## 2022 Local Government Community Satisfaction Survey

# Glen Eira City Council

Coordinated by the Department of Jobs, Precincts and Regions on behalf of Victorian councils



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## **Background and objectives**



The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.

Now in its twenty-third year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- · decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

When coupled with previous data, the survey provides a reliable historical source of the community's views since 1998. A selection of results from the last ten years shows that councils in Victoria continue to provide services that meet the public's expectations.

#### Serving Victoria for 23 years

Each year the CSS data is used to develop this Statewide report which contains all of the aggregated results, analysis and data. Moreover, with 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

# Key findings and recommendations



## **Glen Eira City Council – at a glance**

#### **Overall council performance**

Results shown are index scores out of 100.



Glen Eira 69



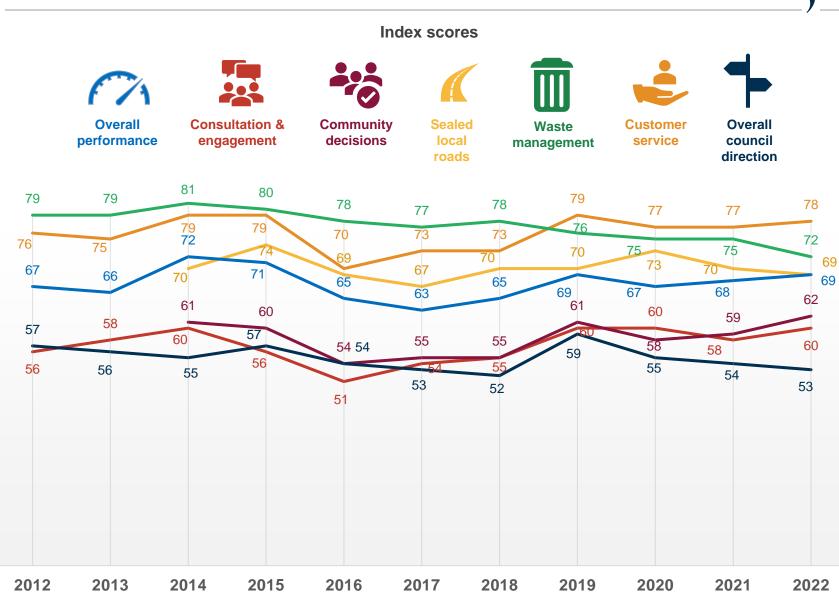
State-wide 59



## Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
to erage	Sealed local roads	None
Compared to State-wide average	Local streets & footpaths	
Co State	Community decisions	
to ige	Appearance of public areas	None
Compared to group average	Environmental sustainability	
gr c	Informing the community	

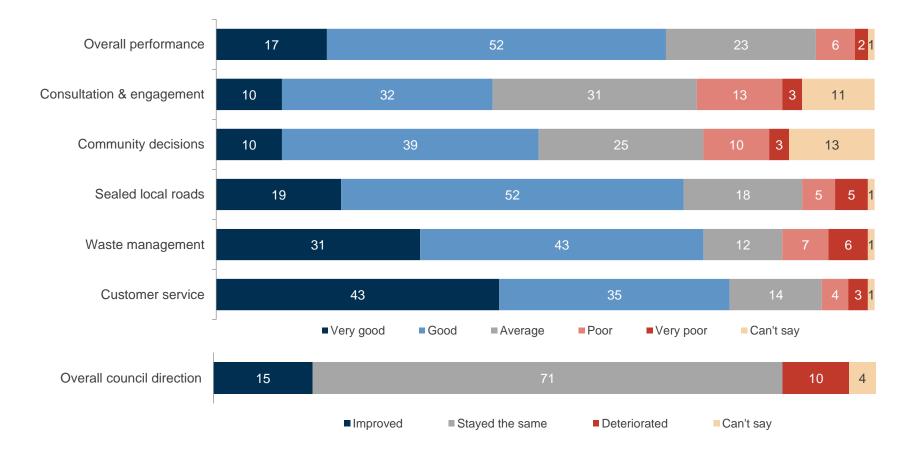
## **Summary of core measures**



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## **Summary of core measures**

#### Core measures summary results (%)



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## **Summary of Glen Eira City Council performance**



Services		Glen Eira 2022	Glen Eira 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
<i>(7</i> )	Overall performance	69	68	65	59	Aged 18-34 years, Rosstown Ward residents	Aged 50-64 years
S	Value for money	65	64	61	53	Rosstown Ward residents, Aged 18-34 years	Aged 50-64 years
+	Overall council direction	53	54	53	50	Rosstown Ward residents, Aged 18-34 years	Aged 35-49 years
÷	Customer service	78	77	72	68	Aged 18-34 years	Aged 50-64 years
<u>.</u>	Appearance of public areas	77	78	72	71	Aged 18-34 years	Aged 50-64 years
'n.	Recreational facilities	76	78	73	69	Tucker Ward residents, Aged 35-49 years	Camden Ward residents, Aged 50-64 years, Rosstown Ward residents
<b>\$</b>	Art centres & libraries	76	75	73	73	Aged 65+ years	Aged 50-64 years
	Waste management	72	75	71	68	Aged 65+ years	Aged 50-64 years
	COVID-19 response	70	72	67	69	Women, Rosstown Ward residents	Men

Significantly higher / lower than Glen Eira City Council 2022 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.

## Summary of Glen Eira City Council performance

Services	5	Glen Eira 2022	Glen Eira 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
	Sealed local roads	69	70	65	53	Aged 18-34 years	Aged 65+ years
Ż	Enforcement of local laws	68	66	65	63	Aged 18-34 years	Aged 50-64 years
ŵ	Environmental sustainability	68	64	63	61	Rosstown Ward residents	Camden War residents
8.7	Community & cultural	67	67	65	65	Aged 65+ years	Aged 35-49 years, Men
	Family support services	67	65	66	65	Aged 35-49 years	Aged 50-64 years
hin	Local streets & footpaths	66	66	63	57	Aged 18-34 years	Aged 50-64 years
	Informing the community	66	64	62	59	Aged 18-34 years	Aged 50-64 years
	Elderly support services	66	65	65	67	Aged 65+ years	Aged 18-34 years
-	Community decisions	62	59	59	54	Aged 18-34 years	Aged 50-64 years
	Disadvantaged support serv.	62	62	63	62	Rosstown Ward residents	Tucker Ward residents

58

57

61

58

Parking facilities

**A** 

Aged 50-64

years

Aged 18-34

years

## **Summary of Glen Eira City Council performance**

Services		Glen Eira 2022	Glen Eira 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
	Bus/community dev./tourism	60	56	59	60	Aged 65+ years	Aged 50-64 years
	Consultation & engagement	60	58	58	54	Aged 18-34 years	Aged 35-49 years
	Town planning policy	58	56	55	54	Aged 18-34 years	Aged 50-64 years
<u>*</u>	Lobbying	57	56	55	53	Women, Rosstown Ward residents	Aged 50-64 years, Camden Ward residents, Men
	Planning & building permits	57	51	54	50	Aged 18-34 years	Aged 50-64 years
***	Population growth	55	52	52	52	Aged 18-34 years	Aged 35-49 years

## Focus areas for the next 12 months





Glen Eira City Council's overall performance index experienced a (not significant) one-point increase over the last 12 months, and has been relatively stable over time. Performance ratings remained steady across most individual service areas, but significant improvements occurred in the areas of business and community development and tourism, planning and building permits, and environmental sustainability.

Key influences on perceptions of overall performance Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance, namely, decisions made in the interest of the community. Following this, the more moderately influential but lower rated service areas of town planning and population growth should be prioritised as areas for improvement in the year ahead. Sustaining its strong performance in waste management and the appearance of public areas will also help to boost overall performance perceptions.

Comparison to state and area grouping Positively, Council rates significantly above both the State-wide and Metropolitan group averages on the majority of service areas evaluated. Council rates significantly above the State-wide but in line with the group average on waste management; in line with the State-wide but significantly above the group average on COVID-19 response; and in line with both the State-wide and group averages on family, elderly and disadvantaged support and community and cultural services, and business and community development and tourism.

Maintain gains achieved to date

Over the next 12 months, Council should strive to consolidate and build upon its strong performance in the appearance of public areas by emulating through other cohorts the strong results that have been achieved here among 18 to 34 year olds. Council should look to restore positive perceptions among 50 to 64 year olds, given they tend to be more critical of its performance and currently have the highest rate of contact. Good communication and transparency in its decision making will also be important moving forward.

# DETAILED FINDINGS



The overall performance index score of 69 for Glen Eira City Council marks a marginal improvement on the 2021 result and its highest rating since 2019.

Glen Eira City Council's overall performance is now rated statistically significantly higher (at the 95% confidence interval) than both the State-wide and Metropolitan group averages (index scores of 59 and 65 respectively).

- Overall performance is rated highest among residents aged 18 to 34 years and those in the Rosstown Ward (both with an index score of 73 – significantly higher than average among the former).
- Conversely, overall performance is rated lowest among 50 to 64 year-old residents (index score of 62).
- Since the previous evaluation, ratings among 18 to 34 year olds saw a significant five-point improvement

Almost three in five residents (59%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. A further 26% rate Council as 'average', while just 11% rate it as 'very poor' or 'poor' in terms of providing value for money.

Council's performance in providing value for money in infrastructure and services provided (index score of 65) is rated significantly higher than both the State-wide and group averages (index scores of 53 and 61 respectively).







#### 2022 overall performance (index scores)

#### 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

18-34		73▲	68	70	73	68	66	65	71	73	70	75
Rosstown Ward		73	n/a									
Women		71	69	68	70	65	62	67	71	73	65	68
65+	6	9	72	69	72	63	67	70	74	73	65	71
Glen Eira	6	9	68	67	69	65	63	65	71	72	66	67
Tucker Ward	6	9	n/a									
Men	67		67	67	68	65	64	63	72	71	66	66
Camden Ward	67		n/a									
35-49	67		65	67	67	65	62	64	72	74	64	58
Metro	65▼		67	66	67	65	64	66	67	n/a	n/a	n/a
50-64	62		67	61	63	62	57	60	65	67	62	64
State-wide	59▼		61	58	60	59	59	59	60	61	60	60

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glen Eira City Council, not just on one or two issues,

BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

Note: Please see Appendix A for explanation of significant differences.



#### 2022 Glen Eira 21 17 52 23 2021 Glen Eira 21 15 49 29 2020 Glen Eira 16 49 2019 Glen Eira 19 46 21 2018 Glen Eira 10 50 3 2017 Glen Eira 12 40 3 2 37 2016 Glen Eira 16 3 2 2015 Glen Eira 18 54 22 3 11 2014 Glen Eira 21 47 22 28 2013 Glen Eira 51 11 10 2012 Glen Eira 22 12 State-wide 2 10 6 Metro 47 3 1 13 Camden Ward 3 1 11 Rosstown Ward 54 21 4 1 **Tucker Ward** 18 49 22 Men 49 16 Women 55 12 18-34 15 35-49 16 21 50-64 14 65+ 21 42 4 2 2 29 Can't say Very good Good Average Poor Very poor

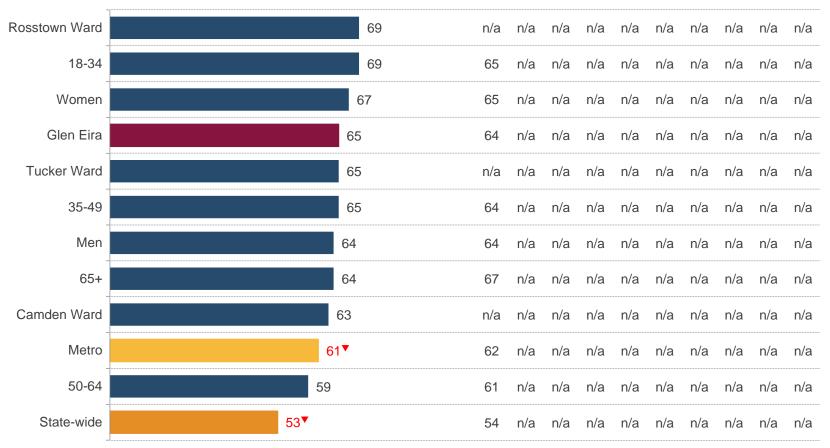
#### 2022 overall performance (%)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glen Eira City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor? Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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## Value for money in services and infrastructure

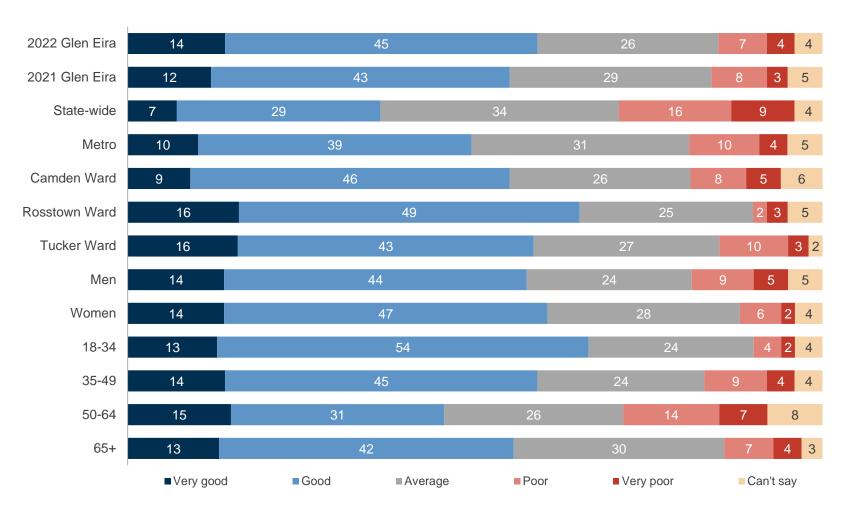
#### 2022 value for money (index scores)



#### 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q3b. How would you rate Glen Eira City Council at providing good value for money in infrastructure and services provided to your community? Base: All respondents. Councils asked State-wide: 66 Councils asked group: 15 Note: Please see Appendix A for explanation of significant differences.

## Value for money in services and infrastructure



2022 value for money (%)

Q3b. How would you rate Glen Eira City Council at providing good value for money in infrastructure and services provided to your community? Base: All respondents. Councils asked State-wide: 66 Councils asked group: 15

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## **Top performing service areas**



Positively, Council performs significantly higher than both the State-wide and Metropolitan group averages and in each of these service areas.

The appearance of public areas is shown to have a moderate to strong influence on perceptions of Council's overall performance, so upholding and building upon these positive results should remain a focus in the coming 12 months.

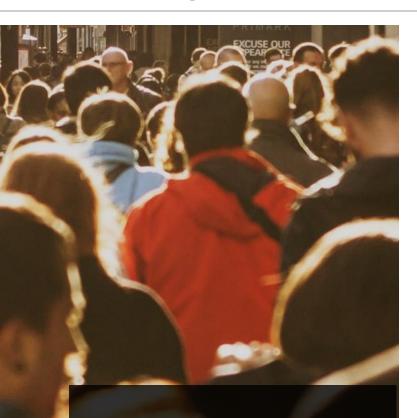
Of note, ratings of Council's performance in the area of environmental sustainability increased significantly in the last 12 months, and are now at an equal series high.

In multiple service areas, ratings among 18 to 34 year olds are significantly higher than average and significantly improved since the last evaluation.

Council's strong performance in the aforementioned areas is further highlighted by the fact that one in five residents (21%) volunteer parks and gardens as the best thing about Council, while 15% nominate recreational / sporting facilities, and 6% nominate either libraries or environmental aspects.



## Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of population growth (index score of 55). Population growth (index score of 55) is the service area where Council rates lowest, followed by planning and building permits and lobbying on behalf of the community (both with an index score of 57).

Despite improvements on the 2021 results, population growth and planning and building permits continue to exhibit the largest disparity between importance and performance perceptions (20-point differential).

General town planning policy is another area where Council performs relatively less well (index score of 58).

The need for Council to further recover its performance in these service areas is also underpinned by the fact that one in ten residents identify either inappropriate / over development (11%) or town planning / permits / red tape (10%) as the areas most in need of improvement.

Town planning and the related of area of planning for population growth have a moderate to strong influence on perceptions of overall performance, so it will be important for Council to bolster its performance in these areas to improve overall performance ratings in the coming 12 months.

Residents aged 50 to 64 years are the most critical of Council's performance in most areas evaluated, indicating this cohort warrant extra attention in the year ahead.

## Individual service area performance



#### 2022 individual service area performance (index scores)

		204		J 2019	2010	2017	2010	2013	2014	2013	2012
Appearance of public areas		77 78	78	81	77	75	76	78	79	75	74
Recreational facilities		76 78	80	79	77	75	76	80	80	77	77
Art centres & libraries		76 75	78	78	74	76	75	78	81	76	76
Waste management		72 75	75	76	78	77	78	80	81	79	79
COVID-19 response	-	70 72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	6	9 70	73	70	70	67	69	74	70	n/a	n/a
Enforcement of local laws	68	3 66	68	67	65	64	63	69	67	65	65
Environmental sustainability	68	3 64	66	68	63	63	60	68	65	66	63
Community & cultural	67	67	72	71	67	69	68	70	74	68	66
Family support services	67	65	70	70	67	65	70	69	72	66	66
Local streets & footpaths	66	66	70	69	66	66	68	67	69	65	68
Informing the community	66	64	63	64	59	61	59	65	62	61	61
Elderly support services	66	65	69	67	65	67	69	70	72	68	67
Community decisions	62	59	58	61	55	55	54	60	61	n/a	n/a
Disadvantaged support serv.	62	62	63	63	62	62	63	66	66	62	64
Parking facilities	61	58	59	54	56	55	52	61	60	58	56
Bus/community dev./tourism	60	56	61	63	57	57	58	61	58	57	57
Consultation & engagement	60	58	60	60	55	54	51	56	60	58	56
Town planning policy	58	56	55	56	49	49	49	52	56	57	56
Lobbying	57	56	55	57	54	52	51	57	57	54	54
Planning & building permits	57	51	52	52	48	46	46	49	56	56	53
Population growth	55	52	53	52	48	48	44	n/a	54	53	53

#### 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16 Note: Please see Appendix A for explanation of significant differences.

## Individual service area performance

#### 2022 individual service area performance (%)

Appearance of public are Recreational facilitie Art centres & librarie Waste manageme COVID-19 response Sealed local road Enforcement of local law Environmental sustainabil Community & culture Family support service Local streets & footpat Informing the communi Elderly support service Community decision Disadvantaged support set Parking facilitie Bus/community dev./touris Consultation & engageme Town planning poli Lobbyii Planning & building perm Population grow

eas	29			52			13 3 <mark>1</mark> 2
ties	30			44		18	3 <mark>21</mark> 4
ries	26			42		18	2 12
ent	32			43		12	7 6 1
nse	18		38		27	3	3 <mark>1</mark> 13
ads	19		52	2		18	5 5 <mark>1</mark>
aws	12	4	14		23	4 2	15
ility	15		42		25		6 <mark>1</mark> 11
ural	14	4	.0		28	5	1 13
ces	10	34		22	22	3	1
aths	19		44			24	9 4 1
nity	15		44		25	5	10 2 4
ces	10	27		26	3 1	33	
ons	10	39			25		3 13
erv.	6	27	22	6		37	
ties	9	44			32	_	9 4 2
ism	6	32		33		9 <mark>1</mark>	19
ent	10	32		31		13	3 11
licy	6	34		26	1	1 5	17
/ing	4	28		29	92		28
nits	7	30		25	10	6	22
wth	5	29		27	14	5	20
	■Very good	Good	■Averag	ge 📕 F	Poor	Very poor	Can't say

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

## Individual service area importance



#### 2022 individual service area importance (index scores)

Waste management	85	84	84	84	83	82	83	79	80	80	81
Community decisions	81	82	80	80	79	81	80	79	79	n/a	n/a
Elderly support services	80	80	78	77	76	78	80	77	78	77	79
Local streets & footpaths	79	79	78	76	79	78	80	76	77	79	75
Recreational facilities	78	75	75	72	74	75	76	72	74	75	73
Sealed local roads	78	76	76	75	75	78	79	72	75	n/a	n/a
Planning & building permits	77	78	75	75	77	78	75	74	75	73	73
Disadvantaged support serv.	76	77	73	72	72	73	75	74	72	73	73
Environmental sustainability	76	78	75	76	73	74	75	73	73	71	72
Town planning policy	76	77	74	72	72	75	75	71	72	71	70
Informing the community	76	75	73	73	71	72	77	73	73	71	73
Appearance of public areas	75	76	74	72	75	75	78	73	74	73	72
Population growth	74	75	75	78	77	77	78	n/a	74	73	72
Family support services	74	74	73	72	73	74	75	73	73	73	71
Consultation & engagement	73	73	72	72	72	73	75	72	71	70	70
Art centres & libraries	72	70	70	66	69	69	70	69	71	67	70
Parking facilities	71	72	71	74	73	74	74	70	72	70	69
Lobbying	70	68	67	68	69	70	70	67	68	67	64
Enforcement of local laws	69	69	69	69	70	73	73	70	70	71	68
Community & cultural	64	63	60	59	60	62	63	60	62	59	60
COVID-19 response	62	66	n/a								
Bus/community dev./tourism	59	61	55	54	56	58	57	55	56	56	55

#### 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10 Note: Please see Appendix A for explanation of significant differences.

## Individual service area importance

#### 2022 individual service area importance (%)

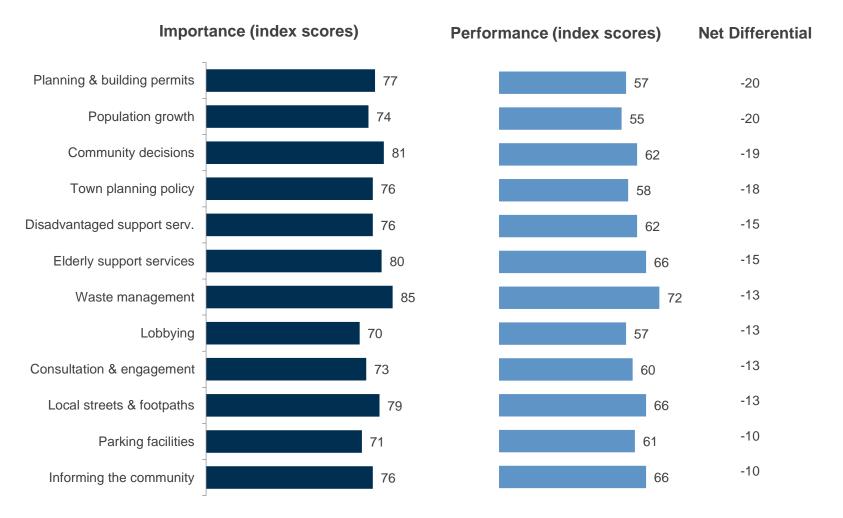
Waste management Elderly support services Community decisions Recreational facilities Local streets & footpaths Sealed local roads Planning & building permits Disadvantaged support serv. Appearance of public areas Town planning policy Environmental sustainability Population growth Consultation & engagement Informing the community Family support services Art centres & libraries Parking facilities Lobbying Enforcement of local laws Community & cultural COVID-19 response Bus/community dev./tourism

50		42	2	8 1				
40		45		11 <mark>31</mark>				
41		43						
32	50			16 2				
38		44		16 21				
34	46	3		16 21				
32	46		1	19 21				
34	43		16	5 <mark>1</mark> 2				
26	49		22	3				
29	46		20	33				
37	38		19	5 1				
31	43		18	6 21				
24	50		21	4 2				
34	39		24	3 1				
27	45		22	4 11				
22	50		21	4 11				
24	45		24	7				
27	38 43		24 25	6 3 2				
11	43		37	8 21 6 11				
20	30	29	37 12					
12 27		44		13 21				
r								
Extremely important	Very important		Fairly important					
Not that important	Not at all important		Can't say					

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10 **J W S** R E S E A R C H 24

## Individual service areas importance vs performance

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary.



Note: Net differentials are calculated based on the unrounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

## Influences on perceptions of overall performance



The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

• Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

Following on from that, other individual service areas with a moderate to strong influence on the overall performance rating are:

- Waste management
- Planning for population growth
- The appearance of public areas
- Town planning
- Family support services.

Looking at these key service areas only, the appearance of public areas and waste management have a high performance index (77 and 72 respectively) and a reasonably strong influence on the overall performance rating. Maintaining these positive results should remain a focus but there is greater work to be done elsewhere.

Other service areas that have a moderate to strong influence on overall perceptions but perform relatively less well are town planning and the related of area of planning for population growth (performance index of 58 and 55 respectively).

It will also be important to consult with local residents and address their concerns about key planning issues, particularly population growth, to help shore up overall perceptions of Council performance.

## **Regression analysis explained**



We use regression analysis to investigate which individual service areas, such as community consultation, condition of sealed local roads, etc. (the independent variables) are influencing respondent perceptions of overall council performance (the dependent variable).

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service.
   Service areas appearing on the right side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

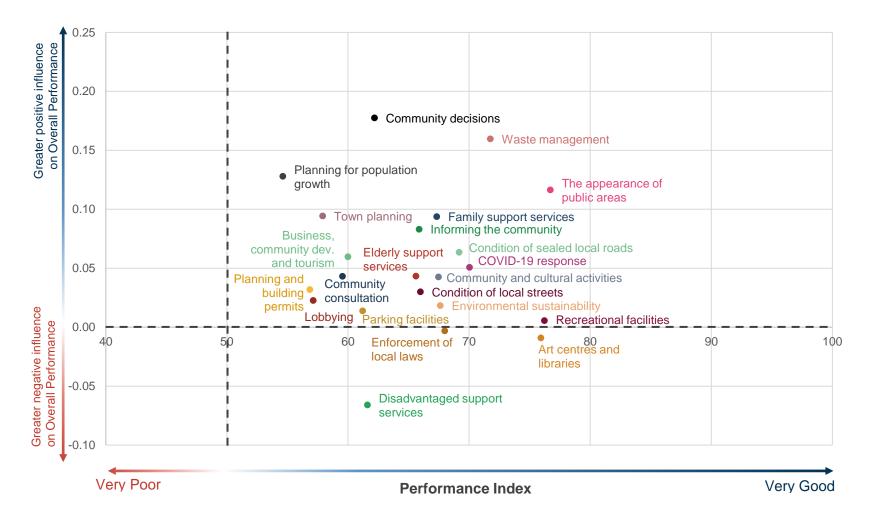
The regressions are shown on the following two charts.

- 1. The first chart shows the results of a regression analysis of *all* individual service areas selected by Council.
- 2. The second chart shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.

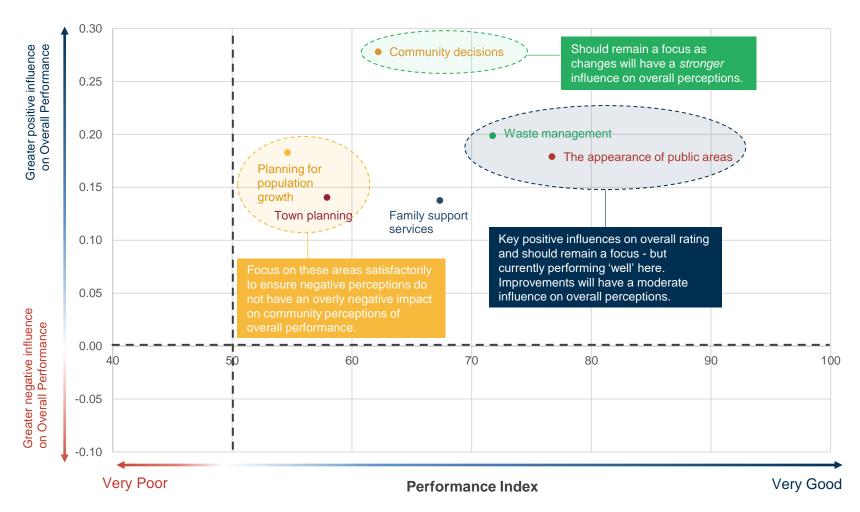
## Influence on overall performance: all service areas

#### 2022 regression analysis (all service areas)



The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.649 and adjusted  $R^2$  value of 0.629, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 31.83. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

## Influence on overall performance: key service areas



#### 2022 regression analysis (key service areas)

The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.619 and adjusted  $R^2$  value of 0.613, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 106.54.

# Best things about Council and areas for improvement

W)

#### 2022 best things about Council (%) - Top mentions only -

Parks and Gardens

Waste Management

**Customer Service** 

Environmental

Community

Public Areas

**Road/Street Maintenance** 

Green Waste/Bins/Food

A verbatim listing of responses to these questions can be found in the accompanying dashboard.

**Recreational/Sporting Facilities** 

Generally Good - Overall/No Complaints

Library/Mobile Library/Facilities/Services/Staff

Engagement/Involvement/Communication

Recycling/Composting/New System/FOGO

2022 areas for improvement (%) - Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Glen Eira City Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether? Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8 Q17. What does Glen Eira City Council MOST need to do to improve its performance? Base: All respondents. Councils asked State-wide: 47 Councils asked group: 12

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# Customer service



## **Contact with council and customer service**

#### **Contact with council**

Two thirds of households (67%) have had contact with Glen Eira City Council in the last 12 months. Rate of contact is eight percentage points higher than last year – driven largely by significantly increased contact rates among 18 to 34 year olds.

Telephone (38%) remains the most common method of contacting Council, followed by email (28%) and Council's website (18%). The rate of email contact increased by nine percentage points in the last year.



Among those residents who have had contact with Council, 78% provide a positive customer service rating of 'very good' or 'good', including 43% of residents who rate Council's customer service as 'very good'.

#### **Customer service**

Council's customer service index of 78 marks a one-point increase from 2021 and is close to the peak rating last achieved in 2019. Customer service now is rated significantly higher than the State-wide and Metropolitan group averages (index scores of 68 and 72 respectively).

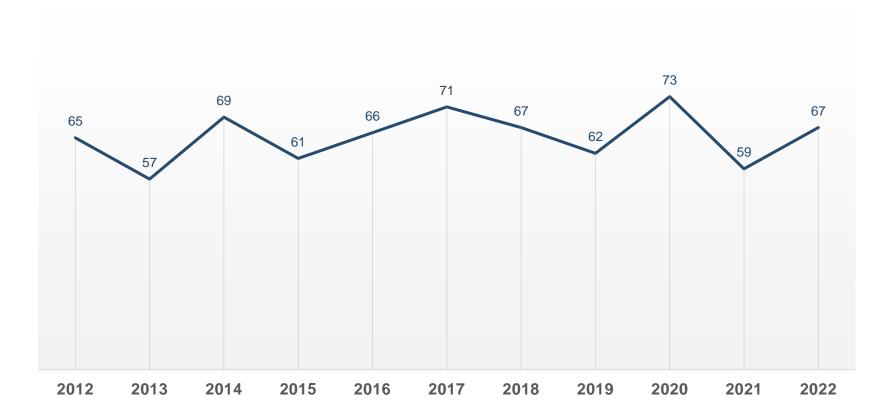
- Customer service ratings improved significantly among 18 to 34 year olds (index score of 82) and are at their highest recorded level.
- Conversely, perceptions among 50 to 64 year olds declined significantly (index score of 72, down 13 points from the series-high seen in the last evaluation).
- Perceptions of customer service are highest among residents who most recently had in-person contact with Council (index score of 93 – noting this is a small sample size and should be treated with caution).
- While based on small sample sizes, perceptions of customer service via social media improved significantly, and declined significantly for text message transactions.

It is recommended that extra attention be paid to interactions with 50 to 64 year-old residents in coming 12 months, given they currently have the highest rate of contact with Council but the least positive perceptions of its overall performance.

## **Contact with council**



#### 2022 contact with council (%) Have had contact



Q5a. Have you or any member of your household had any recent contact with Glen Eira City Council in any of the following ways? Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

## **Contact with council**



#### 2022 contact with council (%)

#### 50-64 Rosstown Ward n/a 35-49 Women Glen Eira Camden Ward n/a 65+ Men **Tucker Ward** n/a State-wide Metro n/a n/a n/a 18-34

Q5a. Have you or any member of your household had any recent contact with Glen Eira City Council in any of the following ways? Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8 Note: Please see Appendix A for explanation of significant differences.

#### JWSRESEARCH

## **Customer service rating**

#### 2022 customer service rating (index scores)

			2021	2020	2019	2010	2017	2010	2013	2014	2013	2012
18-34		82	72	79	80	75	66	57	73	71	75	77
Rosstown Ward		81	n/a									
Women		79	78	80	80	74	75	74	79	81	75	82
Tucker Ward		79	n/a									
Glen Eira		78	77	77	79	73	73	70	79	79	75	76
35-49		77	75	73	77	73	77	76	81	84	74	73
65+		77	81	81	81	71	77	77	83	83	75	81
Men		76	76	74	79	72	70	66	79	75	76	69
Camden Ward		73	n/a									
50-64		72	85	74	79	73	74	72	78	79	76	75
Metro		72▼	74	74	76	72	71	73	73	n/a	n/a	n/a
State-wide	68	3▼	70	70	71	70	69	69	70	72	71	71
-												

#### 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q5c. Thinking of the most recent contact, how would you rate Glen Eira City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received. Base: All respondents who have had contact with Council in the last 12 months. Councils asked State-wide: 67 Councils asked group: 16 Note: Please see Appendix A for explanation of significant differences.

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## **Customer service rating**

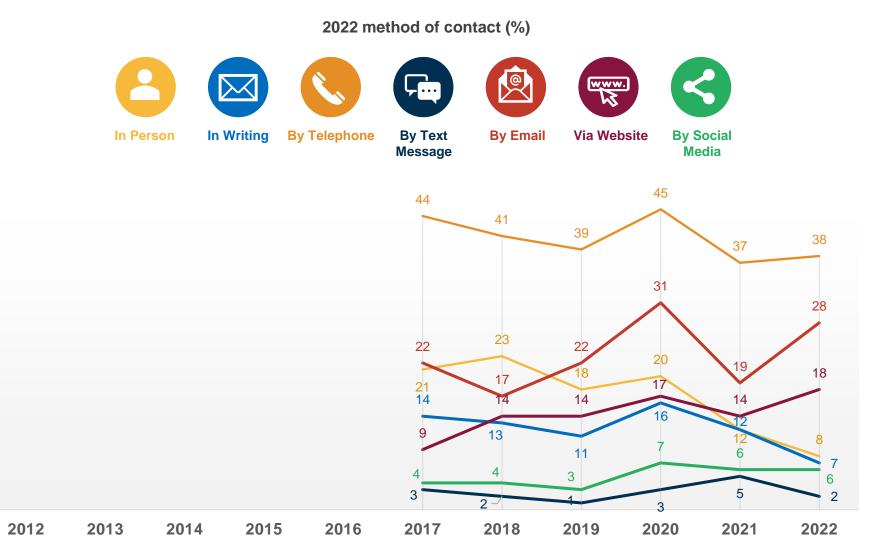


#### 2022 customer service rating (%)

2022 Glen Eira	43		35		14 <b>4</b> 3 <b>1</b>
2021 Glen Eira	45		32	13	4 5 <mark>2</mark>
2020 Glen Eira	39		35	15	4 3 3
2019 Glen Eira	42		39		12 231
2018 Glen Eira	30		46	13	5 4 2
2017 Glen Eira	38		32	17	8 4 1
2016 Glen Eira	33	3	7	14	8 8
2015 Glen Eira	44		37		8 7 2 2
2014 Glen Eira	43		37		12 <b>3</b> 3 1
2013 Glen Eira	36		39	13	6 3 2
2012 Glen Eira	40		32	17	5 3 3
State-wide	30	35		18	9 7 1
Metro	35		35	16	7 5 1
Camden Ward	35		38	14	6 5 2
Rosstown Ward	48		33		13 <b>4 11</b>
Tucker Ward	45		34		14 3 4 1
Men	39		40		12 4 5
Women	46		31		16 <u>4 2 1</u>
18-34	52		33		9 3 3
35-49	40		36	13	5 4 2
50-64	36		33	18	4 7 2
65+	38		37	18	3 5 2 1
	■ Very good	Good ■Average	Poor	/ery poor	Can't say

Q5c. Thinking of the most recent contact, how would you rate Glen Eira City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received. Base: All respondents who have had contact with Council in the last 12 months. Councils asked State-wide: 67 Councils asked group: 16

#### Method of contact with council



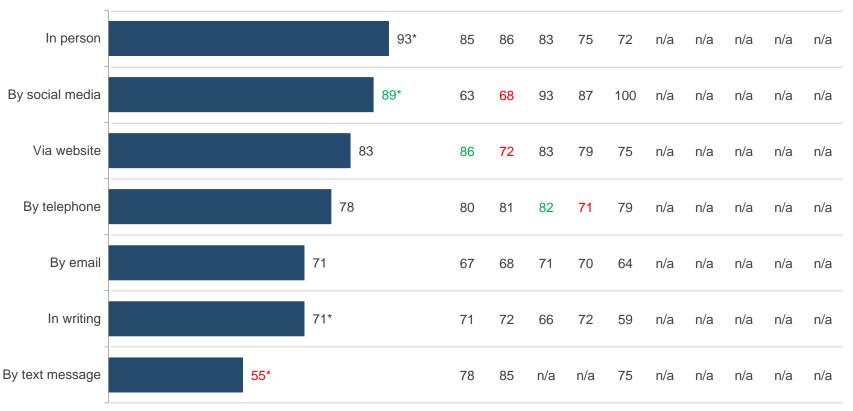
Q5a. Have you or any member of your household had any recent contact with Glen Eira City Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

Note: Respondents could name multiple contacts methods so responses may add to more than 100%

#### **Customer service rating by method of last contact**

2022 customer service rating (index score by method of last contact)

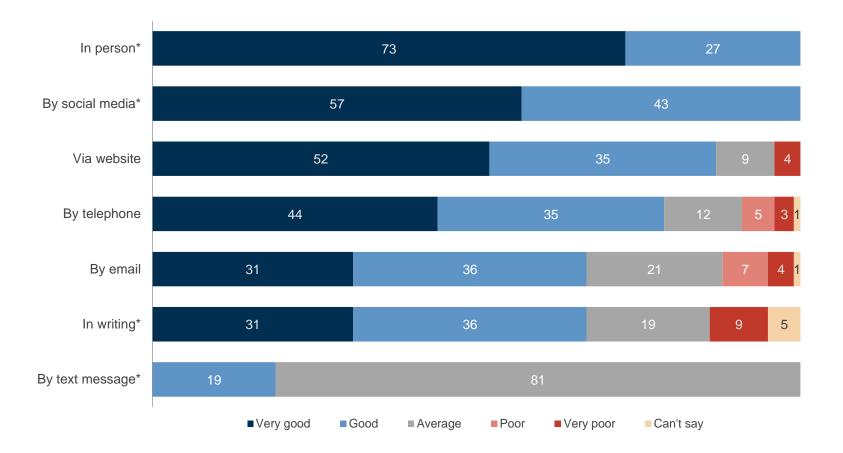


2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q5c. Thinking of the most recent contact, how would you rate Glen Eira City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received. Base: All respondents who have had contact with Council in the last 12 months. Councils asked State-wide: 25 Councils asked group: 8 Note: Please see Appendix A for explanation of significant differences. \*Caution: small sample size < n=30

### **Customer service rating by method of last contact**

2022 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Glen Eira City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received. Base: All respondents who have had contact with Council in the last 12 months. Councils asked State-wide: 25 Councils asked group: 8 \*Caution: small sample size < n=30

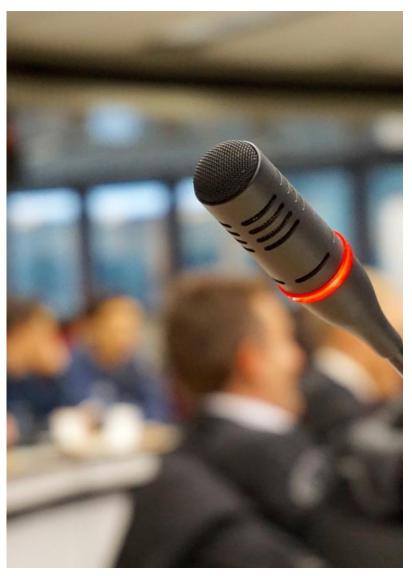
### Communication

# **W**

### Communication

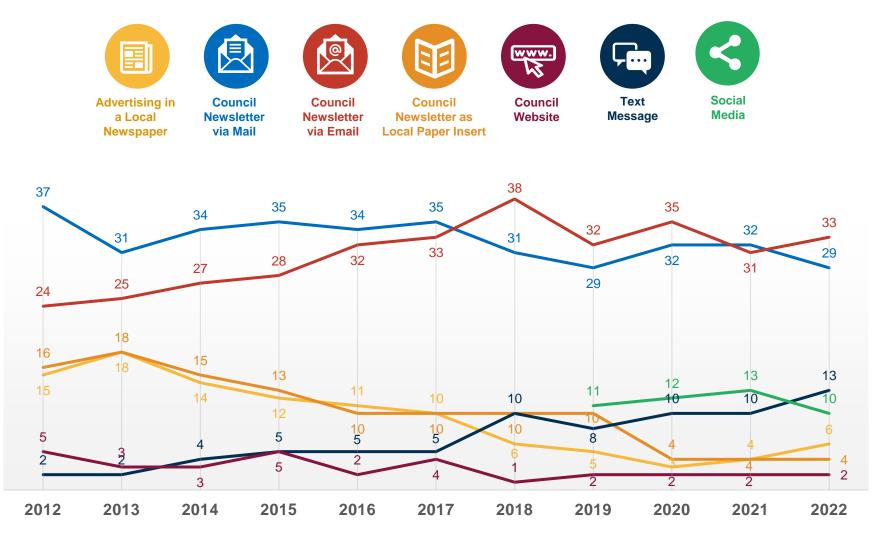
The preferred form of communication from Council about news and information and upcoming events remains newsletters sent via email (33%) or mail (29%).

- Among residents aged <u>under 50 years</u>, emailed newsletters (38%) continue to be increasingly preferred over the mailed format (20%). Preference for text message communication (18%) has increased steadily over the course of the past 10 years, now overtaking social media (15%).
- Among those aged <u>over 50 years</u>, the preference is reversed from the resident base at large, with mailed newsletters (42%) ahead of email (26%).



#### **Best form of communication**

#### 2022 best form of communication (%)



Q13. If Glen Eira City Council was going to get in touch with you to inform you about Council news and information and upcoming events,

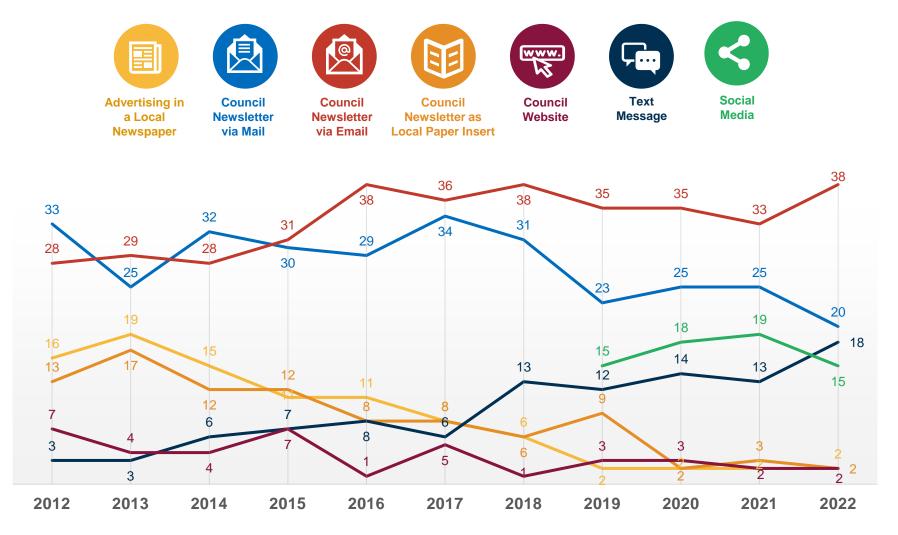
which ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.

#### **Best form of communication: under 50s**

#### 2022 under 50s best form of communication (%)



Q13. If Glen Eira City Council was going to get in touch with you to inform you about Council news and information and upcoming events,

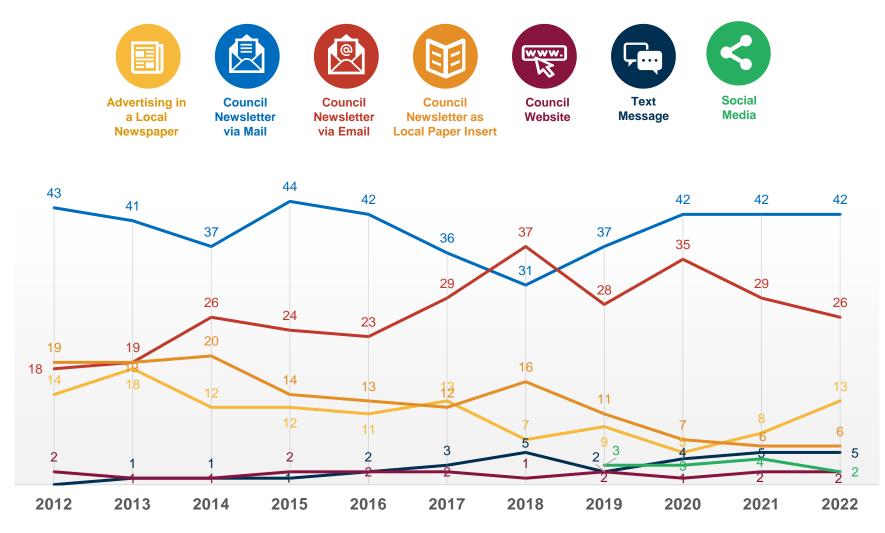
which ONE of the following is the BEST way to communicate with you?.

Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.

#### **Best form of communication: over 50s**

2022 over 50s best form of communication (%)



Q13. If Glen Eira City Council was going to get in touch with you to inform you about Council news and information and upcoming events,

which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged over 50. Councils asked State-wide: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.

### **Council direction**

### **Council direction**

Perceptions of the direction of Council's overall performance have declined slightly by one index point (index score of 53), for a second consecutive year.

Over the last 12 months, 15% of residents believe the direction of Council's overall performance has improved (compared to 16% in 2021).

An increased majority (71%, up three percentage points) believe it has stayed the same and 10% think it has deteriorated (compared to 9% in 2021).

- The most satisfied with council direction are Rosstown Ward residents and those aged 18 to 34 years.
- The <u>least</u> satisfied with council direction are those aged 35 to 49 years.







#### **Overall council direction last 12 months**

#### 2022 overall council direction (index scores)

Rosstown Ward n/a 18-34 Women 65+ Glen Eira Metro n/a n/a n/a **Tucker Ward** n/a Men 50▼ State-wide Camden Ward n/a 50-64 35-49 

 $2021 \ \ 2020 \ \ 2019 \ \ 2018 \ \ 2017 \ \ 2016 \ \ 2015 \ \ 2014 \ \ 2013 \ \ 2012$ 

Q6. Over the last 12 months, what is your view of the direction of Glen Eira City Council's overall performance? Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16 Note: Please see Appendix A for explanation of significant differences.

#### **Overall council direction last 12 months**

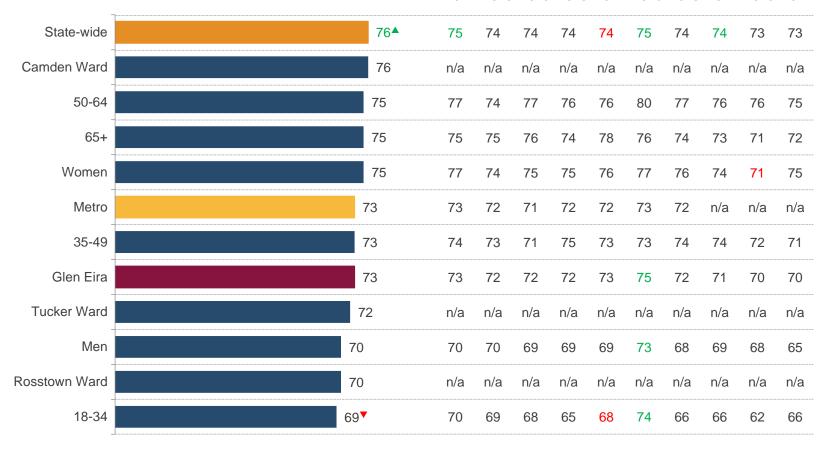
#### 2022 overall council direction (%)

2022 Glen Eira	15		71		10	4
2021 Glen Eira	16		68		9	7
2020 Glen Eira	20		64		11	5
2019 Glen Eira	23		6	7	6	4
2018 Glen Eira	18		66		14	3
2017 Glen Eira	18		62		14	6
2016 Glen Eira	18		64		11	7
2015 Glen Eira	21		66		7	6
2014 Glen Eira	17		67		7	9
2013 Glen Eira	20		66		8	5
2012 Glen Eira	20		68		7	6
State-wide	17		62		16	5
Metro	16		68		11	6
Camden Ward	13		67		13	7
Rosstown Ward	18		74			6 2
Tucker Ward	15		72		10	3
Men	12		75		11	3
Women	18		68		9	6
18-34	13		83			22
35-49	12		68		15	5
50-64	18		58		19	5
65+	18		65		11	6
		■ Improved	■ Stayed the same	Deteriorated	Can't say	

# Individual service areas

### **Community consultation and engagement importance**

2022 consultation and engagement importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8 Note: Please see Appendix A for explanation of significant differences.

### **Community consultation and engagement importance**

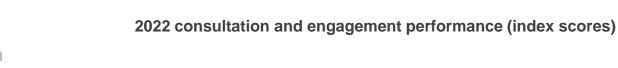


2022 consultation and engagement importance (%)

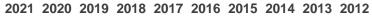
2022 Glen Eira	24	50		21	4 2
2021 Glen Eira	29	40		24	4 1 2
2020 Glen Eira	29	39		24	7 1
2019 Glen Eira	26	40		29	31
2018 Glen Eira	25	43		25	6 <mark>1</mark> 1
2017 Glen Eira	28	40		26	4 <mark>1</mark> 1
2016 Glen Eira	31	40		23	4 2
2015 Glen Eira	25	44		24	5 <mark>1</mark> 1
2014 Glen Eira	26	40		29	4 <mark>1</mark> 1
2013 Glen Eira	23	38		30	7 1
2012 Glen Eira	24	40		28	6 12
State-wide	32	43		20	3 <mark>1</mark> 1
Metro	27	44		23	4 <mark>1</mark> 1
Camden Ward	32	42		23	2
Rosstown Ward	17	54		22	7
Tucker Ward	22	52		19	33
Men	22	48		22	5 3
Women	25	51		21	2 11
18-34	13	61		18	6 2
35-49	28	41		27	12
50-64	34	38		24	4
65+	28	48		18	4 <mark>1</mark> 1
	<ul><li>Extremely important</li><li>Not that important</li></ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul><li>Fairly important</li><li>Can't say</li></ul>		

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

### **Community consultation and engagement performance**



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18-34	65▲	56	62	62	58	56	46	56	57	61	57
Rosstown Ward	62	n/a									
Tucker Ward	61	n/a									
Women	61	56	60	61	54	53	55	59	59	58	58
Glen Eira	60	58	60	60	55	54	51	56	60	58	56
65+	59	61	63	59	49	57	54	60	61	57	59
Men	58	59	61	59	57	55	46	53	60	58	53
Metro	58	59	58	58	57	57	58	58	n/a	n/a	n/a
50-64	56	55	52	55	53	46	51	54	54	56	58
Camden Ward	56	n/a									
35-49	55	58	61	62	57	55	53	54	66	55	50
State-wide	54▼	56	55	56	55	55	54	56	57	57	57

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months? Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16 Note: Please see Appendix A for explanation of significant differences.

### **Community consultation and engagement performance**

2022 consultation and engagement performance (%)





2022 Glen Eira	10	32	31		13	3 11
2021 Glen Eira	8	34	30		13	5 11
2020 Glen Eira	13	33	23		14	5 11
2019 Glen Eira	12	29	33		12	3 12
2018 Glen Eira	9	27	34		14	6 9
2017 Glen Eira	7	26	35		15	6 10
2016 Glen Eira	7	21	31	18	8	15
2015 Glen Eira	7	29	34		17	2 12
2014 Glen Eira	10	29	33		11	2 14
2013 Glen Eira	7	27	40		10	3 13
2012 Glen Eira	5	32	30		14 4	15
State-wide	8	29	32		16	8 8
Metro	9	32	32		12	5 10
Camden Ward	7	29	35		14	4 12
Rosstown Ward	15	31	30		12	2 10
Tucker Ward	10	35	28		12	2 12
Men	9	36	28		14	4 9
Women	12	28	33		12	1 13
18-34	9	43		28		9 11
35-49	9	22	39		15	4 11
50-64	9	28	28		20	3 11
65+	13	30	28		13	5 12
		■ Very good ■ Good	Average Poor	V	ery poor	Can't say

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months? Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

#### Lobbying on behalf of the community importance

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2022 lobbying importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7 Note: Please see Appendix A for explanation of significant differences.

### Lobbying on behalf of the community importance

2022 lobbying importance (%)

2022 Glen Eira	27	38	24	6 3 2		
2021 Glen Eira	20	40	28	7 2 3		
2020 Glen Eira	21	38	30	9 21		
2019 Glen Eira	20	40	29	8 <mark>1</mark> 1		
2018 Glen Eira	24	39	26	7 3 1		
2017 Glen Eira	25	39	26	7 11		
2016 Glen Eira	26	36	27	7 2 2		
2015 Glen Eira	18	43	28	7 2 3		
2014 Glen Eira	20	41	26	9 1 3		
2013 Glen Eira	20	40	28	10 2 <mark>1</mark>		
2012 Glen Eira	18	34	34	11 12		
State-wide	26	40	24	6 2 3		
Metro	23	40	25	7 3 3		
Camden Ward	26	34	30	8 1 <mark>1</mark>		
Rosstown Ward	30	40	19	5 3 2		
Tucker Ward	25	39	23	5 4 3		
Men	20	36	27	10 6 1		
Women	33	39	22	213		
18-34	31	42	20	24		
35-49	32	30	28	6 2 <mark>1</mark>		
50-64	19	43	27	8 3		
65+	20	36	24 10	3 7		
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul><li>Fairly important</li><li>Can't say</li></ul>			

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

#### Lobbying on behalf of the community performance



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked State-wide: 49 Councils asked group: 12 Note: Please see Appendix A for explanation of significant differences.

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### Lobbying on behalf of the community performance



	1						
2022 Glen Eira	4	28		29		9 2	28
2021 Glen Eira	5	24		26	10	3	32
2020 Glen Eira	7	21		26	12	4	30
2019 Glen Eira	7	21		29	10	3	30
2018 Glen Eira	4	24		31		10 4	26
2017 Glen Eira	4	20		27	14	5	30
2016 Glen Eira	4	18	2	8	12	5	33
2015 Glen Eira	4	24		33		7 2	29
2014 Glen Eira	3	23		29	7	2	35
2013 Glen Eira	4	19		35	1	0 2	30
2012 Glen Eira	3	23		28	11	3	31
State-wide	6	24		32		13	6 19
Metro	5	24		31		11 4	24
Camden Ward	3	20		32	7	4	34
Rosstown Ward	2	33		26		8 <mark>1</mark>	29
Tucker Ward	5	30		28		12	2 22
Men	3	25		31		10 4	26
Women	4	30		27		9 1	30
18-34	2	35		3	0	9	2 22
35-49	3	26		29	8	4	31
50-64	5	26		23	15	5	26
65+	6	22		30	9	1	32
		■ Very good	Good	■Average	Poor	Very	ooor Can't say

#### 2022 lobbying performance (%)

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked State-wide: 49 Councils asked group: 12

# **Decisions made in the interest of the community importance**

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2022 community decisions made importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6 Note: Please see Appendix A for explanation of significant differences.

# **Decisions made in the interest of the community importance**



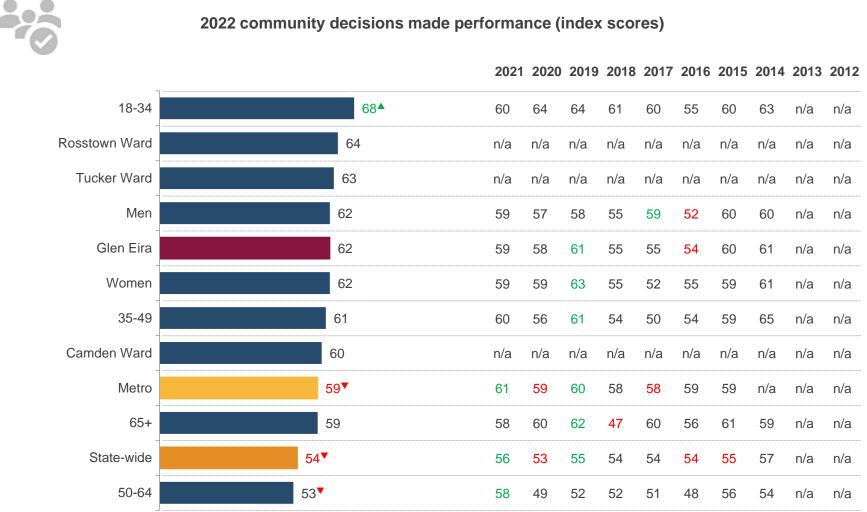
2022 community decisions made importance (%)

2022 Glen Eira	41		43	12	2 <mark>11</mark>
2021 Glen Eira	46		37	14	12
2020 Glen Eira	41		40	15 21	13
2019 Glen Eira	39		41	14	3 2
2018 Glen Eira	38		41	17 2	12
2017 Glen Eira	41		40	14	2 2
2016 Glen Eira	41		42	13	2 <mark>1</mark> 1
2015 Glen Eira	33		49	14	13
2014 Glen Eira	38		38	20	1 3
State-wide	42		40	13 2	12
Metro	39		43	13 2	12
Camden Ward	35		51	12	2
Rosstown Ward	47		45	4	21
Tucker Ward	42		37	16 <mark>1</mark>	22
Men	32		49	15 2	12
Women	50		38	9	111
18-34	46		41	11	2
35-49	39		43	11 4	3
50-64	45		46	5	4
65+	36		46	15	12
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul> <li>Fairly important</li> <li>Can't say</li> </ul>		

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

#### **Decisions made in the interest of the community** performance





Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months? Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16 Note: Please see Appendix A for explanation of significant differences.

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# **Decisions made in the interest of the community performance**



10ă 2022 community decisions made performance (%) 2022 Glen Eira 2021 Glen Eira 2020 Glen Eira 2019 Glen Eira 2018 Glen Eira 2017 Glen Eira 2016 Glen Eira Δ 2015 Glen Eira 2014 Glen Eira State-wide Metro Camden Ward Rosstown Ward 1 ∩ **Tucker Ward** Men Women 18-34 35-49 a 50-64 65+ Very good Good Average Poor Very poor Can't say

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months? Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

# The condition of sealed local roads in your area importance



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7 Note: Please see Appendix A for explanation of significant differences.

#### The condition of sealed local roads in your area importance



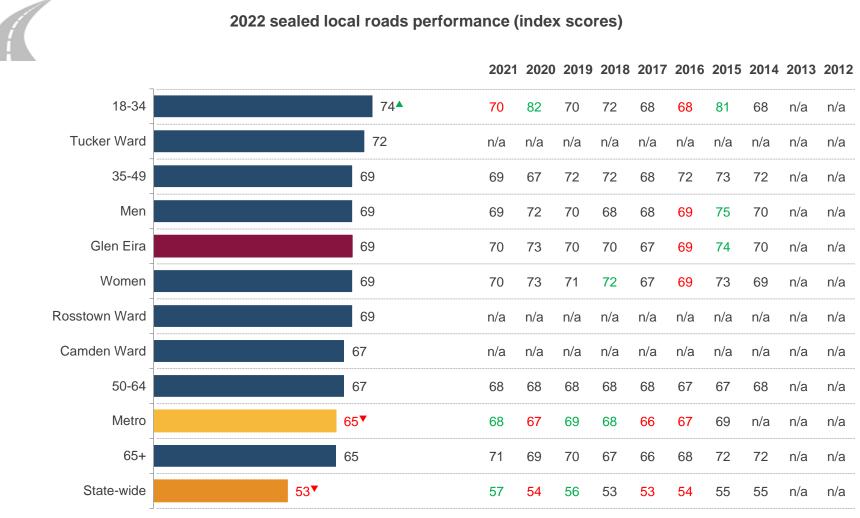
2022 sealed local roads importance (%) 2022 Glen Eira 34 21 2021 Glen Eira 30 17 211 2020 Glen Eira 31 2019 Glen Eira 26 54 3 1 27 2018 Glen Eira 2017 Glen Eira 34 45 17 2016 Glen Eira 35 47 2015 Glen Eira 22 25 2014 Glen Eira 23 54 State-wide 42 13 Metro 37 46 Camden Ward 28 49 2 Rosstown Ward 49 39 **Tucker Ward** 31 49 32 Men 2 36 Women 18-34 37 41 41 35-49 44 13 50-64 27 65+ 27 53 11 Extremely important Very important ■ Fairly important Not at all important Can't say

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

Not that important

# The condition of sealed local roads in your area performance





Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months? Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16 Note: Please see Appendix A for explanation of significant differences.

# The condition of sealed local roads in your area performance

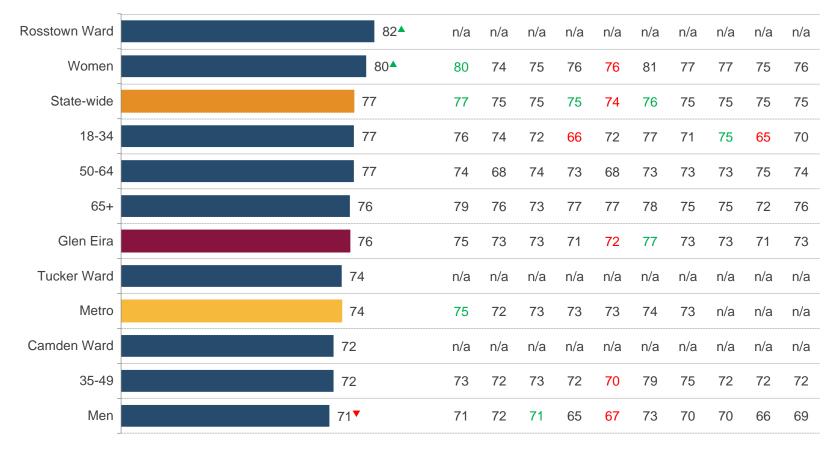


	2022 seal	ed local roads p	erforman	ce (%)		
2022 Glen Eira	19		52		18	5 5 <mark>1</mark>
2021 Glen Eira	21		45		23	7 21
2020 Glen Eira	27		45			20 4 3 1
2019 Glen Eira	26		42		20	9 21
2018 Glen Eira	21		50		19	8 2
2017 Glen Eira	19	Z	15		26	6 4 1
2016 Glen Eira	18		47		28	4 21
2015 Glen Eira	27		46			21 4 2
2014 Glen Eira	24		44		20	8 3 2
State-wide	10	31		29	17	12 1
Metro	17	43			25	9 4 1
Camden Ward	17	40	5		25	3 6 2
Rosstown Ward	12		61			19 <mark>2 5 1</mark>
Tucker Ward	24		52			13 8 3
Men	20		52		17	7 7 4
Women	18		53		20	) 3 5 2
18-34	24		5	7		11 4 4
35-49	17		58			14 6 4 <mark>1</mark>
50-64	15		53		24	8
65+	16	42			28	7 5 2
	Very good	Good	Average	Poor	Very poor	Can't say

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months? Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

#### Informing the community importance

2022 informing community importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8 Note: Please see Appendix A for explanation of significant differences.

#### Informing the community importance





2022 informing community importance (%)

2022 Glen Eira	34	39		24	3 1
2021 Glen Eira	34	38		23	31
2020 Glen Eira	27	43		24	5 <b>1</b>
2019 Glen Eira	28	39		26	4 <mark>1</mark> 1
2018 Glen Eira	29	36		27	6 2
2017 Glen Eira	27	41		25	6 <mark>1</mark>
2016 Glen Eira	38	38	3	19	4 1
2015 Glen Eira	28	45		20	6 1
2014 Glen Eira	27	45		22	4 1
2013 Glen Eira	24	40		31	5 1
2012 Glen Eira	25	46		24	4 1
State-wide	35	42		19	3 <mark>1</mark> 1
Metro	29	44		21	4 1
Camden Ward	29	34		33	21
Rosstown Ward	49		31	18	2
Tucker Ward	28	46		22	31
Men	25	39		32	3 1
Women	42		38	18	2
18-34	39	33		24	4
35-49	30	34		32	31
50-64	39	34		23	31
65+	29	50		18	<mark>21</mark> 1
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	■ Fairly importan ■ Can't say	t	

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

### Informing the community performance



2022 informing community performance (index scores)

_											
18-34	69	62	63	63	60	60	55	63	58	63	62
Rosstown Ward	68	n/a									
Tucker Ward	68	n/a									
Women	67	63	63	66	59	61	61	66	63	61	62
65+	66	66	67	67	55	67	63	67	64	61	65
Glen Eira	66	64	63	64	59	61	59	65	62	61	61
Men	64	64	64	61	58	61	56	64	62	62	60
35-49	64	65	64	66	59	59	60	67	66	58	55
Metro	62	62	62	62	61	61	63	64	n/a	n/a	n/a
Camden Ward	61▼	n/a									
50-64	60	61	57	58	58	57	58	62	62	62	63
State-wide	 59▼	60	59	60	59	59	59	61	62	61	60

2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q2. How has Council performed on 'Informing the community' over the last 12 months? Base: All respondents. Councils asked State-wide: 36 Councils asked group: 11 Note: Please see Appendix A for explanation of significant differences.

#### Informing the community performance



#### 2022 informing community performance (%)

2022 Glen Eira	15	44			25	1	0 2	4
2021 Glen Eira	15	39			28	11	3	4
2020 Glen Eira	15	41			23	14	3	3
2019 Glen Eira	19	34			29	12	2 3	3
2018 Glen Eira	13	35		29		12	8	3
2017 Glen Eira	12	36		32		14	2	3
2016 Glen Eira	12	34		30		13	6	4
2015 Glen Eira	13	43			30		11 ′	13
2014 Glen Eira	13	37		32		10	3	6
2013 Glen Eira	12	36		35		11	3	4
2012 Glen Eira	10	40		30		12	3	5
State-wide	12	35		32		13	6	3
Metro	14	38		3	30	11	4	3
Camden Ward	10	41		25		11	5 7	7
Rosstown Ward	17		49		18		12 ′	13
Tucker Ward	17	44	l i		29		7 ′	13
Men	13	44			27	Ę	) 3	4
Women	17	4	4		23	1	0 1	5
18-34	13		55		2	2	4 2	4
35-49	13	40		2	7	13	1	6
50-64	13	35		30		16		3
65+	20	38	}		25	11	3	4
	Very good	Good	Average	Poor	Very poor	Car	ı't say	

Q2. How has Council performed on 'Informing the community' over the last 12 months? Base: All respondents. Councils asked State-wide: 36 Councils asked group: 11

# The condition of local streets and footpaths in your area importance

2022 streets and footpaths importance (index scores)

W

65+ 35-49 50-64 Rosstown Ward n/a Metro n/a n/a n/a State-wide Women Glen Eira Camden Ward n/a Tucker Ward n/a Men 18-34 

2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7 Note: Please see Appendix A for explanation of significant differences.

# The condition of local streets and footpaths in your area importance



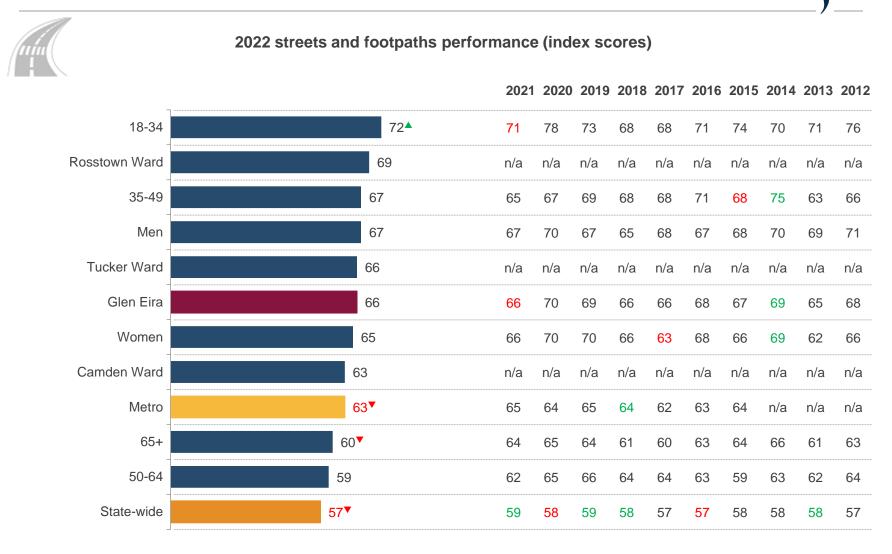


2022 streets and footpaths importance (%)

2022 Glen Eira	38		44		16	21
2021 Glen Eira	38		41		18	21
2020 Glen Eira	33		48		18	1
2019 Glen Eira	28		52		15	4 1
2018 Glen Eira	34		50		14	2
2017 Glen Eira	39		39		18	31
2016 Glen Eira	41		40		17	2
2015 Glen Eira	30	4	7		21	21
2014 Glen Eira	31		49		18	2
2013 Glen Eira	39		41		17	3
2012 Glen Eira	27	49			20	4
State-wide	41		41		14	21
Metro	41		43		14	2
Camden Ward	35		43		21	
Rosstown Ward	43		40		13	4
Tucker Ward	37		46		13	32
Men	33		45		19	2
Women	42		42		12	21
18-34	35	33		26		4 2
35-49	40		46		13	1
50-64	41		47		8	4
65+	38		52			9 1
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul><li>Fairly important</li><li>Can't say</li></ul>			

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

# The condition of local streets and footpaths in your area performance



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months? Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9 Note: Please see Appendix A for explanation of significant differences.

# The condition of local streets and footpaths in your area performance

2022 streets and footpaths performance (%)





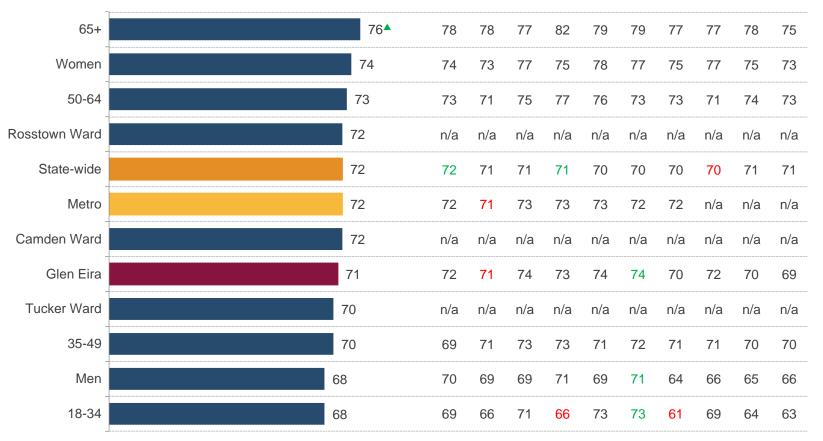
2022 Glen Eira	19		44		24	9 4 1
2021 Glen Eira	20		40		28	8 3
2020 Glen Eira	25		42		26	4 3
2019 Glen Eira	23		41		24	8 3
2018 Glen Eira	18		43		26	10 3
2017 Glen Eira	18		44		26	7 5
2016 Glen Eira	20		43		27	82
2015 Glen Eira	21		39		30	7 3 1
2014 Glen Eira	26		40		21	10 3 <mark>1</mark>
2013 Glen Eira	19		42		24	11 4
2012 Glen Eira	23		41		25	8 3
State-wide	13	33		29	1	4 9 2
Metro	16	40	)		27	11 5
Camden Ward	13	44			28	9 5 1
Rosstown Ward	22		43		25	6 <mark>3</mark> 1
Tucker Ward	21		44		20	10 5
Men	20		44		22	10 3
Women	18		43		26	7 5 1
18-34	24		50			19 6 2
35-49	19		44		23	11 <mark>1</mark> 1
50-64	14	41			26	8 12
65+	14	37			31	10 7 <mark>1</mark>
	■ Very good	d Good	Average	Poor	Very poor	Can't say

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months? Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

#### **Parking facilities importance**



2022 parking importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6 Note: Please see Appendix A for explanation of significant differences.

# **Parking facilities importance**

Ρ



#### 2022 parking importance (%)

2022 Glen Eira	24	45		24	7
2021 Glen Eira	24	45	25	5 1	
2020 Glen Eira	24	40		31	4 1
2019 Glen Eira	28	43		24	3 <mark>1</mark> 1
2018 Glen Eira	29	36		32	2
2017 Glen Eira	30	43		20	6 1
2016 Glen Eira	30	41		24	4
2015 Glen Eira	20	47		25	6 2 <mark>1</mark>
2014 Glen Eira	24	42		29	4 1
2013 Glen Eira	25	39		27	7 1
2012 Glen Eira	19	45		29	5 <mark>1</mark> 1
State-wide	27	39		26	6 <mark>1</mark> 1
Metro	26	41		26	5 <mark>1</mark> 1
Camden Ward	27	41		22	9
Rosstown Ward	24	44		30	21
Tucker Ward	21	48		22	8 1
Men	22	41		23	13
Women	25	48		25	1
18-34	19	44		26	11
35-49	18	50		27	5
50-64	28	42		22	8
65+	33	42		21	2 11
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	■ Fairly impo ■ Can't say	ortant	

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6

## **Parking facilities performance**



2022 parking performance (index scores)

#### 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

18-34		68 <b>▲</b> 61	64	52	64	55	49	67	61	64	62
Rosstown Ward	65	5 n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	62	58	57	54	56	50	53	61	61	57	57
35-49	62	58	59	59	55	57	60	60	63	56	53
Tucker Ward	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	61	58	59	54	56	55	52	61	60	58	56
Men	60	58	61	54	56	60	52	61	60	59	56
Camden Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	58	58	56	55	55	53	54	55	n/a	n/a	n/a
State-wide	57▼	58	55	56	56	55	56	57	57	57	56
65+	55	54	55	53	47	54	50	57	61	54	53
50-64	52▼	57	56	51	53	52	51	55	55	55	54

Q2. How has Council performed on 'Parking facilities' over the last 12 months? Base: All respondents. Councils asked State-wide: 20 Councils asked group: 8 Note: Please see Appendix A for explanation of significant differences.

## **Parking facilities performance**





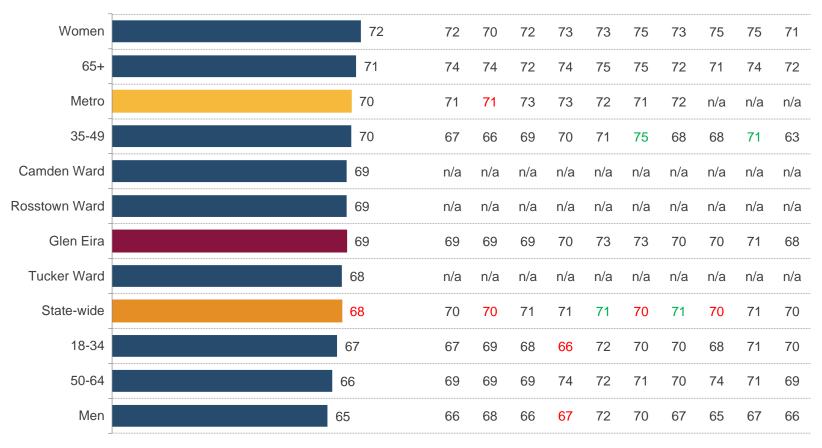
#### 2022 parking performance (%)

2022 Glen Eira	9		44			32		9	4 2
2021 Glen Eira	7	3	7			36		14	4 3
2020 Glen Eira	12		35			34		13	5 2
2019 Glen Eira	6	33			34			20	5 2
2018 Glen Eira	9	3	34		3	4		15	7 1
2017 Glen Eira	8	32			36			16	7 1
2016 Glen Eira	7	31			33		14	í de la companya de la	1 3
2015 Glen Eira	10		40			32		12	3 2
2014 Glen Eira	13		35			31		13	4 4
2013 Glen Eira	7		39			36		12	4 2
2012 Glen Eira	6	4	0		ć	30		16	6 3
State-wide	9		35			33		13	7 3
Metro	9		37			33		11	7 3
Camden Ward	8		38			35		13	5 2
Rosstown Ward	7		53				32		6 <mark>1</mark> 1
Tucker Ward	10		43			31		8	5 2
Men	10		41			34		9	6 1
Women	8		47			31		9	32
18-34	13			54			28	}	4 2
35-49	8		49			<i>(</i>	32	4	4 6 <mark>1</mark>
50-64	3	35			32		2	0	5 4
65+	7	31			38			16	5 3
		Very good	Good	Average	Po	or Ver	y poor	Can't s	say

# **Enforcement of local laws importance**

T

2022 law enforcement importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7 Note: Please see Appendix A for explanation of significant differences.

# **Enforcement of local laws importance**



Ż

2022 law enforcement importance (%)

2022 Glen Eira	22	43	25	8 21
2021 Glen Eira	25	34	31	7 21
2020 Glen Eira	20	45	25	8 11
2019 Glen Eira	25	38	24	10 12
2018 Glen Eira	28	34	30	5 21
2017 Glen Eira	28	41	22	5 2 2
2016 Glen Eira	29	36	29	3 <mark>1</mark> 1
2015 Glen Eira	22	45	26	6 <mark>1</mark> 1
2014 Glen Eira	22	45	23	8 <mark>1</mark> 1
2013 Glen Eira	28	38	27	4 3
2012 Glen Eira	21	42	25	7 3 2
State-wide	22	38	28	7 21
Metro	25	41	25	6 2 <mark>1</mark>
Camden Ward	21	44	28	52
Rosstown Ward	23	43	20	13 <b>1</b>
Tucker Ward	21	42	26	8 2 2
Men	18	42	27	11 3
Women	25	44	23	6 12
18-34	22	39	26	11 2
35-49	22	42	28	4 21
50-64	18	43	24	11 3 <mark>1</mark>
65+	22	48	21	8 1
	<ul><li>Extremely important</li><li>Not that important</li></ul>		airly important Can't say	

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

# **Enforcement of local laws performance**

7



2022 law enforcement performance (index scores)

	]											
18-34		71	68	73	73	72	68	65	74	69	69	70
35-49		70	65	66	66	63	63	60	66	70	64	64
Women		70	67	68	69	68	66	66	69	68	65	68
Camden Ward		69	n/a									
Tucker Ward		68	n/a									
Glen Eira		68	66	68	67	65	64	63	69	67	65	65
Rosstown Ward		67	n/a									
Men		66	65	68	65	63	63	59	70	66	65	62
Metro		65 <b>*</b>	66	65	64	64	64	64	66	n/a	n/a	n/a
65+		65	67	67	63	59	65	63	66	64	64	64
State-wide	6	3▼	64	63	64	64	64	63	66	66	65	65
50-64	62	2	62	61	62	63	61	63	66	64	62	60
-												

2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8 Note: Please see Appendix A for explanation of significant differences.

# **Enforcement of local laws performance**



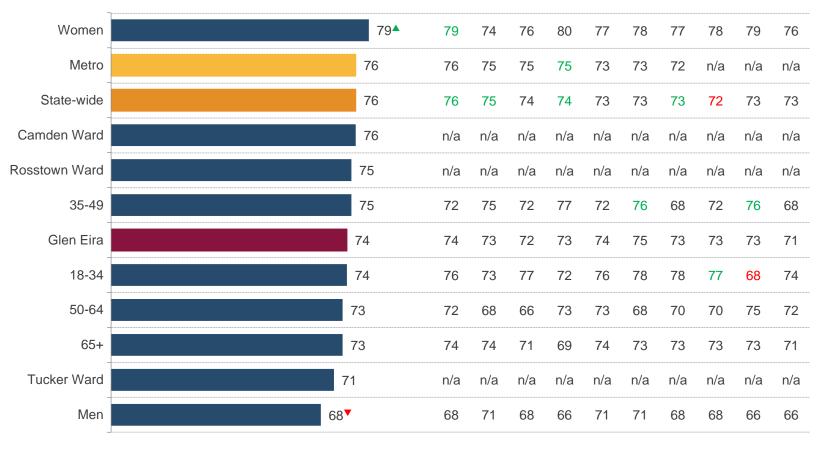
Ż

#### 2022 law enforcement performance (%)

2022 Glen Eira	12		44			23	4	2 15	
2021 Glen Eira	9		43			28	5	1 14	
2020 Glen Eira	16		37			24		1 16	
2019 Glen Eira	13		41			20	72	16	
2018 Glen Eira	12		42			26	4	4 13	}
2017 Glen Eira	11		38			27	5	3 15	
2016 Glen Eira	12		31		27		10 2	18	
2015 Glen Eira	14		45			19	5	1 15	
2014 Glen Eira	14		38			23	4 3	18	
2013 Glen Eira	11		41			26	7	2 13	5
2012 Glen Eira	12		40			24	8	2 15	
State-wide	12		38			28	7	3 13	}
Metro	12		39			26	6	3 14	
Camden Ward	13		42			24	4 1	17	
Rosstown Ward	12		37			29	21	18	
Tucker Ward	12		50			19	)	6 2 1	1
Men	12		43			24	6	2 13	<b>;</b>
Women	13		45			22	3 1	17	
18-34	17			50			18	4 2	9
35-49	13		44			24	2	17	
50-64	4	41			27		5 3	20	
65+	10		38		20	5	62	18	
		Very good	Good	Average	Poor	Ver	y poor	Can't say	

#### **Family support services importance**

2022 family support importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5 Note: Please see Appendix A for explanation of significant differences.

## **Family support services importance**

100



2022 family support importance (%)

2022 Glen Eira	27	45		22	4 <mark>1</mark> 1
2021 Glen Eira	30	41		22	4 1 2
2020 Glen Eira	27	42		22	5 12
2019 Glen Eira	27	43		21	7 11
2018 Glen Eira	31	39		21	4 3 2
2017 Glen Eira	29	43		22	4 12
2016 Glen Eira	27	47		20	3 1 2
2015 Glen Eira	24	46		21	5 3
2014 Glen Eira	28	41		25	4 <mark>1</mark> 1
2013 Glen Eira	26	46		20	6 <mark>1</mark> 1
2012 Glen Eira	25	43		22	7 21
State-wide	33	41		19	312
Metro	34	4:	2	18	312
Camden Ward	29	45		23	11
Rosstown Ward	32	39		22	4 2
Tucker Ward	22	49		21	5 21
Men	17	46		29	5 21
Women	37		44	15	32
18-34	26	52		15	6 2
35-49	33	39		24	4 1
50-64	31	35		27	5 1
65+	23	47		26	11 3
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul> <li>Fairly important</li> <li>Can't say</li> </ul>	t	

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5

#### **Family support services performance**

**rii**h



2022 family support performance (index scores)

_											
35-49	70	66	67	67	68	67	71	67	76	68	62
Women	69	65	72	72	68	64	73	69	73	65	68
Tucker Ward	69	n/a									
65+	69	70	73	75	66	66	70	73	71	68	69
Glen Eira	67	65	70	70	67	65	70	69	72	66	66
Rosstown Ward	67	n/a									
Metro	66	67	69	69	68	68	69	68	n/a	n/a	n/a
18-34	66	62	73	74	68	62	72	70	73	67	71
Men	66	65	68	67	67	66	67	69	70	68	65
Camden Ward	65	n/a									
State-wide	65	66	66	67	66	67	66	67	68	67	67
50-64	62	64	65	63	66	64	64	64	66	63	63
-											

2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q2. How has Council performed on 'Family support services' over the last 12 months? Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7 Note: Please see Appendix A for explanation of significant differences.

#### **Family support services performance**



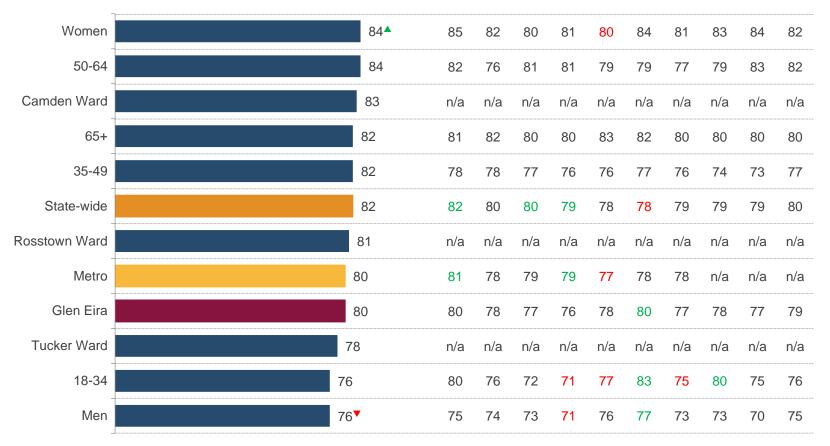
#### 2022 family support performance (%) 2022 Glen Eira 34 22 31 10 2021 Glen Eira 36 8 29 2 2020 Glen Eira 32 33 5 1 1 / 2019 Glen Eira 10 33 37 2018 Glen Eira 33 29 24 11 21 2017 Glen Eira 40 26 2016 Glen Eira 36 30 12 2015 Glen Eira 34 32 10 2014 Glen Eira 34 1 Q 2013 Glen Eira 31 33 2012 Glen Eira 28 40 5 1 State-wide 29 22 2 Metro 34 a 31 Camden Ward 29 38 Q 31 Rosstown Ward 34 11 Tucker Ward 38 25 3 2 13 Men 31 8 35 Women 33 31 11 23 11 24 18-34 41 6 Δ 35-49 28 14 4 50-64 39 Λ 65+ 3 1 37 12 27 Very good Very poor Can't say Good Average Poor

Q2. How has Council performed on 'Family support services' over the last 12 months? Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7

#### **Elderly support services importance**



2022 elderly support importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6 Note: Please see Appendix A for explanation of significant differences.

# **Elderly support services importance**





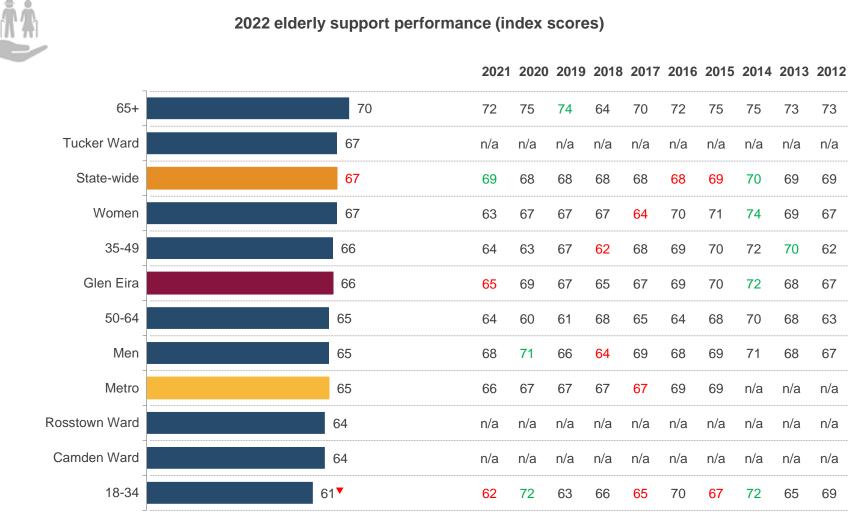
#### 2022 elderly support importance (%)

2022 Glen Eira	40	45	11 3 1
2021 Glen Eira	40	42	13 <mark>21</mark> 1
2020 Glen Eira	36	42	17 312
2019 Glen Eira	31	47	16 <b>4 2</b>
2018 Glen Eira	32	43	20 3 11
2017 Glen Eira	33	51	11 3 <mark>1</mark> 1
2016 Glen Eira	37	47	13 <mark>11</mark>
2015 Glen Eira	29	49	18 21
2014 Glen Eira	32	48	17 1 <mark>11</mark>
2013 Glen Eira	36	42	18 <mark>2</mark> 2
2012 Glen Eira	36	44	16 21
State-wide	43	42	12 <mark>21</mark> 1
Metro	40	43	13 <mark>21</mark> 1
Camden Ward	42	48	8 1
Rosstown Ward	37	52	8 3 1
Tucker Ward	40	40	15 3 2
Men	30	49	17 4 1
Women	49	42	6 11
18-34	29	56	7 6 2
35-49	44	38	17
50-64	54	32	9 4
65+	43	45	10 <mark>111</mark>
	<ul><li>Extremely important</li><li>Not that important</li></ul>	Very importantFairly importantNot at all importantCan't say	

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

#### **Elderly support services performance**





Q2. How has Council performed on 'Elderly support services' over the last 12 months? Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8 Note: Please see Appendix A for explanation of significant differences.

## **Elderly support services performance**





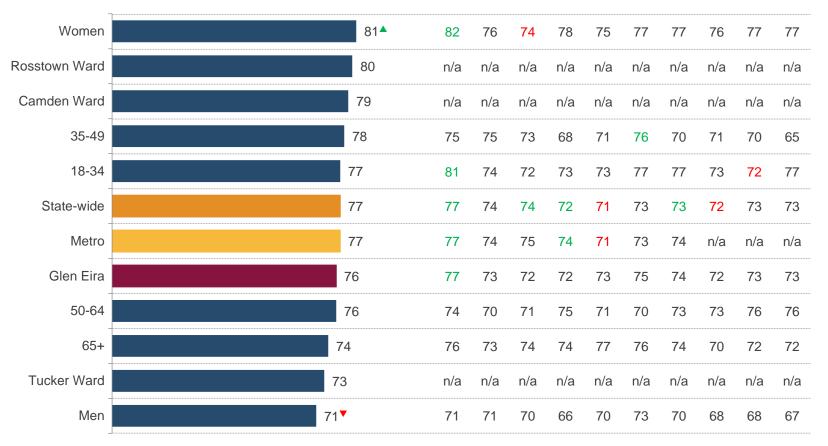
#### 2022 elderly support performance (%)

2022 Glen Eira	10	27		2	6	3 1	33
2021 Glen Eira	9	27		18	5 2		38
2020 Glen Eira	13		29	1	7 4	1	36
2019 Glen Eira	11	24		16	5 2	42	2
2018 Glen Eira	8	30		22	4	1	35
2017 Glen Eira	9	28		19	4 1		39
2016 Glen Eira	12	26		20	3		39
2015 Glen Eira	12		35		18	3	32
2014 Glen Eira	15		30		14 21		37
2013 Glen Eira	10	28		17	3 1	4	1
2012 Glen Eira	9	3	4		20	5 <mark>1</mark>	31
State-wide	15		32		21	6 3	24
Metro	9	28		22	5	2	34
Camden Ward	9	22		22	4 2	4	1
Rosstown Ward	5	26		29	11		38
Tucker Ward	13		32		27	4 <mark>1</mark>	23
Men	8	28			29	21	31
Women	12	26		23	3 4	1	34
18-34	4	22		35	2		37
35-49	9	27		22	3 1		39
50-64	9	30		2		3 3	32
65+	18		33		20	52	22
		Very good	Good	Average	Poor	Very poor	Can't say

#### **Disadvantaged support services importance**



2022 disadvantaged support importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 9 Councils asked group: 5 Note: Please see Appendix A for explanation of significant differences.

#### **Disadvantaged support services importance**





2022 disadvantaged support importance (%)

2022 Glen Eira	34	43	16 <mark>5 1</mark> 2
2021 Glen Eira	35	39	20 3 1 2
2020 Glen Eira	29	41	23 6 2
2019 Glen Eira	24	47	20 5 2 2
2018 Glen Eira	29	36	27 3 2 2
2017 Glen Eira	22	53	19 <b>3</b> 2 1
2016 Glen Eira	28	46	20 2 3
2015 Glen Eira	24	50	21 212
2014 Glen Eira	25	44	25 <b>4 2 1</b>
2013 Glen Eira	27	43	22 <b>5 11</b>
2012 Glen Eira	28	39	25 <b>5</b> <mark>1</mark> 2
State-wide	35	42	17 3 <mark>1</mark> 2
Metro	34	44	16 3 <mark>1</mark> 2
Camden Ward	37	43	15 4 1
Rosstown Ward	36	48	10 4 2
Tucker Ward	31	40	19 6 3 2
Men	27	42	19 8 21
Women	40	44	13 12
18-34	39	41	13 6 2
35-49	39	41	14 <b>4</b> 1 <mark>1</mark>
50-64	41	34	16 9
65+	22	51	20 3 1 4
	<ul><li>Extremely important</li><li>Not that important</li></ul>	<ul> <li>Very important</li> <li>Fairly in</li> <li>Not at all important</li> <li>Can't sate</li> </ul>	

Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 9 Councils asked group: 5

#### **Disadvantaged support services performance**





2022 disadvantaged support performance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months? Base: All respondents. Councils asked State-wide: 13 Councils asked group: 6 Note: Please see Appendix A for explanation of significant differences.

#### **Disadvantaged support services performance**



#### 2022 disadvantaged support performance (%)

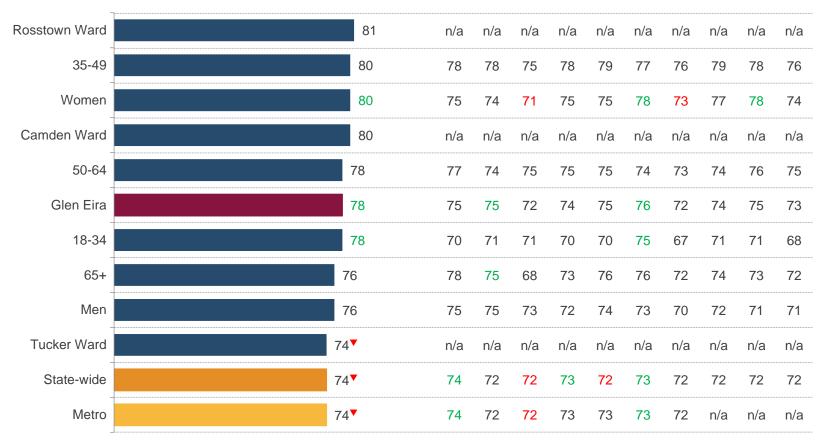
2022 Glen Eira	6	27		22	E	i 2		37
2021 Glen Eira	7	22		22	5 1		43	3
2020 Glen Eira	7	26		21	6	1		39
2019 Glen Eira	6	21		23	3 1		46	
2018 Glen Eira	5	23		25	4 1		44	ļ.
2017 Glen Eira	4	24		21	5 1		45	
2016 Glen Eira	5	20		21 3			49	
2015 Glen Eira	6	29		22	2	21	4	40
2014 Glen Eira	7	24		21	21		45	
2013 Glen Eira	4	25		24	4 1		43	3
2012 Glen Eira	7	27		21	5	1		39
State-wide	8	28		24		6	2	32
Metro	8	27		22		5 2		36
Camden Ward	6	24		16	5 <mark>2</mark>		45	
Rosstown Ward	7	23		29		2		38
Tucker Ward	5	31		23		8	3	30
Men	9	27		20		6 4		34
	3	27		25	6	5		39
18-34	9	22		28		7	2	32
	2	32		14	3 4		45	
50-64	7	23		27		8		35
65+	5	29		23		6 <mark>1</mark>		36
		Very good	Good	Average	■ F	oor	Very poor	Can't say

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months? Base: All respondents. Councils asked State-wide: 13 Councils asked group: 6

#### **Recreational facilities importance**

-0

2022 recreational facilities importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10 Note: Please see Appendix A for explanation of significant differences.

#### **Recreational facilities importance**

-ġ.



2022 recreational facilities importance (%)

2022 Glen Eira	32	50	16 2
2021 Glen Eira	28	47	22 3
2020 Glen Eira	25	50	23 1
2019 Glen Eira	21	50	25 3 1
2018 Glen Eira	25	49	23 3
2017 Glen Eira	27	46	22 4
2016 Glen Eira	27	51	18 <b>3 11</b>
2015 Glen Eira	21	49	26 4
2014 Glen Eira	28	45	24 3
2013 Glen Eira	29	44	24 <b>2</b> 11
2012 Glen Eira	23	49	21 5 <mark>11</mark>
State-wide	27	46	23 3 11
Metro	27	47	23 3 1
Camden Ward	35	48	16
Rosstown Ward	41	47	8 4 1
Tucker Ward	24	54	19 21
Men	27	51	18 21
Women	36	49	13 1
18-34	35	44	17 4
35-49	31	60	7 1
50-64	32	50	16 1
65+	28	48	22 21
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul> <li>Very important</li> <li>Not at all important</li> <li>Can't say</li> </ul>	rtant

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10

#### **Recreational facilities performance**



2022 recreational facilities performance (index scores)

**Tucker Ward** n/a 35-49 Men 65+ Glen Eira Women 18-34 Rosstown Ward n/a Camden Ward n/a 50-64 Metro 73▼ n/a n/a n/a 69▼ State-wide 

2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q2. How has Council performed on 'Recreational facilities' over the last 12 months? Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12 Note: Please see Appendix A for explanation of significant differences.

#### **Recreational facilities performance**



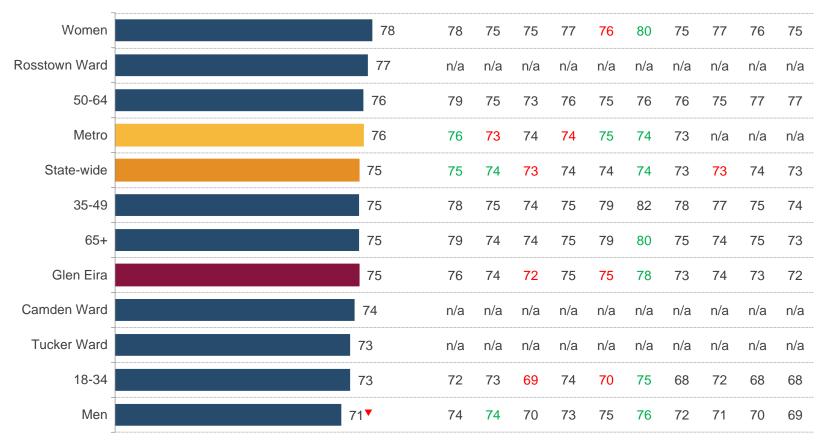
#### 2022 recreational facilities performance (%) 2022 Glen Eira 2021 Glen Eira 2020 Glen Eira 2019 Glen Eira 2018 Glen Eira 3 2 2 2017 Glen Eira 2 3 2016 Glen Eira 2015 Glen Eira 3 2 2014 Glen Eira 2013 Glen Eira 2012 Glen Eira State-wide Metro Camden Ward Rosstown Ward Tucker Ward Men วก Women 18-34 35-49 11.3 50-64 65+ 3 1 Poor Very good Very poor Can't say Good Average

Q2. How has Council performed on 'Recreational facilities' over the last 12 months? Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12

#### The appearance of public areas importance

**W** 

2022 public areas importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9 Note: Please see Appendix A for explanation of significant differences.

### The appearance of public areas importance





2022 public areas importance (%)

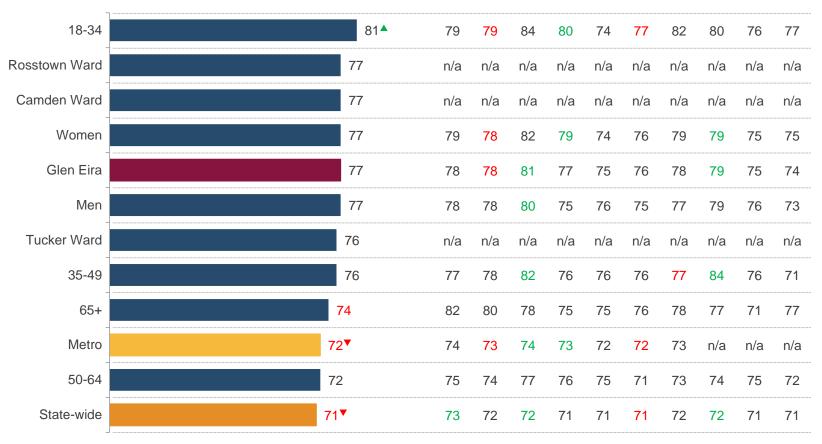
2022 Glen Eira	26	49		22	3
2021 Glen Eira	30	47		21	21
2020 Glen Eira	23	53		22	1
2019 Glen Eira	19	56		21	4
2018 Glen Eira	27	48		24	1
2017 Glen Eira	28	47		23	2
2016 Glen Eira	30	53	}	17	
2015 Glen Eira	21	54		25	1
2014 Glen Eira	24	50		25	1
2013 Glen Eira	26	45		26	3
2012 Glen Eira	22	22 48		26	3 1
State-wide	28	28 47		22	2
Metro	29 47		20	2	
Camden Ward	24 49		24	2	
Rosstown Ward	30	52		16	21
Tucker Ward	26	47	47		31
Men	22	46	46		4 1
Women	30	51		17	1
18-34	24	50		20	6
35-49	29	45		25	1
50-64	30	49		16	4 1
65+	25	51		22	21
	<ul><li>Extremely important</li><li>Not that important</li></ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul> <li>Fairly important</li> <li>Can't say</li> </ul>		

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

#### The appearance of public areas performance

2022 public areas performance (index scores)

2021 2020 2019 2018 2017 2016 2015 2014 2013 2012



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months? Base: All respondents. Councils asked State-wide: 43 Councils asked group: 11 Note: Please see Appendix A for explanation of significant differences.

#### The appearance of public areas performance



2022 public areas performance (%)				
2022 Glen Eira	29	52	13 <b>3</b> <mark>1</mark> 2	
2021 Glen Eira	34	48	15 21	
2020 Glen Eira	35	49	11 32	
2019 Glen Eira	38	47	13 2	
2018 Glen Eira	30	51	15 2 <mark>1</mark> 1	
2017 Glen Eira	29	50	15 <b>4 1</b> 1	
2016 Glen Eira	26	54	14 3 <mark>1</mark> 1	
2015 Glen Eira	33	49	15 21	
2014 Glen Eira	37	43	16 21	
2013 Glen Eira	30	48	17 32	
2012 Glen Eira	27	48	19 321	
State-wide	25	44	21 6 3 1	
Metro	25	46	20 6 21	
Camden Ward	28	55	11 4 2	
Rosstown Ward	28	56	11 3 <mark>1</mark> 1	
Tucker Ward	32	47	15 322	
Men	29	51	14 2 <mark>1</mark> 2	
Women	30	52	12 <b>4 1</b> 1	
18-34	33	56	7 2 2	
35-49	28	54	11 4 <mark>1</mark> 1	
50-64	27	45	20 <mark>1 5 1</mark>	
65+	27	48	17 5 12	

Good

Average

Poor

Very poor

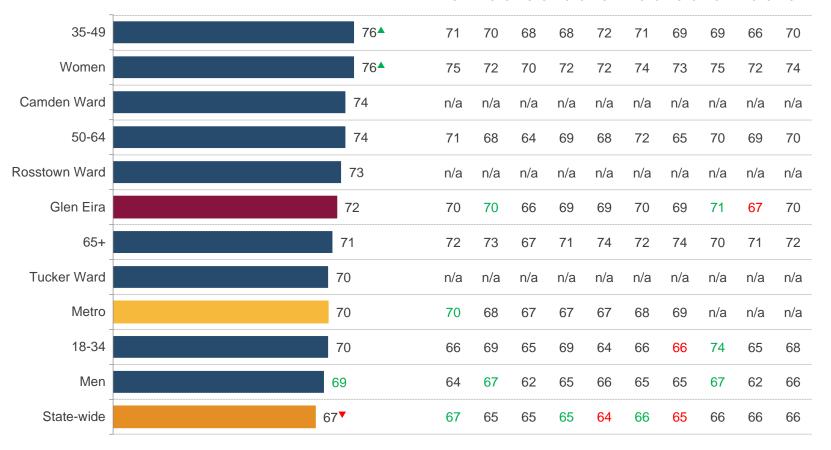
Very good

Can't say

#### **Art centres and libraries importance**



2022 art centres and libraries importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 23 Councils asked group: 9 Note: Please see Appendix A for explanation of significant differences.

# **Art centres and libraries importance**



2022 art centres and libraries importance (%)

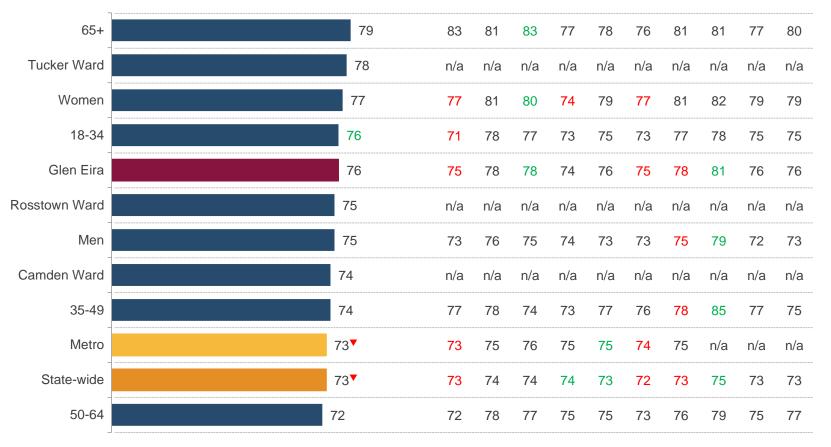
2022 Glen Eira	22	50	21	4 <mark>1</mark> 1
2021 Glen Eira	23	42	27	6 <mark>2</mark> 1
2020 Glen Eira	21	46	25	7 1
2019 Glen Eira	16	42	32	7 21
2018 Glen Eira	21	42	30	6 <mark>1</mark>
2017 Glen Eira	22	40	29	8 1
2016 Glen Eira	21	43	30	5 <mark>1</mark>
2015 Glen Eira	17	47	32	32
2014 Glen Eira	21	48	27	4 1
2013 Glen Eira	18	40	36	52
2012 Glen Eira	20	45	30	4 1
State-wide	19	41	29	8 21
Metro	22	44	26	6 <mark>1</mark> 1
Camden Ward	22	57	16	4
Rosstown Ward	22	54	20	13
Tucker Ward	23	42	25	6 2 2
Men	18	50	24	5 3
Women	27	50	18	4 2
18-34	22	50	17	7 4
35-49	28	47	24	1
50-64	30	41	22	7 1
65+	15	56	23	4 12
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>		Fairly important Can't say	

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 23 Councils asked group: 9

#### **Art centres and libraries performance**



2022 art centres and libraries performance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months? Base: All respondents. Councils asked State-wide: 28 Councils asked group: 9 Note: Please see Appendix A for explanation of significant differences.

#### **Art centres and libraries performance**

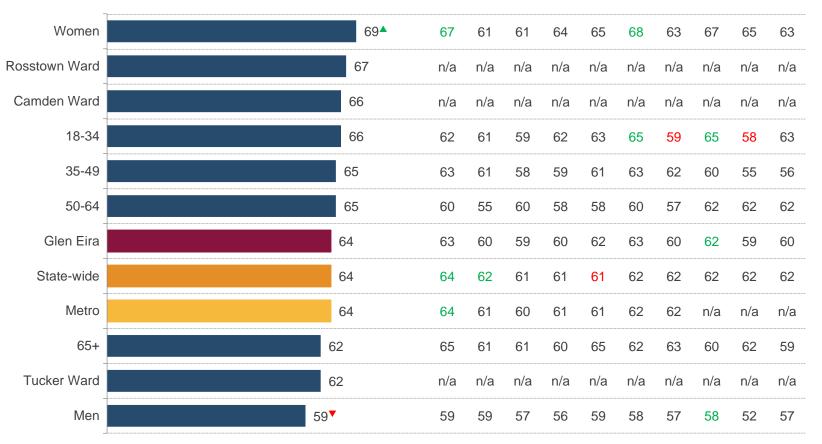


2022 art centres and libraries performance (%) 2022 Glen Eira 2021 Glen Eira 2020 Glen Eira 2019 Glen Eira 2018 Glen Eira 2017 Glen Eira 2016 Glen Eira 2015 Glen Eira 2014 Glen Eira 2013 Glen Eira 2012 Glen Eira ΔΔ State-wide 4 1 Metro Camden Ward Rosstown Ward Tucker Ward Men Women 18-34 35-49 50-64 65+ Can't say Very good Very poor Good Average Poor

# **Community and cultural activities importance**



2022 community and cultural activities importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9 Note: Please see Appendix A for explanation of significant differences.

# **Community and cultural activities importance**





2022 community and cultural activities importance (%)

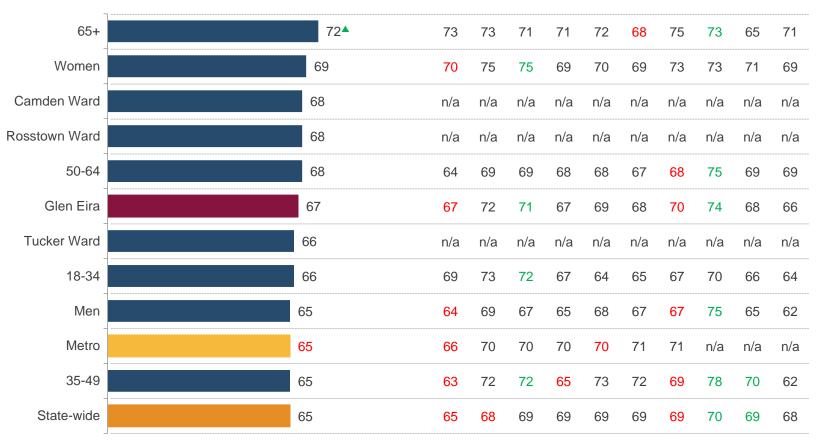
2022 Glen Eira	11	44	37	6 <mark>11</mark>
2021 Glen Eira	14	36	39	9 21
2020 Glen Eira	12	33	40	13 2
2019 Glen Eira	9	36	39	13 2 <mark>1</mark>
2018 Glen Eira	11	36	39	11 3 <mark>1</mark>
2017 Glen Eira	12	38	38	8 3
2016 Glen Eira	12	39	38	9 21
2015 Glen Eira	10	35	44	9 21
2014 Glen Eira	12	36	41	10 <mark>1</mark> 1
2013 Glen Eira	8	34	44	13 1
2012 Glen Eira	9	36	41	11 2
State-wide	16	38	34	9 21
Metro	15	39	35	8 21
Camden Ward	13	46	33	7 1
Rosstown Ward	11	47	38	211
Tucker Ward	9	40	41	7 2 2
Men	5	39	43	11 <mark>1</mark> 1
Women	15	48	32	112
18-34	9	52	33	6
35-49	12	45	33	6 3 <mark>1</mark>
50-64	16	37	38	8 1
65+	9	36	46	5 1 4
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all import</li></ul>	<ul><li>Fairly important</li><li>Can't say</li></ul>	

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

# **Community and cultural activities performance**



2022 community and cultural activities performance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months? Base: All respondents. Councils asked State-wide: 30 Councils asked group: 12 Note: Please see Appendix A for explanation of significant differences.

## **Community and cultural activities performance**





2022 community and cultural activities performance (%)

2022 Glen Eira	14	40	28	5 <mark>1</mark> 13
2021 Glen Eira	12	38	27	5 17
2020 Glen Eira	20	45		22 4 8
2019 Glen Eira	19	42	22	4 <mark>1</mark> 12
2018 Glen Eira	14	40	27	5 2 11
2017 Glen Eira	15	41	28	4 11
2016 Glen Eira	19	34	28	7 1 12
2015 Glen Eira	17	44	25	4 10
2014 Glen Eira	23	39	24	2 13
2013 Glen Eira	15	38	29	4 14
2012 Glen Eira	12	40	29	7 1 12
State-wide	13	38	29	7 2 11
Metro	13	37	29	6 2 12
Camden Ward	13	46	23	5 <mark>1</mark> 12
Rosstown Ward	12	41	25	5 17
Tucker Ward	15	36	33	4 2 10
Men	13	37	30	6 2 12
Women	14	43	25	4 13
18-34	15	37	30	6 2 11
35-49	9	45	30	<mark>6 1</mark> 8
50-64	13	32	27 4	23
65+	17	43	23	21 15
	■ Very good	Good Average	e Poor Very poo	or Can't say

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months? Base: All respondents. Councils asked State-wide: 30 Councils asked group: 12

#### **Waste management importance**

**W** 

2022 waste management importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10 Note: Please see Appendix A for explanation of significant differences.

#### **Waste management importance**





#### 2022 waste management importance (%)

2022 Glen Eira	50		42	8 1
2021 Glen Eira	51		37	10 1
2020 Glen Eira	49		40	11
2019 Glen Eira	47		43	9
2018 Glen Eira	46		42	11 1
2017 Glen Eira	44		42	12 2
2016 Glen Eira	44		44	10 1
2015 Glen Eira	33		53	13 1
2014 Glen Eira	38		44	17
2013 Glen Eira	40		43	13 <mark>3</mark> 1
2012 Glen Eira	37		48	13 1
State-wide	44		43	11 <mark>11</mark>
Metro	49		42	8 1
Camden Ward	47		44	9
Rosstown Ward		62	3	0 8
Tucker Ward	44		47	6 2
Men	48		43	7 2
Women	52		41	8
18-34	54	4	37	7 2
35-49	45		45	9 1
50-64		59	34	7
65+	46		48	7
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul><li>Very important</li><li>Not at all important</li></ul>	<ul><li>Fairly important</li><li>Can't say</li></ul>	

#### Waste management performance



2022 waste management performance (index scores)

-	]											
65+		77	82	83	81	79	80	81	83	83	81	82
18-34		75	70	71	72	79	74	75	76	79	81	78
Tucker Ward		75	n/a									
Rosstown Ward		73	n/a									
Men		72	75	74	76	78	77	79	80	82	80	78
Glen Eira		72	75	75	76	78	77	78	80	81	79	79
Women		72	76	75	76	78	76	78	80	80	78	80
Metro		71	72	70	73	75	75	76	77	n/a	n/a	n/a
State-wide		68▼	69	65	68	70	71	70	72	73	71	72
Camden Ward	66	6	n/a									
35-49	66	3	76	74	77	76	79	81	81	81	77	75
50-64	64		75	72	78	80	76	76	80	82	80	81

2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q2. How has Council performed on 'Waste management' over the last 12 months? Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16 Note: Please see Appendix A for explanation of significant differences.

#### Waste management performance



#### 2022 waste management performance (%)

2022 Glen Eira	31		2	13		12	7 6 1
2021 Glen Eira	32			45		16	5 21
2020 Glen Eira	35			39		14	8 <mark>2</mark> 1
2019 Glen Eira	32			44		16	4 12
2018 Glen Eira	34			50		1	11 4 <mark>1</mark> 1
2017 Glen Eira	31			48		1	7 21
2016 Glen Eira	35			46		14	312
2015 Glen Eira	33			52			12 <mark>11</mark>
2014 Glen Eira	39			44			13 <mark>1</mark> 3
2013 Glen Eira	35			50			12 3
2012 Glen Eira	33			51			10 222
State-wide	23		42		21		8 4 2
Metro	26		43			20	7 31
Camden Ward	25		44		10	9	10 2
Rosstown Ward	35			42		10	8 5
Tucker Ward	33			43		15	4 3 1
Men	34			41		8 8	8 1
Women	28		44			16	6 <b>5 1</b>
18-34	33			46		11	6 4
35-49	24		42		9	10	10 4
50-64	26		37		15	12	11
65+	37			41		15	3 <mark>3</mark> 1
	Very good	Good	■Average	Poor	Very poo	r Ca	n't say

#### **Business and community development and tourism importance**





2022 business/development/tourism importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6 Note: Please see Appendix A for explanation of significant differences.

# **Business and community development and tourism importance**





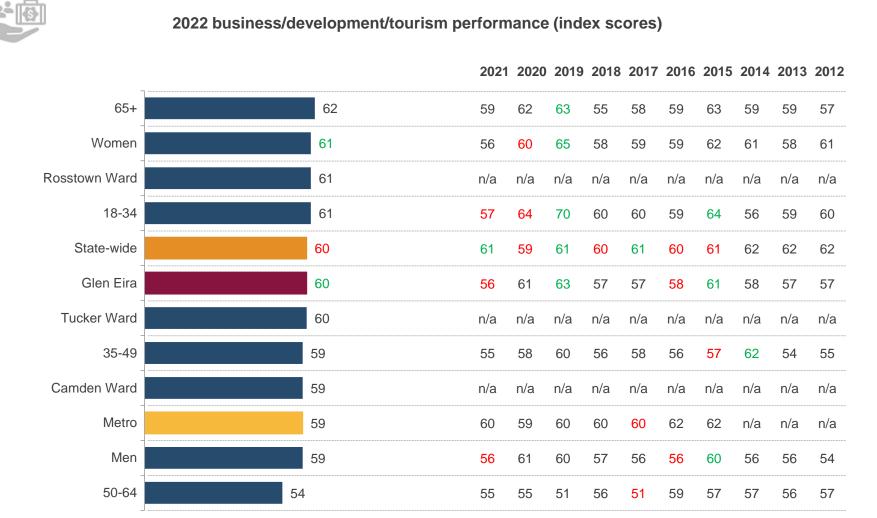
2022 business/development/tourism importance (%)

2022 Glen Eira	12	27		44		13	21
2021 Glen Eira	12	33		39		12	23
2020 Glen Eira	8	31		36		20	4 2
2019 Glen Eira	8	25		41		20	4 1
2018 Glen Eira	11	28		37		18	4 1
2017 Glen Eira	12	29		36		18	22
2016 Glen Eira	9	32		37		14	4 3
2015 Glen Eira	5	31		44		15	3 2
2014 Glen Eira	9	29		39		17	3 3
2013 Glen Eira	10	27		42		19	21
2012 Glen Eira	7	31		38		19	3 1
State-wide	22		39		29		7 21
Metro	13	34	4	37		12	22
Camden Ward	8	28		44		16	12
Rosstown Ward	22		27		41		7 11
Tucker Ward	10	26		45		15	3 1
Men	8	26		44		19	21
Women	16	28	8	43		9	22
18-34	13	30		43		1	5
35-49	13	21		50		12	4
50-64	12	26		46		14	3
65+	11	30		39		13	2 5
	<ul> <li>Extremely im</li> <li>Not that import</li> </ul>		<ul> <li>Very important</li> <li>Not at all important</li> </ul>	■ Fairly im ■ Can't sa	•		

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6

# Business and community development and tourism performance





Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7 Note: Please see Appendix A for explanation of significant differences.

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# **Business and community development and tourism performance**





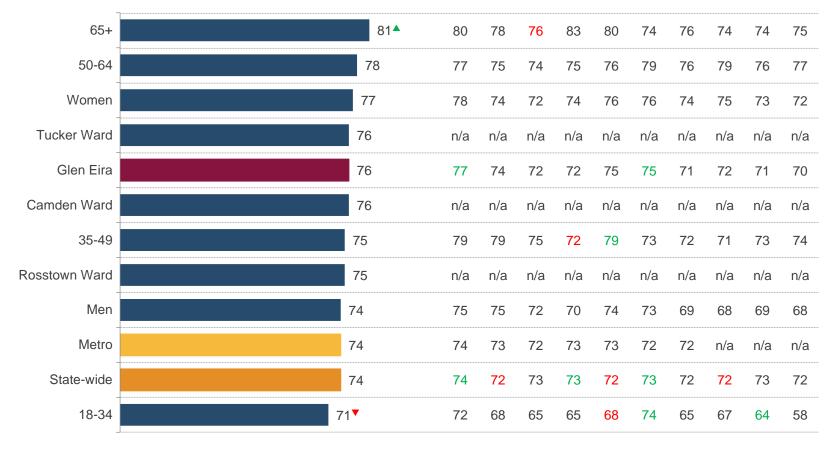
2022 business/development/tourism performance (%)

2022 Glen Eira	6	32			33		9 1		19
2021 Glen Eira	3	29		33		10	2	23	
2020 Glen Eira	8	27		33		8	1	24	
2019 Glen Eira	10	27		27	27 6			28	
2018 Glen Eira	7	25		35		10	3	20	
2017 Glen Eira	4	29		34		9	2	2'	1
2016 Glen Eira	6	25		32	(	) 2		27	
2015 Glen Eira	5	29		34		5 1		27	
2014 Glen Eira	4	25		30	8 1			34	
2013 Glen Eira	4	25		36		9	1	25	
2012 Glen Eira	4	25		31	9	1		30	
State-wide	10	33	3		32		10	4	11
Metro	6	30			33	1	0 2		19
Camden Ward	4	29		35		6	1	24	
Rosstown Ward	4	35			32		7 1	2	1
Tucker Ward	8	32			32		13	1	14
Men	5	33			34		10	1	16
Women	7	30			32	8	1	22	2
18-34	6	35			37			9	13
35-49	8	33			30		11	2	16
50-64	1	26		31	11	3		28	
65+	7	29		32	2	6 1		26	
		Very good	Good	Average	Poor	Very	nooc	Can't	say

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months? Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7

## **Council's general town planning policy importance**

2022 town planning importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5 Note: Please see Appendix A for explanation of significant differences.

# **Council's general town planning policy importance**

2022 town planning importance (%)

2022 Glen Eira	29	46	20	33
2021 Glen Eira	33	40	18	3 1 4
2020 Glen Eira	30	40	25	312
2019 Glen Eira	27	40	25	5 12
2018 Glen Eira	28	38	25	6 12
2017 Glen Eira	30	42	17	4 1 6
2016 Glen Eira	30	39	23	314
2015 Glen Eira	24	41	26	5 1 4
2014 Glen Eira	24	40	27	4 4
2013 Glen Eira	28	34	28	6 1 3
2012 Glen Eira	23	36	29	5 1 6
State-wide	29	40	23	314
Metro	28	42	23	3 1 4
Camden Ward	24	53	20	2
Rosstown Ward	31	42	20	6 1
Tucker Ward	31	42	19	314
Men	30	42	22	4 12
Women	29	49	18	14
18-34	20	50	24	6
35-49	27	46	20	11 4
50-64	37	36	22	14
65+	38	44	13	1 5
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>		Fairly important Can't say	

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5

# **Council's general town planning policy performance**

2022 town planning performance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9 Note: Please see Appendix A for explanation of significant differences.

# **Council's general town planning policy performance**



#### 2022 town planning performance (%)

2022 Glen Eira	6	34			26	11	5	17	
2021 Glen Eira	6	26		27		11 5		24	
2020 Glen Eira	8	29		24		16 6		17	
2019 Glen Eira	6	27		32		10	6	19	
2018 Glen Eira	4	25		26	14	1 1	1	19	
2017 Glen Eira	4	24		30		14 <sup>·</sup>	10	19	
2016 Glen Eira	3	20		30	15	7		25	
2015 Glen Eira	6	22		35		12	9	16	
2014 Glen Eira	6	26		30		13	4	21	
2013 Glen Eira	5	27		32		10 2		24	
2012 Glen Eira	6	27		29		10 5		23	
State-wide	5	29		31		13	6	16	
Metro	6	29		30		12	6	17	
Camden Ward	4	35			29	11	3	18	
Rosstown Ward	6	40	)		25	8	2	19	
Tucker Ward	9	30		2	5	13	8	15	
Men	7	35			26	1	4	6 11	
Women	6	34			26	8	4	22	
18-34	9		46			24	ç	) 11	
35-49	4	30		25	5	11		25	
50-64	1	31		26		19	4	19	
65+	8	25		31		16	5	16	
		Very good	Good	Average	Poor	Very pc	or	Can't say	

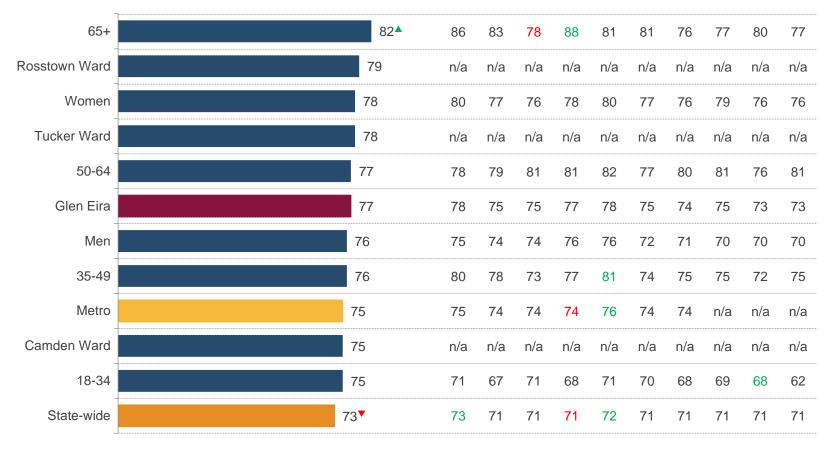
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

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#### **Planning and building permits importance**



2022 planning and building permits importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6 Note: Please see Appendix A for explanation of significant differences.

#### **Planning and building permits importance**



2022 planning and building permits importance (%)

2022 Glen Eira	32	46	19	21
2021 Glen Eira	38	38	18	3 1 2
2020 Glen Eira	33	41	20	4 11
2019 Glen Eira	30	44	19	322
2018 Glen Eira	37	38	18	5 <mark>1</mark>
2017 Glen Eira	38	38	19	3 11
2016 Glen Eira	32	38	22	4 1 3
2015 Glen Eira	30	41	21	3 2 3
2014 Glen Eira	32	40	21	5 12
2013 Glen Eira	33	35	23	5 3 2
2012 Glen Eira	31	36	21 6	3 3
State-wide	29	40	22	4 1 3
Metro	31	42	20	312
Camden Ward	30	42	26	1
Rosstown Ward	32	54	10	4
Tucker Ward	34	44	18	23
Men	29	48	20	21
Women	35	44	17	22
18-34	22	56	20	2
35-49	30	42	23	23
50-64	38	38	20	4
65+	43	41	12	212
	<ul><li>Extremely important</li><li>Not that important</li></ul>	<ul> <li>Very important</li> <li>Not at all important</li> <li>Can't say</li> </ul>	nt	

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

#### **Planning and building permits performance**







Q2. How has Council performed on 'Planning and building permits' over the last 12 months? Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8 Note: Please see Appendix A for explanation of significant differences.

#### **Planning and building permits performance**

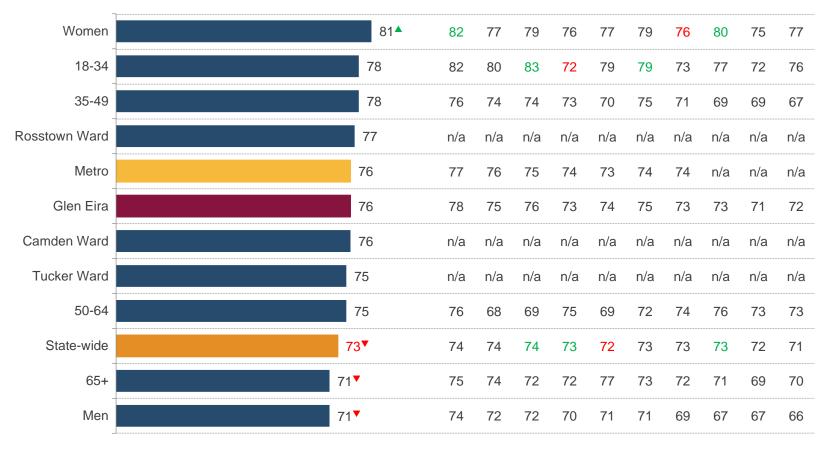


20	22 planning and	l building	permits per	formance (%)		
2022 Glen Eira <b>7</b>	30		25		0 6	22
2021 Glen Eira	22	22		13	7	27
2020 Glen Eira 🛛 7	25		24	19	7	18
2019 Glen Eira 7	20		28	15	7	23
2018 Glen Eira 6	22		29	15	13	16
2017 Glen Eira 3	21		29	17	12	18
2016 Glen Eira 2	19	26		18	10	25
2015 Glen Eira 4	24		25	16	9	21
2014 Glen Eira 7	24		27	12	5	26
2013 Glen Eira 5	24		35		10 3	23
2012 Glen Eira 5	24		27	13	6	25
State-wide 5	22		28	14	10	22
Metro 6	25		28	13	6	23
Camden Ward 3	31		20	13	7	27
Rosstown Ward 8	31			29	93	20
Tucker Ward 11	28		2	25	9 8	19
Men 11		34		21	10	8 16
Women 5	26		27	10	5	27
18-34 13		39		26		6 17
35-49 6	28		16	13	11	26
50-64 1	24		31	15	11	18
65+ 4	23		29	12	8	25
	Very good	Good	■ Average	Poor	Very poor	Can't say

#### **Environmental sustainability importance**



2022 environmental sustainability importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10 Note: Please see Appendix A for explanation of significant differences.

## **Environmental sustainability importance**

23



2022 environmental sustainability importance (%)

2022 Glen Eira	37	38	19	5 1
2021 Glen Eira	42	36	16	4 2 <mark>1</mark>
2020 Glen Eira	36	38	17	53
2019 Glen Eira	36	36	22	3 21
2018 Glen Eira	29	42	21	62
2017 Glen Eira	31	42	20	4 2
2016 Glen Eira	34	37	22	4 11
2015 Glen Eira	26	44	21	7 1
2014 Glen Eira	28	43	22	5 <mark>11</mark>
2013 Glen Eira	28	37	29	4 3
2012 Glen Eira	26	43	22	5 21
State-wide	33	38	20	5 3 1
Metro	37	39	17	4 21
Camden Ward	35	38	20	5 <mark>11</mark>
Rosstown Ward	43	31	21	5 1
Tucker Ward	34	42	17	52
Men	28	40	21	10 <mark>1</mark>
Women	45	36	1	7 111
18-34	43	33	18	6
35-49	35	49		11 <mark>4</mark> 1
50-64	45	24	20	8 3
65+	28	38	25	5 3 2
		Very importantFairly iNot at all importantCan't s	mportant say	

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10

# **Environmental sustainability performance**



2022 environmental sustainability performance (index scores)

Rosstown Ward n/a 18-34 Women **Tucker Ward** n/a 50-64 Glen Eira 35-49 65+ Men Camden Ward n/a ▼ Metro n/a n/a n/a ▼ State-wide 

2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months? Base: All respondents. Councils asked State-wide: 38 Councils asked group: 13 Note: Please see Appendix A for explanation of significant differences.

# **Environmental sustainability performance**



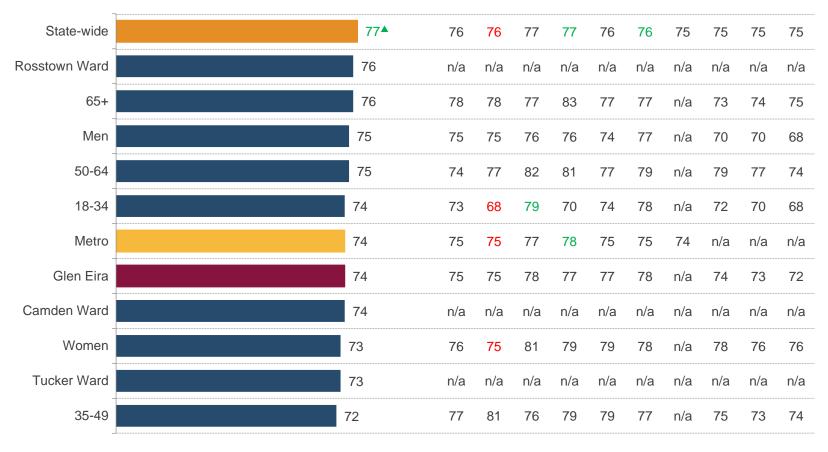
# 2022

#### 2022 environmental sustainability performance (%)

2022 Glen Eira	15		42				25		6	1	11
2021 Glen Eira	12		34			29		6	3		16
2020 Glen Eira	19		34			2	26		9	2	11
2019 Glen Eira	18		33			28	3		6 1		15
2018 Glen Eira	10		36			29		7	2		16
2017 Glen Eira	9		32			34		4 2	2	19	)
2016 Glen Eira	8	3′			27		10	3		22	
2015 Glen Eira	14		40				30			4	11
2014 Glen Eira	12		33			28		6 1		20	
2013 Glen Eira	10		36			30		5		19	)
2012 Glen Eira	11		34			29		9	1		16
State-wide	10		35			32			9	4	10
Metro	12		37			30			8	3	11
Camden Ward	12		36			31			7	2	12
Rosstown Ward	17			46			19		7		11
Tucker Ward	16			44			25	5		4 1	9
Men	15		39				25		7	2	11
Women	15		4	4			25			4 1	10
18-34	17		2	42			26			6	9
35-49	13		42				23		6 2	2	13
50-64	16		41				32	2		1	3 7
65+	14		42				24		8	2	11
		Very good	Good	Averag	е	Poor	Very	poor		Can't s	ay

# Planning for population growth in the area importance

2022 population growth importance (index scores)



2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3 Note: Please see Appendix A for explanation of significant differences.

M

# **Planning for population growth in the area importance**



2022 population growth importance (%)

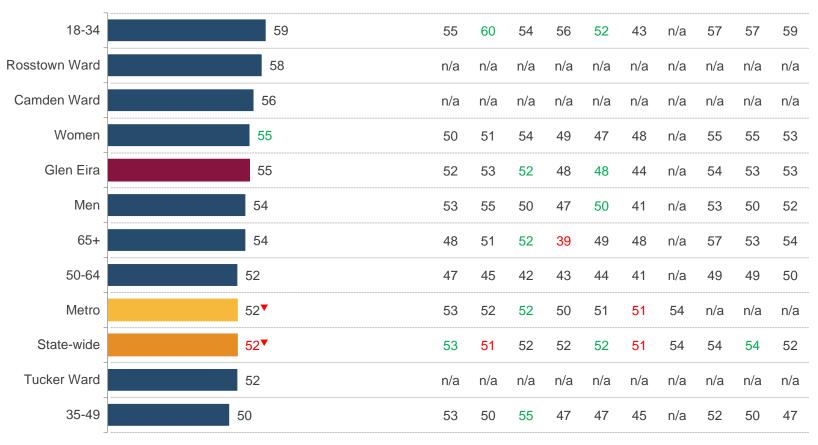
2022 Glen Eira	31	43	18	6 2 <mark>1</mark>
2021 Glen Eira	37	35	19	5 2 2
2020 Glen Eira	37	35	19	7 <mark>1</mark> 1
2019 Glen Eira	42	36	16	4 <mark>1</mark> 1
2018 Glen Eira	40	35	20	32
2017 Glen Eira	36	38	19	52
2016 Glen Eira	39	36	17	5 12
2014 Glen Eira	33	38	23	5 <mark>1</mark> 1
2013 Glen Eira	33	36	22	6 21
2012 Glen Eira	29	39	21	6 2 2
State-wide	38	37	18	4 2 2
Metro	34	38	19	7 12
Camden Ward	29	41	22	52
Rosstown Ward	36	45	8	7 <mark>3</mark> 1
Tucker Ward	29	44	20	5 <mark>2</mark> 1
Men	31	43	16	6 <mark>1</mark> 2
Women	30	43	19	5 <mark>2</mark> 1
18-34	28	52	11	7 2
35-49	25	46	22	5 <mark>11</mark>
50-64	34	35	20	5 <mark>1</mark> 4
65+	38	33	20	4 3 2
	<ul> <li>Extremely important</li> <li>Not that important</li> </ul>	<ul> <li>Very important</li> <li>Not at all important</li> <li>Can't say</li> </ul>	ortant	

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3

# Planning for population growth in the area performance



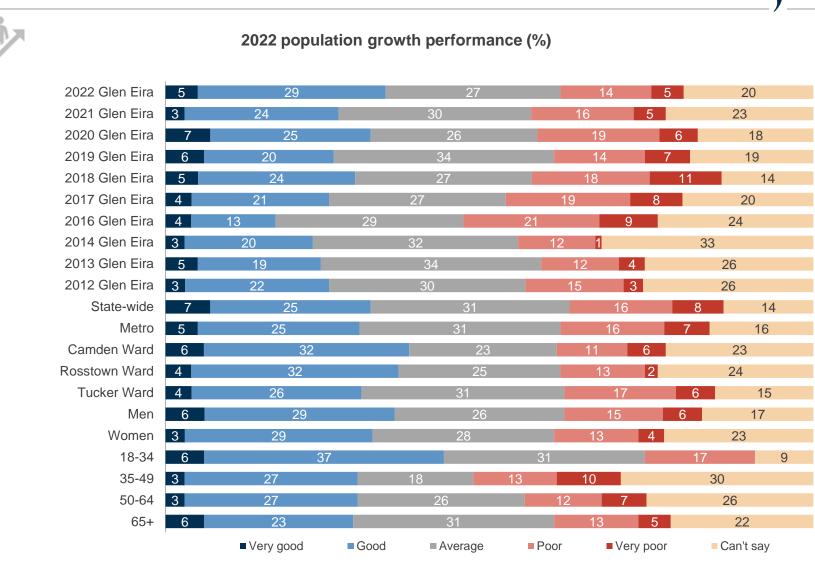
2021 2020 2019 2018 2017 2016 2015 2014 2013 2012



Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months? Base: All respondents. Councils asked State-wide: 18 Councils asked group: 6 Note: Please see Appendix A for explanation of significant differences.

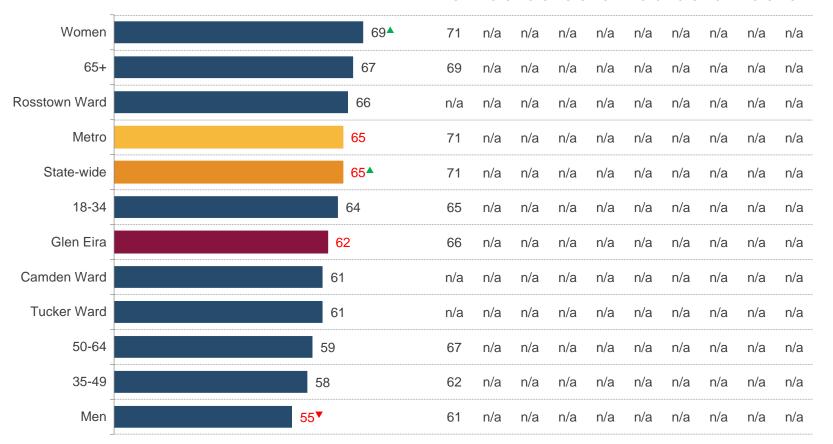
M

# Planning for population growth in the area performance



#### **COVID-19 response importance**





2022 COVID-19 response importance (index scores)

2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5 Note: Please see Appendix A for explanation of significant differences.

#### **COVID-19 response importance**





#### 2022 Glen Eira 20 5 3 2021 Glen Eira 25 11 3 6 26 State-wide 6 4 26 Metro 6 4 Camden Ward 18 3 5 Rosstown Ward 23 4 Tucker Ward 20 4 Men 14 3 26 Women 3 3 22 18-34 17 35-49 22 50-64 19 8 4 65+ 23 5 7 Extremely important Very important ■ Fairly important Not that important Not at all important Can't say

2022 COVID-19 response importance (%)

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5

#### **COVID-19 response performance**





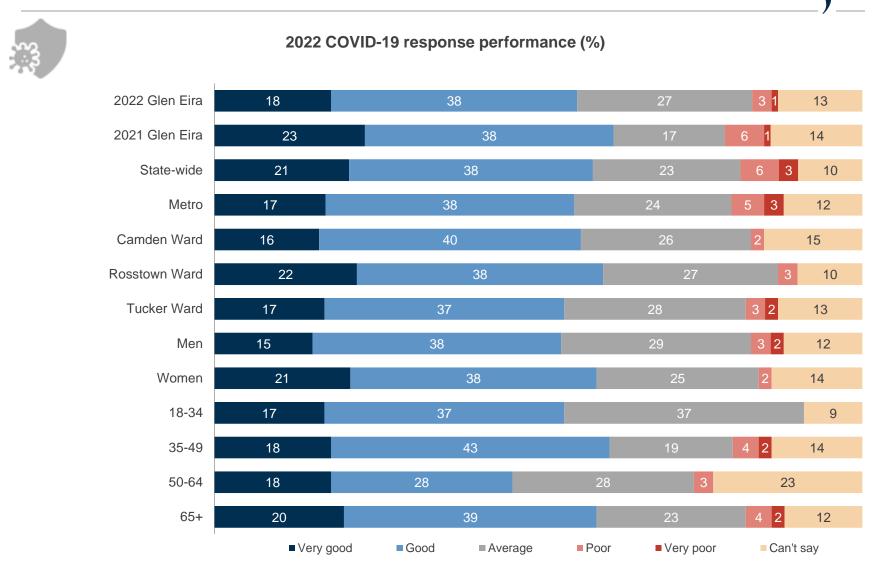
2022 COVID-19 response performance (index scores)

| Women         | 72      | 73  | n/a |
|---------------|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Rosstown Ward | 72      | n/a |
| 65+           | 71      | 74  | n/a |
| 35-49         | 70      | 71  | n/a |
| Camden Ward   | 70      | n/a |
| Glen Eira     | 70      | 72  | n/a |
| 50-64         | 70      | 69  | n/a |
| 18-34         | <br>69  | 74  | n/a |
| Tucker Ward   | 69      | n/a |
| State-wide    | 69      | 73  | n/a |
| Men           | <br>68  | 72  | n/a |
| Metro         | <br>67▼ | 73  | n/a |

2021 2020 2019 2018 2017 2016 2015 2014 2013 2012

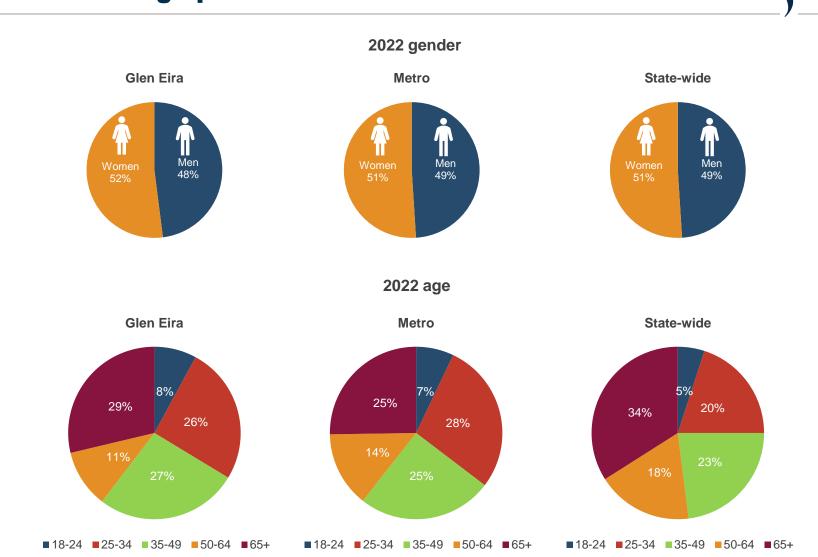
Q2. How has Council performed on 'COVID-19 response' over the last 12 months? Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10 Note: Please see Appendix A for explanation of significant differences.

#### **COVID-19 response performance**



# Detailed demographics

#### **Gender and age profile**



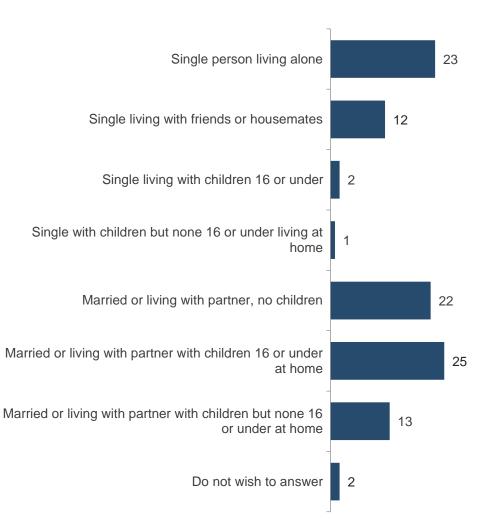
S3. [Record gender] / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

#### **J W S** R **E S E A R C H** 139

#### **Household structure**



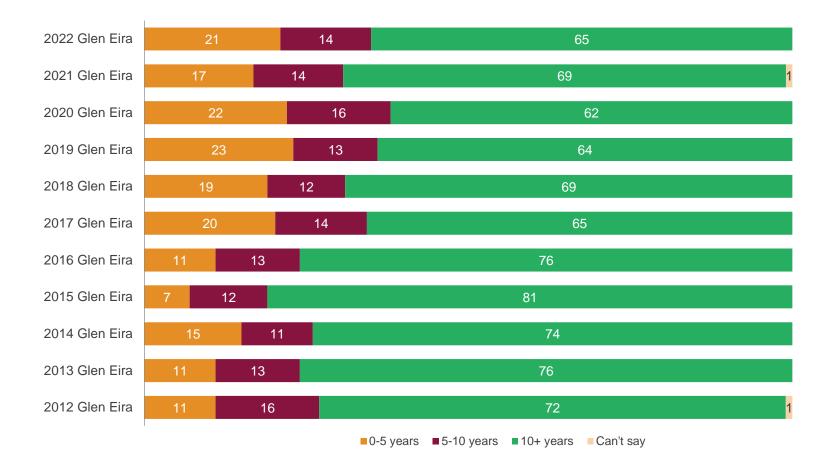
#### 2022 household structure (%)

S6. Which of the following BEST describes your household? Base: All respondents. Councils asked State-wide: 12 Councils asked group: 9

#### Years lived in area



#### 2022 years lived in area (%)



S5. How long have you lived in this area?/How long have you owned a property in this area? Base: All respondents. Councils asked State-wide: 13 Councils asked group: 6

#### Years lived in area



2022 years lived in area (%)

2022 Glen Eira	21	14	20	19	26
2021 Glen Eira	17	14	20	21	27 <mark>1</mark>
2020 Glen Eira	22	16	18	19	25
2019 Glen Eira	23	13	19	20	25
2018 Glen Eira	19	12	23	21	25
2017 Glen Eira	20	14	25	17	24
2016 Glen Eira	11 13	3	30	22	24
State-wide	14	15	22	19	30
Metro	21	17	21	17	23
Camden Ward	20	15	19	22	24
Rosstown Ward	23	11	19	25	21
Tucker Ward	22	14	20	12	31
Men	19	12	21	20	28
Women	24	15	19	18	25
18-34		41	19	15	22 4
35-49	24	20	)	34	16 6
50-64	3 8	26	28		35
65+	4 5 10	13		68	1
	0-5 years	■ 5-10 years	■10-20 years ■2	20-30 years ■ 30+ ye	ars Can't say

S5. How long have you lived in this area?/How long have you owned a property in this area? Base: All respondents. Councils asked State-wide: 13 Councils asked group: 6 Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years".

Appendix A: Index scores, margins of error and significant differences

#### Appendix A: Index Scores

#### **Index Scores**

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the statewide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%		INDEX SCORE 60

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE		
Improved	36%	100	36		
Stayed the same	40%	50	20		
Deteriorated	23%	0	0		
Can't say	1%		INDEX SCORE 56		

### **Appendix A:** Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for Glen Eira City Council was n=401. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=401 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 124,300 people aged 18 years or over for Glen Eira City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Glen Eira City Council	401	400	+/-4.9
Men	191	192	+/-7.1
Women	210	208	+/-6.8
Camden Ward	139	129	+/-8.3
Rosstown Ward	91	102	+/-10.3
Tucker Ward	171	169	+/-7.5
18-34 years	54	136	+/-13.5
35-49 years	78	106	+/-11.2
50-64 years	74	44	+/-11.5
65+ years	195	115	+/-7.0



### Appendix A: Significant difference reporting notation



Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green ( $\checkmark$ ) and downward directing red arrows ( $\checkmark$ ).

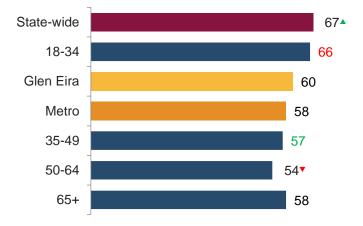
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- The state-wide result is significantly higher than the overall result for the council.
- The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2021.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2021.

#### 2022 overall performance (index scores) (example extract only)



### Appendix A: Index score significant difference calculation



The test applied to the Indexes was an Independent Mean Test, as follows:

Z Score = (\$1 - \$2) /Sqrt  $((\$5^2 / \$3) + (\$6^2 / \$4))$ 

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 2
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.

# **Appendix B: Further project information**

### **Appendix B: Further information**



Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in this section including:

- · Background and objectives
- Analysis and reporting
- Glossary of terms

#### **Detailed survey tabulations**

Detailed survey tabulations are available in supplied Excel file.

#### Contacts

For further queries about the conduct and reporting of the 2022 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email: admin@jwsresearch.com

### Appendix B: Survey methodology and sampling



The 2022 results are compared with previous years, as detailed below:

- 2021, n=401 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=402 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=400 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Glen Eira City Council area. Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Glen Eira City Council.

Survey sample matched to the demographic profile of Glen Eira City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Glen Eira City Council, particularly younger people.

A total of n=401 completed interviews were achieved in Glen Eira City Council. Survey fieldwork was conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March, 2022.

### Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2022 vary slightly.

#### **Council Groups**

Glen Eira City Council is classified as a Metropolitan council according to the following classification list:

• Metropolitan, Interface, Regional Centres, Large Rural & Small Rural.

Councils participating in the Metropolitan group are:

 Banyule, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Knox, Manningham, Maroondah, Melbourne, Moonee Valley, Moreland, Port Phillip, Stonnington and Whitehorse. Wherever appropriate, results for Glen Eira City Council for this 2022 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



### **Appendix B:** 2012 survey revision

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The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Glen Eira City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2022 have been made throughout this report as appropriate.

### Appendix B: Core, optional and tailored questions

#### Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2022 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



### **Appendix B: Analysis and reporting**

#### Reporting

Every council that participated in the 2022 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

https://www.localgovernment.vic.gov.au/ourprograms/council-community-satisfaction-survey

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.



### Appendix B: Glossary of terms

**Core questions**: Compulsory inclusion questions for all councils participating in the CSS.

**CSS**: 2022 Victorian Local Government Community Satisfaction Survey.

**Council group**: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

**Council group average**: The average result for all participating councils in the council group.

**Highest / lowest**: The result described is the highest or lowest result across a particular demographic subgroup e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

**Index score**: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

**Optional questions**: Questions which councils had an option to include or not.

**Percentages**: Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage.

**Sample**: The number of completed interviews, e.g. for a council or within a demographic sub-group.

**Significantly higher / lower**: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

**State-wide average**: The average result for all participating councils in the State.

**Tailored questions**: Individual questions tailored by and only reported to the commissioning council.

**Weighting**: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.

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