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 Statewide 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

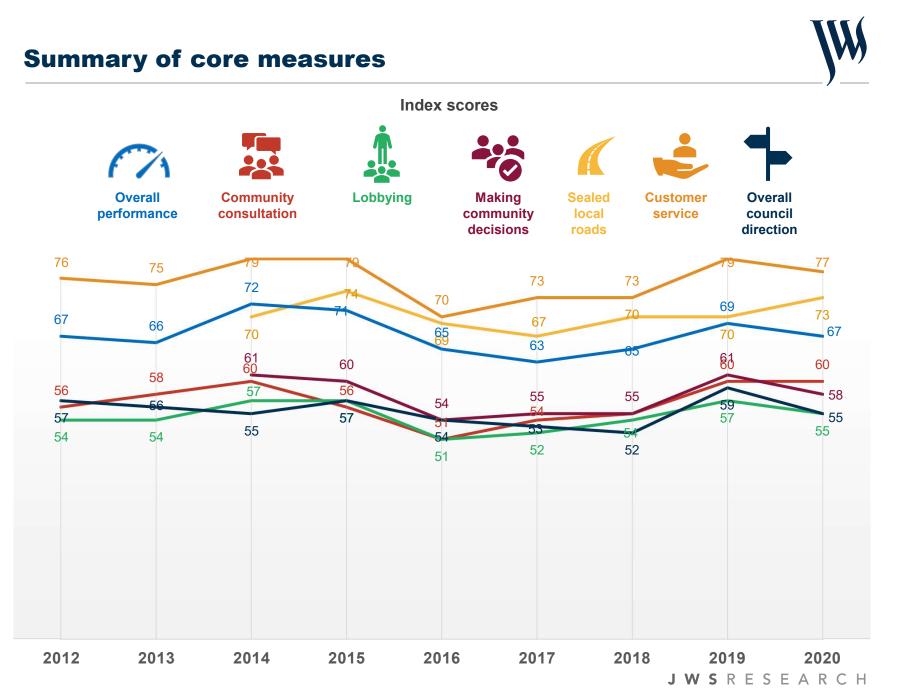


Metropolitan 66

Council performance compared to State-wide and group averages

	perfo	nree areas where Council prmance is significantly pr by the highest margin	Areas where Council performance is significantly lower
to erage	"	Sealed local roads	None
Compared to State-wide average		Local streets and footpaths	
Stat	'Ài	Recreational facilities	
l to age		Local streets and footpaths	None
Compared to group average	A	Sealed local roads	
gr	<u>iĦ.</u>	Appearance of public areas	

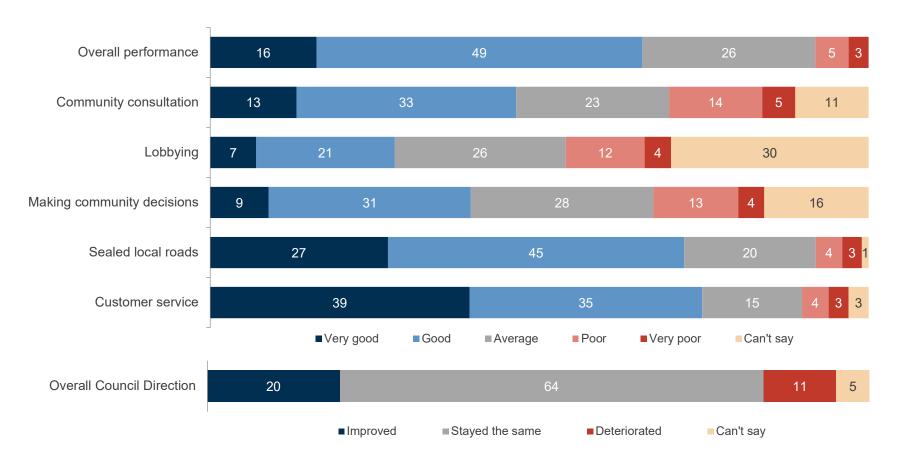
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Summary of core measures





Core measures summary results (%)

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Summary of Glen Eira City Council performance



Servic	es	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
ġ;	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
Anim	Local streets and footpaths	70	69	64	58	Aged 18-34 years	Aged 50+

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Summary of Glen Eira City Council performance

Servio	ces	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
Å	Enforcement of local laws	68	67	65	63	Aged 18-34 years	Aged 50-64 years
i	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
8	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

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Summary of Glen Eira City Council performance

Servic	es	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
<u>^</u>	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



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

Overview

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 Councilwide 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



2019 2018 2017 2016 2015 2014 2013 2012 18-34 65+ Women Glen Eira 35-49 Men Metro n/a n/a n/a 50-64 58▼ State-wide

2020 overall performance (index scores)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glen Eira City Council, not just on one or two issues,

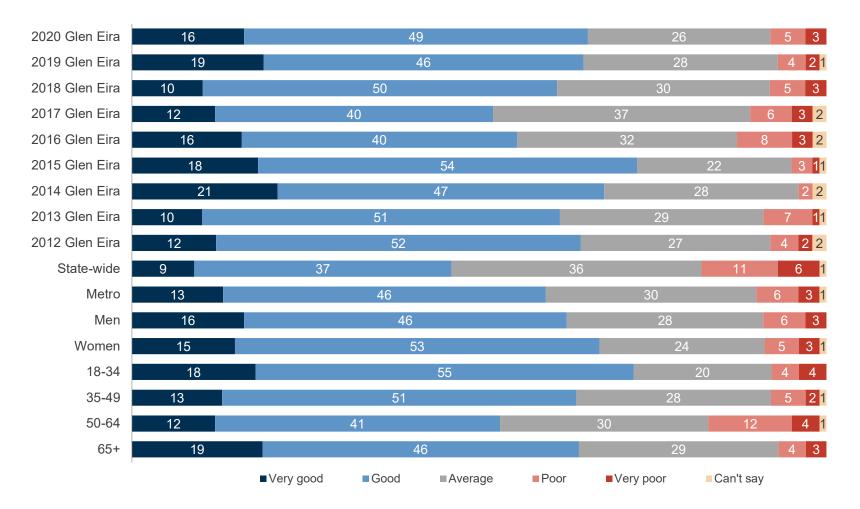
BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

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

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

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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

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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).



Low performing service areas





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		67	69	68	70	74	68	66
Family support services	70		70	67	65	70	69	72	66	66
Local streets & footpaths	7	0	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	55		54	52	51	57	57	54	54
Town planning policy	55	55		49	49	49	52	56	57	56
Population growth	53	53		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.

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Individual service area performance



2020 individual service area performance (%)

Appearance of public areas	3	35			49			11	32	
Recreational facilities		36			46		13 2			
Art centres & libraries	33	3		45	5		16			
Waste management		35		39)		14		8 21	
Sealed local roads	27			45			20		4 3 1	
Local streets & footpaths	25		۷	12			26		4 3	
Community & cultural	20		45			2	2	4	8	
Informing the community	15		41			23		14	3 3	
Traffic management	12		45			25		12	4 2	
Enforcement of local laws	16		37		24	1	6 <mark>1</mark>	1	6	
Environmental sustainability	19		34		20	6	9	2	11	
Family support services	14	33		15	5	1	32			
Parking facilities	12	35			34			13	5 2	
Consultation & engagement	13	33			23	1	4	5	11	
Elderly support services	13	29		17	4 1		36			
Community decisions	9	31		28		13	4	1	6	
Town planning policy	8	29		24		16	6	17	7	
Bus/community dev./tourism	8	27		33		8 1		24		
Disadvantaged support serv.	7	26	21		6 1		39			
Planning & building permits	7	25	24		1	9	7	18		
Population growth	7	25	26	;		19	6	18	}	
Lobbying	7 2	21	26		12	4	3	0		
	1									
	Very good	Good	Avera	ge	Poor	Very	poor		Can't say	

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

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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



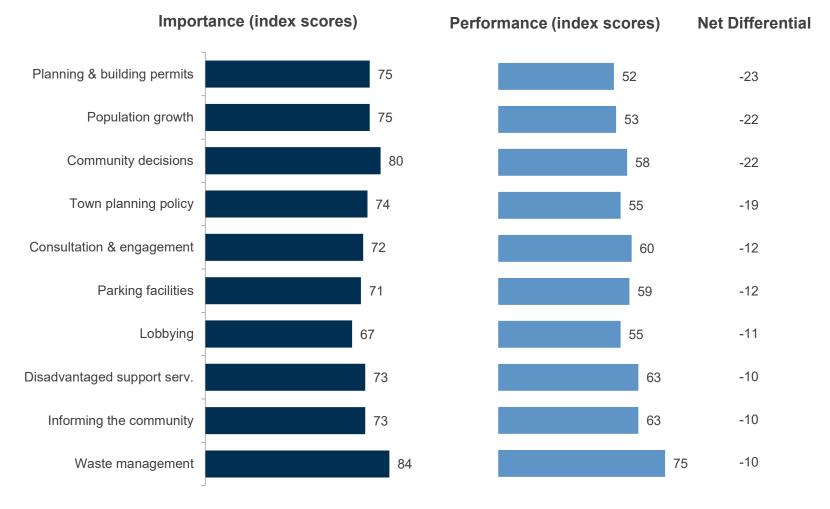
Waste management	49		40		11
Local streets & footpaths	33	48		1	8 1
Community decisions	41	40		15	213
Elderly support services	36	42		17	3 12
Appearance of public areas	23	53		22	1
Recreational facilities	25	50		23	1
Environmental sustainability	36	38		17	5 3
Sealed local roads	31	45		22	11
Planning & building permits	33	41		20	4 <mark>1</mark> 1
Population growth	37	35		19	7 <mark>1</mark> 1
Informing the community	27	43		24	5 1
Family support services	27	42		22	5 <mark>1</mark> 2
Disadvantaged support serv.	29	41		23	6 2
Town planning policy	30	40		25	312
Consultation & engagement	29	39		24	7 1
Art centres & libraries	21	46		25	7 1
Traffic management	23	43		27	5 <mark>1</mark> 1
Enforcement of local laws	20	45		25	8 <mark>1</mark> 1
Parking facilities	24	40		31	4 1
Lobbying	21	38	30		9 21
Community & cultural	12 33		40		13 2
Bus/community dev./tourism	8 31	36		20	4 2
	 Extremely important Not that important 	Very importantNot at all important	■Fairly ■Can't	important say	

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.

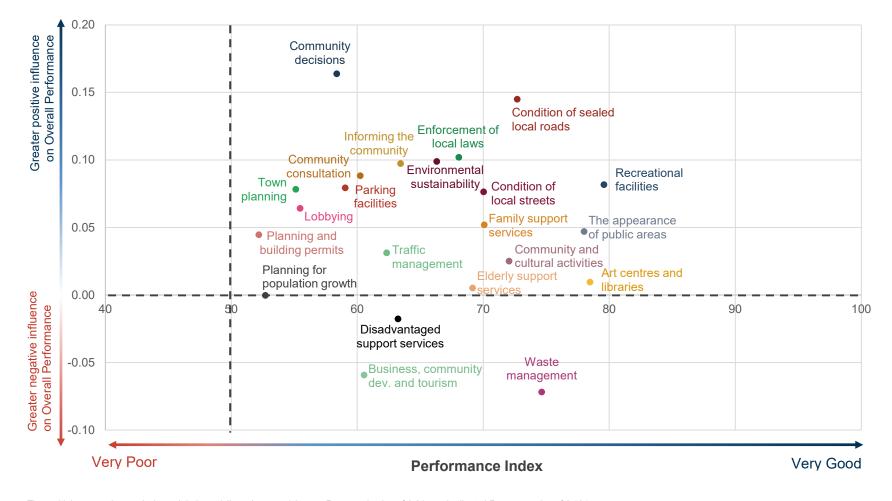
The regressions are shown on the following two charts.

- 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

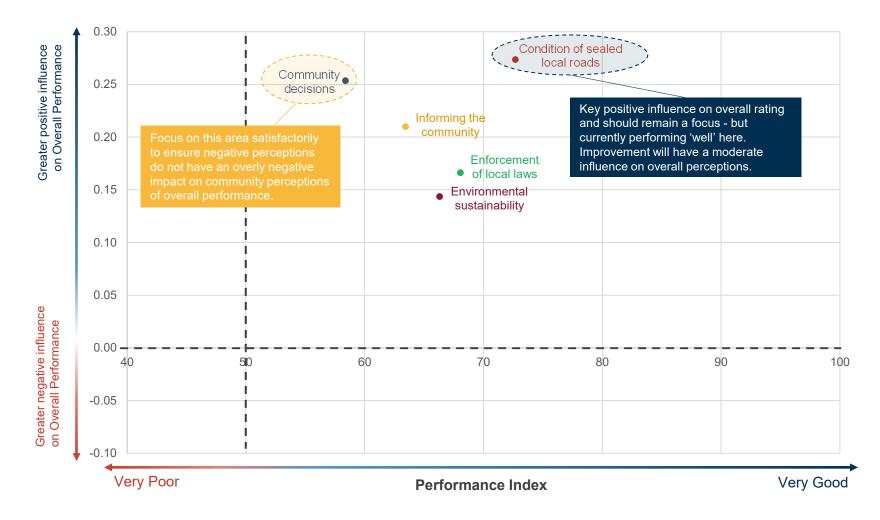




The multiple regression analysis model above (all service areas) has an R-squared value of 0.614 and adjusted R-square value of 0.591, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically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

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Influence on overall performance: key service areas



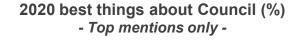
2020 regression analysis (key service areas)

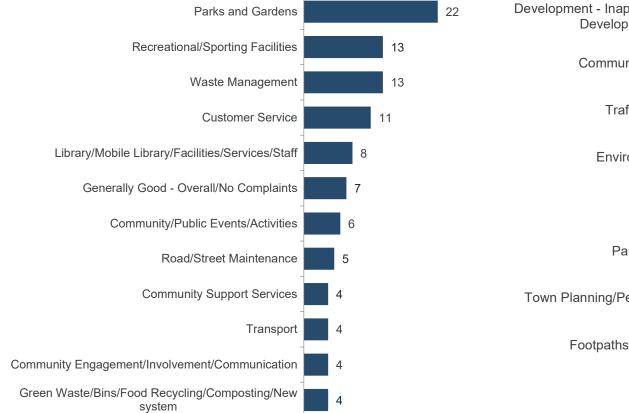
The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.562 and adjusted R-square value of 0.557, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically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

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Best things about Council and areas for improvement





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



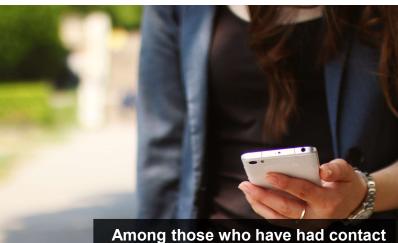
Contact with council and customer service



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) twopoint 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).

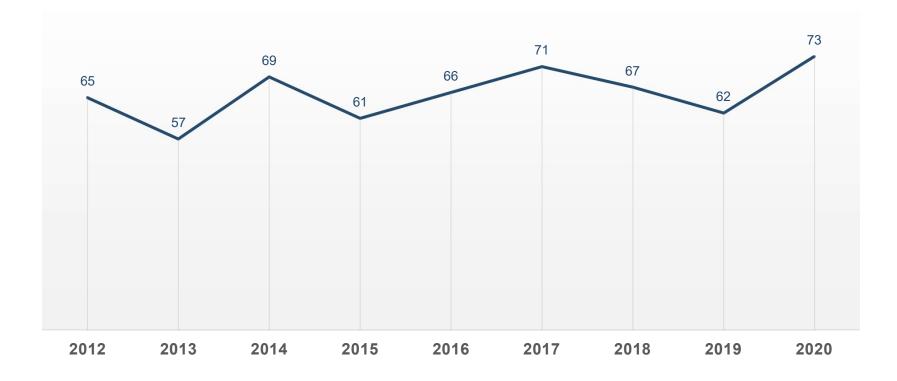
Among residents who have had contact with Council, almost three quarters (74%) provide a positive customer service rating of 'very good' or 'good'. Customer service is rated most positively among women and older residents aged 65+ years (49% and 47% 'very good' respectively).

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





	2019	2018	2017	2016	2015	2014	2013	2012
78	66	69	77	70	77	69	61	89
75	63	74	75	69	63	77	68	64
73	62	67	71	66	61	69	57	65
72	72	77	75	73	67	76	69	76
71	55	55	64	58	47	63	44	43
70	62	77	69	68	59	70	54	58
69	62	61	66	63	59	60	46	67
64▼	63	63	61	58	60	61	60	61
62	62	64	61	58	60	n/a	n/a	n/a
	75 73 72 71 70 69 64	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$	78 66 69 75 63 74 73 62 67 72 72 72 71 55 55 70 62 77 69 62 61 64 63 63	78 66 69 77 75 63 74 75 73 62 67 71 72 72 72 77 75 71 55 55 64 70 62 77 69 69 62 61 66	78 66 69 77 70 75 63 74 75 69 73 62 67 71 66 72 72 72 77 75 73 71 55 55 64 58 70 62 77 69 68 69 62 61 66 63 64 63 63 61 58	78666977707775637475696373626771666172727277757367715555645847706277696859646363615860	78 66 69 77 70 77 69 75 63 74 75 69 63 77 73 62 67 71 66 61 69 72 72 77 75 73 67 76 71 55 55 64 58 47 63 70 62 77 69 68 59 70 69 62 61 66 63 59 60 64 63 63 61 58 60 61	756374756963776873626771666169577272777573677669715555645847634470627769685970546962616663596046 64^{-} 63636158606160

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)

			2019	2018	2017	2016	2015	2014	2013	2012
65+		81	81	71	77	77	83	83	75	81
Women		80	80	74	75	74	79	81	75	82
18-34		79	80	75	66	57	73	71	75	77
Glen Eira	7	7	79	73	73	70	79	79	75	76
50-64	74		79	73	74	72	78	79	76	75
Metro	74		76	72	71	73	73	n/a	n/a	n/a
Men	74		79	72	70	66	79	75	76	69
35-49	73		77	73	77	76	81	84	74	73
State-wide	70▼		71	70	69	69	70	72	71	71

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.

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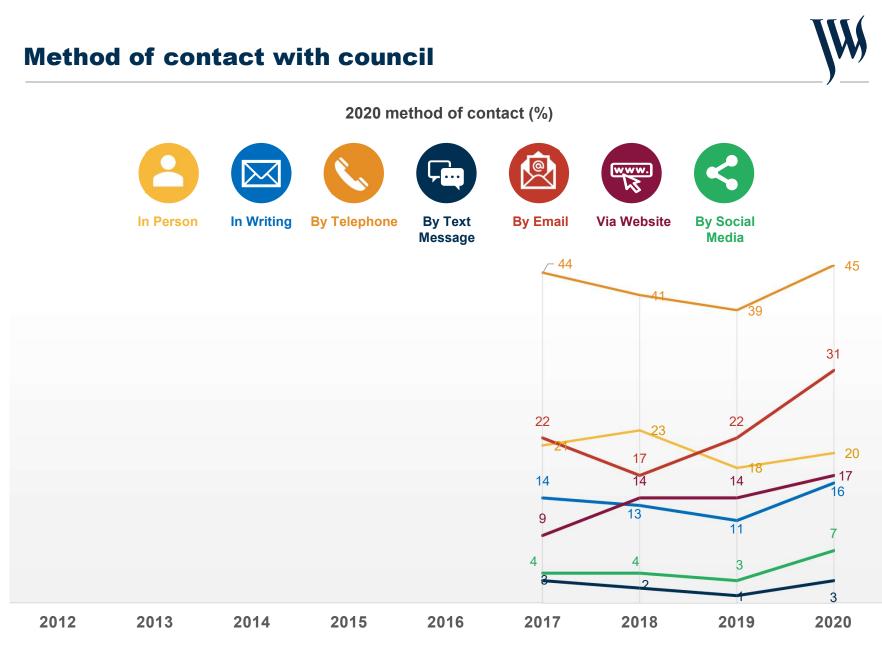
Customer service rating

2020 Glen Eira	39		35			15	4 3	3 3	
2019 Glen Eira	42		39			1	2 2	31	
2018 Glen Eira	30		46			13 5 4 2			
2017 Glen Eira	38		32			7	8	4 <mark>1</mark>	
2016 Glen Eira	33		37				3	8	
2015 Glen Eira	44		37			8 7 2 2			
2014 Glen Eira	43		37			12 <mark>3 3</mark> 1			
2013 Glen Eira	36		39			13	6	3 2	
2012 Glen Eira	40		32			17		3 3	
State-wide	31		36		17		7	6 <mark>1</mark>	
Metro	35		37			15 <mark>6 4</mark> 2			
Men	28		44			19		3 3	
Women	49		28			12	4 4	3	
18-34	36		38			21		5	
35-49	39		31		13	7	6	4	
50-64	37		39			15	3	7	
65+	47		34			11	5	12	
	■ Very good	Good	Average	Poor	Very poor	Can'	t say		

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

J00858 Community Satisfaction Survey 2020 – Glen Eira City 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: 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)

			2019	2018	2017	2016	2015	2014	2013	2012
In person		86	83	75	72	n/a	n/a	n/a	n/a	n/a
By text message		85*	n/a	n/a	75	n/a	n/a	n/a	n/a	n/a
By telephone		81	82	71	79	n/a	n/a	n/a	n/a	n/a
Via website	72	2	83	79	75	n/a	n/a	n/a	n/a	n/a
In writing	72	2*	66	72	59	n/a	n/a	n/a	n/a	n/a
By email	68		71	70	64	n/a	n/a	n/a	n/a	n/a
By social media	68*		93	87	100	n/a	n/a	n/a	n/a	n/a

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.

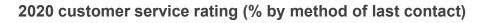
Councils asked state-wide: 26 Councils asked group: 7

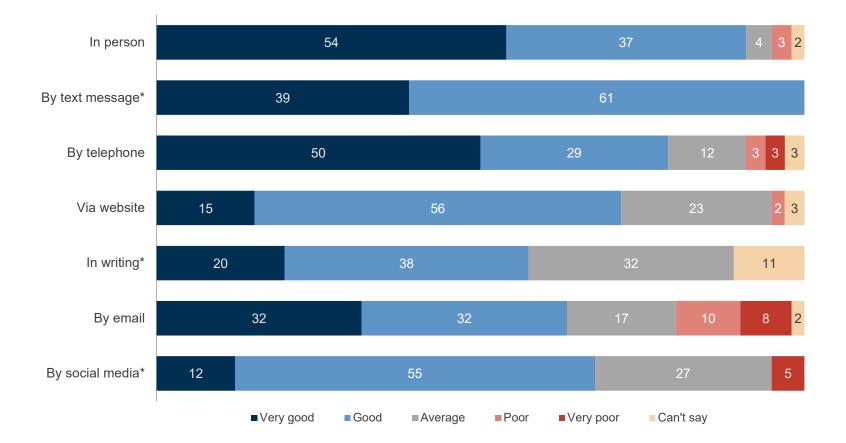
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

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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%).

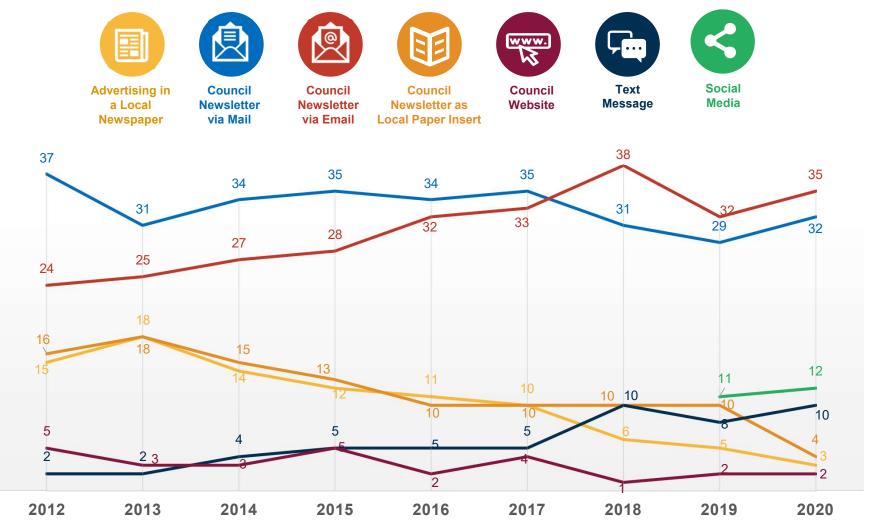
- The preferred form of communication among residents aged <u>under 50</u> remains newsletters sent via email (35%), followed by newsletters sent via mail (25%). There is also reasonable interest in receiving communications via social media (18%) and text message (14%).
- The preferred form of communication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



Best form of communication



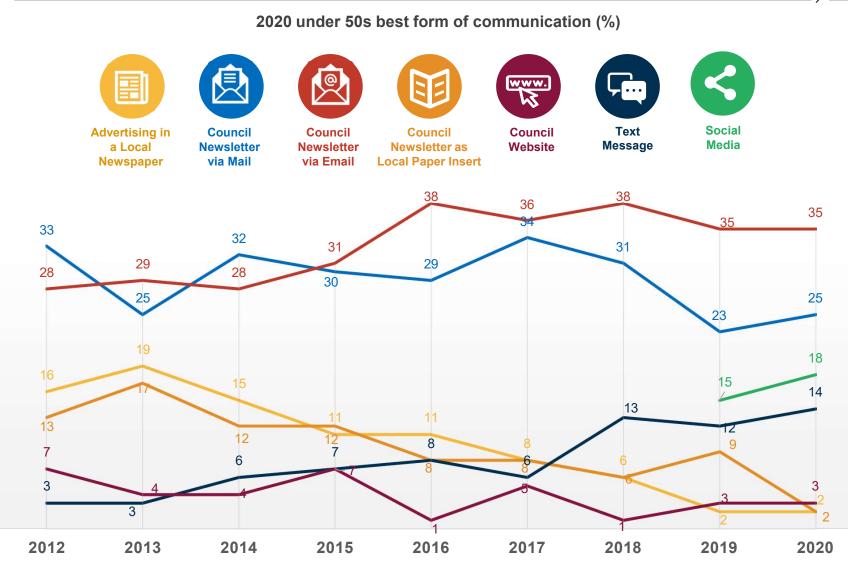
2020 best form of communication (%)



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

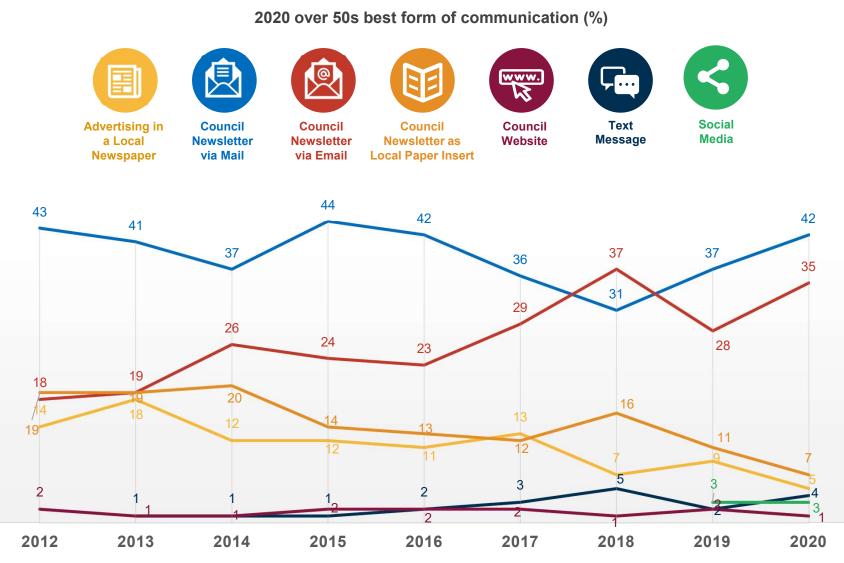


Q13. If Glen Eira City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?.

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





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



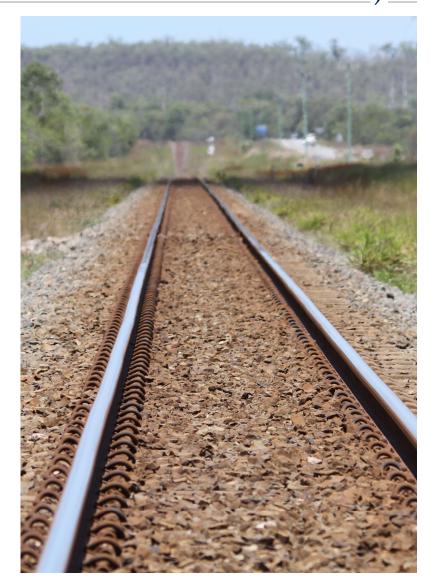
Council direction



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 <u>most</u> satisfied with Council direction are those aged 18 to 34 years (index score of 61, significantly higher than the Council-wide average).
- The <u>least</u> satisfied with Council direction are those aged 50 to 64 years.



Overall council direction last 12 months



2020 overall direction (index scores)

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

Q6. Over the last 12 months, what is your view of the direction of Glen Eira City Council's overall performance? Base: All respondents. Councils asked state-wide: 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 (%)

2020 Glen Eira	20		64		11	5
2019 Glen Eira	23		6	7		6 4
2018 Glen Eira	18		66		14	3
2017 Glen Eira	18		62		14	6
2016 Glen Eira	18		64		11	7
2015 Glen Eira	21		66		7	6
2014 Glen Eira	17		67		7	9
2013 Glen Eira	20		66		8	5
2012 Glen Eira	20		68		7	6
State-wide	18		61		16	5
Metro	17		67		10	6
Men	19		68		7	6
Women	21		60		15	4
18-34	27			64		5 4
35-49	17		68		12	4
50-64	13		62		16	9
65+	19		61		14	6
		■ Improved	■ Stayed the same	Deteriorated	Can't say	

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

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	6	9	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.

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Community consultation and engagement importance



2020 consultation and engagement importance (%)

2020 Glen Eira	29	39	24	7 1
2019 Glen Eira	26	40	29	3 1
2018 Glen Eira	25	43	25	6 <mark>1</mark> 1
2017 Glen Eira	28	40	26	4 1 <mark>1</mark>
2016 Glen Eira	31	40	23	4 2
2015 Glen Eira	25	44	24	5 1 <mark>1</mark>
2014 Glen Eira	26	40	29	4 1 <mark>1</mark>
2013 Glen Eira	23	38	30	7 1
2012 Glen Eira	24	40	28	6 <mark>1</mark> 2
State-wide	29	42	23	4 <mark>1</mark> 1
Metro	25	43	24	6 <mark>1</mark> 1
Men	25	38	30	52
Women	32	40	19	8 <mark>1</mark>
18-34	31	29	25	13 2
35-49	25	43	29	3
50-64	33	38	23	33
65+	26	50	19	4 1
	 Extremely important Not that important 		Fairly important Can't say	

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)

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

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

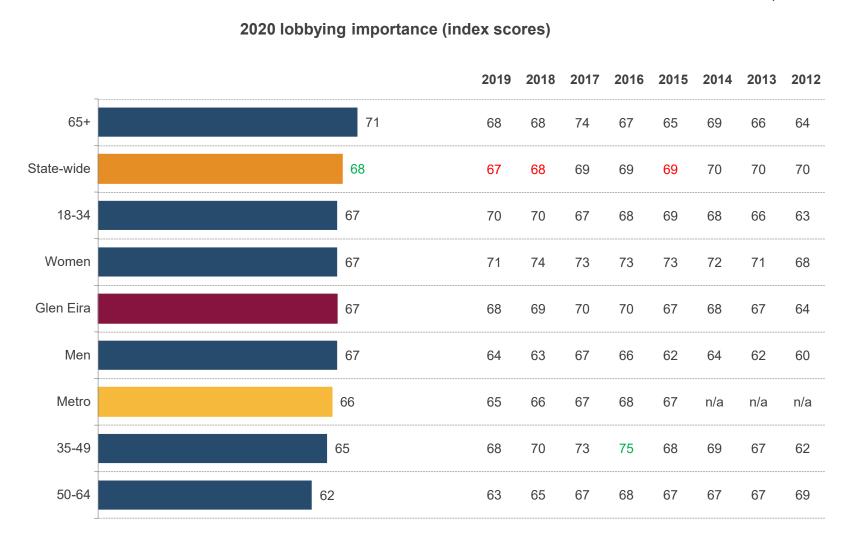
2020 Glen Eira	13	3	33		23			5	11
2019 Glen Eira	12	29		33			12	3	12
2018 Glen Eira	9	27		34			14	6	9
2017 Glen Eira	7	26		35			15	6	10
2016 Glen Eira	7	21		31		18	8		15
2015 Glen Eira	7	29			34		17	2	12
2014 Glen Eira	10	29			33		11	2	14
2013 Glen Eira	7	27		40			10	3	13
2012 Glen Eira	5	32		30			14	4	15
State-wide	8	30		32			15	7	8
Metro	9	31			32		12	5	12
Men	13		37		21		14	4	11
Women	14	30)		25		15	5	12
18-34	18		29		22		16	4	11
35-49	10	4	41		21		13	4	12
50-64	9	27		30			18	9	8
65+	14		34		23		11	4	14
		■Very good	Good	Average	Poor		■Very poor		say

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

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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 (%)

2020 Glen Eira	21	38	30	9 <mark>2</mark> 1
2019 Glen Eira	20	40	29	8 1 <mark>1</mark>
2018 Glen Eira	24	39	26	7 3 <mark>1</mark>
2017 Glen Eira	25	39	26	7 <mark>1</mark> 1
2016 Glen Eira	26	36	27	7 2 2
2015 Glen Eira	18	43	28	7 2 3
2014 Glen Eira	20	41	26	9 <mark>1</mark> 3
2013 Glen Eira	20	40	28	10 <mark>2</mark> 1
2012 Glen Eira	18	34	34	11 <mark>1</mark> 2
State-wide	23	38	27	8 2 2
Metro	20	38	27	10 3 2
Men	23	35	29	9 3
Women	18	40	31	8 <mark>1</mark> 1
18-34	22	31	42	5
35-49	16	44	27	11 2 <mark>1</mark>
50-64	21	34	24 13	7 1
65+	24	45	20	7 21
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly important ■ Can't say	

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) 2016 2015 18-34 65+ Metro n/a n/a n/a Women Glen Eira Men State-wide 35-49 50-64

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.

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Lobbying on behalf of the community performance



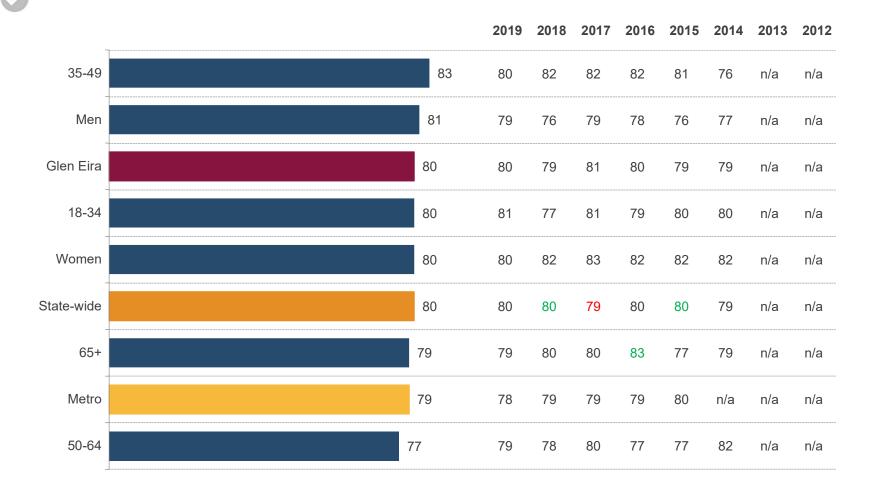
2020 lobbying performance (%)

2020 Glen Eira	7	21	26	12 4	30
2019 Glen Eira	7	21	29	10 3	30
2018 Glen Eira	4	24	31	10 4	26
2017 Glen Eira	4	20	27	14 5	30
2016 Glen Eira	4	18	28	12 5	33
2015 Glen Eira	4	24	33	7 2	29
2014 Glen Eira	3	23	29	7 2	35
2013 Glen Eira	4	19	35	10 2	30
2012 Glen Eira	3	23	28	11 3	31
State-wide	6	24	32	13	6 19
Metro	6	25	30	9 4	27
Metro Men	6 7	25 19	30 28	9 4 14 3	27 29
Men	7	19	28 25	14 3 10 5	29
Men Women	777	19 23	28 25	14 3 10 5	29 31
Men Women 18-34	7 7 11 4	19 23 27	28 25 22	14 3 10 5 5 13 13 3	29 31 2 22
Men Women 18-34 35-49	7 7 11 4	19 23 27 16	28 25 22 2 34	14 3 10 5 5 13 13 3	29 31 2 22 31

Decisions made in the interest of the community importance



2020 community decisions made importance (index scores)



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

2020 Glen Eira	41	40	15	213
2019 Glen Eira	39	41	14	3 2
2018 Glen Eira	38	41	17	212
2017 Glen Eira	41	40	14	22
2016 Glen Eira	41	42	13	2 <mark>1</mark> 1
2015 Glen Eira	33	49	14	1 3
2014 Glen Eira	38	38	20	1 3
State-wide	39	41	15	212
Metro	36	42	16	213
Men	41	42	11 2	2 <mark>1</mark> 4
Women	41	38	18	11
18-34	42	35	18	2 4
35-49	46	41	10	112
50-64	38	36	18 3	23
65+	35	48	13	22
		mportantE Fairly importantall importantCan't say		

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



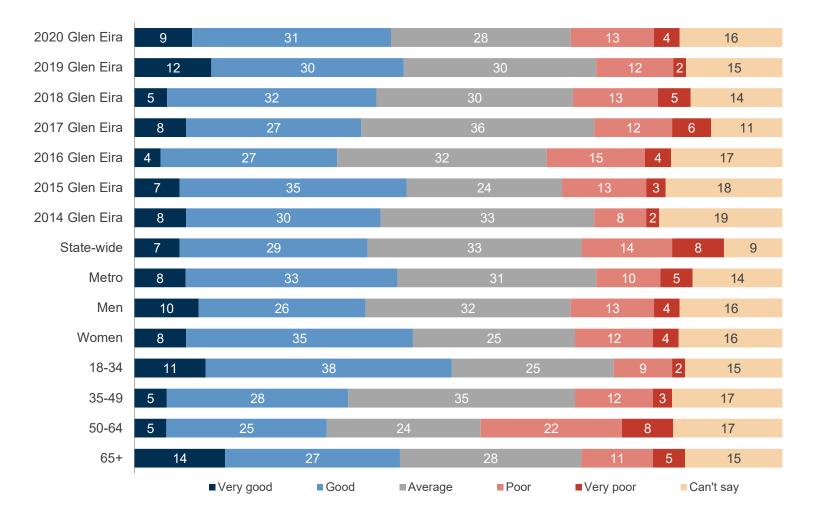
2020 community decisions made performance (index scores) 18-34 n/a n/a 65+ n/a n/a Women n/a n/a Metro n/a n/a n/a Glen Eira n/a n/a Men n/a n/a 35-49 n/a n/a 53▼ State-wide n/a n/a 50-64 **T** n/a n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



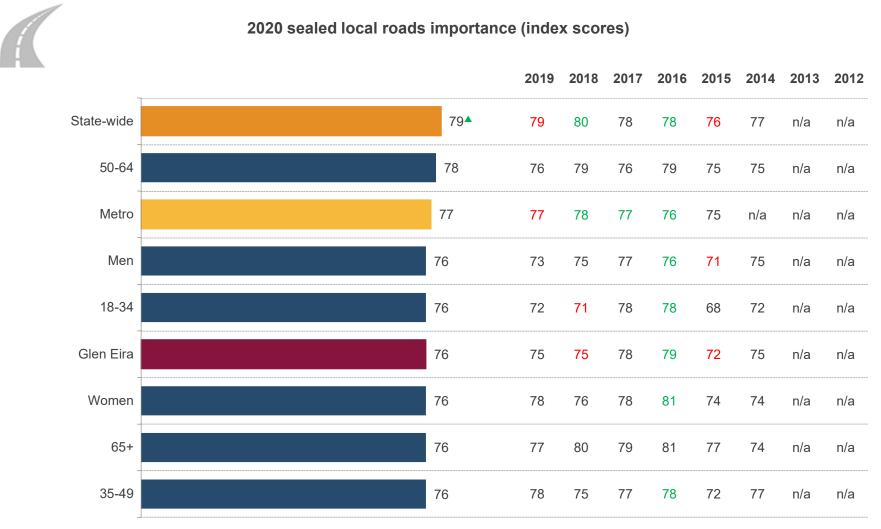
2020 community decisions made performance (%)



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

The condition of sealed local roads in your area 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 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance



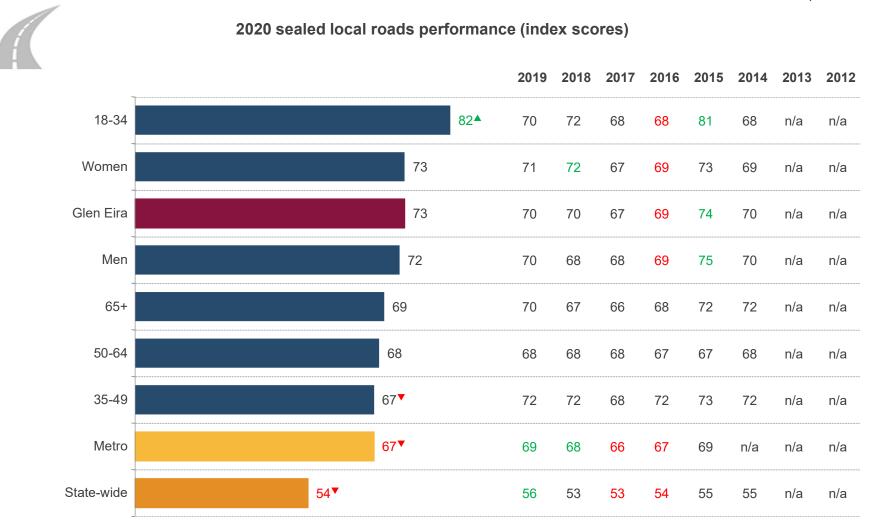
2020 Glen Eira 31 11 26 2019 Glen Eira 3 1 2018 Glen Eira 27 51 2017 Glen Eira 34 3 1 2016 Glen Eira 35 3 1 2015 Glen Eira 22 2014 Glen Eira 23 3 1 State-wide 38 43 211 Metro 33 211 29 112 Men 32 Women 18-34 33 22 27 35-49 50-64 30 14 111 65+ 32 111 Extremely important Very important Fairly important Not that important Not at all important Can't say

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

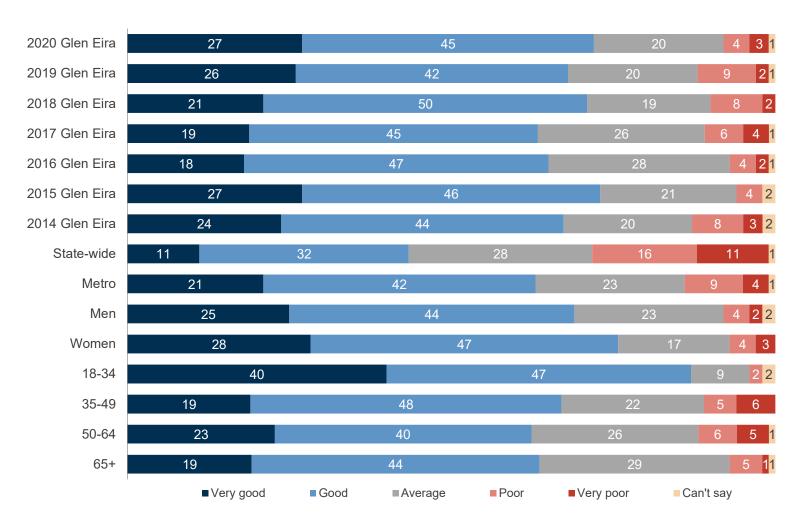




Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14 Note: Please see Appendix A for explanation of significant differences.

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 (%)

2020 Glen Eira	27	43	24 5 1
2019 Glen Eira	28	39	26 <mark>4 1</mark> 1
2018 Glen Eira	29	36	27 6 2
2017 Glen Eira	27	41	25 6 1
2016 Glen Eira	38	38	19 4 1
2015 Glen Eira	28	45	20 6 1
2014 Glen Eira	27	45	22 4 1
2013 Glen Eira	24	40	31 5 1
2012 Glen Eira	25	46	24 4 1
State-wide	32	42	22 4 1
Metro	26	43	24 5 1
Men	29	38	28 4 1
Women	26	48	21 5
18-34	33	36	25 5
35-49	21	48	27 21
50-64	25	37	27 9 2
65+	29	51	17 3
	 Extremely important Not that important 		Fairly important Can't say

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)

_			2019	2018	2017	2016	2015	2014	2013	2012
65+		67	67	55	67	63	67	64	61	65
35-49		64	66	59	59	60	67	66	58	55
Men		64	61	58	61	56	64	62	62	60
Glen Eira		63	64	59	61	59	65	62	61	61
18-34		63	63	60	60	55	63	58	63	62
Women		63	66	59	61	61	66	63	61	62
Metro		62	62	61	61	63	64	n/a	n/a	n/a
State-wide	5	9▼	60	59	59	59	61	62	61	60
50-64	57		58	58	57	58	62	62	62	63

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 (%)

2020 Glen Eira	15	4	1		23		14	3	3
2019 Glen Eira	19	3	34		29		12	3	3
2018 Glen Eira	13	35		29		12		8	3
2017 Glen Eira	12	36		32			14	2	3
2016 Glen Eira	12	34		30		13		6	4
2015 Glen Eira	13	43		30			11	1	3
2014 Glen Eira	13	37		32			0	3 6	þ
2013 Glen Eira	12	36		35			11	3	4
2012 Glen Eira	10	40		30)	1	2	3 5	5
State-wide	12	35		32		1:	3	5	3
Metro	14	37		3	30		12	4	3
Men	16		40		25	14		2	3
Women	15		43		20	14		4	4
18-34	15		45		15	20		2	4
35-49	15		44		28		1()	3 <mark>1</mark>
50-64	11	31		32		16		5	4
65+	21		40	21			9	4	5
		Very good Good	Average	Poor	■Very poor		Can't sa	ау	

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (index scores) 50-64 18-34 Women Glen Eira 65+ Metro n/a n/a n/a State-wide Men 35-49

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 (%)

2020 Glen Eira	33	48	18 <mark>1</mark>
2019 Glen Eira	28	52	15 4 1
2018 Glen Eira	34	50	14 2
2017 Glen Eira	39	39	18 <mark>3 1</mark>
2016 Glen Eira	41	40	17 2
2015 Glen Eira	30	47	21 <mark>21</mark>
2014 Glen Eira	31	49	18 2
2013 Glen Eira	39	41	17 3
2012 Glen Eira	27	49	20 4
State-wide	36	42	19 <mark>2 1</mark> 1
Metro	34	45	18 2
Men	27	56	15 <mark>1</mark>
Women	38	40	20 1
18-34	36	45	16 2
35-49	29	47	23 1
50-64	37	47	13 3
65+	29	54	17 <mark>1</mark>
		Very importantFairly importantNot at all importantCan't say	

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) 2016 2015 18-34 Men Glen Eira Women 35-49 65+ 50-64 Metro n/a n/a n/a State-wide 58▼

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

2020 Glen Eira	25	42		26	4 3
2019 Glen Eira	23	41		24	8 3
2018 Glen Eira	18	43		26	10 3
2017 Glen Eira	18	44		26	7 5
2016 Glen Eira	20	43		27	82
2015 Glen Eira	21	39		30	7 3 <mark>1</mark>
2014 Glen Eira	26	40		21	10 3 <mark>1</mark>
2013 Glen Eira	19	42		24	11 4
2012 Glen Eira	23	41		25	8 3
State-wide	13	34	28	15	8 3
Metro	18	38		27	11 5 <mark>1</mark>
Men	23	43		27	4 2
Women	26	40		25	4 4
18-34	36		42		20 2
35-49	21	42		26	4 7
50-64	17	45		26	7 6
65+	16	39		35	7 21

Traffic management importance





2020 traffic management importance (index scores)

Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 10 Councils asked group: 6 Note: Please see Appendix A for explanation of significant differences.

Traffic management importance



2020 traffic management importance (%)

2020 Glen Eira	23	43		27	5 <mark>1</mark> 1
2019 Glen Eira	27	44		23	4 1
2018 Glen Eira	28	44		24	4 1
2017 Glen Eira	32	45		18	4 1
2016 Glen Eira	37	39)	18	6
2015 Glen Eira	27	43		24	5 1
2014 Glen Eira	25	40		26	8 <mark>1</mark> 1
2013 Glen Eira	28	42		25	31
2012 Glen Eira	27	43		25	4 1
State-wide	29	41		23	5 1 <mark>1</mark>
Metro	28	43		23	5 1
Men	21	44		28	6 2
Women	24	43		26	5 <mark>1</mark>
18-34	18	42		33	7
35-49	21	39	:	32	6 <mark>1</mark> 1
50-64	25	44		27	14
65+	30	50		14	4 <mark>1</mark> 2
	 Extremely important Not that important 	Very importantNot at all important	 Fairly important Can't say 		

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





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 (%)

2020 Glen Eira	12		45			25		12	2	4 2
2019 Glen Eira	10		37			34		11	5	5 3
2018 Glen Eira	11		38			30		14		4 3
2017 Glen Eira	12		37			29		15		6 <mark>1</mark>
2016 Glen Eira	10	2	8		33		15		8	5
2015 Glen Eira	7		40			35		12		3 3
2014 Glen Eira	12		39			27		12	4	6
2013 Glen Eira	7	3	6		33			16	4	5
2012 Glen Eira	6	3	7		30		1	8	6	4
State-wide	10		38			30		13	7	3
Metro	10		38			31		12	6	3
Men	13			48		22			11	3 2
Women	10		42			28		13		5 2
18-34	16			51			18		13	2
35-49	5		45			29		15		5 2
50-64	11		43			27		9	6	6
65+	14		37			30		11	5	4
		■Very good	Good	Average	Poor	■Very p	oor	Car	n't say	

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 Glen Eira 24 4 1 2019 Glen Eira 28 3 11 29 2018 Glen Eira 2017 Glen Eira 30 1 30 2016 Glen Eira 41 2015 Glen Eira 20 2 2014 Glen Eira 24 4 1 25 2013 Glen Eira 19 2012 Glen Eira 5 11 State-wide 27 6 11 Metro 25 41 5 11 Men 21 6 1 Women 27 18 18-34 35-49 20 41 2 50-64 29 2 65+ 33 44 11 Extremely important Very important Fairly important Not that important Not at all important Can't say

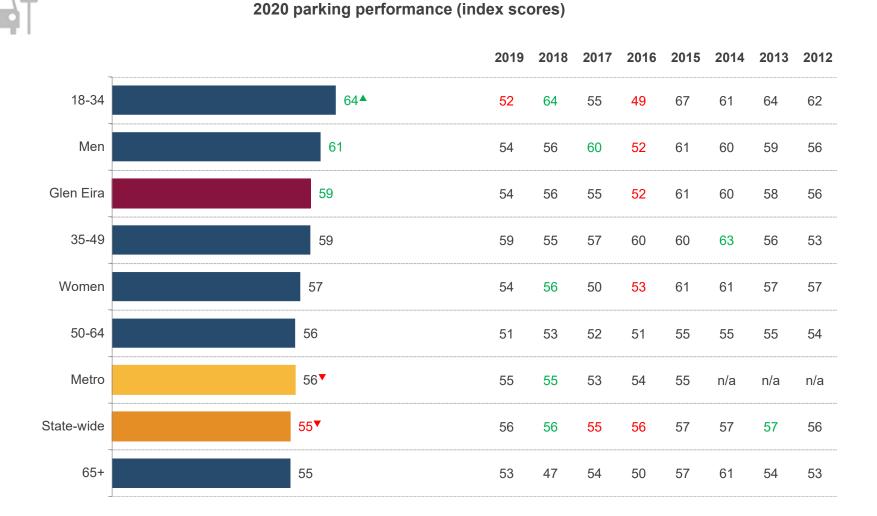
2020 parking importance (%)

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

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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

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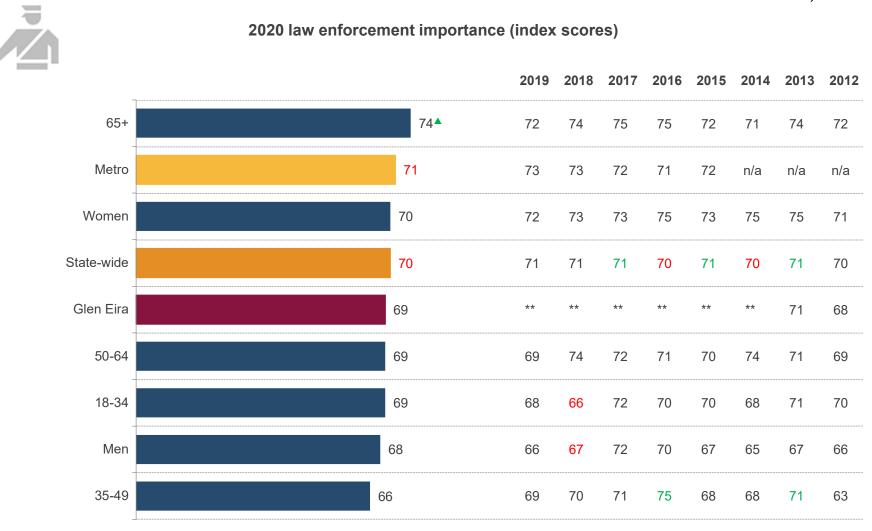


2020 Glen Eira 12 5 2 5 2 2019 Glen Eira 6 2018 Glen Eira 9 2017 Glen Eira 8 2016 Glen Eira 7 3 11 2015 Glen Eira 10 3 2 2014 Glen Eira 13 4 4 2013 Glen Eira 39 4 2 2012 Glen Eira 3 6 6 State-wide 9 8 2 Metro 9 3 Men 14 4 Women 9 5 2 18-34 18 2 35-49 9 4 1 50-64 6 65+ 10 9 4 ■ Very good Good ■Average Poor Very poor Can't say

2020 parking performance (%)

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

Enforcement of local laws importance



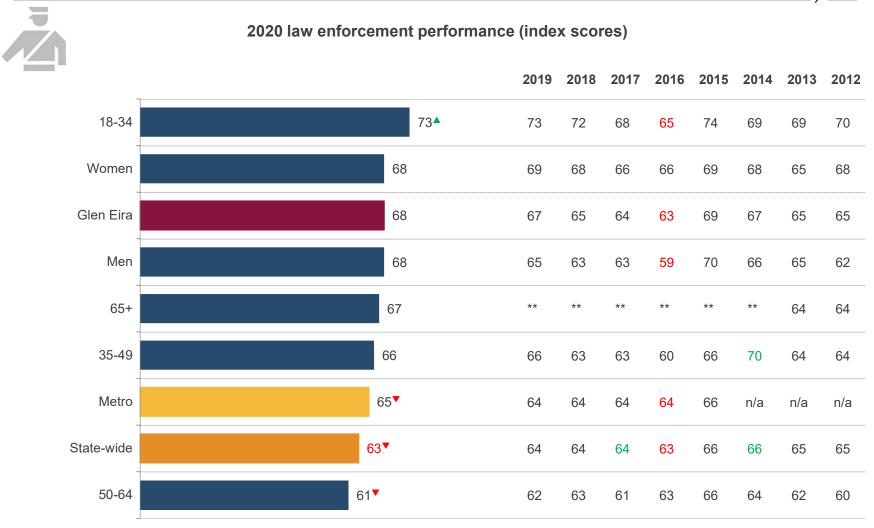
2020 law enforcement importance (%)

2020 Glen Eira	20	45		25	8 1 <mark>1</mark>
2019 Glen Eira	25	38		24	10 <mark>1</mark> 2
2018 Glen Eira	28	34		30	5 <mark>2</mark> 1
2017 Glen Eira	28	41		22	5 <mark>2</mark> 2
2016 Glen Eira	29	36		29) 3 1 <mark>1</mark>
2015 Glen Eira	22	45		26	6 <mark>1</mark> 1
2014 Glen Eira	22	45		23	8 <mark>1</mark> 1
2013 Glen Eira	28	38		27	4 3
2012 Glen Eira	21	42		25	7 3 2
State-wide	26	38		26	7 21
Metro	26	41		25	6 <mark>2</mark> 1
Men	19	45		26	9 1
Women	22	45		24	7 <mark>1</mark> 2
18-34	18	45		27	7 2
35-49	20	38		26	15 1
50-64	20	46		26	6 <mark>2</mark> 1
65+	24	51			19 3 <mark>1</mark> 2
	 Extremely important Not that important 	t Very important Not at all important	■ Fair ■ Can	ly important 't say	

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





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 (%)

2020 Glen Eira	16		37			24		6 1		16
2019 Glen Eira	13		41			20		7 2		16
2018 Glen Eira	12		42			26		4	4	13
2017 Glen Eira	11		38			27		53		15
2016 Glen Eira	12	3	1		27		10) 2		18
2015 Glen Eira	14		45			,	19	5	1	15
2014 Glen Eira	14		38			23		4 3		18
2013 Glen Eira	11		41			26		7	2	13
2012 Glen Eira	12		40			24		8	2	15
State-wide	12		38			27		8	4	12
Metro	13		38			26		6	3	14
Men	17		37			25		6	2	14
Women	15		37			22		6 <mark>1</mark>		18
18-34	22			44			20	C	4	11
35-49	14		36			24		9 1		16
50-64	8	34			25		9	3	2	2
65+	16		32			27		4 2		18
	∎Ve	ery good	■ Good	Average	Poo	or	Very po	or	Can'	t say

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	7	1	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 (%)

2020 Glen Eira	27	42		22	5 <mark>1</mark> 2
2019 Glen Eira	27	43		21	7 <mark>1</mark> 1
2018 Glen Eira	31	39		21	4 3 2
2017 Glen Eira	29	43		22	4 <mark>1</mark> 2
2016 Glen Eira	27	47		20	3 <mark>1</mark> 2
2015 Glen Eira	24	46		21	5 3
2014 Glen Eira	28	41		25	4 <mark>1</mark> 1
2013 Glen Eira	26	46		20	6 <mark>1</mark> 1
2012 Glen Eira	25	43	2	22	7 <mark>2</mark> 1
State-wide	31	42		20	4 <mark>1</mark> 2
Metro	29	43		21	4 <mark>1</mark> 2
Men	27	40	22		7 2 3
Women	28	44		22	4 2
18-34	27	42		24	52
35-49	34	41		16	7 <mark>1</mark> 2
50-64	20	43	29		5 4
65+	25	45		21	4 1 5
	 Extremely important Not that important 		■ Fairly important ■ Can't say		

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



2016 2015 65+ 18-34 Women Glen Eira Metro n/a n/a n/a Men 35-49 State-wide 66▼ 50-64

2020 family support performance (index scores)

Q2. How has Council performed on 'Family support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8 Note: Please see Appendix A for explanation of significant differences.

Family support services performance

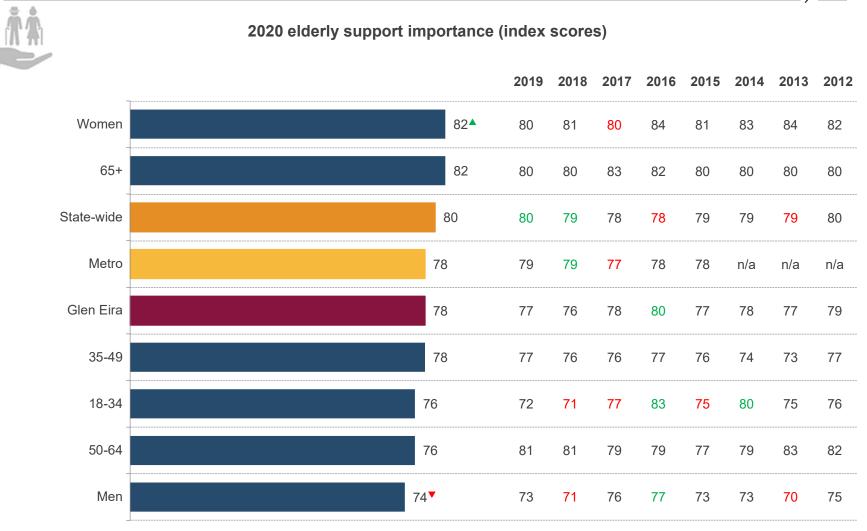


2020 family support performance (%)

2020 Glen Eira	14		33			15	5 1		32	
2019 Glen Eira	10		33		17		3		37	
2018 Glen Eira	11		29		24		21		33	
2017 Glen Eira	7	26		2	2	4			40	
2016 Glen Eira	12		30		20)	2		36	
2015 Glen Eira	10		34			21	3		32	
2014 Glen Eira	13		32			19	1		34	
2013 Glen Eira	9		31		23		3 1		33	
2012 Glen Eira	7		40			18	5	1	28	
State-wide	11		30		21		52		31	
Metro	12		29		18		4 1		35	
Men	13		30		18		6 1		32	
Women	15		37			11	4 1		31	
18-34		24		35			9	11	22	
35-49	8		38			21	4	1	28	
50-64	8	22		17	13			50		
65+	13		35			13	11		37	
		■Very good	Good	■Av	erage	Poo	r 🗖	Very poor	Can't say	

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

Elderly support services importance





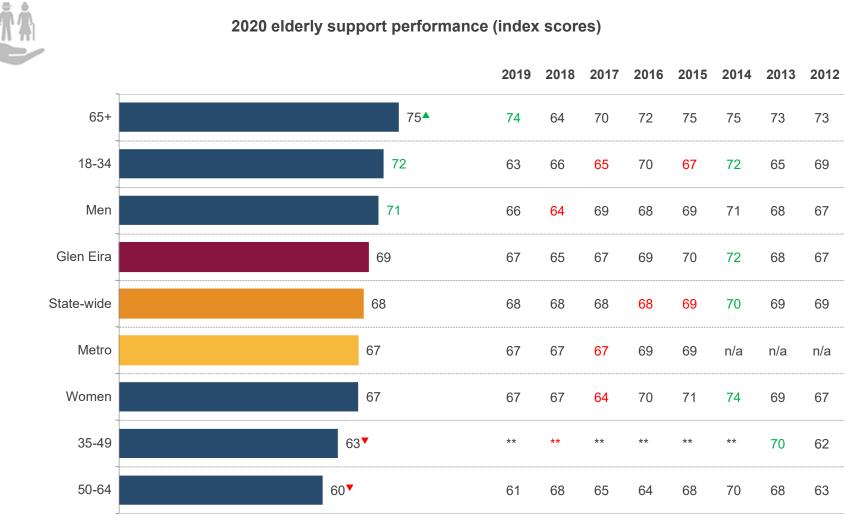
2020 elderly support importance (%)

2020 Glen Eira	36	42	17 3 <mark>1</mark> 2
2019 Glen Eira	31	47	16 <mark>4</mark> 2
2018 Glen Eira	32	43	20 3 <mark>1</mark> 1
2017 Glen Eira	33	51	11 3 <mark>1</mark> 1
2016 Glen Eira	37	47	13 <mark>1</mark> 1
2015 Glen Eira	29	49	18 <mark>2</mark> 1
2014 Glen Eira	32	48	17 <mark>11</mark> 1
2013 Glen Eira	36	42	18 22
2012 Glen Eira	36	44	16 <mark>2</mark> 1
State-wide	39	42	15 2 <mark>1</mark> 1
Metro	35	45	16 2 <mark>1</mark> 1
Men	29	40	25 5 <mark>1</mark>
Women	42	44	10 <mark>11</mark> 2
18-34	33	42	22 2 2
35-49	39	38	15 7 <mark>2</mark>
50-64	33	43	21 4
65+	38	47	11 13
	 Extremely important Not that important 	Very importantFairly importantNot at all importantCan't say	

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





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 (%)

2020 Glen Eira	13		29		17	4 1		36
2019 Glen Eira	11	24		16	5	2	42	2
2018 Glen Eira	8	30			22	4 1		35
2017 Glen Eira	9	28			19	4 1		39
2016 Glen Eira	12		26		20	3		39
2015 Glen Eira	12		35			18	3	32
2014 Glen Eira	15		30		14	21		37
2013 Glen Eira	10	28	3		17	3 1	4	1
2012 Glen Eira	9		34		20		5 <mark>1</mark>	31
State-wide	15		30		2	20	5 2	28
Metro	12		27		18	4 2		38
Men	15		29		15	4		37
Women	11		30		18	32		35
18-34	16		31		1	5 5		33
35-49	6	21		22	12		48	
50-64	6	22	17		7 3		46	
65+	22	2		42			12 21	20
	' 	■Very good	Good	■Av	erage	Poor	■Very poor	Can't say

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	7	71	70	66	70	73	70	68	68	67
50-64	7(0	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 Glen Eira 29 41 6 2 24 5 2 2 2019 Glen Eira 3 2 2 2018 Glen Eira 29 2017 Glen Eira 22 3 21 28 2016 Glen Eira 2 3 2015 Glen Eira 24 212 2014 Glen Eira 25 4 21 27 2013 Glen Eira 43 5 11 2012 Glen Eira 28 5 12 4 12 State-wide 29 Metro 28 4 12 7 12 27 Men Women 30 4 2 18-34 29 4 2 35-49 36 2 50-64 12 23 65+ 24 3 1 2 Extremely important Very important Fairly important Not that important Not at all important Can't say

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)



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



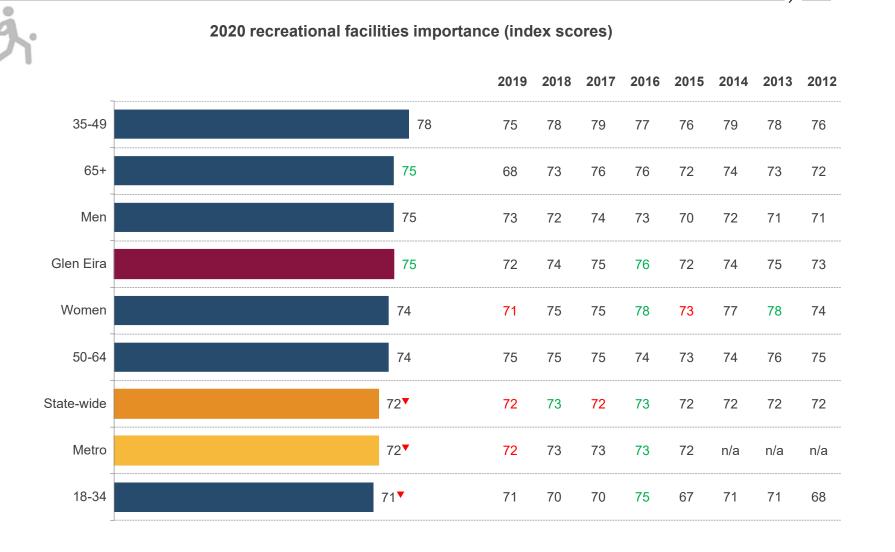
2020 Glen Eira 26 6 1 39 21 2019 Glen Eira 46 6 3 1 2018 Glen Eira 23 5 44 4 1 2017 Glen Eira 4 5 1 45 2016 Glen Eira 5 21 49 2015 Glen Eira 40 6 21 2014 Glen Eira 45 21 2013 Glen Eira 25 43 4 4 1 2012 Glen Eira 27 21 39 5 1 State-wide 25 36 3 Metro 23 41 2 Men 29 36 4 1 Women 41 23 1 18-34 27 11 35-49 47 3 50-64 3 52 14 65+ 10 5 1 37 ■ Very good Good ■Average Poor Very poor Can't say

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





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

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2020 recreational facilities importance (%)

2020 Glen Eira	25	50	23 1
2019 Glen Eira	21	50	25 <mark>3</mark> 1
2018 Glen Eira	25	49	23 3
2017 Glen Eira	27	46	22 4
2016 Glen Eira	27	51	18 <mark>3 1</mark> 1
2015 Glen Eira	21	49	26 4
2014 Glen Eira	28	45	24 3
2013 Glen Eira	29	44	24 2 <mark>1</mark> 1
2012 Glen Eira	23	49	21 5 <mark>1</mark> 1
State-wide	24	45	26 4 1
Metro	23	47	26 <mark>3 1</mark>
Men	24	54	20 2
Women	26	47	26 <mark>11</mark>
18-34	18	51	29 2
35-49	33	47	19 <mark>1</mark>
50-64	25	50	21 3 1
65+	24	53	20 <mark>11</mark>
	Extremely importantNot that important	Very importantNot at all importantCan't	/ important t say

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





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



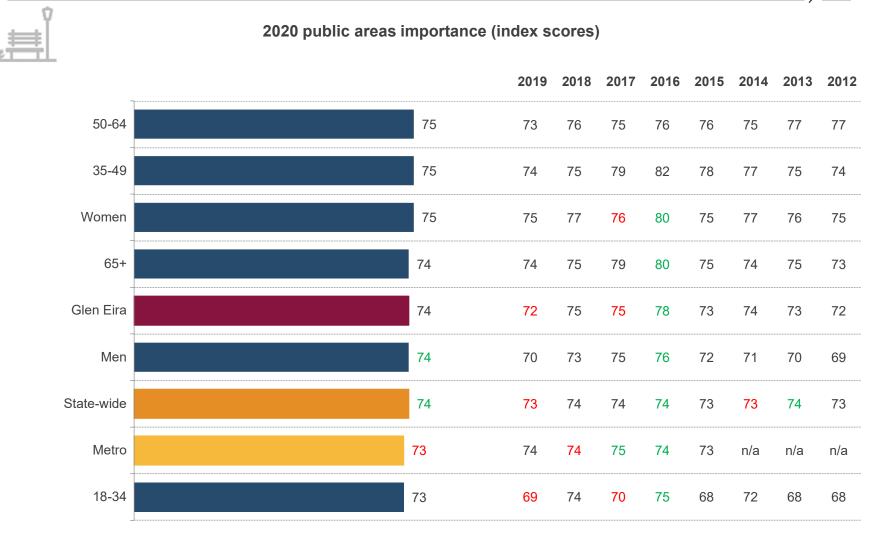
2020 Glen Eira 36 2 3 34 2019 Glen Eira 2 3 34 2018 Glen Eira 3 2 2 2017 Glen Eira 32 41 3 2 3 2016 Glen Eira 29 5 37 45 2015 Glen Eira 3 2 2014 Glen Eira 38 214 34 2013 Glen Eira 43 3 1 2 2012 Glen Eira 33 5 2 23 42 State-wide 3 4 Metro 28 4 Men 32 Women 40 4 18-34 38 47 13 2 35-49 34 21 50-64 34 43 5 2 65+ 38 42 3 1 4 ■ Very good Good ■Average Poor Very poor Can't say

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





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



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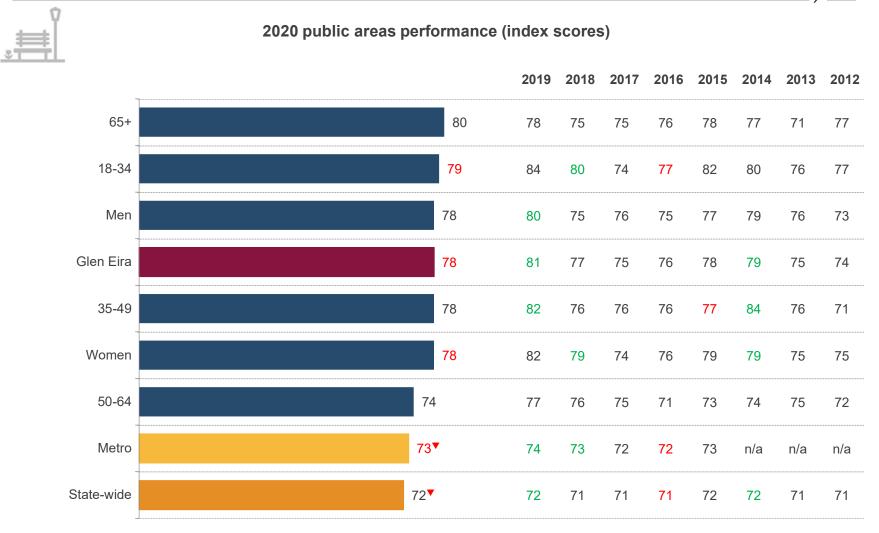
2020 public areas importance (%)

2020 Glen Eira	23	53		22	1
2019 Glen Eira	19	56		21	4
2018 Glen Eira	27	48		24	1
2017 Glen Eira	28	47		23	2
2016 Glen Eira	30	53		17	
2015 Glen Eira	21	54		25	1
2014 Glen Eira	24	50		25	1
2013 Glen Eira	26	45		26	3
2012 Glen Eira	22	48		26	3 1
State-wide	25	47		25	2
Metro	24	48		24	21
Men	22	53		23	1
Women	24	53		21	2
18-34	24	47		27	2
35-49	25	51		21	2
50-64	23	59		16	2
65+	20	59		19	1
	 Extremely important Not that important 		Fairly important Can't say		

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





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



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2020 public areas performance (%)

2020 Glen Eira	35		49		11	3 2	
2019 Glen Eira	38		47		· · · · · · · · · · · · · · · · · · ·	13 2	
2018 Glen Eira	30			51		15	<mark>2 1</mark> 1
2017 Glen Eira	29		50		15	4 1 <mark>1</mark>	
2016 Glen Eira	26		54		14	3 <mark>1</mark> 1	
2015 Glen Eira	33		49		15	21	
2014 Glen Eira	37			43		16	21
2013 Glen Eira	30		48		17	32	
2012 Glen Eira	27		48		19	3 2 <mark>1</mark>	
State-wide	26		45		21	6 2 <mark>1</mark>	
Metro	27		46		20	5 2 <mark>1</mark>	
Men	33		53		1	0 22	
Women	37		45 11		4 3		
18-34	38		49			7	2 4
35-49	37		46 11 6			6 1	
50-64	23		58 1			12	4 3
65+	38		45 14 <mark>11</mark> 1				
	■ Very good	Good	Average	Poor	Very poor	Can't s	say

Art centres and libraries importance



2020 art centres and libraries importance (index scores)



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

2020 Glen Eira	21	46	25	7 1
2019 Glen Eira	16	42	32	7 21
2018 Glen Eira	21	42	30	6 1
2017 Glen Eira	22	40	29	8 1
2016 Glen Eira	21	43	30	5 1
2015 Glen Eira	17	47	32	32
2014 Glen Eira	21	48	27	4 1
2013 Glen Eira	18	40	36	52
2012 Glen Eira	20	45	30	4 1
State-wide	17	39	32	9 21
Metro	19	43	29	7 21
Men	18	44	27	10
Women	24	48	24	32
18-34	22	42	27	7 2
35-49	19	49	25	7
50-64	19	45	27	7 3
65+	22	50	21	5 <mark>1</mark>
	Extremely importantNot that important	Very importantNot at all important	 Fairly important Can't say 	

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



2016 2015 Women 65+ Glen Eira 35-49 18-34 50-64 Men Metro n/a n/a n/a State-wide

2020 art centres and libraries performance (index scores)

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months? Base: All respondents. Councils asked state-wide: 26 Councils asked group: 8 Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries performance



2020 Glen Eira 33 5 2019 Glen Eira 29 43 11 26 2018 Glen Eira 6 2017 Glen Eira 28 7 2016 Glen Eira 23 8 52 26 2015 Glen Eira 9 11 11 2014 Glen Eira 36 44 8 ີ 25 2013 Glen Eira 10 17 2012 Glen Eira 29 5 17 3 1 24 43 State-wide 10 Metro 27 10 26 Men 6 Women 38 43 4 18-34 33 2 2 35-49 31 4 30 50-64 43 3 1 11 12 65+ 36 44 7 ■Very good Can't say Good ■Average Poor Very poor

2020 art centres and libraries performance (%)

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

Community and cultural activities importance





2020 community and cultural activities importance (index scores)



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

2020 Glen Eira	12	33		40		13	2
2019 Glen Eira	9	36		39		13	21
2018 Glen Eira	11	36		39		11	3 1
2017 Glen Eira	12	38		38		8	3
2016 Glen Eira	12	39		38		9	21
2015 Glen Eira	10	35		44		9	21
2014 Glen Eira	12	36		41		10	11
2013 Glen Eira	8	34		44		13	1
2012 Glen Eira	9	36		41		11	2
State-wide	13	36		38		10	21
Metro	12	37		37		11	21
Men	10	34		39		14	3
Women	13	32		41		12	2
18-34	15	31		38		16	
35-49	8	38		45		8	11
50-64	11	29	36		20		5
65+	12	35		40		9	4
	 Extremely important Not that important 	■Very imp ■Not at all		■ Fairly important ■ Can't say			

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)



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 (%)

2020 Glen Eira	20	45		22	4 8
2019 Glen Eira	19	42		22	4 1 12
2018 Glen Eira	14	40		27	5 2 11
2017 Glen Eira	15	41		28	4 11
2016 Glen Eira	19	34		28	7 1 12
2015 Glen Eira	17	44		25	4 10
2014 Glen Eira	23	39		24	2 13
2013 Glen Eira	15	38		29	4 14
2012 Glen Eira	12	40		29	7 1 12
State-wide	17	42		26	529
Metro	18	42		25	4 <mark>1</mark> 10
Men	17	45		23	7 8
Women	24	45		2	1 <mark>1</mark> 8
18-34	22	45		20	5 7
35-49	23	45		23	5 4
50-64	15	48		25	3 2 8
65+	19	43		23	1 14
	■Very goo	d ∎Good ∎Average	Poor	■Very poor	Can't say

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





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 Glen Eira	49		40	11
2019 Glen Eira	47		43	9
2018 Glen Eira	46		42	11 1
2017 Glen Eira	44		42	12 2
2016 Glen Eira	44		44	10 1
2015 Glen Eira	33		53	13 1
2014 Glen Eira	38		44	17
2013 Glen Eira	40		43	13 3 1
2012 Glen Eira	37		48	13 1
State-wide	44		42	11 1
Metro	48		42	9 1
Men	44		42	13 1
Women	53		37	10
18-34	45		40	15
35-49	49		41	10
50-64	44		43	10 21
65+	5	57	35	8
	 Extremely important Not that important 	■ Very important ■ Not at all important	Fairly importantCan't say	

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





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 (%)

2020 Glen Eira	35			39		14	8	21
2019 Glen Eira	32			44			16	4 <mark>1</mark> 2
2018 Glen Eira	34			50			11	4 <mark>1</mark> 1
2017 Glen Eira	31			48			17	21
2016 Glen Eira	35			46			14	3 1 2
2015 Glen Eira	33			52			12	11
2014 Glen Eira	39			44			13	13
2013 Glen Eira	35			50			12	3
2012 Glen Eira	33			51			10	2 2 2
State-wide	20		40		23		10 5	5 3
Metro	25		42			21	8	22
Men	35			39		13	8	3 1
Women	35			39		15	8	12
18-34	31		36			16	13	22
35-49	36			37		15	7	4 1
50-64	30		43			13	9	3 2
65+	45				43		10	11
		Good	■Average	Poor	■Very		Can't say	

Business and community development and tourism importance





2020 business/development/tourism importance (index scores)

		2	2019	2018	2017	2016	2015	2014	2013	2012
State-wide		67▲	65	66	67	67	67	67	67	66
18-34	59		56	56	56	60	55	57	55	56
Metro	58▲		57	59	60	60	59	n/a	n/a	n/a
65+	56		53	53	63	59	59	55	60	61
Women	56		54	57	58	60	58	60	61	60
Glen Eira	55		54	56	58	57	55	56	56	55
35-49	55		53	58	60	56	54	55	55	52
Men	55		53	56	58	54	52	51	50	51
50-64	47		53	57	53	53	53	56	56	54

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 18 Councils asked group: 6 Note: Please see Appendix A for explanation of significant differences.

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Business and community development and tourism importance





2020 business/development/tourism importance (%)

2020 Glen Eira	8	31		36		2	20	4 2
2019 Glen Eira	8	25		41			20	4 1
2018 Glen Eira	11	28		37			18	4 1
2017 Glen Eira	12	29		3	36		18	22
2016 Glen Eira	9	32			37		14	4 3
2015 Glen Eira	5	31		44			15	32
2014 Glen Eira	9	29		39			17	3 3
2013 Glen Eira	10	27		42			19	<mark>2</mark> 1
2012 Glen Eira	7	31		38			19	3 <mark>1</mark>
State-wide	21		38		30)	8	3 <mark>2</mark> 1
Metro	10	32			38		16	22
Men	9	29		37			22	<mark>3</mark> 1
Women	7	34		35	5		18	4 2
18-34	7	40			33		20	
35-49	8	28		41			19	3 <mark>1</mark>
50-64	4	25		36		22	11	3
65+	12	27		35		19		4 4
	 Extreme Not that 	ly important important	■Very impo ■Not at all i		■ Fairly importan ■ Can't say	t		

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)



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 (%)

2020 Glen Eira	8	27		33	8	1	24	
2019 Glen Eira	10	27		27			28	
2018 Glen Eira	7	25		35	1) 3	20	
2017 Glen Eira	4	29		34	Ş	2	21	
2016 Glen Eira	6	25		32	9 2	2	27	
2015 Glen Eira	5	29		34	5	1	27	
2014 Glen Eira	4	25		30	8 <mark>1</mark>		34	
2013 Glen Eira	4	25		36	9	1	25	
2012 Glen Eira	4	25		31	9 1		30	
State-wide	10	32		32	2	11	4	12
State-wide Metro	10 6	32 29		32	2		4	12
								12
Metro	6	29		33		2	22	12
Metro Men	6	29 28 27	38	33 37	9	2 5 1	22 23	12 9
Metro Men Women	6 6 9	29 28 27	38	33 37	9	2 5 1	22 23 24	
Metro Men Women 18-34	6 6 9 11	29 28 27	38	33 37 28 40	9 11 31	2 5 1	22 23 24 11 25	
Metro Men Women 18-34 35-49	6 6 9 11 5	29 28 27 22		33 37 28 40	9 11 31 8	2 5 1 1	22 23 24 11 25	

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)

			2019	2018	2017	2016	2015	2014	2013	2012
35-49		79▲	75	72	79	73	72	71	73	74
65+		78	76	83	80	74	76	74	74	75
Men		75	72	70	74	73	69	68	69	68
50-64		75	74	75	76	79	76	79	76	77
Glen Eira		74	72	72	75	75	71	72	71	70
Women		74	72	74	76	76	74	75	73	72
Metro		73	72	73	73	72	72	n/a	n/a	n/a
State-wide		72	73	73	72	73	72	72	73	72
18-34	68	.▼	**	**	**	**	**	**	64	58

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 Glen Eira	30	40		25	312
2019 Glen Eira	27	40		25	5 <mark>1</mark> 2
2018 Glen Eira	28	38		25	6 <mark>1</mark> 2
2017 Glen Eira	30	42		17	4 1 6
2016 Glen Eira	30	39		23	3 1 4
2015 Glen Eira	24	41	2	26	5 <mark>1</mark> 4
2014 Glen Eira	24	40		27	4 4
2013 Glen Eira	28	34	28		6 <mark>1</mark> 3
2012 Glen Eira	23	36	29		5 1 6
State-wide	26	39		26	4 1 4
Metro	28	40		24	4 1 4
Men	29	42		25	12
Women	30	38		25	4 <mark>1</mark> 2
18-34	24	29	44		4
35-49	33	48		16	6 <mark>1 3</mark>
50-64	30	50		10	4 4 2
65+	35	39		18	2 5
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly important ■ Can't say		

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)

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

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8 Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy performance



	L									
2020 Glen Eira	8	29		24			16	6		17
2019 Glen Eira	6	27		32			10	6		19
2018 Glen Eira	4	25		26		14		11		19
2017 Glen Eira	4	24		30		14		10		19
2016 Glen Eira	3	20		30		15	7		25	
2015 Glen Eira	6	22		35			12	9		16
2014 Glen Eira	6	26		30			13	4	2	21
2013 Glen Eira	5	27		32			10	2	24	
2012 Glen Eira	6	27		29			10	5	23	3
State-wide	6	27		30			14	6		18
Metro	6	28		29			12	6		19
Men	10	3	3		20		18		5	13
Women	6	25		27			16	6	:	20
18-34	11		42		7		16	4	:	20
35-49	2	25		39			13	6		16
50-64	5	24		30			18	1	0	13
65+	14	19		26			20	6		15
		■ Very good	Good	■Average	= 1	Poor	Very	poor	Can	't say

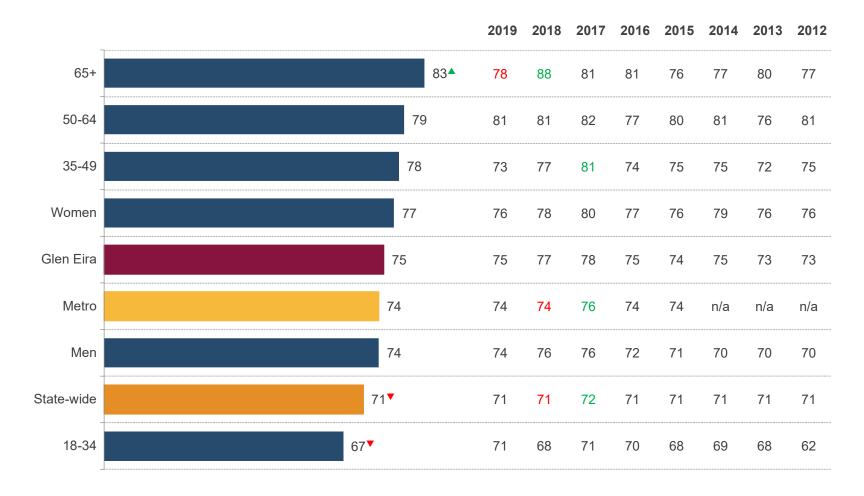
2020 town planning performance (%)

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 (%)

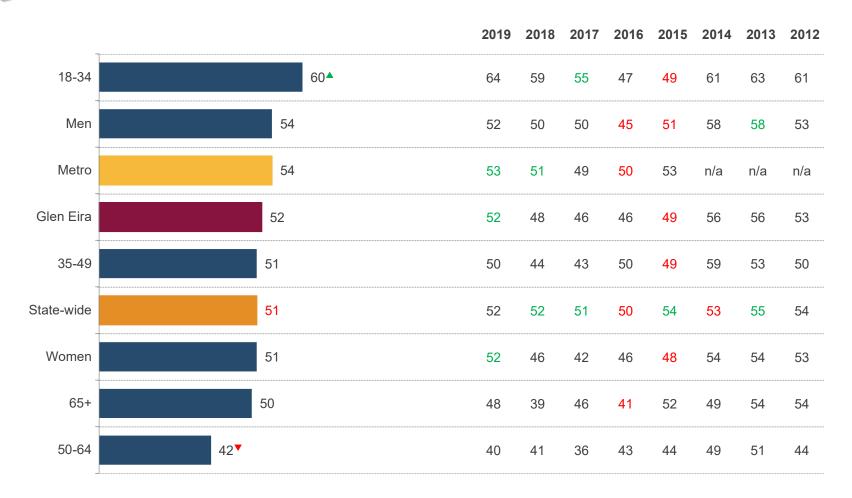
2020 Glen Eira	33	41	20 <mark>4 1</mark> 1
2019 Glen Eira	30	44	19 <mark>32</mark> 2
2018 Glen Eira	37	38	18 <mark>5 1</mark>
2017 Glen Eira	38	38	19 3 <mark>1</mark> 1
2016 Glen Eira	32	38	22 4 1 3
2015 Glen Eira	30	41	21 3 2 3
2014 Glen Eira	32	40	21 5 <mark>1</mark> 2
2013 Glen Eira	33	35	23 5 3 2
2012 Glen Eira	31	36	21 6 3 3
State-wide	27	38	25 6 <mark>1 3</mark>
Metro	31	39	22 5 <mark>1</mark> 2
Men	28	46	22 2 <mark>2</mark> 2 1
Women	38	37	17 6 <mark>1</mark> 1
18-34	22	35	35 7 2
35-49	38	42	15 <mark>5</mark> 1
50-64	38	45	12 <mark>4</mark> 1
65+	40	48	9 1 3
	 Extremely important Not that important 	 Very important Fairly Not at all important Can⁴ 	/ important say

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)



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

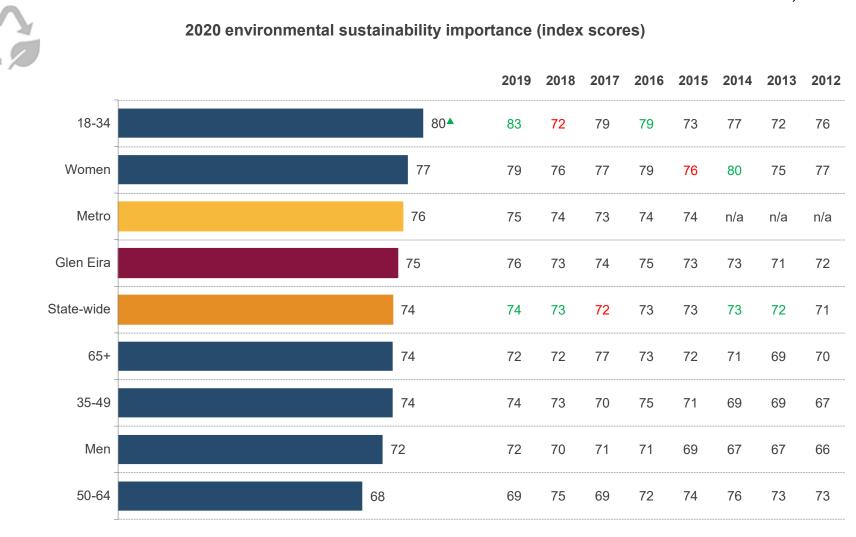


2020 Glen Eira 2019 Glen Eira 2018 Glen Eira 2017 Glen Eira 2016 Glen Eira 2015 Glen Eira 2014 Glen Eira 2013 Glen Eira 2012 Glen Eira State-wide Metro Men Women 18-34 35-49 50-64 65+ ■ Very good Good ■Average Poor Very poor Can't say

2020 planning and building permits performance (%)

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

Environmental sustainability importance



2020 Glen Eira 36 3 2019 Glen Eira 36 3 21 29 2018 Glen Eira 2 2017 Glen Eira 31 4 2 34 2016 Glen Eira 4 11 2015 Glen Eira 26 2014 Glen Eira 28 43 5 11 2013 Glen Eira 28 4 3 26 2012 Glen Eira 43 5 21 34 State-wide 5 21 Metro 36 39 21 36 Men 5 Women 37 41 2 45 18-34 35-49 34 41 6 50-64 30 65+ 31 5 3 Extremely important Very important Fairly important Not that important Not at all important Can't say

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

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

Environmental sustainability performance



2

2020 environmental sustainability performance (%)

2020 Glen Eira	19	34		26		9	2 11
2019 Glen Eira	18	33		28		6 1	15
2018 Glen Eira	10	36		29		7 2	16
2017 Glen Eira	9	32		34	4	2	19
2016 Glen Eira	8	31	27		10 3		22
2015 Glen Eira	14	40			30	4	11
2014 Glen Eira	12	33		28	6	1	20
2013 Glen Eira	10	36		30		5	19
2012 Glen Eira	11	34		29		9 1	16
State-wide	10	33		33		10	3 11
Metro	11	33		33		9 3	12
Men	17	34		28		9	3 10
Women	20	34		24		9	1 12
18-34	27		29	2	2	11	4 7
35-49	13	32		33		9 1	13
50-64	12	33		23	11	2	18
65+	18	42	2		26		4 1 9
	■Very goo	od Good	Average	Poor	■Very poor	C	an't say

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.

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Planning for population growth in the area importance



2020 population growth importance (%)

2020 Glen Eira	37		35		19	7 <mark>1</mark> 1
2019 Glen Eira	42		36			4 1 <mark>1</mark>
2018 Glen Eira	40		35			32
2017 Glen Eira	36		38			52
2016 Glen Eira	39		36		17	5 <mark>1</mark> 2
2014 Glen Eira	33		38	23		5 <mark>1</mark> 1
2013 Glen Eira	33		36		22	6 <mark>2</mark> 1
2012 Glen Eira	29	3	9		21	6 <mark>2</mark> 2
State-wide	37		37		19	5 <mark>1</mark> 1
Metro	36		36		19	6 <mark>1</mark> 2
Men	36		37	19		6 <mark>1</mark> 1
Women	38		33		19	9 <mark>1</mark> 1
18-34	27	33		25		15
35-49	47		32		17	31
50-64	38		42		10	5 4 <mark>1</mark>
65+	39		37		17	4 <mark>1</mark> 2
	 Extremely important Not that important 	■Very important ■Not at all important	■ Fairly ir ■ Can't sa			

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



. . . MM 2020 population growth performance (index scores) 60▲ 18-34 n/a Men n/a Glen Eira n/a Metro n/a n/a n/a 65+ n/a State-wide Women n/a 35-49 n/a 50-64 **▼** n/a

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.

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Planning for population growth in the area performance



2020 Glen Eira	7	25		26		19	6	18
2019 Glen Eira	6	20		34		14	7	19
2018 Glen Eira	5	24		27		18	11	14
2017 Glen Eira	4	21		27		19	8	20
2016 Glen Eira	4	13	29		21	9		24
2014 Glen Eira	3	20		32		12 <mark>1</mark>	:	33
2013 Glen Eira	5	19		34		12 4		26
2012 Glen Eira	3	22		30		15 3		26
State-wide	7	23		30		17	8	14
Metro	6	22		31		15	7	19
Men	8	27		23		18	4	19
Women	6	23		28		19	7	17
18-34	11		35		18		20	2 15
35-49	5	22		31		17	8	17
50-64	5	13	31		18	9		23
65+	6	22		25		18	7	21
		■Very good	Good	Average	Po	or Very	y poor	Can't say

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

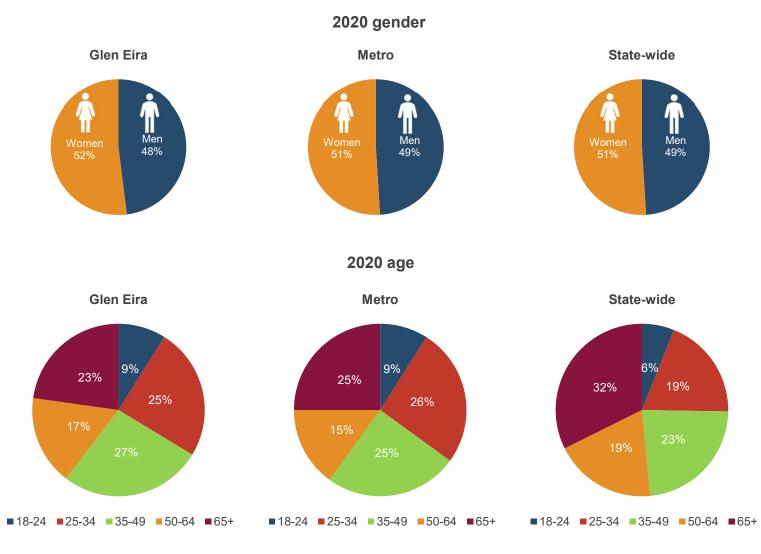
Detailed demographics



J00858 Community Satisfaction Survey 2020 - Glen Eira City Council

Gender and age profile





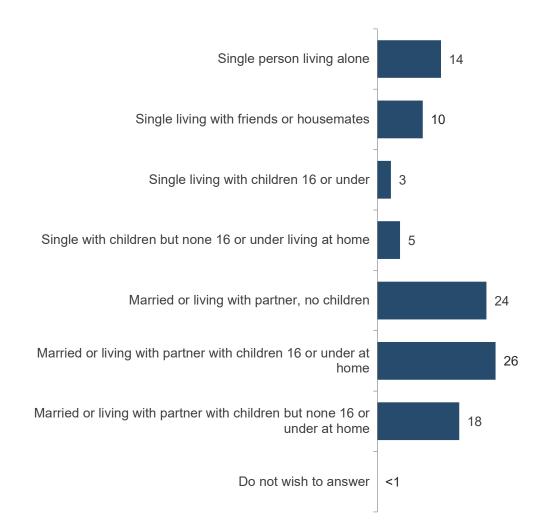
S3. [Record gender] / S4. To which of the following age groups do you belong?

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



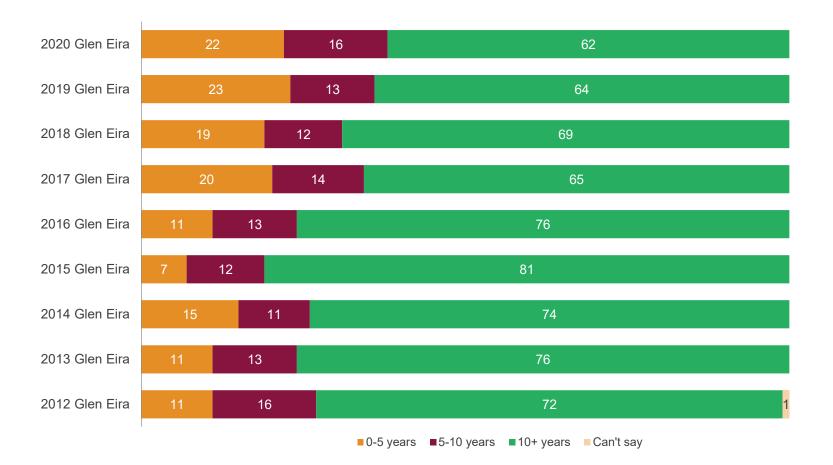
2020 household structure (%)

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

J00858 Community Satisfaction Survey 2020 – Glen Eira City Council



Years lived in area



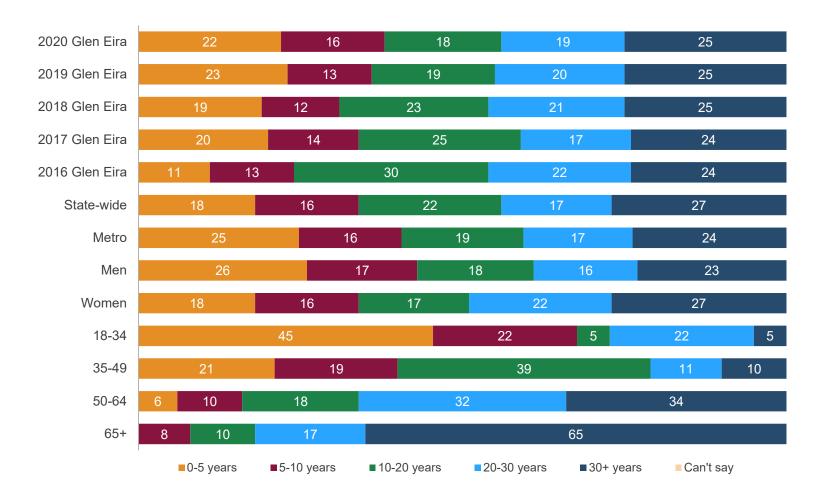
2020 years lived in area (%)

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

J00858 Community Satisfaction Survey 2020 – Glen Eira City Council



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 statewide 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 (\checkmark) and downward directing red arrows (\checkmark).

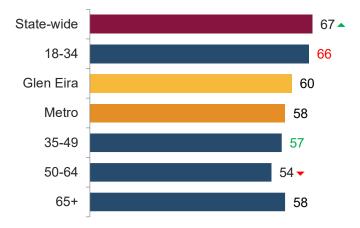
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- 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 Score = (\$1 - \$2) / Sqrt ((\$5² / \$3) + (\$6² / \$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/localgovernment/strengthening-councils/council-communitysatisfaction-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 subgroup 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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