



# **2021 Local Government Community Satisfaction Survey**

## **Glen Eira City Council**

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



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<u>Elderly support services</u>	<u>90</u>		



## Background and objectives

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**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-second 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 22 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 22 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 68



State-wide 61



Metropolitan 67

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

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	 Sealed local roads  Local streets & footpaths  Recreational facilities	 Bus/community dev./tourism  Elderly support services
Compared to group average	 Appearance of public areas  Waste management  Recreational facilities	 Bus/community dev./tourism  Building & planning permits



# Summary of core measures

## Index scores

  
Overall  
performance

  
Consultation &  
engagement

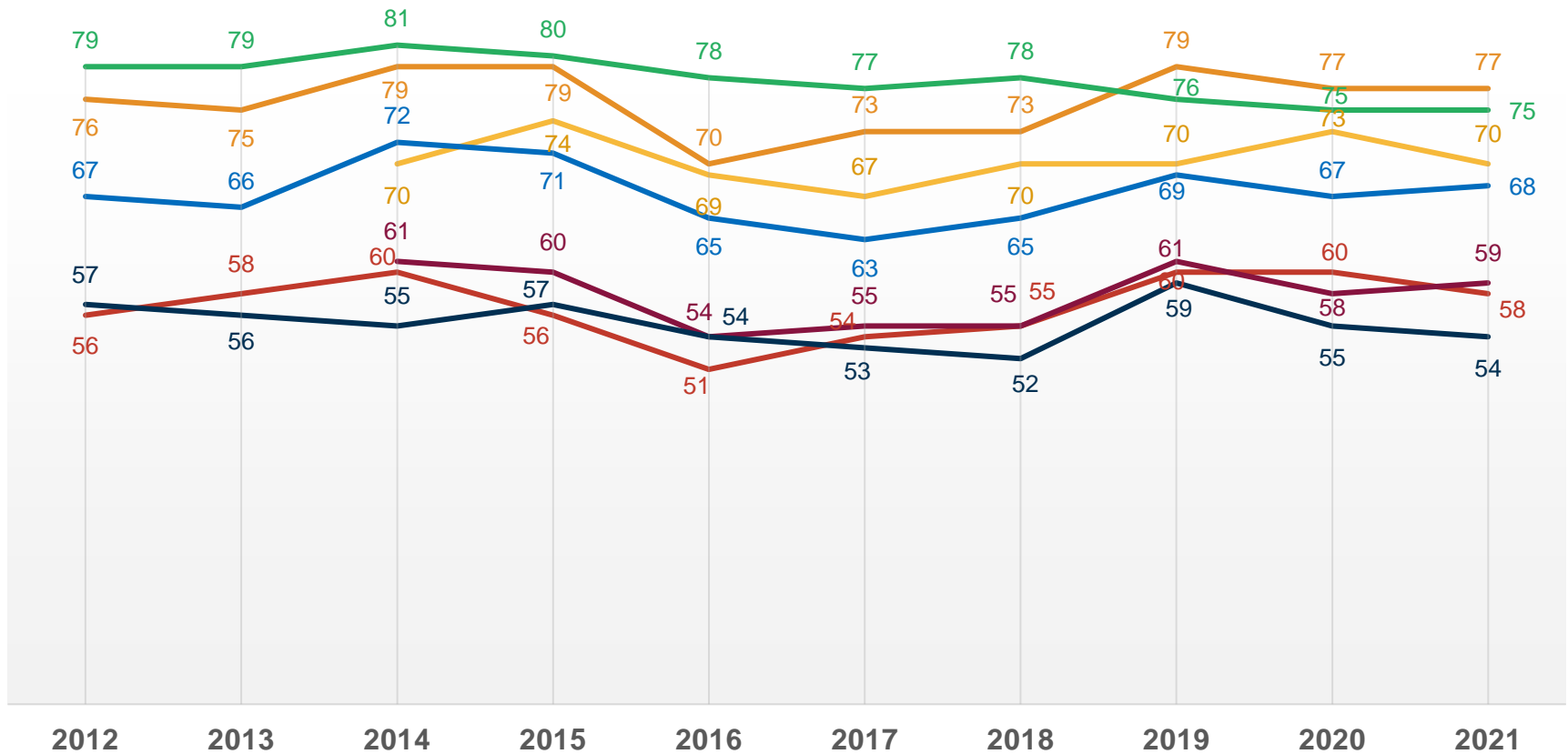
  
Community  
decisions

  
Sealed  
local  
roads

  
Waste  
management

  
Customer  
service

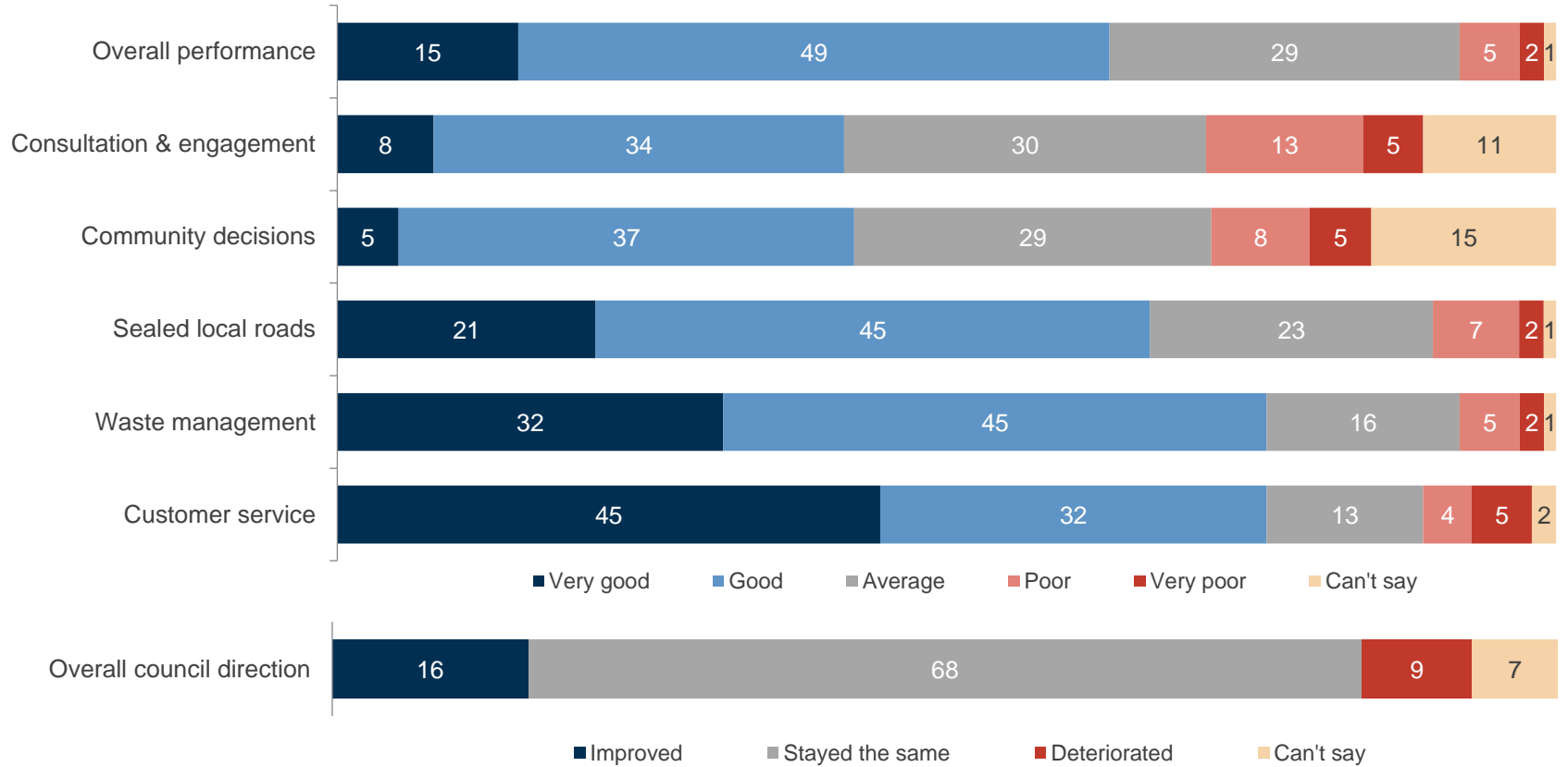
  
Overall  
council  
direction















## Summary of core measures

Core measures summary results (%)















## Summary of Glen Eira City Council performance

Services		Glen Eira 2021	Glen Eira 2020	Metro 2021	State-wide 2021	Highest score	Lowest score
	Overall performance	68	67	67	61	Aged 65+ years	Aged 35-49 years
	Value for money	64	-	62	54	Aged 65+ years	Aged 50-64 years
	Overall council direction	54	55	55	53	Aged 18-34 years	Aged 50+ years
	Customer service	77	77	74	70	Aged 50-64 years	Aged 18-34 years
	Appearance of public areas	78	78	74	73	Aged 65+ years	Aged 50-64 years
	Recreational facilities	78	80	75	71	Aged 35-49 years	Aged 50-64 years
	Art centres & libraries	75	78	73	73	Aged 65+ years	Aged 18-34 years
	Waste management	75	75	72	69	Aged 65+ years	Aged 18-34 years
	COVID-19 response	72	-	73	73	Aged 18-34 years, Aged 65+ years	Aged 50-64 years
	Sealed local roads	70	73	68	57	Aged 65+ years	Aged 50-64 years












# Summary of Glen Eira City Council performance

Services		Glen Eira 2021	Glen Eira 2020	Metro 2021	State-wide 2021	Highest score	Lowest score
	Community & cultural	67	72	66	65	Aged 65+ years	Aged 35-49 years
	Local streets & footpaths	66	70	65	59	Aged 18-34 years	Aged 50-64 years
	Enforcement of local laws	66	68	66	64	Aged 18-34 years	Aged 50-64 years
	Elderly support services	65	69	66	69	Aged 65+ years	Aged 18-34 years
	Family support services	65	70	67	66	Aged 65+ years	Aged 18-34 years
	Informing the community	64	63	62	60	Aged 65+ years	Aged 50-64 years
	Environmental sustainability	64	66	64	62	Aged 65+ years	Aged 50-64 years
	Disadvantaged support serv.	62	63	64	63	Aged 65+ years	Aged 18-34 years
	Traffic management	62	62	59	59	Aged 18-34 years	Aged 50-64 years
	Community decisions	59	58	61	56	Aged 18-49 years	Aged 50+ years



## Summary of Glen Eira City Council performance

Services		Glen Eira 2021	Glen Eira 2020	Metro 2021	State-wide 2021	Highest score	Lowest score
	Parking facilities	58	59	58	58	Aged 18-34 years	Aged 65+ years
	Consultation & engagement	58	60	59	56	Aged 65+ years	Aged 50-64 years
	Lobbying	56	55	56	55	Aged 18-34 years	Aged 50-64 years
	Bus/community dev./tourism	56	61	60	61	Aged 65+ years	Aged 35-64 years
	Town planning policy	56	55	56	55	Aged 18-34 years	Aged 65+ years
	Population growth	52	53	53	53	Aged 18-34 years	Aged 50-64 years
	Building & planning permits	51	52	54	51	Aged 18-34 years	Aged 65+ years



## Focus areas for the next 12 months

### Overview

Council continues to maintain, but not improve upon, the significant gains made in 2019 on overall performance and customer service. Performance across most individual service areas remain largely consistent with 2020 results. Council has however lost significant ground in several service areas: art centres and libraries, community and cultural activities, local streets and footpaths, both elderly and family support services, and business and community development and tourism.

### Key influences on perceptions of overall performance

Community decisions remains the area with the most influence on perceptions of overall performance, however, it is rated less well than other areas. Council could seek to reinvigorate its approach here, improving communication and transparency to raise perceptions among residents. In addition, efforts are also needed to improve perceptions on planning and building permits, which is Council's lowest rated service area but has a moderate influence on overall performance.

### Comparison to state and area grouping

Across most service areas, Council performs in line with, or significantly above the Metropolitan and State-wide averages. Appearance of public areas, recreational facilities, waste management and traffic management are the areas where Council performs significantly higher than both the Metropolitan and State-wide average. Notably, planning and building permits, and business and community development and tourism, are the only areas where Council is rated significantly lower than the Metropolitan group average.

### Consolidate and build upon strong performing areas

Perceptions of overall performance improved slightly this year and most service areas held steady (with some exceptions), a positive result for Council. However, there is opportunity to consolidate and build upon perceptions in the year ahead. Council should not lose sight of those areas in which they are currently performing well, and are particularly influential on overall perceptions – notably, waste management and COVID-19 response.

# **DETAILED FINDINGS**



# **Overall performance**



## Overall performance

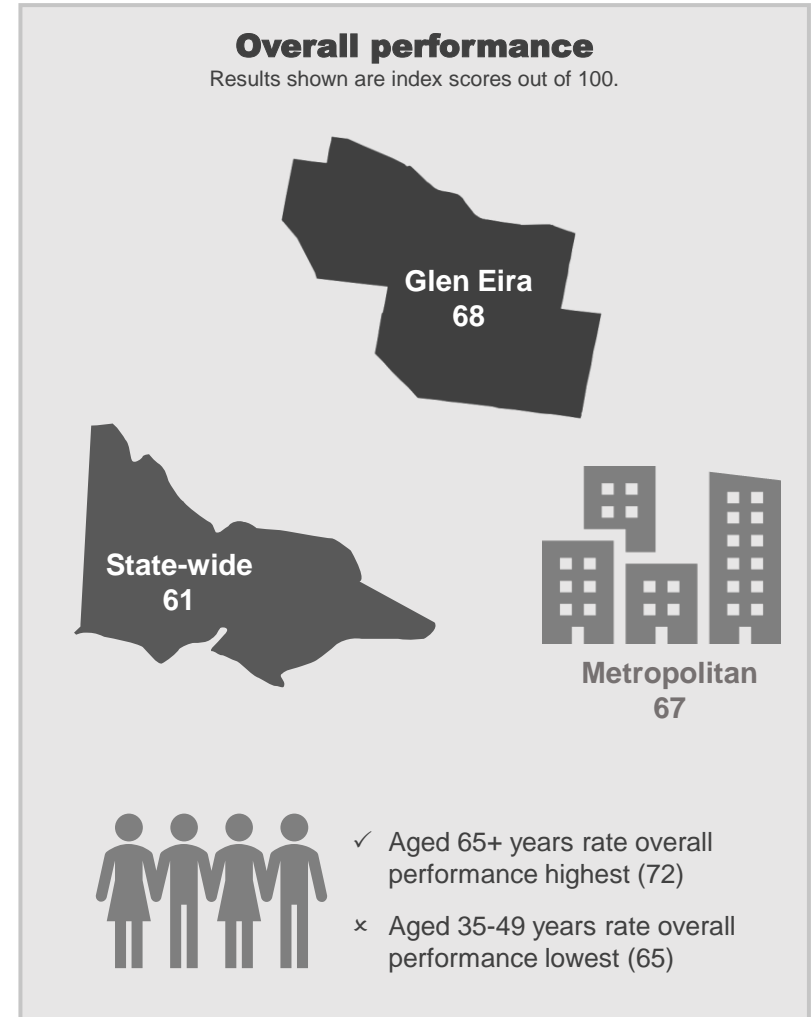
The overall performance index score of 68 for Glen Eira City Council represents a slight (but not statistically significant) one-point improvement on the 2020 result.

- Council continues to consolidate the significant gains in community sentiment made in 2019. The 2021 index score remains lower than the peak rating achieved in 2014 (index score of 72) suggesting that opportunities remain to further improve perceptions.

Council's performance is rated in line with the average rating for councils in the Metropolitan group, and statistically significantly higher (at the 95% confidence interval) than the State-wide council average (index scores of 67 and 61 respectively).

- There are no significant differences across demographic and geographic cohorts compared to the overall Council-wide rating.

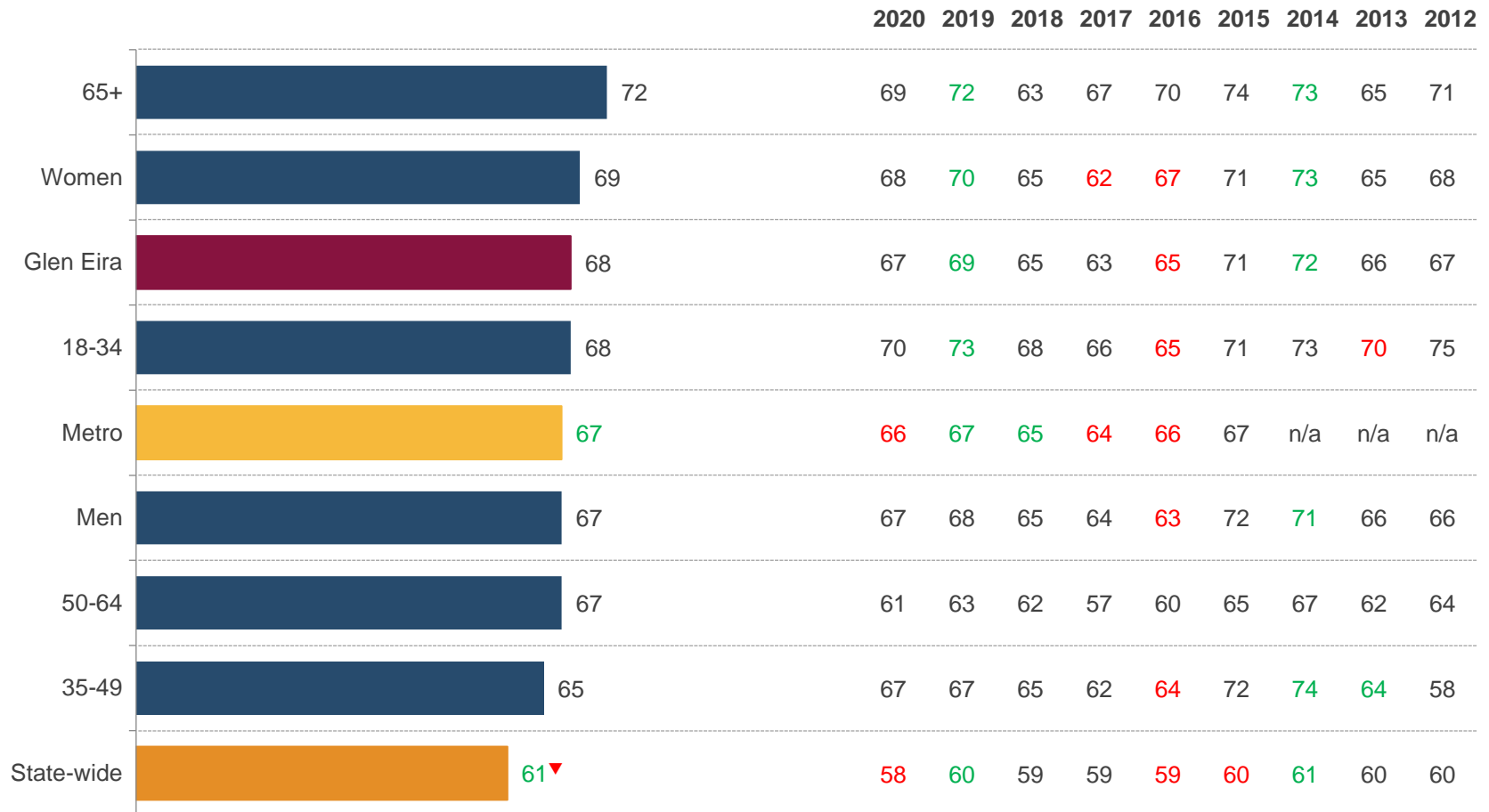
More than half of residents (55%) rate value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Just over one in ten rate Council as 'very poor' or 'poor' (11%), with a further 29% rating Council as 'average' in terms of providing value for money.





# Overall performance

## 2021 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?

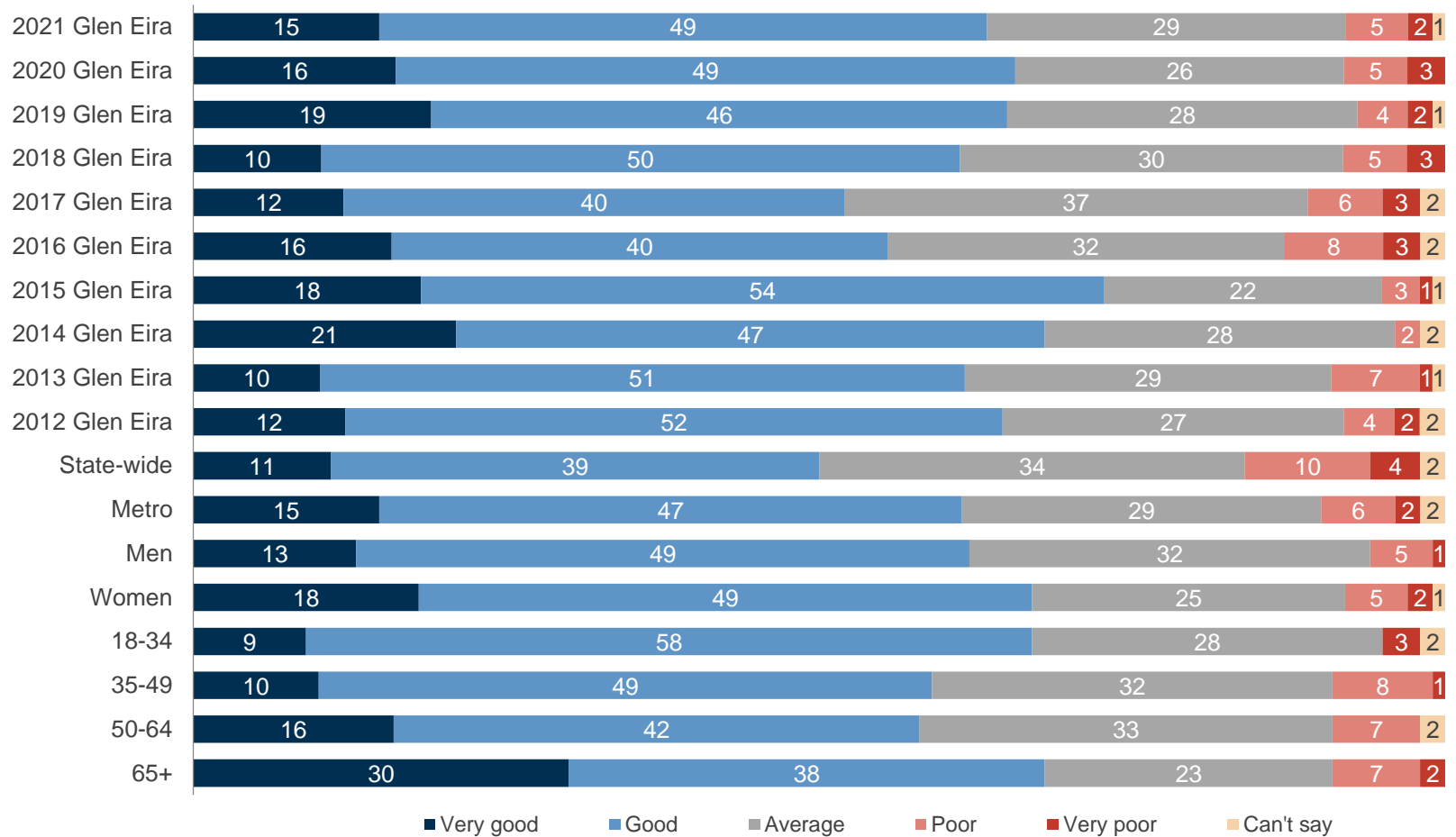
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



# Overall performance

## 2021 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?

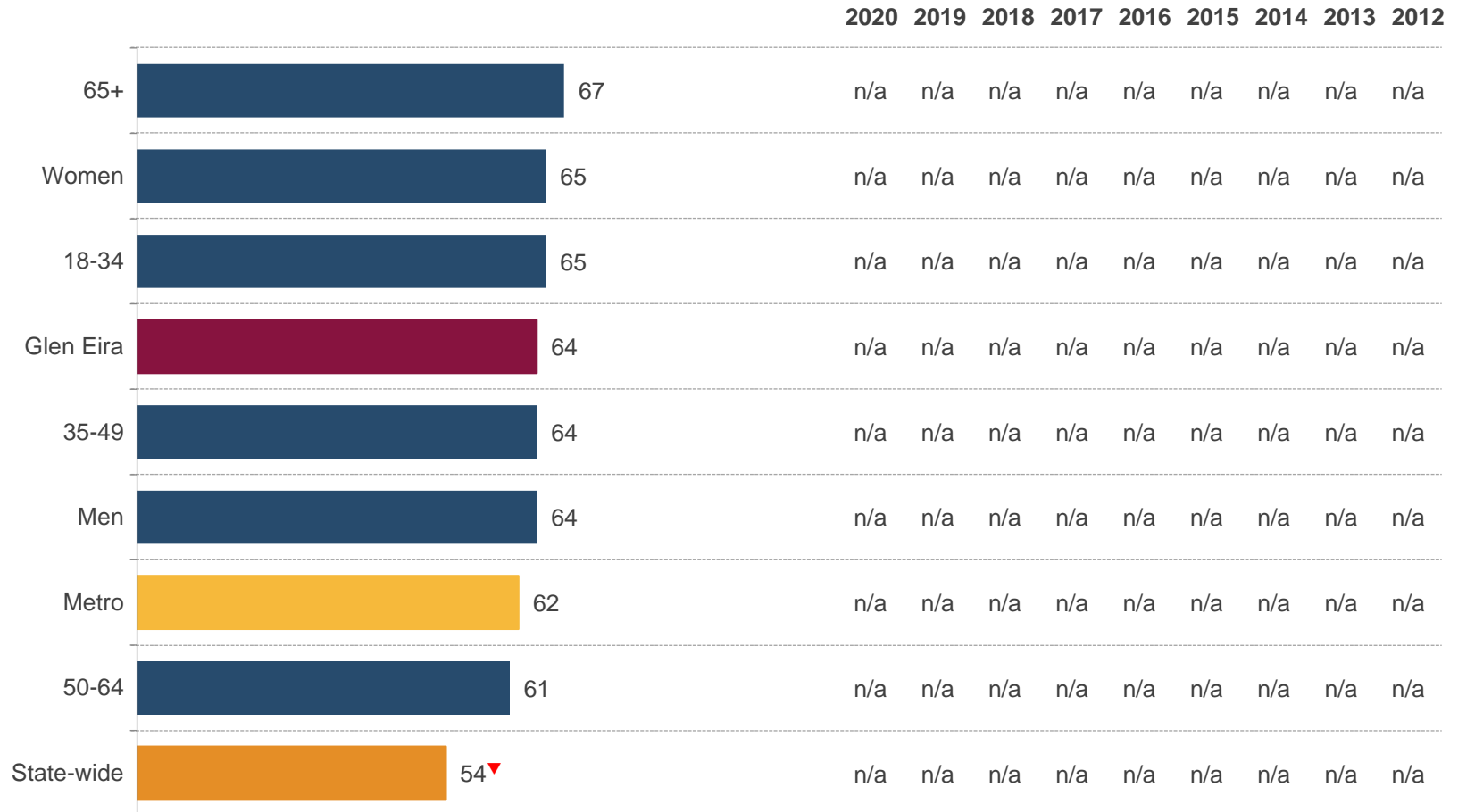
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15





## Value for money in services and infrastructure

### 2021 value for money (index scores)



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

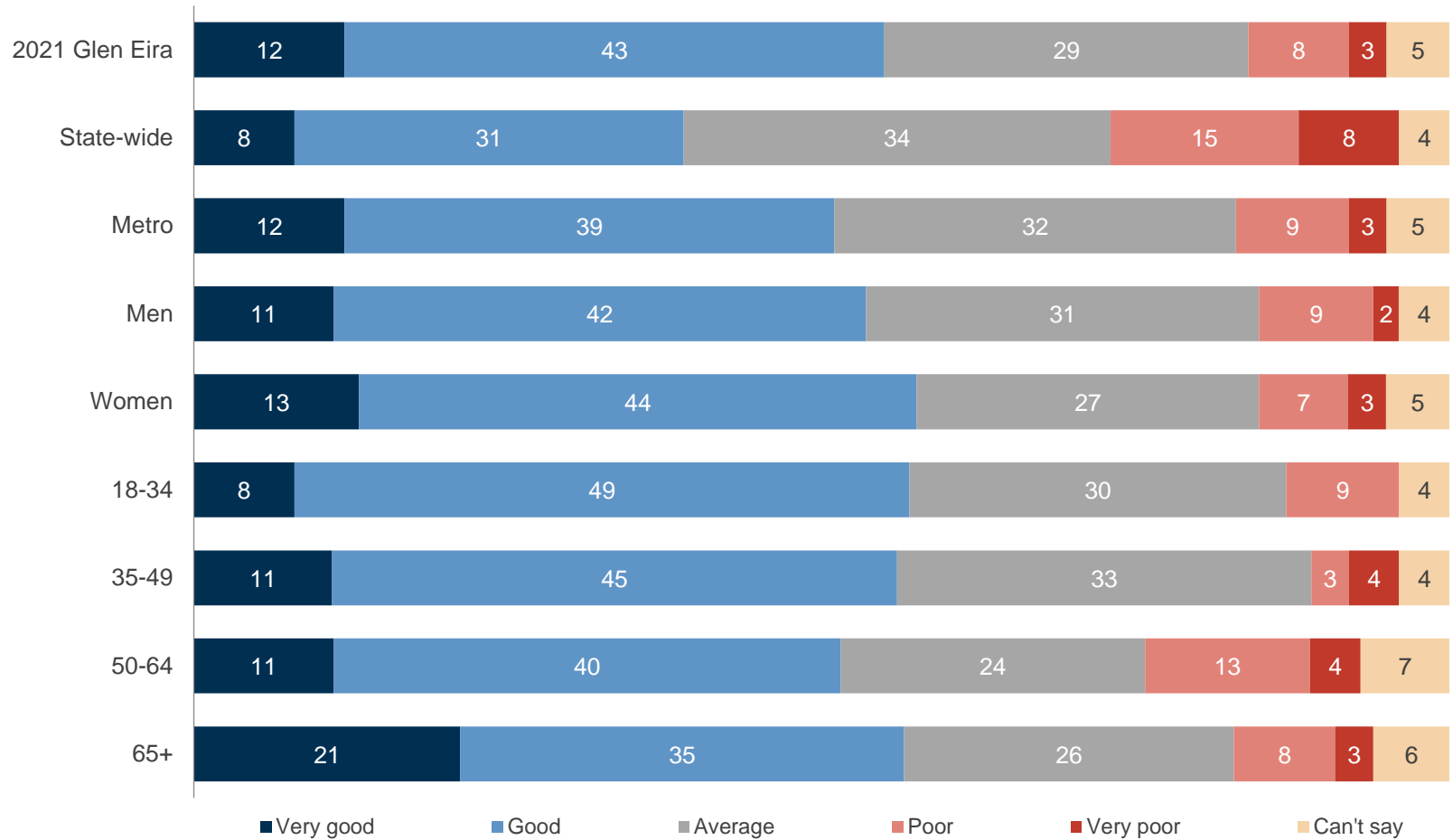
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



## Value for money in services and infrastructure

2021 value for money (%)



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

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



## Top performing service areas

Appearance of public areas and recreational facilities are the areas where Council performed best in 2021 (index score of 78 each).

- Council continues to rate significantly higher than the Metropolitan group and State-wide averages on both these services.
- After losing ground last year, Council has held steady its performance on public areas.
- In the area of recreational facilities, Council performance has plateaued this year following steady improvement from a low of 75 in 2017.

Council also performs strongly on art centres and libraries, although ratings decreased significantly over the last year (index score of 75, down three points). This follows the pattern both State-wide and in the Metropolitan group and is likely related to COVID-19 lockdown measures.

- Women (index score of 77, down four points) and residents aged 18 to 34 years (71, down seven points, significantly lower than average), declined significantly in their ratings on this measure in the last year. Ratings among residents aged 65+ years (index score of 83) are significantly higher than average.

Council maintains its high performance on waste management (index score of 75) and achieves solid ratings on its COVID-19 response (72).





## Low performing service areas



**Council rates lowest – relative to its performance in other areas – in the areas of building and planning permits (index score of 51) and population growth (index score of 52).**

Council continues to rate lowest on planning and building permits and population growth (index scores of 51 and 52 respectively). Encouragingly, Council continues to uphold the significant gains made in both areas in 2019.

- Residents aged 18 to 34 years (index score of 56) continue to rate performance on planning and building permits significantly higher than average.
- Performance on planning and building permits is significantly lower than the Metropolitan average, and in line with the State-wide average. For population growth, Council rates on par with both.
- These results are reinforced by residents continuing to nominate inappropriate/ over development (12%) as Council's main area for improvement.

Ratings for business and community development and tourism declined significantly this year (index score of 56, down five points), and are significantly below Metropolitan and State-wide averages. Town planning policy and lobbying remain low performing areas (index score of 56 each), but on both, Council rates in line with Metropolitan and State-wide averages.

While performance sits in the mid to upper range, ratings of community and cultural activities, local streets and footpaths, and both elderly and family support services declined significantly this year.



# Individual service area performance

## 2021 individual service area performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	78	78	81	77	75	76	78	79	75	74
Recreational facilities	78	80	79	77	75	76	80	80	77	77
Art centres & libraries	75	78	78	74	76	75	78	81	76	76
Waste management	75	75	76	78	77	78	80	81	79	79
COVID-19 response	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	70	73	70	70	67	69	74	70	n/a	n/a
Community & cultural	67	72	71	67	69	68	70	74	68	66
Local streets & footpaths	66	70	69	66	66	68	67	69	65	68
Enforcement of local laws	66	**	**	**	**	**	**	**	65	65
Elderly support services	65	69	67	65	67	69	70	72	68	67
Family support services	65	70	70	67	65	70	69	72	66	66
Informing the community	64	63	64	59	61	59	65	62	61	61
Environmental sustainability	64	66	68	63	63	60	68	65	66	63
Disadvantaged support serv.	62	63	63	62	62	63	66	66	62	64
Traffic management	62	62	59	60	59	55	59	61	57	55
Community decisions	59	58	61	55	55	54	60	61	n/a	n/a
Parking facilities	58	59	54	56	55	52	61	60	58	56
Consultation & engagement	58	60	60	55	54	51	56	60	58	56
Lobbying	56	**	**	**	**	**	**	**	54	54
Bus/community dev./tourism	56	61	63	57	57	58	61	58	57	57
Town planning policy	56	55	56	49	49	49	52	56	57	56
Population growth	52	53	52	48	48	44	n/a	54	53	53
Planning & building permits	51	52	52	48	46	46	49	56	56	53

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

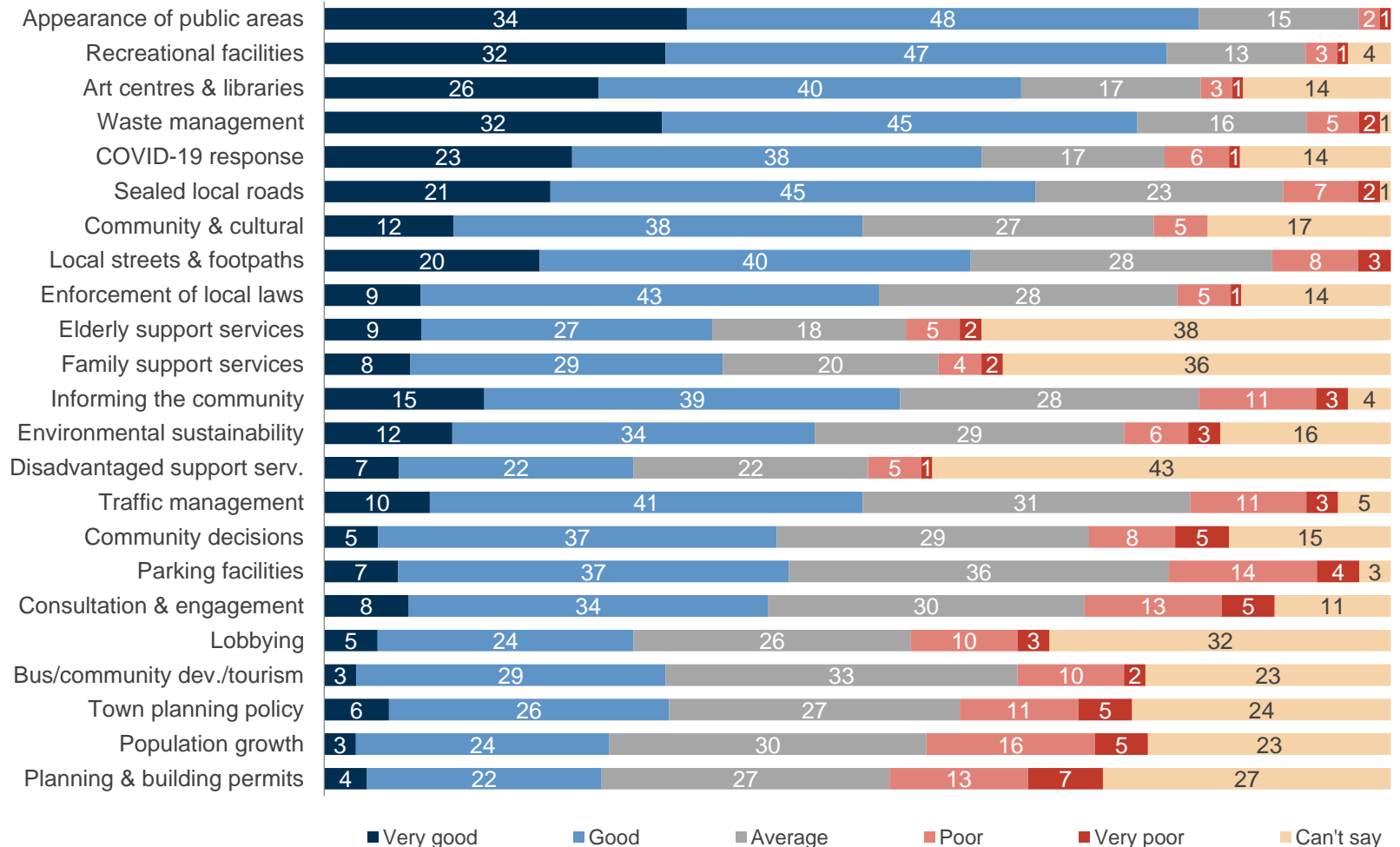
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



# Individual service area performance

## 2021 individual service area performance (%)







# Individual service area importance

## 2021 individual service area importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	84	84	84	83	82	83	79	80	80	81
Community decisions	82	80	80	79	81	80	79	79	n/a	n/a
Elderly support services	80	78	77	76	78	80	77	78	77	79
Local streets & footpaths	79	78	76	79	78	80	76	77	79	75
Environmental sustainability	78	75	76	73	74	75	73	73	71	72
Planning & building permits	78	75	75	77	78	75	74	75	73	73
Disadvantaged support serv.	77	73	72	72	73	75	74	72	73	73
Town planning policy	77	74	72	72	75	75	71	72	71	70
Appearance of public areas	76	74	72	75	75	78	73	74	73	72
Sealed local roads	76	76	75	75	78	79	72	75	n/a	n/a
Population growth	75	75	78	77	77	78	n/a	74	73	72
Informing the community	75	73	73	71	72	77	73	73	71	73
Recreational facilities	75	75	72	74	75	76	72	74	75	73
Family support services	74	73	72	73	74	75	73	73	73	71
Consultation & engagement	73	72	72	72	73	75	72	71	70	70
Traffic management	72	70	74	74	76	77	73	70	74	72
Parking facilities	72	71	74	73	74	74	70	72	70	69
Art centres & libraries	70	70	66	69	69	70	69	71	67	70
Enforcement of local laws	69	69	69	70	73	73	70	70	71	68
Lobbying	68	67	68	69	70	70	67	68	67	64
COVID-19 response	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	63	60	59	60	62	63	60	62	59	60
Bus/community dev./tourism	61	55	54	56	58	57	55	56	56	55

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

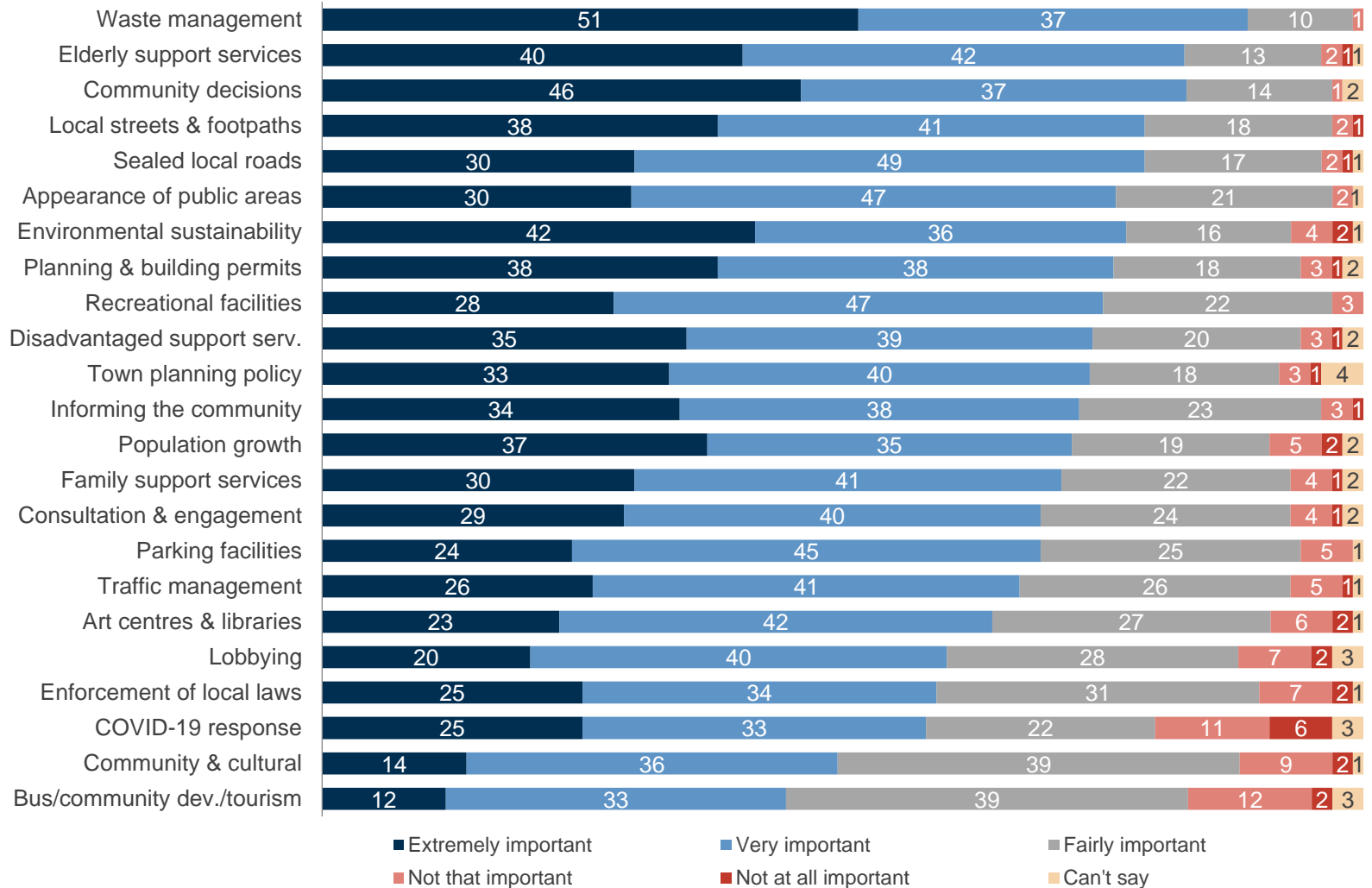
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10

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



# Individual service area importance

## 2021 individual service area importance (%)

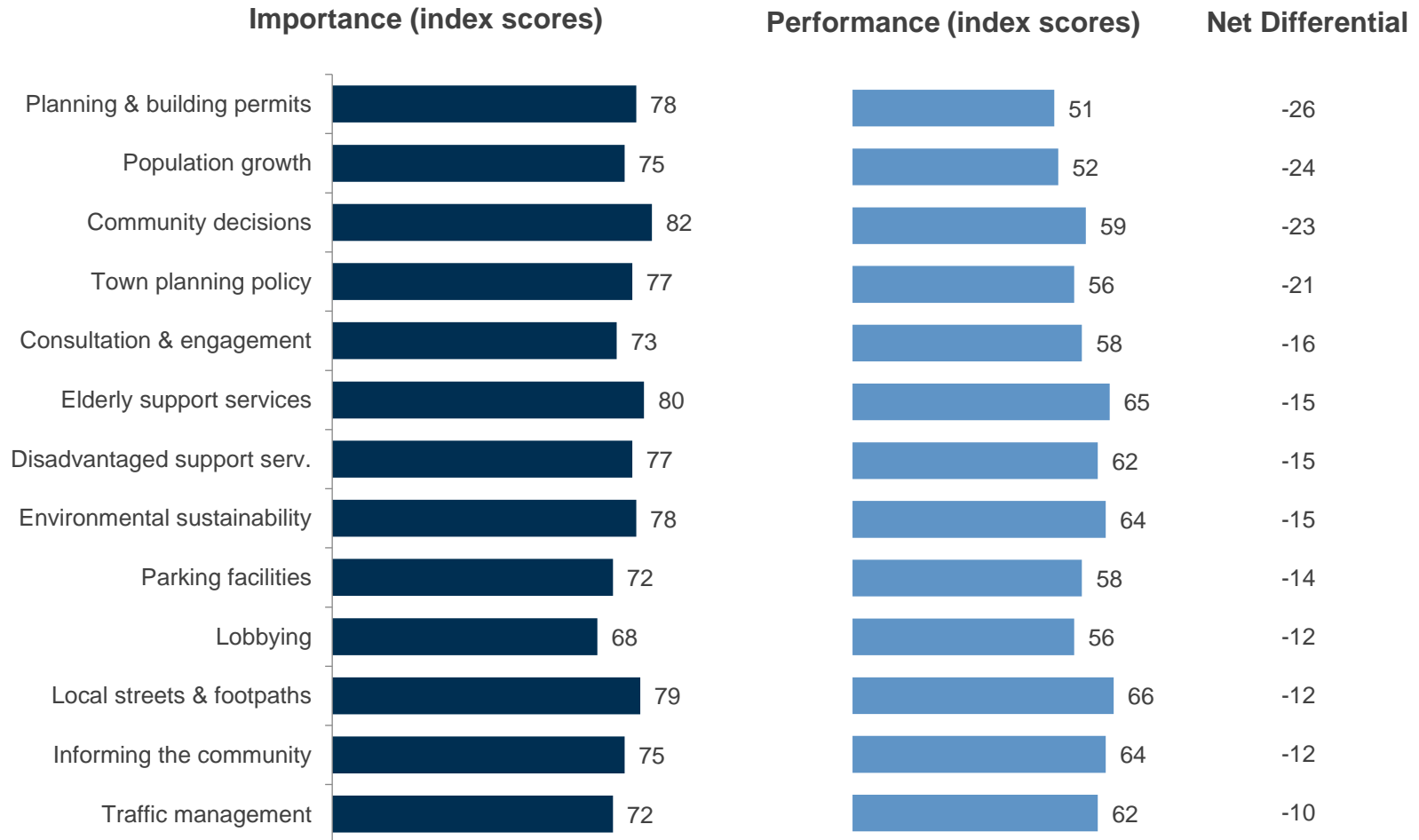






# Individual service areas importance vs performance

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



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



## Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- Council's COVID-19 response
- The condition of local streets
- Environmental sustainability
- Waste management
- Planning and building permits.

Looking at these key service areas only, waste management and Council's COVID-19 response have a high performance index (75 and 72 respectively) and a moderate-to-strong influence on the overall performance rating.

Maintaining these positive results, particularly in the more influential area of Council's COVID-19 response, should remain a focus but there is greater work to be done elsewhere.

Other service areas that have a moderate-to-strong influence on overall perceptions, but perform relatively less well, are the condition of local streets and environmental sustainability (performance index of 66 and 64 respectively).

**Ensuring that local streets are well maintained and demonstrating a Council-wide commitment to environmental sustainability can also help shore up positive opinion of Council.**

Planning and building permits is Council's poorest performing area (index score of 51 – just above 'average') and a moderate influence on its overall performance rating.

**It will be important to address any resident concerns about Council's approach to these permits to help improve overall ratings 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.

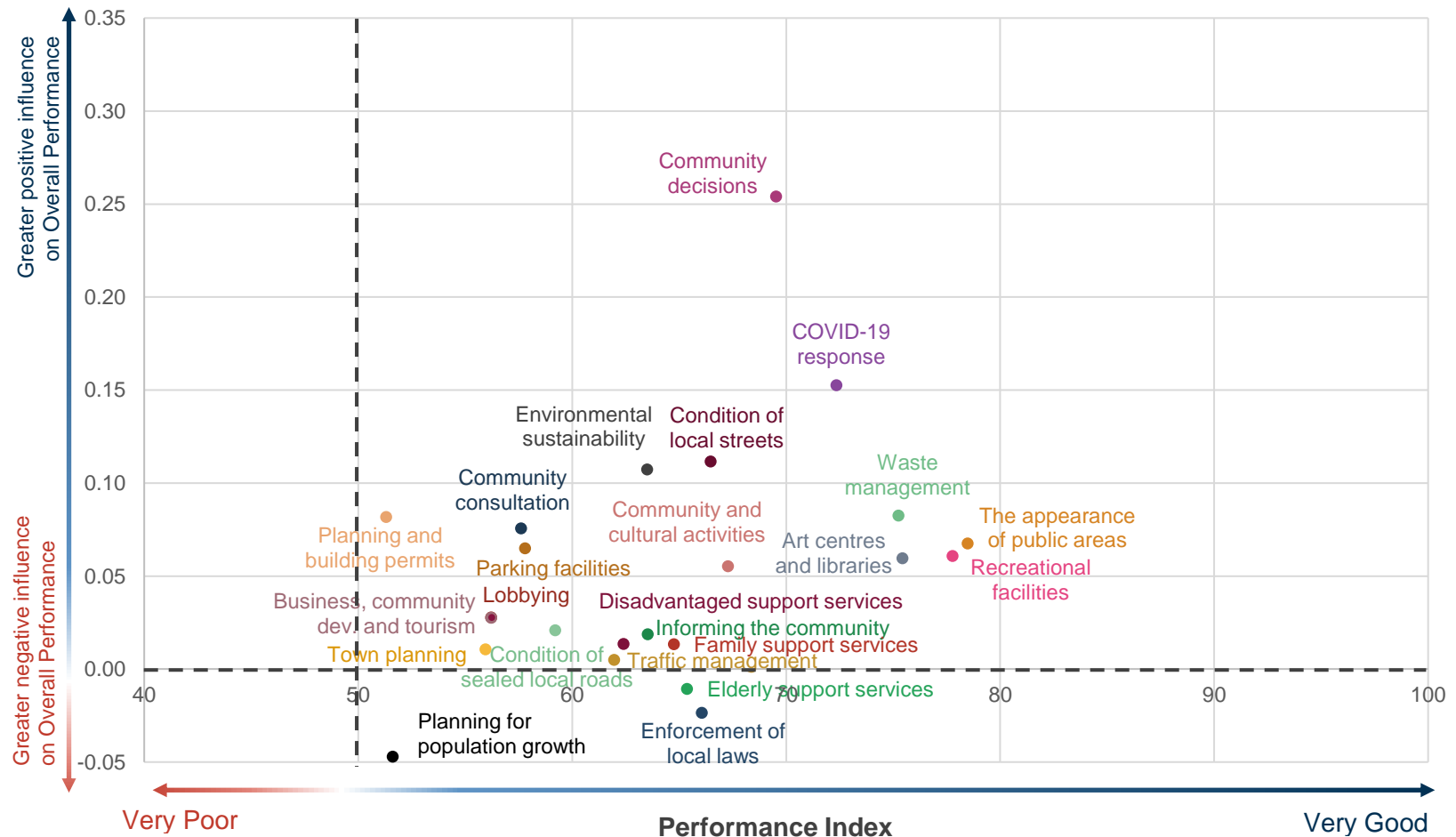
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

## 2021 regression analysis (all service areas)

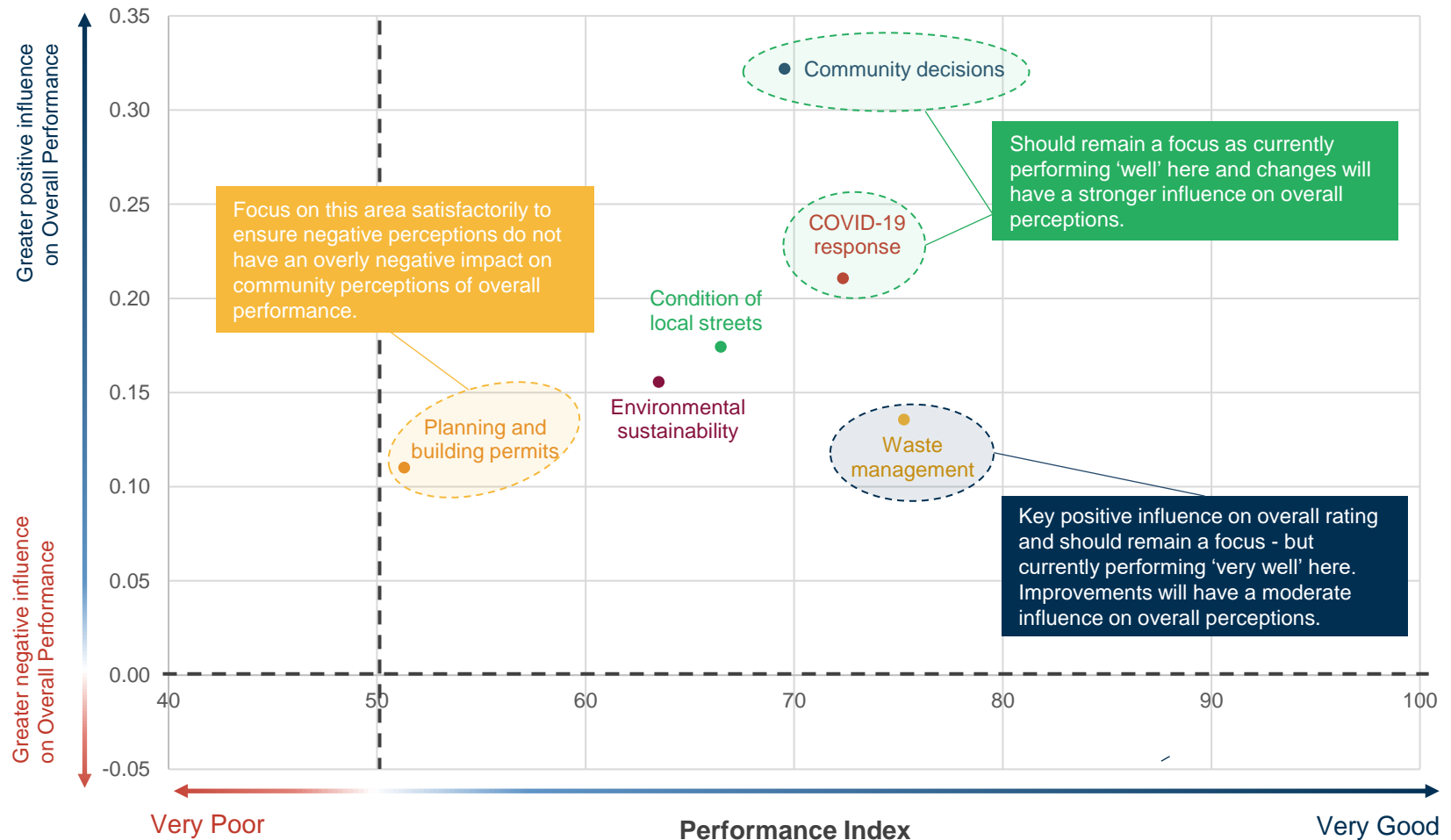


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.579 and adjusted  $R^2$  value of 0.553, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 22.46$ . 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

## 2021 regression analysis (key service areas)

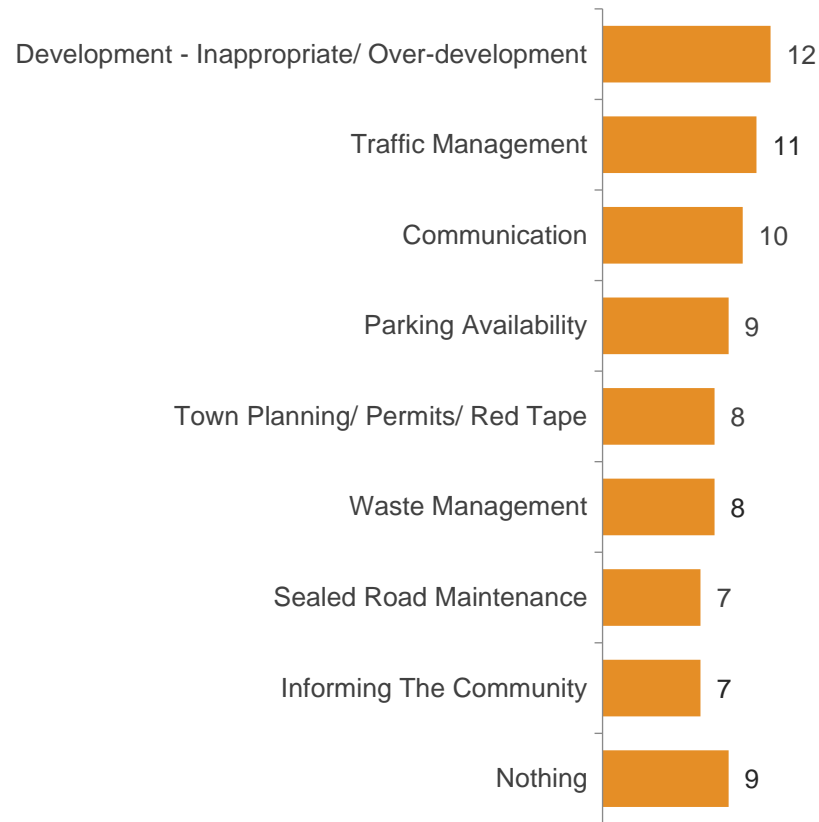


The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.538 and adjusted  $R^2$  value of 0.531, which means that 54% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 76.38$ .



## Areas for improvement

### 2021 areas for improvement (%) - Top mentions only -





# **Customer service**



## Contact with council and customer service

### Contact with council

Contact with Council declined significantly over the past 12 months (59%, down 14 percentage points). This is driven largely by a significant fall in the rate of contact among men and residents aged 18 to 34 years.

Telephone (37%) and email (19%) remain the main methods of contacting Council, although both decreased by eight and 12 points respectively. In person contact (12%) also fell by eight points. Contact via social media (6%) held steady and text message (5%) increased slightly.



**Among those who have had contact with Council, 77% provide a positive customer service rating of 'very good' or 'good', including 45% of residents who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index of 77 is unchanged from 2020. After recovering from a low in 2016 and reaching an equal peak in 2019 (index score of 79), Council continues to consolidate gains in this area.

Council's customer service continues to rate in line with the Metropolitan average and significantly higher than the State-wide average (index scores of 74 and 70 respectively).

Perceptions of customer service improved significantly and are significantly higher than average among residents aged 50 to 64 years (index score of 85, up 11 points).

Among residents who have had contact with Council, 77% provide a positive customer service rating of 'very good' or 'good'.

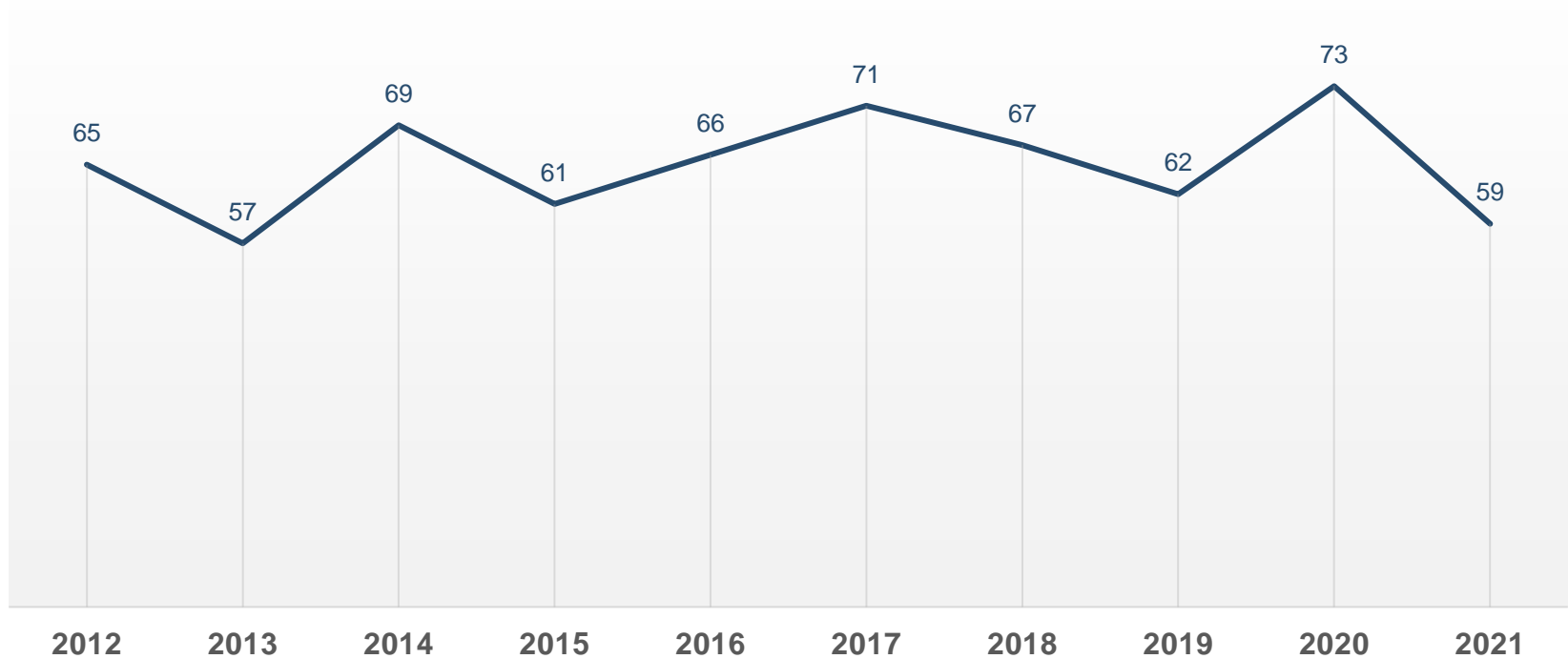
Perceptions of customer service performance are highest among residents contacting Council via the Council website, with ratings increasing significantly over the past 12 months (index score of 86, up 14 points). Strong ratings are also seen with in person contact (index score of 85; note small sample size), followed by telephone (index score of 80), and text message (index score of 78; note small sample size).





## Contact with council

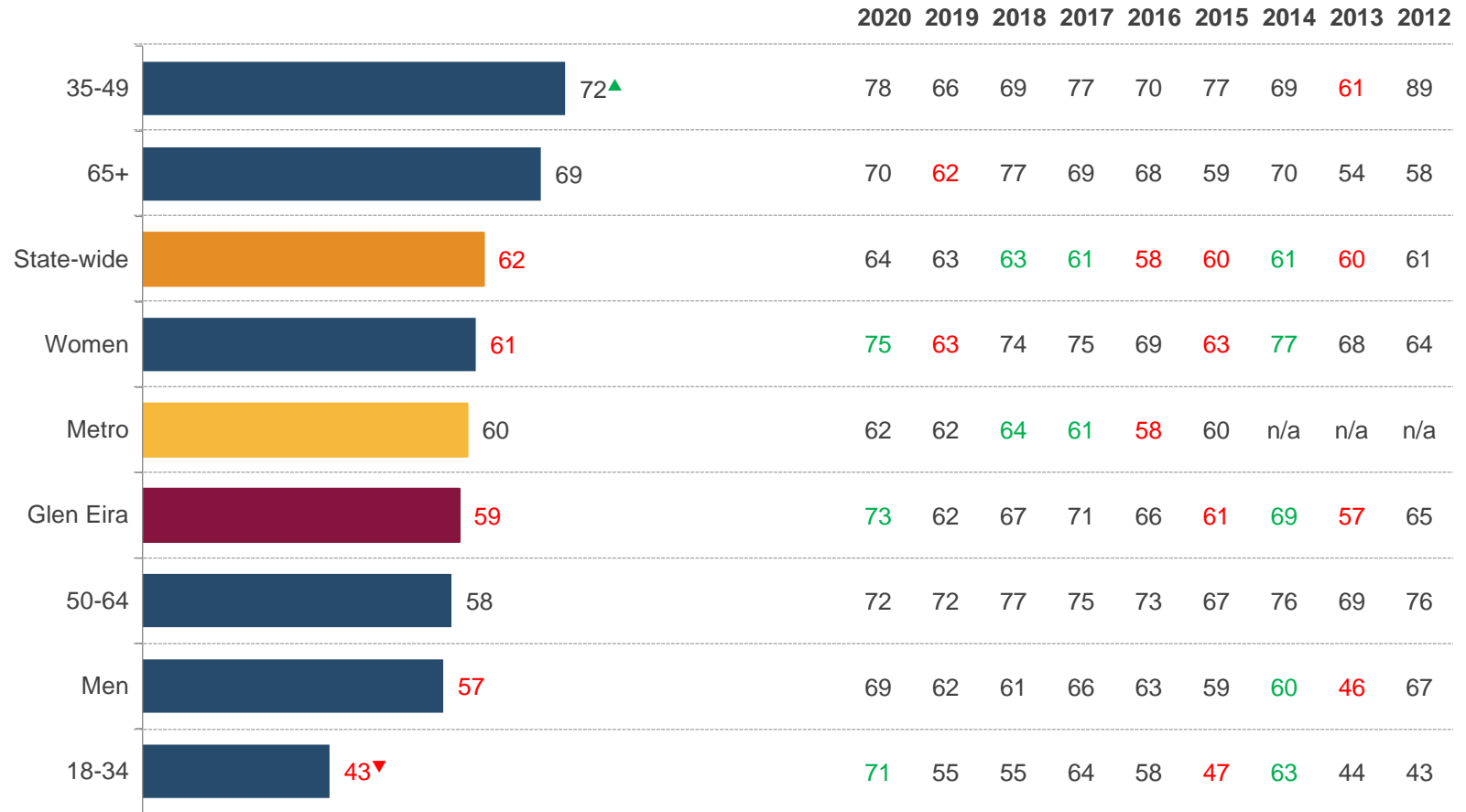
2021 contact with council (%)  
Have had contact





## Contact with council

### 2021 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?

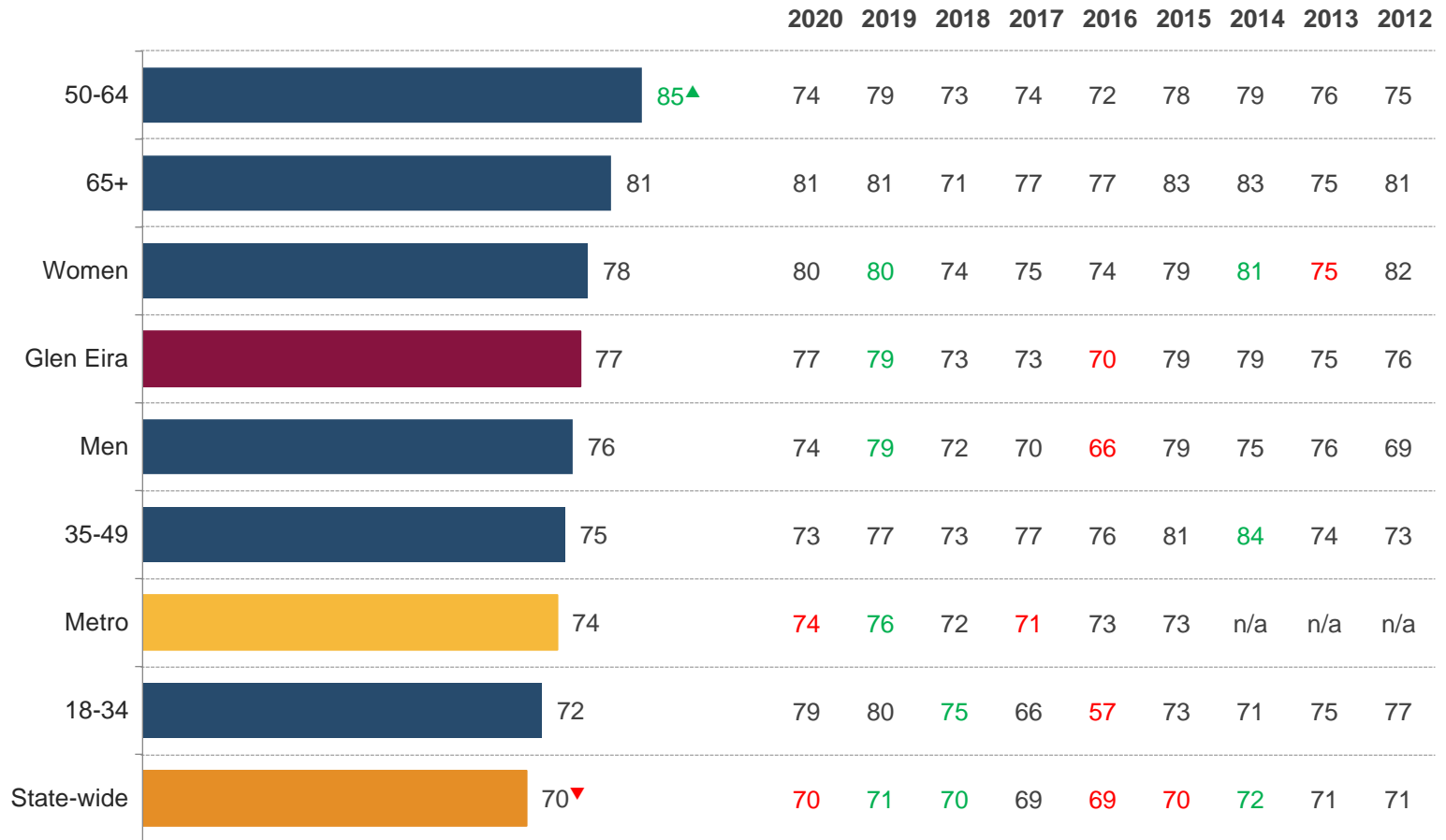
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

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



# Customer service rating

## 2021 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.

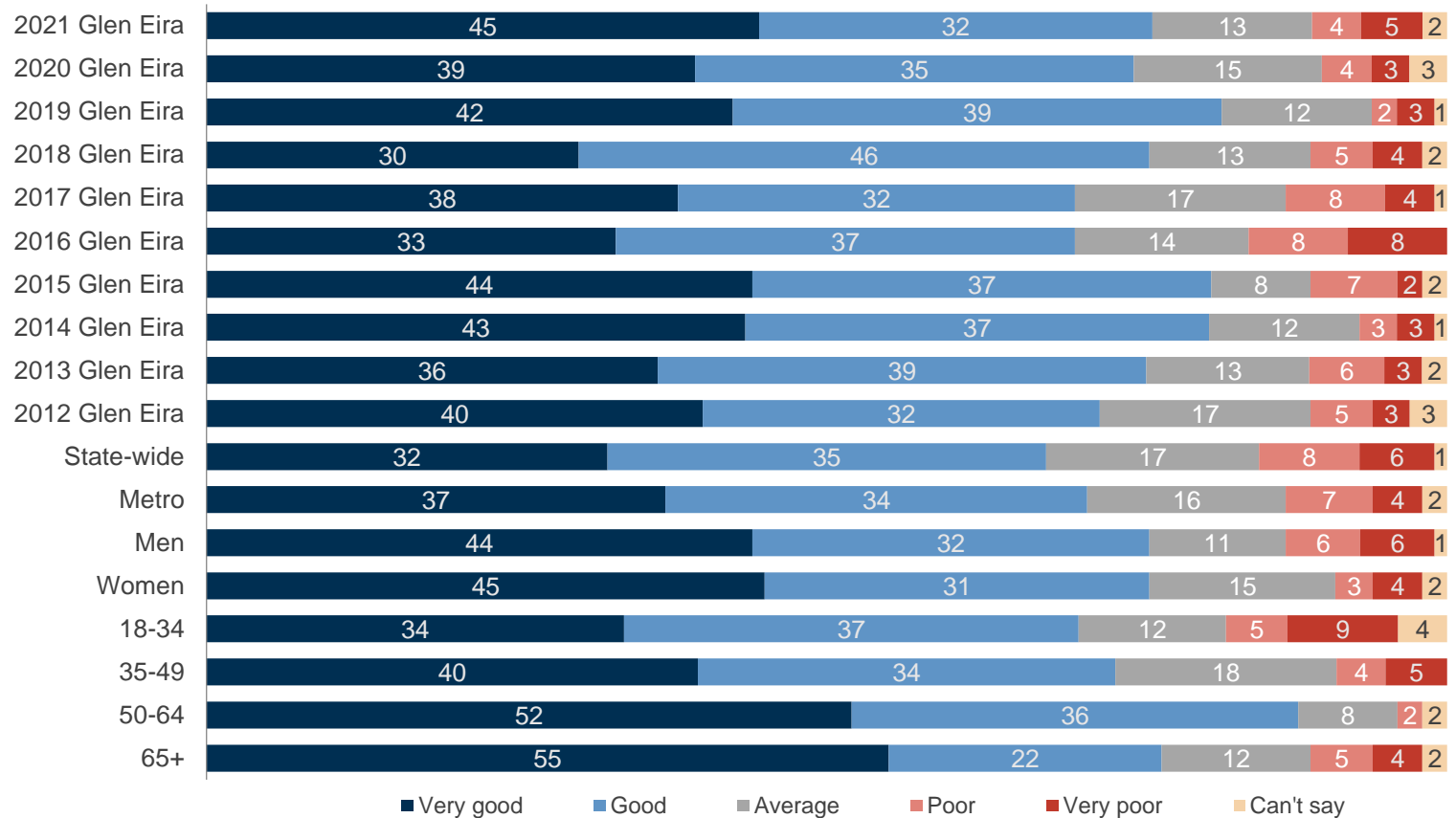
Councils asked state-wide: 66 Councils asked group: 15

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



## Customer service rating

### 2021 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: 15



# Method of contact with council

2021 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



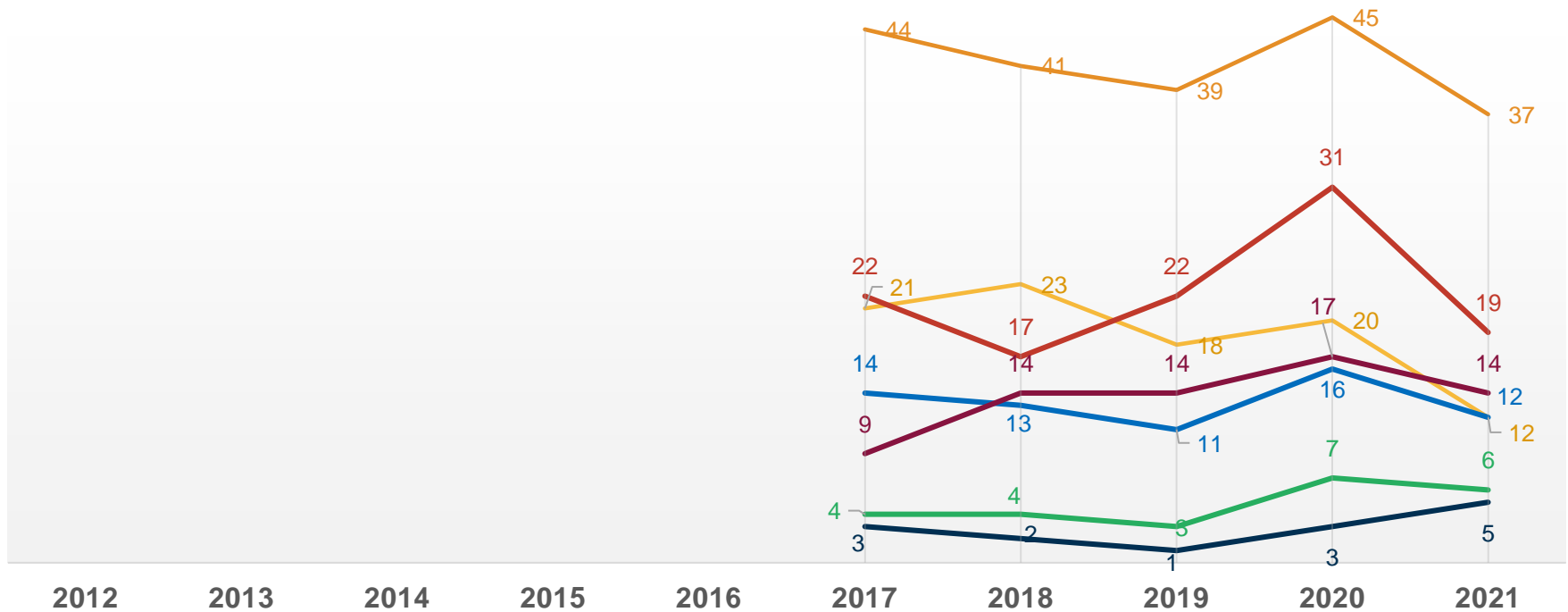
By Email



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?

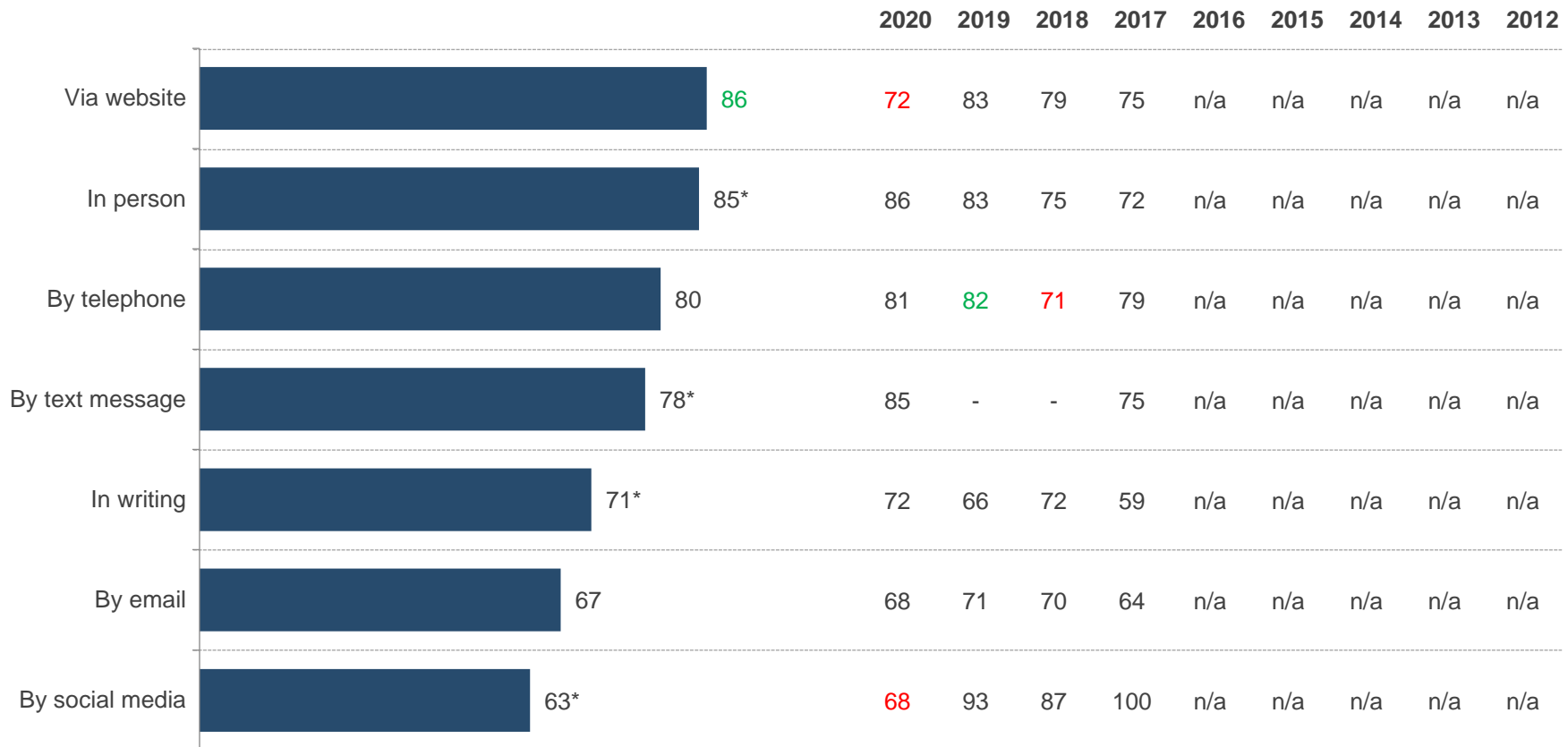
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

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



# Customer service rating by method of last contact

## 2021 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: 27 Councils asked group: 9

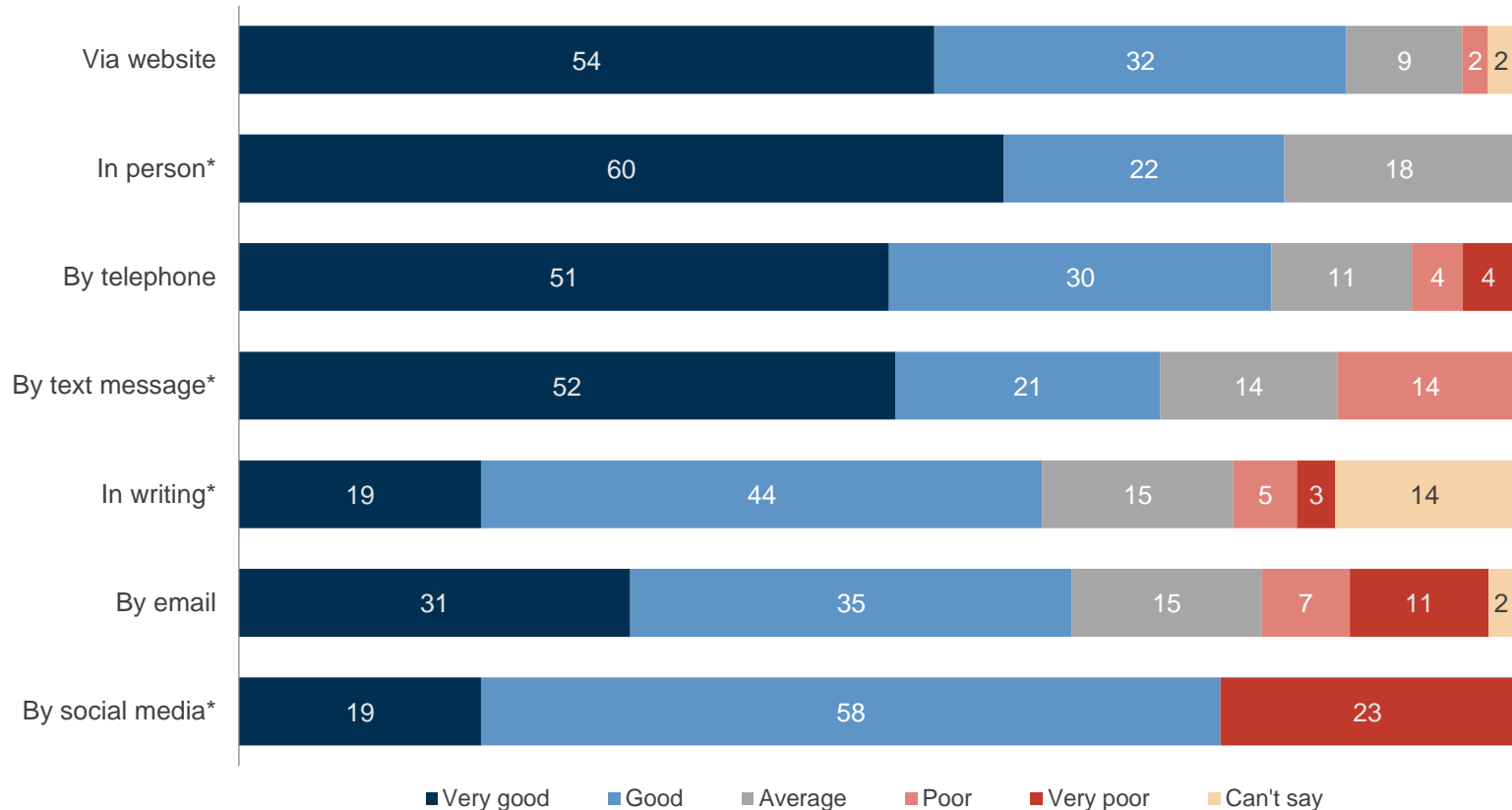
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



## Customer service rating by method of last contact

2021 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: 27 Councils asked group: 9

\*Caution: small sample size < n=30



# Communication



## Communication

The most preferred forms of communication from Council continue to be newsletters sent via mail (32%) and email (31%, down four percentage points). Moderate interest remains for communication via social media (13%) and text message (10%).

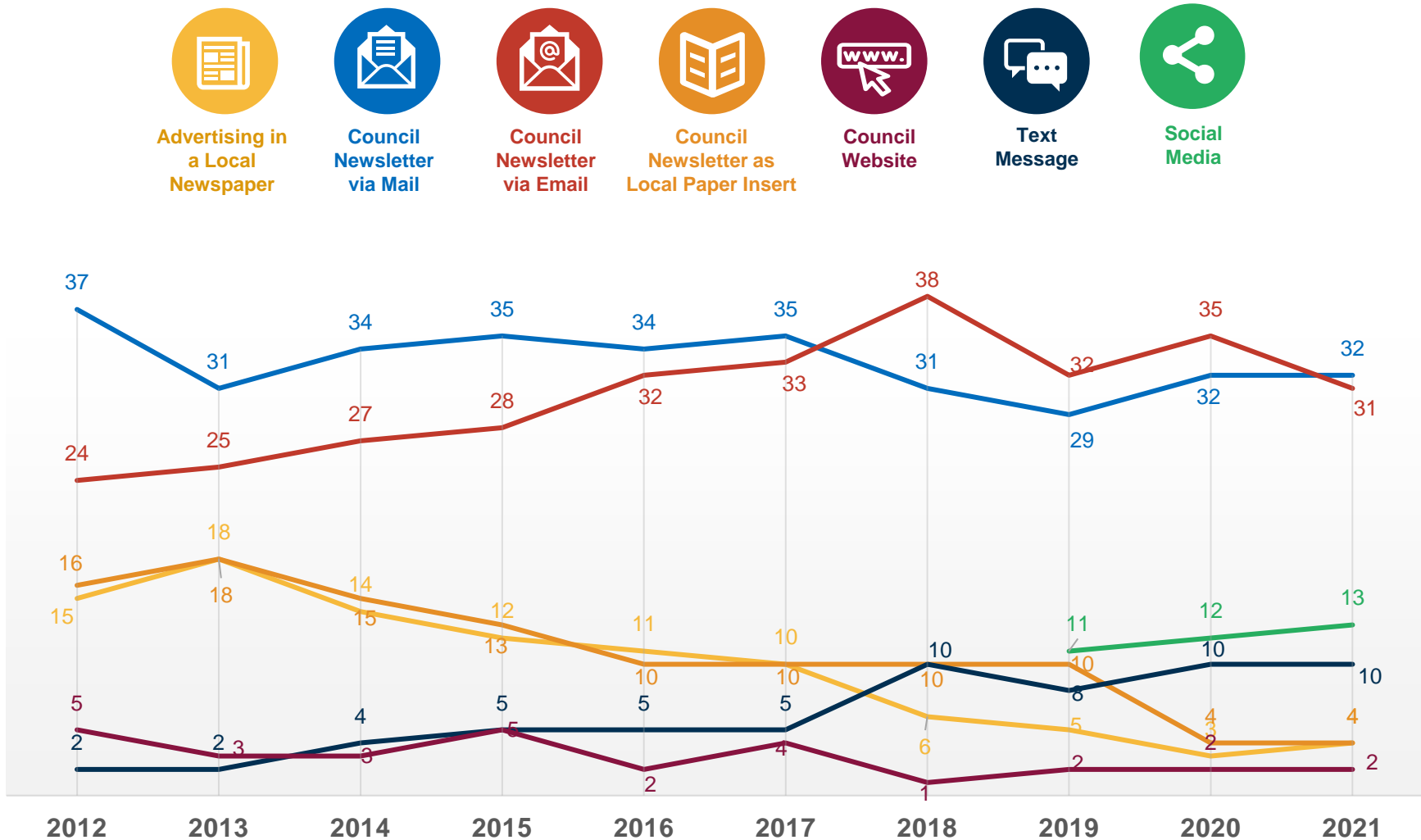
- The preferred form of communication among residents aged under 50 years remains newsletters sent via email (33%) followed by newsletters sent via mail (25%). There continues to be reasonable interest in receiving communications via social media (19%) and text message (13%).
- The preferred form of communication among residents aged over 50 years is newsletters sent via mail (42%), while interest in newsletters sent via email has fallen (29%, down six points on 2020).





# Best form of communication

2021 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?

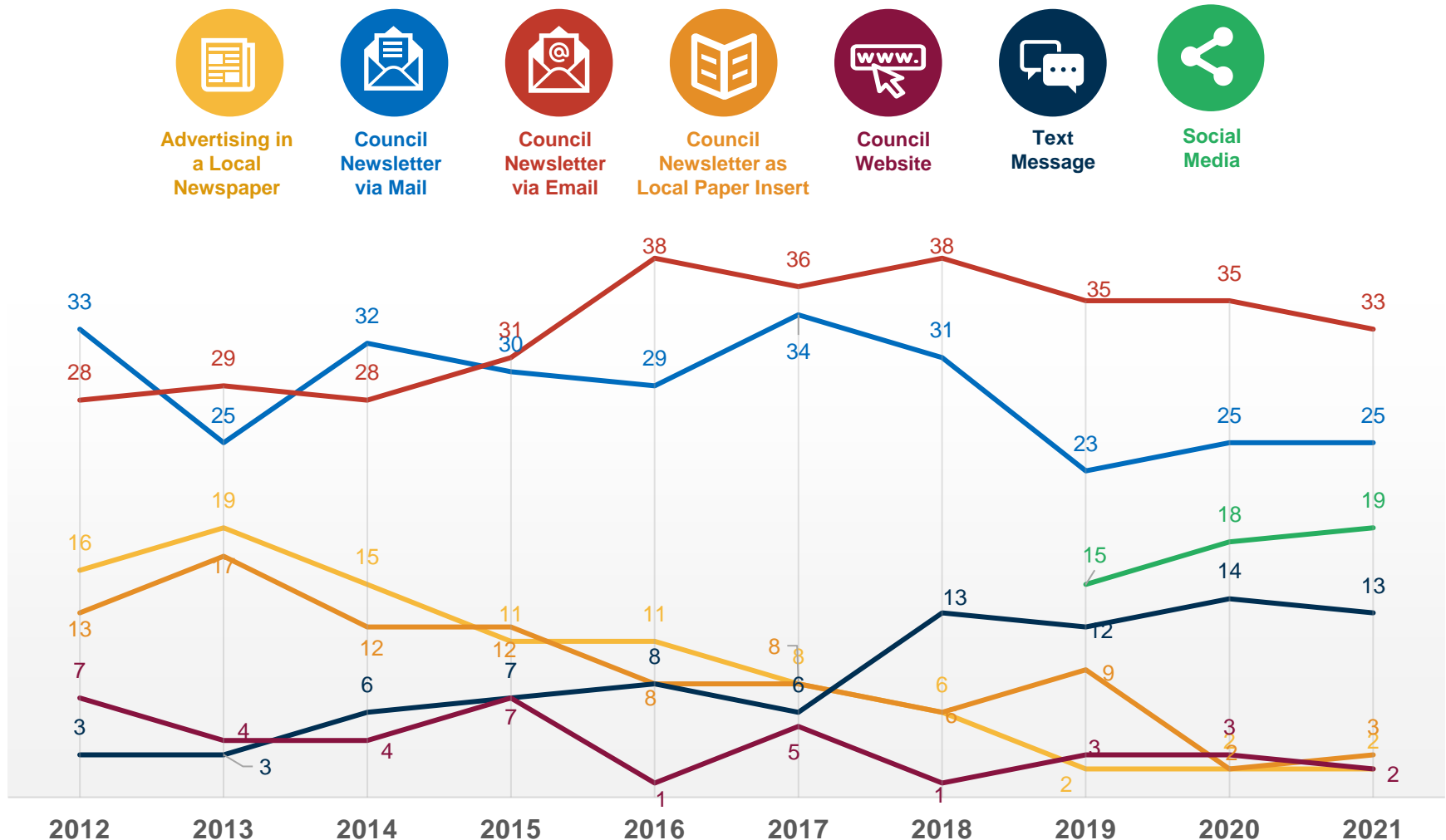
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 7

Note: 'Social Media' was included in 2019.



## Best form of communication: under 50s

2021 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?.

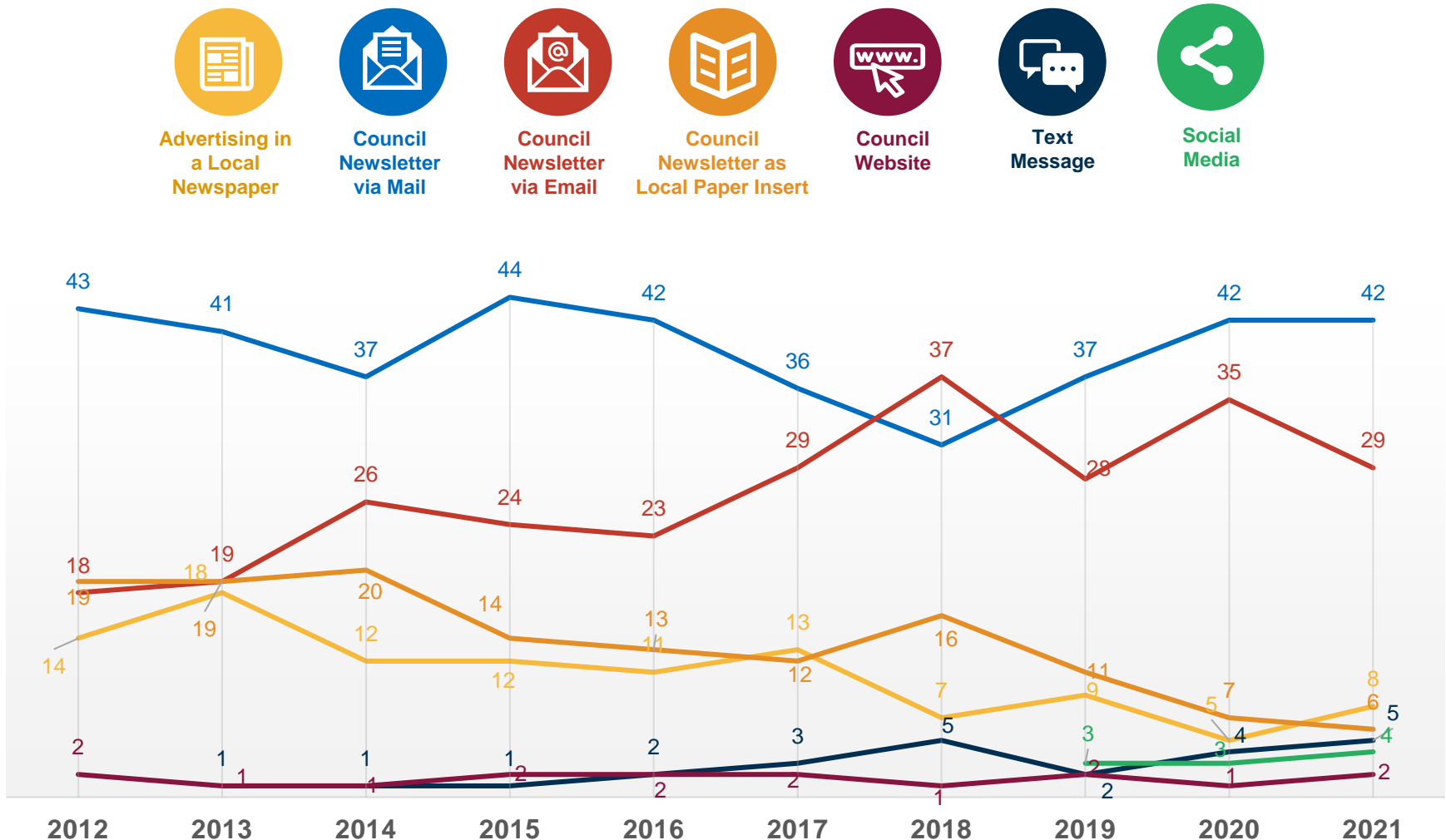
Base: All respondents aged under 50. Councils asked state-wide: 35 Councils asked group: 7

Note: 'Social Media' was included in 2019.



## Best form of communication: over 50s

2021 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: 35 Councils asked group: 7

Note: 'Social Media' was included in 2019.



# **Council direction**



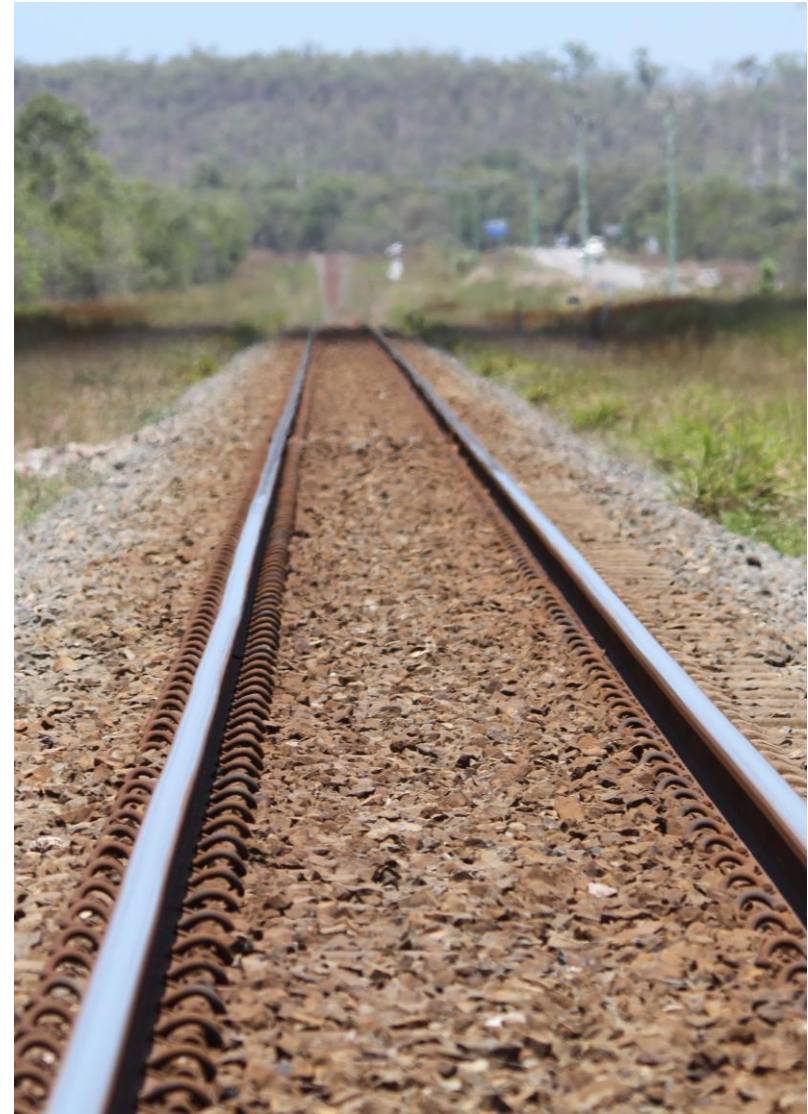


## Council direction

Council has not recovered from losing significant ground last year on perceptions of council direction (index score of 54, down one point).

Close to seven in ten residents (68%) believe the direction of Council's overall performance has stayed the same over the last 12 months, up four points on 2020.

- 16% believe the direction has improved in the last 12 months, also down four points on 2020.
- 9% believe it has deteriorated, down two points on 2020.
- The most satisfied with council direction are residents aged 18 to 34 years.
- The least satisfied with council direction are residents aged 50 years and over.





## Overall council direction last 12 months

### 2021 overall council direction (index scores)

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

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

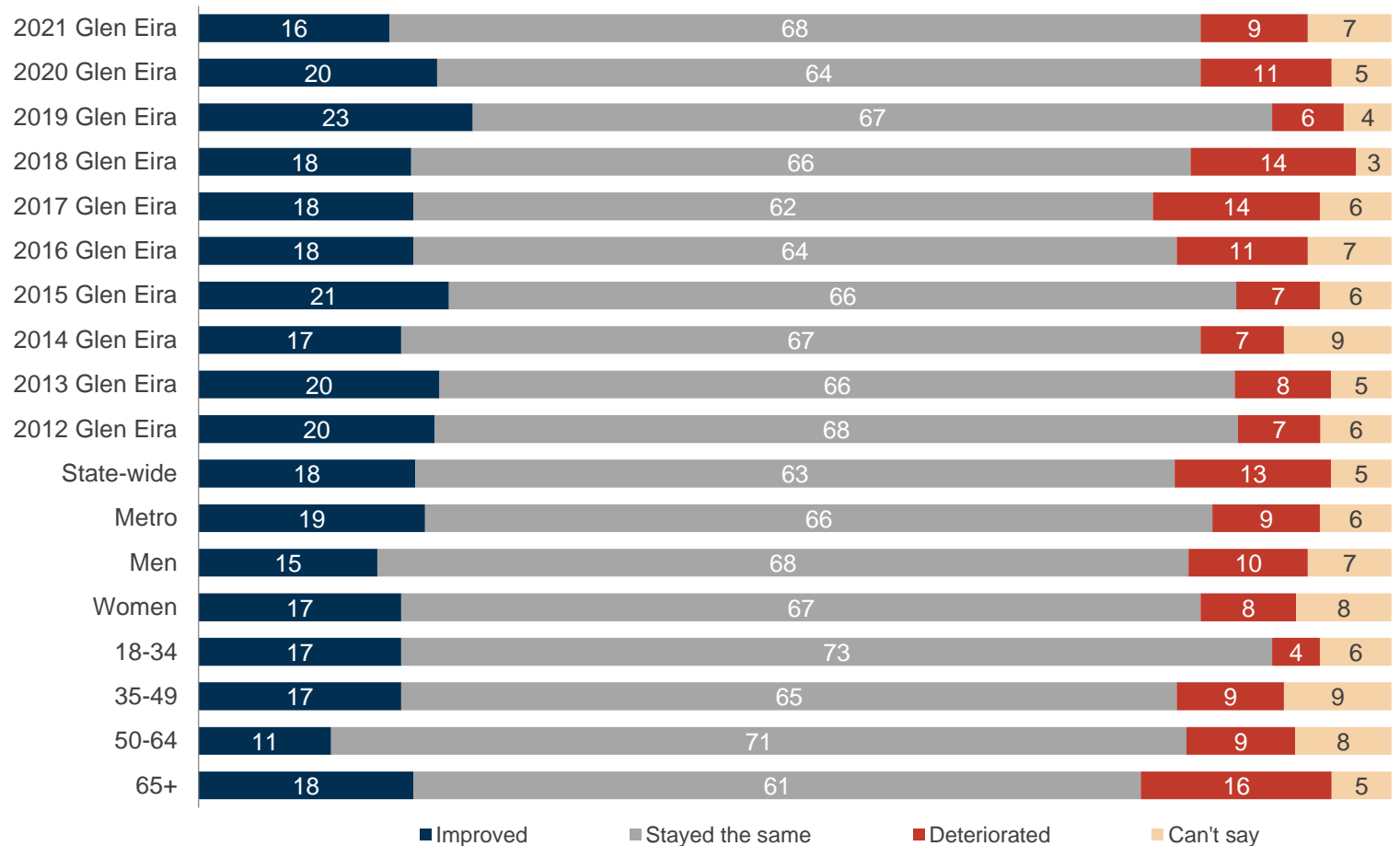
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



## Overall council direction last 12 months

### 2021 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 within its structure, resembling a map or a data network.

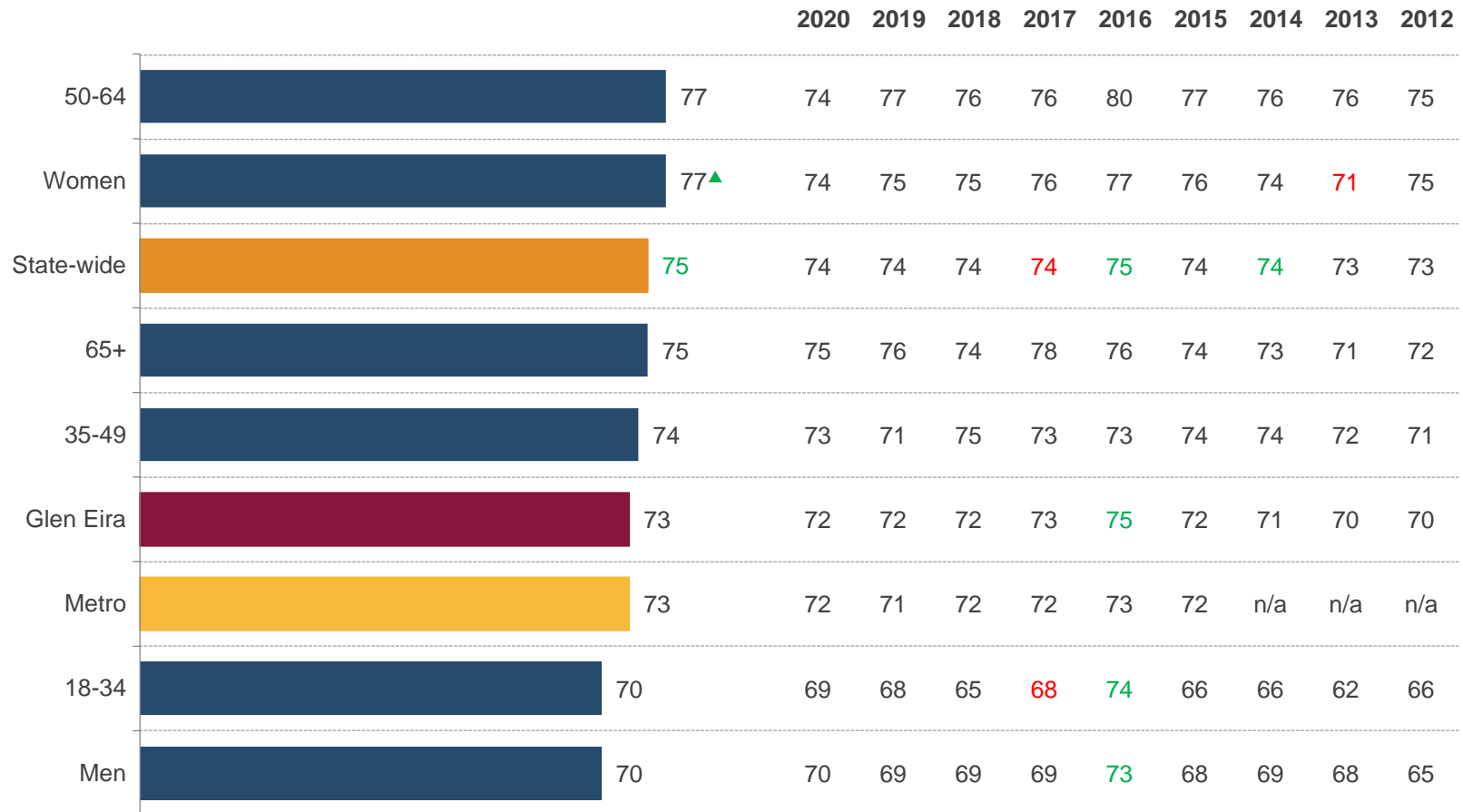
# **Individual service areas**



# Community consultation and engagement importance



## 2021 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: 29 Councils asked group: 8

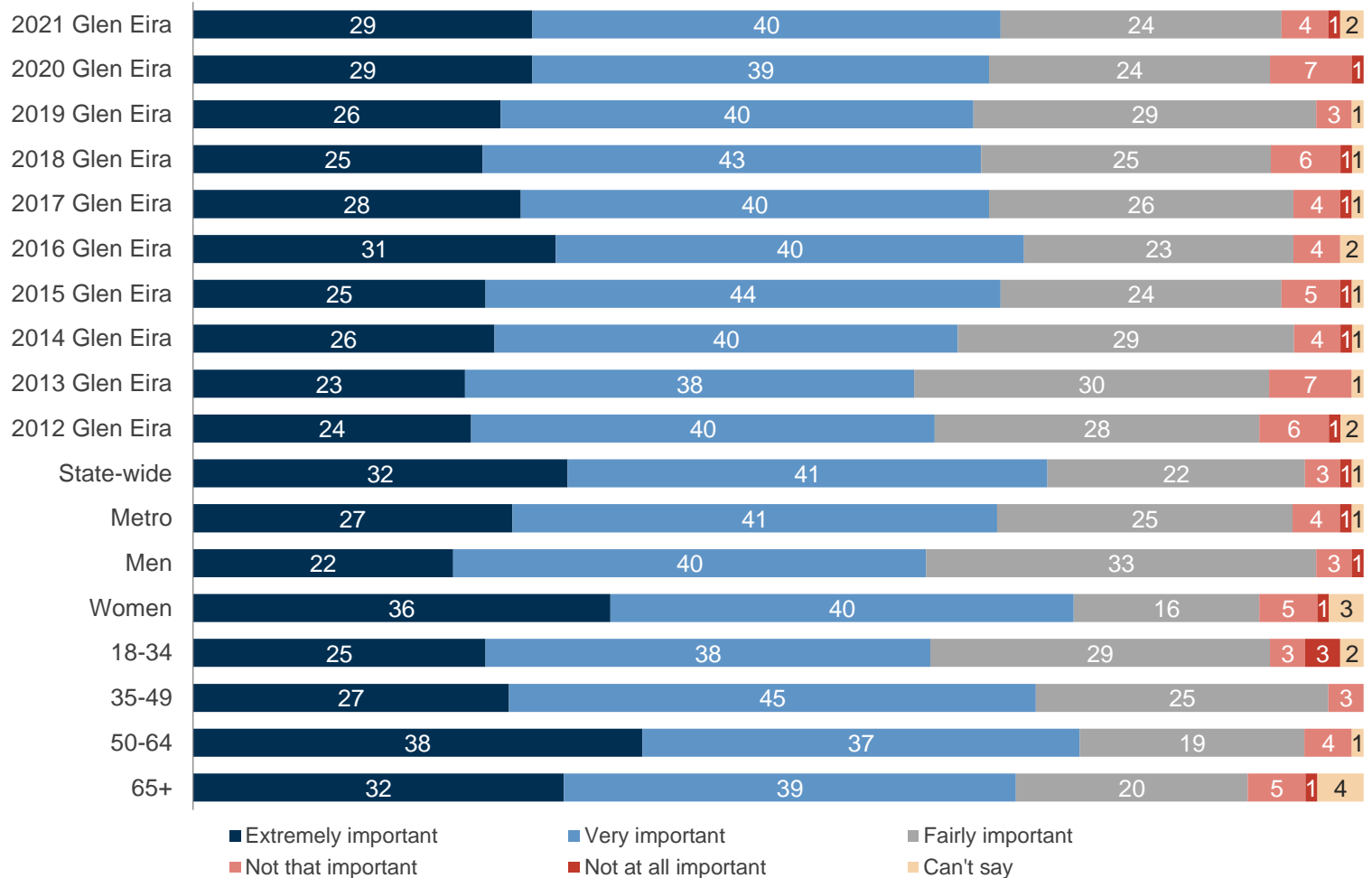
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



## 2021 consultation and engagement importance (%)





# Community consultation and engagement performance



## 2021 consultation and engagement performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	61	63	59	49	57	54	60	61	57	59
Men	59	61	59	57	55	46	53	60	58	53
Metro	59	58	58	57	57	58	58	n/a	n/a	n/a
35-49	58	61	62	57	55	53	54	66	55	50
Glen Eira	58	60	60	55	54	51	56	60	58	56
18-34	56	62	62	58	56	46	56	57	61	57
Women	56	60	61	54	53	55	59	59	58	58
State-wide	56	55	56	55	55	54	56	57	57	57
50-64	55	52	55	53	46	51	54	54	56	58

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: 15

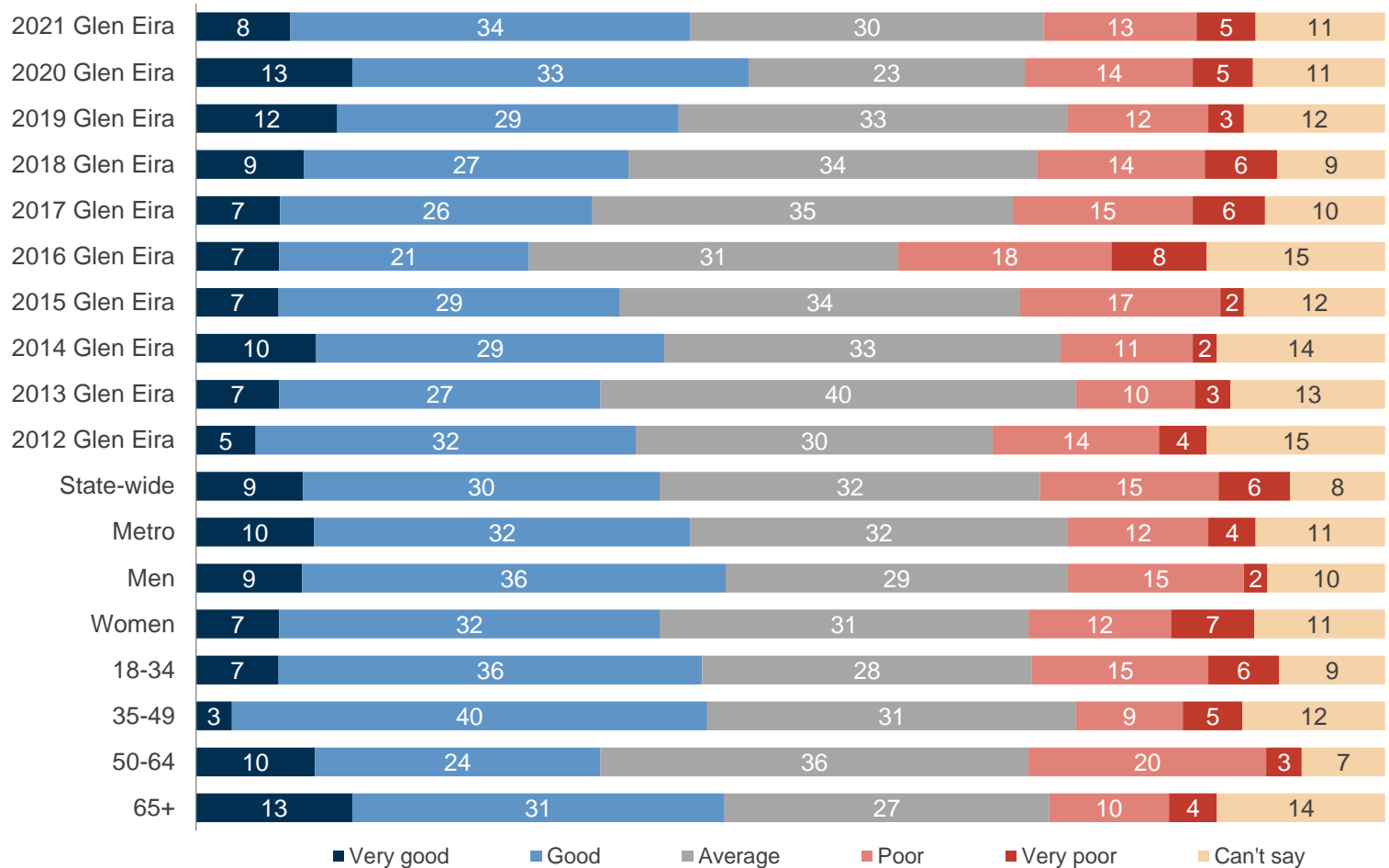
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



## 2021 consultation and engagement performance (%)

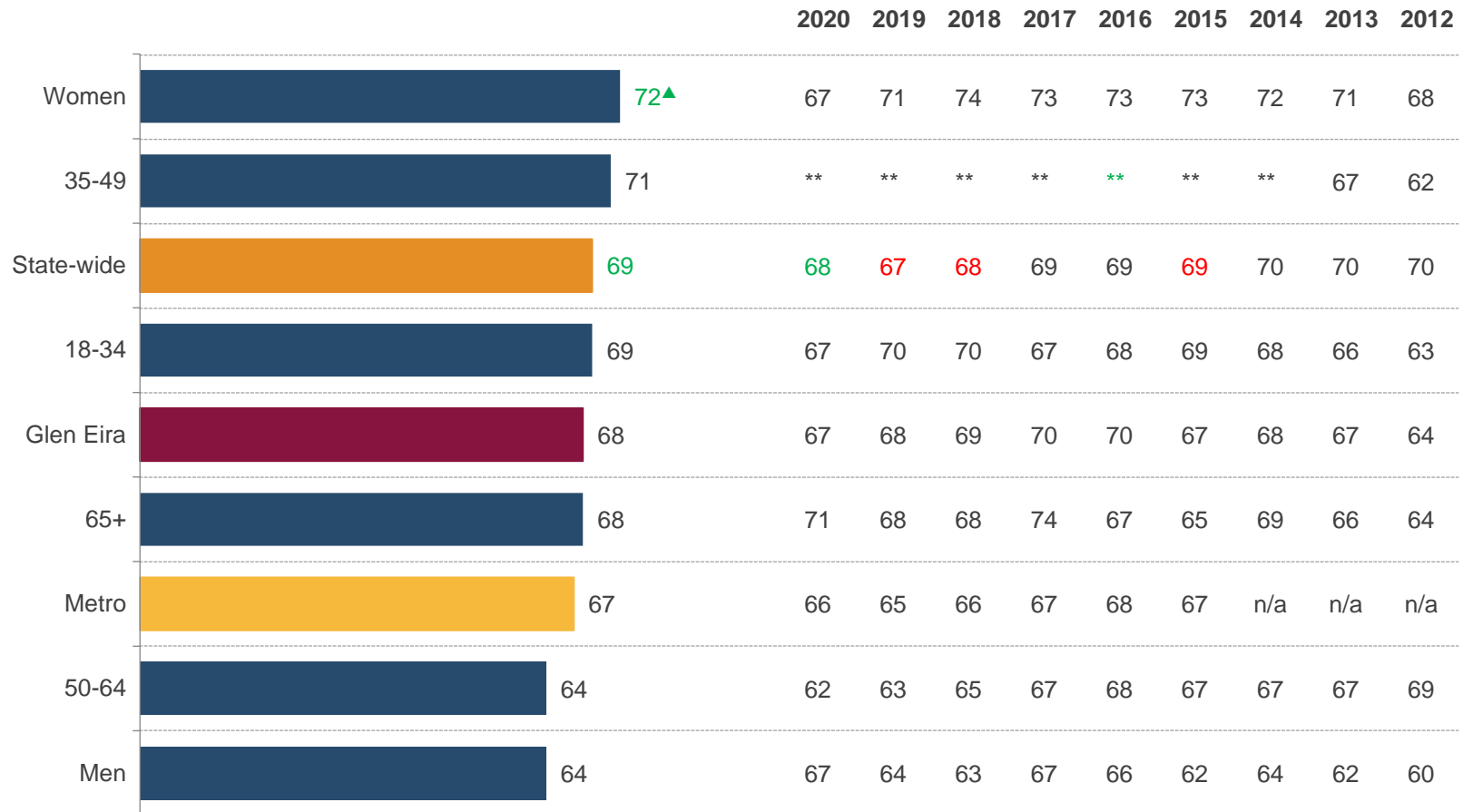




# Lobbying on behalf of the community importance



## 2021 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: 9

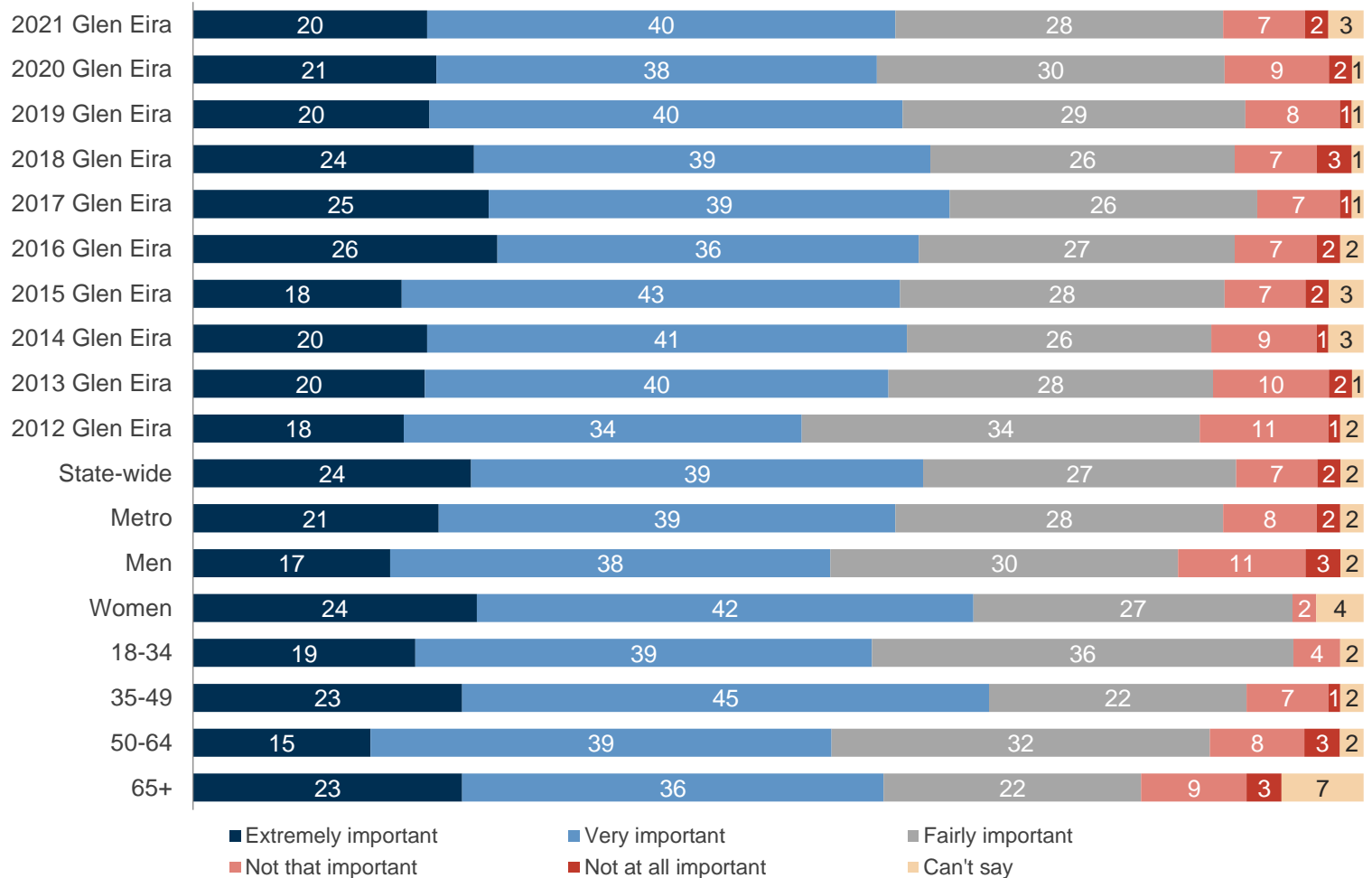
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



## 2021 lobbying importance (%)





# Lobbying on behalf of the community performance



## 2021 lobbying performance (index scores)

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

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: 12

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

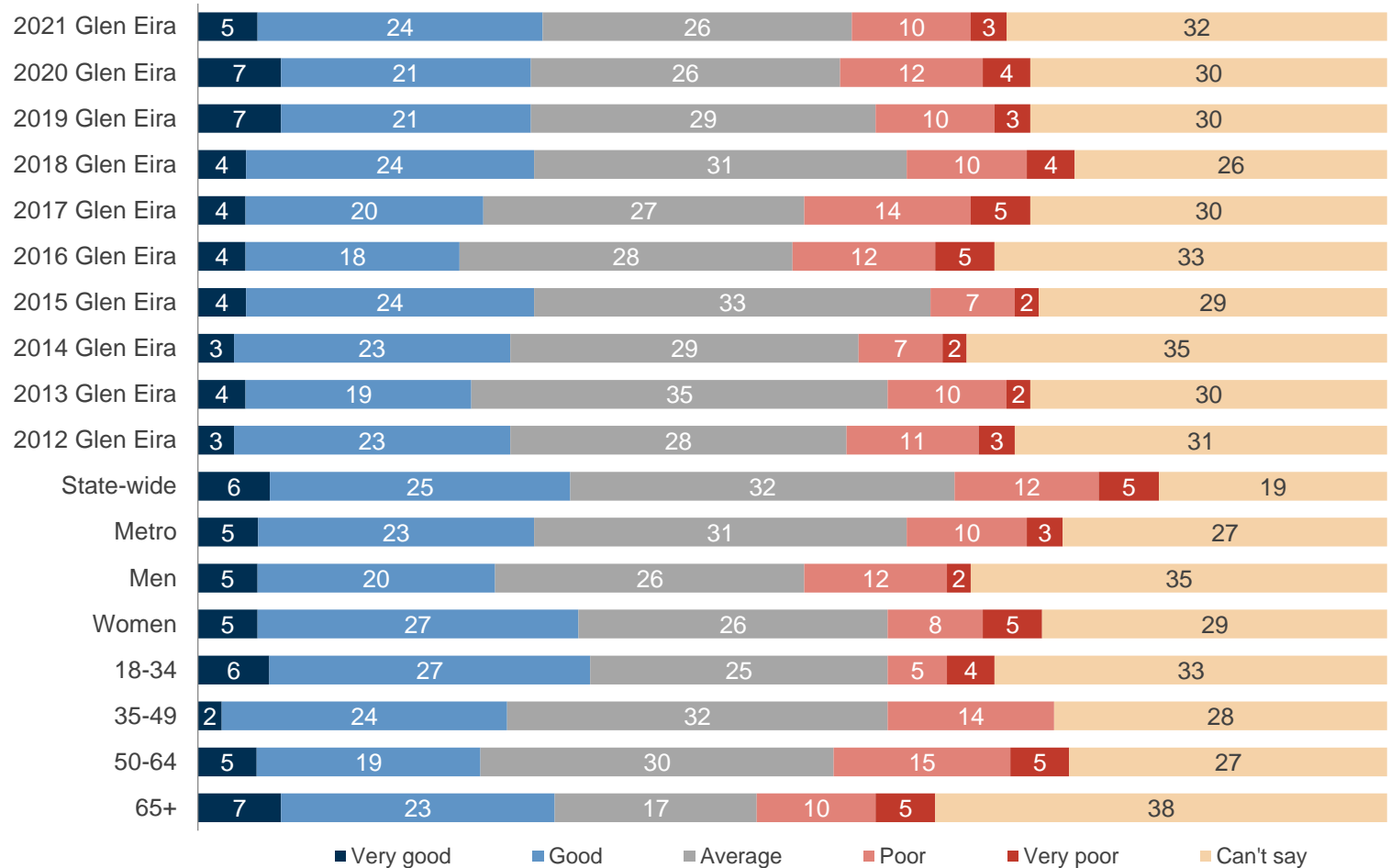




# Lobbying on behalf of the community performance



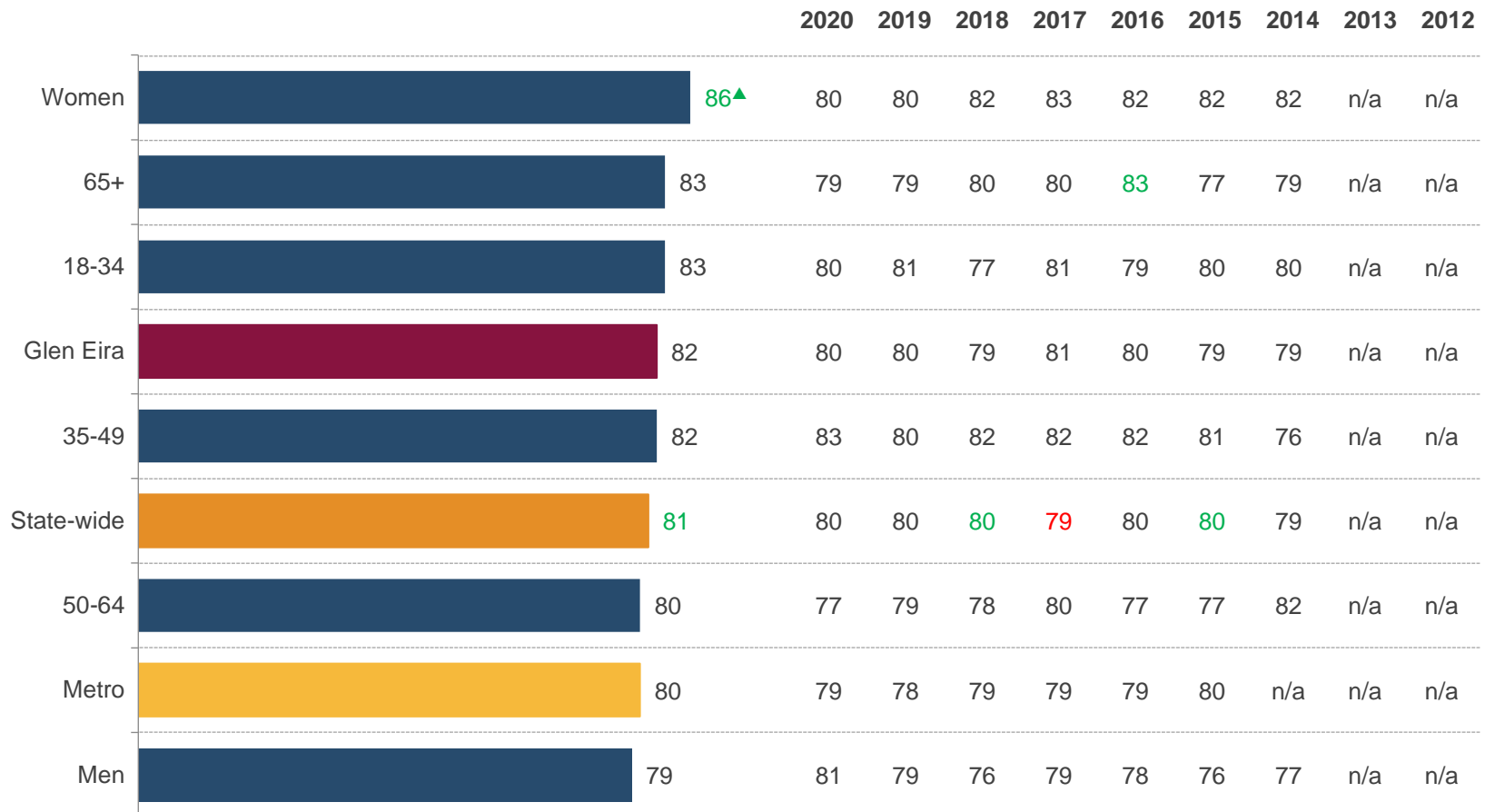
## 2021 lobbying performance (%)



# Decisions made in the interest of the community importance



## 2021 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?

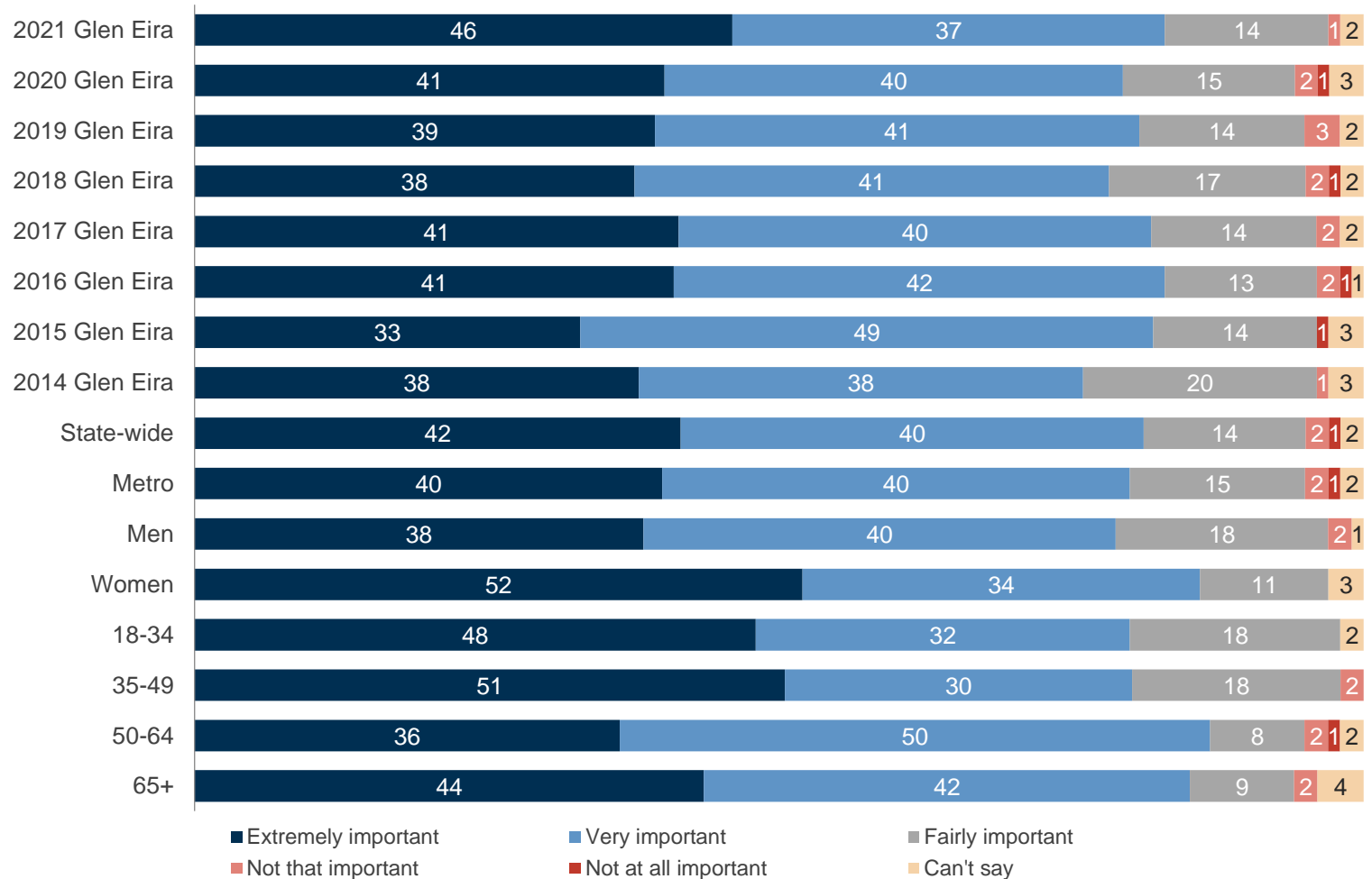
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 7

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

# Decisions made in the interest of the community importance



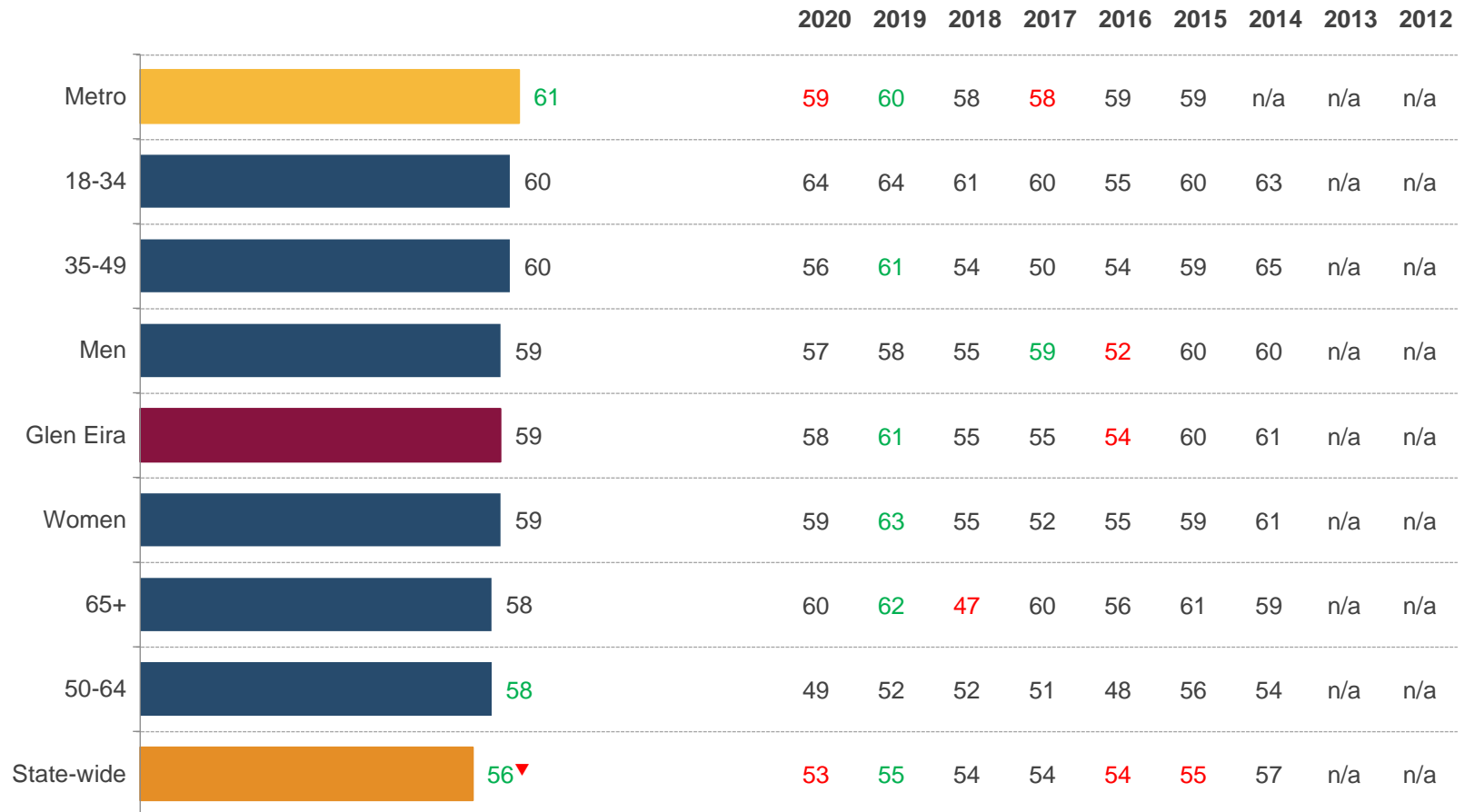
2021 community decisions made importance (%)



# Decisions made in the interest of the community performance



## 2021 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?

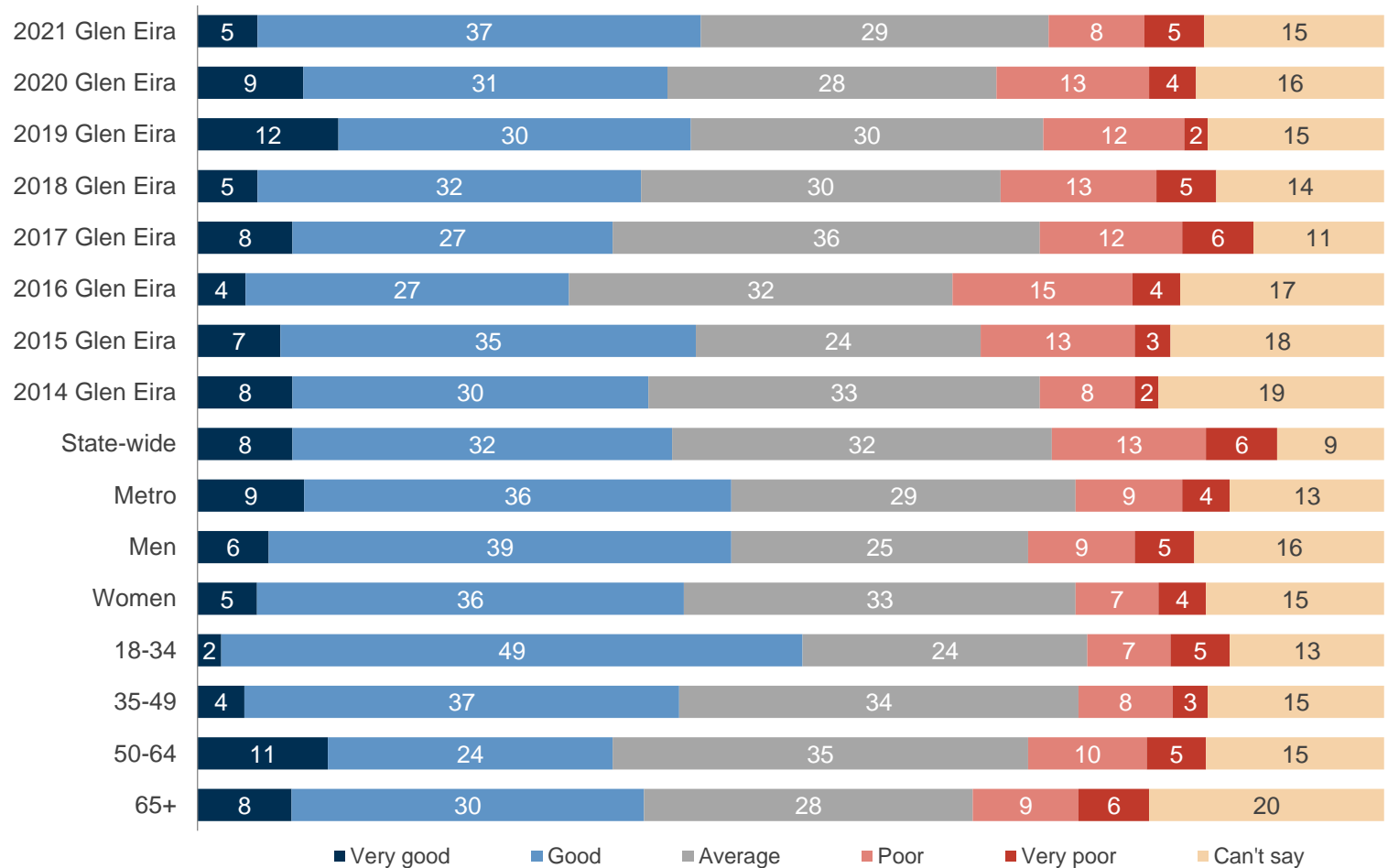
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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

# Decisions made in the interest of the community performance



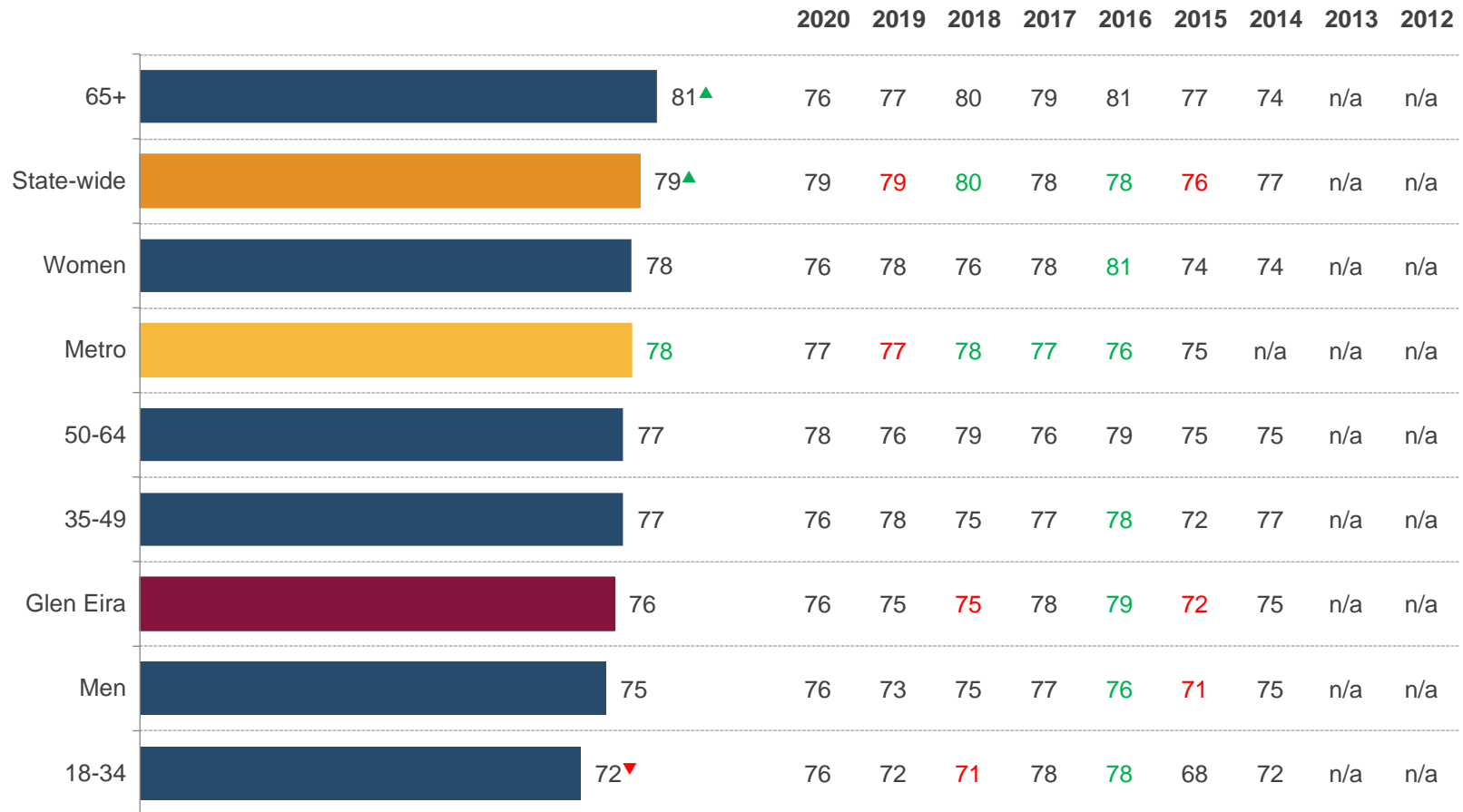
2021 community decisions made performance (%)



# The condition of sealed local roads in your area importance



2021 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?

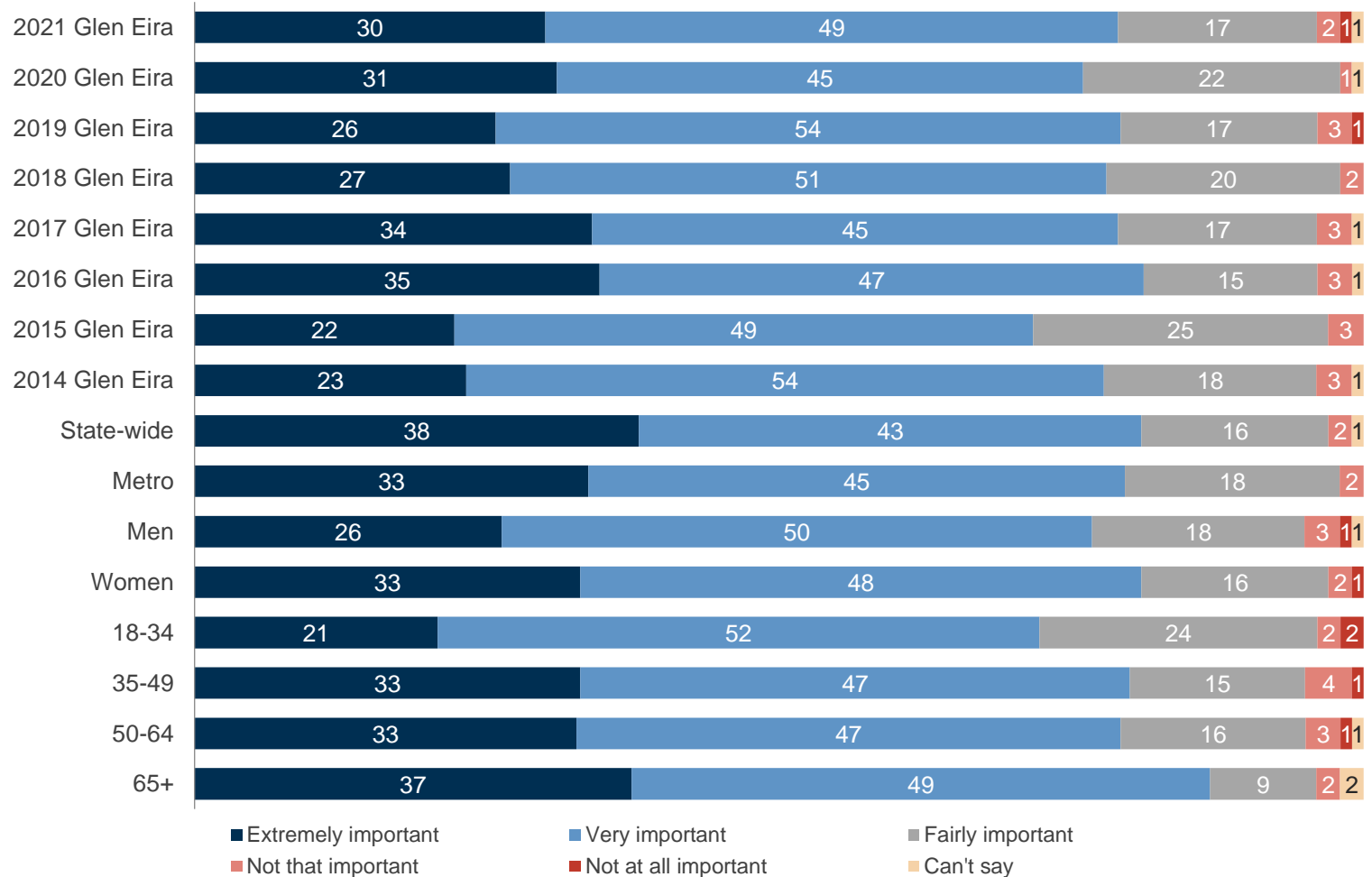
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 8

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

# The condition of sealed local roads in your area importance



## 2021 sealed local roads importance (%)



# The condition of sealed local roads in your area performance



## 2021 sealed local roads performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	71	69	70	67	66	68	72	72	n/a	n/a
18-34	70	82	70	72	68	68	81	68	n/a	n/a
Women	70	73	71	72	67	69	73	69	n/a	n/a
Glen Eira	70	73	70	70	67	69	74	70	n/a	n/a
Men	69	72	70	68	68	69	75	70	n/a	n/a
35-49	69	67	72	72	68	72	73	72	n/a	n/a
50-64	68	68	68	68	68	67	67	68	n/a	n/a
Metro	68	67	69	68	66	67	69	n/a	n/a	n/a
State-wide	57▼	54	56	53	53	54	55	55	n/a	n/a

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: 15

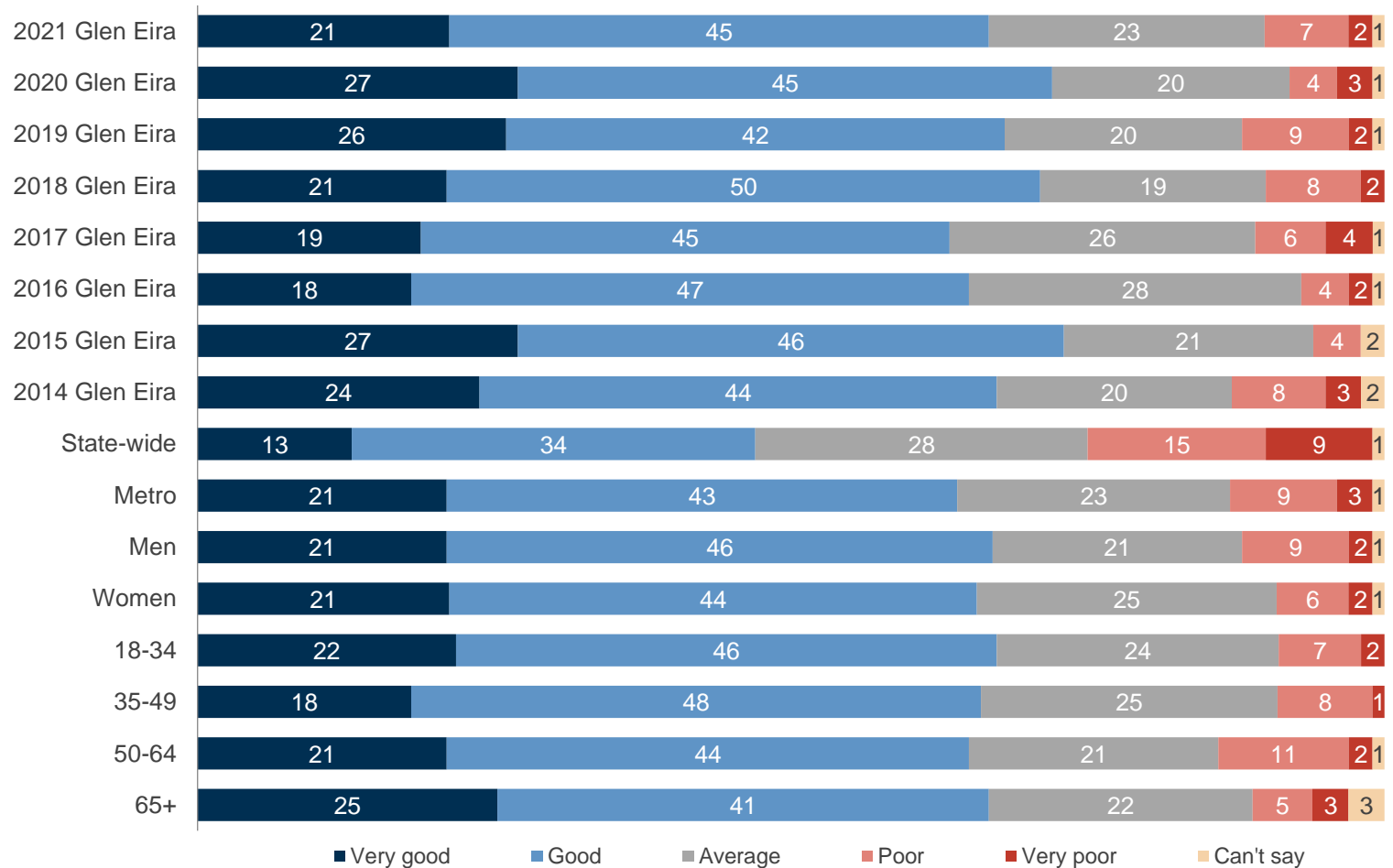
Note: Please see Appendix A for explanation of significant differences.



# The condition of sealed local roads in your area performance



## 2021 sealed local roads performance (%)

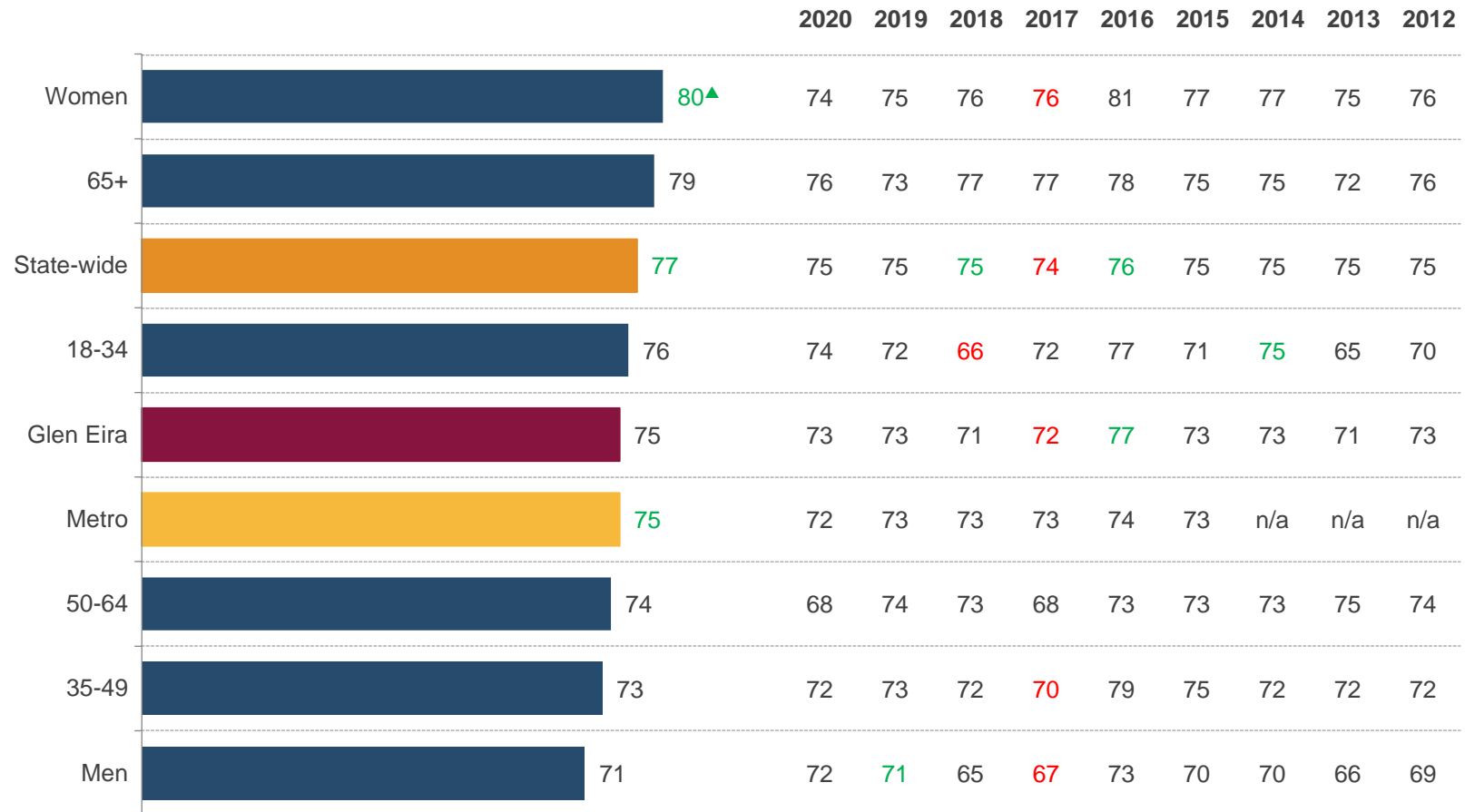




# Informing the community importance



## 2021 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: 27 Councils asked group: 9

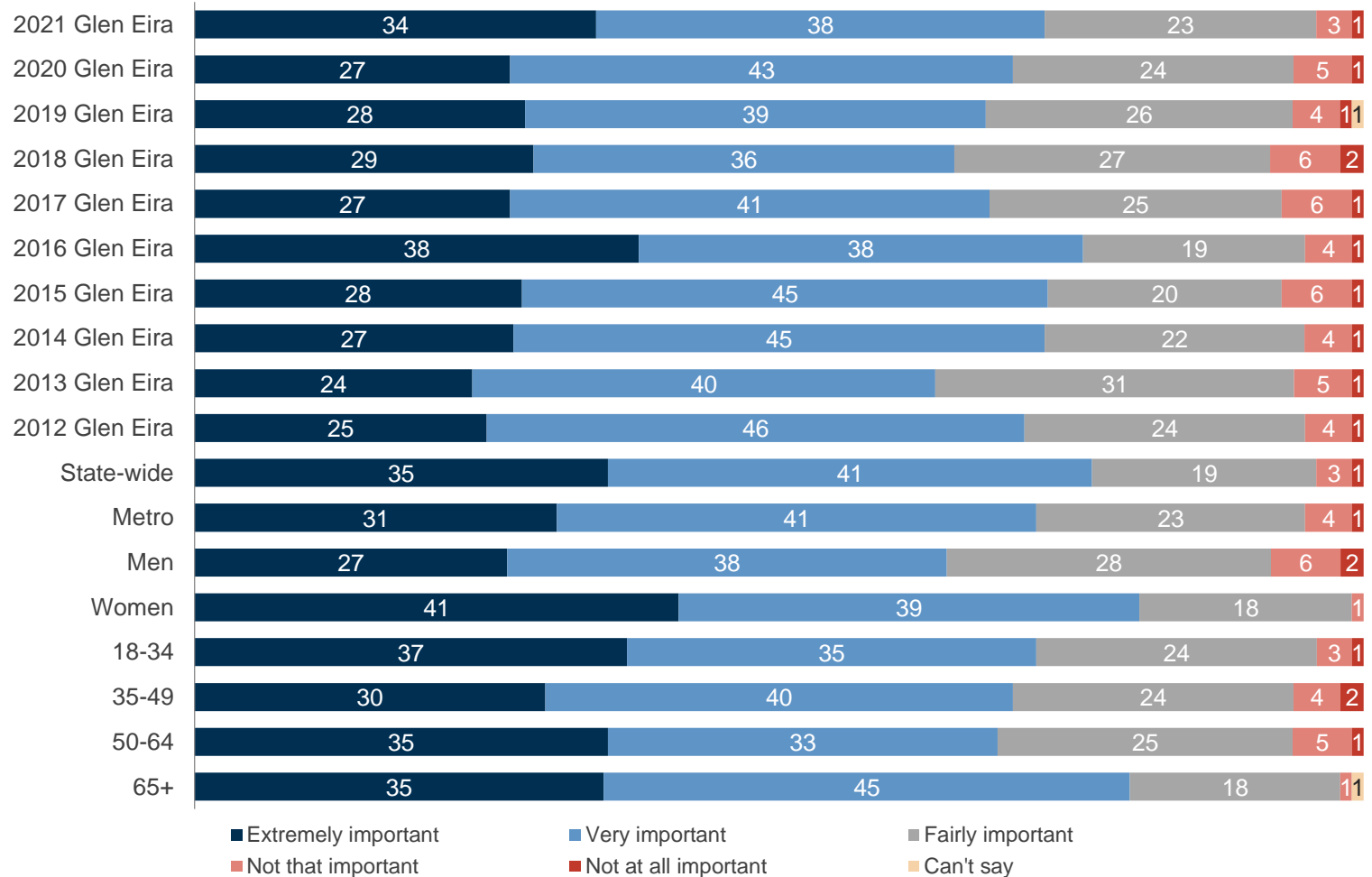
Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



## 2021 informing community importance (%)

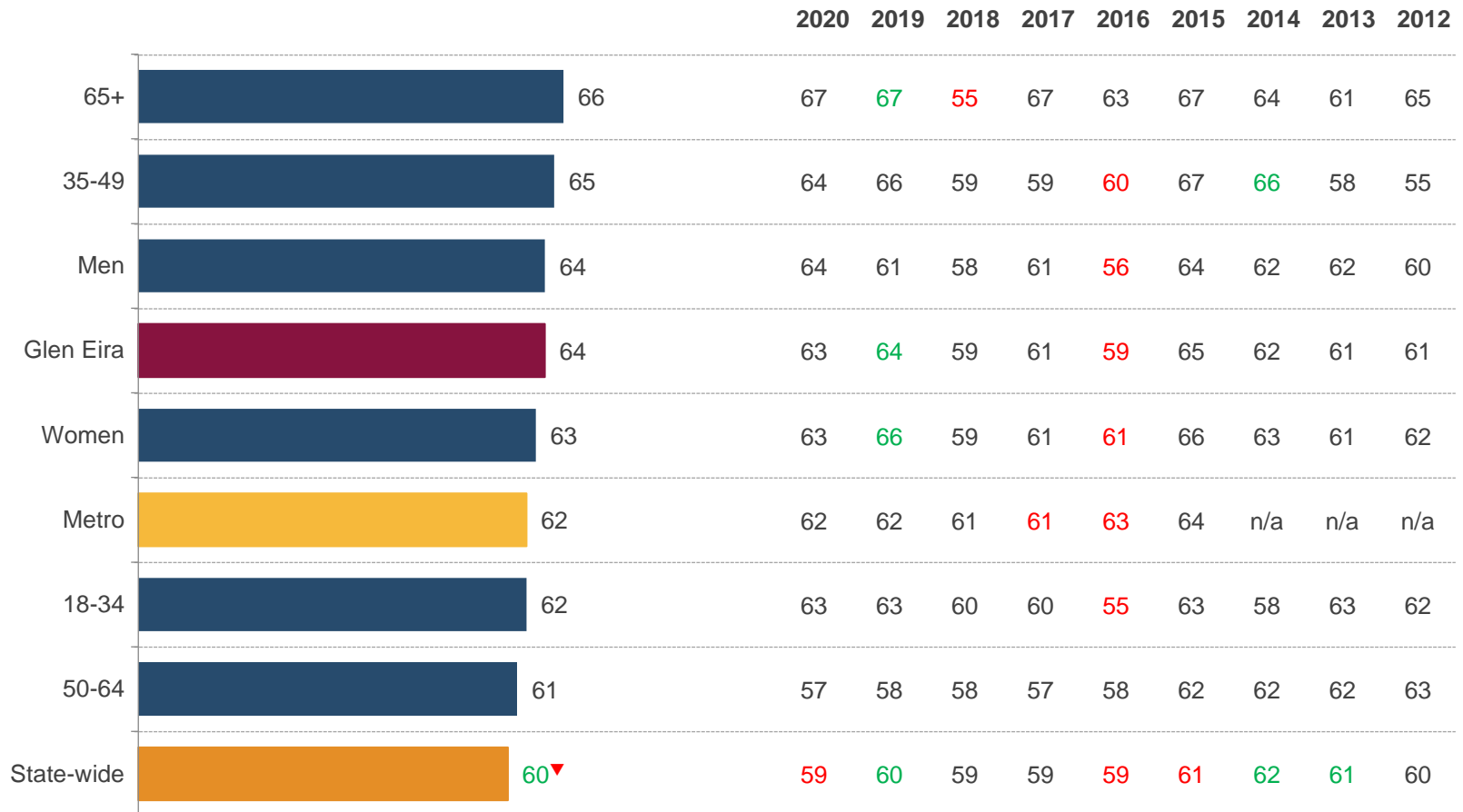




# Informing the community performance



## 2021 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: 35 Councils asked group: 10

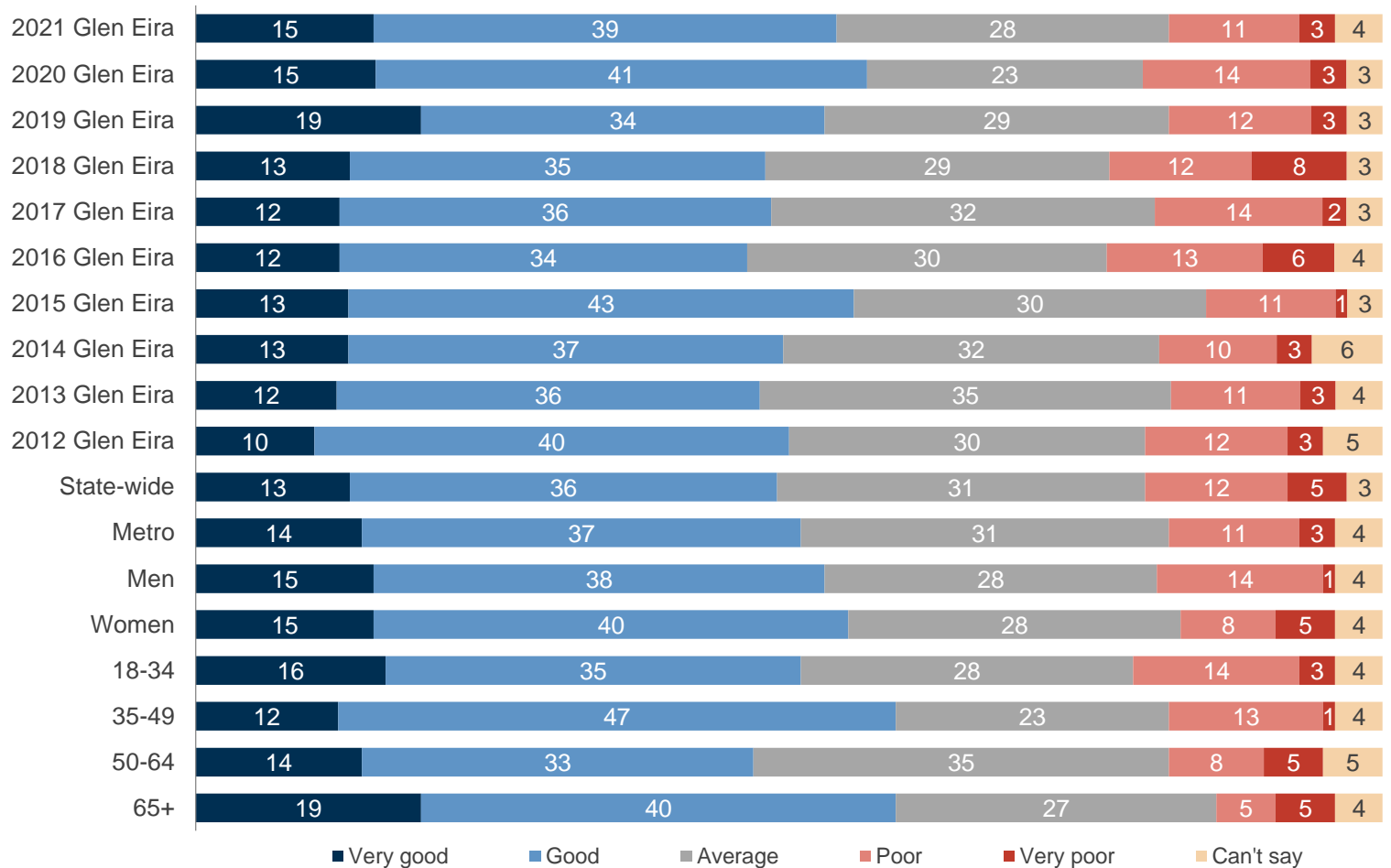
Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



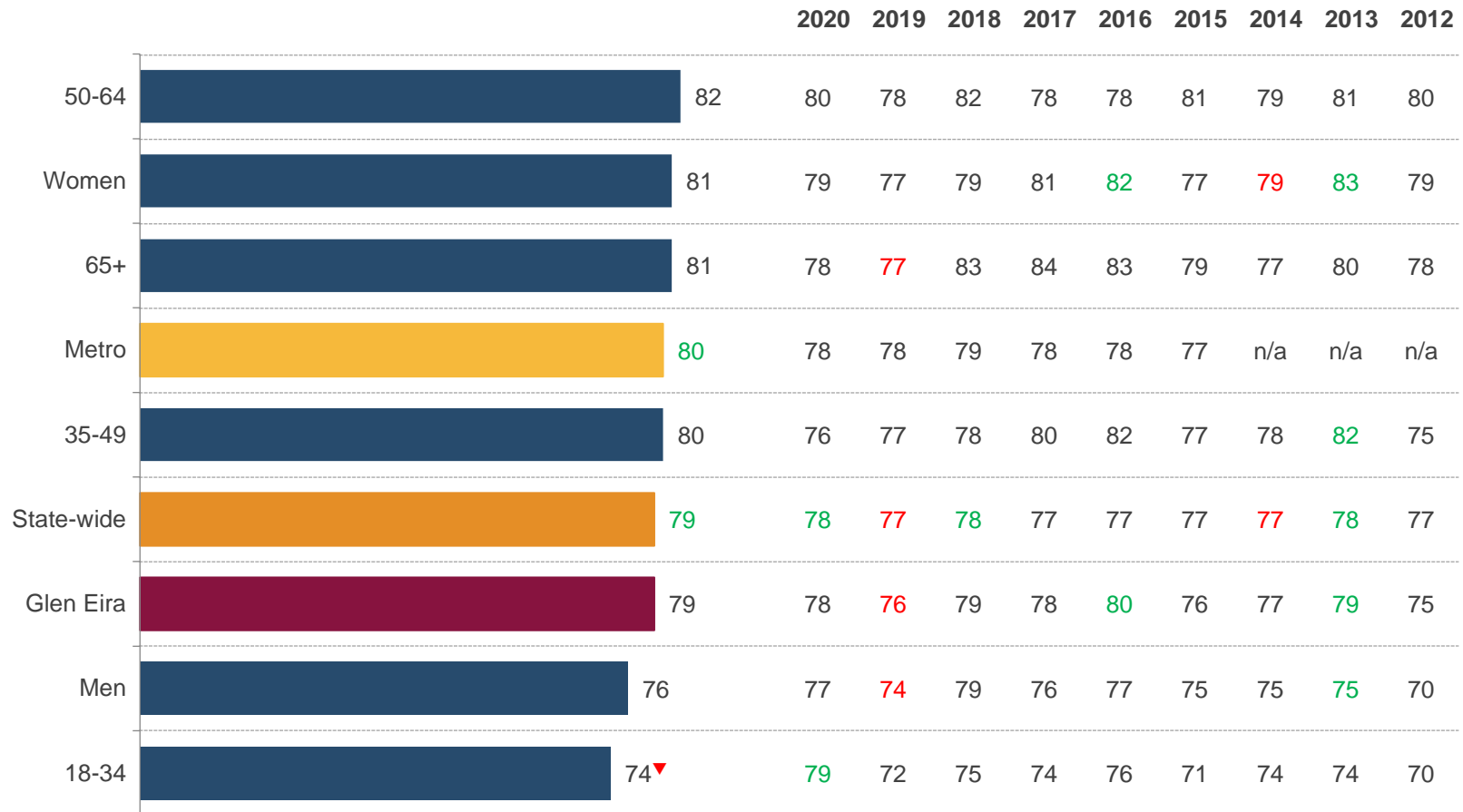
## 2021 informing community performance (%)



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



## 2021 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?

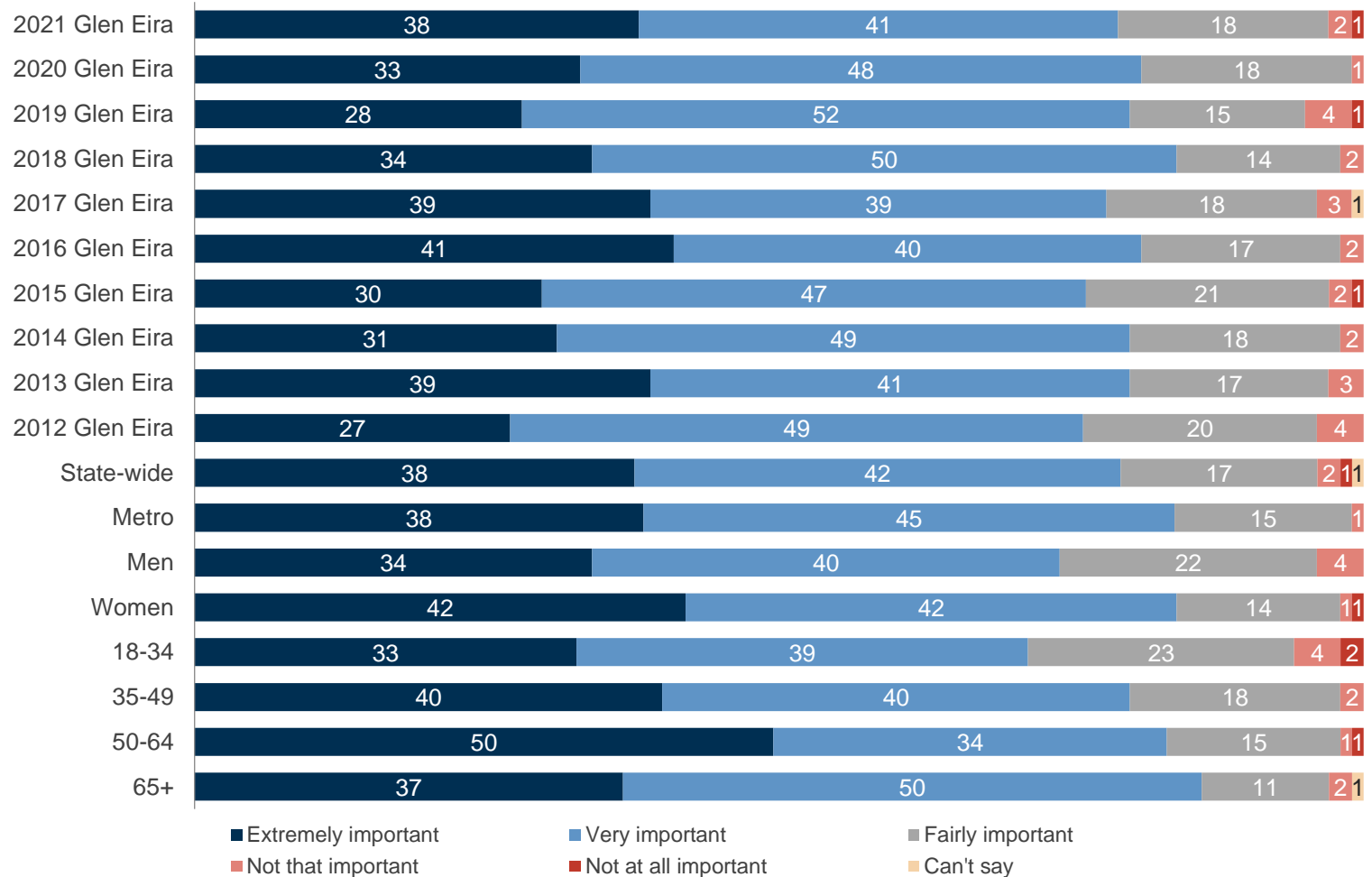
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

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

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



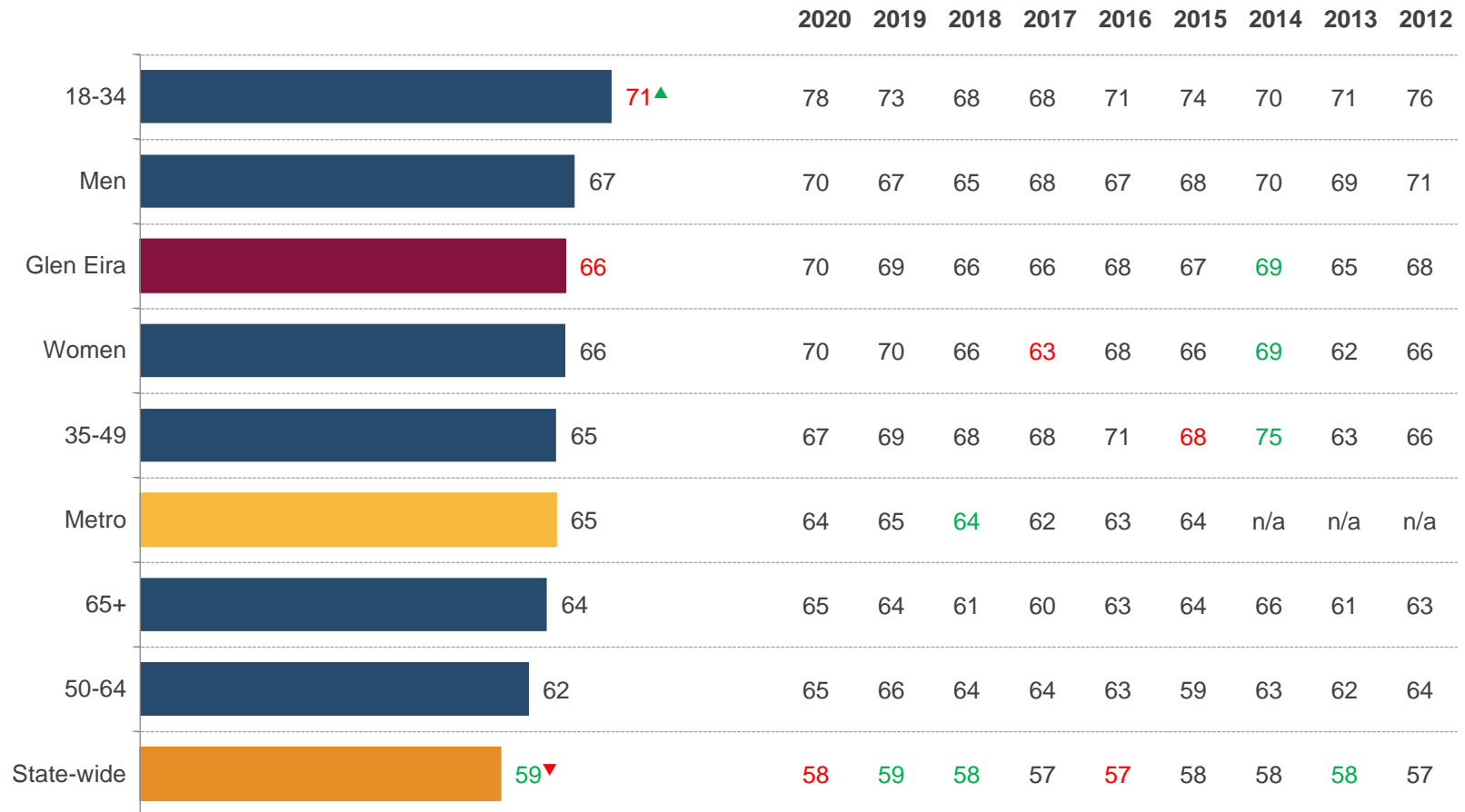
## 2021 streets and footpaths importance (%)



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



## 2021 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

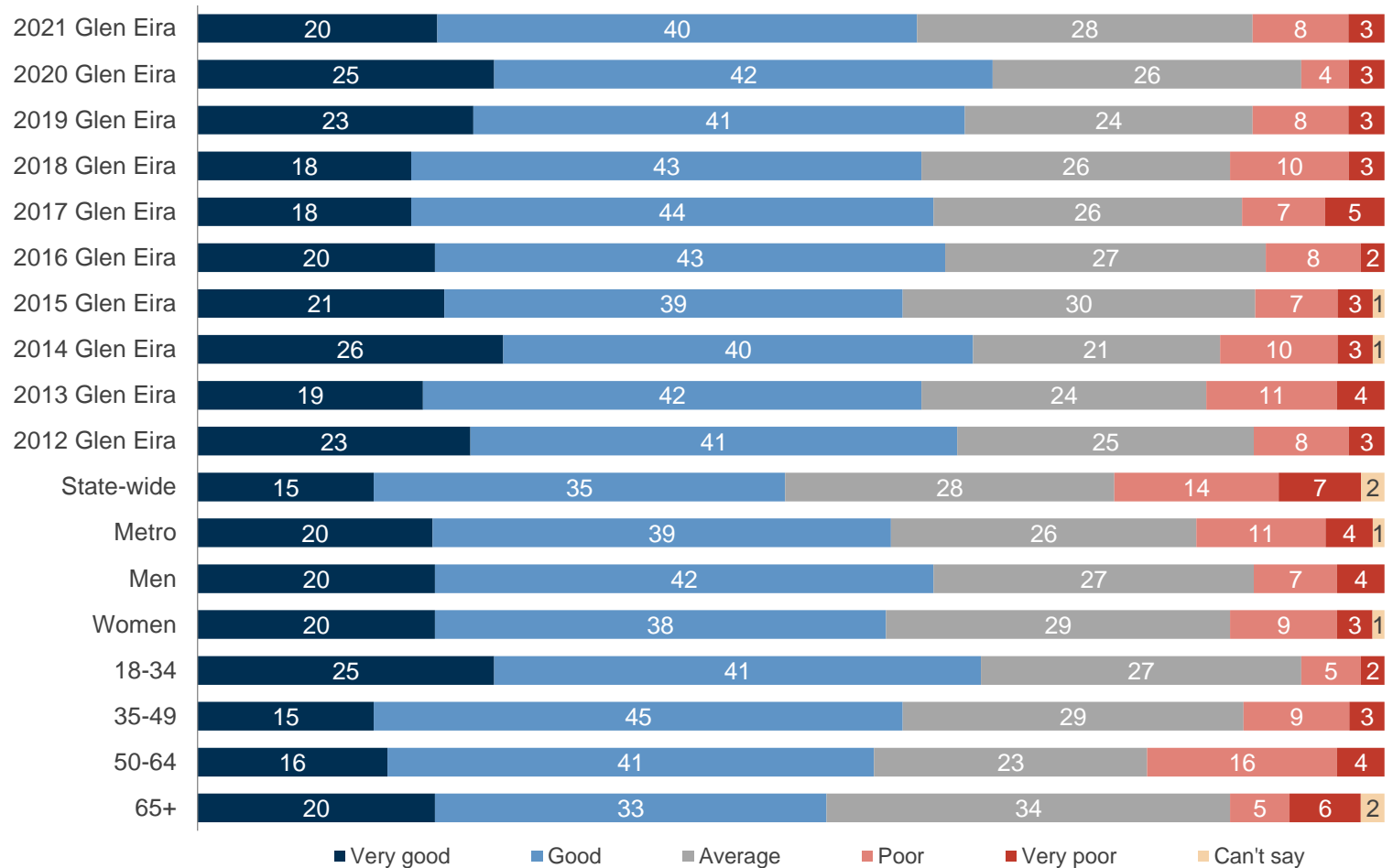
Note: Please see Appendix A for explanation of significant differences.



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



2021 streets and footpaths performance (%)





# Traffic management importance



## 2021 traffic management importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	75	76	75	77	78	77	76	74	76	75
50-64	74	71	75	77	74	78	73	74	76	75
Women	74	72	77	77	79	76	75	75	76	74
Metro	74	73	75	76	76	75	74	n/a	n/a	n/a
State-wide	73	73	73	74	72	72	71	70	72	73
Glen Eira	72	70	74	74	76	77	73	70	74	72
35-49	71	69	71	74	76	77	74	69	76	75
Men	70	69	70	70	73	77	71	65	71	71
18-34	70	68	75	69	77	75	70	67	68	68

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

Base: All respondents. Councils asked state-wide: 10 Councils asked group: 6

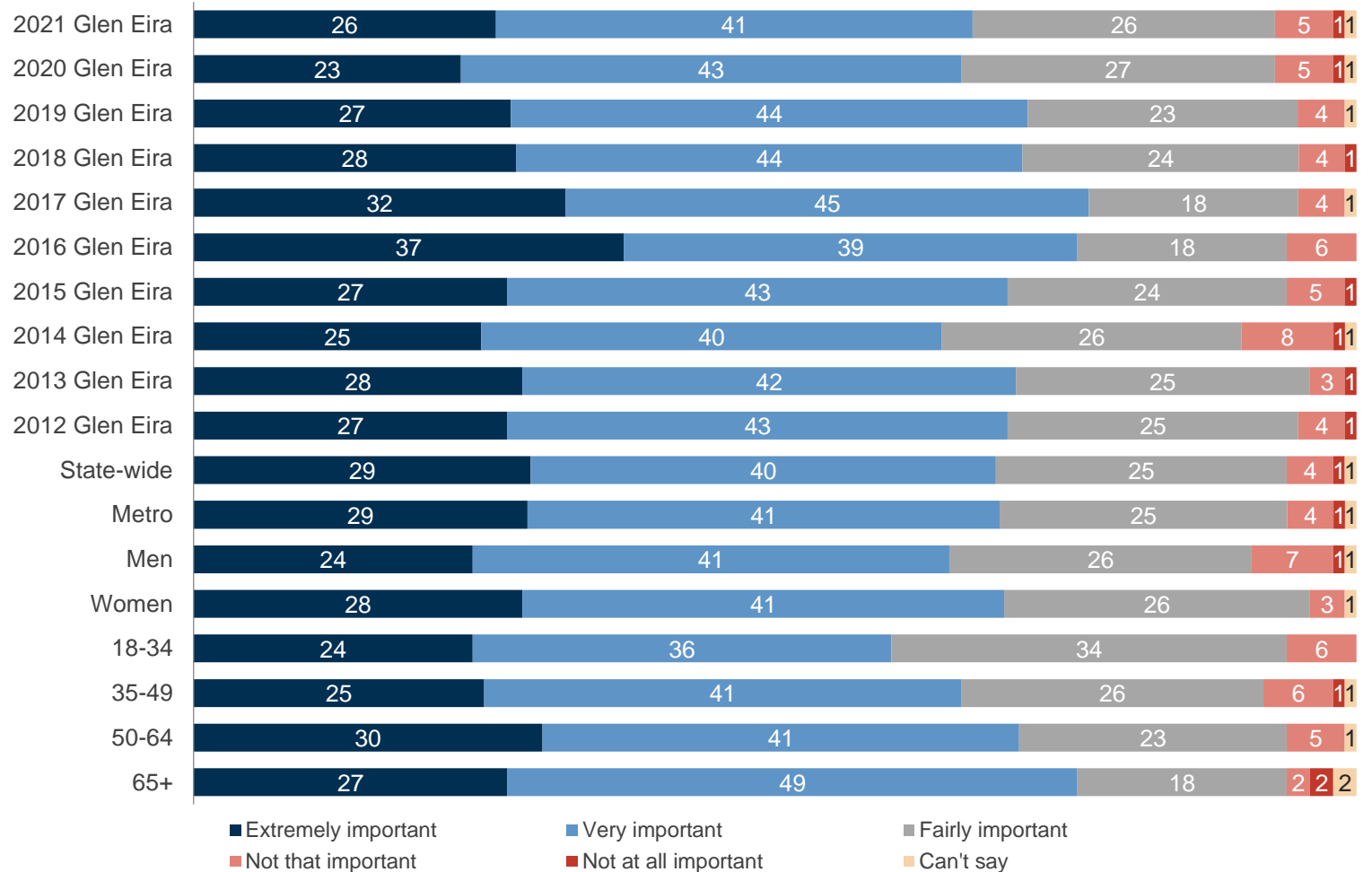
Note: Please see Appendix A for explanation of significant differences.



# Traffic management importance



## 2021 traffic management importance (%)





# Traffic management performance



## 2021 traffic management performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 7

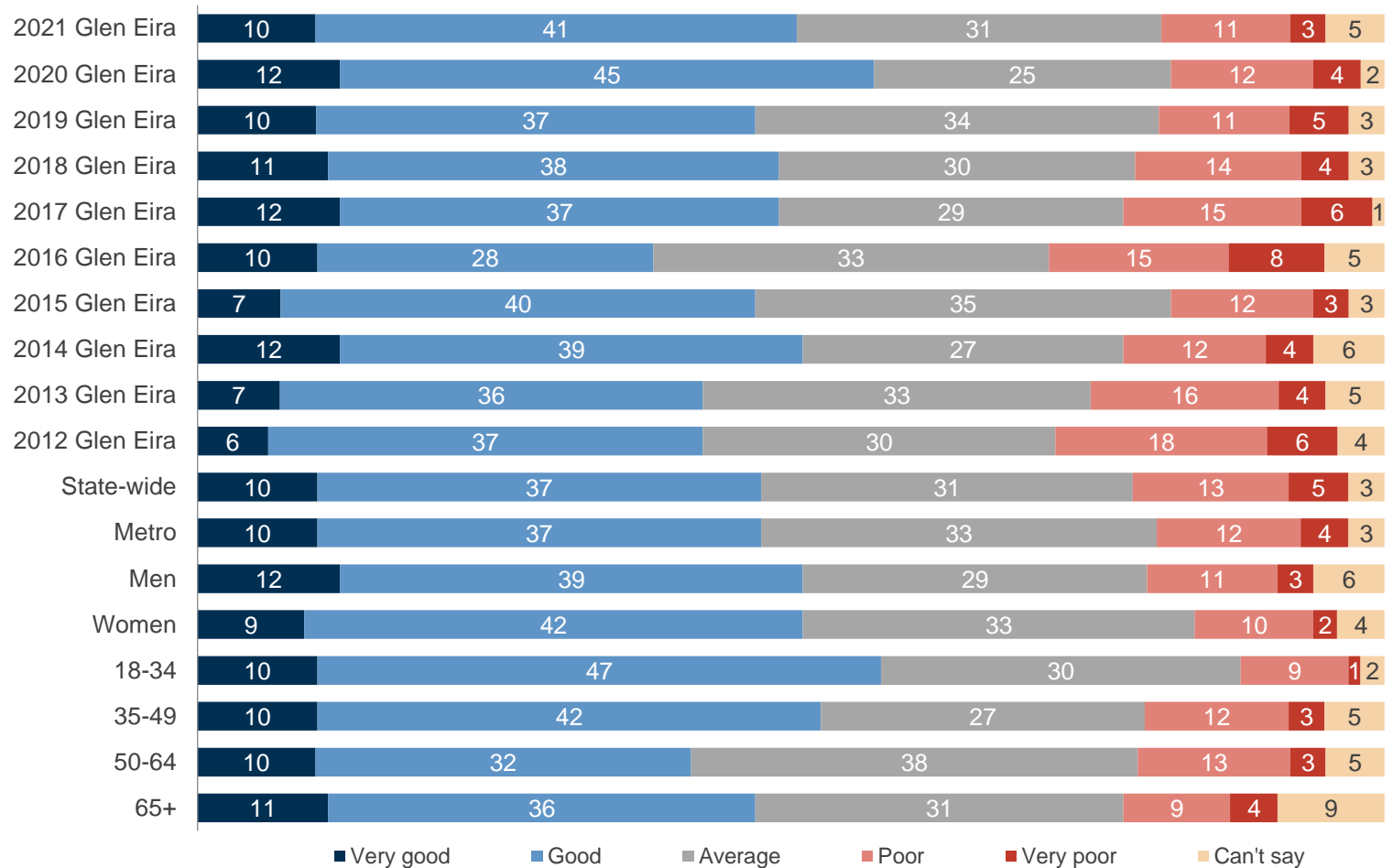
Note: Please see Appendix A for explanation of significant differences.



# Traffic management performance



2021 traffic management performance (%)

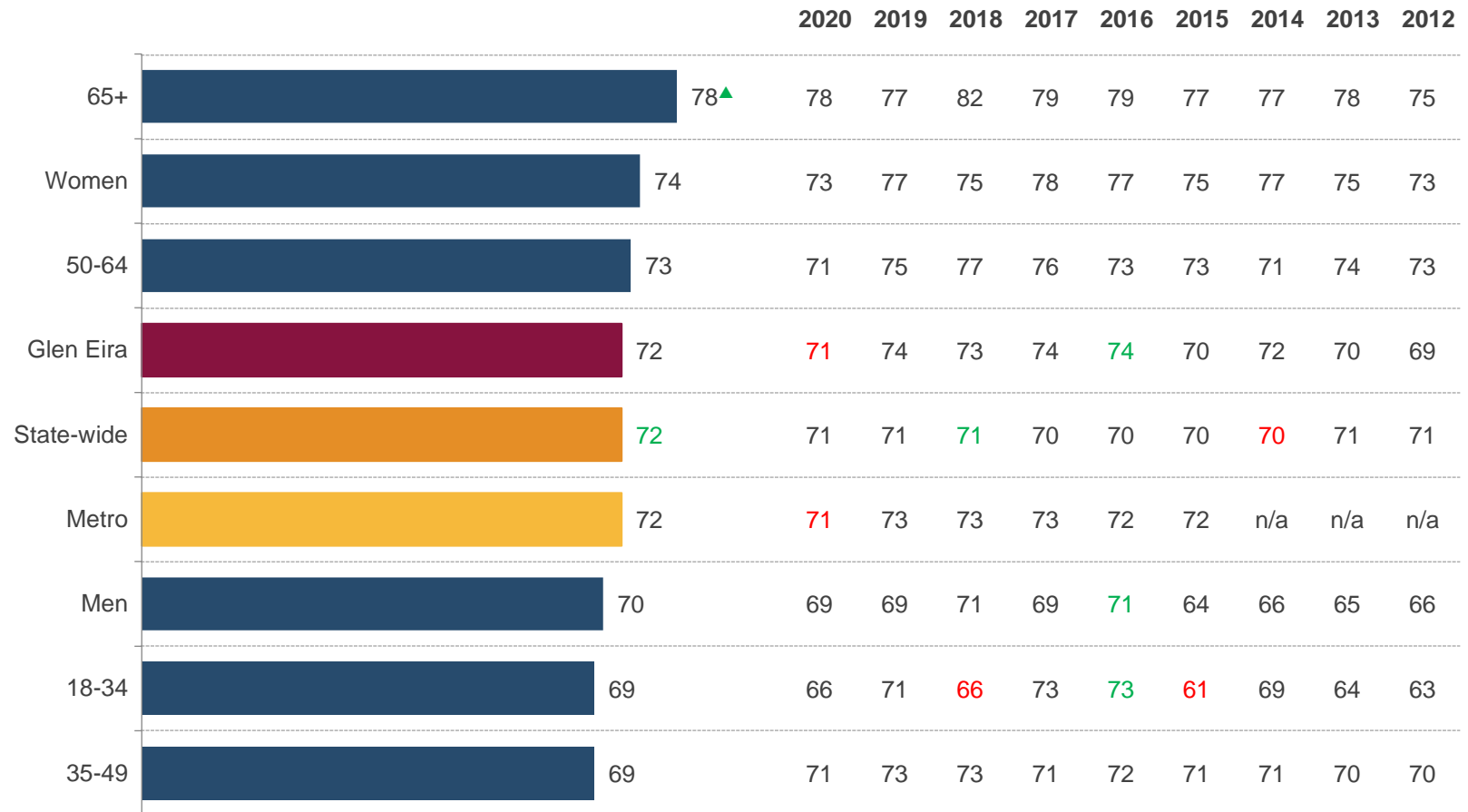




# Parking facilities importance



## 2021 parking importance (index scores)



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

Base: All respondents. Councils asked state-wide: 15 Councils asked group: 7

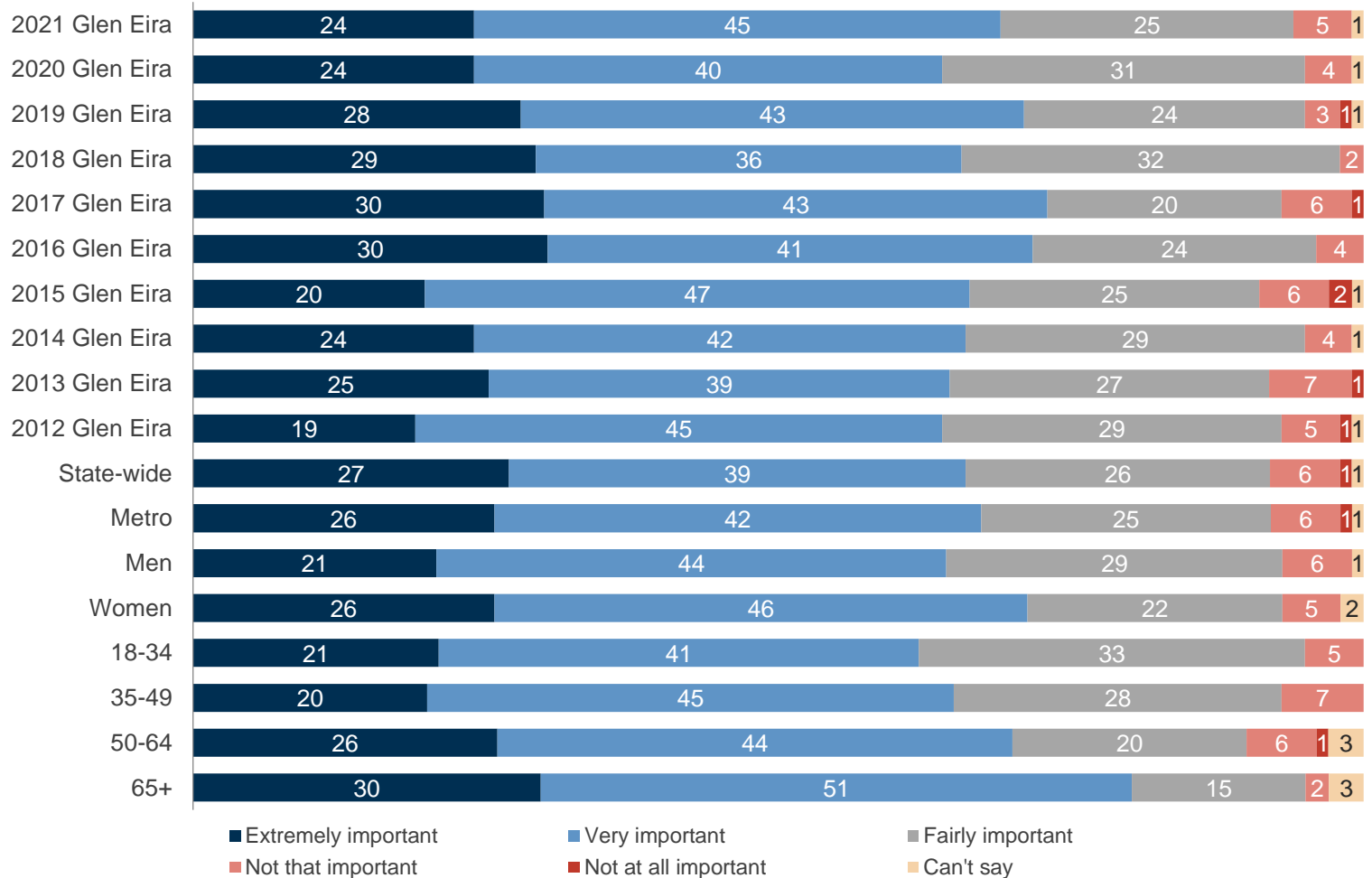
Note: Please see Appendix A for explanation of significant differences.



## Parking facilities importance



2021 parking importance (%)





# Parking facilities performance



## 2021 parking performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7

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

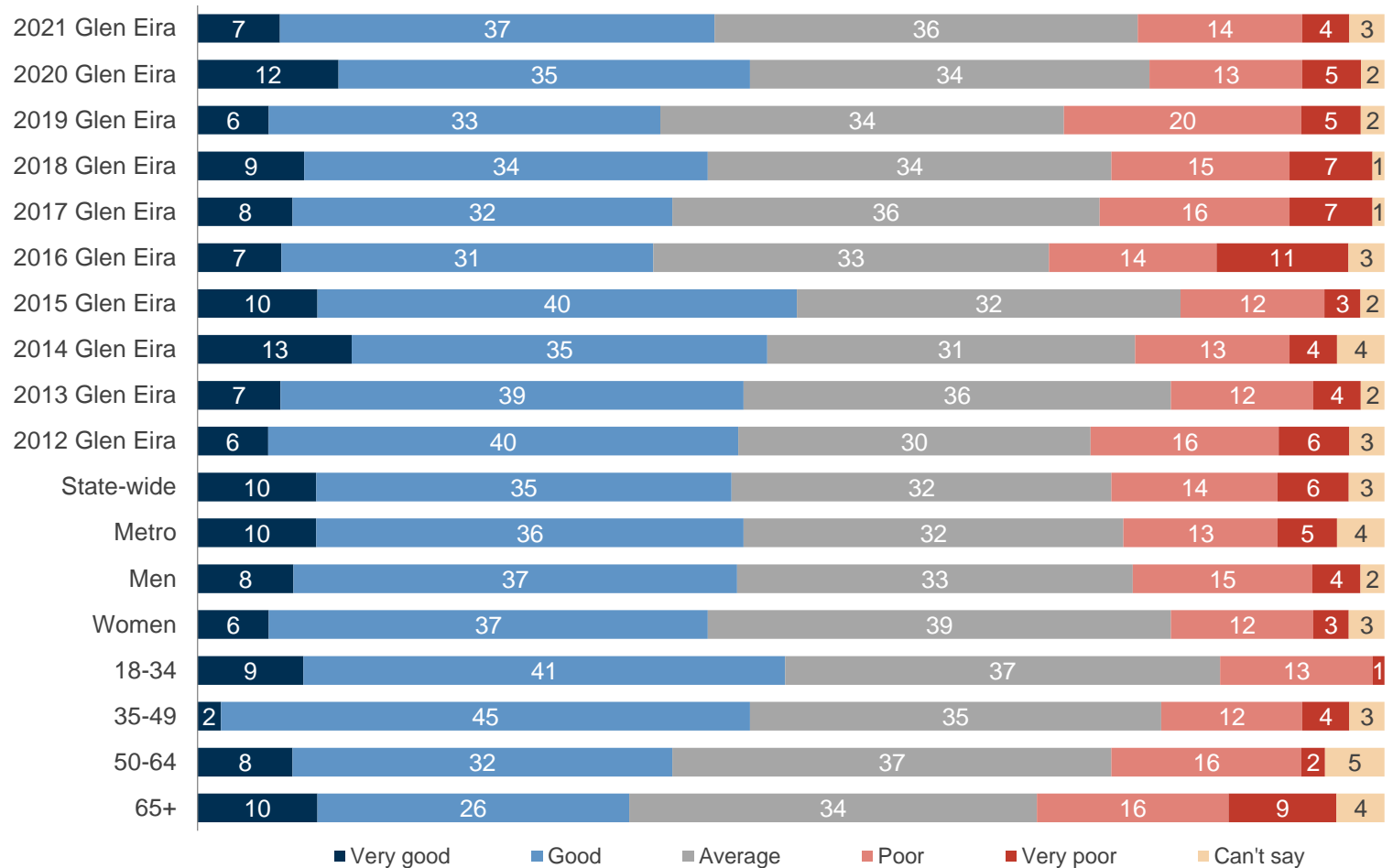




## Parking facilities performance



### 2021 parking performance (%)

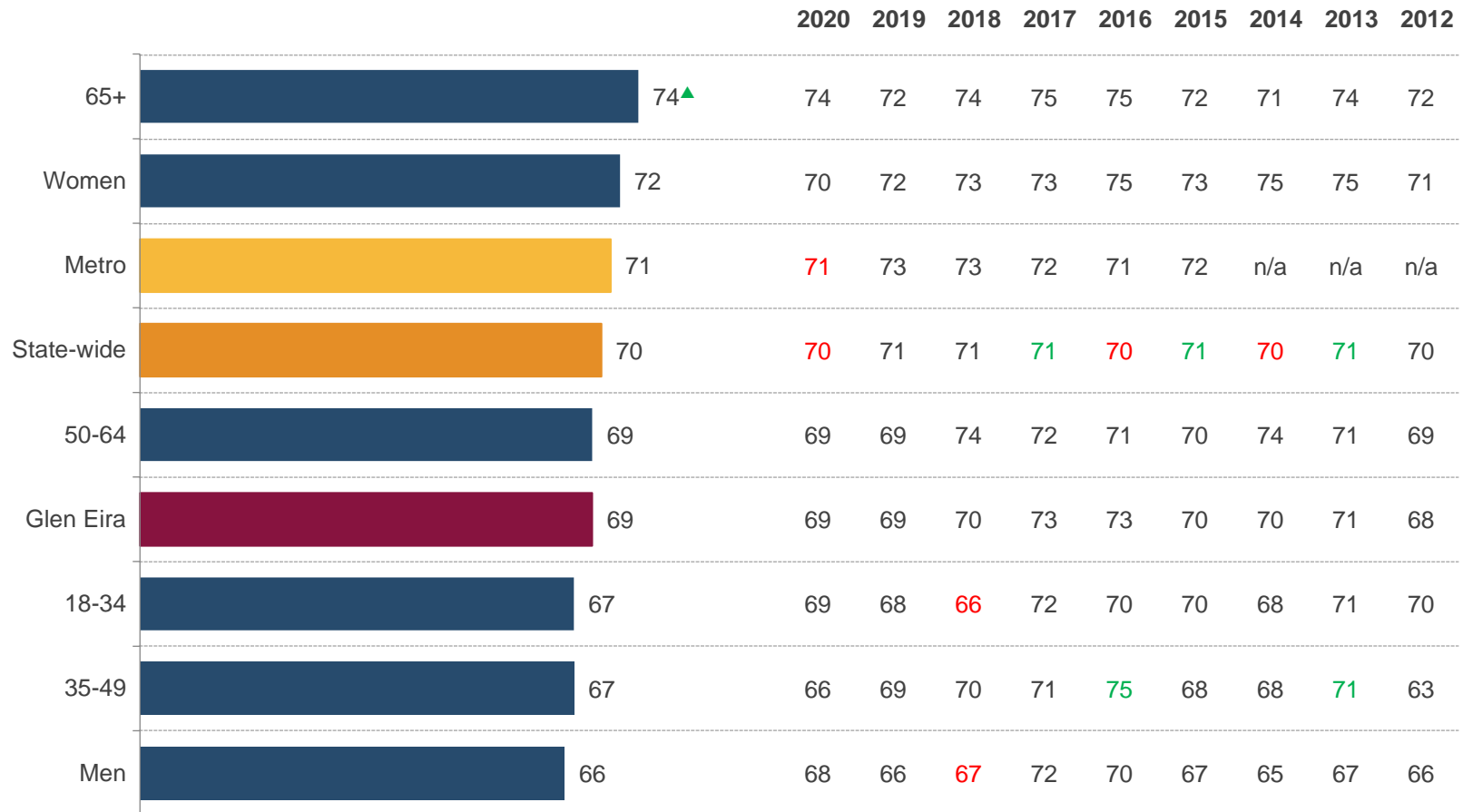




# Enforcement of local laws importance



## 2021 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: 25 Councils asked group: 7

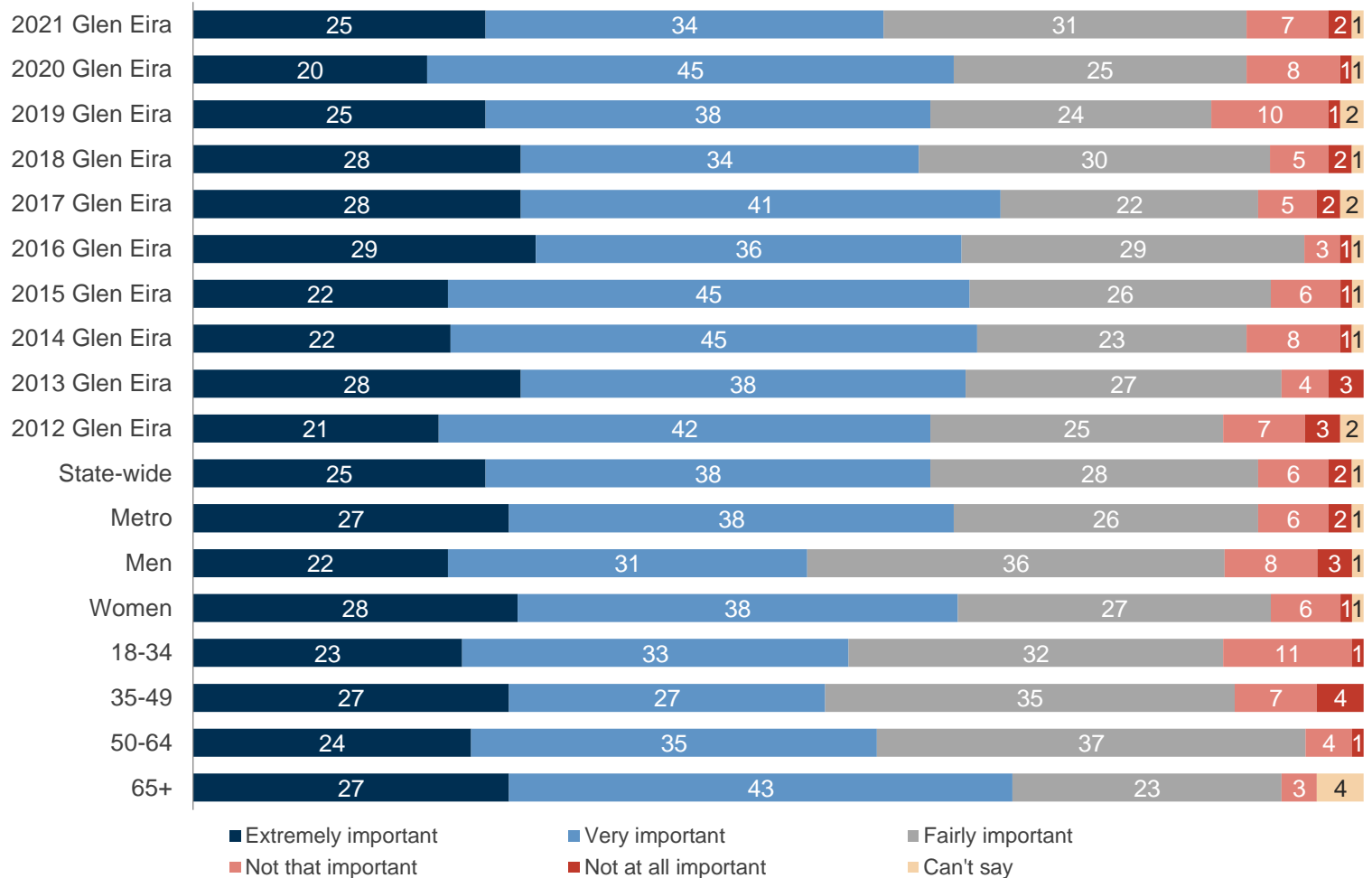
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws importance



2021 law enforcement importance (%)

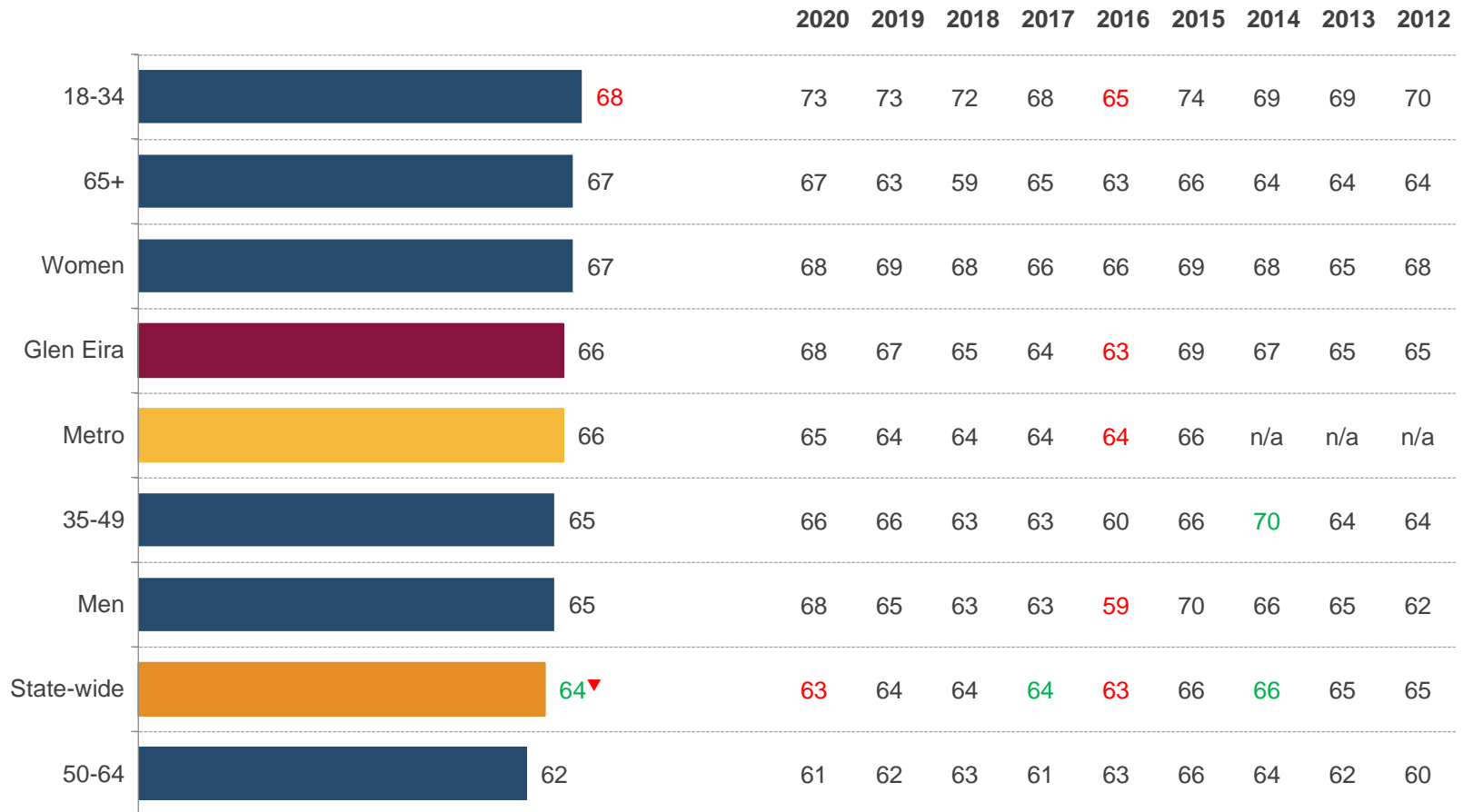




# Enforcement of local laws performance



## 2021 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: 8

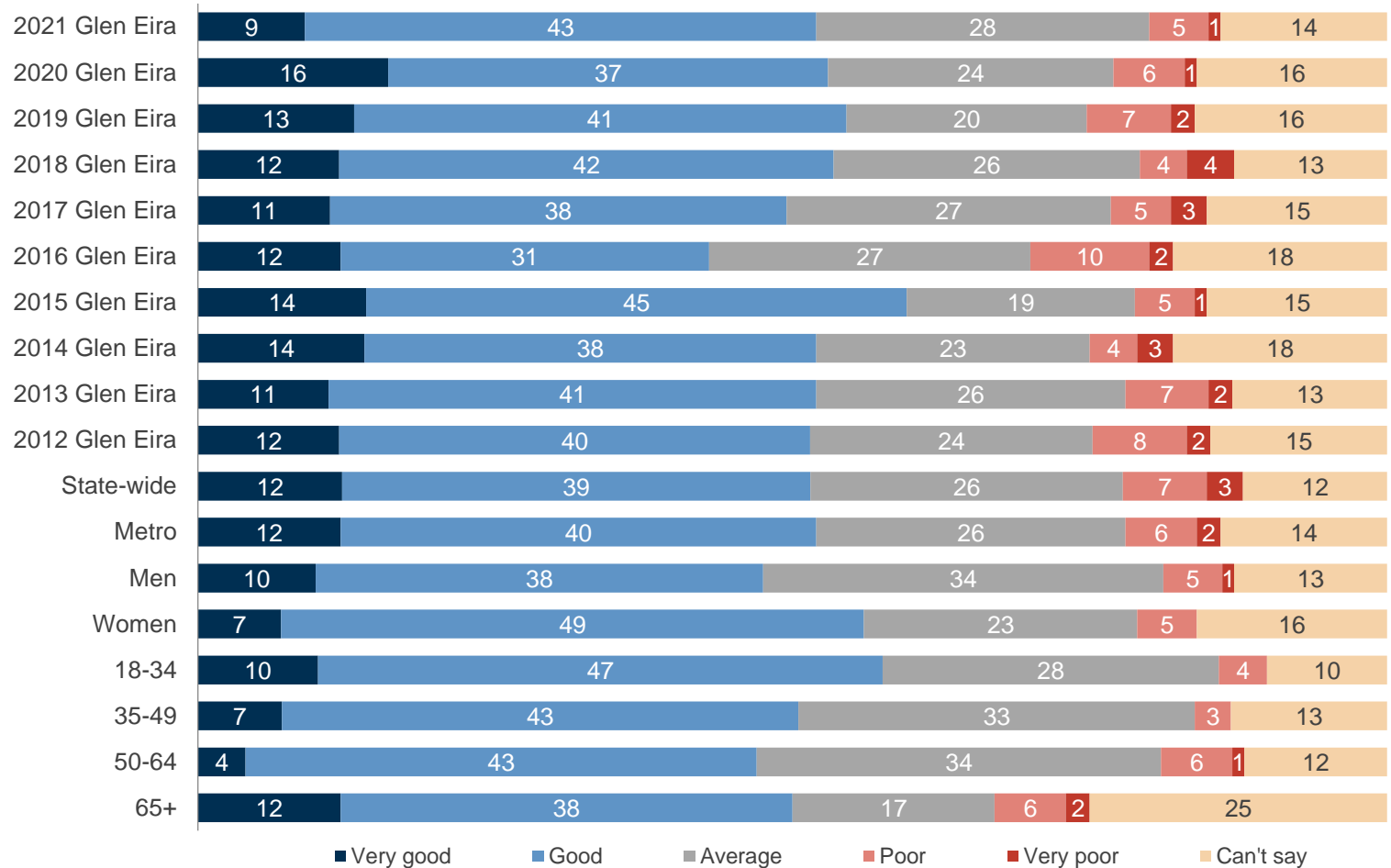
Note: Please see Appendix A for explanation of significant differences.



## Enforcement of local laws performance



2021 law enforcement performance (%)

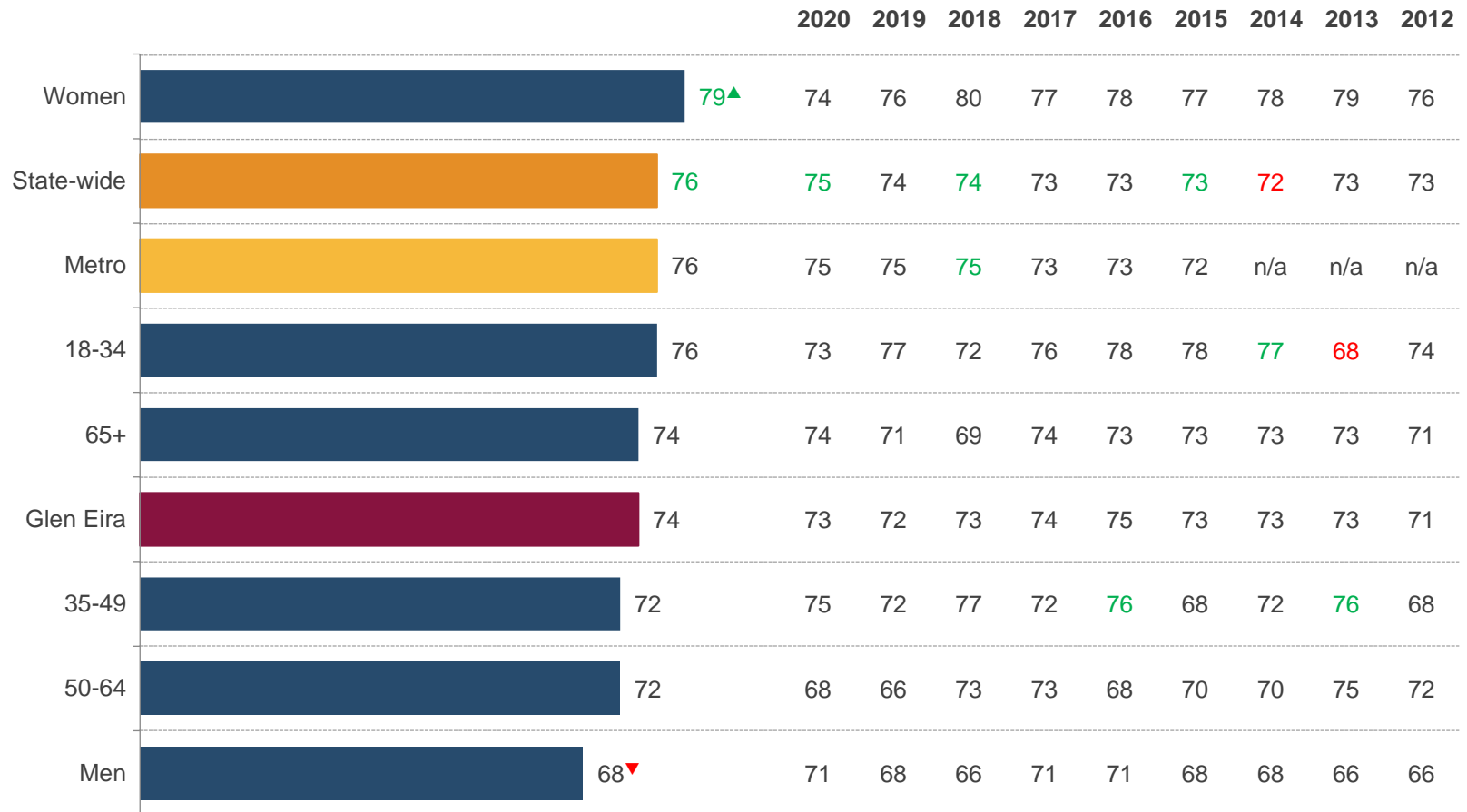




# Family support services importance



## 2021 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: 20 Councils asked group: 6

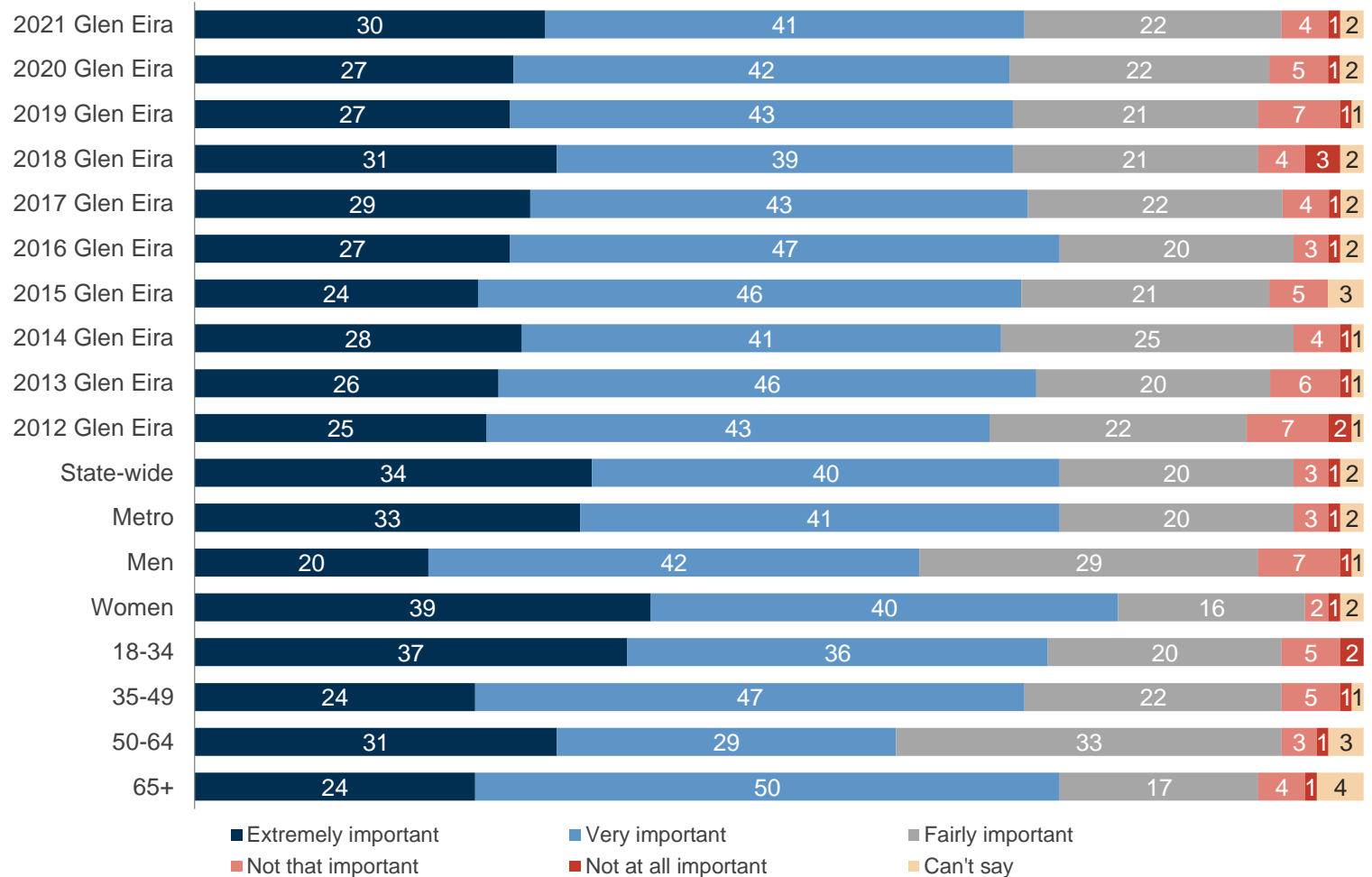
Note: Please see Appendix A for explanation of significant differences.



# Family support services importance



## 2021 family support importance (%)

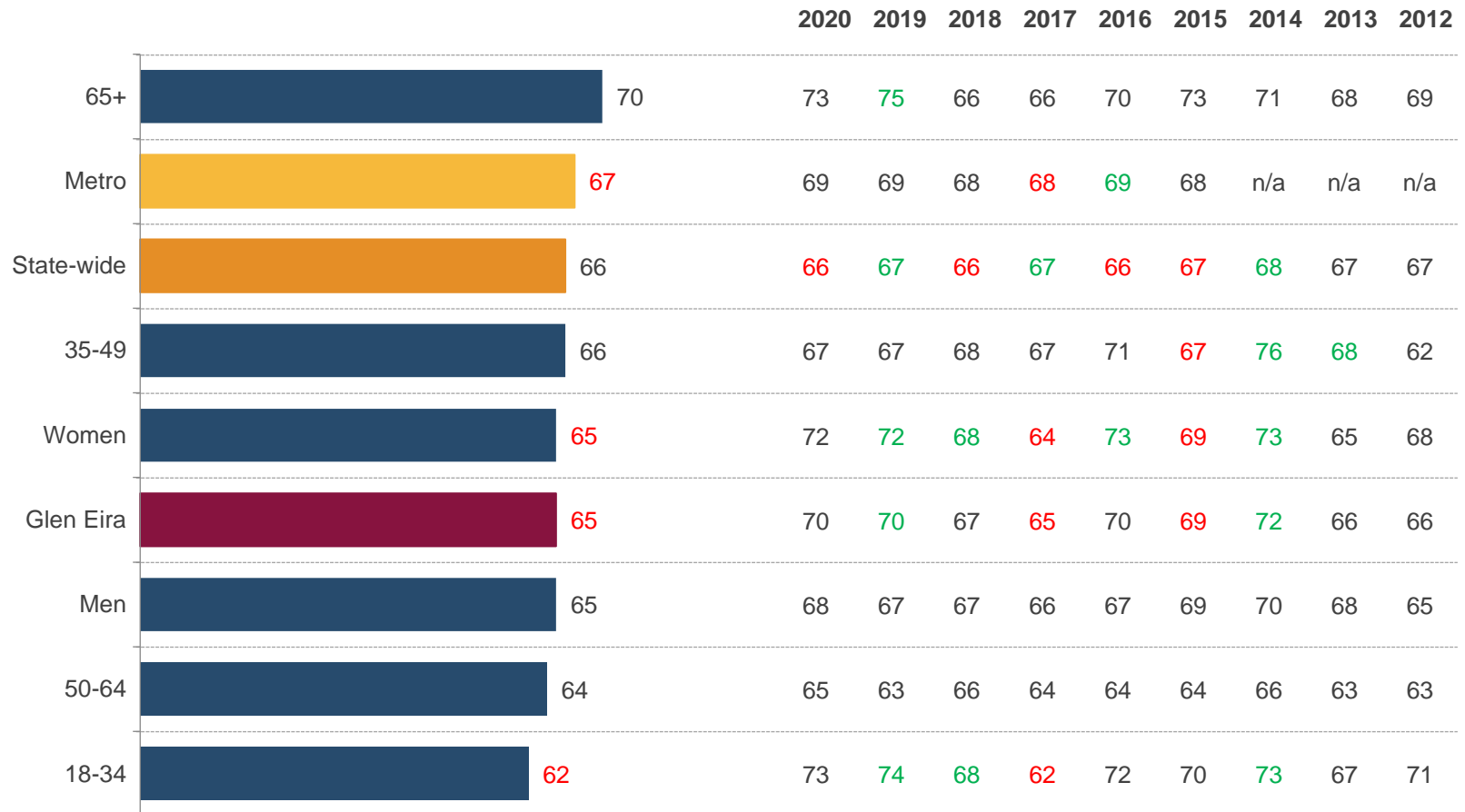




# Family support services performance



## 2021 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: 29 Councils asked group: 6

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

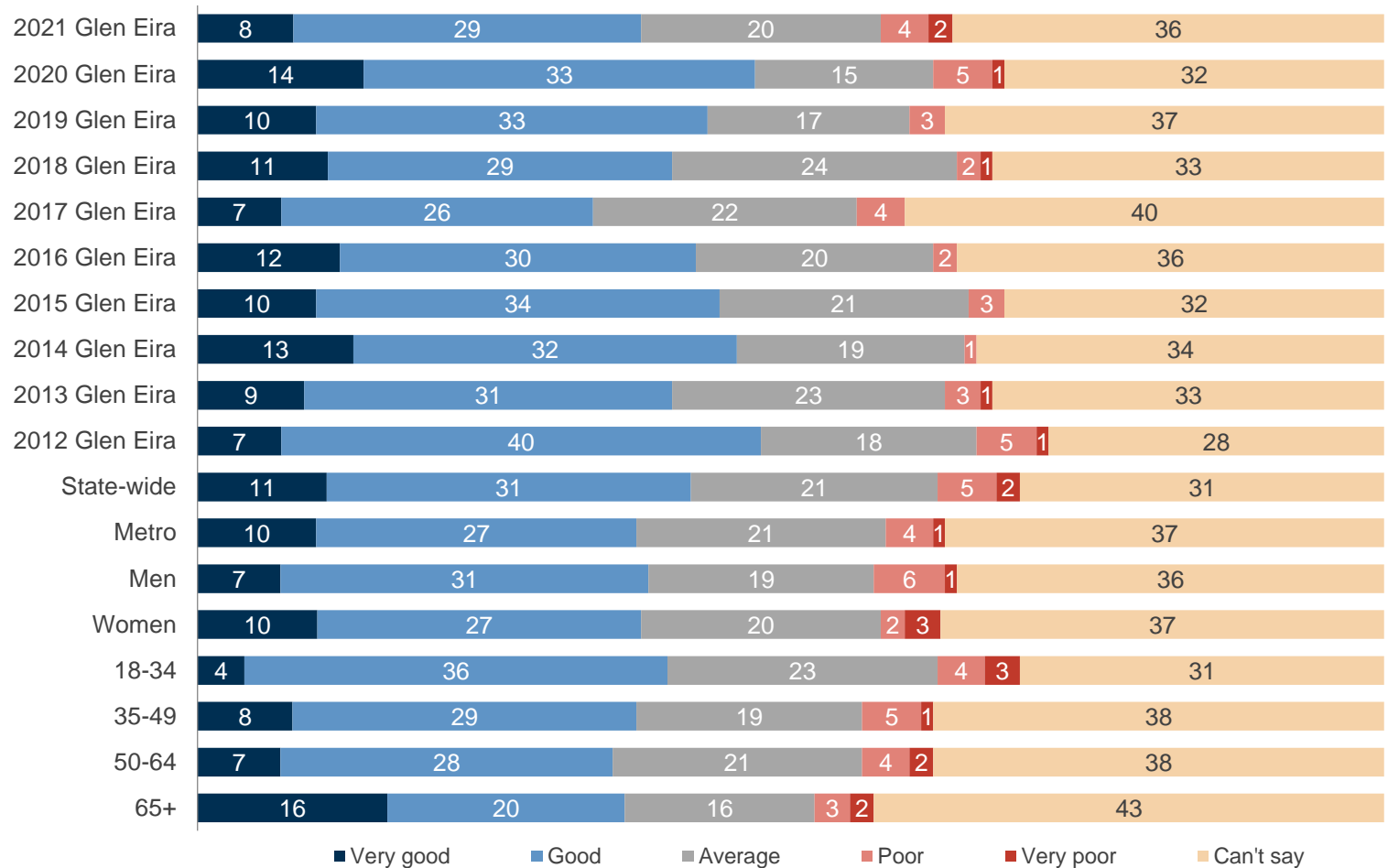




# Family support services performance



## 2021 family support performance (%)

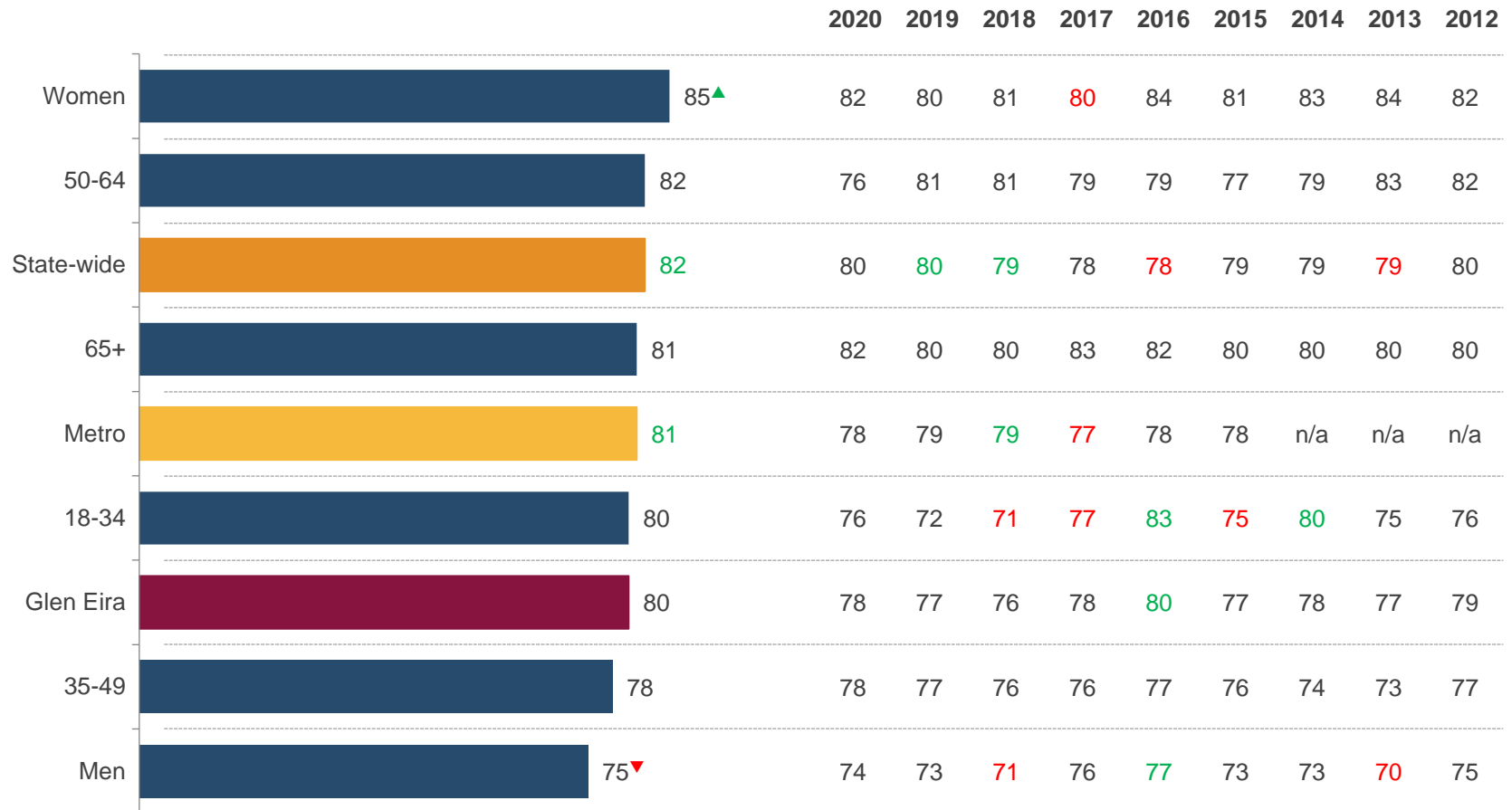




# Elderly support services importance



2021 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

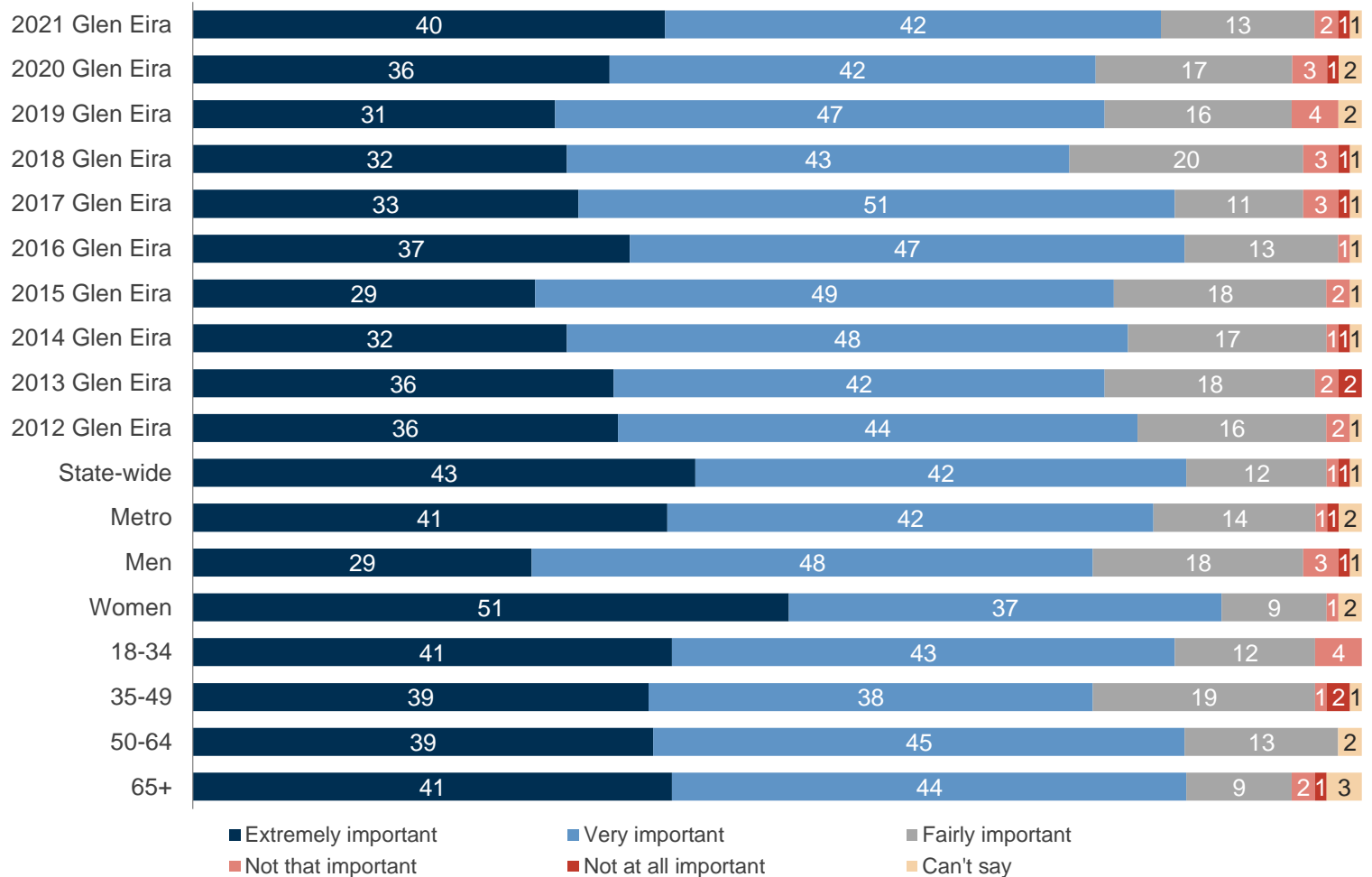
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services importance



2021 elderly support importance (%)

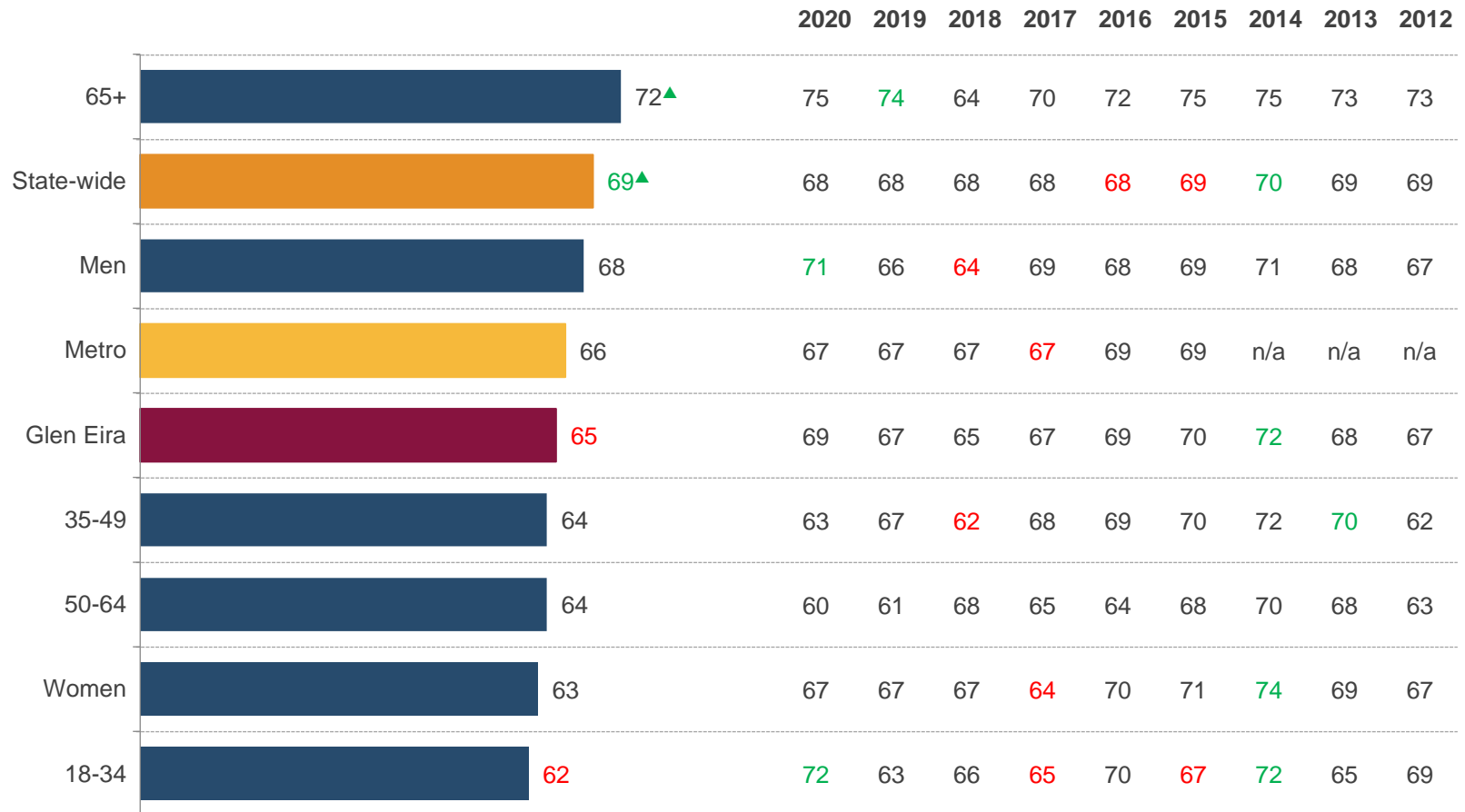




# Elderly support services performance



## 2021 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

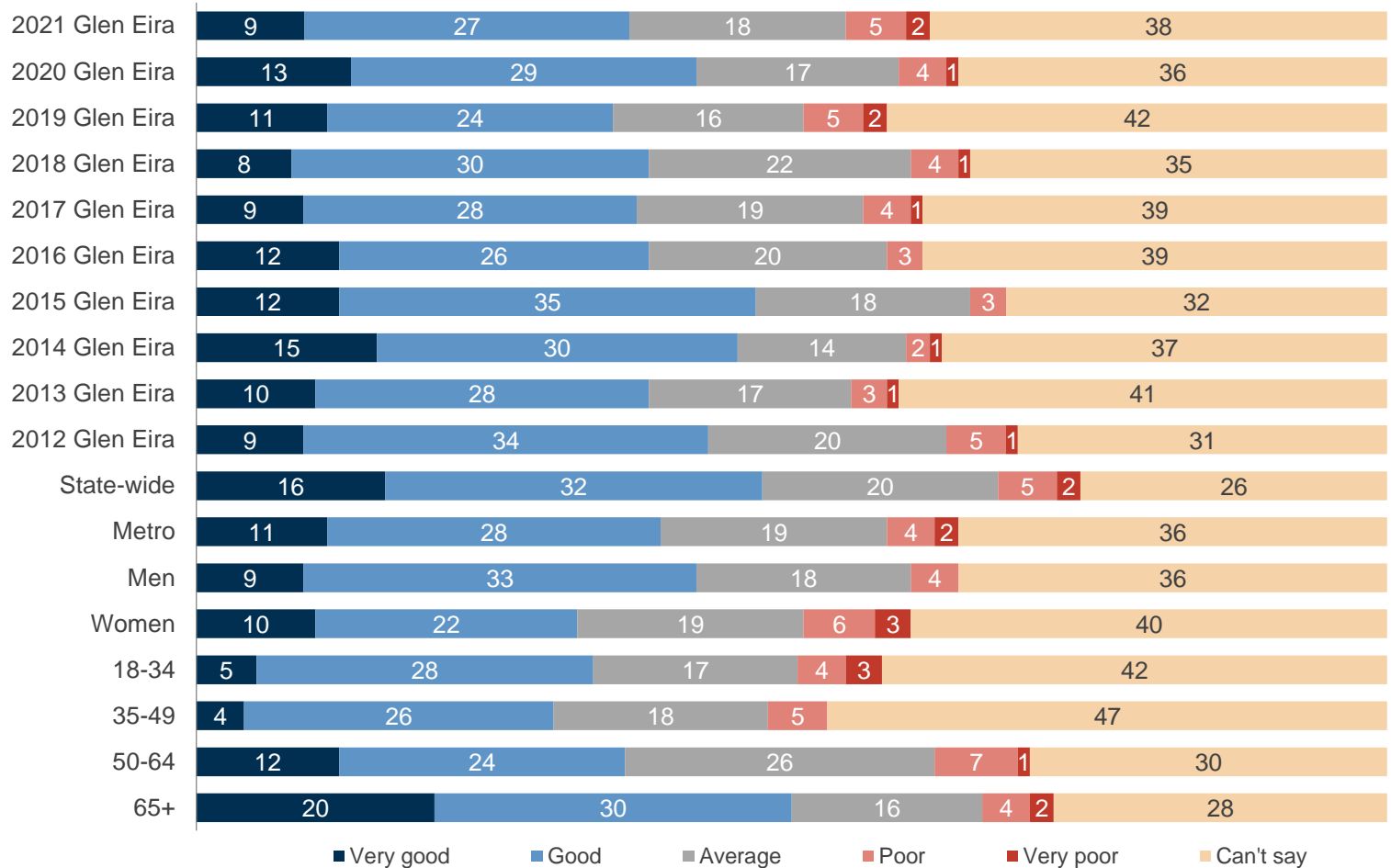
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



## 2021 elderly support performance (%)

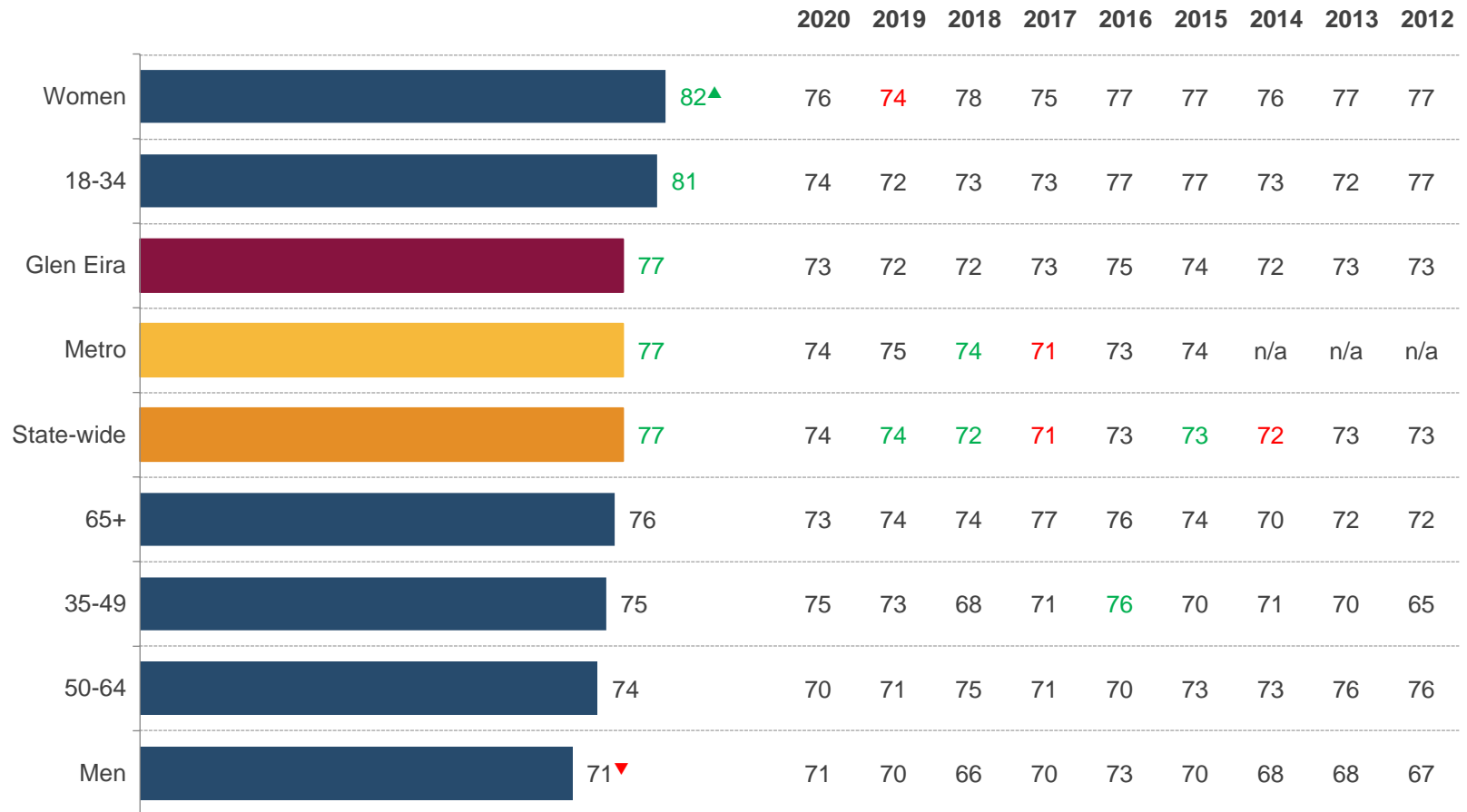




# Disadvantaged support services importance



## 2021 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: 8 Councils asked group: 4

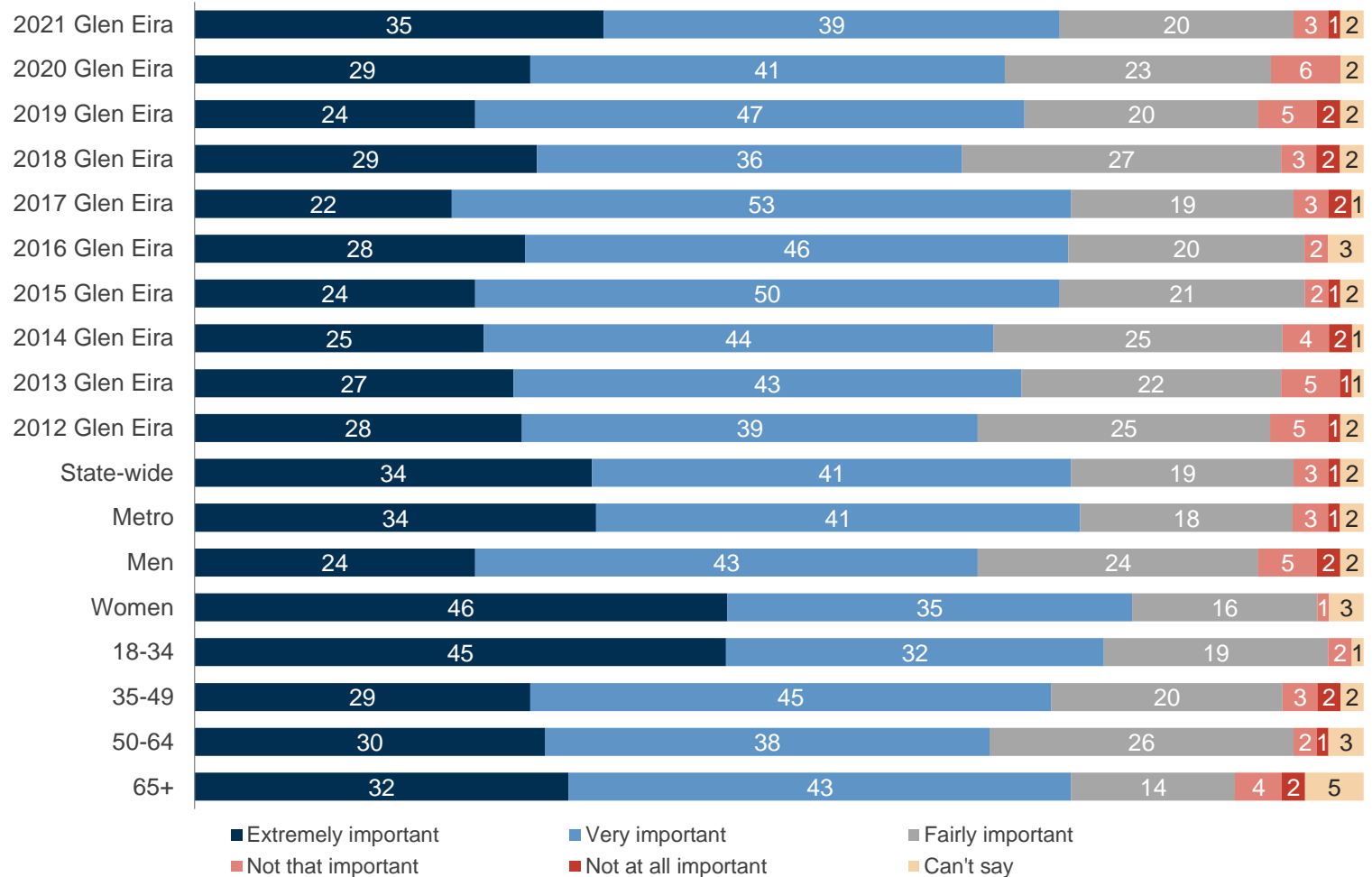
Note: Please see Appendix A for explanation of significant differences.



# Disadvantaged support services importance



## 2021 disadvantaged support importance (%)





# Disadvantaged support services performance



## 2021 disadvantaged support performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 12 Councils asked group: 4

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

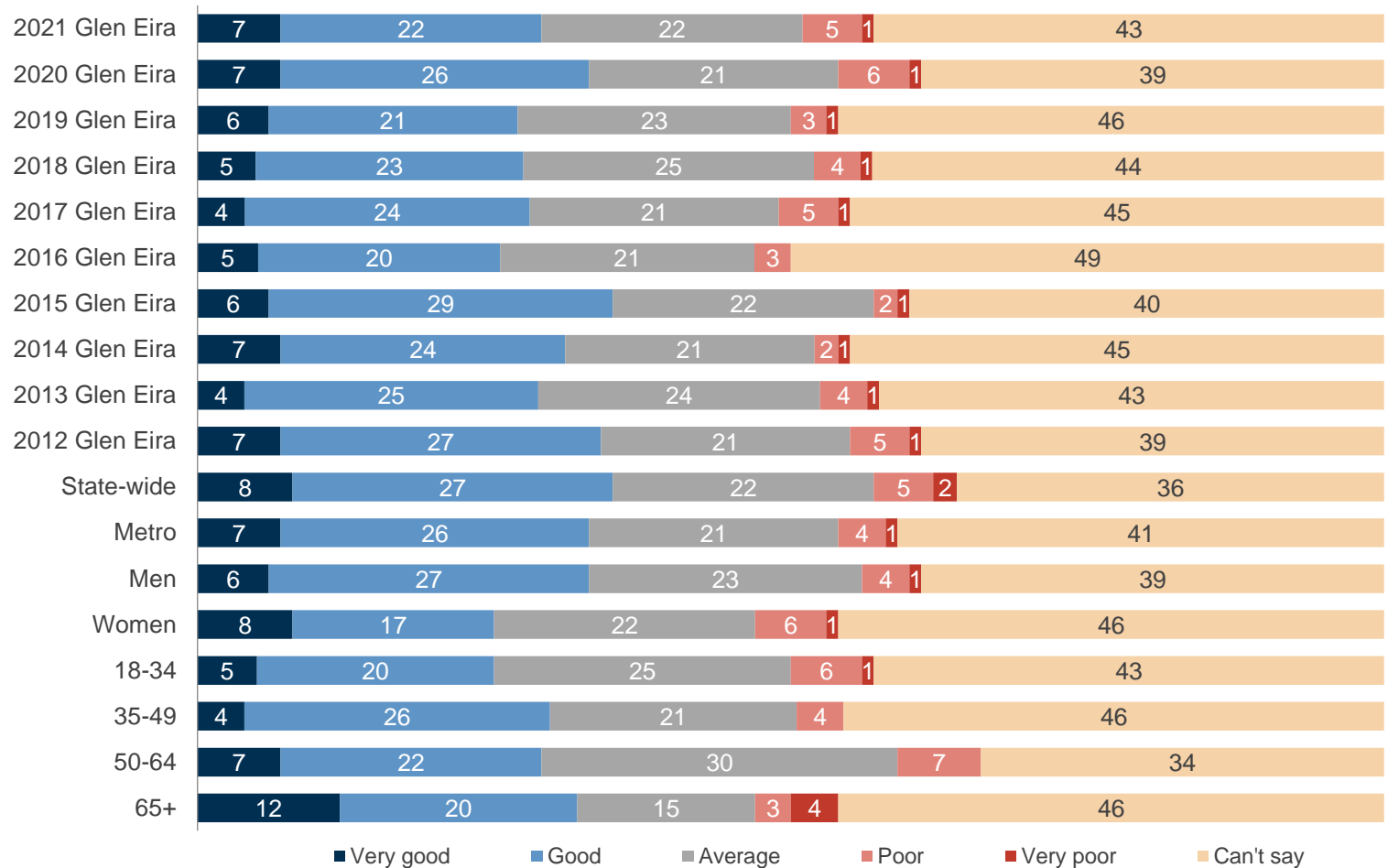




## Disadvantaged support services performance



2021 disadvantaged support performance (%)

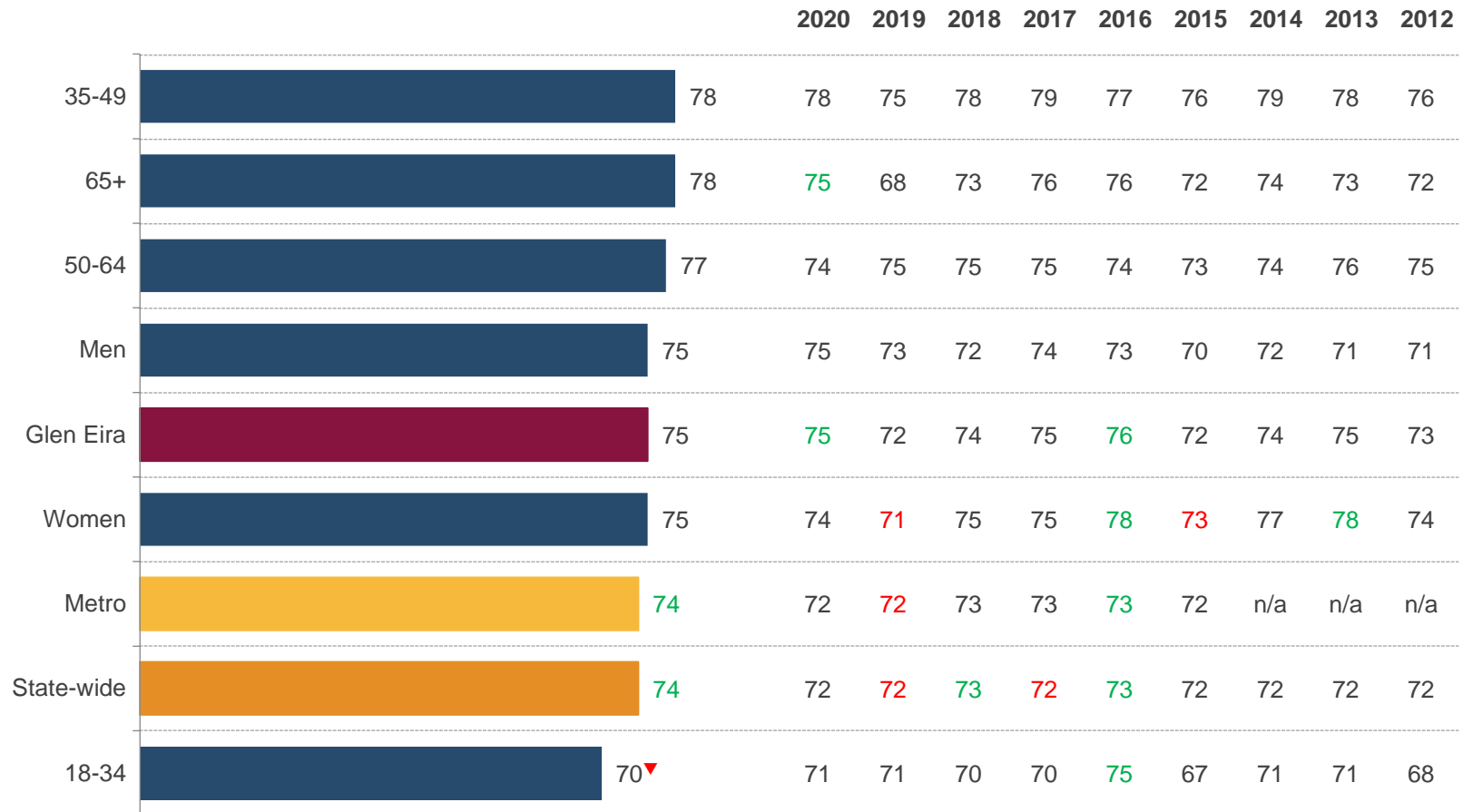




## Recreational facilities importance



2021 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: 33 Councils asked group: 10

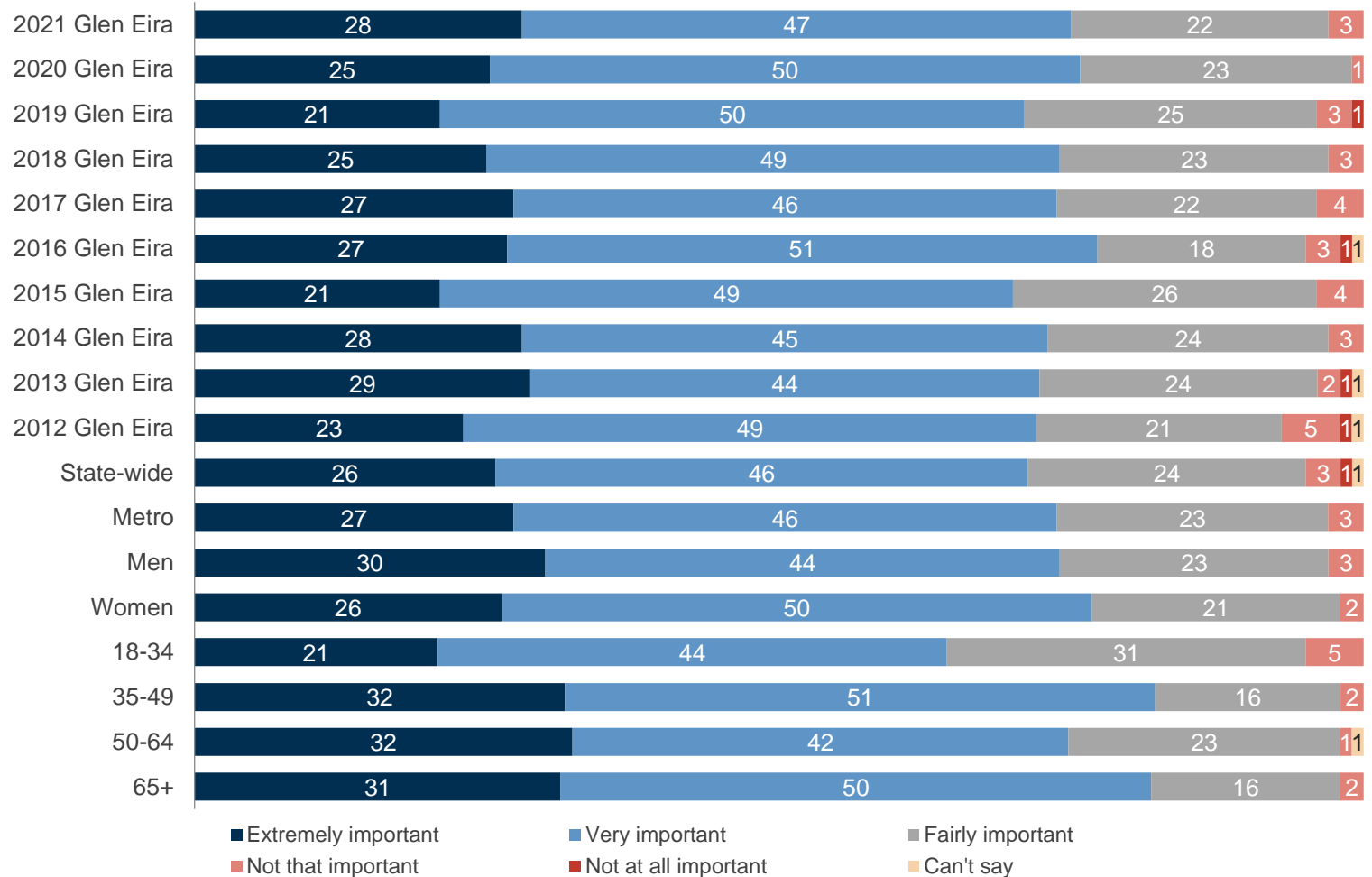
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



## 2021 recreational facilities importance (%)

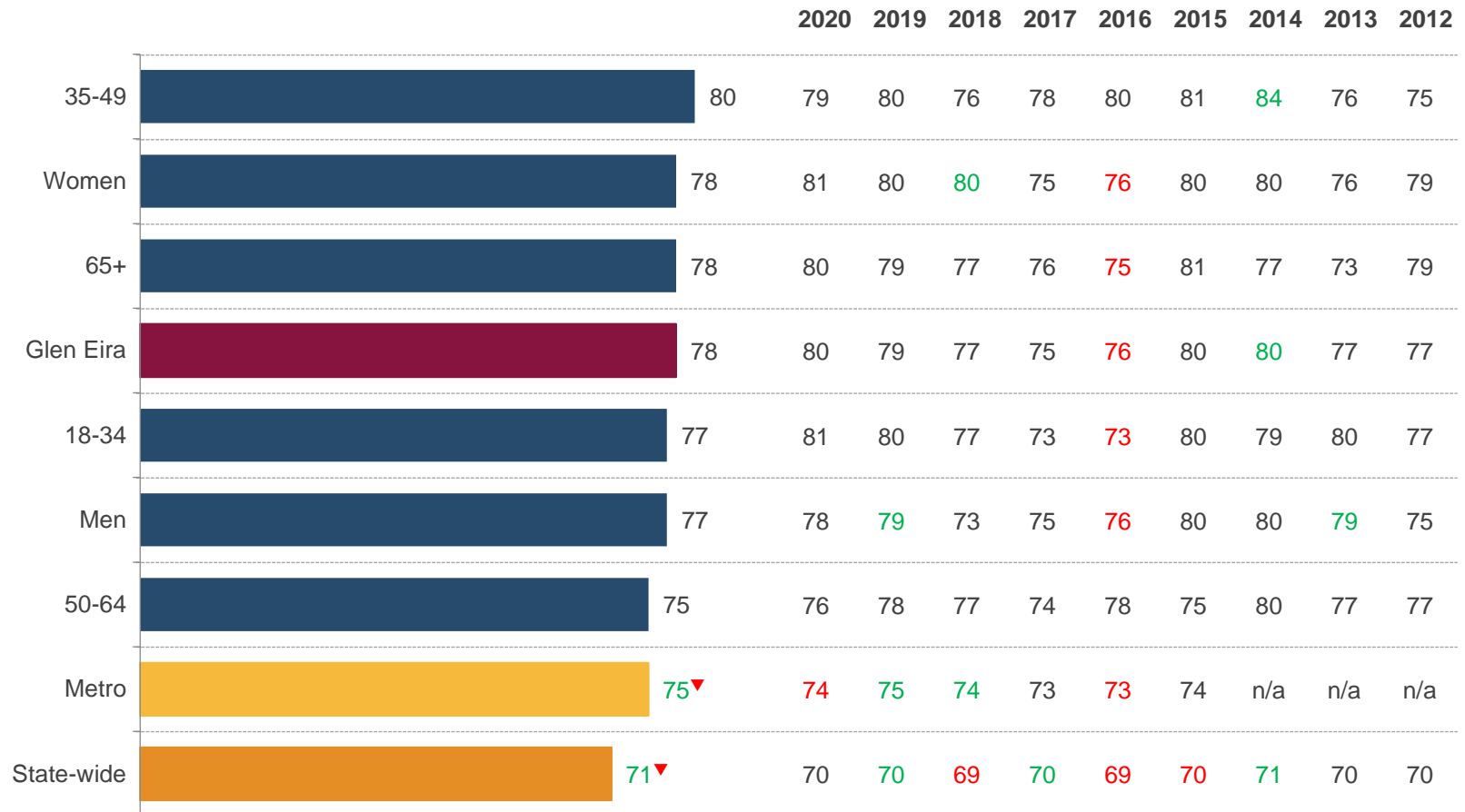




# Recreational facilities performance



## 2021 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: 42 Councils asked group: 11

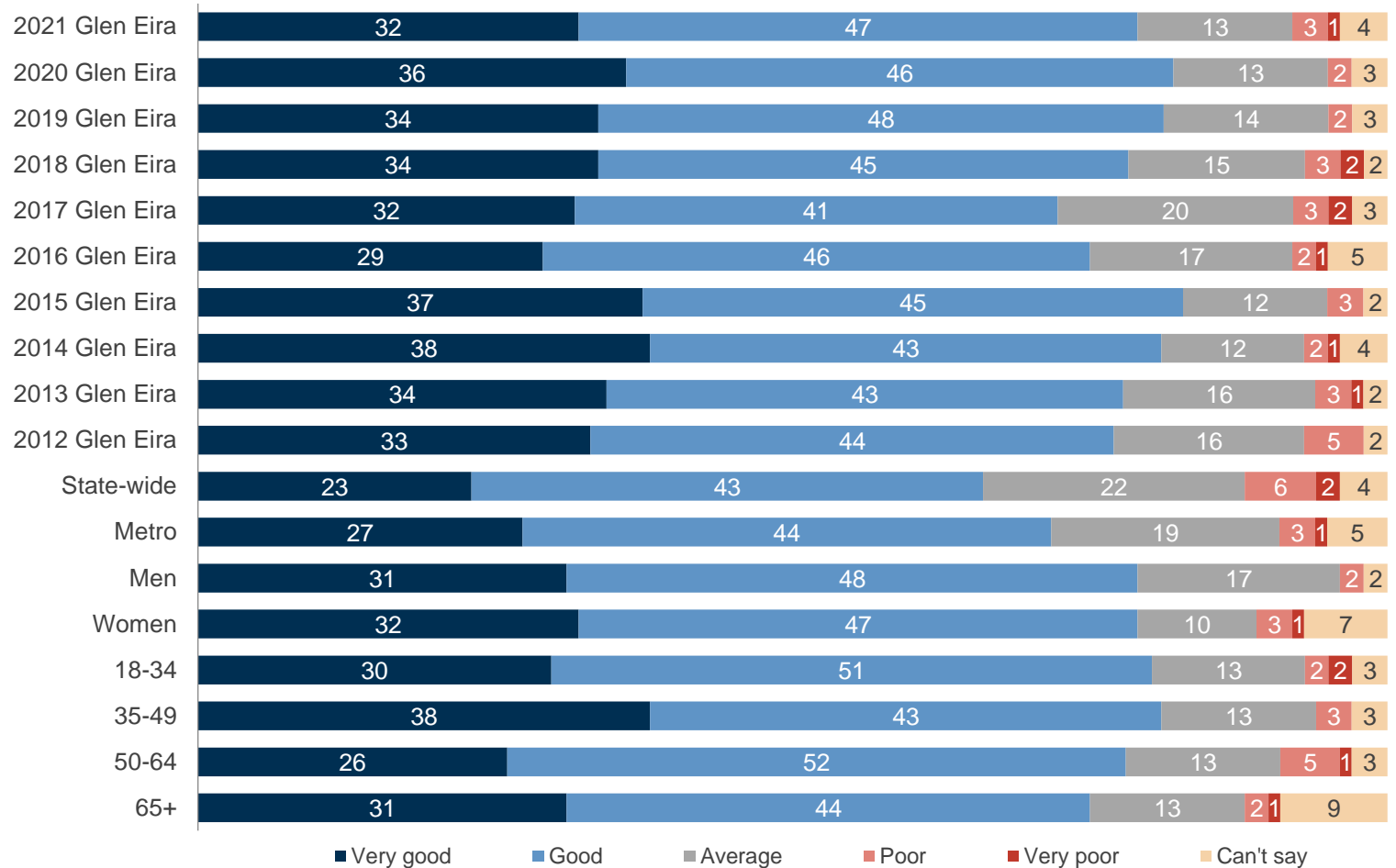
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



## 2021 recreational facilities performance (%)

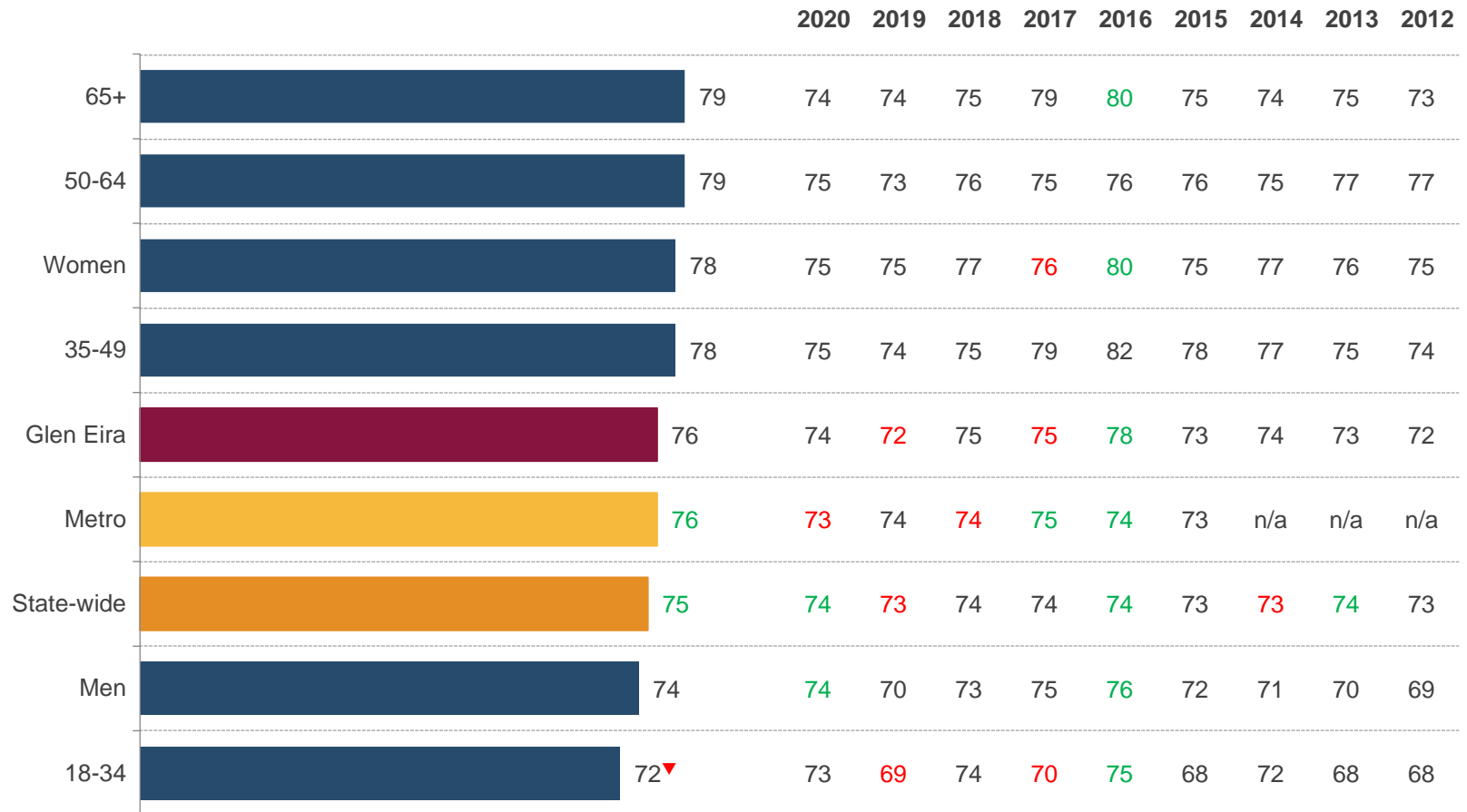




# The appearance of public areas importance



## 2021 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: 31 Councils asked group: 8

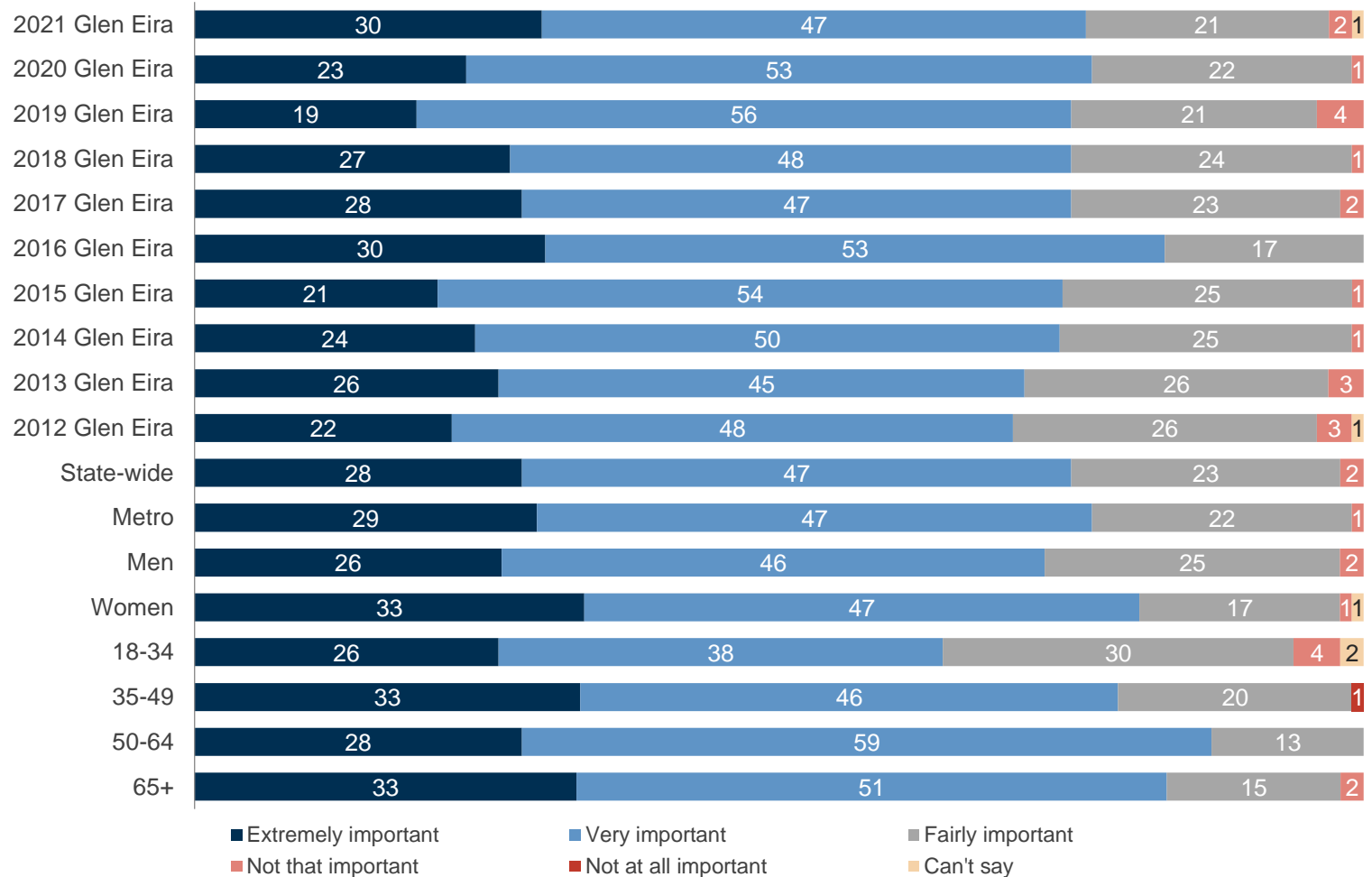
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



2021 public areas importance (%)

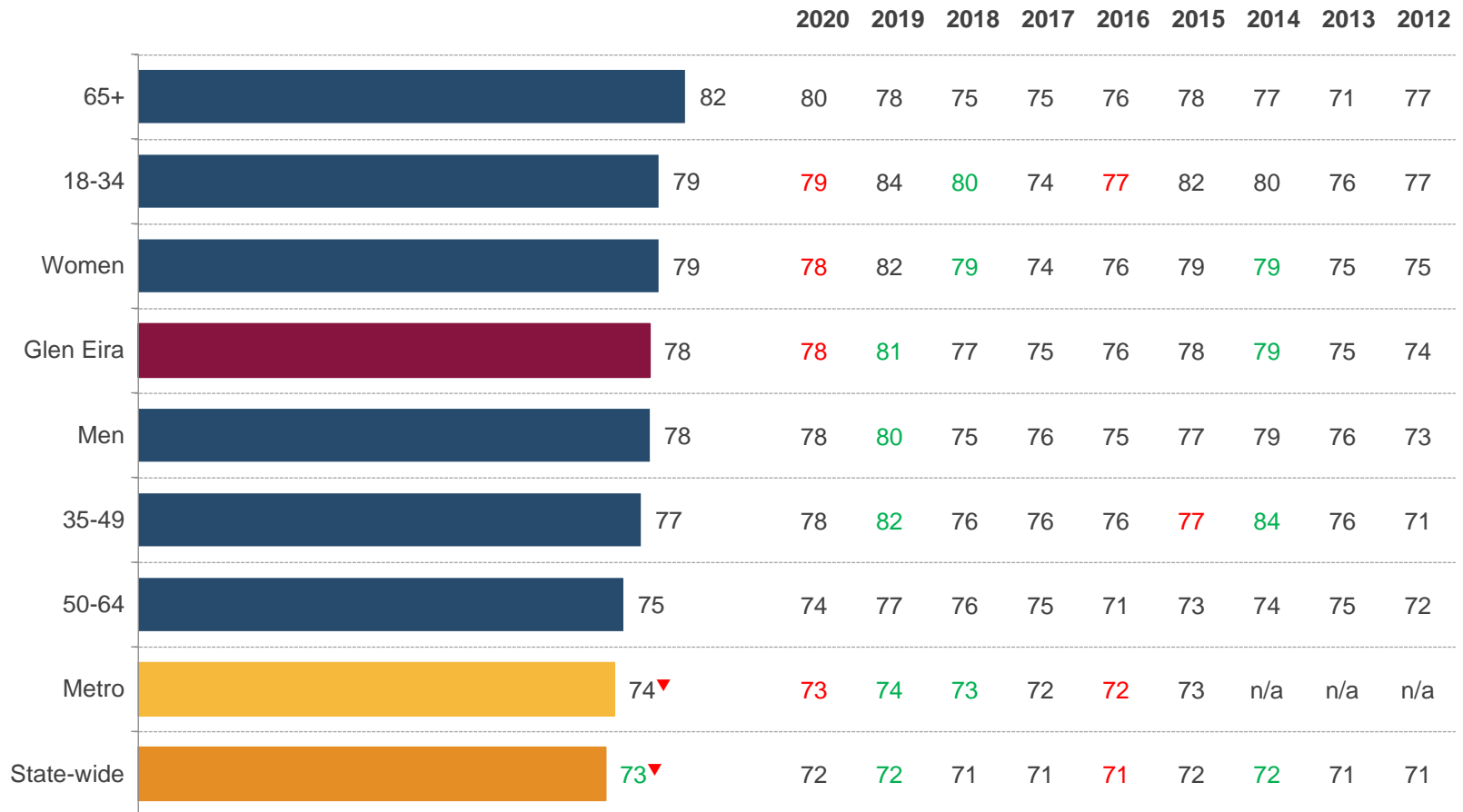




# The appearance of public areas performance



## 2021 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: 40 Councils asked group: 8

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

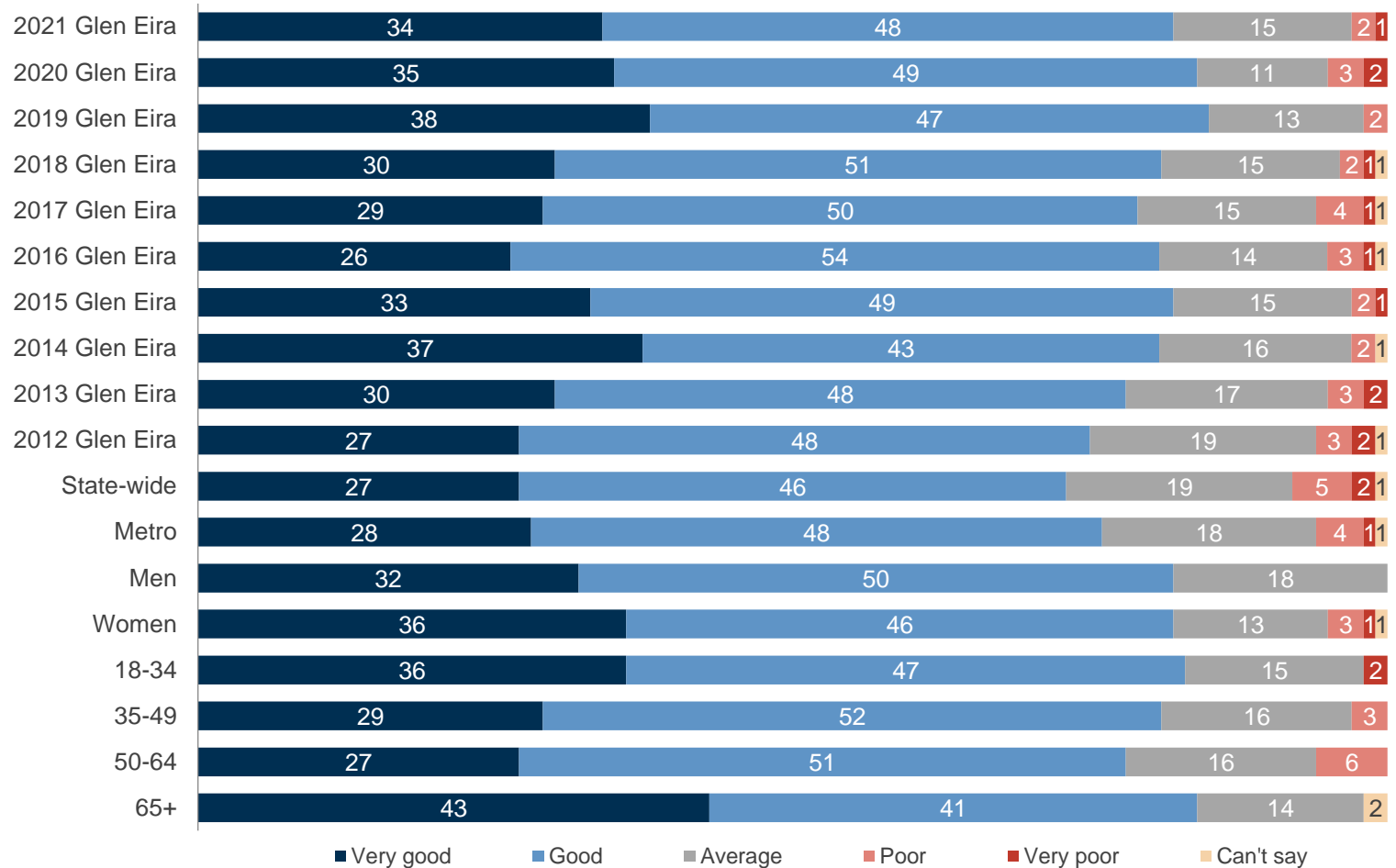




# The appearance of public areas performance



2021 public areas performance (%)

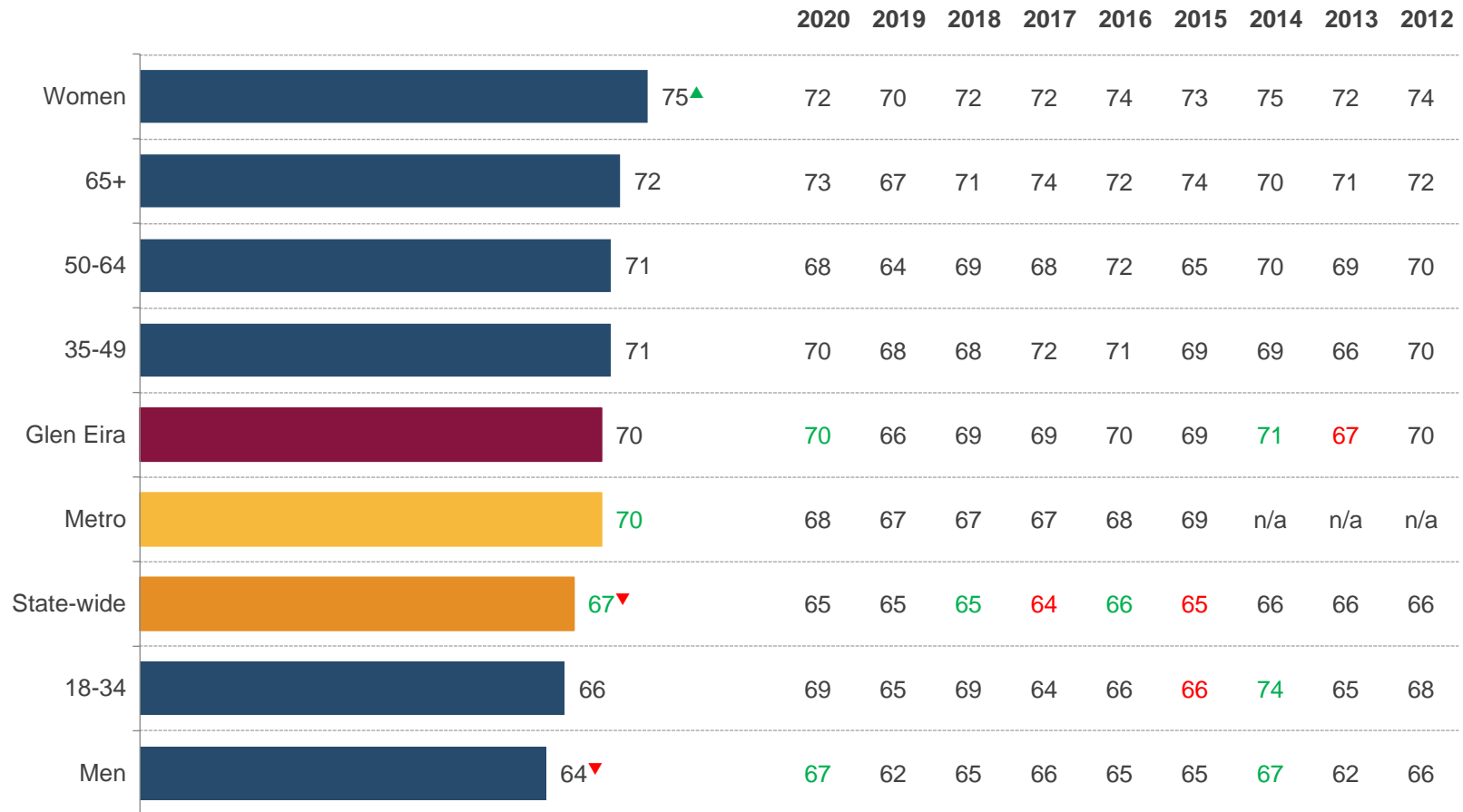




# Art centres and libraries importance



2021 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: 22 Councils asked group: 8

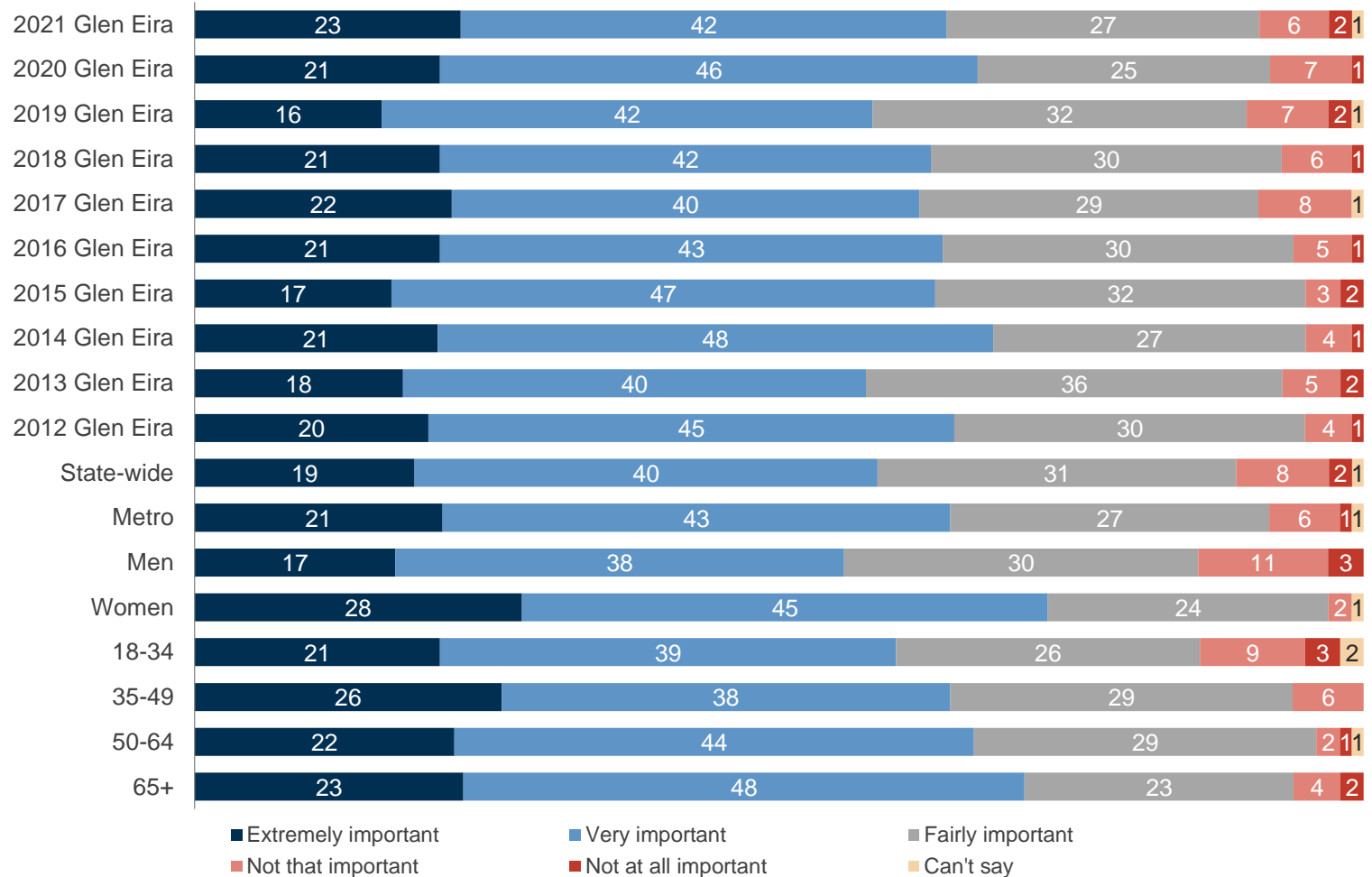
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



2021 art centres and libraries importance (%)

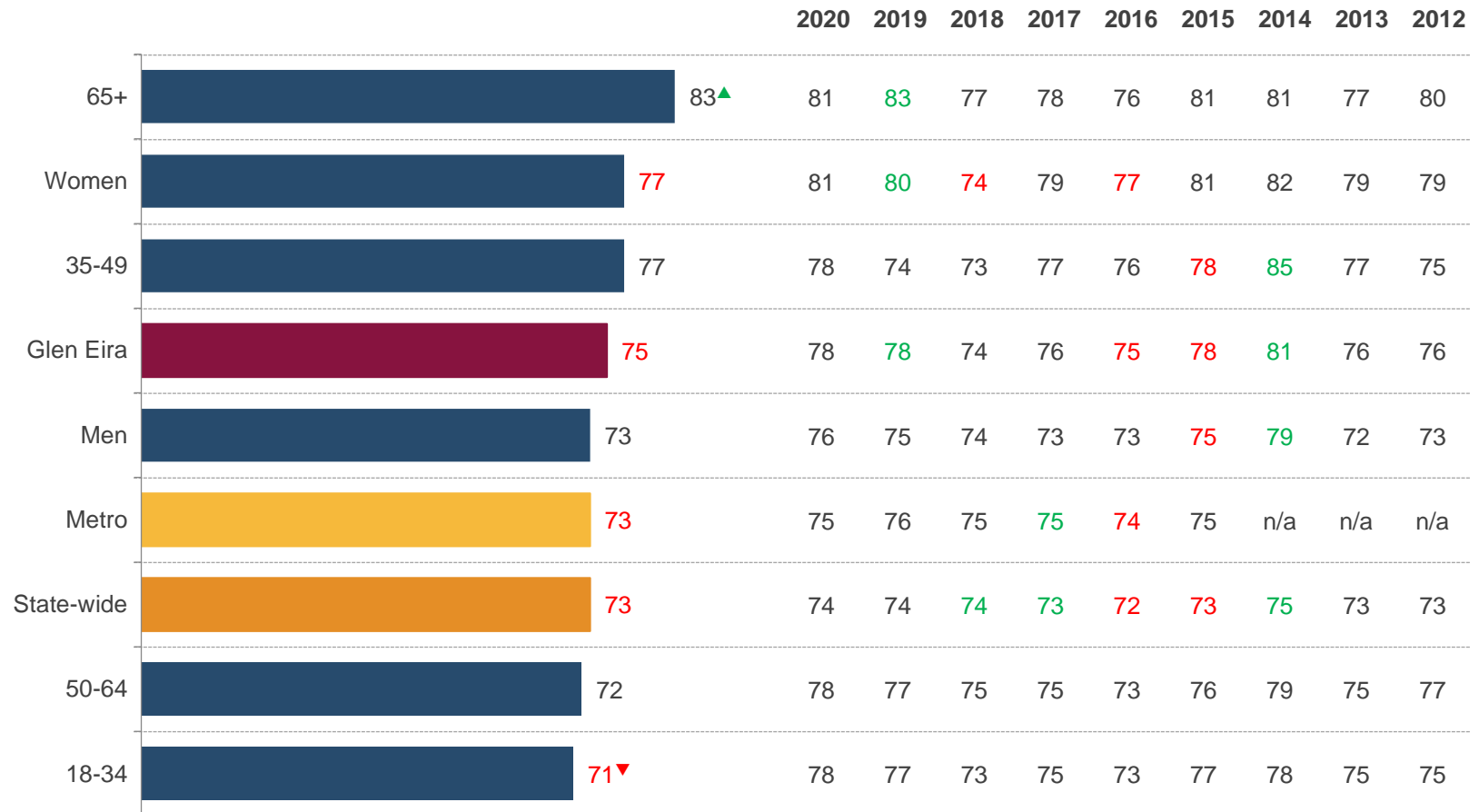




# Art centres and libraries performance



## 2021 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: 28 Councils asked group: 8

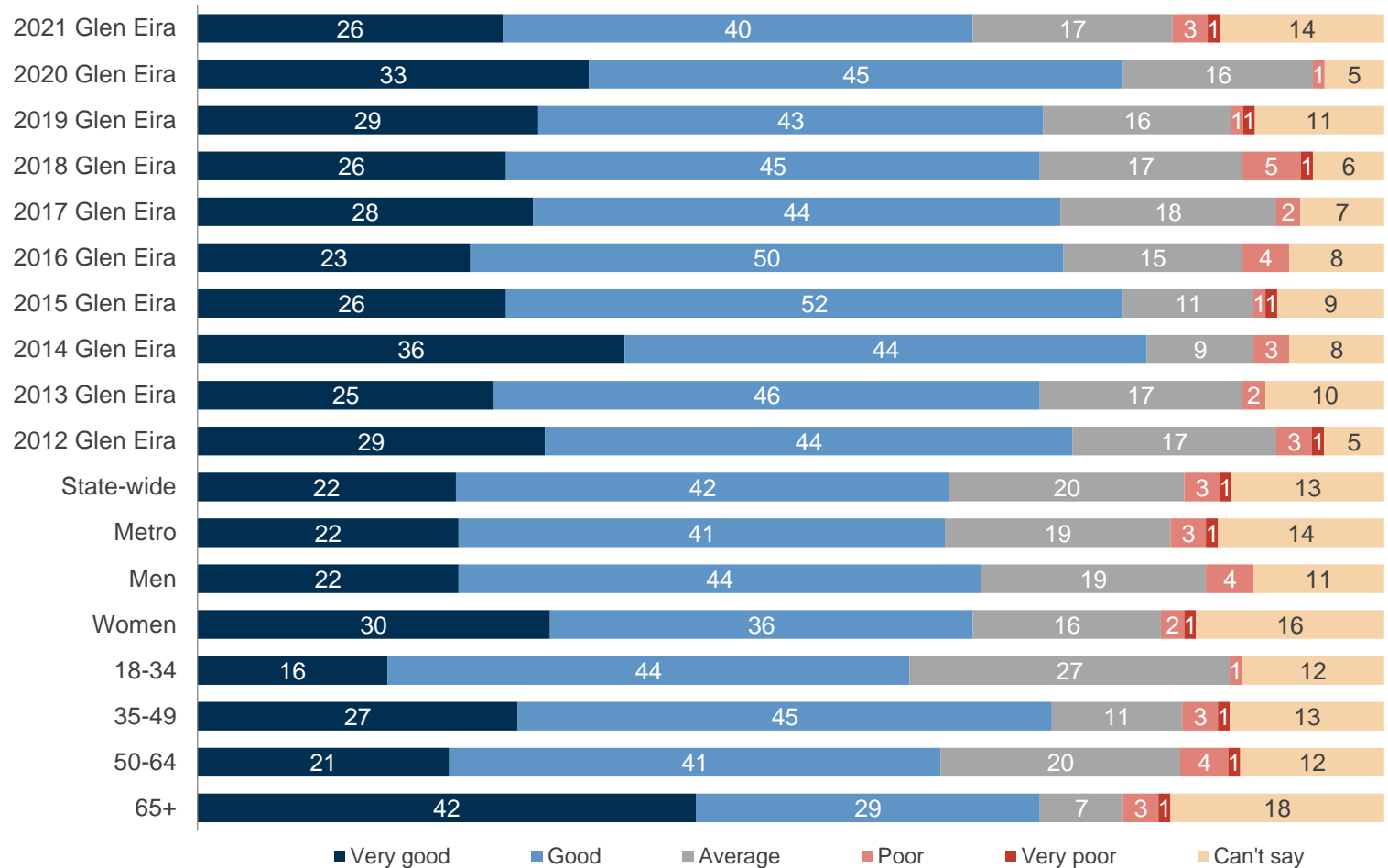
Note: Please see Appendix A for explanation of significant differences.



## Art centres and libraries performance



2021 art centres and libraries performance (%)

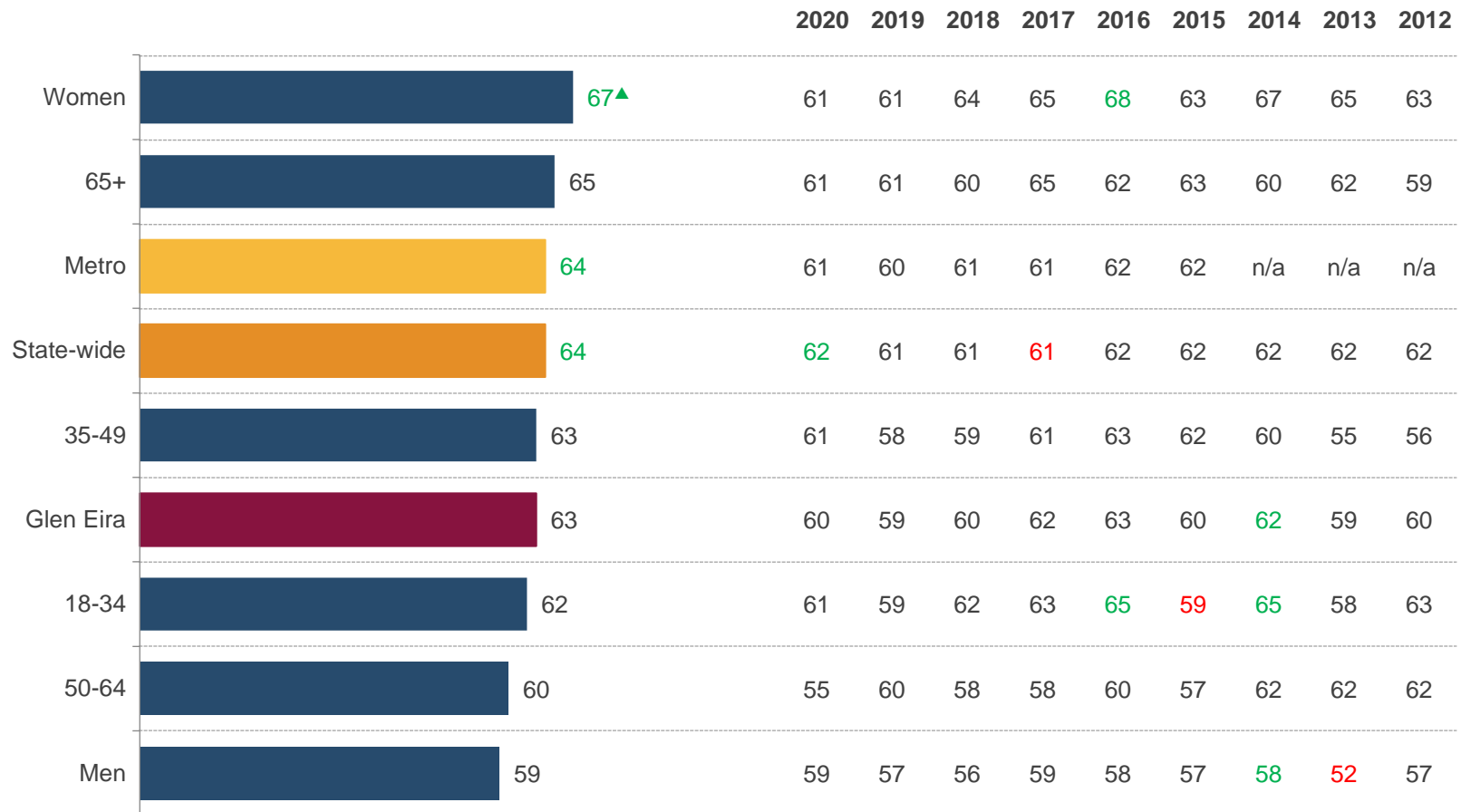




# Community and cultural activities importance



## 2021 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: 8

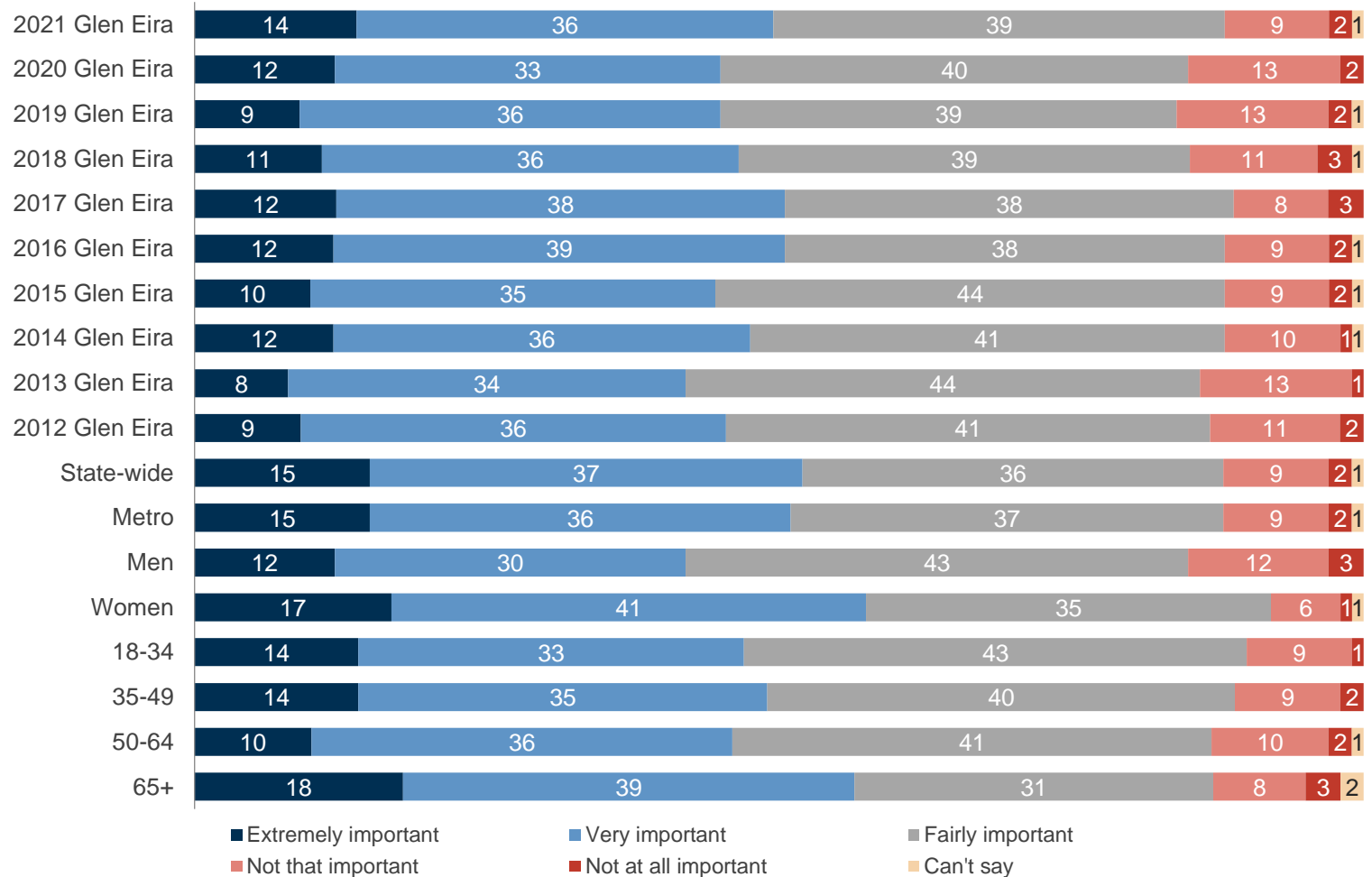
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities importance



2021 community and cultural activities importance (%)

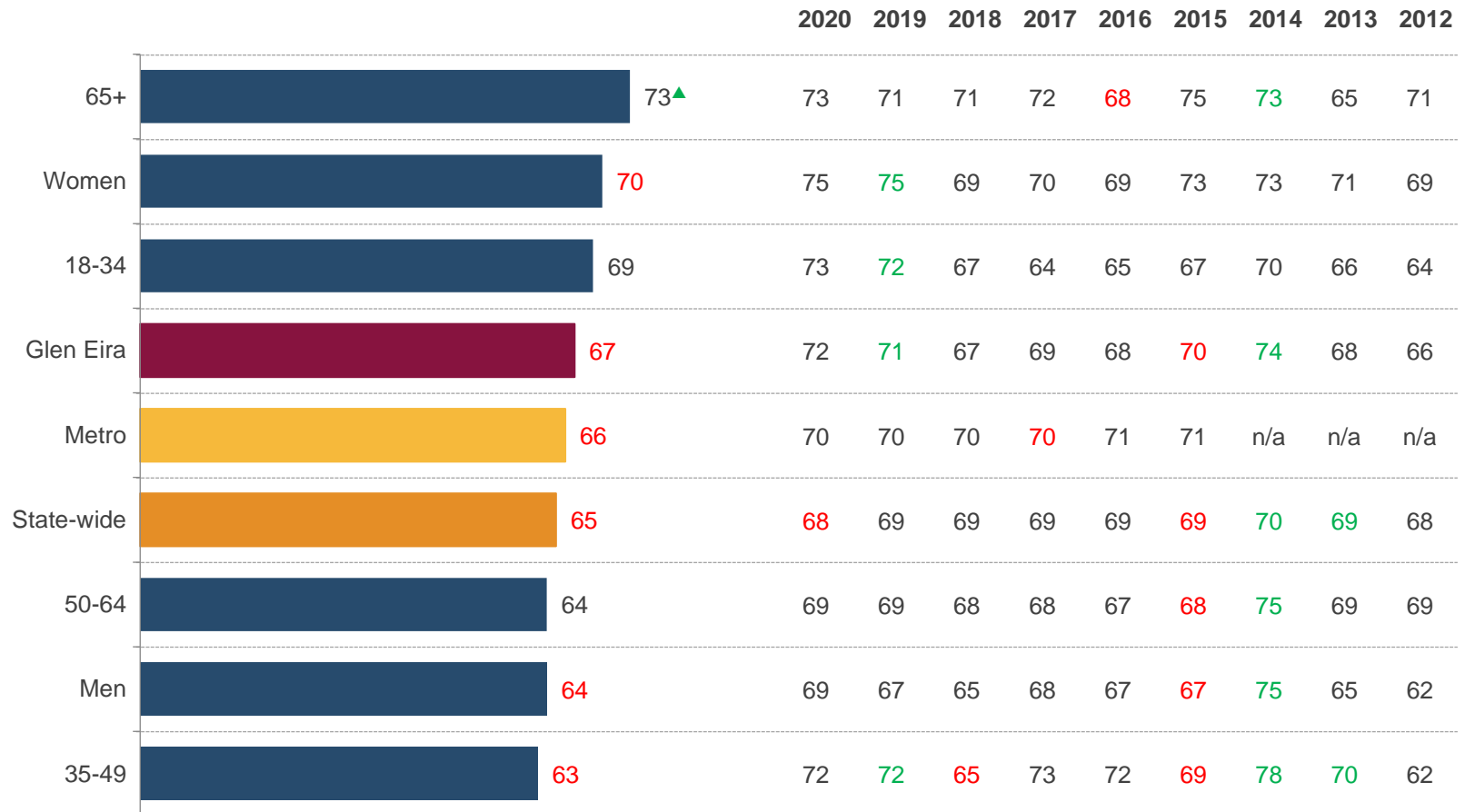




# Community and cultural activities performance



## 2021 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: 28 Councils asked group: 9

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

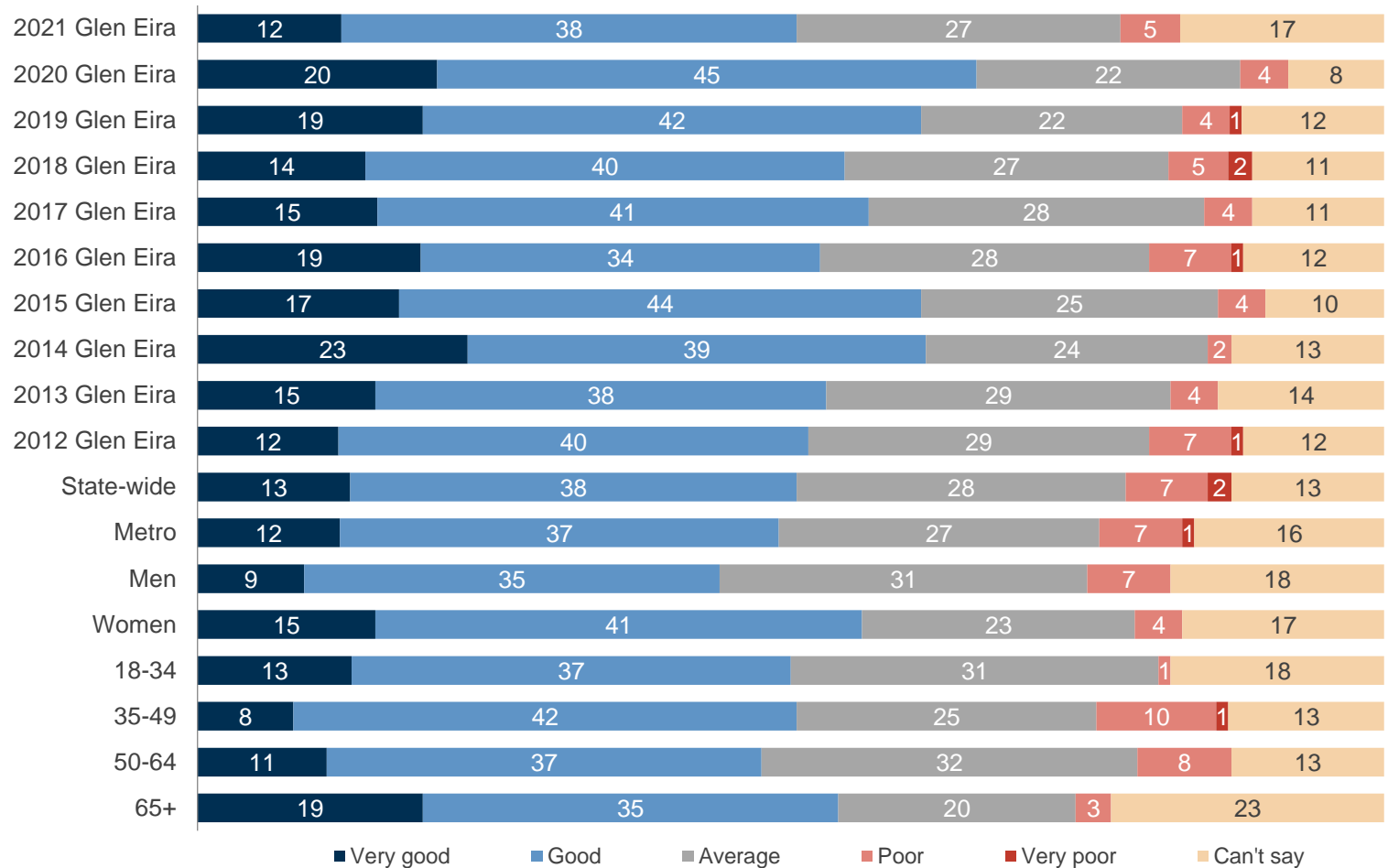




# Community and cultural activities performance



2021 community and cultural activities performance (%)

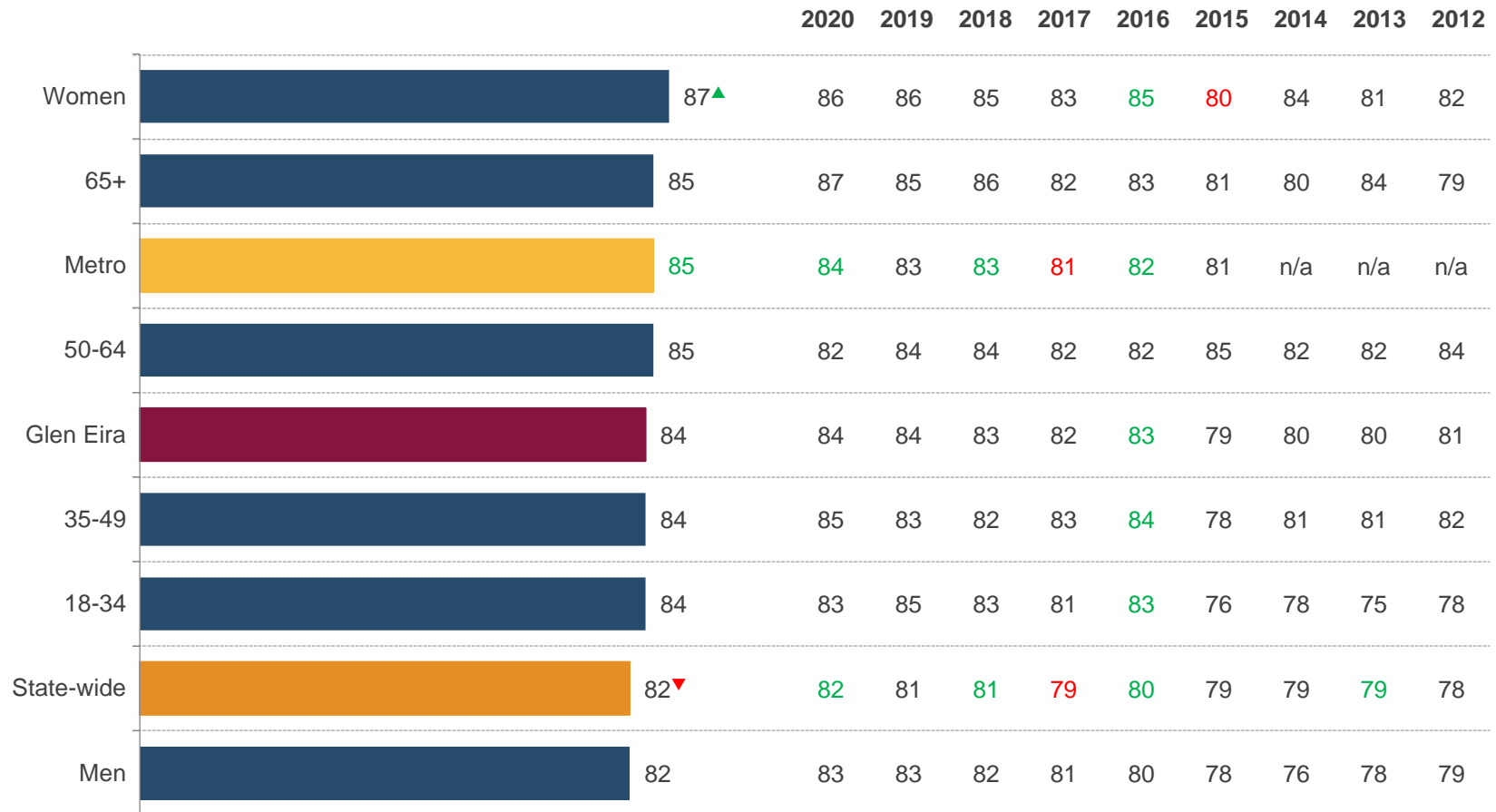




# Waste management importance



## 2021 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: 32 Councils asked group: 10

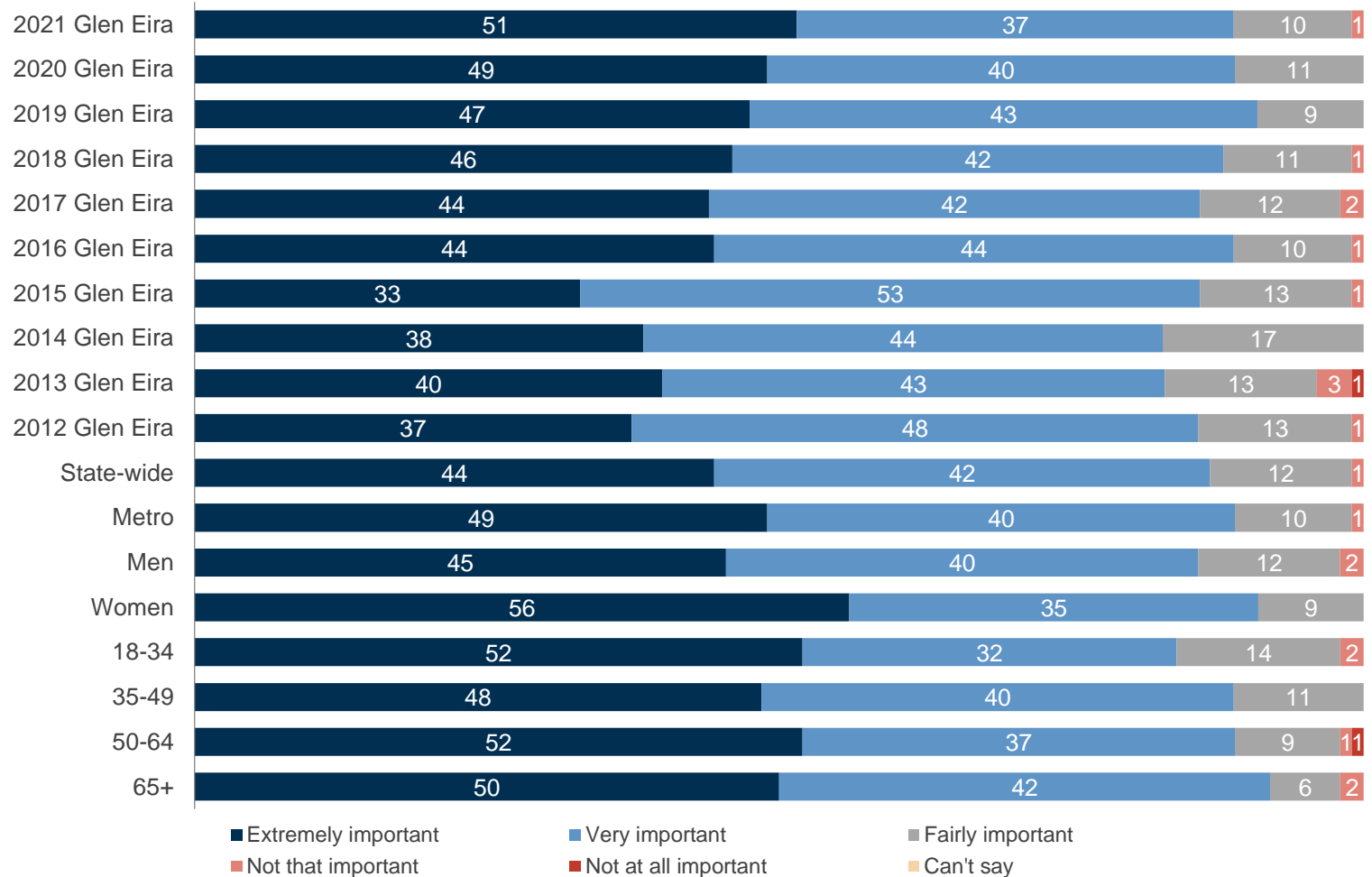
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



## 2021 waste management importance (%)





# Waste management performance



## 2021 waste management performance (index scores)

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

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

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

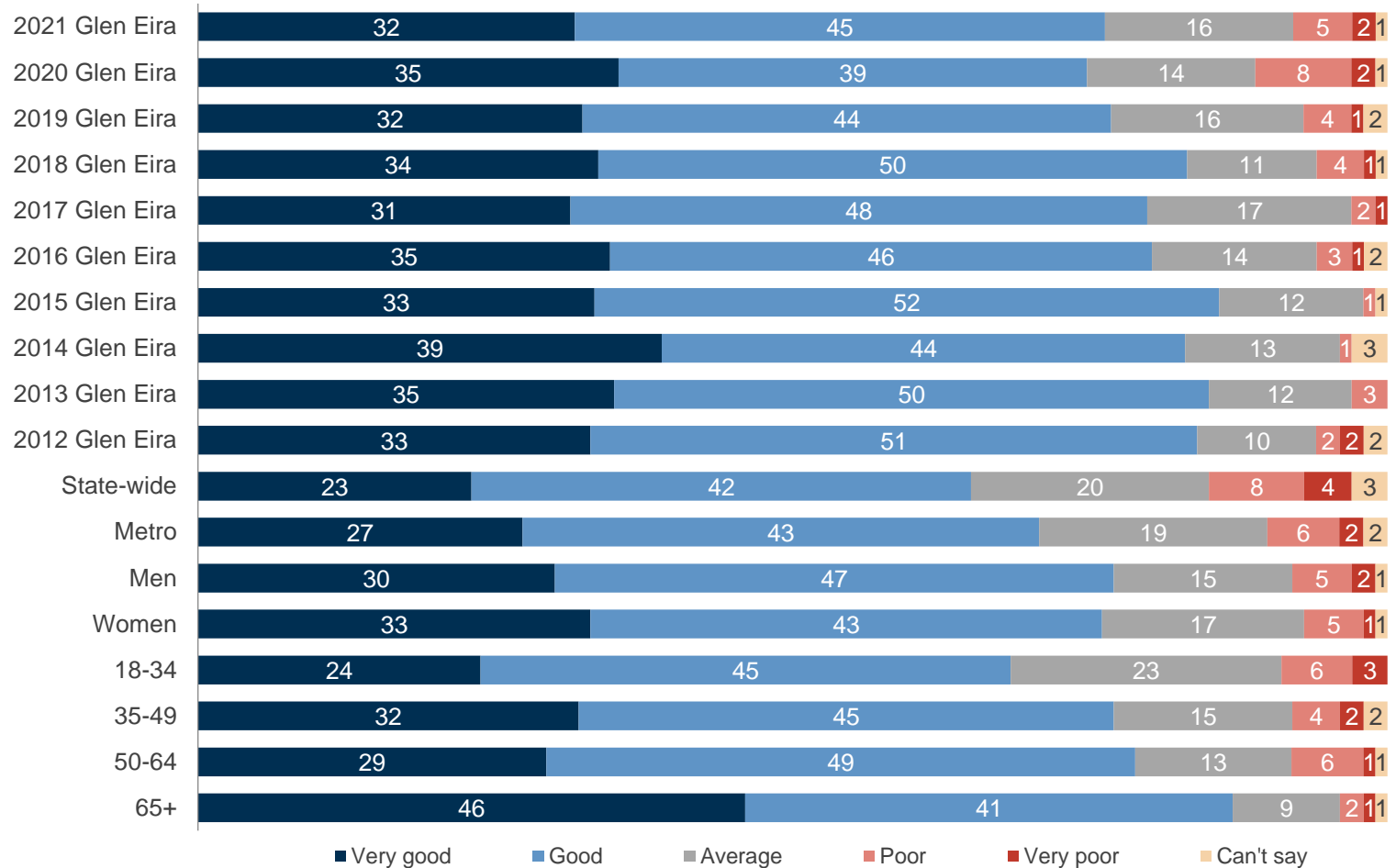
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



## 2021 waste management performance (%)



# Business and community development and tourism importance



## 2021 business/development/tourism importance (index scores)

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

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

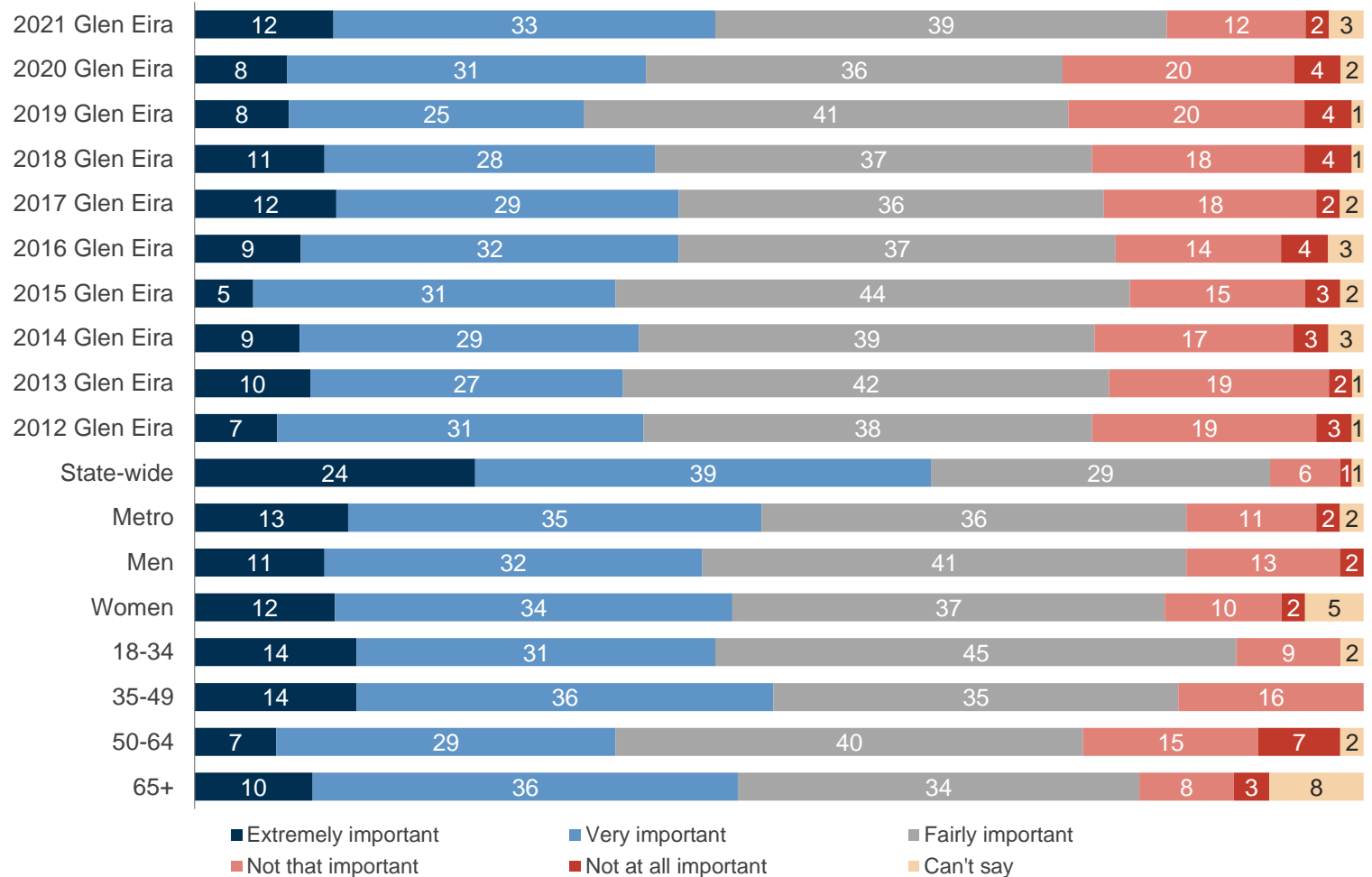
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

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

# Business and community development and tourism importance



## 2021 business/development/tourism importance (%)



# Business and community development and tourism performance



2021 business/development/tourism performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7

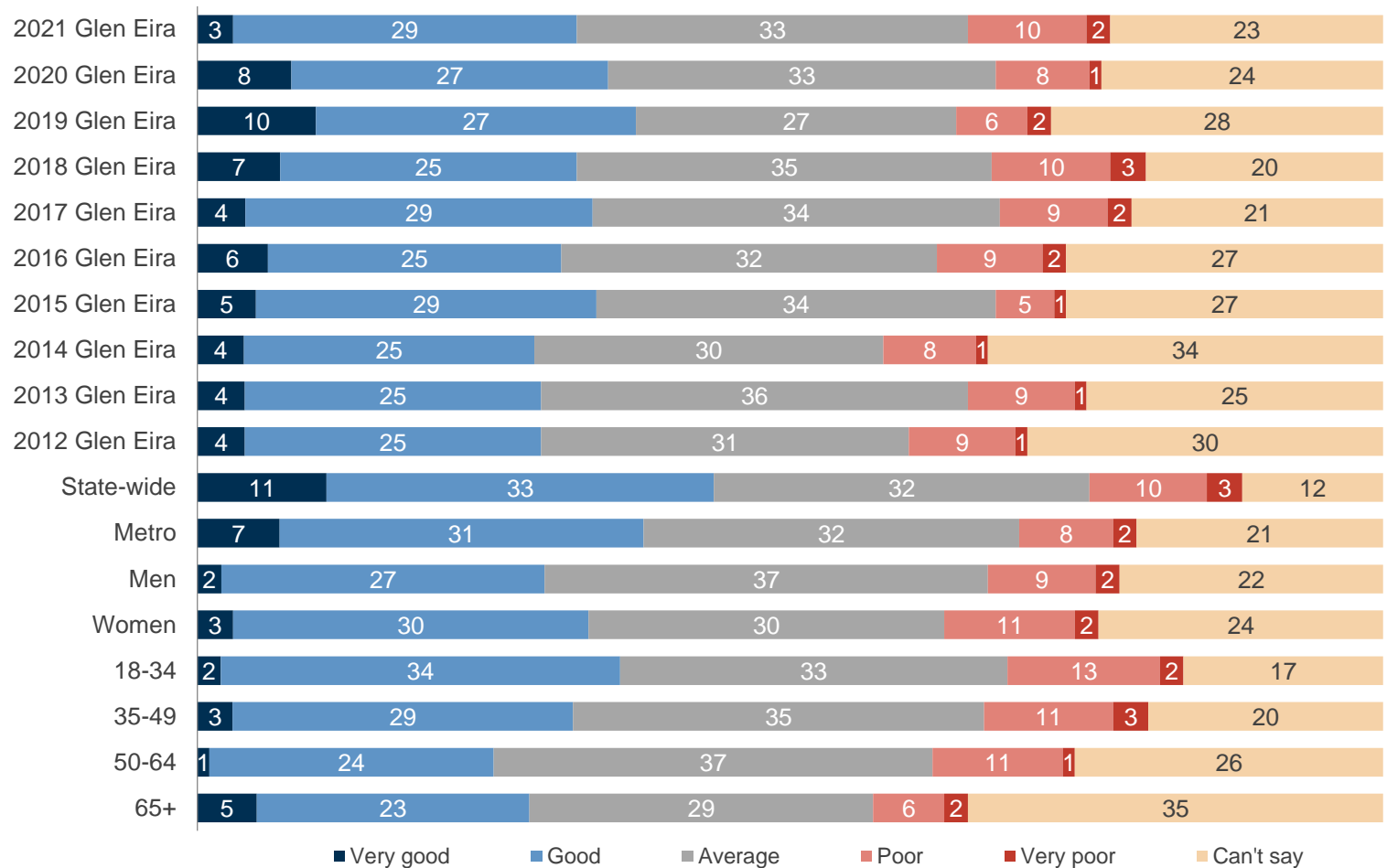
Note: Please see Appendix A for explanation of significant differences.



# Business and community development and tourism performance



2021 business/development/tourism performance (%)

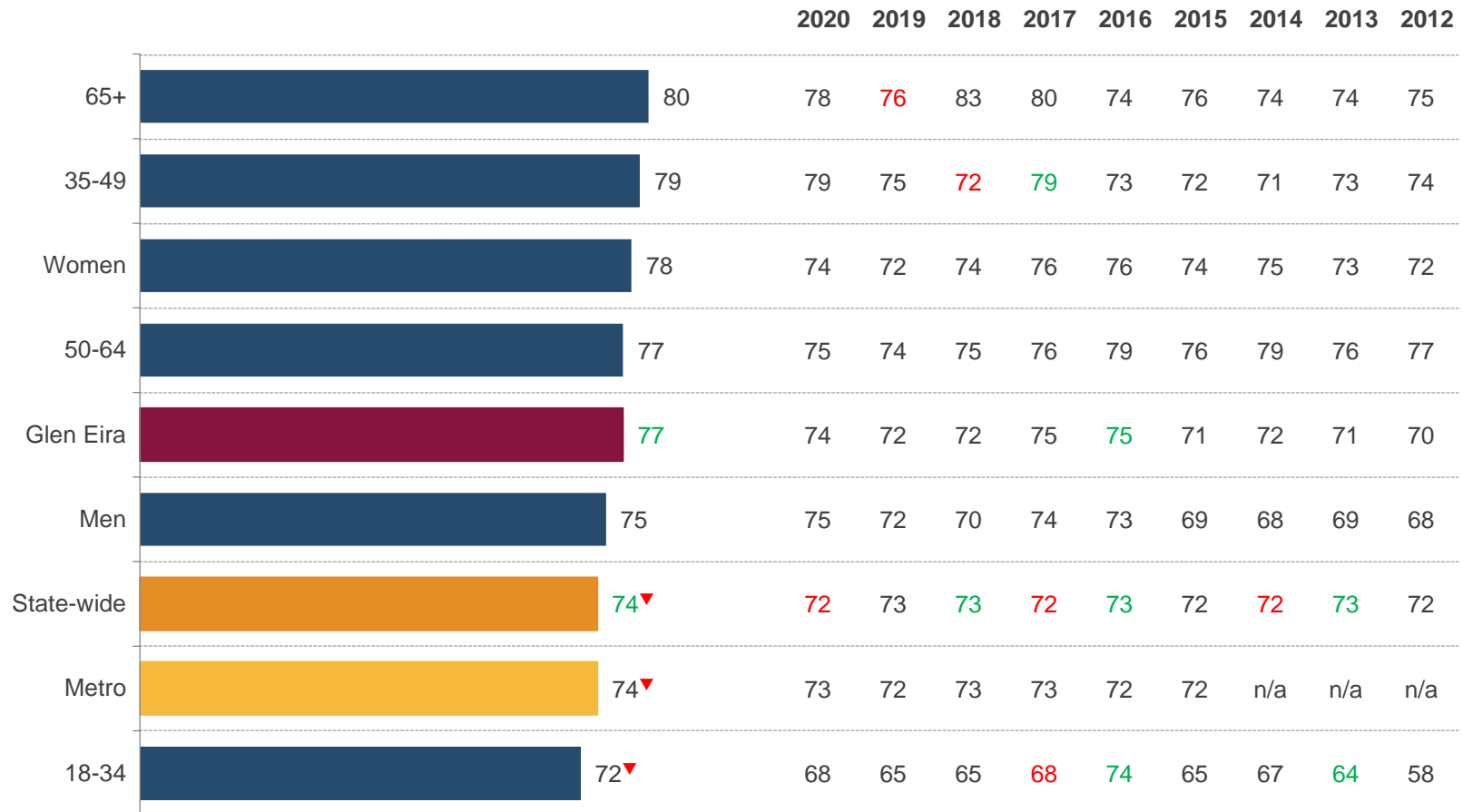




# Council's general town planning policy importance



## 2021 town planning importance (index scores)



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

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

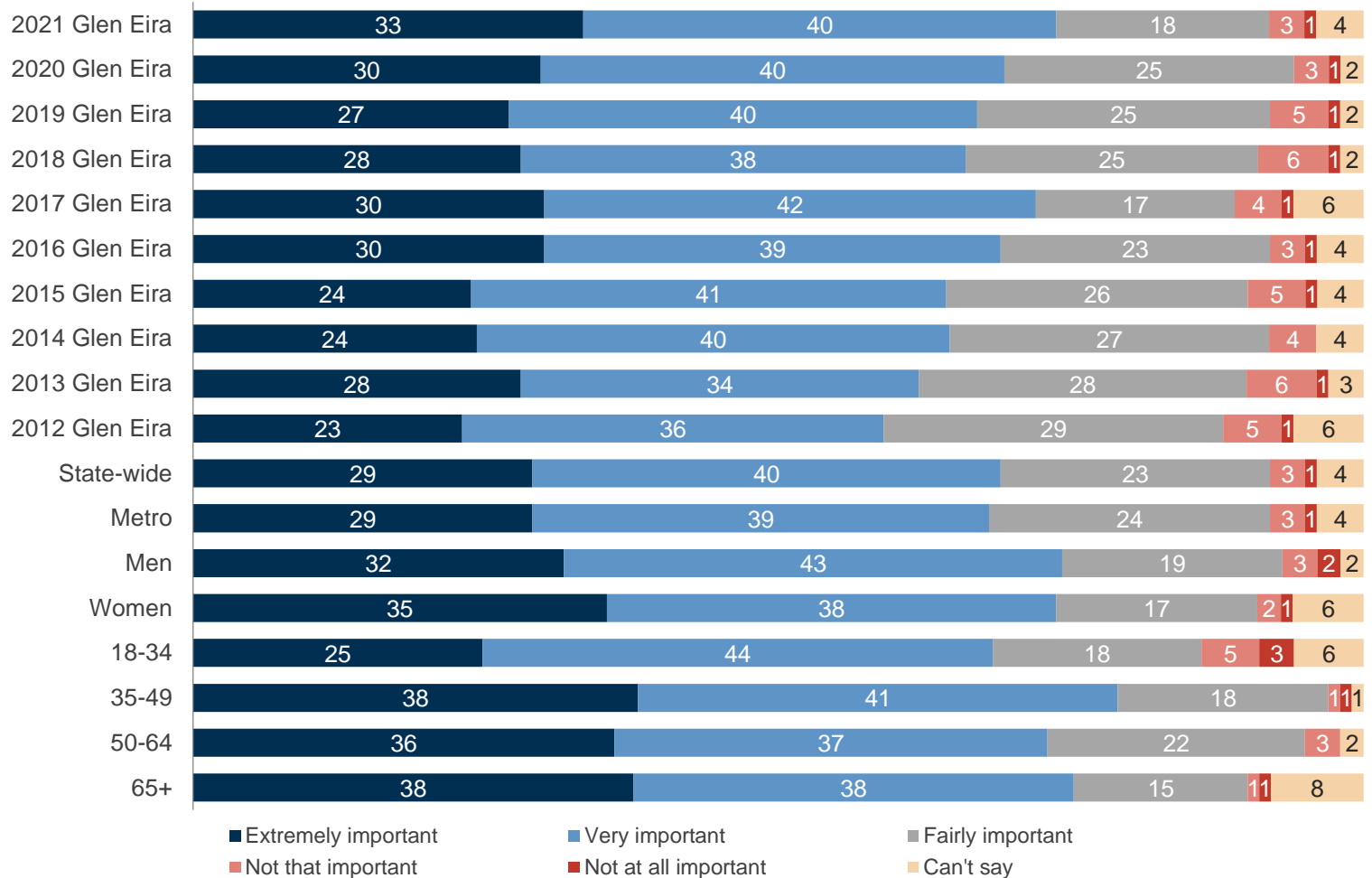
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy importance



## 2021 town planning importance (%)

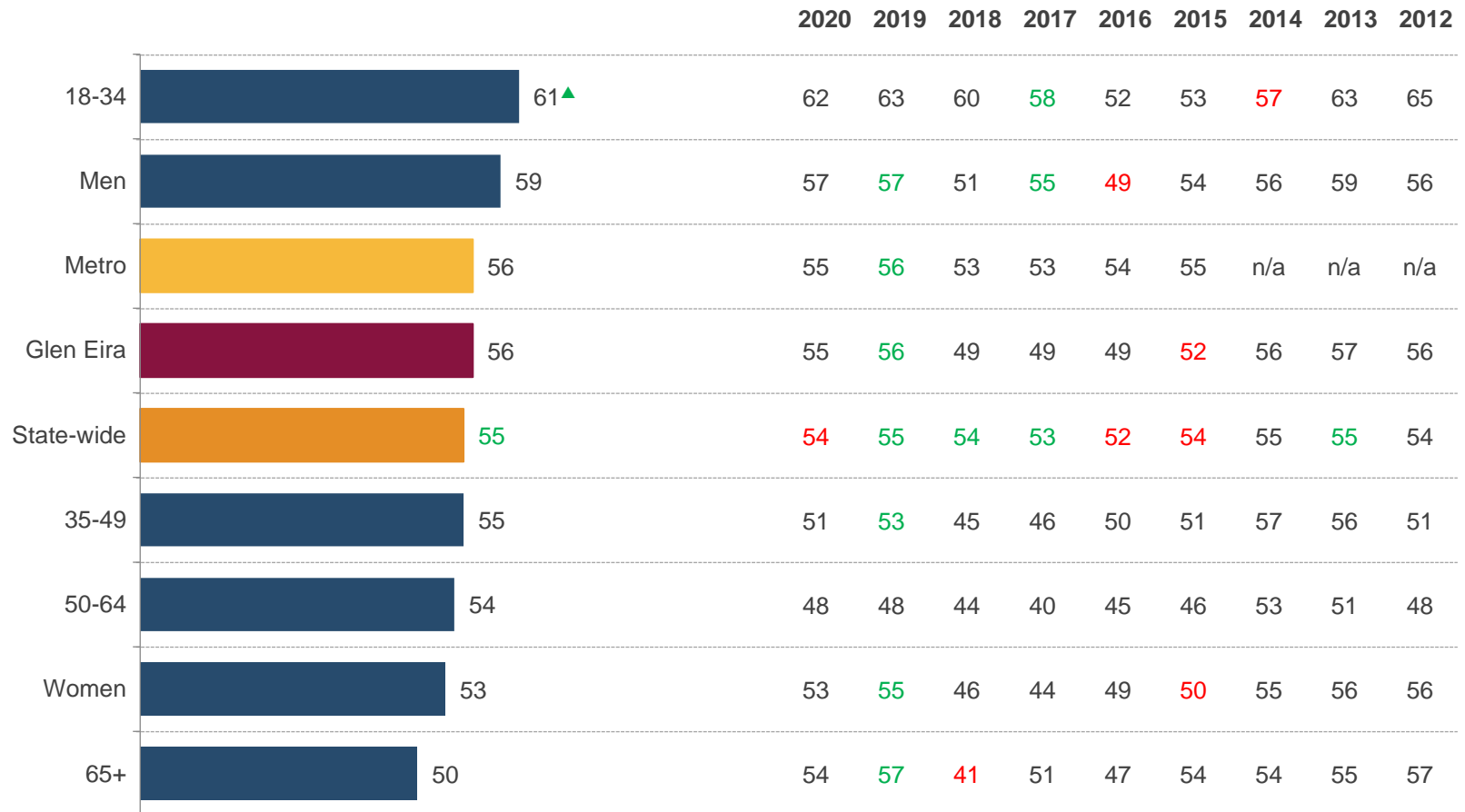




# Council's general town planning policy performance



## 2021 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: 21 Councils asked group: 8

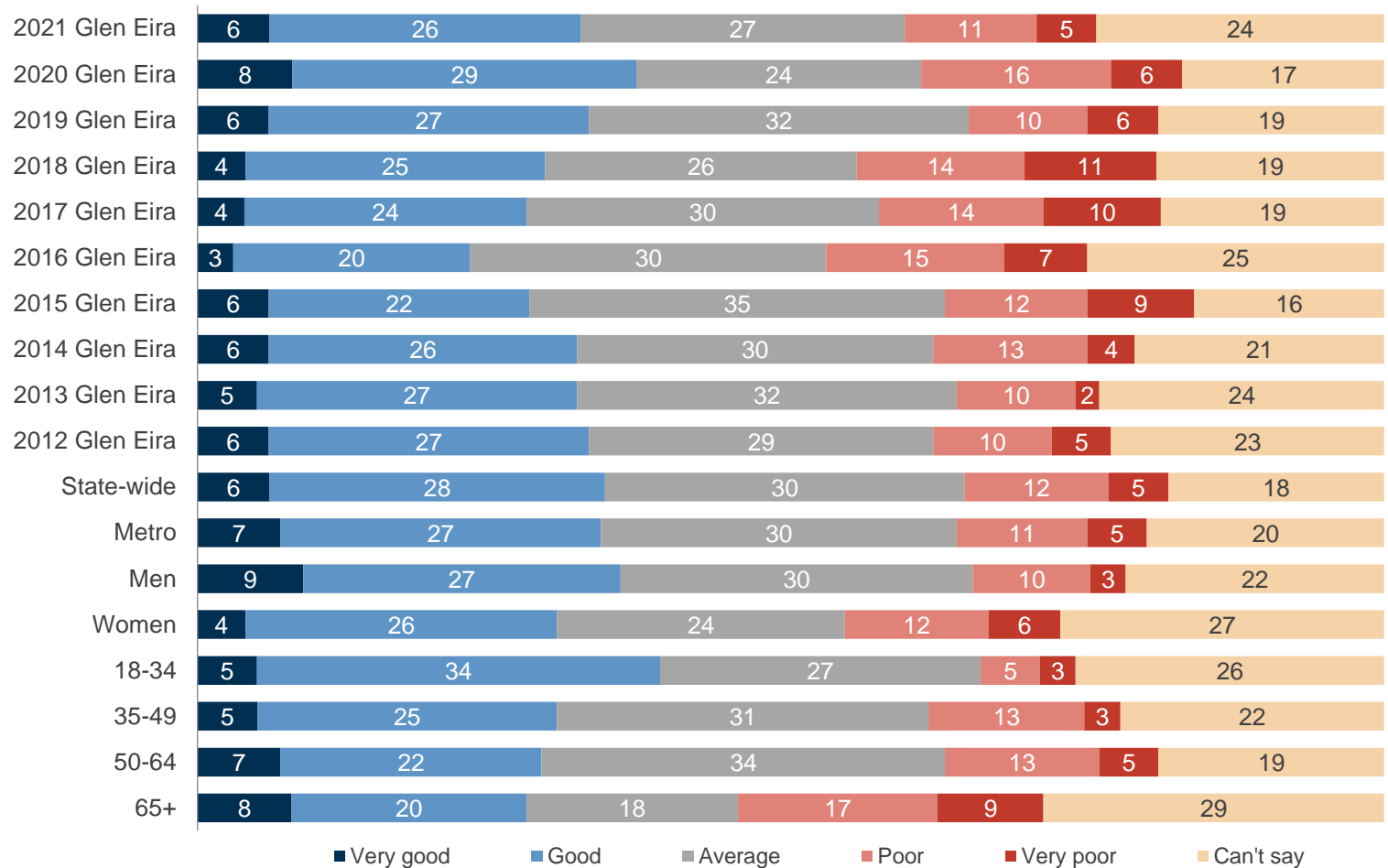
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



## 2021 town planning performance (%)

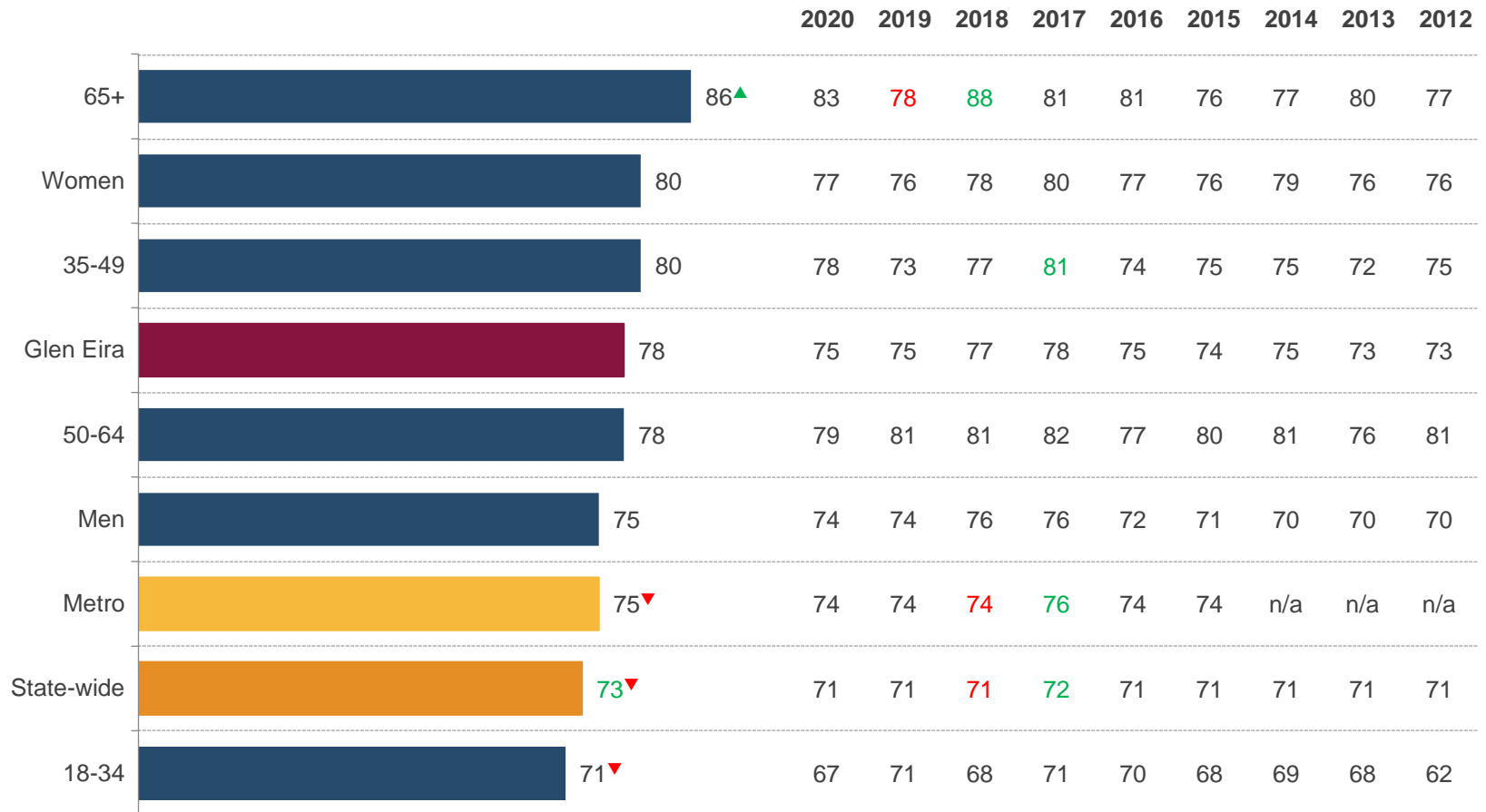




# Planning and building permits importance



## 2021 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: 23 Councils asked group: 5

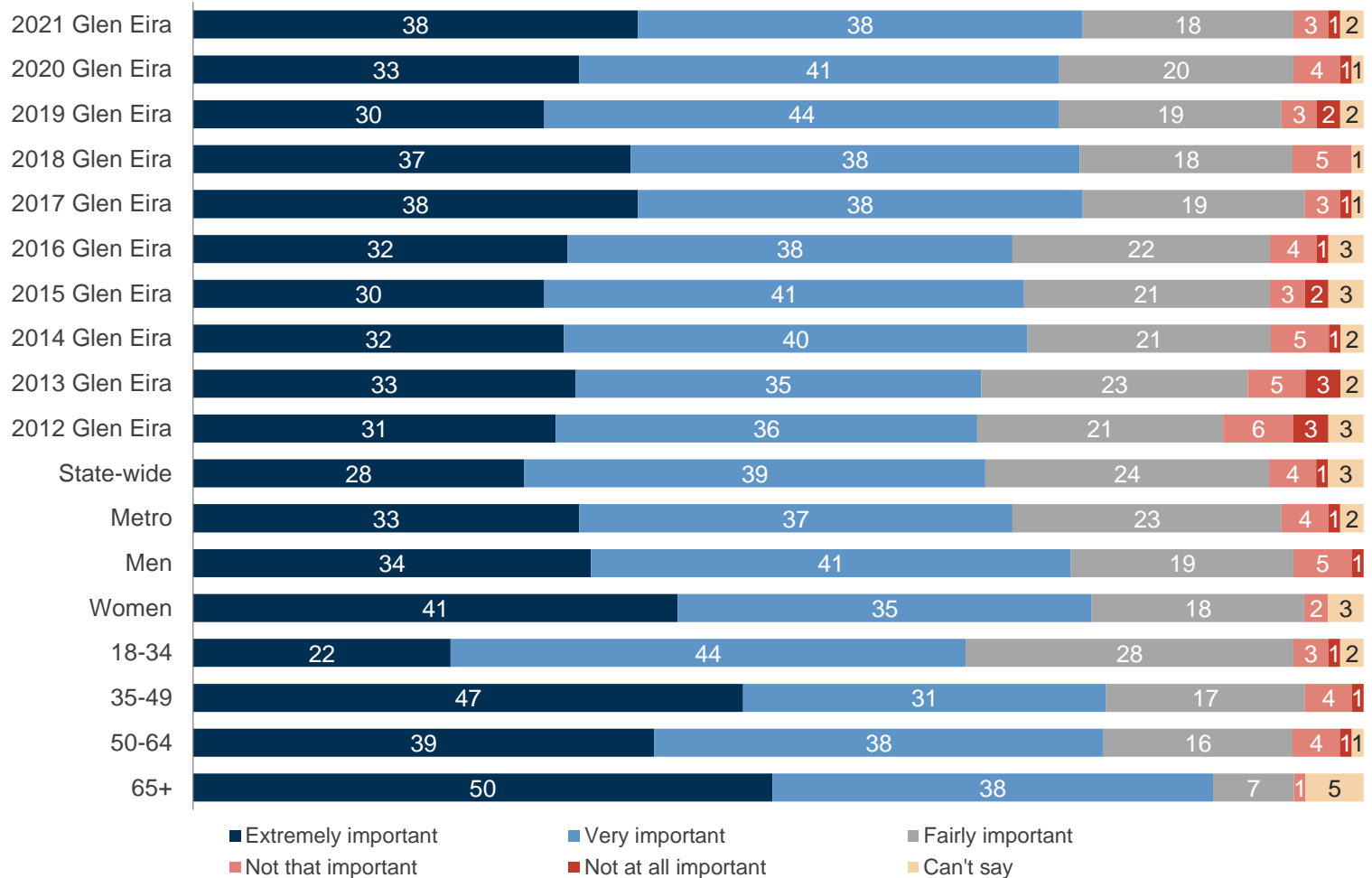
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



## 2021 planning and building permits importance (%)





# Planning and building permits performance



## 2021 planning and building permits performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	56▲	60	64	59	55	47	49	61	63	61
Metro	54▲	54	53	51	49	50	53	n/a	n/a	n/a
Men	52	54	52	50	50	45	51	58	58	53
35-49	52	51	50	44	43	50	49	59	53	50
State-wide	51	51	52	52	51	50	54	53	55	54
Glen Eira	51	52	52	48	46	46	49	56	56	53
Women	50	51	52	46	42	46	48	54	54	53
50-64	49	42	40	41	36	43	44	49	51	44
65+	45	50	48	39	46	41	52	49	54	54

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

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6

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

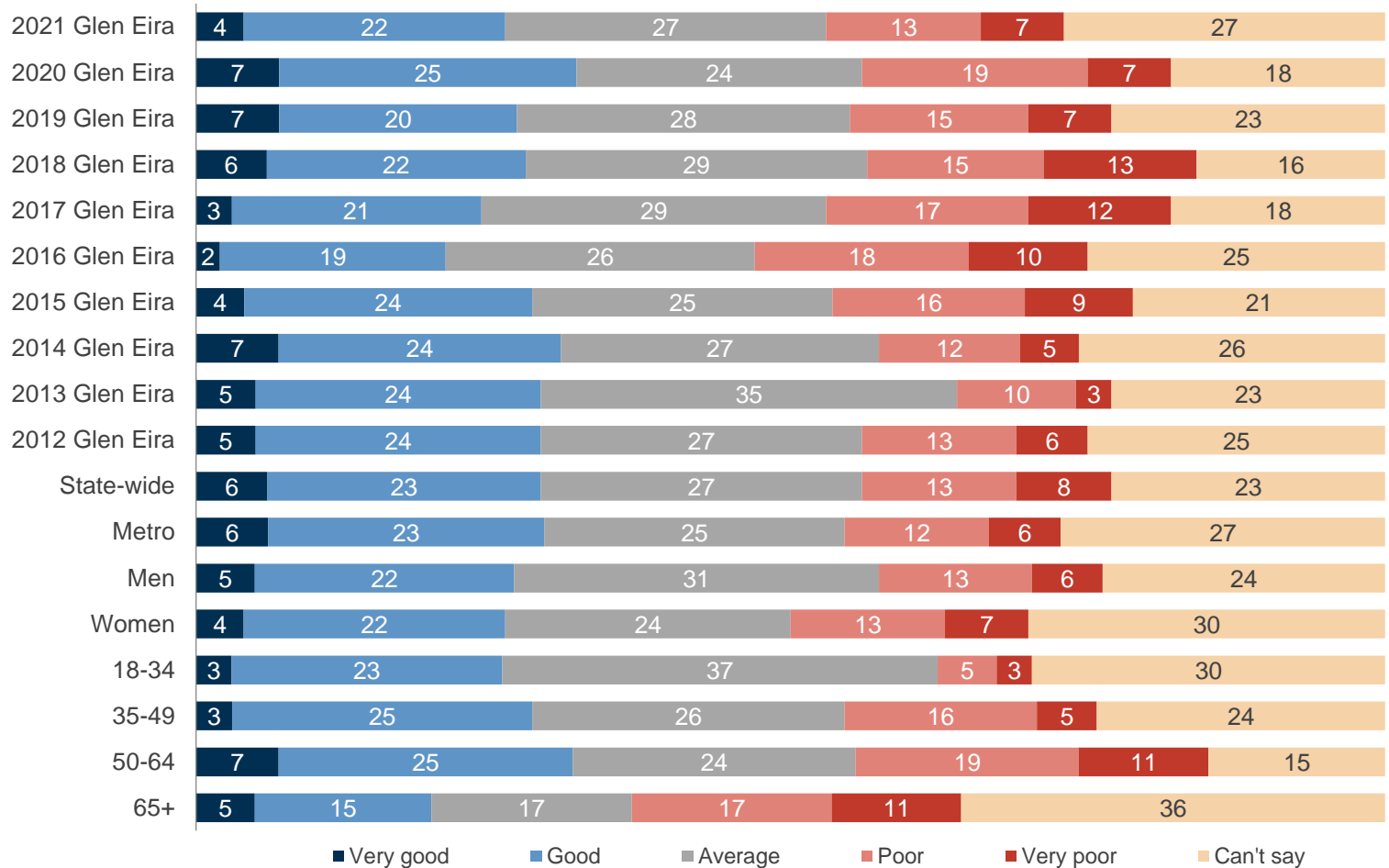




# Planning and building permits performance



## 2021 planning and building permits performance (%)

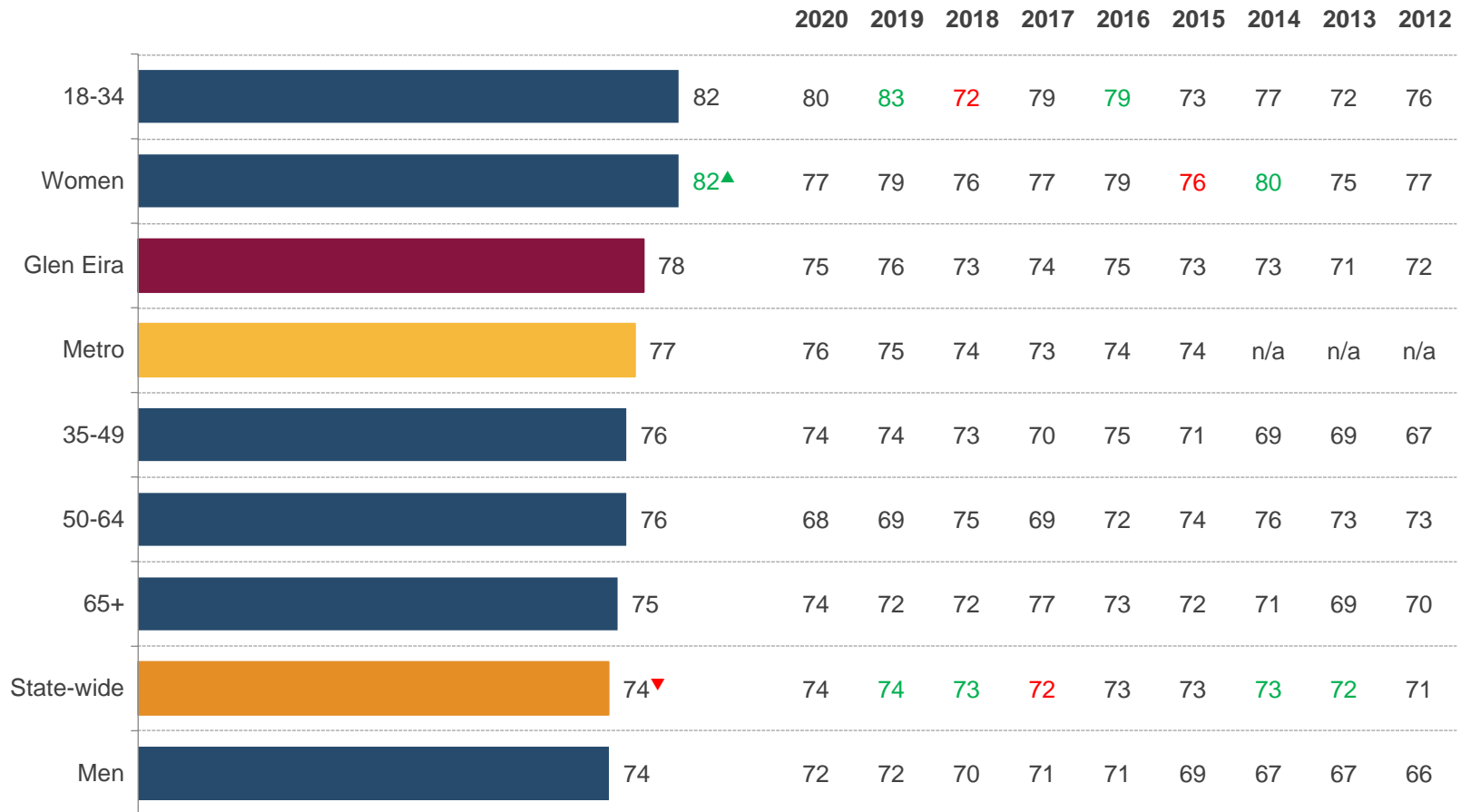




# Environmental sustainability importance



## 2021 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: 26 Councils asked group: 10

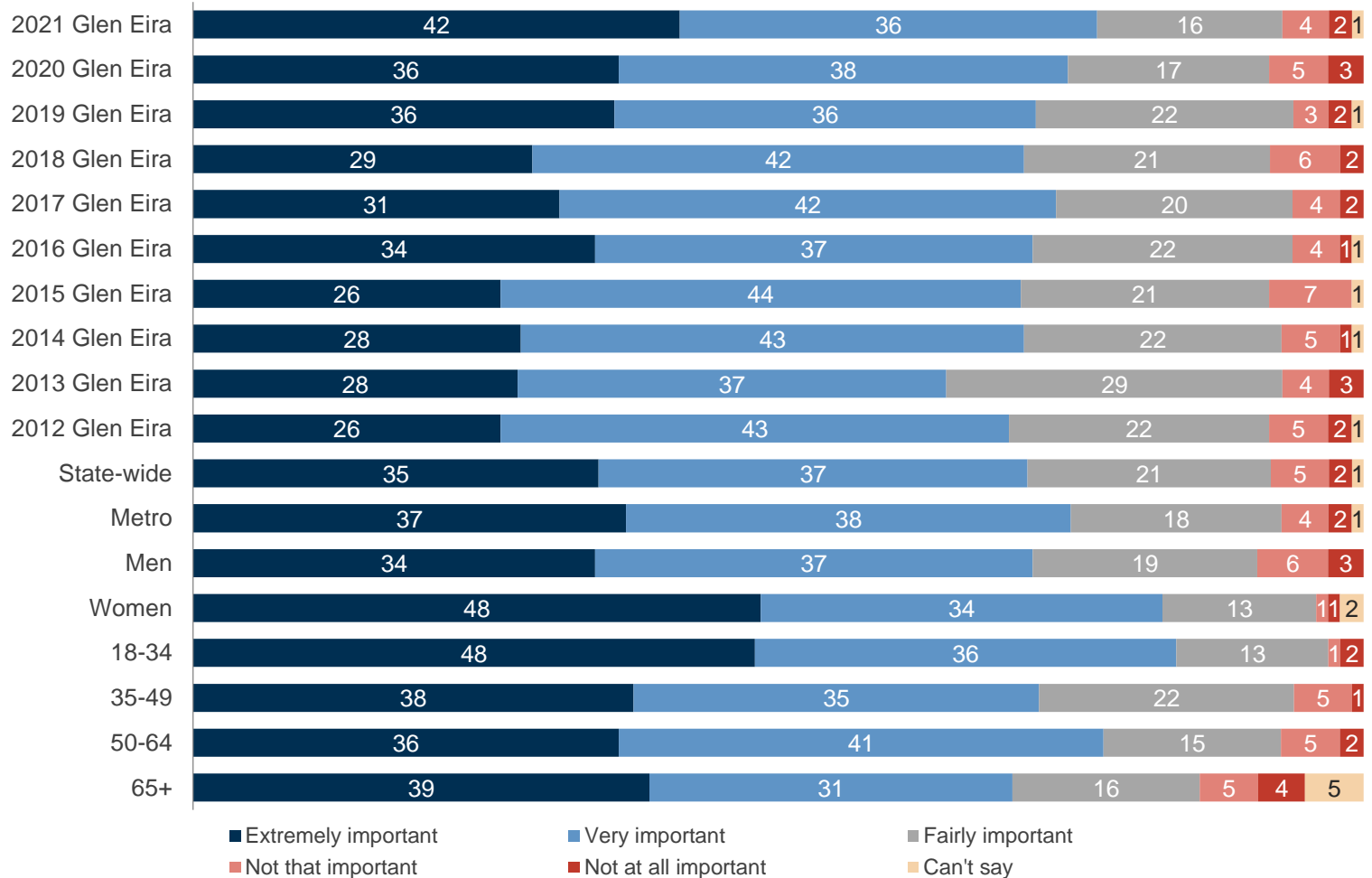
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



## 2021 environmental sustainability importance (%)

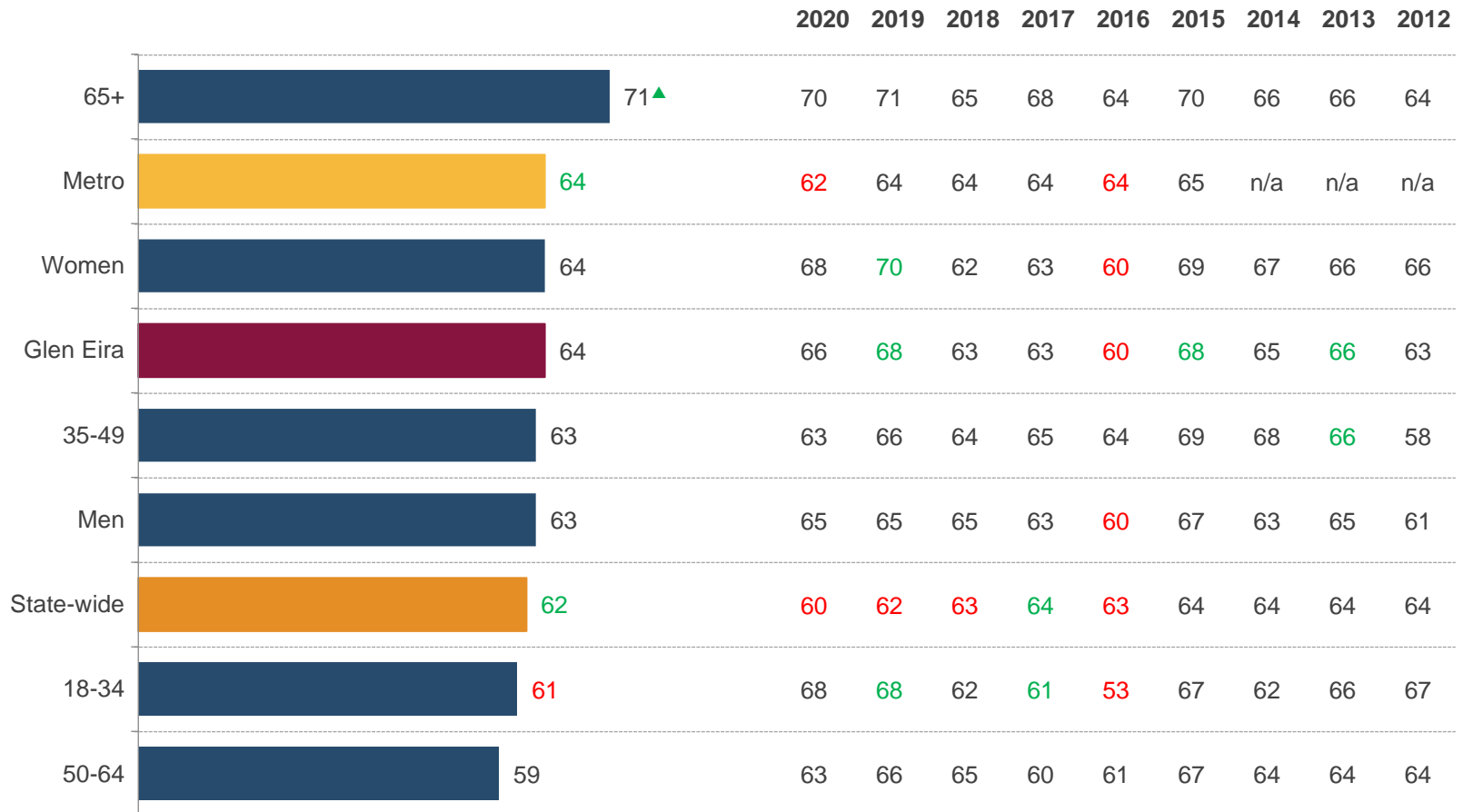




# Environmental sustainability performance



## 2021 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: 34 Councils asked group: 11

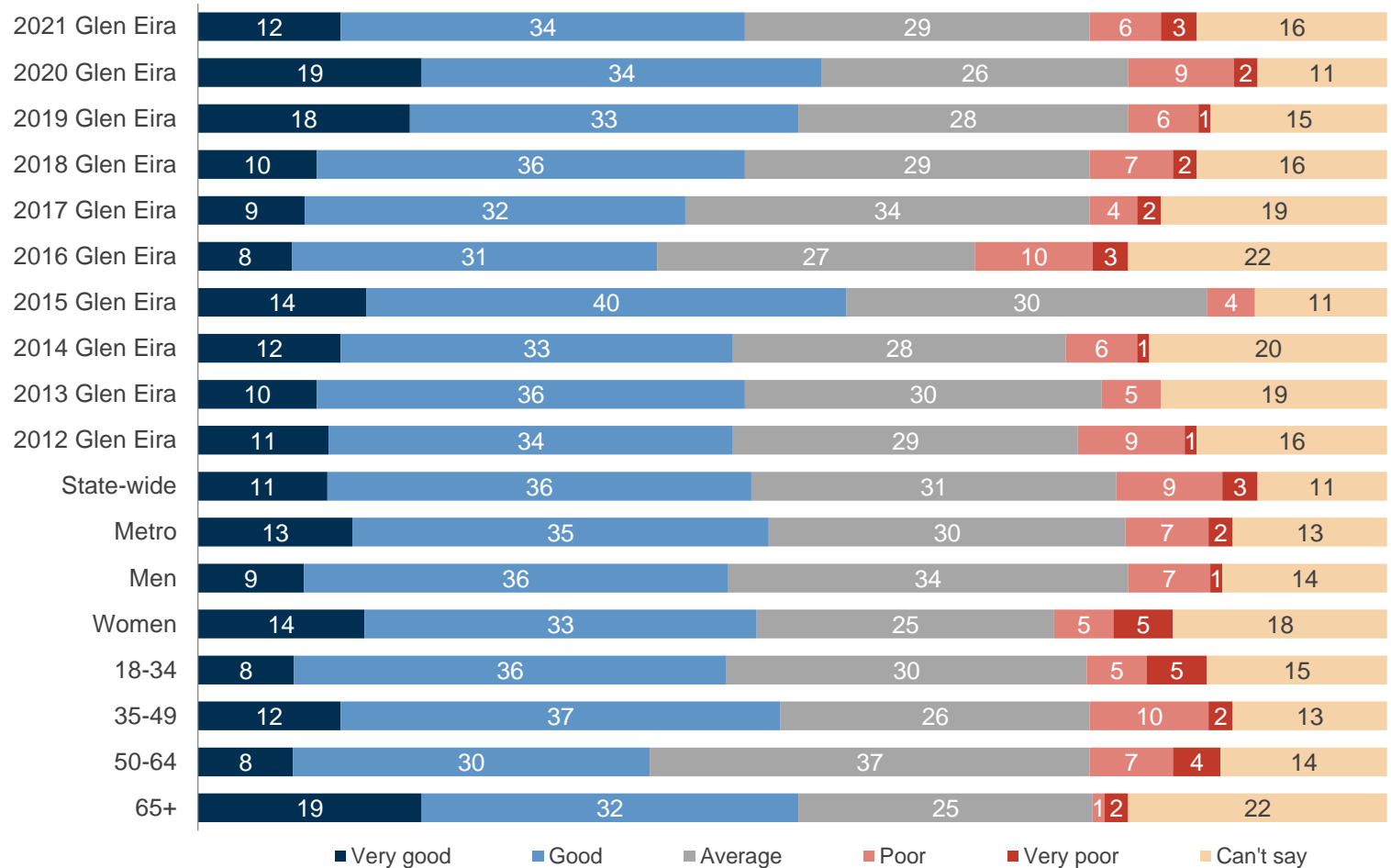
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



## 2021 environmental sustainability performance (%)





# Planning for population growth in the area importance



## 2021 population growth importance (index scores)

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

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: 15 Councils asked group: 4

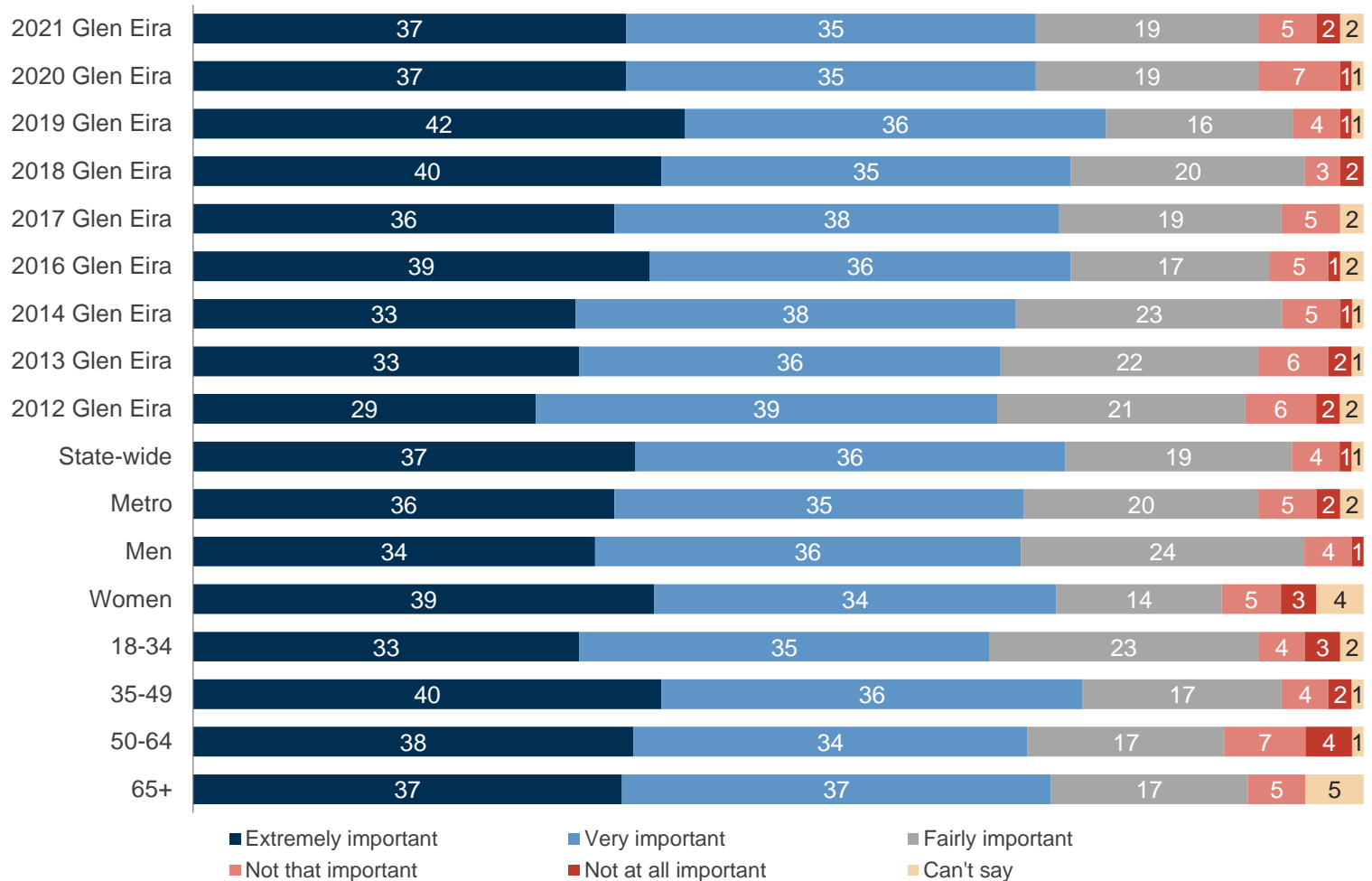
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area importance



## 2021 population growth importance (%)





# Planning for population growth in the area performance



## 2021 population growth performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5

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

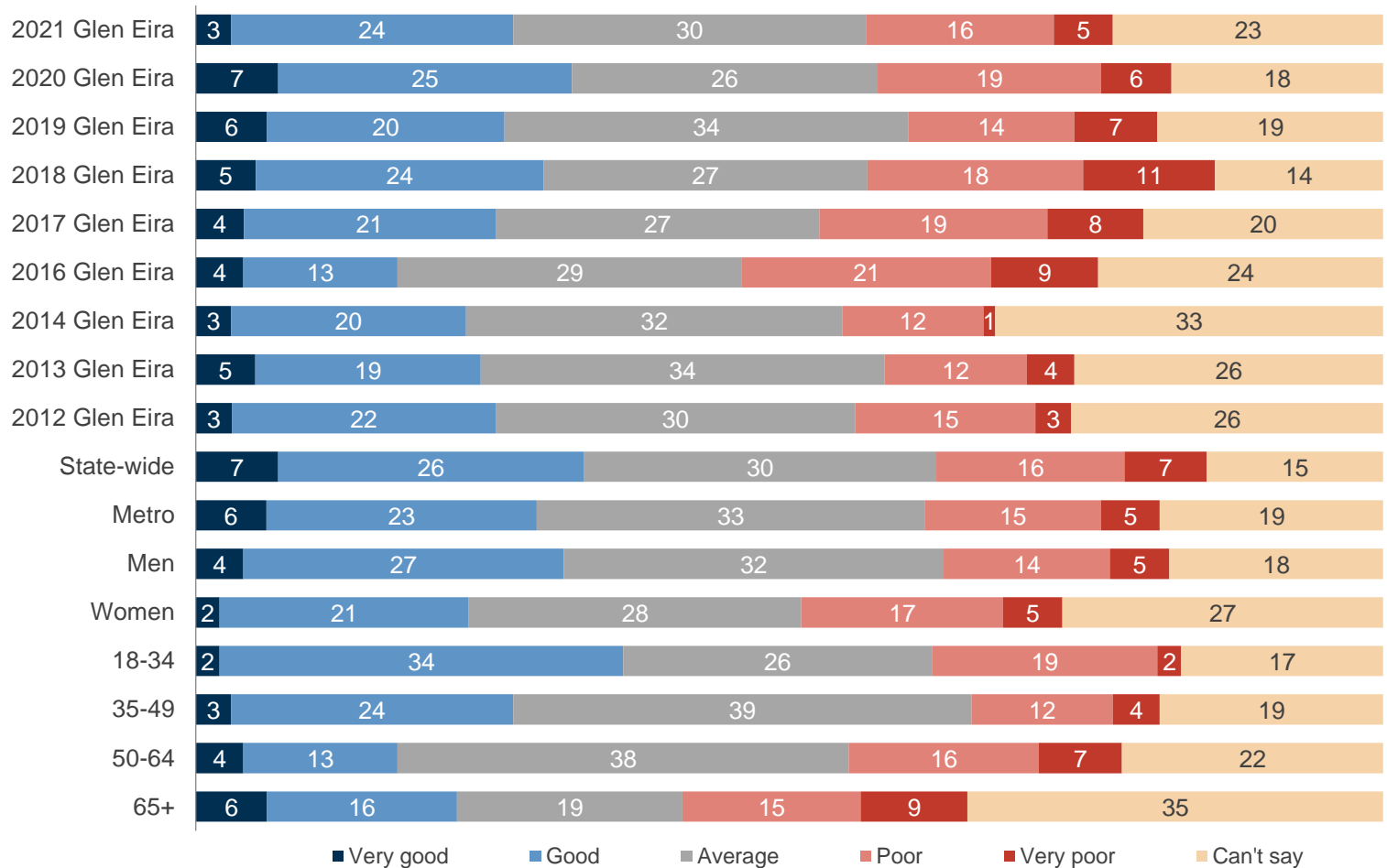




# Planning for population growth in the area performance



## 2021 population growth performance (%)

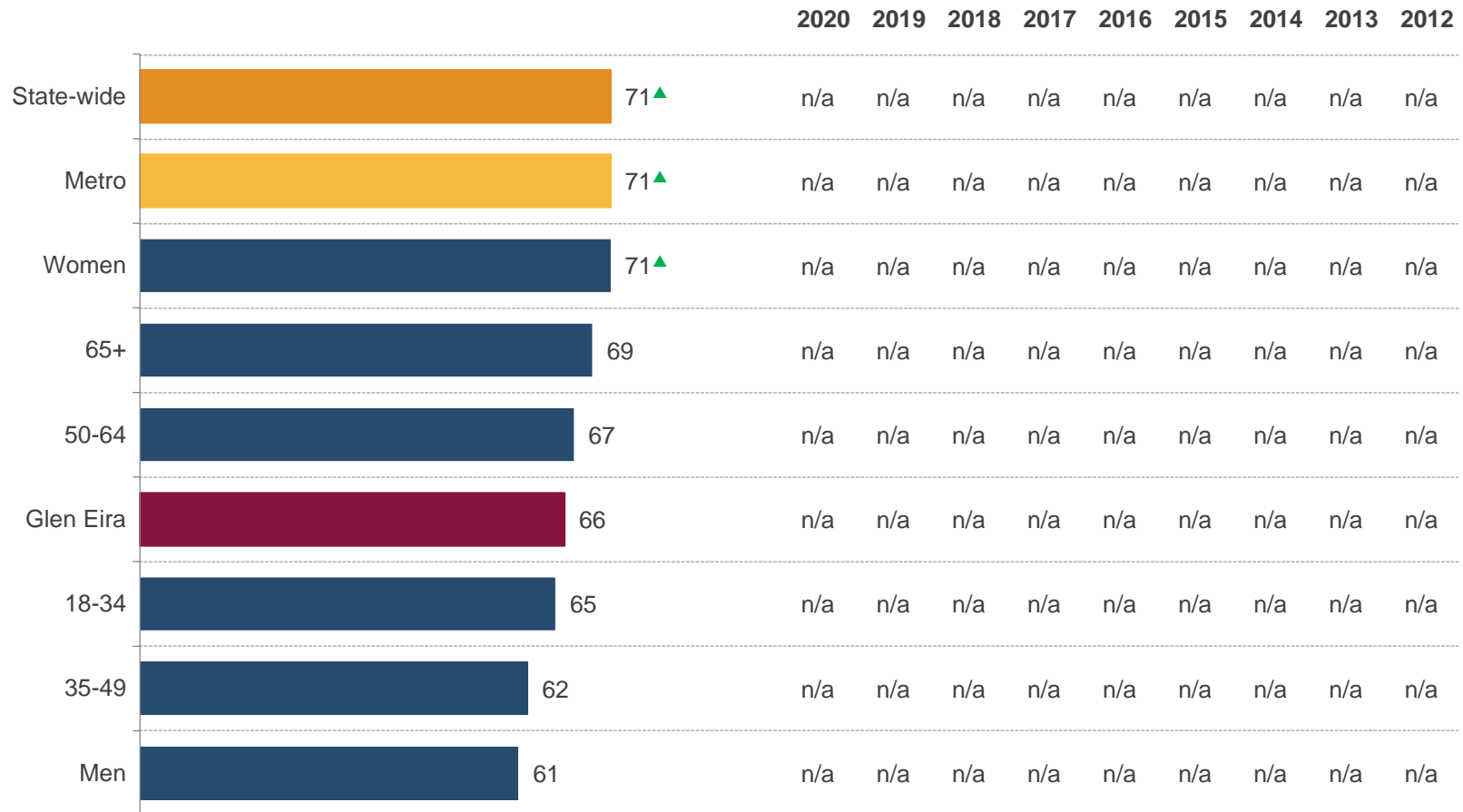




# COVID-19 response importance



## 2021 COVID-19 response importance (index scores)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?

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

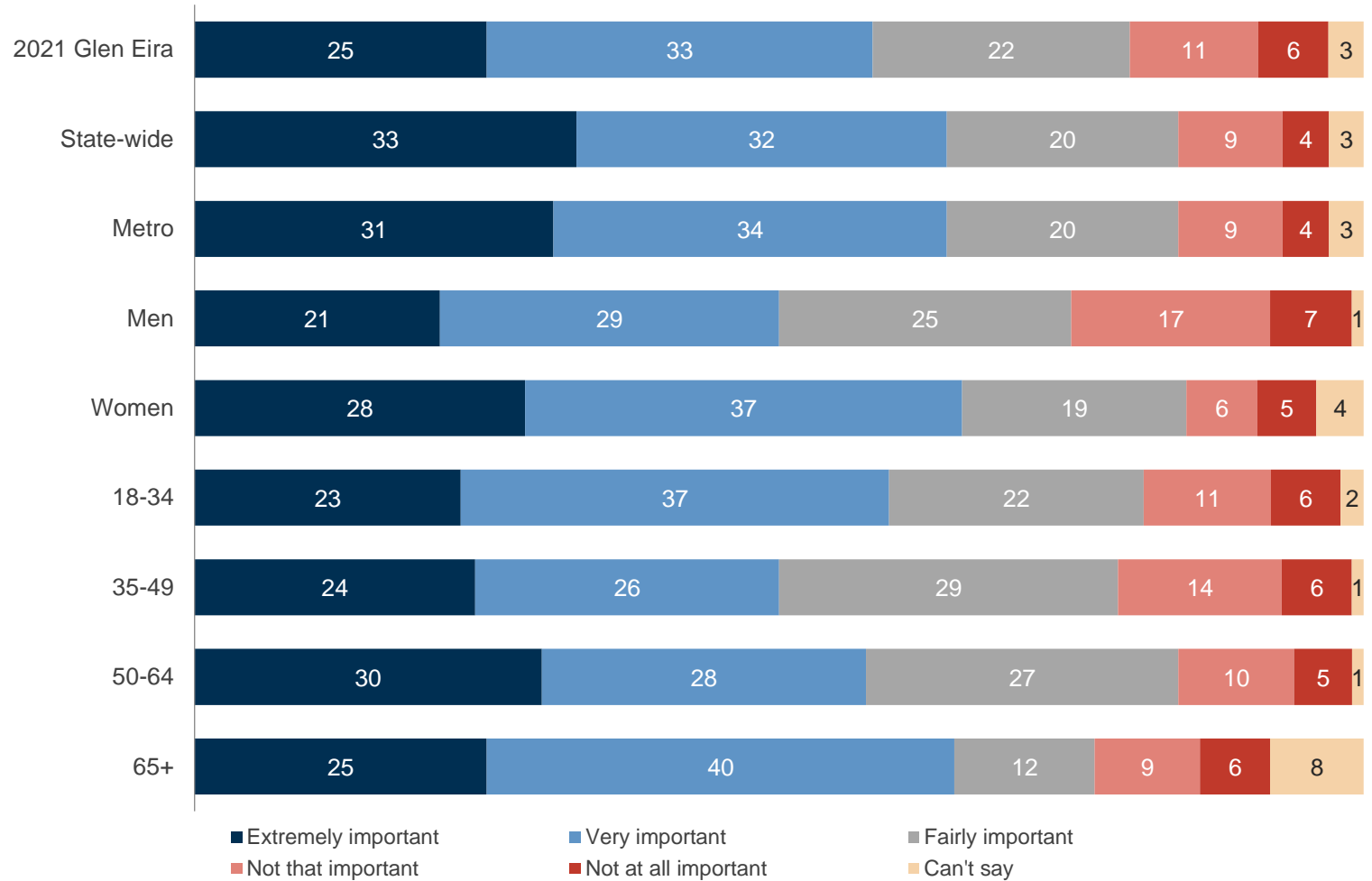
Note: Please see Appendix A for explanation of significant differences.



# COVID-19 response importance



2021 COVID-19 response importance (%)

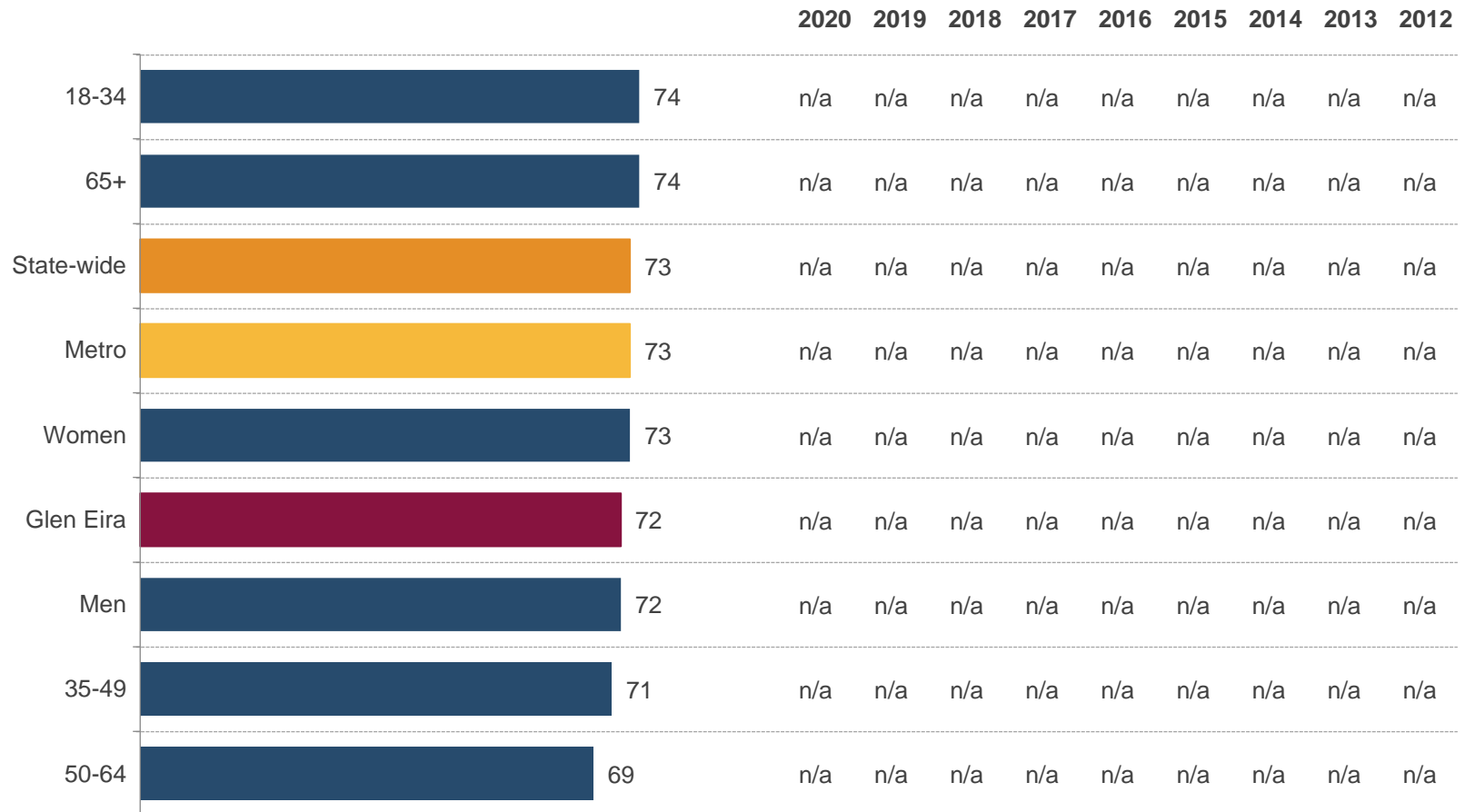




# COVID-19 response performance



## 2021 COVID-19 response performance (index scores)



Q2. How has Council performed on 'COVID-19 response' over the last 12 months?

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 5

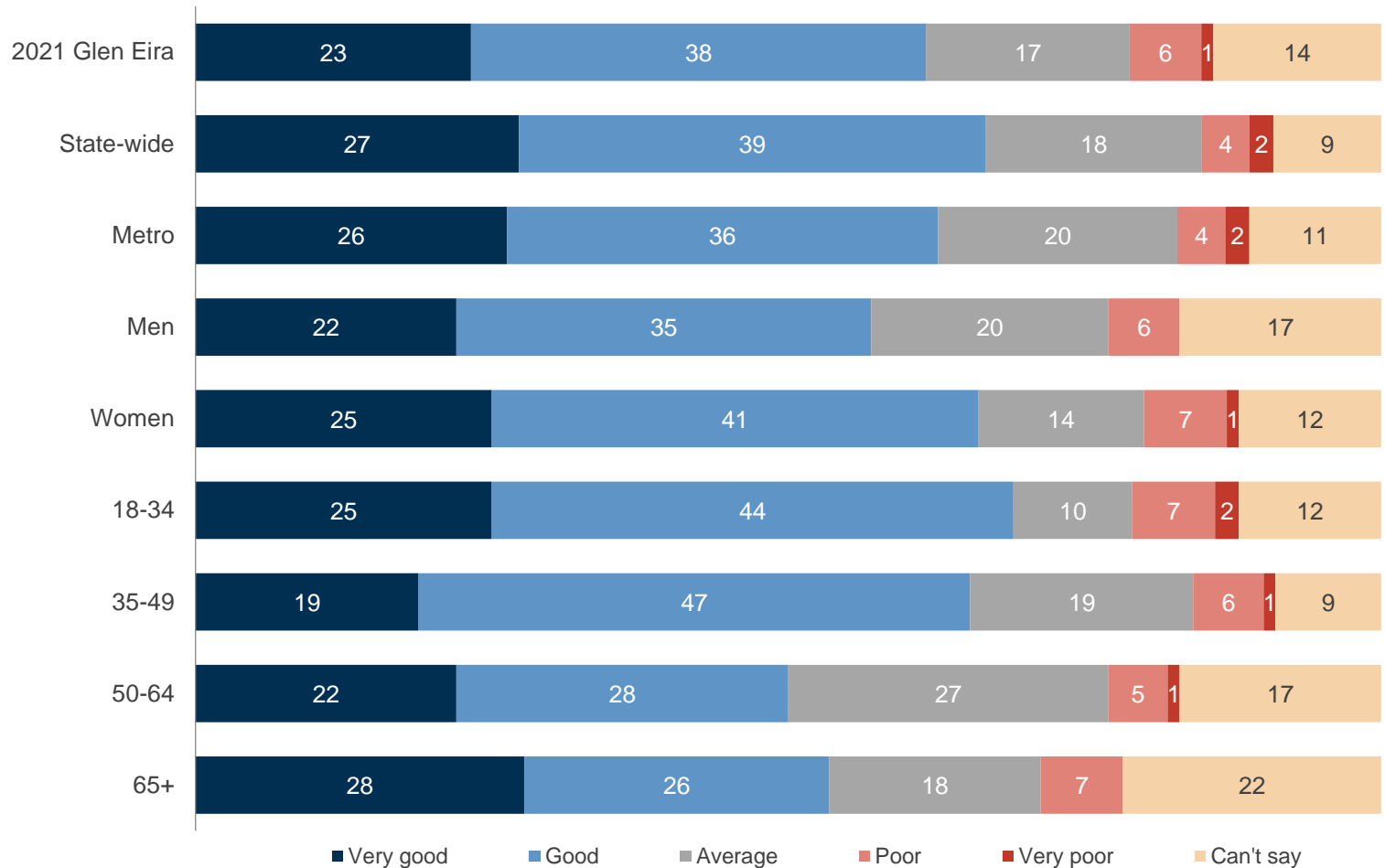
Note: Please see Appendix A for explanation of significant differences.



# COVID-19 response performance



## 2021 COVID-19 response performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or festival, with some individuals wearing red and white clothing.

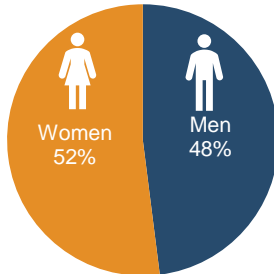
# **Detailed demographics**



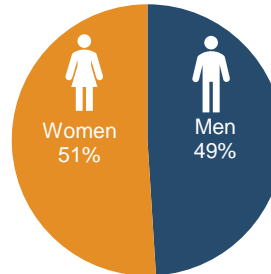
## Gender and age profile

### 2021 gender

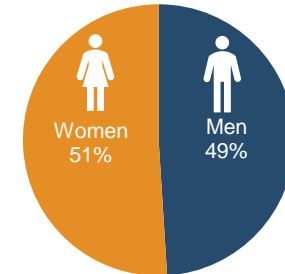
Glen Eira



Metro

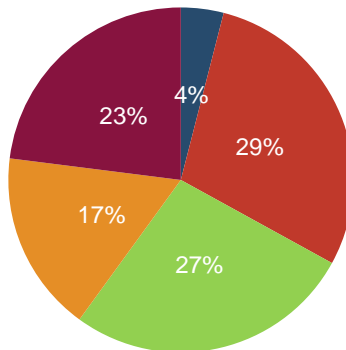


State-wide

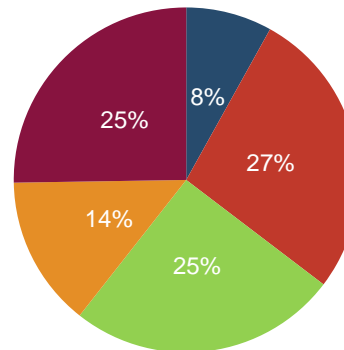


### 2021 age

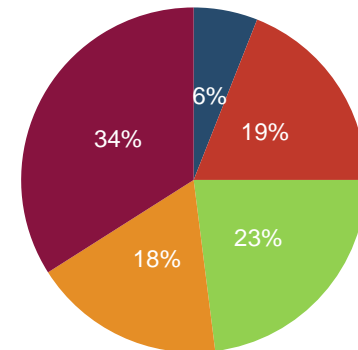
Glen Eira



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?

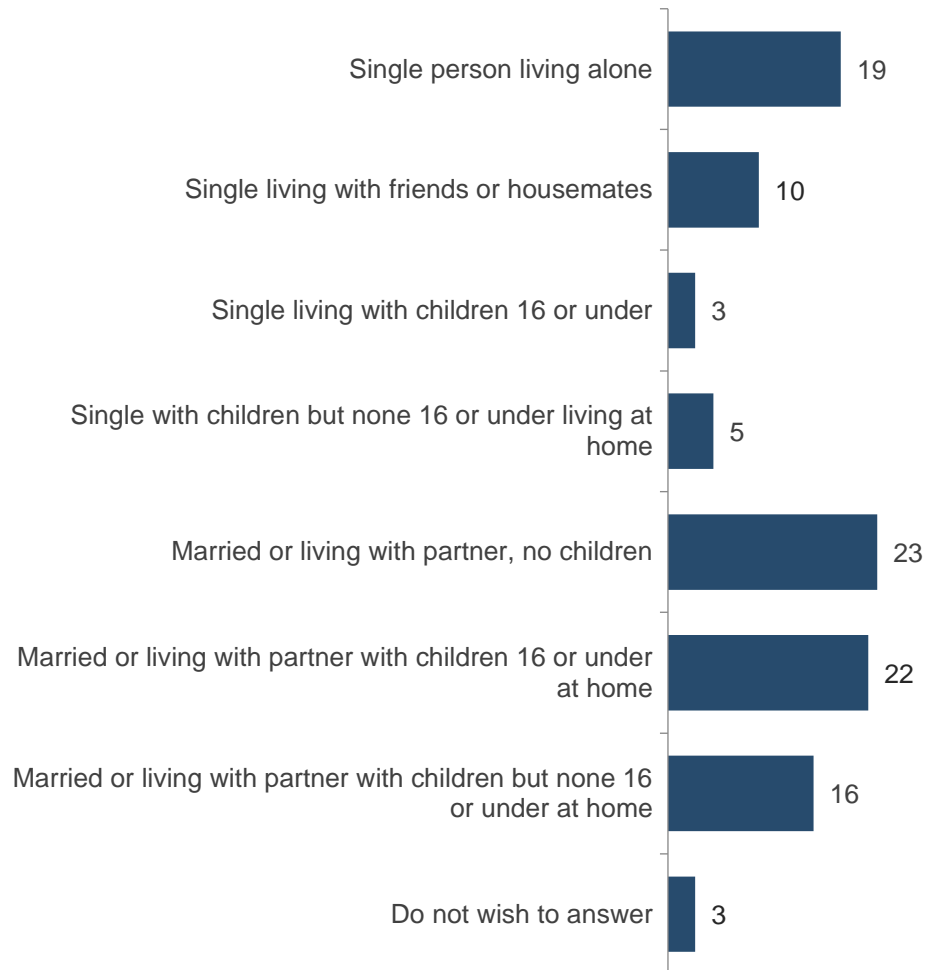
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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

2021 household structure (%)

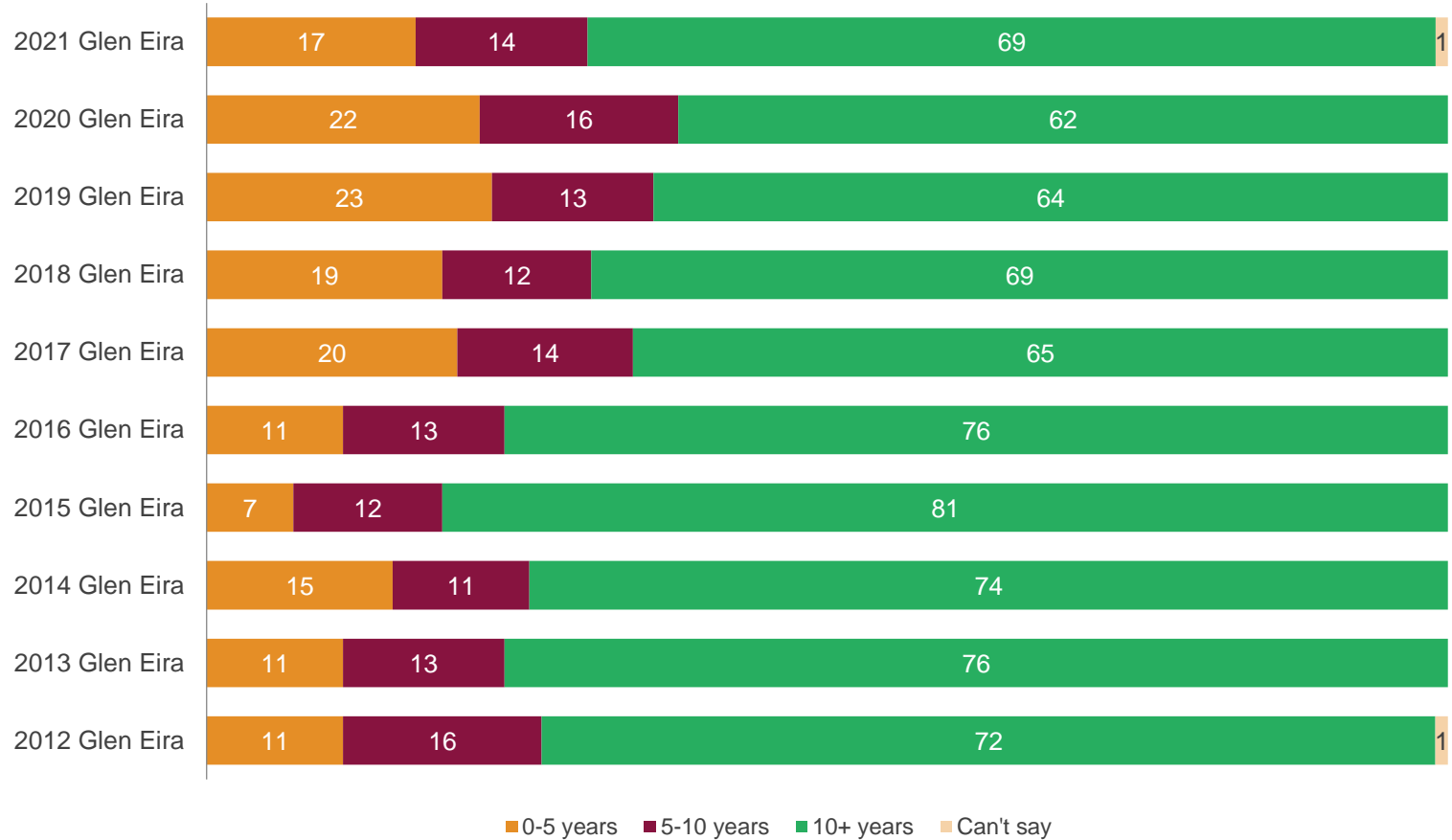






## Years lived in area

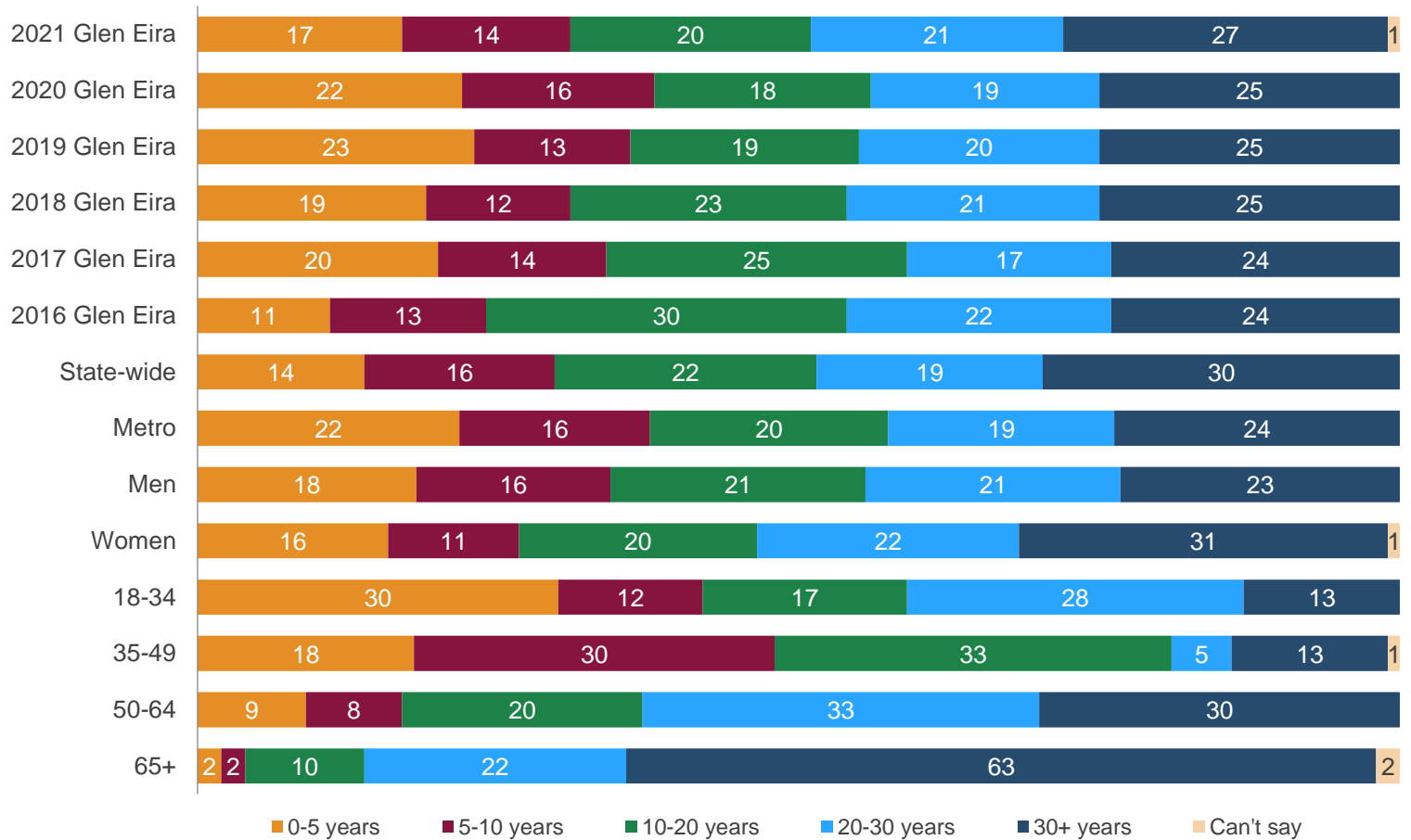
2021 years lived in area (%)





## Years lived in area


2021 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: 12 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 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 2021 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 123,500 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	207	192	+/-6.8
Women	193	208	+/-7.1
18-34 years	79	136	+/-11.1
35-49 years	117	106	+/-9.1
50-64 years	87	67	+/-10.6
65+ years	117	91	+/-9.1



## 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:

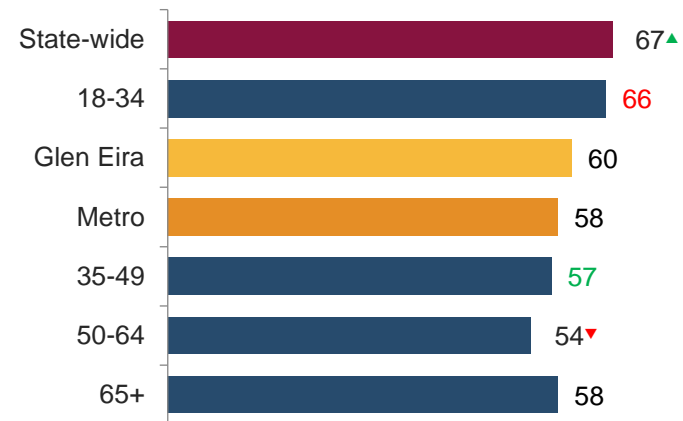
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

**2021 overall performance (index scores)  
(example extract only)**





## Appendix A: Index score significant difference calculation

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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

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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 2021 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**



## Appendix B: Survey methodology and sampling

The 2021 results are compared with previous years, as detailed below:

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

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

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

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

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

A total of n=400 completed interviews were achieved in Glen Eira City Council. Survey fieldwork was conducted in the period of 15<sup>th</sup> February – 21<sup>st</sup> March, 2021.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 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 2012-2021 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, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Glen Eira City Council for this 2021 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

## Appendix B: 2012 survey revision

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The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2021 have been made throughout this report as appropriate.



## Appendix B:

# Core, optional and tailored questions

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### 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 2021 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 2021 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

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### Reporting

Every council that participated in the 2021 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

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

**CSS:** 2021 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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