

A large, stylized letter 'V' that serves as a background graphic. It is filled with a satellite image of the state of Victoria, Australia, showing the coastline, major cities, and a network of roads and rivers. The 'V' is dark blue and black, with the satellite imagery in shades of blue, green, and white.

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 State-wide 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.

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, overlaid on its structure.

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



Metropolitan 65

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
Compared to State-wide average	 Sealed local roads  Local streets & footpaths  Community decisions	None
Compared to group average	 Appearance of public areas  Environmental sustainability  Informing the community	None



Summary of core measures

Index scores


Overall
performance


Consultation &
engagement

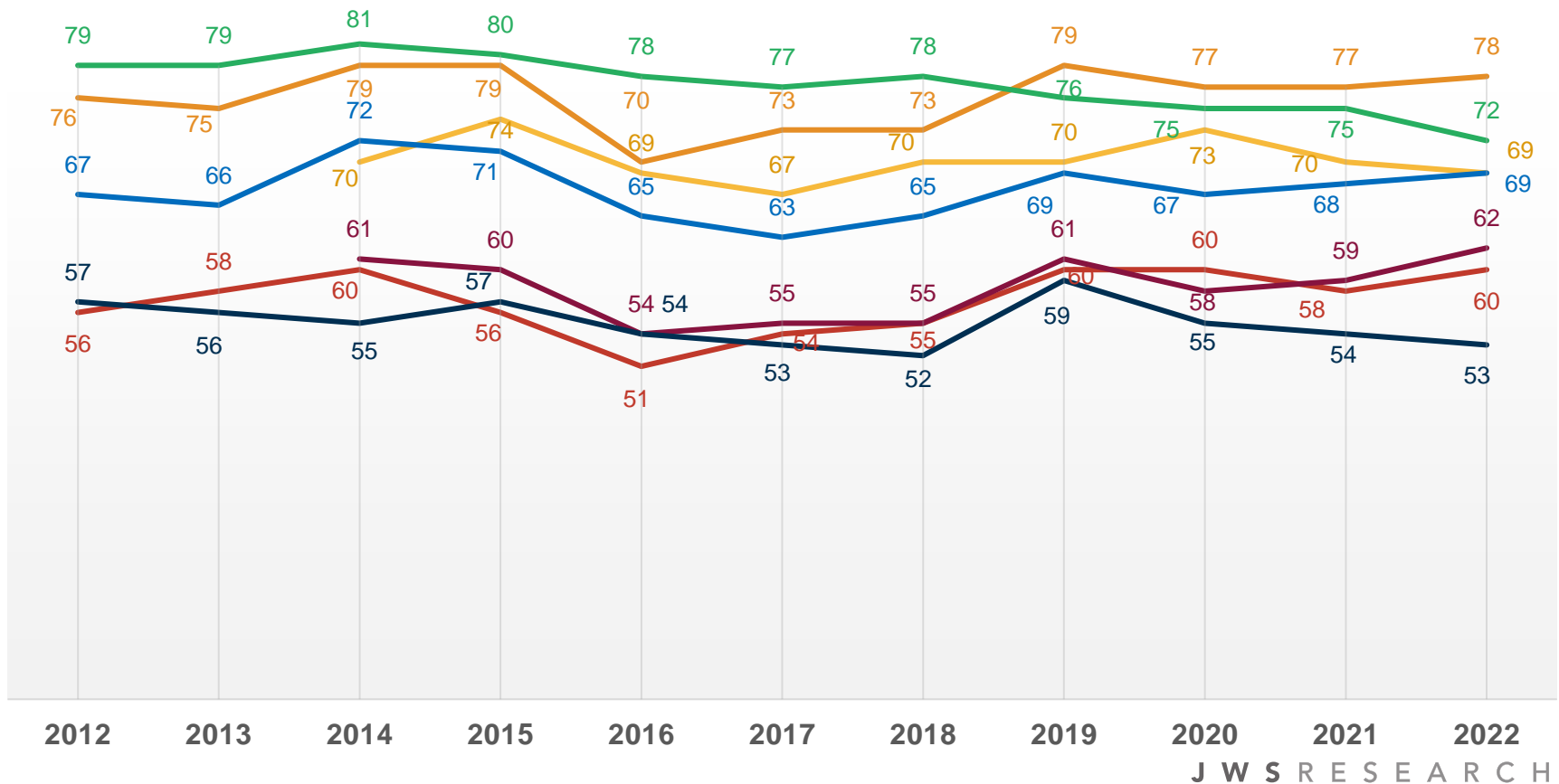

Community
decisions


Sealed
local
roads


Waste
management


Customer
service

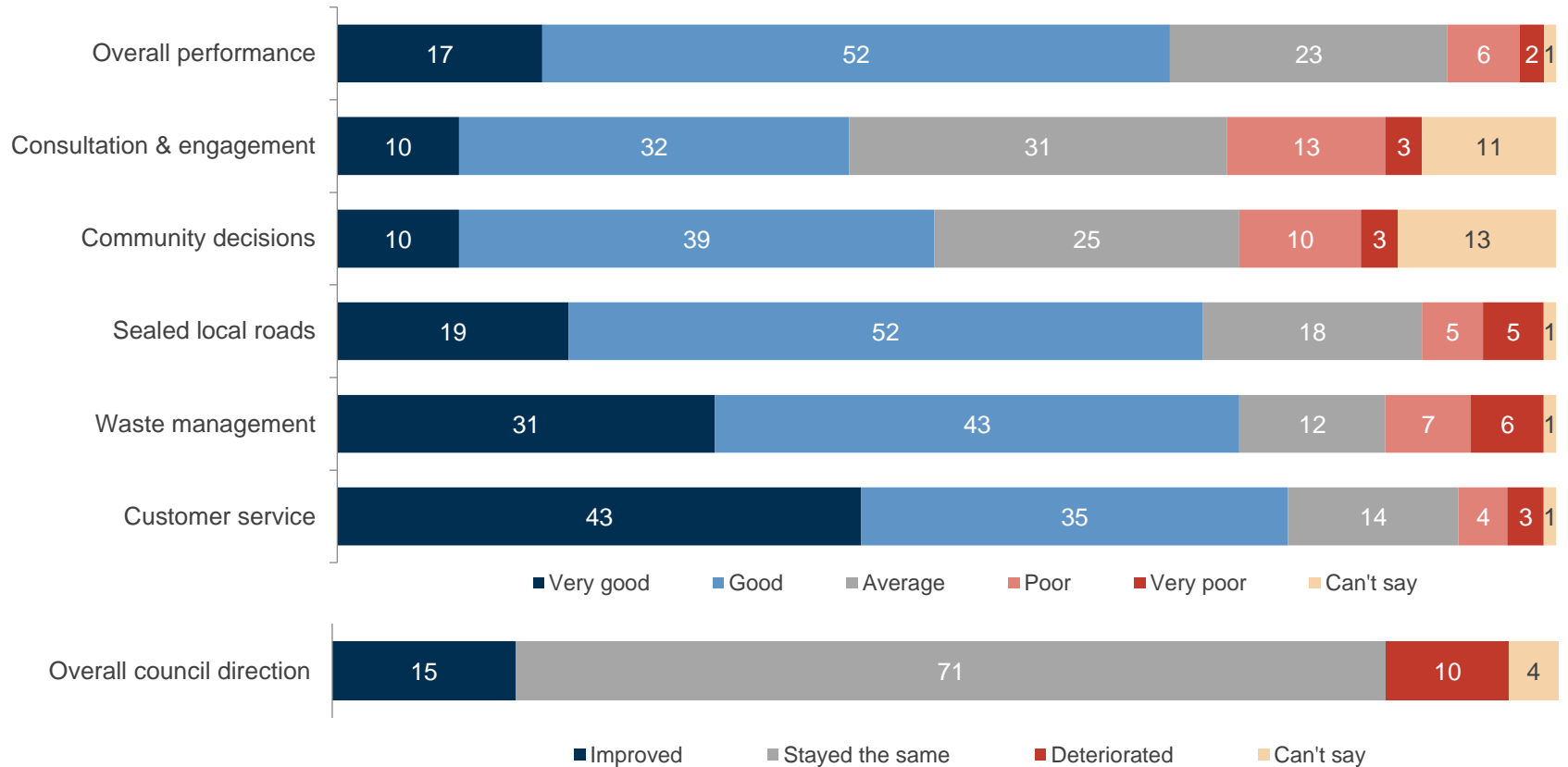

Overall
council
direction





Summary of core measures

Core measures summary results (%)
















Summary of Glen Eira City Council performance

Services		Glen Eira 2022	Glen Eira 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	69	68	65	59	Aged 18-34 years, Rosstown Ward residents	Aged 50-64 years
	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
	Appearance of public areas	77	78	72	71	Aged 18-34 years	Aged 50-64 years
	Recreational facilities	76	78	73	69	Tucker Ward residents, Aged 35-49 years	Camden Ward residents, Aged 50-64 years, Rosstown Ward residents
	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









Summary of Glen Eira City Council performance

Services		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
	Enforcement of local laws	68	66	65	63	Aged 18-34 years	Aged 50-64 years
	Environmental sustainability	68	64	63	61	Rosstown Ward residents	Camden Ward residents
	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
	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
	Parking facilities	61	58	58	57	Aged 18-34 years	Aged 50-64 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
	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

Overview

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

Overall performance



Overall performance

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.

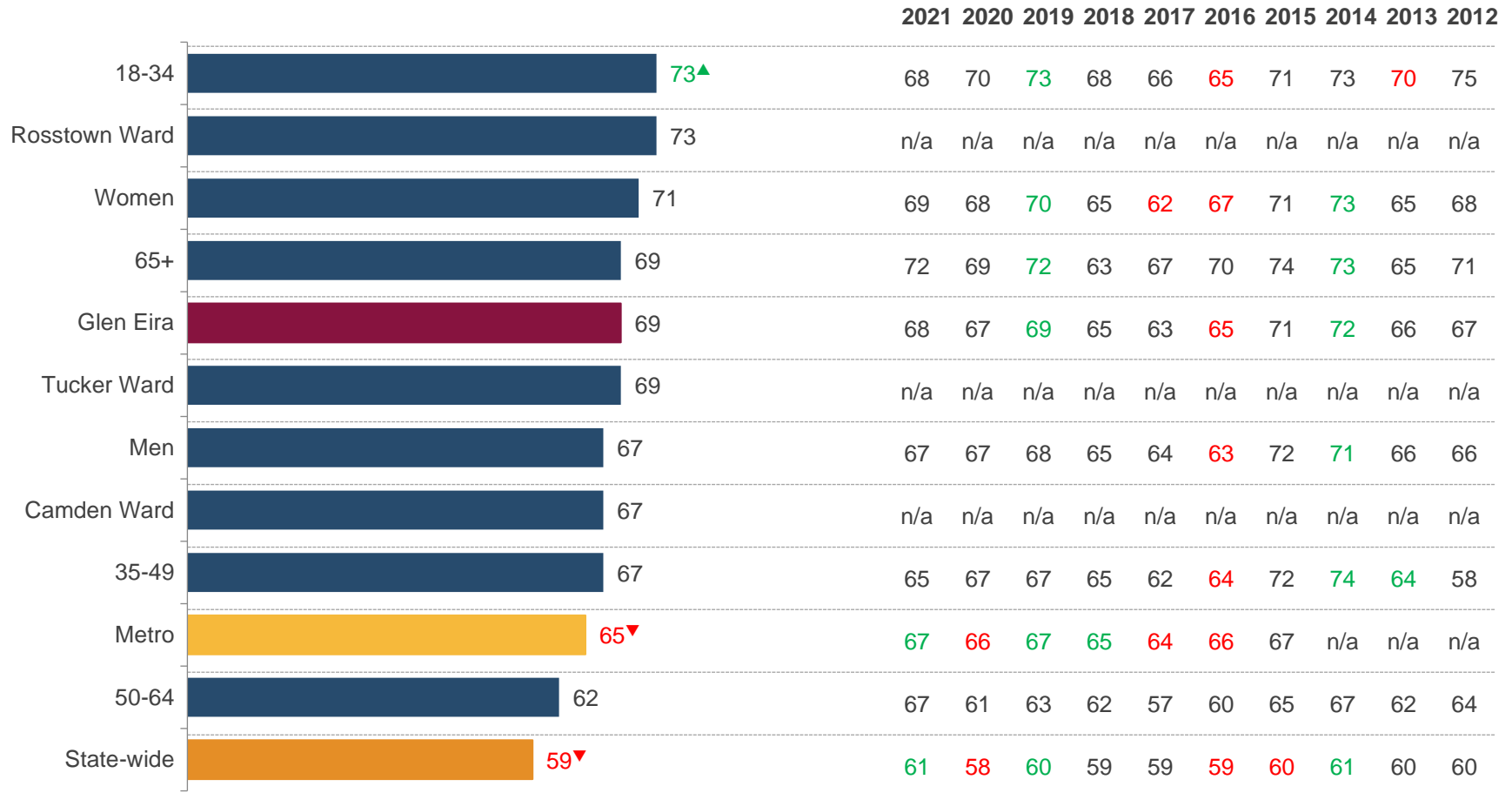
Council's performance in providing value for money in infrastructure and services provided (index score of 65) is rated significantly higher than both the State-wide and group averages (index scores of 53 and 61 respectively).





Overall performance

2022 overall performance (index scores)



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?

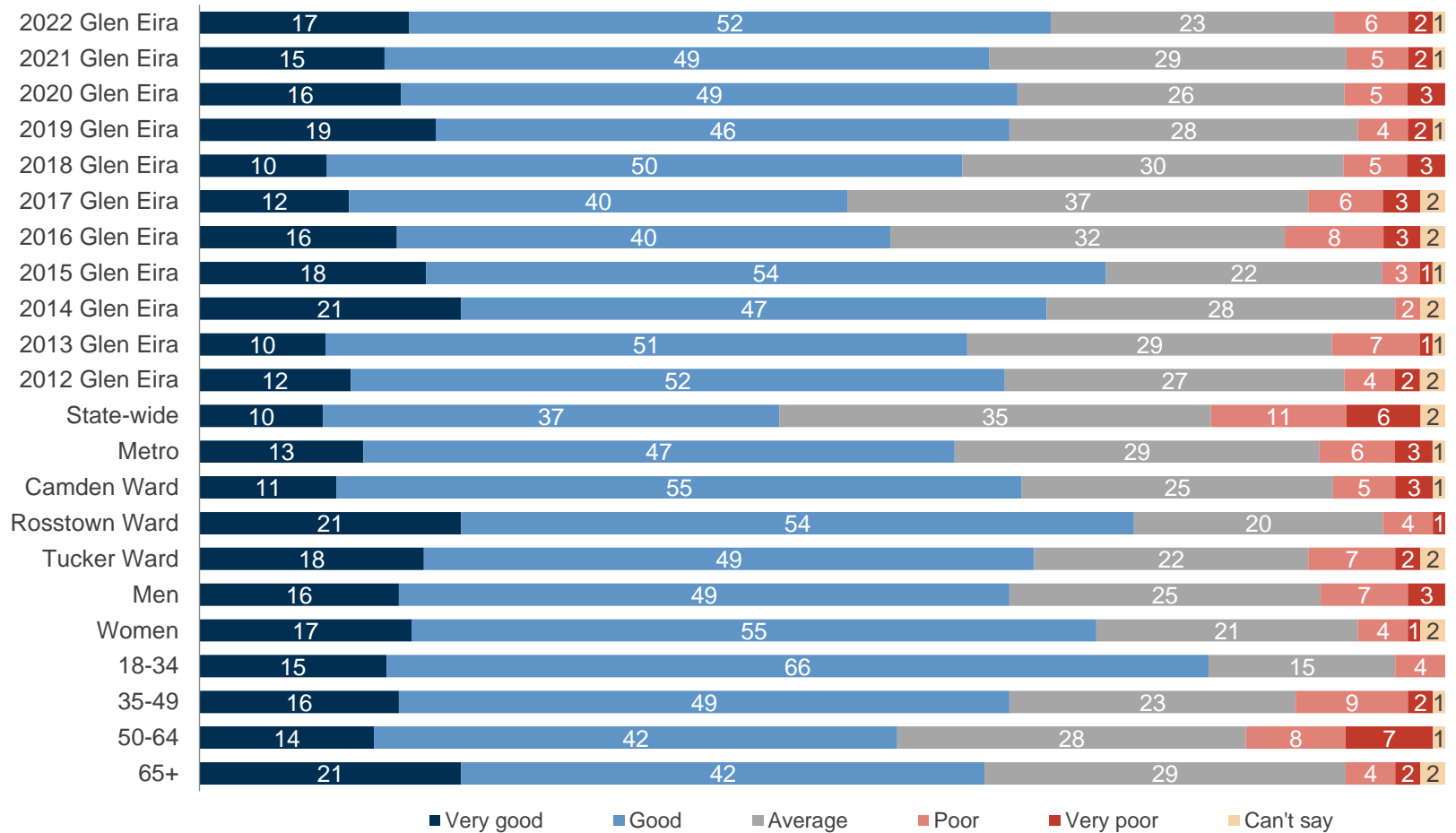
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



Overall performance

2022 overall performance (%)



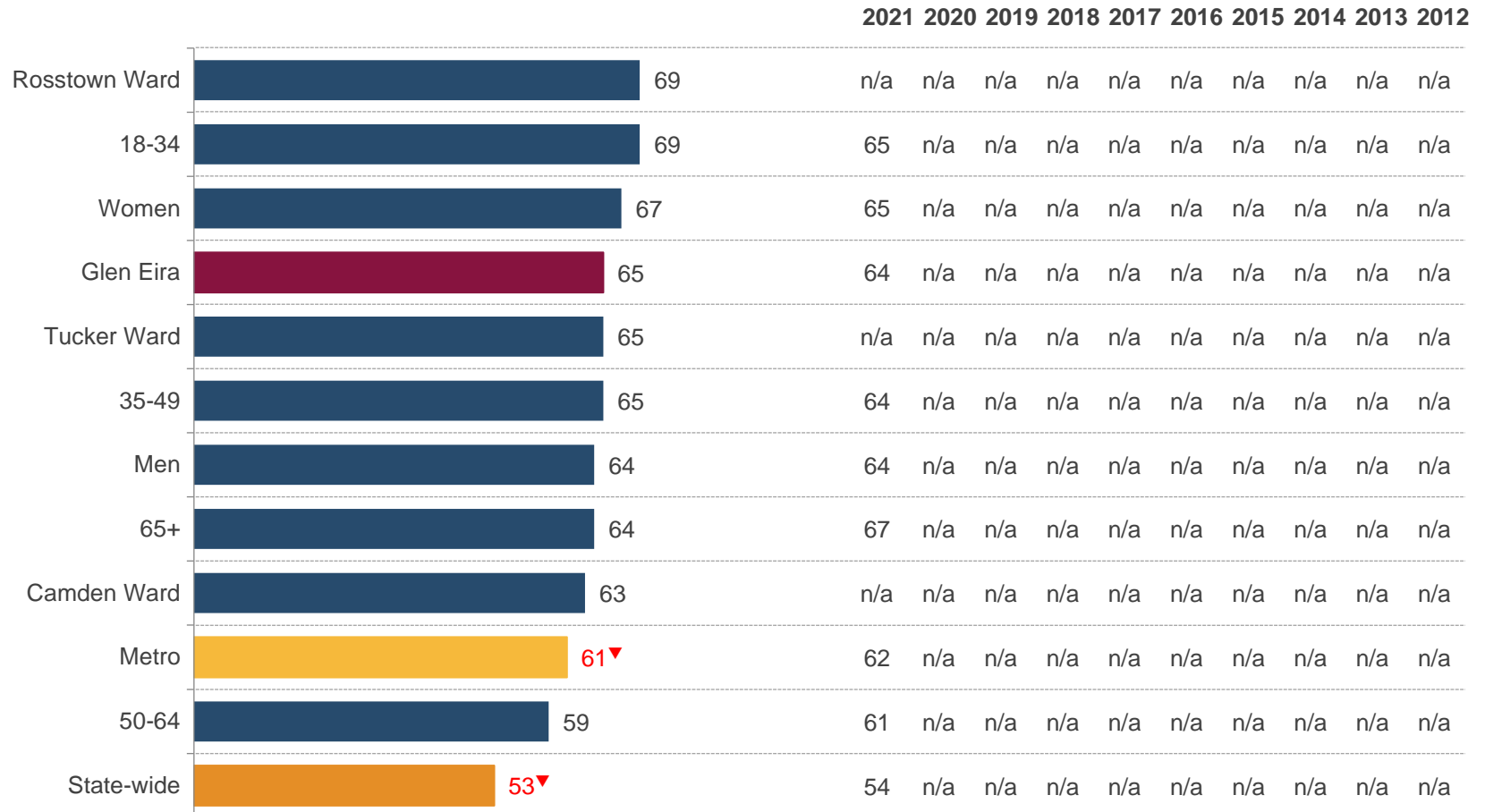
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glen Eira City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

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



Value for money in services and infrastructure

2022 value for money (index scores)



Q3b. How would you rate Glen Eira City Council at providing good value for money in infrastructure and services provided to your community?

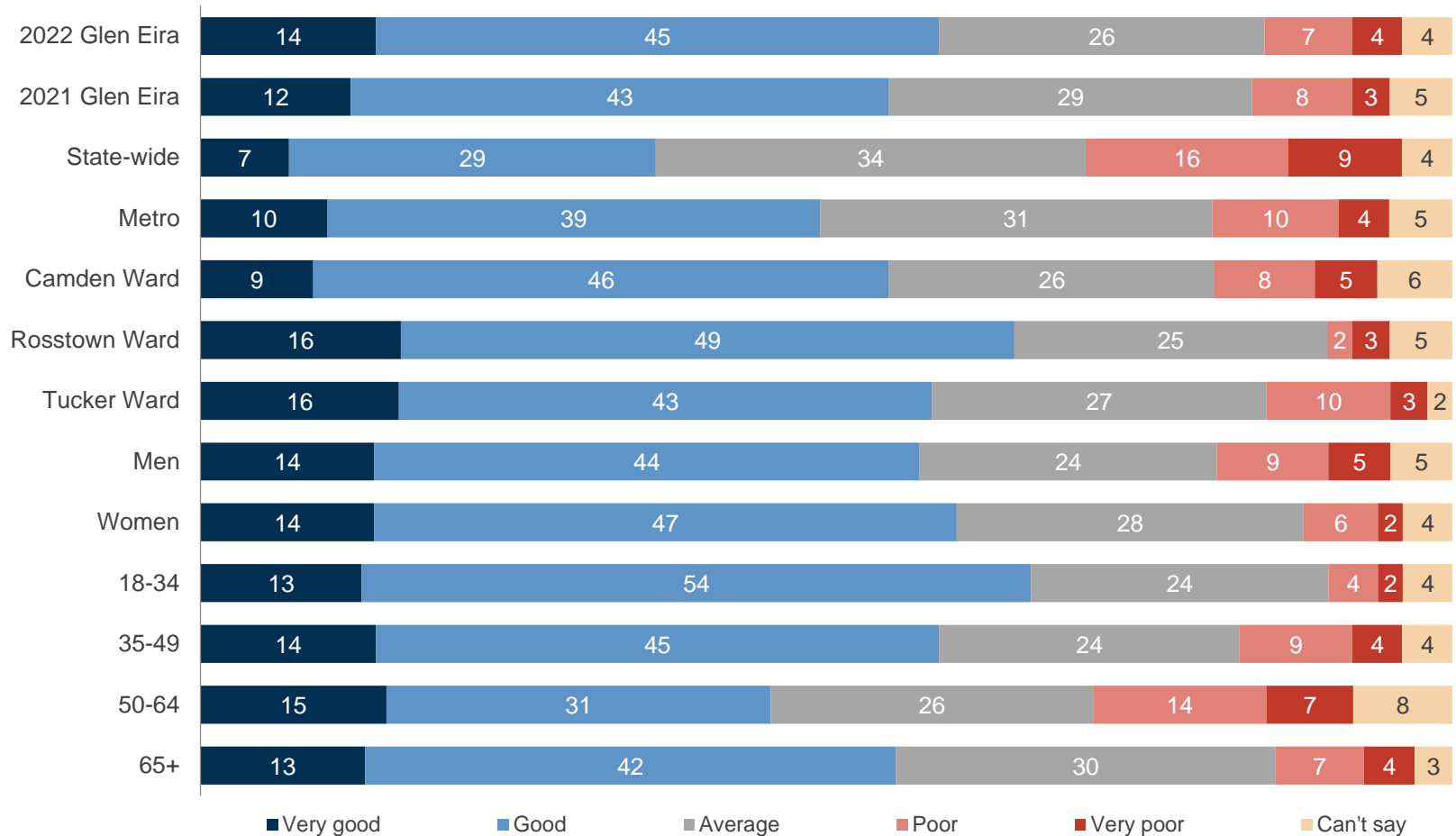
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 15

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



Top performing service areas

Glen Eira City Council continues to perform best in the appearance of public areas (index score of 77), followed by recreational facilities and art centres and libraries (both with an index score of 76).

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.

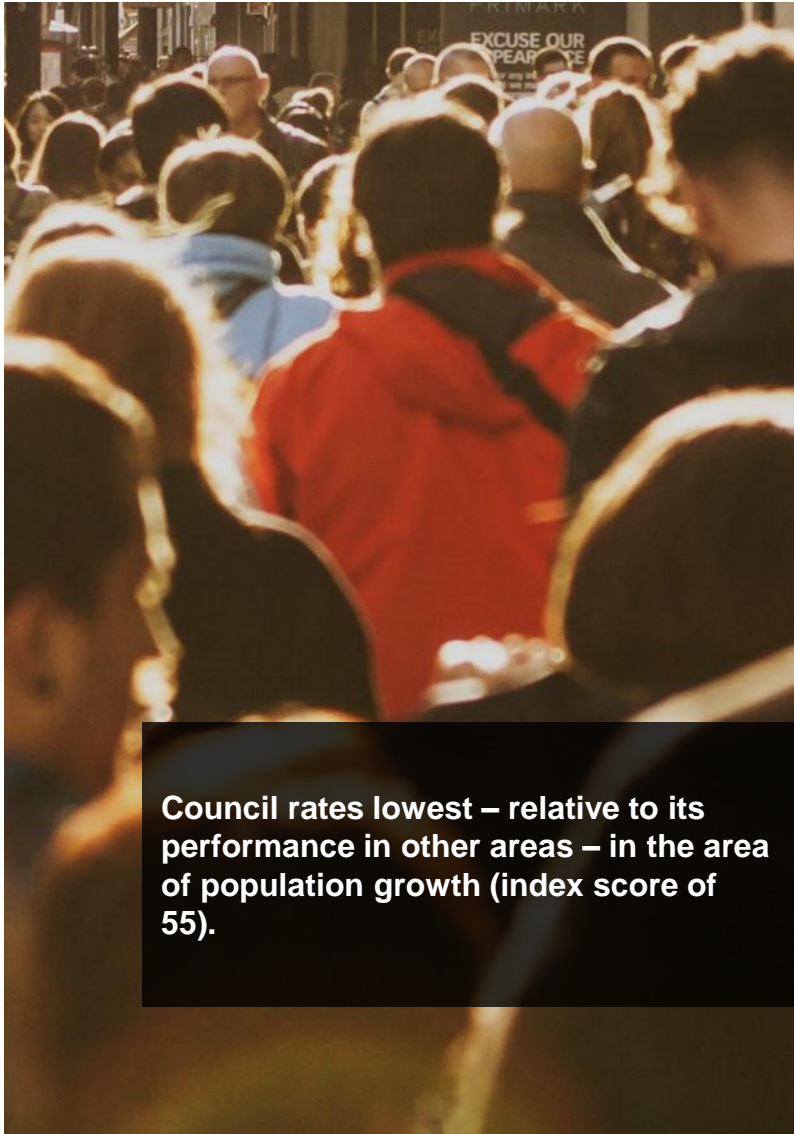
Council's strong performance in the aforementioned areas is further highlighted by the fact that one in five residents (21%) volunteer parks and gardens as the best thing about Council, while 15% nominate recreational / sporting facilities, and 6% nominate either libraries or environmental aspects.



Appearance of public areas (index score of 77) is the area where Council performed best in 2022.



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 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)

		2021	2020	2019	2018	2017	2016	2015	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	69	70	73	70	70	67	69	74	70	n/a	n/a
Enforcement of local laws	68	66	68	67	65	64	63	69	67	65	65
Environmental sustainability	68	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

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

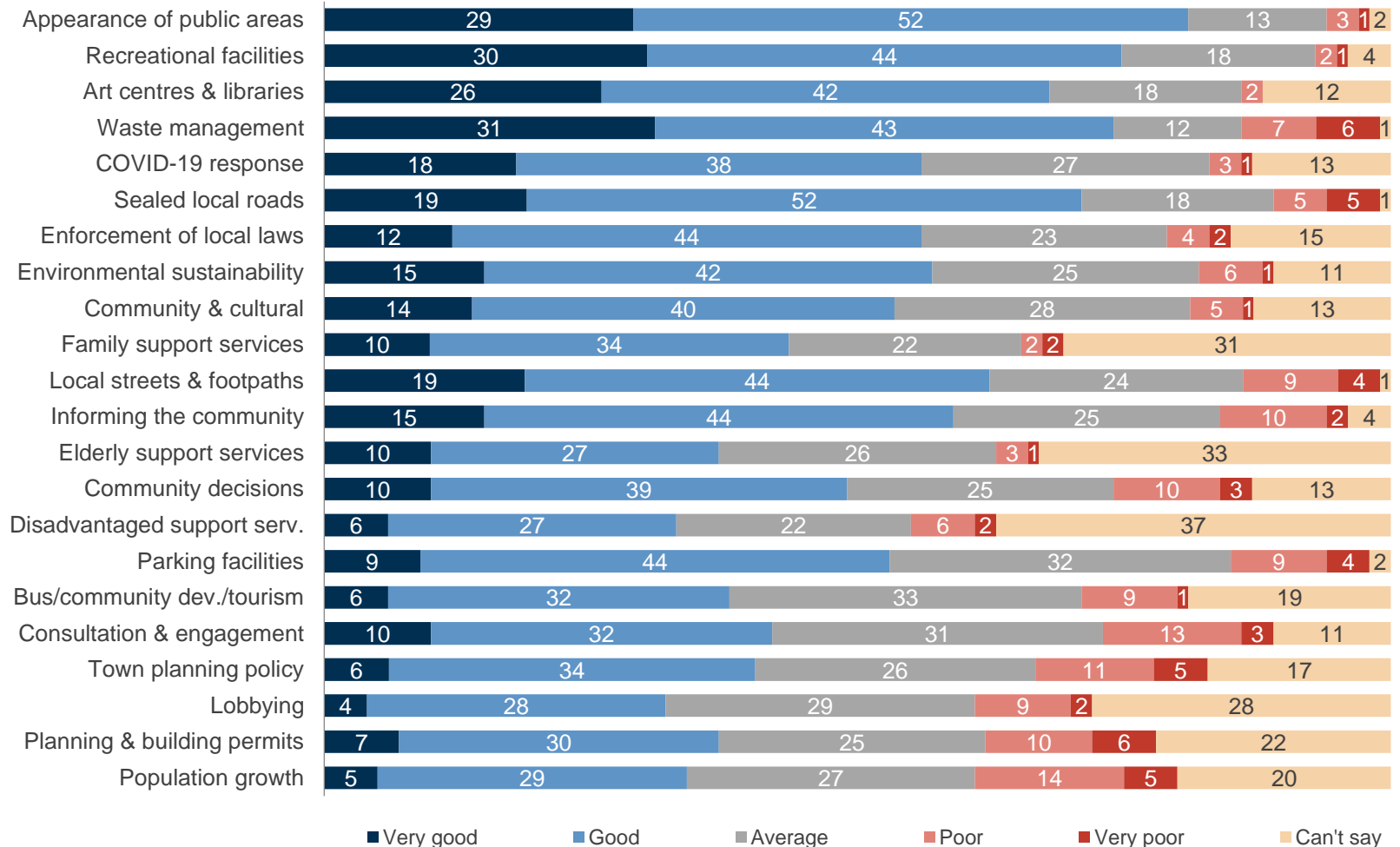
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



Individual service area performance

2022 individual service area performance (%)





Individual service area importance

2022 individual service area importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	59	61	55	54	56	58	57	55	56	56	55

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

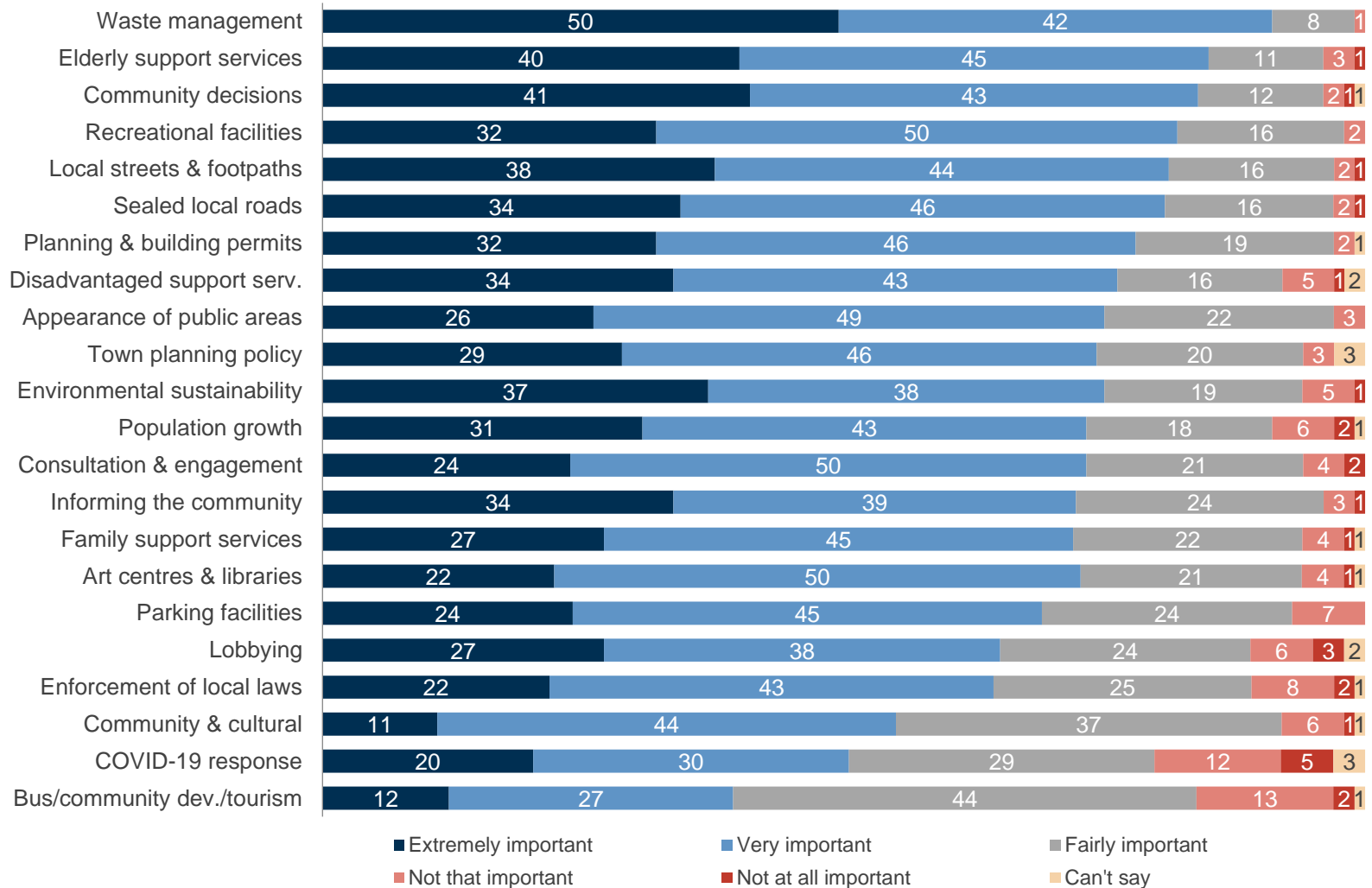
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

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



Individual service area importance

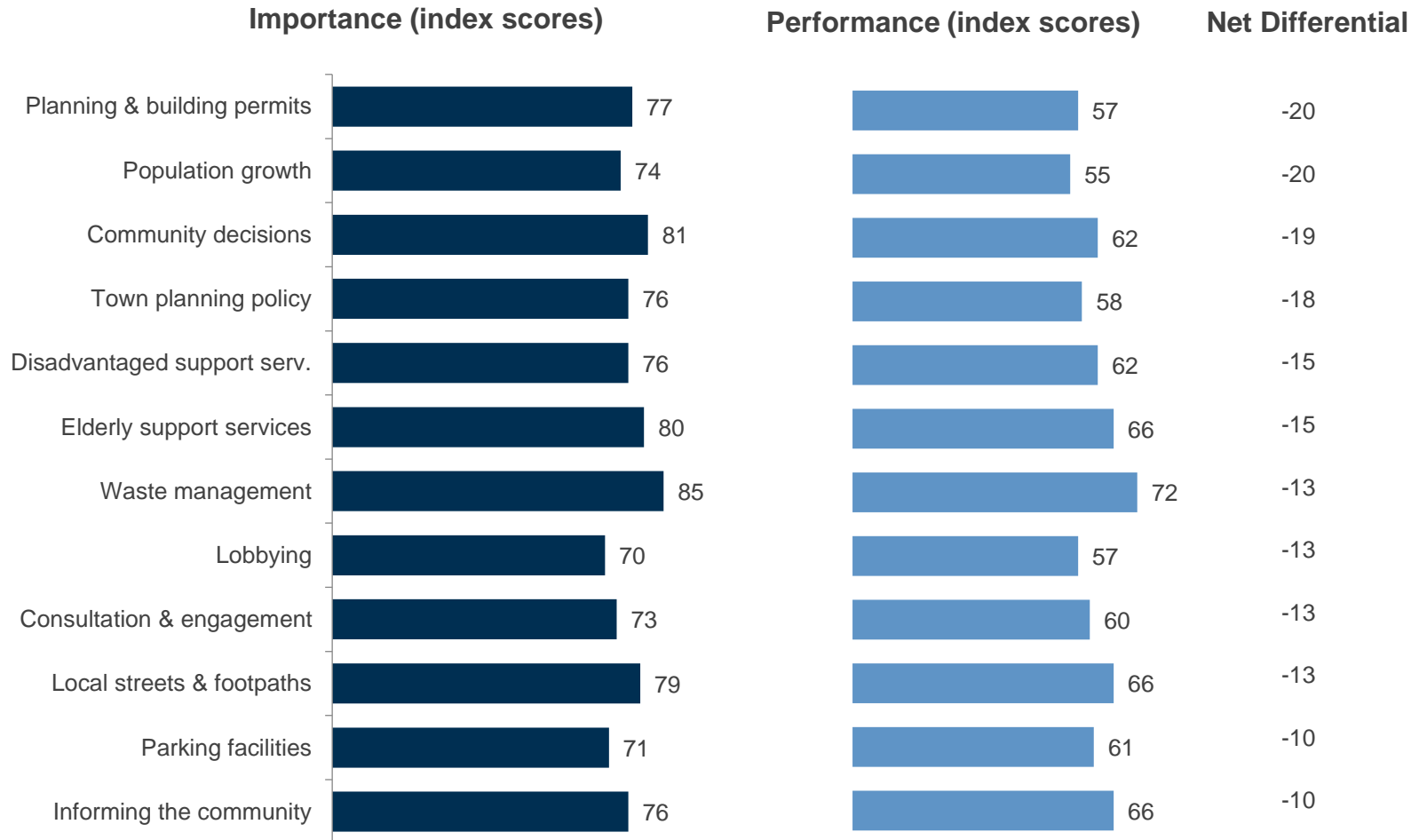
2022 individual service area importance (%)





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 un-rounded 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.

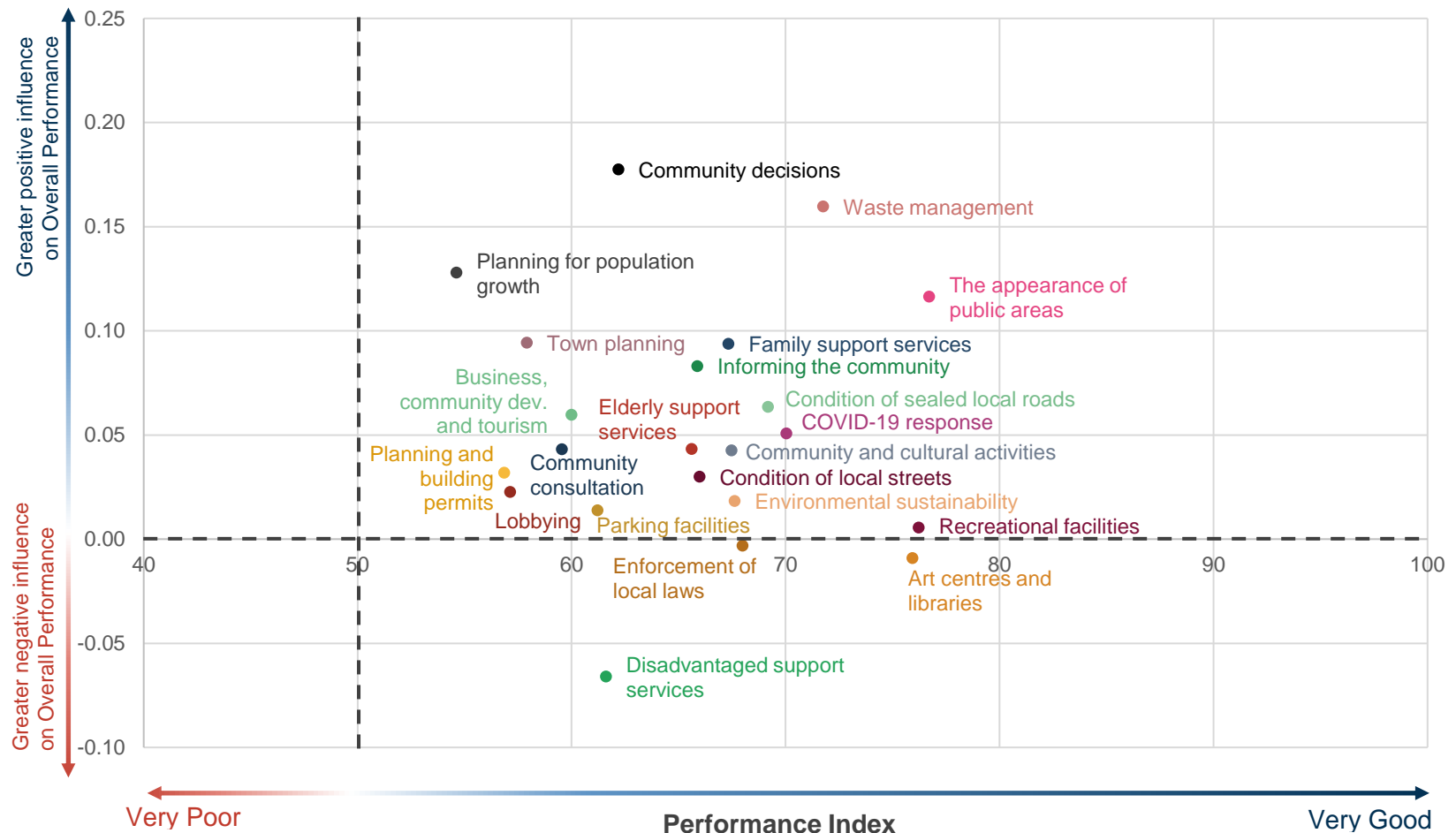
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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)

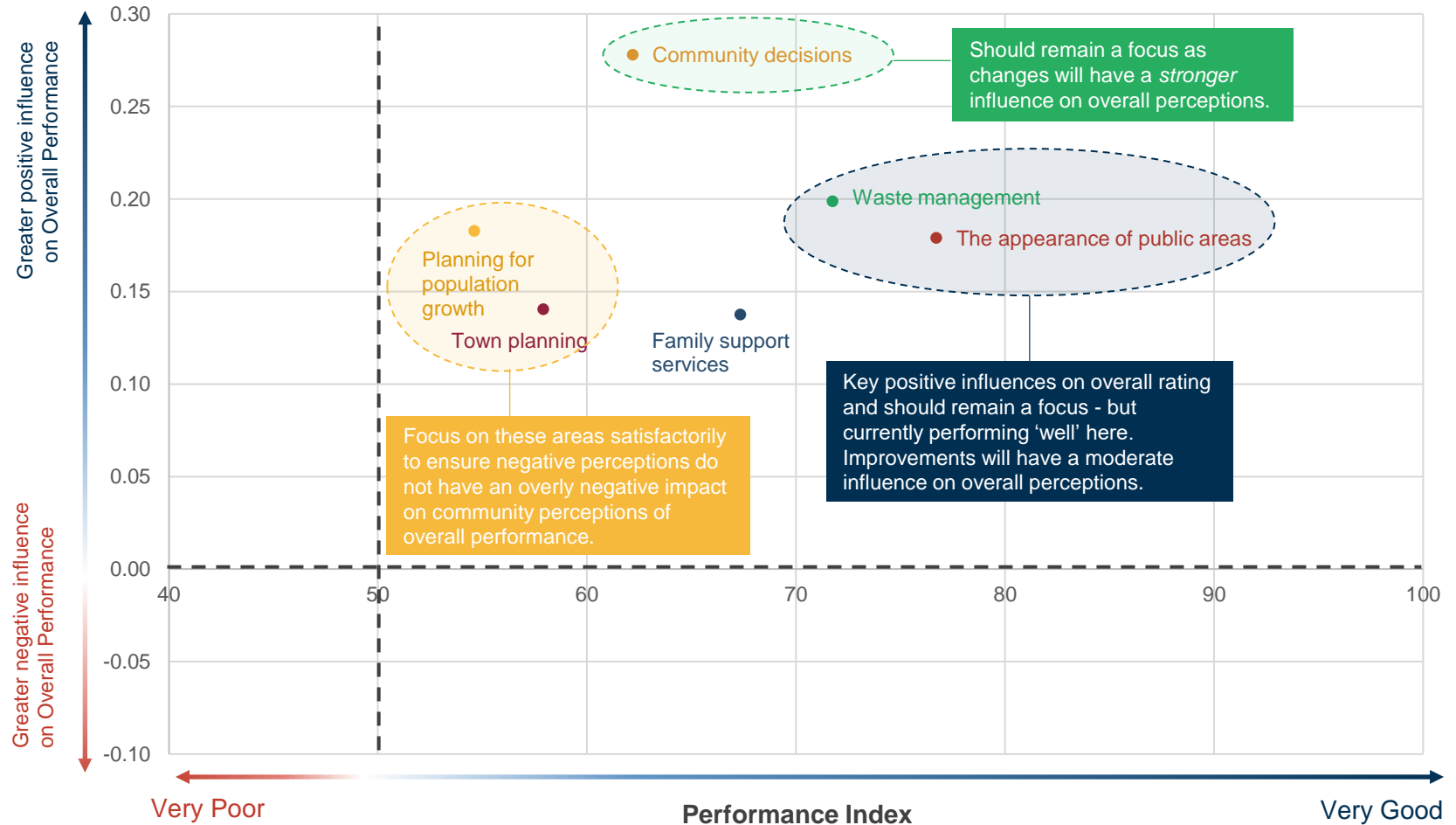


The multiple regression analysis model above (all service areas) has an R^2 value of 0.649 and adjusted R^2 value of 0.629, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant 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)

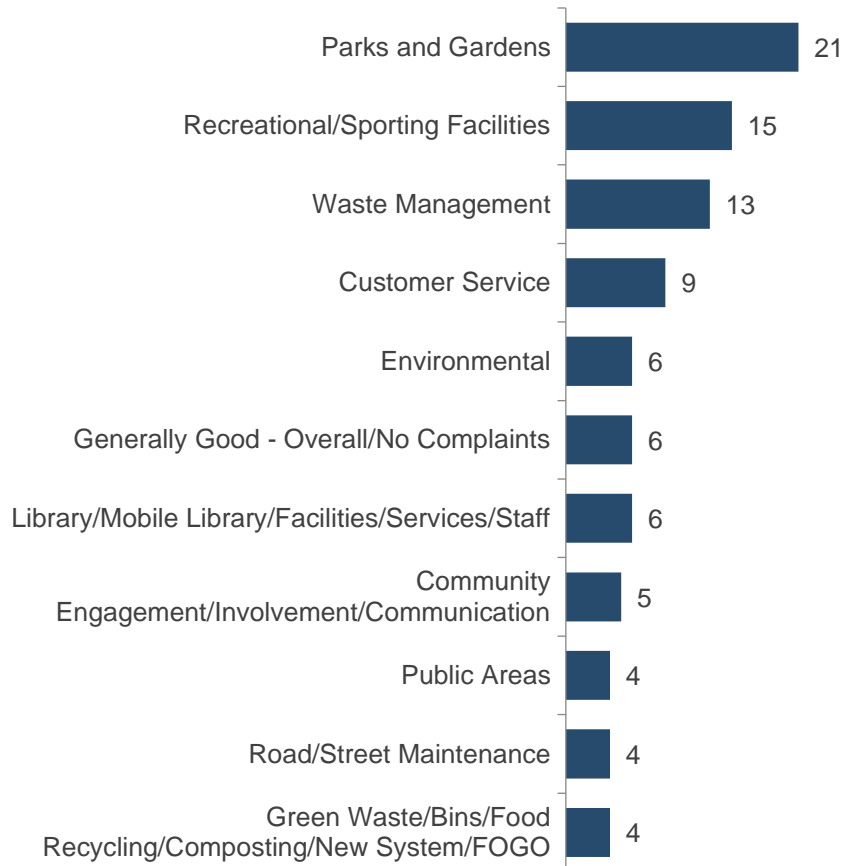


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.619 and adjusted R^2 value of 0.613, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically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

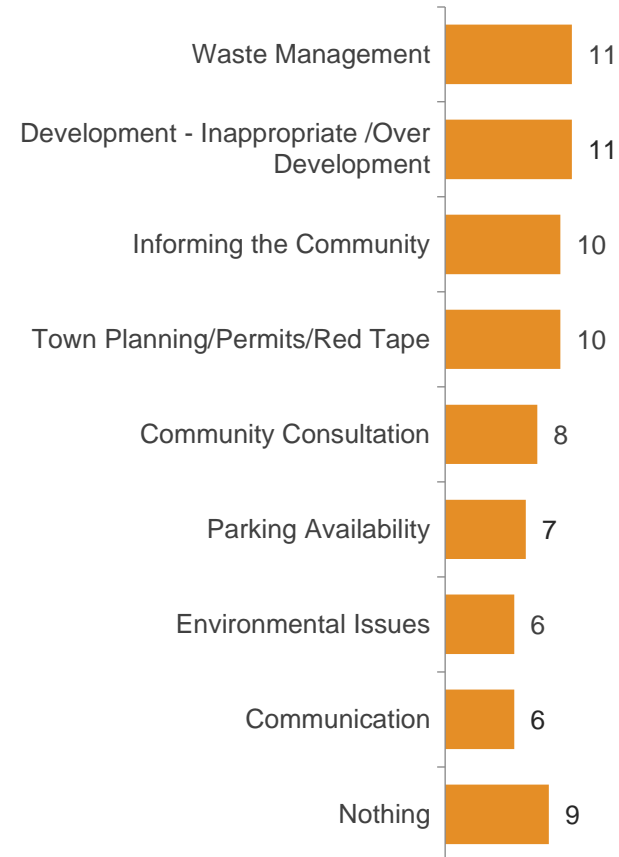


Best things about Council and areas for improvement

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



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

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



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).

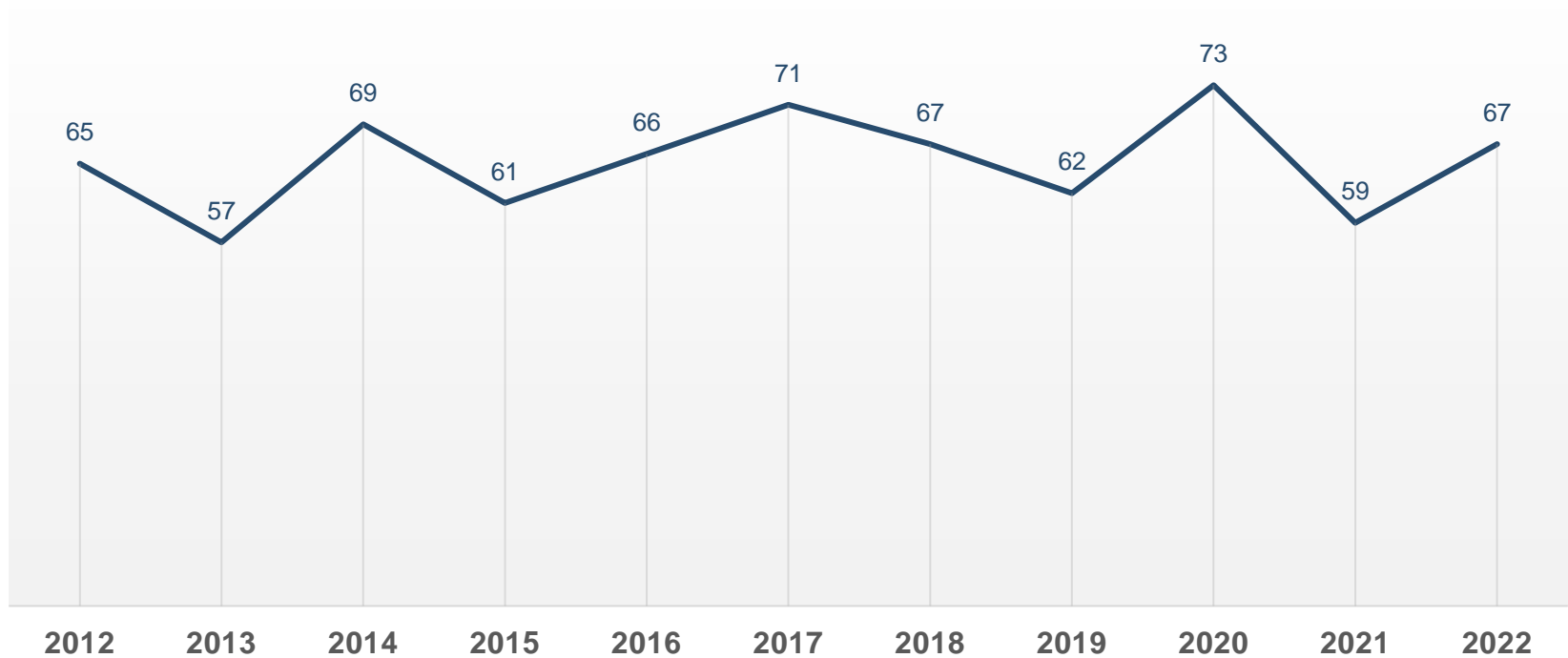
- Customer service ratings improved significantly among 18 to 34 year olds (index score of 82) and are at their highest recorded level.
- Conversely, perceptions among 50 to 64 year olds declined significantly (index score of 72, down 13 points from the series-high seen in the last evaluation).
- Perceptions 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



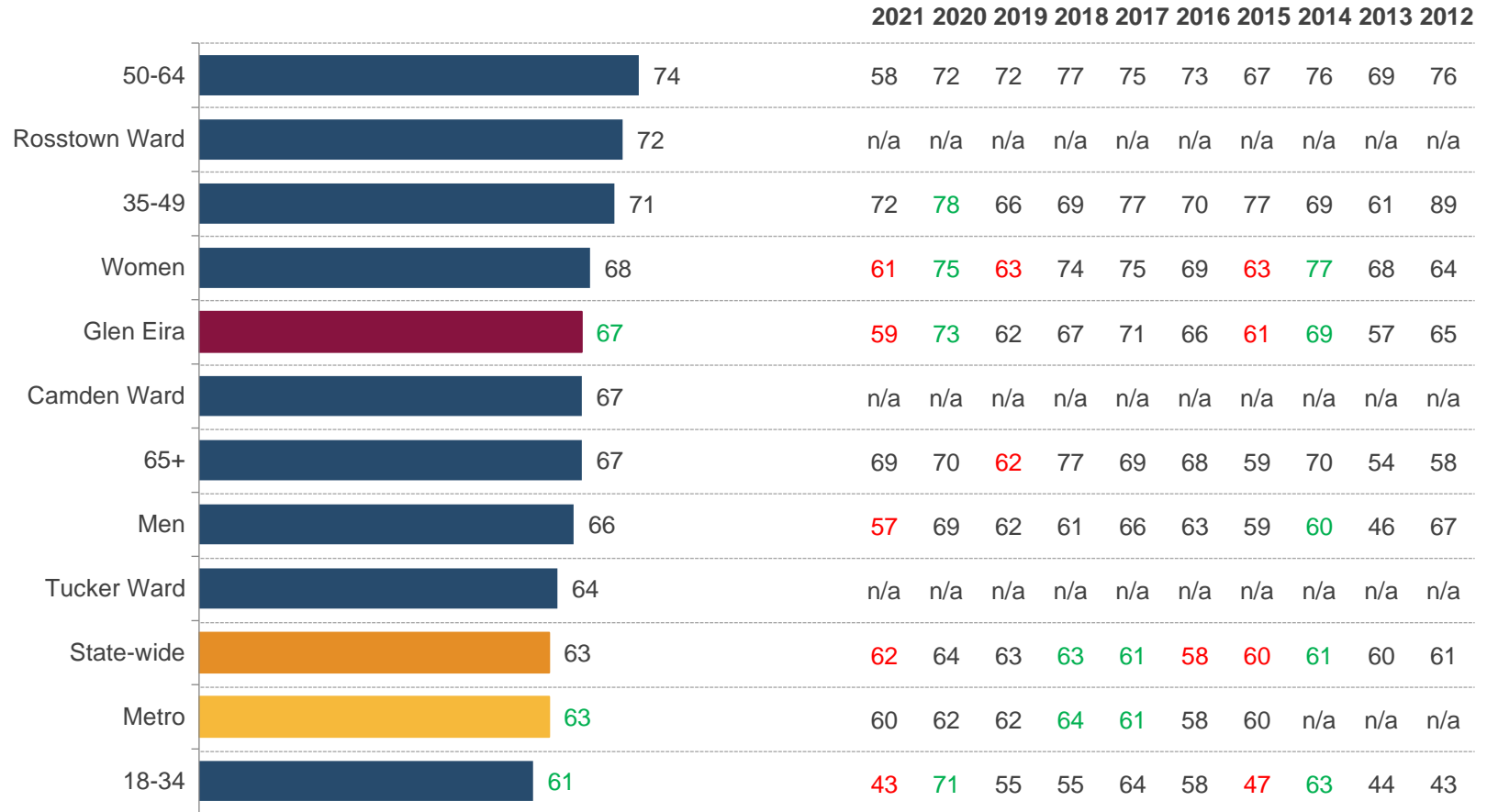
Q5a. Have you or any member of your household had any recent contact with Glen Eira City Council in any of the following ways?

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



Contact with council

2022 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?

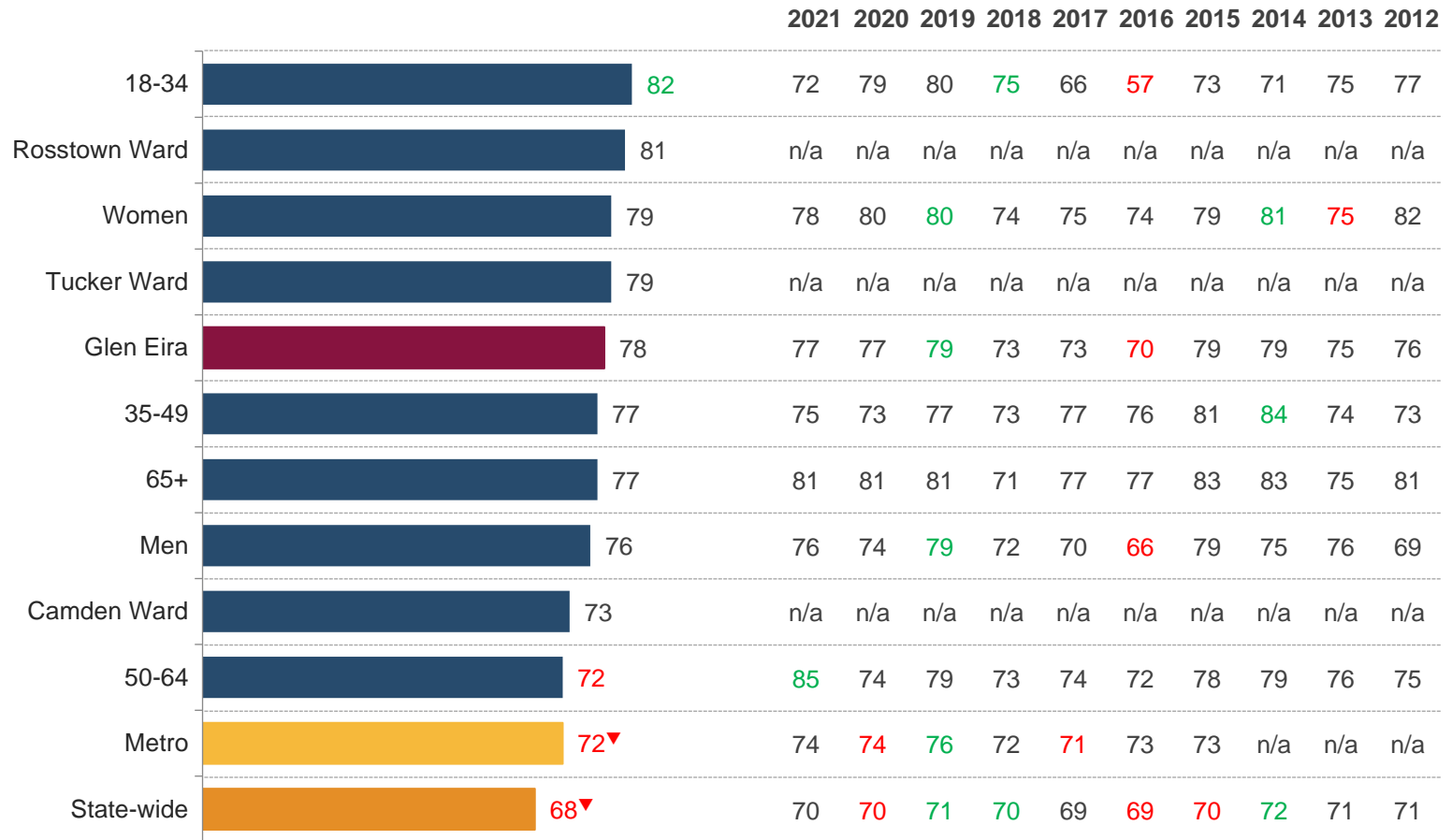
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating

2022 customer service rating (index scores)



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.

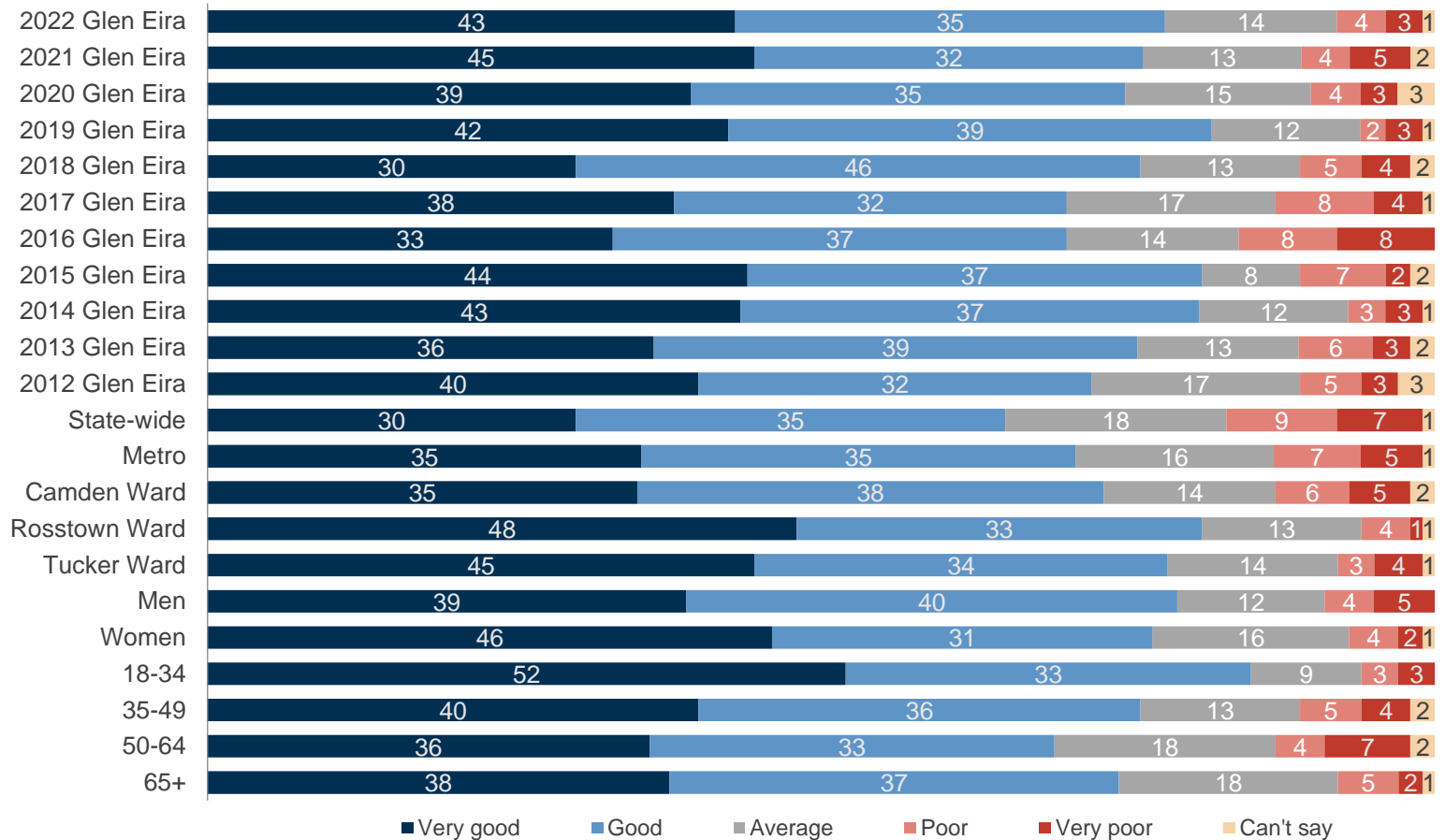
Councils asked State-wide: 67 Councils asked group: 16

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



Customer service rating

2022 customer service rating (%)



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

2022 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



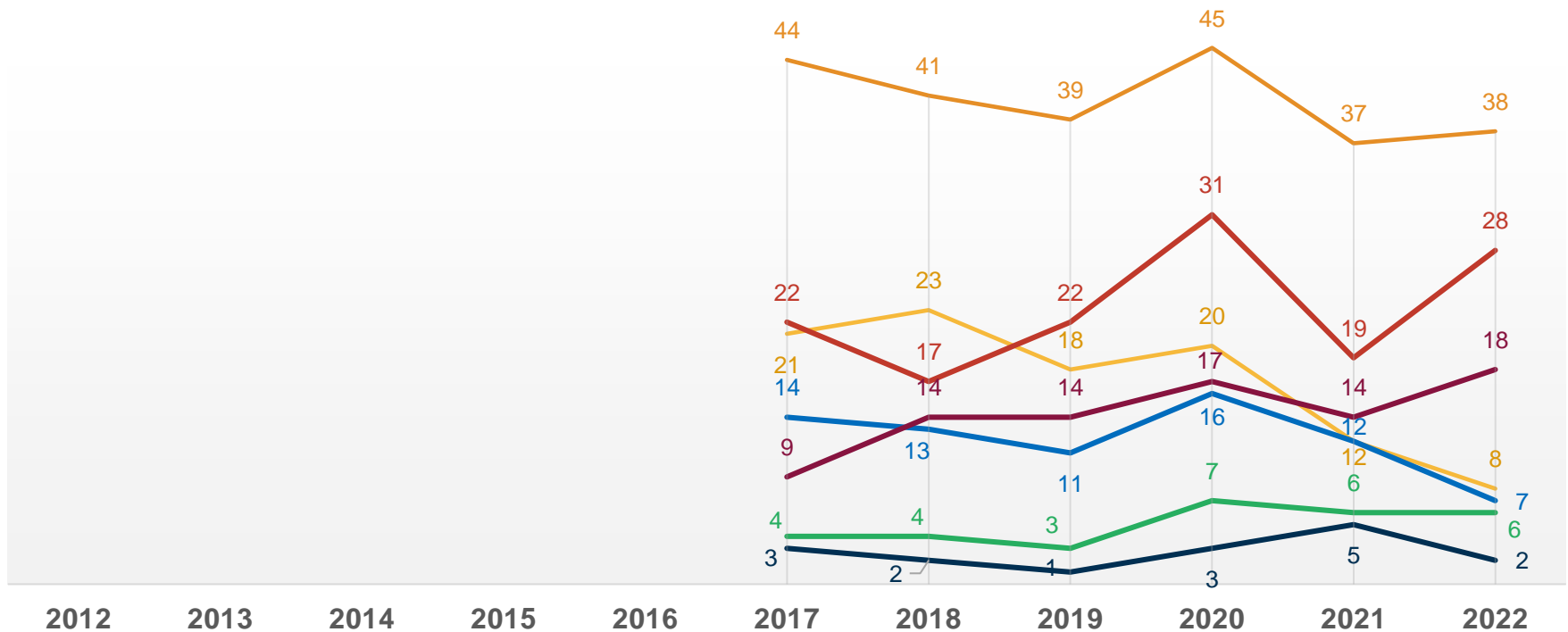
By Email



Via Website



By Social Media



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

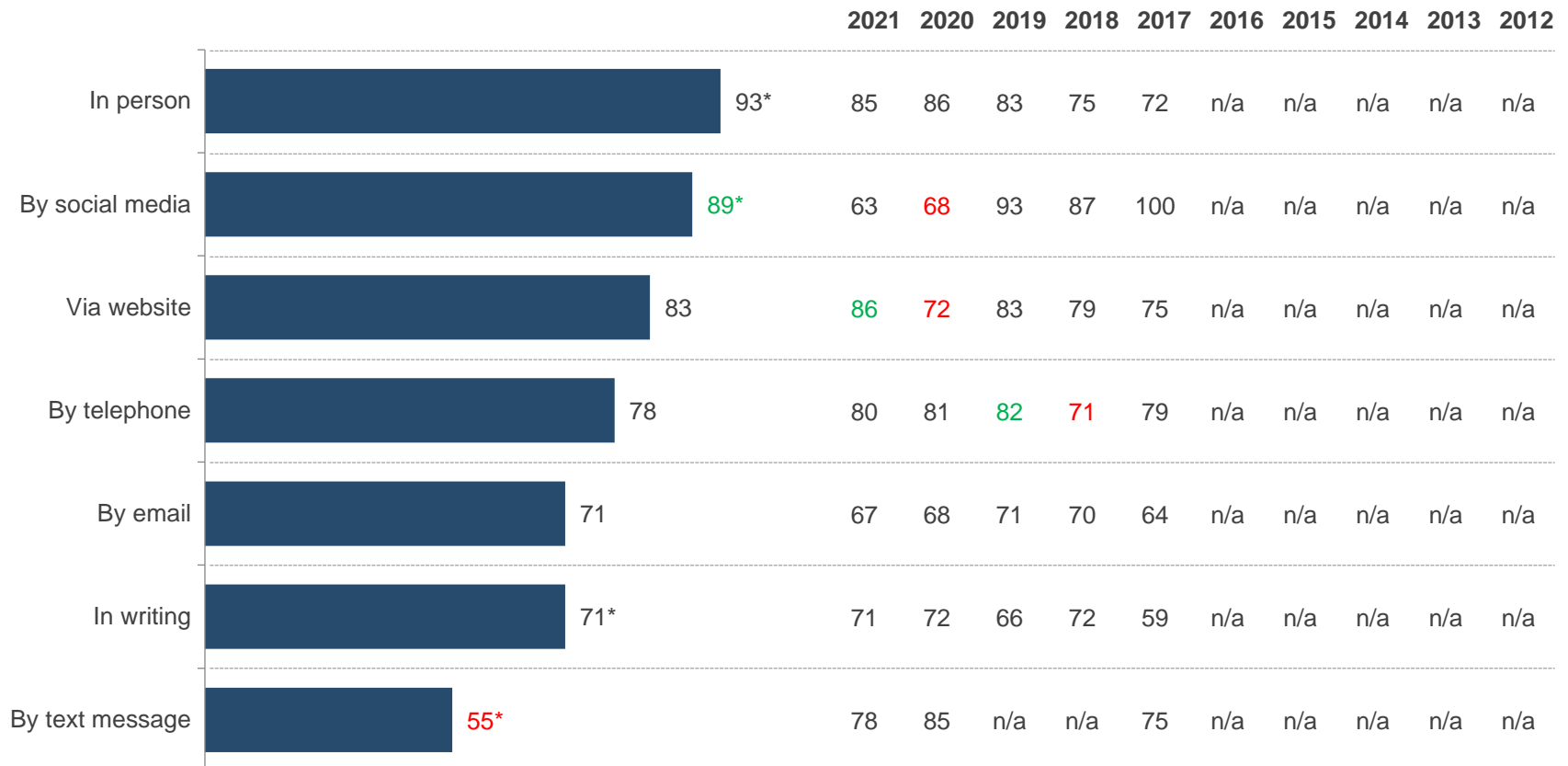
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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)



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

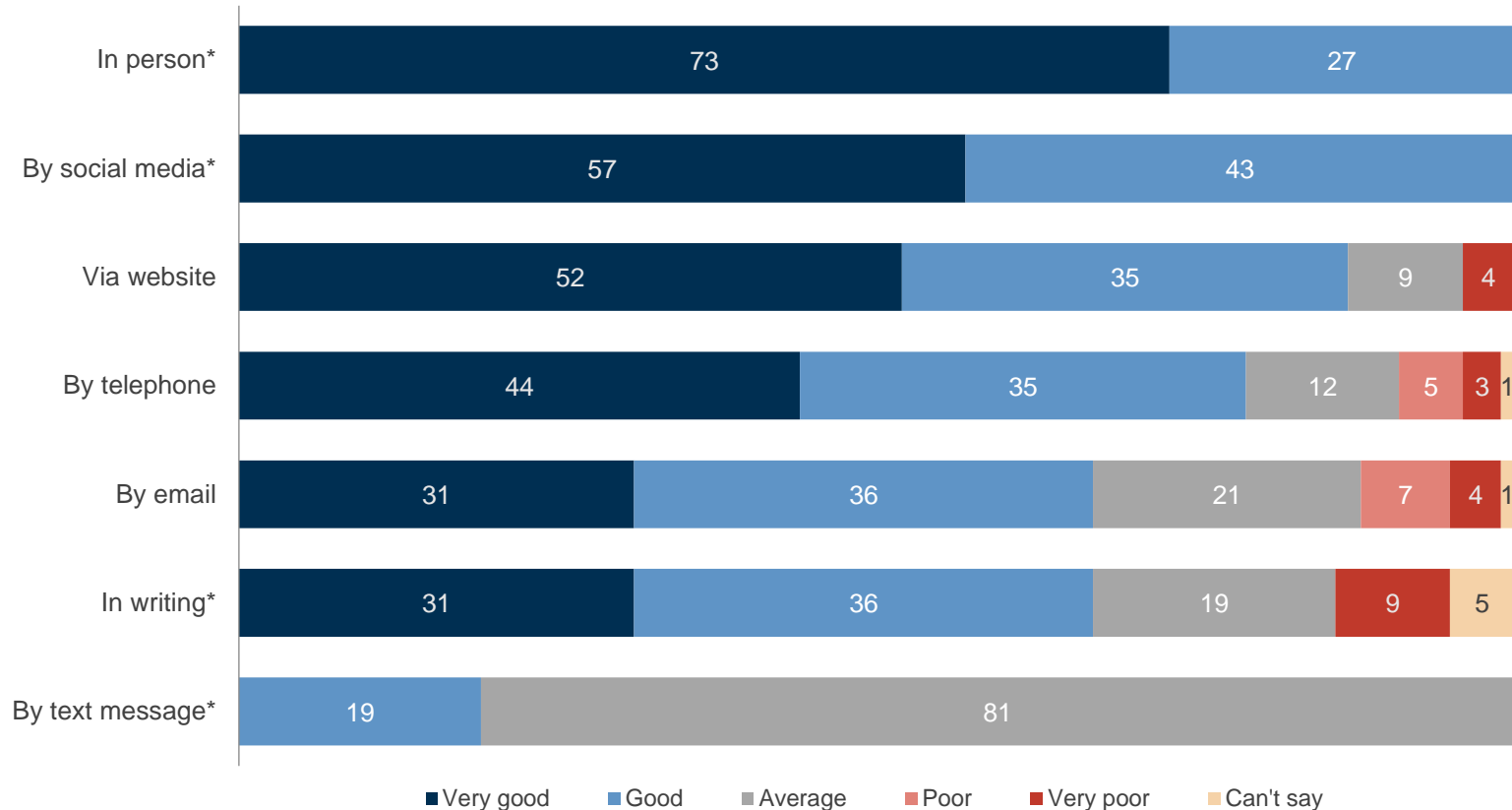
Note: Please see Appendix A for explanation of significant differences.

*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

Communication

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

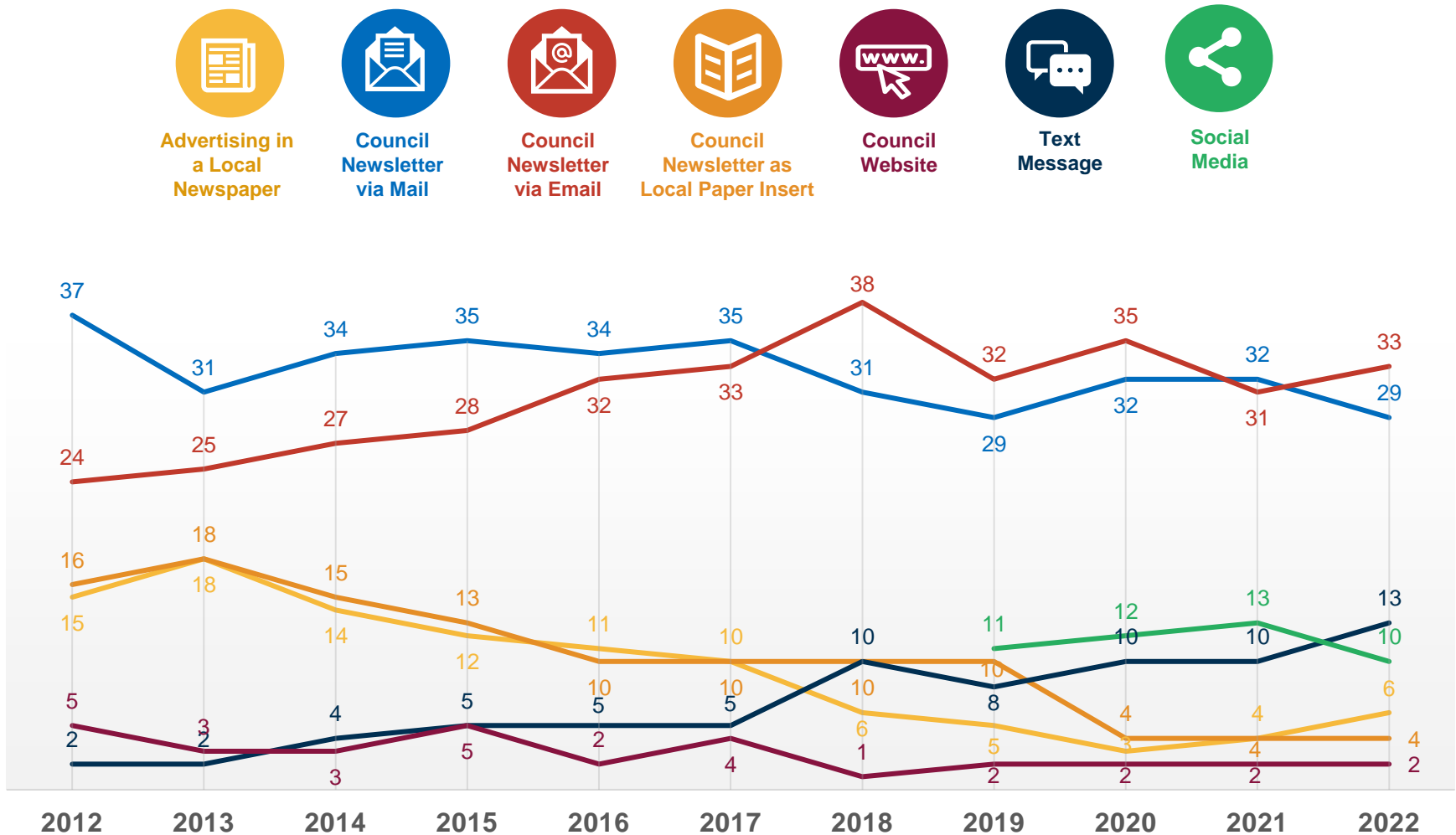
- Among residents aged under 50 years, emailed newsletters (38%) continue to be increasingly preferred over the mailed format (20%). Preference for text message communication (18%) has increased steadily over the course of the past 10 years, now overtaking social media (15%).
- Among those aged over 50 years, 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?

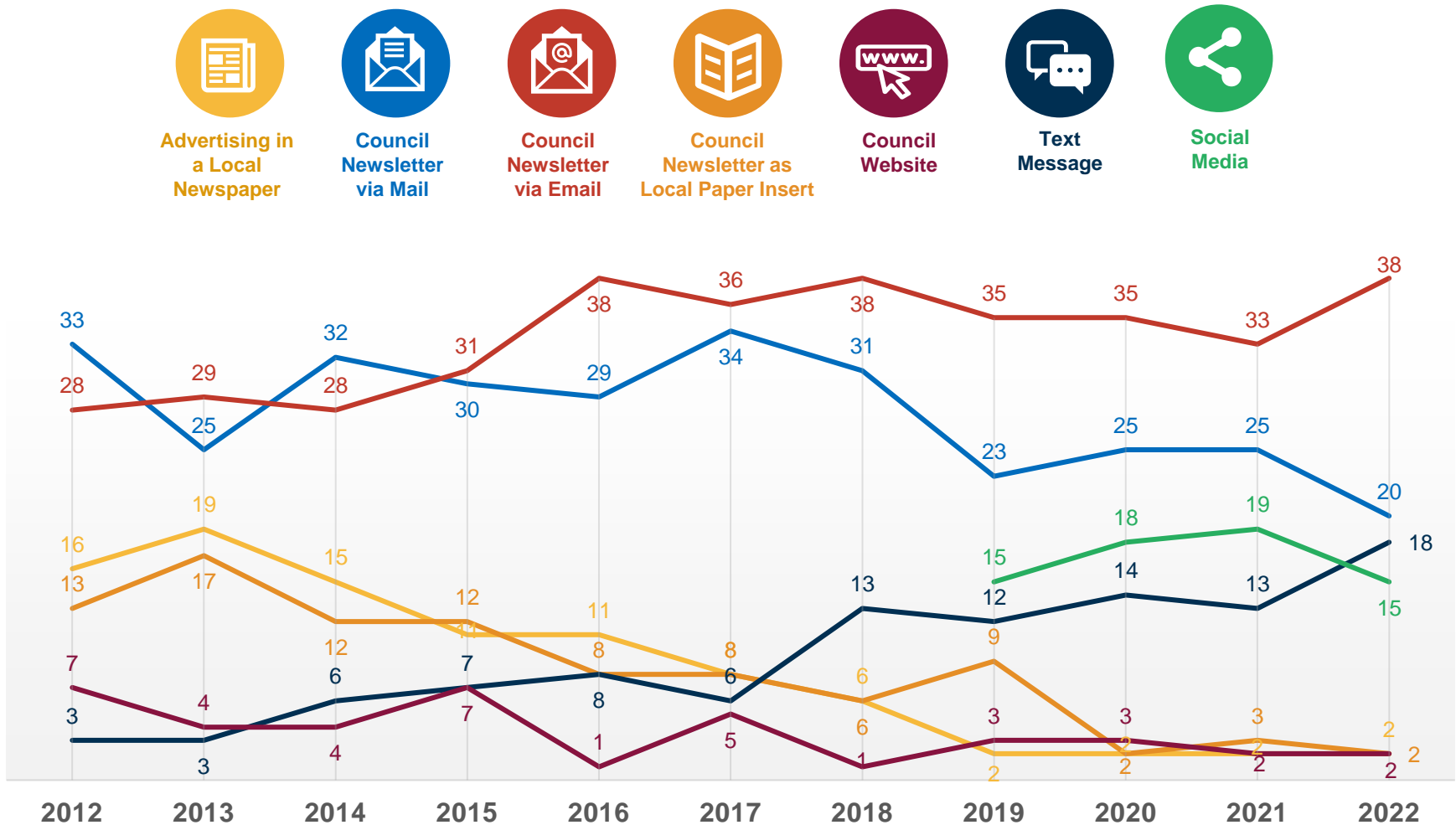
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10

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?.

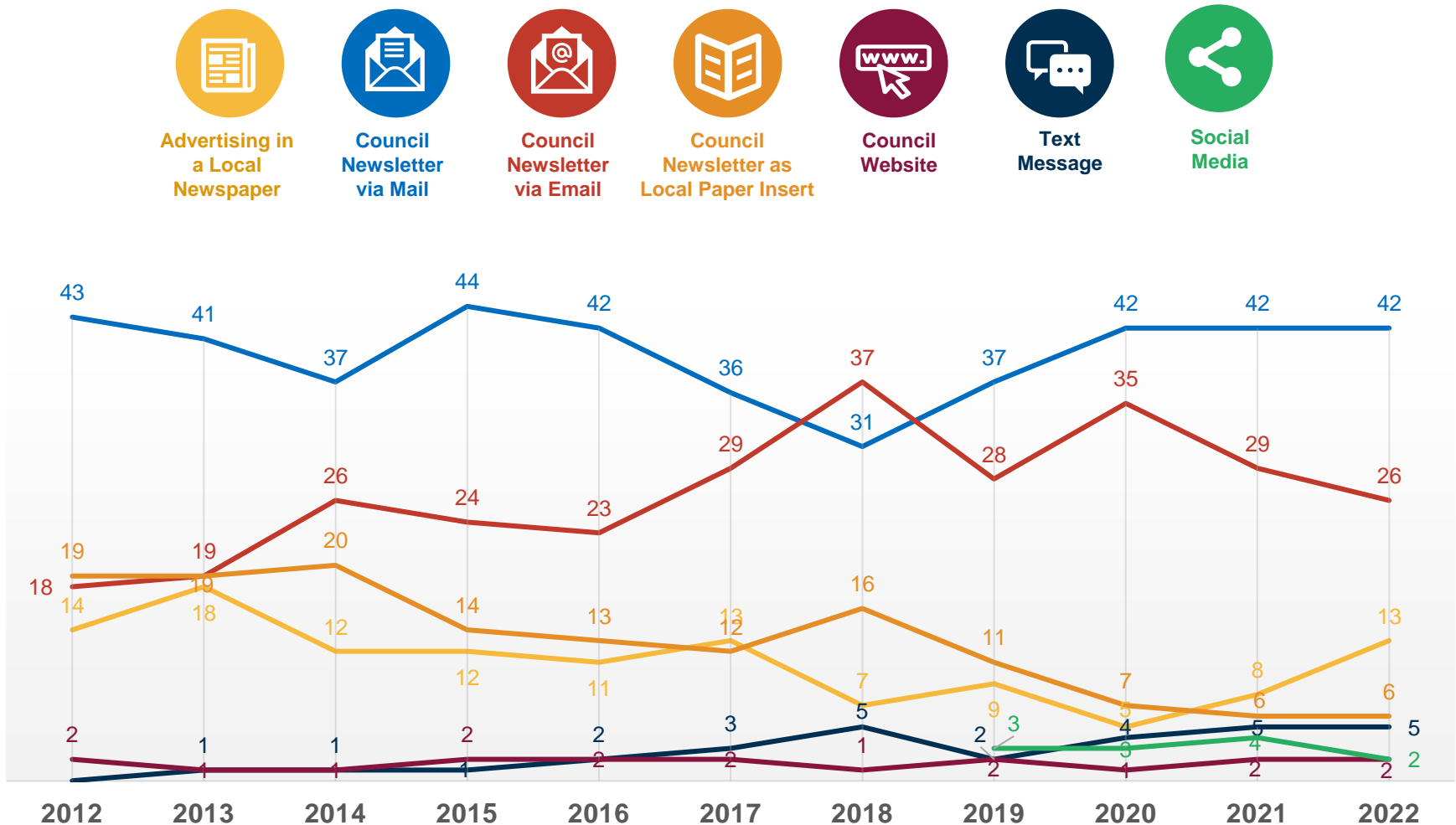
Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 10

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

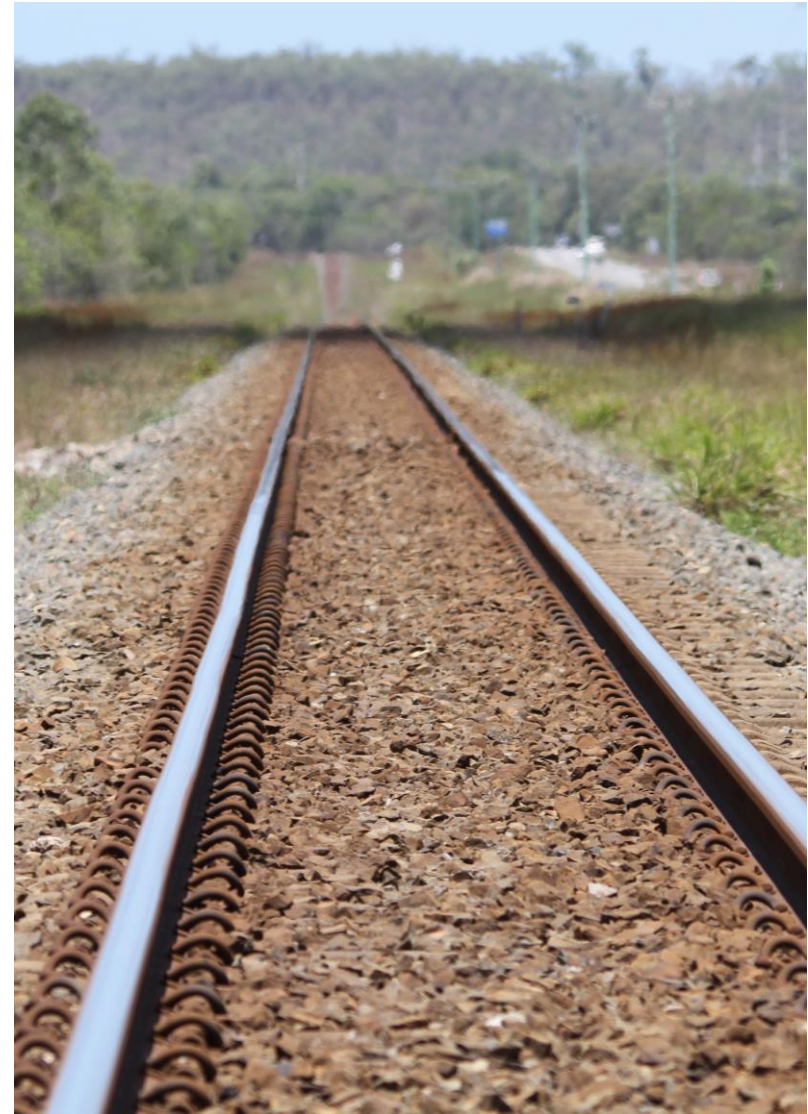
Council direction

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 least satisfied with council direction are those aged 35 to 49 years.





Overall council direction last 12 months

2022 overall council direction (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Rosstown Ward	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	56	57	61	67	59	59	61	59	57	62	65
Women	55	55	53	60	52	54	54	58	57	55	54
65+	54	51	52	55	48	54	54	63	58	54	57
Glen Eira	53	54	55	59	52	53	54	57	55	56	57
Metro	53	55	54	55	54	54	55	56	n/a	n/a	n/a
Tucker Ward	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	50	53	56	57	52	51	54	56	54	58	60
State-wide	50▼	53	51	53	52	53	51	53	53	53	52
Camden Ward	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	49	51	48	53	50	46	45	53	53	55	52
35-49	48	55	53	55	48	49	52	51	54	52	50

Q6. Over the last 12 months, what is your view of the direction of Glen Eira City Council's overall performance?

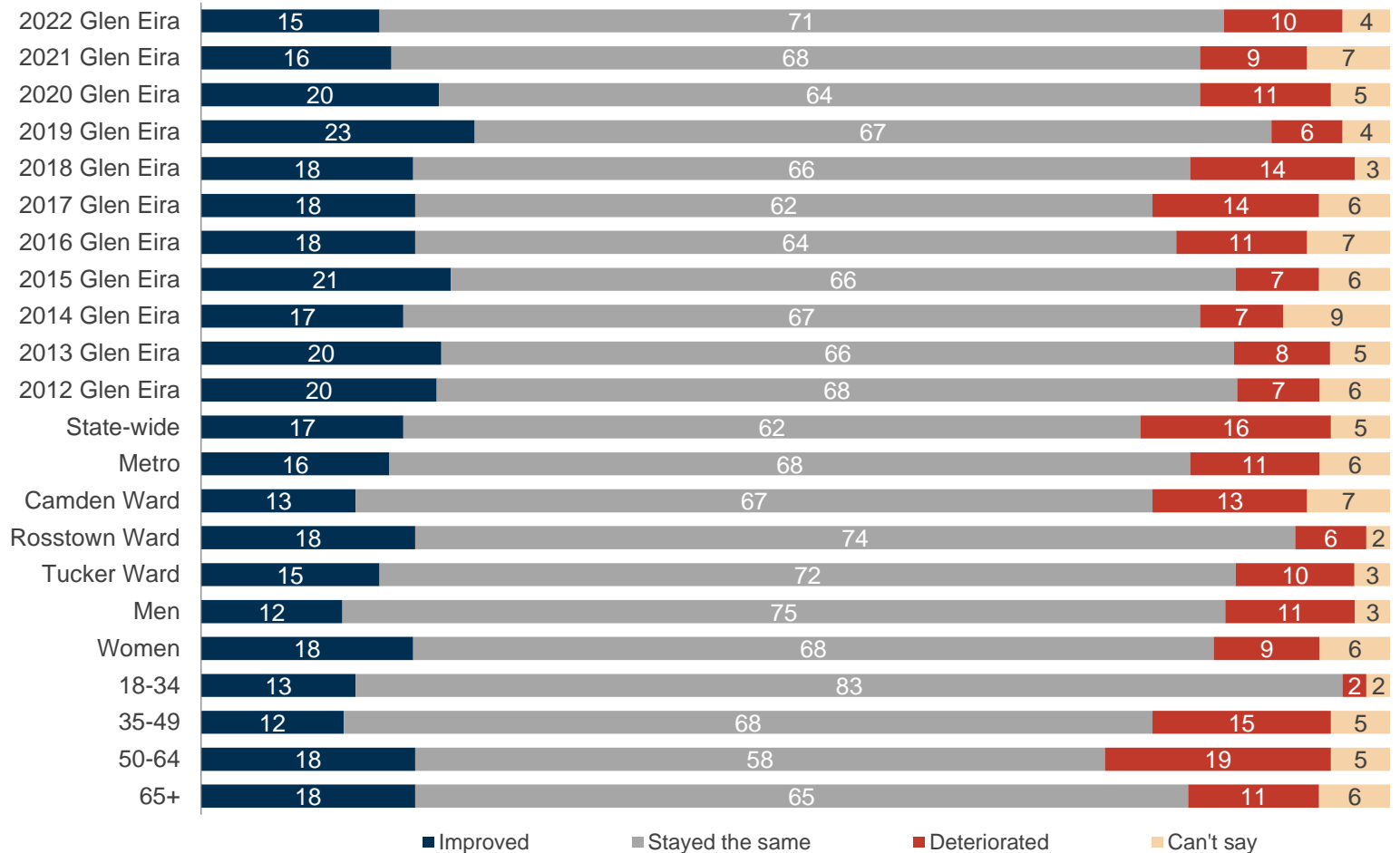
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



Overall council direction last 12 months

2022 overall council direction (%)



A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data network, overlaid on its structure.

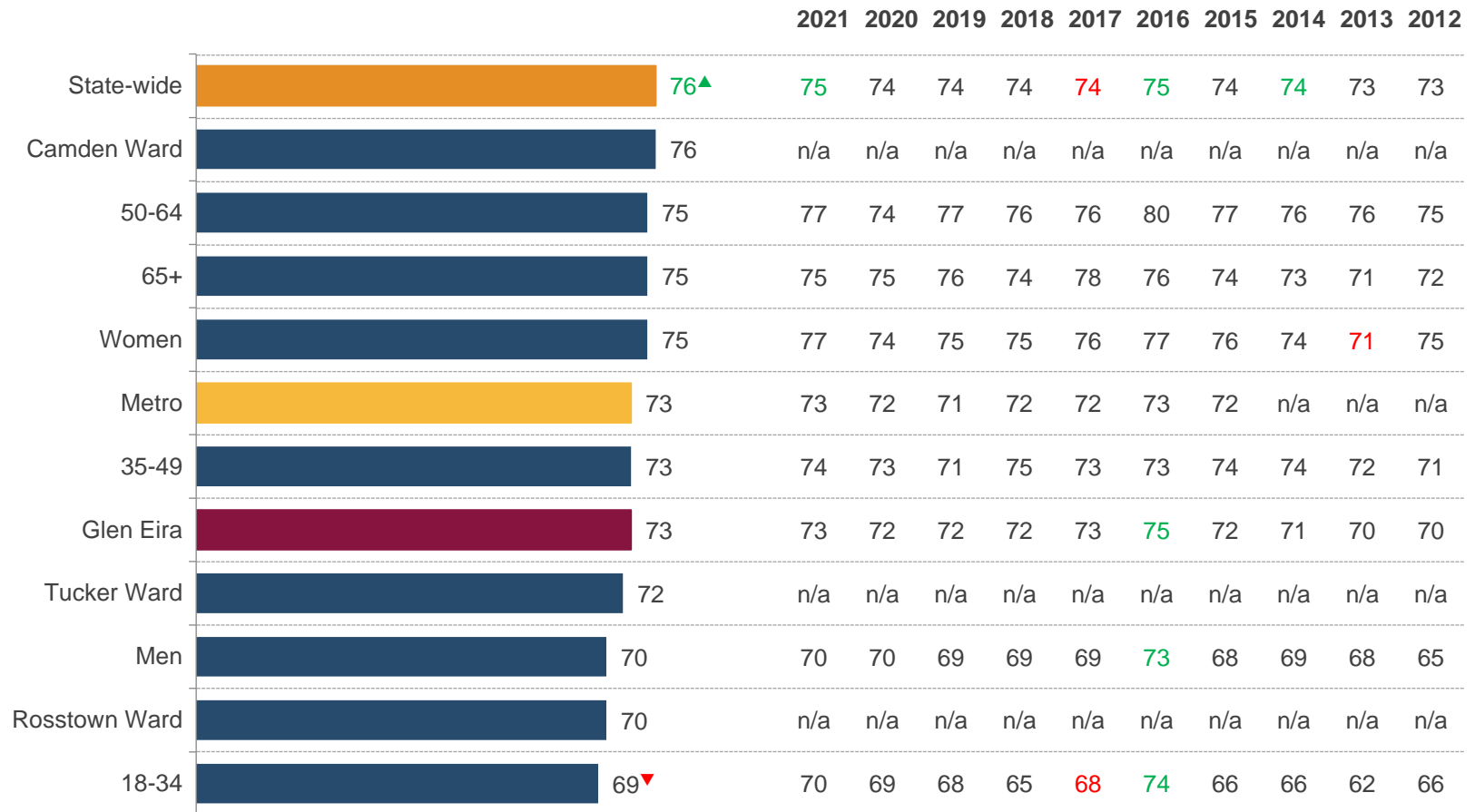
Individual service areas



Community consultation and engagement importance



2022 consultation and engagement importance (index scores)



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

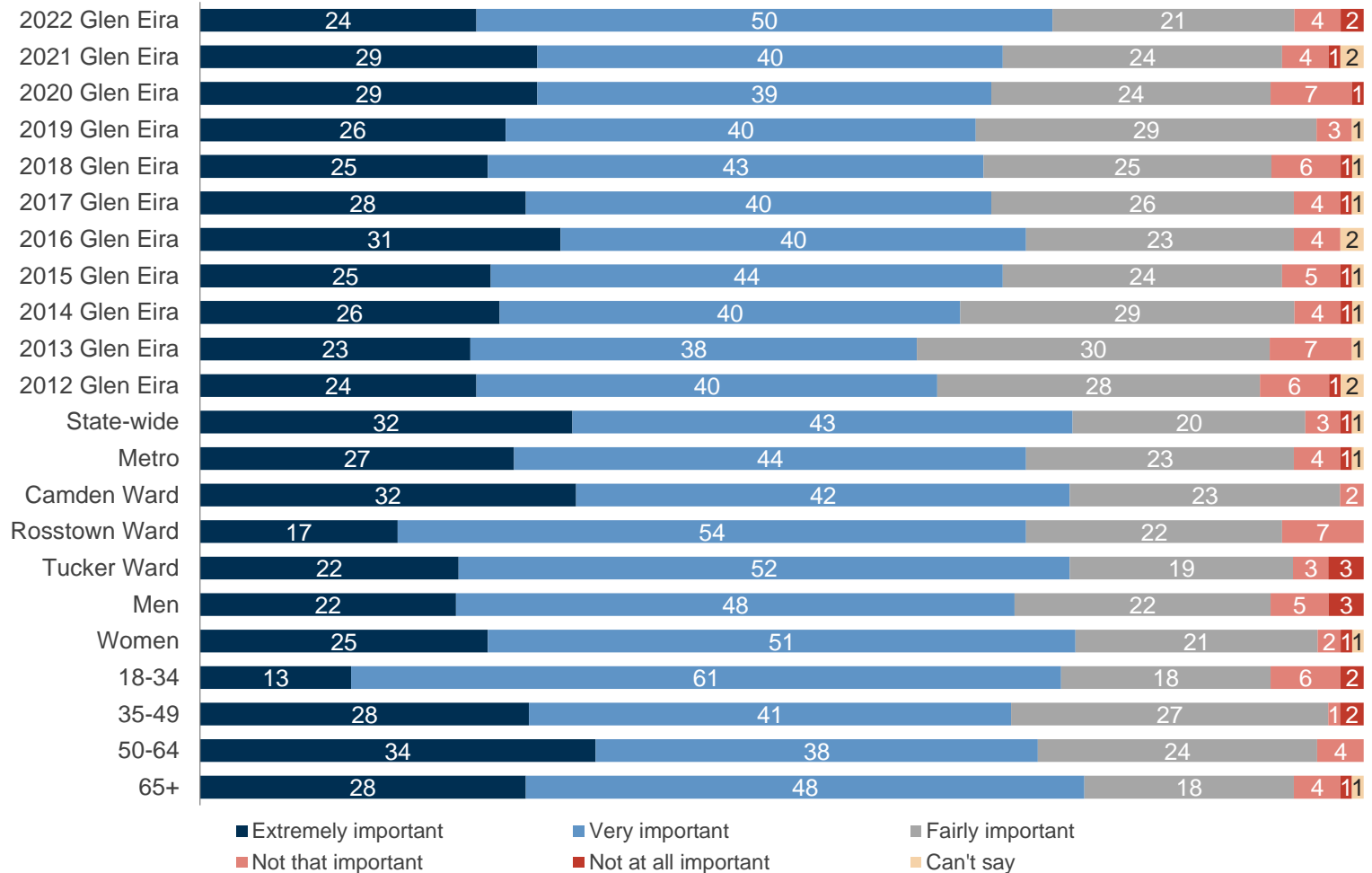
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2022 consultation and engagement importance (%)





Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65▲	56	62	62	58	56	46	56	57	61	57
Rosstown Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	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

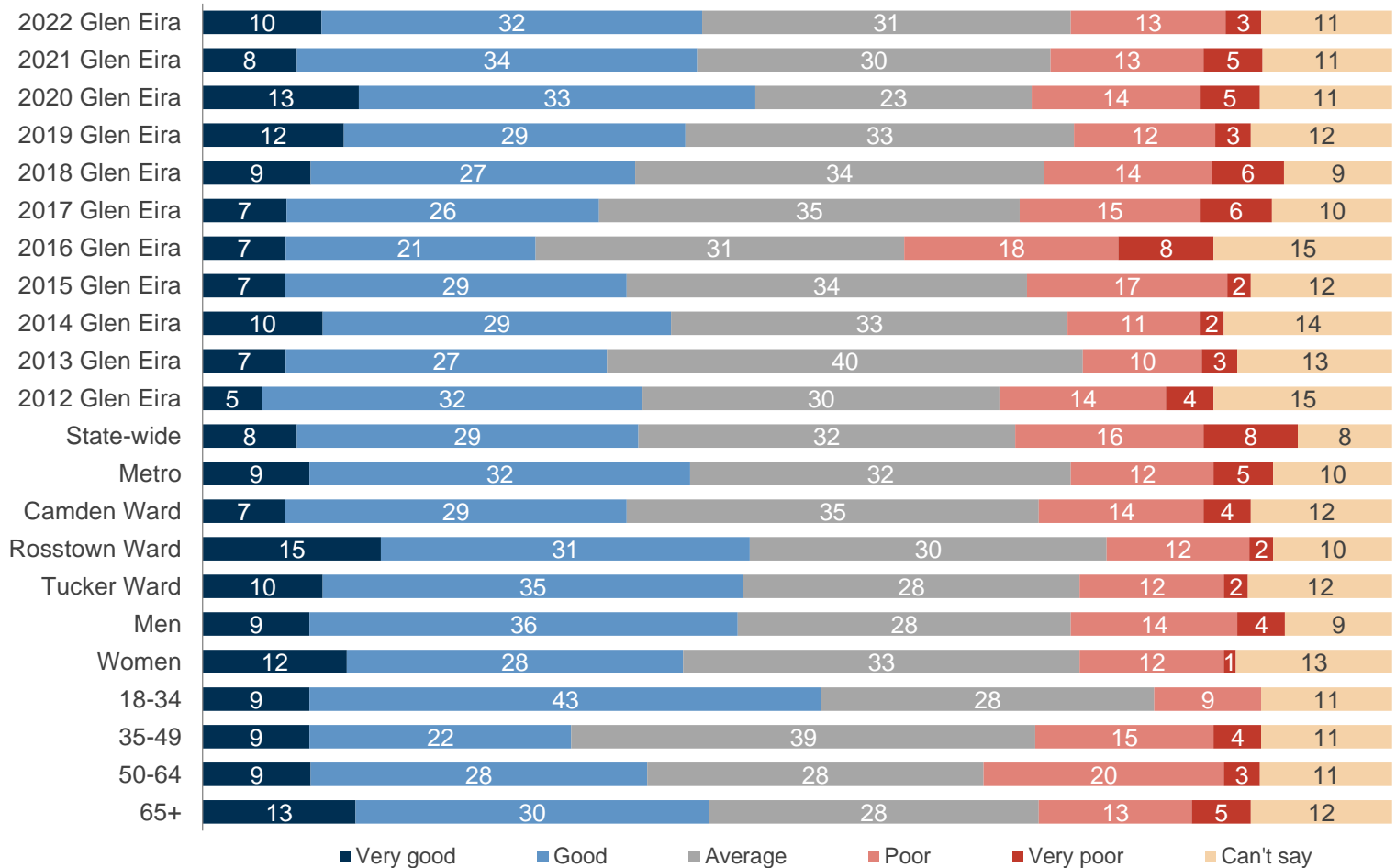
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 consultation and engagement performance (%)

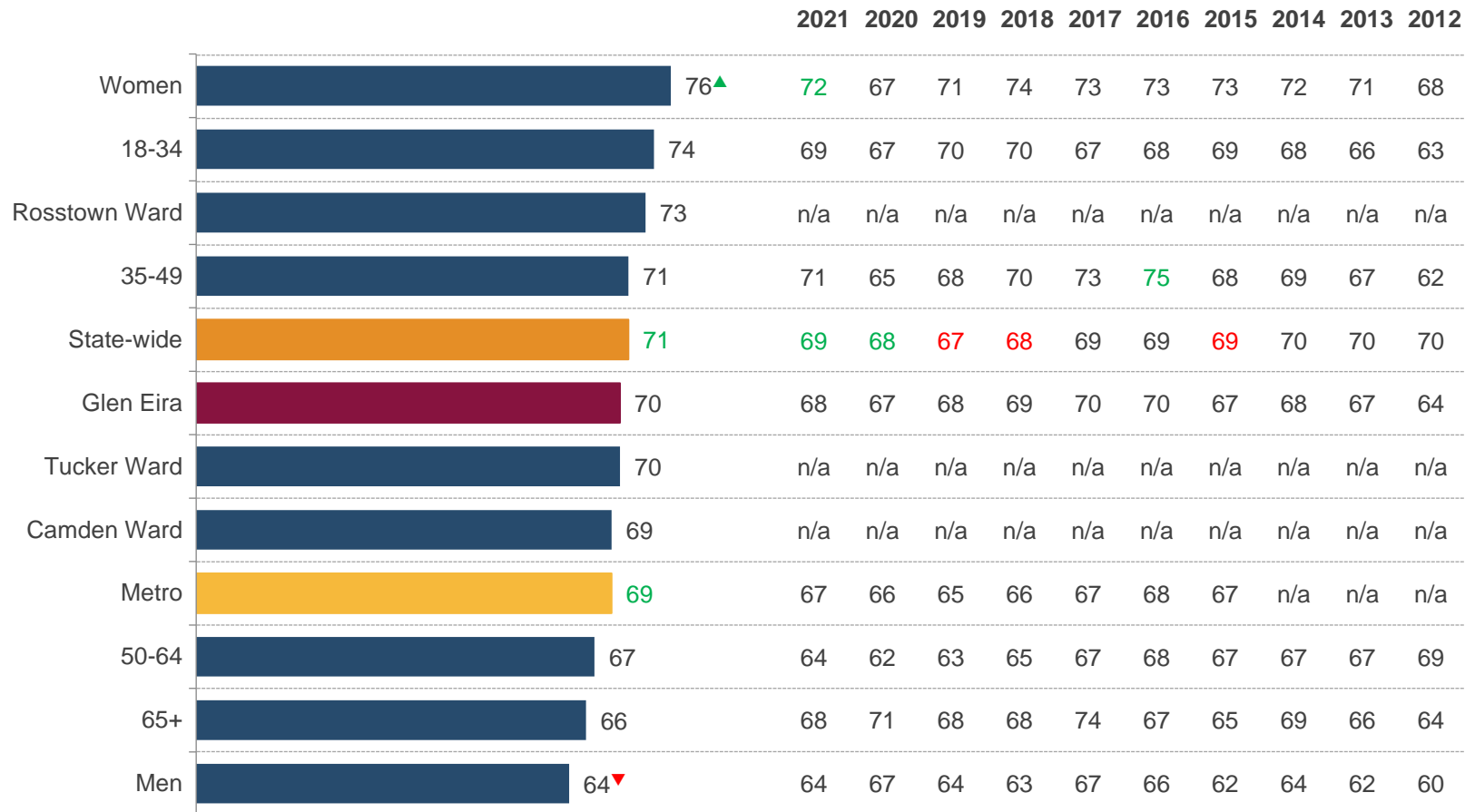




Lobbying on behalf of the community importance



2022 lobbying importance (index scores)



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

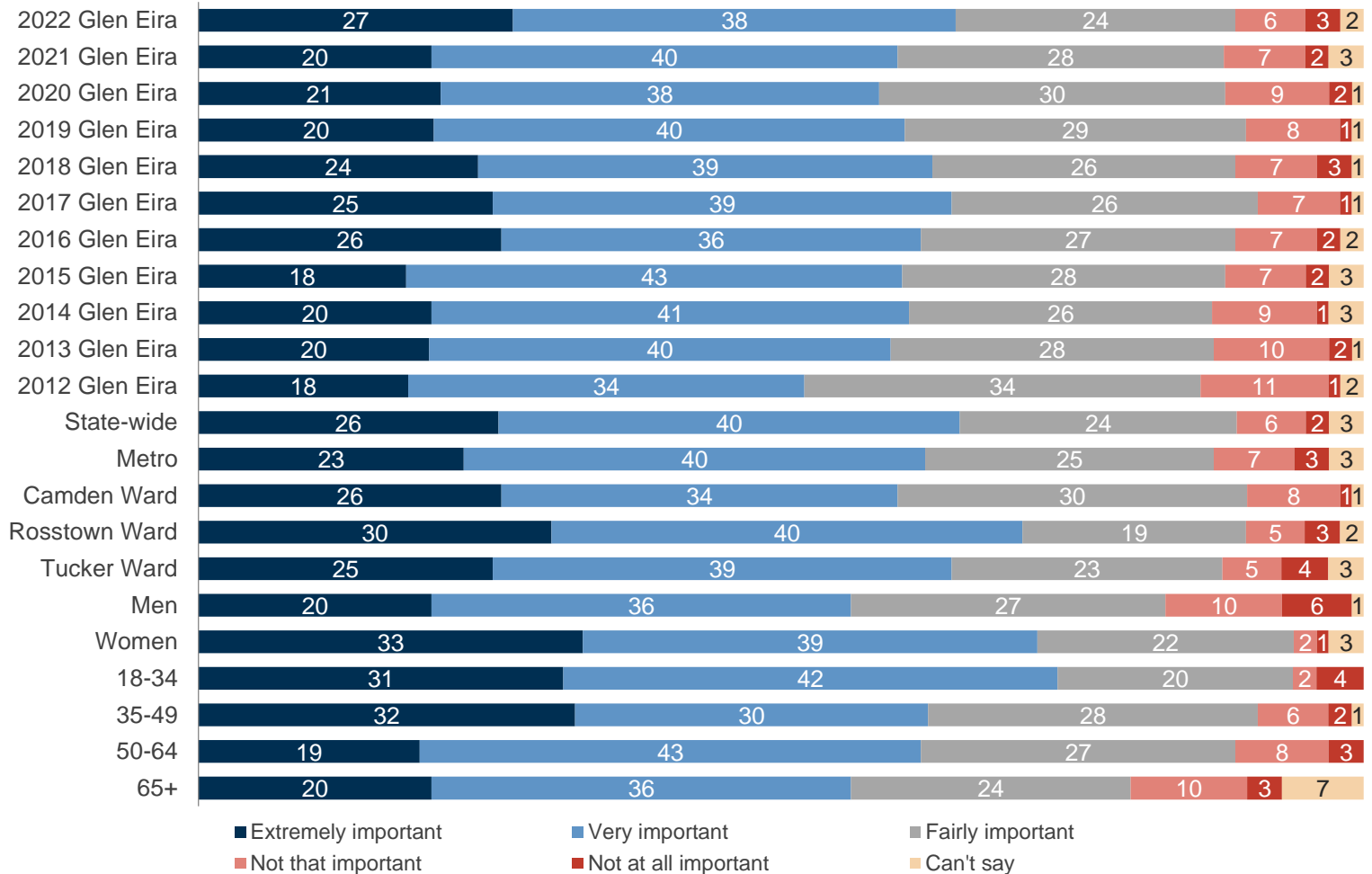
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2022 lobbying importance (%)





Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	60	57	56	60	54	49	50	58	56	54	55
Rosstown Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	58	57	58	60	55	58	51	61	55	54	60
18-34	58	59	60	61	59	54	53	60	55	60	58
Tucker Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	57	56	55	57	54	52	51	57	57	54	54
35-49	56	55	52	55	50	50	51	53	60	49	46
Metro	55	56	57	57	56	56	56	58	n/a	n/a	n/a
Men	54	55	55	52	55	55	52	57	57	54	53
Camden Ward	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	51	46	47	51	46	47	53	55	53	51
State-wide	53▼	55	53	54	54	54	53	55	56	55	55

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

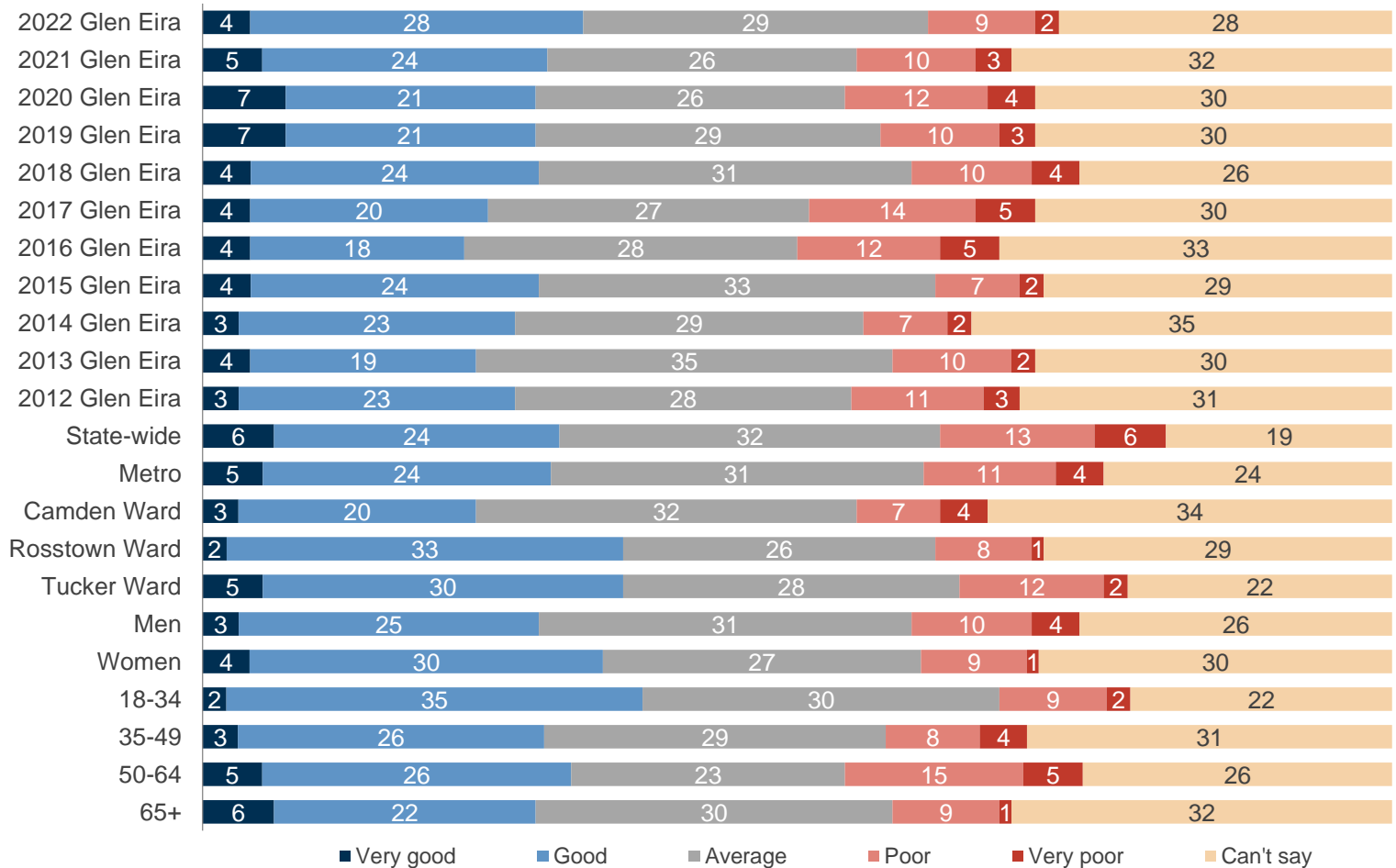
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 lobbying performance (%)



Decisions made in the interest of the community importance



2022 community decisions made importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Rosstown Ward	85▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	84	86	80	80	82	83	82	82	82	n/a	n/a
18-34	84	83	80	81	77	81	79	80	80	n/a	n/a
50-64	83	80	77	79	78	80	77	77	82	n/a	n/a
Glen Eira	81	82	80	80	79	81	80	79	79	n/a	n/a
State-wide	81	81	80	80	80	79	80	80	79	n/a	n/a
Metro	80	80	79	78	79	79	79	80	n/a	n/a	n/a
65+	80	83	79	79	80	80	83	77	79	n/a	n/a
Tucker Ward	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Camden Ward	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	82	83	80	82	82	82	81	76	n/a	n/a
Men	78	79	81	79	76	79	78	76	77	n/a	n/a

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

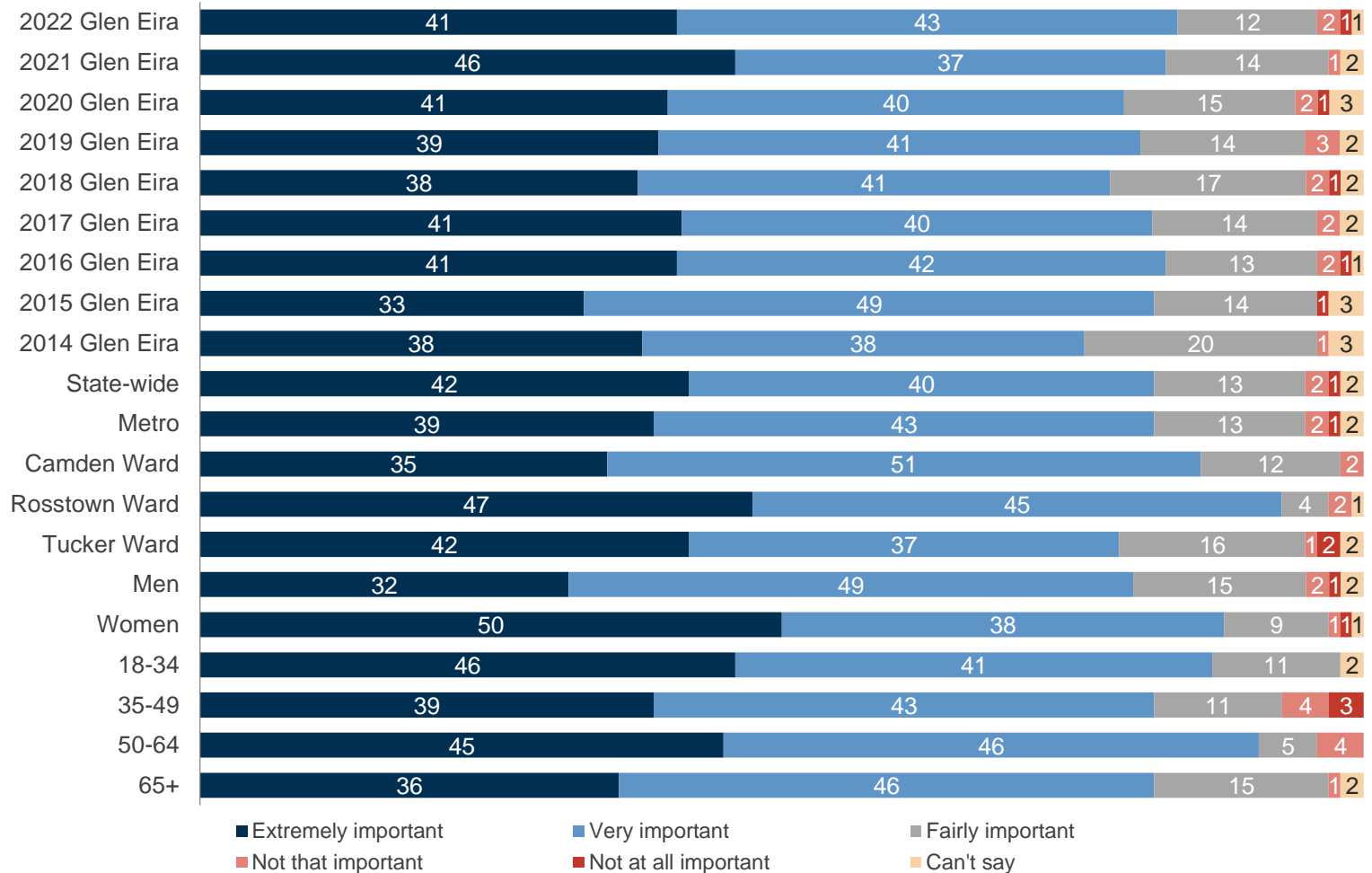
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

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

Decisions made in the interest of the community importance



2022 community decisions made importance (%)



Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68▲	60	64	64	61	60	55	60	63	n/a	n/a
Rosstown Ward	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	62	59	57	58	55	59	52	60	60	n/a	n/a
Glen Eira	62	59	58	61	55	55	54	60	61	n/a	n/a
Women	62	59	59	63	55	52	55	59	61	n/a	n/a
35-49	61	60	56	61	54	50	54	59	65	n/a	n/a
Camden Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	59▼	61	59	60	58	58	59	59	n/a	n/a	n/a
65+	59	58	60	62	47	60	56	61	59	n/a	n/a
State-wide	54▼	56	53	55	54	54	54	55	57	n/a	n/a
50-64	53▼	58	49	52	52	51	48	56	54	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

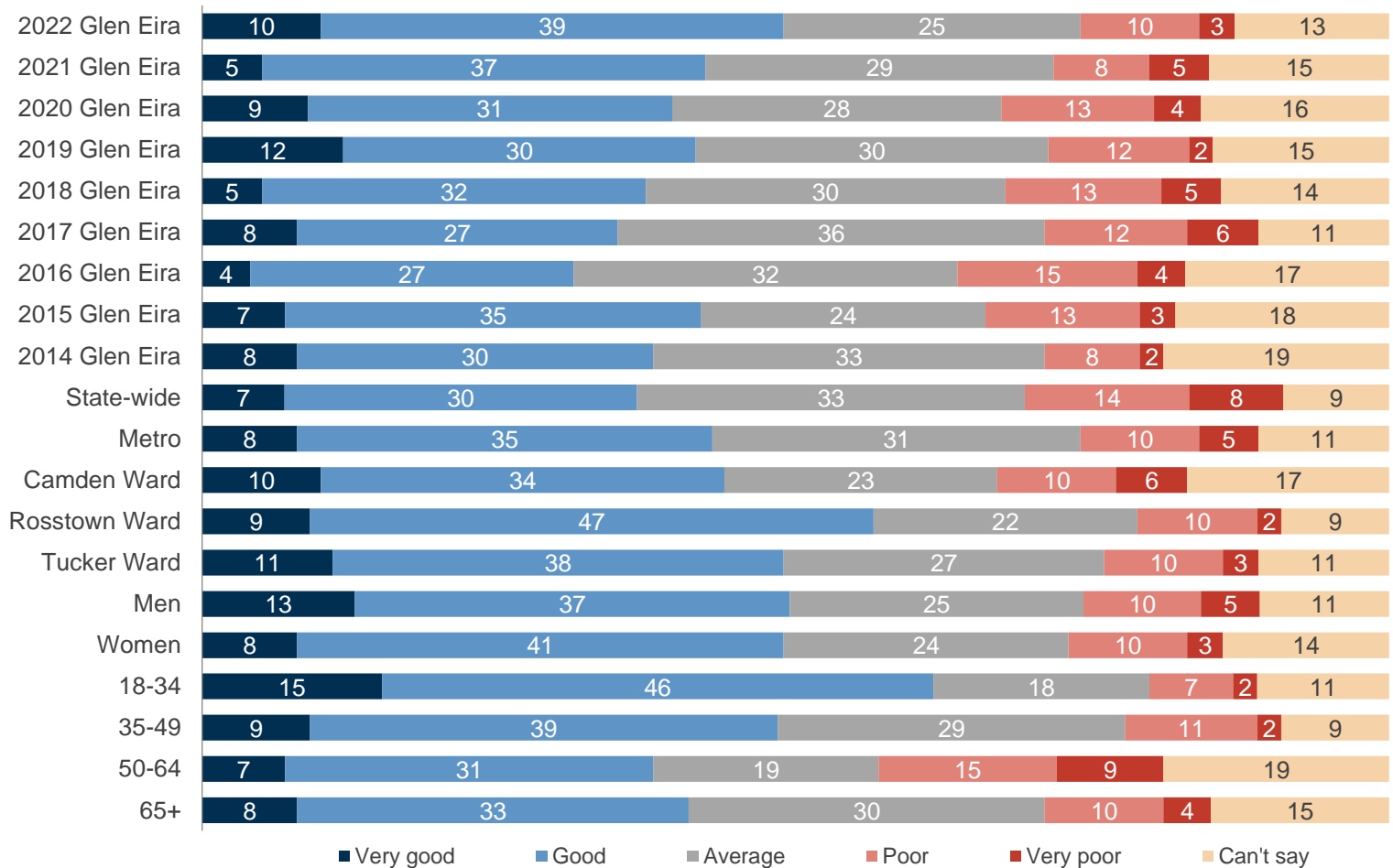
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Rosstown Ward	83▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	81	77	76	78	75	77	78	72	77	n/a	n/a
State-wide	81▲	79	79	79	80	78	78	76	77	n/a	n/a
Metro	80	78	77	77	78	77	76	75	n/a	n/a	n/a
Women	79	78	76	78	76	78	81	74	74	n/a	n/a
Glen Eira	78	76	76	75	75	78	79	72	75	n/a	n/a
18-34	77	72	76	72	71	78	78	68	72	n/a	n/a
Men	77	75	76	73	75	77	76	71	75	n/a	n/a
Tucker Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	81	76	77	80	79	81	77	74	n/a	n/a
Camden Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	75	77	78	76	79	76	79	75	75	n/a	n/a

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

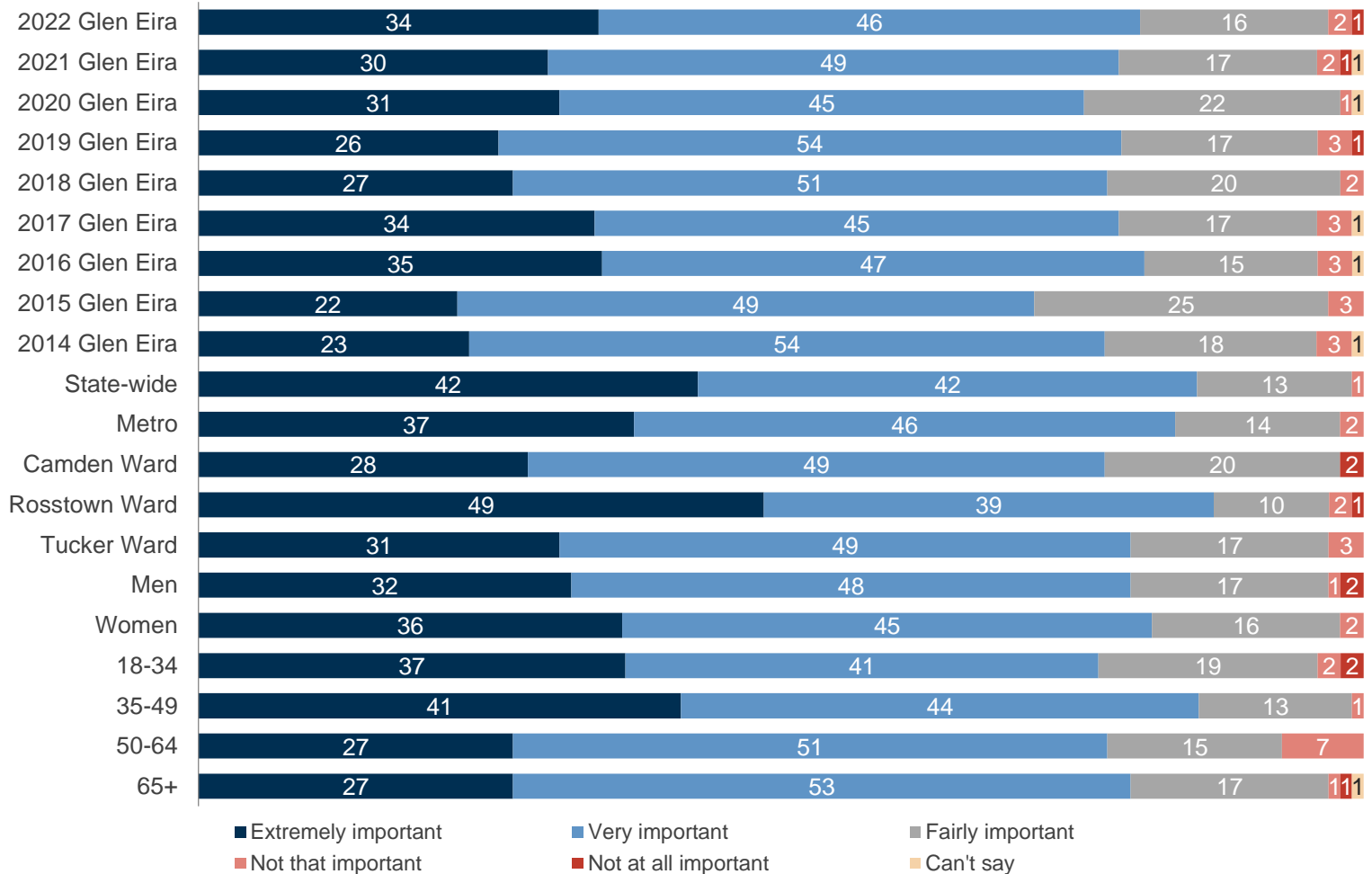
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

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

The condition of sealed local roads in your area importance



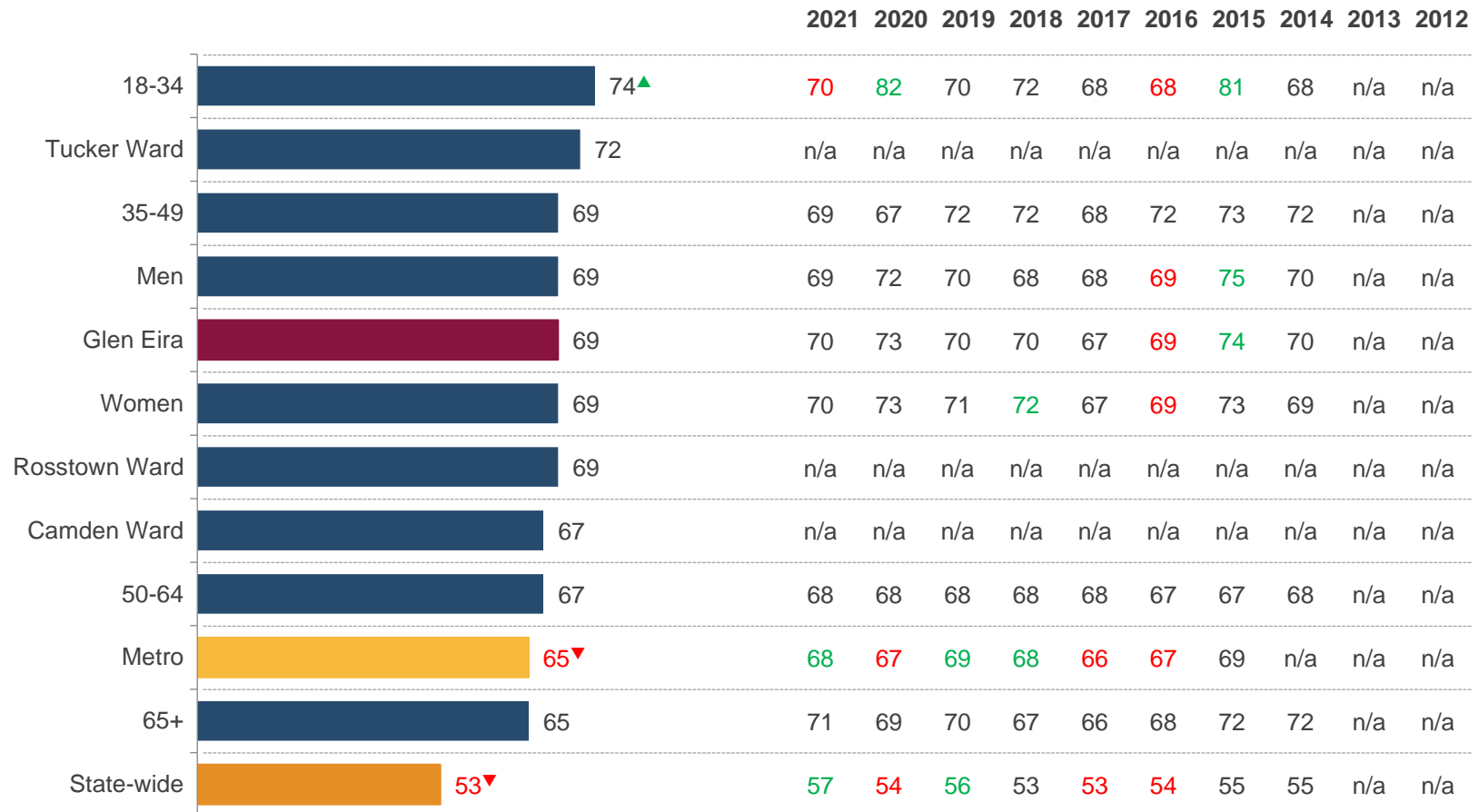
2022 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

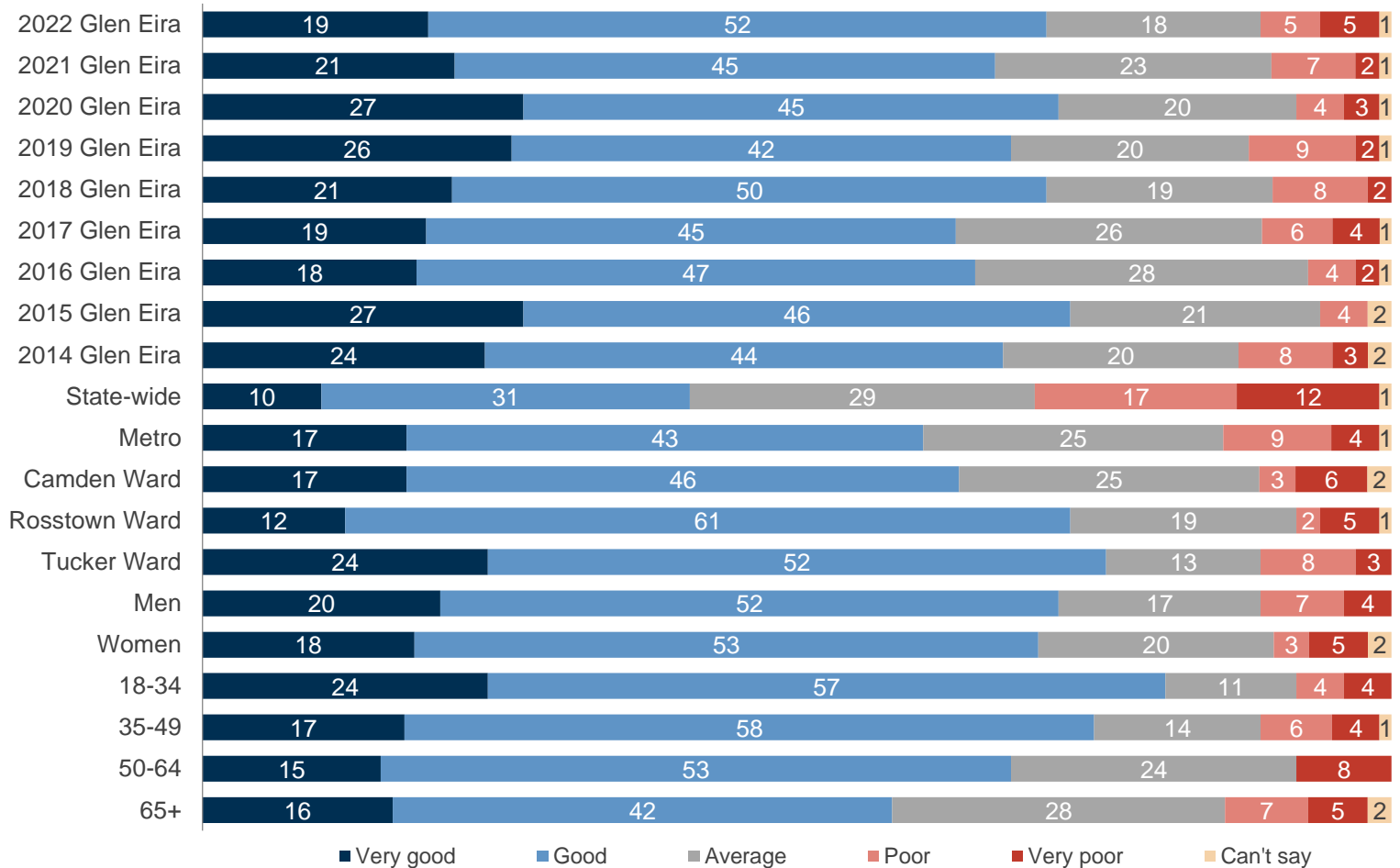
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)

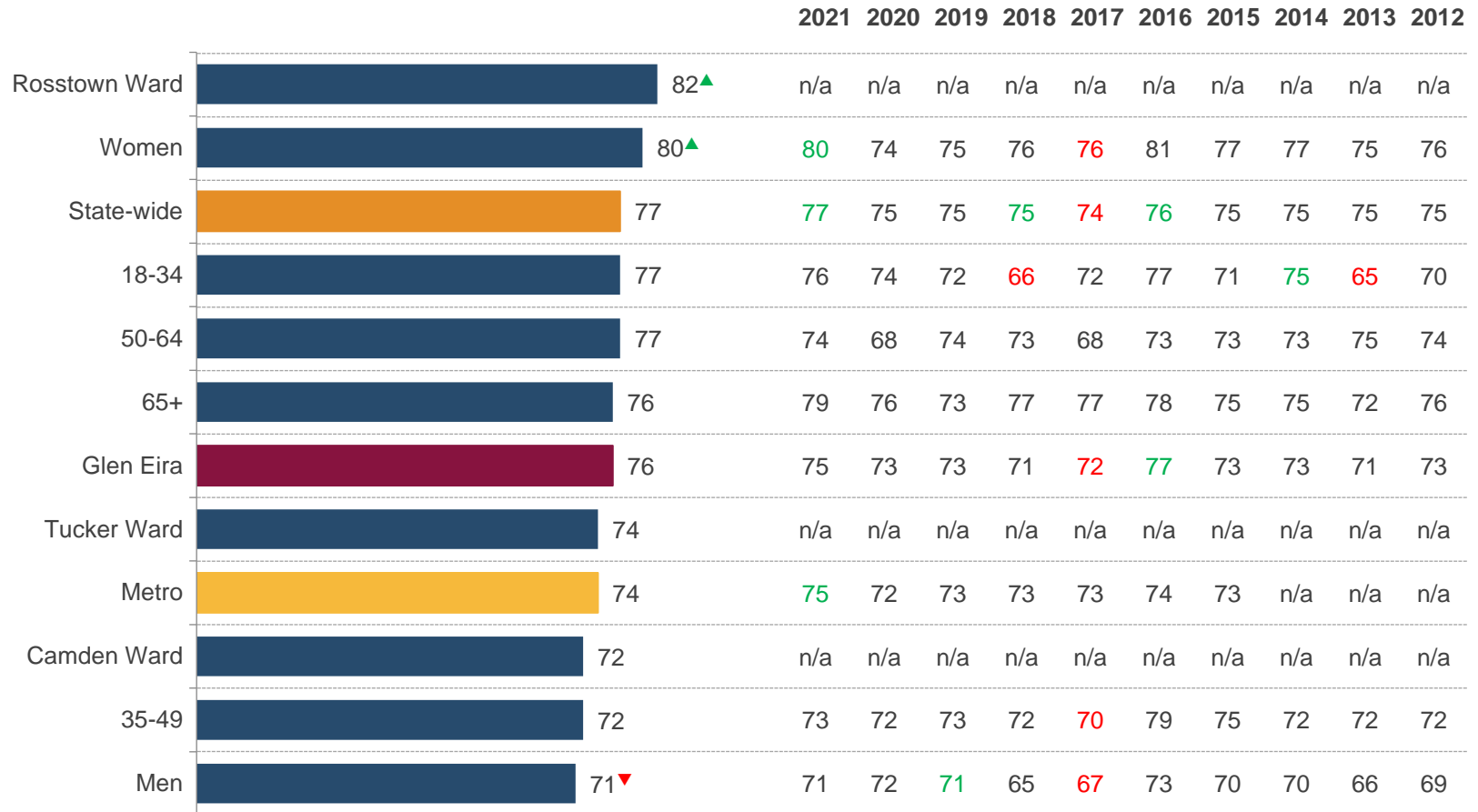




Informing the community importance



2022 informing community importance (index scores)



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

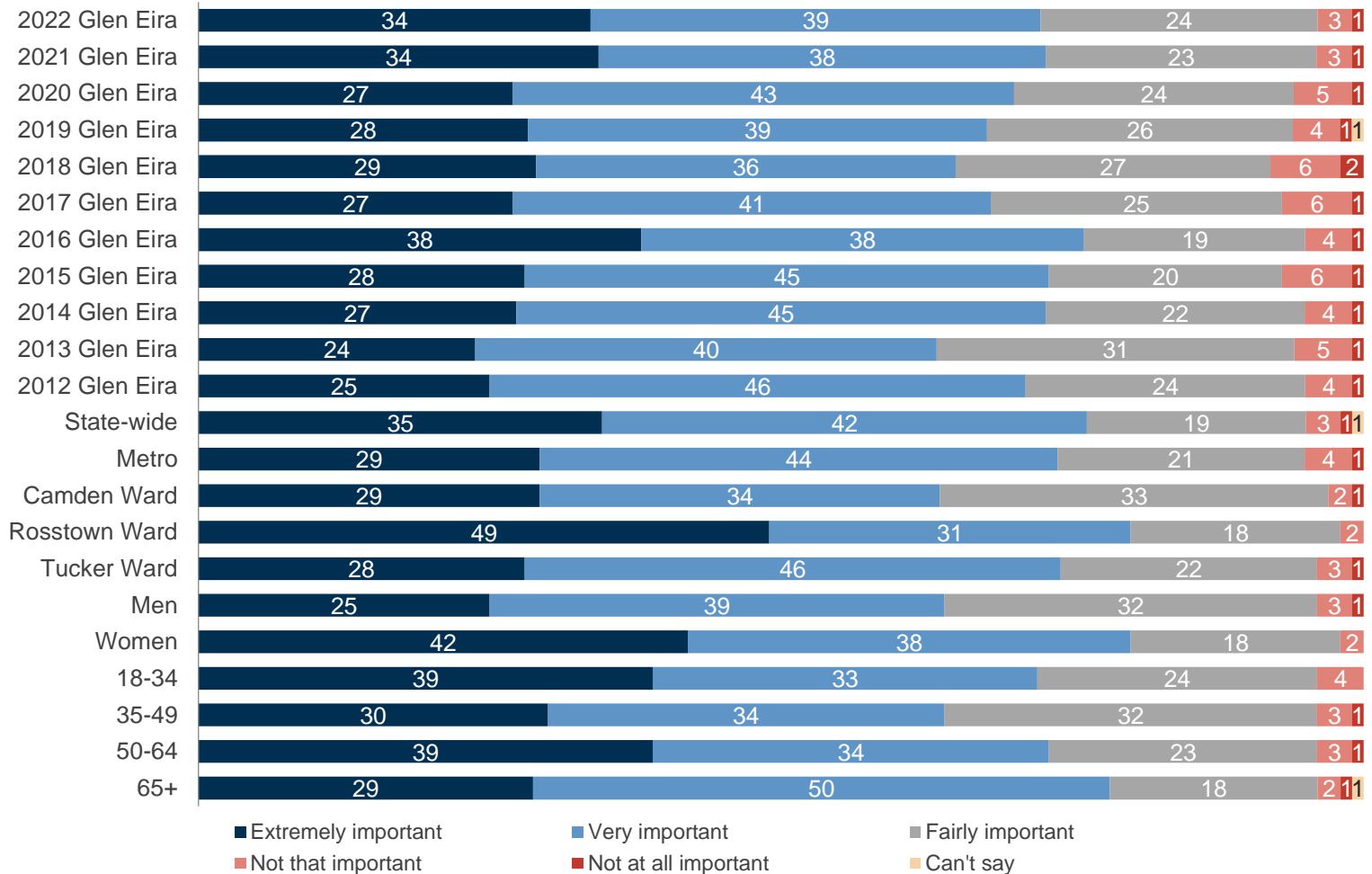
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2022 informing community importance (%)





Informing the community performance



2022 informing community performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	69	62	63	63	60	60	55	63	58	63	62
Rosstown Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	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	61	61	63	64	n/a	n/a	n/a	n/a
Camden Ward	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	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

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

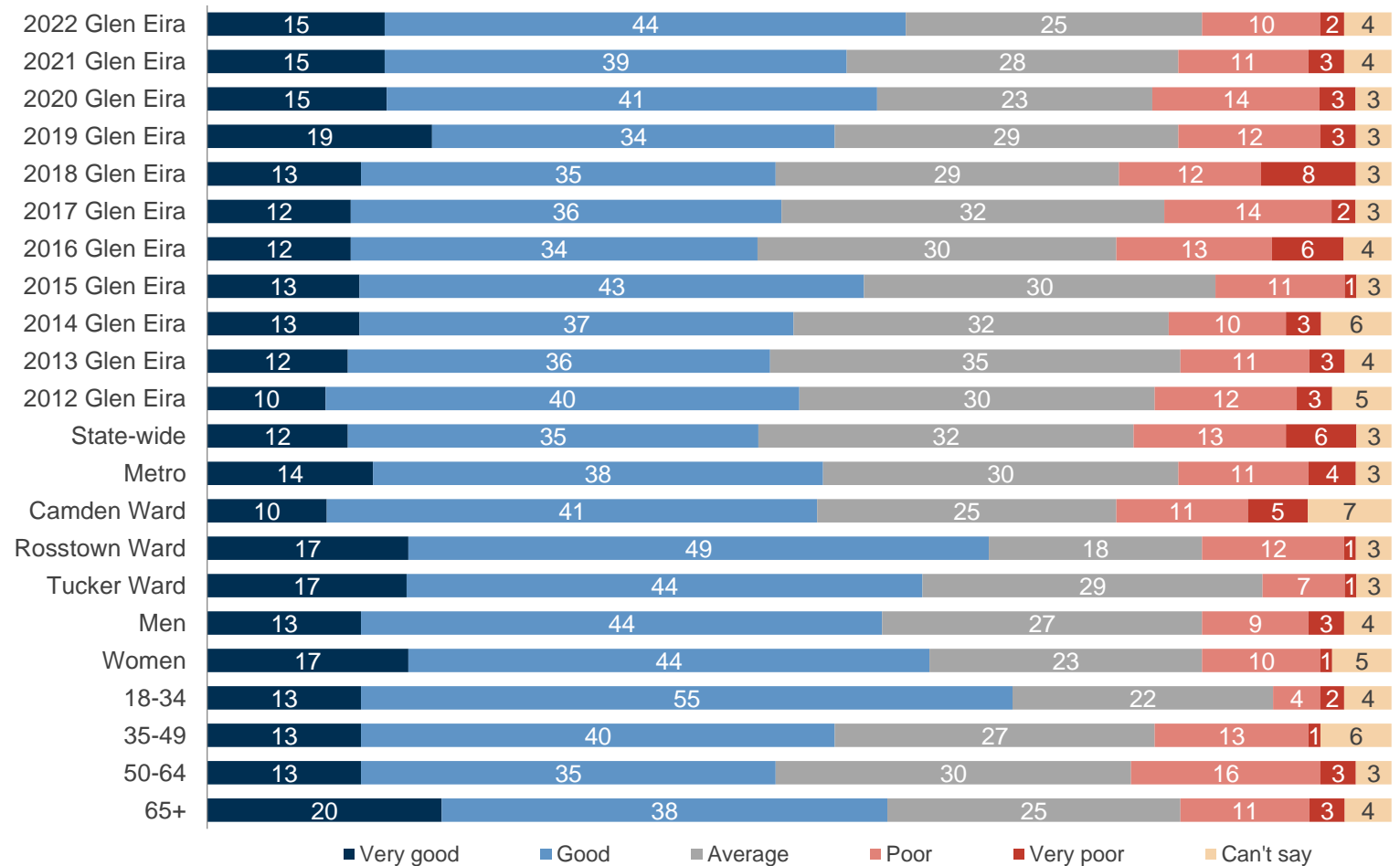
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2022 informing community performance (%)



The condition of local streets and footpaths in your area importance



2022 streets and footpaths importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	82	81	78	77	83	84	83	79	77	80	78
35-49	81	80	76	77	78	80	82	77	78	82	75
50-64	81	82	80	78	82	78	78	81	79	81	80
Rosstown Ward	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	81	80	78	78	79	78	78	77	n/a	n/a	n/a
State-wide	81	79	78	77	78	77	77	77	77	78	77
Women	80	81	79	77	79	81	82	77	79	83	79
Glen Eira	79	79	78	76	79	78	80	76	77	79	75
Camden Ward	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	76	77	74	79	76	77	75	75	75	70
18-34	74	74	79	72	75	74	76	71	74	74	70

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?

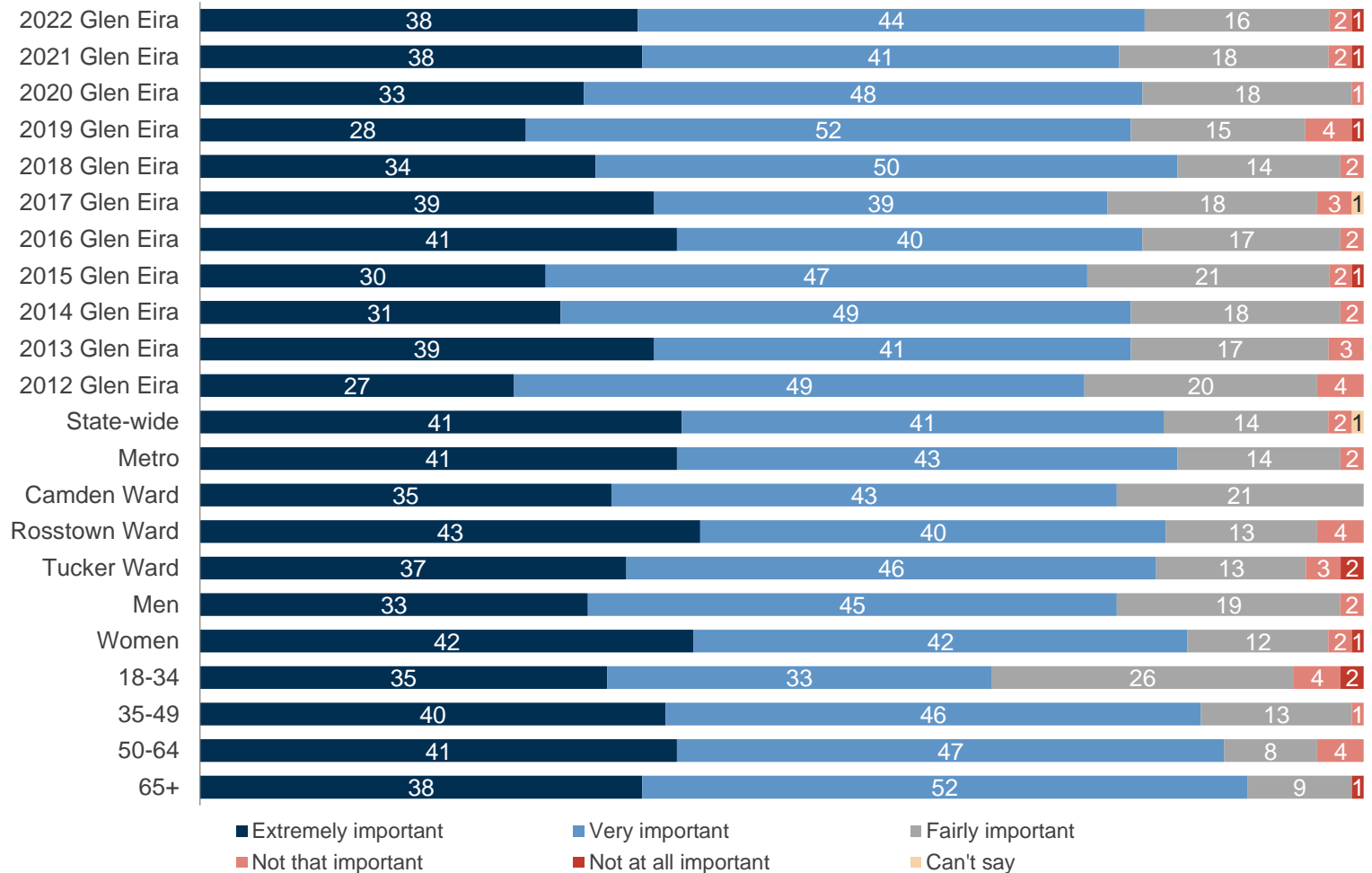
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

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 (%)



The condition of local streets and footpaths in your area performance



2022 streets and footpaths performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	72▲	71	78	73	68	68	71	74	70	71	76
Rosstown Ward	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	65	67	69	68	68	71	68	75	63	66
Men	67	67	70	67	65	68	67	68	70	69	71
Tucker Ward	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	66	66	70	69	66	66	68	67	69	65	68
Women	65	66	70	70	66	63	68	66	69	62	66
Camden Ward	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	63▼	65	64	65	64	62	63	64	n/a	n/a	n/a
65+	60▼	64	65	64	61	60	63	64	66	61	63
50-64	59	62	65	66	64	64	63	59	63	62	64
State-wide	57▼	59	58	59	58	57	57	58	58	58	57

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?

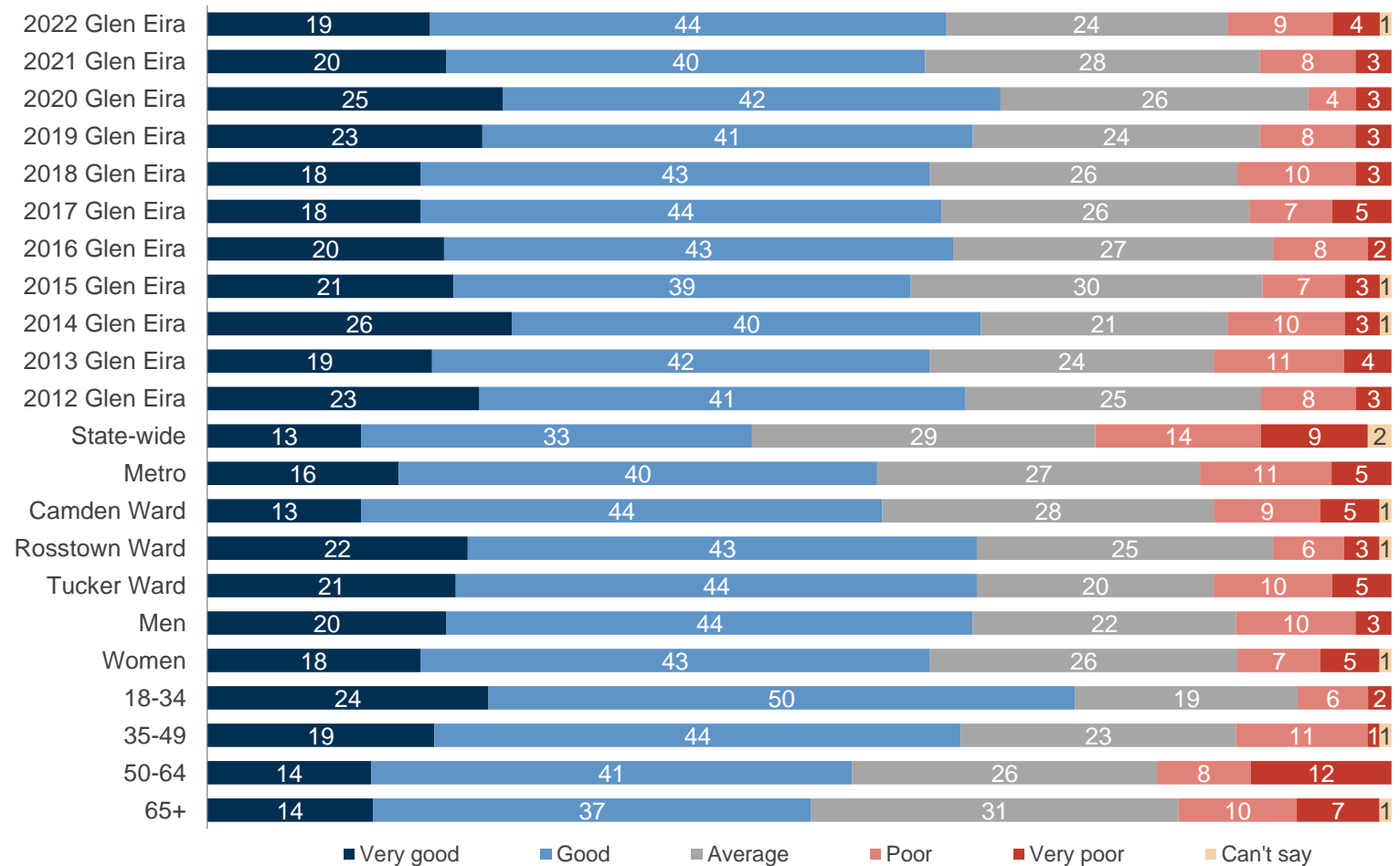
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

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 (%)





Parking facilities importance



2022 parking importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	76▲	78	78	77	82	79	79	77	77	78	75
Women	74	74	73	77	75	78	77	75	77	75	73
50-64	73	73	71	75	77	76	73	73	71	74	73
Rosstown Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	72	72	71	71	71	70	70	70	70	71	71
Metro	72	72	71	73	73	73	72	72	n/a	n/a	n/a
Camden Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	71	72	71	74	73	74	74	70	72	70	69
Tucker Ward	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	70	69	71	73	73	71	72	71	71	70	70
Men	68	70	69	69	71	69	71	64	66	65	66
18-34	68	69	66	71	66	73	73	61	69	64	63

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

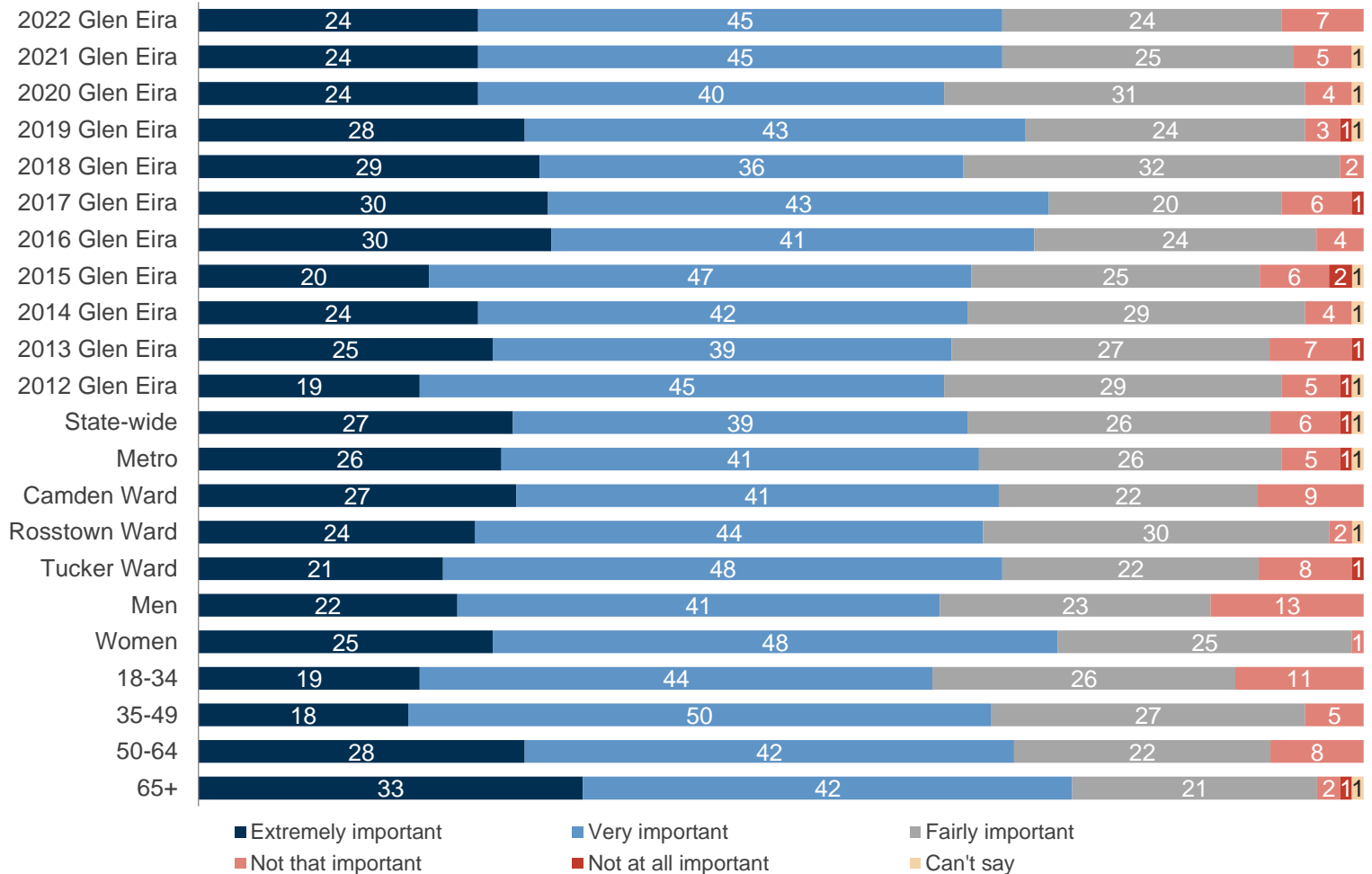
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2022 parking importance (%)





Parking facilities performance



2022 parking performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	68▲	61	64	52	64	55	49	67	61	64	62
Rosstown Ward	65	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

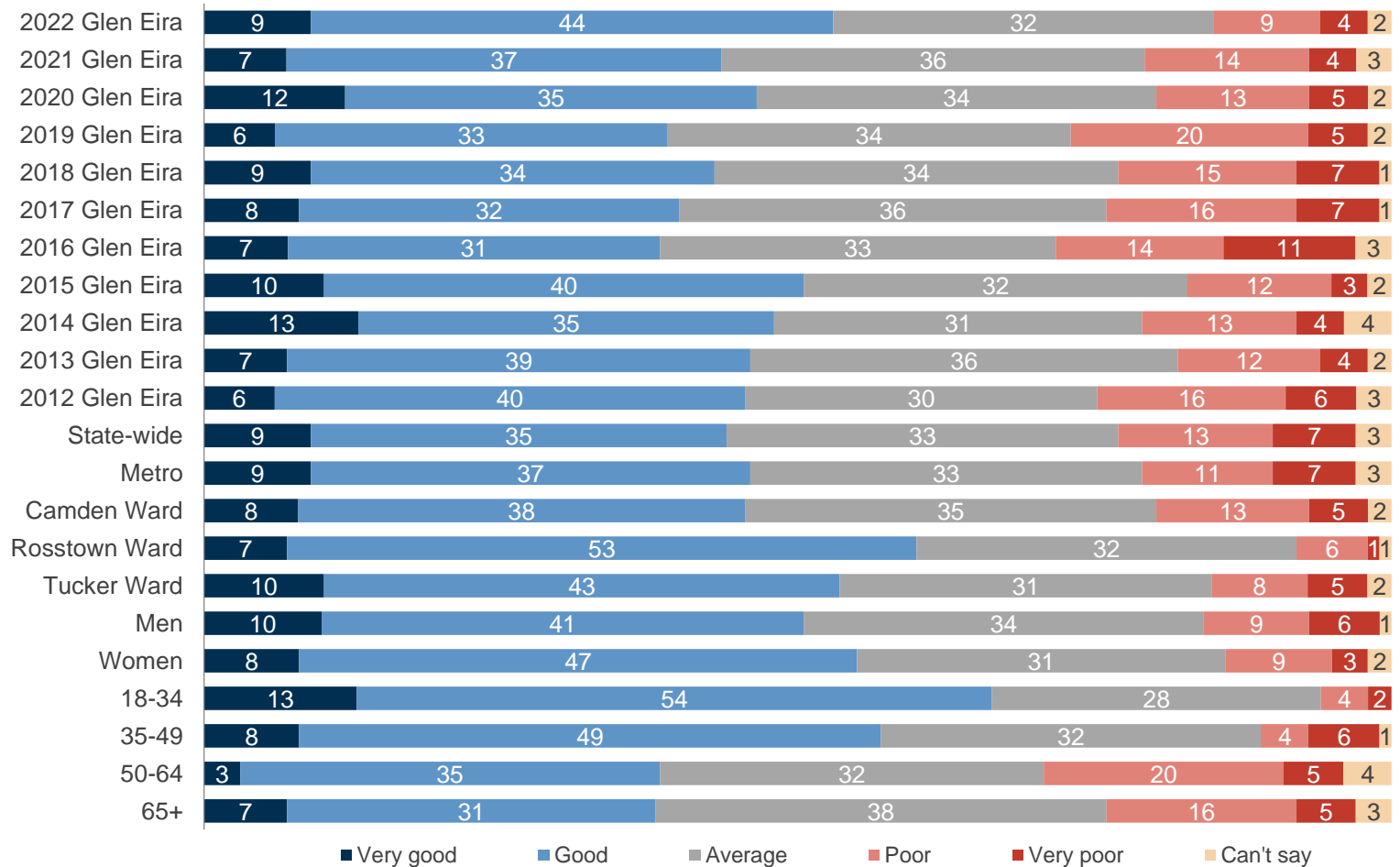
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2022 parking performance (%)





Enforcement of local laws importance



2022 law enforcement importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	72	72	70	72	73	73	75	73	75	75	71
65+	71	74	74	72	74	75	75	72	71	74	72
Metro	70	71	71	73	73	72	71	72	n/a	n/a	n/a
35-49	70	67	66	69	70	71	75	68	68	71	63
Camden Ward	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rosstown Ward	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	69	69	69	69	70	73	73	70	70	71	68
Tucker Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	70	70	71	71	71	70	71	70	71	70
18-34	67	67	69	68	66	72	70	70	68	71	70
50-64	66	69	69	69	74	72	71	70	74	71	69
Men	65	66	68	66	67	72	70	67	65	67	66

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

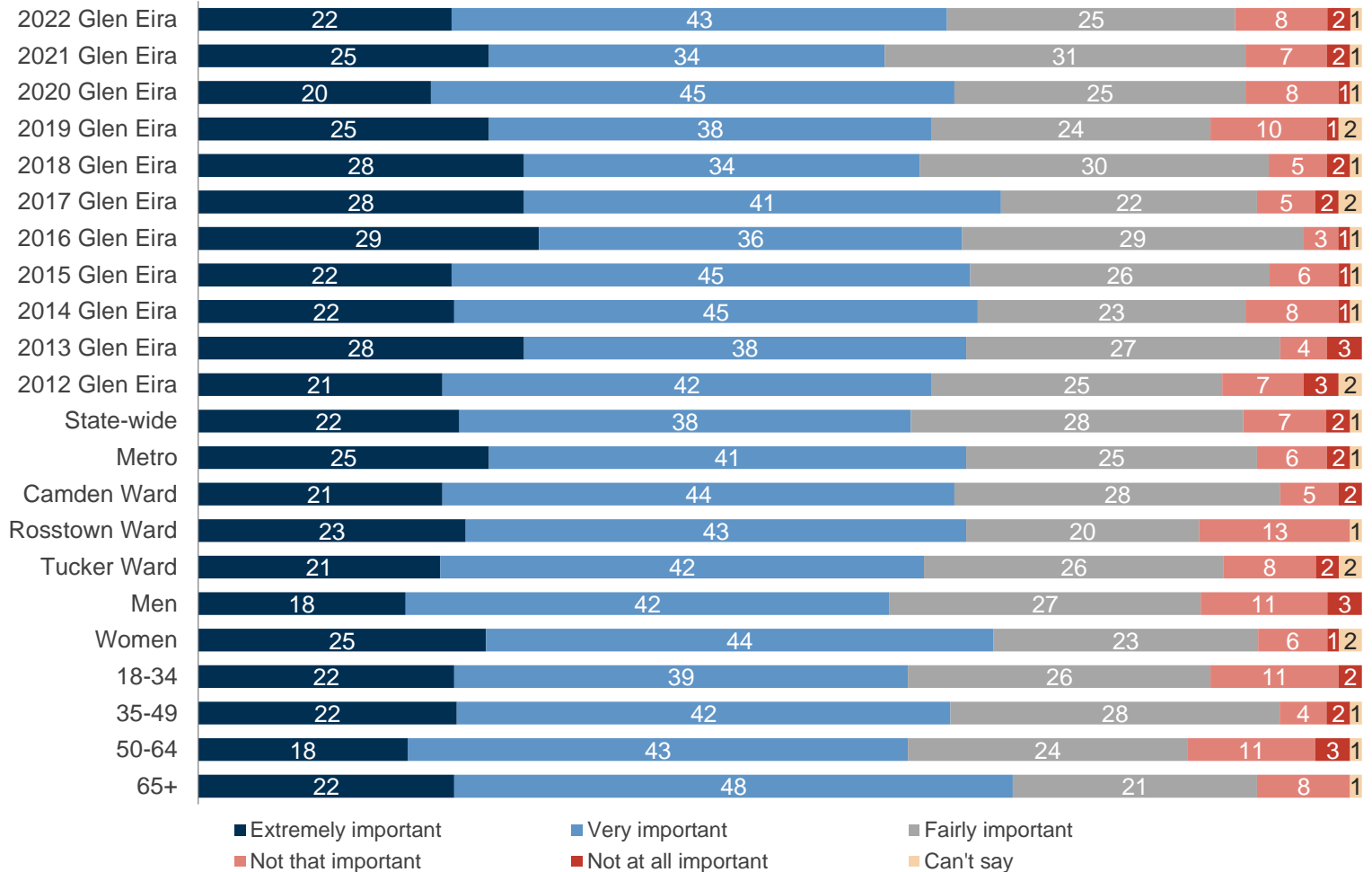
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2022 law enforcement importance (%)





Enforcement of local laws performance



2022 law enforcement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	68	66	68	67	65	64	63	69	67	65	65
Rosstown Ward	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	65	68	65	63	63	59	70	66	65	62
Metro	65	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	63	64	63	64	64	64	63	66	66	65	65
50-64	62	62	61	62	63	61	63	66	64	62	60

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

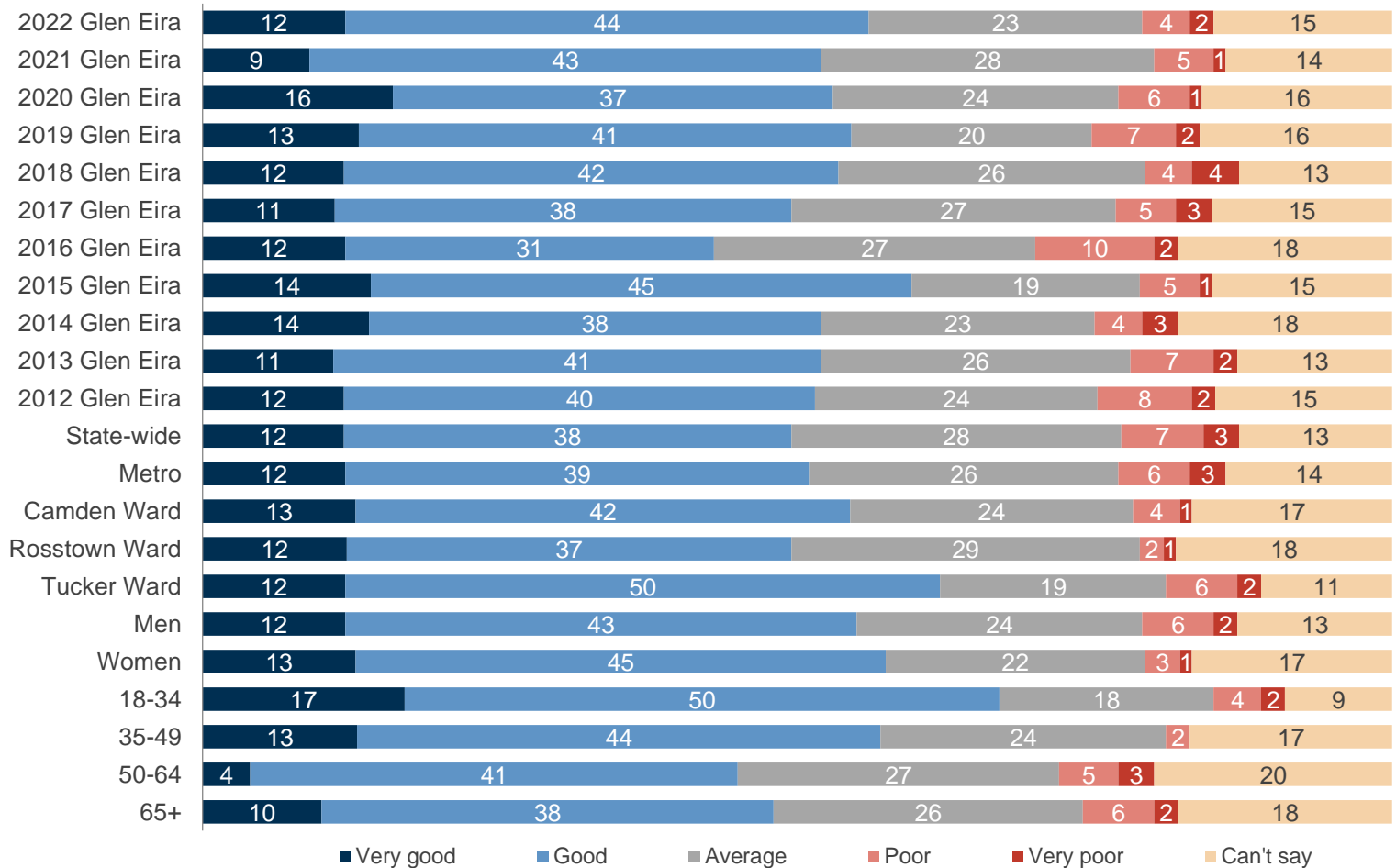
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2022 law enforcement performance (%)

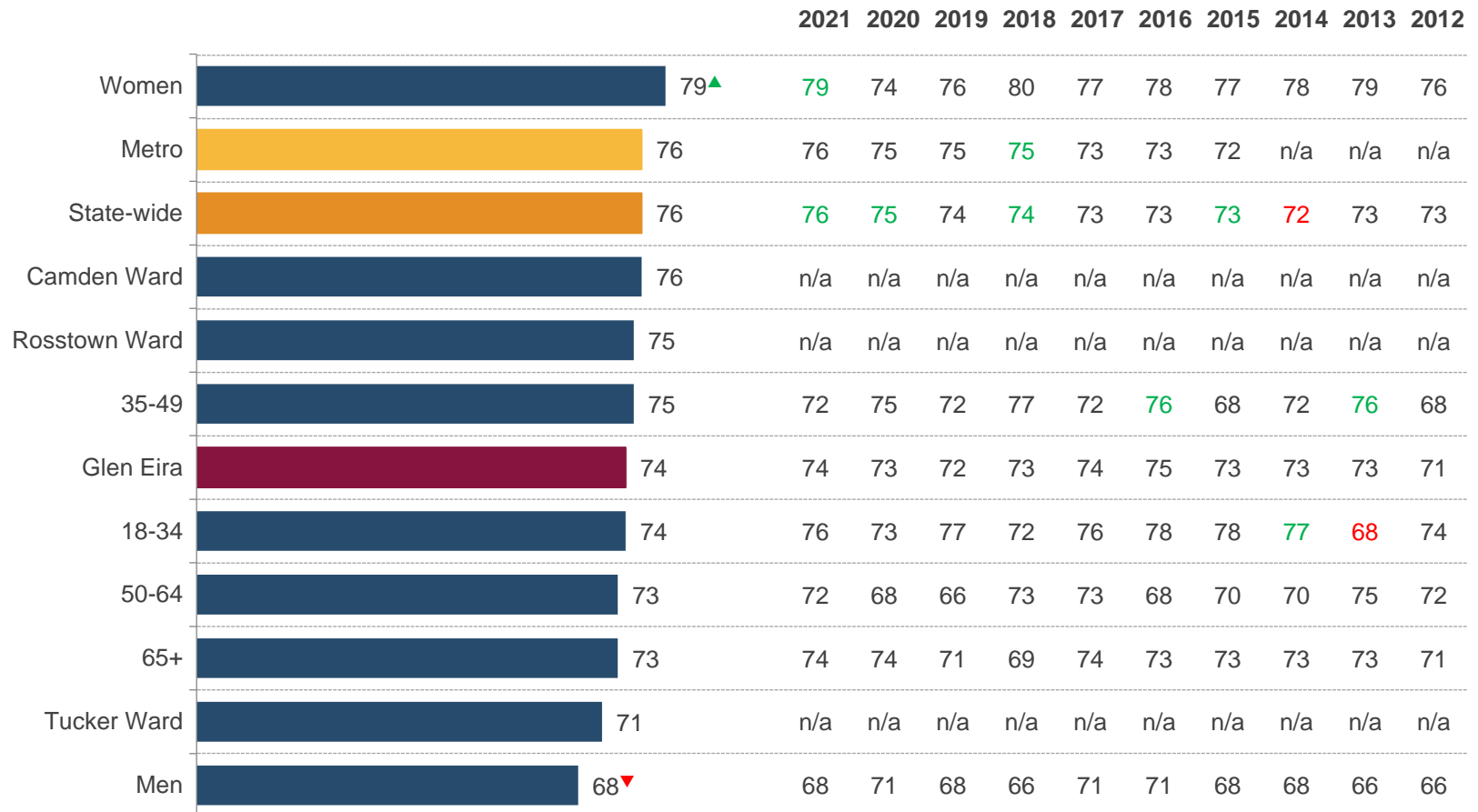




Family support services importance



2022 family support importance (index scores)



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

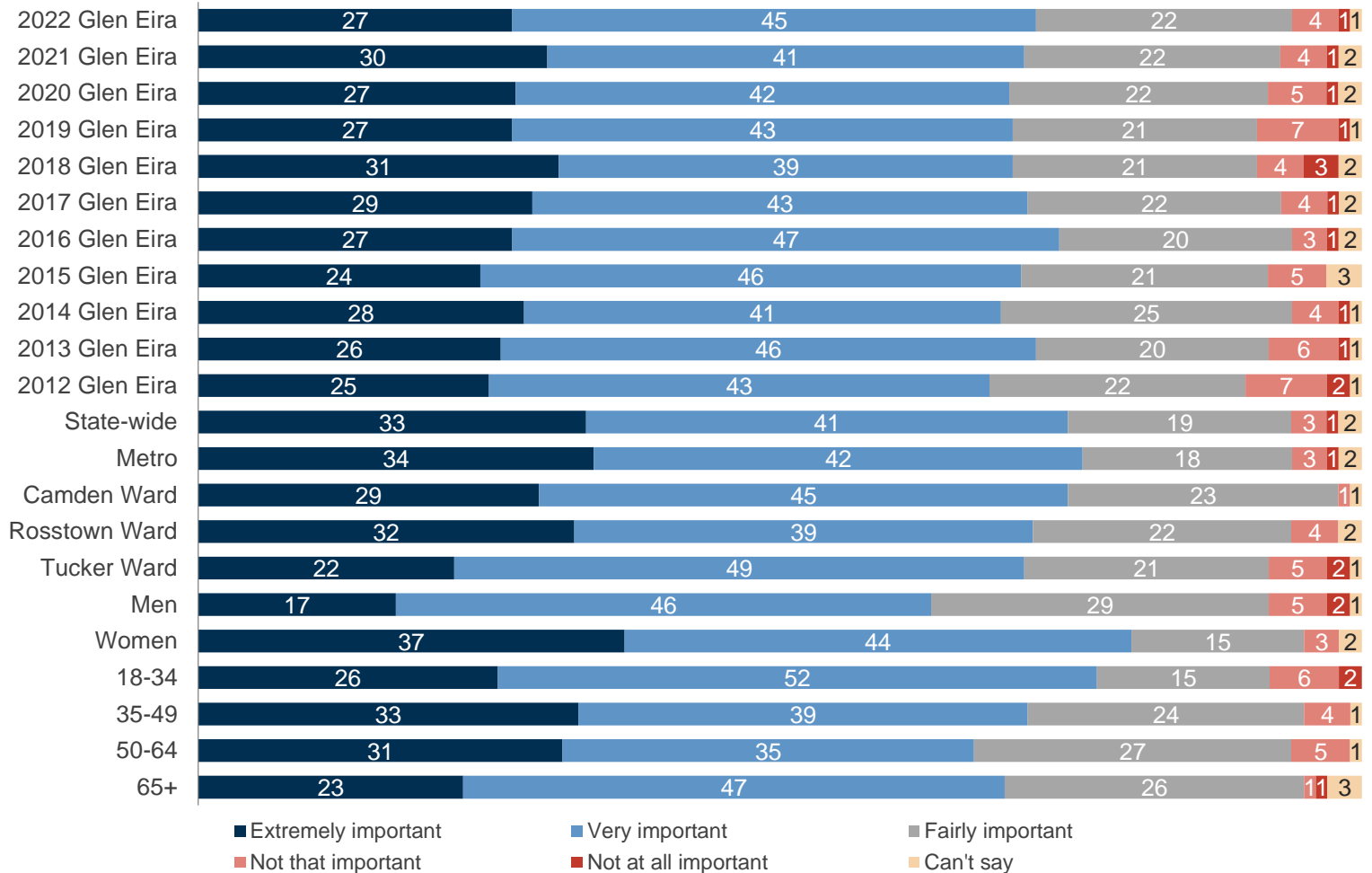
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2022 family support importance (%)





Family support services performance



2022 family support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	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

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

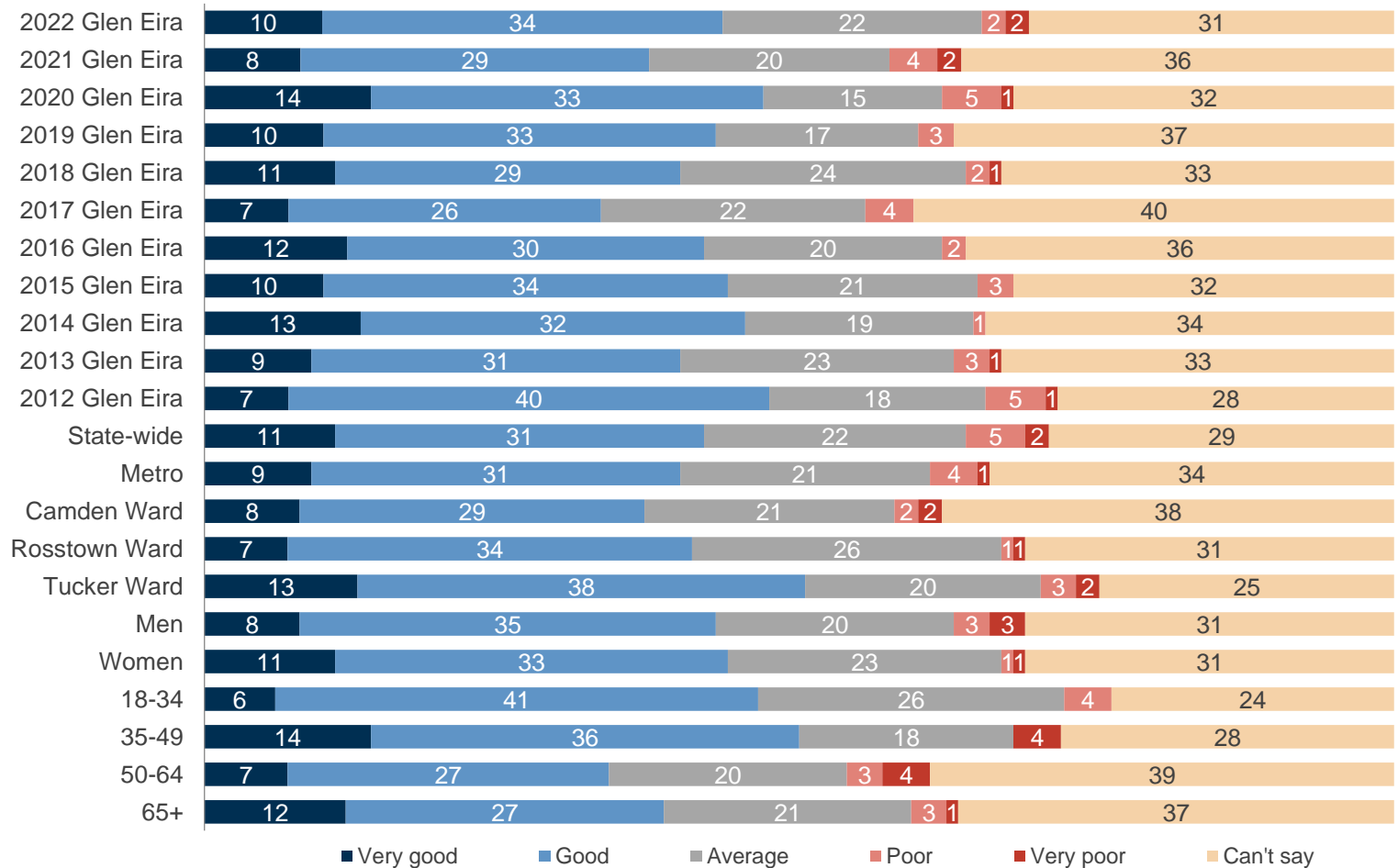
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2022 family support performance (%)

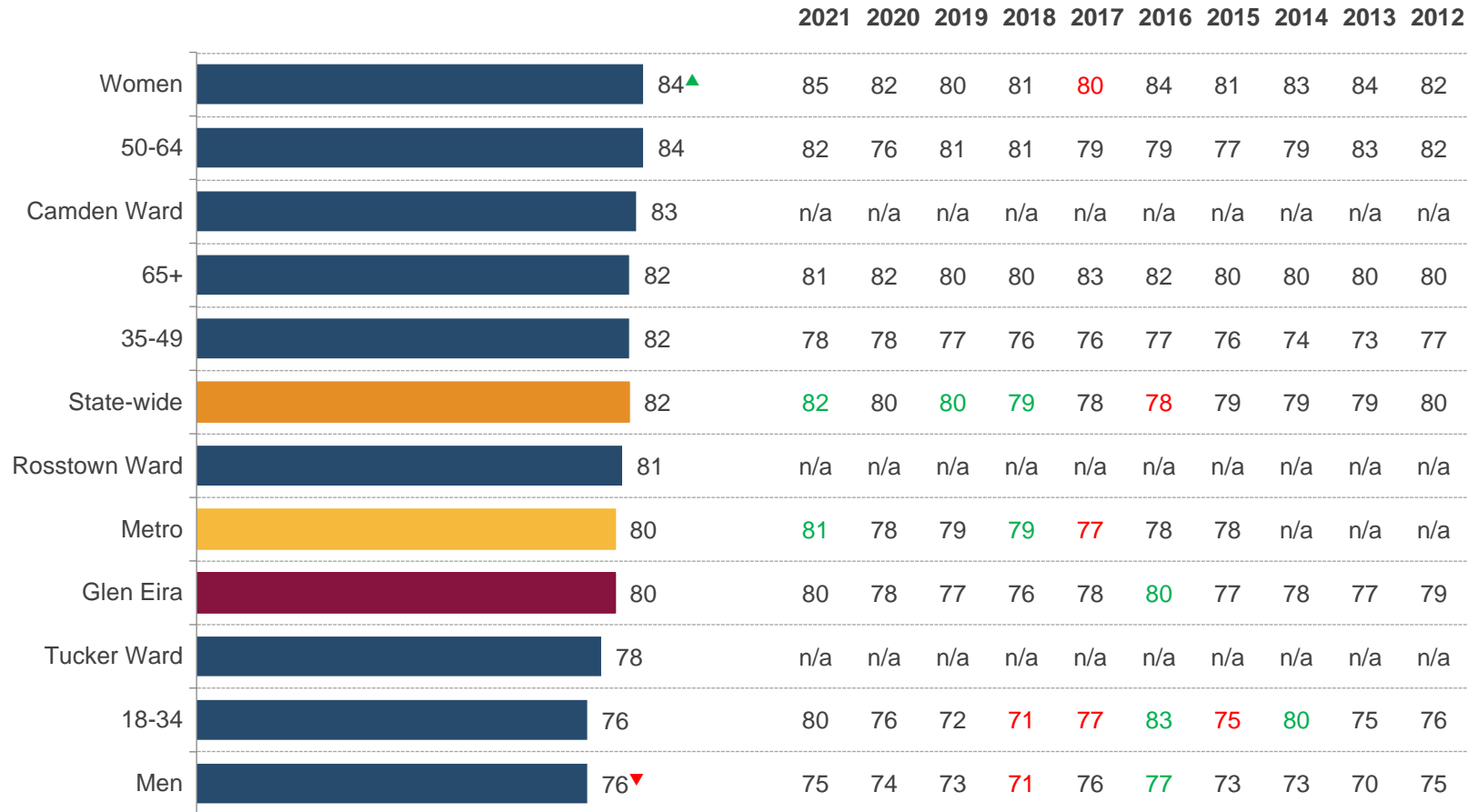




Elderly support services importance



2022 elderly support importance (index scores)



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

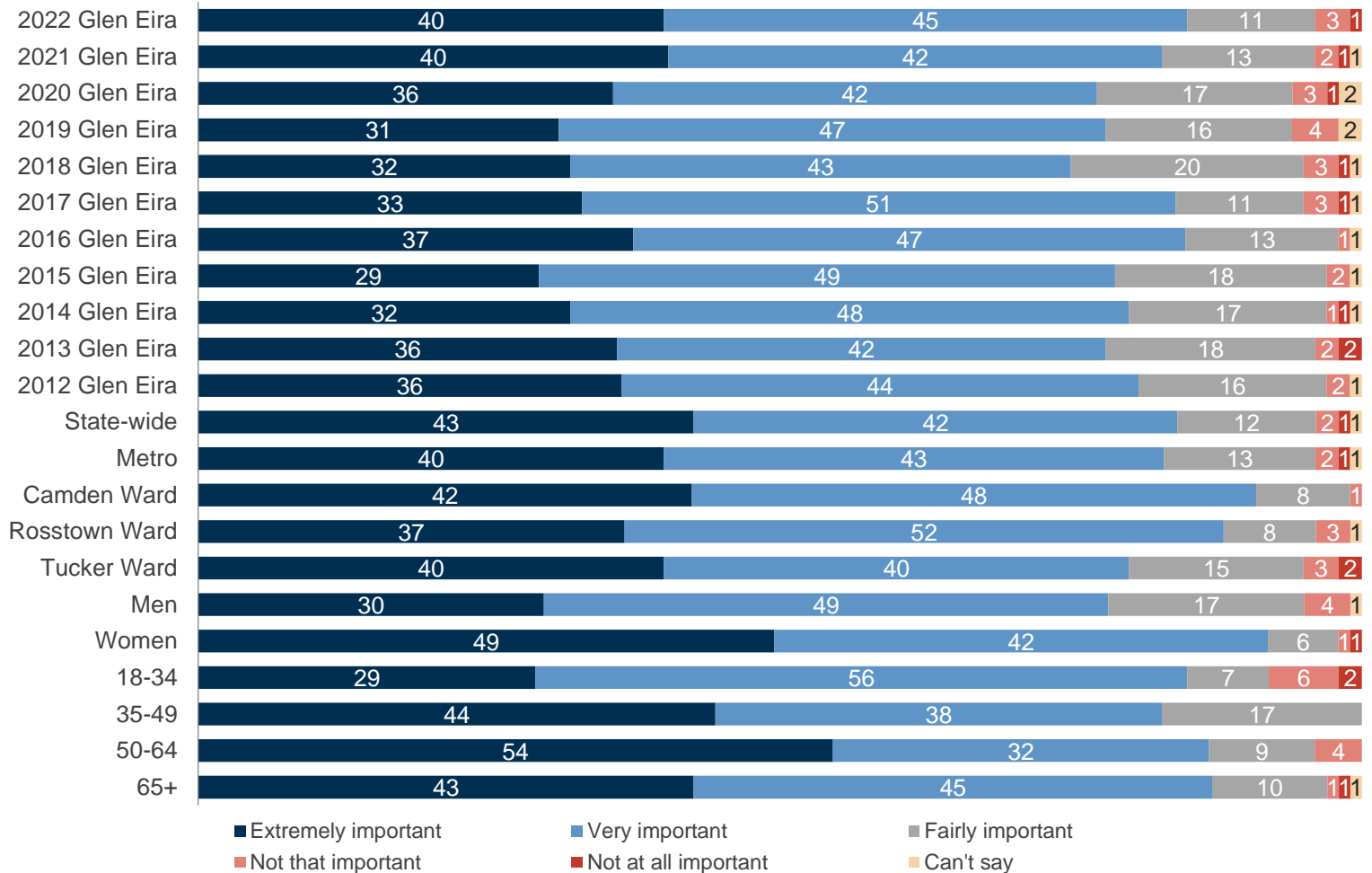
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2022 elderly support importance (%)

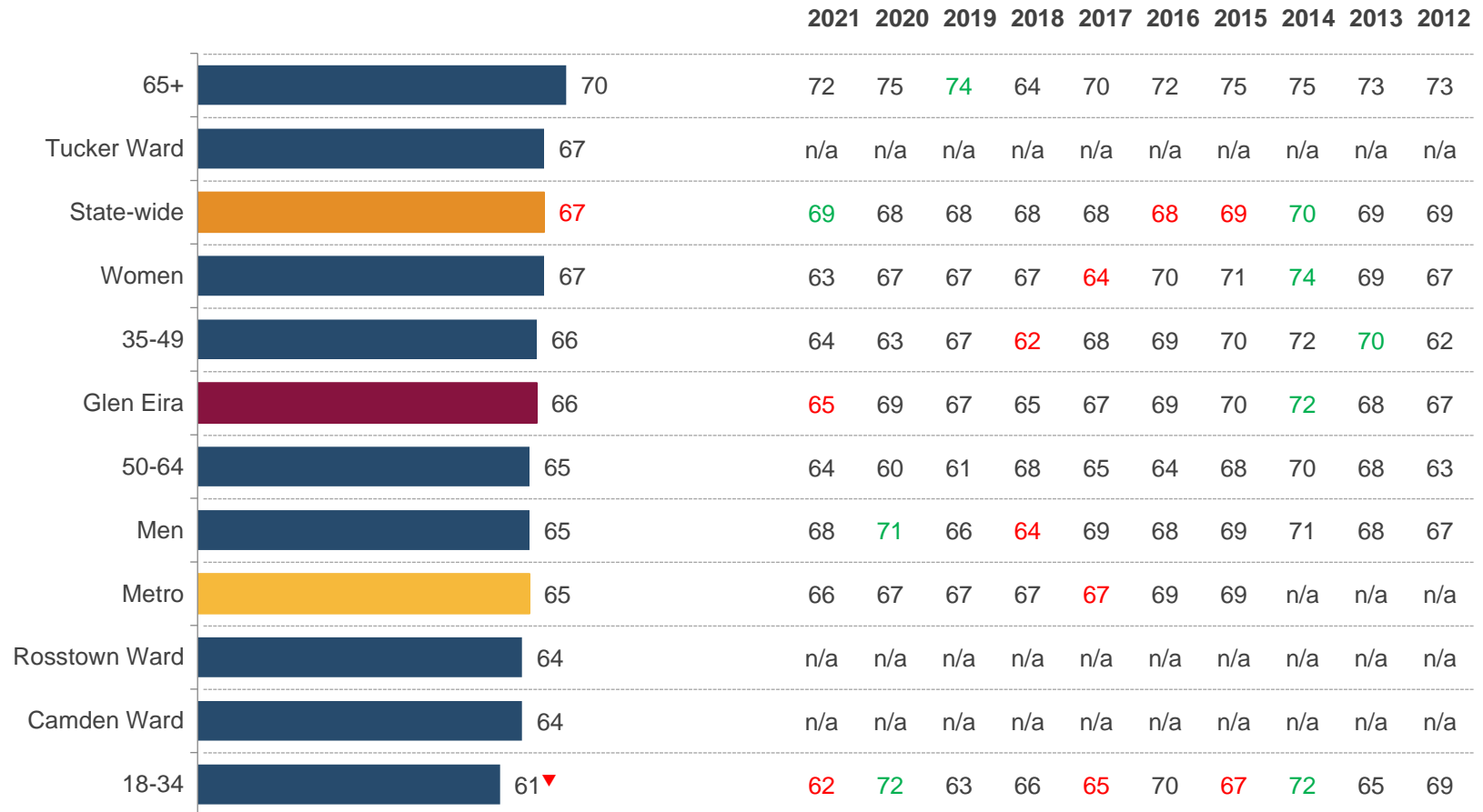




Elderly support services performance



2022 elderly support performance (index scores)



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

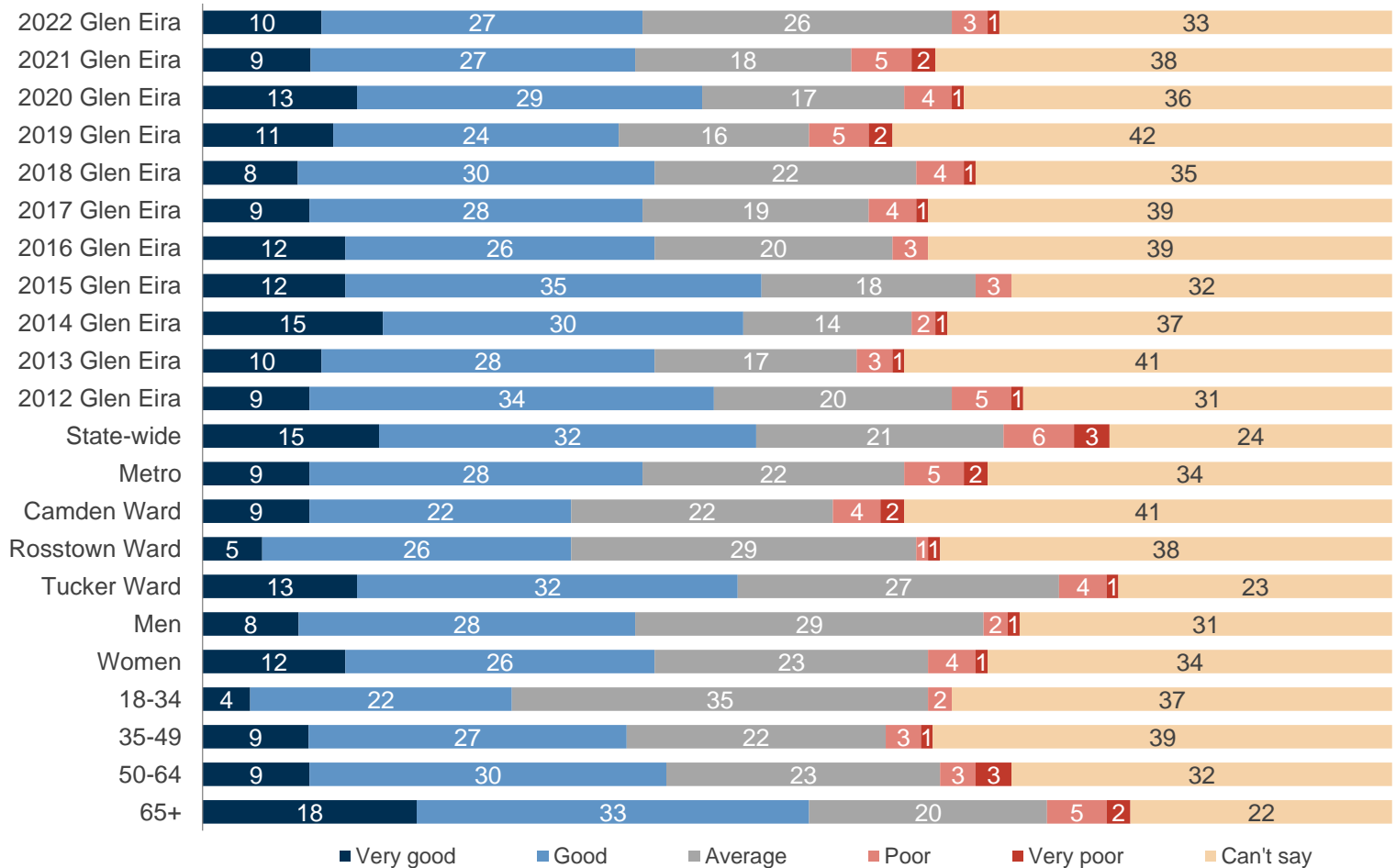
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2022 elderly support performance (%)





Disadvantaged support services importance



2022 disadvantaged support importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	81▲	82	76	74	78	75	77	77	76	77	77
Rosstown Ward	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Camden Ward	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	75	75	73	68	71	76	70	71	70	65
18-34	77	81	74	72	73	73	77	77	73	72	77
State-wide	77	77	74	74	72	71	73	73	72	73	73
Metro	77	77	74	75	74	71	73	74	n/a	n/a	n/a
Glen Eira	76	77	73	72	72	73	75	74	72	73	73
50-64	76	74	70	71	75	71	70	73	73	76	76
65+	74	76	73	74	74	77	76	74	70	72	72
Tucker Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71▼	71	71	70	66	70	73	70	68	68	67

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

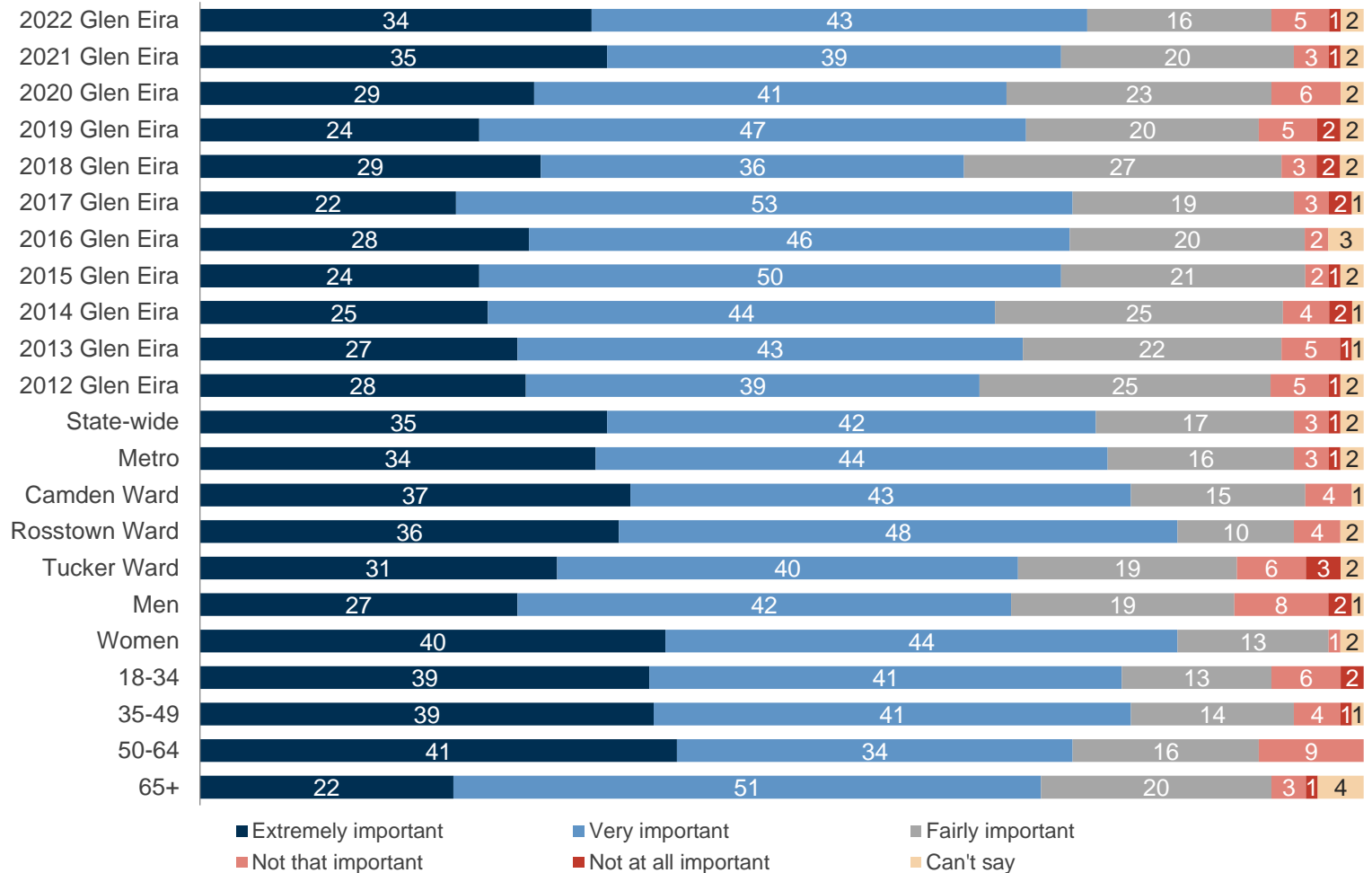
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2022 disadvantaged support importance (%)





Disadvantaged support services performance



2022 disadvantaged support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Rosstown Ward	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	63	64	62	63	61	62	62	63	n/a	n/a	n/a
35-49	62	64	59	61	59	63	62	64	70	64	61
State-wide	62	63	60	62	61	61	61	62	64	62	63
65+	62	66	66	68	61	62	68	68	68	64	66
Camden Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	62	63	65	62	62	64	63	64	63	63	64
Glen Eira	62	62	63	63	62	62	63	66	66	62	64
Women	61	61	61	64	63	59	63	67	68	62	64
50-64	61	61	54	55	61	56	59	62	62	58	56
18-34	61	60	68	64	65	64	63	67	64	63	68
Tucker Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

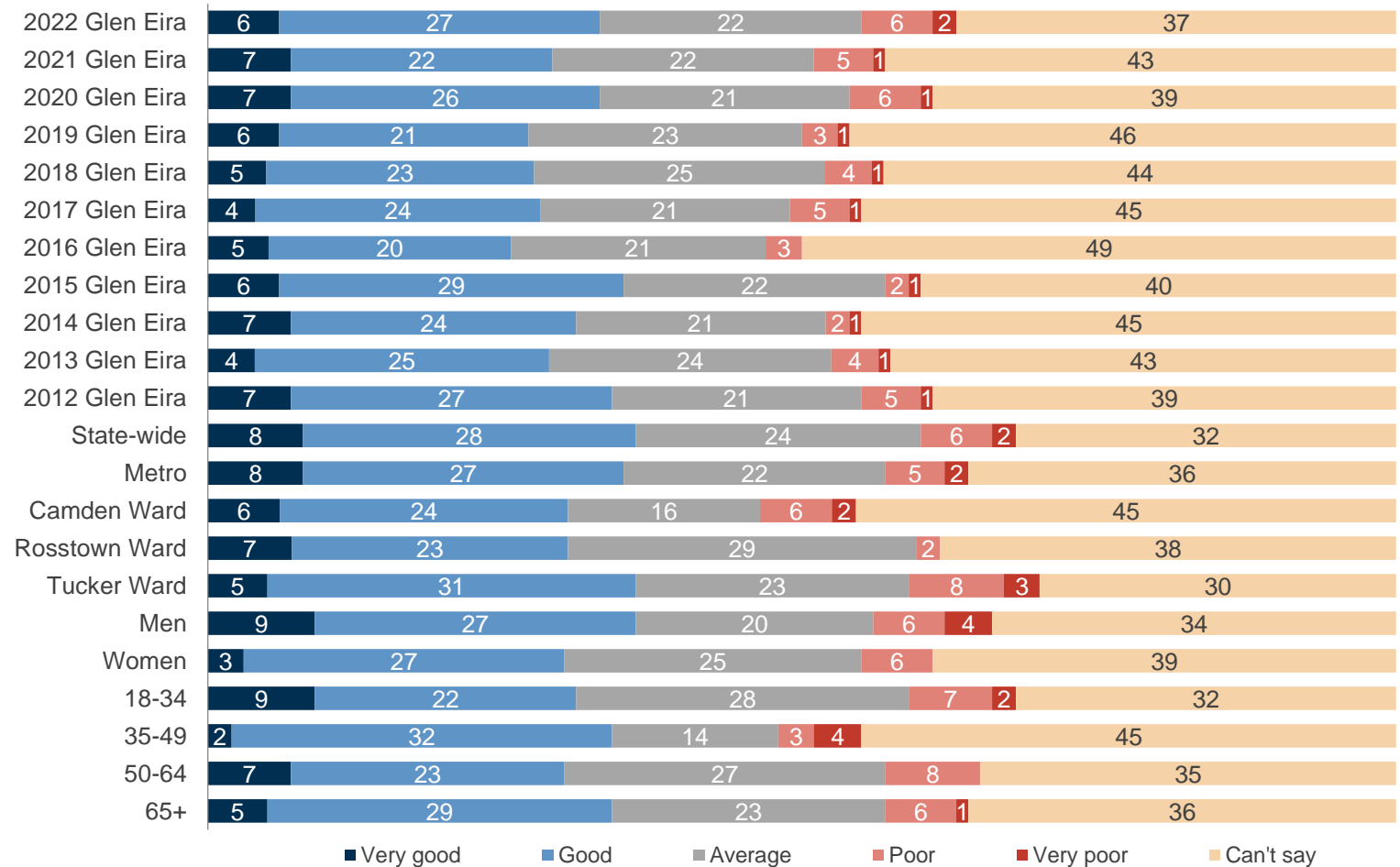
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2022 disadvantaged support performance (%)





Recreational facilities importance



2022 recreational facilities importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Rosstown Ward	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	80	78	78	75	78	79	77	76	79	78	76
Women	80	75	74	71	75	75	78	73	77	78	74
Camden Ward	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	78	77	74	75	75	75	74	73	74	76	75
Glen Eira	78	75	75	72	74	75	76	72	74	75	73
18-34	78	70	71	71	70	70	75	67	71	71	68
65+	76	78	75	68	73	76	76	72	74	73	72
Men	76	75	75	73	72	74	73	70	72	71	71
Tucker Ward	74▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74▼	74	72	72	73	72	73	72	72	72	72
Metro	74▼	74	72	72	73	73	73	72	n/a	n/a	n/a

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

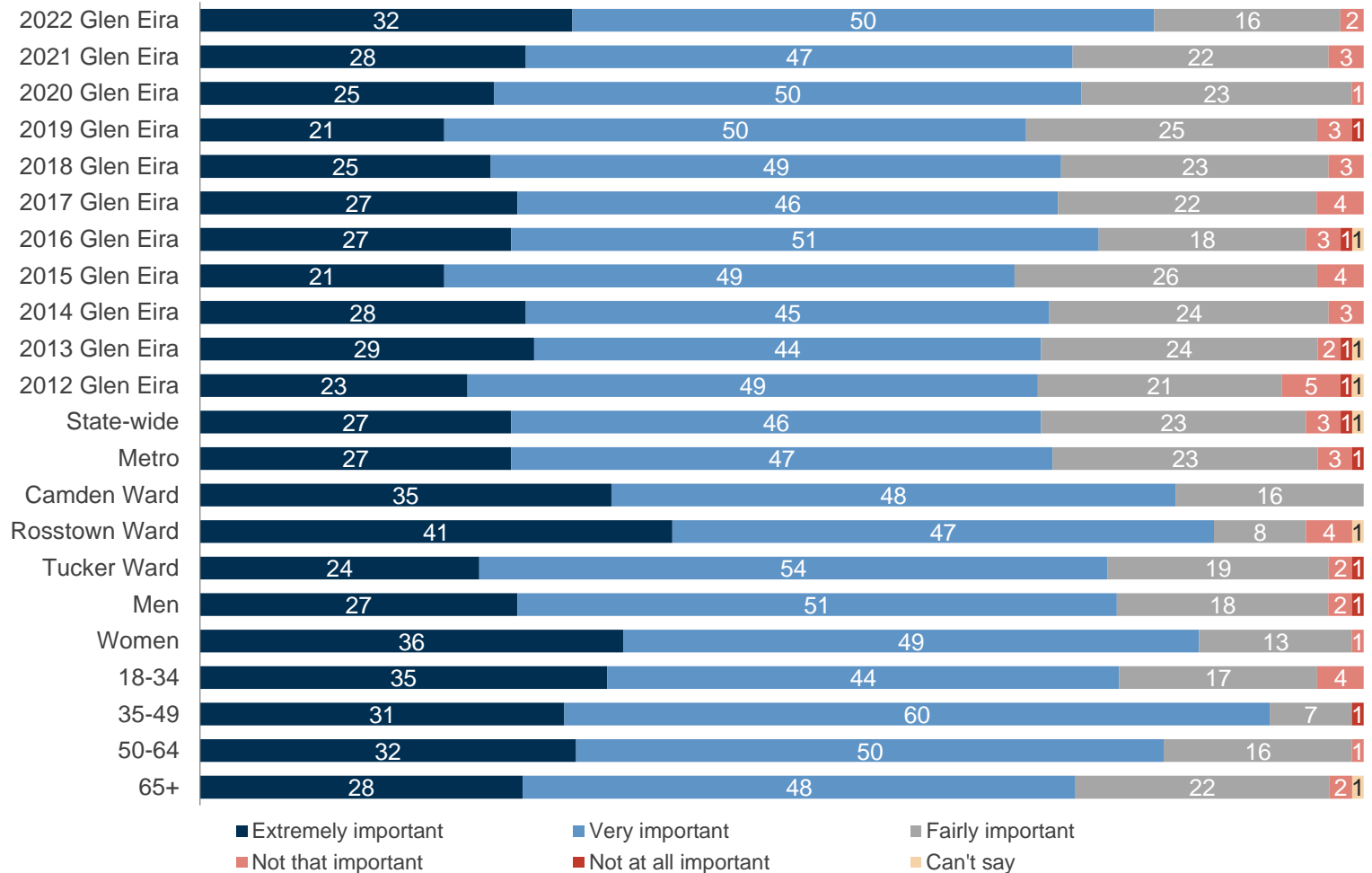
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2022 recreational facilities importance (%)





Recreational facilities performance



2022 recreational facilities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Tucker Ward	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	80	79	80	76	78	80	81	84	76	75
Men	76	77	78	79	73	75	76	80	80	79	75
65+	76	78	80	79	77	76	75	81	77	73	79
Glen Eira	76	78	80	79	77	75	76	80	80	77	77
Women	76	78	81	80	80	75	76	80	80	76	79
18-34	76	77	81	80	77	73	73	80	79	80	77
Rosstown Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Camden Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	75	75	76	78	77	74	78	75	80	77	77
Metro	73▼	75	74	75	74	73	73	74	n/a	n/a	n/a
State-wide	69▼	71	70	70	69	70	69	70	71	70	70

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

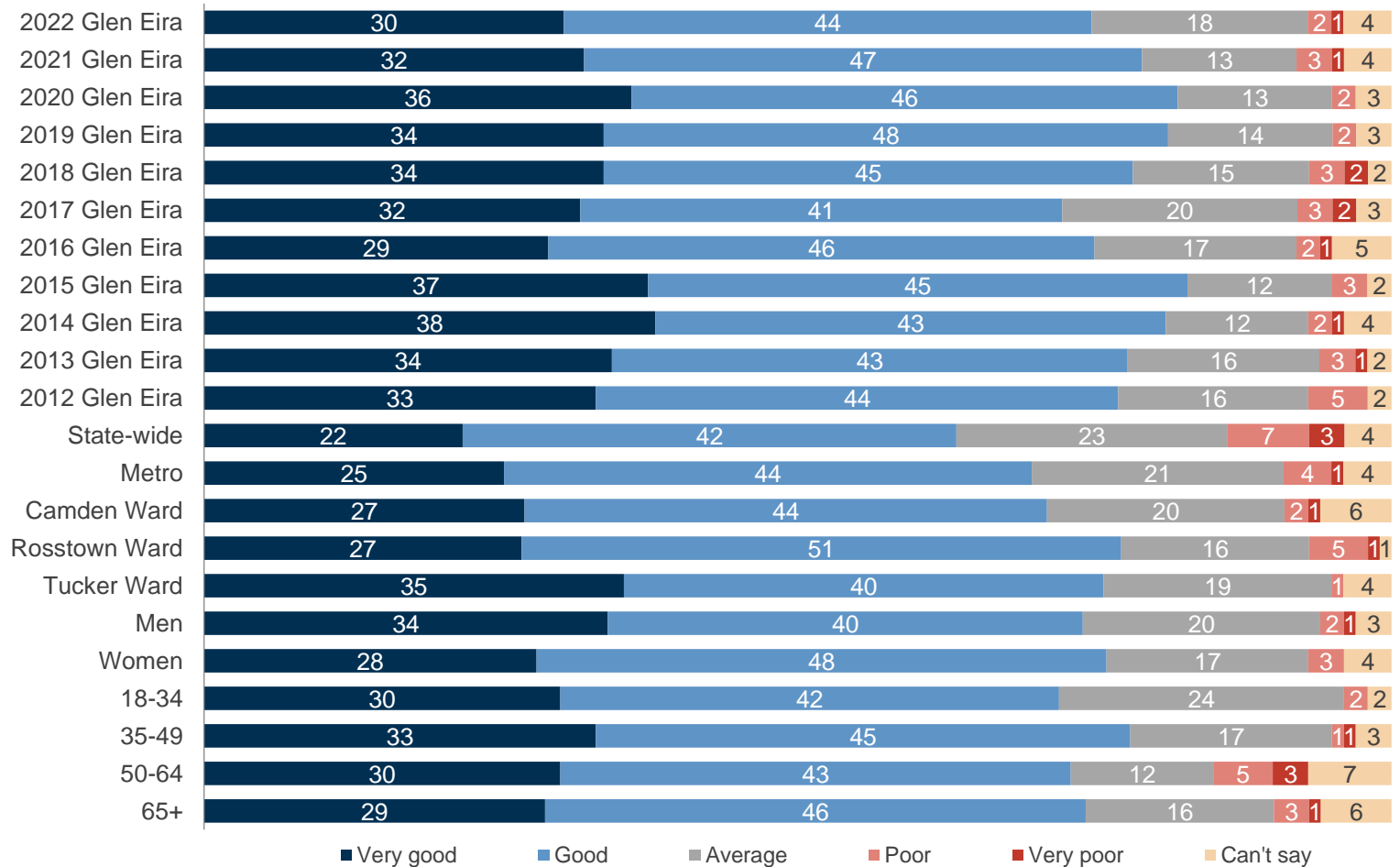
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2022 recreational facilities performance (%)





The appearance of public areas importance



2022 public areas importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	78	78	75	75	77	76	80	75	77	76	75
Rosstown Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	76	79	75	73	76	75	76	76	75	77	77
Metro	76	76	73	74	74	75	74	73	n/a	n/a	n/a
State-wide	75	75	74	73	74	74	74	73	73	74	73
35-49	75	78	75	74	75	79	82	78	77	75	74
65+	75	79	74	74	75	79	80	75	74	75	73
Glen Eira	75	76	74	72	75	75	78	73	74	73	72
Camden Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73	72	73	69	74	70	75	68	72	68	68
Men	71 ▼	74	74	70	73	75	76	72	71	70	69

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

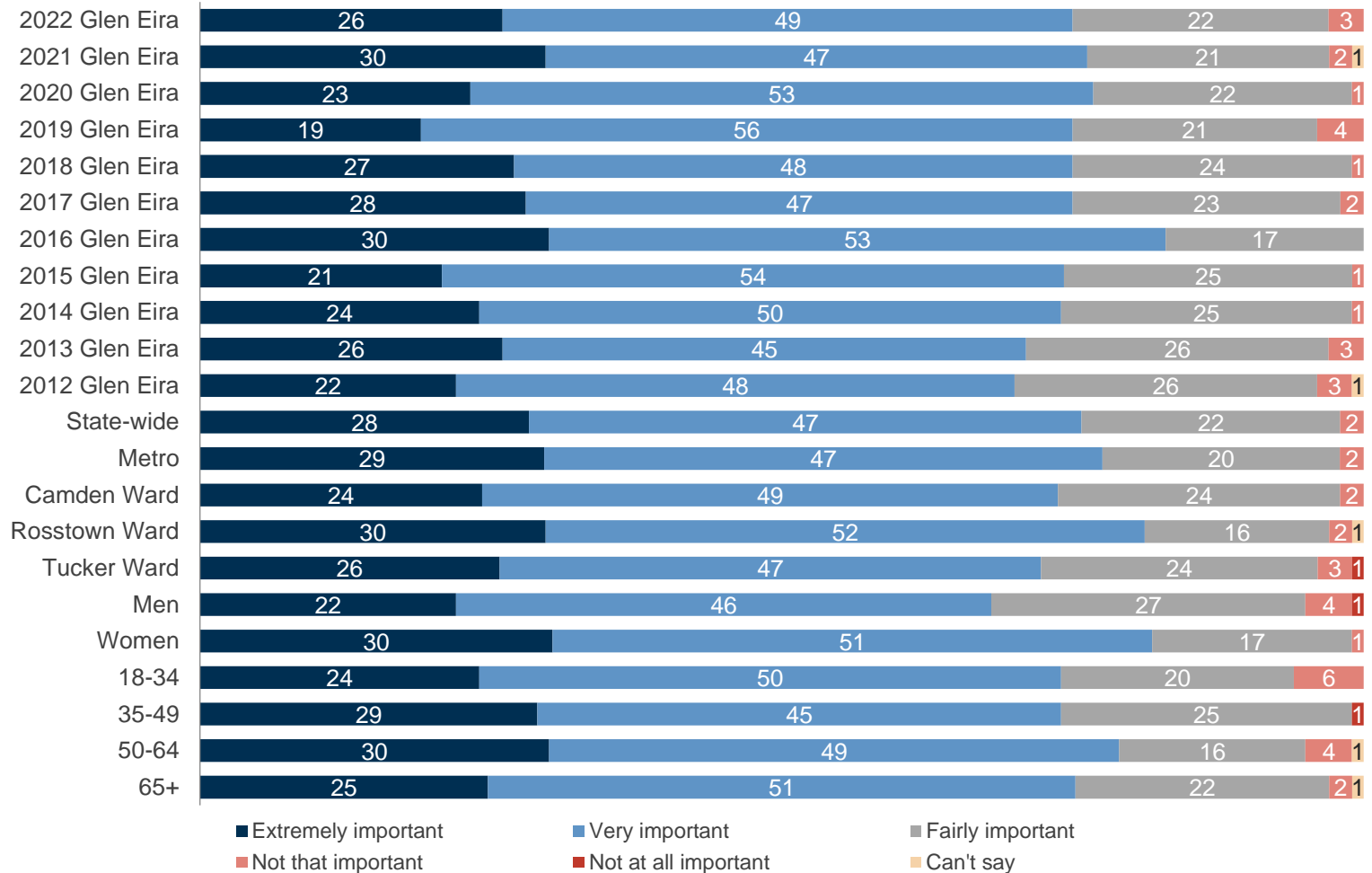
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2022 public areas importance (%)





The appearance of public areas performance



2022 public areas performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	81▲	79	79	84	80	74	77	82	80	76	77
Rosstown Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Camden Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	79	78	82	79	74	76	79	79	75	75
Glen Eira	77	78	78	81	77	75	76	78	79	75	74
Men	77	78	78	80	75	76	75	77	79	76	73
Tucker Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	76	77	78	82	76	76	76	77	84	76	71
65+	74	82	80	78	75	75	76	78	77	71	77
Metro	72▼	74	73	74	73	72	72	73	n/a	n/a	n/a
50-64	72	75	74	77	76	75	71	73	74	75	72
State-wide	71▼	73	72	72	71	71	71	72	72	71	71

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

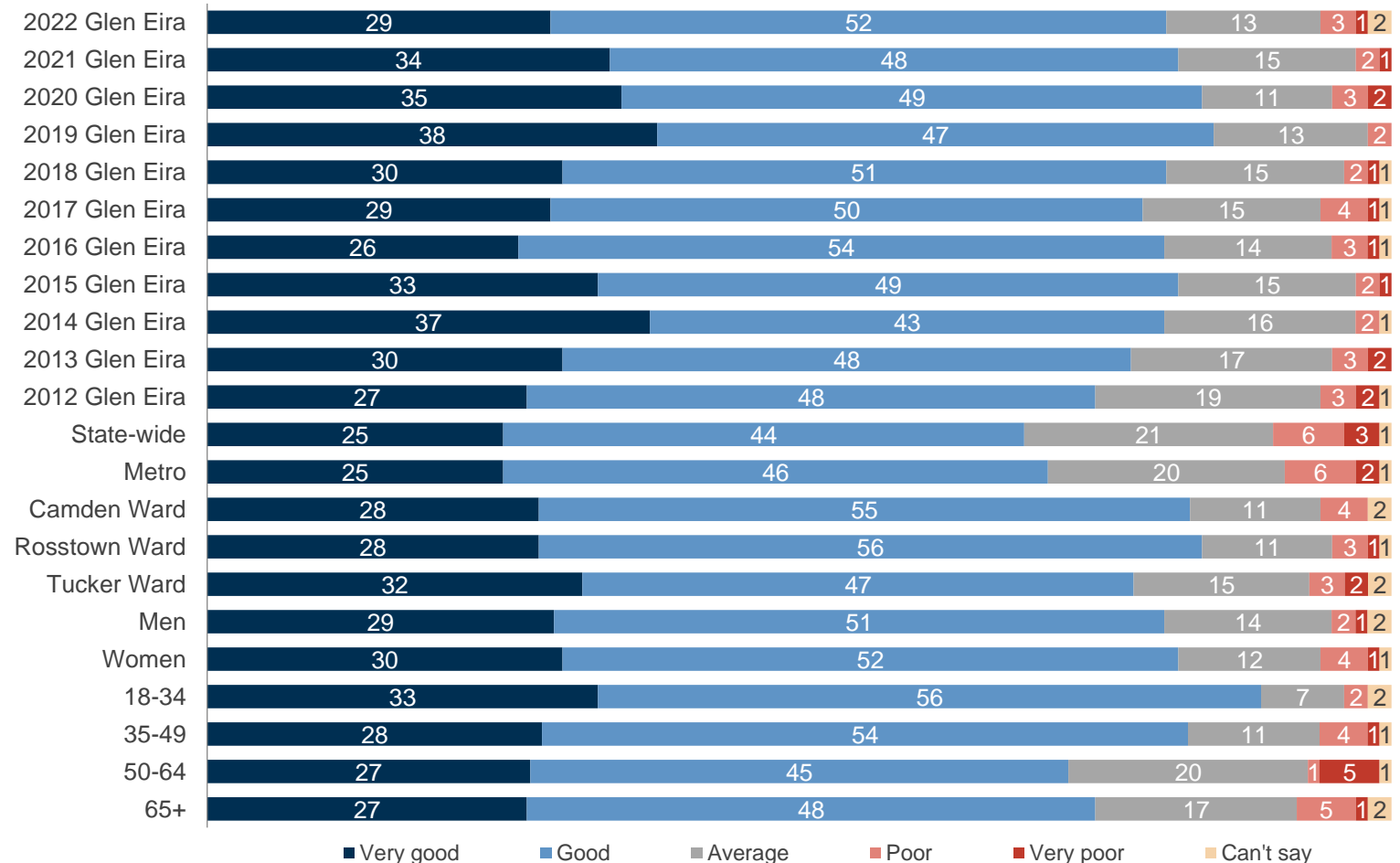
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2022 public areas performance (%)

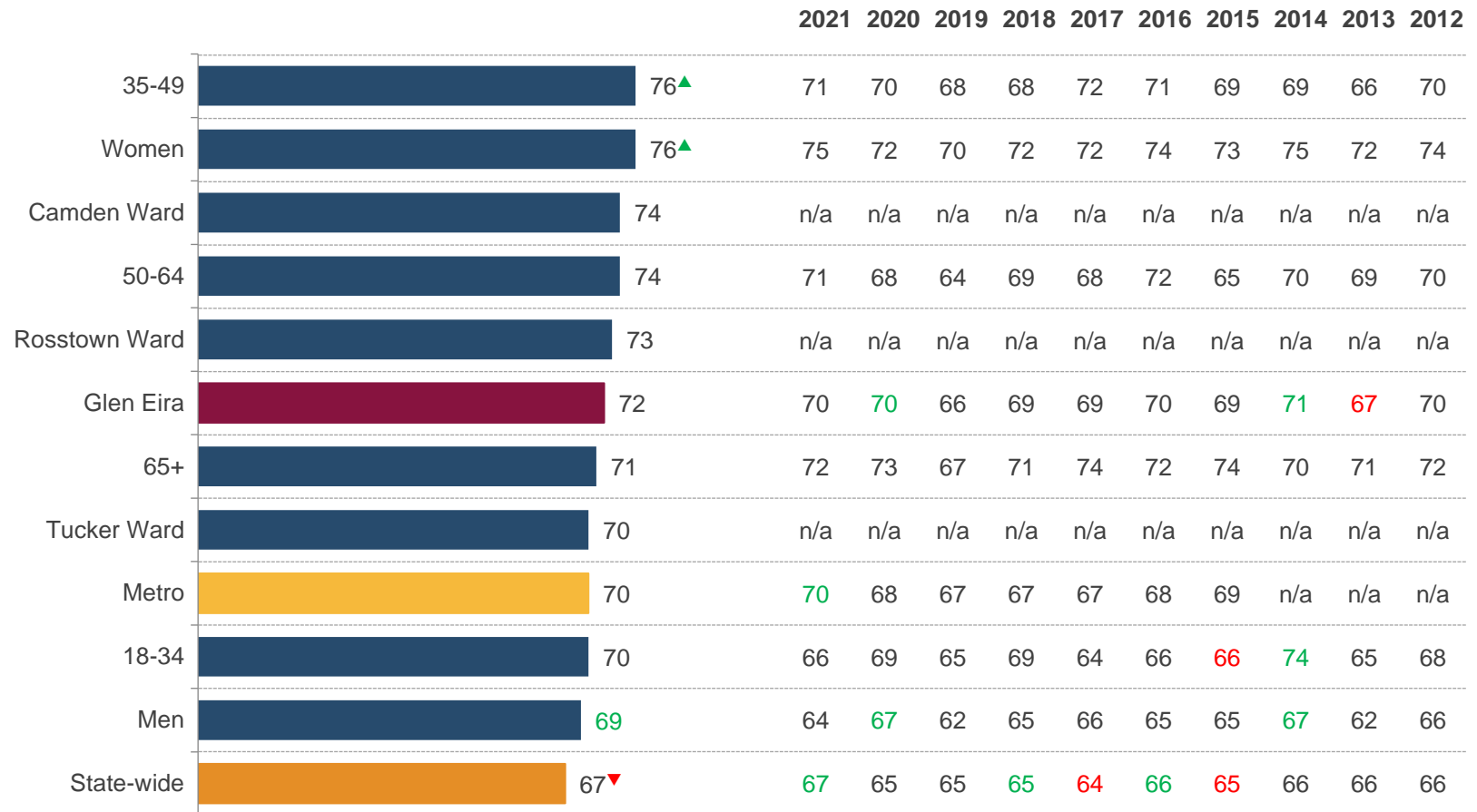




Art centres and libraries importance



2022 art centres and libraries importance (index scores)



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

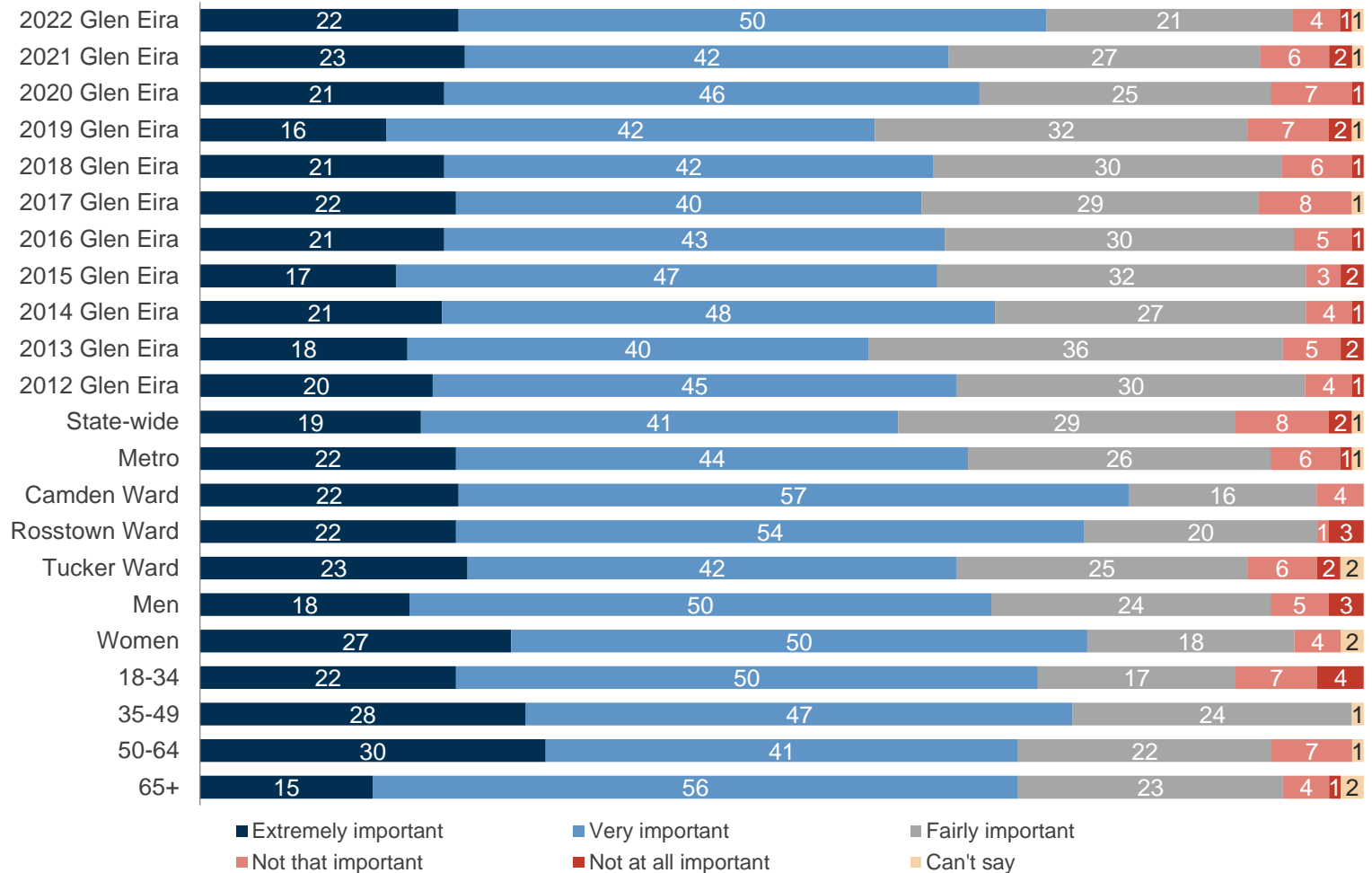
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2022 art centres and libraries importance (%)





Art centres and libraries performance



2022 art centres and libraries performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	79	83	81	83	77	78	76	81	81	77	80
Tucker Ward	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	77	81	80	74	79	77	81	82	79	79
18-34	76	71	78	77	73	75	73	77	78	75	75
Glen Eira	76	75	78	78	74	76	75	78	81	76	76
Rosstown Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	75	73	76	75	74	73	73	75	79	72	73
Camden Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	74	77	78	74	73	77	76	78	85	77	75
Metro	73▼	73	75	76	75	75	74	75	n/a	n/a	n/a
State-wide	73▼	73	74	74	74	73	72	73	75	73	73
50-64	72	72	78	77	75	75	73	76	79	75	77

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

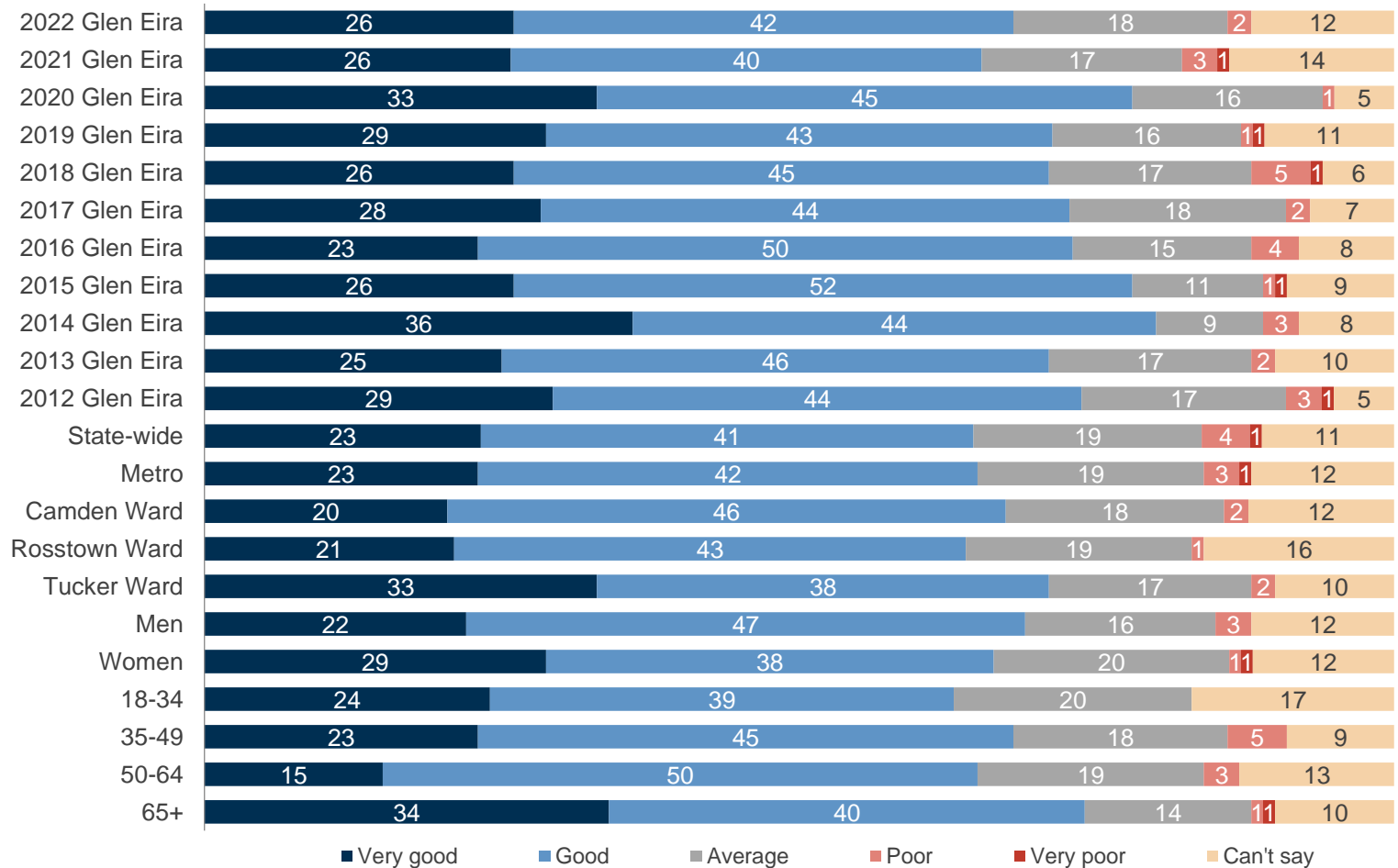
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2022 art centres and libraries performance (%)

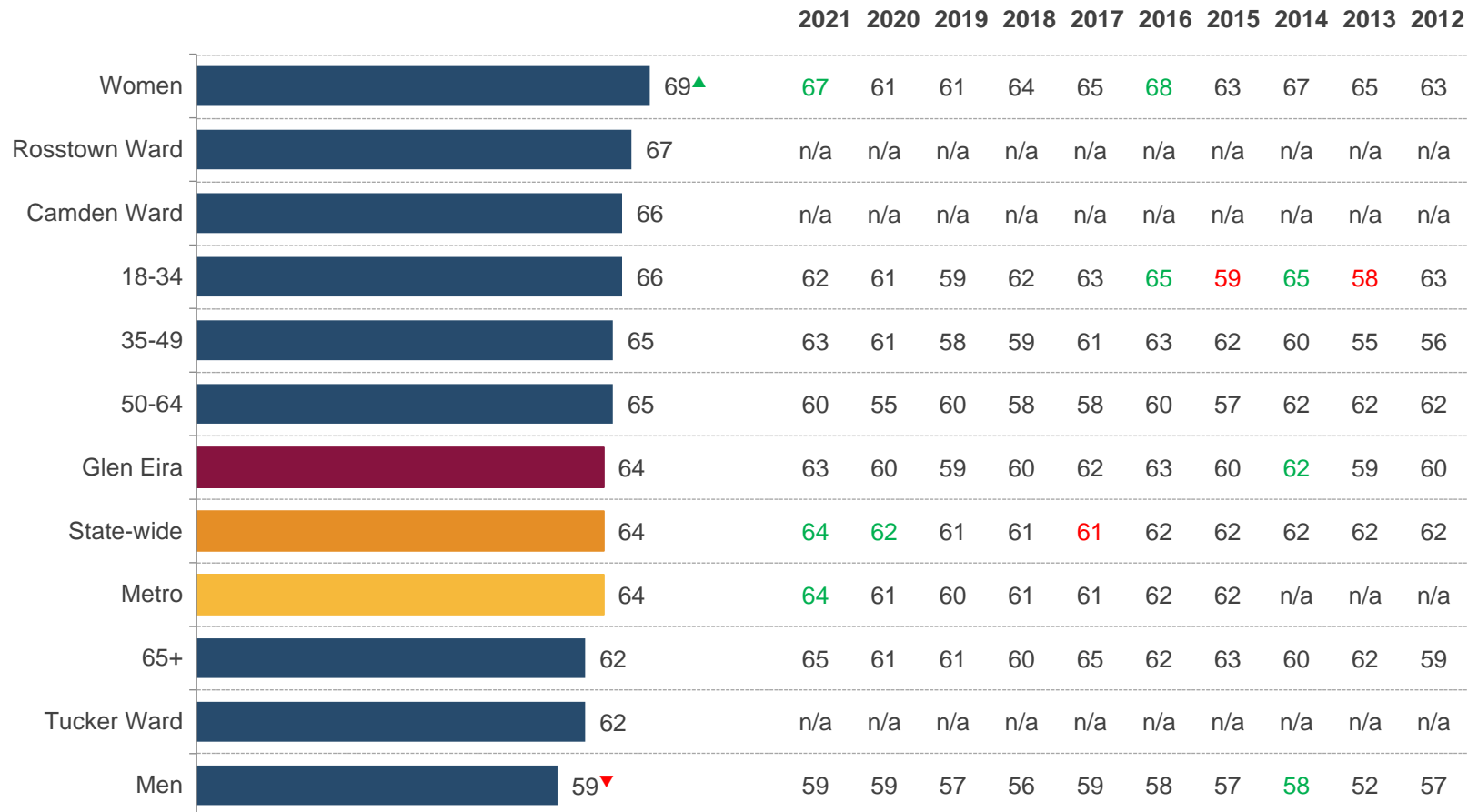




Community and cultural activities importance



2022 community and cultural activities importance (index scores)



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

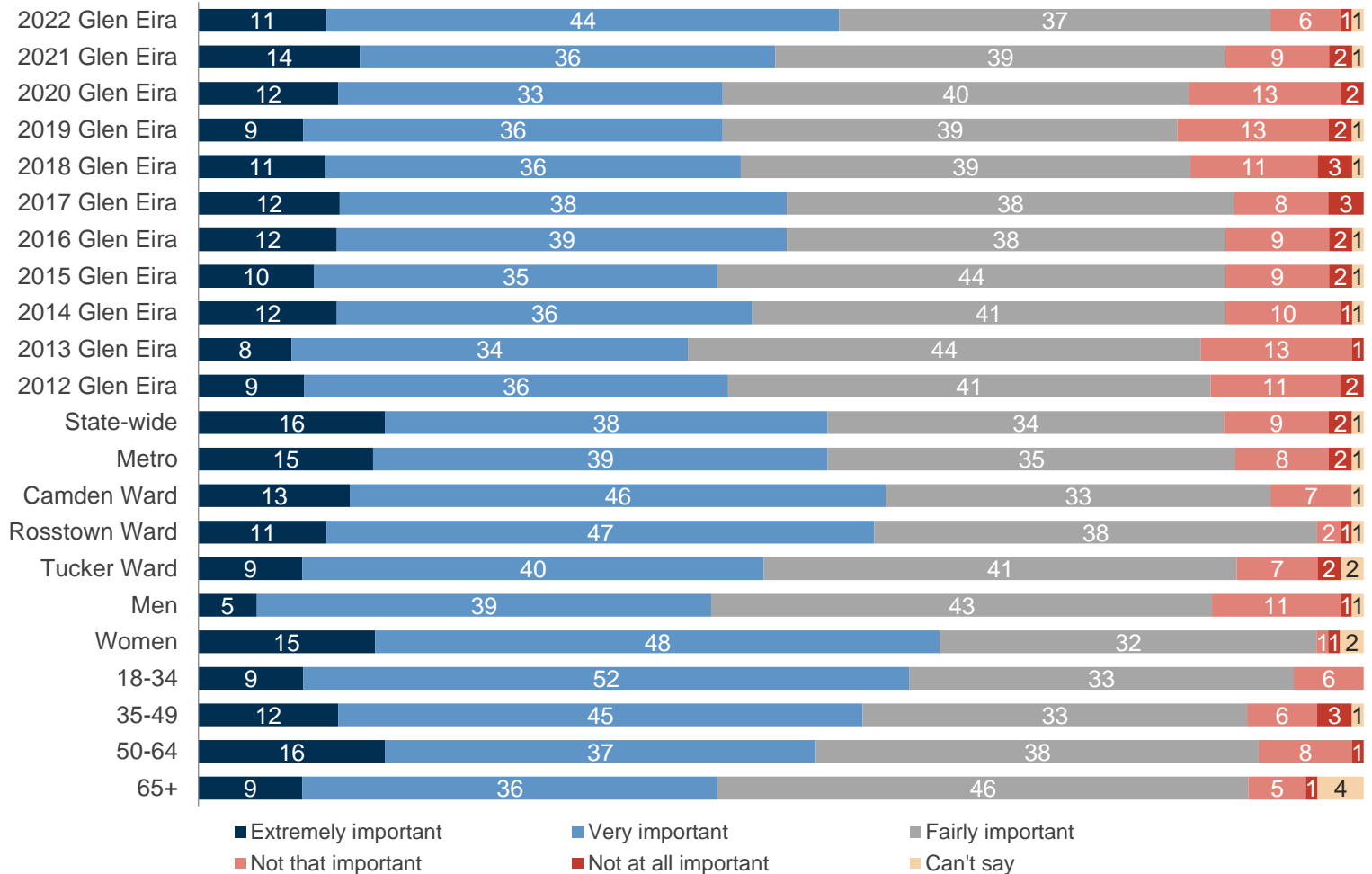
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2022 community and cultural activities importance (%)





Community and cultural activities performance



2022 community and cultural activities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	72▲	73	73	71	71	72	68	75	73	65	71
Women	69	70	75	75	69	70	69	73	73	71	69
Camden Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rosstown Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	64	69	69	68	68	67	68	75	69	69
Glen Eira	67	67	72	71	67	69	68	70	74	68	66
Tucker Ward	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66	69	73	72	67	64	65	67	70	66	64
Men	65	64	69	67	65	68	67	67	75	65	62
Metro	65	66	70	70	70	70	71	71	n/a	n/a	n/a
35-49	65	63	72	72	65	73	72	69	78	70	62
State-wide	65	65	68	69	69	69	69	69	70	69	68

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

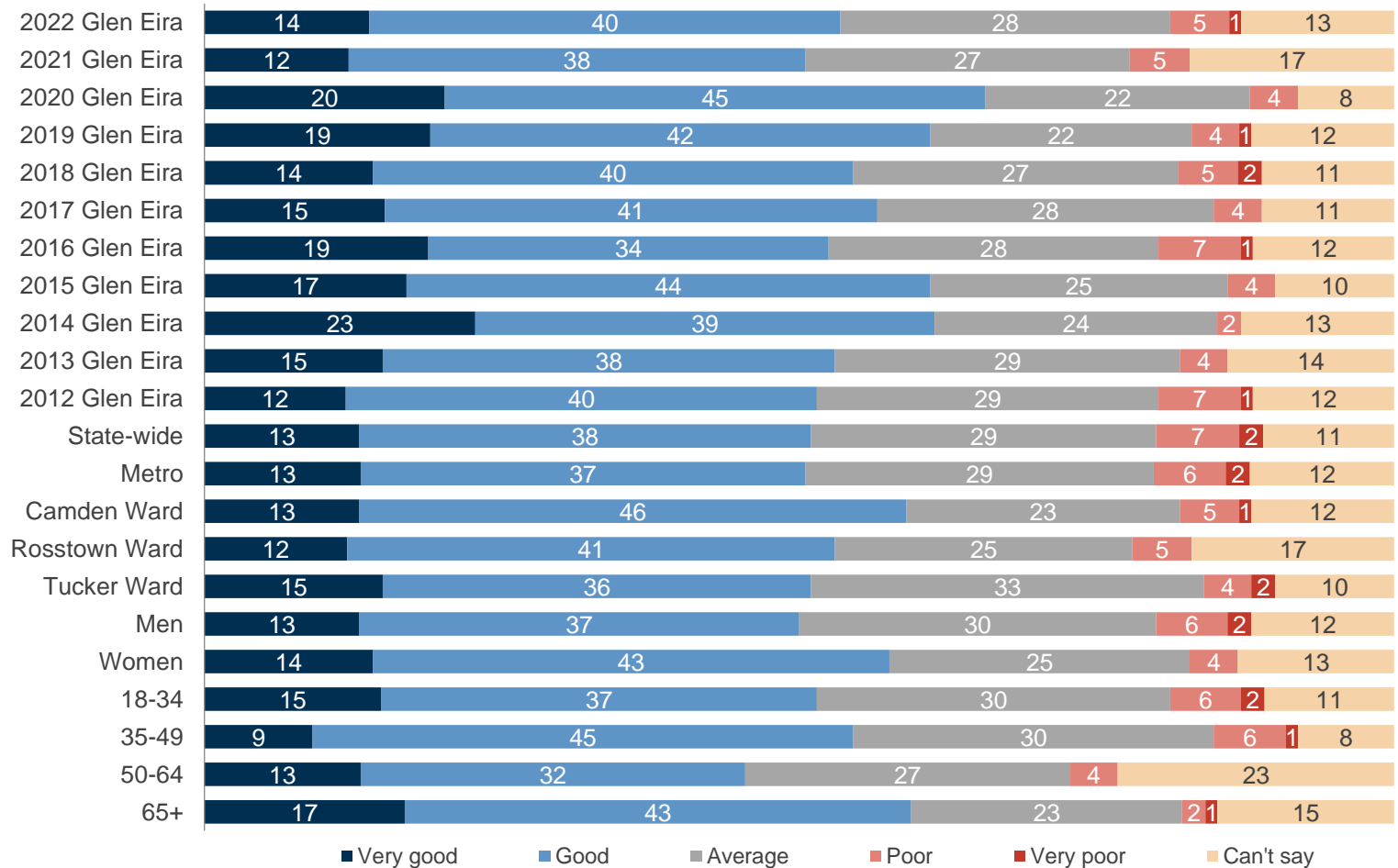
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2022 community and cultural activities performance (%)





Waste management importance



2022 waste management importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Rosstown Ward	89▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	88	85	82	84	84	82	82	85	82	82	84
Women	86	87	86	86	85	83	85	80	84	81	82
18-34	86	84	83	85	83	81	83	76	78	75	78
Glen Eira	85	84	84	84	83	82	83	79	80	80	81
65+	85	85	87	85	86	82	83	81	80	84	79
Metro	85	85	84	83	83	81	82	81	n/a	n/a	n/a
Camden Ward	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	84	82	83	83	82	81	80	78	76	78	79
35-49	83	84	85	83	82	83	84	78	81	81	82
Tucker Ward	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	82▼	82	82	81	81	79	80	79	79	79	78

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

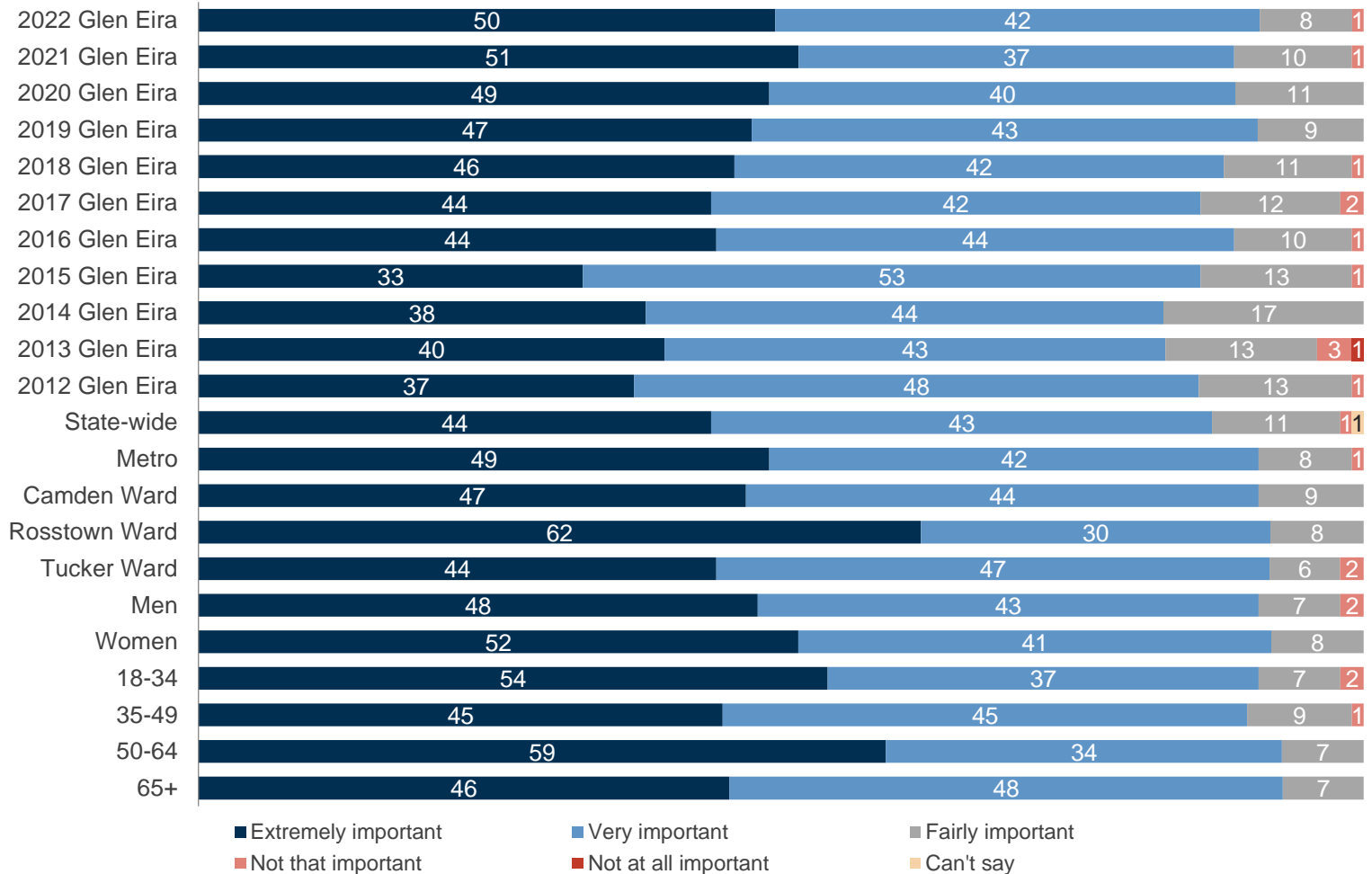
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2022 waste management importance (%)





Waste management performance



2022 waste management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rosstown Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	76	74	77	76	79	81	81	81	77	75
50-64	64	75	72	78	80	76	76	80	82	80	81

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

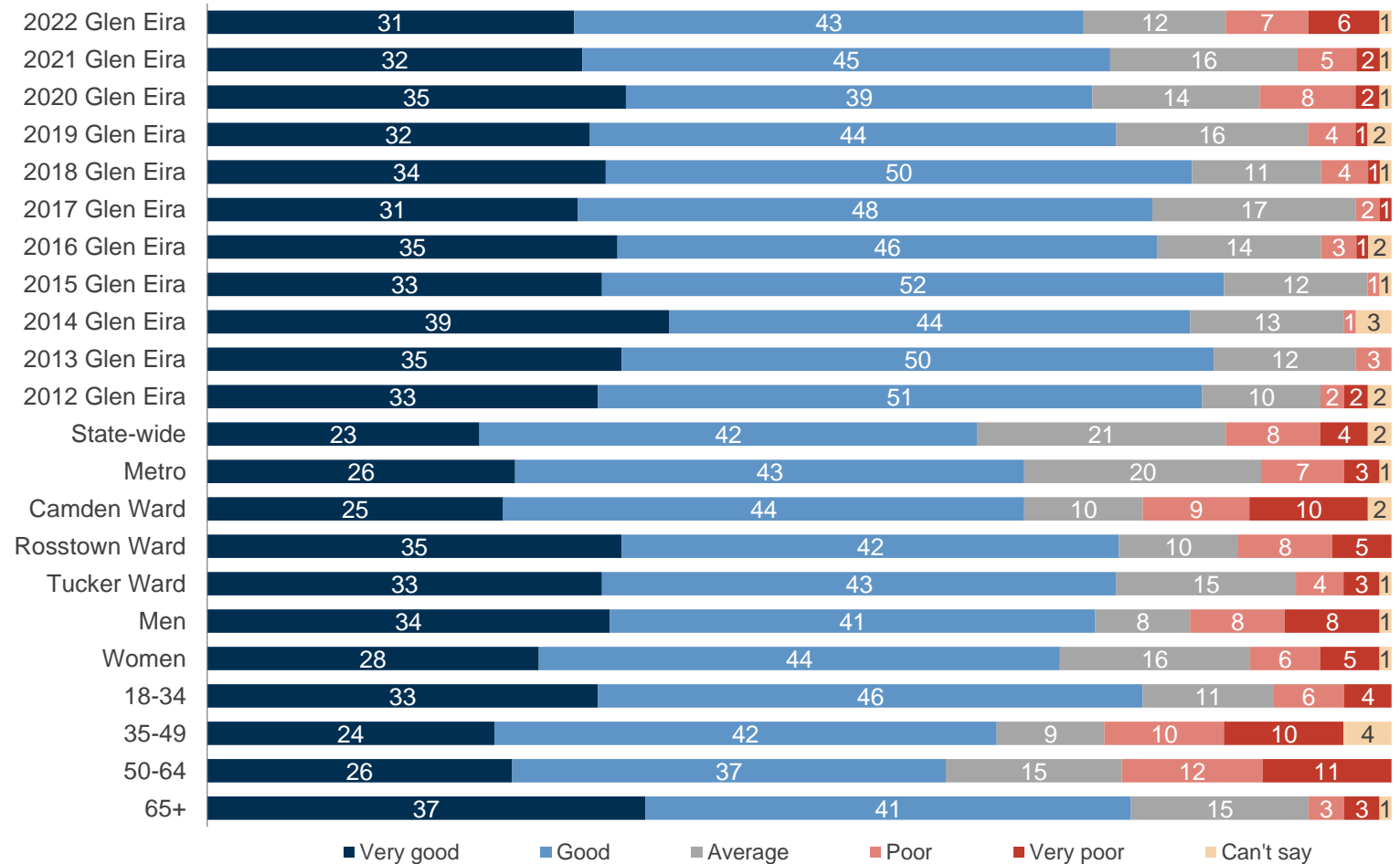
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



Business and community development and tourism importance



2022 business/development/tourism importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	69▲	70	67	65	66	67	67	67	67	67	66
Rosstown Ward	66▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63▲	62	56	54	57	58	60	58	60	61	60
Metro	61	62	58	57	59	60	60	59	n/a	n/a	n/a
18-34	60	63	59	56	56	56	60	55	57	55	56
65+	59	61	56	53	53	63	59	59	55	60	61
Glen Eira	59	61	55	54	56	58	57	55	56	56	55
50-64	58	54	47	53	57	53	53	53	56	56	54
35-49	57	62	55	53	58	60	56	54	55	55	52
Camden Ward	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55▼	59	55	53	56	58	54	52	51	50	51

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?

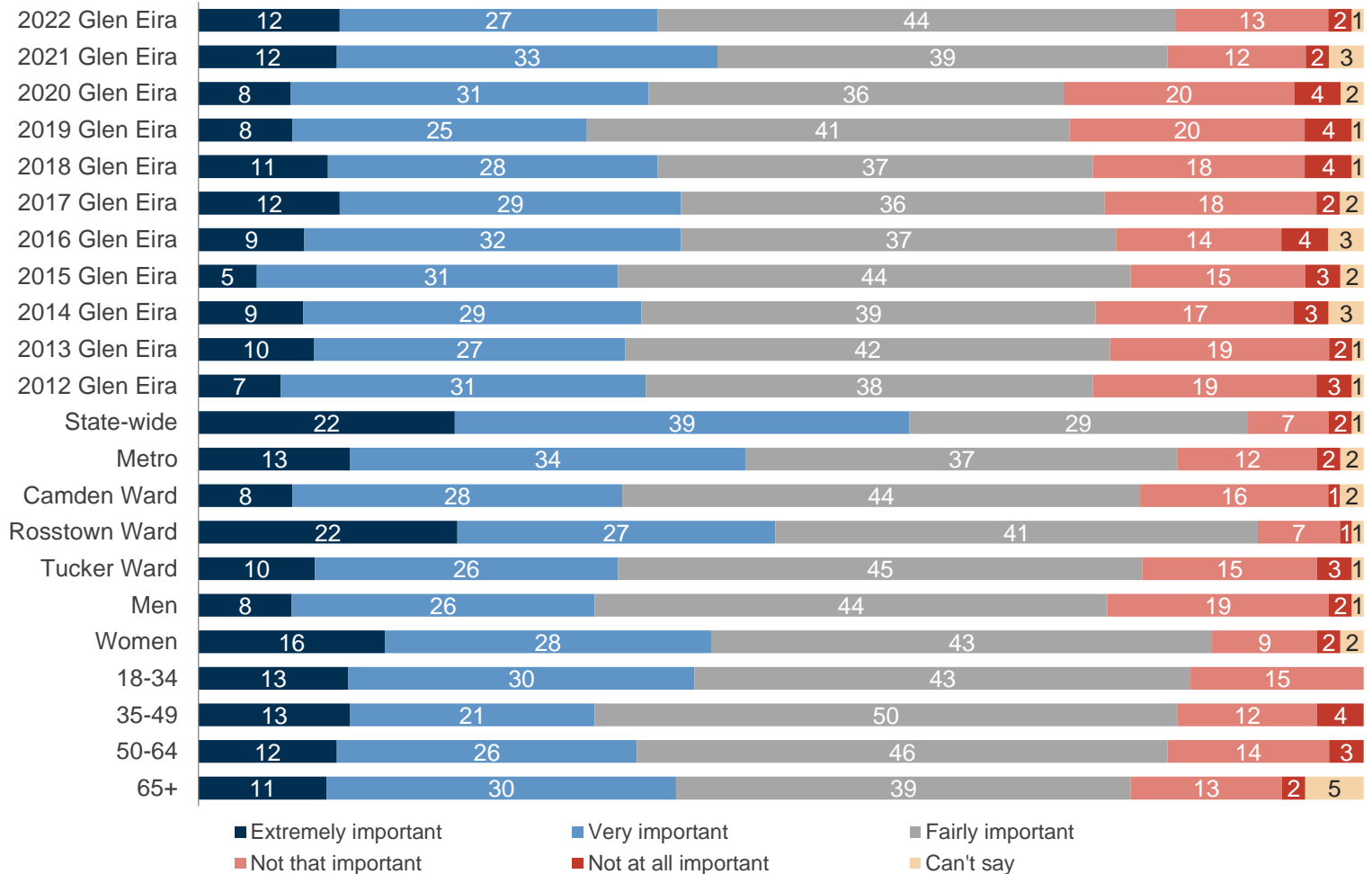
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6

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

Business and community development and tourism importance



2022 business/development/tourism importance (%)



Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	62	59	62	63	55	58	59	63	59	59	57
Women	61	56	60	65	58	59	59	62	61	58	61
Rosstown Ward	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	61	57	64	70	60	60	59	64	56	59	60
State-wide	60	61	59	61	60	61	60	61	62	62	62
Glen Eira	60	56	61	63	57	57	58	61	58	57	57
Tucker Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	59	55	58	60	56	58	56	57	62	54	55
Camden Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	59	60	59	60	60	60	62	62	n/a	n/a	n/a
Men	59	56	61	60	57	56	56	60	56	56	54
50-64	54	55	55	51	56	51	59	57	57	56	57

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?

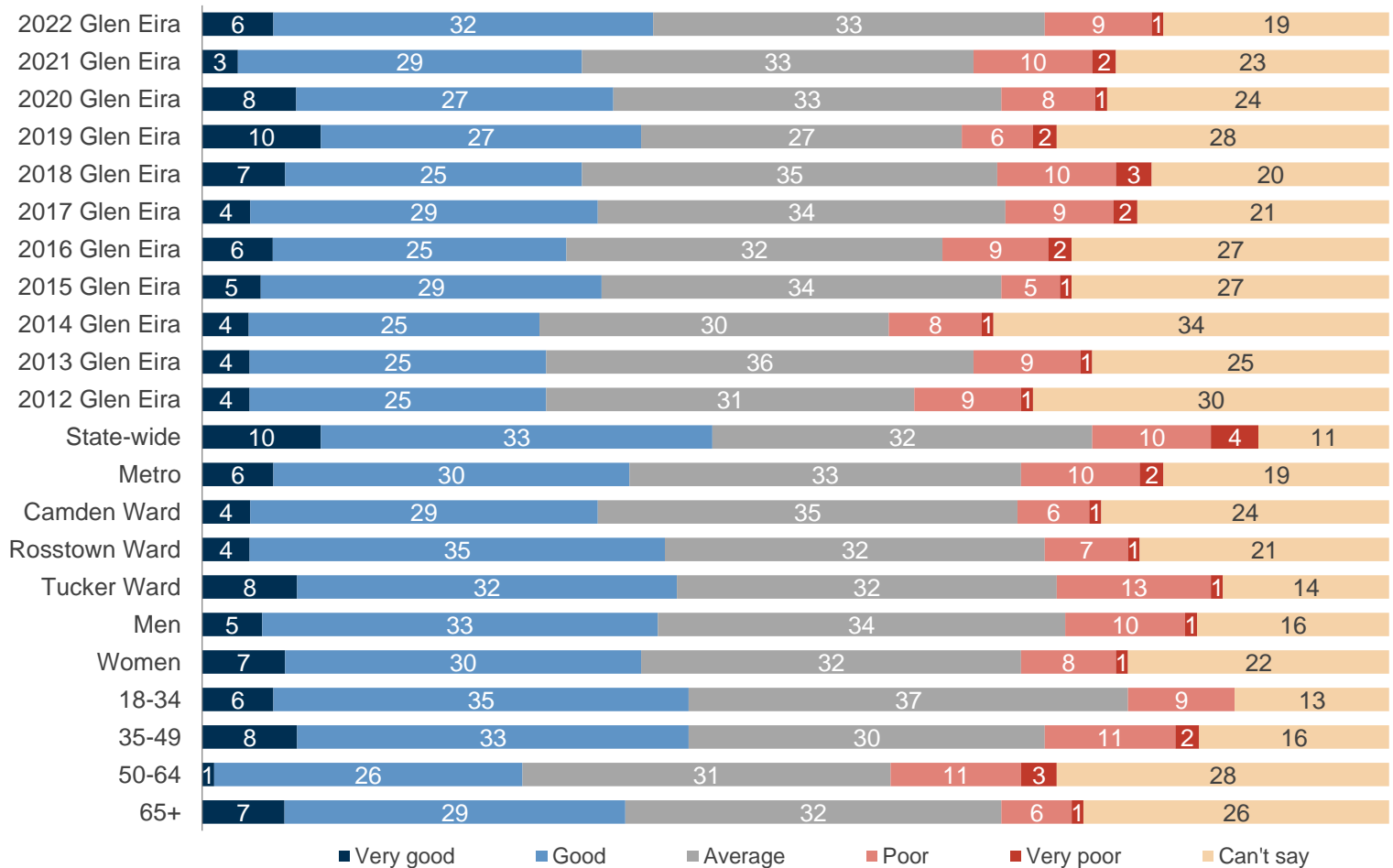
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7

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

Business and community development and tourism performance



2022 business/development/tourism performance (%)

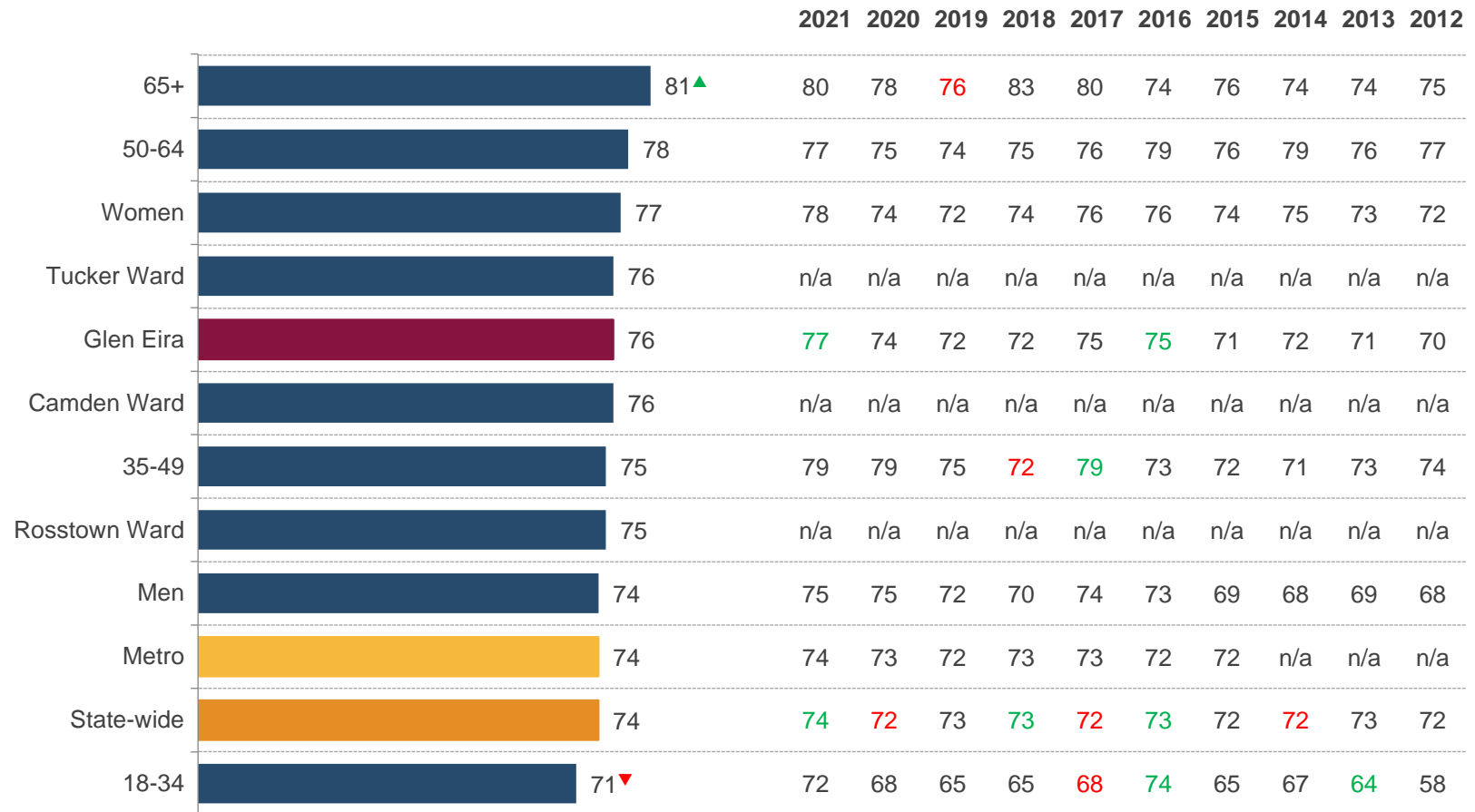




Council's general town planning policy importance



2022 town planning importance (index scores)



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

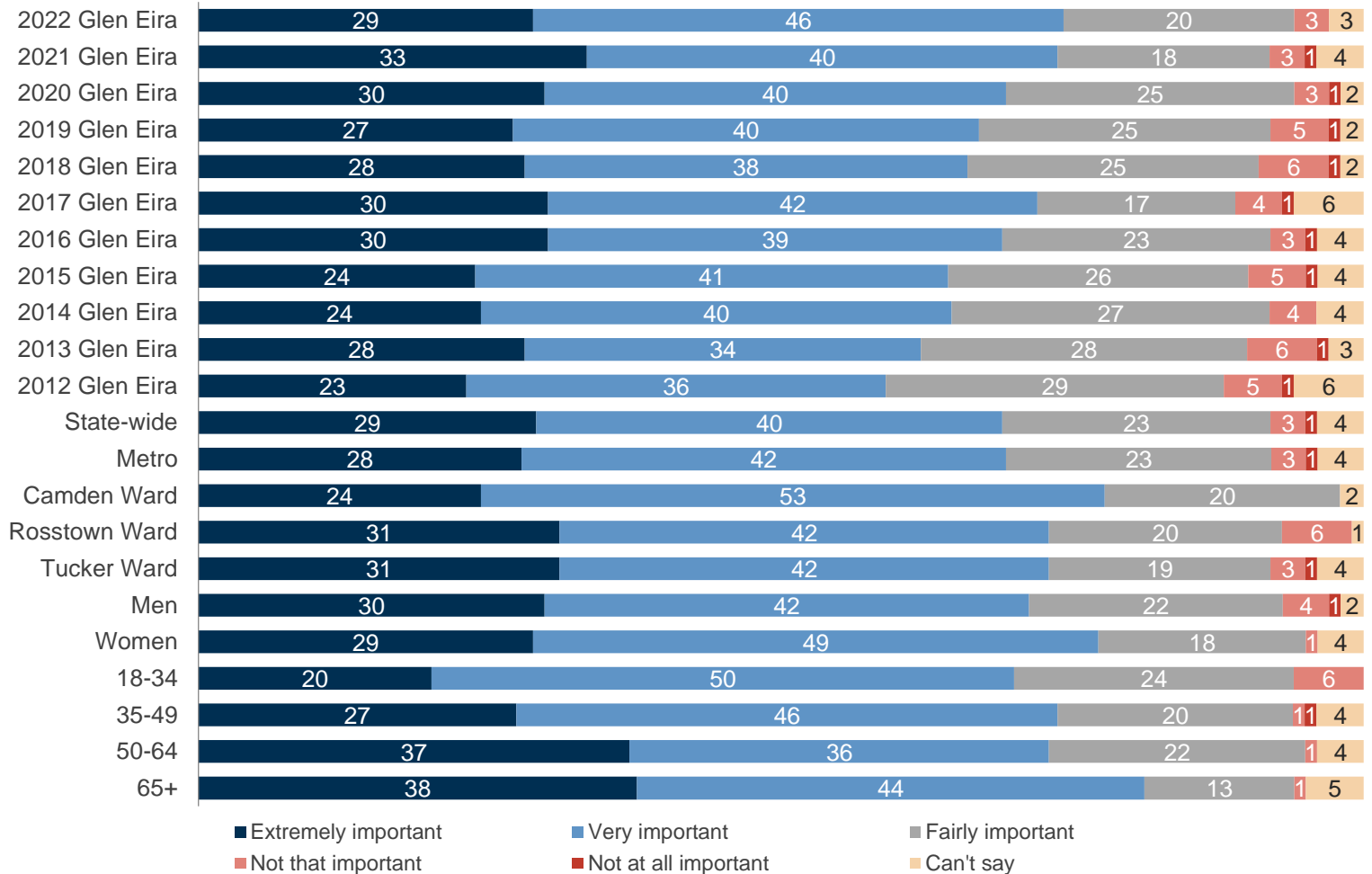
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2022 town planning importance (%)





Council's general town planning policy performance



2022 town planning performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	66▲	61	62	63	60	58	52	53	57	63	65
Rosstown Ward	63▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	53	53	55	46	44	49	50	55	56	56
Glen Eira	58	56	55	56	49	49	49	52	56	57	56
Camden Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	57	59	57	57	51	55	49	54	56	59	56
Tucker Ward	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	55▼	56	55	56	53	53	54	55	n/a	n/a	n/a
State-wide	54▼	55	54	55	54	53	52	54	55	55	54
65+	54	50	54	57	41	51	47	54	54	55	57
35-49	53	55	51	53	45	46	50	51	57	56	51
50-64	52	54	48	48	44	40	45	46	53	51	48

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

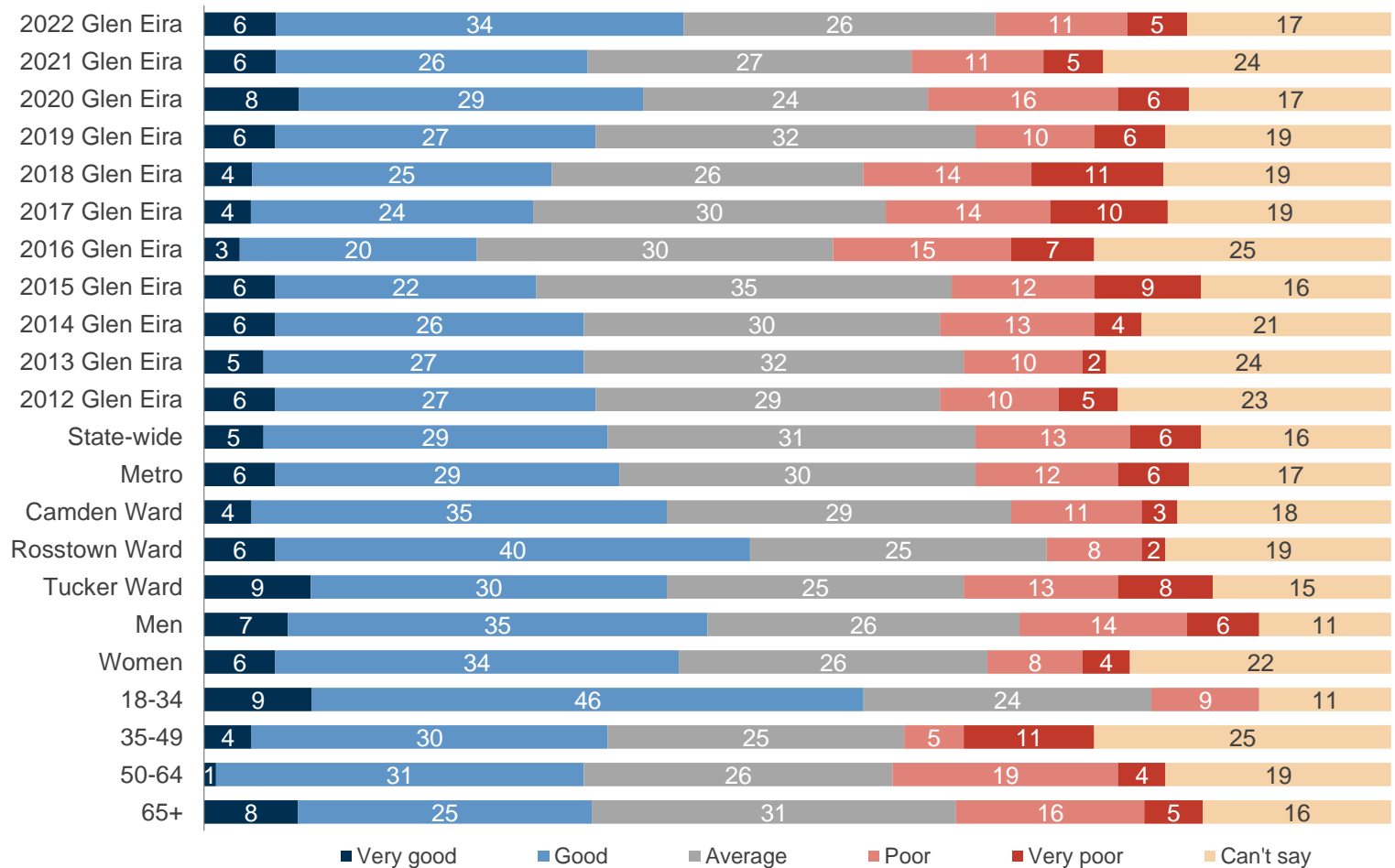
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2022 town planning performance (%)





Planning and building permits importance



2022 planning and building permits importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	82▲	86	83	78	88	81	81	76	77	80	77
Rosstown Ward	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	80	77	76	78	80	77	76	79	76	76
Tucker Ward	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	77	78	79	81	81	82	77	80	81	76	81
Glen Eira	77	78	75	75	77	78	75	74	75	73	73
Men	76	75	74	74	76	76	72	71	70	70	70
35-49	76	80	78	73	77	81	74	75	75	72	75
Metro	75	75	74	74	74	76	74	74	n/a	n/a	n/a
Camden Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	71	67	71	68	71	70	68	69	68	62
State-wide	73▼	73	71	71	71	72	71	71	71	71	71

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

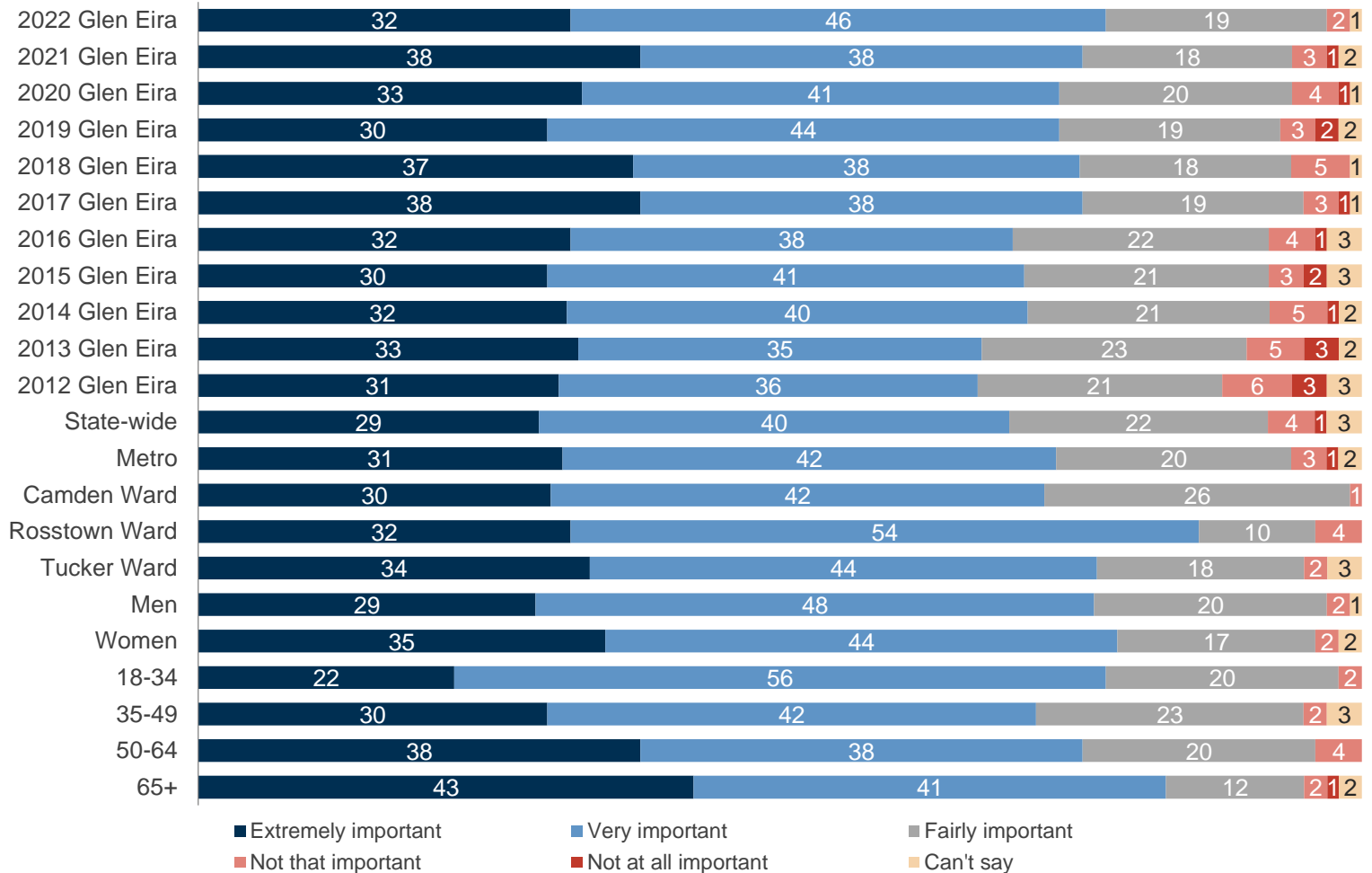
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2022 planning and building permits importance (%)

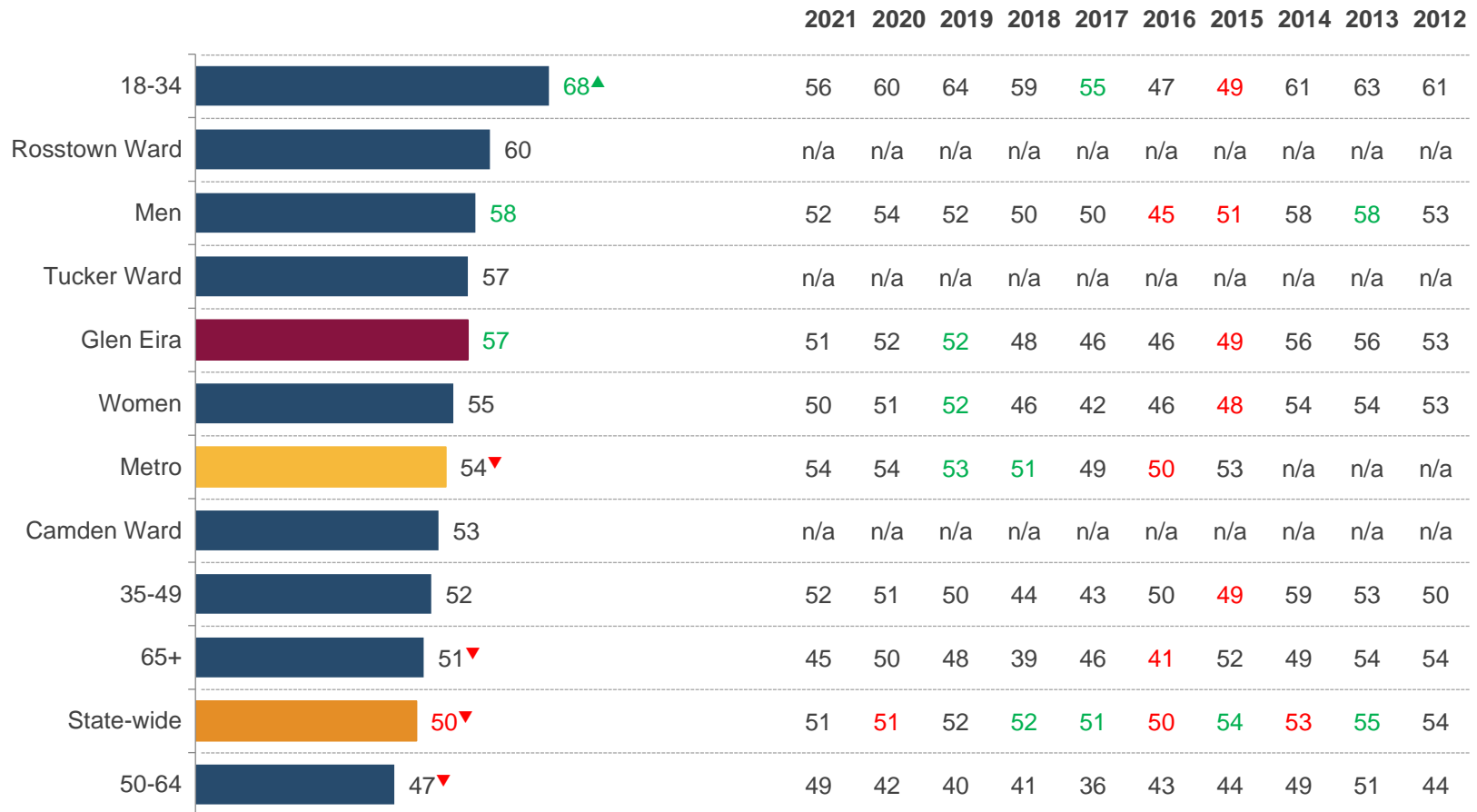




Planning and building permits performance



2022 planning and building permits performance (index scores)



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

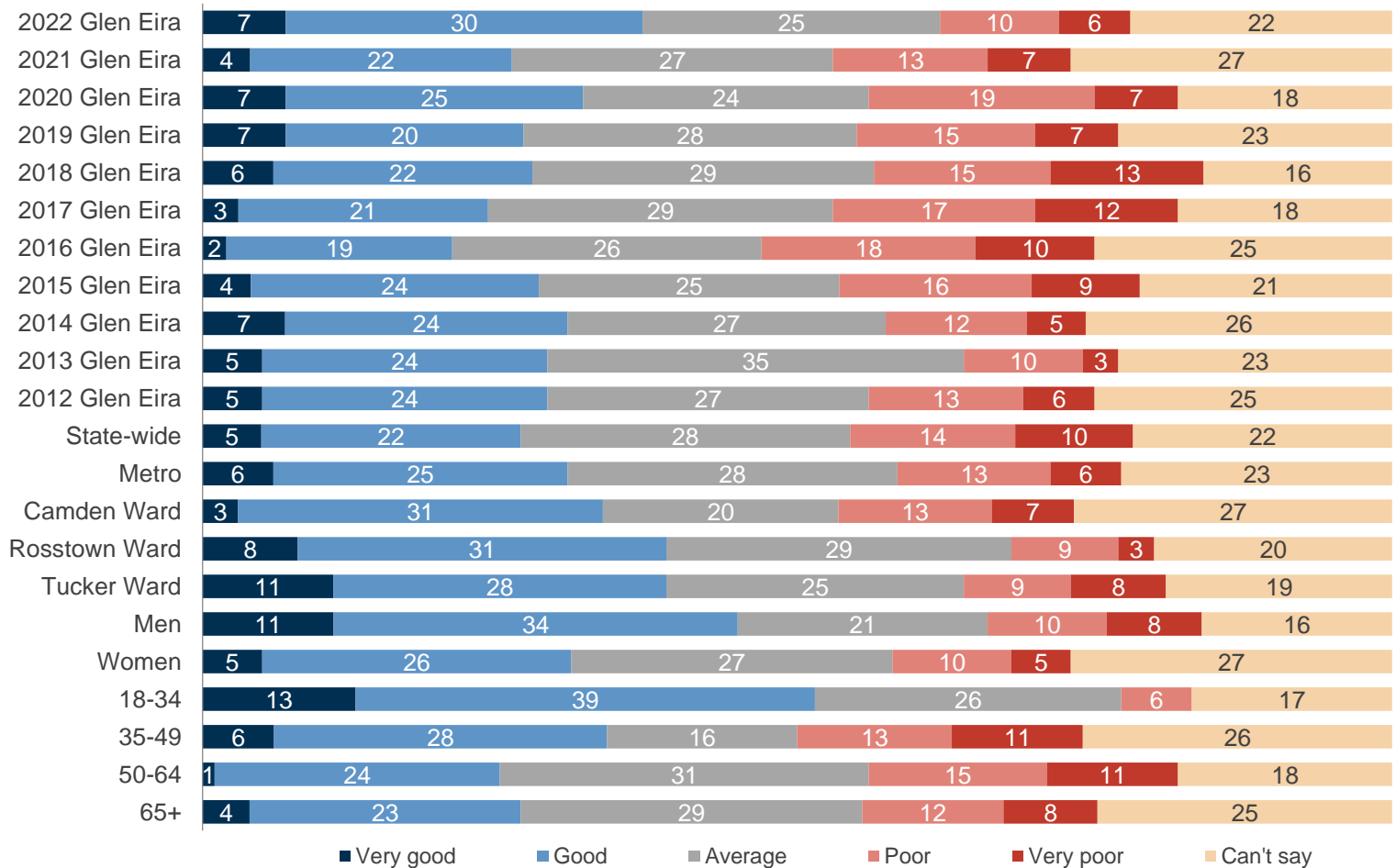
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2022 planning and building permits performance (%)





Environmental sustainability importance



2022 environmental sustainability importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	81▲	82	77	79	76	77	79	76	80	75	77
18-34	78	82	80	83	72	79	79	73	77	72	76
35-49	78	76	74	74	73	70	75	71	69	69	67
Rosstown Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	76	77	76	75	74	73	74	74	n/a	n/a	n/a
Glen Eira	76	78	75	76	73	74	75	73	73	71	72
Camden Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	75	76	68	69	75	69	72	74	76	73	73
State-wide	73▼	74	74	74	73	72	73	73	73	72	71
65+	71▼	75	74	72	72	77	73	72	71	69	70
Men	71▼	74	72	72	70	71	71	69	67	67	66

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

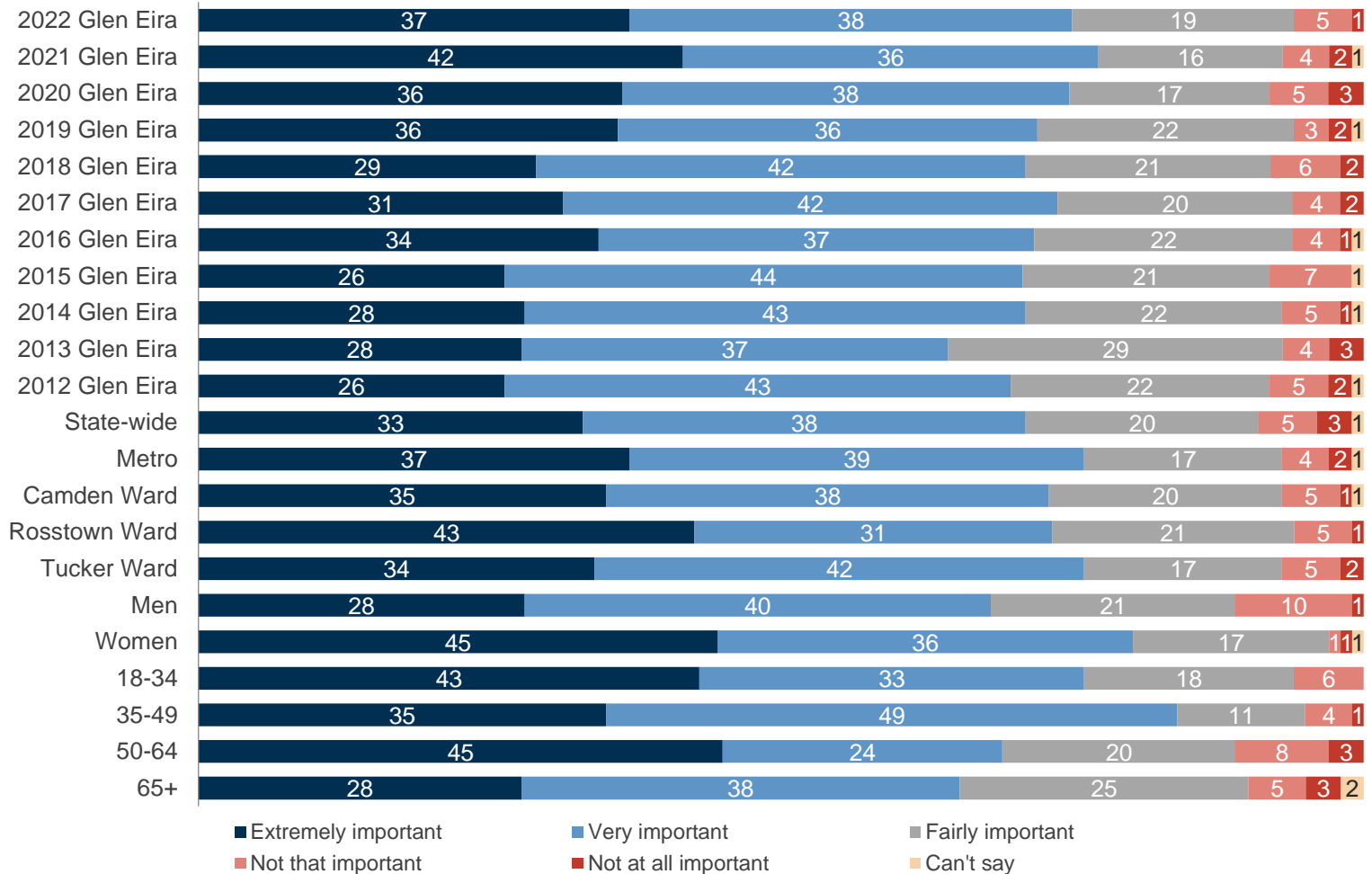
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2022 environmental sustainability importance (%)





Environmental sustainability performance



2022 environmental sustainability performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Rosstown Ward	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	69	61	68	68	62	61	53	67	62	66	67
Women	69	64	68	70	62	63	60	69	67	66	66
Tucker Ward	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	59	63	66	65	60	61	67	64	64	64
Glen Eira	68	64	66	68	63	63	60	68	65	66	63
35-49	66	63	63	66	64	65	64	69	68	66	58
65+	66	71	70	71	65	68	64	70	66	66	64
Men	66	63	65	65	65	63	60	67	63	65	61
Camden Ward	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	63▼	64	62	64	64	64	64	65	n/a	n/a	n/a
State-wide	61▼	62	60	62	63	64	63	64	64	64	64

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

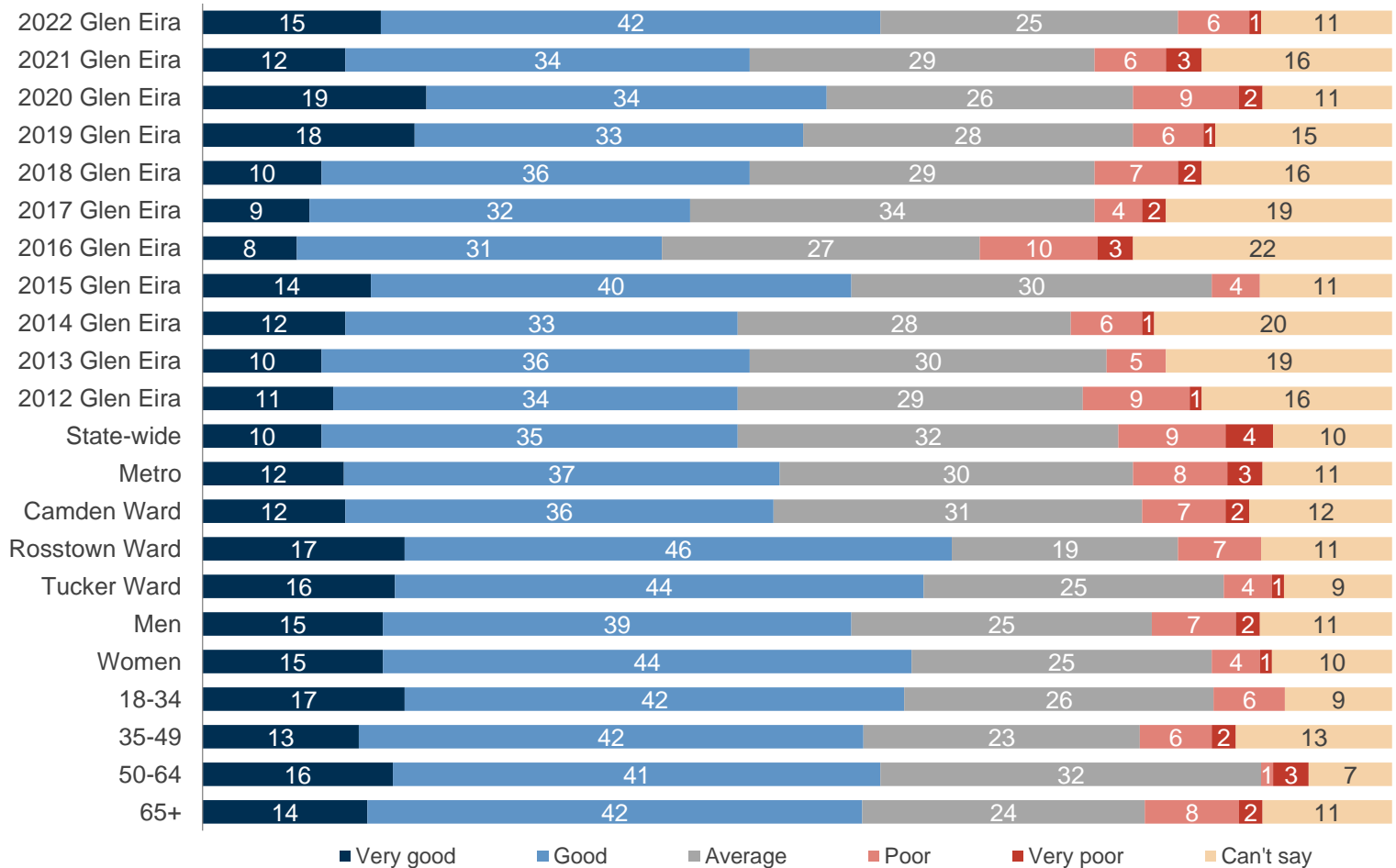
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2022 environmental sustainability performance (%)





Planning for population growth in the area importance



2022 population growth importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	77▲	76	76	77	77	76	76	75	75	75	75
Rosstown Ward	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	78	78	77	83	77	77	n/a	73	74	75
Men	75	75	75	76	76	74	77	n/a	70	70	68
50-64	75	74	77	82	81	77	79	n/a	79	77	74
18-34	74	73	68	79	70	74	78	n/a	72	70	68
Metro	74	75	75	77	78	75	75	74	n/a	n/a	n/a
Glen Eira	74	75	75	78	77	77	78	n/a	74	73	72
Camden Ward	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	73	76	75	81	79	79	78	n/a	78	76	76
Tucker Ward	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	72	77	81	76	79	79	77	n/a	75	73	74

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

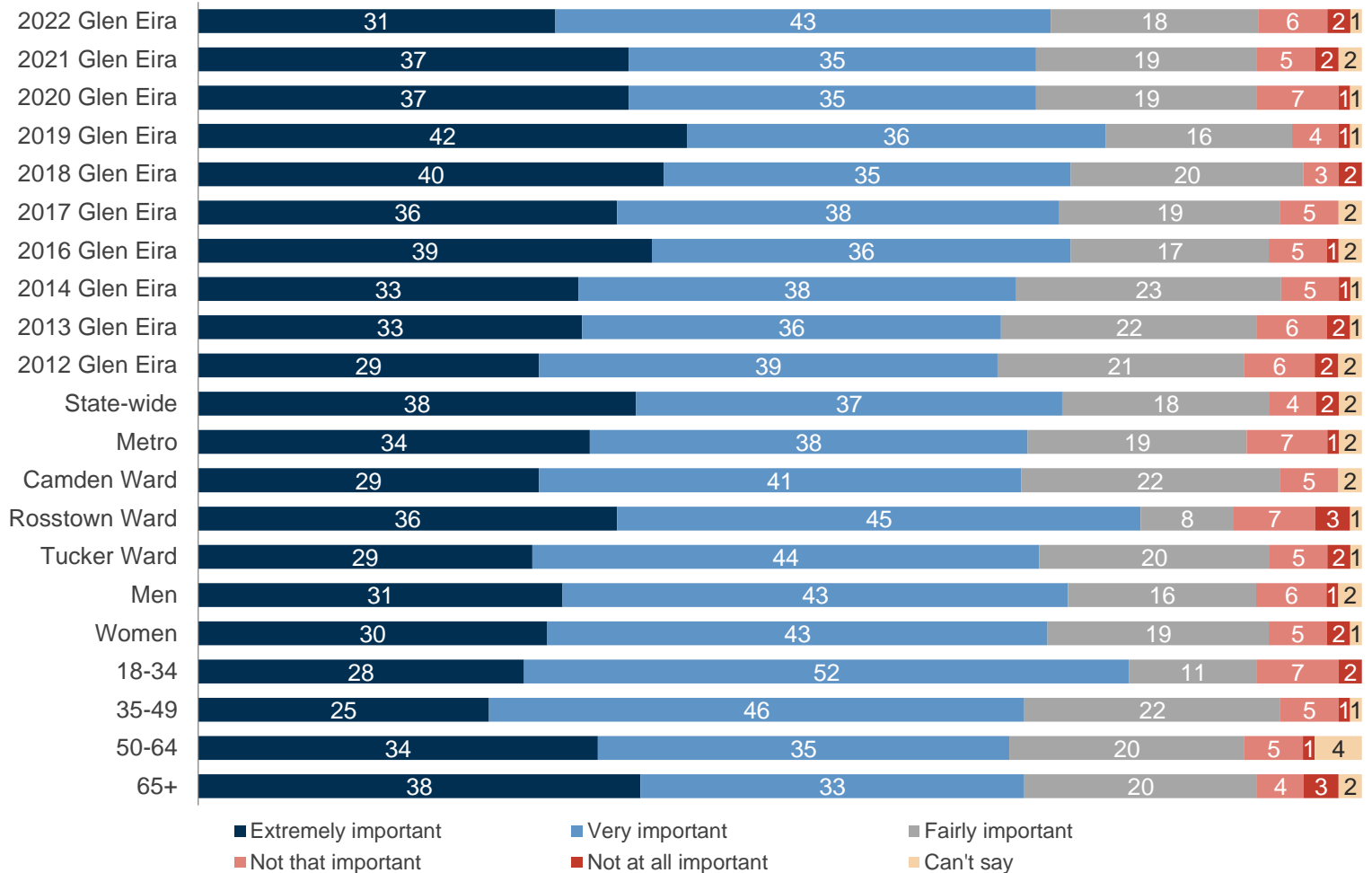
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2022 population growth importance (%)





Planning for population growth in the area performance



2022 population growth performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59	55	60	54	56	52	43	n/a	57	57	59
Rosstown Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Camden Ward	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	55	50	51	54	49	47	48	n/a	55	55	53
Glen Eira	55	52	53	52	48	48	44	n/a	54	53	53
Men	54	53	55	50	47	50	41	n/a	53	50	52
65+	54	48	51	52	39	49	48	n/a	57	53	54
50-64	52	47	45	42	43	44	41	n/a	49	49	50
Metro	52▼	53	52	52	50	51	51	54	n/a	n/a	n/a
State-wide	52▼	53	51	52	52	52	51	54	54	54	52
Tucker Ward	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	50	53	50	55	47	47	45	n/a	52	50	47

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

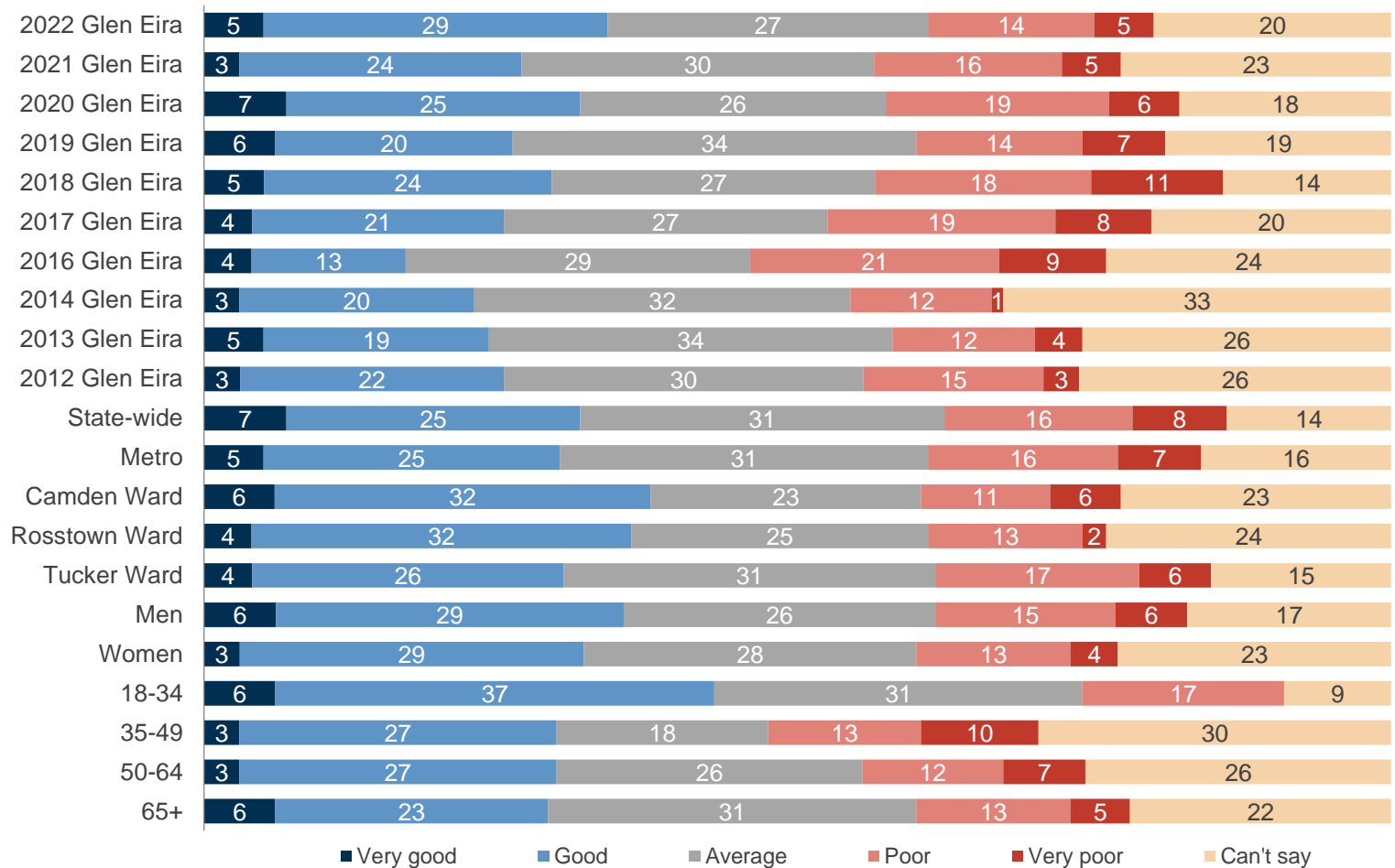
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2022 population growth performance (%)

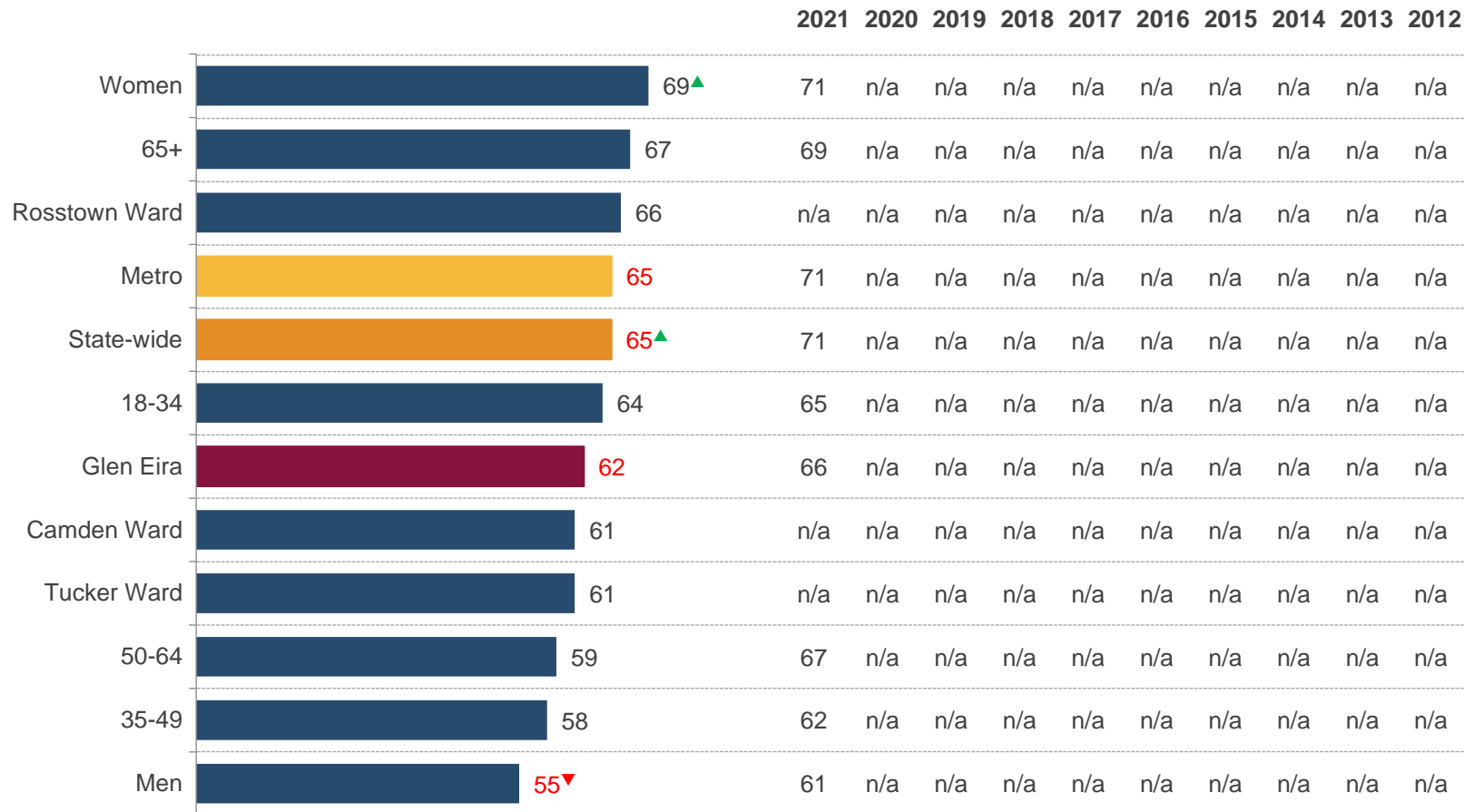




COVID-19 response importance



2022 COVID-19 response importance (index scores)



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

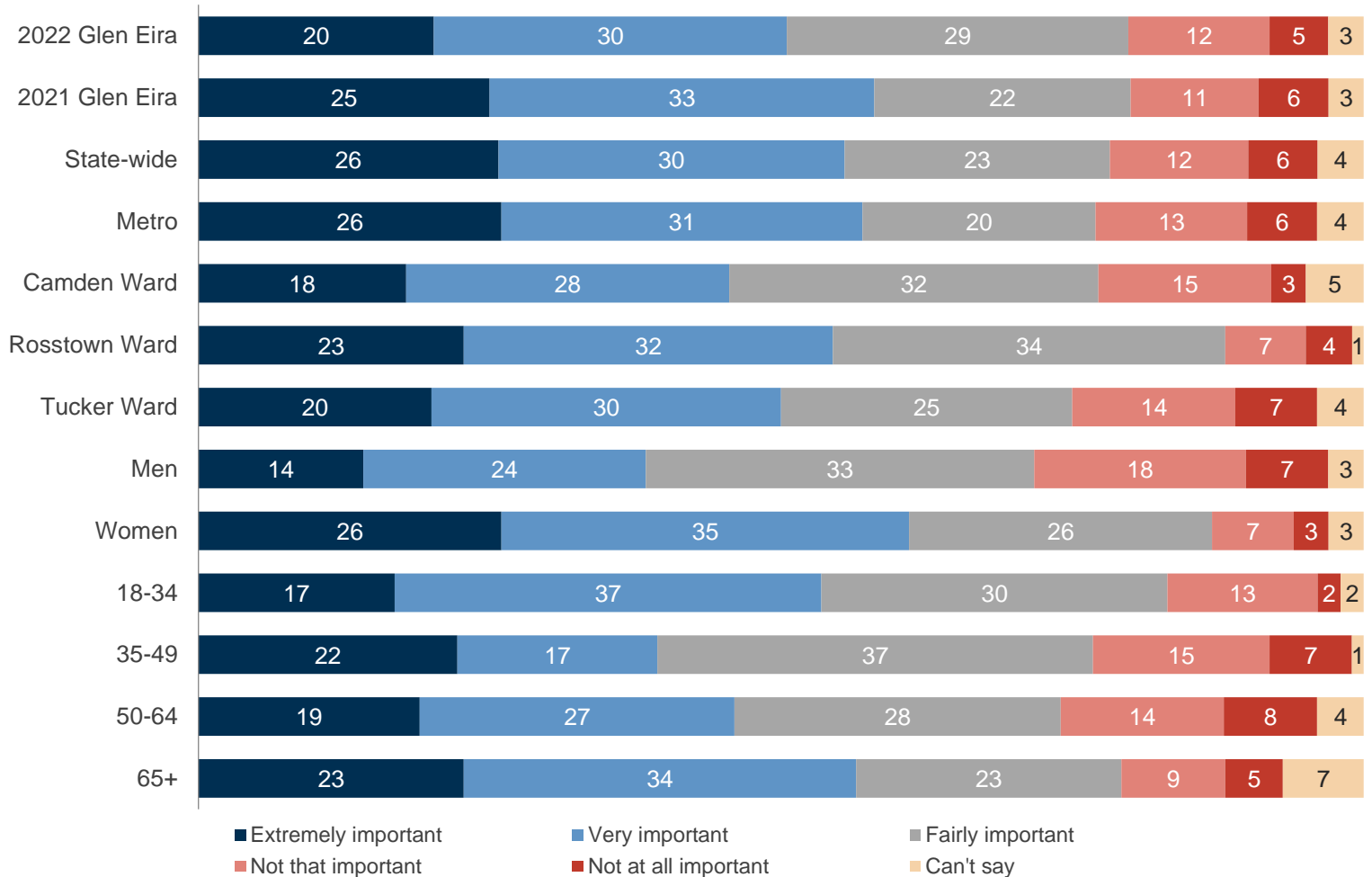
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response importance



2022 COVID-19 response importance (%)

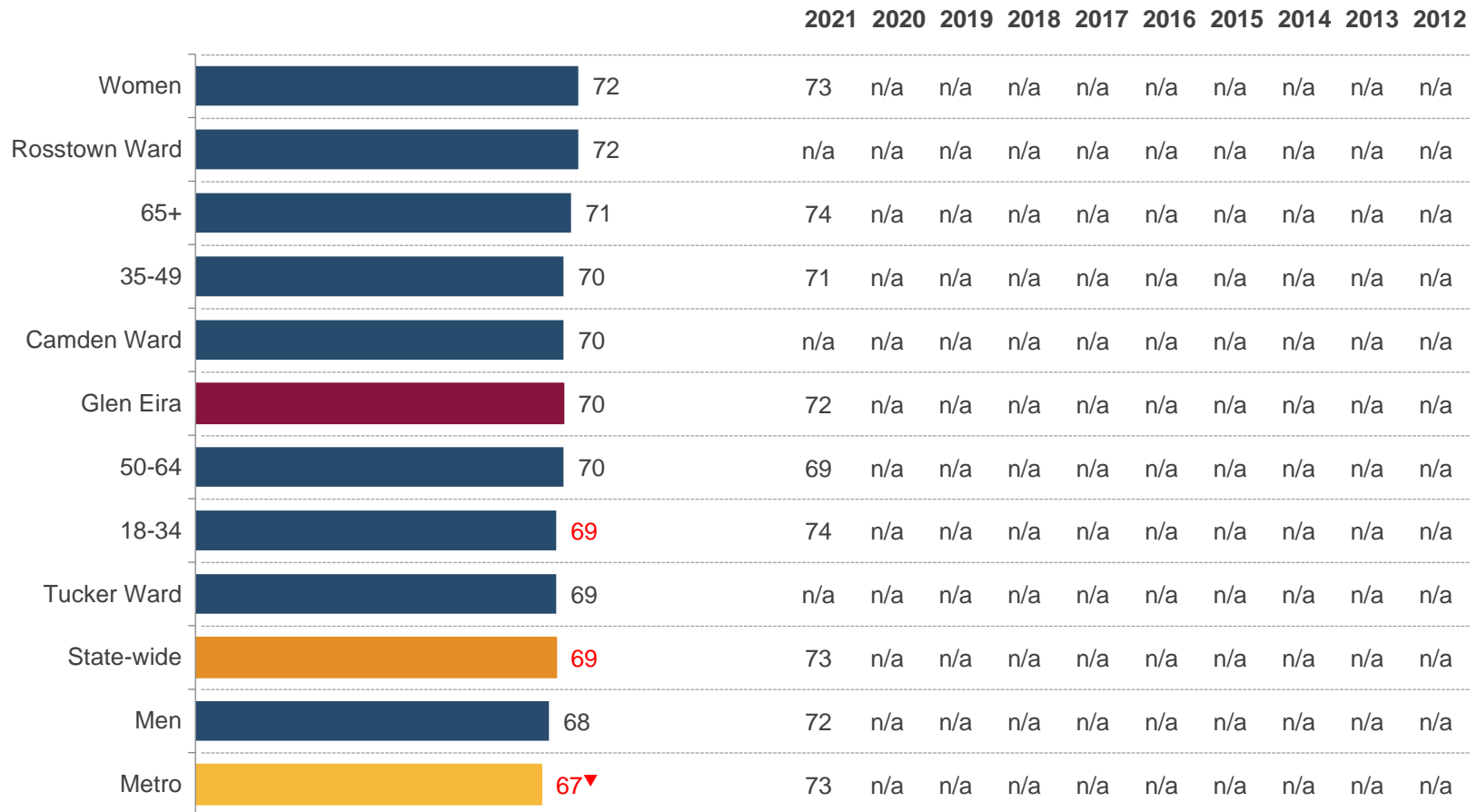




COVID-19 response performance



2022 COVID-19 response performance (index scores)



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

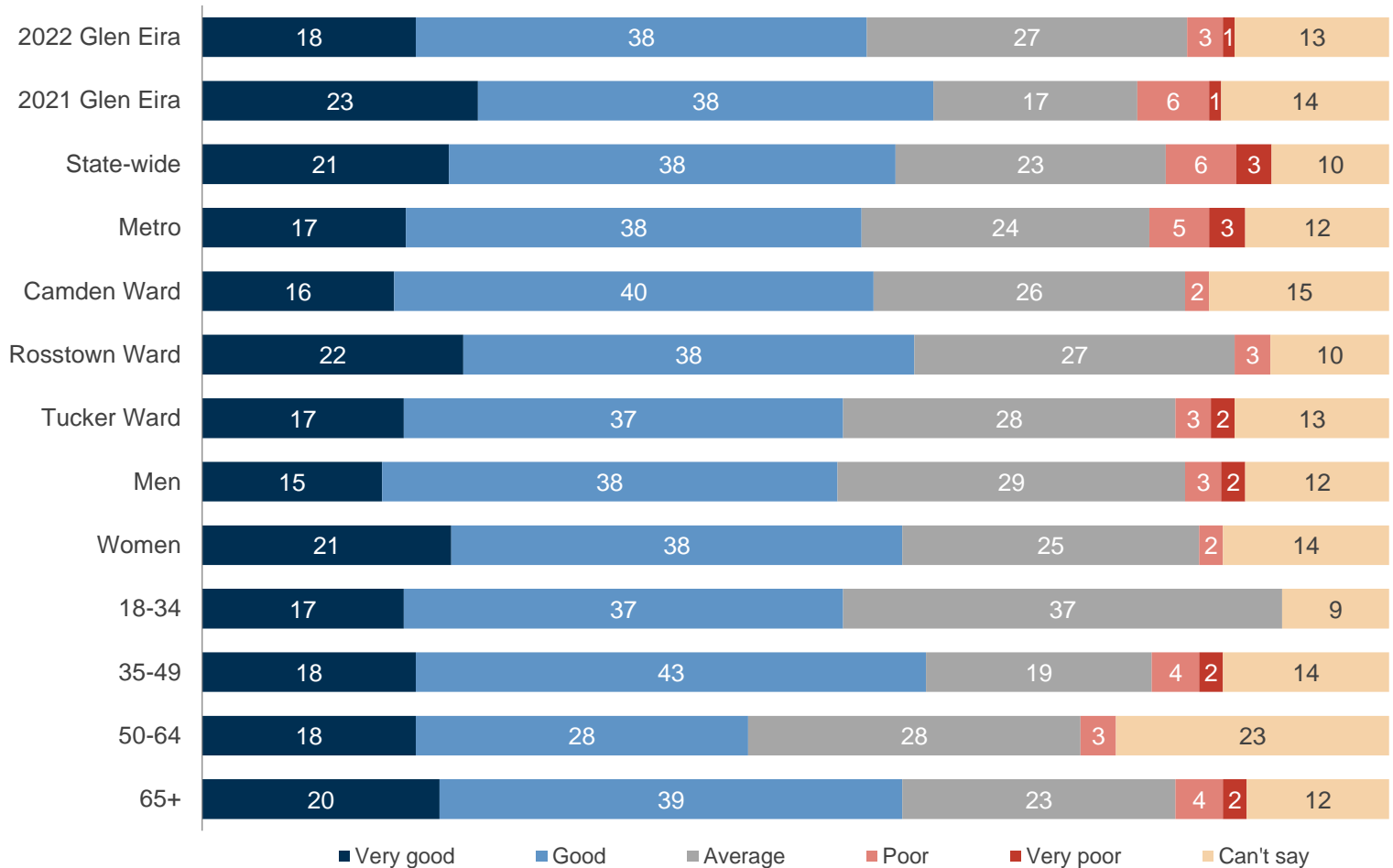
Note: Please see Appendix A for explanation of significant differences.



COVID-19 response performance



2022 COVID-19 response performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering. The background of the entire page is white.

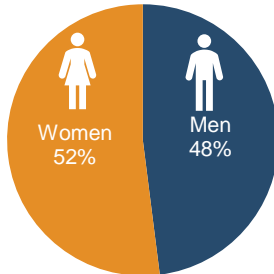
Detailed demographics



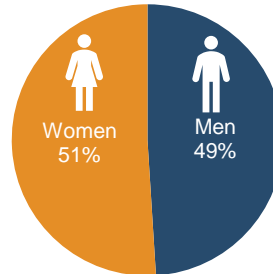
Gender and age profile

2022 gender

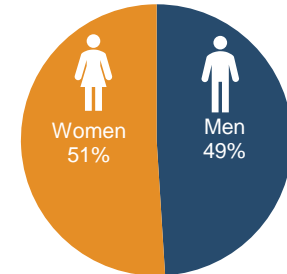
Glen Eira



Metro

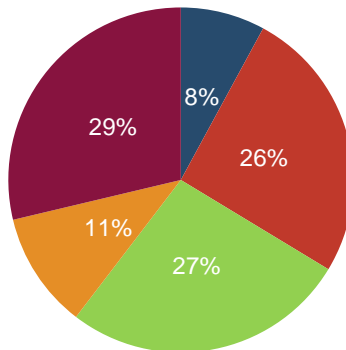


State-wide

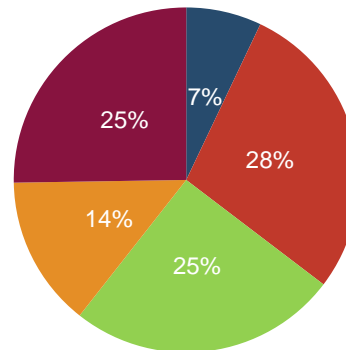


2022 age

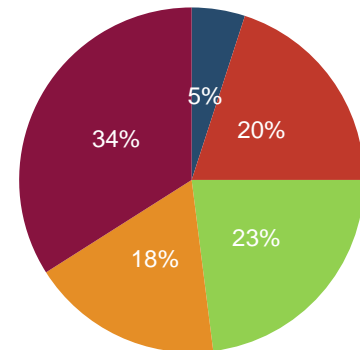
Glen Eira



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

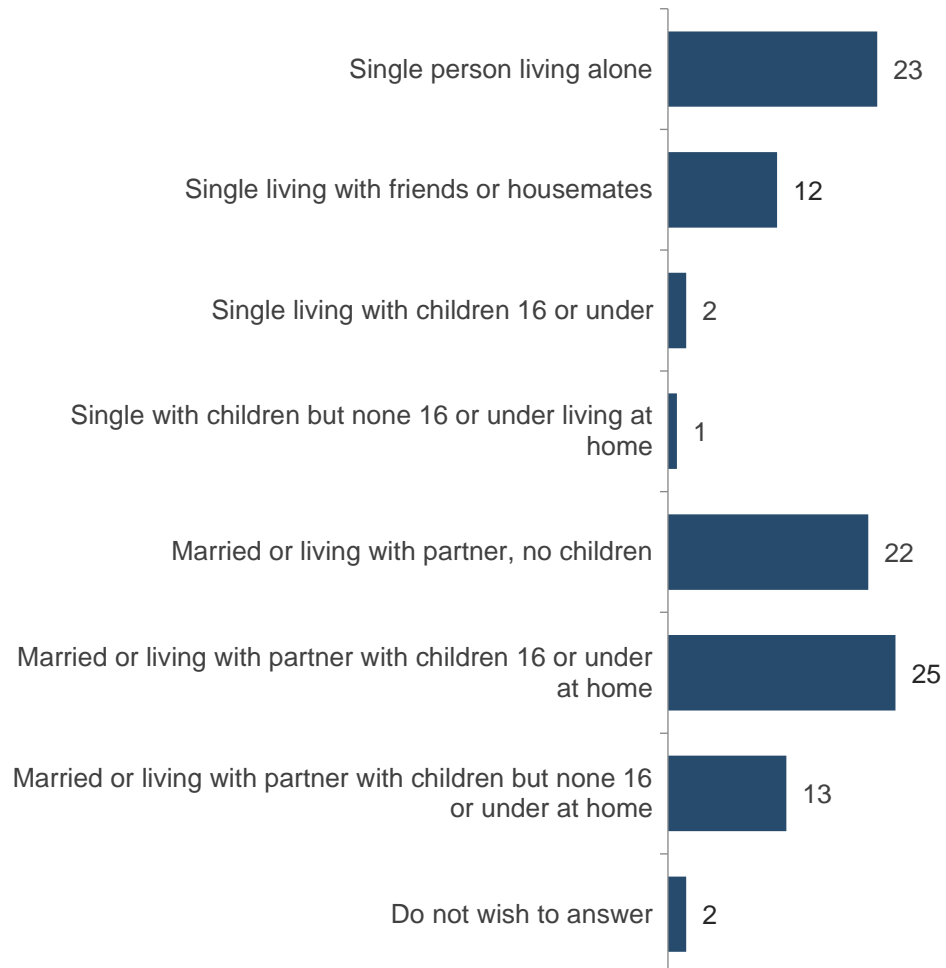
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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.



Household structure

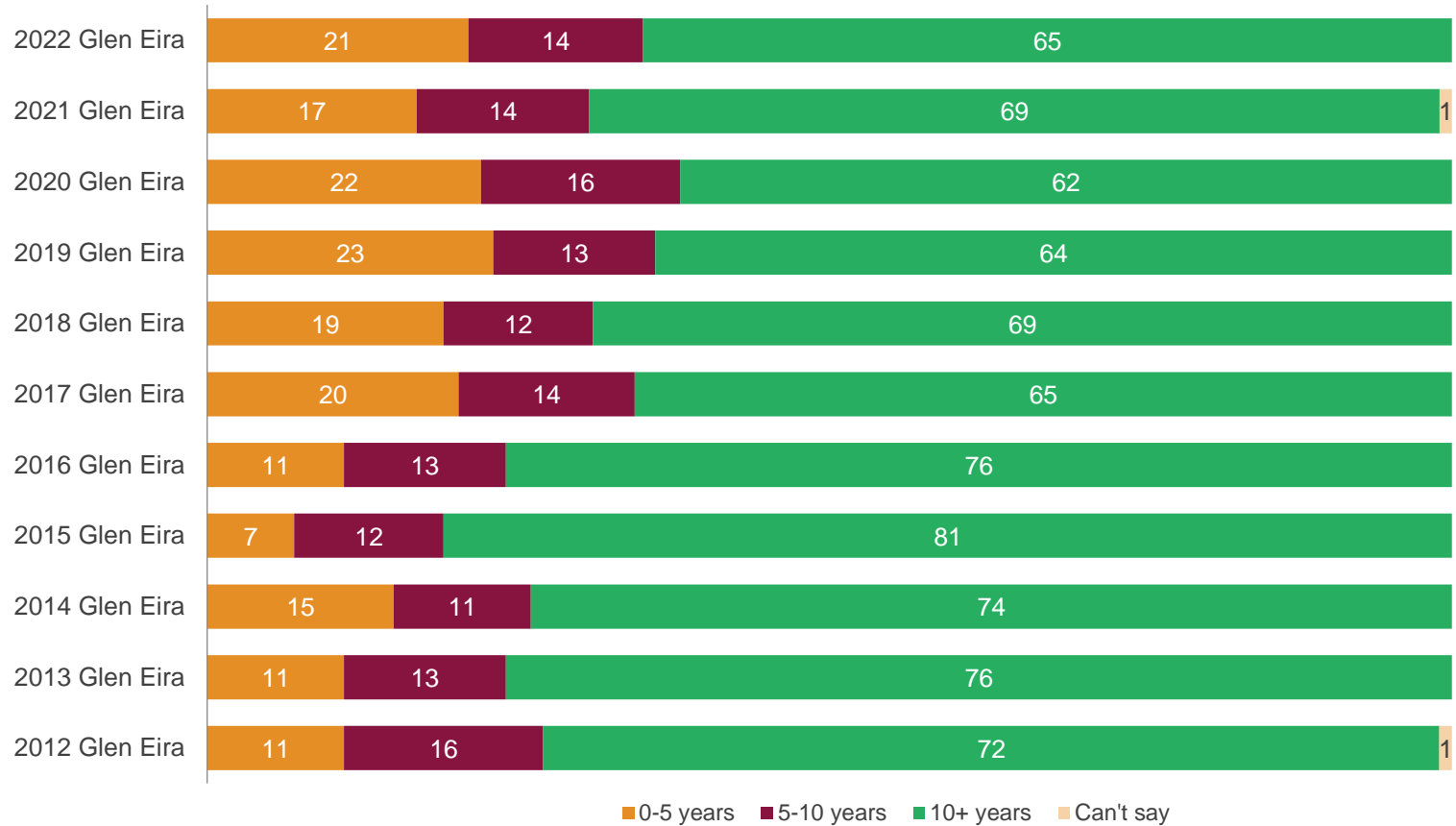
2022 household structure (%)





Years lived in area

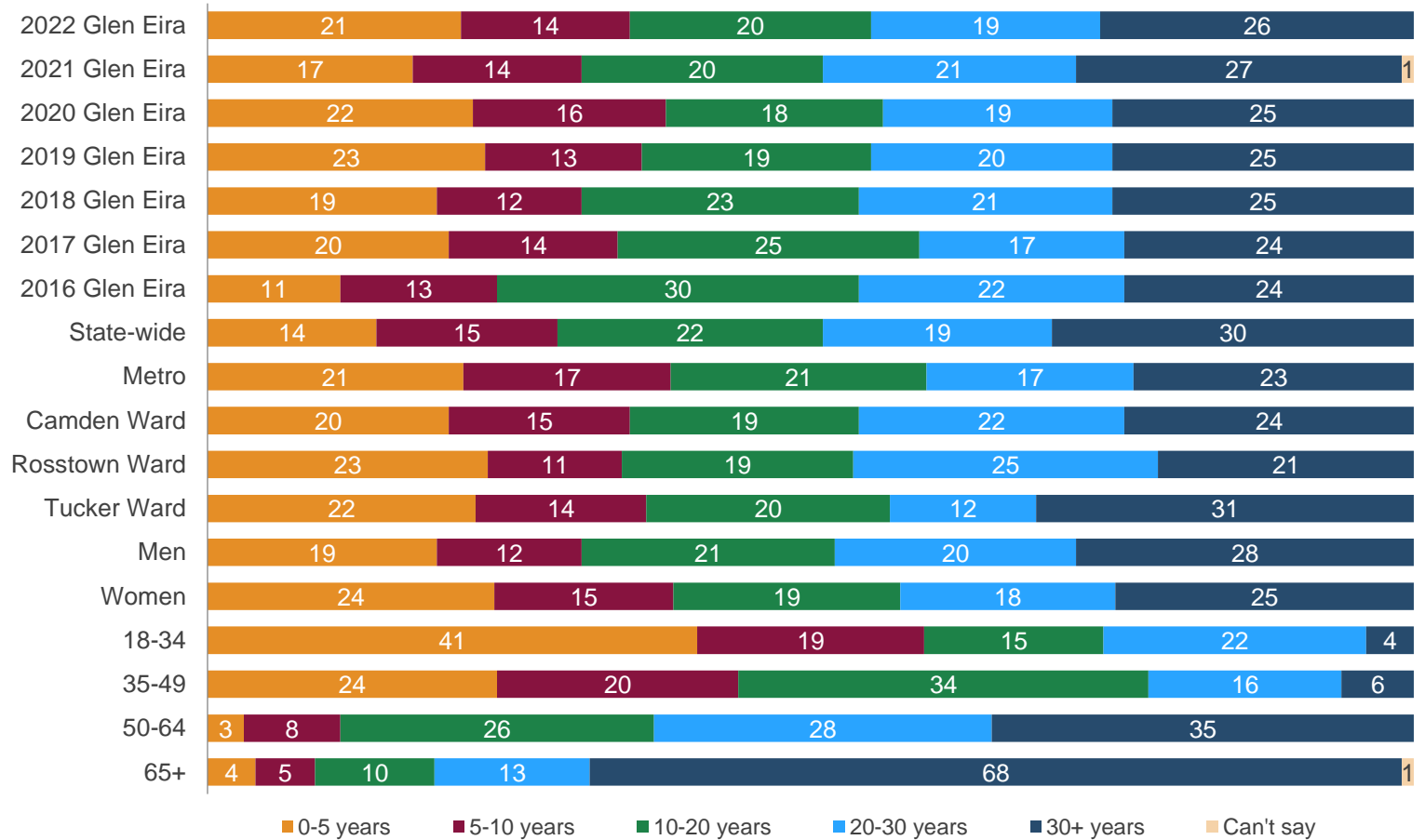
2022 years lived in area (%)





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

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 state-wide 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 (▲) and downward directing red arrows (▼).

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:

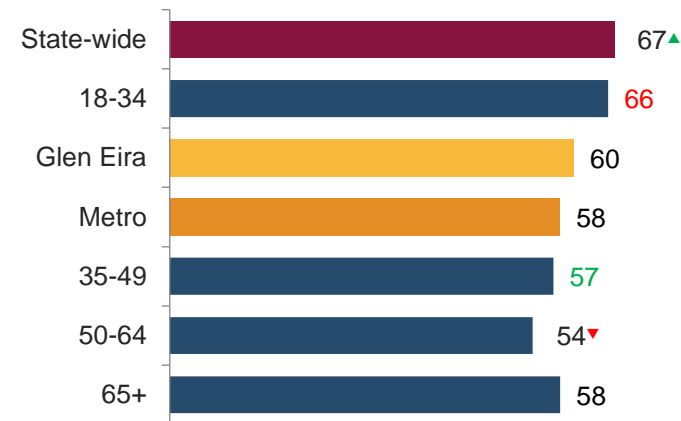
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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:

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

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 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=402 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th 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 27th January – 24th 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



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/our-programs/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 sub-group 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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