



2020 Local Government Community Satisfaction Survey

Glen Eira City Council

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





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Background and objectives

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

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

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

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

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

Serving Victoria for 21 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 21 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.



Key findings and recommendations



Glen Eira City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Glen Eira 67









State-wide 58



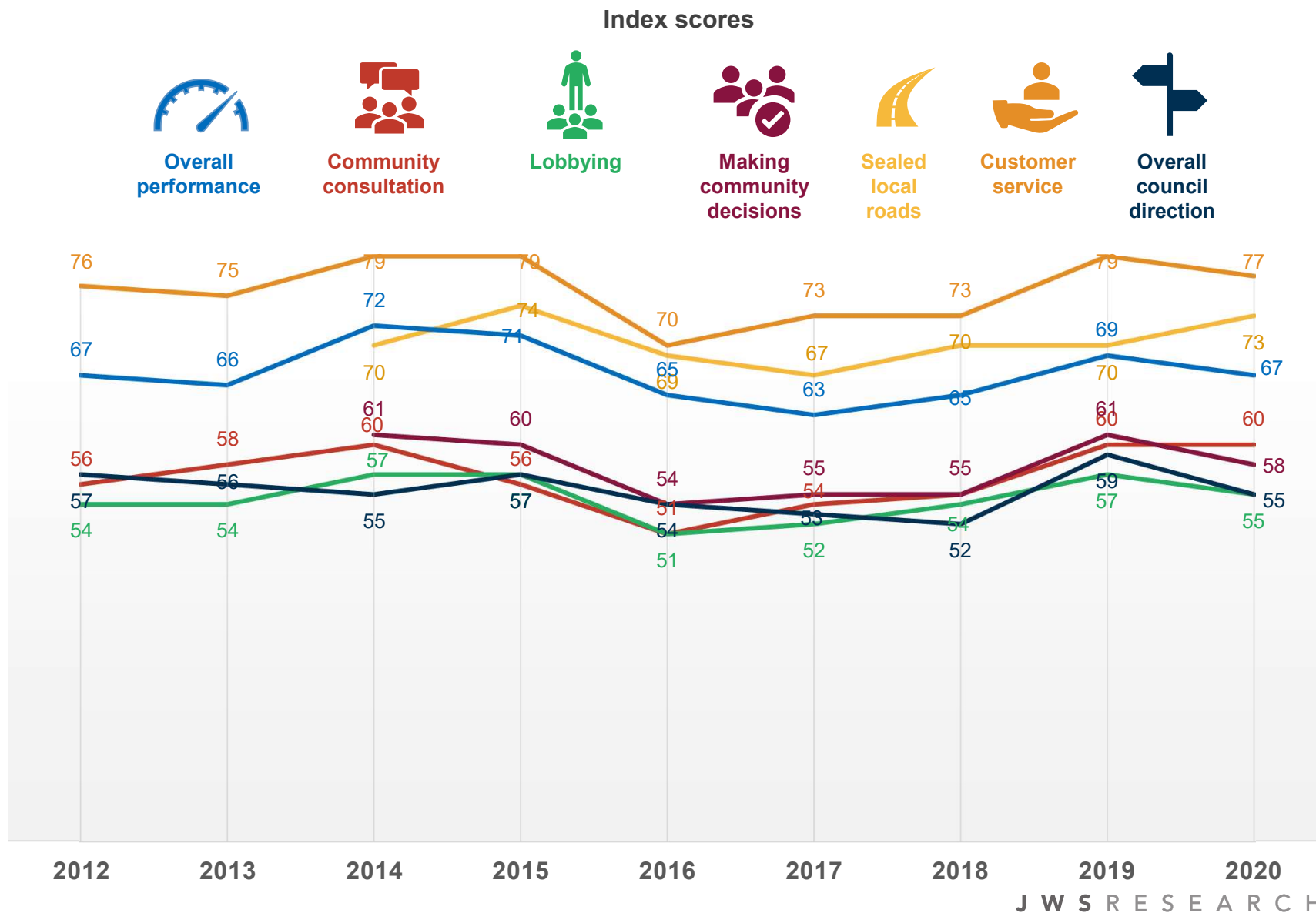
Metropolitan 66

Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the highest margin	Areas where Council performance is significantly lower
Compared to State-wide average	 Sealed local roads  Local streets and footpaths  Recreational facilities	None
Compared to group average	 Local streets and footpaths  Sealed local roads  Appearance of public areas	None



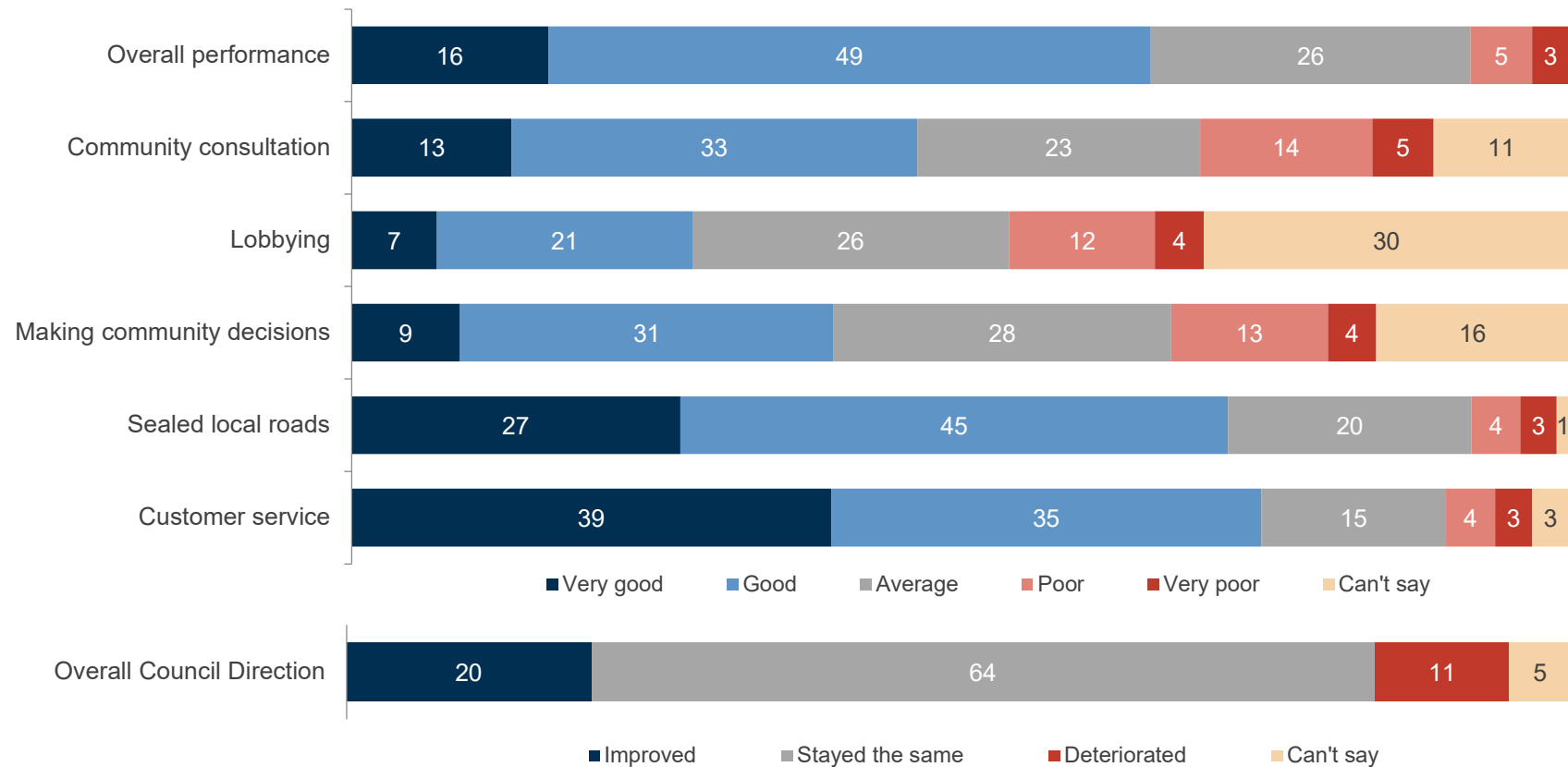
Summary of core measures















Summary of core measures

Core measures summary results (%)















Summary of Glen Eira City Council performance

Services	Glen Eira 2020	Glen Eira 2019	Metro 2020	State-wide 2020	Highest score	Lowest score
 Overall performance	67	69	66	58	Aged 18-34 years	Aged 50-64 years
 Overall council direction	55	59	54	51	Aged 18-34 years	Aged 50-64 years
 Customer service	77	79	74	70	Aged 65+ years	Aged 35-49 years
 Recreational facilities	80	79	74	70	Aged 18-34 years, Women	Aged 50-64 years
 Appearance of public areas	78	81	73	72	Aged 65+ years	Aged 50-64 years
 Art centres and libraries	78	78	75	74	Women, Aged 65+ years	Men
 Waste management	75	76	70	65	Aged 65+ years	Aged 18-34 years
 Sealed local roads	73	70	67	54	Aged 18-34 years	Aged 35-49 years
 Community and cultural	72	71	70	68	Women	Men, Aged 50-64 years
 Local streets and footpaths	70	69	64	58	Aged 18-34 years	Aged 50+

Significantly **higher** / **lower** than Glen Eira City Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.








Summary of Glen Eira City Council performance

Services	Glen Eira 2020	Glen Eira 2019	Metro 2020	State-wide 2020	Highest score	Lowest score
 Family support services	70	70	69	66	Aged 65+ years, Aged 18-34 years	Aged 50-64 years
 Elderly support services	69	67	67	68	Aged 65+ years	Aged 50-64 years
 Enforcement of local laws	68	67	65	63	Aged 18-34 years	Aged 50-64 years
 Environmental sustainability	66	68	62	60	Aged 65+ years	Aged 35-64 years
 Informing the community	63	64	62	59	Aged 65+ years	Aged 50-64 years
 Disadvantaged support serv.	63	63	62	60	Aged 18-34 years	Aged 50-64 years
 Traffic management	62	59	59	58	Aged 18-34 years	Aged 35-49 years
 Bus/community dev./tourism	61	63	59	59	Aged 18-34 years	Aged 50-64 years
 Consultation and engagement	60	60	58	55	Aged 65+ years	Aged 50-64 years
 Parking facilities	59	54	56	55	Aged 18-34 years	Aged 65+ years

Significantly *higher* / *lower* than Glen Eira City Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.



Summary of Glen Eira City Council performance

Services		Glen Eira 2020	Glen Eira 2019	Metro 2020	State-wide 2020	Highest score	Lowest score
	Community decisions	58	61	59	53	Aged 18-34 years	Aged 50-64 years
	Lobbying	55	57	57	53	Aged 18-34 years	Aged 50-64 years
	Town planning policy	55	56	55	54	Aged 18-34 years	Aged 50-64 years
	Population growth	53	52	52	51	Aged 18-34 years	Aged 50-64 years
	Building and planning permits	52	52	54	51	Aged 18-34 years	Aged 50-64 years



Focus areas for the next 12 months

Overview

Council has largely consolidated the significant gains made in 2019 on overall performance and customer service. Rated performance also remains in line with 12 months ago across most individual service areas. Performance on parking facilities is significantly improved (up five points) however performance on the appearance of public areas and the direction of Council's overall performance declined significantly (down three points and four points, respectively).

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the service areas that most influence perceptions of overall performance: the condition of sealed roads, decisions made in the community's interest, informing the community, enforcement of local laws and environmental sustainability. Community decisions is one of Council's lower performing areas therefore a focus on good communication, transparency and demonstrating community interest will be important in shoring up positive opinion of Council overall.

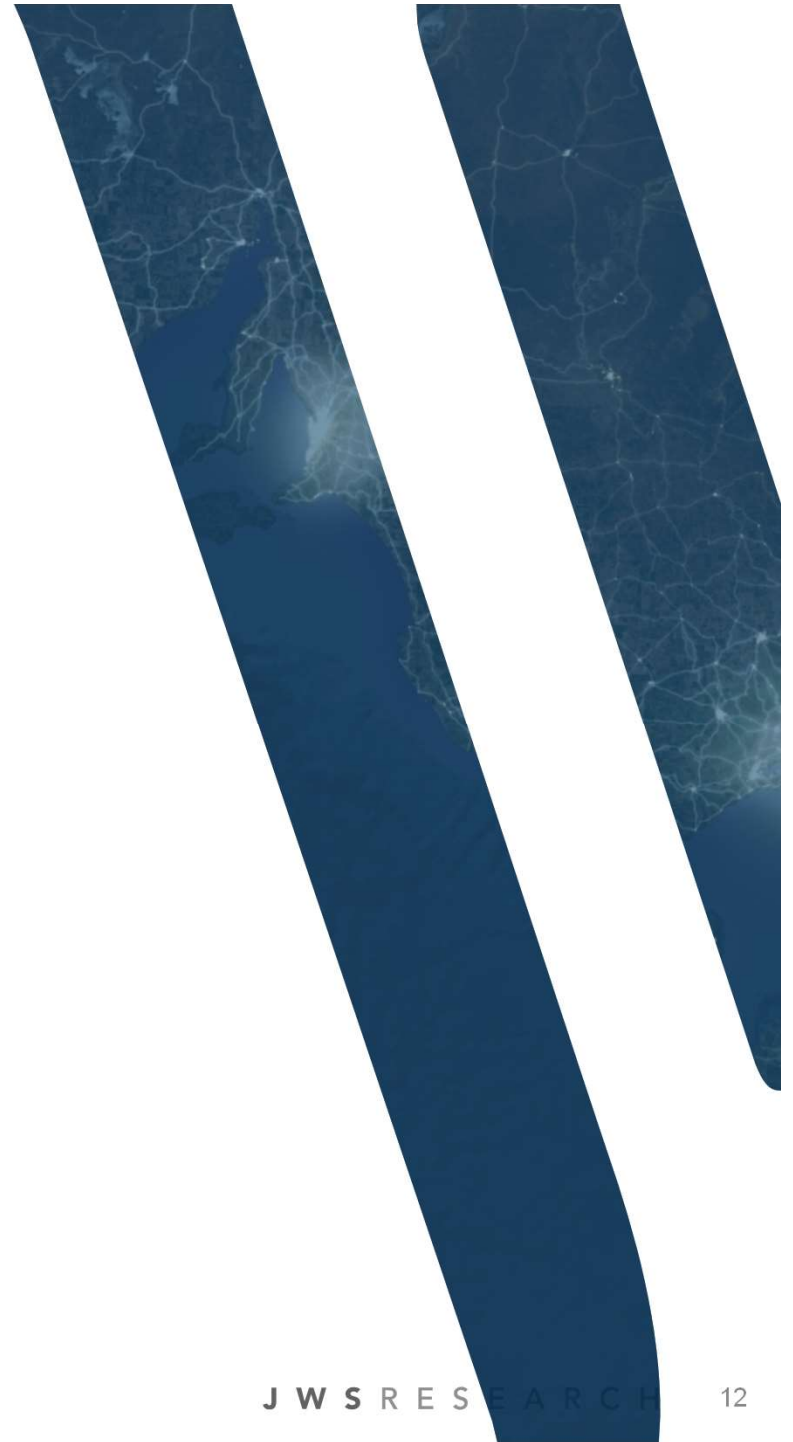
Comparison to state and area grouping

Council performs significantly better than the State-wide average on most individual service areas (16 out of 22) and better than the Metropolitan group average on almost half (ten areas). These tend to be Council's higher performing service areas. Across the balance, Council performs in line with the group or State average.

Maintain gains achieved to date

Council should look to further consolidate performance gains made in 2019 across many individual service areas, on customer service and overall. Council should also look to build upon its improved performance on parking facilities this year. With 'customer' contact now at its highest level, and contact via the Council website continuing to grow, it will also be important to improve perceptions of Council's web-based customer service, which declined this year.

DETAILED FINDINGS



Overall performance





Overall performance

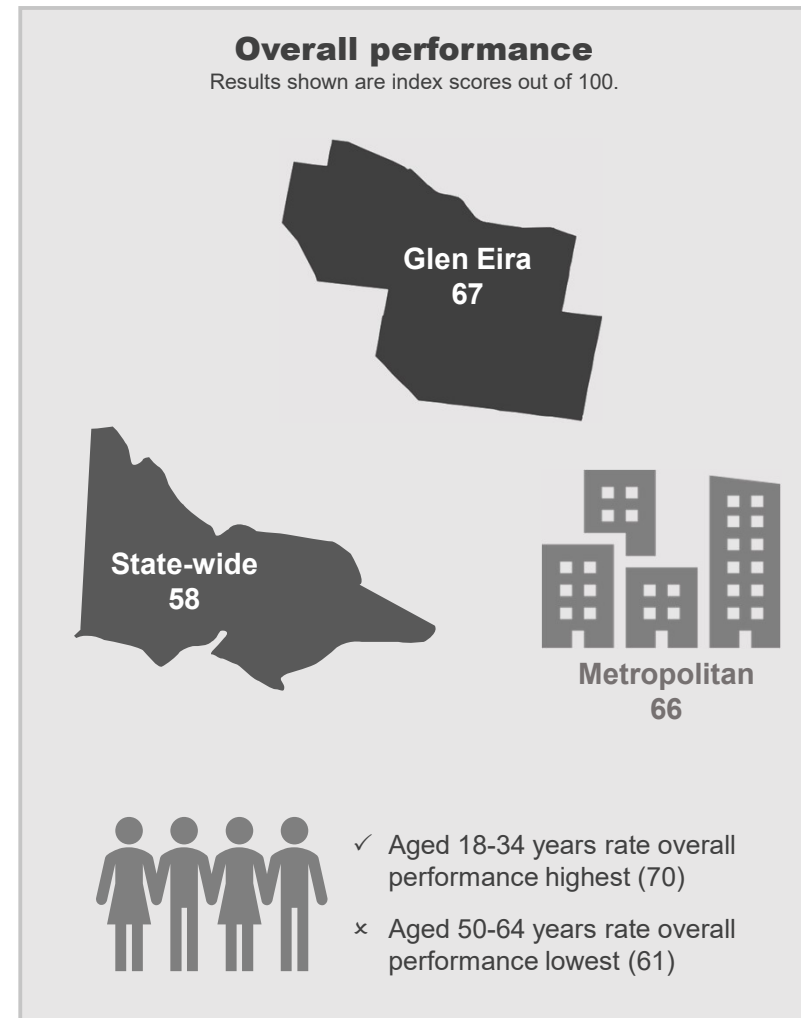
The overall performance index score of 67 for Glen Eira City Council represents a slight (but not statistically significant) two-point decline on the 2019 result.

- Following a series low in 2017 (index score of 63), perceptions of Council performance improved steadily to 2019 (index score of 69). While the upward trend has not continued this year, Council has still largely consolidated that improved community sentiment in 2020.

Council's rated performance is 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 66 and 58 respectively).

- In line with the overall trend, most demographic cohorts record slightly (but not significantly) lower ratings of overall performance than in 2019.
- There are no significant differences across demographic cohorts compared to the overall Council-wide rating.

More than six in ten residents rate Glen Eira City Council's overall performance as 'very good' or 'good' (65%), while the proportion who rate it as 'very poor' or 'poor' (8%) is negligible. Around one in four (26%) sit mid-scale, rating Council's overall performance as 'average'.





Overall performance

2020 overall performance (index scores)

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

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

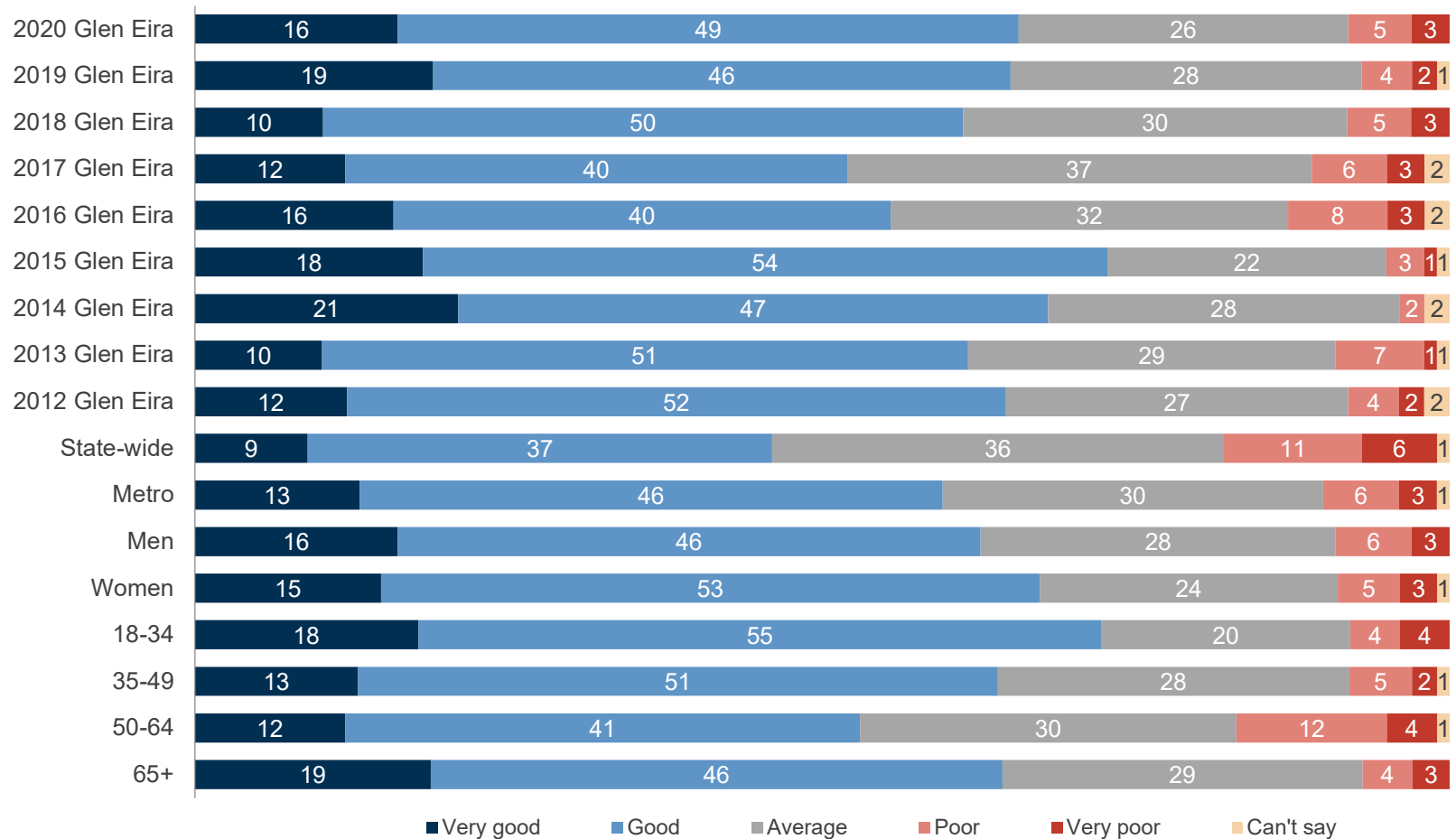
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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



Overall performance

2020 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: 62 Councils asked group: 14



Top performing service areas

Recreational facilities (index score of 80) is the area where Glen Eira City Council performed best in 2020. After declining five points over 2015-2017 to a series low of 75, rated performance has recovered incrementally each year back to its previous peak rating.

Council also performs strongly on art centres and libraries and the appearance of public areas (index score of 78 each). Council made significant four-point gains in both areas in 2019 and, while this increase has been maintained on art centres and libraries in 2020, it has been largely lost on public areas (down three points).

- Contributing to this decrease for public areas are significant declines among residents aged 18 to 34 years (index score of 79, down five points) and women (index score of 78, down four points).

Council also maintains a high performance rating on waste management (index score of 75) and outperforms the Metropolitan group and State-wide averages on each of these top four service areas.

Further to these results, residents are most likely to volunteer parks and gardens (22%), recreational / sporting facilities (13%) and waste management (13%) as the best thing about Council.

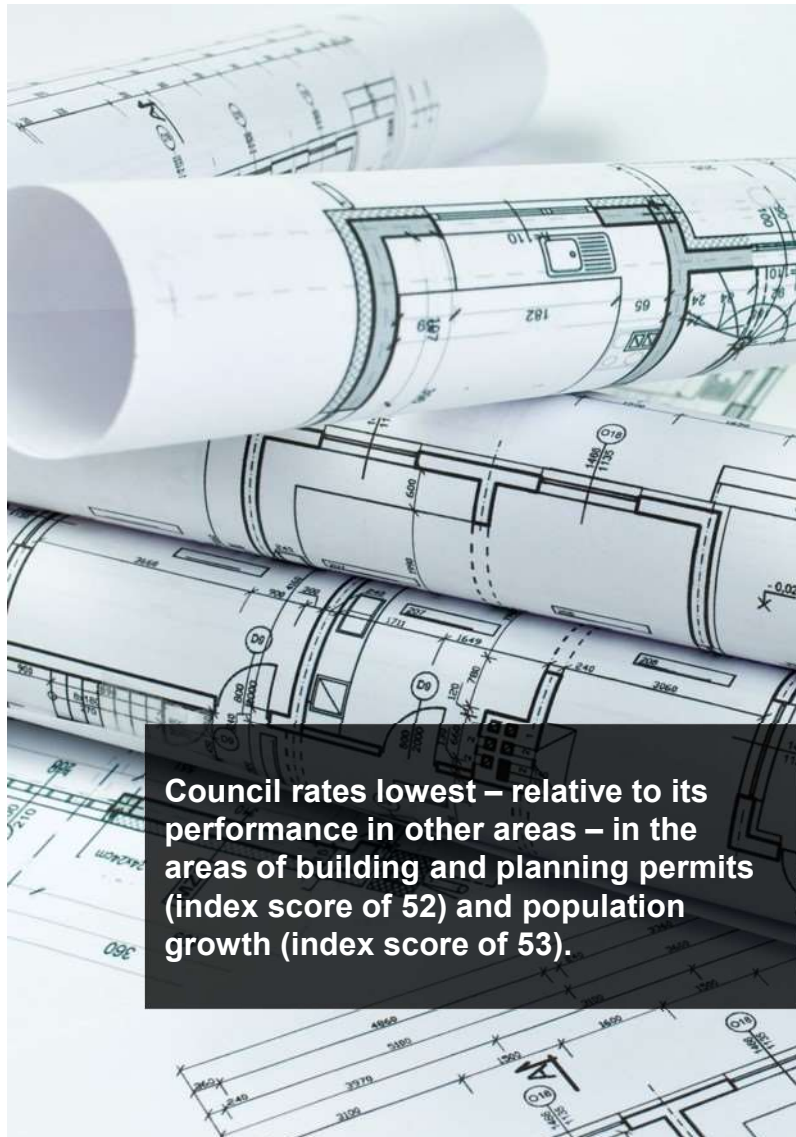
Also a positive result for Council in 2020 is its significant improvement on parking facilities over the past year (index score of 59, up five points).



Recreational facilities (index score of 80) is the area where Council performed best in 2020.



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 52) and population growth (index score of 53).

Glen Eira City Council continues to rate lowest – relative to its performance in other areas – on building and planning permits and population growth (index score of 52 and 53 respectively). However, despite their relatively low ratings, it is positive that the significant four-point gains on both areas in 2019 (each up from an index score of 48 to 52) have been maintained in 2020.

Residents aged 18 to 34 years are most positive on both areas, rating Council performance significantly higher than the Council-wide average. Their perceptions of Council on population growth also improved significantly over the past year (index score of 60, up six points). In contrast, those aged 50 to 64 years are least positive on both areas, rating Council performance significantly lower than average.

Notably, Council also performs less well on the related areas of town planning policy and lobbying (index score of 55 each) and making decisions in the community interest (index score of 58) and residents are most likely to volunteer inappropriate/ over development (14%) as Council's main area for improvement.

Council generally performs in line with the Metropolitan group and State-wide averages for these lower performing service areas but is rated better than the State average on community decisions.



Individual service area performance

2020 individual service area performance (index scores)

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

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

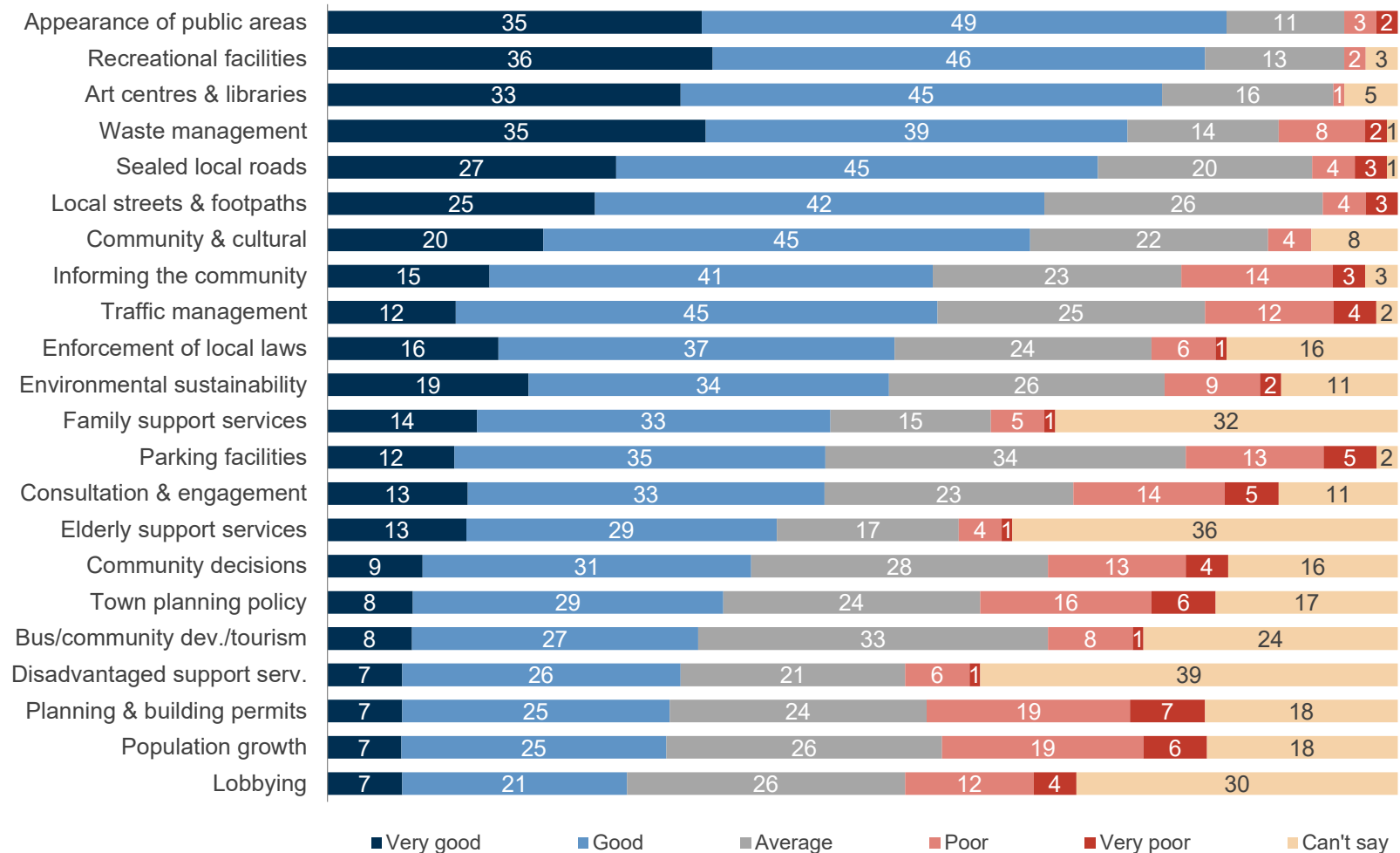
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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



Individual service area performance

2020 individual service area performance (%)





Individual service area importance

2020 individual service area importance (index scores)

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

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

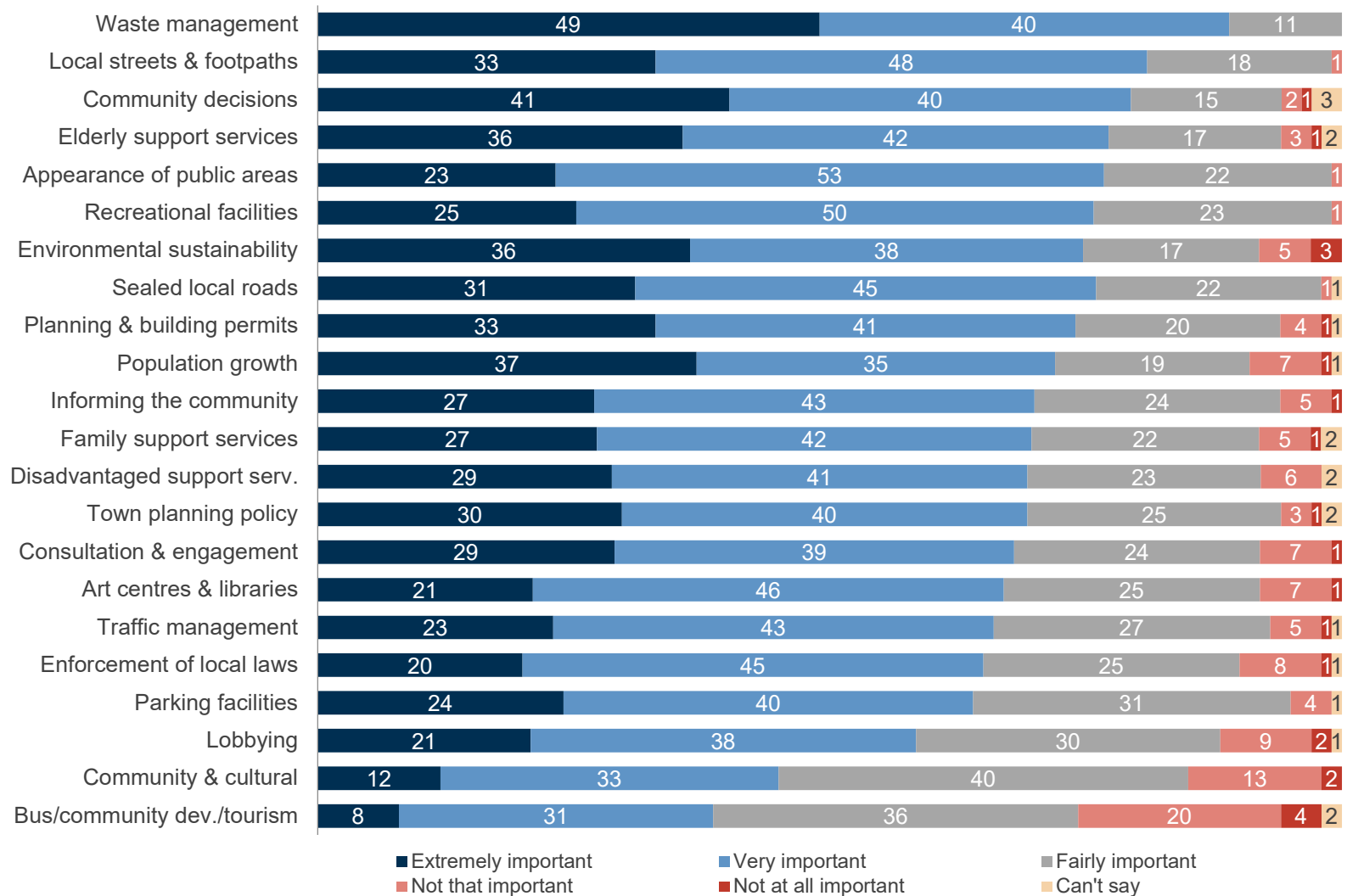
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 10

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



Individual service area importance

2020 individual service area importance (%)

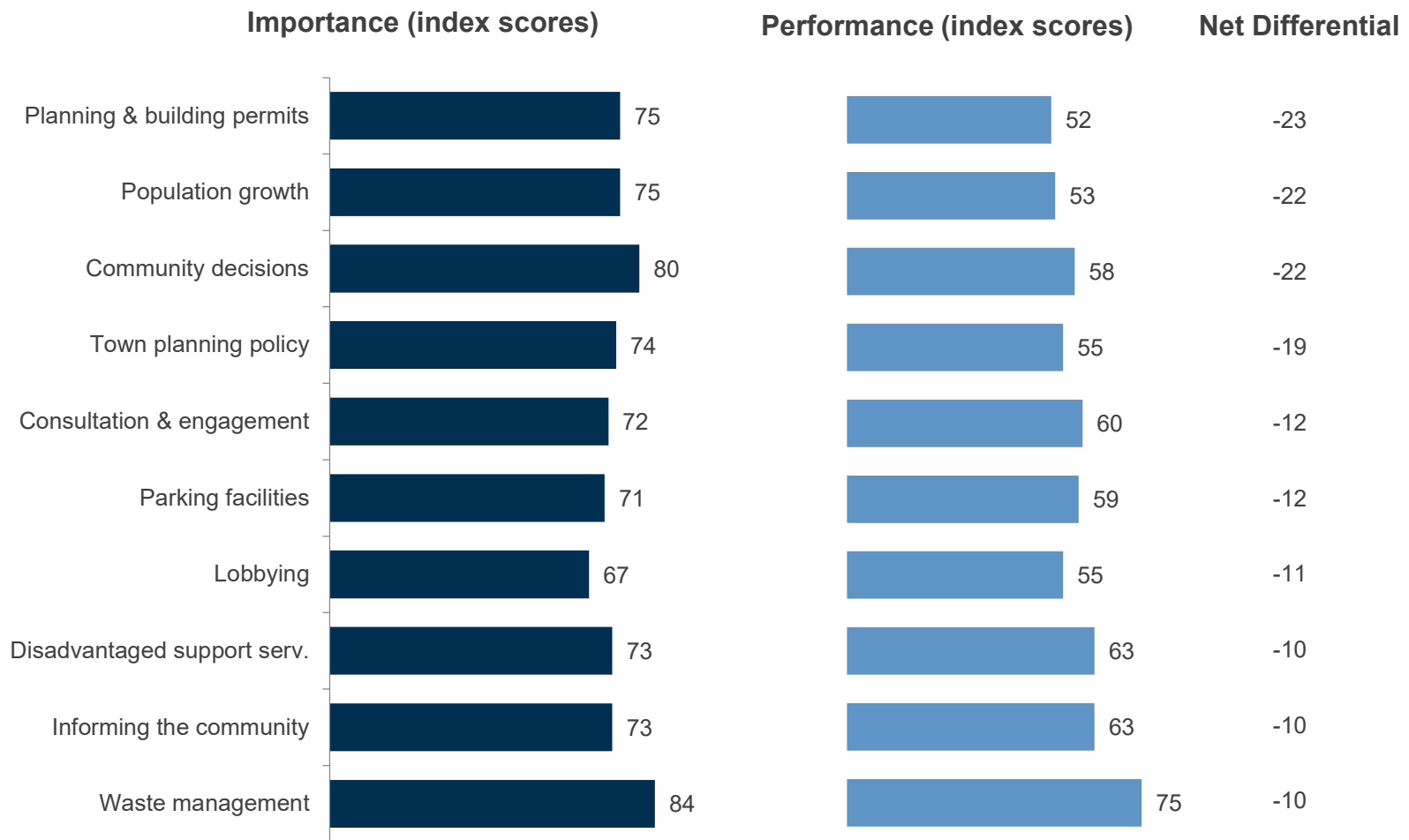


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 10



Individual service areas importance vs performance

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



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.



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:

- The condition of sealed local roads (excluding VicRoads).

This is currently one of Glen Eira City Council's better performing areas and continuing to attend to the condition of sealed local roads will help to drive up overall opinion of Council performance.

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

- Decisions made in the interest of the community
- Informing the community
- Enforcement of local laws
- Environmental sustainability.

Looking just at these key service areas, community decisions has a relatively strong influence on overall perceptions, but Council performs less well here (performance index of 58) than in other areas.

Good communication and transparency with residents and demonstrating community interest in Council decision-making should also be a focus to help shore up positive opinion of Council overall.

Further, while Council is performing relatively 'well' on the related area of informing the community (performance index of 63), this is also a moderate influence on overall ratings of Council performance, and should remain a focus to help improve perceptions of Council decision-making and Council performance overall.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

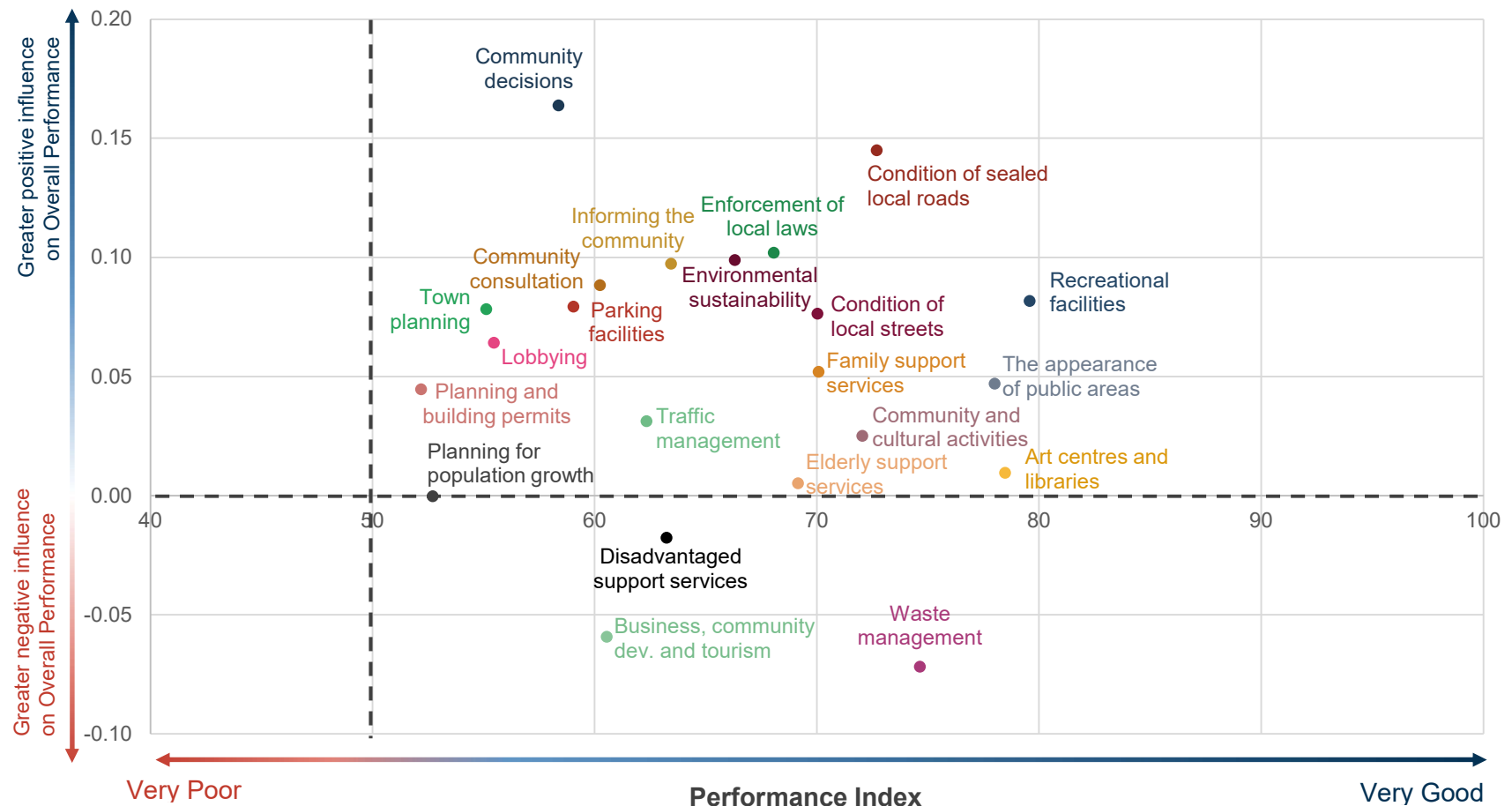
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2020 regression analysis (all service areas)

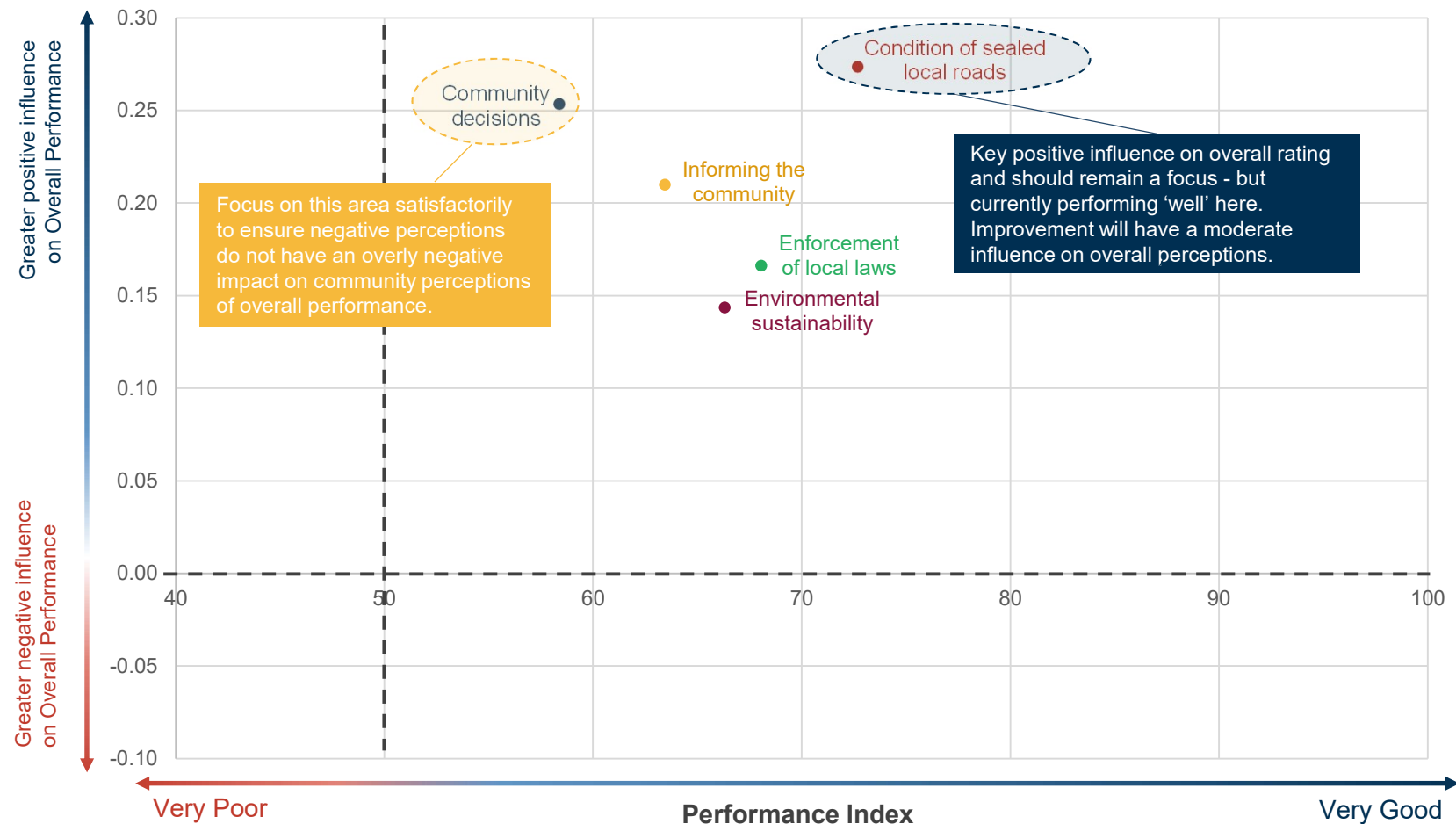


The multiple regression analysis model above (all service areas) has an R-squared value of 0.614 and adjusted R-square value of 0.591, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 27.4$. 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

2020 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.562 and adjusted R-square value of 0.557, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 101.7$.



Best things about Council and areas for improvement

2020 best things about Council (%)
- Top mentions only -



2020 areas for improvement (%)
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Glen Eira City Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 9

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

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

A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service





Contact with council and customer service

Contact with council

More than seven in ten Glen Eira City Council residents (73%) have had contact with Council in the last 12 months, significantly higher than last year (up 11 points) and Council's highest rate of contact to date.

Telephone (45%) and email (31%) are the main methods of contacting Council, increasing by six and nine points, respectively, from 2019.



Among those who have had contact with Council, 74% provide a positive customer service rating of 'very good' or 'good', including 39% of residents who rate Council's customer service as 'very good'.

Customer service

Glen Eira City Council's customer service index score of 77 represents a slight (but not statistically significant) two-point decline from 2019. Following a series low in 2016 (index score of 70), perceptions of Council's customer service improved to 2019 (index score of 79). While the upward trend has not continued this year, Council has still largely consolidated that improved community sentiment in 2020.

Council's customer service is rated in line with the Metropolitan group average but significantly better than the State-wide average (index scores of 74 and 70 respectively).

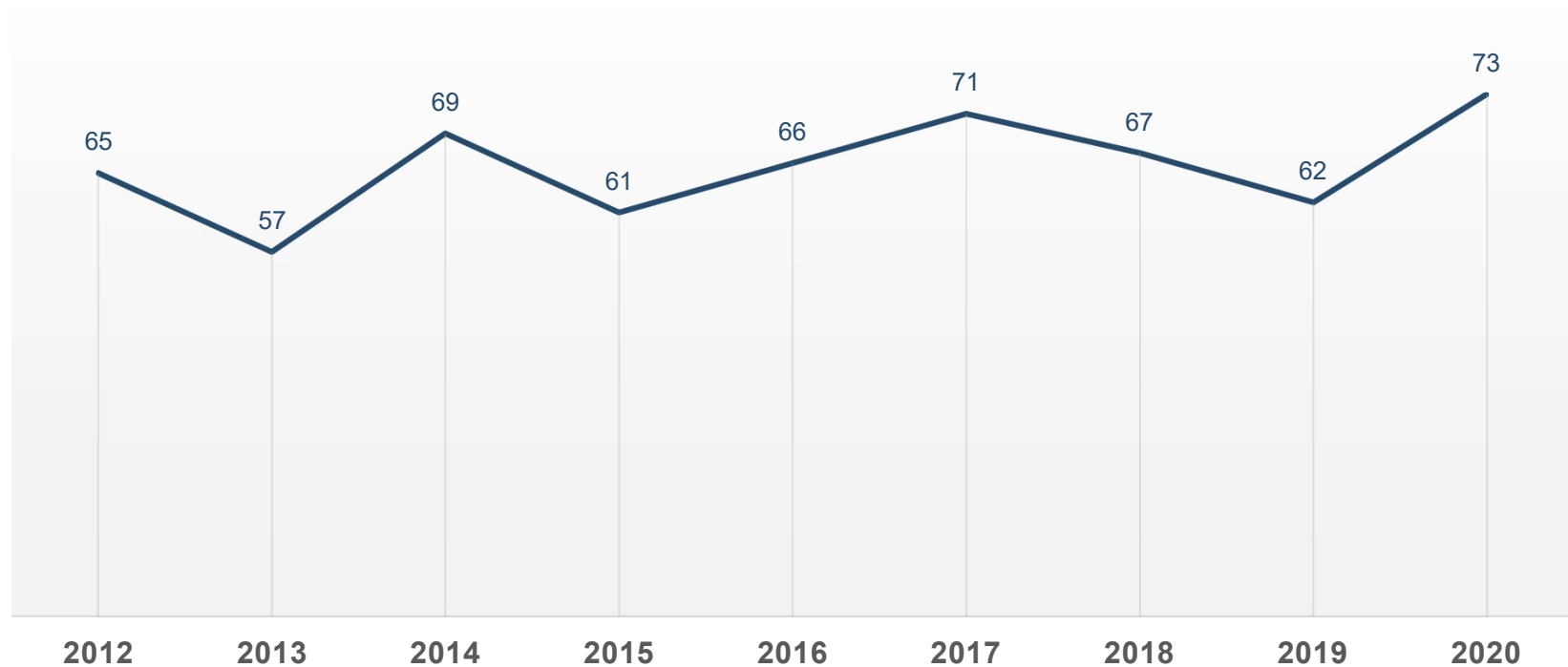
Among residents who have had contact with Council, almost three quarters (74%) provide a positive customer service rating of 'very good' or 'good'. Customer service is rated most positively among women and older residents aged 65+ years (49% and 47% 'very good' respectively).

Customer service continues to be rated highly among those whose most recent contact with Council was in person or by telephone (index score of 86 and 81 respectively). Of concern is the sharp decline on contact via the Council website (index score of 72, down 11 points to its lowest level). Similarly, although only used by a small number, customer service via social media also declined significantly this year.



Contact with council

2020 contact with council (%)
Have had contact

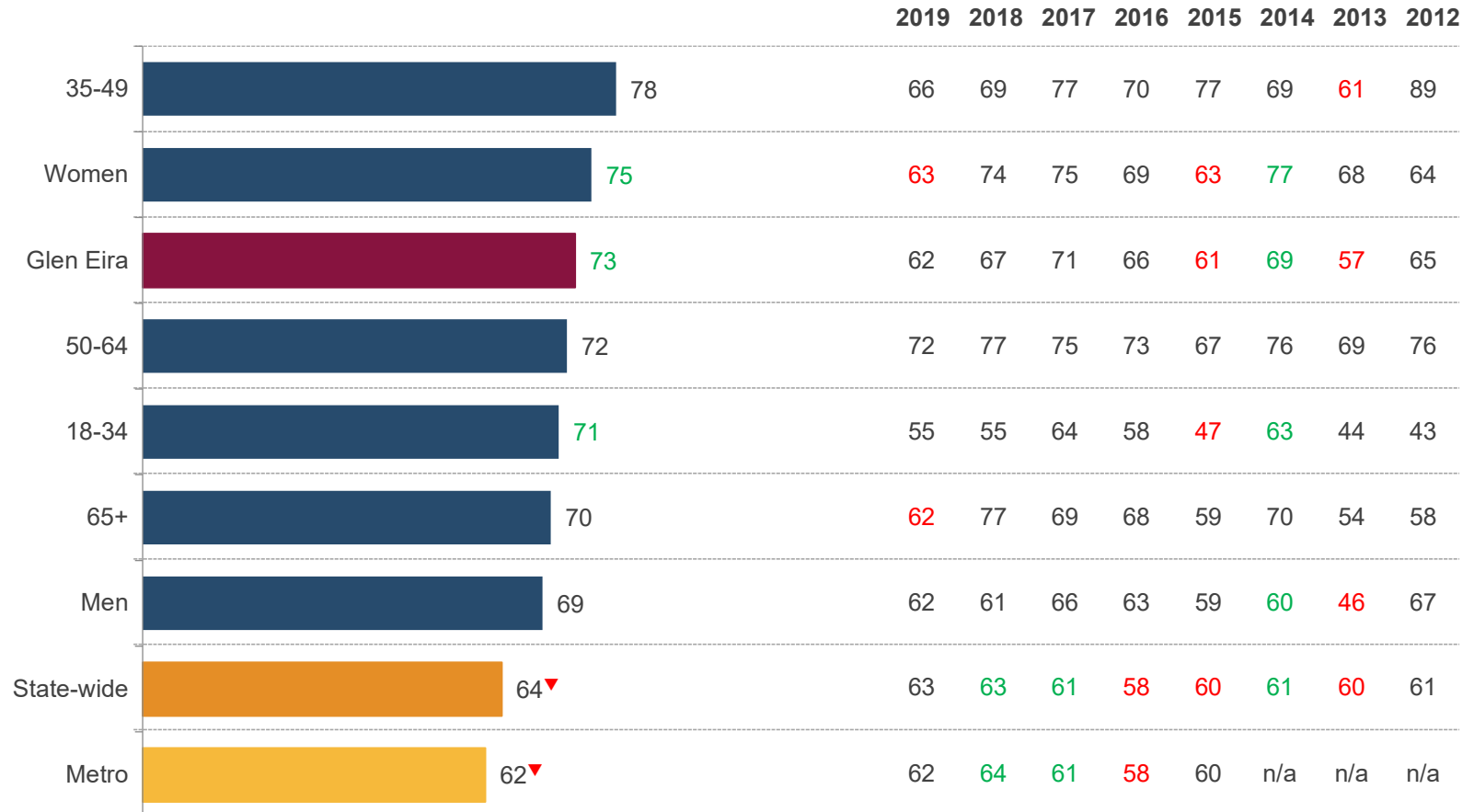


Q5a. Have you or any member of your household had any recent contact with Glen Eira City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7



Contact with council

2020 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?

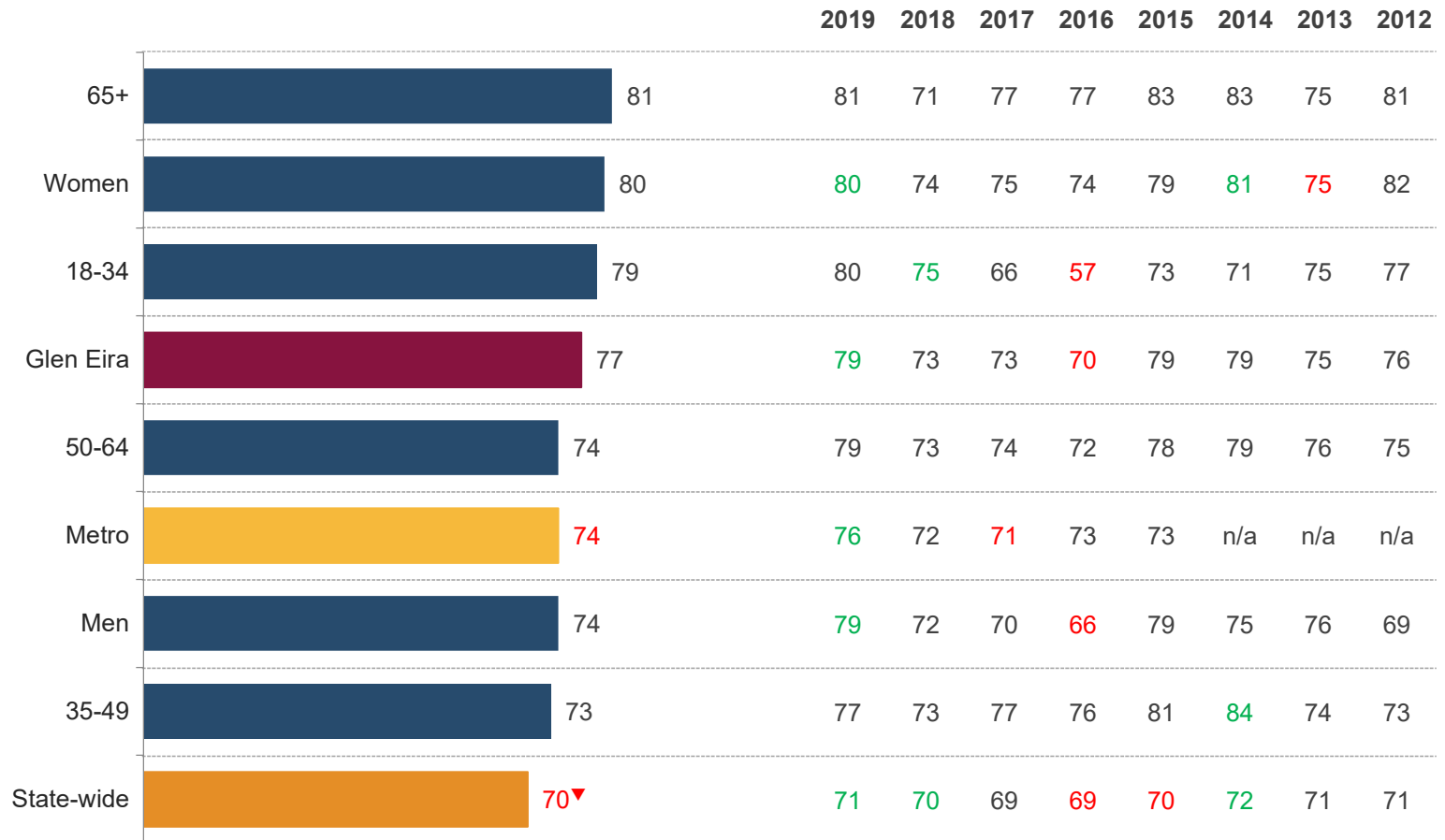
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7

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



Customer service rating

2020 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.

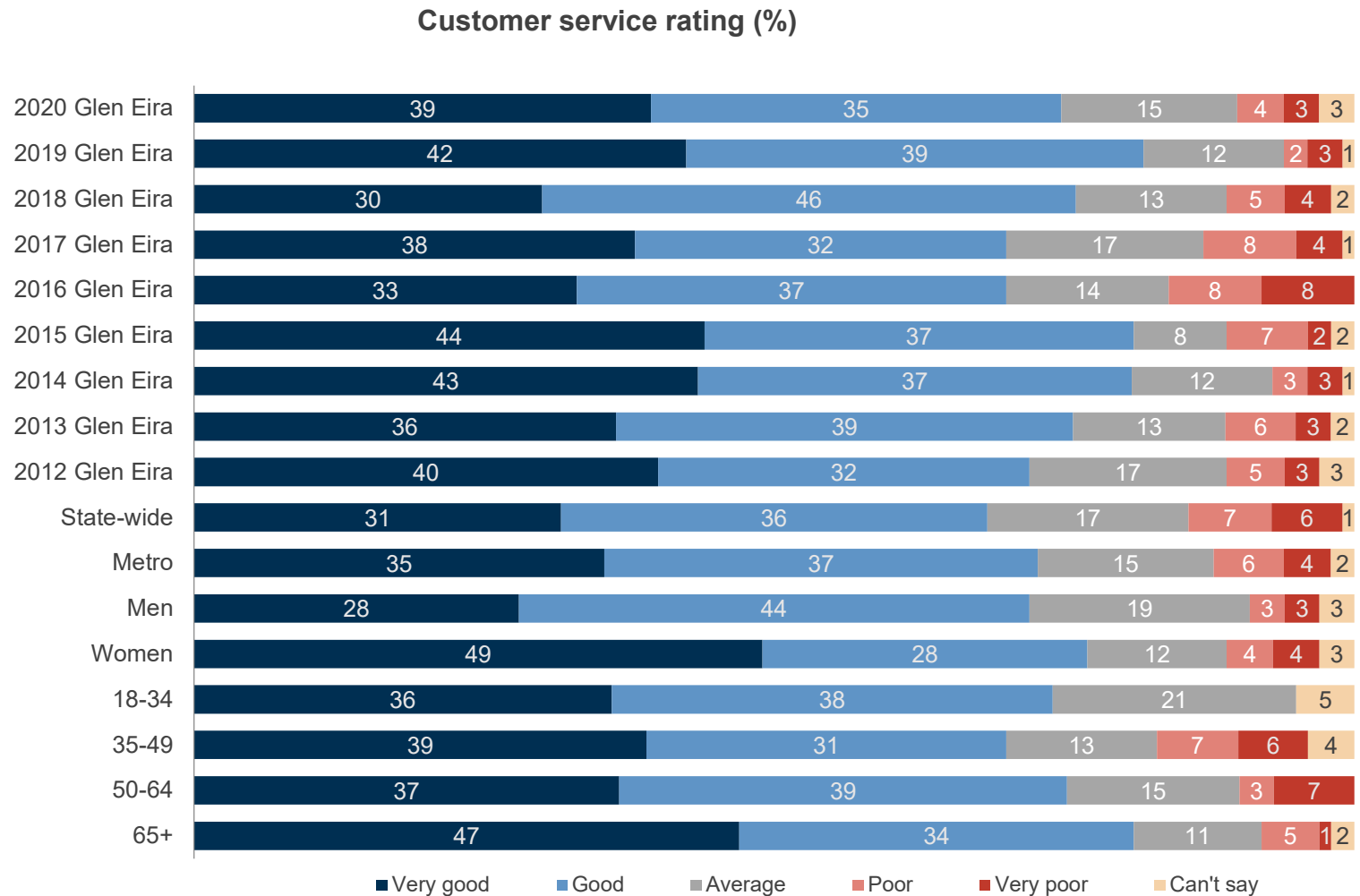
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 62 Councils asked group: 14

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



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: 62 Councils asked group: 14



Method of contact with council

2020 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



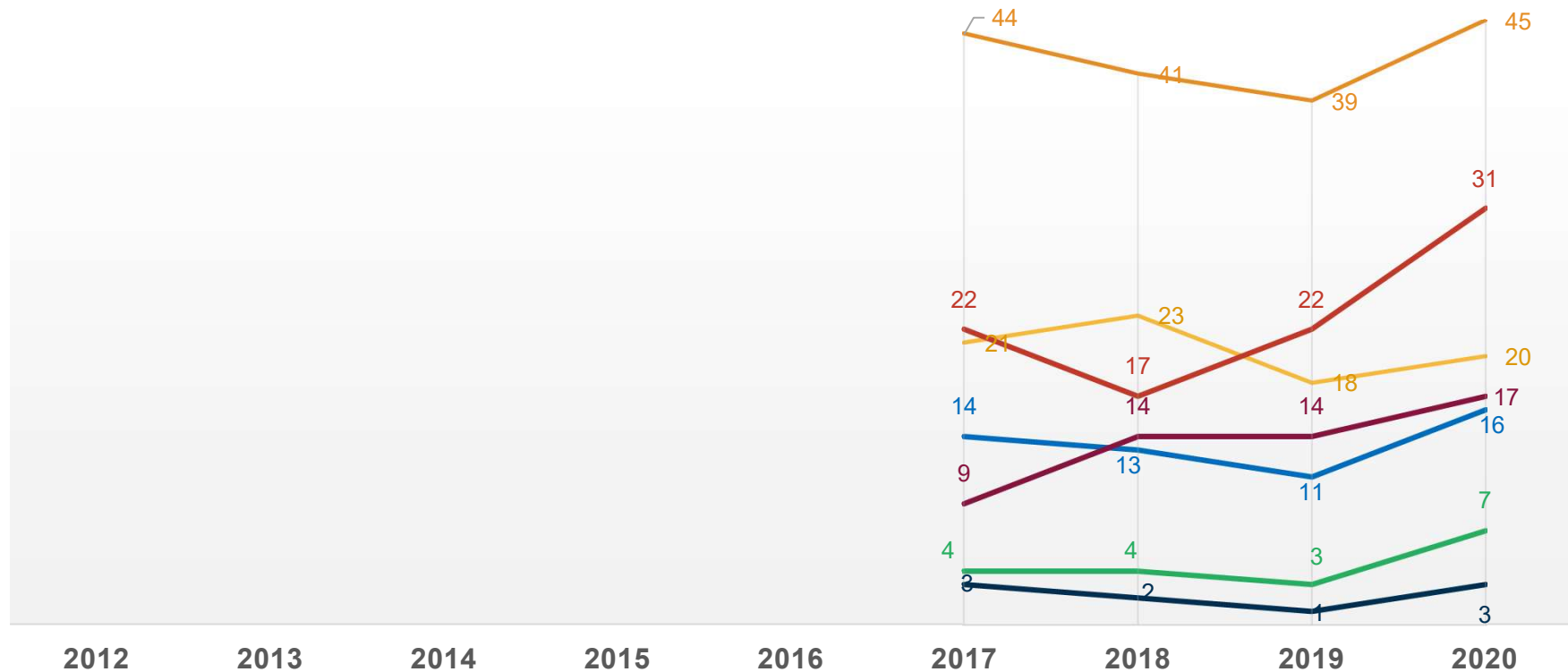
By Email



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: 26 Councils asked group: 7

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



Customer service rating by method of last contact

2020 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: 26 Councils asked group: 7

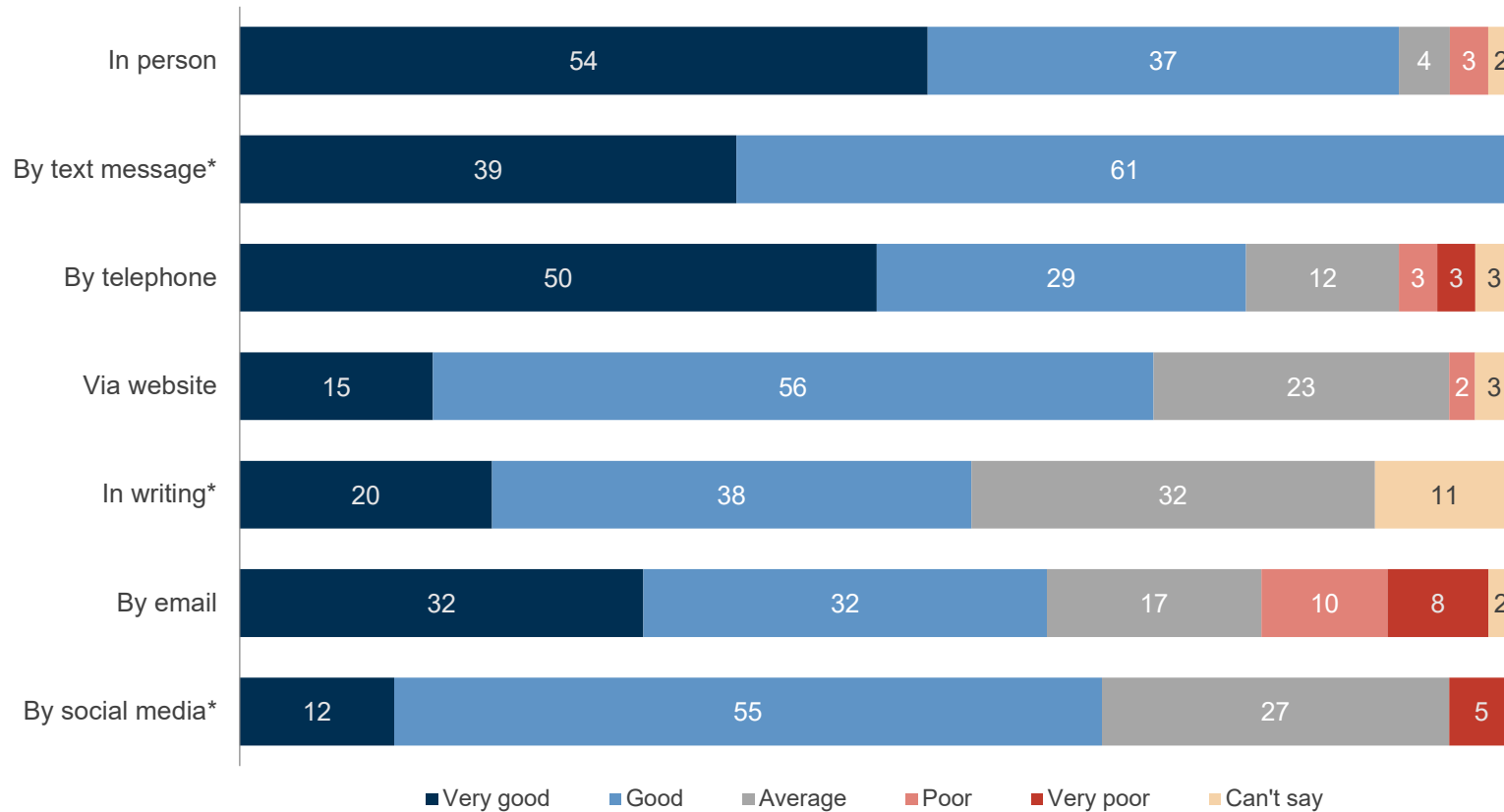
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2020 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: 26 Councils asked group: 7

*Caution: small sample size < n=30



Communication



Communication

The most preferred forms of communication from Glen Eira City Council continue to be newsletters sent via email (35%) or mail (32%).

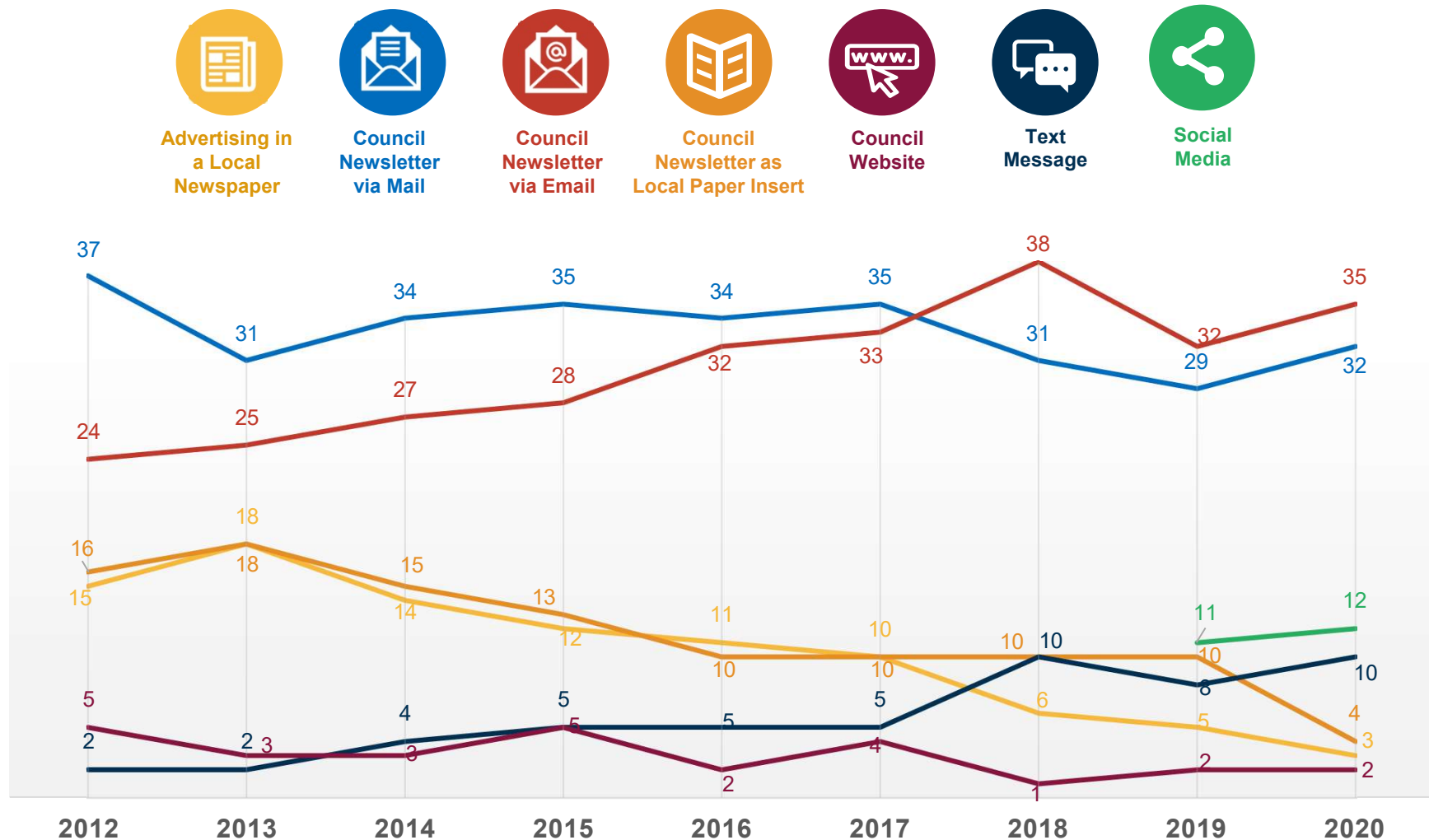
- The preferred form of communication among residents aged under 50 remains newsletters sent via email (35%), followed by newsletters sent via mail (25%). There is also reasonable interest in receiving communications via social media (18%) and text message (14%).
- The preferred form of communication among residents aged over 50 is newsletters sent via mail (42%), followed by newsletters sent via email (35%).





Best form of communication

2020 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?

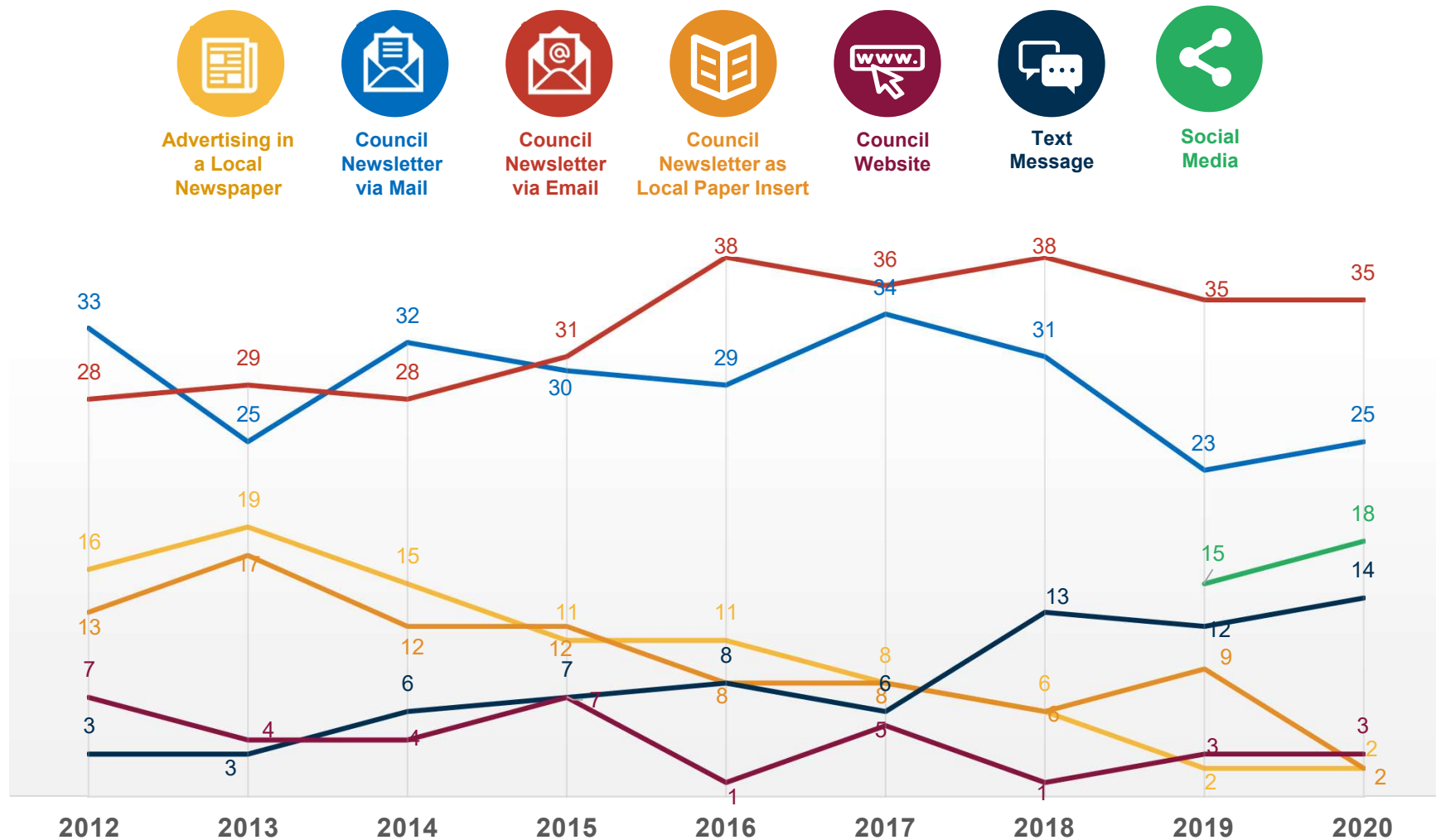
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2020 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?.

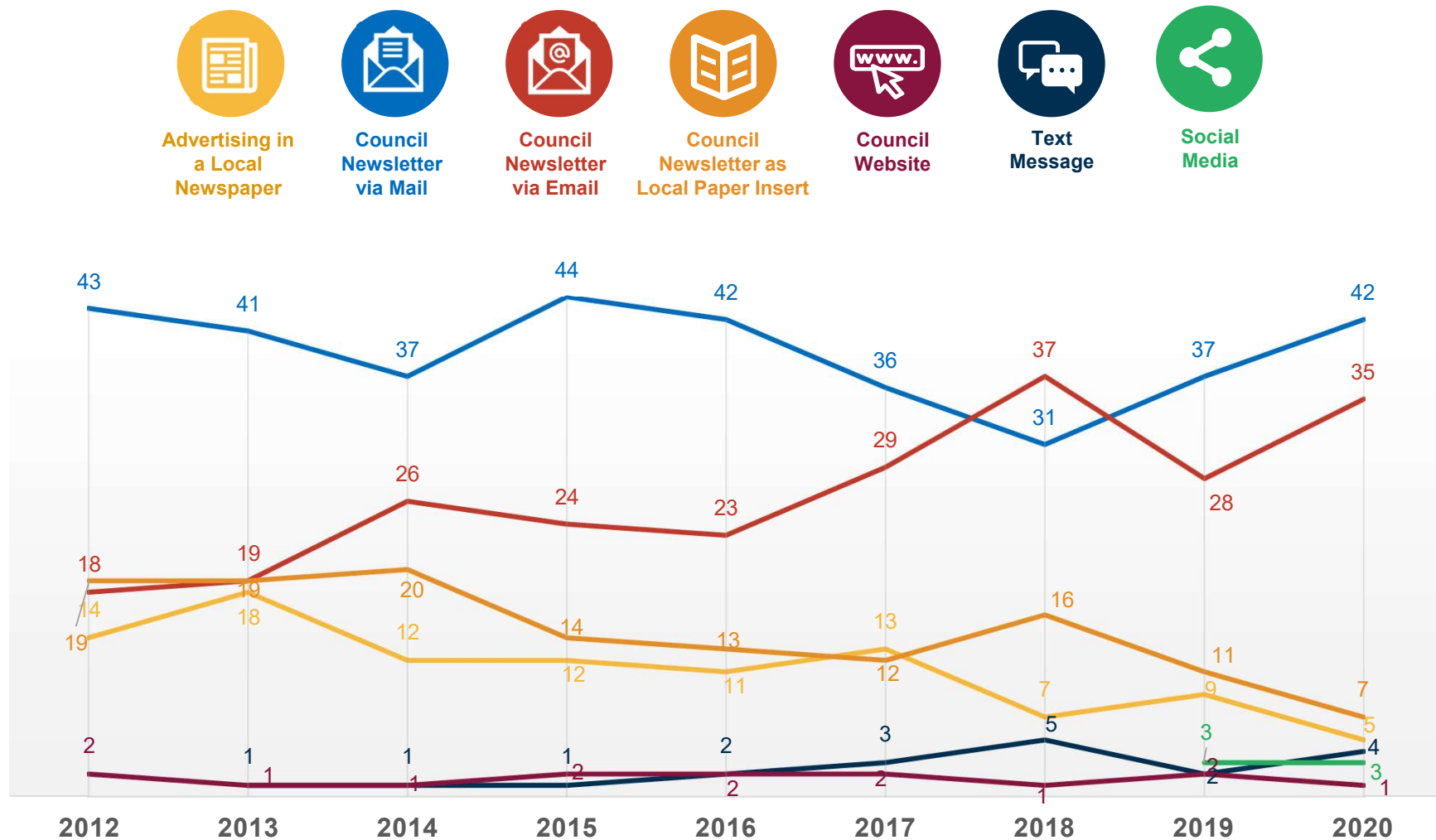
Base: All respondents aged under 50. Councils asked state-wide: 33 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2020 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: 33 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Council direction



Council direction

The significant gains made in 2019 on the direction of Glen Eira City Council's overall performance have not been maintained in 2020.

More than six in ten residents (64%) believe the direction of Council's overall performance has stayed the same over the last 12 months, down three points on 2019.

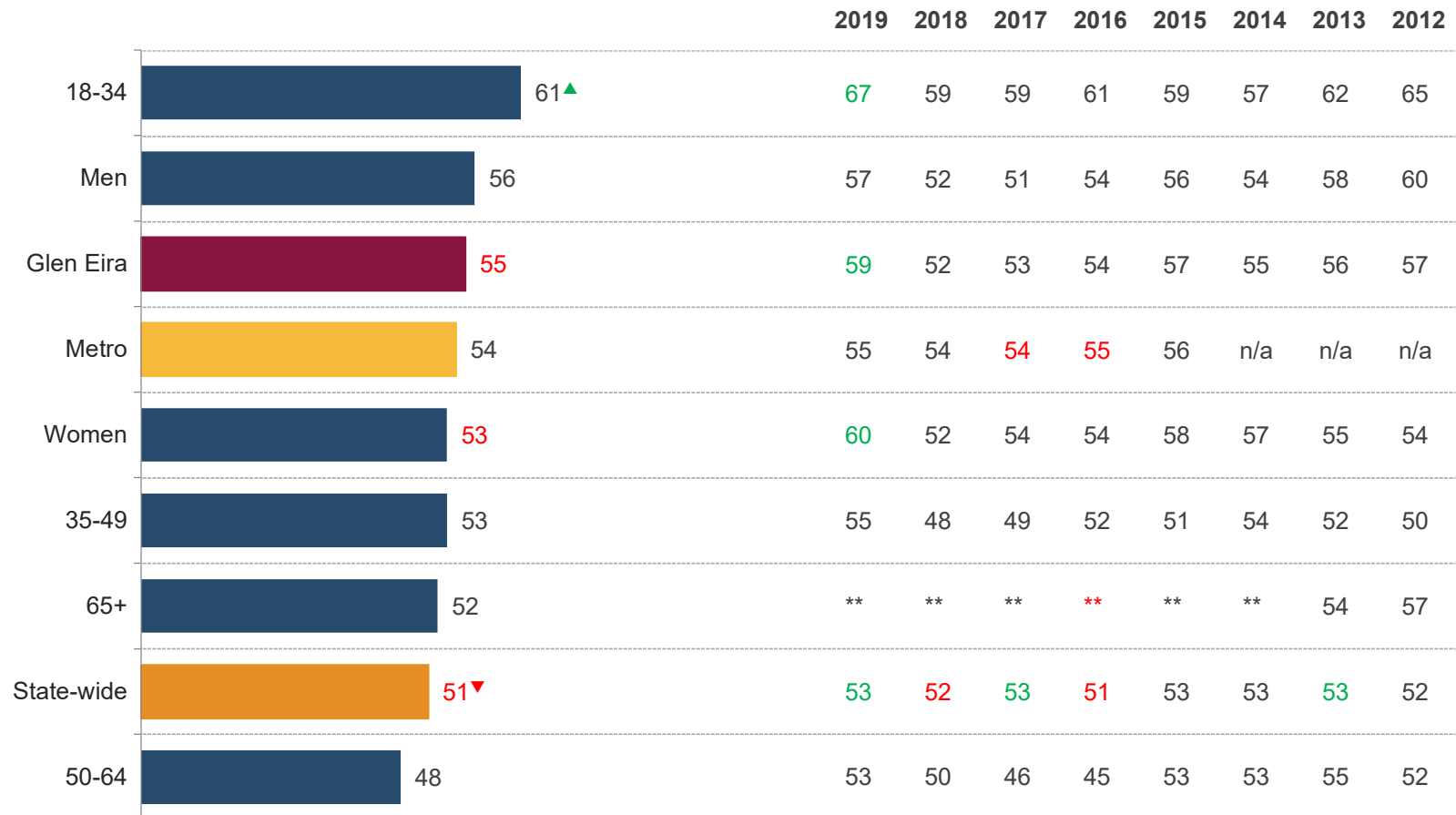
- 20% believe the direction has improved in the last 12 months, also down three points on 2019.
- 11% believe it has deteriorated, up five points on 2019.
- The most satisfied with Council direction are those aged 18 to 34 years (index score of 61, significantly higher than the Council-wide average).
- The least satisfied with Council direction are those aged 50 to 64 years.





Overall council direction last 12 months

2020 overall direction (index scores)



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

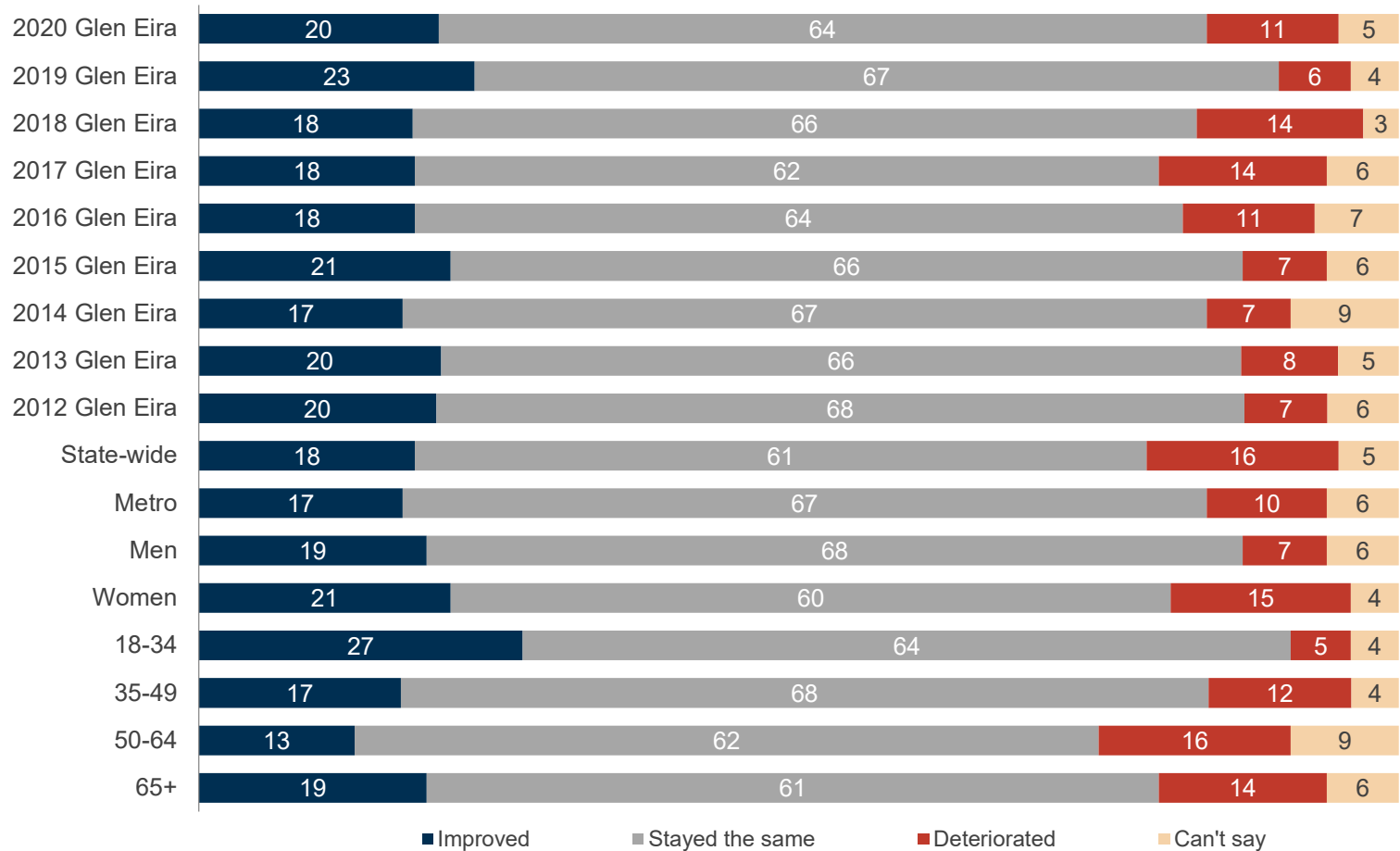
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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



Overall council direction last 12 months

2020 overall council direction (%)





Individual service areas



Community consultation and engagement importance



2020 consultation and engagement importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	75	76	74	78	76	74	73	71	72
50-64	74	77	76	76	80	77	76	76	75
Women	74	75	75	76	77	76	74	71	75
State-wide	74	74	74	74	75	74	74	73	73
35-49	73	71	75	73	73	74	74	72	71
Glen Eira	72	72	72	73	75	72	71	70	70
Metro	72	71	72	72	73	72	n/a	n/a	n/a
Men	70	69	69	69	73	68	69	68	65
18-34	69	68	65	68	74	66	66	62	66

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

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

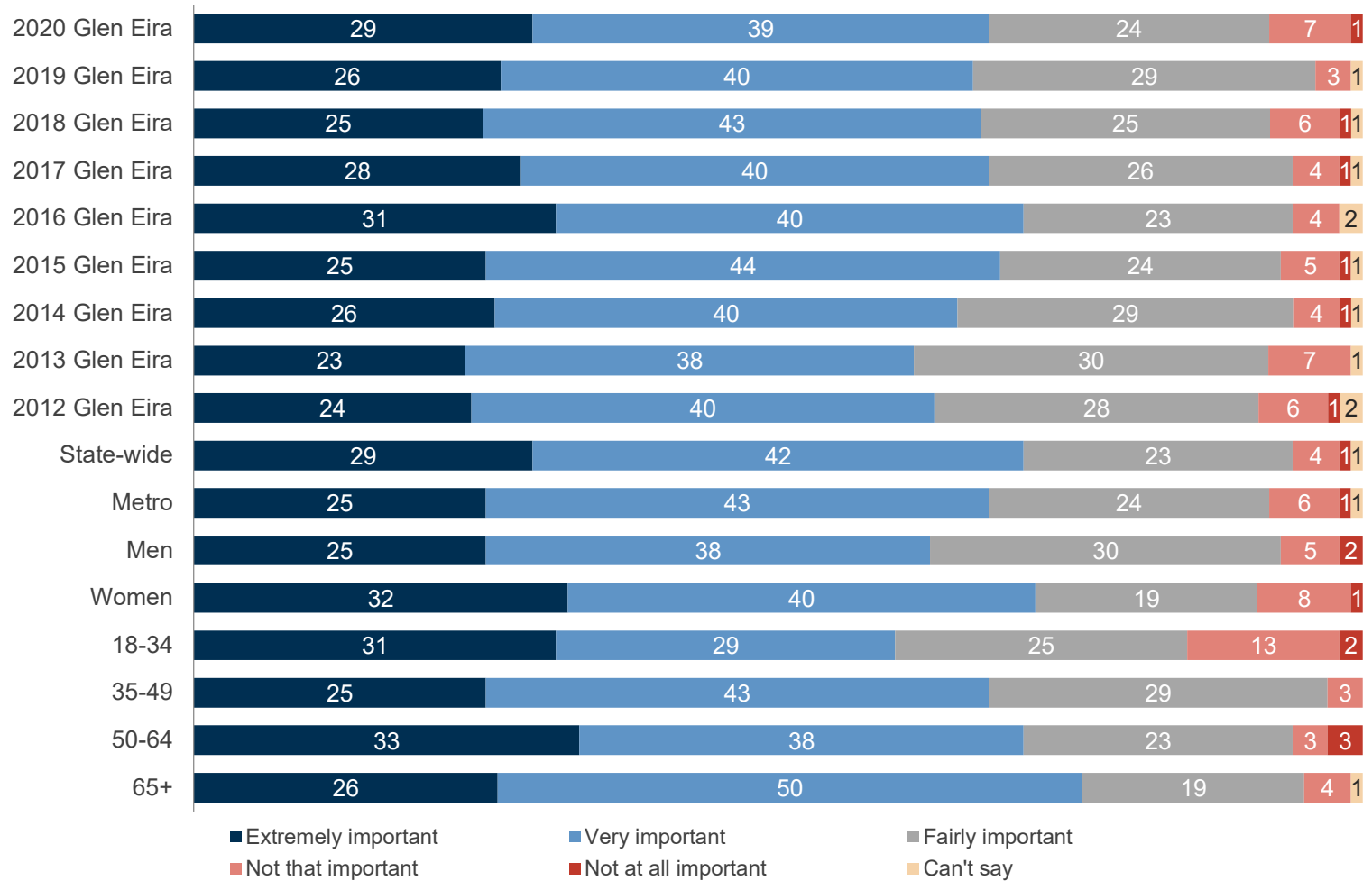
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2020 consultation and engagement importance (%)



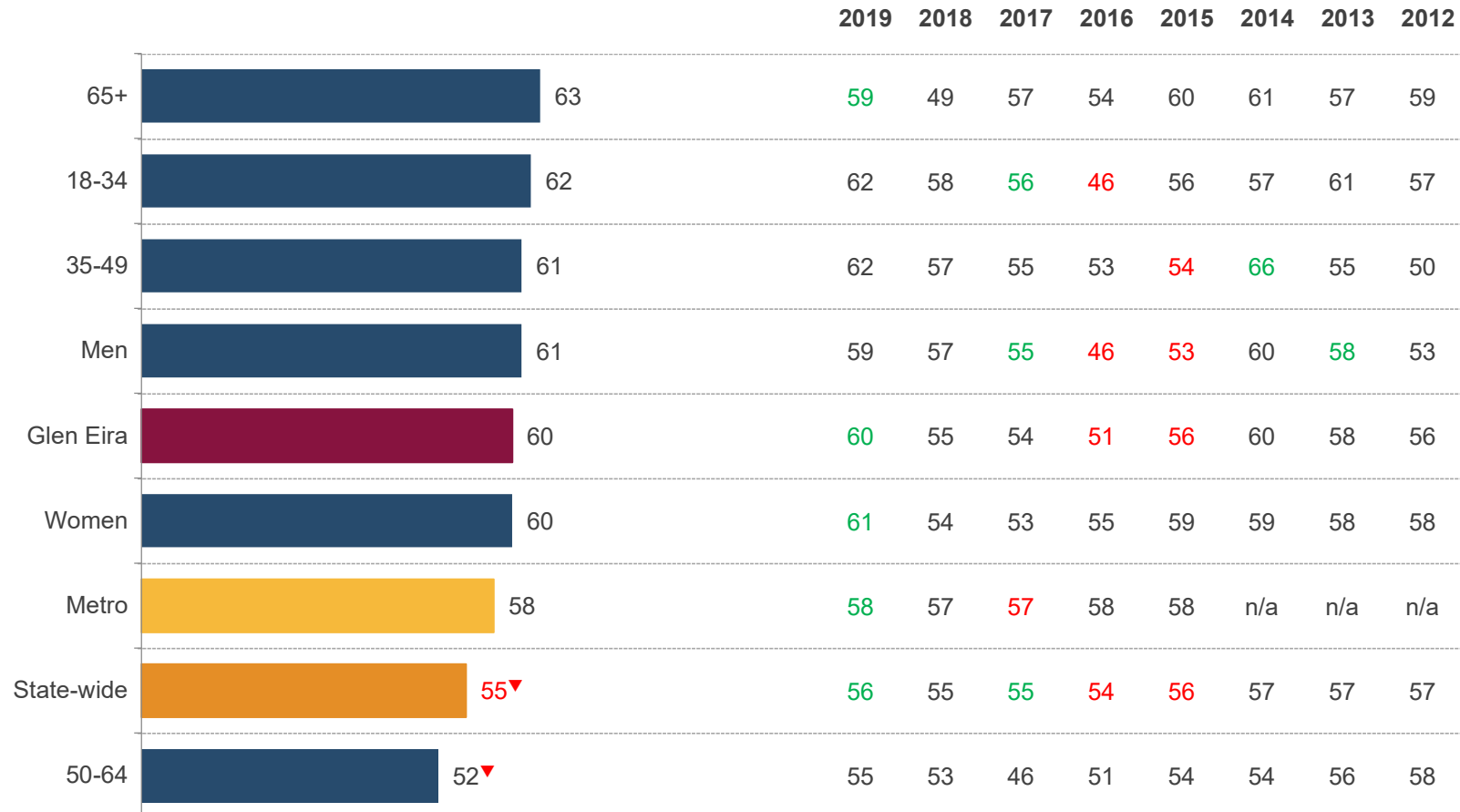
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)



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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

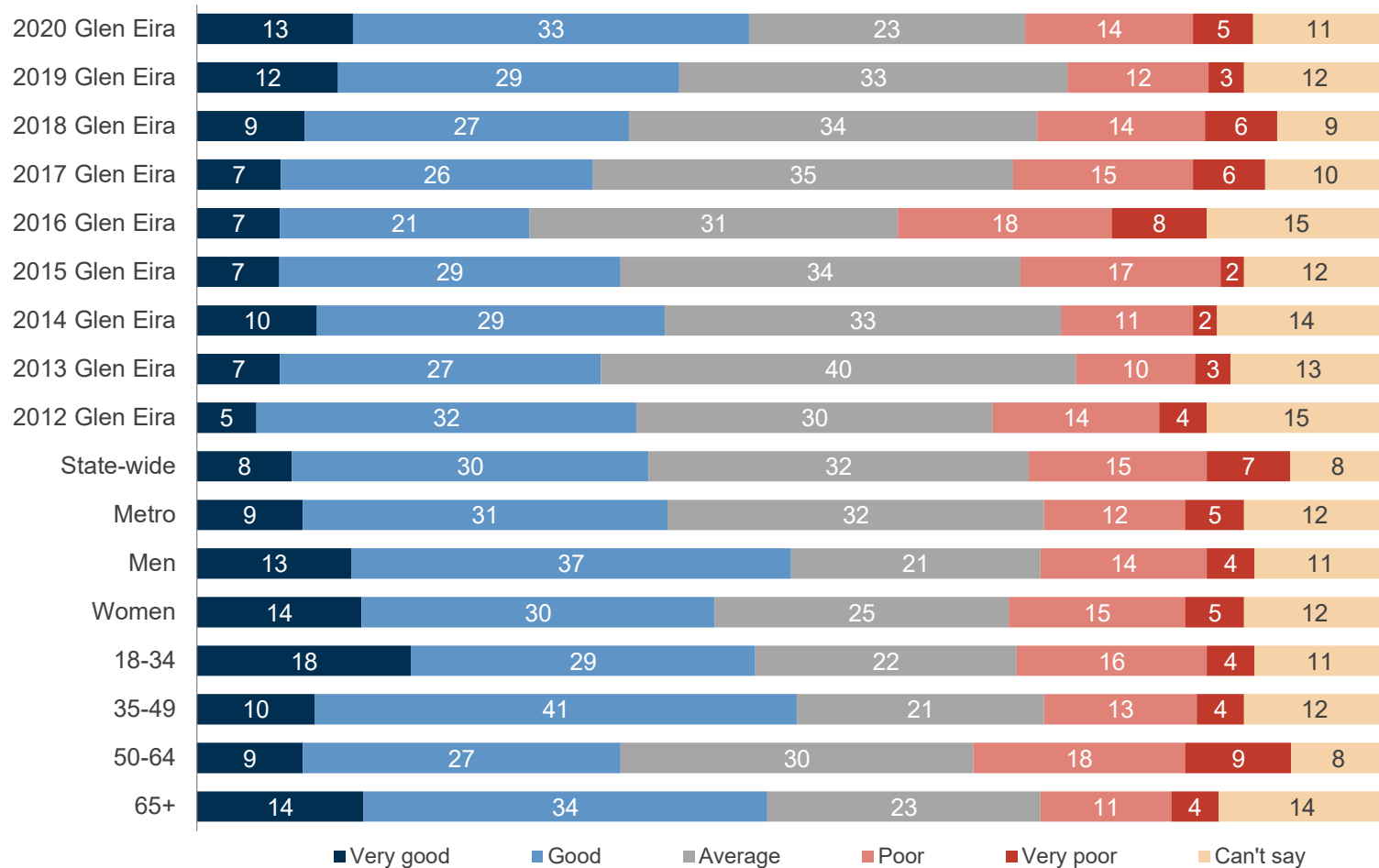
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2020 consultation and engagement performance (%)



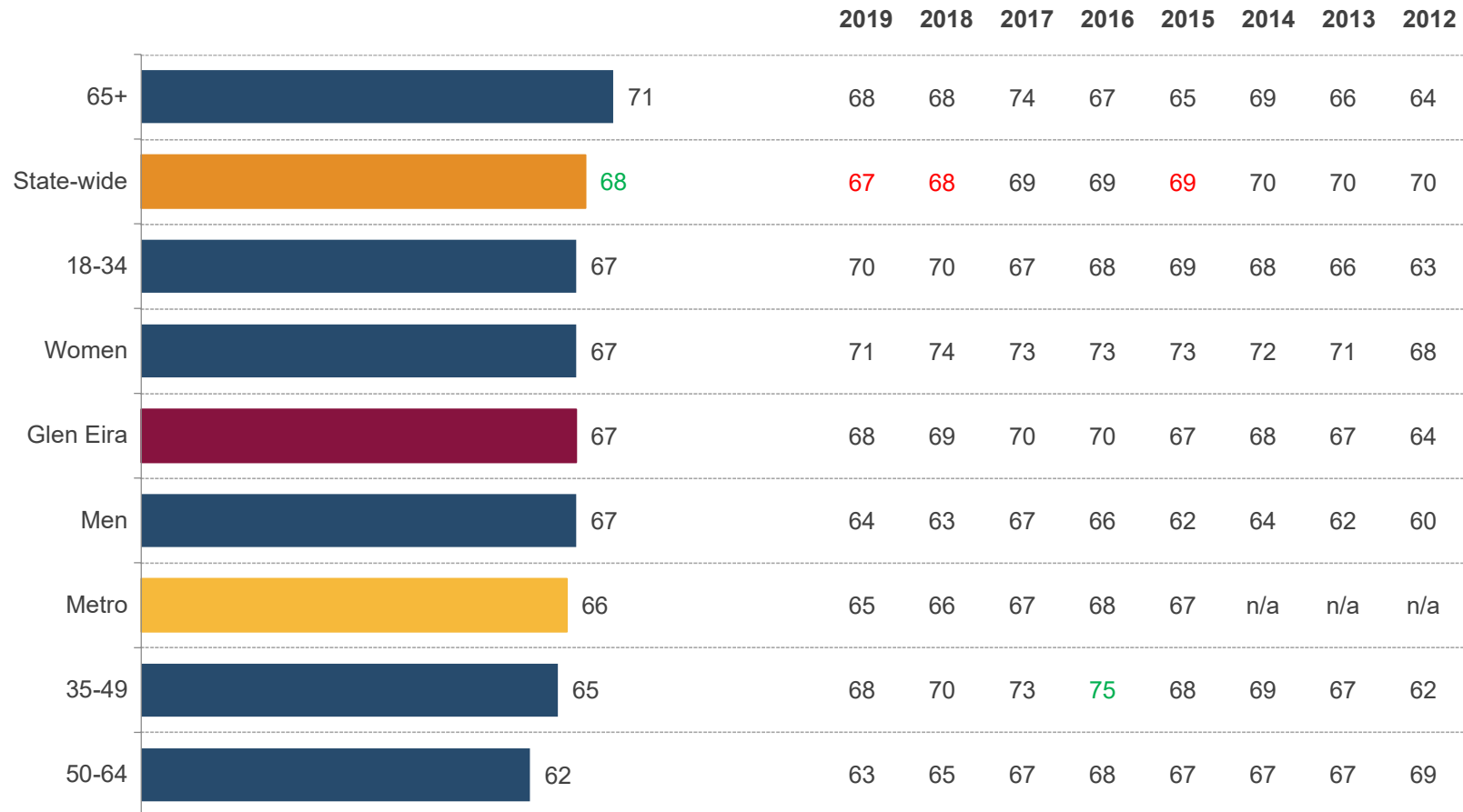
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14



Lobbying on behalf of the community importance



2020 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: 20 Councils asked group: 8

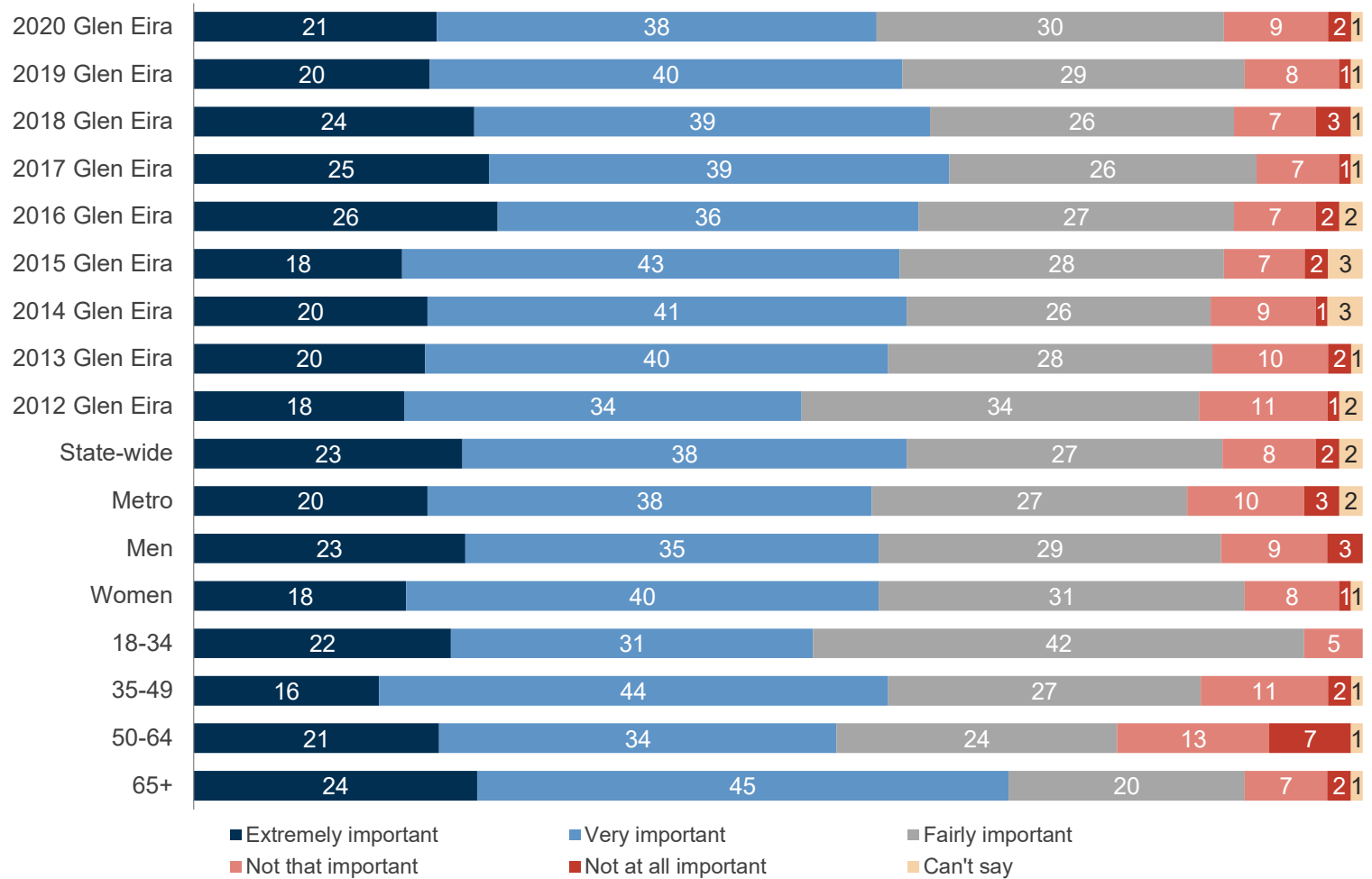
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2020 lobbying importance (%)



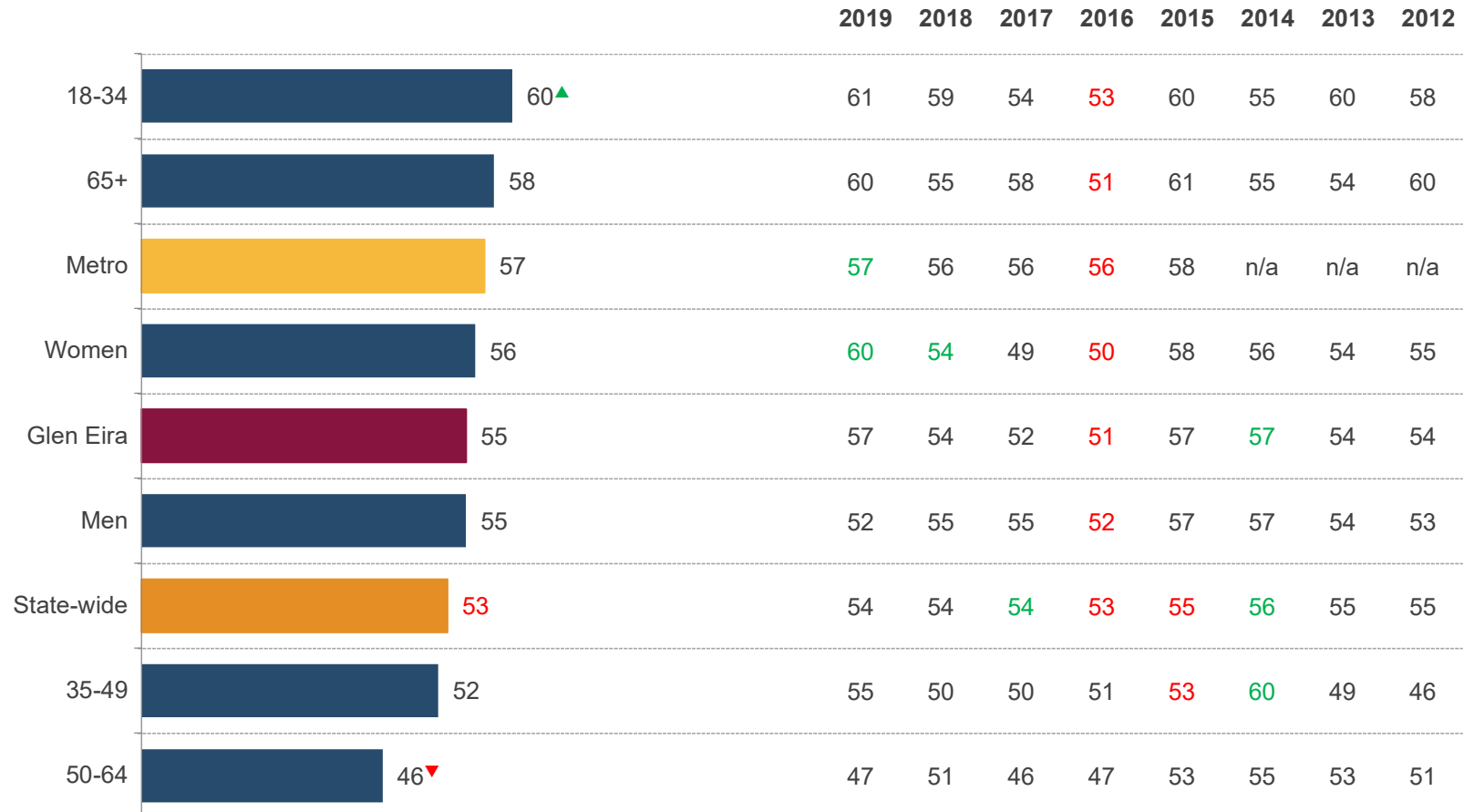
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8



Lobbying on behalf of the community performance



2020 lobbying performance (index scores)



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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

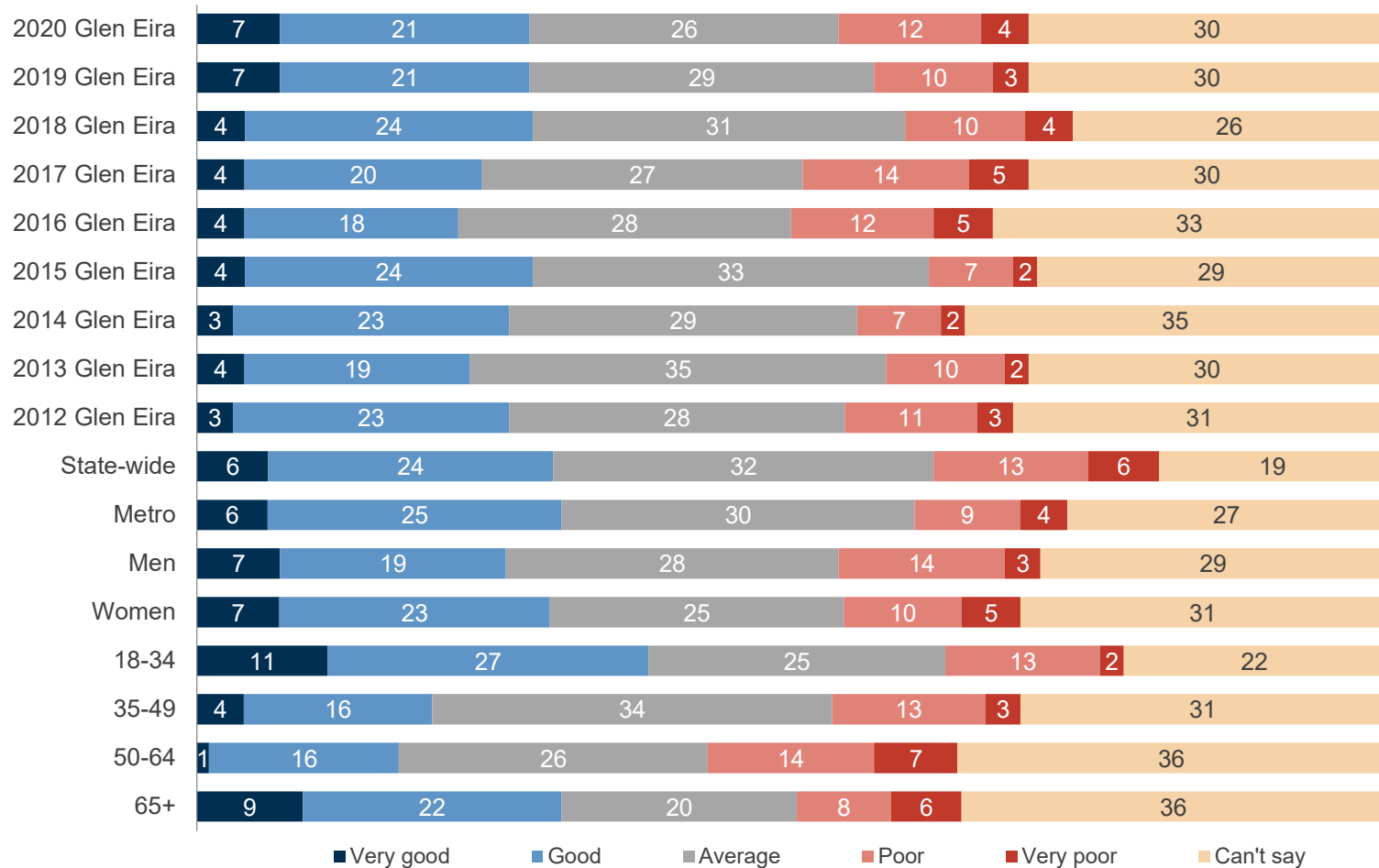
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2020 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

Decisions made in the interest of the community importance



2020 community decisions made importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	83	80	82	82	82	81	76	n/a	n/a
Men	81	79	76	79	78	76	77	n/a	n/a
Glen Eira	80	80	79	81	80	79	79	n/a	n/a
18-34	80	81	77	81	79	80	80	n/a	n/a
Women	80	80	82	83	82	82	82	n/a	n/a
State-wide	80	80	80	79	80	80	79	n/a	n/a
65+	79	79	80	80	83	77	79	n/a	n/a
Metro	79	78	79	79	79	80	n/a	n/a	n/a
50-64	77	79	78	80	77	77	82	n/a	n/a

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

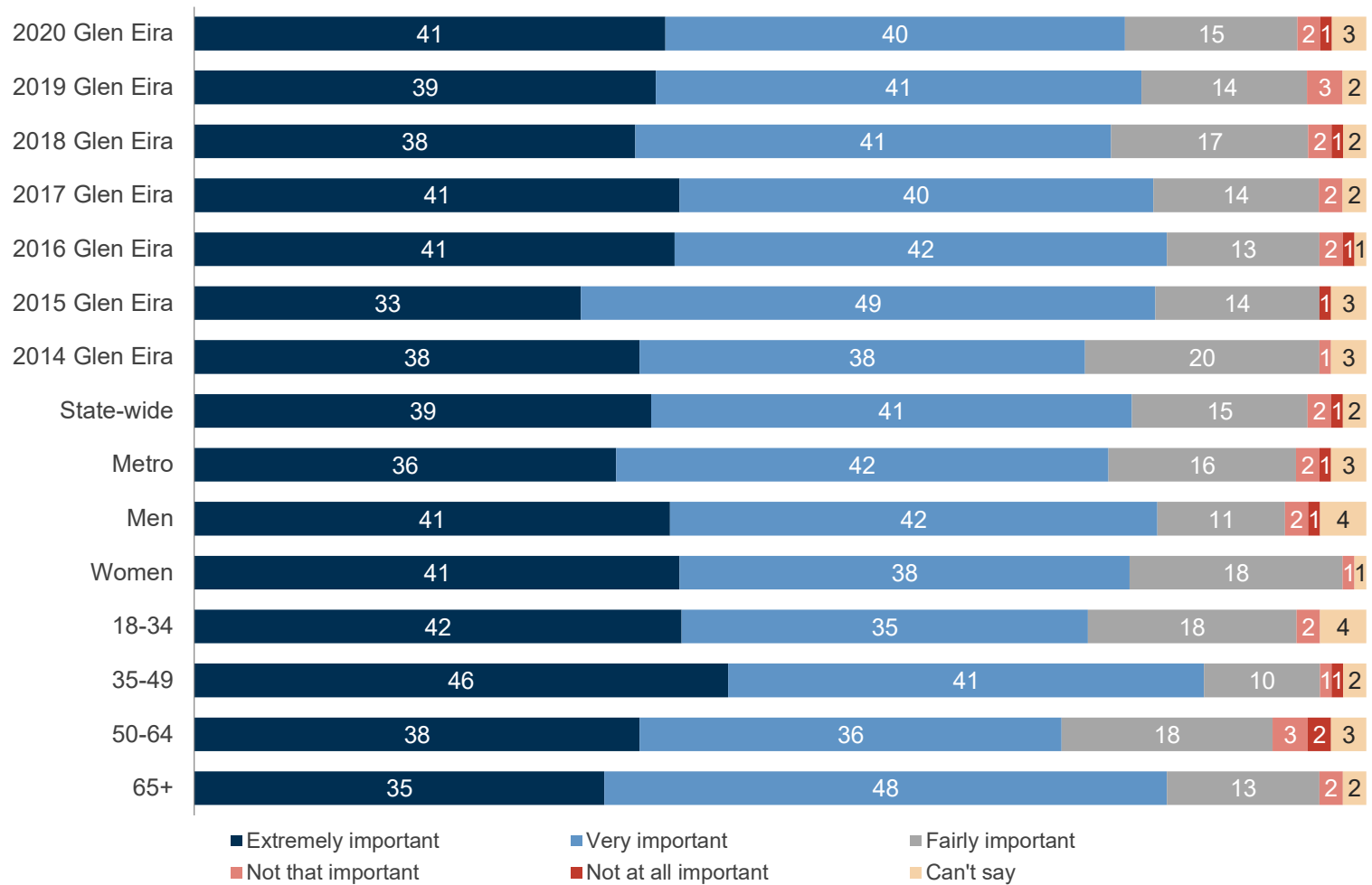
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

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

Decisions made in the interest of the community importance



2020 community decisions made importance (%)

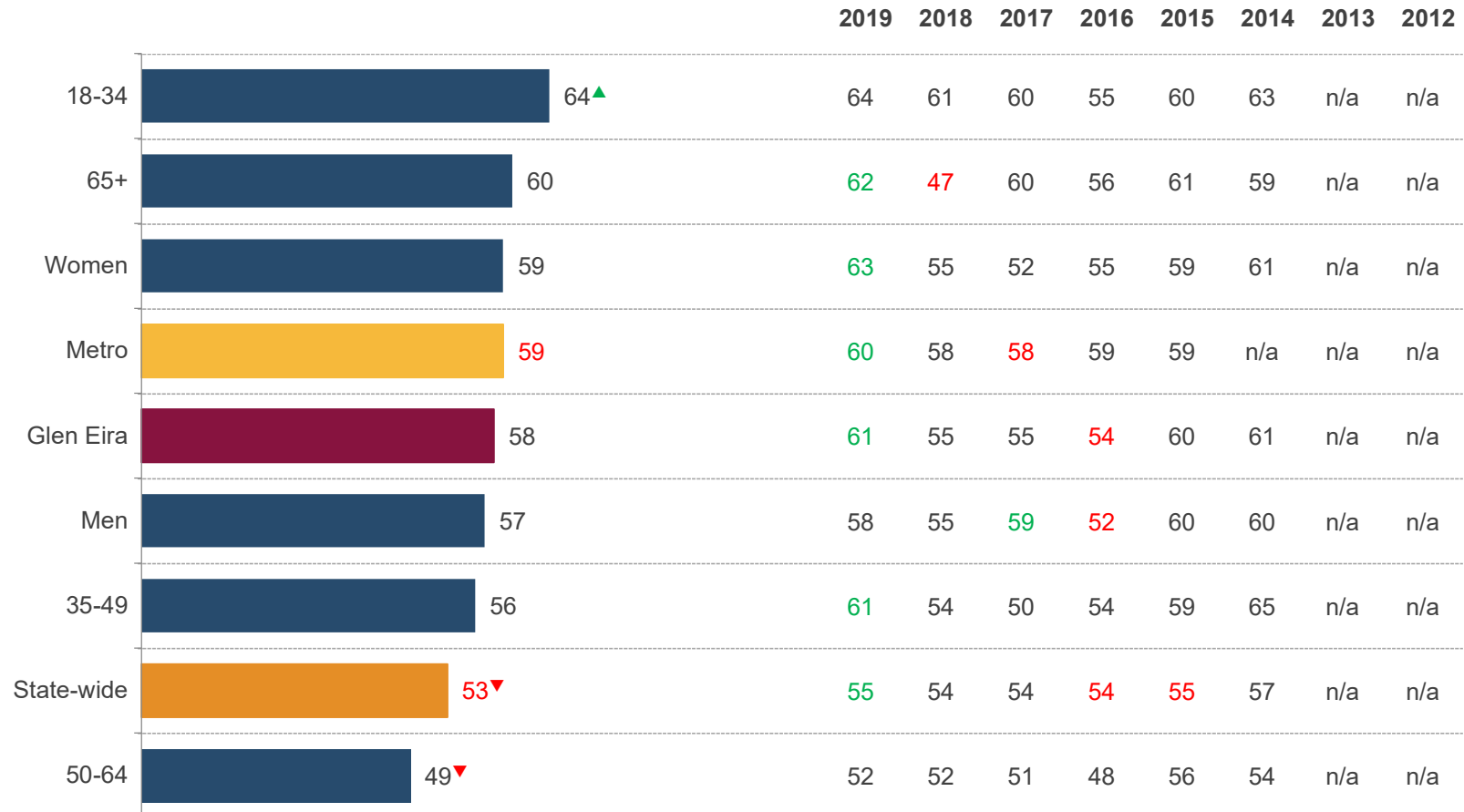


Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

Decisions made in the interest of the community performance



2020 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?

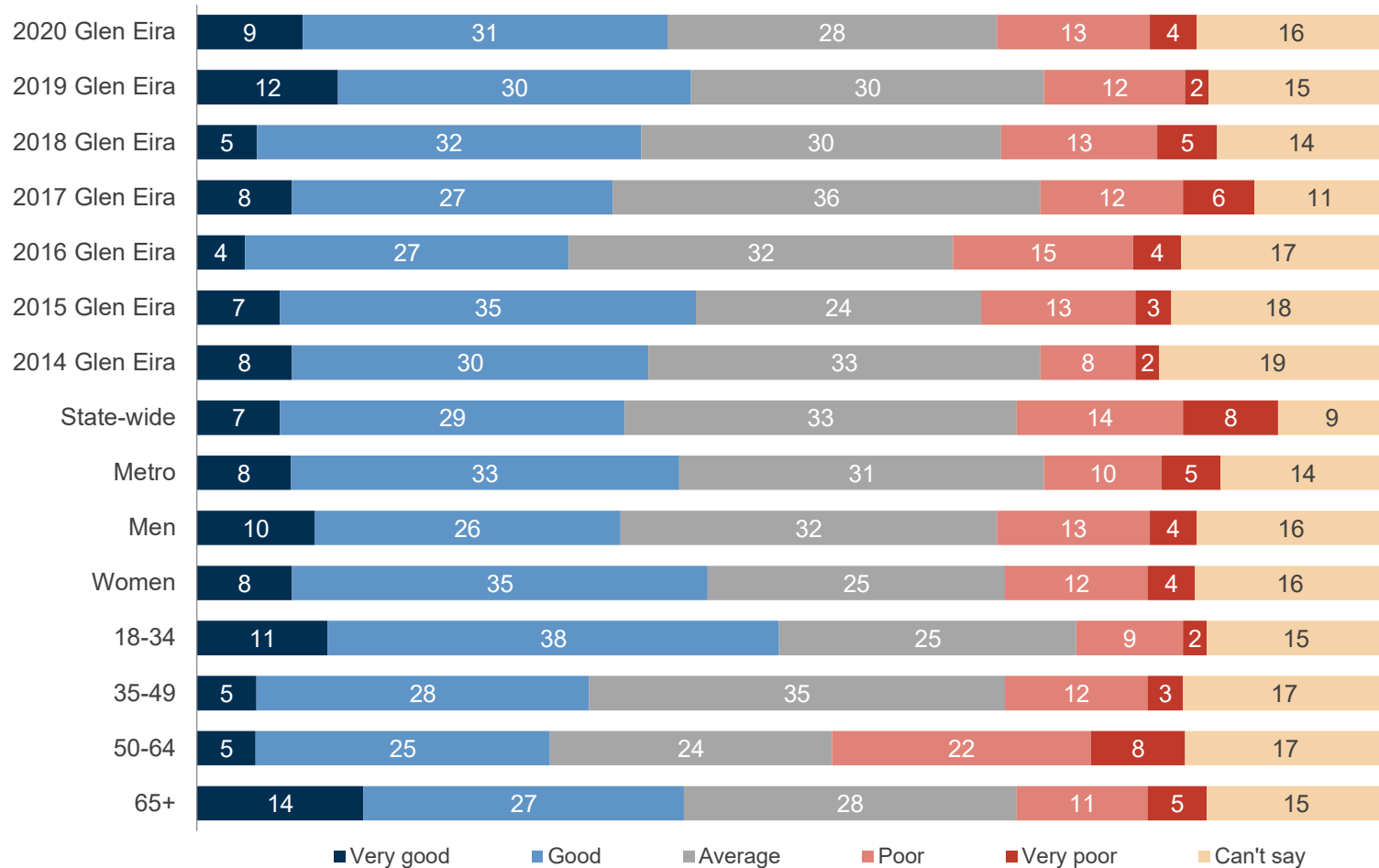
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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

Decisions made in the interest of the community performance



2020 community decisions made performance (%)



The condition of sealed local roads in your area importance



2020 sealed local roads importance (index scores)

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

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

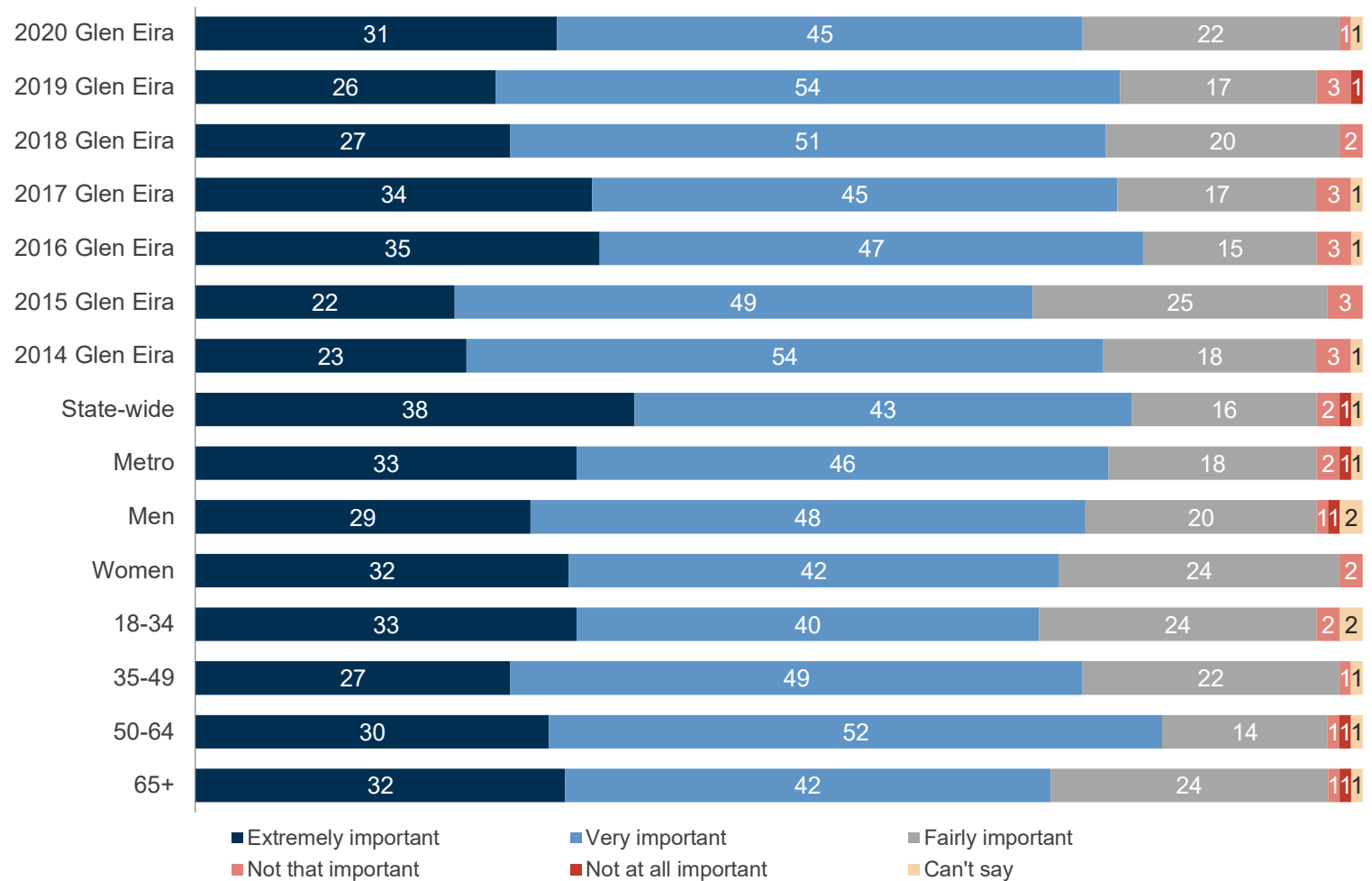
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8

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

The condition of sealed local roads in your area importance



2020 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

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

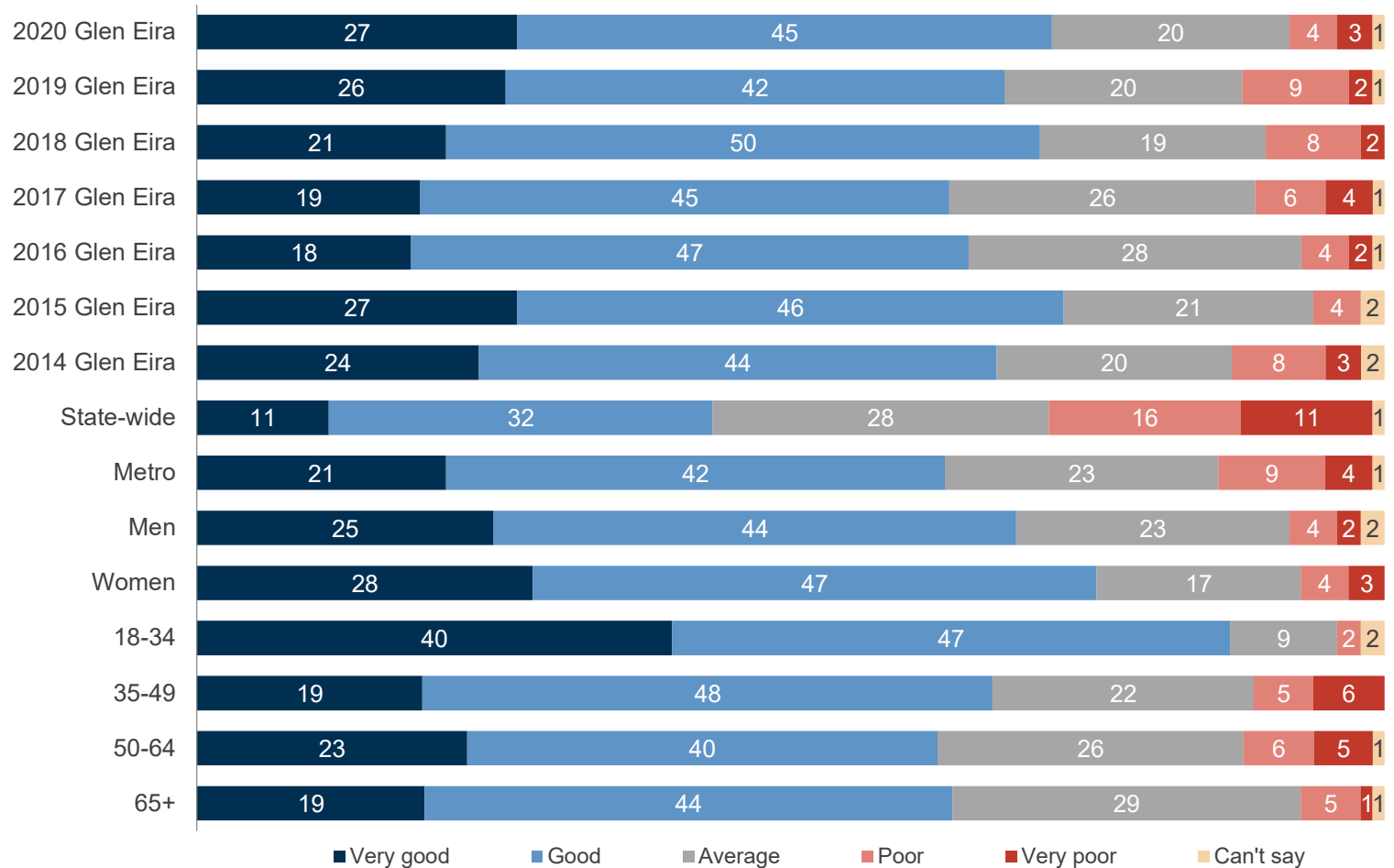
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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

The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)



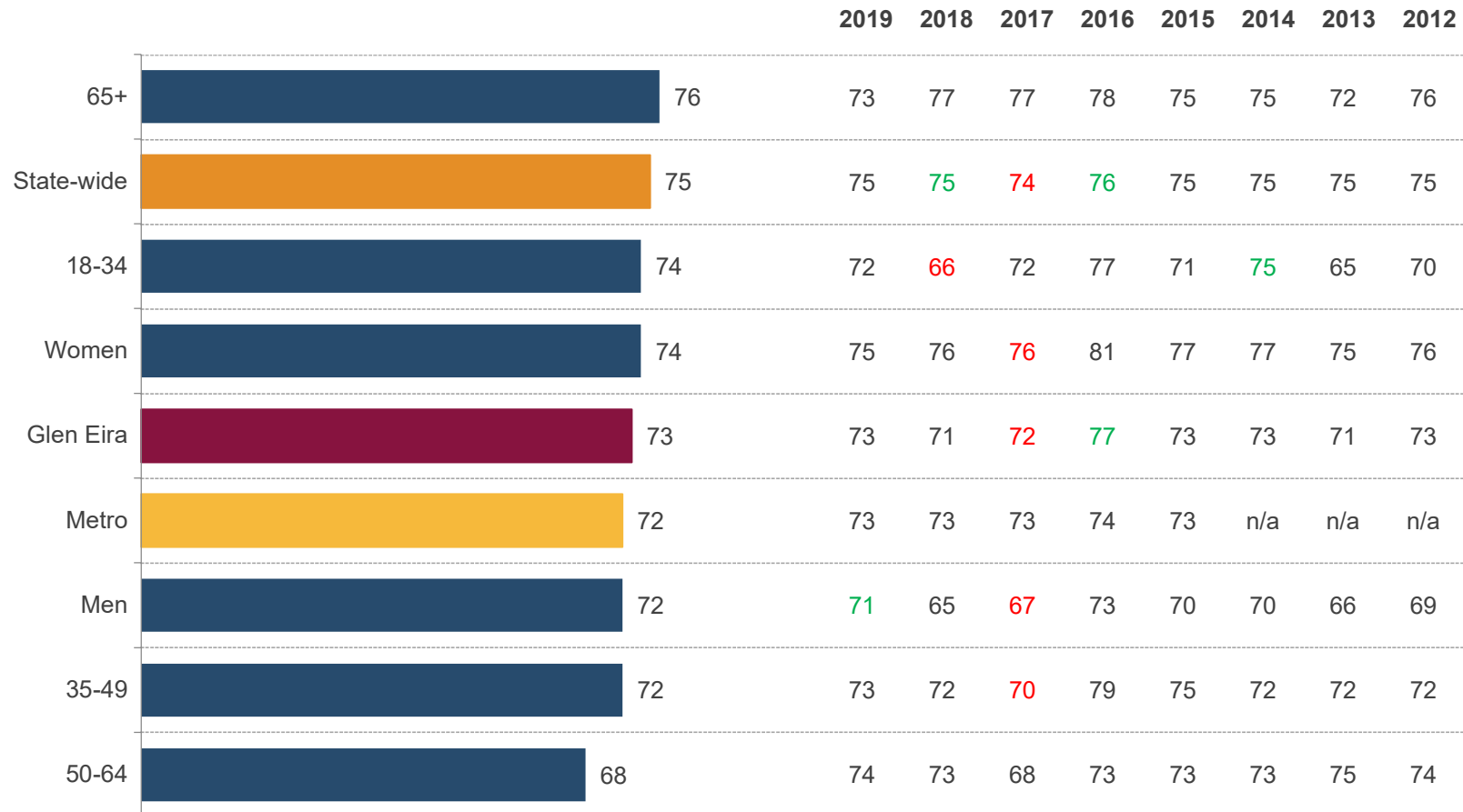
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14



Informing the community importance



2020 informing community importance (index scores)



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

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

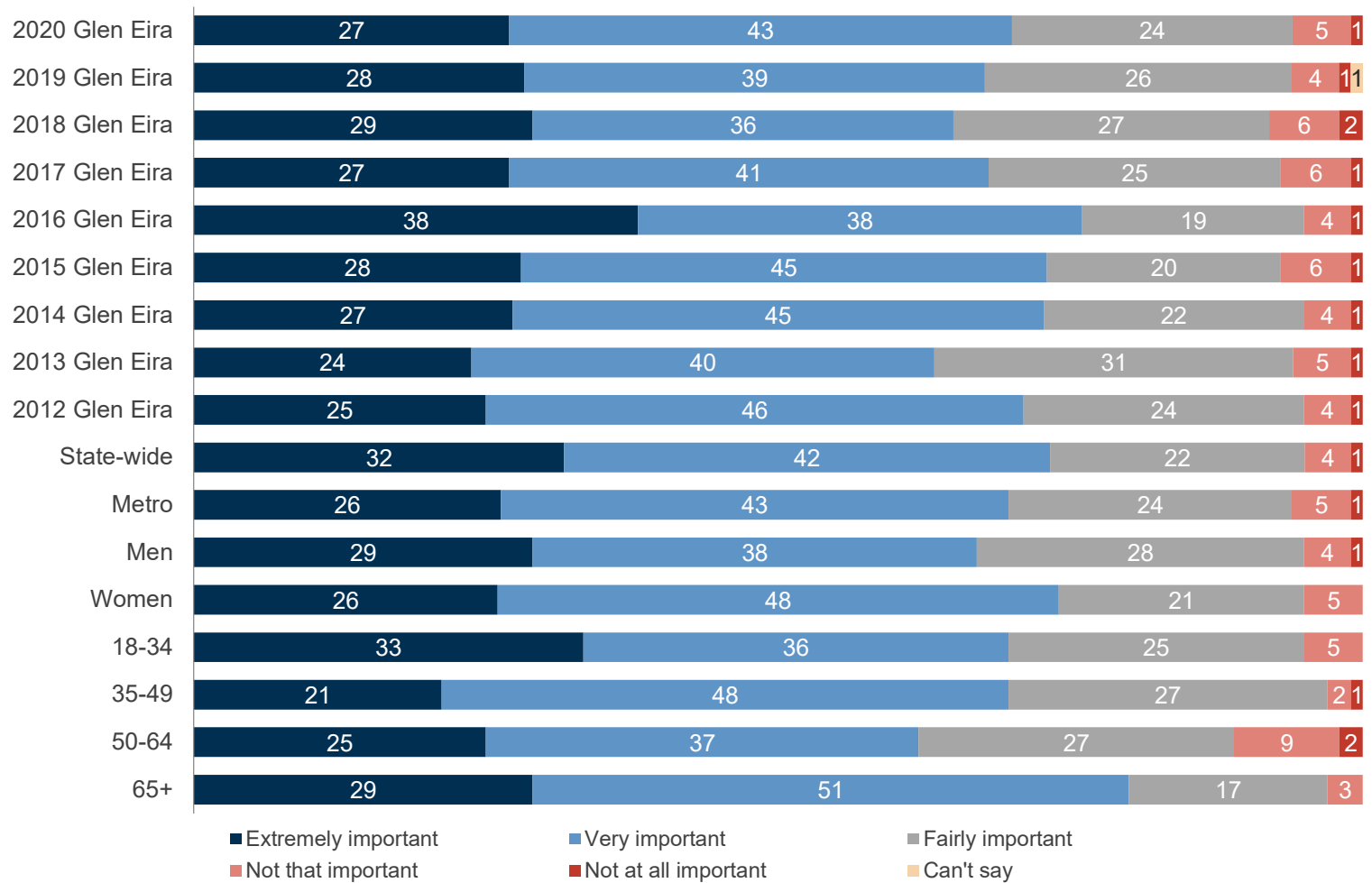
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2020 informing community importance (%)



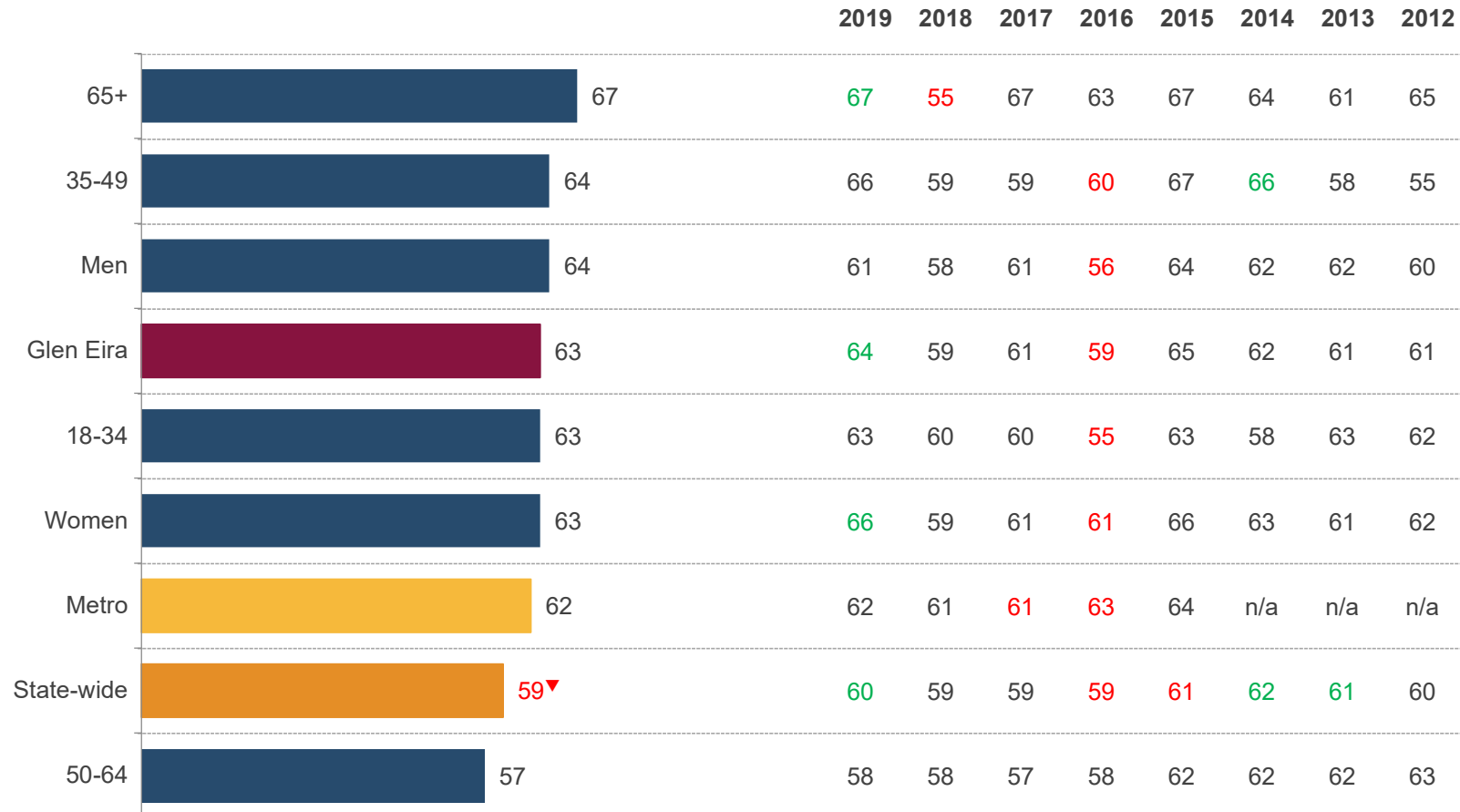
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 8



Informing the community performance



2020 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: 33 Councils asked group: 9

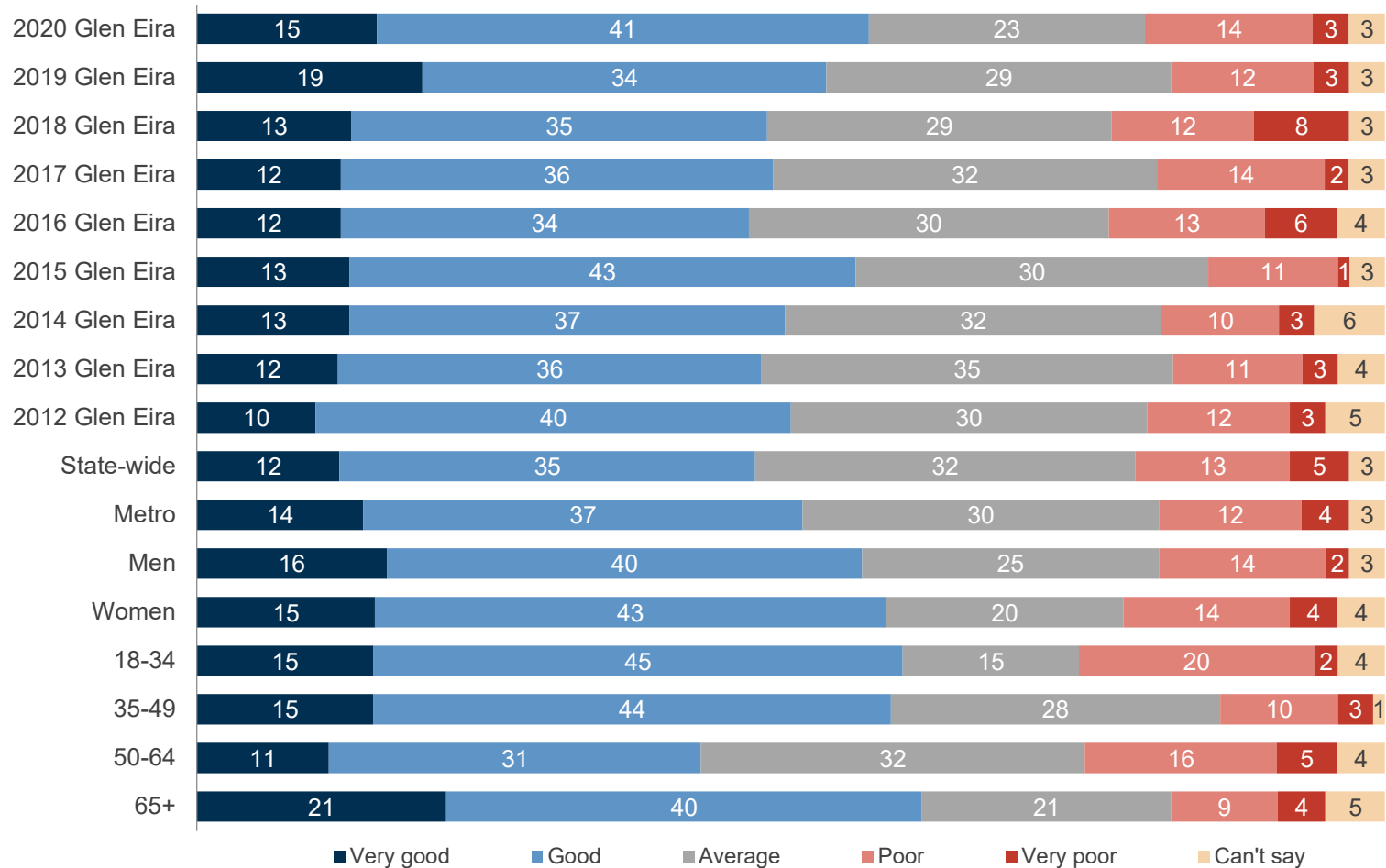
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2020 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 9

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (index scores)

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

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

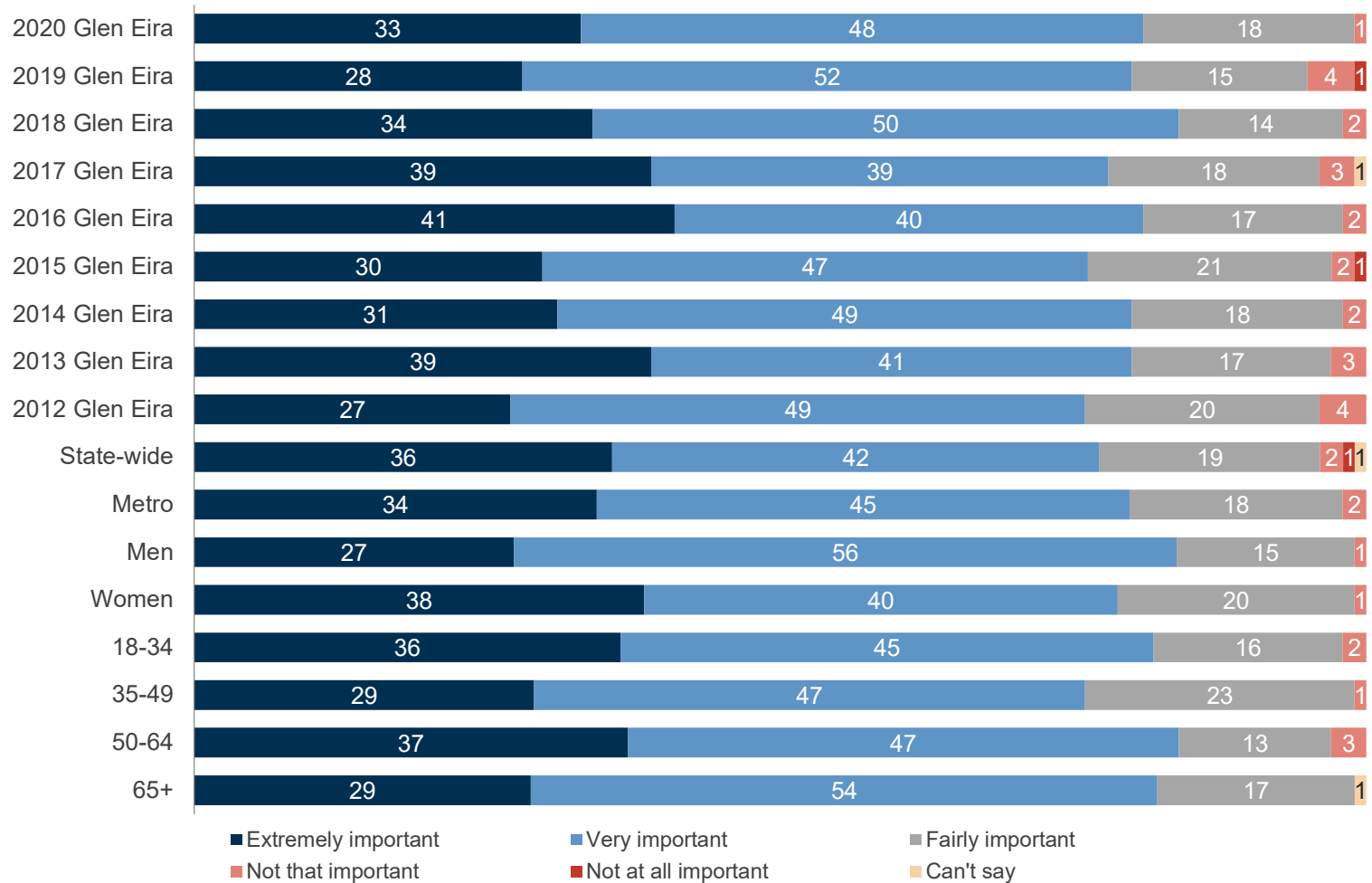
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 7

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

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (%)



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: 23 Councils asked group: 7

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (index scores)

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

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

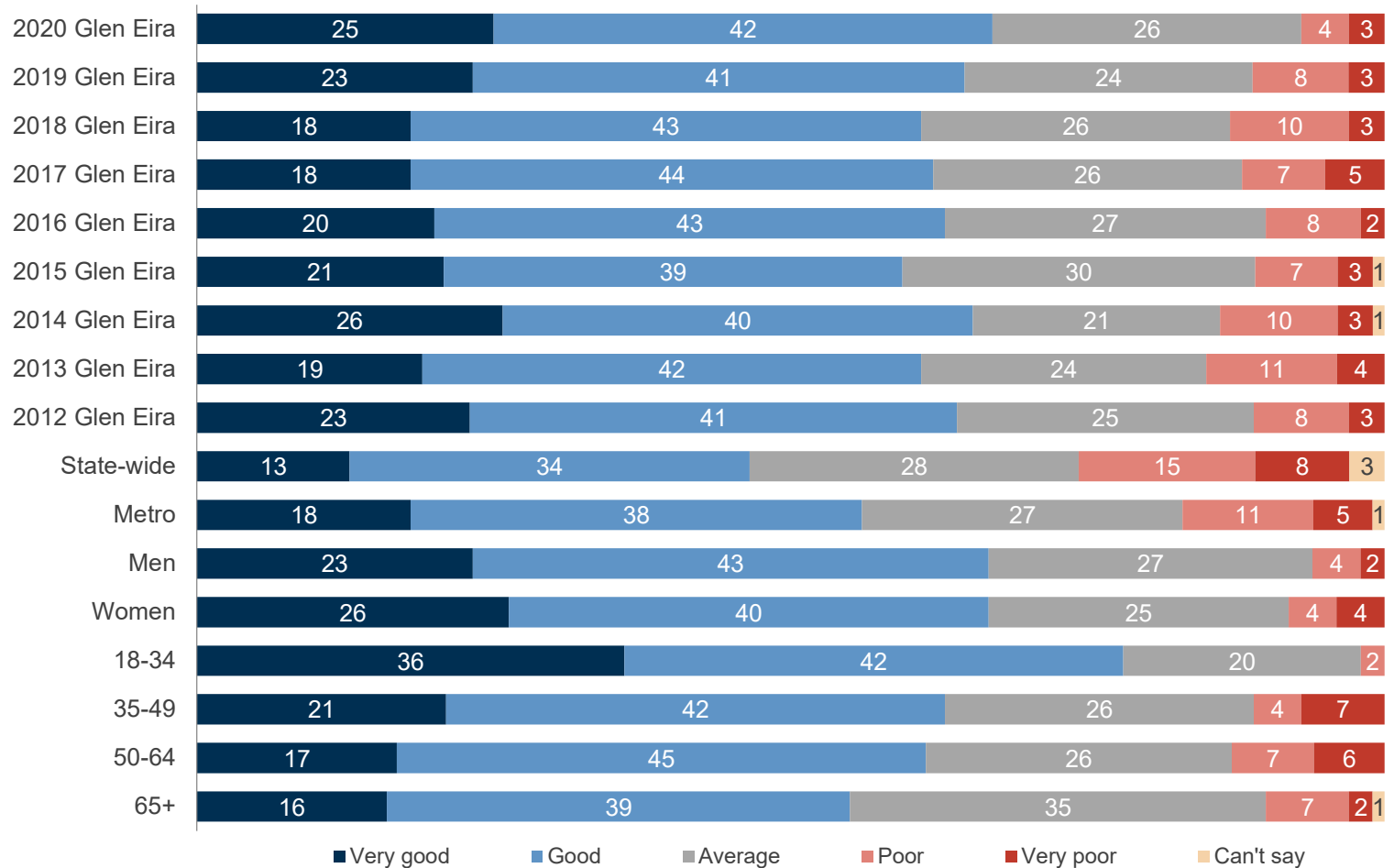
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 8

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

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 8



Traffic management importance



2020 traffic management importance (index scores)

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

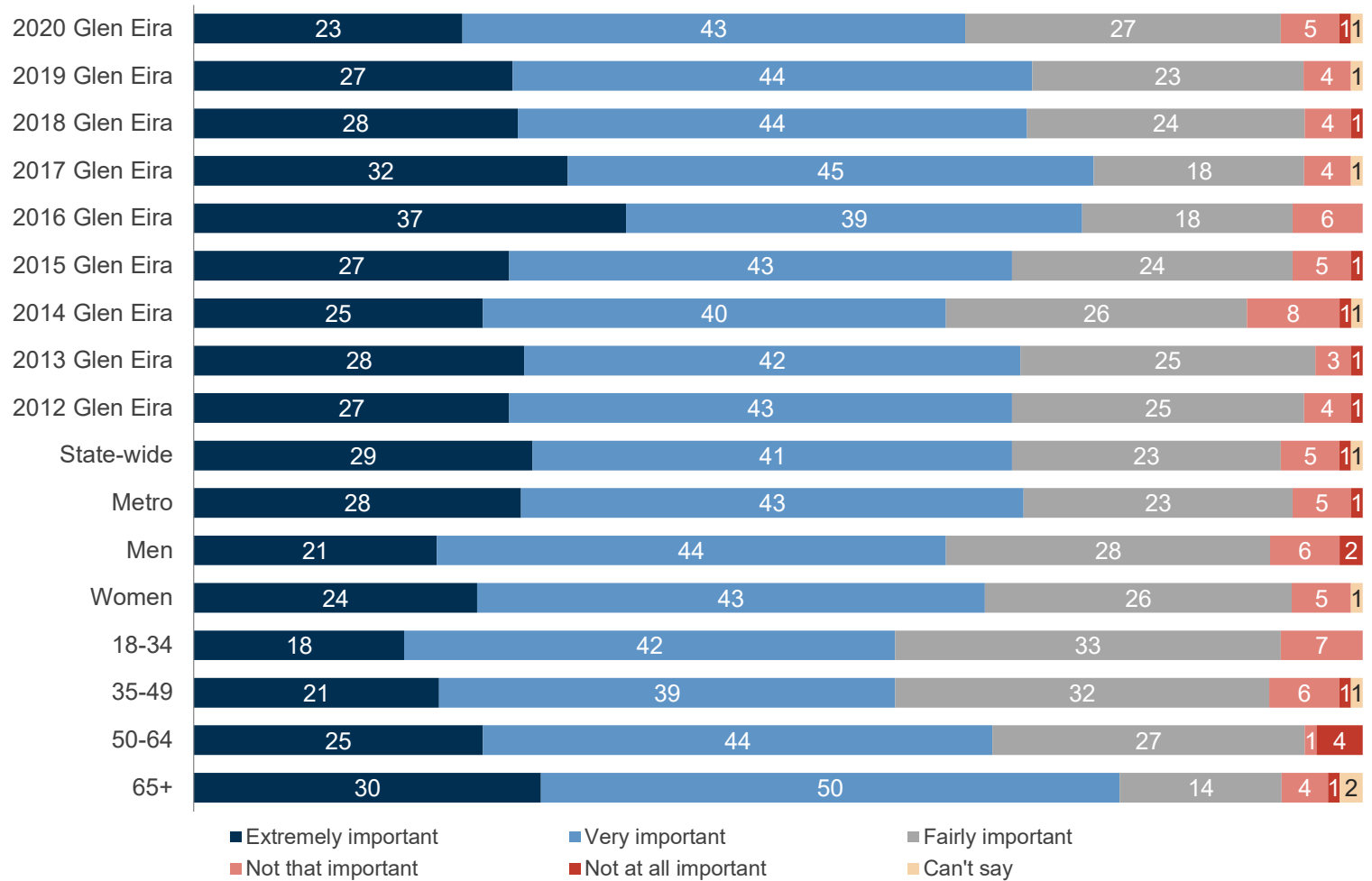
Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2020 traffic management importance (%)



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



Traffic management performance



2020 traffic management performance (index scores)

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

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

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

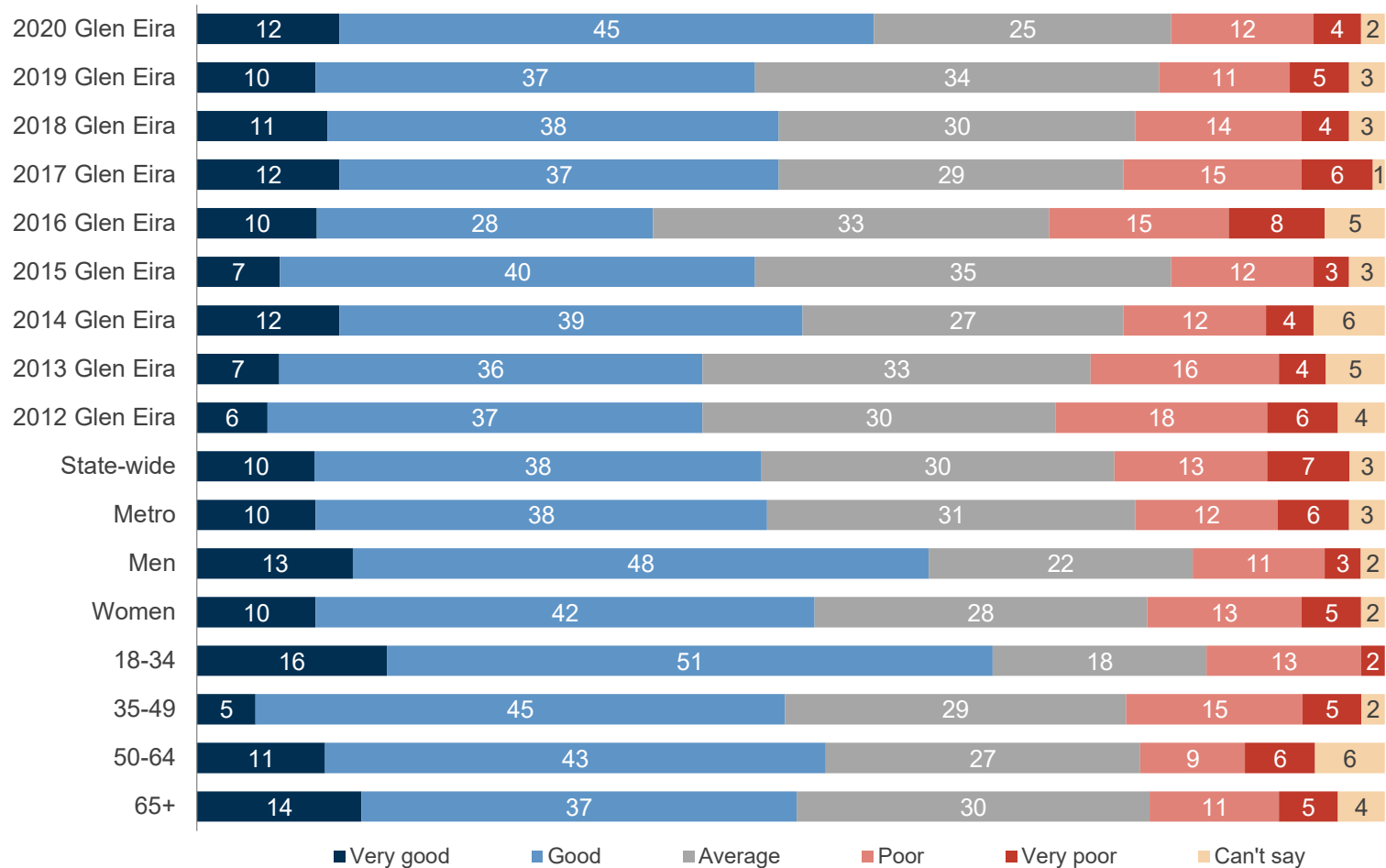
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2020 traffic management performance (%)



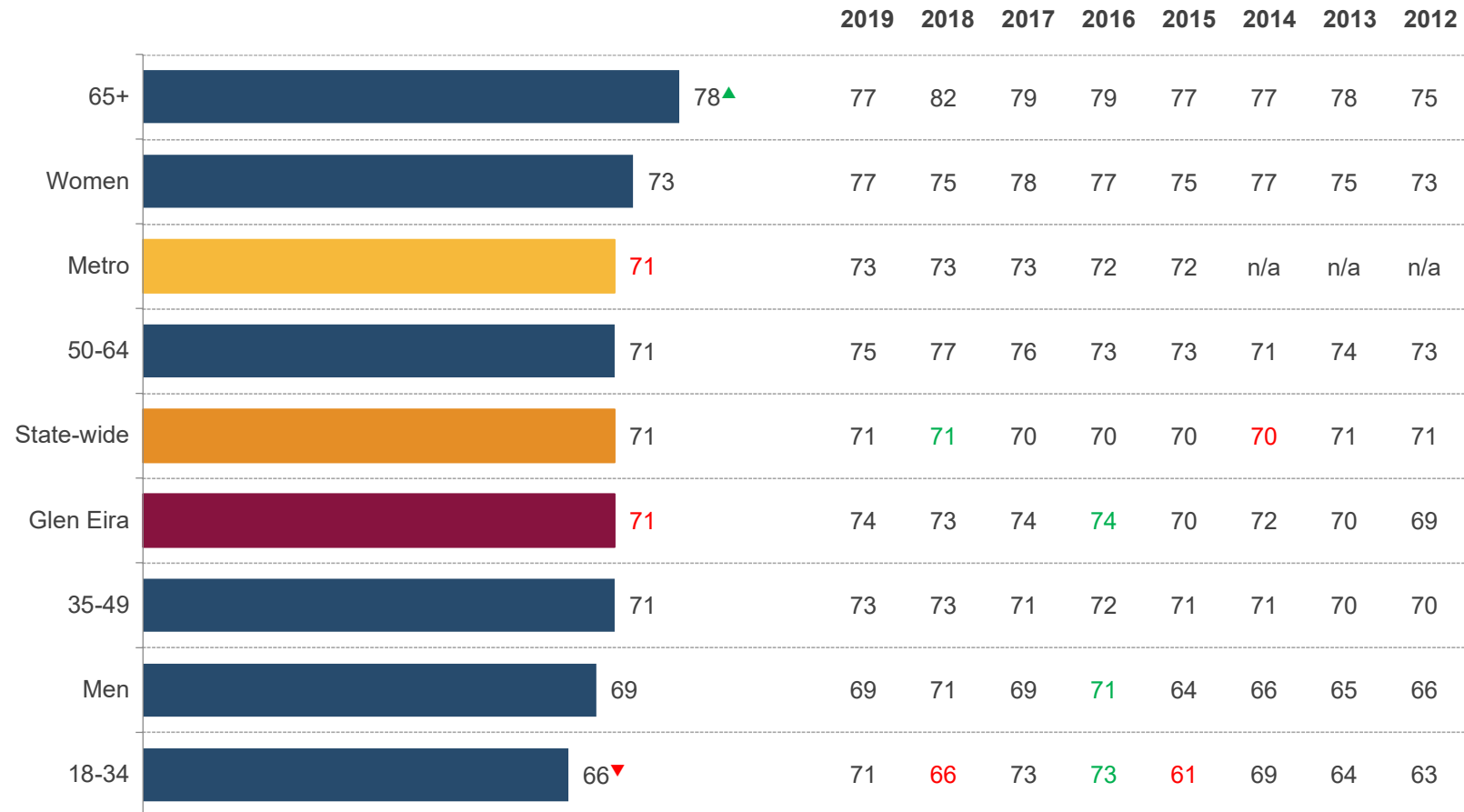
Q2. How has Council performed on 'Traffic management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 7



Parking facilities importance



2020 parking importance (index scores)



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

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 7

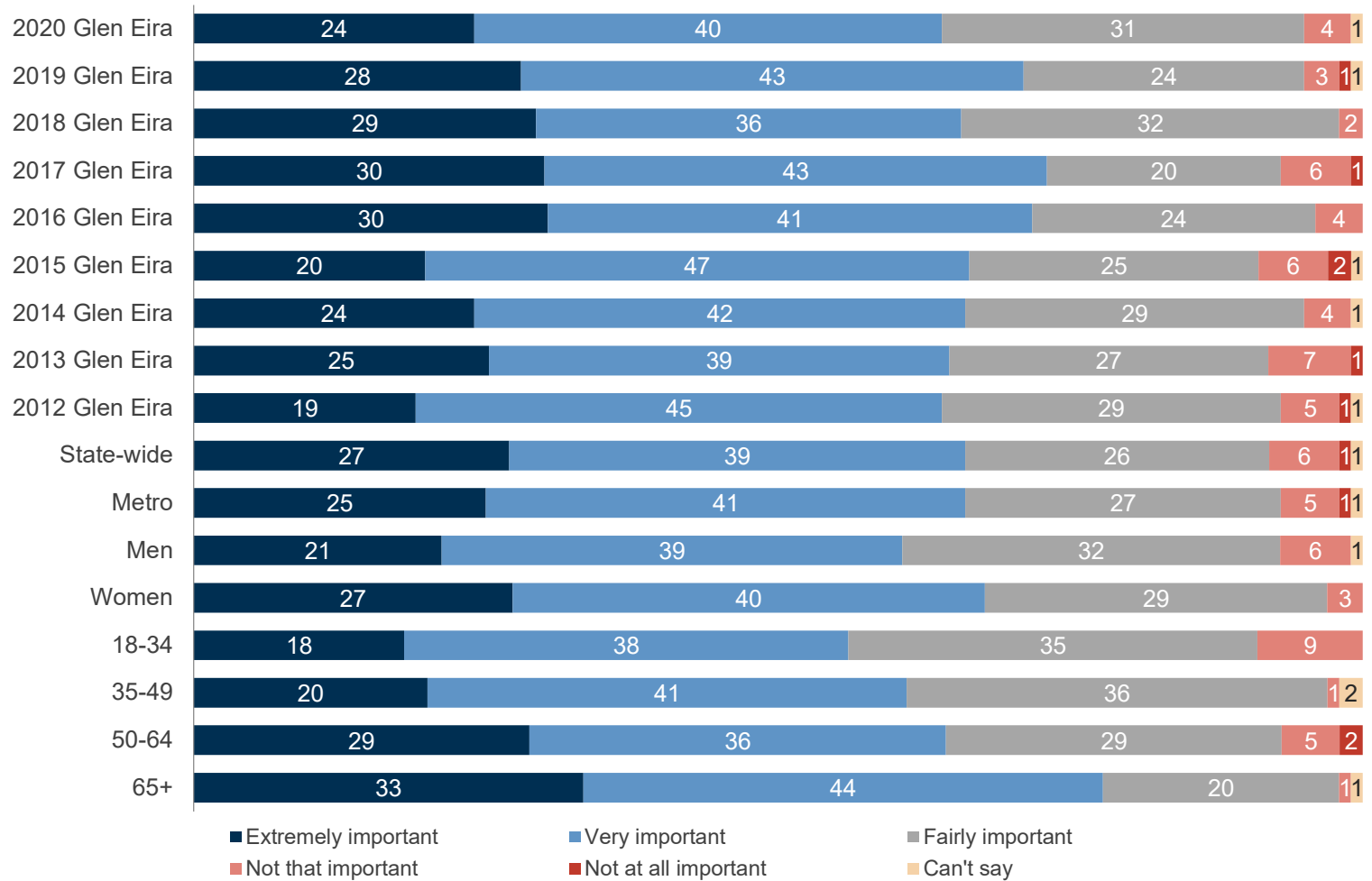
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2020 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 7



Parking facilities performance



2020 parking performance (index scores)

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

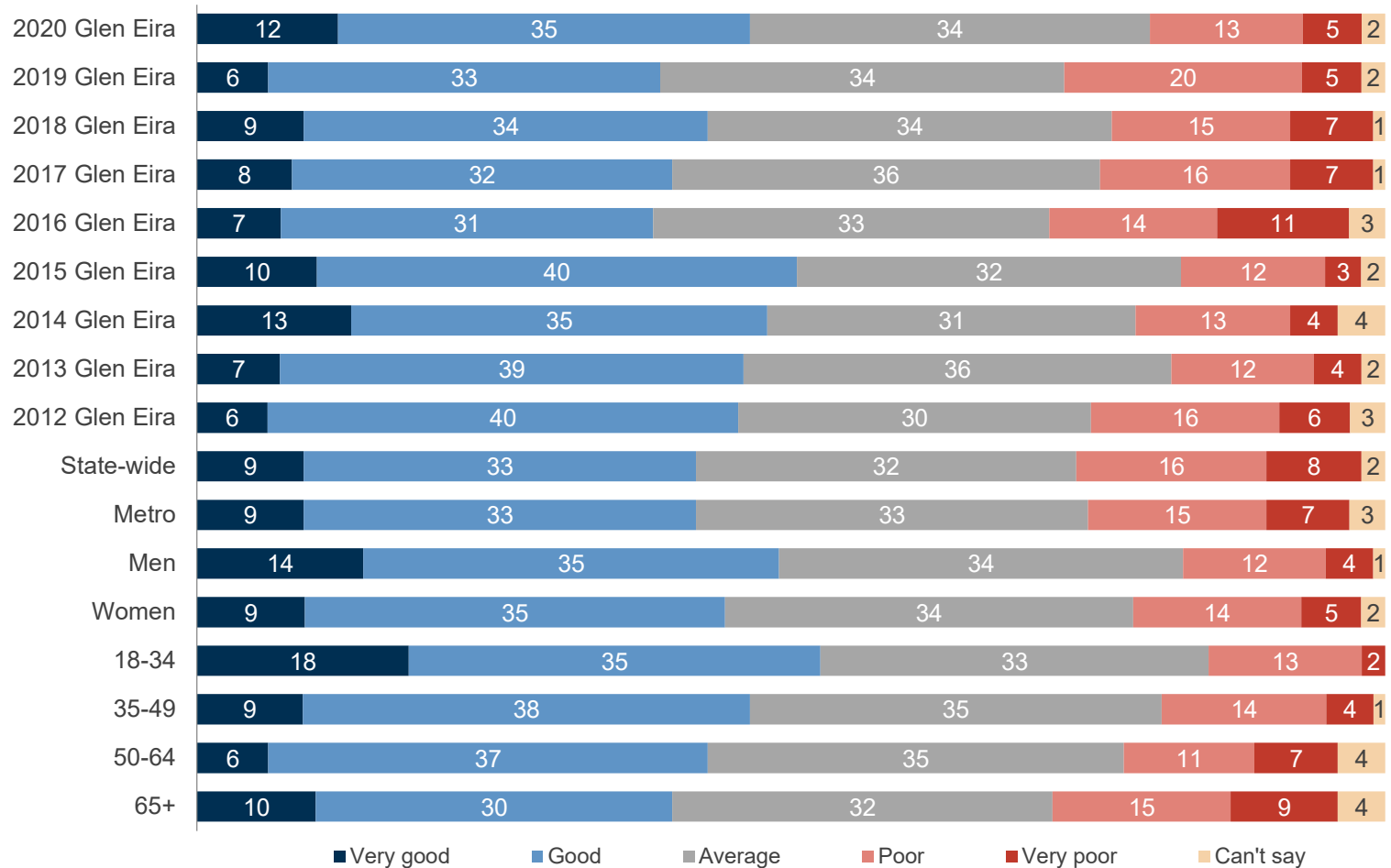
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2020 parking performance (%)



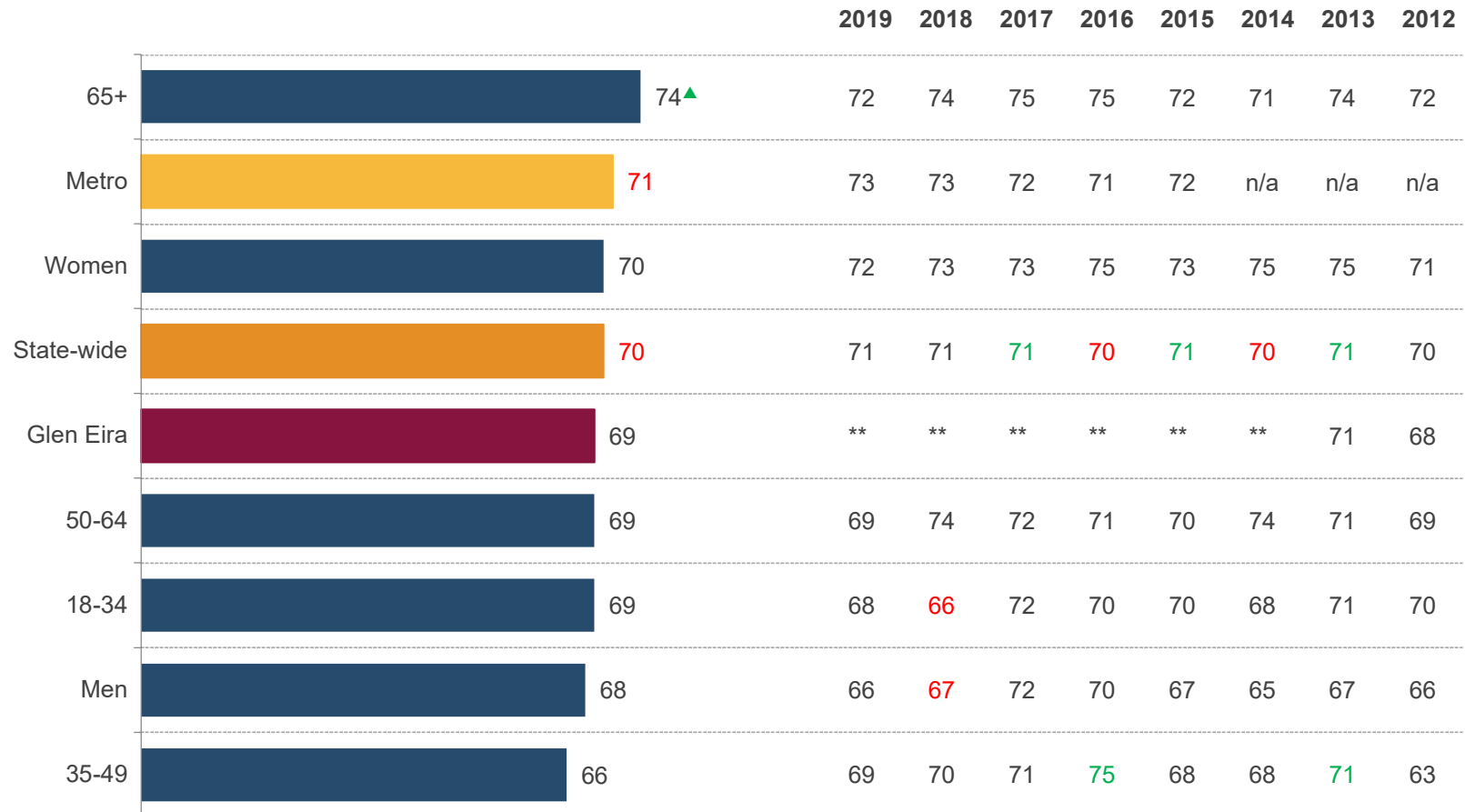
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7



Enforcement of local laws importance



2020 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: 22 Councils asked group: 8

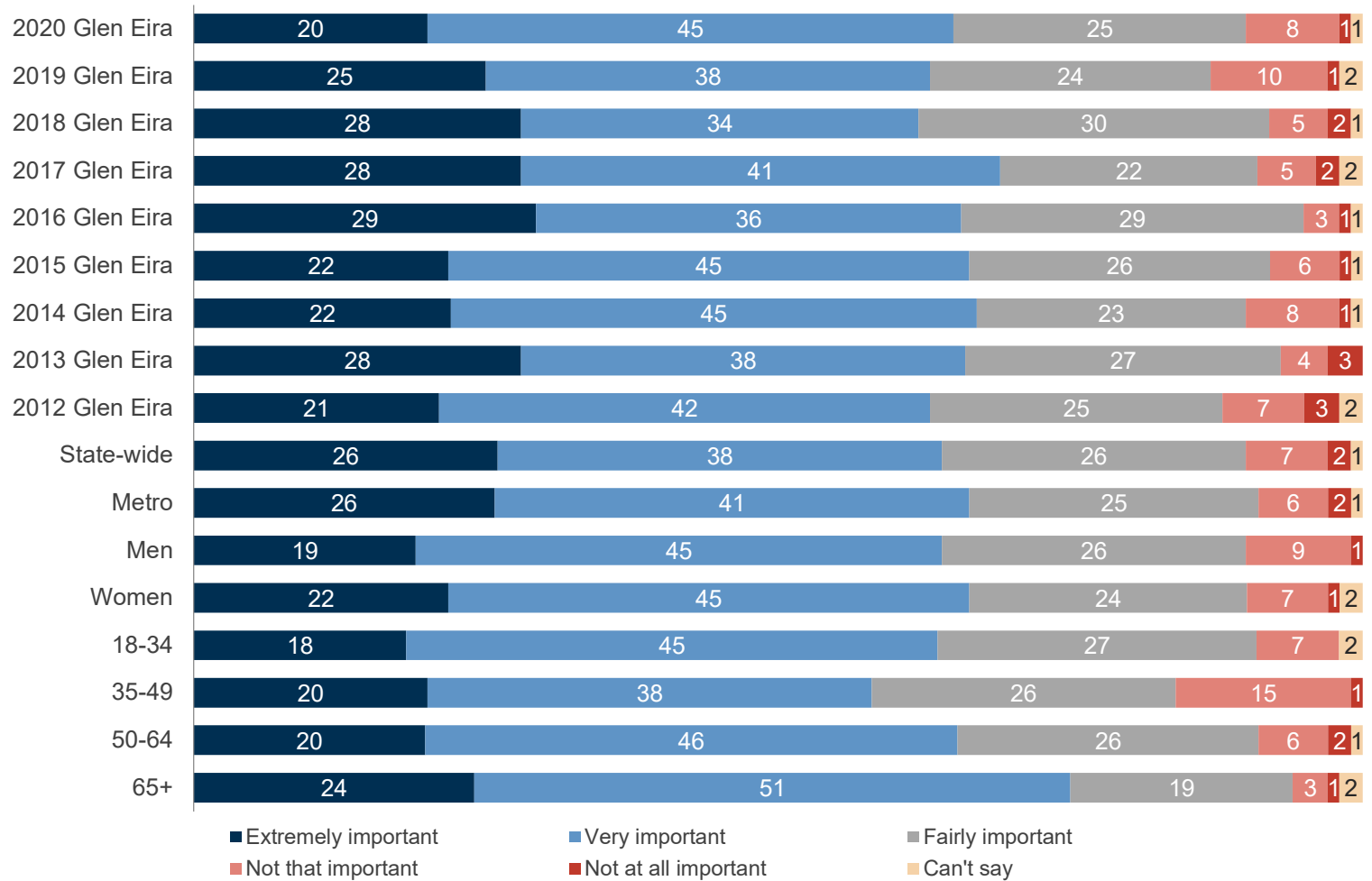
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2020 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8



Enforcement of local laws performance



2020 law enforcement performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	73▲	73	72	68	65	74	69	69	70
Women	68	69	68	66	66	69	68	65	68
Glen Eira	68	67	65	64	63	69	67	65	65
Men	68	65	63	63	59	70	66	65	62
65+	67	**	**	**	**	**	**	64	64
35-49	66	66	63	63	60	66	70	64	64
Metro	65▼	64	64	64	64	66	n/a	n/a	n/a
State-wide	63▼	64	64	64	63	66	66	65	65
50-64	61▼	62	63	61	63	66	64	62	60

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

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

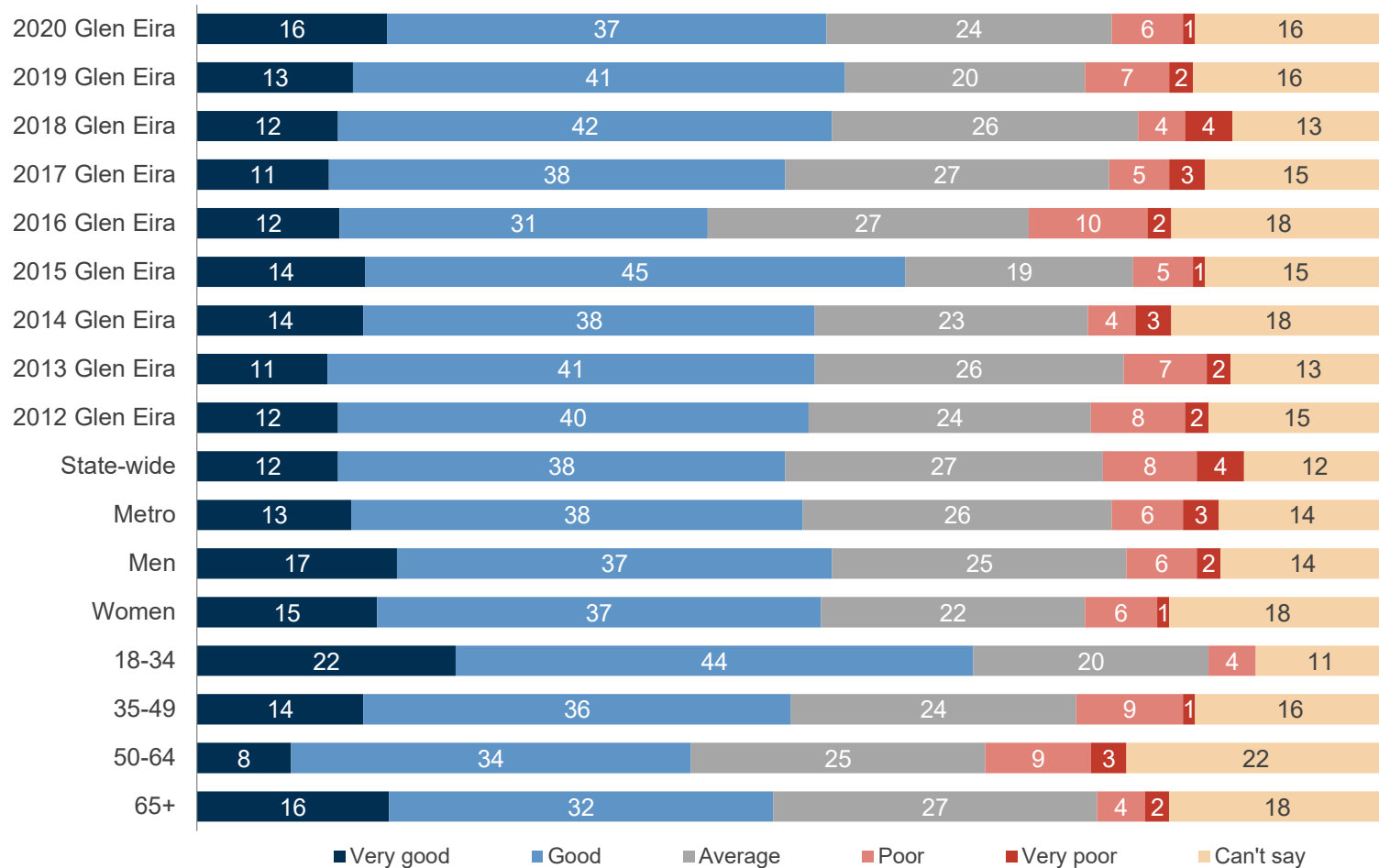
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2020 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 9



Family support services importance



2020 family support importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	75	72	77	72	76	68	72	76	68
State-wide	75	74	74	73	73	73	72	73	73
Metro	75	75	75	73	73	72	n/a	n/a	n/a
Women	74	76	80	77	78	77	78	79	76
65+	74	71	69	74	73	73	73	73	71
18-34	73	77	72	76	78	78	77	68	74
Glen Eira	73	72	73	74	75	73	73	73	71
Men	71	68	66	71	71	68	68	66	66
50-64	68	66	73	73	68	70	70	75	72

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

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

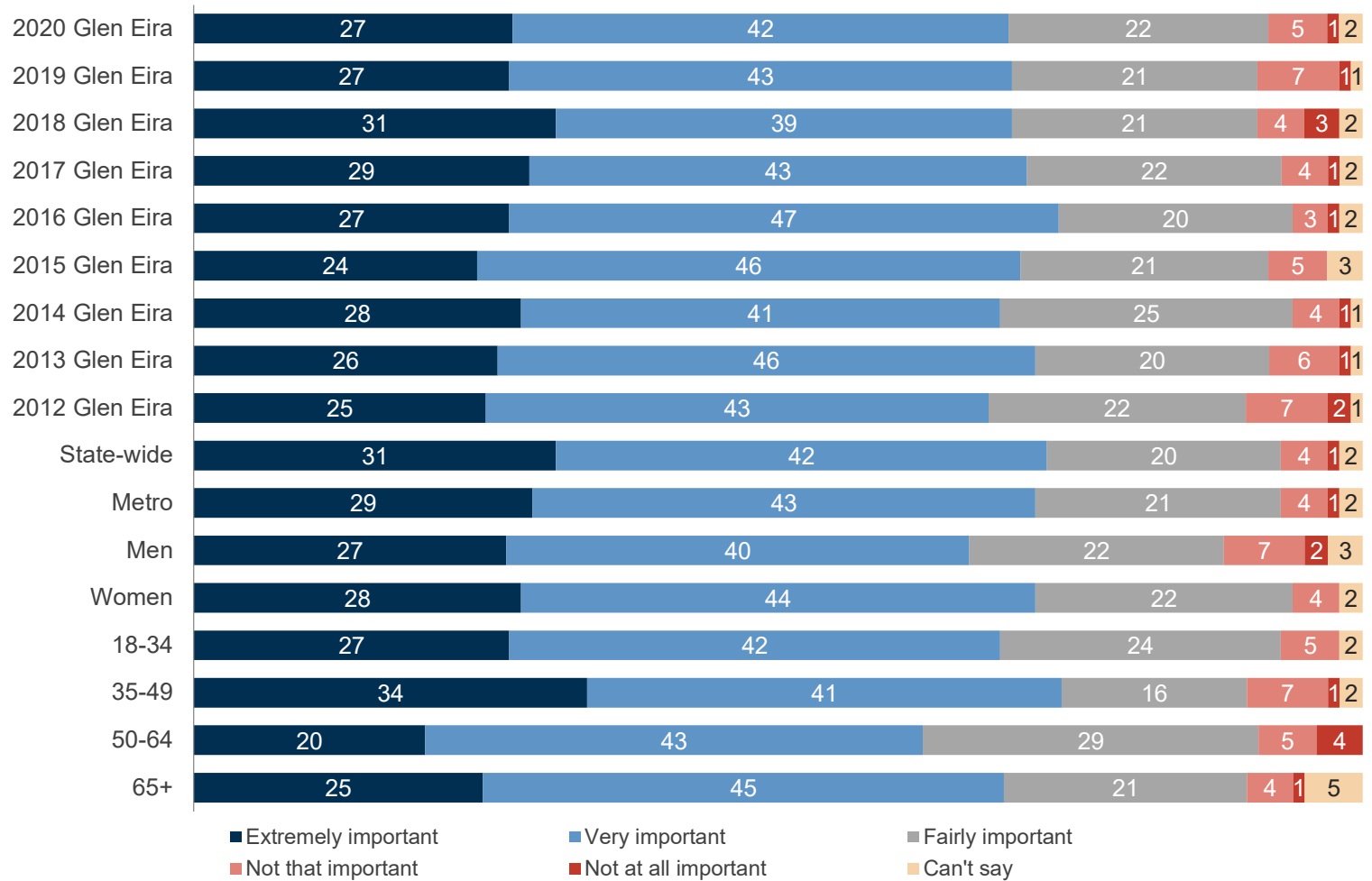
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2020 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7



Family support services performance



2020 family support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	73	75	66	66	70	73	71	68	69
18-34	73	74	68	62	72	70	73	67	71
Women	72	72	68	64	73	69	73	65	68
Glen Eira	70	70	67	65	70	69	72	66	66
Metro	69	69	68	68	69	68	n/a	n/a	n/a
Men	68	67	67	66	67	69	70	68	65
35-49	67	67	68	67	71	67	76	68	62
State-wide	66▼	67	66	67	66	67	68	67	67
50-64	65	63	66	64	64	64	66	63	63

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

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

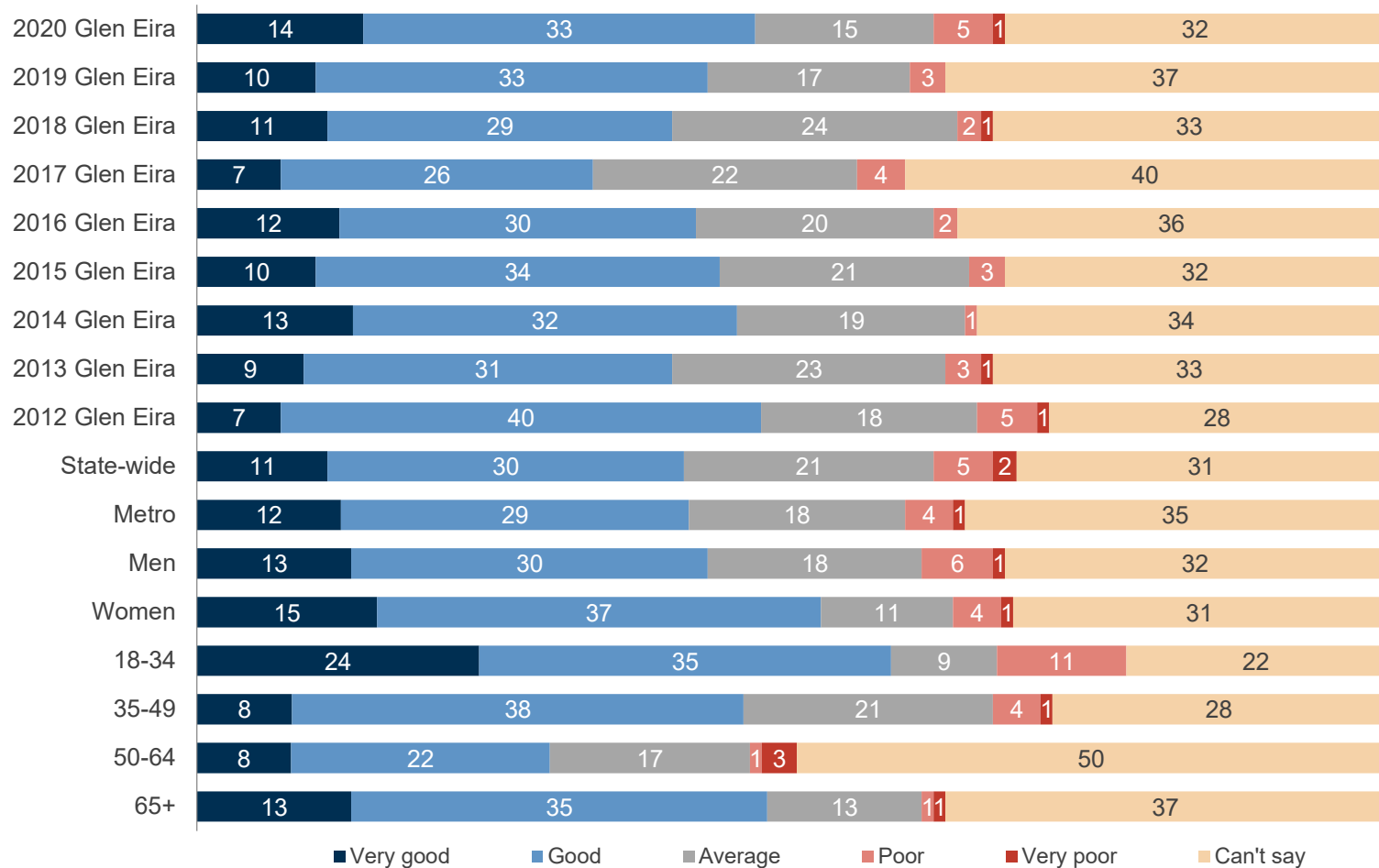
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2020 family support performance (%)



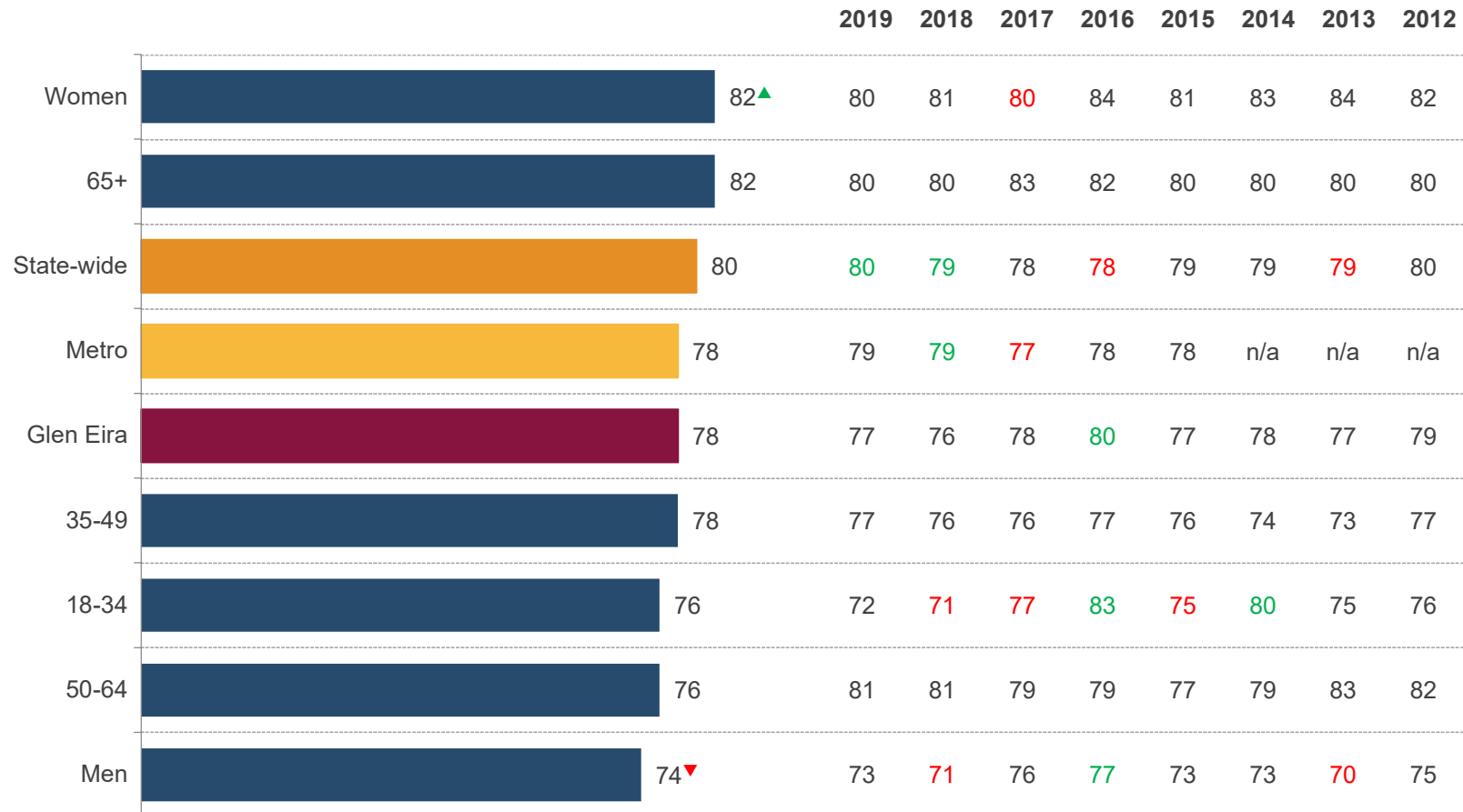
Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8



Elderly support services importance



2020 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: 19 Councils asked group: 7

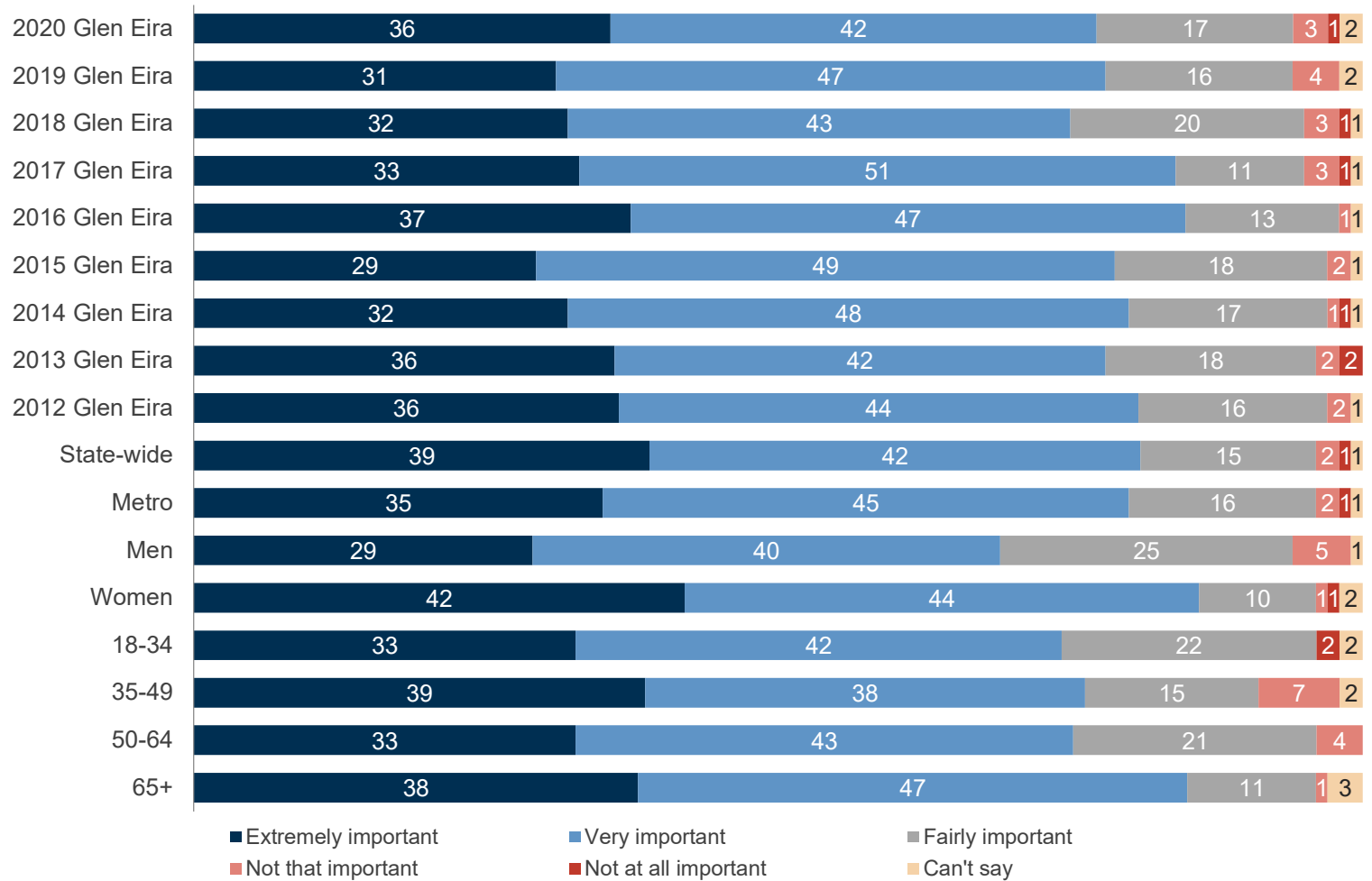
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2020 elderly support importance (%)



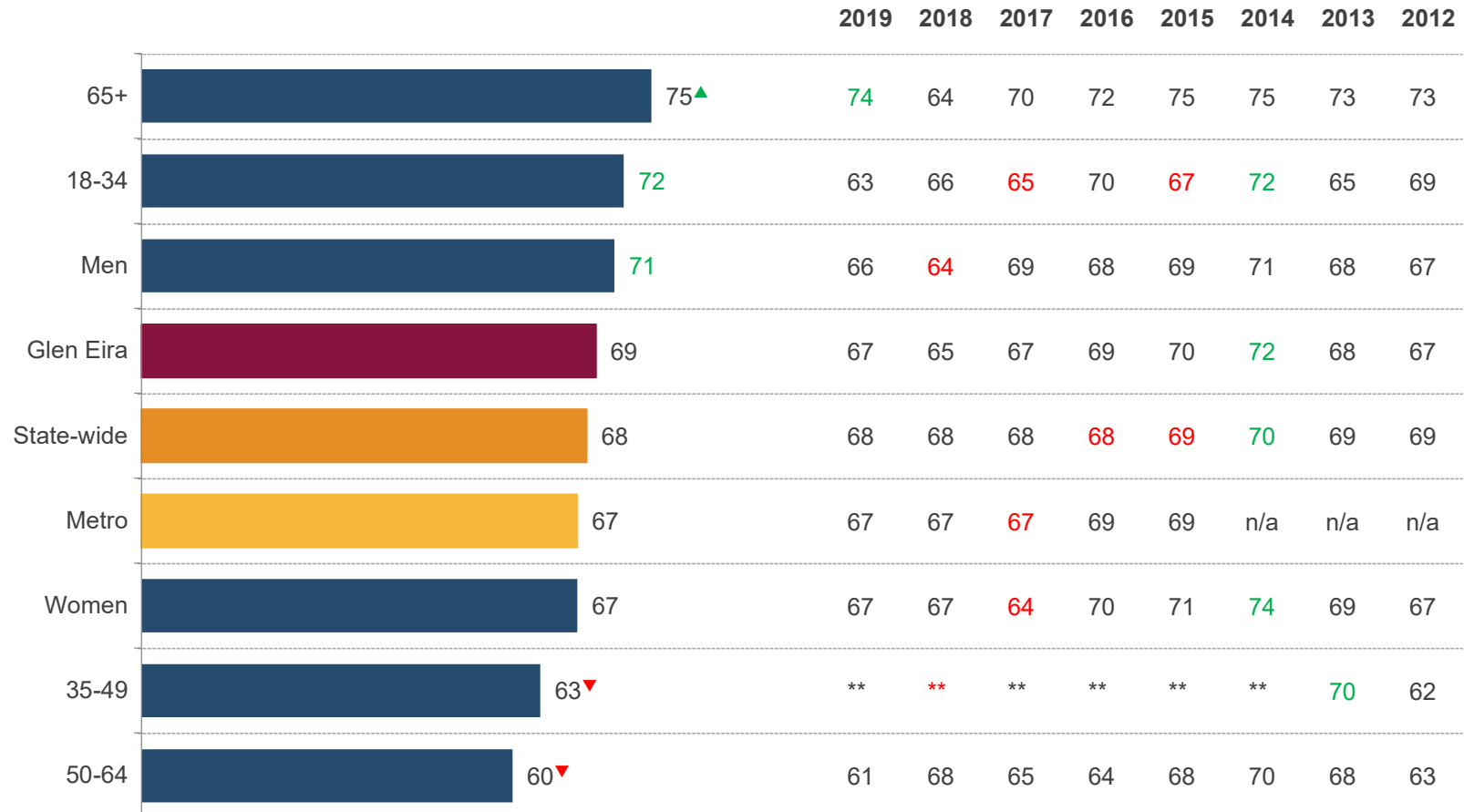
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7



Elderly support services performance



2020 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: 30 Councils asked group: 8

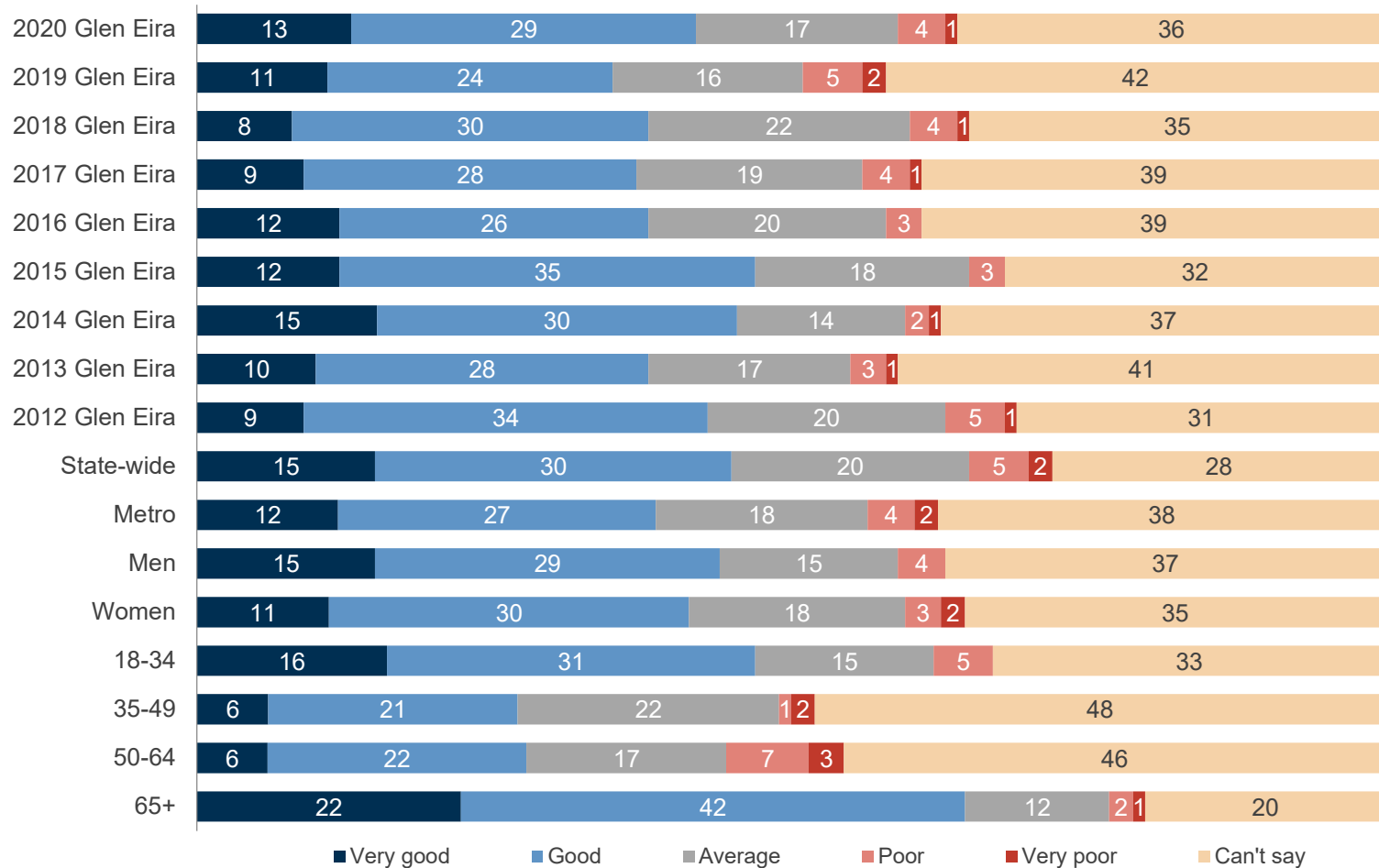
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2020 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8



Disadvantaged support services importance



2020 disadvantaged support importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	76	74	78	75	77	77	76	77	77
35-49	75	73	68	71	76	70	71	70	65
State-wide	74	74	72	71	73	73	72	73	73
18-34	74	72	73	73	77	77	73	72	77
Metro	74	75	74	71	73	74	n/a	n/a	n/a
Glen Eira	73	72	72	73	75	74	72	73	73
65+	73	74	74	77	76	74	70	72	72
Men	71	70	66	70	73	70	68	68	67
50-64	70	71	75	71	70	73	73	76	76

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

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

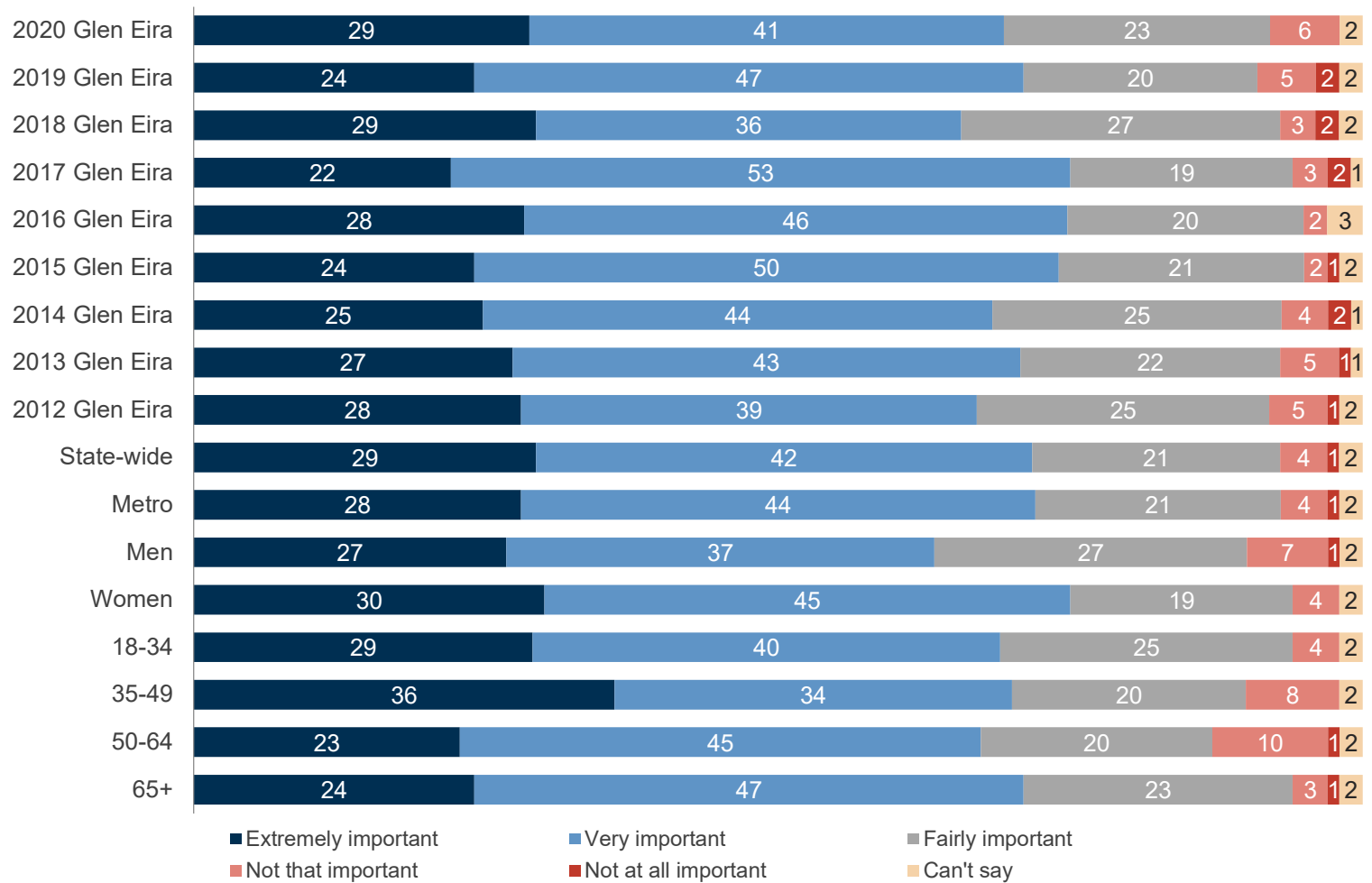
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2020 disadvantaged support importance (%)



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



Disadvantaged support services performance



2020 disadvantaged support performance (index scores)

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

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

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

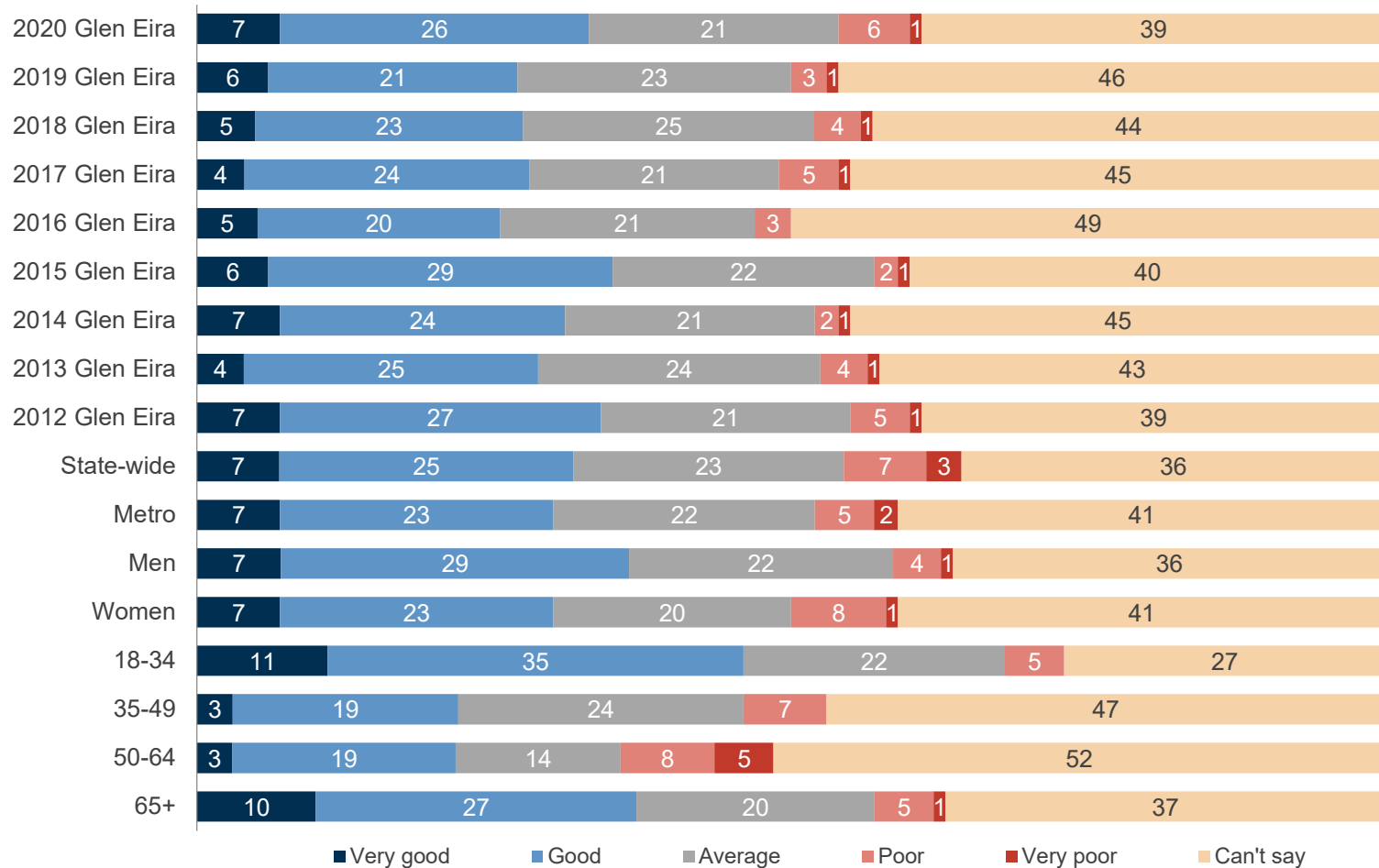
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2020 disadvantaged support performance (%)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 6



Recreational facilities importance



2020 recreational facilities importance (index scores)

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

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

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

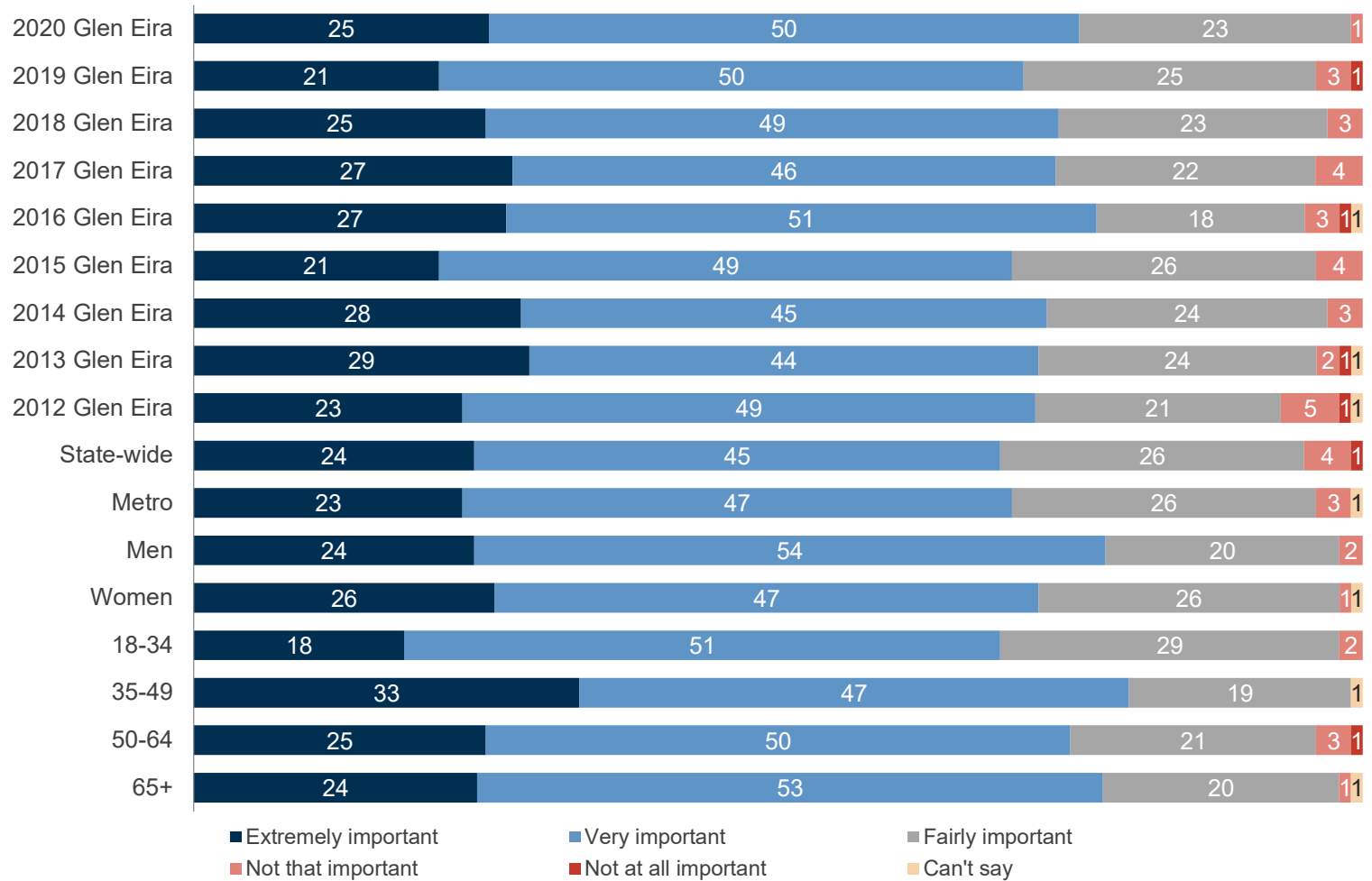
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2020 recreational facilities importance (%)



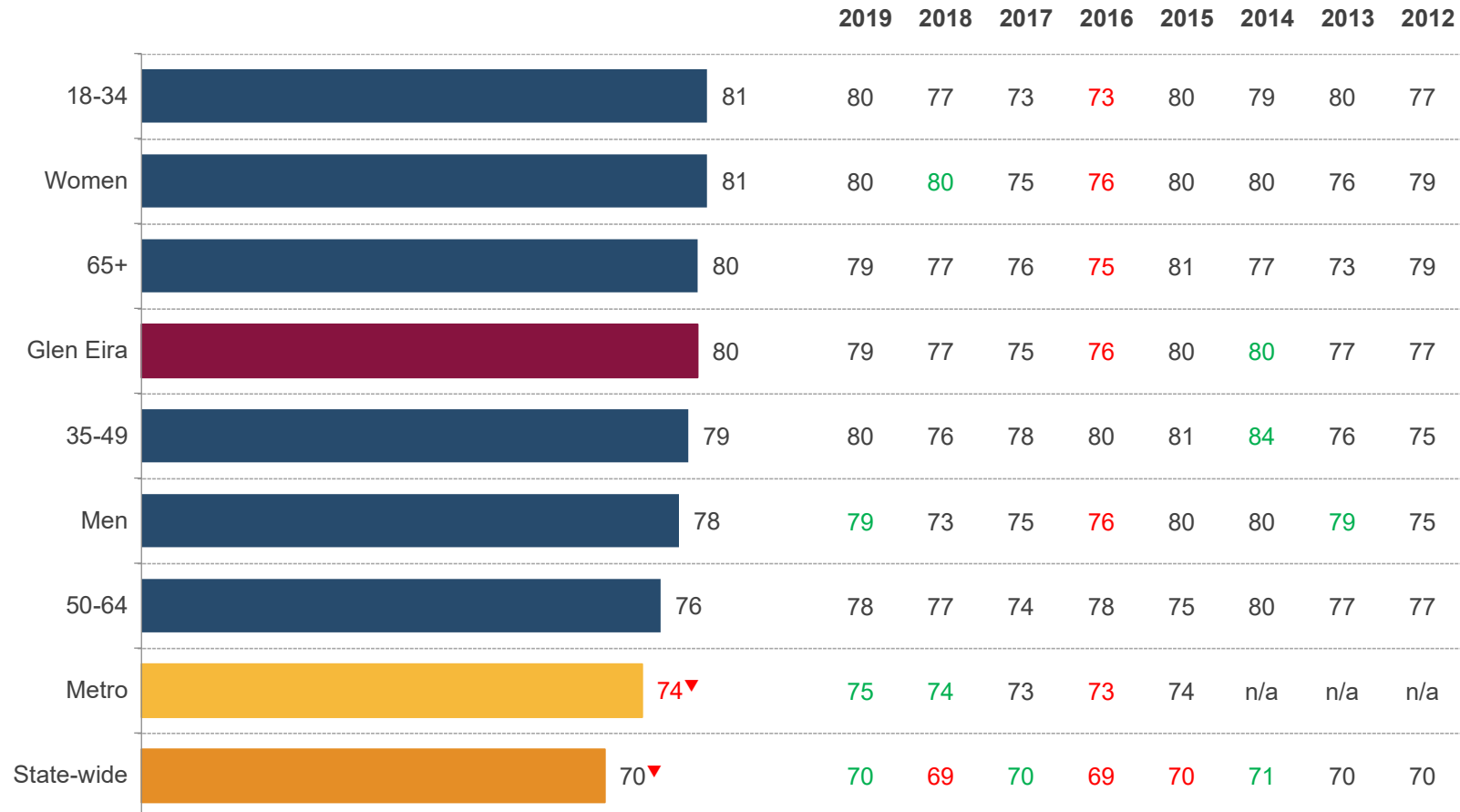
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10



Recreational facilities performance



2020 recreational facilities performance (index scores)



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

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

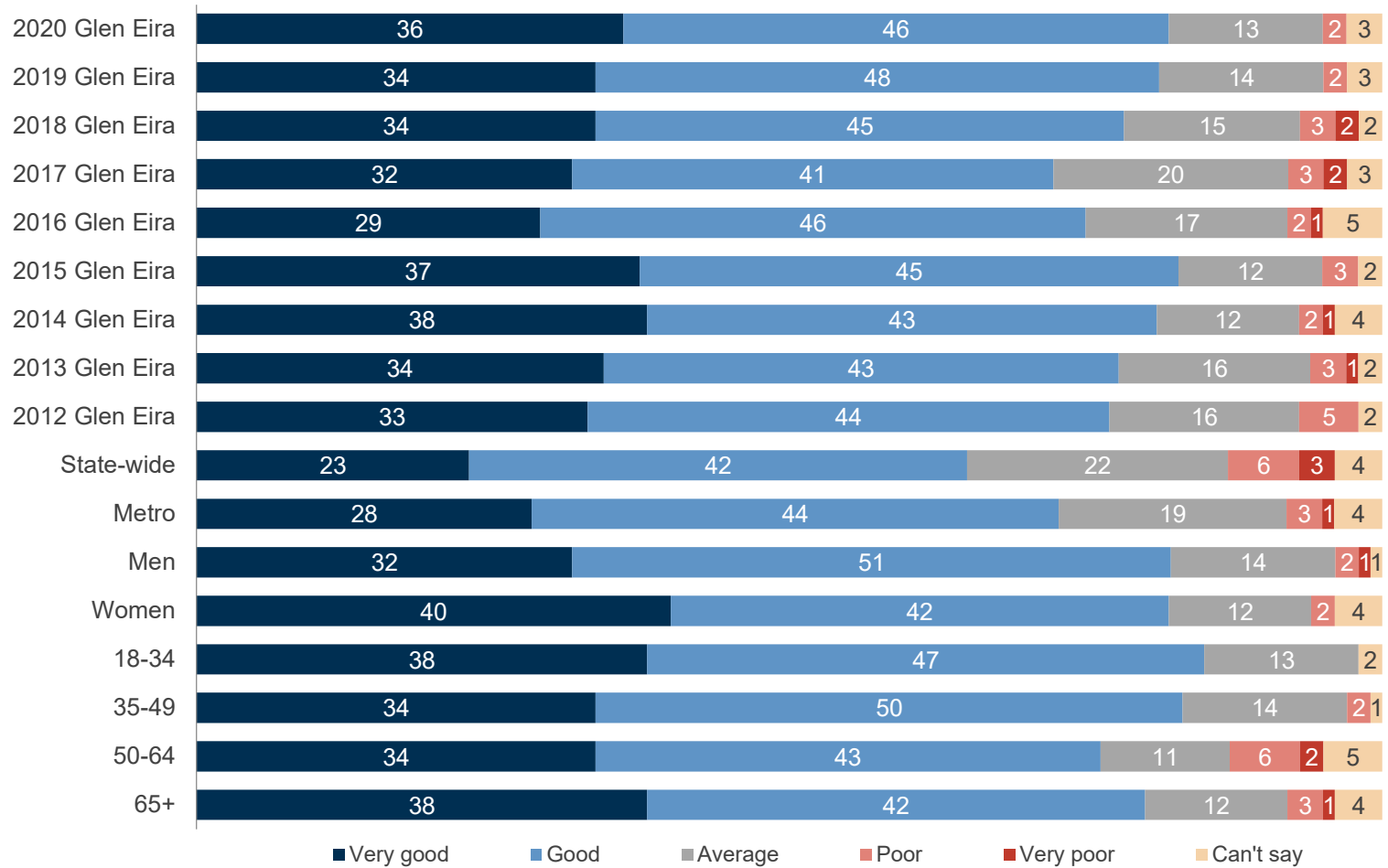
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2020 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11



The appearance of public areas importance



2020 public areas importance (index scores)

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

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

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

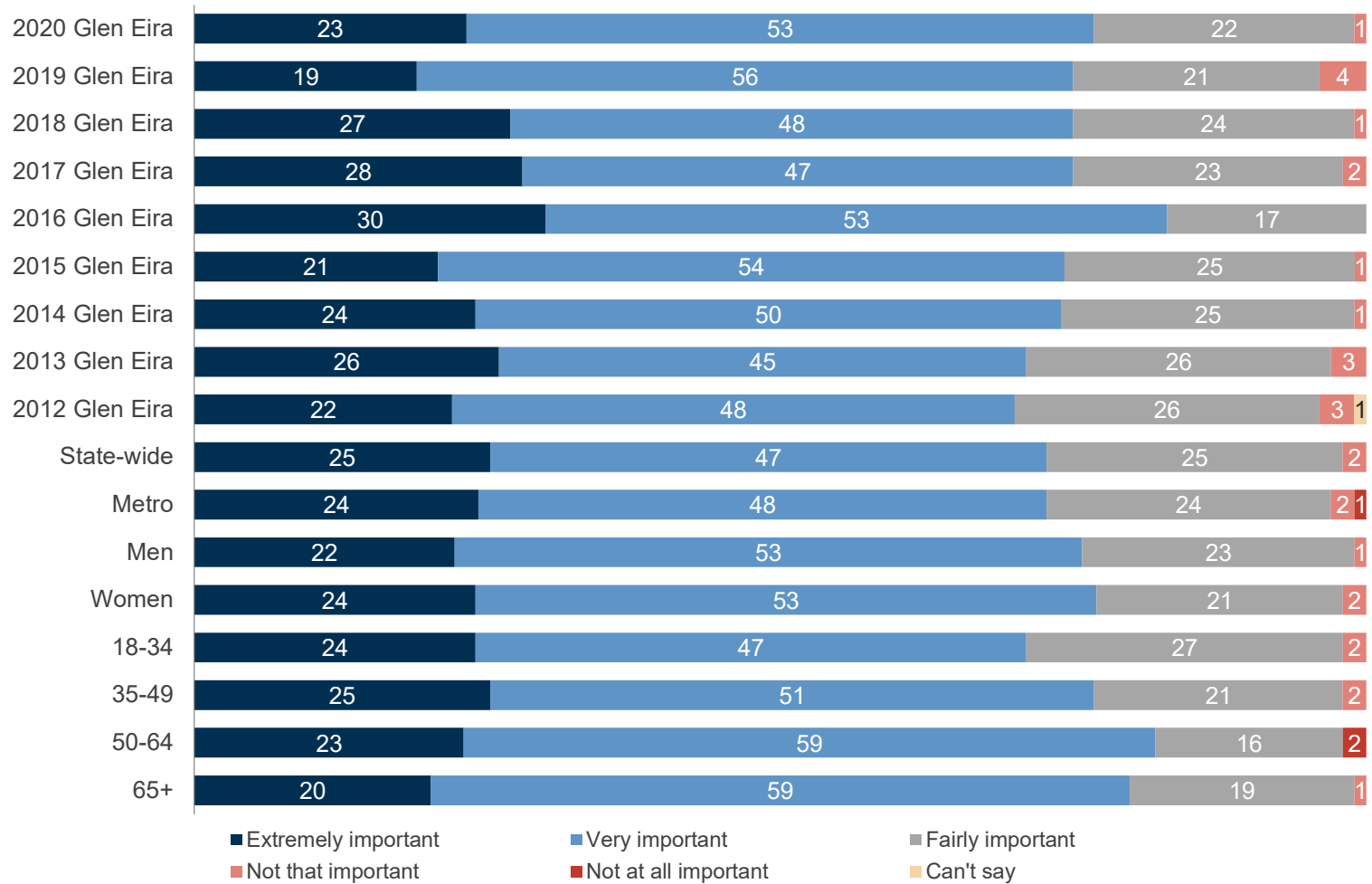
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2020 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9



The appearance of public areas performance



2020 public areas performance (index scores)

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

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

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

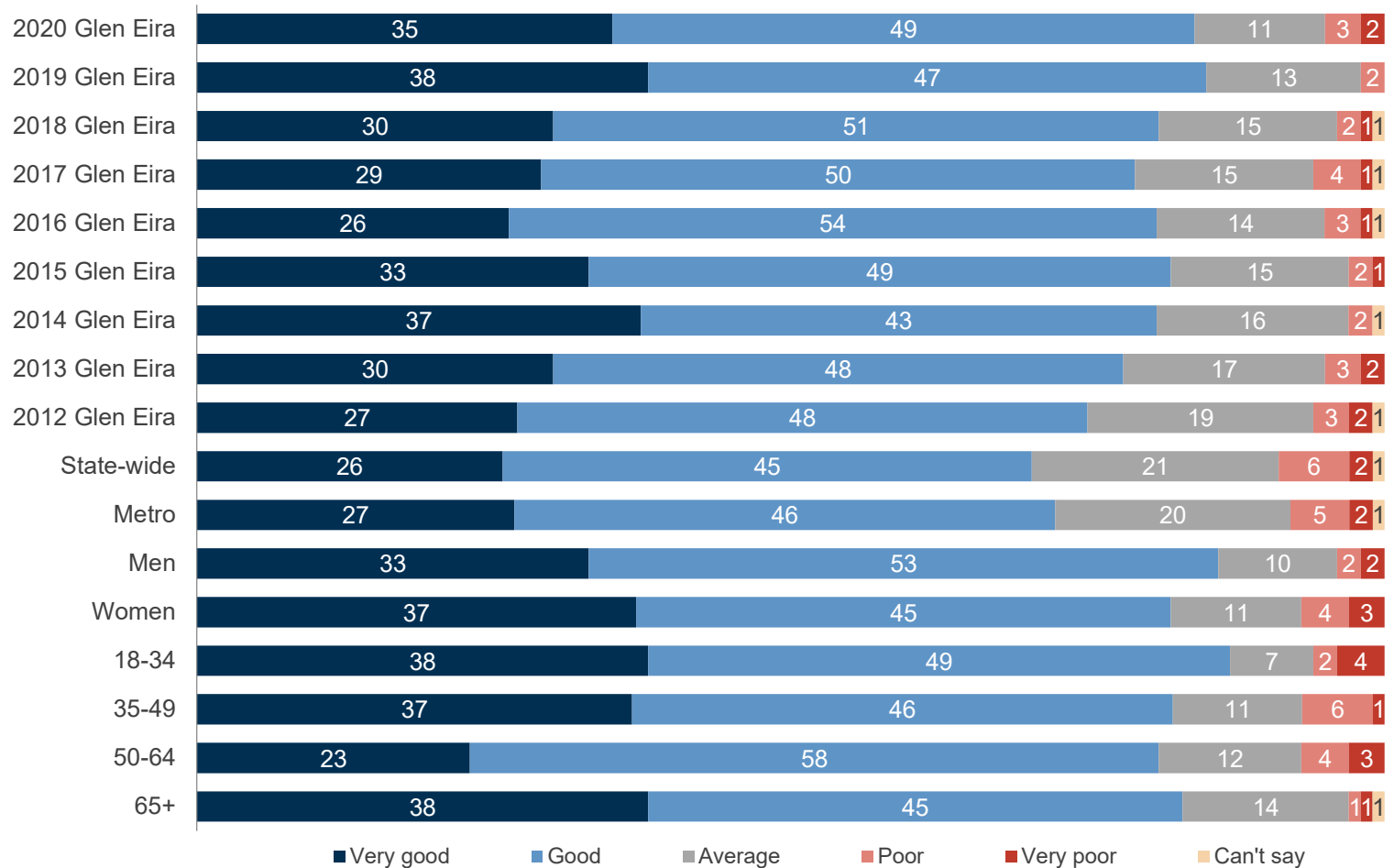
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2020 public areas performance (%)





Art centres and libraries importance



2020 art centres and libraries importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	73	67	71	74	72	74	70	71	72
Women	72	70	72	72	74	73	75	72	74
35-49	70	68	68	72	71	69	69	66	70
Glen Eira	70	66	69	69	70	69	71	67	70
18-34	69	65	69	64	66	66	74	65	68
Metro	68	67	67	67	68	69	n/a	n/a	n/a
50-64	68	64	69	68	72	65	70	69	70
Men	67	62	65	66	65	65	67	62	66
State-wide	65▼	65	65	64	66	65	66	66	66

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

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

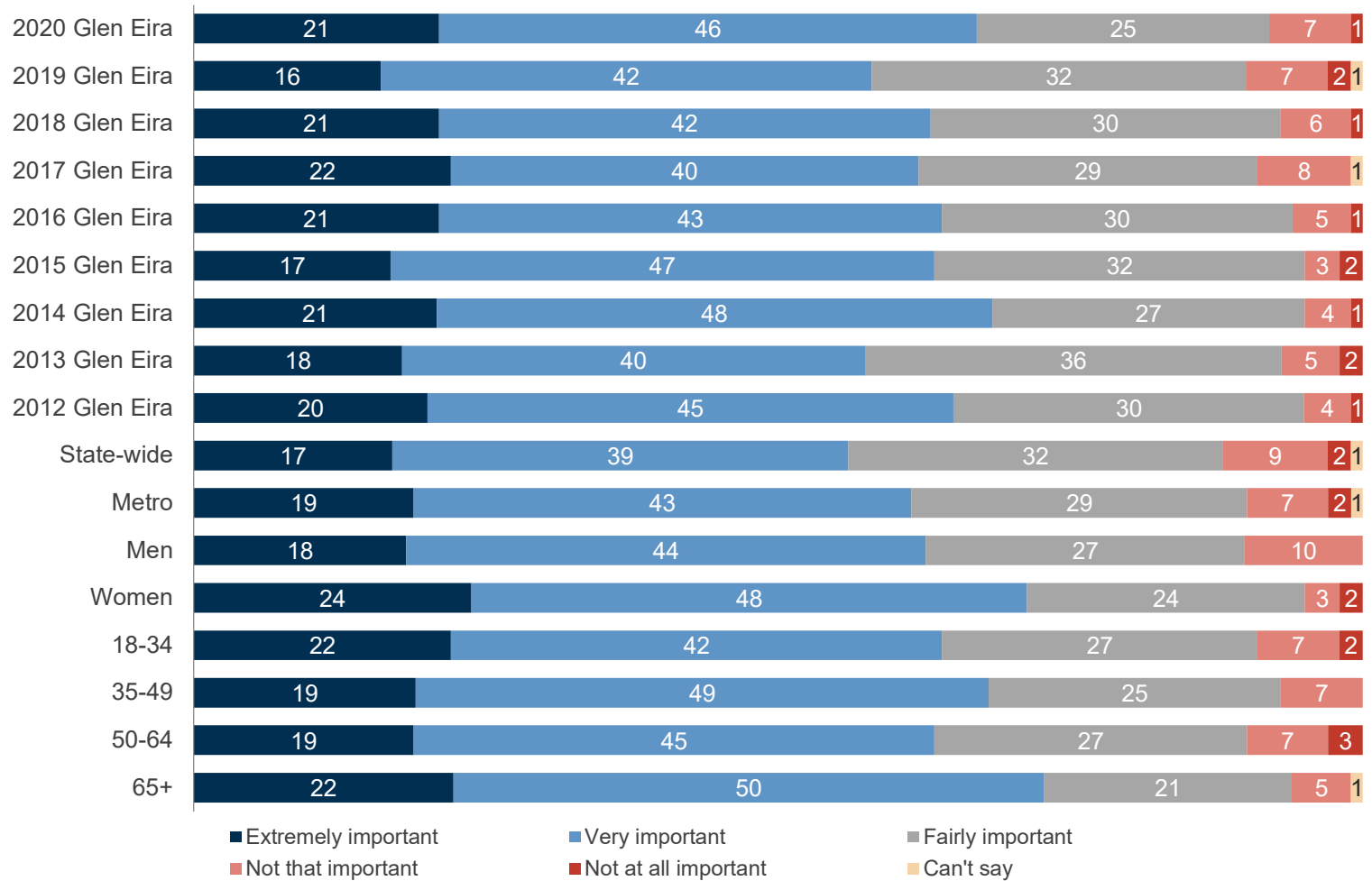
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2020 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8



Art centres and libraries performance



2020 art centres and libraries performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 8

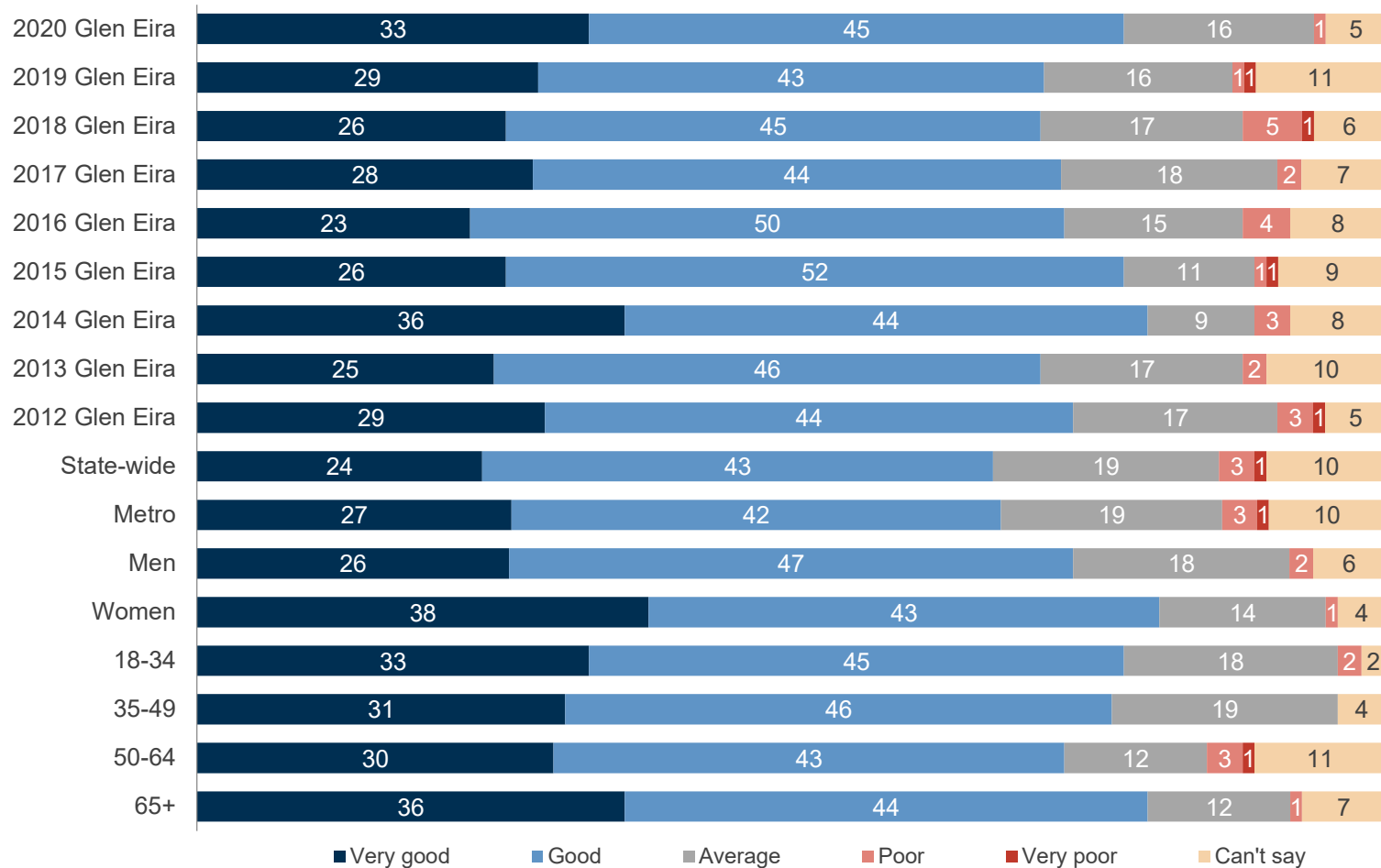
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2020 art centres and libraries performance (%)





Community and cultural activities importance



2020 community and cultural activities importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9

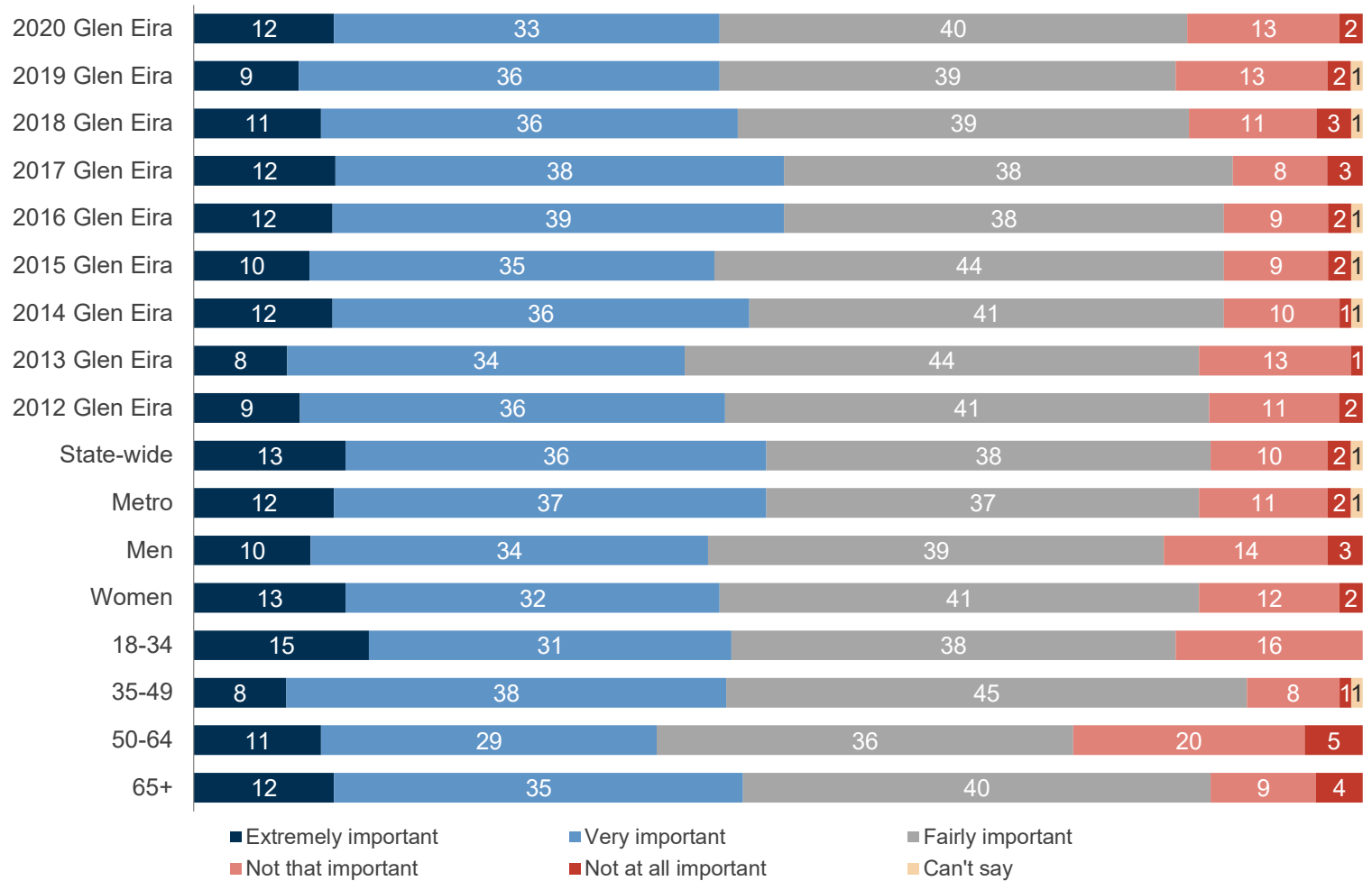
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2020 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9



Community and cultural activities performance



2020 community and cultural activities performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9

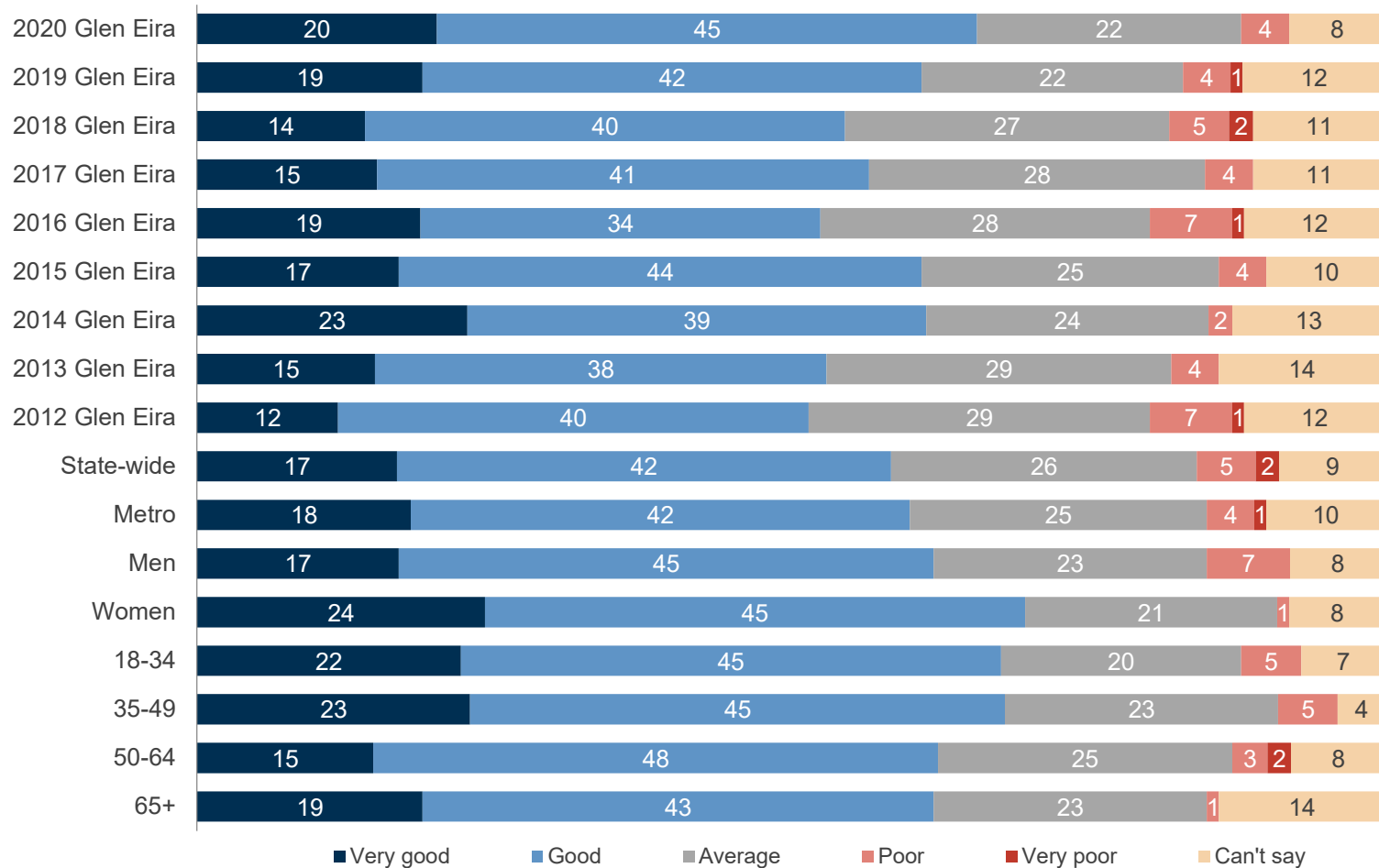
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2020 community and cultural activities performance (%)



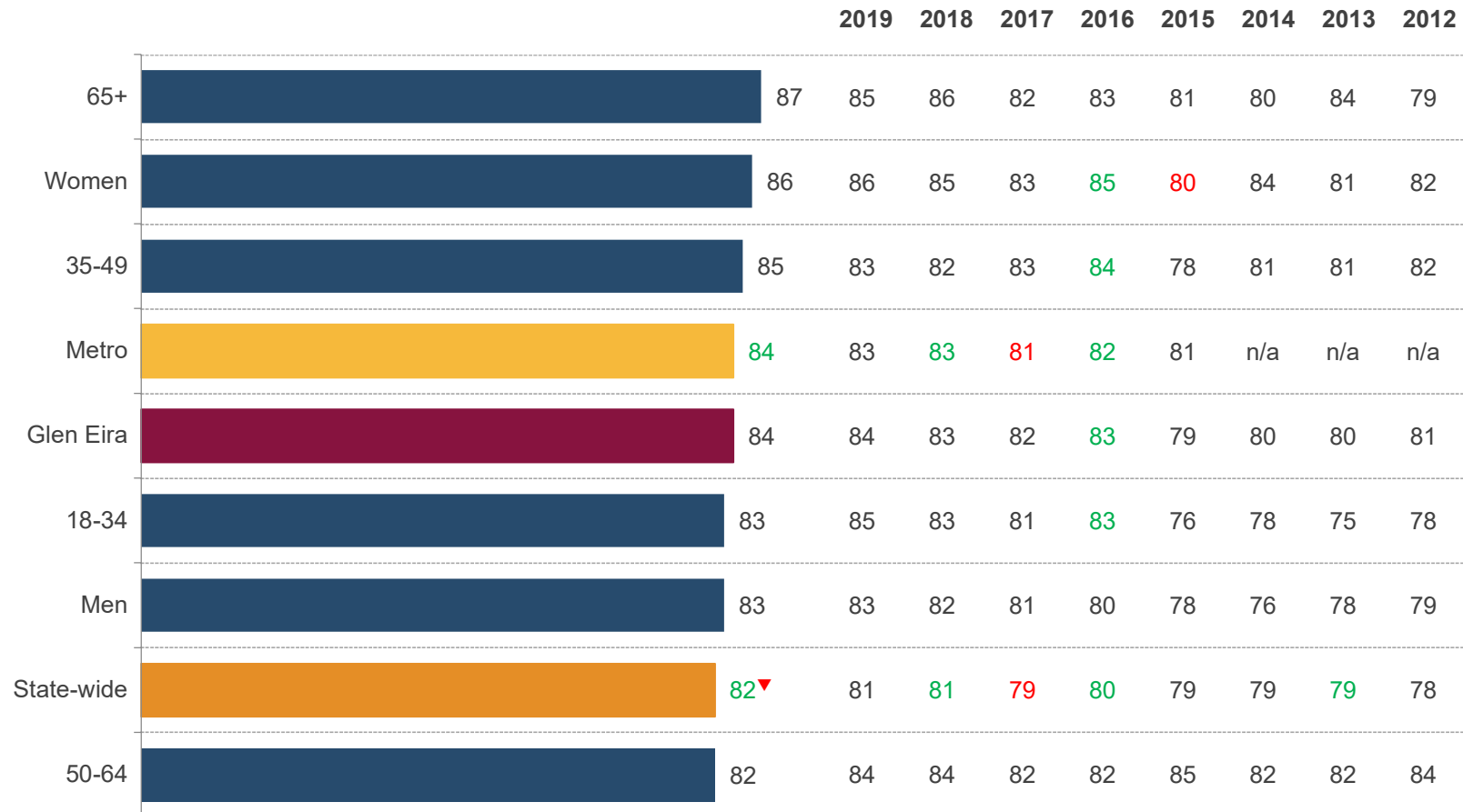
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9



Waste management importance



2020 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: 28 Councils asked group: 10

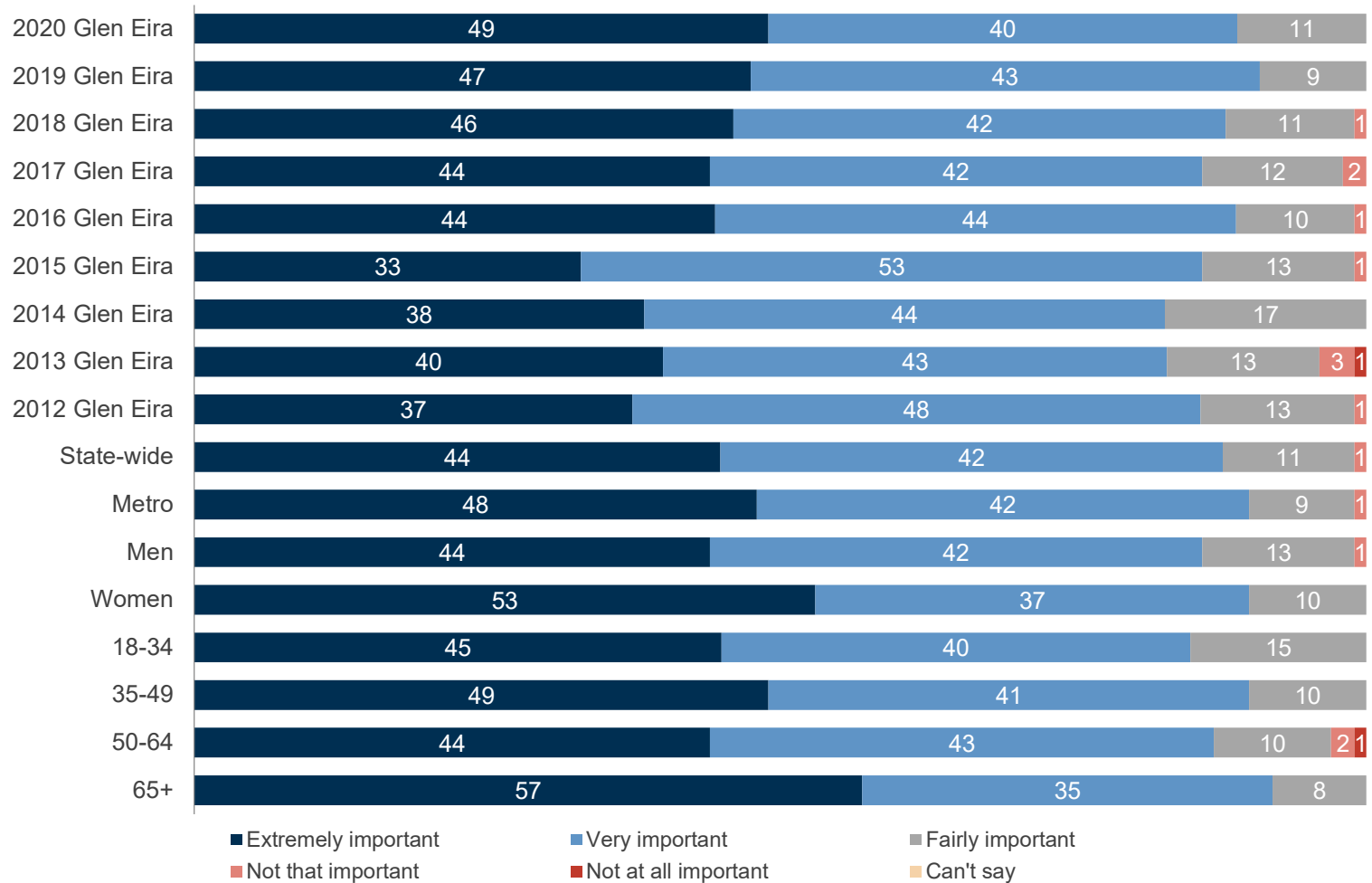
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2020 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10



Waste management performance



2020 waste management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	83▲	81	79	80	81	83	83	81	82
Women	75	76	78	76	78	80	80	78	80
Glen Eira	75	76	78	77	78	80	81	79	79
Men	74	76	78	77	79	80	82	80	78
35-49	74	77	76	79	81	81	81	77	75
50-64	72	78	80	76	76	80	82	80	81
18-34	71	72	79	74	75	76	79	81	78
Metro	70▼	73	75	75	76	77	n/a	n/a	n/a
State-wide	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: 41 Councils asked group: 11

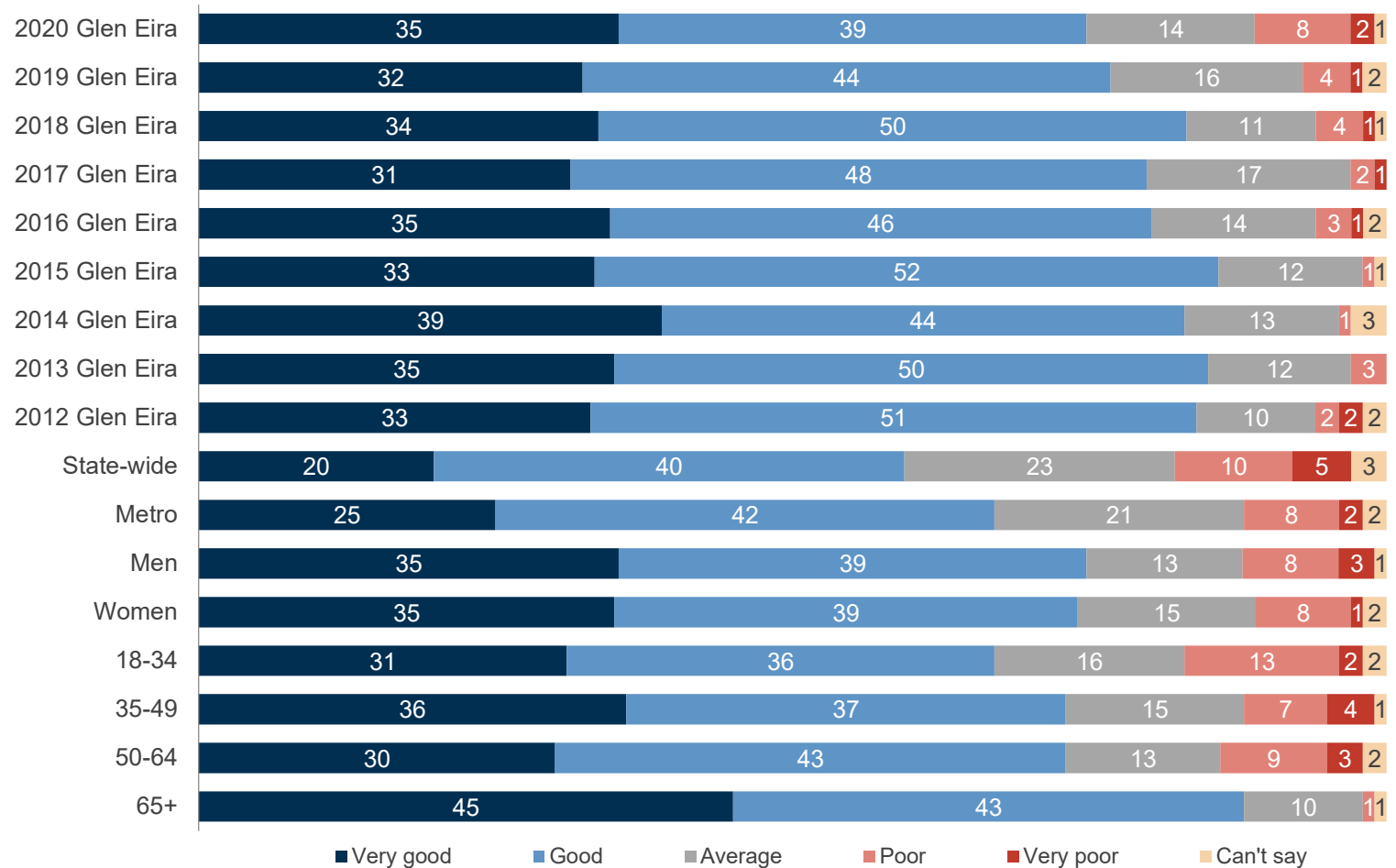
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



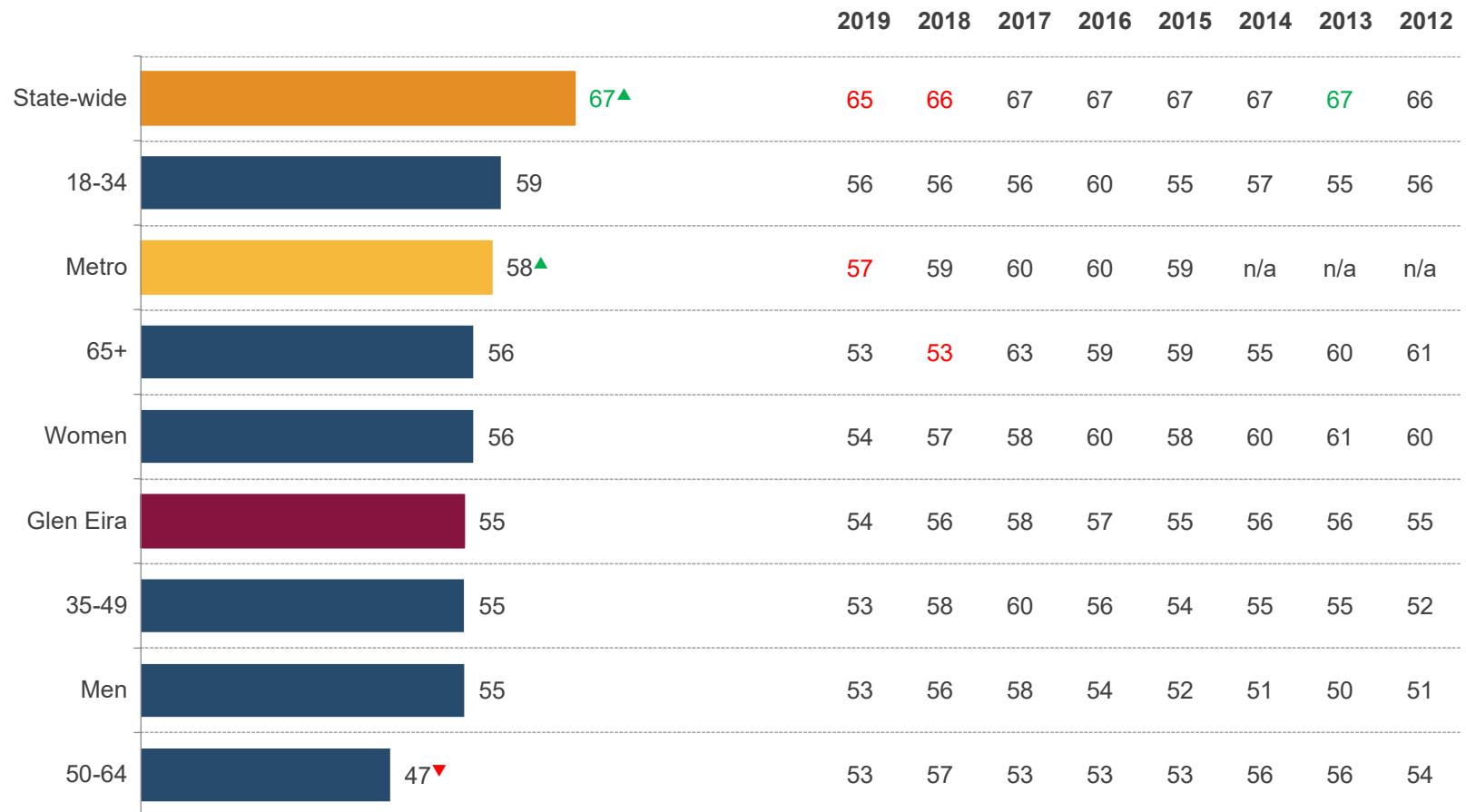
2020 waste management performance (%)



Business and community development and tourism importance



2020 business/development/tourism importance (index scores)



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

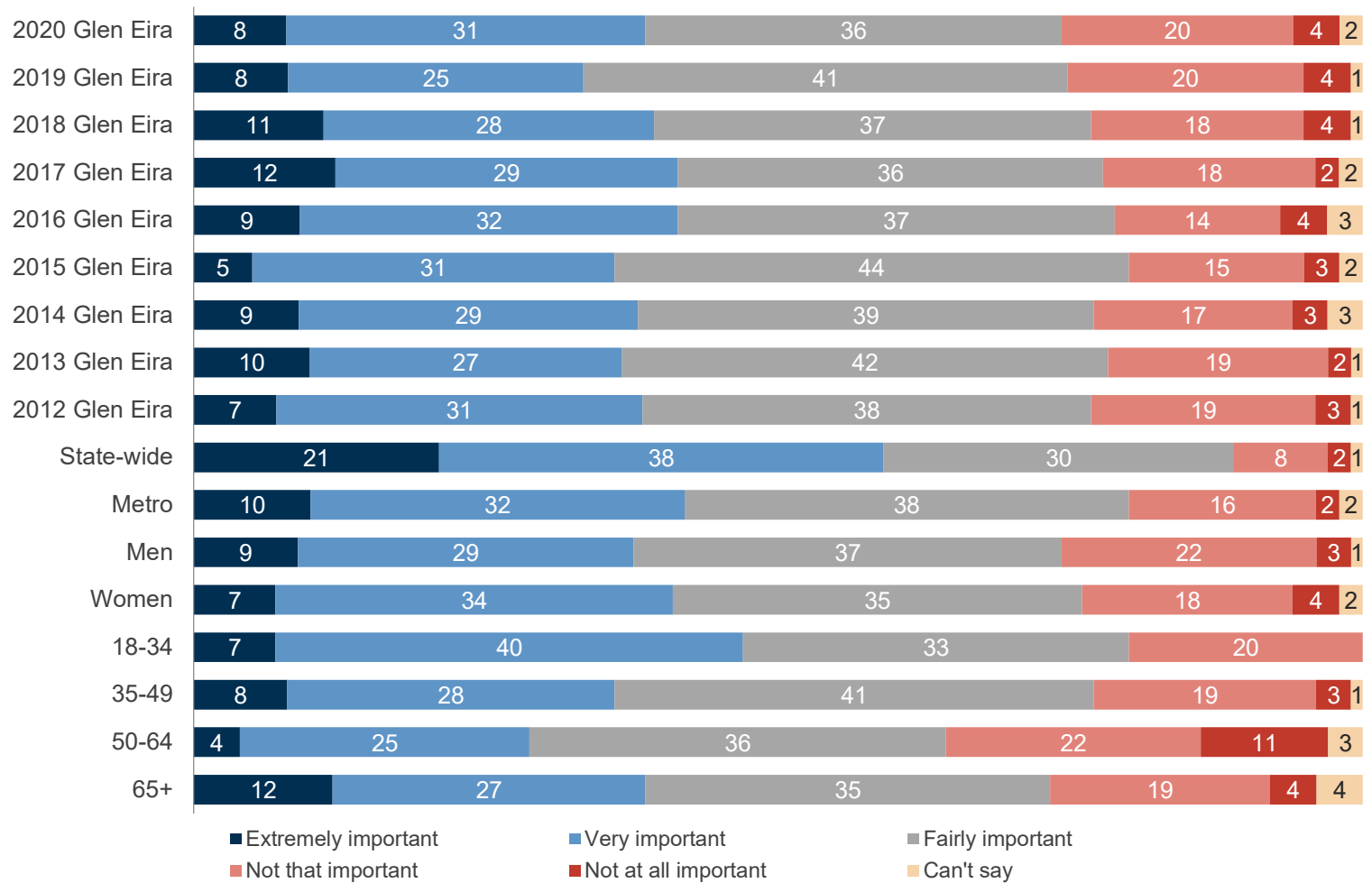
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 6

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

Business and community development and tourism importance



2020 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 6

Business and community development and tourism performance



2020 business/development/tourism performance (index scores)

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

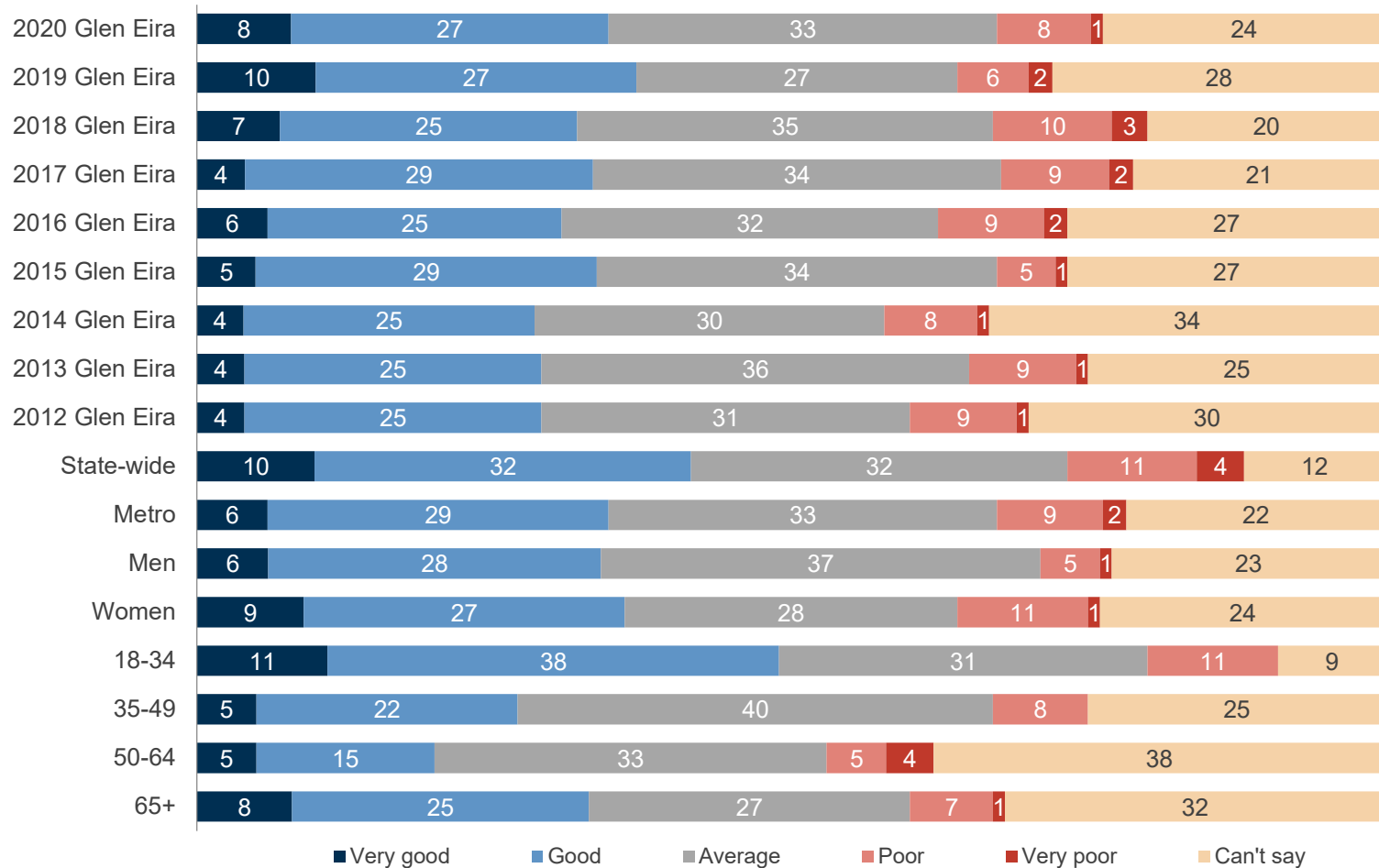
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

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

Business and community development and tourism performance



2020 business/development/tourism performance (%)



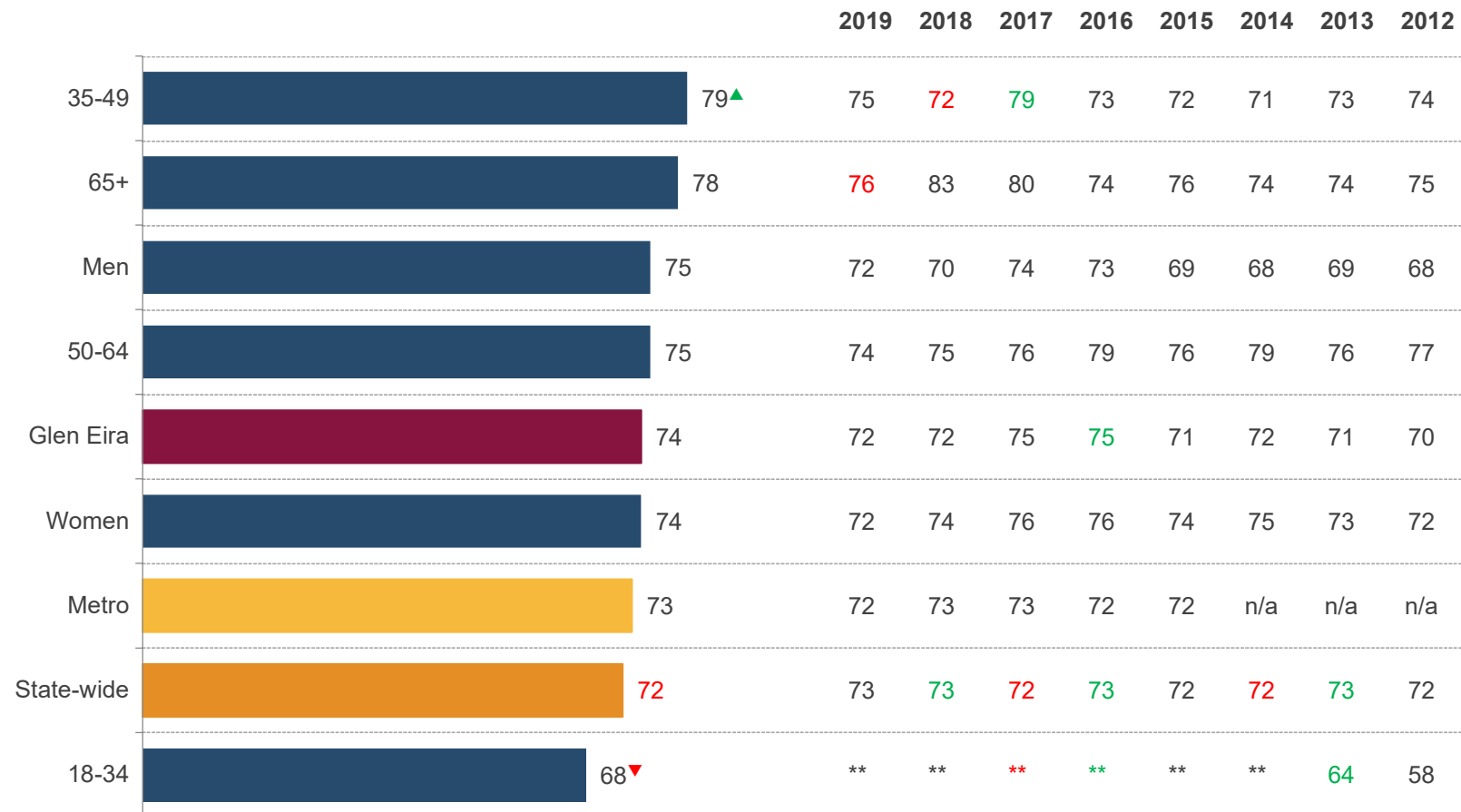
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6



Council's general town planning policy importance



2020 town planning importance (index scores)



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

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 6

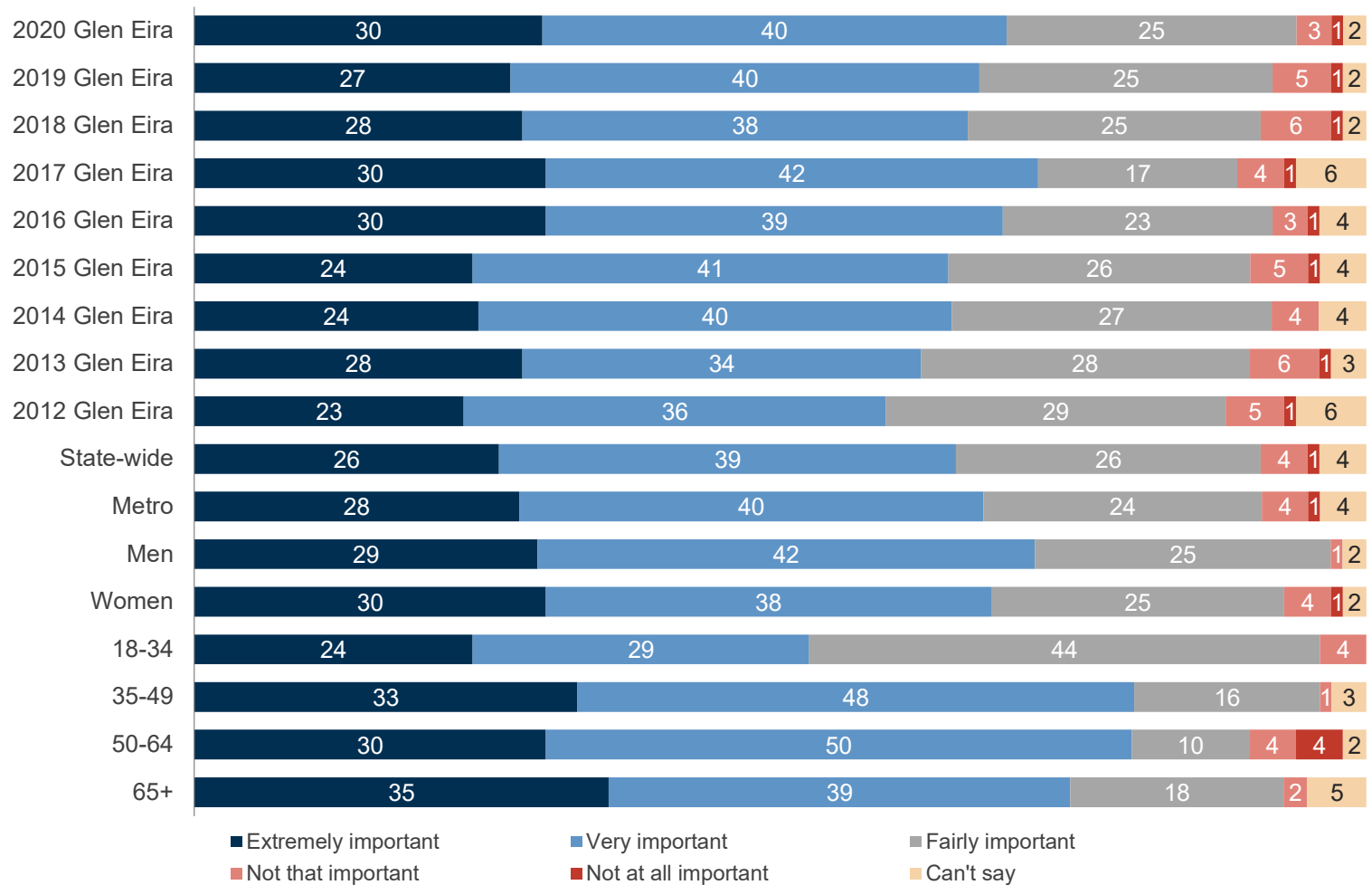
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2020 town planning importance (%)



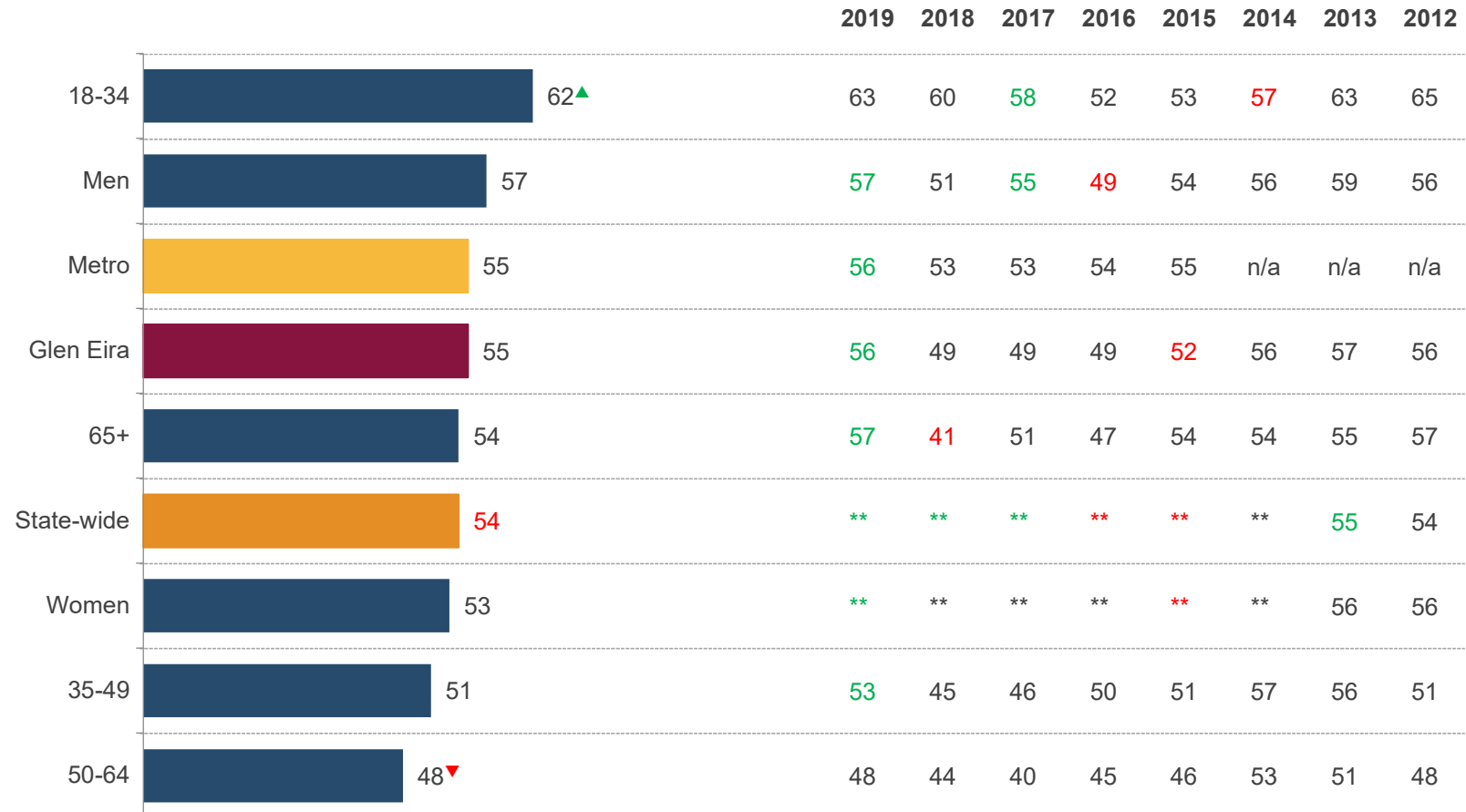
Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 6



Council's general town planning policy performance



2020 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: 22 Councils asked group: 8

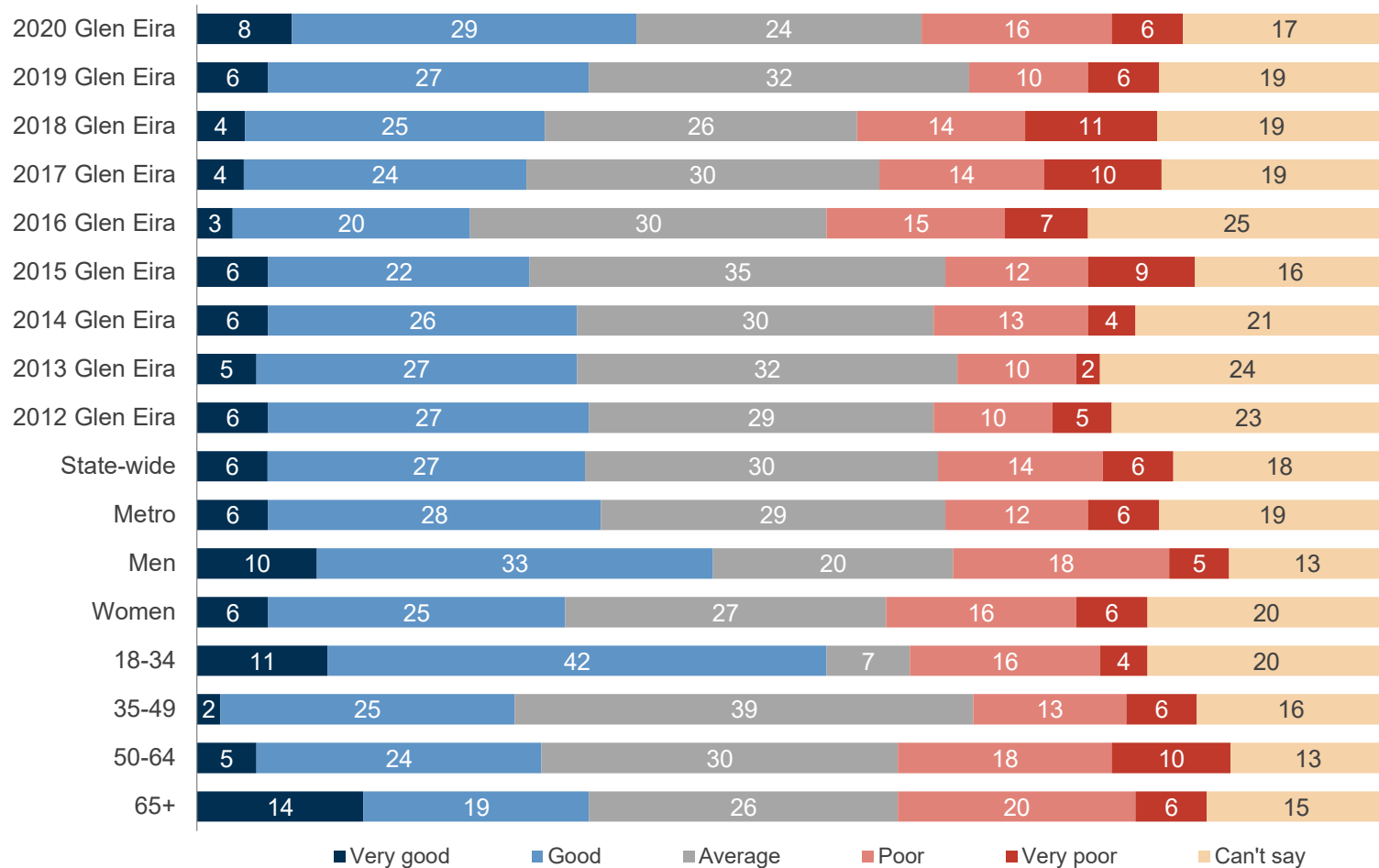
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2020 town planning performance (%)



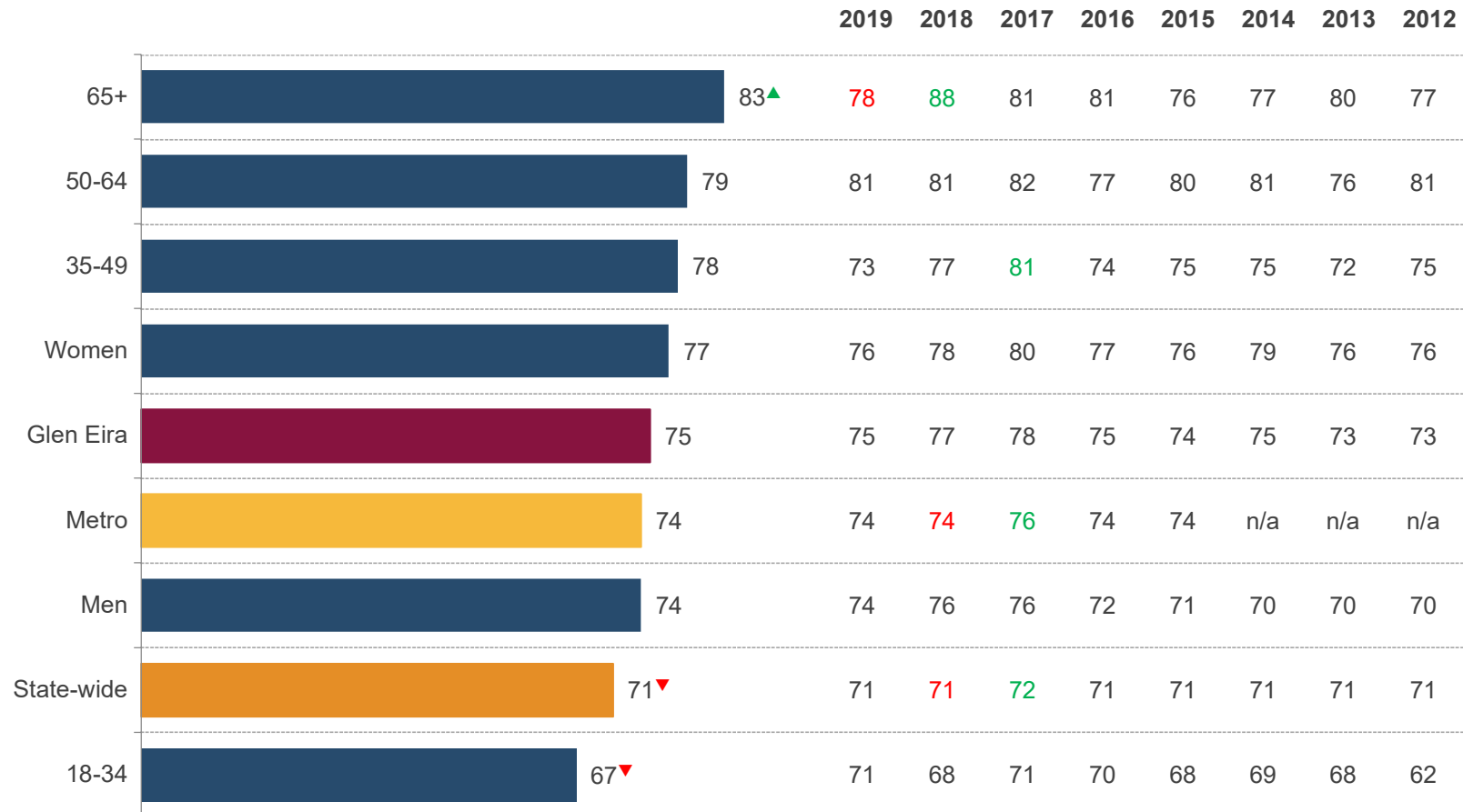
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8



Planning and building permits importance



2020 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: 19 Councils asked group: 6

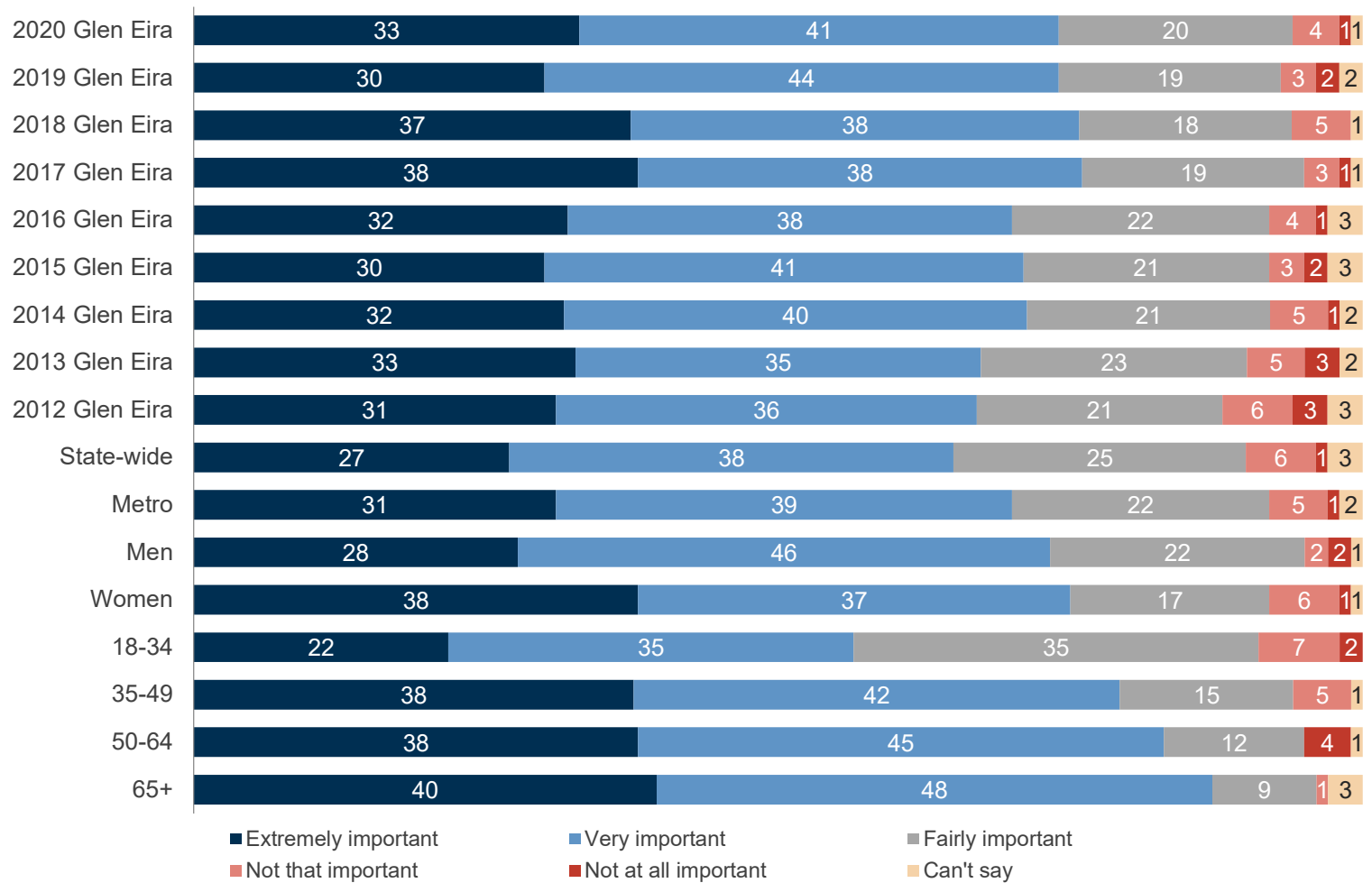
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2020 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 6



Planning and building permits performance



2020 planning and building permits performance (index scores)

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

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

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

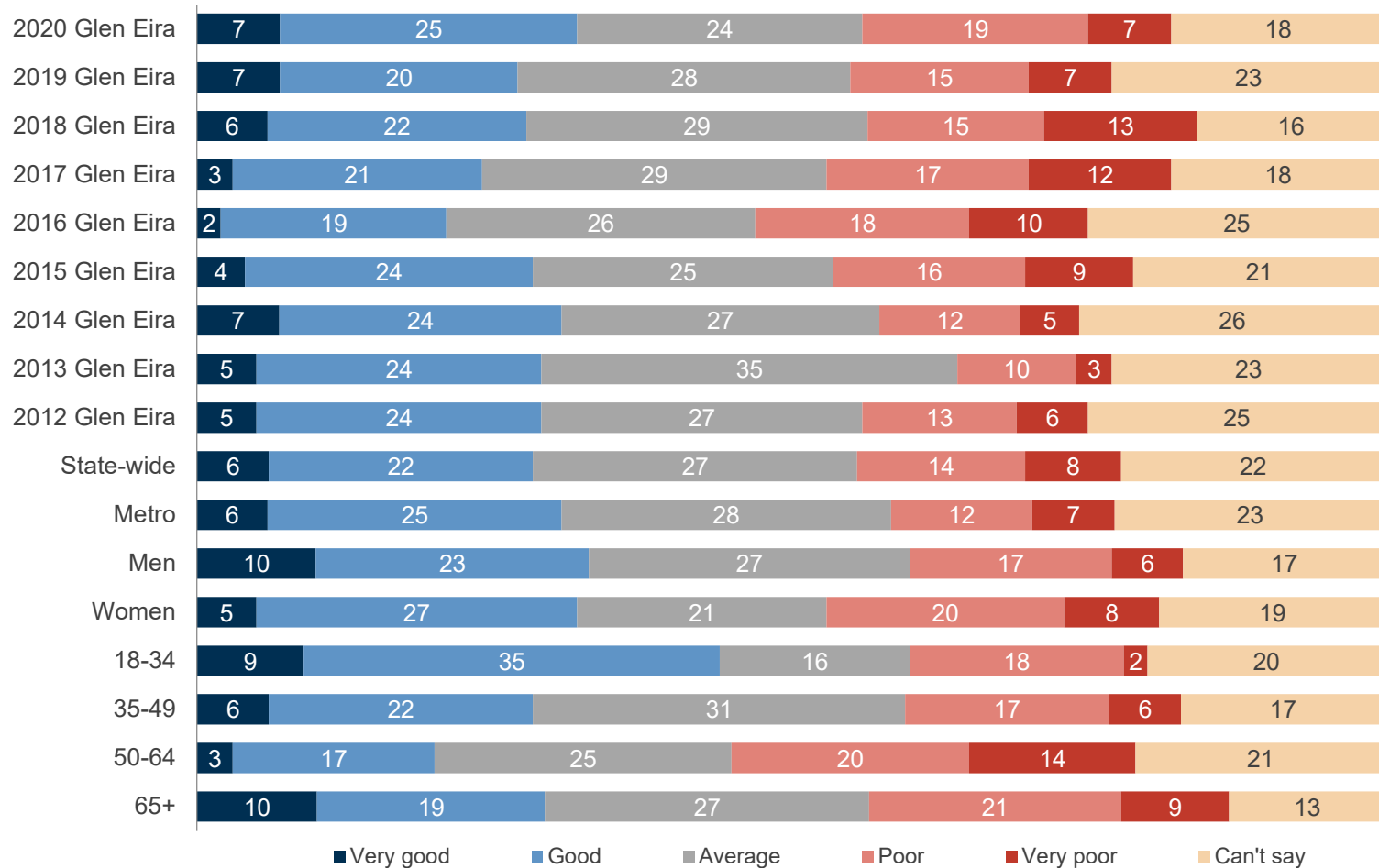
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2020 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7



Environmental sustainability importance



2020 environmental sustainability importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 10

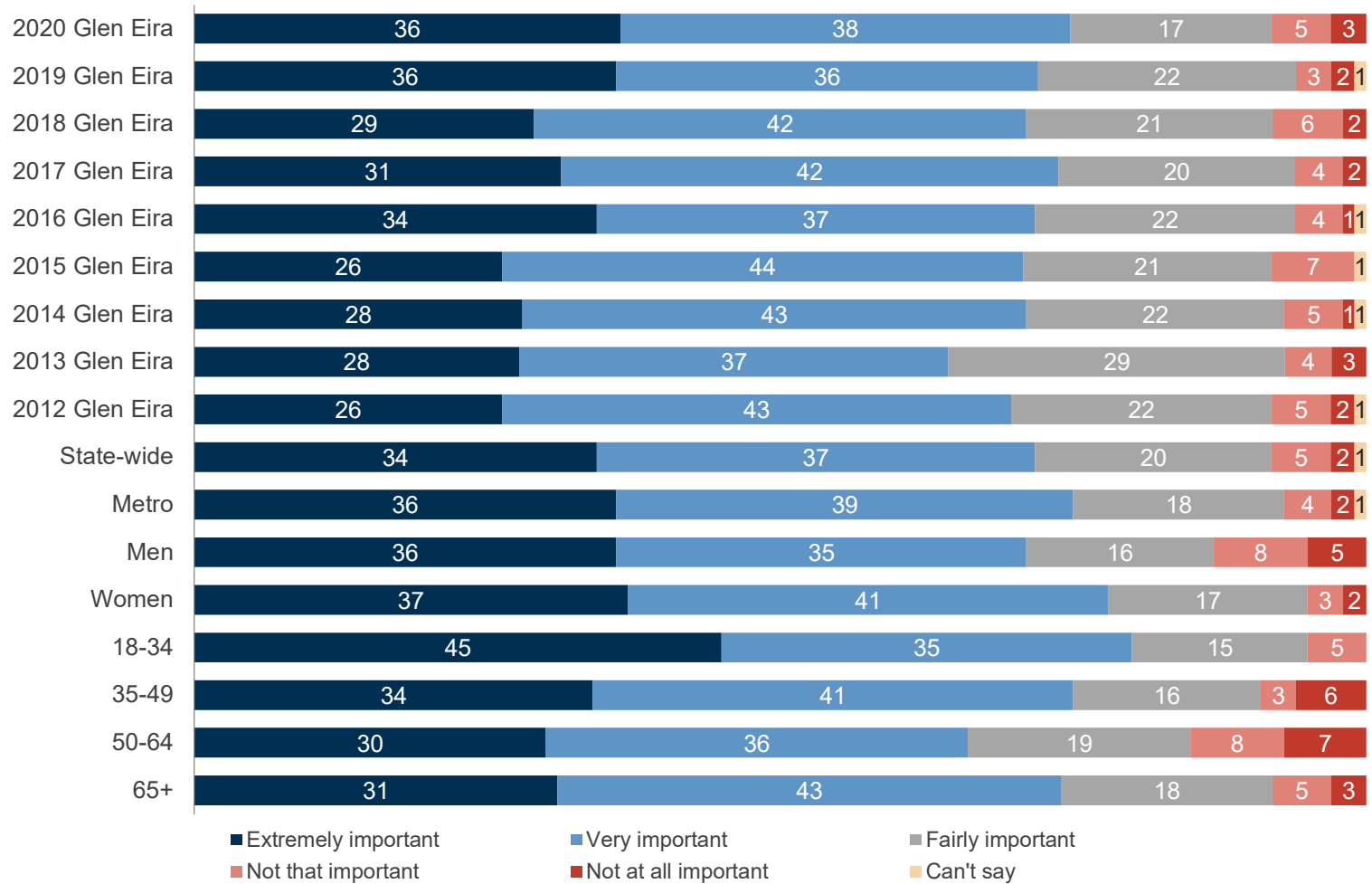
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2020 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 10



Environmental sustainability performance



2020 environmental sustainability performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 11

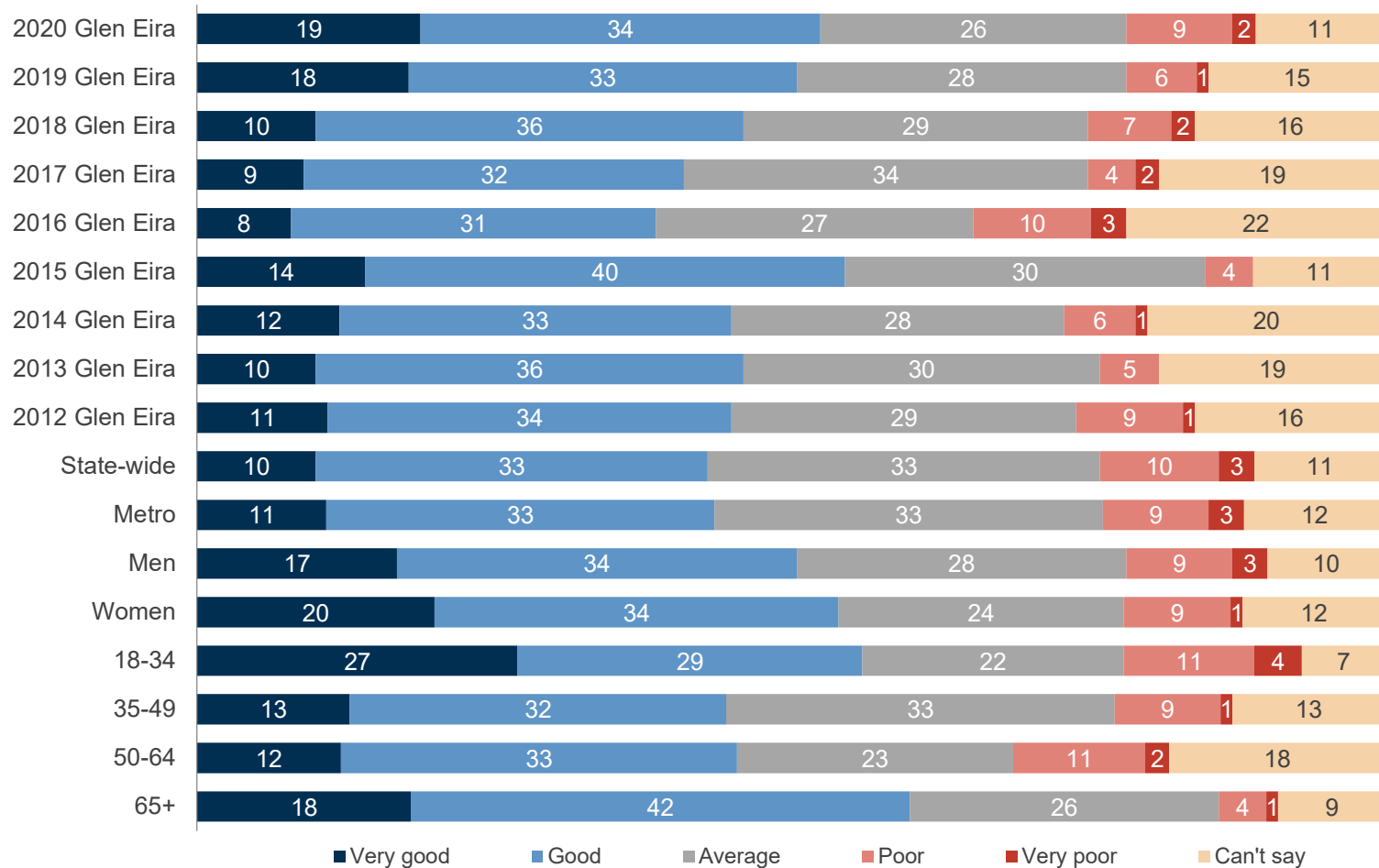
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2020 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 11



Planning for population growth in the area importance



2020 population growth importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	81▲	76	79	79	77	n/a	75	73	74
65+	78	77	83	77	77	n/a	73	74	75
50-64	77	82	81	77	79	n/a	79	77	74
State-wide	76	77	77	76	76	75	75	75	75
Metro	75	77	78	75	75	74	n/a	n/a	n/a
Men	75	76	76	74	77	n/a	70	70	68
Glen Eira	75	78	77	77	78	n/a	74	73	72
Women	75	81	79	79	78	n/a	78	76	76
18-34	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: 13 Councils asked group: 4

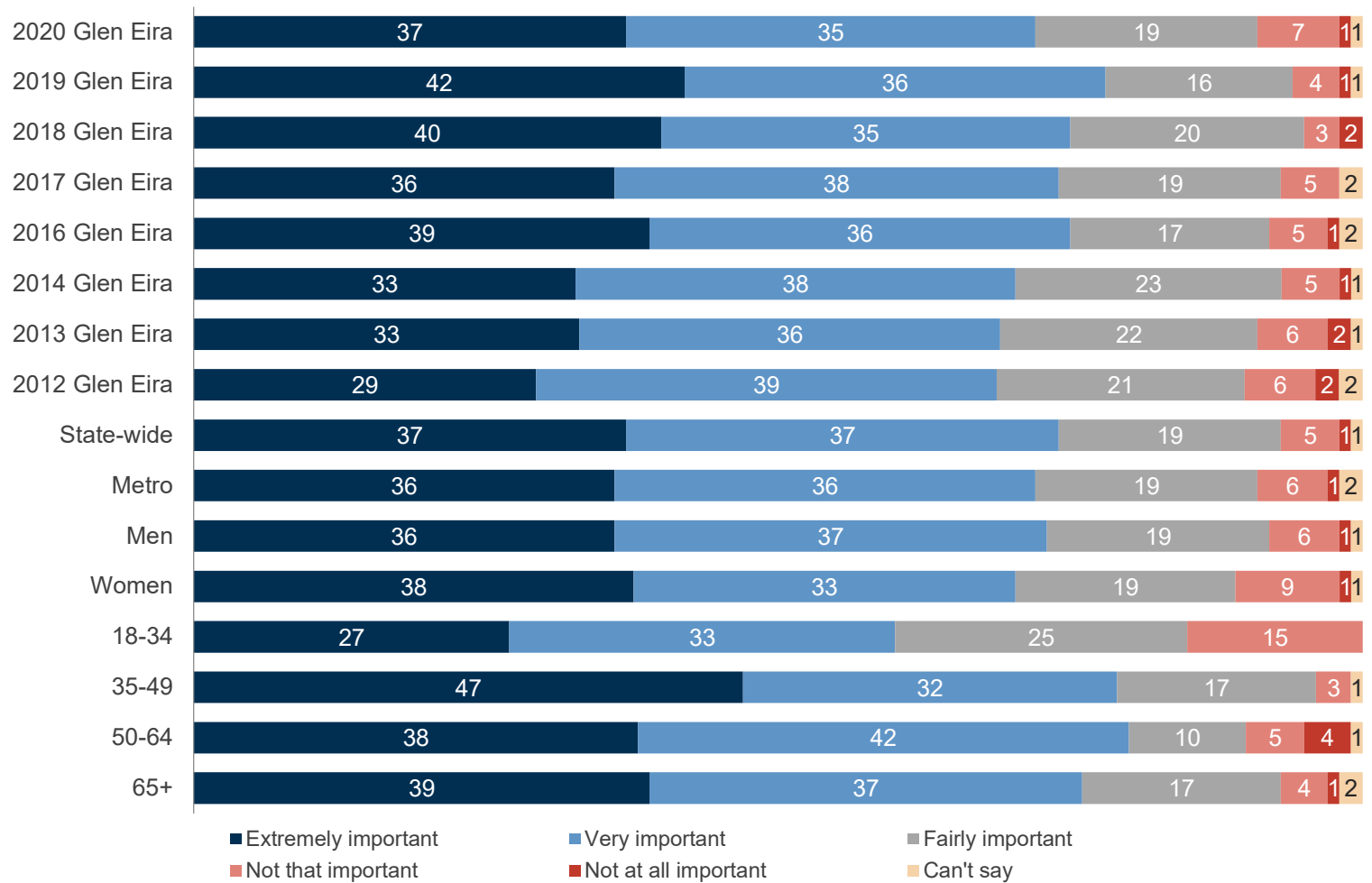
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2020 population growth importance (%)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4



Planning for population growth in the area performance



2020 population growth performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	60▲	54	56	52	43	n/a	57	57	59
Men	55	50	47	50	41	n/a	53	50	52
Glen Eira	53	52	48	48	44	n/a	54	53	53
Metro	52	52	50	51	51	54	n/a	n/a	n/a
65+	51	52	39	49	48	n/a	57	53	54
State-wide	51	52	52	52	51	54	54	54	52
Women	51	54	49	47	48	n/a	55	55	53
35-49	50	55	47	47	45	n/a	52	50	47
50-64	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: 16 Councils asked group: 5

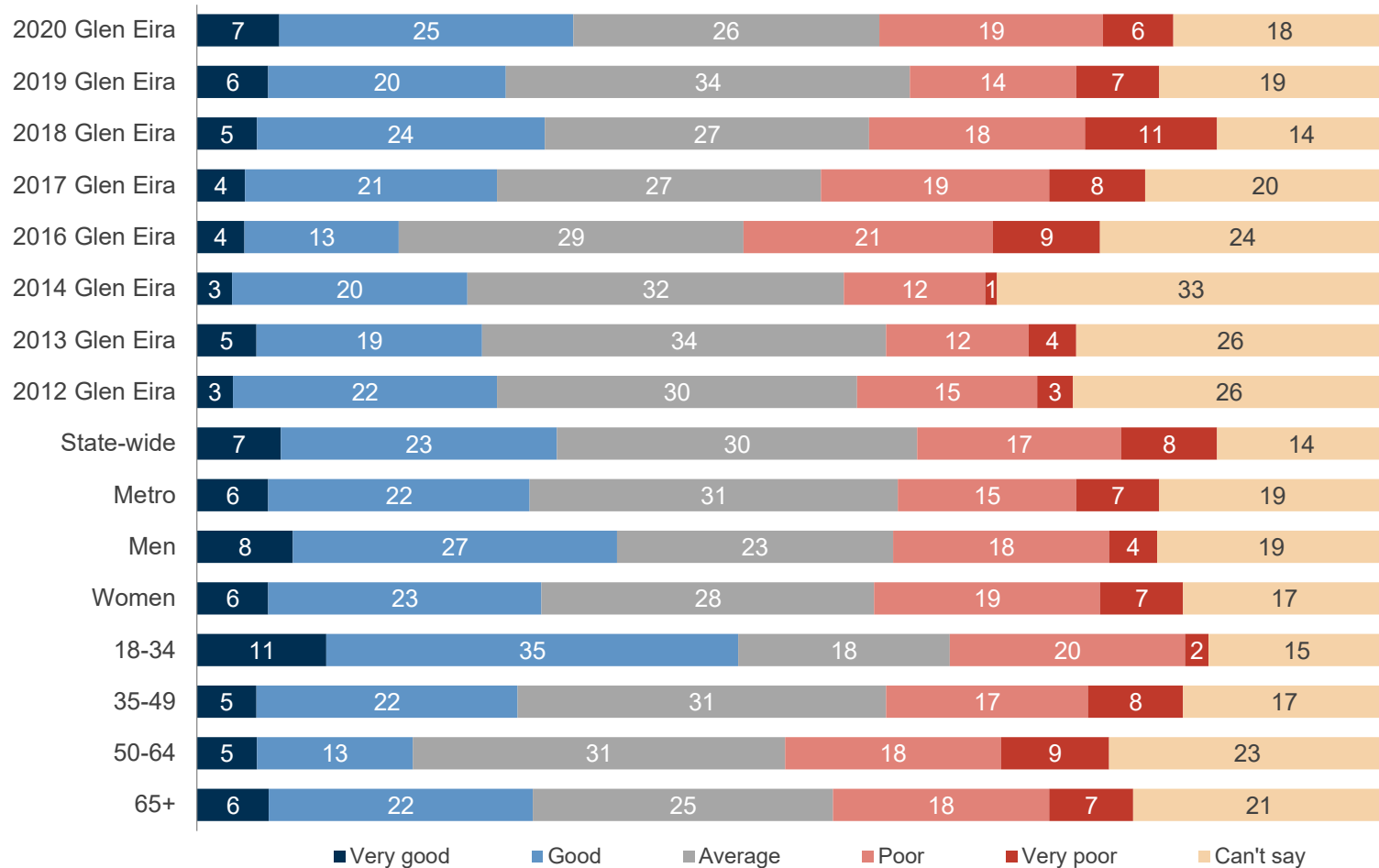
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2020 population growth performance (%)



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: 16 Councils asked group: 5



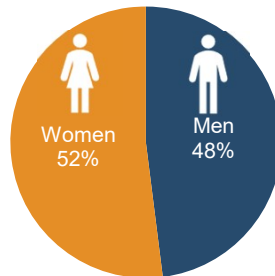
Detailed demographics



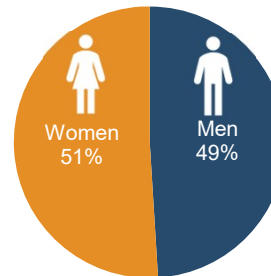
Gender and age profile

2020 gender

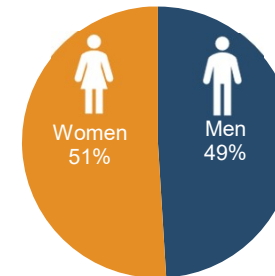
Glen Eira



Metro

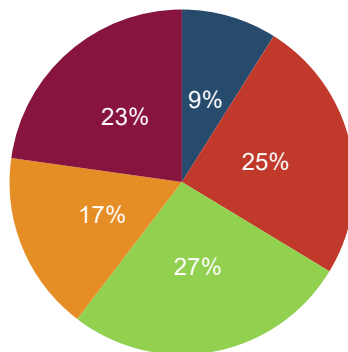


State-wide

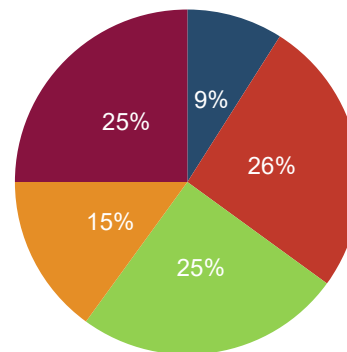


2020 age

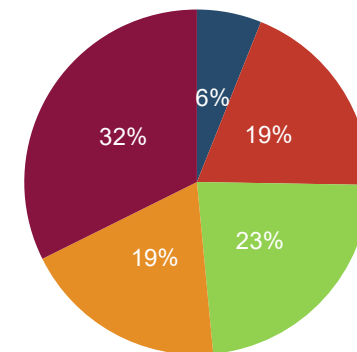
Glen Eira



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?

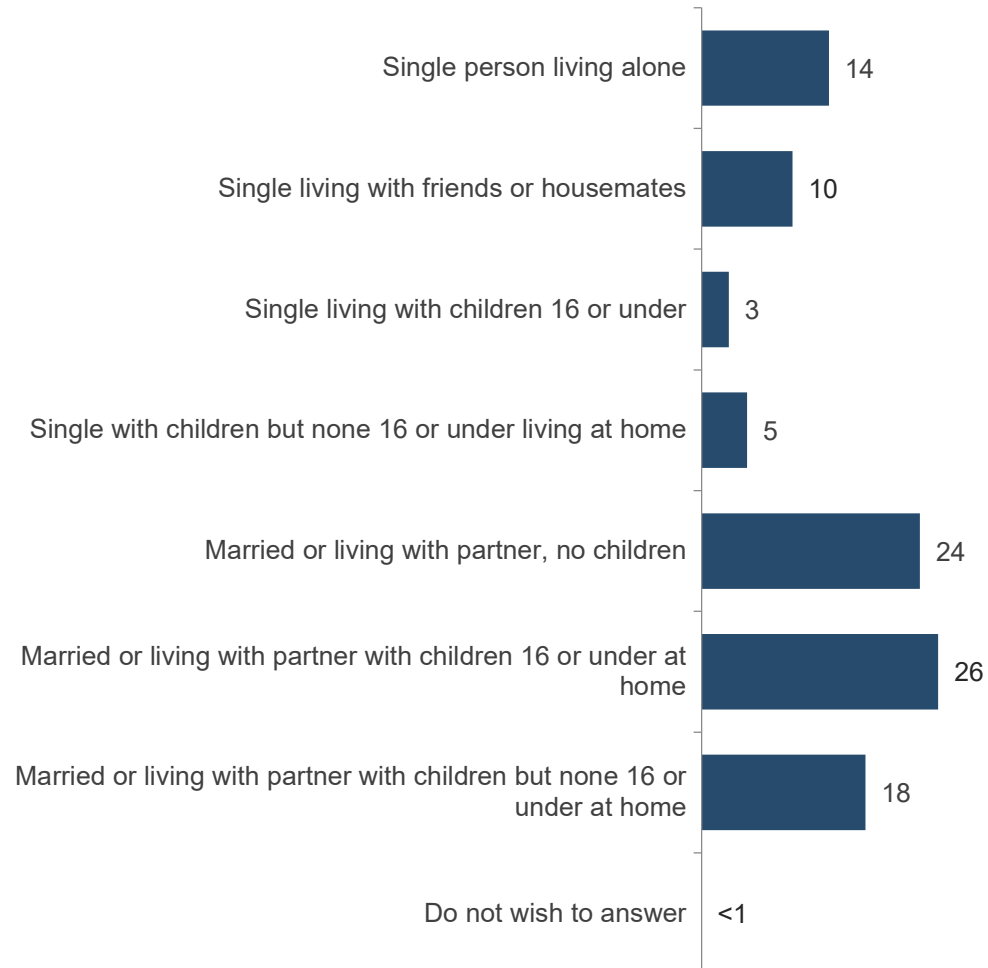
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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



Household structure

2020 household structure (%)

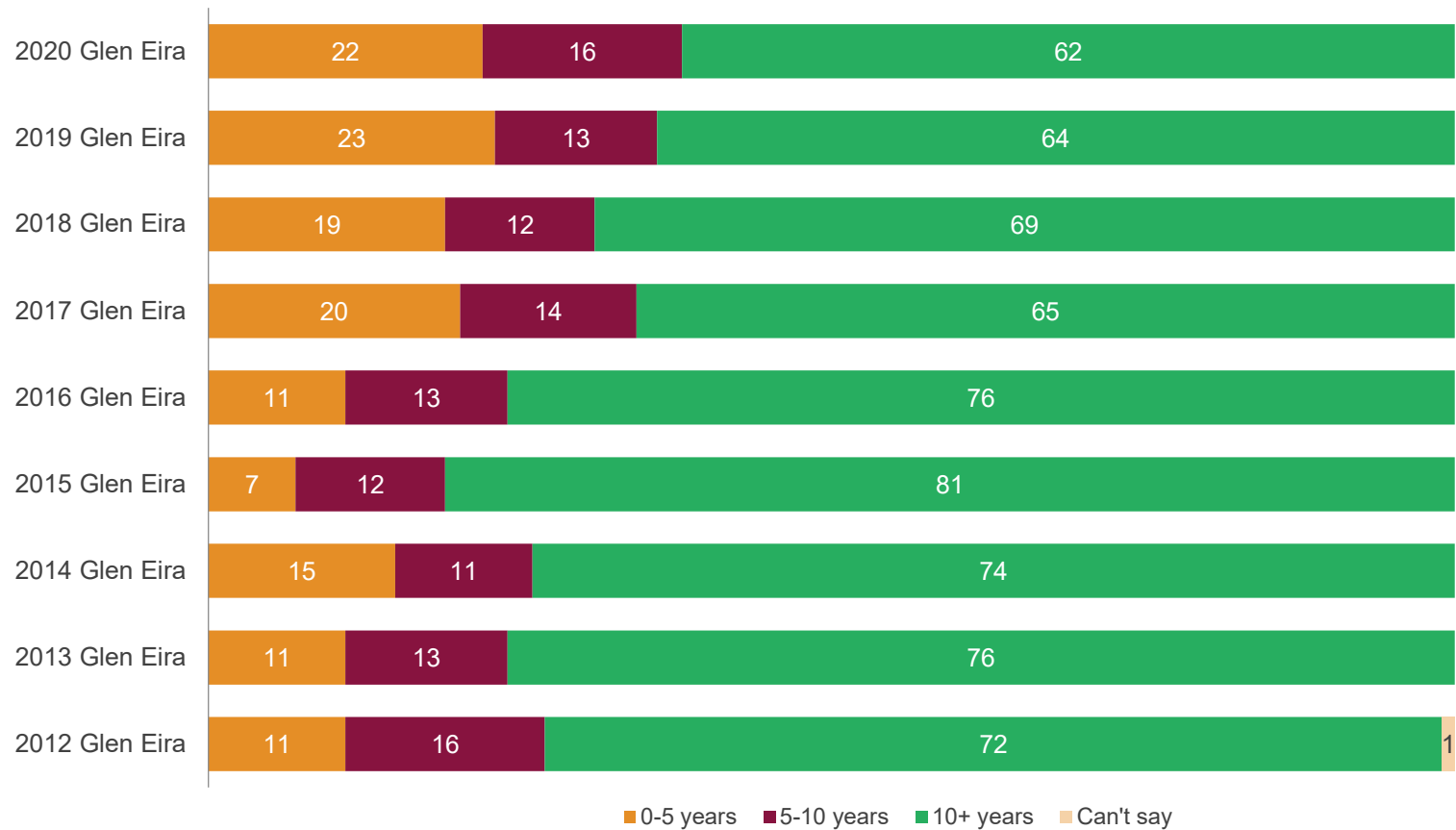


S6. Which of the following BEST describes your household?
 Base: All respondents. Councils asked state-wide: 10 Councils asked group: 7



Years lived in area

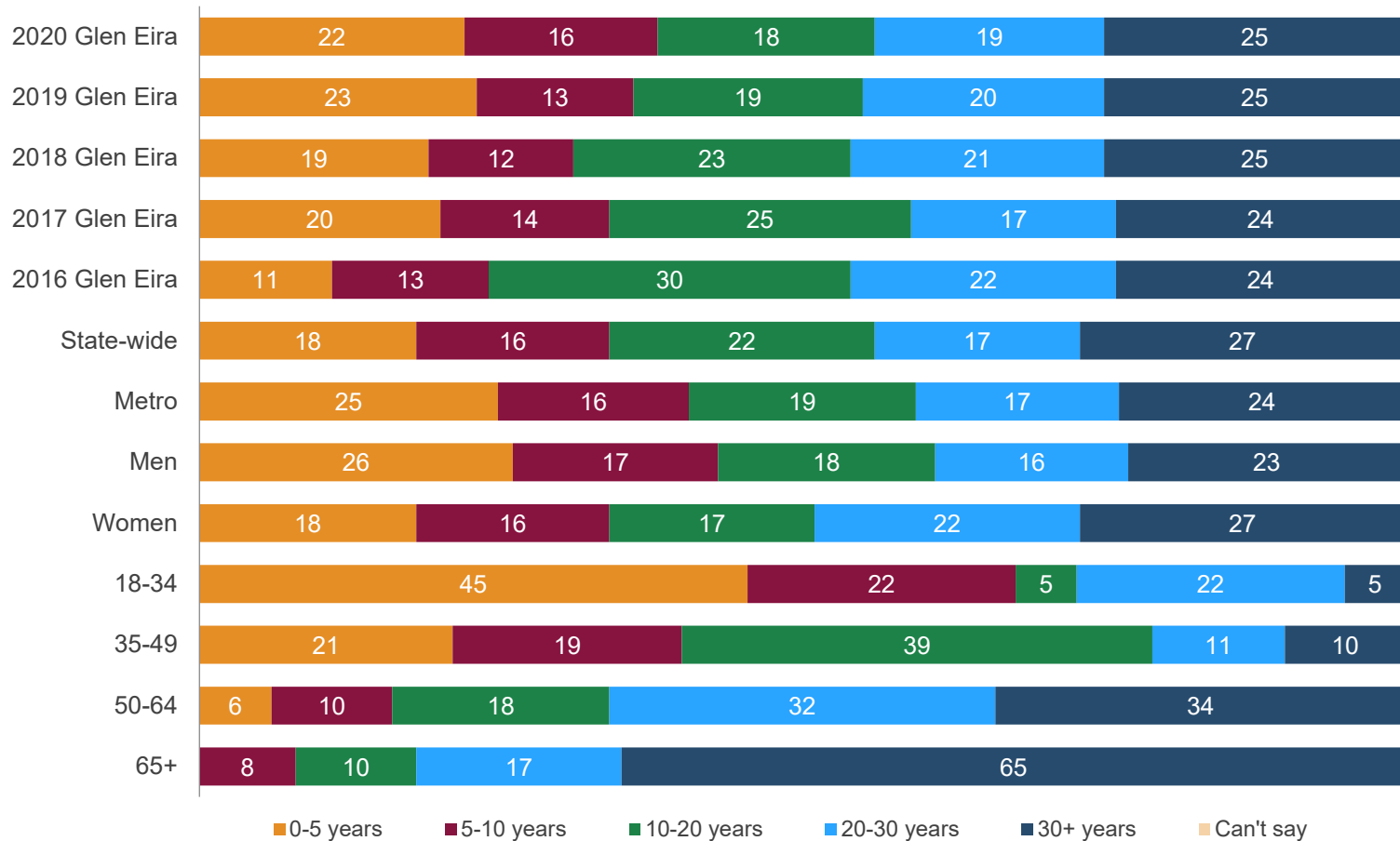
2020 years lived in area (%)





Years lived in area

2020 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: 11 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 2020 State-wide Local Government Community Satisfaction Survey for Glen Eira City Council was n=402. 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=402 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 120,900 people aged 18 years or over for Glen Eira City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Glen Eira City Council	402	400	+/-4.9
Men	193	192	+/-7.1
Women	209	208	+/-6.8
18-34 years	55	134	+/-13.3
35-49 years	103	107	+/-9.7
50-64 years	105	68	+/-9.6
65+ years	139	91	+/-8.3



Appendix A: Significant difference reporting notation

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

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

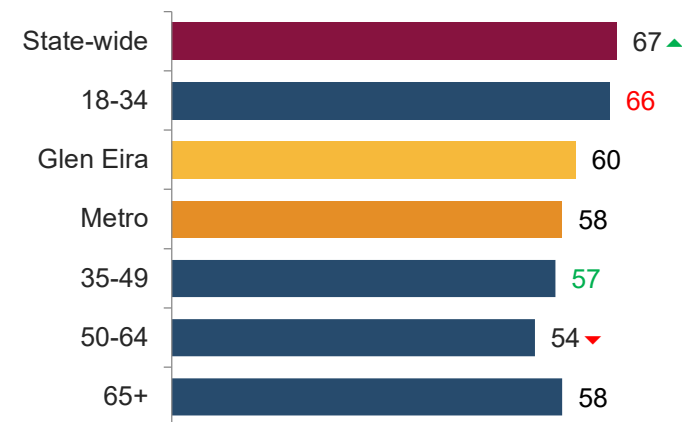
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2019.

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 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

**Overall Performance – Index Scores
(example extract only)**



Appendix A: Index score significant difference calculation



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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information





Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2020 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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



Appendix B: Survey methodology and sampling

The 2020 results are compared with previous years, as detailed below:

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

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

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

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

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

A total of n=402 completed interviews were achieved in Glen Eira City Council. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 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 2012-2020 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 and Small Rural.

Councils participating in the Metropolitan group are:

- Banyule, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Frankston, Kingston, Knox, Manningham, Maroondah, Melbourne, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Glen Eira City Council for this 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B: 2012 survey revision



The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2020 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2020 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2020 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Appendix B: Analysis and reporting



Reporting

Every council that participated in the 2020 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:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

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



Appendix B: Glossary of terms

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

CSS: 2020 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

Statewide average: The average result for all participating councils in the State.

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

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

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