



2019 Local Government Community Satisfaction Survey

Glen Eira City Council

Coordinated by the Department of
Environment, Land, Water and Planning
on behalf of Victorian councils

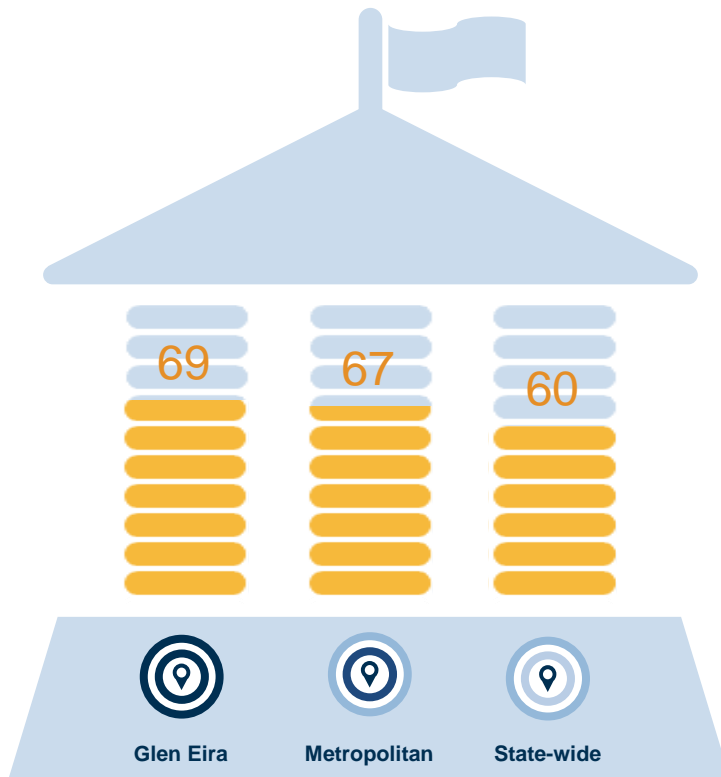


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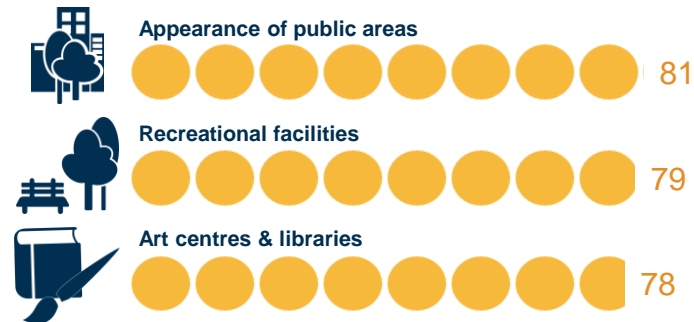
Glen Eira City Council – at a glance



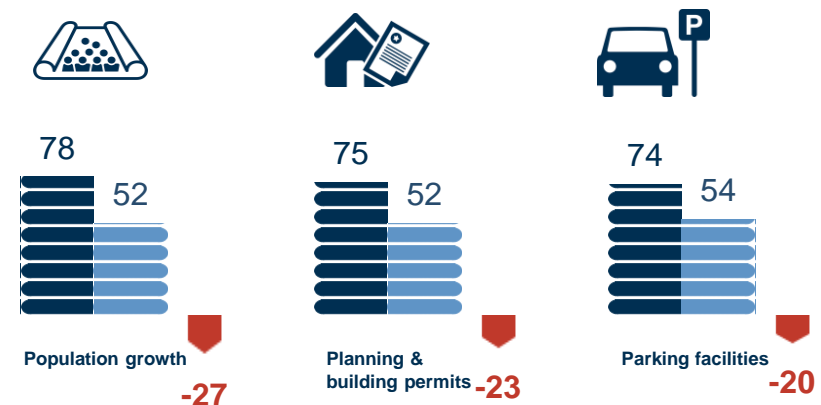
Overall Council performance

Results shown are index scores out of 100.

Top 3 performing areas



Top 3 areas for improvement



Importance Performance Net differential



Background and objectives



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 twentieth year, this survey provides insight into the community's views on:

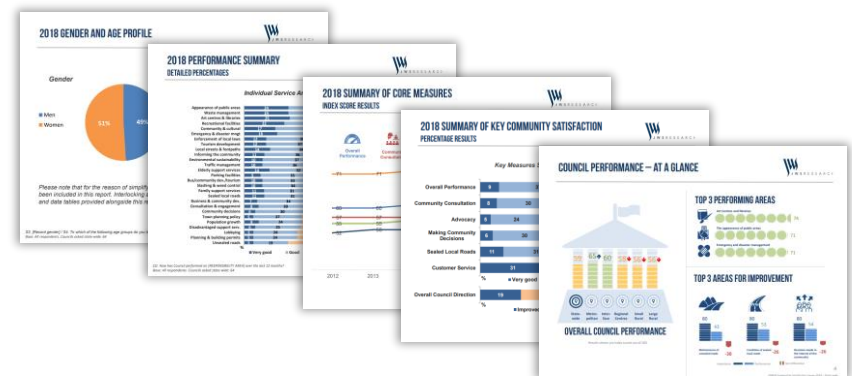
- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities and
- overall council direction.

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 seven years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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





Key findings and recommendations



Overall performance

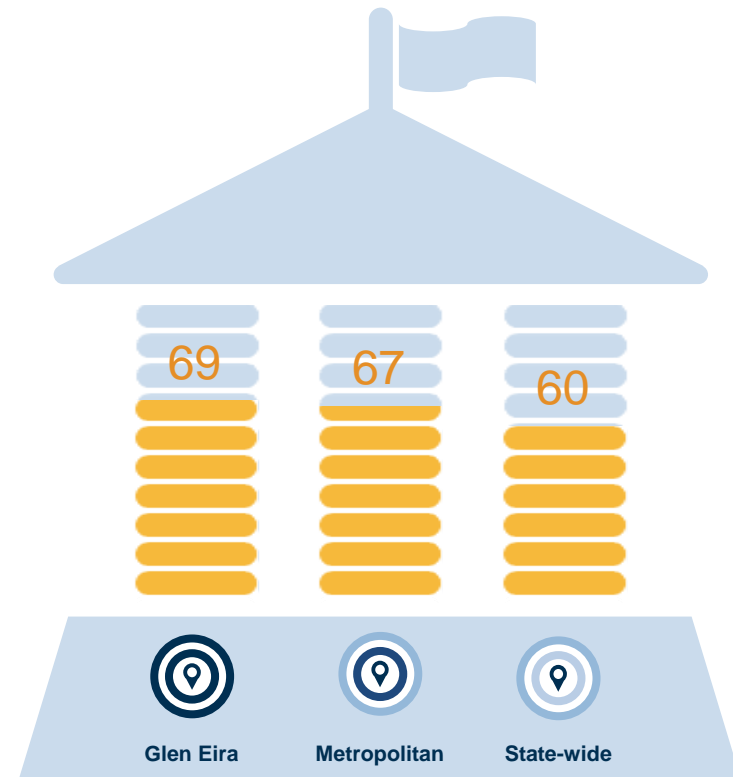
The overall performance index score of 69 for Glen Eira City Council represents a significant four-point improvement on the 2018 result. Overall performance ratings have been on the rise for the past two years after experiencing a multi-year decline between 2014 and 2017.

Glen Eira City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils State-wide, and is rated in line with councils in the Metropolitan group (index scores of 60 and 67 respectively).

- Overall performance ratings increased across all demographic subgroups with the most significant increases occurring among women (index score of 70, up five index points from 2018), residents aged 18 to 34 (73, up five points) and 65+ years (72, up nine points).
- Adults aged 50 to 64 years of age (index score of 63, up one point since 2018) rate Council's overall performance significantly lower than residents overall.

Two-thirds of Glen Eira City Council residents (65%) rate Council's overall performance as 'very good' or 'good' compared to only 6% who rate it as 'very poor' or 'poor'. A further 28% rate Council's overall performance as 'average'.

Overall Council performance



Results shown are index scores out of 100.



Customer contact and service

Contact with council

Three in five Glen Eira City Council residents (62%) have had contact with Council in the last 12 months. Rates of contact have actually decreased (down from 71% in 2017 and 67% in 2018) as performance has improved.

- Residents aged 50 to 64 years had most contact with Council (72%) in 2019.
- Conversely, residents aged 18 to 34 years had the least contact with council (55%).

The main methods of contacting Council are by telephone (39%) and email (22%). The rate of in-person contact declined by 5 points to 18% this year.

Newsletters sent via email (32%) and mail (29%) remain preferred sources of Council information. That said, the popularity of newsletters has declined from a combined high of 69% in 2018 due to the addition of a social media presence, which is now the preferred mode of communication of 15% of residents under 50 years of age.

Younger adults (aged under 50 years) prefer email newsletters to newsletters sent via mail by a 12-point margin (35% to 23%), while residents aged 50 years plus prefer mailed newsletters (37%) over email newsletters (28%).

Customer service

Glen Eira City Council's customer service index of 79 improved by a significant six points from 2018.

Council's customer service rating has returned to peak levels previously achieved between 2014 and 2015. Performance on this measure is rated higher than the State-wide and Metropolitan group council averages (index scores of 71 and 76 respectively). Council's customer service rating is significantly higher than the State-wide average.

Four in five residents rate Council's customer service as 'very good' (42%) or 'good' (39%). 'Very good' ratings increased by 12 percentage points in the past year.

- Perceptions of customer service improved across every demographic sub-group.



Top performing areas and areas for improvement

Top performing areas

Glen Eira City Council has performed most strongly in the area of the appearance of public areas (index score of 81, up four points from 2018). It is just one of eight and one of 13 service areas respectively where Council's rating is significantly higher than the Metropolitan group and State-wide averages.

The top three performing service areas for Glen Eira City Council (beyond customer service) are:

- Appearance of public areas (index score of 81)
- Recreational facilities (index score of 79)
- Art centres and libraries (index score of 78).

These top performing service areas are all rated significantly higher than the State-wide and Metropolitan group averages. In keeping with this, 25% of residents volunteer parks and gardens as the best things about Council, followed by recreational and sporting facilities (14%).

Performance ratings increased significantly in 12 service areas since 2018. Increases ranged in size from three to seven index points, with the largest increases occurring on town planning policy (up seven points from 2018), business and community development and tourism (up six points) and community decisions (up six points).

Areas for improvement

Council did not experience any significant declines in ratings in 2019. Moreover, all service areas are rated in line with, or significantly ahead of, State-wide and Metropolitan group averages. That said, Council performs lowest, relative to its own scores, in areas related to population growth, development, and Council planning. Council's performance scores are lowest in the following three areas, despite some significant improvements in the past year:

- Parking facilities (index score of 54)
- Planning and building permits (index score of 52, up four points from 2018)
- Population growth (index score of 52, up four points).

Moreover, 15% of residents volunteer inappropriate or over-development, followed by 11% who mention parking availability as the Council areas most in need of improvement.



Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Community consultation and engagement
- Decisions made in the interest of the community.

Other service areas with a positive influence on overall performance include:

- Informing the community
- Town planning
- Lobbying
- The appearance of public areas
- Waste management.

Looking at key service areas only, the appearance of public areas and waste management have the strongest positive performance indices and moderately positive influences on Council's overall performance rating. Currently, Glen Eira City Council is performing *very well* in these areas and they should remain a focus.

Recreational facilities also has a high performance rating, but has less influence on overall performance.

Glen Eira City Council's community consultation and engagement and decisions made in the community interest have lower (though still positive) performance ratings overall, but moderate to strong influences on perceptions of overall performance. Continuing efforts in these areas has the capacity to lift Glen Eira City Council's overall performance rating.

How well Council informs the community has similar potential, as well as its town planning and lobbying efforts.

Council's efforts on planning and building permits, parking facilities and also planning for population growth are areas needing attention lest they contribute negatively to perceptions of overall performance.

Overall, good communication, informing the community, transparency with residents about decisions the Council has made in the community's interest, as well as improved community consultation and engagement, could help drive up overall opinion of the Council's performance.



Focus areas for coming 12 months

Perceptions of Council performance improved across most service areas, as well as on directional measures, in the past year. This is a positive result for Council.

In terms of priorities for the year ahead, Glen Eira City Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance:

- Decisions made in the interest of the community
- Consultation and engagement
- Informing the community
- Town planning policy
- Lobbying.

Council should also focus attention on service areas where stated importance exceeds Council performance by 20 or more points:

- Planning for population growth (margin of 27 points)
- Planning and building permits (margin of 23 points)
- Parking facilities (margin of 20 points).

More generally, consideration should also be given to residents aged 50 to 64 years, who rated Council lower than residents overall in a number of areas in 2019.

- It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 18 to 34 years, and use these lessons to build on performance experience and perceptions.

On the positive side, Council should look to build upon its significantly improved performance across service areas, including in the areas of town planning policy, business and community development, and community decision-making.



Further areas of exploration

An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

Please note that the category descriptions for the coded open-ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on:

03 8685 8555

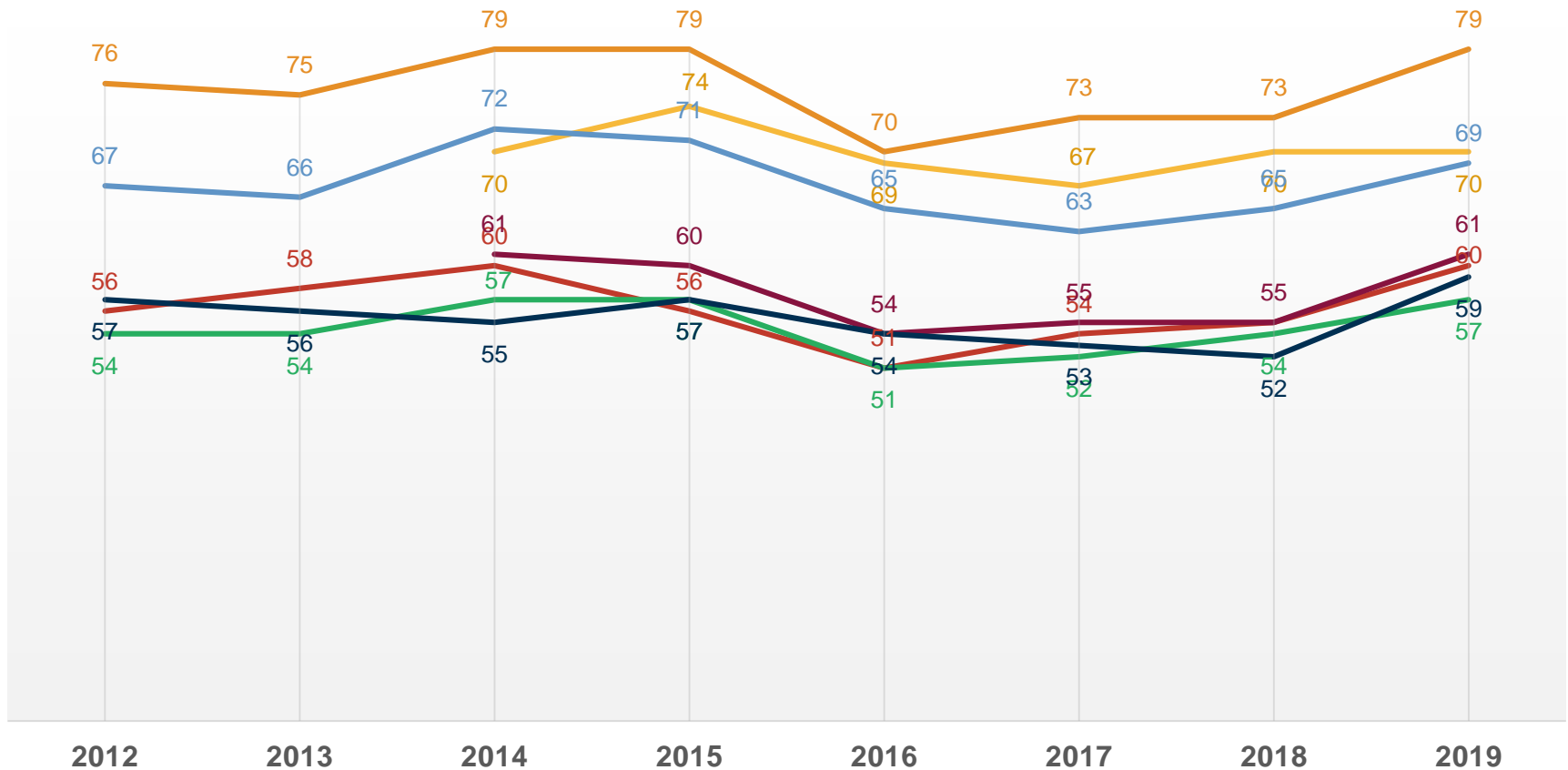
A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night-time image of the United States, showing city lights and state boundaries. The 'W' is positioned on the right side of the page, with its leftmost stroke extending towards the center.

Summary of findings



Summary of core measures

Index scores





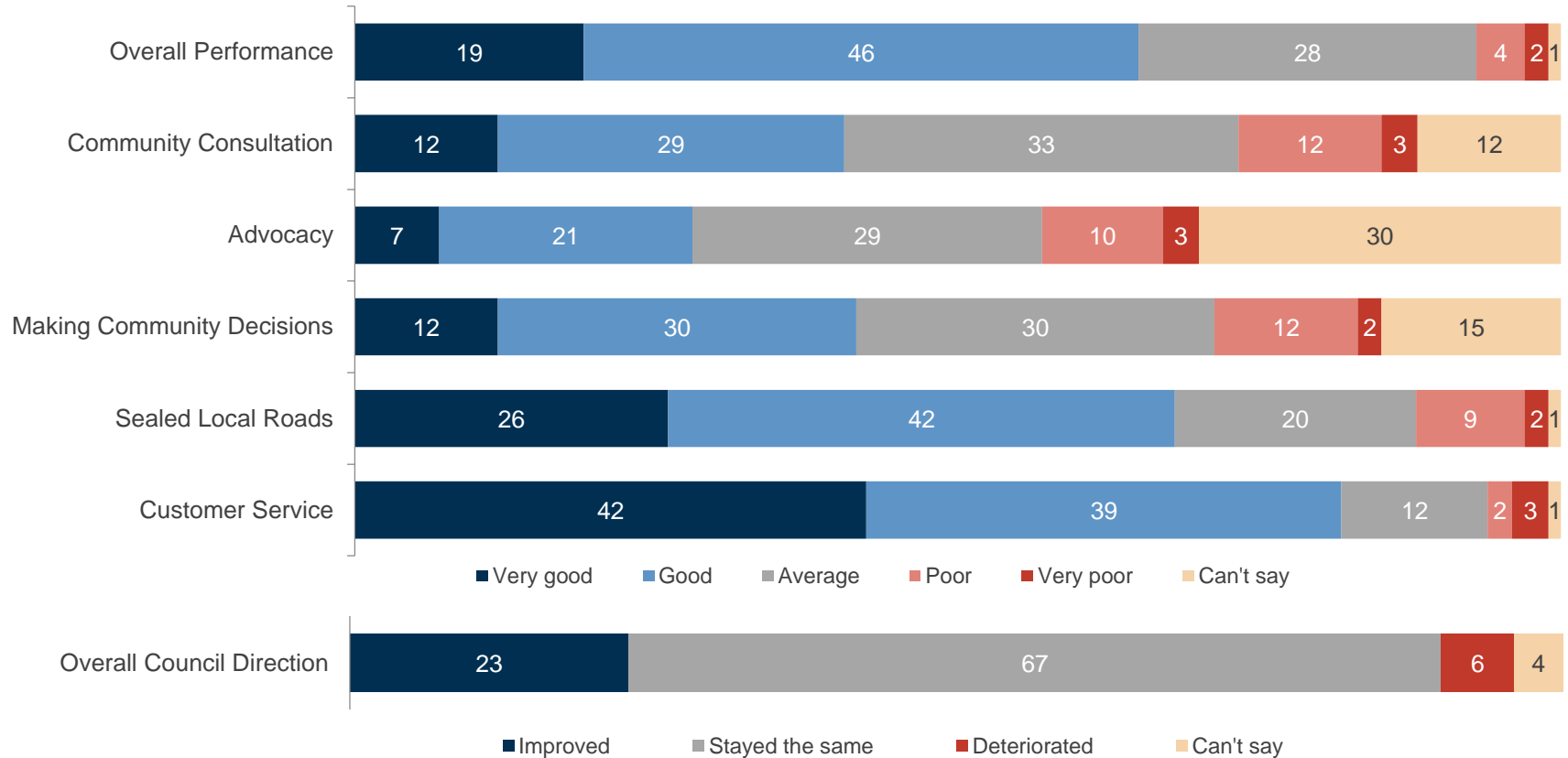
Summary of core measures

Performance Measures	Glen Eira 2019	Glen Eira 2018	Metro 2019	State- wide 2019	Highest score	Lowest score
Overall Performance	69	65	67	60	Aged 18-34 years	Aged 50-64 years
Community Consultation (Community consultation and engagement)	60	55	58	56	Aged 18-49 years	Aged 50-64 years
Advocacy (Lobbying on behalf of the community)	57	54	57	54	Aged 18-34 years	Aged 50-64 years
Making Community Decisions (Decisions made in the interest of the community)	61	55	60	55	Aged 18-34 years	Aged 50-64 years
Sealed Local Roads (Condition of sealed local roads)	70	70	69	56	Aged 35-49 years	Aged 50-64 years
Customer Service	79	73	76	71	Aged 65+ years	Aged 35-49 years
Overall Council Direction	59	52	55	53	Aged 18-34 years	Aged 50-64 years



Summary of key community satisfaction

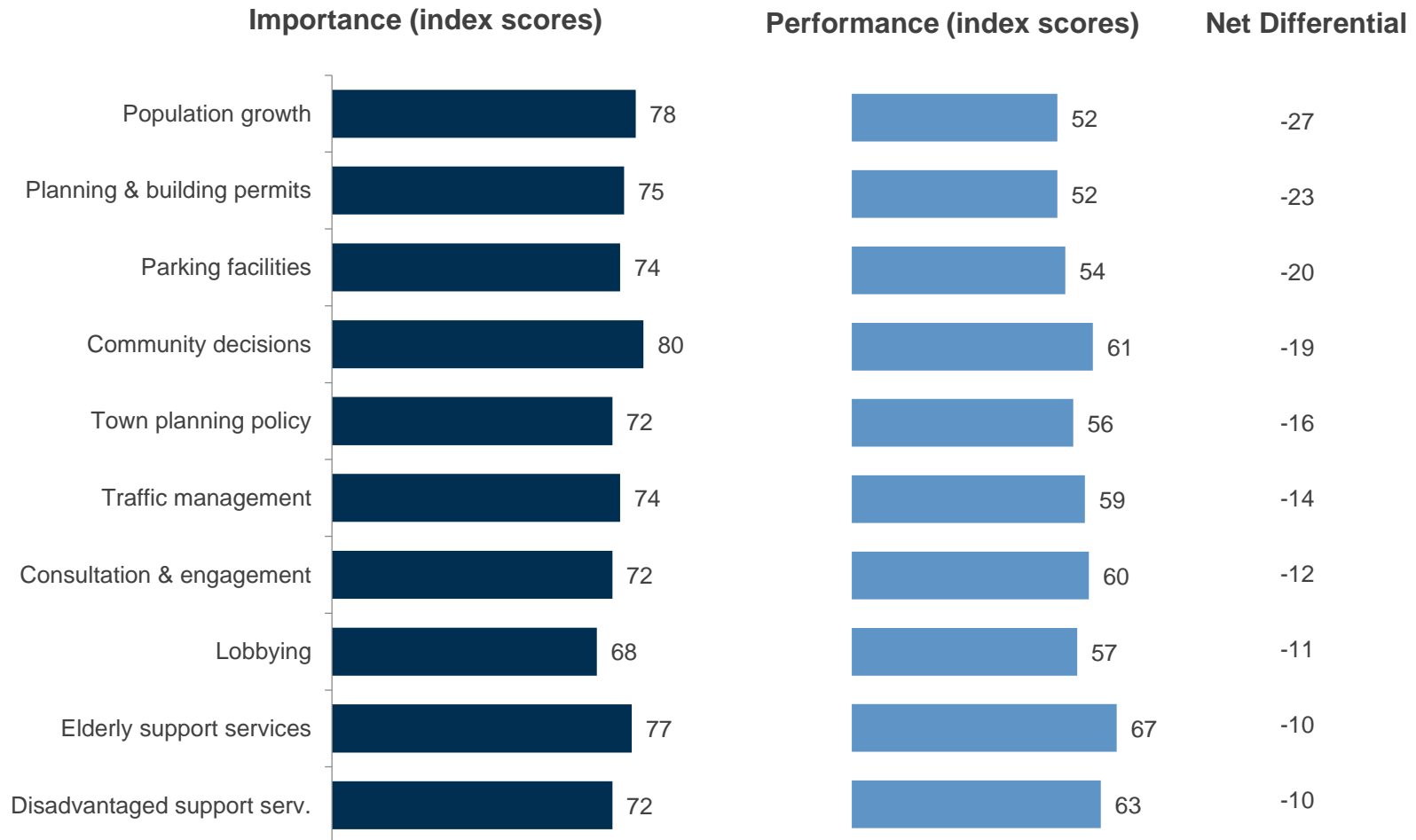
Key measures summary results (%)





Individual service areas importance vs performance

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





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 charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

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

2019 regression analysis (all service areas)

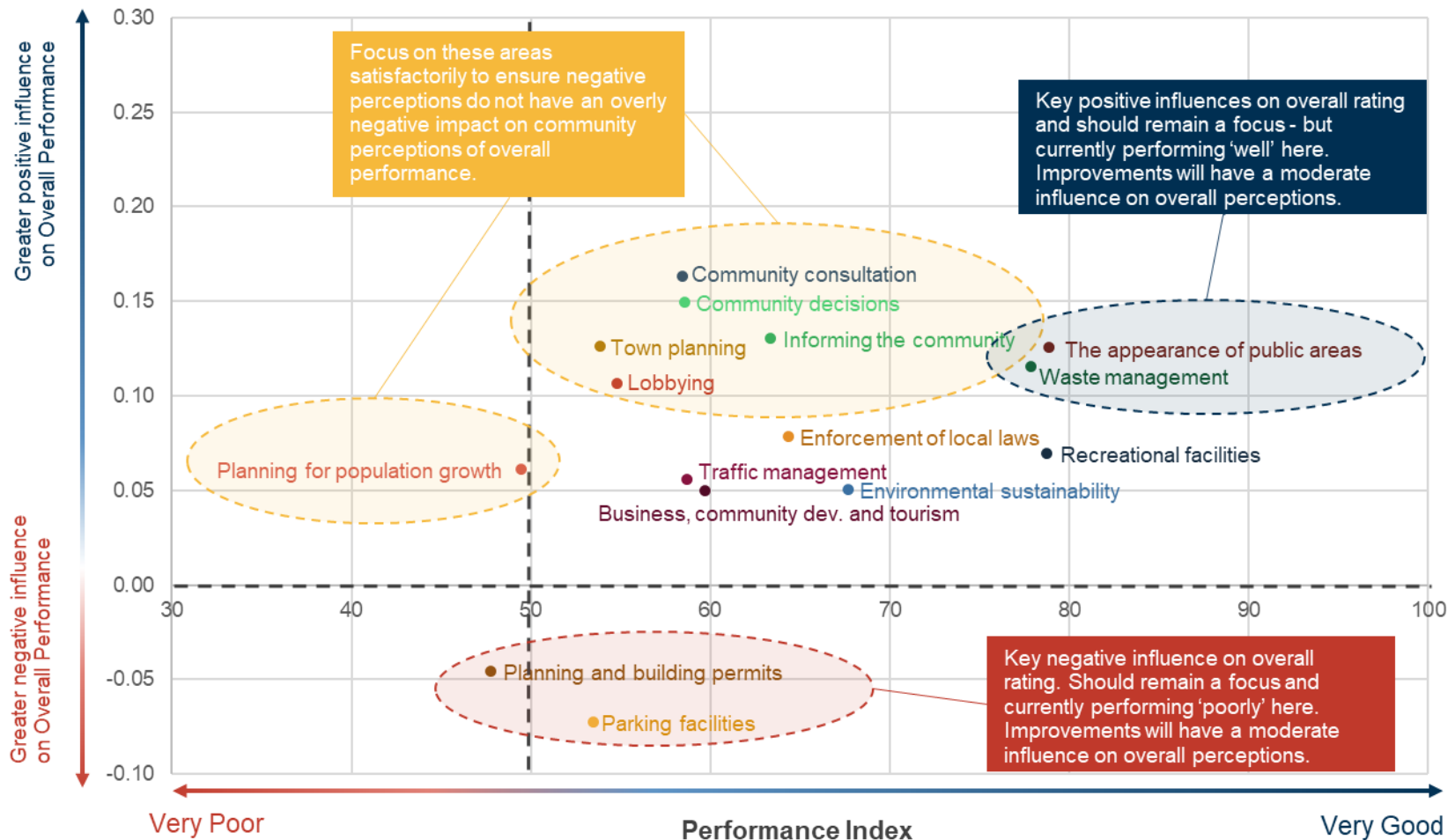


The multiple regression analysis model above (all service areas) has an R-squared value of 0.625 and adjusted R-square value of 0.603, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 28.57$. 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

2019 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R -squared value of 0.623 and adjusted R -square value of 0.608, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 42.29$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Individual service area importance

2019 individual service area importance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Waste management	84	83	82	83	79	80	80	81
Community decisions	80	79	81	80	79	79	n/a	n/a
Population growth	78	77	77	78	n/a	74	73	72
Elderly support services	77	76	78	80	77	78	77	79
Local streets & footpaths	76	79	78	80	76	77	79	75
Environmental sustainability	76	73	74	75	73	73	71	72
Sealed local roads	75	75	78	79	72	75	n/a	n/a
Planning & building permits	75	77	78	75	74	75	73	73
Traffic management	74	74	76	77	73	70	74	72
Parking facilities	74	73	74	74	70	72	70	69
Informing the community	73	71	72	77	73	73	71	73
Disadvantaged support serv.	72	72	73	75	74	72	73	73
Appearance of public areas	72	75	75	78	73	74	73	72
Family support services	72	73	74	75	73	73	73	71
Recreational facilities	72	74	75	76	72	74	75	73
Consultation & engagement	72	72	73	75	72	71	70	70
Town planning policy	72	72	75	75	71	72	71	70
Enforcement of local laws	69	70	73	73	70	70	71	68
Lobbying	68	69	70	70	67	68	67	64
Art centres & libraries	66	69	69	70	69	71	67	70
Community & cultural	59	60	62	63	60	62	59	60
Bus/community dev./tourism	54	56	58	57	55	56	56	55

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

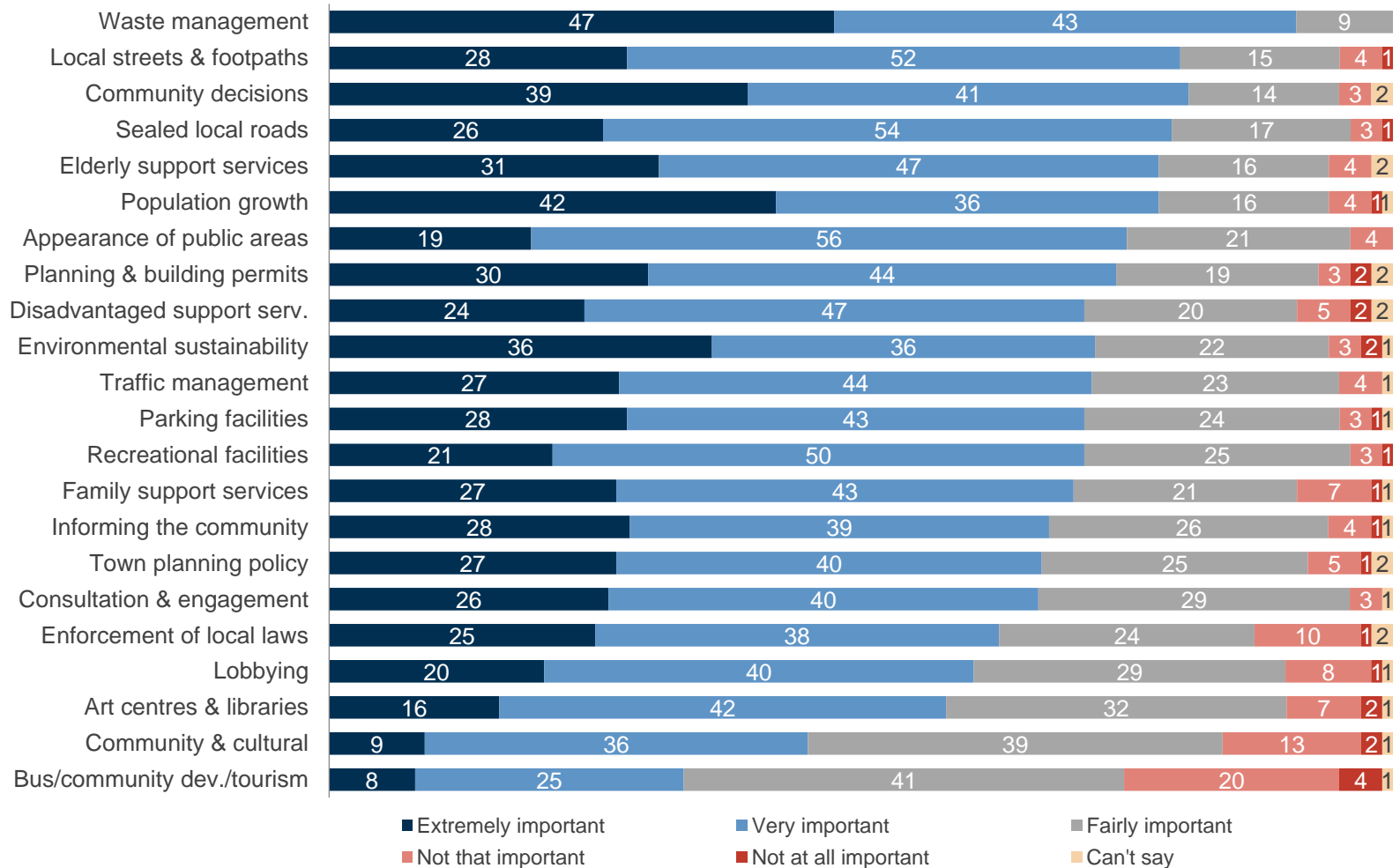
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 10

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



Individual service area importance

2019 individual service area importance (%)





Individual service area performance

2019 individual service area performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	81	77	75	76	78	79	75	74
Recreational facilities	79	77	75	76	80	80	77	77
Art centres & libraries	78	74	76	75	78	81	76	76
Waste management	76	78	77	78	80	81	79	79
Community & cultural	71	67	69	68	70	74	68	66
Sealed local roads	70	70	67	69	74	70	n/a	n/a
Family support services	70	67	65	70	69	72	66	66
Local streets & footpaths	69	66	66	68	67	69	65	68
Environmental sustainability	68	63	63	60	68	65	66	63
Enforcement of local laws	67	65	64	63	69	67	65	65
Elderly support services	67	65	67	69	70	72	68	67
Informing the community	64	59	61	59	65	62	61	61
Disadvantaged support serv.	63	62	62	63	66	66	62	64
Bus/community dev./tourism	63	57	57	58	61	58	57	57
Community decisions	61	55	55	54	60	61	n/a	n/a
Consultation & engagement	60	55	54	51	56	60	58	56
Traffic management	59	60	59	55	59	61	57	55
Lobbying	57	54	52	51	57	57	54	54
Town planning policy	56	49	49	49	52	56	57	56
Parking facilities	54	56	55	52	61	60	58	56
Planning & building permits	52	48	46	46	49	56	56	53
Population growth	52	48	48	44	n/a	54	53	53

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

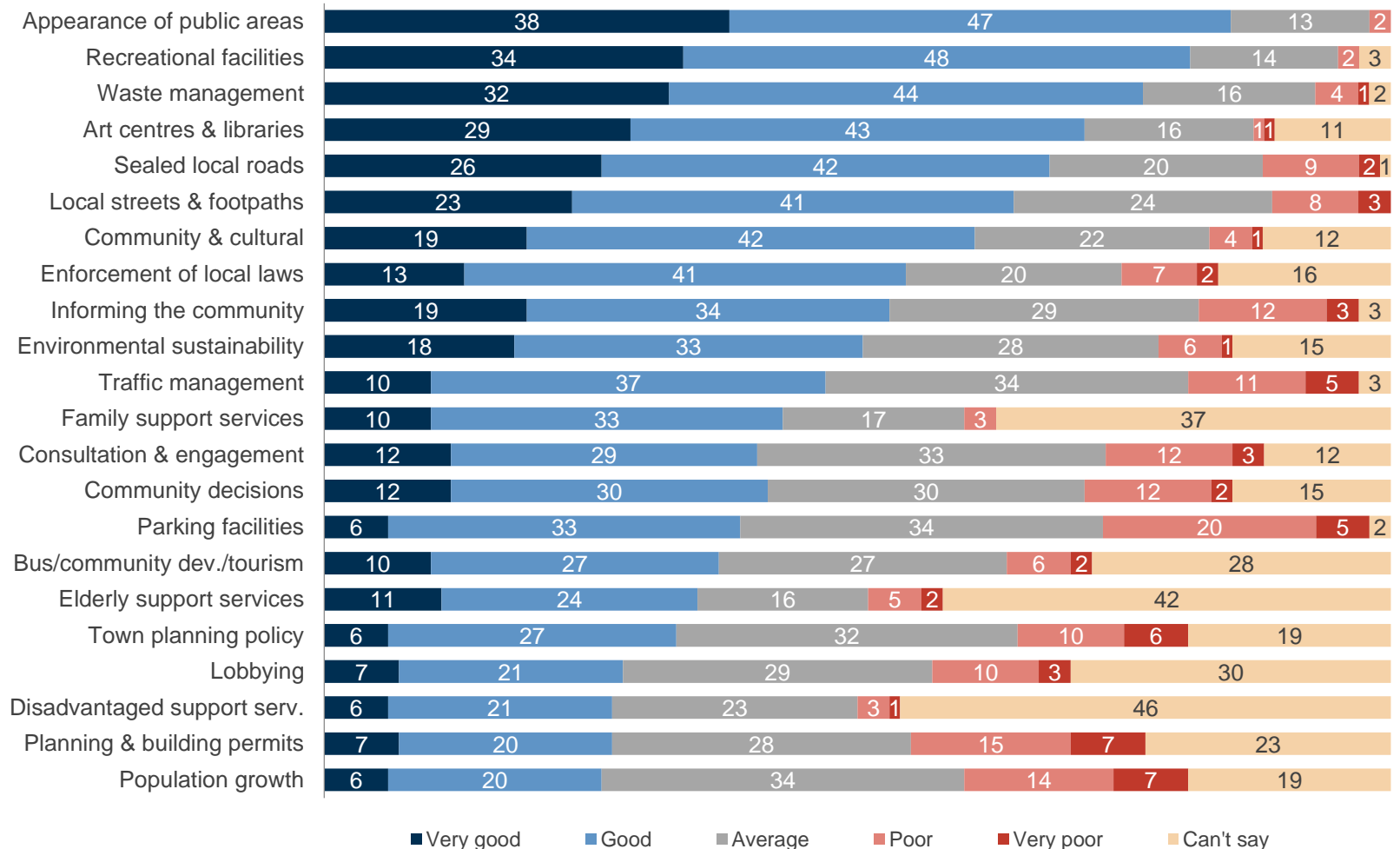
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



Individual service area performance

2019 individual service area performance (%)



Individual service area performance vs State-wide average



Significantly Higher than State-wide Average

- Consultation & engagement
- Lobbying
- Informing the community
- Local streets & footpaths
- Enforcement of local laws
- Family support services
- Recreational facilities
- Appearance of public areas
- Art centres & libraries
- Waste management
- Environmental sustainability
- Making community decisions
- Sealed local roads

Significantly Lower than State-wide Average

- Not applicable



Individual service area performance vs group average

Significantly Higher than Group Average

- Local streets & footpaths
- Enforcement of local laws
- Recreational facilities
- Appearance of public areas
- Art centres & libraries
- Waste management
- Bus/community dev./tourism
- Environmental sustainability

Significantly Lower than Group Average

- Not applicable



Best things about Council

2019 best things about Council (%) - Top mentions only -

		2018	2017	2016	2015	2014	2013	2012
Parks and Gardens	25	28	25	23	28	26	n/a	n/a
Recreational/Sporting Facilities	14	16	16	13	17	18	n/a	n/a
Waste Management	12	11	8	10	11	11	n/a	n/a
Public Areas	9	4	5	8	8	4	n/a	n/a
Customer Service	9	6	7	6	n/a	n/a	n/a	n/a
Community Facilities	8	11	10	8	11	13	n/a	n/a
Road/Street Maintenance	6	6	5	6	5	5	n/a	n/a
Generally Good	6	5	6	6	n/a	n/a	n/a	n/a
Community Support Services	3	3	1	2	4	4	n/a	n/a
Environmental	3	1	1	1	2	3	n/a	n/a
Median Strips/Nature strips/Trees/Roundabouts	3	1	n/a	1	n/a	n/a	n/a	n/a
Youth/Kids	3	2	2	2	2	3	n/a	n/a
Community Engagement/Involvement	3	2	2	n/a	n/a	n/a	n/a	n/a

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: 21 Councils asked group: 8












Note: Significant differences have not been applied to this chart.

Verbatim responses are provided in the accompanying dashboard.



Areas for improvement

2019 areas for improvement (%) - Top mentions only -

		2018	2017	2016	2015	2014	2013	2012
Development - Inappropriate	 15	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parking Availability	 11	13	13	14	6	4	n/a	n/a
Traffic Management	 8	11	9	10	12	10	n/a	n/a
Communication	 8	8	11	13	13	12	n/a	n/a
Community Consultation	 7	6	8	9	4	5	n/a	n/a
Informing The Community	 6	3	2	1	2	2	n/a	n/a
Town Planning/Permits/Red Tape	 4	5	8	3	2	2	n/a	n/a
Sealed Road Maintenance	 4	7	4	3	3	4	n/a	n/a
Waste Management	 4	3	4	4	3	4	n/a	n/a
Environmental Issues	 4	3	5	6	3	3	n/a	n/a
Nothing	 12	5	10	12	10	16	n/a	n/a

Q17. What does Glen Eira City Council MOST need to do to improve its performance?

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 10

Note: Significant differences have not been applied to this chart.

Verbatim responses are provided in the accompanying dashboard.

DETAILED FINDINGS



Overall performance



Overall performance

2019 overall performance (index scores)

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

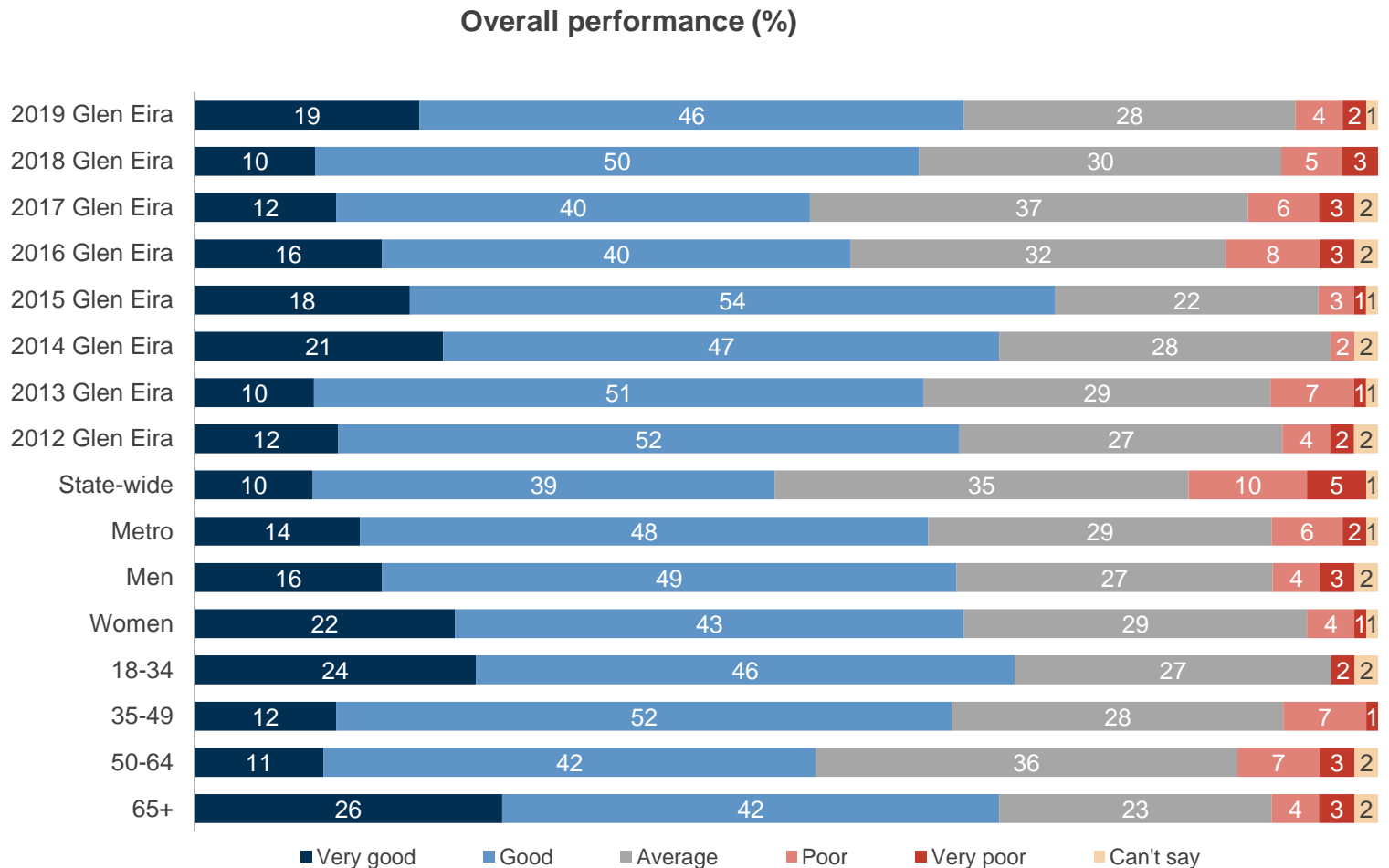
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glen Eira City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



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: 63 Councils asked group: 14

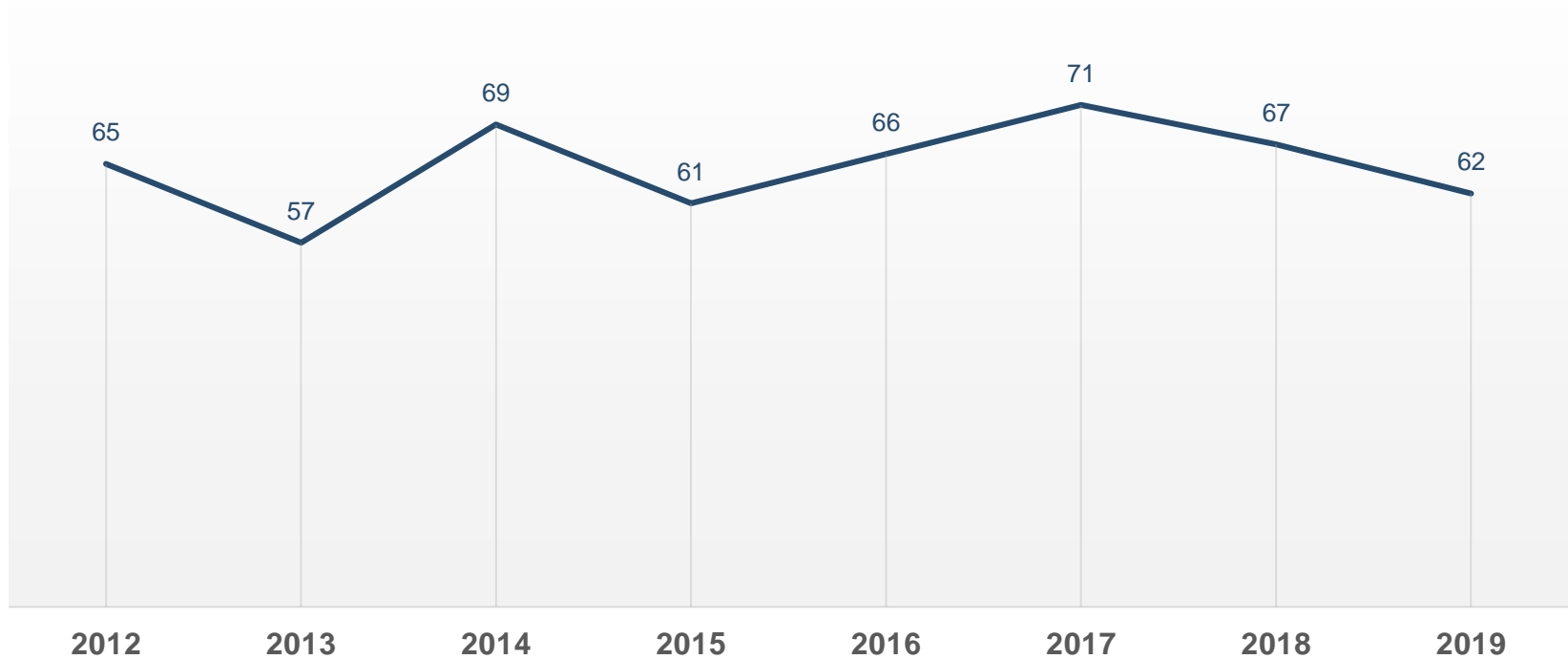


Customer service



Contact with council

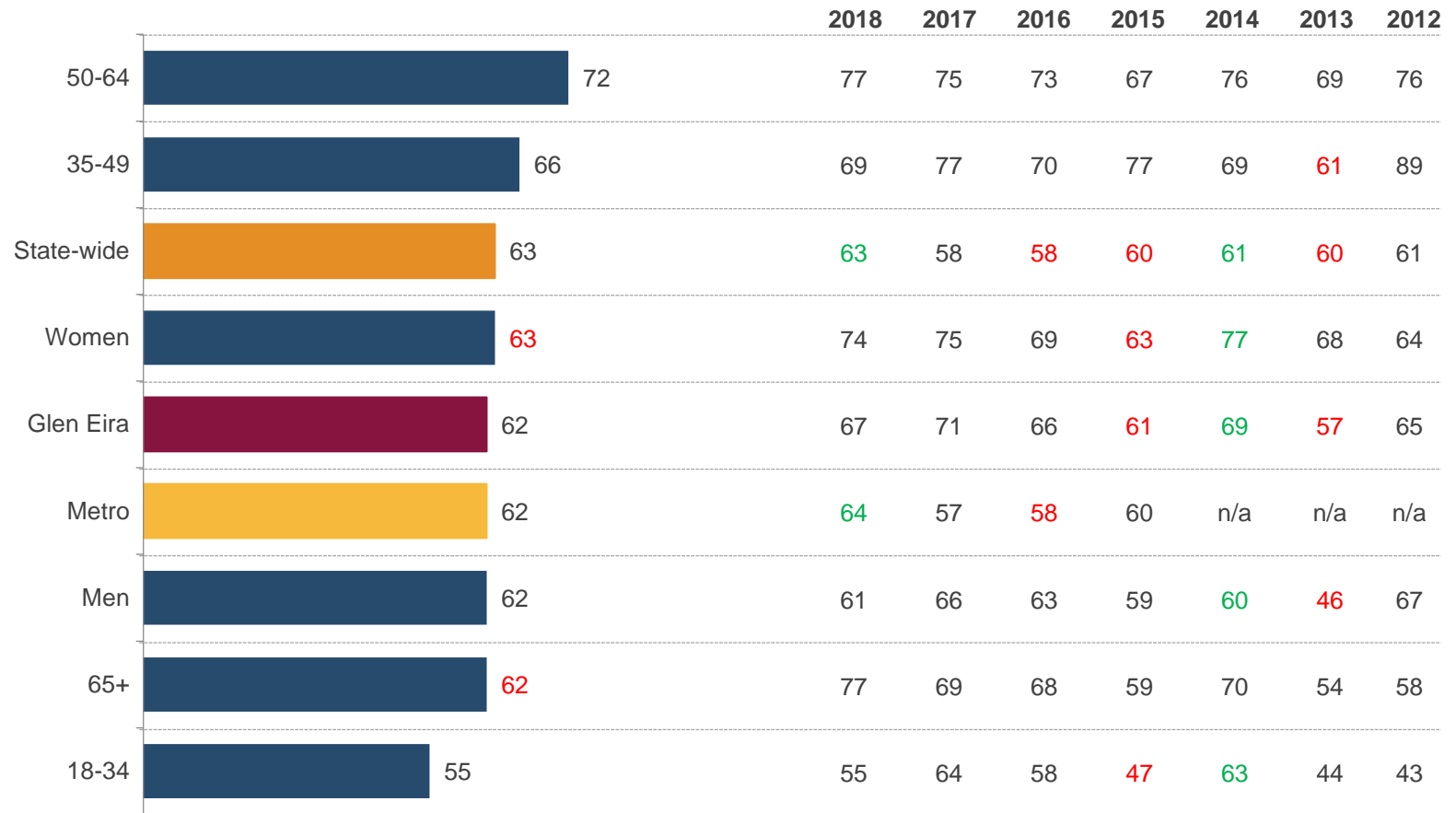
2019 contact with council (%)
Have had contact





Contact with council

2019 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?

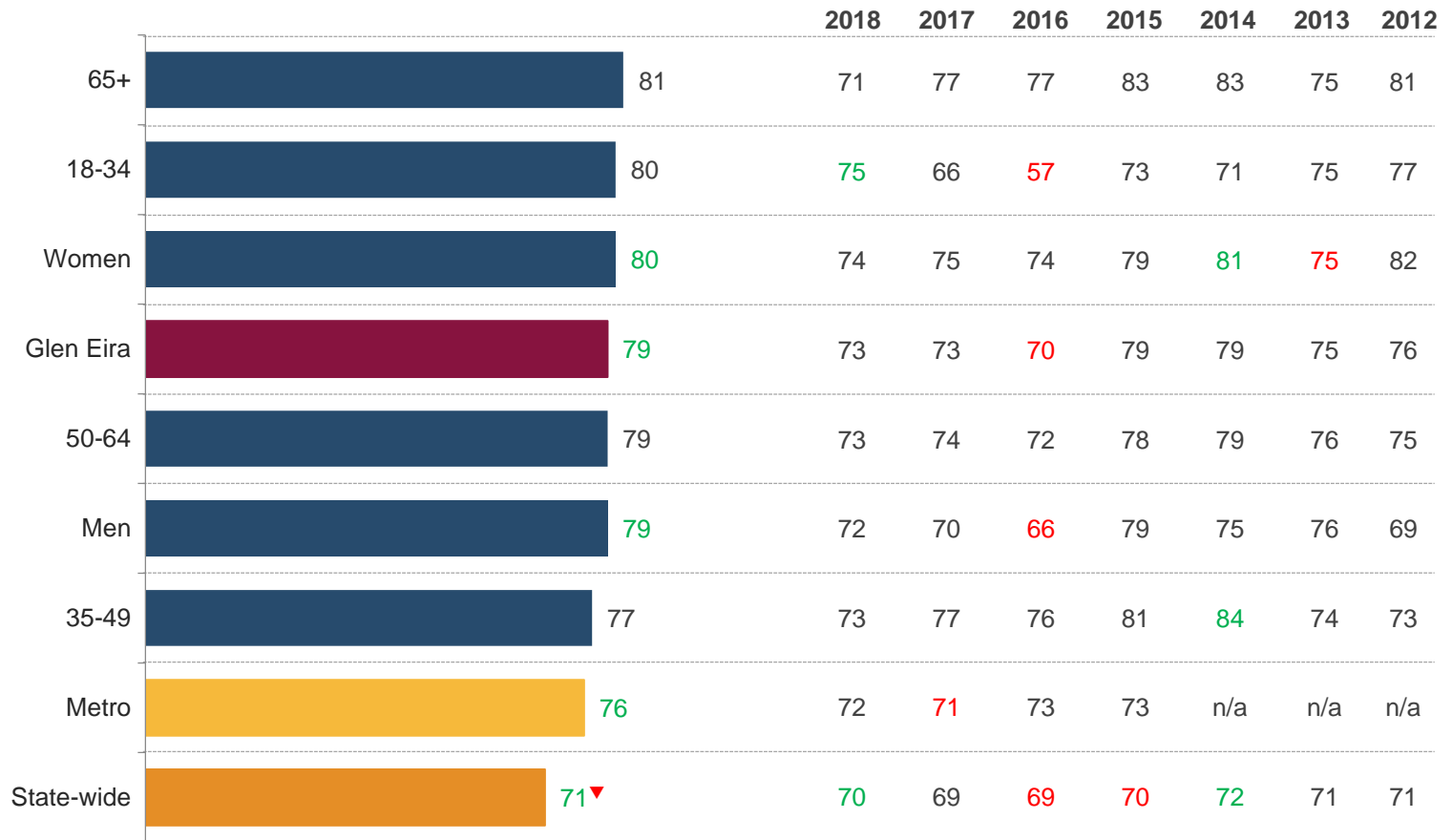
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

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



Customer service rating

2019 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate Glen Eira City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

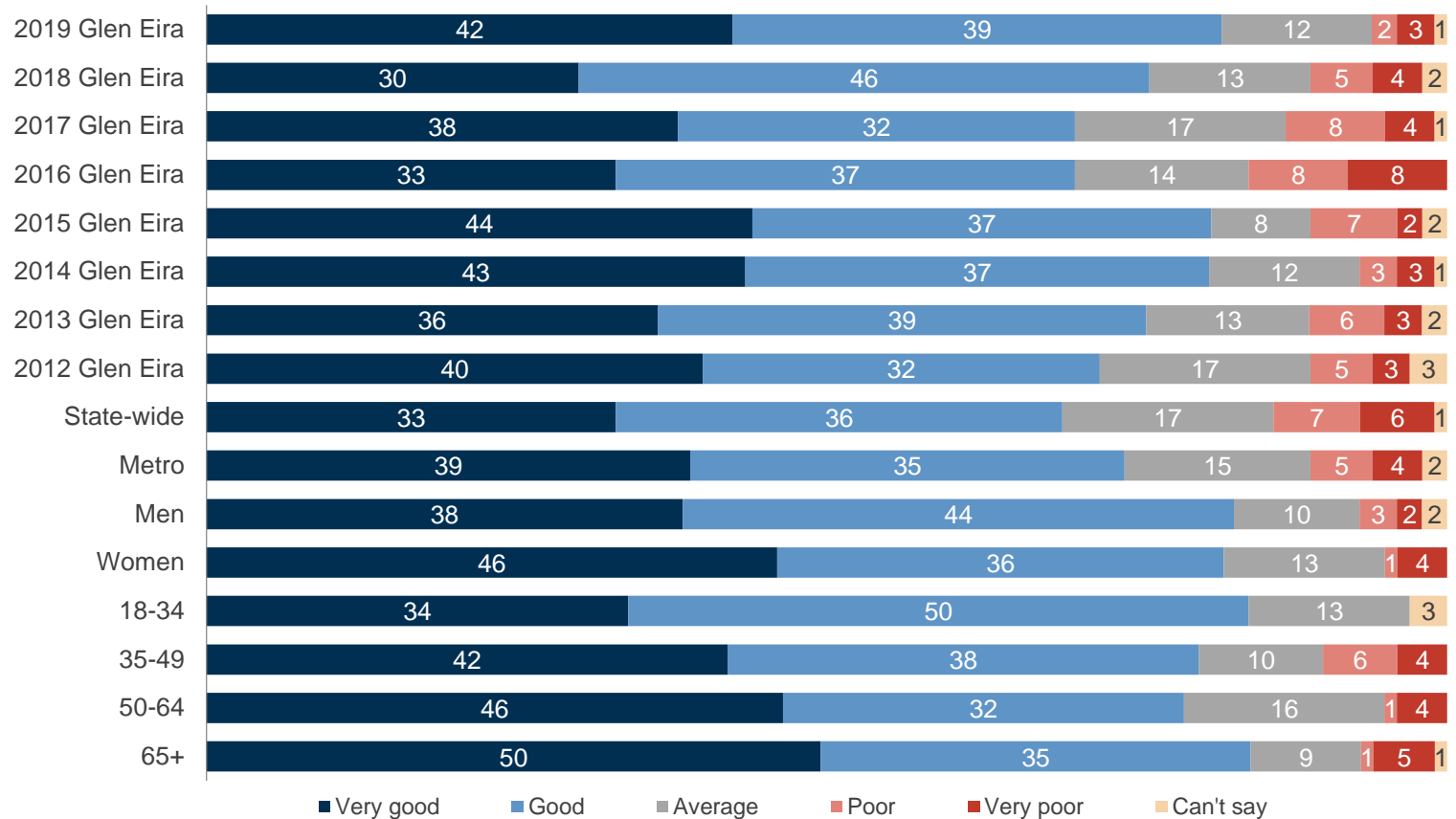
Councils asked state-wide: 63 Councils asked group: 14

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



Customer service rating

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: 63 Councils asked group: 14



Method of contact with council

2019 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



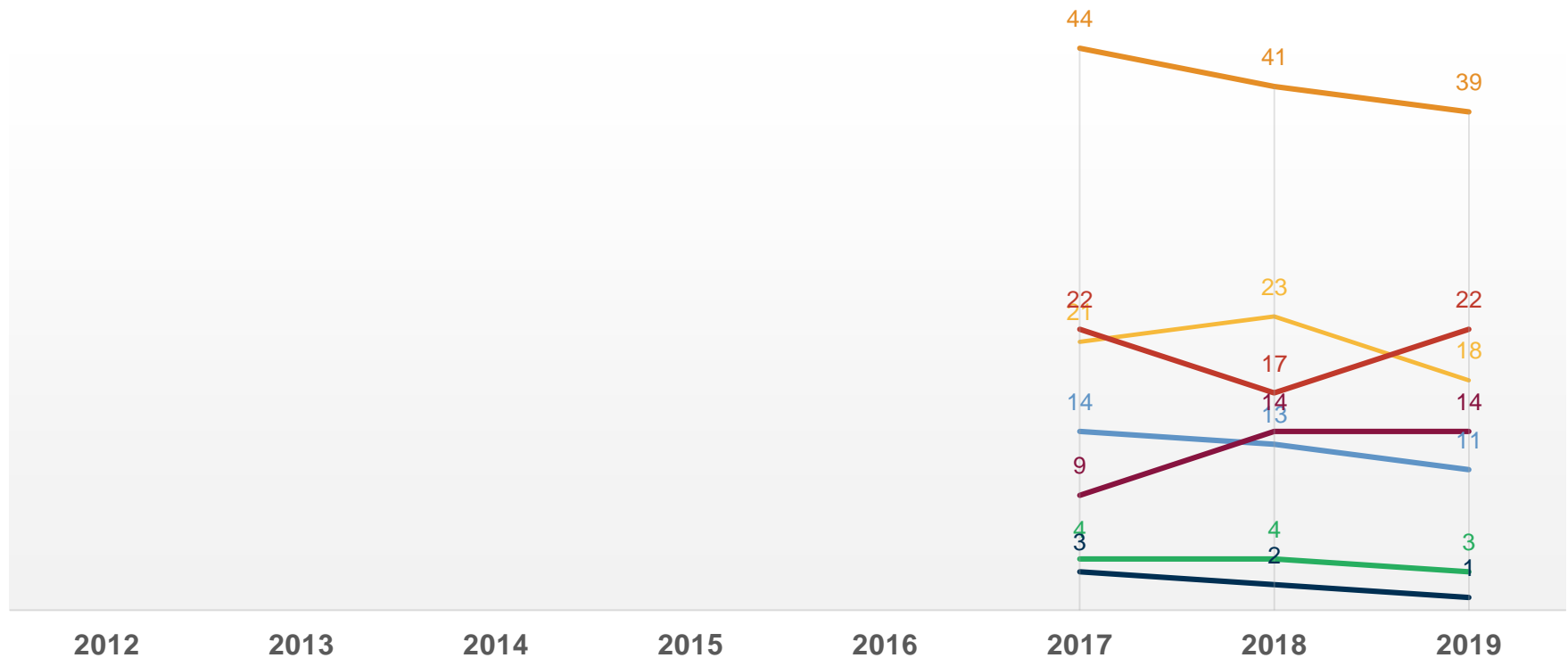
By Email



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?

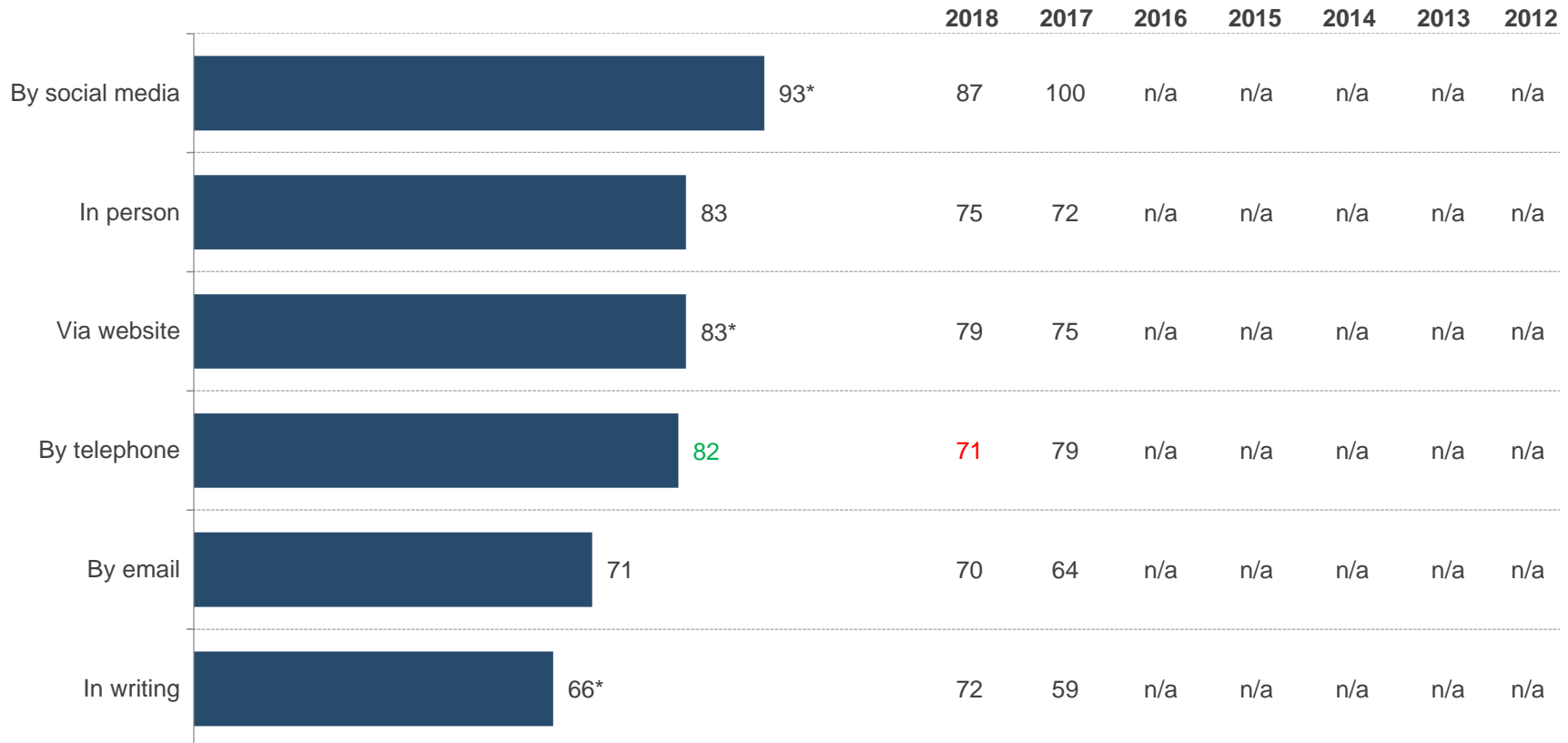
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

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



Customer service rating by method of last contact

2019 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: 63 Councils asked group: 14

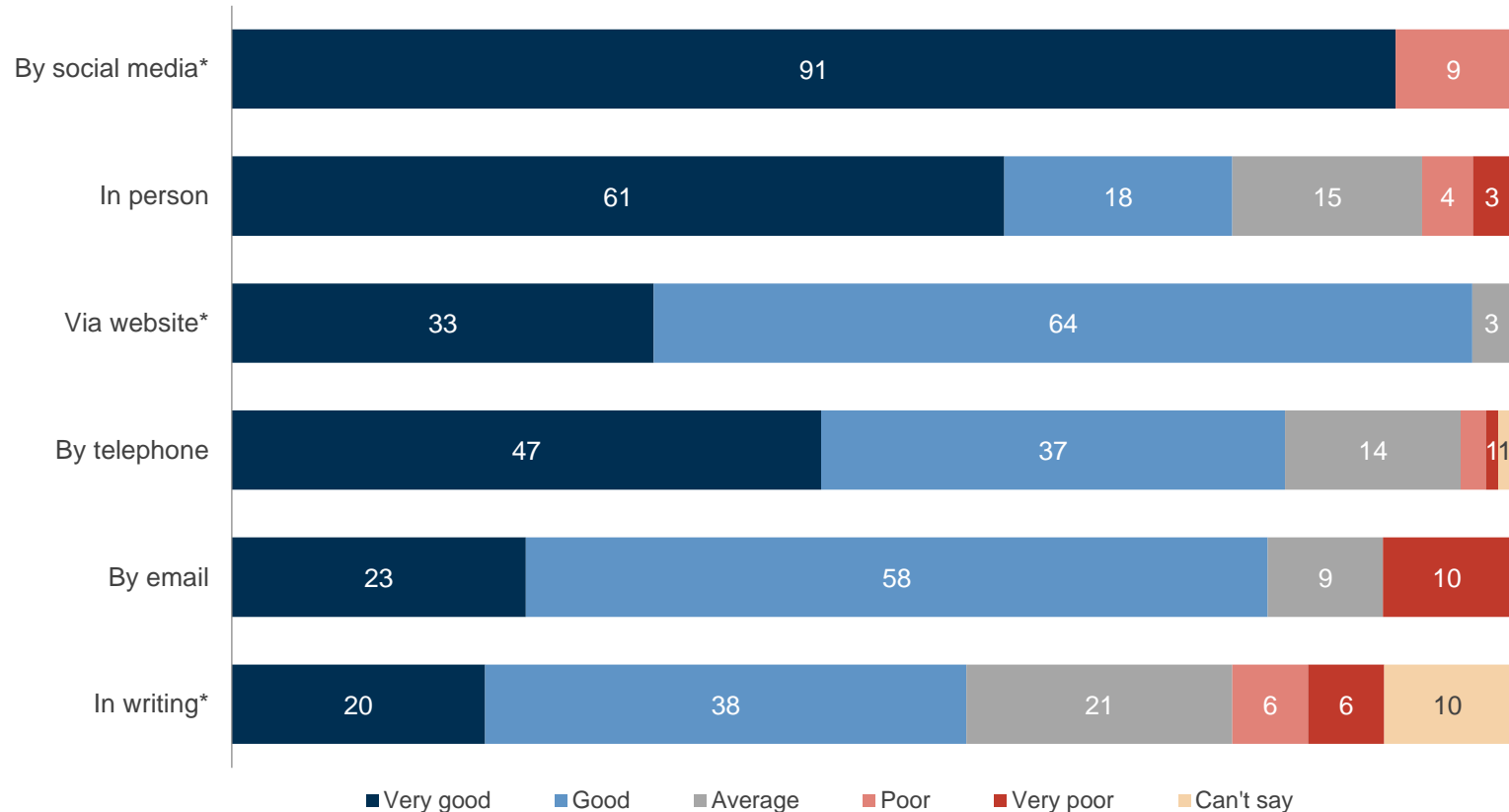
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2019 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: 6

*Caution: small sample size < n=30

A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night image of the Earth, showing glowing city lights and a network of white lines representing roads or communication paths. The 'W' is positioned on the right side of the page, extending from the top to the bottom.

Communication



Communication summary

Overall preferred forms of communication

- Newsletter sent via email (32%)

Preferred forms of communication among over 50s

- Newsletter sent via mail (37%)

Preferred forms of communication among under 50s

- Newsletter sent via email (35%)

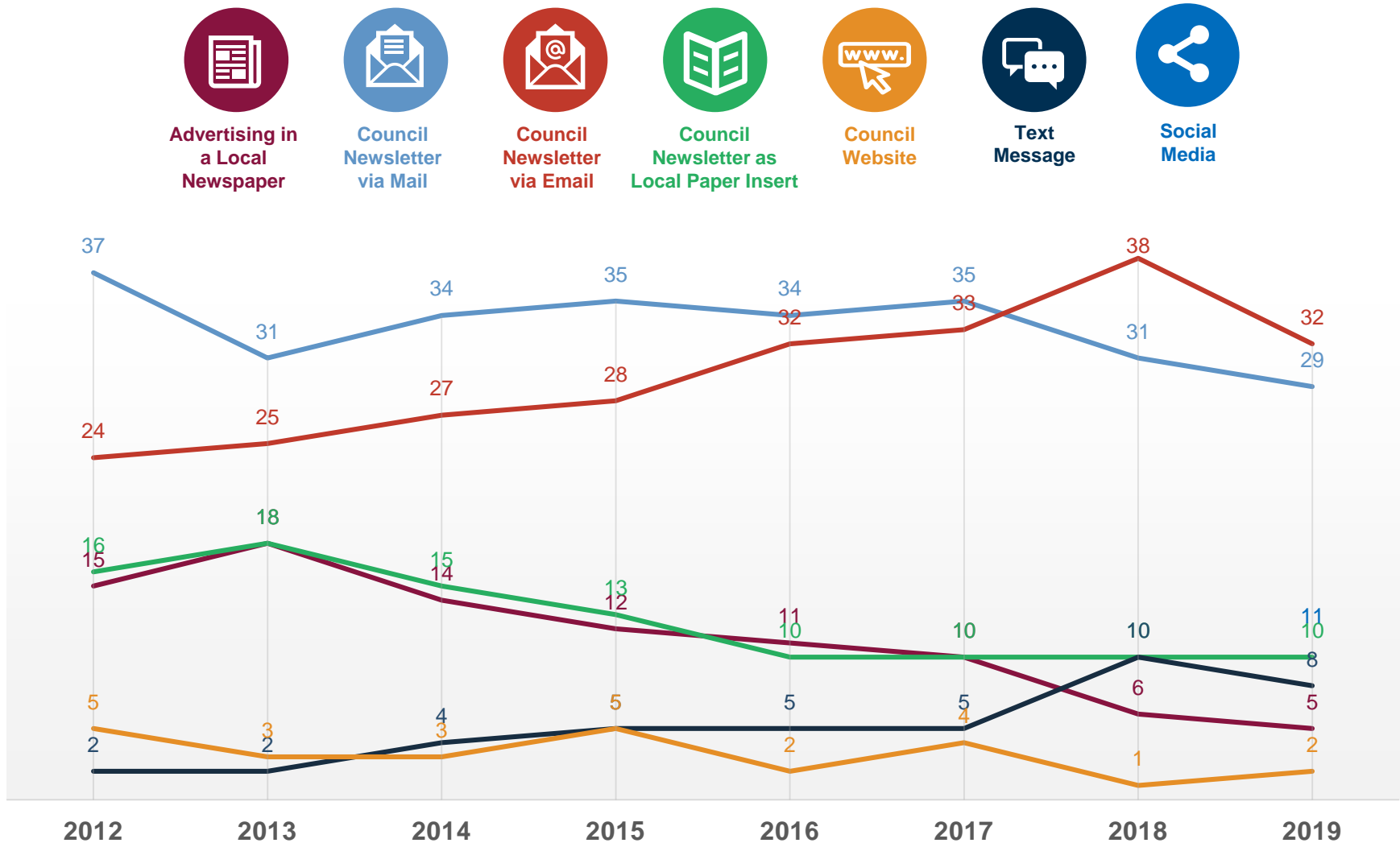
Greatest change since 2018

- Newsletter sent via email (-6)



Best form of communication

2019 best form of communication (%)



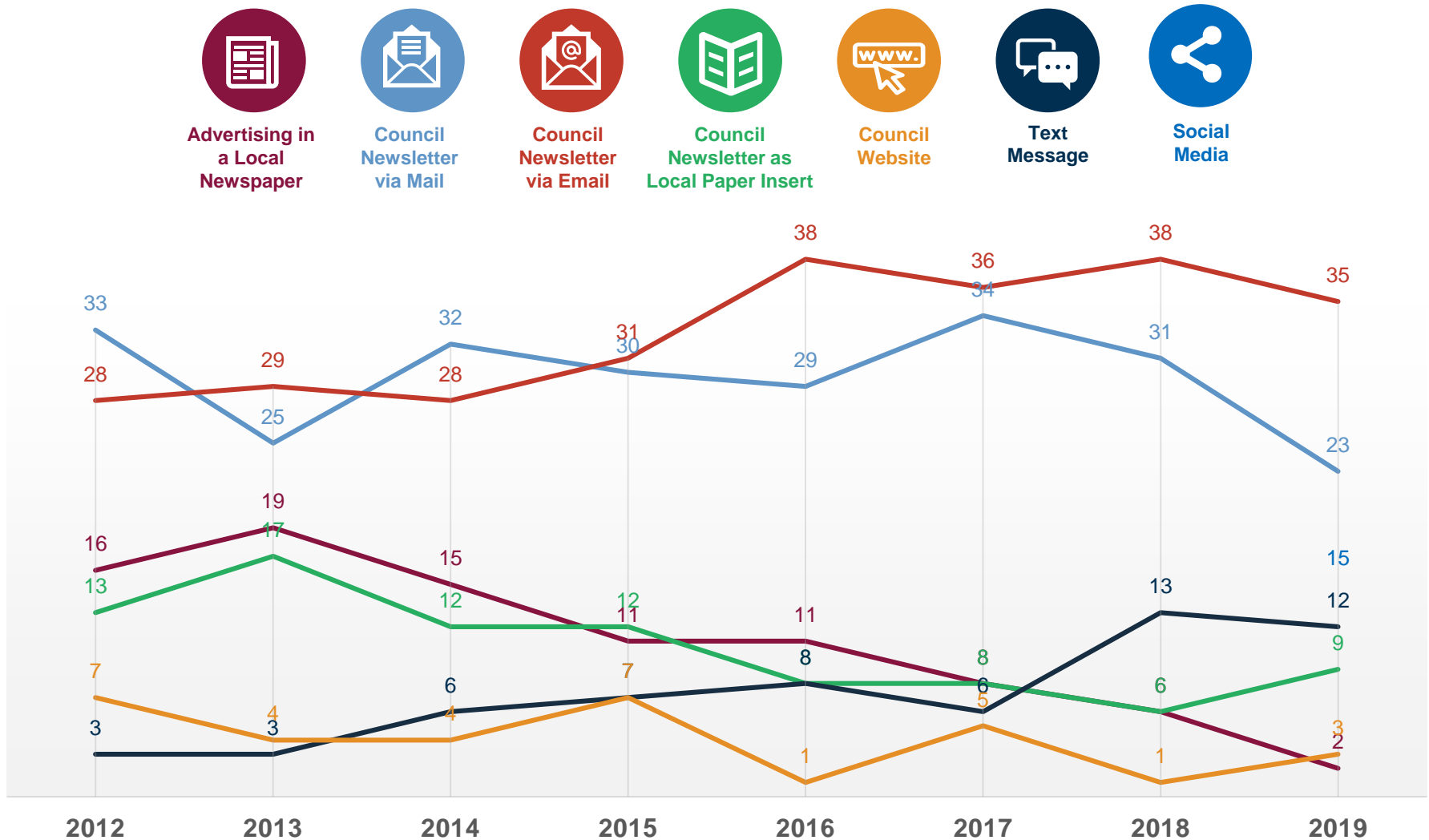
Q13. If Glen Eira City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 6



Best form of communication: under 50s

2019 under 50s best form of communication (%)



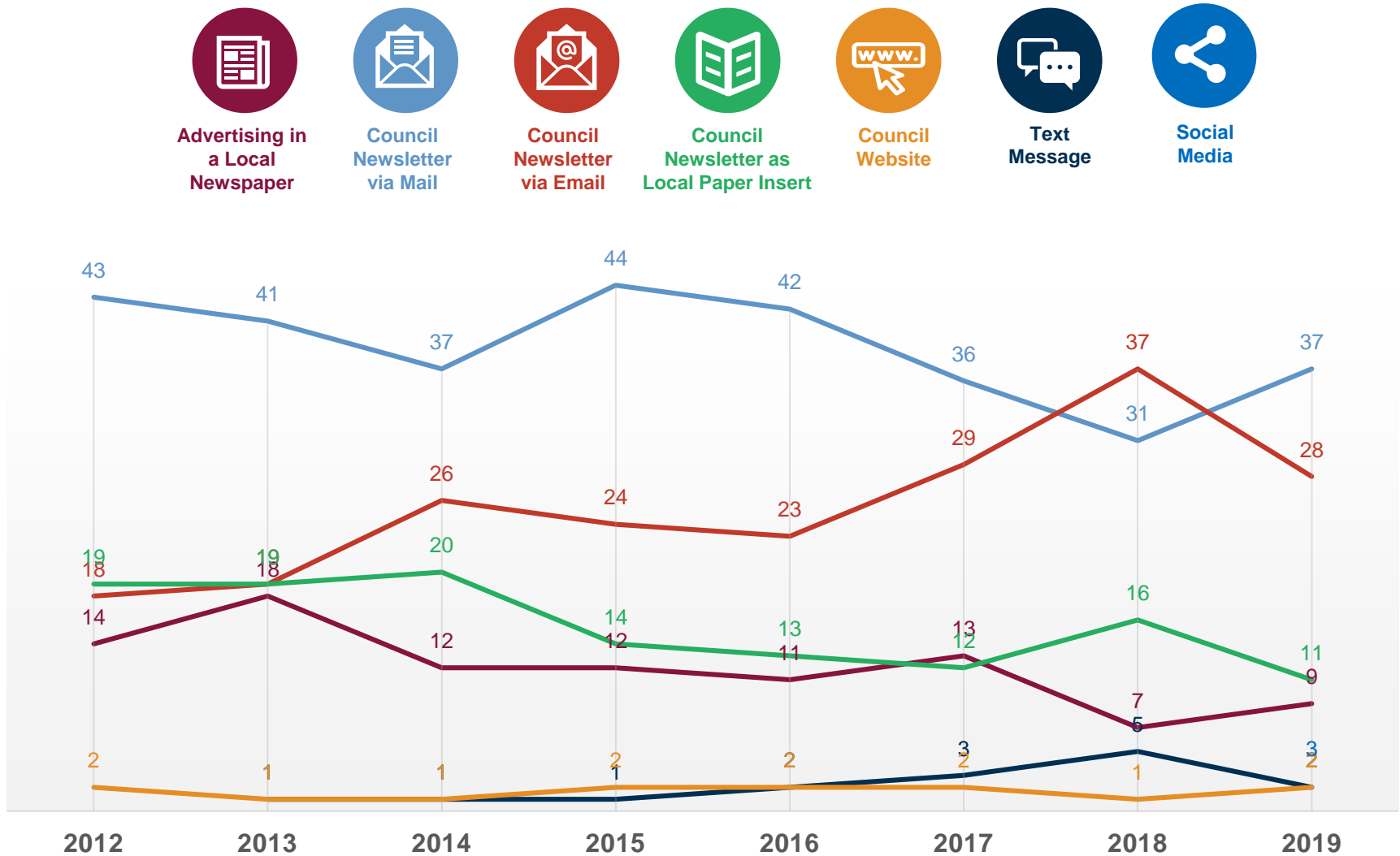
Q13. If Glen Eira City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged under 50. Councils asked state-wide: 31 Councils asked group: 6



2019 best form of communication: over 50s

2019 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: 31 Councils asked group: 6



Council direction



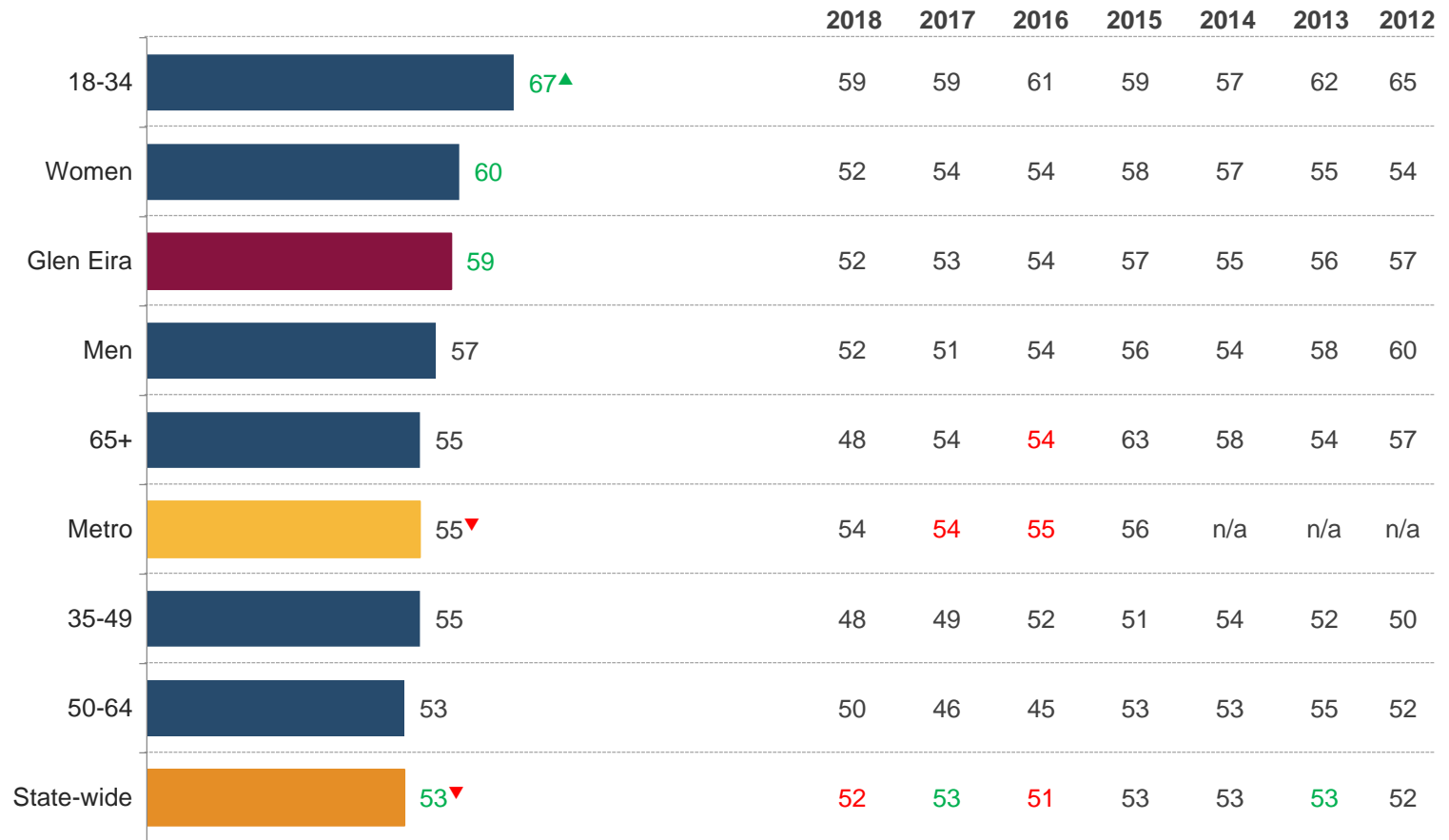
Council direction summary

Council direction	<ul style="list-style-type: none"> • 67% stayed about the same, up 1 point on 2018 • 23% improved, up 5 points on 2018 • 6% deteriorated, down 8 points on 2018
Most satisfied with Council direction	<ul style="list-style-type: none"> • Aged 18-34 years
Least satisfied with Council direction	<ul style="list-style-type: none"> • Aged 50-64 years



Overall council direction last 12 months

2019 overall direction (index scores)



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

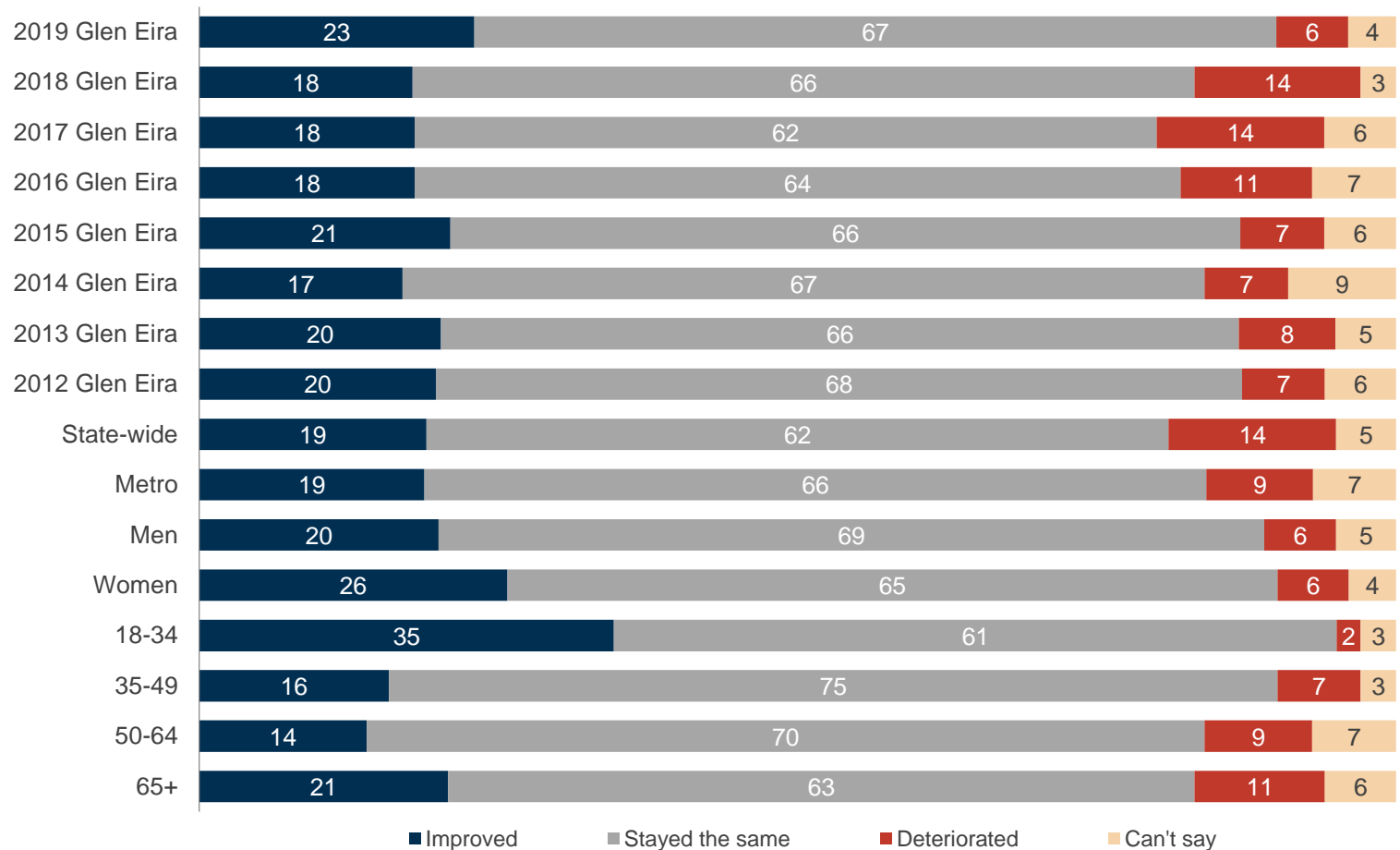
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



Overall council direction last 12 months

2019 overall council direction (%)



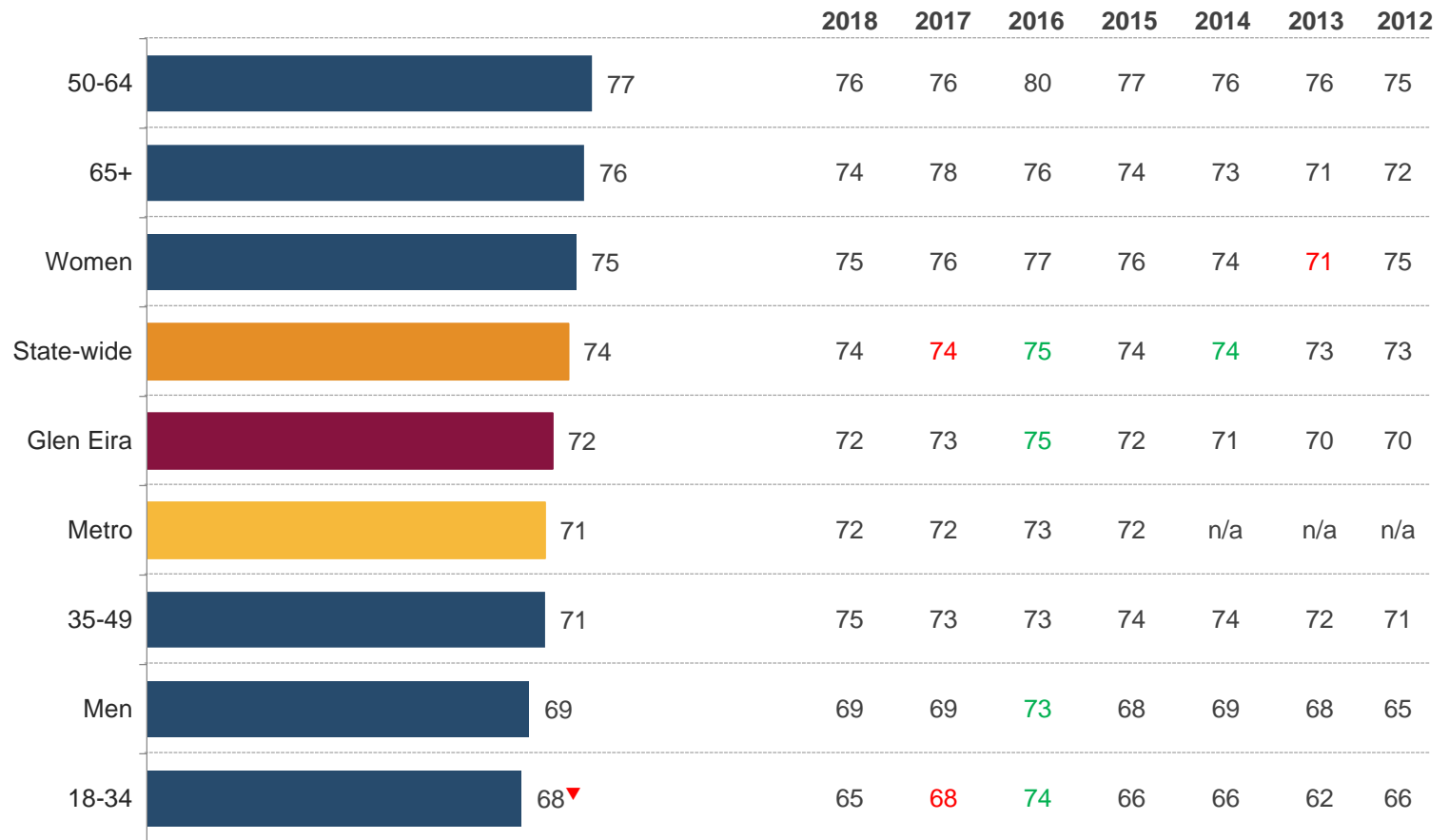
A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite image of the Western United States, showing state boundaries and major cities. The 'W' is dark blue and black, with the satellite imagery in shades of green, blue, and white. The text 'Individual service areas' is positioned in the lower-left quadrant of the slide.

Individual service areas



Community consultation and engagement importance

2019 Consultation and engagement importance (index scores)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

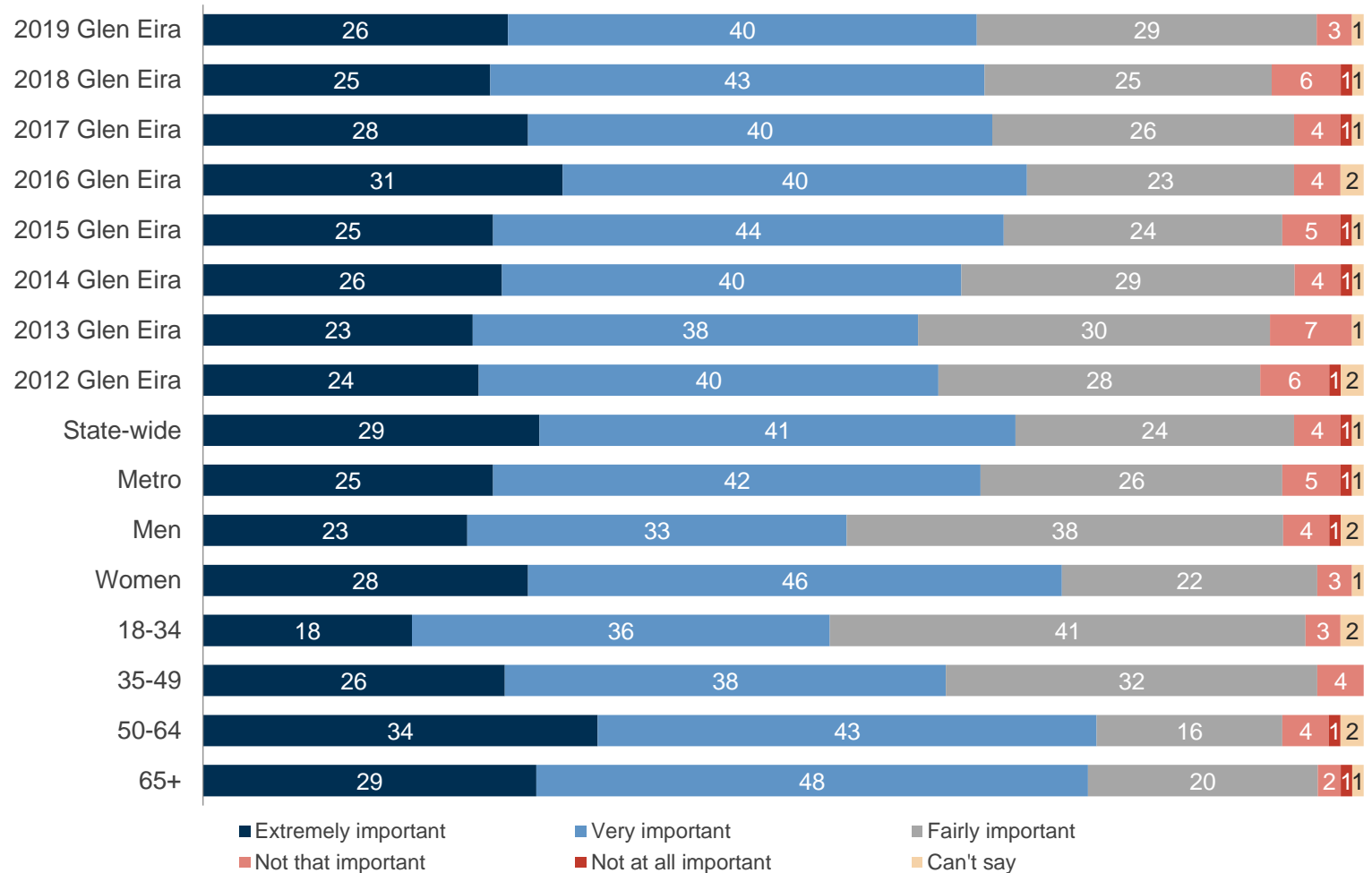
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

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



Community consultation and engagement importance

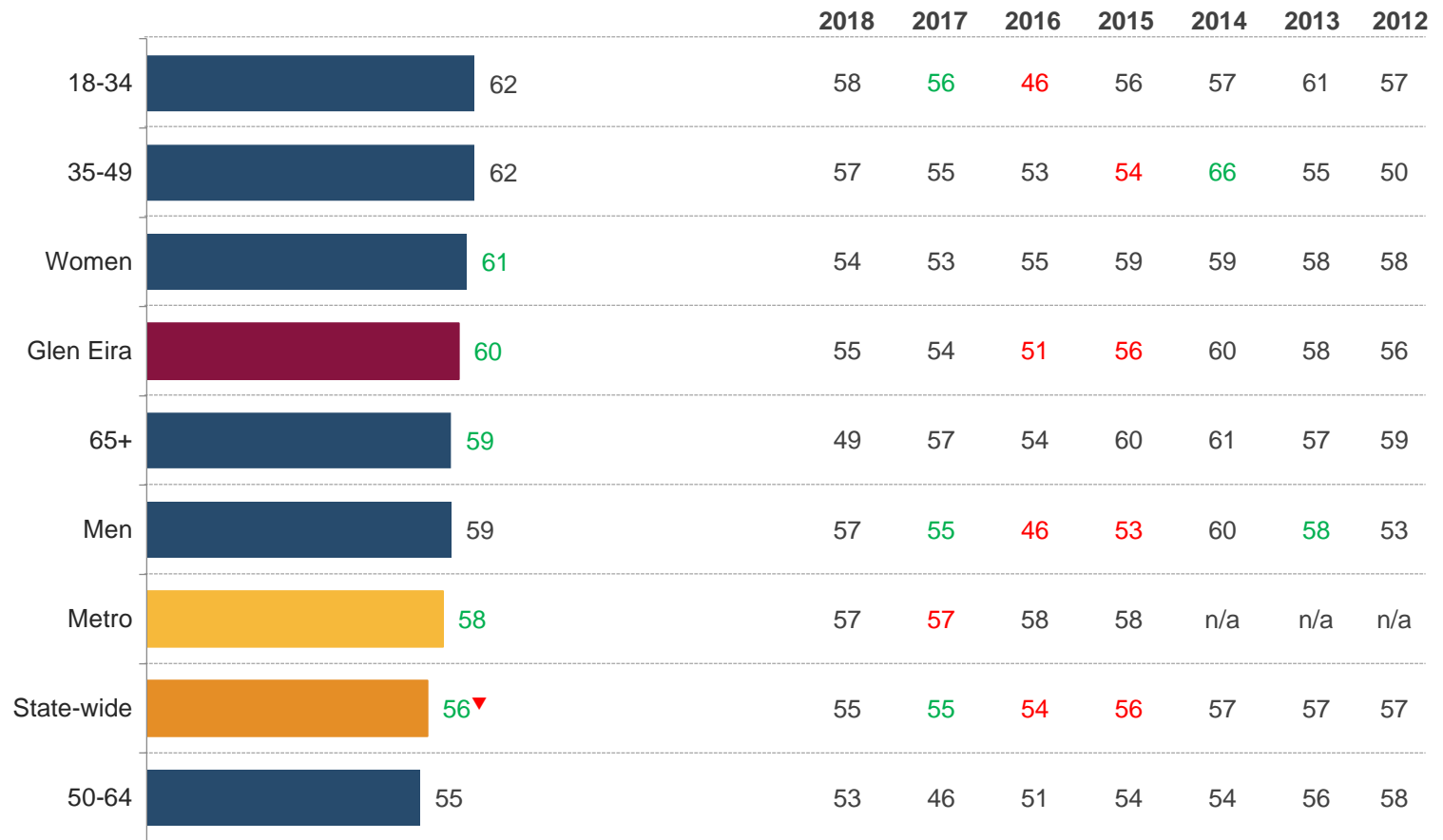
2019 Consultation and engagement importance (%)





Community consultation and engagement performance

2019 Consultation and engagement performance (index scores)



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

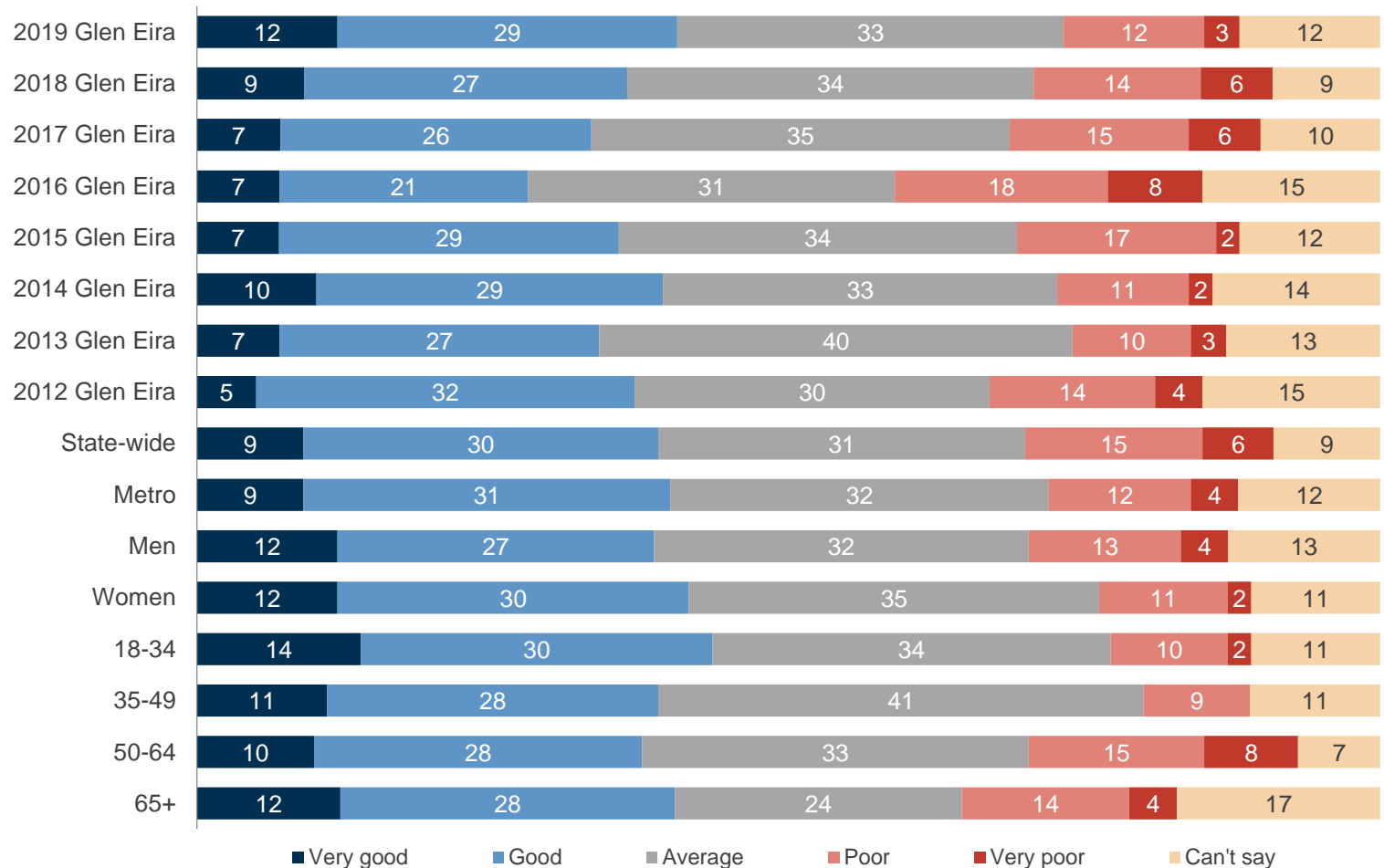
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



Community consultation and engagement performance

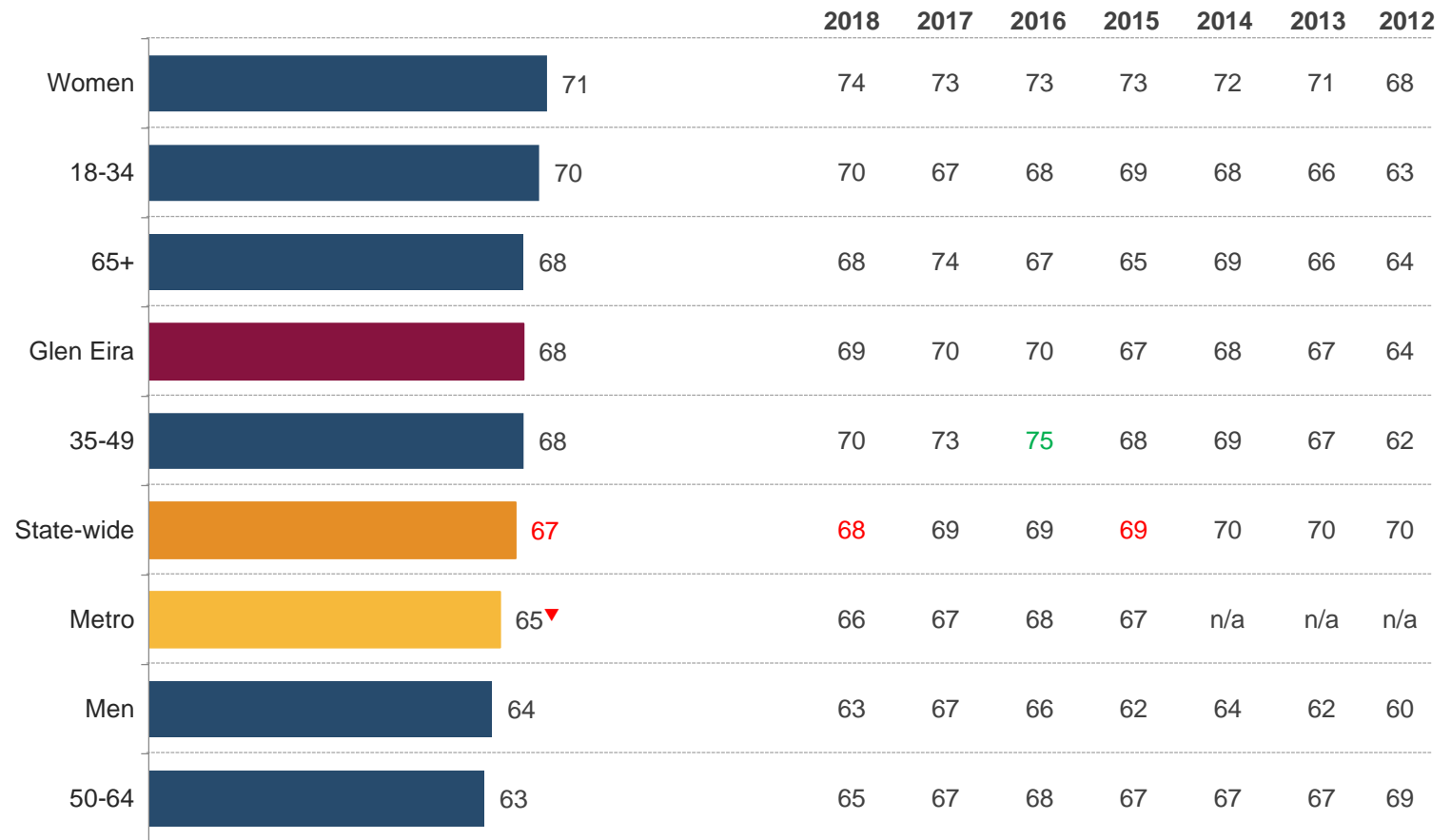
2019 Consultation and engagement performance (%)





Lobbying on behalf of the community importance

2019 Lobbying importance (index scores)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

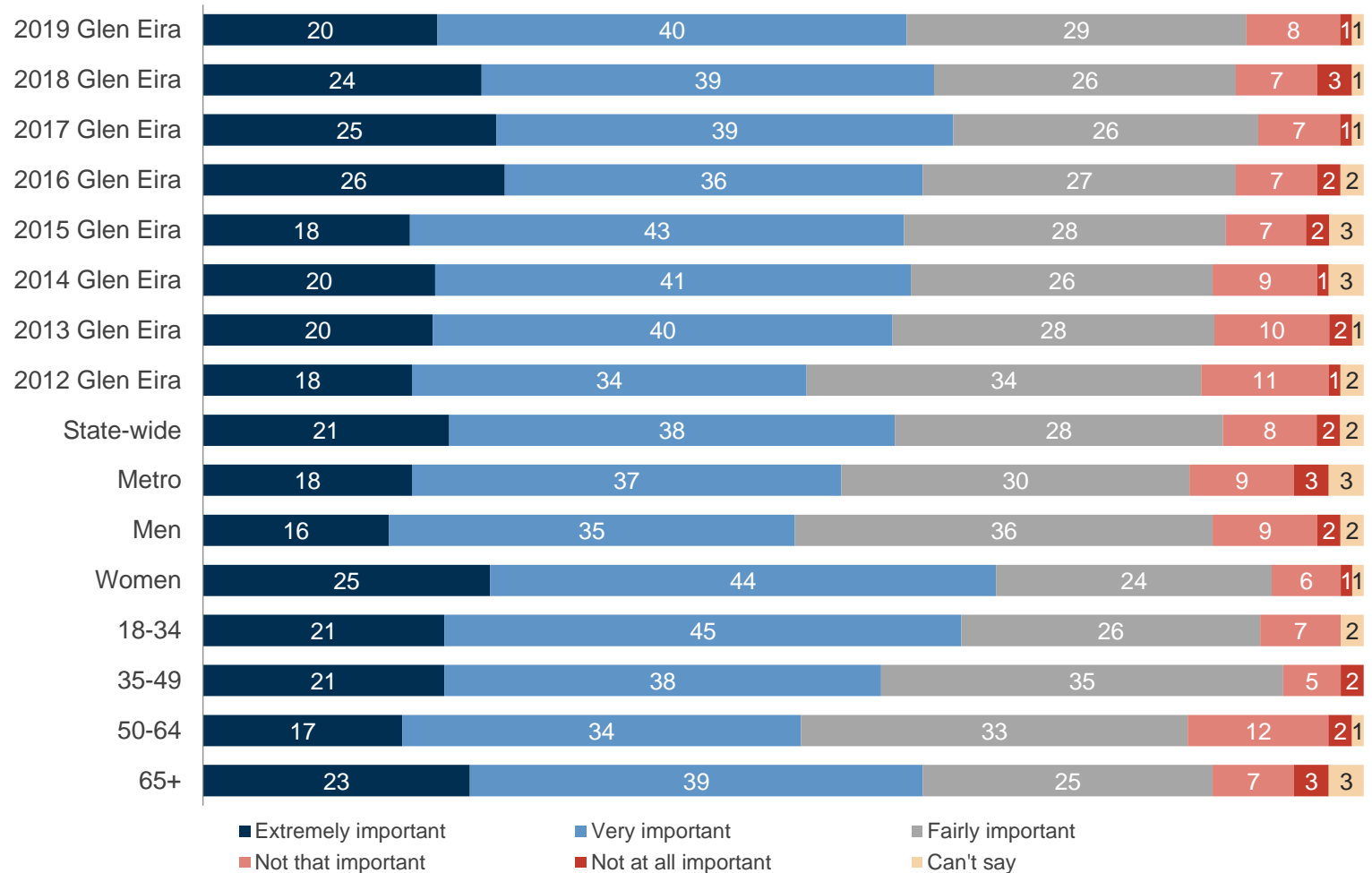
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 8

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



Lobbying on behalf of the community importance

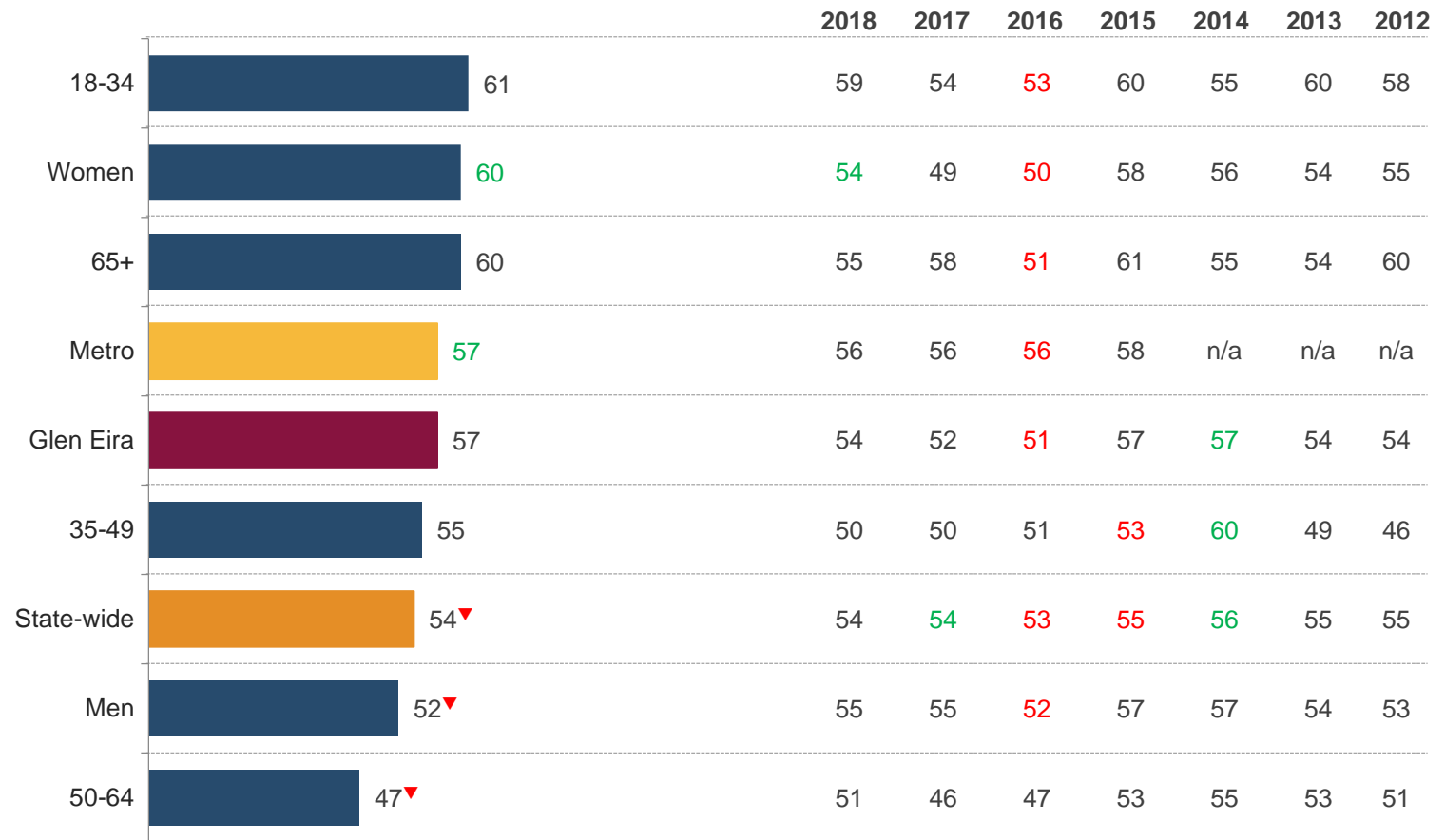
2019 Lobbying importance (%)





Lobbying on behalf of the community performance

2019 Lobbying performance (index scores)



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

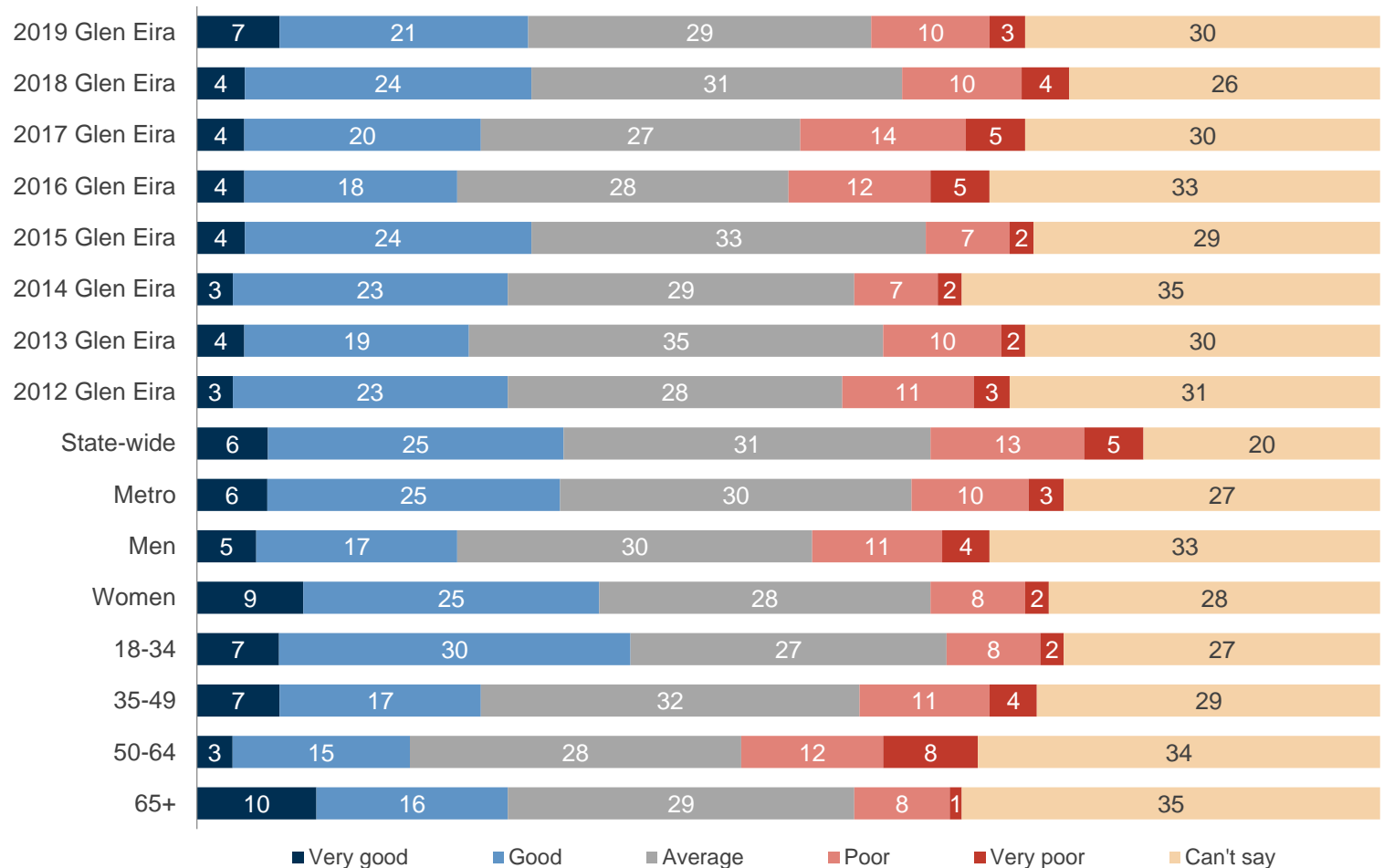
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



Lobbying on behalf of the community performance

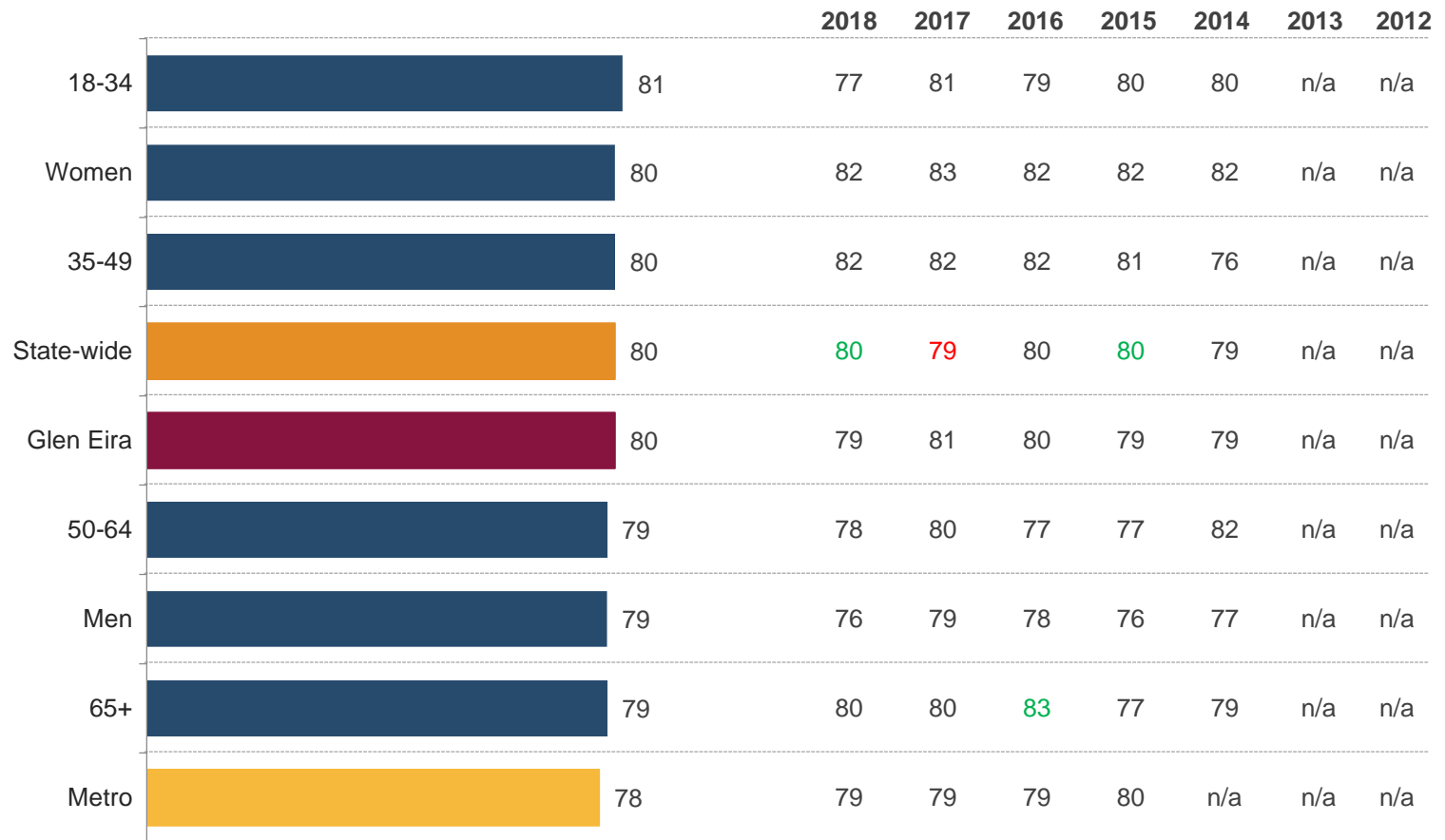
2019 Lobbying performance (%)



Decisions made in the interest of the community importance



2019 Community decisions made importance (index scores)



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

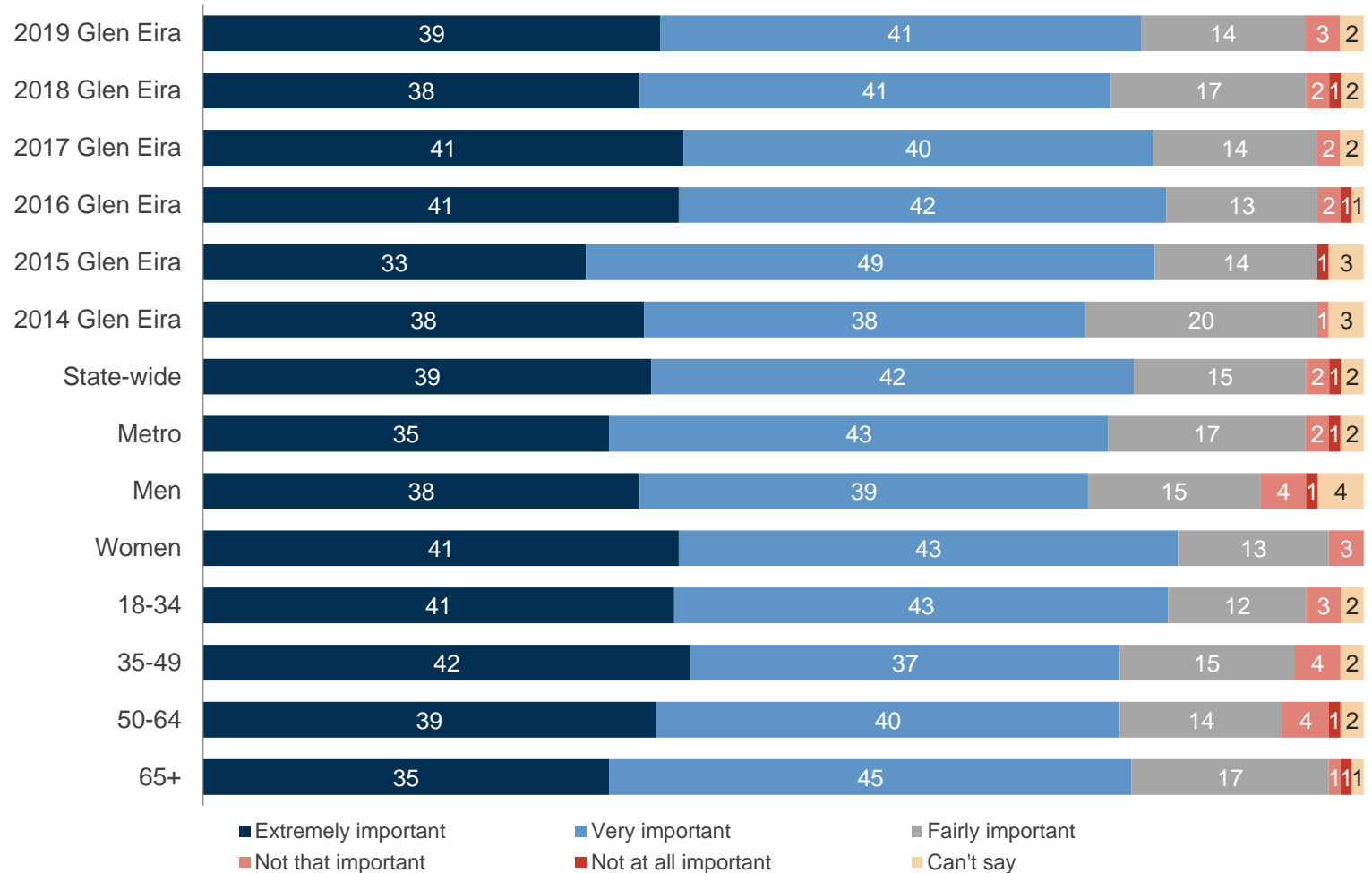
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 6

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

Decisions made in the interest of the community importance



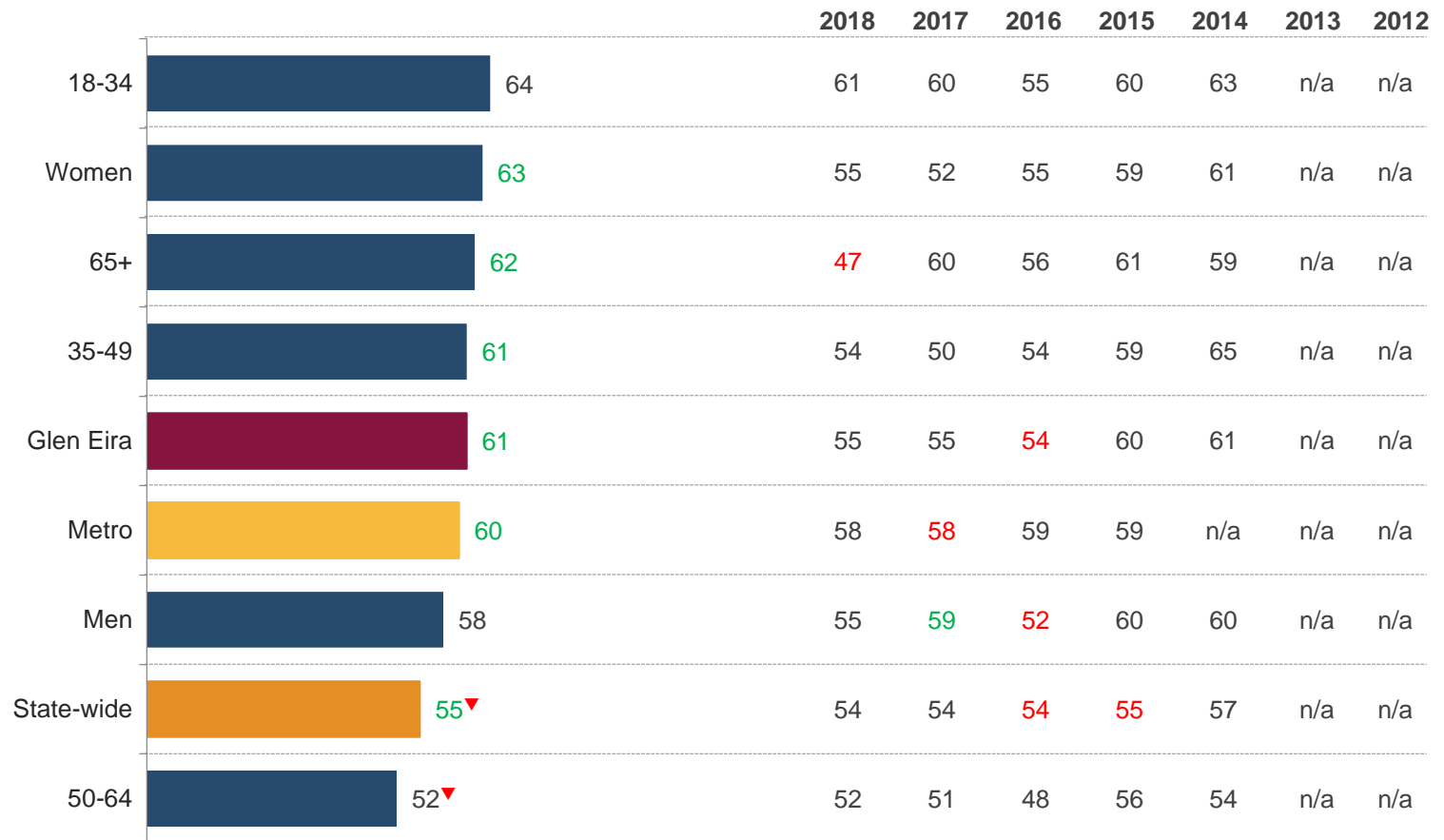
2019 Community decisions made importance (%)



Decisions made in the interest of the community performance



2019 Community decisions made performance (index scores)



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

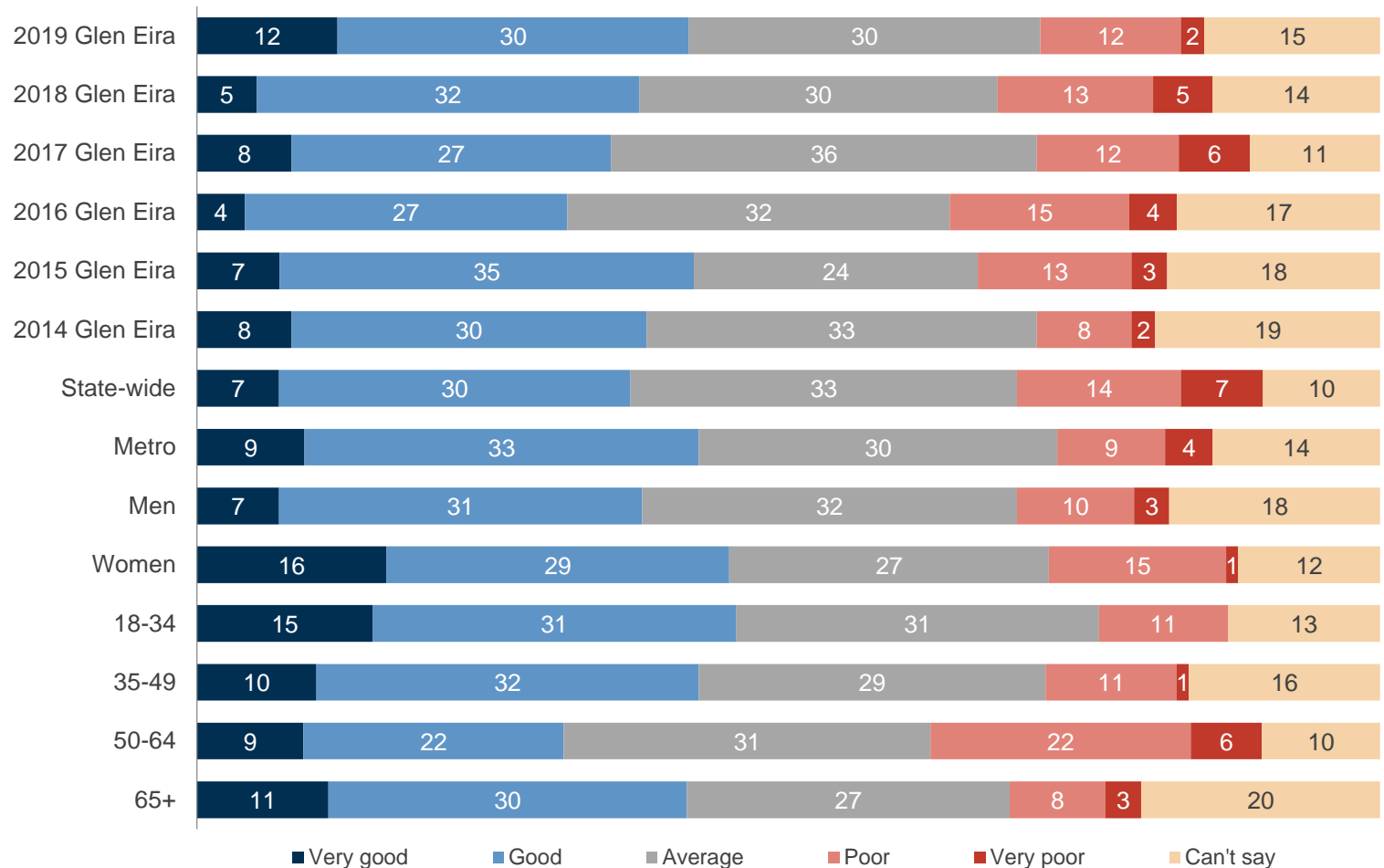
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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

Decisions made in the interest of the community performance



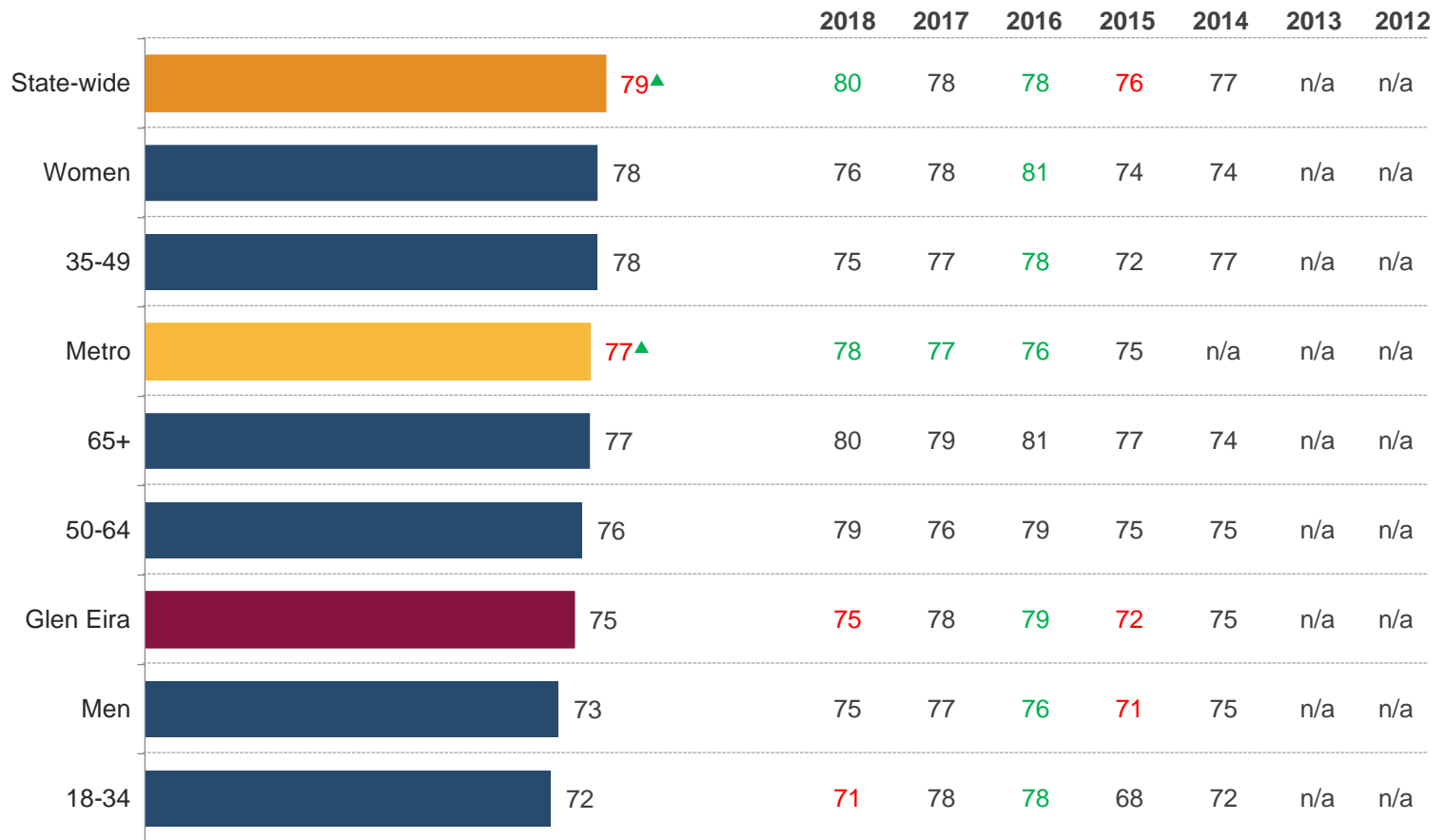
2019 Community decisions made performance (%)



The condition of sealed local roads in your area importance



2019 Sealed local roads importance (index scores)



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

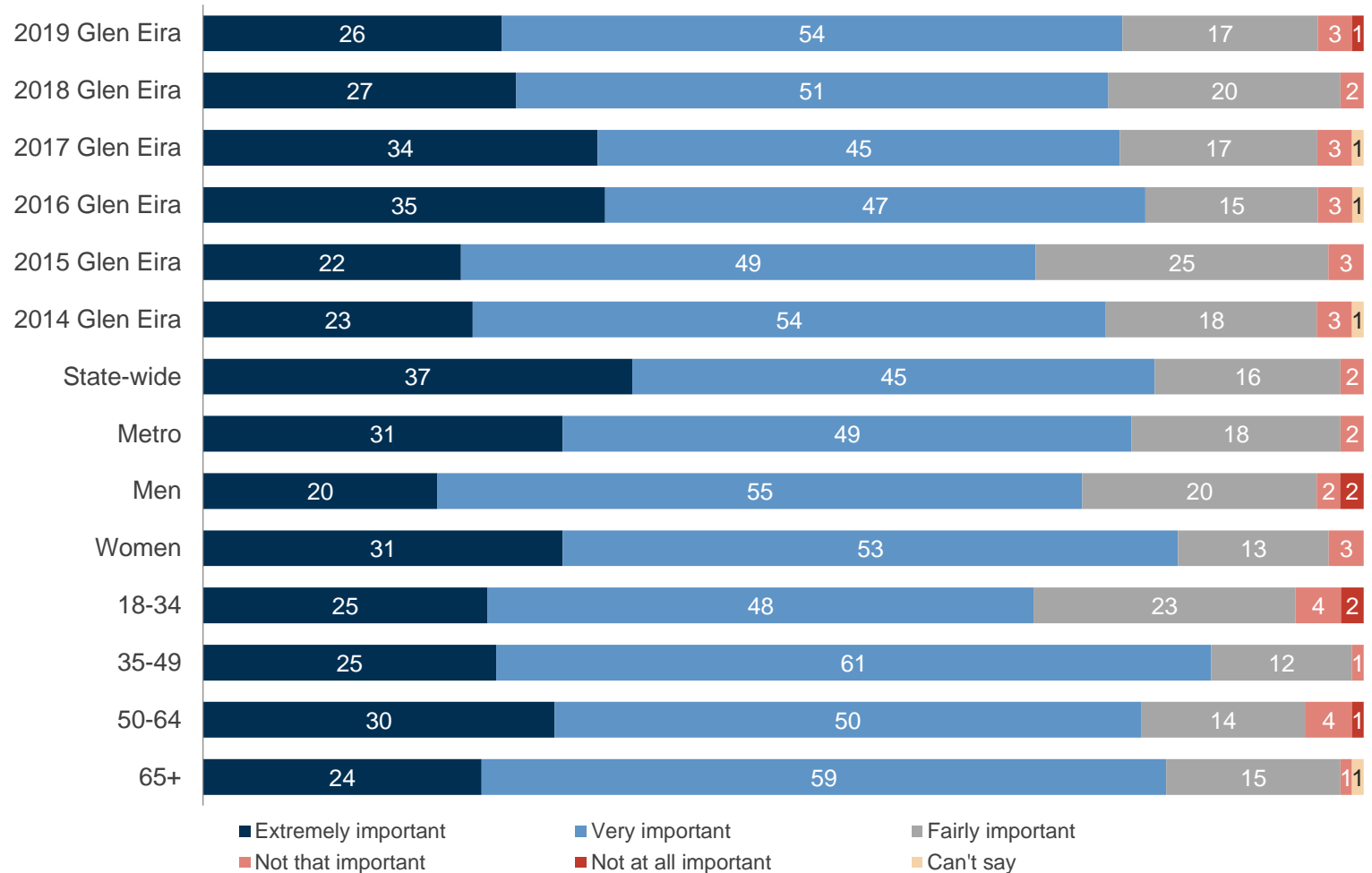
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

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

The condition of sealed local roads in your area importance



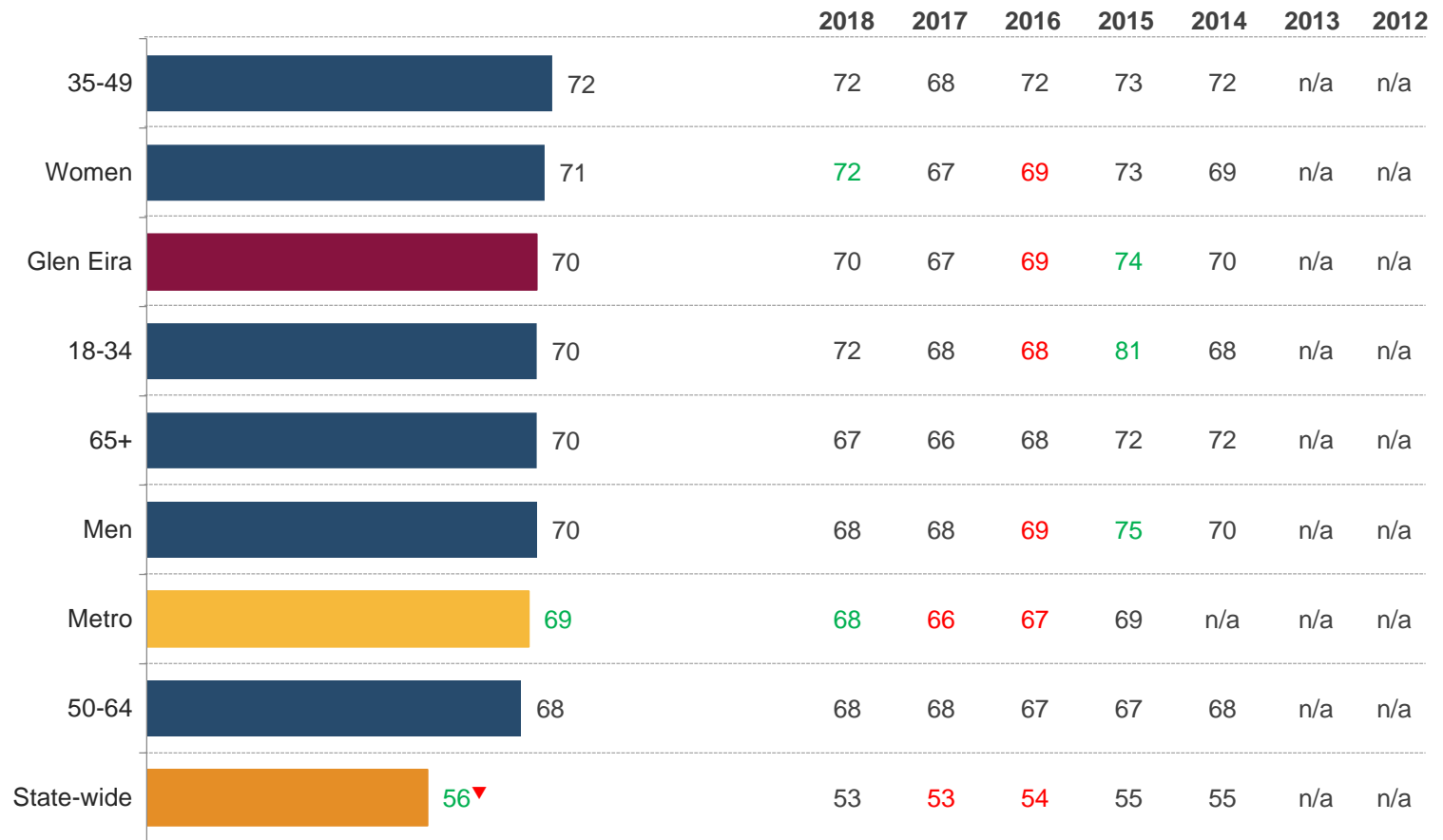
2019 Sealed local roads importance (%)



The condition of sealed local roads in your area performance



2019 Sealed local roads performance (index scores)



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

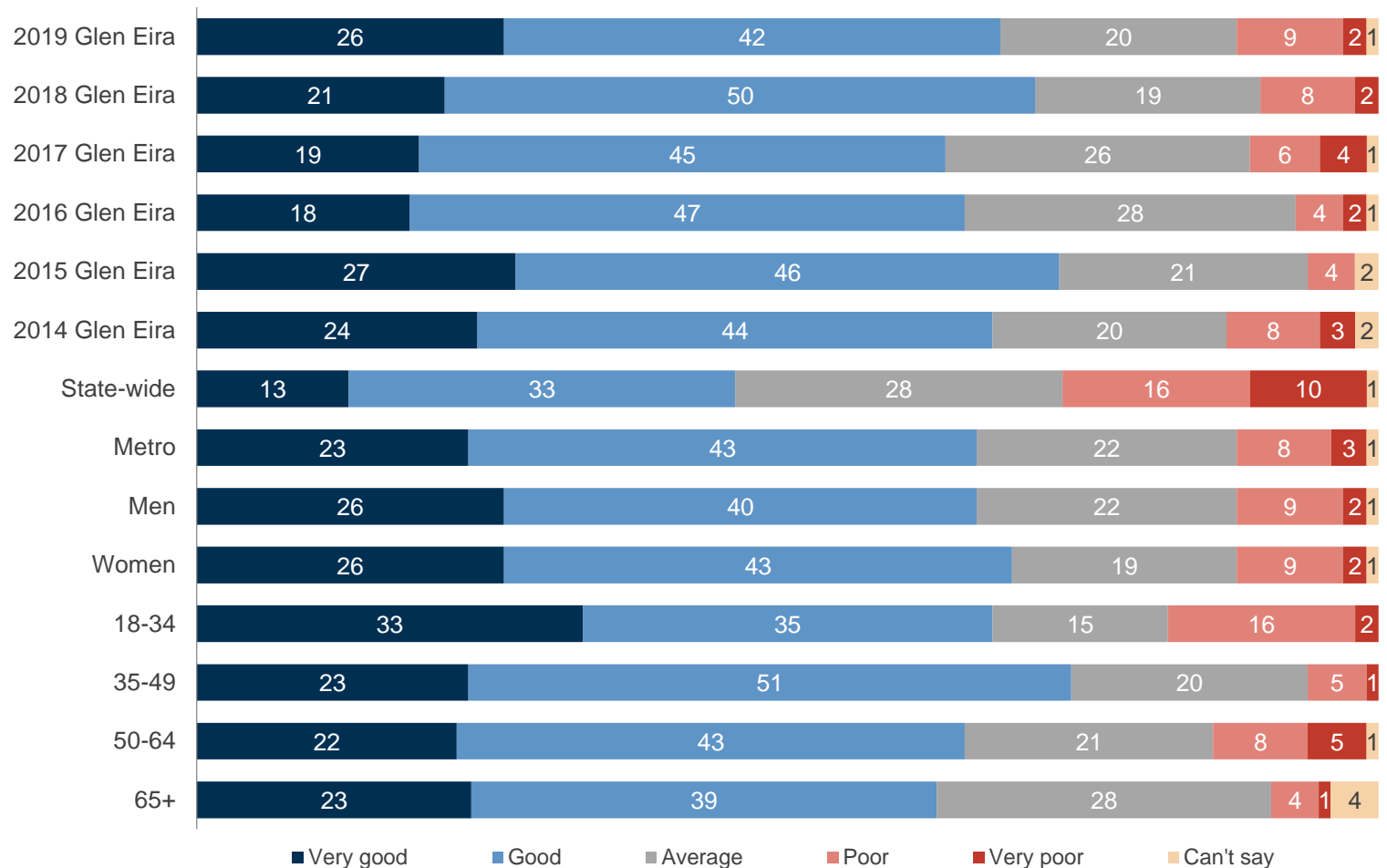
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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

The condition of sealed local roads in your area performance



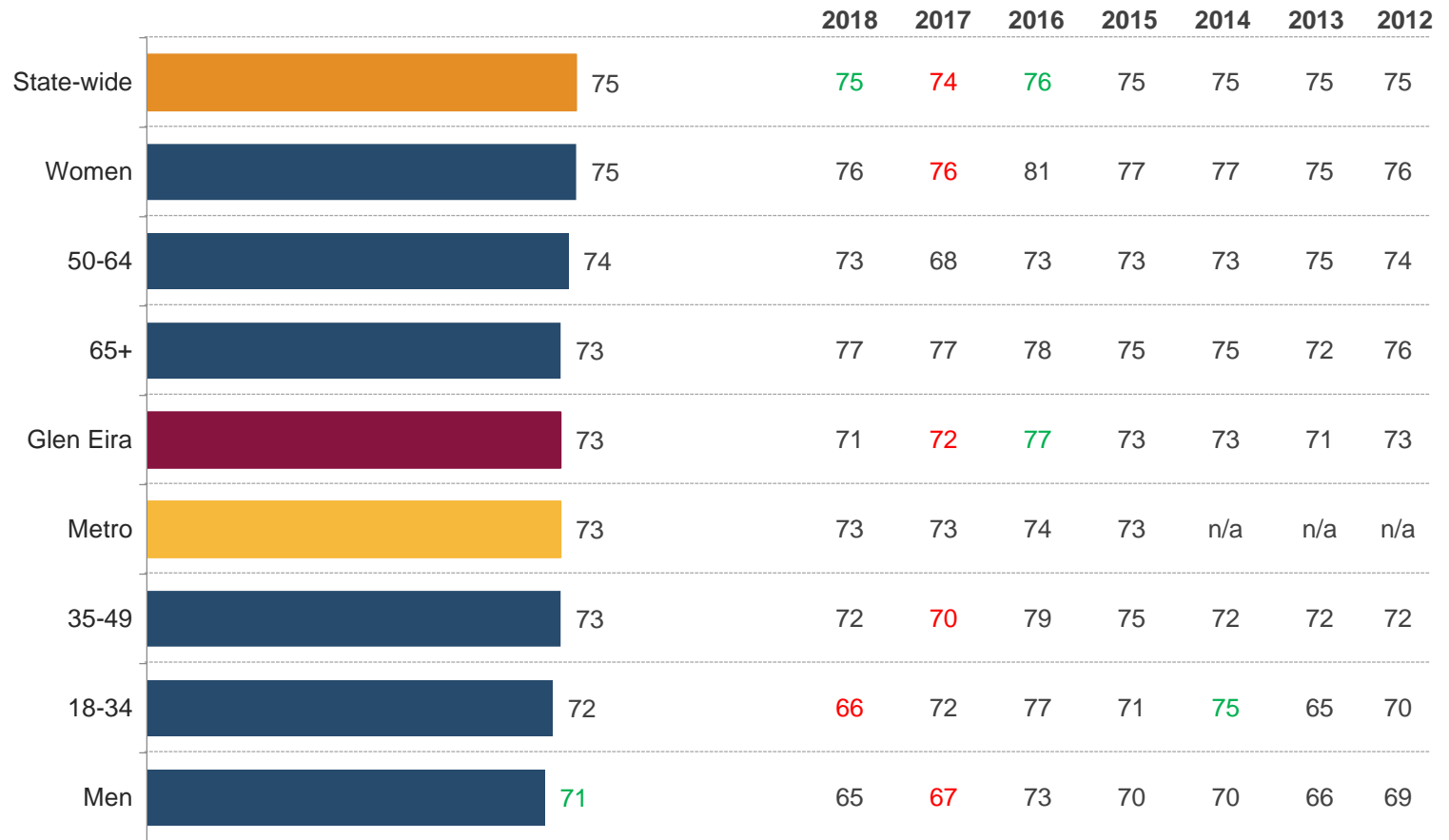
2019 Sealed local roads performance (%)





Informing the community importance

2019 Informing community importance (index scores)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?

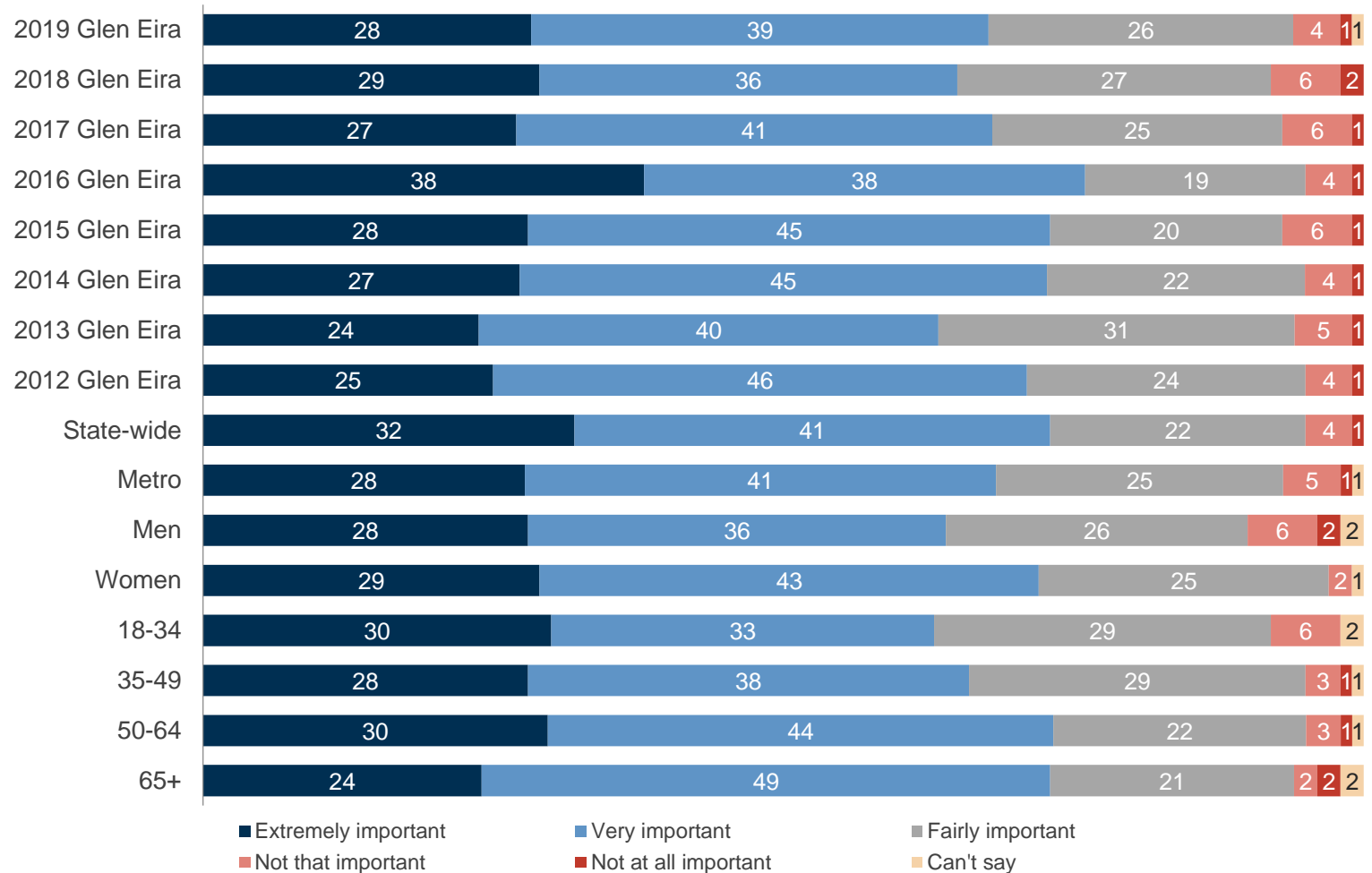
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 8

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



Informing the community importance

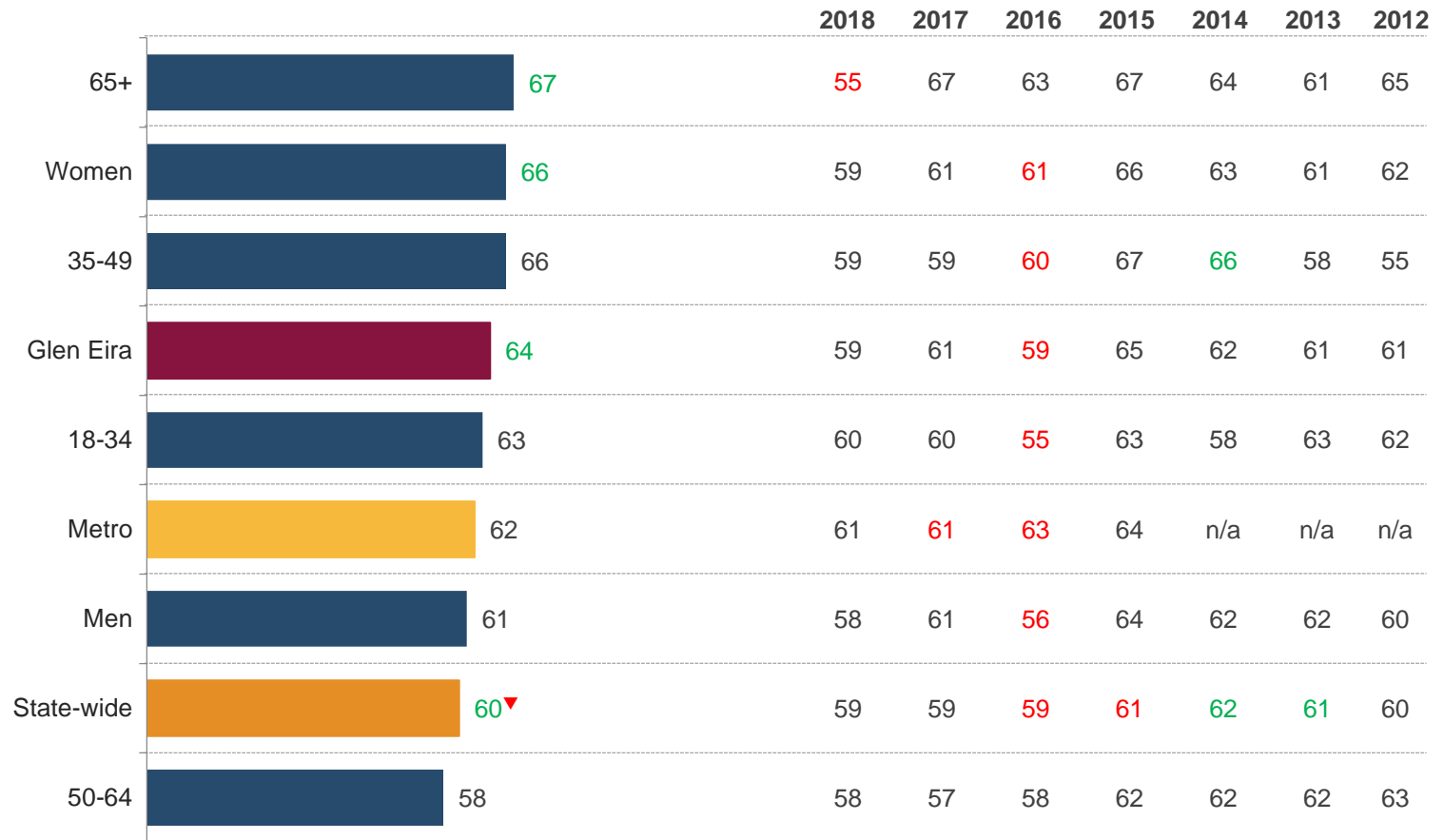
2019 Informing community importance (%)





Informing the community performance

2019 Informing community performance (index scores)



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

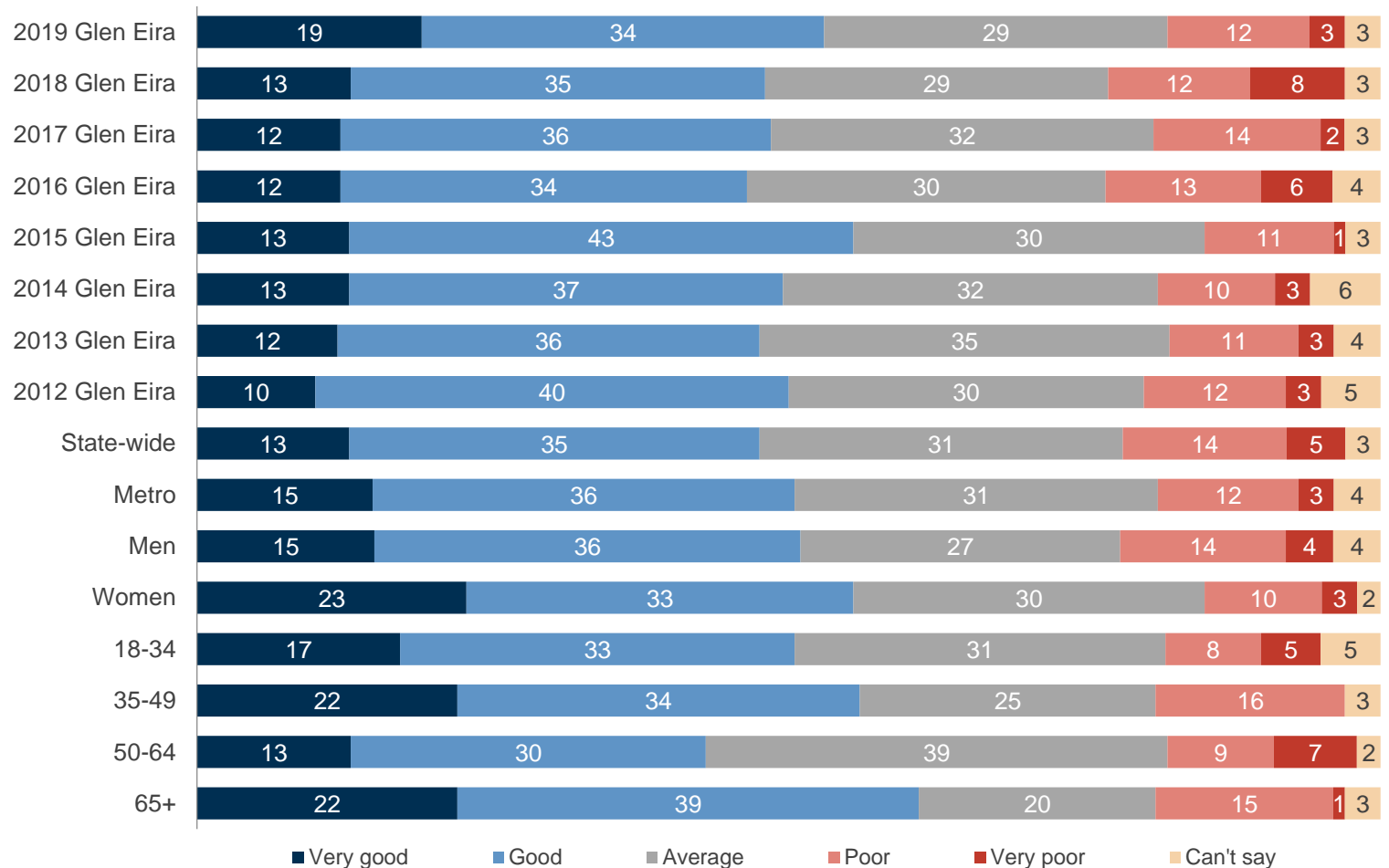
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 9

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



Informing the community performance

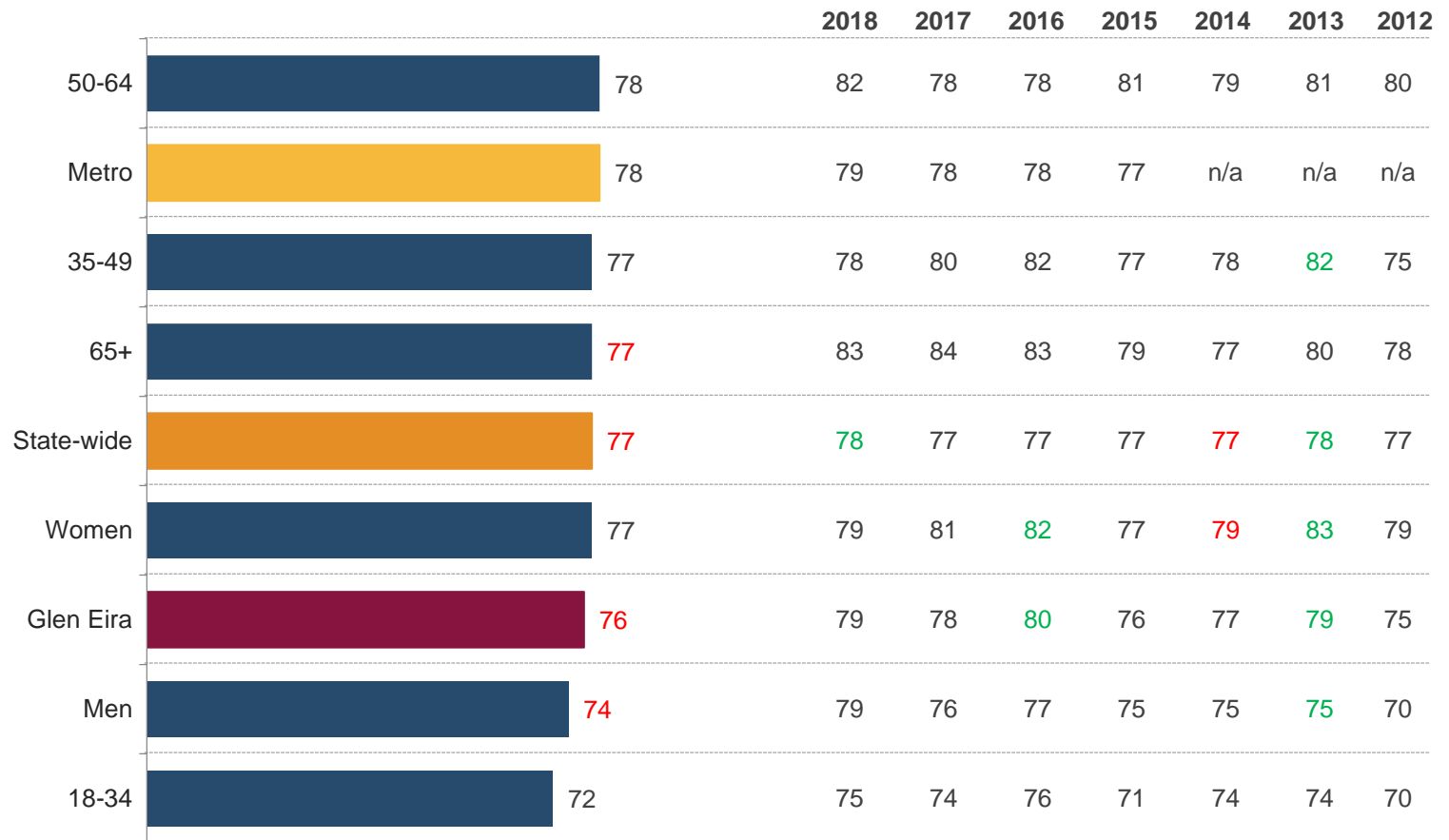
2019 Informing community performance (%)



The condition of local streets and footpaths in your area importance



2019 Streets and footpaths importance (index scores)



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

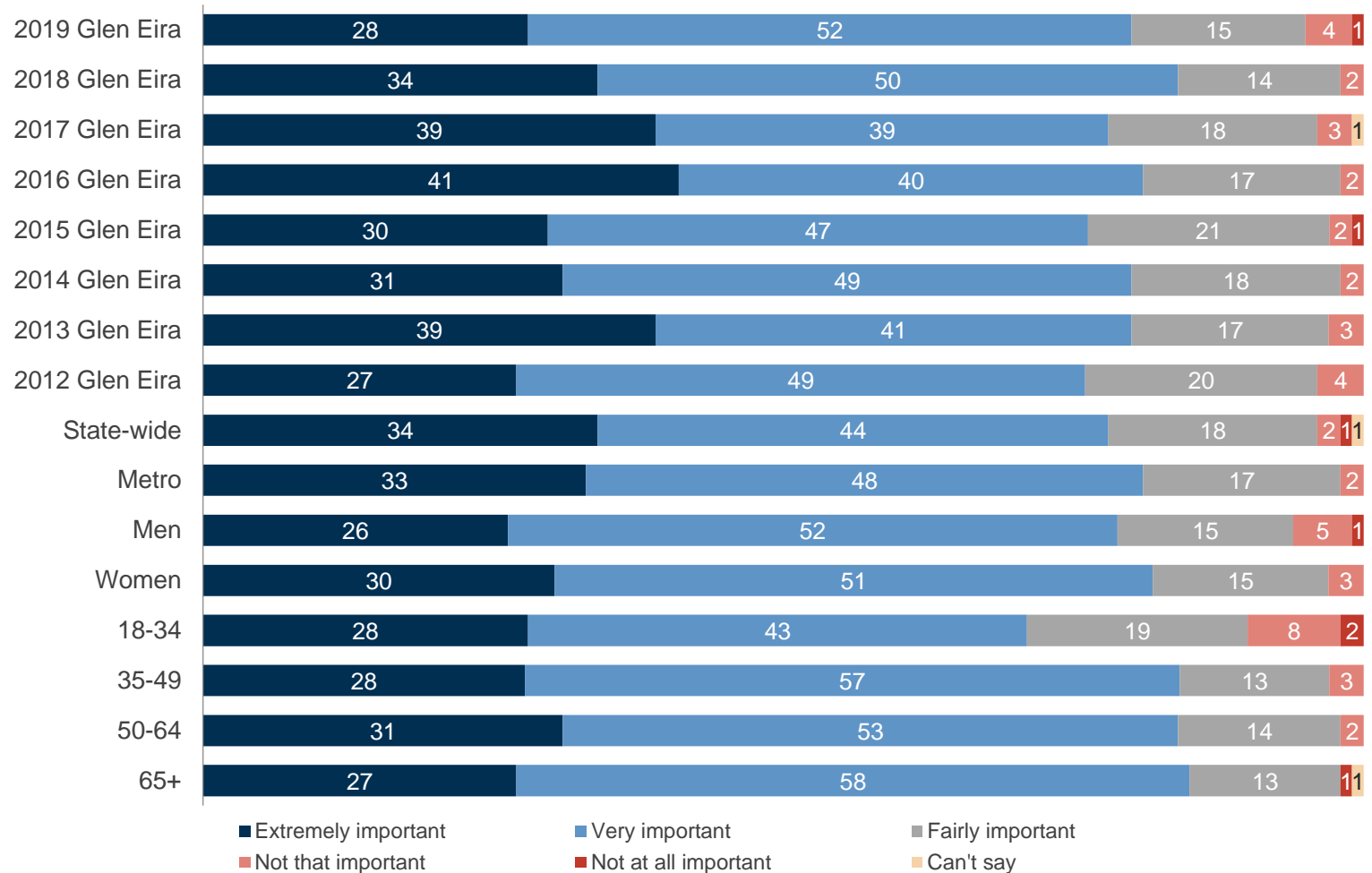
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

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

The condition of local streets and footpaths in your area importance



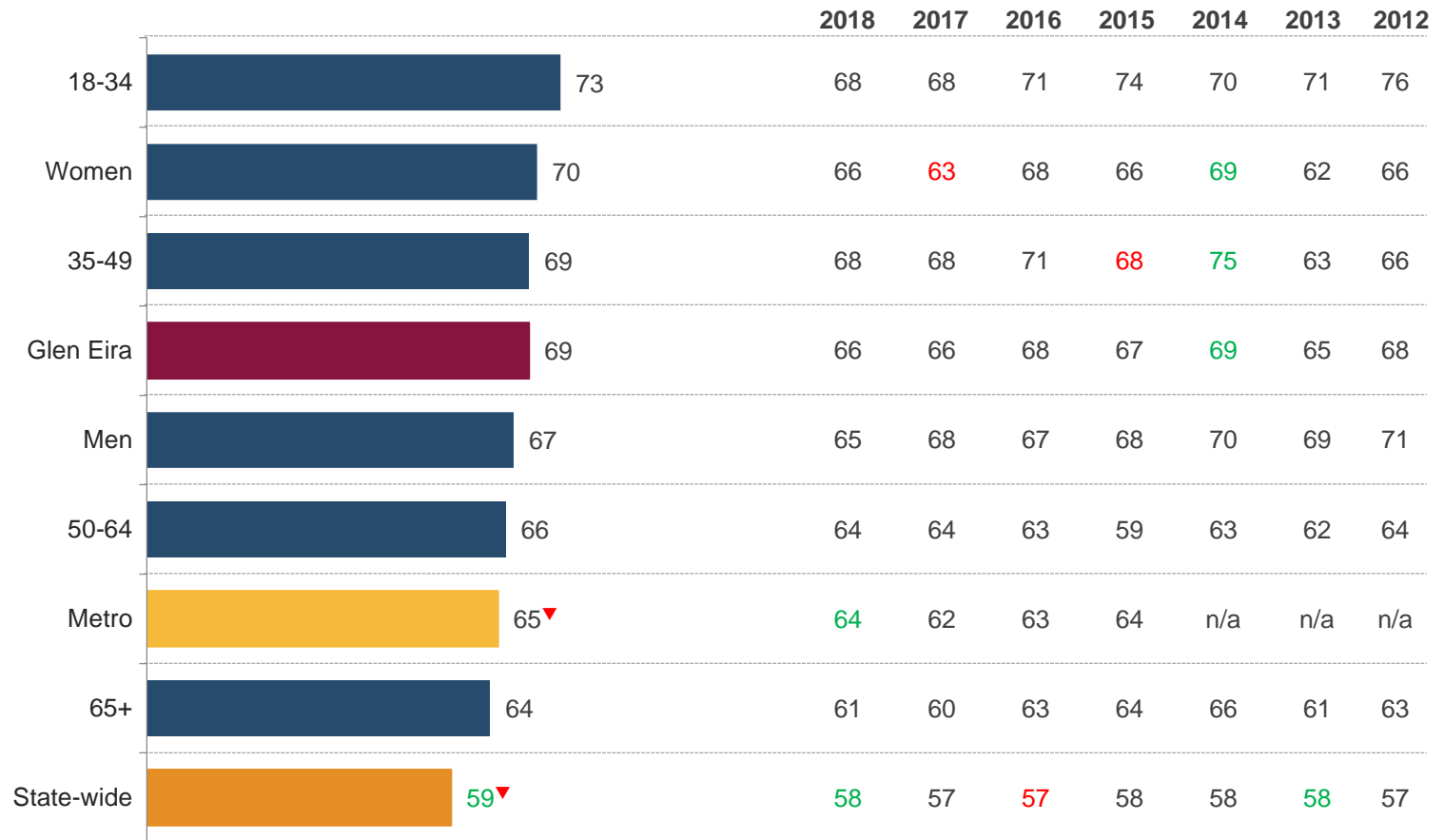
2019 Streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2019 Streets and footpaths performance (index scores)



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

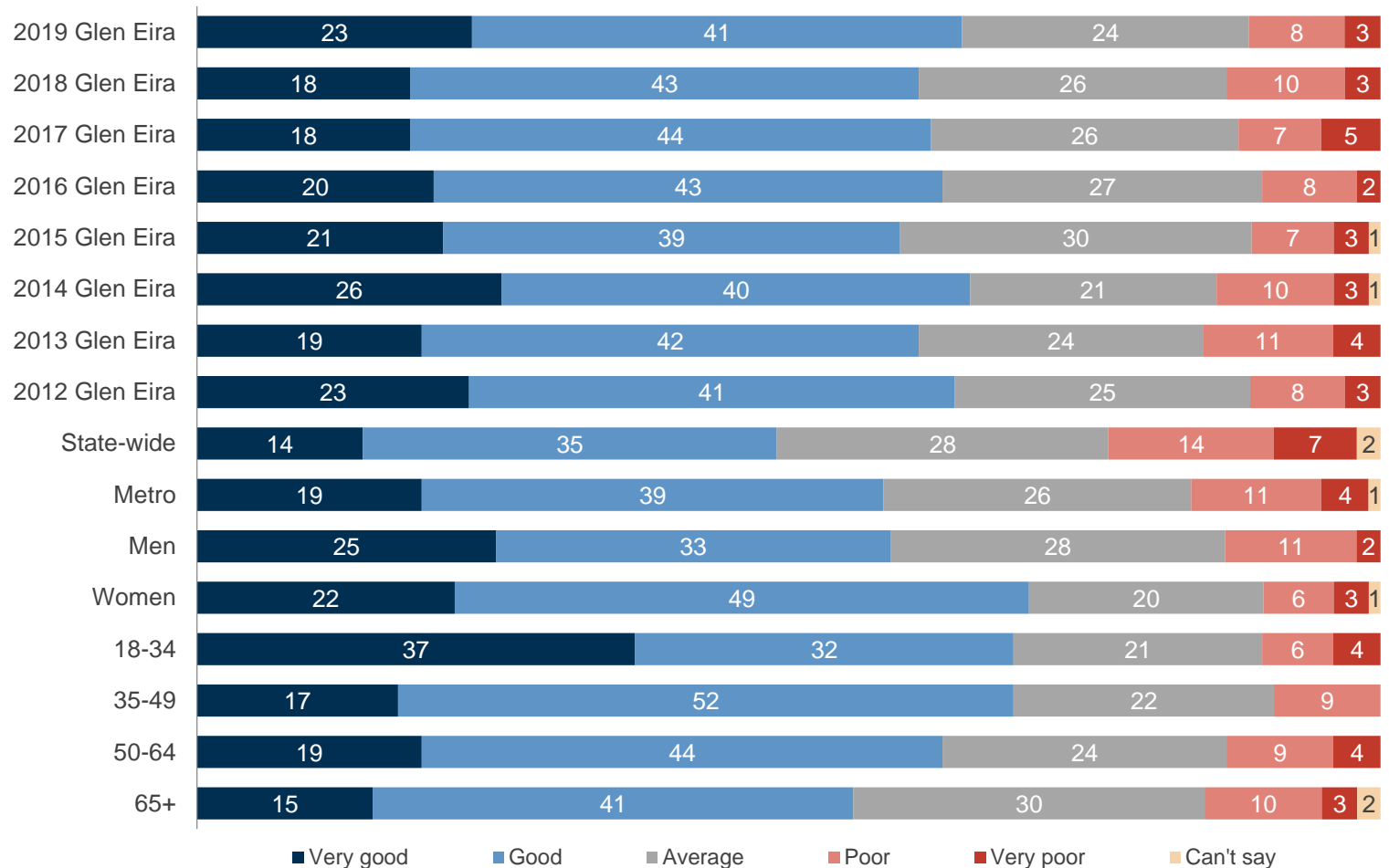
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

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

The condition of local streets and footpaths in your area performance



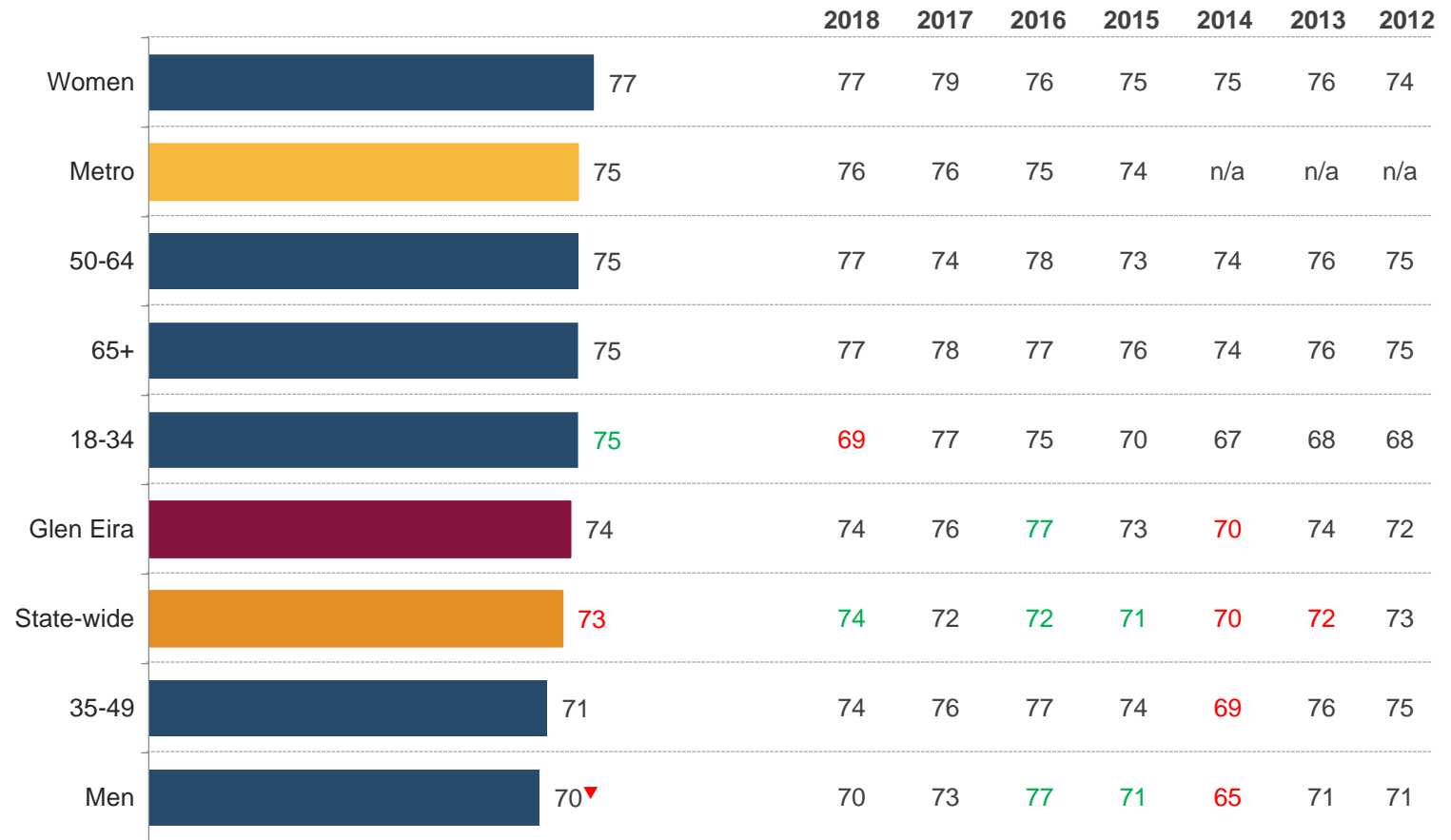
2019 Streets and footpaths performance (%)





Traffic management importance

2019 Traffic management importance (index scores)



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

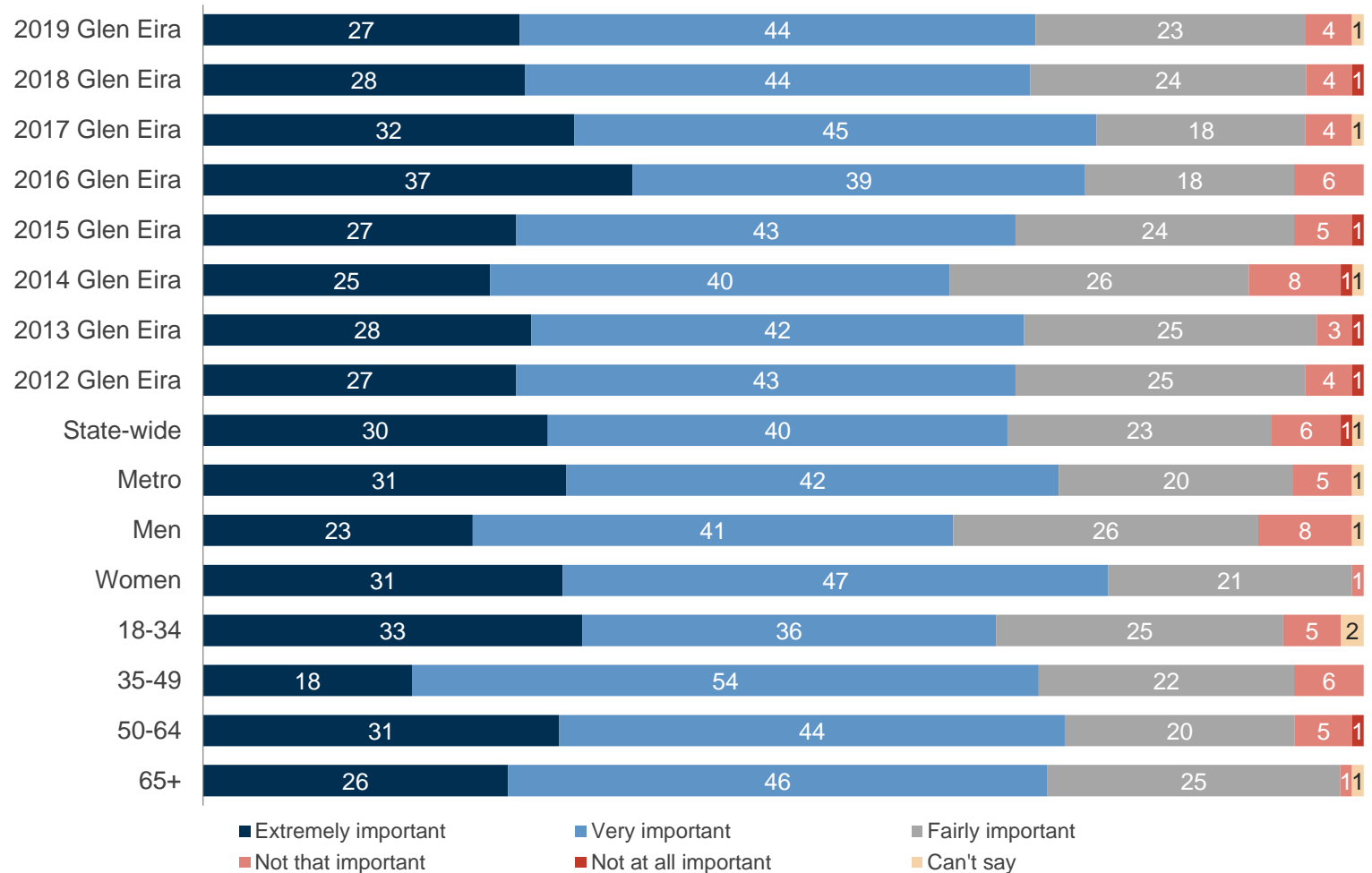
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 7

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



Traffic management importance

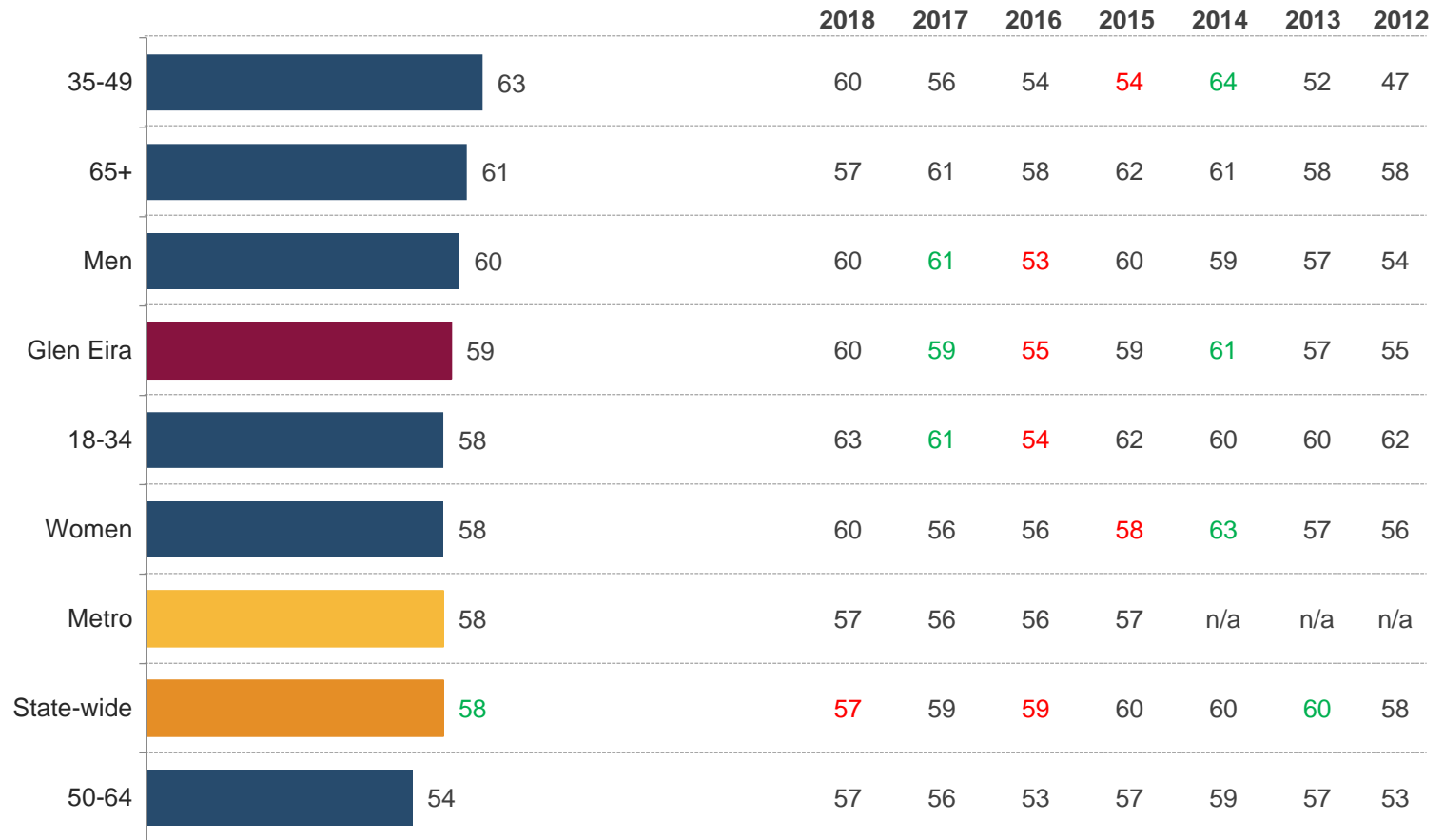
2019 Traffic management importance (%)





Traffic management performance

2019 Traffic management performance (index scores)



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

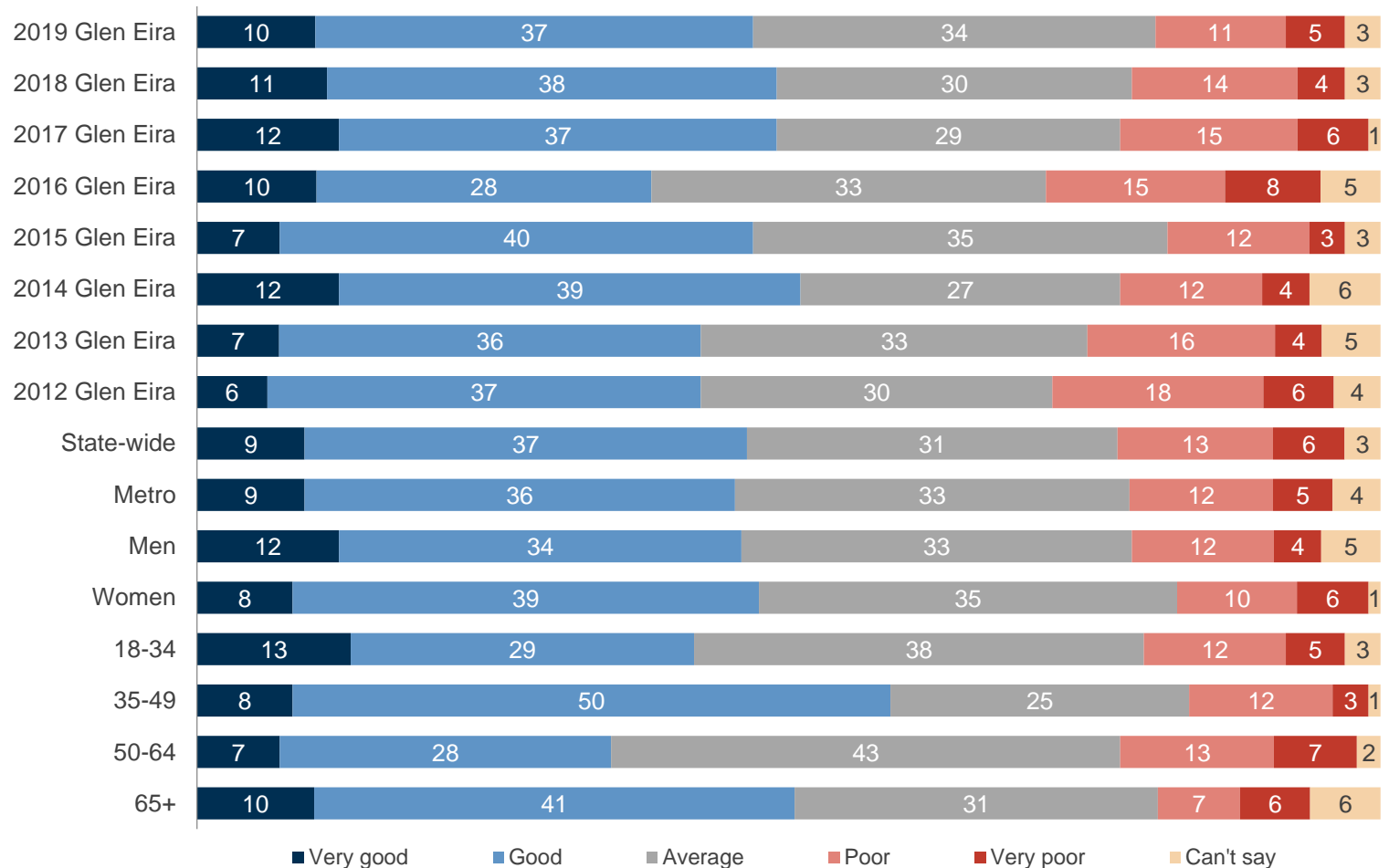
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

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



Traffic management performance

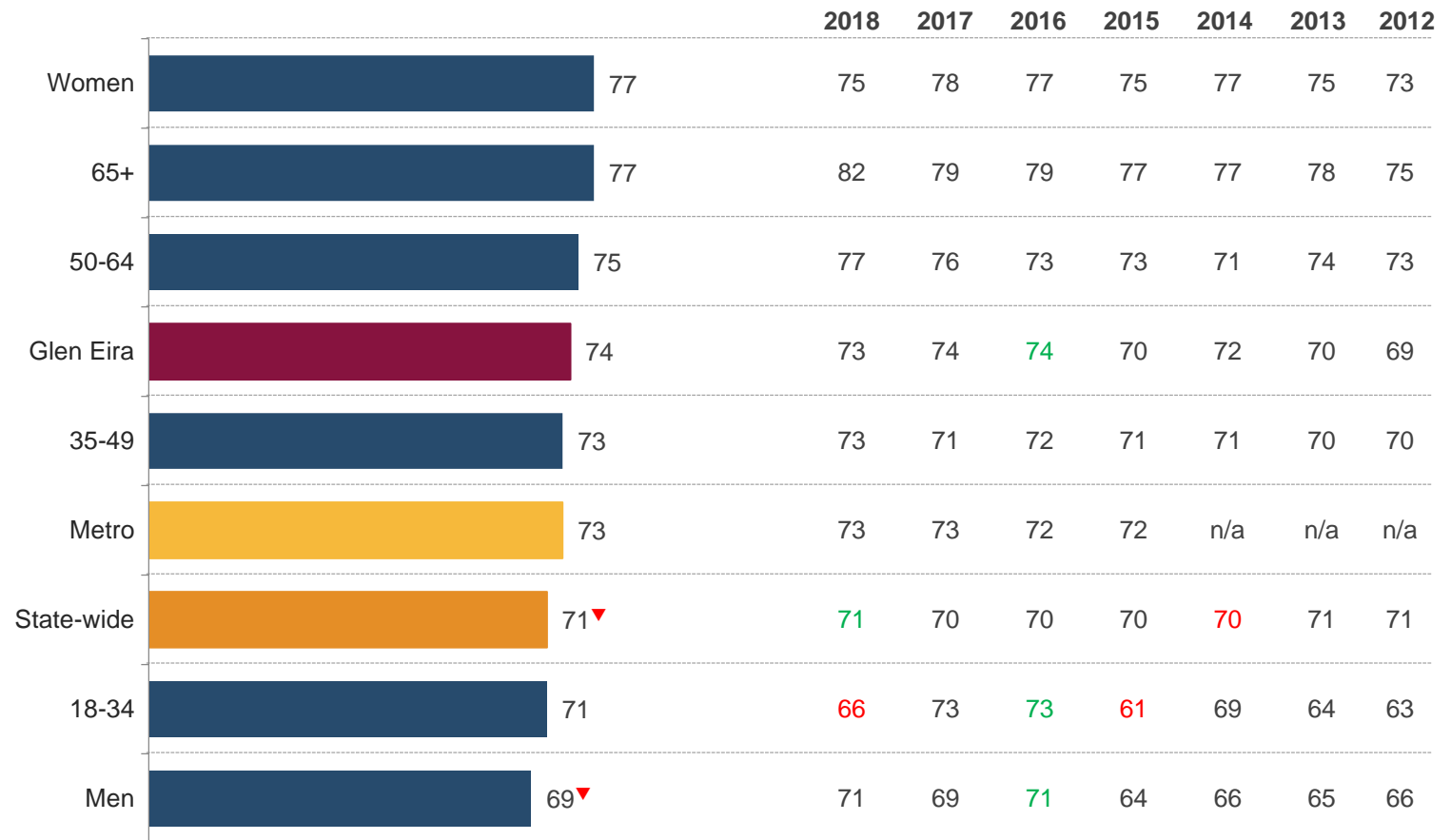
2019 Traffic management performance (%)





Parking facilities importance

2019 Parking importance (index scores)



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

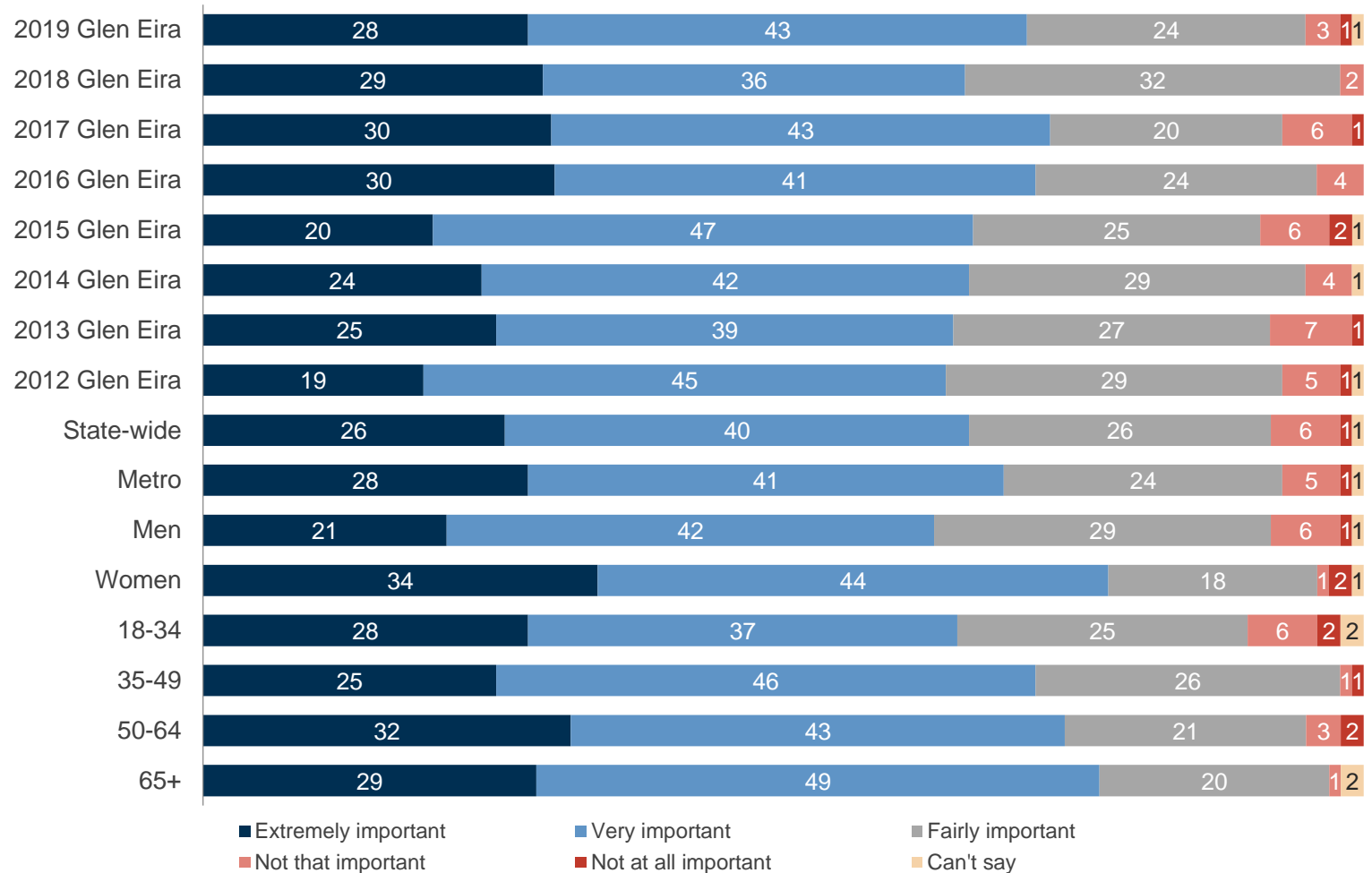
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 8

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



Parking facilities importance

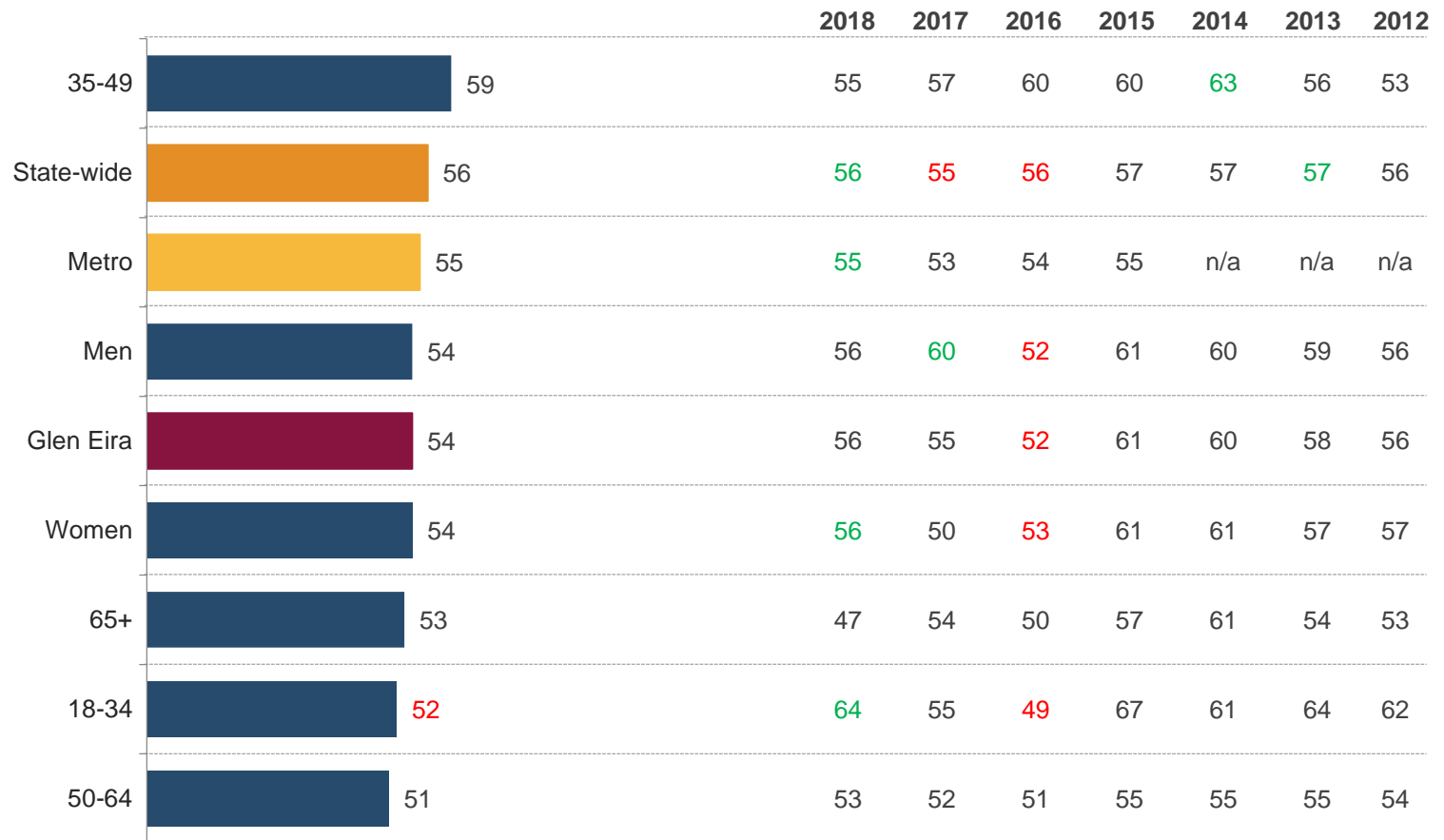
2019 Parking importance (%)





Parking facilities performance

2019 Parking performance (index scores)



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

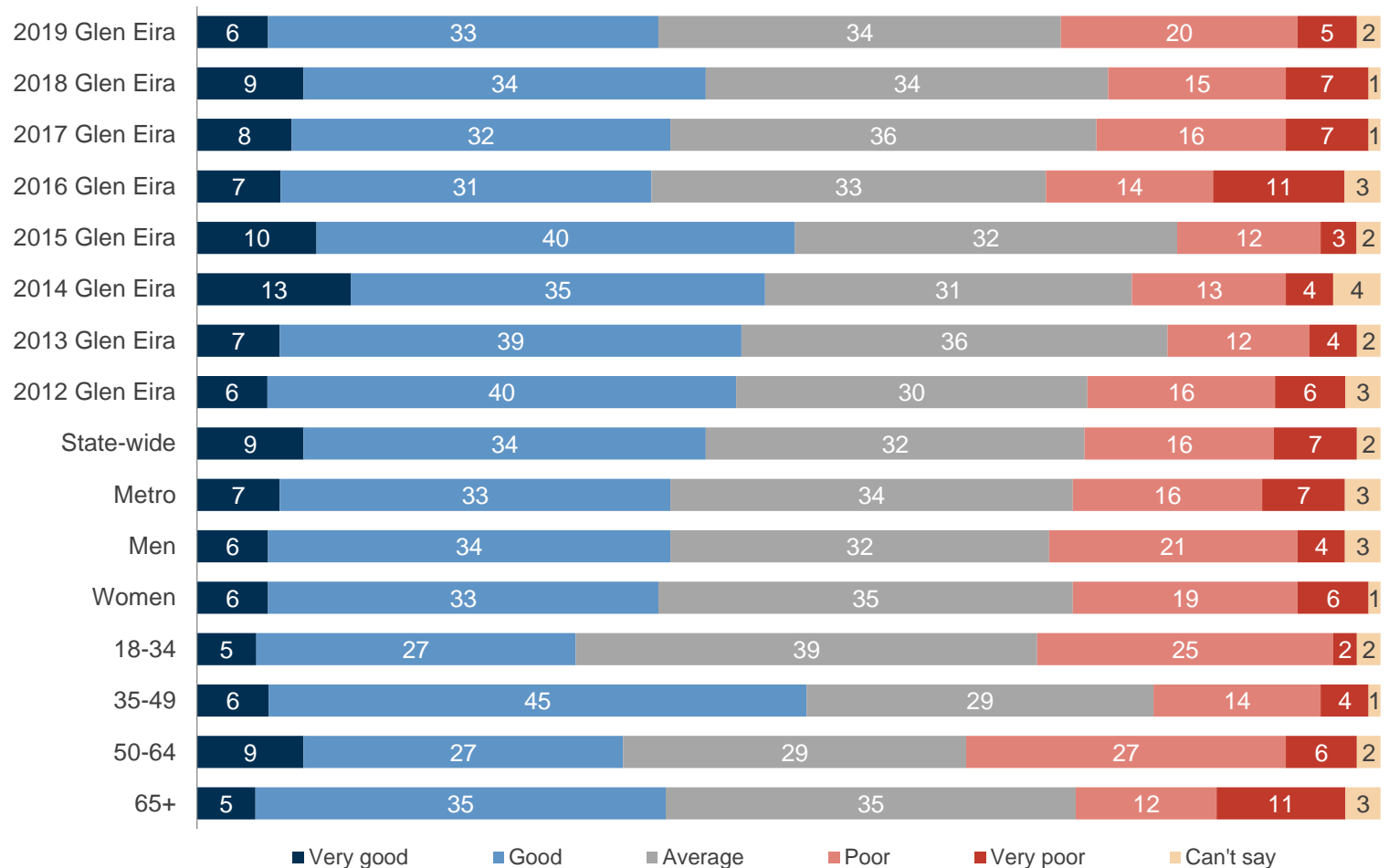
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

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



Parking facilities performance

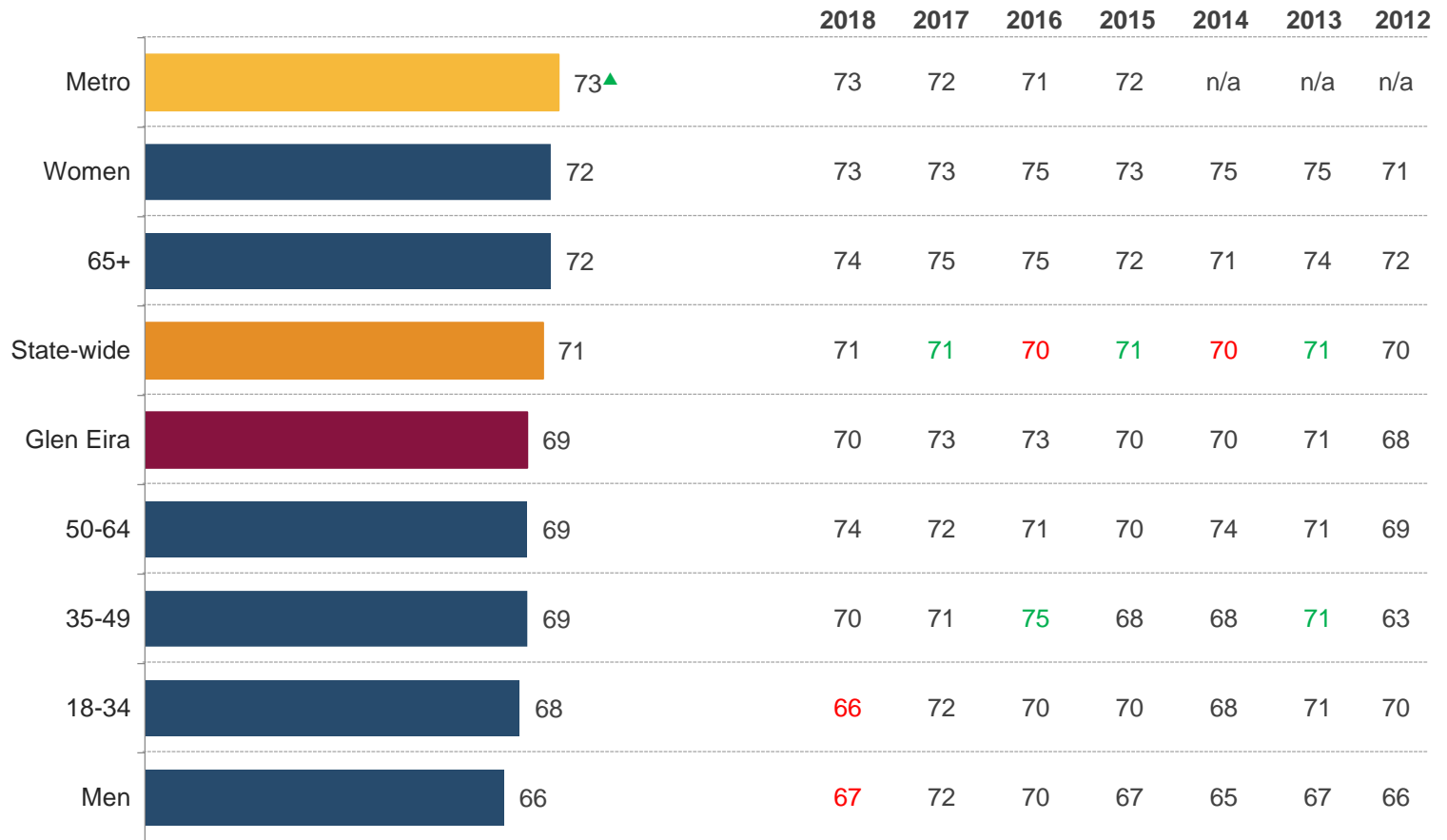
2019 Parking performance (%)





Enforcement of local laws importance

2019 Law enforcement importance (index scores)



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

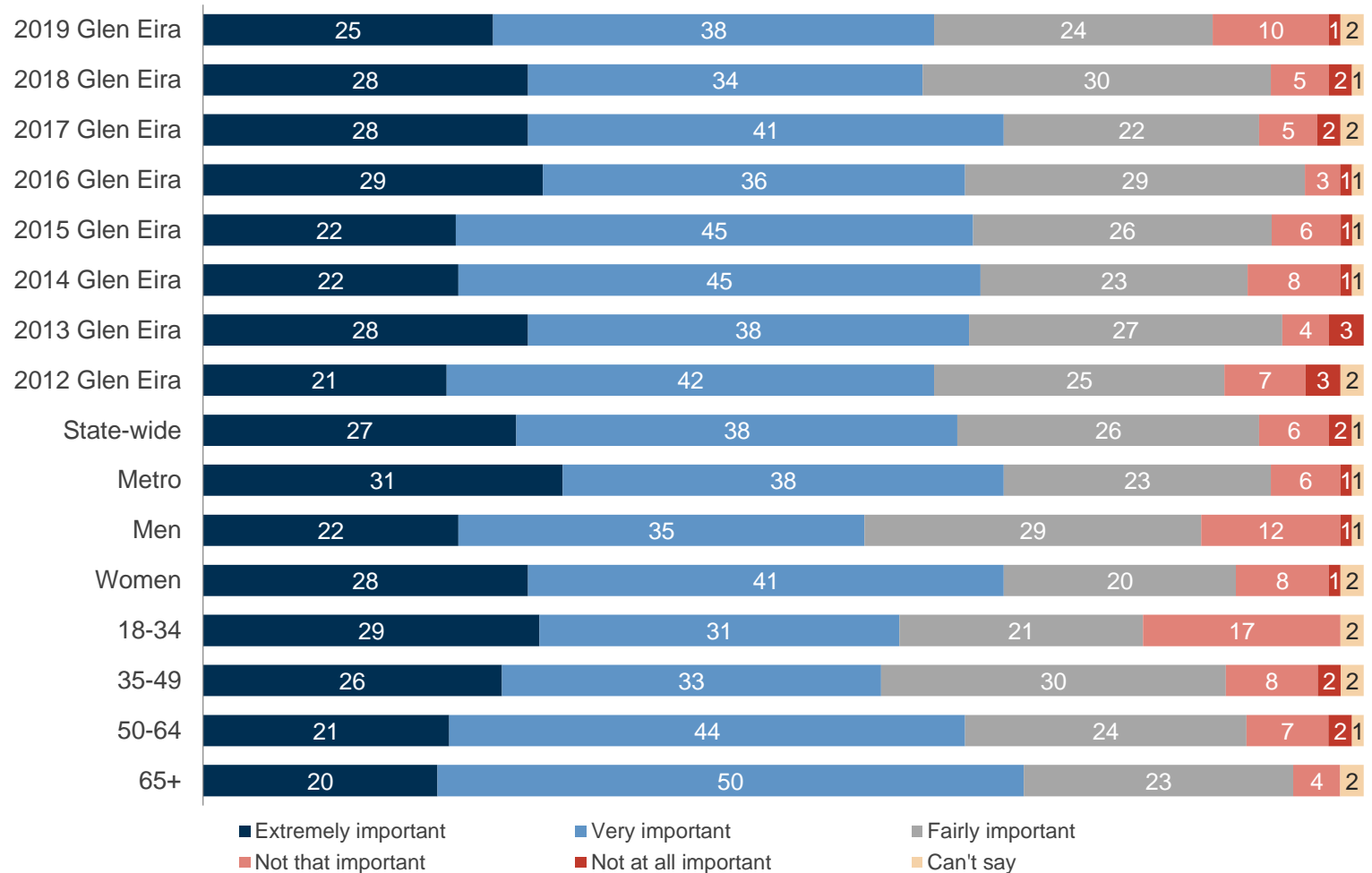
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

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



Enforcement of local laws importance

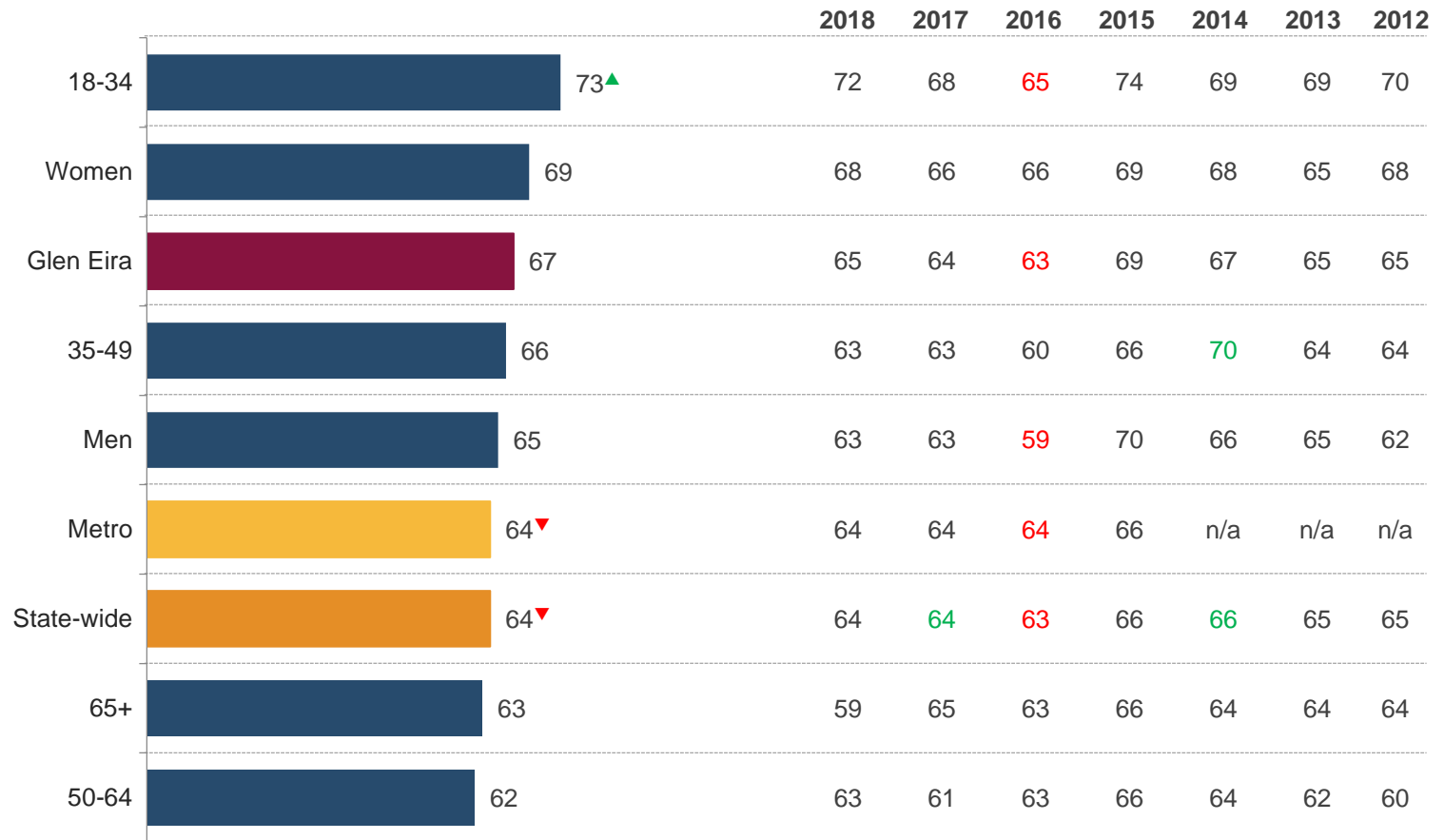
2019 Law enforcement importance (%)





Enforcement of local laws performance

2019 Law enforcement performance (index scores)



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

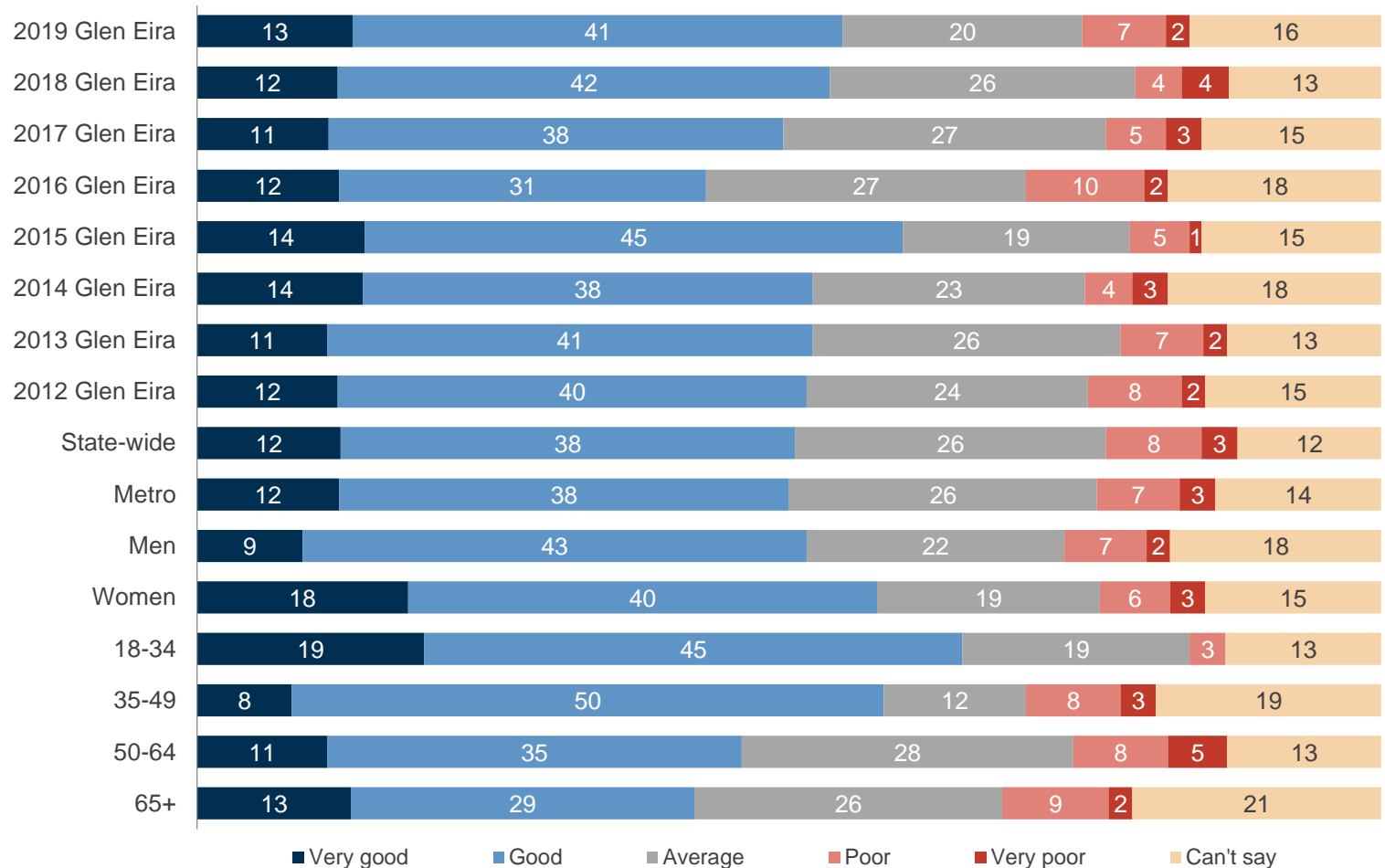
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 9

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



Enforcement of local laws performance

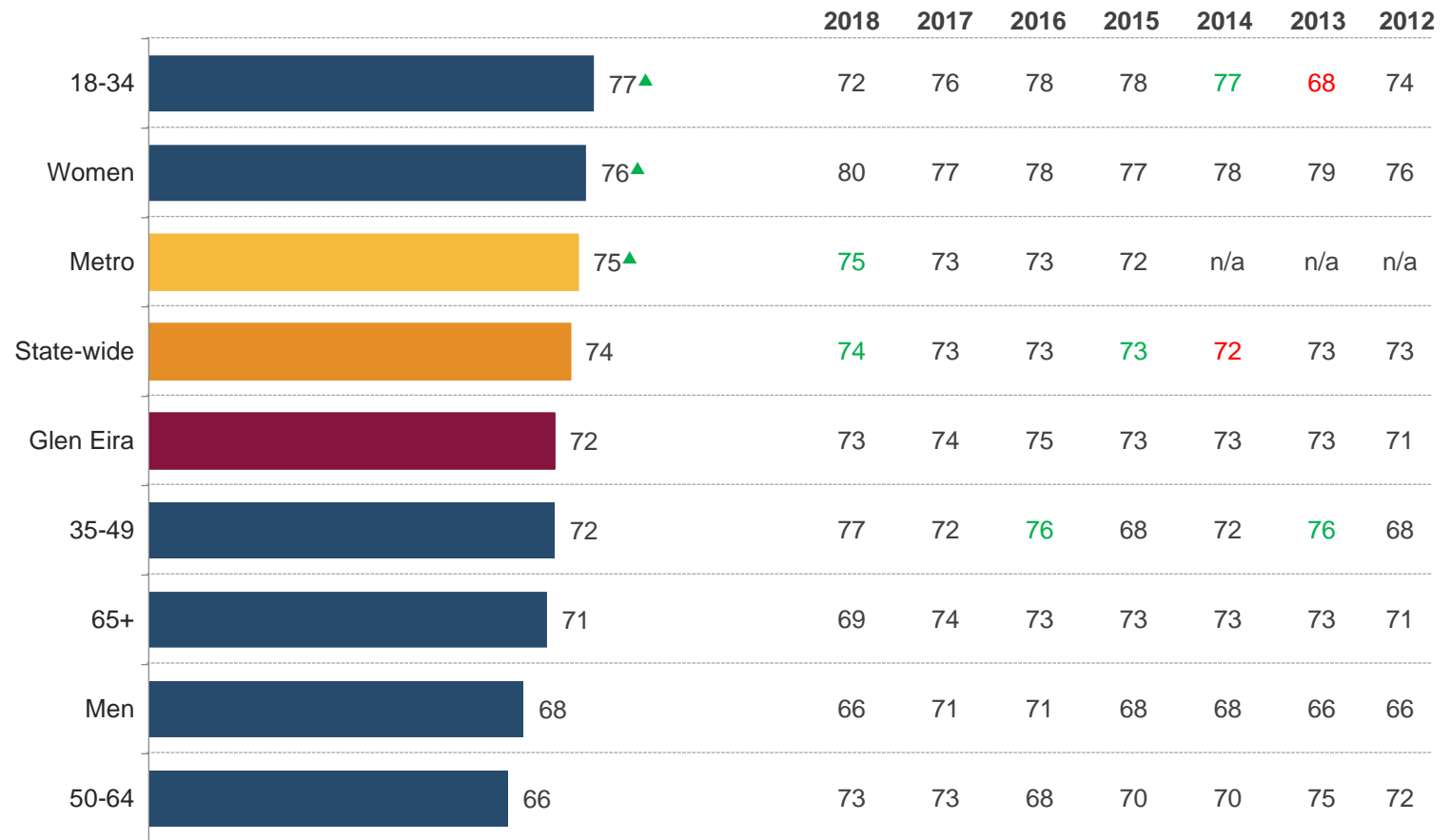
2019 Law enforcement performance (%)





Family support services importance

2019 Family support importance (index scores)



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

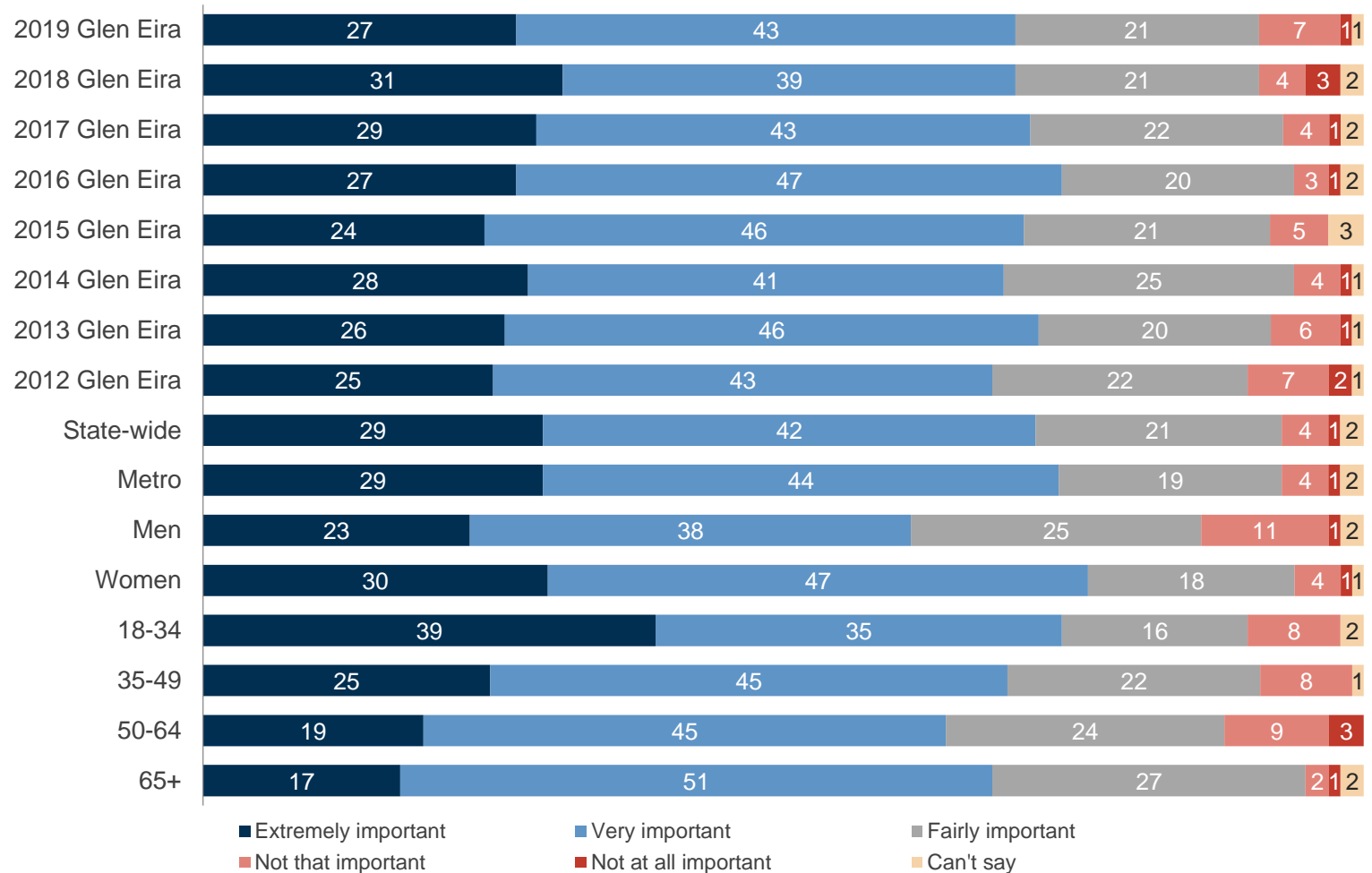
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

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



Family support services importance

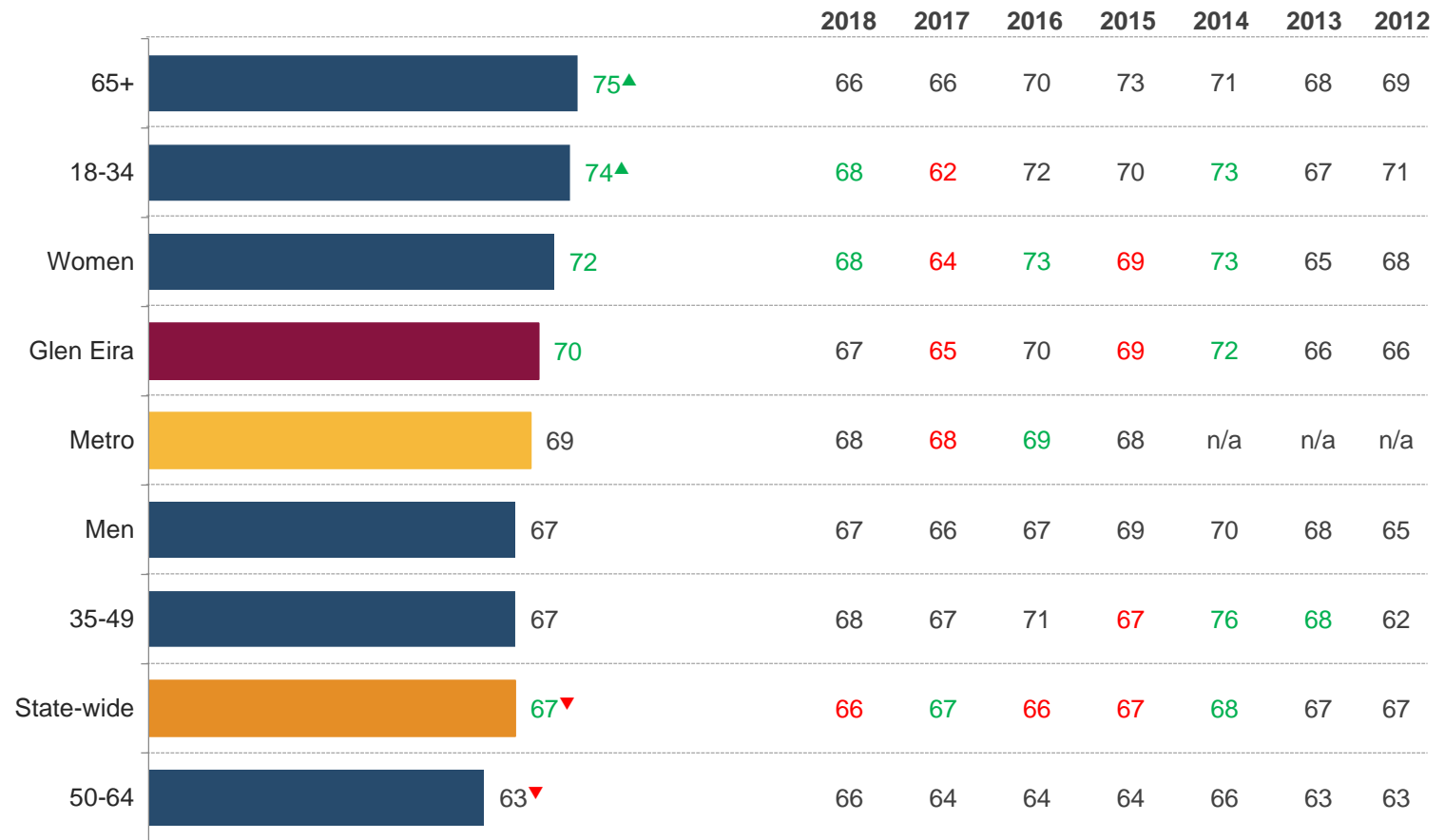
2019 Family support importance (%)





Family support services performance

2019 Family support performance (index scores)



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

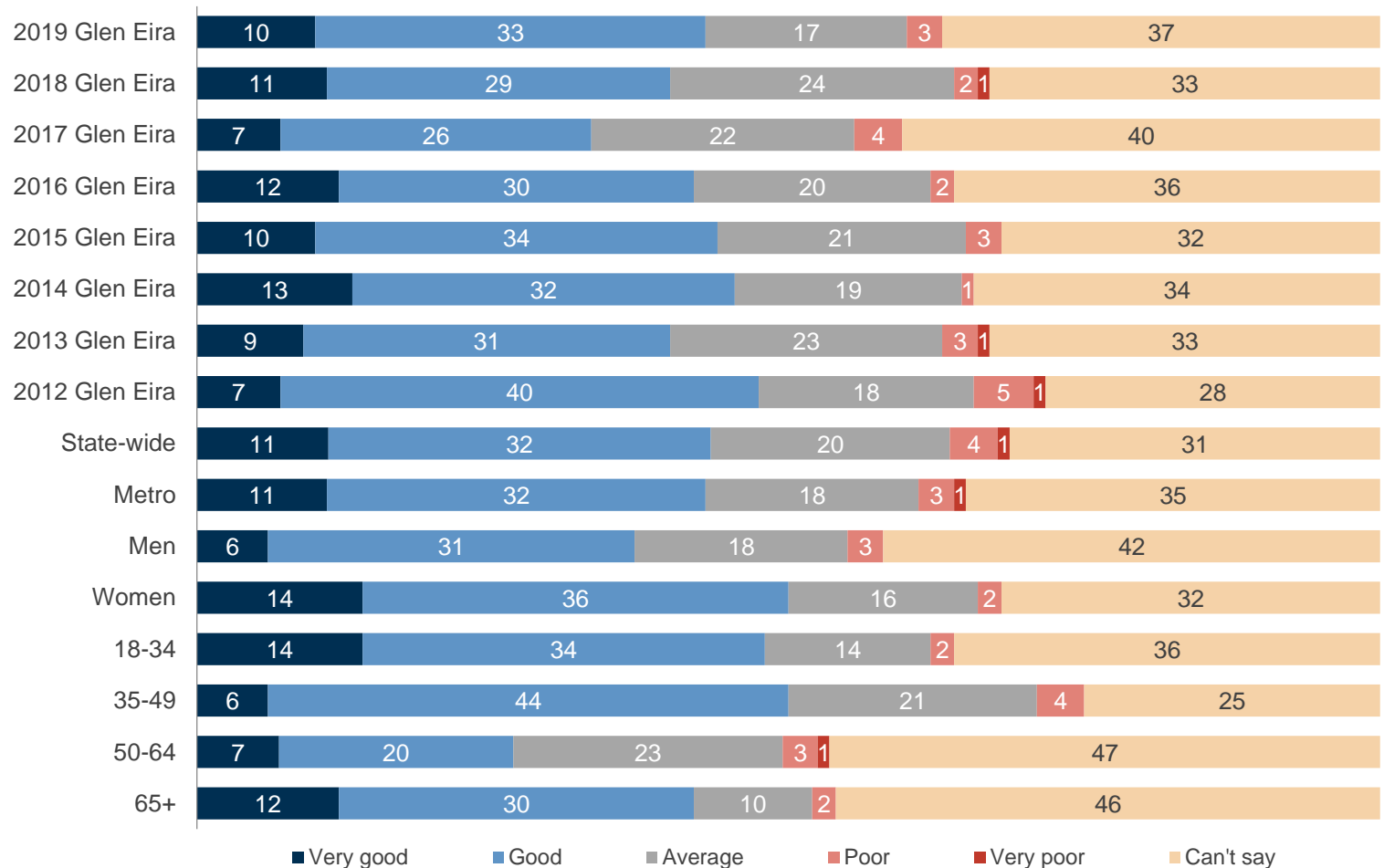
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8

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



Family support services performance

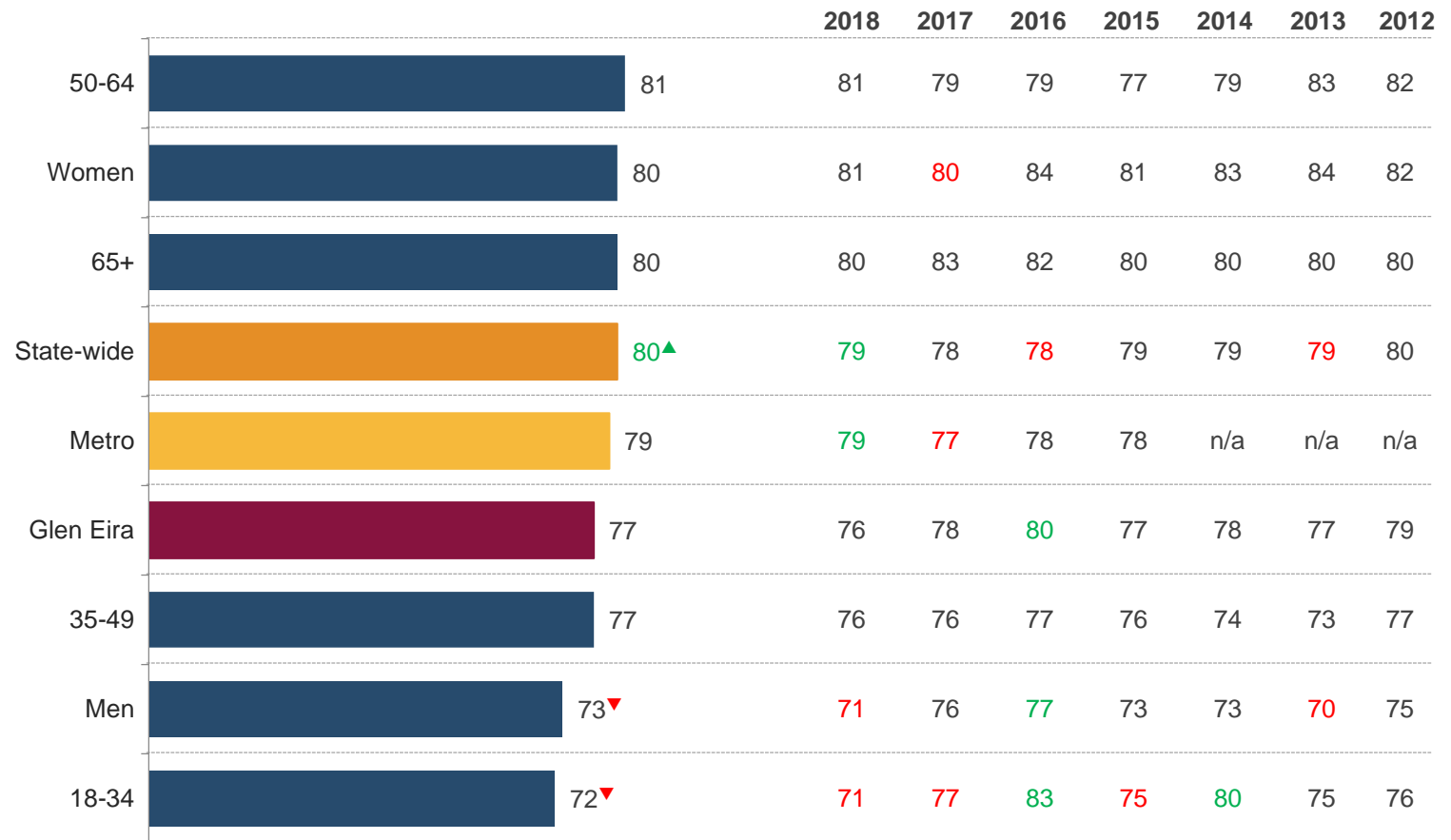
2019 Family support performance (%)





Elderly support services importance

2019 Elderly support importance (index scores)



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

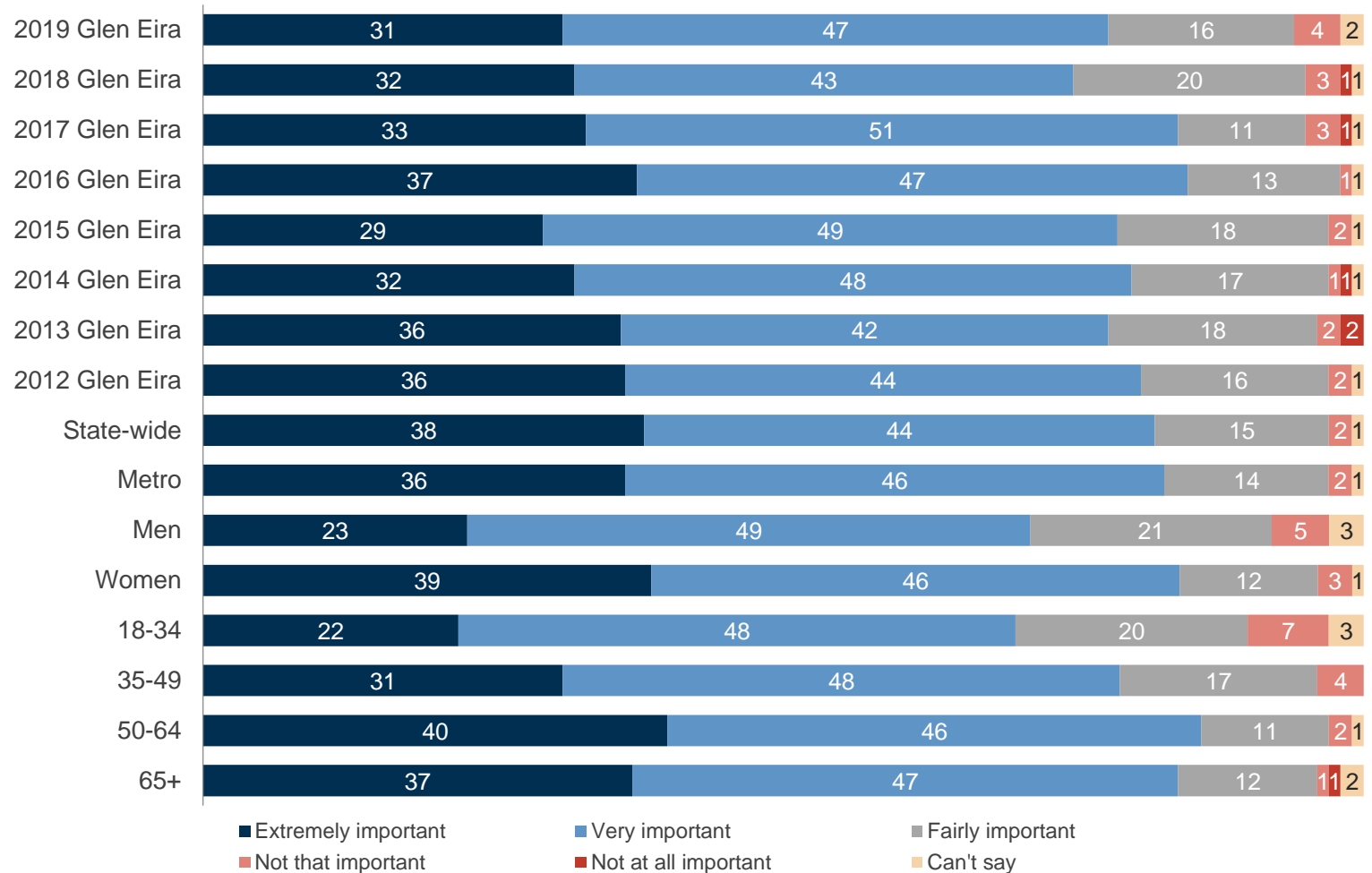
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

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



Elderly support services importance

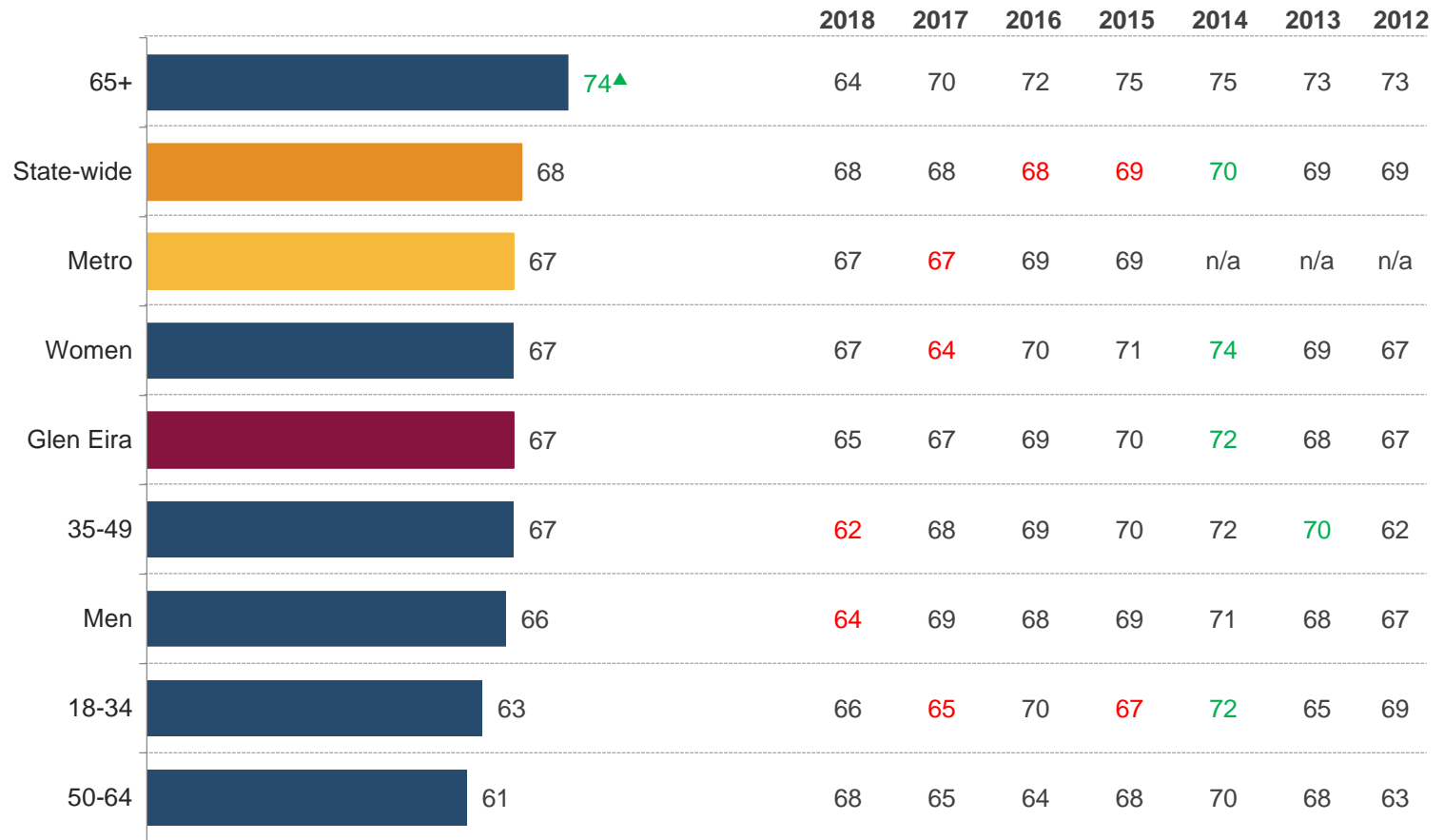
2019 Elderly support importance (%)





Elderly support services performance

2019 Elderly support performance (index scores)



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

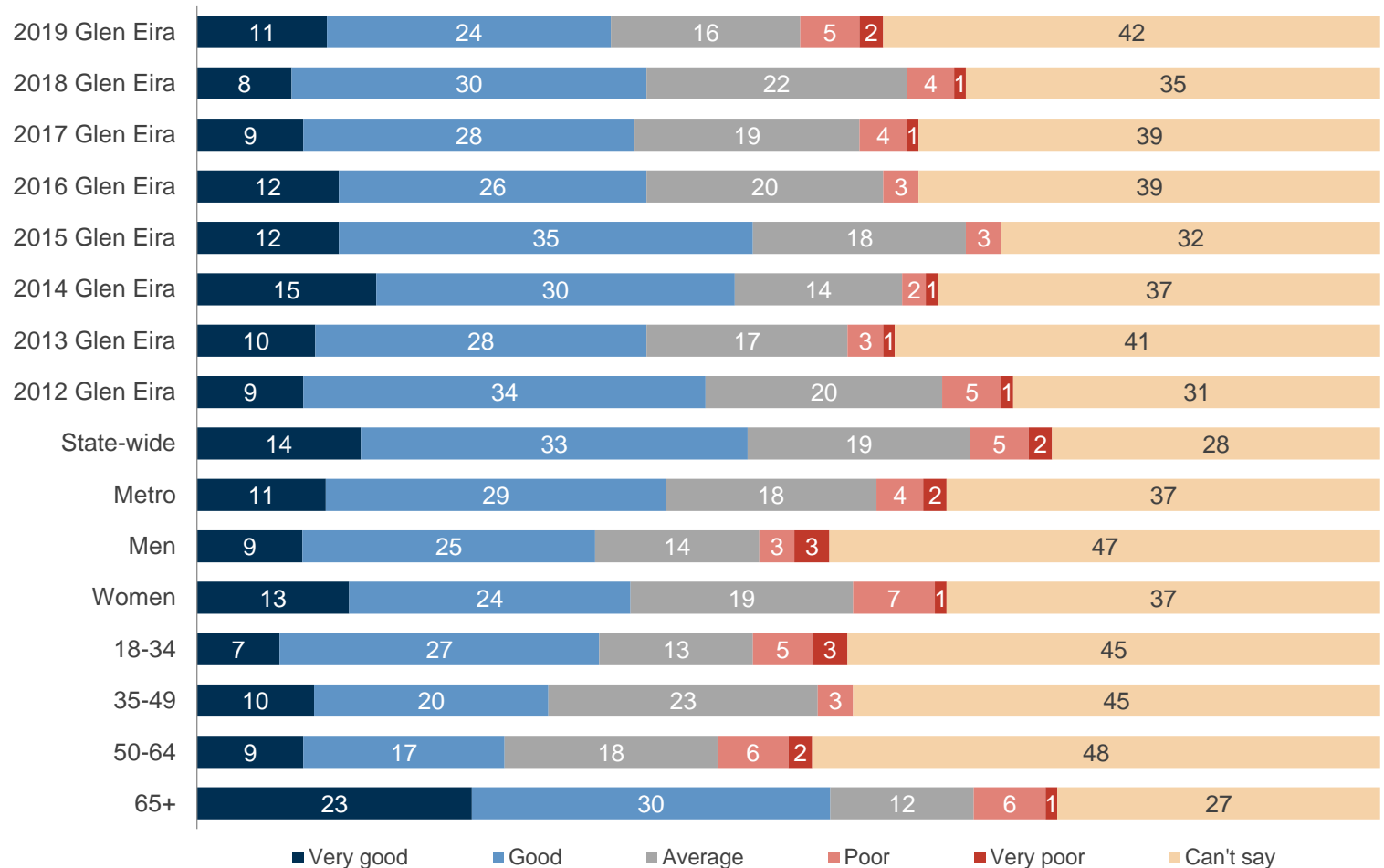
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8

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



Elderly support services performance

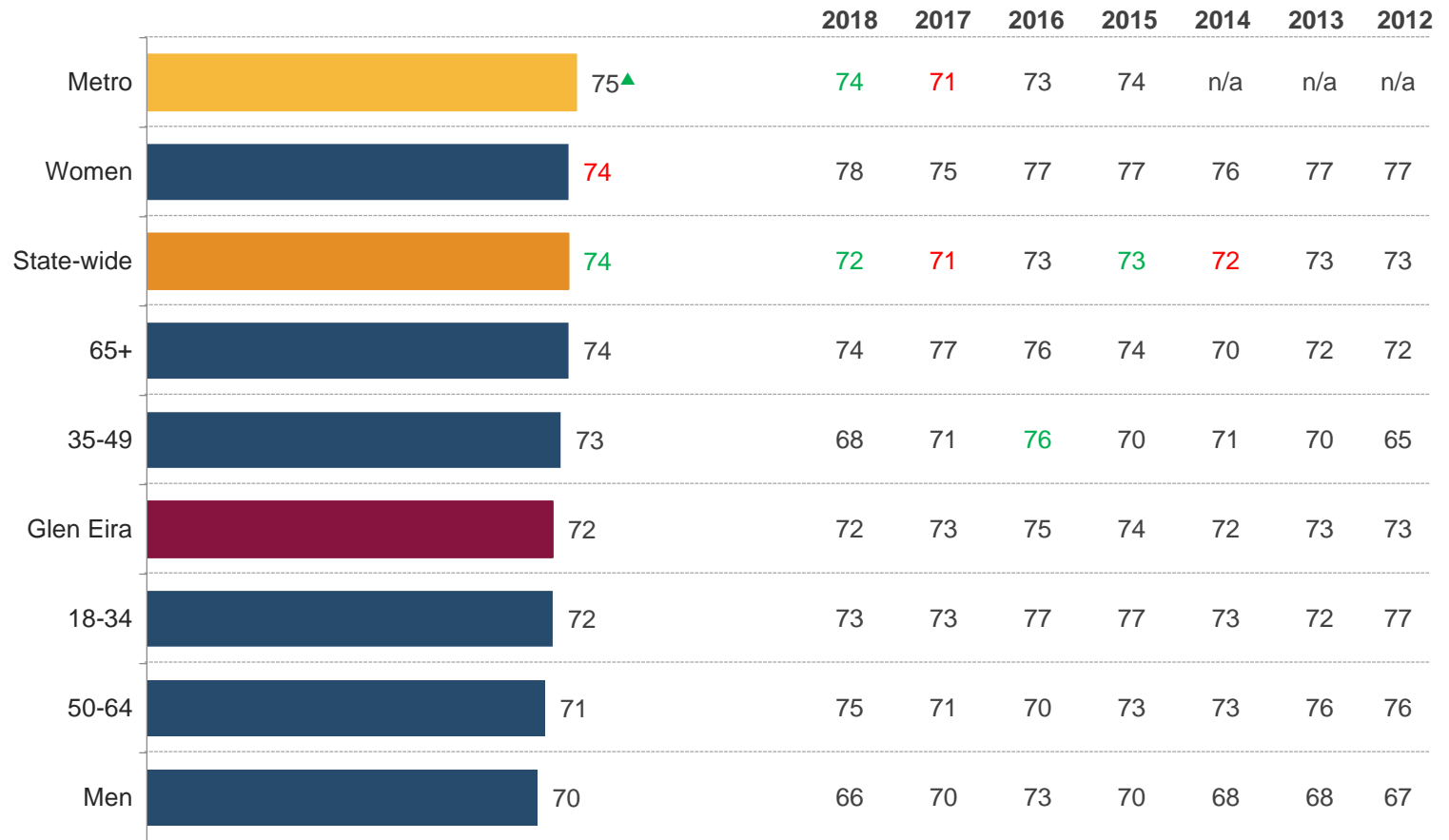
2019 Elderly support performance (%)





Disadvantaged support services importance

2019 Disadvantaged support importance (index scores)



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

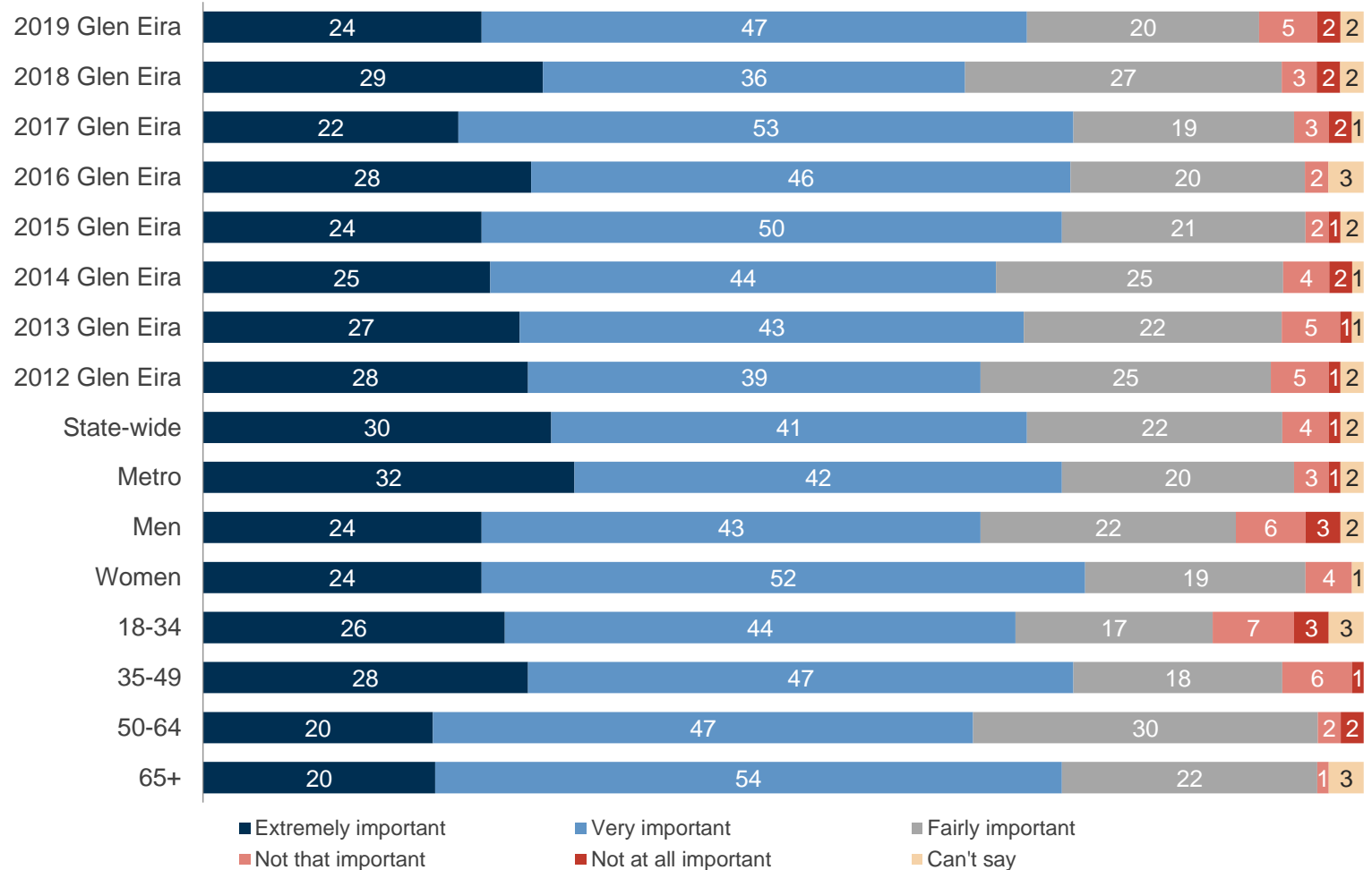
Base: All respondents. Councils asked state-wide: 9 Councils asked group: 5

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



Disadvantaged support services importance

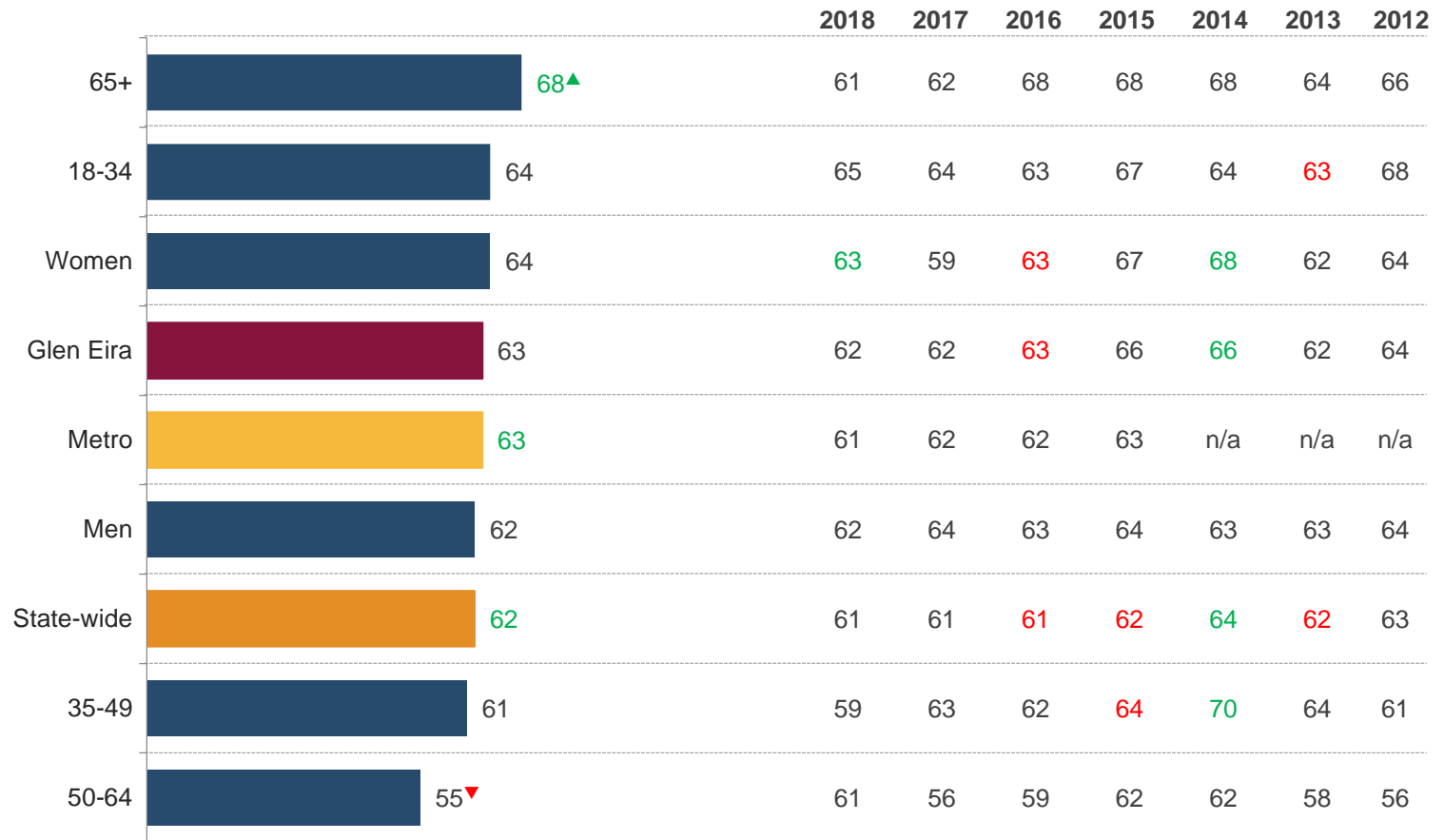
2019 Disadvantaged support importance (%)





Disadvantaged support services performance

2019 Disadvantaged support performance (index scores)



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

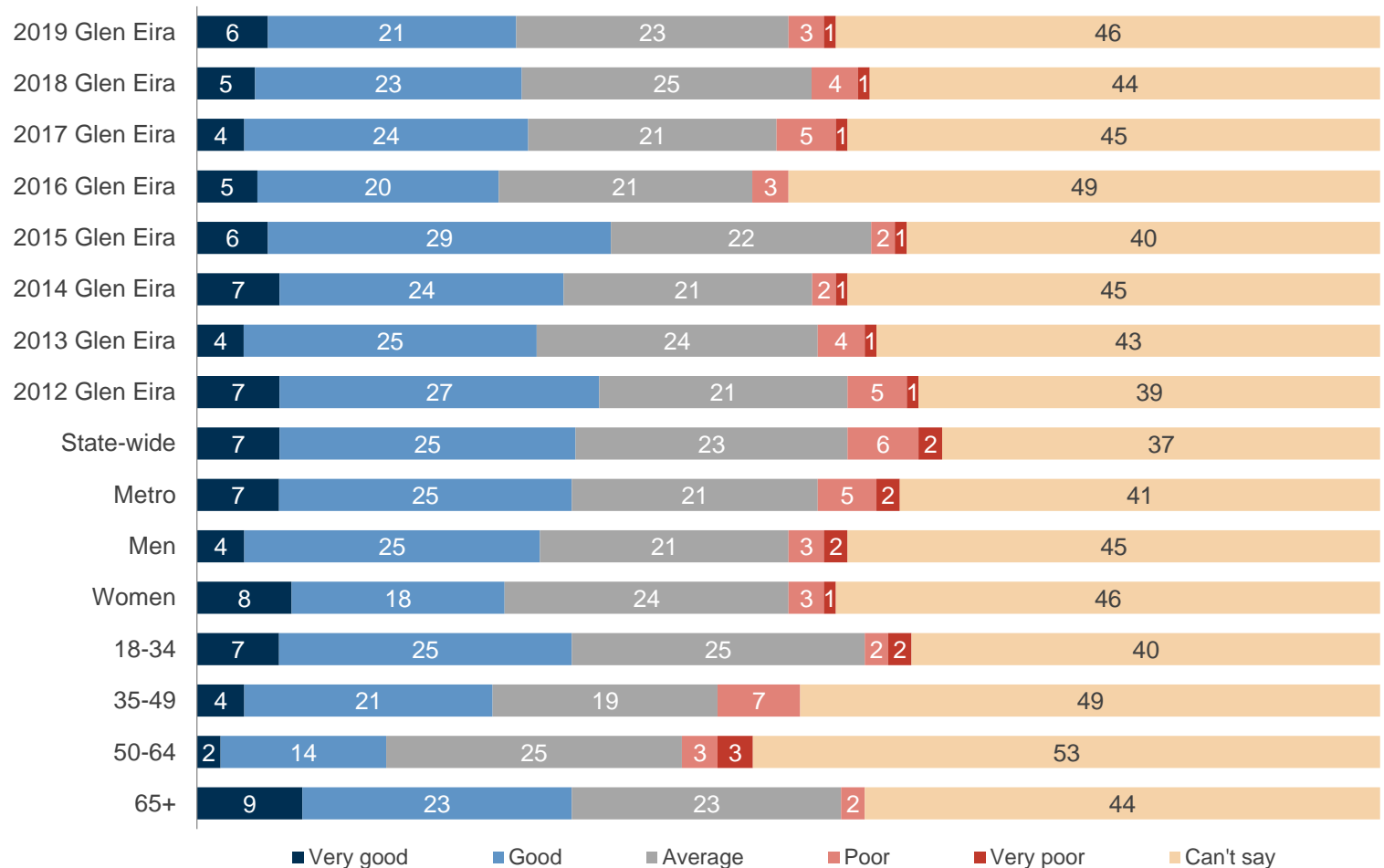
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 6

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



Disadvantaged support services performance

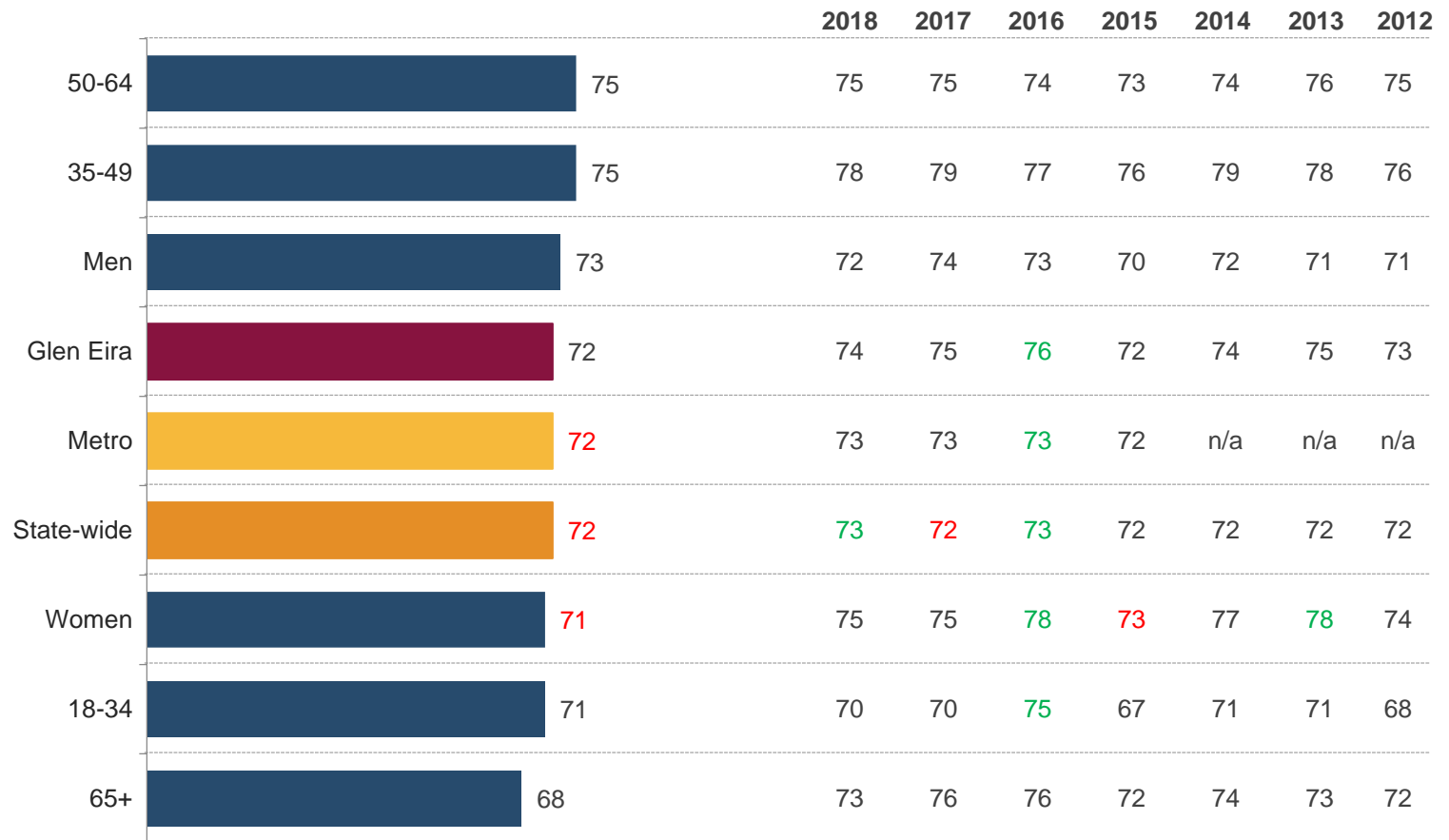
2019 Disadvantaged support performance (%)





Recreational facilities importance

2019 Recreational facilities importance (index scores)



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

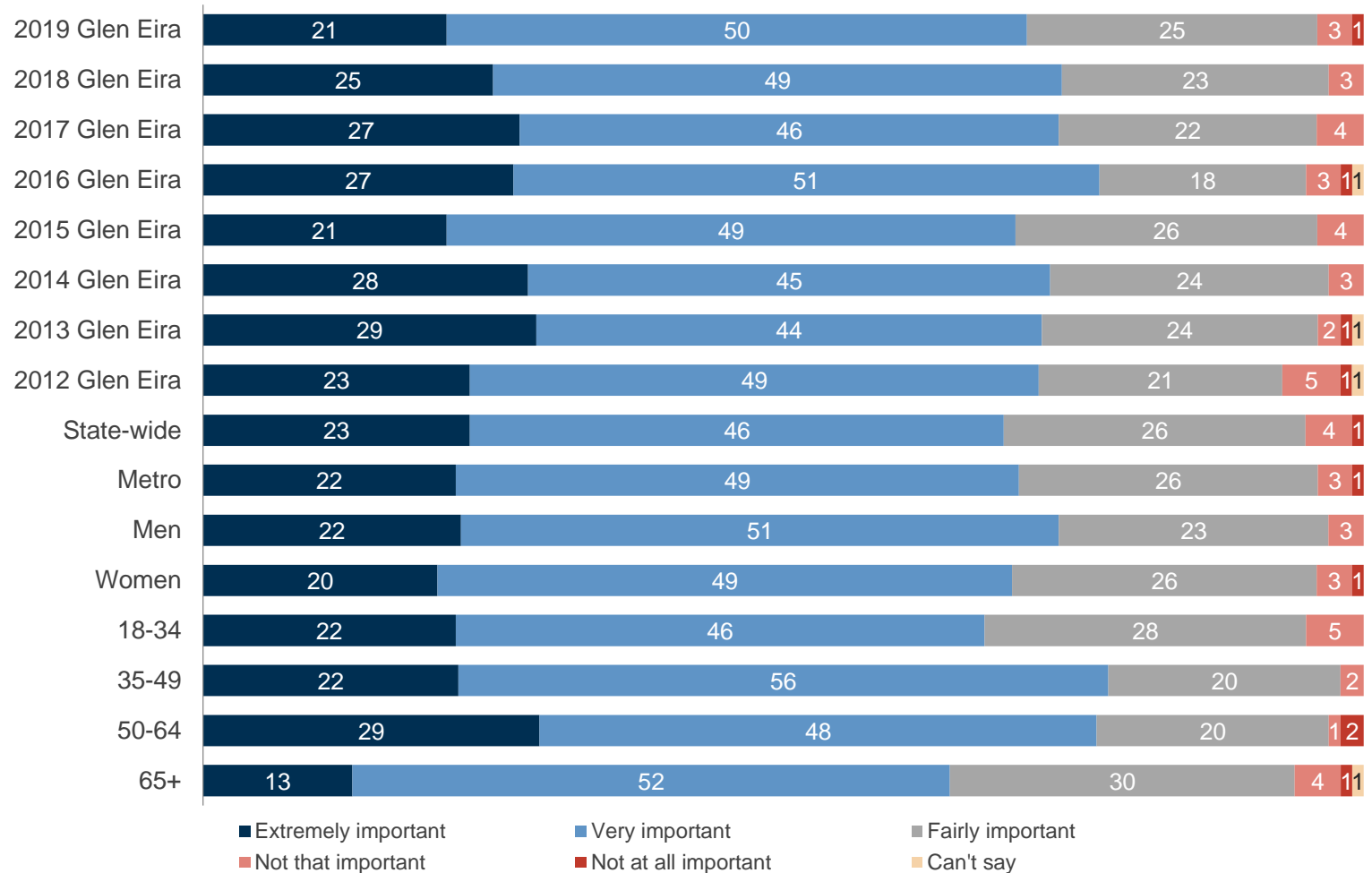
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 10

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



Recreational facilities importance

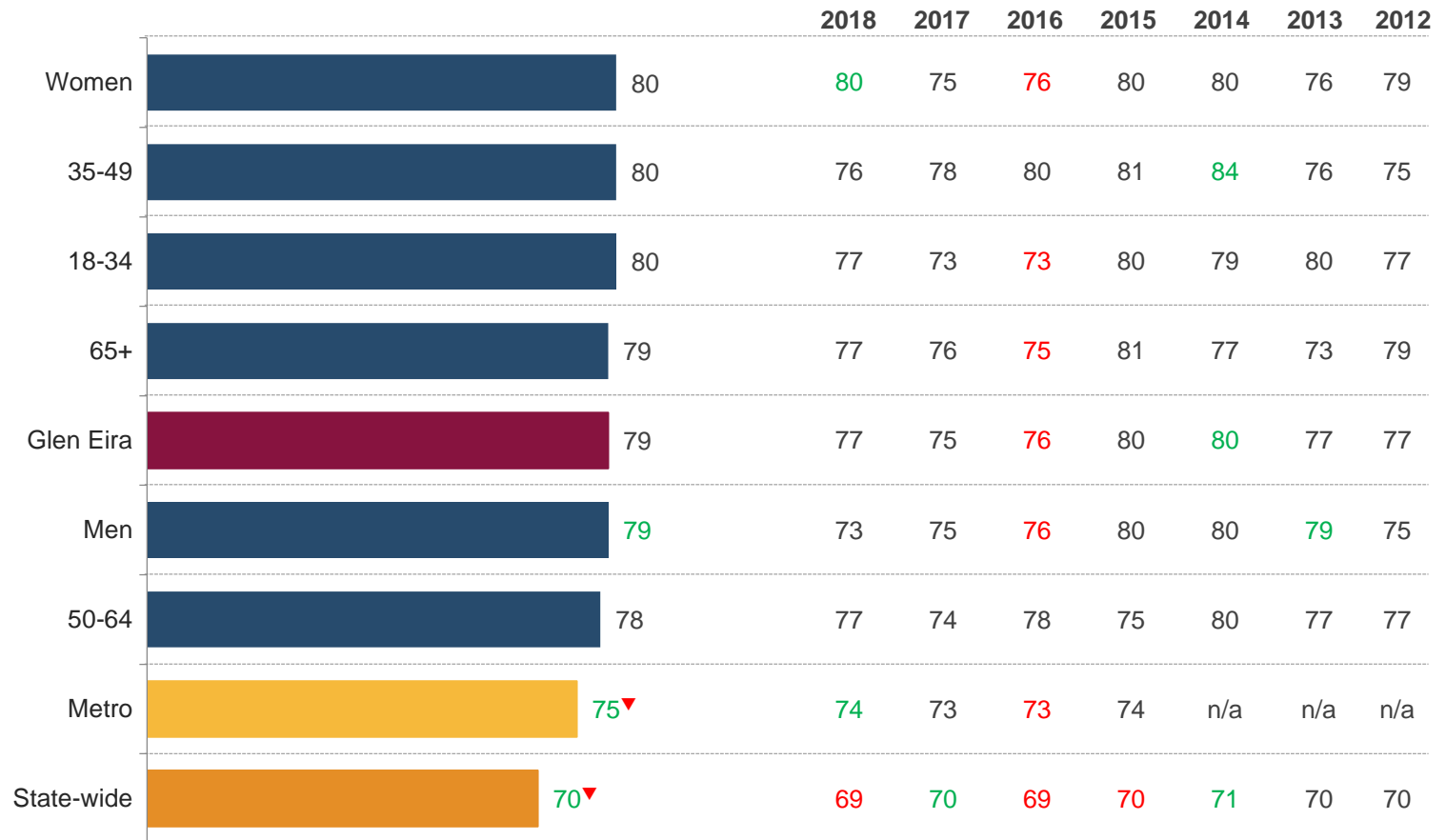
2019 Recreational facilities importance (%)





Recreational facilities performance

2019 Recreational facilities performance (index scores)



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

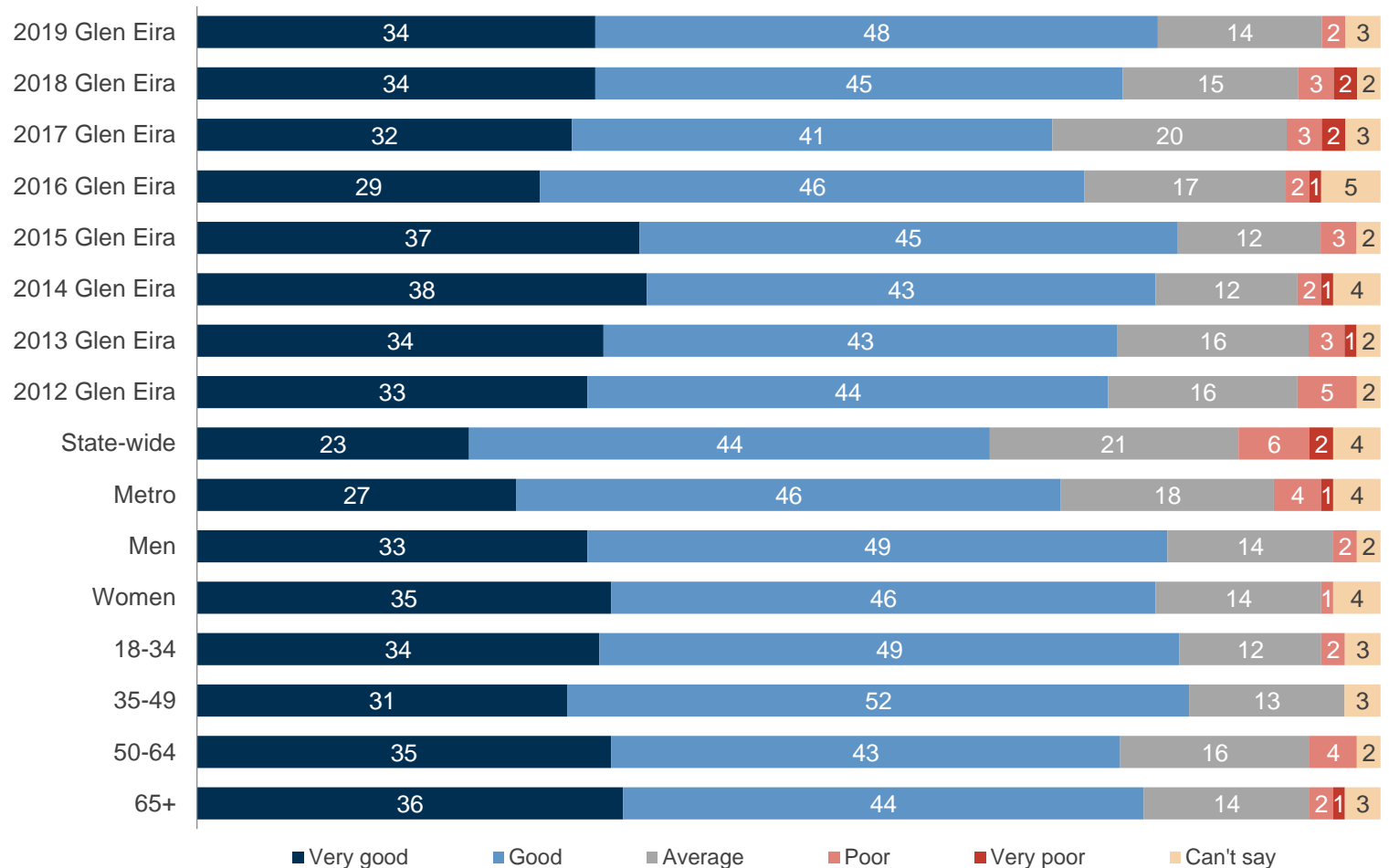
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11

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



Recreational facilities performance

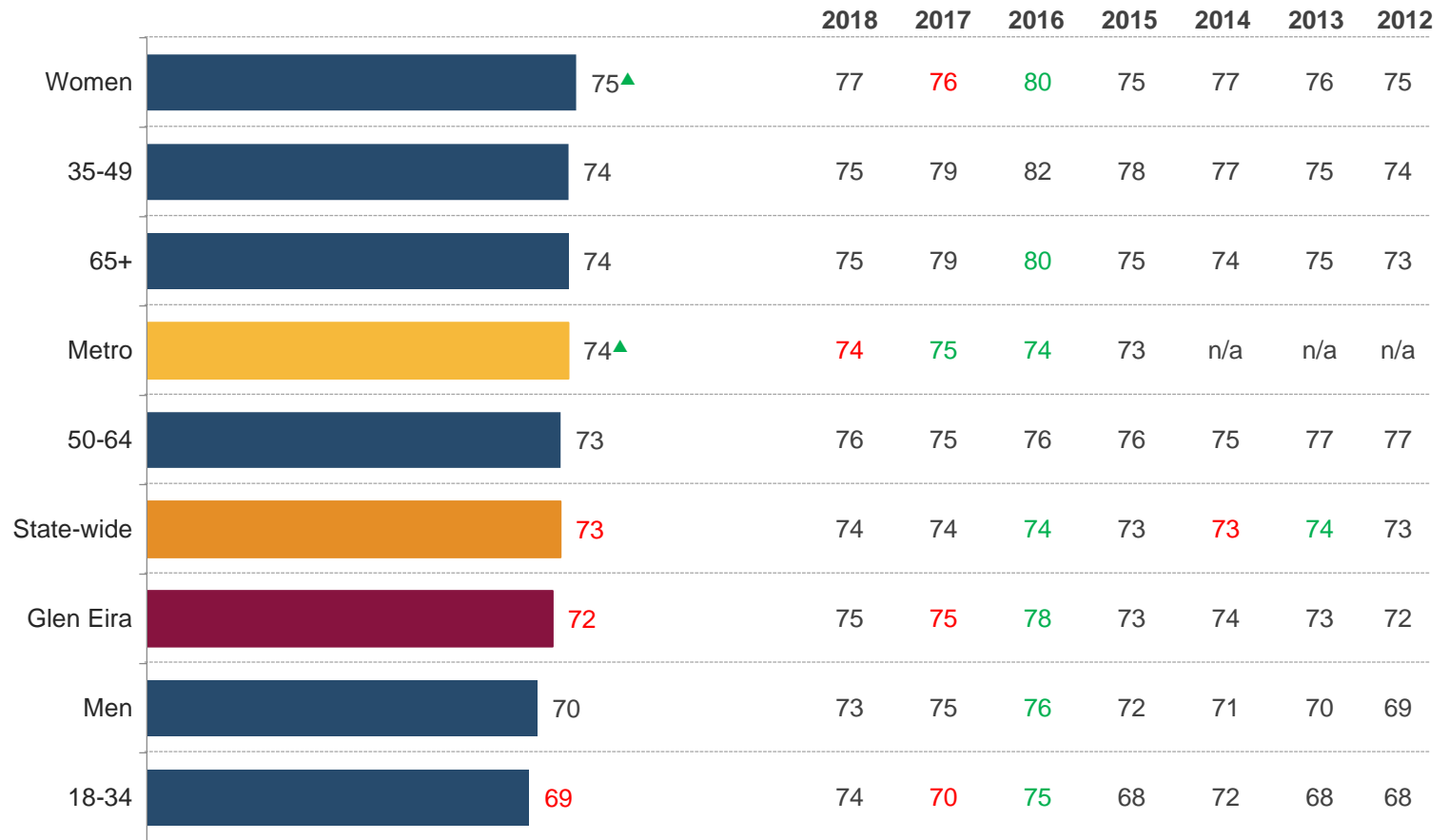
2019 Recreational facilities performance (%)





The appearance of public areas importance

2019 Public areas importance (index scores)



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

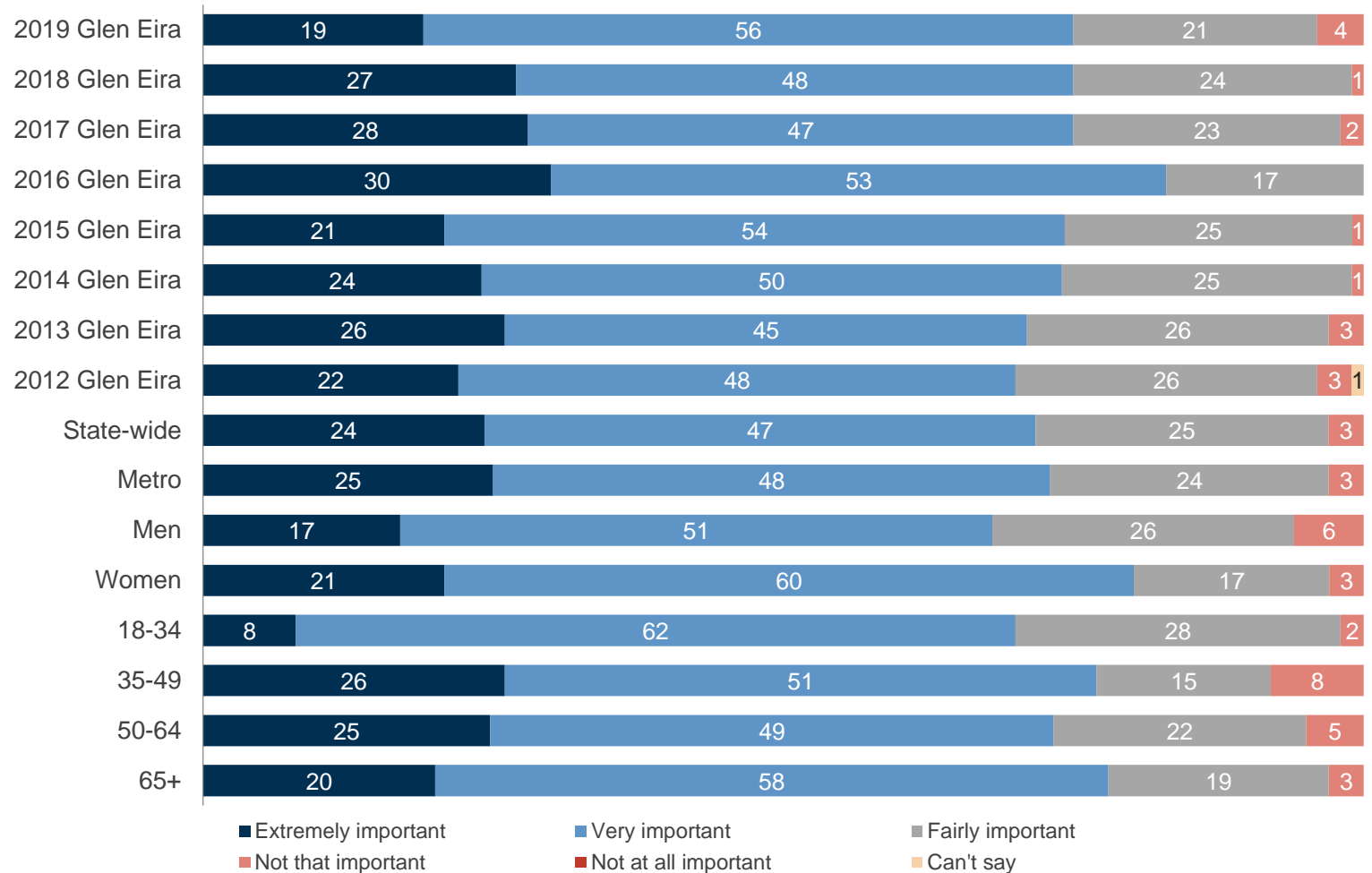
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 9

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



The appearance of public areas importance

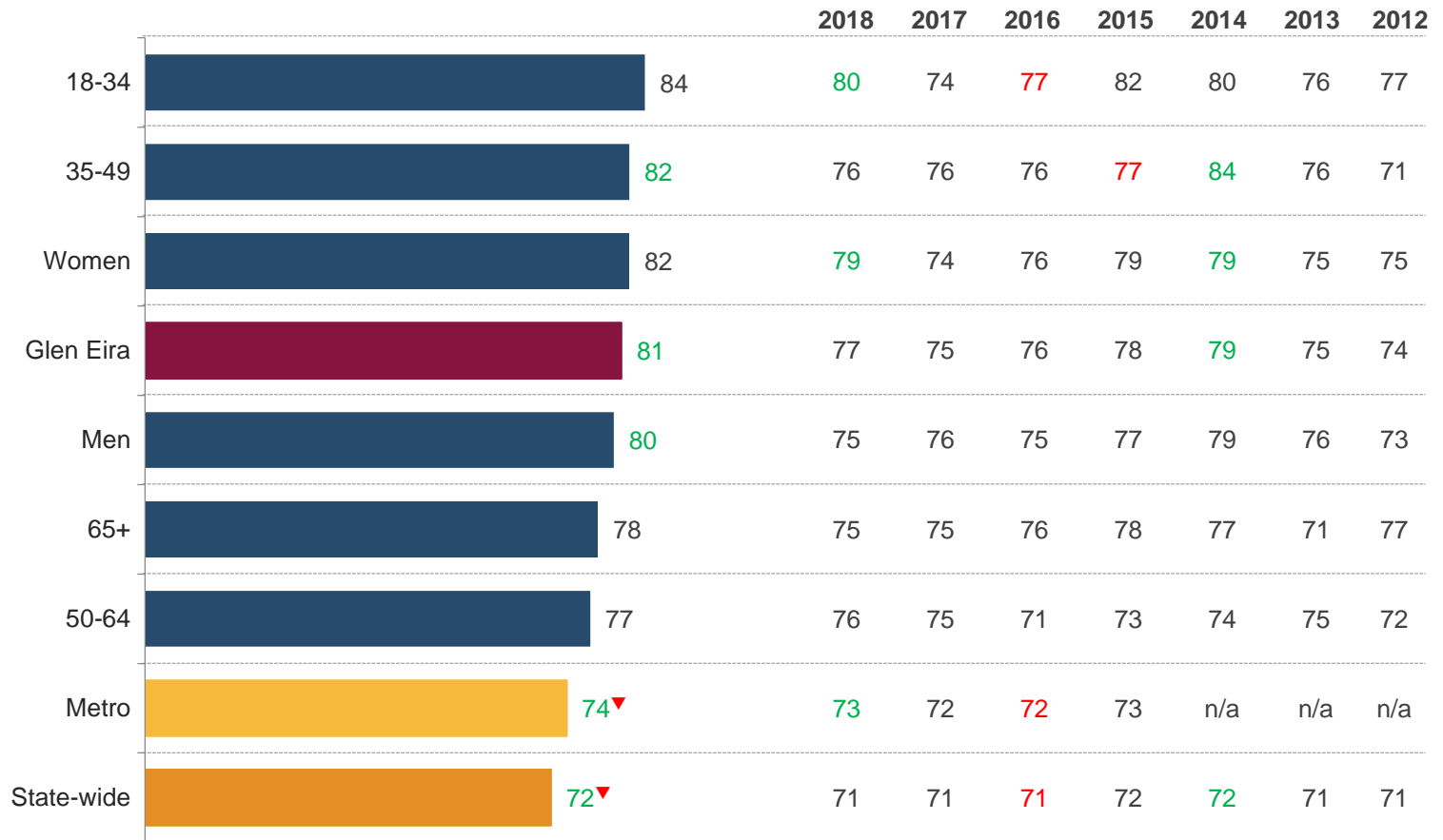
2019 Public areas importance (%)





The appearance of public areas performance

2019 Public areas performance (index scores)



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

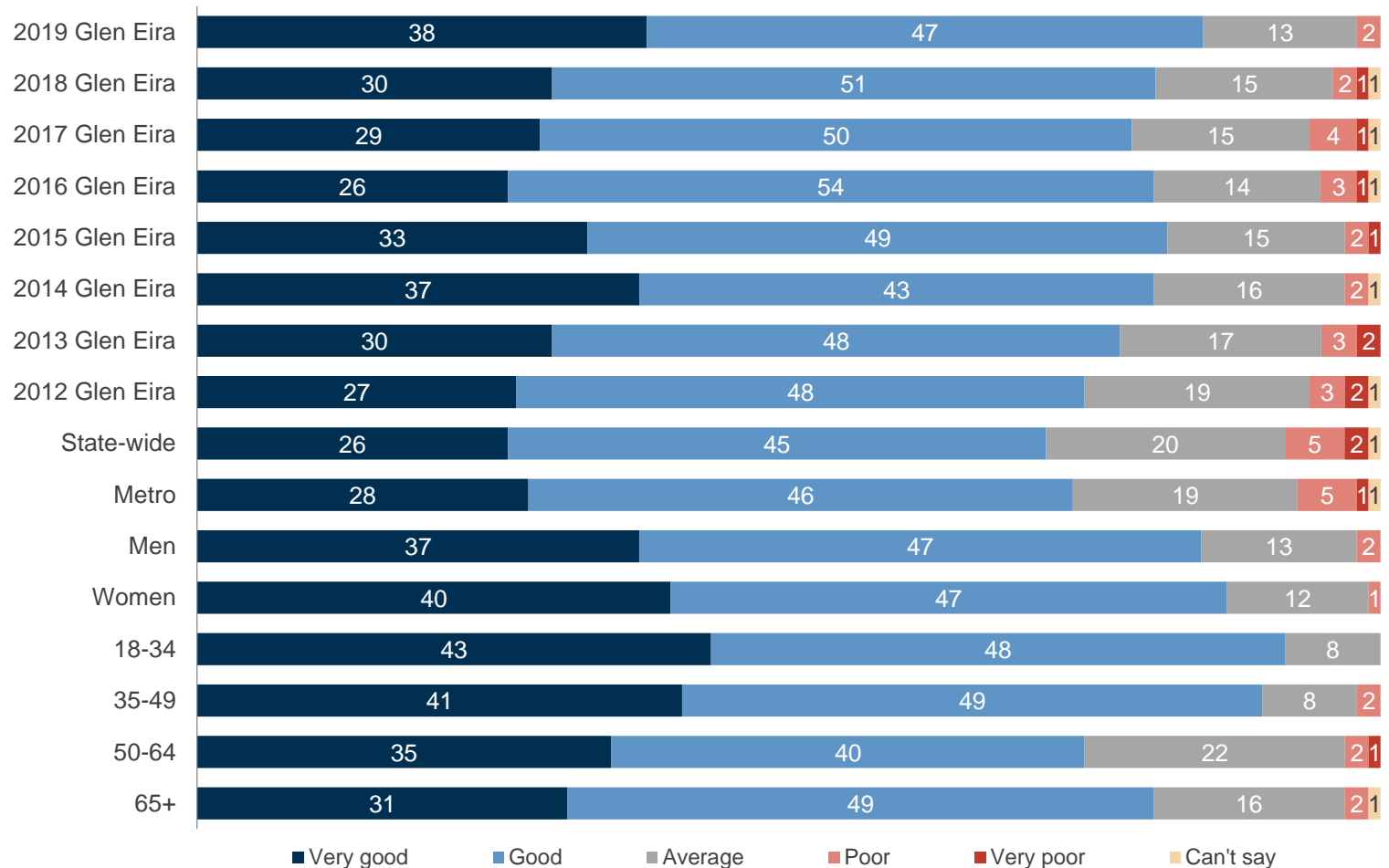
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 10

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



The appearance of public areas performance

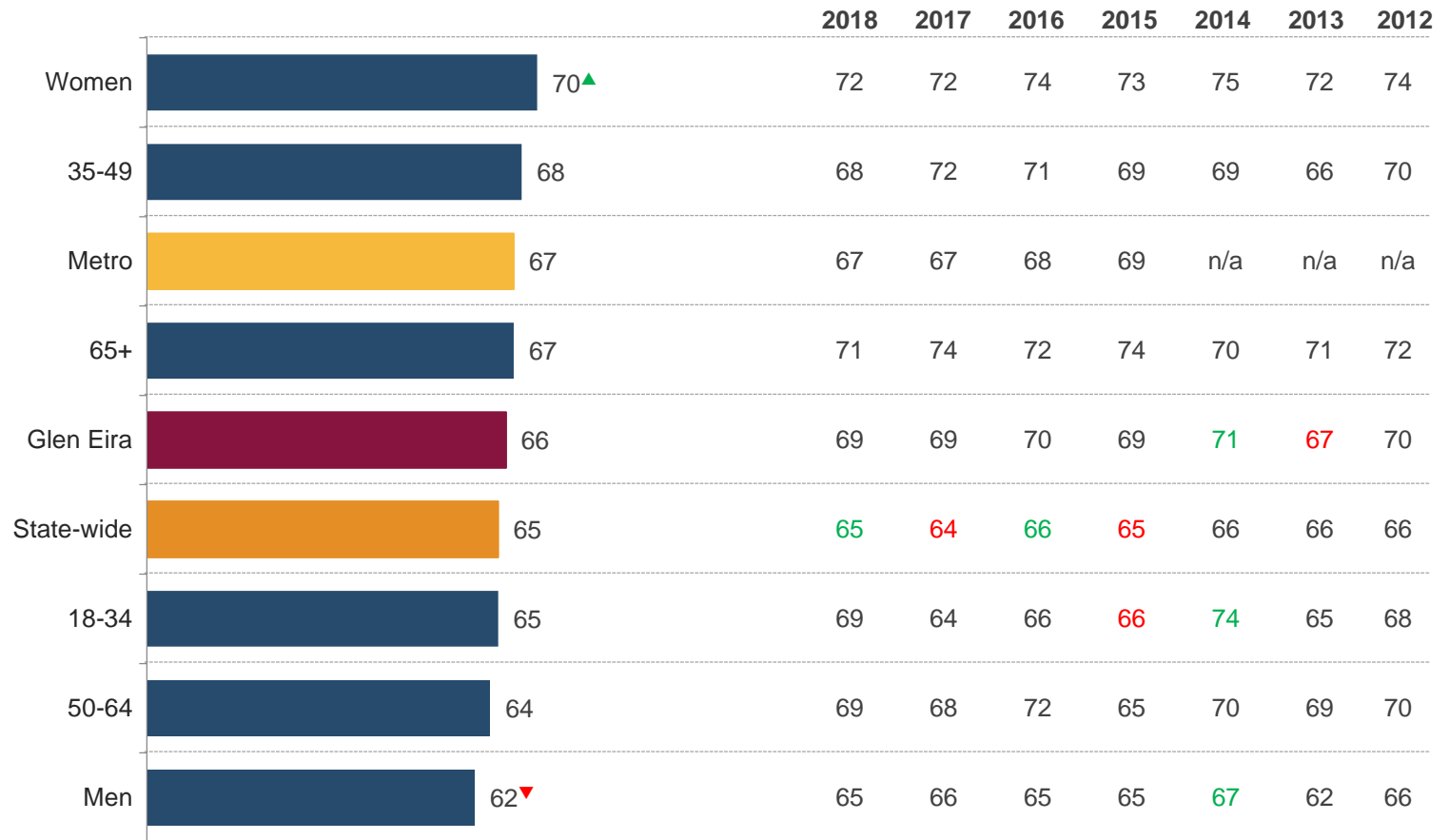
2019 Public areas performance (%)





Art centres and libraries importance

2019 Art centres and libraries importance (index scores)



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

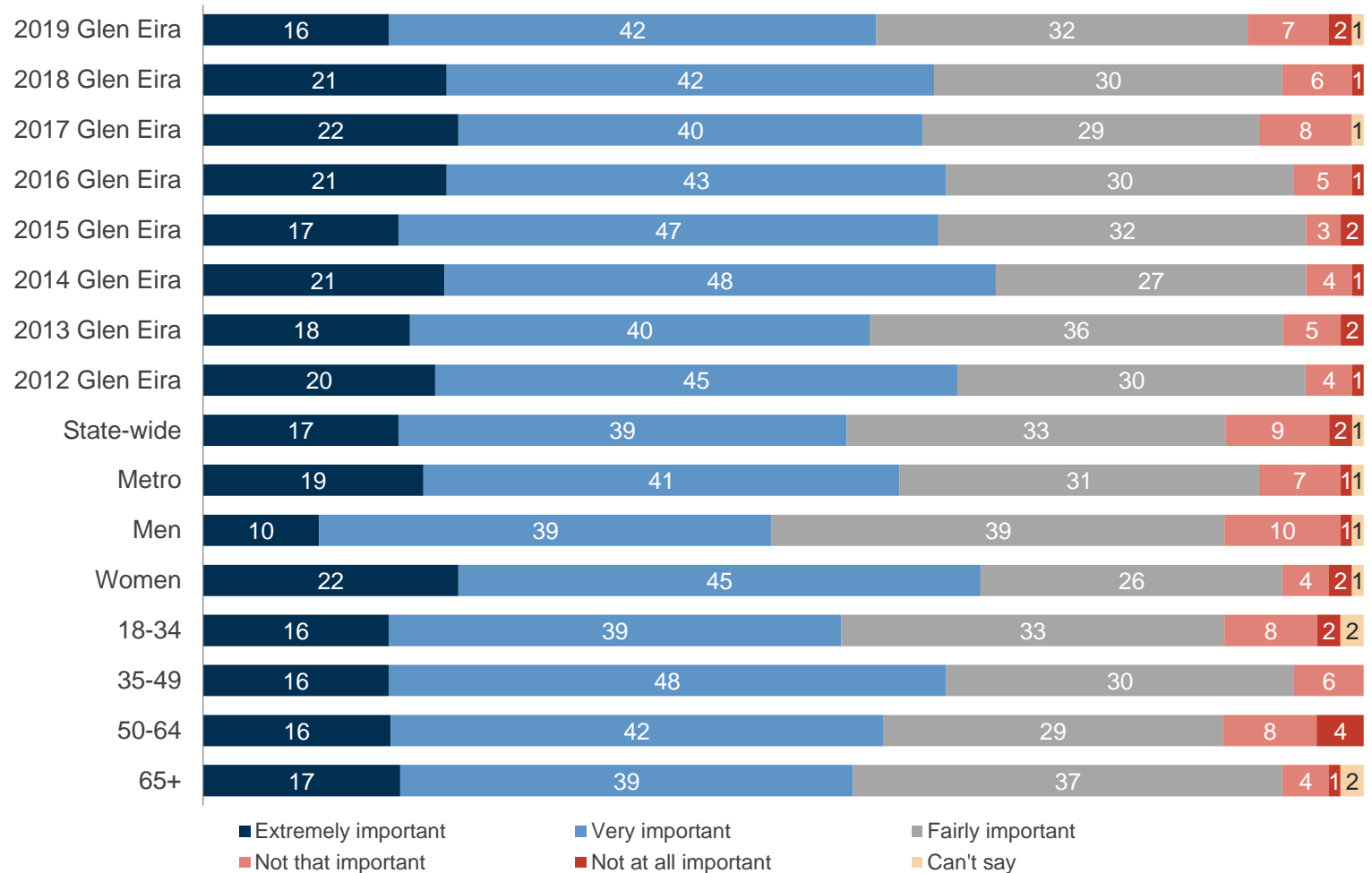
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 8

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



Art centres and libraries importance

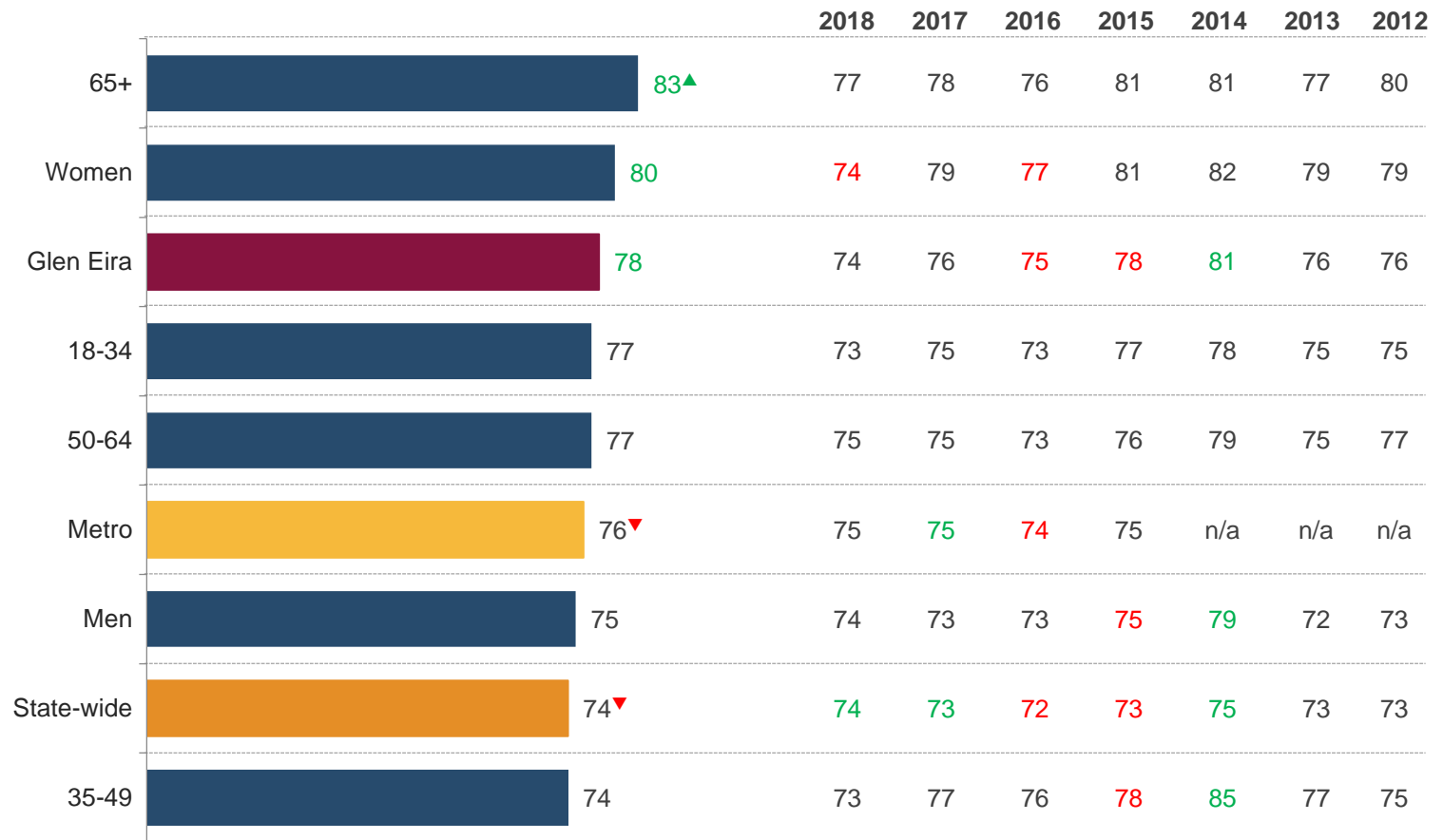
2019 Art centres and libraries importance (%)





Art centres and libraries performance

2019 Art centres and libraries performance (index scores)



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

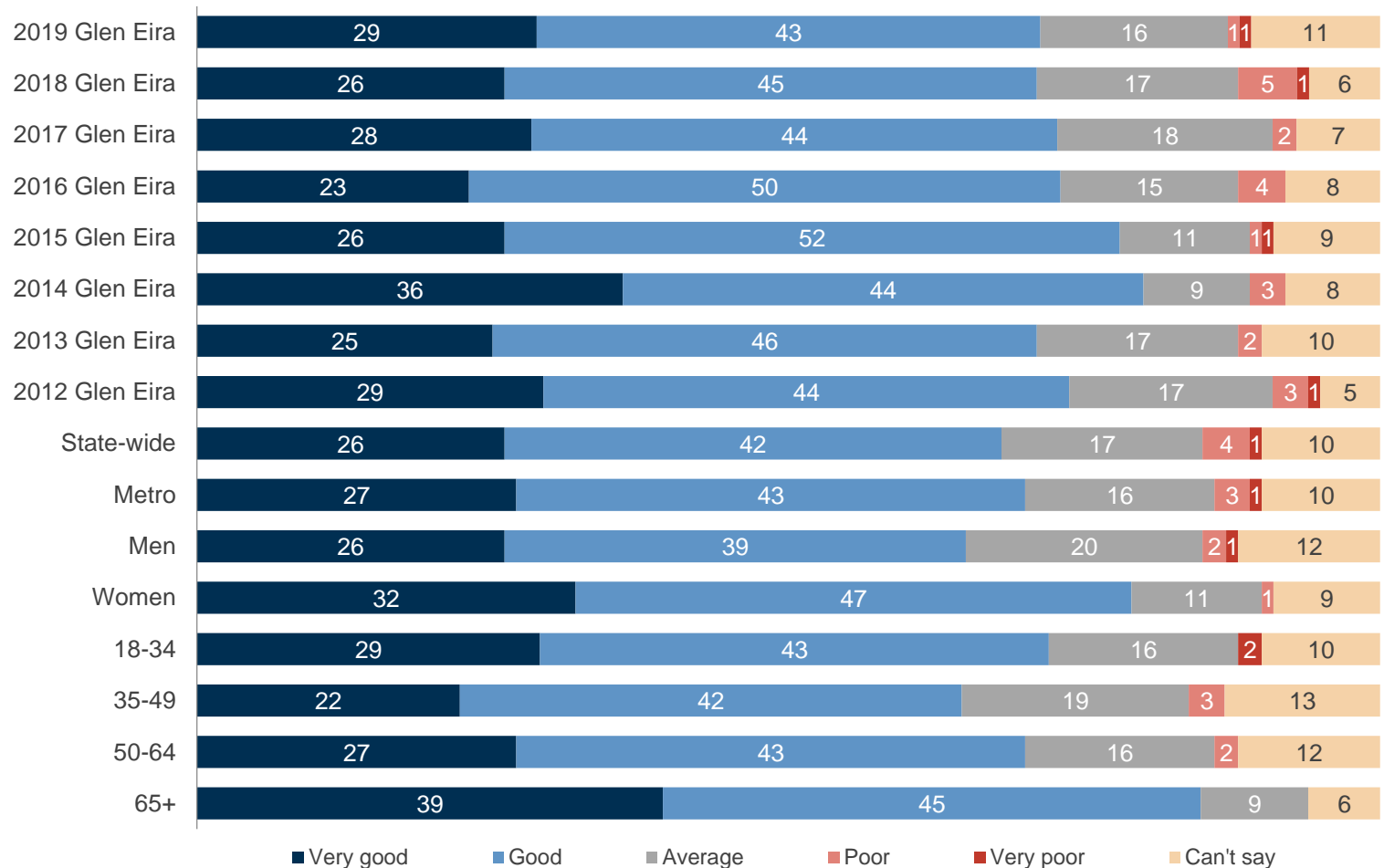
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8

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



Art centres and libraries performance

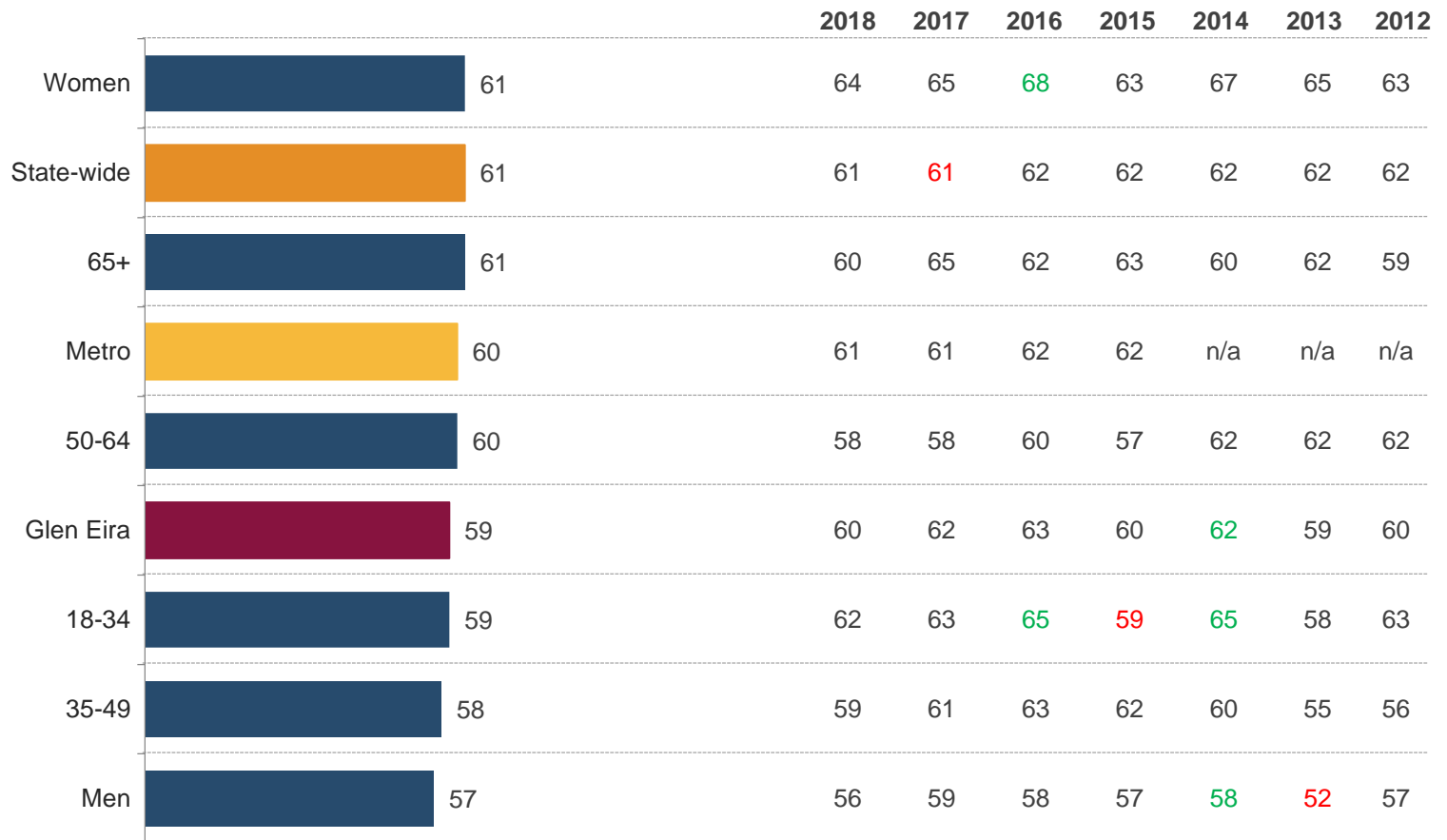
2019 Art centres and libraries performance (%)





Community and cultural activities importance

2019 Community and cultural activities importance (index scores)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?

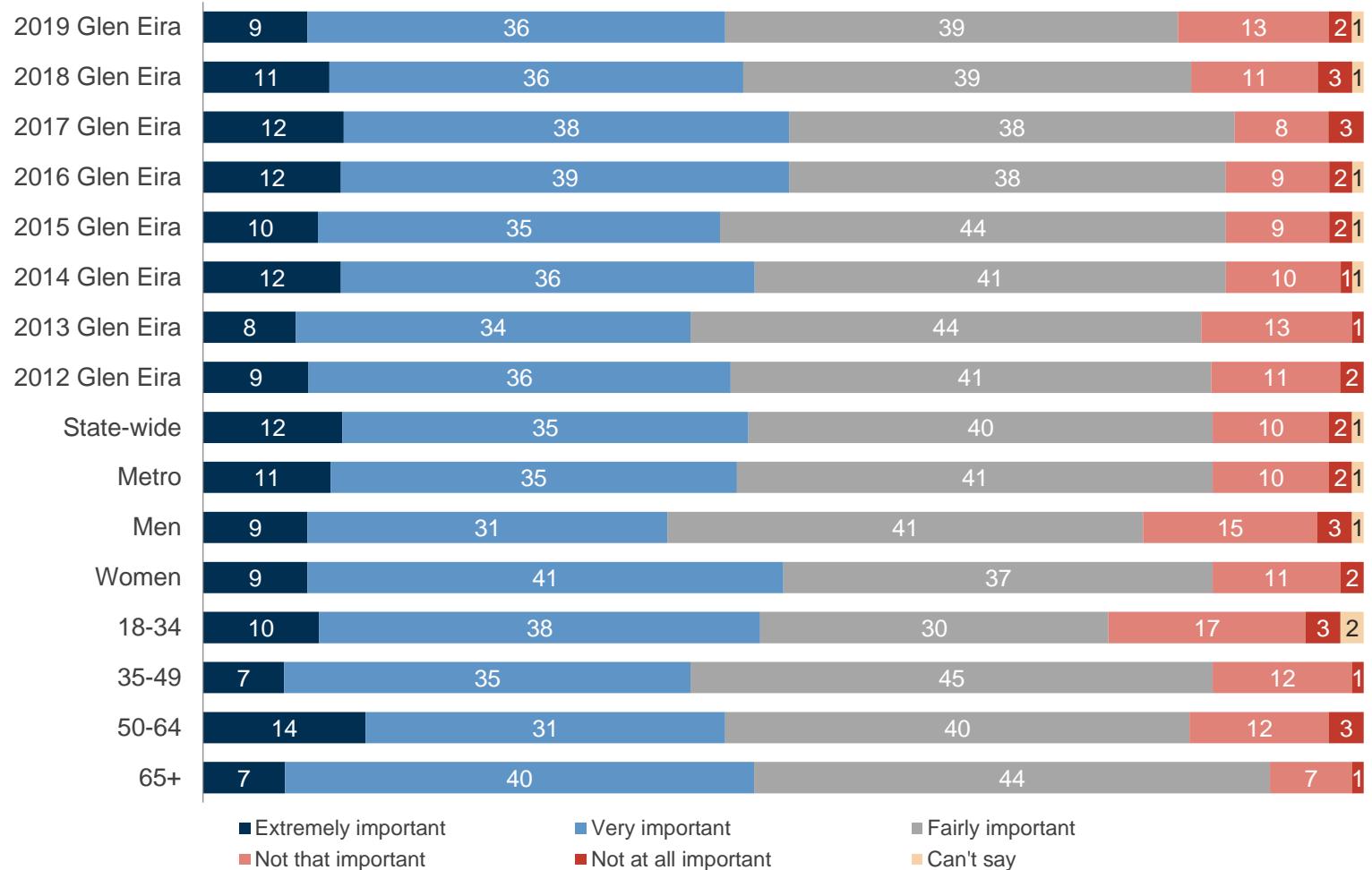
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 9

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



Community and cultural activities importance

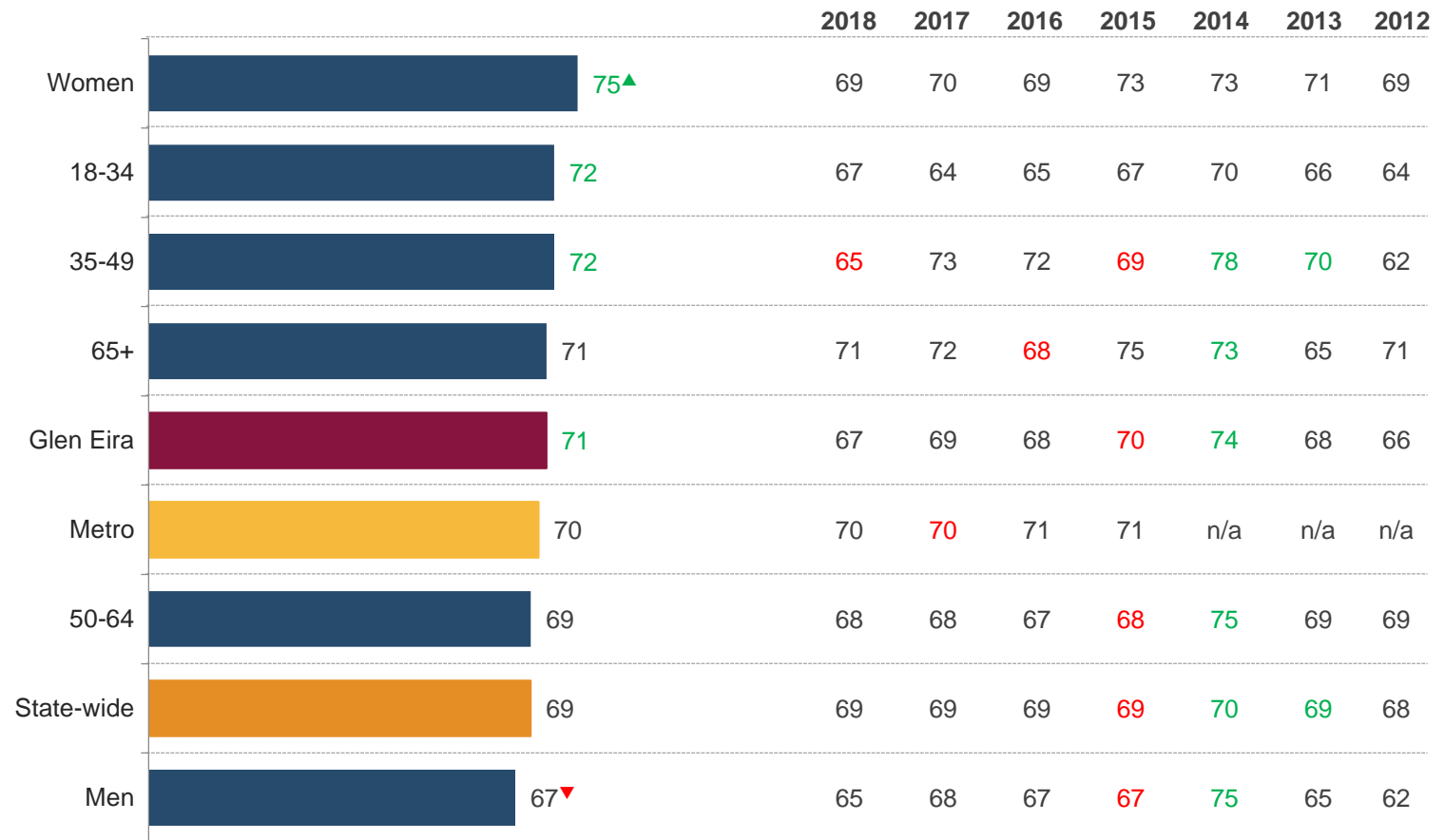
2019 Community and cultural activities importance (%)





Community and cultural activities performance

2019 Community and cultural activities performance (index scores)



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

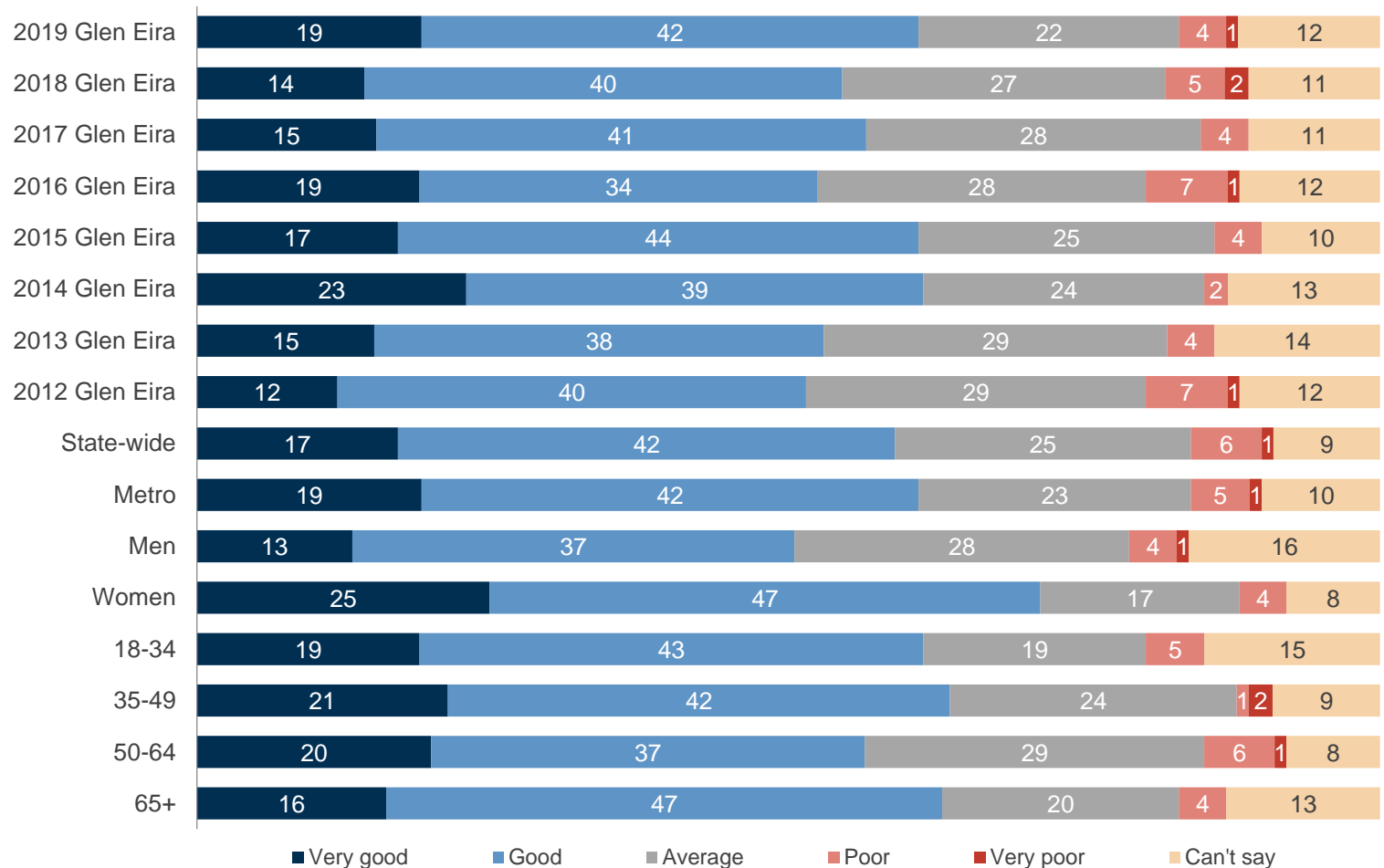
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9

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



Community and cultural activities performance

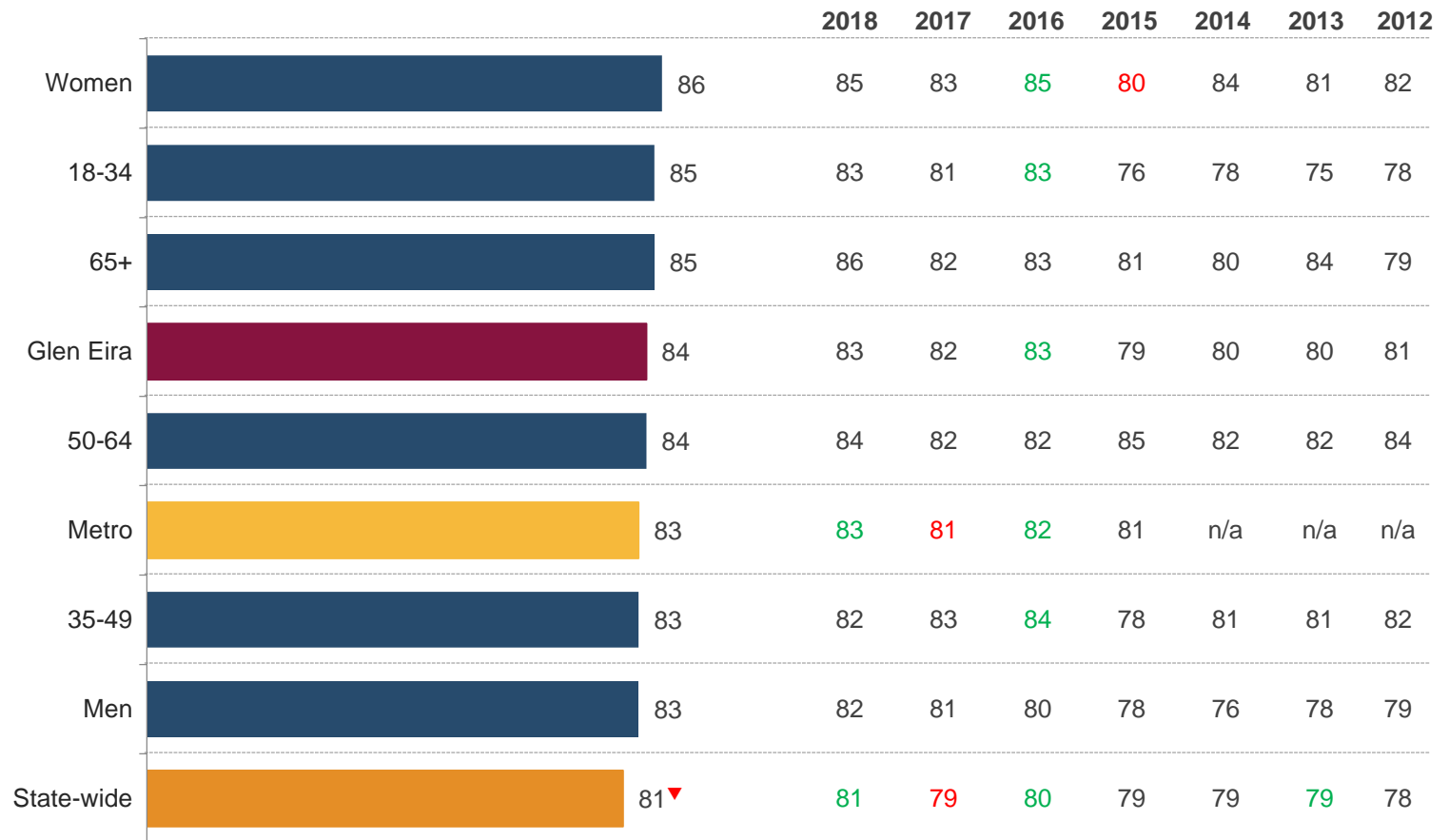
2019 Community and cultural activities performance (%)





Waste management importance

2019 Waste management importance (index scores)



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

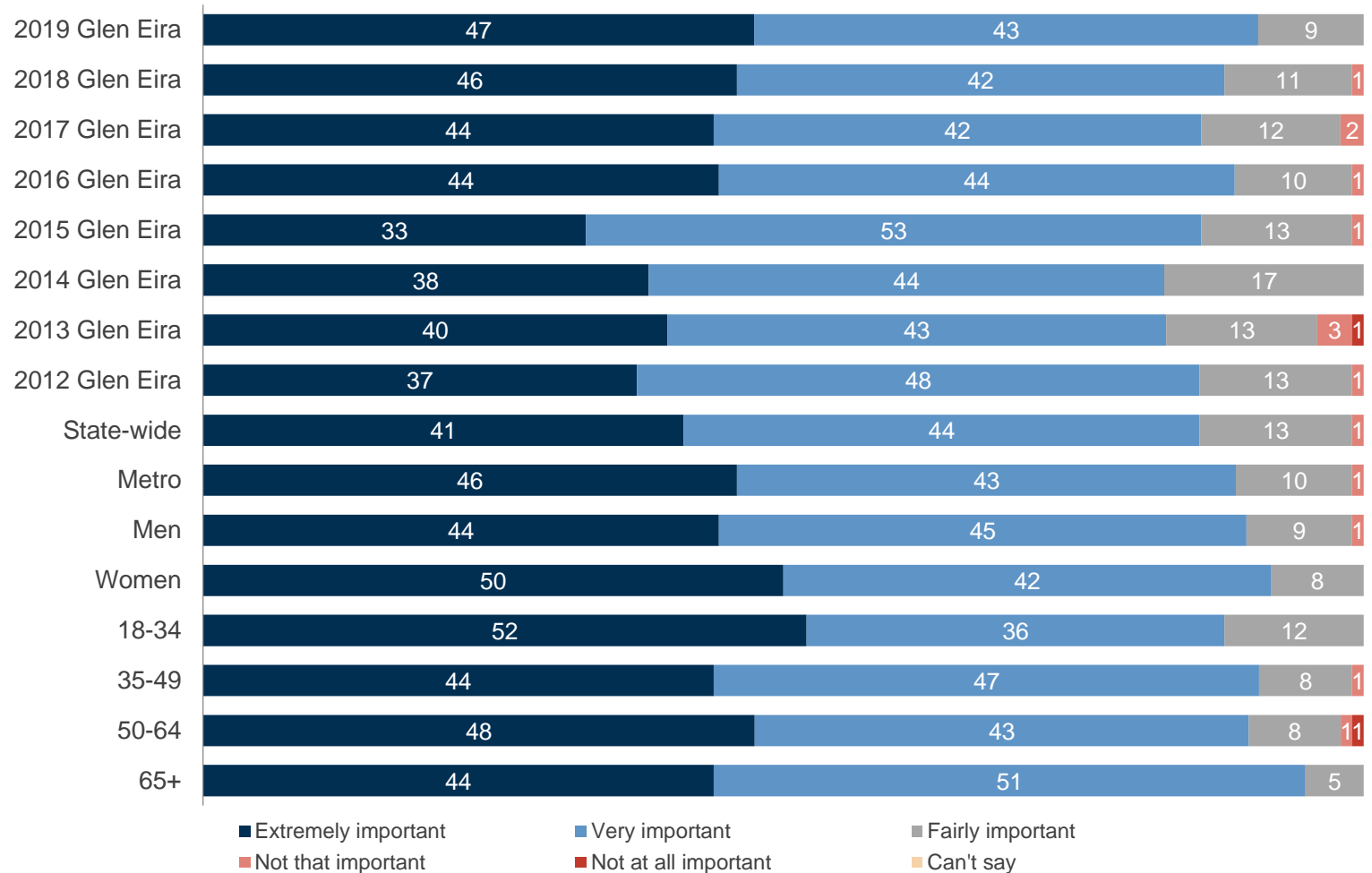
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 10

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



Waste management importance

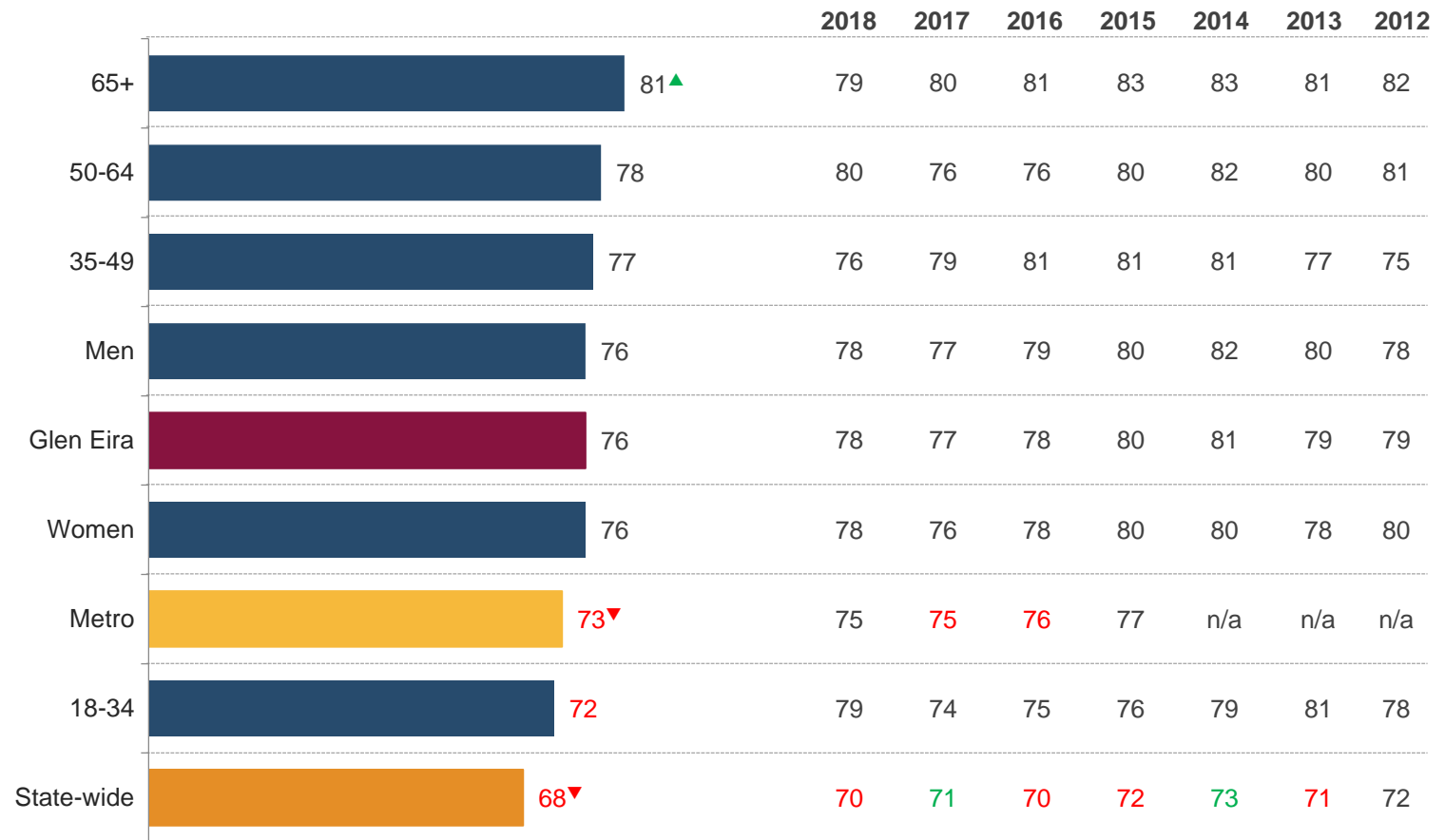
2019 Waste management importance (%)





Waste management performance

2019 Waste management performance (index scores)



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

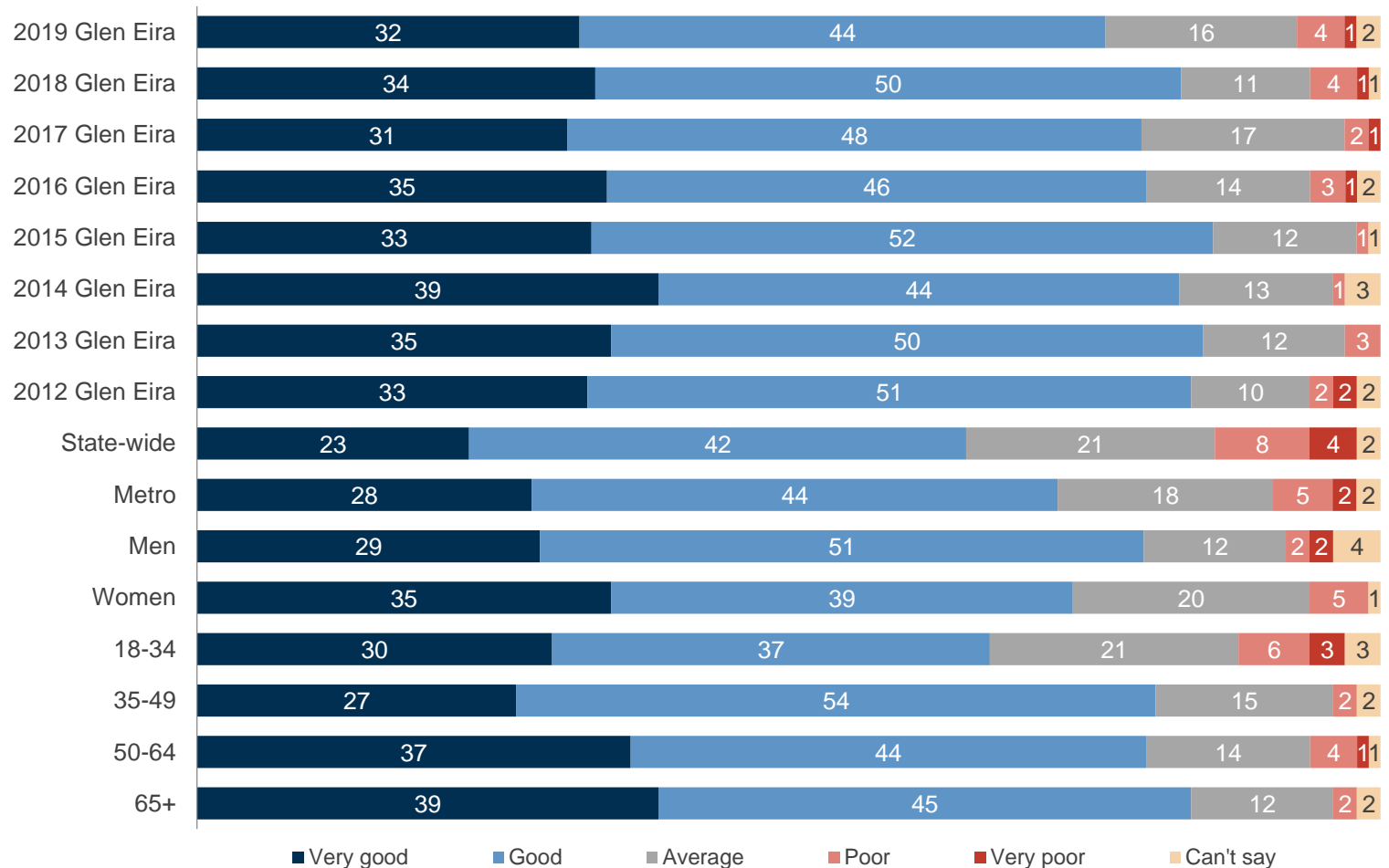
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11

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



Waste management performance

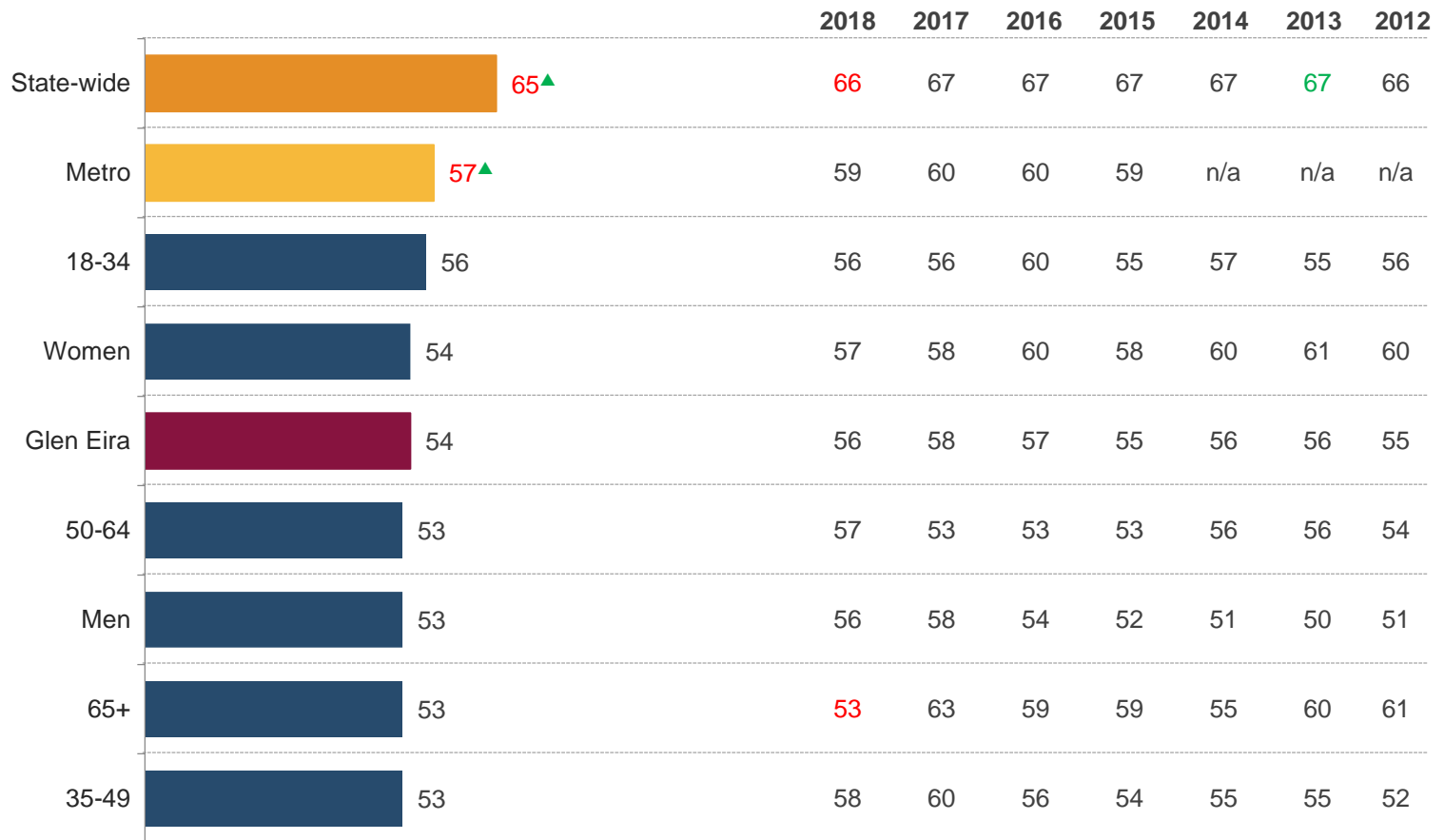
2019 Waste management performance (%)



Business and community development and tourism importance



2019 Business/development/tourism importance (index scores)



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

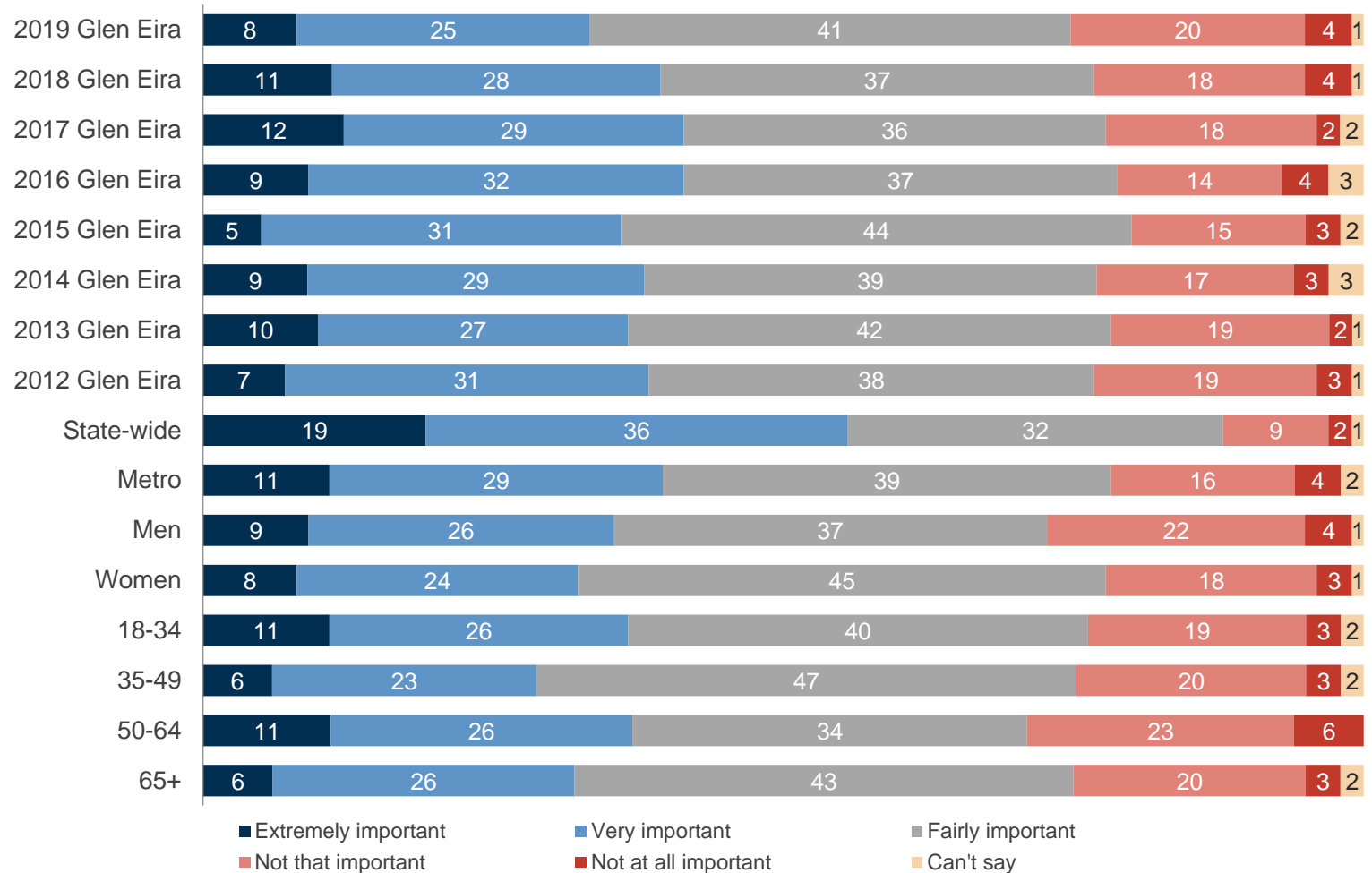
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

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

Business and community development and tourism importance



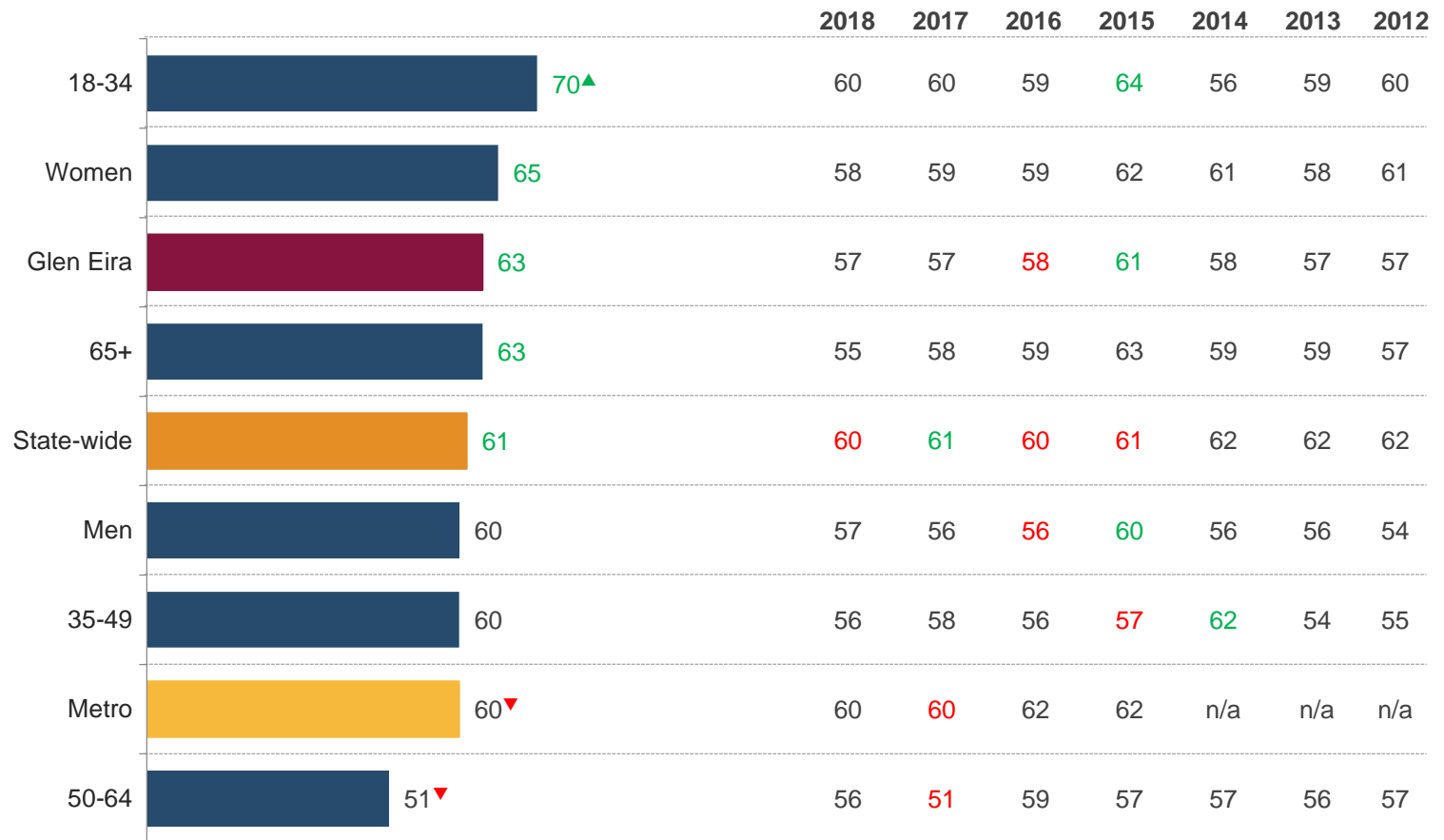
2019 Business/development/tourism importance (%)



Business and community development and tourism performance



2019 Business/development/tourism performance (index scores)



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

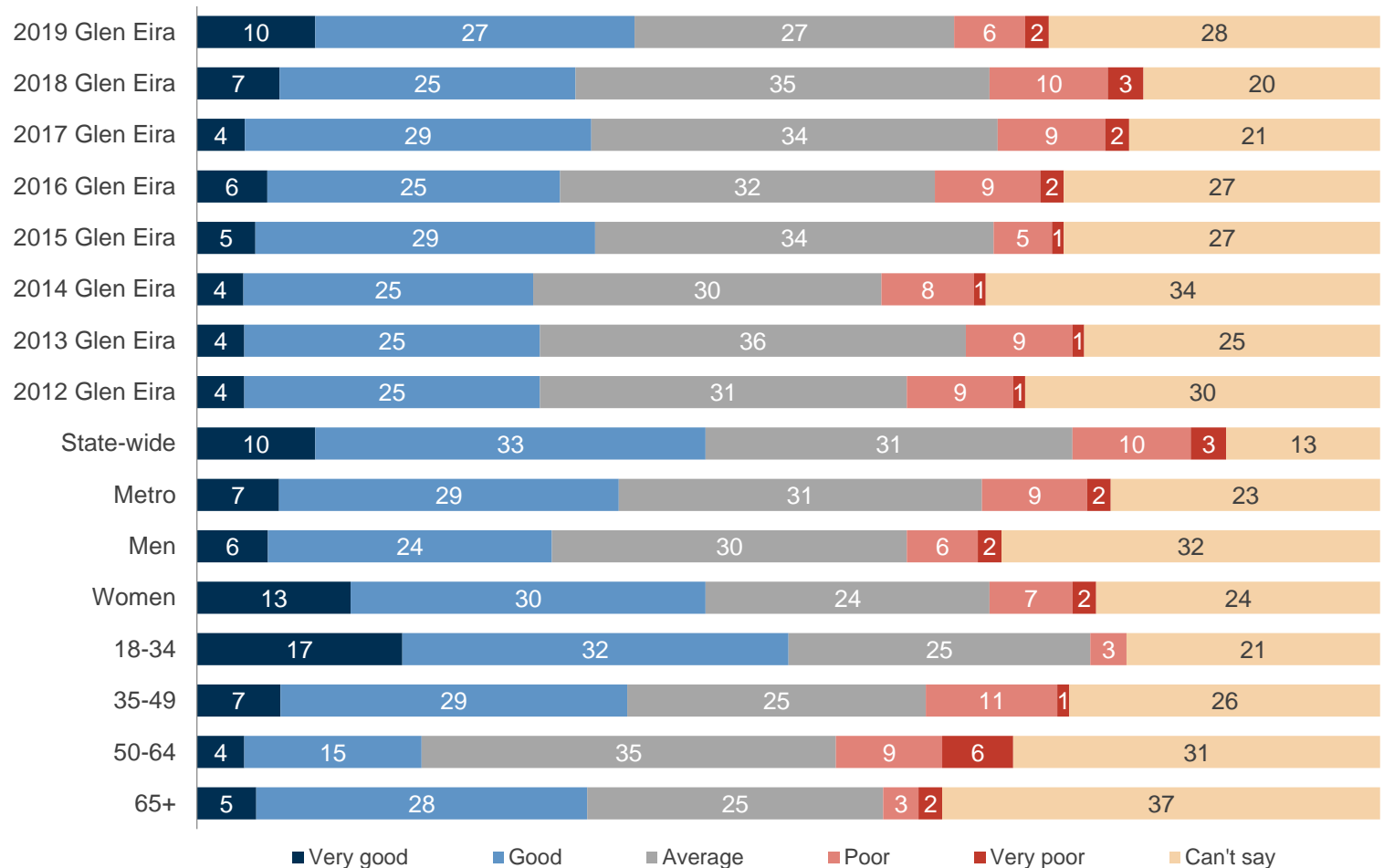
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 7

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

Business and community development and tourism performance



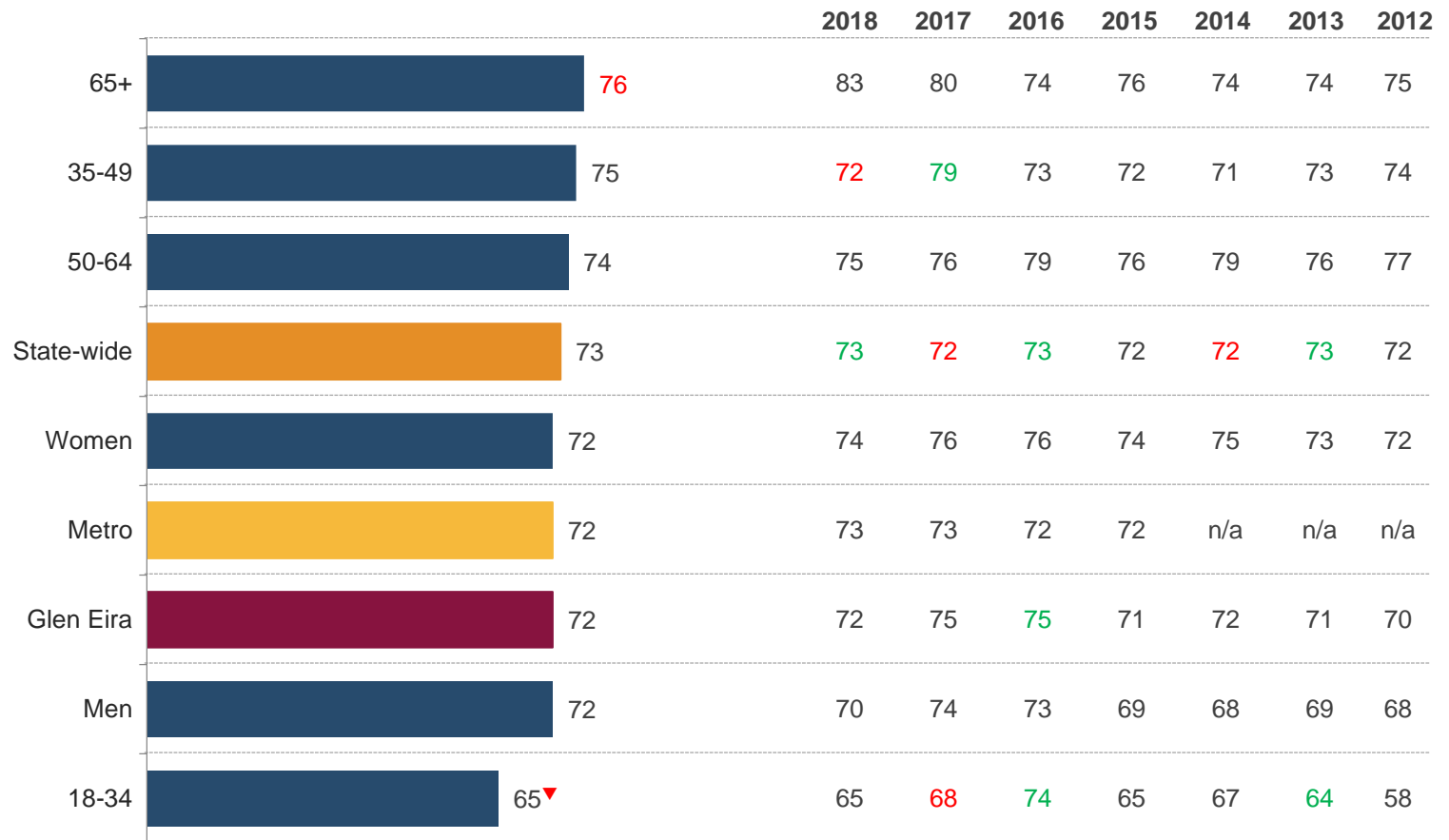
2019 Business/development/tourism performance (%)





Council's general town planning policy importance

2019 Town planning importance (index scores)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?

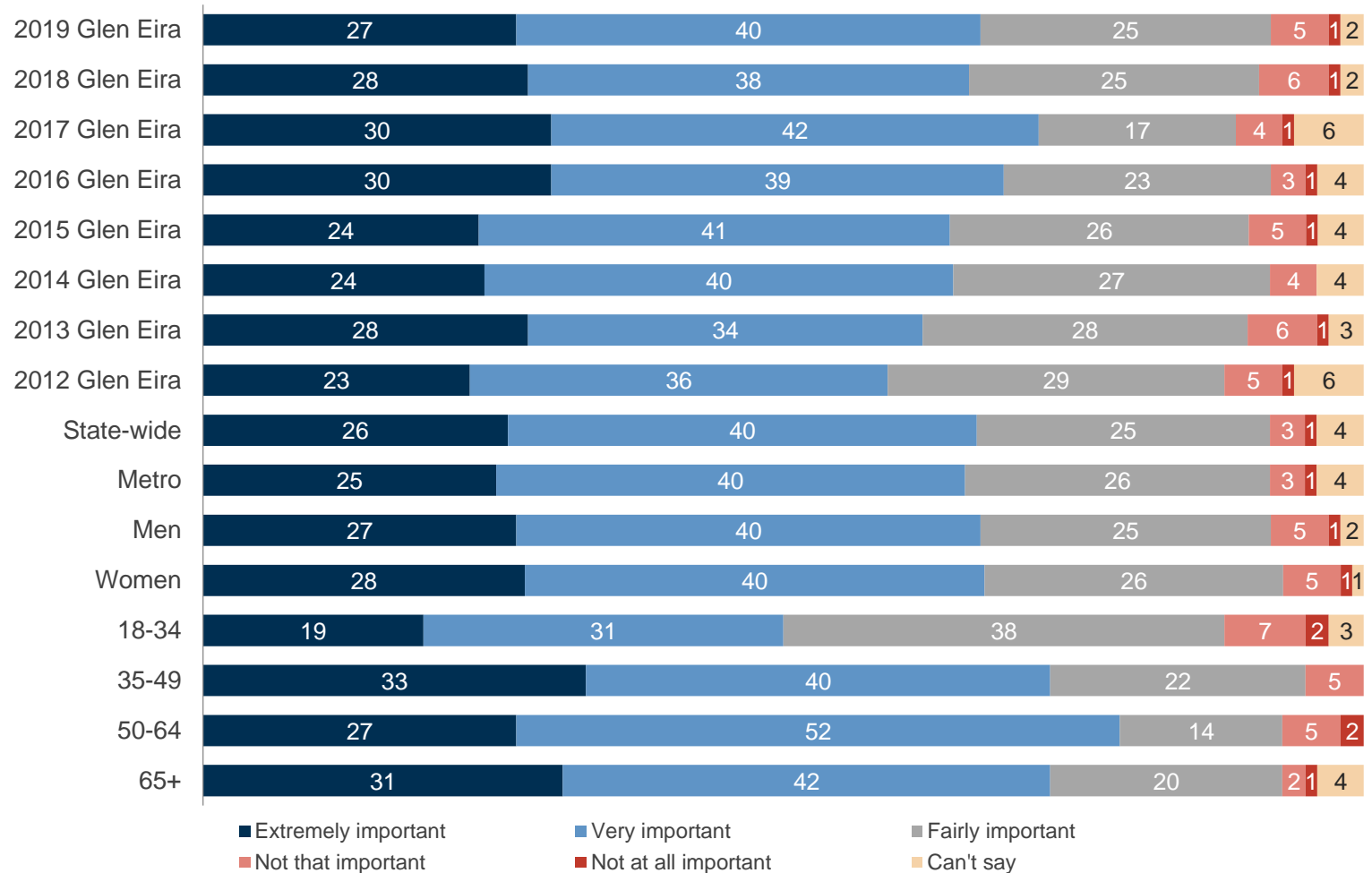
Base: All respondents. Councils asked state-wide: 12 Councils asked group: 6

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



Council's general town planning policy importance

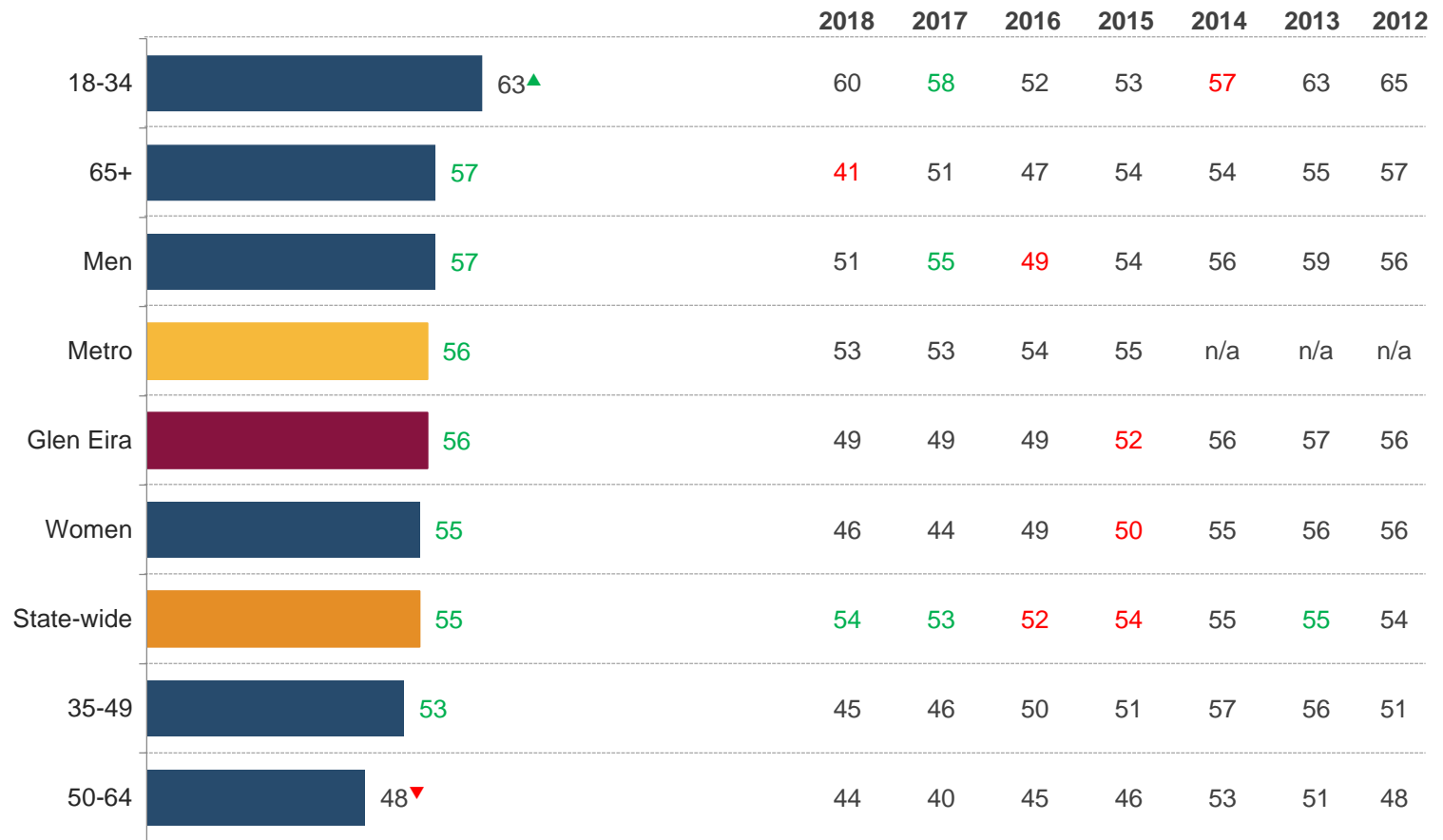
2019 Town planning importance (%)





Council's general town planning policy performance

2019 Town planning performance (index scores)



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

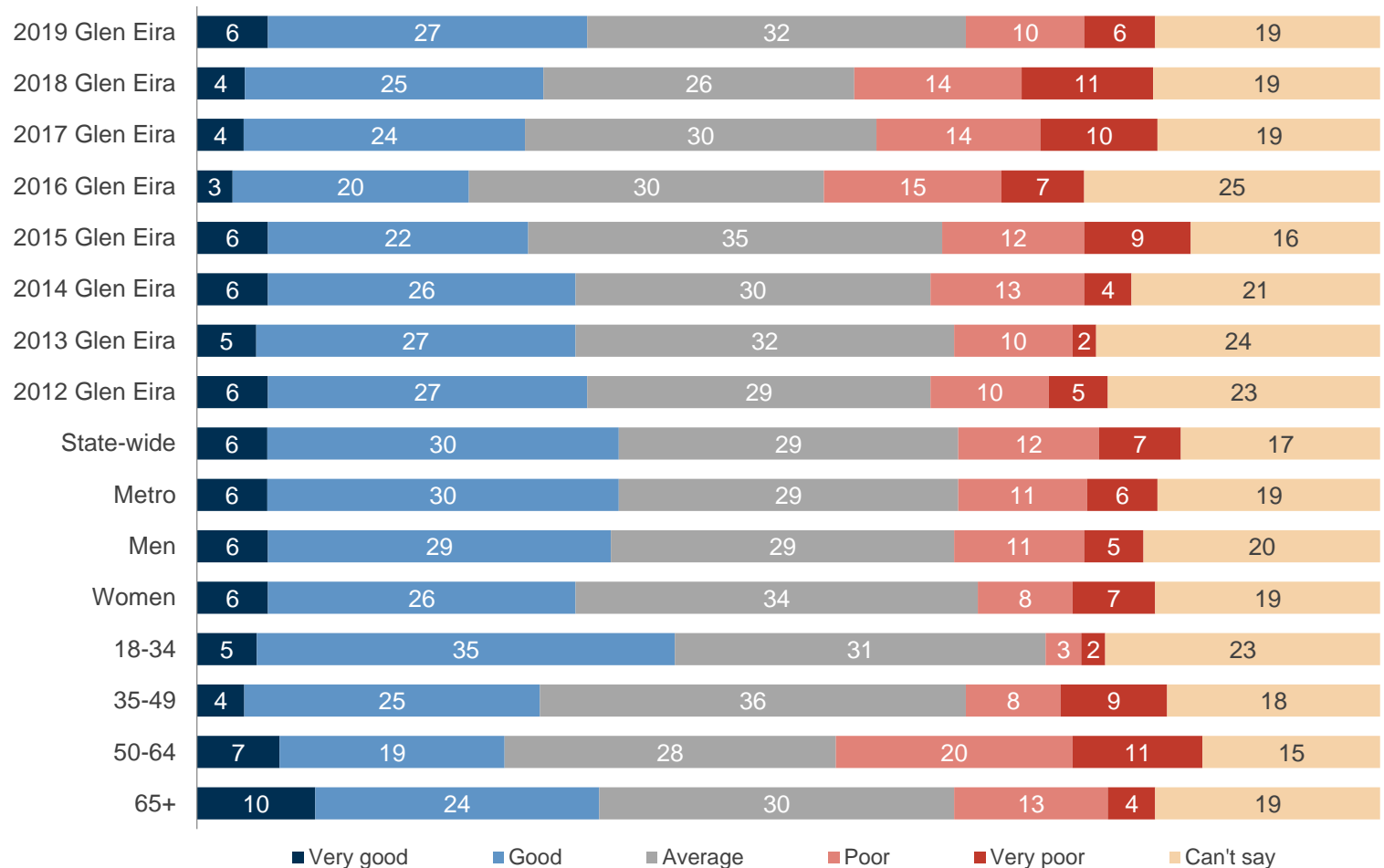
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8

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



Council's general town planning policy performance

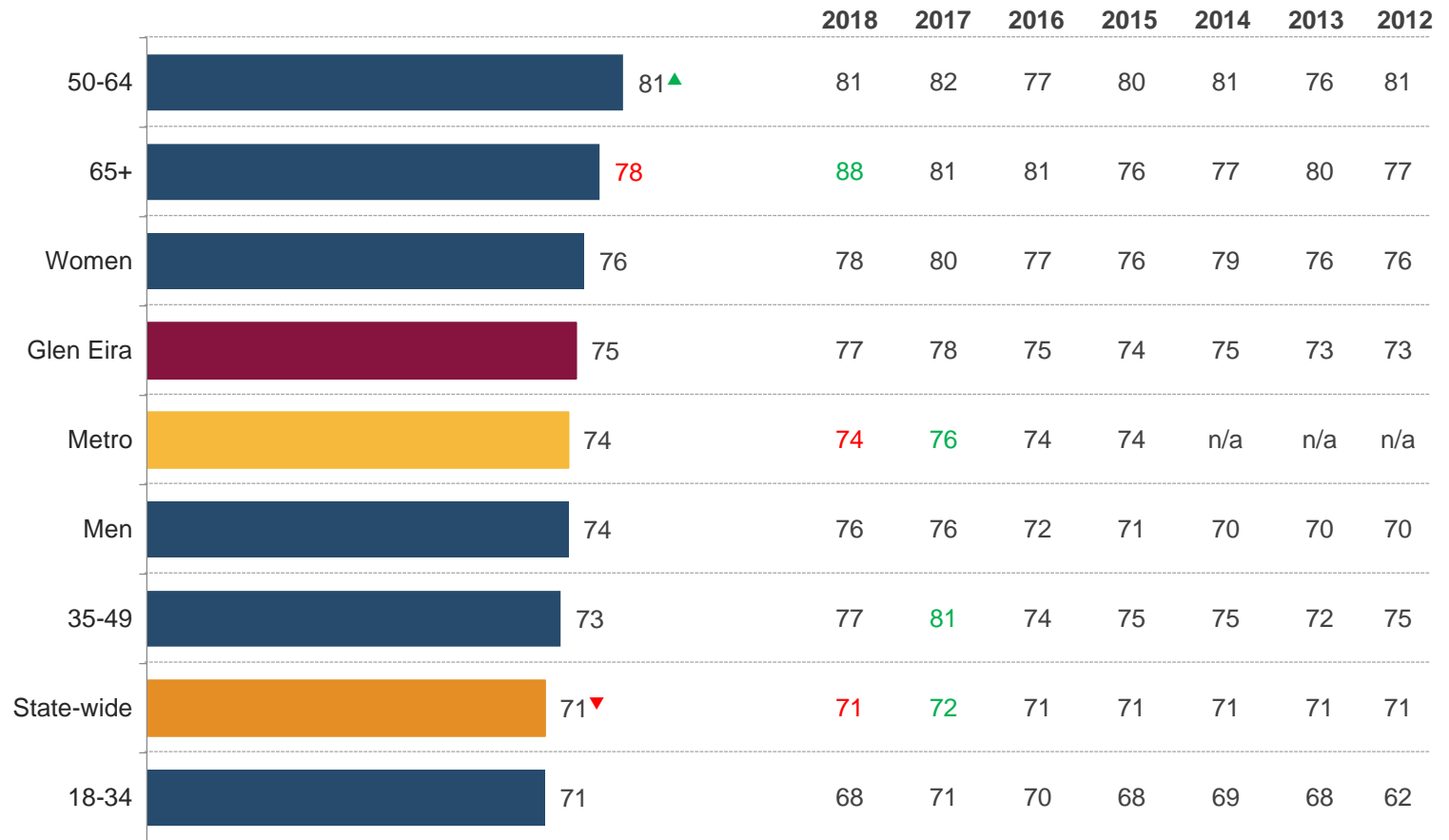
2019 Town planning performance (%)





Planning and building permits importance

2019 Planning and building permits importance (index scores)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

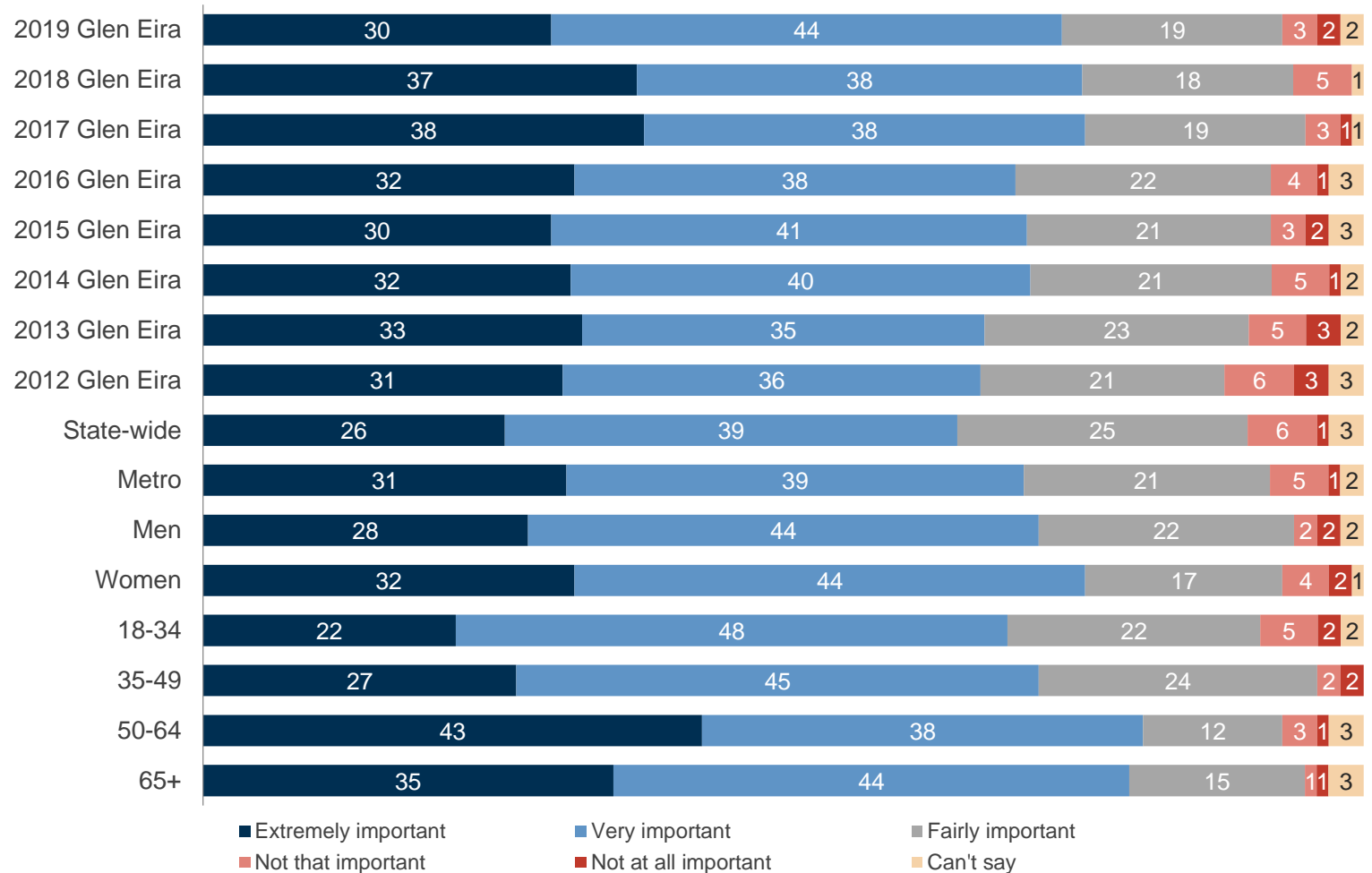
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 6

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



Planning and building permits importance

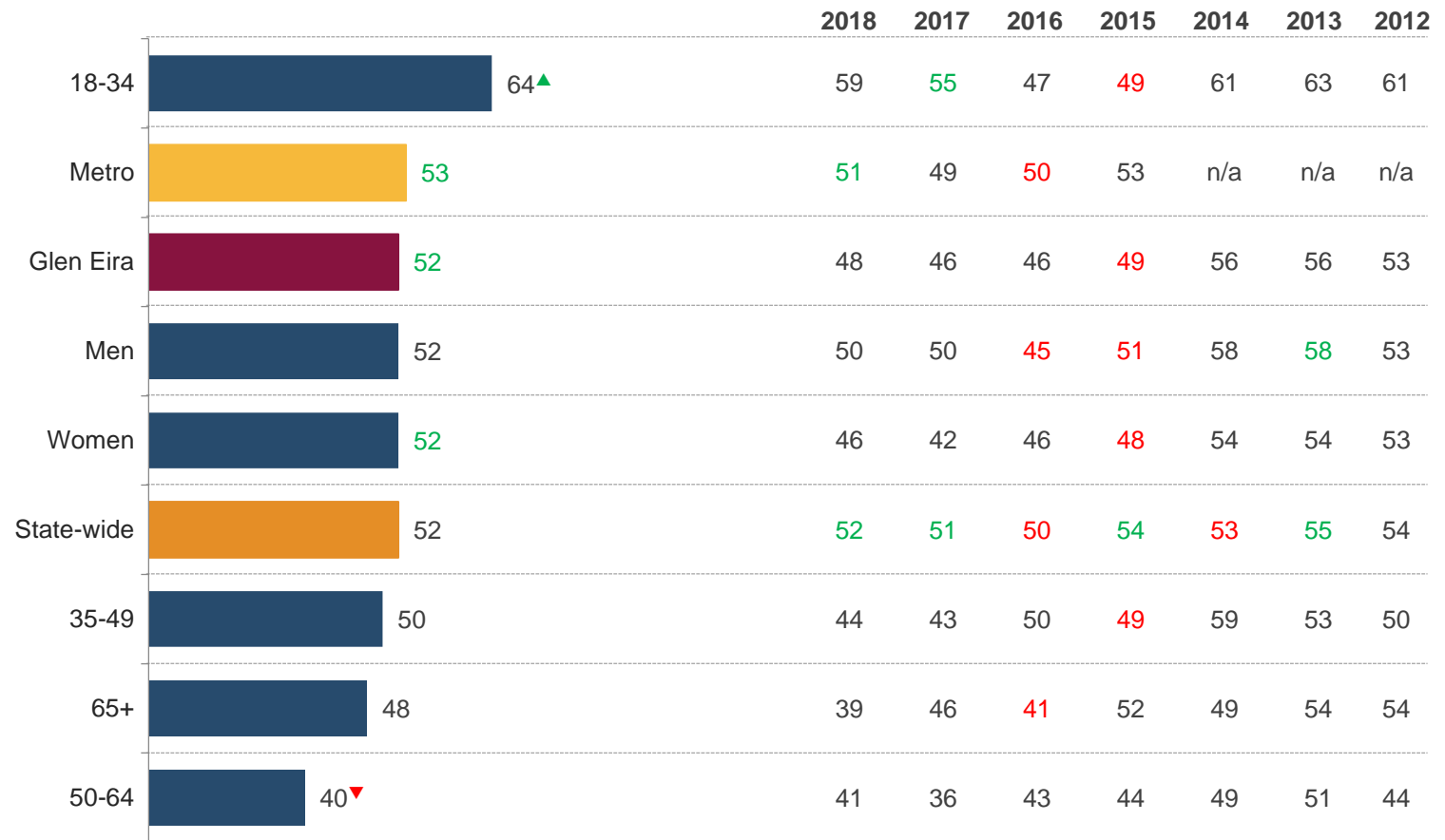
2019 Planning and building permits importance (%)





Planning and building permits performance

2019 Planning and building permits performance (index scores)



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

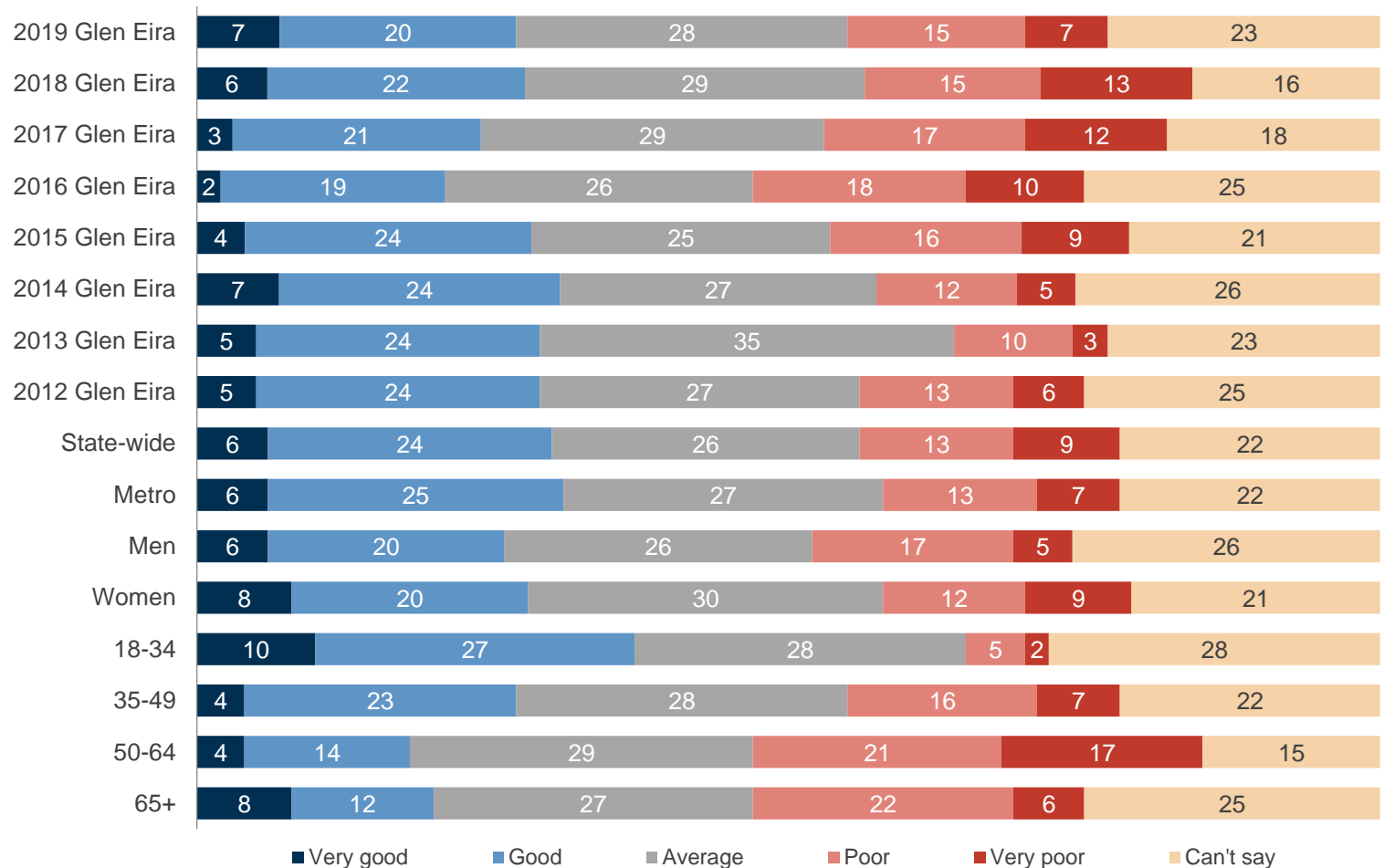
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7

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



Planning and building permits performance

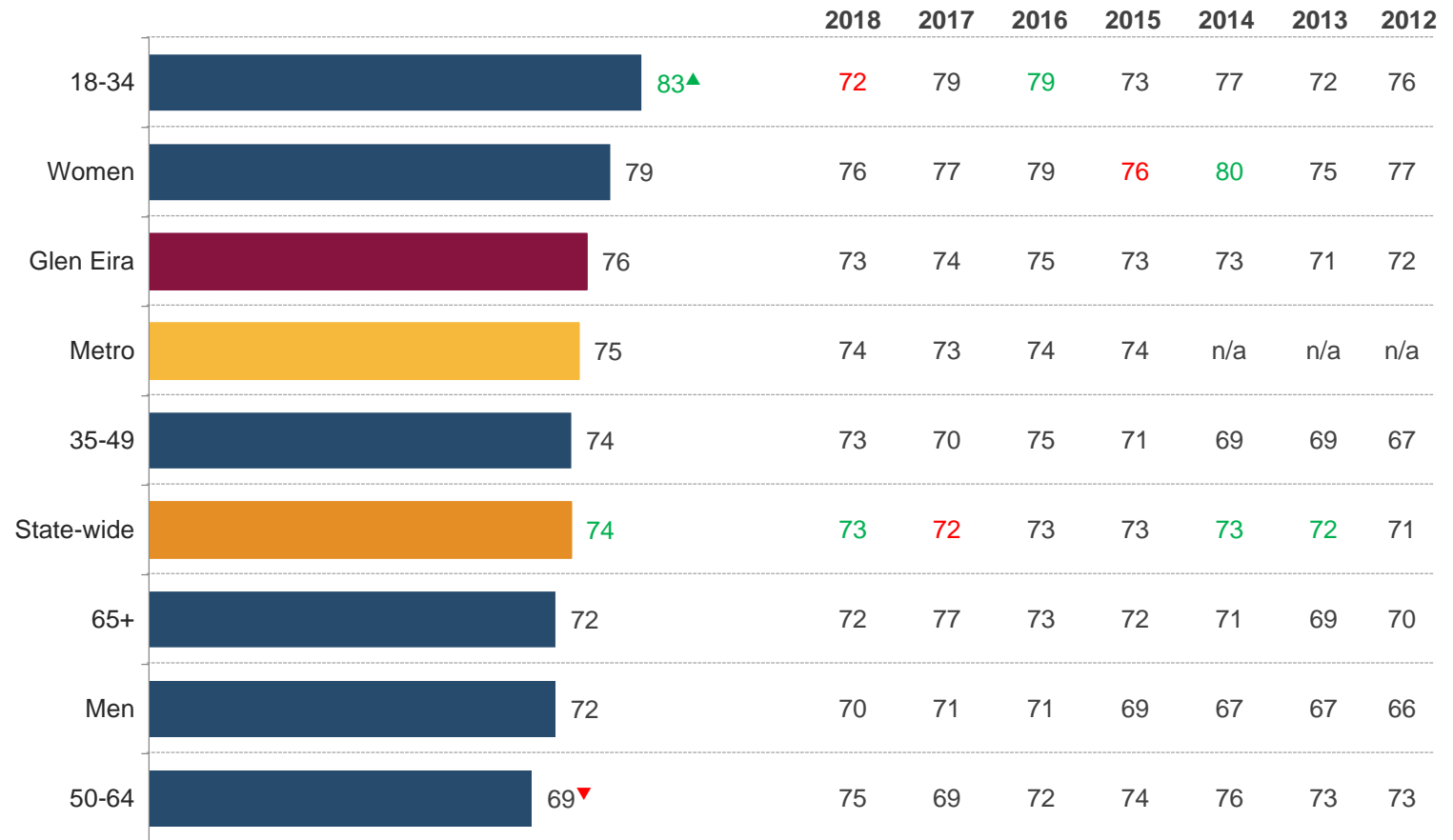
2019 Planning and building permits performance (%)





Environmental sustainability importance

2019 Environmental sustainability importance (index scores)



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

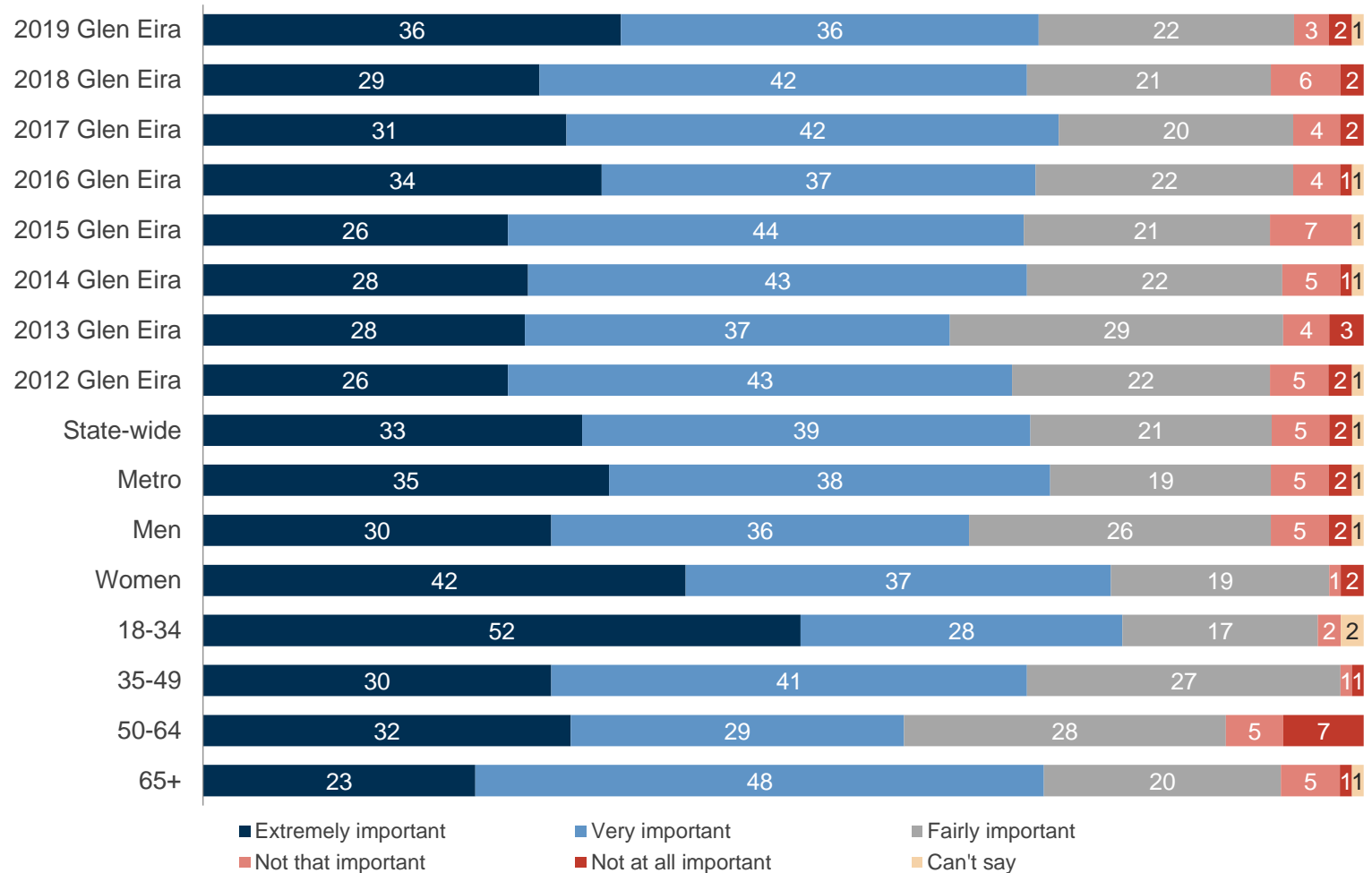
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 9

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



Environmental sustainability importance

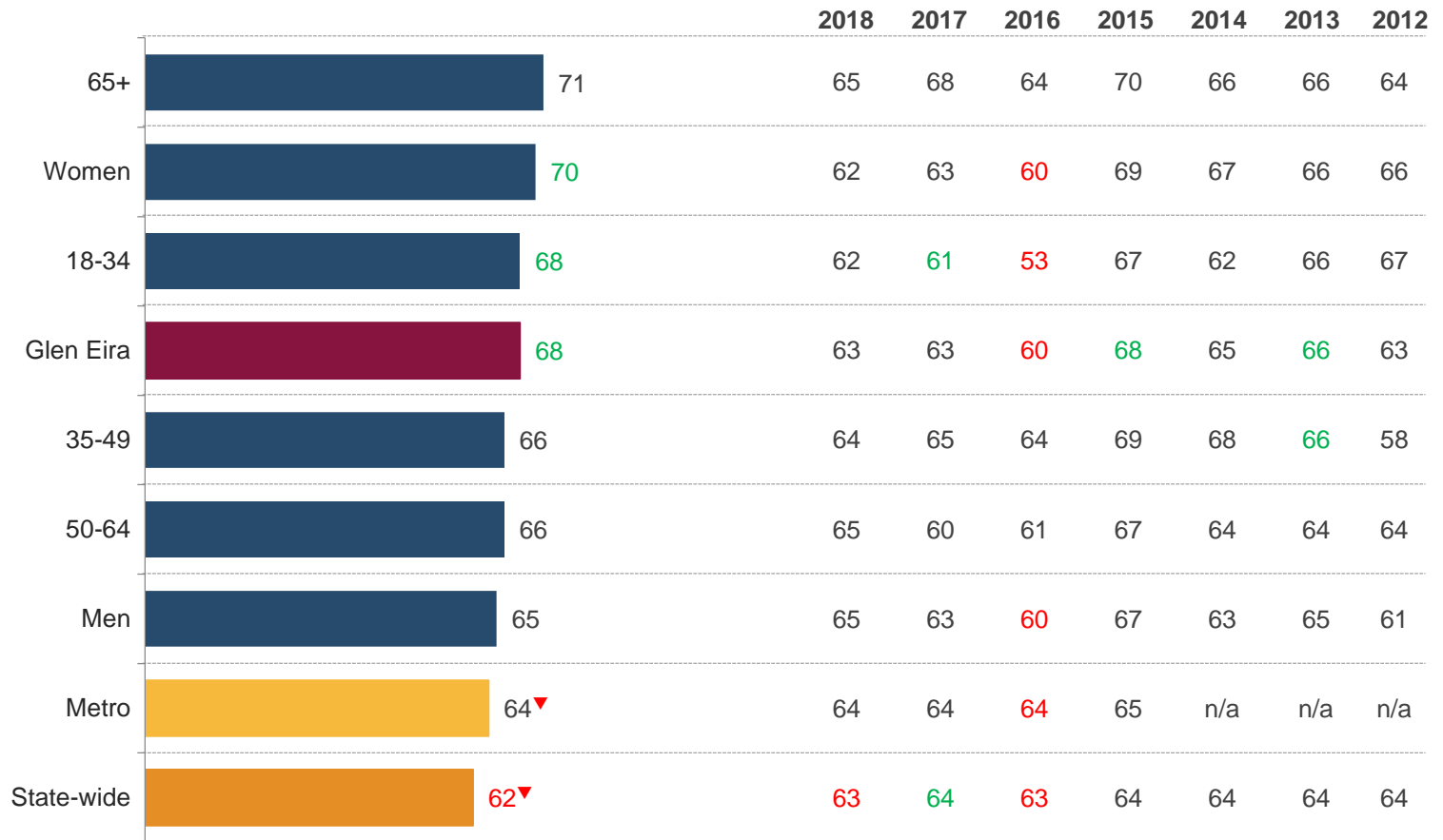
2019 Environmental sustainability importance (%)





Environmental sustainability performance

2019 Environmental sustainability performance (index scores)



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

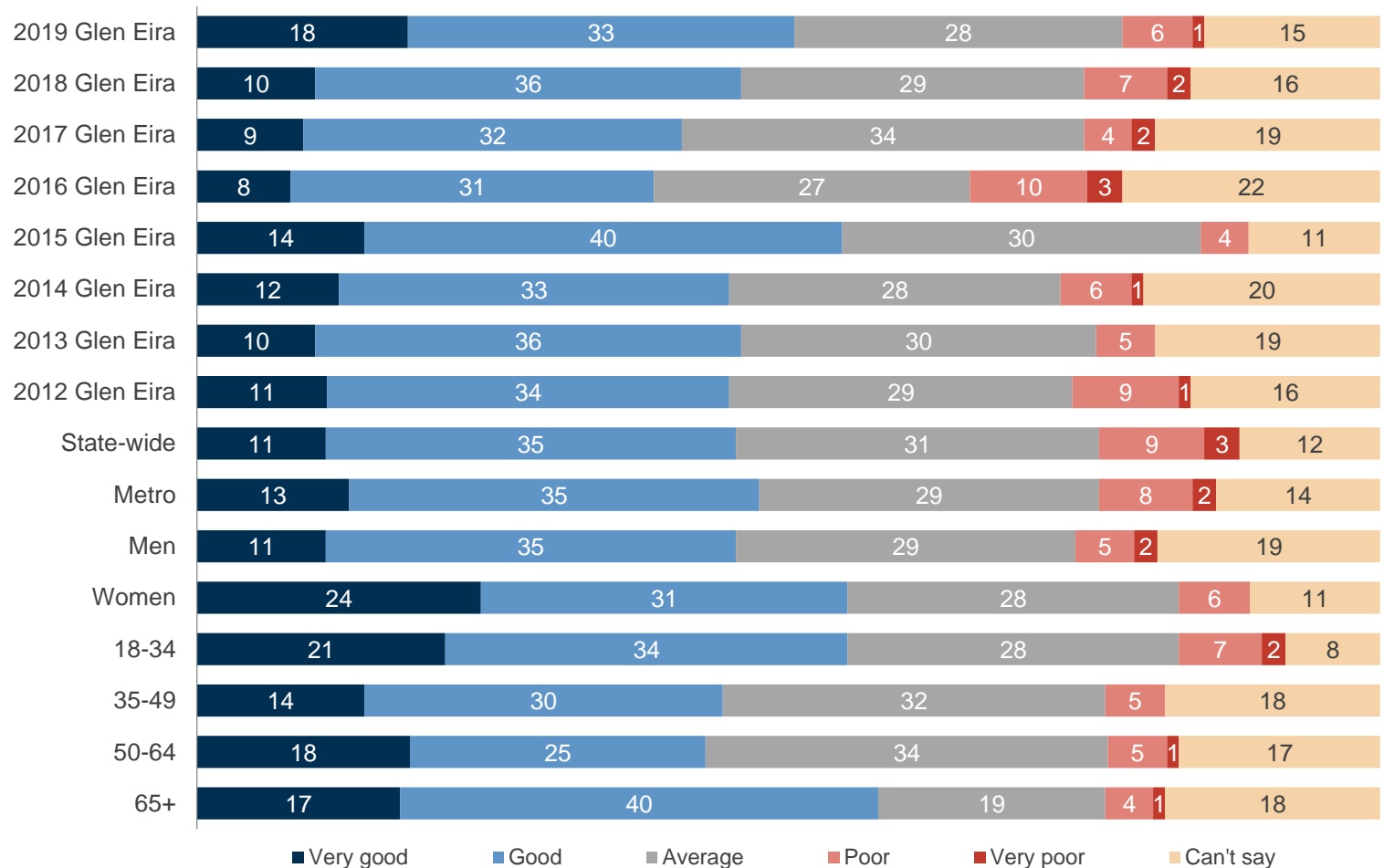
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 10

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



Environmental sustainability performance

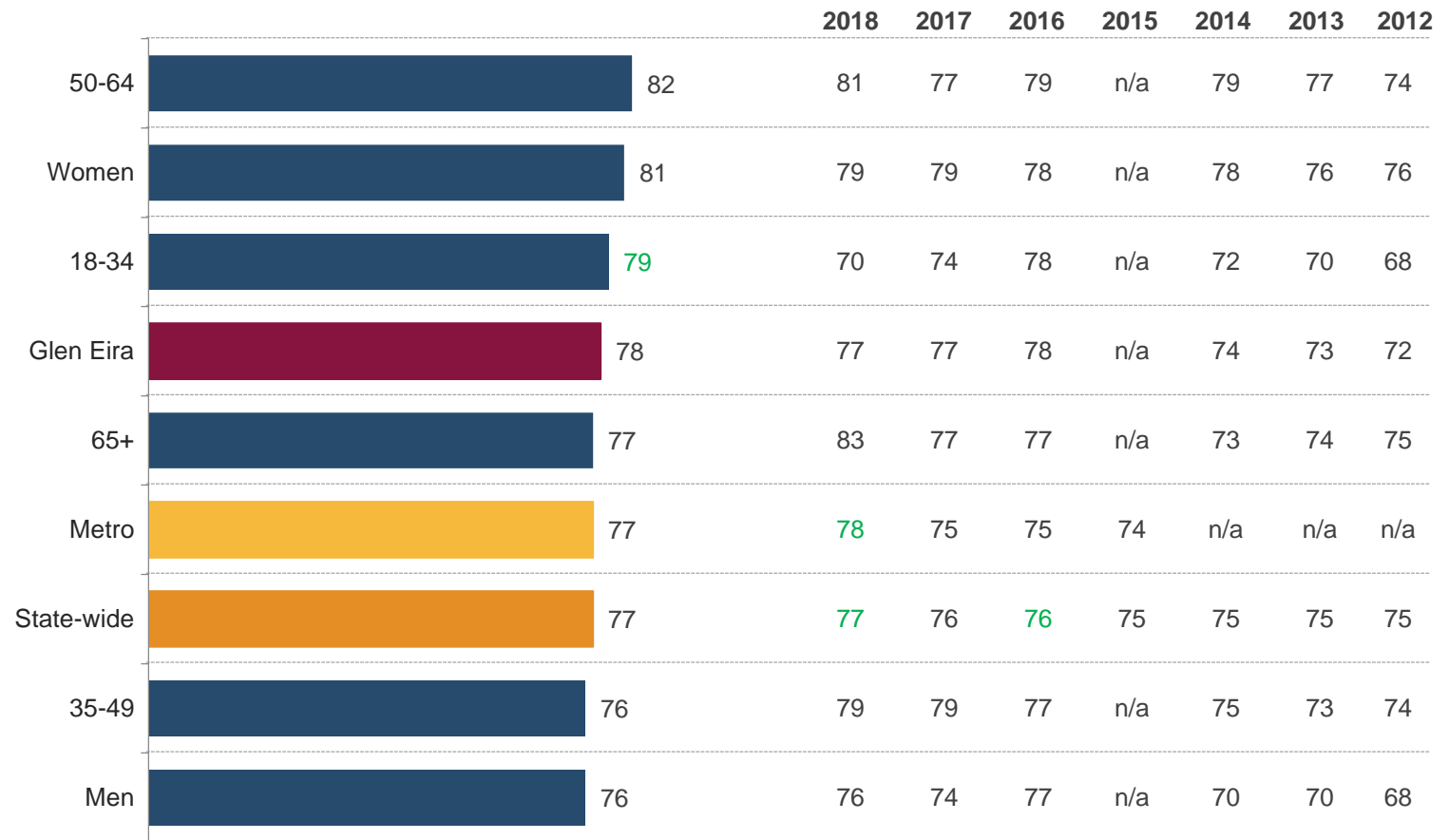
2019 Environmental sustainability performance (%)





Planning for population growth in the area importance

2019 Population growth importance (index scores)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?

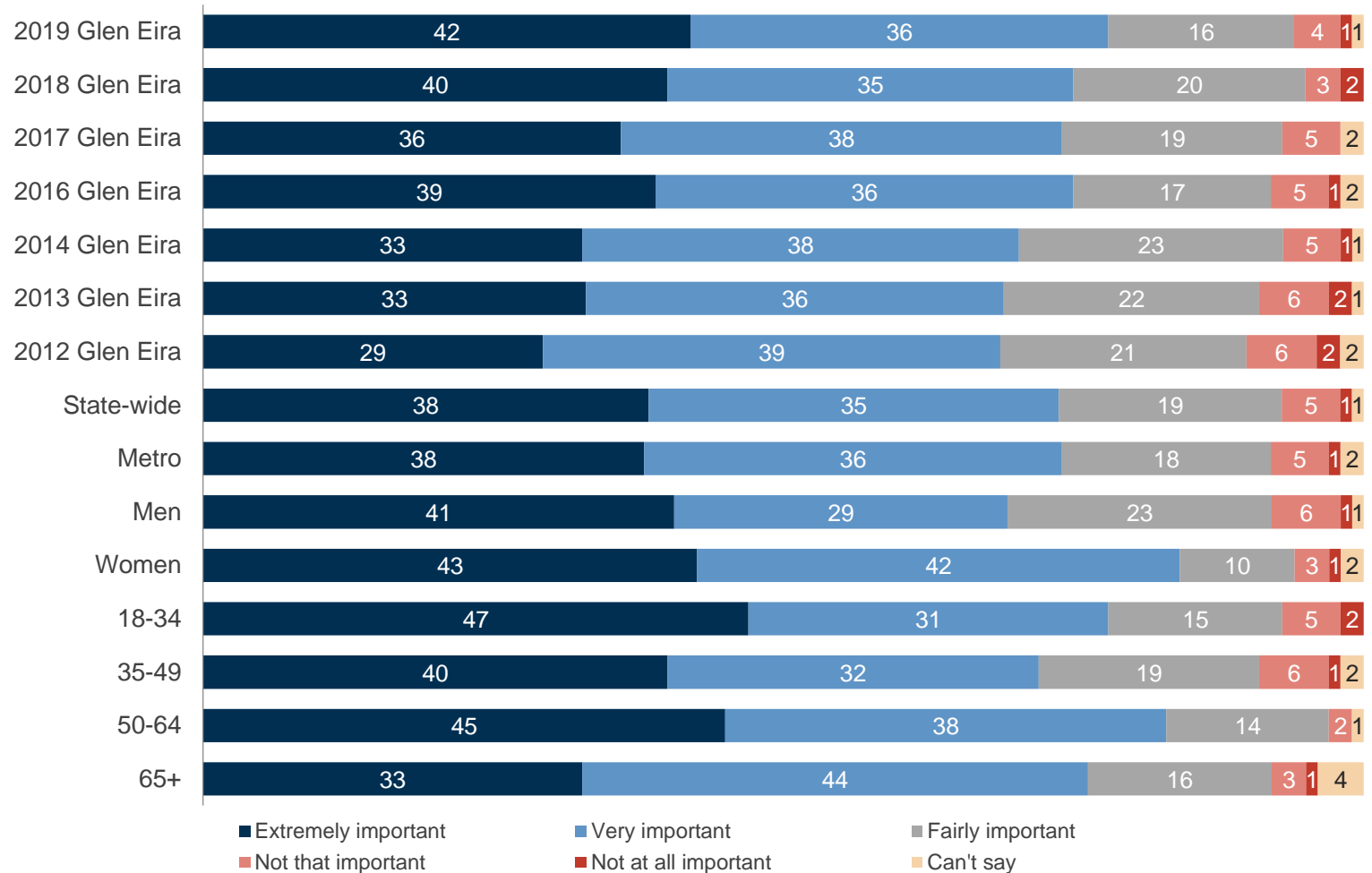
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 4

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



Planning for population growth in the area importance

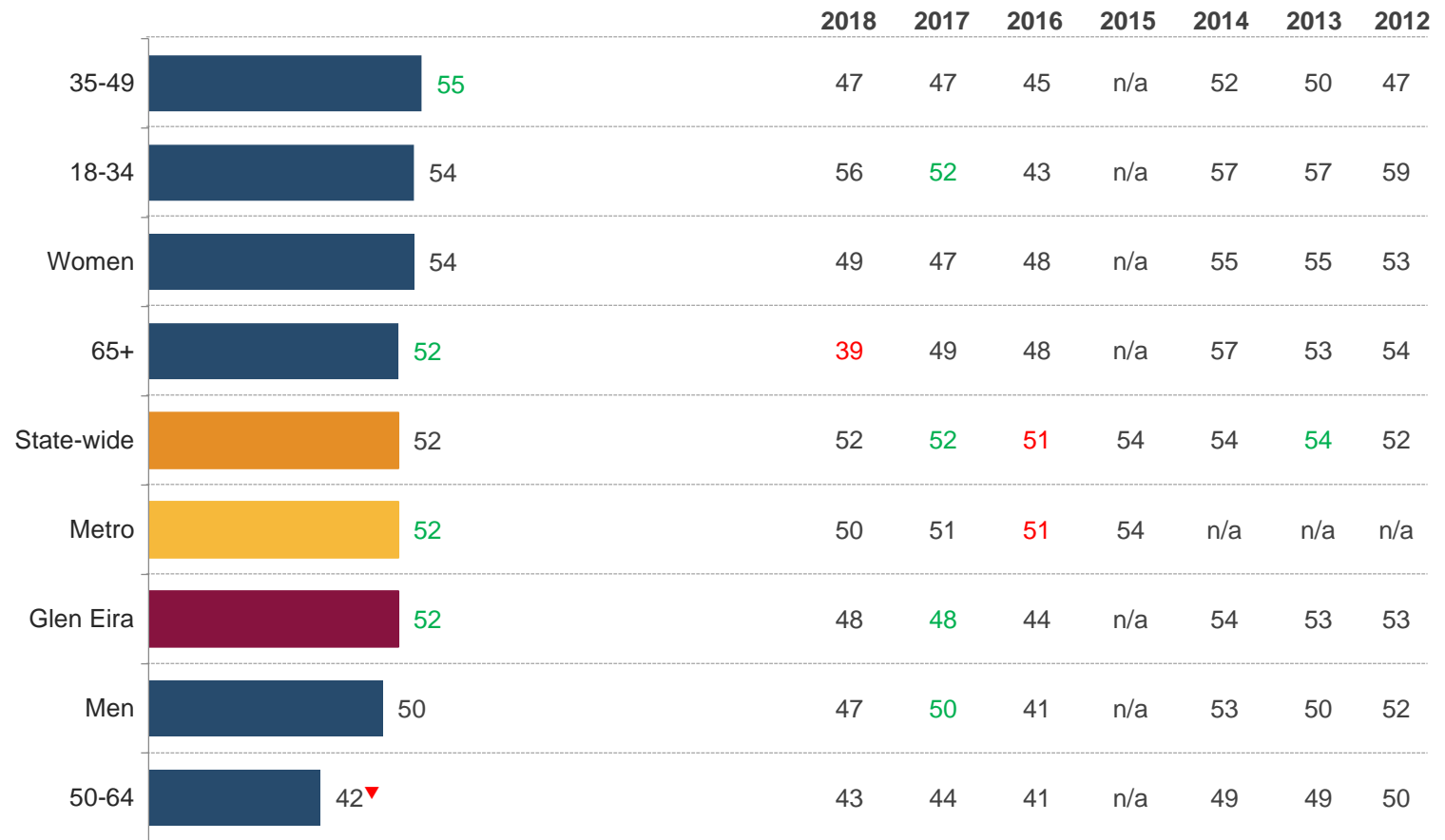
2019 Population growth importance (%)





Planning for population growth in the area performance

2019 Population growth performance (index scores)



Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?

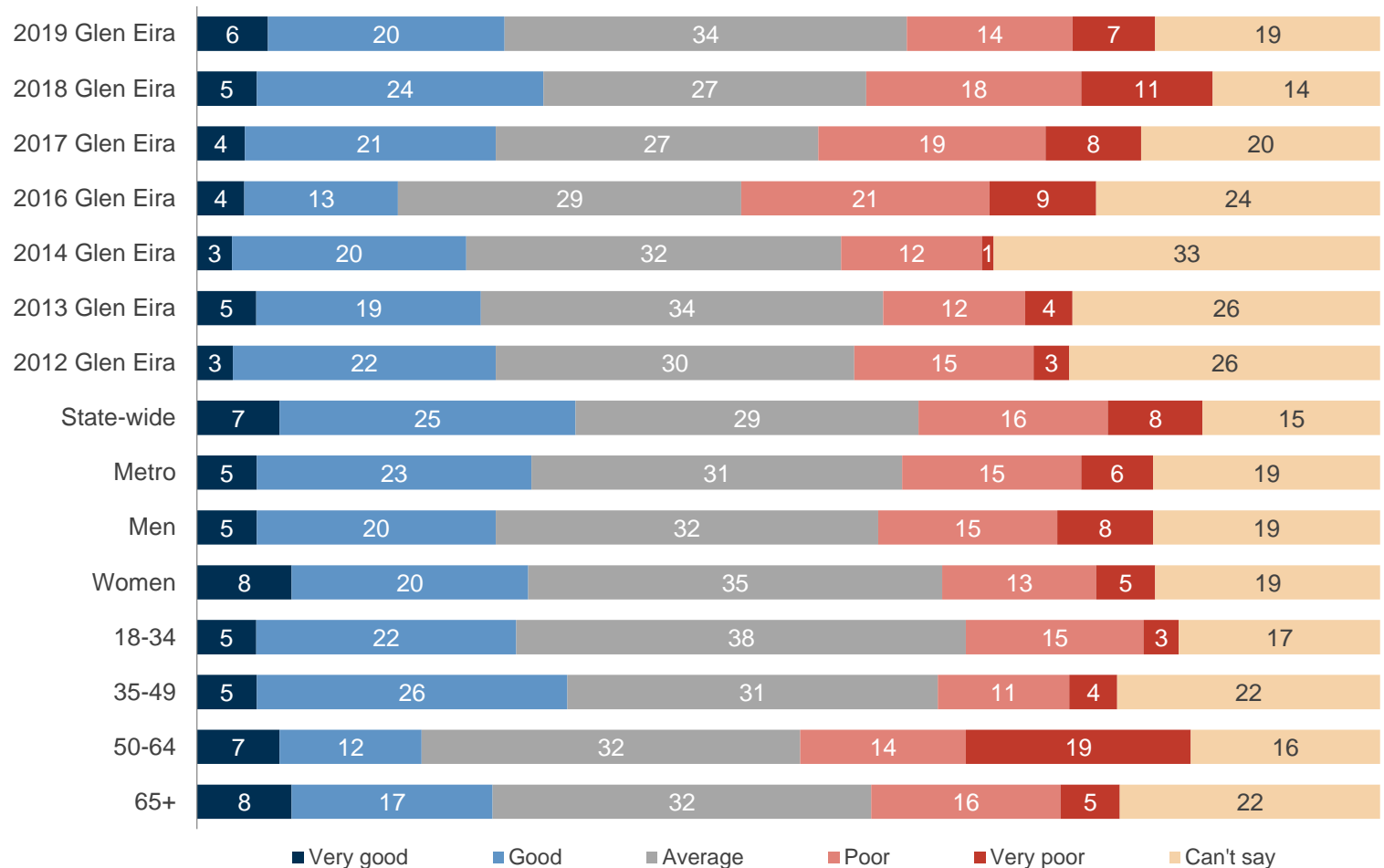
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5

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



Planning for population growth in the area performance

2019 Population growth performance (%)



A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night-time image of the United States, showing city lights and road networks. The 'W' is positioned on the right side of the page, with its leftmost stroke extending towards the center.

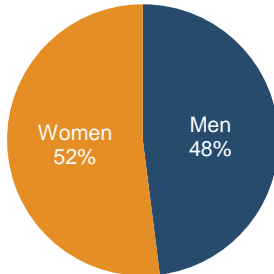
Detailed demographics



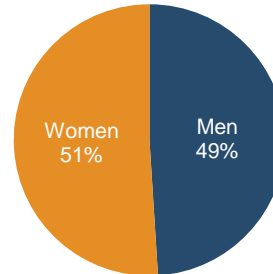
Gender and age profile

2019 gender

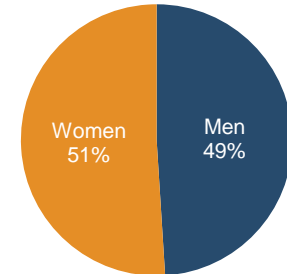
Glen Eira



Metro

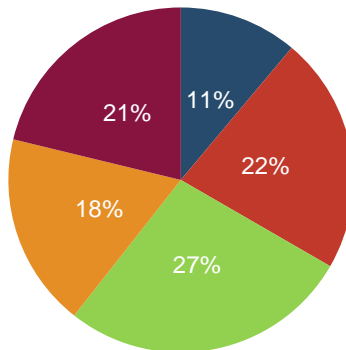


State-wide

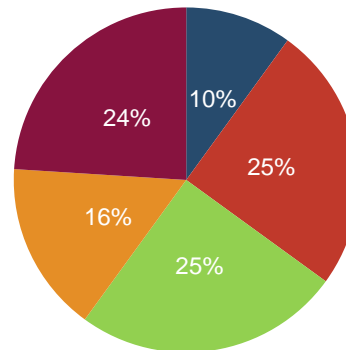


2019 age

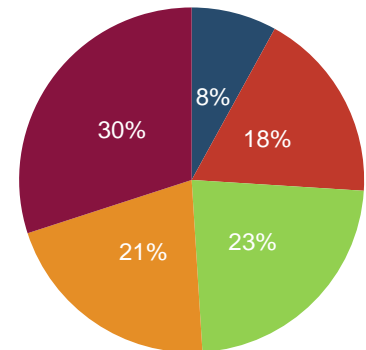
Glen Eira



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: 63 Councils asked group: 14

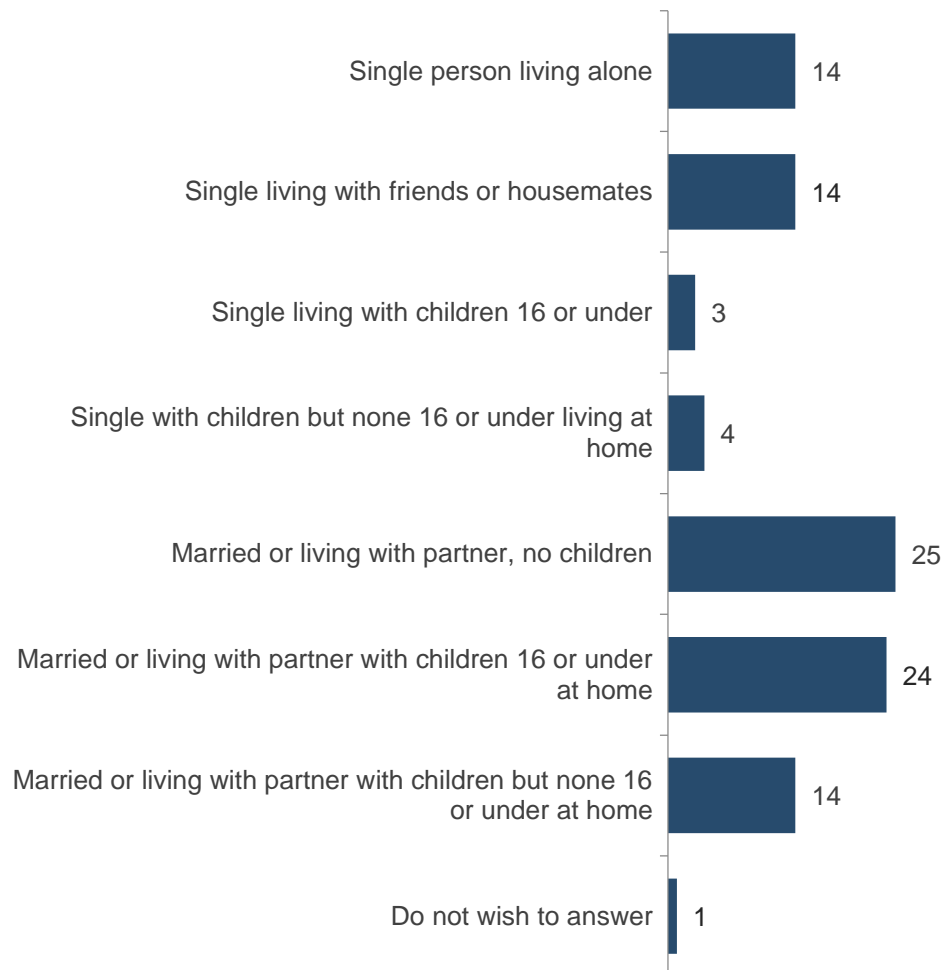
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report.

Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



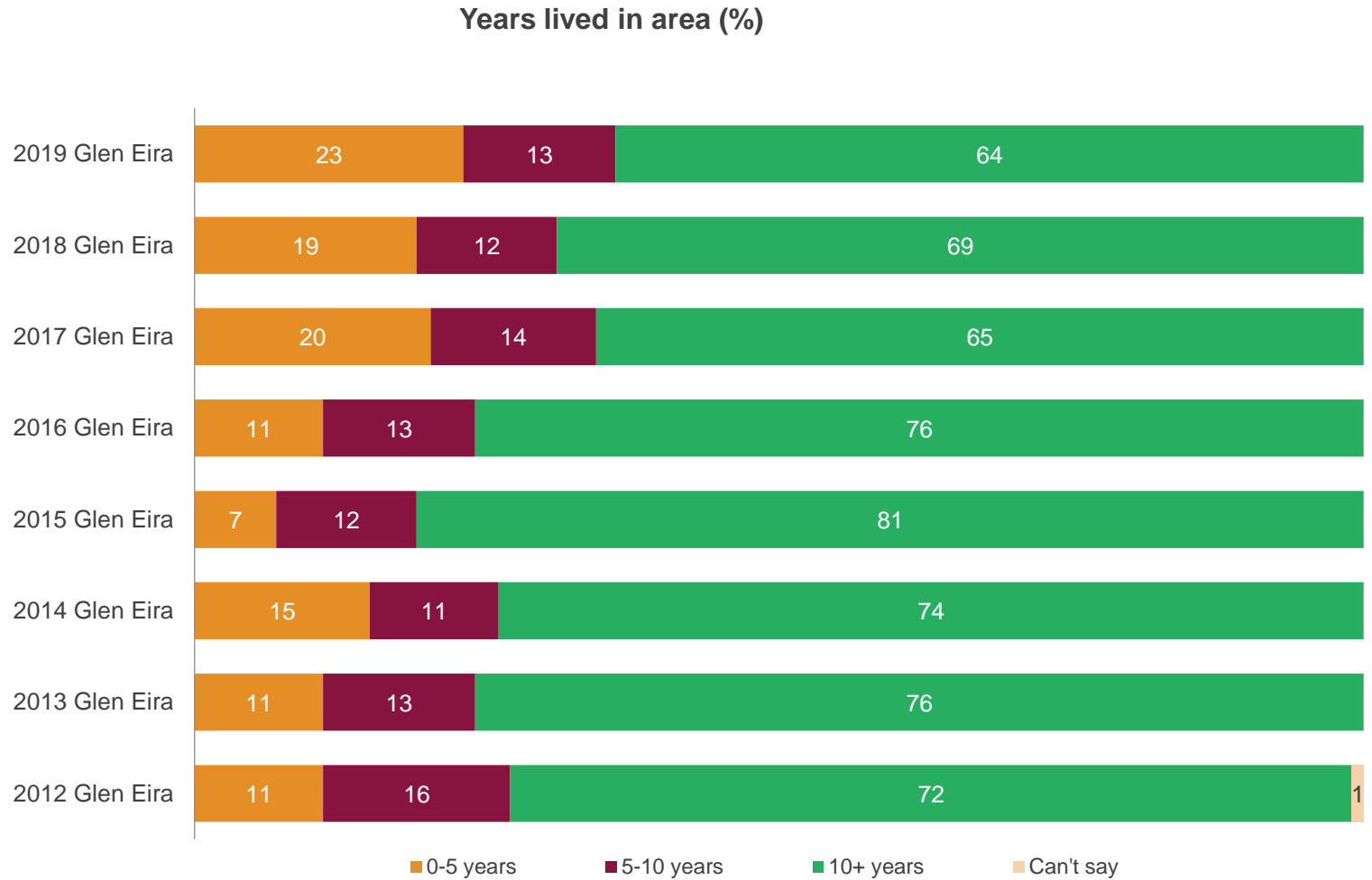
Household structure

2019 household structure (%)



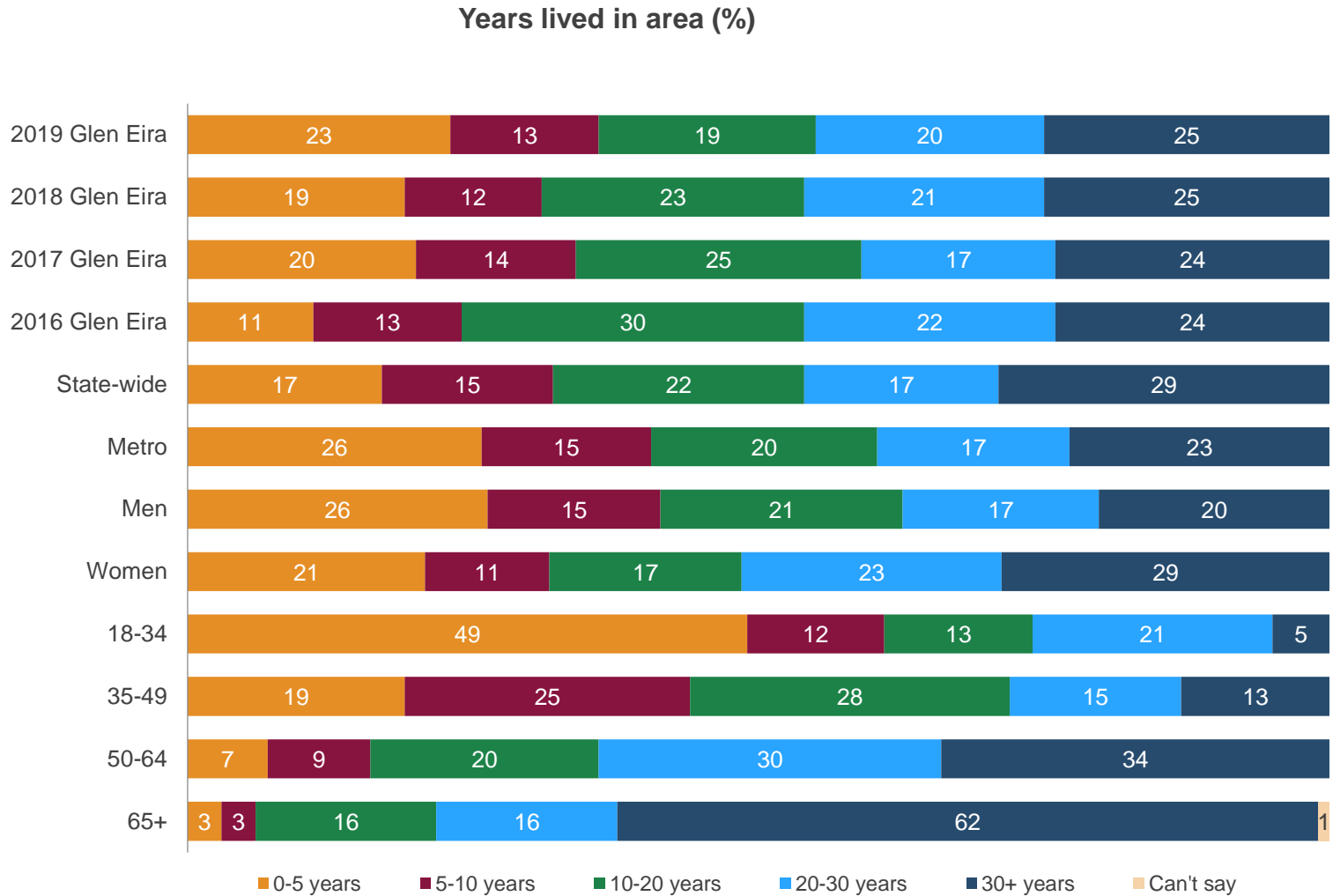


Years lived in area






Years lived in area



S5. How long have you lived in this area?/How long have you owned a property in this area?

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

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 four years of data only.

A large, stylized letter 'W' in a dark blue color. The interior of the 'W' is filled with a satellite image of the United States, showing state boundaries and major cities. The text is positioned to the left of the 'W'.

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 2019 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 118,600 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	213	192	+/-6.7
Women	187	208	+/-7.2
18-34 years	59	133	+/-12.9
35-49 years	74	108	+/-11.5
50-64 years	126	74	+/-8.8
65+ years	141	85	+/-8.3



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:

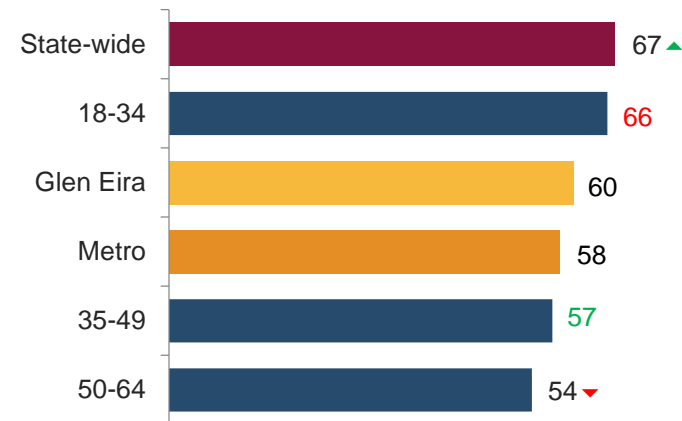
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2018.

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 2018.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2018.

**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:

- Survey methodology and sampling
- 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 2019 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 2019 results are compared with previous years, as detailed below:

- 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.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=401 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Glen Eira City Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

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

Survey sample matched to the demographic profile of Glen Eira City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 40% 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 1st February – 30th March, 2019.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 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, Frankston, Kingston, Knox, Manningham, Maroondah, Melbourne, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Glen Eira City Council for this 2019 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: Analysis and reporting

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 2012-2019 have been made throughout this report as appropriate.



Appendix B: Analysis and reporting

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 2019 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)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

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 2019 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 2019 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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.

The overall State-wide Local Government Community Satisfaction Report is available at <http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.



Appendix B: Glossary of terms

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

CSS: 2019 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.

Statewide 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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