

# City of Kalamunda

## Community Engagement Overview

2020 Calendar Year



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## Executive Summary

Community Engagement within the City of Kalamunda is working collaboratively with, and through groups of people within our community who are affiliated by geographic proximity, special interest, or similar situations to address issues affecting the well-being of those people. It is a powerful vehicle for the City to bring about environmental, policy and behavioural change. Why do we engage? Community engagement is a way of ensuring that community members have access to valued social settings and activities, feel that they are able to contribute meaningfully to those activities, and develop functional capabilities that enable them to participate fully.

The purpose of this report is to provide an overarching update for the calendar year 2020, in relation to community engagement, and to identify the ongoing challenges and questions for council in engaging our community.

In a survey of local government managers designed to inform the Australian Centre of Excellence for Local Government (ACELG) research priorities, the need for better relationships with communities was identified as one of the top ten critical issues facing local government. (*Opus, 2011*)

This report explores:

- » The results of community engagement practice in the City in 2020.
- » An overview of practice - from individual project concept through to council policy resolutions.
- » The range of community engagement methodologies currently being used.
- » Key issues and challenges identified by current practices.



Some of the main findings are outlined below:

### Context

- » 'Community engagement' is used as an umbrella phrase to include informing, consultation, engagement, and empowering activities.
- » Community members are seeking more direct ways to get involved in their community and decision-making, particularly on issues in which they have a direct interest.
- » Conducting community engagement in the preparation of long-term community visions and strategic plans assists with community support in executing upon the goals and strategies harmoniously.

### Opportunities

The opportunities for improving community engagement practice that have been noted through the consultative experience are summarised under the following themes:

- » Ensuring legislative requirements are met in a meaningful way
- » Measuring how policies are translating into practice
- » Re-framing community engagement to be viewed as core service
- » Being clear about limits to consultation
- » Getting back to communities on how their inputs were used
- » Integrating outcomes of consultation into decision making
- » Operating within resource constraints
- » Sharing information about likely costs of processes and looking for cost sharing or advocacy options
- » Providing the information needed, and be the most effective channels for effective participation
- » Developing staff capacity



## Background

In 2020, the City of Kalamunda had a total of 49 projects open for public comment.

These projects spanned across a wide variety of the City's services, policies and community issues, including planning proposals, proposed traffic treatments, road closures, proposed concept plans for City facilities, cultural initiatives and strategic planning.

Notably, 2020 was a big year for strategy development with the community providing feedback on several significant policies for Council including the Activity Centres Strategy, City of Kalamunda Strategic Plan, Draft Urban Forest Strategy, Central Mall and Activity Centre Plan, and the Public Art Strategy.

The community continues to demonstrate strong engagement with the City, with several projects attracting very high response rates such as the Future Use of Zig Zag Drive (1,337 responses), Strategic Community Plan Review (343 responses) and the Fenced Dog Exercise Parks (211 responses).

The City continues to use the online engagement portal EngagementHQ to promote, educate and engage with community members in an interactive way. The engagement portal continued to be very popular, with the Total visits at 50.5k, up from 29.3k in 2019. The max visitors per day at 934 up from 530 in 2019, and Engaged visitors at 3.1k, up from 1.7k in 2019. We also saw 2.5k new registrations, up from 1.4k in 2019. However, it should be noted that this is only ever one element of our overall engagement strategy. Shopping centre interactions, workshops and opportunities for dialogue continue to be very popular.

With the onset of COVID-19 in early 2020, the City saw the Community Engagement team adapt the way that face-to-face consultations and workshops were delivered. We engaged with the community via Teams online workshops and employed software Mentimeter to compliment our digital presentations and encourage both qualitative and quantitative feedback. Mentimeter enabled participants at community workshops to provide responses, anonymously from their smart phone, in real time providing an interactive element to our community workshops. This was successfully utilised during consultation, for example with the Central Mall concept designs.

Pre-COVID and following the lockdown periods, where we were able to safely conduct face-to-face engagements which garnered great community connections through activities such as shopping centre pop ups, community event booths, dot-democracy pop ups and farmers market stalls.

We had a number of engagements targeted at the youth demographic (for example the Stirk Park Skate Park open consult as well as the Youth Crime Prevention survey). These engagements saw a large increase in the number of under-18s within our community who engaged with the City, giving City of Kalamunda youth a voice. We enjoyed increased engagement through our local schools, working internally with our Youth Team to target and connect with them directly.

In addition, a MARKYT® Community Scorecard was commissioned to evaluate community priorities and measure Council's performance against key indicators in the Strategic Community Plan. Invitations were sent to 4,000 randomly selected households and promoted through the City's communication channels (554 responses). (See Appendix A)

In 2020 we saw a budding emphasis on internal training to enhance the overall delivery and understanding delivering of community Engagement projects.

## Company and Opportunity

The City of Kalamunda has a population of 58,946 (ABS estimated resident population 2018), with 22,768 dwellings. It boasts 175ha of developed area for Parks and Recreation and supports 17,663 local jobs and 4,453 local businesses.

The City of Kalamunda's vision:

*"Connected Communities, Valuing Nature and Creating our Future Together"*

The City of Kalamunda's Values:

*"Our simple guiding principle will be to ensure everything we do will make Kalamunda socially, environmentally and economically sustainable."*

The City of Kalamunda subscribes to the International Association of Public Participation (IAP2) 'Core Values' and their 'spectrum' of public participation approaches, they are one of the best known sets of principles within his space.

### The core values outlined by IAP2 for community engagement are:

- The public should have a say in decisions about actions that could affect their lives.
- Public participation includes the promise that the public's contribution will influence the decision.
- Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.
- Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
- Public participation seeks input from participants in designing how they participate.
- Public participation provides participants with the information they need to participate in a meaningful way.
- Public participation communicates to participants how their input affected the decision.

The Community Engagement team work to provide opportunity for the City of Kalamunda to meet their Vision and Values through working with and for a connected community, utilising the IAP2 framework.

## Conclusion

It can be said that engagement is at the heart of what a council is designed to do, representative democracy is the basis of the legitimacy of local government. Local governments that inform, consult, collaborate with, and listen to their local communities, empower their communities to be engaged and participate in their own governance which makes for healthy democracies and involved citizens. Fostering democratic representation, social inclusion and meaningful community engagement greatly assists in the delivery of high-quality local government. Through the community engagements delivered in 2020, it is apparent that the City aims to ensure that good and meaningful services are delivered where they are most needed and that they are tailored to local needs. Ongoing feedback ensures that our services meet the community's needs, and that improvements are recognised by the community. Additionally, community engagement increases likelihood that our community will accept council policies and decisions, even when they are controversial, which in turn helps to bring pragmatic time and cost savings.

The trajectory of year-on-year growth in community participation in engagement is encouraging. It speaks to the community's desire to be involved, and in the City's capacity to reach and target audiences.





## MARKYT® Community Scorecard Report

# 2020 Community Perceptions Survey

In 2020, the City of Kalamunda commissioned Catalyse Pty Ltd to undertake a Community Perceptions Study\* known as a 'Community Scorecard' from 23 March to 14 April 2020. The purpose of the study was to evaluate community priorities and measure Council's performance against key indicators in the Strategic Community Plan.

Scorecard invitations were sent to 4,000 randomly selected households: 1,000 by mail and 3,000 by email. 483 randomly selected residents and ratepayers completed a scorecard. The City of Kalamunda provided supporting promotions through its communication channels. A further 32 residents, 25 out of area ratepayers and visitors, and 14 Council affiliated respondents participated bringing the total to 554 respondents.

The main findings of the Community Scorecard are summarised below:

As a place to live, the City's performance index score is 81 out of 100, which is six points higher than the industry average of 75 for Western Australia. The top three ratings came from the suburbs of Kalamunda, Gooseberry Hill and Maida Vale and the three lowest ratings came from the suburbs of Wattle Grove, High Wycombe and Forrestfield.

### The City's higher performing areas are:

- » The City's online engagement tool (up 9 points)
- » Natural disaster education, prevention and relief (up 6 points)
- » Parking management (up 6 points)
- » Customer service (up 5 points)

### The City's lower performing areas are:

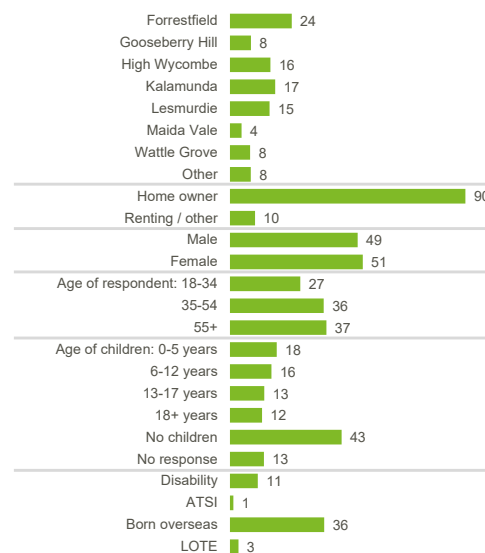
- » Coverage of City related issues in the local newspaper, youth services, safety and security and economic development.
- » The City has perceived strengths with weekly waste collections and the Walliston Transfer Station.

### The top 4 priorities for the City to address moving forward are:

- » Playgrounds, parks, reserves and ovals
- » Footpaths and cycleways
- » Streetscapes
- » Areas character and identity

### The Study

% of respondents (random sample, weighted)



ATSI = Aboriginal and Torres Strait Islander  
LOTE = Language other than English

MARKYT

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\* See Appendix A for full report



**According to the *Community Strategic Plan 2017 – 2027*, with respect to Kalamunda Leads, in this governance priority area, it was identified that the community prioritised better communication and engagement and increased promotion of ‘what’ the City does. Similarly, an emergent theme from the community was an increased demand for transparency, accountability and community consultation and engagement.**

### **Our Promise**

Public participation includes the promise that the public’s contribution will influence the decision.

In the City of Kalamunda we recognise the importance and value of engaging with our community and seek to act in a participatory manner in all we do. We have maintained strong ties with our environmental community, cultural community and demographic specific groups and believe being in close contact with the pulse of the community leads to good governance and effective decision making.

Local government is the most effective tier of government for engaging with the community.

The purpose of our Community Engagement Strategy is to support Council to deliver quality community engagement and provide a process giving transparency to the Community on how the City will engage with them.

### Our Promise Delivery

With the aim of meeting this promise, the City has increased its efforts in delivering targeted, open and collaborative engagements. Following are a summary of some key growth indicators, demonstrating how the City's engagement statistics have increased through our EngagementHQ platform:



2017	2018	2019	2020
2,200	27,600	29,300	50,510



2017	2018	2019	2020
306	395	530	934



2017	2018	2019	2020
174	1,500	1,400	2,500



2017	2018	2019	2020
135	1,325	1,723	3,139



2017	2018	2019	2020
642	8,101	8,665	15,115



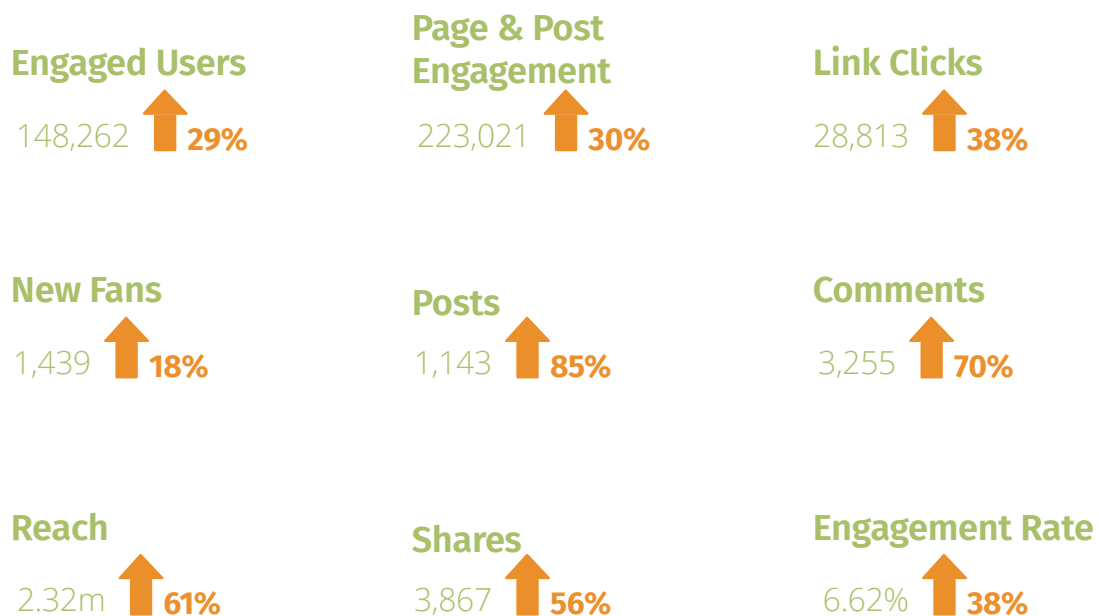
2017	2018	2019	2020
1,687	17,763	18,475	32,066

## Social Media

Social media refers to the City's range of online tools that are designed to facilitate connections between the City and our community, as well as communication and engagement tools. The movement toward online engagement has changed the way the internet is used, allowing users to create and spread content, rather than in the context of a one-way broadcast of information.

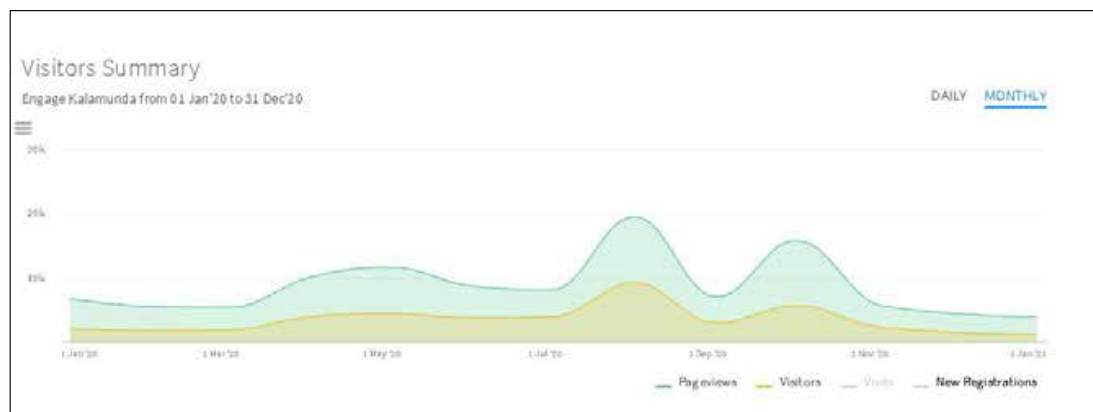
Much of the available literature on social media tends to focus on the opportunities provided by online tools to better communicate with, and better understand an organisation's customers. The City hosts several social media accounts across Facebook, Instagram, TikTok, Twitter, YouTube and LinkedIn. The channels differ according the message or engagement targeting, and the desired demographic to be reached. The City utilises Buffer to schedule all posts, categorise social media posts into campaigns, manage hashtag subcategories, conduct data analysis and produce reports.

Following are a summary of some key growth indicators, demonstrating how the City's engagement through Social Media has increased:

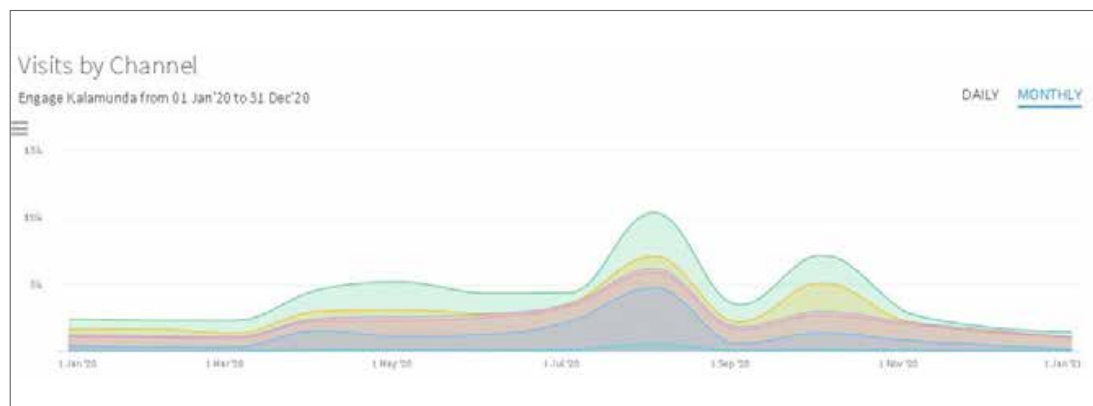


## Engage Visitor Summary

- » Peak engagement times in 2020: August and October
- » Total visits at 50.5k, up from 29.3k in 2019
- » Max visitors per day at 934 up from 530 in 2019
- » New registrations: 2.5k, up from 1.4k in 2019
- » Engaged visitors at 3.1k, up from 1.7k in 2019



- » Direct sources generated the highest number of visits with 15,884 in 2020 compared to 11,236 visits in 2019
- » Direct sources generated the highest numbers of informed visits at 7,907 and engaged visits at 2,976. Up from 4,974 and 1,475 respectively in 2019
- » Email generated the highest conversions with 5,949 aware visitors, 4,587 informed visitors and 397 engaged visitors





## Engaged Users 2020

- » In 2020, 3,139 participants were engaged, with 3,127 users participating in surveys. This is up from 1,704 in 2019

Top Projects	Participants (%)**
Zig Zag Scenic Drive	1,337 (19.8%)
Strategic Community Plan Review	223 (16.0%)
Plants for Residents 2020	210 (41.1%)
Commemorative Tree Planting 2020	193 (28.1%)
Fenced Dog Exercise Parks	186 (7.7%)
Community Safety and Crime Prevention Youth Consultation	181 (35.2%)
Central Mall Upgrade Project	109 (4.6%)
Funerals in Public Places	108 (22.9%)

\*\* Calculated as a percentage of total visits to the Project



## Informed Users 2020

» In 2020 15,115 participants were informed, up from 8,343 in 2019

Action*	Participants
Viewed a video	146
Viewed a photo	573
Downloaded a document	7,886
Visited the Key Dates page	227
Visited an FAQ list page	2,257
Visited Instagram page	0
Visited Multiple Project pages	8,895
Contributed to a tool (engaged)	3,139

\*A single engaged participant can perform multiple actions

Top Projects	Participants (%)**
Zig Zag Scenic Drive	3,249 (48.2%)
Fenced Dog Exercise Parks	1,270 (52.8%)
Central Mall Upgrade Project	1,187 (50.5%)
Local Housing Strategy	681 (58.6%)
Strategic Community Plan Review	632 (45.2%)
Development Applications	579 (29.9%)
Local Planning Policy 28 (LPP28)	545 (77.1%)
Kalamunda Skate Park Co-design	517 (48.6%)

\*\* Calculated as a percentage of total visits to the Project

## Aware Users 2020

- » In 2020 32,066 participants visited at least one page (Aware user could have also performed an Informed or Engaged action), up from 18,088 in 2019.

Top Projects	Participants *
Zig Zag Scenic Drive	6,742
Fenced Dog Exercise Parks	2,405
Central Mall Upgrade Project	2,351
Development Applications	1,935
Strategic Community Plan Review	1,398
Reset Wattle Grove South	1,248
Local Housing Strategy	1,162
Kalamunda Skate Park Co-design	1,064

\*Total list of unique visitors to the project

## Areas of high community interest

### Top 3 documents based on downloads

Document	Downloads
Central Mall Draft Concept Plan	1,499
Structure Plan Policy - Adopted for Advertising	922
Elmore Way Park Proposed Concept	640

### Top 3 FAQs based on views

FAQs	Views
Zig Zag Scenic Drive	367
Hale Road/Woolworths Drive Improvement Project	205
Local Planning Policy 28 (LPP28)	209

# Engagement, Media, Public Promotions and Advertising

A diverse range of media and communication tools are utilised to promote, inform, engage and help activate our community.

All engagement projects are supported with an integrated marketing campaign, to ensure maximum reach across a diverse range of residents in our community, regardless of whether they are online, at home or face-to-face in the public domain (such as shopping centres or at City events).

Some of the communications tools we use include:

- » City of Kalamunda website ([www.kalamunda.wa.gov.au](http://www.kalamunda.wa.gov.au)).
- » Engage Kalamunda website (EngagementHQ)
- » City of Kalamunda Facebook pages:
  - » City of Kalamunda
  - » Kalamunda Libraries
  - » Kalamunda Performing Arts Centre
  - » Kalamunda History Village
  - » Experience Perth Hills
  - » Zig Zag Gallery
  - » The Influence
  - » Kala Youth Services
- » Social media: LinkedIn, YouTube, Instagram, TikTok
- » Online Teams meetings
- » Mentimeter
- » Monthly eNews
- » Local events
- » Community Networks, Services and Partners
- » Promotional flyers
- » Direct Mail and Electronic Direct Mail (EDM)
- » Newspaper/Digital Newspaper Promotions
- » Workshops
- » Drop-in sessions
- » Pop-ups
- » Activations

## Community Surveys - Summary

57 surveys were published by the City of Kalamunda in 2020 generating 3,127 survey contributors from the community and 4,959 survey submissions with 8,388 visitors to the survey sites.

**Top 6 surveys based on contributions were:**

Project	Visitors	Contributors*
Future of Zig Zag Drive	3,018	1,337
Plants for Residents Feedback Form	329	210
Annual Commemorative Tree Planting 2020 Application Form	445	193
Fenced Dog Exercise Parks	410	204 Surveys (+ 7 written submissions)
Strategic Community Plan Review - Have Your Say!	718	338 Surveys (+ 5 written submissions)
Youth Safety	275	268

\*May also include hard copy surveys entered by administrators





## Community Workshops - Summary

In 2020, the City of Kalamunda conducted numerous workshops and pop-ups engaging directly with community members and developing the vision and direction for projects. Targeted sessions were supported by phone conversations and face-to-face discussions by project business units, via the City's Administration and PR team; engaging directly with the community at other events such as fortnightly *Coffee with the Mayor* mornings held in coffee shops across the City; and at various group meetings held throughout the year, such as Advisory Committees, Friends Groups, Chamber of Commerce, Council meetings and Youth Action Kalamunda (YAK).

Due to COVID-19 pandemic lock down/restrictions many scheduled workshops were cancelled or moved to an online format, using Teams and Zoom; and utilising software tools such as Mentimeter and instant messaging.

A sample of some of the engagement conducted is shown in the table below:

Project	Engagement
Activity Centres Strategy	» Online information session on 9 June 2020 via Teams. 8 attendees representing the City's commercial community
Bushfire Preparedness 2020-2021	<ul style="list-style-type: none"> <li>» Monthly shopping centre engagement booths</li> <li>» Farmers Market: community engagement</li> <li>» Seniors' bushfire awareness engagement booth (coffee lounge engagement) at Woodlupine Community Centre (25/09/2020)</li> <li>» Property walk-through information afternoons (31/10/2020 Walliston)</li> <li>» 'Street meets' targeting high risk residential areas:</li> <li>» 12/09/2020 Cnr Hummerstone &amp; Croxton Rd</li> <li>» 10/10/2020 Pickering Brook Primary School</li> <li>» BURN Smart Event – live demonstrations (20/09/20)</li> <li>» Outreach telephone engagement</li> <li>» 31 phone enquiries to Administration by community members were handled in relation to bush fires.</li> <li>» The City supported the Fire Recovery Workshop for Residents, presented by The Forever Project. This event hosted at the Kalamunda Bunnings, was a full-day event with a 50 minute workshop, and several 15 minute presentations.</li> <li>» Bushfire Rural Urban Interface (RUI) drill involving the City of Kalamunda, Career and Volunteer FRS, Bush Fire Brigade, Bush Fire Ready Group and DFES regional staff. (25/10/2020)</li> </ul>

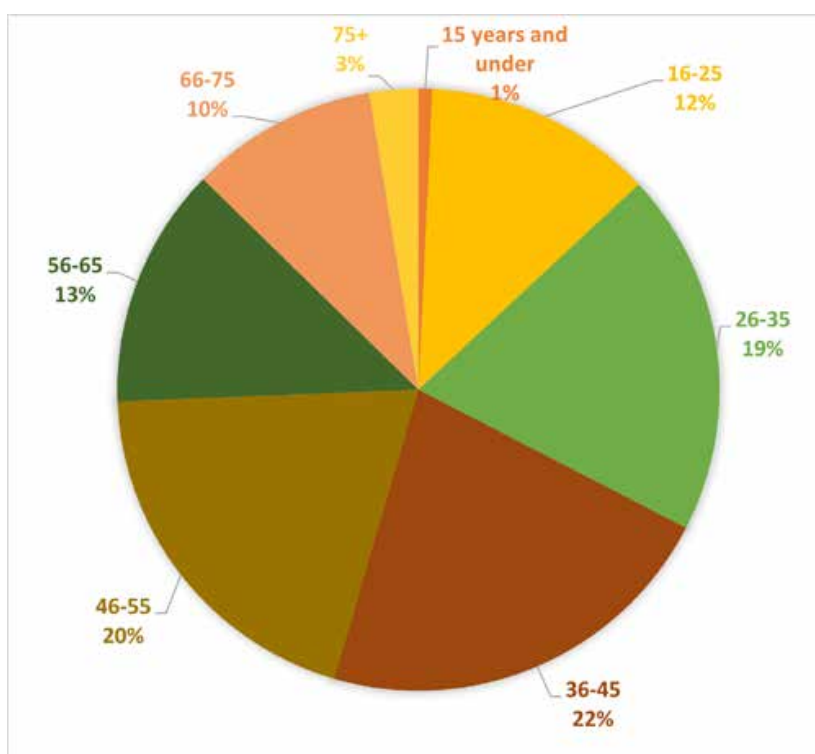
Project	Engagement
<b>Bushfire Preparedness 2020-2021</b>	<p>The City partnered with Red Cross to promote the Preparedness Project. Events included:</p> <p><b>RediPlans:</b></p> <ul style="list-style-type: none"> <li>» Darling Range Seniors Hub (27/01/2021)</li> <li>» Gooseberry Hill Bushfire Ready (20/03/2021)</li> </ul> <p><b>Pillowcase:</b></p> <ul style="list-style-type: none"> <li>» Falls Rd Primary School (03/11/2020)</li> <li>» Gooseberry Hill Primary School (02/11/2020)</li> <li>» Kalamunda Primary School (03/12/2020)</li> <li>» Gooseberry Hill Primary School (17/03/2021)</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>» Local Government Preparedness Training (Dec 2020)</li> <li>» Conducting the Community Preparedness Survey (CPS)</li> <li>» RediPlan Training for Staff and Volunteers (Oct 2020 and Mar 2021)</li> <li>» Pillowcase Training for Staff and Volunteers (Mar 2021)</li> <li>» Community Profiling</li> <li>» Recruitment of Project Officer</li> <li>» Four Local Steering Committee (LSC) meetings were conducted, at the City, building community membership.</li> <li>» Overarching Steering Committee (OSC) meeting.</li> </ul>
<b>Central Mall Upgrade Project</b>	<ul style="list-style-type: none"> <li>» Work-shopped in person with focus groups across 3 separate City locations</li> <li>» Online Workshop (30 Oct 2020 via Teams). 18 Registrations</li> <li>» Workshop - Kalamunda Agricultural Hall. 4 November 2020. 7 Registrations</li> </ul>
<b>Community Safety and Crime Prevention Youth Consultation</b>	<ul style="list-style-type: none"> <li>» School focus group sessions</li> </ul>
<b>Community Social Inclusion (Survey)</b>	<ul style="list-style-type: none"> <li>» Consultation was supported by outreach telephone engagement to service providers and targeted community members; and followed up by providing support to community members in need; and to inform future plans, policies and inclusion support.</li> </ul>
<b>COVID-19 Impact: State of Small Business</b>	<ul style="list-style-type: none"> <li>» Outreach telephone engagement targeting Kalamunda Chamber of Commerce and key business owners/operators.</li> <li>» Free Small Business Advisory Sessions (One-on-one)</li> <li>» Small Business Information Day with representatives from all City's teams – held at the City's Administration Building</li> </ul>
<b>Draft Community Safety &amp; Crime Prevention Plan</b>	<ul style="list-style-type: none"> <li>» Community pop-up at Kalamunda Central ensured the City was able to achieve face-to face interaction.</li> </ul>

<b>Project</b>	<b>Engagement</b>
<b>Draft Scott Reserve Master Plan</b>	» Drop-in information session held at Scott Reserve on 14 March 2020.
<b>Fenced Dog Exercise Parks</b>	» A community pop-up at Kalamunda Central ensured the City was able to achieve face-to-face interaction.
<b>FOGO Waste and Recycling System</b>	<ul style="list-style-type: none"> <li>» Community pop-ups at shopping centres</li> <li>» Kalamunda Farmers Market – ECO STAND</li> <li>» Clean up Days</li> <li>» Held a face-to-face engagement booth as a part of the Corymbia Festival</li> <li>» Worm Farm Workshops</li> <li>» Garage Sale Trail</li> </ul>
<b>Heidelberg Park, Carmel Share Your Vision</b>	<ul style="list-style-type: none"> <li>» Visioning Workshop held on site and facilitated by Spaced Out Placemakers to identify the community's vision. The Visioning Workshop generated 90 responses to the survey and 21 co-design plans prepared by community members. The workshop also generated 82 ideas that were mapped on the park aerial. Attended by adjacent landowners and advocates for aged care</li> <li>» Community pop-up at the Kalamunda Farmer's Markets</li> </ul>
<b>Kalamunda Skate Park Co-design</b>	<ul style="list-style-type: none"> <li>» An interactive online brainstorming forum where the community could sticky-note their own ideas and view the other's ideas on the City's Engage Kalamunda website.</li> <li>» Facilitator and Skate Specialist, Skate Sculpture were able to hold a small on-site engagement with selected key stakeholders at the easing of lock-down protocols in April 2020.</li> </ul>
<b>Local Housing Strategy</b>	» Online community information session. 10-12 participants
<b>Public Art Master Plan</b>	<ul style="list-style-type: none"> <li>» One-on-one meetings with stakeholders conducted by the City's independent consultant.</li> <li>» Online community information session. Eight (8) people attended</li> </ul>
<b>Plants for Residents</b>	» Due to Covid-19, restrictions the City's Plants for Residents initiative for 2020 focused on online and contactless service. Plant collections took place over three (3) days between 5-7 June 2020. Approximately 1000 residents participated.
<b>Reset Wattle Grove South (Crystal Brook)</b>	<ul style="list-style-type: none"> <li>» Roberts Day - preliminary round tables with key stakeholder groups, phone and email engagement</li> <li>» Principles-oriented visioning workshop facilitated by independent firm Roberts Day (5 February 2020)</li> <li>» Two design development workshops facilitated by independent firm Roberts Day. The feedback used to develop a draft concept plan (11 and 14 March 2020)</li> <li>» Online workshop (29 May 2020 via Teams). 18 Community members</li> </ul>

Project	Engagement
<b>Strategic Community Plan Review</b>	<ul style="list-style-type: none"> <li>» Two (2) open face-to-face Community Workshops               <ul style="list-style-type: none"> <li>» Kalamunda Workshop. Wednesday 23 September 2020 (2 Hours)</li> <li>» Forrestfield Workshop. Wednesday 14 October 2020 (2 hours)</li> </ul> </li> <li>» One (1) online Open Community Workshop               <ul style="list-style-type: none"> <li>» Via Microsoft Teams. Friday 23 October 2020 (2 hours)</li> </ul> </li> <li>» Consultation with Advisory Committees:               <ul style="list-style-type: none"> <li>» Kalamunda Arts Advisory Committee. 26 October 2020</li> <li>» Kalamunda Aged Care Advisory Committee. 4 November 2020</li> <li>» Disability and Carers Advisory Committee. 9 November 2020</li> <li>» Community Safety &amp; Crime Prevention Advisory Committee. 11 Nov 2020</li> <li>» Kalamunda Tourism Advisory Committee. 18 November 2020</li> <li>» Kalamunda Environmental Advisory Committee. 26 November 2020</li> <li>» Local Emergency Management Committee. 26 November 2020</li> </ul> </li> </ul>
<b>WABN - High Wycombe Shared Path Decorative Project</b>	<ul style="list-style-type: none"> <li>» The City engaged the services of The Place Team (Town Team Movement) to engage with the High Wycombe community and inform design ideas to install art treatments on future shared paths connecting residential streets to the future Forrestfield Train Station.</li> <li>» Workshops with approx 90 students at High Wycombe Primary School and Matthew Gibney Catholic Primary School on March 13, 2020.</li> <li>» Engaging with local aboriginal artist, Aurora Abraham, to complete final art treatments</li> </ul>
<b>WABN – Forrestfield Share Path Art treatments</b>	<ul style="list-style-type: none"> <li>» The City engaged the services of The Place Team (Town Team Movement) to engage with the Forrestfield community to inform design ideas.</li> <li>» Workshops with approx 60 students at Dawson Park Primary School and Woodlupine Primary School on 24 November, 2020.</li> </ul>

## Demographics

Age Bracket	%
15 years and under	25 (1%)
16-25 years	414 (12%)
26-35 years	656 (19%)
36-45 years	737 (22%)
46-55 years	667 (20%)
56-65 years	435 (13%)
66-75 years	338 (10%)
75+	88 (3%)



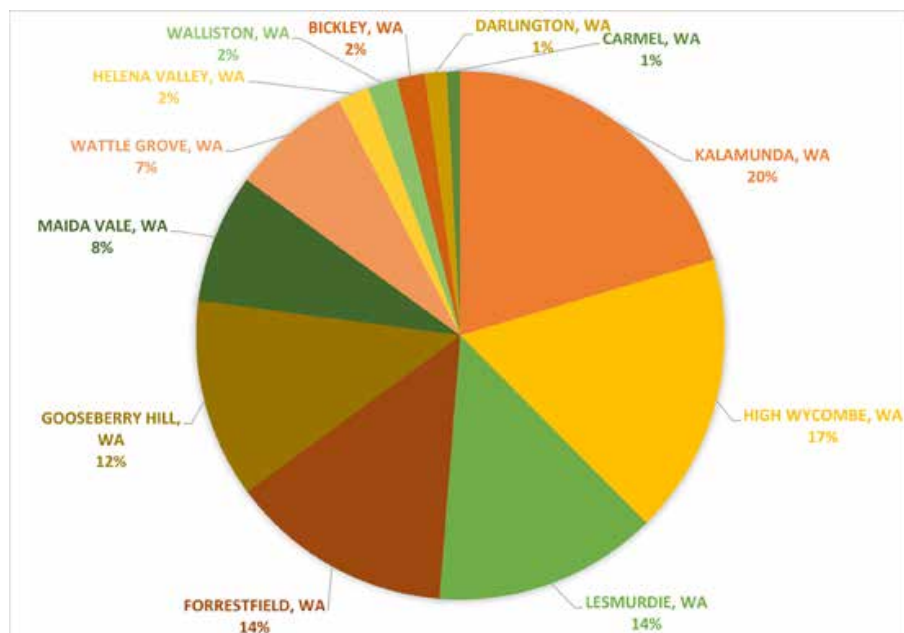
Gender	%
Female	1,905 (53%)
Male	1,415 (40%)
Undisclosed	251 (7%)



## Engagement by Suburb

The chart below shows the breakdown of engagement by suburb. The highest participation by suburb for 2020:

- » Kalamunda - 574 (16.8%)
- » High Wycombe - 484 (13.6%)
- » Lesmurdie - 386 (10.8%)



Suburb	%
Forrestfield	385 (10.8%)
Gooseberry Hill	343 (9.6%)
Maida Vale	223 (6.3%)
Wattle Grove	208 (5.8%)
Helena Valley	54 (1.5%)
Walliston	51 (1.4%)
Bickley	48 (1.3%)
Darlington	38 (1.1%)
Carmel	23 (0.6%)
*Other suburbs >0.5%: Gosnells & Ballajura	0.2%

## Engagement Projects 2020

In 2020 the City of Kalamunda had 49 projects open for comment, excluding Road Notices, Closures and Works, Expressions of Interest for Reference Groups or Committees and Feedback Forms for events.

### **Engagement Projects** (in chronological descending order)

1. Draft Urban Forest Strategy
2. Kiss 'n Drive zone - Gooseberry Hill Primary School
3. Painting our streets alive!
4. Social Inclusion Survey
5. Proposed New Shared Path along Berkshire Road and Dundas Road
6. Scheme Amendment No. 103: Public notification: Lot 613 (4) Varley Street, Lesmurdie
7. Scheme Amendment No. 105: Method of Calculating Contributions
8. Notice of Local Development Plan for Lots 1-6 & 41 Abernethy Road, Forrestfield (DA20/0456)
9. Draft Extractive Industries Local Law 2020
10. Naming our places and spaces
11. Fleming Reserve Cash-in-lieu Visioning
12. Central Mall Upgrade Project
13. Cambridge Reserve Revised Concept Plan
14. Scheme Amendment No. 103: Notice of Development Proposal for Lot 613 (No.4) Varley Street, Lesmurdie (DA20/0066)
15. Strategic Community Plan Review
16. Community Social Inclusion Survey
17. Cell 9 Wattle Grove – Guided Development Scheme Review
18. Vote Now To Name the City's New Community Centre
19. Bushfire Preparedness 2020-2021
20. Lincoln Road Reserve Cash-in-lieu Visioning
21. Local Planning Policy 28 (LPP28)
22. Zig Zag Scenic Drive
23. Share Your Vision: Heidelberg Park, Carmel
24. Community Safety and Crime Prevention Youth Consultation

## Engagement Projects 2020 (Continued)

25. Proposed Dogs Local Law 2020
  26. Meloway Drive Reserve Cash-in-Lieu
  27. Draft Local Planning Policy 29 - Unhosted Holiday Houses
  28. Whistlepipe Gully Parking
  29. Scheme Amendment No. 103: Development Initiated
  30. Western Australian Bicycle Network Grant Projects
  31. Activity Centres Strategy
  32. Reset Wattle Grove South
  33. Public Art Master Plan
  34. Library Survey
  35. Kalamunda Road Investigation (Phase 2)
  36. Local Housing Strategy
  37. Notice of Proposed Amendment to Wattle Grove Urban Cell – U9 Adopted Outline Development Plan
  38. Kalamunda Skate Park Co-design
  39. Name the new Kalamunda Community Centre
  40. Forrestfield / High Wycombe Industrial Area – Stage 1 – Development Contribution Plan (DCP)
  41. High Wycombe Shared Path Decorative Project
  42. Notice of Development Proposal for Lot 101 (1100) Abernethy Road, High Wycombe (DA18/0095C)
  43. FOGO Waste and Recycling System
  44. Funerals in Public Places
  45. Draft Scott Reserve Master Plan
  46. Draft Community Safety & Crime Prevention Plan
  47. Draft Tourism Development Strategy
  48. Fenced Dog Exercise Parks
  49. Notice of Development Proposal for Lot 130 (No.74) Warlingham Drive, Lesmurdie (DA20/0001)
-

# Activity Centres Strategy

Period: May 2020 - June 2020

Submissions	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download (total)
29 17 Surveys 12 Written	1.1k	232	13	24	431	774	643

## Background

The City of Kalamunda engaged with business owners and commercial property owners to ascertain their opinions of the proposed Activity Centres Strategy, and to establish a baseline of information to inform the strategy of the commercial needs of the area and its occupants. Commercial Activity Centres serve a critical role for the City of Kalamunda community as places for socialising, working and living and as places where the community can access local services, shops and community facilities. These centres are important places for community life. The City of Kalamunda's Activity Centres Strategy will aim to provide an overarching strategy for both smaller and larger centres and encompasses a number of areas in Council including strategic planning, economic development and asset planning and development.

The Strategy builds on the priorities of the City's Strategic Community Plan by supporting the local economy and using the land and assets sustainably, diversely and effectively. The Strategy has the following overarching vision: *The City of Kalamunda will have a network of commercial activity centres that are characterised by their diversity, flexibility and unique character.*

## Engagement Activities & Promotion

Consultation ran from 22 May to 26 June 2020 and was supported by an integrated marketing campaign; published on the City's online engagement platform, the City's website and promoted via the City's social media channels. Additionally, the City ran two advertisements in the local newspaper The ECHO, advertising the survey on the Engage platform and the City's online information session held on Tuesday the 9th of June 2020. Additionally, copies of the survey along with the Activity Centres info-graphic were hand delivered to shops established within the major shopping centres within the City.

The survey received 17 responses over the duration of the engagement. The online information session achieved 8 attendees from the City's commercial community and 12 written submissions were received.

## Outcome

As present the Draft Activity Centres Strategy is in review with the encompassing community Engagement Report, with the Strategic Planning department.

## Bushfire Preparedness 2019-2020

### Period: Year-round Campaign

Submissions	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
64	173	17	5	8	48	146	0

### Background

Bushfires have the capacity to strike without warning and provided with the right environmental conditions, can quickly exceed firefighting resources. For this reason, it is imperative that households and individuals are prepared for bushfire, monitor local conditions and have a household survival plan in place. The City, supported by DFES and other emergency response and planning organisations works throughout the year to deliver the bushfire preparedness and recovery information needed to assist our community.

### Engagement Activities & Promotion

The City of Kalamunda undertook community consultation to understand the City's residents' attitude towards bushfire preparedness. The survey (open for comment from August - November 2019) received 64 responses over the duration of the engagement.

Consultation ran from July 2019 to 30 June 2020. This is an ongoing year round community preparedness consultation that runs continuously, and is relaunched during the Winter for each coming 12 month period. It was supported by a large integrated marketing campaign; published on the City's online engagement platform, the City's website and promoted via the City's social media channels including additional individual event listings on Facebook and paid Facebook advertising. Advertisements in the local newspaper The ECHO, advertising bushfire preparedness messaging, focussing on 5MIN FIRE CHAT, and My Bushfire Plan as championed by DFES, and advising of all the upcoming community engagement events. Several face to face engagement opportunities were delivered as a part of the campaign, these engagement opportunities included numerous shopping centre pop up booths, a senior's coffee lounge engagement booth at the Woodlupine Community Centre, property walk through information afternoons, street meets and a BURN Smart Event.

Additionally, The City supported the Fire Recovery Workshop for Residents, presented by The Forever Project. This event hosted at the Kalamunda Bunnings, operated as a day-long event with a 50 minute workshop, and several 15 minute presentations.

### Outcome

The City continues to work on community engagement, education and preparedness throughout the year, each year.



# Cambridge Reserve Revised Concept Plan

**Period: September 2020 - November 2020 (Second part, Phase 2)**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
<b>38</b> 24 Surveys 14 Written	<b>385</b>	<b>40</b>	<b>6</b>	<b>24</b>	<b>128</b>	<b>278</b>	<b>192</b>

## Background

Cambridge Reserve is part of a City of Kalamunda community enhancement project. It is a 9Ha site (11 Ha including power easement) located in the heart of Forrestfield, 400m from the Forrestfield District Centre. Cambridge Reserve is well serviced by major road access, utility infrastructure, activity centres and schools. Our aim with this project is to transform Cambridge Reserve into an improved public open space, with a portion proposed to be rezoned for aged care and residential development purposes.

## Engagement Activities & Promotion

Consultation for the second part of Phase 2 ran from September – November 2020 and was supported by an integrated marketing campaign; published on the City's online engagement platform, the City's website, promoted via the City's social media channels, and targeted letters to residences. Additionally, the City ran advertisements in the local newspaper The ECHO and installed static displays in Kalamunda Central shopping centre. Erected on-site signage, and copies of the survey a A4 flier were distributed in hard copy form to all City locations.

At the conclusion of advertising, 14 written submissions (including five from State Government agencies) and 24 surveys were received.

## Outcome

At the 15 December 2020 Ordinary Council Meeting, Council resolved to note submissions received during public advertising. Adopt the Cambridge Reserve Local Planning Scheme Amendment 104 to Local Planning Scheme No. 3 for a portion of Lots 2346 and 12366 York Street, Lot 7876 Cambridge Road, Lots 2850 and 3487 Moira Avenue, Lot 1 Anderson Road and Lot 9835 Mallow Way, Forrestfield, in accordance with Attachment 1, pursuant to section 53(1) of the Planning and Development (Local Planning Schemes) Regulations 2015 for forwarding to the Western Australian Planning Commission within 21 days of resolution. Additionally to adopt Cambridge Reserve Concept Plans Option 1 and 2 for the purpose of guiding future development of the site.

# Central Mall Upgrade Project

**Period: October 2020 – November 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
117 108 Surveys 9 Written	3.5k	426	24	109	1.2k	2.4k	2.75k

## Background

The Central Mall Project will mark the start of the 10-year vision for the Kalamunda Town Centre coming to life.

The vision of the Kalamunda Activity Centre Plan, is for Central Mall to become the heart of Kalamunda's night-time economy, delivering an intimate and vibrant urban experience that supports both day and night-time activities.

The City has engaged an experienced team of landscape architects, space planners and engineers led by PLACE Laboratory to undertake the Detailed Design and Tender Documentation for the Central Mall upgrade in the Kalamunda Town Centre.

## Engagement Activities & Promotion

Consultation ran from 5 October – 13 November 2020 and was supported by an integrated marketing campaign; published on the City's online engagement platform, the City's website where it received 137 impressions, promoted via the City's social media channels, and work-shopped in person with focus groups across 3 separate City locations. Additionally, the City ran advertisements in the local newspaper The ECHO and installed static displays in Kalamunda Central shopping centre. Copies of the survey were distributed in hard copy form to all City locations.

The survey received 108 responses and nine written submissions over the duration of the engagement.

## Outcome

Per the 22 September Ordinary Council Meeting, it is acknowledged that concerns are raised regarding pedestrian safety. The streetscapes envisaged in the Kalamunda Activity Centre Plan should provide safer streets for pedestrians. There is no support at present from the State to install more controlled pedestrian crossing points in the Town Centre. Furthermore, at the 30 June 2020 Special Council Meeting it was resolved that Council endorse for inclusion in the Municipal Fund Budget 2020/21 the Central Mall Streetscape Construction (\$2.4m).

# Community Safety and Crime Prevention Youth Consultation

**Period: June 2020 - August 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
268	630	69	7	181	286	514	26

## Background

The City of Kalamunda undertook community consultation to understand the level of interest in the specific topic of safety and crime prevention within the youth community specifically. The City of Kalamunda's young community come from a wide range of backgrounds, experiences, beliefs, interests, cultures and languages. Through this engagement the City determined to understand how we can make this space better.

## Engagement Activities & Promotion

Consultation ran from 19 June to 7 August 2020 and was supported by an integrated marketing campaign; published on the City's online engagement platform, and website and promoted via the City's social media channels, with advertisements in the local newspaper. Hard copy surveys were distributed to all schools as well as City locations. It received heightened attention on social media channels with heightened engagement on each post across both Facebook and Instagram. The survey received 268 responses, demonstrating that youth safety and crime prevention is a topic of interest in the community.

## Outcome

The Community Development team have been requested to present the Community engagement Report findings to the Youth Community Safety and Crime Prevention Advisory Committee. This will be scheduled for a date to be determined in 2021.



# Community Social Inclusion Survey

**Period: July 2020 - August 2020 (Stage 1)**

**Period: September 2020 - October 2020 (Stage 2)**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
164	673	91	23	107	240	545	61

## Background

The City of Kalamunda engaged with stakeholders to increase community awareness around Social Inclusion and to ascertain how the City might best support existing services; and what additional services might be required.

Through a two-phased project the City of Kalamunda investigated Social Inclusion, with the view of improving the ability, opportunity, and dignity of disadvantaged people, to participate and be included in all aspects of our community.

## Engagement Activities & Promotion

The City ran a two staged consultation process:

From 31 July 2020, consultation was undertaken to seek what services were on offer for the community, in the not-for-profit community development or health and well-being space in the Perth Metro; and what programs or services were available in the City of Kalamunda. Sixty one responses were received via the Engage portal.

From 3 September 2020 to 29 October, the City asked the community what they thought the Top 3 social issues were within the City of Kalamunda community, and provided them with the opportunity to have their say as to how they might be addressed. Consultation was supported by an integrated marketing campaign; published on the City's online engagement platform, and website and promoted via the City's social media channels, with advertisements in the local newspaper.

## Outcome

Both stages of the community consultation were related to what the City was doing in response to COVID , and what could be done. At the 15 December 2020 Ordinary Council meeting Council resolved to endorse the results of Community Engagement as per the Community Engagement Report, and the Community Directory. As well as endorse the proposal to develop a Community Inclusion Plan which will include deliverables related to the Disability Access and Inclusion Plan, the Age Friendly Plan, Social Inclusion and Kalamunda Connected - Active Citizenship Plan.

# COVID-19 Impact: State of Small Business

**Period: March 2020 - June 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
60	164	43	23	29	93	133	2

## Background

Small business is a vital part of the community's economic and social fabric. It makes a significant contribution to the local economy, creates wealth and provides local employment opportunities.

With an eye to connecting opportunities, programs and initiatives the City is keen to ensure local businesses grow and thrive.

## Engagement Activities & Promotion

Community consultation was undertaken via the City's engagement portal, as well as letters sent to all registered businesses through the Chamber of Commerce. This initiative was published on the City's website and promoted via the City's social media channels, with advertisements in the local newspaper. Hard copy surveys were distributed to all City locations.

## Outcome

At the 30 June Special Council Meeting the City established two new reserves for the 2020/21 Budget. These reserves are:

1. A \$1.0M Crisis Relief Fund to support households, community groups and small businesses experiencing serious financial hardship as a result of COVID-19. Funding applications will be assessed against eligibility criteria.
2. A Service Reinstatement Reserve of \$1.0M for the purpose of assisting the City in the reinstatement of programs or services as and if required or as restrictions are lifted and to support recovery.

In addition, the Council resolved to adopt, pursuant to Section 6.12 of the Local Government Act 1995, the suspension of food and health inspection fees for targeted small businesses adversely affected by COVID-19.

# Draft Community Safety & Crime Prevention Plan

**Period: February 2020 - March 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
27	763	170	1	27	376	479	671

## Background

The City of Kalamunda actively facilitates and supports an environment and community where its residents feel safe and secure. Community safety is so much more than crime levels and statistics or police presence; it's about the community members expectations of the level of safety and security in their homes and surrounding environment. The City sought the communities feedback and perception of the draft strategy in order to use this feedback to guide the development of the final strategy.

## Engagement Activities & Promotion

The project was supported by an integrated marketing campaign and the survey was distributed City-wide. Hard copies of the survey were also distributed to all City locations including the libraries and recreation centres. Email direct marketing (EDM) to all City of Kalamunda newsletter subscribers. A City-wide letterbox drop of hard copy surveys was distributed, and a community pop-up at Kalamunda Central ensured the City was able to achieve face-to-face interaction.

Additionally the survey was also promoted via a quarter page print ad placed in the Echo Newspaper. The online survey was promoted on the City's social media platforms.

## Outcome

At the 27 October 2020 Ordinary Council Meeting the Council resolved to adopt the Community Safety & Crime Prevention Plan 2020 – 2025.





# Draft Extractive Industries Local Law 2020

**Period: October 2020 - November 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
0	18	2	0	0	0	14	0

## Background

The City of Kalamunda is seeking feedback on the Draft Extractive Industries Local Law 2020. The purpose of the proposed local law is to:

- i. prohibit the carrying on of an extractive industry unless by authority of a licence issued by the local government;
- ii. regulate the carrying on of the extractive industry in order to minimise damage to the environment, thoroughfares and other persons health and property; and
- iii. provide for the restoration and reinstatement of any excavation site.

The effect of the proposed local law is to require that any person wanting to carry on an extractive industry will need to be licensed and will need to comply with the provisions of this local law.

## Engagement Activities & Promotion

The survey was also promoted via a quarter page print ad placed in the Echo Newspaper. The online survey was promoted on the City's website, the Engagement platform and via the social media platforms.

## Outcome

At the 15 December 2020 Ordinary Council Meeting the Council resolved to make the City of Kalamunda Extractive Industries Local Laws 2021.





# Draft Local Planning Policy 29 - Unhosted Holiday Houses

**Period: June 2020 - July 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
0	38	2	0	0	22	35	27

## Background

The City of Kalamunda (the City) periodically reviews, revokes, and adds new policies to provide a level of consistency and transparency in decision-making and to ensure Council has a clear policy position regarding various planning matters. In 2020 the City had seen an increase in applications for Holiday Houses, which warranted consideration of a policy to guide the use of delegation and set expectations for the community.

## Engagement Activities & Promotion

The online survey was promoted on the City's website, the Engagement platform and via the social media platforms. The survey was also promoted via a quarter page print ad placed in the Echo Newspaper.

## Outcome

Council at its Ordinary Meeting held on 28 April 2020 resolved to adopt the Draft Local Planning Policy 29 – Unhosted Holiday Houses for the purpose of public advertising. The draft policy has been prepared to provide an objective-based framework to streamline the assessment of development applications for unhosted holiday houses, without adversely affecting the amenity of neighbouring properties, and to support tourism.



# Draft Scott Reserve Master Plan

**Period: February 2020 - March 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
83	79	51	42	67	394	569	571

## Background

Scott Reserve (next to High Wycombe Community and Recreation Centre) is primarily used for active recreation activities by sporting clubs, schools and group fitness activities.

In 2020 the City of Kalamunda engaged ABV Leisure Consultancy, to undertake the second phase of community consultation to prepare a draft Master Plan for Scott Reserve. The Phase 1 Community Consultation for this project commenced in October 2018, with the survey receiving 135 responses. The Draft Master Plan was developed by ABV Leisure Consultancy in March 2019 in consultation with Councillors.

## Engagement Activities & Promotion

Between May and September 2019, the City and ABV conducted additional consultation with sporting reserve users, HWCRC users and gym members to seek comment on the draft Master Plan, with the revised draft endorsed by sporting users in October 2019.

Phase 2 consultation ran from 28 February 2020 to 31 March 2020 and was supported by an integrated marketing campaign and published on the City's online engagement platform, promoted via the City's social media channels, advertisements in the local newspaper and email direct marketing. Engagement activities consisted of a survey and drop-in information session held at Scott Reserve on 14 March 2020.

The survey received a total of 83 submissions.

Survey results showed that there was overwhelming support for the draft plan with 39 respondents indicating they were very satisfied with the draft Master Plan and 32 were satisfied. Seven respondents were dissatisfied, and no respondents indicated they were very dissatisfied.

## Outcome

The Draft Scott Reserve Master Plan was adopted by Council at the 23 June 2020 Ordinary Council Meeting. With note that all the capital projects identified within the Scott Reserve Master Plan shall be considered by Council for inclusion within future City of Kalamunda advocacy campaigns, the Long-Term Financial Plan and subjected to annual budget deliberation processes.

# Draft Urban Forest Strategy

**Period: December 2020 - January 2021**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
34 24 Surveys 10 Written	221	22	0	21	98	178	104

## Background

The City of Kalamunda released a Draft Urban Forest Strategy for public comment in December 2020. Our vision for the City's urban forest is: 'Our diverse forest is valued as an intrinsic feature of our evolving urban landscape that supports a happy, healthy and prosperous community'. The City faces a major challenge in its future growth – how to ensure residents can live in cool, green and shaded suburbs, surrounded by nature, at a time when urban density is increasing and temperatures due to climate change are rising.

Many Local Government Areas of the Perth metropolitan area have set targets of a minimum 20% canopy cover across their cities to address heat sinks, improve overall community health and enhance landscape character. Yet urban forest canopy in approximately 60% of private land in the City of Kalamunda's Swan Coastal Plain suburbs has been reduced to under 10%; and 78% of private land has less than 20% cover.

## Engagement Activities & Promotion

To promote the draft strategy and obtain feedback, the City held a Community Workshop.

The project was additionally supported by an integrated marketing campaign and the survey was distributed City-wide. Hard copies of the survey were also distributed to all City locations including the libraries and recreation centres. Email direct marketing (EDM) to all City of Kalamunda newsletter subscribers. The project was published on the City's online engagement platform, promoted via the City's social media channels and advertisements in the local newspaper, the ECHO.

The survey received 24 submissions, and 10 written submissions.

## Outcome

At present the Community Engagement results are in review with the Community Engagement team.

# Fenced Dog Exercise Parks

**Period: January 2020 - February 2020**

Submissions	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
211 204 Surveys 7 Written	3.1k	395	110	186	1.3k	2.5k	1.7k

## Background

In 2017/2018, the City undertook a comprehensive consultation process through the development of the City's Public Open Space (POS) Strategy which included a questionnaire regarding the City's existing local recreation facilities. A total of 113 responses were received and during this process, there was feedback from the community regarding dog exercise areas. The City established a working group of technical officers to consider 27 prospective fenced dog park locations having regard to opportunities and constraints, facility need, individual site assessment, and to make recommendations for suitable locations. At the Ordinary Council Meeting on 26 November 2019, Council resolved to adopt the proposed Fenced Dog Exercise Park concepts for public advertising.

## Engagement Activities & Promotion

The City of Kalamunda undertook community consultation in early 2020 to present two proposed Fenced Dog Exercise Park concepts for public comment. The proposed sites were at Elmore Way Park in High Wycombe and Federation Gardens at Hartfield Park, Forrestfield.

The project was supported by an integrated marketing campaign with hard copies of the survey distributed to all City locations, including the libraries and recreation centres. Email direct marketing (EDM) to all City of Kalamunda newsletter subscribers. A targeted letterbox drop of hard copy surveys was distributed, and a community pop-up at Kalamunda Central ensured the City was able to achieve face-to-face interaction.

The survey (hard copy and online) was open from 17 January to 21 February 2020. The survey received 204 responses and 7 written submissions.

## Outcome

Pawesome news for all dogs big and small in High Wycombe.

The City of Kalamunda will be constructing a fenced dog exercise park in High Wycombe, with Council resolving to adopt the modified fenced dog exercise concept plan for Elmore Way Park in High Wycombe at the Ordinary Council Meeting on 24 March 2020.

# Fleming Reserve Cash-in-lieu Visioning

**Period: October 2020 - November 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
54 52 Surveys 2 Written	481	70	28	48	164	421	111

## Background

The City of Kalamunda undertook community consultation to understand the level of interest in the specific topic of Cash-in-lieu funding for the Fleming Reserve.

The City of Kalamunda (City) is committed to creating spaces that meet the needs of everyone in our community. The City has recently completed a visioning exercise for Fleming Reserve, High Wycombe. This area of land is located at 111 Newburn Rd, High Wycombe WA 6057. The site has been prioritised for upgrades benefiting from the funds available under cash-in-lieu of Public Open Spaces.

## Engagement Activities & Promotion

Consultation ran from 6 October through to 19 November 2020 and was supported by an integrated marketing campaign; published on the City's online engagement platform, the City's website and promoted via the City's social media channels. The City ran two advertisements in the local newspaper The ECHO. Copies of the survey were distributed in hard copy form to all City locations. Additionally the survey with covering letter was delivered to all residences within a 400m radius of Fleming Reserve.

Out of the 52 responses, 65% were female, 34% male, and 1% undisclosed. 37% were between the ages of 36 and 45, followed by 29% in the 26-35 age bracket. 96% of responses came from the locality of Forrestfield.

In addition, two written submissions were received.

## Outcome

The Fleming Reserve Cash-in-lieu project had the improvements determined by the Strategic Planning department. This project is set to be completed in the first half of 2021.

# FOGO Waste and Recycling System

**Period: March 2020 - April 2020 (Stage 1)**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
125	363	42	41	94	183	295	46

## Background

The City of Kalamunda is considering moving to a three bin waste and recycling system, in order to divert more waste from landfill and to improve the recovery of materials.

This system, known as FOGO (Food Organics Garden Organics), will provide residents with a third waste bin for organic waste for kitchen scraps and garden debris like lawn clippings and small branches. A FOGO system ensures a significant increase in the recovery of materials from the household waste collection and valuable compost can be created from the organic materials diverted from landfill. Where implemented, FOGO has on average, doubled recovery efforts. This is a green, environmentally friendly approach to waste disposal and resource recovery, resulting in a more sustainable City of Kalamunda.

The FOGO system is part of the state government's 'Better Bins' initiative in its Waste Avoidance and Resource Recovery (WARR) strategy 2030 that aims to improve waste recovery and recycling in the links section of this page.

## Engagement Activities & Promotion

Consultation was supported by an integrated marketing campaign; published on the City's online engagement platform, the City's website and promoted via the City's social media channels. Additionally, the City ran two advertisements in the local newspaper The ECHO. Held a face to face engagement booth as a part of the Corymbia Festival, and copies of the survey were distributed in hard copy form to all City locations.

## Outcome

At the 27 October 2020 Ordinary Council Meeting Council confirmed that the City of Kalamunda will provide its Food Organic / Garden Organic waste to the Eastern Metropolitan Regional Council for processing subject to an acceptable outcome to the City of Kalamunda of the Eastern Metropolitan Regional Council Food Organic / Garden Organic Tender process.

This is an ongoing, multi-staged project. It is expected to be ongoing until 2022-2023.

# Forrestfield / High Wycombe Industrial Area – Stage 1 – Development Contribution Plan

**Period: March 2020 - April 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
3	100	7	3	3	29	59	63

## Background

The City of Kalamunda (City) undertook the annual review of the Development Contribution Plan (DCP) as well as a thorough review of the method of calculation of the contribution rate.

Through this a process has been proposed to reconcile Cost Contributions only once a final cost contribution is established (i.e. when all the infrastructure is built, and the actual cost of the infrastructure is known). This exercise will involve credits being issued to some landowners who made a higher contribution, and the City may seek additional Cost Contributions from other landowners who contributed at a lower rate.

## Engagement Activities & Promotion

This project was supported by an integrated marketing campaign and the survey was distributed City-wide. Hard copies of the survey were also distributed to all City locations including the libraries and recreation centres.

Email direct marketing (EDM) to all City of Kalamunda Forrestfield category newsletter subscribers. The project was published on the City's online engagement platform, promoted via the City's social media channels and advertisements in the local newspaper, the ECHO.

## Outcome

At the Ordinary Council Meeting held 25 February 2020, Council adopted a revised contribution rate of \$23/sqm for the purposes of public advertising.



# Funerals in Public Places

**Period: January 2020 - March 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
117	510	166	55	108	222	473	12

## Background

The City of Kalamunda undertook community consultation to understand the level of interest in the specific topic of Funerals in Public Places.

This subject was prompted from a funeral request that was made earlier in 2019 to hold a funeral in Stirk Park, Kalamunda. On this occasion a Special Council Meeting was held to assess the request. The aim of this engagement was to develop a policy to fit this specific request, and to start the conversation regarding to how the community feels regarding funerals being held in public places. Exposure to, or experience with death will occur for most of the City of the Kalamunda community at some stage. As such, this is a topic of social and cultural significance.

## Engagement Activities & Promotion

Consultation ran from 26 January to 10 March 2020 and was supported by an integrated marketing campaign; published on the City's online engagement platform, and website and promoted via the City's social media channels, with advertisements in the local newspaper. It received particular attention on social media channels with heightened engagement on each post across both Facebook and Instagram. The survey received 117 responses, demonstrating that funerals in public places is a topic of interest in the community.

Out of the 117 responses, 17% were male, 82% female, and 1% undisclosed. 26% were between the ages of 36-45, followed closely by 25% in the 56-65 age bracket, and 22% in the 46-55 bracket, and 59% were residents. The top four responses came from the suburbs of Kalamunda, Lesmurdie, High Wycombe, and Forrestfield & Gooseberry Hill tied.

## Outcome

At the 22 September 2020 Ordinary Council Meeting, Council resolved to adopt the Funerals in Public Open Spaces Policy, with note that a 12-month trial will be undertaken in relation to Funerals in Public Open Spaces.

# Kalamunda Road Investigation (Phase 2)

**Period: April 2020 - May 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
49 47 Surveys 2 Written	605	180	4	19	156	501	221

## Background

The City of Kalamunda sought to identify the future road functions and capacities for Kalamunda Road from Abernethy Road to Roe Highway, High Wycombe. Cardno was appointed to create a Kalamunda Road Functional Review and Upgrade Plan to identify the long term optimum function of Kalamunda Road and produce a forward plan for the upgrade of the road.

## Engagement Activities & Promotion

The engagement and consultation process shared information to interested stakeholders to raise awareness of the project and collect feedback. This feedback informed the design options. Based on the community's response and feedback including 224 survey responses, the City endorsed Kalamunda Road between Roe Highway and Abernethy Road becoming a lower capacity local road and began developing the proposed concept design. Critical intersections were analysed using Industry standard Sidra traffic analysis software to assess the impact and performance of the proposed concept design intersection treatments.

Phase 2 feedback in 2020 was supported by an integrated marketing campaign. Community Consultation for the project was delivered in line with a Communications and Engagement Plan focusing on IAP2 best practice principles. Engagement was designed for transparency and inclusiveness through measured collaboration with the City of Kalamunda community and project stakeholders. 5000 hard copy surveys were delivered to addresses adjacent to the proposed road works.

The Survey received 47 responses and two written submissions.

72.2% of respondents support the proposed concept plans (25.6% Disagreed).

## Outcome

At the 25 August 2020 Ordinary Council Meeting the Council determined that this Plan puts the City in a strong position of being able to plan the future upgrade of the road and take advantage of funding opportunities as they arrive. It was resolved that Council adopt the Kalamunda Road Functional Review and Upgrade Plan.

# Kalamunda Skate Park Co-design

**Period: March 2020 - April 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
157	1.4k	187	69	100	533	1.1k	380

## Background

In July 2018, Council amended the adopted Stirk Park Master Plan to replace the existing skate park on Canning Road with a new skate park at Stirk Park in lieu of a BMX pump track.

The Kalamunda Skate Park Co-design project aimed to collaborate with the community in determining the design, look and feel of the proposed skate park. The consultation was lead by Skate Sculpture.

## Engagement Activities & Promotion

The community engagement activities were warmly received by the community. Unfortunately the project went live as the COVID-19 lock-down came into affect in March 2020, which subsequently nullified a number of the face to face planned engagement activities.

Feedback was collected via

- i) a survey form,
- ii) a design template where participants could sketch and upload their own designs, and
- iii) an interactive online brainstorming forum where the community could sticky note their own ideas and view the other's ideas on the City's Engage Kalamunda website.

Printed copies were made available at all City-managed locations. The co-design consultation was published on the City's website and promoted via the City's social media channels where it received heavy traffic. Advertisements were placed in the local newspaper, posters were displayed at schools and all City locations, and a targeted mail-out was delivered to schools. Additionally, Skate Sculpture were able to hold a small on site engagement with selected key stakeholders at the easing of lock-down protocols in April 2020. The consultative process, along with the ultimate design was included in a promotional video that was shared via the City's and Skate Sculpture's social media channels, through the engage platform and City website.

## Outcome

At the 25 August 2020 Ordinary Council Meeting Council resolved to adopt the concept designs for the Stirk Park Master Plan Stage 1 priorities, and endorse the City of Kalamunda seeking external grant funding opportunities for the Stirk Park Master Plan Stage 1 priorities.

# Kiss 'n Drive zone - Gooseberry Hill Primary School

## Period: December 2020 - Ongoing Notice of Works

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
NA	71	21	0	0	19	57	23

### Background

The City of Kalamunda engaged with the Department of Education to improve school parking and child safety in Gooseberry Hill with a new Kiss 'n Drive zone coming to Gooseberry Hill Primary School early in 2021. The new Kiss 'n Drive zone will make it safer for students moving to and from school; easier for parents to pick up and drop off their children; and will reduce congestion and the number of patrons parking on verges and streets, during peak periods.

### Engagement Activities & Outcome

The City's engagement primarily focused on informing the residents and visitors to the area of the works, how they were being managed, and where to go for more information as this was a Department of Education project. The engagement was supported by an integrated marketing campaign; published on the City's online engagement platform, and website and promoted via the City's social media channels, with advertisements in the local newspaper. Letter's to the residences within a proximity radius to the school were delivered for targeted informing, as well as a notice in the school newsletter.

### Outcome

The proposed works were scheduled and are due to be completed before the commencement of Term 1, 2021.



# Library Survey

**Period: May 2020 - June 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
69	226	40	16	49	77	196	0

## Background

Recently, the library service group has been undergoing restructuring, with a new business model proposed, incorporating a community arts and cultural focus; together with a more fluid business model between the libraries and other services where staff and projects might operate interchangeably across locations. The City was also keen to understand why some residents don't access library facilities and what they would like to see offered to make them more relevant in the future.

## Engagement Activities & Promotion

Community Consultation for the project was delivered in line with a Communications and Engagement Plan prepared in line with IAP2 best practice principles. Consultation ran from 11 May 2020 to 1 June 2020 and was supported by an integrated marketing campaign. The City of Kalamunda commissioned CATALYSE® to conduct a MARKYT®Community Scorecard from 23 March to 14 April 2020. Scorecard invitations were sent to 4,000 randomly selected households; 1,000 by mail and 3,000 by email. 483 randomly selected residents and ratepayers completed a scorecard.

## Outcome

At the 24 November 2020 Ordinary Council Meeting Council made two requests:

- Request the Chief Executive Officer to prepare reports for consideration on:
  - the recommendation to integrate the Forrestfield Library into a Community Hub within the Forrestfield Activity Centre Precinct.
  - the recommendation to transition out of the current High Wycombe Library Site and co-locate within the District Structure Plan area in Forrestfield North (High Wycombe South) near the Train Station with a new contemporary library building.
  - undertaking a redesign of the internals at the Kalamunda Library to improve amenity, improve service provision and program delivery and gain full utilisation of available space, providing the community with a contemporary community hub experience.
- Request that the City explores opportunities to establish cultural partnerships and joint ventures with other commercial businesses to reduce the cost of running its library services and to improve the customer experience and service offering.

# Lincoln Road Reserve Cash-in-lieu Visioning

**Period: August 2020 - September 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
53	313	23	28	53	140	266	71

## Background

The City of Kalamunda (City) is committed to creating spaces that meet the needs of everyone in our community. In this, the City completed a visioning exercise for Lincoln Road Reserve, Forrestfield. This area of land, located on the corner of Lincoln Road and Cumberland Road in Forrestfield has been prioritised for upgrades benefiting from the funds available under cash-in-lieu of Public Open Spaces.

## Engagement Activities & Promotion

Consultation ran from 12 August through to 9 September 2020 and was supported by an integrated marketing campaign; published on the City's online engagement platform, the City's website and promoted via the City's social media channels. The City ran two advertisements in the local newspaper The ECHO. Copies of the survey were distributed in hard copy form to all City locations. Additionally the survey with covering letter was delivered to all residences within a 400m radius of Lincoln Road Reserve.

The survey received 53 responses over the duration of the engagement.

## Outcome

The Lincoln Road Reserve Cash-in-lieu project had the improvements determined by the Strategic Planning department. This project is set to be completed in the first half of 2021.



# Local Housing Strategy

**Period: April 2020 - May 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
37	1.9k	165	28	61	681	1.2k	1.27k

## Background

The City of Kalamunda advertised the draft Local housing Strategy for public comment. The draft Strategy considers all land Urban and Rural under the Metropolitan Region Scheme (MRS) and considers urban land rezoned Residential, Mixed Use, Urban Development and rural land zoned Special Rural, Residential Bushland, Rural Conservation, Rural Landscape Interest, Rural Agriculture and Rural Composite.

The Strategy looks to increase the quality and diversity in housing types, support more sustainable features, promote active transport, provide safe active streets for residents and is also an opportunity to identify opportunities for improvement in the current local planning framework. The draft Strategy is reviewed every five years and would supersede the existing Local Housing Strategy 2014.

## Engagement Activities & Promotion

Consultation progressed to iap2 spectrum level 'consult' to obtain public feedback on analysis, alternatives or decisions. The feedback mechanisms used were a community survey (available both online and via hard copy) and an online community information session.

The project was supported by an integrated marketing campaign which included: a print ad in the Echo Newspaper, advertising and promotion on the City's social media channels and promotion through to the City's newsletter and EngagementHQ subscribers.

The survey received a total of 37 submissions, while the Online Information Session had between 10-12 participants from the community attend.

## Outcome

Currently the reviewed Strategy is sitting with the project team: The Strategic Planning Department.



## Local Planning Policy 28 (LPP28)

**Period: August 2020 - September 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
22	1.2k	279	12	22	545	707	954

### Background

At the Ordinary Council Meeting 23 June 2020, Council resolved to adopt Local Planning Policy 28 - Delivery of State and Local Strategies through the Preparation of Structure Plans for the purpose of public advertising.

The Policy will guide Council, the City of Kalamunda's officers and external stakeholders to identify the City's responsibilities for the preparation of structure plans in order to achieve the implementation of the State Government's North East Sub-Regional Framework (the Framework) and the City's Planning Strategies.

### Engagement Activities & Promotion

Consultation progressed to iap2 spectrum level 'consult' to obtain public feedback on analysis, alternatives and/or decisions.

The feedback mechanisms used were a community survey (available both online and via hard copy), print advertisement in the local newspaper, publishing of the draft policy on the City's online engagement portal, promotion on the City's Facebook account and an e-newsletter to the City's EngagementHQ subscribers.

The project received a total of 22 survey responses.

### Outcome

At 23 June 2020 Ordinary Council Meeting Council concluded that the LPP28 will guide Council, the City's officers and external stakeholders to identify the City's responsibilities for the preparation of structure plans in order to achieve the implementation of the State Government's Framework and the City's strategic land use plans.

# Meloway Drive Reserve Cash-in-Lieu

Period: June 2020 - July 2020

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
92	1.2k	164	30	45	178	1k	42

## Background

The City of Kalamunda (City) is committed to creating spaces that meet the needs of everyone in our community. In this, the City completed a visioning exercise for Meloway Drive Reserve, Maida Vale. This area of land, located on the corner of Lincoln Road and Cumberland Road in Forrestfield has been prioritised for upgrades benefiting from the funds available under cash-in-lieu of Public Open Spaces.

## Engagement Activities & Promotion

Consultation ran from 19 June to 17 July 2020 and was supported by an integrated marketing campaign; published on the City's online engagement platform, the City's website and promoted via the City's social media channels. The City ran two advertisements in the local newspaper The ECHO. Copies of the survey were distributed in hard copy form to all City locations. Additionally the survey with covering letter was delivered to all residences within a 400m radius of Meloway Road Reserve.

The survey received 92 responses over the duration of the engagement.

## Outcome

The Meloway Road Reserve Cash-in-lieu project had the improvements determined by the Strategic Planning department. This project is set to be completed in the first half of 2021.



# Name the new Kalamunda Community Centre

Period: March 2020 - April (2020 Name the new Kalamunda Community Centre)

Period: August 2020-September 2020 (Vote to Name the City's Community Centre)

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
88	412	73	29	50	110	362	14

## Background

The City of Kalamunda invited residents to help name the new Kalamunda Community Centre at Jorgensen Park, currently undergoing significant refurbishment.

## Engagement Activities & Promotion

This project was undertaken in a two step consultation process, initially seeking suggestions for the name of the new community centre, followed in August 2020 with the opportunity to vote for the short-listed names suggested. The consultations were supported by an integrated marketing campaign; published on the City's online engagement platform, the City's website and promoted via the City's social media channels, and a Google Ad-words campaign was commissioned. Posters and fliers were distributed to all City locations, with fliers and letters letterbox dropped to wider area outside of Forrestfield North. Schools were directly invited to engage with the naming project, two rounds of quarter page advertising in the local newspaper The ECHO, and a promotion in the Kalamunda view, as well as an email direct marketing (EDM) campaign to all City of Kalamunda newsletter subscribers

## Outcome

At the 15 December 2020 Ordinary Council Meeting Council resolved that the community use building currently under construction in Jorgensen Park is named the Kalamunda Community Centre.



# Naming our places and spaces

**Period: October 2020 - November 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
29	146	29	11	29	80	118	29

## Background

The City of Kalamunda is developing a policy on the naming of parks, reserves, streets and infrastructure, to ensure a consistent approach, and provide a clear framework and guidelines. The City of Kalamunda invited residents to contribute to this policy.

## Engagement Activities & Promotion

The City engaged with key stakeholders and the broader community to help shape the policy. Community Consultation for the project was prepared in line with IAP2 best practice principles. The Plan progressed to IAP2 spectrum level 'collaborate' to partner with the public and incorporate their advice and recommendations into decision-making.

A community survey was open from 8 October 2020 - 13 November 2020 and received 29 submissions. This project was supported by an integrated marketing campaign; published on the City's online engagement platform, the City's website and promoted via the City's social media channels.

## Outcome

Currently the community Engagement Report is sitting with the project team.





# Notice of Development Proposal for Lot 101 (1100) Abernethy Road, High Wycombe (DA18/0095C)

**Period: March 2020 - April 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
2	153	6	0	2	68	121	165

## Background

The City of Kalamunda received a development application for Amendment to Convenience Store and Fast Food Outlet (with Service Station) at Lot 101 (1100) Abernethy Road, High Wycombe.

The application will be assessed by the City and will be determined by the Metro East Joint Development Assessment Panel (JDAP).

## Engagement Activities & Promotion

The development proposal application was advertised in accordance with the statutory requirements. It was supported by newspaper advertisements in The ECHO, a hard copy was displayed at the City's administration centre, and letters were delivered to landowners and public authorities affected by the proposal. The notice was displayed on the City's website and hosted on our Engage platform.

## Outcome

This notice was approved at the 13 July 2020 JDAP Meeting. In accordance with the planning assessment and recommendation in the Responsibility Authority Report, with the alternative Condition 5 provided by the City. The proposed amendments to the approved development meet the provisions of the planning scheme and do not have any material effect on the acceptability of the overall development.



# Notice of Development Proposal for Lot 130 (No.74) Warlingham Drive, Lesmurdie (DA20/0001)

**Period: January 2020 - February 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
5	364	22	2	5	160	249	354

## Background

The City of Kalamunda received a development application for Aged Residential Care at Lot 130 (No.74) Warlingham Drive, Lesmurdie. The application proposes partial demolition of existing buildings on the western portion of the site and construction of new buildings and services.

The proposed new buildings include a two-storey 96-bed aged residential care facility.

The application is being assessed by the City and will be determined by the Metro East Joint Development Assessment Panel (JDAP).

## Engagement Activities & Promotion

The development proposal application was advertised in accordance with the statutory requirements. It was supported by newspaper advertisements in The ECHO, a hard copy was displayed at the City's administration centre, and letters were delivered to landowners and public authorities affected by the proposal. The notice was displayed on the City's website and hosted on our Engage platform.

## Outcome

This notice was approved at the 8 July 2020 JDAP Meeting.



# Notice of Local Development Plan for Lots 1-6 & 41 Abernethy Road, Forrestfield (DA20/o456)

**Period: October 2020 - October 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
0	57	5	0	0	30	51	32

## Background

The City of Kalamunda received an application for Lots 1-6 & 41 Abernethy Road, Forrestfield Local Development Plan. Prior to considering the application, it is Council policy to give landowners the opportunity to comment.

The Local Development Plan (LDP) has been prepared in accordance with the WAPC Subdivision approval (159404), condition 7. The intent for the LDP is to provide for greater certainty and consistency in the design outcomes for future development of the subject area in the absence of existing design guidelines for industrial zoned land.

## Engagement Activities & Promotion

The LDP proposal application was advertised in accordance with the statutory requirements. It was supported by newspaper advertisements in The ECHO, a hard copy was displayed at the City's administration centre, and letters were delivered to landowners and public authorities affected by the proposal. The notice was displayed on the City's website and hosted on our Engage platform.

## Outcome

The City was subsequently not successful in receiving funding for this project, so the construction date can not be confirmed at this time.





# Notice of Proposed Amendment to Wattle Grove Urban Cell – U9 Adopted Outline Development Plan

**Period: April 2020 - May 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
5	177	26	3	5	83	138	95

## Background

The City of Kalamunda received an application for an amendment to the Wattle Grove Urban Cell – U9 Adopted Outline Development Plan. The proposed amendment involves changing the zone designation for parts of the subject sites from 'Mixed Use' to 'Commercial'. The Wattle Grove Cell 9 area operates as an Outline Development Plan with administrative provisions and Guided Development Scheme provisions. . The GDS Report and the associated cost apportionment schedule sets out in detail the calculation of cost contributions for development in accordance with the methodology shown in the GDS. The GDS Report needs to be a dynamic document to maintain the currency of the cost of infrastructure, land and other GDS items.

The Cell 9 Outline Development Plan (ODP) provides the City a framework to guide Council when it considers subdivision and development proposals. It also guides the City when acquiring land for public open space, road reserves and community purpose within the Structure Plan area. ODP's pre-date the preparation of local structure plans (LSPs), however operate in the same manner.

## Engagement Activities & Promotion

The proposed amendment application was advertised in accordance with the statutory requirements. It was supported by newspaper advertisements in The ECHO, a hard copy was displayed at the City's administration centre, and letters were delivered to landowners and public authorities affected by the proposal. The notice was displayed on the City's website and hosted on our Engage platform.

## Outcome

Considered submissions, adopted the GDS Report which will be subject to ongoing annual review

# Proposed Dogs Local Law 2020

**Period: July 2020 - August 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
7	132	8	5	7	81	119	79

## Background

Council at its Ordinary Meeting held 23 June 2020 proposed to make a new local law, the City of Kalamunda Dogs Local Law 2020.

In accordance with Section 3.12 (3) of the Local Government Act 1995, the City proposes to make a new local law the City of Kalamunda Dogs Local Law 2020. This project consultation is to inform the public of this proposal and to seek feedback as necessary. The draft local law incorporates provisions to reflect changes to the Dog Act 1976 and meet the current operational requirements of the City.

The purpose of the proposed local law is to make provisions about the impounding of dogs, to control the number of dogs that can be kept on premises, the manner of keeping those dogs and to prescribe areas in which dogs are prohibited and dog exercise areas.

## Engagement Activities & Promotion

The feedback mechanisms used during this consultation included a community survey (available both online and via hard copy), print advertisement in the local newspaper, publishing of the draft local law on the City's online engagement portal, promotion on the City's Facebook account and an e-newsletter to the City's EngagementHQ subscribers.

## Outcome

At the 15 December 2020 Ordinary Council Meeting, Council resolved to make the City of Kalamunda Dog Local Laws 2021, approve the proposed reserves as either Dog Exercise Area or Dog Prohibited Areas, specify that Elmore Way Park, located at 24 Elmore Way, High Wycombe and Crimson Boulevard Dog Park, located at 74 Crimson Boulevard, Forrestfield be specified as a Dog Exercise Areas. As well as request that the Chief Executive Officer undertake a further review and community consultation into dog exercise and dog prohibited areas and report these finding back to Council.

# Public Art Master Plan

**Period: May 2020 - June 2020 (Phase 1)**    **Period: November 2020 (Phase 2)**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
102 98 Surveys 3 Written	950	179	28	104	322	796	166

## Background

The City of Kalamunda is in the process of finalising its first Public Art Master Plan following more than 18-months in planning and development. Since March 2020, the City has carried out two phases of community engagement resulting in improved trust that has facilitated and created a real sense of pride and ownership of the public consultation process and engagement outcomes.

## Engagement Activities & Promotion

Consultation progressed to iap2 spectrum level 'involve' working directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered. The feedback mechanisms used were a community survey (available both online and via hard copy) and an online community workshop. The project was supported by an integrated marketing campaign which included: a print ad in the Echo Newspaper, advertising and promotion on the City's social media channel and promotion through to the City's newsletter and EngagementHQ subscribers.

The City commenced Phase 1 of its community consultation for the Public Art Master Plan on 15 May 2020 with comments closing 6 June 2020. 92 survey responses received via Engage Kalamunda, three (3) written submissions, eight (8) people attended an online information session, a number of one-on-one meetings with stakeholders were also conducted by the City's independent consultant.

Phase 1 was advertised in The Echo newspaper (May 2020), the City's website, the City's Engage website, the City's e-newsletters and all the City's social media platforms. Social media conversations were mixed in sentiment with overwhelmingly positive reactions received (likes/shares) but negative comments noted regarding timing of the consultation during a global pandemic and resulting economic instability. Feedback returned during Phase 1 was reviewed and helped inform the creation of the City's Draft Public Art Master Plan.

Following Council's recommendation to publicly advertise the Draft Public Art Master Plan in November 2020, Phase 2 community consultation ran 11-30 November 2020. Four survey responses were received via Engage Kalamunda in relation to Phase 2.

## Outcome

Currently the community Engagement Report is sitting with the project team.

# Reset Wattle Grove South

**Period: February 2019 - June 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
253	3.2k	135	53	119	627	1.6k	588

## Background

The City of Kalamunda undertook a targeted consultation to work with the community to develop a Concept Plan for Wattle Grove South; focused on rural and residential development in Wattle Grove South. The aim was to develop a plan for Wattle Grove South's future that accommodates managed residential growth while also protecting the area's rural character, environmental qualities and strong community that make it special.

At the 26 February 2019 Ordinary Council Meeting, Council resolved to create a partial budget allocation to engaging the services of suitably qualified consultants to conduct a comprehensive community consultation program to determine the level of community support for a variety of land use concept plans for Wattle Grove South. At the 27 August 2019 Ordinary Council Meeting, Council resolved to appoint Roberts Day to conduct community engagement to reset the conversation with residents regarding Wattle Grove South.

## Engagement Activities & Promotion

All aspects of the resulting Concept Plan have been directly informed by detailed consultation and design collaboration with local residents and landowners. Roberts Day commenced the community engagement process in November 2019, with a survey to garner the views and vision of landowners and residents in Wattle Grove South.

The consultation process spanned 5 months and included a detailed community survey, preliminary round tables with key stakeholder groups, phone and email engagement, a principles-oriented visioning workshop and two design development workshops.

The feedback from the survey and the vision and co-design workshops were used to develop a draft concept plan which was released for public advertising on 18 May 2020 and closed on 15 June 2020. The feedback was made available on [engage.kalamunda.wa.gov.au](https://engage.kalamunda.wa.gov.au) and letters and hard copies of the feedback form were posted to landowners in the Wattle Grove South area. As the public advertising occurred during the COVID-19 restrictions, the City also held an online workshop which was attended by 18 community members. During the advertising period, the City received 50 feedback form responses and over 200 written submissions. The results of from the feedback form are summarised in this report. Written comments are included verbatim with all identifying details removed.

## Reset Wattle Grove South (cont)

### Outcome

At the 24 November 2020 Ordinary Council Meeting, Council resolved that, with the requested modification to the Plan and with note of the outcomes of the Ecological Report and of community engagement and public advertising and acknowledge that there are a range of views on the future planning for the project area. That concept planning for this project has now concluded.

The modified plan has been published to the City's website.



# Scheme Amendment No. 3 Development Proposal for Lot 613 (No.4) Varley Street, Lesmurdie (DA20/0066)

**Period: June 2020 - June 2020 (Public Notification)**

**Period: September 2020 - September 2020 (Notice of Development Proposal)**

**Period: October 2020 - December 2020 (Planning Scheme Amendment)**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
0	91	11	0	0	27	69	65

## Background

Lot 613 (4) Varley Street, Lesmurdie is a crown title reserve which was vested to the Lesmurdie Baptist Church for the purpose of 'Church Purposes – Community and Recreational facility'. The City of Kalamunda was seeking preliminary comment on proposed Local Planning Scheme No.3 Amendment No.103 prior to Council considering the Amendment for formal advertising. The Amendment proposed:

- » Reclassifying Lot 613 (4) Varley Street, Lesmurdie (known as Reserve 29190) from a 'Local Open Space' local scheme reserve to a 'Civic and Community' local scheme reserve as depicted on the Scheme Amendment Map.
- » Introducing a new 'Civic and Community' local scheme reserve on the Scheme Map legend.

## Engagement Activities & Promotion

The proposed Policy was advertised in accordance with the requirements set out in the Regulations and the City's Local Planning Policy – Public Notification of Planning Proposals. The advertising included a notice on the City's website and engagement platform, local newspaper advertisement and direct mail out to the proximity residences and businesses. The survey received zero submissions.

## Outcome

At the 25 August 2020 Ordinary Council Meeting, Council resolved to adopt the proposed Local Planning Scheme Amendment 103 to Local Planning Scheme No.3.

# Scheme Amendment No. 105

**Period: October 2020 - January 2021**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
0	60	1	0	0	22	42	40

## Background

Planning & Development Act 2005: Local Planning Scheme Amendment Available for Inspection – Complex Amendment: Local Planning Scheme No. 3. The City of Kalamunda initiated the above Local Planning Scheme No. 3 Amendment 105 for the purpose of amending Schedule 12: Proposed Administrative Amendment to Schedule 12, Development Contribution Area 1 – Forrestfield Light Industrial Area Stage 1 - Method for Calculating Contributions. Prior to undertaking the most recent annual review, the City sought advice on the interpretation of the provisions of LPS3 and State Planning Policy 3.6 (SPP 3.6) relating to the calculation and application of the Cost Contribution rate.

LPS3 Scheme Amendment No. 48, which included DCA 1 within LPS3 was gazetted in May 2013. This allowed the City to place on development approvals and recommend to the Western Australian Planning Commission (WAPC) on subdivision approvals, the obligation to pay a Cost Contribution for common infrastructure and administration costs to manage the Development Contribution Plan (DCP).

## Engagement Activities & Promotion

The Policy Scheme Amendment was advertised in accordance with the statutory requirements. The City was required to give notice of the proposed amendment for a minimum period of 60 days. This was supported by newspaper advertisements in The ECHO, a hard copy was displayed at the City's administration centre, letters to delivered to landowners and public authorities affected by the amendment. The notice was displayed on the City's website and hosted on our Engage platform. No submissions were received.

## Outcome

At the 22 September 2020 Ordinary Council Meeting, Council resolved to consider Amendment 105 to Local Planning Scheme No. 3 a complex amendment under clause 35 (2) of the Planning and Development (Local Planning Schemes) Regulations 2015 for the following reasons: a) The amendment relates to an amendment to Development Contribution Plan 1; and b) The amendment is not a standard or basic amendment.

At present this Amendment is sitting with the Strategic Planning project team.



# Share Your Vision: Heidelberg Park, Carmel

**Period: July 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
393	958	81	85	126	445	766	311

## Background

The City of Kalamunda consulted with adjacent landowners and the broader community, to understand the community's vision for Heidelberg Park, a vacant site on the corner of Pomeroy and Canning Road.

## Engagement Activities & Promotion

The project underwent an extensive community engagement process, with a Visioning Workshop held on site and facilitated by Spaced Out Placemakers to identify the community's vision. The workshop was attended by adjacent landowners and advocates for aged care. The survey and workshop was also promoted through the City's social media channels, two rounds of print advertisements in the Echo and Southern Gazette newspapers, signage on site and a community pop-up at the Kalamunda Farmer's Markets. Key stakeholder groups such as Environmental Friends Groups, community and sporting clubs, schools and aged care and seniors groups were also contacted via email. The survey received 393 responses, and the Visioning Workshop generated 90 responses to the survey and 21 co-design plans prepared by community members. The workshop also generated 82 ideas that were mapped on the park aerial. Key themes or desires that arose were: enhancing the natural environment, need for active spaces and meeting spaces (e.g.. BBQ areas, playgrounds) and options for integrated aged care to be developed on site.

## Outcome

In November 2019 it was announced that the State Government will acquire management of Heidelberg Park (while Schmitt Road was given back to the City in a land swap) for the specific purpose of developing an aged care facility in the heart of the hills.

Council resolved to request the WAPC initiate an MRS Amendment to rezone a portion of the site to Urban at the November 2019 OCM. The WAPC initiated the MRS Amendment in July 2020. The MRS Amendment was gazetted on 22 December 2020 following the Minister's approval.

# Strategic Community Plan Review

**Period: September 2020 - November 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
343 338 Surveys 5 Written	2k	174	89	223	629	1.4k	588

## Background

The Strategic Community Plan is the highest level plan that the City prepares. The Plan documents the community's vision, outcomes and priorities over a 10-year period. The Plan is required to undergo a desktop review every two years, and a major consultative review every four (4) years.

The Plan becomes the footprint in which each local government operates and sets its priorities. The current Kalamunda Advancing 2027 plan was due for review in 2020.

The review consists of two major components; one being a review and summary of all achievements under the current plan since its adoption, with the second component to undertake community engagement to understand how the City currently engages with the community, and areas for improvement.

The City wanted to create multiple conversations with as many people in the community as possible, with the aim of identifying the vision for what the future City could look like. An external consultant was engaged to drive the review of this plan and facilitate the conversations with community.

## Engagement Activities & Promotion

Community Consultation for the project was delivered in line with a Communications and Engagement Plan prepared in line with IAP2 best practice principles. The Plan progressed to IAP2 spectrum level 'Involve' to work directly with the public throughout the process to ensure that public concerns and aspirations were consistently understood and considered, and was supported by an integrated marketing campaign.

A Community Perception Survey was conducted in May 2020. Targeted Strategic Community Plan consultation ran from 1 September 2020 to 31 October 2020.

Engagement activities included:

- Two (2) open face-to-face Community Workshops
  - » Kalamunda Workshop  
Wednesday 23 September 2020 (2 Hours)
  - » Forrestfield Workshop  
Wednesday 14 October 2020 (2 hours)

## Strategic Community Plan Review (cont)

One (1) online Open Community Workshop

- » Via Microsoft Teams

Friday 23 October 2020 (2 hours)

Consultation with Advisory Committees:

- » Kalamunda Arts Advisory Committee

26 October 2020

- » Kalamunda Aged Care Advisory Committee

4 November 2020

- » Disability and Carers Advisory Committee

9 November 2020

- » Community Safety and Crime Prevention Advisory Committee

11 November 2020

- » Kalamunda Tourism Advisory Committee

18 November 2020

- » Kalamunda Environmental Advisory Committee

26 November 2020

- » Local Emergency Management Committee

26 November 2020

338 surveys and five written submissions were received.

### Outcome

At the 25 August 2020 Ordinary Council Meeting, Council resolved to endorse the strategy for and initiation of the review of the City of Kalamunda Strategic Community Plan - Kalamunda Advancing 2027.

# Western Australian Bicycle Network (WABN) Grant Projects

## Period: Ongoing

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
24	410	42	10	21	67	369	14

## Background

The City of Kalamunda is a proud recipient of WABN funding to undertake WA Bicycle Network projects and upgrades.

These projects are extremely important as they directly acknowledge and support the Community feedback received through the City of Kalamunda's community engagement that was undertaken as a part of the development of the Kalamunda Bicycle Plan 2017 (adopted in June 2018). It also aligns with the Vision and Objectives of the City's Kalamunda Advancing – Strategic Community Plan 2017-2027.

In 2020 The City worked with the community on four (4) WABN plans:

1. Berkshire and Dundas Shared Path;
2. Hale to Dawson Cycling Route;
3. High Wycombe Local Route Connection; and
4. Welshpool Road East Shared Path;

## Engagement Activities & Promotion

The proposed plans were advertised in accordance with the requirements set out in the Department of Transport ACE Guidelines. The plans were supported by integrated marketing campaigns, including notices on the City's website, Newsfeeds and surveys through the City's engagement platform, local newspaper advertisement and direct mail out to the proximity residences and businesses. As well as hard copy fliers and outdoor signage.

The Welshpool Road East Route Link Shared Path survey received 24 responses.

## Outcome

As of July 2020, all WABN Program funding for local governments within Perth and Peel will be linked to the LTCN. The LTCN has been developed to also assist in state and federal funding decisions and applications.

The LTCN aligns well with the City of Kalamunda Bicycle Plan, and the endorsement of the LTCN will ensure the City of Kalamunda can continue to access the WABN Program grant funding in the future.

At the 25 August 2020 Ordinary Council Meeting, Council resolved to endorse the Long-Term Cycle Network developed by the Department of Transport.

# WABN - Proposed Berkshire and Dundas Shared Path, Forrestfield

**Period: November 2020 - December 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
4	142	55	2	4	46	132	0

## Background

In January 2020, the City received State Government funding through the WA Bicycle Network (WABN) scheme to undertake a design for shared paths on Berkshire and Dundas Road. Subject to the designs and construction estimates being finalised in 2021, the City anticipates grant funding for this project to become available.

## Engagement Activities & Promotion

The engagement process supported this project with a community survey (available both online and via hard copy at all City locations), print advertisement in the local newspaper The ECHO, publishing of the proposal on the City's online engagement portal, promotion on the City's Facebook account and an e-newsletter to the City's EngagementHQ subscribers.

The survey received four responses.

## Outcome

At this stage, it is not certain that WABN funding for construction will be available. As a result, the DCP has been amended for Berkshire Road to remove the shared path item and instead include the completion and necessary upgrades to the existing 2m wide footpath on the northern side of Berkshire Road as the lowest cost / certainty item to facilitate pedestrian movements from the developments of the lots.

A clearance assessment has also been undertaken to all overhead services that cross Berkshire Road (Western Power consumer lines) to determine safe clearance requirements for Restricted Access Vehicle routes. This assessment noted that four overhead consumer lines are required to be under-grounded which is anticipated result in an estimated cost of \$60,000 (\$71,320 including allowances and charges).



# WABN - Painting our streets alive! (Hale Road to Dawson Avenue, Forrestfield)

**Period: November 2020 - December 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
75	193	45	4	7	38	134	22

## Background

The City of Kalamunda appointed the services of The Place Team (Town Team Movement) to engage with the Forrestfield community and inform design ideas to install art treatments on future shared paths and encourage active transport. The purpose of the project is to 'bring the streets alive' and represent the positive community values of Forrestfield through art treatments installed on future shared paths.

## Engagement Activities & Promotion

The City of Kalamunda, in partnership with The Place Team (Town Team Movement) facilitated a four-stage design process to engage with the community.

Stage One Values Brainstorm Drawing Forrestfield Story's with Primary School Students

Stage Two Interactive Survey - with graphic images and themes for voting

Stage Three Co-Designing Shared Path Art Treatments with Young

Stage Four Outcomes Report and Final Design Principles People

## Outcome

The results of this project have been used to inform a final art design brief and shared path art treatment concept designs for future spaces in Forrestfield. This project generated art work that was used in 2019/20 and will be applied also in 2020/21 to the shared path running from Kiandra Way to Mack Place, crossing Walker Crescent and Newburn Road, along Butcher Road and Palmer Crescent.



# WABN - High Wycombe Shared Path Decorative Project (High Wycombe Local Route Connection)

**Period: March 2020 - May 2019**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
44	641	109	5	46	138	5510	103

## Background

The City of Kalamunda was awarded funding under the Western Australian Bicycle Network Grants (WABN) Program to design and deliver improved bicycle routes in High Wycombe. The project will install shared paths that will connect students, residents and workers in the vicinity of High Wycombe to the new train station.

The City of Kalamunda, in partnership with The Place Team (Town Team Movement) facilitated a three-stage process to engage with the community. The results have been used to inform a final art design brief for local indigenous artist, Aurora Abraham.

This consultation is to understand the stories of High Wycombe, including active transport, and how these can be translated into decorative art treatments for future cycle paths connected the neighbourhood with the future train station.

## Engagement Activities

To promote the draft strategy and obtain feedback, the City co-hosted a Community Workshop with The Place Team, promoted on the City's engagement portal, social media platforms and a placement in the Echo newspaper.

The project was additionally supported by an integrated marketing campaign and the survey was distributed City-wide. Hard copies of the survey were also distributed to all City locations including the libraries and recreation centres. Email direct marketing (EDM) to all City of Kalamunda newsletter subscribers.

## Outcome

This project generated art work that has been included in the designs for the proposed Hale to Dawson Shared Path.



# Whistlepipe Gully Parking

**Period: June 2020 - July 2020**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
61	138	17	1	12	41	92	29

## Background

The City of Kalamunda have received and continue to receive enquiries as to the capacity of parking to access the Whistlepipe Gully walking trail and recreation area. This is a project affecting the local residences as a result of verge side parking, as well as the community visiting the area, specifically the levels of parking and traffic in Lewis Road and Orange Valley Road (west of Betti).

## Engagement Activities & Promotion

Consultation ran from 14 June to 3 July 2020 and was supported by an integrated marketing campaign; published on the City's online engagement platform, the City's website and promoted via the City's social media channels. Additionally, copies of the survey along with a supporting letter were delivered to households within a 400m radius of both the Lewis Road and Orange Valley Road entrance/exit points for the trail.

The survey received 61 responses over the duration of the engagement, with the majority indicating that the parking and traffic is a significant problem that needs addressing. 67% of responders lived local to the area being questioned.

## Outcome

The data collected through the survey was used to analyse local resident parking issues and improvements to parking undertaken by the City.



## Zig Zag Scenic Drive

**Period: April 2020 - May 2020 (Notice of Proposed Closure)**

**Period: July 2020 - September 2020 (Proposed Permanent Closure Consultation)**

Submission	Total visits	Max day visits	New rego	Engaged	Informed	Aware	Download
1.4k	8.8k	853	1.2k	1.4k	3.4k	7.7k	252

### Background

The Zig Zag Scenic Drive is a one-way road down the western side of the Darling Range, within the Gooseberry Hill National Park. It was originally a section of railway line built to transport timber from the top of the escarpment down to the commercial centre of Midland. Today it is a steep, one-way 3km drive that winds down a very narrow road with many hairpin turns, and dynamic changes of scenery around every corner. The Zig Zag is a flagship feature of the Gooseberry Hill National Park. Unfortunately, the site also has a long history of anti-social issues, with Council approving a sequence of traffic calming and parking improvements in Lascelles Parade and new measures aimed at tourism and addressing antisocial behaviour back in 2014, which were then rolled out by the City. Projects showed promising signs of improvement early on, however the ongoing issues relating to hooning, damage to the natural environment and other antisocial activity in the area have continued to be in the spotlight.

Following on from a temporary 6-month closure of Zig Zag Scenic Drive due to hooning and other anti-social activity, that came into effect from the 30 May 2020, The City of Kalamunda moved to consider a permanent decision regarding motor vehicle access to the iconic Zig Zag drive and undertook consultation with the community on this topic.

### Engagement Activities & Promotion

Consultation ran from 30 July to 7 September 2020 and was supported by an integrated marketing campaign; published on the City's online engagement platform, and website. Promoted via the City's social media channels, with advertisements in the local newspaper. It received particular attention on social media channels with heightened engagement on each post across both Facebook and Instagram, and was redistributed by multiple news platforms including Perth is OK, The Bell Tower Times. The survey received 1,337 responses, demonstrating that the future use of the site is a topic of great interest in the community.

Outdoor signage was displayed at the entrance to the Scenic drive, advising of the temporary closure and pointing the community to the survey to encourage feedback.

## Zig Zag Scenic Drive continued

62% of the responses who advised NO they would not be supportive of the site remaining closed to vehicles where local to the City of Kalamunda, leaving 38% of respondents as non-residents. The top ten represented suburbs who indicated NO were, in order of frequency:

- |                    |                  |
|--------------------|------------------|
| 1. Kalamunda       | 6. Maida Vale    |
| 2. High Wycombe    | 7. Helena Valley |
| 3. Gooseberry Hill | 8. Wattle Grove  |
| 4. Forrestfield    | 9. Darlington    |
| 5. Lesmurdie       | 9. Darlington    |

In contrast, 60% of the responses who advised YES they would be supportive of the site remaining closed to vehicles where local to the City of Kalamunda, leaving 40% of respondents as non-residents. The top ten represented suburbs who indicated YES were, in order of frequency:

- |                    |                  |
|--------------------|------------------|
| 1. Gooseberry Hill | 6. Darlington    |
| 2. Kalamunda       | 7. Mount Lawley  |
| 3. Lesmurdie       | 8. Helena Valley |
| 4. Maida Vale      | 9. Forrestfield  |
| 5. High Wycombe    | 10. Bayswater    |

### Outcome

During the community consultation period over the future of Zig Zag Scenic Drive in excess of 1,330 returned surveys and submissions were made to the City of Kalamunda. There is a significant amount of work involved in properly analysing this feedback. On 27th October 2020, at the Ordinary Council Meeting, the Council resolved to extend the temporary closure of Zig Zag Scenic Drive to all vehicles to no later than 28 February 2021 unless determined by Council at an earlier date.

This purpose of this extension is to allow the Administration to complete analysis of the community feedback received, considering the consultation attracted in excess of 1,330 returned surveys and submissions over the engagement period.

# Appendix A:

## MARKYT® Community Scorecard Report

### 2020 Community Perceptions Survey Strategic Overview



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Overall performance	13
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Summary of community trends	83
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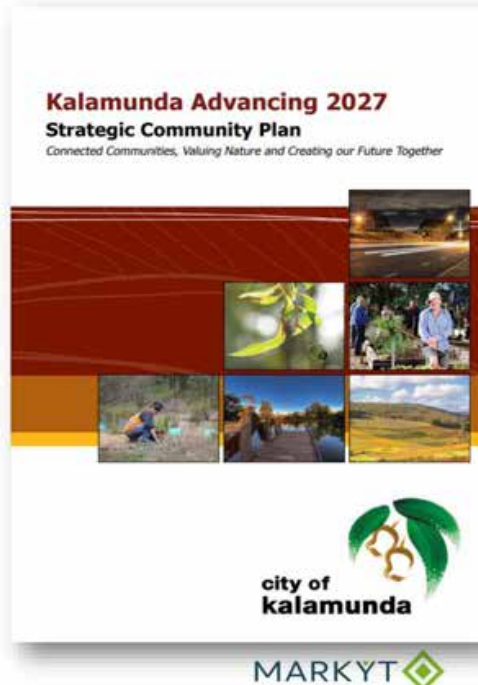
## Purpose



### MARKYT Community Scorecard

The City of Kalamunda 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



## The Study

The City of Kalamunda commissioned CATALYSE® to conduct a MARKYT® Community Scorecard from 23 March to 14 April 2020.

Scorecard invitations were sent to 4,000 randomly selected households; 1,000 by mail and 3,000 by email.

**483 randomly selected residents and ratepayers** completed a scorecard reducing the sampling error to  $\pm 4.5\%$  at the 95% confidence interval.

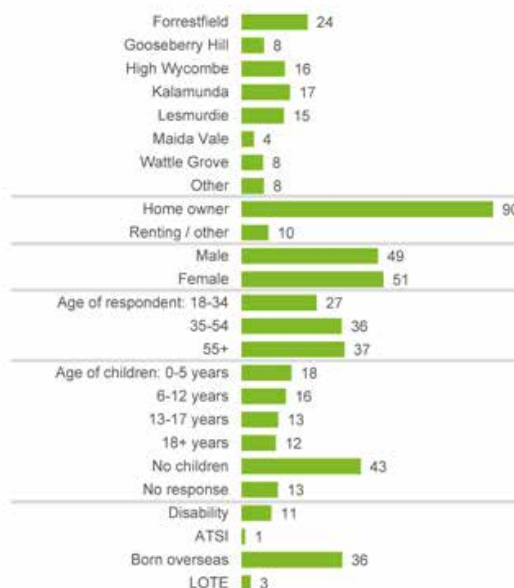
The City of Kalamunda provided supporting promotions through its communication channels. A further 32 residents, 25 out of area ratepayers and visitors, and 14 Council affiliated respondents participated bringing the total to **554 respondents**.

As analysis of results showed significant differences between these groups, the main body of this report presents responses from the random sample of residents only.

The final dataset was weighted by age and gender to match the ABS Census population profile.

Data has been analysed using SPSS. Where sub-totals add to  $\pm 1\%$  of the parts, this is due to rounding errors to zero decimal places.

% of respondents (random sample, weighted)



ATSI = Aboriginal and Torres Strait Islander  
LOTE = Language other than English

MARKYT

9

## MARKYT Industry Standards

CATALYSE® has conducted studies for 60+ councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the 'high score' is calculated from **WA Councils** that have completed an accredited study with CATALYSE® within the past three years. Participating councils are listed below.

### Metropolitan



### Regional



## MARKYT Industry Standards | similar councils

To compare 'apples with apples', subset benchmark analysis has been conducted against similar councils who have conducted the study in the past four years. The City of Kalamunda wished to compare itself to the Town of Bassendean, City of Kwinana, City of South Perth and Shire of Mundaring. The Shire of Mundaring's most recent study was in 2011, making it outdated for this purpose. The following councils have been included in this analysis:

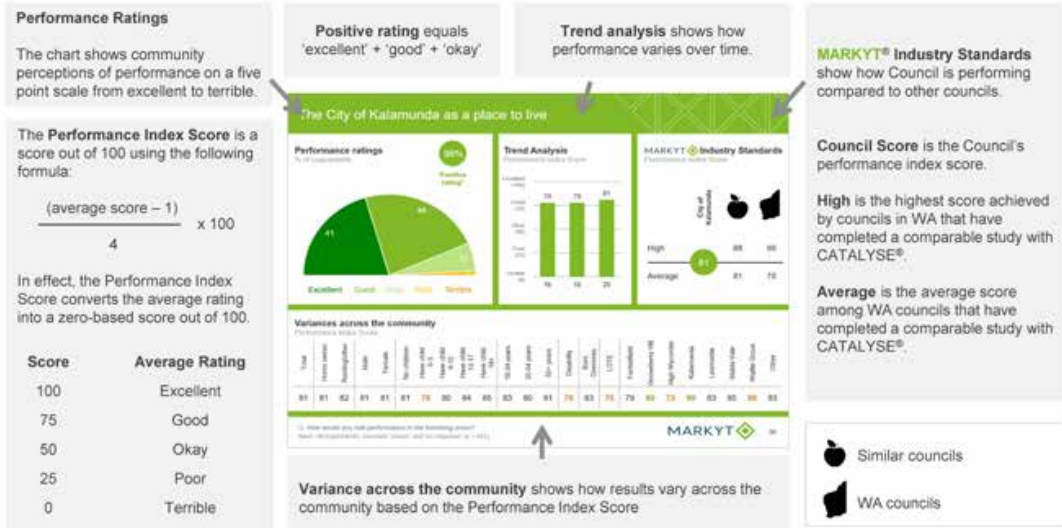




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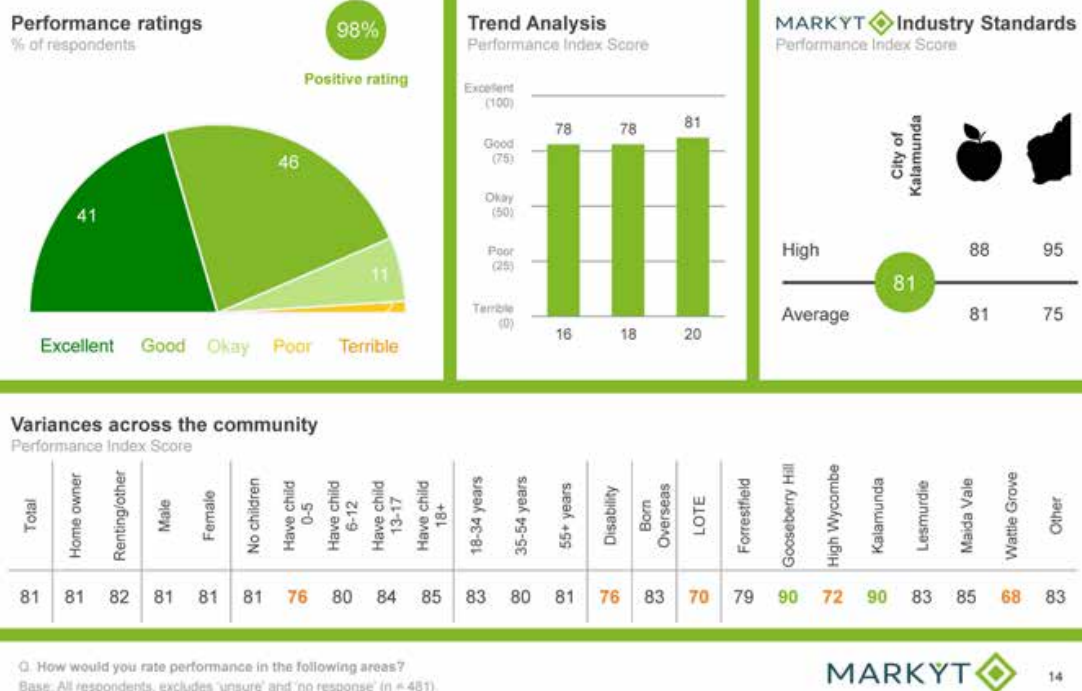
## How to read the performance charts



MARKYT 12

## Overall Performance

### City of Kalamunda as a place to live





#### Performance ratings

% of respondents

Rating	% of respondents
Excellent	41
Good	34
Okay	17
Poor	4
Terrible	4

**79% Positive rating**

#### Trend Analysis

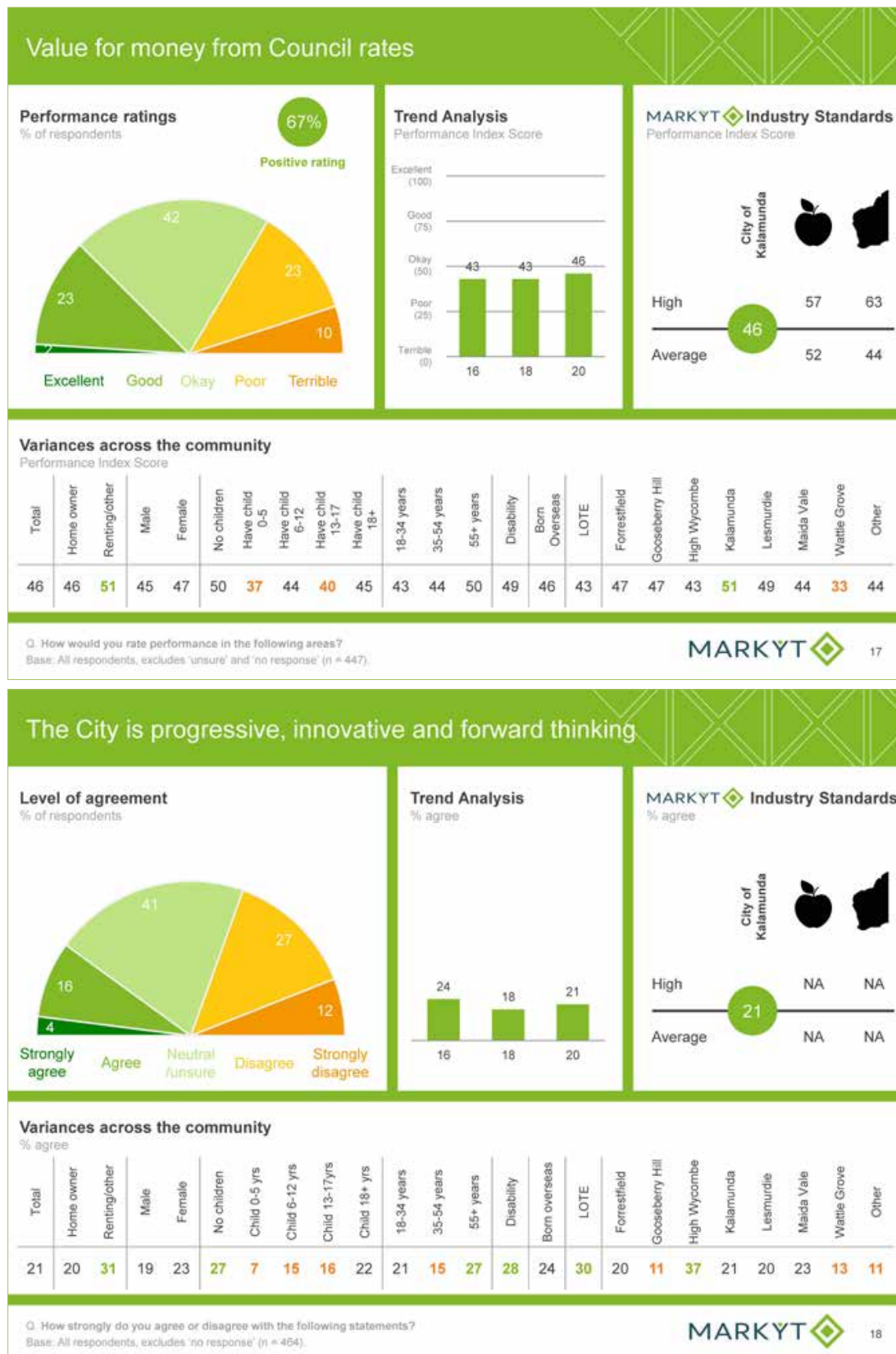
Performance Index Score

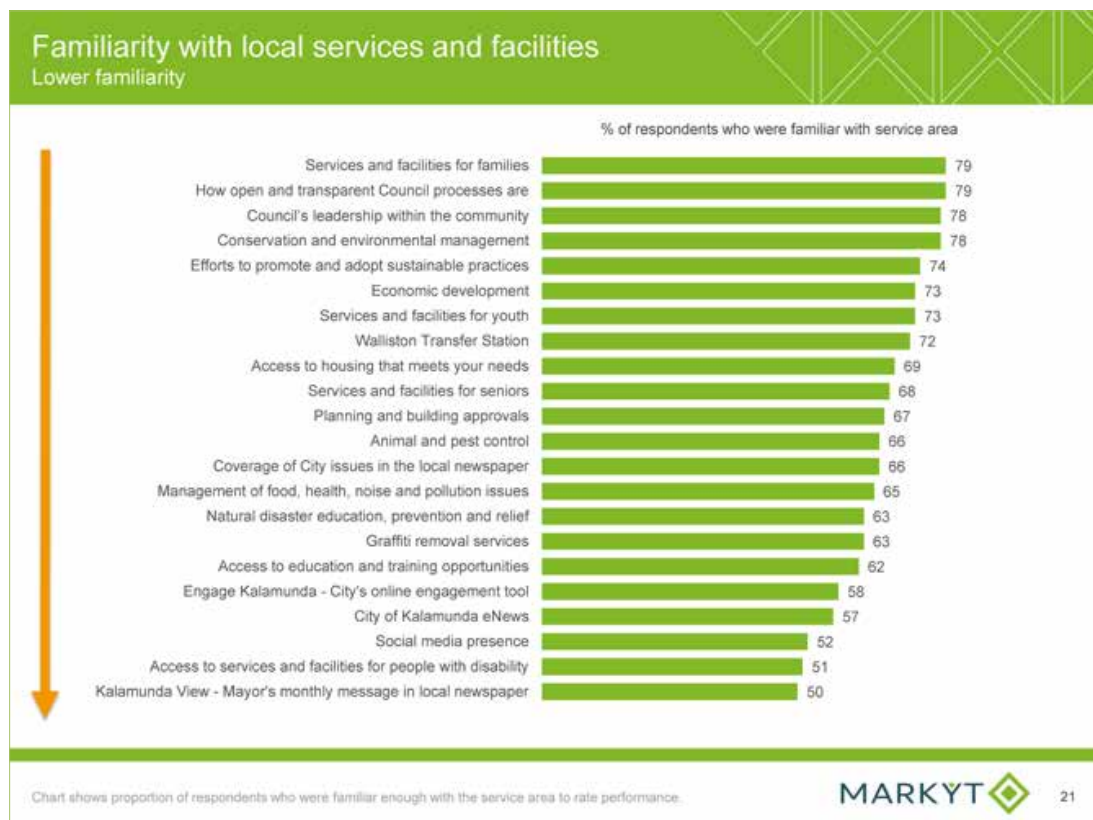
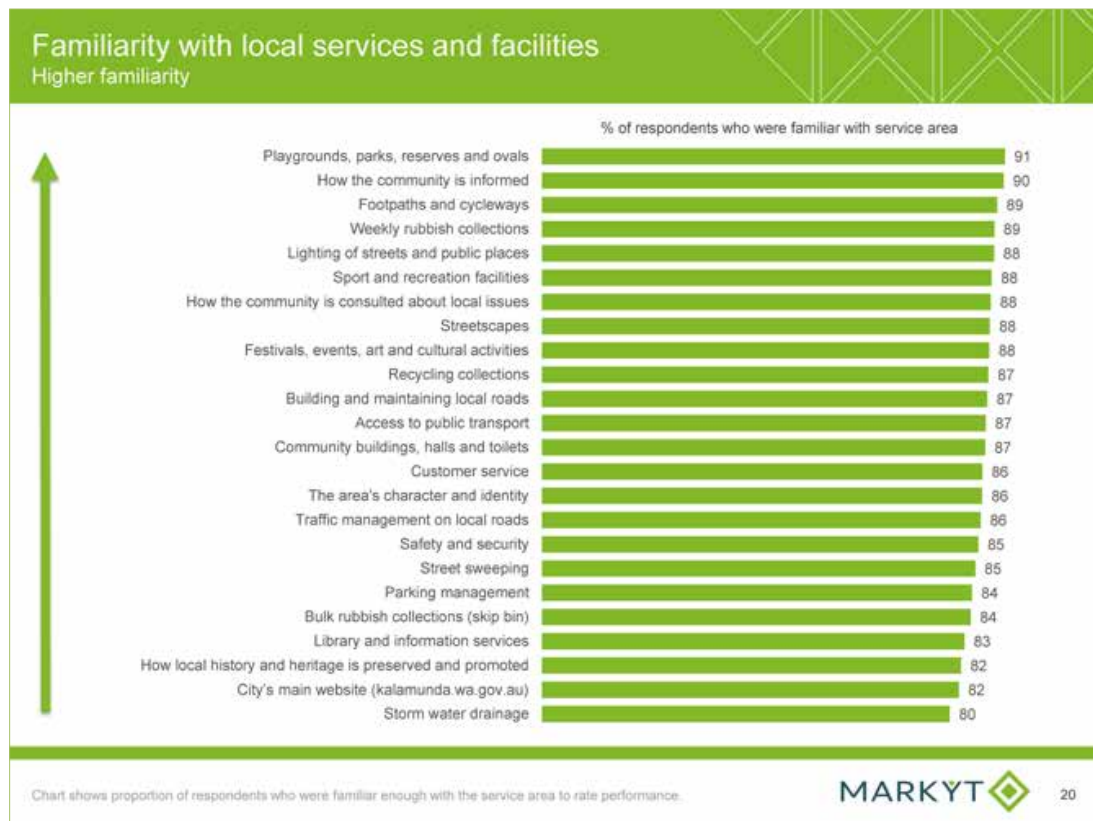
Year	Performance Index Score
2016	53
2018	51
2020	56

#### MARKYT Industry Standards

Performance Index Score

Standard	City of Kalamunda	High	Average
Performance Index Score	56	68	62







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

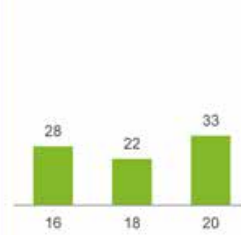
### Level of agreement

% of respondents



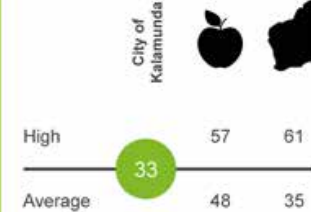
### Trend Analysis

% agree



### MARKYT Industry Standards

% agree



### Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Child 0-5 yrs	Child 6-12 yrs	Child 13-17 yrs	Child 18+ yrs	18-34 years	35-54 years	55+ years	Disability	Born overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
33	31	62	36	31	34	36	21	37	41	39	29	35	36	33	30	34	44	28	37	38	26	31	21

Q. How strongly do you agree or disagree with the following statements?  
Base: All respondents, excludes 'no response' (n = 464).

MARKYT 23

## Council's leadership within the community

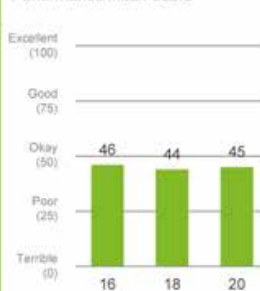
### Performance ratings

% of respondents



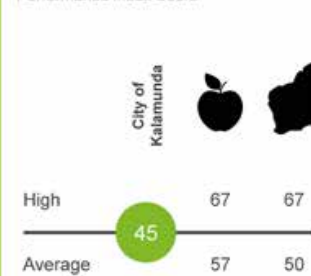
### Trend Analysis

Performance Index Score



### MARKYT Industry Standards

Performance Index Score



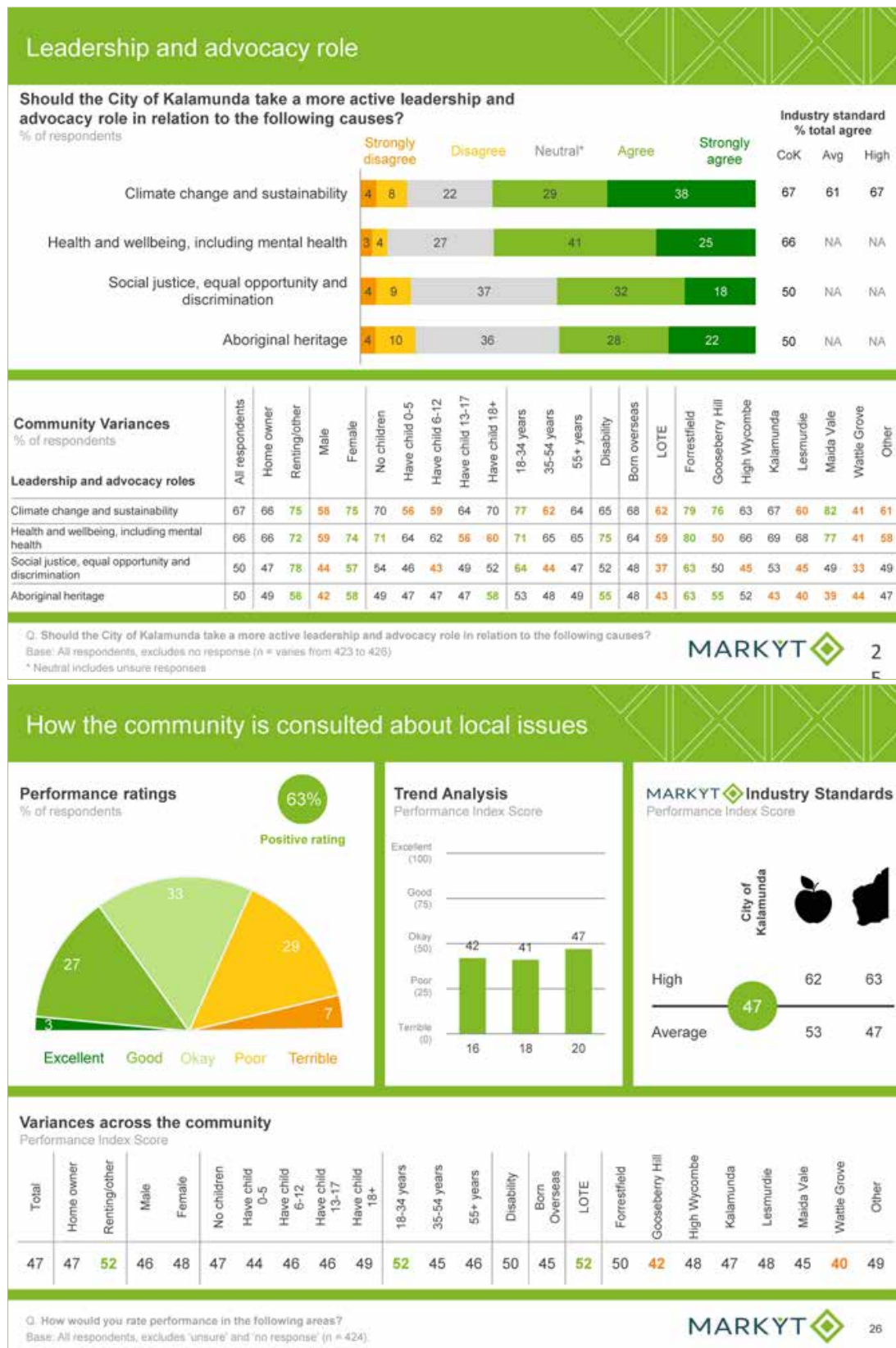
### Variances across the community

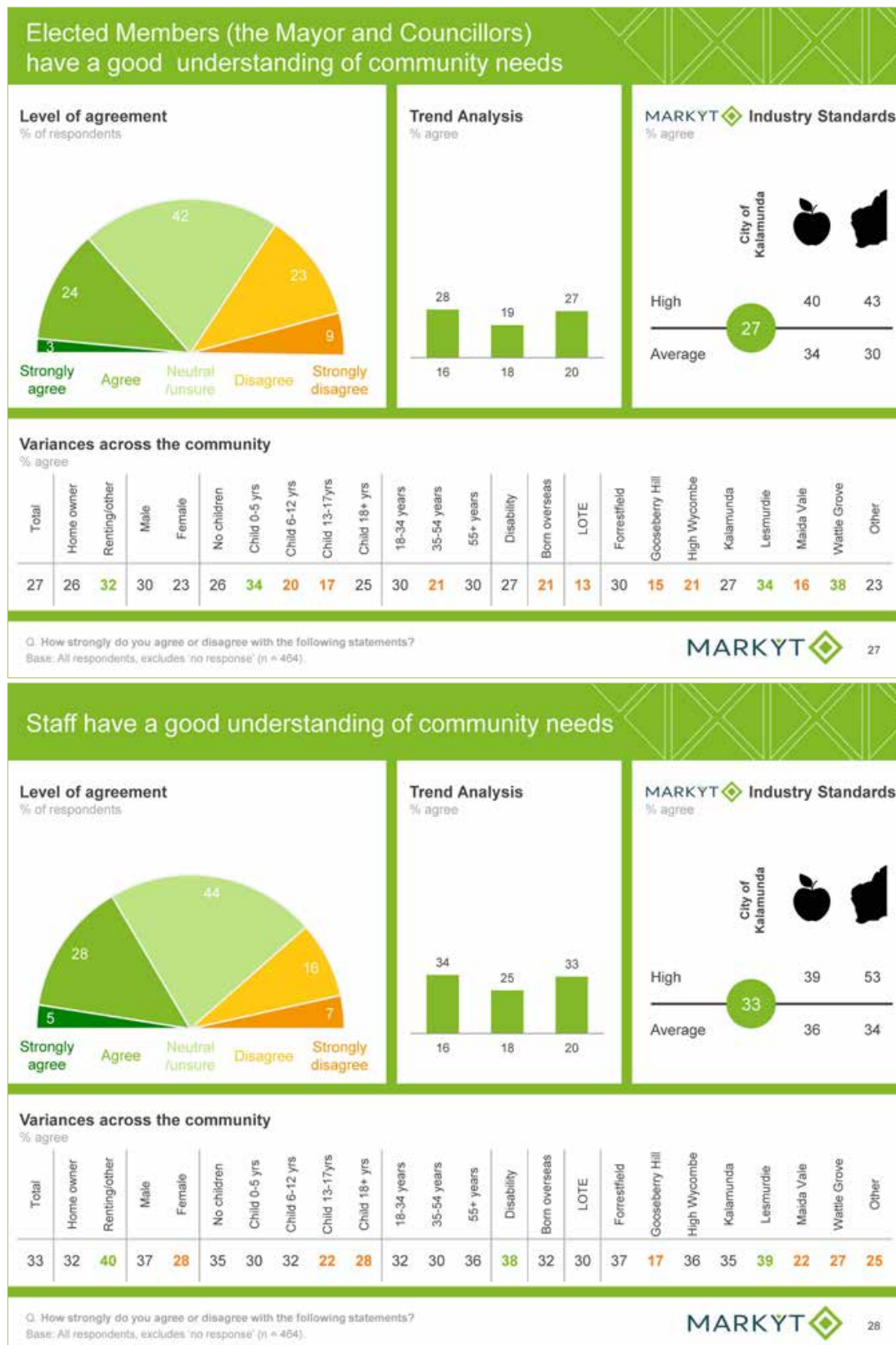
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
45	44	47	42	48	48	41	43	40	44	43	43	47	46	45	44	47	39	40	48	49	50	34	45

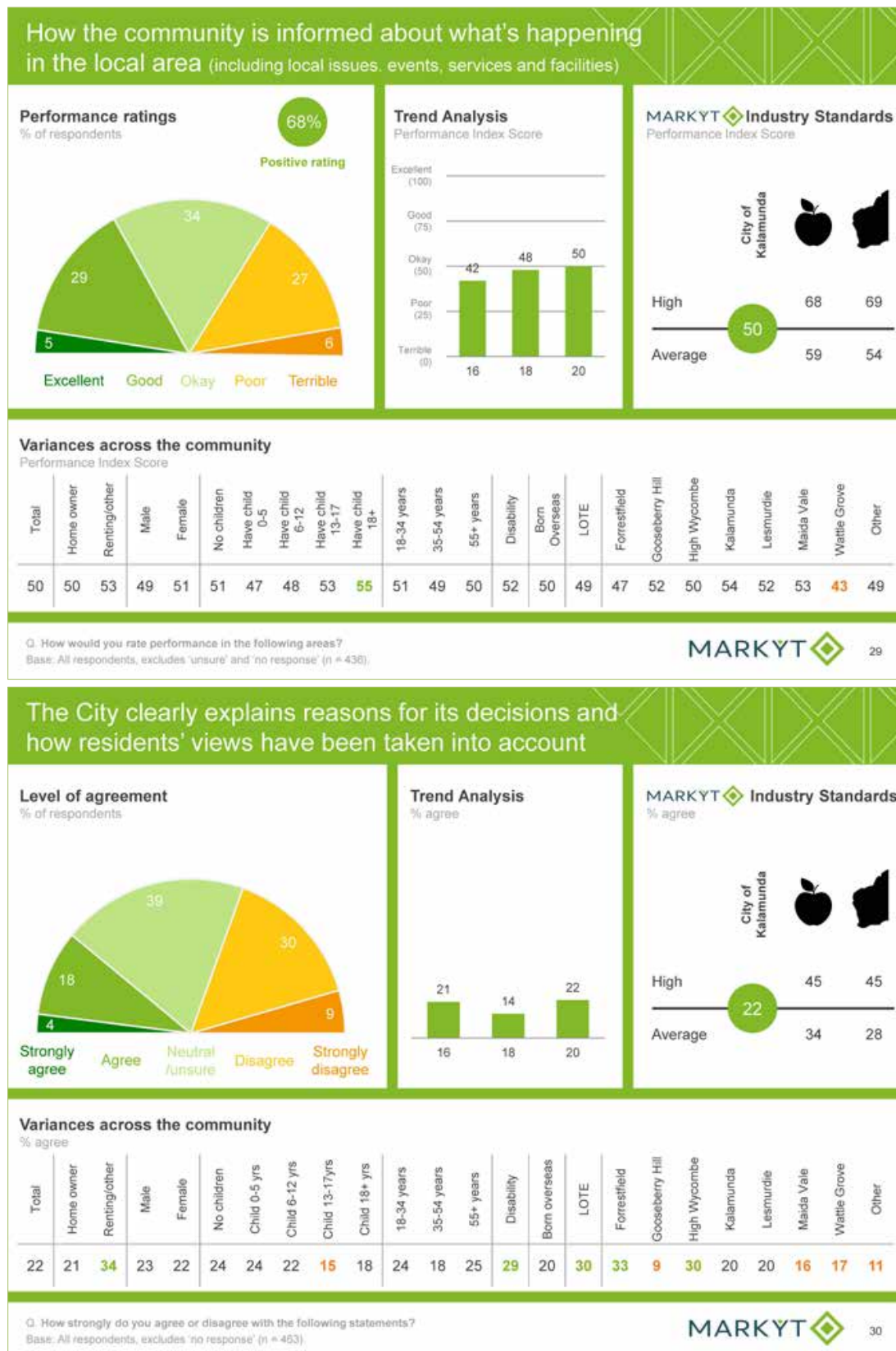
Q. How would you rate performance in the following areas?  
Base: All respondents, excludes 'unsure' and 'no response' (n = 379).

MARKYT 24









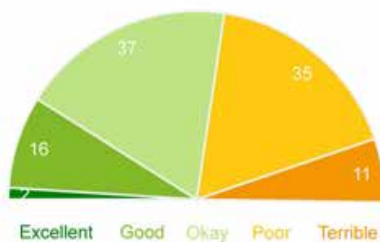
## How open and transparent Council processes are

## Performance ratings

% of respondents

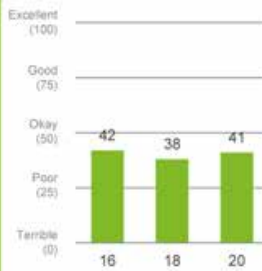
55%

Positive rating



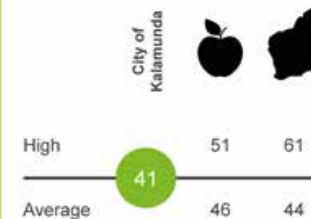
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
41	40	46	40	41	43	39	36	38	41	43	38	42	40	39	45	41	38	38	40	45	45	39	38

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 380).

MARKYT

31

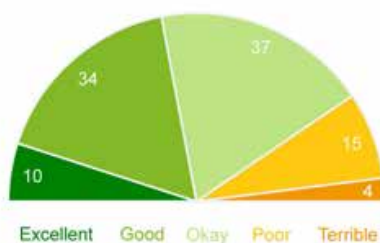
## Customer service

## Performance ratings

% of respondents

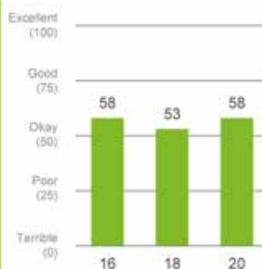
81%

Positive rating



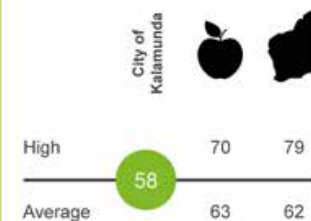
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
58	57	62	55	60	59	52	59	57	58	56	57	59	64	57	56	60	54	57	60	60	55	54	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 418).

MARKYT

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### City of Kalamunda eNews

#### Performance ratings

% of respondents

**80%**  
Positive rating

Rating	Percentage
Excellent	9
Good	29
Okay	42
Poor	18
Terrible	3

#### Trend Analysis

Performance Index Score

Score	Performance Index Score
16	0
18	56
20	56

#### MARKYT Industry Standards

Performance Index Score

Category	City of Kalamunda	High	Average
Performance Index Score	56	NA	NA

#### Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
56	56	51	54	58	58	49	56	53	55	56	54	58	57	56	52	56	60	54	61	54	57	50	56

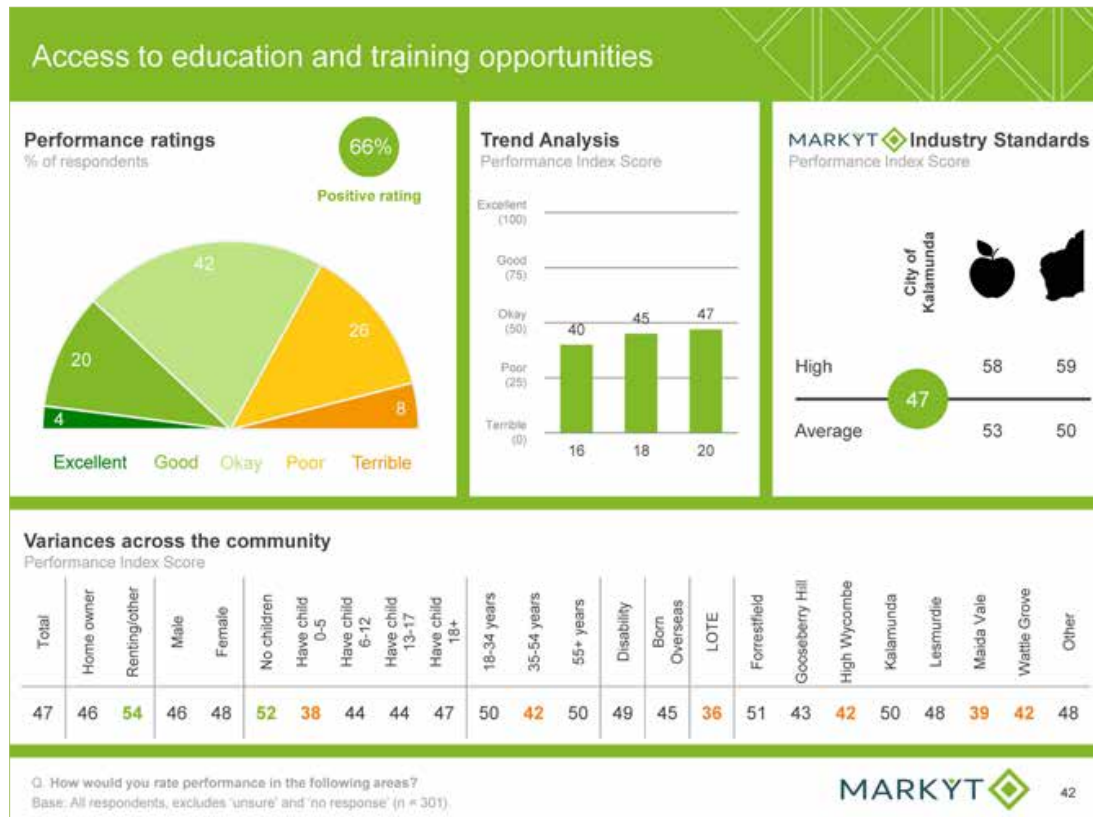
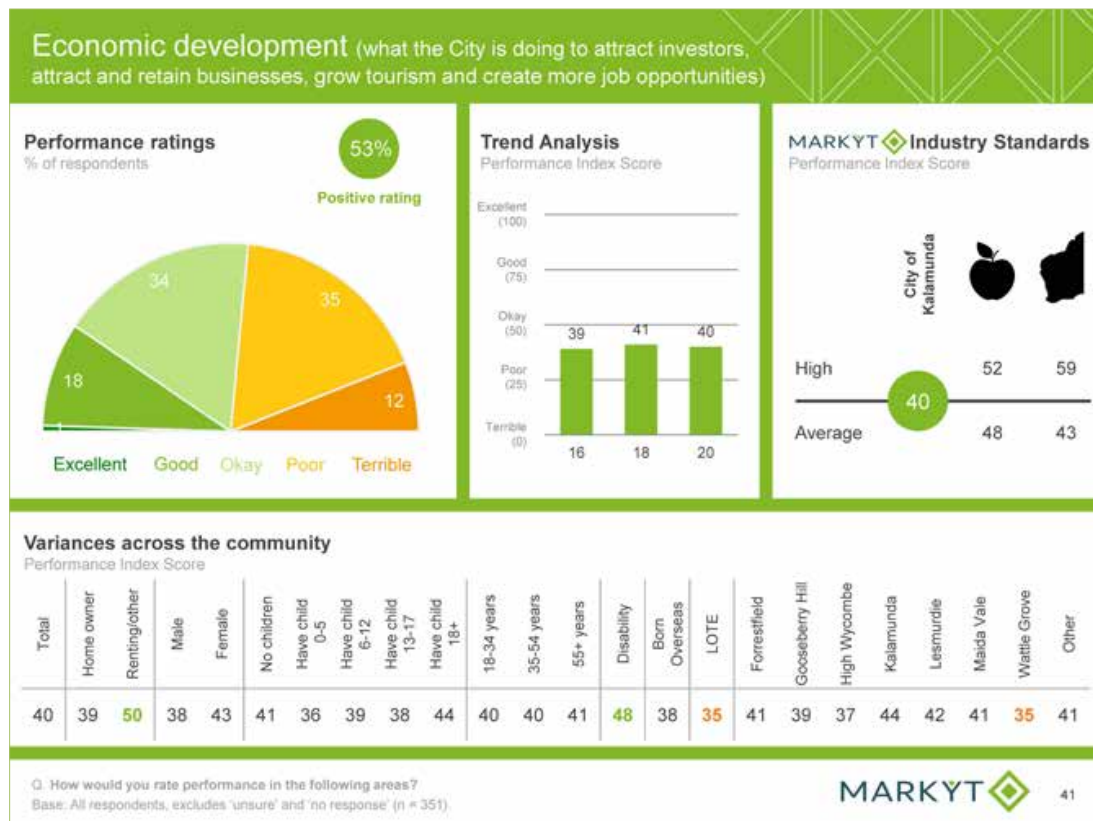
Q. How would you rate performance in the following areas?  
Base: All respondents, excludes 'unsure' and 'no response' (n = 275).

**MARKYT** 37





## Economic Development









## Community buildings, halls and toilets

### Performance ratings

% of respondents

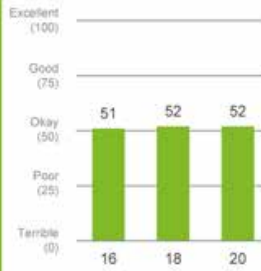
77%

Positive rating



### Trend Analysis

Performance Index Score



### MARKYT Industry Standards

Performance Index Score



### Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
52	53	49	51	54	56	44	51	47	53	50	51	55	54	51	44	53	48	52	55	56	46	51	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 419)

MARKYT 48

## Sport and recreation facilities

### Performance ratings

% of respondents

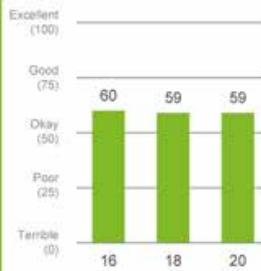
83%

Positive rating



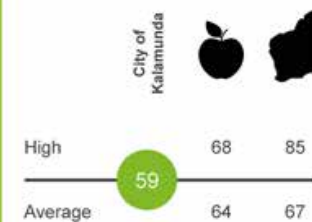
### Trend Analysis

Performance Index Score



### MARKYT Industry Standards

Performance Index Score



### Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
59	59	58	57	61	64	48	57	53	58	54	56	65	69	58	51	60	53	58	60	61	58	58	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 425)

MARKYT 49

## Playgrounds, parks, reserves and ovals

### Performance ratings

% of respondents

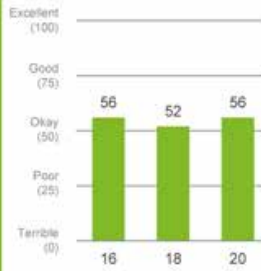
74%

Positive rating



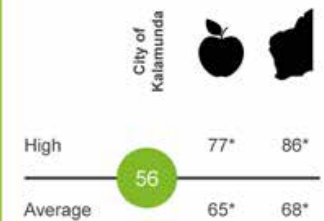
### Trend Analysis

Performance Index Score



### MARKYT Industry Standards

Performance Index Score



### Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
56	56	62	55	58	64	40	48	56	63	50	52	65	61	61	57	53	54	61	60	55	59	54	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 438)

MARKYT 50

## Library and information services

### Performance ratings

% of respondents

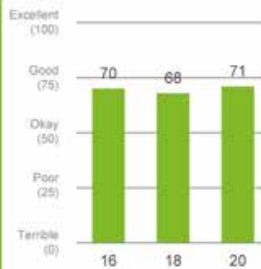
93%

Positive rating



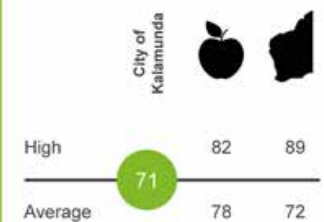
### Trend Analysis

Performance Index Score



### MARKYT Industry Standards

Performance Index Score



### Variances across the community

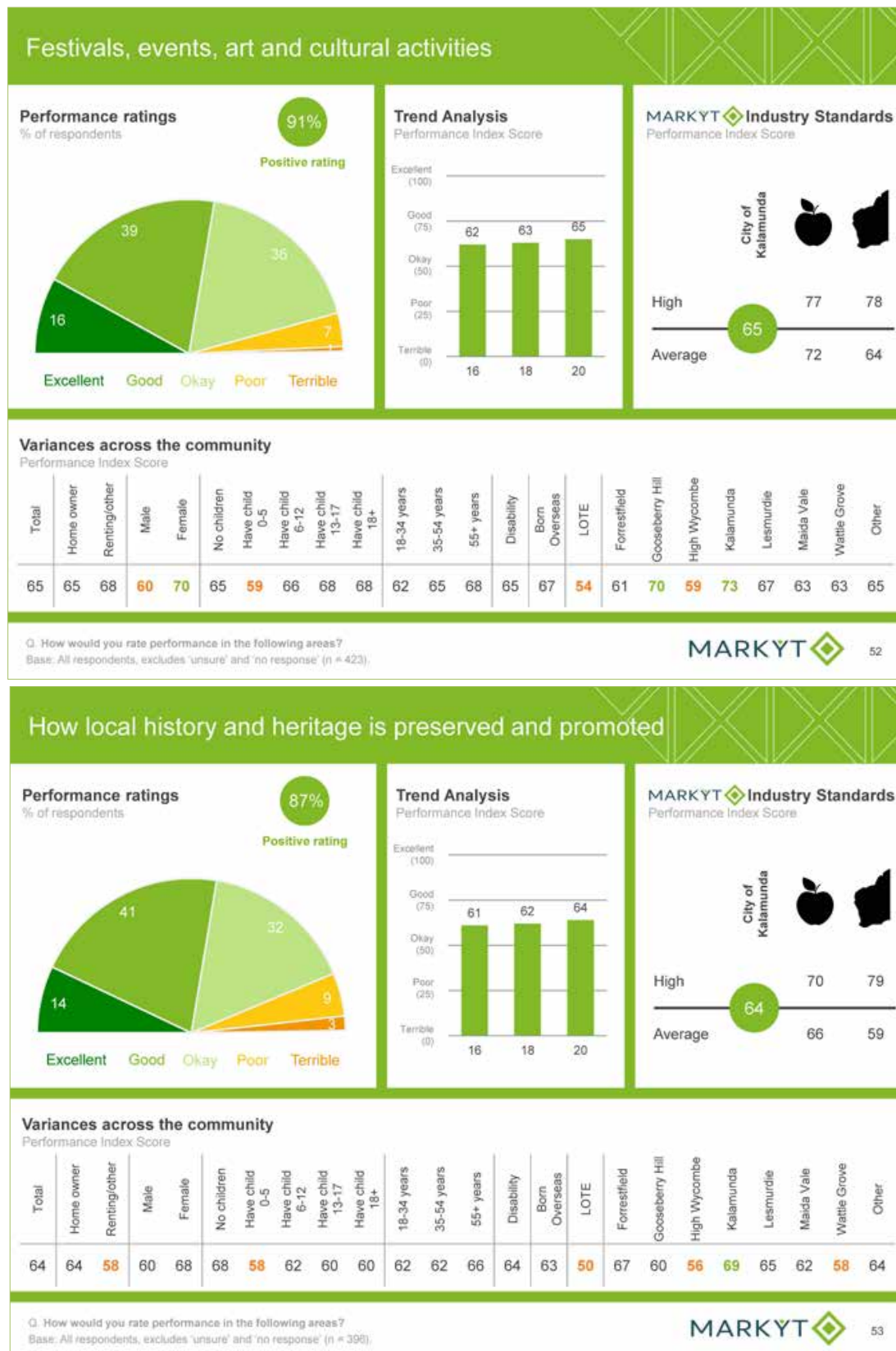
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
71	71	68	68	73	74	64	72	66	68	68	69	74	72	72	61	62	65	72	77	77	65	64	75

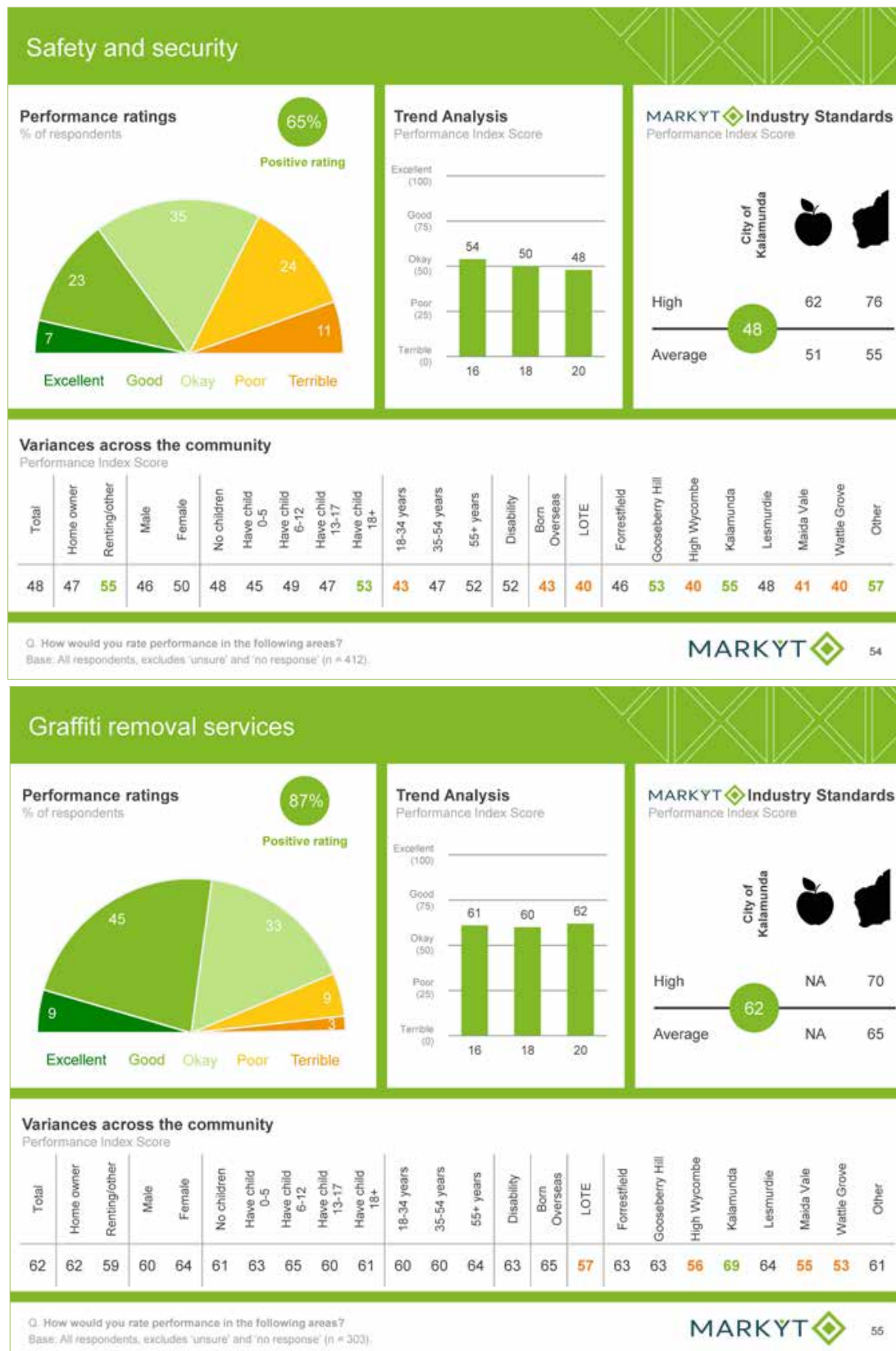
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 399)

MARKYT 51







## The area's character and identity

### Performance ratings

% of respondents

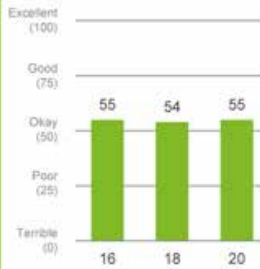
72%

Positive rating



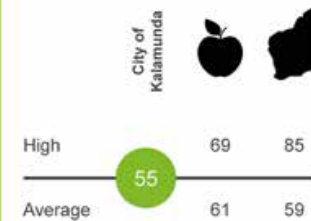
### Trend Analysis

Performance Index Score



### MARKYT Industry Standards

Performance Index Score



### Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
55	54	66	52	58	53	56	54	60	62	58	54	54	55	54	54	59	60	50	55	58	44	49	55

Q. How would you rate performance in the following areas?  
Base: All respondents, excludes 'unsure' and 'no response' (n = 416)

MARKYT 57

## Planning and building approvals

### Performance ratings

% of respondents

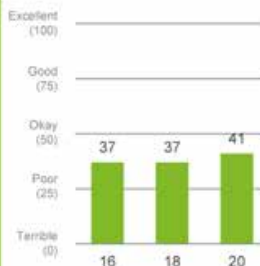
54%

Positive rating



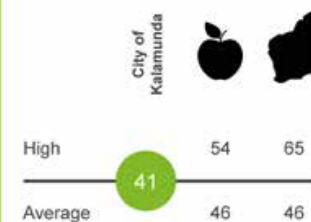
### Trend Analysis

Performance Index Score



### MARKYT Industry Standards

Performance Index Score



### Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
41	40	47	41	41	40	41	44	37	42	42	43	38	40	35	40	52	31	36	38	46	36	34	38

Q. How would you rate performance in the following areas?  
Base: All respondents, excludes 'unsure' and 'no response' (n = 321)

MARKYT 58

## Building and maintaining local roads

### Performance ratings

% of respondents

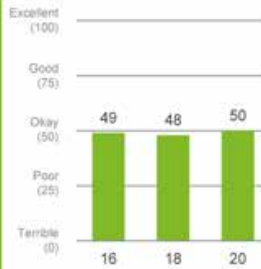
72%

Positive rating



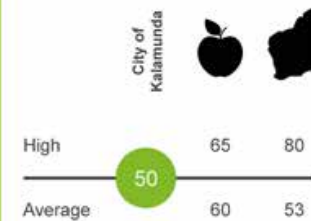
### Trend Analysis

Performance Index Score



### MARKYT Industry Standards

Performance Index Score



### Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
50	50	53	46	54	51	45	51	51	55	48	48	54	55	48	48	56	46	43	51	51	47	45	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 421).

MARKYT 59

## Traffic management on local roads

### Performance ratings

% of respondents

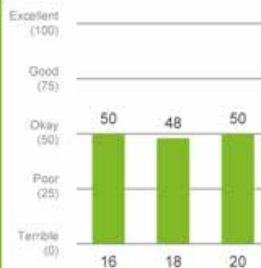
71%

Positive rating



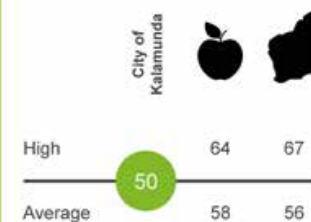
### Trend Analysis

Performance Index Score



### MARKYT Industry Standards

Performance Index Score



### Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
50	49	56	49	52	49	50	50	51	55	55	47	50	51	47	43	57	54	43	47	48	41	46	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 415).

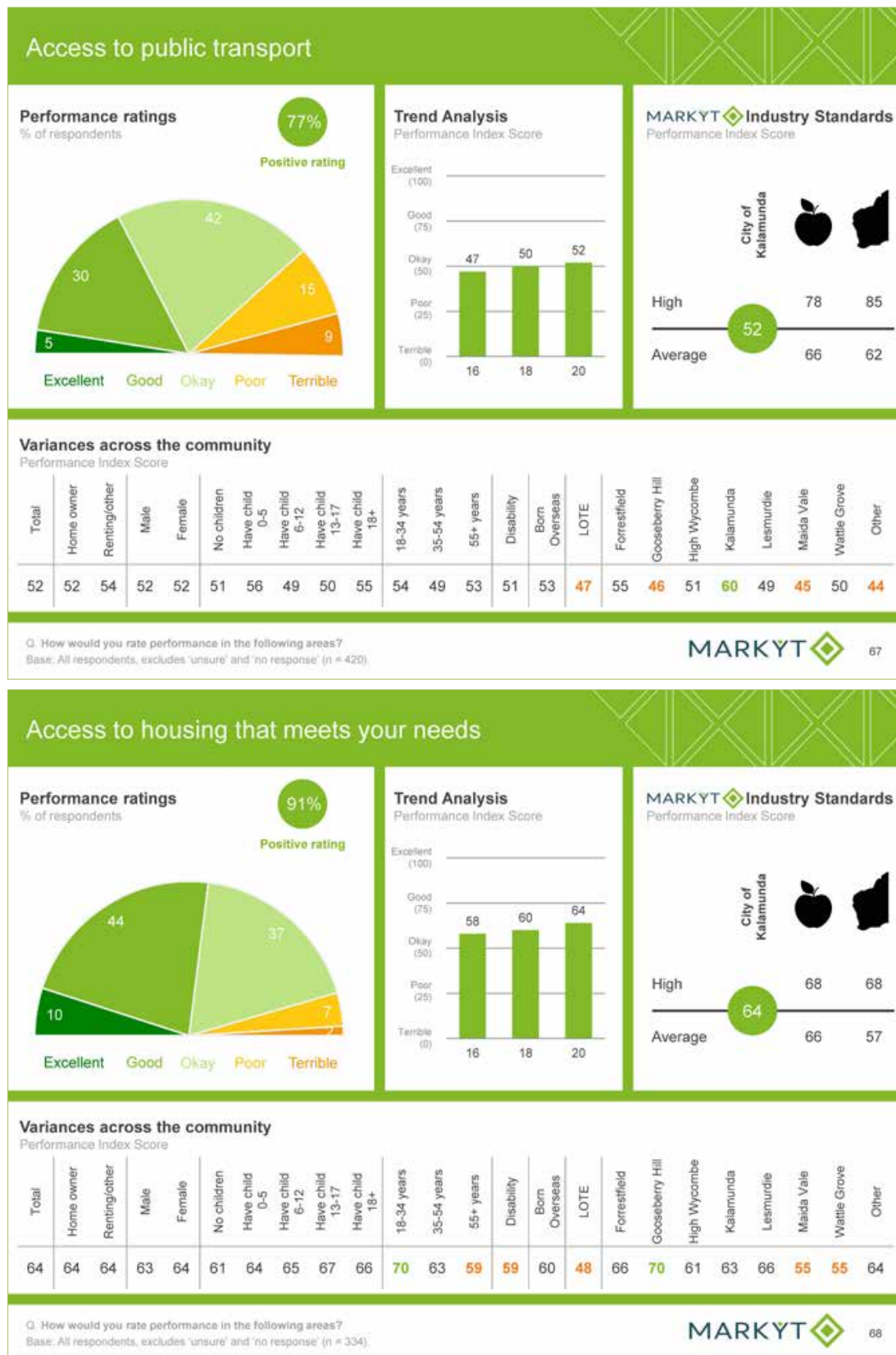
MARKYT 60













## Efforts to promote and adopt sustainable practices

## Performance ratings

% of respondents

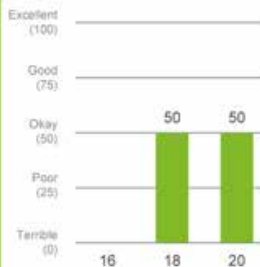
74%

Positive rating



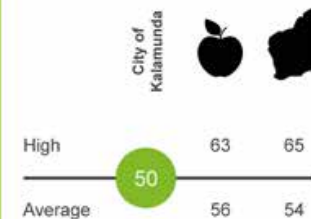
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
50	51	43	49	52	53	47	52	47	48	49	48	53	53	51	48	58	44	45	52	52	52	39	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 359).

MARKYT

70

## Conservation and environmental management

## Performance ratings

% of respondents

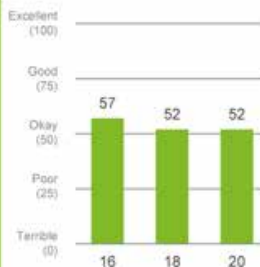
73%

Positive rating



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
52	52	49	54	51	53	52	51	50	53	54	49	54	51	52	49	61	50	47	52	54	47	42	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 377).

MARKYT

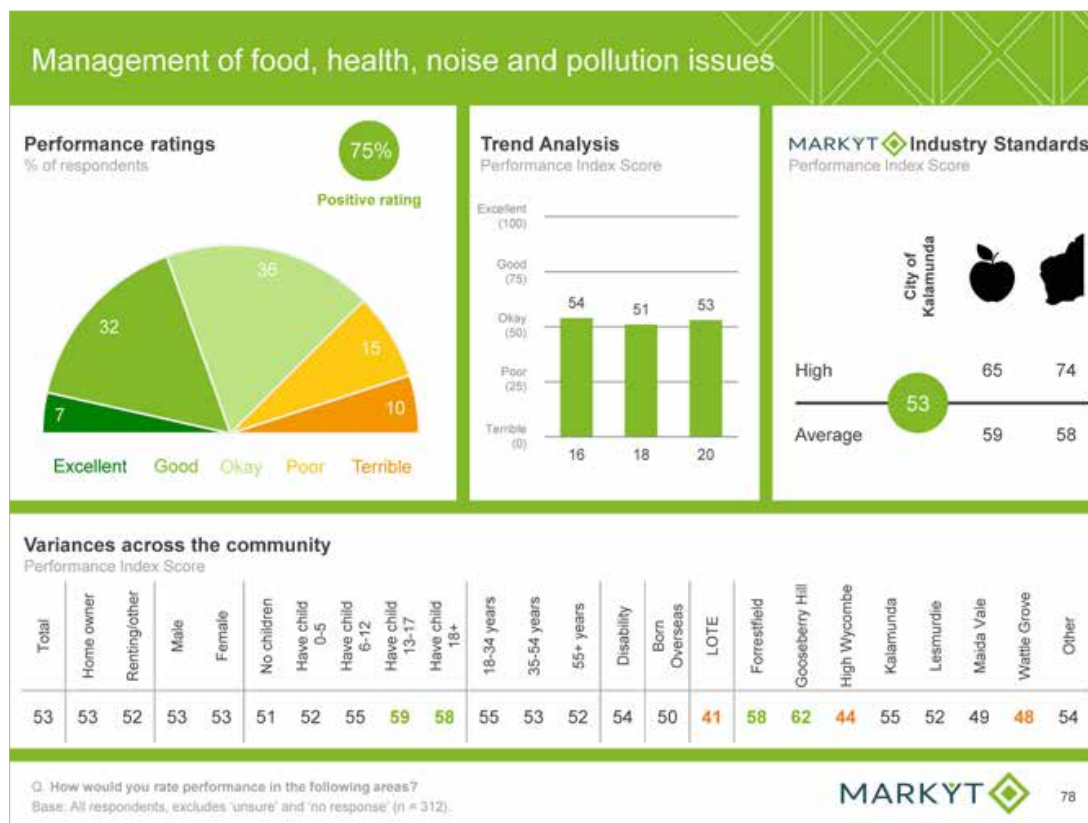
71











### Overview of community variances

Performance scores tended to be **higher** among:

- Non-home owners
- Residents in Forrestfield - for the built and natural environment

Performance scores tended to be **lower** across a number of service areas among:

- Families with younger children (5 years or younger)
- People who mainly speak a language other than English
- Residents in Wattle Grove, Maida Value and High Wycombe

Variances were also noted across individual service areas (highlighted overleaf).



## Summary of community variances

	Total	Home owner	Renting / other	Male	Female	No children	Have child 0-5	Child 6-12 yrs	Child 13-17yrs	Child 18+ yrs	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
Place to live	81	81	82	81	81	81	76	80	84	85	83	80	81	76	83	70	79	90	72	90	83	85	68	83
Governing Organisation	56	56	60	55	57	57	50	55	53	58	59	55	56	58	53	53	62	54	57	57	58	58	42	54
Value from Council rates	46	46	51	45	47	50	37	44	40	45	43	44	50	49	46	43	47	47	43	51	49	44	33	44
Council's leadership	45	44	47	42	48	48	41	43	40	44	43	43	47	46	45	44	47	39	40	48	49	50	34	45
Open and transparent	41	40	46	40	41	43	39	36	38	41	43	38	42	40	39	45	41	38	38	40	45	45	39	38
Consultation	47	47	52	46	48	47	44	46	46	49	52	45	46	50	45	52	50	42	48	47	48	45	40	49
Informing the community	50	50	53	49	51	51	47	48	53	55	51	49	50	52	50	49	47	52	50	54	52	53	43	49
Customer service	58	57	62	55	60	59	52	59	57	58	56	57	59	64	57	56	60	54	57	60	60	55	54	52
Coverage in local newspaper	50	50	51	47	54	51	46	49	52	53	47	51	51	57	51	49	52	52	51	51	49	53	40	54
Mayor's monthly news message	51	51	53	50	53	52	47	48	51	53	47	49	54	50	50	50	44	58	55	55	52	58	44	48
eNews	56	56	51	54	58	58	49	56	53	55	56	54	58	57	56	52	56	60	54	61	54	57	50	56
City's website	58	59	51	54	62	58	56	59	56	58	57	58	58	60	57	55	58	54	61	62	56	58	50	60
Social media presence	50	49	53	45	55	49	47	47	50	54	55	48	47	52	46	45	51	57	49	51	43	47	45	57
Online engagement tool	54	53	61	53	55	53	51	54	60	60	55	55	52	54	53	41	53	64	55	54	53	61	44	53
Economic development	40	39	50	38	43	41	36	39	38	44	40	40	41	48	38	35	41	39	37	44	42	41	35	41
Access to education and training	47	46	54	46	48	52	38	44	44	47	50	42	50	49	45	36	51	43	42	50	48	39	42	48
Youth services and facilities	44	44	46	44	43	47	42	39	35	41	41	42	49	47	44	49	41	30	48	49	46	41	46	40
Services for families	50	49	63	48	53	54	43	44	48	53	49	45	55	55	52	47	44	54	54	52	50	49	49	51
Seniors services and facilities	55	55	59	51	59	55	48	54	56	55	51	57	55	59	54	53	55	60	45	55	57	63	47	65
Disability access	46	47	43	45	48	48	38	45	46	49	37	47	51	48	41	45	48	46	35	49	49	52	47	55
Buildings, halls and toilets	52	53	49	51	54	56	44	51	47	53	50	51	55	54	51	44	53	48	52	55	56	46	51	50
Sport and recreation	59	59	58	57	61	64	48	57	53	58	54	56	65	69	58	51	60	53	58	60	61	58	58	59
Playgrounds, parks, reserves & ovals	56	56	62	55	58	64	40	48	56	63	50	52	65	61	61	57	53	54	61	60	55	59	54	56
Library services	71	71	68	68	73	74	64	72	68	68	68	69	74	72	72	61	62	65	72	77	77	65	64	75
Festivals, events, art & culture	65	65	68	60	70	65	59	66	68	68	62	65	68	65	67	54	61	70	59	73	67	63	63	65
History and heritage	64	64	58	60	68	68	58	62	60	60	62	62	66	64	63	50	67	60	56	69	65	62	58	64
Safety and security	48	47	55	46	50	48	45	49	47	53	43	47	52	52	43	40	46	53	40	55	48	41	40	57
Graffiti removal	62	62	59	60	64	61	63	65	60	61	60	60	64	63	65	57	63	63	56	69	64	55	53	61

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## Summary of community variances

	Total	Home owner	Renting / other	Male	Female	No children	Have child 0-5	Child 6-12 yrs	Child 13-17yrs	Child 18+ yrs	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
Area's character & identity	55	54	66	52	58	53	56	54	60	62	58	54	54	55	54	54	59	60	50	55	58	44	49	55
Planning and building	41	40	47	41	41	40	41	44	37	42	42	43	38	40	35	40	52	31	36	38	46	36	34	38
Road maintenance	50	50	53	46	54	51	45	51	51	55	48	48	54	55	48	48	56	46	43	51	51	47	45	55
Traffic management	50	49	56	49	52	49	50	50	51	55	55	47	50	51	47	43	57	54	43	47	48	41	46	60
Parking management	54	53	55	55	52	51	58	54	54	56	58	52	52	55	51	53	62	48	50	49	54	44	52	61
Footpaths and cycleways	47	47	46	45	48	50	34	45	44	50	42	46	51	50	46	47	52	43	45	44	48	46	41	50
Streetscapes	46	46	54	45	48	48	39	45	48	52	49	44	48	50	45	37	49	47	38	49	48	46	40	52
Lighting of streets & public places	52	51	56	50	53	53	46	51	53	53	47	51	55	57	49	36	49	51	46	56	55	48	46	59
Storm water drainage	56	56	55	56	56	57	52	53	57	59	61	53	55	55	56	47	62	56	52	56	56	48	48	54
Street sweeping	59	58	66	57	61	60	61	57	57	60	67	55	57	62	58	47	65	59	55	62	61	56	47	56
Public transport	52	52	54	52	52	51	56	49	50	55	54	49	53	51	53	47	55	46	51	60	49	45	50	44
Access to housing	64	64	64	63	64	61	64	65	67	66	70	63	59	59	60	48	66	70	61	63	66	55	55	64
Sustainable practices	50	51	43	49	52	53	47	52	47	48	49	48	53	53	51	48	58	44	45	52	52	52	39	51
Conservation and environment	52	52	49	54	51	53	52	51	50	53	54	49	54	51	52	49	61	50	47	52	54	47	42	48
Rubbish collections	76	75	83	76	76	78	72	76	75	74	76	76	76	79	78	64	80	80	74	76	80	74	83	71
Recycling collections	67	67	69	67	67	70	63	63	67	66	68	64	69	68	69	54	74	72	63	65	67	71	59	61
Bulk rubbish collections	63	62	72	65	61	66	61	62	58	59	64	60	65	68	63	54	67	65	56	64	65	58	60	58
Walliston Transfer Station	75	75	82	75	75	76	77	74	71	70	77	72	77	75	74	52	74	75	69	79	84	65	64	72
Natural disaster education etc.	58	58	57	55	60	57	57	55	58	57	57	58	58	55	55	51	54	60	61	60	58	56	52	56
Animal and pest control	54	54	62	56	52	55	52	51	57	53	58	53	54	55	52	42	54	58	53	57	59	48	45	50
Food, health, noise and pollution	53	53	52	53	53	51	52	55	59	58	55	53	52	54	50	41	58	62	44	55	52	49	48	54

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## MARKYT Community Trends Window™

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

In the City of Kalamunda's Community Trends Window, detailed overleaf, most services are ideally located in Window 1. They are higher performing areas that continue to improve. The **stand out improvers** are:

- City's online engagement tool (up 9 points)
- Natural disaster education, prevention and relief (up 6 points)
- Parking management (up 6 points)
- Customer service (up 5 points)

Window 2 includes lower performing areas that are improving. Celebrate progress and continue to work on areas such as how the community is consulted.

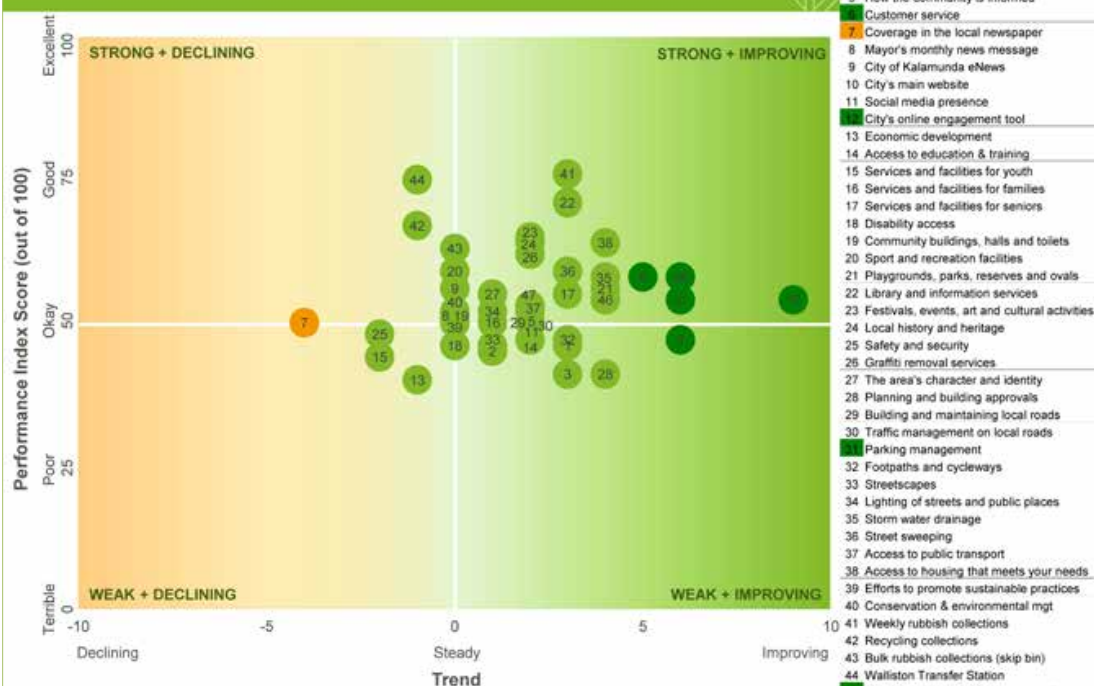
Window 4 includes lower performing areas in decline. The main concern is coverage of City related issues in the local newspaper, followed by youth services, safety and security, and economic development.



MARKYT 84

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## MARKYT Community Trends Window™





## Local community priorities

## MARKYT Community Priorities Window™

In the City of Kalamunda's Community Priorities Window, detailed overleaf, most services are ideally located in windows A + B. They are high performing areas, receiving average ratings between okay and excellent.

Perceived **strengths** in Window A (green dots) include:

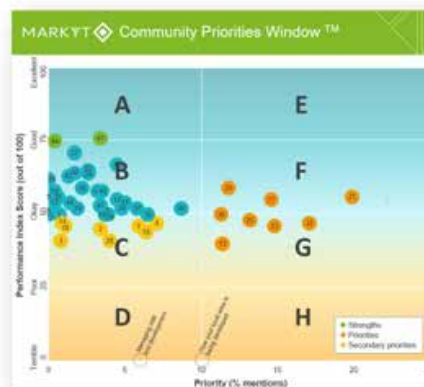
- Weekly rubbish collections
- Walliston Transfer Station

Moving forward, the community would like Council to **prioritise** services and facilities in Windows F + G (orange dots):

- Playgrounds, parks, reserves and ovals
- Footpaths and cycleways
- Streetscapes
- Area's character and identity
- Safety and security
- Traffic management
- Economic development
- Sport and recreation centres

Other **lower performing areas** to address, where average performance is below okay (Window C, yellow dots), include:

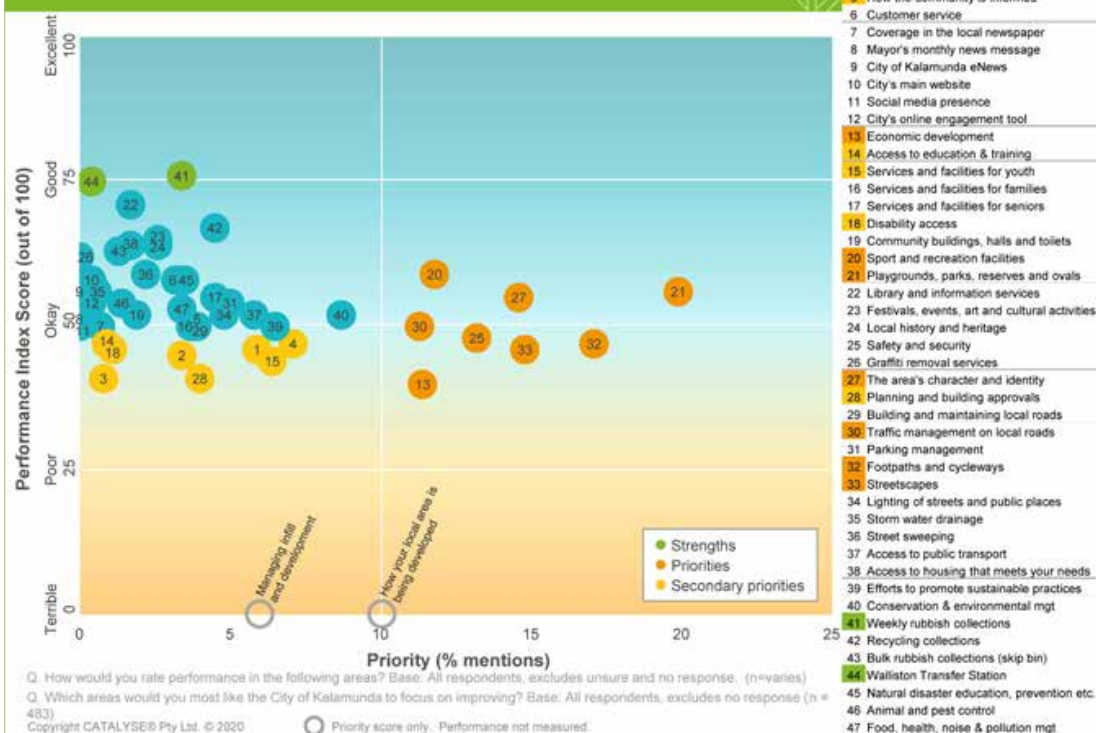
- Value for money
- Council's leadership, openness and transparency
- How the community is consulted and informed
- Youth services
- Disability access
- Planning and building approvals
- Access to education and training



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## MARKYT Community Priorities Window™





## Community Action Plan Playgrounds, parks, reserves and ovals

Challenges	Community Voices
<ul style="list-style-type: none"> <li>Parks and public spaces are in poor condition               <ul style="list-style-type: none"> <li>– Stirk Park has been specifically mentioned as having poor maintenance and facilities</li> <li>– Some mentions of concerns with parks in outer suburbs (e.g. Forrestfield and Kalamunda)</li> </ul> </li> <li>Parents are dissatisfied with the quality of park facilities for children and families</li> <li>There is a lack of facilities and activities for youth</li> </ul>	<p>"Maintain parks and recreation grounds, most are in a terrible condition and unfinished."</p> <p>"All the parks I go to with my kids need a lot of maintenance. It would be good to see parks upgraded and maintained."</p> <p>"Retention of trees, bushland, natural landscapes... Retention and upgrading of public open space."</p> <p>"Outdoor community areas. Would love to see a great playground and BBQ area in Forrestfield."</p> <p>"Improved facilities for kids like interactive playgrounds, cycle trails, nature scapes etc."</p> <p>"Parks for children and youths to play on. Stirk Park is the most easily accessible one for our children to ride to. 6yrs, 10 and 13. They won't play there and I really can't blame them."</p> <p>"Develop an adventure playground in Stirk Park and improve the existing playground there."</p> <p>"A more interactive playground for older kids."</p> <p>"Providing suitable leisure activities for children and youth e.g. a skate park and bicycle area near green parks. A fenced dog exercise area in Kalamunda or Gooseberry Hill."</p> <p>"Put as much effort into parks etc. in other suburbs to match the standard in Kalamunda itself. Some parks look so neglected. Also hope a dog park goes ahead as its really needed."</p>
<h3 style="margin: 0;">Community Driven Actions</h3> <ol style="list-style-type: none"> <li>1. Improve maintenance and upgrade facilities at local parks and public open spaces</li> <li>2. Provide natural community spaces</li> <li>3. Make parks and playgrounds more engaging</li> <li>4. Provide more activities for youth</li> <li>5. Improve exercise equipment at local parks</li> <li>6. More dog friendly parks and exercise areas</li> </ol>	

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## Community Action Plan Sport and recreation facilities

Challenges	Community Voices
<ul style="list-style-type: none"> <li>The pool, gym and recreation centre are not meeting community needs</li> <li>Lack of recreation and fitness opportunities to meet different community needs (e.g. youth, adult, seniors, outdoor fitness, etc)</li> </ul>	<p>"The Kalamunda pool. Needs upgrading in the present position. Heated all year facility with hot showers."</p> <p>"Indoor pool/aquatic centre in the city of Kalamunda. The current pool facilities in Kalamunda are only seasonal, expensive and open times limited. City of Kalamunda needs to invest in our families and encourage us to want to stay."</p> <p>"Updated recreational facilities such as an indoor swimming pool and gym / community centre."</p> <p>"Gym facilities at the top of the hill (Kalamunda) such as live longer stronger program."</p> <p>"Improving the recreation facilities. The current gym in Forrestfield is small and needs updating."</p> <p>"Get a decent leisure centre built that has a pool that is usable and open the same hours as Beatty Park. I live in Kalamunda but all services I utilise are outside of the area because of such poor services. Crappy gym that is never open on weekends and is set up for seniors/pool that is a disgrace and never open at times that allow you to lap swim before or after work."</p> <p>"Update Kalamunda water park, Ray Owen upgrade to more courts."</p> <p>"Hartfield Recreation Centre needs to be 'Bulldozed' and start again! (Mills Park Beckenham is a great example). Aquatic Centre in Wattle Grove."</p> <p>"Half court basketball areas around suburbs, one at Kostera Oval would be fantastic or allow access to high school courts. Hurry up and complete skate park, and if no money for now then add/upgrade to existing one in Canning Rd. Believe me the kids want a better skate park now! And the existing site is still fit for purpose."</p>
<h3 style="margin: 0;">Community Driven Actions</h3> <ol style="list-style-type: none"> <li>1. Provide an upgraded aquatic centre with an indoor facility, heated pool, hot showers and affordable pricing, that is open year round</li> <li>2. Upgrade the gym and recreation centre and provide an improved range of activities</li> <li>3. Provide more facilities (e.g. skate parks, extra basketball courts, etc)</li> </ol>	

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## Community Action Plan Streetscapes

Challenges	Community Voices
<ul style="list-style-type: none"> <li>Trees and verges are unattractive and overgrown in some areas</li> <li>Unightly</li> <li>Restricts footpath access and impairs views</li> <li>Poor weed management</li> <li>Fire hazards</li> <li>Lack of trees in other areas</li> </ul>	<p>"Streetscape on major roads ugly especially Lesmurdie and Kalamunda road verges."</p> <p>"Clearing trees off side of road where traffic coming up to driveways, impairing view and almost causing accidents. Removing huge trees overhanging houses."</p> <p>"Council needs to have a plan to visit and treat all street trees and verges without having to be told by ratepayers they need attention."</p> <p>"Cleaning of verge along Kalamunda Road from intersection of Scenic Rd to around about, (1st) in Kalamunda, cutting, trimming growing trees and weeds causing a fire danger."</p> <p>"Improving residential streetscapes i.e. planting of trees on verges where there is no trees."</p> <p>"Brighten up our main streets and tidy up unimproved lots - many are fire hazards. Keep up a better street tree maintenance program and/or encourage and allow residents to trim trees etc themselves. Be proactive about street tidying rather than reactive."</p> <p>"Improving the quality of streetscape, verges, tidiness and historical character of Kalamunda. We look rather scruffy at the moment with scruffy verges, weeds, leaf litter, poor road and pavement surfaces and lack of overall visual coordination throughout the village of Kalamunda."</p> <p>"Area beautification and fixing up all the eyesore properties around the main town."</p> <p>"Looking after the 'outer' suburbs. Would like to see areas like Forrestfield and High Wycombe cleaned up. Verges cared for."</p> <p>"Making High Wycombe look respectable like Kalamunda. Not approving shabby looking housing estates and fences like the ones corner of Wittenoom and Kalamunda Rd. Terrible introduction to High Wycombe."</p>
<h3 style="background-color: #4CAF50; color: white; margin: 0; padding: 2px;">Community Driven Actions</h3> <ol style="list-style-type: none"> <li>Proactive and regular maintenance of verges and street trees (mowing, tree pruning, rubbish removal, etc) to improve appearance and safety</li> <li>Planting of street trees, and replacement of dead and inappropriate trees</li> <li>Create a consistent sense of place with planning policies and beautification of streetscapes – for residential and commercial properties</li> </ol>	<div style="text-align: right;">  91         </div>


## Community Action Plan Footpaths and cycleways

Challenges	Community Voices
<ul style="list-style-type: none"> <li>Footpaths are considered to be dangerous in some areas due to poor maintenance and overgrown plants along verges</li> <li>Poor pedestrian and cyclist access along major roads and in the town centre</li> <li>Issues with cyclists and cars sharing the road</li> <li>Some mentions of issues with mountain bikes riding through native bush</li> </ul>	<p>"Footpaths and streetscape in the Kalamunda town centre, Haynes Street footpaths are a danger and been that way for years with just "patching" undertaken."</p> <p>"Upgrade and maintain footpaths to a good standard."</p> <p>"Improving infrastructure for cycling and walking, especially for local residents."</p> <p>"Footpaths along main bus routes - particularly Hawtin Rd."</p> <p>"The footpaths on Sultana Road East are non-existent, making it difficult to walk with a pram. I would love to see better parks and safer streets to walk on with the right accessible footpaths."</p> <p>"Extend the footpath in Huntly St, GH for parents and children so they don't have to walk on the road."</p> <p>"Cycling infrastructure to link the hills to city cycleways e.g. a dedicated cycle lane on Welshpool and Canning Rd."</p> <p>"Improved access to the central areas without the need for a vehicle. Better internal public transport to local areas and cycle paths on main roads, e.g. Canning to support more sustainable modes of transport."</p> <p>"Get designated paths for road cyclists or get them off the roads. Ban mountain bike riders from Jorgensen Park and Kalamunda National Park."</p> <p>"Improve and signpost walk trails."</p> <p>"Roads/cycleways/footpaths, Mountain bike trail networks/tourism opportunities."</p>
<h3 style="background-color: #4CAF50; color: white; margin: 0; padding: 2px;">Community Driven Actions</h3> <ol style="list-style-type: none"> <li>Provide dedicated cycle paths and lanes to improve safety for all users</li> <li>Improve footpath and cycleway connectivity</li> <li>Repair and upgrade footpaths (surfaces, width of paths, and clean up verges)</li> <li>Improve walking trails and signage</li> <li>Provide and promote a designated network of mountain bike trails to protect native bush</li> </ol>	<div style="text-align: right;">  92         </div>

## Community Action Plan Area's character and identity

Challenges	Community Voices
<ul style="list-style-type: none"> <li>• Kalamunda is losing its identity as being a "home in the forest"; losing the country town, village, hills vibe</li> <li>• Main shopping area is unattractive</li> <li>• New building design in the town centre is inconsistent</li> </ul>	<p>"Retaining and improving the unique character of Kalamunda in its buildings and streetscapes especially in the town centre e.g. by not allowing buildings of more than two storeys in the centre, by planting more street trees."</p> <p>"Keeping our town centre looking inviting not dumping any old building that doesn't fit in with the built environment."</p> <p>"Maintaining character, no more A-One or Centro approvals preserve Haynes Streetscape."</p> <p>"The Village looks uninviting with all the mixed facades and run-down buildings. Let's clean it up and make it consistent. You can maintain the heritage aspects in modern buildings which would make for a much more appealing place to come. And please make the owners of that vacant block next to the Drop do something with it, it is an eyesore."</p> <p>"Township needs improvement. No more units. Remove Red Rooster it is an eyesore first thing you see when coming into Kalamunda."</p> <p>"Please retain our Home in the Forest and our village atmosphere, it's what makes the area unique."</p> <p>"Control of development. I have lived here over 40 years and have seen "a home in the forest" turn into a very average looking suburb."</p> <p>"Keeping a country, village style/feel within a hills environment. Stop the modernisation! Stop reducing block sizes in Kalamunda, Gooseberry Hill and Lesmurdie."</p> <p>"The City of Kalamunda should focus on keeping as much bushland and larger properties as they are. No more subdividing of larger blocks. We have a lot of wildlife around our area that need all the bushland they can get to survive. Our area used to be like a little country town, and it is quickly changing due to all the subdivisions. Please don't allow the property developers to destroy what is left of our bushland."</p>
<h3 style="margin: 0;">Community Driven Actions</h3> <ol style="list-style-type: none"> <li>1. Review the planning policy to preserve and maintain the local character and identity:             <ul style="list-style-type: none"> <li>• Commercial developments to be consistent with the historic character of the town centre</li> <li>• Maintain residential block sizes; restrict subdivisions</li> <li>• New housing to complement the surrounding area</li> </ul> </li> <li>2. Re-create a vibrant, attractive and inviting community and shopping hub in the town centre</li> </ol>	<div style="text-align: right;">  93         </div>

## Community Action Plan Safety and security

Challenges	Community Voices
<ul style="list-style-type: none"> <li>• Crime in residential areas - break-ins, burglaries and theft</li> <li>• Break-ins of local businesses</li> <li>• Hooning and antisocial behaviour</li> </ul>	<p>"Improve safety in the area, especially considering the recent sweep of break and enters to local shops. A police presence would be helpful."</p> <p>"Worrying number of break-ins to local businesses."</p> <p>"There also needs to be better police presence in the hills as there is too many B&amp;E's happening."</p> <p>"We need local police as a priority."</p> <p>"More police patrols, a police station, far too many break-ins."</p> <p>"Increased drive by security and street surveillance."</p> <p>"More focus on anti social behaviour within the shire with additional security patrols."</p> <p>"Security in the form of a central police station and more CCTV."</p> <p>"Increased police presence... Security cameras at intersections leading out of the areas to assist in solving crime..."</p> <p>"Police presence and availability in order to reduce antisocial behaviour mainly on the roads but also with property damage and break-ins."</p> <p>"Taking hoons off the road more police out there to stop the bad behaviour."</p> <p>"Getting speed humps in your street to prevent hoons."</p>
<h3 style="margin: 0;">Community Driven Actions</h3> <ol style="list-style-type: none"> <li>1. Increased Police presence</li> <li>2. Establish a local Police station</li> <li>3. Security patrols</li> <li>4. Install more CCTV</li> <li>5. Improved street lighting and traffic calming</li> </ol>	<div style="text-align: right;">  94         </div>



Community Action Plan Traffic management on local roads	
Challenges	Community Voices
<ul style="list-style-type: none"> <li>Population increase has led to more traffic congestion</li> <li>Heavy vehicles driving through the area, and taking shortcuts through residential areas</li> <li>Speeding and hooning on local roads</li> <li>Issues with pedestrian access across main roads and in the town centre</li> </ul>	<p>"Traffic management through Forrestfield particularly access to Tonkin Hwy."</p> <p>"Traffic management - increase in units has increased vehicles in Kalamunda area. More roundabouts to allow residents to access Canning Road safely instead of taking risks."</p> <p>"Install round about on corner Canning Rd and Seymore Rd."</p> <p>"Tonkin Hwy / Welshpool Road intersection overpass required."</p> <p>"Diverting all types of heavy vehicle traffic away from residential areas."</p> <p>"Speed of traffic through Kalamunda, stop huge trucks taking a short cut through Kalamunda."</p> <p>"Action required immediately and ongoing on improving continual hooning on Williams to Zig Zag."</p> <p>"Speed enforcement its terrible around the local area. Back street LED signs slow down."</p> <p>"Speedhump to slow down vehicles in new infill areas."</p> <p>"Reduced road speeds on Canning Road to facilitate the elderly, disabled, and children crossing the road."</p> <p>"Addressing the dangerous situation on Haynes St in regard to crossings that look like pedestrian crossings but are not."</p> <p>"More pedestrian crossings FEWER SPEED HUMPS - very confusing"</p>
Community Driven Actions	
<ol style="list-style-type: none"> <li>1. Improve intersections to keep traffic flowing safely (roundabouts, lights, overpasses)</li> <li>2. Slow down traffic on local roads (modified speed limits, traffic calming, signage)</li> <li>3. Modify roads to restrict access (e.g. Zigzag road, Haynes Rd, local traffic only in suburbs)</li> <li>4. More pedestrian crossings; replace speed bumps in town centre with pedestrian crossings</li> </ol>	
 95	

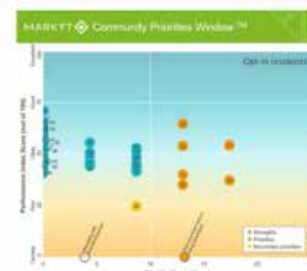
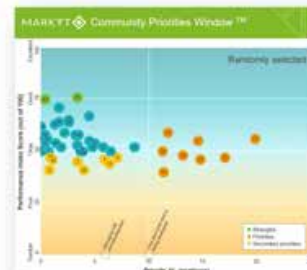
Community Action Plan Economic development	
Challenges	Community Voices
<ul style="list-style-type: none"> <li>Local shopping areas are unappealing – poor overall appearance, vibrancy and range of retail options for visitors</li> <li>Local businesses are struggling or have closed</li> <li>Lack of local job opportunities</li> </ul>	<p>"The local town centre. There are a lot of empty shops and closed businesses. Derelict buildings not being sold/used."</p> <p>"Create more local jobs for local people."</p> <p>"I think you seriously need to address the "death" of Haynes street as a central village location - its terrible and we have lost so many businesses. This street should be key to a village revitalization program."</p> <p>"Making Kalamunda a home in hills again - not a place for chain stores and cafes. Decent shops and improving Haynes Street which is a dump at the moment. If the idea is to make sure there are lots of villas and units for the elderly - please remember that elderly people too like decent shops without having to shop outside the city."</p> <p>"Keeping local business going. Not building modern looking buildings. Not allowing places like Aldi to come up, which ultimately had a disastrous affect on CRABBS IGA closing its doors which was an iconic place for over 80 years... Shire not letting money be the reason for allowing foreign business to set up in the area."</p> <p>"More retail opportunities for young people i.e. fast food. Less focus keeping on Kalamunda in the 1970's and start approving permits and applications to keep Kalamunda open after 5pm..."</p> <p>"Do more in High Wycombe. The Coles store is too small. We need more variety stores like Spotlight e.g."</p> <p>"Improved shopping options up the hill by support from council for larger retailers."</p> <p>"We need a total reinvigoration of the Kalamunda town site. We have to attract more visitors so businesses will open and invest in the area. Realistically more visitors can only come from tourists. To attract tourists (and they will return) we need a world class attraction. The restored zigzag railway would do this."</p>
Community Driven Actions	
<ol style="list-style-type: none"> <li>1. Greater support for local businesses:             <ul style="list-style-type: none"> <li>Revitalise shopping areas to attract more businesses, shoppers and visitors</li> <li>Restrict the entry of larger competitors and chain stores into the area (though not everyone agrees)</li> <li>Easier approvals process for new ventures</li> </ul> </li> <li>2. New and restored tourism attractions to attract more visitors to the local area</li> <li>3. Create more local job opportunities</li> </ol>	
 96	

## How did priorities differ among respondents who opted in?

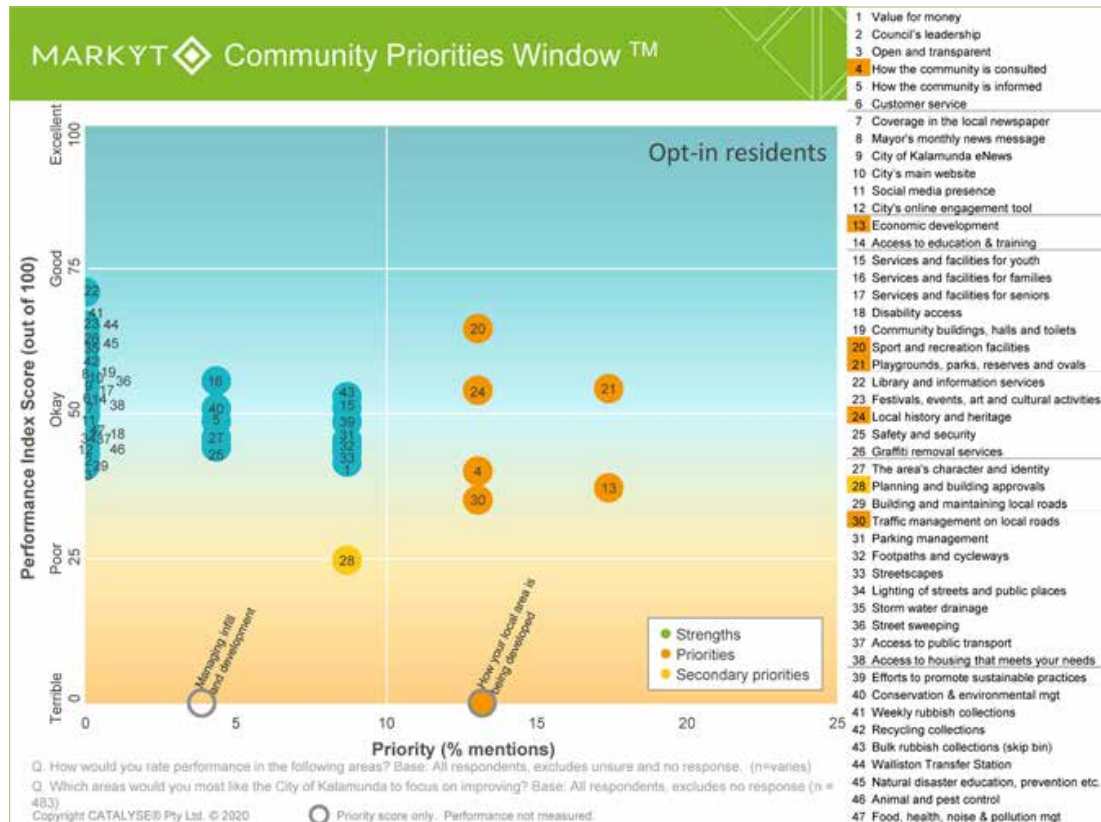
A Community Priorities Window for residents who were randomly selected (top, right) has been compared to residents who opted in to complete a scorecard (bottom, right). The key observations are:

- Residents who opted in provided slightly lower performance ratings (average rating was 51) compared to residents who were randomly selected (average rating was 54).
- Both groups placed **playgrounds, parks, reserves and ovals** in their top 2 priorities.
- Economic development** and **community consultation** were higher priorities among residents who opted in.
- Both groups mentioned the following priorities: sport and recreation centres, traffic management, how the local area is being developed, and how local history and heritage is being preserved and promoted.

A detailed MARKYT Priorities Window for residents who opted in is provided overleaf.



MARKYT 97



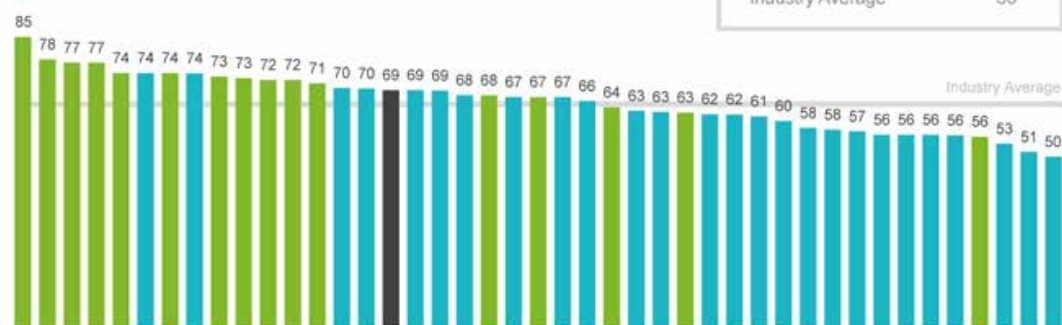


## Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Kalamunda as a 'place to live' and as a 'governing organisation'. The City of Kalamunda's overall performance index score is 69 out of 100, 3 index points above the industry standard for Western Australia.

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

■ City of Kalamunda  
■ Metropolitan Councils  
■ Regional Councils



**MARKYT Industry Standards**  
Performance Index Score



City of Kalamunda 69  
Industry High 85  
Industry Average 66

MARKYT 100

## How to read the MARKYT Benchmark Matrix™

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

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

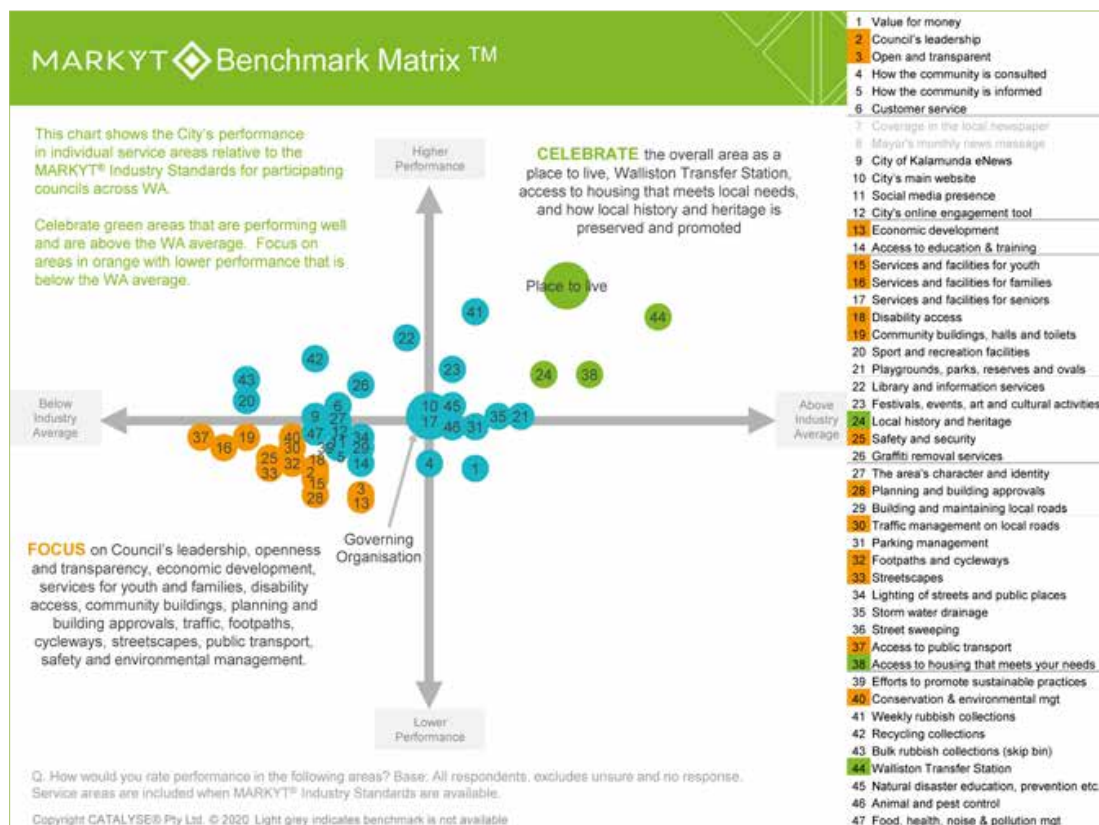
Councils aim to be on the right side of this line, with performance ABOVE the MARKYT® Industry Standard.

This line represents Council's average performance for all individual measure. As it represents the average, around half of the service areas will be placed above the line, and around half will be positioned below the line.



MARKYT 101

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## Recommendations

- Celebrate improved performance** across a number of service areas, in particular with the City's online engagement tool, natural disaster education, prevention and relief, parking management and customer service.
- Develop a campaign to **share good news stories** with Council, staff and the community.
- Engage the community to a) close the feedback loop, sharing key insights from the MARKYT® Community Scorecard and b) **formulate more detailed recommendations** for Council's consideration to address local community priorities for improved playgrounds, parks and reserves, sport and recreation centres, footpaths and cycleways, streetscapes, character and identity, safety, traffic and economic development.
- Review the City's **Strategic Community Plan**, supporting plans and budget to ensure they reflect local community needs and priorities. Improve communication of the City's strategies for addressing the top priorities to demonstrate that the City is listening and responding to community feedback.
- Engage with local residents and ratepayers to develop a **strong, clear vision** for the future. Improve the Vision Score from 33% to 61% to close the gap with the best performing council. The City is well placed to do this. Councils that have achieved leading Vision Scores have done so with revitalisation plans (i.e. Cities of Kwinana and Busselton).
- Take a more active leadership and advocacy role in relation to **climate change** and **community wellbeing** (including mental health). 2 in 3 residents support further action by the City in these areas.
- Invest in building a comprehensive **local community database**. Developing a database that includes demographic profiling will assist the City to better meet community needs in future with targeted communication and engagement.



## City of Kalamunda

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