MARKYT◆

Community & Wellbeing Scorecard

2023

Report

Prepared for

BELMONT
CITY OF OPPORTUNITY

Prepared by

CATALYSE
FUTŸR | MARKYT | CULTŸR

Contents

MARKYT

Strategic overview

MARKYT ◆ Strategic Overview

Vision	**Liveability**	**Governance**	**Rates Value**
40	**67**	**63**	**58**
% agree	Performance Index Score	Performance Index Score	Performance Index Score
12% points above Industry Average but down 5% points from 2022	7 index points below Industry Average and down 5 points from 2022	11 index points above Industry Average but down 2 points from 2022	Industry leader! 15 index points above Industry Average but down 4 points from 2022
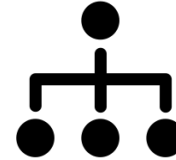
Strengths

Top 3 performers

- Library services
- Belmont Hub
- Playgrounds, parks and reserves

Most improved

- Multiculturalism / cultural diversity
- Recognition for First Nations' people / cultures
- Local history and heritage
- Online access to City services

Strongest compared to other councils

- Value for money from rates (industry leader)
- Local roads
- Belmont City Centre development & activation

Priorities

- Safety and crime prevention
- Lighting of streets and public places
- Streetscapes, trees and verges
- Sustainable practices & climate change
- Seniors' services and care

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Key recommendations

1. Research and develop a **Community Safety Plan** to effectively address actual and perceived concerns:
   - Complete further research to define and report on the nature and size of problems; actual and perceived.
   - Agree on **tangible actions** to alleviate actual safety issues, as determined by crime statistics, etc. Initiatives may relate to place design, lighting, patrols, CCTV, etc to address anti-social behaviour, or partnering with external agencies to deliver drug and alcohol education, counselling and support, support for homelessness, etc.
   - Agree on **strategic communications** to address any misconceptions or misunderstandings, with clear communication objectives (i.e. what understanding, opinions or behaviours does the City need to change to improve perceptions of safety), key messages and supporting evidence, who needs to receive these communications (target audience), and what is the best way to deliver these messages (channels, trusted sources, etc).

2. Develop a Brand Strategy to improve the areas **brand**, **image and reputation** as a place to live and visit.
   - The City continues to be ahead of the industry average across many service areas but is behind in overall perceptions as a place to live and visit.
   - Overall scores appear to be impacted by poor perceptions of safety, concerns with the appearance of streetscapes, and a declining sense of pride in the area. In addition to safety concerns (to be addressed through recommendation 1), the community would like the area to be beautified with underground power, better maintenance of verges, and incentives for residents to keep their properties well maintained.

3. Continue to improve performance across all other service areas. It is suggested that managers review specific suggestions from community members in the **MARKYT® VoiceBank** that relate to their area of responsibility and propose costed actions to include in the annual review of the Corporate Business Plan, Capital Works Program or Service Area Plan.

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The Study

Purpose

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

GOVERNMENT OF
WESTERN AUSTRALIA

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

MARKYT◆ Community Scorecard

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

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

CITY OF BELMONT

Strategic Community Plan 2020 - 2040

belmont.wa.gov.au

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CITY OF OPPORTUNITY

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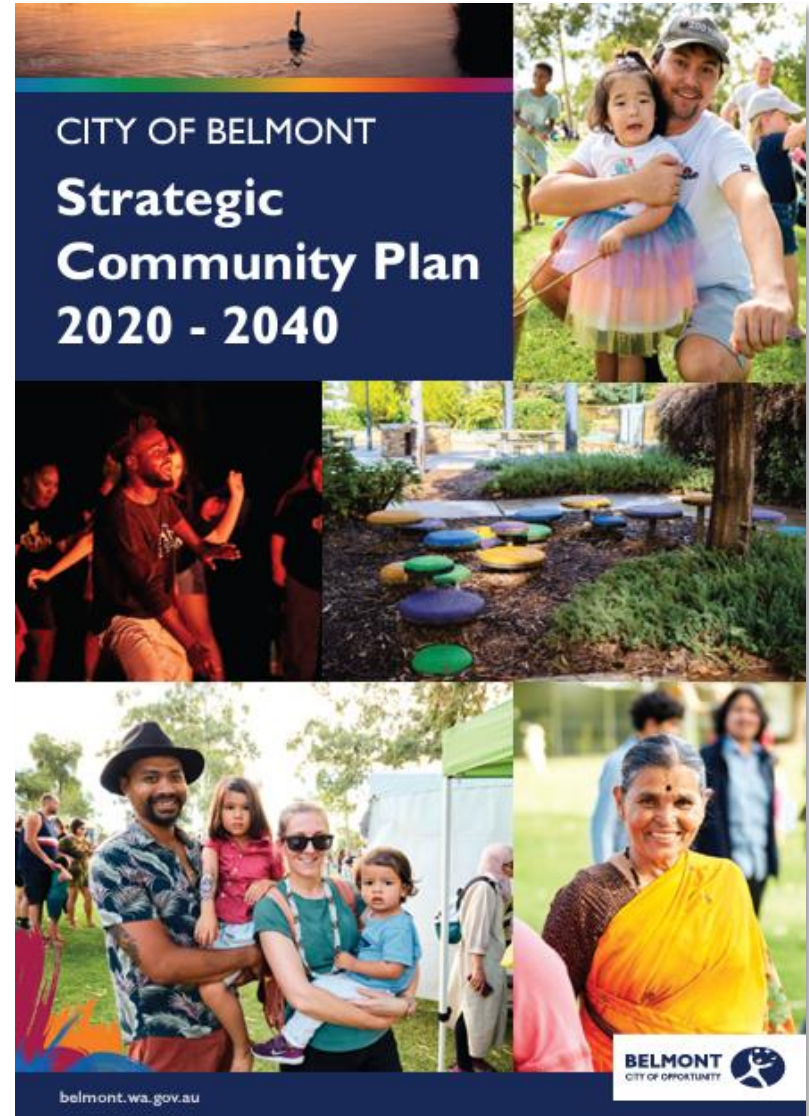
Approach

The City of Belmont commissioned CATALYSE® to conduct an independent review of customer and community aspirations, perceptions and priorities.

Scorecard invitations were sent to randomly selected households and customers as follows:

- MARKYT® Community Scorecard: mailed to 1,000 homes and emailed to 4,000 customers.
- MARKYT® Wellbeing Scorecard: mailed to 1,000 homes and emailed to 4,000 customers.

Respondents who completed a scorecard online were invited to complete both scorecards.

The City of Belmont provided supporting promotions through its communication channels, inviting all community members and customers to opt-in to complete a scorecard.

The scorecard was open from 4 to 22 September 2023.

	Total respondents	Residents	Out of area ratepayers / visitors	Elected Members / City employees
MARKYT® Community Scorecard	1,126	1,055	47	16
MARKYT® Wellbeing Scorecard	834	795	28	15

As responses were similar between the random and opt-in samples, results were combined.

The main body of this report shows responses from residents. Results from other community groups are reported separately at the end of this report.

Resident data was weighted by age and gender to match the ABS Census population profile. Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Respondent profile

% respondents (weighted)

% of respondents		Community	Wellbeing
Home tenure	Homeowner	82%	87%
	Renting / Other	18%	13%
Suburb	Ascot	7%	8%
	Ascot Waters	1%	1%
	Belmont	18%	18%
	Cloverdale	19%	20%
	Kewdale	19%	15%
	Redcliffe	14%	14%
	Rivervale	21%	22%
	The Springs	1%	2%
Gender	Male	50%	50%
	Female	49%	49%
	Non-binary	1%	1%
	I use a different term	<1%	<1%
	Answered together	0%	<1%
	No response	0%	<1%
Respondent age	18-34*	38%	36%
	35-49	25%	27%
	50-64	19%	20%
	65+	17%	17%
Have child aged:	0-4 years	13%	15%
	5-11 years	11%	10%
	12-17 years	8%	7%
	18+ years	7%	8%
	No children	44%	53%
	No response	26%	15%

% of respondents		Community	Wellbeing
Cultural diversity	Person with disability	8%	9%
	First Nations person	1%	1%
	Mainly speak language other than English at home	10%	9%
	None of these	54%	64%
	No response	27%	16%
Highest level of education	Year 9 and below	N/A	3%
	Certificate I & II Level		1%
	Year 10 and above		11%
	Certificate III & IV Level		12%
	Diploma Level		9%
	Bachelor Degree Level		27%
	Graduate Diploma / Certificate Level		5%
	Postgrad Degree Level		16%
	None of these		1%
	Prefer not to say		2%
	No response		13%
Employment status	Full-time	N/A	44%
	Casual / part-time		18%
	Self employed		4%
	Unemployed		3%
	Unable to work		1%
	Home duties		5%
	Retired		14%
	Student		5%
	Other		2%
	No response		13%

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*18-34 year old group includes a small number of 14-17 year olds

Over the past 21 years, CATALYSE® has conducted community perceptions surveys for more than 70 councils across Australia. When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders. In this report, average and high scores are calculated from councils that have completed a MARKYT® accredited study within the **past three years**.

Perth Region

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

Peel Region

Shire of Boddington
City of Mandurah
Shire of Murray
Serpentine-Jarrahdale Shire

Wheatbelt Region

Shire of Chittering
Shire of Dandaragan
Shire of Gingin
Shire of Merredin
Shire of Narrogin
Shire of Northam
Shire of Pingelly
Shire of Toodyay
Shire of York

South West Region

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

Great Southern Region

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

Nhulunbuy Corporation
Cook Shire Council
Shire of Wyndham East Kimberley
Cassowary Coast Regional Council
Shire of Broome
Town of Port Hedland
Shire of Ashburton
Shire of East Pilbara
Shire of Irwin
Shire of Mingenew
Wheatbelt region
9 councils
City of Kalgoorlie-Boulder
City of Coffs Harbour
Perth & Peel regions
31 councils
Shire of Esperance
South West region
9 Councils
Shire of Ravensthorpe
Wollondilly Shire Council
Great Southern Region
11 Councils
Mount Barker District Council

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How to read MARKYT® performance dashboards

Positive rating

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

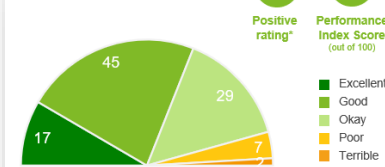The **Performance Index Score** is a weighted score out of 100.

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

Performance Ratings

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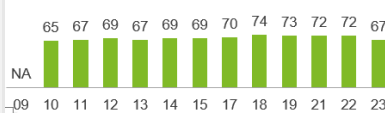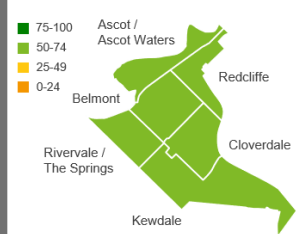
Geographical variances

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.

Performance ratings
% of respondents

91% Positive rating*

67 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

45   29   17   7

Trend Analysis
Performance Index Score

NA   65   67   69   67   69   69   70   74   73   72   72   67

'09 10   11   12   13   14   15   17   18   19   21   22   23

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	67
Industry High	91
Industry Average	74

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Rivervale / The Springs
Cloverdale
Kewdale

Location	
Ascot / Ascot Waters	71
Belmont	65
Cloverdale	66
Kewdale	70
Redcliffe	64
Rivervale / The Springs	68

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	68	0-4 years	67	Disability	65
Female	67	5-11 years	63	First Nations#	72
Age		12-17 years	65	Mainly speak LOTE	62
14-34 years	63	18+ years	68	**Home ownership**	
35-49 years	64	No children	68	Home owner	67
50-64 years	70			Renting / other	66
65+ years	79				

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.

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Community Wellbeing Scorecard

PEOPLE

Trend and benchmark shows variances between last study and industry average

⬇ Down by 5 or more points
= Steady (within +/- 5 points)
⬆ Up by 5 or more points

Factor	Indicator	Measure	2017	2019	2021	2023	Trend	Benchmark	Comparison	Source
Quality of life	Current quality of life	Mean	7.2	7.4	7.3	7.3	=	7.3	=	Better Life Index
	Future quality of life (5 years)	Mean	7.9	8.0	8.1	7.7	⬇	-	-	-
Sense of community	Strong community spirit in my local area	% Agree	-	-	-	40	-	49	⬇	MARKYT
	I feel like I belong in my local community	% Agree	44	51	45	45	=	54	⬇	MARKYT
	I feel valued and appreciated by others	% Agree	74	74	61	71	⬆	-	-	-
	I would like to get to know my neighbours better	% Agree	-	-	-	56	-	-	-	-
Youth	Youth services and facilities	Performance Index Score	58	63	66	60	⬇	48	⬆	MARKYT
Children	Services and facilities for families and children	Performance Index Score	63	67	70	65	⬇	54	⬆	MARKYT
Seniors	Seniors' services and facilities	Performance Index Score	62	66	67	62	⬇	54	⬆	MARKYT
Disability	Disability access and inclusion	Performance Index Score	58	64	65	62	=	51	⬆	MARKYT
Cultural diversity	My local community appreciates, respects and celebrates diversity	% Agree	-	-	-	52	-	-	-	MARKYT
	Recognition / respect for First Nations peoples	Performance Index Score	-	-	67	69	=	62	=	MARKYT
	Multiculturalism / recognition of cultural diversity	Performance Index Score	-	-	67	69	=	60	⬆	MARKYT
	Festivals, events, art and cultural activities	Performance Index Score	-	78	75	67	⬇	62	⬆	MARKYT

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PEOPLE

Trend and benchmark shows variances between last study and industry average

⬇ Down by 5 or more points
= Steady (within +/- 5 points)
⬆ Up by 5 or more points

Factor	Indicator	Measure	2017	2019	2021	2023	Trend	Benchmark	Comparison	Source
Health and community	Access to health and community services	Performance Index Score	-	65	63	60	=	56	=	MARKYT
	My life has a sense of purpose	% agree	78	77	73	73	=	73	=	MARKYT
	Fruit consumption	% 2+ serves	73	51	52	52	=	47	⬆	WA Health Study
	Vegetable consumption	% 5+ serves/day	14	11	10	9	=	10	=	WA Health Study
	Alcohol consumption: high short-term risk	% respondents	-	-		26	-	26	=	WA Health Study
	Fast food consumption	% 3+ times/week	38	45	55	54	=	35	⬆	WA Health Study
	Smoking status	% current smoker	-	7	6	9	=	10	=	WA Health Study
Sport and recreation	Level of physical activity	% active / very active	44	45	43	46	=	-	-	-
	Sport and recreation facilities and services	Performance Index Score	66	68	69	69	=	64	⬆	MARKYT
	Belmont Oasis Leisure Centre	Performance Index Score	64	65	66	67	=	66	=	MARKYT
	Playgrounds, parks and reserves	Performance Index Score	76	75	76	74	=	65	⬆	MARKYT
Volunteering & philanthropy	Involvement with clubs, groups and associations	% belonging to 1+ groups	51	69	58	57	=	-	-	-
	Volunteer recognition and support	Performance Index Score	-	-	70	66	=	59	⬆	MARKYT
Safety	Community safety and crime prevention	Performance Index Score	50	48	47	43	⬇	47	=	MARKYT
	Graffiti removal services	Performance Index Score	64	64	63	63	=	-	-	-
	Control of vandalism and anti-social behaviour	Performance Index Score	50	50	45	38	⬇	49	⬇	MARKYT
	Lighting of streets and public places	Performance Index Score	55	57	52	48	=	52	=	MARKYT
Animals	Animal management	Performance Index Score	60	59	64	58	⬇	53	⬆	MARKYT

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PLACE

Factor	Indicator	Measure	2017	2019	2021	2023	Trend	Benchmark	Comparison	Source
Overall performance	Place to live	Performance Index Score	70	73	72	67	⬇	74	⬇	MARKYT
	Proud of the area where I live	% Agree	57	59	58	51	⬇	64	⬇	MARKYT
Planning and development	Responsible growth and development	Performance Index Score	-	-	57	51	⬇	45	⬆	MARKYT
	Planning approvals	Performance Index Score	50	51	51	48	=	43	⬆	MARKYT
	Building approvals	Performance Index Score	17	55	52	54	=	43	⬆	MARKYT
	Housing	Performance Index Score	64	66	64	56	⬇	50	⬆	MARKYT
	Preserving & promoting local history & heritage	Performance Index Score	65	67	73	66	⬇	58	⬆	MARKYT
Community facilities	Community buildings, halls and toilets	Performance Index Score	60	66	68	65	=	56	⬆	MARKYT
Moving around	Walk, bike, skateboard to commute	% monthly or more often	-	-	-	56	-	-	-	-
	Used public transport	% monthly or more often	-	-	-	52	-	-	-	-
	Used e-bike, e-scooter or similar to commute	% monthly or more often	-	-	-	11	-	-	-	-
	Local roads	Performance Index Score	68	69	66	63	=	48	⬆	MARKYT
	Traffic management	Performance Index Score	65	66	61	55	⬇	51	=	MARKYT
	Footpaths, trails and cycleways	Performance Index Score	63	61	62	60	=	52	⬆	MARKYT
	Access to info on walking, cycling and public transport	Performance Index Score	63	62	62	59	=	-	-	-

PLANET

Factor	Indicator	Measure	2017	2019	2021	2023	Trend	Benchmark	Comparison	Source
Natural environment	Sustainable practices and climate change	Performance Index Score	-	-	52	51	=	48	=	MARKYT
	Conservation and environmental management	Performance Index Score	64	62	58	57	=	53	=	MARKYT
	Efforts to maintain the Swan River	Performance Index Score	68	68	59	59	=	55	=	MARKYT
Green spaces	Streetscapes, trees and verges	Performance Index Score	60	61	58	58	=	53	⬆	MARKYT
Waste	Waste management	Performance Index Score	80	78	74	62	⬇	61	=	MARKYT
Environmental health	Environmental health management	Performance Index Score	59	56	58	54	=	54	=	MARKYT
Disaster management	Natural disaster management	Performance Index Score	-	-	62	54	⬇	54	=	MARKYT

MARKYT

PROSPERITY

Factor	Indicator	Measure	2017	2019	2021	2023	Trend	Benchmark	Comparison	Source
Economy	Place to work or operate a business	Performance Index Score	-	-	-	**62**	-	64	=	MARKYT
	Economic development and job creation	Performance Index Score	58	57	55	**52**	=	43	⬆	MARKYT
	Regularly work more than 50 hours a week	% respondents	-	-	-	**23**	-	17	⬆	ABS
	Employed in FIFO / DIDO role	% yes	10	13	11	**12**	=	-	-	-
	Household spending	% saving money	66	71	78	**70**	⬇	-	-	-
Life-long learning	Education, training and personal development	Performance Index Score	-	-	57	**57**	=	49	⬆	MARKYT
	Library services	Performance Index Score	78	80	82	**82**	=	71	⬆	MARKYT
	Participated in educational activities over past year	% yes	47	48	51	**57**	⬆	-	-	-
	Feel they have sufficient training to get a job	% yes	-	-	-	**79**	-	-	-	-
Tourism	Place to visit	Performance Index Score	-	-	-	**60**	-	68	⬇	MARKYT
	Belmont City Centre development and activation	Performance Index Score	64	71	62	**60**	=	46	⬆	MARKYT
	Belmont Hub	Performance Index Score	-	-	78	**77**	=	-	-	-

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PERFORMANCE

Factor	Indicator	Measure	2017	2019	2021	2023	Trend	Benchmark	Comparison	Source
Leadership & governance	Council's leadership	Performance Index Score	60	60	58	53	⬇	45	⬆	MARKYT
	Clear vision	% Agree	50	54	45	40	⬇	28	⬆	MARKYT
	As a governing organization	Performance Index Score	67	70	68	63	⬇	52	⬆	MARKYT
	Advocacy and lobbying	Performance Index Score	57	60	53	49	-	42	⬆	MARKYT
	Openness and transparency of Council processes	Performance Index Score	54	55	50	46	⬇	42	=	MARKYT
	Embracing changing innovation and technology	Performance Index Score	-	-	-	55	-	48	⬆	MARKYT
	Value for money	Performance Index Score	60	63	61	58	=	43	⬆	MARKYT
	Customer service	Performance Index Score	66	70	69	65	=	56	⬆	MARKYT
	Online access to City services	Performance Index Score	68	66	63	68	⬆	-	-	-
Community engagement	The City has a good understanding of community needs	% Agree	43	43	46	37	⬇	28	⬆	MARKYT
	The City listens to and respects residents' views	% Agree	44	40	43	31	⬇	27	=	MARKYT
	Consultation	Performance Index Score	55	56	51	50	=	40	⬆	MARKYT
	The City clearly explains reasons for decisions and how residents' views are taken into account	% Agree	38	38	33	28	⬇	22	⬆	MARKYT
	Communication	Performance Index Score	64	69	57	54	=	45	⬆	MARKYT
	City's Website		64	68	62	63	=	55	⬆	MARKYT
	Belmont Bulletin – printed newsletter		68	75	68	68	=	60	⬆	MARKYT
	Be-News - email newsletter		-	-	64	67	=	55	⬆	MARKYT
	Social media presence		52	66	60	59	=	52	⬆	MARKYT

Overall perceptions of life in the City of Belmont

Place to live

Performance ratings
% of respondents

91% — Positive rating*

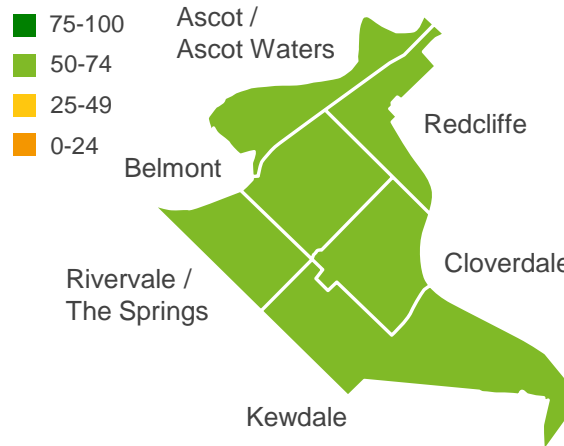**67** — Performance Index Score (out of 100)

- Excellent — 17
- Good — 45
- Okay — 29
- Poor — 7
- Terrible — 2

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
NA	65	67	69	67	69	69	70	74	73	72	72	67

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	67
Industry High	91
Industry Average	74

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	71
Belmont	65
Cloverdale	66
Kewdale	70
Redcliffe	64
Rivervale / The Springs	68

Community variances
Performance Index Score

Gender
Male	68
Female	67

Age
14-34 years	63
35-49 years	64
50-64 years	70
65+ years	79
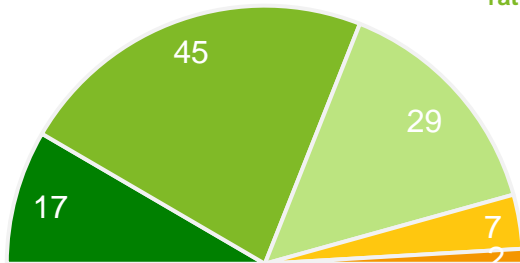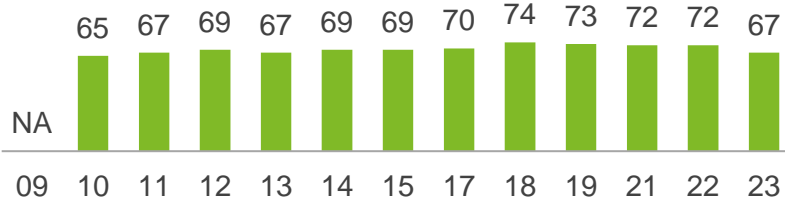
Age of children
0-4 years	67
5-11 years	63
12-17 years	65
18+ years	68
No children	68

Disability & culture
Disability	65
First Nations#	72
Mainly speak LOTE	62

Homeownership
Homeowner	67
Renting / other	66

Q. **How would you rate performance in the following areas?**
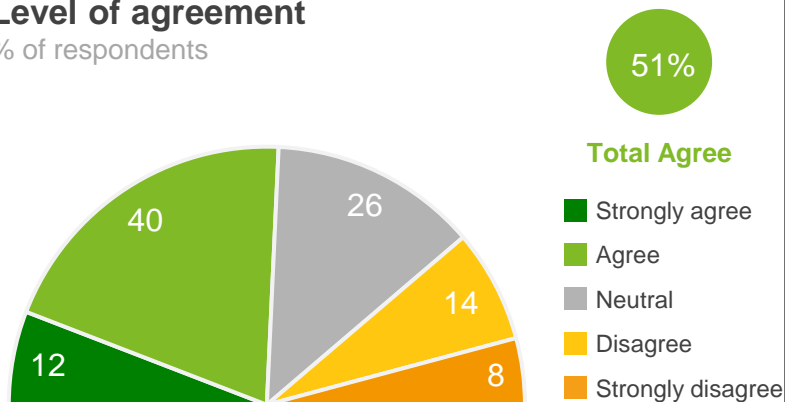Base: All respondents, excludes 'unsure' and 'no response' (n = 1057).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)
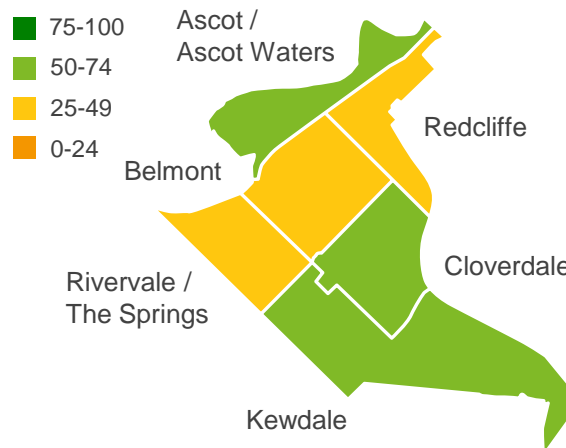
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I am proud of the area where I live

Level of agreement
% of respondents

51%

Total Agree

- Strongly agree **12**
- Agree **40**
- Neutral **26**
- Disagree **14**
- Strongly disagree **8**

Trend Analysis
% agree

2017	2019	2021	2023
57	59	58	51

MARKYT◆ Industry Standards
% agree

City of Belmont	51
Industry High	76
Industry Average	64

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	73
Belmont	45
Cloverdale	51
Kewdale	62
Redcliffe	43
Rivervale / The Springs	46

Community variances
% agree

Gender		Age of children		Disability & culture	
Male	51	0-4 years	55	Disability	50
Female	52	5-11 years	54	First Nations	83
Age		12-17 years	56	Mainly speak LOTE	44
18-34 years	38	18+ years	49	**Homeownership**	
35-49 years	50	No children	50	Homeowner	52
50-64 years	61			Renting / other	45
65+ years	68				

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 721).

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Quality of life

To calculate quality of life, respondents were asked:

Overall, how good is your life when you step back and think about it? Please give a score out of 10 where 0 is the worst possible life for you and 10 is the best possible life for you.

- How would you score your life <u>now</u>?
- How do you think you would score your life in about <u>five years</u>?

This question is based on the Cantril Self-Anchoring Striving Scale (Cantril, 1965) and is used by leading organisations such as Gallup and OECD to calculate benchmark scores for 'quality of life'.
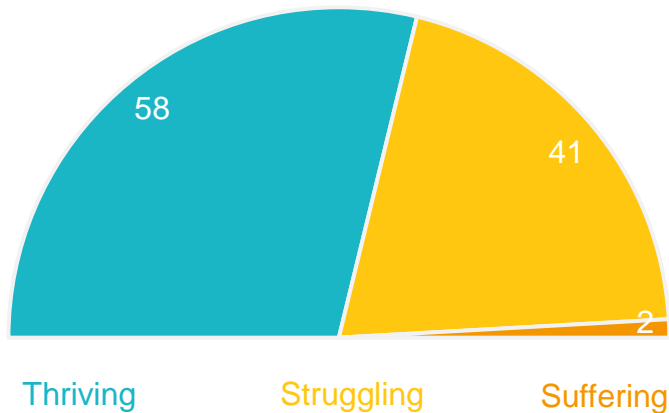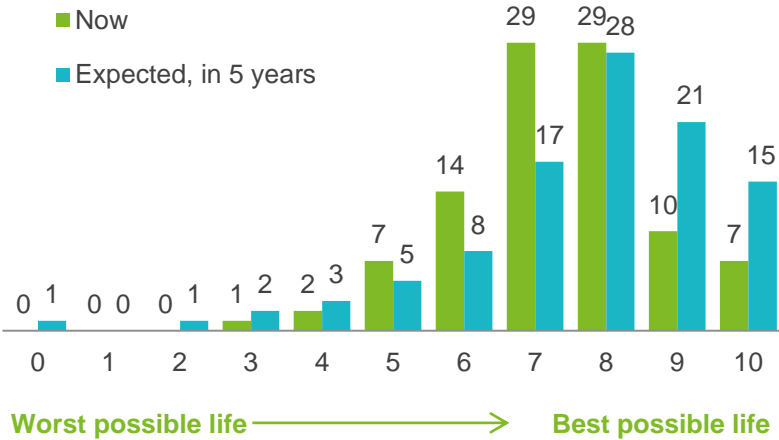
Gallup classify respondents into three segments:

1. **Thriving** - wellbeing that is strong, consistent, and progressing. These respondents have positive views of their present life situation (7+) and have positive views of the next five years (8+).According to Gallup studies, this segment reports significantly fewer health problems, fewer sick days, less worry, stress, sadness, anger, and more happiness, enjoyment, interest, and respect.

2. **Struggling** - wellbeing that is moderate or inconsistent. These respondents have moderate views of their present life situation OR moderate OR negative views of their future. They are either struggling in the present, or expect to struggle in the future. According to Gallup studies, this segment reports more daily stress and worry about money than the "thriving" respondents, and more than double the amount of sick days. They are more likely to smoke, and are less likely to eat healthy.

3. **Suffering** - wellbeing that is at high risk. These respondents have poor ratings of their current life situation (4 and below) AND negative views of the next five years (4 and below). According to Gallup studies, people in this segment are more likely to report lacking the basics of food and shelter, more likely to have physical pain, a lot of stress, worry, sadness, and anger. They have less access to health insurance and care, and more than double the disease burden, in comparison to "thriving" respondents.

Quality of life ratings
% of respondents

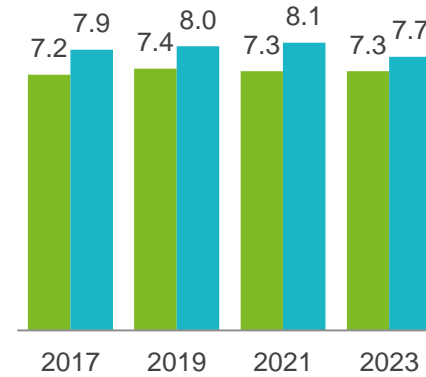Thriving 58 Struggling 41 Suffering 2

MARKYT

Quality of life ratings now and in five years' time

Quality of life ratings
% of respondents

- ■ Now
- ■ Expected, in 5 years

Rating	0	1	2	3	4	5	6	7	8	9	10
Now	0	0	0	1	2	7	14	29	29	10	7
Expected, in 5 years	1	0	1	2	3	5	8	17	28	21	15

Worst possible life ⟶ Best possible life

Trend Analysis
Average rating

	2017	2019	2021	2023
Now	7.2	7.4	7.3	7.3
Expected	7.9	8.0	8.1	7.7

Industry Comparisons
Average rating, quality of life now

City of Belmont	7.3
Australia^	7.3

Variances across the community
Average rating

	Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
Now	7.3	7.4	6.2	7.2	7.3	6.9	7.0	7.6	8.0	7.3	7.3	7.2	7.0	7.2	6.3	7.7	6.9	7.7	7.1	6.9	7.5	7.5	7.2
5 years	7.7	7.8	7.1	7.7	7.8	7.8	7.8	8.1	7.2	7.7	8.1	7.6	7.3	7.7	7.2	8.2	7.5	8.0	7.7	7.4	7.9	7.9	7.7

Q. **Overall, how good is your life when you step back and think about it?** How would you score your life **now**? And, in five years?
0 = worst possible life; 10 = best possible life. Base: All respondents, excludes 'unsure' and 'no response' (n = varies, 785 to 793)
^ Australia - Better Life Index Edition 2017, https://stats.oecd.org/#

MARKYT

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Benchmarking Excellence Program

Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Belmont as a 'place to live' and as a 'governing organisation'. The City of Belmont's overall performance index score is 65 out of 100, 1 index point above the industry average.

Overall Performance Index Score
average of 'place to live' and 'governing organisation'

- ■ City of Belmont
- ■ Metropolitan Councils
- ■ Regional Councils
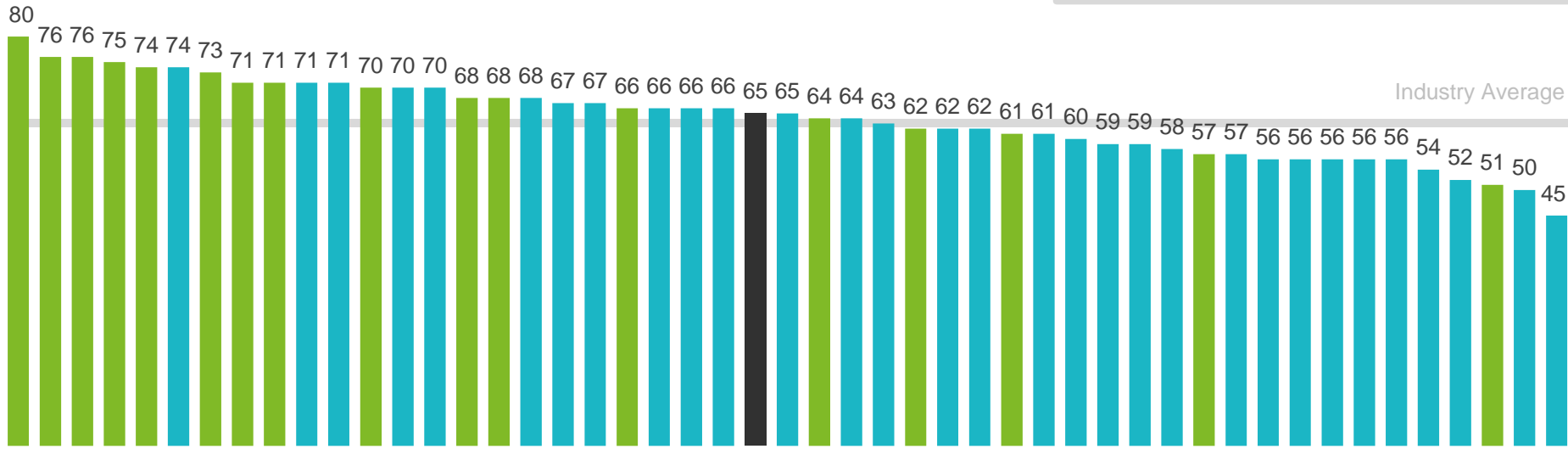
MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	65
Industry High	80
Industry Average	64

Bar chart values: 80, 76, 76, 75, 74, 74, 73, 71, 71, 71, 71, 70, 70, 70, 68, 68, 68, 67, 67, 66, 66, 66, 66, 65, 65, 64, 64, 63, 62, 62, 62, 61, 61, 60, 59, 59, 58, 57, 57, 56, 56, 56, 56, 56, 54, 52, 51, 50, 45

Industry Average

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The MARKYT® Benchmark Matrix (shown in detail overleaf) illustrates how the community rates performance on individual measures, compared to how other councils are being rated by their communities.
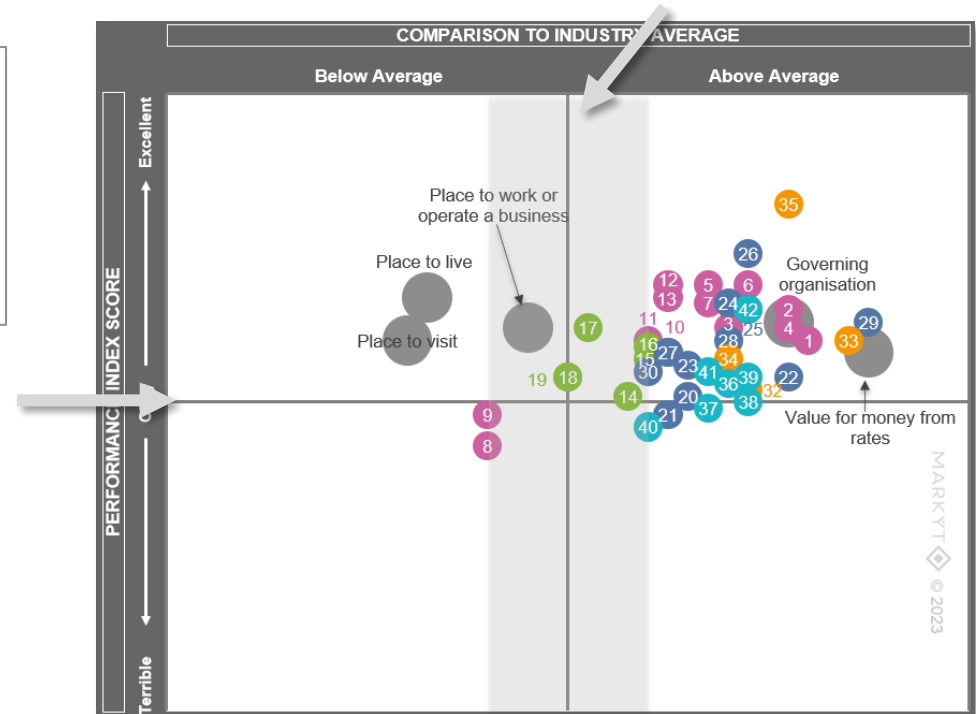
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

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

COMPARISON TO INDUSTRY AVERAGE

Below Average | Above Average

PERFORMANCE INDEX SCORE

Excellent — Terrible

Place to work or operate a business

Place to live

Place to visit

Governing organisation

Value for money from rates

MARKYT ◆ © 2023

MARKYT ◆

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MARKYT◆ Benchmark Matrix

Below Average

Above Average

PERFORMANCE INDEX SCORE

Excellent

Okay

Terrible

Place to work or operate a business

Place to live

Place to visit

Governing organisation

Value for money from rates

-20

0

20

1 Youth services / facilities
2 Family & children's services / facilities
3 Seniors' services & care
4 Disability access & inclusion
5 Recognition for First Nations' people
6 Multiculturalism / cultural diversity
7 Volunteer recognition & support
8 Safety & crime prevention
9 Lighting of streets and public places
10 Animal management (dogs and cats)
11 Health and community services
12 Sport & recreation facilities / services
13 Festivals, events, art & cultural activities
14 Sustainable practices / climate change
15 Conservation management
16 Swan River
17 Waste management
18 Noise, pests, pollution, food inspections
19 Natural disaster management
20 Responsible growth & development
21 Planning approvals
22 Building approvals
23 Housing
24 Local history & heritage
25 Community buildings, halls & toilets
26 Playgrounds, parks & reserves
27 Streetscapes, trees & verges
28 Footpaths, trails & cycleways
29 Local roads
30 Traffic management
31 ~~Info on walking, cycling, public transport~~
32 Economic development & job creation
33 Belmont City Centre development
34 Education, training & life-long learning
35 Library services
36 Council's leadership
37 Advocacy & lobbying
38 Consultation
39 Communication
40 Openness & transparency
41 Change, innovation & technology
42 Customer service

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

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~~Strikethrough~~ indicates no industry comparison

The City of Belmont is leading the industry in 5 areas:

- Multiculturalism: recognition of cultural diversity

- Value for money from rates

- Openness and transparency

- City's website

- Be-News - email newsletter
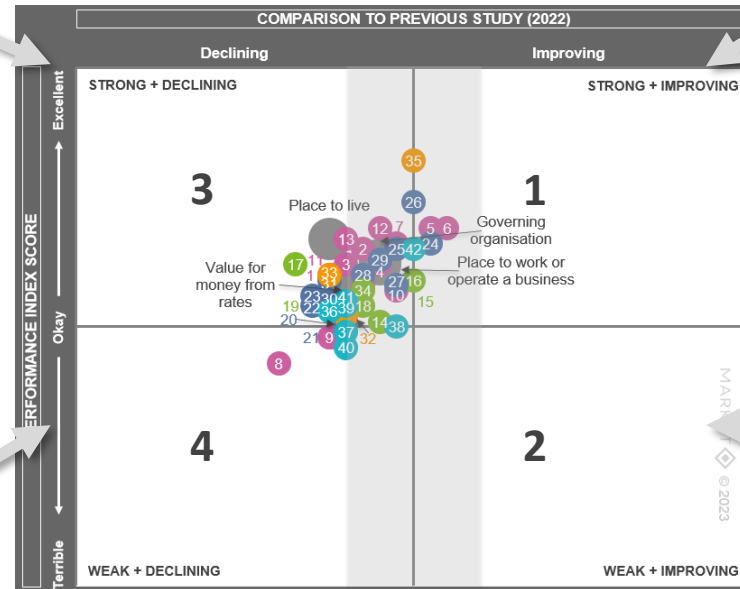
1st Place

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 areas such as:

- Waste management
- Housing
- Building approvals
- Natural disaster management
- Youth services
- Health and community services
- Belmont City Centre
- Traffic management
- Information on walking, cycling and public transport

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

- Safety and crime prevention
- Lighting of streets and public places
- Planning approvals
- Advocacy and lobbying
- Openness and transparency

COMPARISON TO PREVIOUS STUDY (2022)

Declining | Improving

STRONG + DECLINING | STRONG + IMPROVING

PERFORMANCE INDEX SCORE

Excellent | Okay | Terrible

3 | 1

Place to live

Governing organisation

Value for money from rates

Place to work or operate a business

4 | 2

WEAK + DECLINING | WEAK + IMPROVING

© 2023

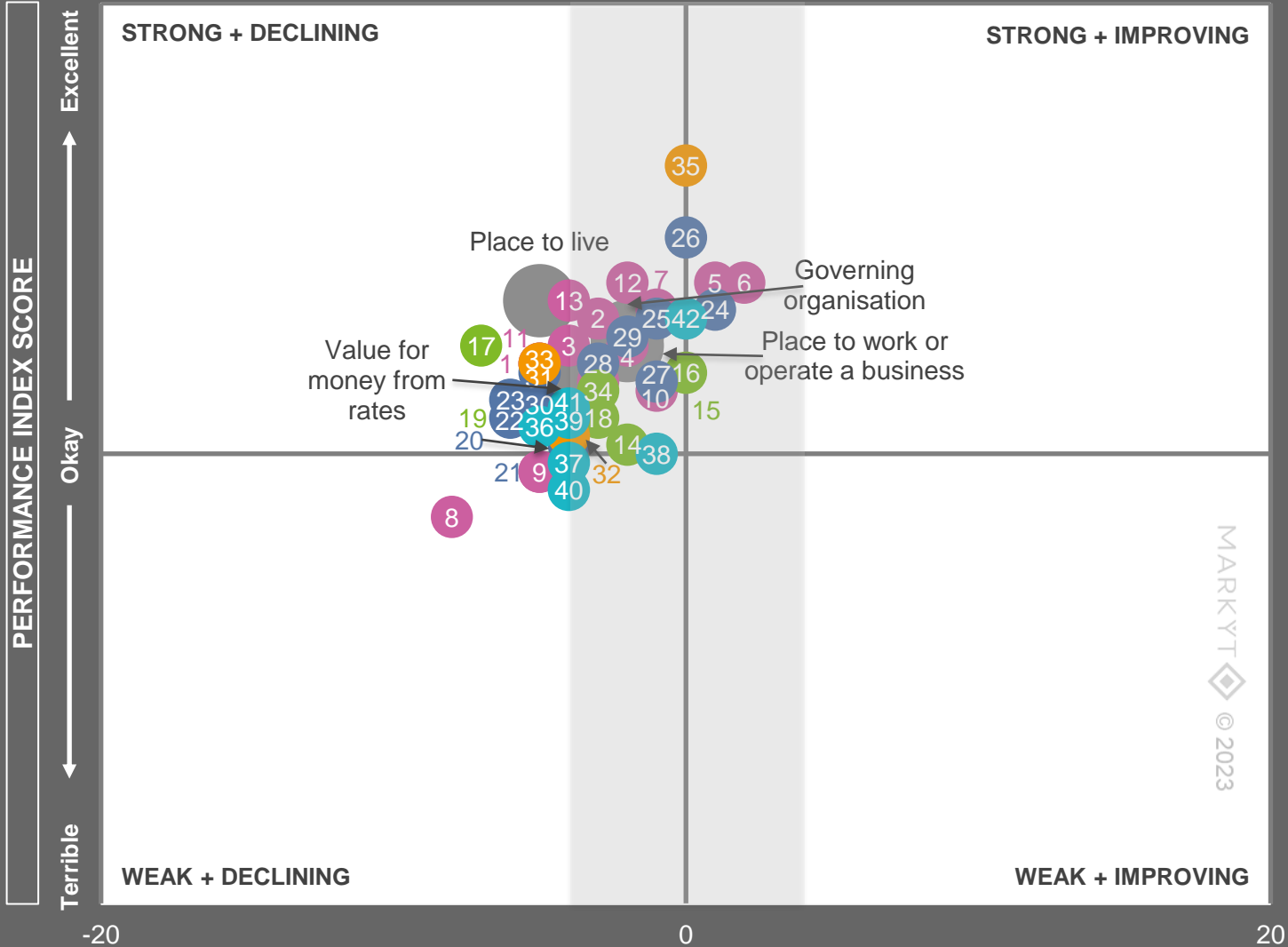**Window 1** includes higher performing areas that have improved. **Marginal improvers** are:

- Multiculturalism; cultural diversity
- Recognition for First Nations' people
- Local history and heritage

Window 2 includes lower performing areas that are improving.

There were no services in this window.

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MARKYT ◆ Community Trends Window

COMPARISON TO PREVIOUS STUDY (2022)

Declining | Improving

STRONG + DECLINING

STRONG + IMPROVING

WEAK + DECLINING

WEAK + IMPROVING

PERFORMANCE INDEX SCORE

Excellent — Okay — Terrible

Place to live
Governing organisation
Value for money from rates
Place to work or operate a business

-20   0   20

1 Youth services / facilities
2 Family & children's services / facilities
3 Seniors' services & care
4 Disability access & inclusion
5 Recognition for First Nations' people
6 Multiculturalism / cultural diversity
7 Volunteer recognition & support
8 Safety & crime prevention
9 Lighting of streets and public places
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39 Communication
40 Openness & transparency
41 Change, innovation & technology
42 Customer service

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

31

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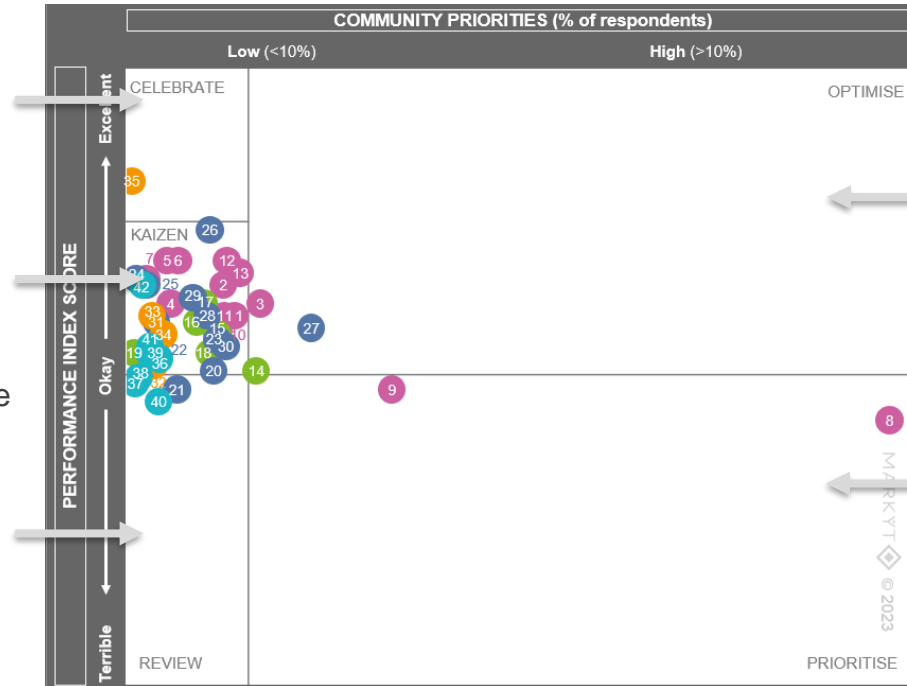
The MARKYT® Community Priorities chart maps priorities against performance in all service areas.

CELEBRATE the City'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 to focus its attention.

COMMUNITY PRIORITIES (% of respondents)

Low (<10%) High (>10%)

CELEBRATE — OPTIMISE — KAIZEN — REVIEW — PRIORITISE

PERFORMANCE INDEX SCORE: Excellent — Okay — Terrible

Services are grouped in five areas:

- ● People
- ● Planet
- ● Place
- ● Prosperity
- ● Performance

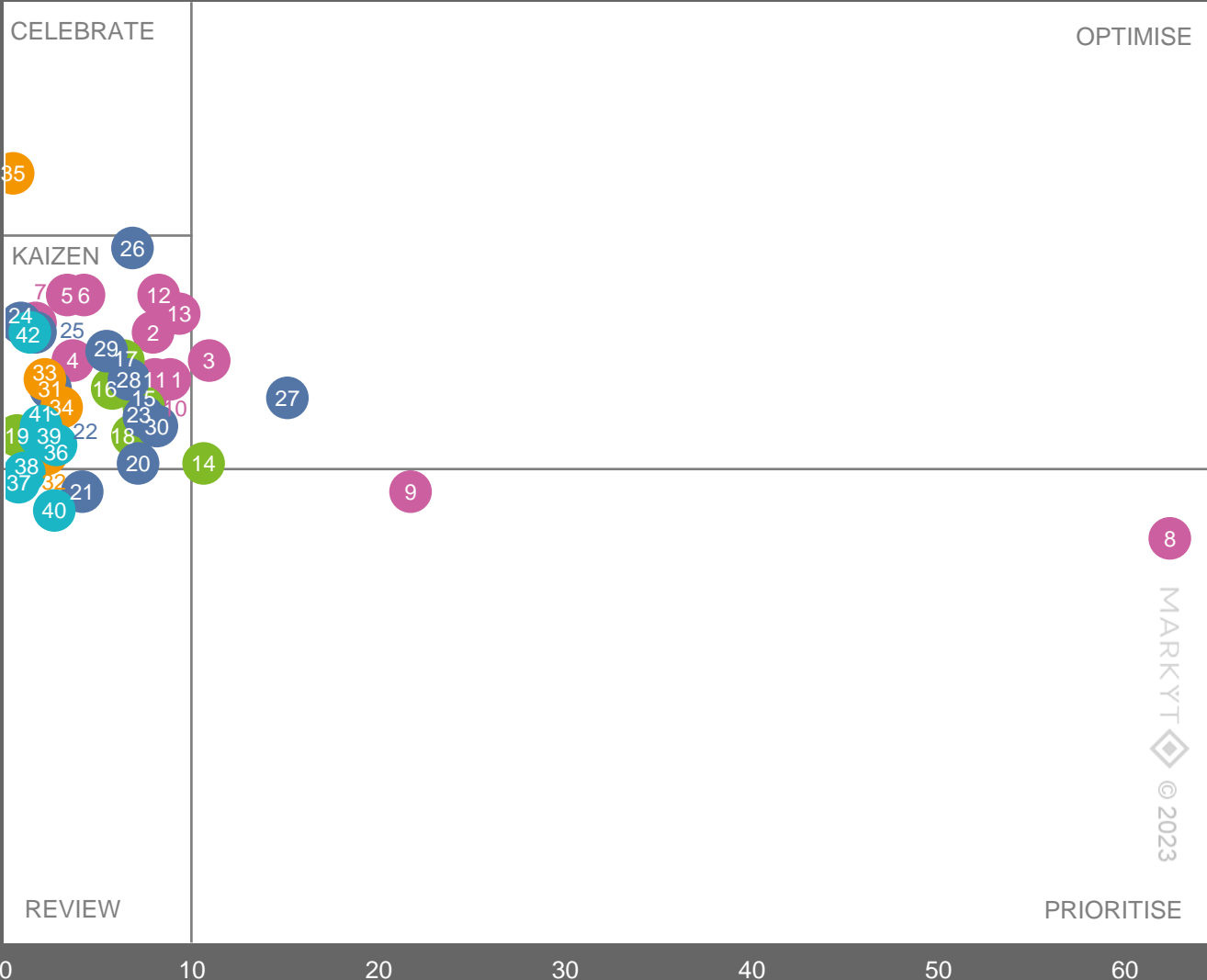# MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%) High (>10%)

PERFORMANCE INDEX SCORE

CELEBRATE OPTIMISE

Excellent / Okay / Terrible

KAIZEN

REVIEW PRIORITISE

1 Youth services / facilities
2 Family & children's services / facilities
3 Seniors' services & care
4 Disability access & inclusion
5 Recognition for First Nations' people
6 Multiculturalism / cultural diversity
7 Volunteer recognition & support
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41 Change, innovation & technology
42 Customer service

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)
Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 853)

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Community Action Plans

Top priorities

Safety and crime prevention

Community driven actions

- Advocate for a more visible police presence throughout the city. Residents have requested a 24-hour police station and more patrols around shopping centres, parks and other known hotspots.

- Provide more council security patrols and advocate for the rangers to have wider powers.

- Install more CCTV and lighting in streets, parks and public areas.

- Provide incentives for residents to install CCTV and other security measures at their properties.

- Provide accommodation and support services for the homeless.

- Lobby the state government to maintain public housing properties and manage problem tenants.

- Provide more drug and alcohol education and outreach programs.

- Engage with at-risk youth by providing mentoring and activities to provide connection with their community.

Community Voices

"Council to lobby for more police officers on the street and more visibility of police."

"Belmont police station open 24 hrs. 7 days a week."

"More police presence at Belmont Forum. There is far too much antisocial behaviour and theft. It feels unsafe and I'm so sick of seeing it."

"Lobby to empower rangers and security people with power of arrest."

"Eyes on the street need to be proactive not reactive and actually make you feel like they can help."

"More security systems at local shops eg cameras."

"More security patrols within the City of Belmont. Possible incentives/rebates for adding extra security to homes. Upgrading the streetlights so the streets and footpaths aren't so dark at night and early mornings."

"Housing and rehabilitation facilities for homeless and displaced people currently living in parks and public areas. Stronger and more visual police presence around public areas and facilities."

"Drop in, homeless, sober up centres to get people off the street."

"Work closely with Dept of Housing to remove unruly tenants and also to get Dept of Housing to better police the houses they provide. Some of the houses are in disgusting condition yet nothing changes. They are an eyesore and a blight on our community."

"Work closely with state government departments regarding state housing - managing problem tenants, maintaining properties etc."

"Talks at local schools about dangers of vaping with young people who have suffered health conditions as a result giving the talks. Same with nangs."

"Possibly more outreach services so people can try and obtain support, rather than begging and using substances in public places."

"Address youth 'boredom' by developing accessible programs and activities to encourage positive involvement in the community (sports / arts / music / fishing / workshops / animal husbandry etc)."

"Address homelessness. More visible patrols. Noongar elders visible and helping youth and others on the street and at shopping centres."

MARKYT ◆

Lighting of streets and public places

Community driven actions

- Provide better, brighter lighting of streets, parks and footpaths to deter crime and make residents feel safer at night.

- Improve lighting of parks, the riverfront, walkways and cycleways to make them safe for commuting and exercising in the early morning and at night.

- Improve lighting around Redcliffe train station.

- Upgrade street-lights to use LEDs.

- Advocate for underground power.

Community Voices

"Lighting to help for night walks and preventing crime."

"Much more street lighting and lighting at parks, too many people lurking in the shadows which goes back to crime prevention."

"There needs to be adequate lighting on the smaller streets in the area so that you can feel safe at night walking. At the moment I would not venture out once it gets dark and that's not a nice thing to feel about the place you live."

"More street lights! It's so dark. Also want to be able to walk around Tomato Lake before the sun is up but it's so dark. Lots of people walking that time would be safer with lighting."

"I would like to see improved lighting and CCTV along the riverfront and major roads to improve safety for walking/cycling in the evening, which would help with community fitness/outdoor activities."

"There is no lighting along the Belmont riverfront path nor the cycle path that leads from the Balbuk Way boat ramp up to Riversdale Road in the Springs. This path in particular is a main commuter route and is also used by local residents to access events at Optus Stadium but there is no lighting on the path."

"Zone around Redcliffe train station. I.e. walking to Ascot or deeper into Redcliffe needs urgent review. Not safe at night and means train use off limits once it gets dark!"

"More use of LED to light up street-lights where council owned."

"Lighting used to be expensive to buy and expensive to run. LED tech has changed this dramatically. We should be able to acheive improved lighting for security and be able to achieve this with subtlety - more lights but dimmer and warmer lights - and without having to "flood" places with cold light."

"I would like power to be moved underground. It will look better and will allow more trees to grow."

"Upgrade power lines to underground HV power lines. It is surprising that Redcliffe still has cables hanging from roofs to main poles. This should be underground. Most Cabling should go underground. This is to reduce the risk of electrocution and damage by car crashes."

MARKYT◆

Streetscapes, trees and verges

Community driven actions

- Beautify the streetscape by planting more trees to create a shade canopy and support biodiversity.

- Plant more native trees and plants on verges, median strips and in public spaces.

- Keep verges neat and well maintained – prune trees, mow grass, remove weeds etc and support the planting of native/edible verges.

- Provide incentives for residents to keep their properties well maintained.

- Advocate for underground power.

- Upgrade shop facades and streetscapes around the Koorong Road shopping precinct.

Community Voices

"More trees - increased shade in public places helps activate any public area of Belmont."

"Plant a lot more trees. Aim for every property to have a street tree. Also use verges within suburbs for other vegetation to increase habitat and improve amenity."

"Plant more native trees. Not European trees that have no leaves in winter and provide no home for our local birds."

"Verges mowed before the grass grows so high it becomes a fire hazard. Suitable trees planted on the verges. Improved areas for parking so streets can be accessed with clear vision ahead."

"Verges to be sprayed for weeds and the trees pruned better and more regularly"

"Plant more trees, reduce lawn areas, allow people to plant veggies etc on their verges."

"Planting native verges and trees, it seems in an effort for better verges lots of non-native plants and trees which are invasive and messy are being planted, some research into native alternatives would be an improvement in this area."

"Awards for best kept yards / street - voucher at the local Bunnings / free mulch / or neighbourhood street party."

"More people need to be encouraged to take care of their front verges. I also like the concept of the council planting trees."

"Underground power - will enhance the suburb greatly."

"We need to bury the power lines in all of the suburbs in Belmont and then plant the trees that can grow into a canopy to decrease temperature in summer and more homes for the birds eg Acton Avenue looks fantastic. Also could the council please take care of all the verges as they are an eyesore as people cannot be bothered to weed or mow them. It is not a good look when you drive around Belmont as it is hit and miss."

"Develop better streetscape along Kooyong Road and Gerring Court to deter loitering outside the IGA."

"The Rivervale Kooyong shop precinct needs a complete overhaul in shop facades. It needs a cool cafe to draw people in. And clean up the IGA area more. Draw away undesirable people."

MARKYT◆

Sustainable practices and climate change

Community driven actions

- Introduce a FOGO bin system.

- Provide more education on waste, recycling and sustainability.

- Provide more recycling bins and drop-off points for soft plastics, batteries, light bulbs etc.

- Provide incentives for residents to adopt sustainable measures in their homes - solar panels, rainwater tanks, batteries etc.

- Introduce stricter sustainability guidelines for new developments – eg solar panels, no dark roofs, minimum green space etc.

- Retain trees and green space in new developments and plant more trees to increase shade canopy and reduce urban heat.

- Encourage active transport with more footpaths, cycle paths and parking bays for scooters, motorcycles etc.

- Facilitate the transition to electric vehicles with more EV charging stations.

Community Voices

"The City has been promoting FOGO bins since 2019 and we are still waiting."

"More public awareness of using less packaging and less plastic. Articles in Belmont Bulletin perhaps about car sharing and composting."

"More recycling and direction, education. Green waste access. Recycle bins around shops."

"Expand recycling locations for batteries, light bulbs etc so that these can be dropped off while doing the weekly groceries at the forum."

"More bins for appropriate recycling. Rebates for sustainable housing alterations/work. Native/waterwise gardens"

"Provide incentives for community to live more sustainably. Eg. Electric vehicle infrastructure, subsidies for water tanks, solar power, batteries, grey water. Encourage Recycling."

"Better planning decisions for sustainable development- new developments have to be of better quality for life in changing climate. No more poor quality housing infill - no more black roofing. Reduce urban heating."

"All new building developments should have solar panels & water tanks & some consideration to environmental sustainability in their design."

"Plant more trees. Ban cutting down of established trees by businesses and developers."

"Address climate change by increasing the tree canopy and green spaces."

"Disincentivise the use of large vehicles for local trips by increasing the number of small car bays, EV recharge bays, scooter & motorcycle bays. Look at connecting residents to existing cycling infrastructure on arterial routes through the creation of more cyclist friendly roads like Surrey Road"

"Safe, PLANNED, specific cycle paths / escooter / mobility scooter roads throughout the area. The current cycle path around the area (Tonkin highway) is brilliant. . . . If you want less cars and green house gases, please make much better cycle / emobility road ways."

"Battery charging stations for future bikes vehicles etc."

MARKYT ◆

Seniors' services and care

Community driven actions

- Provide a range of activities and events to keep seniors active and connected in their community. Suggestions include free social events, outdoor exercise groups, games, arts and crafts and a men's shed.

- Advertise the range of services and activities available for seniors more widely – do not rely solely on electronic communications.

- Improve access for seniors to services and activities with improved footpaths, seating, more disabled parking and community transport services.

- Lobby for a wide range of affordable accommodation and care options for seniors, to include safe community housing, retirement villages and higher care facilities.

- Support seniors living independently at home with a range of home-care services.

Community Voices

"As a senior I would like to see more variety of activities to assist with the elderly - some stimulating interests provided."

"More activities in major parks eg Faulkner and Tomato Lake eg ball games, exercise programs, card games and board games to bring seniors out for activities outside their homes."

"Build a purpose-built men's shed with off street parking on the old Kewdale hall site that has been derelict for years."

"Perhaps send out information for what is available for seniors as not everyone has computers or iPads."

"More active seniors' hub. More info to the public. I've been there and the doors are closed and no info on what is happening."

"With an aging population, ensure access to public buildings is appropriate. Ensure sufficient facilities available at reasonable prices. Support local initiatives such as Men's Shed, activities at Belmont Oasis."

"Footpaths that are not uneven."

"Parking access at parks and venues, suitable designated seating in outdoor areas, physical accessibility for people with walking sticks, frames etc."

"Provision of free transport to shopping areas and medical centres for seniors."

"More senior safe community housing."

"Greater aged care residential facilities with mixed housing options for people with varying degrees of impairment."

"Funding for a multi purpose aged/retirement home. 2-bedroom house type units along side a higher care hotel type 1 bed units with meals etc provided then a palliative highest care 24 hour supervised rooms."

"With our population getting older, people want to stay in their own homes so it helps if people can access services that help them achieve that."

"Include volunteer services for seniors both as a referral service and as a service in its own right. Work with local providers to assess needs and advocate to state and Commonwealth Government for funding, programs and projects to acontactssist."

"Possible Register of elderly people living on their own for a daily phone to check if they have a problem."

MARKYT◆ 40

Personal wellbeing scores

Quality of life dimensions

Respondents were invited to self-assess seven quality of life dimensions. A MARKYT® Wellbeing Index was calculated to track and benchmark results. The Index Score is a single measure that takes all respondent ratings into account. It is a zero-based score expressed out of 100, where 0 is poor and 100 is excellent.

Perceptions of general health have remained steady since 2020, with a Wellbeing Index Score of 61 points out of 100 close to par with the WA average. The biggest improvements were for diet, nutrition and exercise, with work opportunities and social relationships also trending positively. Finance was the only dimension to trend down.
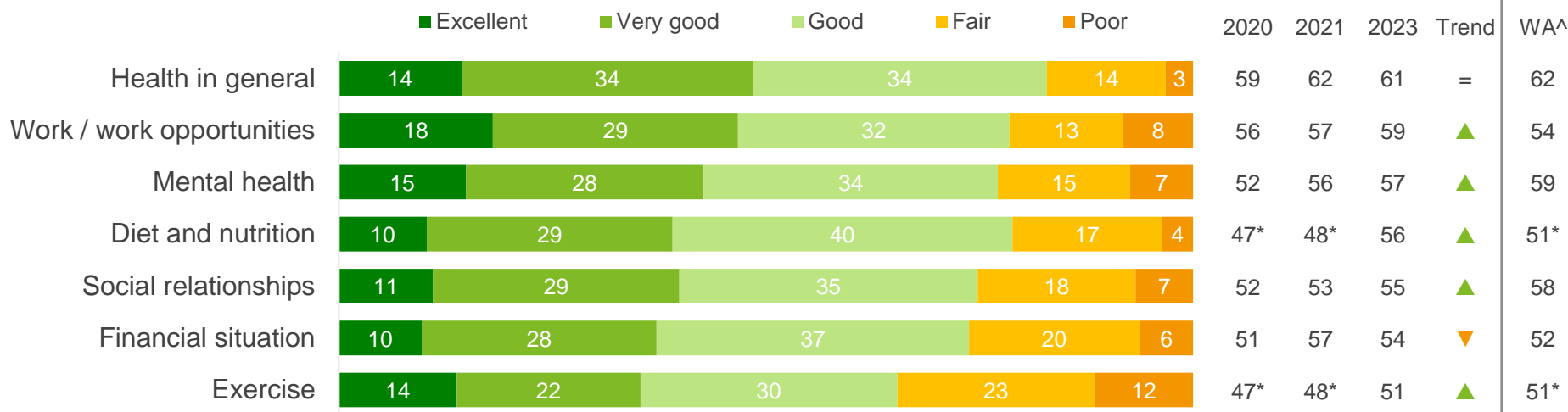
The lowest rated quality of life dimension was exercise. As shown overleaf, exercise ratings were lowest among parents with young children (0-4 years), First Nations' peoples, and people who mainly speak a language other than English.

Currently, how good is your life in relation to your:
% of respondents

Wellbeing Index Score

Legend: ■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

	Excellent	Very good	Good	Fair	Poor	2020	2021	2023	Trend	WA^
Health in general	14	34	34	14	3	59	62	61	=	62
Work / work opportunities	18	29	32	13	8	56	57	59	▲	54
Mental health	15	28	34	15	7	52	56	57	▲	59
Diet and nutrition	10	29	40	17	4	47*	48*	56	▲	51*
Social relationships	11	29	35	18	7	52	53	55	▲	58
Financial situation	10	28	37	20	6	51	57	54	▼	52
Exercise	14	22	30	23	12	47*	48*	51	▲	51*

Q. **Currently, how good is your life in relation to your:** [insert quality of life dimension]
Base: All respondents, excludes 'no response' (n = varies from 646 to 770)
^ Source: CATALYSE®, 2020, *MARKYT® Community Resilience Scorecard*   * Historical and benchmark score = Diet and exercise

42

Quality of life dimensions
Community variances

Quality of life scores tend to be lower among people with disability, people who are renting, and in Cloverdale, while quality of life appears to be higher in Ascot and Ascot Waters, and among 50-64 year olds. Other noteworthy findings include:

- Younger adults express greater concern with mental health, diet and nutrition, and their financial situation.
- Parents with young children (0-4 years) struggle the most with exercise, closely followed by First Nations and CALD peoples.
- Ratings for work and work opportunities drop off significantly after the aged of 65 years.

Variances across the community
Wellbeing index score

	Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
Health in general	61	62	52	62	60	60	61	63	58	60	62	64	65	63	46	53	59	70	59	59	59	61	60
Work / opportunities	59	62	38	62	57	57	62	64	41	57	61	65	64	60	42	61	56	72	58	52	62	56	60
Mental health	57	59	43	59	55	47	57	63	67	58	58	56	58	58	45	61	58	63	57	52	58	57	57
Diet and nutrition	56	58	45	58	56	51	55	59	63	59	50	58	59	59	48	46	55	63	59	53	54	57	55
Social relationships	55	56	45	54	56	54	53	58	56	56	54	58	57	54	47	53	51	59	53	51	55	57	56
Financial situation	54	57	33	56	52	50	54	60	53	54	54	55	54	56	42	68	51	58	56	49	53	54	53
Exercise	51	51	47	52	50	51	48	51	54	55	40	51	56	52	53	41	43	61	49	48	48	53	51

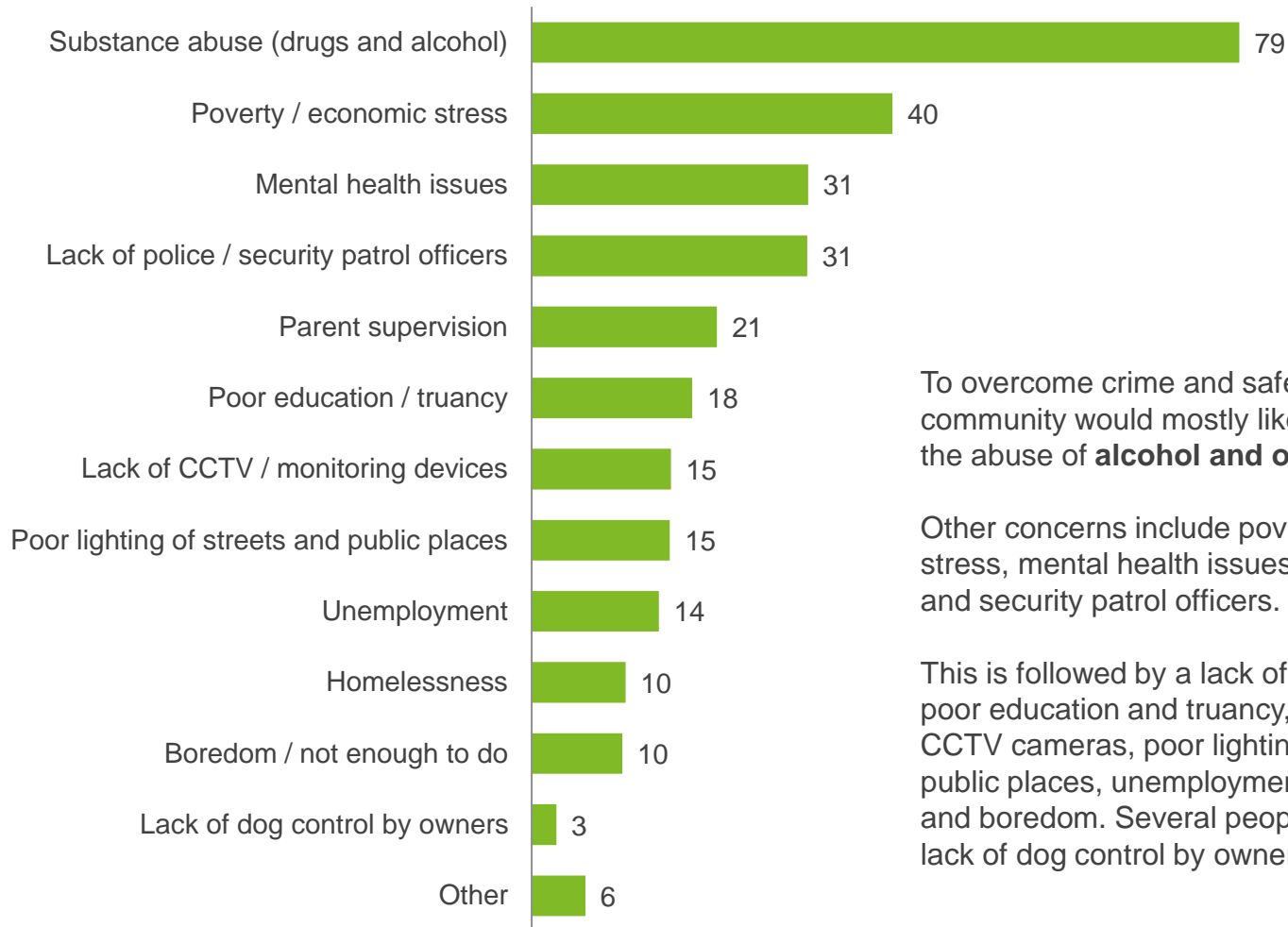Q. **Currently, how good is your life in relation to your:**
Base: All respondents, excludes 'no response' (n = varies from 646 to 770)

MARKYT

Community safety

Main perceived contributors to crime and safety issues

Main perceived contributors to crime and safety issues
% of respondents

Contributor	%
Substance abuse (drugs and alcohol)	79
Poverty / economic stress	40
Mental health issues	31
Lack of police / security patrol officers	31
Parent supervision	21
Poor education / truancy	18
Lack of CCTV / monitoring devices	15
Poor lighting of streets and public places	15
Unemployment	14
Homelessness	10
Boredom / not enough to do	10
Lack of dog control by owners	3
Other	6

To overcome crime and safety issues, the community would mostly like the City to address the abuse of **alcohol and other drugs**.

Other concerns include poverty and economic stress, mental health issues, and a lack of police and security patrol officers.

This is followed by a lack of parent supervision, poor education and truancy, a perceived lack of CCTV cameras, poor lighting of streets and public places, unemployment, homelessness and boredom. Several people also mentioned a lack of dog control by owners.

Q. **In your opinion, what are the top 3 contributors to crime and safety issues in the local area?**
Base: All respondents, excludes 'no response' (n = 688)

MARKYT◆ 45

Community safety and crime prevention

Performance ratings
% of respondents
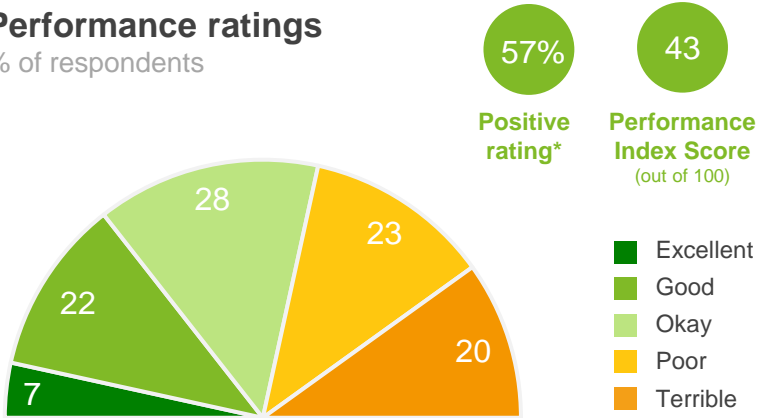
57%
Positive rating*

43
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

7 | 22 | 28 | 23 | 20

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
54	58	55	57	56	57	59	50	52	48	47	51	43

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	43
Industry High	66
Industry Average	47

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
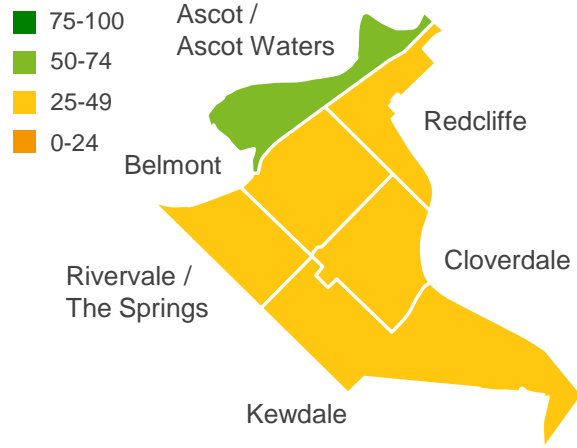
Location

Ascot / Ascot Waters	51
Belmont	43
Cloverdale	44
Kewdale	45
Redcliffe	36
Rivervale / The Springs	43

Community variances
Performance Index Score

Gender

Male	42
Female	45

Age

14-34 years	39
35-49 years	37
50-64 years	45
65+ years	59

Age of children

0-4 years	39
5-11 years	40
12-17 years	42
18+ years	43
No children	45

Disability & culture

Disability	44
First Nations#	45
Mainly speak LOTE	37

Homeownership

Homeowner	43
Renting / other	43

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 886).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

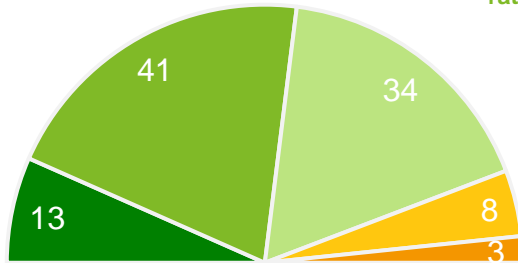**MARKYT◆**

Graffiti removal services

Performance ratings
% of respondents
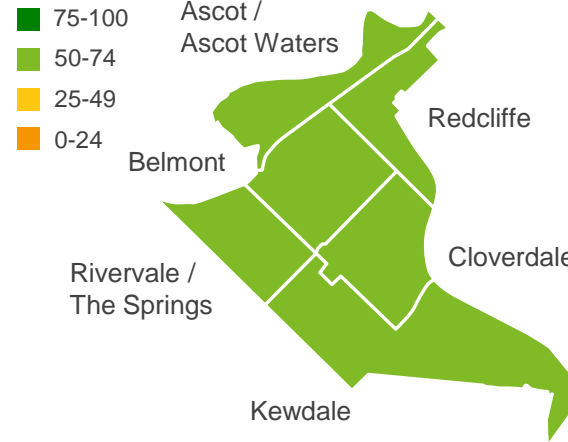
88% — Positive rating*

63 — Performance Index Score (out of 100)

- **13** Excellent
- **41** Good
- **34** Okay
- **8** Poor
- **3** Terrible

Legend:
- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
NA	61	62	67	67	67	68	64	65	64	63	66	63

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	63
Industry High	NA
Industry Average	NA

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	63
Belmont	62
Cloverdale	61
Kewdale	64
Redcliffe	65
Rivervale / The Springs	65

Community variances
Performance Index Score

Gender
| Male | 62 |
| Female | 65 |

Age
14-34 years	58
35-49 years	62
50-64 years	65
65+ years	69

Age of children
0-4 years	62
5-11 years	59
12-17 years	66
18+ years	63
No children	64

Disability & culture
Disability	60
First Nations[#]	61
Mainly speak LOTE	61

Homeownership
| Homeowner | 63 |
| Renting / other | 61 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 551).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Control of vandalism and anti-social behaviour

Performance ratings
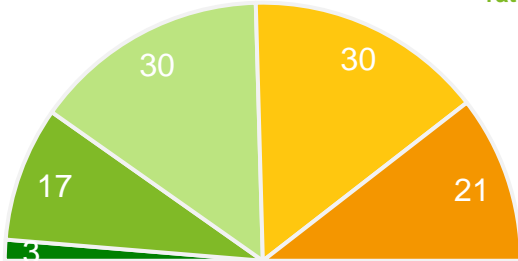% of respondents

49% Positive rating*
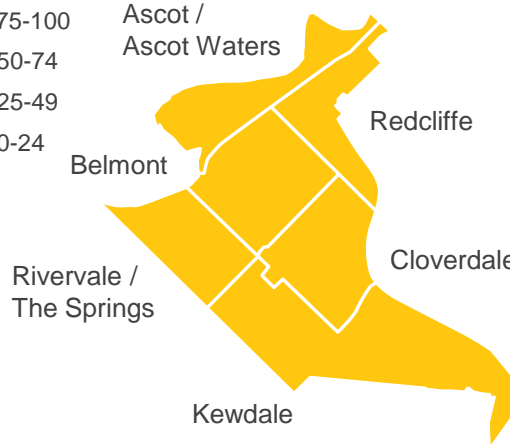
38 Performance Index Score (out of 100)

- ■ Excellent
- ■ Good
- ■ Okay
- ■ Poor
- ■ Terrible

Values on chart: 3, 17, 30, 30, 21

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
50	53	54	57	52	57	56	50	52	50	45	47	38

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	38
Industry High	64
Industry Average	49

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	41
Belmont	36
Cloverdale	36
Kewdale	41
Redcliffe	33
Rivervale / The Springs	40
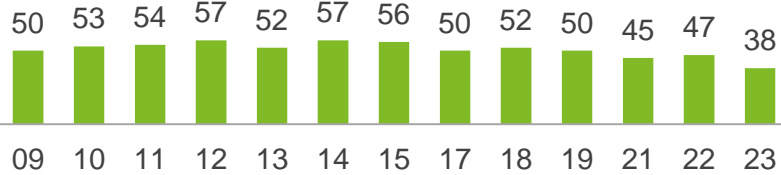
Community variances
Performance Index Score

Gender

Male	38
Female	38

Age

14-34 years	34
35-49 years	35
50-64 years	37
65+ years	**49**

Age of children

0-4 years	35
5-11 years	37
12-17 years	41
18+ years	36
No children	38

Disability & culture

Disability	36
First Nations#	41
Mainly speak LOTE	36

Homeownership

Homeowner	38
Renting / other	35

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 694).
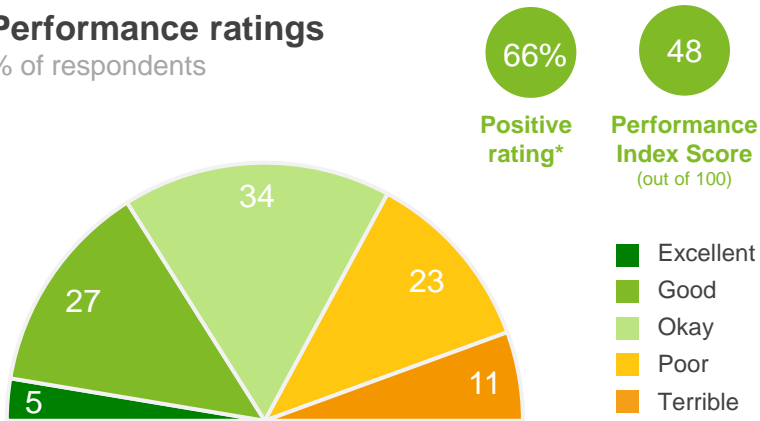* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)
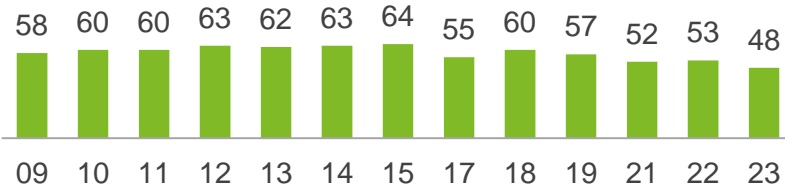
MARKYT◆

48

Lighting of streets and public places

Performance ratings
% of respondents

66% Positive rating*

48 Performance Index Score (out of 100)

- Excellent — 5
- Good — 27
- Okay — 34
- Poor — 23
- Terrible — 11

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
58	60	60	63	62	63	64	55	60	57	52	53	48

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	48
Industry High	66
Industry Average	52

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Rivervale / The Springs
Cloverdale
Kewdale
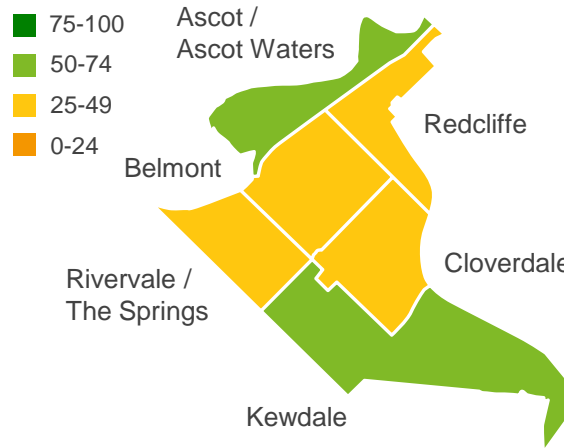
Location

Ascot / Ascot Waters	57
Belmont	49
Cloverdale	47
Kewdale	50
Redcliffe	44
Rivervale / The Springs	46

Community variances
Performance Index Score

Gender

Male	48
Female	48

Age

14-34 years	45
35-49 years	42
50-64 years	51
65+ years	59

Age of children

0-4 years	42
5-11 years	45
12-17 years	52
18+ years	49
No children	50

Disability & culture

Disability	51
First Nations#	51
Mainly speak LOTE	42

Homeownership

Homeowner	48
Renting / other	47

Q. **How would you rate performance in the following areas?**
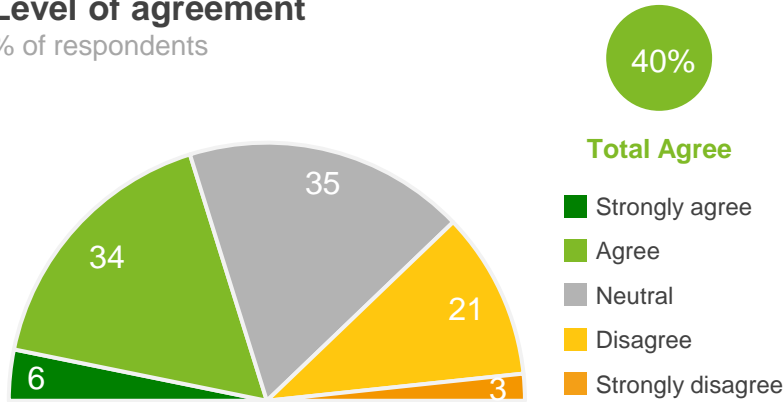Base: All respondents, excludes 'unsure' and 'no response' (n = 926).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆ 49

Sense of community
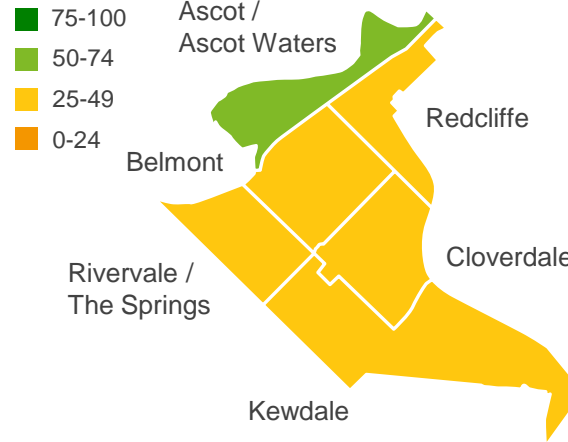
There is strong community spirit in my local area

Level of agreement
% of respondents

40%

Total Agree

- 6 Strongly agree
- 34 Agree
- 35 Neutral
- 21 Disagree
- 3 Strongly disagree

Trend Analysis
% agree

2017	2019	2021	2023
NA	NA	NA	40

MARKYT Industry Standards
% agree

City of Belmont	40
Industry High	65
Industry Average	49

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters

Redcliffe

Belmont

Cloverdale

Rivervale / The Springs

Kewdale

Location

Ascot / Ascot Waters	53
Belmont	31
Cloverdale	34
Kewdale	48
Redcliffe	42
Rivervale / The Springs	41

Community variances
% agree

Gender

Male	36
Female	45

Age

18-34 years	30
35-49 years	43
50-64 years	48
65+ years	47

Age of children

0-4 years	45
5-11 years	50
12-17 years	46
18+ years	49
No children	39

Disability & culture

Disability	41
First Nations	53
Mainly speak LOTE	44

Homeownership

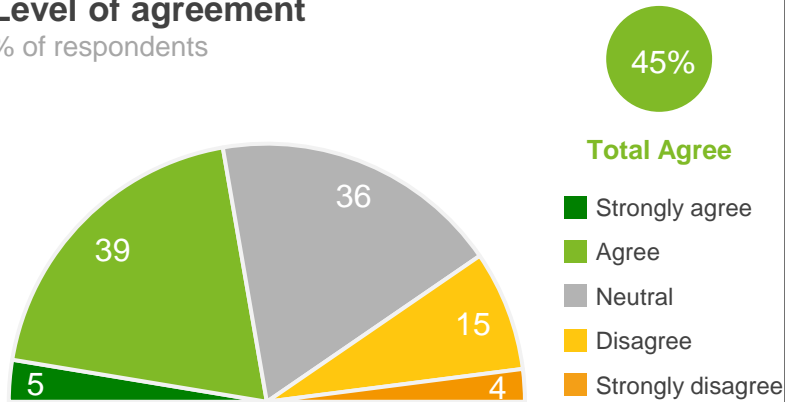| Homeowner	41
Renting / other	36

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 696).
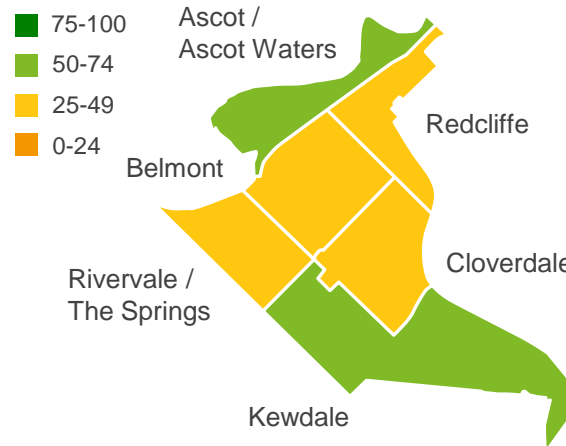
MARKYT

I feel like I belong in my local community

Level of agreement
% of respondents

45%

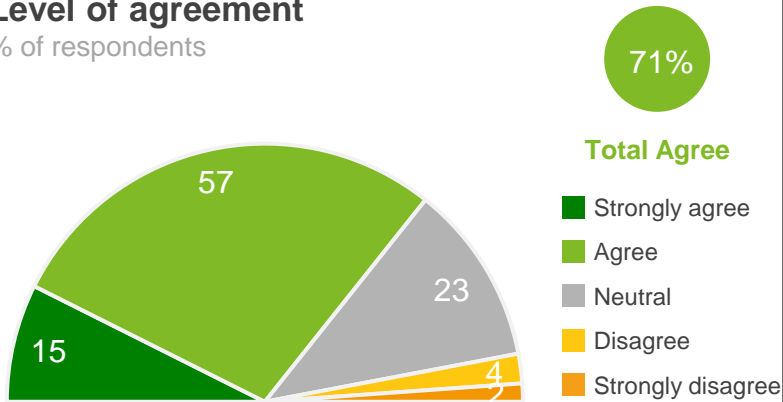**Total Agree**

- Strongly agree — 5
- Agree — 39
- Neutral — 36
- Disagree — 15
- Strongly disagree — 4

Trend Analysis
% agree

2017	2019	2021	2023
44	51	45	45

MARKYT◆ Industry Standards
% agree

City of Belmont	45
Industry High	64
Industry Average	54

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	54
Belmont	40
Cloverdale	39
Kewdale	53
Redcliffe	42
Rivervale / The Springs	45

Community variances
% agree

Gender		Age of children		Disability & culture	
Male	44	0-4 years	43	Disability	48
Female	45	5-11 years	53	First Nations	53
Age		12-17 years	59	Mainly speak LOTE	40
18-34 years	35	18+ years	52	**Homeownership**	
35-49 years	44	No children	41	Homeowner	44
50-64 years	54			Renting / other	46
65+ years	53				

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 709).

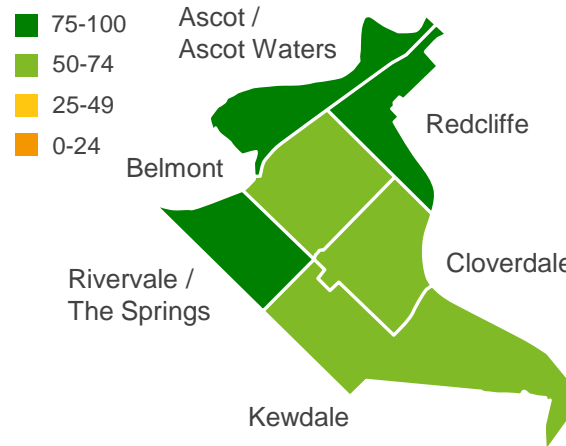MARKYT◆   52

I feel valued and appreciated by others

Level of agreement
% of respondents

71%

Total Agree

57
23
15
4
2

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Trend Analysis
% agree

2017	2019	2021	2023
74	74	61	71

MARKYT◆ Industry Standards
% agree

City of Belmont	71
Industry High	NA
Industry Average	NA

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	80
Belmont	58
Cloverdale	67
Kewdale	73
Redcliffe	79
Rivervale / The Springs	76

Community variances
% agree

Gender
| Male | 68 |
| Female | 74 |

Age
18-34 years	72
35-49 years	69
50-64 years	73
65+ years	74

Age of children
0-4 years	79
5-11 years	80
12-17 years	79
18+ years	73
No children	69

Disability & culture
Disability	77
First Nations[#]	68
Mainly speak LOTE	65

Homeownership
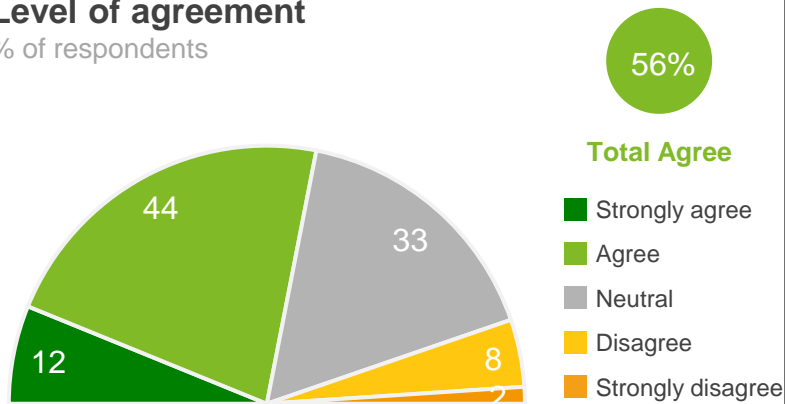| Homeowner | 72 |
| Renting / other | 65 |

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 715).

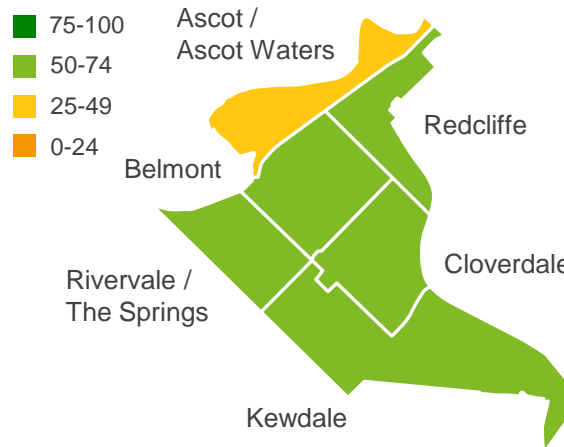# I would like to get to know my neighbours better

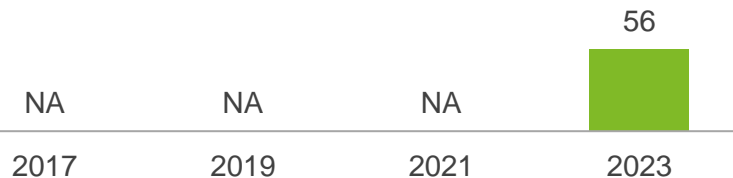## Level of agreement
% of respondents

56%

Total Agree

- 44 Agree
- 33 Neutral
- 12 Strongly agree
- 8 Disagree
- 2 (Strongly disagree)

- ■ Strongly agree
- ■ Agree
- ■ Neutral
- ■ Disagree
- ■ Strongly disagree

Trend Analysis
% agree

2017	2019	2021	2023
NA	NA	NA	56

MARKYT◆ Industry Standards
% agree

City of Belmont	56
Industry High	NA
Industry Average	NA

Geographical variances
% agree

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Ascot / Ascot Waters
Belmont
Redcliffe
Rivervale / The Springs
Cloverdale
Kewdale

Location

Ascot / Ascot Waters	49
Belmont	54
Cloverdale	51
Kewdale	59
Redcliffe	65
Rivervale / The Springs	57

Community variances
% agree

Gender

Male	55
Female	56

Age

18-34 years	58
35-49 years	62
50-64 years	52
65+ years	49

Age of children

0-4 years	68
5-11 years	67
12-17 years	57
18+ years	53
No children	53

Disability & culture

Disability	57
First Nations	40
Mainly speak LOTE	75

Homeownership

Homeowner	56
Renting / other	58

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 724).

MARKYT◆

An inclusive place for all ages,
levels of ability and cultures.

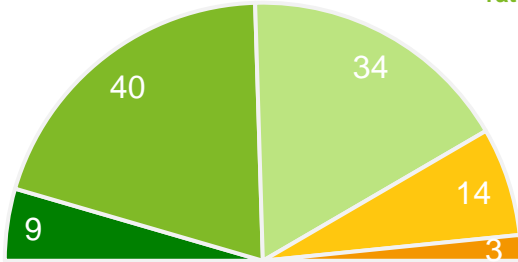# Services and facilities for youth

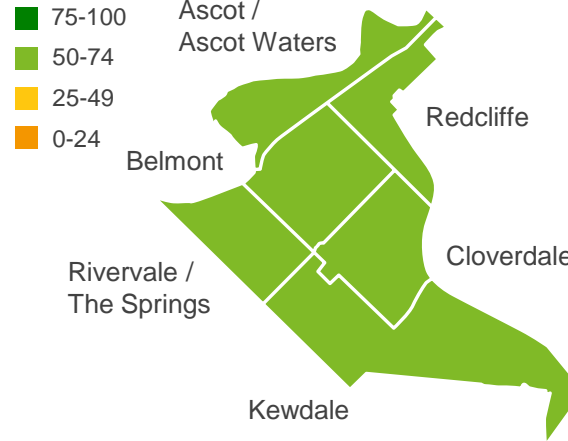## Performance ratings
% of respondents

83%
Positive rating*

60
Performance Index Score
(out of 100)

- 40
- 34
- 9
- 14
- 3

■ Excellent
■ Good
■ Okay
■ Poor
■ Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
61	60	61	60	62	61	63	58	64	63	66	65	60

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	60
Industry High	65
Industry Average	48

Geographical variances
Performance Index Score

■ 75-100
■ 50-74
■ 25-49
■ 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	63
Belmont	57
Cloverdale	59
Kewdale	60
Redcliffe	58
Rivervale / The Springs	62

Community variances
Performance Index Score

Gender

Male	59
Female	61

Age

14-34 years	57
35-49 years	59
50-64 years	60
65+ years	64

Age of children

0-4 years	57
5-11 years	55
12-17 years	58
18+ years	58
No children	61

Disability & culture

Disability	51
First Nations#	65
Mainly speak LOTE	59

Homeownership

Homeowner	60
Renting / other	58

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 500).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

56

# Services and facilities for families and children

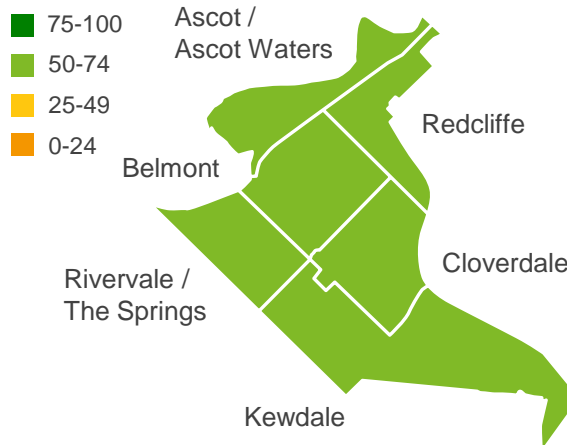## Performance ratings
% of respondents

89% Positive rating*

65 Performance Index Score (out of 100)

- Excellent 15
- Good 41
- Okay 32
- Poor 10
- Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
61	61	63	64	64	63	65	63	68	67	70	68	65

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	65
Industry High	68
Industry Average	54

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
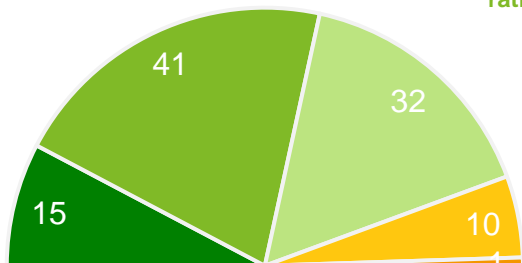
Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	67
Belmont	65
Cloverdale	65
Kewdale	67
Redcliffe	61
Rivervale / The Springs	65
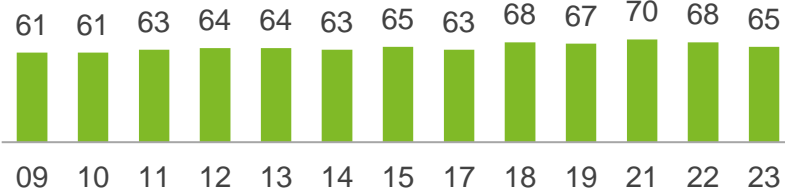
Community variances
Performance Index Score

Gender
| Male | 62 |
| Female | 69 |

Age
14-34 years	63
35-49 years	64
50-64 years	64
65+ years	72

Age of children
0-4 years	69
5-11 years	63
12-17 years	62
18+ years	62
No children	65

Disability & culture
Disability	59
First Nations#	70
Mainly speak LOTE	62

Homeownership
| Homeowner | 65 |
| Renting / other | 65 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 671).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

# Services, facilities, and care available for seniors

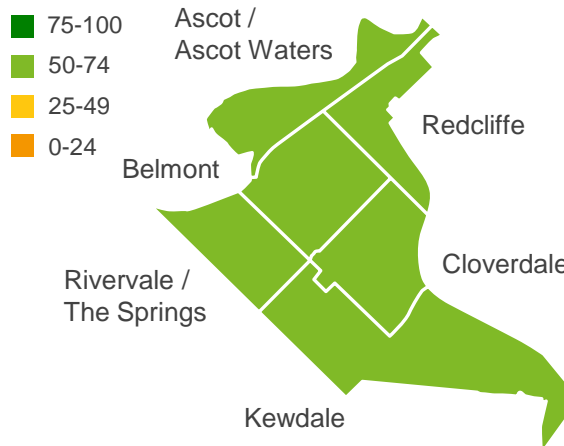## Performance ratings
% of respondents

83%
Positive rating*

62
Performance Index Score
(out of 100)

- Excellent 13
- Good 43
- Okay 27
- Poor 14
- Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
62	63	65	64	65	66	68	62	66	66	67	66	62

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	62
Industry High	68
Industry Average	54

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
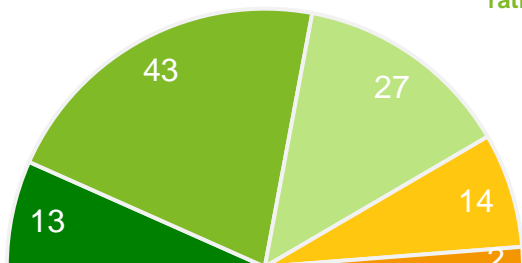
Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	59
Belmont	65
Cloverdale	62
Kewdale	66
Redcliffe	56
Rivervale / The Springs	63
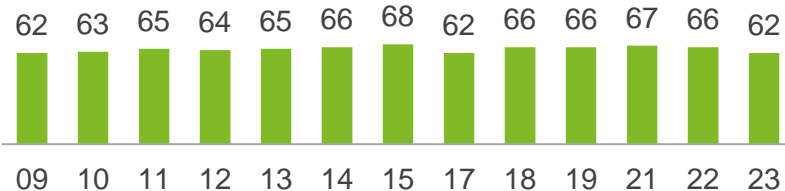
Community variances
Performance Index Score

Gender	
Male	62
Female	63

Age	
14-34 years	60
35-49 years	58
50-64 years	61
65+ years	70

Age of children	
0-4 years	56
5-11 years	57
12-17 years	59
18+ years	62
No children	65

Disability & culture	
Disability	59
First Nations#	58
Mainly speak LOTE	53

Homeownership	
Homeowner	63
Renting / other	61

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 473).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

58

Disability access and inclusion

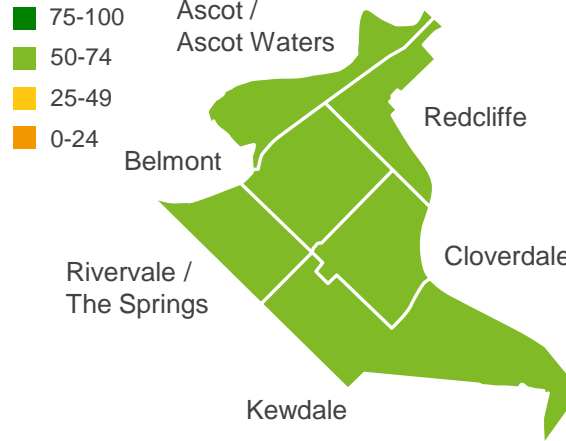## Performance ratings
% of respondents

85%
Positive rating*

62
Performance Index Score
(out of 100)

- Excellent: 11
- Good: 45
- Okay: 29
- Poor: 12
- Terrible: 3

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
61	63	61	61	65	64	64	58	66	64	65	64	62

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	62
Industry High	64
Industry Average	51

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
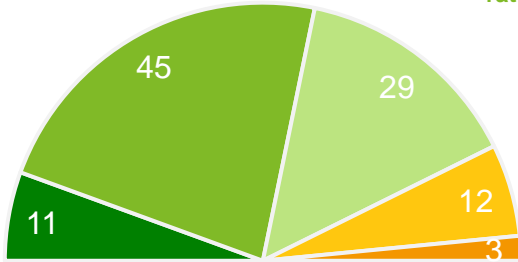
Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	63
Belmont	66
Cloverdale	61
Kewdale	64
Redcliffe	56
Rivervale / The Springs	62

Community variances
Performance Index Score

Gender
| Male | 63 |
| Female | 62 |

Age
14-34 years	59
35-49 years	60
50-64 years	63
65+ years	**69**

Age of children
0-4 years	64
5-11 years	60
12-17 years	65
18+ years	65
No children	62

Disability & culture
Disability	58
First Nations#	60
Mainly speak LOTE	61

Homeownership
| Homeowner | 64 |
| Renting / other | 58 |

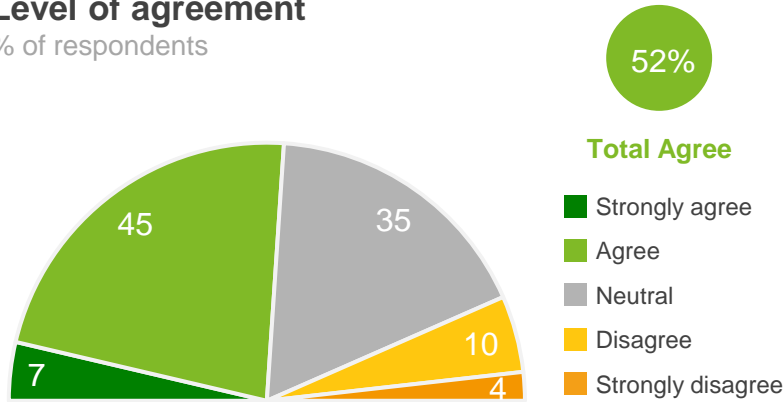Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 458).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

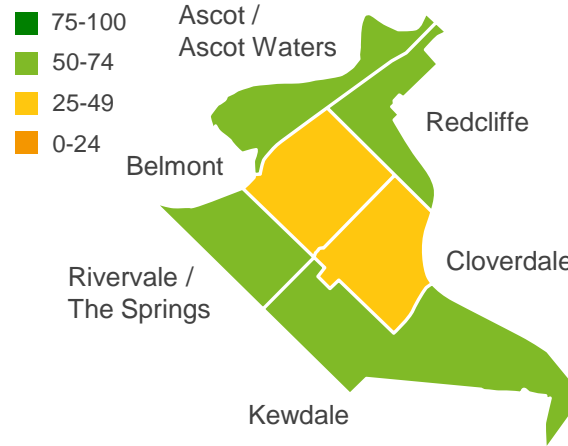# People in my local community appreciate, respect and celebrate diversity

Level of agreement
% of respondents

52%

Total Agree

- 45 (Agree)
- 35 (Neutral)
- 10 (Disagree)
- 7 (Strongly agree)
- 4 (Strongly disagree)

- ■ Strongly agree
- ■ Agree
- ■ Neutral
- ■ Disagree
- ■ Strongly disagree

Trend Analysis
% agree

2017	2019	2021	2023
NA	NA	NA	52

MARKYT◆ Industry Standards
% agree

City of Belmont	52
Industry High	NA
Industry Average	NA

Geographical variances
% agree

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Ascot / Ascot Waters

Redcliffe

Belmont

Cloverdale

Rivervale / The Springs

Kewdale

Location

Ascot / Ascot Waters	53
Belmont	47
Cloverdale	49
Kewdale	59
Redcliffe	51
Rivervale / The Springs	55

Community variances
% agree

Gender

| Male | 49 |
| Female | 56 |

Age

18-34 years	48
35-49 years	56
50-64 years	54
65+ years	53

Age of children

0-4 years	54
5-11 years	69
12-17 years	47
18+ years	53
No children	52

Disability & culture

Disability	52
First Nations[#]	72
Mainly speak LOTE	60

Homeownership

| Homeowner | 52 |
| Renting / other | 54 |

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 657).

MARKYT◆

Recognition and respect for First Nations peoples, cultures and heritage
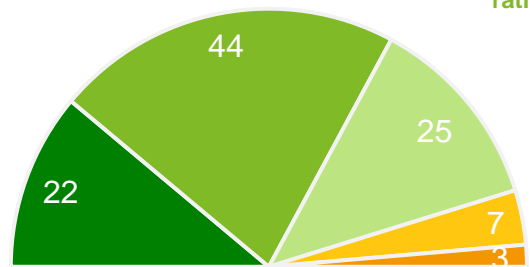
Performance ratings
% of respondents

90% Positive rating*

69 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

44
25
22
7
3

Trend Analysis
Performance Index Score

NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	67	68	69
09	10	11	12	13	14	15	17	18	19	21	22	23

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	69
Industry High	72
Industry Average	62

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	73
Belmont	66
Cloverdale	67
Kewdale	68
Redcliffe	69
Rivervale / The Springs	73

Community variances
Performance Index Score

Gender
Male	69
Female	69

Age
14-34 years	67
35-49 years	66
50-64 years	70
65+ years	75

Age of children
0-4 years	69
5-11 years	69
12-17 years	68
18+ years	69
No children	69

Disability & culture
Disability	66
First Nations[#]	54
Mainly speak LOTE	66

Homeownership
Homeowner	68
Renting / other	71

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 531).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

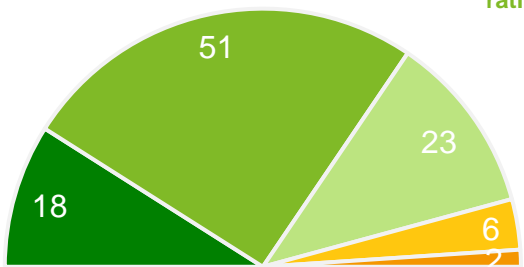# Multiculturalism: recognition of cultural diversity

Performance ratings
% of respondents

92% Positive rating*

69 Performance Index Score *(out of 100)*

- Excellent
- Good
- Okay
- Poor
- Terrible

51 | 23 | 18 | 6 | 2

Trend Analysis
Performance Index Score

17	18	19	21	22	23
61	NA	NA	67	67	69

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	69
Industry High	69
Industry Average	60

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	72
Belmont	66
Cloverdale	65
Kewdale	72
Redcliffe	70
Rivervale / The Springs	71

Community variances
Performance Index Score

Gender
| Male | 68 |
| Female | 70 |

Age
14-34 years	65
35-49 years	70
50-64 years	69
65+ years	74

Age of children
0-4 years	70
5-11 years	68
12-17 years	76
18+ years	72
No children	69

Disability & culture
Disability	67
First Nations#	70
Mainly speak LOTE	65

Homeownership
| Homeowner | 69 |
| Renting / other | 68 |

Q. **How would you rate performance in the following areas?**
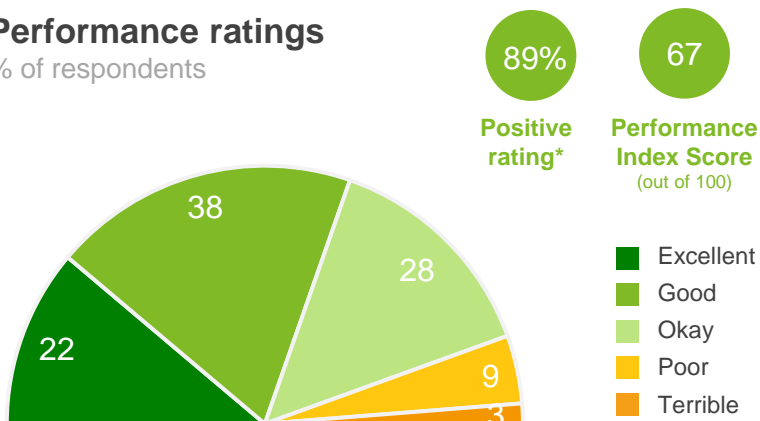Base: All respondents, excludes 'unsure' and 'no response' (n = 686).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

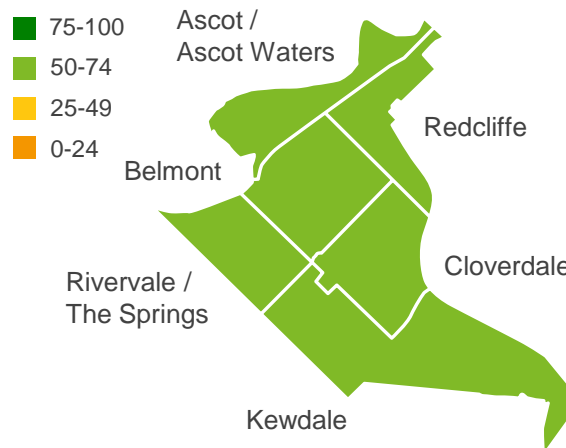MARKYT◆

62

Festivals, events, art and cultural activities

Performance ratings
% of respondents

89% — Positive rating*

67 — Performance Index Score (out of 100)

- Excellent — 22
- Good — 38
- Okay — 28
- Poor — 9
- Terrible — 3

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
63	62	62	64	65	66	66	71	77	78	75	71	67

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	67
Industry High	75
Industry Average	62

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	70
Belmont	67
Cloverdale	68
Kewdale	68
Redcliffe	65
Rivervale / The Springs	67
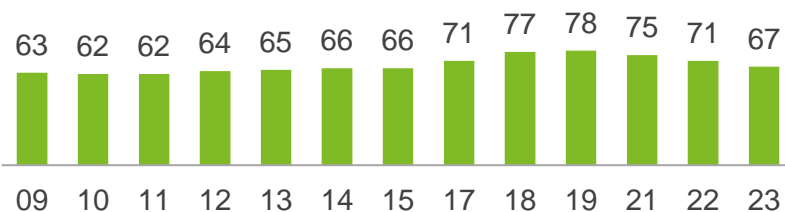
Community variances
Performance Index Score

Gender

Male	64
Female	71

Age

14-34 years	62
35-49 years	67
50-64 years	69
65+ years	76

Age of children

0-4 years	68
5-11 years	72
12-17 years	68
18+ years	65
No children	68

Disability & culture

Disability	66
First Nations#	68
Mainly speak LOTE	67

Homeownership

Homeowner	67
Renting / other	69

Q. **How would you rate performance in the following areas?**
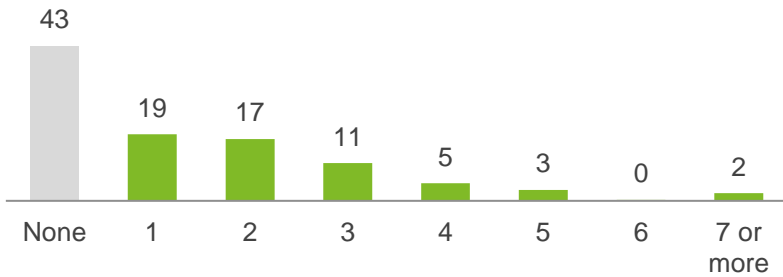Base: All respondents, excludes 'unsure' and 'no response' (n = 843).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Volunteering and philanthropy
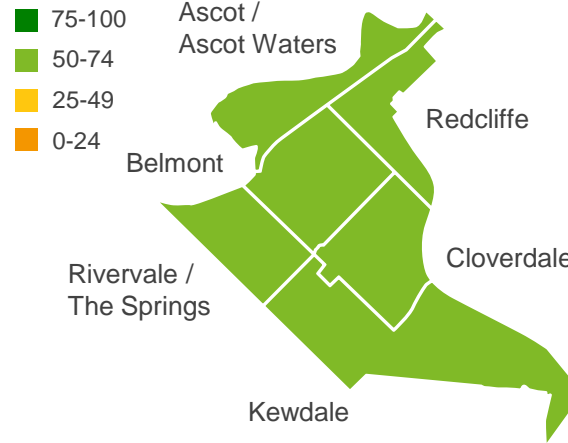
Involvement with clubs, groups and associations

How many clubs, groups or associations have you been actively involved with over the past 12 months?
% of respondents

None	1	2	3	4	5	6	7 or more
43	19	17	11	5	3	0	2

Trend Analysis
% belonging to 1+ groups

2017	2019	2021	2023
51	69	58	57

MARKŸT◆ Industry Standards
% belonging to 1+ groups

City of Belmont	57
Industry High	NA
Industry Average	NA

Geographical variances
% belonging to 1+ groups

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Ascot / Ascot Waters, Redcliffe, Belmont, Rivervale / The Springs, Cloverdale, Kewdale

Location

Ascot / Ascot Waters	68
Belmont	56
Cloverdale	55
Kewdale	61
Redcliffe	52
Rivervale / The Springs	54

Community variances
% belonging to 1+ groups

Gender		Age of children		Disability & culture	
Male	55	0-4 years	50	Disability	64
Female	59	5-11 years	71	First Nations	77
Age		12-17 years	77	Mainly speak LOTE	67
18-34 years	51	18+ years	61	**Homeownership**	
35-49 years	60	No children	54	Homeowner	57
50-64 years	61			Renting / other	56
65+ years	58				

Q. **In the past 12 months, how many clubs, groups or associations have you been actively involved with?**
Base: All respondents, excludes 'no response' (n = 703).

MARKŸT◆   65

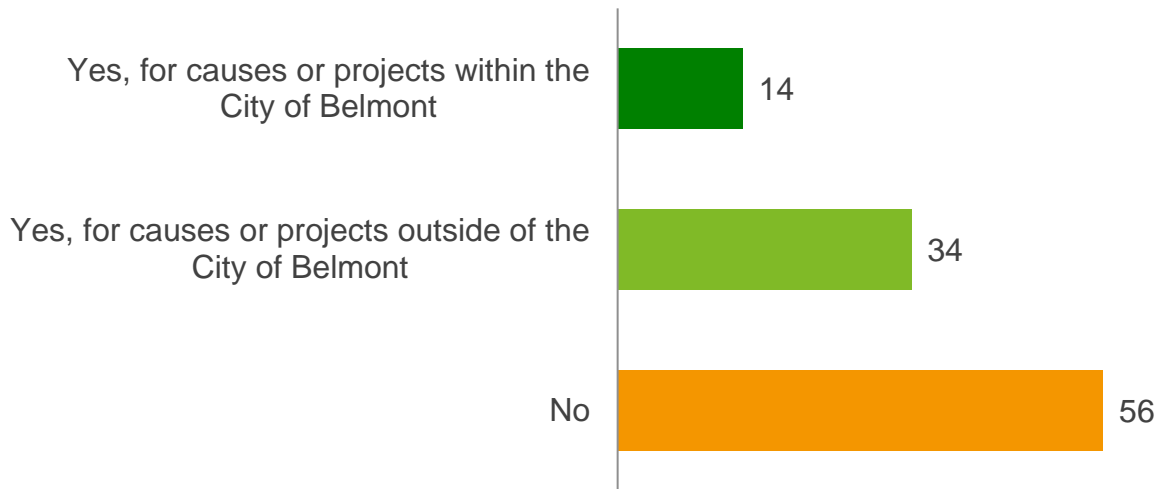# Involvement in volunteering or philanthropic activities

Just under half of the residents in the City of Belmont are involved in volunteering, supporting social causes or philanthropic projects.

Families with children over the age of 5 and seniors are most likely to be engaged in volunteering.

Families with very young children and those from a different cultural background are less likely to engage in volunteering.

In the past year, have you been involved in volunteering or giving activities to support social causes or philanthropic projects?
% of respondents

Response	Value
Yes, for causes or projects within the City of Belmont	14
Yes, for causes or projects outside of the City of Belmont	34
No	56

Variances across the community
% involved in volunteering, supporting social causes or philanthropic projects **within the City of Belmont**

Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
14	14	19	12	16	10	15	13	24	12	8	22	28	22	18	12	7	21	14	18	14	12	11

Q. **In the past year, have you been involved in volunteering or giving activities to support social causes or philanthropic projects?** This includes donating your time, money or other resources.
Base: All respondents, excludes 'no response' (n = 696).

Volunteer recognition and support

Performance ratings
% of respondents
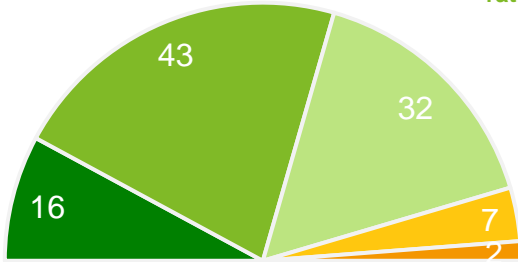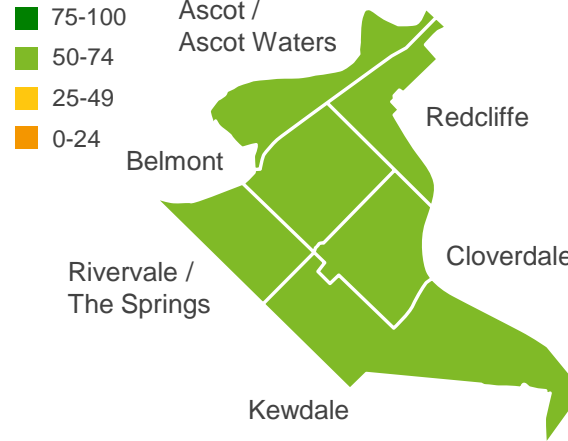
91% Positive rating*

66 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

16 43 32 7 2

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	70	67	66

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	66
Industry High	69
Industry Average	59

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	69
Belmont	64
Cloverdale	65
Kewdale	68
Redcliffe	67
Rivervale / The Springs	64

Community variances
Performance Index Score

Gender
| Male | 64 |
| Female | 68 |

Age
14-34 years	59
35-49 years	66
50-64 years	66
65+ years	73

Age of children
0-4 years	62
5-11 years	64
12-17 years	73
18+ years	66
No children	68

Disability & culture
Disability	65
First Nations#	65
Mainly speak LOTE	63

Homeownership
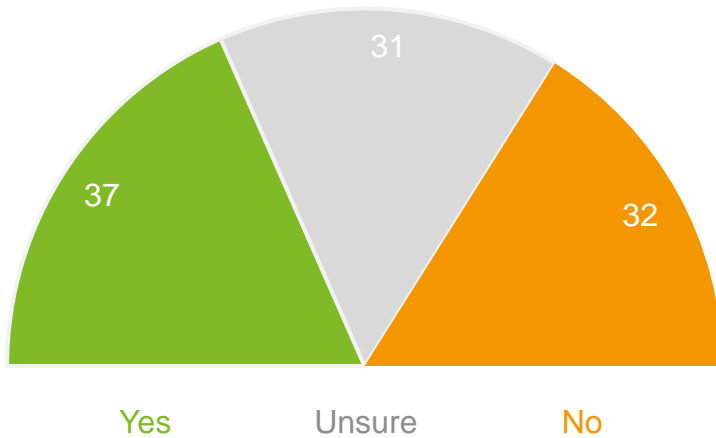| Homeowner | 66 |
| Renting / other | 63 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 539).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

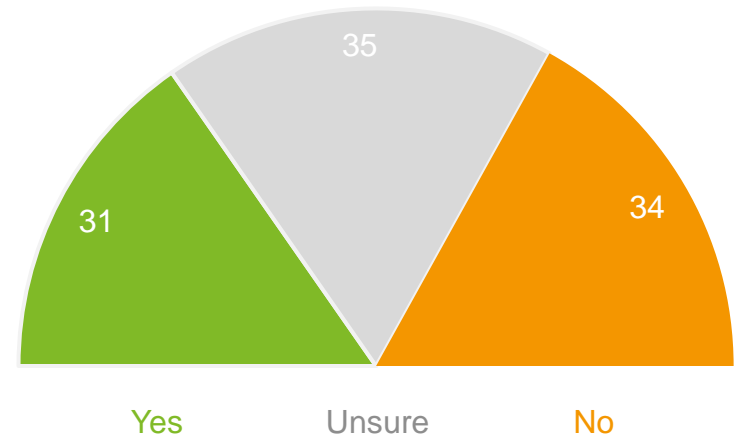67

Interest in further community involvement

Local clubs, groups or associations
% of respondents

Yes	Unsure	No
37	31	32

Volunteering activities in the local area
% of respondents

Yes	Unsure	No
31	35	34

Variances across the community
% wanting to get more involved

	Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
Local clubs, groups or associations	37	35	50	35	39	40	42	30	33	38	39	35	34	38	41	41	44	26	39	41	35	43	33
Volunteering activities in the local area	31	29	41	30	31	32	33	26	29	29	39	27	25	33	33	32	32	34	34	23	28	36	32

Q. **Would you like to get more involved in these activities?**
Base: All respondents, excludes 'no response' (n = varies from 696 to 697).

MARKYT

68

Social causes or philanthropic projects of most interest

Which social causes or philanthropic projects are you most interested in supporting within the City of Belmont?

% of respondents

Cause	%
Natural environment and sustainability	23
Sport and recreation	9
Aged care services and facilities	8
Social welfare (including homelessness and domestic violence)	7
Animal services	7
Education & technology (including library)	6
Youth services	6
Arts and culture	4
Health and wellbeing	3
Multicultural support and services	3
Food donation service	3
Nothing OR none	12
Unsure	13

The community is mostly interested in supporting environmental and sustainability causes.

This was followed by sport and recreation, aged care, social welfare, animal services, education and technology, youth services, and art and culture.

Q. **Which social causes or philanthropic projects are you most interested in supporting within the City of Belmont?**
Base: all respondents, excludes 'no response' (n = 328). *Chart shows actions mentioned by 4% or more respondents

MARKYT◆

Health and wellbeing

Access to health and community services

Performance ratings
% of respondents

85%
Positive rating*

60
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

40 | 36 | 9 | 12 | 3

Trend Analysis
Performance Index Score

65	63	65	60
19	21	22	23

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	60
Industry High	69
Industry Average	56

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	62
Belmont	62
Cloverdale	57
Kewdale	63
Redcliffe	57
Rivervale / The Springs	60

Community variances
Performance Index Score

Gender

Male	59
Female	62

Age

14-34 years	57
35-49 years	58
50-64 years	60
65+ years	**68**

Age of children

0-4 years	59
5-11 years	56
12-17 years	58
18+ years	57
No children	62

Disability & culture

Disability	58
First Nations#	**54**
Mainly speak LOTE	**55**

Homeownership

Homeowner	60
Renting / other	60

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 724).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆
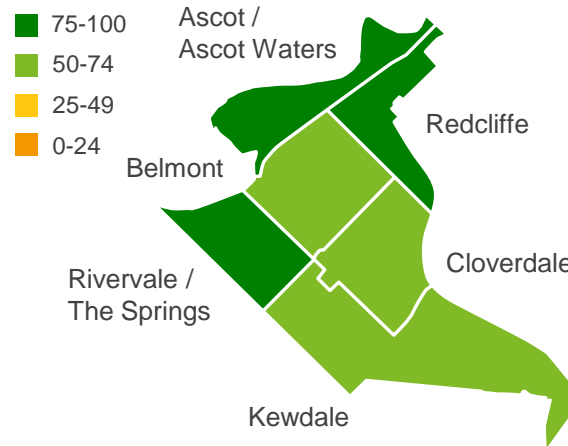
I feel like my life has a sense of purpose

Level of agreement
% of respondents

73%

Total Agree

53
20
19
5
2

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Trend Analysis
% agree

2017	2019	2021	2023
78	77	73	73

MARKYT Industry Standards
% agree

City of Belmont	73
Industry High	79
Industry Average	73

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
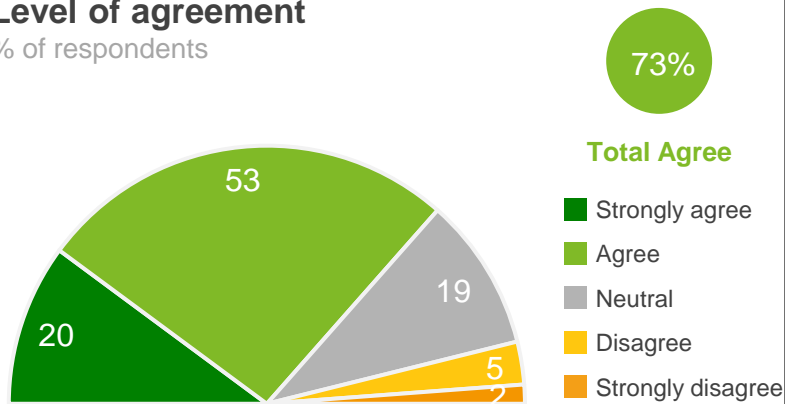
Location

Ascot / Ascot Waters	80
Belmont	67
Cloverdale	68
Kewdale	74
Redcliffe	77
Rivervale / The Springs	76

Community variances
% agree

Gender		Age of children		Disability & culture	
Male	74	0-4 years	77	Disability	74
Female	72	5-11 years	80	First Nations	72
Age		12-17 years	82	Mainly speak LOTE	69
18-34 years	65	18+ years	77	**Homeownership**	
35-49 years	74	No children	69	Homeowner	76
50-64 years	79			Renting / other	57
65+ years	78				

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 717).

MARKYT

72

Diet and nutrition

Fruit consumption

Serves of fruit per day
% of respondents

- 15 — None / Less than one
- 32 — One
- 52 — Two or more
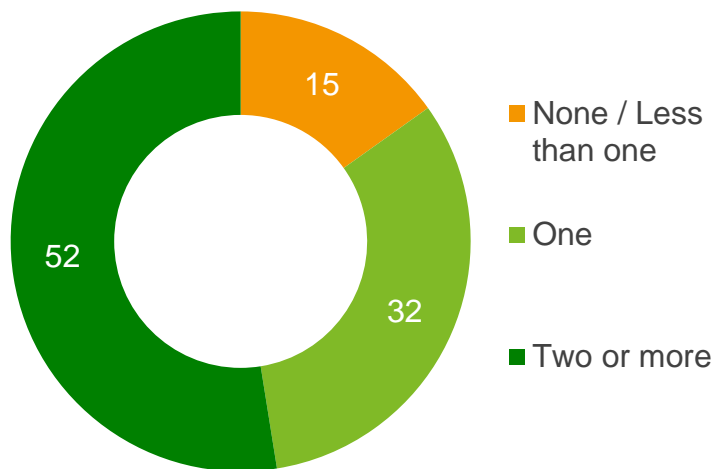
Trend Analysis
% 2+ serves per day

2019	2021	2023
51	52	52
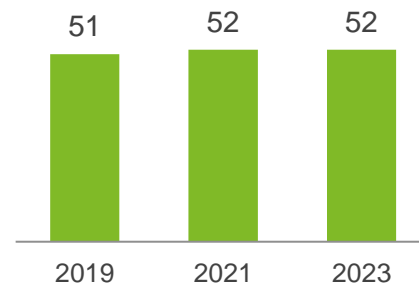
Industry Comparisons
% 2+ serves per day

City of Belmont	52
Western Australia^	47

Variances across the community
% 2+ serves per day

Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
49	50	47	44	55	40	50	49	65	50	45	58	41	49	38	32	54	68	39	52	51	55	42

Q. How many serves of fruit do you usually eat each day? One serve = one medium piece, two small pieces of fruit or a cup of diced fruit.
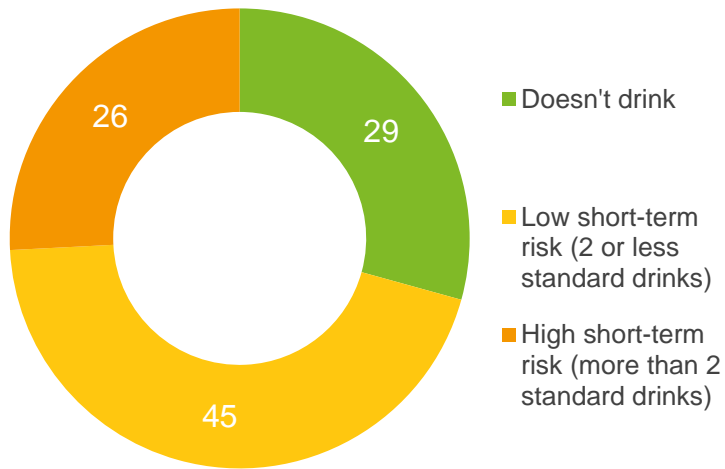Base: All respondents, excludes 'no response' (n = 675)
^ https://ww2.health.wa.gov.au/~/media/Corp/Documents/Reports-and-publications/Population-surveys/Health-and-Wellbeing-of-Adults-in-WA-2019.pdf
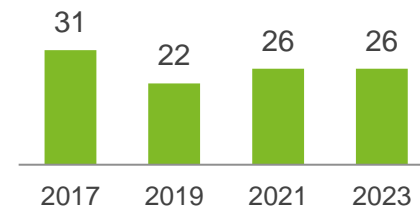
MARKYT

74

Vegetable consumption

Serves of vegetables per day
% of respondents

Donut chart values:
- None / Less than one: 5
- 1: 14
- 2: 31
- 3: 28
- 4: 14
- 5 or more: 9

Legend:
- None / Less than one
- 1
- 2
- 3
- 4
- 5 or more
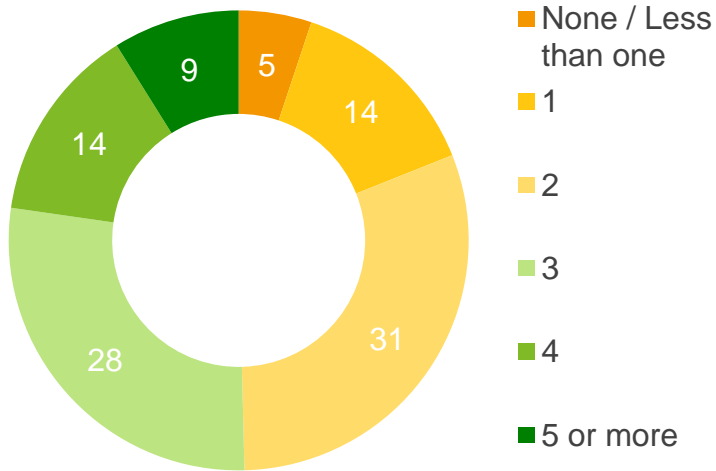
Trend Analysis
% 5+ serves per day

2017	2019	2021	2023
14	11	10	9
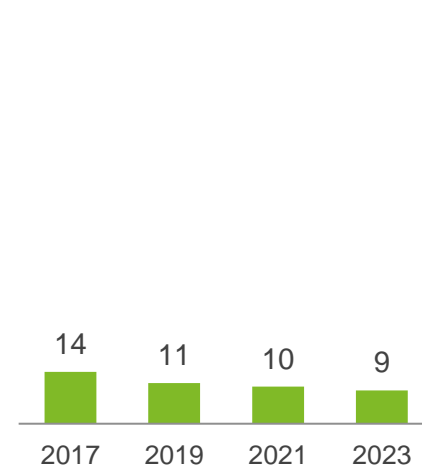
Industry Comparisons
% 5+ serves per day
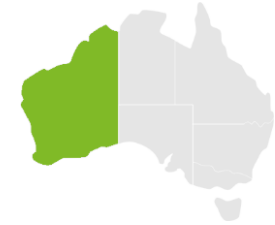
City of Belmont	9
Western Australia^	10

Variances across the community
% 5+ serves per day

Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
9	7	**18**	8	10	8	12	5	8	10	**3**	12	14	6	14	14	12	12	9	12	6	6	8

Q. How many serves of vegetables do you usually eat each day? One serve = half a cup of cooked vegetables or one cup of salad.
Base: All respondents, excludes 'no response' (n = 682)
^ https://ww2.health.wa.gov.au/~/media/Corp/Documents/Reports-and-publications/Population-surveys/Health-and-Wellbeing-of-Adults-in-WA-2019.pdf

MARKYT◆

75

Alcohol consumption

On a day when you drink alcohol, how many standard drinks do you usually have?
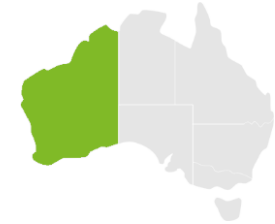% of respondents

- 🟩 Doesn't drink (29)
- 🟨 Low short-term risk (2 or less standard drinks) (45)
- 🟧 High short-term risk (more than 2 standard drinks) (26)

Trend Analysis
% consume alcohol with high short-term risk

2017	2019	2021	2023
31	22	26	26

Industry Comparisons
% consume alcohol with high short-term risk

City of Belmont	26
Western Australia^	26

Variances across the community
% consume alcohol with high short-term risk

Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
26	26	25	30	22	26	28	30	19	26	27	20	23	19	20	36	12	22	22	28	27	27	27

MARKYT◆

Fast food consumption

Fast food consumption per week
% of respondents

- Never — 11
- Less than 1 — 36
- 1 — 27
- 2 — 16
- 3 — 7
- 4+ — 11
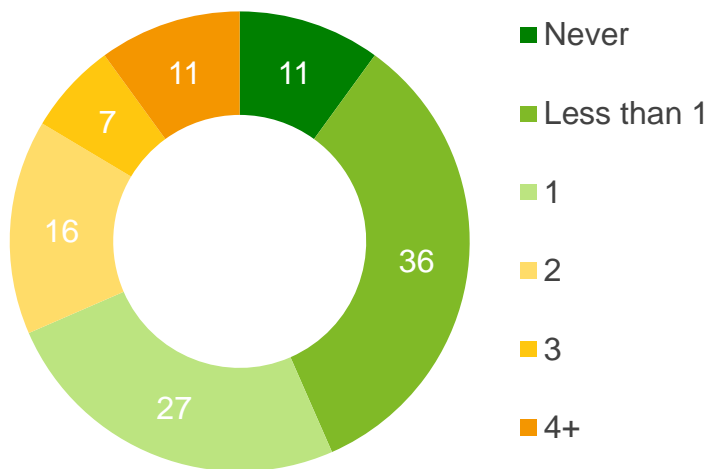
Trend Analysis
% consumes 1+ meal per week

2017	2019	2021	2023
38	45	55	54
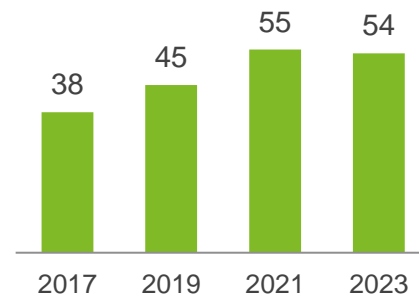
Industry Comparisons
% consumes 1+ meal per week
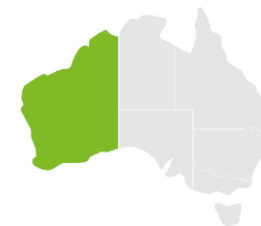
City of Belmont	54
Western Australia^	35

Variances across the community
% consumes 1+ meal per week

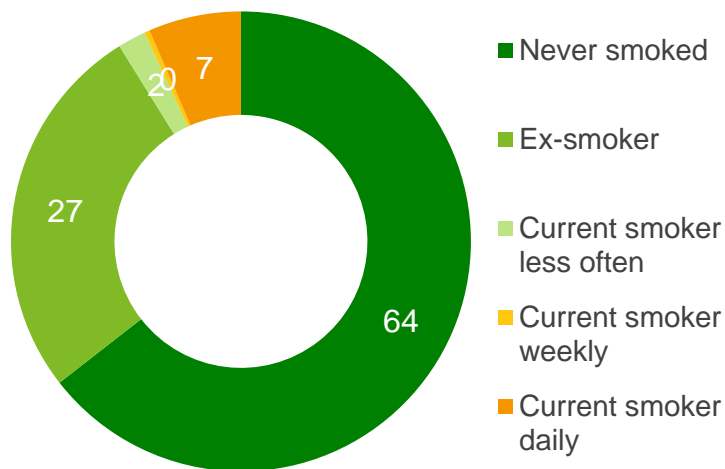| Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
54	53	57	59	48	71	59	43	25	49	68	54	42	50	57	75	67	57	58	53	53	43	56

Q. How many times per week would you eat meals from a fast-food outlet (such as burgers, pizza, chicken or chips)? Base: All respondents, excludes 'unsure' and 'no response' (n = 683)
^ https://ww2.health.wa.gov.au/~/media/Corp/Documents/Reports-and-publications/Population-surveys/Health-and-Wellbeing-of-Adults-in-WA-2019.pdf
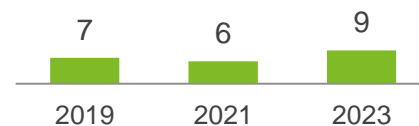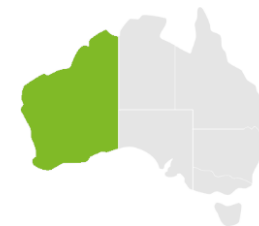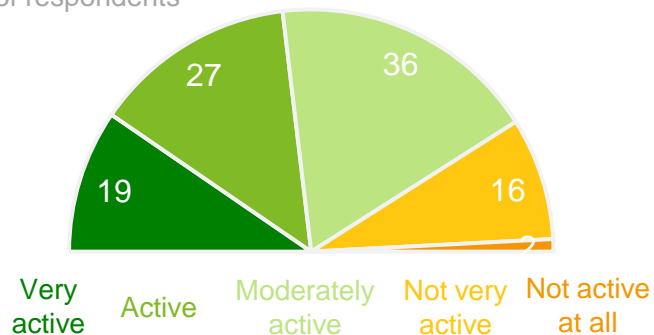
MARKYT

Smoking status

Smoking status
% of respondents

- Never smoked — 64
- Ex-smoker — 27
- Current smoker less often — 20
- Current smoker weekly — (7)
- Current smoker daily — 7

Trend Analysis
% current smoker

2019	2021	2023
7	6	9

Industry Comparisons
% current smoker

City of Belmont	9
Western Australia^	10

Variances across the community
% current smoker

Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
9	8	15	11	7	13	8	6	5	9	9	4	5	8	18	6	12	14	8	8	9	6	10

MARKYT◆

Sport, recreation and leisure

Levels of physical activity

How would you rate your own level of physical activity?
% of respondents

Very active	Active	Moderately active	Not very active	Not active at all
19	27	36	16	

Trend Analysis
% active / very active

2017	2019	2021	2023
44	45	43	46
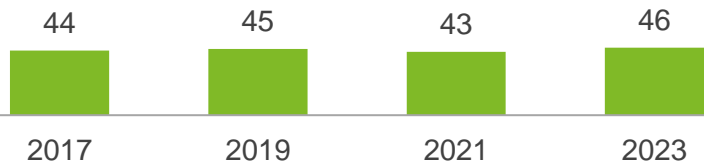
MARKYT◆ Industry Standards
% active / very active

City of Belmont	46
Industry High	NA
Industry Average	NA

Geographical variances
% active / very active

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
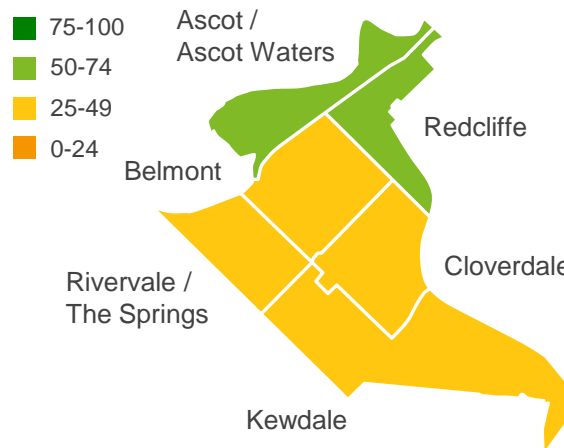
Location

Ascot / Ascot Waters	57
Belmont	44
Cloverdale	45
Kewdale	40
Redcliffe	54
Rivervale / The Springs	44

Community variances
% active / very active

| Gender		Age of children		Disability & culture	
Male	51	0-4 years	26	Disability	50
Female	43	5-11 years	40	First Nations	23
Age		12-17 years	51	Mainly speak LOTE	30
18-34 years	50	18+ years	45	**Homeownership**	
35-49 years	43	No children	52	Homeowner	47
50-64 years	46			Renting / other	40
65+ years	45				

Q. **How would you rate your own level of physical activity?**
Base: All respondents, excludes 'no response' (n = 696).
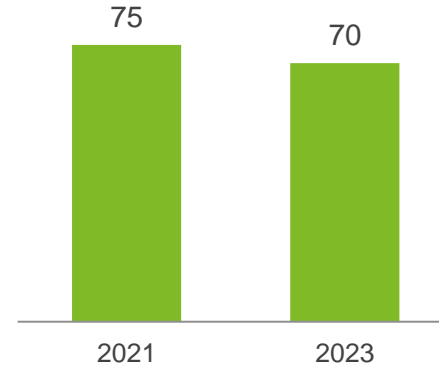
Typical level of physical activity

Typically, how many hours per week do you participate in moderate intensity physical activity?
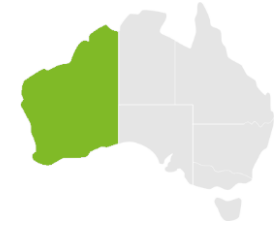% of respondents

3+ hours per week: 70%

None	1	2	3	4	5	6	7	8	9	10+
8	11	11	10	10	12	9	9	7	1	12
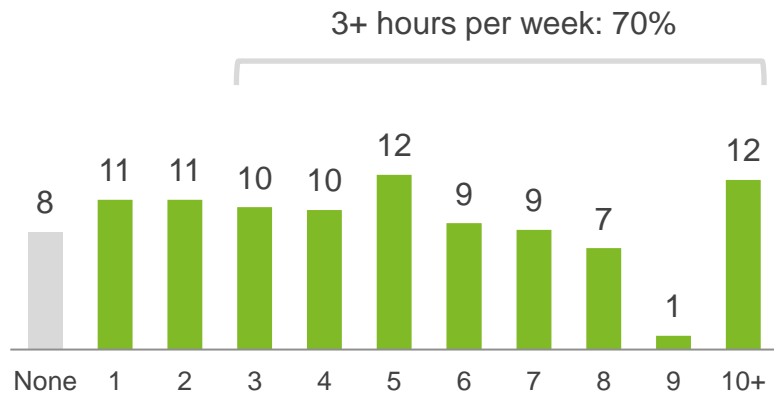
Trend Analysis
% 3+ hours per week

2021	2023
75	70

Industry Comparisons
% 3+ hours per week

City of Belmont	70
Western Australia	NA

Variances across the community
% 3+ hours per week

Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
70	70	69	69	71	73	65	71	73	76	53	69	71	66	73	80	55	77	69	66	67	79	69

MARKYT

Sport and recreation facilities and services

Performance ratings
% of respondents

90%
Positive rating*

69
Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

44 | 24 | 21 | 8 | 2

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
65	65	67	66	67	67	70	66	68	68	69	71	69

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	69
Industry High	81
Industry Average	64

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters

Redcliffe

Belmont

Cloverdale

Rivervale / The Springs

Kewdale

Location

Ascot / Ascot Waters	68
Belmont	69
Cloverdale	69
Kewdale	69
Redcliffe	66
Rivervale / The Springs	70

Community variances
Performance Index Score

Gender
| Male | 68 |
| Female | 70 |

Age
14-34 years	68
35-49 years	65
50-64 years	69
65+ years	76

Age of children
0-4 years	67
5-11 years	60
12-17 years	66
18+ years	66
No children	71

Disability & culture
Disability	71
First Nations#	68
Mainly speak LOTE	61

Homeownership
| Homeowner | 69 |
| Renting / other | 68 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 864).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Belmont Oasis Leisure Centre

Performance ratings
% of respondents

89% Positive rating*

67 Performance Index Score (out of 100)

- 21 Excellent
- 41 Good
- 27 Okay
- 8 Poor
- 3 Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
NA	NA	67	67	65	69	69	64	69	65	66	69	67

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	67
Industry High	80
Industry Average	66

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
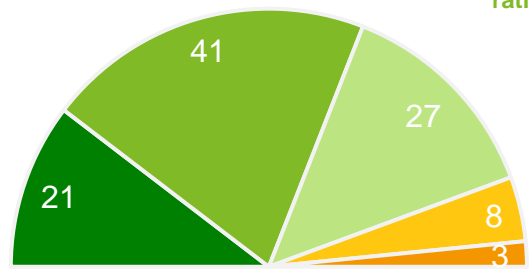
Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
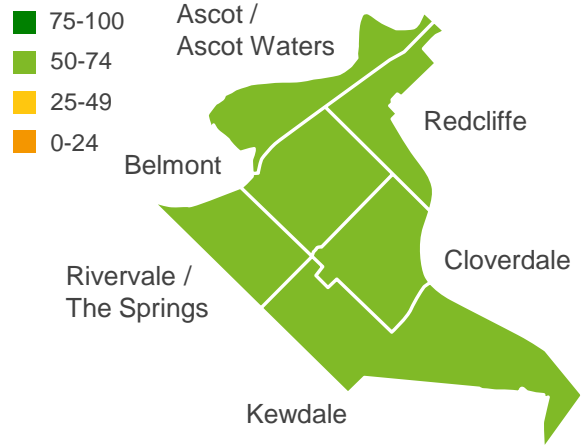
Location

Ascot / Ascot Waters	70
Belmont	64
Cloverdale	69
Kewdale	66
Redcliffe	67
Rivervale / The Springs	68

Community variances
Performance Index Score

Gender
| Male | 68 |
| Female | 66 |

Age
14-34 years	68
35-49 years	62
50-64 years	66
65+ years	75

Age of children
0-4 years	66
5-11 years	57
12-17 years	61
18+ years	65
No children	70

Disability & culture
Disability	64
First Nations#	76
Mainly speak LOTE	64

Homeownership
| Homeowner | 67 |
| Renting / other | 68 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 661).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

83
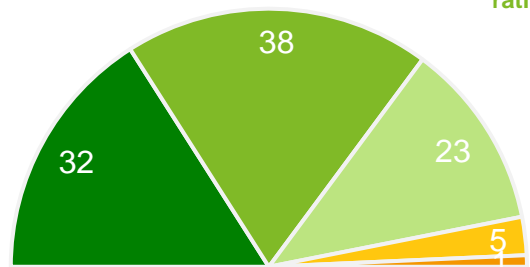
Playgrounds, parks and reserves

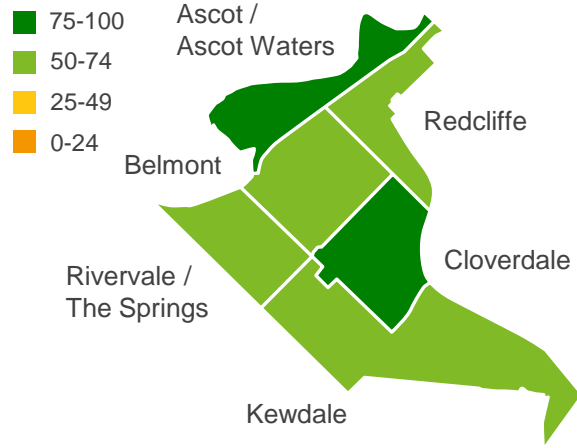## Performance ratings
% of respondents

94% — Positive rating*
74 — Performance Index Score (out of 100)

- **32** Excellent
- **38** Good
- **23** Okay
- **5** Poor
- Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
NA	NA	NA	NA	NA	NA	73	76	77	75	76	74	74

MARKYT® Industry Standards
Performance Index Score

City of Belmont	74
Industry High	79
Industry Average	65

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	77
Belmont	74
Cloverdale	77
Kewdale	74
Redcliffe	70
Rivervale / The Springs	71

Community variances
Performance Index Score

Gender
Male	72
Female	76

Age
14-34 years	70
35-49 years	72
50-64 years	73
65+ years	82

Age of children
0-4 years	73
5-11 years	68
12-17 years	73
18+ years	76
No children	75

Disability & culture
Disability	73
First Nations#	76
Mainly speak LOTE	71

Homeownership
Homeowner	74
Renting / other	74

Q. **How would you rate performance in the following areas?**
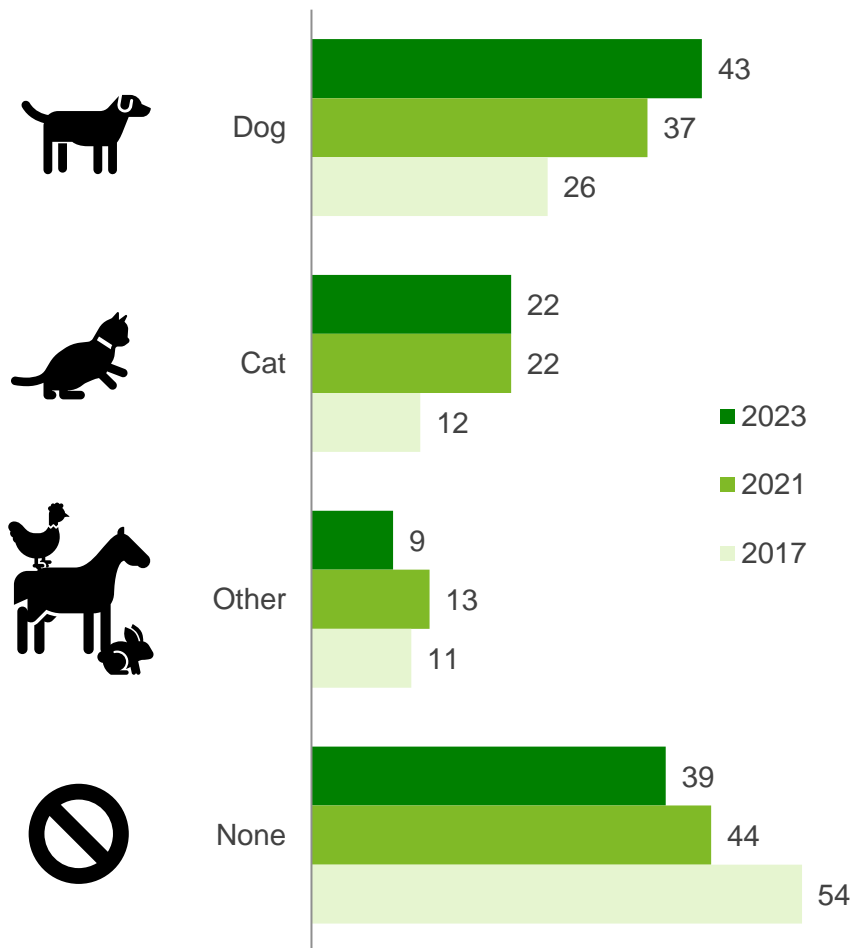Base: All respondents, excludes 'unsure' and 'no response' (n = 847).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT®

84

Animal ownership and management

Pet ownership

Pet ownership
% of respondents

Dog
- 43
- 37
- 26

Cat
- 22
- 22
- 12

Other
- 9
- 13
- 11

None
- 39
- 44
- 54

■ 2023
■ 2021
□ 2017

Australia has one of the highest rates of pet ownership in the world. About 69% of Australian households own pets^.

Dogs are the most common pet, with 48% of Australian households owning a dog^. Current dog ownership is slightly lower in the City of Belmont at 43%.

Cats are the second most common pet, with 33% of Australian households owning a cat^ versus 22% in the City of Belmont.

The RSPCA reports^^ that the most common benefits of pet ownership, as described by pet owners, are:

- Relational benefits (love, affection and companionship)
- Improvement of mental health and wellbeing
- Socialisation (connection to the community and opportunities for human interaction in person or online)
- Improvement of physical health

MARKYT◆

Frequency of using local community facilities
Among dog owners and non-dog owners

Community members who own a dog are more likely to use local parks and playgrounds, than non-dog owners.
- 74% of dog owners use local parks and playgrounds at least once a week.
- 67% of dog owners use dog exercise areas at least once a week.

Frequency of using local community facilities
% of respondents

Dog owners

	■ Daily	■ Weekly	■ Monthly	■ Less often	■ Never
Local parks and playgrounds	45	29	12	8	6
Dog exercise areas	44	23	5	16	12

Non-dog owners

	■ Daily	■ Weekly	■ Monthly	■ Less often	■ Never
Local parks and playgrounds	14	38	19	17	12
Dog exercise areas	3	5	1	9	82

MARKYT◆

Animal management (dogs and cats)

Performance ratings
% of respondents

79%
Positive rating*

58
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Chart values: 10, 39, 30, 15, 6

Trend Analysis
Performance Index Score

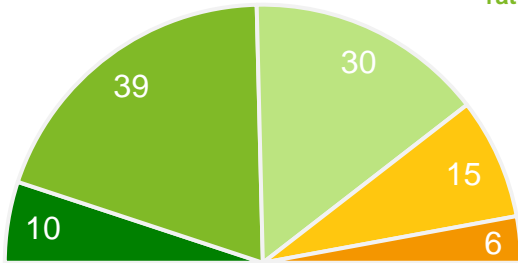| 09	10	11	12	13	14	15	17	18	19	21	22	23
60	58	58	62	60	63	61	60	63	59	64	61	58

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	58
Industry High	67
Industry Average	53

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
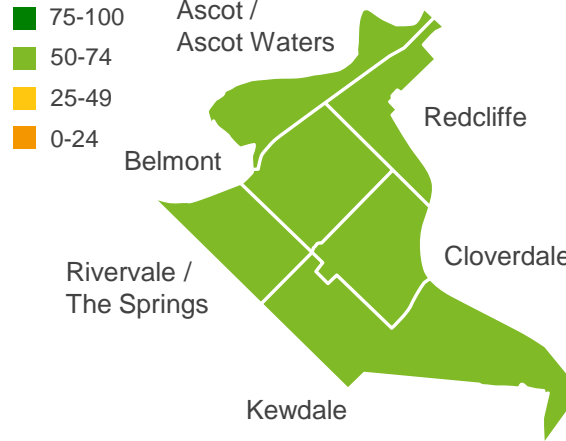
Location

Ascot / Ascot Waters	60
Belmont	56
Cloverdale	61
Kewdale	58
Redcliffe	59
Rivervale / The Springs	56
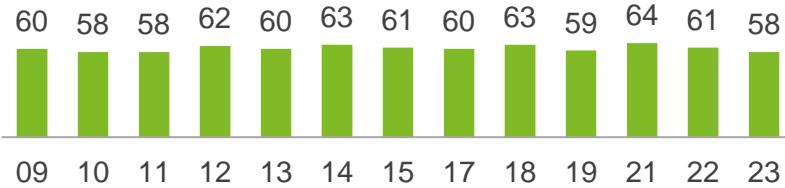
Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	57	0-4 years	58	Disability	57
Female	59	5-11 years	55	First Nations#	**66**
Age		12-17 years	61	Mainly speak LOTE	59
14-34 years	61	18+ years	59	**Homeownership**	
35-49 years	55	No children	59	Homeowner	58
50-64 years	57			Renting / other	58
65+ years	59				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 746).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

88

Community facilities

Frequency of using local community facilities

The most frequently used facilities are local parks and playgrounds, followed by dog exercise areas.

There is moderate usage of the Belmont Oasis Leisure Centre and Ruth Faulkner Library, with usage significantly higher among families with younger children (up to 12 years old), as shown overleaf.

There is relatively low usage of The Base@Belmont and Seniors Hub, even among youth and seniors, respectively (as shown overleaf).

Frequency of using local community facilities
% of respondents

Legend: ■ Daily ■ Weekly ■ Monthly ■ Less often ■ Never

Facility	Daily	Weekly	Monthly	Less often	Never
Local parks and playgrounds	27	34	16	13	9
Dog exercise areas	20	12	3	12	54
Belmont Oasis Leisure Centre	6	18	9	28	39
Ruth Faulkner Library (online or in person)	1	13	21	30	35
Belmont Hub	1	9	11	34	45
Seniors Hub (Seniors Citizen Centre)		1	1	5	93
The Base@Belmont (youth centre)			0	3	96

MARKYT ◆

Frequency of using local community facilities
Community variances

Families with children are the most frequent users of local parks and playgrounds, the Ruth Faulkner Library and the Belmond Oasis Leisure Centre.

The Belmont Hub represents a community facility with broad appeal as it is regularly visited by residents who are renting, families with children, those who are living with a disability, First Nations peoples and people from a different cultural background.

Variances across the community % Once a month or more	Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
Local parks and playgrounds	77	79	71	77	78	73	85	75	77	72	94	92	75	75	79	79	76	83	78	78	85	77	69
Ruth Faulkner Library (online or in person)	35	32	52	33	36	37	38	26	36	29	55	54	38	34	49	62	39	33	34	36	39	32	35
Dog exercise areas	35	36	26	36	35	36	37	35	30	37	30	23	37	37	34	25	20	35	32	38	34	43	30
Belmont Oasis Leisure Centre	33	33	32	29	37	30	43	26	31	24	55	58	37	32	24	47	36	31	38	34	37	23	32
Belmont Hub	21	18	41	17	26	23	21	18	23	19	30	35	29	20	28	27	31	17	19	27	25	23	16
Seniors Hub (Seniors Citizen Centre)	2	2	2	2	2	0	0	2	6	3	0	1	1	2	2	0	1	0	2	1	3	4	1
The Base@Belmont (youth centre)	0	0	0	1	0	0	0	0	1	0	0	1	0	0	0	0	1	1	0	0	1	1	0

Q. **In the past year, how often did you or a member of your household use these services:**
Base: All respondents, excludes 'unsure' and 'no response' (n = varies from 696 to 720)

MARKYT◆

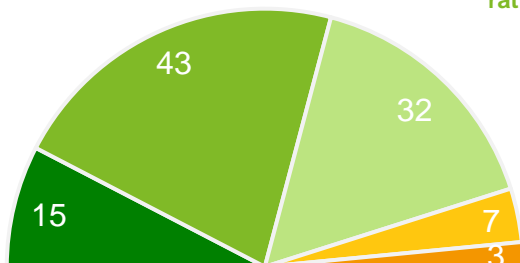# Community buildings, halls and toilets

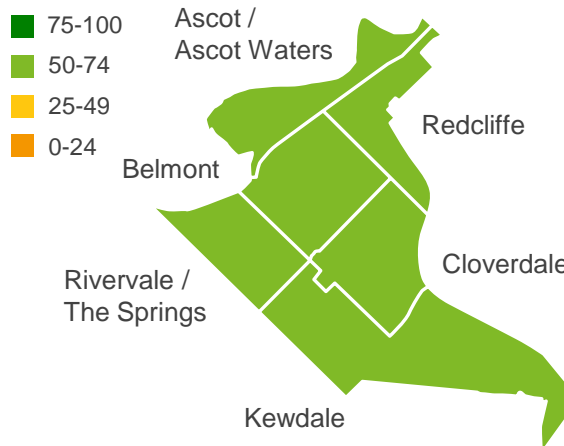## Performance ratings
% of respondents

90%
Positive rating*

65
Performance Index Score
(out of 100)

- 15 Excellent
- 43 Good
- 32 Okay
- 7 Poor
- 3 Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
57	58	59	60	60	59	62	60	65	66	68	66	65

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	65
Industry High	66
Industry Average	56

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	66
Belmont	64
Cloverdale	66
Kewdale	65
Redcliffe	65
Rivervale / The Springs	65

Community variances
Performance Index Score

Gender
| Male | 63 |
| Female | 67 |

Age
14-34 years	62
35-49 years	64
50-64 years	65
65+ years	**72**

Age of children
0-4 years	65
5-11 years	64
12-17 years	65
18+ years	67
No children	65

Disability & culture
Disability	66
First Nations#	**71**
Mainly speak LOTE	61

Homeownership
| Homeowner | 66 |
| Renting / other | 62 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 762).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Belmont Hub

Performance ratings
% of respondents

96%
Positive rating*

77
Performance Index Score
(out of 100)

38
36
21
3

- ■ Excellent
- ■ Good
- ■ Okay
- ■ Poor
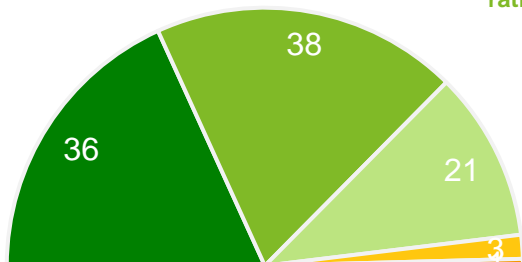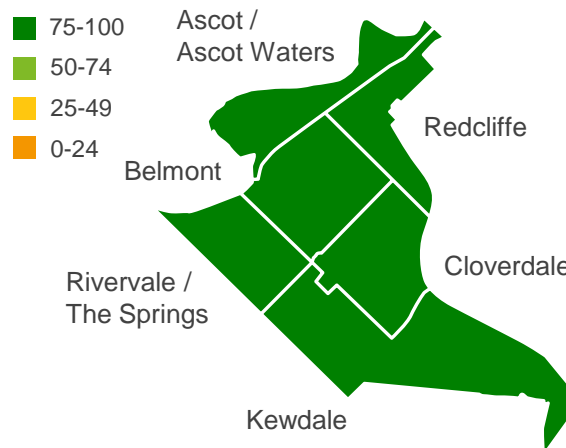- ■ Terrible

Trend Analysis
Performance Index Score

78	79	77
21	22	23

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	77
Industry High	NA
Industry Average	NA

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	79
Belmont	75
Cloverdale	77
Kewdale	76
Redcliffe	76
Rivervale / The Springs	78

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	75	0-4 years	81	Disability	77
Female	79	5-11 years	77	First Nations#	76
Age		12-17 years	75	Mainly speak LOTE	76
14-34 years	75	18+ years	71	**Homeownership**	
35-49 years	78	No children	77	Homeowner	77
50-64 years	74			Renting / other	74
65+ years	80				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 583).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Responsible planning and development

Managing responsible growth and development

Performance ratings
% of respondents

74% Positive rating*

51 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

38
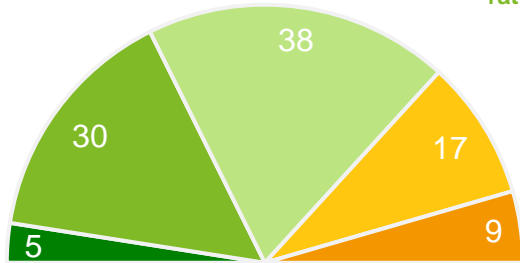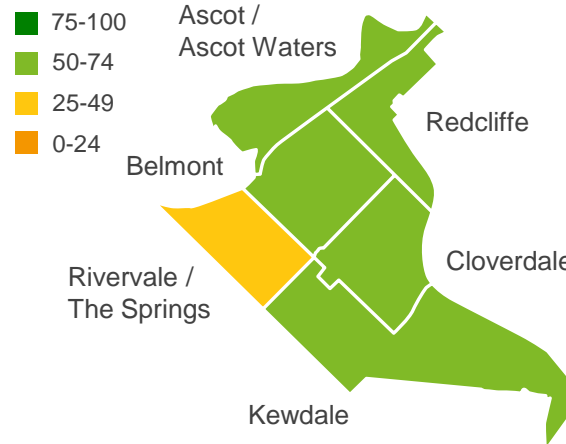30
17
5
9

Trend Analysis
Performance Index Score

57	55	51
21	22	23

MARKYT Industry Standards
Performance Index Score

City of Belmont	51
Industry High	58
Industry Average	45

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	51
Belmont	51
Cloverdale	53
Kewdale	55
Redcliffe	52
Rivervale / The Springs	46
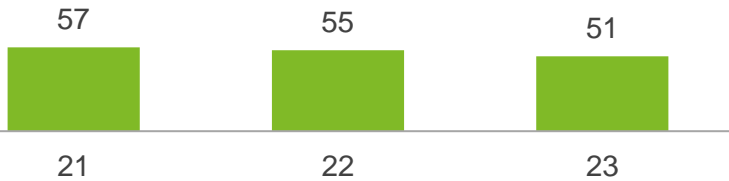
Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	51	0-4 years	52	Disability	50
Female	52	5-11 years	47	First Nations#	52
Age		12-17 years	50	Mainly speak LOTE	50
14-34 years	50	18+ years	50	**Homeownership**	
35-49 years	48	No children	52	Homeowner	51
50-64 years	50			Renting / other	55
65+ years	**59**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 642).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT

Planning approvals (to develop or change the use of land)

Performance ratings
% of respondents

66% Positive rating*

48 Performance Index Score (out of 100)

- 35 Okay
- 24 Good
- 8 Excellent
- 22 Poor
- 12 Terrible

■ Excellent
■ Good
■ Okay
■ Poor
■ Terrible

Trend Analysis
Performance Index Score

17	18	19	21	22	23
50	53	51	51	53	48

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	48
Industry High	55
Industry Average	43

Geographical variances
Performance Index Score

■ 75-100
■ 50-74
■ 25-49
■ 0-24

Ascot / Ascot Waters
Belmont
Redcliffe
Cloverdale
Rivervale / The Springs
Kewdale
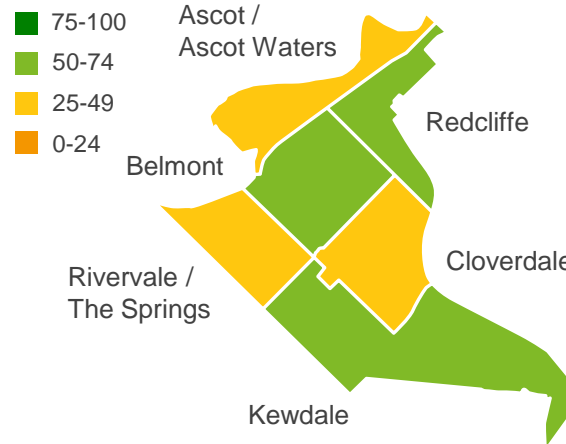
Location

Ascot / Ascot Waters	44
Belmont	50
Cloverdale	44
Kewdale	52
Redcliffe	52
Rivervale / The Springs	46

Community variances
Performance Index Score

Gender
| Male | 47 |
| Female | 50 |

Age
14-34 years	52
35-49 years	44
50-64 years	46
65+ years	53

Age of children
0-4 years	56
5-11 years	45
12-17 years	47
18+ years	48
No children	47

Disability & culture
Disability	48
First Nations#	50
Mainly speak LOTE	44

Homeownership
| Homeowner | 48 |
| Renting / other | 48 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 490).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

96

Building approvals (for buildings, sheds, carports, fences, pools, demolitions, etc)

Performance ratings
% of respondents

77% Positive rating*

54 Performance Index Score (out of 100)

- 9 Excellent
- 28 Good
- 40 Okay
- 16 Poor
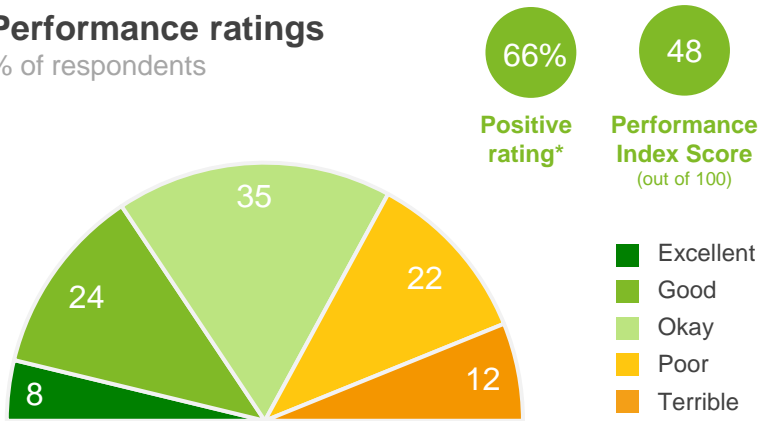- 8 Terrible

Trend Analysis
Performance Index Score
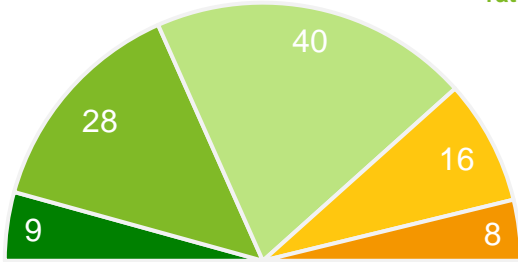
'17	'18	'19	'21	'22	'23
51	57	55	52	58	54

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	54
Industry High	55
Industry Average	43

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
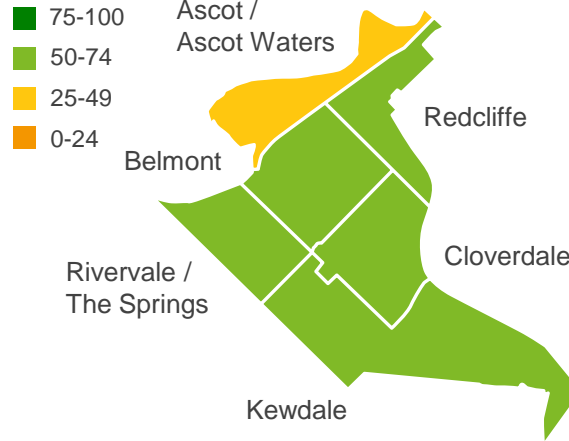
Location

Ascot / Ascot Waters	47
Belmont	52
Cloverdale	56
Kewdale	56
Redcliffe	55
Rivervale / The Springs	52

Community variances
Performance Index Score

Gender
| Male | 52 |
| Female | 56 |

Age
14-34 years	54
35-49 years	50
50-64 years	55
65+ years	56

Age of children
0-4 years	59
5-11 years	50
12-17 years	54
18+ years	53
No children	53

Disability & culture
Disability	55
First Nations[#]	60
Mainly speak LOTE	49

Homeownership
| Homeowner | 53 |
| Renting / other | 56 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 453).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Preserving and promoting local history and heritage

Performance ratings
% of respondents

91% Positive rating*

66 Performance Index Score (out of 100)

- Excellent 18
- Good 40
- Okay 33
- Poor 6
- Terrible 4

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
54	53	54	56	55	57	58	65	71	67	73	65	66

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	66
Industry High	70
Industry Average	58

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
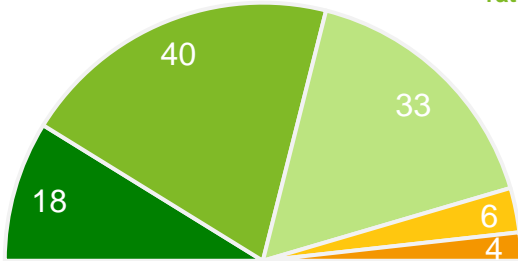
Ascot / Ascot Waters
Redcliffe
Belmont
Rivervale / The Springs
Cloverdale
Kewdale
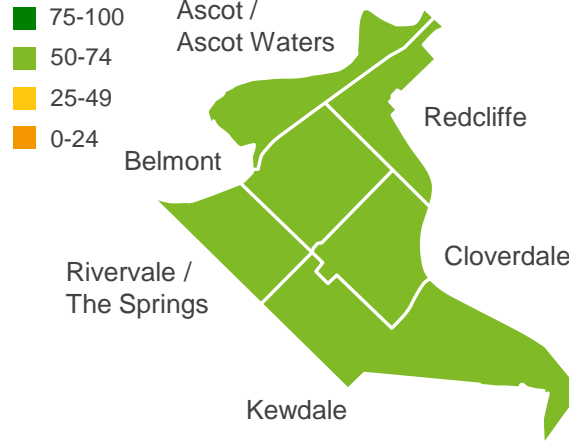
Location

Ascot / Ascot Waters	69
Belmont	61
Cloverdale	66
Kewdale	68
Redcliffe	67
Rivervale / The Springs	65

Community variances
Performance Index Score

Gender
| Male | 65 |
| Female | 67 |

Age
14-34 years	60
35-49 years	67
50-64 years	65
65+ years	72

Age of children
0-4 years	64
5-11 years	65
12-17 years	70
18+ years	66
No children	66

Disability & culture
Disability	65
First Nations#	68
Mainly speak LOTE	65

Homeownership
| Homeowner | 66 |
| Renting / other | 66 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 685).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

98

Access to housing that meets your needs

Performance ratings
% of respondents

81%
Positive rating*

56
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

8 | 35 | 37 | 12 | 7

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
NA	69	NA	NA	NA	NA	NA	64	66	66	64	62	56

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	56
Industry High	65
Industry Average	50

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
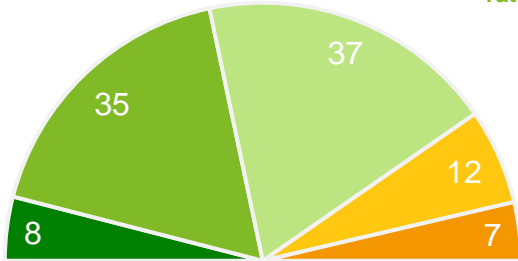
Ascot / Ascot Waters
Redcliffe
Belmont
Rivervale / The Springs
Cloverdale
Kewdale

Location

Ascot / Ascot Waters	62
Belmont	54
Cloverdale	53
Kewdale	57
Redcliffe	54
Rivervale / The Springs	59

Community variances
Performance Index Score

Gender
| Male | 57 |
| Female | 55 |

Age
14-34 years	56
35-49 years	56
50-64 years	55
65+ years	60

Age of children
0-4 years	57
5-11 years	52
12-17 years	57
18+ years	52
No children	58

Disability & culture
Disability	48
First Nations#	57
Mainly speak LOTE	55

Homeownership
| Homeowner | 59 |
| Renting / other | 42 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 547).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

99

Streetscapes, trees and verges

Performance ratings
% of respondents

77% Positive rating*

58 Performance Index Score (out of 100)

- 37
- 27
- 16
- 13
- 7

■ Excellent
■ Good
■ Okay
■ Poor
■ Terrible

Trend Analysis
Performance Index Score

60	59	60	62	61	58	59	58
14	15	17	18	19	21	22	23

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	58
Industry High	69
Industry Average	53

Geographical variances
Performance Index Score

■ 75-100
■ 50-74
■ 25-49
■ 0-24
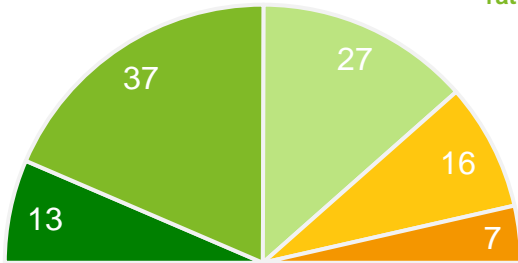
Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
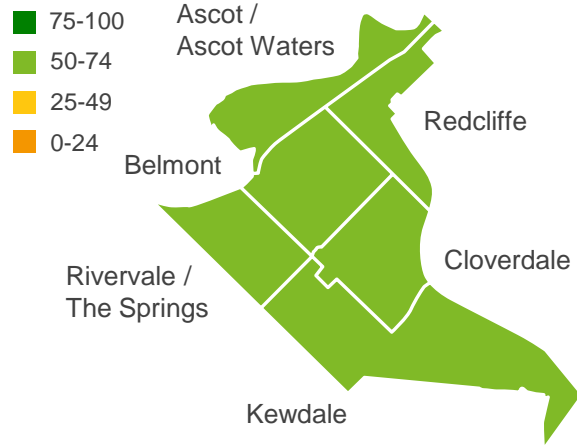
Location

Ascot / Ascot Waters	62
Belmont	57
Cloverdale	60
Kewdale	61
Redcliffe	57
Rivervale / The Springs	56

Community variances
Performance Index Score

Gender

| Male | 57 |
| Female | 60 |

Age

14-34 years	55
35-49 years	55
50-64 years	59
65+ years	**66**

Age of children

0-4 years	57
5-11 years	54
12-17 years	60
18+ years	57
No children	60

Disability & culture

Disability	59
First Nations#	**66**
Mainly speak LOTE	57

Homeownership

| Homeowner | 57 |
| Renting / other | **66** |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 850).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Moving around

Moving around the City of Belmont

In the past year, how frequently did you, or other members of your household, do the following:
% of respondents

Legend: ■ Daily ■ Weekly ■ Monthly ■ Less often ■ Never

	Daily	Weekly	Monthly	Less often	Never
Walked, cycled or used a scooter or skateboard to commute	18	28	9	15	29
Used public transport	18	17	17	27	21
Used an e-bike, e-scooter or similar to commute	3	6	2	8	81

Variances across the community
% of respondents who travel this way at least once a month

	Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
Walked, cycled or used a scooter or skateboard to commute	56	57	49	59	53	56	59	55	50	52	64	67	62	64	59	75	54	60	53	50	56	68	53
Used public transport	52	51	58	52	51	59	52	49	43	50	53	51	56	48	53	70	48	54	48	51	47	57	55
Used an e-bike, e-scooter or similar to commute	11	11	9	15	7	11	10	13	8	11	7	8	9	8	18	0	10	20	14	8	9	13	7

Q. **Over the past year, how frequently did you do the following?**
Base: all respondents, excludes no response (n = varies 716 to 722)

MARKYT

102

Local roads

Performance ratings
% of respondents

89% Positive rating*

63 Performance Index Score (out of 100)

- 44
- 33
- 11
- 8
- 3

- Excellent
- Good
- Okay
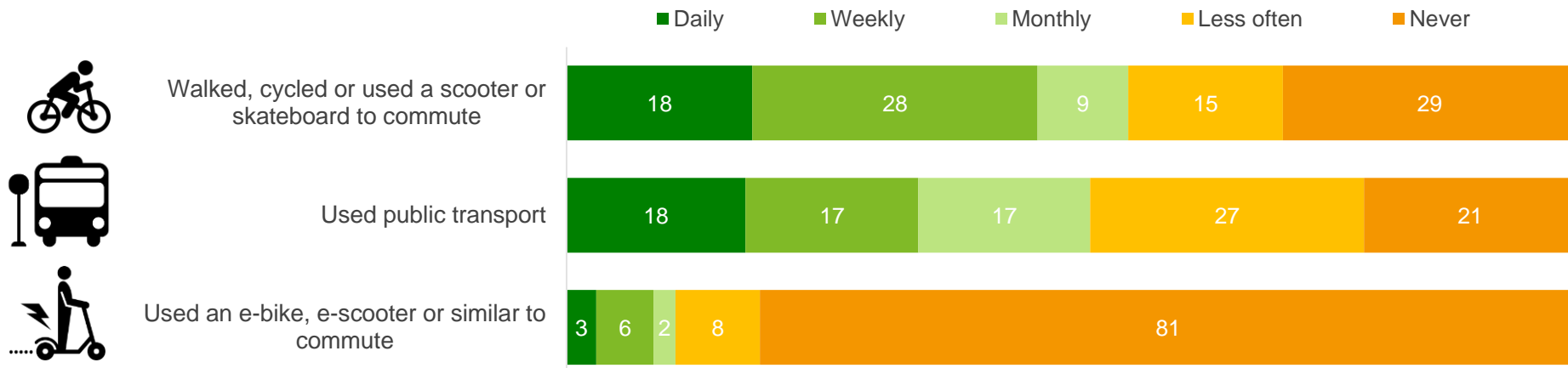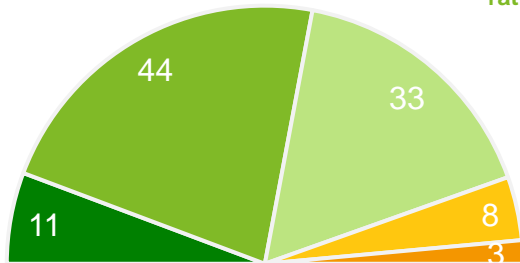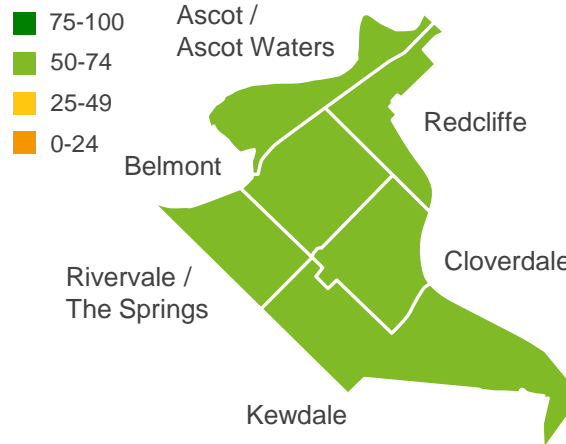- Poor
- Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
62	60	62	63	65	64	63	68	69	69	66	65	63

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	63
Industry High	70
Industry Average	48

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Ascot / Ascot Waters
Belmont
Redcliffe
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	67
Belmont	62
Cloverdale	64
Kewdale	65
Redcliffe	63
Rivervale / The Springs	62
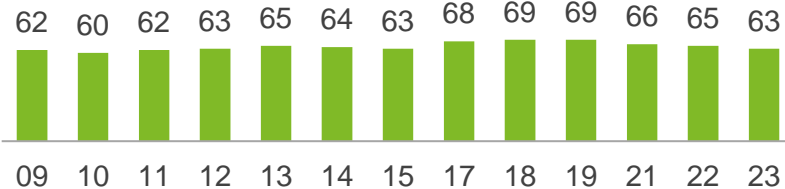
Community variances
Performance Index Score

Gender

Male	64
Female	64

Age

14-34 years	64
35-49 years	60
50-64 years	63
65+ years	68

Age of children

0-4 years	65
5-11 years	58
12-17 years	68
18+ years	63
No children	64

Disability & culture

Disability	59
First Nations#	64
Mainly speak LOTE	62

Homeownership

Homeowner	63
Renting / other	63

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 853).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

103

Traffic management

Performance ratings
% of respondents

79% Positive rating*

55 Performance Index Score (out of 100)

- 8 Excellent
- 33 Good
- 37 Okay
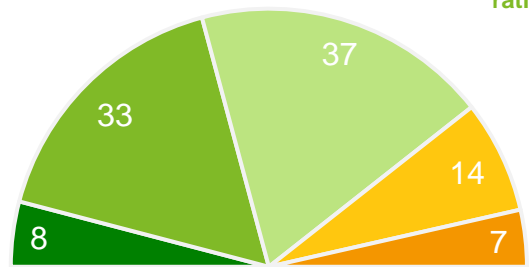- 14 Poor
- 7 Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
54	57	57	57	58	61	57	65	64	66	61	60	55

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	55
Industry High	62
Industry Average	51

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters

Redcliffe

Belmont

Cloverdale

Rivervale / The Springs

Kewdale

Location

Ascot / Ascot Waters	58
Belmont	57
Cloverdale	53
Kewdale	57
Redcliffe	57
Rivervale / The Springs	53

Community variances
Performance Index Score

Gender

Male	53
Female	58

Age

14-34 years	54
35-49 years	53
50-64 years	56
65+ years	**60**

Age of children

0-4 years	56
5-11 years	**48**
12-17 years	56
18+ years	57
No children	55

Disability & culture

Disability	**49**
First Nations#	**60**
Mainly speak LOTE	54

Homeownership

Homeowner	55
Renting / other	57

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 832).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Footpaths, trails and cycleways

Performance ratings
% of respondents

83% Positive rating*

60 Performance Index Score (out of 100)

- 39
- 34
- 11
- 12
- 5

- Excellent
- Good
- Okay
- Poor
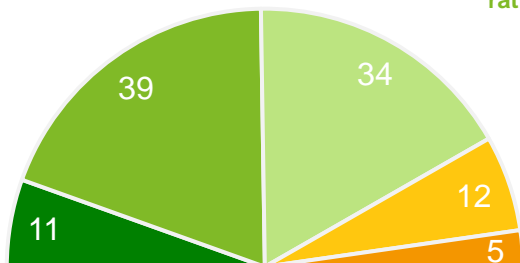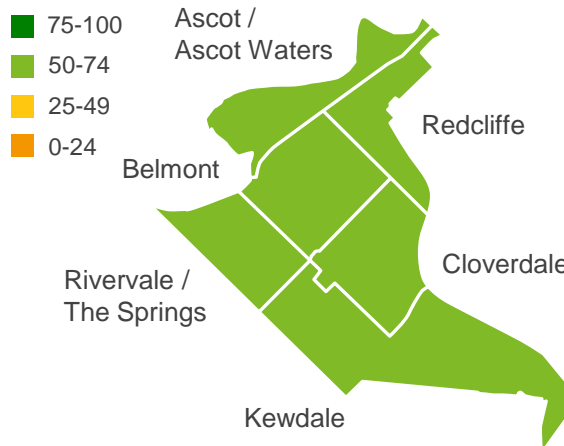- Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
61	61	62	62	64	63	63	63	65	61	62	63	60

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	60
Industry High	67
Industry Average	52

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	61
Belmont	58
Cloverdale	59
Kewdale	63
Redcliffe	60
Rivervale / The Springs	59

Community variances
Performance Index Score

Gender

| Male | 60 |
| Female | 60 |

Age

14-34 years	59
35-49 years	58
50-64 years	60
65+ years	**65**

Age of children

0-4 years	60
5-11 years	56
12-17 years	**65**
18+ years	61
No children	60

Disability & culture

Disability	59
First Nations[#]	**68**
Mainly speak LOTE	59

Homeownership

| Homeowner | 60 |
| Renting / other | 61 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 844).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Access to information on walking, cycling and public transport

Performance ratings
% of respondents

83% — Positive rating*

59 — Performance Index Score (out of 100)

- Excellent — 12
- Good — 34
- Okay — 38
- Poor — 12
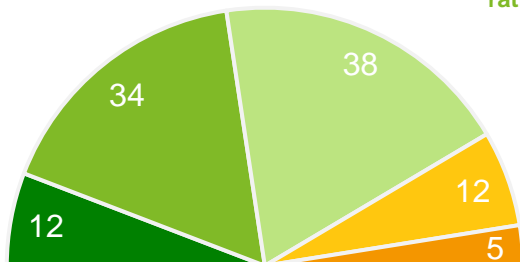- Terrible — 5

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
59	61	62	63	62	62	64	63	64	62	62	64	59

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	59
Industry High	NA
Industry Average	NA

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
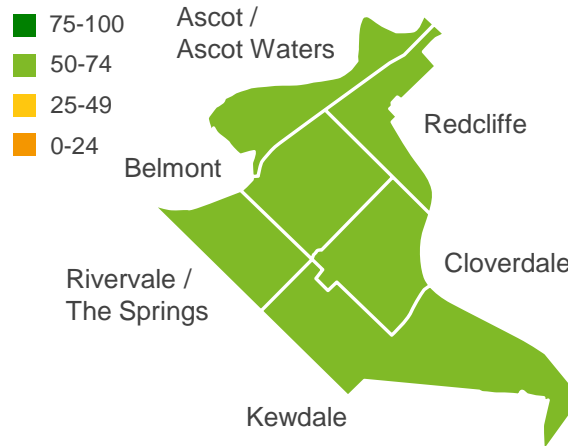
Location

Ascot / Ascot Waters	58
Belmont	58
Cloverdale	56
Kewdale	64
Redcliffe	56
Rivervale / The Springs	59

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	58	0-4 years	59	Disability	56
Female	60	5-11 years	55	First Nations#	**66**
Age		12-17 years	62	Mainly speak LOTE	61
14-34 years	55	18+ years	62	**Homeownership**	
35-49 years	58	No children	59	Homeowner	59
50-64 years	59			Renting / other	59
65+ years	**67**				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 725).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

106

Sustainability

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings
% of respondents

74%
Positive rating*

51
Performance Index Score (out of 100)

- Excellent — 5
- Good — 28
- Okay — 41
- Poor — 18
- Terrible — 7

Trend Analysis
Performance Index Score

21	22	23
52	53	51

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	51
Industry High	68
Industry Average	48

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
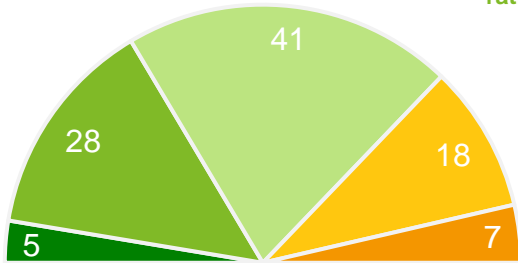
Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
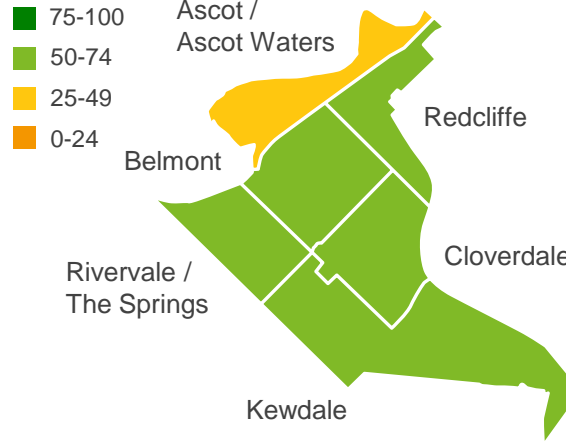
Location

Ascot / Ascot Waters	48
Belmont	53
Cloverdale	50
Kewdale	53
Redcliffe	52
Rivervale / The Springs	50

Community variances
Performance Index Score

Gender
| Male | 52 |
| Female | 51 |

Age
14-34 years	48
35-49 years	48
50-64 years	54
65+ years	**60**

Age of children
0-4 years	50
5-11 years	47
12-17 years	49
18+ years	53
No children	51

Disability & culture
Disability	49
First Nations#	**58**
Mainly speak LOTE	51

Homeownership
| Homeowner | 51 |
| Renting / other | 52 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 622).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆   108

Conservation and environmental management

Performance ratings
% of respondents

78%
Positive rating*

57
Performance Index Score
(out of 100)
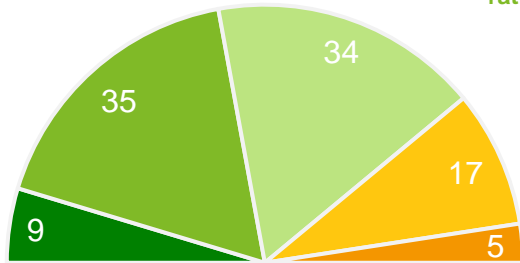
- 35 (Good)
- 34 (Okay)
- 9 (Excellent)
- 17 (Poor)
- 5 (Terrible)

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
60	59	61	61	62	61	63	64	67	62	58	58	57

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	57
Industry High	68
Industry Average	53

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	54
Belmont	56
Cloverdale	59
Kewdale	58
Redcliffe	57
Rivervale / The Springs	55
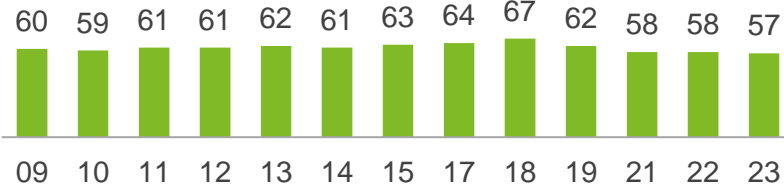
Community variances
Performance Index Score

Gender

Male	58
Female	56

Age

14-34 years	53
35-49 years	54
50-64 years	58
65+ years	65

Age of children

0-4 years	58
5-11 years	54
12-17 years	56
18+ years	57
No children	56

Disability & culture

Disability	53
First Nations#	61
Mainly speak LOTE	53

Homeownership

Homeowner	57
Renting / other	56

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 708).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

109

Efforts to maintain and enhance the Swan River
(Derbarl Yerrigan)

Performance ratings
% of respondents

83% Positive rating*

59 Performance Index Score (out of 100)

- 10 Excellent
- 37 Good
- 35 Okay
- 12 Poor
- 6 Terrible

- ■ Excellent
- ■ Good
- ■ Okay
- ■ Poor
- ■ Terrible

Trend Analysis
Performance Index Score

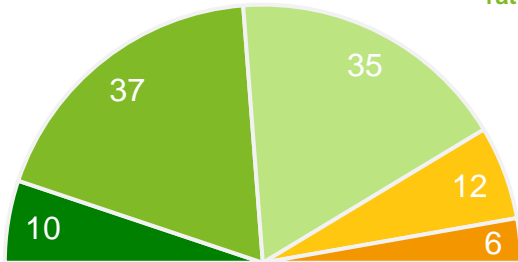| 09	10	11	12	13	14	15	17	18	19	21	22	23
56	55	57	59	58	59	61	68	70	68	59	59	59

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	59
Industry High	68
Industry Average	55

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
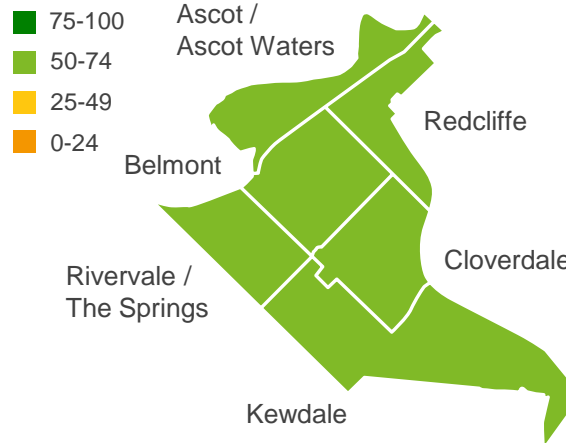
Location

Ascot / Ascot Waters	53
Belmont	60
Cloverdale	59
Kewdale	64
Redcliffe	57
Rivervale / The Springs	58

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	61	0-4 years	55	Disability	57
Female	57	5-11 years	56	First Nations#	67
Age		12-17 years	62	Mainly speak LOTE	50
14-34 years	56	18+ years	59	**Homeownership**	
35-49 years	57	No children	59	Homeowner	59
50-64 years	60			Renting / other	57
65+ years	65				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 590).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

110

Waste management

Performance ratings
% of respondents

85%
Positive rating*

62
Performance Index Score
(out of 100)

- 41 — Good
- 31 — Okay
- 13 — Excellent
- 10 — Poor
- 4 — Terrible

- ■ Excellent
- ■ Good
- ■ Okay
- ■ Poor
- ■ Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
73	73	74	75	75	77	76	80	82	78	74	69	62

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	62
Industry High	77
Industry Average	61

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24
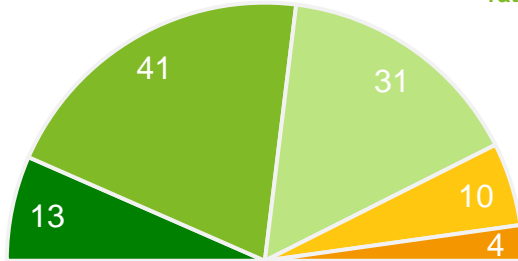
Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
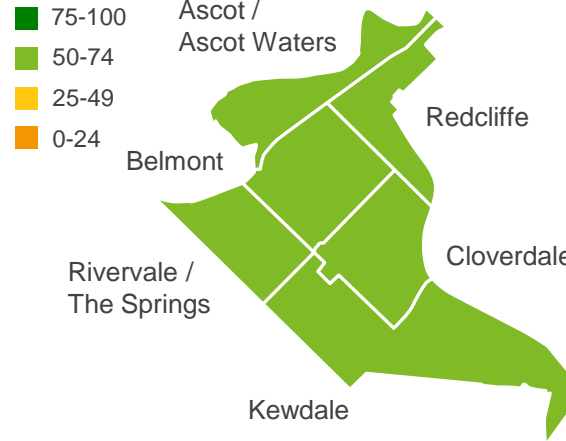
Location

Ascot / Ascot Waters	63
Belmont	65
Cloverdale	61
Kewdale	65
Redcliffe	63
Rivervale / The Springs	57

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	63	0-4 years	61	Disability	59
Female	61	5-11 years	59	First Nations#	63
Age		12-17 years	62	Mainly speak LOTE	58
14-34 years	58	18+ years	63	**Homeownership**	
35-49 years	61	No children	60	Homeowner	62
50-64 years	63			Renting / other	59
65+ years	**69**				

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 853).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

111

Environmental health management
(noise, pests, pollution, food inspections, etc)

Performance ratings
% of respondents

76%
Positive rating*

54
Performance Index Score
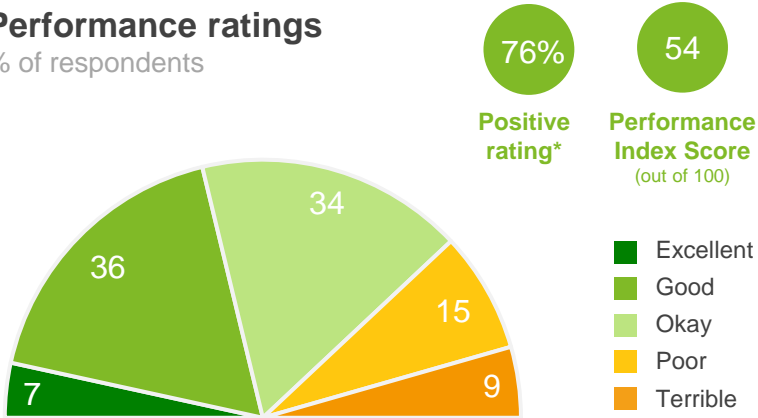(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Pie chart values: 7, 36, 34, 15, 9

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
55	55	56	62	56	58	58	59	63	56	58	57	54

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	54
Industry High	65
Industry Average	54

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
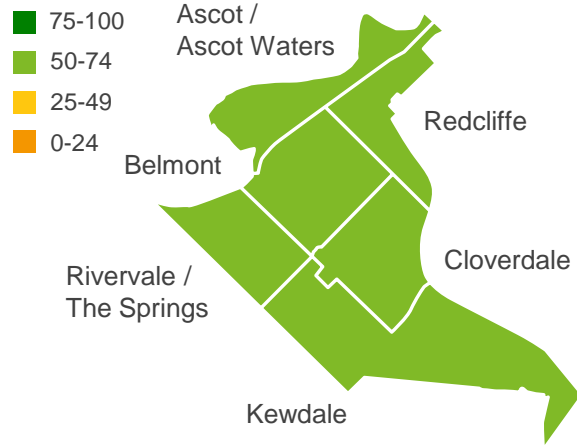
Location

Ascot / Ascot Waters	57
Belmont	56
Cloverdale	54
Kewdale	54
Redcliffe	55
Rivervale / The Springs	52

Community variances
Performance Index Score

Gender
Male	55
Female	54

Age
14-34 years	52
35-49 years	51
50-64 years	55
65+ years	62

Age of children
0-4 years	51
5-11 years	50
12-17 years	55
18+ years	54
No children	53

Disability & culture
Disability	50
First Nations#	60
Mainly speak LOTE	45

Homeownership
Homeowner	55
Renting / other	52

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 697).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Natural disaster management
(education, prevention and relief for fires, flooding, etc)

Performance ratings
% of respondents

76%
Positive rating*

54
Performance Index Score
(out of 100)

- 4 — Excellent
- 36 — Good
- 36 — Okay
- 18 — Poor
- 6 — Terrible

Legend:
- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

62	60	54
21	22	23

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	54
Industry High	66
Industry Average	54

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
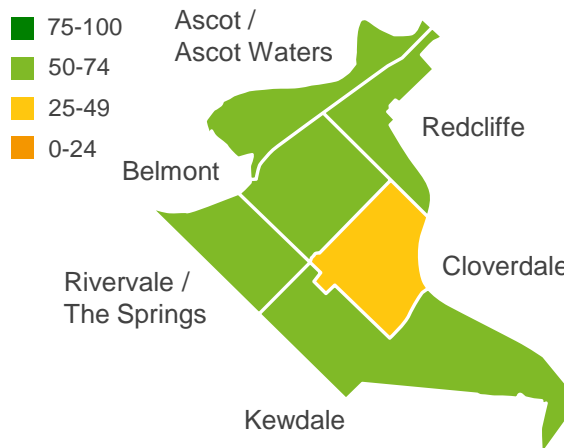
Location

Ascot / Ascot Waters	51
Belmont	58
Cloverdale	48
Kewdale	56
Redcliffe	54
Rivervale / The Springs	55

Community variances
Performance Index Score

Gender
| Male | 56 |
| Female | 52 |

Age
14-34 years	54
35-49 years	51
50-64 years	53
65+ years	58

Age of children
0-4 years	53
5-11 years	51
12-17 years	**49**
18+ years	50
No children	54

Disability & culture
Disability	54
First Nations#	**41**
Mainly speak LOTE	**48**

Homeownership
| Homeowner | 55 |
| Renting / other | 51 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 410).

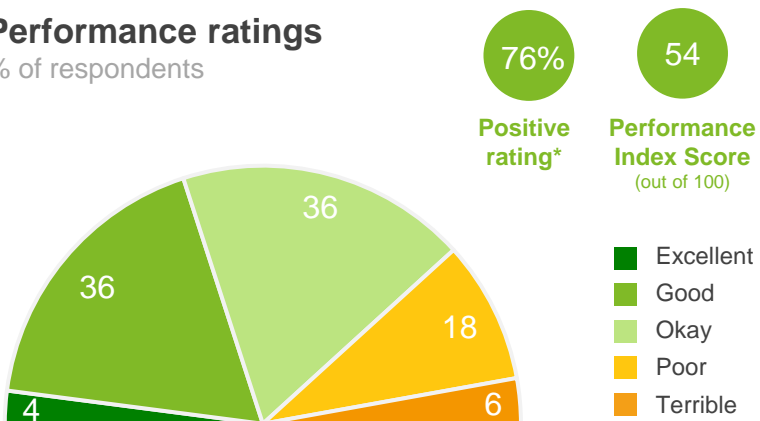* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Prosperity

Place to work or operate a business

Performance ratings
% of respondents

85%
Positive rating*

62
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

42 | 32 | 12 | 11 | 4

Trend Analysis
Performance Index Score

22	23
64	62

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	62
Industry High	72
Industry Average	64

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	62
Belmont	60
Cloverdale	61
Kewdale	65
Redcliffe	63
Rivervale / The Springs	61

Community variances
Performance Index Score

Gender
| Male | 61 |
| Female | 63 |

Age
14-34 years	60
35-49 years	59
50-64 years	64
65+ years	70

Age of children
0-4 years	55
5-11 years	57
12-17 years	60
18+ years	64
No children	63

Disability & culture
Disability	60
First Nations#	66
Mainly speak LOTE	60

Homeownership
| Homeowner | 61 |
| Renting / other | 65 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 684).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Performance ratings
% of respondents

85% Positive rating*

60 Performance Index Score (out of 100)

- Excellent — 12
- Good — 35
- Okay — 38
- Poor — 12
- Terrible — 3

Trend Analysis
Performance Index Score

New measure in 2023

60

09 10 11 12 13 14 15 17 18 19 21 22 23

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	60
Industry High	87
Industry Average	68

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
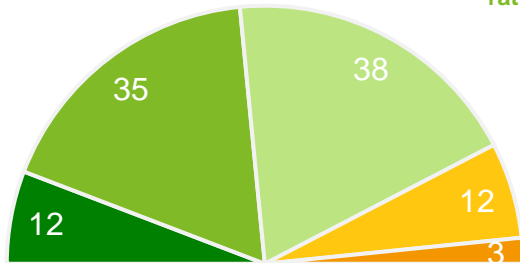
Ascot / Ascot Waters

Redcliffe

Belmont

Rivervale / The Springs

Cloverdale

Kewdale

Location

Ascot / Ascot Waters	62
Belmont	58
Cloverdale	61
Kewdale	67
Redcliffe	57
Rivervale / The Springs	56

Community variances
Performance Index Score

Gender
Male	59
Female	61

Age
14-34 years	56
35-49 years	56
50-64 years	64
65+ years	**72**

Age of children
0-4 years	57
5-11 years	57
12-17 years	**55**
18+ years	60
No children	61

Disability & culture
Disability	56
First Nations#	**67**
Mainly speak LOTE	58

Homeownership
Homeowner	59
Renting / other	63

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 1030).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Economic development and job creation

Performance ratings
% of respondents

77% Positive rating*

52 Performance Index Score (out of 100)

- ■ Excellent
- ■ Good
- ■ Okay
- ■ Poor
- ■ Terrible

4 / 29 / 44 / 18 / 5

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
51	54	54	54	50	52	57	58	63	57	55	56	52

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	52
Industry High	56
Industry Average	43

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24
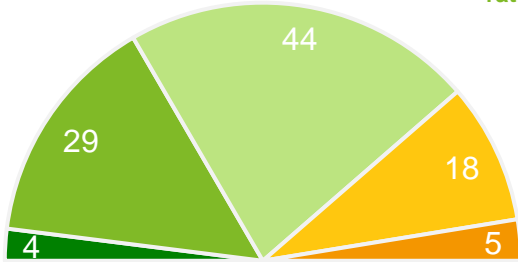
Ascot / Ascot Waters
Redcliffe
Belmont
Rivervale / The Springs
Cloverdale
Kewdale
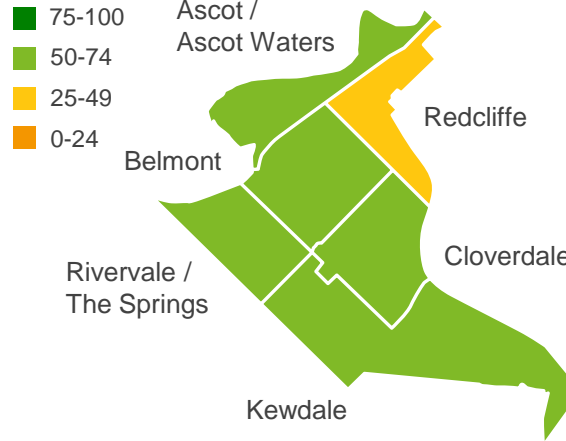
Location

Ascot / Ascot Waters	52
Belmont	53
Cloverdale	52
Kewdale	55
Redcliffe	49
Rivervale / The Springs	52

Community variances
Performance Index Score

Gender
Male	52
Female	53

Age
14-34 years	48
35-49 years	54
50-64 years	52
65+ years	**60**

Age of children
0-4 years	51
5-11 years	53
12-17 years	51
18+ years	53
No children	53

Disability & culture
Disability	49
First Nations#	50
Mainly speak LOTE	52

Homeownership
Homeowner	53
Renting / other	**46**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 441).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

117

# Belmont City Centre development and activation

Performance ratings
% of respondents

83%
Positive rating*

60
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Pie chart values: 11, 37, 34, 13, 4

Trend Analysis
Performance Index Score

17	18	19	21	22	23
64	69	71	62	65	60

MARKYT ◆ Industry Standards
Performance Index Score

City of Belmont	60
Industry High	64
Industry Average	46

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
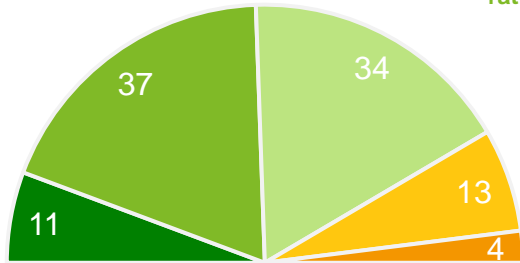
Ascot / Ascot Waters
Redcliffe
Belmont
Rivervale / The Springs
Cloverdale
Kewdale
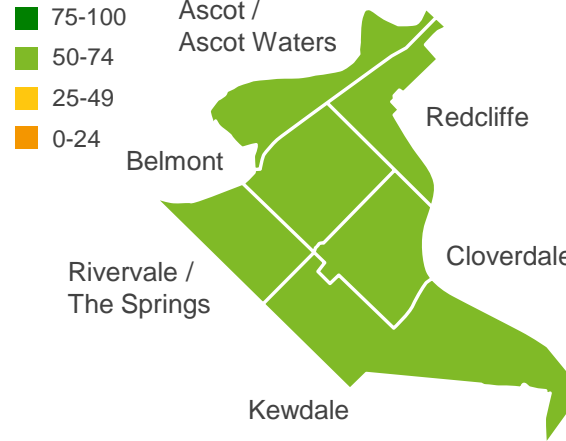
Location

Ascot / Ascot Waters	63
Belmont	57
Cloverdale	61
Kewdale	62
Redcliffe	57
Rivervale / The Springs	60

Community variances
Performance Index Score

Gender
| Male | 58 |
| Female | 62 |

Age
14-34 years	58
35-49 years	59
50-64 years	58
65+ years	**67**

Age of children
0-4 years	64
5-11 years	59
12-17 years	63
18+ years	60
No children	60

Disability & culture
Disability	60
First Nations#	63
Mainly speak LOTE	61

Homeownership
| Homeowner | 61 |
| Renting / other | **55** |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 540).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT ◆

Work life balance

Regularly work over 50 hours a week
% of respondents

77 No
23 Yes

Trend Analysis
% works over 50 hours a week

2017	2019	2021	2023
21	14	10	23

MARKYT◆ Industry Standards
% works over 50 hours a week

City of Belmont	23
Australian Average^	17
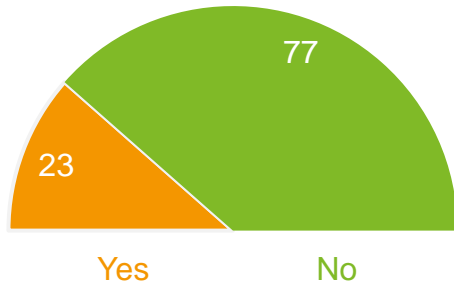
Geographical variances
% works over 50 hours a week

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
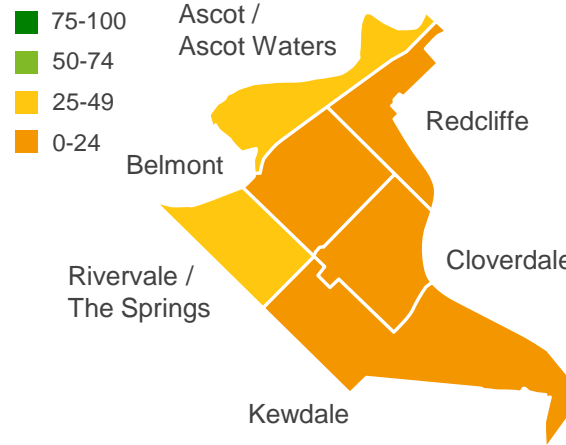
Location

Ascot / Ascot Waters	32
Belmont	19
Cloverdale	22
Kewdale	22
Redcliffe	22
Rivervale / The Springs	26

Community variances
% works over 50 hours a week

Gender

Male	30
Female	17

Age

14-34 years	18
35-49 years	24
50-64 years	31
65+ years	19

Age of children

0-4 years	19
5-11 years	17
12-17 years	28
18+ years	25
No children	22

Disability & culture

Disability	34
First Nations	34
Mainly speak LOTE	28

Homeownership

Homeowner	25
Renting / other	11

MARKYT◆

119

Employed in FIFO or DIDO role

Are you or anyone else in your home employed in a fly-in-fly-out (FIFO) or drive-in-drive-out (DIDO) role?
% of respondents

88 No
12 Yes

Trend Analysis
% yes

2017	2019	2021	2023
10	13	11	12

Variances across the community
% yes

Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
12	12	11	11	13	14	14	14	3	13	4	15	16	14	17	5	15	16	12	19	8	12	7

Q. Are you or anyone else in your home employed in a fly-in-fly-out (FIFO) or drive-in-drive-out (DIDO) role?
Base: All respondents, excludes 'no response' (n = 692)

MARKYT

120

Household spending

In relation to your household spending, would you say you generally:
% of respondents

Year	Spend more money than you earn or get	Have just enough money to get by	Spend left over money	Save a bit every now and then	Save some regularly	Save a lot
2023	6	21	3	21	38	12
2021	4	16	3	18	43	17
2019	5	21	3	25	38	8
2017	8	25	1	21	37	8

■ Spend more money than you earn or get
■ Have just enough money to get by
■ Spend left over money
■ Save a bit every now and then
■ Save some regularly
■ Save a lot

70% of respondents are able to save money, which is down 5% points from 2021.

27% have just enough money to get by or spend more than they earn. This is 7% points more than 2021, reflecting rising costs of living.

Those who are struggling financially are more likely to be renting, have a child in primary school, be a senior or to have a disability, or to identify as a First Nations person.

Variances across the community
% saving money

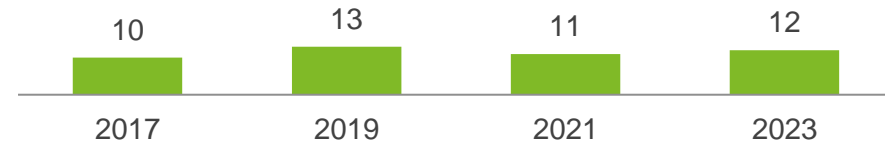| Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
70	74	52	74	67	69	71	80	60	74	63	53	70	78	56	59	66	77	75	74	69	74	59

Q. **In relation to your household spending, would you say you generally:**
Base: All respondents, excludes 'unsure' and 'no response' (n = 599)

MARKYT◆

Life-long learning

Library services

Performance ratings
% of respondents

98%
Positive rating*

82
Performance Index Score
(out of 100)
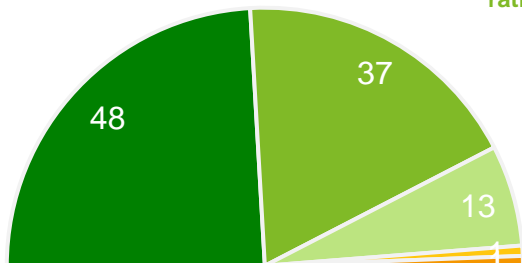
48
37
13
1

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
72	68	72	72	73	73	75	78	80	80	82	82	82

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	82
Industry High	85
Industry Average	71

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
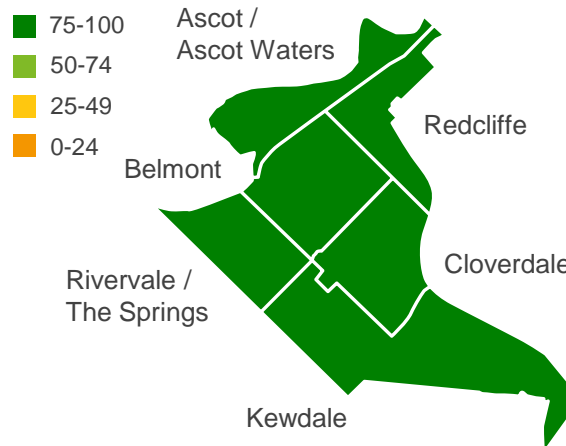
Location

Ascot / Ascot Waters	80
Belmont	82
Cloverdale	83
Kewdale	82
Redcliffe	82
Rivervale / The Springs	83

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	82	0-4 years	86	Disability	82
Female	84	5-11 years	83	First Nations#	81
Age		12-17 years	82	Mainly speak LOTE	83
14-34 years	81	18+ years	78	**Homeownership**	
35-49 years	85	No children	82	Homeowner	82
50-64 years	79			Renting / other	83
65+ years	85				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 735).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

123

Access to education, training and life-long learning opportunities

Performance ratings
% of respondents

80%
Positive rating*
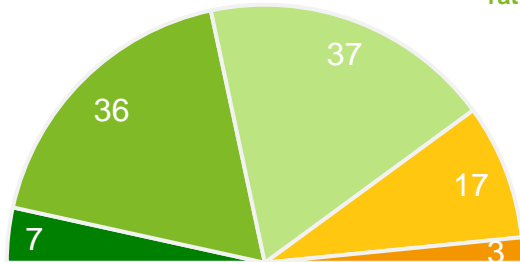
57
Performance Index Score
(out of 100)

- Excellent: 7
- Good: 36
- Okay: 37
- Poor: 17
- Terrible: 3

Trend Analysis
Performance Index Score

'21	'22	'23
57	60	57

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	57
Industry High	64
Industry Average	49

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
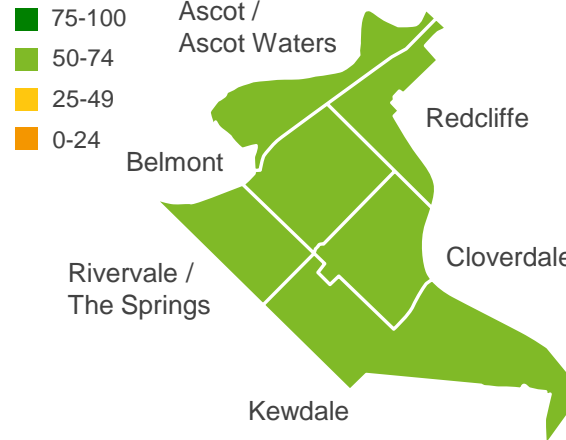
Location

Ascot / Ascot Waters	57
Belmont	58
Cloverdale	57
Kewdale	59
Redcliffe	55
Rivervale / The Springs	55

Community variances
Performance Index Score

Gender

Male	57
Female	57

Age

14-34 years	54
35-49 years	55
50-64 years	57
65+ years	64

Age of children

0-4 years	54
5-11 years	50
12-17 years	60
18+ years	56
No children	58

Disability & culture

Disability	56
First Nations#	57
Mainly speak LOTE	50

Homeownership

Homeowner	56
Renting / other	58

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 467).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆   124

Participated in educational activities

Participated in educational activities over the past 12 months
% of respondents

57 — Yes

43 — No

Trend Analysis
% yes

2017	2019	2021	2023
47	48	51	57

Variances across the community
% yes

Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
57	57	55	57	56	**69**	58	56	**35**	55	56	61	**73**	63	**70**	64	59	52	50	62	52	60	63

Q. In the past year, have you participated in any educational activities, such as short courses, workshops or seminars?
Base: All respondents, excludes 'no response' (n = 691)

MARKYT

Sufficient education and training to get a job

Sufficient education and training to get a job
% of respondents

Yes — 79
No — 21
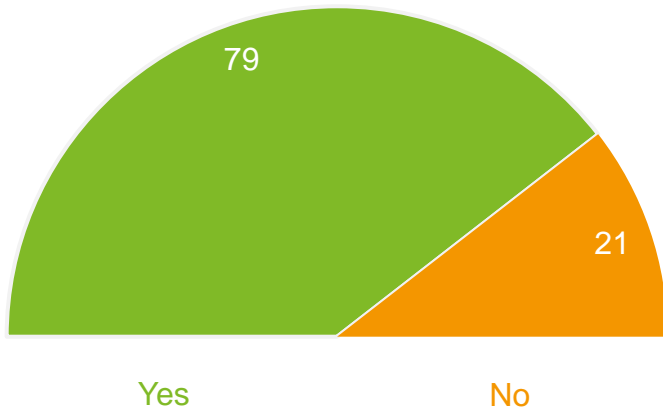
Among respondents who are unemployed or seeking work, 79% feel they have sufficient education and training to get a job.

21% of people in this group do not feel they have sufficient education or training to get a job. This appears to be more of a concern for those without children, people living with a disability and residents of Redcliffe.

Males feel more confident that they have sufficient education and training to get a job when compared to females.

Variances across the community
% yes

Total	Own home	Renting/other	Male	Female	18-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	Disability	First Nations	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
79	80	72	83	75	79	87	69	71	73	87	87	87	79	63	100	86	75	79	91	78	58	84

Q. If unemployed or seeking new work, do you feel you have sufficient education and training to get a job?
Base: All respondents, excludes 'no response' (n = 166)

MARKYT

126

Leadership and governance

Council's leadership

Performance ratings
% of respondents
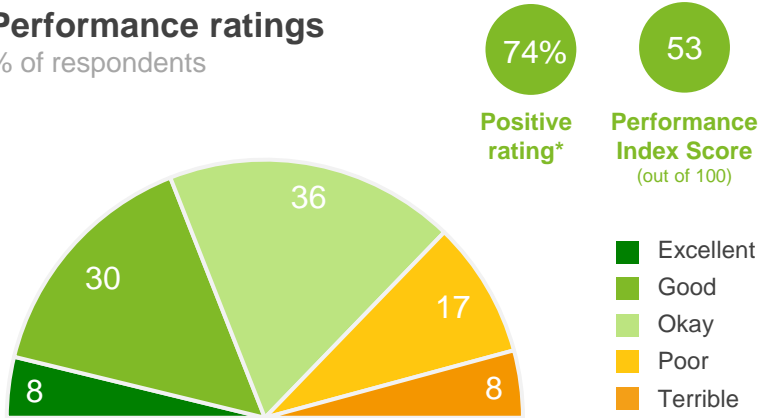
74%
Positive rating*

53
Performance Index Score
(out of 100)

- Excellent 8
- Good 30
- Okay 36
- Poor 17
- Terrible 8

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
52	55	56	55	57	59	61	60	61	60	58	58	53

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	53
Industry High	61
Industry Average	45

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
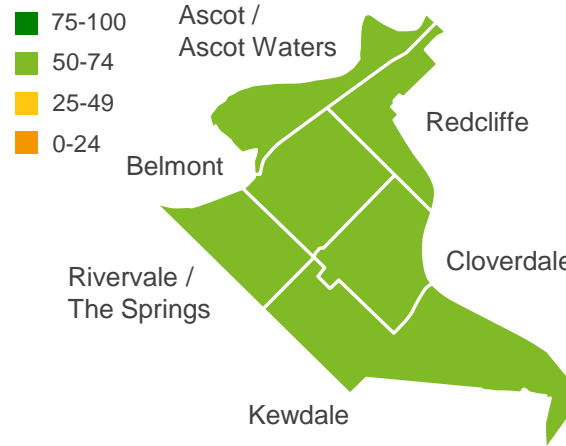
Location

Ascot / Ascot Waters	53
Belmont	51
Cloverdale	55
Kewdale	56
Redcliffe	53
Rivervale / The Springs	50

Community variances
Performance Index Score

Gender
| Male | 51 |
| Female | 56 |

Age
14-34 years	46
35-49 years	49
50-64 years	53
65+ years	64

Age of children
0-4 years	52
5-11 years	49
12-17 years	55
18+ years	57
No children	54

Disability & culture
Disability	51
First Nations#	58
Mainly speak LOTE	48

Homeownership
| Homeowner | 53 |
| Renting / other | 54 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 581).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

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

Level of agreement
% of respondents

40%

Total Agree

- 8 Strongly agree
- 32 Agree
- 42 Neutral
- 16 Disagree
- 3 Strongly disagree

■ Strongly agree
■ Agree
■ Neutral
■ Disagree
■ Strongly disagree

Trend Analysis
% agree

09	10	11	12	13	14	15	17	18	19	21	22	23
58	49	59	53	50	53	58	50	50	54	45	45	40

MARKYT◆ Industry Standards
% agree

City of Belmont	40
Industry High	50
Industry Average	28

Geographical variances
% agree

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
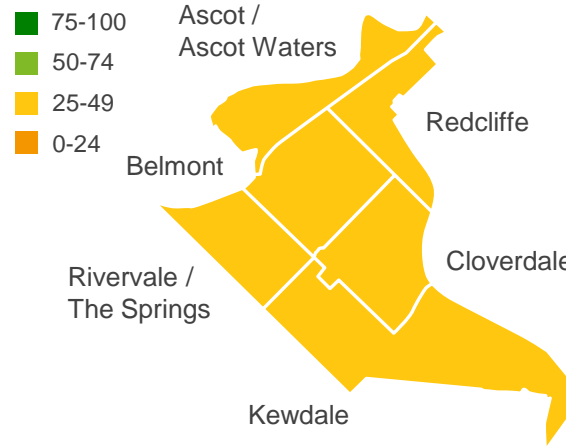
Location

Ascot / Ascot Waters	46
Belmont	39
Cloverdale	46
Kewdale	38
Redcliffe	36
Rivervale / The Springs	35

Community variances
% agree

Gender
| Male | 39 |
| Female | 41 |

Age
14-34 years	38
35-49 years	33
50-64 years	39
65+ years	**54**

Age of children
0-4 years	36
5-11 years	**31**
12-17 years	39
18+ years	38
No children	39

Disability & culture
Disability	**32**
First Nations[#]	**52**
Mainly speak LOTE	**30**

Homeownership
| Homeowner | 40 |
| Renting / other | 40 |

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 1006). [#] Small sample size (<20 respondents)

Governing organisation

Performance ratings
% of respondents

85%
Positive rating*

63
Performance Index Score
(out of 100)

- Excellent — 14
- Good — 40
- Okay — 30
- Poor — 12
- Terrible — 4

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
NA	56	63	64	65	66	65	67	70	70	68	65	63

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	63
Industry High	69
Industry Average	52

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24
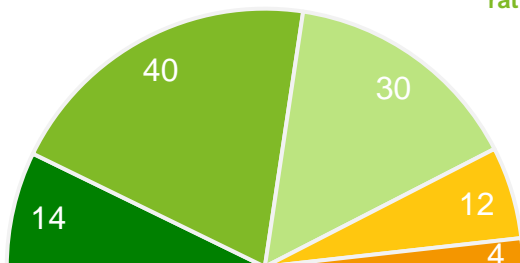
Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
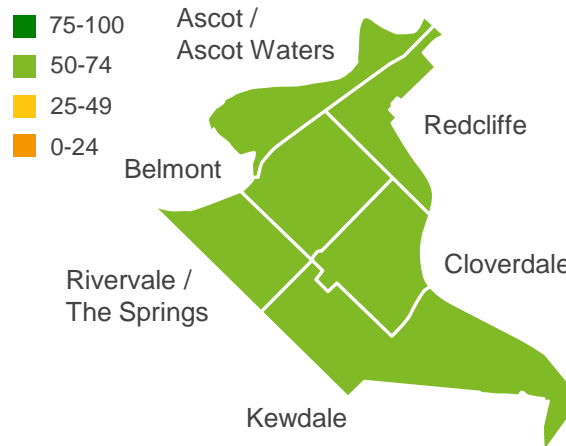
Location

Ascot / Ascot Waters	65
Belmont	61
Cloverdale	63
Kewdale	66
Redcliffe	62
Rivervale / The Springs	60

Community variances
Performance Index Score

Gender
Male	60
Female	65

Age
14-34 years	59
35-49 years	60
50-64 years	64
65+ years	73

Age of children
0-4 years	63
5-11 years	62
12-17 years	62
18+ years	64
No children	62

Disability & culture
Disability	61
First Nations#	63
Mainly speak LOTE	58

Homeownership
Homeowner	63
Renting / other	64

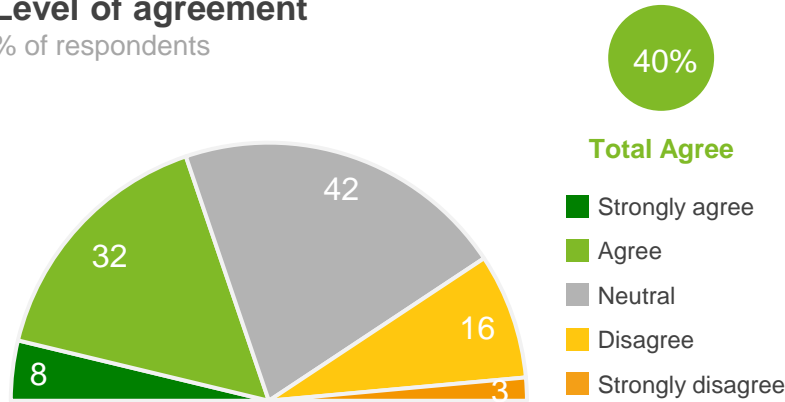Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 990).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Advocacy and lobbying on community's behalf

Performance ratings
% of respondents

67% Positive rating*

49 Performance Index Score (out of 100)

35
27
23
5
10

- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

'17	'18	'19	'21	'22	'23
57	60	60	53	53	49

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	49
Industry High	56
Industry Average	42

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
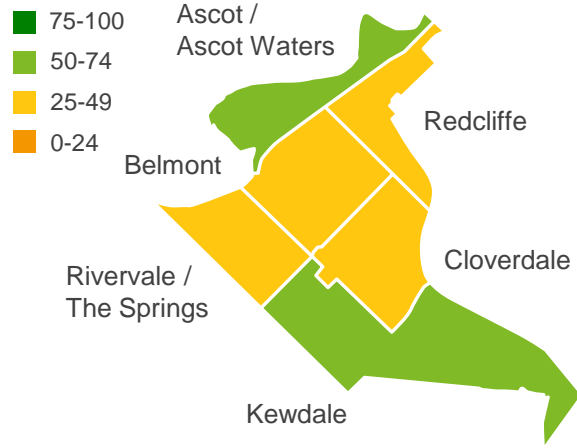
Location

Ascot / Ascot Waters	50
Belmont	49
Cloverdale	46
Kewdale	53
Redcliffe	48
Rivervale / The Springs	46
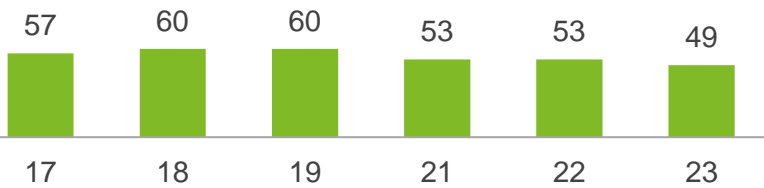
Community variances
Performance Index Score

Gender

Male	46
Female	52

Age

14-34 years	45
35-49 years	44
50-64 years	48
65+ years	59

Age of children

0-4 years	49
5-11 years	44
12-17 years	49
18+ years	49
No children	49

Disability & culture

Disability	48
First Nations#	52
Mainly speak LOTE	44

Homeownership

Homeowner	49
Renting / other	48

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 479).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Openness and transparency of Council processes

Performance ratings
% of respondents

63% Positive rating*
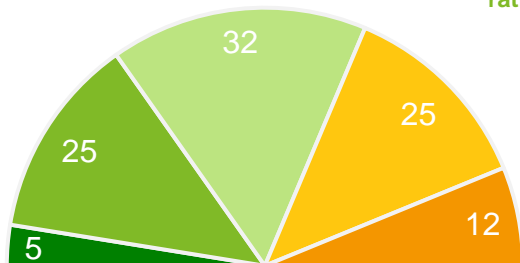
46 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

5 · 25 · 32 · 25 · 12

Trend Analysis
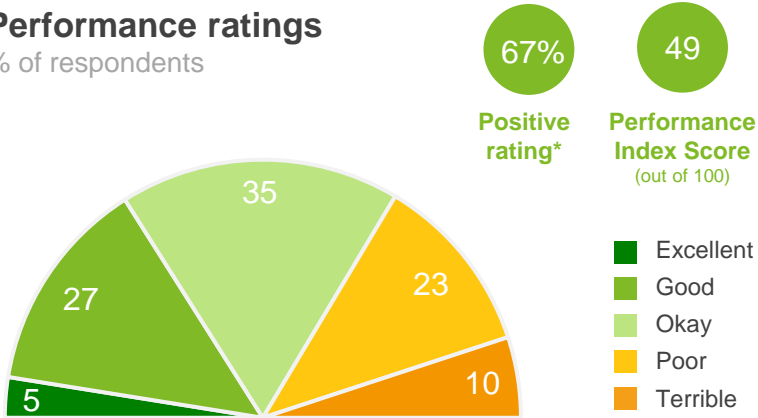Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
47	48	50	54	55	56	53	54	54	55	50	50	46

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	46
Industry High	46
Industry Average	42

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters · Belmont · Redcliffe · Rivervale / The Springs · Cloverdale · Kewdale
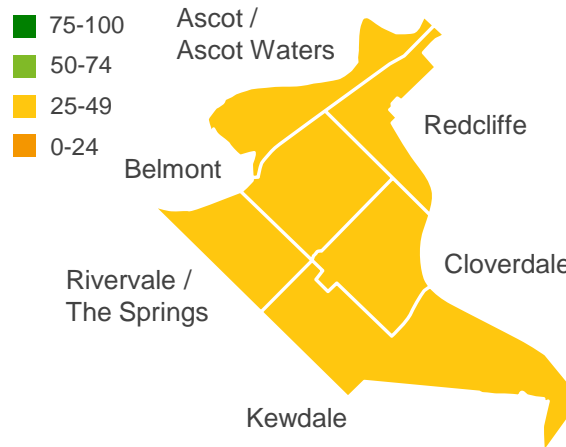
Location

Ascot / Ascot Waters	45
Belmont	46
Cloverdale	47
Kewdale	46
Redcliffe	47
Rivervale / The Springs	47

Community variances
Performance Index Score

Gender
| Male | 45 |
| Female | 48 |

Age
14-34 years	44
35-49 years	43
50-64 years	46
65+ years	**54**

Age of children
0-4 years	48
5-11 years	46
12-17 years	48
18+ years	46
No children	46

Disability & culture
Disability	47
First Nations#	**53**
Mainly speak LOTE	47

Homeownership
| Homeowner | 46 |
| Renting / other | 48 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 599).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Embracing change, innovation and new technology

Performance ratings
% of respondents

77%
Positive rating*

55
Performance Index Score
(out of 100)

- 8 Excellent
- 33 Good
- 36 Okay
- 15 Poor
- 8 Terrible

	Excellent
	Good
	Okay
	Poor
	Terrible

Trend Analysis
Performance Index Score

22	23
59	55

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	55
Industry High	59
Industry Average	48

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
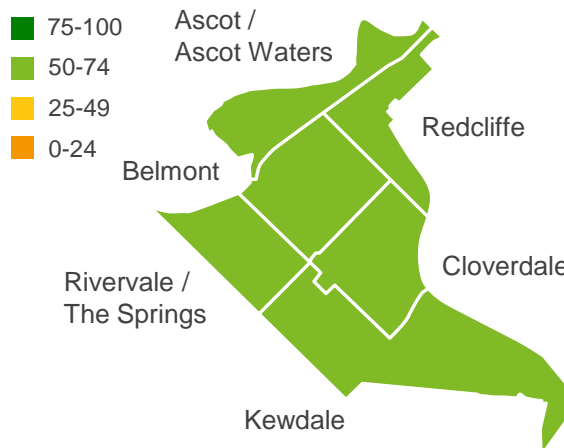
Location

Ascot / Ascot Waters	58
Belmont	53
Cloverdale	55
Kewdale	56
Redcliffe	53
Rivervale / The Springs	55

Community variances
Performance Index Score

Gender			Age of children			Disability & culture	
Male	52		0-4 years	55		Disability	50
Female	58		5-11 years	53		First Nations#	59
Age			12-17 years	58		Mainly speak LOTE	55
14-34 years	50		18+ years	56		**Homeownership**	
35-49 years	51		No children	54		Homeowner	55
50-64 years	57					Renting / other	55
65+ years	65						

Q. How would you rate performance in the following areas?
Base: All respondents, excludes 'unsure' and 'no response' (n = 566).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆   133

Value for money from Council rates

Performance ratings
% of respondents

79% Positive rating*

58 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Segments: 14, 30, 36, 14, 6

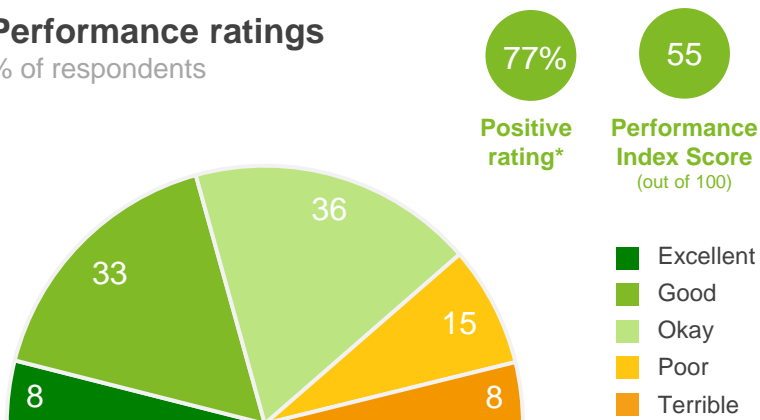## Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
54	NA	53	57	60	59	60	60	64	63	61	62	58

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	58
Industry High	58
Industry Average	43

Geographical variances
Performance Index Score
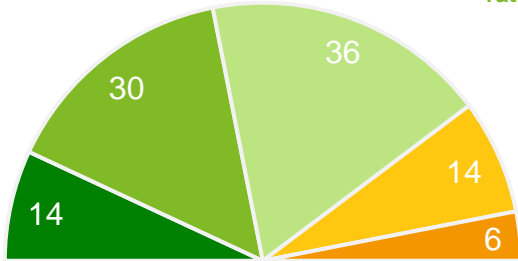
- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
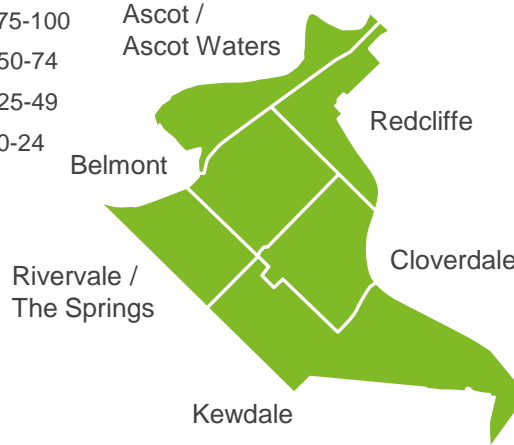
Location

Ascot / Ascot Waters	59
Belmont	59
Cloverdale	57
Kewdale	61
Redcliffe	61
Rivervale / The Springs	53

Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	57	0-4 years	60	Disability	57
Female	59	5-11 years	56	First Nations#	**67**
Age		12-17 years	56	Mainly speak LOTE	**52**
14-34 years	55	18+ years	57	**Homeownership**	
35-49 years	56	No children	59	Homeowner	57
50-64 years	58			Renting / other	61
65+ years	**67**				

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 # Small sample size (<20 respondents)

MARKYT◆ 134

Customer service

Performance ratings
% of respondents

89% — Positive rating*

65 — Performance Index Score (out of 100)

- Excellent: 19
- Good: 39
- Okay: 31
- Poor: 7
- Terrible: 4

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
59	61	61	61	63	65	65	66	73	70	69	65	65

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	65
Industry High	68
Industry Average	56

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters, Redcliffe, Belmont, Cloverdale, Rivervale / The Springs, Kewdale
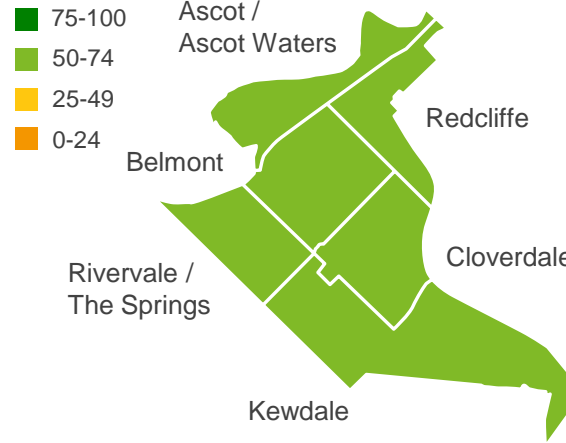
Location

Ascot / Ascot Waters	67
Belmont	66
Cloverdale	66
Kewdale	66
Redcliffe	63
Rivervale / The Springs	65

Community variances
Performance Index Score

Gender
| Male | 64 |
| Female | 67 |

Age
14-34 years	65
35-49 years	62
50-64 years	64
65+ years	72

Age of children
0-4 years	64
5-11 years	57
12-17 years	66
18+ years	66
No children	66

Disability & culture
Disability	64
First Nations#	70
Mainly speak LOTE	65

Homeownership
| Homeowner | 66 |
| Renting / other | 63 |

Q. **How would you rate performance in the following areas?**
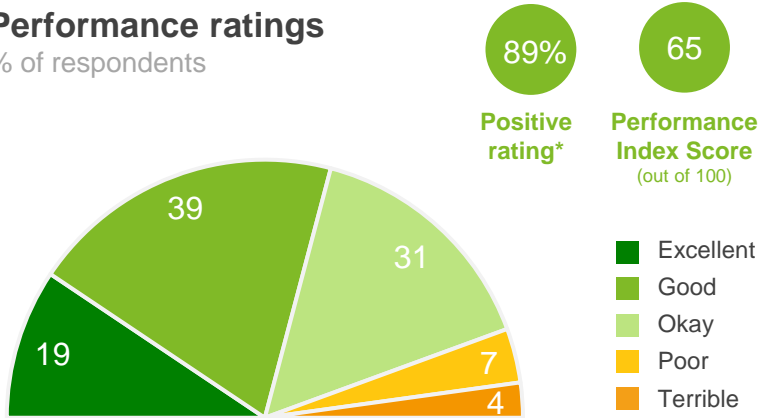Base: All respondents, excludes 'unsure' and 'no response' (n = 695).

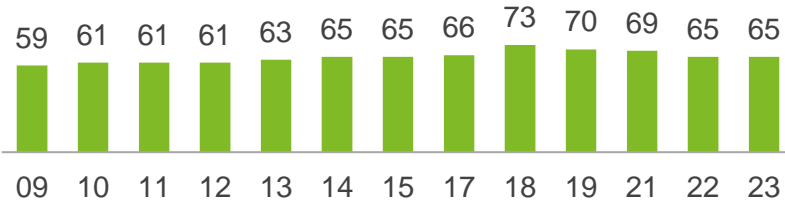* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

135

Online access to City services

Performance ratings
% of respondents

92% Positive rating*

68 Performance Index Score (out of 100)

- 48 Good
- 16 Excellent
- 28 Okay
- 6 Poor
- 2 Terrible

Legend:
- Excellent
- Good
- Okay
- Poor
- Terrible

Trend Analysis
Performance Index Score

Year	Score
17	68
18	70
19	66
21	63
22	66
23	68

MARKYT Industry Standards
Performance Index Score

City of Belmont	68
Industry High	NA
Industry Average	NA

Geographical variances
Performance Index Score
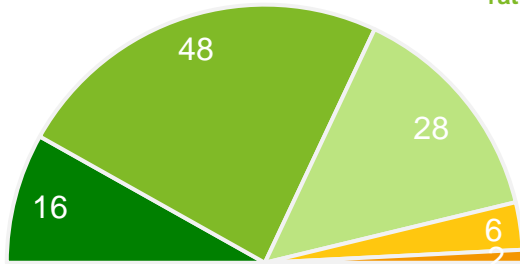
- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	72
Belmont	70
Cloverdale	67
Kewdale	67
Redcliffe	69
Rivervale / The Springs	66
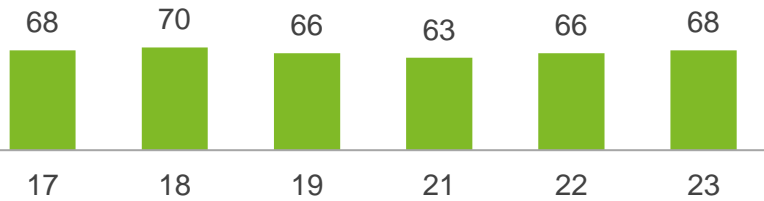
Community variances
Performance Index Score

Gender

Male	68
Female	68

Age

14-34 years	65
35-49 years	67
50-64 years	67
65+ years	72

Age of children

0-4 years	68
5-11 years	67
12-17 years	67
18+ years	66
No children	68

Disability & culture

Disability	64
First Nations#	56
Mainly speak LOTE	68

Homeownership

Homeowner	69
Renting / other	62

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 641).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT

Community engagement

The City has a good understanding of community needs

Level of agreement
% of respondents

37%

Total Agree

- ■ Strongly agree
- ■ Agree
- ■ Neutral
- ■ Disagree
- ■ Strongly disagree

7 | 30 | 39 | 18 | 6

Trend Analysis
% agree

09	10	11	12	13	14	15	17	18	19	21	22	23
54	57	50	54	56	61	62	43	40	43	46	47	37

MARKYT◆ Industry Standards
% agree

City of Belmont	37
Industry High	58
Industry Average	28

Geographical variances
% agree

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Ascot / Ascot Waters

Belmont

Redcliffe
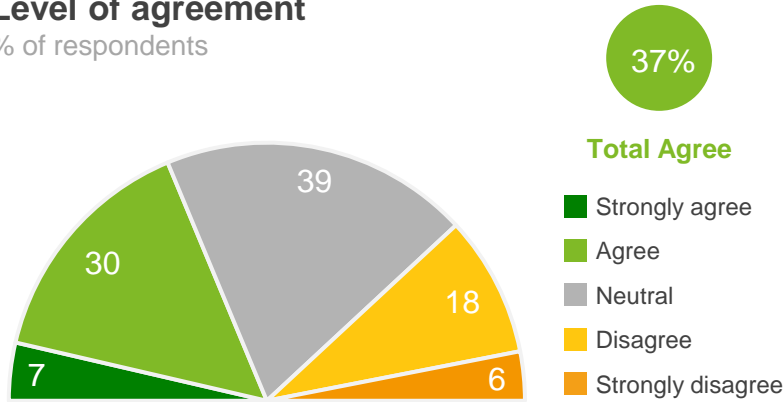
Rivervale / The Springs

Cloverdale
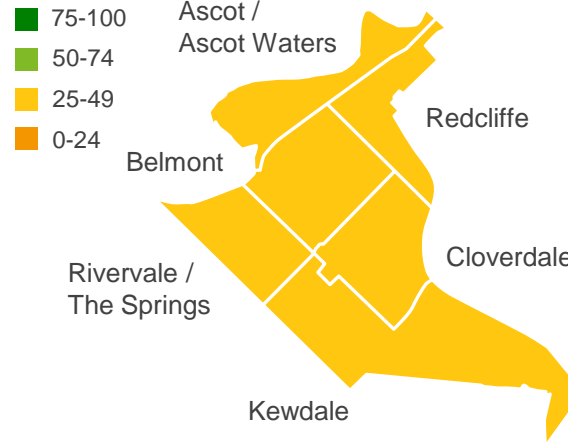
Kewdale

Location

Ascot / Ascot Waters	49
Belmont	42
Cloverdale	38
Kewdale	37
Redcliffe	34
Rivervale / The Springs	31

Community variances
% agree

Gender

Male	36
Female	40

Age

14-34 years	33
35-49 years	31
50-64 years	39
65+ years	**54**

Age of children

0-4 years	43
5-11 years	35
12-17 years	44
18+ years	33
No children	35

Disability & culture

Disability	35
First Nations[#]	**49**
Mainly speak LOTE	**28**

Homeownership

Homeowner	38
Renting / other	36

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 1012). [#] Small sample size (<20 respondents)

MARKYT◆   138

The City listens to and respects residents' views

Level of agreement
% of respondents

31%

Total Agree

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

48
24
7
13
8

Trend Analysis
% agree

17	18	19	21	22	23
44	39	40	43	41	31

MARKYT◆ Industry Standards
% agree

City of Belmont	31
Industry High	53
Industry Average	27

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
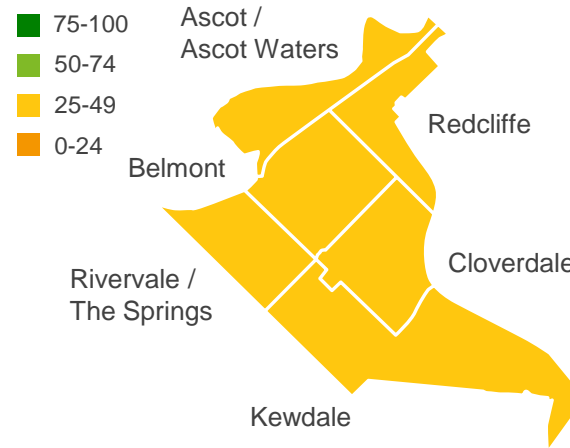
Location

Ascot / Ascot Waters	46
Belmont	34
Cloverdale	32
Kewdale	32
Redcliffe	26
Rivervale / The Springs	25
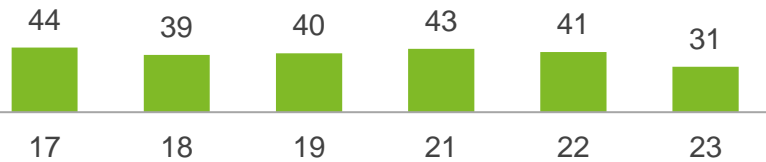
Community variances
% agree

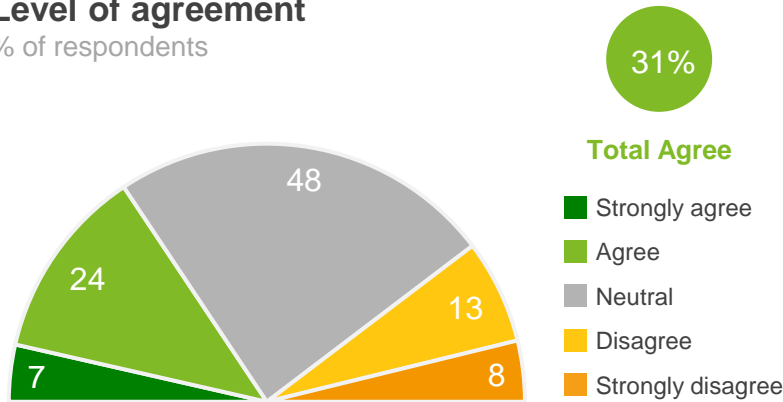| Gender		Age of children		Disability & culture	
Male	29	0-4 years	33	Disability	29
Female	35	5-11 years	32	First Nations#	4
Age		12-17 years	34	Mainly speak LOTE	35
14-34 years	29	18+ years	34	**Homeownership**	
35-49 years	27	No children	30	Homeowner	30
50-64 years	32			Renting / other	37
65+ years	42				

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 1011). # Small sample size (<20 respondents)

How the community is consulted on local issues

Performance ratings
% of respondents

67% Positive rating*

50 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Pie segments: 6, 30, 31, 24, 10

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
50	51	53	54	55	55	55	55	57	56	51	51	50

MARKYT Industry Standards
Performance Index Score

City of Belmont	50
Industry High	55
Industry Average	41

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Rivervale / The Springs
Cloverdale
Kewdale
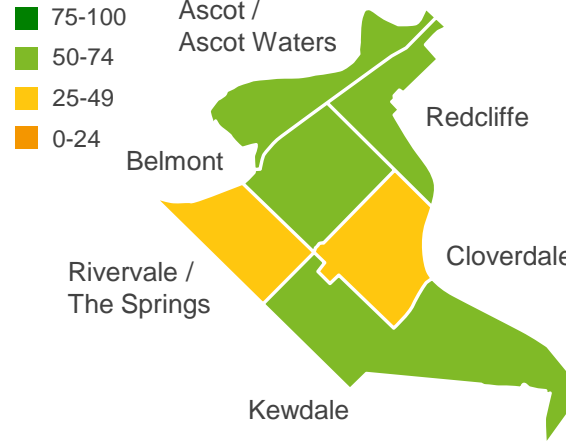
Location

Ascot / Ascot Waters	51
Belmont	50
Cloverdale	49
Kewdale	51
Redcliffe	51
Rivervale / The Springs	47
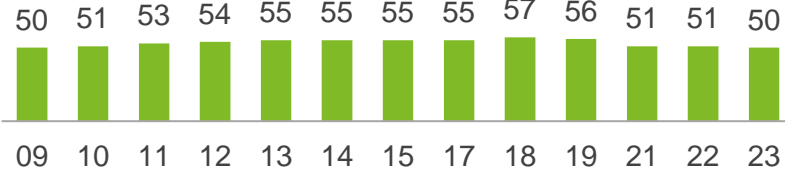
Community variances
Performance Index Score

Gender		Age of children		Disability & culture	
Male	48	0-4 years	50	Disability	49
Female	52	5-11 years	48	First Nations#	56
Age		12-17 years	51	Mainly speak LOTE	46
14-34 years	48	18+ years	49	**Homeownership**	
35-49 years	46	No children	50	Homeowner	50
50-64 years	49			Renting / other	48
65+ years	58				

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 666).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT

140

The City clearly explains reasons for decisions and how residents' views are taken into account

Level of agreement
% of respondents

28%
Total Agree

- 5 Strongly agree
- 23 Agree
- 49 Neutral
- 17 Disagree
- 6 Strongly disagree

Trend Analysis
% agree

'17	'18	'19	'21	'22	'23
38	36	38	33	34	28

MARKYT◆ Industry Standards
% agree

City of Belmont	28
Industry High	39
Industry Average	22

Geographical variances
% agree

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
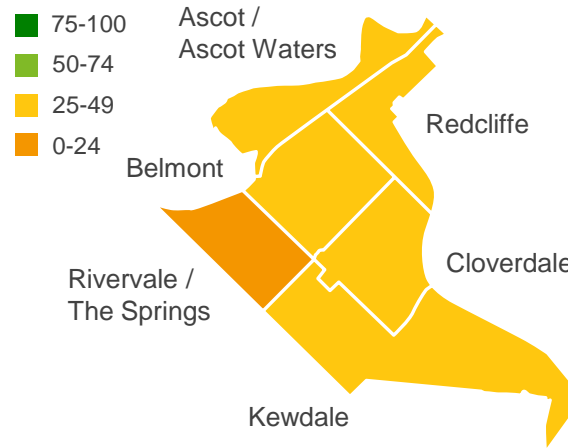
Location

Ascot / Ascot Waters	39
Belmont	34
Cloverdale	27
Kewdale	26
Redcliffe	27
Rivervale / The Springs	21

Community variances
% agree

Gender

Male	29
Female	28

Age

14-34 years	23
35-49 years	26
50-64 years	31
65+ years	38

Age of children

0-4 years	23
5-11 years	25
12-17 years	33
18+ years	32
No children	27

Disability & culture

Disability	35
First Nations[#]	37
Mainly speak LOTE	19

Homeownership

Homeowner	27
Renting / other	32

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 1011). [#] Small sample size (<20 respondents)

MARKYT◆

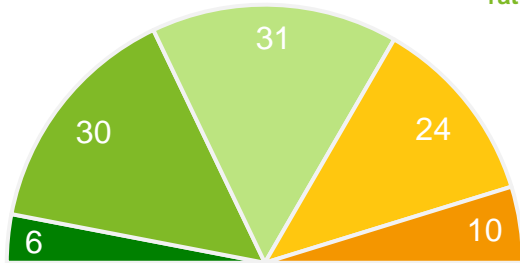# How the community is informed about what's happening in the local area

Performance ratings
% of respondents

73%
Positive rating*

54
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

Chart values: 11, 30, 32, 20, 7

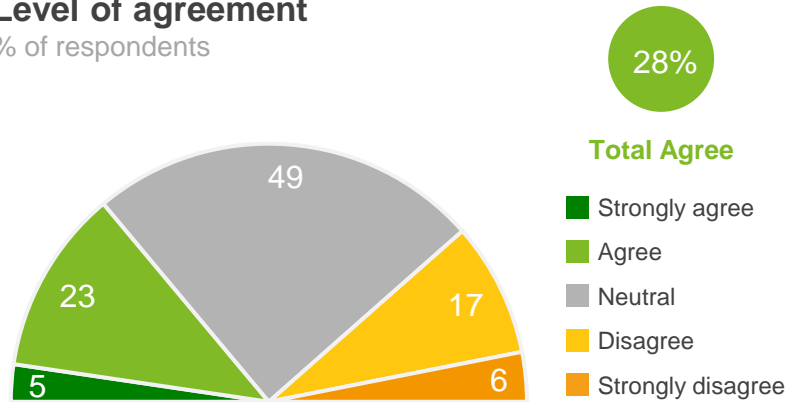## Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
54	55	56	57	57	58	59	64	66	69	57	58	54

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	54
Industry High	62
Industry Average	45

Geographical variances
Performance Index Score

- 75-100
- 50-74
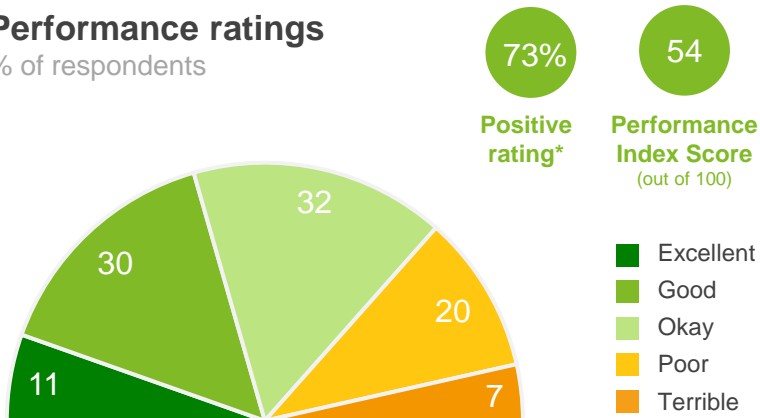- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	58
Belmont	52
Cloverdale	54
Kewdale	54
Redcliffe	52
Rivervale / The Springs	57

Community variances
Performance Index Score

Gender

Male	53
Female	57

Age

14-34 years	53
35-49 years	51
50-64 years	55
65+ years	**61**

Age of children

0-4 years	55
5-11 years	51
12-17 years	55
18+ years	54
No children	55

Disability & culture

Disability	54
First Nations#	58
Mainly speak LOTE	51

Homeownership

Homeowner	55
Renting / other	53

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 # Small sample size (<20 respondents)

MARKYT◆   142

City's website

Performance ratings
% of respondents

90%
Positive rating*

63
Performance Index Score
(out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

43 | 37 | 10 | 7 | 2

Trend Analysis
Performance Index Score

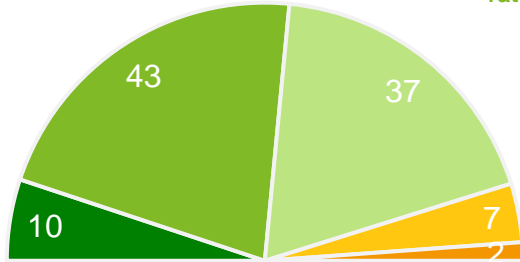| 09	10	11	12	13	14	15	17	18	19	21	22	23
60	57	60	60	63	60	64	64	68	68	62	65	63

MARKYT Industry Standards
Performance Index Score

City of Belmont	63
Industry High	63
Industry Average	55

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
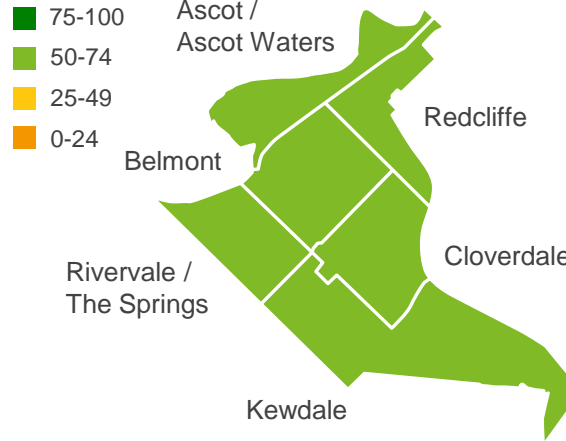
Location

Ascot / Ascot Waters	69
Belmont	63
Cloverdale	60
Kewdale	62
Redcliffe	64
Rivervale / The Springs	63

Community variances
Performance Index Score

Gender
| Male | 62 |
| Female | 64 |

Age
14-34 years	59
35-49 years	62
50-64 years	63
65+ years	**69**

Age of children
0-4 years	61
5-11 years	60
12-17 years	66
18+ years	61
No children	63

Disability & culture
Disability	59
First Nations#	65
Mainly speak LOTE	61

Homeownership
| Homeowner | 63 |
| Renting / other | 59 |

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 674).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Belmont Bulletin – printed newsletter

Performance ratings
% of respondents

92% Positive rating*

68 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

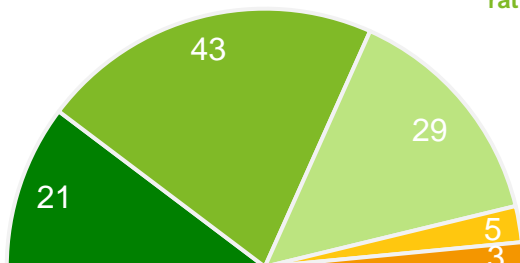43
29
21
5
3

Trend Analysis
Performance Index Score

09	10	11	12	13	14	15	17	18	19	21	22	23
63	64	64	65	66	65	68	68	73	75	68	68	68

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	68
Industry High	69
Industry Average	60

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
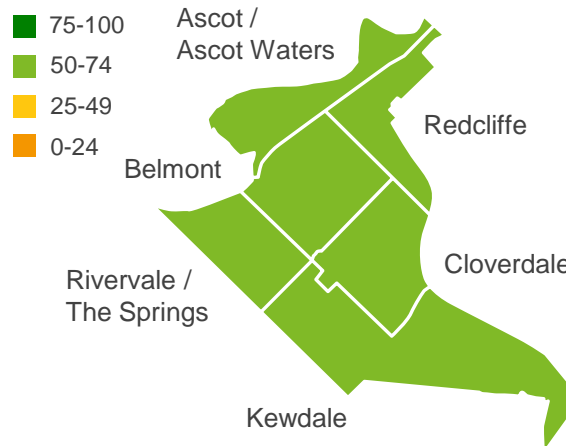
Location

Ascot / Ascot Waters	69
Belmont	63
Cloverdale	69
Kewdale	69
Redcliffe	67
Rivervale / The Springs	72
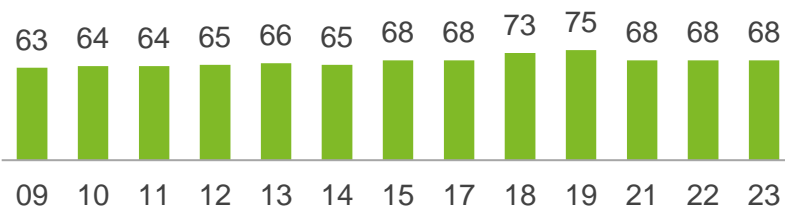
Community variances
Performance Index Score

Gender

Male	68
Female	70

Age

14-34 years	65
35-49 years	66
50-64 years	68
65+ years	76

Age of children

0-4 years	63
5-11 years	64
12-17 years	69
18+ years	64
No children	71

Disability & culture

Disability	69
First Nations#	67
Mainly speak LOTE	66

Homeownership

Homeowner	69
Renting / other	66

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 667).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

144

Be-News - email newsletter

Performance ratings
% of respondents

91% Positive rating*

67 Performance Index Score (out of 100)

- Excellent
- Good
- Okay
- Poor
- Terrible

(pie chart values: 21, 37, 32, 7, 3)

Trend Analysis
Performance Index Score

21	22	23
64	67	67

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	67
Industry High	67
Industry Average	55

Geographical variances
Performance Index Score

- 75-100
- 50-74
- 25-49
- 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale

Location

Ascot / Ascot Waters	63
Belmont	67
Cloverdale	67
Kewdale	65
Redcliffe	68
Rivervale / The Springs	68

Community variances
Performance Index Score

Gender

Male	65
Female	70

Age

14-34 years	65
35-49 years	64
50-64 years	67
65+ years	**72**

Age of children

0-4 years	65
5-11 years	63
12-17 years	68
18+ years	65
No children	68

Disability & culture

Disability	66
First Nations#	66
Mainly speak LOTE	**62**

Homeownership

Homeowner	67
Renting / other	63

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 475).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Social media presence
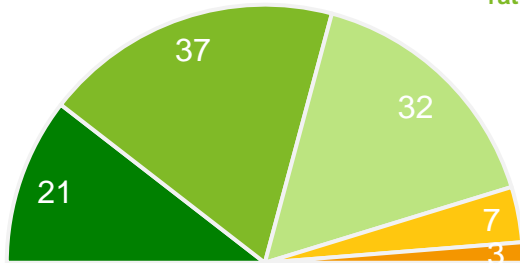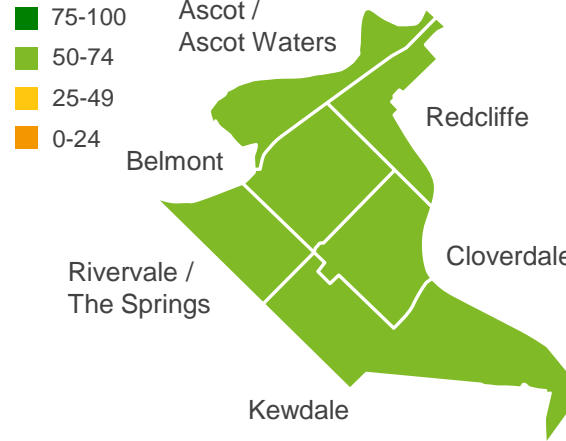
Performance ratings
% of respondents

81%
Positive rating*

59
Performance Index Score
(out of 100)

- ■ Excellent
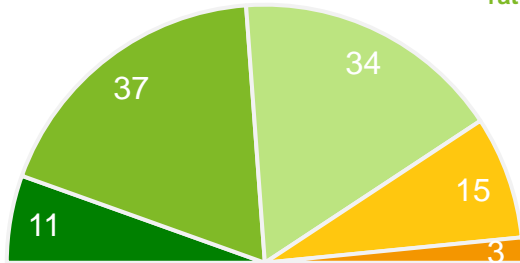- ■ Good
- ■ Okay
- ■ Poor
- ■ Terrible

11 | 37 | 34 | 15 | 3

Trend Analysis
Performance Index Score

52	65	66	60	60	59
17	18	19	21	22	23

MARKYT◆ Industry Standards
Performance Index Score

City of Belmont	59
Industry High	63
Industry Average	52

Geographical variances
Performance Index Score

- ■ 75-100
- ■ 50-74
- ■ 25-49
- ■ 0-24

Ascot / Ascot Waters
Redcliffe
Belmont
Cloverdale
Rivervale / The Springs
Kewdale
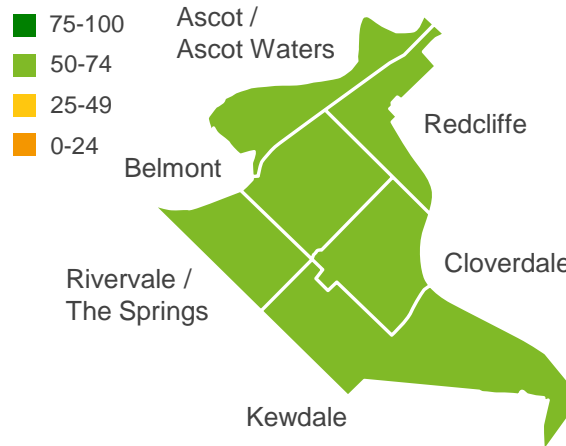
Location

Ascot / Ascot Waters	56
Belmont	57
Cloverdale	62
Kewdale	60
Redcliffe	60
Rivervale / The Springs	58

Community variances
Performance Index Score

Gender

Male	56
Female	63

Age

14-34 years	58
35-49 years	60
50-64 years	59
65+ years	61

Age of children

0-4 years	58
5-11 years	60
12-17 years	**65**
18+ years	59
No children	59

Disability & culture

Disability	**54**
First Nations#	**65**
Mainly speak LOTE	62

Homeownership

Homeowner	59
Renting / other	62

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 486).
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT◆

Key areas to address for better quality of life

Key areas to address for better quality of life

Key areas to address for better quality of life
% of respondents

Area	%
Safety and crime prevention	27
Sport and recreation facilities and services	8
Festivals, events, art and cultural activities	7
Streetscapes, trees and verges	7
Traffic management	6
Off-leash dog parks	6
Playgrounds, parks and reserves	5
Lighting of streets and public places	5
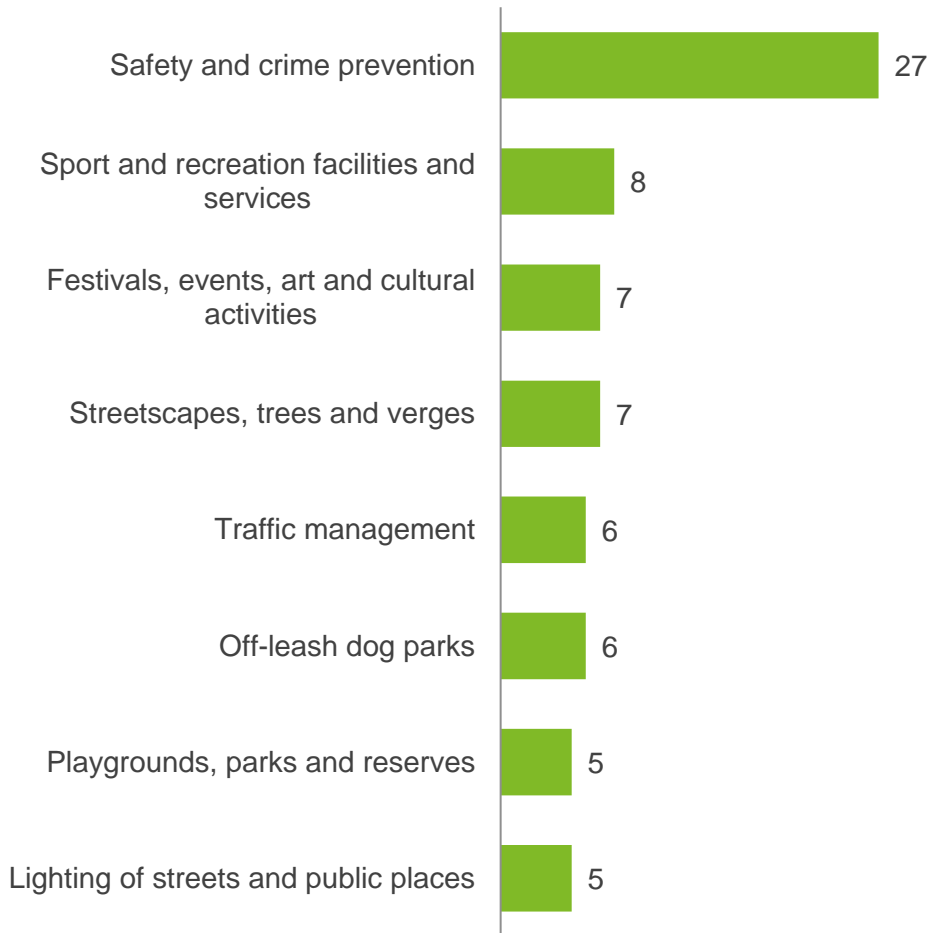
When asked about what could be done in terms of services, facilities or programs in your local area to improve quality of life, the most frequently mentioned suggestions related to **safety and crime prevention**, with many talking specifically about street lighting.

In addition to general mentions about sport and recreation, a further 3% of respondents specifically mentioned Oasis gym rates and access.

Other frequent mentions, suggested by at least 5% of respondents, related to festivals and events, streetscapes, playgrounds, parks and reserves (in particular off-leash dog parks), and traffic management.

Areas mentioned by less than 5% of respondents included economic development, Belmont City Centre, seniors services and care, family and childrens' services, footpaths, waste management, housing, and living costs and affordability of local services.

Around 5% of respondents answered that they didn't have any suggestions.

MARKYT ◆

Safety and crime prevention

Problem

- Residents feel unsafe in their neighbourhoods, especially after dark.

- Antisocial behaviour, especially around shopping centres.

- Drug use and dealing.

- High rates of petty crime including letterbox theft and vandalism, car break-ins and burglaries.

- Homelessness and begging.

Solution

- Advocate for a greater police presence.

- Provide more security patrols, especially around shopping centres, parks and known hot spots.

- Provide more CCTV cameras and street lighting in suburban streets including the Surrey Rd underpass.

- Provide incentives / rebates for residents to install home security measures.

- Provide free locks for letterboxes.

- Ban drinking alcohol in parks and public places.

- Provide locked bicycle storage areas.

- Provide secure fencing between public reserves and housing.

Community Voices

"Boosted security. As a local resident for over 5 years I am growing tired of living in a community whereby after dark you feel scared. More needs to be done to boost security and to combat antisocial behaviour."

"A bigger security presence at major parks and shopping centres required."

"Better security, and addressing antisocial behaviour. WA Police are severely understaffed, and aren't prioritising policing drug use / distribution. We need heightened security, and more attention to this rising issue."

"Crime rate is the main concern, we frequently experience break-ins to car and home, as well as damage to items at the front of property. We often have to repair our letter box, water meter, front gate and etc. It would greatly improve quality of life, if City of Belmont becomes a safer area to live in."

"Ban drinking alcohol in the local parks. Improve security at night on the streets."

"Cameras installed through the underpass on Surrey Rd - constantly dirty, letters everywhere, bikes abandoned, drug paraphernalia lying everywhere."

"The council should take immediate action to implement additional safety measures. Increasing street lighting, stepping up police presence and patrols, as well as investing in surveillance systems would significantly contribute towards a safer environment."

"I am very nervous about security as there are so many break ins in Rivervale. I would love to get security cameras but being a pensioner it is too expensive."

"Offering security system installation discount similar to the city of Vic Park."

"Free locks for letter boxes so it's harder for people to steal mail. Improved CCTV in suburban streets."

"Stop antisocial behaviours and reduce availability of alcohol. Ban alcohol and smoking in all public places."

"A lock cage/ secure area to lock up push-bikes, with cameras in a high traffic area like the garden area near the crosswalk to the bus stop. Liaise with a security camera, alarm, window grilles etc company for good quality cameras at a reasonable price or even subsidised by you."

"Provide a secure fence between parks/reserves and people's houses, so that criminals don't climb the fence to evade police or security guards."

MARKYT◆

Sport and recreation facilities and services

Problem

- Exercise classes and gym memberships are not affordable for all.

- There are limited free outdoor exercise facilities (eg exercise machines, basketball courts etc).

- Some facilities are run down and require maintenance (eg the tennis courts, Oasis Leisure Centre and BSRC).

- More walking and cycling trails are needed.

Solution

- Provide cheaper/subsidised membership of Oasis Leisure Centre.

- Provide free outdoor gym equipment at parks.

- Run outdoor exercise programs.

- Improve the current tennis courts.

- Support local sporting clubs (for children and adults) with affordable access to Council-managed facilities.

- Improve facilities at Oasis and BSRC and keep them well maintained.

- Provide yoga and pilates studios.

Community Voices

"Cheaper membership to gym."

"Free exercise programs, reduced fees for the gym and facilities."

"I live close to Faulkner Park and it would be nice to see some exercise equipment installed, similar to the equipment at St Kilda Reserve."

"More group fitness programs at reasonable prices."

"Free exercise programs in the parks."

"Free/subsidised health program or activities introduce to residential. This could help to ease off the burden for families going through financial difficulties while still being able to enjoy a healthy lifestyle. It doesn't have to be gym membership. It can be once per fortnight/month to have dancing/combat/martial art classes in the park that open to public."

"Resurface tennis courts at Wilson Park in Rivervale."

"Redo the tennis courts next to the Kooyong Netball Centre."

"More outdoor sport facilities, like setting up basketball court in parks, not just for cricket and gym equipment."

"I would like to see improved recreational type outdoor activities such as Tennis Courts, improved walking and bike trails"

"Have more sport clubs for adults. There are a good number of clubs for children, but not many clubs for adults."

"Provide support to local sporting clubs through affordable access to facilities managed by the council."

"Fix the ongoing problems at the Belmont Recreation Centre."

"Also fix up the gym at Oasis in Belmont - so many roof leaks this whole winter and nothing has been fixed. Entry scanner has also been broken for the last few months."

"Renovation of the sauna at the leisure centre."

"Lights on at Peet Park in the mornings during winter. Belmont Oasis needs an overhaul."

"Local yoga like they have in Leeming that doesn't cost a fortune. Even Pilates studios that we didn't have to travel too far to would be great."

MARKYT◆

Festivals, events, art and cultural activities

Problem

- Lack of opportunities to gather, socialise and build community spirit.

- Activities and events are inaccessible for people who work full time.

- Poor variety of classes and activities available in the local area.

Solution

- Provide a variety of classes and activities for a range of age-groups, including before and after work. Suggestions include:
  - Health and wellbeing classes (exercise, meditation, dance, yoga, tai chi)
  - Creative arts classes (drawing, painting, performance/music, pottery, cooking)
  - IT support/education classes for seniors
- Provide events and social mixers for singles and families with children (especially on weekends). Suggestions include:
  - Food, cultural and music festivals
  - Street parties
  - Outdoor activities/entertainment (eg outdoor cinema, al fresco dining)
- Introduce a farmer's market.

Community Voices

"Creating things/small and large events in our community that bring people together so we actually feel like we are a community."

"Facilitate more public festivals and community events to increase local engagement."

"Maybe community events, I know from looking at things in my area they are generally always during traditional working hours, so I can never attend."

"Improved location for Parkrun. Free exercise groups for people that work full time. Community events that are not so children orientated."

"Free exercise dancing and singing classes."

"I would love more places for recreation like painting studios, pottery or ceramic where we can meet like minded people and spend an evening together in a studio just painting or making Ceramics."

"More social events targeted at university students/people 20-30 without kids."

"More free community activities locally with exciting, creative for families and singles. More music, dance arts and promo of community safety and engagement."

"Amateur classes in drawing, painting, art, performing arts, creative topics. Social gatherings for puzzles, just people meeting people, if some people don't get out much. Community social activities not targeted at keeping the young children occupied/happy. Daytime socials that aren't only for seniors."

"And something for the future, maybe some local IT support for the elderly, to help them with modern online requirements for the services they will need to access. Maybe a bit like the JP services provided."

"I would love to see more community events such as food festival, cultural festival, music events. I think Vic Park outdone Belmont in term of community events."

"Local free or cheap social groups that are not just designed for families with children."

"Another improvement could be in food and fun, food trucks, restaurants and cafes can attract more people and improve mental and general well being, give some time to families to enjoy outside life."

"Having access to a farmers market on a weekly of fortnightly basis would encourage people to eat better and socialise with locals."

Streetscapes, trees and verges

Problem

- Urban heat caused by lack of green cover.

- Streetscapes and verges are messy and poorly maintained, bringing down the look and feel of the area.

Solution

- Plant more trees.
- Choose suitable trees for verges and median strips – consider shade canopy, ease of maintenance, natives to support biodiversity.
- Support native verge gardens.
- Increase frequency of street sweeping.
- Improve verge upgrades and maintenance (pruning trees, weeding, including easy to maintain trees).
- Provide lawn mowing services for a fee (or provide loan lawnmowers).
- Install underground power.

Community Voices

"More green! Less heat, less mosquitos."

"More trees and other vegetation throughout our suburbs. Creates a more peaceful and enjoyable environment and reduces heat during heat waves."

"Better focus on increasing urban biodiversity in the city which improves mental well-being. I like to spend time in nature."

"I would love the tree on my front verge to be removed and replaced with a more easily maintained tree."

"Streetscapes are poorly planned. Unsuitable trees left to destroy pavements. No attention to planning shade canopies for wildlife."

"More verge gardens supported by Council in terms of setting up and resources."

"Generally take a look around whether it be by a drive around or via footage from eyes on the street and ask yourself is this an acceptable outlook. The place is a mess and I'm actually embarrassed to ask friends over given what they will witness on the way here."

"A tidy suburb can help with feelings of progression, or belonging. It can also impart a sense of wellbeing and community interaction. To facilitate this verge upgrades could be provided as a local service."

"Sweeper (mobile) need to increase its frequency."

"Lawn mowing services for a fee/charge or included in council rate."

"Streetscape Belvedere Street. Install speed bumps, provide free seedlings, provide loan lawnmowers tenants can use. Increase verge mowing."

"Pruning verge trees at least yearly to reduce the rubbish (leaves, nuts, berries) left on footpaths, driveways and verges that household s constantly need to clean."

"Improve landscape by introducing underground power to all of Belmont."

"Underground power needs to happen. streets become more attractive, it then drives people to be more caring about their street appearance, which then increases house values ..."

Traffic management

Problem

- Traffic congestion, especially around schools, shopping centres, the airport commercial precinct and on major roads (Great Eastern Hwy and Tonkin Hwy).

- Unsafe intersections.

- Streets are congested with parked cars.

- Hooning.

Solution

- Provide more cycleways, walkways and public transport to reduce dependency on cars.

- Introduce better traffic and parking controls around schools during drop-off and pick-up times. Consider pedestrian crossings and wardens.

- Review traffic flow on major roads and safety of intersections. Advocate for roundabouts, traffic lights etc where necessary.

- Ensure new developments provide sufficient off-road parking and consider converting verges into parking bays.

- Provide traffic calming measures and cameras on streets to deter honing.

Community Voices

"Make it easier to get around without a car. Reduce car dependency on Belmont streets."

"More cycleways or similar - specifically more dedicated accessways to get around without having to be in a car or worry about being run over (I don't cycle, but I do ride a scooter and I do run and walk a lot)."

"Better traffic and parking controls primarily during school drop off and pick up times."

"Pedestrian / zebra crossing in all school areas, warden to manage traffic during school time in school areas."

"Better management of traffic and congestion on streets entering and leaving the Airport Commercial Precinct"

"Limit through traffic through Rivervale, make some road changes in key traffic choke points, tackle antisocial behaviors, manage the increasing traffic and congestion around Belmont shopping Centre."

"Less traffic lights along Gt Eastern Hwy to better facilitate smooth flow of traffic, or get the traffic lights tied into a coordinated system or Google Data so they can be better managed to smooth flow."

"A roundabout or traffic lights on the intersection of Keane street and Abernethy Road - or a half way island so you can cross half way without trying to cross 4 lanes of traffic."

"Ensure that if any street has lots of multiple dwellings then there is adequate parking for cars - some streets are like an obstacle course as you drive down them - example is Leake Street between Belvedere and Durban. Other streets are the same."

"More offstreet parking for multi-storey apartment buildings."

"Replace the verges with parking bays so our streets aren't so congested."

"Stop the hooning in the streets. Put traffic calming devices in all neighbourhoods."

"Put more cameras and lighting and speed bump in Frederick St. People are doing speeding every night at 2am."

"Love living in Rivervale, we have all we need. The only problem is the traffic and the hoons that think Belmont Ave and Alexander road is a speed way."

Playgrounds, parks and reserves

Problem

- Lack of parks within walking distance of homes.

- Playgrounds and park facilities are old and run-down.

Solution

- Provide more parks in the area.

- Build a playground close to Cleaver Terrace.

- Upgrade park playgrounds and facilities including toilets, BBQs, picnic and seating areas, more shade (eg Selby Park, Garvey Park, Arlunya Park).

- Provide more regular maintenance and cleaning of local parks.

- Fence playgrounds to keep them separated from dog areas.

- Review the location for Parkrun.

Community Voices

"More local parks, none within walking distance to home."

"More parks and green spaces including areas for bush/native vegetation that are within walking distance."

"Have a mini playground close to Cleaver Terrace for my kids."

"Local facilities around parks and play areas such as Garvey Park could be upgraded to be cleaner and more modern."

"Providing ample shade filled spaces where my children can play outside (without full sun exposure) and I can have a break. Please saturate the City of Belmont with this."

"Public toilets designed where you don't have to touch anything to wash your hands, and don't have to touch anything to get in and out of and that you know will be safe and clean for children to go into."

"Upgrade to local park - Selby in Redcliffe. We have lived in the area for the past 11 years and there's only been 1 small upgrade. It really needs a nature playground and more seating for adults to sit and watch. Be great if the space closer to the footbridge could be utilised for this reason."

"Create more sports areas such as picnic and barbeque areas. For example, some people like to catch up for soccer matches and then have some food on the weekend. that would be great. So installing a stove and toilets in Selby Park would be great."

"More cleaning / rubbish collection of local parks. Increase security patrols."

"Keep parks with lakes pretty and clean. Fence all playground areas from dogs. Children and dogs don't work in public areas. Keep an eye on the elderly."

"Improved location for Parkrun, Free exercise groups for people that work full time. Community events that are not so children-orientated"

Off leash dog parks

Problem

- Lack of spaces to exercise dogs comfortably and safely.

Solution

- Provide more dog exercise areas, including off-leash and enclosed areas. Suggested locations include:
    - Selby Oval
    - Kaljuk Island
    - Rivervale Primary School oval
    - Miles Park (Wright Street)

- Ensure fences at enclosed parks are high enough that dogs can't jump over them.

- Provide more water bowls, dog waste bags and bins.

- Provide better lighting at dog parks.

Community Voices

"Enclosed safe dog parks."

"More dog-safe, off-leash enclosed exercise areas."

"I would love more dog exercise areas where they're allowed off lead as I love taking my dog on walks but I always have to drive 15-20 mins."

"Having a large fenced in dog area, (similar to Bayswater riverside or Hale Rd dog park in Forrestfield). Shared parks with kids is a recipe for disaster, half of Belmont are immigrants that are not comfortable with dogs."

"Better facilities at Selby Park for dogs and increase the trees along Tonkin Highway."

"On a particular note, a portion of Kaljuk Island should be zoned to allow dogs off the leads."

"Provide a designated, fenced-in dog park to replace the Rivervale Primary School oval that was recently closed to the public."

"Would also like to see a fenced dog park at the back of the large park on Wright Street opposite Notre Dame church - Millen? Dogs are being squeezed out by subdivision/ town growth."

"Dedicated dog park in DA6 (many people come here to walk their animals and there is no litter bags and limited waste bins)."

"We should have an enclosed off-leash dog park in Belmont. It should have high fences so that medium-large sized dogs can enjoy the park."

"The dog water bowl near the Community Centre at Redcliffe Park is useless and so many have complained since being installed and nothing done. The water gets dirty and when humans drink from it the rest goes into the dog water bowl. If the wind is blowing then no water even gets in, such a waste of tax-payers money."

". . .more lights/security presence put in at dog exercise areas."

Lighting of streets and public places

Problem

- Local streets are poorly lit adding to safety concerns.

- Residents feel unsafe exercising, commuting and walking dogs in the dark; early morning and evening.

Solution

- Provide more and brighter street-lights along roads and footpaths.

- Leave lights on in public places until later in the evening i.e netball courts need lights until 9pm.

- Provide better lighting at dog exercise areas.

- Provide better lighting along the river foreshore.

Community Voices

"More street lighting so feel safe walking at night."

"More safe walking areas that are well lit."

"Installation of better lighting at night on footpaths and public spaces and parks. Public outdoor activities for children."

"It would be great if the area was safer to exercise in the evenings, but walking/visiting parks after dark does not feel safe."

"Netball court lighting utilised until 9 pm."

"I do enjoy walking my dog and are appreciative of the parks. Come winter it is dark so lighting around parks could be improved but also added bonus opens the spaces up for sports clubs to train/play. Would need to do homework on lights some sports have specifications not sure it's would be so easy to get a one size fits all."

"More safety... lighting, cameras to deter criminal activity in parks and walks along the river area. Many people walk along the river...walk to the stadium etc and this needs to be encouraged."

"Would love to have extra lighting at Tomato Lake as feel unsafe if getting dark and maybe street patrols."

Q. **What could be done in terms of services, facilities or programs in your local area to improve your quality of life?**

MARKYT ◆ 156

MARKYT ◆ Community Scorecard

Overview of Community Variances

Summary of community variances

	Total	Homeowner	Renting / other	Male	Female	14-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations#	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
Place to live	67	67	66	68	67	63	64	70	79	68	67	63	65	68	65	72	62	71	65	66	70	64	68
PEOPLE																							
Youth services and facilities	60	60	58	59	61	57	59	60	64	61	57	55	58	58	51	65	59	63	57	59	60	58	62
Family and children's services and facilities	65	65	65	62	69	63	64	64	72	65	69	63	62	62	59	70	62	67	65	65	67	61	65
Seniors' services and care	62	63	61	62	63	60	58	61	70	65	56	57	59	62	59	58	53	59	65	62	66	56	63
Disability access and inclusion	62	64	58	63	62	59	60	63	69	62	64	60	65	65	58	60	61	63	66	61	64	56	62
Recognition for First Nations' people / cultures	69	68	71	69	69	67	66	70	75	69	69	69	68	69	66	54	66	73	66	67	68	69	73
Multiculturalism / cultural diversity	69	69	68	68	70	65	70	69	74	69	70	68	76	72	67	70	65	72	66	65	72	70	71
Volunteer recognition and support	66	66	63	64	68	59	66	66	73	68	62	64	73	66	65	65	63	69	64	65	68	67	64
Safety and crime prevention	43	43	43	42	45	39	37	45	59	45	39	40	42	43	44	45	37	51	43	44	45	36	43
Graffiti removal services	63	63	61	62	65	58	62	65	69	64	62	59	66	63	60	61	61	63	62	61	64	65	65
Control of vandalism and anti-social behaviour	38	38	35	38	38	34	35	37	49	38	35	37	41	36	36	41	36	41	36	36	41	33	40
Lighting of streets and public places	48	48	47	48	48	45	42	51	59	50	42	45	52	49	51	51	42	57	49	47	50	44	46
Animal management (dogs and cats)	58	58	58	57	59	61	55	57	59	59	58	55	61	59	57	66	59	60	56	61	58	59	56
Health and community services	60	60	60	59	62	57	58	60	68	62	59	56	58	57	58	54	55	62	62	57	63	57	60
Sport and recreation facilities and services	69	69	68	68	70	68	65	69	76	71	67	60	66	66	71	68	61	68	69	69	69	66	70
Belmont Oasis Leisure Centre	67	67	68	68	66	68	62	66	75	70	66	57	61	65	64	76	64	70	64	69	66	67	68
Festivals, events, art and cultural activities	67	67	69	64	71	62	67	69	76	68	68	72	68	65	66	68	67	70	67	68	68	65	67
PLANET																							
Sustainable practices / climate change	51	51	52	52	51	48	48	54	60	51	50	47	49	53	49	58	51	48	53	50	53	52	50
Conservation and environmental management	57	57	56	58	56	53	54	58	65	56	58	54	56	57	53	61	53	54	56	59	58	57	55
Swan River	59	59	57	61	57	56	57	60	65	59	55	56	62	59	57	67	50	53	60	59	64	57	58
Waste management	62	62	59	63	61	58	61	63	69	60	61	59	62	63	59	63	58	63	65	61	65	63	57
Noise, pests, pollution, food inspections, etc	54	55	52	55	54	52	51	55	62	53	51	50	55	54	50	60	45	57	56	54	54	55	52
Natural disaster management	54	55	51	56	52	54	51	53	58	54	53	51	49	50	54	41	48	51	58	48	56	54	55

MARKYT

Summary of community variances

	Total	Homeowner	Renting / other	Male	Female	14-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations#	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
PLACE																							
Responsible growth and development	51	51	55	51	52	50	48	50	59	52	52	47	50	50	50	52	50	51	51	53	55	52	46
Planning approvals	48	48	48	47	50	52	44	46	53	47	56	45	47	48	48	50	44	44	50	44	52	52	46
Building approvals	54	53	56	52	56	54	50	55	56	53	59	50	54	53	55	60	49	47	52	56	56	55	52
Housing	56	59	42	57	55	56	56	55	60	58	57	52	57	52	48	57	55	62	54	53	57	54	59
Local history and heritage	66	66	66	65	67	60	67	65	72	66	64	65	70	66	65	68	65	69	61	66	68	67	65
Community buildings, halls and toilets	65	66	62	63	67	62	64	65	72	65	65	64	65	67	66	71	61	66	64	66	65	65	65
Playgrounds, parks and reserves	74	74	74	72	76	70	72	73	82	75	73	68	73	76	73	76	71	77	74	77	74	70	71
Streetscapes, trees and verges	58	57	66	57	60	55	55	59	66	60	57	54	60	57	59	66	57	62	57	60	61	57	56
Footpaths, trails and cycleways	60	60	61	60	60	59	58	60	65	60	60	56	65	61	59	68	59	61	58	59	63	60	59
Local roads	63	63	63	64	64	64	60	63	68	64	65	58	68	63	59	64	62	67	62	64	65	63	62
Traffic management	55	55	57	53	58	54	53	56	60	55	56	48	56	57	49	60	54	58	57	53	57	57	53
Info on walking, cycling, public transport	59	59	59	58	60	55	58	59	67	59	59	55	62	62	56	66	61	58	58	56	64	56	59
PROSPERITY																							
Place to visit	60	59	63	59	61	56	56	64	72	61	57	57	55	60	56	67	58	62	58	61	67	57	56
Place to work or operate a business	62	61	65	61	63	60	59	64	70	63	55	57	60	64	60	66	60	62	60	61	65	63	61
Economic development and job creation	52	53	46	52	53	48	54	52	60	53	51	53	51	53	49	50	52	52	53	52	55	49	52
Belmont City Centre development & activation	60	61	55	58	62	58	59	58	67	60	64	59	63	60	60	63	61	63	57	61	62	57	60
Belmont Hub	77	77	74	75	79	75	78	74	80	77	81	77	75	71	77	76	76	79	75	77	76	76	78
Education, training and life-long learning	57	56	58	57	57	54	55	57	64	58	54	50	60	56	56	57	50	57	58	57	59	55	55
Library services	82	82	83	82	84	81	85	79	85	82	86	83	82	78	82	81	83	80	82	83	82	82	83

MARKYT

Summary of community variances

	Total	Homeowner	Renting / other	Male	Female	14-34 years	35-49 years	50-64 years	65+ years	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	Disability	First Nations#	LOTE	Ascot / Ascot Waters	Belmont	Cloverdale	Kewdale	Redcliffe	Rivervale / The Springs
PERFORMANCE																							
Governing organisation	63	63	64	60	65	59	60	64	73	62	63	62	62	64	61	63	58	65	61	63	66	62	60
Council's leadership	53	53	54	51	56	46	49	53	64	54	52	49	55	57	51	58	48	53	51	55	56	53	50
Advocacy and lobbying	49	49	48	46	52	45	44	48	59	49	49	44	49	49	48	52	44	50	49	46	53	48	46
Consultation	50	50	48	48	52	48	46	49	58	50	50	48	51	49	49	56	46	51	50	49	51	51	47
Communication	54	55	53	53	57	53	51	55	61	55	55	51	55	54	54	58	51	58	52	54	54	52	57
Openness and transparency	46	46	48	45	48	44	43	46	54	46	48	46	48	46	47	53	47	45	46	47	46	47	47
Embracing change, innovation and technology	55	55	55	52	58	50	51	57	65	54	55	53	58	56	50	59	55	58	53	55	56	53	55
Value for money from rates	58	57	61	57	59	55	56	58	67	59	60	56	56	57	57	67	52	59	59	57	61	61	53
Customer service	65	66	63	64	67	65	62	64	72	66	64	57	66	66	64	70	65	67	66	66	66	63	65
Online access to City services	68	69	62	68	68	65	67	67	72	68	68	67	67	66	64	56	68	72	70	67	67	69	66
City's website	63	63	59	62	64	59	62	63	69	63	61	60	66	61	59	65	61	69	63	60	62	64	63
Belmont Bulletin – printed newsletter	68	69	66	68	70	65	66	68	76	71	63	64	69	64	69	67	66	69	63	69	69	67	72
Be-News - email newsletter	67	67	63	65	70	65	64	67	72	68	65	63	68	65	66	66	62	63	67	67	65	68	68
Social media presence	59	59	62	56	63	58	60	59	61	59	58	60	65	59	54	65	62	56	57	62	60	60	58

MARKYT ◆ Community Priorities

Other stakeholder groups

MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)　　　　　　　　　　　　High (>10%)

PERFORMANCE INDEX SCORE

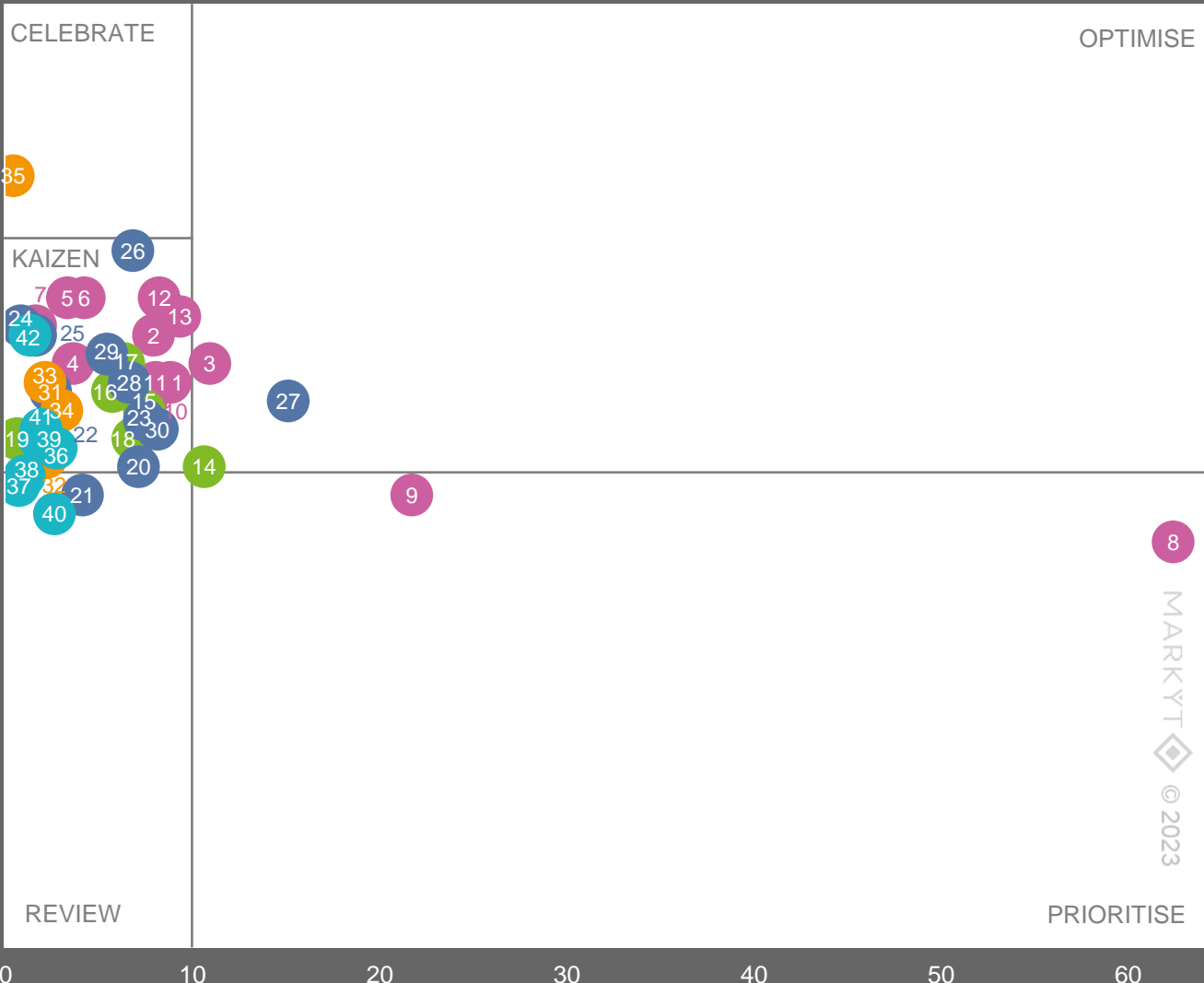CELEBRATE　　　　　　　　　　　　　　　　　OPTIMISE

Excellent

KAIZEN

Okay

Terrible

REVIEW　　　　　　　　　　　　　　　　　　PRIORITISE

1　Youth services / facilities
2　Family & children's services / facilities
3　Seniors' services & care
4　Disability access & inclusion
5　Recognition for First Nations' people
6　Multiculturalism / cultural diversity
7　Volunteer recognition & support
8　Safety & crime prevention
9　Lighting of streets and public places
10　Animal management (dogs and cats)
11　Health and community services
12　Sport & recreation facilities / services
13　Festivals, events, art & cultural activities
14　Sustainable practices / climate change
15　Conservation management
16　Swan River
17　Waste management
18　Noise, pests, pollution, food inspections
19　Natural disaster management
20　Responsible growth & development
21　Planning approvals
22　Building approvals
23　Housing
24　Local history & heritage
25　Community buildings, halls & toilets
26　Playgrounds, parks & reserves
27　Streetscapes, trees & verges
28　Footpaths, trails & cycleways
29　Local roads
30　Traffic management
31　Info on walking, cycling, public transport
32　Economic development & job creation
33　Belmont City Centre development
34　Education, training & life-long learning
35　Library services
36　Council's leadership
37　Advocacy & lobbying
38　Consultation
39　Communication
40　Openness & transparency
41　Change, innovation & technology
42　Customer service

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)
Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 853)
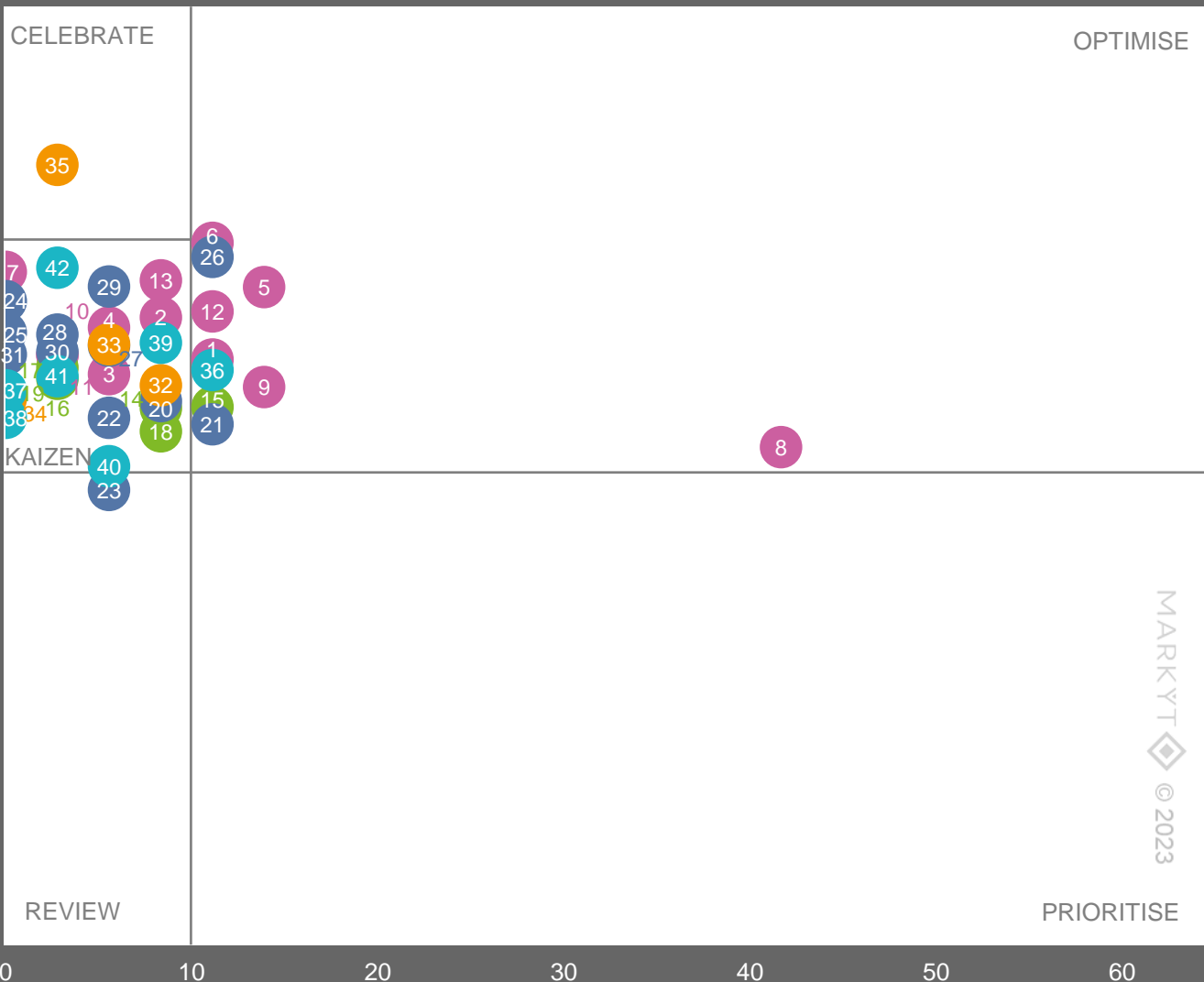
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MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%) High (>10%)

PERFORMANCE INDEX SCORE

CELEBRATE OPTIMISE

Excellent

35

6
26
7 42
24 29 13 5
10 4 12
25 28 2
31 30 33 39 1
17 27 36
37 19 41 3 32 9
38 34 16 14 15
22 20 21
18
KAIZEN 40
23

Okay

8

Terrible

REVIEW PRIORITISE

0 10 20 30 40 50 60

1 Youth services / facilities
2 Family & children's services / facilities
3 Seniors' services & care
4 Disability access & inclusion
5 Recognition for First Nations' people
6 Multiculturalism / cultural diversity
7 Volunteer recognition & support
8 Safety & crime prevention
9 Lighting of streets and public places
10 Animal management (dogs and cats)
11 Health and community services
12 Sport & recreation facilities / services
13 Festivals, events, art & cultural activities
14 Sustainable practices / climate change
15 Conservation management
16 Swan River
17 Waste management
18 Noise, pests, pollution, food inspections
19 Natural disaster management
20 Responsible growth & development
21 Planning approvals
22 Building approvals
23 Housing
24 Local history & heritage
25 Community buildings, halls & toilets
26 Playgrounds, parks & reserves
27 Streetscapes, trees & verges
28 Footpaths, trails & cycleways
29 Local roads
30 Traffic management
31 Info on walking, cycling, public transport
32 Economic development & job creation
33 Belmont City Centre development
34 Education, training & life-long learning
35 Library services
36 Council's leadership
37 Advocacy & lobbying
38 Consultation
39 Communication
40 Openness & transparency
41 Change, innovation & technology
42 Customer service

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)
Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 36)
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MARKYT ◆ Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%) High (>10%)

PERFORMANCE INDEX SCORE

CELEBRATE OPTIMISE

Excellent
Okay
Terrible

KAIZEN

REVIEW PRIORITISE

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1	Youth services / facilities
2	Family & children's services / facilities
3	Seniors' services & care
4	Disability access & inclusion
5	Recognition for First Nations' people
6	Multiculturalism / cultural diversity
7	Volunteer recognition & support
8	Safety & crime prevention
9	Lighting of streets and public places
10	Animal management (dogs and cats)
11	Health and community services
12	Sport & recreation facilities / services
13	Festivals, events, art & cultural activities
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24	Local history & heritage
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26	Playgrounds, parks & reserves
27	Streetscapes, trees & verges
28	Footpaths, trails & cycleways
29	Local roads
30	Traffic management
31	Info on walking, cycling, public transport
32	Economic development & job creation
33	Belmont City Centre development
34	Education, training & life-long learning
35	Library services
36	Council's leadership
37	Advocacy & lobbying
38	Consultation
39	Communication
40	Openness & transparency
41	Change, innovation & technology
42	Customer service

164

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 15)

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