENDEAN**  
**Strategic  
Community  
Plan**

# The Study

The Town of Bassendean commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

All community members were invited to take part. Scorecard invitations were sent to all households and residential PO Boxes in the Town of Bassendean using Australia Post's unaddressed mail services. Respondents could complete the scorecard in hard copy or online.

CATALYSE® sent email invitations to the Town of Bassendean's customer contacts, and the Town provided supporting promotions through various communication channels. The scorecard was open from 9 May to 3 June 2022.



CATALYSE | BASSENDEAN



CATALYSE | BASSENDEAN



CATALYSE | BASSENDEAN

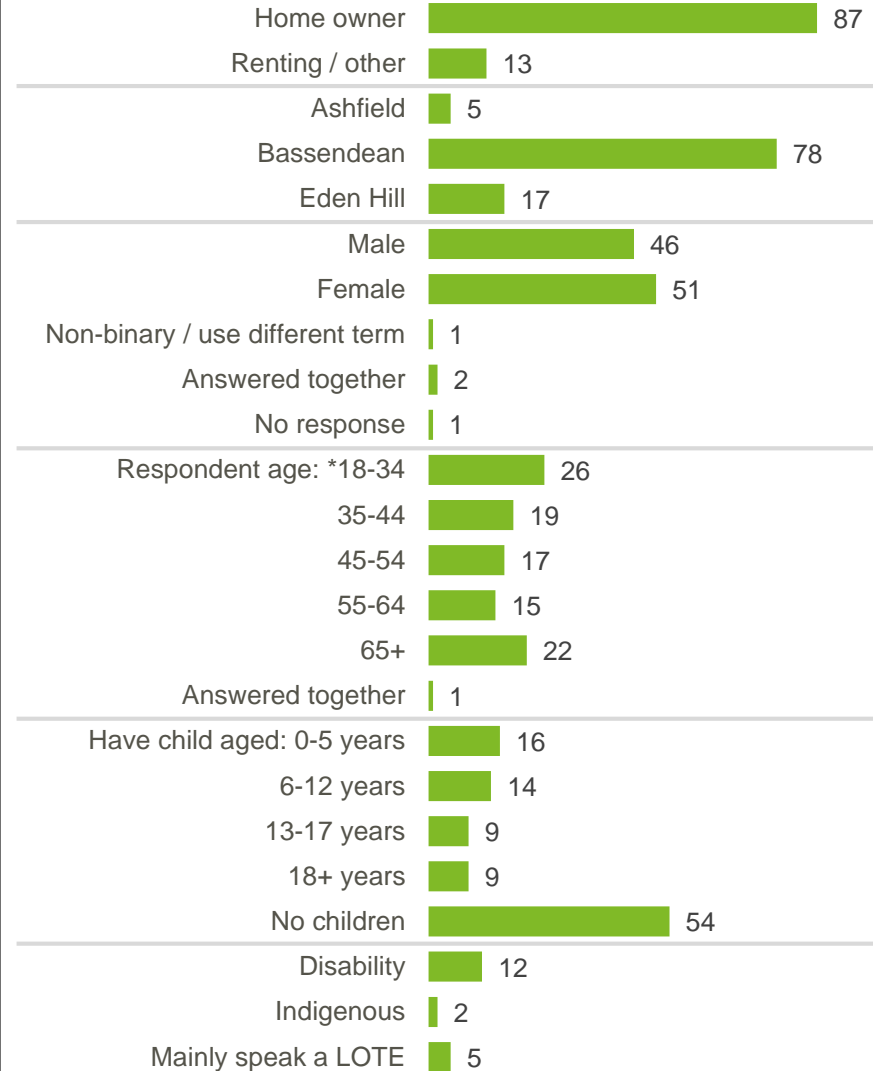
The scorecard was completed by **1,125 community members** with various connections to the Town:

| Local resident | Local business | Out of area ratepayer | Visitor | Elected Member / Employee |
|----------------|----------------|-----------------------|---------|---------------------------|
| 1,082          | 87             | 4                     | 16      | 33                        |

The main body of this report shows responses from local residents. Responses were weighted by age and gender to match the ABS Census population profile.

Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

## % of resident respondents (weighted)



LOTE: Language other than English  
\* Includes a small number of 14-17 year olds

# MARKYT Industry Standards

CATALYSE® has conducted studies for close to 70 councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from councils that have completed a MARKYT® accredited study within the past three years.



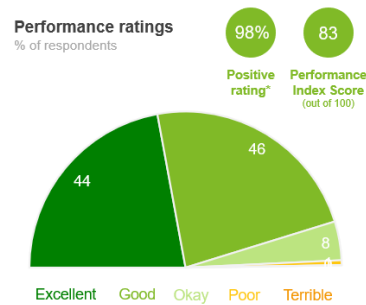


# How to read performance dashboard charts

Trend analysis shows how performance varies over time.

## Performance Ratings

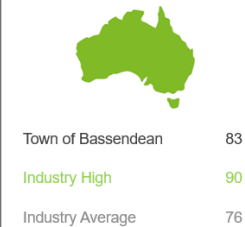
The chart shows community perceptions of performance on a five point scale from excellent to terrible.



## Trend Analysis



## MARKYT® Industry Standards



The **Performance Index Score** is a weighted score out of 100.

| Score | Average Rating |
|-------|----------------|
| 100   | Excellent      |
| 75    | Good           |
| 50    | Okay           |
| 25    | Poor           |
| 0     | Terrible       |

## Variations across the community

| Performance Index Score |            |               |      |        |             |                |                 |                  |                |             |             |           |            |      |          |            |           |
|-------------------------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| Total                   | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
| 83                      | 84         | 78            | 81   | 86     | 83          | 84             | 86              | 82               | 82             | 83          | 84          | 83        | 80         | 77   | 77       | 84         | 78        |

Variance across the community shows how results vary across the community based on the Performance Index Score

**MARKYT® Industry Standards** show how Council is performing compared to other councils.

**Council Score** is the Council's performance index score.

**Industry High** is the highest score achieved by councils that have completed a comparable study with CATALYSE®.

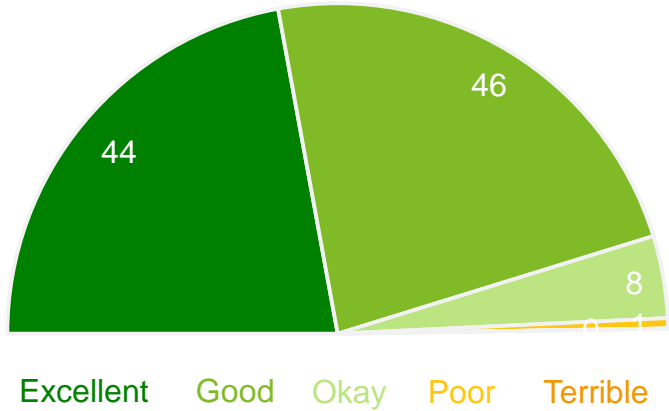
**Industry Average** is the average score among councils that have completed a comparable study with CATALYSE®.

# Overall Performance

# Place to live

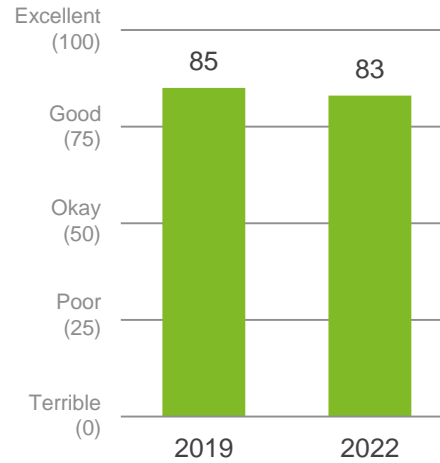
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 83 |
| Industry High      | 90 |
| Industry Average   | 76 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 83    | 84         | 78            | 81   | 86     | 83          | 84             | 86              | 82               | 82             | 83          | 84          | 83        | 80         | 77   | 77       | 84         | 78        |

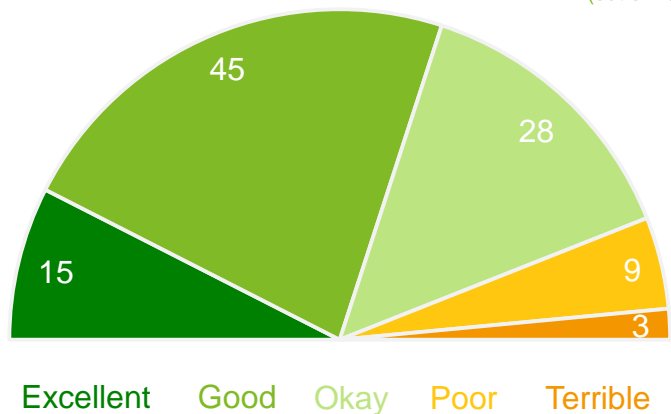
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1077). \* Positive Rating = excellent, good + okay

# Governing organisation

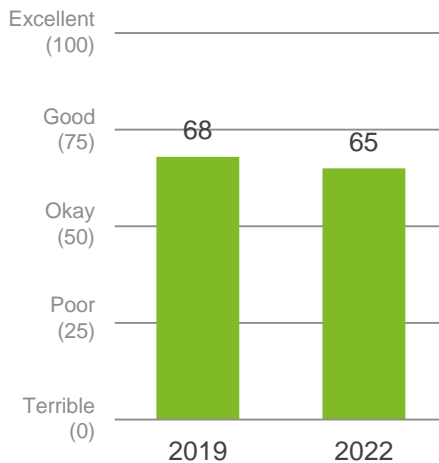
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 65 |
| Industry High      | 68 |
| Industry Average   | 56 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 65    | 65         | 68            | 62   | 68     | 66          | 67             | 65              | 66               | 60             | 69          | 64          | 63        | 65         | 61   | 62       | 65         | 66        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1041). \* Positive Rating = excellent, good + okay

MARKYT  industry comparisons

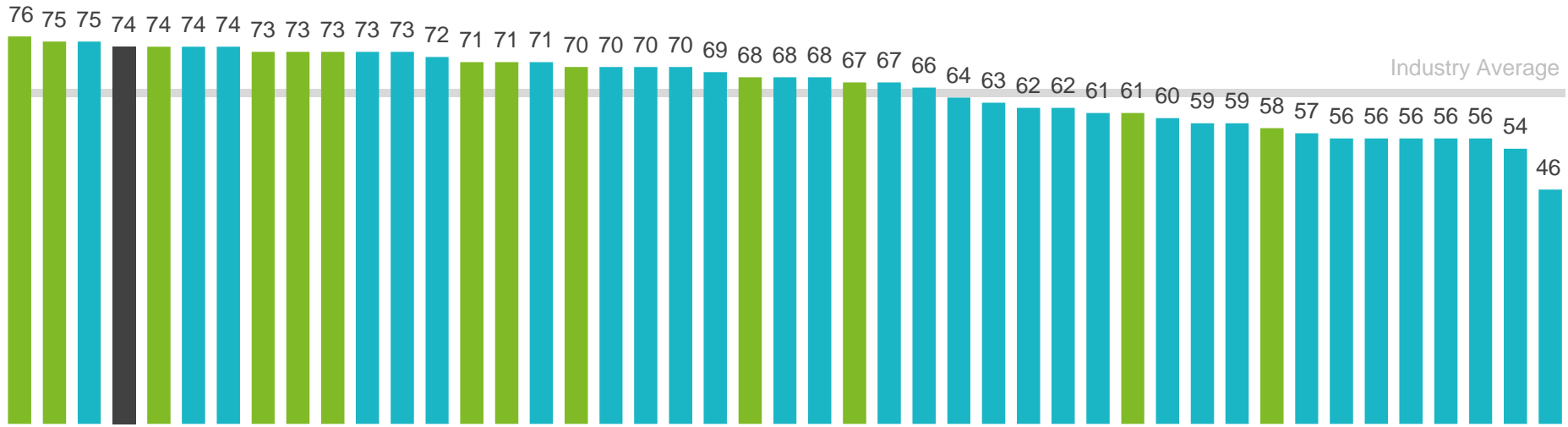
# Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Town of Bassendean as a 'place to live' and as a 'governing organisation'. The Town of Bassendean's overall performance index score is 74 out of 100, 8 index points above the industry average.

## Overall Performance Index Score

average of 'place to live' and 'governing organisation'

- Town of Bassendean
- Metropolitan Councils
- Regional Councils



**MARKYT** **Industry Standards**  
Performance Index Score

|                    |    |
|--------------------|----|
| Town of Bassendean | 74 |
| Industry High      | 76 |
| Industry Average   | 66 |

# How to read the MARKYT Benchmark Matrix

The MARKYT® Benchmark Matrix (shown in detail overleaf) illustrates how the community rates performance on individual measures, compared to how other councils are being rated by their communities.

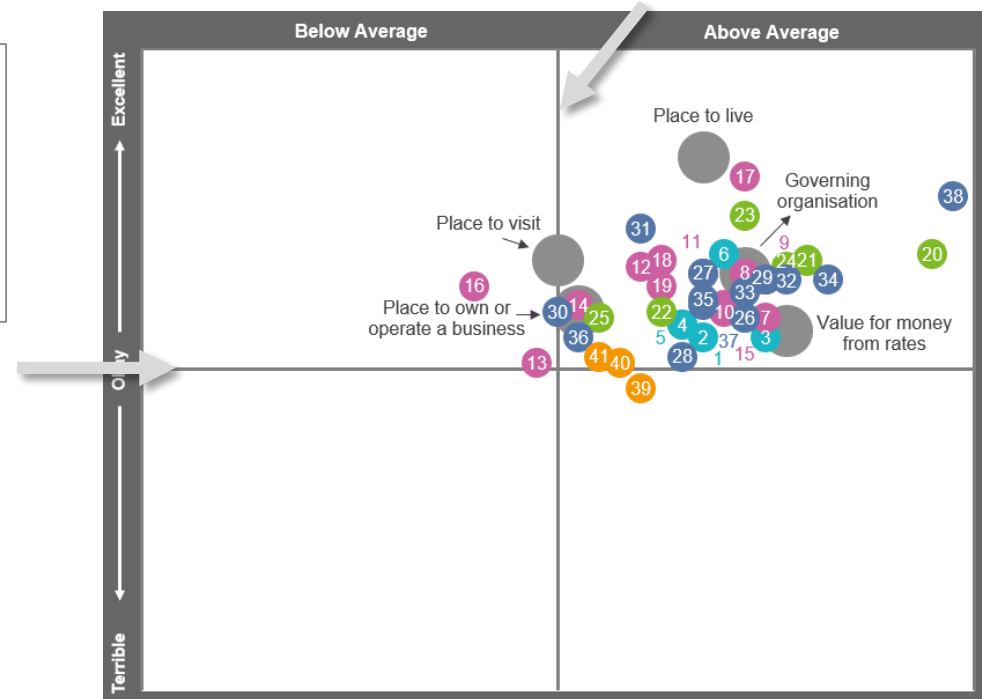
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

Councils aim to be on the right side of this line, with performance ABOVE the MARKYT® Industry Average.

Services are grouped in five areas:

- People
- Place
- Planet
- Prosperity
- Performance

This line represents okay performance based on the MARKYT Performance Index Score. Higher performing service areas are placed above this line while lower performing areas are below it.

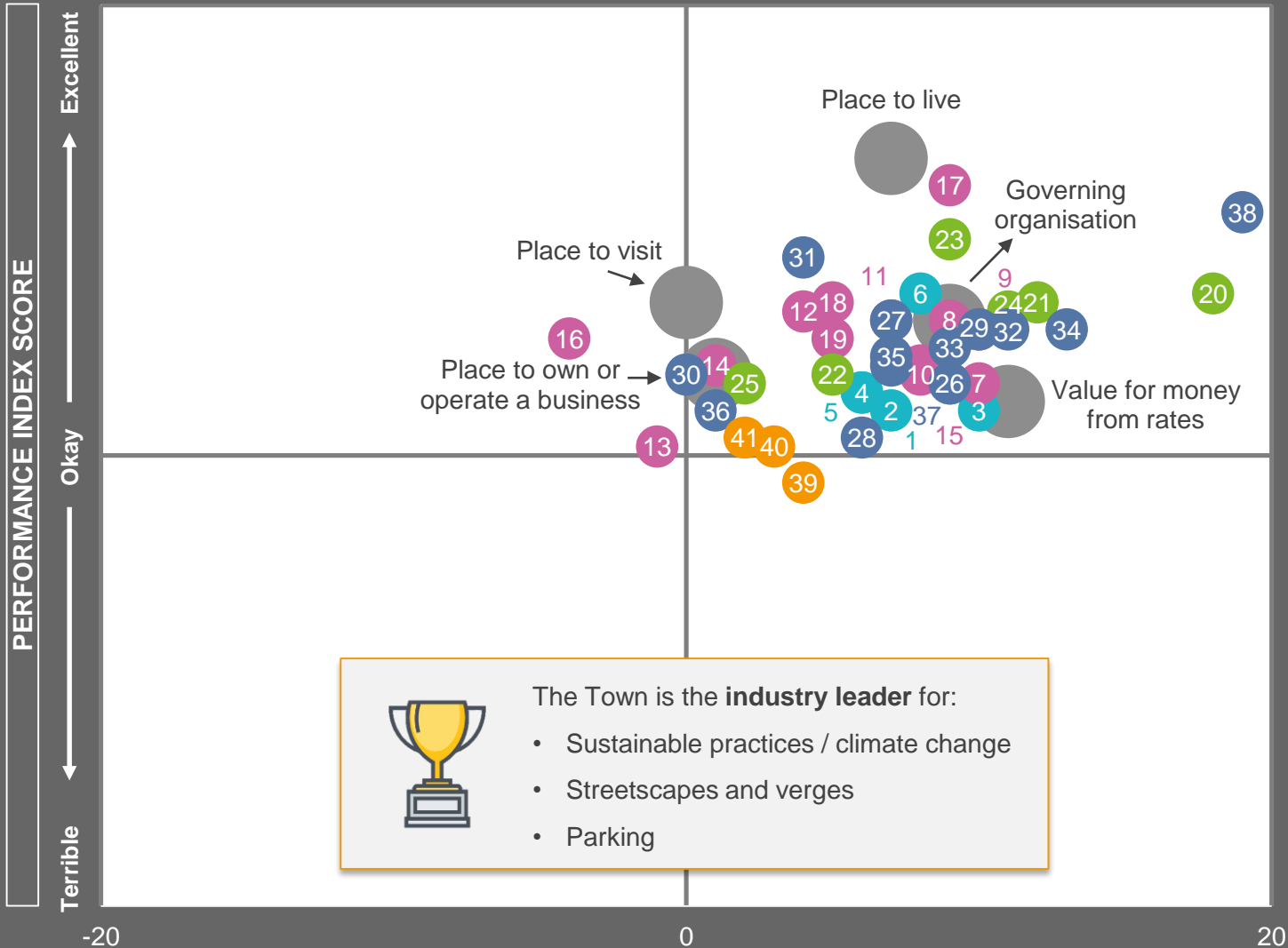


# MARKYT Benchmark Matrix

## COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation, technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family / children services and facilities
- 9 Seniors' services and care
- 10 Disability access and inclusion
- 11 Recognition of Aboriginal cultures
- 12 Volunteer recognition and support
- 13 Community safety / crime prevention
- 14 Health and community services
- 15 Health and wellbeing programs
- 16 Sport and recreation facilities
- 17 Library services
- 18 Festivals, events, art and culture
- 19 History and heritage
- 20 Sustainability / climate change
- 21 Conservation and environment
- 22 Swan River management
- 23 Waste collection and management
- 24 Animal management (dogs and cats)
- 25 Food, health, noise, pest and pollution
- 26 Responsible growth and development
- 27 Area's character and identity
- 28 Planning and building approvals
- 29 Housing
- 30 Community buildings, halls and toilets
- 31 Playgrounds, parks and reserves
- 32 Streetscapes and verges
- 33 Footpaths, trails and cycleways
- 34 Local roads
- 35 Traffic management
- 36 Lighting of streets and public places
- 37 Parking
- 38 Public transport
- 39 Economic development and jobs
- 40 Town centre development / activation
- 41 Education and training

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.



MARKYT  community trends

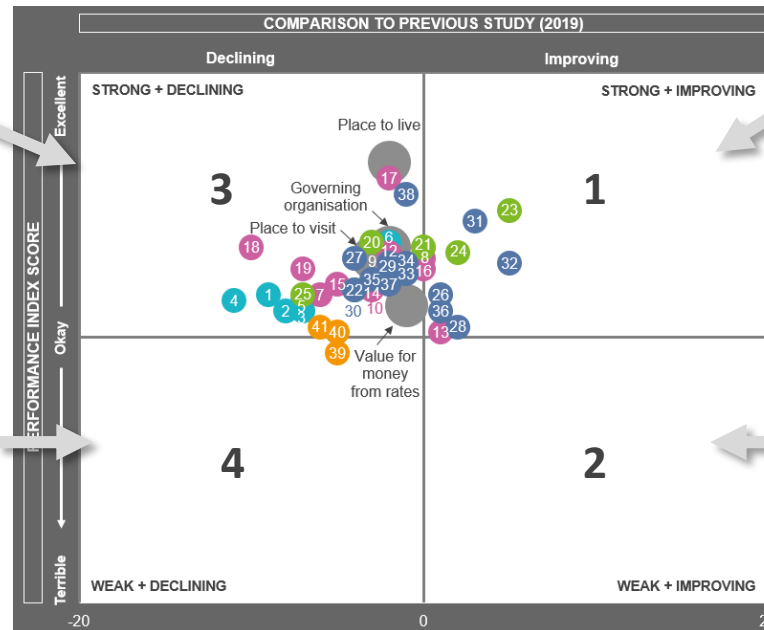
The MARKYT® Community Trends Window shows trends in performance over the past three years.

**Window 3** includes higher performing services in decline. **Arrest decline** for:

- Council's leadership
- Advocacy and lobbying
- Communication
- Festivals, events, art and culture

**Window 4** includes lower performing areas in decline. The **main concerns** include:

- Economic development and job creation



**Window 1** includes higher performing areas that have improved. **Stand-out improvers** are:

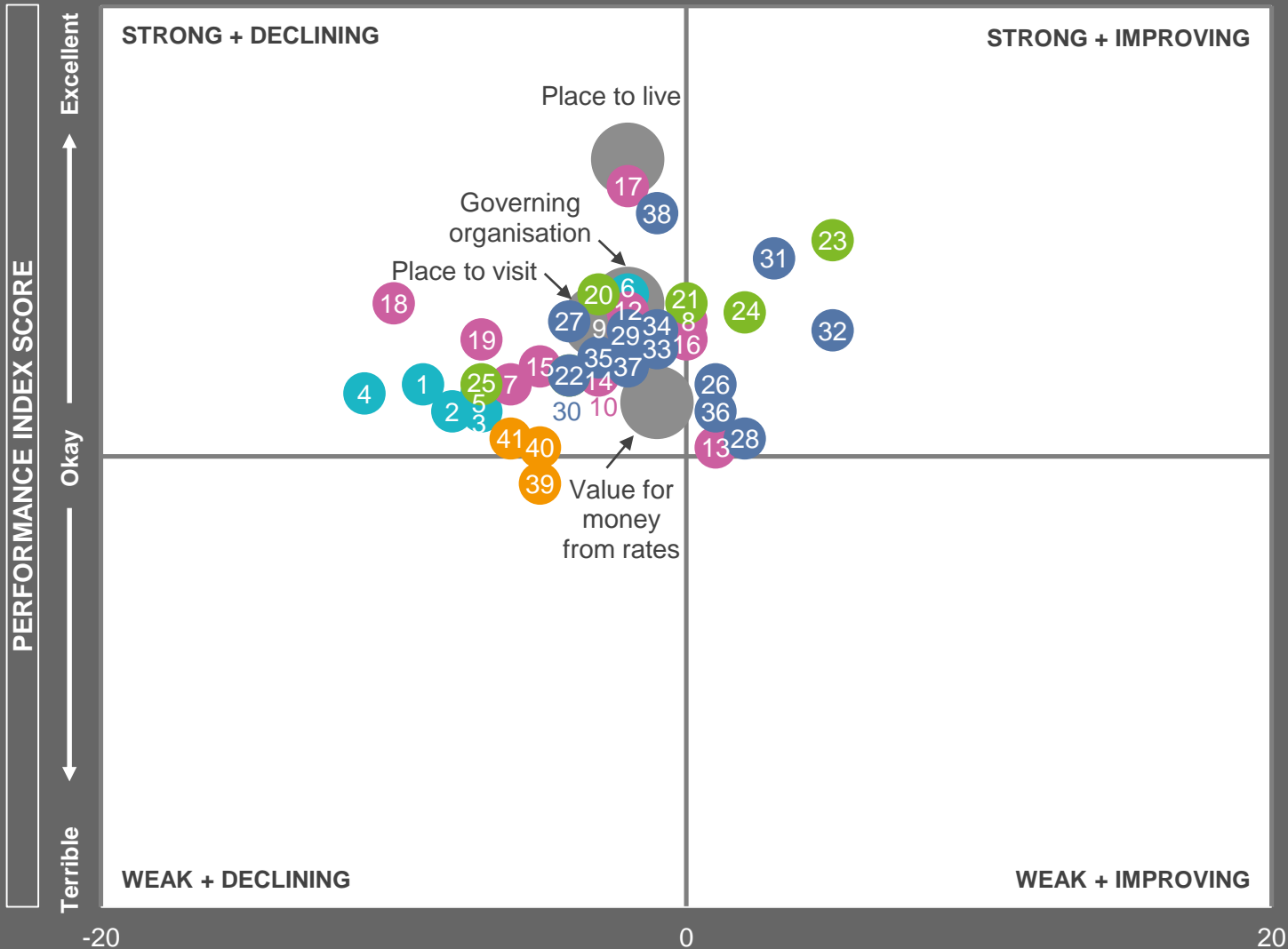
- Waste collection management
- Streetscapes and verges

**Window 2** includes lower performing areas that are improving. **Celebrate progress** and continue to work on areas.

- There are no services in this window this year.

# MARKYT Community Trends Window

## COMPARISON TO PREVIOUS STUDY (2019)



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation, technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family / children services and facilities
- 9 Seniors' services and care
- 10 Disability access and inclusion
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- 38 Public transport
- 39 Economic development and jobs
- 40 Town centre development / activation
- 41 Education and training

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.

Note: In the table, services with grey text have no historical data.

MARKYT  community priorities

# How to read the MARKYT Community Priorities

The MARKYT® Community Priorities chart maps priorities against performance in all service areas.

**CELEBRATE** the Town's highest performing areas.

**KAIZEN:** consider ways to continuously improve services with average ratings between okay and good to strive for service excellence

**REVIEW** lower performing areas.



**OPTIMISE** higher performing services where the community would like enhancements to better meet their needs.

**PRIORITISE** lower performing services where the community would like the Town to focus its attention.

Services are grouped in five areas:

- People
- Place
- Planet
- Prosperity
- Performance

# MARKYT Community Priorities

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation, technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family / children services and facilities
- 9 Seniors' services and care
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- 36 Lighting of streets and public places
- 37 Parking
- 38 Public transport
- 39 Economic development and jobs
- 40 Town centre development / activation
- 41 Education and training

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Over the next 10 years, which areas would you mostly like the Town of Bassendean to focus on improving? Base: All respondents, excludes no response (n=1,014) 22

# Community Action Plans

*Top 5 priorities*

## Community Driven Actions

1. Seek greater police visibility with more patrols, especially at night, to address issues of antisocial behaviour, burglaries, and drug and alcohol abuse.
2. Increase security around the train line and train stations.
3. Install more CCTV cameras and lighting in well known hot spots such as shopping centres, train stations and car parks.
4. Improve lighting in streets and public areas.
5. Install more cameras to capture hooning.
6. Promote and facilitate a community program like Neighbourhood Watch.
7. Provide incentives for homeowners to install security devices.

## A sample of community voices

*"I don't know what the solutions are, but over the 30 years that I have lived in Bassendean, I have never felt more unsafe in my home than I do now."*

*"Security patrols, more police or rangers present."*

*"Increased security patrols, more security cameras."*

*"Ensure adequate lighting in public areas. CCTV / security cameras and patrols, especially in and around train stations and car parks."*

*"Put up Wi-Fi security cameras in strategic places. Proper coordinated Neighbourhood Watch programme. Better lighting in some areas."*

*"CCTV in public places. There are constant crimes of opportunity taking place up and down our streets, as recorded by homeowners with their (personally funded) security systems. The Town should install cameras on streetlight poles throughout the suburb to assist police with managing this problem."*

*"Greater focus on Neighbourhood Watch and security patrols."*

*"Help curb burglaries. Curb antisocial behaviour near the train line and make it safe for school kids. More Neighbourhood Watch support."*

*"Not safe around the Bassendean train station as soon as it gets dark. Also, I don't feel safe walking around the area at twilight on my own."*

*"There are too many break-ins and hoons on motorbikes."*

*"Speed humps on Broadway, or similar to prevent speeding."*

*"Provide incentives for homeowners to install security devices and secure their property. Fencing, security screens for windows, etc. Weekend car patrol/security in the evening."*



### Community Driven Actions

1. Redevelop and activate Old Perth Road. Address empty shops and deteriorating buildings. Introduce alfresco dining, live music, colour, vibrancy, food trucks, trees, and outdoor seating areas.
2. Encourage and support new businesses to open in the area.
3. Attract more cafes, restaurants and bars to the area.
4. Advocate for a greater variety of shops.
5. Advocate for more events such as music festivals and street markets.
6. Provide more high density and apartment living options.

### A sample of community voices

*“Activation and development of Old Perth Road and incentives to attract new businesses.”*

*“Too many businesses on Old Perth Road seem to struggle. More needs to be done to make the area more enticing.”*

*“Support current businesses with grants or co-run events to create more vibrancy. Improve safety and look of OPR with more family-friendly things happening. Support new businesses and pop-up opportunities.”*

*“Pedestrianisation of Old Perth Road, alfresco cafes and dining out on OPR streetscape, high-density housing and apartments, and food trucks along OPR.”*

*“Cafes, restaurants [and] apartments built on Old Perth Rd [to] increase people to the café strip.”*

*“Provide incentives for town centre landowners to develop town centre land... Reduce red tape to allow existing town centre businesses to operate in the street after 6 pm.”*

*“Make Old Perth Road appealing and vibrant. Old Perth Road has so much potential, but it is not attracting any more businesses. It's a bit bland [and] the street frontages still look neglected.”*

*“Building frontages that are 80's styled to be modernised/updated or changed back to more of a heritage look - the tired buildings are a distraction.”*

*“Making the town a brighter place, with more restaurants, shops, etc.”*

*“Bring Old Perth Road back to life. Improve the deteriorating buildings or put pressure on landlords to invest some money back into their properties to bring more trade and vibrancy to the area. There is so much potential.”*

*“Revitalise Old Perth Rd Precinct with more high-density living and local business centred around the train station as a hub.”*

### Community Driven Actions

1. Plant more trees, in particular native species, to develop the urban canopy, reduce heat and support local fauna.
2. Introduce tighter development controls to retain existing trees and green space.
3. Continue to convert to underground power to improve tree canopies.
4. Support the development of community gardens.
5. Encourage adoption of sustainable practices through education, incentives and rebates.
6. Encourage greater adoption of renewable energy technology including solar panels, community batteries, and electric vehicles.
7. Provide more electric vehicle charging stations.
8. Improve public transport, cycleways and pathways to reduce car use.
9. Implement plans to manage and protect the Swan River.

### A sample of community voices

*“Need to continue to develop and promote sustainability goals. FOGO implementation and encouraging native verge gardens is a great initiative. Sustainable practices need to be a continued priority for the town.”*

*“Become a single-use plastic-free town. Become a carbon-neutral town council - rebates for things like solar and rainwater tanks.”*

*“Implement policies to reduce the carbon footprint of businesses and residents where possible - continuing to implement policies to reduce single-use plastics.”*

*“Free community workshops on sustainable practices (e.g. food growing, composting, soil health). Support community garden initiatives.”*

*“Consider putting in a community solar battery to take advantage of all the rooftop solar in the suburbs and lower energy costs for the ratepayers.”*

*“Underground power for Bassendean. This will improve streetscapes and verges, allow trees to grow, provide habitat for local wildlife and will contribute to conservation and environmental management.”*

*“Keep underground power to expand [tree] canopy and verge transformation.”*

*“Enhance public transport as well as the ability for [the] community to use non-car alternatives.”*

*“Include a commitment to sustainability in the Town of Bassendean mission and vision statement.”*

*“New houses should only be approved if they have features that allow for lower energy use. For example, all new houses should have to have solar panels and backup batteries, must have insulation, must have light-coloured roofs, must have rainwater tanks, etc.”*

### Community Driven Actions

1. Rehabilitate and protect eroded areas of the river.
2. Provide more boardwalks, BBQ areas, picnic tables and benches along the foreshore.
3. Advocate for more cafes, coffee vans and food trucks.
4. Develop the river and foreshore for swimming and other recreational uses such as kayaks, canoes, and SUPs.
5. Reinstall and repair jetties.
6. Keep the foreshore clean, remove rubbish.
7. Manage speeding boats.
8. Introduce a mosquito management plan.

### A sample of community voices

*“Erosion of the foreshore needs urgent work.”*

*“The river parks are managed well, but the river bank needs more restoration and protection from continuous erosion.”*

*“Make the facilities by the river more attractive for families to utilise and enjoy.”*

*“Greater activation of the river, boardwalks, lookouts, cafes, coffee vans, markets, picnic tables/benches, and safe access points. Beaches/jetties for small crafts such as kayaks/stand-up paddle boards etc.”*

*“Council should encourage and lobby for new businesses, such as cafes, bars and restaurants, to be integrated with access and views of the river, including boardwalks, to attract visitors to the town without harming the amenity of the river.”*

*“Bassendean needs to embrace the river and utilise it more with jetties/cafes etc. along the river.”*

*“More access along the foreshore. Replace the jetties at the Point Reserve. It would be nice to see existing jetties, e.g. Sand Beach Reserve, be repaired rather than closed off.”*

*“There is an opportunity to improve the amenities around the Swan River, such as installing new jetties and providing some environmentally appropriate commercial opportunities on the river, e.g. cafes (in sea containers), recreational businesses, etc.”*

*“Work with councils to bring in certain regulations like no jet skis or extremely powerful boats as they erode the sides of the river.”*

*“Lower speed limits on power boats.”*

*“Mosquito control needs to be enhanced as it is a detractor to those wanting to walk the tracks near the river.”*

### Community Driven Actions

1. Attract or provide more art and cultural activities in the Town of Bassendean including festivals, live music, outdoor movies, art galleries, exhibitions and awards.
2. Cover a diverse range of creative arts including writers, musicians, authors, etc.
3. Host more Fringe Festival events in the local area.
4. Provide more family friendly events.
5. Provide a range of markets, such as food, arts and crafts, and night markets.

### A sample of community voices

*“Perth Fringe in Basso was fantastic - Please bring it back or something similar!”*

*“The Fringe event in Bassendean. Pop-up events like the pork and cider event, as well as markets.”*

*“Continue to host Fringe and similar events. Continue to host outdoor movies and encourage a weekly farmers market.”*

*“We used to have some amazing community events like the Sky Show for Australia Day and Fringe Festival to bring Bassendean alive and money into the community from these events. Would be great now we are learning to live with COVID to bring these back. Bring Old Perth Road alive to help those businesses and attract more businesses there.”*

*“Bring back Bassendean Art Awards and cultural events in and around the town centre.”*

*“The town centre needs more activation, i.e. arts festivals and a celebration of local history.”*

*“We need more festivals and concerts like the jazz, blues and country music festivals we used to have.”*

*“Continue festivals and family community events. We love these events. They really bring the community together.”*

*“It would be great if the Old Perth Road Markets had a fruit and vegetable stall as well as a bread stall. This would encourage more visitors to the markets and more regular visitors.”*

*“What has happened to all the great events that used to happen in Bassendean? All those events were the glue that bound the community together, and now they seem to be cancelled.”*

*“Feature all the creative arts, not just paintings in the art exhibition. Feature local artists, writers, musicians and authors etc.”*

To see all community comments from the MARKYT® Community Scorecard, please see the Town of Bassendean's MARKYT® Community VoiceBank.

The MARKYT® Community VoiceBank contains over **63,000** words with ideas and suggestions from community members.

Ideas are classified in five key areas: People, Planet, Place, Prosperity and Performance.

Ideas are grouped into 41 service areas.

Councillors and employees at the Town of Bassendean draw on specific suggestions in the MARKYT® Community VoiceBank to assist in the development of supporting strategies and action plans to address community needs.



## MARKYT Community VoiceBank

Question: **Over the next 10 years, which areas would you most like the Town of Bassendean to focus on improving?**

Source: MARKYT® Community Scorecard | 2022

*All responses are presented verbatim. Identifying information, and offensive or defamatory language, has been removed. Views expressed are solely those of respondents.*

Prepared by:  
**CATALYSE® Pty Ltd**

On behalf of:  
Town of Bassendean

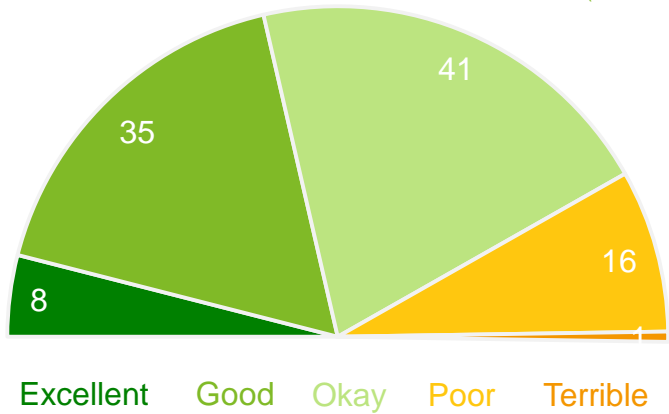
June 2022

People

# Services and facilities for youth

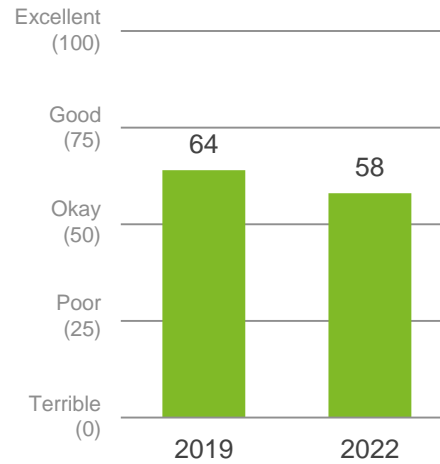
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 58 |
| Industry High      | 66 |
| Industry Average   | 48 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 58    | 58         | 58            | 58   | 58     | 60          | 59             | 56              | 53               | 56             | 61          | 58          | 57        | 59         | 64   | 62       | 58         | 58        |

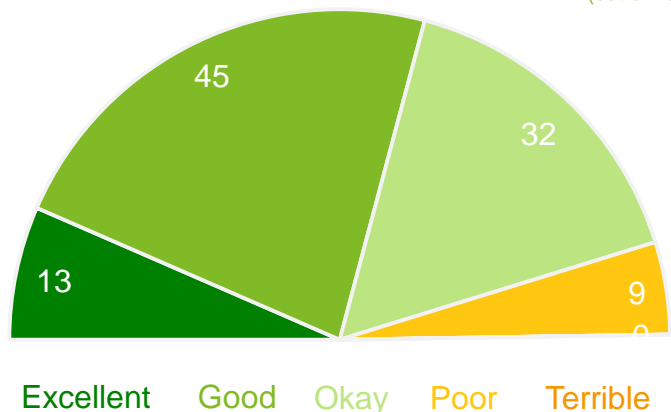
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 591). \* Positive Rating = excellent, good + okay

# Services and facilities for families and children

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 65 |
| Industry High      | 70 |
| Industry Average   | 56 |

## Variations across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 65    | 65         | 66            | 63   | 67     | 68          | 65             | 59              | 61               | 61             | 67          | 63          | 65        | 65         | 63   | 74       | 66         | 60        |

Q. How would you rate performance in the following areas?

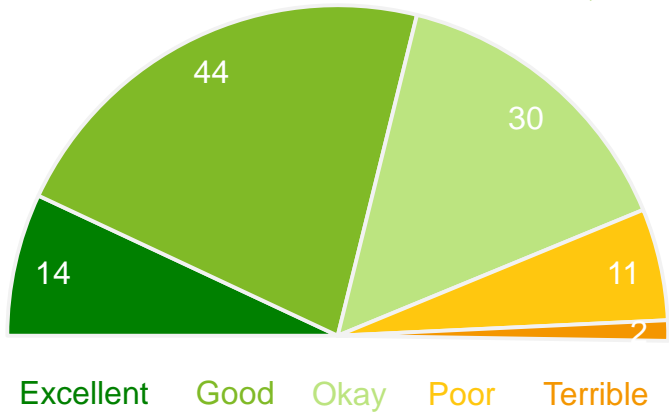
Base: All respondents, excludes 'unsure' and 'no response' (n = 773). \* Positive Rating = excellent, good + okay



# Services and care available for seniors

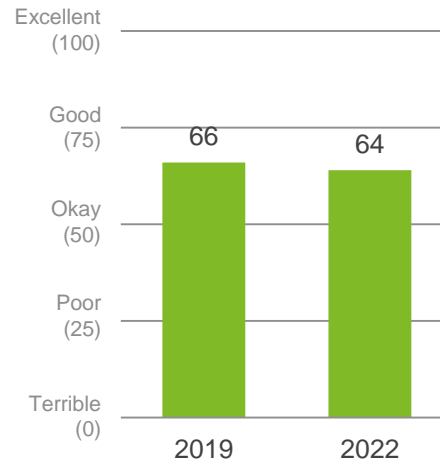
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 64 |
| Industry High      | 67 |
| Industry Average   | 54 |

## Variations across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 64    | 65         | 62            | 63   | 66     | 64          | 67             | 66              | 65               | 62             | 69          | 67          | 62        | 57         | 70   | 60       | 66         | 60        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 593). \* Positive Rating = excellent, good + okay

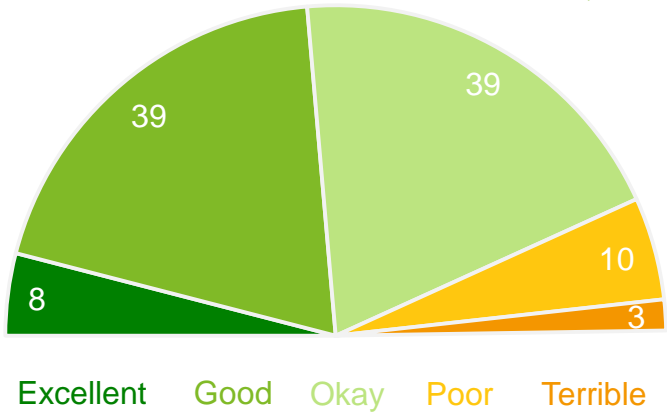
# Disability access and inclusion

## Performance ratings

% of respondents

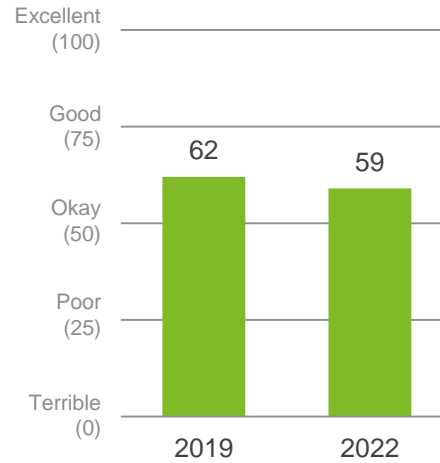
**86%**  
Positive rating\*

**59**  
Performance Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 59 |
| Industry High      | 65 |
| Industry Average   | 51 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 59    | 60         | 55            | 61   | 59     | 60          | 60             | 61              | 58               | 58             | 60          | 61          | 59        | 53         | 56   | 56       | 60         | 59        |

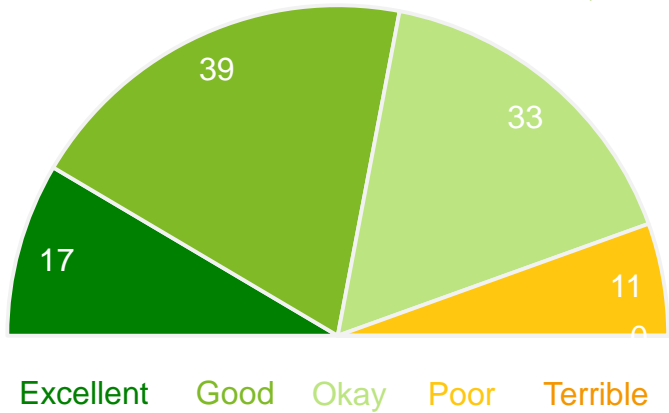
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 558). \* Positive Rating = excellent, good + okay

# Recognition and respect for Aboriginal people, cultures and heritage

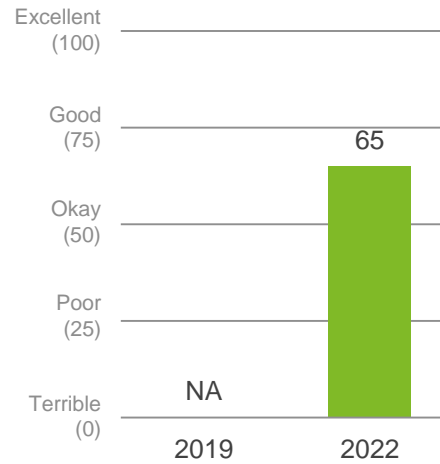
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 65 |
| Industry High      | 70 |
| Industry Average   | 58 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 65    | 65         | 67            | 66   | 65     | 66          | 64             | 69              | 65               | 67             | 65          | 66          | 65        | 65         | 69   | 68       | 64         | 69        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 701). \* Positive Rating = excellent, good + okay

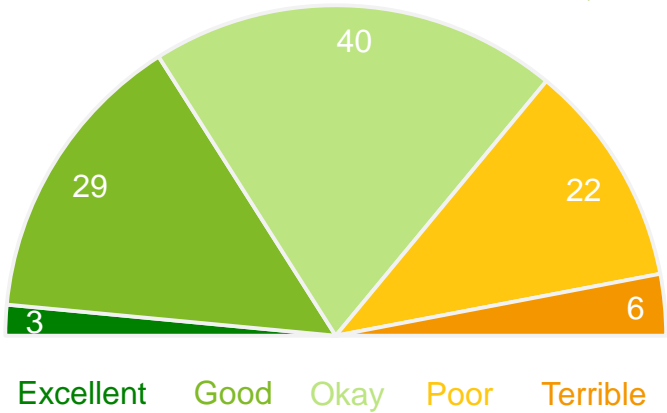
# Community safety and crime prevention

## Performance ratings

% of respondents

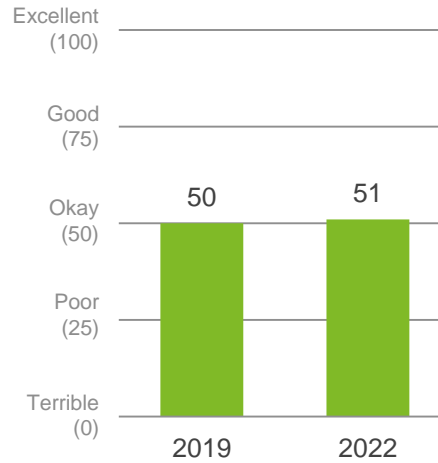
**72%**  
Positive rating\*

**51**  
Performance Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 51 |
| Industry High      | 76 |
| Industry Average   | 52 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 51    | 50         | 55            | 48   | 54     | 53          | 50             | 49              | 48               | 48             | 53          | 49          | 51        | 53         | 52   | 51       | 51         | 48        |

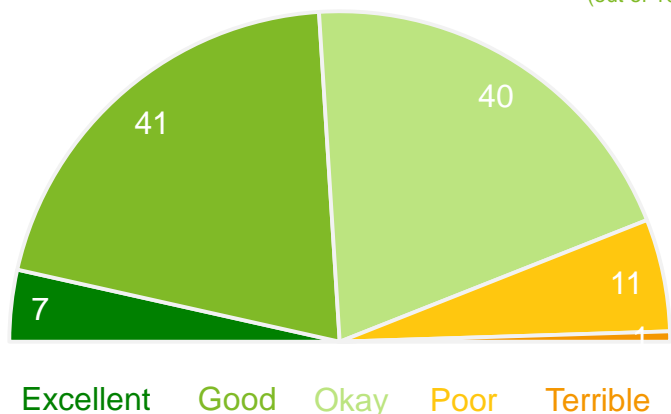
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 845). \* Positive Rating = excellent, good + okay

# Access to health and community services

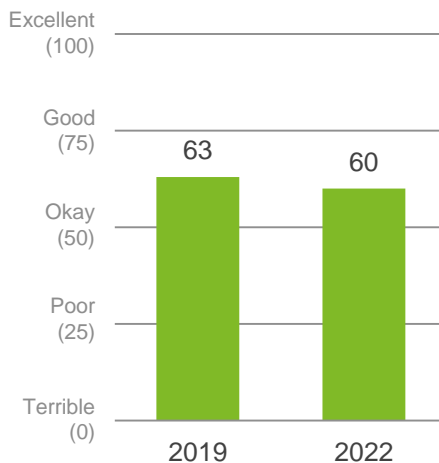
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 60 |
| Industry High      | 74 |
| Industry Average   | 59 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 60    | 60         | 61            | 59   | 62     | 61          | 60             | 58              | 58               | 59             | 62          | 60          | 60        | 58         | 54   | 60       | 60         | 59        |

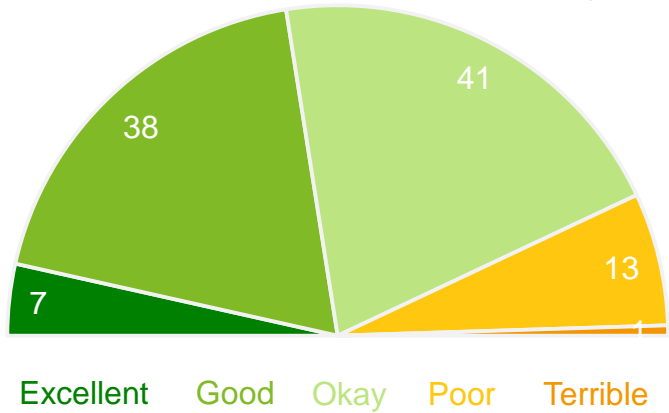
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 809). \* Positive Rating = excellent, good + okay

# Health and wellbeing programs and education

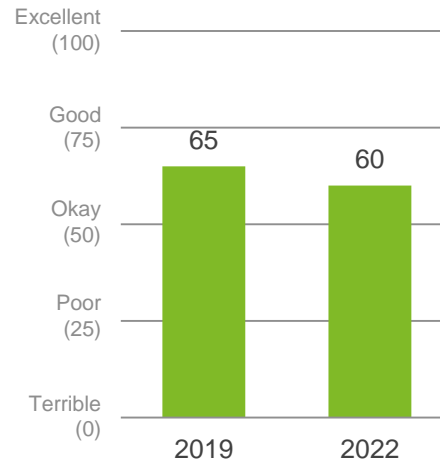
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 60 |
| Industry High      | 65 |
| Industry Average   | 52 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 60    | 60         | 57            | 57   | 62     | 60          | 59             | 60              | 60               | 57             | 59          | 61          | 59        | 59         | 54   | 58       | 60         | 59        |

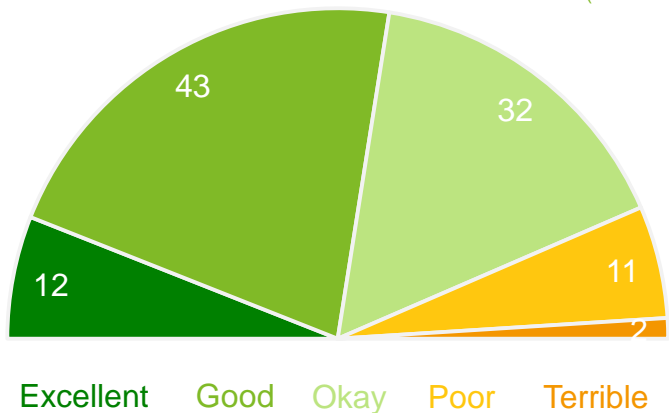
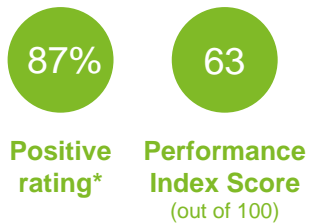
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 711). \* Positive Rating = excellent, good + okay

# Sport and recreation facilities and services

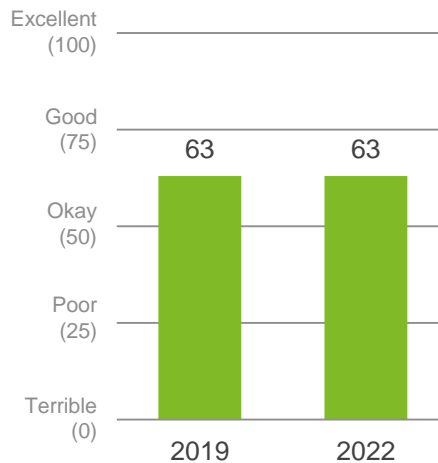
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 63 |
| Industry High      | 85 |
| Industry Average   | 67 |

## Variations across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 63    | 63         | 63            | 61   | 65     | 66          | 58             | 58              | 58               | 60             | 63          | 61          | 66        | 61         | 63   | 74       | 62         | 66        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 931). \* Positive Rating = excellent, good + okay

# Library services

## Performance ratings

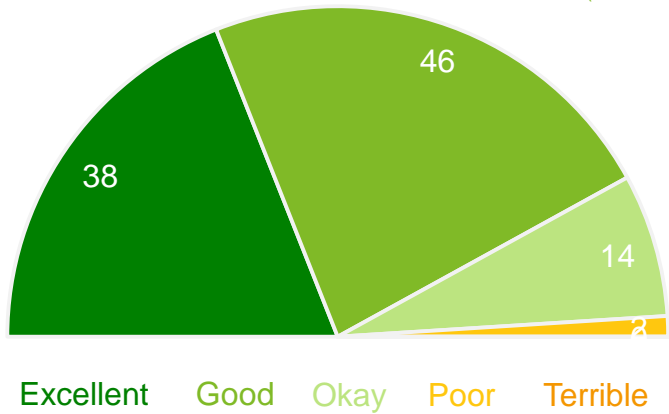
% of respondents

98%

Positive rating\*

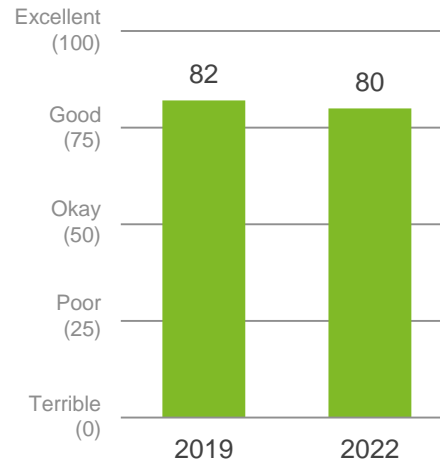
80

Performance Index Score (out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 80 |
| Industry High      | 82 |
| Industry Average   | 71 |

## Variations across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 80    | 80         | 76            | 78   | 82     | 80          | 82             | 80              | 81               | 77             | 80          | 80          | 81        | 80         | 77   | 82       | 81         | 74        |

Q. How would you rate performance in the following areas?

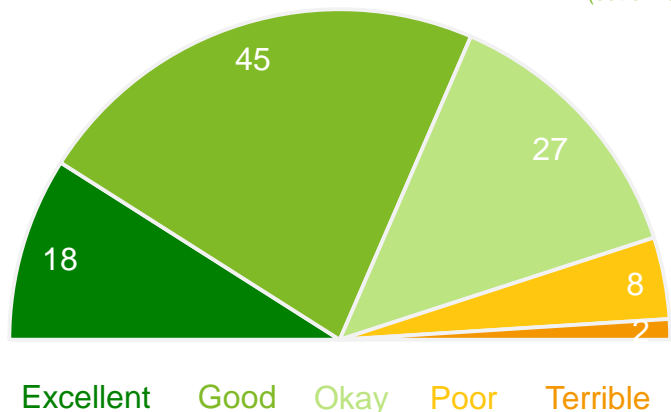
Base: All respondents, excludes 'unsure' and 'no response' (n = 985). \* Positive Rating = excellent, good + okay



# Festivals, events, art and cultural activities

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 67 |
| Industry High      | 75 |
| Industry Average   | 62 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 67    | 67         | 68            | 65   | 70     | 67          | 70             | 67              | 67               | 65             | 70          | 66          | 66        | 68         | 63   | 71       | 67         | 68        |

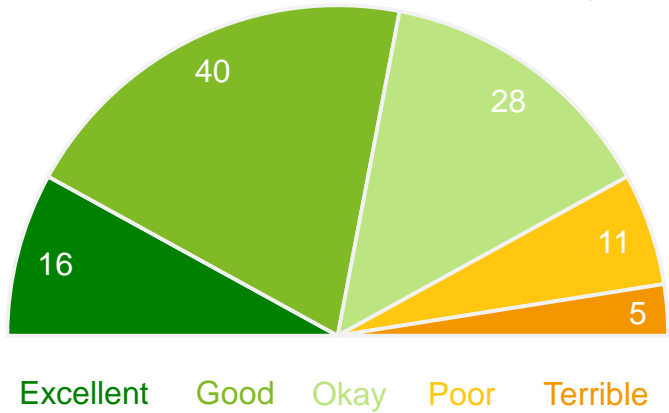
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1003). \* Positive Rating = excellent, good + okay

# How local history and heritage is preserved and promoted

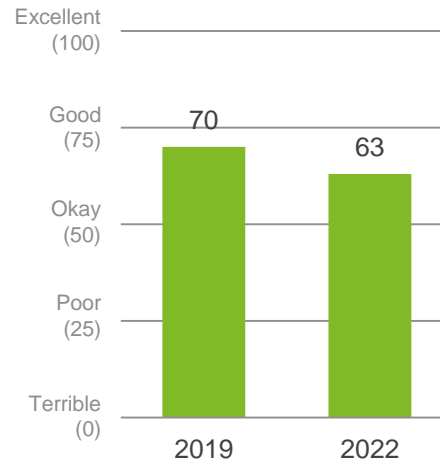
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 63 |
| Industry High      | 75 |
| Industry Average   | 58 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 63    | 63         | 65            | 61   | 66     | 63          | 67             | 62              | 63               | 61             | 69          | 62          | 60        | 63         | 67   | 59       | 63         | 65        |

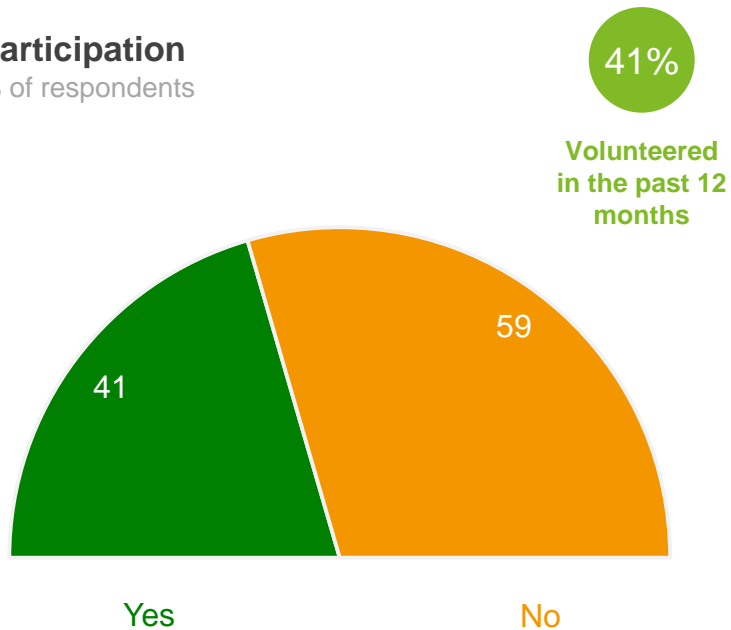
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 922). \* Positive Rating = excellent, good + okay

# Participation in unpaid voluntary work

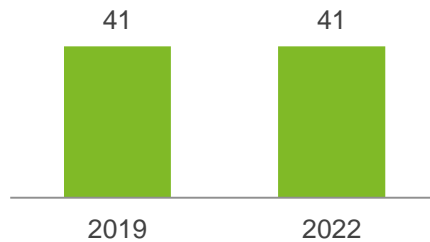
## Participation

% of respondents



## Trend Analysis

% yes



## MARKYT Industry Standards

% yes



|                    |    |
|--------------------|----|
| Town of Bassendean | 41 |
| Industry High      | 81 |
| Industry Average   | 60 |

## Variations across the community

% yes

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 41    | 42         | 34            | 42   | 39     | 34          | 40             | 61              | 61               | 50             | 42          | 46          | 35        | 36         | 32   | 43       | 41         | 39        |

Q. Over the past 12 months, have you done any unpaid voluntary work? This includes welfare work, coaching, involvement in committees, etc.

Base: All respondents, excludes 'unsure' and 'no response' (n = 1007).

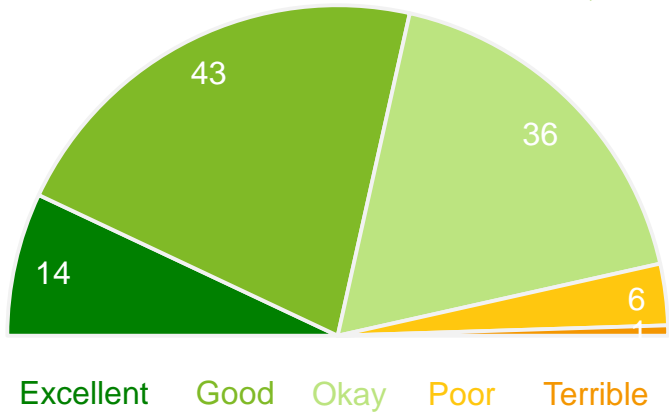
# Volunteer recognition and support

## Performance ratings

% of respondents

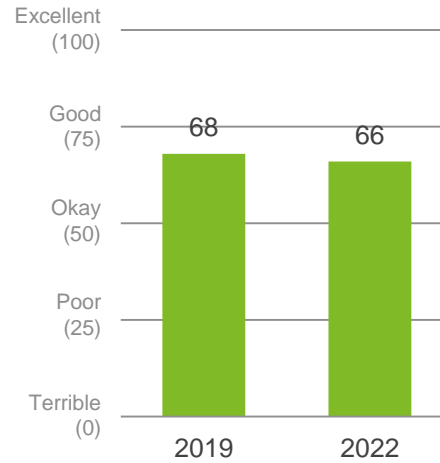
93%  
Positive rating\*

66  
Performance Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 66 |
| Industry High      | 70 |
| Industry Average   | 62 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 66    | 67         | 62            | 64   | 68     | 66          | 69             | 66              | 66               | 65             | 65          | 68          | 65        | 63         | 68   | 64       | 66         | 64        |

Q. How would you rate performance in the following areas?

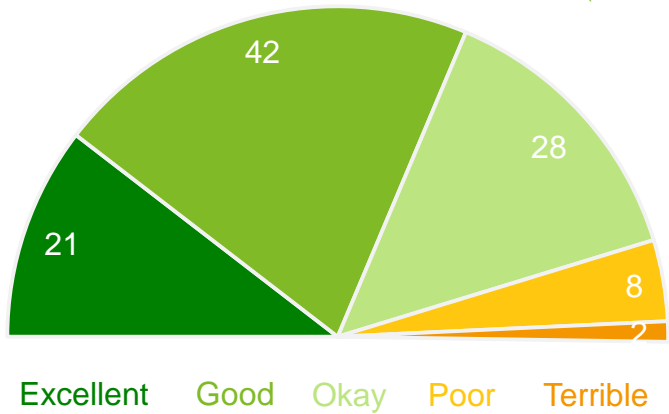
Base: All respondents, excludes 'unsure' and 'no response' (n = 641). \* Positive Rating = excellent, good + okay

Planet

# Efforts to promote and adopt sustainable practices to manage climate change

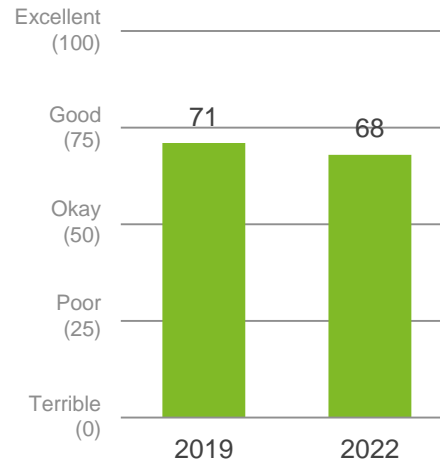
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 68 |
| Industry High      | 68 |
| Industry Average   | 50 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 68    | 69         | 66            | 64   | 72     | 68          | 72             | 68              | 69               | 66             | 71          | 70          | 65        | 68         | 67   | 68       | 69         | 67        |

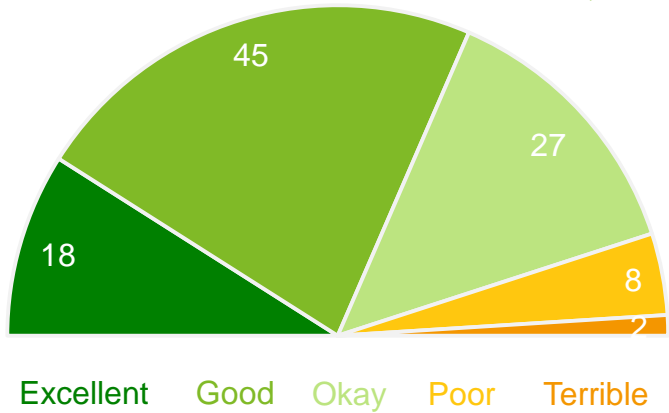
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 912). \* Positive Rating = excellent, good + okay

# Conservation and environmental management

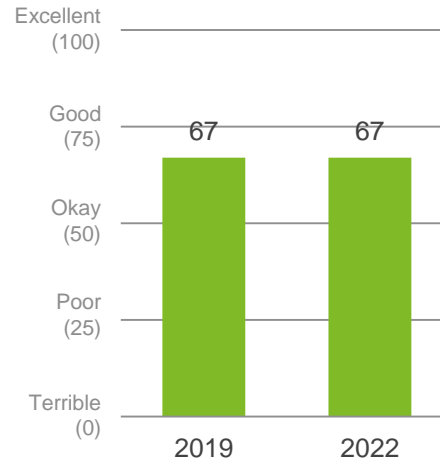
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 67 |
| Industry High      | 73 |
| Industry Average   | 55 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 67    | 67         | 68            | 65   | 70     | 67          | 71             | 68              | 68               | 65             | 72          | 68          | 63        | 66         | 66   | 69       | 68         | 65        |

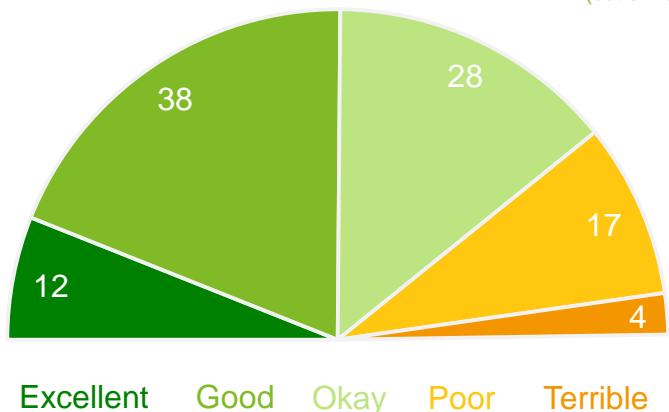
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 956). \* Positive Rating = excellent, good + okay

# Efforts to maintain and enhance the Swan River

## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 59 |
| Industry High      | 68 |
| Industry Average   | 54 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 59    | 59         | 62            | 55   | 63     | 59          | 60             | 58              | 59               | 57             | 62          | 58          | 58        | 60         | 57   | 63       | 59         | 59        |

Q. How would you rate performance in the following areas?

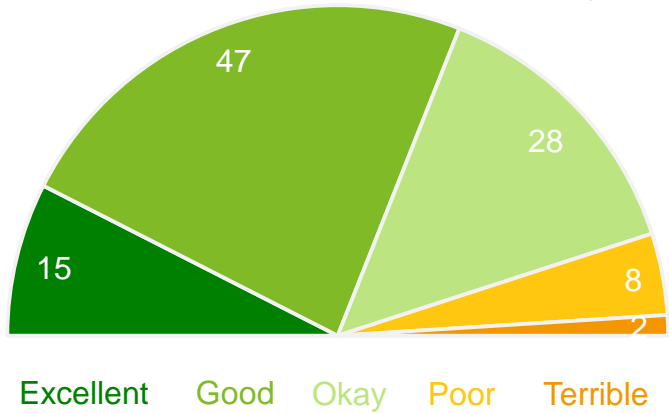
Base: All respondents, excludes 'unsure' and 'no response' (n = 925). \* Positive Rating = excellent, good + okay



# Animal management (dogs and cats)

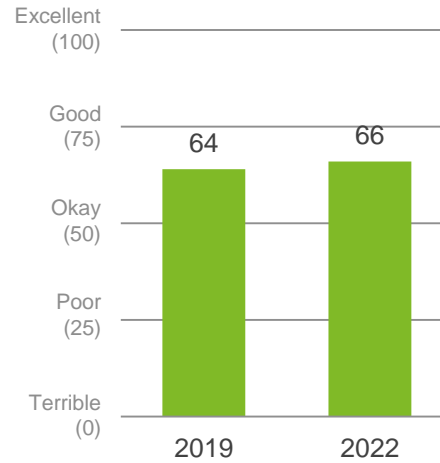
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 66 |
| Industry High      | 67 |
| Industry Average   | 55 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 66    | 66         | 67            | 63   | 70     | 66          | 69             | 67              | 69               | 68             | 71          | 67          | 63        | 67         | 68   | 67       | 67         | 64        |

Q. How would you rate performance in the following areas?

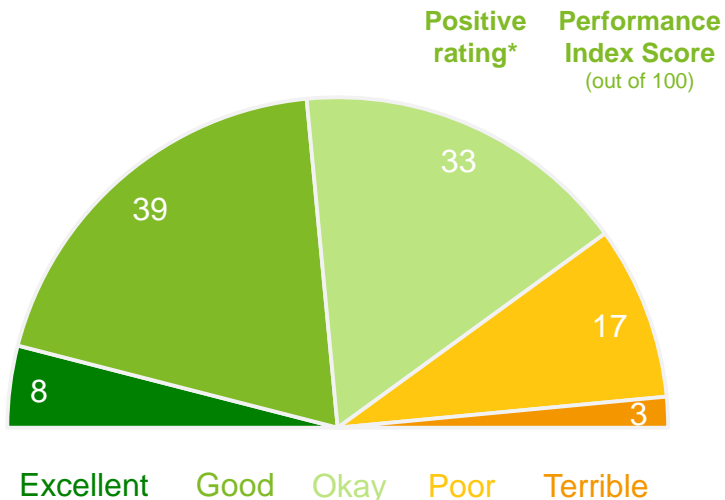
Base: All respondents, excludes 'unsure' and 'no response' (n = 876). \* Positive Rating = excellent, good + okay

# Public health management

(i.e. food inspections, noise, pollution and pest control)

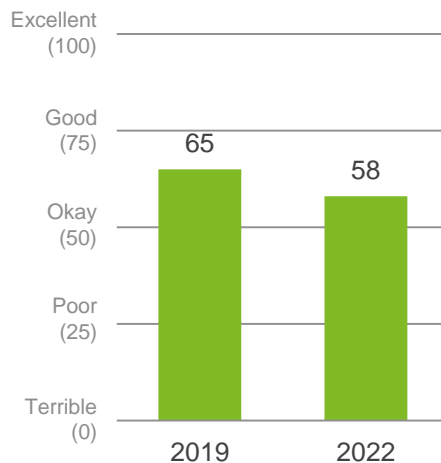
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 58 |
| Industry High      | 64 |
| Industry Average   | 56 |

## Variations across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 58    | 57         | 62            | 57   | 59     | 59          | 57             | 55              | 56               | 55             | 63          | 56          | 56        | 59         | 61   | 50       | 59         | 57        |

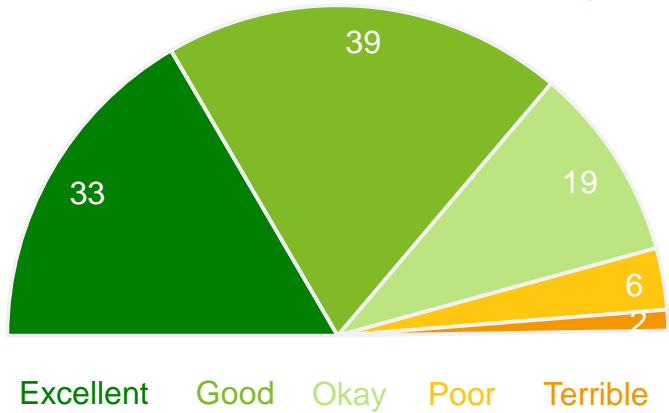
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 715). \* Positive Rating = excellent, good + okay

# Waste collection and management

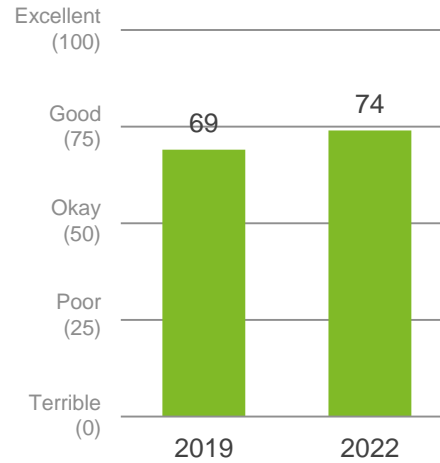
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 74 |
| Industry High      | 77 |
| Industry Average   | 65 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 74    | 74         | 75            | 72   | 76     | 74          | 77             | 71              | 69               | 70             | 76          | 73          | 73        | 74         | 63   | 75       | 75         | 70        |

Q. How would you rate performance in the following areas?

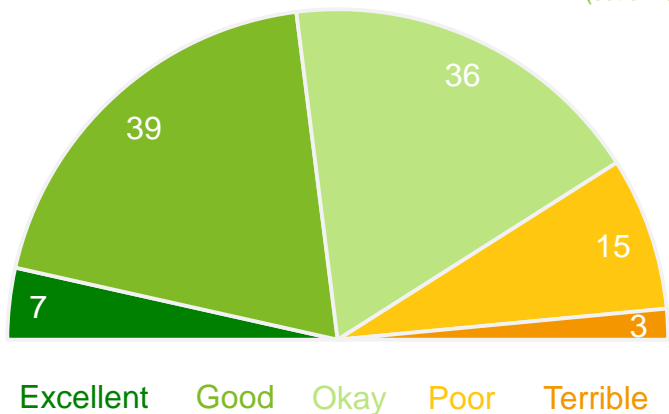
Base: All respondents, excludes 'unsure' and 'no response' (n = 1037). \* Positive Rating = excellent, good + okay

Place

# Managing responsible growth and development

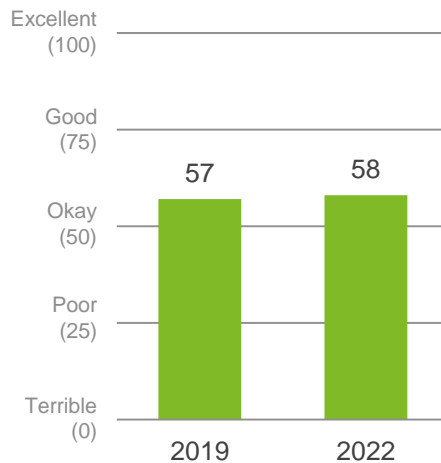
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 58 |
| Industry High      | 59 |
| Industry Average   | 49 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 58    | 58         | 59            | 55   | 61     | 59          | 58             | 56              | 55               | 52             | 64          | 55          | 56        | 61         | 57   | 56       | 58         | 57        |

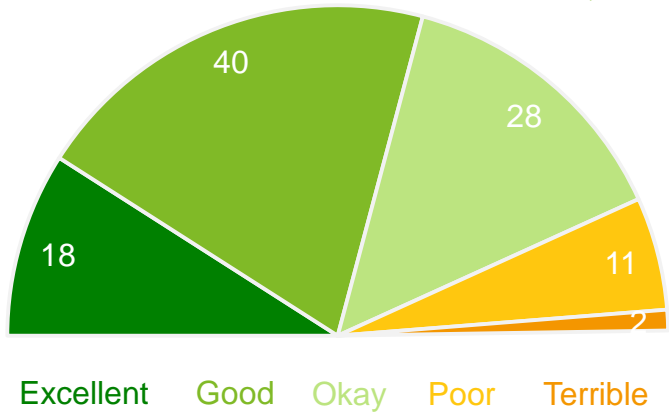
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 829). \* Positive Rating = excellent, good + okay

# The area's character and identity

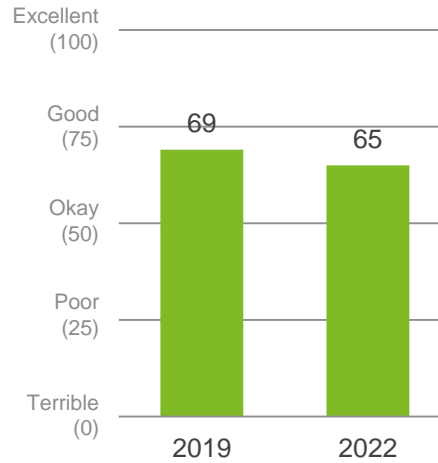
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 65 |
| Industry High      | 68 |
| Industry Average   | 58 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 65    | 64         | 69            | 62   | 68     | 66          | 66             | 67              | 62               | 61             | 71          | 64          | 62        | 67         | 61   | 69       | 65         | 63        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 978). \* Positive Rating = excellent, good + okay

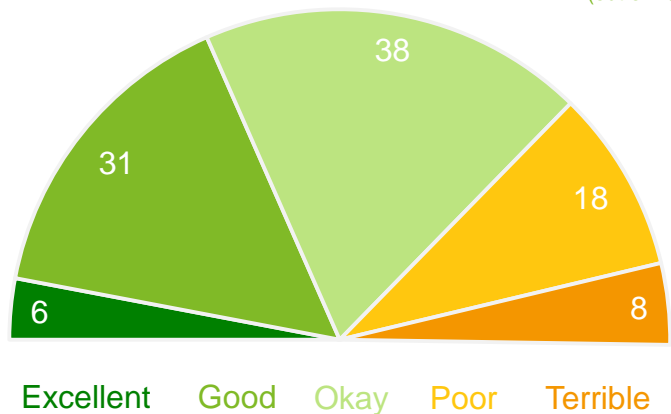
# Planning and building approvals

## Performance ratings

% of respondents

**75%**  
Positive rating\*

**52**  
Performance Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 52 |
| Industry High      | 60 |
| Industry Average   | 46 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 52    | 53         | 51            | 50   | 56     | 53          | 56             | 52              | 51               | 48             | 58          | 52          | 50        | 58         | 47   | 46       | 53         | 51        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 652). \* Positive Rating = excellent, good + okay

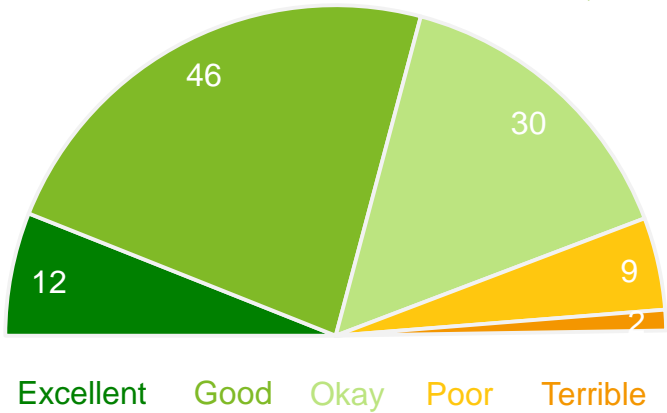
# Access to housing that meets your needs

## Performance ratings

% of respondents

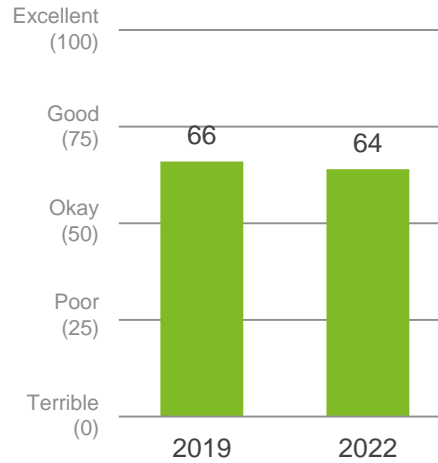
**88%**  
Positive rating\*

**64**  
Performance Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 64 |
| Industry High      | 68 |
| Industry Average   | 54 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 64    | 66         | 56            | 63   | 66     | 65          | 65             | 61              | 63               | 59             | 69          | 64          | 60        | 62         | 64   | 65       | 65         | 60        |

Q. How would you rate performance in the following areas?

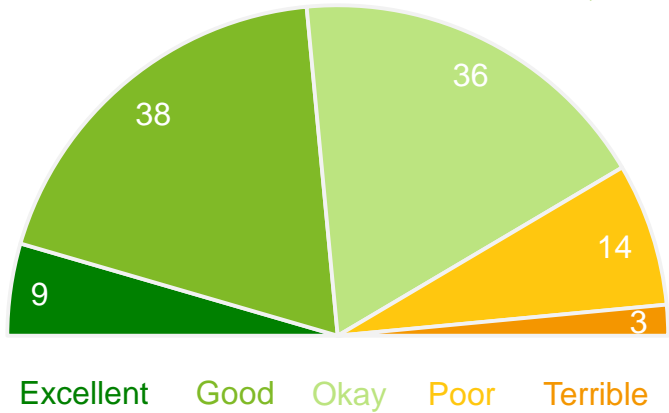
Base: All respondents, excludes 'unsure' and 'no response' (n = 723). \* Positive Rating = excellent, good + okay



# Community buildings, halls and toilets

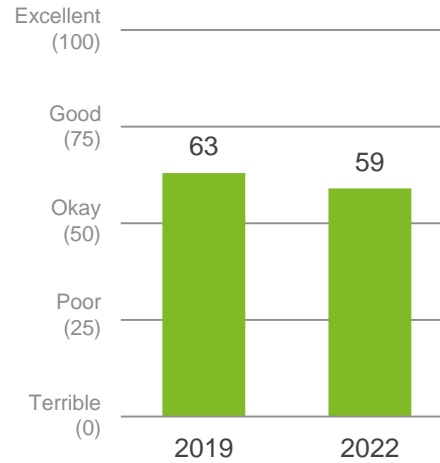
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 59 |
| Industry High      | 78 |
| Industry Average   | 59 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 59    | 59         | 59            | 57   | 61     | 60          | 60             | 53              | 55               | 56             | 65          | 57          | 57        | 57         | 57   | 57       | 59         | 58        |

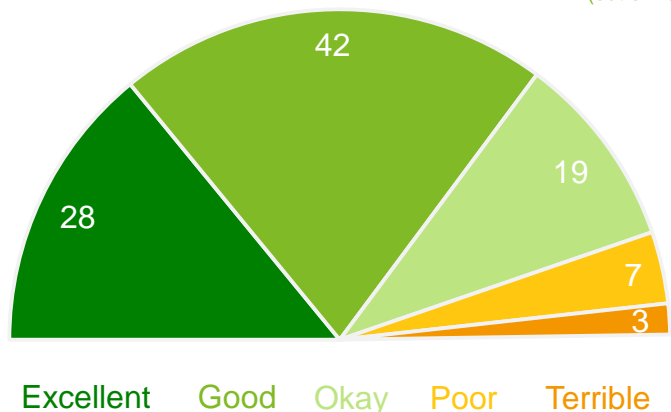
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 942). \* Positive Rating = excellent, good + okay

# Playgrounds, parks and reserves

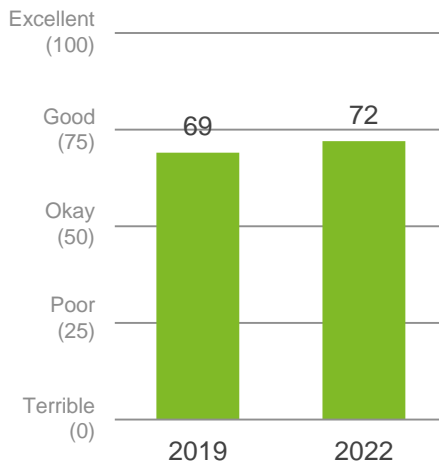
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 72 |
| Industry High      | 86 |
| Industry Average   | 68 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 72    | 72         | 72            | 70   | 73     | 74          | 75             | 63              | 67               | 67             | 78          | 69          | 70        | 69         | 70   | 75       | 72         | 70        |

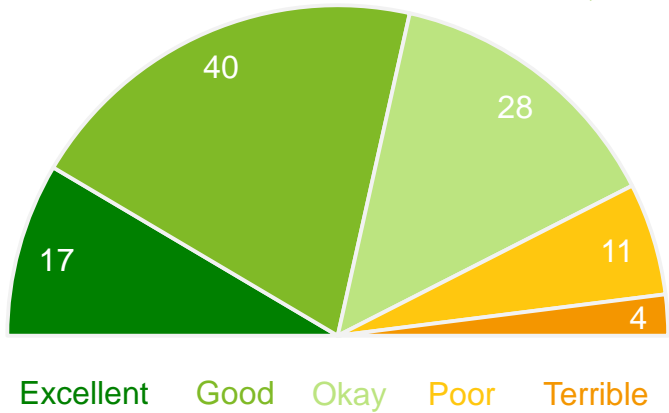
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1022). \* Positive Rating = excellent, good + okay

# Streetscapes, trees and verges

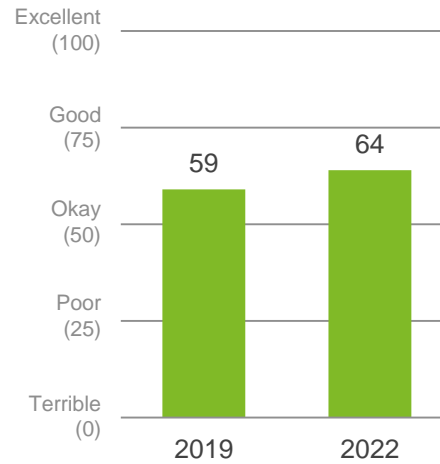
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 64 |
| Industry High      | 64 |
| Industry Average   | 53 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 64    | 64         | 68            | 61   | 67     | 66          | 67             | 59              | 59               | 59             | 69          | 62          | 62        | 61         | 62   | 66       | 64         | 61        |

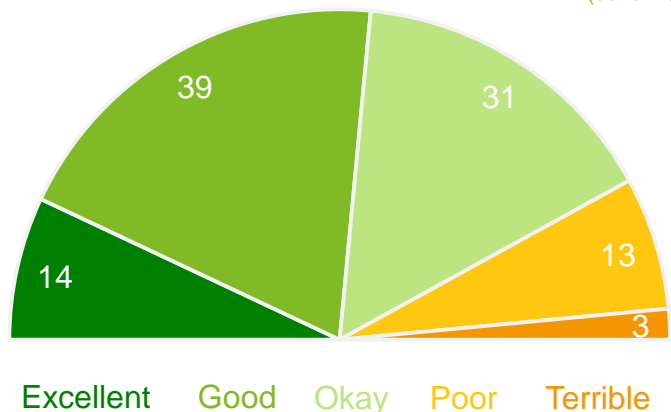
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1030). \* Positive Rating = excellent, good + okay

# Footpaths, trails and cycleways

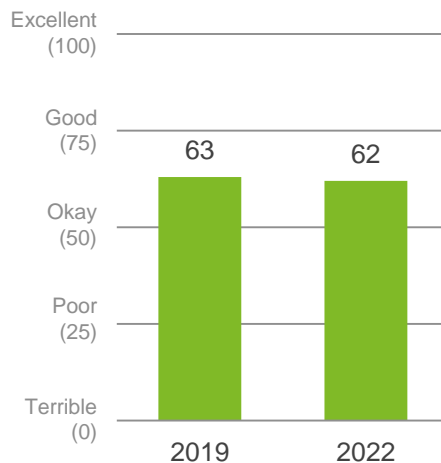
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 62 |
| Industry High      | 68 |
| Industry Average   | 53 |

## Variations across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 62    | 61         | 65            | 58   | 65     | 63          | 62             | 58              | 62               | 59             | 65          | 61          | 61        | 60         | 63   | 59       | 64         | 55        |

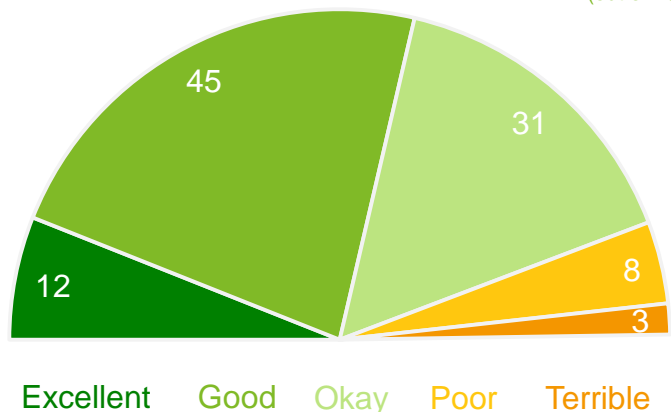
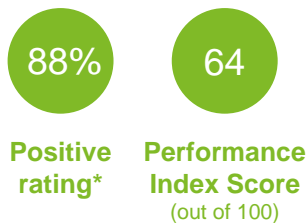
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1026). \* Positive Rating = excellent, good + okay

# Building and maintaining local roads

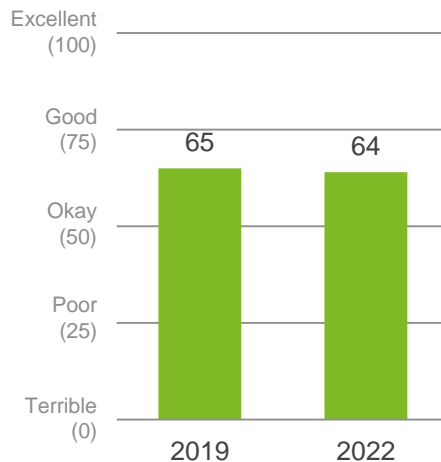
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 64 |
| Industry High      | 67 |
| Industry Average   | 51 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 64    | 64         | 64            | 63   | 66     | 64          | 67             | 62              | 62               | 61             | 69          | 63          | 62        | 61         | 64   | 65       | 65         | 58        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1002). \* Positive Rating = excellent, good + okay

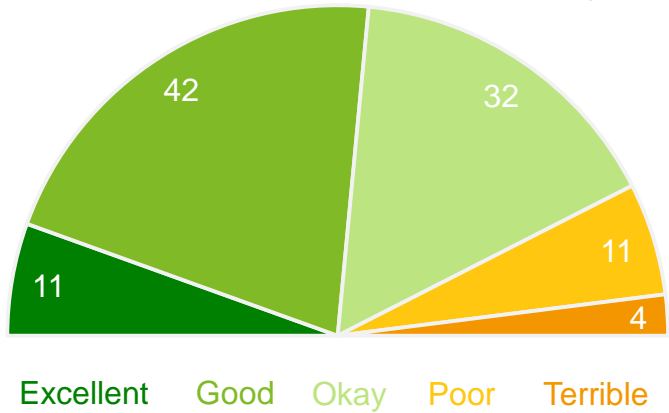
# Traffic management on local roads

## Performance ratings

% of respondents

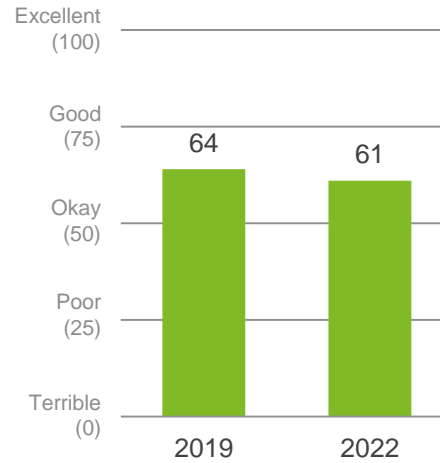
**85%**  
Positive rating\*

**61**  
Performance Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 61 |
| Industry High      | 64 |
| Industry Average   | 54 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 61    | 61         | 62            | 60   | 62     | 61          | 67             | 60              | 60               | 54             | 67          | 61          | 57        | 60         | 62   | 61       | 62         | 59        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 996). \* Positive Rating = excellent, good + okay

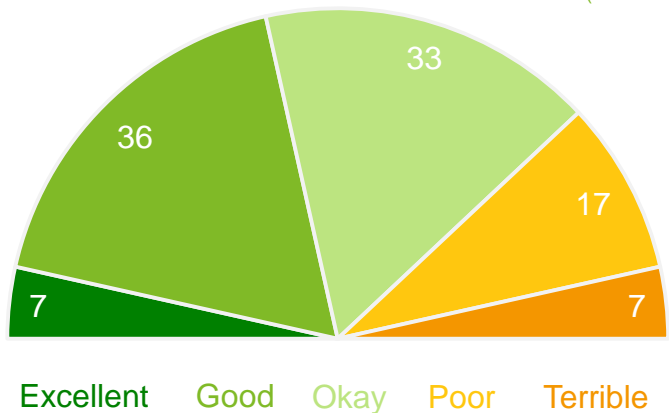
# Lighting of streets and public places

## Performance ratings

% of respondents

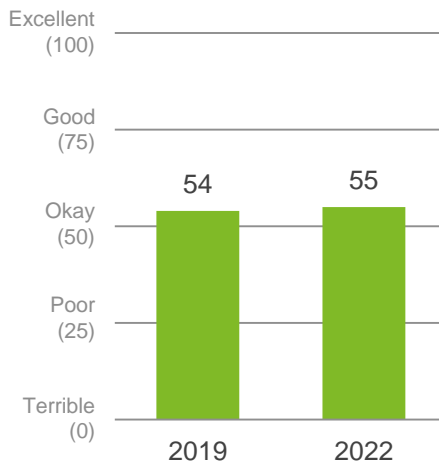
**76%**  
Positive rating\*

**55**  
Performance Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 55 |
| Industry High      | 64 |
| Industry Average   | 54 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 55    | 54         | 56            | 53   | 56     | 54          | 58             | 54              | 50               | 53             | 55          | 53          | 56        | 53         | 45   | 57       | 54         | 55        |

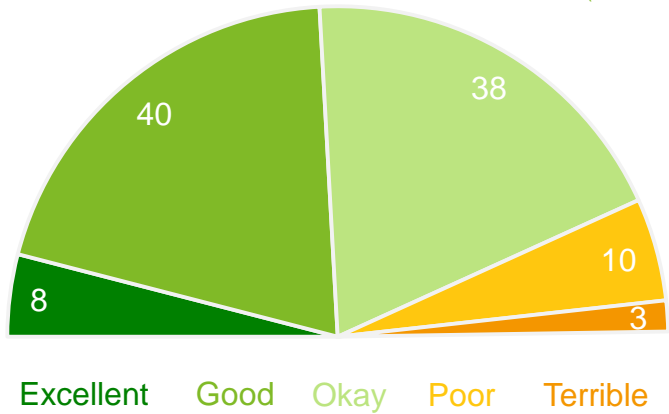
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1022). \* Positive Rating = excellent, good + okay

# Parking management

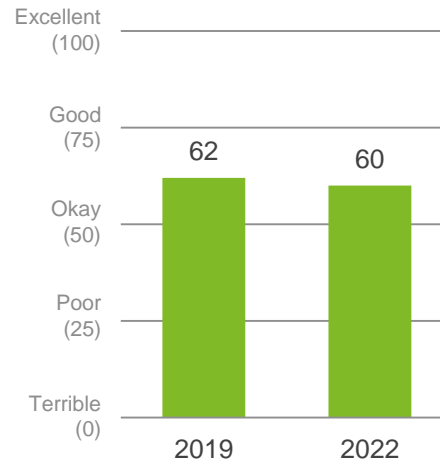
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 60 |
| Industry High      | 60 |
| Industry Average   | 53 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 60    | 60         | 61            | 59   | 61     | 60          | 66             | 61              | 59               | 53             | 65          | 62          | 55        | 56         | 66   | 55       | 61         | 59        |

Q. How would you rate performance in the following areas?

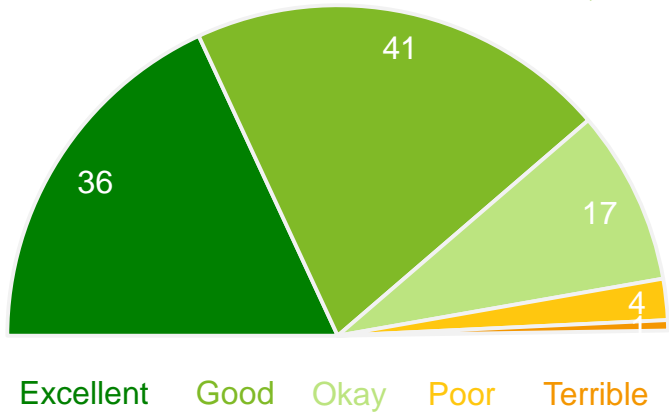
Base: All respondents, excludes 'unsure' and 'no response' (n = 955). \* Positive Rating = excellent, good + okay



# Access to public transport

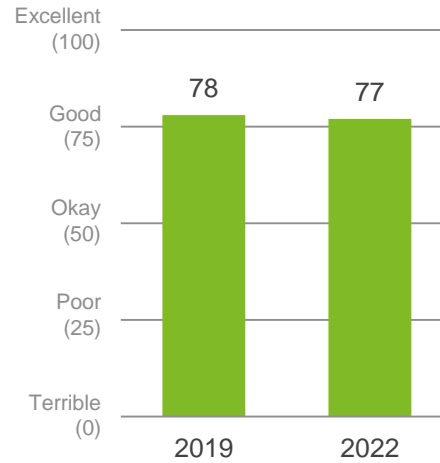
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 77 |
| Industry High      | 81 |
| Industry Average   | 58 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 77    | 78         | 74            | 76   | 78     | 77          | 80             | 76              | 78               | 72             | 82          | 78          | 73        | 73         | 76   | 81       | 79         | 68        |

Q. How would you rate performance in the following areas?

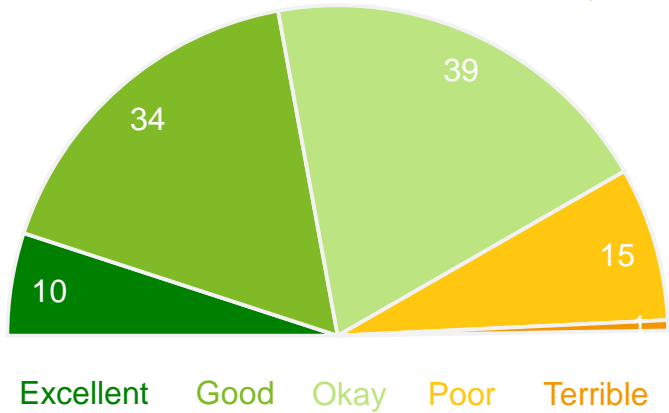
Base: All respondents, excludes 'unsure' and 'no response' (n = 1010). \* Positive Rating = excellent, good + okay

Prosperity

# Place to own or operate a business

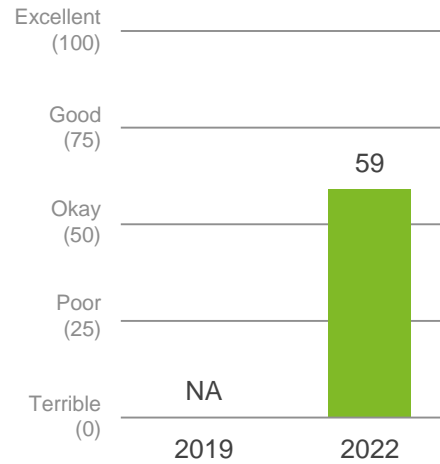
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 59 |
| Industry High      | 71 |
| Industry Average   | 58 |

## Variations across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 59    | 59         | 61            | 56   | 63     | 60          | 54             | 58              | 58               | 62             | 61          | 59          | 58        | 61         | 58   | 55       | 59         | 60        |

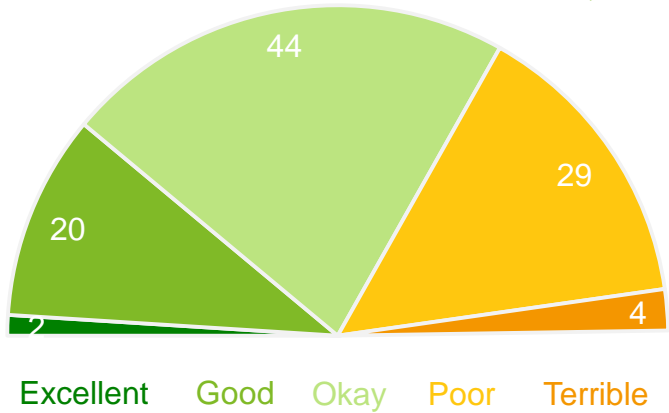
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 534). \* Positive Rating = excellent, good + okay

# Economic development and job creation

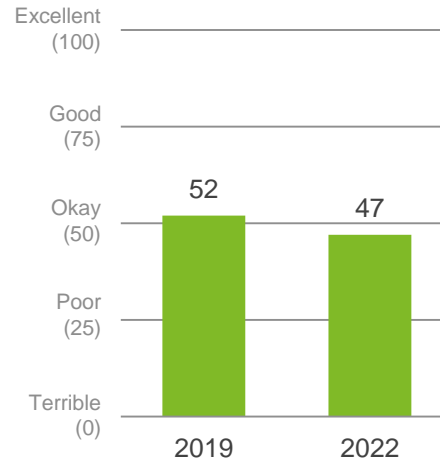
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 47 |
| Industry High      | 57 |
| Industry Average   | 43 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 47    | 47         | 44            | 45   | 50     | 48          | 46             | 44              | 44               | 46             | 48          | 47          | 46        | 50         | 42   | 46       | 47         | 48        |

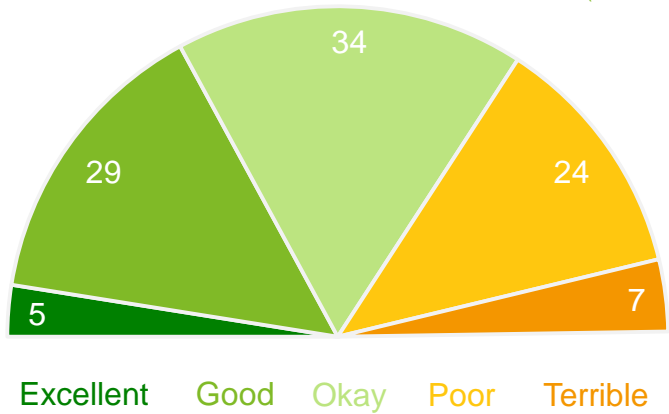
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 540). \* Positive Rating = excellent, good + okay

# Town centre development and activation

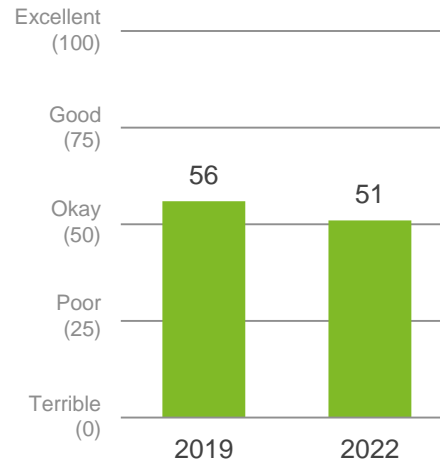
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 51 |
| Industry High      | 64 |
| Industry Average   | 48 |

## Variations across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 51    | 50         | 52            | 47   | 54     | 52          | 50             | 49              | 52               | 48             | 56          | 50          | 48        | 53         | 48   | 52       | 50         | 54        |

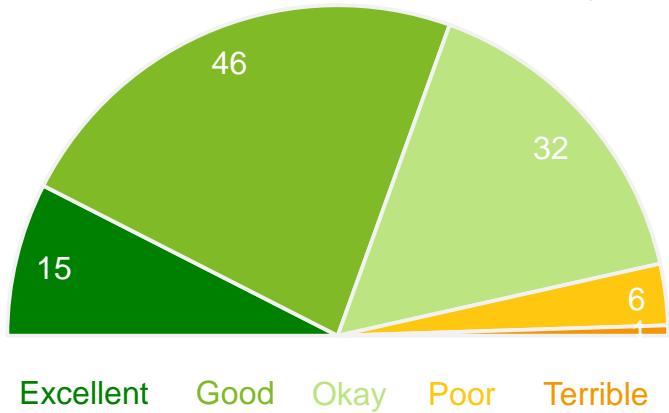
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 889). \* Positive Rating = excellent, good + okay

# Place to visit

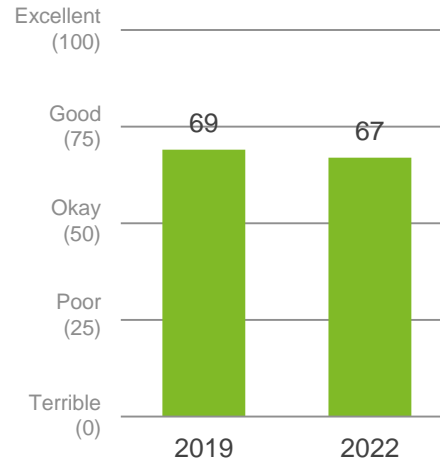
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 67 |
| Industry High      | 88 |
| Industry Average   | 67 |

## Variations across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 67    | 67         | 67            | 65   | 70     | 67          | 65             | 67              | 67               | 69             | 66          | 67          | 68        | 70         | 65   | 65       | 67         | 67        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1041). \* Positive Rating = excellent, good + okay

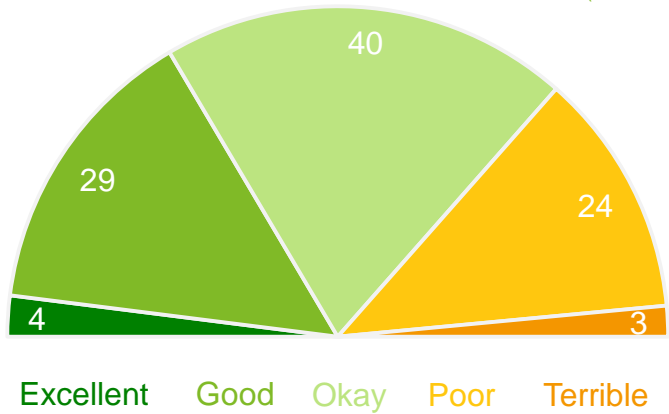
# Access to education, training and personal development opportunities

## Performance ratings

% of respondents

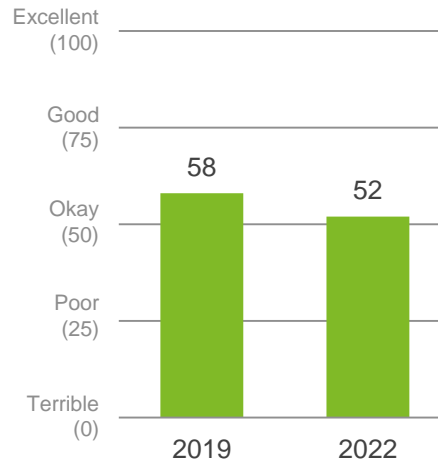
**73%**  
Positive rating\*

**52**  
Performance Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 52 |
| Industry High      | 64 |
| Industry Average   | 50 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 52    | 52         | 49            | 50   | 54     | 53          | 49             | 52              | 53               | 46             | 51          | 51          | 52        | 52         | 51   | 53       | 52         | 50        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 548). \* Positive Rating = excellent, good + okay

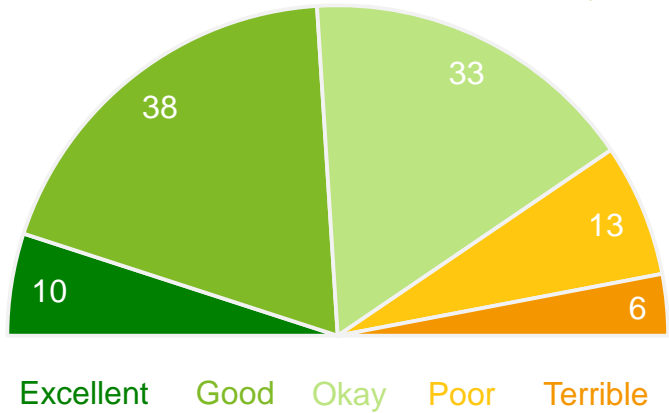
Performance



# Council's leadership

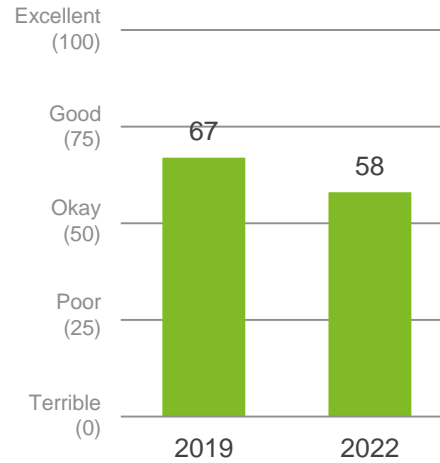
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 58 |
| Industry High      | 60 |
| Industry Average   | 49 |

## Variations across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 58    | 58         | 58            | 53   | 64     | 59          | 61             | 59              | 59               | 53             | 64          | 58          | 56        | 56         | 59   | 55       | 59         | 56        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 794). \* Positive Rating = excellent, good + okay

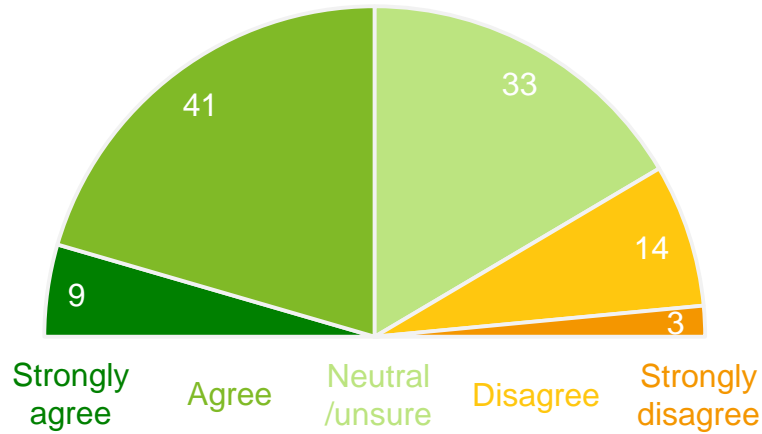
# Town of Bassendean has developed and communicated a clear vision for the area

## Level of agreement

% of respondents

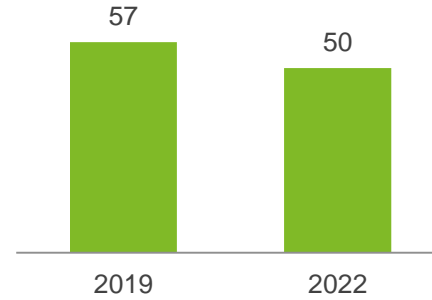
50%

Total Agree



## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



|                    |    |
|--------------------|----|
| Town of Bassendean | 50 |
| Industry High      | 52 |
| Industry Average   | 33 |

## Variations across the community

% agree

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 50    | 51         | 44            | 44   | 56     | 51          | 50             | 48              | 51               | 47             | 53          | 51          | 48        | 56         | 43   | 48       | 50         | 52        |

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 1063).

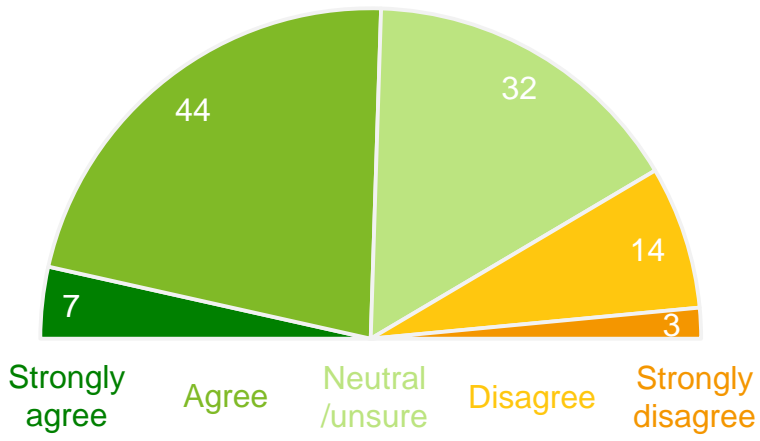
# Town of Bassendean has a good understanding of community needs

## Level of agreement

% of respondents

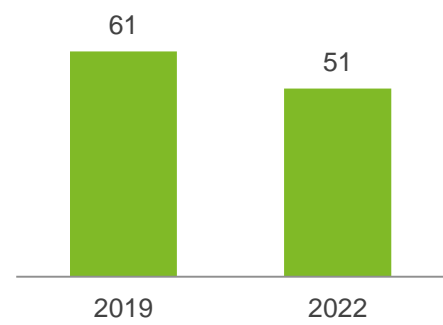
51%

Total Agree



## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



|                    |    |
|--------------------|----|
| Town of Bassendean | 51 |
| Industry High      | 58 |
| Industry Average   | 34 |

## Variations across the community

% agree

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 51    | 51         | 52            | 48   | 55     | 51          | 57             | 51              | 45               | 39             | 64          | 50          | 43        | 52         | 45   | 50       | 51         | 50        |

Q. How strongly do you agree or disagree with the following statements?

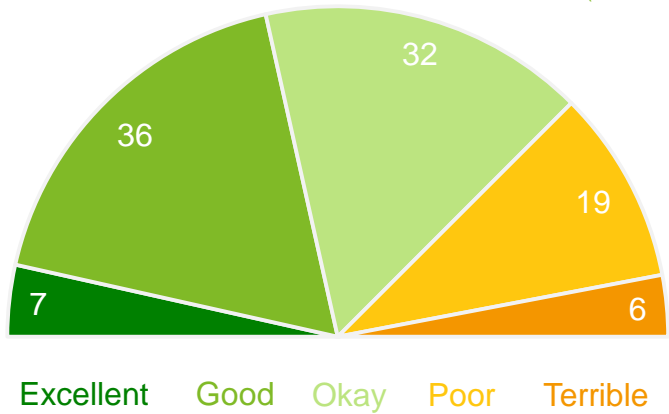
Base: All respondents, excludes 'no response' (n = 1065).

# Advocacy and lobbying

on behalf of the community to influence decisions, support local causes, etc

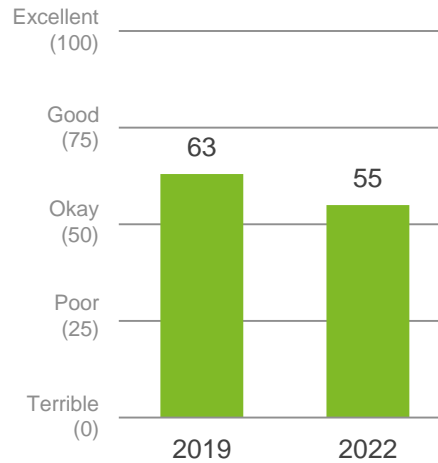
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 55 |
| Industry High      | 64 |
| Industry Average   | 48 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 55    | 55         | 58            | 51   | 60     | 54          | 62             | 58              | 53               | 50             | 63          | 54          | 52        | 51         | 57   | 52       | 55         | 55        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 647). \* Positive Rating = excellent, good + okay

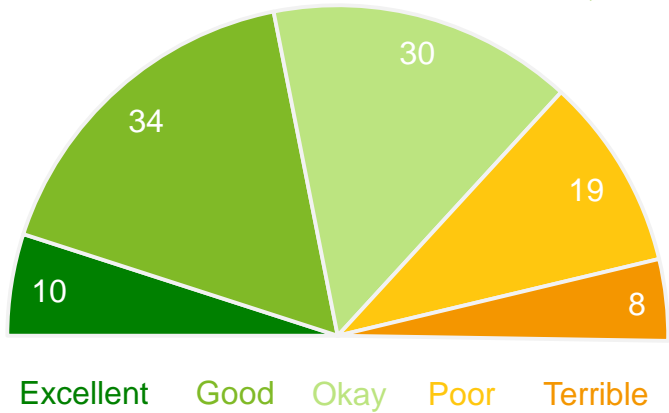
# How the community is consulted about local issues

## Performance ratings

% of respondents

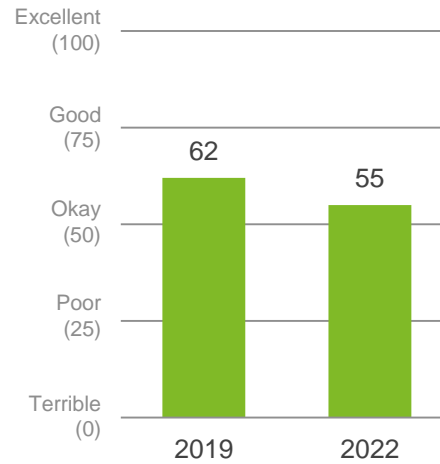
74%  
Positive rating\*

55  
Performance Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 55 |
| Industry High      | 60 |
| Industry Average   | 45 |

## Variations across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 55    | 55         | 52            | 52   | 59     | 54          | 62             | 56              | 55               | 50             | 60          | 57          | 50        | 50         | 52   | 48       | 56         | 53        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 899). \* Positive Rating = excellent, good + okay

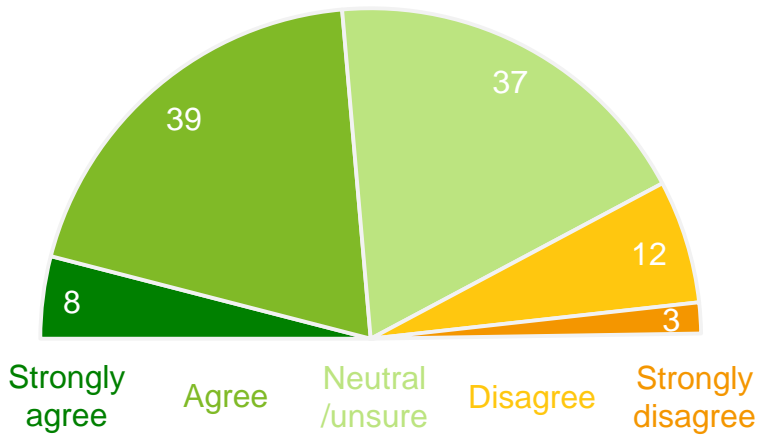
# Town of Bassendean listens to and respects community views

## Level of agreement

% of respondents

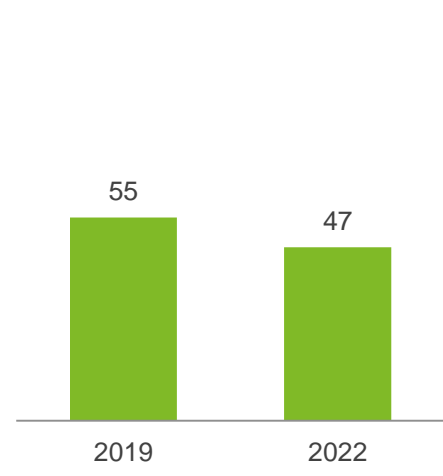
47%

Total Agree



## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



|                    |    |
|--------------------|----|
| Town of Bassendean | 47 |
| Industry High      | 53 |
| Industry Average   | 32 |

## Variances across the community

% agree

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 47    | 47         | 48            | 40   | 54     | 46          | 57             | 48              | 43               | 33             | 56          | 48          | 41        | 47         | 41   | 45       | 49         | 40        |

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 1065).

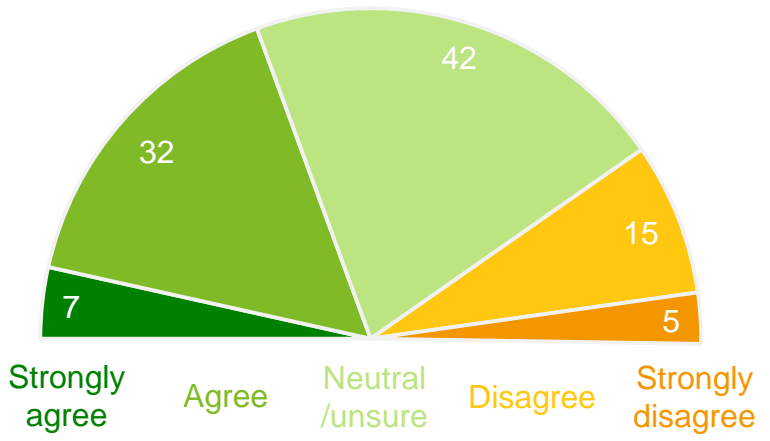
# Town of Bassendean clearly explains reasons for decisions and how residents' views are taken into account

## Level of agreement

% of respondents

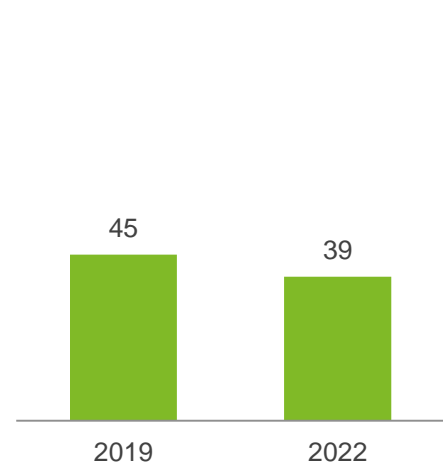


Total Agree



## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



|                    |    |
|--------------------|----|
| Town of Bassendean | 39 |
| Industry High      | 39 |
| Industry Average   | 27 |

## Variations across the community

% agree

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 39    | 39         | 34            | 34   | 44     | 37          | 46             | 42              | 40               | 32             | 43          | 41          | 34        | 40         | 46   | 45       | 39         | 35        |

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 1064).

# How the community is informed about what's happening in the local area

## Performance ratings

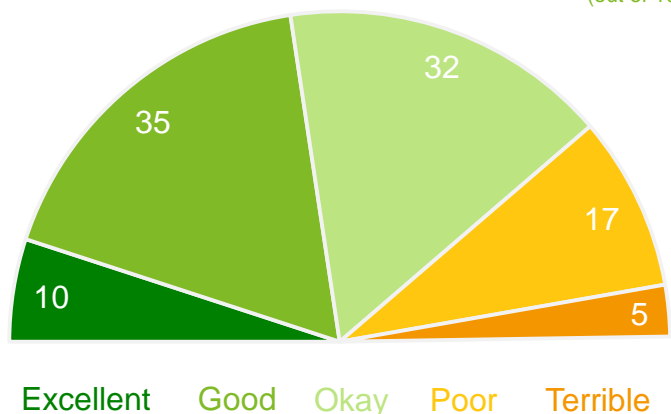
% of respondents

77%

57

Positive rating\*

Performance Index Score (out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 57 |
| Industry High      | 65 |
| Industry Average   | 51 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 57    | 57         | 56            | 54   | 60     | 57          | 59             | 57              | 60               | 54             | 63          | 58          | 53        | 54         | 58   | 53       | 58         | 56        |

Q. How would you rate performance in the following areas?

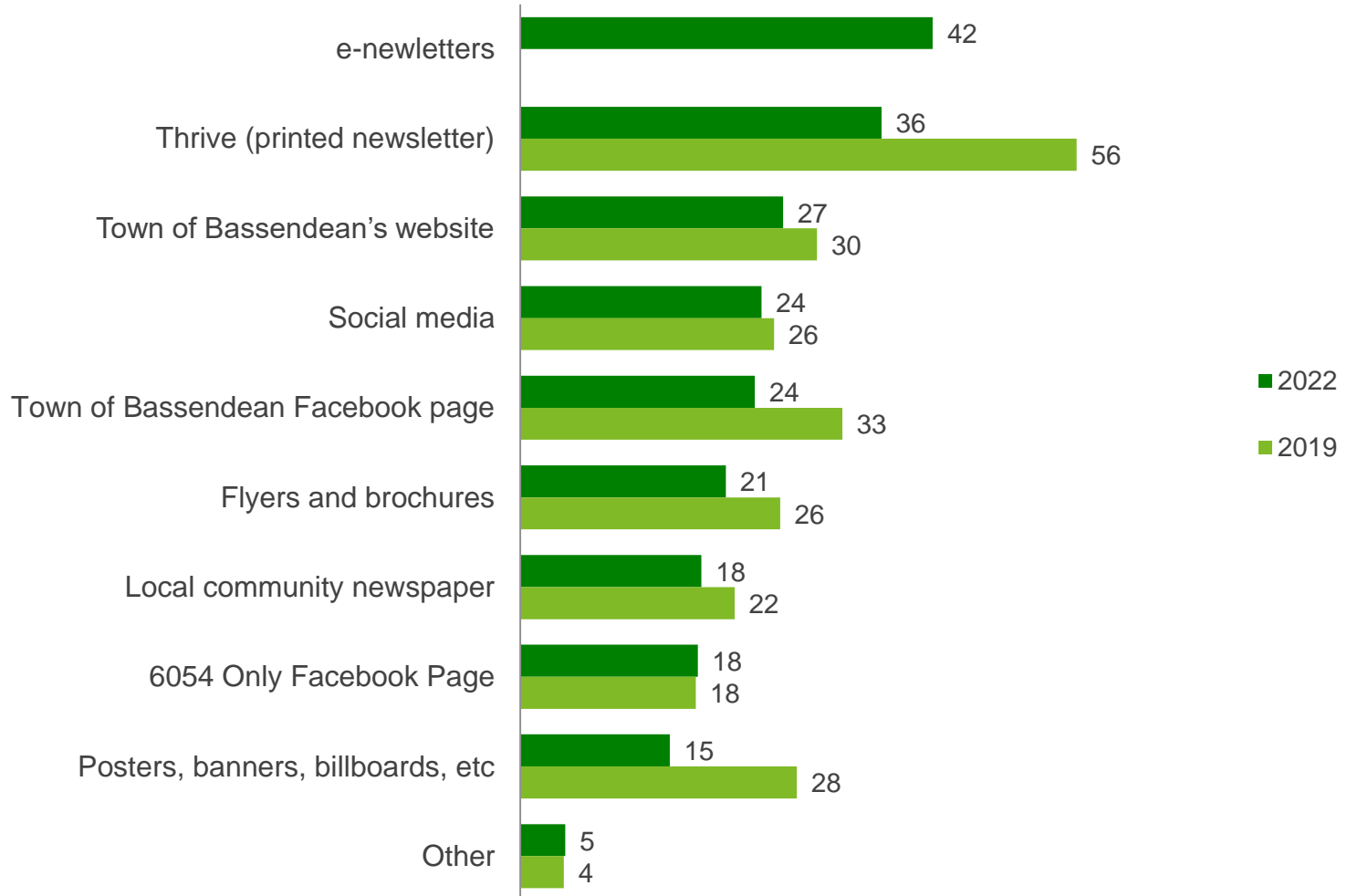
Base: All respondents, excludes 'unsure' and 'no response' (n = 962). \* Positive Rating = excellent, good + okay



# Preferred sources of information

## Preferred sources of information from the Town of Bassendean

% of respondents



Q. How would you prefer to receive information from the Town of Bassendean?

Base: All respondents, excludes no response (n = 1005)

# Preferred sources of information

## Top 3 preferences by community group

E-newsletters are the top preference across the community, with the exception of seniors, those with disability, and Eden Hill residents who mostly prefer a printed newsletter. E-newsletters are still in the top 3 sources of information for these groups.

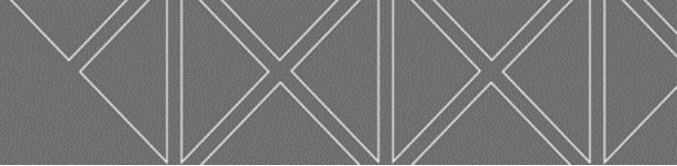
Communication preferences vary by lifestage, age, disability and location as shown below.

| <b>Community Variances</b><br>Top 3 based on % of respondents | All respondents | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|---|-----------------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| <b>Preferred sources of information</b>                       |                 |            |               |      |        |             |                |                 |                  |                |             |             |           |            |      |          |            |           |
| e-newsletters   | ●               | ●          | ●             | ●    | ●      | ●           | ●              | ●               | ●                | ●              | ●           | ●           | ●         | ●          | ●    | ●        | ●          | ●         |
| Thrive (printed newsletter)                                   | ●               | ●          | ●             | ●    | ●      | ●           |                | ●               | ●                | ●              |             |             | ●         | ●          | ●    | ●        | ●          | ●         |
| Town of Bassendean's website                                  | ●               | ●          | ●             | ●    | ●      | ●           |                |                 |                  |                | ●           |             |           |            | ●    | ●        | ●          |           |
| Social media  |                 |            |               |      |        |             | ●              |                 | ●                |                | ●           | ●           |           |            |      |          |            |           |
| Town of Bassendean Facebook page                              |                 |            |               |      |        |             | ●              | ●               |                  |                |             | ●           |           |            |      |          |            | ●         |
| Flyers and brochures  |                 |            |               |      |        |             |                |                 |                  | ●              |             |             |           | ●          |      | ●        |            |           |
| Local community newspaper                                     |                 |            |               |      |        |             |                |                 |                  |                |             |             | ●         |            |      |          |            |           |
| 6054 Only Facebook Page                                       |                 |            |               |      |        |             |                |                 |                  |                |             |             |           |            |      |          |            |           |
| Posters, banners, billboards, etc                             |                 |            |               |      |        |             |                |                 |                  |                |             |             |           |            |      |          |            |           |
| Other   |                 |            |               |      |        |             |                |                 |                  |                |             |             |           |            |      |          |            |           |

Q. How would you prefer to receive information from the Town of Bassendean?  
 Base: All respondents, excludes no response (n = 1005)

# Preferred sources of information

## Detailed community variances



### Community Variances

% of respondents

#### Preferred sources of information

|                                   | All respondents | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-----------------------------------|-----------------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| e-newsletters                     | 42              | 43         | 34            | 41   | 41     | 40          | 45             | 49              | 42               | 39             | 44          | 47          | 36        | 34         | 53   | 36       | 43         | 37        |
| Thrive (printed newsletter)       | 36              | 37         | 33            | 36   | 36     | 40          | 31             | 35              | 32               | 33             | 27          | 30          | 48        | 48         | 28   | 39       | 36         | 38        |
| Town of Bassendean's website      | 27              | 26         | 29            | 24   | 30     | 27          | 27             | 28              | 22               | 22             | 35          | 26          | 22        | 28         | 40   | 34       | 27         | 22        |
| Social media                      | 24              | 25         | 20            | 22   | 27     | 19          | 41             | 32              | 28               | 17             | 41          | 31          | 8         | 18         | 17   | 22       | 26         | 18        |
| Town of Bassendean Facebook page  | 24              | 23         | 25            | 19   | 29     | 19          | 38             | 34              | 24               | 18             | 30          | 33          | 12        | 17         | 15   | 16       | 24         | 26        |
| Flyers and brochures              | 21              | 21         | 17            | 20   | 21     | 22          | 18             | 16              | 16               | 26             | 14          | 18          | 26        | 29         | 25   | 34       | 19         | 24        |
| Local community newspaper         | 18              | 18         | 21            | 15   | 21     | 22          | 10             | 15              | 16               | 16             | 9           | 12          | 29        | 24         | 16   | 17       | 17         | 23        |
| 6054 Only Facebook Page           | 18              | 18         | 14            | 16   | 20     | 16          | 26             | 20              | 22               | 18             | 23          | 20          | 13        | 12         | 10   | 29       | 17         | 19        |
| Posters, banners, billboards, etc | 15              | 15         | 14            | 13   | 17     | 13          | 16             | 20              | 18               | 17             | 16          | 17          | 12        | 12         | 19   | 18       | 15         | 15        |
| Other                             | 5               | 4          | 6             | 4    | 4      | 5           | 3              | 1               | 5                | 6              | 6           | 2           | 5         | 4          | 11   | 4        | 4          | 5         |

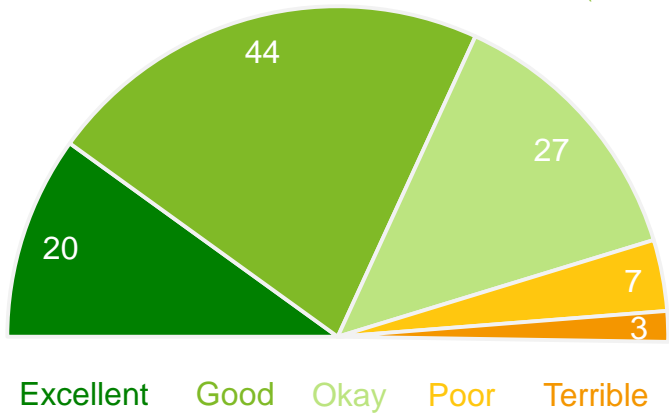
Q. How would you prefer to receive information from the Town of Bassendean?

Base: All respondents, excludes no response (n = 1005)

# Customer service

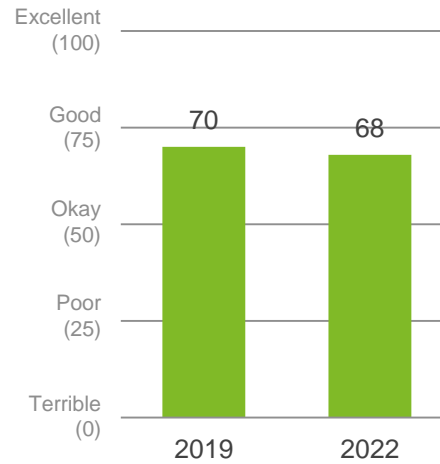
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 68 |
| Industry High      | 74 |
| Industry Average   | 60 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 68    | 68         | 67            | 65   | 70     | 69          | 67             | 67              | 68               | 63             | 72          | 67          | 67        | 68         | 64   | 67       | 69         | 63        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 923). \* Positive Rating = excellent, good + okay

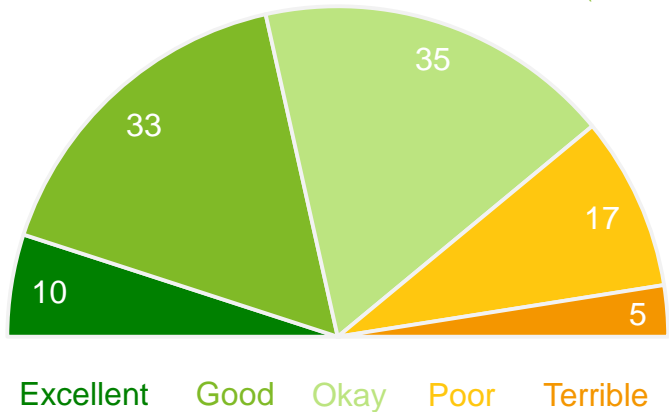
# How the Town embraces change, innovation and new technology

## Performance ratings

% of respondents

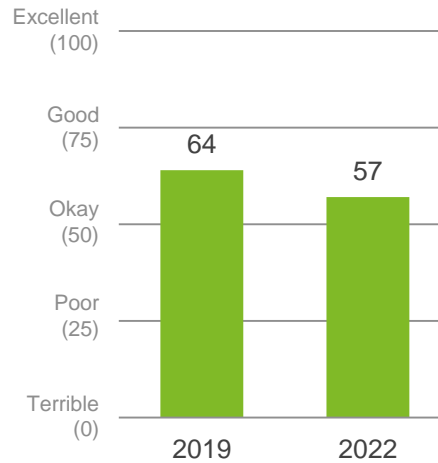
**78%**  
Positive rating\*

**57**  
Performance Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 57 |
| Industry High      | 65 |
| Industry Average   | 51 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 57    | 57         | 57            | 52   | 62     | 57          | 57             | 56              | 56               | 55             | 59          | 57          | 55        | 54         | 53   | 49       | 57         | 57        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 770). \* Positive Rating = excellent, good + okay

# Value for money from Council rates

## Performance ratings

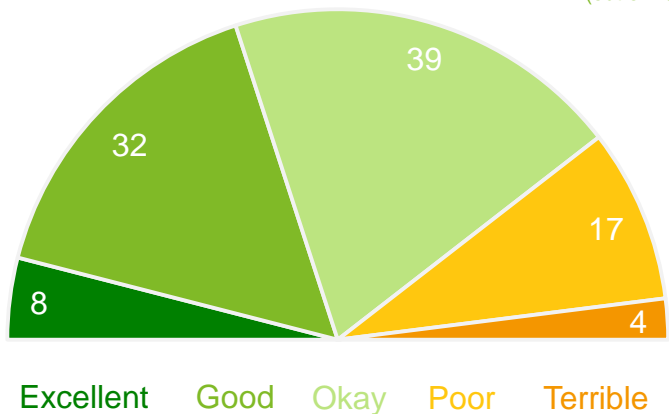
% of respondents

79%

Positive rating\*

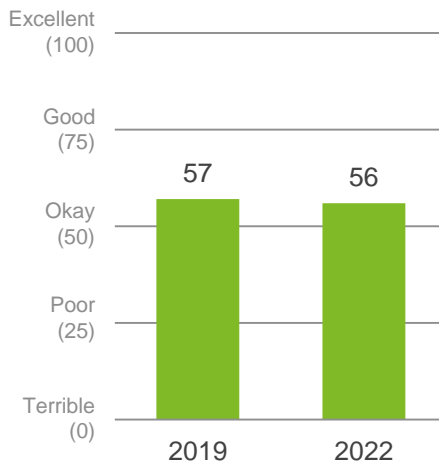
56

Performance Index Score (out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



|                    |    |
|--------------------|----|
| Town of Bassendean | 56 |
| Industry High      | 61 |
| Industry Average   | 45 |

## Variances across the community

Performance Index Score

| Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| 56    | 56         | 56            | 53   | 60     | 57          | 57             | 54              | 56               | 52             | 59          | 56          | 55        | 56         | 46   | 59       | 57         | 54        |

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 941). \* Positive Rating = excellent, good + okay

# Overview of Community Variances

# Summary of community variances

|  | Total | Home owner | Renting/other | Male      | Female    | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE      | Ashfield  | Bassendean | Eden Hill |
|--|-------|------------|---------------|-----------|-----------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|-----------|-----------|------------|-----------|
| <b>Overall place to live</b>             | 83    | 84         | <b>78</b>     | 81        | 86        | 83          | 84             | 86              | 82               | 82             | 83          | 84          | 83        | 80         | <b>77</b> | <b>77</b> | 84         | <b>78</b> |
| <b>PERFORMANCE</b>                       |       |            |               |           |           |             |                |                 |                  |                |             |             |           |            |           |           |            |           |
| Governing organisation                   | 65    | 65         | 68            | 62        | 68        | 66          | 67             | 65              | 66               | <b>60</b>      | 69          | 64          | 63        | 65         | 61        | 62        | 65         | 66        |
| Value for money from rates               | 56    | 56         | 56            | 53        | 60        | 57          | 57             | 54              | 56               | 52             | 59          | 56          | 55        | 56         | <b>46</b> | 59        | 57         | 54        |
| Council's leadership                     | 58    | 58         | 58            | <b>53</b> | <b>64</b> | 59          | 61             | 59              | 59               | <b>53</b>      | <b>64</b>   | 58          | 56        | 56         | 59        | 55        | 59         | 56        |
| Advocacy and lobbying                    | 55    | 55         | 58            | 51        | <b>60</b> | 54          | <b>62</b>      | 58              | 53               | <b>50</b>      | <b>63</b>   | 54          | 52        | 51         | 57        | 52        | 55         | 55        |
| Consultation                             | 55    | 55         | 52            | 52        | 59        | 54          | <b>62</b>      | 56              | 55               | <b>50</b>      | <b>60</b>   | 57          | <b>50</b> | <b>50</b>  | 52        | <b>48</b> | 56         | 53        |
| Communication                            | 57    | 57         | 56            | 54        | 60        | 57          | 59             | 57              | 60               | 54             | <b>63</b>   | 58          | 53        | 54         | 58        | 53        | 58         | 56        |
| Embracing change, innovation, technology | 57    | 57         | 57            | <b>52</b> | <b>62</b> | 57          | 57             | 56              | 56               | 55             | 59          | 57          | 55        | 54         | 53        | <b>49</b> | 57         | 57        |
| Customer service                         | 68    | 68         | 67            | 65        | 70        | 69          | 67             | 67              | 68               | <b>63</b>      | 72          | 67          | 67        | 68         | 64        | 67        | 69         | <b>63</b> |
| <b>PROSPERITY</b>                        |       |            |               |           |           |             |                |                 |                  |                |             |             |           |            |           |           |            |           |
| Economic development and jobs            | 47    | 47         | 44            | 45        | 50        | 48          | 46             | 44              | 44               | 46             | 48          | 47          | 46        | 50         | <b>42</b> | 46        | 47         | 48        |
| Place to own or operate a business       | 59    | 59         | 61            | 56        | 63        | 60          | <b>54</b>      | 58              | 58               | 62             | 61          | 59          | 58        | 61         | 58        | 55        | 59         | 60        |
| Place to visit                           | 67    | 67         | 67            | 65        | 70        | 67          | 65             | 67              | 67               | 69             | 66          | 67          | 68        | 70         | 65        | 65        | 67         | 67        |
| Town centre development and activation   | 51    | 50         | 52            | 47        | 54        | 52          | 50             | 49              | 52               | 48             | <b>56</b>   | 50          | 48        | 53         | 48        | 52        | 50         | 54        |
| Education and training                   | 52    | 52         | 49            | 50        | 54        | 53          | 49             | 52              | 53               | <b>46</b>      | 51          | 51          | 52        | 52         | 51        | 53        | 52         | 50        |



# Summary of community variances

|   | Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|---|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| <b>PEOPLE</b>                                   |       |            |               |      |        |             |                |                 |                  |                |             |             |           |            |      |          |            |           |
| Youth services and facilities                   | 58    | 58         | 58            | 58   | 58     | 60          | 59             | 56              | 53               | 56             | 61          | 58          | 57        | 59         | 64   | 62       | 58         | 58        |
| Family / children services and facilities       | 65    | 65         | 66            | 63   | 67     | 68          | 65             | 59              | 61               | 61             | 67          | 63          | 65        | 65         | 63   | 74       | 66         | 60        |
| Seniors' services and care                      | 64    | 65         | 62            | 63   | 66     | 64          | 67             | 66              | 65               | 62             | 69          | 67          | 62        | 57         | 70   | 60       | 66         | 60        |
| Disability access and inclusion                 | 59    | 60         | 55            | 61   | 59     | 60          | 60             | 61              | 58               | 58             | 60          | 61          | 59        | 53         | 56   | 56       | 60         | 59        |
| Recognition of Aboriginal cultures and heritage | 65    | 65         | 67            | 66   | 65     | 66          | 64             | 69              | 65               | 67             | 65          | 66          | 65        | 65         | 69   | 68       | 64         | 69        |
| Volunteer recognition and support               | 66    | 67         | 62            | 64   | 68     | 66          | 69             | 66              | 66               | 65             | 65          | 68          | 65        | 63         | 68   | 64       | 66         | 64        |
| Community safety and crime prevention           | 51    | 50         | 55            | 48   | 54     | 53          | 50             | 49              | 48               | 48             | 53          | 49          | 51        | 53         | 52   | 51       | 51         | 48        |
| Health and community services                   | 60    | 60         | 61            | 59   | 62     | 61          | 60             | 58              | 58               | 59             | 62          | 60          | 60        | 58         | 54   | 60       | 60         | 59        |
| Health and wellbeing programs                   | 60    | 60         | 57            | 57   | 62     | 60          | 59             | 60              | 60               | 57             | 59          | 61          | 59        | 59         | 54   | 58       | 60         | 59        |
| Sport and recreation facilities and services    | 63    | 63         | 63            | 61   | 65     | 66          | 58             | 58              | 58               | 60             | 63          | 61          | 66        | 61         | 63   | 74       | 62         | 66        |
| Library services                                | 80    | 80         | 76            | 78   | 82     | 80          | 82             | 80              | 81               | 77             | 80          | 80          | 81        | 80         | 77   | 82       | 81         | 74        |
| Festivals, events, art and cultural activities  | 67    | 67         | 68            | 65   | 70     | 67          | 70             | 67              | 67               | 65             | 70          | 66          | 66        | 68         | 63   | 71       | 67         | 68        |
| History and heritage                            | 63    | 63         | 65            | 61   | 66     | 63          | 67             | 62              | 63               | 61             | 69          | 62          | 60        | 63         | 67   | 59       | 63         | 65        |

# Summary of community variances

|   | Total | Home owner | Renting/other | Male | Female | No children | Have child 0-5 | Have child 6-12 | Have child 13-17 | Have child 18+ | 18-34 years | 35-54 years | 55+ years | Disability | LOTE | Ashfield | Bassendean | Eden Hill |
|---|-------|------------|---------------|------|--------|-------------|----------------|-----------------|------------------|----------------|-------------|-------------|-----------|------------|------|----------|------------|-----------|
| <b>PLANET</b>                           |       |            |               |      |        |             |                |                 |                  |                |             |             |           |            |      |          |            |           |
| Sustainable practices / climate change  | 68    | 69         | 66            | 64   | 72     | 68          | 72             | 68              | 69               | 66             | 71          | 70          | 65        | 68         | 67   | 68       | 69         | 67        |
| Conservation and environment management | 67    | 67         | 68            | 65   | 70     | 67          | 71             | 68              | 68               | 65             | 72          | 68          | 63        | 66         | 66   | 69       | 68         | 65        |
| Swan River management and enhancement   | 59    | 59         | 62            | 55   | 63     | 59          | 60             | 58              | 59               | 57             | 62          | 58          | 58        | 60         | 57   | 63       | 59         | 59        |
| Waste collection and management         | 74    | 74         | 75            | 72   | 76     | 74          | 77             | 71              | 69               | 70             | 76          | 73          | 73        | 74         | 63   | 75       | 75         | 70        |
| Animal management (dogs and cats)       | 66    | 66         | 67            | 63   | 70     | 66          | 69             | 67              | 69               | 68             | 71          | 67          | 63        | 67         | 68   | 67       | 67         | 64        |
| Food, health, noise, pest and pollution | 58    | 57         | 62            | 57   | 59     | 59          | 57             | 55              | 56               | 55             | 63          | 56          | 56        | 59         | 61   | 50       | 59         | 57        |
| <b>PLACE</b>                            |       |            |               |      |        |             |                |                 |                  |                |             |             |           |            |      |          |            |           |
| Responsible growth and development      | 58    | 58         | 59            | 55   | 61     | 59          | 58             | 56              | 55               | 52             | 64          | 55          | 56        | 61         | 57   | 56       | 58         | 57        |
| Area's character and identity           | 65    | 64         | 69            | 62   | 68     | 66          | 66             | 67              | 62               | 61             | 71          | 64          | 62        | 67         | 61   | 69       | 65         | 63        |
| Planning and building approvals         | 52    | 53         | 51            | 50   | 56     | 53          | 56             | 52              | 51               | 48             | 58          | 52          | 50        | 58         | 47   | 46       | 53         | 51        |
| Housing                                 | 64    | 66         | 56            | 63   | 66     | 65          | 65             | 61              | 63               | 59             | 69          | 64          | 60        | 62         | 64   | 65       | 65         | 60        |
| Community buildings, halls and toilets  | 59    | 59         | 59            | 57   | 61     | 60          | 60             | 53              | 55               | 56             | 65          | 57          | 57        | 57         | 57   | 57       | 59         | 58        |
| Playgrounds, parks and reserves         | 72    | 72         | 72            | 70   | 73     | 74          | 75             | 63              | 67               | 67             | 78          | 69          | 70        | 69         | 70   | 75       | 72         | 70        |
| Streetscapes and verges                 | 64    | 64         | 68            | 61   | 67     | 66          | 67             | 59              | 59               | 59             | 69          | 62          | 62        | 61         | 62   | 66       | 64         | 61        |
| Footpaths, trails and cycleways         | 62    | 61         | 65            | 58   | 65     | 63          | 62             | 58              | 62               | 59             | 65          | 61          | 61        | 60         | 63   | 59       | 64         | 55        |
| Local roads                             | 64    | 64         | 64            | 63   | 66     | 64          | 67             | 62              | 62               | 61             | 69          | 63          | 62        | 61         | 64   | 65       | 65         | 58        |
| Traffic management                      | 61    | 61         | 62            | 60   | 62     | 61          | 67             | 60              | 60               | 54             | 67          | 61          | 57        | 60         | 62   | 61       | 62         | 59        |
| Lighting of streets and public places   | 55    | 54         | 56            | 53   | 56     | 54          | 58             | 54              | 50               | 53             | 55          | 53          | 56        | 53         | 45   | 57       | 54         | 55        |
| Parking                                 | 60    | 60         | 61            | 59   | 61     | 60          | 66             | 61              | 59               | 53             | 65          | 62          | 55        | 56         | 66   | 55       | 61         | 59        |
| Public transport                        | 77    | 78         | 74            | 76   | 78     | 77          | 80             | 76              | 78               | 72             | 82          | 78          | 73        | 73         | 76   | 81       | 79         | 68        |

Local priorities among businesses,  
out of area ratepayers, visitors  
and Council affiliates

# MARKYT Business Priorities

## BUSINESS PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

CELEBRATE

Similar to residents, **business respondents** are mostly concerned with festivals, events, art and culture, town centre development and activation, community safety and crime prevention, and Swan River management.

Okay

Terrible

REVIEW

PRIORITISE

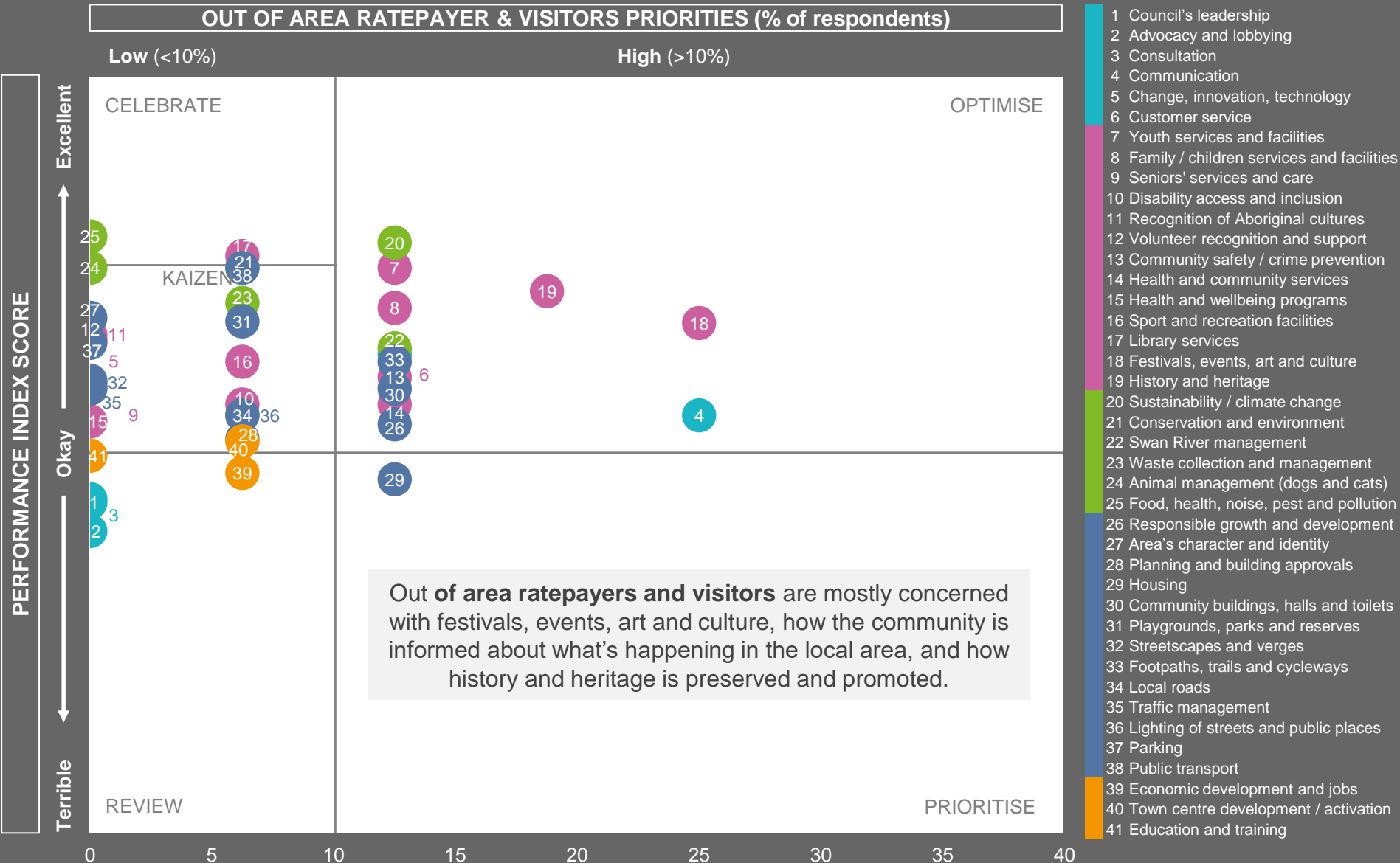
0 5 10 15 20 25 30 35 40

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation, technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family / children services and facilities
- 9 Seniors' services and care
- 10 Disability access and inclusion
- 11 Recognition of Aboriginal cultures
- 12 Volunteer recognition and support
- 13 Community safety / crime prevention
- 14 Health and community services
- 15 Health and wellbeing programs
- 16 Sport and recreation facilities
- 17 Library services
- 18 Festivals, events, art and culture
- 19 History and heritage
- 20 Sustainability / climate change
- 21 Conservation and environment
- 22 Swan River management
- 23 Waste collection and management
- 24 Animal management (dogs and cats)
- 25 Food, health, noise, pest and pollution
- 26 Responsible growth and development
- 27 Area's character and identity
- 28 Planning and building approvals
- 29 Housing
- 30 Community buildings, halls and toilets
- 31 Playgrounds, parks and reserves
- 32 Streetscapes and verges
- 33 Footpaths, trails and cycleways
- 34 Local roads
- 35 Traffic management
- 36 Lighting of streets and public places
- 37 Parking
- 38 Public transport
- 39 Economic development and jobs
- 40 Town centre development / activation
- 41 Education and training

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q Over the next 10 years, which areas would you mostly like the Town of Bassendean to focus on improving? Base: All respondents, excludes no response (n = 82)

# MARKYT Out of Area Ratepayer & Visitors Priorities



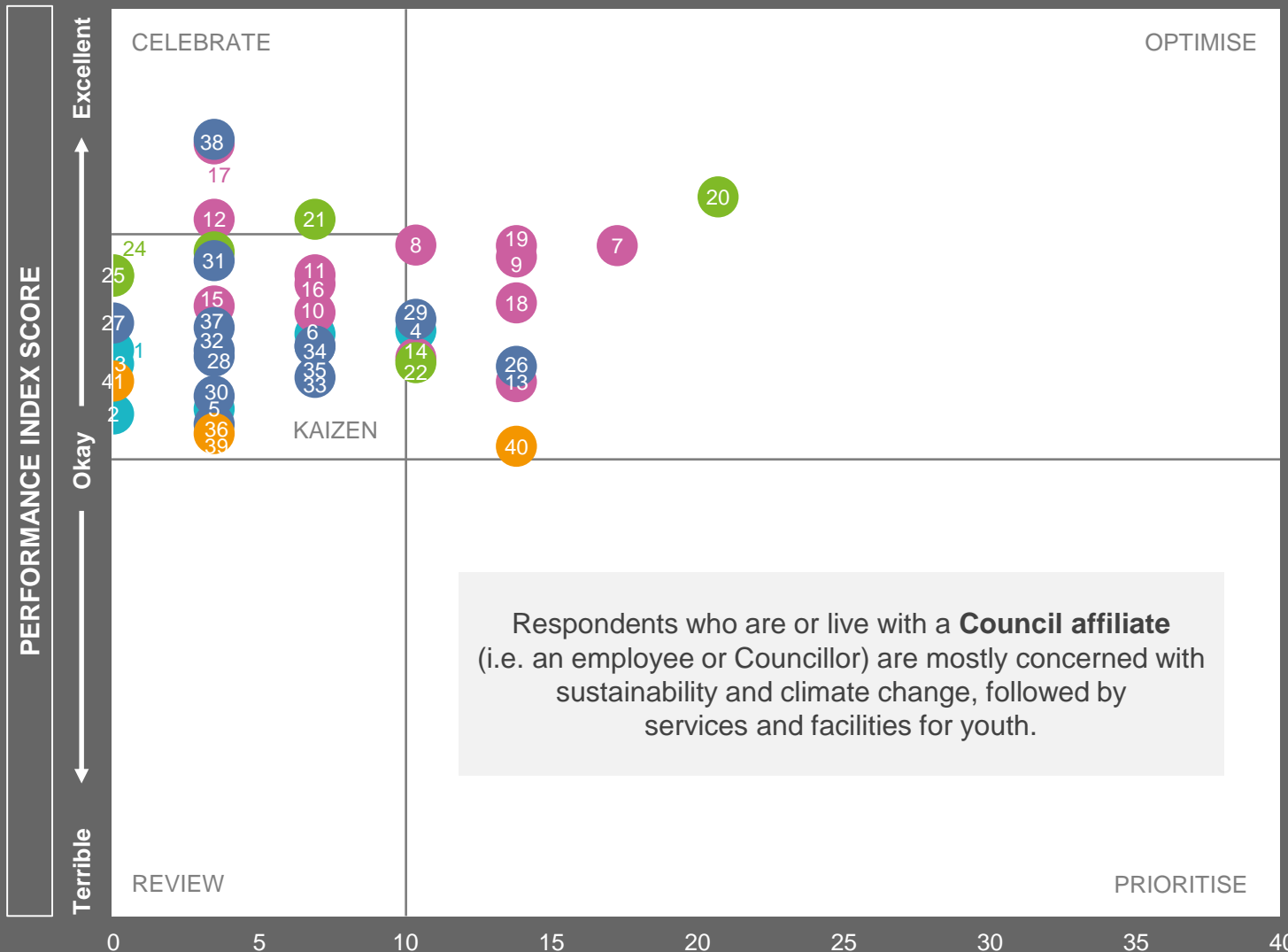
Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Over the next 10 years, which areas would you mostly like the Town of Bassendean to focus on improving? Base: All respondents, excludes no response (n = 16)

# MARKYT Council Affiliated Priorities

## COUNCIL AFFILITATED PRIORITIES (% of respondents)

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation, technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family / children services and facilities
- 9 Seniors' services and care
- 10 Disability access and inclusion
- 11 Recognition of Aboriginal cultures
- 12 Volunteer recognition and support
- 13 Community safety / crime prevention
- 14 Health and community services
- 15 Health and wellbeing programs
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- 27 Area's character and identity
- 28 Planning and building approvals
- 29 Housing
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- 31 Playgrounds, parks and reserves
- 32 Streetscapes and verges
- 33 Footpaths, trails and cycleways
- 34 Local roads
- 35 Traffic management
- 36 Lighting of streets and public places
- 37 Parking
- 38 Public transport
- 39 Economic development and jobs
- 40 Town centre development / activation
- 41 Education and training



Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Over the next 10 years, which areas would you mostly like the Town of Bassendean to focus on improving? Base: All respondents, excludes no response (n = 29)



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ABN 20 108 620 855

MARKYT 