



2023 Local Government Community Satisfaction Survey

Glen Eira City Council

Coordinated by the Department of
Government Services 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-fourth 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 24 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 24 years of results, the CSS offers councils a 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 65



Metropolitan 62



State-wide 56

Council performance compared to group average

Top 3 performing areas



Art centres & libraries

▲ higher



Recreational facilities

▲ higher



Appearance of public areas

▲ higher

Lowest 3 performing areas



Population growth

▲ higher



Building & planning permits

▬ on par



Town planning policy

▬ on par



Customer service

▲ higher



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

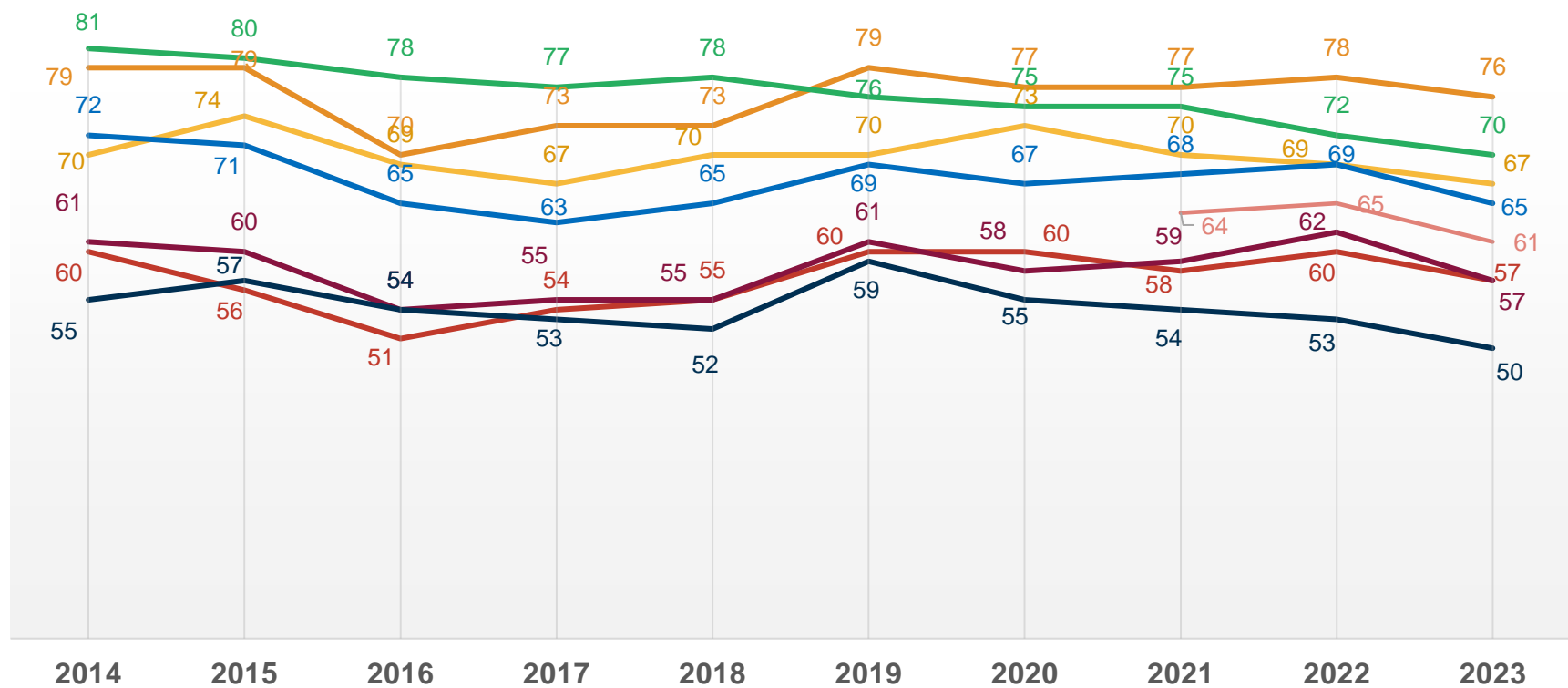

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

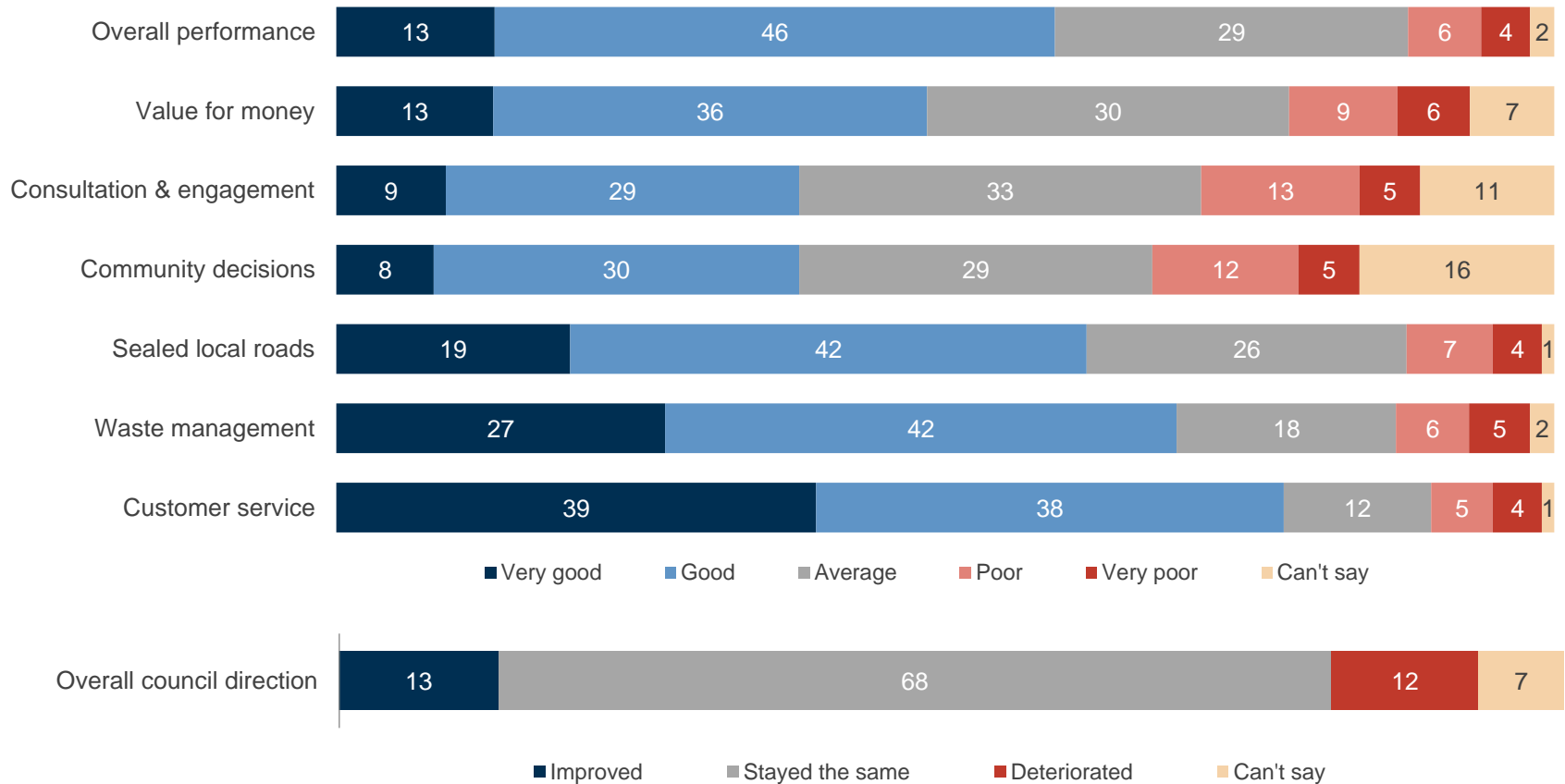

Overall
Council
Direction





Summary of core measures

Core measures summary results (%)















Summary of Glen Eira City Council performance

Services		Glen Eira 2023	Glen Eira 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	65	69	62	56	Rosstown Ward residents, Aged 35-49 years, Women	Camden Ward residents
	Value for money	61	65	56	49	Rosstown Ward residents	Camden Ward residents, Aged 50-64 years
	Overall council direction	50	53	49	46	Rosstown Ward residents	Aged 50-64 years, Camden Ward residents
	Customer service	76	78	71	67	Aged 65+ years	Aged 50-64 years, Camden Ward residents
	Art centres & libraries	79	76	75	73	Tucker Ward residents, Aged 50-64 years	Camden Ward residents
	Recreational facilities	76	76	72	68	Tucker Ward residents	Camden Ward residents
	Appearance of public areas	74	77	68	67	Tucker Ward residents	Camden Ward residents
	Waste management	70	72	68	66	Aged 65+ years	Aged 18-34 years
	Community & cultural	67	67	67	66	Women, Aged 65+ years	Men
	Elderly support services	67	66	64	63	Aged 65+ years	Camden Ward residents

Significantly **higher** / **lower** than Glen Eira City Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.









Summary of Glen Eira City Council performance

Services		Glen Eira 2023	Glen Eira 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Sealed local roads	67	69	61	48	Tucker Ward residents	Camden Ward residents
	Family support services	66	67	65	63	Women, Aged 35-64 years, Tucker Ward residents	Men, Aged 18-34 years, Camden Ward residents
	Enforcement of local laws	66	68	62	61	Tucker Ward residents	Aged 50-64 years
	Environmental sustainability	64	68	62	60	Tucker Ward residents	Camden Ward residents
	Local streets & footpaths	64	66	57	52	Tucker Ward residents	Camden Ward residents
	Disadvantaged support serv.	64	62	61	59	Aged 65+ years	Camden Ward residents
	Informing the community	62	66	60	57	Aged 35-49 years, Rosstown Ward residents	Aged 50-64 years
	Traffic management	61	-	55	55	Aged 35-49 years, Rosstown Ward residents	Camden Ward residents
	Parking facilities	59	61	54	55	Rosstown Ward residents, Aged 18-49 years	Aged 65+ years
	Bus/community dev./tourism	59	60	59	59	Women	Men



Summary of Glen Eira City Council performance

Services		Glen Eira 2023	Glen Eira 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Consultation & engagement	57	60	55	52	Rosstown Ward residents, Aged 65+ years, Women	Men, Camden Ward residents, Aged 50-64 years
	Community decisions	57	62	55	51	Women, Aged 65+ years, Rosstown Ward residents	Aged 50-64 years
	Lobbying	56	57	53	51	Women	Men
	Town planning policy	53	58	52	50	Rosstown Ward residents	Aged 50-64 years
	Planning & building permits	52	57	50	47	Aged 65+ years	Aged 50-64 years
	Population growth	52	55	49	48	Aged 18-34 years	Aged 50-64 years



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance have significantly declined following a period of three years where the gain achieved in 2019 was maintained. This decline in overall performance in 2023 mirrors the pattern across the Metropolitan group average (and indeed State-wide). Perceptions of Council's performance in the past year are largely unchanged across many of the individual service areas evaluated (although some significant declines are noted).

Key influences on perceptions of overall performance

Over the coming year, Council should look to strengthen perceptions of decisions made in the interest of the community, as it has the strongest influence on overall performance. Following this, the more moderately influential but lower rated service area of town planning should be prioritised as an area for improvement in the year ahead. In both of these service areas, perceptions declined significantly among Camden residents, suggesting this is the ward where attention should be focused.

Comparison to state and area grouping

Importantly, Council continues to perform as well or significantly higher than the Metropolitan group and State-wide averages on all service areas evaluated. This is a positive result for Council.

Opportunity to engage

Rebuilding sentiment among residents aged 50 to 64 years and those living in Camden Ward – the cohorts most critical of Council – should be a focus. Residents aged 50 to 64 years have the highest rate of contact with Council, so there is opportunity to engage with them and improve their perceptions. Council's strong performance in waste management and recreational facilities is also noted, and maintaining these services areas will also contribute to improving overall performance perceptions.

DETAILED FINDINGS

Overall performance

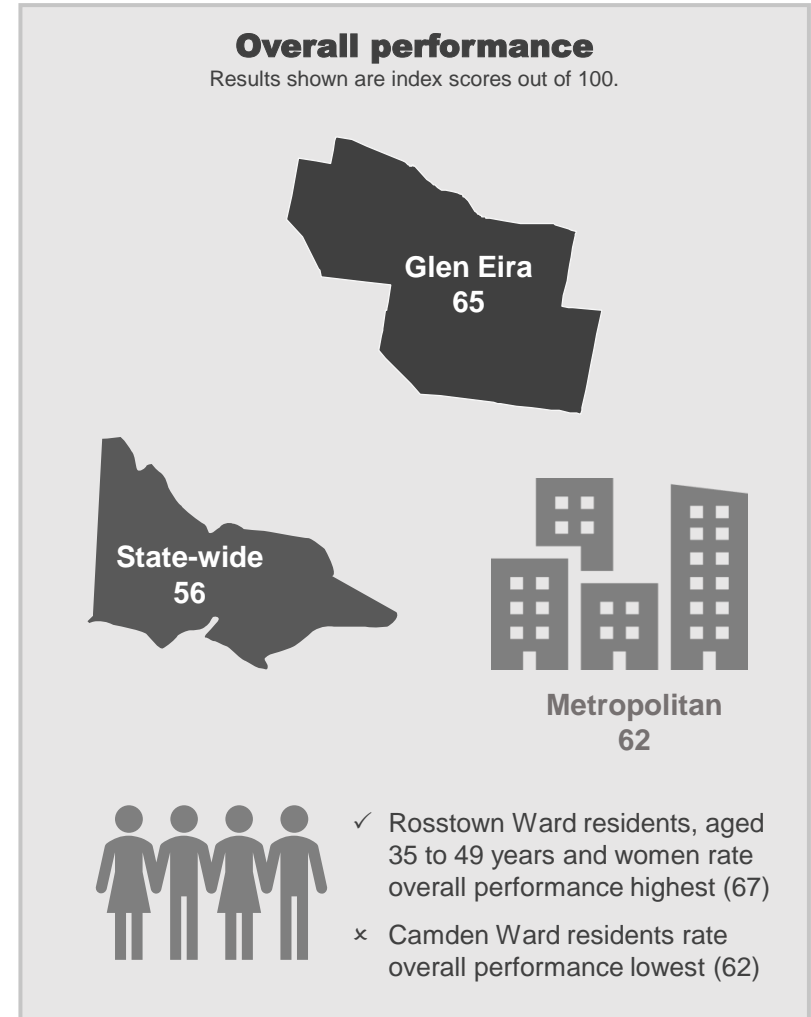


Overall performance

The overall performance index score of 65 for Glen Eira City Council marks a significant decline on the 2022 result. This follows three years of stability in performance perceptions, maintaining the significant improvement that had been achieved in 2019. Despite this, Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than both the State-wide and Metropolitan group averages (index scores of 56 and 62 respectively).

- Perceptions of Council's overall performance declined across nearly all demographic and geographic cohorts when compared to last year, the exception being residents aged 35 to 64 years.
- Since the previous evaluation, ratings significantly declined among younger residents aged 18 to 34 years and those living in the Rosstown Ward (index scores of 63 and 67 respectively).
- Geographically, and consistent with 2022 results, overall performance is rated lowest among residents of the Camden Ward (index score of 62) and highest among residents of the Rosstown Ward (67).

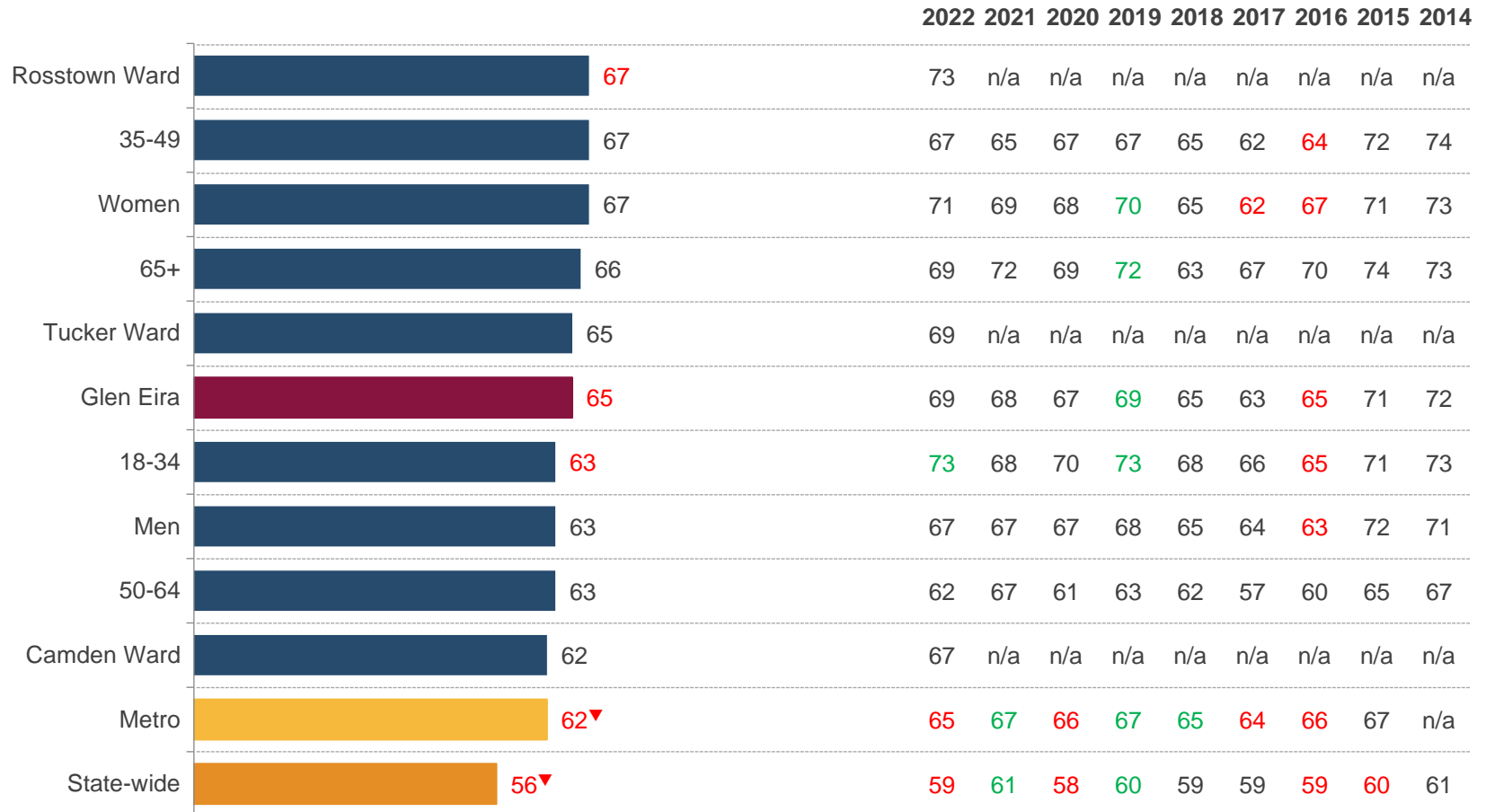
Almost half of the residents (49%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is three times as many as those who rate Council as 'very poor' or 'poor' (15%).





Overall performance

2023 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?

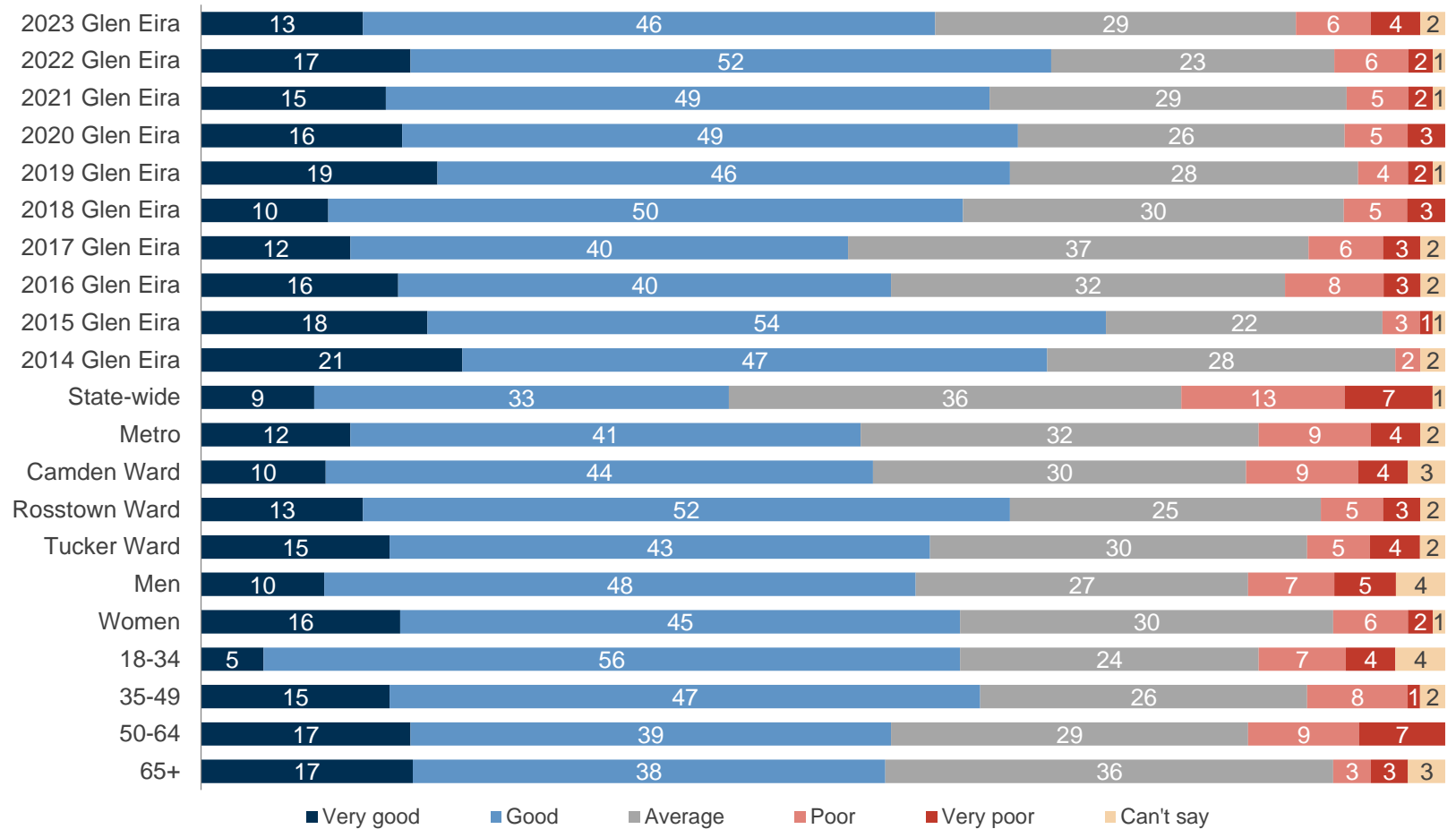
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Overall performance

2023 overall performance (%)



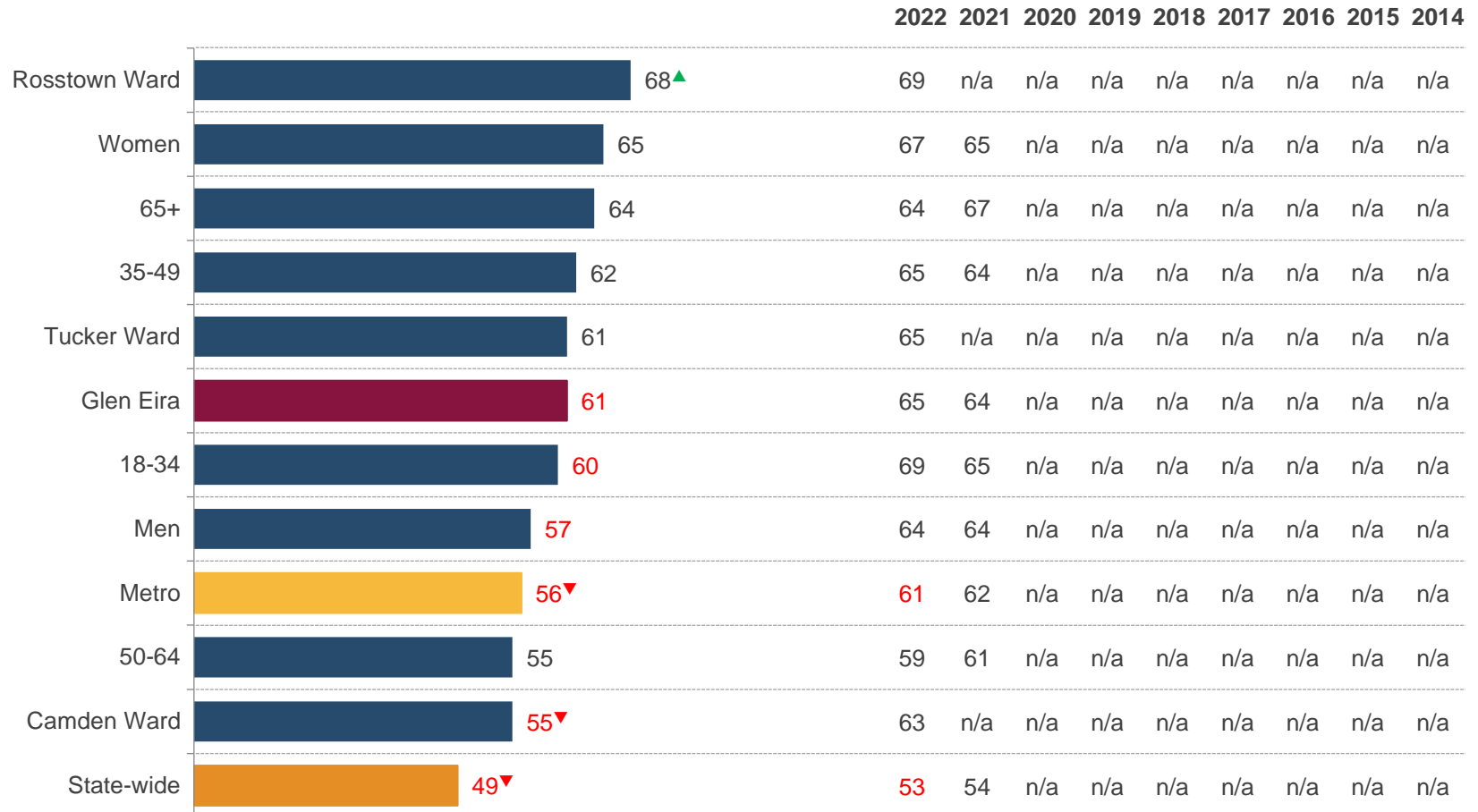
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glen Eira City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Value for money in services and infrastructure

2023 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?

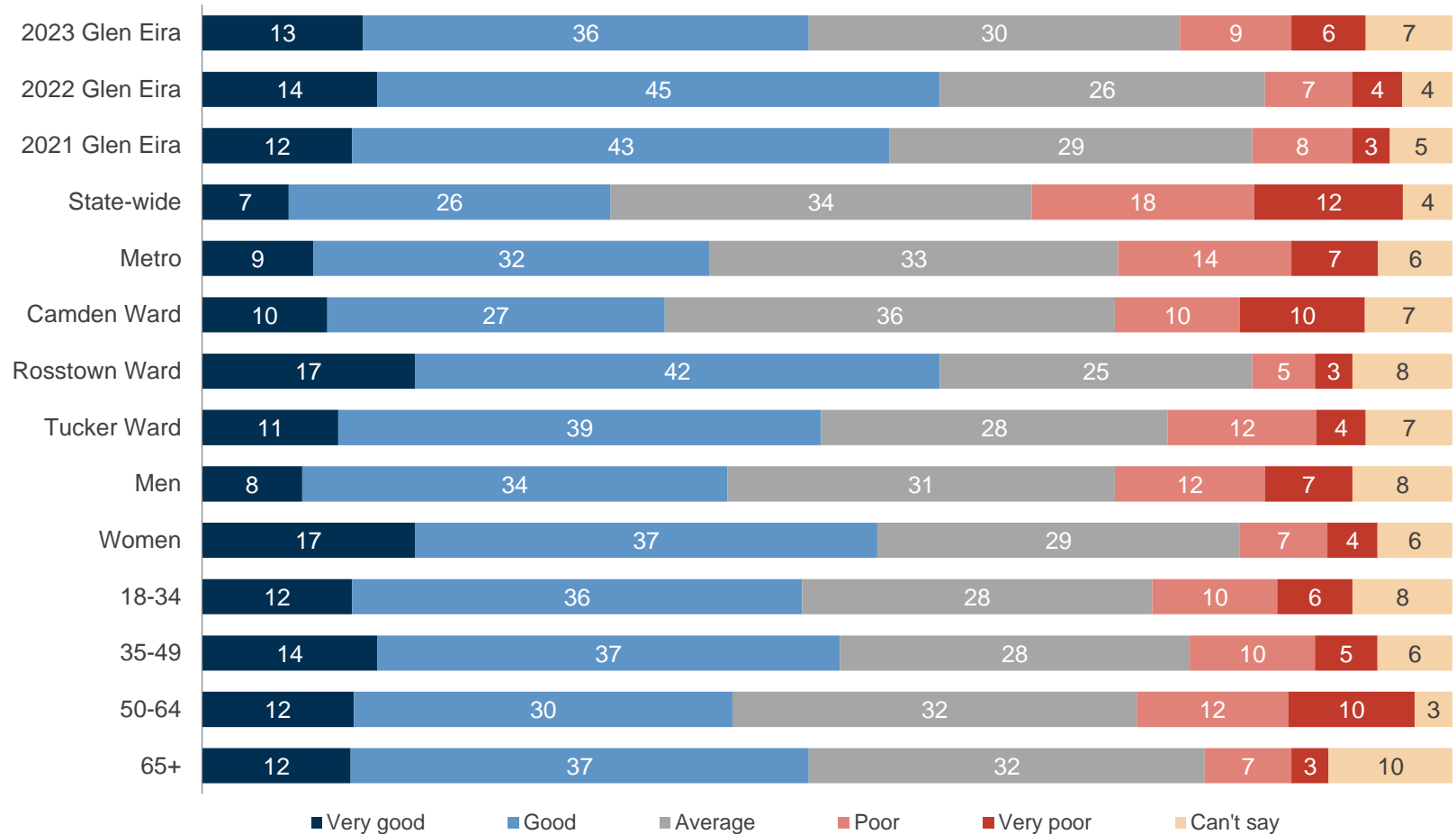
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 15

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



Value for money in services and infrastructure

2023 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: 65 Councils asked group: 15



Top performing service areas

Glen Eira City Council performs best in the service area of art centres and libraries (index score of 79), followed by recreational facilities, and the appearance of public areas (index scores of 76 and 74 respectively). Positively, Council performs significantly higher than both the State-wide and Metropolitan group averages in each of these service areas.

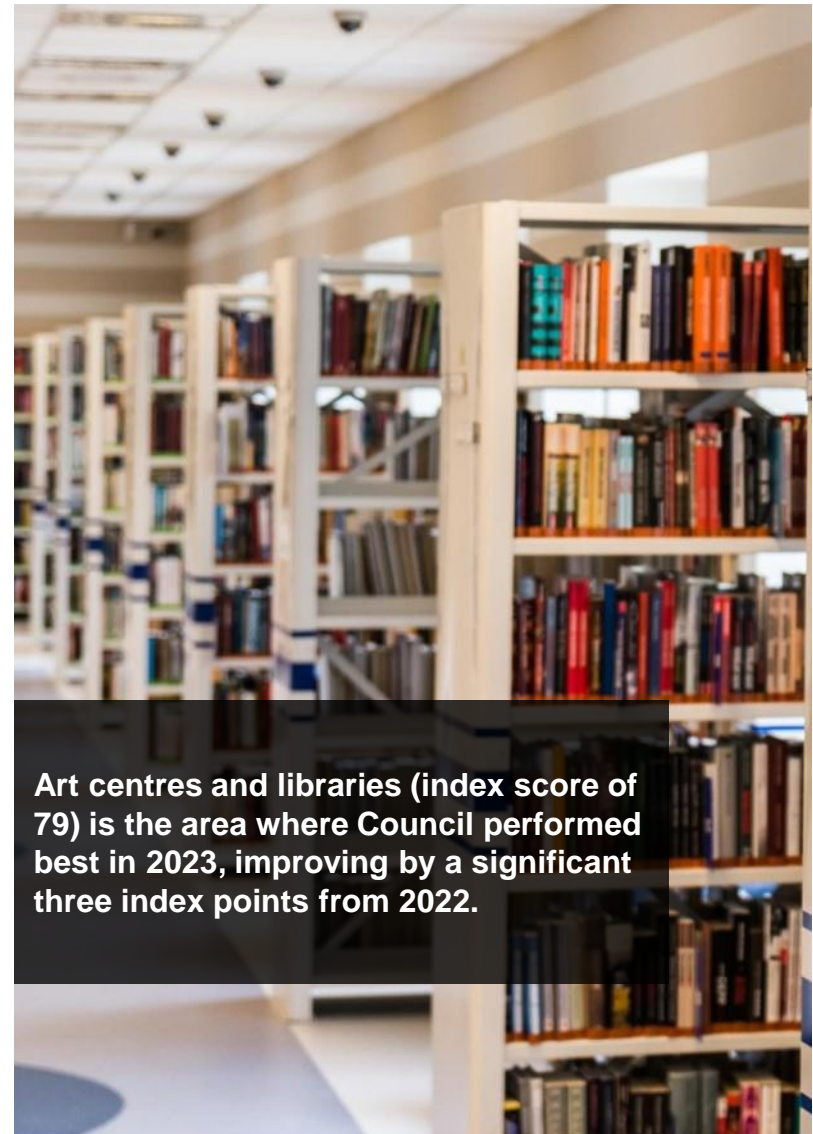
Ratings of Council's performance in art centres and libraries has increased significantly in the last 12 months and has achieved its highest level since 2014.

While the appearance of public areas is ranked in Council's top three performing service areas, performance ratings on this measure have declined significantly in the last 12 months. The performance index score has dropped three points to reach its lowest level in 10 years.

- Council should look to restore positive perceptions among residents of the Camden Ward – it is among this cohort where perceptions have significantly declined (from 77 in 2022 to 70 currently).

Perceptions of overall recreational facilities has a moderate to strong influence on the overall performance rating and maintaining this positive result should remain a focus in the coming 12 months.

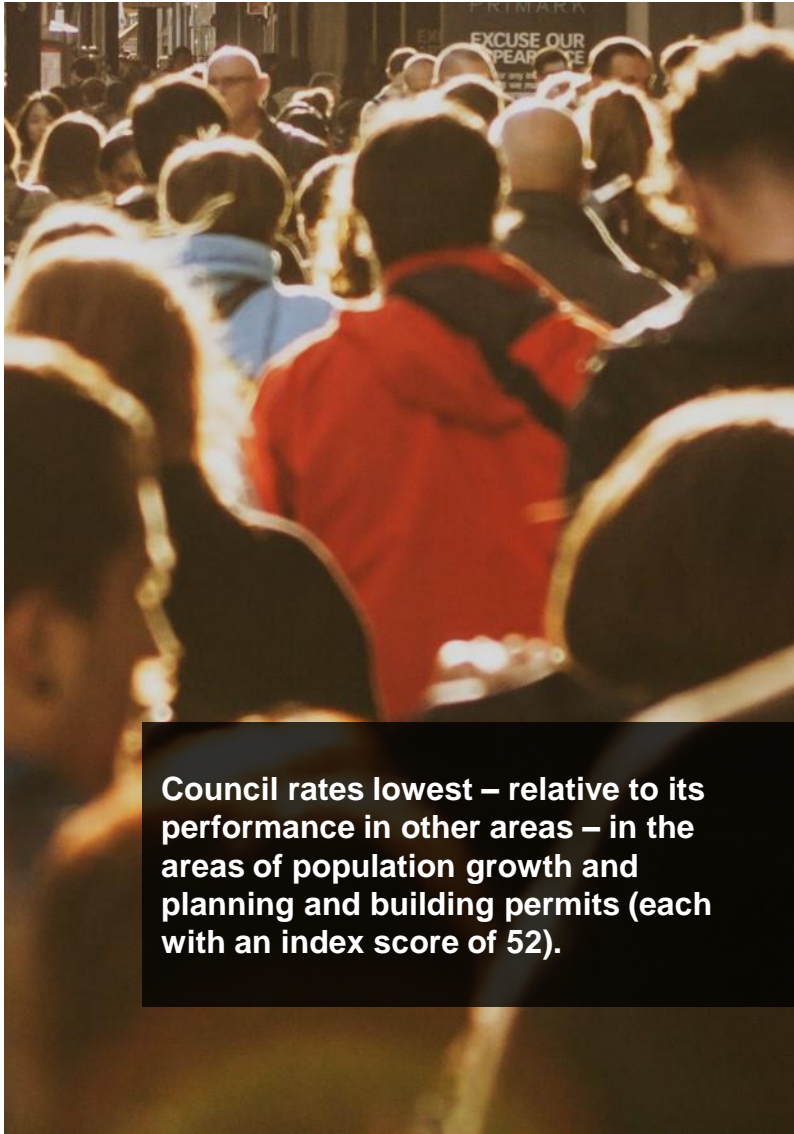
One in four residents (27%) nominate parks and gardens as the best thing about Council.



Art centres and libraries (index score of 79) is the area where Council performed best in 2023, improving by a significant three index points from 2022.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of population growth and planning and building permits (each with an index score of 52).

In a similar pattern to last year, Council rates lowest on its perceptions of performance in population growth, and planning and building permits (both with an index score of 52), followed by town planning policy (53). Despite this, Council performs in line with or significantly higher than the Metropolitan group average in each of these service areas.

Ratings of Council's performance in planning and building permits, and town planning policy, have decreased significantly in the last 12 months. These two service areas exhibit a large disparity between importance and performance perceptions (22 and 20 point differential respectively).

- Indeed, 11% of residents nominate inappropriate / over development and 7% raise town planning / permits / red tape as Council service areas most in need of improvement.
- Residents aged 50 to 64 years and those living in Camden Ward are the most critical of Council's performance in the aforementioned areas indicating these cohorts warrant extra attention in the year ahead.

Efforts to improve perceptions of town planning services will also have a moderate to strong influence on positive perceptions of Council's overall performance.



Individual service area performance

2023 individual service area performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	79	76	75	78	78	74	76	75	78	81
Recreational facilities	76	76	78	80	79	77	75	76	80	80
Appearance of public areas	74	77	78	78	81	77	75	76	78	79
Waste management	70	72	75	75	76	78	77	78	80	81
Community & cultural	67	67	67	72	71	67	69	68	70	74
Elderly support services	67	66	65	69	67	65	67	69	70	72
Sealed local roads	67	69	70	73	70	70	67	69	74	70
Family support services	66	67	65	70	70	67	65	70	69	72
Enforcement of local laws	66	68	66	68	67	65	64	63	69	67
Environmental sustainability	64	68	64	66	68	63	63	60	68	65
Local streets & footpaths	64	66	66	70	69	66	66	68	67	69
Disadvantaged support serv.	64	62	62	63	63	62	62	63	66	66
Informing the community	62	66	64	63	64	59	61	59	65	62
Traffic management	61	n/a	62	62	59	60	59	55	59	61
Parking facilities	59	61	58	59	54	56	55	52	61	60
Bus/community dev./tourism	59	60	56	61	63	57	57	58	61	58
Consultation & engagement	57	60	58	60	60	55	54	51	56	60
Community decisions	57	62	59	58	61	55	55	54	60	61
Lobbying	56	57	56	55	57	54	52	51	57	57
Town planning policy	53	58	56	55	56	49	49	49	52	56
Planning & building permits	52	57	51	52	52	48	46	46	49	56
Population growth	52	55	52	53	52	48	48	44	n/a	54

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

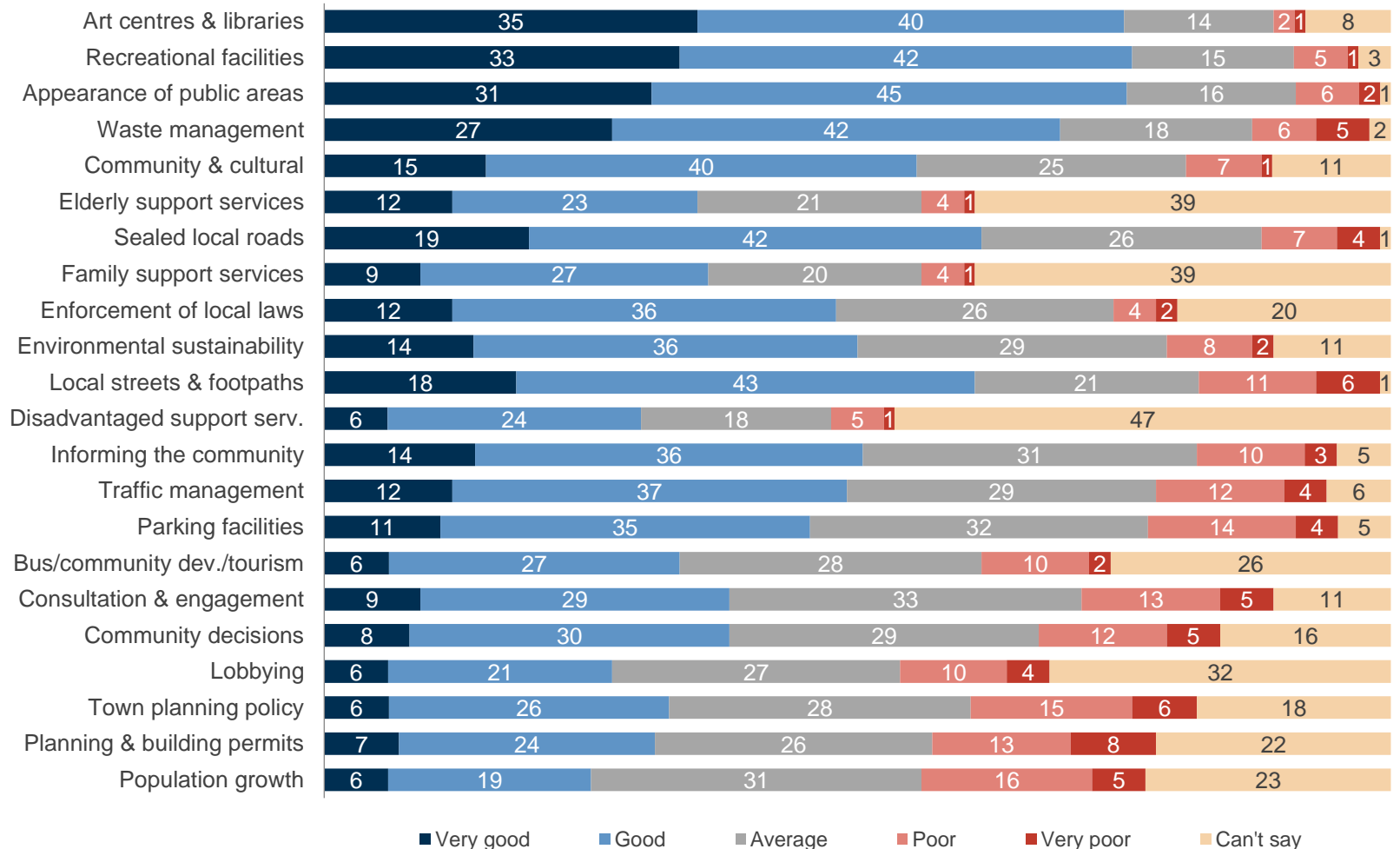
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Individual service area performance

2023 individual service area performance (%)





Individual service area importance

2023 individual service area importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Waste management	82	85	84	84	84	83	82	83	79	80
Local streets & footpaths	79	79	79	78	76	79	78	80	76	77
Community decisions	79	81	82	80	80	79	81	80	79	79
Sealed local roads	77	78	76	76	75	75	78	79	72	75
Elderly support services	76	80	80	78	77	76	78	80	77	78
Recreational facilities	75	78	75	75	72	74	75	76	72	74
Planning & building permits	74	77	78	75	75	77	78	75	74	75
Disadvantaged support serv.	74	76	77	73	72	72	73	75	74	72
Appearance of public areas	74	75	76	74	72	75	75	78	73	74
Town planning policy	73	76	77	74	72	72	75	75	71	72
Family support services	72	74	74	73	72	73	74	75	73	73
Informing the community	72	76	75	73	73	71	72	77	73	73
Consultation & engagement	72	73	73	72	72	72	73	75	72	71
Population growth	72	74	75	75	78	77	77	78	n/a	74
Traffic management	71	n/a	72	70	74	74	76	77	73	70
Environmental sustainability	70	76	78	75	76	73	74	75	73	73
Art centres & libraries	69	72	70	70	66	69	69	70	69	71
Parking facilities	67	71	72	71	74	73	74	74	70	72
Enforcement of local laws	65	69	69	69	69	70	73	73	70	70
Lobbying	63	70	68	67	68	69	70	70	67	68
Community & cultural	60	64	63	60	59	60	62	63	60	62
Bus/community dev./tourism	54	59	61	55	54	56	58	57	55	56

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

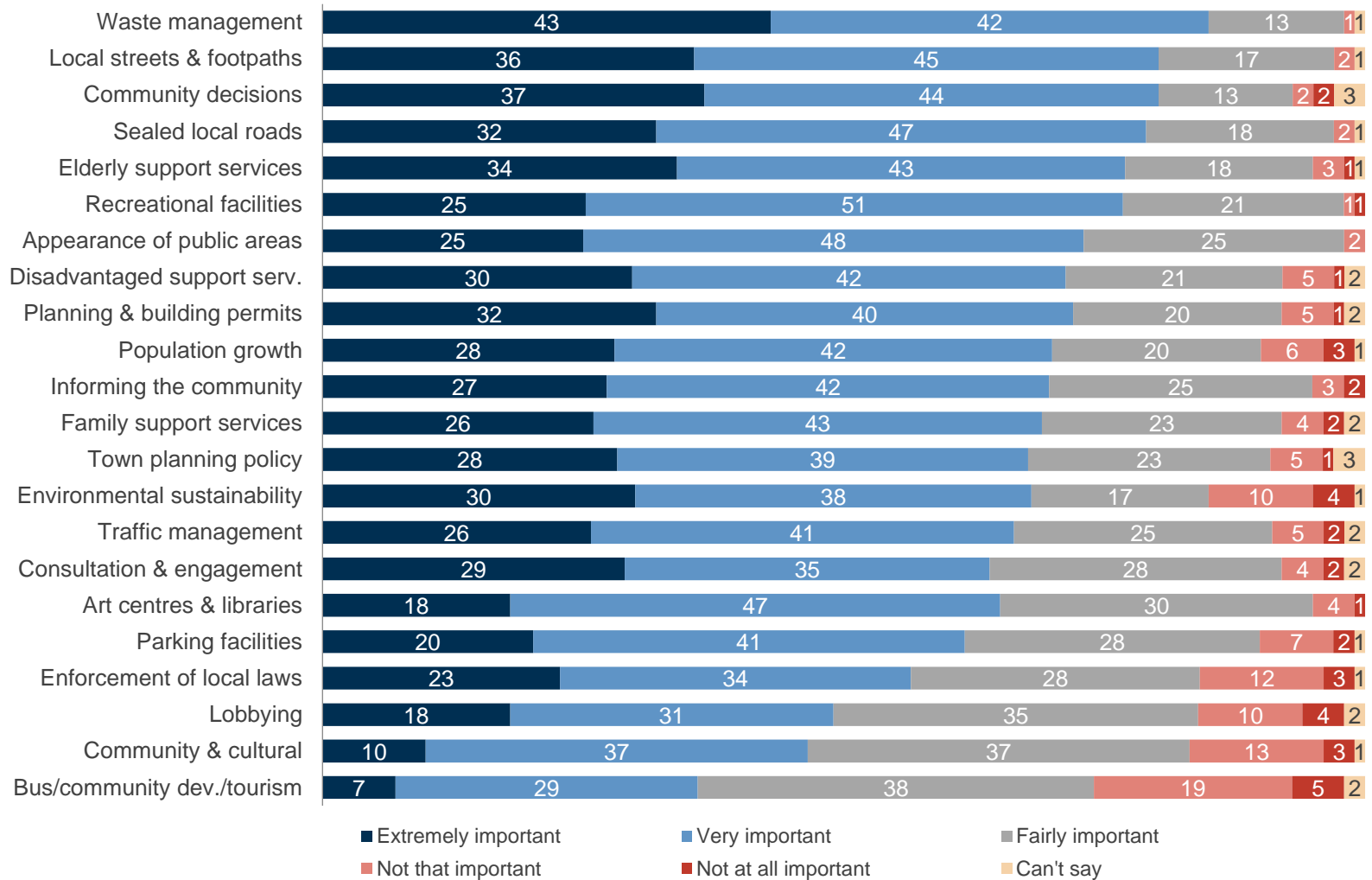
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10

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



Individual service area importance

2023 individual service area importance (%)



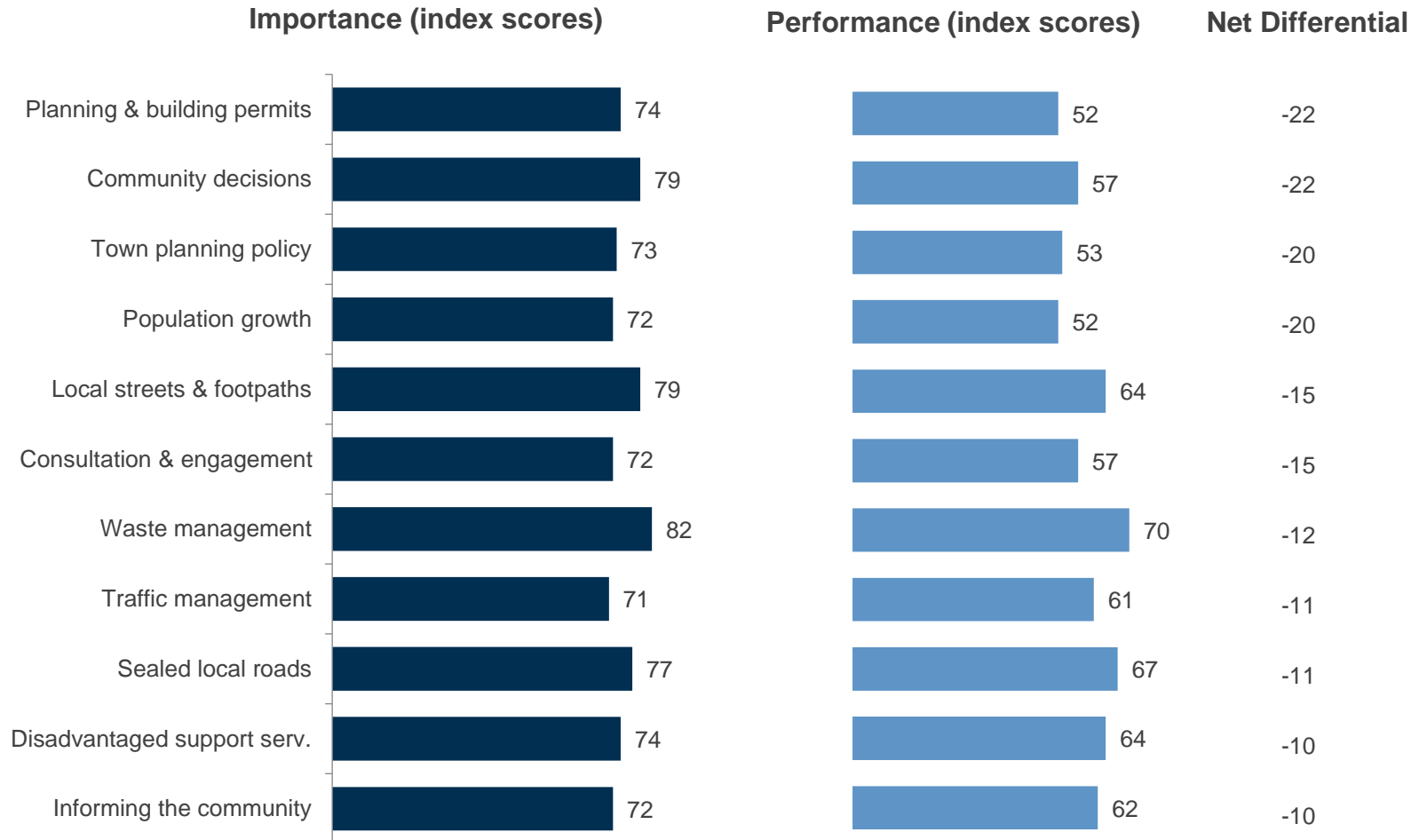
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10



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:

- Town planning
- Waste management
- Recreational facilities
- Traffic management
- Elderly support services
- Informing the community.

Looking at these key service areas only, recreational facilities and waste management have a high performance index (76 and 70 respectively) and Council also performs relatively well in the area of elderly support services (performance index of 67).

These service areas have a moderate to strong influence on the overall performance rating and maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

The area of town planning has a stronger influence on overall community perceptions, but Council is performing less well here (performance index of 53).

Keeping local residents well informed about planning issues and addressing their concerns, particularly around traffic, can also help improve 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.

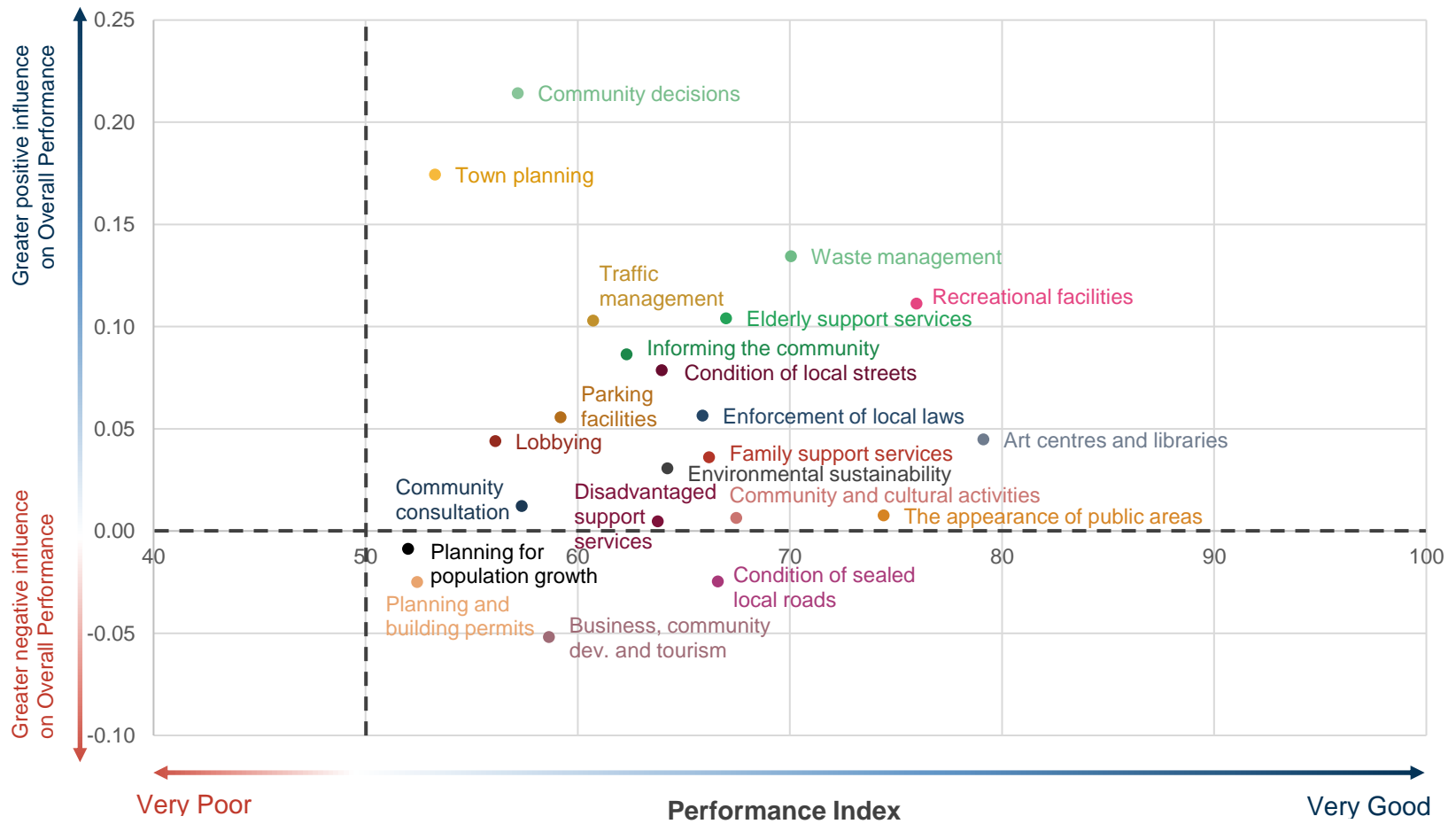
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2023 regression analysis (all service areas)

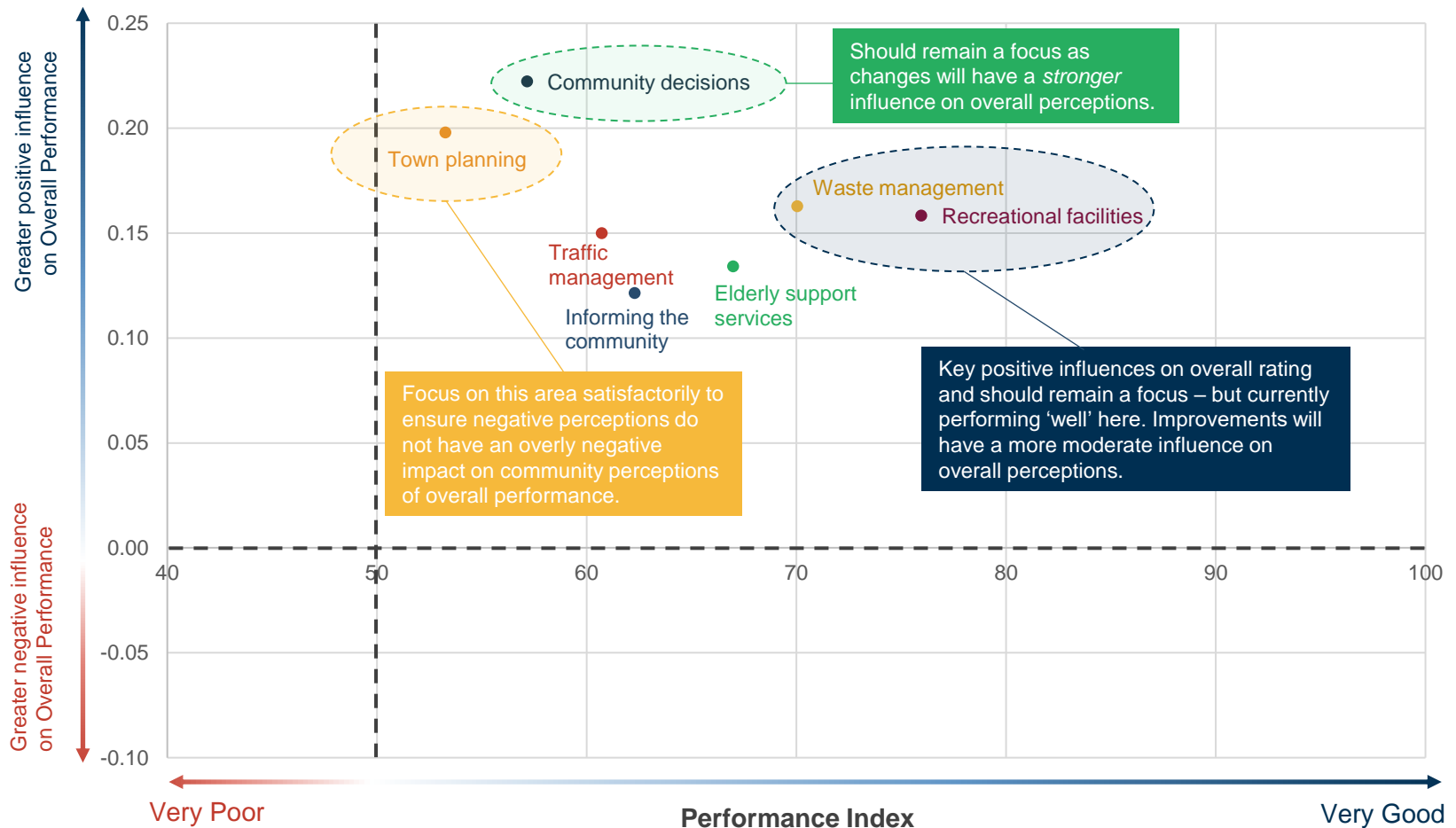


The multiple regression analysis model above (all service areas) has an R^2 value of 0.609 and adjusted R^2 value of 0.586, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 26.64$. 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

2023 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.593 and adjusted R^2 value of 0.586, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 81.65$.



Best things about Council and areas for improvement

2023 best things about Council (%)
- Top mentions only -



2023 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: 33 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: 53 Councils asked group: 13

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 has remained consistent with last year. Residents aged 50 to 64 years are most likely to have recently contacted Council.

Telephone (39%) remains the most common method of contacting Council, followed by email (26%) and in-person (15%). The rate of in-person contact increased by seven percentage points in the last year.



Among those residents who have had contact with Council, 77% provide a positive customer service rating of 'very good' or 'good', including 39% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 76 marks a two-point (not significant) decrease from 2022. As was the case last year, customer service is rated significantly higher than the State-wide and Metropolitan group averages (index scores of 67 and 71 respectively).

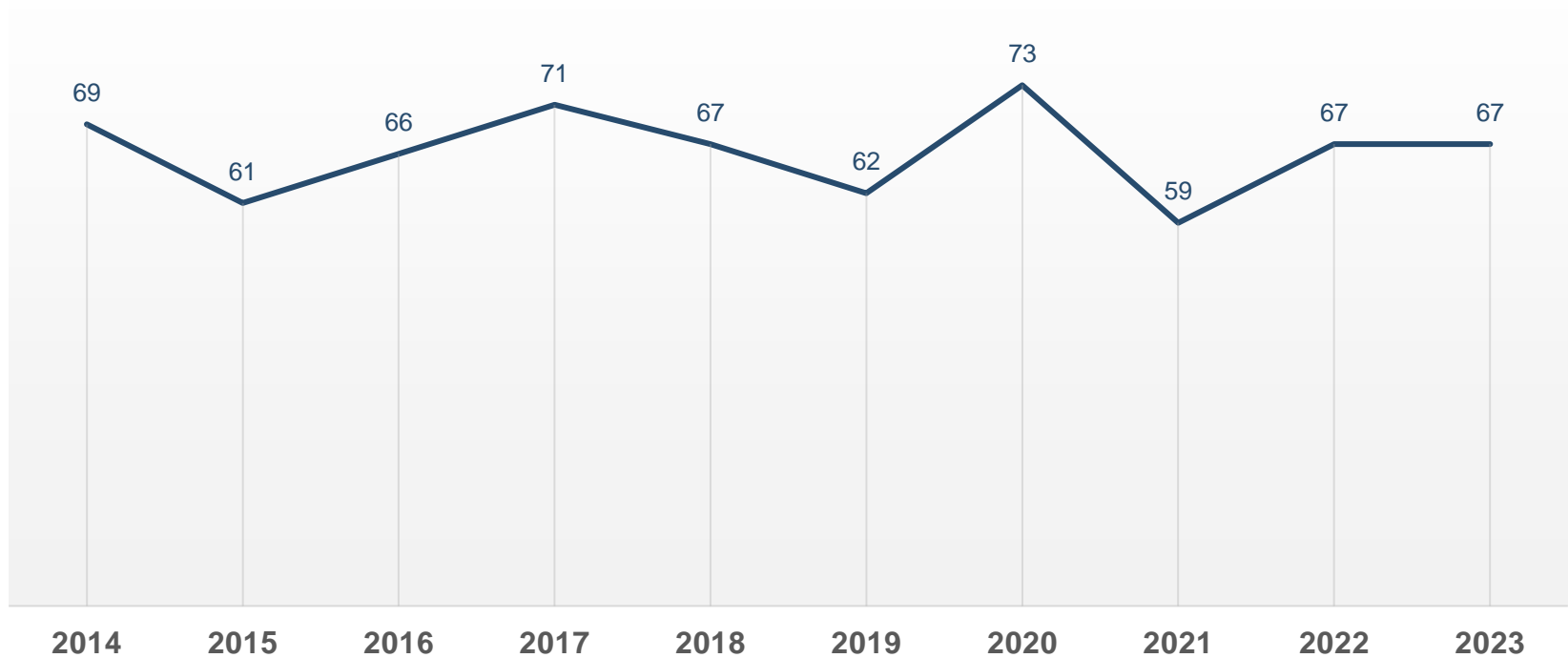
- Geographically, customer service ratings are lowest among residents of Camden Ward (index score of 73) and highest among residents of Rosstown and Tucker Wards (both with an index score of 77).
- Perceptions of customer service among residents who recently had in-person contact with Council, declined significantly (index score of 79, down 14 points from the series-high seen in the last evaluation).
- Council should first focus attention on residents aged 50 to 64 years as they have the highest rate of contact with Council but the least positive perceptions of its customer service performance.

It is recommended that extra attention is paid to the quality of email correspondence over the coming 12 months. Email is the second most common method of contact with Council but has the least positive customer service perceptions.



Contact with council

2023 contact with council (%)
Have had contact



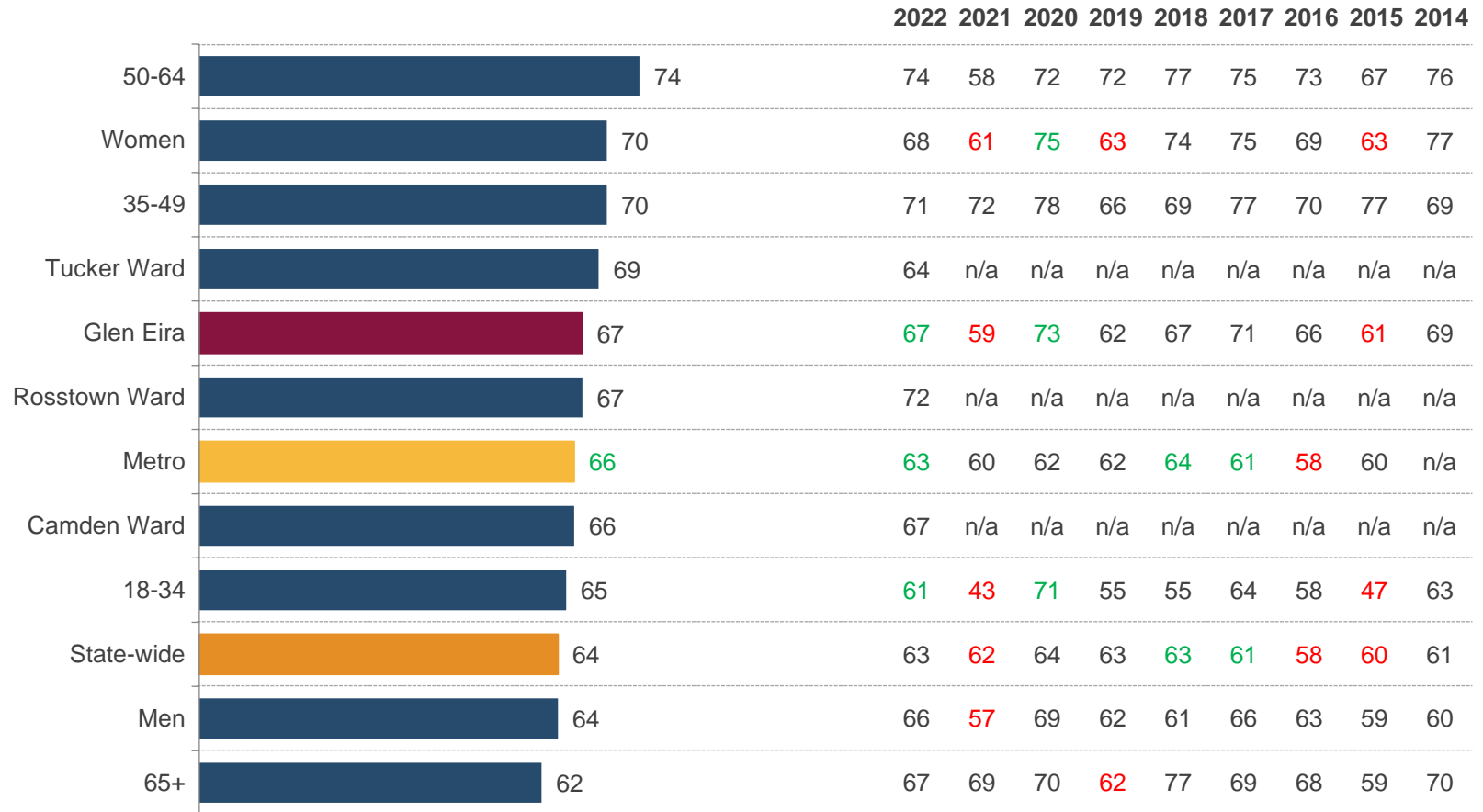
Q5a. Have you or any member of your household had any recent contact with Glen Eira City Council in any of the following ways?

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



Contact with council

2023 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

2023 customer service rating (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	79	77	81	81	81	71	77	77	83	83
Women	78	79	78	80	80	74	75	74	79	81
Rosstown Ward	77	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	77	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	82	72	79	80	75	66	57	73	71
Glen Eira	76	78	77	77	79	73	73	70	79	79
35-49	75	77	75	73	77	73	77	76	81	84
Men	74	76	76	74	79	72	70	66	79	75
Camden Ward	73	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	73	72	85	74	79	73	74	72	78	79
Metro	71▼	72	74	74	76	72	71	73	73	n/a
State-wide	67▼	68	70	70	71	70	69	69	70	72

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.

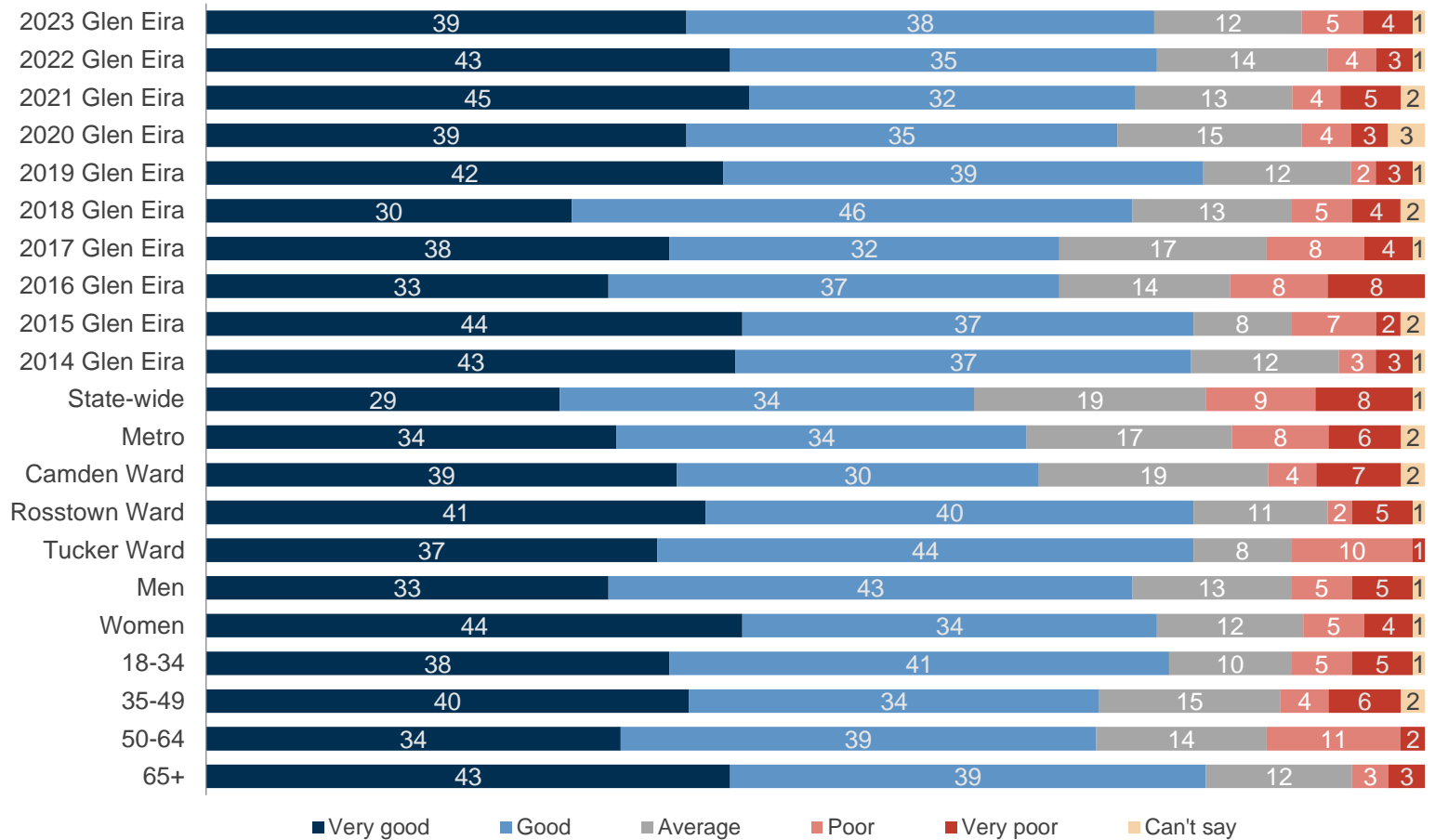
Councils asked State-wide: 66 Councils asked group: 16

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



Customer service rating

2023 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: 66 Councils asked group: 16



Method of contact with council

2023 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



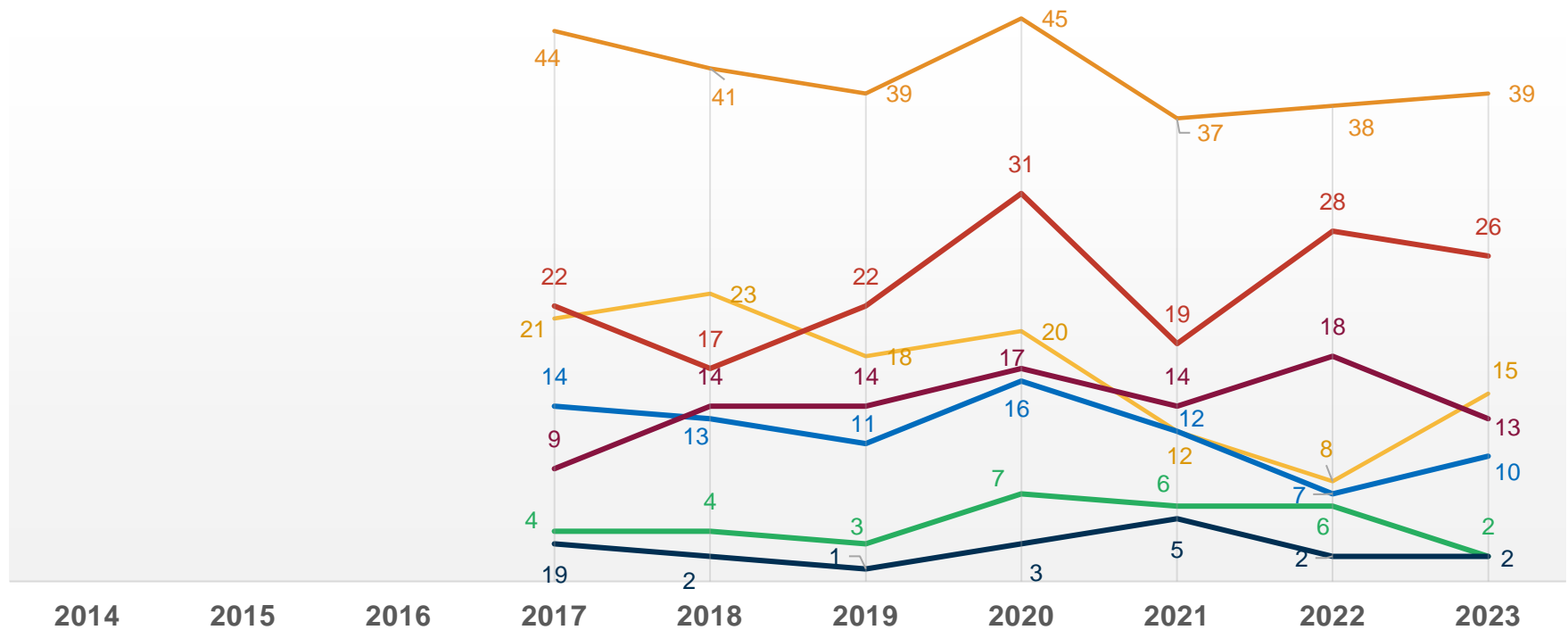
By Email



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?

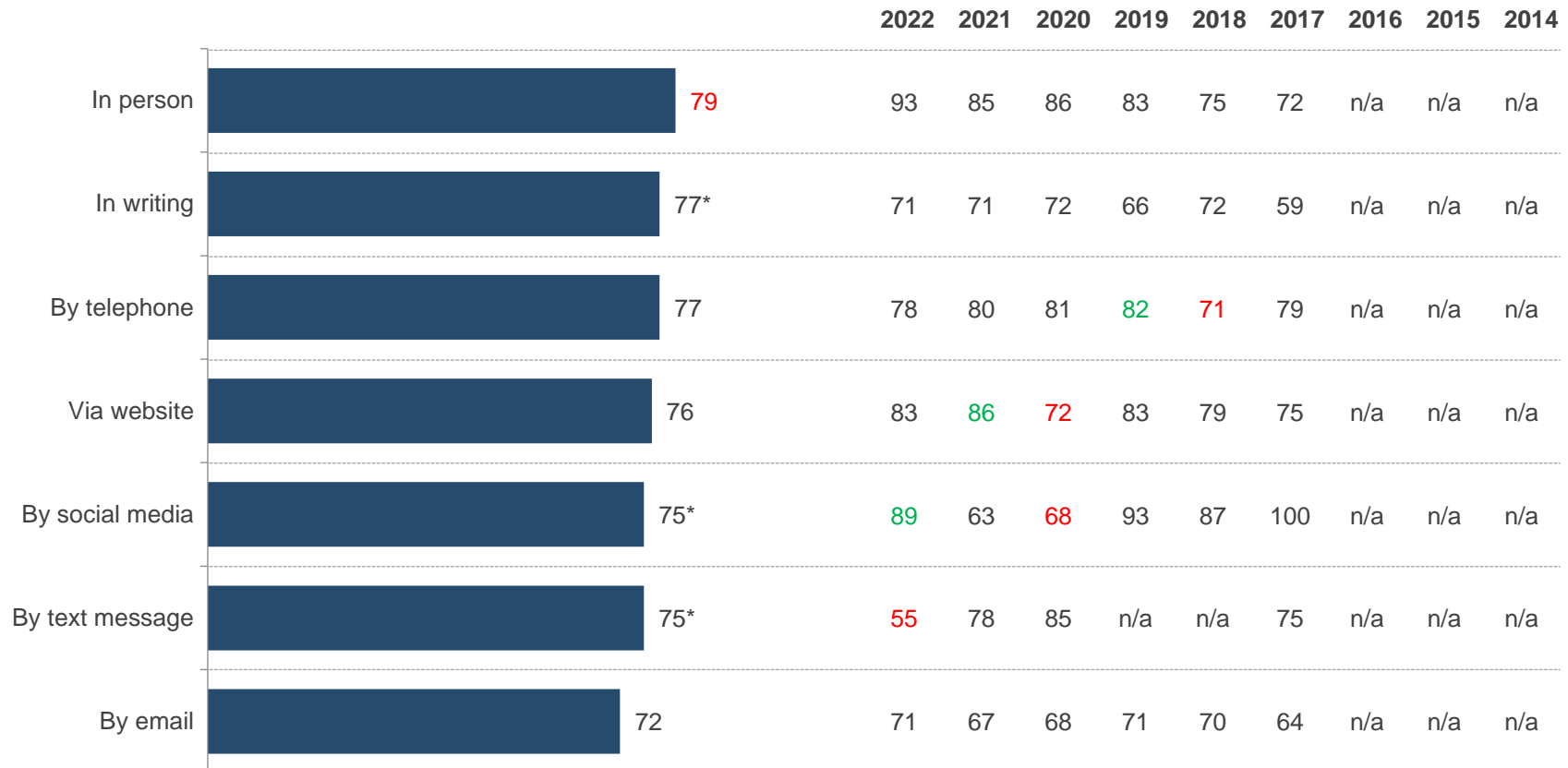
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating by method of last contact

2023 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

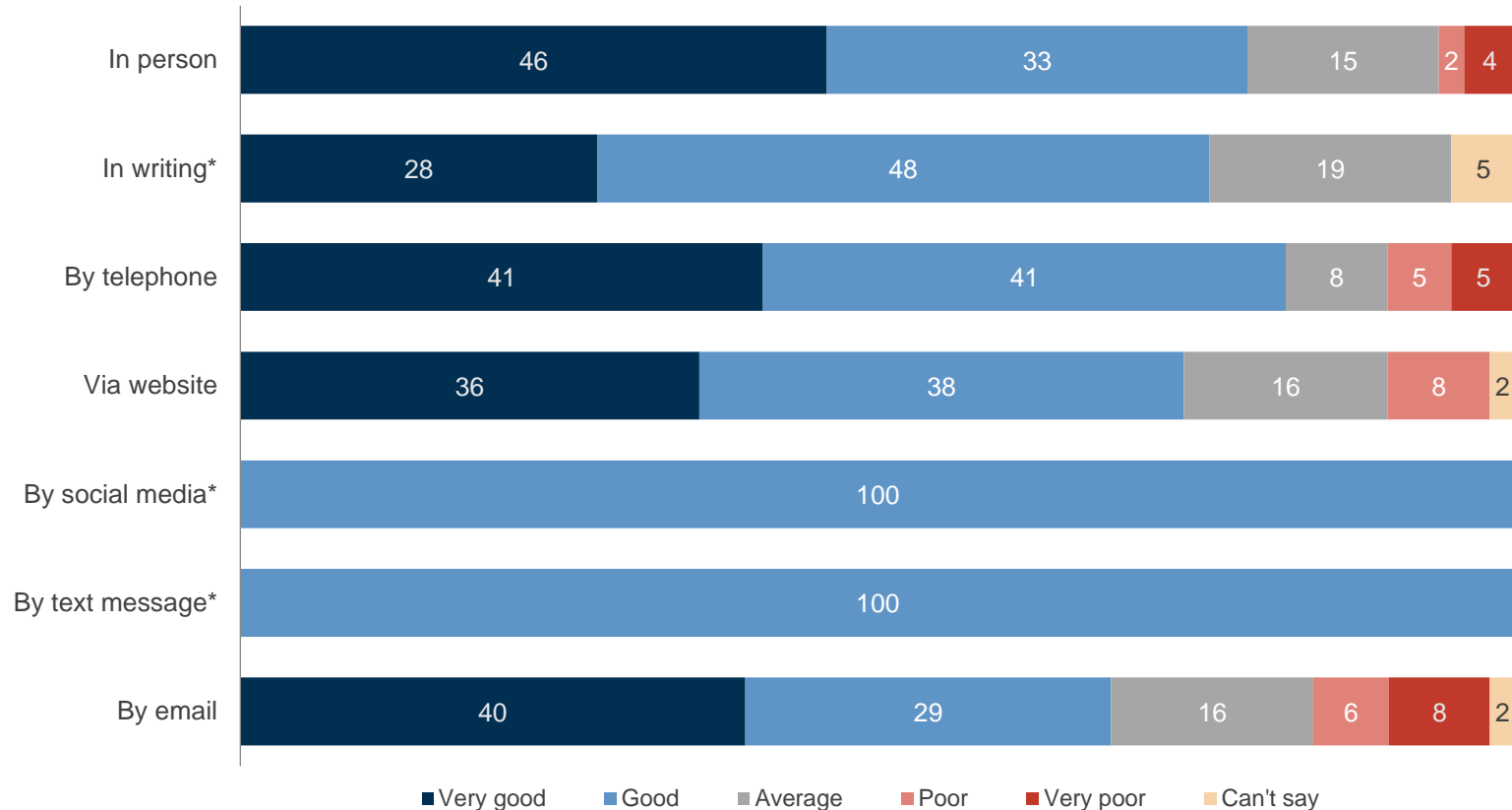
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2023 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%).

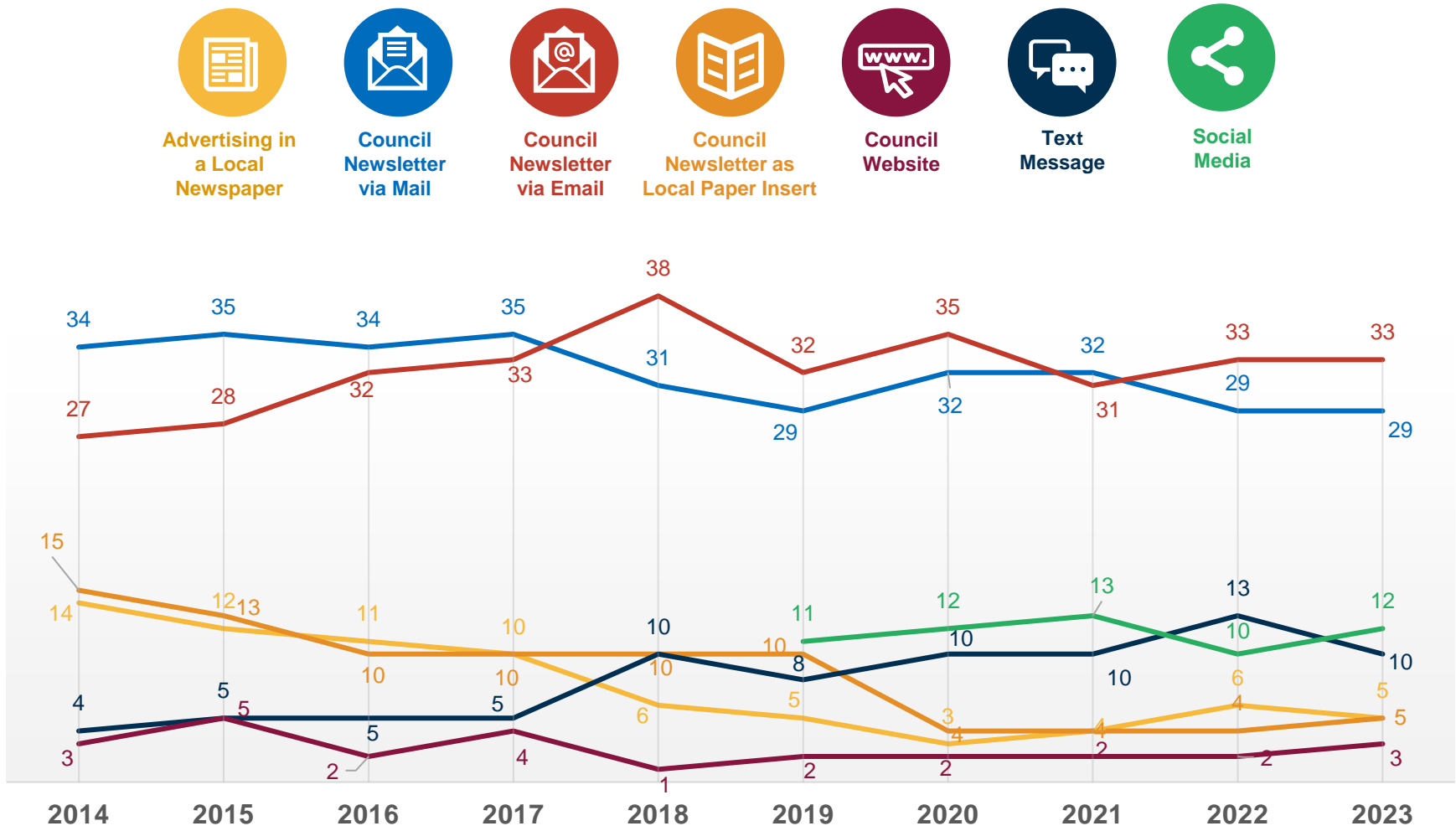
- Among residents aged under 50 years, emailed newsletters (36%) continue to be preferred over the mailed format (23%). Electronically distributed newsletters are still preferred despite a slight increase in preference for Council newsletters to be sent via mail. Preference for text message communication (13%) has declined to drop back to 2021 levels after it peaked in 2022. Text message now sits below social media (16%) as a preferred form of communication for people under 50 years of age.
- Residents aged over 50 years prefer to receive mailed newsletters (38%) ahead of emailed newsletters (29%). Newsletters sent via mail has typically been the preferred form of communication by older residents (2018 being an exception). Preference for advertising news, information and upcoming events in newspapers has nearly halved this year, dropping from 13% in 2022 to 7% in 2023.





Best form of communication

2023 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?

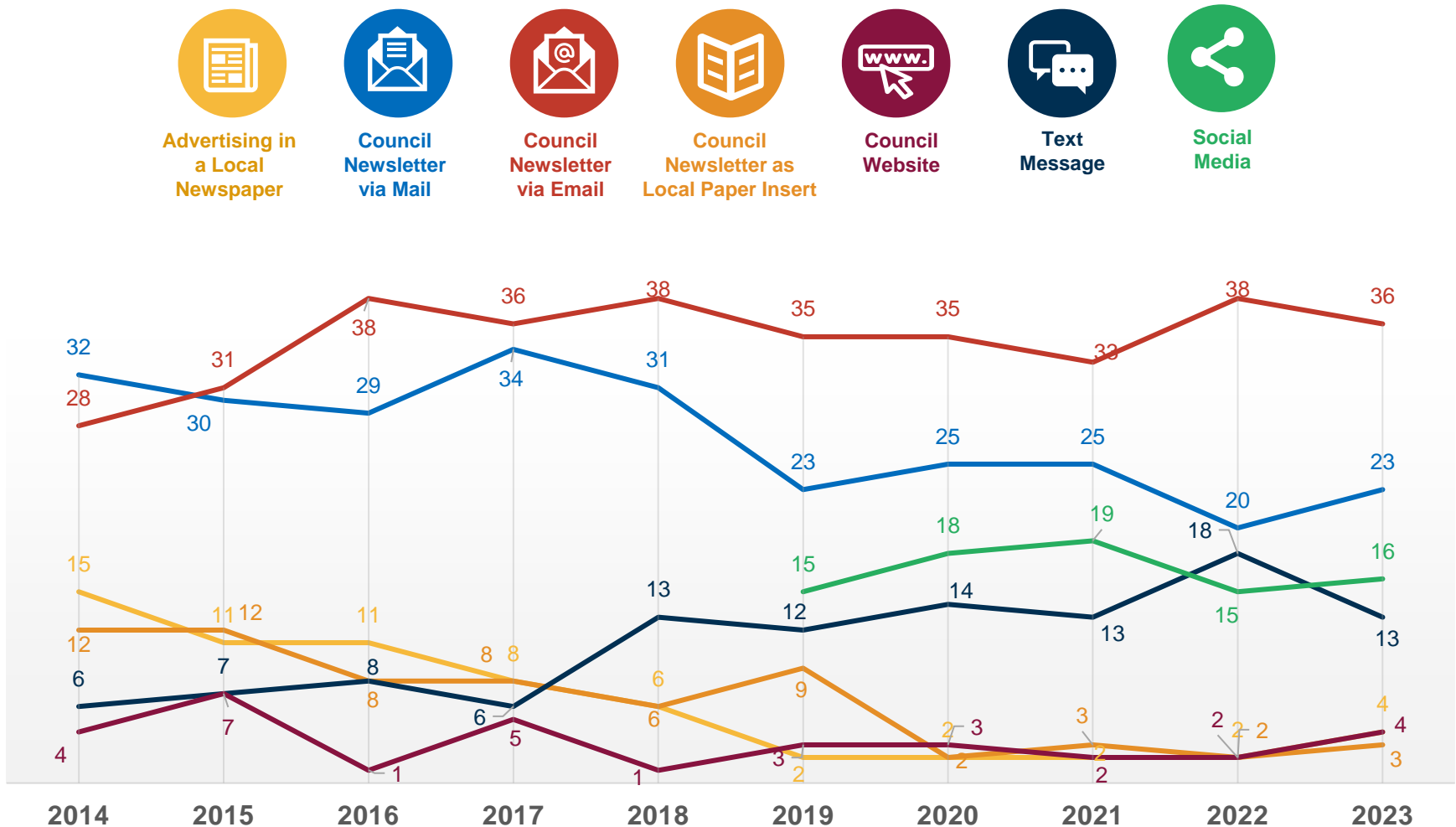
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2023 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?

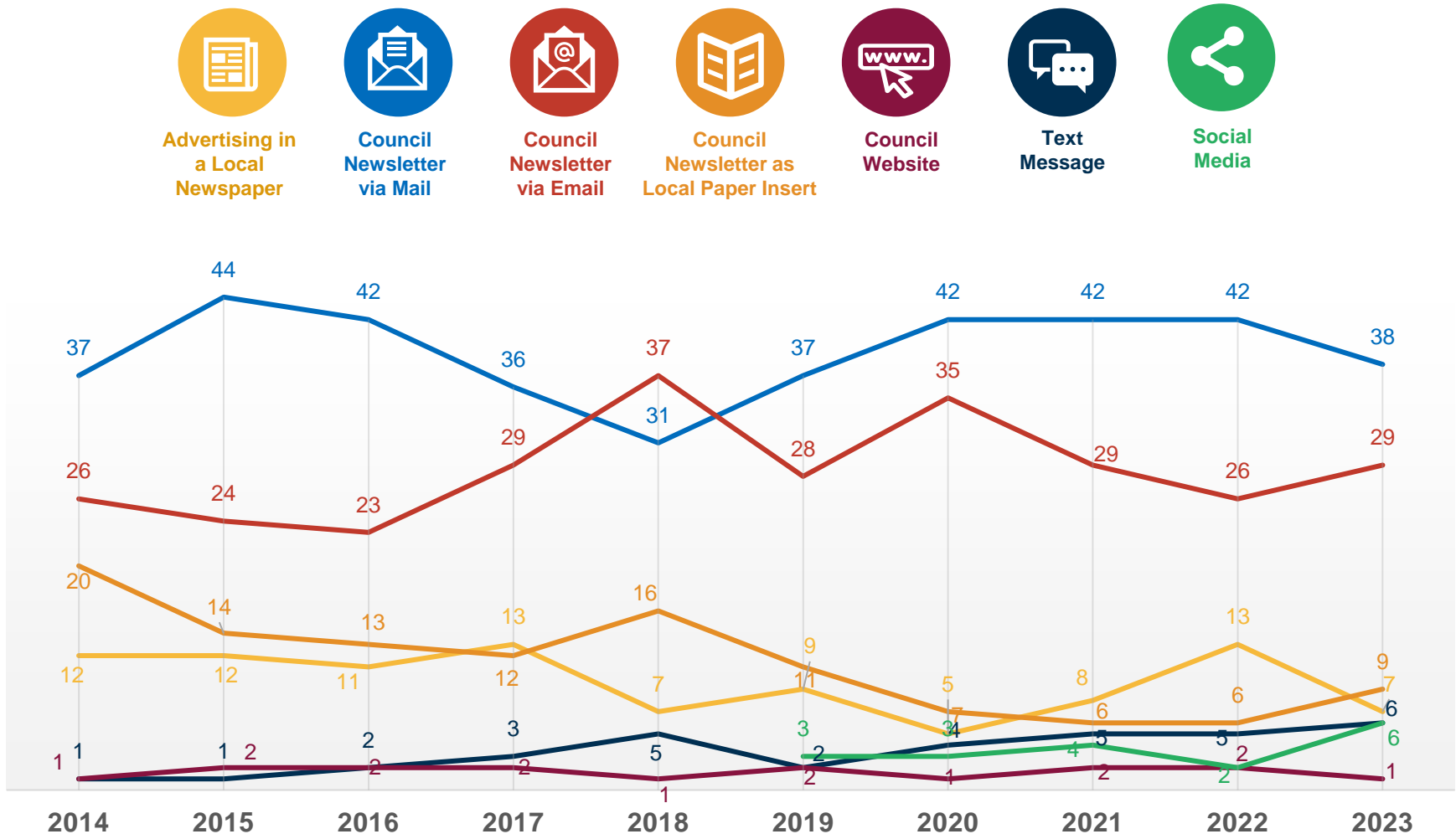
Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2023 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: 40 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Council direction

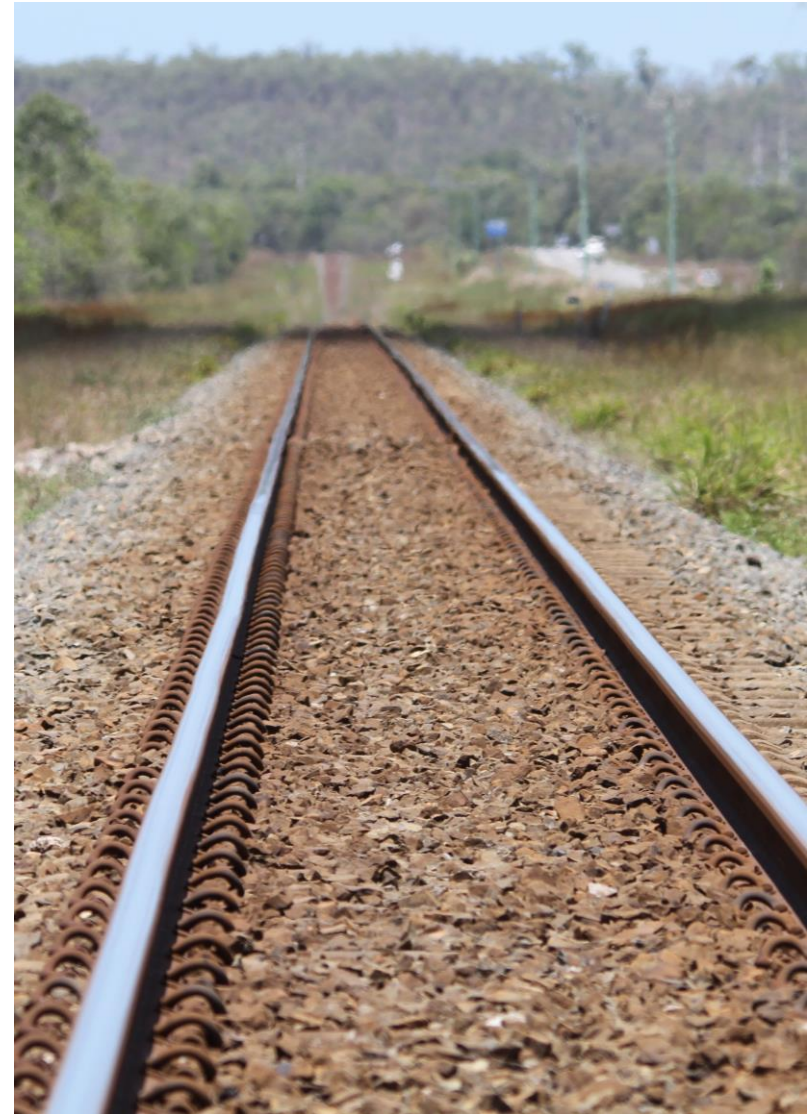


Council direction

Perceptions of the direction of Council's overall performance have declined for a fourth consecutive year. The index score of 50 in 2023 has trended downwards from a peak score of 59 recorded in 2019. It is important to note that the State-wide and Metropolitan group averages for perceptions of the direction of councils' overall performance are also at an all time low.

Over the last 12 months, 13% of residents believe the direction of Council's overall performance has improved (compared to a slightly higher 15% in 2022). Two thirds of residents (68%, down three percentage points) believe it has stayed the same and 12% think it has deteriorated (compared to 10% in 2022).

- Residents in Rosstown Ward are significantly more satisfied than average with the direction of Council's overall performance in the past 12 months.
- The least satisfied with council direction are residents aged 50 to 64 years and those living in Camden Ward (residents in Camden Ward are significantly less satisfied than the average).





Overall council direction last 12 months

2023 overall council direction (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Rosstown Ward	56▲	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53	56	57	61	67	59	59	61	59	57
35-49	52	48	55	53	55	48	49	52	51	54
Women	52	55	55	53	60	52	54	54	58	57
Tucker Ward	51	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	50	53	54	55	59	52	53	54	57	55
65+	50	54	51	52	55	48	54	54	63	58
Metro	49	53	55	54	55	54	54	55	56	n/a
Men	49	50	53	56	57	52	51	54	56	54
State-wide	46▼	50	53	51	53	52	53	51	53	53
Camden Ward	44▼	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	44	49	51	48	53	50	46	45	53	53

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

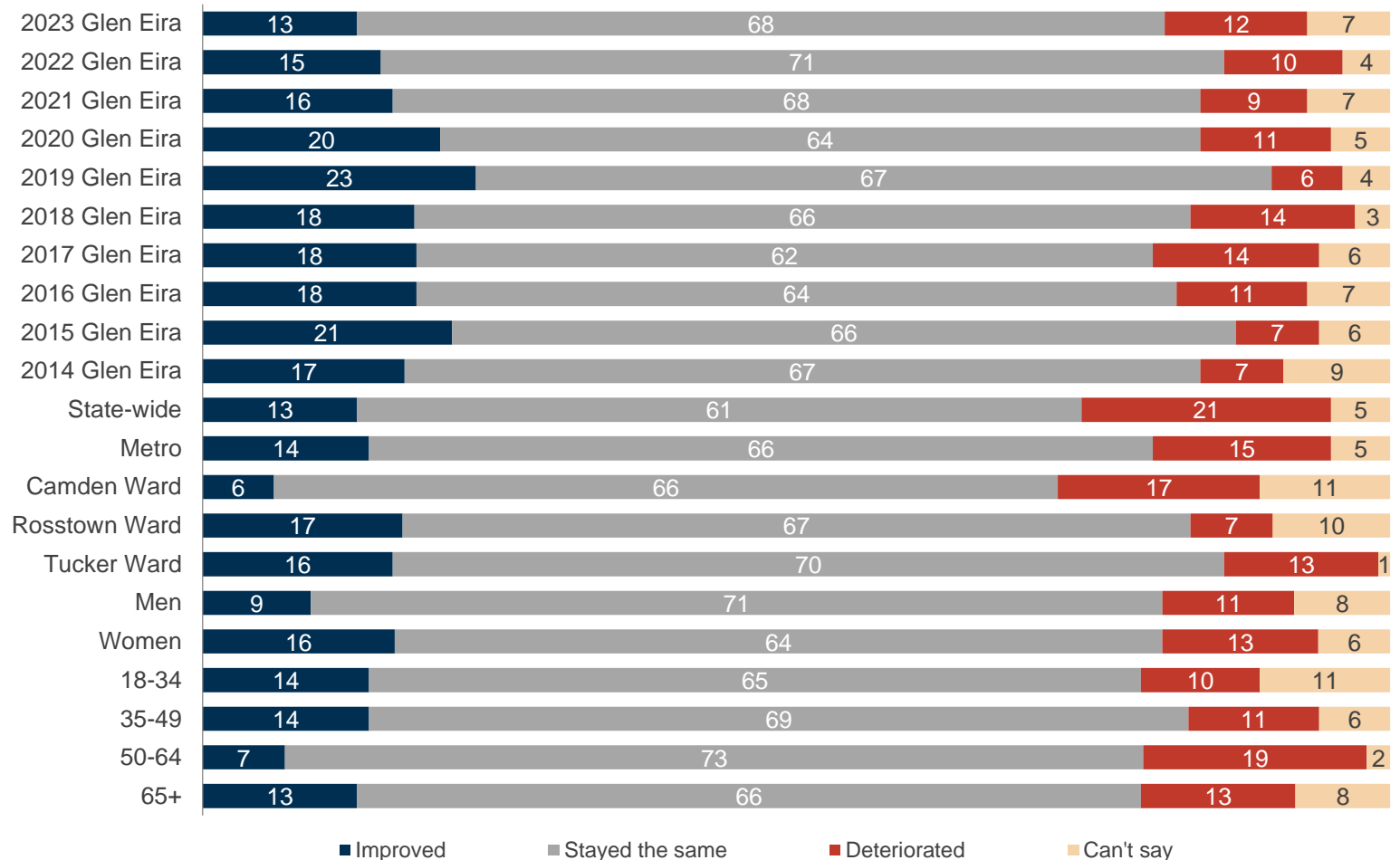
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Overall council direction last 12 months

2023 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 visualization, overlaid on its surface.

Individual service areas



Community consultation and engagement importance



2023 consultation and engagement importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	77	75	77	74	77	76	76	80	77	76
State-wide	76▲	76	75	74	74	74	74	75	74	74
35-49	74	73	74	73	71	75	73	73	74	74
Women	74	75	77	74	75	75	76	77	76	74
65+	74	75	75	75	76	74	78	76	74	73
Metro	73	73	73	72	71	72	72	73	72	n/a
Rosstown Ward	73	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Camden Ward	73	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	72	73	73	72	72	72	73	75	72	71
Tucker Ward	71	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	70	70	70	69	69	69	73	68	69
18-34	67▼	69	70	69	68	65	68	74	66	66

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

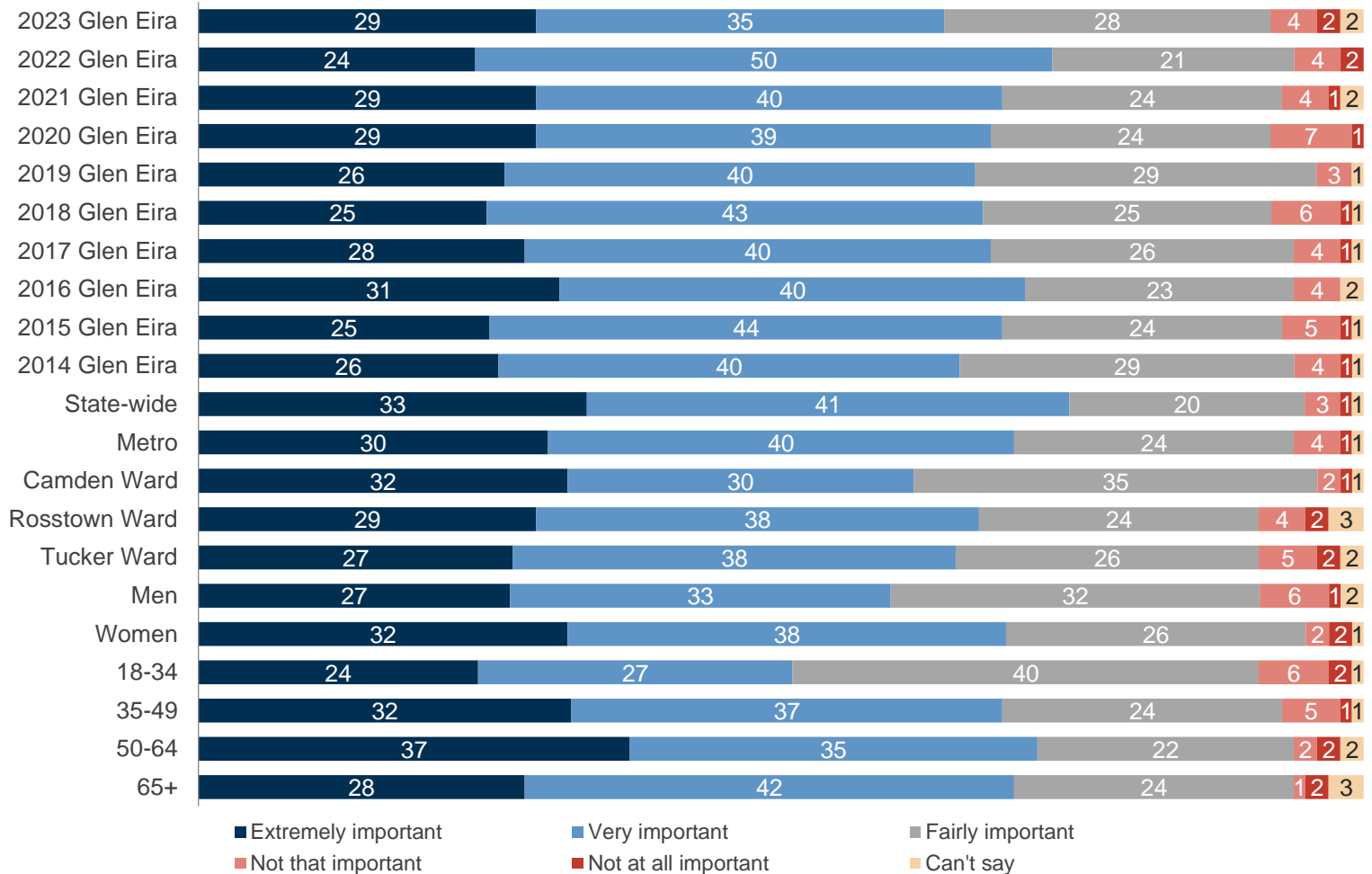
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2023 consultation and engagement importance (%)





Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Rosstown Ward	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	59	61	63	59	49	57	54	60	61
Women	60	61	56	60	61	54	53	55	59	59
35-49	58	55	58	61	62	57	55	53	54	66
Glen Eira	57	60	58	60	60	55	54	51	56	60
Tucker Ward	57	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	56	65	56	62	62	58	56	46	56	57
Metro	55	58	59	58	58	57	57	58	58	n/a
50-64	55	56	55	52	55	53	46	51	54	54
Camden Ward	55	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55	58	59	61	59	57	55	46	53	60
State-wide	52▼	54	56	55	56	55	55	54	56	57

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

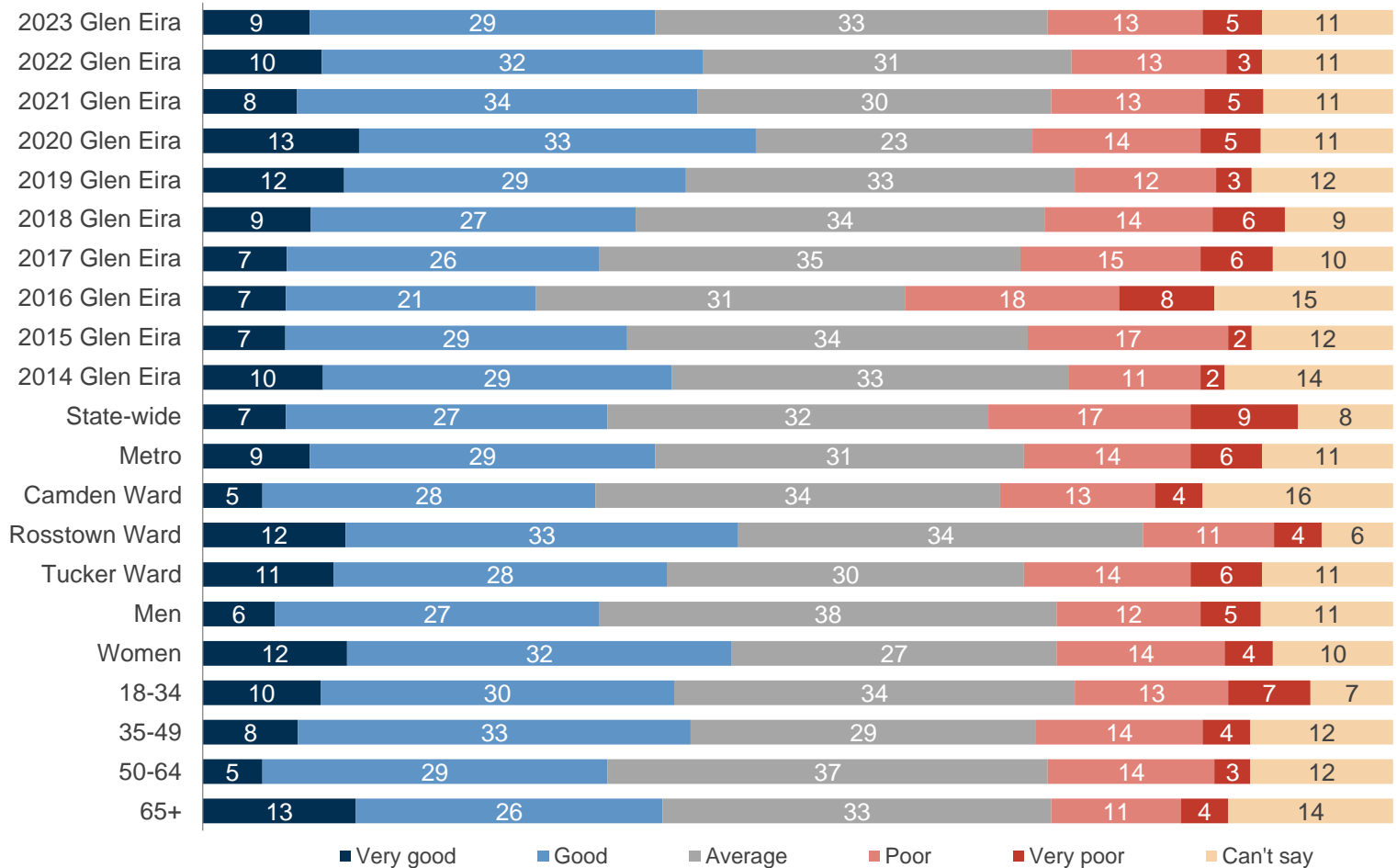
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)

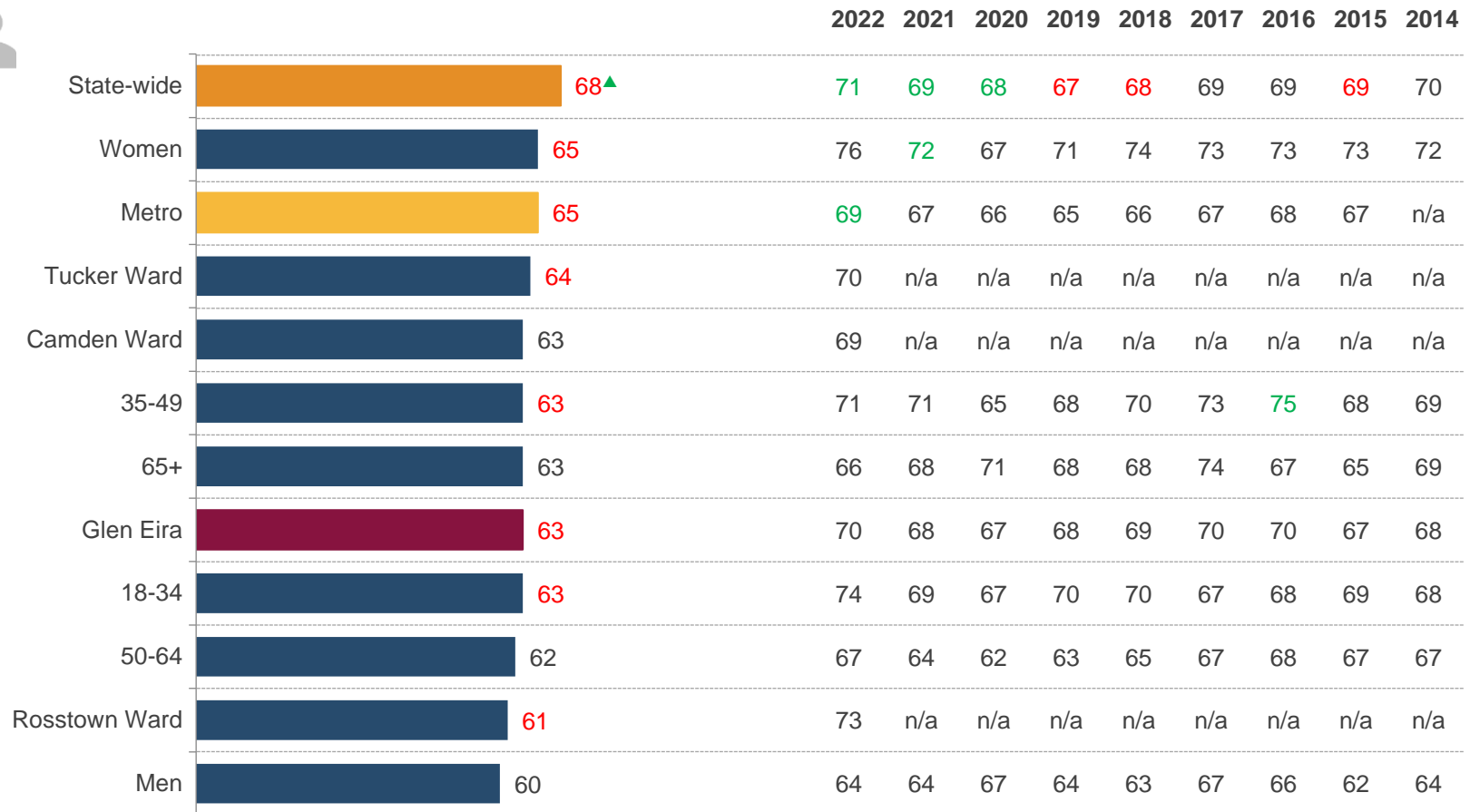




Lobbying on behalf of the community importance



2023 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: 8

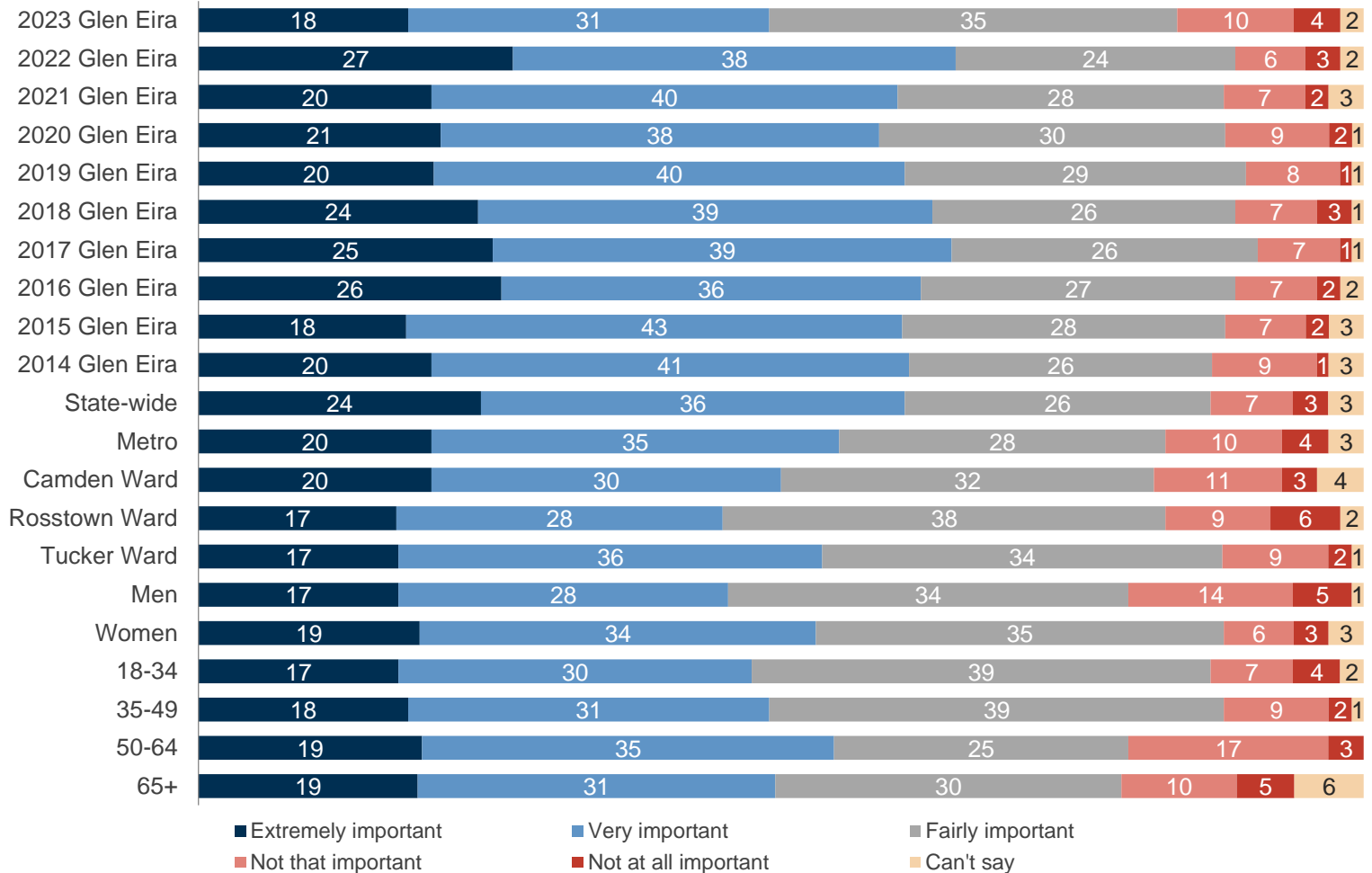
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2023 lobbying importance (%)





Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	59	60	57	56	60	54	49	50	58	56
Rosstown Ward	58	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	57	58	59	60	61	59	54	53	60	55
35-49	56	56	55	52	55	50	50	51	53	60
Glen Eira	56	57	56	55	57	54	52	51	57	57
Tucker Ward	56	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	55	58	57	58	60	55	58	51	61	55
Camden Ward	55	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	55	54	51	46	47	51	46	47	53	55
Men	53	54	55	55	52	55	55	52	57	57
Metro	53▼	55	56	57	57	56	56	56	58	n/a
State-wide	51▼	53	55	53	54	54	54	53	55	56

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 51 Councils asked group: 13

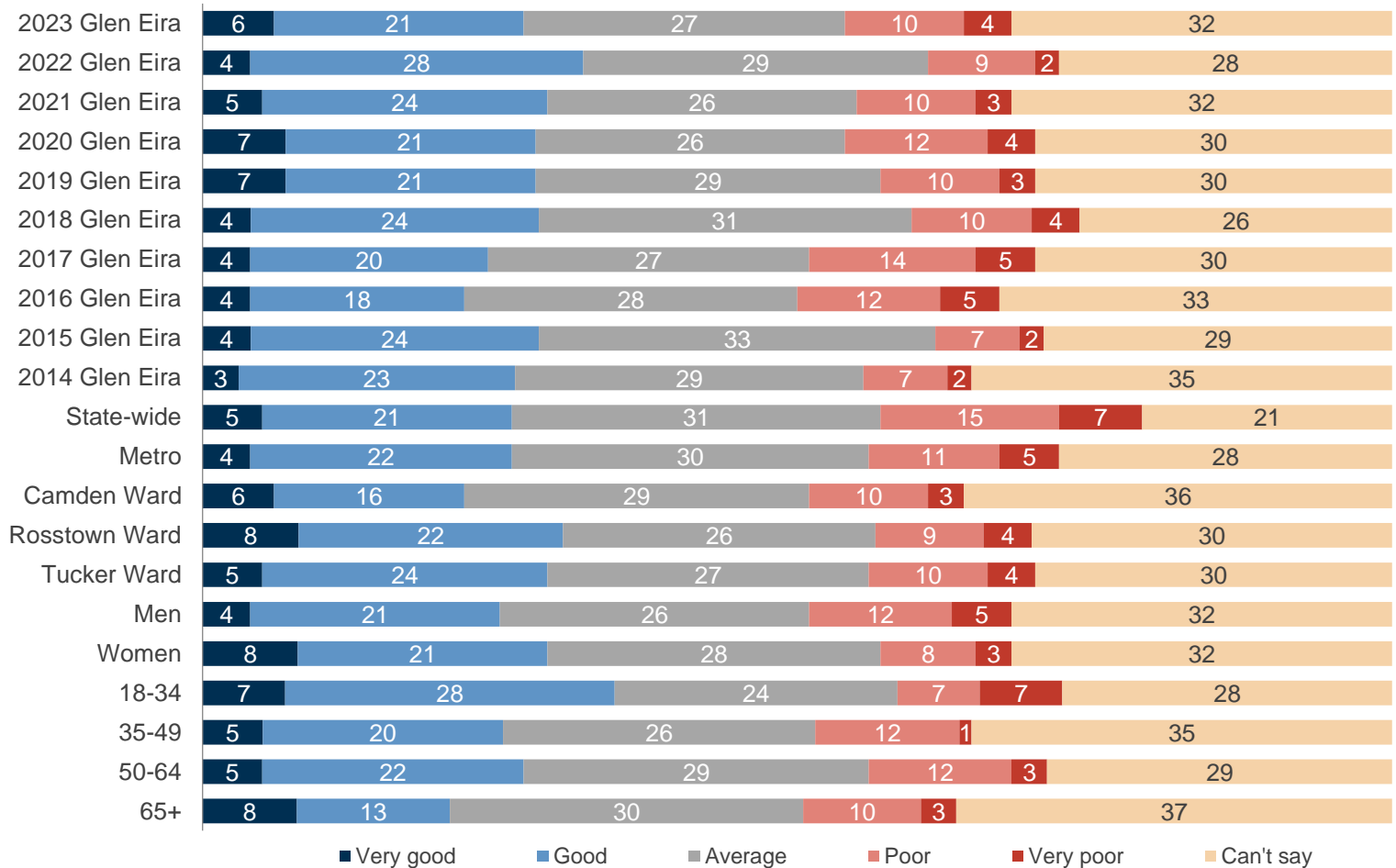
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)



Decisions made in the interest of the community importance



2023 community decisions made importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	81	78	82	83	80	82	82	82	81	76
50-64	80	83	80	77	79	78	80	77	77	82
Women	80	84	86	80	80	82	83	82	82	82
State-wide	80	81	81	80	80	80	79	80	80	79
Camden Ward	79	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	79	81	82	80	80	79	81	80	79	79
Metro	79	80	80	79	78	79	79	79	80	n/a
Rosstown Ward	79	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	78	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	78	79	81	79	76	79	78	76	77
65+	77	80	83	79	79	80	80	83	77	79
18-34	77	84	83	80	81	77	81	79	80	80

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

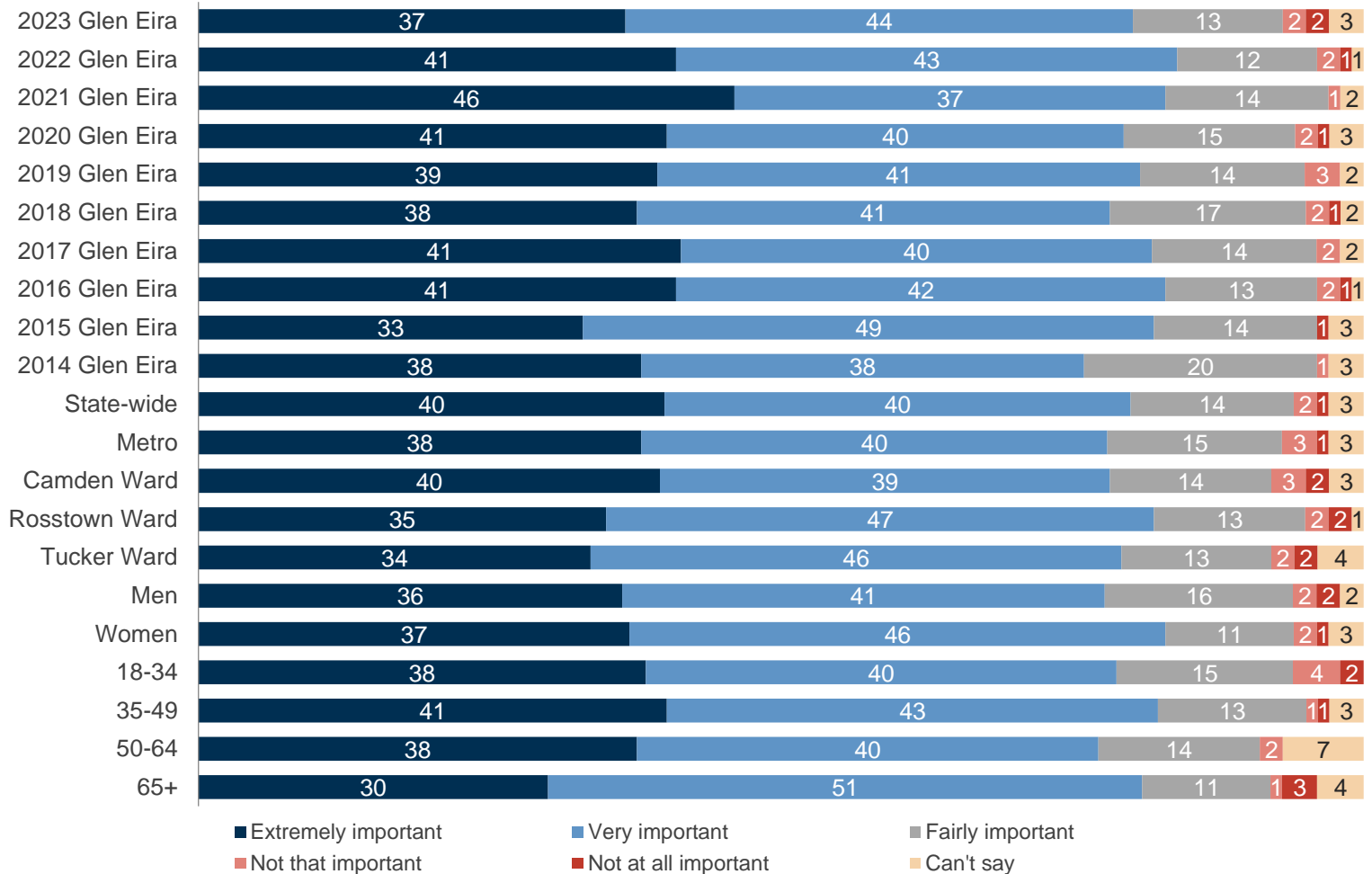
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

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

Decisions made in the interest of the community importance



2023 community decisions made importance (%)



Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	60	62	59	59	63	55	52	55	59	61
65+	60	59	58	60	62	47	60	56	61	59
Rosstown Ward	60	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	59	68	60	64	64	61	60	55	60	63
Tucker Ward	58	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	57	62	59	58	61	55	55	54	60	61
35-49	57	61	60	56	61	54	50	54	59	65
Metro	55	59	61	59	60	58	58	59	59	n/a
Men	54	62	59	57	58	55	59	52	60	60
Camden Ward	53	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	52	53	58	49	52	52	51	48	56	54
State-wide	51▼	54	56	53	55	54	54	54	55	57

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

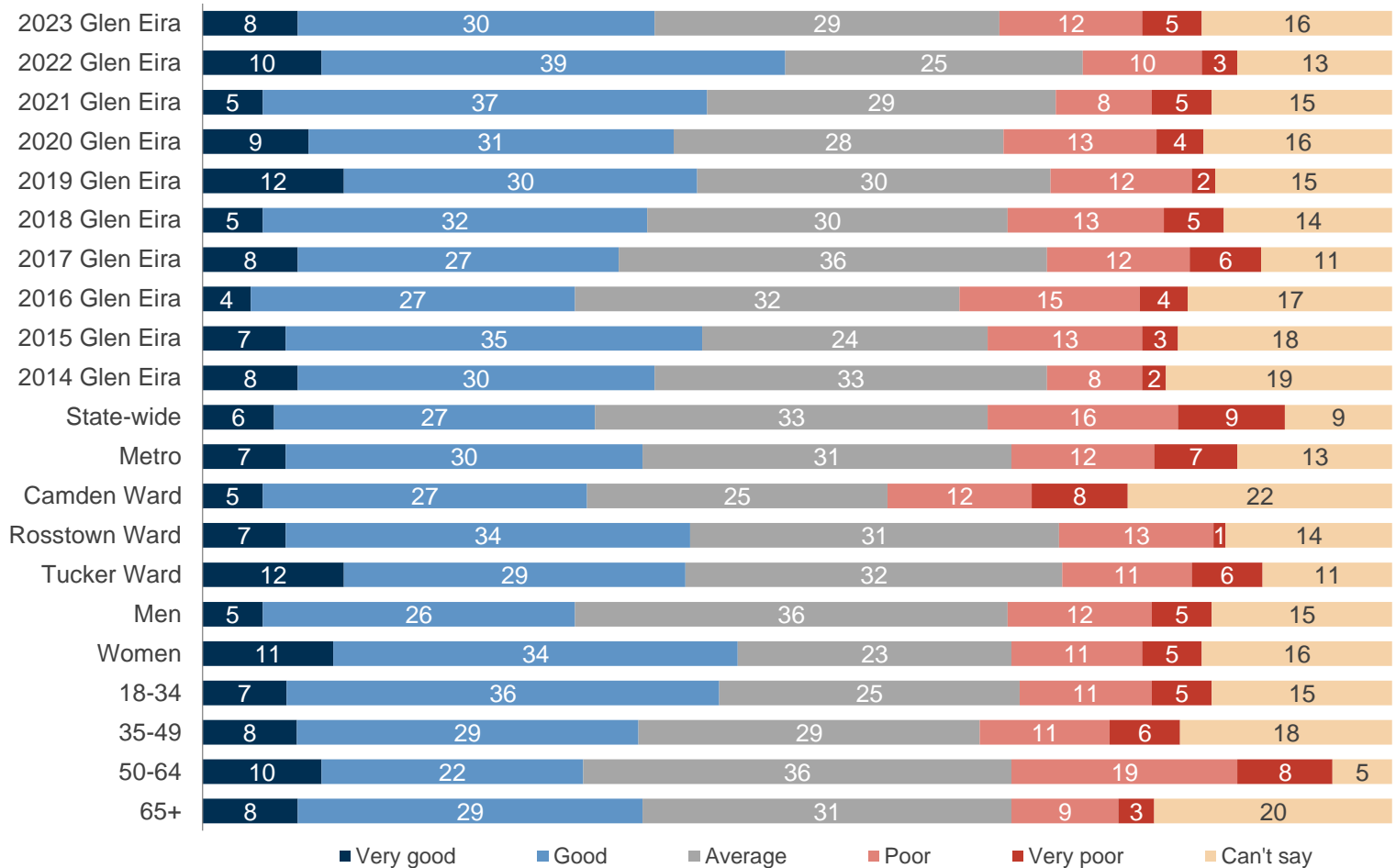
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



The condition of sealed local roads in your area importance



2023 sealed local roads importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	82▲	81	79	79	79	80	78	78	76	77
50-64	81	75	77	78	76	79	76	79	75	75
65+	80	76	81	76	77	80	79	81	77	74
Camden Ward	79	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	79	80	78	77	77	78	77	76	75	n/a
Men	78	77	75	76	73	75	77	76	71	75
Tucker Ward	78	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	77	78	76	76	75	75	78	79	72	75
Women	77	79	78	76	78	76	78	81	74	74
18-34	75	77	72	76	72	71	78	78	68	72
35-49	75	81	77	76	78	75	77	78	72	77
Rosstown Ward	74	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

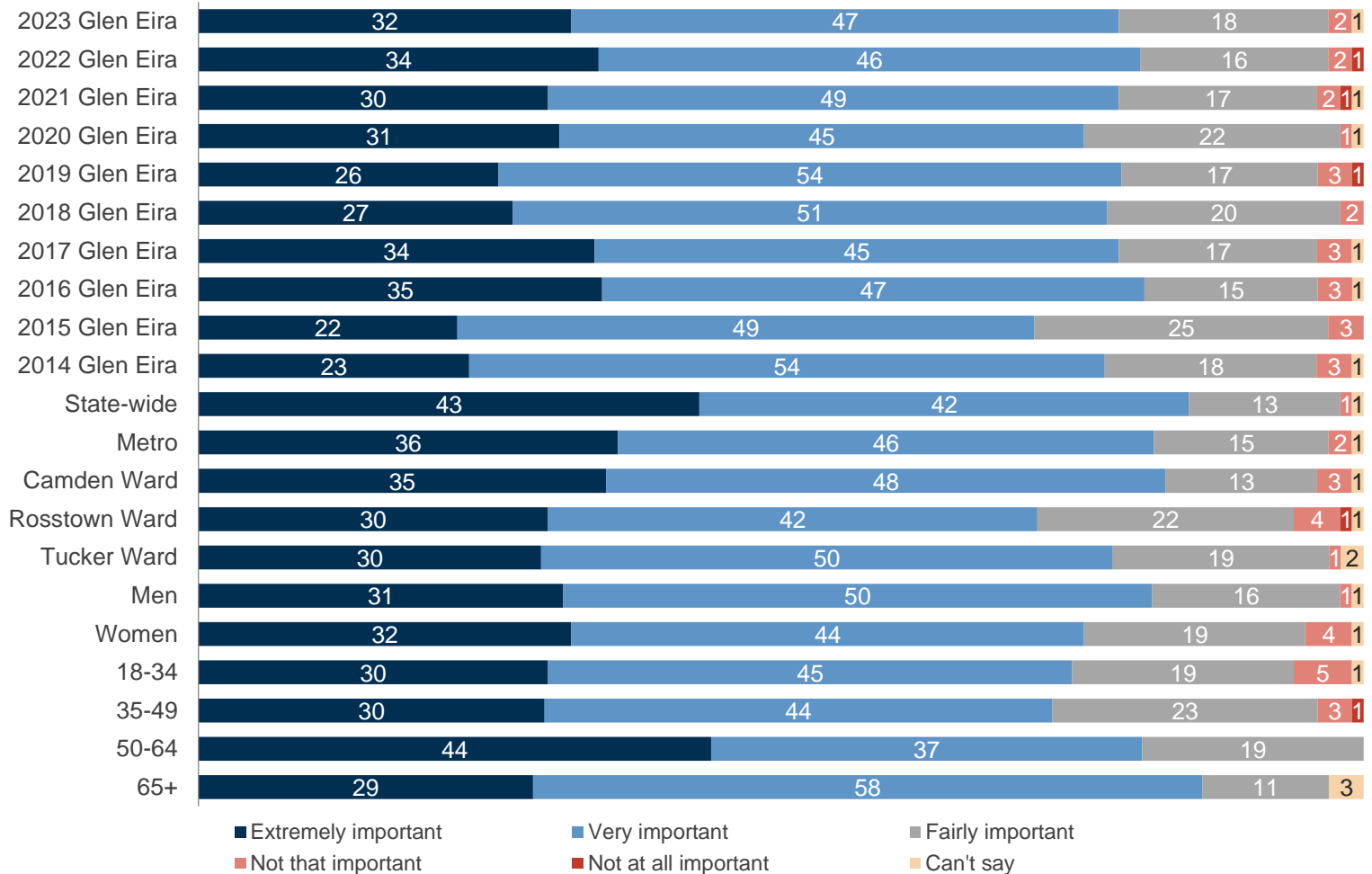
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8

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

The condition of sealed local roads in your area importance



2023 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Tucker Ward	70	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	69	69	69	67	72	72	68	72	73	72
Rosstown Ward	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	68	69	69	72	70	68	68	69	75	70
Glen Eira	67	69	70	73	70	70	67	69	74	70
18-34	66	74	70	82	70	72	68	68	81	68
65+	66	65	71	69	70	67	66	68	72	72
Women	66	69	70	73	71	72	67	69	73	69
50-64	64	67	68	68	68	68	68	67	67	68
Camden Ward	63	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	61▼	65	68	67	69	68	66	67	69	n/a
State-wide	48▼	53	57	54	56	53	53	54	55	55

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

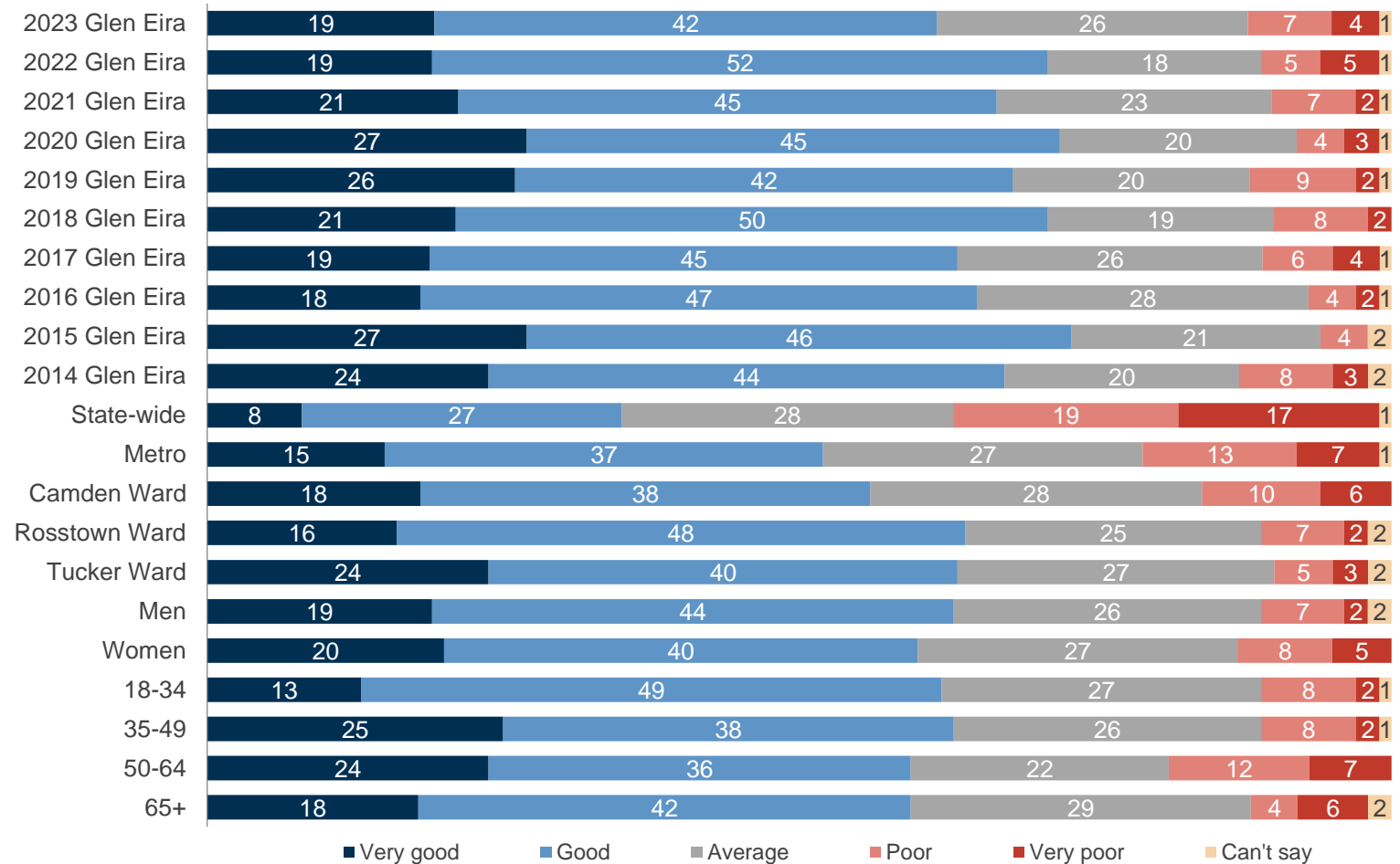
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)

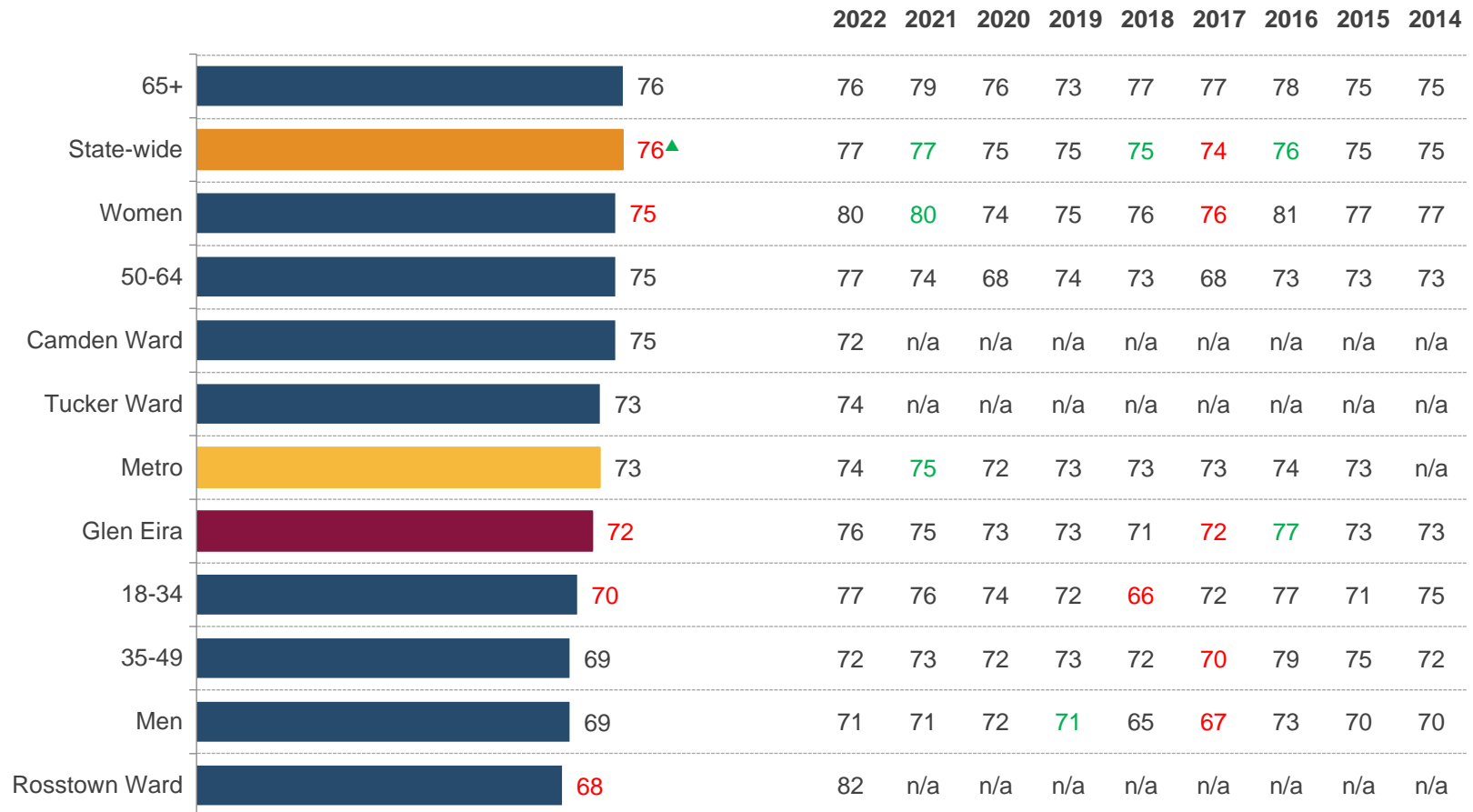




Informing the community importance



2023 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: 9

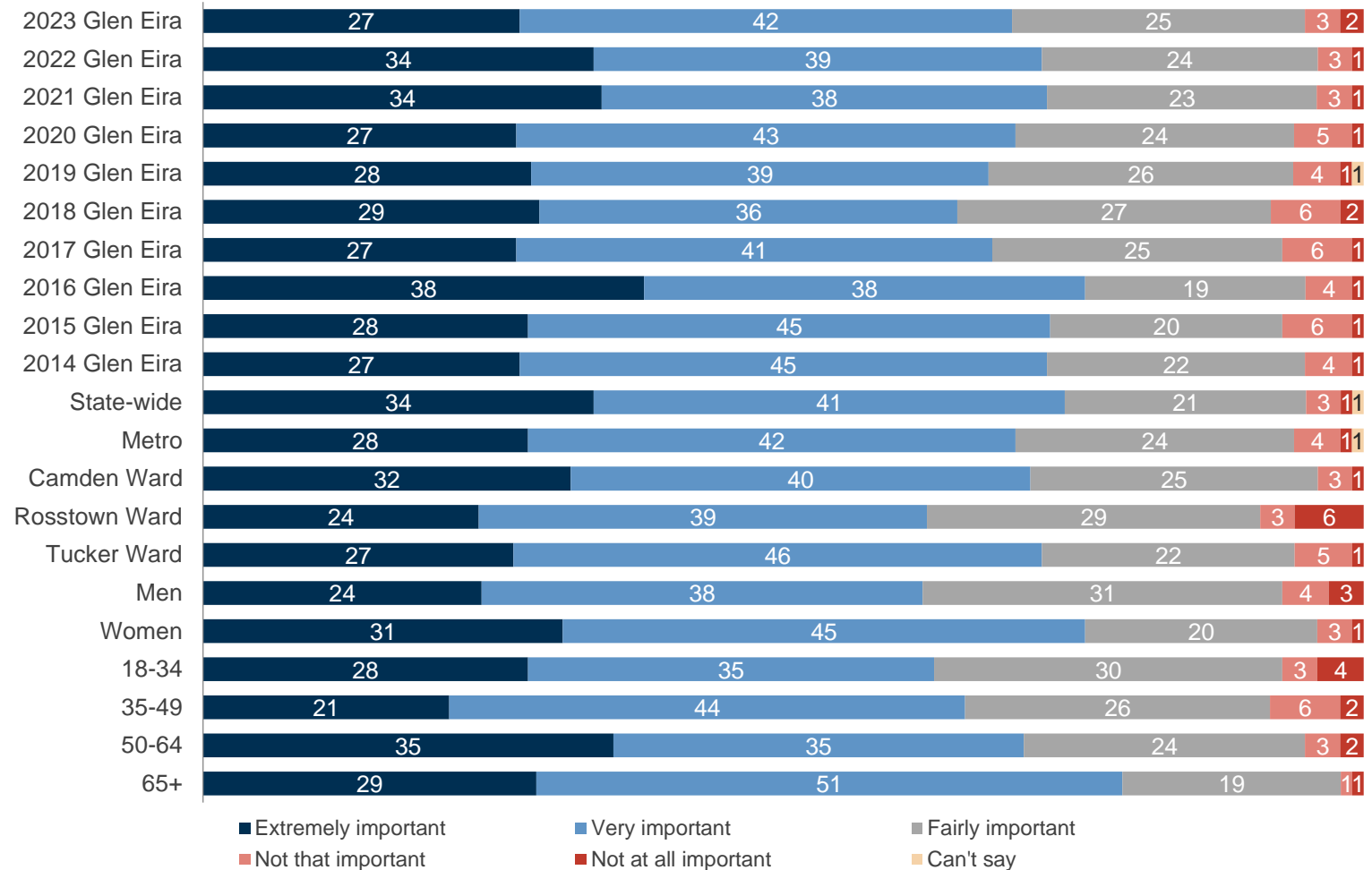
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2023 informing community importance (%)





Informing the community performance



2023 informing community performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	66	64	65	64	66	59	59	60	67	66
Rosstown Ward	66	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	67	63	63	66	59	61	61	66	63
Glen Eira	62	66	64	63	64	59	61	59	65	62
18-34	62	69	62	63	63	60	60	55	63	58
65+	62	66	66	67	67	55	67	63	67	64
Camden Ward	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	61	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	64	64	64	61	58	61	56	64	62
Metro	60	62	62	62	62	61	61	63	64	n/a
50-64	58	60	61	57	58	58	57	58	62	62
State-wide	57▼	59	60	59	60	59	59	59	61	62

Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 12

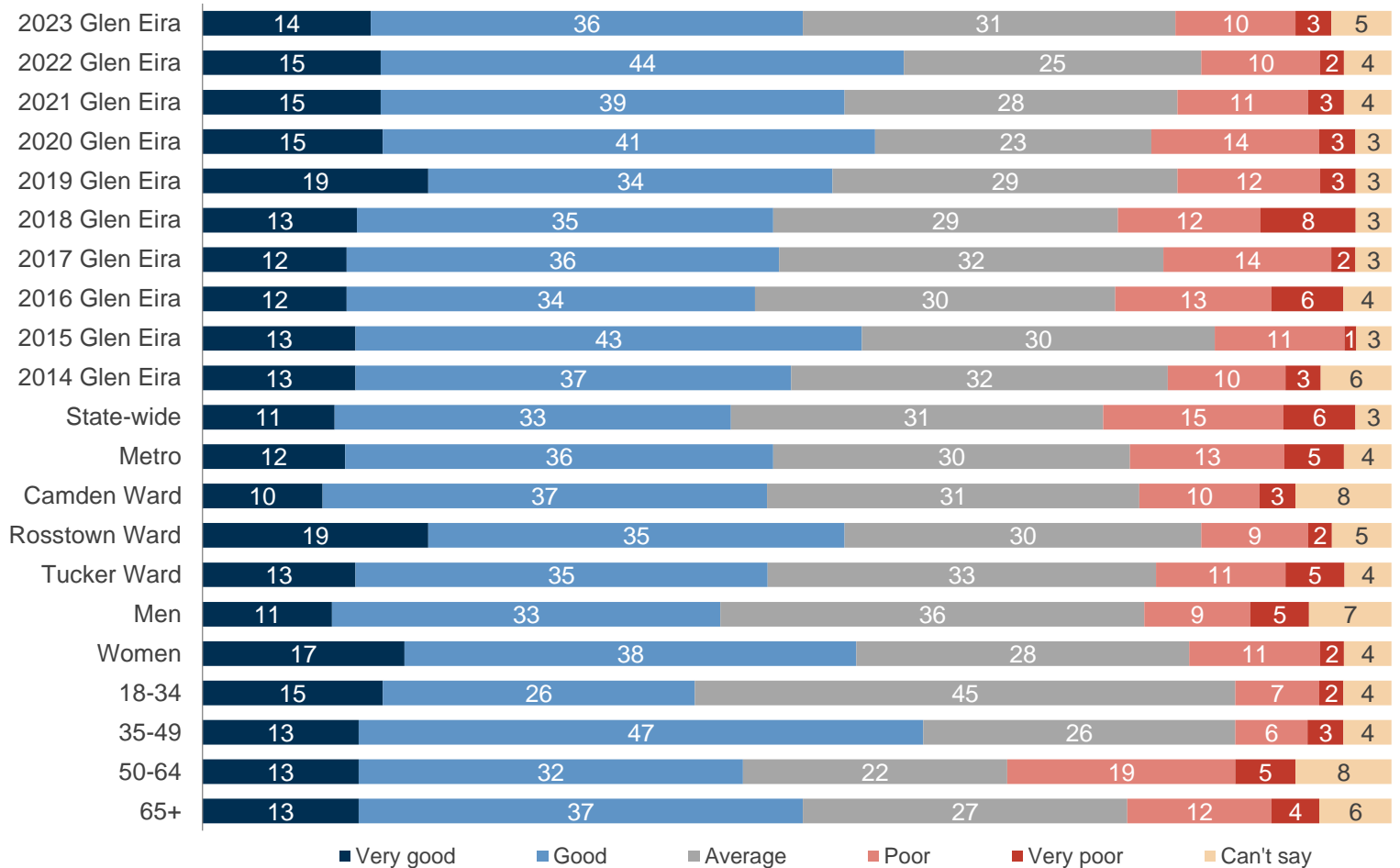
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2023 informing community performance (%)



The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Camden Ward	82	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	81▲	81	80	78	78	79	78	78	77	n/a
State-wide	81▲	81	79	78	77	78	77	77	77	77
Women	80	80	81	79	77	79	81	82	77	79
65+	80	82	81	78	77	83	84	83	79	77
50-64	79	81	82	80	78	82	78	78	81	79
35-49	79	81	80	76	77	78	80	82	77	78
Glen Eira	79	79	79	78	76	79	78	80	76	77
Men	78	77	76	77	74	79	76	77	75	75
18-34	77	74	74	79	72	75	74	76	71	74
Rosstown Ward	77	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

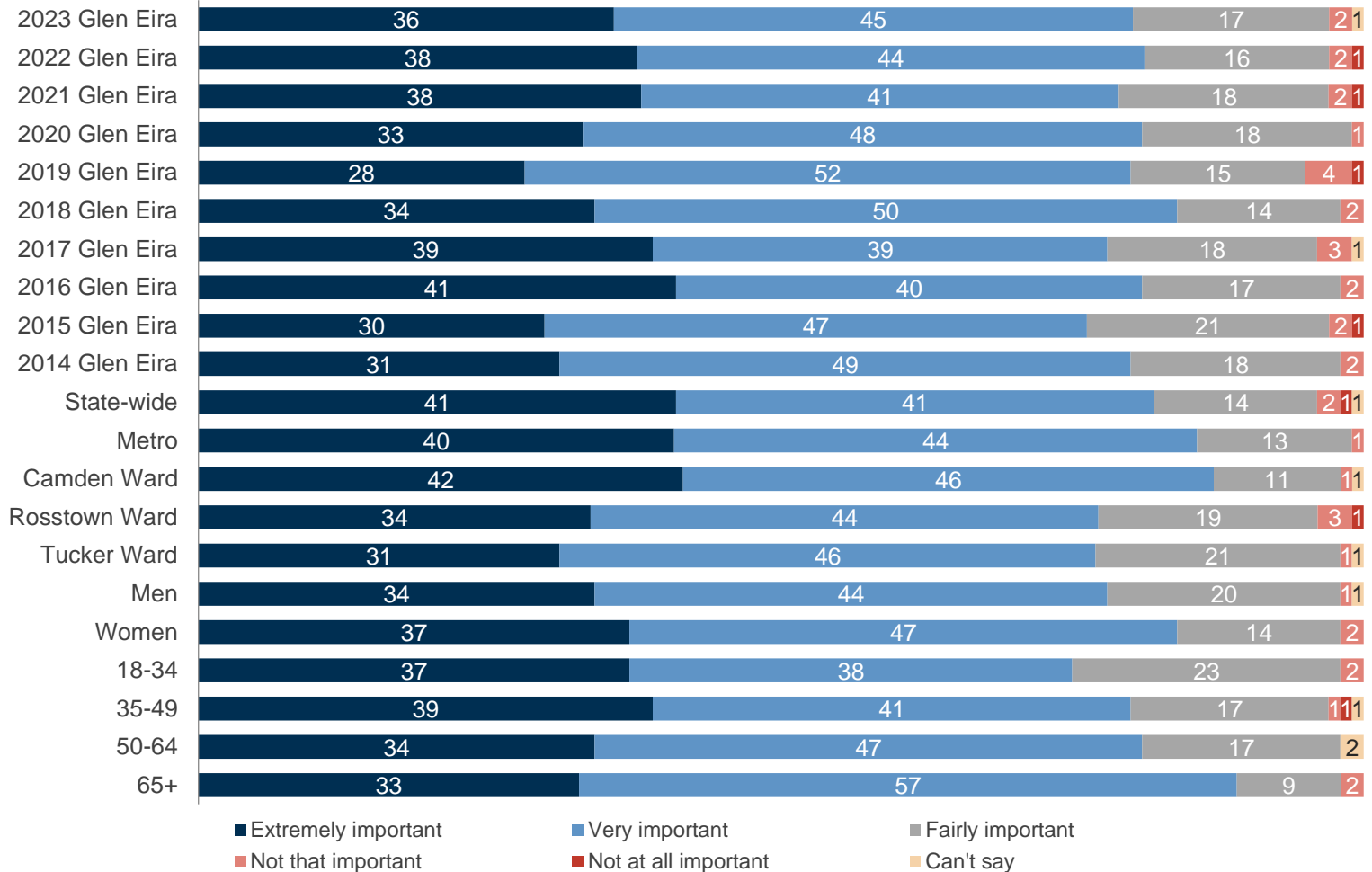
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

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

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Tucker Ward	69▲	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	68	67	65	67	69	68	68	71	68	75
Rosstown Ward	67	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	67	67	70	67	65	68	67	68	70
18-34	64	72	71	78	73	68	68	71	74	70
Glen Eira	64	66	66	70	69	66	66	68	67	69
Women	62	65	66	70	70	66	63	68	66	69
65+	62	60	64	65	64	61	60	63	64	66
50-64	60	59	62	65	66	64	64	63	59	63
Metro	57▼	63	65	64	65	64	62	63	64	n/a
Camden Ward	57▼	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	52▼	57	59	58	59	58	57	57	58	58

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

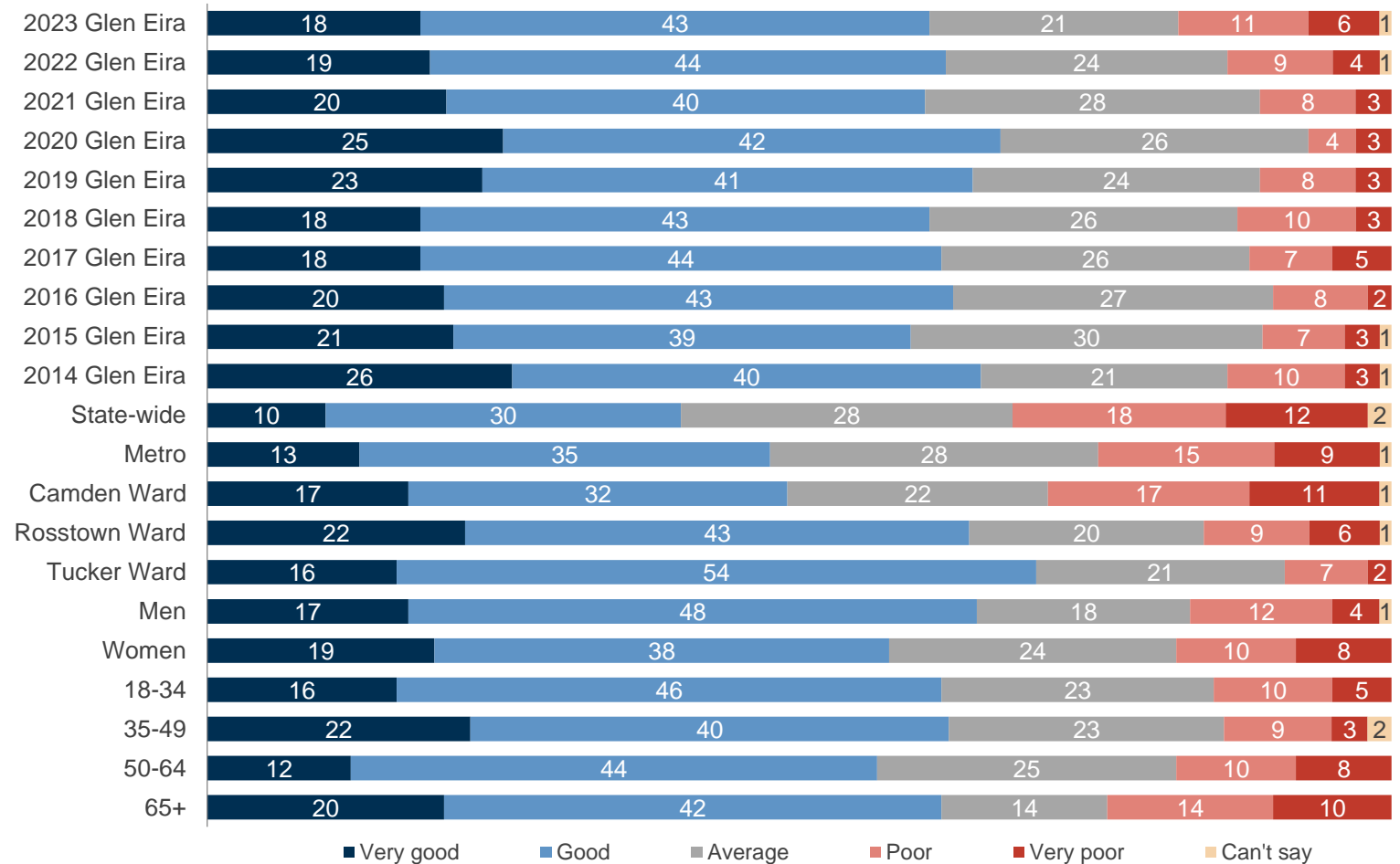
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8

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

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (%)





Traffic management importance



2023 traffic management importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	76▲	n/a	75	76	75	77	78	77	76	74
50-64	75	n/a	74	71	75	77	74	78	73	74
Tucker Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74▲	73	73	73	73	74	72	72	71	70
Women	74	n/a	74	72	77	77	79	76	75	75
Metro	73	74	74	73	75	76	76	75	74	n/a
Camden Ward	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	71	n/a	72	70	74	74	76	77	73	70
35-49	71	n/a	71	69	71	74	76	77	74	69
Men	69	n/a	70	69	70	70	73	77	71	65
Rosstown Ward	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	67	n/a	70	68	75	69	77	75	70	67

Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 9 Councils asked group: 6

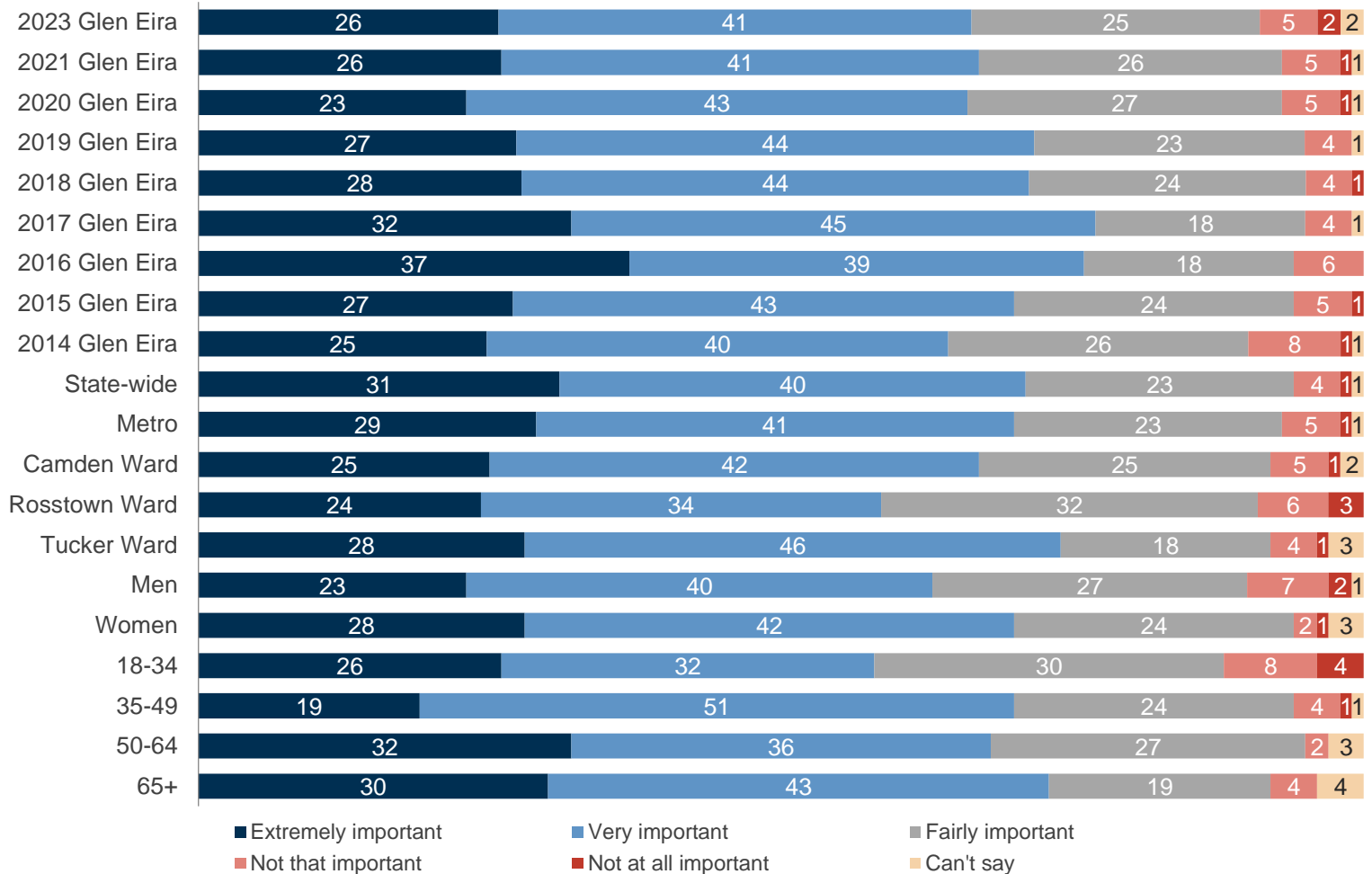
Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2023 traffic management importance (%)





Traffic management performance



2023 traffic management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	63	n/a	62	58	63	60	56	54	54	64
Rosstown Ward	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	62	n/a	62	60	58	60	56	56	58	63
Tucker Ward	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	61	n/a	62	62	59	60	59	55	59	61
50-64	61	n/a	59	62	54	57	56	53	57	59
65+	60	n/a	61	62	61	57	61	58	62	61
Men	59	n/a	62	65	60	60	61	53	60	59
18-34	59	n/a	64	67	58	63	61	54	62	60
Camden Ward	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	55▼	58	59	58	58	57	59	59	60	60
Metro	55▼	58	59	59	58	57	56	56	57	n/a

Q2. How has Council performed on 'Traffic management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 10

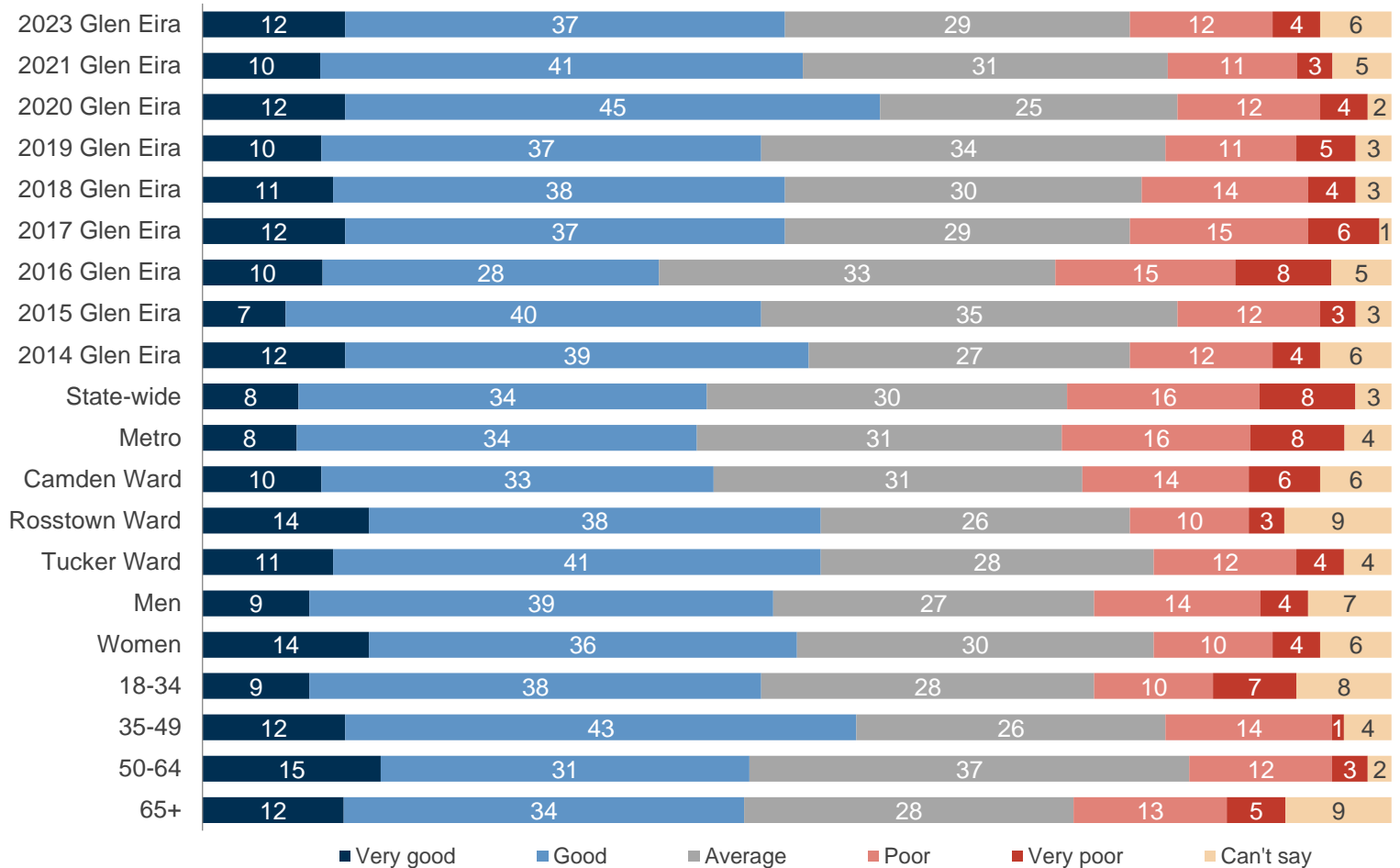
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2023 traffic management performance (%)





Parking facilities importance



2023 parking importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Camden Ward	72▲	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	72▲	74	74	73	77	75	78	77	75	77
65+	70	76	78	78	77	82	79	79	77	77
State-wide	70▲	72	72	71	71	71	70	70	70	70
Metro	70▲	72	72	71	73	73	73	72	72	n/a
35-49	68	70	69	71	73	73	71	72	71	71
Glen Eira	67	71	72	71	74	73	74	74	70	72
50-64	67	73	73	71	75	77	76	73	73	71
Rosstown Ward	66	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	65	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	68	69	66	71	66	73	73	61	69
Men	63	68	70	69	69	71	69	71	64	66

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6

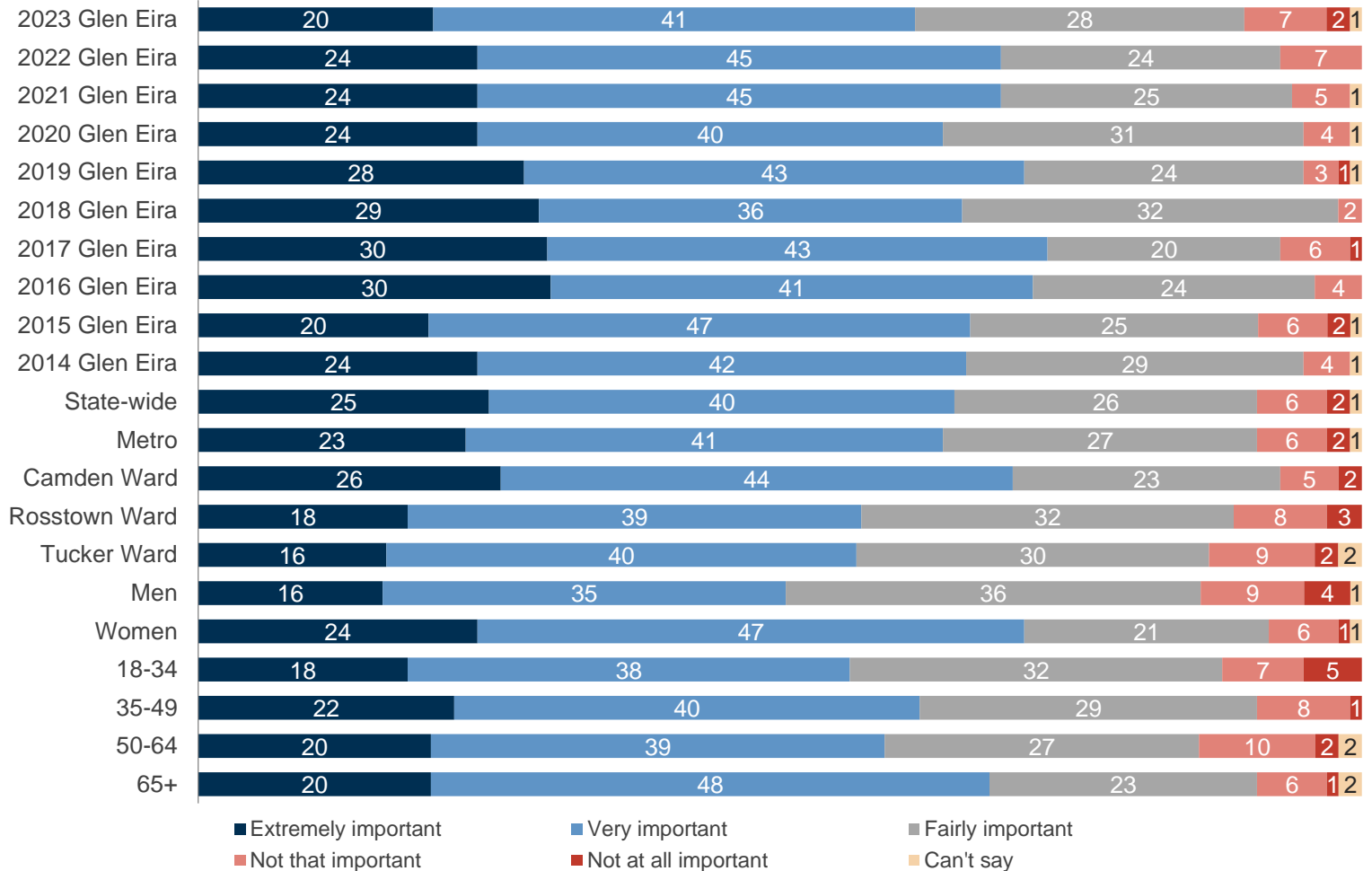
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2023 parking importance (%)





Parking facilities performance



2023 parking performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Rosstown Ward	61	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	62	58	59	59	55	57	60	60	63
18-34	61	68	61	64	52	64	55	49	67	61
Men	60	60	58	61	54	56	60	52	61	60
Glen Eira	59	61	58	59	54	56	55	52	61	60
Tucker Ward	59	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	62	58	57	54	56	50	53	61	61
50-64	58	52	57	56	51	53	52	51	55	55
Camden Ward	58	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	56	55	54	55	53	47	54	50	57	61
State-wide	55▼	57	58	55	56	56	55	56	57	57
Metro	54▼	58	58	56	55	55	53	54	55	n/a

Q2. How has Council performed on 'Parking facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

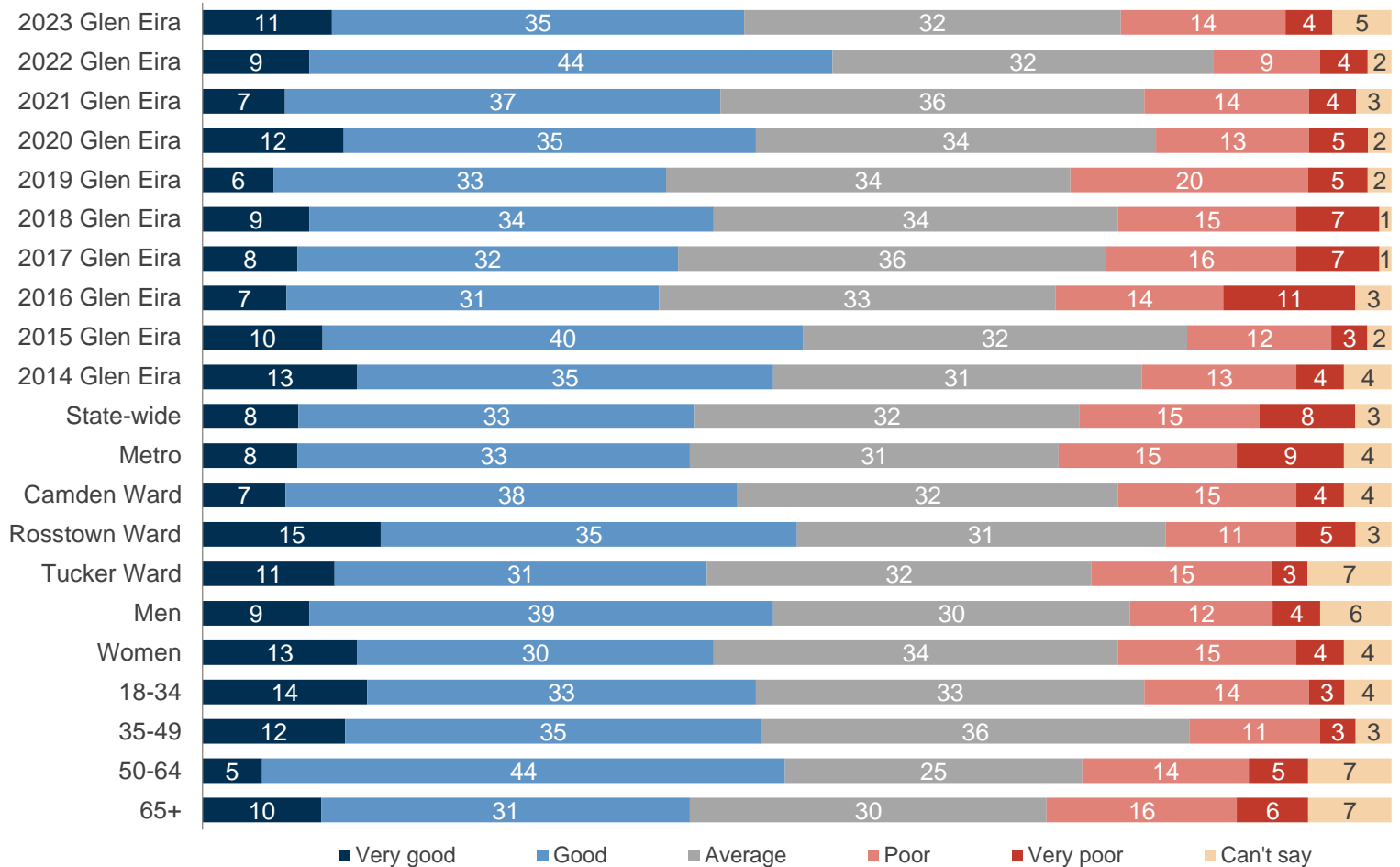
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2023 parking performance (%)

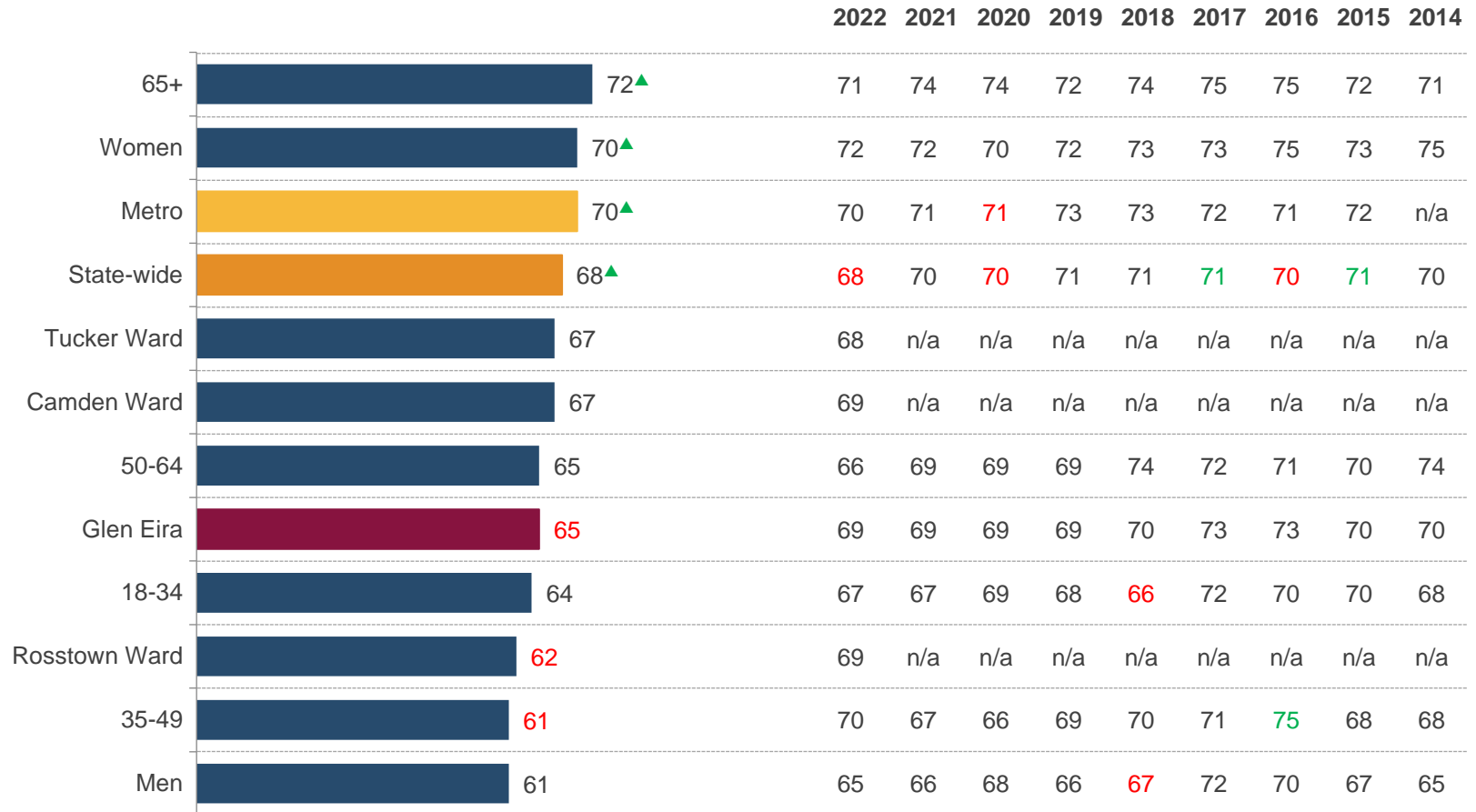




Enforcement of local laws importance



2023 law enforcement importance (index scores)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

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

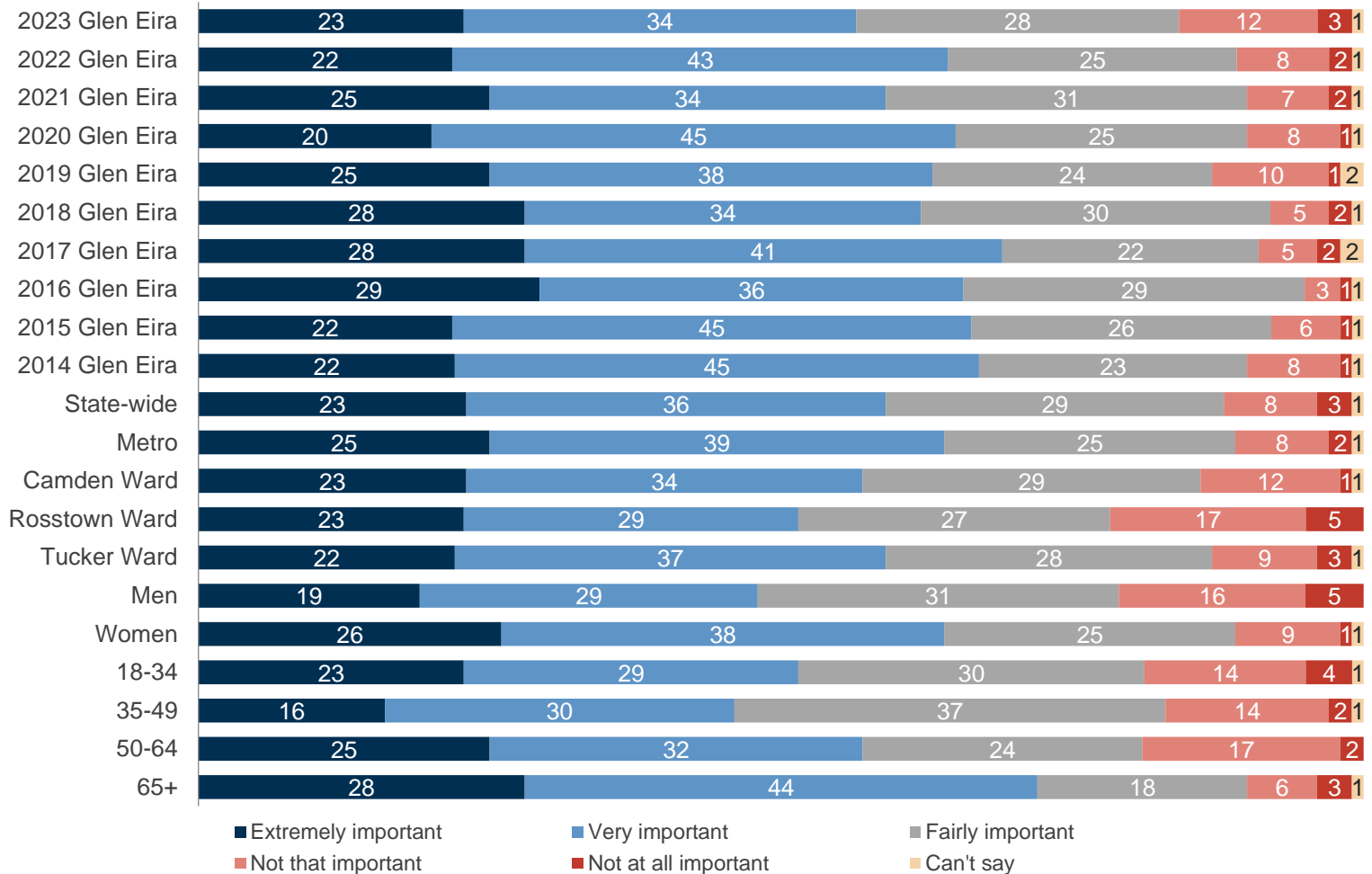
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2023 law enforcement importance (%)





Enforcement of local laws performance



2023 law enforcement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Tucker Ward	69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	68	65	67	67	63	59	65	63	66	64
35-49	67	70	65	66	66	63	63	60	66	70
Women	67	70	67	68	69	68	66	66	69	68
18-34	67	71	68	73	73	72	68	65	74	69
Glen Eira	66	68	66	68	67	65	64	63	69	67
Men	65	66	65	68	65	63	63	59	70	66
Camden Ward	65	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rosstown Ward	64	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	62▼	65	66	65	64	64	64	64	66	n/a
State-wide	61▼	63	64	63	64	64	64	63	66	66
50-64	60	62	62	61	62	63	61	63	66	64

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

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

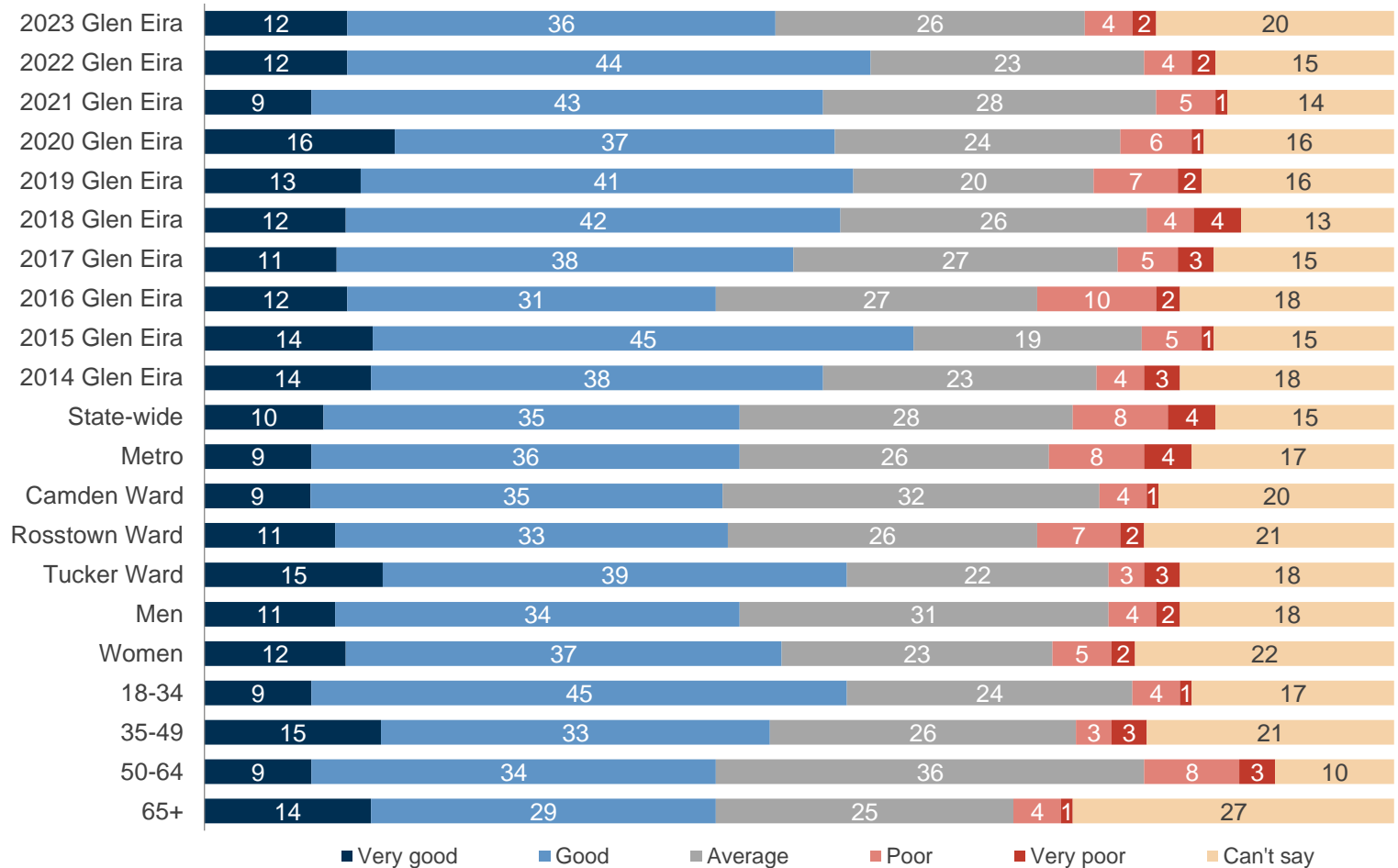
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2023 law enforcement performance (%)





Family support services importance



2023 family support importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	75	79	79	74	76	80	77	78	77	78
State-wide	75▲	76	76	75	74	74	73	73	73	72
Metro	75▲	76	76	75	75	75	73	73	72	n/a
Tucker Ward	74	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Camden Ward	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	73	73	72	68	66	73	73	68	70	70
35-49	73	75	72	75	72	77	72	76	68	72
65+	73	73	74	74	71	69	74	73	73	73
Glen Eira	72	74	74	73	72	73	74	75	73	73
18-34	71	74	76	73	77	72	76	78	78	77
Rosstown Ward	69	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	68	68	71	68	66	71	71	68	68

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5

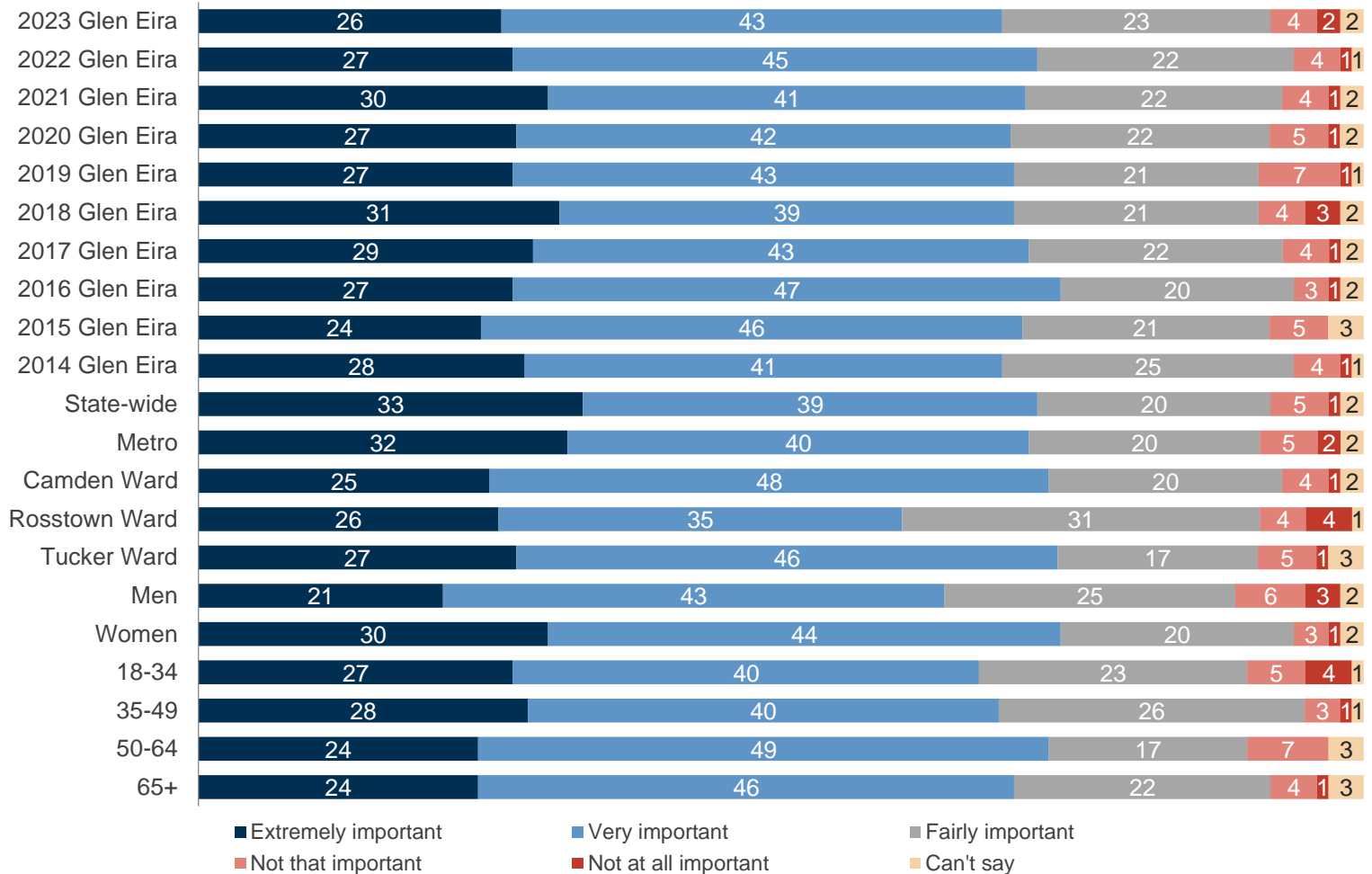
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2023 family support importance (%)





Family support services performance



2023 family support performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	68	69	65	72	72	68	64	73	69	73
35-49	68	70	66	67	67	68	67	71	67	76
Tucker Ward	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	62	64	65	63	66	64	64	64	66
65+	67	69	70	73	75	66	66	70	73	71
Rosstown Ward	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	66	67	65	70	70	67	65	70	69	72
Metro	65	66	67	69	69	68	68	69	68	n/a
Camden Ward	64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64	66	62	73	74	68	62	72	70	73
Men	64	66	65	68	67	67	66	67	69	70
State-wide	63▼	65	66	66	67	66	67	66	67	68

Q2. How has Council performed on 'Family support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

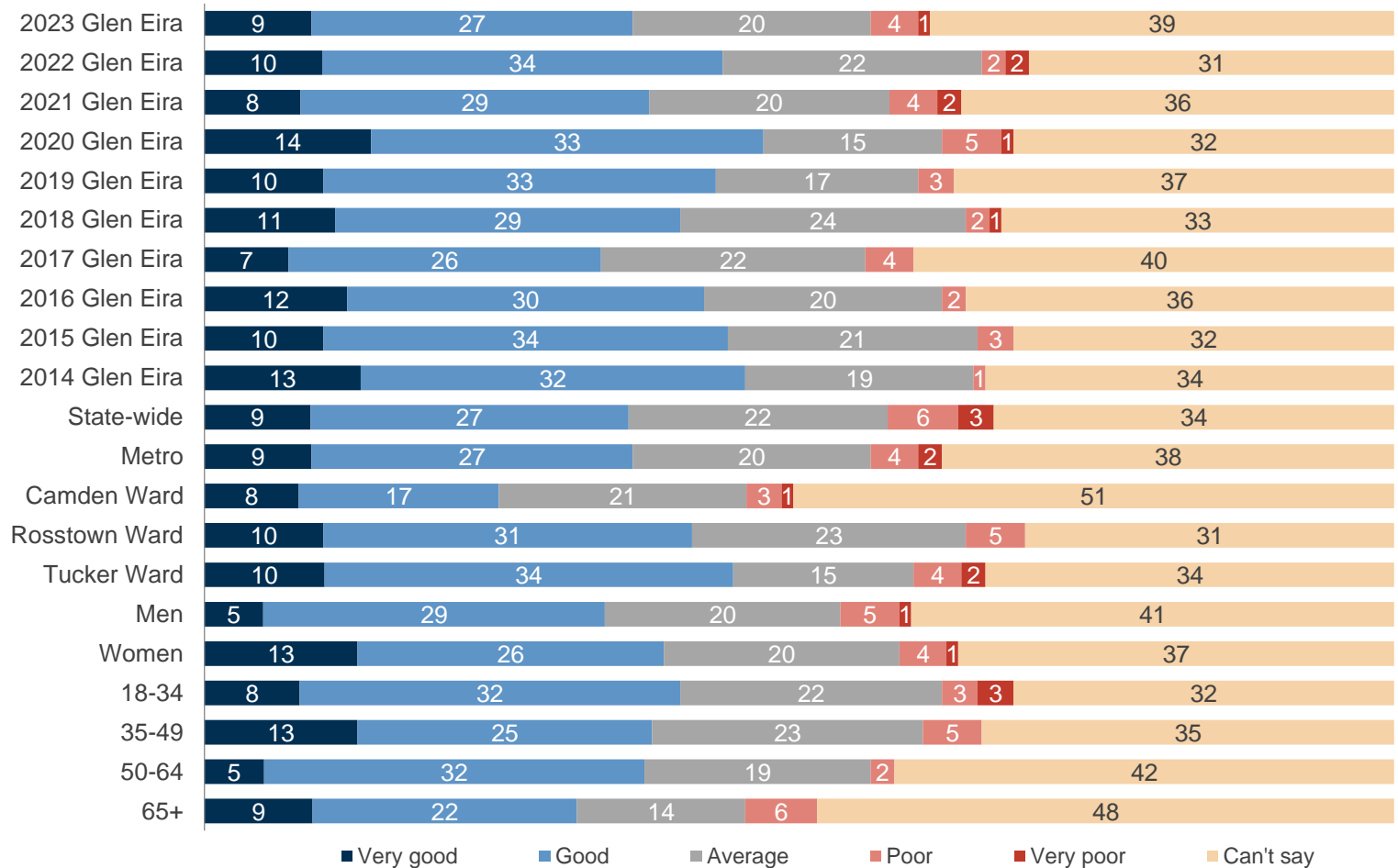
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2023 family support performance (%)





Elderly support services importance



2023 elderly support importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	80▲	82	82	80	80	79	78	78	79	79
Women	79	84	85	82	80	81	80	84	81	83
50-64	79	84	82	76	81	81	79	79	77	79
Camden Ward	79	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	78	80	81	78	79	79	77	78	78	n/a
65+	77	82	81	82	80	80	83	82	80	80
Tucker Ward	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	76	80	80	78	77	76	78	80	77	78
35-49	76	82	78	78	77	76	76	77	76	74
18-34	75	76	80	76	72	71	77	83	75	80
Men	73	76	75	74	73	71	76	77	73	73
Rosstown Ward	73	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5

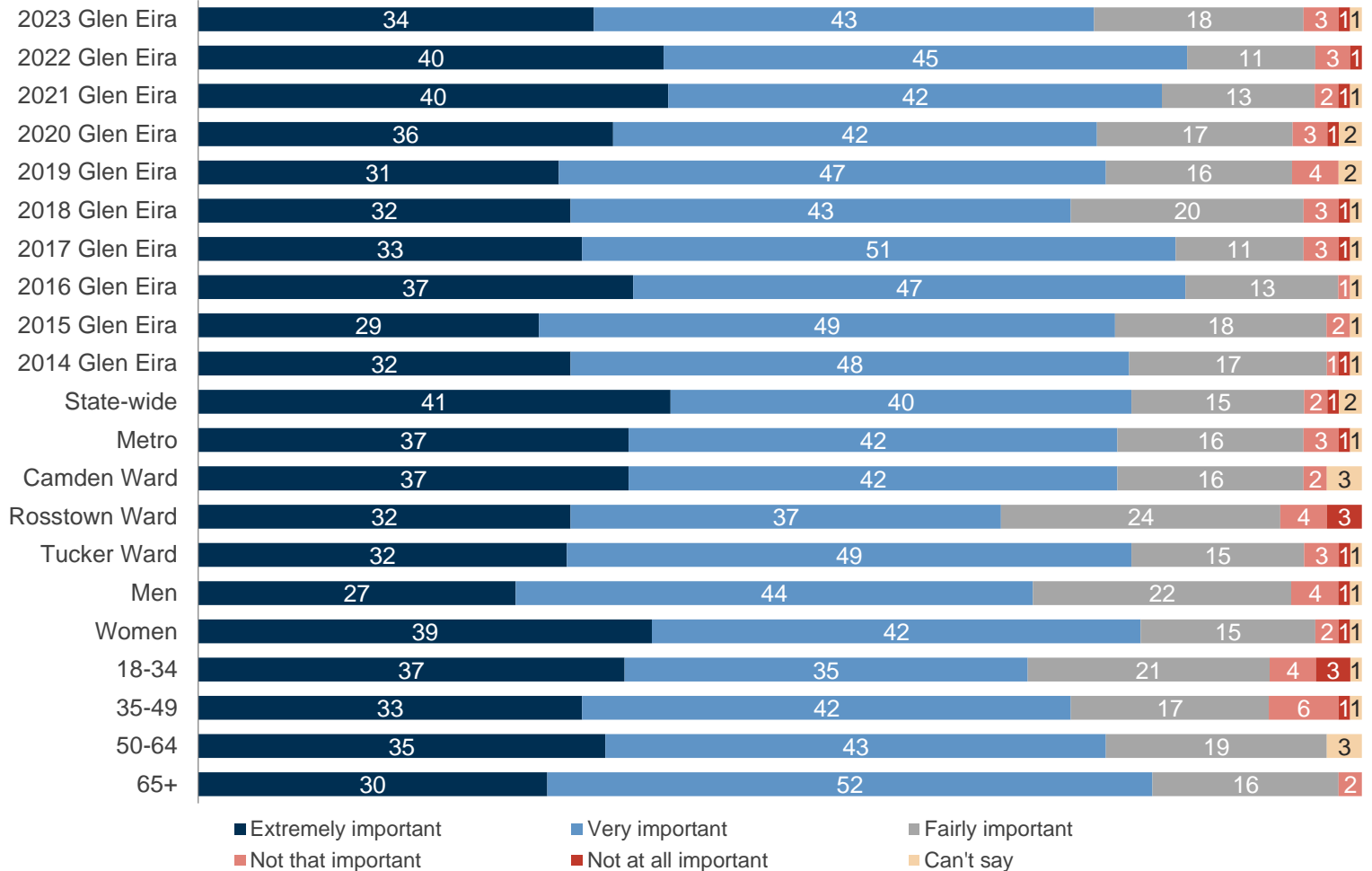
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2023 elderly support importance (%)





Elderly support services performance



2023 elderly support performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	71	70	72	75	74	64	70	72	75	75
Tucker Ward	70	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	69	67	63	67	67	67	64	70	71	74
Rosstown Ward	68	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	67	66	65	69	67	65	67	69	70	72
35-49	67	66	64	63	67	62	68	69	70	72
18-34	65	61	62	72	63	66	65	70	67	72
50-64	65	65	64	60	61	68	65	64	68	70
Men	64	65	68	71	66	64	69	68	69	71
Metro	64▼	65	66	67	67	67	67	69	69	n/a
State-wide	63▼	67	69	68	68	68	68	68	69	70
Camden Ward	63	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Elderly support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9

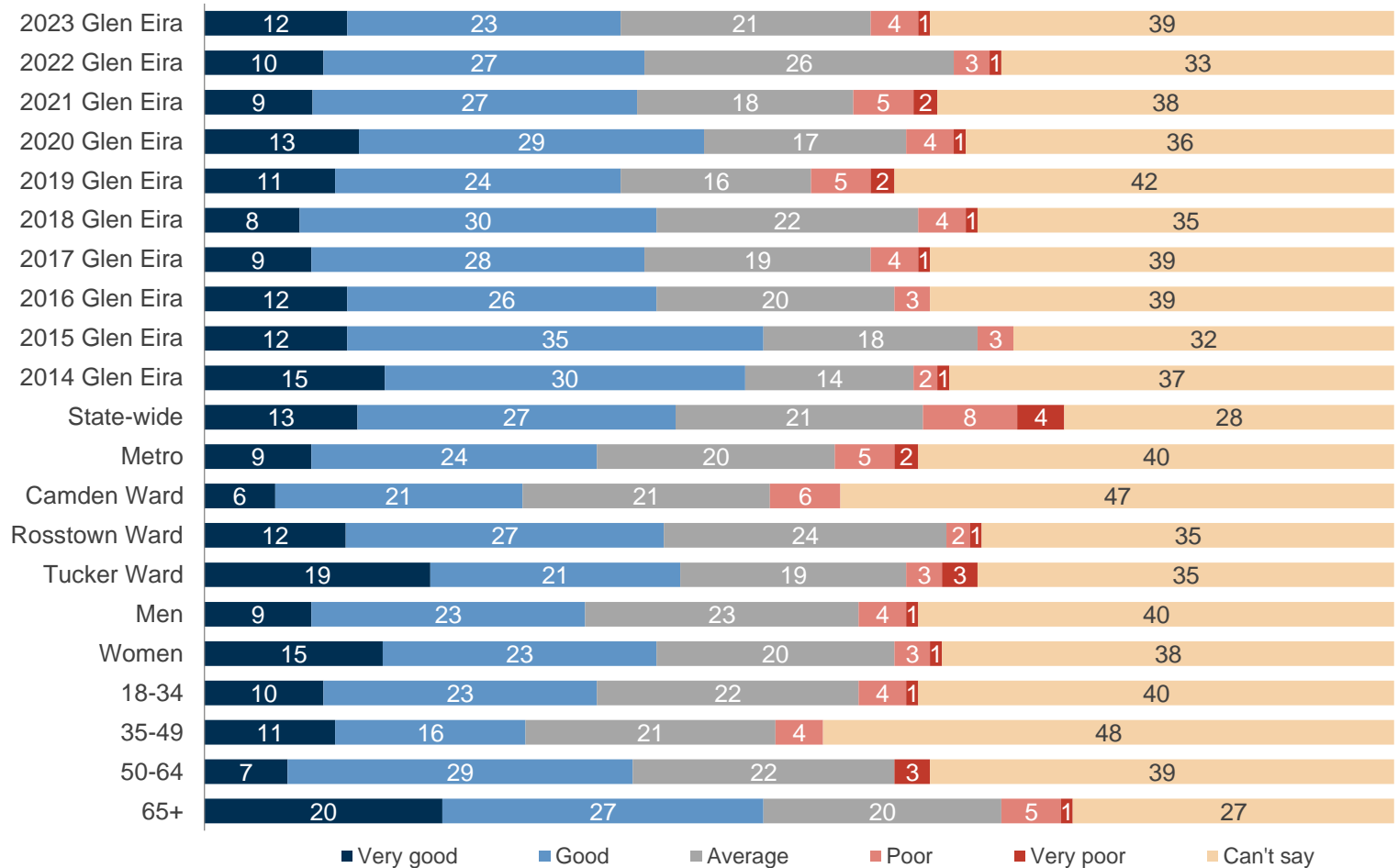
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2023 elderly support performance (%)





Disadvantaged support services importance



2023 disadvantaged support importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	76	81	82	76	74	78	75	77	77	76
50-64	76	76	74	70	71	75	71	70	73	73
18-34	76	77	81	74	72	73	73	77	77	73
Tucker Ward	75	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	75	78	75	75	73	68	71	76	70	71
Glen Eira	74	76	77	73	72	72	73	75	74	72
Metro	74	77	77	74	75	74	71	73	74	n/a
State-wide	74	77	77	74	74	72	71	73	73	72
Camden Ward	74	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rosstown Ward	74	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	72	71	71	71	70	66	70	73	70	68
65+	71	74	76	73	74	74	77	76	74	70

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

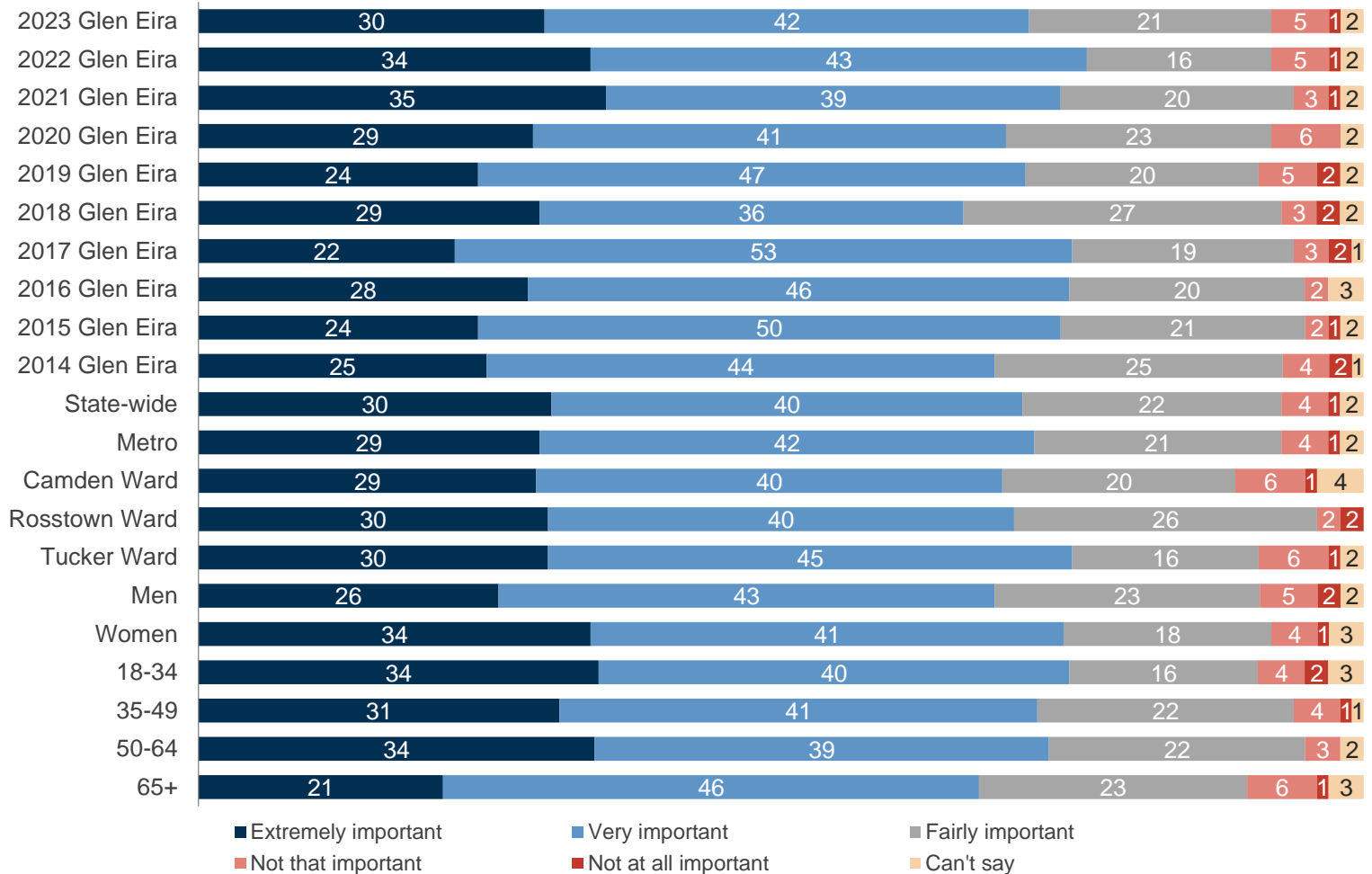
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2023 disadvantaged support importance (%)





Disadvantaged support services performance



2023 disadvantaged support performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	71▲	62	66	66	68	61	62	68	68	68
Tucker Ward	66	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	62	63	65	62	62	64	63	64	63
Glen Eira	64	62	62	63	63	62	62	63	66	66
Rosstown Ward	64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	61	61	61	64	63	59	63	67	68
50-64	61	61	61	54	55	61	56	59	62	62
Metro	61▼	63	64	62	63	61	62	62	63	n/a
35-49	61	62	64	59	61	59	63	62	64	70
18-34	61	61	60	68	64	65	64	63	67	64
Camden Ward	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	59▼	62	63	60	62	61	61	61	62	64

Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 7

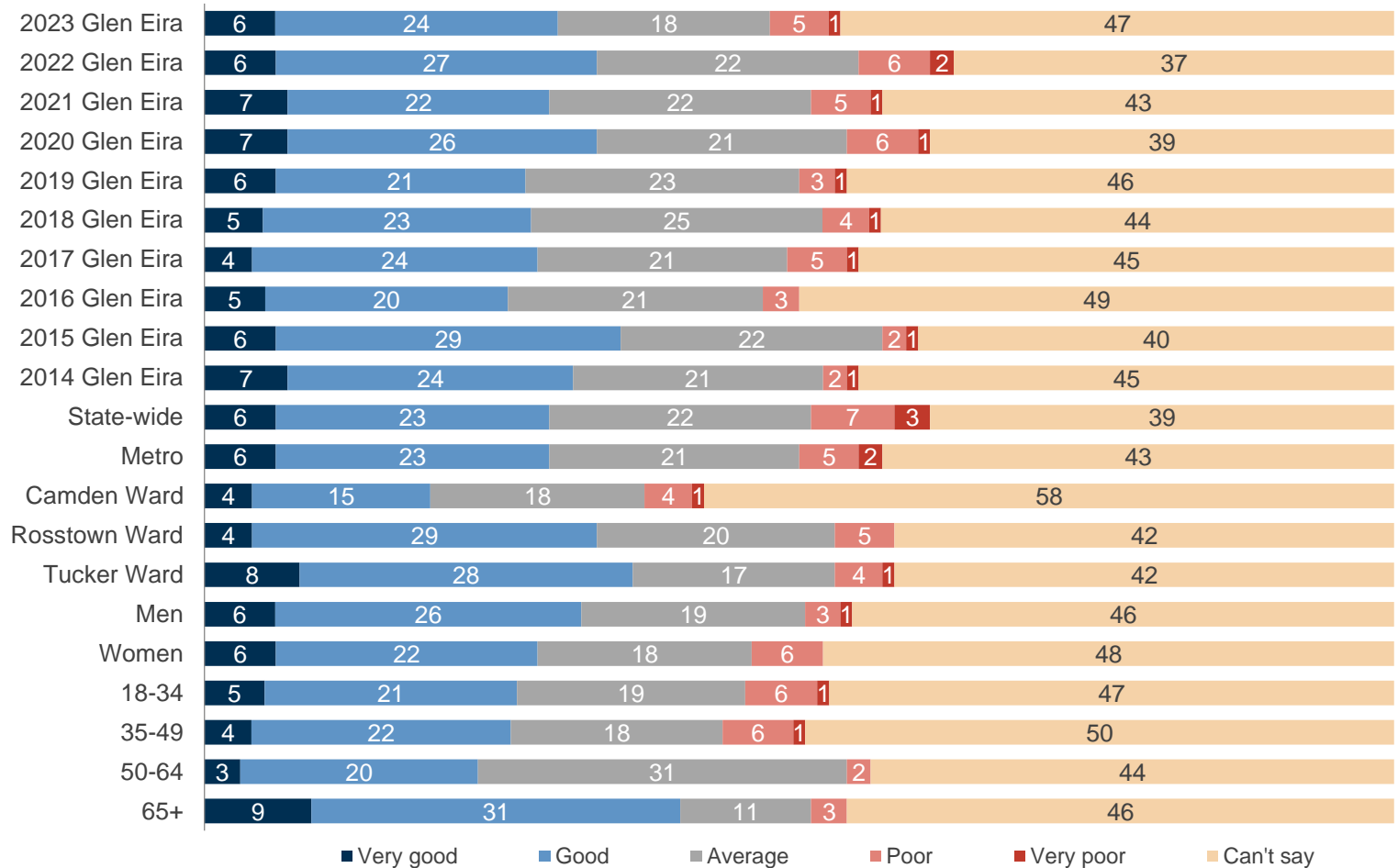
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2023 disadvantaged support performance (%)





Recreational facilities importance



2023 recreational facilities importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	78	78	77	74	75	75	75	74	73	74
35-49	78	80	78	78	75	78	79	77	76	79
Camden Ward	76	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	80	75	74	71	75	75	78	73	77
Tucker Ward	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	75	78	75	75	72	74	75	76	72	74
Metro	74	74	74	72	72	73	73	73	72	n/a
Men	73	76	75	75	73	72	74	73	70	72
State-wide	73▼	74	74	72	72	73	72	73	72	72
18-34	72	78	70	71	71	70	70	75	67	71
65+	72	76	78	75	68	73	76	76	72	74
Rosstown Ward	72	81	n/a	n/a	n/a	n/a	n/a	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: 32 Councils asked group: 10

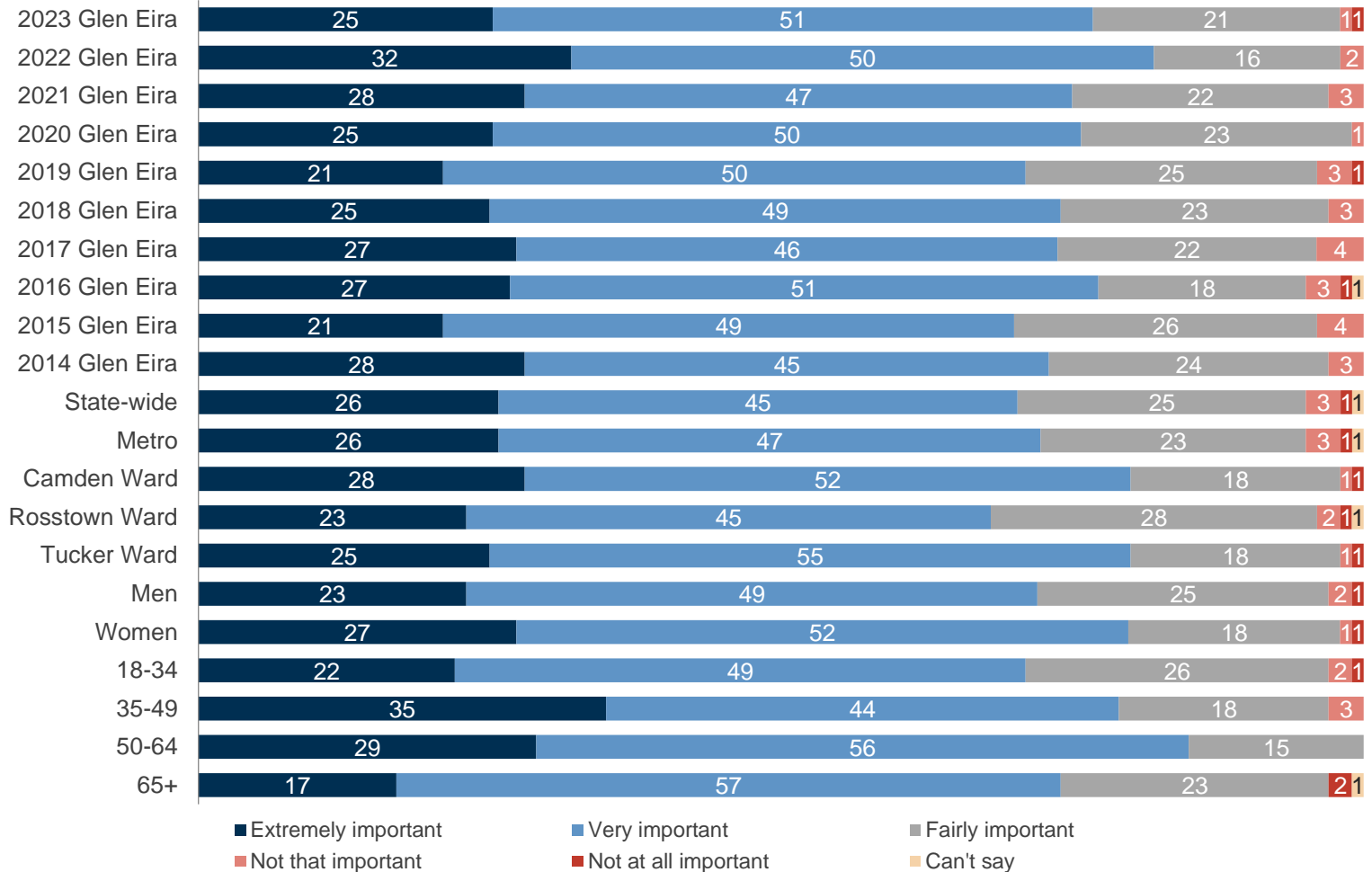
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2023 recreational facilities importance (%)





Recreational facilities performance



2023 recreational facilities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Tucker Ward	80	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	76	78	81	80	80	75	76	80	80
65+	78	76	78	80	79	77	76	75	81	77
50-64	77	75	75	76	78	77	74	78	75	80
35-49	76	78	80	79	80	76	78	80	81	84
Glen Eira	76	76	78	80	79	77	75	76	80	80
Rosstown Ward	75	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	74	76	77	81	80	77	73	73	80	79
Men	73	76	77	78	79	73	75	76	80	80
Camden Ward	72	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	72▼	73	75	74	75	74	73	73	74	n/a
State-wide	68▼	69	71	70	70	69	70	69	70	71

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

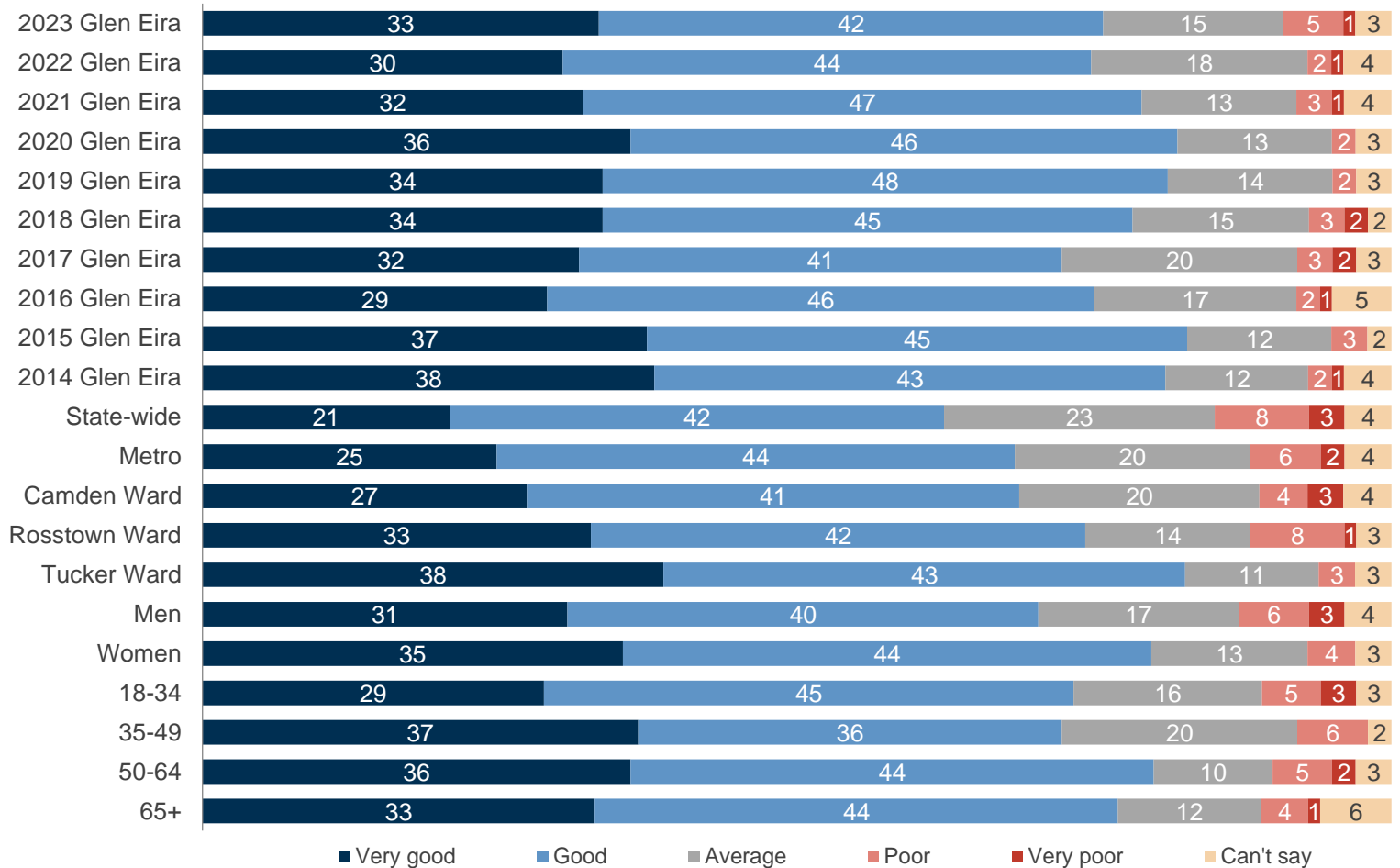
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)





The appearance of public areas importance



2023 public areas importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	76	76	79	75	73	76	75	76	76	75
Camden Ward	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	75	79	74	74	75	79	80	75	74
Metro	75	76	76	73	74	74	75	74	73	n/a
Women	75	78	78	75	75	77	76	80	75	77
State-wide	74	75	75	74	73	74	74	74	73	73
Glen Eira	74	75	76	74	72	75	75	78	73	74
Rosstown Ward	73	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	71	74	74	70	73	75	76	72	71
18-34	73	73	72	73	69	74	70	75	68	72
35-49	73	75	78	75	74	75	79	82	78	77
Tucker Ward	72	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9

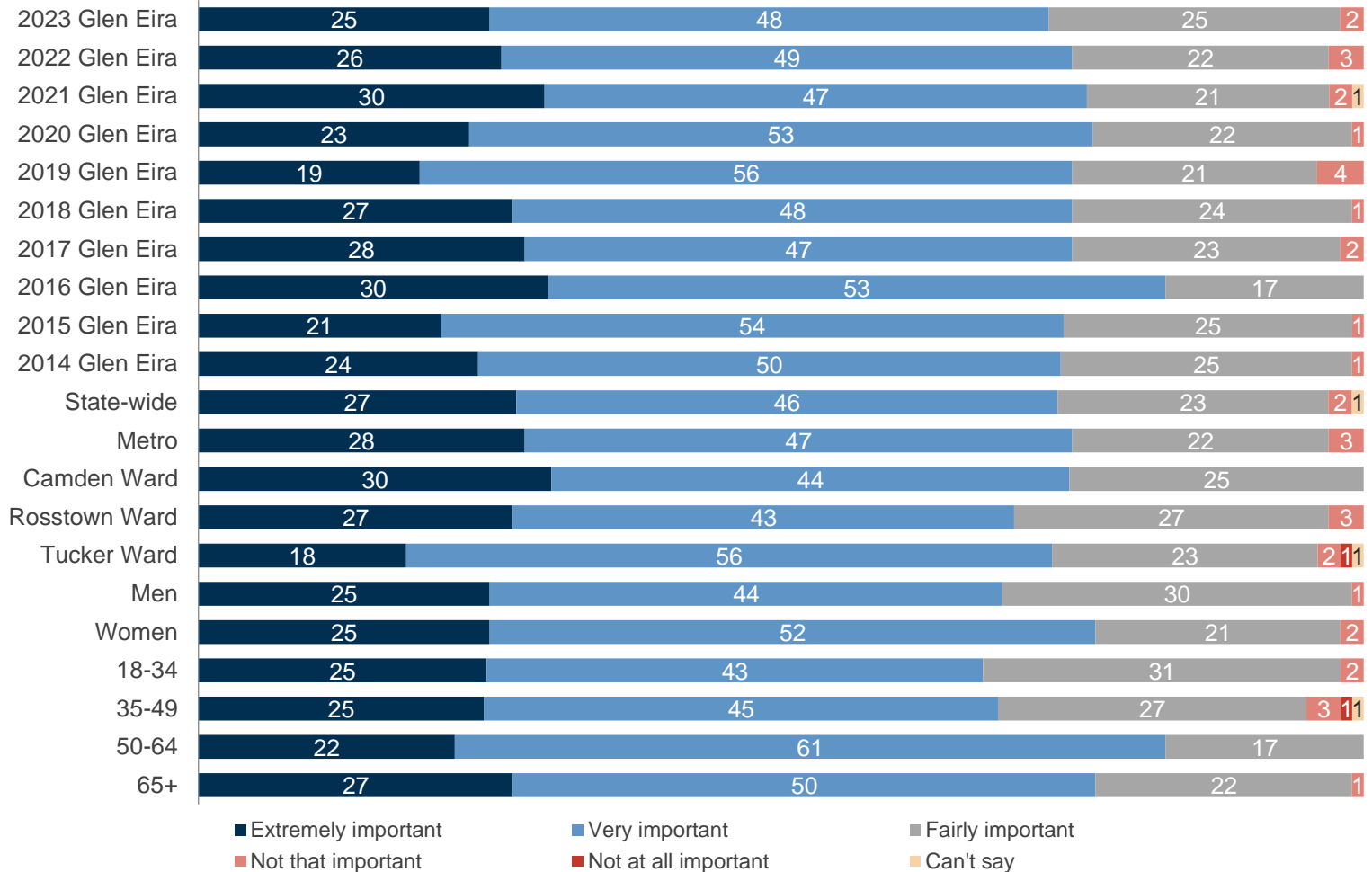
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2023 public areas importance (%)





The appearance of public areas performance



2023 public areas performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Tucker Ward	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	81	79	79	84	80	74	77	82	80
Rosstown Ward	76	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	77	79	78	82	79	74	76	79	79
Glen Eira	74	77	78	78	81	77	75	76	78	79
35-49	74	76	77	78	82	76	76	76	77	84
65+	74	74	82	80	78	75	75	76	78	77
Men	74	77	78	78	80	75	76	75	77	79
50-64	71	72	75	74	77	76	75	71	73	74
Camden Ward	70	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	68▼	72	74	73	74	73	72	72	73	n/a
State-wide	67▼	71	73	72	72	71	71	71	72	72

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 11

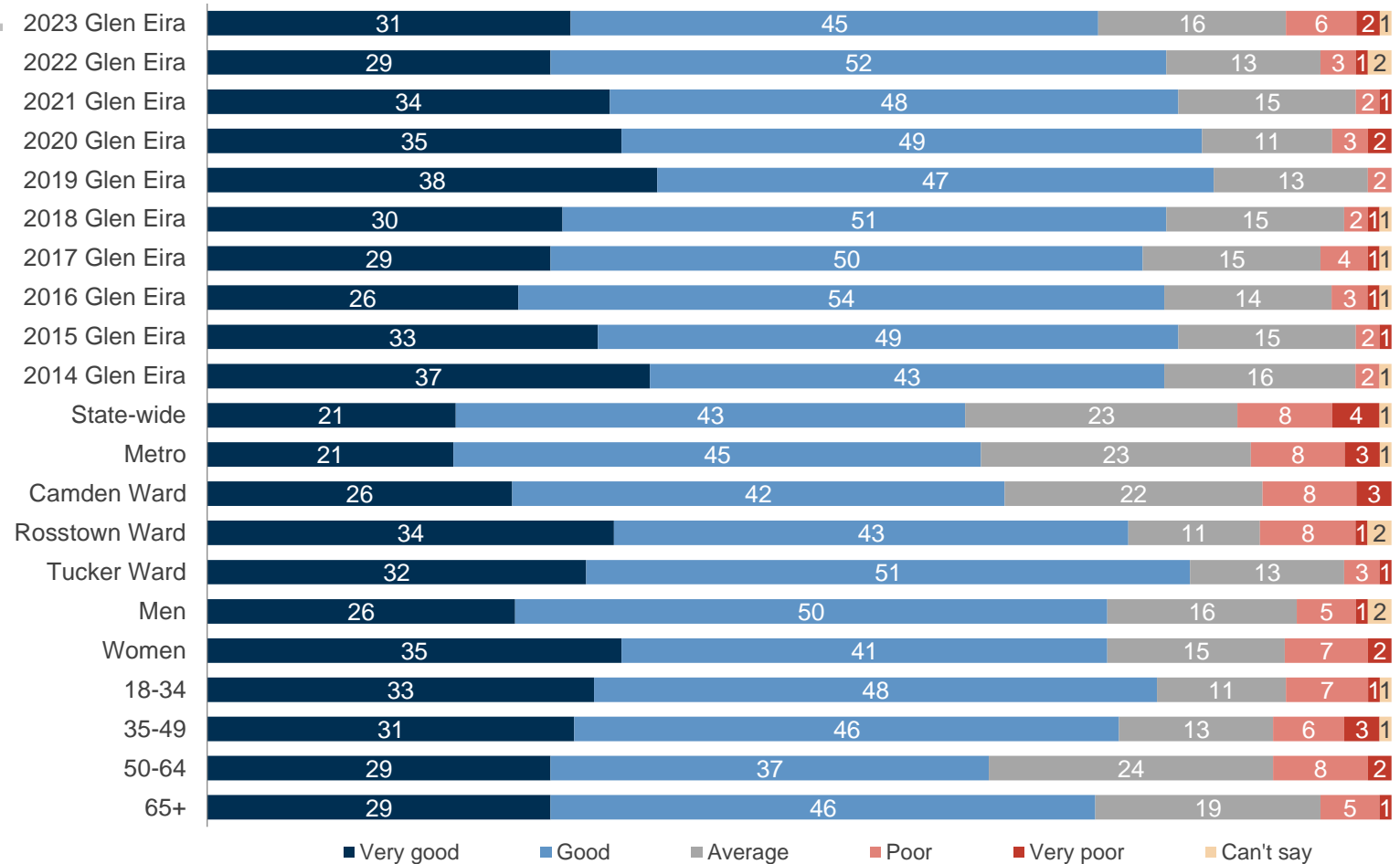
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2023 public areas performance (%)





Art centres and libraries importance



2023 art centres and libraries importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	73▲	76	75	72	70	72	72	74	73	75
65+	71	71	72	73	67	71	74	72	74	70
Rosstown Ward	70	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	70	74	71	68	64	69	68	72	65	70
Glen Eira	69	72	70	70	66	69	69	70	69	71
Tucker Ward	69	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	69	76	71	70	68	68	72	71	69	69
Camden Ward	69	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68	70	66	69	65	69	64	66	66	74
Metro	68	70	70	68	67	67	67	68	69	n/a
Men	66	69	64	67	62	65	66	65	65	67
State-wide	65▼	67	67	65	65	65	64	66	65	66

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

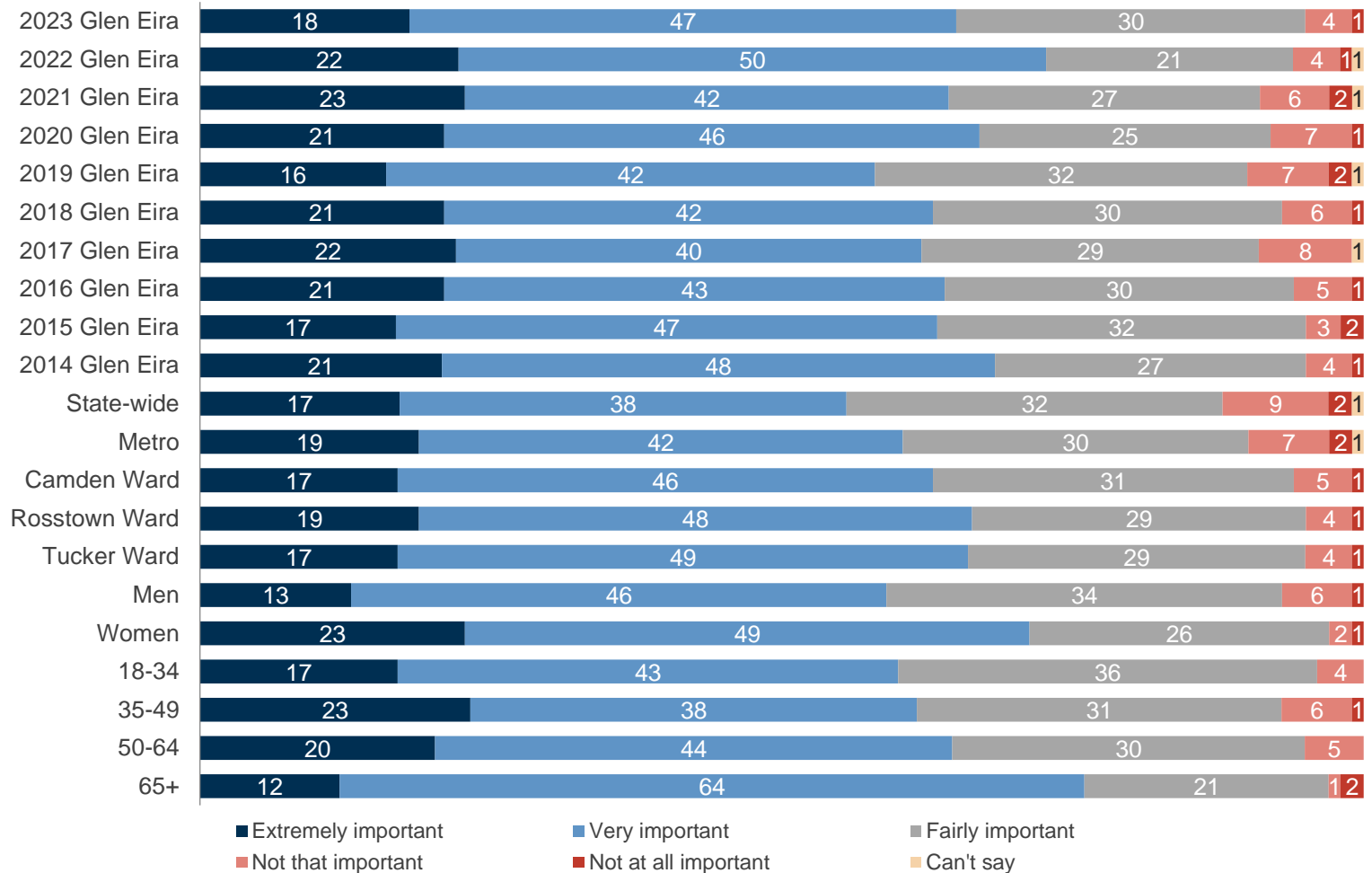
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2023 art centres and libraries importance (%)





Art centres and libraries performance



2023 art centres and libraries performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Tucker Ward	82	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	82	72	72	78	77	75	75	73	76	79
Women	81	77	77	81	80	74	79	77	81	82
Rosstown Ward	81	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	80	74	77	78	74	73	77	76	78	85
65+	79	79	83	81	83	77	78	76	81	81
Glen Eira	79	76	75	78	78	74	76	75	78	81
Men	77	75	73	76	75	74	73	73	75	79
18-34	77	76	71	78	77	73	75	73	77	78
Metro	75▼	73	73	75	76	75	75	74	75	n/a
Camden Ward	74▼	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73▼	73	73	74	74	74	73	72	73	75

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

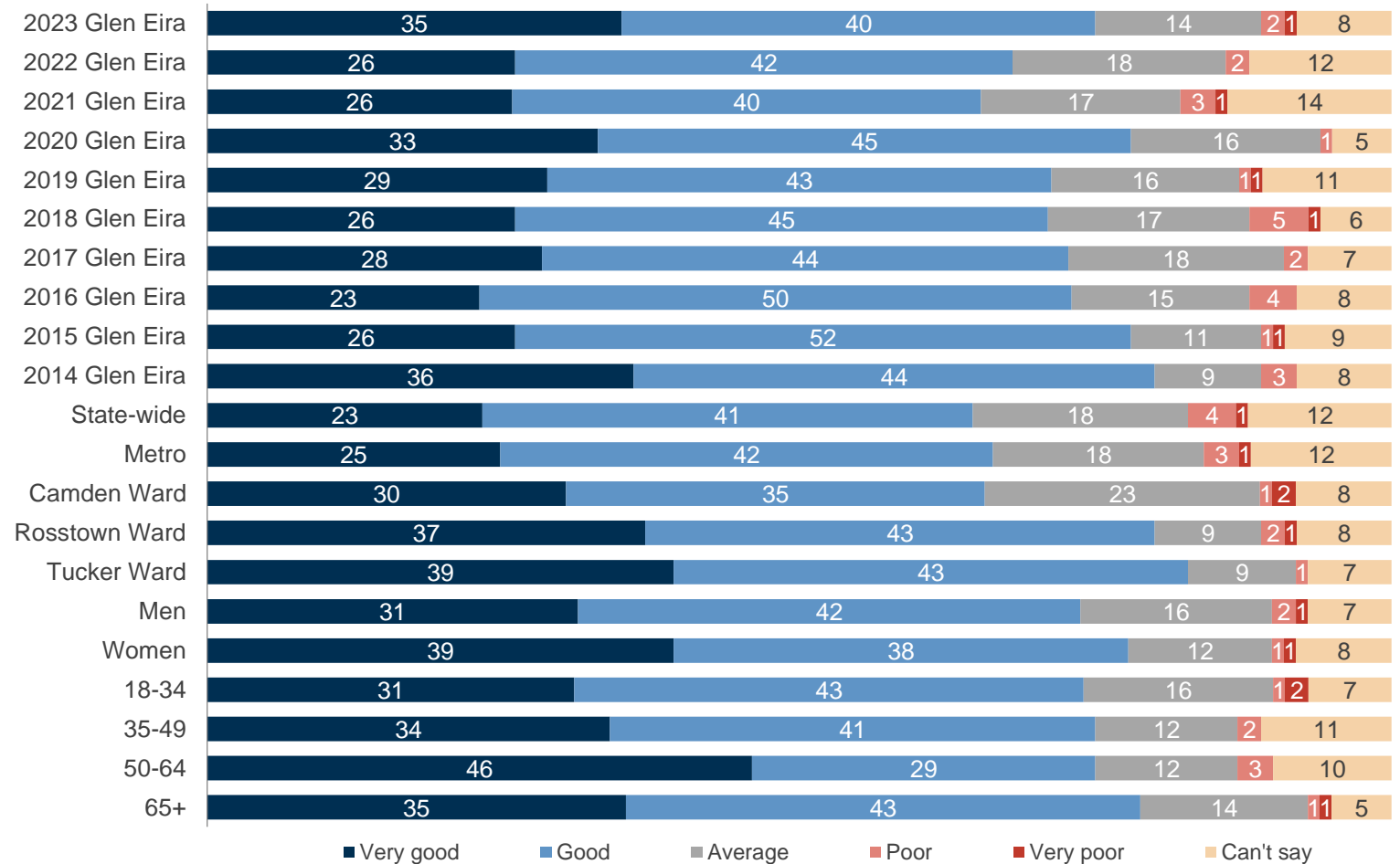
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2023 art centres and libraries performance (%)

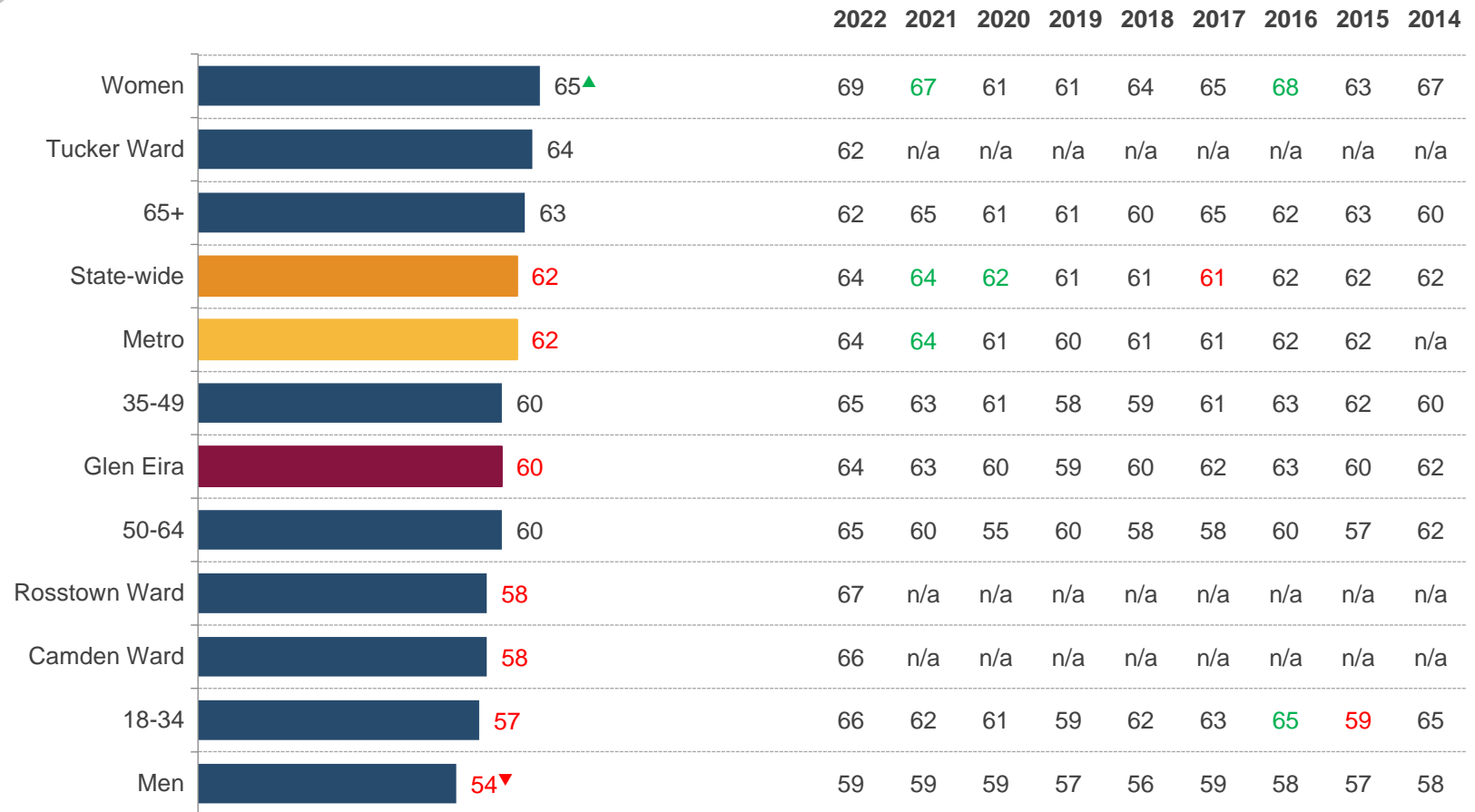




Community and cultural activities importance



2023 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

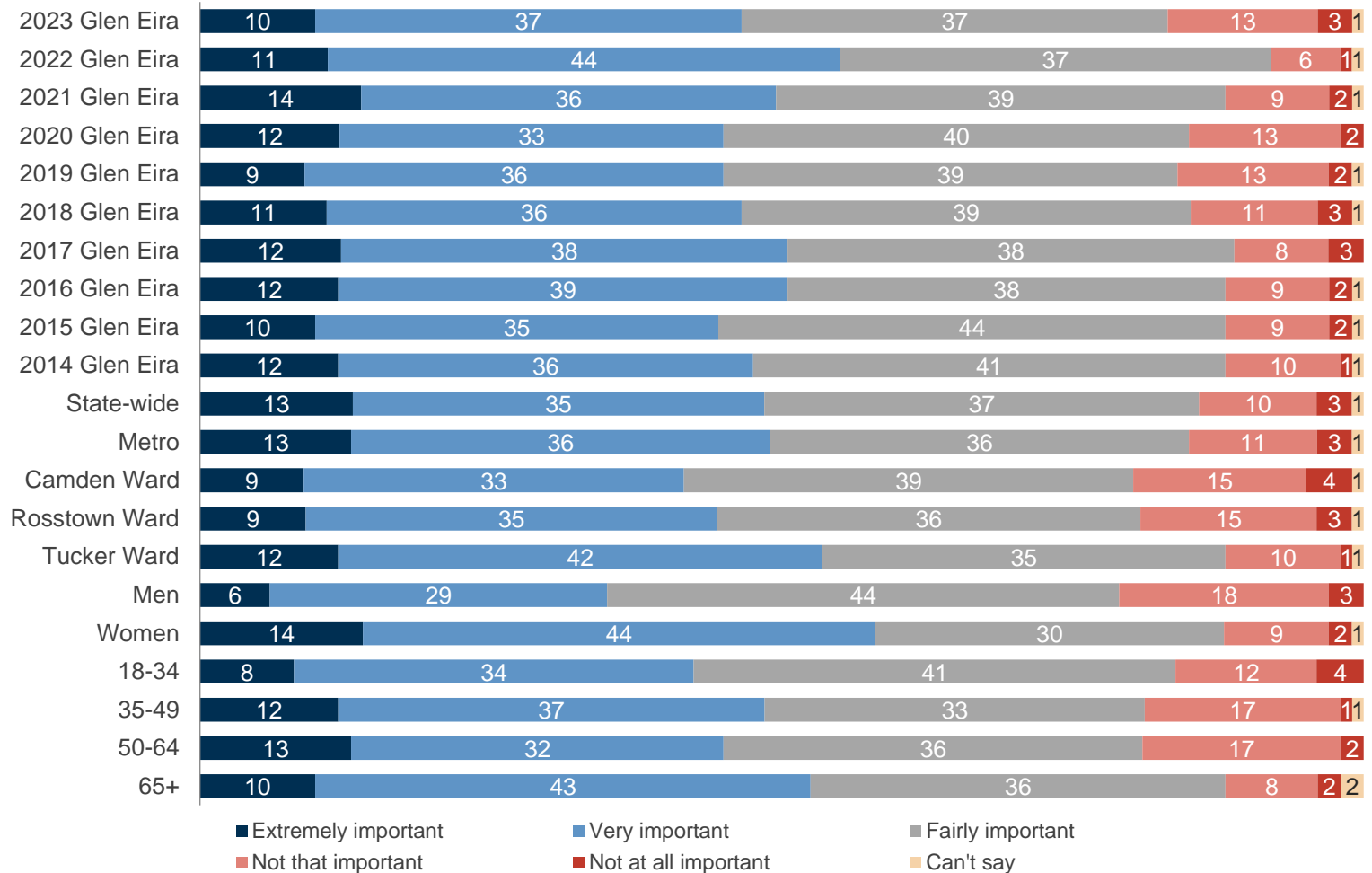
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2023 community and cultural activities importance (%)





Community and cultural activities performance



2023 community and cultural activities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	70	69	70	75	75	69	70	69	73	73
65+	70	72	73	73	71	71	72	68	75	73
Rosstown Ward	69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	69	68	64	69	69	68	68	67	68	75
Tucker Ward	68	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	67	67	67	72	71	67	69	68	70	74
35-49	67	65	63	72	72	65	73	72	69	78
Metro	67	65	66	70	70	70	70	71	71	n/a
State-wide	66	65	65	68	69	69	69	69	69	70
Camden Ward	65	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	66	69	73	72	67	64	65	67	70
Men	64	65	64	69	67	65	68	67	67	75

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 13

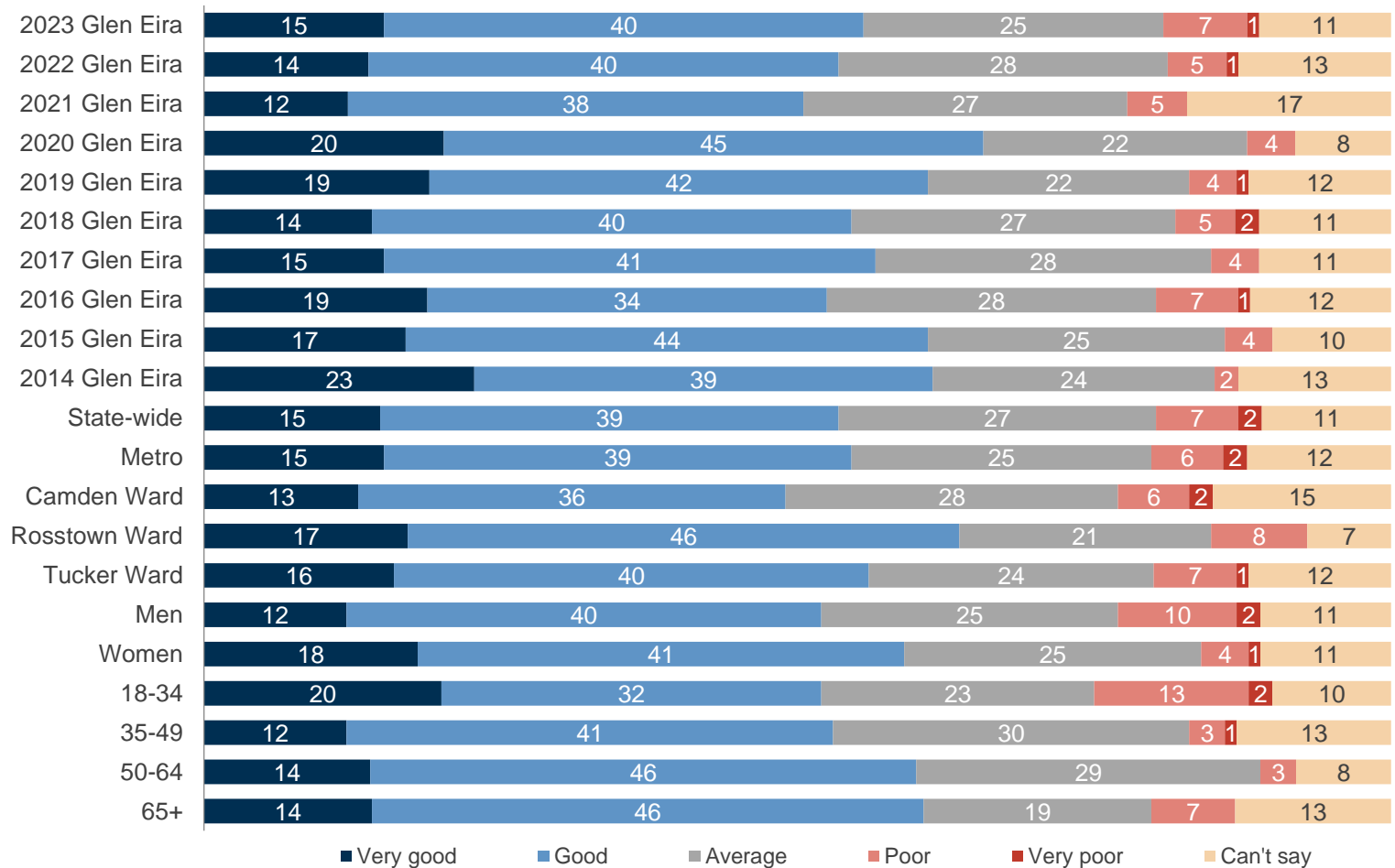
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2023 community and cultural activities performance (%)





Waste management importance



2023 waste management importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	84	88	85	82	84	84	82	82	85	82
Camden Ward	84	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	84▲	85	85	84	83	83	81	82	81	n/a
35-49	84	83	84	85	83	82	83	84	78	81
Women	83	86	87	86	86	85	83	85	80	84
Glen Eira	82	85	84	84	84	83	82	83	79	80
Rosstown Ward	82	89	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	82	82	82	81	81	79	80	79	79
Men	81	84	82	83	83	82	81	80	78	76
18-34	80	86	84	83	85	83	81	83	76	78
65+	80	85	85	87	85	86	82	83	81	80
Tucker Ward	80	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10

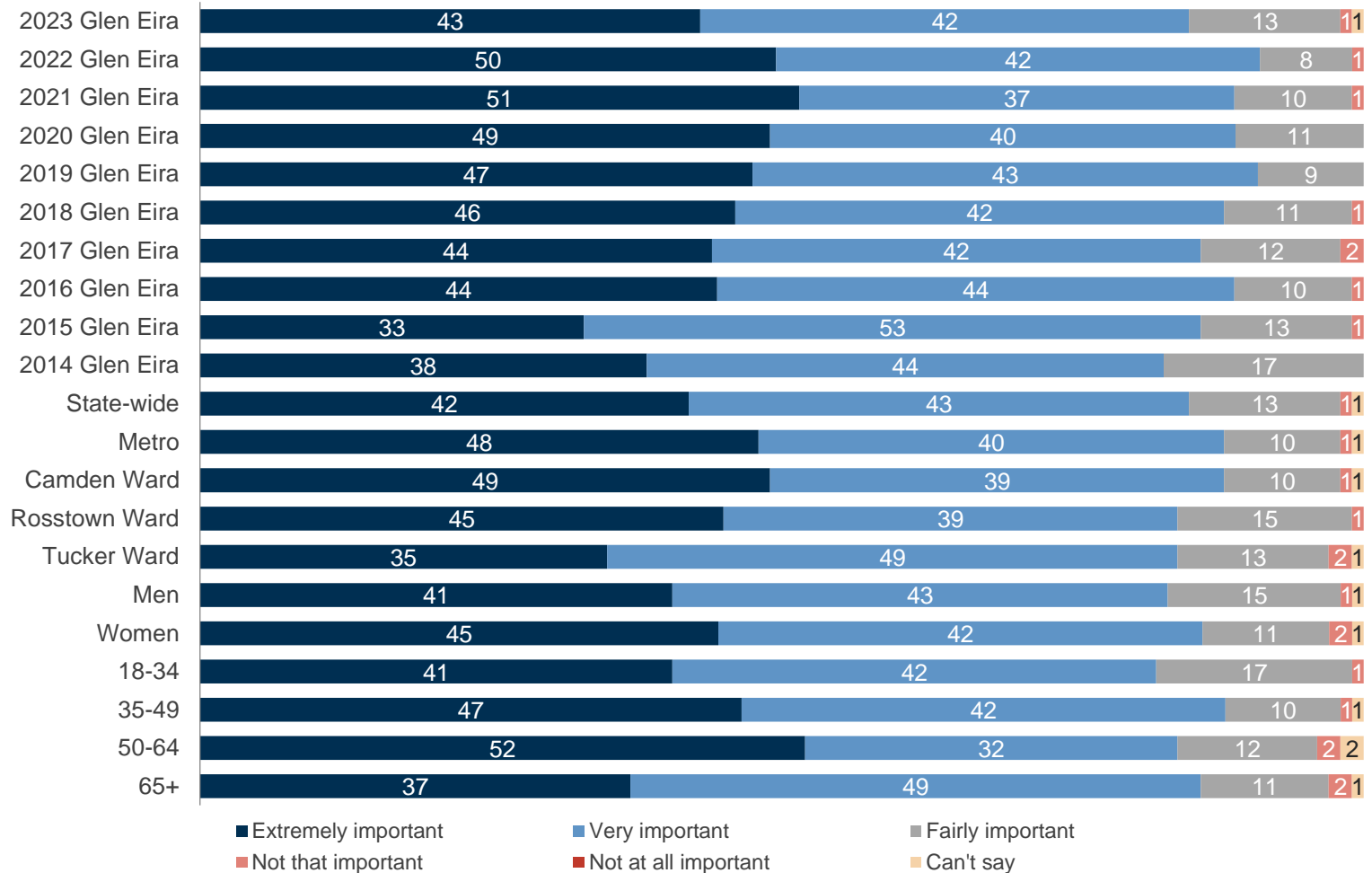
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2023 waste management importance (%)





Waste management performance



2023 waste management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	79▲	77	82	83	81	79	80	81	83	83
Tucker Ward	72	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	72	76	75	76	78	76	78	80	80
Glen Eira	70	72	75	75	76	78	77	78	80	81
35-49	70	66	76	74	77	76	79	81	81	81
Men	69	72	75	74	76	78	77	79	80	82
Rosstown Ward	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Camden Ward	69	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	68	71	72	70	73	75	75	76	77	n/a
State-wide	66▼	68	69	65	68	70	71	70	72	73
50-64	66	64	75	72	78	80	76	76	80	82
18-34	65	75	70	71	72	79	74	75	76	79

Q2. How has Council performed on 'Waste management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

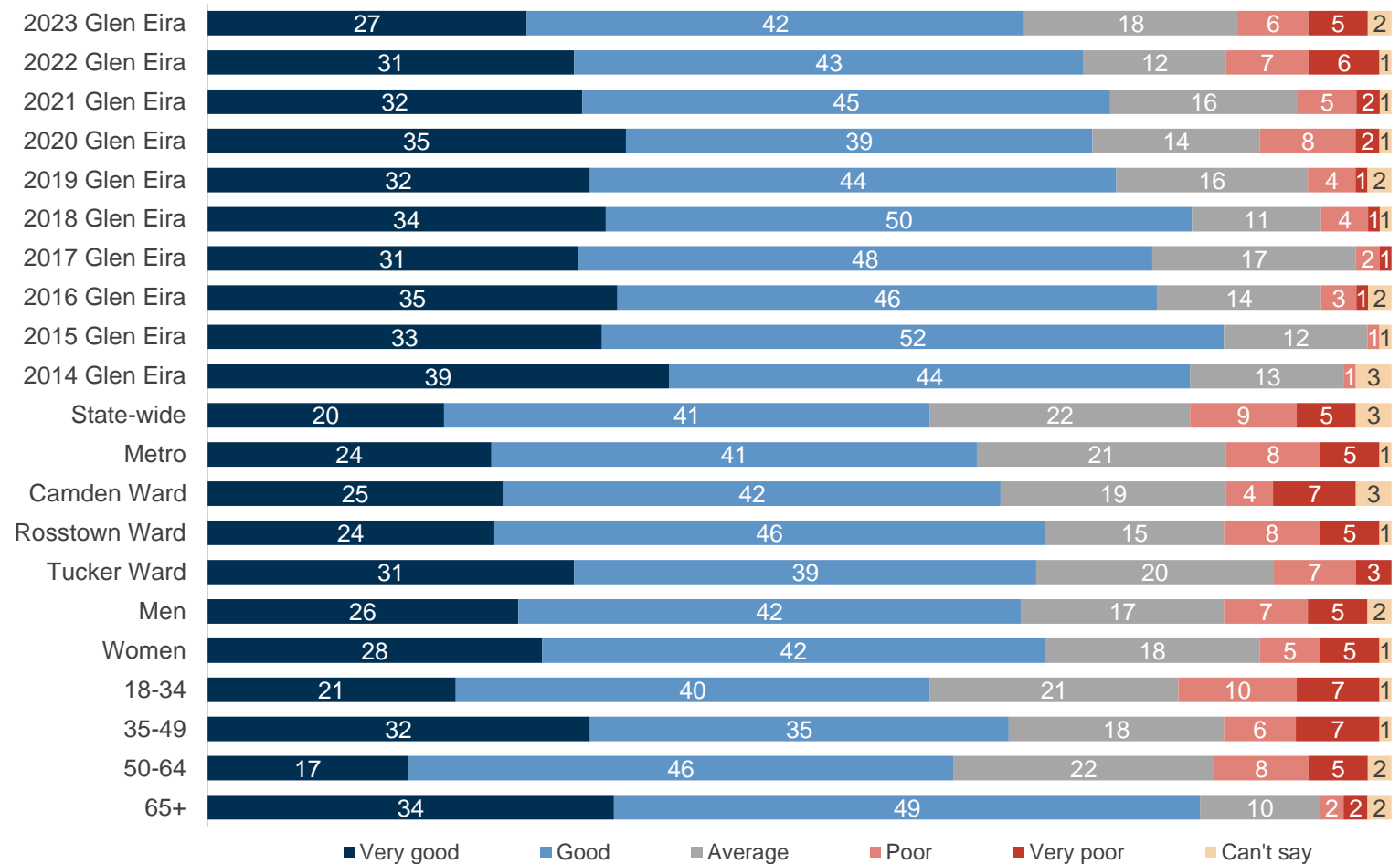
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Business and community development and tourism importance



2023 business/development/tourism importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	67▲	69	70	67	65	66	67	67	67	67
Metro	59▲	61	62	58	57	59	60	60	59	n/a
50-64	57	58	54	47	53	57	53	53	53	56
Tucker Ward	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	56	59	61	56	53	53	63	59	59	55
Women	56	63	62	56	54	57	58	60	58	60
Camden Ward	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	54	59	61	55	54	56	58	57	55	56
35-49	54	57	62	55	53	58	60	56	54	55
Men	51	55	59	55	53	56	58	54	52	51
18-34	50	60	63	59	56	56	56	60	55	57
Rosstown Ward	50	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

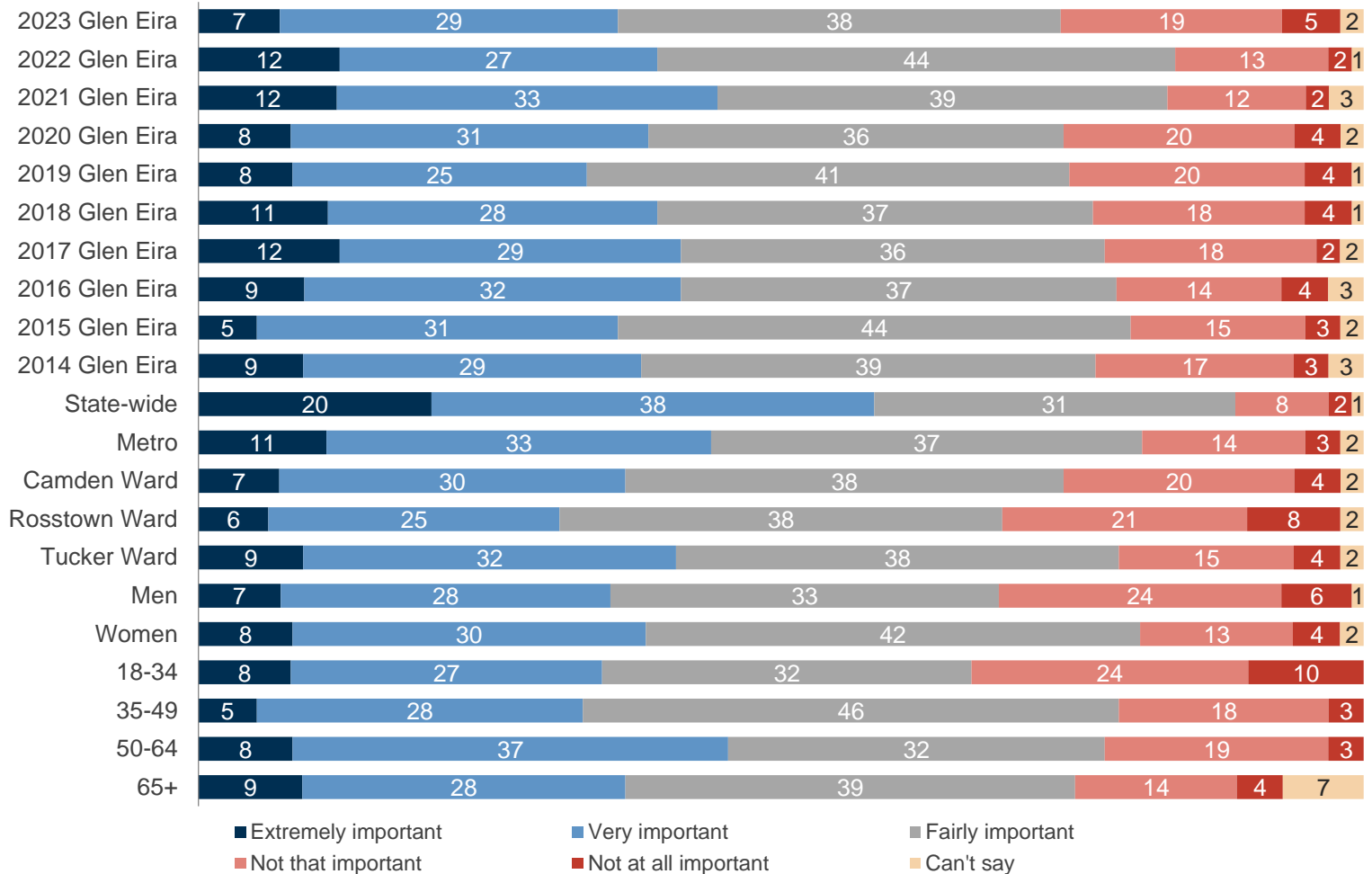
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

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

Business and community development and tourism importance



2023 business/development/tourism importance (%)



Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	63▲	61	56	60	65	58	59	59	62	61
65+	60	62	59	62	63	55	58	59	63	59
18-34	60	61	57	64	70	60	60	59	64	56
Tucker Ward	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rosstown Ward	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	59	60	61	59	61	60	61	60	61	62
Glen Eira	59	60	56	61	63	57	57	58	61	58
Metro	59	59	60	59	60	60	60	62	62	n/a
50-64	58	54	55	55	51	56	51	59	57	57
Camden Ward	56	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	56	59	55	58	60	56	58	56	57	62
Men	54▼	59	56	61	60	57	56	56	60	56

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

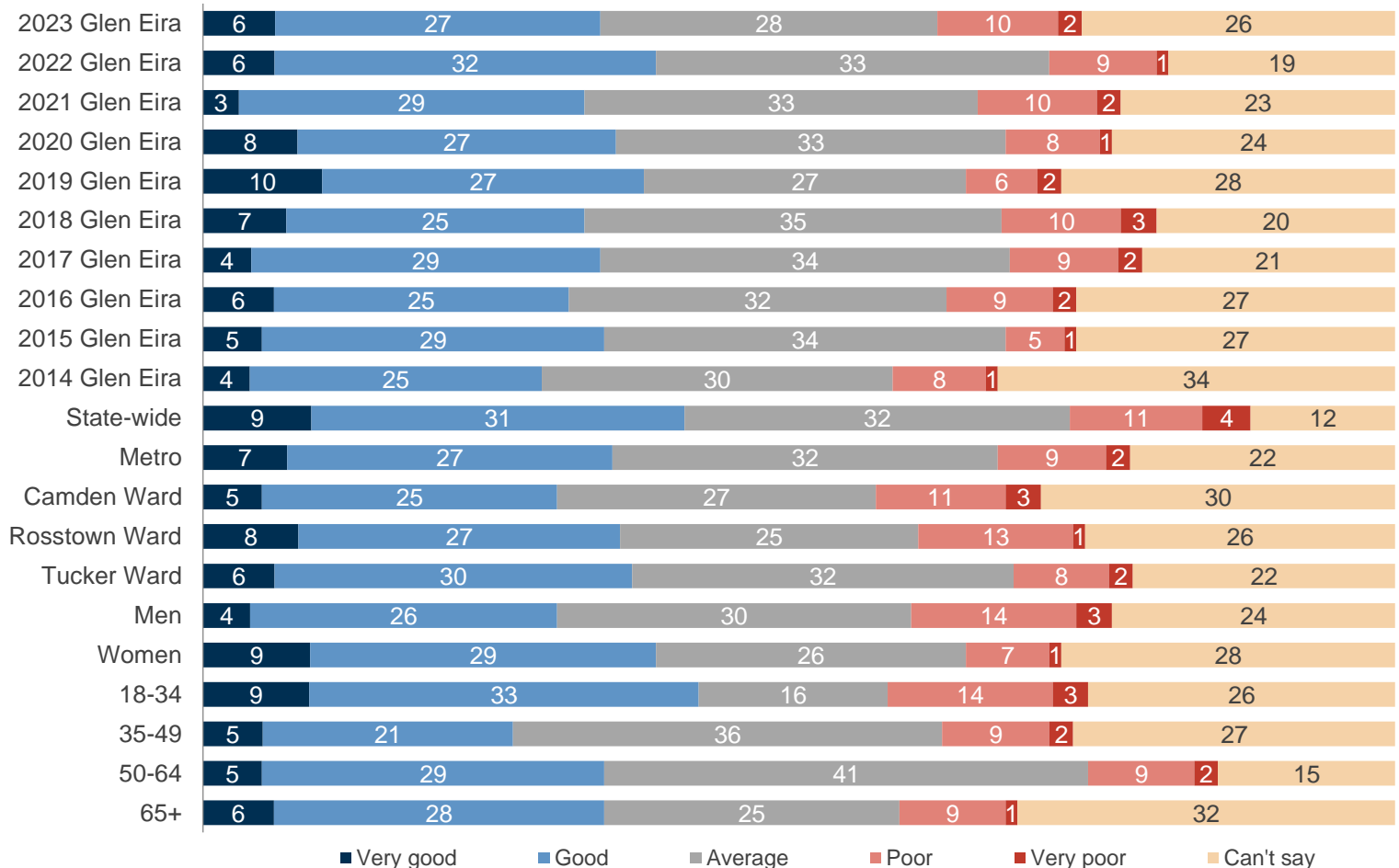
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

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

Business and community development and tourism performance



2023 business/development/tourism performance (%)

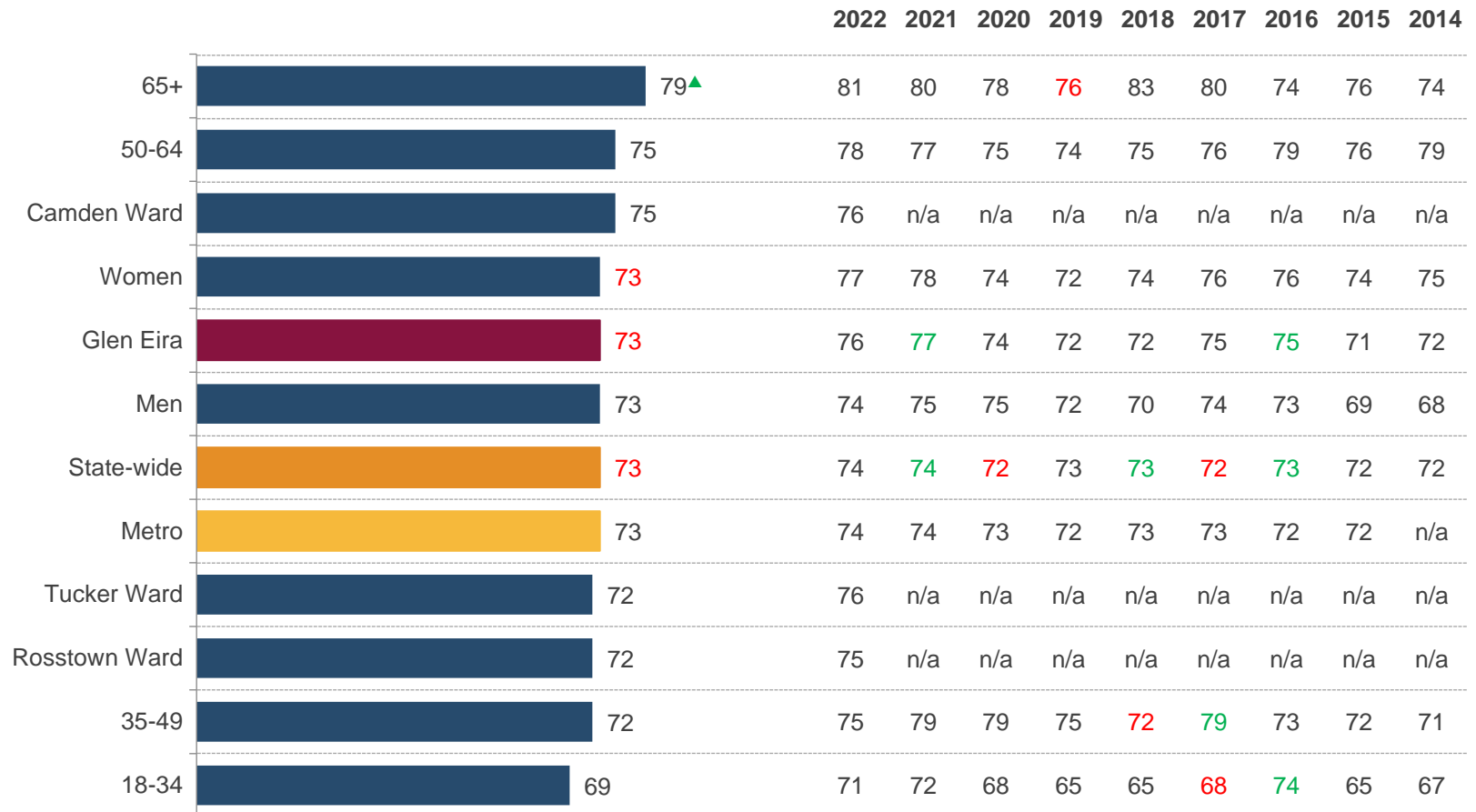




Council's general town planning policy importance



2023 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: 13 Councils asked group: 5

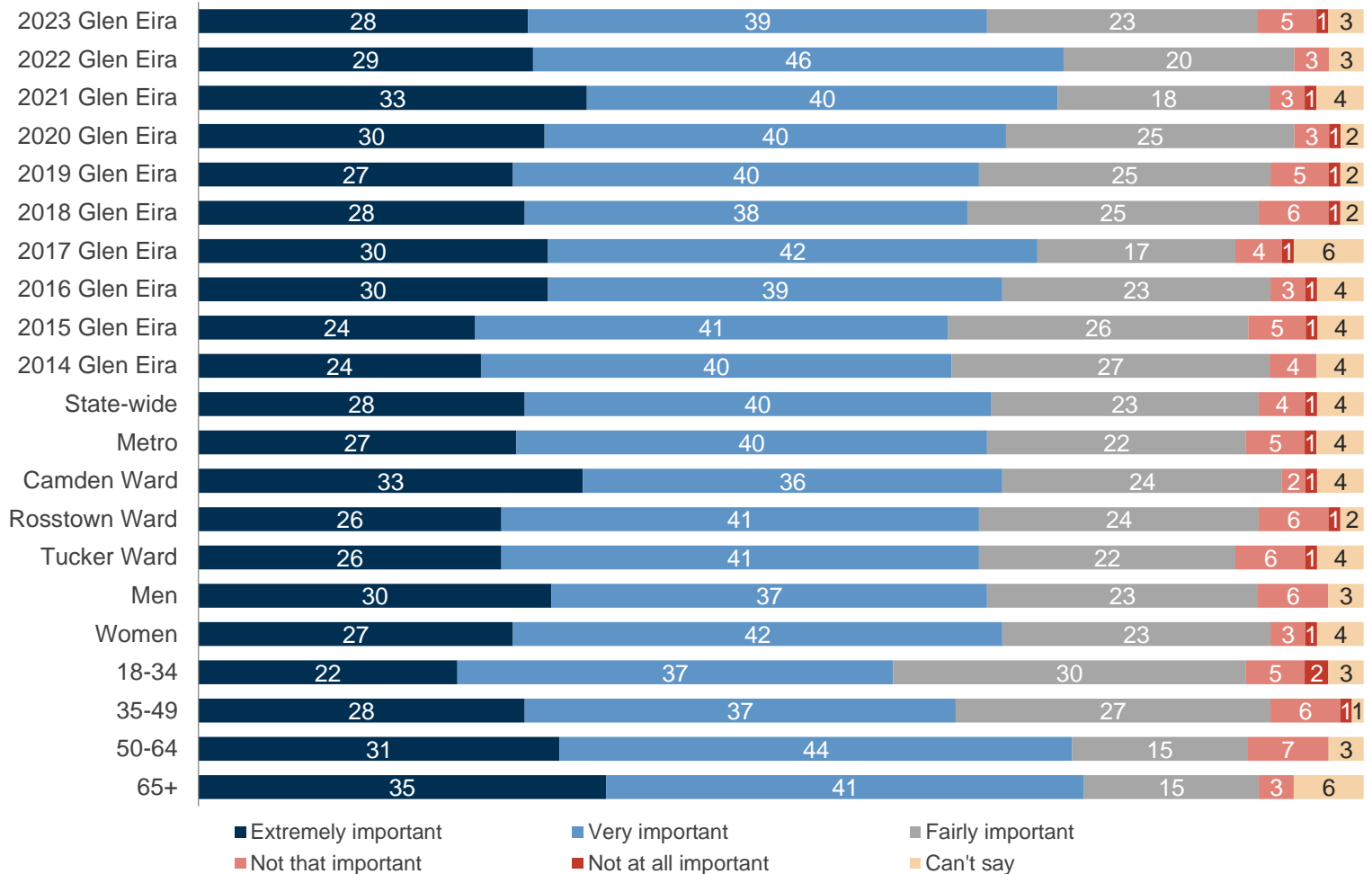
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2023 town planning importance (%)





Council's general town planning policy performance



2023 town planning performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Rosstown Ward	58▲	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	56	66	61	62	63	60	58	52	53	57
65+	54	54	50	54	57	41	51	47	54	54
Men	54	57	59	57	57	51	55	49	54	56
35-49	53	53	55	51	53	45	46	50	51	57
Glen Eira	53	58	56	55	56	49	49	49	52	56
Women	53	59	53	53	55	46	44	49	50	55
Tucker Ward	52	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	52	55	56	55	56	53	53	54	55	n/a
State-wide	50▼	54	55	54	55	54	53	52	54	55
Camden Ward	49	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	52	54	48	48	44	40	45	46	53

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10

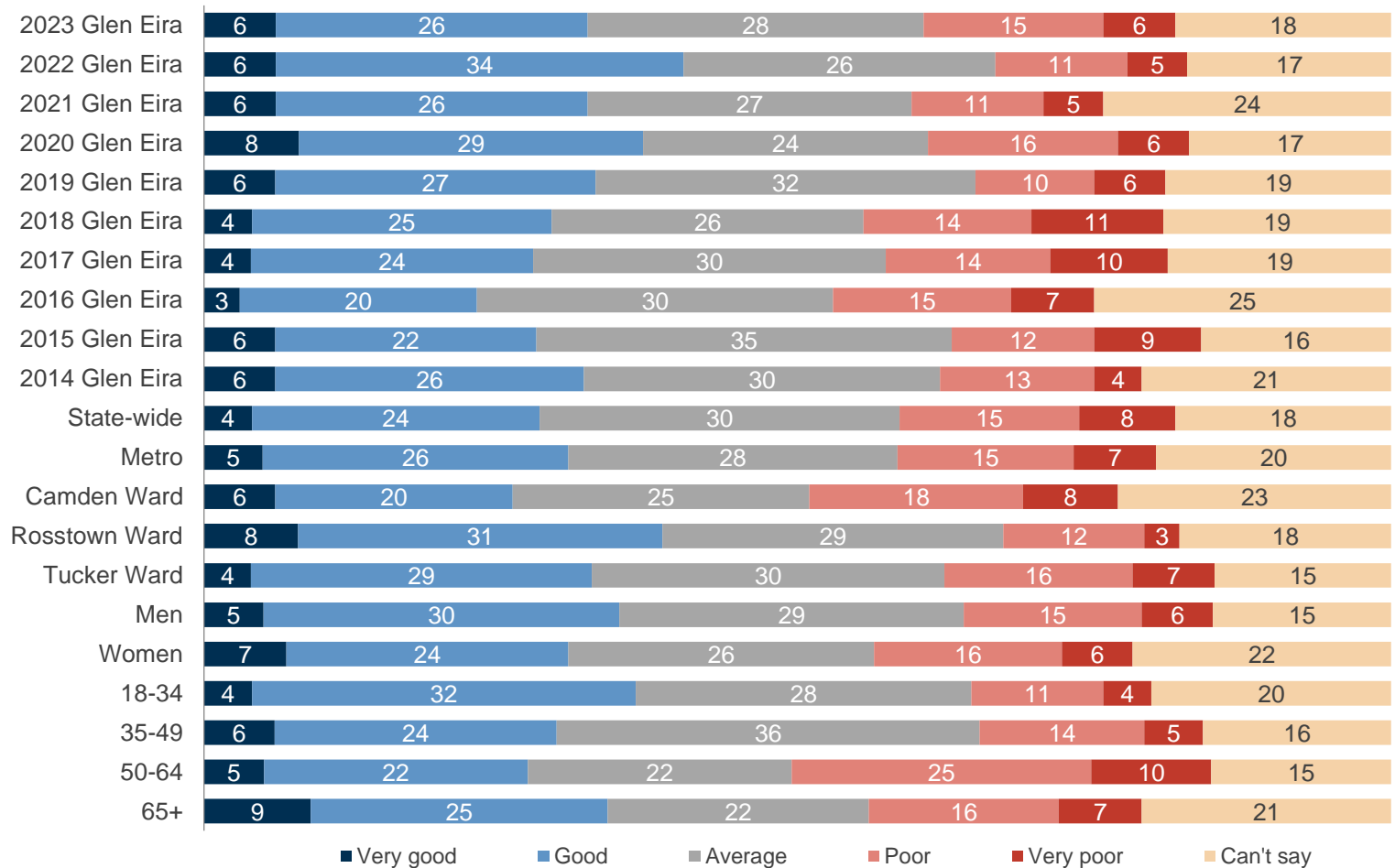
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2023 town planning performance (%)

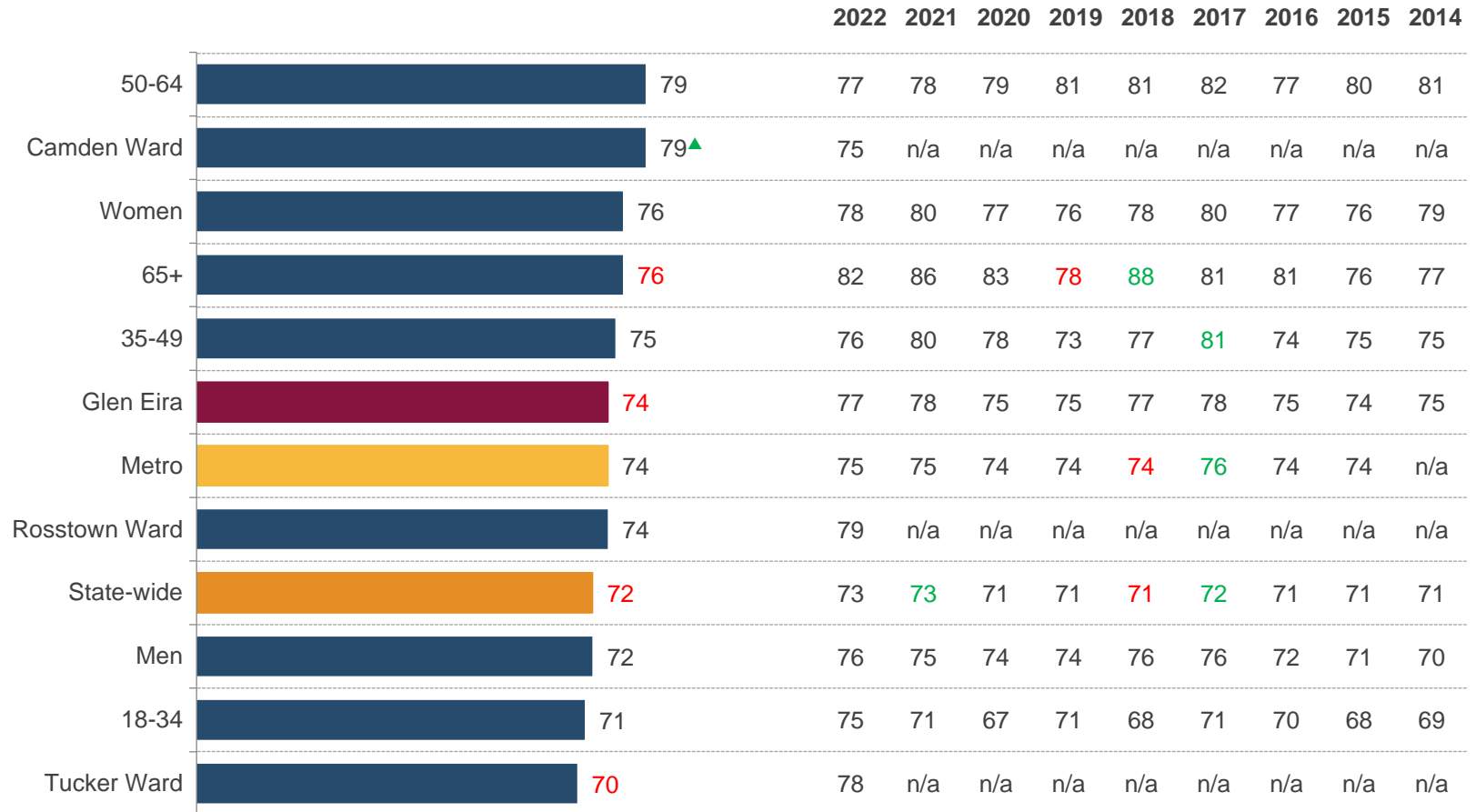




Planning and building permits importance



2023 planning and building permits importance (index scores)



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

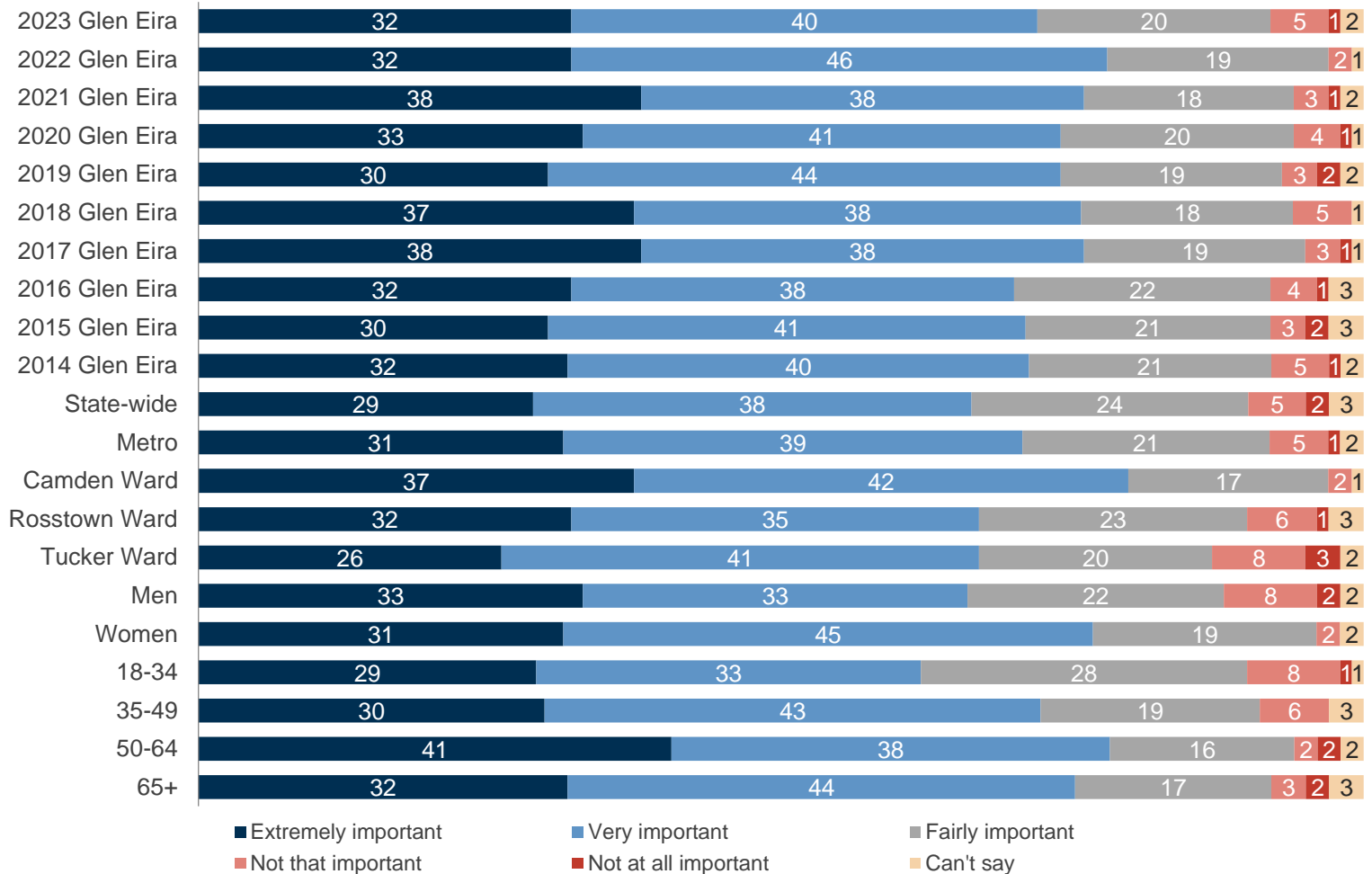
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2023 planning and building permits importance (%)





Planning and building permits performance



2023 planning and building permits performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	57	51	45	50	48	39	46	41	52	49
Rosstown Ward	55	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	52	52	51	50	44	43	50	49	59
18-34	54	68	56	60	64	59	55	47	49	61
Tucker Ward	53	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	53	58	52	54	52	50	50	45	51	58
Glen Eira	52	57	51	52	52	48	46	46	49	56
Women	52	55	50	51	52	46	42	46	48	54
Metro	50	54	54	54	53	51	49	50	53	n/a
Camden Ward	50	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	47▼	50	51	51	52	52	51	50	54	53
50-64	42▼	47	49	42	40	41	36	43	44	49

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

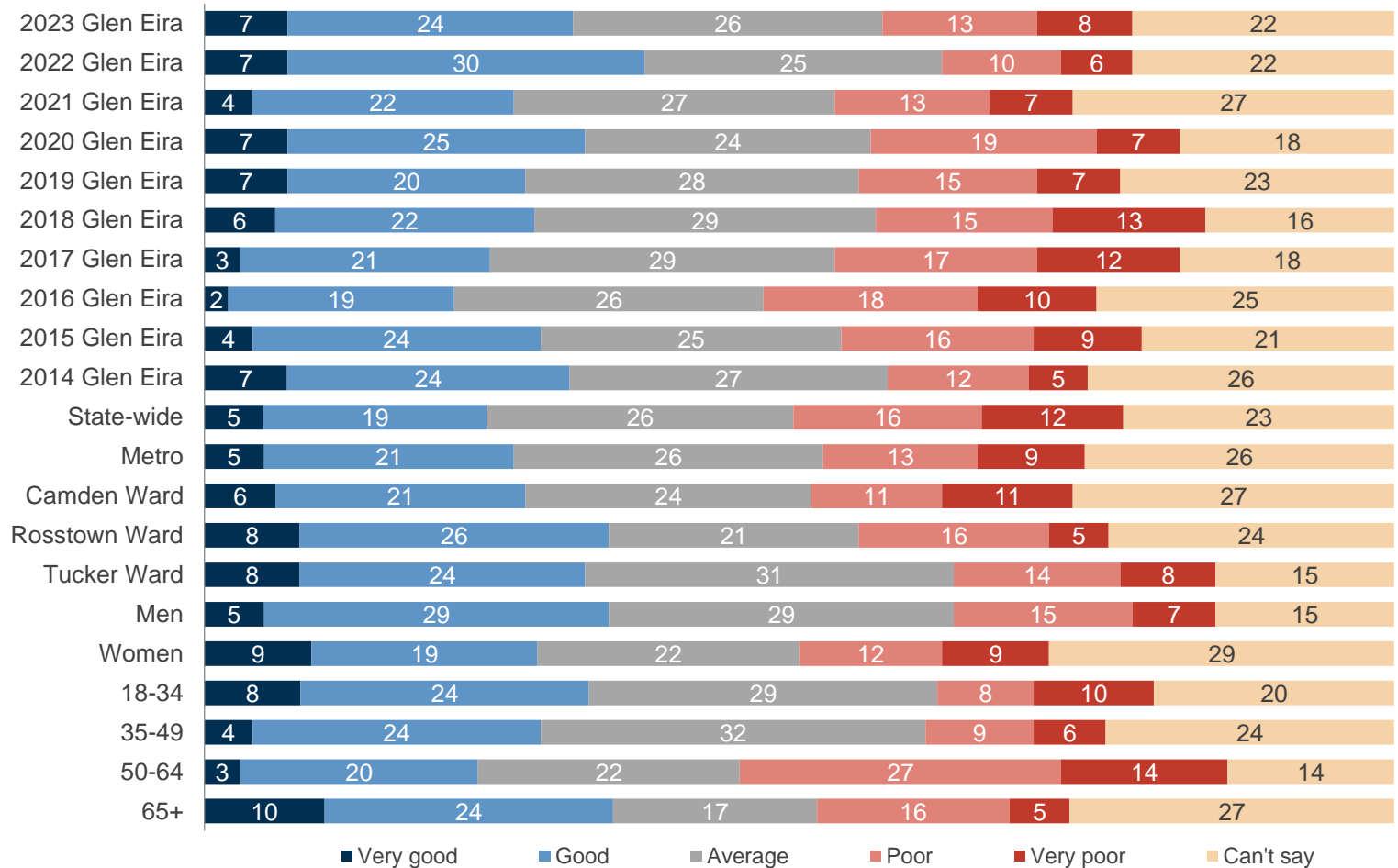
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2023 planning and building permits performance (%)





Environmental sustainability importance



2023 environmental sustainability importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	77▲	81	82	77	79	76	77	79	76	80
35-49	73	78	76	74	74	73	70	75	71	69
Rosstown Ward	73	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	72	76	77	76	75	74	73	74	74	n/a
18-34	70	78	82	80	83	72	79	79	73	77
Glen Eira	70	76	78	75	76	73	74	75	73	73
State-wide	70	73	74	74	74	73	72	73	73	73
50-64	70	75	76	68	69	75	69	72	74	76
Camden Ward	69	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	68	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	67	71	75	74	72	72	77	73	72	71
Men	62▼	71	74	72	72	70	71	71	69	67

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10

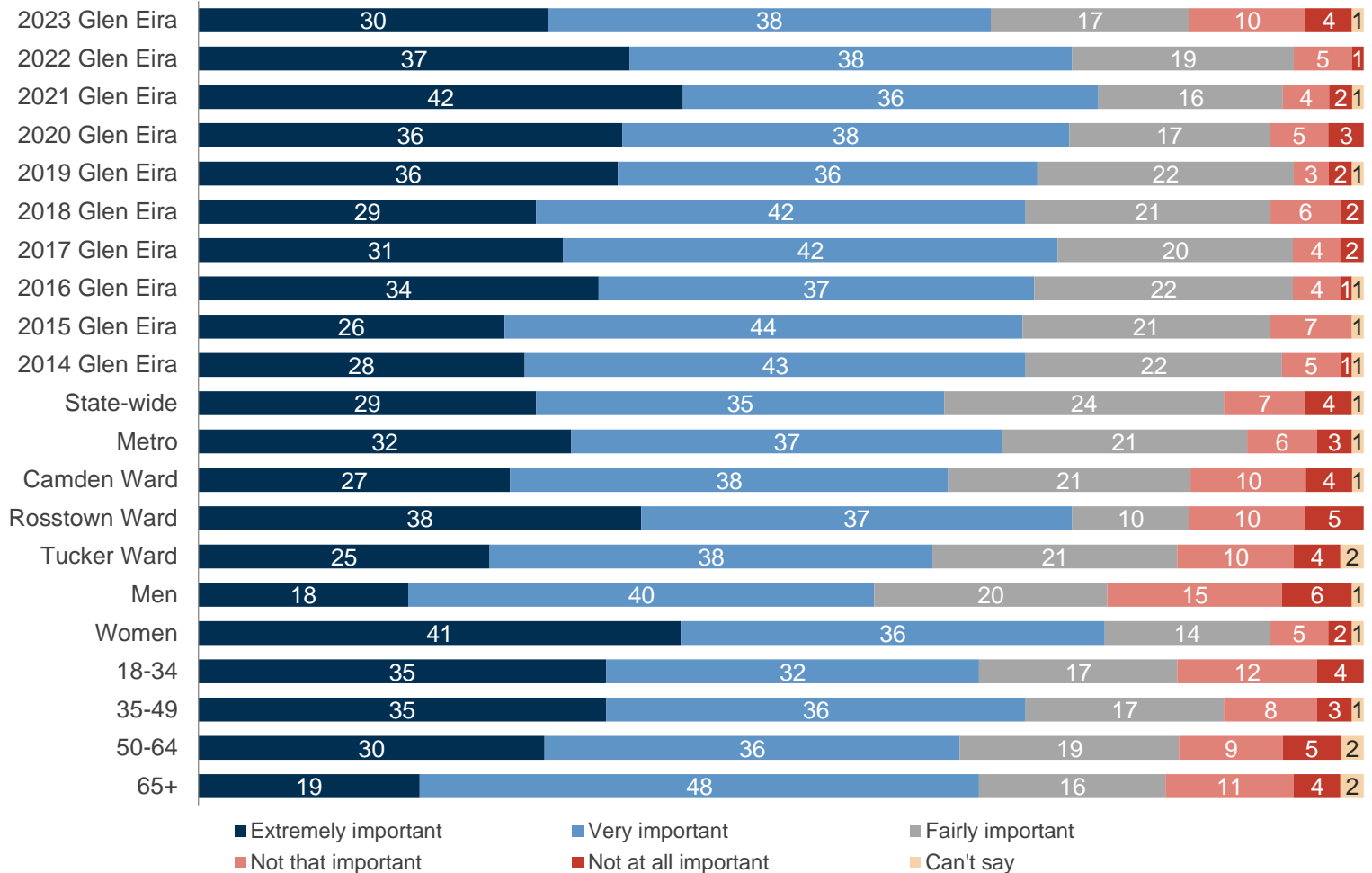
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2023 environmental sustainability importance (%)





Environmental sustainability performance



2023 environmental sustainability performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Tucker Ward	67	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	69	64	68	70	62	63	60	69	67
65+	65	66	71	70	71	65	68	64	70	66
Rosstown Ward	65	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	69	61	68	68	62	61	53	67	62
35-49	64	66	63	63	66	64	65	64	69	68
Glen Eira	64	68	64	66	68	63	63	60	68	65
Men	63	66	63	65	65	65	63	60	67	63
Metro	62	63	64	62	64	64	64	64	65	n/a
50-64	62	68	59	63	66	65	60	61	67	64
Camden Ward	61	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	60▼	61	62	60	62	63	64	63	64	64

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 39 Councils asked group: 13

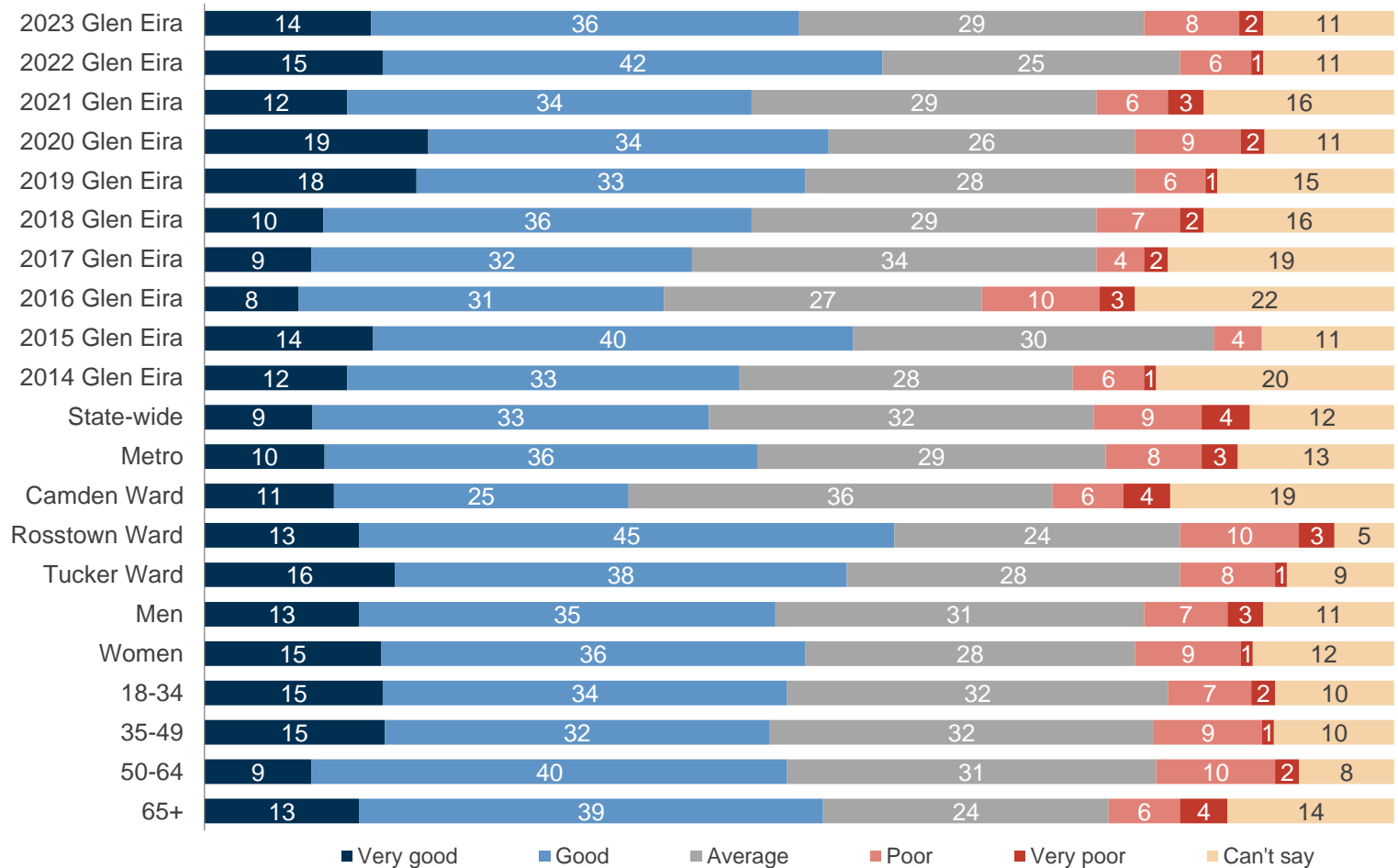
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2023 environmental sustainability performance (%)

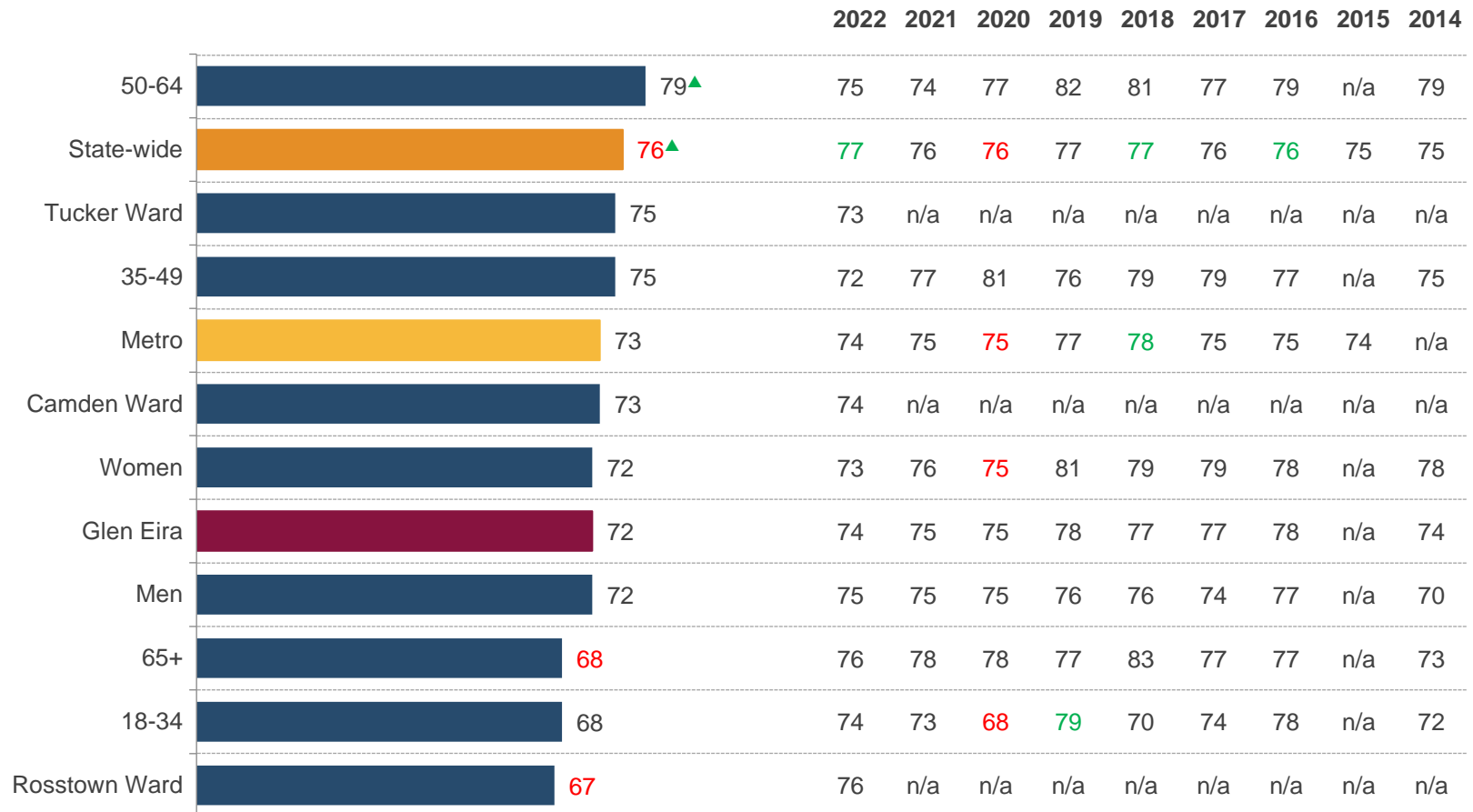




Planning for population growth in the area importance



2023 population growth importance (index scores)



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

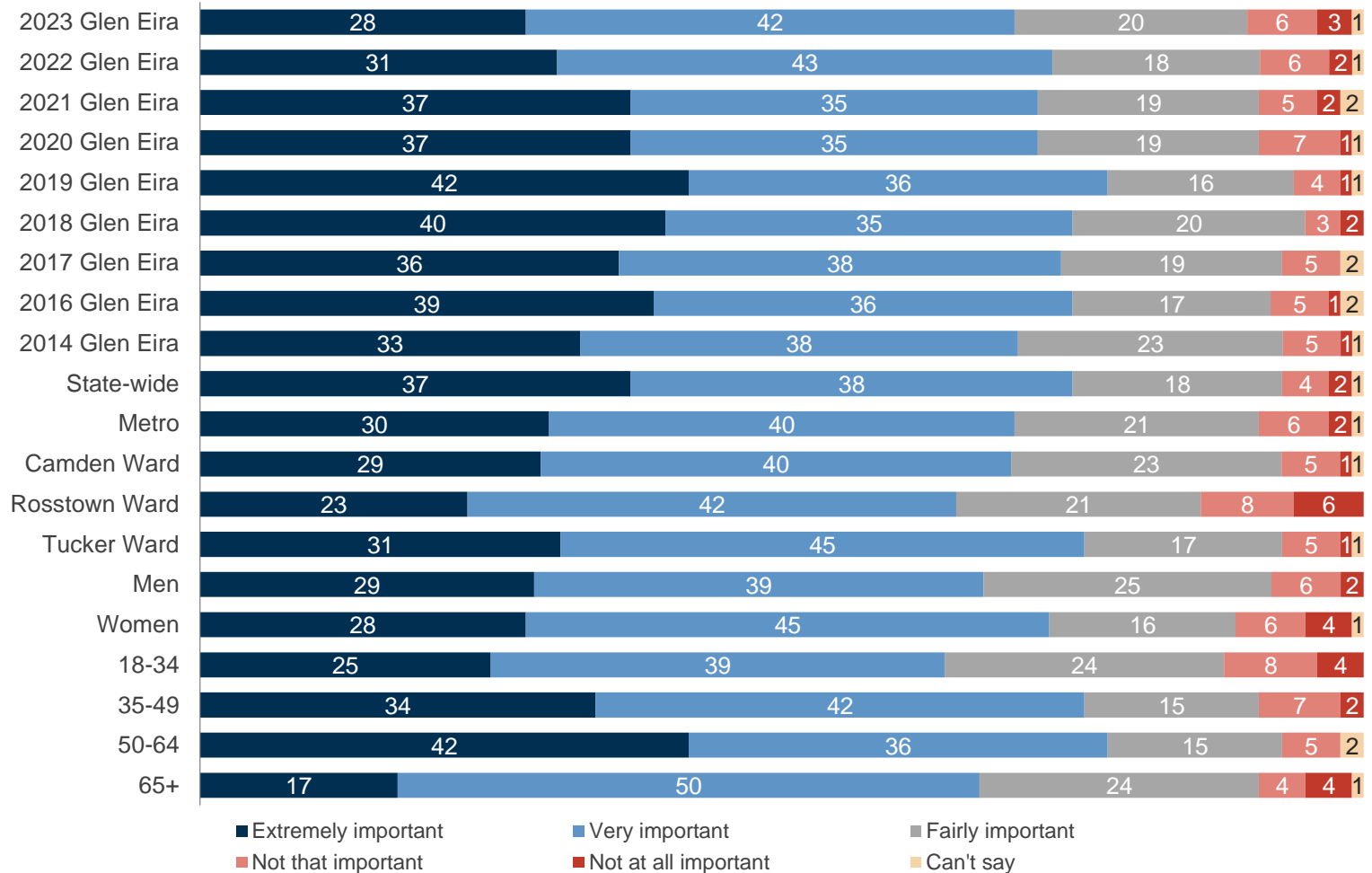
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2023 population growth importance (%)





Planning for population growth in the area performance



2023 population growth performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	54	59	55	60	54	56	52	43	n/a	57
Tucker Ward	53	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	50	53	50	55	47	47	45	n/a	52
Men	53	54	53	55	50	47	50	41	n/a	53
Rosstown Ward	52	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	52	55	52	53	52	48	48	44	n/a	54
65+	51	54	48	51	52	39	49	48	n/a	57
Women	51	55	50	51	54	49	47	48	n/a	55
Camden Ward	50	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	49▼	52	53	52	52	50	51	51	54	n/a
State-wide	48▼	52	53	51	52	52	52	51	54	54
50-64	47	52	47	45	42	43	44	41	n/a	49

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: 20 Councils asked group: 7

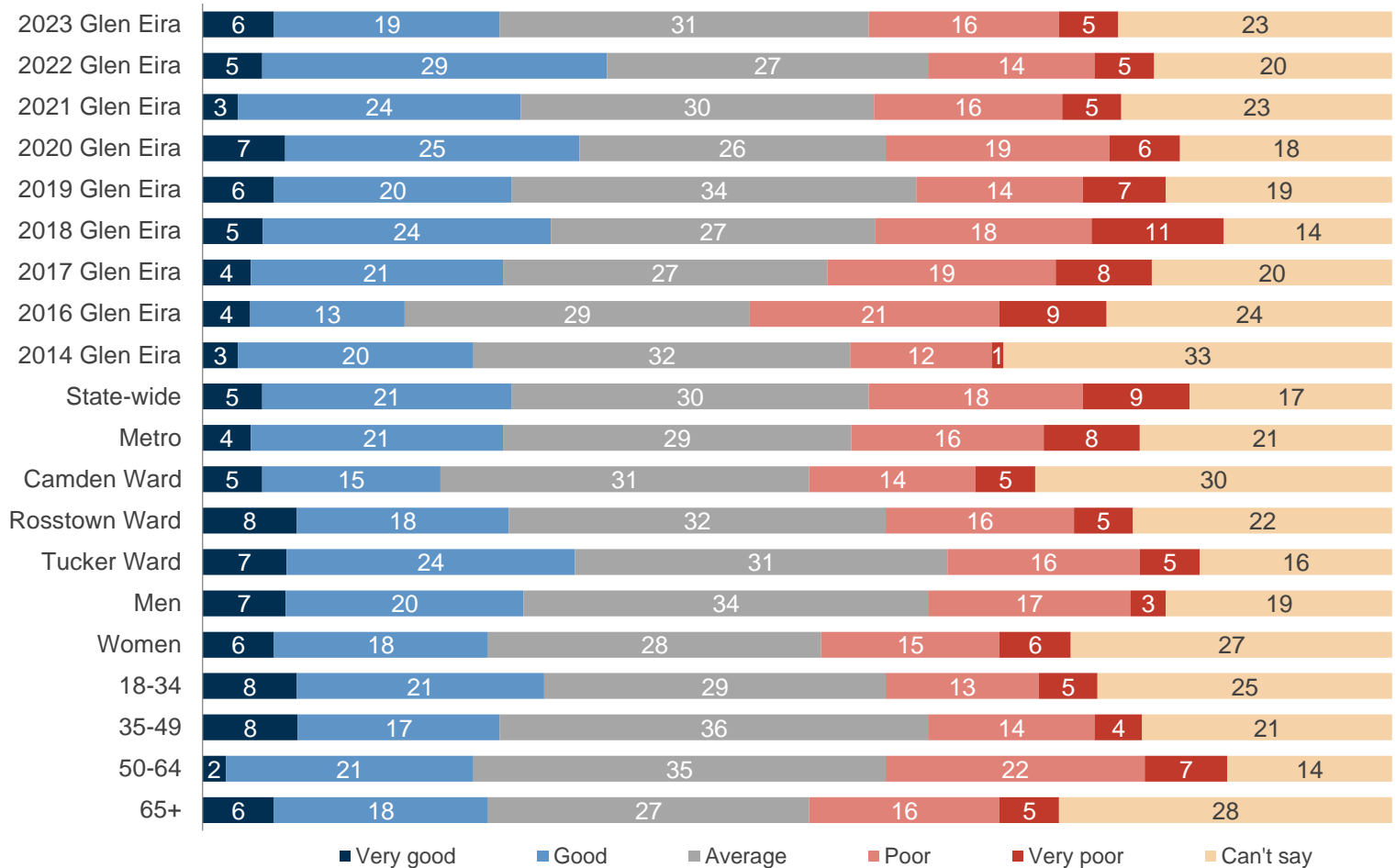
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2023 population growth performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred, high-angle photograph of a crowd of people, likely at a sporting event or festival, wearing various hats and clothing.

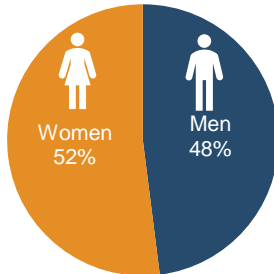
Detailed demographics



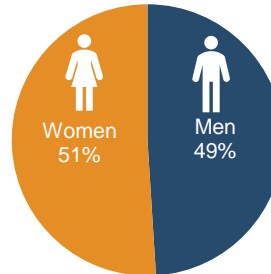
Gender and age profile

2023 gender

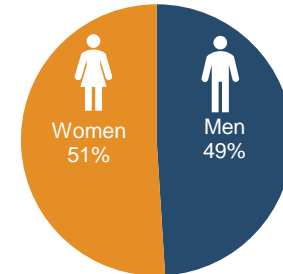
Glen Eira



Metro

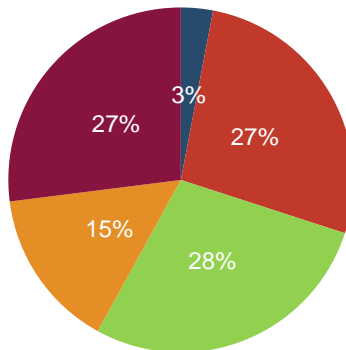


State-wide

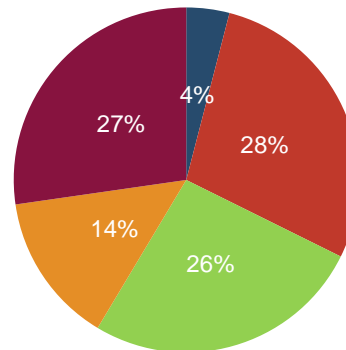


2023 age

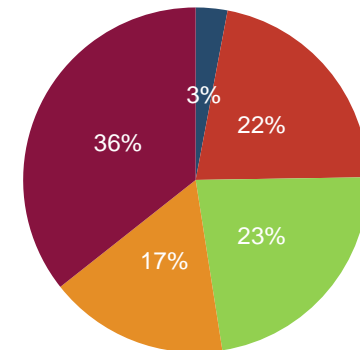
Glen Eira



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?

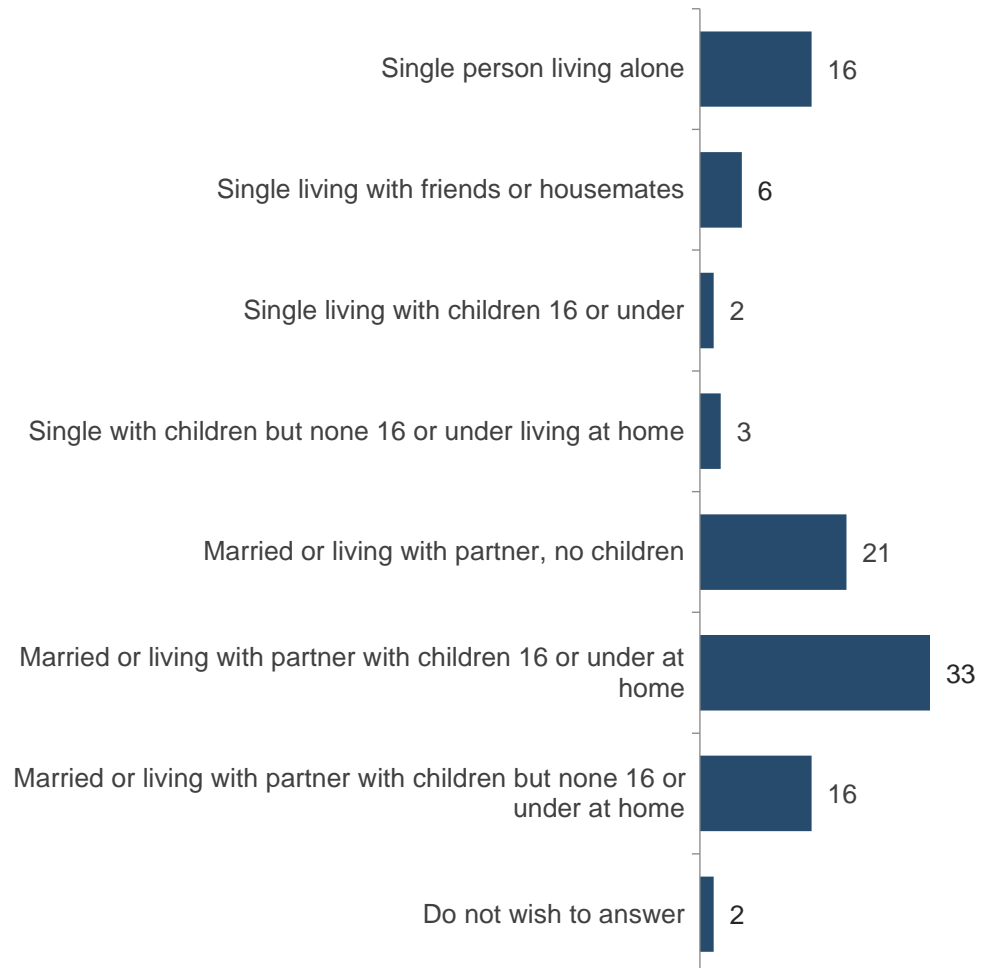
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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

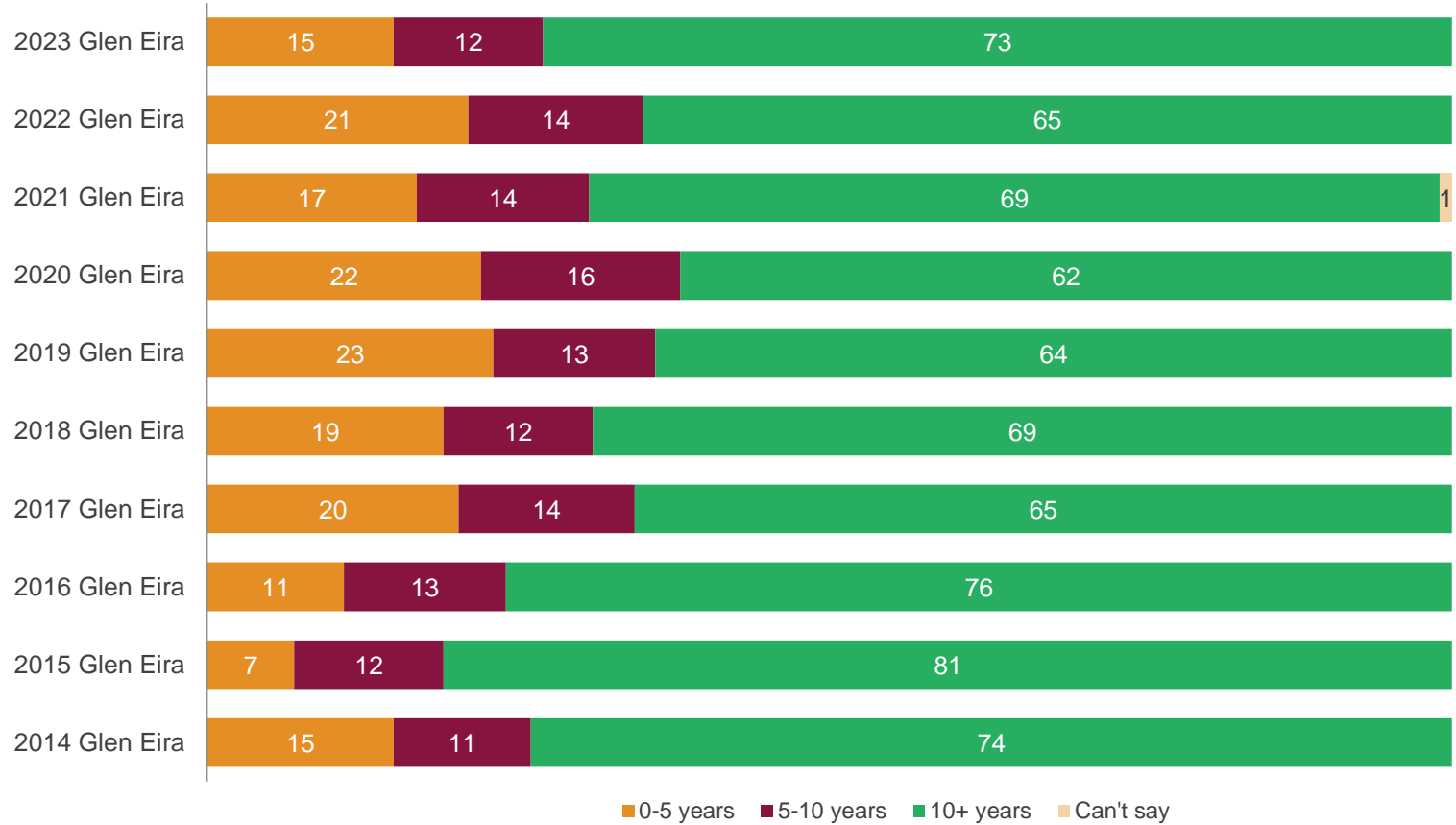
2023 household structure (%)





Years lived in area

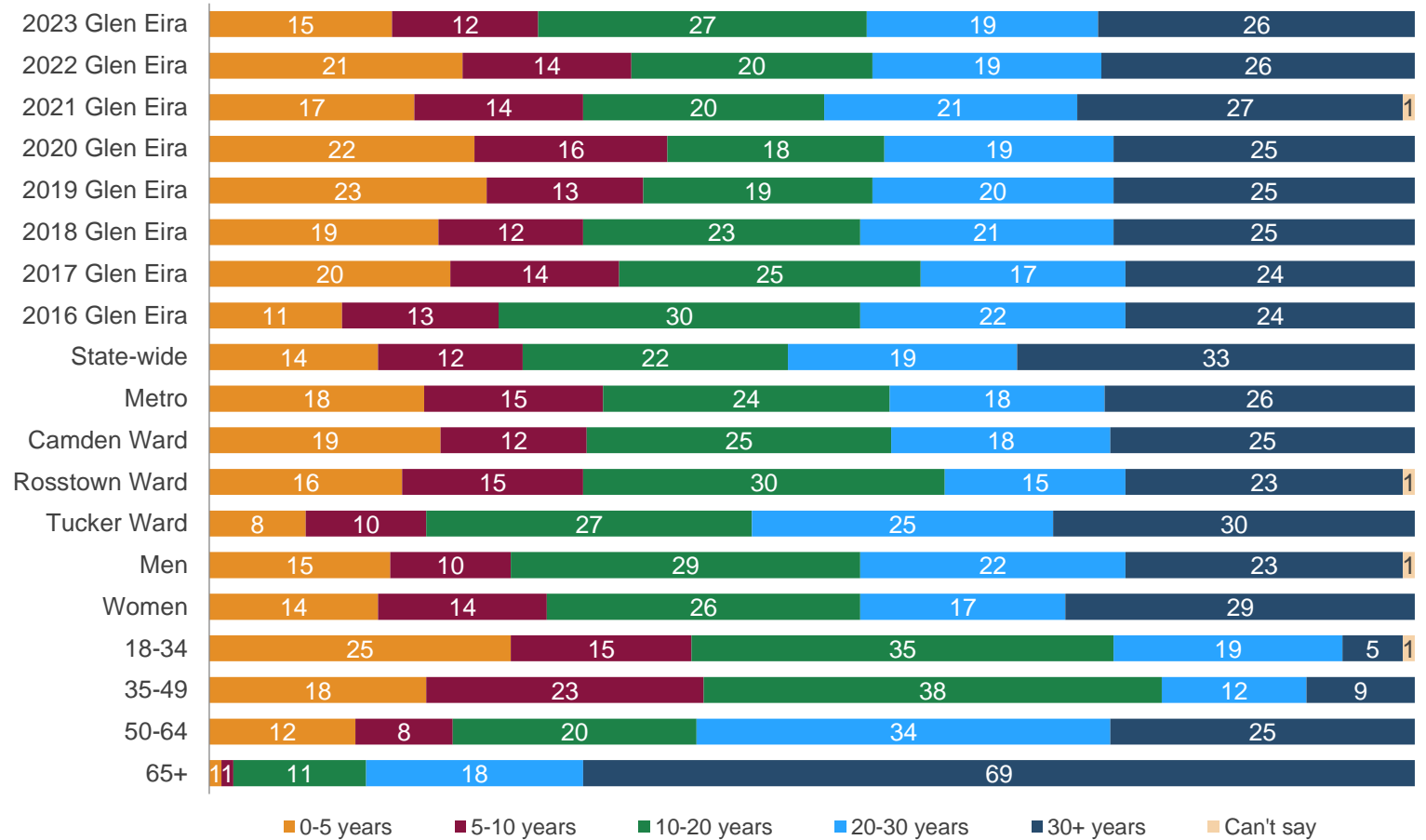
2023 years lived in area (%)





Years lived in area


2023 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: 14 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". As such, this chart presents the last five years of data only.



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 2023 State-wide Local Government Community Satisfaction Survey for Glen Eira City Council was n=400. 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=400 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 118,900 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	400	400	+/-4.9
Men	179	192	+/-7.3
Women	221	208	+/-6.6
Camden Ward	138	136	+/-8.4
Rosstown Ward	128	129	+/-8.7
Tucker Ward	134	135	+/-8.5
18-34 years	92	122	+/-10.3
35-49 years	145	110	+/-8.2
50-64 years	59	61	+/-12.9
65+ years	104	107	+/-9.7



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:

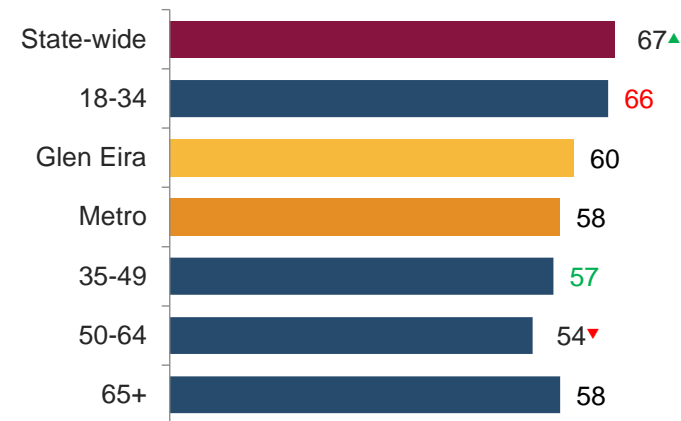
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

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 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 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 2023 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 2023 results are compared with previous years, as detailed below:

- 2022, n=401 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=402 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 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.

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=400 completed interviews were achieved in Glen Eira City Council. Survey fieldwork was conducted in the period of 27th January – 19th March, 2023.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 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 2012-2023 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 2023 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 2012-2023 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 2023 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 2023 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 2023 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: 2023 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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John Scales
Founder
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com



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