



MARKYT 

Community Scorecard

2025

Prepared for



Prepared by



Contents

Strategic overview	3
Approach	5
Overall performance	10
MARKYT® industry comparisons	16
MARKYT® community trends	20
MARKYT® community priorities	23
Addressing community priorities	26
Performance ratings:	
Governance	35
Asset management	48
Compliance	57
Discretionary services	63
Advocacy and support for services delivered by the Australian Government, State Government, private industry and non-governmental organisations	75
Overview of community variances	87
Local business views	91
Other stakeholder views	94

Strategic overview

Vision



23

% agree there is a clear and well communicated vision

4% below Industry Average and down 9% from 2023

Liveability

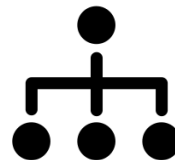


76

Performance Index Score

2 index points above Industry Average and down 1 point from 2023

Governance



52

Performance Index Score

1 index point above Industry Average and down 3 points from 2023

Finance



44

Performance Index Score

3 index points above Industry Average and down 6 points from 2023

Top 3 performers

- Sport and recreation
- Library services and facilities
- Waste management

Most improved

- Airport facilities and services
- Communication
- Community engagement

Strong relative to other councils

- Education and lifelong learning opportunities
- Roads – local roads
- Community engagement
- Waste management

Priorities



City centre development and activation



Housing



Safety and crime prevention



Economic development and job creation



Streetscapes, trees and verges



Tourism and destination marketing



Aged care and accommodation

Approach

Purpose



Department of Local Government, Sport and Cultural Industries

The Local Government Act requires local councils to develop a **Strategic Community Plan**. The IP&R guidelines suggest this plan has a major review every four years, and a minor review every two years.

MARKYT Community Scorecard

The City of Bunbury commissioned a MARKYT® Community Scorecard to:

- Support a review of its Strategic Community Plan (SCP)
- Assess performance against objectives and key performance indicators (KPIs) in the SCP
- Determine community priorities
- Benchmark performance



The Study

The City of Bunbury commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

Scorecard invitations were emailed to 7,528 randomly selected customers. The City of Bunbury provided supporting promotions through its communication channels.

The scorecard was open from 10 February to 7 March 2025 and completed by **1,227 community members** with various connections to the City.

Resident	Business	Out of area ratepayer / visitor	Elected Member / City employee
1,067	161	120	63

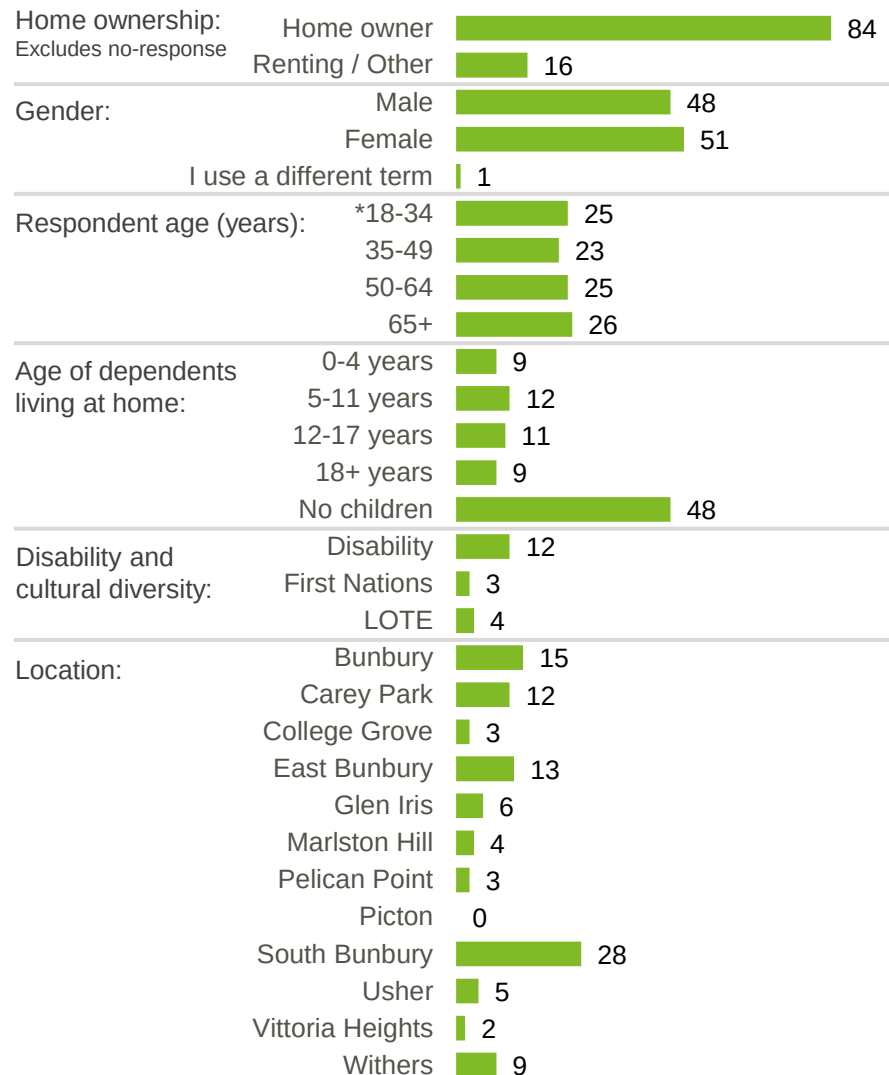
Overall, 698 residents had been randomly selected and 369 respondents heard about the study from supporting promotions and referrals from community organisations, family and friends. The latter group is called the “self-selected sample”.

As responses were similar between the random and self-selected samples, results were combined. The combined resident sample was weighted by age and gender to match the ABS Census population profile.

The main body of the report presents results from residents, results from other community groups are reported at the end of this report.

Throughout this report, where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

% of respondents (weighted)



LOTE: Language other than English
* Includes several 14–17-year-olds

Over 20+ years, CATALYSE® has conducted community and/or business perceptions surveys for more than 70 councils across Australia (listed below). When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders.

Perth Region

Armadale
Bassendean
Bayswater
Belmont
Cambridge
Canning
Claremont
Cockburn
Cottesloe
East Fremantle
Fremantle
Joondalup
Kalamunda
Kwinana
Melville
Mosman Park
Mundaring
Nedlands
Peppermint Grove
Perth
Serpentine-Jarrahdale
South Perth
Subiaco
Swan
Victoria Park
Vincent
Wanneroo

Wheatbelt Region

Chittering
Dandaragan
Gingin
Merredin
Narrogin
Northam
Pingelly
Toodyay
York

Southwest Region

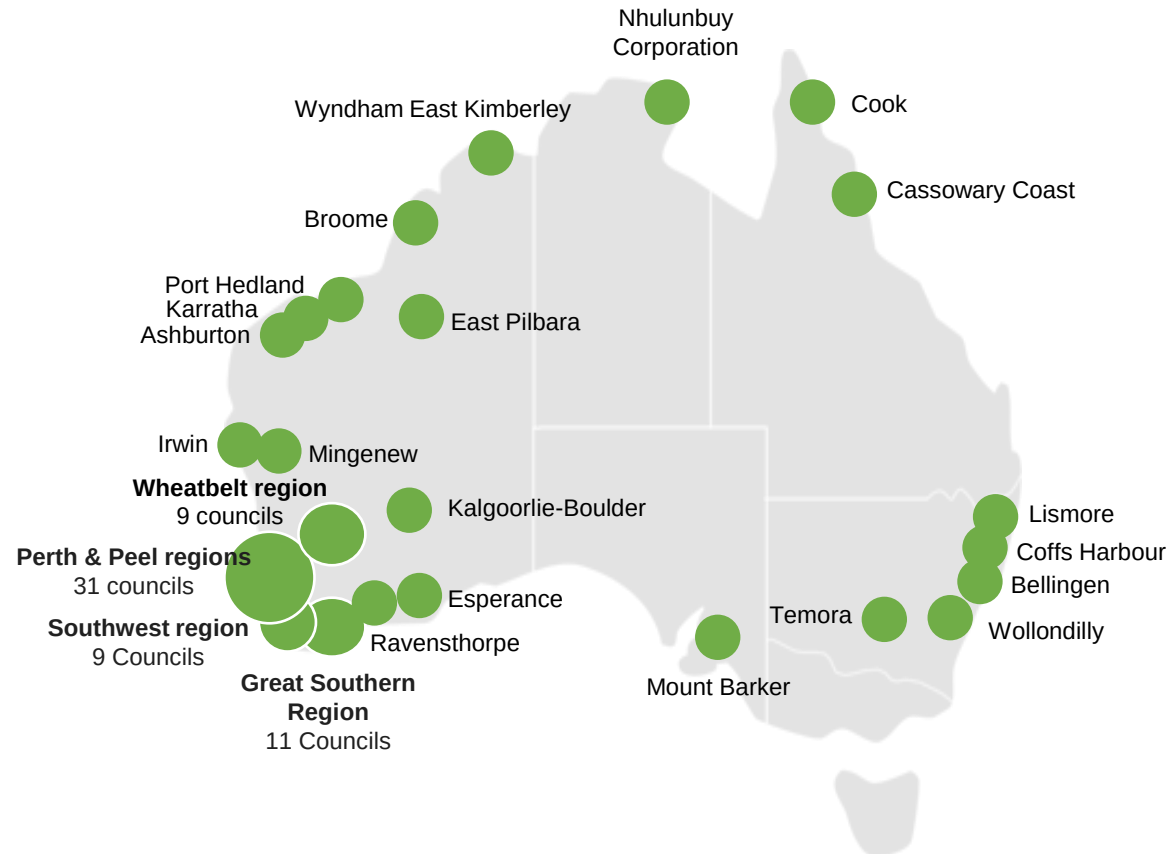
Augusta-Margaret River
Bridgetown-Greenbushes
Bunbury
Busselton
Capel
Collie
Dardanup
Donnybrook-Balingup
Harvey

Great Southern Region

Albany
Broomehill-Tambellup
Cranbrook
Denmark
Gnowangerup
Jerramungup
Katanning
Kent
Kojonup
Plantagenet
Woodanilling

Peel Region

Boddington
Mandurah
Murray
Serpentine-Jarrahdale



*Note: in this report, average and high scores are calculated from a subset of these councils that have completed a MARKYT® accredited study within the **past three years**.*

How to read MARKYT® performance dashboards

Performance Ratings

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

Positive rating

Is the percentage of respondents who provided a rating of okay, good or excellent.

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

Score

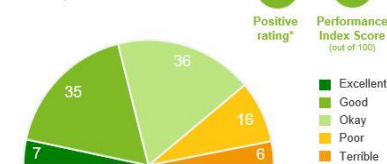
100
75
50
25
0

Average Rating

Excellent
Good
Okay
Poor
Terrible

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



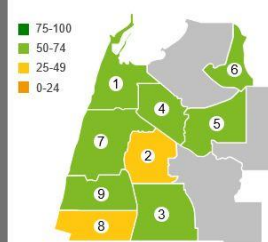
MARKYT® Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	57
2	Carey Park	47
3	College Grove	55
4	East Bunbury	58
5	Glen Iris / Vittoria Heights	55
6	Pelican Point	61
7	South Bunbury	56
8	Usher	48
9	Withers	55

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	57	0-4 years	46	Disability	48
Female	54	5-11 years	50	First Nations	60
Age		12-17 years	49	Mainly speak LOTE	48
18-34 years	54	18+ years	48	Home ownership	
35-49 years	51	No children	59	Homeowner	55
50-64 years	56			Renting / other	54
65+ years	58				

Geographical variances

Maps variances across the region by location.

Community variances

Shows how performance ratings vary across the community by key demographics.

Trend analysis shows how performance varies over time.

MARKYT® Industry Standards Show Council performance compared to other councils.

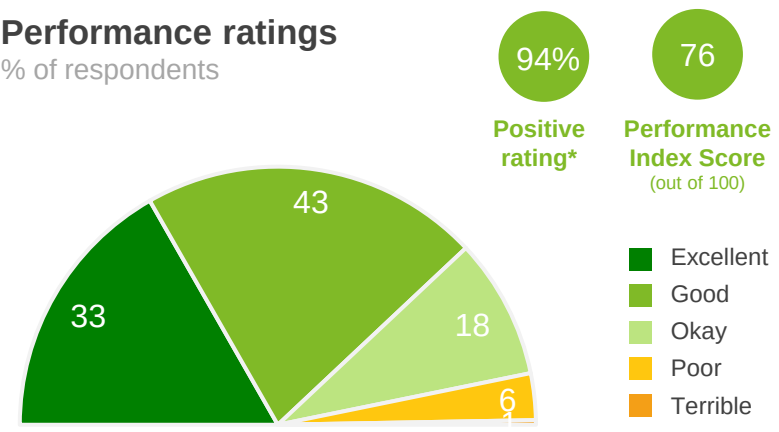
Council Score is the Council's performance index score.
Industry High is the highest score achieved by participating councils.
Industry Average is the average score among participating.

Overall Performance

Place to live

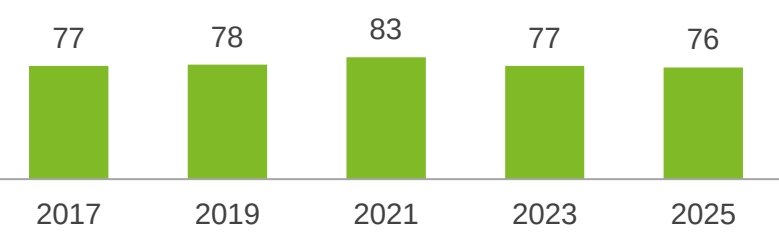
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



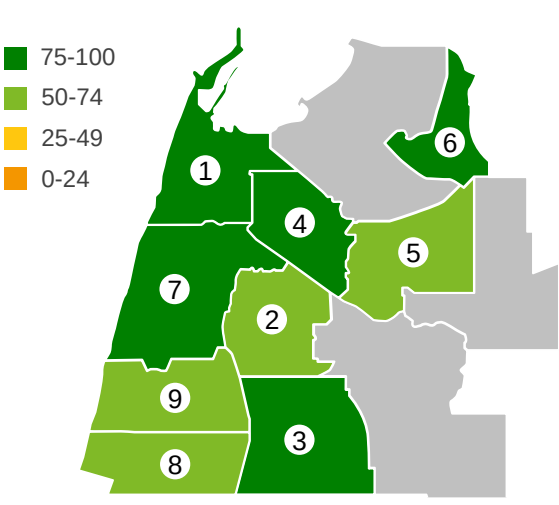
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	80
2	Carey Park	67
3	College Grove	78
4	East Bunbury	78
5	Glen Iris / Vittoria Heights	73
6	Pelican Point	81
7	South Bunbury	77
8	Usher	63
9	Withers	74

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	77	0-4 years	72	Disability	74
Female	75	5-11 years	72	First Nations	69
Age	18-34 years	12-17 years	73	Mainly speak LOTE	70
	35-49 years	18+ years	73	Home ownership	
	50-64 years	No children	79	Homeowner	77
	65+ years			Renting / other	72

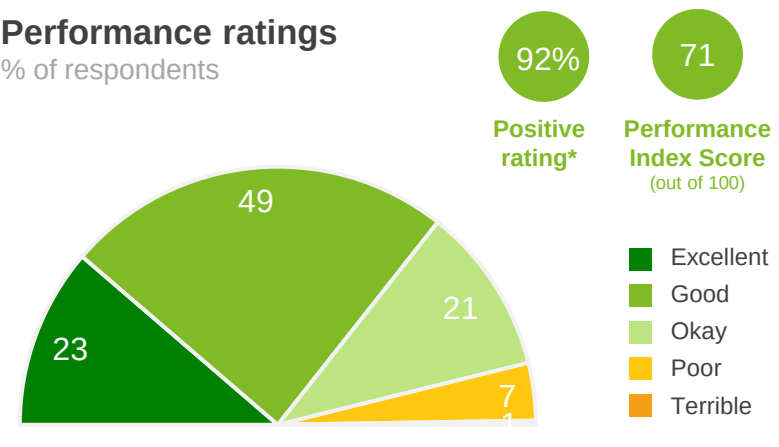
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1064). * Positive Rating = excellent, good + okay

Place to work

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



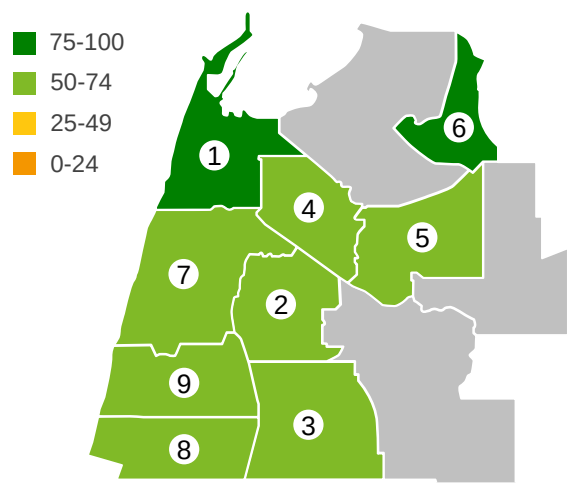
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	75
2	Carey Park	66
3	College Grove	70
4	East Bunbury	71
5	Glen Iris / Vittoria Heights	68
6	Pelican Point	78
7	South Bunbury	73
8	Usher	62
9	Withers	73

Community variances

Performance Index Score

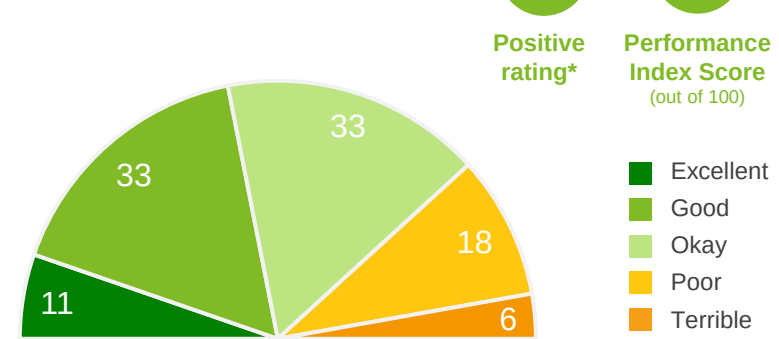
Gender		Age of children		Disability & culture	
Male	73	0-4 years	66	Disability	67
Female	70	5-11 years	70	First Nations	70
Age	18-34 years	12-17 years	69	Mainly speak LOTE	66
	35-49 years	18+ years	70	Home ownership	
	50-64 years	No children	74	Homeowner	73
	65+ years			Renting / other	68

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 940). * Positive Rating = excellent, good + okay

Place to own or operate a business

Performance ratings

% of respondents



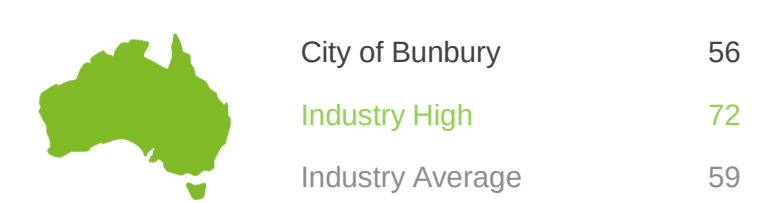
Trend Analysis

Performance Index Score



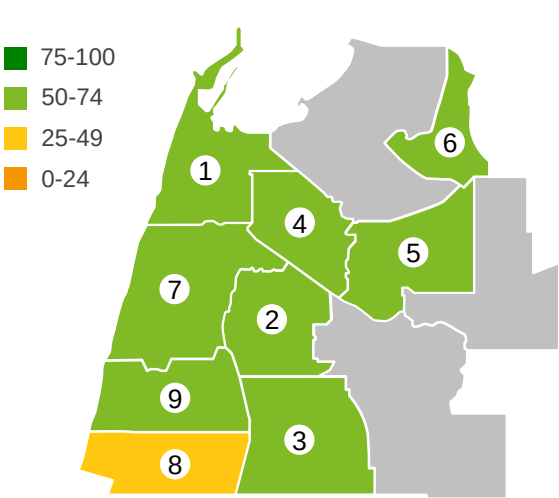
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	57
2	Carey Park	54
3	College Grove	58
4	East Bunbury	52
5	Glen Iris / Vittoria Heights	55
6	Pelican Point	61
7	South Bunbury	58
8	Usher	49
9	Withers	60

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	58	0-4 years	50	Disability	52
Female	55	5-11 years	54	First Nations	53
Age	18-34 years	12-17 years	52	Mainly speak LOTE	44
	35-49 years	18+ years	47	Home ownership	
	50-64 years	No children	59	Homeowner	56
	65+ years			Renting / other	52

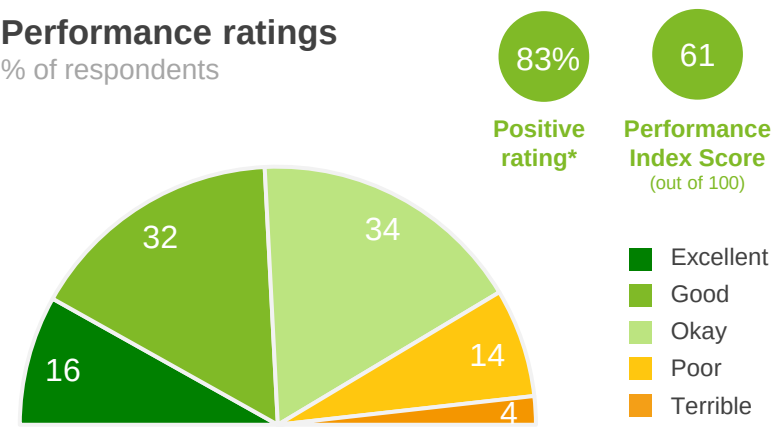
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 695). * Positive Rating = excellent, good + okay

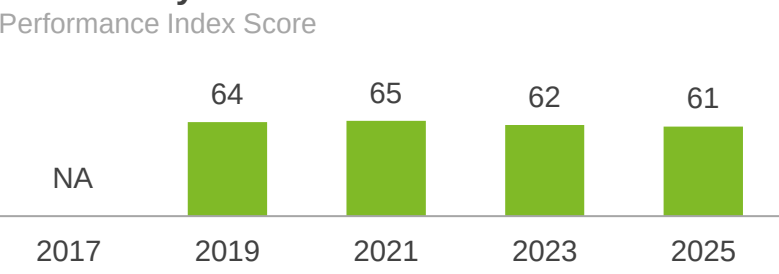
Place to visit

Performance ratings

% of respondents



Trend Analysis



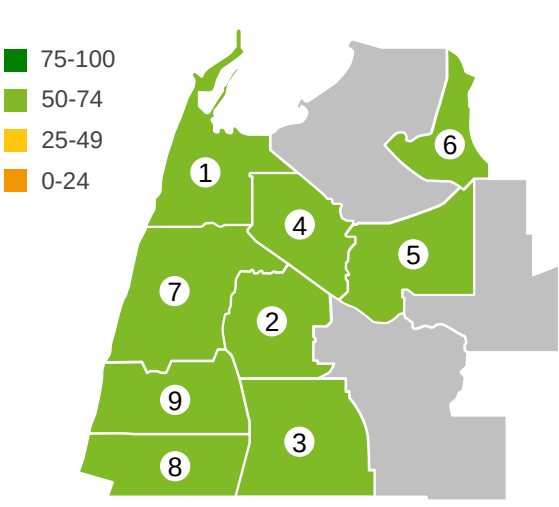
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	63
2	Carey Park	55
3	College Grove	62
4	East Bunbury	60
5	Glen Iris / Vittoria Heights	63
6	Pelican Point	65
7	South Bunbury	61
8	Usher	55
9	Withers	65

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	59	0-4 years	55	Disability	64
Female	63	5-11 years	57	First Nations	68
Age	18-34 years	12-17 years	58	Mainly speak LOTE	55
	35-49 years	18+ years	58	Home ownership	
	50-64 years	No children	65	Homeowner	62
	65+ years			Renting / other	60

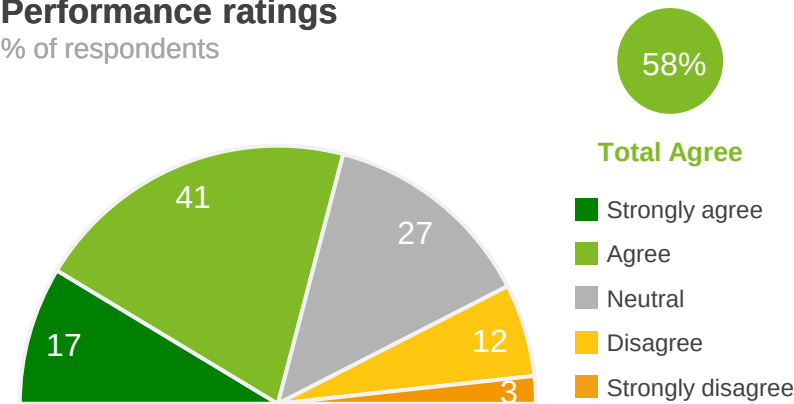
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1025). * Positive Rating = excellent, good + okay

I am proud of Bunbury

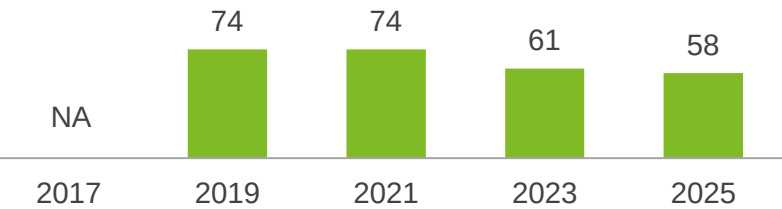
Performance ratings

% of respondents



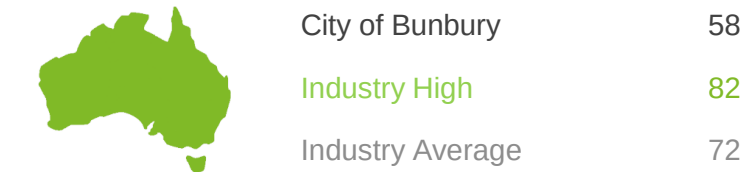
Trend Analysis

% agree



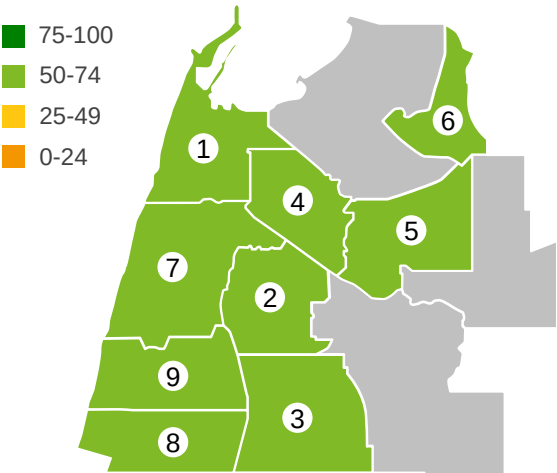
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1	Bunbury / Marlston Hill	67
2	Carey Park	51
3	College Grove	65
4	East Bunbury	58
5	Glen Iris / Vittoria Heights	53
6	Pelican Point	63
7	South Bunbury	59
8	Usher	50
9	Withers	52

Community variances

% agree

Gender		Age of children		Disability & culture	
Male	57	0-4 years	56	Disability	55
Female	59	5-11 years	55	First Nations	55
Age	18-34 years	12-17 years	47	Mainly speak LOTE	50
	35-49 years	18+ years	52	Home ownership	
	50-64 years	No children	66	Homeowner	61
	65+ years			Renting / other	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1003).

MARKYT  industry comparisons

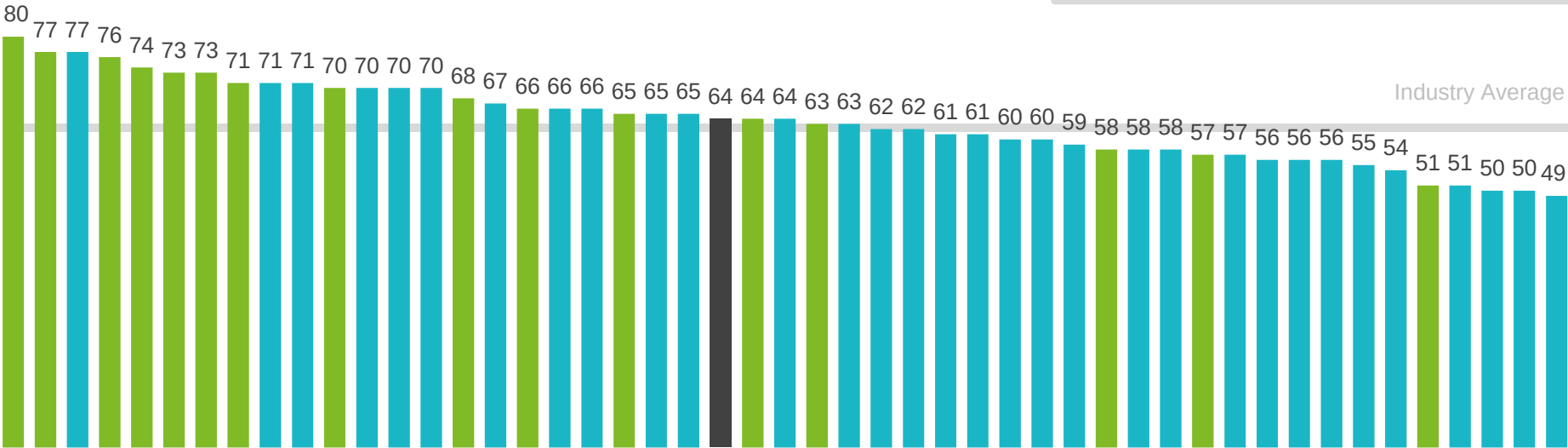
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Bunbury as a 'place to live' and as a 'governing organisation'. The City of Bunbury's overall performance index score is 64 out of 100, 1 index point above the industry average.

Overall Performance Index Score

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

- City of Bunbury
- Metropolitan Councils
- Regional Councils



MARKYT  Industry Standards

Performance Index Score



City of Bunbury

64

Industry High

80

Industry Average

63

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.

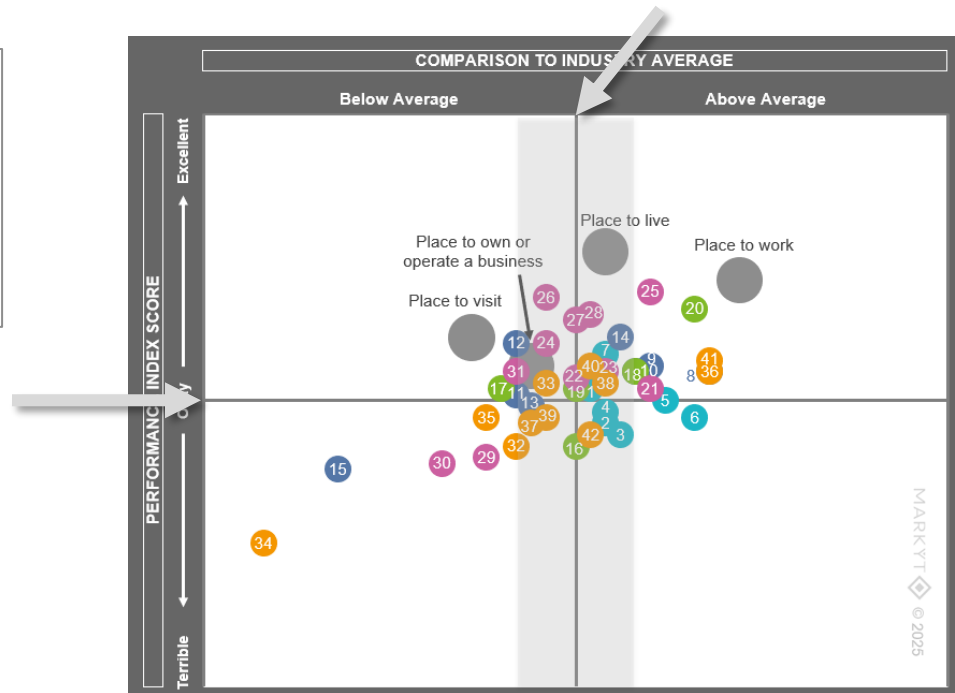
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

Services are grouped in five areas:

- Governance
- Assets
- Compliance
- Discretionary
- Advocacy

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.

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



MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

PERFORMANCE INDEX SCORE

Excellent
↑
Okay
↓
Terrible

Below Average

Above Average

Place to own or operate a business
Place to visit
Place to live
Place to work

34

15

30

29

35

17

11

31

12

26

24

27

28

22

40

23

37

39

32

13

33

19

16

42

2

4

38

18

36

8

41

21

5

6

10

9

7

14

25

20

MARKYT
© 2025

- 1 Overall, as the governing organisation
- 2 Council's leadership
- 3 Financial management
- 4 Embracing change and innovation
- 5 Communication
- 6 Community engagement
- 7 Customer service
- 8 Local roads
- 9 Footpaths, trails and cycleways
- 10 Lighting of streets and public places
- 11 Community buildings, halls and toilets
- 12 Parks, playgrounds and reserves
- 13 Streetscapes, trees and verges
- 14 Marine facilities
- 15 Airport facilities and services
- 16 Planning services
- 17 Heritage services
- 18 Universal access and inclusion
- 19 Ranger services
- 20 Waste management
- 21 Youth services and facilities
- 22 Family/children's services and facilities
- 23 Seniors' services and facilities
- 24 Reconciliation Action
- 25 Sport and recreation services/facilities
- 26 Library services and facilities
- 27 Art, culture and creative activities
- 28 Festivals, markets and community events
- 29 City centre development and activation
- 30 Tourism and destination marketing
- 31 Volunteer support services
- 32 Safety and crime prevention
- 33 Health and community services
- 34 Housing
- 35 Aged care and accommodation
- 36 Main roads and highways
- 37 Public transport
- 38 Environmental management
- 39 Climate action
- 40 Emergency management
- 41 Education / lifelong learning opportunities
- 42 Economic development and job creation

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

MARKYT  community trends

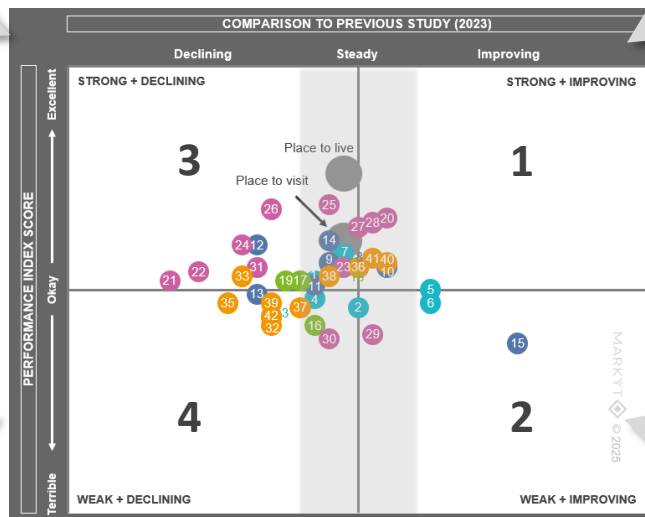
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

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

- Youth services and facilities
- Family and children's services
- Health and community services
- Reconciliation action
- Volunteer support services
- Parks, playgrounds and reserves
- Library services and facilities
- Ranger services

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

- Aged care and accommodation
- Streetscapes, trees and verges
- Safety and crime prevention
- Economic development
- Climate action
- Financial management



Window 1 includes higher performing areas that have improved. There were moderate improvements in:

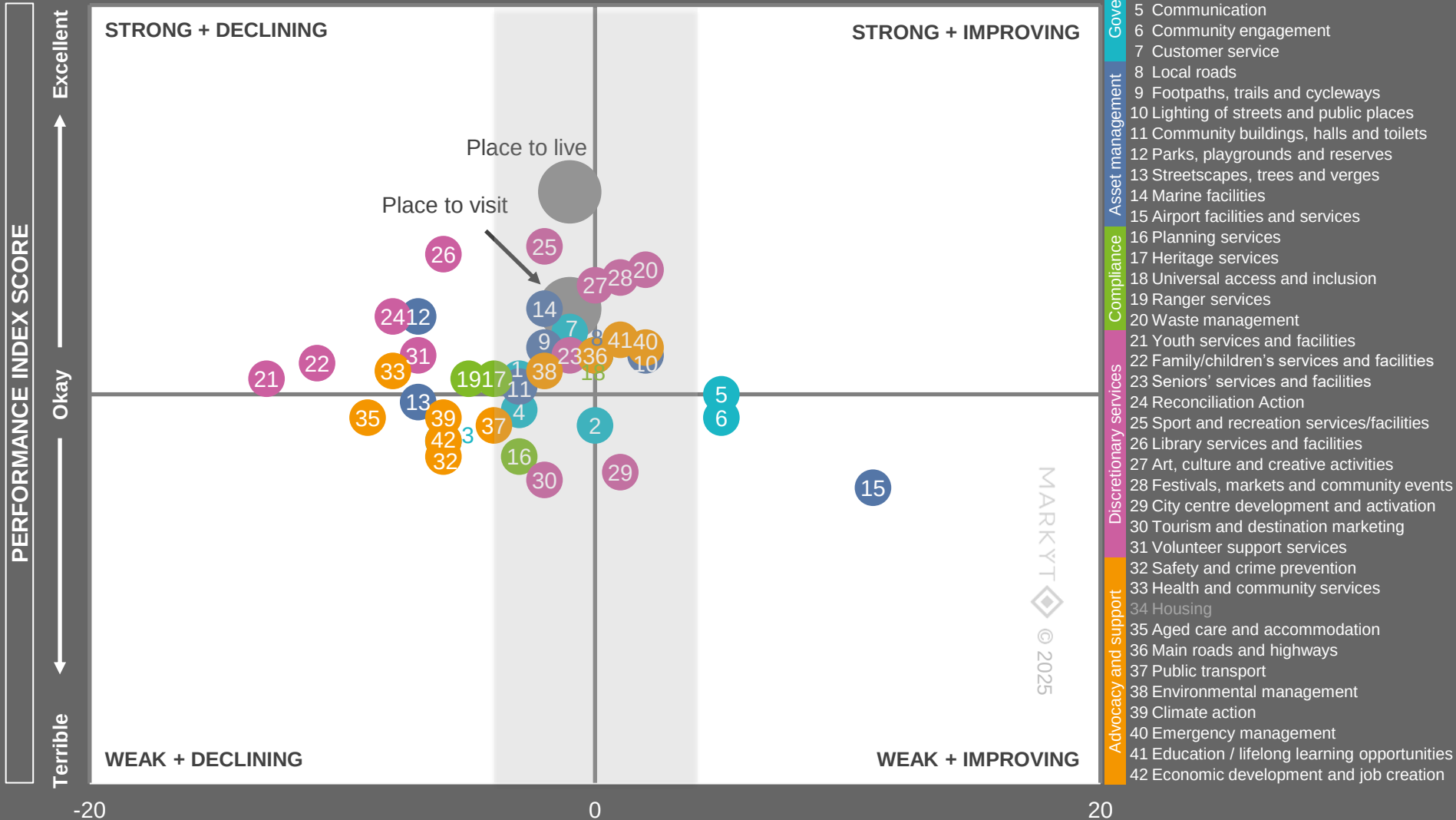
- Waste management
- Emergency management
- Lighting of streets and public places

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

- Airport facilities and services
- Communication
- Community engagement
- City centre development and activation

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2023)



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

MARKYT  community priorities

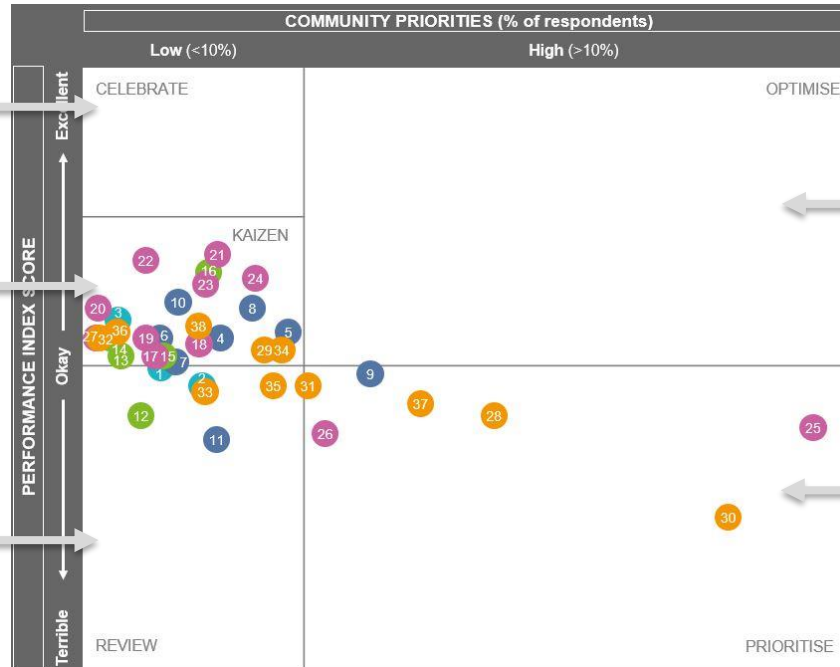
How to read the MARKYT Community Priorities

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

CELEBRATE the City of Bunbury'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 City of Bunbury to focus its attention.

Services are grouped in five areas:

- Governance
- Assets
- Compliance
- Discretionary
- Advocacy

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

- 1 Communication
- 2 Community engagement
- 3 Customer service
- 4 Local roads
- 5 Footpaths, trails and cycleways
- 6 Lighting of streets and public places
- 7 Community buildings, halls and toilets
- 8 Parks, playgrounds and reserves
- 9 Streetscapes, trees and verges
- 10 Marine facilities
- 11 Airport facilities and services
- 12 Planning services
- 13 Heritage services
- 14 Universal access and inclusion
- 15 Ranger services
- 16 Waste management
- 17 Youth services and facilities
- 18 Family and children's services and facilities
- 19 Seniors' services and facilities
- 20 Reconciliation Action
- 21 Sport and recreation services and facilities
- 22 Library services and facilities
- 23 Art, culture and creative activities
- 24 Festivals, markets and community events
- 25 City centre development and activation
- 26 Tourism and destination marketing
- 27 Volunteer support services
- 28 Safety and crime prevention
- 29 Health and community services
- 30 Housing
- 31 Aged care and accommodation
- 32 Main roads and highways
- 33 Public transport
- 34 Environmental management/conservation
- 35 Climate action
- 36 Emergency management
- 37 Education / lifelong learning opportunities
- 38 Economic development and job creation

MARKYT  © 2025

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 City of Bunbury to focus on improving? Base: All respondents, excludes no response (n = 908)

Addressing community priorities

Community driven actions

- Provide incentives for businesses and landlords to help attract a variety of small businesses to fill vacant shops and reinvigorate the city centre.
- Advocate for landlords to reduce commercial leases.
- Improve access to parking in the CBD.
- Beautify the city and streetscapes.
- Activate the city centre with more events, pedestrian malls, al fresco dining, public art etc. to attract more shoppers and visitors.
- Develop Back Beach.
- Improve connections between the CBD and waterfront.
- Address homelessness.
- Advocate for more apartment developments to grow the inner-city population.

Community Voices

"Get tenants into the empty shops. They should be paying extra rates if they leave their shops empty."

"Encourage new businesses to our city centre. Incentivise business with small grants from the council. I would like to see a flourishing and clean city."

"More public events of art and culture and to be free admission with free public transport available to attend the events."

"To activate a city centre, you first need to create more parking - limiting people to one or two hours parking doesn't allow people to enjoy the city centre. So would like to see more parking created, not reduced!"

"Continue to develop areas of the CBD surrounding the water, linking them to the existing CBD, eg space across from BREC and the outer harbour."

"Allow development along all waterfronts including Back Beach, too much undeveloped prime land that has been sitting there for years/decades. Promote inner city living by soliciting development of new apartment buildings."

"Beautify the City with clean pavements and welcoming landscapes. Better signage to enable visitors to know where are our main assets of tourism within the city area are. Maybe an App."

"Bunbury could aspire to create a similar atmosphere (to Busselton) in its city centre by focusing on revitalizing its streetscape and supporting local businesses. Implementing outdoor dining areas, public art installations, and regular community events can help create a welcoming and lively atmosphere for residents and visitors alike."

"Find homes for the homeless people first. Work with WA government stakeholders."

"Increase inner city housing developments, have more people live close to city amenities and create customer base for city business."

"Encourage development of cheap rental inner city accommodation, both to create a 'customer' base and to accommodate inner city retail and hospitality workers."

Community driven actions

- Provide more homelessness support services including emergency accommodation, access to showers and toilets, and drug and alcohol rehabilitation.
- Advocate for more affordable housing for young people, families, elderly and low-income earners. Suggestions include:
 - Releasing land and providing infrastructure for housing development.
 - Rezoning and redeveloping vacant shops and commercial premises as housing.
 - Reducing red tape to expedite development approvals.
 - Allowing a variety of housing styles such as tiny homes and modular homes on subdivided properties and higher density developments.
- Advocate for the state government to repair and reinstate run down and unused Homeswest housing.

Community Voices

"The City should be much more proactive in pressuring State and Federal governments for emergency and affordable housing. Fencing off the power boat club rather than setting it up for emergency housing was heartless."

"More assistance for homeless people. Get a drug rehab centre to help with all the people who are struggling with addiction. Get them out of the ER and into their own area for help."

"Bare minimum, we need to make it easy for homeless people to access safe showers/toilets/lockers/phone charging stations/wifi and enough emergency accommodation."

"Lobby the State and Federal governments to release additional funding for provision of sewerage, power, water and communications infrastructure to residential land that is ready for development pending the provision of these essential services."

"Redevelop some of the empty shops and other commercial buildings into housing."

"Encourage disused and empty buildings to be utilised for housing. Convert underutilised business zones to domestic housing."

"Encourage more group dwellings, remove red tape, e.g. reduce planning process and conditions without compromising community safety. If a development ticks all the boxes encourage the developer to get on with it."

"Allow tiny houses on trailers in backyards, driveways. Be brave on tiny home legislation, stop fence sitting . . . be a leader in something for a change."

"Zone more apartment housing in the CBD area with five storey buildings and a maximum of five storeys such as seen in Paris and Barcelona. That is, with diverse sizes (1,2 & 3 bedroom sizes) to cater for singles, young couples and families"

"Put pressure on the government to repair and reinstate the hundreds of Homeswest houses in Bunbury to help with the desperate situation of many families living in cars or basically on the streets of Bunbury."

Community driven actions

- Collaborate with government departments, WA Police and health services to address drug use, antisocial behaviour and homelessness.
- Advocate for the state government to take a strong position on law enforcement.
- Advocate for a more visible police presence with more patrols and engagement with the community.
- Install more CCTV and lighting in streets, parks and public areas to deter criminal activity and make the streets safer to walk at night.
- Provide more ranger security patrols at the train station and other known hotspots, especially at night.

Community Voices

"All organisations, the City / Police / State Govt / health department need to work together more to address the needs of individuals in unstable living conditions or with severe substance abuse or mental health issues."

"Be more affirmative and work closer with police in dealing with vagrants, homelessness and those who actively distribute drugs in and around the city. It seems as though it's currently a 'hands off' approach, leave it to someone else to deal with, and these people are causing havoc in our city."

"Consequences for bad behaviour, youth detention centre, drug centre for rehabilitation. Harsh penalties for break and enter, rehabilitation course for six weeks for any offence to prevent repeat offenders"

"Criminals seem to be rewarded rather than punished. Police don't seem to care and everything is just put in too hard basket. There's no deterrent for would-be criminals as there is never any consequences for their actions."

"More police on the streets. Visible presence through the centre at night. Community engagement - keeping safe for seniors, teens etc."

"More police in fun community events (not just schools) so they aren't just seen in a bad light. People need to see police as their safety net, not their enemy. Firm but fair."

"More police, more local patrols, address criminal activity in known areas, continue closing alley ways. Better lighting & more monitored CCTV."

"Fix the current street lighting and possibly place more around where there are dark alleyways .I have lived in Bunbury for over 20 years and have only recently stopped feeling safe walking home from work at 5 and walking at night alone. I also live right in town and have done so for 20 years."

"More CCTVs, more lighting on streets. People need to feel safe to want to visit and live in Bunbury the amount of theft of personal items is ridiculous. Classic example is the theft from people visiting and staying at Kombana Bay caravan park."

"A more obvious security presence at night."

"Contract / engage security personnel to patrol the train station precinct & CBD."

Community driven actions

- Lobby for development and expansion of the port.
- Develop Back Beach as an attractive destination for recreation and tourism.
- Provide incentives to attract a diverse range of industries to Bunbury. Suggestions include IT, AI, fishing, manufacturing and government departments.
- Provide education, training and job opportunities to encourage young people to stay in Bunbury.
- Advocate for a fast-track train service to Perth.

Community Voices

"To keep our young people and particularly families in the area and with financial security I believe the AI and IT industries could be invited to locate in the SW with incentives to encourage them."

"Promote jobs and industry in Bunbury that are long term...ie not building a road or a limestone wall or a rock harbour or another playground...ie moving a govt department to Bunbury (like parks and wildlife)."

"Harvest the ocean, fish farms, oysters, prawns, crays. Basically establish a fish industry and generate fertilizer from the waste."

"Opportunities for youth, so that they don't need to move to Perth. Manufacturing hub? Advocacy for Port expansion."

"Create proper jobs for our youth. Give them training and careers, not just in the mining sector!!!"

"Utilise the local education facilities with more local-friendly courses to attract more locals to be professionally qualified along with the economic development."

"You lost tourism years ago by not doing anything to attract people. Busselton and the south coast have destroyed Bunbury's chances. So let's become a work hub - expand the port and bring some money into this city instead of flogging the residents with rate rises one after another."

"Promote the fast-track train line to Perth to improve connection to the metro. This would bring people into the area and perhaps attract commercial expansion."

"Better connection to Perth (fast train) and encourage more industry/jobs here."

"In the 50 years I have lived in Bunbury nothing has changed along the Back Beach and I think the council is missing a massive opportunity for Bunbury to be a destination equal to or better than Busselton. We need development of attractive destinations for recreation and tourism that will bring economic benefits and employment."

"We need to develop the whole of the Back Beach area with some high-rise hotels/apartments, install some sea walls (like Cottesloe/City Beach/Trigg) and build the ocean pool!!!"

Community driven actions

- Plant more trees and plants on verges, median strips and public spaces to beautify Bunbury's streetscape and create a shade canopy.
- Encourage native and edible verges.
- Provide a more attractive entry to Bunbury and keep the streets clean and tidy to improve street appeal.
- Keep trees watered, pruned and well maintained and remove any dead trees.
- Keep verges in all parts of Bunbury mowed, neat and well maintained.

Community Voices

"Shade trees in public spaces. Shade trees in streets. Incentive for verge vegetation"

"There are not enough trees to create shade and our footpaths & streets are very hot. Residents should be encouraged to remove grass verges and replace with native ground cover. Perhaps the council could provide planting and verge scaping guides ..."

"Instead of old-fashioned grass and lawns, encourage residence to plant community gardens on their verges."

"More designer landscaping on entry & exit roads that can create a "sense of place" landscaping that identifies Bunbury. Not deciduous trees that have no relationship to our city."

"Entry roads into Bunbury do not present 'pride of place'. High grass on verges; weeds."

"If you want people to visit Bunbury tidy the streetscapes and verges."

"CBD street neatness and cleanliness needs improvement. Footpaths are dirty, have weeds growing, small items of rubbish, homeless leave bigger piles of rubbish. Road sweeper is mechanical but not absolute in a cleaning result. "

"Bunbury is good at planting trees and doing projects, it does not maintain it from there, or water them and they die."

"The trees around Horseshoe Lake are dropping limbs (I think due to the corellas) and it is becoming a hazard. The trees need to be lopped right back and grow bushy again . . .More for a safety issue than anything else."

"Outer Bunbury suburbs are neglected it appears that only the touristy areas - Koombana and city centre are maintained. Main verges are disgusting, overgrown and an eyesore."

"It would be nice if the council started mowing verges and weeding properly around with as in the last two years. They haven't mowed any areas on Lockwood Crescent and the council upkeep of Withers has been very minimal."

Community driven actions

- Enhance Bunbury's waterfront location. Develop Back Beach and other waterfront areas to create a vibrant foreshore precinct with dining, retail and water-based activities.
- Develop Bunbury's unique identity as a tourism destination and invest in marketing campaigns to boost its tourism profile.
- Make Bunbury more accessible and welcoming for tourists – revitalise the CBD, invest in signage, parking and a more accessible visitor information centre.
- Provide more affordable and family-friendly attractions and accommodation.

Community Voices

"Bunbury has world class beaches and waterways that we are not making the most of. More small cafes, local artisans shops and bars on the waterfronts. Look at Freo, Mandurah and even Rockingham. We have beautiful weather."

"I think to make better use of Bunbury's natural waterways. Marine festivals, yachting regattas, rowing, dragon boats etc. A water sports playground....make the most of our natural features....our surrounding coastal areas"

"Bunbury does not have a strong tourism destination identity, unlike surrounding areas like Busselton (events capital), Margaret River (wine region) and Harvey (Trails). It would be great to identify what's Bunbury's selling point beyond the Dolphin Discovery Centre."

"With the ORR in place and less people coming into Bunbury, it is imperative that we use our marketing to entice tourists and visitors to come to Bunbury and share what we already know is, potentially, one of the best kept secrets of the SW of WA. We don't make the most of our opportunities to encourage visitors to return and/or be advocates to bring others to our City."

"Spend some of our rates on fixing up the City Centre and make it appealing for people to visit."

"There isn't even a clear sign on either by-pass, to ask people to come onto Bunbury!"

"I believe more should be spent on visitor's servicing...As we need to focus on showing all we have to offer to all the touristsBetter information Centre in a prime location..."

"Put information Centre near Dolphin Centre so that people see it on entering town and have adequate parking for RVs etc."

"We need more reasonably priced family and dog-friendly tourist attractions (i.e. not just targeting foreigners)."

"More overnight caravan spots, these are great at bringing tourists in to spend money."

Community driven actions

- Lobby for a wide range of affordable accommodation options for seniors including independent houses and units, and lifestyle villages to cater to the ageing population.
- Ensure accessibility of healthcare services.
- Upgrade and improve accommodation, facilities and staffing at aged care homes.
- Provide more support services for seniors living independently at home and for their carers.
- Improve aged care services that cater to specific needs such as dementia care.

Community Voices

"Increased aged care affordability schemes. Small houses or lifestyle villages."

*"Small contained housing hubs for aged community that accommodates those that are unable to afford retirement homes or villages .
Removing anxieties of homelessness and isolation for those that have paid taxes and contributed to community their whole lives .*

"More accommodation for the aged, and easy access availability to medical care."

"As the community of over 60's grow older there needs to be suitable accommodation for those who are pensioners. Cost effective and health centre related (near to as possible)."

"Aged care homes. Need to set higher accommodation and staff levels. Not up to an acceptable standard in most aged care facilities in Bunbury."

"More purpose-built aged care facilities as the current one are run down and crowded."

"Domestic and catering in homes of the aged. Aged entertainment facilities, swimming pool, easy exercise units, art and craft hobbies, massage, etc."

"We should have more help for the elderly with at home care. The long waiting lists to get support at home is crazy. There is a lot of red tape. We shouldn't have to send them to hospital because they didn't receive care in time."

"Aged care accommodation options more available and respite options for our seniors and carers. Cost of living crisis has many seniors not using heating/cooling. Carers are burnt out and have no respite options."

"More care facilities for Dementia and Alzheimers patients. Especially short term when carers need help. If the carer has to go into hospital and has no one to help."

"Do more for people with Dementia than shipping from hospital to hospital. Because it [adds stress to] the old person and their families..."

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

The MARKYT® VoiceBank contains over 85,000 words with ideas and suggestions from community members.

Ideas are classified into five key areas - Governance, Assets, Compliance, Discretionary and Advocacy – and grouped into 38 service areas.

Councillors and officers draw on specific suggestions in the MARKYT® VoiceBank to support the development of supporting strategies and action plans to address community needs.



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

Source: MARKYT® Community Scorecard | 2025

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:
City of Bunbury

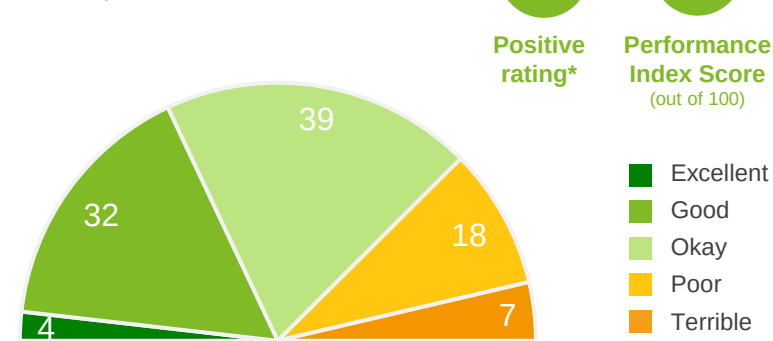
March 2025

Governance

Overall, as the governing organisation

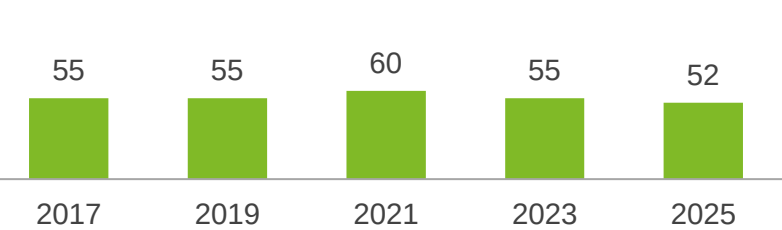
Performance ratings

% of respondents



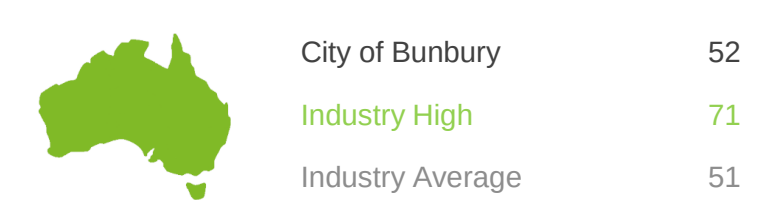
Trend Analysis

Performance Index Score



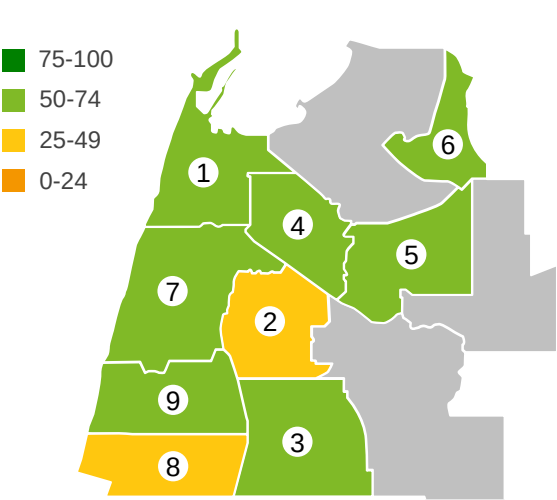
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	55
2	Carey Park	48
3	College Grove	52
4	East Bunbury	53
5	Glen Iris / Vittoria Heights	51
6	Pelican Point	55
7	South Bunbury	52
8	Usher	46
9	Withers	50

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	51	0-4 years	53	Disability	52
Female	53	5-11 years	50	First Nations	53
Age	18-34 years	12-17 years	48	Mainly speak LOTE	42
	35-49 years	18+ years	44	Home ownership	
	50-64 years	No children	55	Homeowner	52
	65+ years			Renting / other	55

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

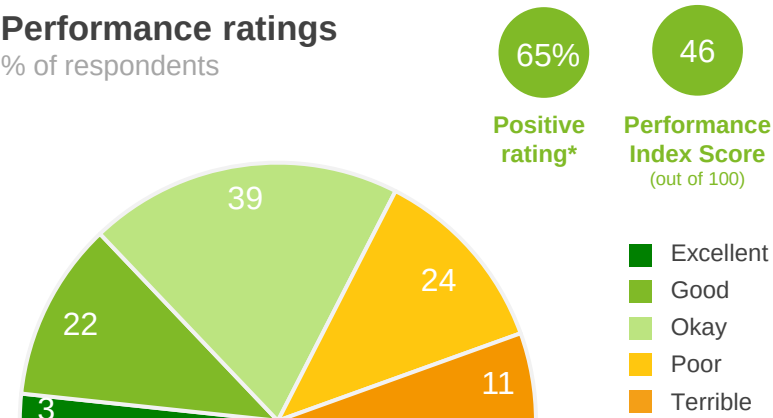
Base: All respondents, excludes 'unsure' and 'no response' (n = 970). * Positive Rating = excellent, good + okay

Council's leadership

(strategic planning, decision making, advocacy and lobbying)

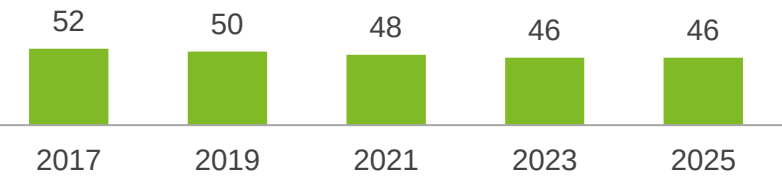
Performance ratings

% of respondents



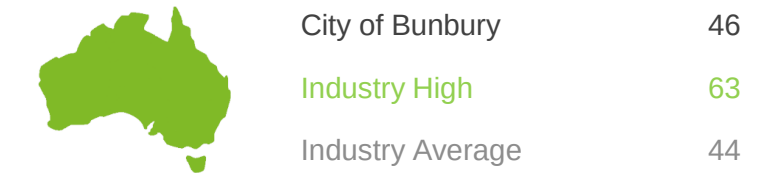
Trend Analysis

Performance Index Score



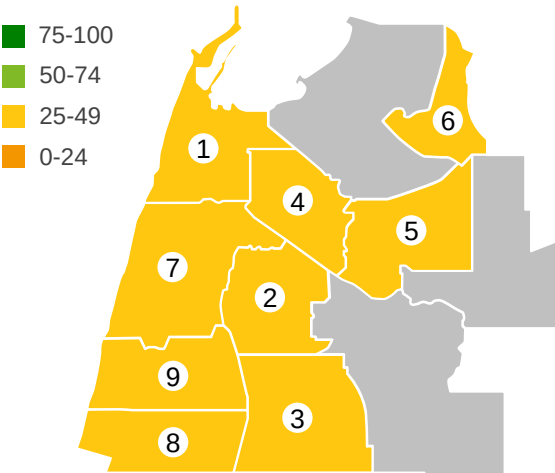
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	47
2	Carey Park	41
3	College Grove	48
4	East Bunbury	48
5	Glen Iris / Vittoria Heights	49
6	Pelican Point	47
7	South Bunbury	45
8	Usher	39
9	Withers	46

Community variances

Performance Index Score

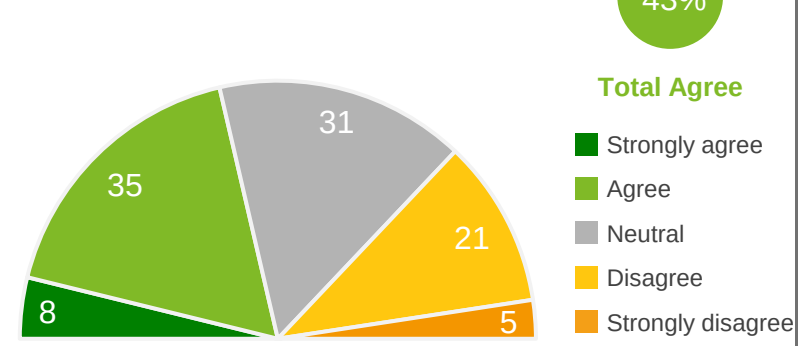
Gender		Age of children		Disability & culture	
Male	46	0-4 years	45	Disability	45
Female	46	5-11 years	42	First Nations	46
Age	18-34 years	12-17 years	41	Mainly speak LOTE	37
	35-49 years	18+ years	38	Home ownership	
	50-64 years	No children	50	Homeowner	45
	65+ years			Renting / other	53

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 933). * Positive Rating = excellent, good + okay

Achievement of the vision: Bunbury is welcoming and full of opportunities

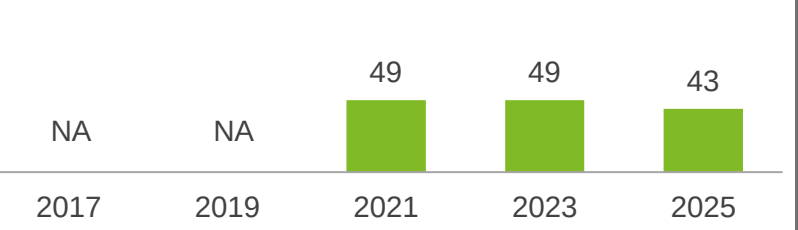
Performance ratings

% of respondents



Trend Analysis

% agree



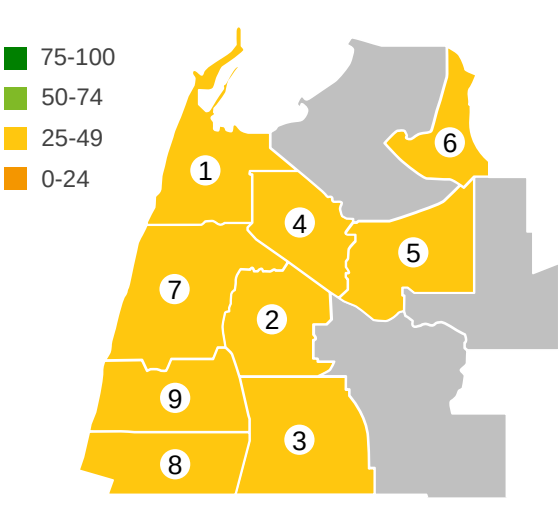
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1	Bunbury / Marlston Hill	47
2	Carey Park	37
3	College Grove	44
4	East Bunbury	45
5	Glen Iris / Vittoria Heights	40
6	Pelican Point	44
7	South Bunbury	42
8	Usher	40
9	Withers	43

Community variances

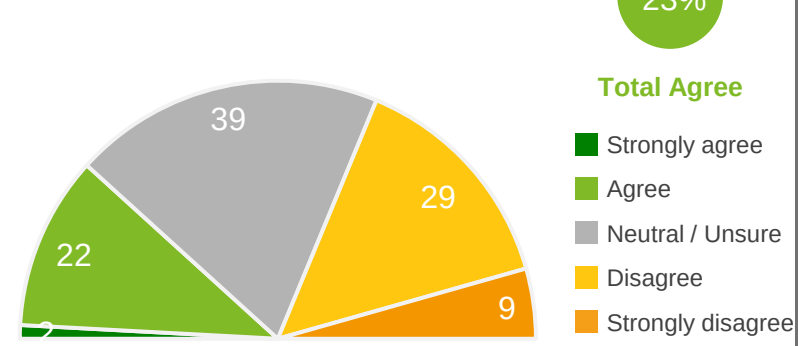
% agree

Gender		Age of children		Disability & culture	
Male	44	0-4 years	47	Disability	45
Female	41	5-11 years	40	First Nations	40
Age	18-34 years	12-17 years	34	Mainly speak LOTE	42
	35-49 years	18+ years	35	Home ownership	
	50-64 years	No children	46		
	65+ years				
				Homeowner	43
				Renting / other	44

The City of Bunbury has developed and communicated a clear vision for the area

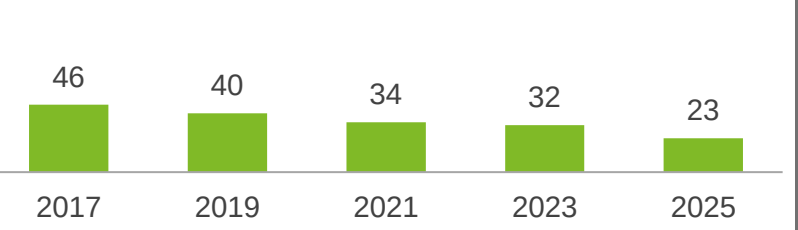
Performance ratings

% of respondents



Trend Analysis

% agree



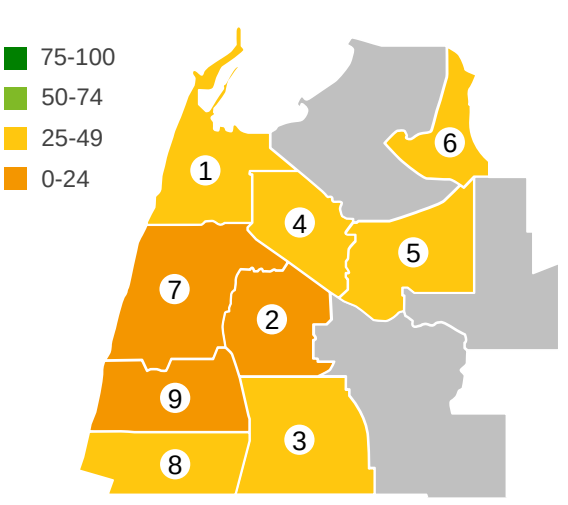
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1	Bunbury / Marlston Hill	26
2	Carey Park	21
3	College Grove	25
4	East Bunbury	26
5	Glen Iris / Vittoria Heights	25
6	Pelican Point	33
7	South Bunbury	19
8	Usher	28
9	Withers	23

Community variances

% agree

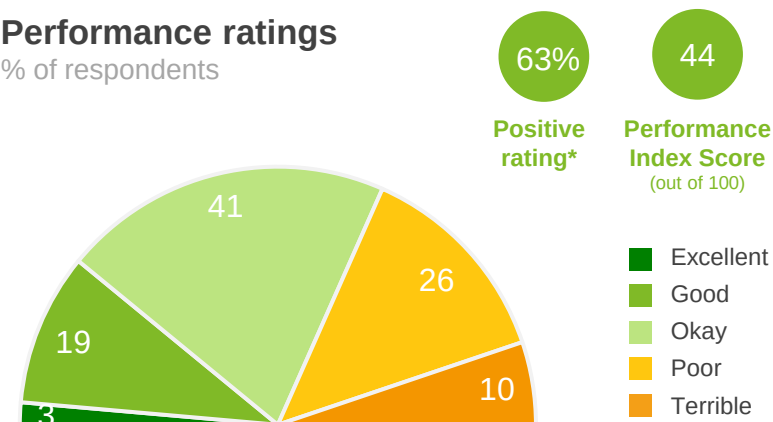
Gender		Age of children		Disability & culture	
Male	24	0-4 years	19	Disability	31
Female	24	5-11 years	17	First Nations	30
Age	18-34 years	12-17 years	16	Mainly speak LOTE	18
	35-49 years	18+ years	15	Home ownership	23
	50-64 years	No children	29		
	65+ years				
				Renting / other	32

Financial management

(responsible spending, value for money from rates)

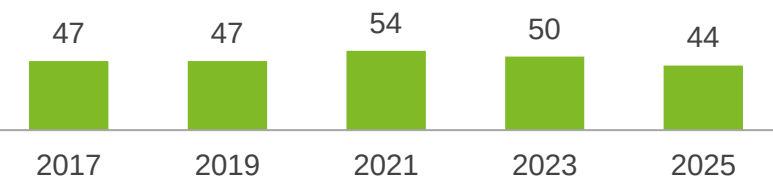
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



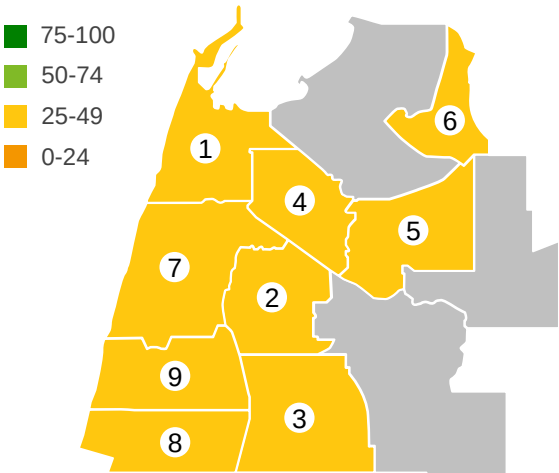
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	49
2	Carey Park	39
3	College Grove	49
4	East Bunbury	45
5	Glen Iris / Vittoria Heights	38
6	Pelican Point	45
7	South Bunbury	45
8	Usher	42
9	Withers	45

Community variances

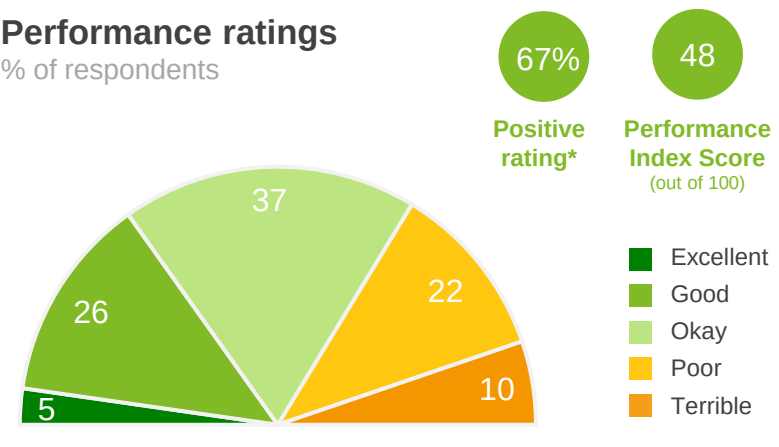
Performance Index Score

Gender		Age of children		Disability & culture	
Male	44	0-4 years	46	Disability	44
Female	45	5-11 years	41	First Nations	42
Age		12-17 years	42	Mainly speak LOTE	42
	18-34 years	18+ years	39	Home ownership	
	35-49 years	No children	47		
	50-64 years				
	65+ years				
				Homeowner	45
				Renting / other	44

Embracing change, innovation and technology

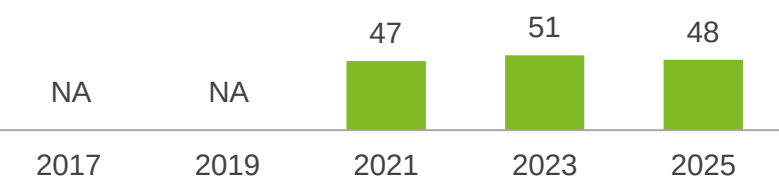
Performance ratings

% of respondents



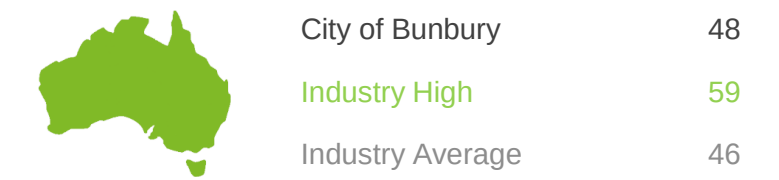
Trend Analysis

Performance Index Score



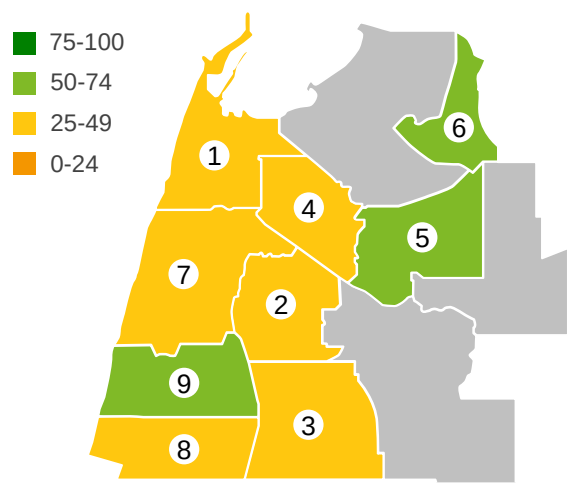
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	48
2	Carey Park	47
3	College Grove	49
4	East Bunbury	46
5	Glen Iris / Vittoria Heights	53
6	Pelican Point	50
7	South Bunbury	47
8	Usher	43
9	Withers	51

Community variances

Performance Index Score

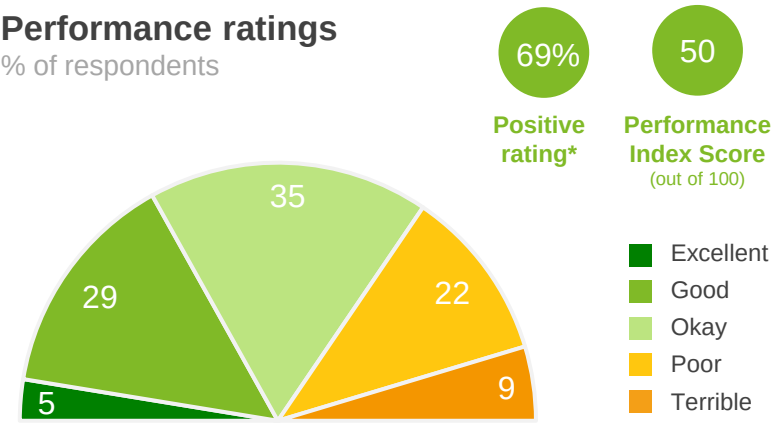
Gender		Age of children		Disability & culture	
Male	47	0-4 years	48	Disability	50
Female	49	5-11 years	44	First Nations	48
Age	18-34 years	12-17 years	45	Mainly speak LOTE	36
	35-49 years	18+ years	43	Home ownership	
	50-64 years	No children	51	Homeowner	48
	65+ years			Renting / other	52

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 895). * Positive Rating = excellent, good + okay

Communication (about local issues, services etc)

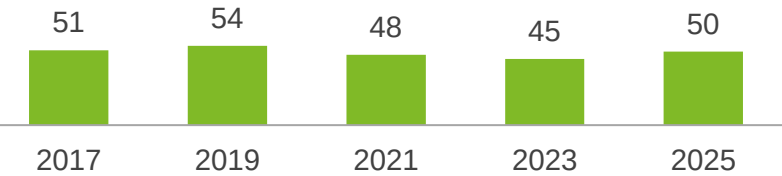
Performance ratings

% of respondents



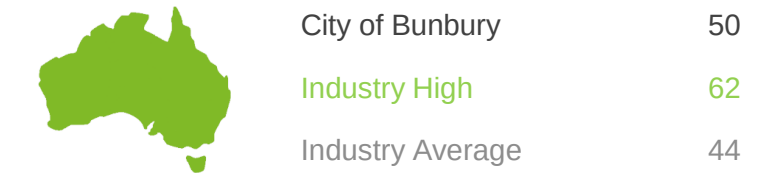
Trend Analysis

Performance Index Score



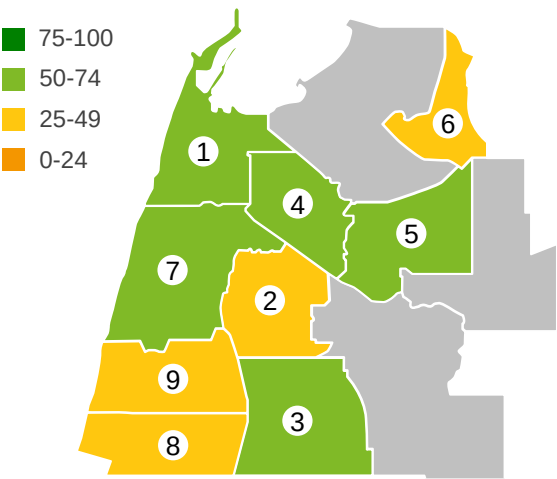
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	53
2	Carey Park	43
3	College Grove	54
4	East Bunbury	54
5	Glen Iris / Vittoria Heights	52
6	Pelican Point	48
7	South Bunbury	50
8	Usher	41
9	Withers	45

Community variances

Performance Index Score

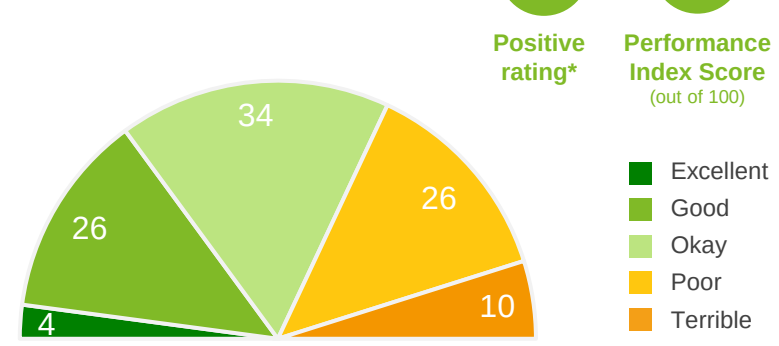
Gender		Age of children		Disability & culture	
Male	49	0-4 years	48	Disability	46
Female	50	5-11 years	47	First Nations	55
Age	18-34 years	12-17 years	47	Mainly speak LOTE	36
	35-49 years	18+ years	41	Home ownership	
	50-64 years	No children	54	Homeowner	50
	65+ years			Renting / other	54

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 994). * Positive Rating = excellent, good + okay

Community engagement on local issues

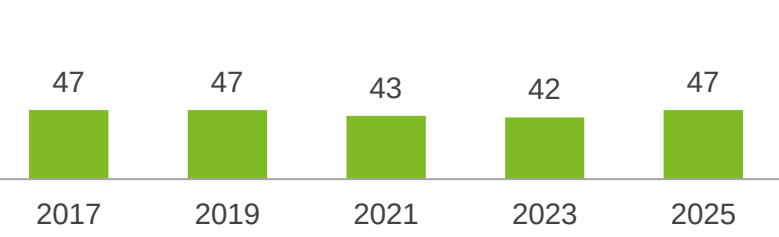
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



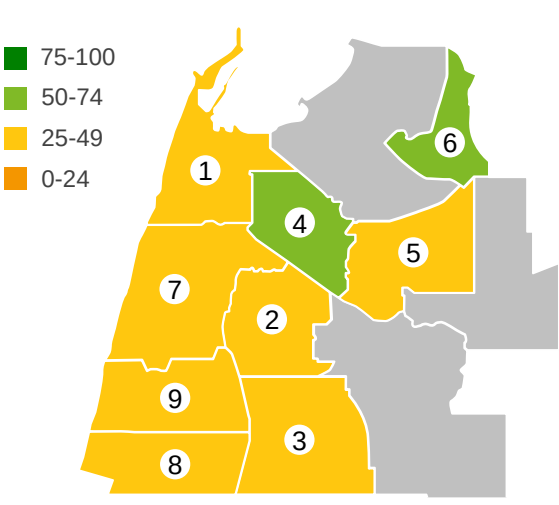
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	49
2	Carey Park	41
3	College Grove	49
4	East Bunbury	52
5	Glen Iris / Vittoria Heights	48
6	Pelican Point	52
7	South Bunbury	47
8	Usher	37
9	Withers	45

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	48	0-4 years	48	Disability	45
Female	47	5-11 years	46	First Nations	47
Age	18-34 years	12-17 years	45	Mainly speak LOTE	35
	35-49 years	18+ years	40	Home ownership	
	50-64 years	No children	50	Homeowner	46
	65+ years			Renting / other	53

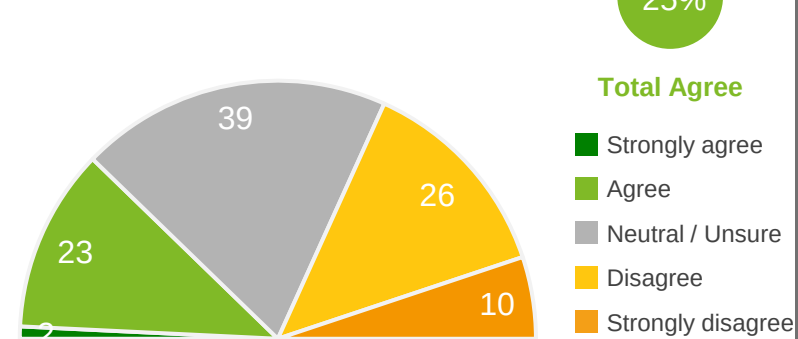
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 966). * Positive Rating = excellent, good + okay

Listens to and respects community views

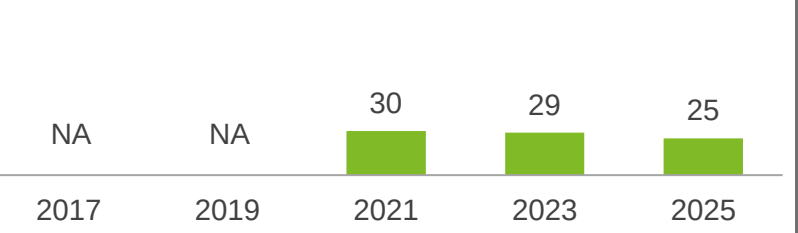
Performance ratings

% of respondents



Trend Analysis

% agree



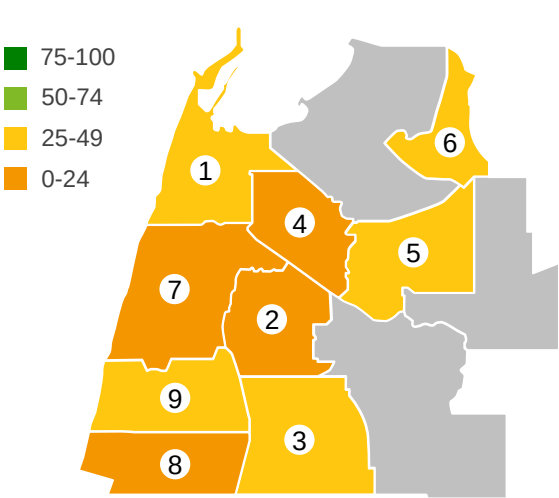
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1	Bunbury / Marlston Hill	30
2	Carey Park	22
3	College Grove	25
4	East Bunbury	20
5	Glen Iris / Vittoria Heights	25
6	Pelican Point	32
7	South Bunbury	23
8	Usher	16
9	Withers	25

Community variances

% agree

Gender		Age of children		Disability & culture	
Male	27	0-4 years	22	Disability	22
Female	23	5-11 years	19	First Nations	32
Age	18-34 years	12-17 years	22	Mainly speak LOTE	20
	35-49 years	18+ years	11	Home ownership	
	50-64 years	No children	28		
	65+ years				
				Homeowner	24
				Renting / other	26

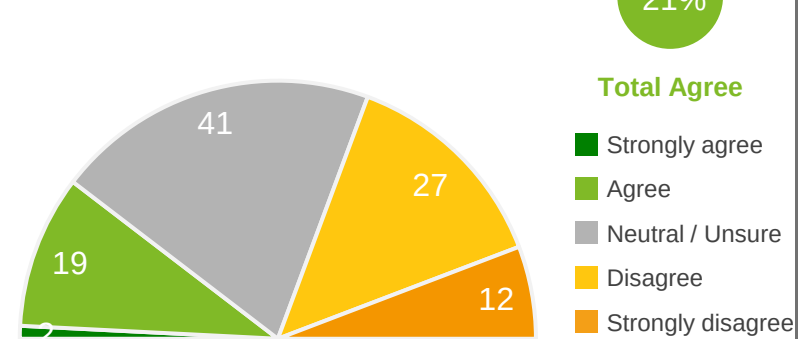
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 989).

Clearly explains reasons for decisions and how community views are considered

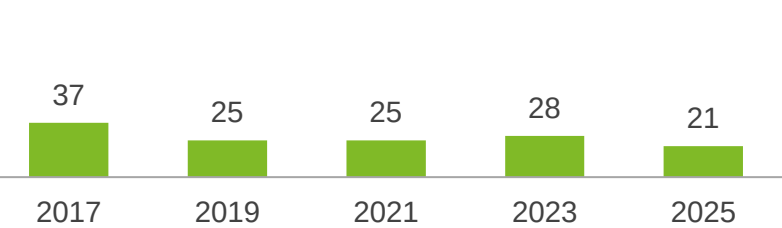
Performance ratings

% of respondents



Trend Analysis

% agree



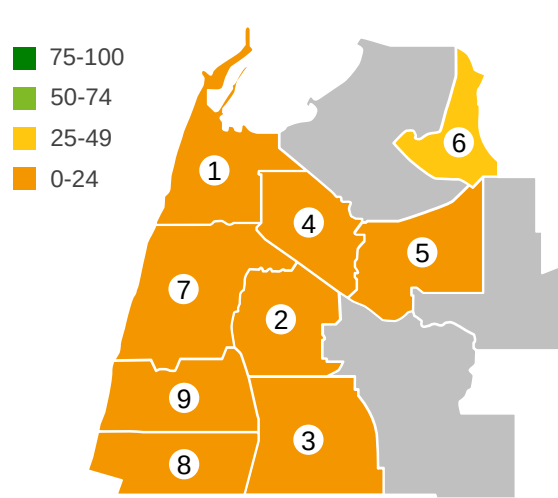
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1	Bunbury / Marlston Hill	23
2	Carey Park	24
3	College Grove	18
4	East Bunbury	15
5	Glen Iris / Vittoria Heights	22
6	Pelican Point	26
7	South Bunbury	22
8	Usher	14
9	Withers	18

Community variances

% agree

Gender		Age of children		Disability & culture	
Male	23	0-4 years	21	Disability	24
Female	19	5-11 years	16	First Nations	19
Age	18-34 years	12-17 years	20	Mainly speak LOTE	10
	35-49 years	18+ years	11	Home ownership	
	50-64 years	No children	24	Homeowner	21
	65+ years			Renting / other	24

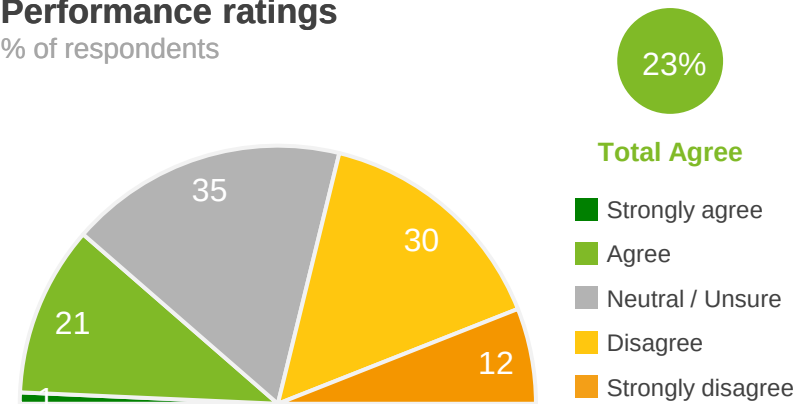
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 987).

Has a good understanding of community needs

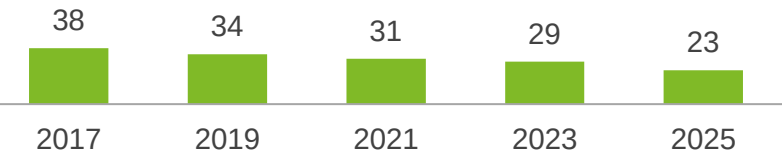
Performance ratings

% of respondents



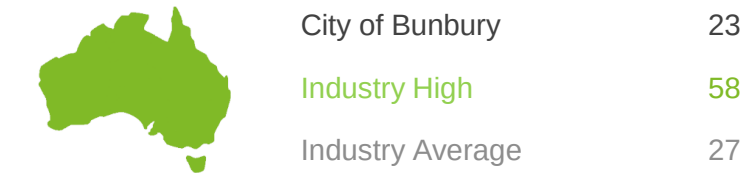
Trend Analysis

% agree



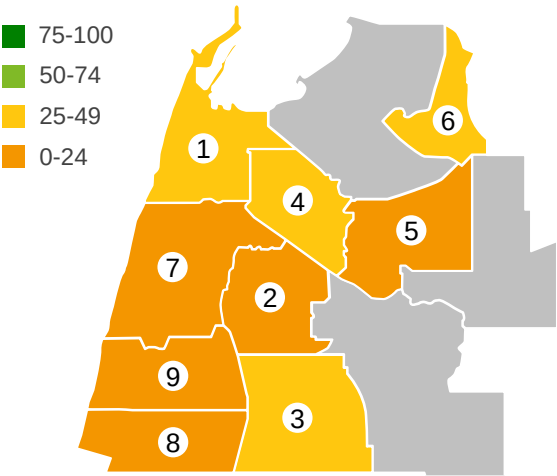
MARKYT Industry Standards

% agree



Geographical variances

% agree



Location

1	Bunbury / Marlston Hill	29
2	Carey Park	19
3	College Grove	27
4	East Bunbury	26
5	Glen Iris / Vittoria Heights	12
6	Pelican Point	27
7	South Bunbury	21
8	Usher	17
9	Withers	23

Community variances

% agree

Gender

Male	23
Female	23

Age

18-34 years	19
35-49 years	20
50-64 years	20
65+ years	31

Age of children

0-4 years	22
5-11 years	18
12-17 years	21
18+ years	12
No children	26

Disability & culture

Disability	24
First Nations	35
Mainly speak LOTE	7

Home ownership

Homeowner	22
Renting / other	25

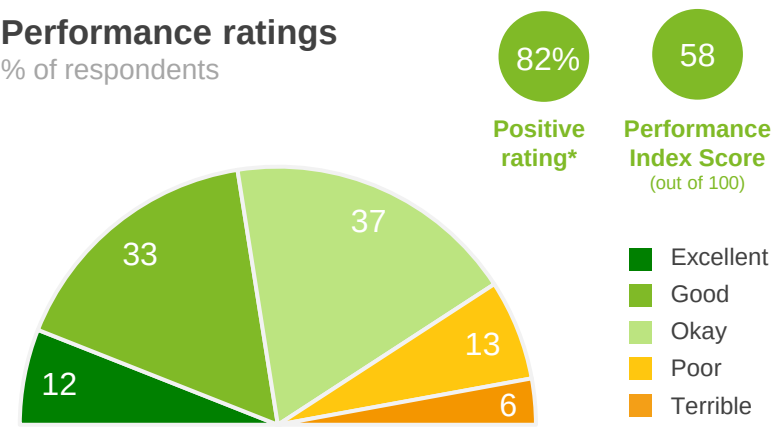
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 988).

Customer service

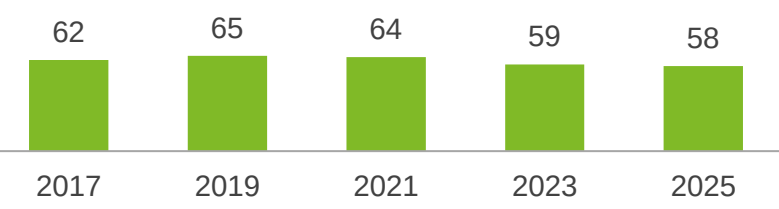
Performance ratings

% of respondents



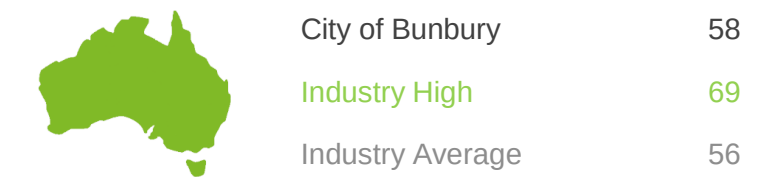
Trend Analysis

Performance Index Score



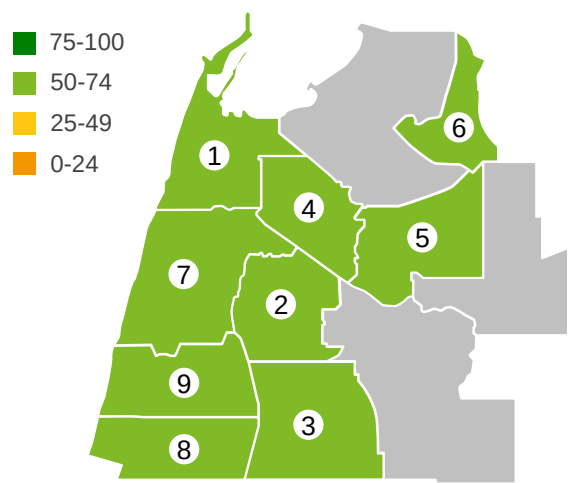
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	62
2	Carey Park	50
3	College Grove	64
4	East Bunbury	62
5	Glen Iris / Vittoria Heights	58
6	Pelican Point	59
7	South Bunbury	57
8	Usher	53
9	Withers	58

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	57	0-4 years	57	Disability	61
Female	59	5-11 years	58	First Nations	58
Age	18-34 years	12-17 years	58	Mainly speak LOTE	50
	35-49 years	18+ years	50	Home ownership	
	50-64 years	No children	62	Homeowner	59
	65+ years			Renting / other	61

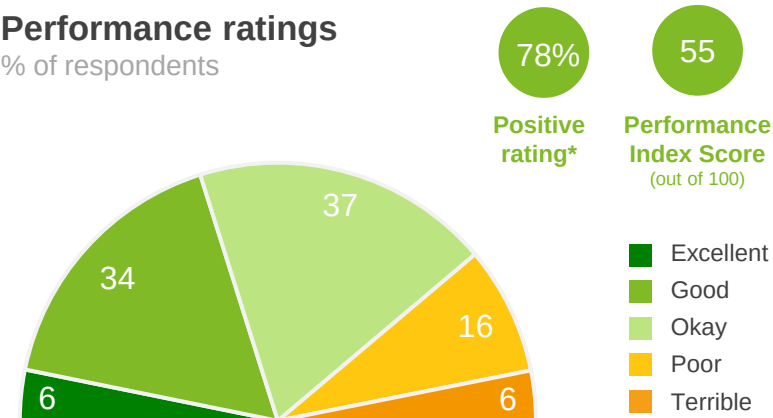
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 942). * Positive Rating = excellent, good + okay

Asset management

Local roads (including traffic management)

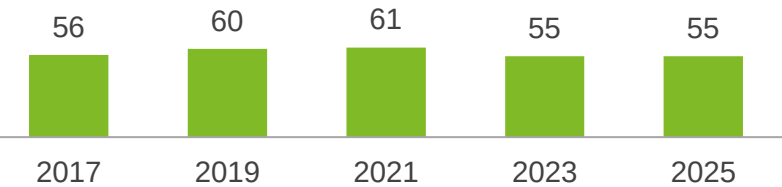
Performance ratings

% of respondents



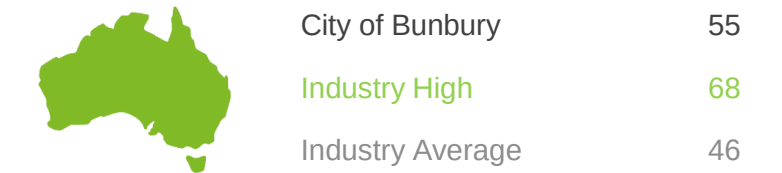
Trend Analysis

Performance Index Score



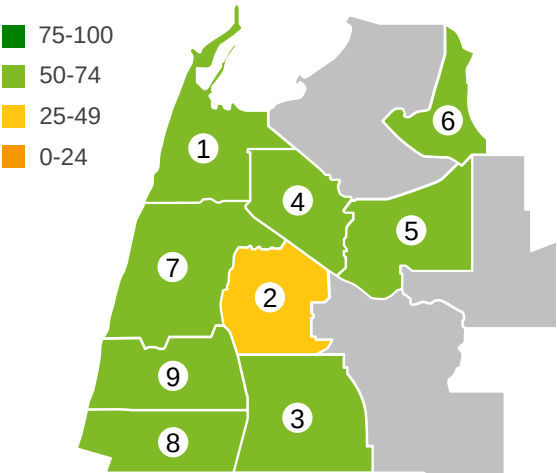
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	60
2	Carey Park	45
3	College Grove	55
4	East Bunbury	53
5	Glen Iris / Vittoria Heights	51
6	Pelican Point	62
7	South Bunbury	55
8	Usher	50
9	Withers	55

Community variances

Performance Index Score

Gender

Male	55
Female	54

Age

18-34 years	55
35-49 years	53
50-64 years	52
65+ years	58

Age of children

0-4 years	51
5-11 years	52
12-17 years	51
18+ years	46
No children	58

Disability & culture

Disability	47
First Nations	59
Mainly speak LOTE	51

Home ownership

Homeowner	55
Renting / other	54

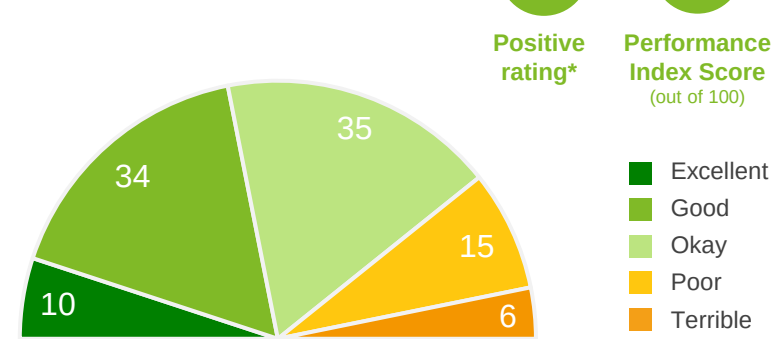
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 969). * Positive Rating = excellent, good + okay

Footpaths, trails and cycleways

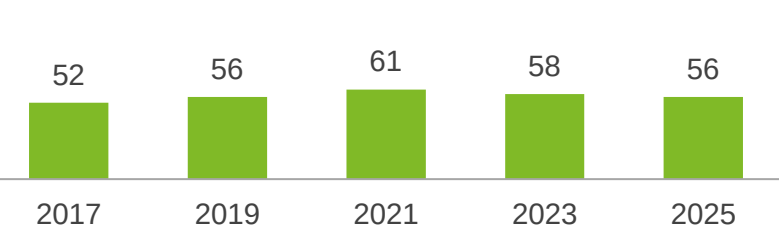
Performance ratings

% of respondents



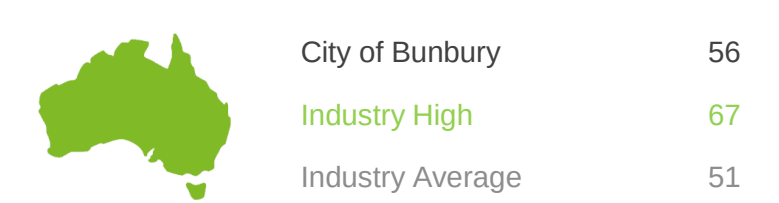
Trend Analysis

Performance Index Score



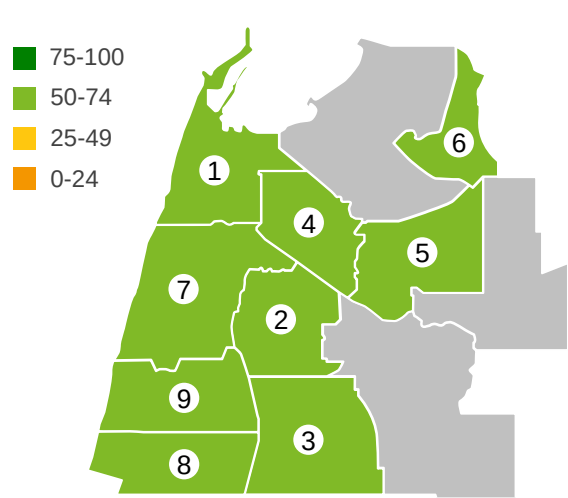
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	57
2	Carey Park	51
3	College Grove	60
4	East Bunbury	60
5	Glen Iris / Vittoria Heights	57
6	Pelican Point	65
7	South Bunbury	55
8	Usher	56
9	Withers	56

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	58	0-4 years	54	Disability	49
Female	55	5-11 years	56	First Nations	59
Age	18-34 years	12-17 years	54	Mainly speak LOTE	54
	35-49 years	18+ years	51	Home ownership	
	50-64 years	No children	58		
	65+ years				
				Homeowner	56
				Renting / other	59

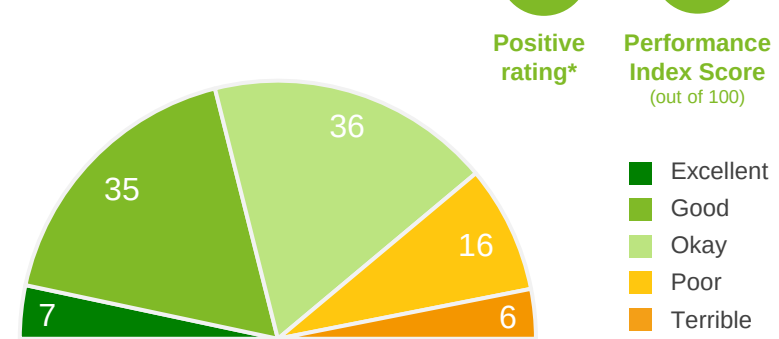
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 964). * Positive Rating = excellent, good + okay

Lighting of streets and public places

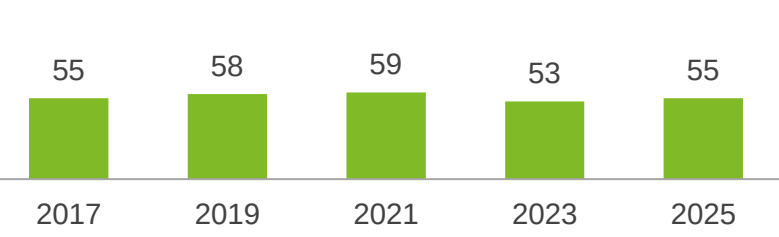
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



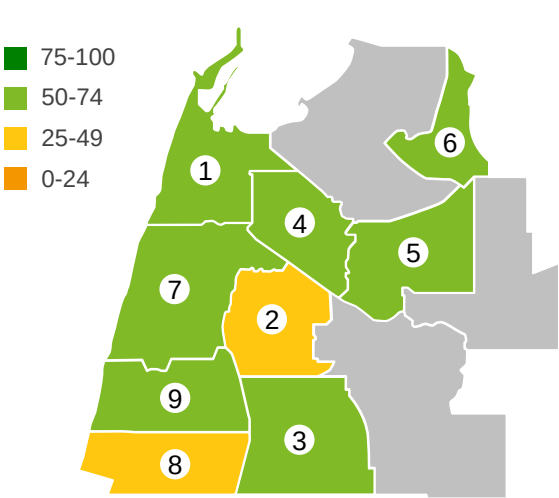
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	57
2	Carey Park	47
3	College Grove	55
4	East Bunbury	58
5	Glen Iris / Vittoria Heights	55
6	Pelican Point	61
7	South Bunbury	56
8	Usher	48
9	Withers	55

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	57	0-4 years	46	Disability	48
Female	54	5-11 years	50	First Nations	60
Age	18-34 years	12-17 years	49	Mainly speak LOTE	48
	35-49 years	18+ years	48	Home ownership	
	50-64 years	No children	59	Homeowner	55
	65+ years			Renting / other	54

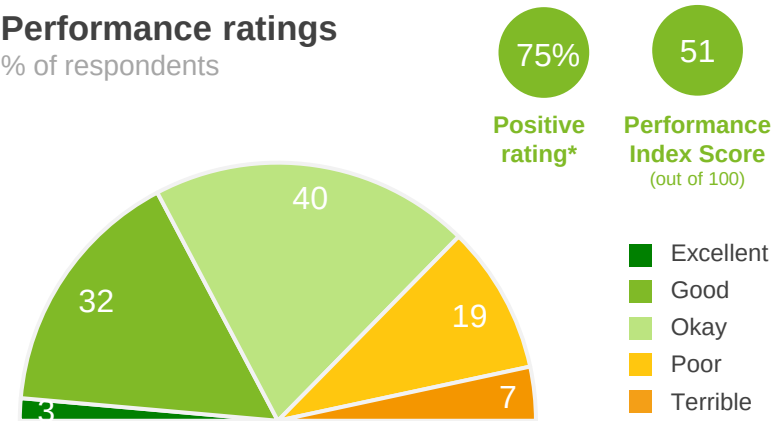
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 957). * Positive Rating = excellent, good + okay

Community buildings, halls and toilets

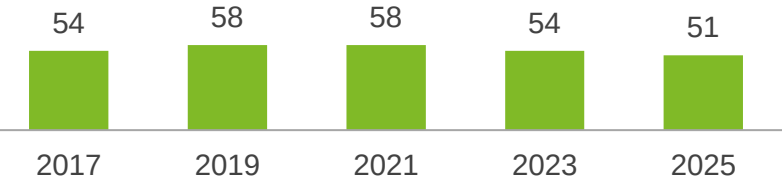
Performance ratings

% of respondents



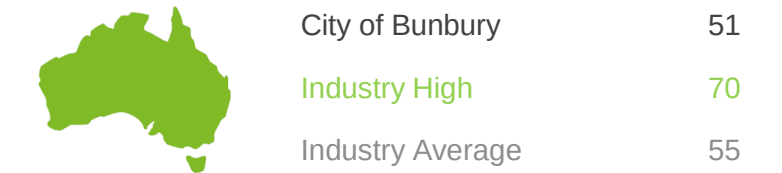
Trend Analysis

Performance Index Score



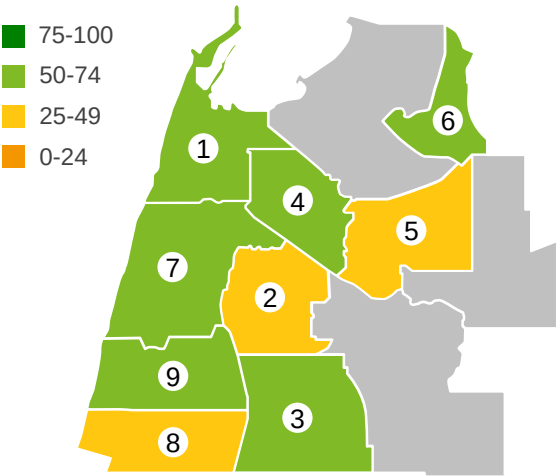
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	50
2	Carey Park	46
3	College Grove	54
4	East Bunbury	52
5	Glen Iris / Vittoria Heights	49
6	Pelican Point	56
7	South Bunbury	53
8	Usher	46
9	Withers	57

Community variances

Performance Index Score

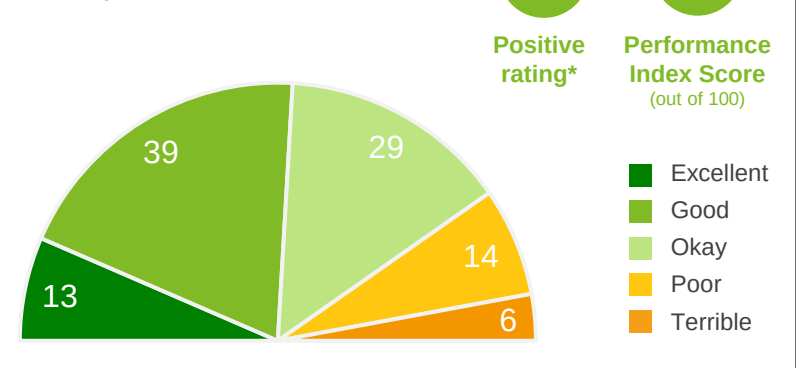
Gender		Age of children		Disability & culture	
Male	52	0-4 years	48	Disability	46
Female	51	5-11 years	48	First Nations	46
Age	18-34 years	12-17 years	47	Mainly speak LOTE	46
	35-49 years	18+ years	45	Home ownership	
	50-64 years	No children	55	Homeowner	52
	65+ years			Renting / other	50

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 943). * Positive Rating = excellent, good + okay

Parks, playgrounds and reserves

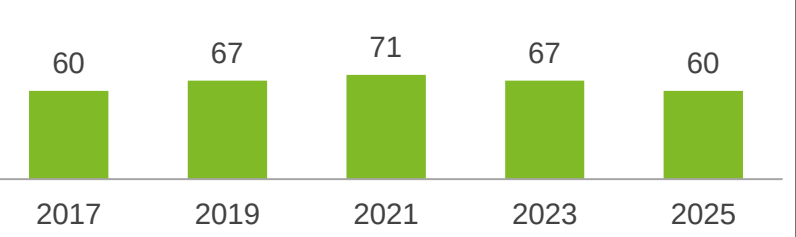
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



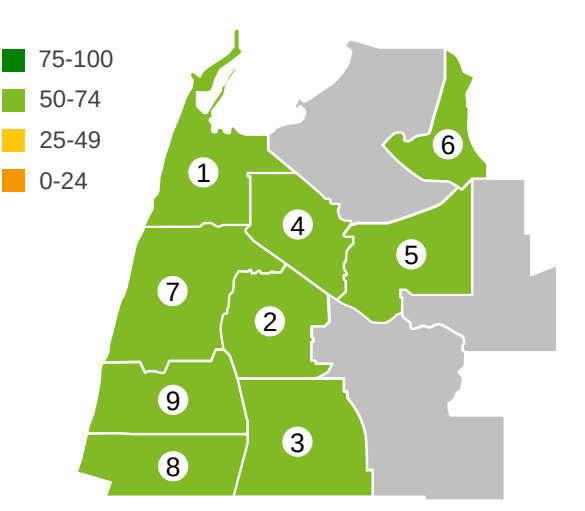
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	59
2	Carey Park	56
3	College Grove	56
4	East Bunbury	61
5	Glen Iris / Vittoria Heights	56
6	Pelican Point	62
7	South Bunbury	63
8	Usher	50
9	Withers	64

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	59	0-4 years	56	Disability	56
Female	61	5-11 years	57	First Nations	56
Age	18-34 years	12-17 years	59	Mainly speak LOTE	54
	35-49 years	18+ years	55	Home ownership	
	50-64 years	No children	63		
	65+ years				
				Homeowner	60
				Renting / other	60

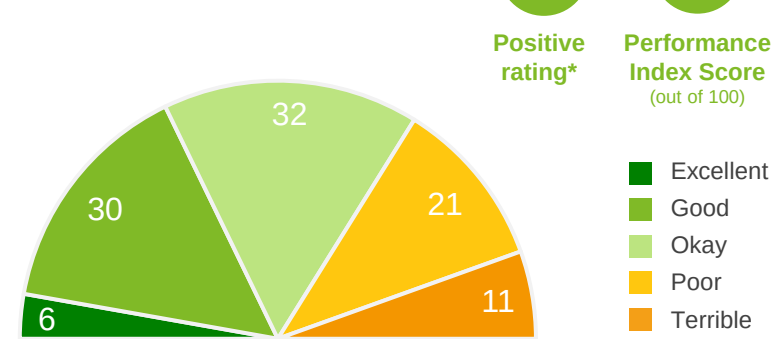
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 965). * Positive Rating = excellent, good + okay

Streetscapes, trees and verges

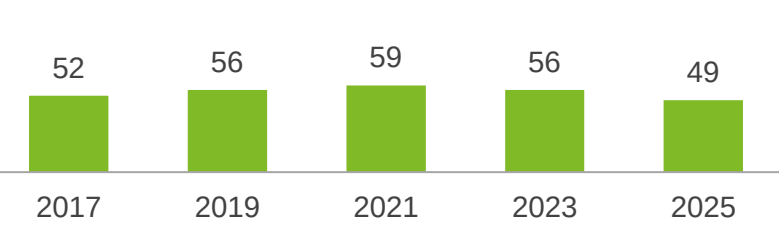
Performance ratings

% of respondents



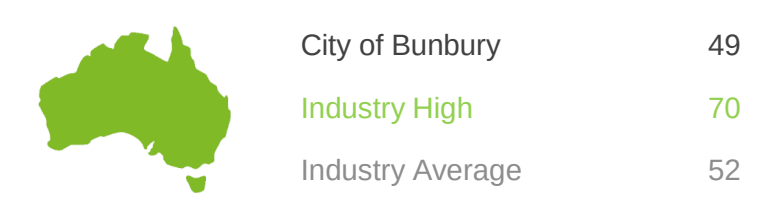
Trend Analysis

Performance Index Score



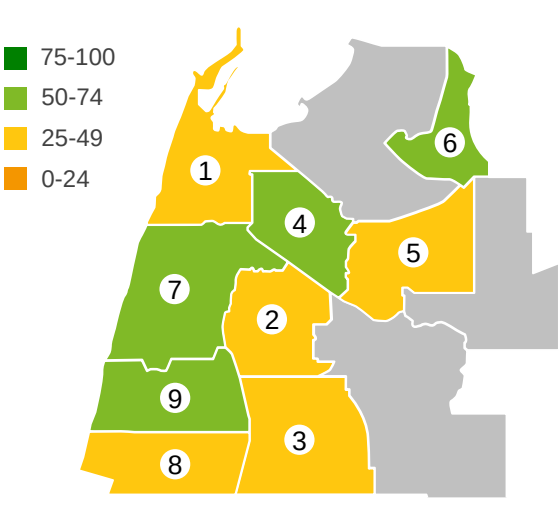
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	49
2	Carey Park	46
3	College Grove	48
4	East Bunbury	51
5	Glen Iris / Vittoria Heights	49
6	Pelican Point	59
7	South Bunbury	50
8	Usher	40
9	Withers	54

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	49	0-4 years	47	Disability	47
Female	50	5-11 years	46	First Nations	51
Age	18-34 years	12-17 years	47	Mainly speak LOTE	46
	35-49 years	18+ years	43	Home ownership	
	50-64 years	No children	52	Homeowner	48
	65+ years			Renting / other	54

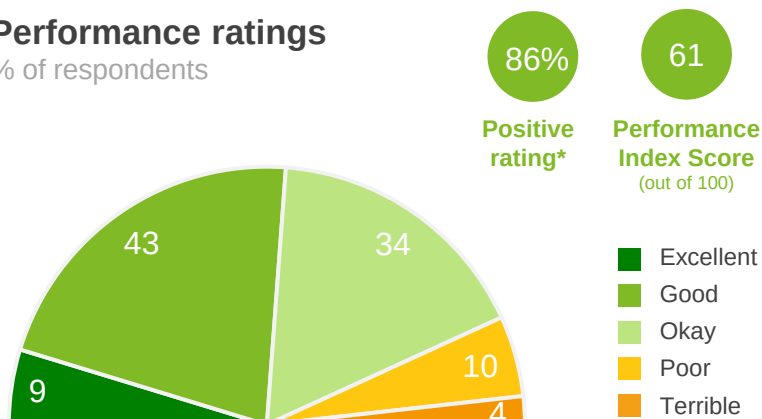
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 968). * Positive Rating = excellent, good + okay

Marine facilities (boat ramps, jetties etc)

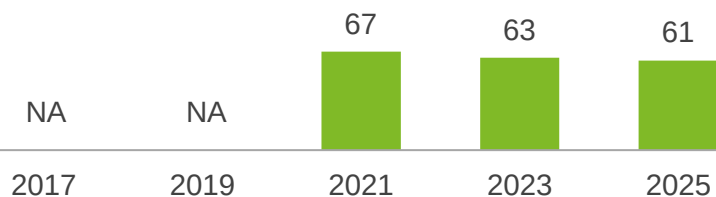
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

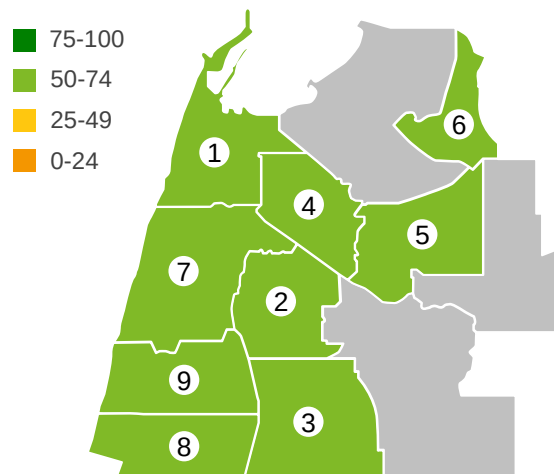
Performance Index Score



City of Bunbury	61
Industry High	84
Industry Average	58

Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	60
2	Carey Park	58
3	College Grove	61
4	East Bunbury	67
5	Glen Iris / Vittoria Heights	62
6	Pelican Point	56
7	South Bunbury	59
8	Usher	59
9	Withers	67

Community variances

Performance Index Score

Gender

Male	62
Female	61

Age of children

0-4 years	62
5-11 years	60
12-17 years	58
18+ years	52
No children	64

Disability & culture

Disability	59
First Nations	65
Mainly speak LOTE	59

Age

18-34 years	64
35-49 years	60
50-64 years	59
65+ years	62

Home ownership

Homeowner	61
Renting / other	66

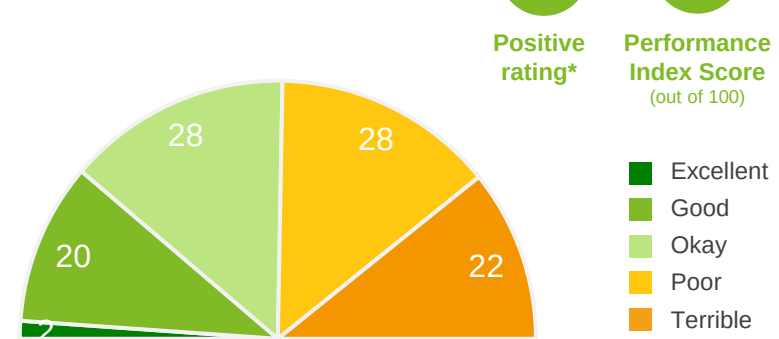
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 752). * Positive Rating = excellent, good + okay

Airport facilities and services

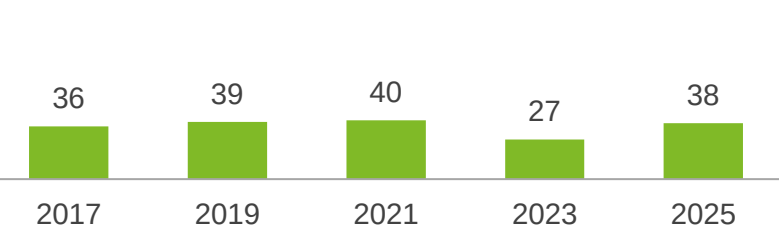
Performance ratings

% of respondents



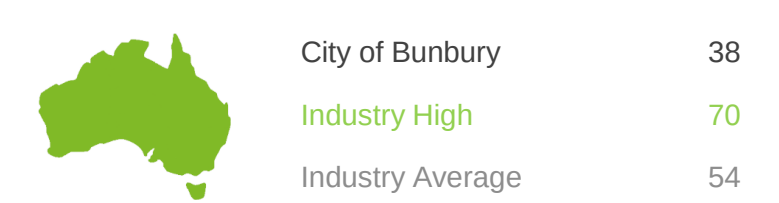
Trend Analysis

Performance Index Score



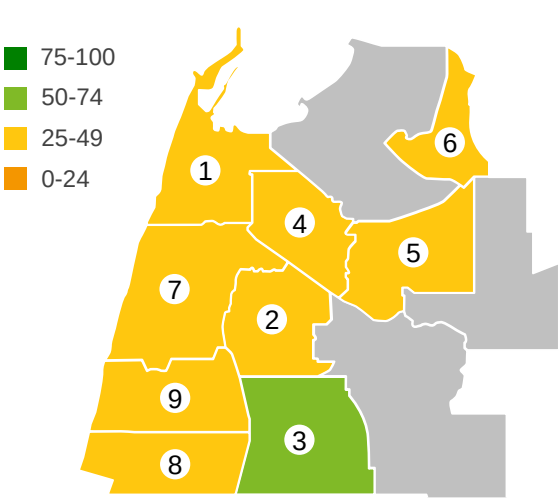
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	38
2	Carey Park	38
3	College Grove	51
4	East Bunbury	33
5	Glen Iris / Vittoria Heights	47
6	Pelican Point	46
7	South Bunbury	35
8	Usher	37
9	Withers	42

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	35	0-4 years	36	Disability	40
Female	42	5-11 years	38	First Nations	56
Age	18-34 years	12-17 years	35	Mainly speak LOTE	25
	35-49 years	18+ years	30	Home ownership	
	50-64 years	No children	43	Homeowner	36
	65+ years			Renting / other	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 562). * Positive Rating = excellent, good + okay

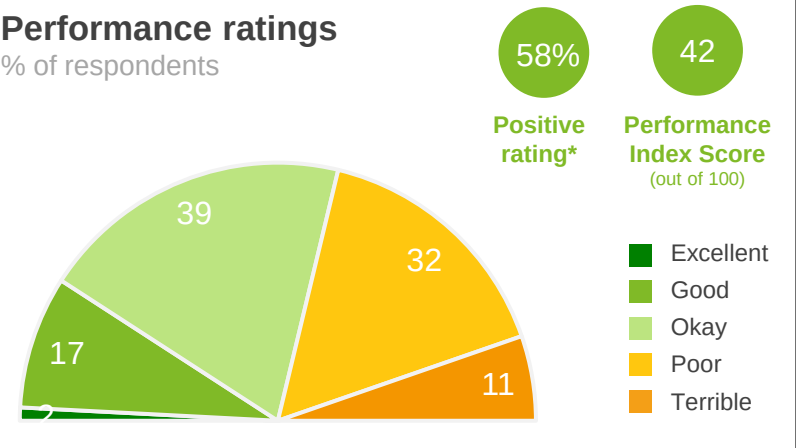
Compliance

Planning services

(land use, development and building approvals)

Performance ratings

% of respondents



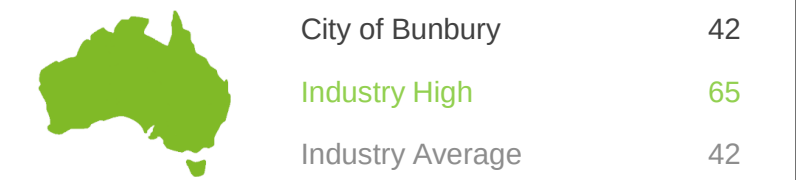
Trend Analysis

Performance Index Score



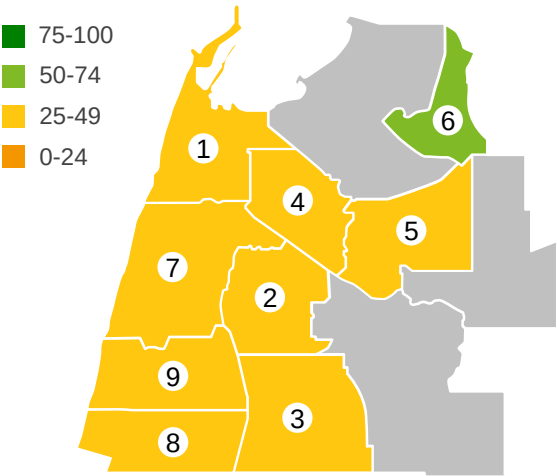
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	42
2	Carey Park	42
3	College Grove	42
4	East Bunbury	45
5	Glen Iris / Vittoria Heights	32
6	Pelican Point	55
7	South Bunbury	43
8	Usher	33
9	Withers	42

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	43	0-4 years	44	Disability	41
Female	41	5-11 years	38	First Nations	45
Age	18-34 years	12-17 years	40	Mainly speak LOTE	40
	35-49 years	18+ years	36	Home ownership	
	50-64 years	No children	43	Homeowner	41
	65+ years			Renting / other	43

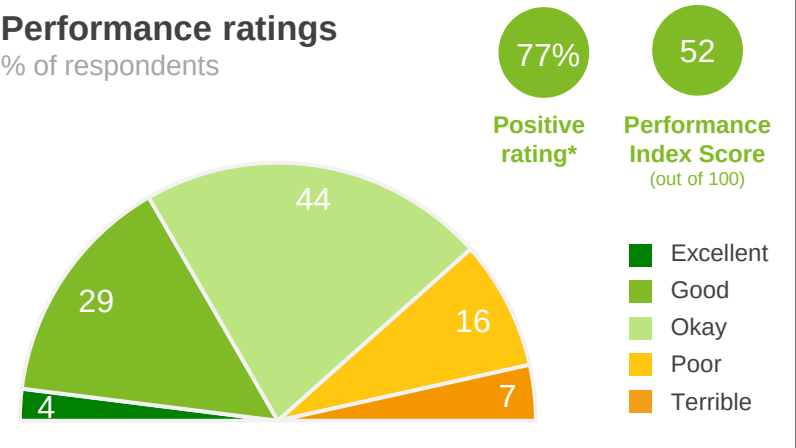
Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 738). * Positive Rating = excellent, good + okay

Heritage services

(preserving and promoting heritage sites and local history)

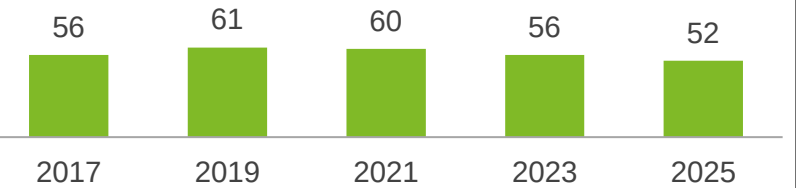
Performance ratings

% of respondents



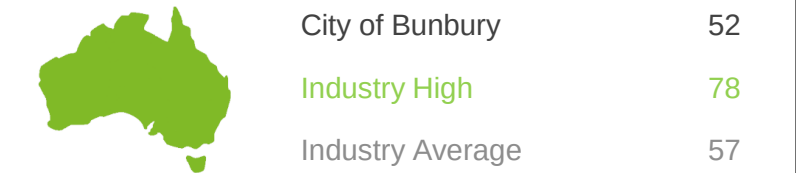
Trend Analysis

Performance Index Score



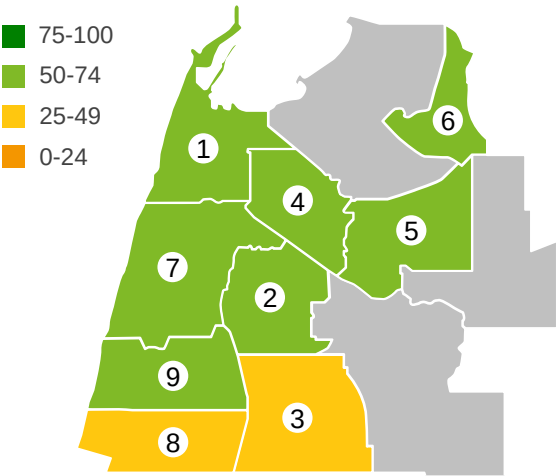
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	50
2	Carey Park	52
3	College Grove	49
4	East Bunbury	50
5	Glen Iris / Vittoria Heights	51
6	Pelican Point	57
7	South Bunbury	55
8	Usher	44
9	Withers	51

Community variances

Performance Index Score

Gender

Male	52
Female	52

Age of children

0-4 years	51
5-11 years	48
12-17 years	52
18+ years	48
No children	53

Disability & culture

Disability	49
First Nations	55
Mainly speak LOTE	49

Home ownership

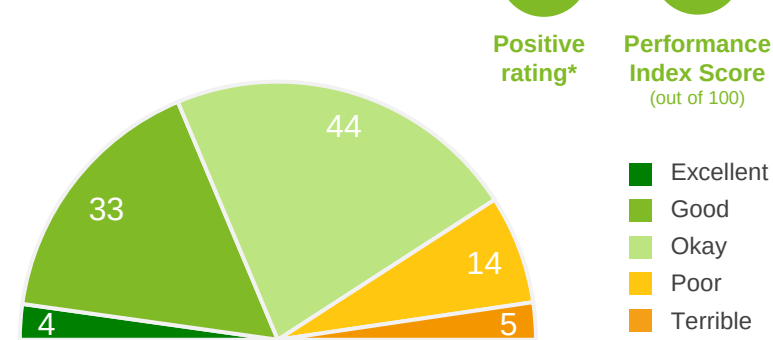
Homeowner	51
Renting / other	55

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

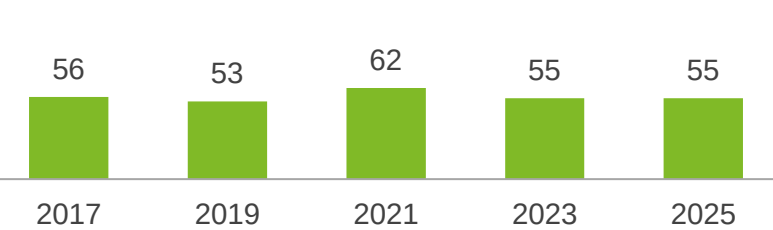
Base: All respondents, excludes 'unsure' and 'no response' (n = 785). * Positive Rating = excellent, good + okay

Universal access and inclusion (disability, gender diversity etc)

Performance ratings % of respondents



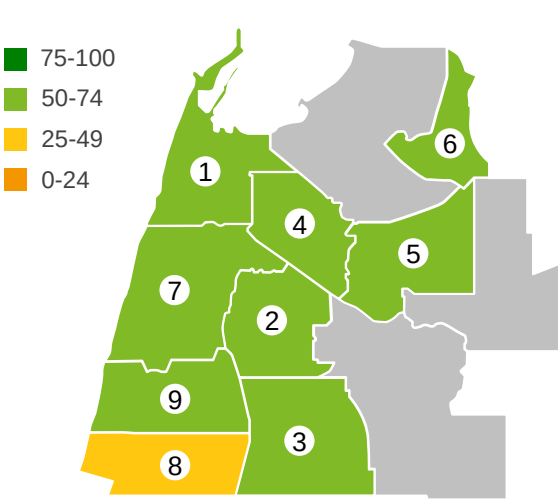
Trend Analysis Performance Index Score



MARKYT Industry Standards Performance Index Score



Geographical variances Performance Index Score



Location

1	Bunbury / Marlston Hill	55
2	Carey Park	56
3	College Grove	50
4	East Bunbury	53
5	Glen Iris / Vittoria Heights	56
6	Pelican Point	68
7	South Bunbury	56
8	Usher	40
9	Withers	56

Community variances Performance Index Score

Gender		Age of children		Disability & culture	
Male	57	0-4 years	57	Disability	48
Female	53	5-11 years	53	First Nations	53
Age	18-34 years	12-17 years	57	Mainly speak LOTE	56
	35-49 years	18+ years	51	Home ownership	
	50-64 years	No children	55		
	65+ years				
				Homeowner	53
				Renting / other	59

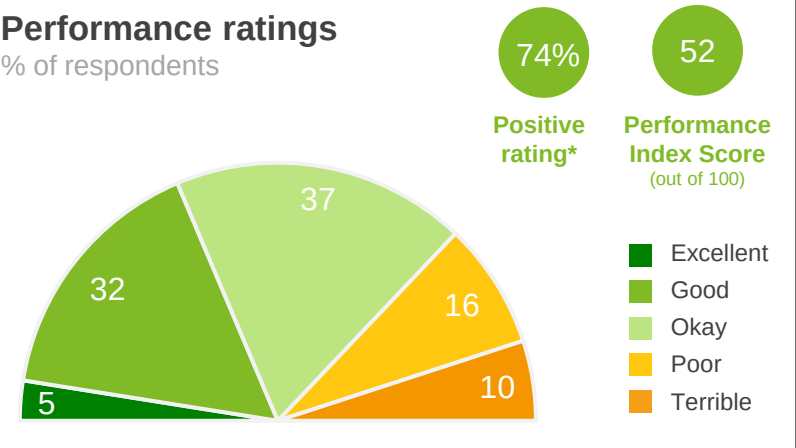
Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 763). * Positive Rating = excellent, good + okay

Ranger services

(animal control, parking etc)

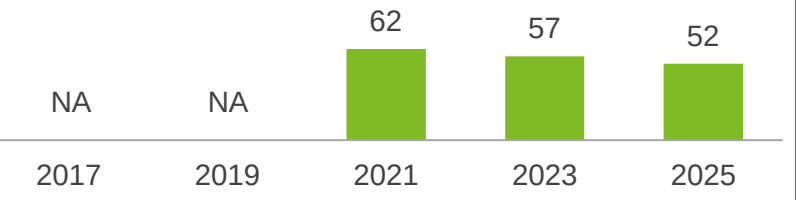
Performance ratings

% of respondents



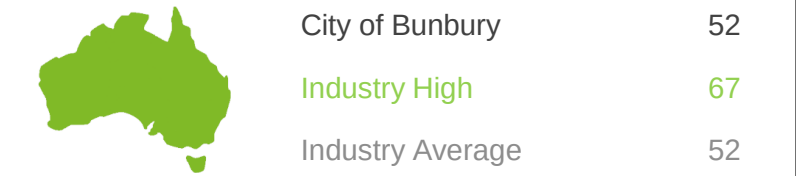
Trend Analysis

Performance Index Score



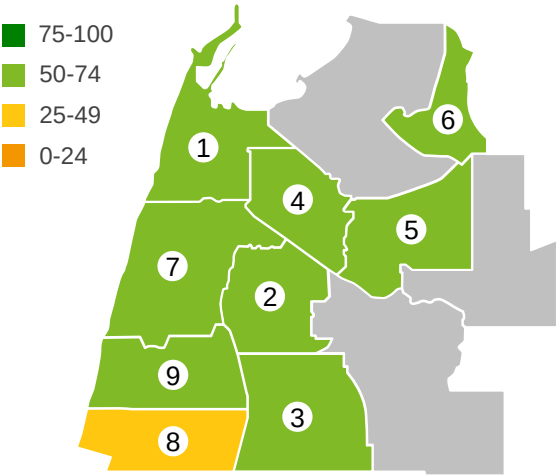
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location		
1	Bunbury / Marlston Hill	51
2	Carey Park	50
3	College Grove	53
4	East Bunbury	50
5	Glen Iris / Vittoria Heights	50
6	Pelican Point	51
7	South Bunbury	55
8	Usher	46
9	Withers	51

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	52	0-4 years	56	Disability	46
Female	51	5-11 years	52	First Nations	53
Age	18-34 years	12-17 years	51	Mainly speak LOTE	44
	35-49 years	18+ years	46	Home ownership	
	50-64 years	No children	52	Homeowner	50
	65+ years			Renting / other	54

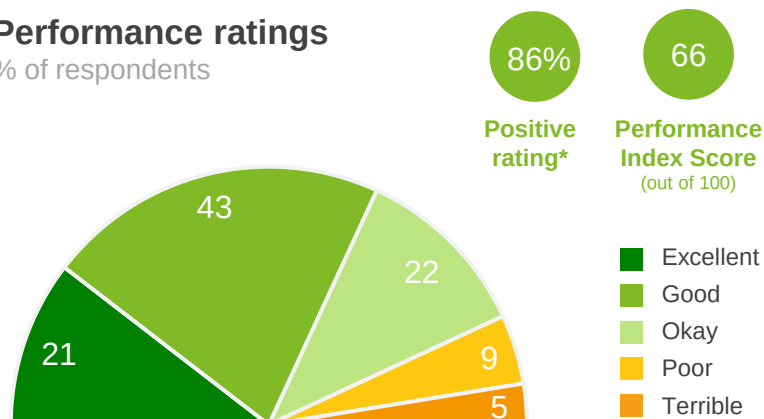
Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 855). * Positive Rating = excellent, good + okay

Waste management

(kerbside collection, waste transfer sites, land fill, recycling etc)

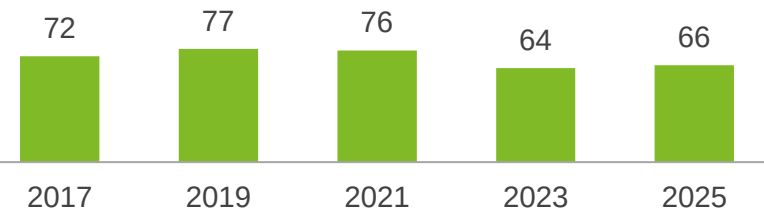
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

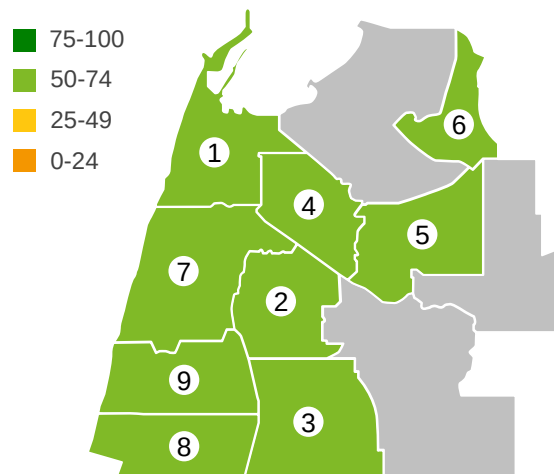
Performance Index Score



City of Bunbury	66
Industry High	77
Industry Average	58

Geographical variances

Performance Index Score



Location

1 Bunbury / Marlston Hill	67
2 Carey Park	66
3 College Grove	66
4 East Bunbury	69
5 Glen Iris / Vittoria Heights	58
6 Pelican Point	69
7 South Bunbury	68
8 Usher	64
9 Withers	65

Community variances

Performance Index Score

Gender

Male	64
Female	69

Age of children

0-4 years	65
5-11 years	65
12-17 years	61
18+ years	59
No children	69

Disability & culture

Disability	64
First Nations	66
Mainly speak LOTE	68

Age

18-34 years	65
35-49 years	65
50-64 years	63
65+ years	72

Home ownership

Homeowner	65
Renting / other	71

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

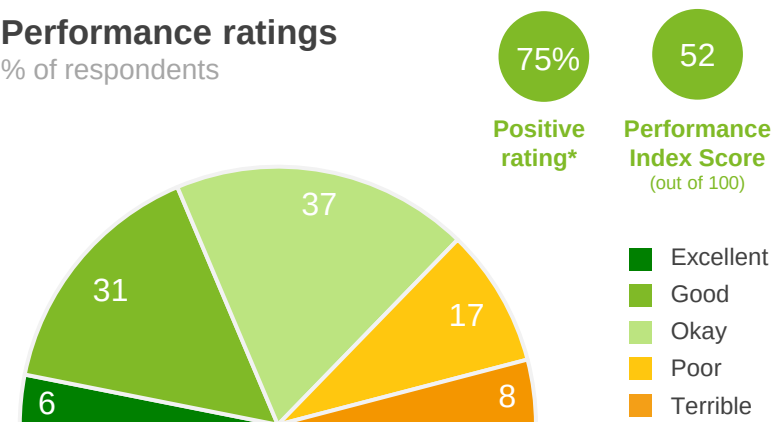
Base: All respondents, excludes 'unsure' and 'no response' (n = 935). * Positive Rating = excellent, good + okay

Discretionary services

Youth services and facilities

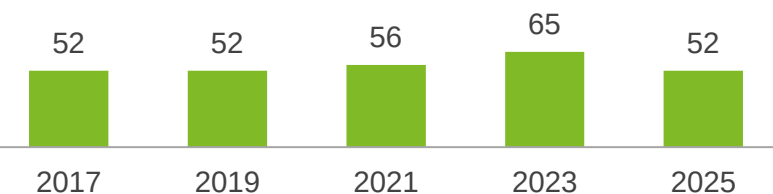
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



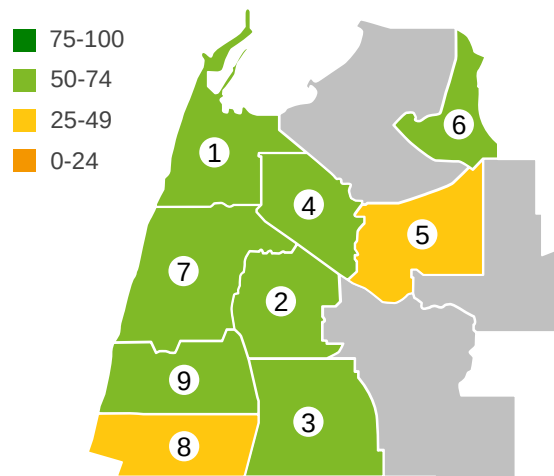
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	57
2	Carey Park	54
3	College Grove	53
4	East Bunbury	52
5	Glen Iris / Vittoria Heights	47
6	Pelican Point	66
7	South Bunbury	52
8	Usher	43
9	Withers	50

Community variances

Performance Index Score

Gender

Male	54
Female	51

Age of children

0-4 years	50
5-11 years	49
12-17 years	47
18+ years	46
No children	57

Disability & culture

Disability	48
First Nations	44
Mainly speak LOTE	45

Age

18-34 years	51
35-49 years	47
50-64 years	52
65+ years	61

Home ownership

Homeowner	53
Renting / other	50

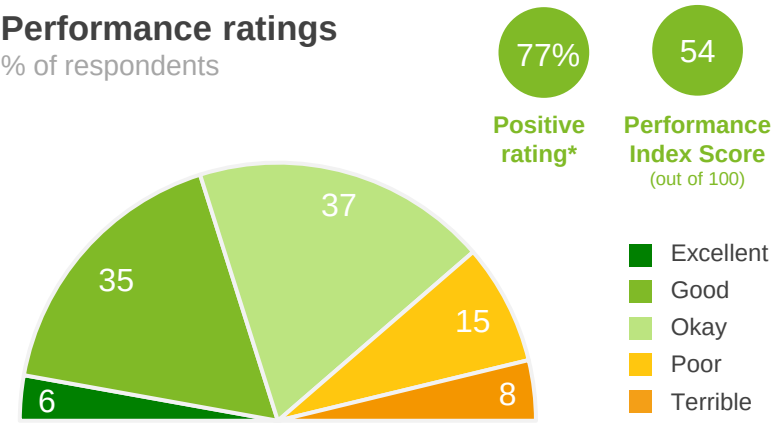
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 653). * Positive Rating = excellent, good + okay

Family and children's services and facilities

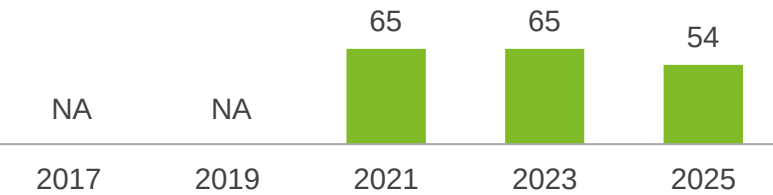
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



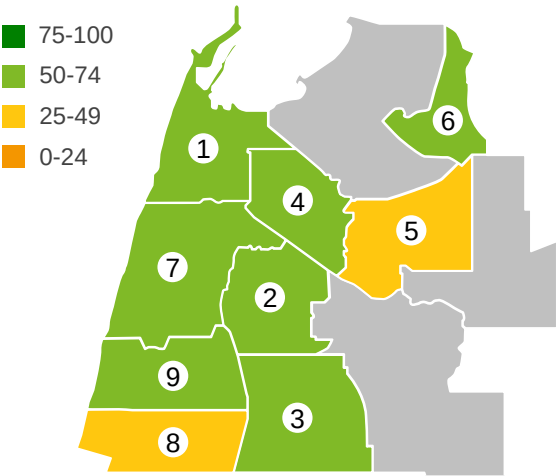
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	59
2	Carey Park	54
3	College Grove	53
4	East Bunbury	53
5	Glen Iris / Vittoria Heights	47
6	Pelican Point	68
7	South Bunbury	55
8	Usher	36
9	Withers	52

Community variances

Performance Index Score

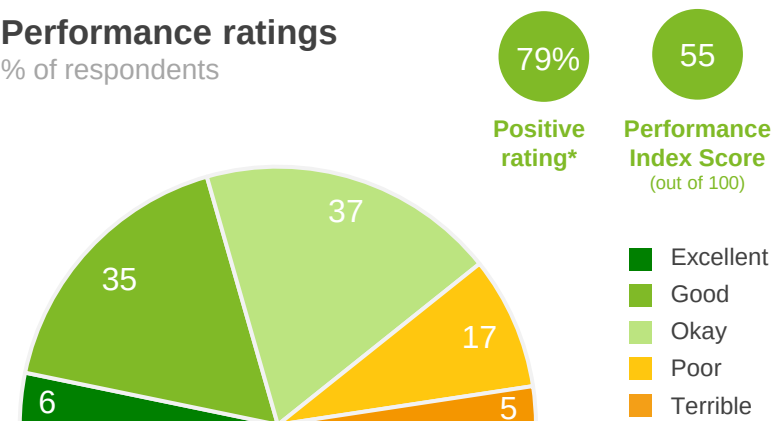
Gender		Age of children		Disability & culture	
Male	55	0-4 years	54	Disability	50
Female	52	5-11 years	49	First Nations	42
Age	18-34 years	12-17 years	51	Mainly speak LOTE	48
	35-49 years	18+ years	46	Home ownership	
	50-64 years	No children	57	Homeowner	54
	65+ years			Renting / other	53

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

Seniors' services and facilities

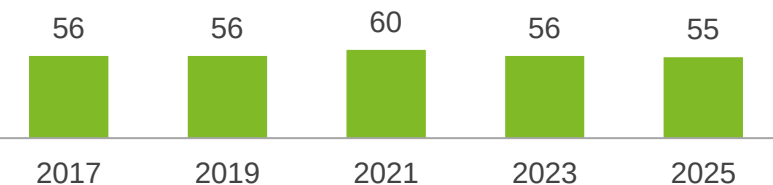
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

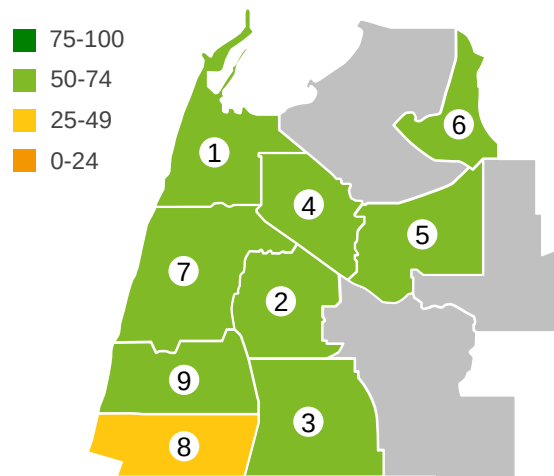
Performance Index Score



City of Bunbury	55
Industry High	68
Industry Average	53

Geographical variances

Performance Index Score



Location

1 Bunbury / Marlston Hill	60
2 Carey Park	59
3 College Grove	57
4 East Bunbury	52
5 Glen Iris / Vittoria Heights	53
6 Pelican Point	66
7 South Bunbury	54
8 Usher	44
9 Withers	53

Community variances

Performance Index Score

Gender

Male	58
Female	54

Age of children

0-4 years	59
5-11 years	55
12-17 years	53
18+ years	45
No children	57

Disability & culture

Disability	48
First Nations	50

Age

18-34 years	59
35-49 years	56
50-64 years	50
65+ years	57

Home ownership

Homeowner	54
Renting / other	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 634). * Positive Rating = excellent, good + okay

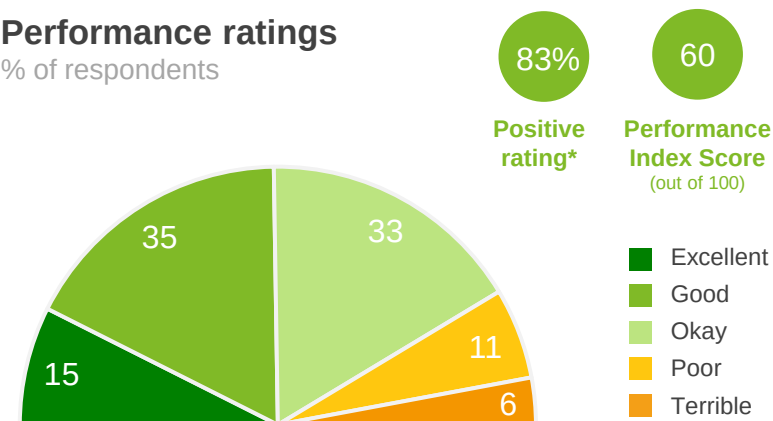
NB. Trends and Industry Standards are taken from: Services, facilities and care available for seniors

Reconciliation action

(recognition and respect for First Nations peoples)

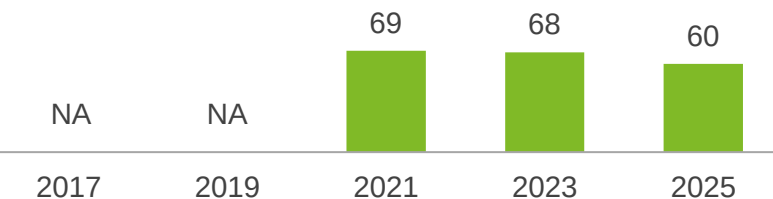
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



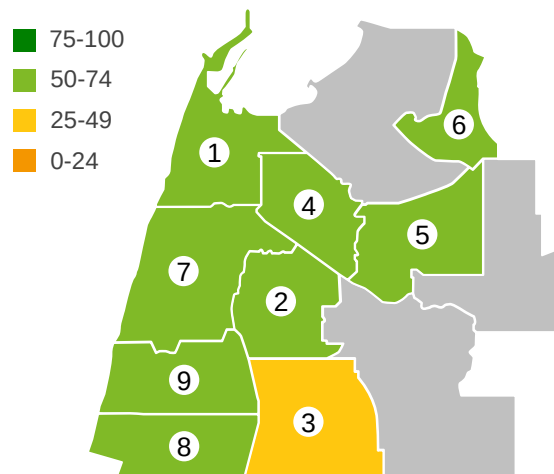
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	60
2	Carey Park	62
3	College Grove	48
4	East Bunbury	60
5	Glen Iris / Vittoria Heights	64
6	Pelican Point	71
7	South Bunbury	60
8	Usher	52
9	Withers	61

Community variances

Performance Index Score

Gender

Male	64
Female	58

Age of children

0-4 years	64
5-11 years	63
12-17 years	57
18+ years	59
No children	61

Disability & culture

Disability	51
First Nations	52
Mainly speak LOTE	55

Age

18-34 years	60
35-49 years	61
50-64 years	58
65+ years	63

Home ownership

Homeowner	61
Renting / other	59

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

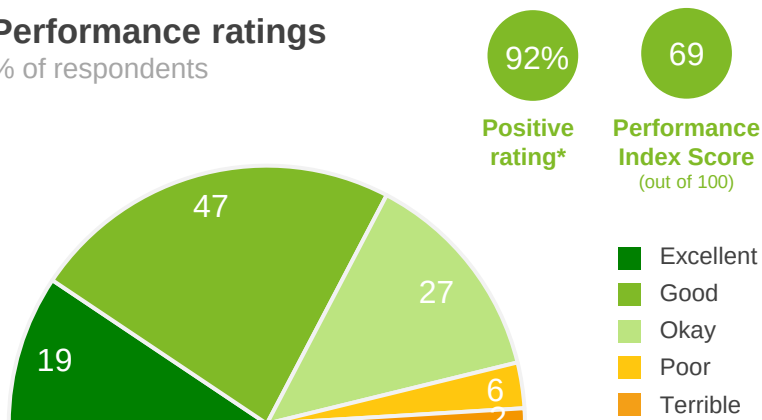
Base: All respondents, excludes 'unsure' and 'no response' (n = 579). * Positive Rating = excellent, good + okay

Sport and recreation services and facilities

(including South West Sports Centre)

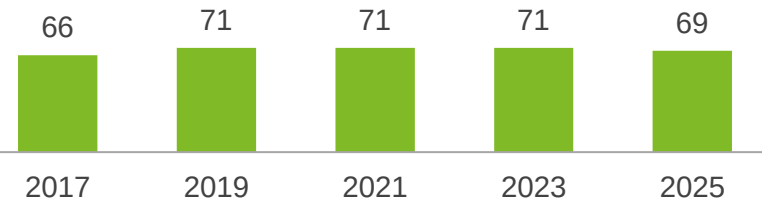
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

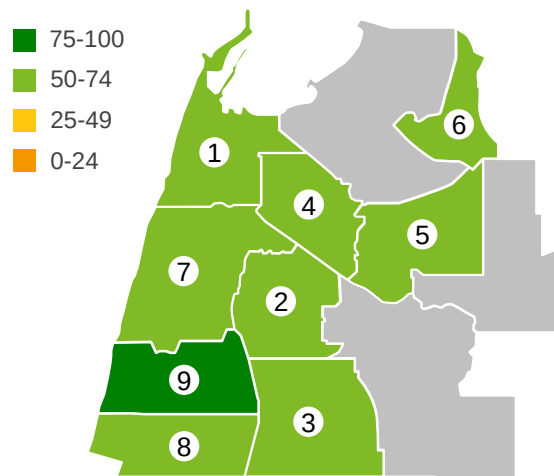
Performance Index Score



City of Bunbury	69
Industry High	81
Industry Average	64

Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	70
2	Carey Park	70
3	College Grove	72
4	East Bunbury	65
5	Glen Iris / Vittoria Heights	66
6	Pelican Point	70
7	South Bunbury	67
8	Usher	68
9	Withers	76

Community variances

Performance Index Score

Gender

Male	68
Female	69

Age of children

0-4 years	66
5-11 years	64
12-17 years	60
18+ years	60
No children	73

Disability & culture

Disability	67
First Nations	60

Age

18-34 years	67
35-49 years	65
50-64 years	67
65+ years	74

Home ownership

Homeowner	69
Renting / other	68

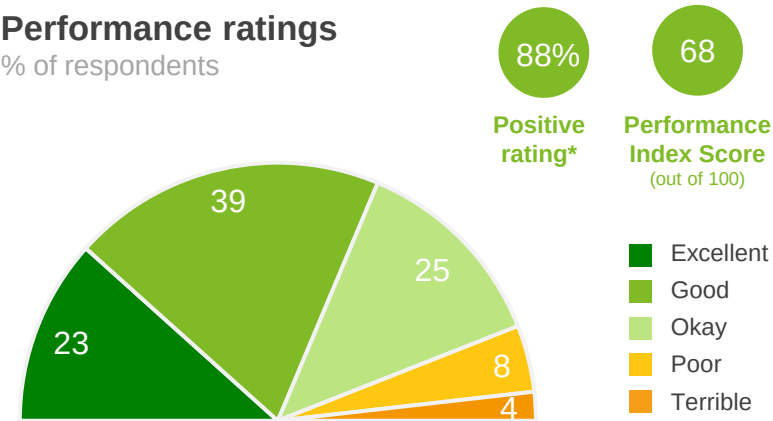
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 893). * Positive Rating = excellent, good + okay

Library services and facilities

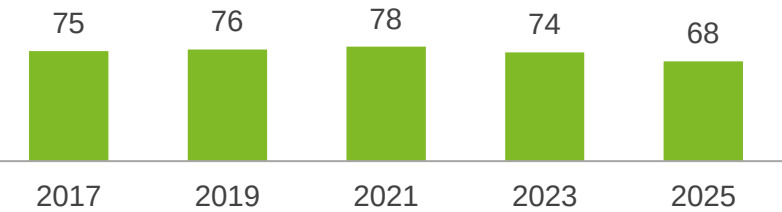
Performance ratings

% of respondents



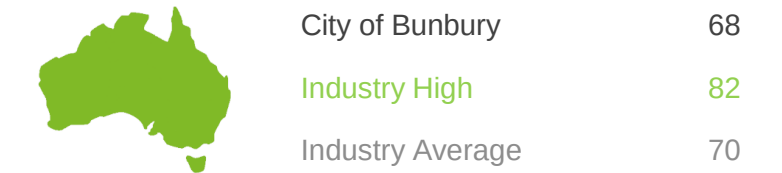
Trend Analysis

Performance Index Score



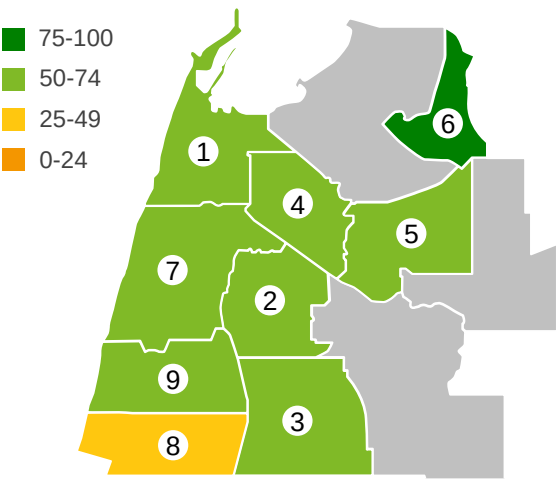
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	73
2	Carey Park	66
3	College Grove	72
4	East Bunbury	70
5	Glen Iris / Vittoria Heights	64
6	Pelican Point	75
7	South Bunbury	68
8	Usher	45
9	Withers	59

Community variances

Performance Index Score

Gender

Male	70
Female	65

Age

18-34 years	69
35-49 years	64
50-64 years	65
65+ years	71

Age of children

0-4 years	67
5-11 years	63
12-17 years	70
18+ years	59
No children	69

Disability & culture

Disability	63
First Nations	63
Mainly speak LOTE	63

Home ownership

Homeowner	68
Renting / other	68

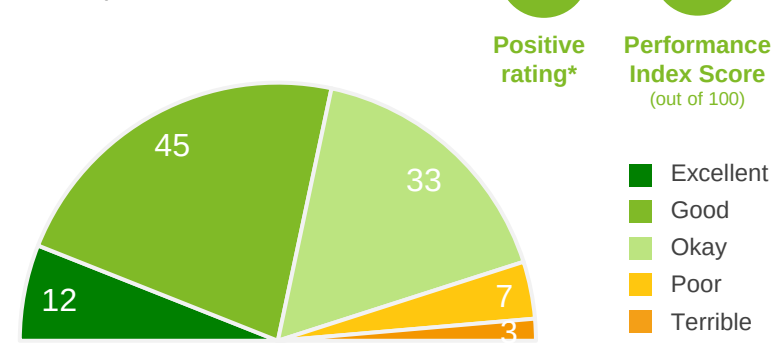
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 851). * Positive Rating = excellent, good + okay

Art, culture and creative activities

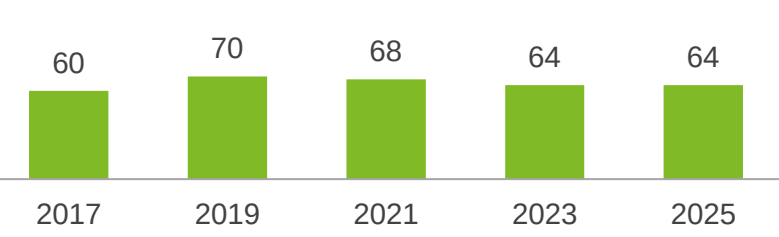
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



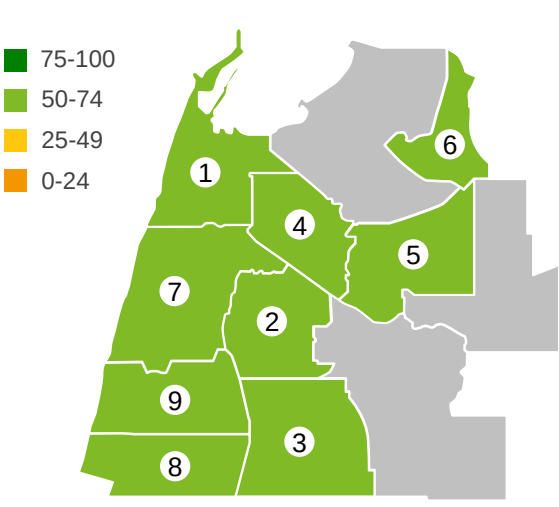
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	68
2	Carey Park	63
3	College Grove	63
4	East Bunbury	62
5	Glen Iris / Vittoria Heights	65
6	Pelican Point	67
7	South Bunbury	65
8	Usher	55
9	Withers	60

Community variances

Performance Index Score

Gender		Age of children		Disability & culture		
Male	62	0-4 years	62	Disability	66	
Female	65	5-11 years	63	First Nations	54	
Age		12-17 years	63	Mainly speak LOTE	60	
	18-34 years	18+ years	60	Home ownership		
	35-49 years	No children	66		Homeowner	65
	50-64 years				Renting / other	63
	65+ years					

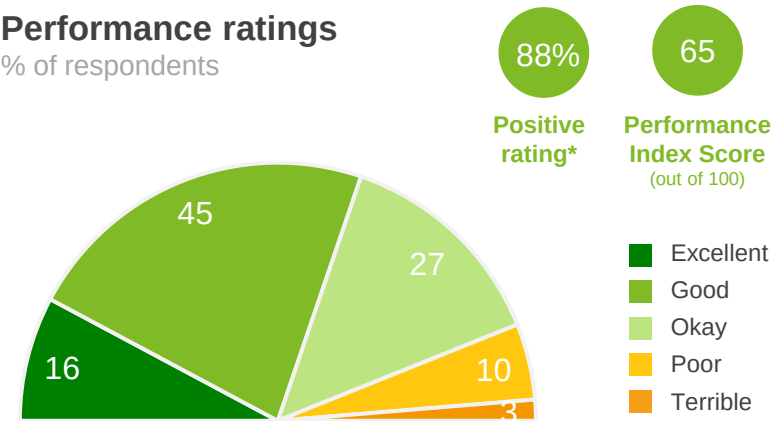
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 843). * Positive Rating = excellent, good + okay

Festivals, markets and community events

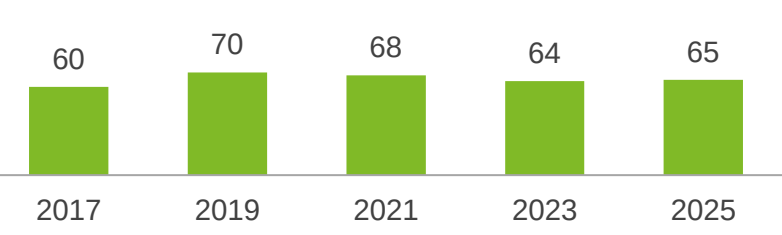
Performance ratings

% of respondents



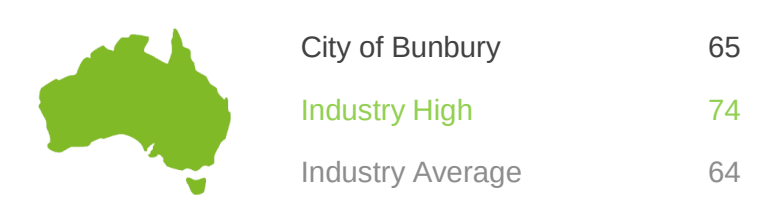
Trend Analysis

Performance Index Score



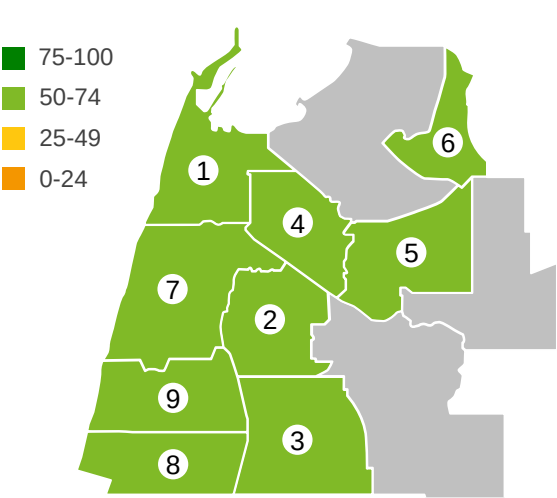
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	68
2	Carey Park	65
3	College Grove	67
4	East Bunbury	64
5	Glen Iris / Vittoria Heights	64
6	Pelican Point	69
7	South Bunbury	64
8	Usher	63
9	Withers	64

Community variances

Performance Index Score

Gender

Male	63
Female	67

Age

18-34 years	66
35-49 years	65
50-64 years	62
65+ years	68

Age of children

0-4 years	63
5-11 years	63
12-17 years	62
18+ years	56
No children	68

Disability & culture

Disability	64
First Nations	67
Mainly speak LOTE	57

Home ownership

Homeowner	65
Renting / other	65

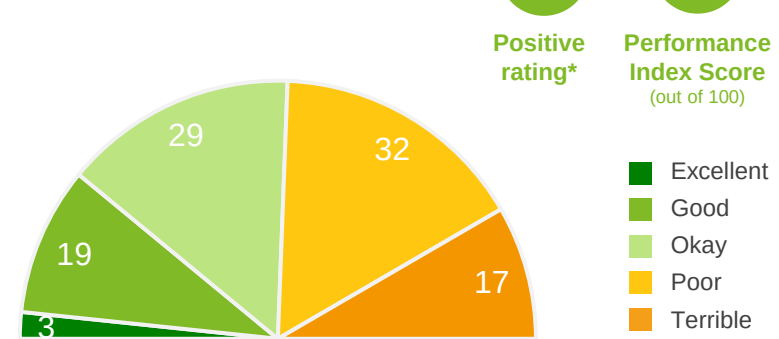
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 895). * Positive Rating = excellent, good + okay

City centre development and activation

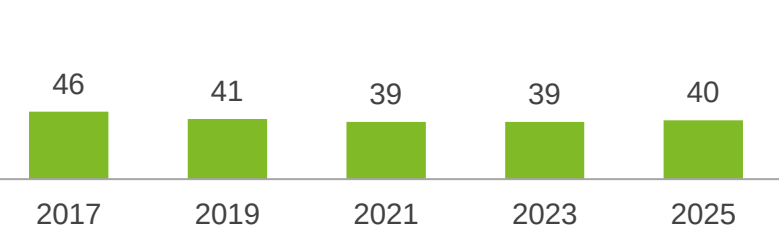
Performance ratings

% of respondents



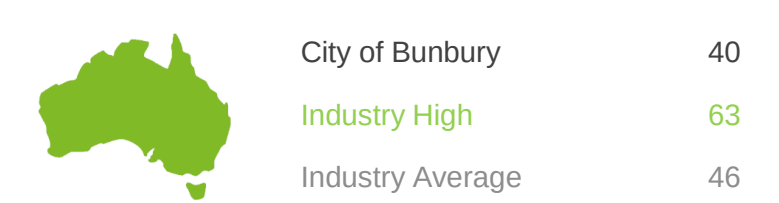
Trend Analysis

Performance Index Score



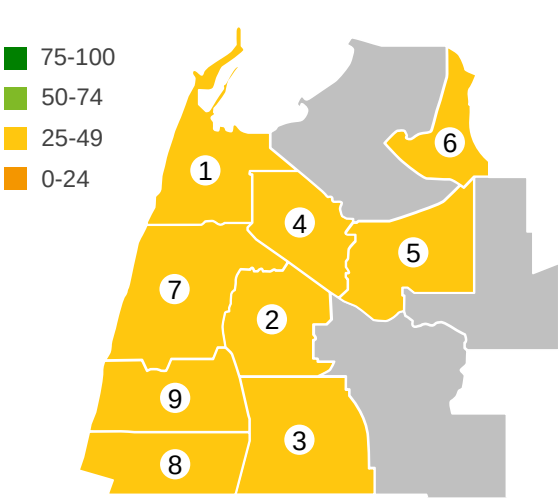
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	40
2	Carey Park	43
3	College Grove	42
4	East Bunbury	40
5	Glen Iris / Vittoria Heights	40
6	Pelican Point	41
7	South Bunbury	37
8	Usher	45
9	Withers	41

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	39	0-4 years	37	Disability	41
Female	41	5-11 years	34	First Nations	53
Age	18-34 years	12-17 years	38	Mainly speak LOTE	38
	35-49 years	18+ years	29	Home ownership	
	50-64 years	No children	43	Homeowner	38
	65+ years			Renting / other	46

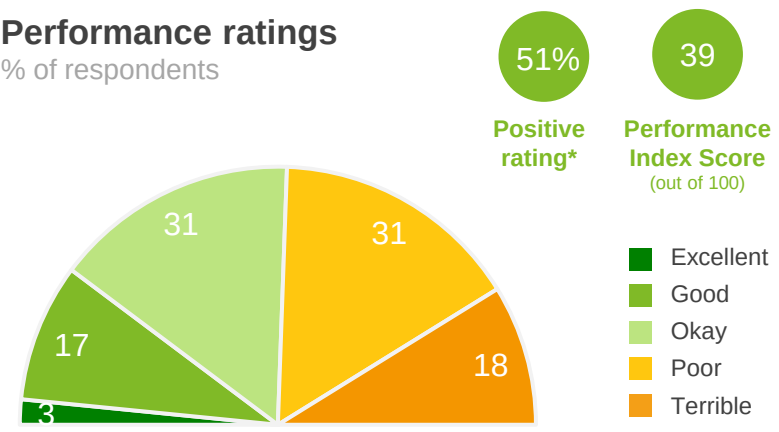
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 880). * Positive Rating = excellent, good + okay

Tourism and destination marketing

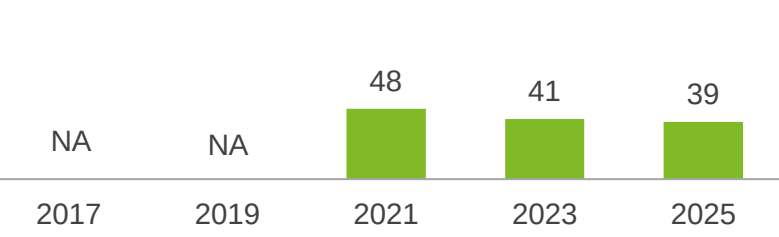
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



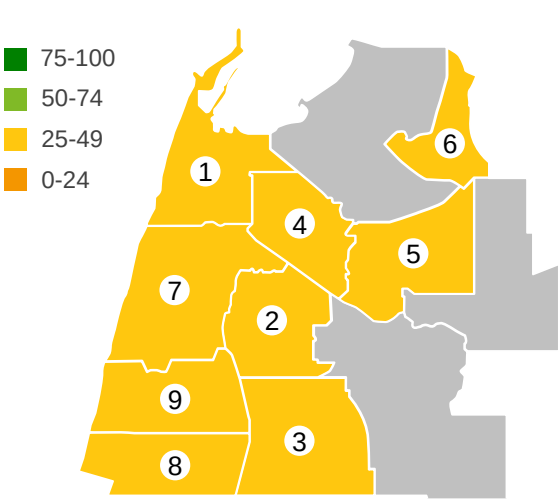
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	37
2	Carey Park	43
3	College Grove	49
4	East Bunbury	38
5	Glen Iris / Vittoria Heights	41
6	Pelican Point	45
7	South Bunbury	37
8	Usher	43
9	Withers	39

Community variances

Performance Index Score

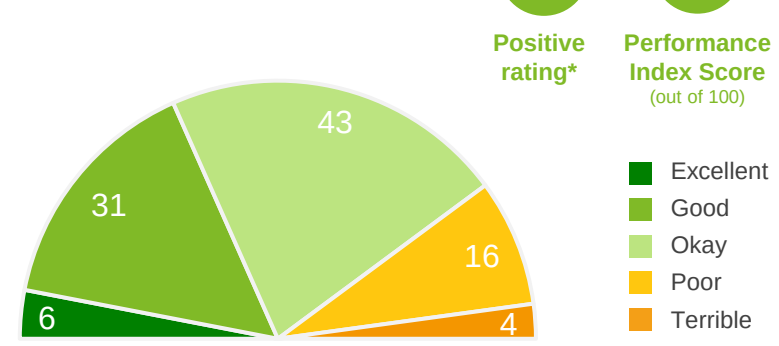
Gender		Age of children		Disability & culture	
Male	37	0-4 years	34	Disability	42
Female	42	5-11 years	33	First Nations	47
Age	18-34 years	12-17 years	37	Mainly speak LOTE	30
	35-49 years	18+ years	32	Home ownership	
	50-64 years	No children	43	Homeowner	39
	65+ years			Renting / other	43

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 859). * Positive Rating = excellent, good + okay

Volunteer support services

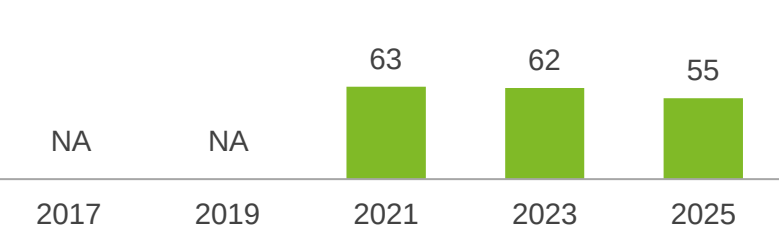
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



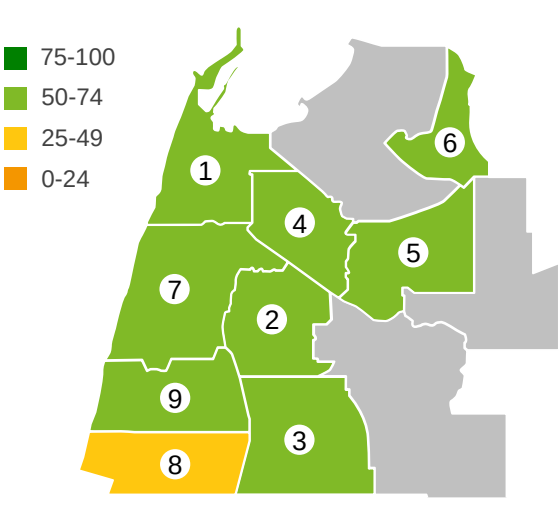
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	57
2	Carey Park	52
3	College Grove	57
4	East Bunbury	56
5	Glen Iris / Vittoria Heights	54
6	Pelican Point	59
7	South Bunbury	53
8	Usher	48
9	Withers	55

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	56	0-4 years	54	Disability	49
Female	54	5-11 years	53	First Nations	52
Age	18-34 years	12-17 years	51	Mainly speak LOTE	53
	35-49 years	18+ years	49	Home ownership	
	50-64 years	No children	57		
	65+ years				
				Homeowner	54
				Renting / other	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 607). * Positive Rating = excellent, good + okay

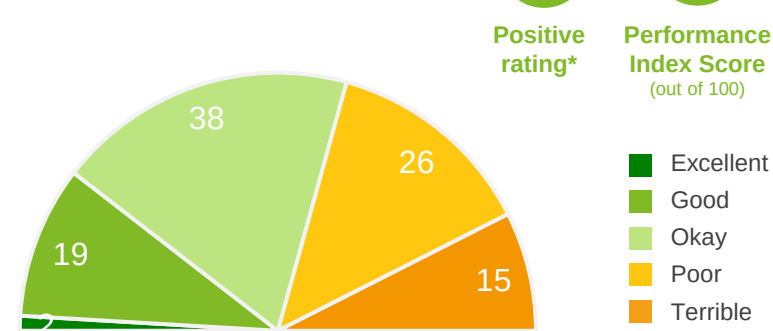
Advocacy and support

for services delivered by the Australian Government, State Government,
private industry and non-governmental organisations

Safety and crime prevention

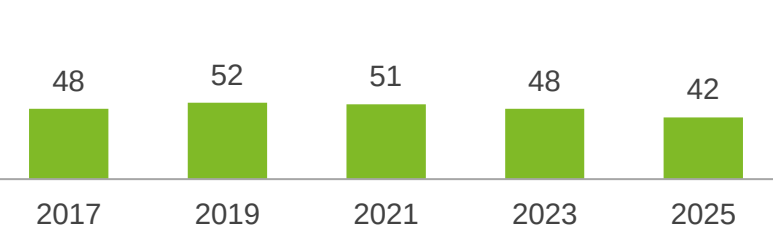
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



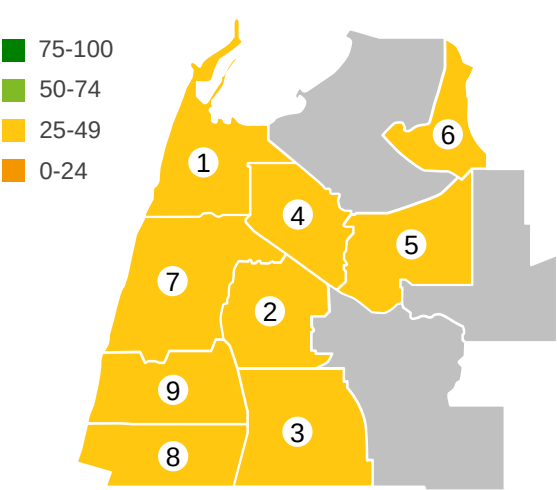
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	47
2	Carey Park	39
3	College Grove	36
4	East Bunbury	44
5	Glen Iris / Vittoria Heights	41
6	Pelican Point	47
7	South Bunbury	40
8	Usher	38
9	Withers	39

Community variances

Performance Index Score

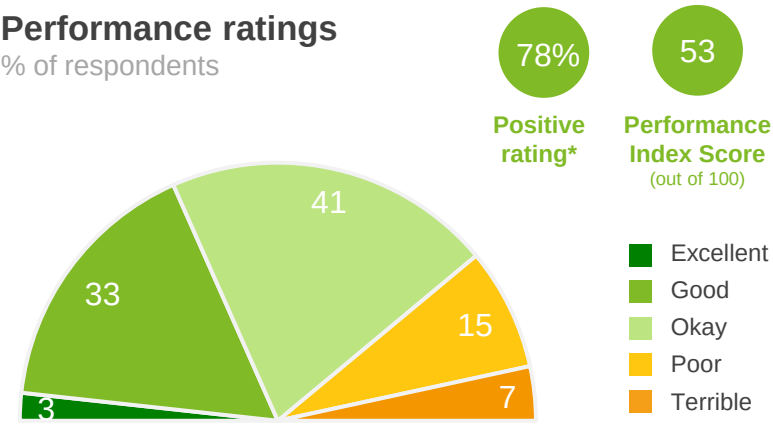
Gender		Age of children		Disability & culture	
Male	43	0-4 years	35	Disability	38
Female	41	5-11 years	34	First Nations	37
Age	18-34 years	12-17 years	37	Mainly speak LOTE	37
	35-49 years	18+ years	34	Home ownership	
	50-64 years	No children	47	Homeowner	41
	65+ years			Renting / other	45

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 854). * Positive Rating = excellent, good + okay

Health and community services

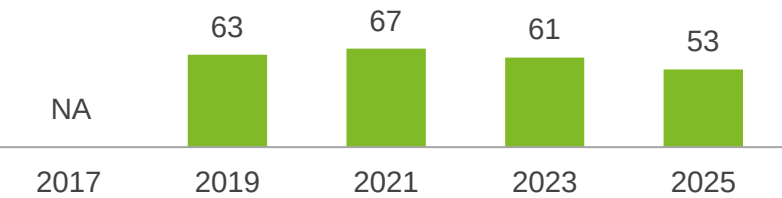
Performance ratings

% of respondents



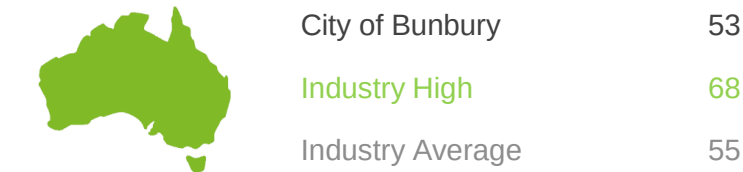
Trend Analysis

Performance Index Score



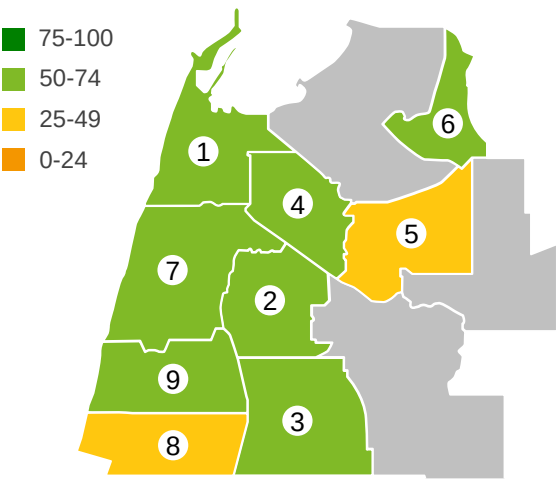
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	54
2	Carey Park	54
3	College Grove	54
4	East Bunbury	54
5	Glen Iris / Vittoria Heights	48
6	Pelican Point	57
7	South Bunbury	53
8	Usher	46
9	Withers	52

Community variances

Performance Index Score

Gender

Male	54
Female	51

Age

18-34 years	51
35-49 years	50
50-64 years	51
65+ years	59

Age of children

0-4 years	49
5-11 years	50
12-17 years	48
18+ years	46
No children	56

Disability & culture

Disability	45
First Nations	44
Mainly speak LOTE	52

Home ownership

Homeowner	52
Renting / other	54

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

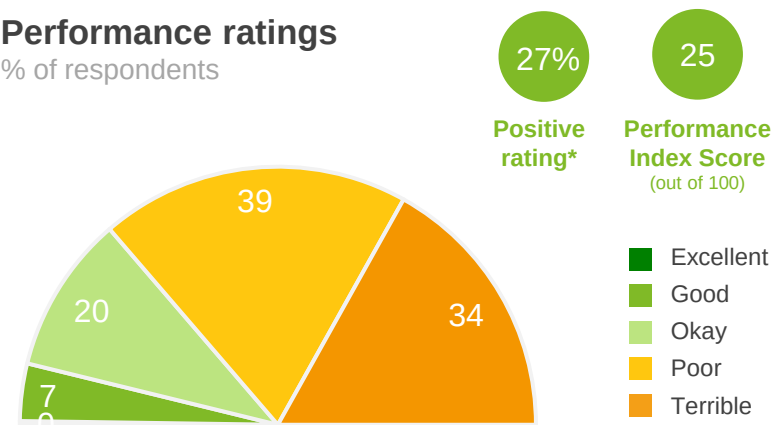
Base: All respondents, excludes 'unsure' and 'no response' (n = 848). * Positive Rating = excellent, good + okay

Housing

(availability of affordable housing, social housing, crisis accommodation etc.)

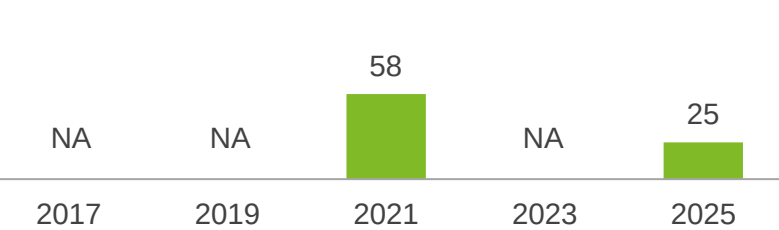
Performance ratings

% of respondents



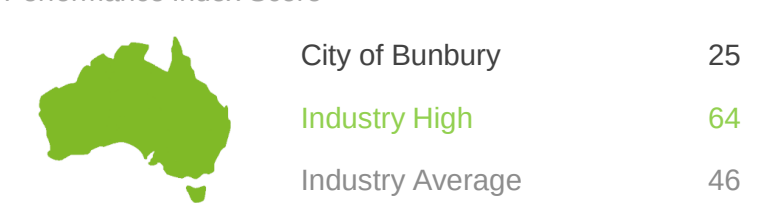
Trend Analysis

Performance Index Score



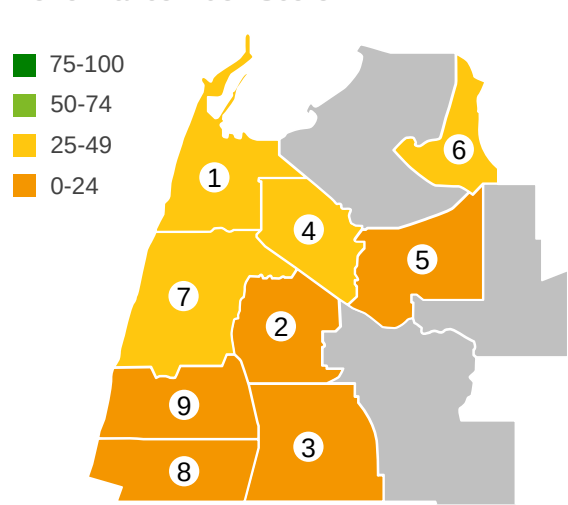
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	28
2	Carey Park	22
3	College Grove	21
4	East Bunbury	25
5	Glen Iris / Vittoria Heights	17
6	Pelican Point	44
7	South Bunbury	29
8	Usher	19
9	Withers	23

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	30	0-4 years	25	Disability	18
Female	22	5-11 years	24	First Nations	26
Age	18-34 years	12-17 years	30	Mainly speak LOTE	21
	35-49 years	18+ years	21	Home ownership	
	50-64 years	No children	27		
	65+ years				
				Homeowner	28
				Renting / other	14

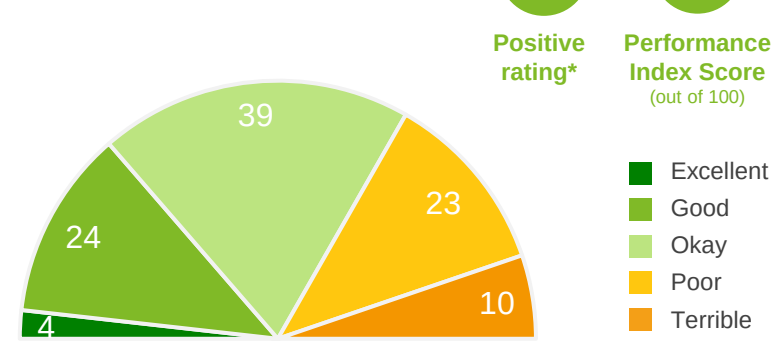
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 786). * Positive Rating = excellent, good + okay

Aged care and accommodation

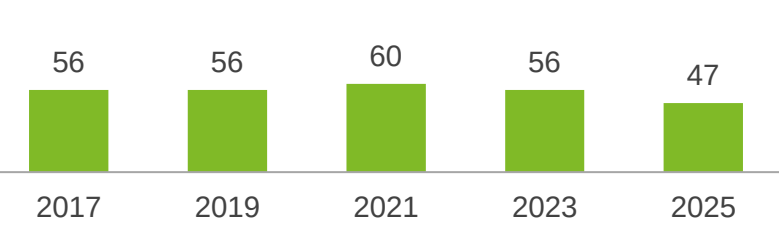
Performance ratings

% of respondents



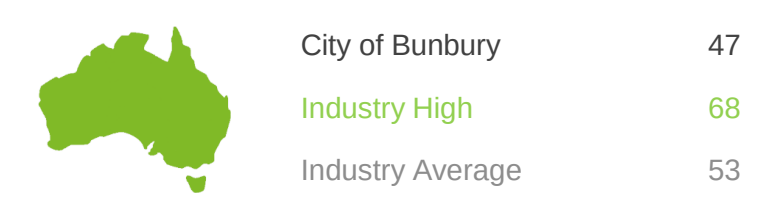
Trend Analysis

Performance Index Score



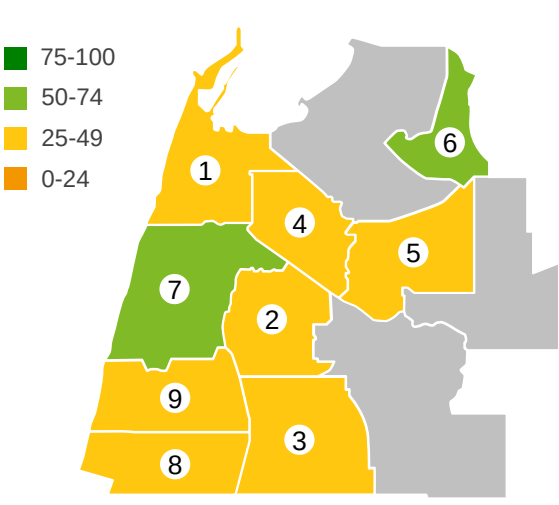
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	49
2	Carey Park	46
3	College Grove	47
4	East Bunbury	44
5	Glen Iris / Vittoria Heights	44
6	Pelican Point	53
7	South Bunbury	50
8	Usher	32
9	Withers	46

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	51	0-4 years	52	Disability	41
Female	43	5-11 years	48	First Nations	44
Age	18-34 years	12-17 years	46	Mainly speak LOTE	49
	35-49 years	18+ years	37	Home ownership	
	50-64 years	No children	48		
	65+ years				
				Homeowner	47
				Renting / other	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 680). * Positive Rating = excellent, good + okay

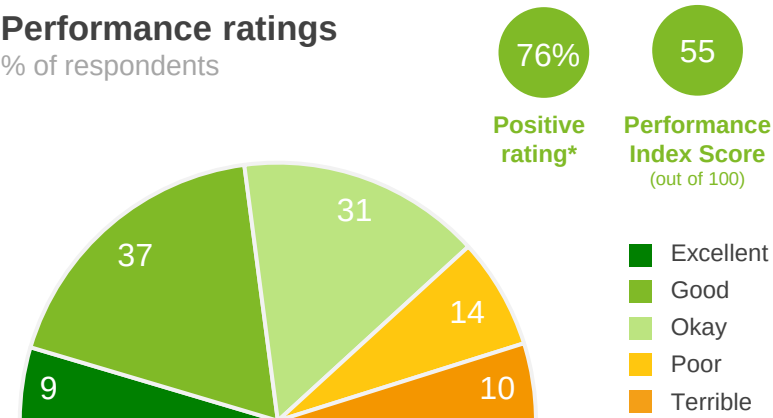
NB. Trends and Industry Standards are taken from: Services, facilities and care available for seniors

Main roads and highways

(Bunbury Outer Ring Road, South West Highway etc.)

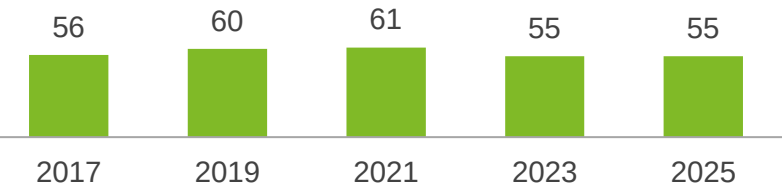
Performance ratings

% of respondents



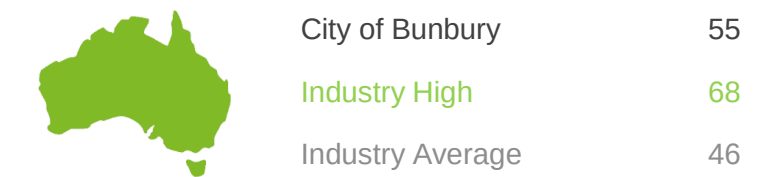
Trend Analysis

Performance Index Score



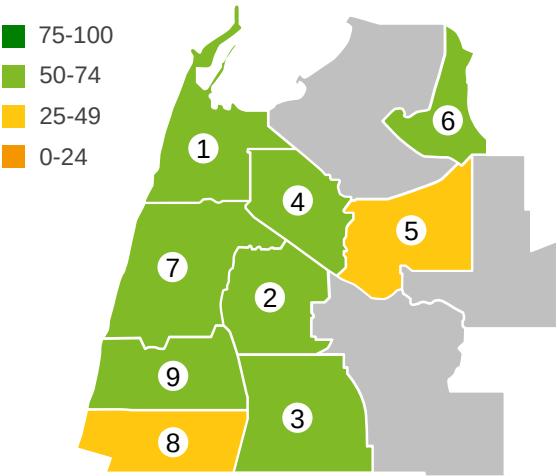
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	58
2	Carey Park	50
3	College Grove	61
4	East Bunbury	56
5	Glen Iris / Vittoria Heights	49
6	Pelican Point	70
7	South Bunbury	56
8	Usher	48
9	Withers	57

Community variances

Performance Index Score

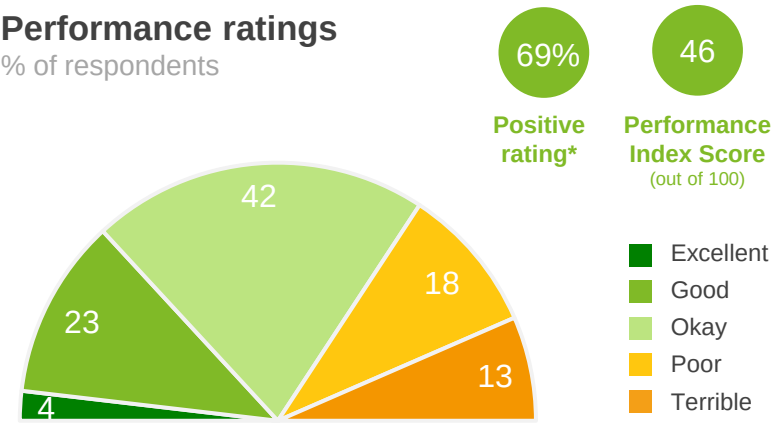
Gender		Age of children		Disability & culture	
Male	55	0-4 years	55	Disability	51
Female	56	5-11 years	54	First Nations	57
Age	18-34 years	12-17 years	55	Mainly speak LOTE	55
	35-49 years	18+ years	51	Home ownership	
	50-64 years	No children	57		
	65+ years				
				Homeowner	57
				Renting / other	49

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
 NB. Trends and Industry Standards are taken from: Local roads

Public transport

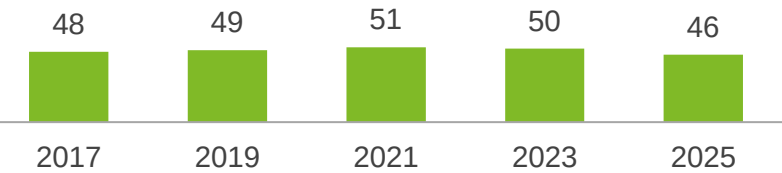
Performance ratings

% of respondents



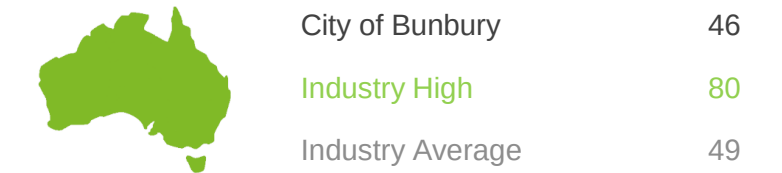
Trend Analysis

Performance Index Score



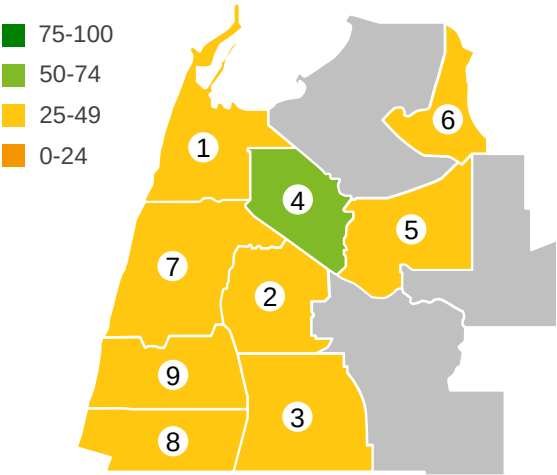
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	47
2	Carey Park	41
3	College Grove	48
4	East Bunbury	50
5	Glen Iris / Vittoria Heights	42
6	Pelican Point	44
7	South Bunbury	49
8	Usher	38
9	Withers	48

Community variances

Performance Index Score

Gender

Male	47
Female	46

Age

18-34 years	42
35-49 years	42
50-64 years	46
65+ years	54

Age of children

0-4 years	48
5-11 years	43
12-17 years	46
18+ years	44
No children	48

Disability & culture

Disability	41
First Nations	52
Mainly speak LOTE	38

Home ownership

Homeowner	47
Renting / other	45

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

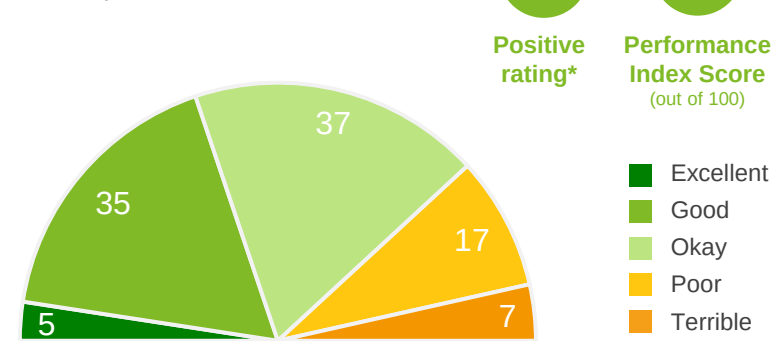
Base: All respondents, excludes 'unsure' and 'no response' (n = 727). * Positive Rating = excellent, good + okay

Environmental management and conservation

(forests, rivers, waterways, coastline, etc.)

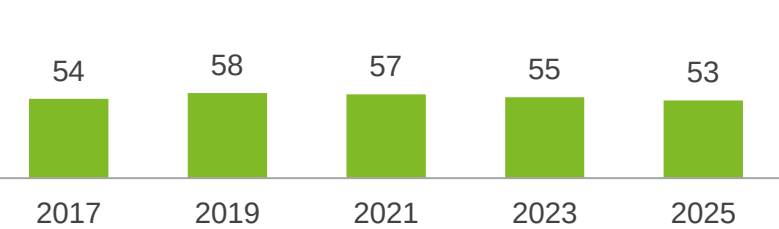
Performance ratings

% of respondents



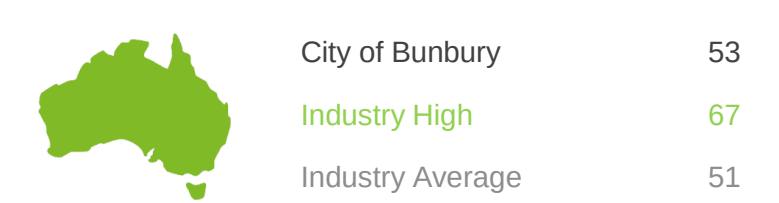
Trend Analysis

Performance Index Score



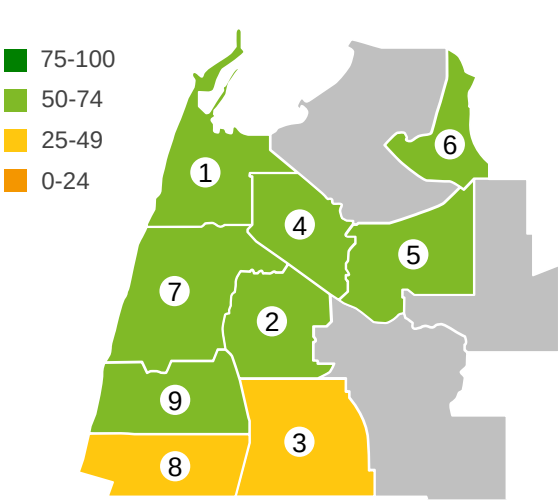
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	54
2	Carey Park	53
3	College Grove	49
4	East Bunbury	56
5	Glen Iris / Vittoria Heights	50
6	Pelican Point	57
7	South Bunbury	53
8	Usher	46
9	Withers	56

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-4 years	55	Disability	49
Female	52	5-11 years	52	First Nations	59
Age	18-34 years	12-17 years	50	Mainly speak LOTE	57
	35-49 years	18+ years	49	Home ownership	
	50-64 years	No children	54	Homeowner	52
	65+ years			Renting / other	57

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

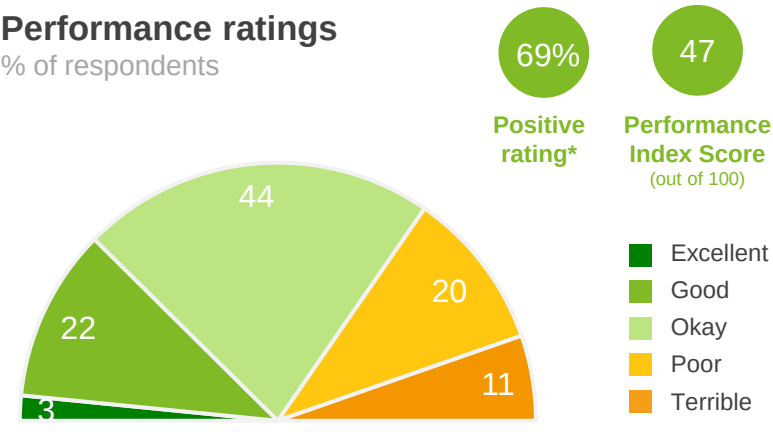
Base: All respondents, excludes 'unsure' and 'no response' (n = 788). * Positive Rating = excellent, good + okay

Climate action

(promoting sustainable practices to combat climate change and its impacts)

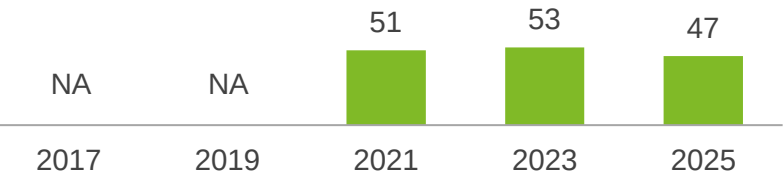
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



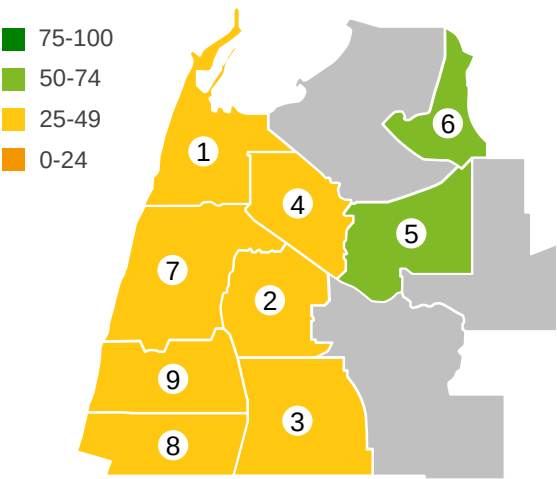
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	46
2	Carey Park	47
3	College Grove	44
4	East Bunbury	45
5	Glen Iris / Vittoria Heights	51
6	Pelican Point	57
7	South Bunbury	48
8	Usher	38
9	Withers	43

Community variances

Performance Index Score

Gender

Male	50
Female	44

Age

18-34 years	48
35-49 years	47
50-64 years	45
65+ years	47

Age of children

0-4 years	50
5-11 years	45
12-17 years	49
18+ years	47
No children	47

Disability & culture

Disability	42
First Nations	50
Mainly speak LOTE	35

Home ownership

Homeowner	46
Renting / other	48

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

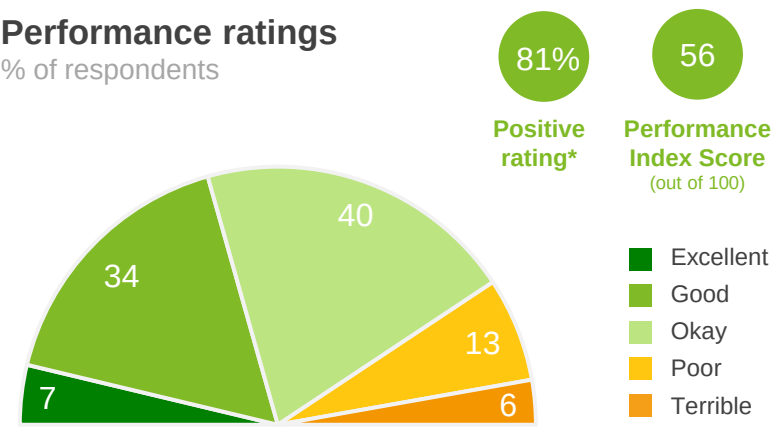
Base: All respondents, excludes 'unsure' and 'no response' (n = 614). * Positive Rating = excellent, good + okay

Emergency management

(education, prevention and recovery for natural disasters)

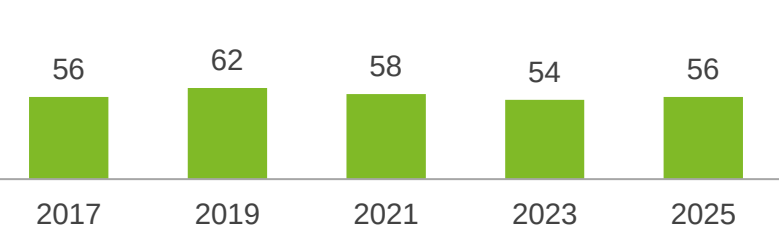
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



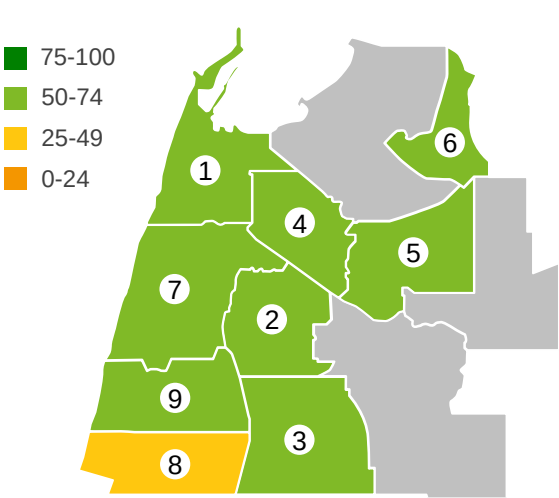
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	58
2	Carey Park	56
3	College Grove	54
4	East Bunbury	54
5	Glen Iris / Vittoria Heights	54
6	Pelican Point	63
7	South Bunbury	58
8	Usher	48
9	Withers	54

Community variances

Performance Index Score

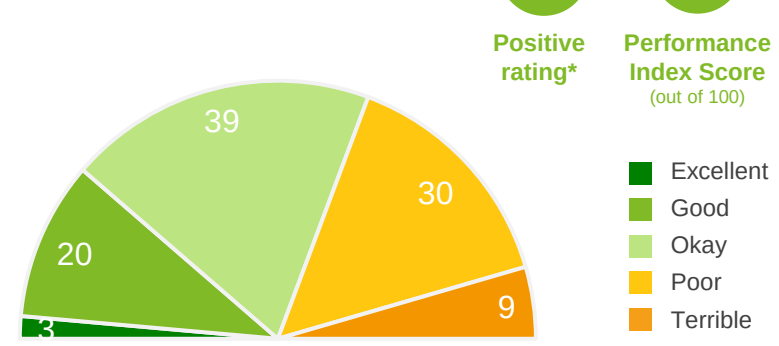
Gender		Age of children		Disability & culture	
Male	56	0-4 years	55	Disability	51
Female	57	5-11 years	54	First Nations	60
Age	18-34 years	12-17 years	58	Mainly speak LOTE	45
	35-49 years	18+ years	48	Home ownership	
	50-64 years	No children	58	Homeowner	56
	65+ years			Renting / other	58

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

Economic development and job creation

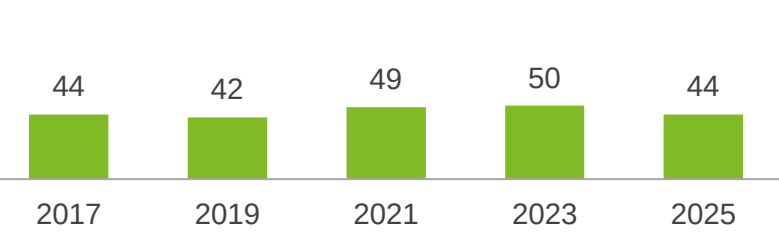
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



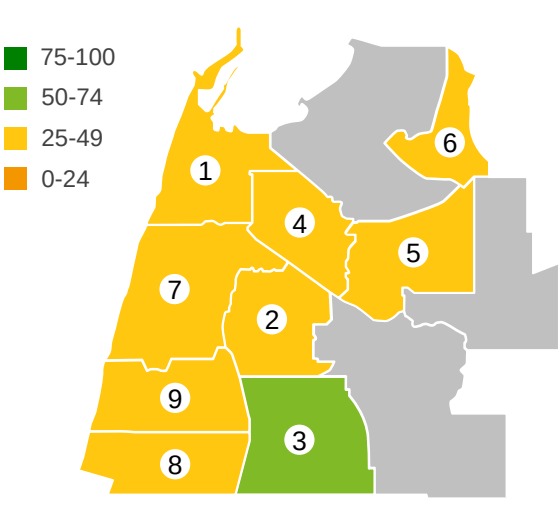
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	44
2	Carey Park	40
3	College Grove	53
4	East Bunbury	43
5	Glen Iris / Vittoria Heights	46
6	Pelican Point	49
7	South Bunbury	45
8	Usher	36
9	Withers	48

Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	45	0-4 years	43	Disability	41
Female	45	5-11 years	42	First Nations	45
Age	18-34 years	12-17 years	45	Mainly speak LOTE	37
	35-49 years	18+ years	34	Home ownership	
	50-64 years	No children	48	Homeowner	44
	65+ years			Renting / other	48

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

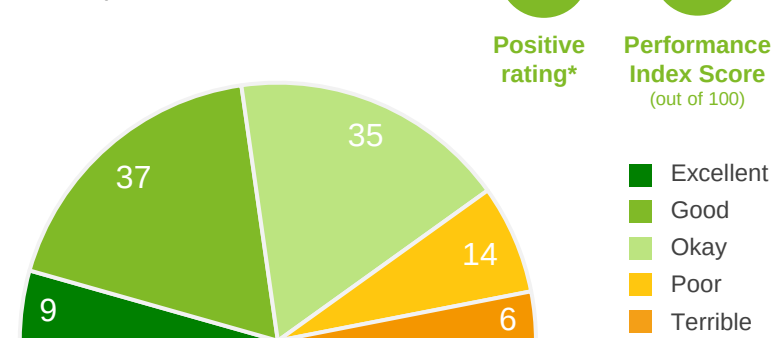
Base: All respondents, excludes 'unsure' and 'no response' (n = 698). * Positive Rating = excellent, good + okay

Education and life-long learning opportunities

(schools, universities, TAFE etc.)

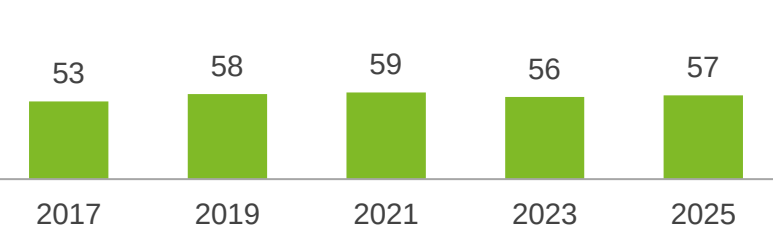
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



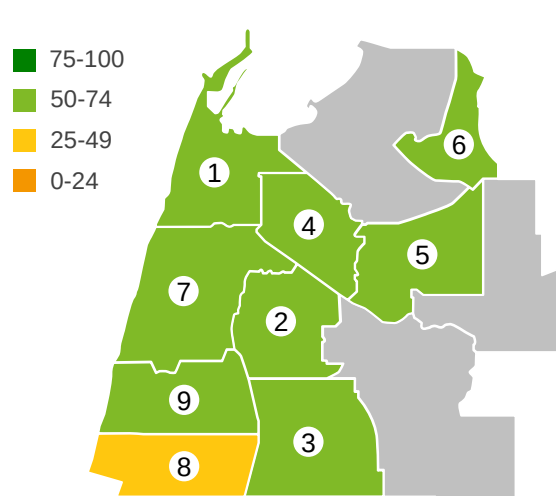
MARKYT Industry Standards

Performance Index Score



Geographical variances

Performance Index Score



Location

1	Bunbury / Marlston Hill	60
2	Carey Park	52
3	College Grove	63
4	East Bunbury	57
5	Glen Iris / Vittoria Heights	53
6	Pelican Point	62
7	South Bunbury	59
8	Usher	46
9	Withers	58

Community variances

Performance Index Score

Gender

Male	56
Female	58

Age of children

0-4 years	52
5-11 years	52
12-17 years	55
18+ years	52
No children	60

Disability & culture

Disability	52
First Nations	53
Mainly speak LOTE	48

Age

18-34 years	55
35-49 years	54
50-64 years	56
65+ years	63

Home ownership

Homeowner	58
Renting / other	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 811). * Positive Rating = excellent, good + okay

Overview of Community Variances

Summary of community variances

	All respondents	Homeowner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Bunbury / Marlston Hill	Carey Park	College Grove	East Bunbury	Glen Iris / Vittoria Heights	Pelican Point	South Bunbury	Usher	Withers
OVERALL																										
Place to live	76	77	72	77	75	79	72	72	73	73	71	73	77	81	74	69	70	80	67	78	78	73	81	77	63	74
Place to work	71	73	68	73	70	74	66	70	69	70	68	70	74	75	67	70	66	75	66	70	71	68	78	73	62	73
Place to own or operate a business	56	56	52	58	55	59	50	54	52	47	55	54	56	62	52	53	44	57	54	58	52	55	61	58	49	60
Place to visit	61	62	60	59	63	65	55	57	58	58	55	58	61	69	64	68	55	63	55	62	60	63	65	61	55	65
GOVERNANCE																										
Overall, as the governing organisation	52	52	55	51	53	55	53	50	48	44	52	49	50	56	52	53	42	55	48	52	53	51	55	52	46	50
Council's leadership	46	45	53	46	46	50	45	42	41	38	46	43	45	49	45	46	37	47	41	48	48	49	47	45	39	46
Financial management	44	45	44	44	45	47	46	41	42	39	40	42	46	49	44	42	42	49	39	49	45	38	45	45	42	45
Communication	50	50	54	49	50	54	48	47	47	41	50	47	48	53	46	55	36	53	43	54	54	52	48	50	41	45
Community engagement	47	46	53	48	47	50	48	46	45	40	49	44	46	49	45	47	35	49	41	49	52	48	52	47	37	45
Customer service	58	59	61	57	59	62	57	58	58	50	56	57	58	62	61	58	50	62	50	64	62	58	59	57	53	58
Embracing change, innovation, technology	48	48	52	47	49	51	48	44	45	43	46	46	47	53	50	48	36	48	47	49	46	53	50	47	43	51
SENTIMENT (% total agree)																										
I am proud of Bunbury	58	61	56	57	59	66	56	55	47	52	52	55	59	66	55	55	50	67	51	65	58	53	63	59	50	52
Welcoming and full of opportunities	43	43	44	44	41	46	47	40	34	35	40	38	45	48	45	40	42	47	37	44	45	40	44	42	40	43
Clear vision for the area	23	23	32	24	24	29	19	17	16	15	22	21	20	30	31	30	18	26	21	25	26	25	33	19	28	23
Good understanding of community needs	23	22	25	23	23	26	22	18	21	12	19	20	20	31	24	35	7	29	19	27	26	12	27	21	17	23
Listens to and respects community views	25	24	26	27	23	28	22	19	22	11	25	23	21	29	22	32	20	30	22	25	20	25	32	23	16	25
Clearly explains reasons for decisions	21	21	24	23	19	24	21	16	20	11	21	22	16	24	24	19	10	23	24	18	15	22	26	22	14	18

Summary of community variances

	All respondents	Homeowner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Bunbury / Marlston Hill	Carey Park	College Grove	East Bunbury	Glen Iris / Vittoria Heights	Pelican Point	South Bunbury	Usher	Withers
ASSESTS																										
Roads - local roads	55	55	54	55	54	58	51	52	51	46	55	53	52	58	47	59	51	60	45	55	53	51	62	55	50	55
Footpaths, trails and cycleways	56	56	59	58	55	58	54	56	54	51	59	54	55	59	49	59	54	57	51	60	60	57	65	55	56	56
Lighting of streets and public places	55	55	54	57	54	59	46	50	49	48	54	51	56	58	48	60	48	57	47	55	58	55	61	56	48	55
Community buildings, halls and toilets	51	52	50	52	51	55	48	48	47	45	51	48	51	55	46	46	46	50	46	54	52	49	56	53	46	57
Parks, playgrounds and reserves	60	60	60	59	61	63	56	57	59	55	57	60	58	64	56	56	54	59	56	56	61	56	62	63	50	64
Streetscapes, trees and verges	49	48	54	49	50	52	47	46	47	43	52	48	47	51	47	51	46	49	46	48	51	49	59	50	40	54
Marine facilities	61	61	66	62	61	64	62	60	58	52	64	60	59	62	59	65	59	60	58	61	67	62	56	59	59	67
Airport facilities and services	38	36	52	35	42	43	36	38	35	30	38	38	34	44	40	56	25	38	38	51	33	47	46	35	37	42
COMPLIANCE																										
Planning services	42	41	43	43	41	43	44	38	40	36	42	40	41	44	41	45	40	42	42	42	45	32	55	43	33	42
Heritage services	52	51	55	52	52	53	51	48	52	48	54	52	51	51	49	55	49	50	52	49	50	51	57	55	44	51
Universal access and inclusion	55	53	59	57	53	55	57	53	57	51	56	55	53	55	48	53	56	55	56	50	53	56	68	56	40	56
Ranger services	52	50	54	52	51	52	56	52	51	46	51	52	49	53	46	53	44	51	50	53	50	50	51	55	46	51
Waste management	66	65	71	64	69	69	65	65	61	59	65	65	63	72	64	66	68	67	66	66	69	58	69	68	64	65

Summary of community variances

	All respondents			Homeowner Renting/other		Male Female		No children Have child 0-4 Have child 5-11 Have child 12-17 Have child 18+					18-34 years 35-49 years 50-64 years 65+ years				Disability	First Nations	LOTE	Bunbury / Marliston Hill	Carey Park	College Grove	East Bunbury	Glen Iris / Vittoria Heights	Pelican Point	South Bunbury	Usher	Withers
DISCRETIONARY																												
Youth services and facilities	52	53	50	54	51	57	50	49	47	46	51	47	52	61	48	44	45	57	54	53	52	47	66	52	43	50		
Family and children's services and facilities	54	54	53	55	52	57	54	49	51	46	53	52	52	60	50	42	48	59	54	53	53	47	68	55	36	52		
Seniors' services and facilities	55	54	59	58	54	57	59	55	53	45	59	56	50	57	48	50	53	60	59	57	52	53	66	54	44	53		
Reconciliation action	60	61	59	64	58	61	64	63	57	59	60	61	58	63	51	52	55	60	62	48	60	64	71	60	52	61		
Sport and recreation	69	69	68	68	69	73	66	64	60	60	67	65	67	74	67	60	70	70	70	72	65	66	70	67	68	76		
Library services and facilities	68	68	68	70	65	69	67	63	70	59	69	64	65	71	63	63	63	73	66	72	70	64	75	68	45	59		
Art, culture and creative activities	64	65	63	62	65	66	62	63	63	60	60	64	64	67	66	54	60	68	63	63	62	65	67	65	55	60		
Festivals, markets and community events	65	65	65	63	67	68	63	63	62	56	66	65	62	68	64	67	57	68	65	67	64	64	69	64	63	64		
City centre development and activation	40	38	46	39	41	43	37	34	38	29	46	34	36	44	41	53	38	40	43	42	40	40	41	37	45	41		
Tourism and destination marketing	39	39	43	37	42	43	34	33	37	32	38	35	39	45	42	47	30	37	43	49	38	41	45	37	43	39		
Volunteer support services	55	54	54	56	54	57	54	53	51	49	56	53	52	58	49	52	53	57	52	57	56	54	59	53	48	55		
ADVOCACY																												
Safety and crime prevention	42	41	45	43	41	47	35	34	37	34	43	35	40	48	38	37	37	47	39	36	44	41	47	40	38	39		
Health and community services	53	52	54	54	51	56	49	50	48	46	51	50	51	59	45	44	52	54	54	54	54	48	57	53	46	52		
Housing	25	28	14	30	22	27	25	24	30	21	22	23	28	29	18	26	21	28	22	21	25	17	44	29	19	23		
Aged care and accommodation	47	47	48	51	43	48	52	48	46	37	51	49	42	46	41	44	49	49	46	47	44	44	53	50	32	46		
Roads - main roads and highways	55	57	49	55	56	57	55	54	55	51	50	53	56	62	51	57	55	58	50	61	56	49	70	56	48	57		
Public transport	46	47	45	47	46	48	48	43	46	44	42	42	46	54	41	52	38	47	41	48	50	42	44	49	38	48		
Environmental management and conservation	53	52	57	55	52	54	55	52	50	49	54	54	52	54	49	59	57	54	53	49	56	50	57	53	46	56		
Climate action	47	46	48	50	44	47	50	45	49	47	48	47	45	47	42	50	35	46	47	44	45	51	57	48	38	43		
Emergency management	56	56	58	56	57	58	55	54	58	48	58	54	55	56	51	60	45	58	56	54	54	54	63	58	48	54		
Economic development and job creation	44	44	48	45	45	48	43	42	45	34	48	42	39	49	41	45	37	44	40	53	43	46	49	45	36	48		
Education and life-long learning opportunities	57	58	55	56	58	60	52	52	55	52	55	54	56	63	52	53	48	60	52	63	57	53	62	59	46	58		

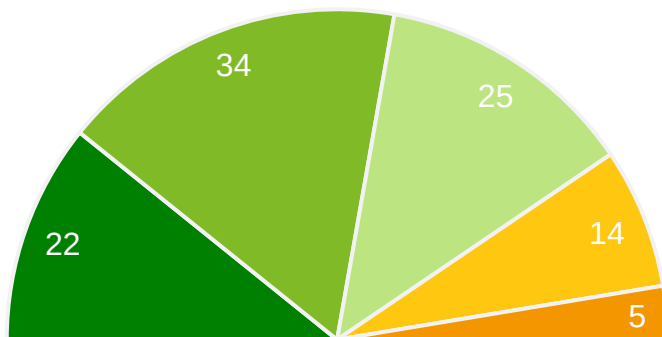
Local business views

Place to own or operate a business

Among local business owners and operators

Performance ratings

% of respondents



Excellent Good Okay Poor Terrible

81%

Positive
rating*

63

Performance
Index Score
(out of 100)

MARKYT Industry Standards

Performance Index Score



City of Bunbury 63

Industry High 79

Industry Average 63



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

Base: All respondents, excludes 'unsure' and 'no response' (n = 153). * Positive Rating = excellent, good + okay

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

- 1 Communication
- 2 Community engagement
- 3 Customer service
- 4 Local roads
- 5 Footpaths, trails and cycleways
- 6 Lighting of streets and public places
- 7 Community buildings, halls and toilets
- 8 Parks, playgrounds and reserves
- 9 Streetscapes, trees and verges
- 10 Marine facilities
- 11 Airport facilities and services
- 12 Planning services
- 13 Heritage services
- 14 Universal access and inclusion
- 15 Ranger services
- 16 Waste management
- 17 Youth services and facilities
- 18 Family and children's services and facilities
- 19 Seniors' services and facilities
- 20 Reconciliation Action
- 21 Sport and recreation services and facilities
- 22 Library services and facilities
- 23 Art, culture and creative activities
- 24 Festivals, markets and community events
- 25 City centre development and activation
- 26 Tourism and destination marketing
- 27 Volunteer support services
- 28 Safety and crime prevention
- 29 Health and community services
- 30 Housing
- 31 Aged care and accommodation
- 32 Main roads and highways
- 33 Public transport
- 34 Environmental management/conservation
- 35 Climate action
- 36 Emergency management
- 37 Education / lifelong learning opportunities
- 38 Economic development and job creation

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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 City of Bunbury to focus on improving? Base: All respondents, excludes no response (n = 159)

Other stakeholder views

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

KAIZEN

OPTIMISE

REVIEW

PRIORITISE

- 1 Communication
- 2 Community engagement
- 3 Customer service
- 4 Local roads
- 5 Footpaths, trails and cycleways
- 6 Lighting of streets and public places
- 7 Community buildings, halls and toilets
- 8 Parks, playgrounds and reserves
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- 31 Aged care and accommodation
- 32 Main roads and highways
- 33 Public transport
- 34 Environmental management/conservation
- 35 Climate action
- 36 Emergency management
- 37 Education / lifelong learning opportunities
- 38 Economic development and job creation

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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 City of Bunbury to focus on improving? Base: All respondents, excludes no response (n = 93)

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

- 1 Communication
- 2 Community engagement
- 3 Customer service
- 4 Local roads
- 5 Footpaths, trails and cycleways
- 6 Lighting of streets and public places
- 7 Community buildings, halls and toilets
- 8 Parks, playgrounds and reserves
- 9 Streetscapes, trees and verges
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- 32 Main roads and highways
- 33 Public transport
- 34 Environmental management/conservation
- 35 Climate action
- 36 Emergency management
- 37 Education / lifelong learning opportunities
- 38 Economic development and job creation

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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 City of Bunbury to focus on improving? Base: All respondents, excludes no response (n = 63)



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