



**2026 Local  
Government  
Community  
Satisfaction Survey**

**Glen Eira City  
Council**



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## Background and objectives

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

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

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

- councils' overall performance, with benchmarking against other participating councils
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

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

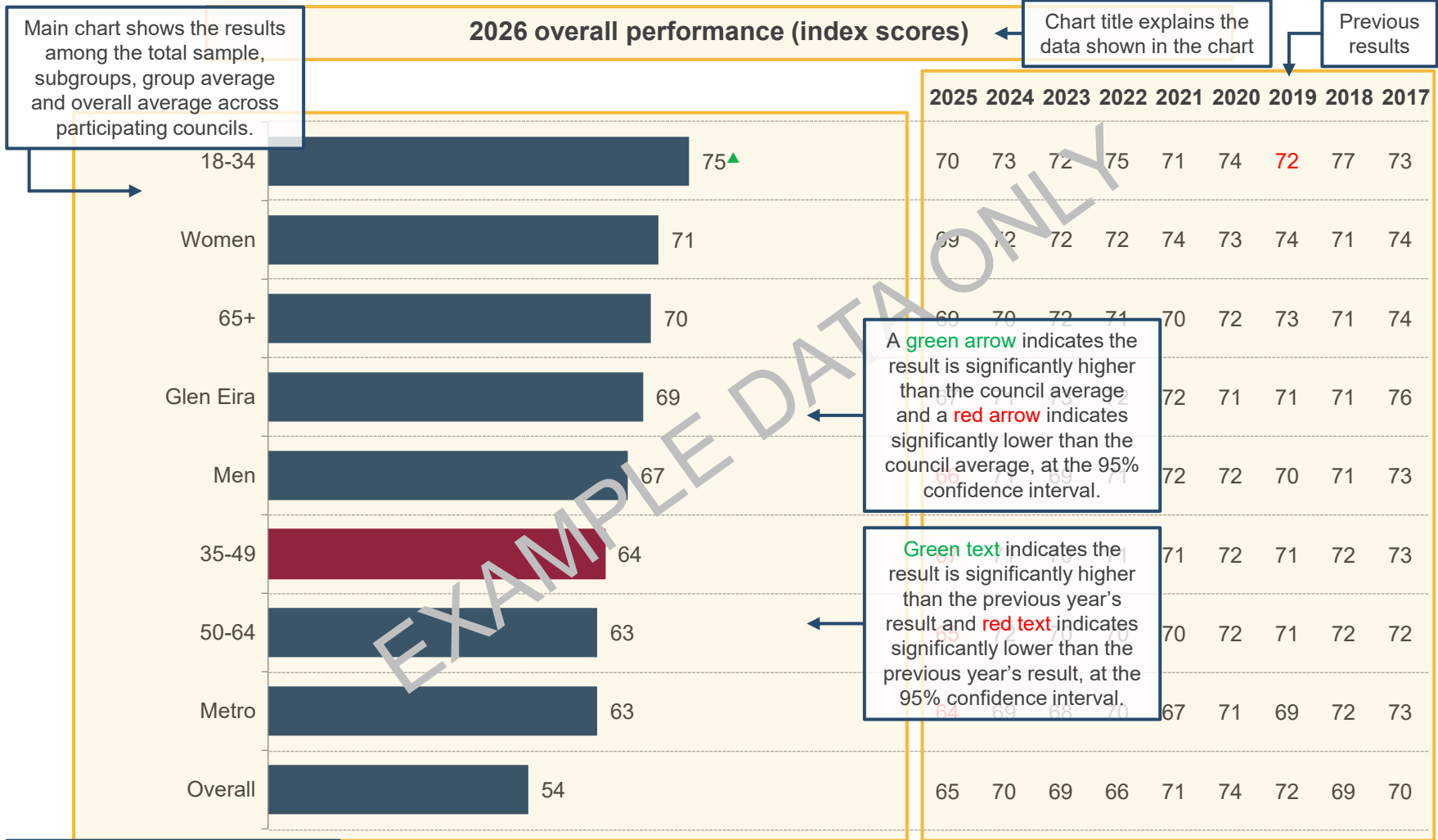
### Serving Victoria for 27 years

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.

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.



# How to read index score charts in this report

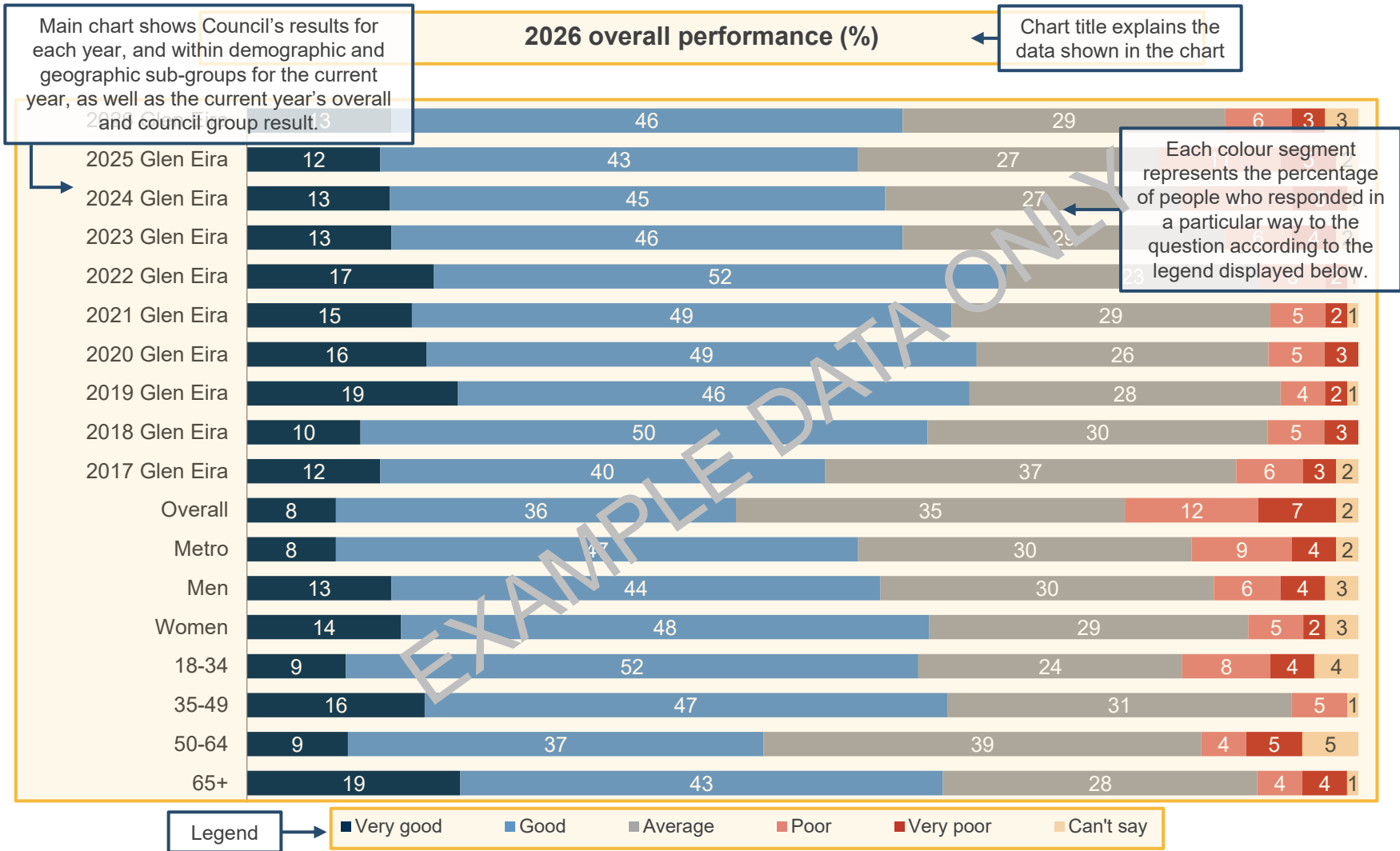


Question asked and base size(s)

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: 23 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# How to read stacked bar charts in this report



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: 23 Councils asked group: 4

A large, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a lighter blue gradient.

# **Key findings and recommendations**



# Glen Eira City Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



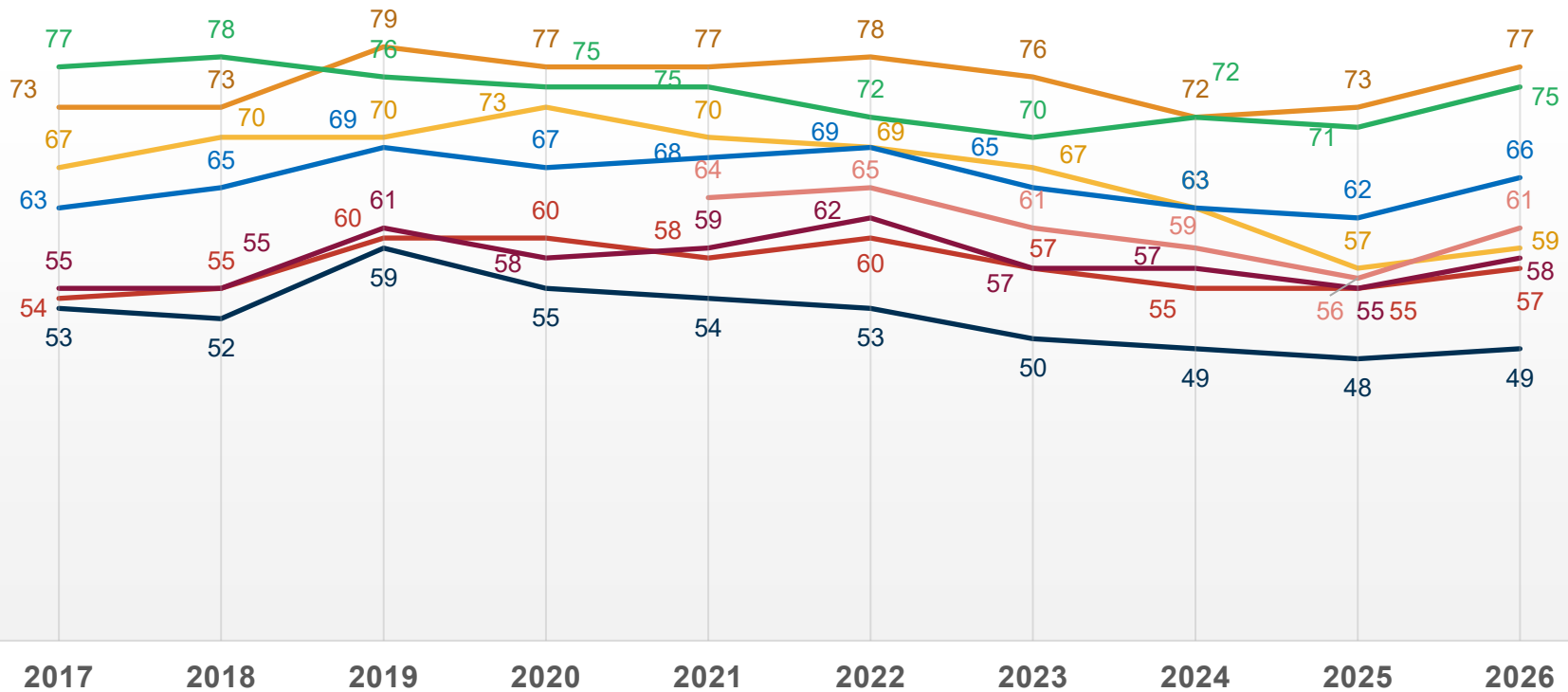
## Council performance compared to group average

Top 3 performing areas		
	Recreational facilities	▲ higher
	Art centres & libraries	▬ on par
	Waste management	▬ on par
Bottom 3 performing areas		
	Population growth	▬ on par
	Planning & building permits	▬ on par
	Lobbying	▬ on par
	Customer service	▲ higher



# Summary of core measures

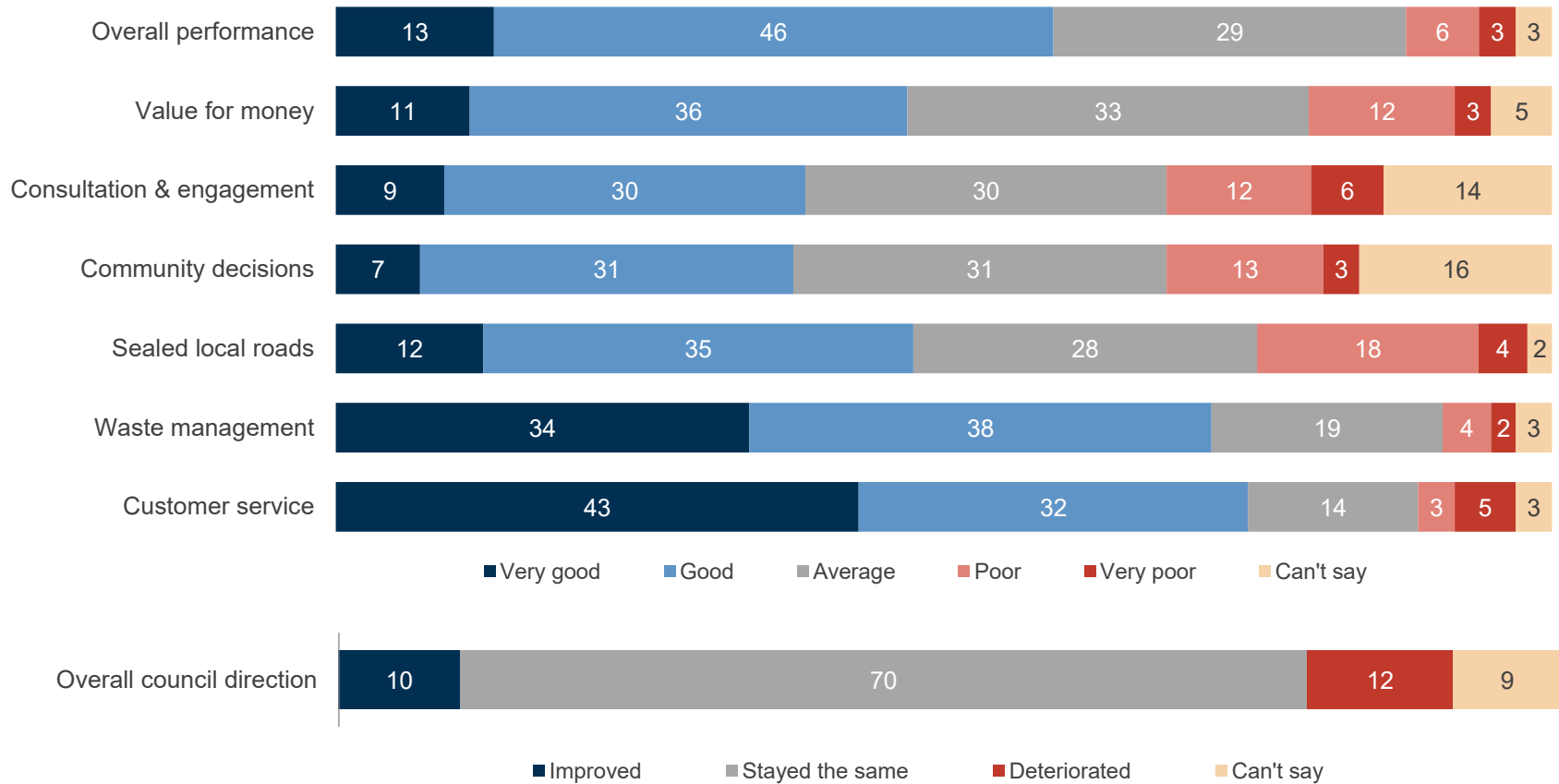
Index scores















# Summary of core measures

Core measures summary results (%)















## Summary of Glen Eira City Council performance

Services		Glen Eira 2026	Glen Eira 2025	Metro 2026	Overall 2026	Highest score	Lowest score
	Overall performance	66	62	62	57	35-49 years	50-64 years
	Value for money	61	56	57	49	65+ years	50-64 years
	Overall council direction	49	48	50	48	Women	Men, 18-34 years
	Customer service	77	73	72	69	Women	50-64 years
	Recreational facilities	81	75	77	71	18-34 years	50-64 years
	Art centres & libraries	77	75	77	76	65+ years	50-64 years
	Waste management	75	71	75	69	65+ years	35-49 years
	Appearance of public areas	74	71	72	71	65+ years	50-64 years
	Community & cultural	70	68	68	67	35-49 years, Women	Men
	Environmental sustainability	67	65	67	60	35-49 years	50-64 years



## Summary of Glen Eira City Council performance

Services		Glen Eira 2026	Glen Eira 2025	Metro 2026	Overall 2026	Highest score	Lowest score
	Family support services	63	65	65	63	35-49 years	18-34 years
	Enforcement of local laws	63	60	63	60	Women	50-64 years
	Elderly support services	62	62	63	62	65+ years	18-34 years
	Informing the community	61	58	62	60	65+ years	50-64 years
	Local streets & footpaths	60	57	57	54	18-34 years	50-64 years
	Sealed local roads	59	57	56	46	18-34 years	50-64 years
	Traffic management	59	59	55	56	35-49 years	50-64 years, 18-34 years
	Disadvantaged support serv.	58	59	59	56	65+ years	18-64 years
	Community decisions	58	55	56	52	35-49 years	50-64 years
	Consultation & engagement	57	55	55	53	65+ years	50-64 years



## Summary of Glen Eira City Council performance

Services		Glen Eira 2026	Glen Eira 2025	Metro 2026	Overall 2026	Highest score	Lowest score
	Bus/community dev./tourism	56	57	58	59	Women, 65+ years	50-64 years, Men
	Parking facilities	55	56	52	55	18-34 years	50-64 years
	Town planning policy	54	51	55	51	18-34 years	50-64 years
	Lobbying	53	53	55	54	65+ years	Men, 50-64 years
	Planning & building permits	51	48	51	46	18-34 years	50-64 years
	Population growth	49	50	49	48	35-49 years	50-64 years



## Focus areas for the next 12 months

### Overview

Perceptions of Glen Eira City Council's overall performance increased significantly (index score of 66, up four points on 2025) and is showing some signs of recovery after three consecutive years of record-low ratings. Perceptions of Council performance on the majority of evaluated areas remain consistent with 12 months ago, with the exception of value for money, recreational facilities and waste management, where performance ratings improved significantly.

### Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in services area that most influences perception of overall performance, namely decisions made in the interest of the community, and consultation and engagement. Following this, the more moderately influential but related service areas of town planning, and condition of local streets and paths, should be prioritised as areas for improvement in the year ahead. Communication with residents in Council decision making is important to ensure residents feel heard.

### Comparison to Overall and area grouping

Council performs significantly higher than the Metropolitan group on three out of four of the core measures, namely overall performance, value for money and customer service, and in four of the 22 service areas evaluated. Importantly, perceptions of nearly all the evaluated metrics (13 out of 22 individual service areas and three out of four of the core measures) are rated significantly higher than the Overall average across participating councils State-wide (the Overall average).

### Opportunity to engage

Council should seek to improve perceptions among people aged 50 to 64 years who provide Council's lowest ratings on many of the evaluated measures. People in this age group have the equal highest rate of contact with Council, providing opportunities for Council to engage with this cohort over the next year and work to improve perceptions.

# DETAILED FINDINGS



# Overall performance

## Overall performance

The overall performance index score of 66 for Glen Eira City Council represents a statistically significant four-point increase from 2025, stemming and largely recovering from a three-year downward trend.

Council's overall performance continues to rate significantly higher than the Overall average across participating councils State-wide and is now also rated significantly higher than the Metropolitan group (index scores of 57 and 62 respectively).

- Residents aged 50 to 64 years (index score of 60) rate Council's overall performance the lowest and significantly lower than the Council average.
- Perceptions of overall performance increased among all demographic and geographic cohorts, with increases among men and residents aged 35 to 49 years being statistically significant.

Council's index score for value for money in infrastructure and services also increased significantly (61, up five points from 2025).

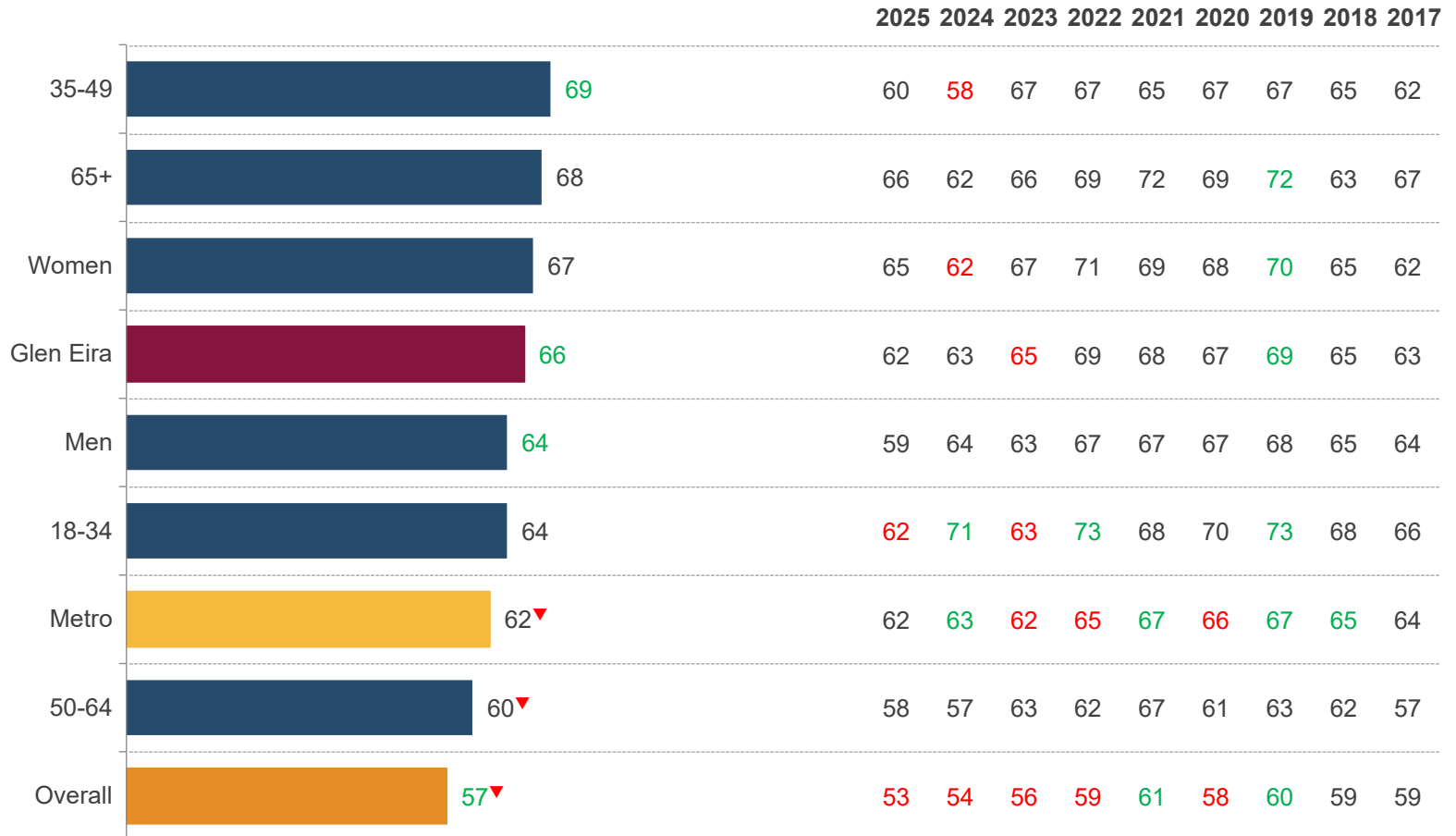
- Nearly half of the residents (47%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. This is three times as many as those who rate Council as 'very poor' or 'poor' for providing value for money (just 15%).





# Overall performance

## 2026 overall performance (index scores)

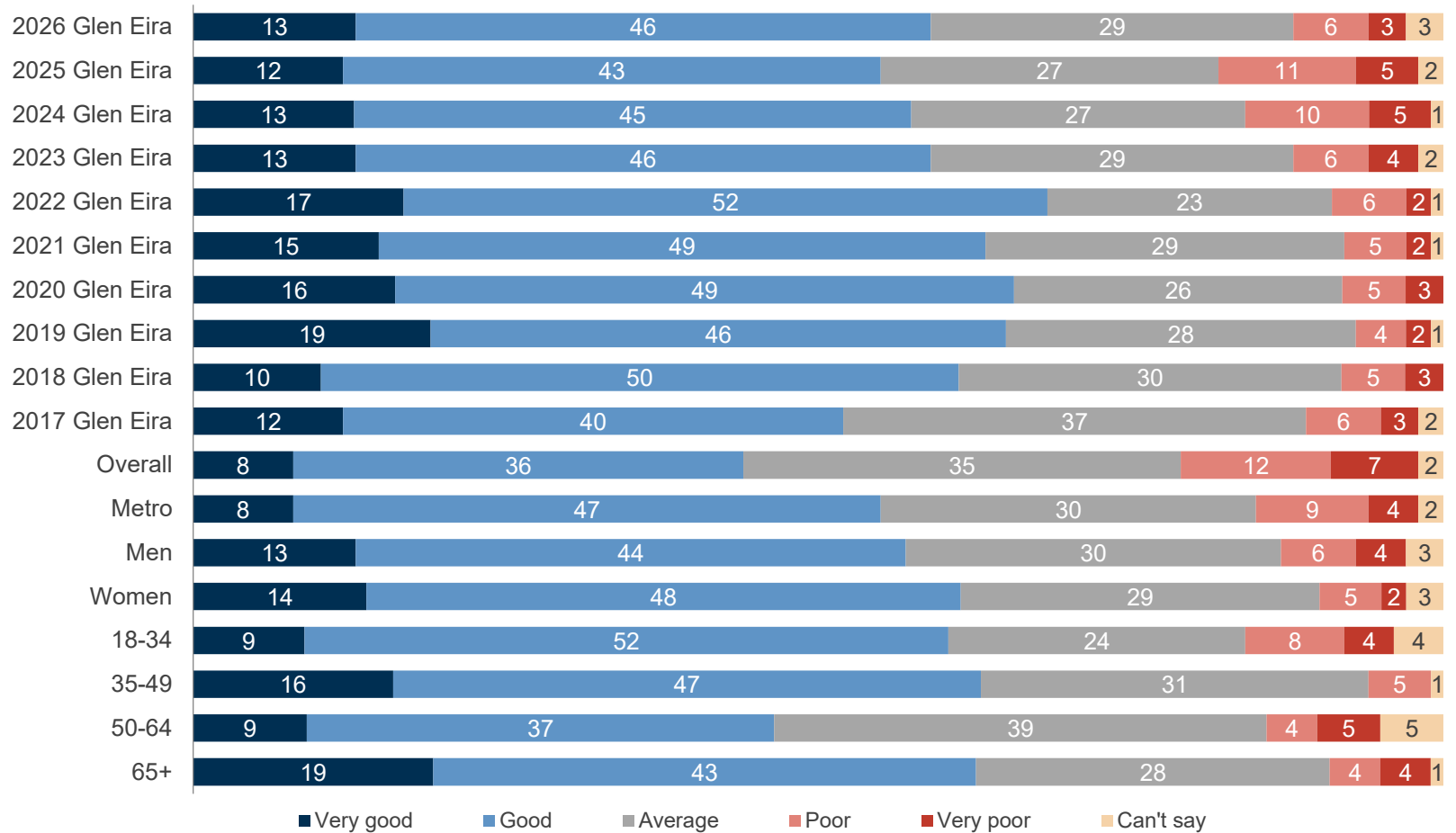


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glen Eira City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked: 23 Councils asked group: 4  
 Note: Please see Appendix A for explanation of significant differences.



# Overall performance

2026 overall performance (%)

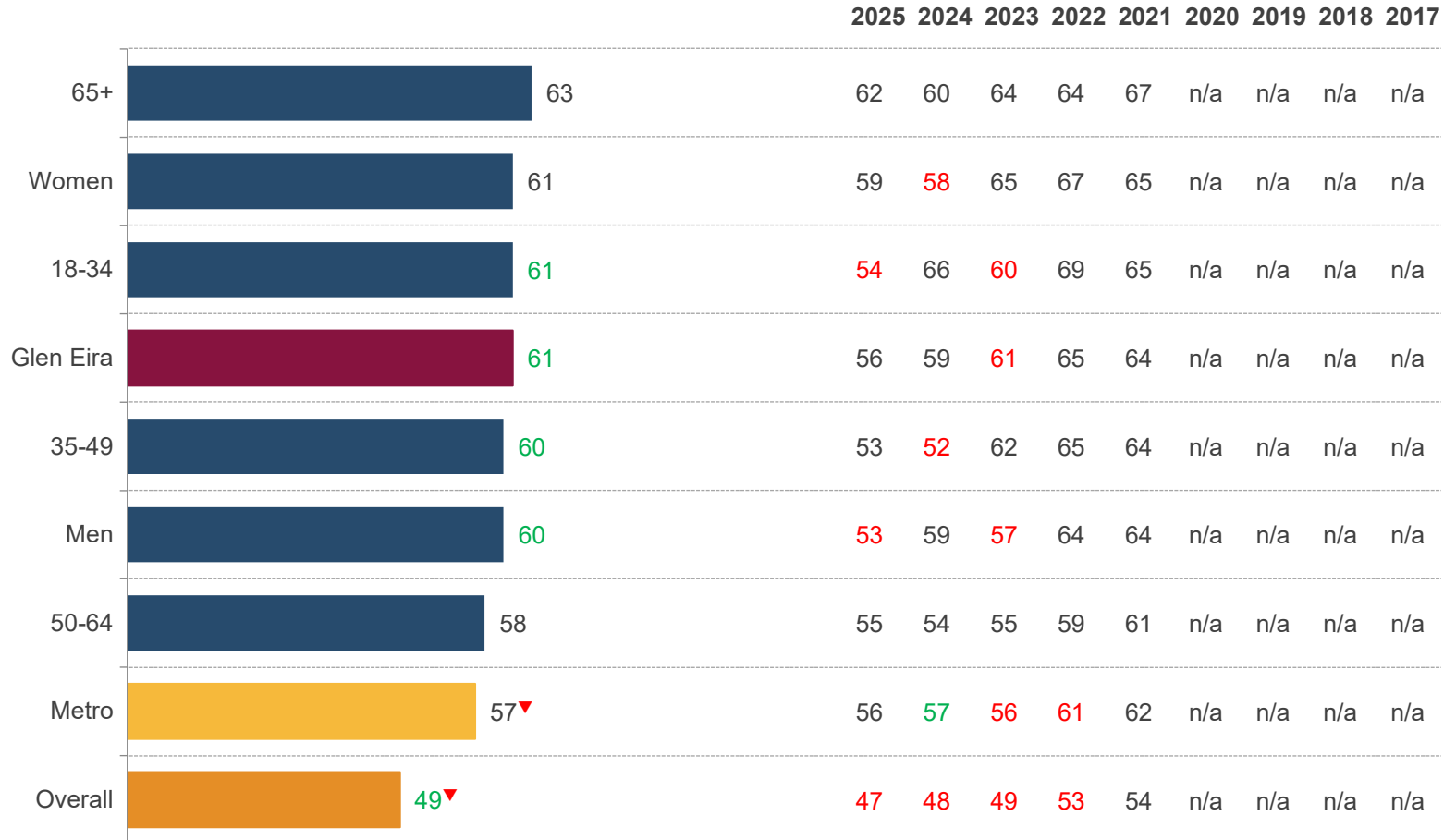


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glen Eira City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked: 23 Councils asked group: 4



# Value for money in services and infrastructure

2026 value for money (index scores)



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

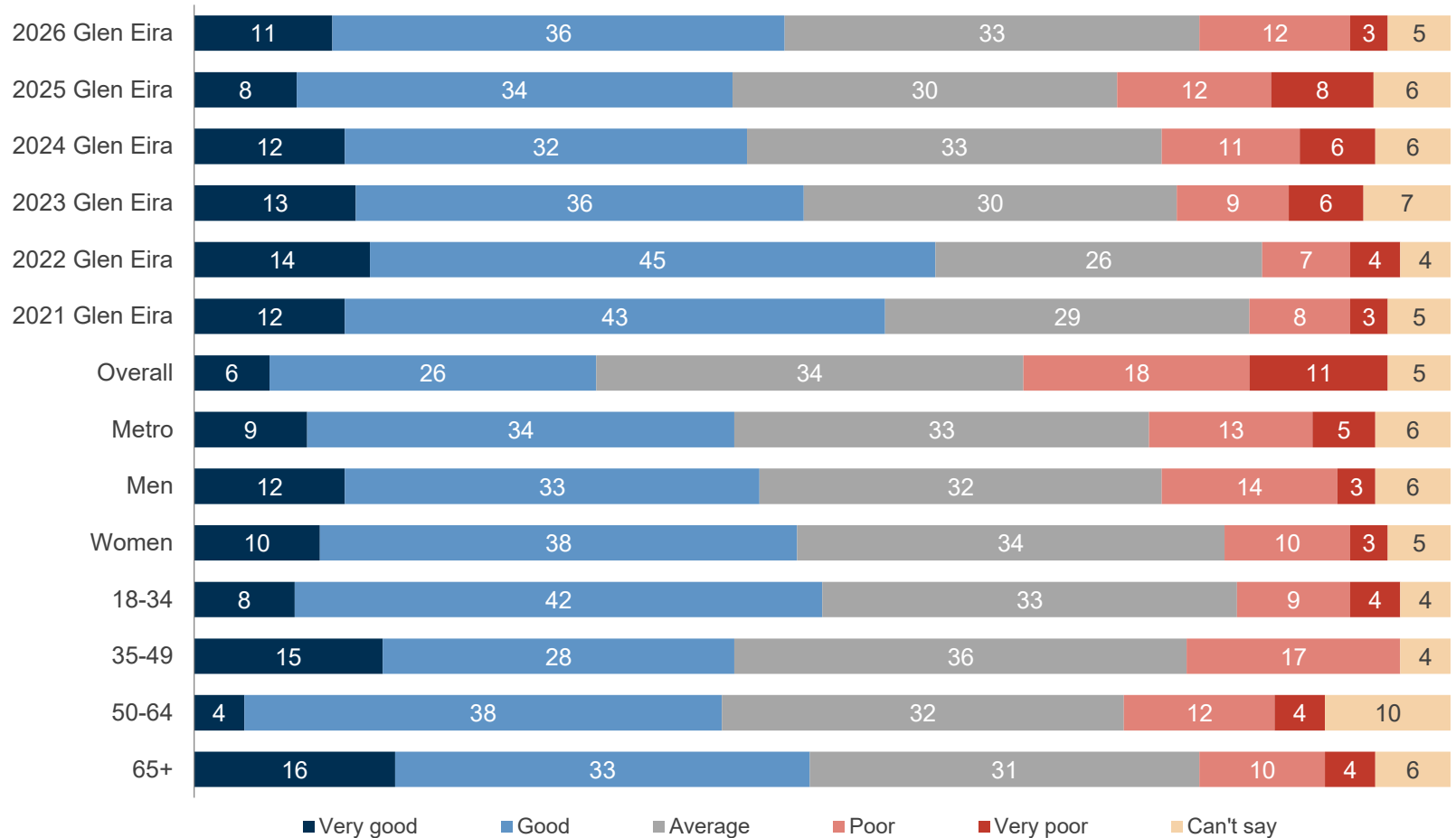
Base: All respondents. Councils asked: 21 Councils asked group: 3

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



# Value for money in services and infrastructure

2026 value for money (%)



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

Base: All respondents. Councils asked: 21 Councils asked group: 3



## Top performing service areas

Council performs best in the area of recreational facilities (index score of 81). Since the previous evaluation, performance ratings of this service area saw a significant six-point improvement, meaning Council has achieved a record-high rating this year for recreational facilities.

- Council performs significantly higher than the Metropolitan group and the Overall average (index scores of 77 and 71 respectively) in this service area.

Council's next best performing service areas are art centres and libraries (index score of 77, up two points on 2025), waste management (75, up a significant four points) and the appearance of public areas (74, up three points).

- Council performs in line with the Metropolitan and Overall group average for art centres and libraries (77 and 76 respectively).
- For waste management and the appearance of public areas, Council performs in line with the Metropolitan group averages (index scores of 75 and 72 respectively) but significantly higher than the Overall averages (index scores of 69 and 71 respectively).

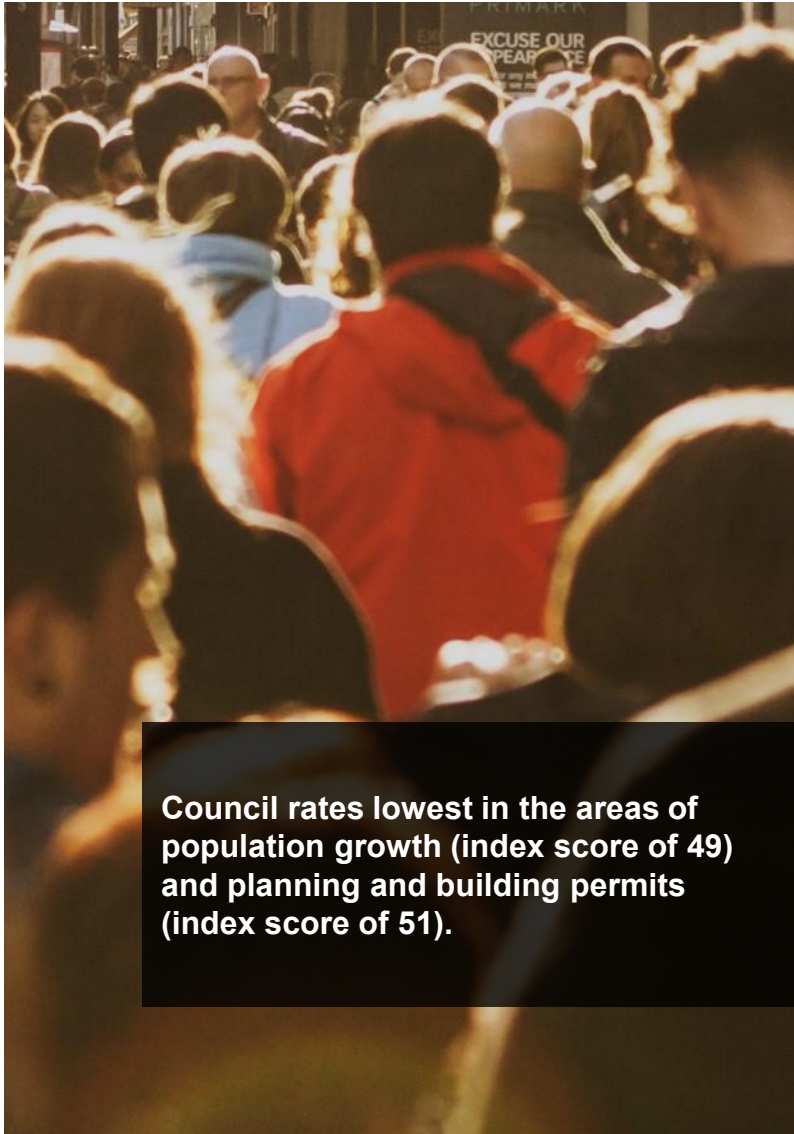
Council should seek to maintain these positive results, especially in the appearance of public areas – given perceptions in this service area have a moderate influence on Council's overall performance rating.



**Recreational facilities (index score of 81) is the area where Council performed best in 2026, improving by a significant six index points from 2025.**



## Low performing service areas



**Council rates lowest in the areas of population growth (index score of 49) and planning and building permits (index score of 51).**

The lowest performing service areas for Council this year are planning for population growth and planning and building permits (index score of 49 and 51 respectively).

There has been relatively little variation in perceptions of Council's planning for population growth since it was first evaluated in 2017. It has the equal highest net differential between importance and performance ratings (-22), suggesting this is an area Council may need to focus its efforts on.

- Council performs in line with the Metropolitan and Overall groups for performance on planning for population growth (index scores of 49 and 48 respectively).

Planning and building permits (index score of 51) is another service area where Council performs relatively less well despite experiencing a three-point rating improvement (not significant) since the last evaluation.

- Council rates significantly higher than the Overall group average (index score of 46) but in line with the Metropolitan group (index score of 51) for planning and building permits.
- Perceptions among residents aged 50 to 64 years (index score of 44) are significantly lower than Council's average in this particular service area.



# Individual service area performance

## 2026 individual service area performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
Recreational facilities	81	75	76	76	78	80	79	77	75
Art centres & libraries	77	75	79	76	75	78	78	74	76
Waste management	75	71	70	72	75	75	76	78	77
Appearance of public areas	74	71	74	77	78	78	81	77	75
Community & cultural	70	68	67	67	67	72	71	67	69
Environmental sustainability	67	65	64	68	64	66	68	63	63
Family support services	63	65	66	67	65	70	70	67	65
Enforcement of local laws	63	60	66	68	66	68	67	65	64
Elderly support services	62	62	67	66	65	69	67	65	67
Informing the community	61	58	62	66	64	63	64	59	61
Local streets & footpaths	60	57	64	66	66	70	69	66	66
Sealed local roads	59	57	63	67	69	70	70	70	67
Traffic management	59	59	61	n/a	62	62	59	60	59
Disadvantaged support serv.	58	59	64	62	62	63	63	62	62
Community decisions	58	55	57	62	59	58	61	55	55
Consultation & engagement	57	55	57	60	58	60	60	55	54
Bus/community dev./tourism	56	57	59	60	56	61	63	57	57
Parking facilities	55	56	59	61	58	59	54	56	55
Town planning policy	54	51	53	58	56	55	56	49	49
Lobbying	53	53	56	57	56	55	57	54	52
Planning & building permits	51	48	52	57	51	52	52	48	46
Population growth	49	50	52	55	52	53	52	48	48

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

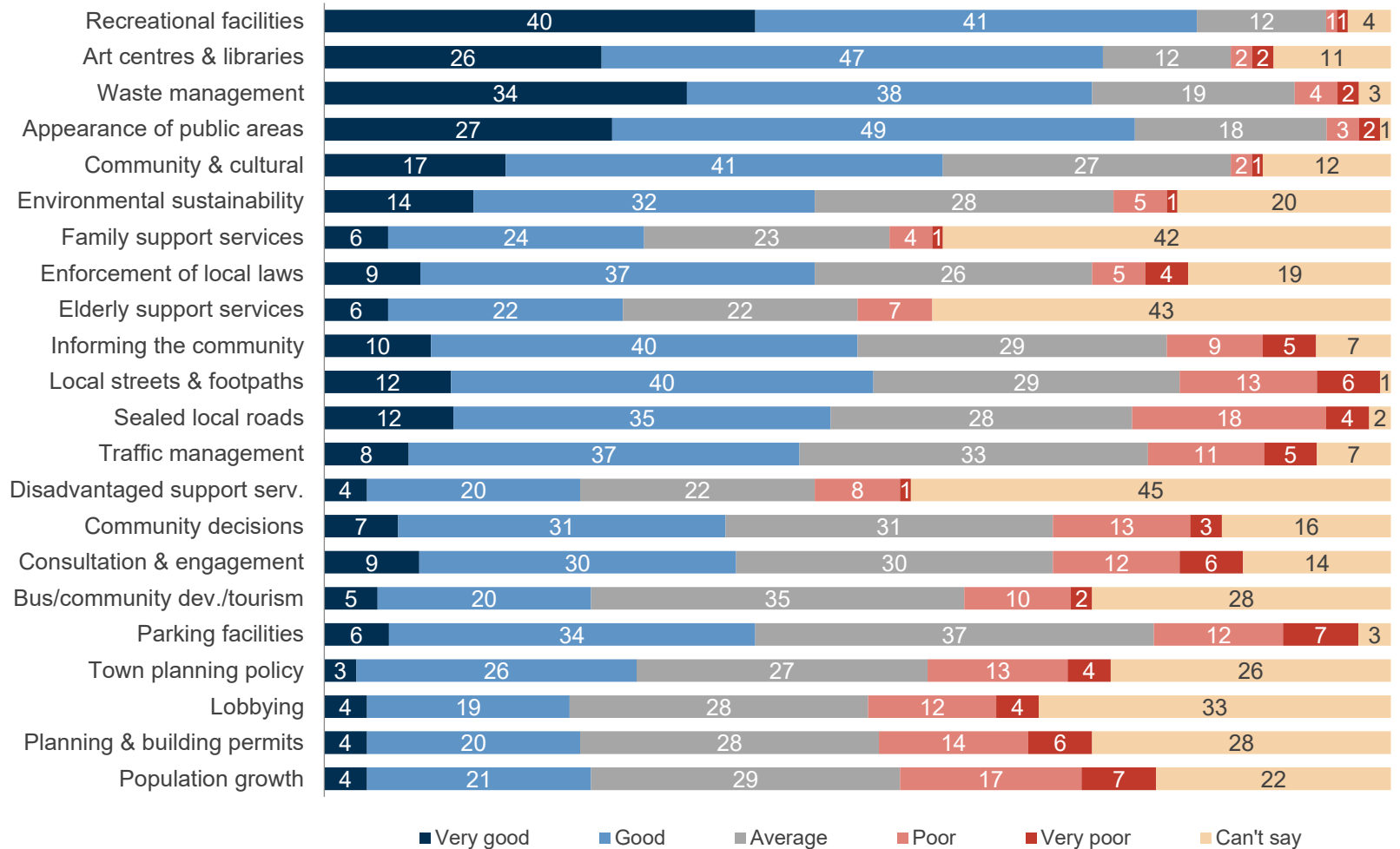
Base: All respondents. Councils asked: 23 Councils asked group: 4

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



# Individual service area performance

2026 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked: 23 Councils asked group: 4



# Individual service area importance

## 2026 individual service area importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Waste management	81	81	85	82	85	84	84	84	83	82
Local streets & footpaths	79	80	82	79	79	79	78	76	79	78
Community decisions	79	78	79	79	81	82	80	80	79	81
Sealed local roads	77	79	79	77	78	76	76	75	75	78
Elderly support services	77	76	78	76	80	80	78	77	76	78
Recreational facilities	76	73	75	75	78	75	75	72	74	75
Appearance of public areas	73	75	75	74	75	76	74	72	75	75
Town planning policy	73	72	72	73	76	77	74	72	72	75
Consultation & engagement	73	72	72	72	73	73	72	72	72	73
Population growth	72	70	74	72	74	75	75	78	77	77
Planning & building permits	71	72	73	74	77	78	75	75	77	78
Informing the community	71	71	72	72	76	75	73	73	71	72
Family support services	70	72	70	72	74	74	73	72	73	74
Disadvantaged support serv.	70	70	72	74	76	77	73	72	72	73
Parking facilities	70	69	70	67	71	72	71	74	73	74
Art centres & libraries	70	66	68	69	72	70	70	66	69	69
Traffic management	68	70	71	71	n/a	72	70	74	74	76
Enforcement of local laws	66	67	69	65	69	69	69	69	70	73
Lobbying	65	65	64	63	70	68	67	68	69	70
Environmental sustainability	64	63	68	70	76	78	75	76	73	74
Community & cultural	60	60	59	60	64	63	60	59	60	62
Bus/community dev./tourism	54	55	56	54	59	61	55	54	56	58

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

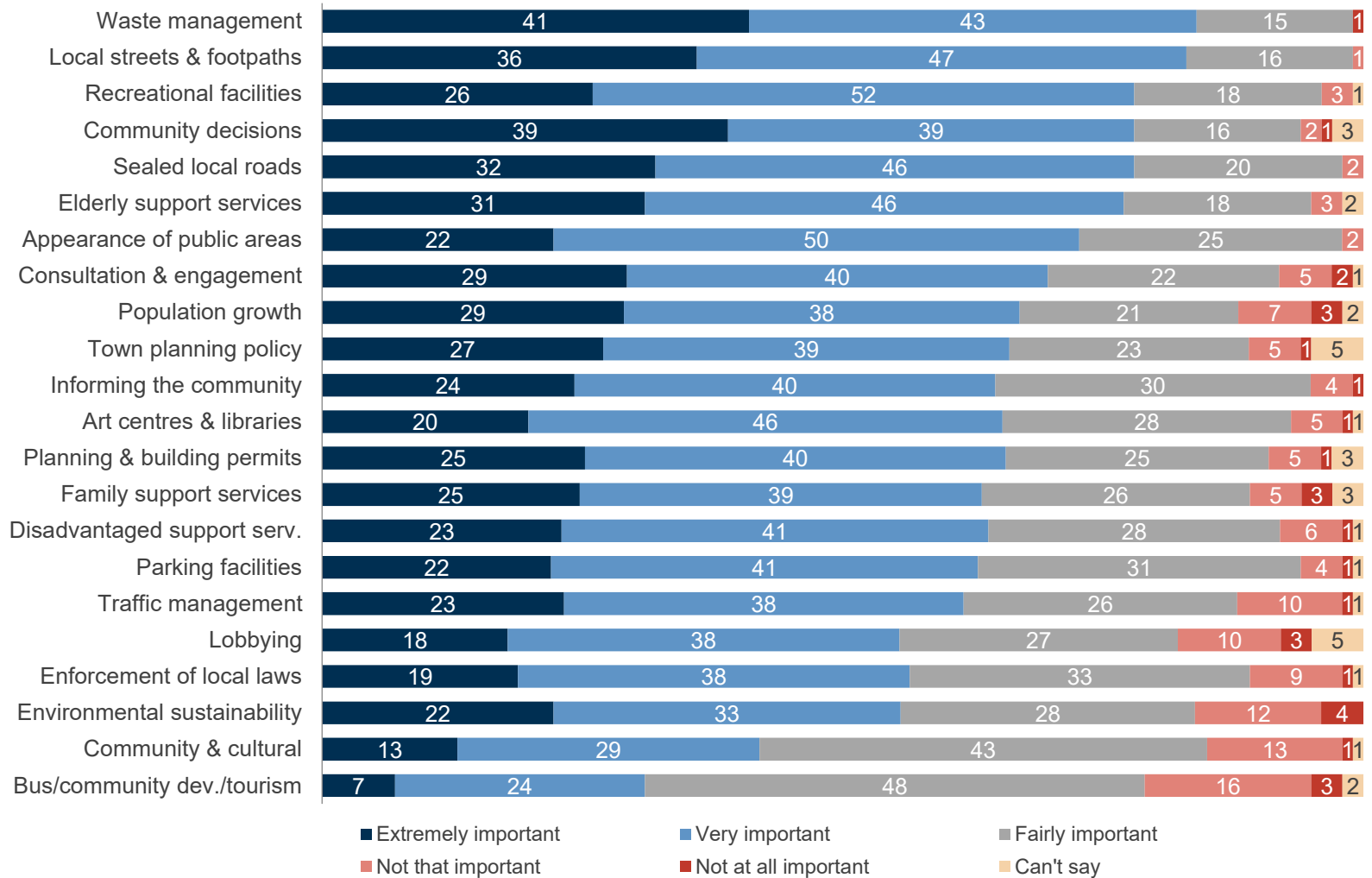
Base: All respondents. Councils asked: 8 Councils asked group: 1

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



# Individual service area importance

2026 individual service area importance (%)

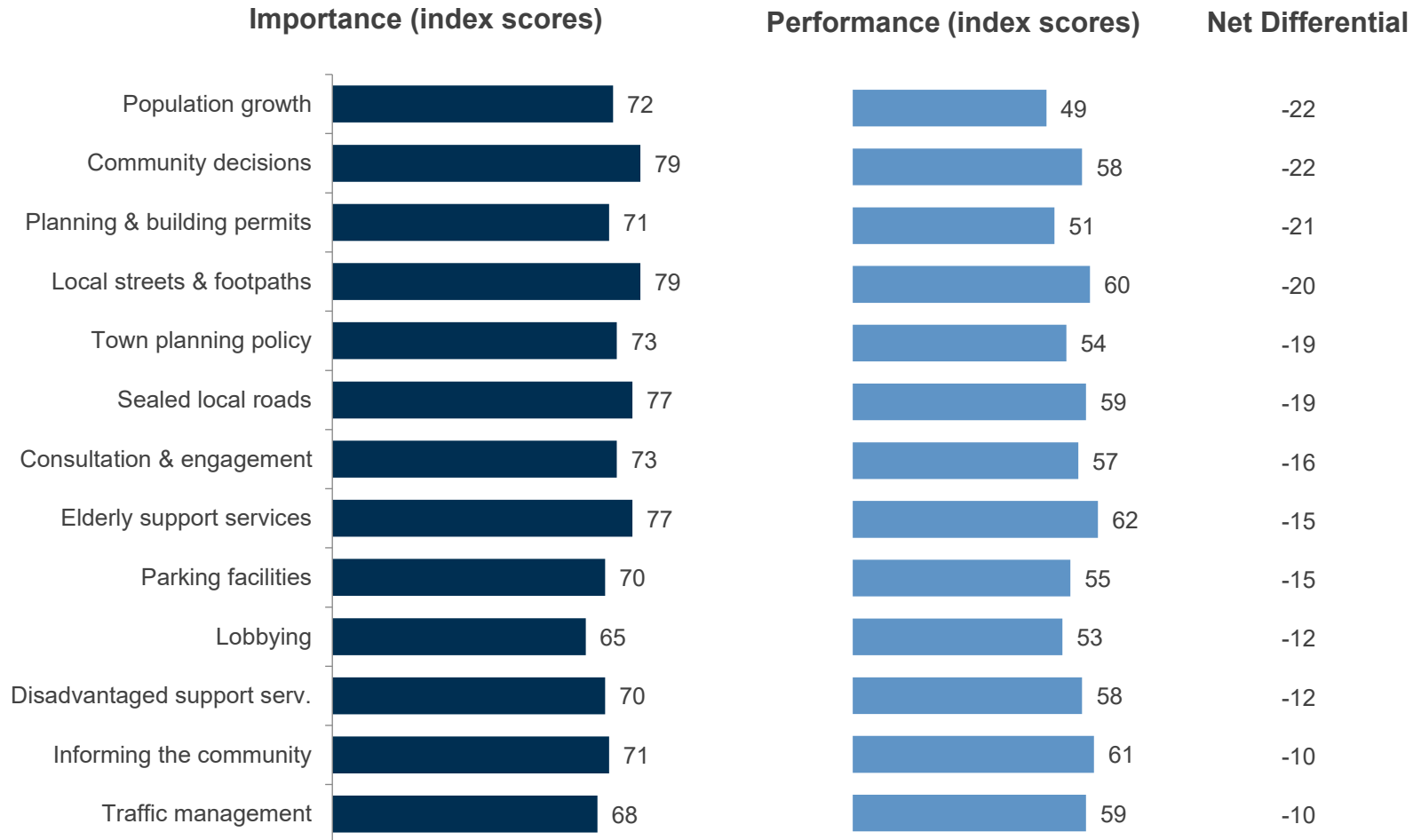


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?  
 Base: All respondents. Councils asked: 8 Councils asked group: 1



# Individual service areas importance vs performance

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



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



## Influences on perceptions of overall performance

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

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

**Good communication and transparency with residents about Council decision making and ensuring residents feel heard on key local issues provide the greatest opportunities to drive up overall opinion of Council's performance.**

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

- The condition of local streets and paths
- Town planning
- The appearance of public areas.

Looking at these key service areas only, the appearance of public areas has a high performance index score (74) and a moderate influence on the overall performance rating.

Maintaining this positive result should remain a focus – but there is greater work to be done elsewhere.

Other service areas with a moderate influence on overall perceptions, but where Council performs relatively less well, are town planning and the condition of local streets and paths (index scores of 54 and 60 respectively).

**Ensuring resident needs and concerns are addressed in relation to planning issues and attending to the maintenance of local streets and pathways can also help to shore up positive overall ratings of Council performance.**



## Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score 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 those located closer to the axis.

The regressions are shown on the following two charts.

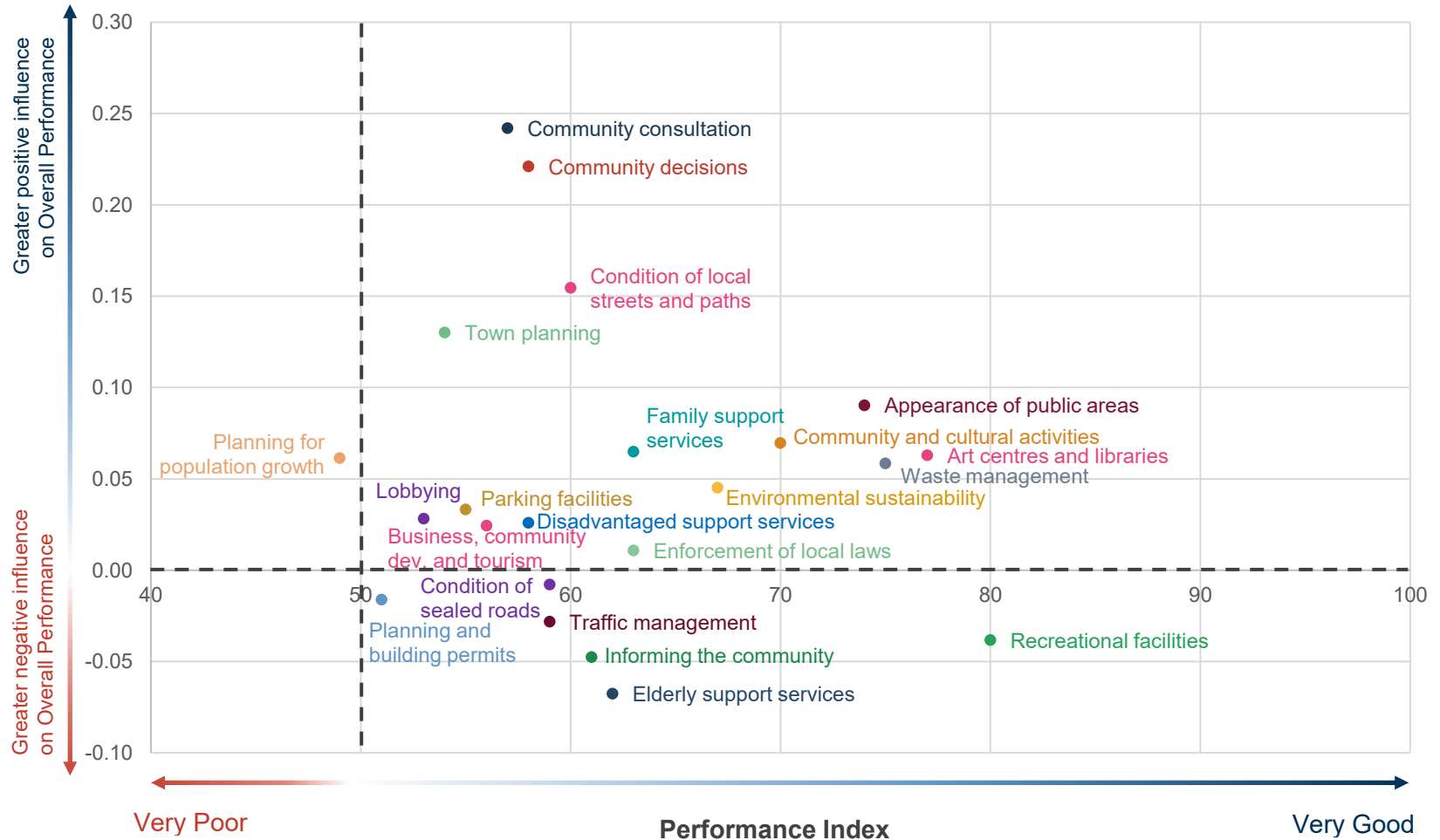
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



# Influence on overall performance: all services

2026 regression analysis (all services)

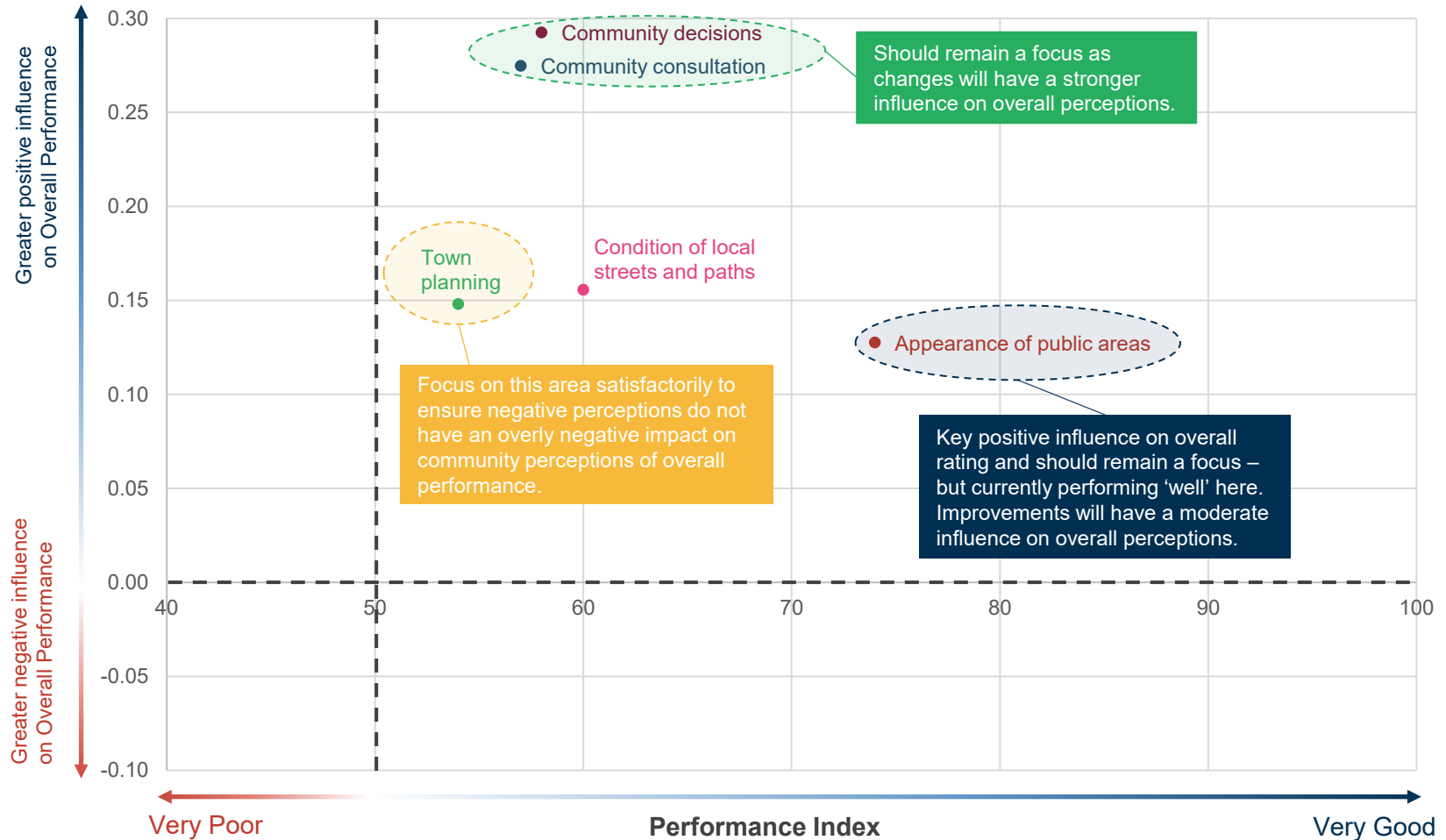


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.590 and adjusted  $R^2$  value of 0.567, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 24.77$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Influence on overall performance: key services

2026 regression analysis (key services)



The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.561 and adjusted  $R^2$  value of 0.555, 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  $p = 0.0001$ ,  $F = 100.87$ .



# Best things about Council

2026 best things about Council (%)  
- 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: 9 Councils asked group: 2

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



# Areas for improvement

**2026 areas for improvement (%)**  
*- Top mentions only -*



Q17. What does Glen Eira City Council MOST need to do to improve its performance?  
 Base: All respondents. Councils asked: 14 Councils asked group: 2  
 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

Six in 10 residents (60%) had contact with Glen Eira City Council in the last 12 months. This is six percentage points less than last year.

- Residents aged 18 to 34 years (44%) contacted Council the least over the last 12 months. Rate of contact among this group is significantly lower than the Council average.
- Residents aged 35 to 64 years contacted Council the most (68%).

Telephone (35%) remains the most frequently used means to contact Council, followed by email (22%) and via Council's website or in-person (both 13%).



**Among those residents who have had contact with Council, 75% provide a positive customer service rating of 'very good' or 'good', including 43% of residents who rate Council's customer service as 'very good'.**

### Customer service

Glen Eira City Council's customer service index of 77 represents a four-point increase since 2025. Council has now improved its customer service rating for two consecutive years, though these changes have not been statistically significant.

Council's customer service is rated significantly higher than the Overall and Metropolitan group averages (index scores of 69 and 72 respectively).

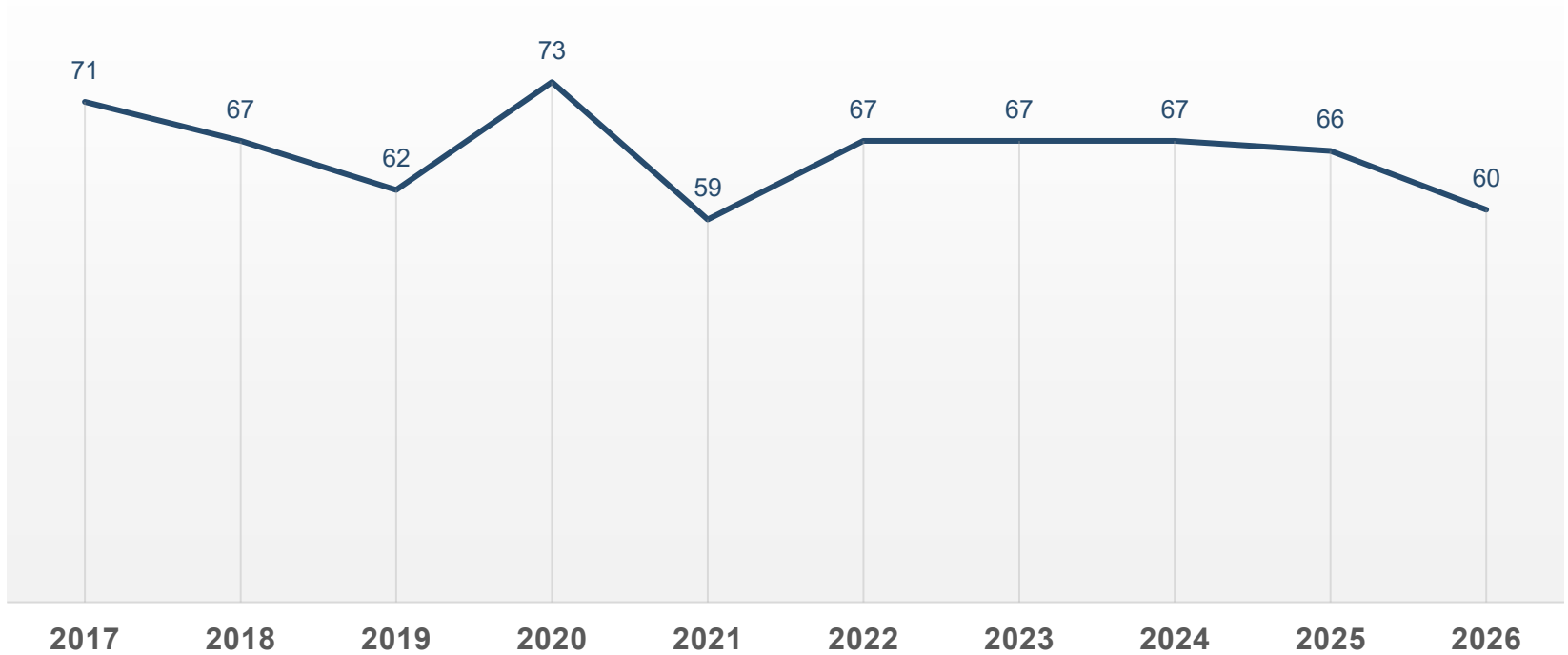
- Customer service ratings improved significantly among residents aged 18 to 34 years (79, up 10 points) compared to the previous year.
- Impressions of customer service among all other demographic cohorts are statistically similar to last year's results.

Of the more frequently used channels, residents who interact with Council via telephone provide higher customer service ratings (index score of 80) compared to those who use email (index score of 72). This suggests that Council should look to focus attention on improving customer service interactions via email in the first instance.



# Contact with council

2026 contact with council (%)  
Have had contact



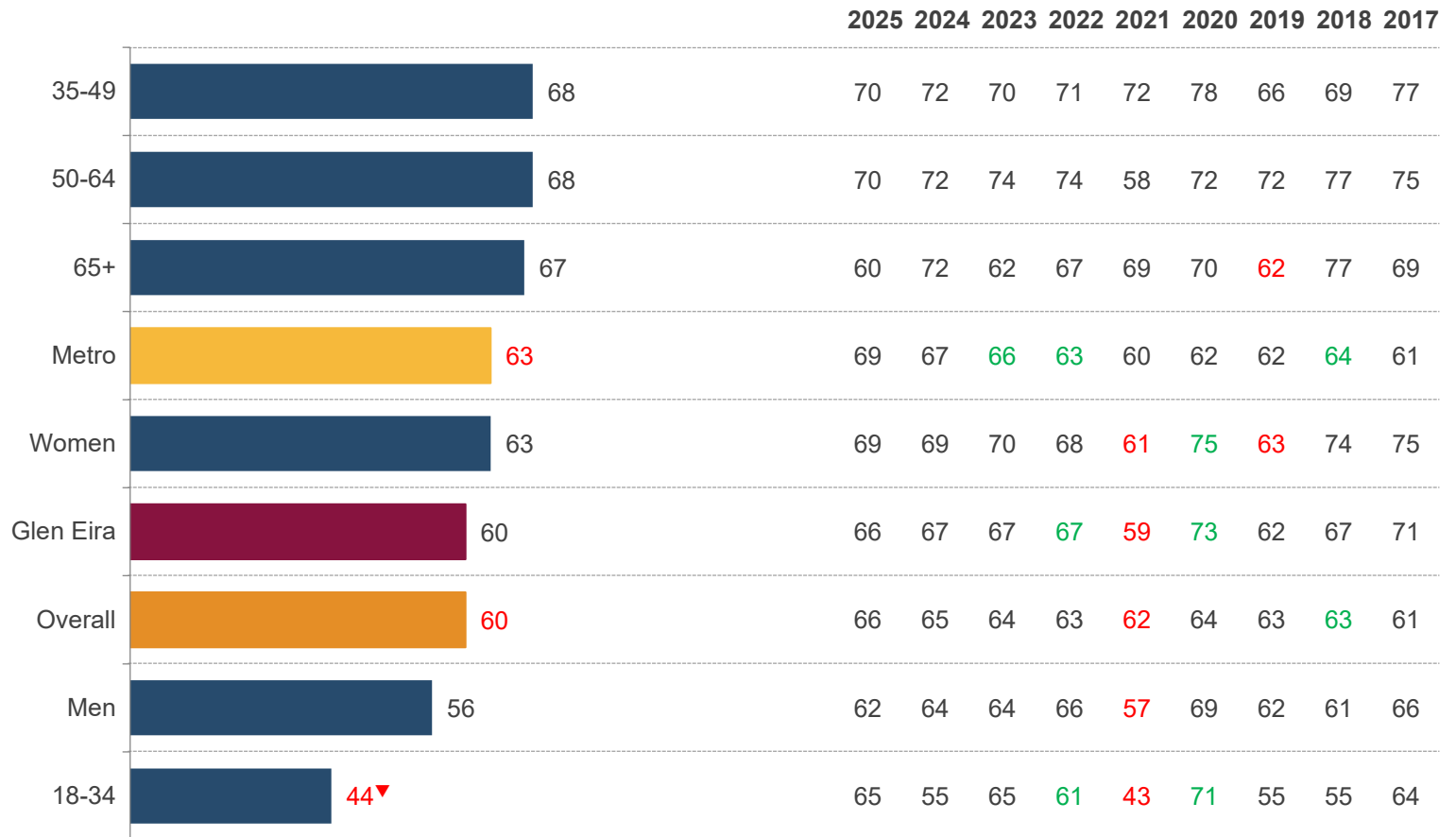
Q5a. Have you or any member of your household had any recent contact with Glen Eira City Council in any of the following ways?

Base: All respondents. Councils asked: 8 Councils asked group: 2



# Contact with council

2026 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?

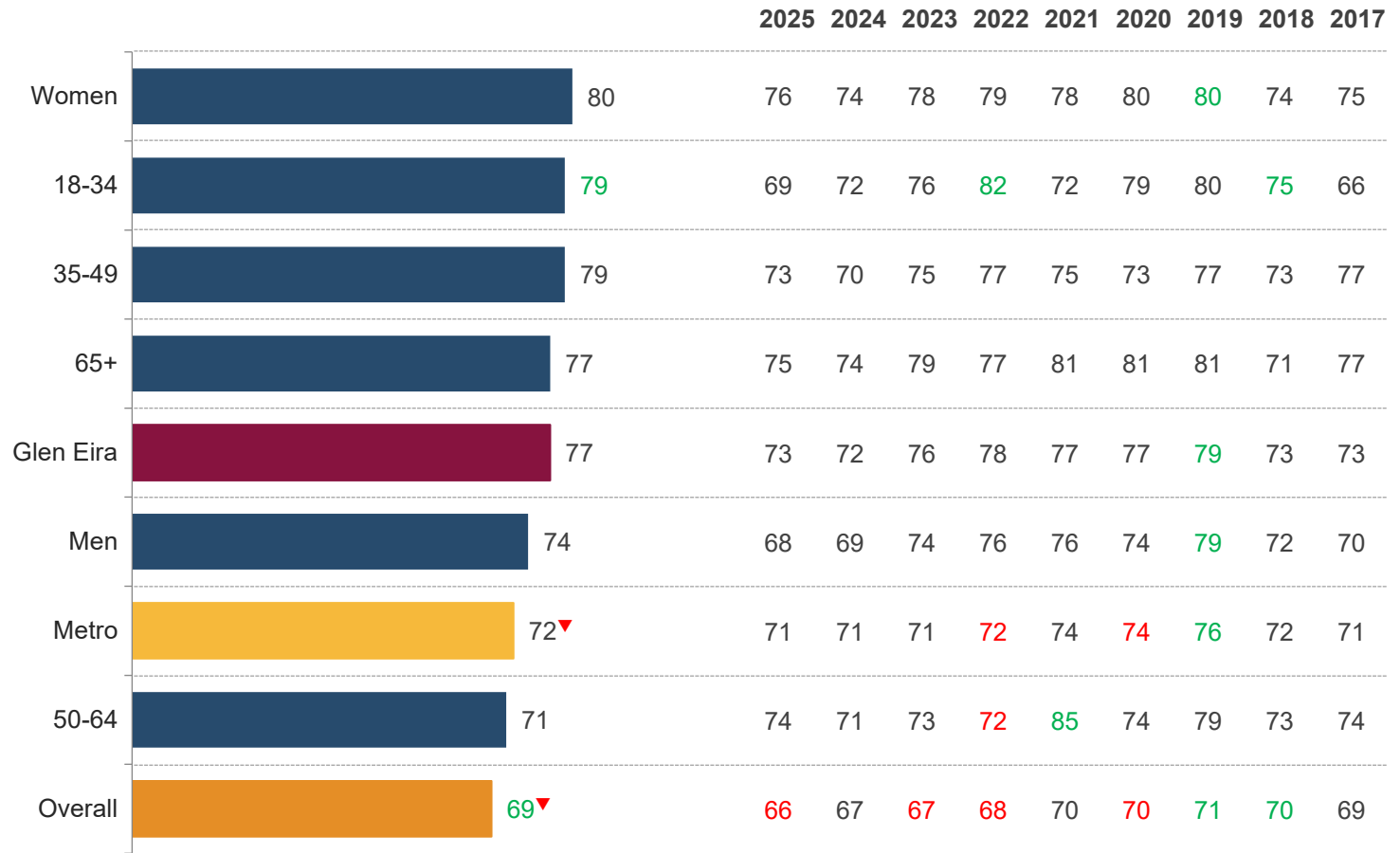
Base: All respondents. Councils asked: 8 Councils asked group: 2

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



# Customer service rating

2026 customer service rating (index scores)

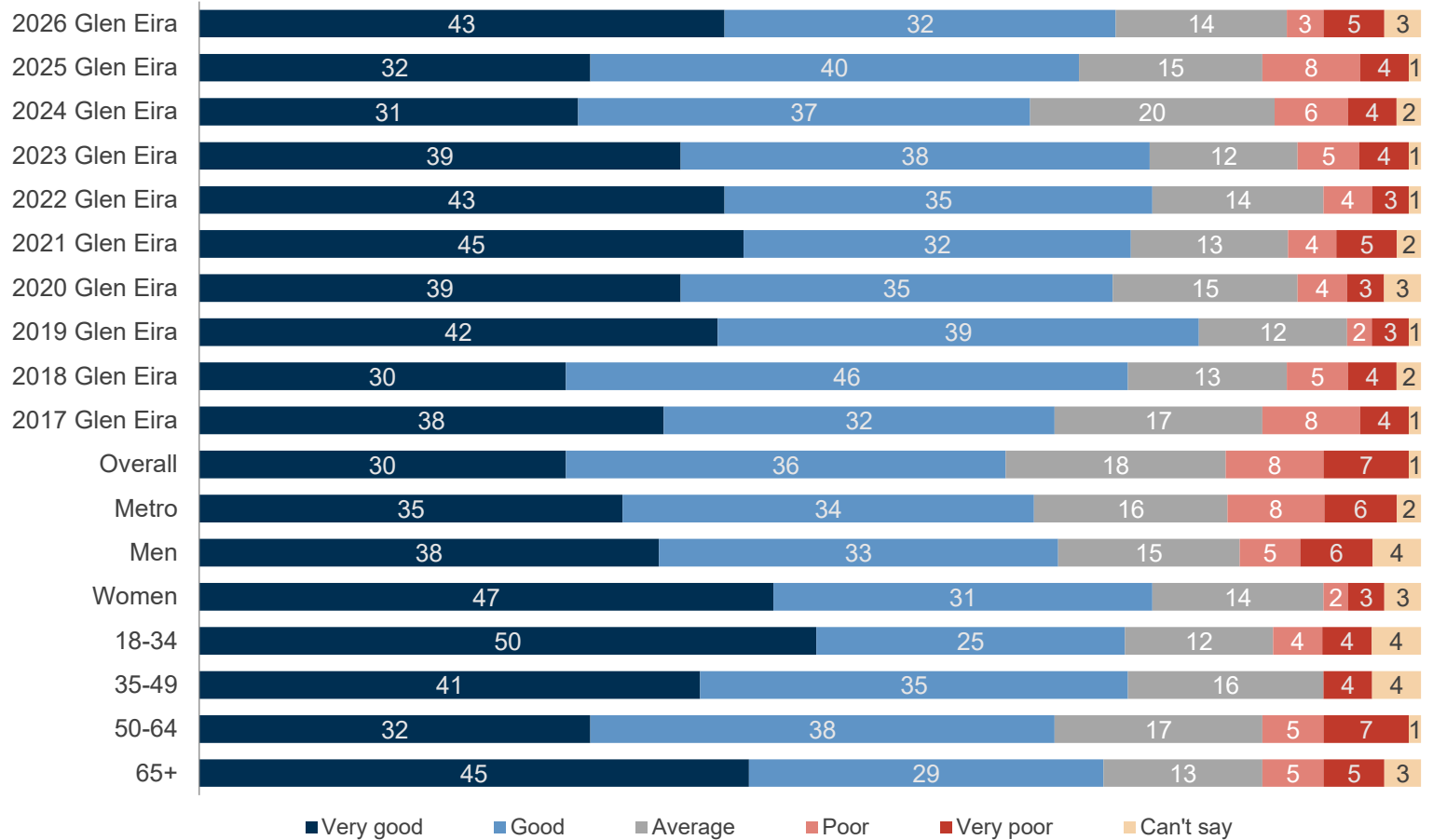


Q5c. Thinking of the most recent contact, how would you rate Glen Eira City Council for customer service?  
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked: 22 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Customer service rating

2026 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: 22 Councils asked group: 3



# Method of contact with council

2026 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



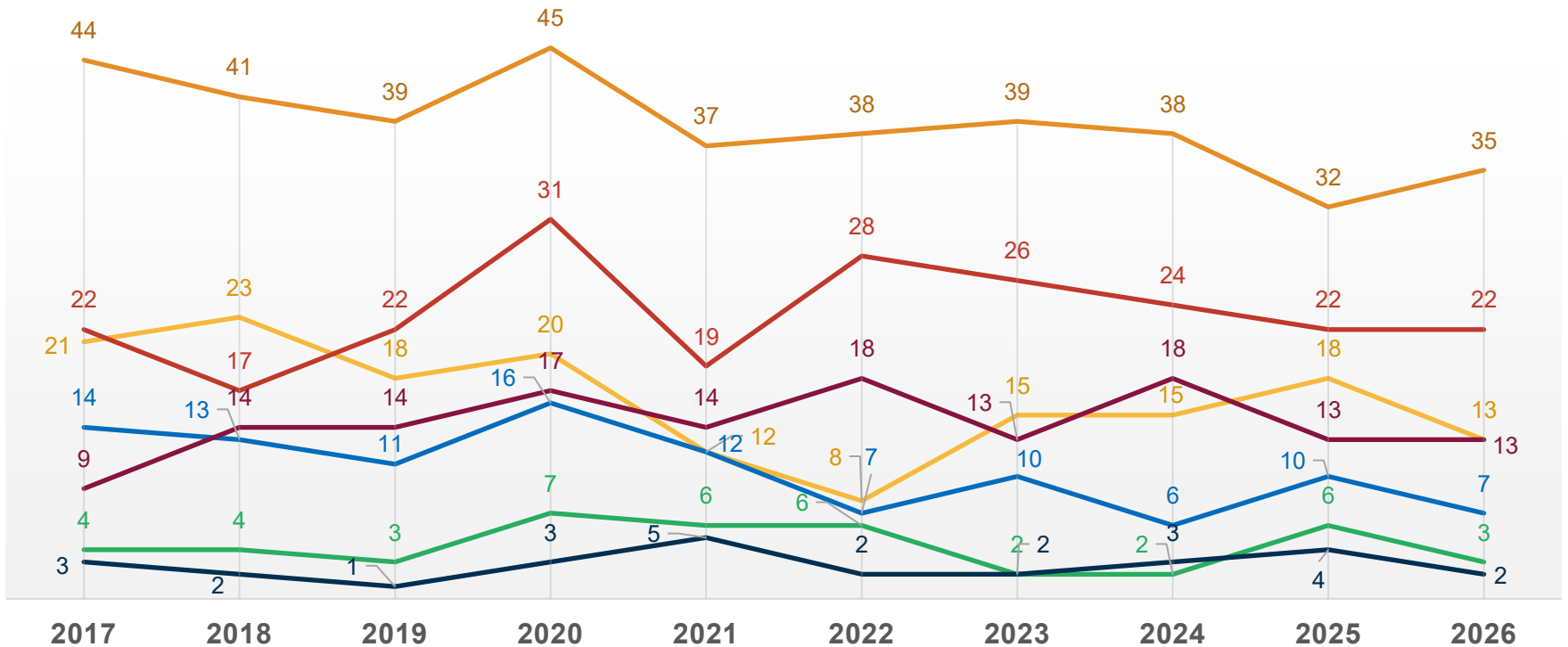
By Email



Via Website



By Social Media



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

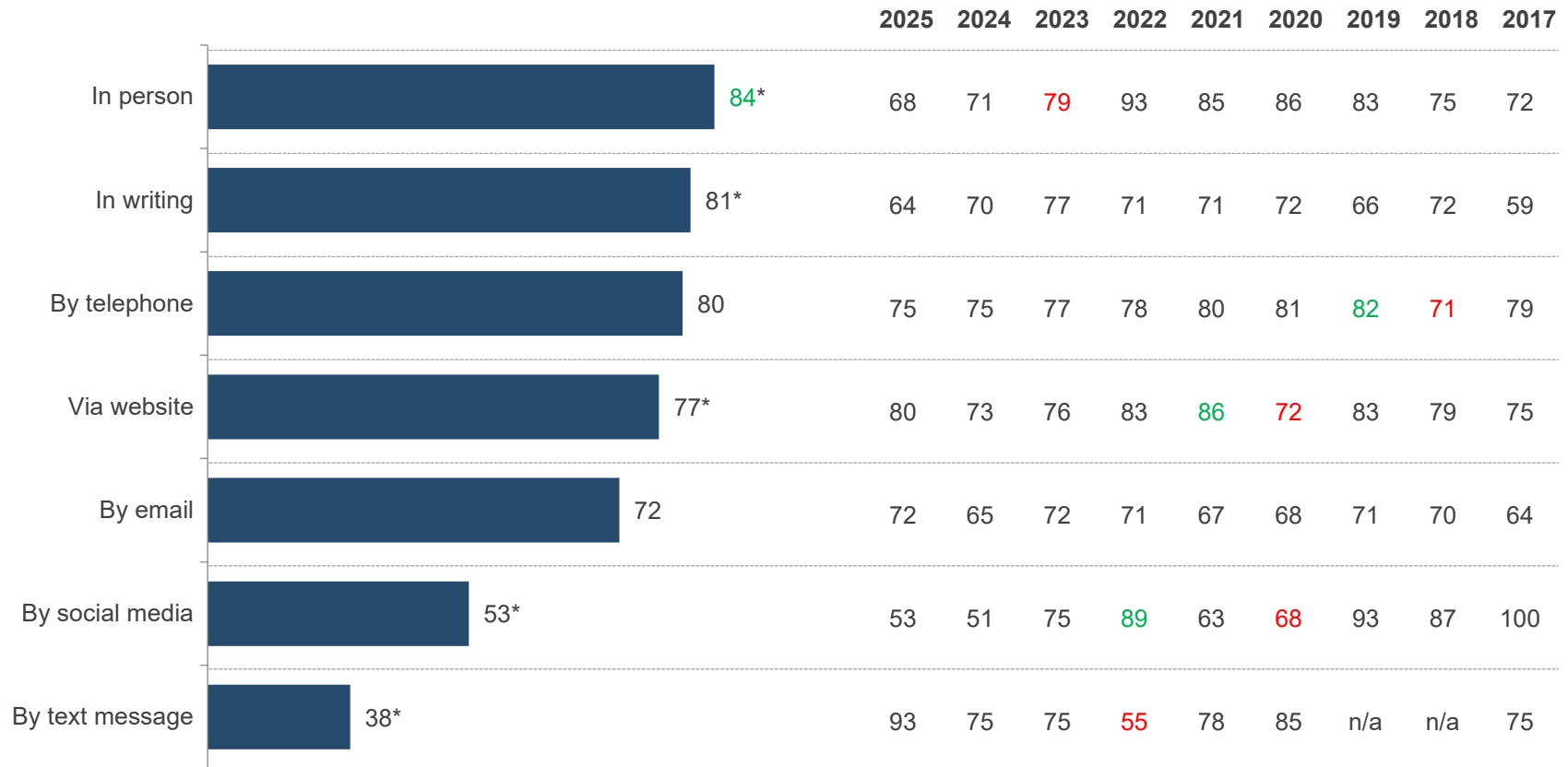
Base: All respondents. Councils asked: 8 Councils asked group: 2

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



# Customer service rating by method of last contact

2026 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Glen Eira City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked: 8 Councils asked group: 2

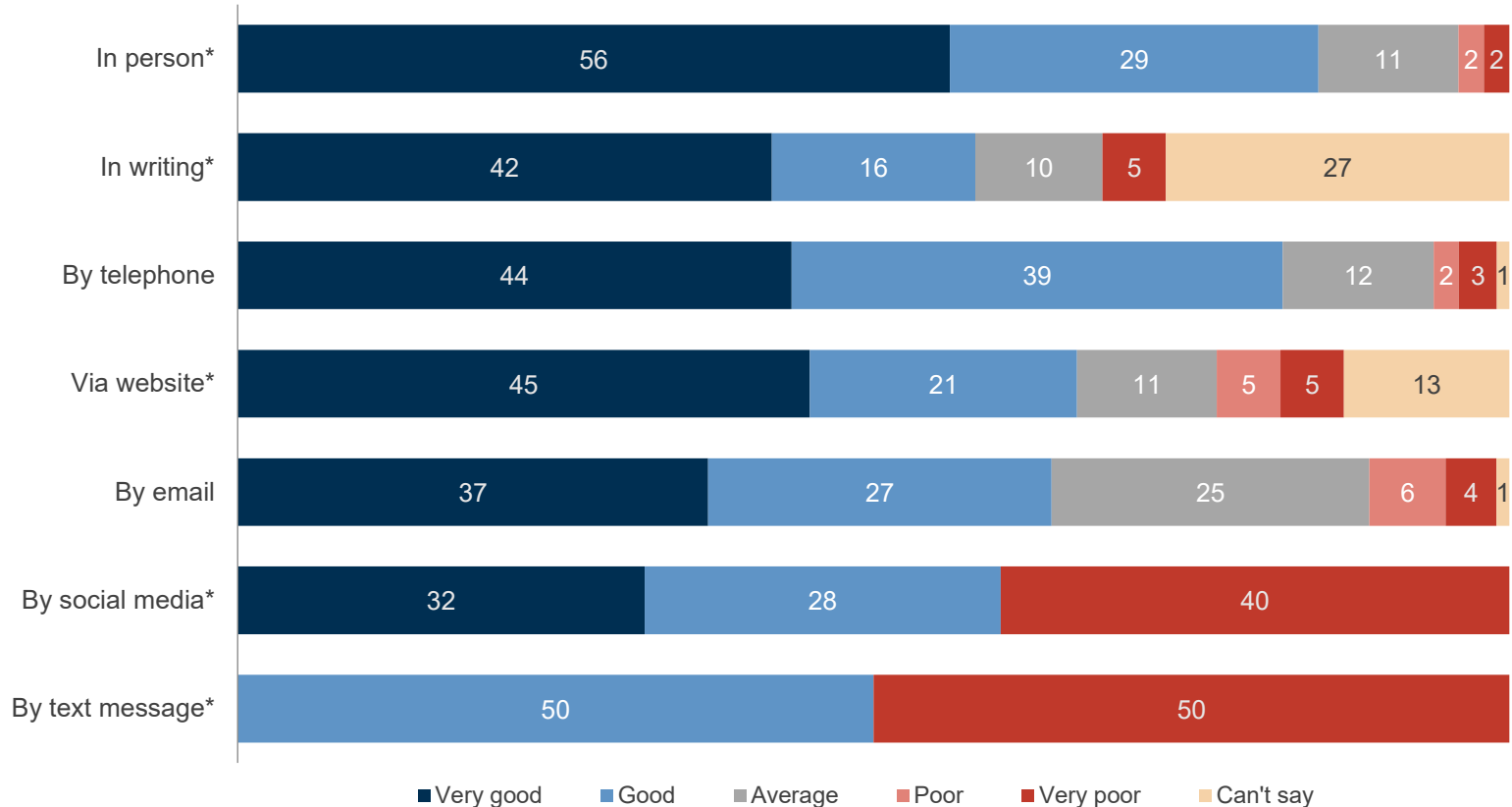
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating by method of last contact

2026 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: 8 Councils asked group: 2  
 \*Caution: small sample size < n=30



# Communication

## Communication

Glen Eira City Council residents continue to prefer a Council newsletter sent via email (43%) as the best form of communication about news and information and upcoming events. A newsletter sent via mail (21%) is the next most preferred form of communication.

Preference for both these forms of communication have increased by two percentage points in the last year.

The Council website remains the least preferred form of communication. This suggests residents want Council to push news and information and upcoming events updates to them, rather than proactively seeking it out.

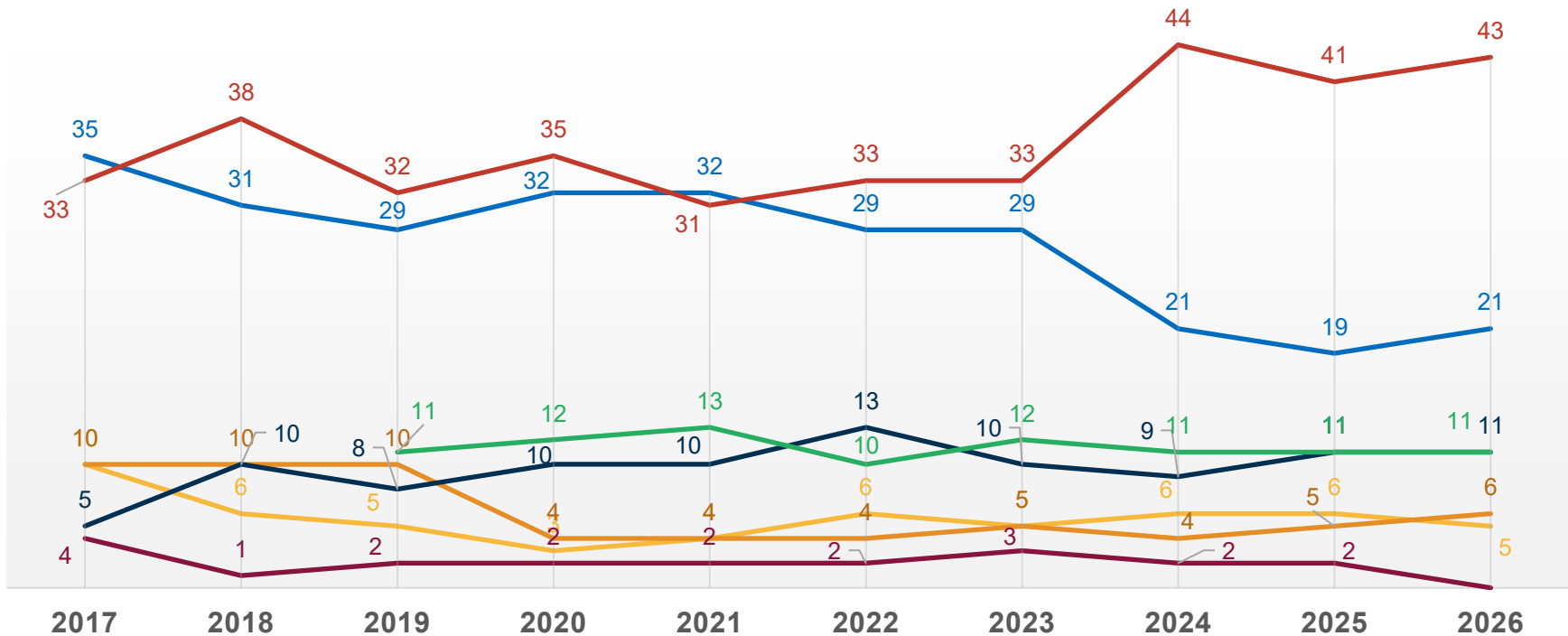
- Among those aged under 50 years, preference for a Council newsletter sent via email has solidified its position as the top preferred form of communication, increasing by four percentage points since 2025. Following this, a newsletter sent via mail (19%, up five percentage points) is now preferred over social media (15%, down two percentage points). Preference for text messages has decreased (10%, down four percentage points) in this age group.
- Among those aged 50 years and over, preference for an emailed newsletter remains steady (at 38%) while appetite for a newsletter sent via mail continues to decline (23%, down from 42% back in 2022). Desire for text messages increased this year to an all time high (11%, up three percentage points).





# Best form of communication

2026 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: 11 Councils asked group: 2  
 Note: 'Social Media' was included in 2019.



# Best form of communication: under 50s

2026 under 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



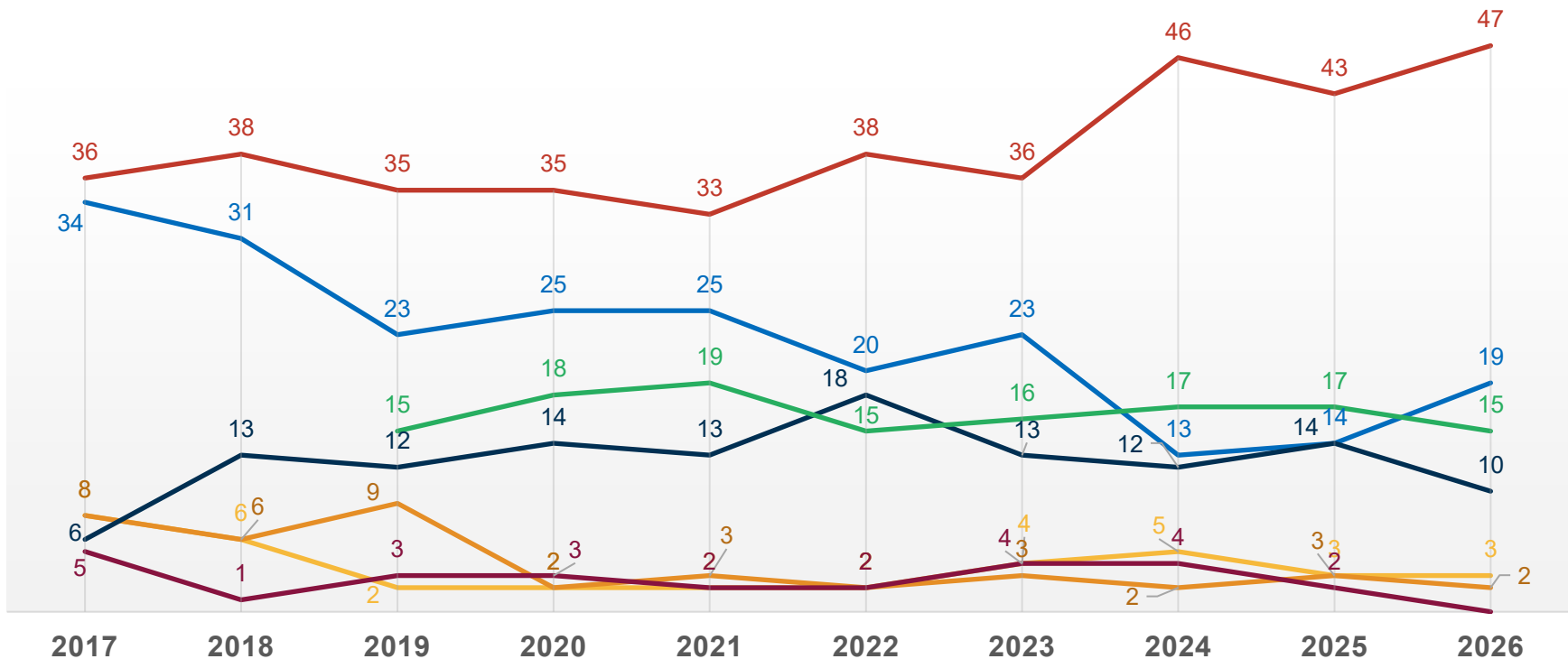
Council Website



Text Message



Social Media



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?

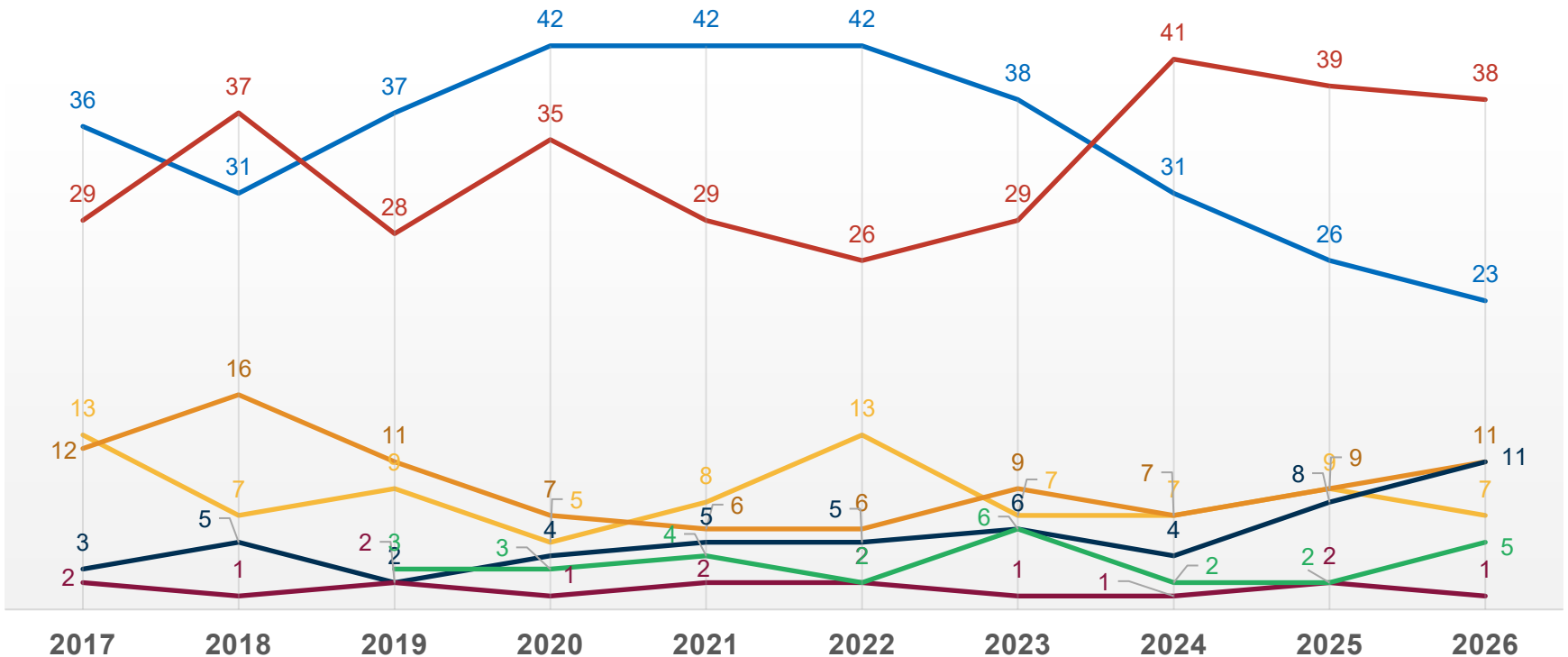
Base: All respondents aged under 50. Councils asked: 11 Councils asked group: 2

Note: 'Social Media' was included in 2019.



# Best form of communication: 50+ years

2026 50+ years best form of communication (%)



Q13. If Glen Eira City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents aged 50+ years. Councils asked: 11 Councils asked group: 2  
 Note: 'Social Media' was included in 2019.



# Council direction

## Council direction

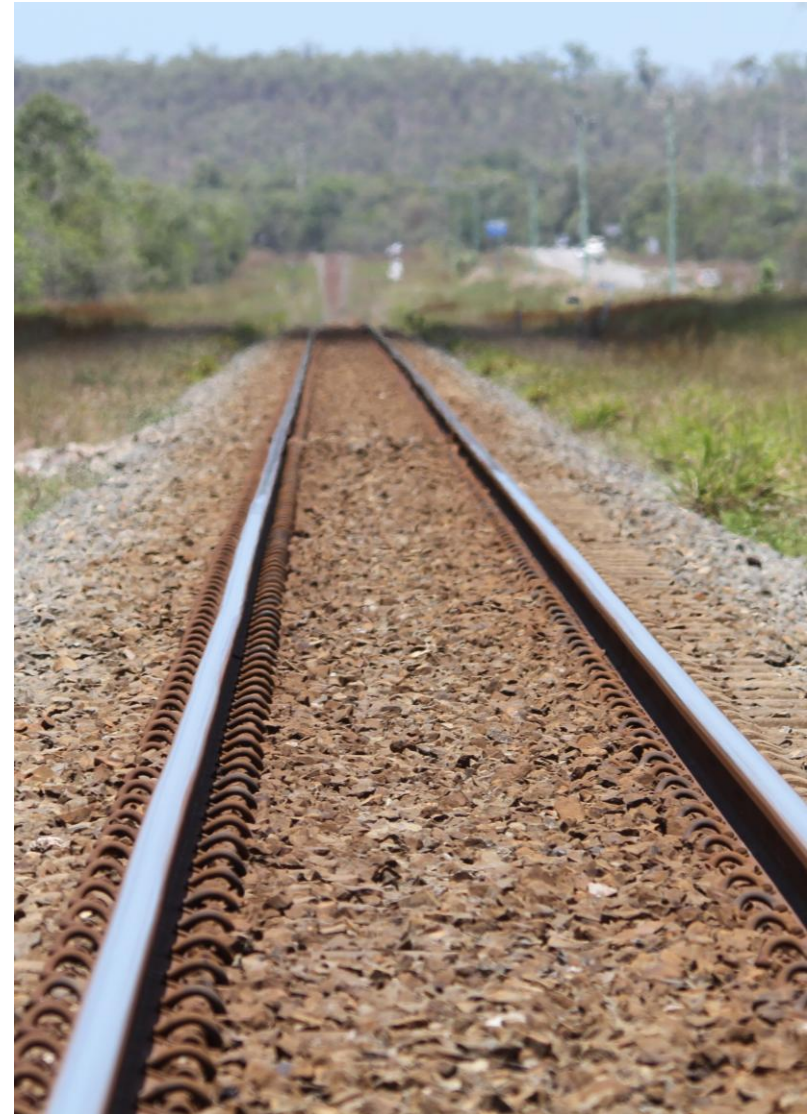
Perceptions of the direction of Glen Eira City Council's overall performance have slightly increased by one index point to an index score of 49, halting a declining trend that has been apparent over the last six years.

Council's performance remains in-line with the Overall and Metropolitan group averages (index scores of 48 and 50 respectively).

Over the last 12 months, 10% believe the direction of Council's overall performance has improved (down three percentage points from 2025). An increased majority of residents think it has stayed the same (70%, up three percentage points), while a further 12% feel it has deteriorated (compared to 16% in 2025).

- Women are most satisfied with council direction (index score of 52). In contrast, men and those aged 18 to 34 years are least satisfied with council direction (index score of 47).

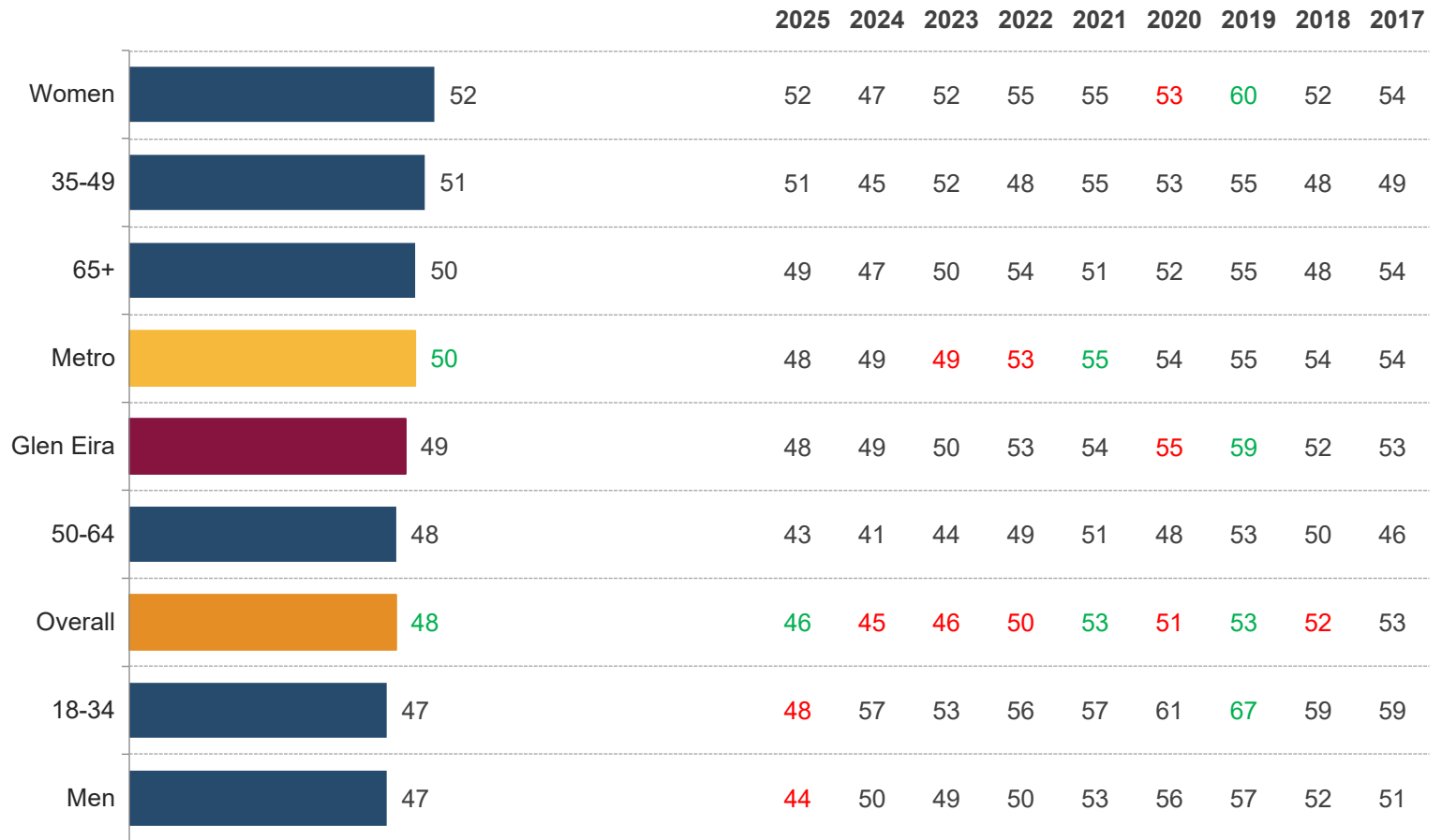
Similar to previous evaluations, residents remain more in favour of service cuts to keep rates at the same level as they are now (53% 'probably' or 'definitely prefer') than rate rises to improve local services (26% 'probably' or 'definitely prefer').





# Overall council direction last 12 months

2026 overall council direction (index scores)



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

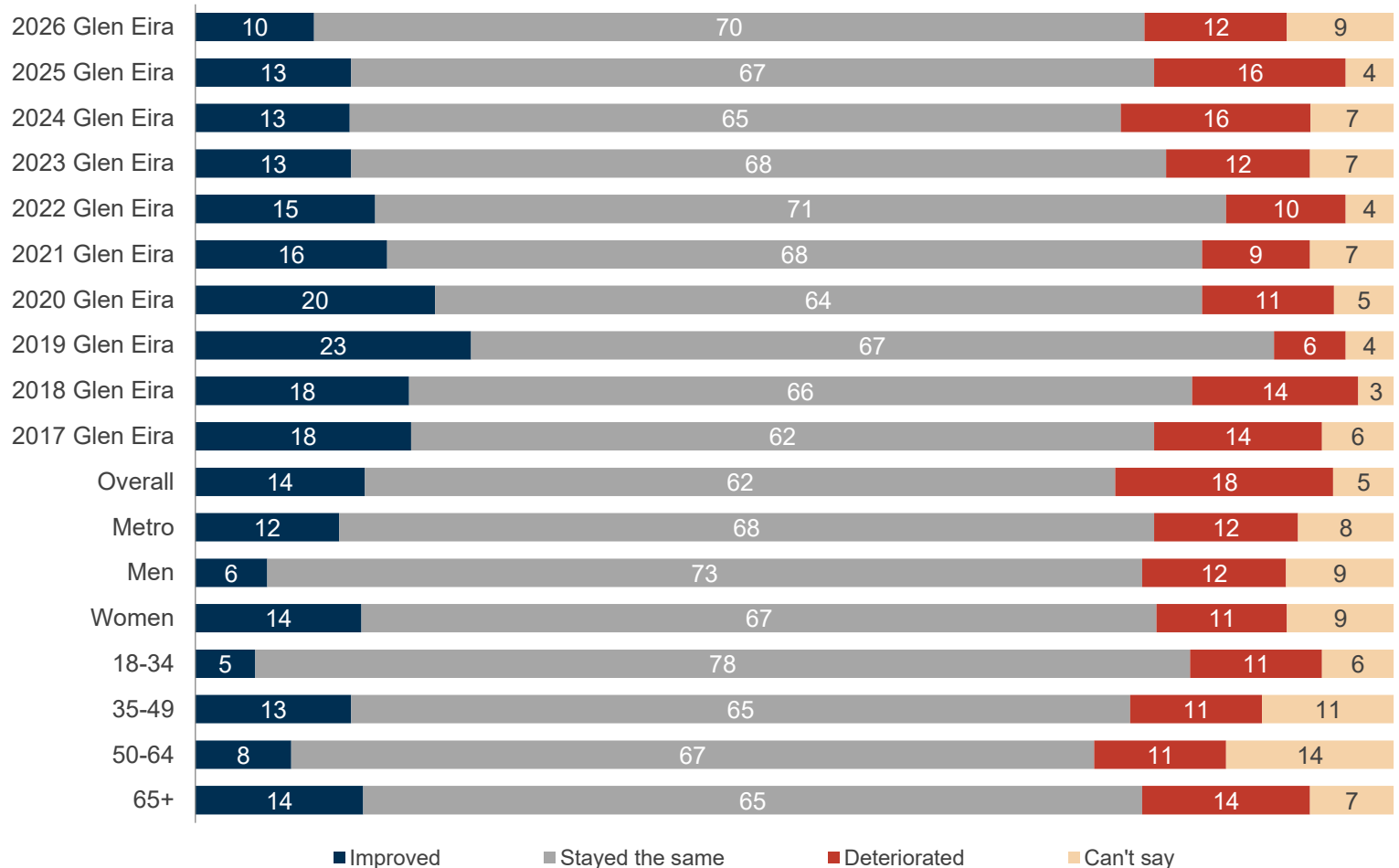
Base: All respondents. Councils asked: 22 Councils asked group: 3

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



# Overall council direction last 12 months

2026 overall council direction (%)

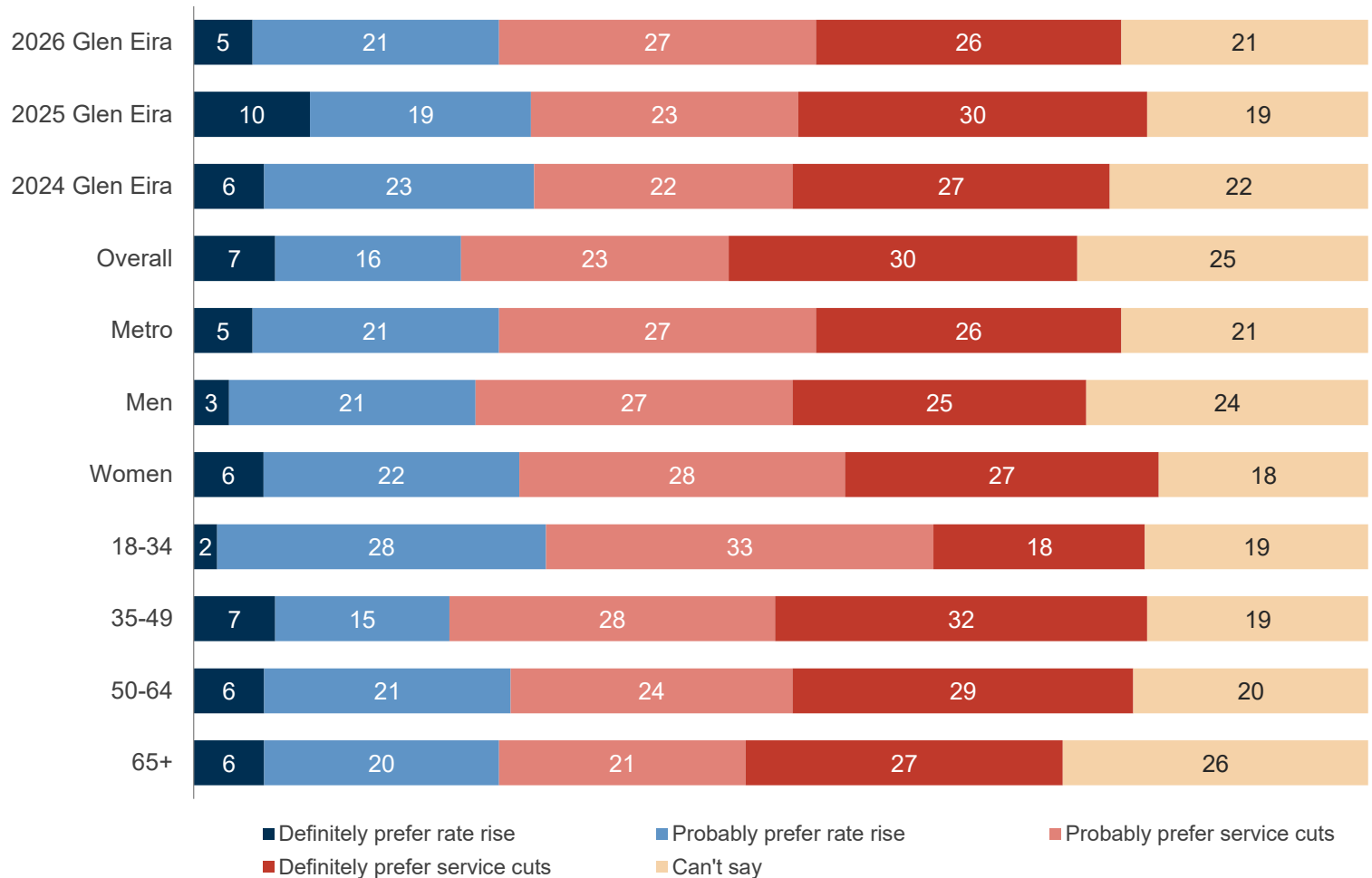


Q6. Over the last 12 months, what is your view of the direction of Glen Eira City Council's overall performance?  
 Base: All respondents. Councils asked: 22 Councils asked group: 3



# Rates / services trade-off

2026 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?  
 Base: All respondents. Councils asked: 6 Councils asked group: 1

A large, stylized letter 'W' graphic that serves as a background element. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The 'W' is positioned on the right side of the page, extending from the top to the bottom.

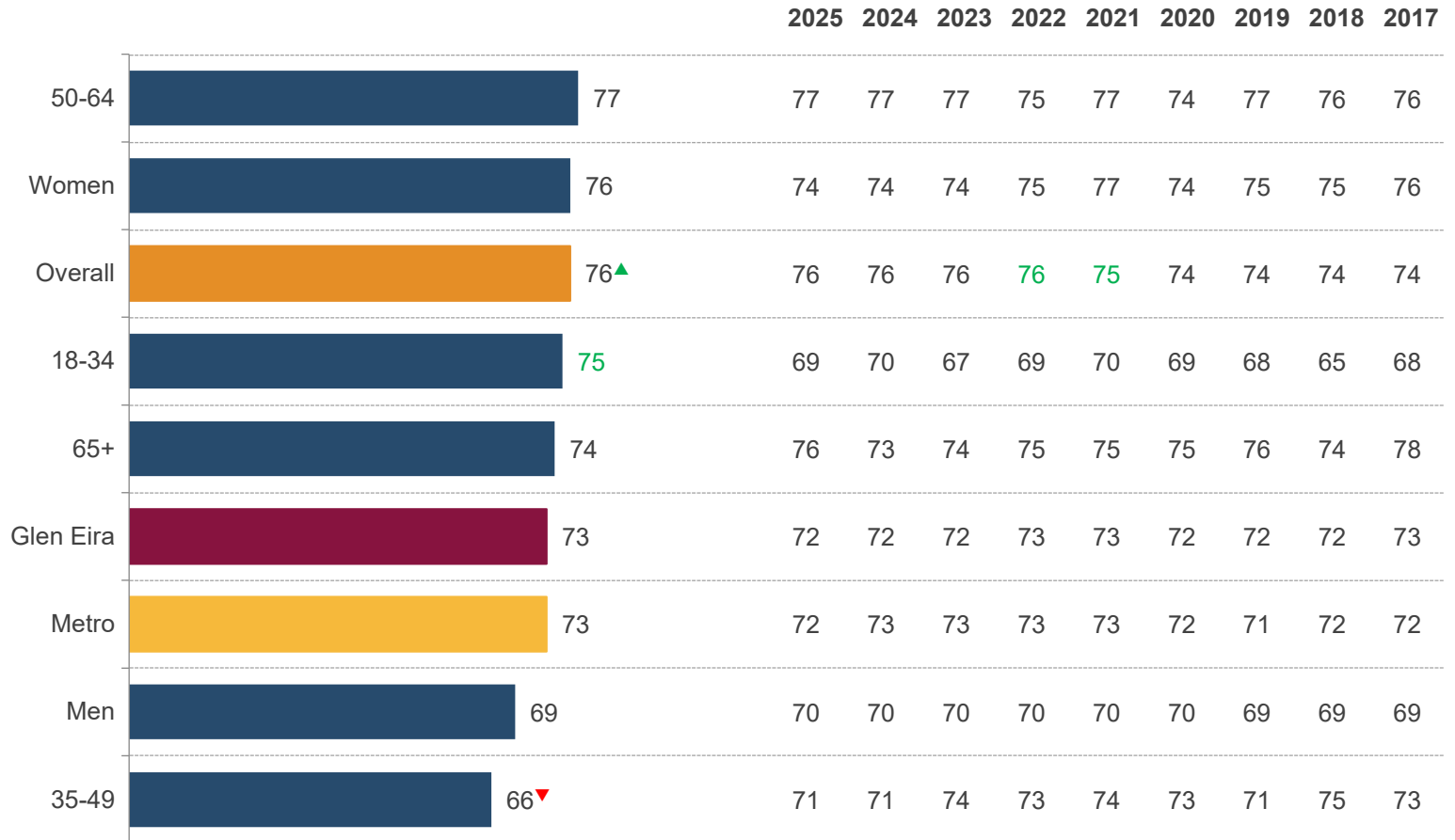
# Individual service areas



# Community consultation and engagement importance



2026 consultation and engagement importance (index scores)



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

Base: All respondents. Councils asked: 8 Councils asked group: 1

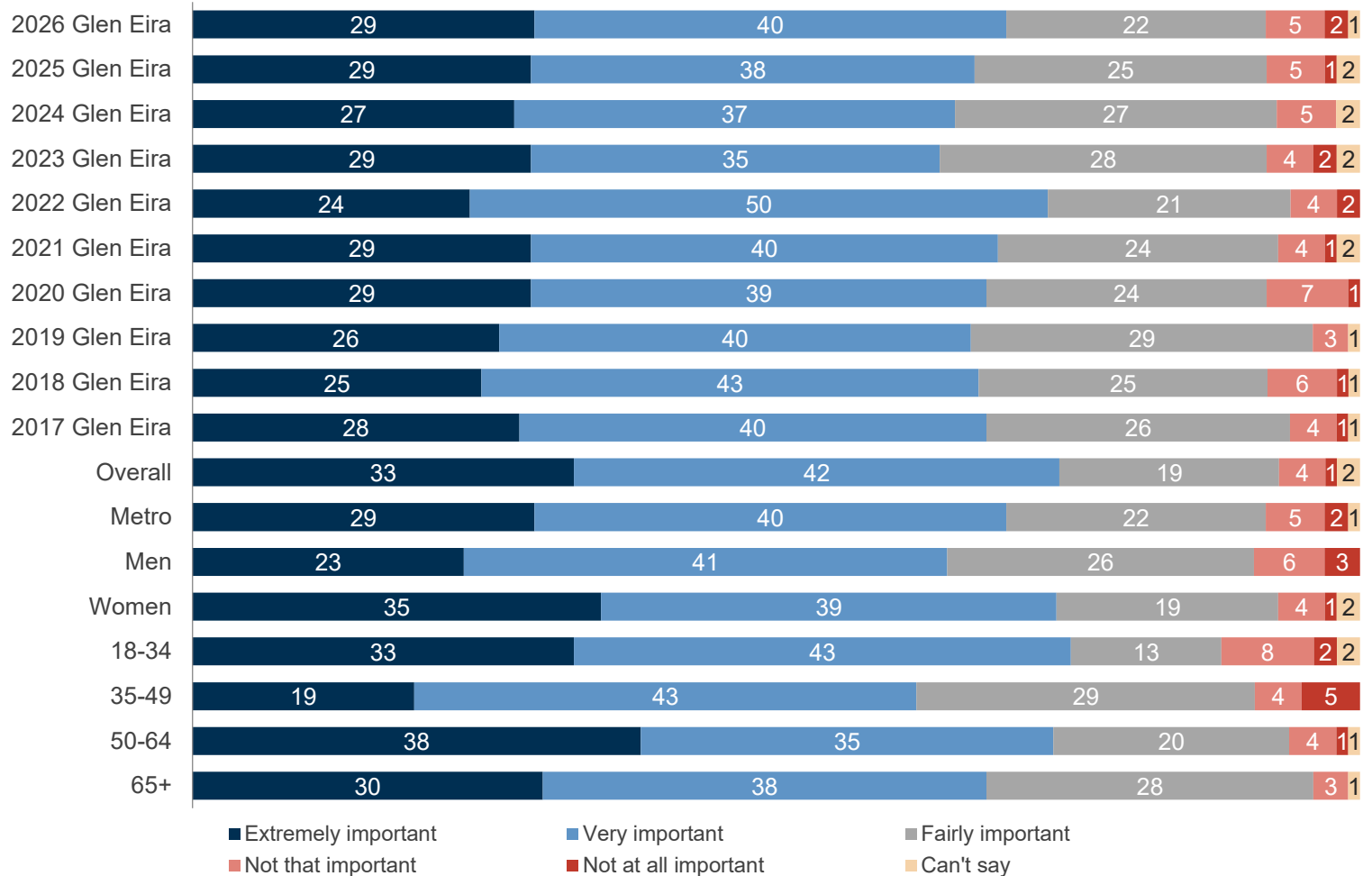
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



2026 consultation and engagement importance (%)



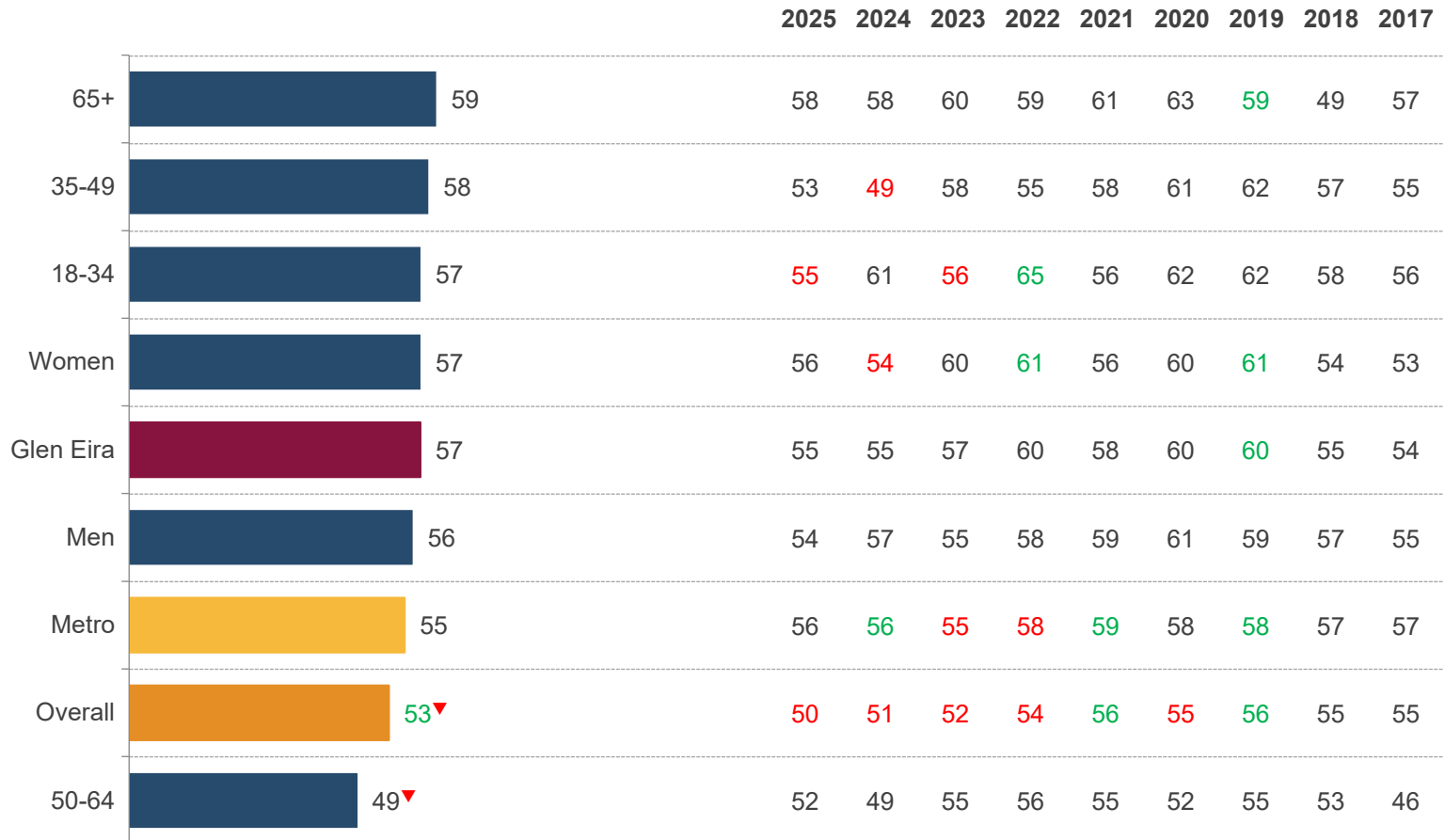
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 8 Councils asked group: 1



# Community consultation and engagement performance



2026 consultation and engagement performance (index scores)



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

Base: All respondents. Councils asked: 23 Councils asked group: 4

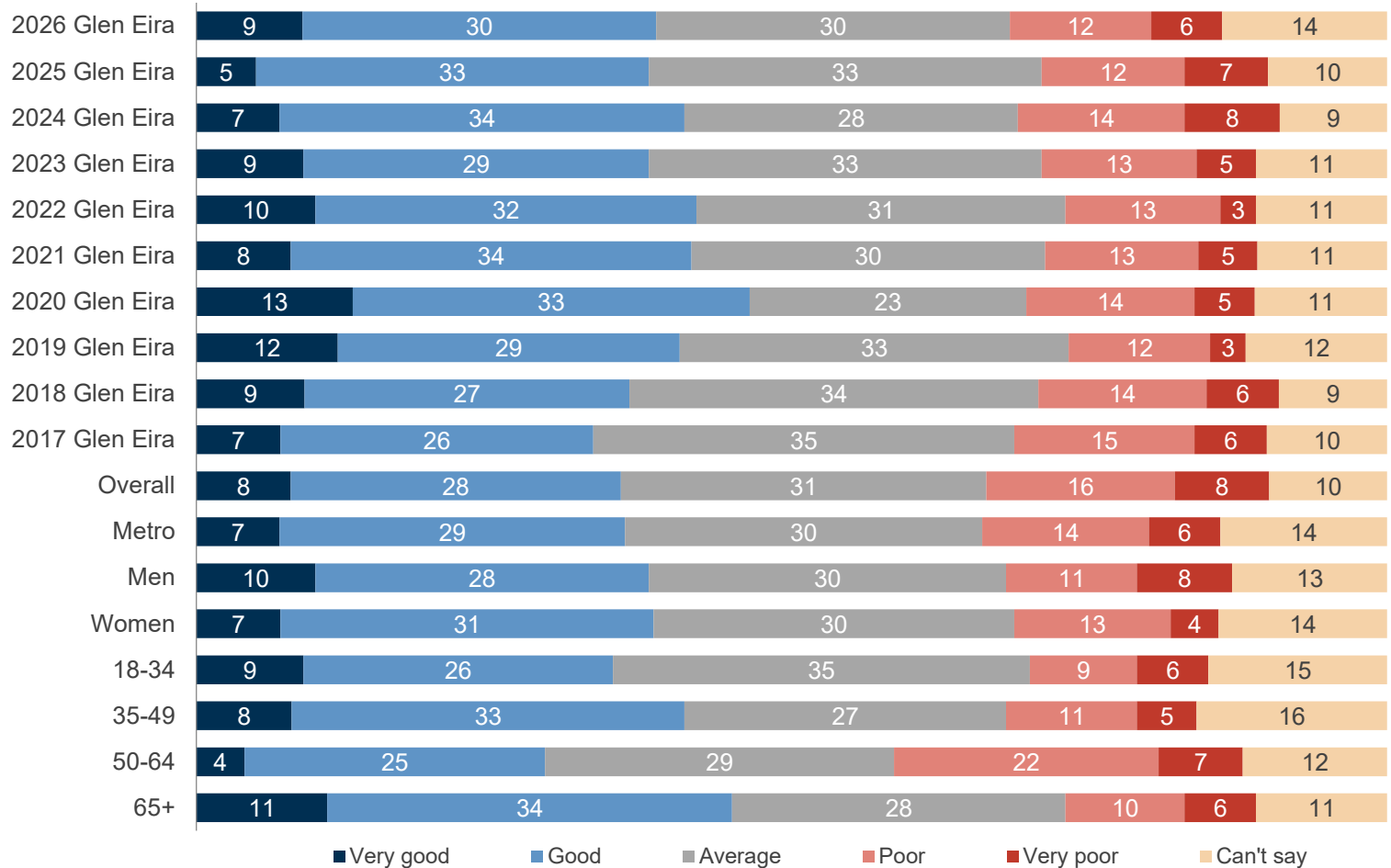
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2026 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
 Base: All respondents. Councils asked: 23 Councils asked group: 4



# Lobbying on behalf of the community importance



2026 lobbying importance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
Overall	70▲	68	68	71	69	68	67	68	69
18-34	69	65	62	63	74	69	67	70	70
Women	68	71	66	65	76	72	67	71	74
Glen Eira	65	65	64	63	70	68	67	68	69
Metro	65	65	64	65	69	67	66	65	66
35-49	64	61	63	63	71	71	65	68	70
65+	64	64	62	63	66	68	71	68	68
Men	63	58	61	60	64	64	67	64	63
50-64	63	72	70	62	67	64	62	63	65

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

Base: All respondents. Councils asked: 7 Councils asked group: 1

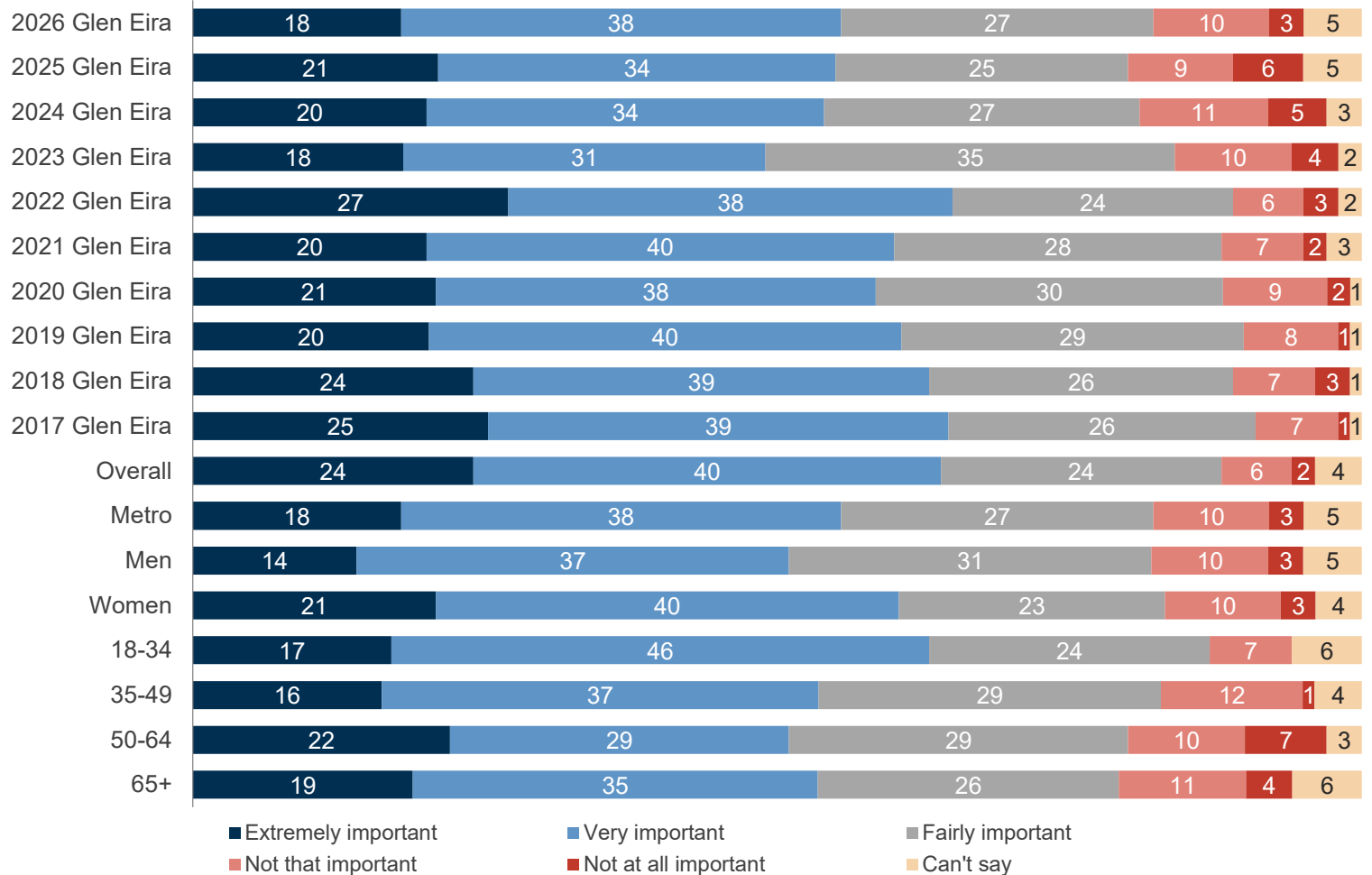
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



2026 lobbying importance (%)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 7 Councils asked group: 1



# Lobbying on behalf of the community performance



2026 lobbying performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	56	52	55	58	57	58	60	55	58
Women	55	52	59	60	57	56	60	54	49
Metro	55	54	53	55	56	57	57	56	56
Overall	54	50	51	53	55	53	54	54	54
35-49	53	50	56	56	55	52	55	50	50
Glen Eira	53	54	56	57	56	55	57	54	52
18-34	52	62	57	58	59	60	61	59	54
50-64	51	44	55	54	51	46	47	51	46
Men	51	56	53	54	55	55	52	55	55

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

Base: All respondents. Councils asked: 17 Councils asked group: 2

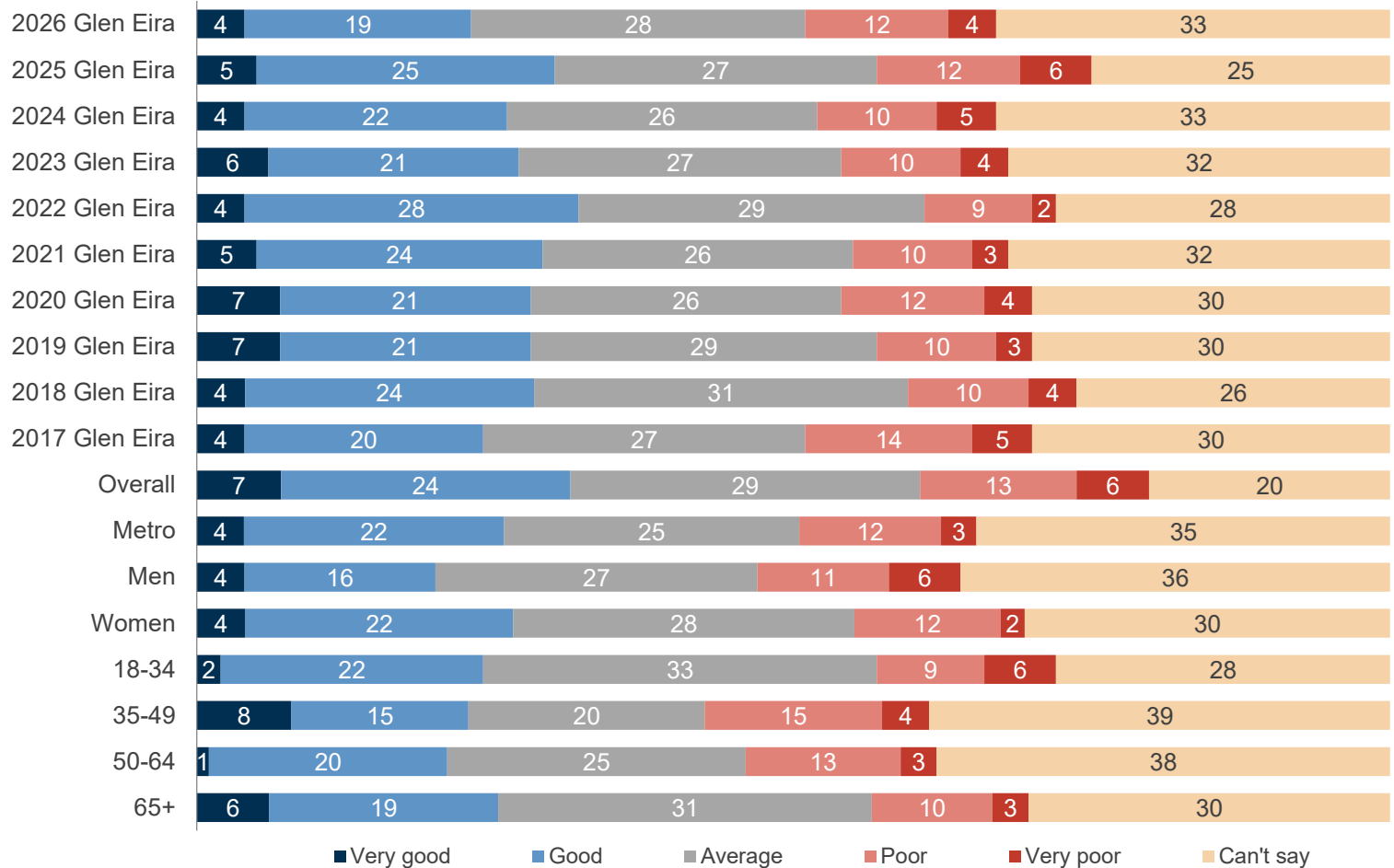
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



2026 lobbying performance (%)

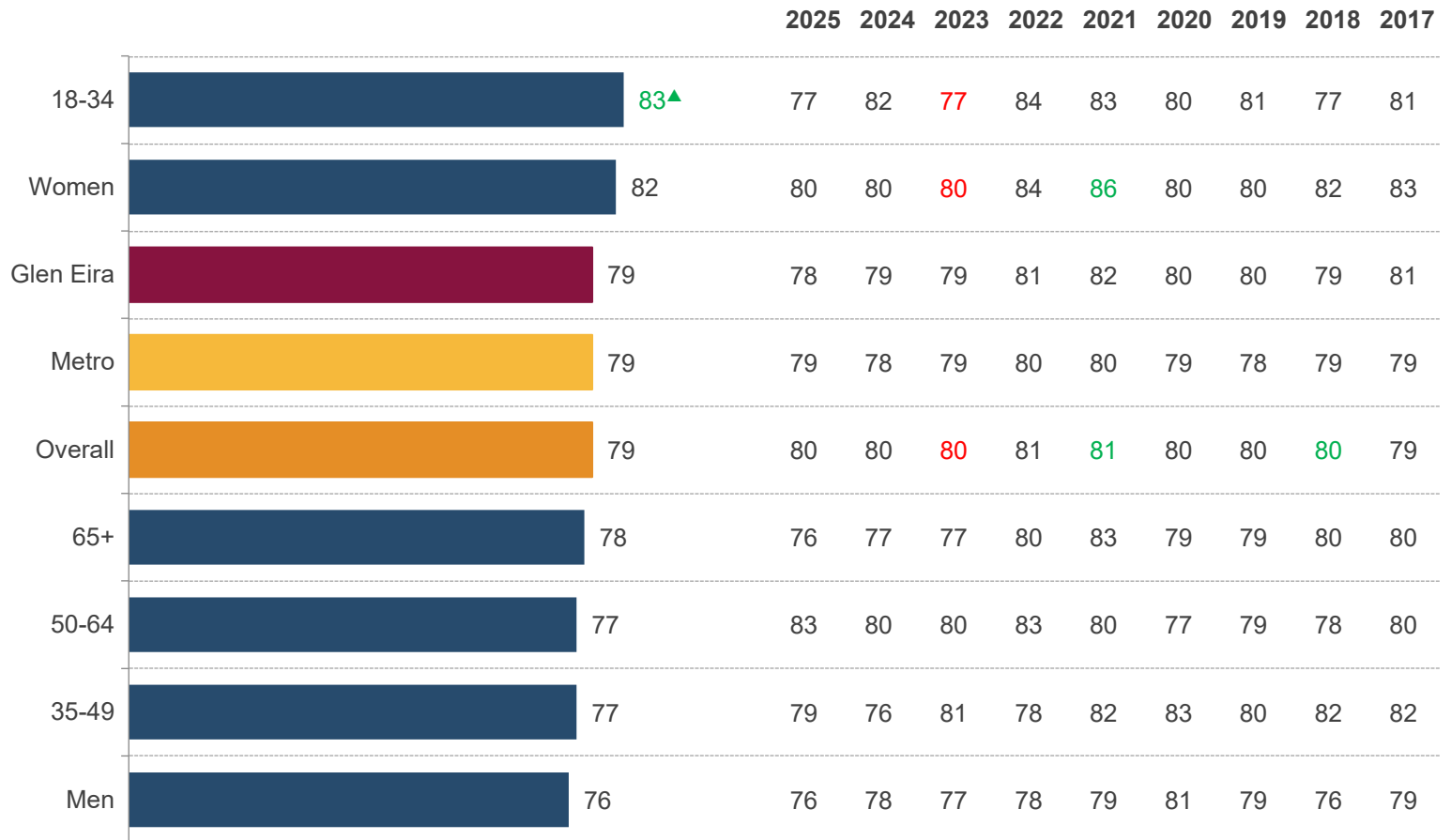


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?  
 Base: All respondents. Councils asked: 17 Councils asked group: 2

# Decisions made in the interest of the community importance



2026 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?

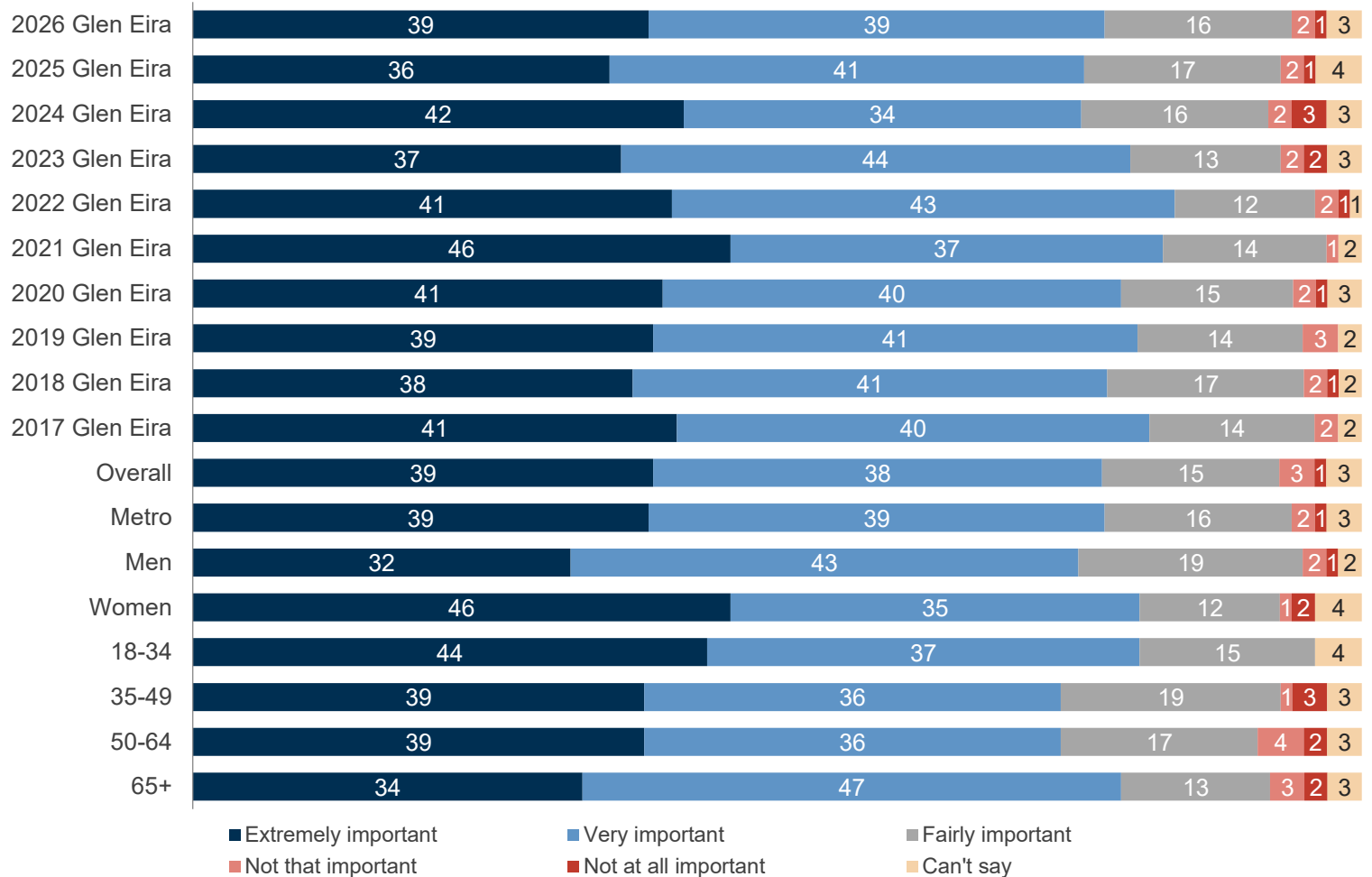
Base: All respondents. Councils asked: 6 Councils asked group: 1

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

# Decisions made in the interest of the community importance



2026 community decisions made importance (%)

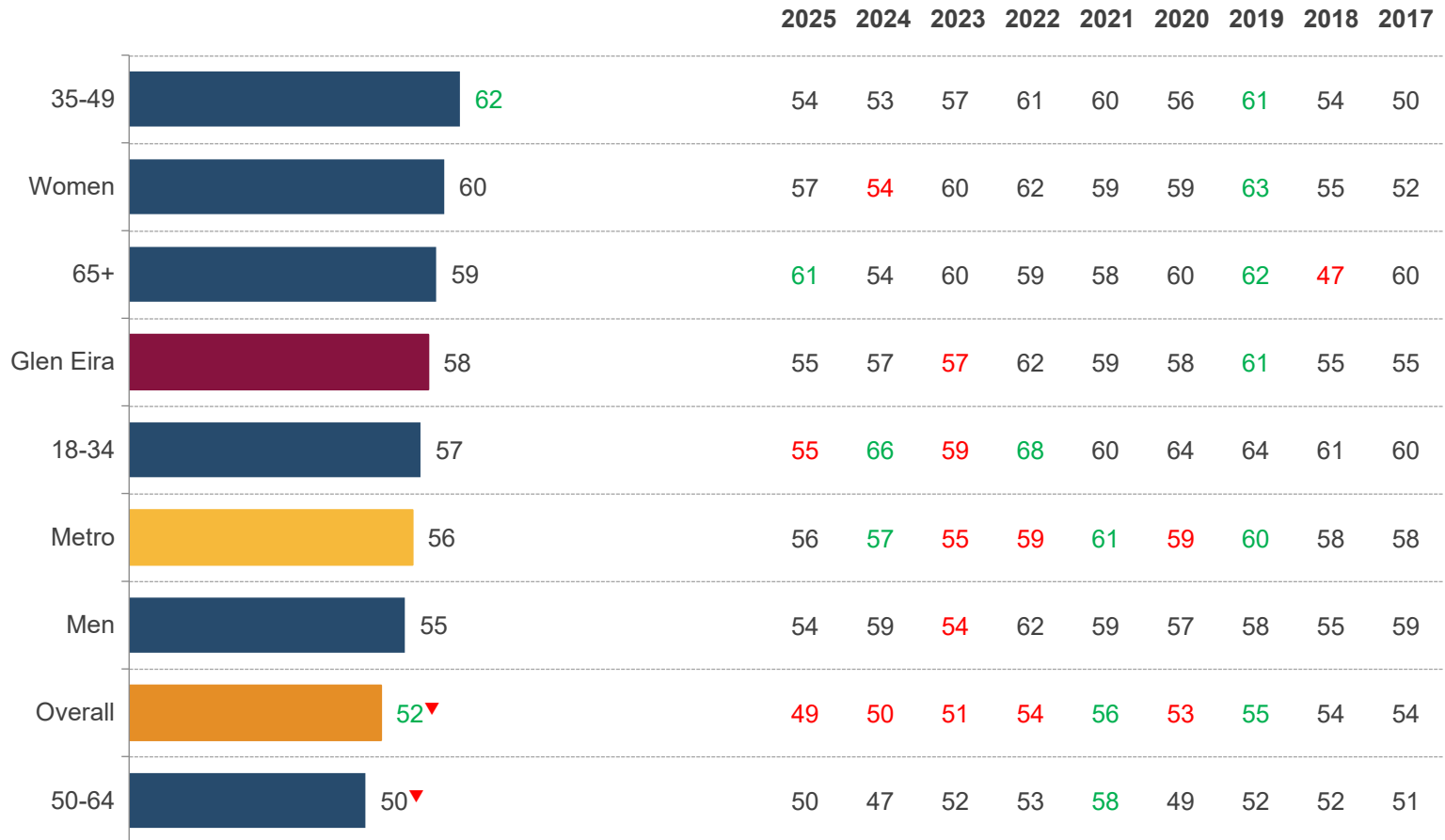


Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 6 Councils asked group: 1

# Decisions made in the interest of the community performance



2026 community decisions made performance (index scores)



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

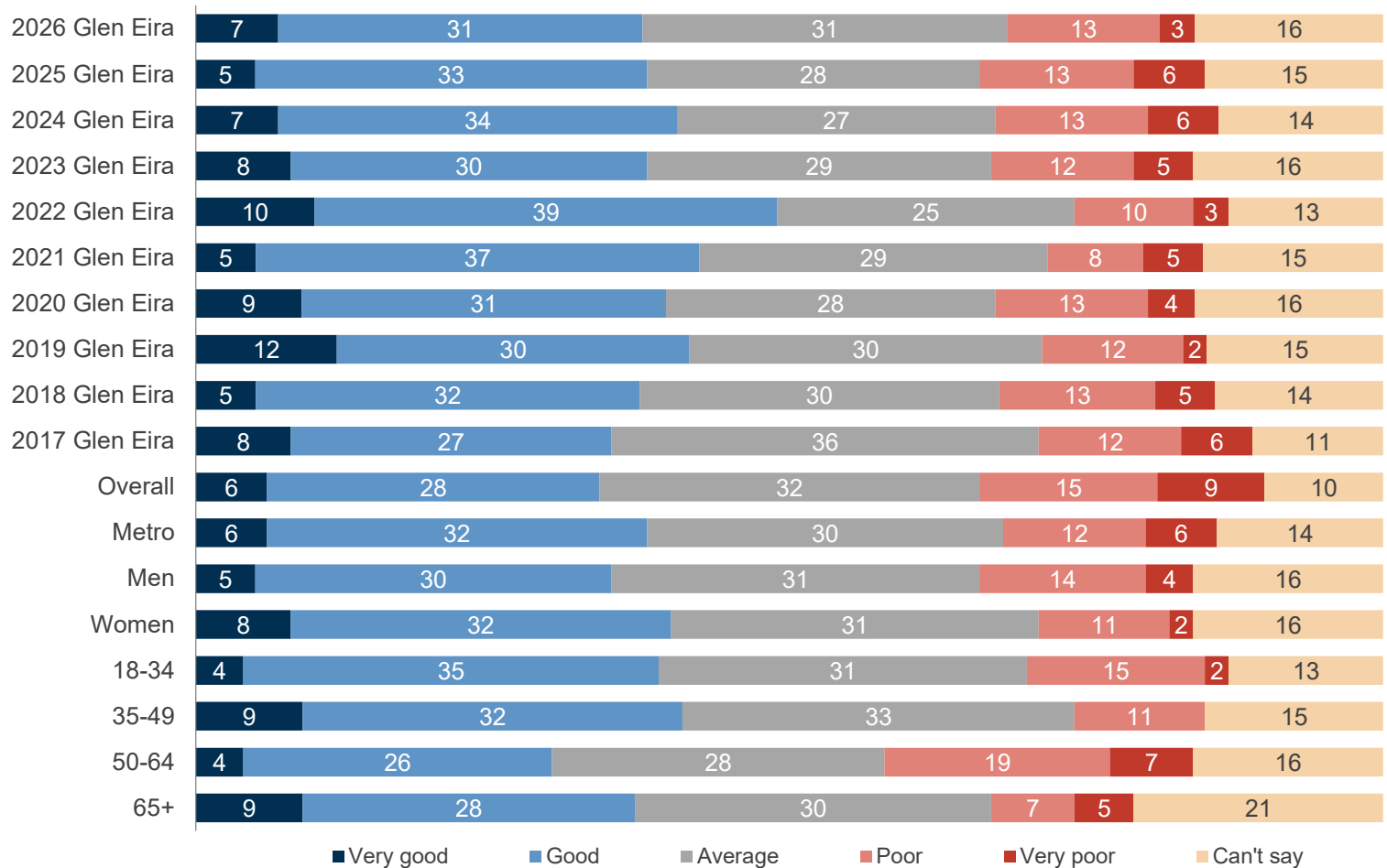
Base: All respondents. Councils asked: 23 Councils asked group: 4

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

# Decisions made in the interest of the community performance



2026 community decisions made performance (%)

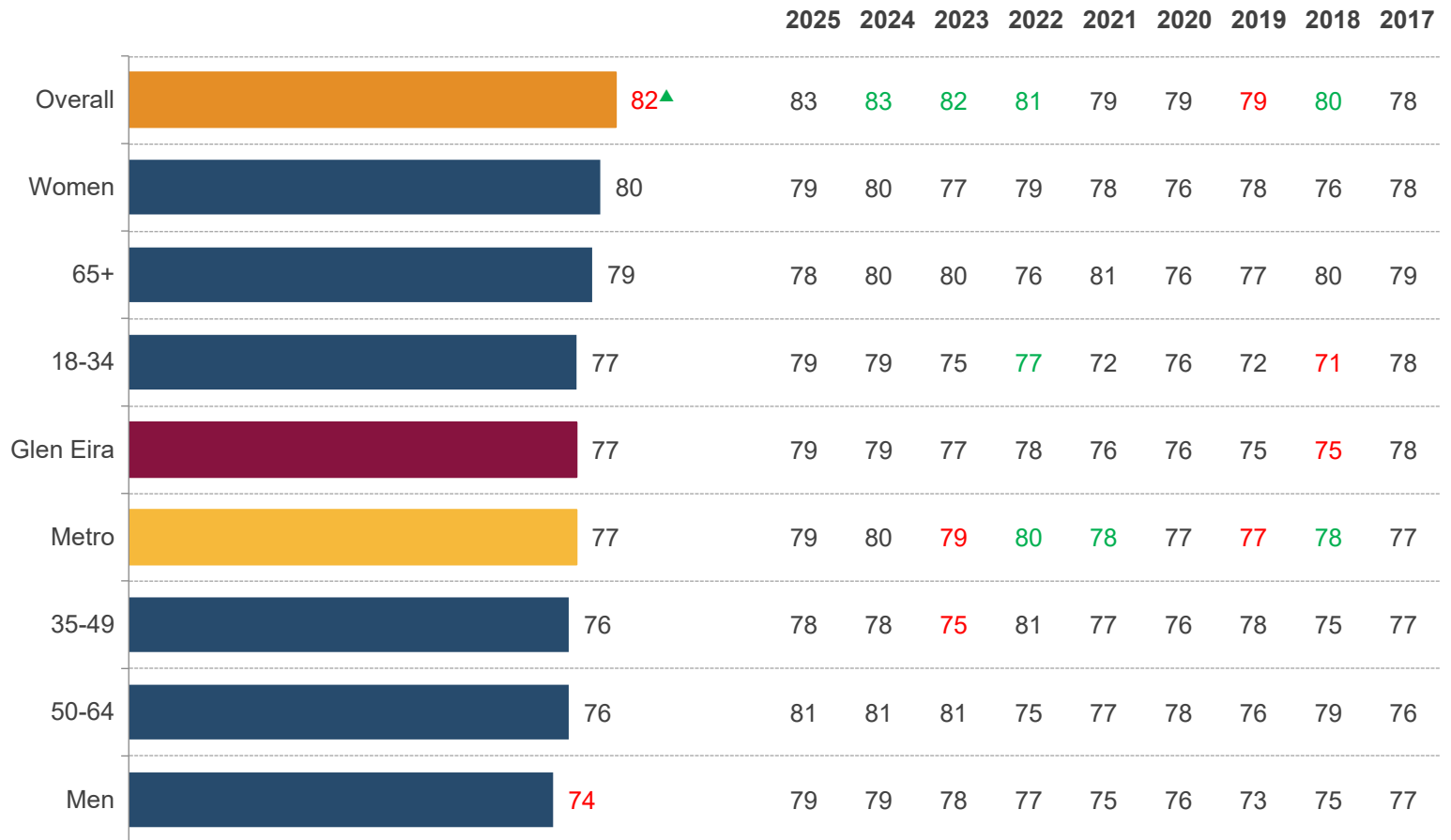


Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?  
 Base: All respondents. Councils asked: 23 Councils asked group: 4

# The condition of sealed local roads in your area importance



2026 sealed local roads importance (index scores)



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

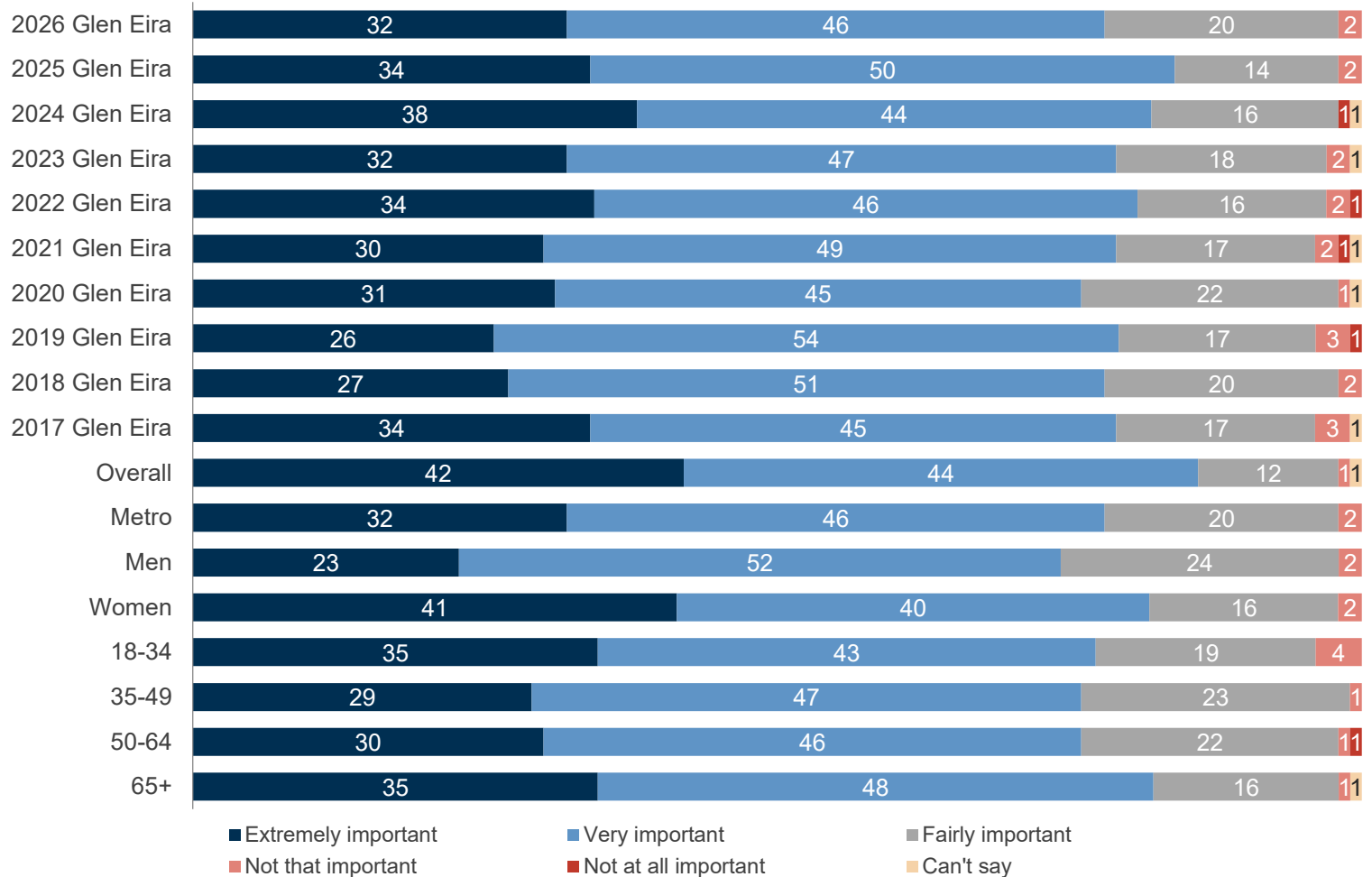
Base: All respondents. Councils asked: 5 Councils asked group: 1

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

# The condition of sealed local roads in your area importance



2026 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: 5 Councils asked group: 1

# The condition of sealed local roads in your area performance



2026 sealed local roads performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
18-34	62	56	70	66	74	70	82	70	72	68
35-49	60	60	62	69	69	69	67	72	72	68
Men	59	57	65	68	69	69	72	70	68	68
Glen Eira	59	57	63	67	69	70	73	70	70	67
Women	58	56	62	66	69	70	73	71	72	67
65+	56	55	61	66	65	71	69	70	67	66
Metro	56	59	61	61	65	68	67	69	68	66
50-64	54	54	55	64	67	68	68	68	68	68
Overall	46	45	48	48	53	57	54	56	53	53

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

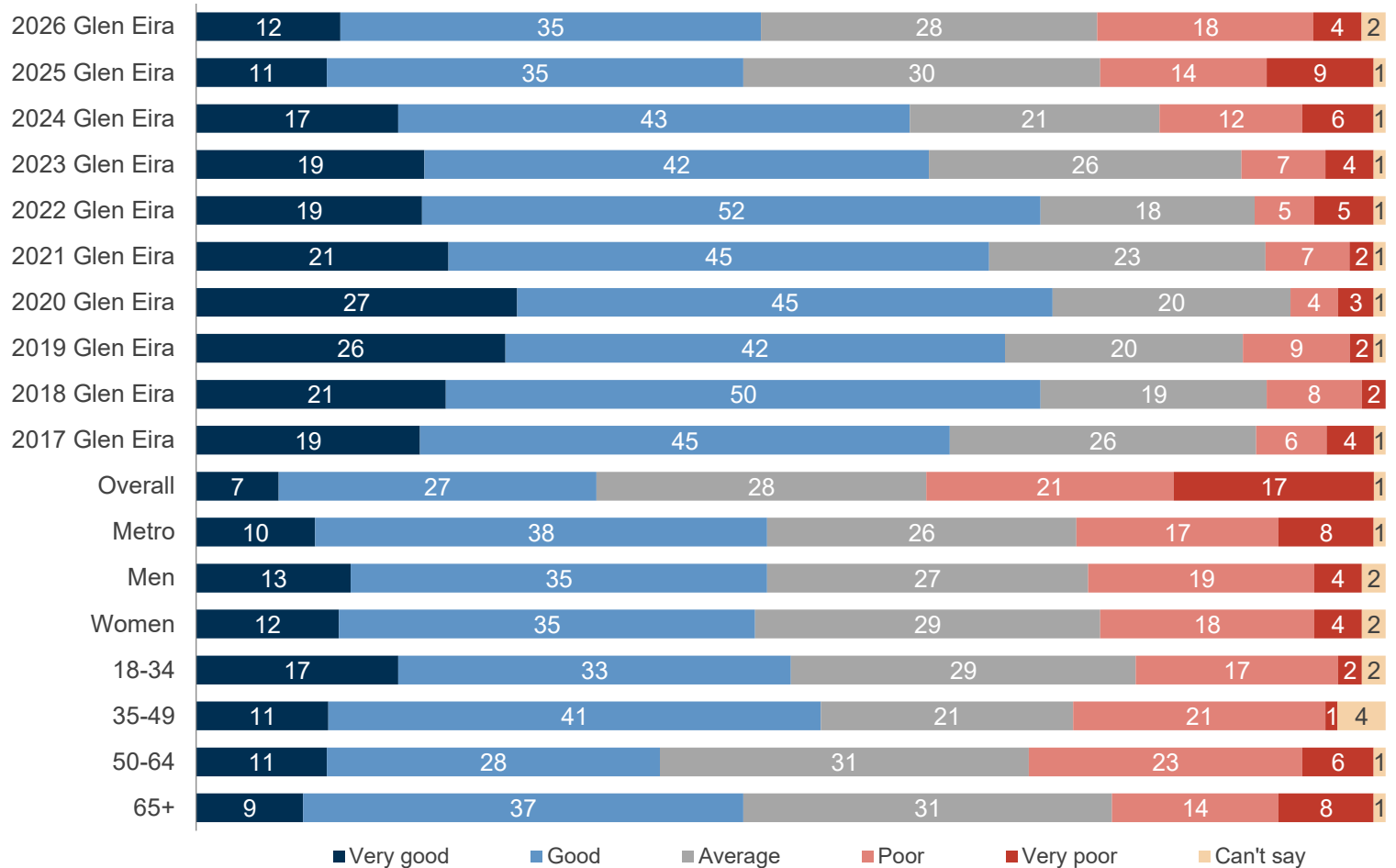
Base: All respondents. Councils asked: 23 Councils asked group: 4

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

# The condition of sealed local roads in your area performance



2026 sealed local roads performance (%)



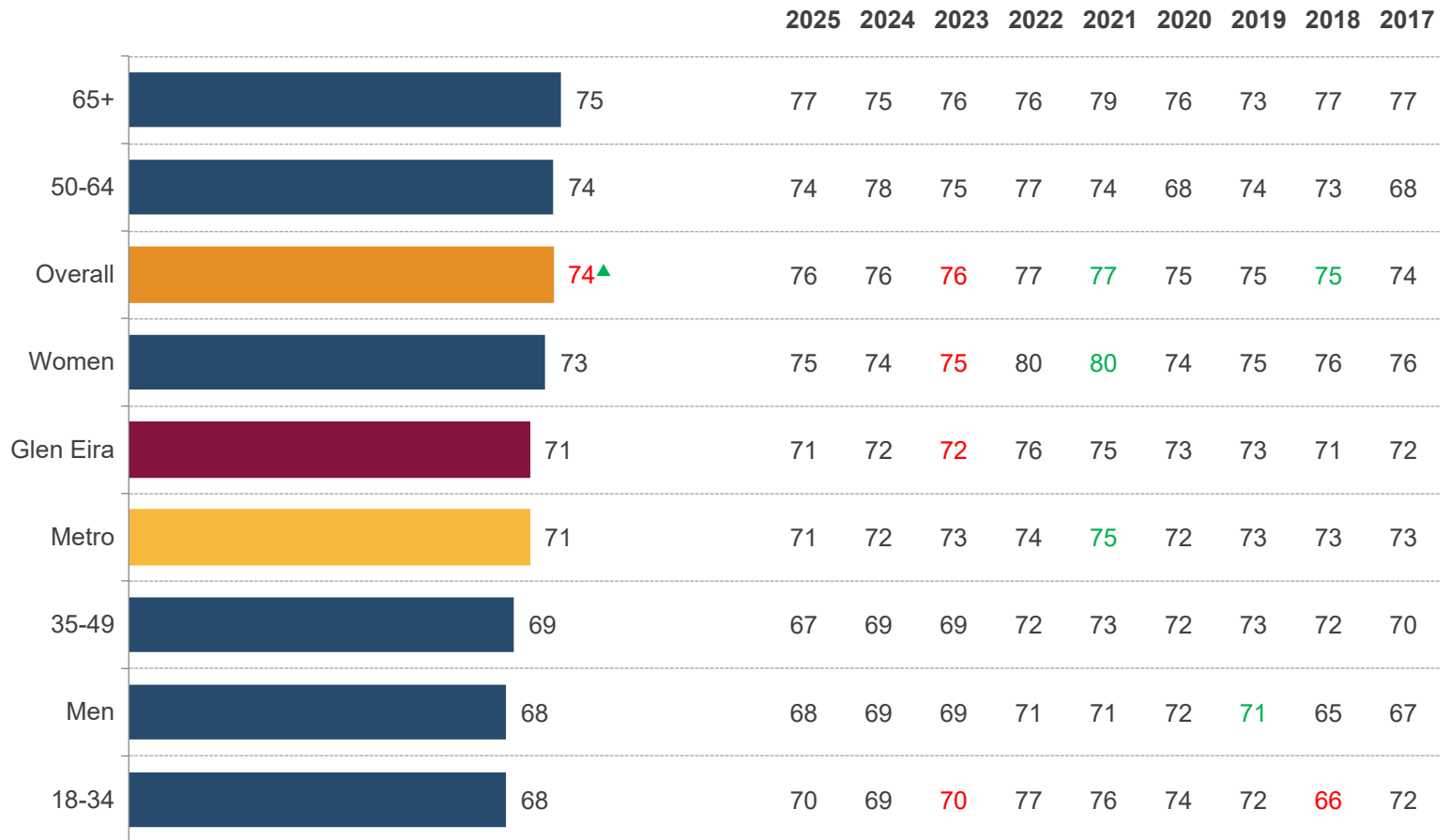
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked: 23 Councils asked group: 4



# Informing the community importance



2026 informing community importance (index scores)



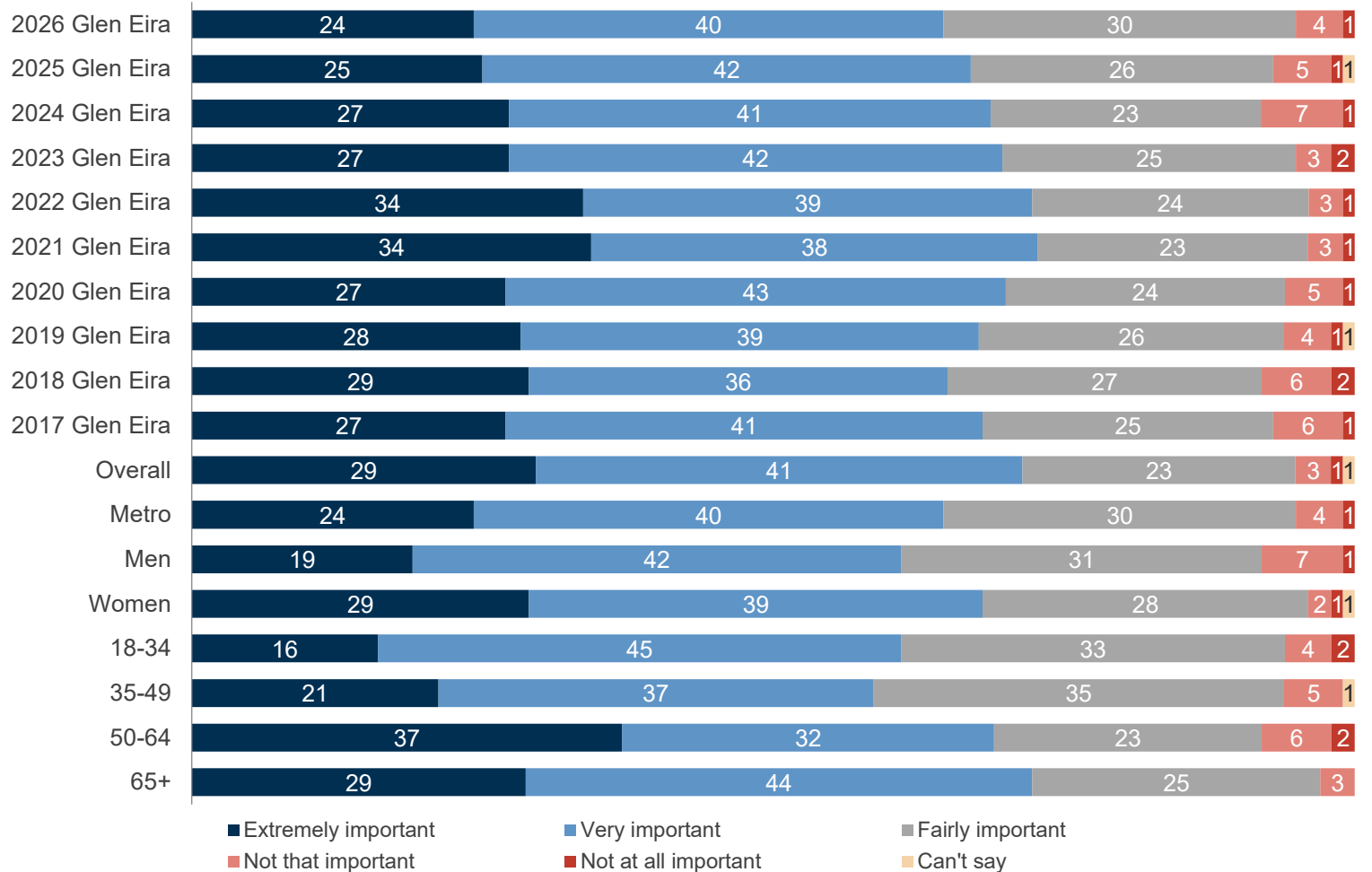
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 6 Councils asked group: 1  
 Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



2026 informing community importance (%)



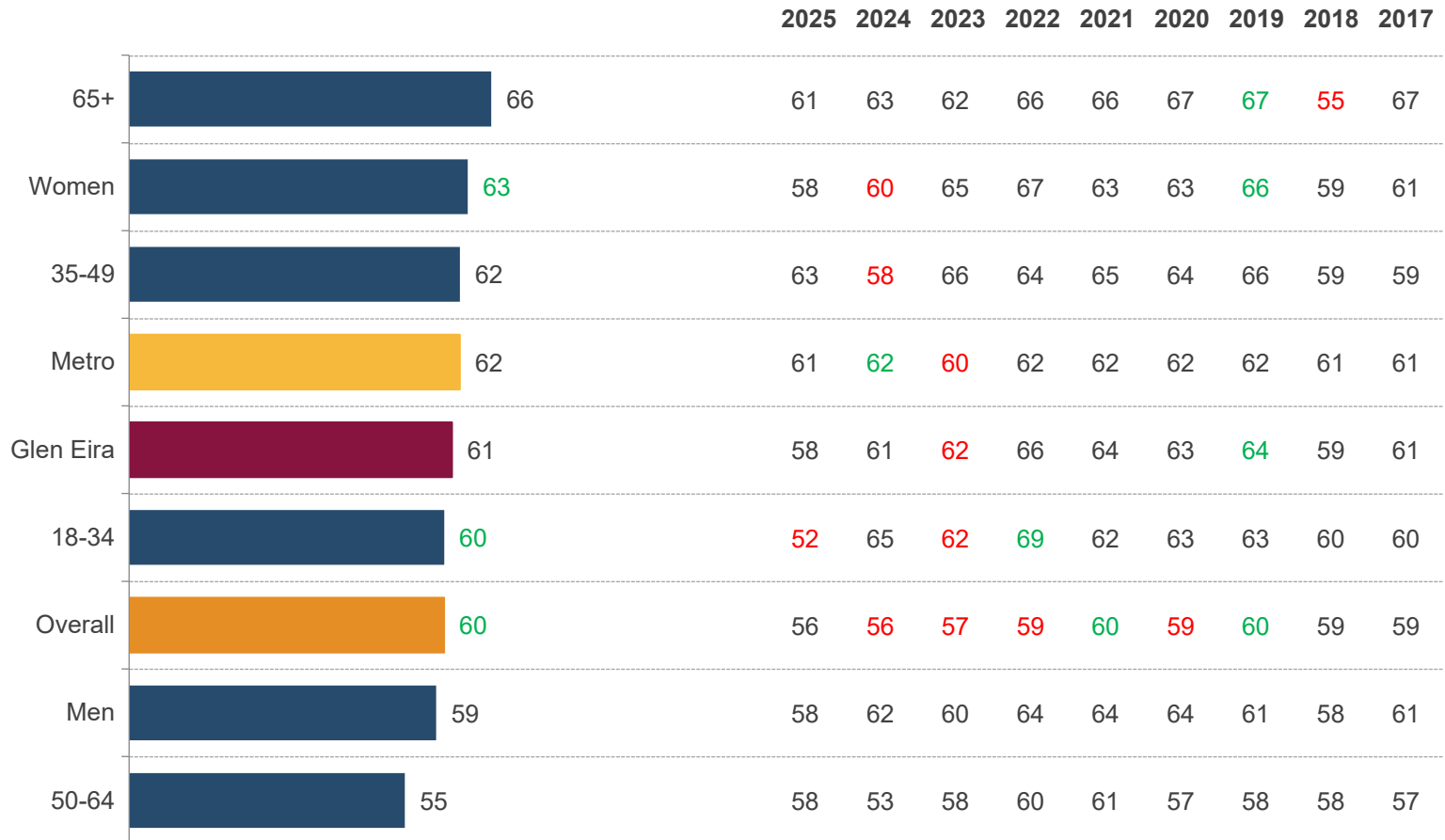
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 6 Councils asked group: 1



# Informing the community performance



2026 informing community performance (index scores)



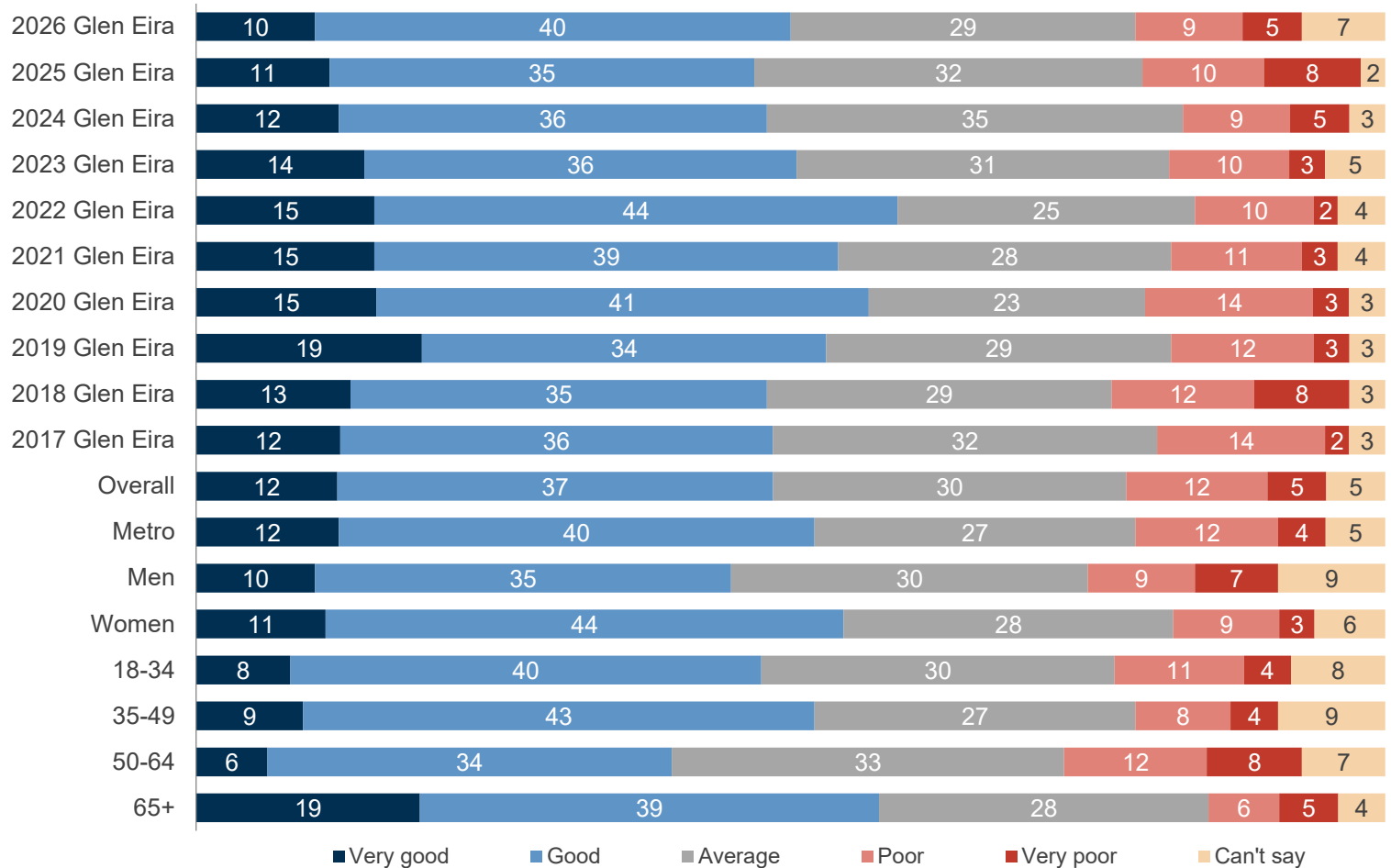
Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked: 12 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



2026 informing community performance (%)

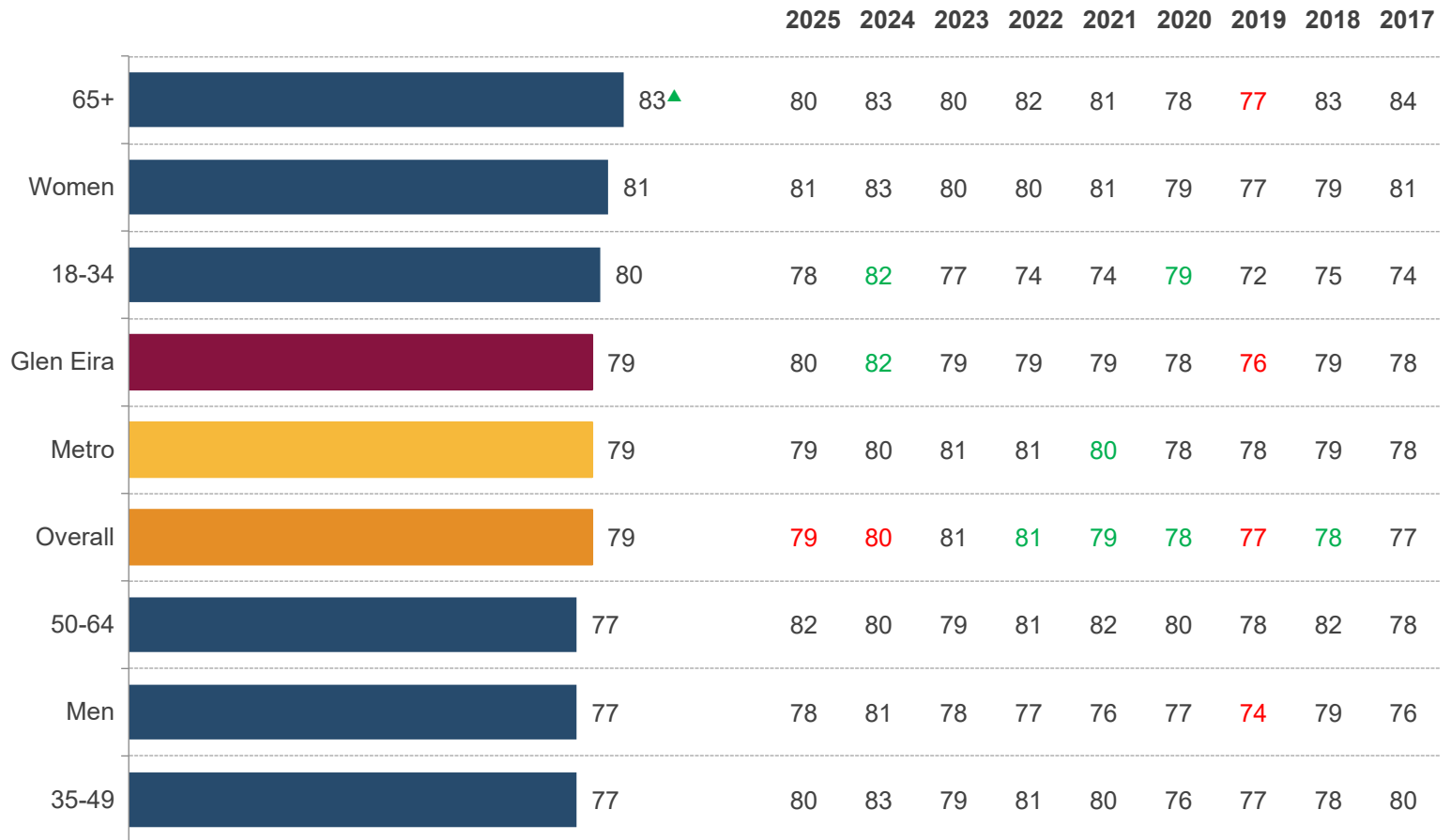


Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked: 12 Councils asked group: 3

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



2026 streets and footpaths importance (index scores)



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

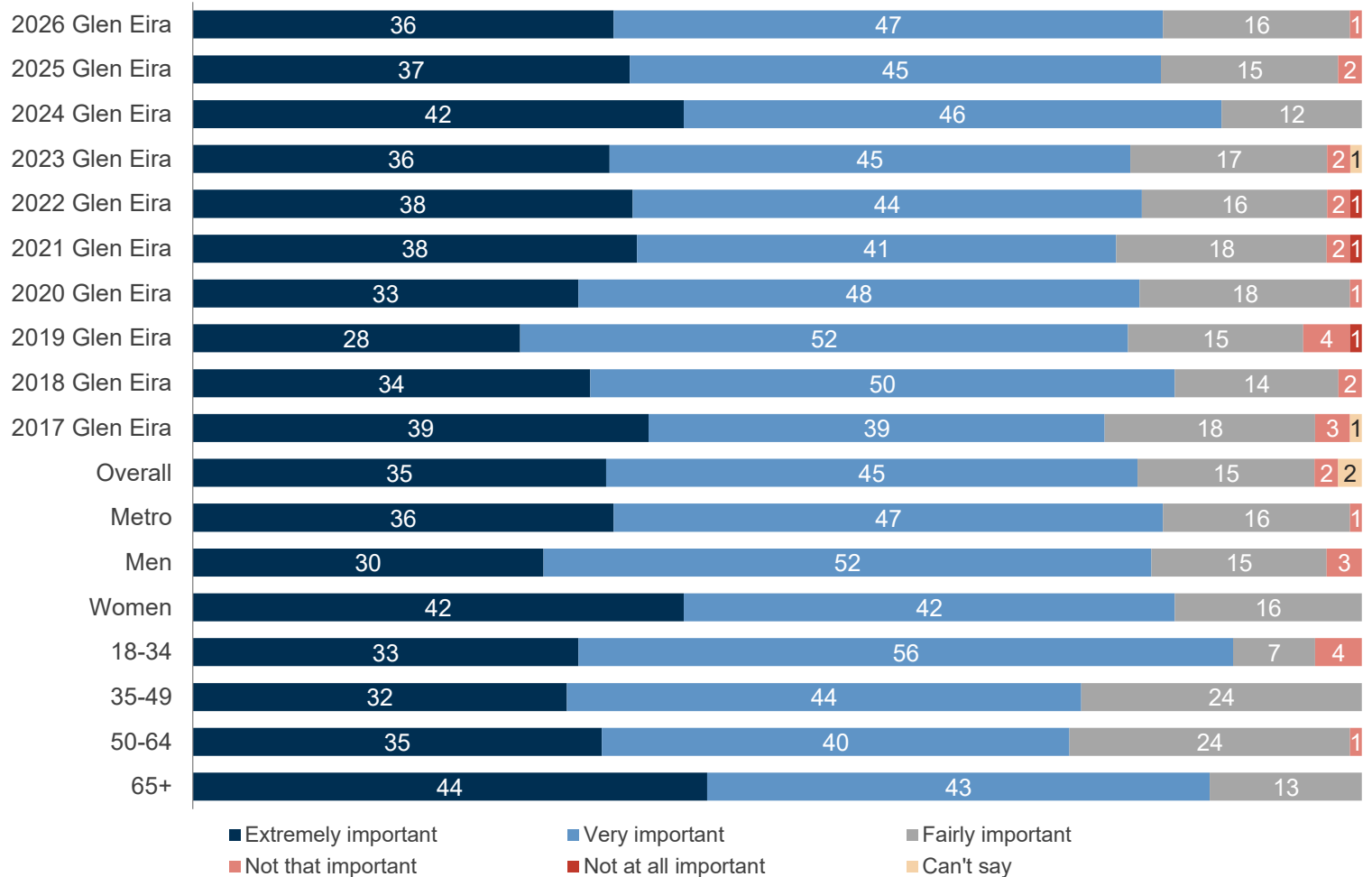
Base: All respondents. Councils asked: 6 Councils asked group: 1

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

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



2026 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 6 Councils asked group: 1

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



2026 streets and footpaths performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
18-34	58	64	64	72	71	78	73	68	68
Men	56	61	66	67	67	70	67	65	68
35-49	60	60	68	67	65	67	69	68	68
Glen Eira	57	60	64	66	66	70	69	66	66
Women	59	59	62	65	66	70	70	66	63
Metro	58	59	57	63	65	64	65	64	62
65+	56	57	62	60	64	65	64	61	60
50-64	54	56	60	59	62	65	66	64	64
Overall	52	52	52	57	59	58	59	58	57

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

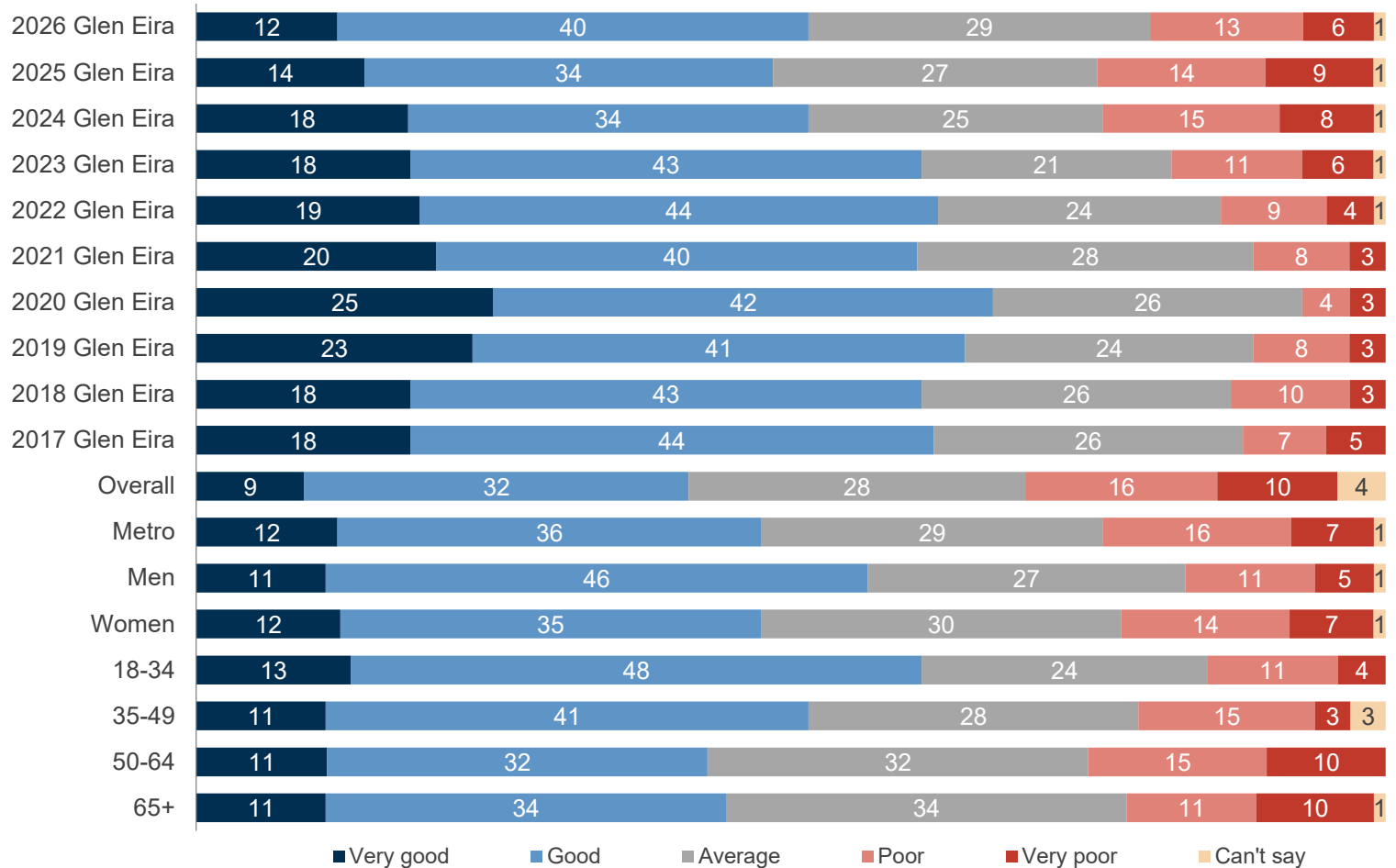
Base: All respondents. Councils asked: 11 Councils asked group: 3

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

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



2026 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?  
 Base: All respondents. Councils asked: 11 Councils asked group: 3



# Traffic management importance



2026 traffic management importance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	75▲	75	76	n/a	75	76	75	77	78
35-49	70	66	71	n/a	71	69	71	74	76
Women	69	73	74	n/a	74	72	77	77	79
Glen Eira	68	70	71	n/a	72	70	74	74	76
Overall	68	70	74	73	73	73	73	74	72
Metro	68	70	73	74	74	73	75	76	76
Men	67	67	68	69	70	69	70	70	73
50-64	66	71	72	75	74	71	75	77	74
18-34	63▼	70	69	67	70	68	75	69	77

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

Base: All respondents. Councils asked: 1 Councils asked group: 1

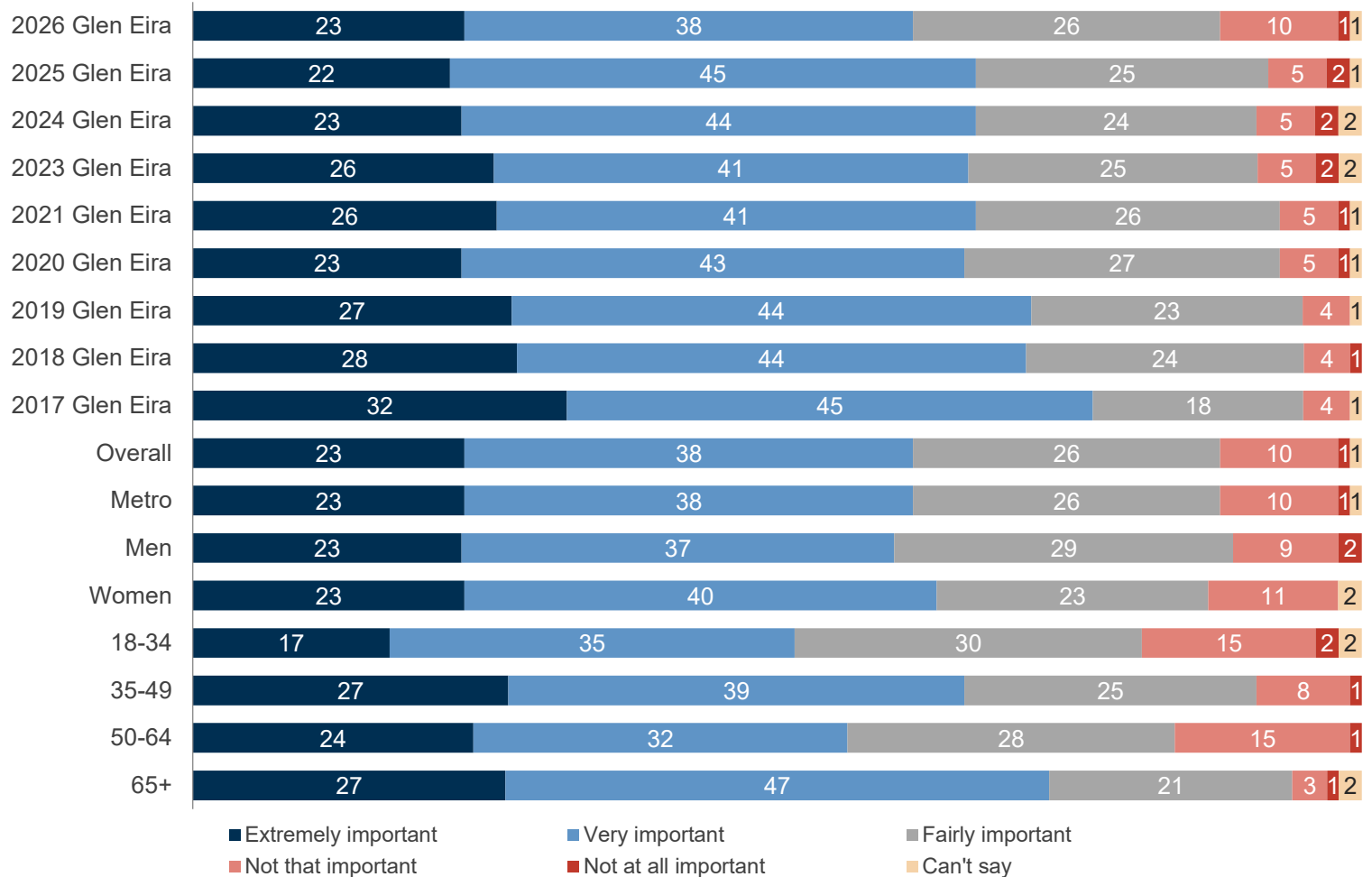
Note: Please see Appendix A for explanation of significant differences.



# Traffic management importance



2026 traffic management importance (%)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 1 Councils asked group: 1



# Traffic management performance



2026 traffic management performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	61	56	63	n/a	62	58	63	60	56
65+	59	58	60	n/a	61	62	61	57	61
Women	59	57	62	n/a	62	60	58	60	56
Glen Eira	59	58	61	n/a	62	62	59	60	59
Men	58	60	59	n/a	62	65	60	60	61
50-64	57	52	61	n/a	59	62	54	57	56
18-34	57	62	59	n/a	64	67	58	63	61
Overall	56▼	53	55	58	59	58	58	57	59
Metro	55▼	55	55	58	59	59	58	57	56

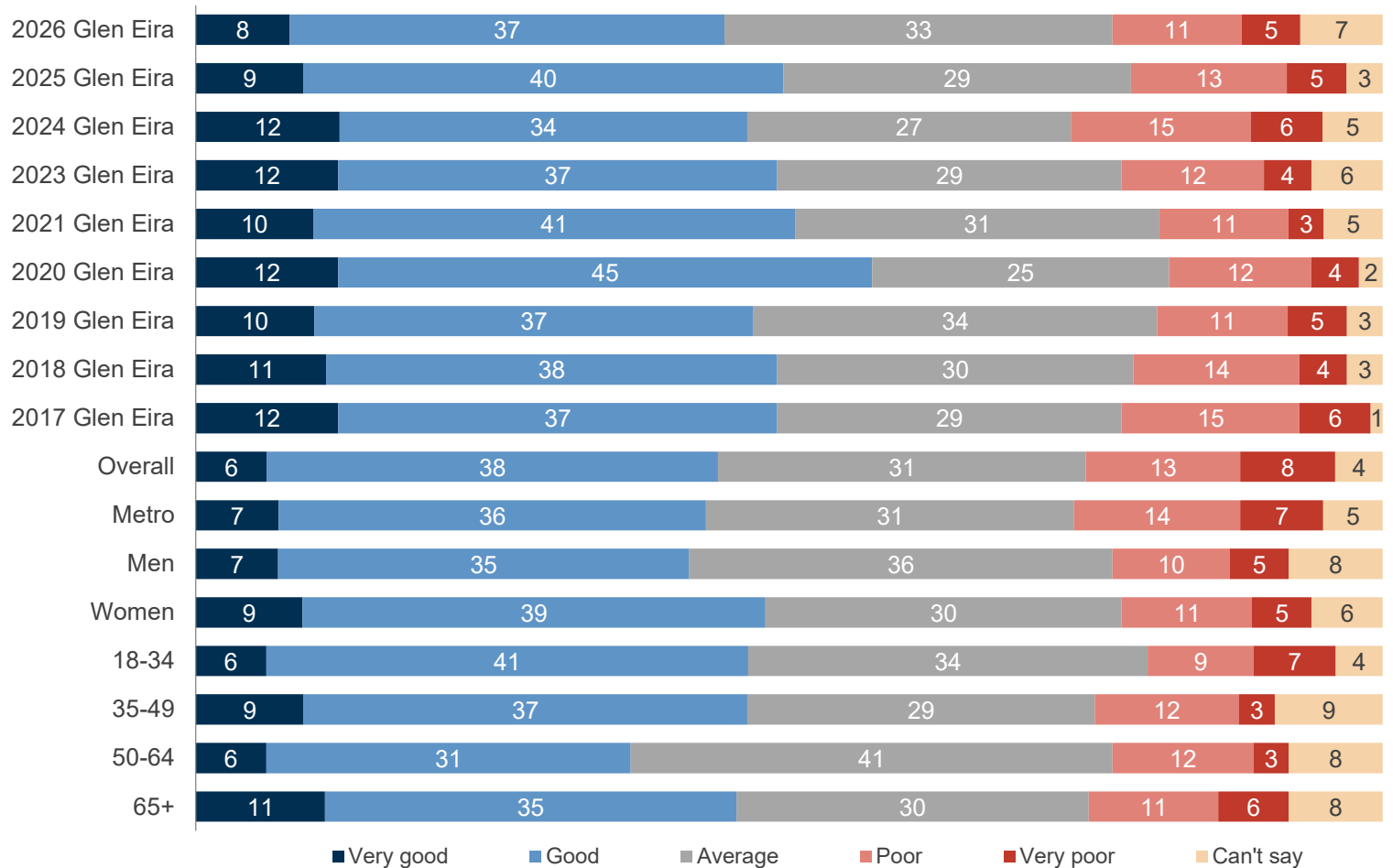
Q2. How has Council performed on 'Traffic management' over the last 12 months?  
 Base: All respondents. Councils asked: 5 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Traffic management performance



2026 traffic management performance (%)



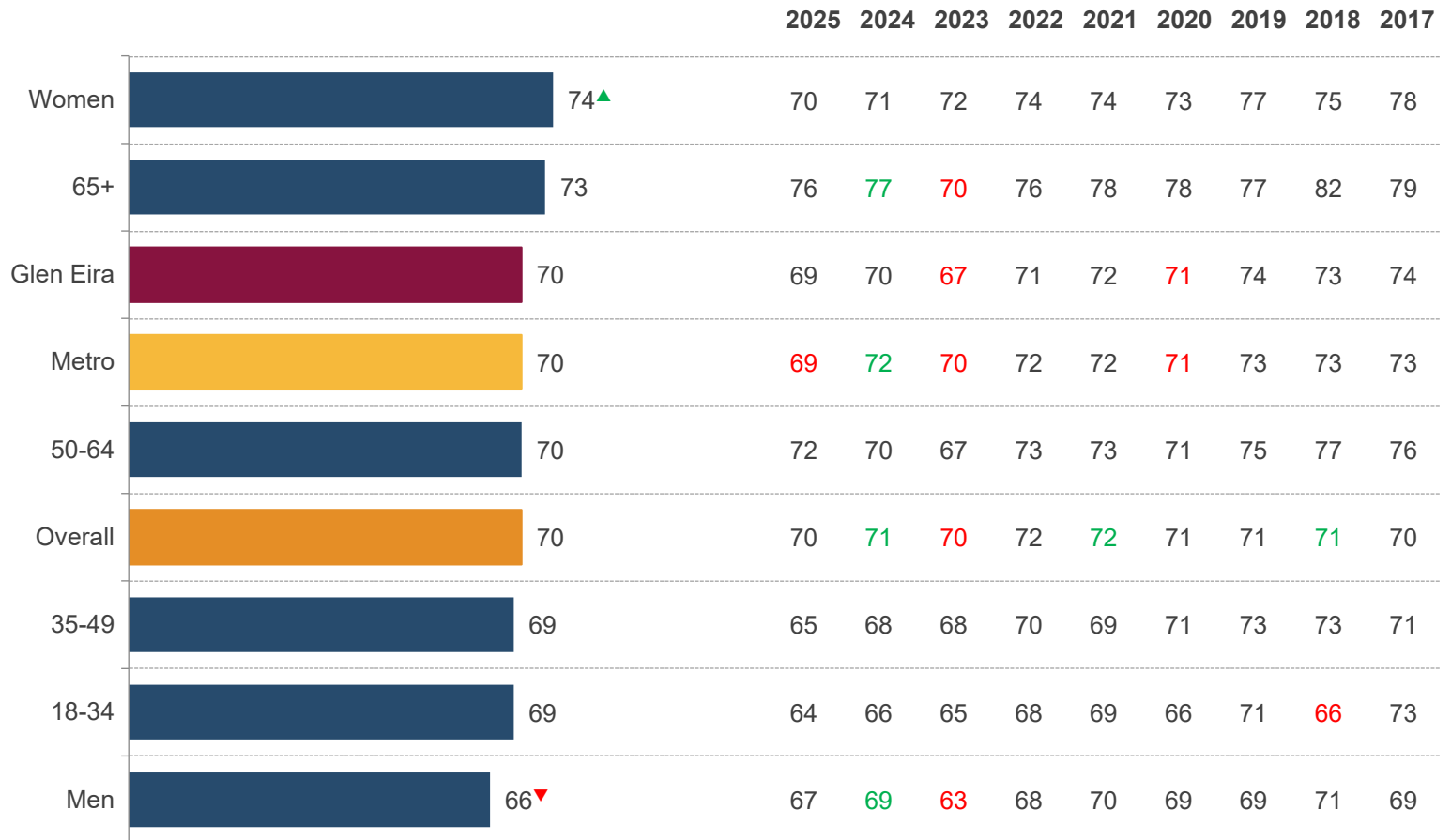
Q2. How has Council performed on 'Traffic management' over the last 12 months?  
 Base: All respondents. Councils asked: 5 Councils asked group: 3



# Parking facilities importance



2026 parking importance (index scores)



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

Base: All respondents. Councils asked: 3 Councils asked group: 1

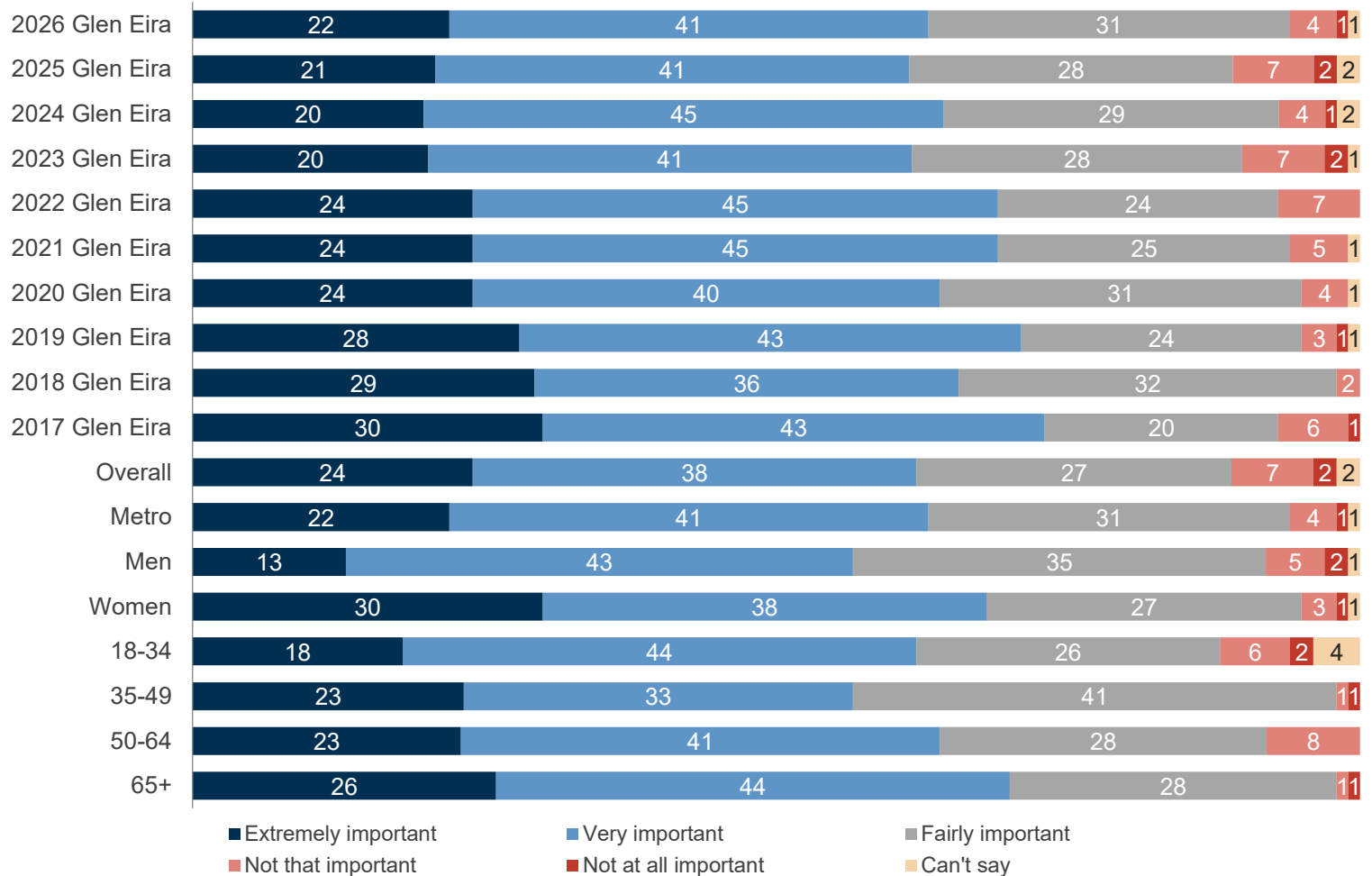
Note: Please see Appendix A for explanation of significant differences.



# Parking facilities importance



2026 parking importance (%)



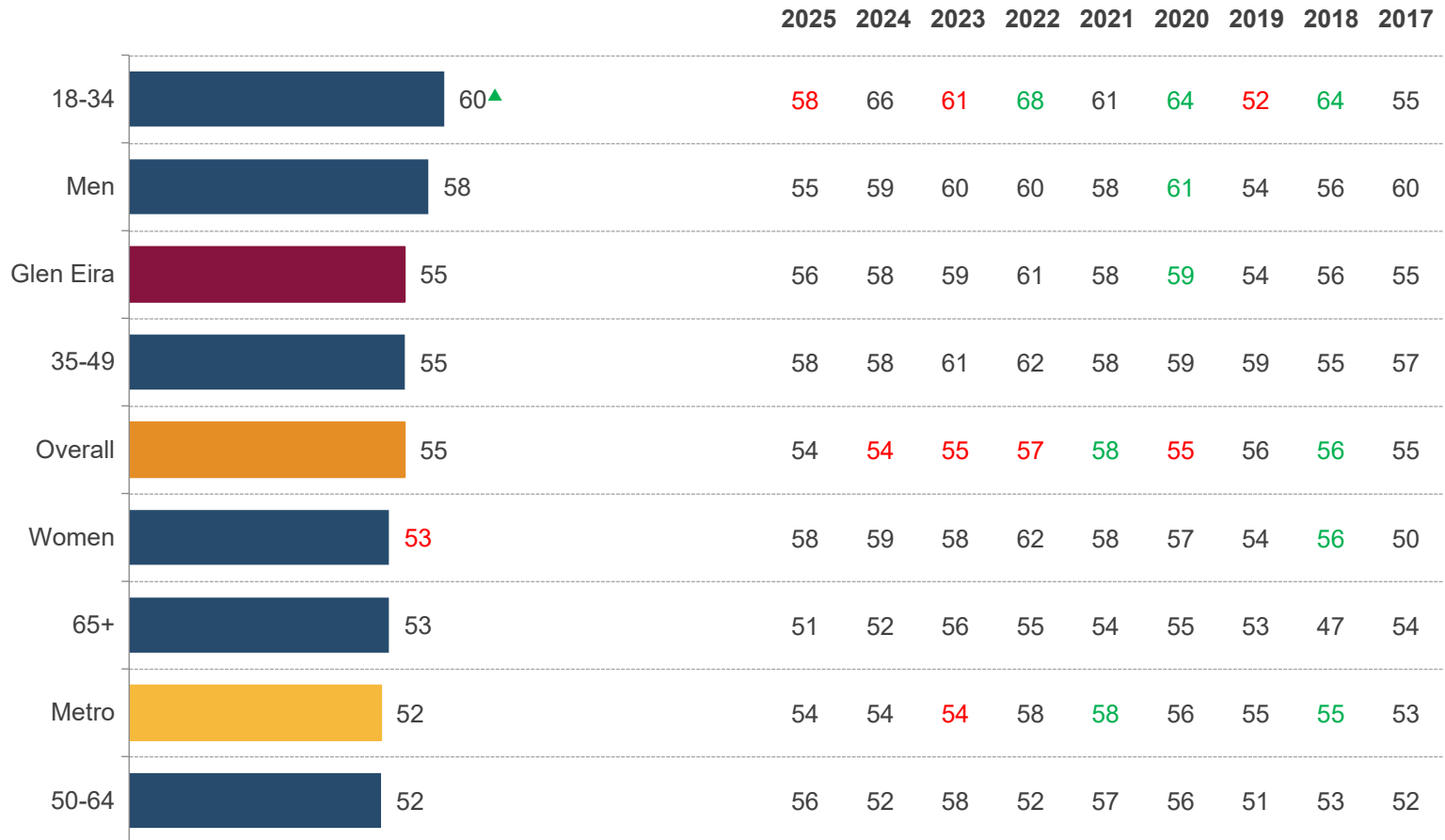
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 3 Councils asked group: 1



# Parking facilities performance



2026 parking performance (index scores)



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

Base: All respondents. Councils asked: 8 Councils asked group: 2

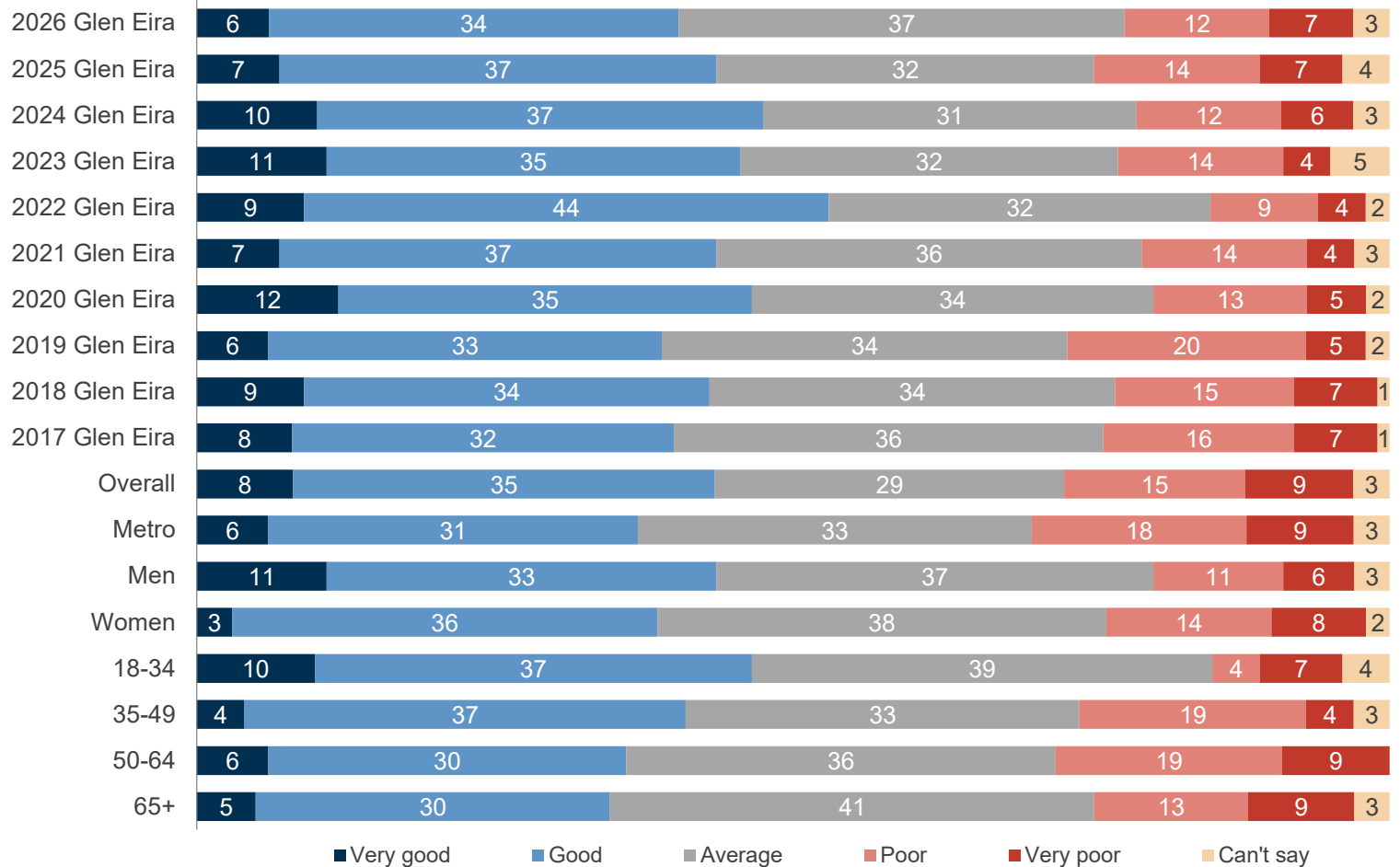
Note: Please see Appendix A for explanation of significant differences.



# Parking facilities performance



2026 parking performance (%)



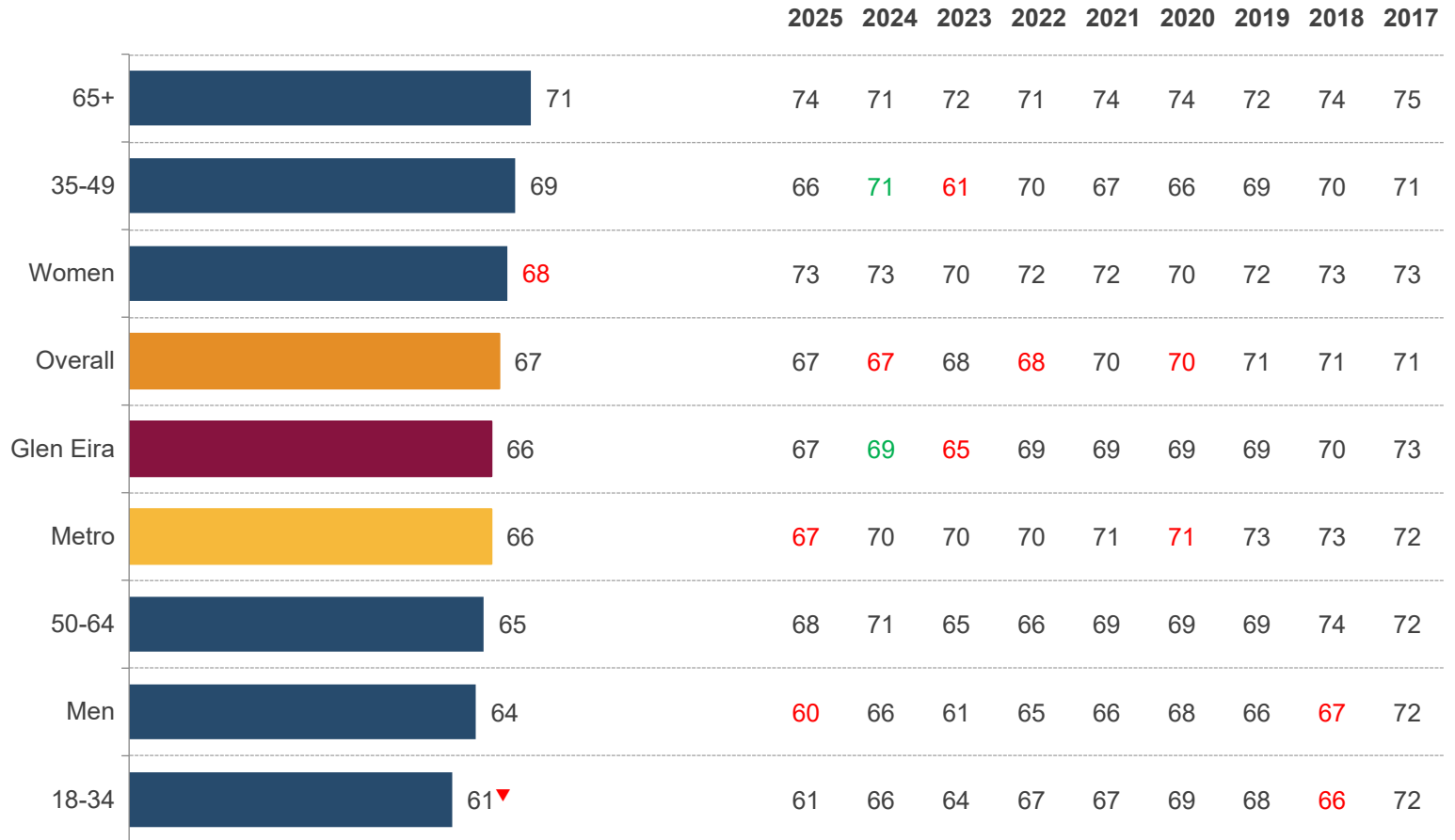
Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
 Base: All respondents. Councils asked: 8 Councils asked group: 2



# Enforcement of local laws importance



2026 law enforcement importance (index scores)



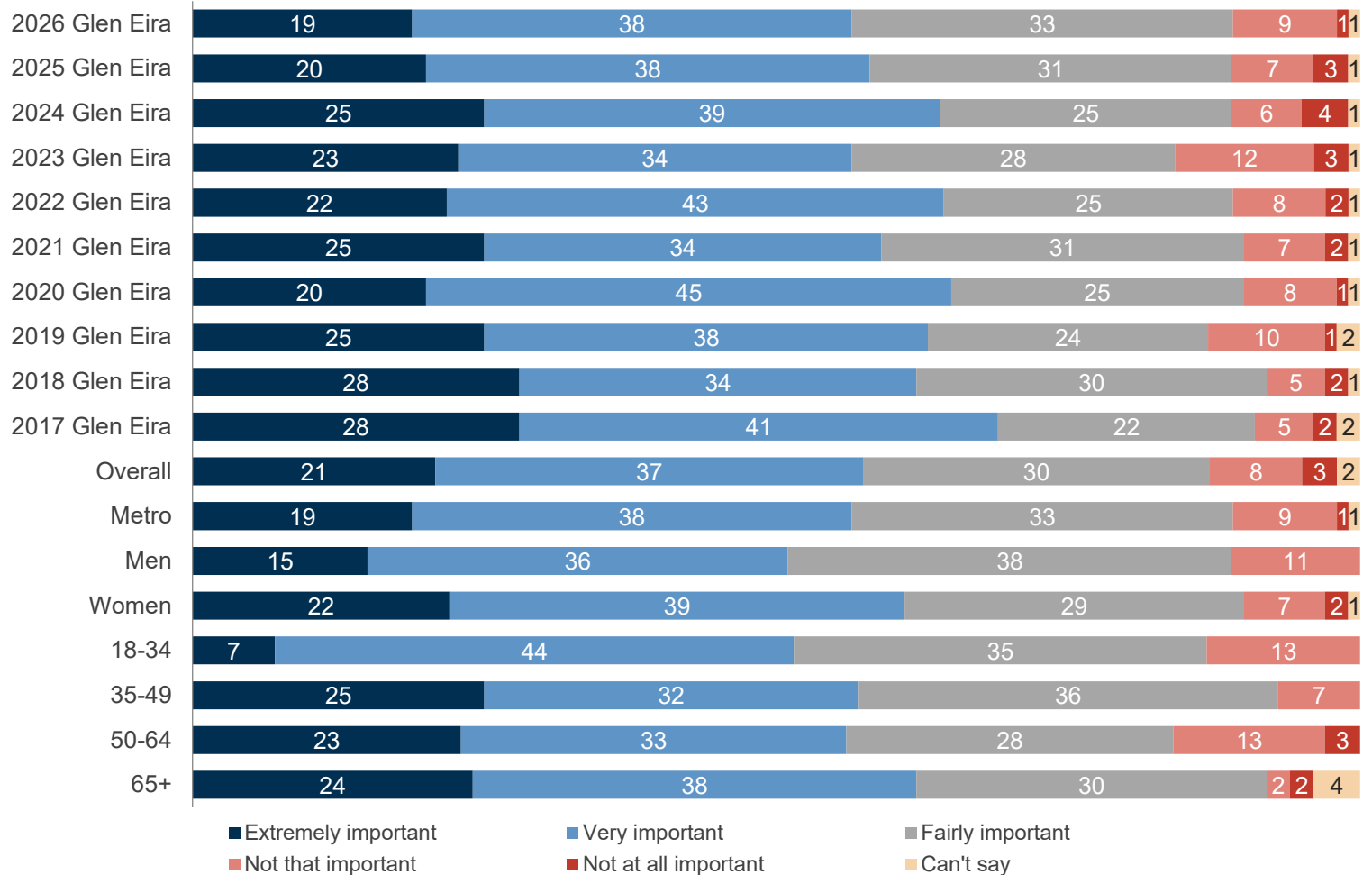
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 5 Councils asked group: 1  
 Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws importance



2026 law enforcement importance (%)



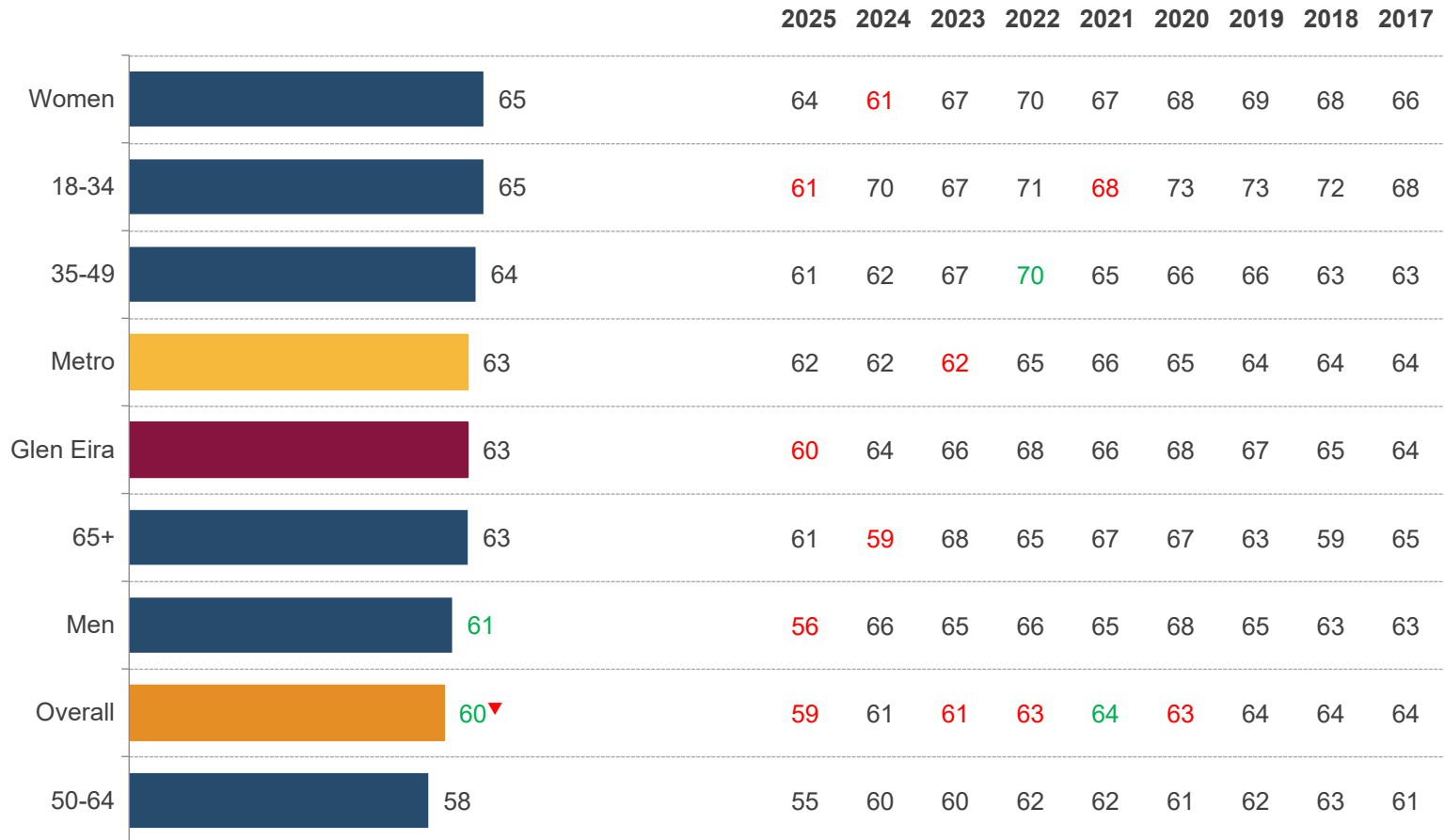
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 5 Councils asked group: 1



# Enforcement of local laws performance



2026 law enforcement performance (index scores)



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

Base: All respondents. Councils asked: 10 Councils asked group: 2

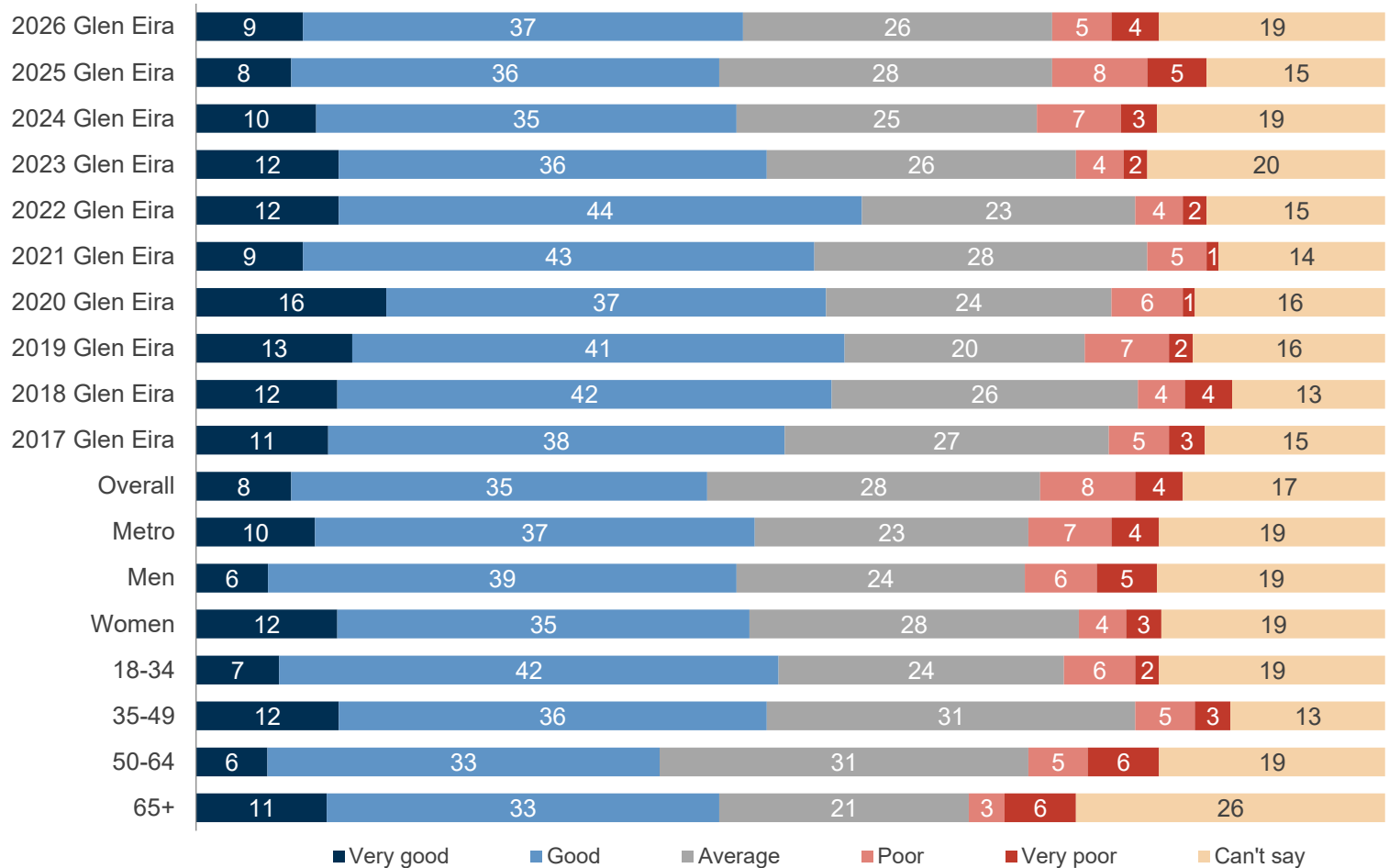
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



2026 law enforcement performance (%)



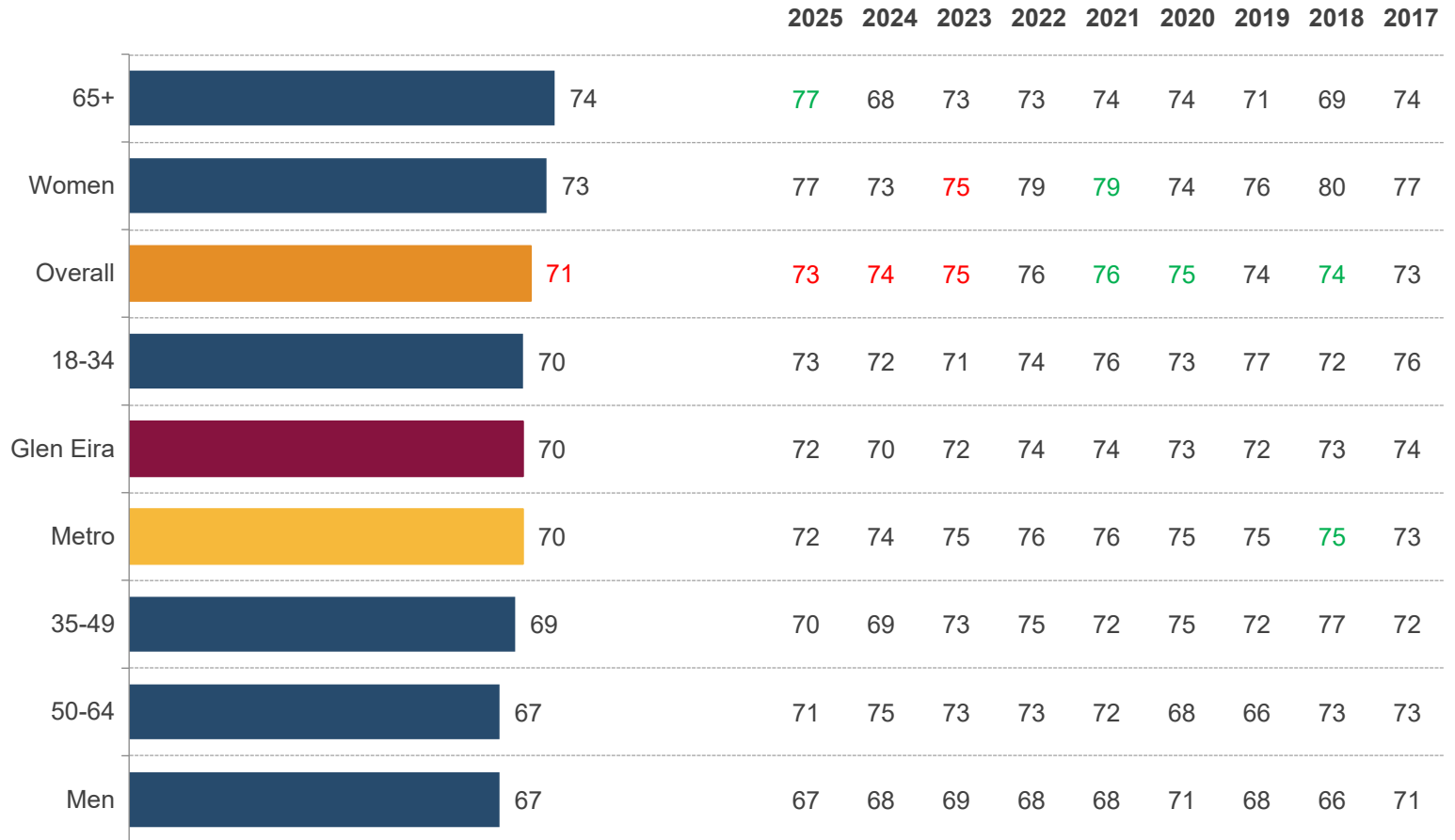
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked: 10 Councils asked group: 2



# Family support services importance



2026 family support importance (index scores)



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

Base: All respondents. Councils asked: 3 Councils asked group: 1

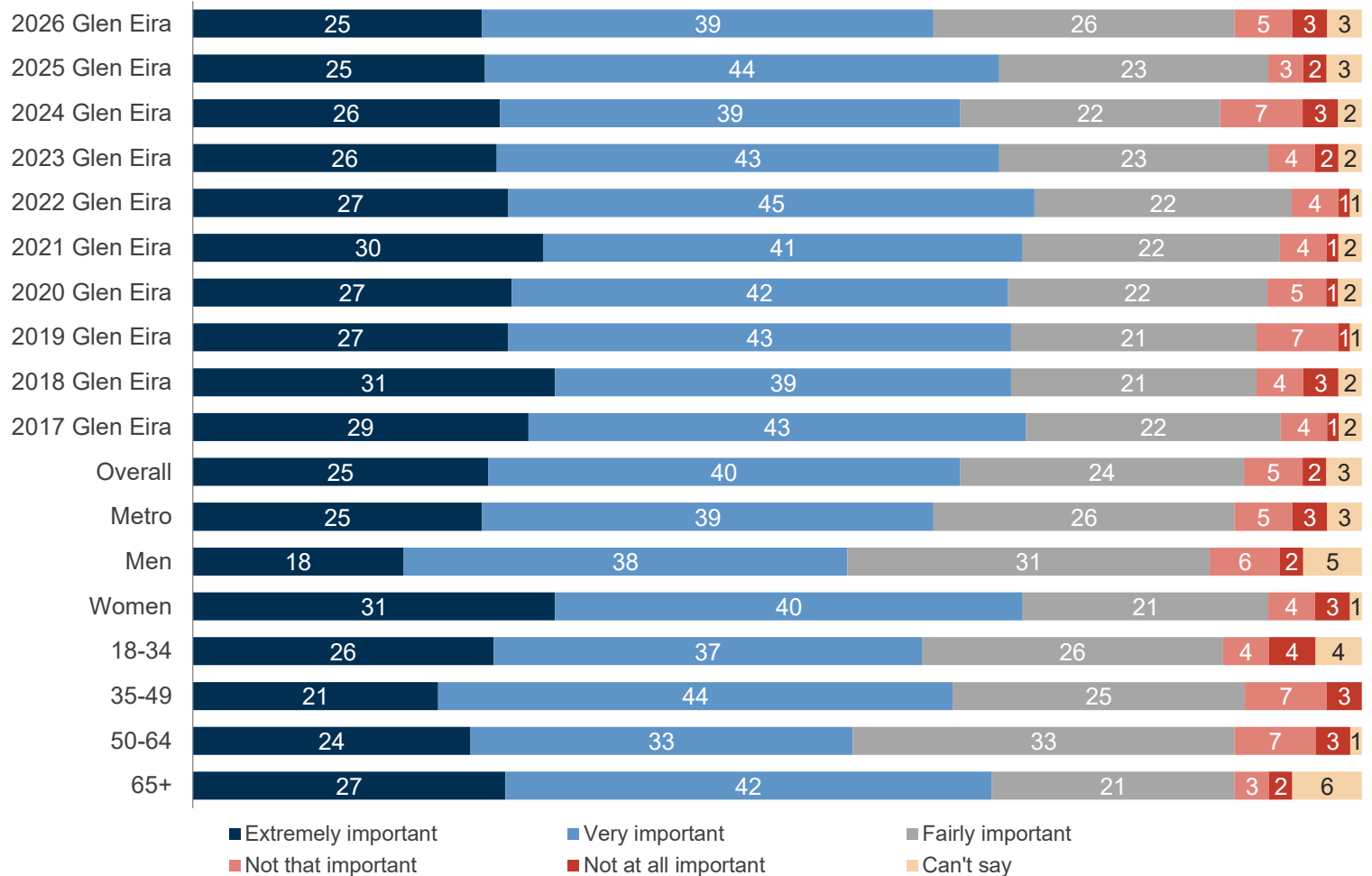
Note: Please see Appendix A for explanation of significant differences.



# Family support services importance



2026 family support importance (%)



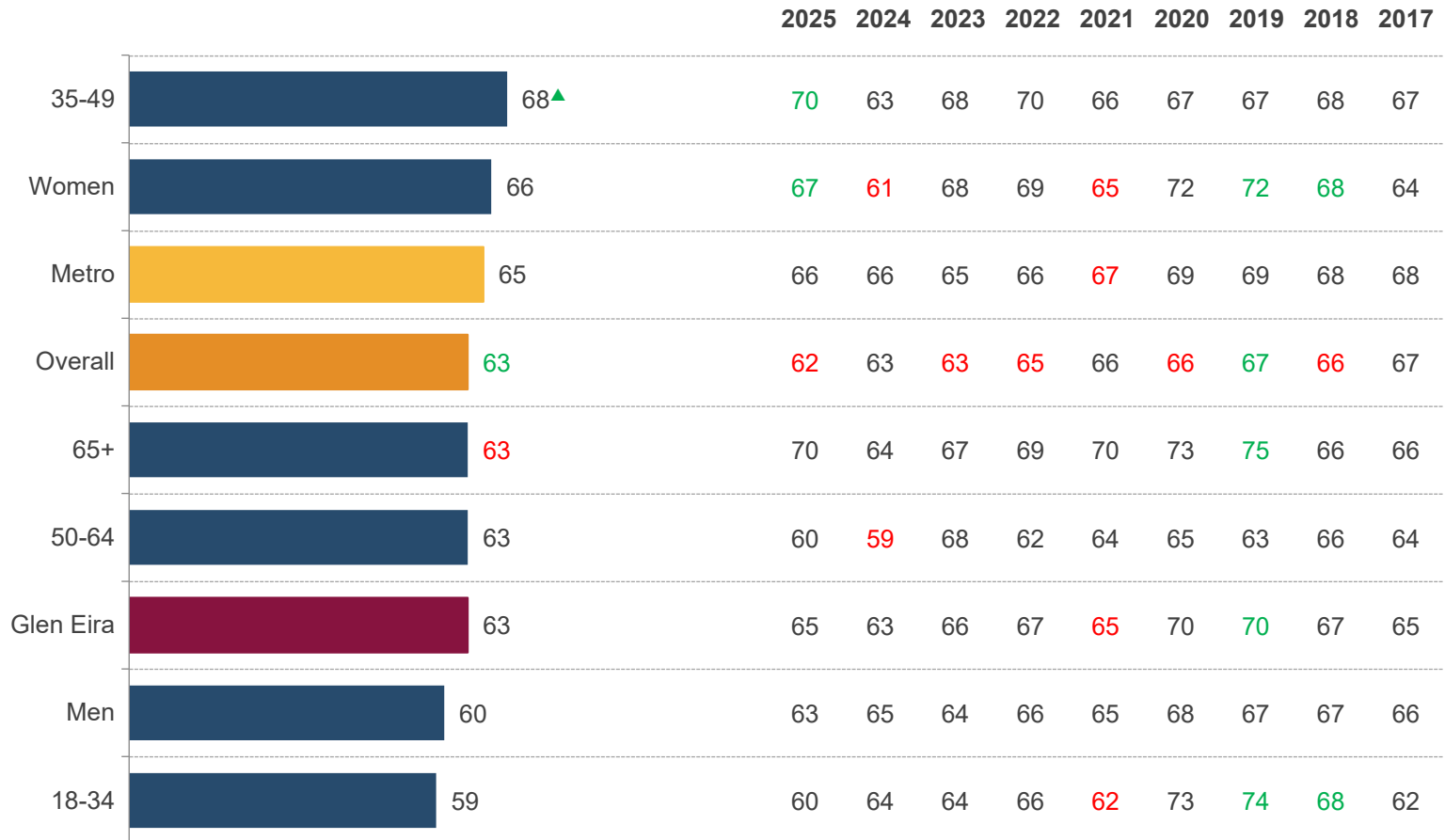
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 3 Councils asked group: 1



# Family support services performance



2026 family support performance (index scores)



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

Base: All respondents. Councils asked: 10 Councils asked group: 2

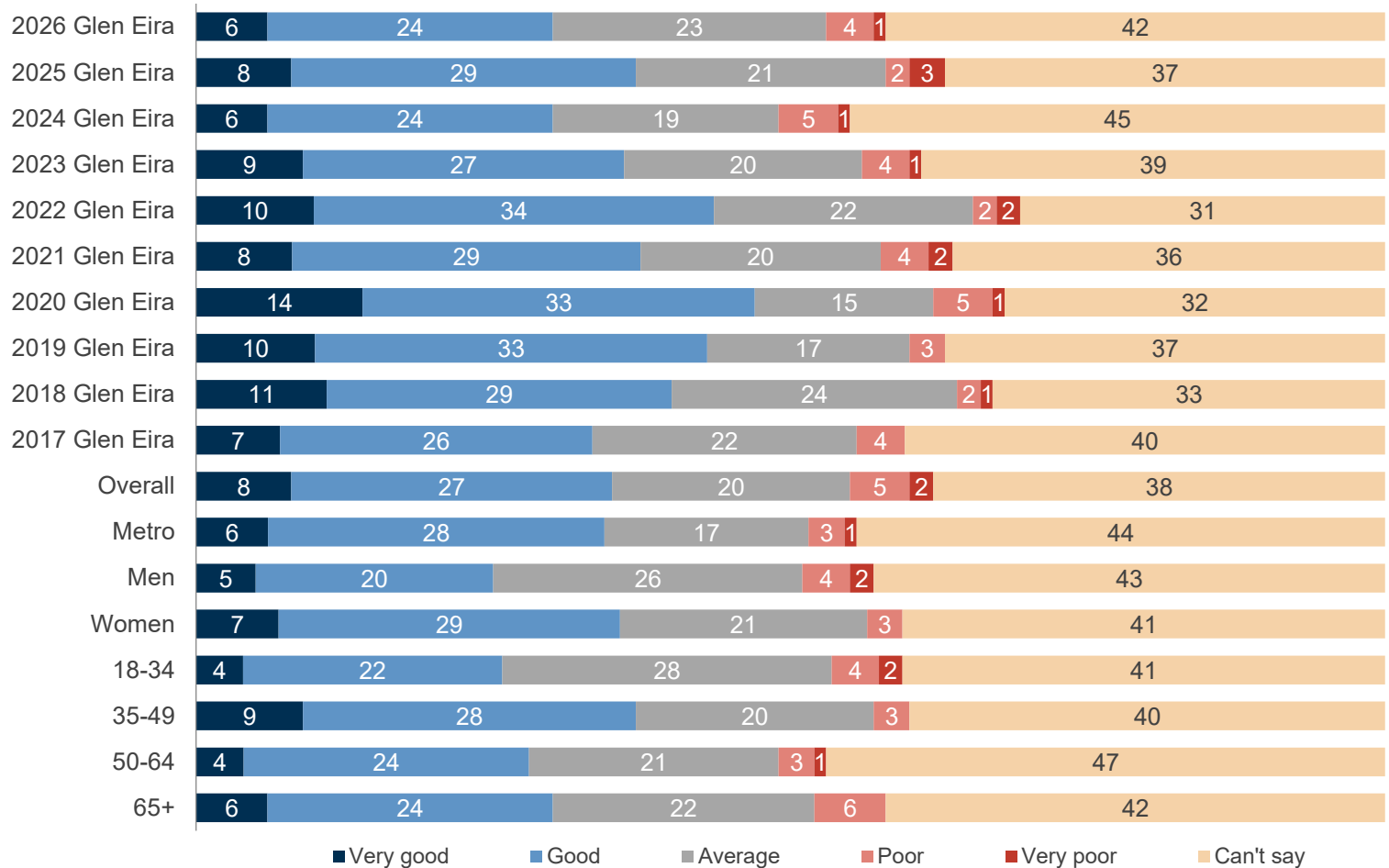
Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



2026 family support performance (%)



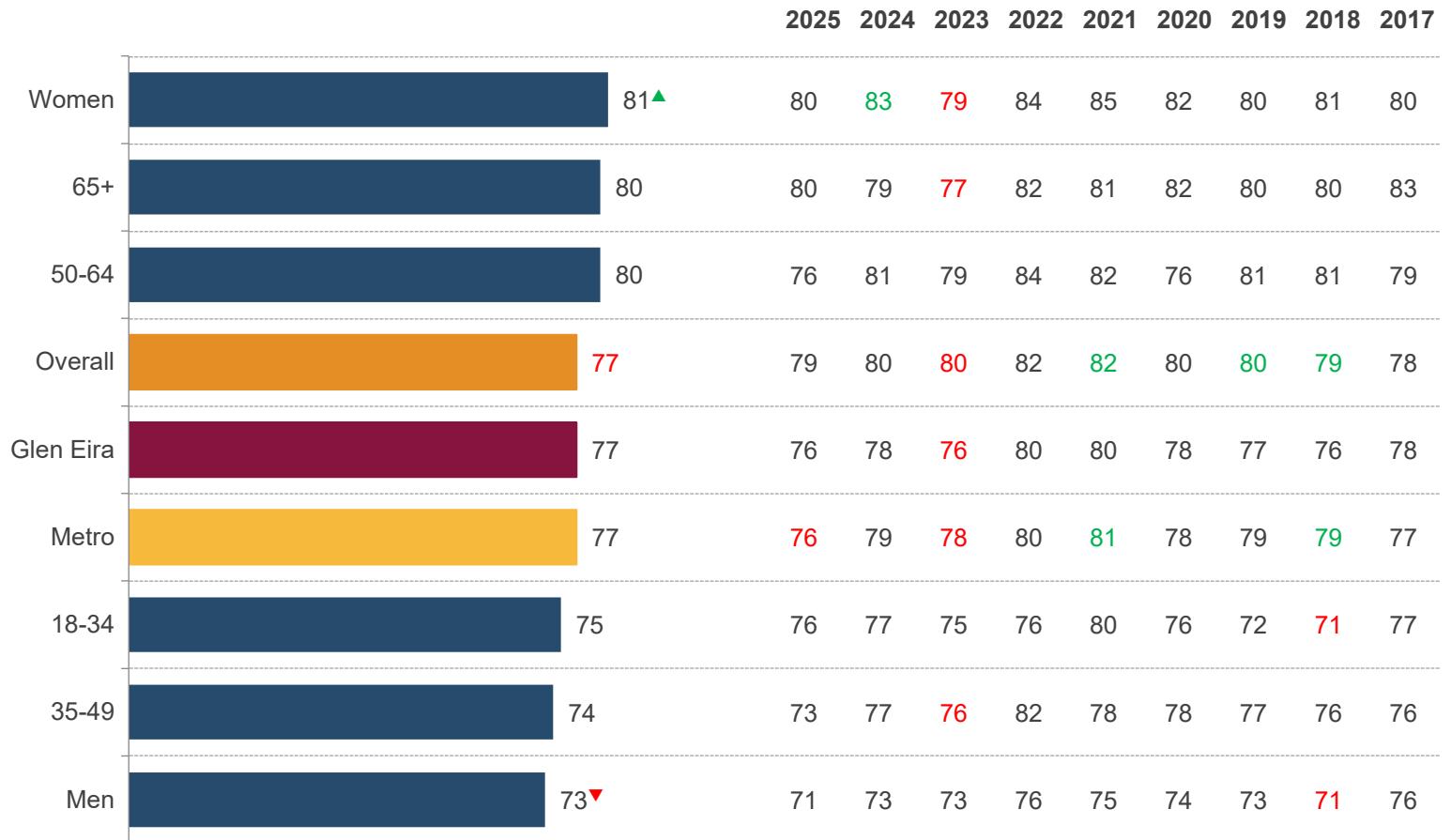
Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked: 10 Councils asked group: 2



# Elderly support services importance



2026 elderly support importance (index scores)



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

Base: All respondents. Councils asked: 3 Councils asked group: 1

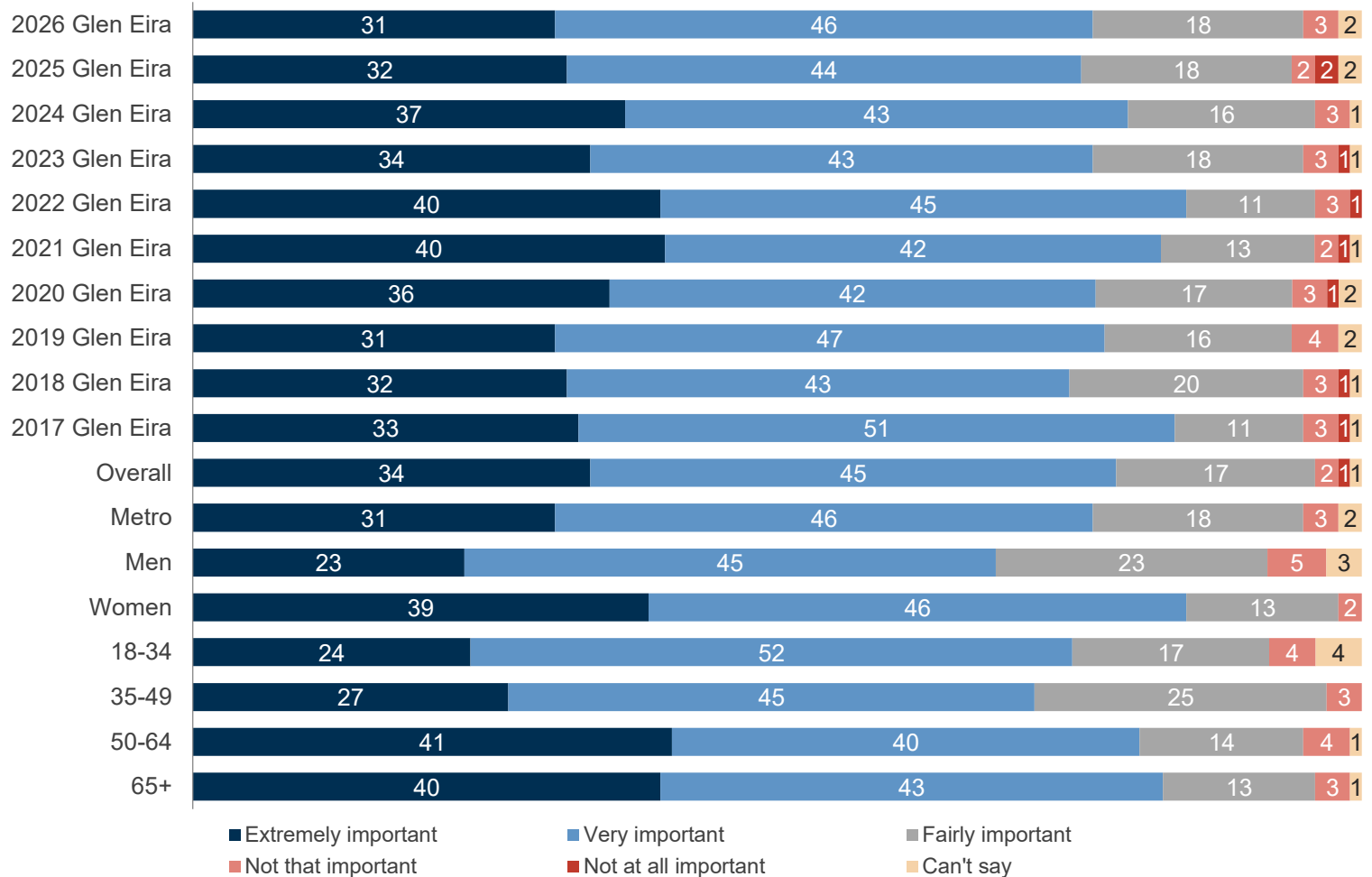
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services importance



2026 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 3 Councils asked group: 1



# Elderly support services performance



2026 elderly support performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	65	62	67	71	70	72	75	74	64	70
Metro	63	63	64	64	65	66	67	67	67	67
Overall	62	63	63	63	67	69	68	68	68	68
Women	62	62	62	69	67	63	67	67	67	64
Glen Eira	62	62	64	67	66	65	69	67	65	67
Men	61	62	67	64	65	68	71	66	64	69
35-49	61	67	61	67	66	64	63	67	62	68
50-64	61	60	62	65	65	64	60	61	68	65
18-34	60	59	65	65	61	62	72	63	66	65

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

Base: All respondents. Councils asked: 8 Councils asked group: 2

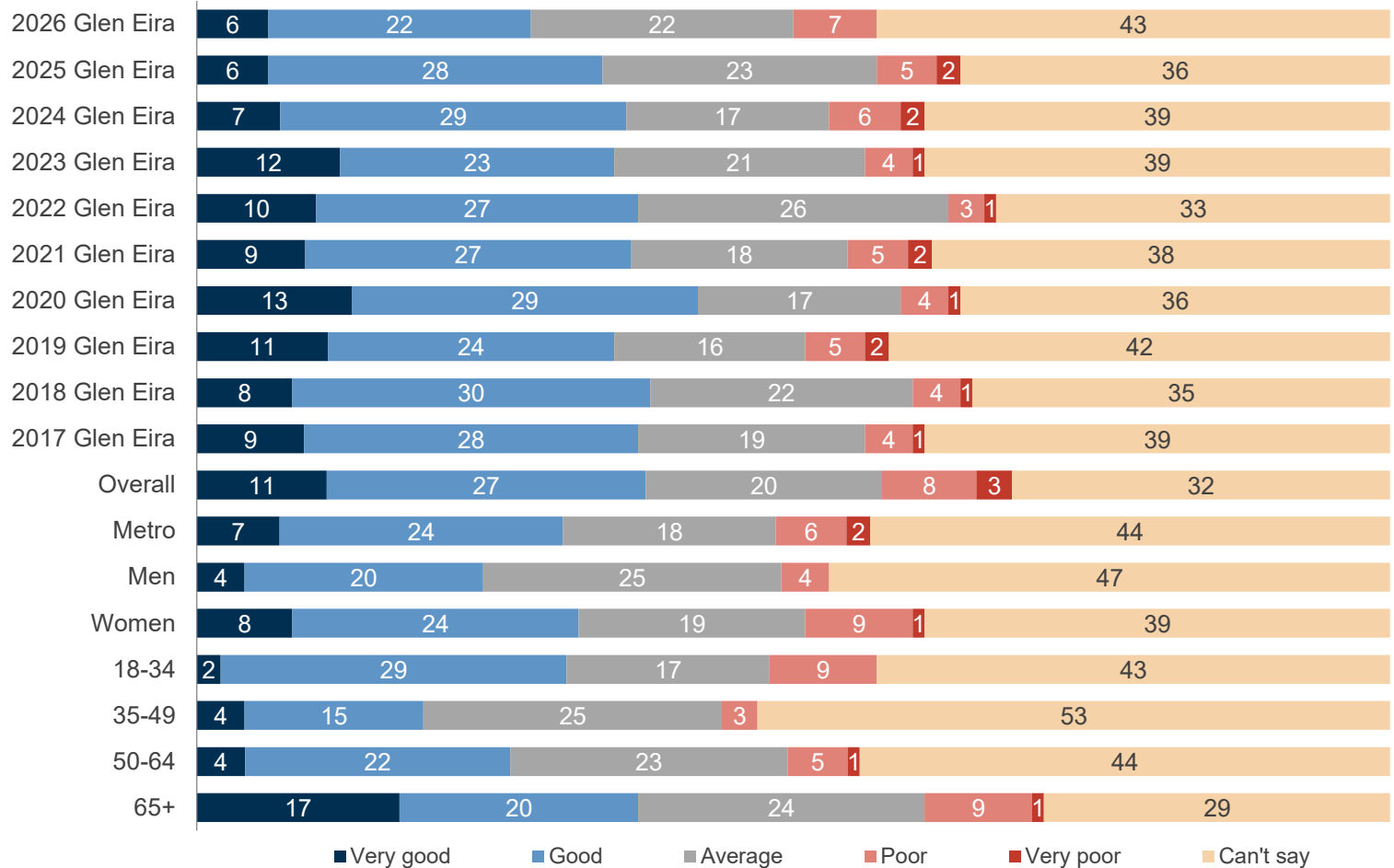
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



2026 elderly support performance (%)



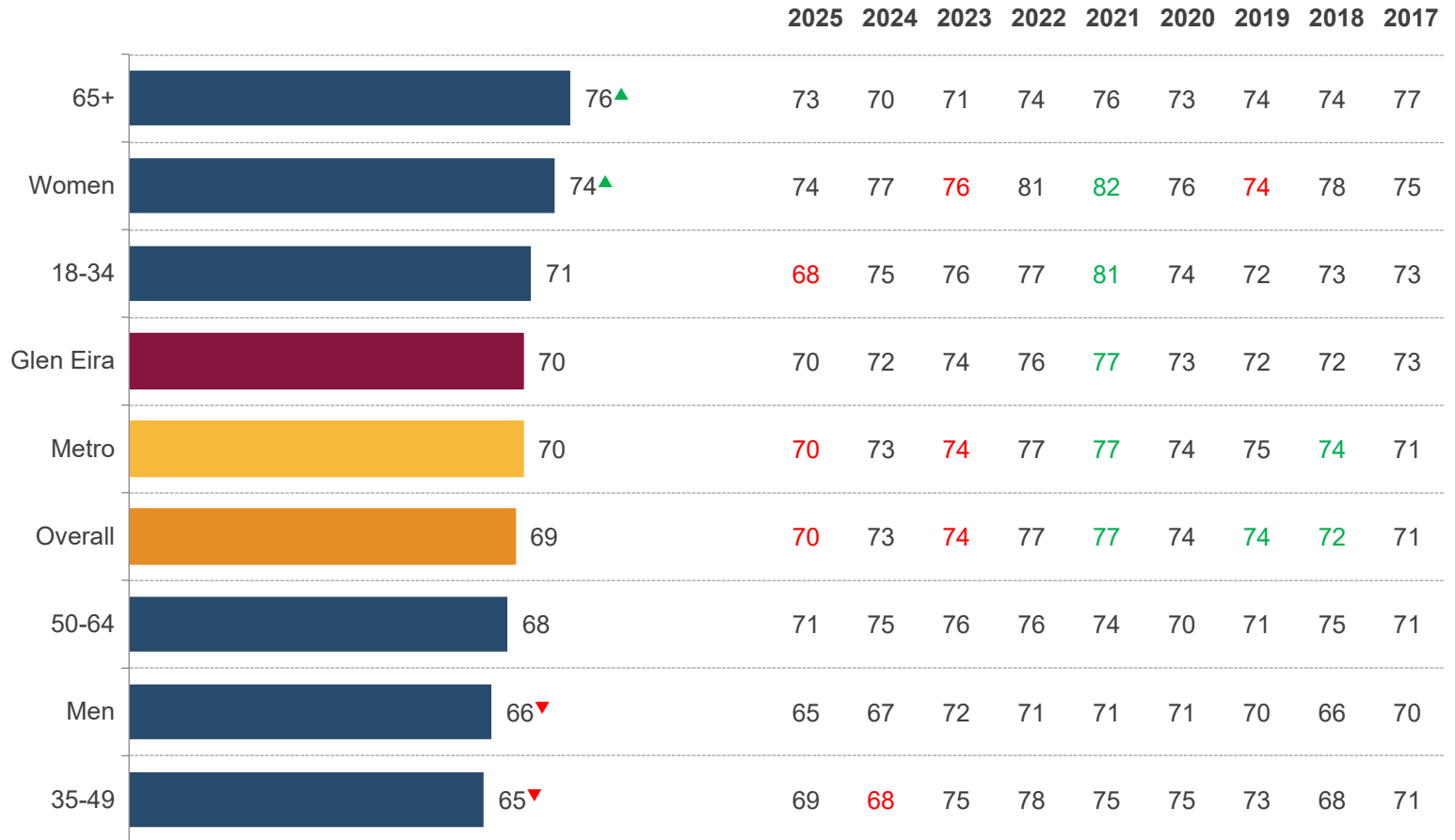
Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked: 8 Councils asked group: 2



# Disadvantaged support services importance



2026 disadvantaged support importance (index scores)



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

Base: All respondents. Councils asked: 2 Councils asked group: 1

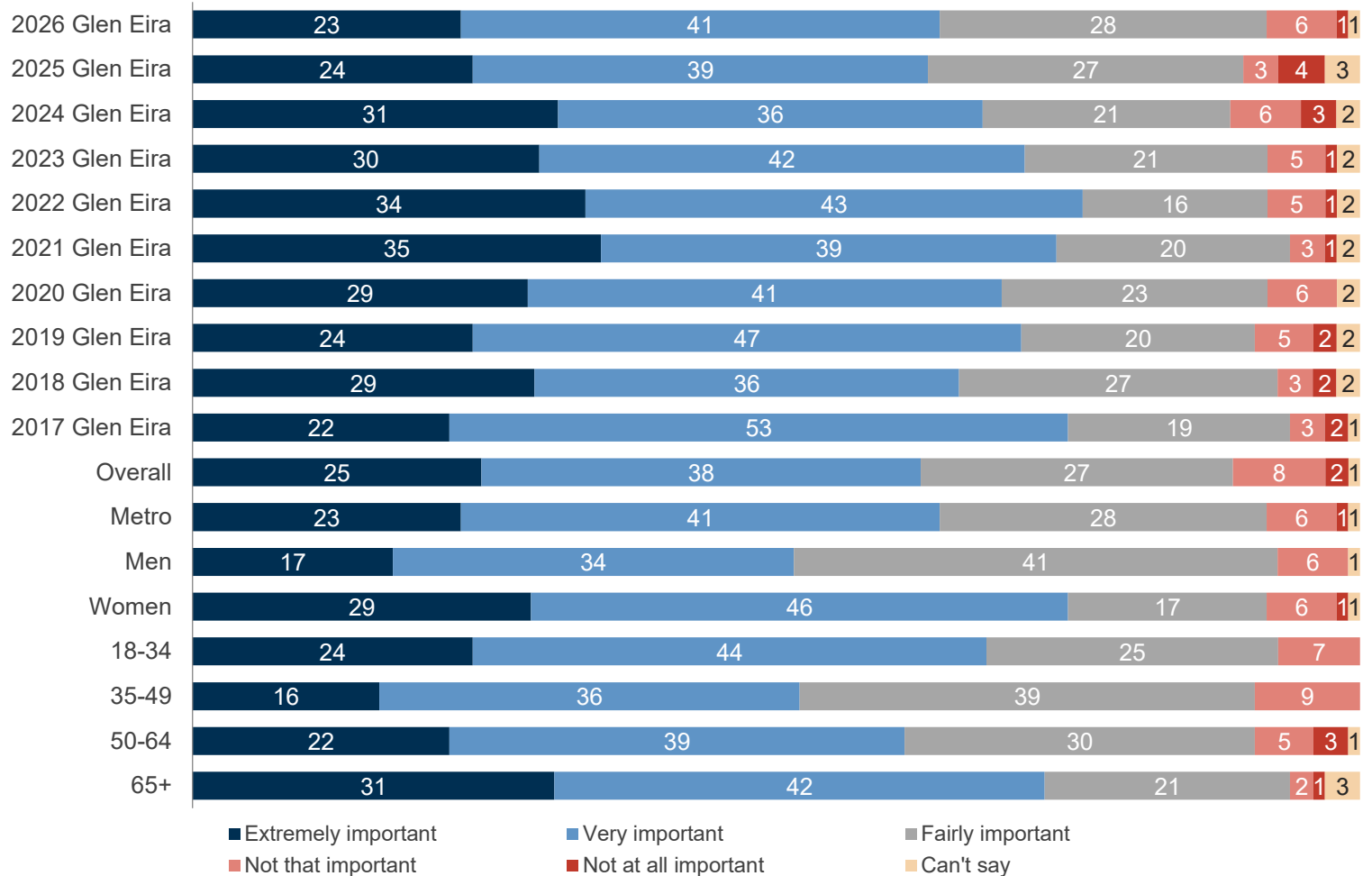
Note: Please see Appendix A for explanation of significant differences.



# Disadvantaged support services importance



2026 disadvantaged support importance (%)



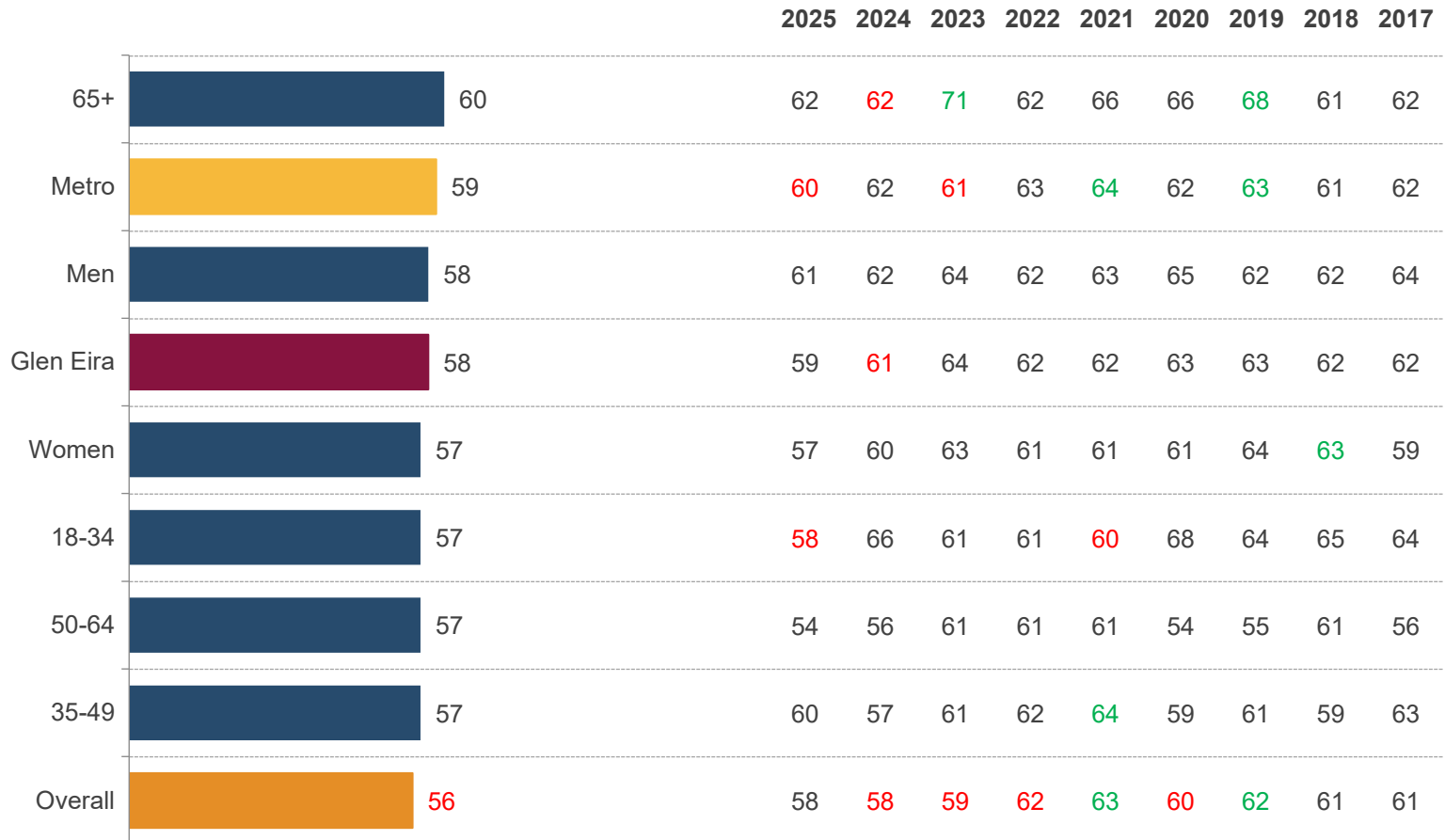
Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 2 Councils asked group: 1



# Disadvantaged support services performance



2026 disadvantaged support performance (index scores)



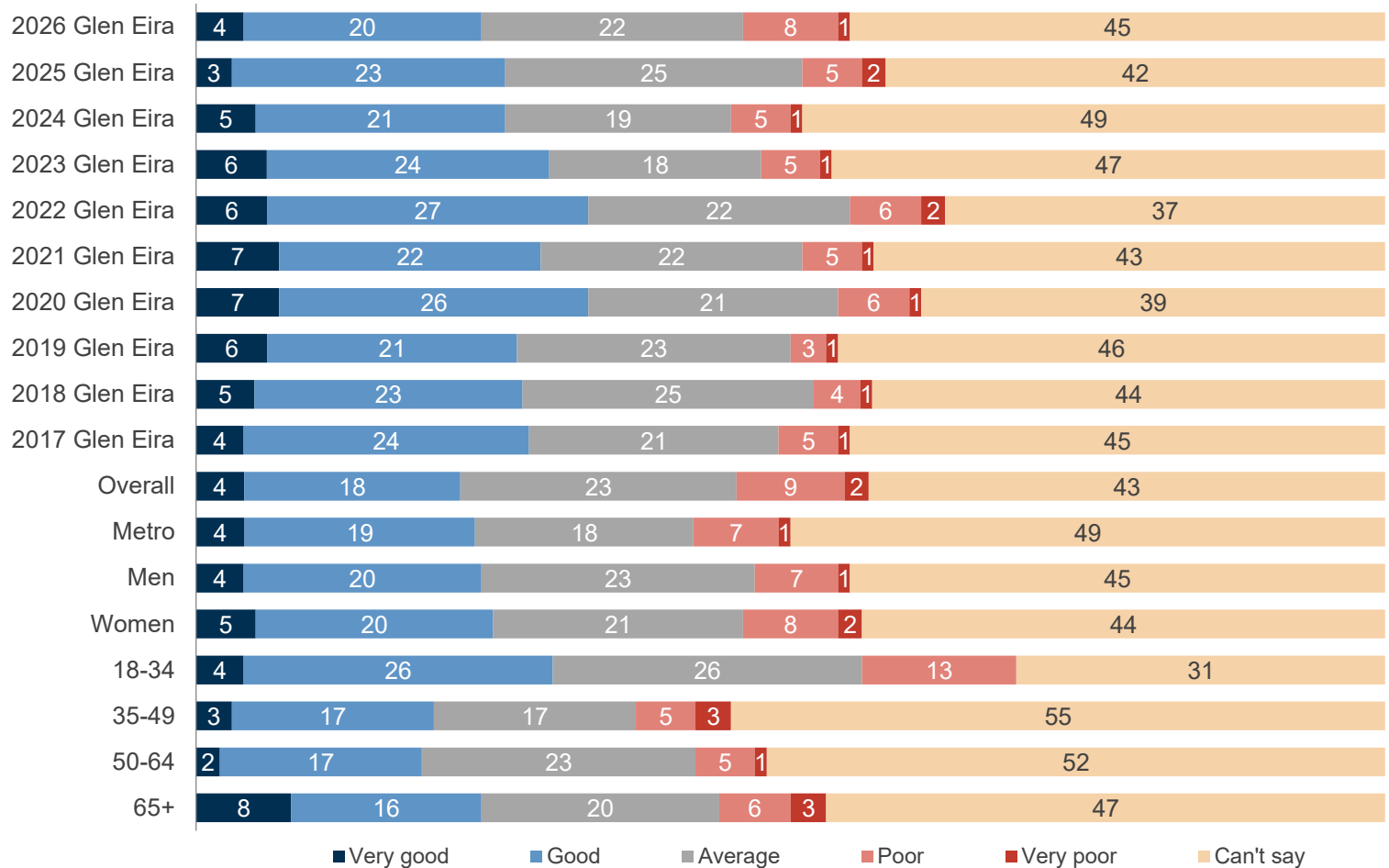
Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?  
 Base: All respondents. Councils asked: 4 Councils asked group: 2  
 Note: Please see Appendix A for explanation of significant differences.



# Disadvantaged support services performance



2026 disadvantaged support performance (%)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?  
 Base: All respondents. Councils asked: 4 Councils asked group: 2



# Recreational facilities importance



2026 recreational facilities importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Women	77	75	74	76	80	75	74	71	75	75
35-49	77	75	76	78	80	78	78	75	78	79
50-64	77	77	76	78	78	77	74	75	75	75
65+	76	74	73	72	76	78	75	68	73	76
Glen Eira	76	73	75	75	78	75	75	72	74	75
Metro	76	73	73	74	74	74	72	72	73	73
Men	74	70	75	73	76	75	75	73	72	74
18-34	74	67	74	72	78	70	71	71	70	70
Overall	73	73	73	74	74	74	72	72	73	72

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

Base: All respondents. Councils asked: 8 Councils asked group: 1

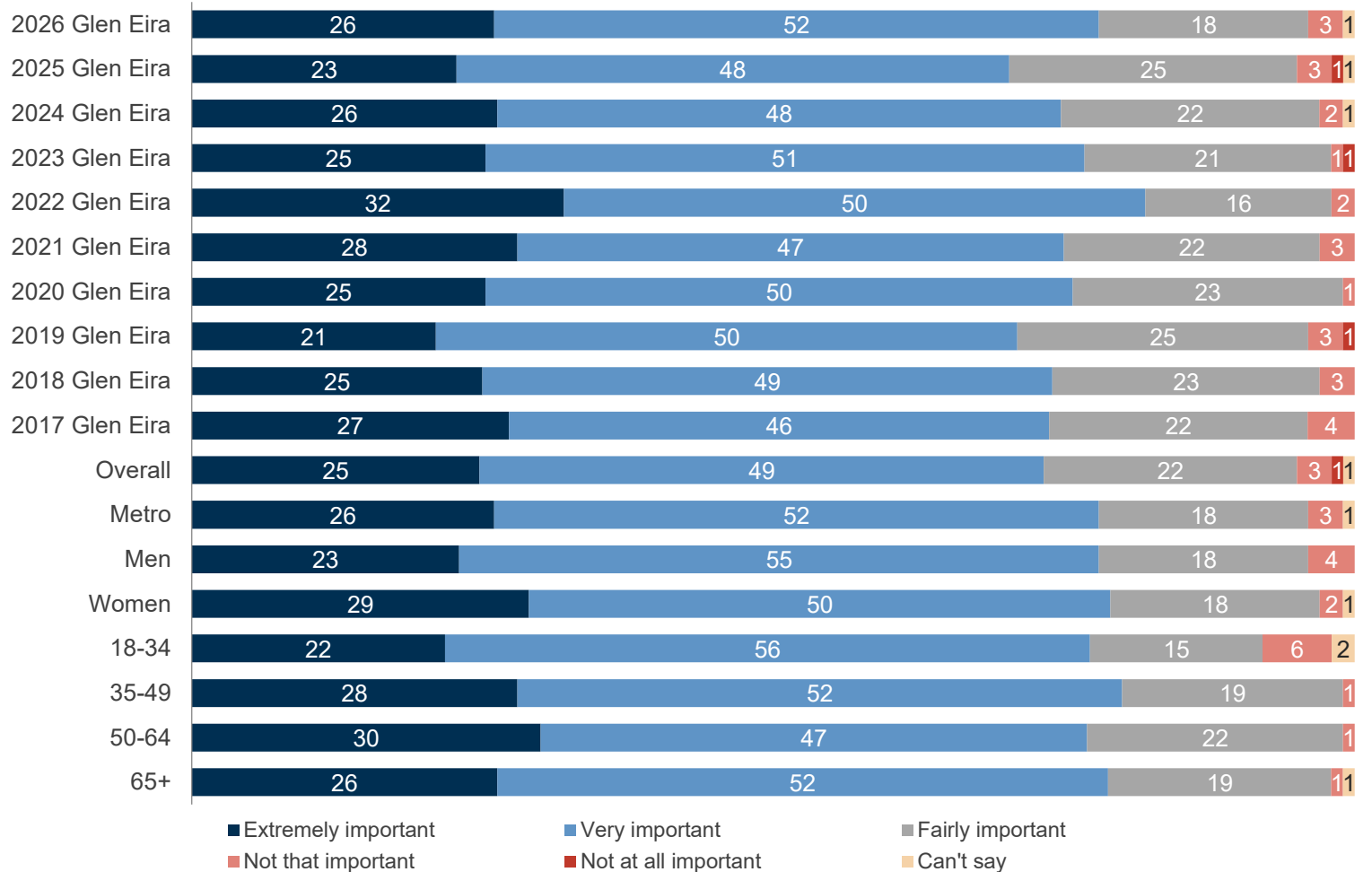
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



2026 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 8 Councils asked group: 1



# Recreational facilities performance



2026 recreational facilities performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
18-34	82	75	76	74	76	77	81	80	77	73
35-49	81	74	73	76	78	80	79	80	76	78
Women	81	76	75	78	76	78	81	80	80	75
65+	81	76	78	78	76	78	80	79	77	76
Glen Eira	81	75	76	76	76	78	80	79	77	75
Men	80	73	76	73	76	77	78	79	73	75
50-64	77	74	75	77	75	75	76	78	77	74
Metro	77▼	74	74	72	73	75	74	75	74	73
Overall	71▼	67	68	68	69	71	70	70	69	70

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

Base: All respondents. Councils asked: 16 Councils asked group: 3

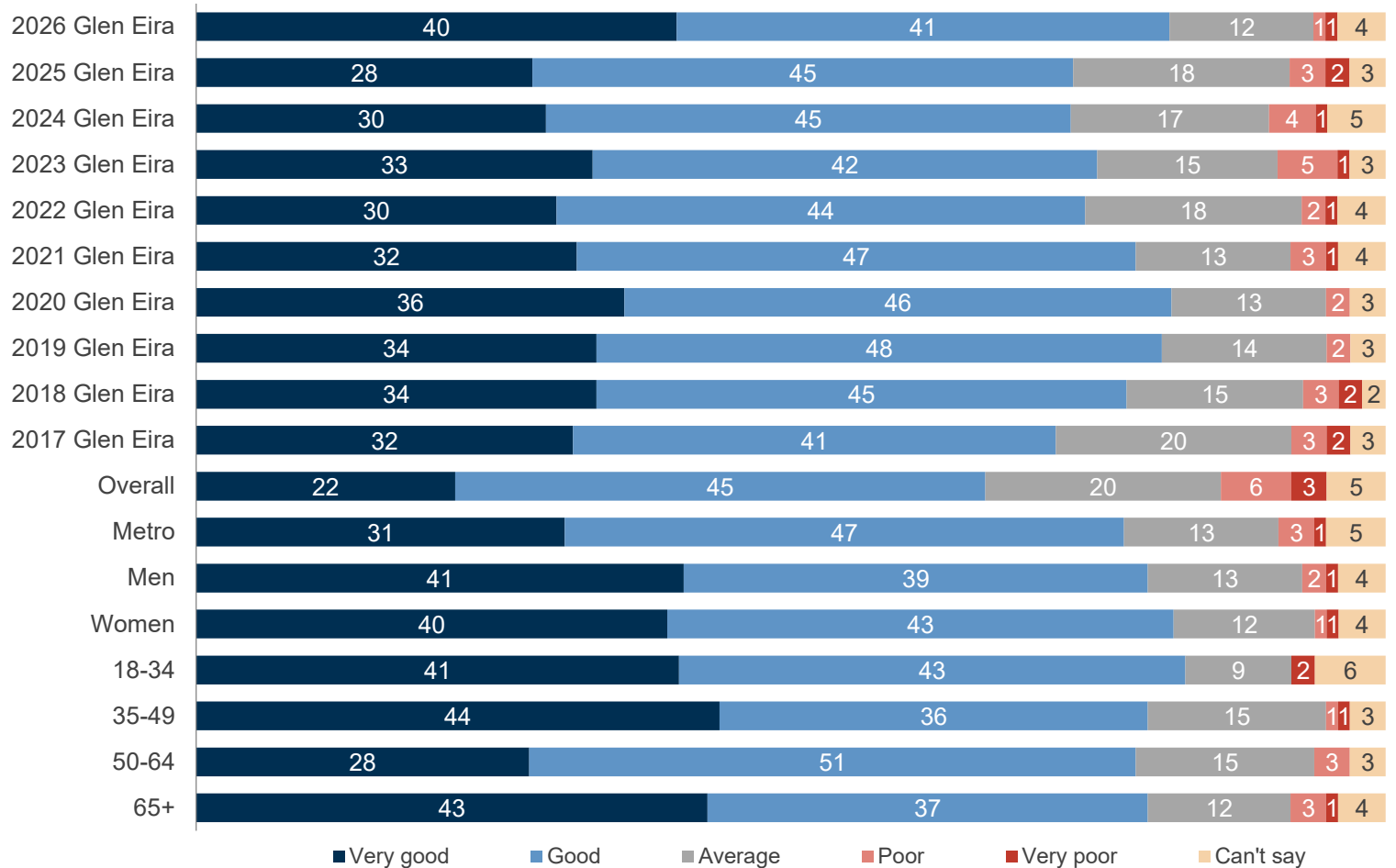
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2026 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked: 16 Councils asked group: 3



# The appearance of public areas importance



2026 public areas importance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017	
65+	75	74	73	76	75	79	74	74	75	79
50-64	75	77	76	76	79	75	73	76	76	75
Women	74	76	77	75	78	78	75	75	77	76
Overall	73	74	74	74	75	75	74	73	74	74
Glen Eira	73	75	75	74	75	76	74	72	75	75
Metro	73	74	75	75	76	76	73	74	74	75
18-34	72	77	76	73	73	72	73	69	74	70
Men	72	74	73	73	71	74	74	70	73	75
35-49	71	74	75	73	75	78	75	74	75	79

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

Base: All respondents. Councils asked: 8 Councils asked group: 1

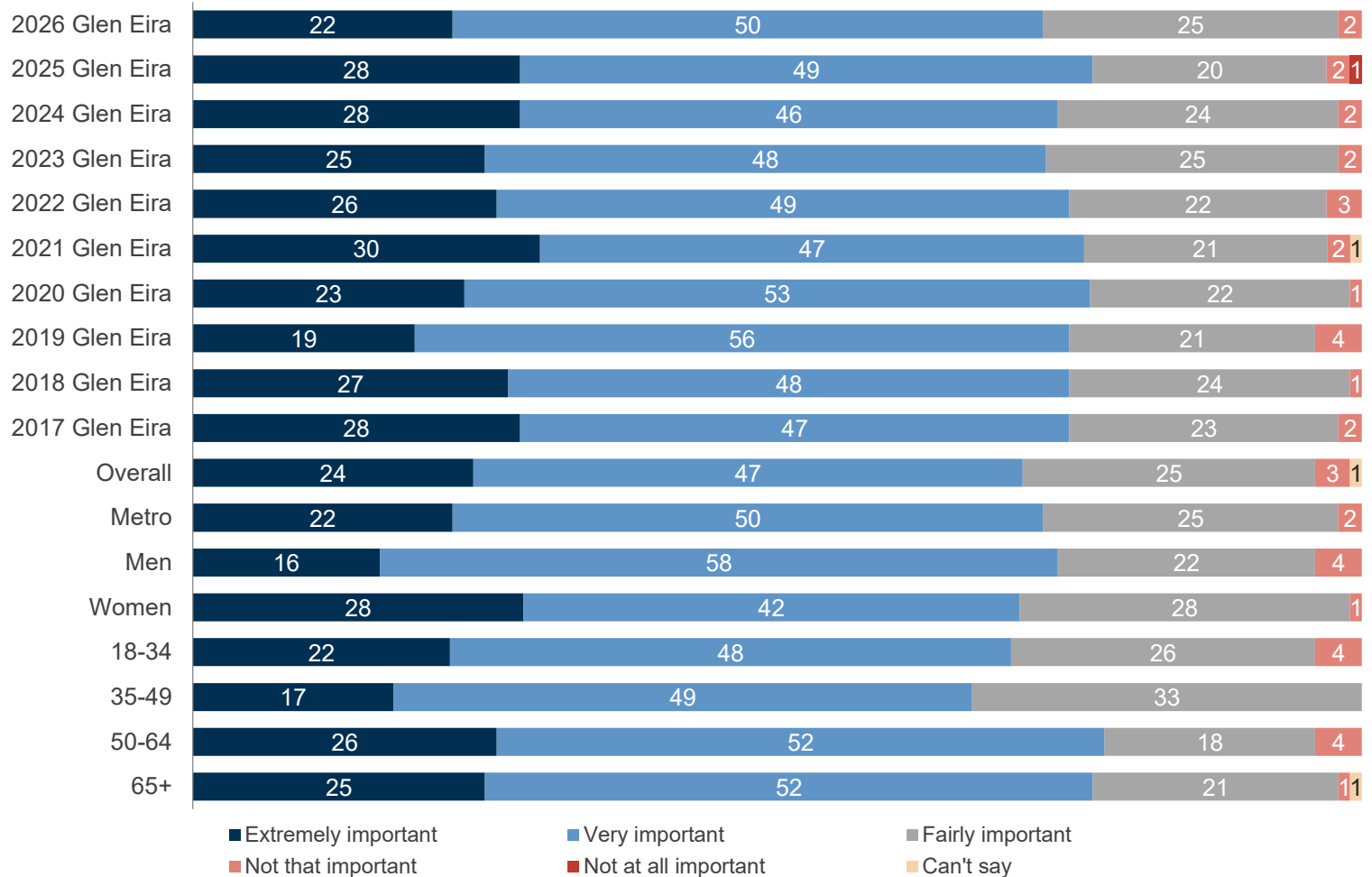
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



2026 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 8 Councils asked group: 1



# The appearance of public areas performance



2026 public areas performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	76	75	72	74	74	82	80	78	75	75
Men	75	70	74	74	77	78	78	80	75	76
18-34	74	73	74	77	81	79	79	84	80	74
Glen Eira	74	71	73	74	77	78	78	81	77	75
35-49	74	68	73	74	76	77	78	82	76	76
Women	73	72	71	75	77	79	78	82	79	74
Metro	72	71	70	68	72	74	73	74	73	72
Overall	71▼	68	68	67	71	73	72	72	71	71
50-64	71	69	69	71	72	75	74	77	76	75

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

Base: All respondents. Councils asked: 15 Councils asked group: 3

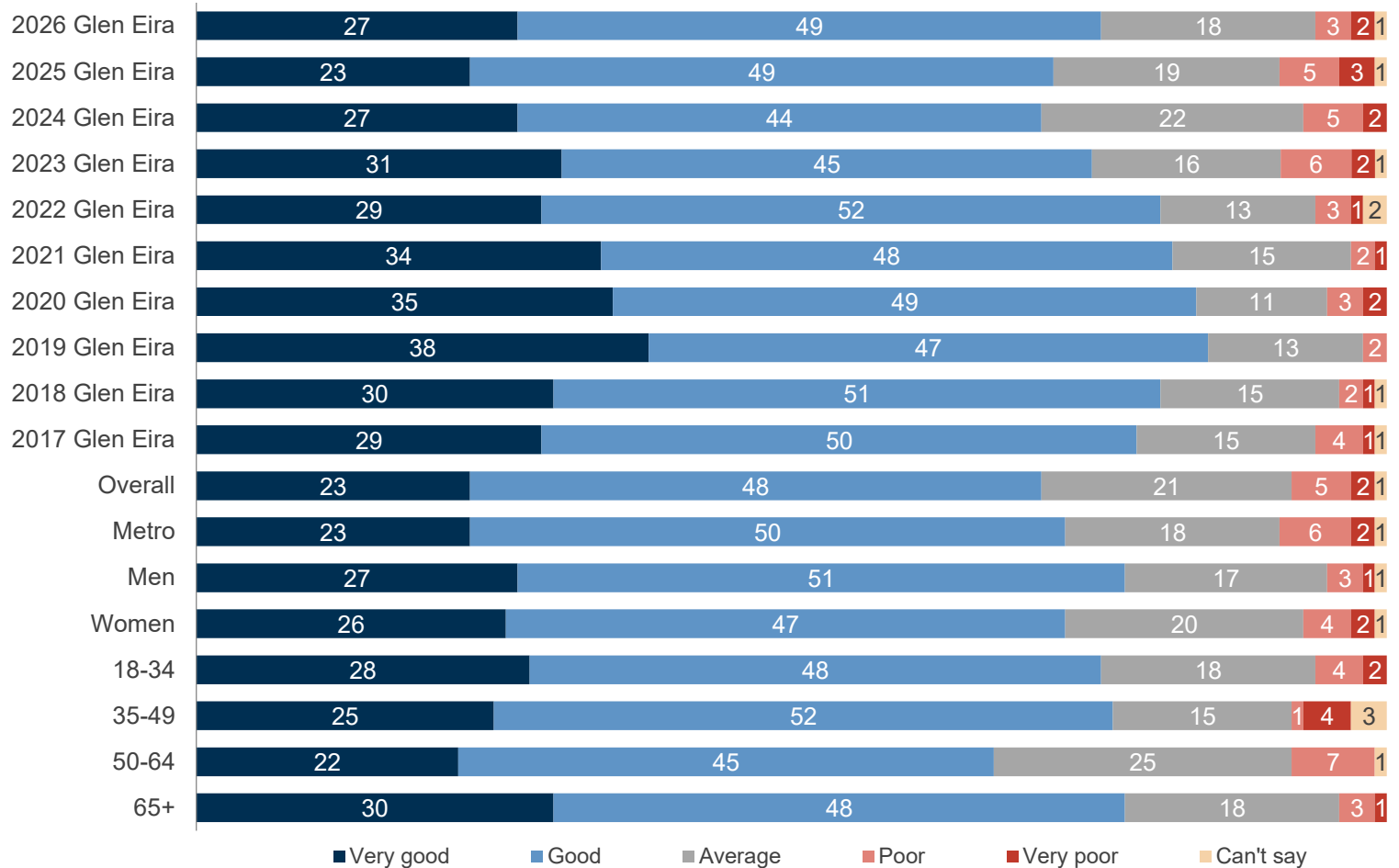
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2026 public areas performance (%)



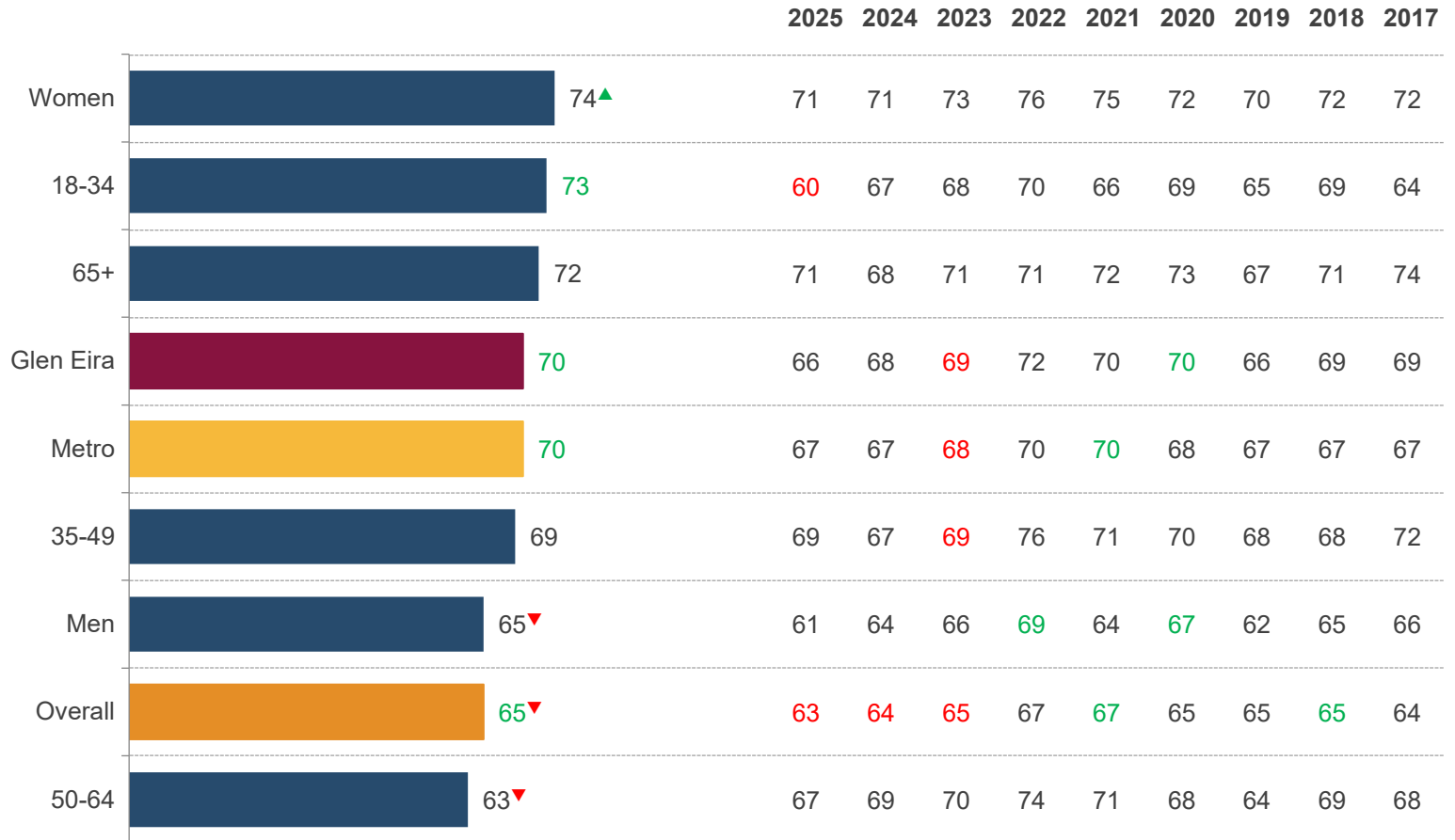
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked: 15 Councils asked group: 3



# Art centres and libraries importance



2026 art centres and libraries importance (index scores)



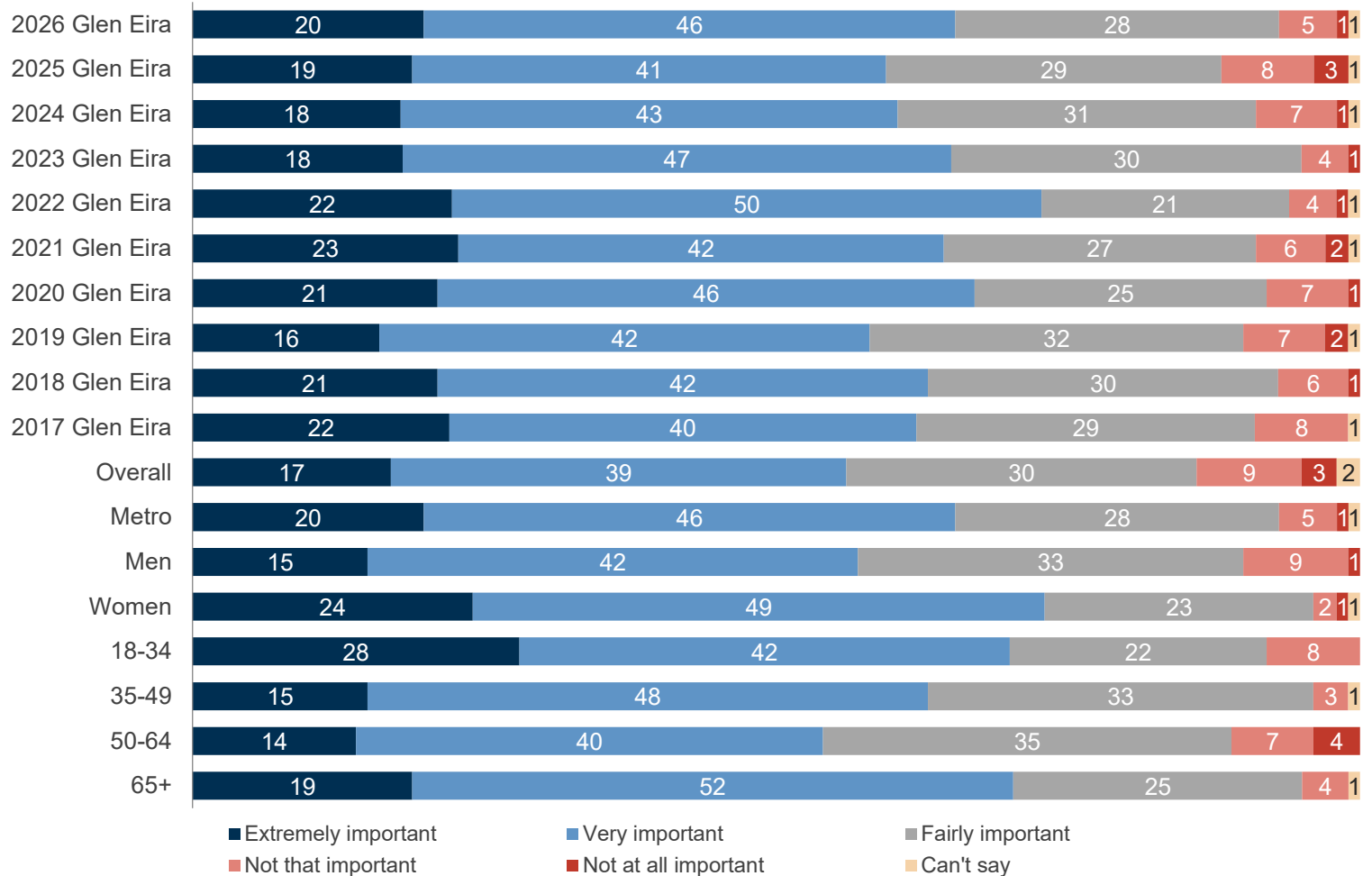
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 6 Councils asked group: 1  
 Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



2026 art centres and libraries importance (%)



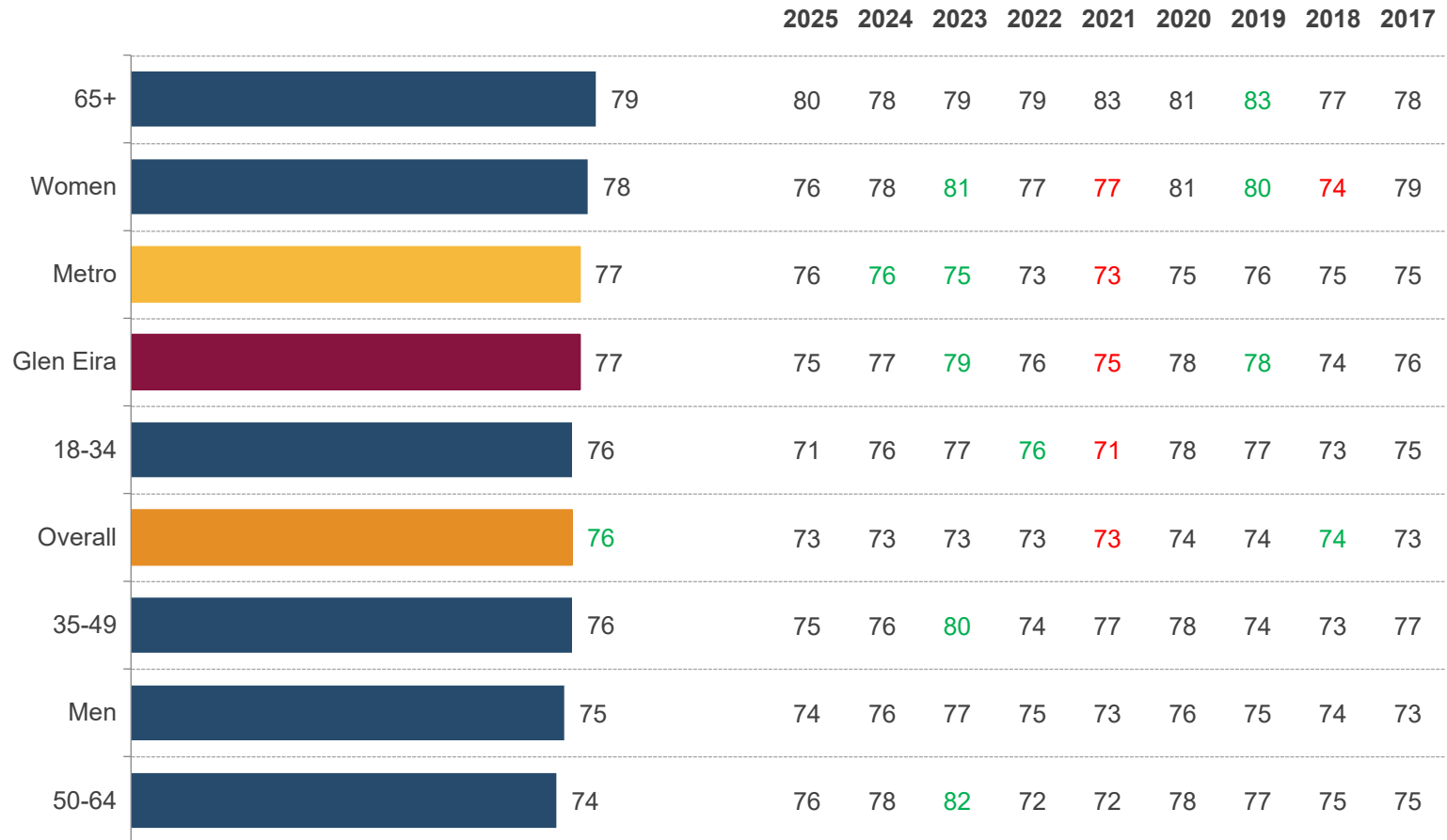
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 6 Councils asked group: 1



# Art centres and libraries performance



2026 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: 11 Councils asked group: 2

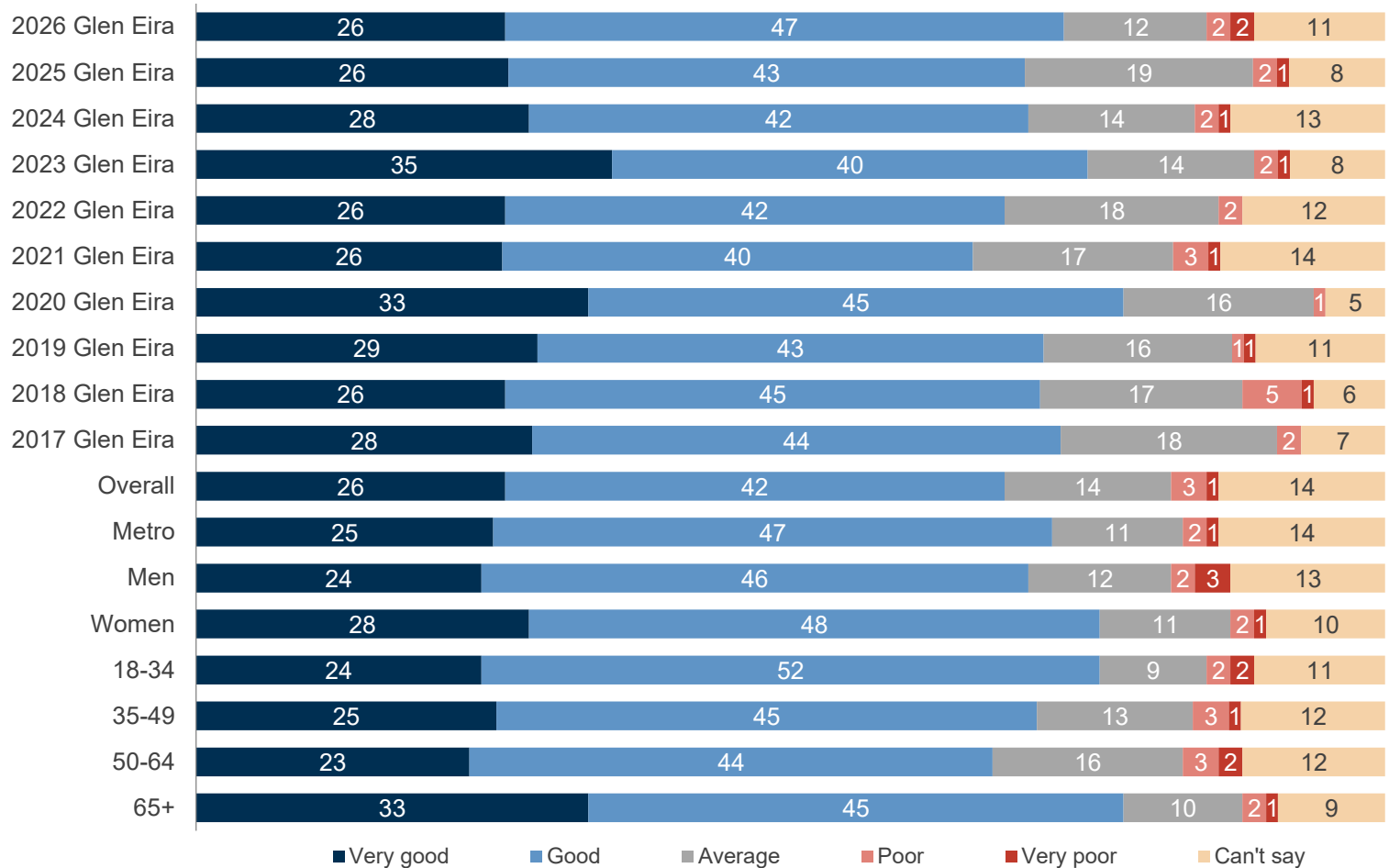
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries performance



2026 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: 11 Councils asked group: 2



# Community and cultural activities importance



2026 community and cultural activities importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
Women	63	64	62	65	69	67	61	61	64	65
65+	63	62	58	63	62	65	61	61	60	65
18-34	61	59	60	57	66	62	61	59	62	63
Glen Eira	60	60	59	60	64	63	60	59	60	62
Metro	60	59	59	62	64	64	61	60	61	61
Overall	59	59	60	62	64	64	62	61	61	61
50-64	58	59	63	60	65	60	55	60	58	58
35-49	57	58	55	60	65	63	61	58	59	61
Men	56▼	54	55	54	59	59	59	57	56	59

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

Base: All respondents. Councils asked: 5 Councils asked group: 1

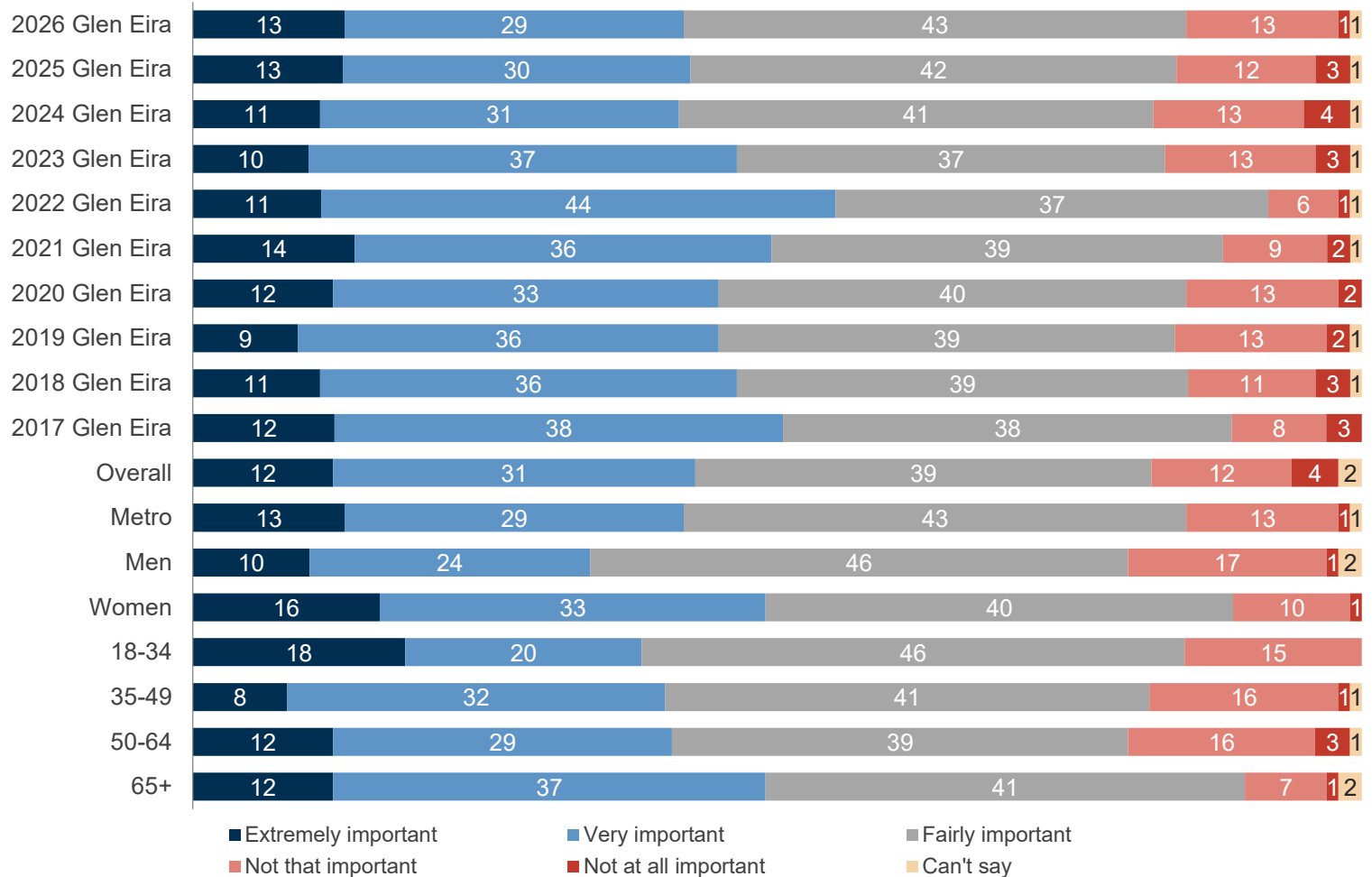
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities importance



2026 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 5 Councils asked group: 1



# Community and cultural activities performance



2026 community and cultural activities performance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	72	68	66	67	65	63	72	72	65	73
Women	72	72	71	70	69	70	75	75	69	70
65+	72	72	70	70	72	73	73	71	71	72
Glen Eira	70	68	69	67	67	67	72	71	67	69
Metro	68	69	69	67	65	66	70	70	70	70
50-64	68	67	66	69	68	64	69	69	68	68
18-34	68	66	71	65	66	69	73	72	67	64
Men	67	63	67	64	65	64	69	67	65	68
Overall	67▼	65	66	66	65	65	68	69	69	69

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

Base: All respondents. Councils asked: 9 Councils asked group: 3

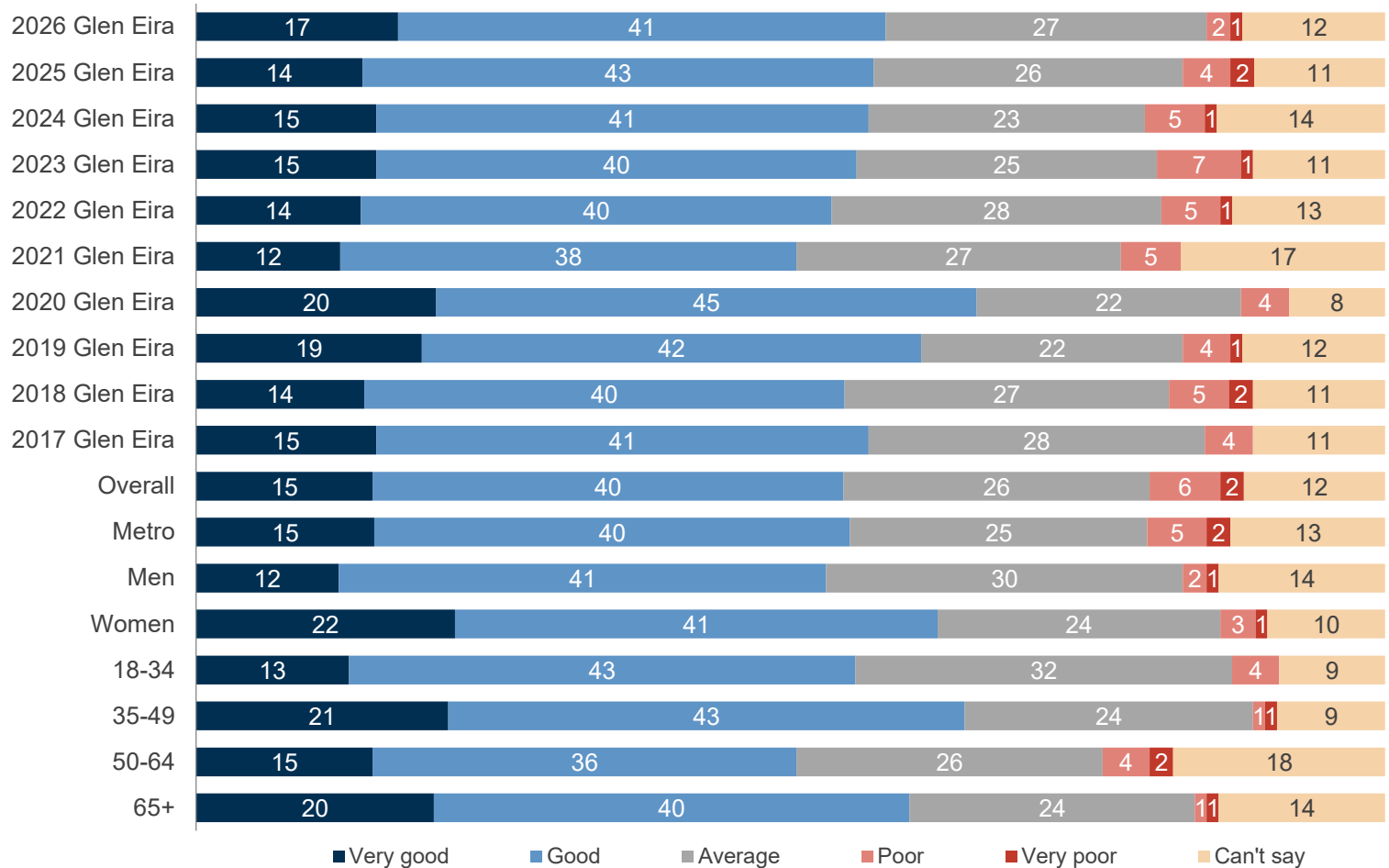
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities performance



2026 community and cultural activities performance (%)



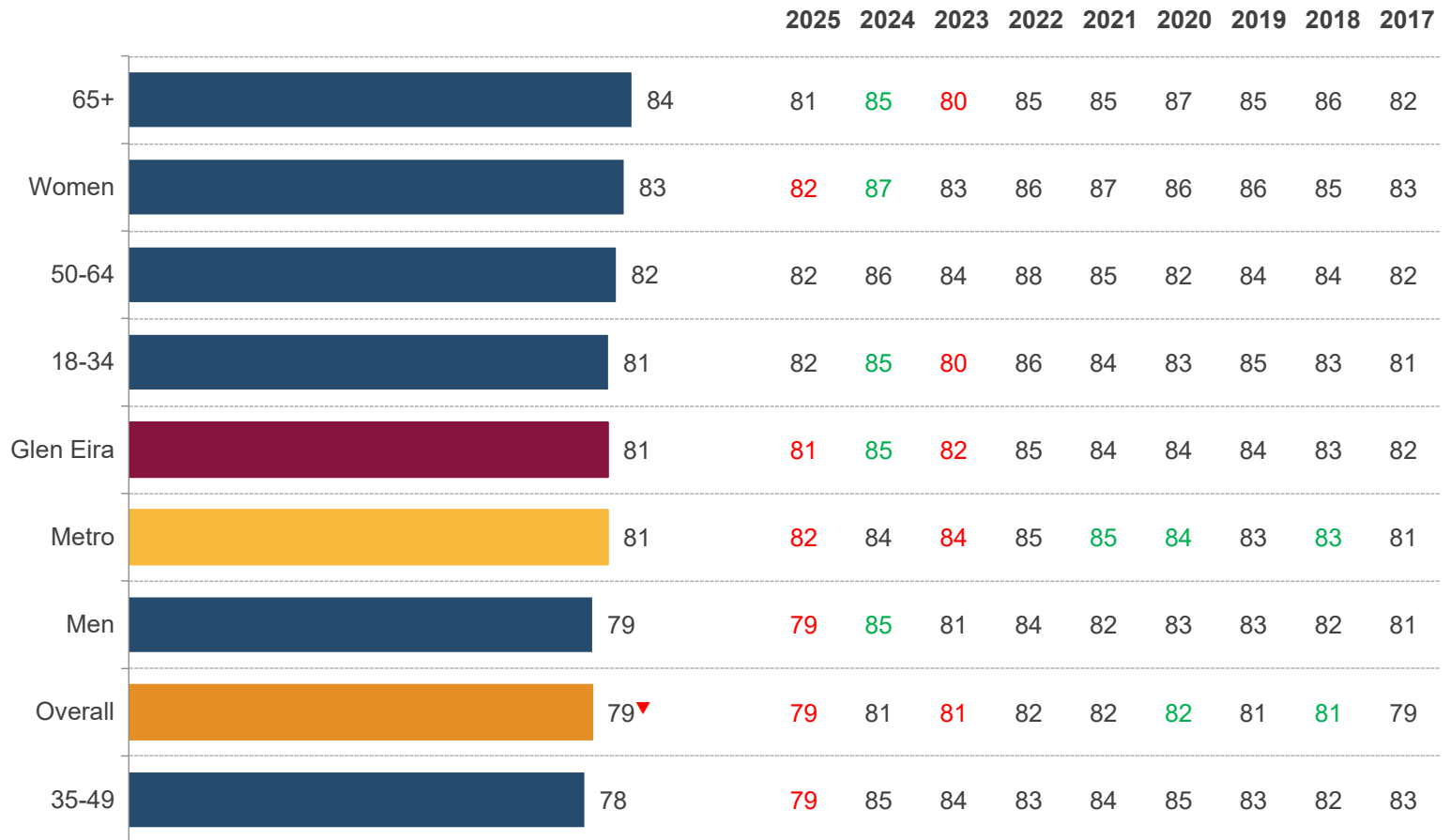
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?  
 Base: All respondents. Councils asked: 9 Councils asked group: 3



# Waste management importance



2026 waste management importance (index scores)



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

Base: All respondents. Councils asked: 8 Councils asked group: 1

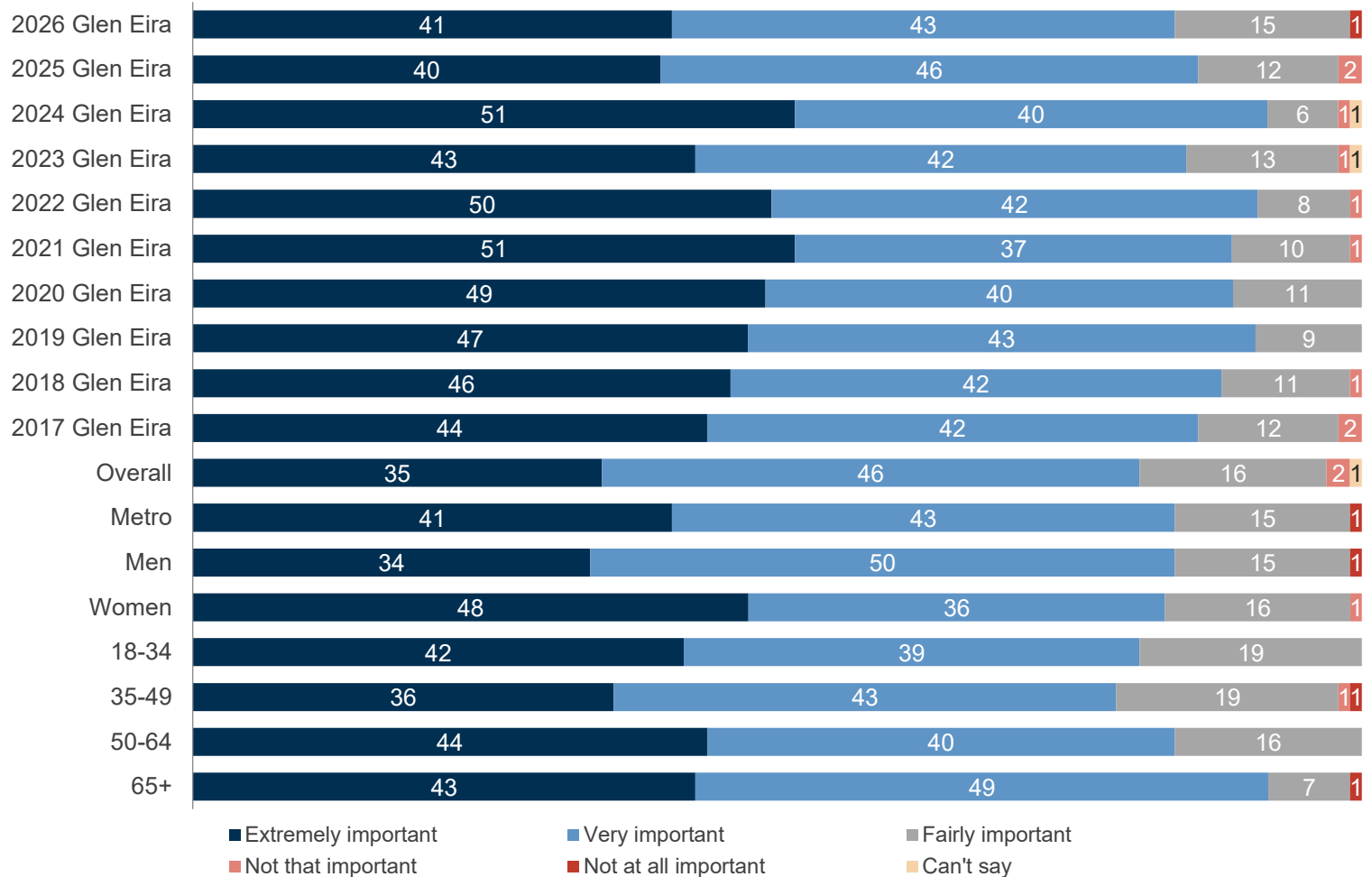
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



2026 waste management importance (%)



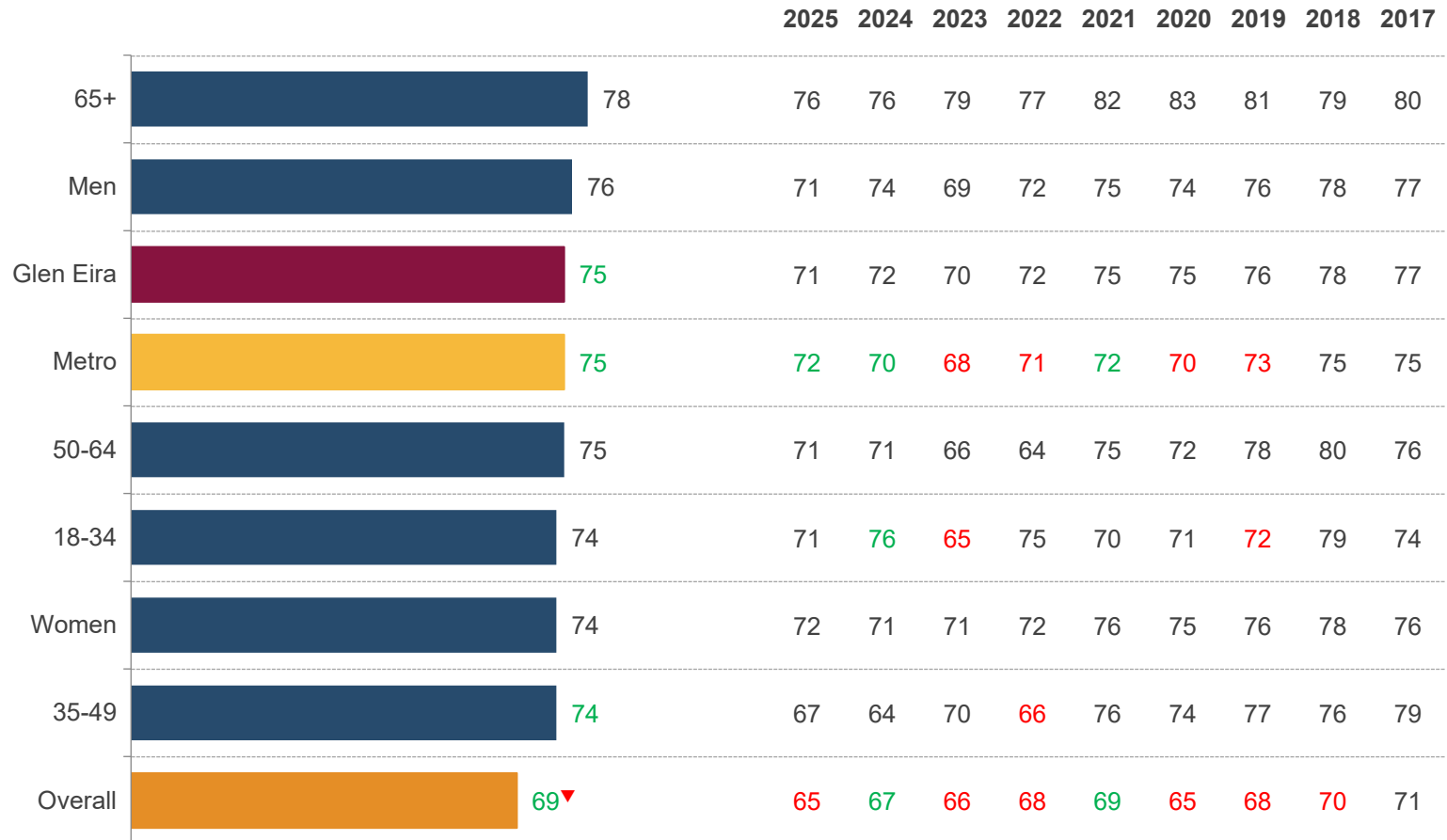
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 8 Councils asked group: 1



# Waste management performance



2026 waste management performance (index scores)



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

Base: All respondents. Councils asked: 22 Councils asked group: 3

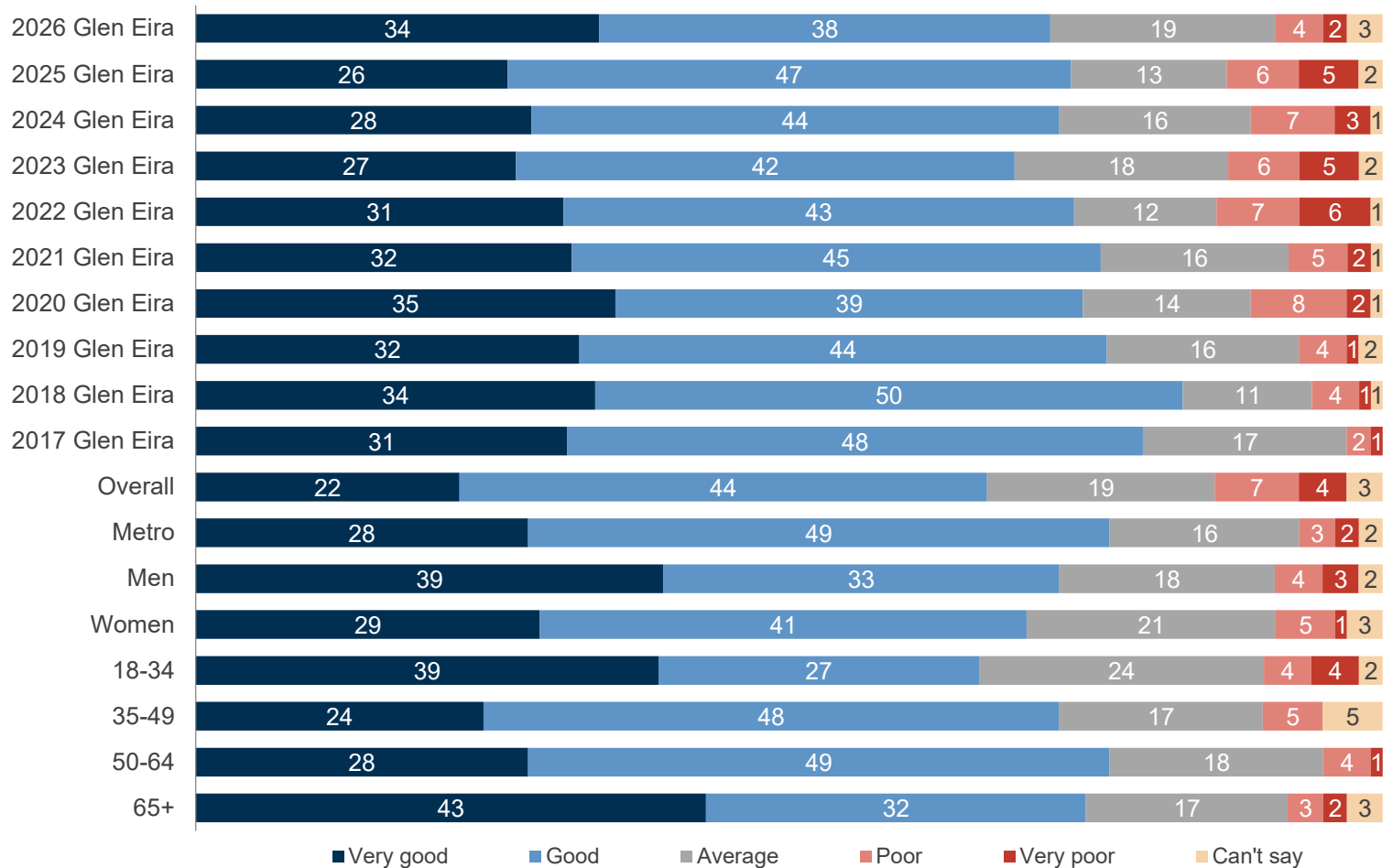
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



2026 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked: 22 Councils asked group: 3

# Business and community development and tourism importance



2026 business/development/tourism importance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
Overall	69	67	67	69	70	67	65	66	67
65+	57	55	56	59	61	56	53	53	63
Women	57	59	56	63	62	56	54	57	58
50-64	52	59	57	58	54	47	53	57	53
Glen Eira	55	56	54	59	61	55	54	56	58
Metro	55	59	59	61	62	58	57	59	60
35-49	53	53	54	57	62	55	53	58	60
18-34	56	57	50	60	63	59	56	56	56
Men	53	52	51	55	59	55	53	56	58

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

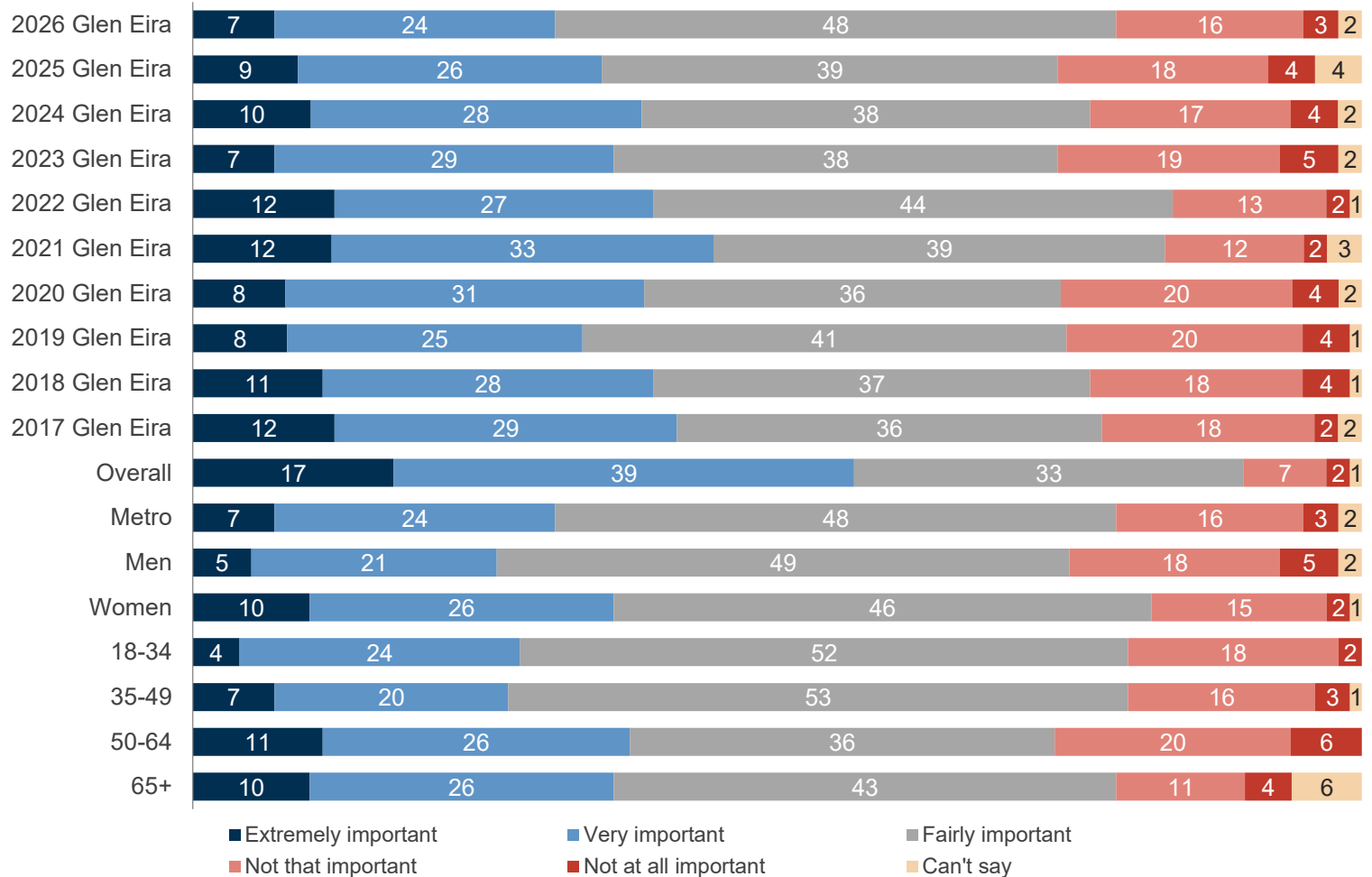
Base: All respondents. Councils asked: 6 Councils asked group: 1

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

# Business and community development and tourism importance



2026 business/development/tourism importance (%)

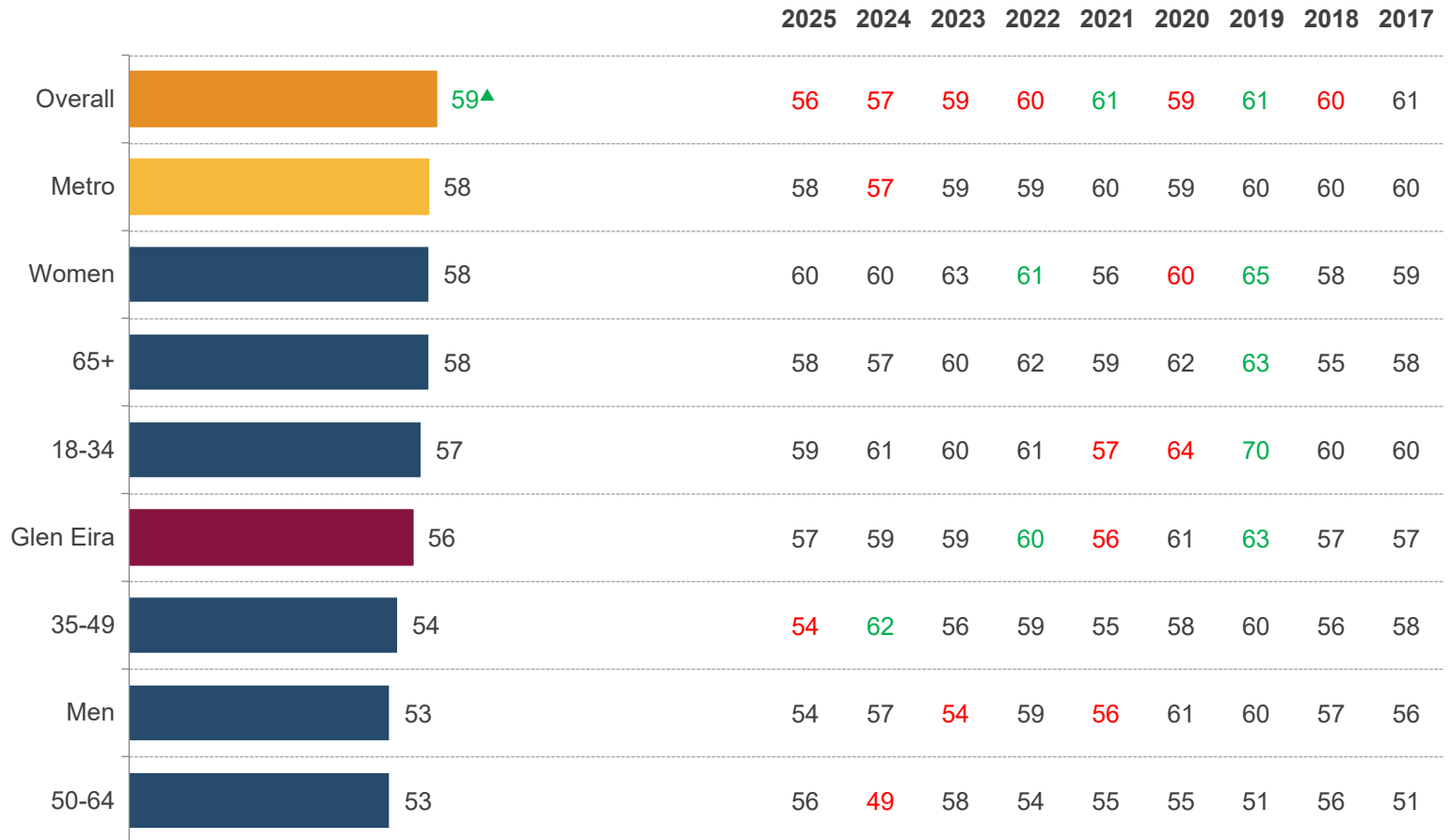


Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 6 Councils asked group: 1

# Business and community development and tourism performance



2026 business/development/tourism performance (index scores)



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

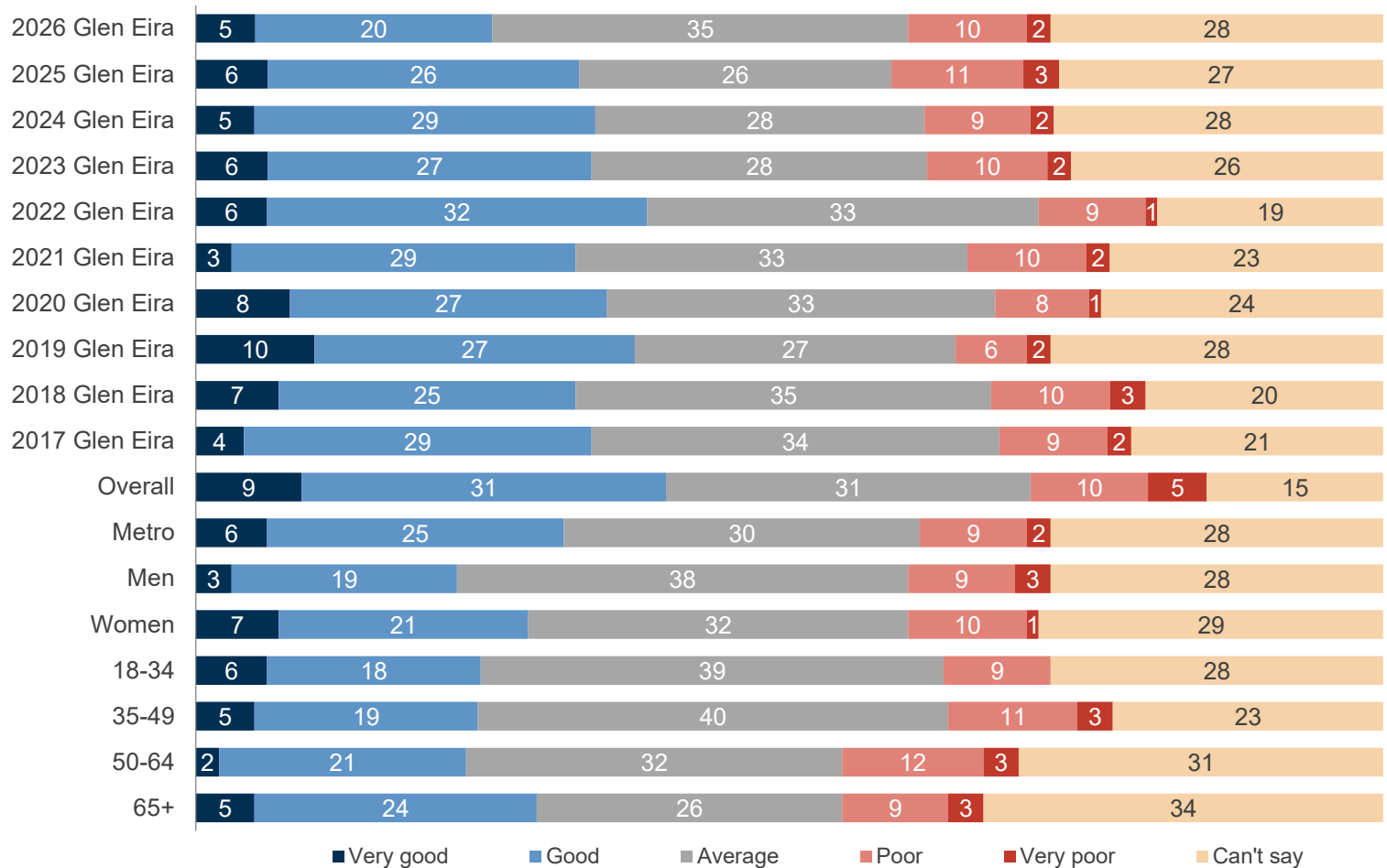
Base: All respondents. Councils asked: 10 Councils asked group: 2

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

# Business and community development and tourism performance



2026 business/development/tourism performance (%)



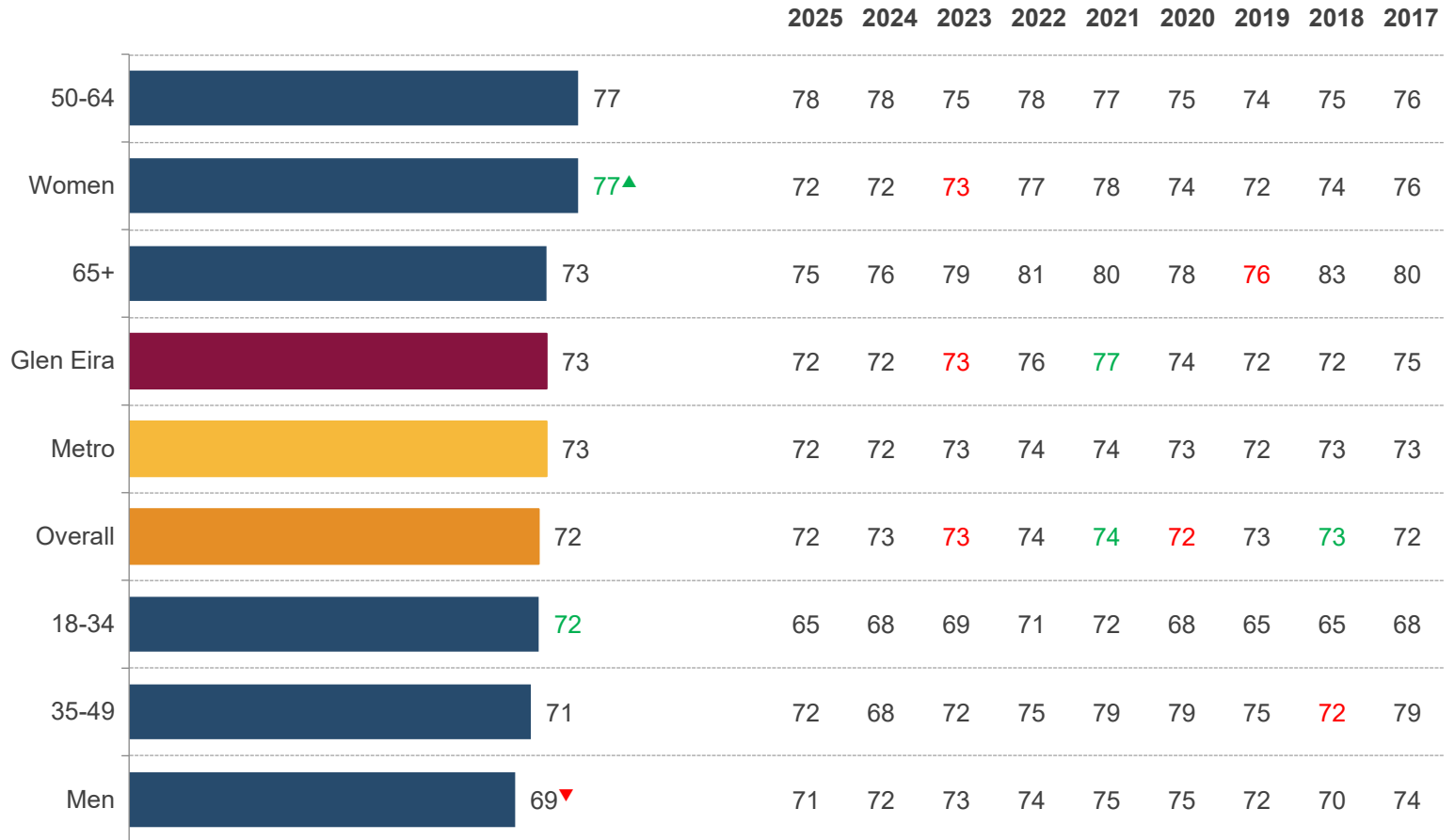
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?  
 Base: All respondents. Councils asked: 10 Councils asked group: 2



# Council's general town planning policy importance



2026 town planning importance (index scores)



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

Base: All respondents. Councils asked: 5 Councils asked group: 1

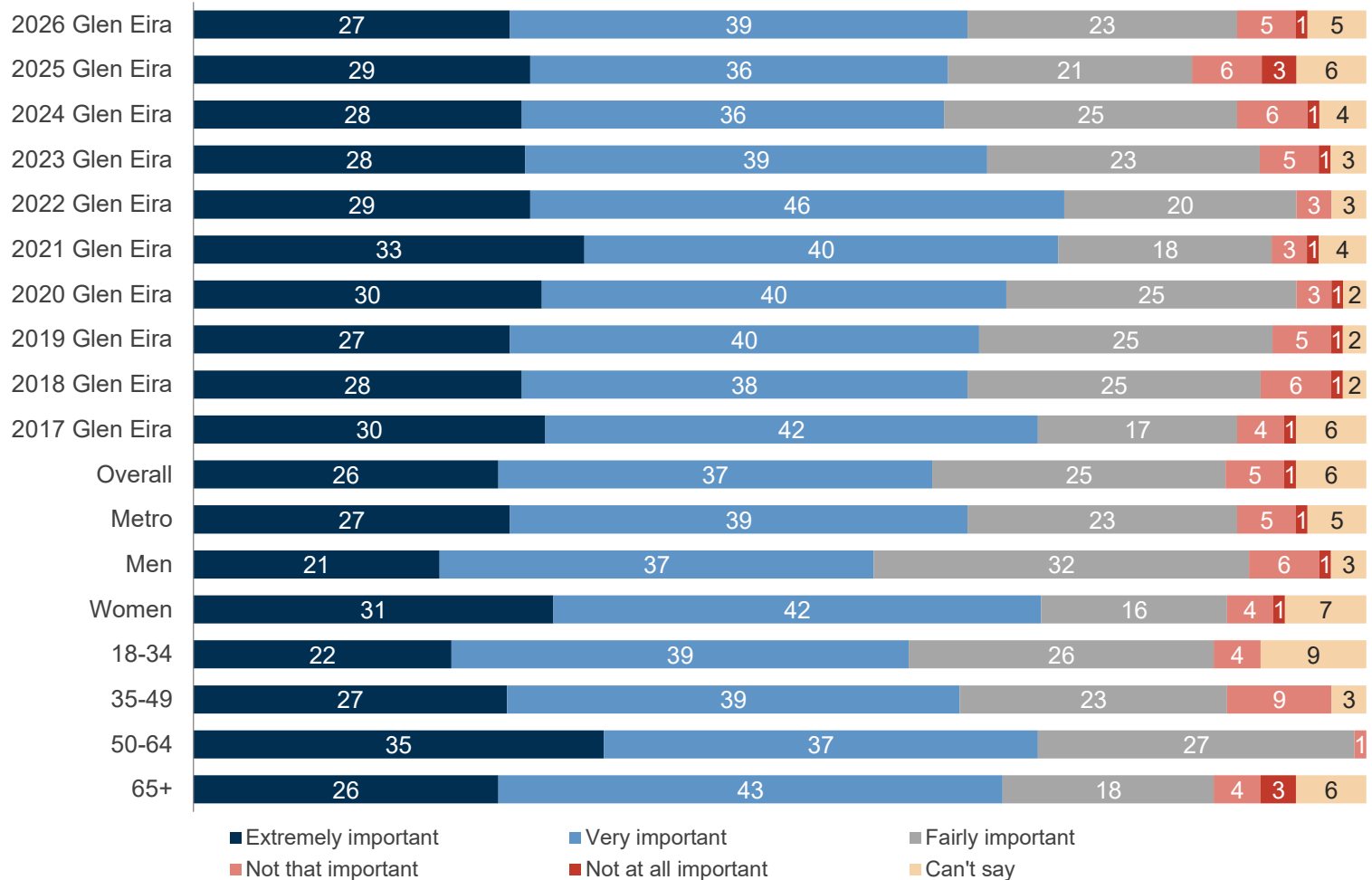
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy importance



2026 town planning importance (%)



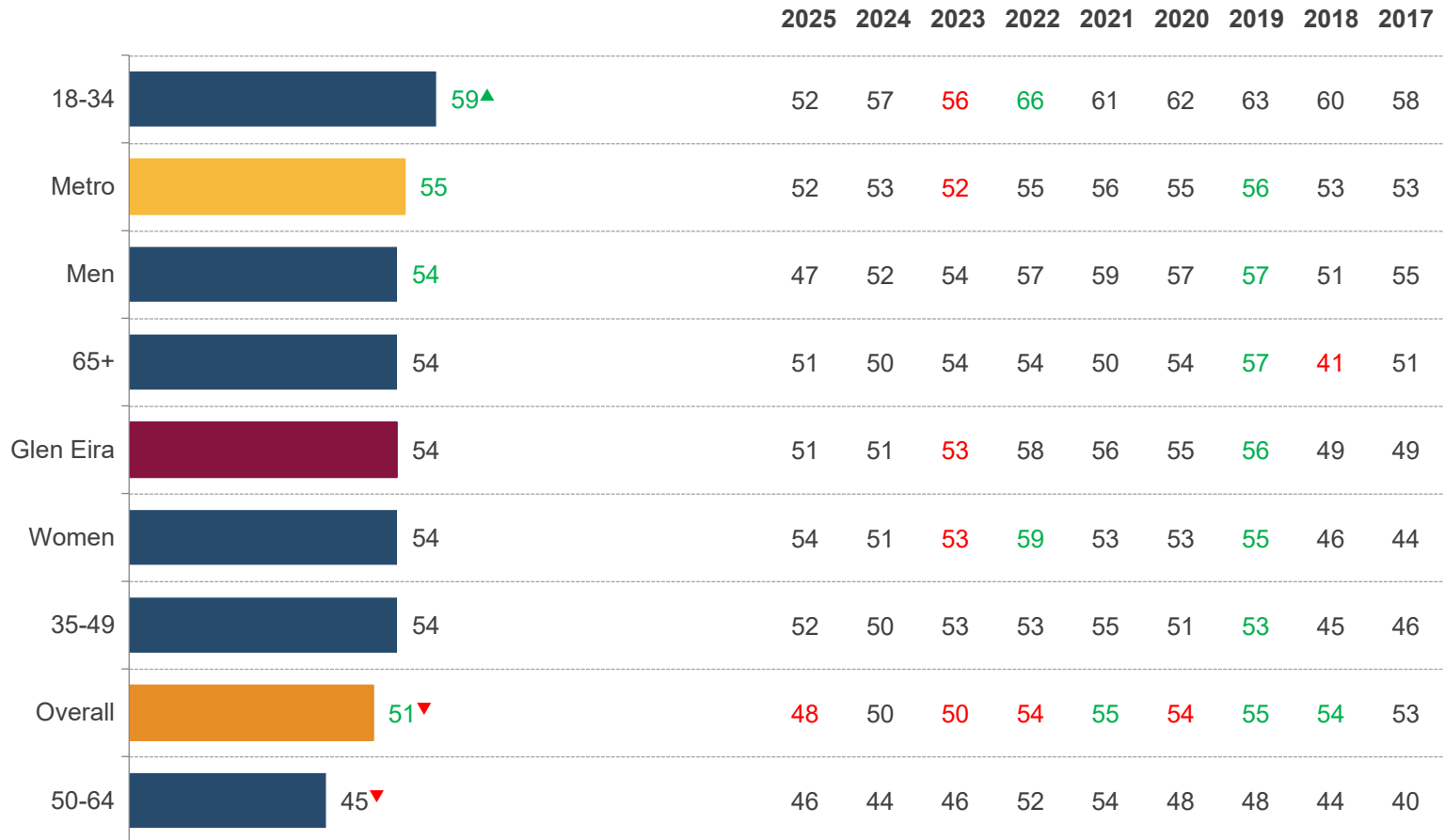
Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 5 Councils asked group: 1



# Council's general town planning policy performance



2026 town planning performance (index scores)



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

Base: All respondents. Councils asked: 9 Councils asked group: 2

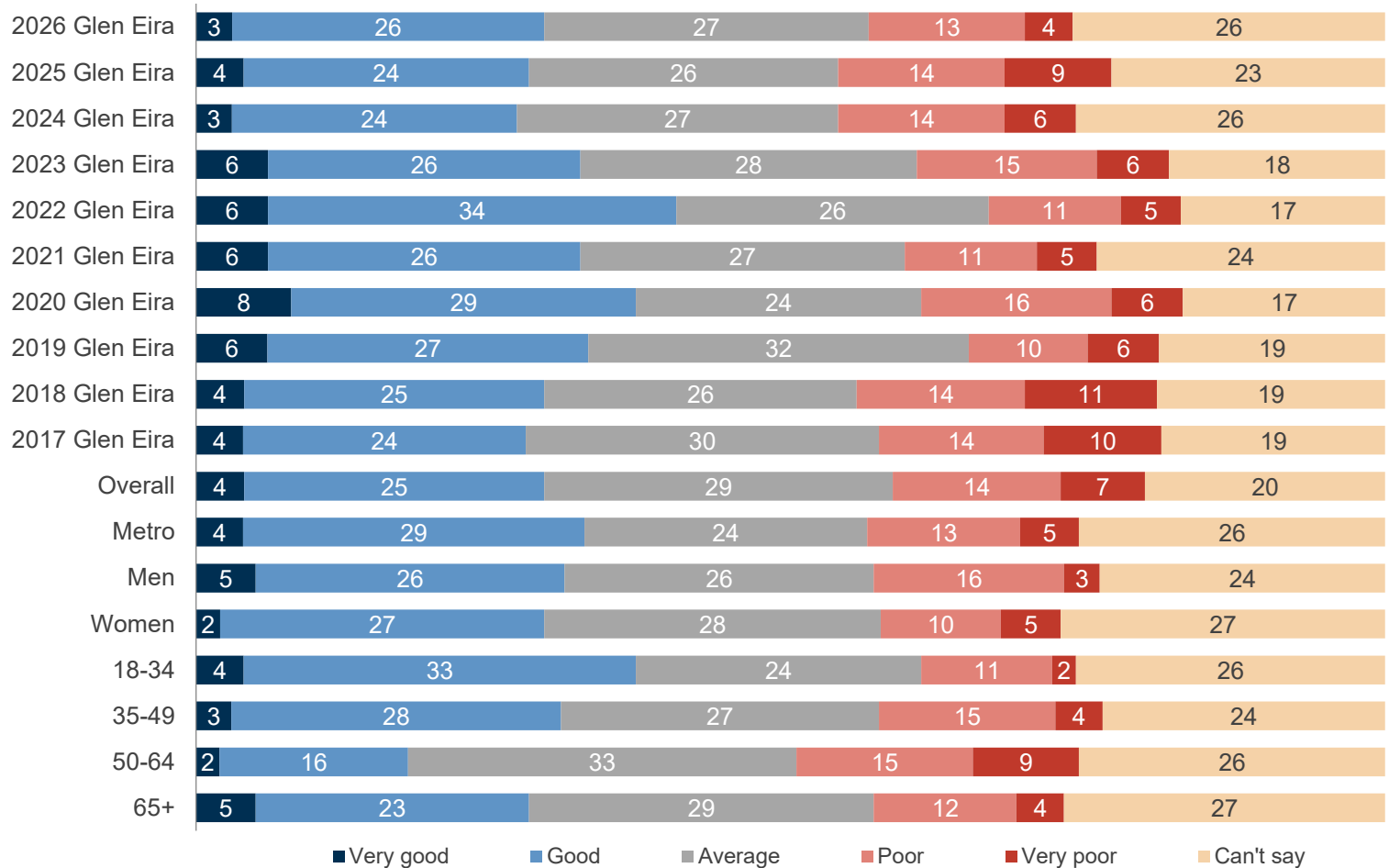
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



2026 town planning performance (%)



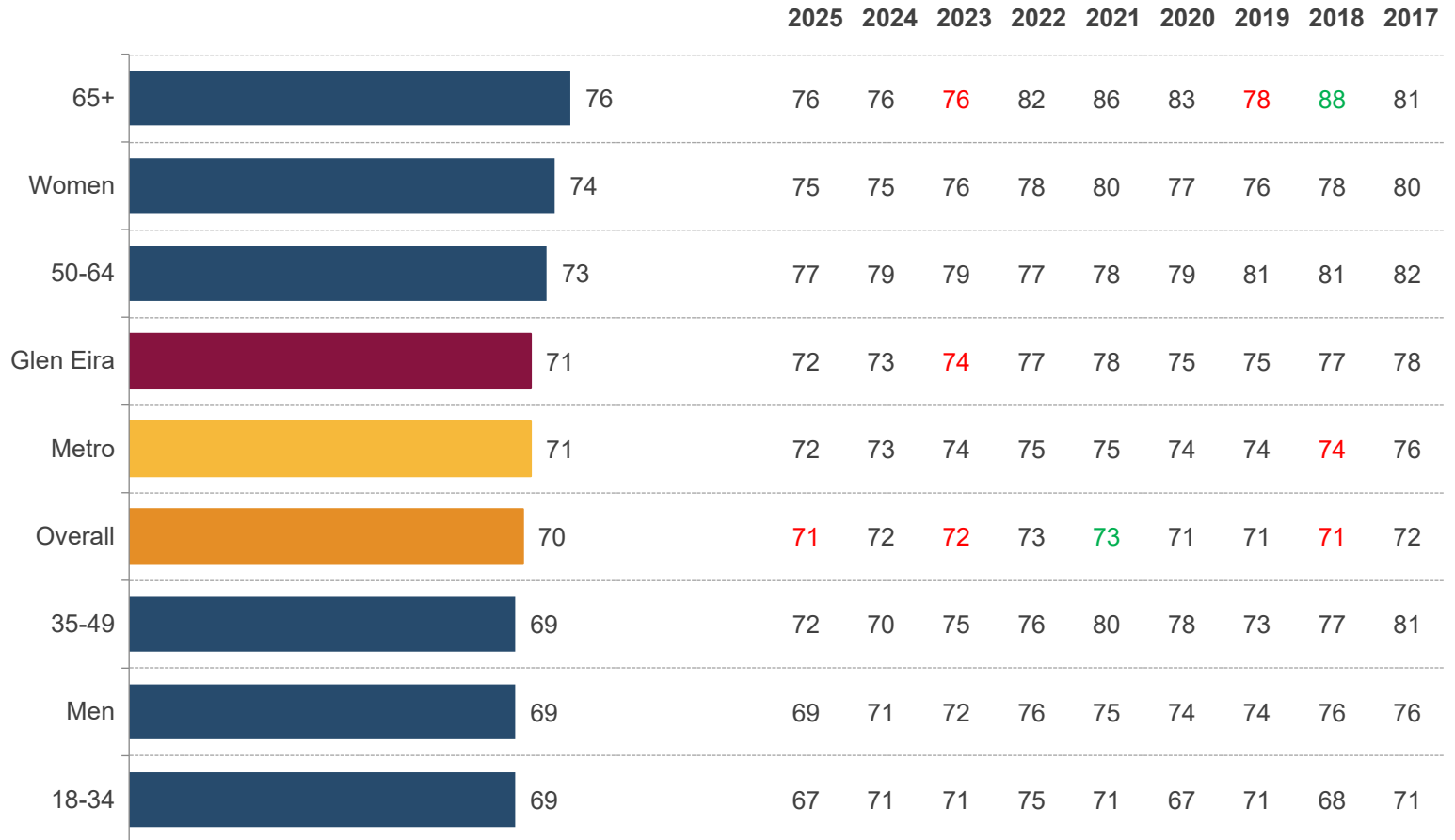
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
 Base: All respondents. Councils asked: 9 Councils asked group: 2



# Planning and building permits importance



2026 planning and building permits importance (index scores)



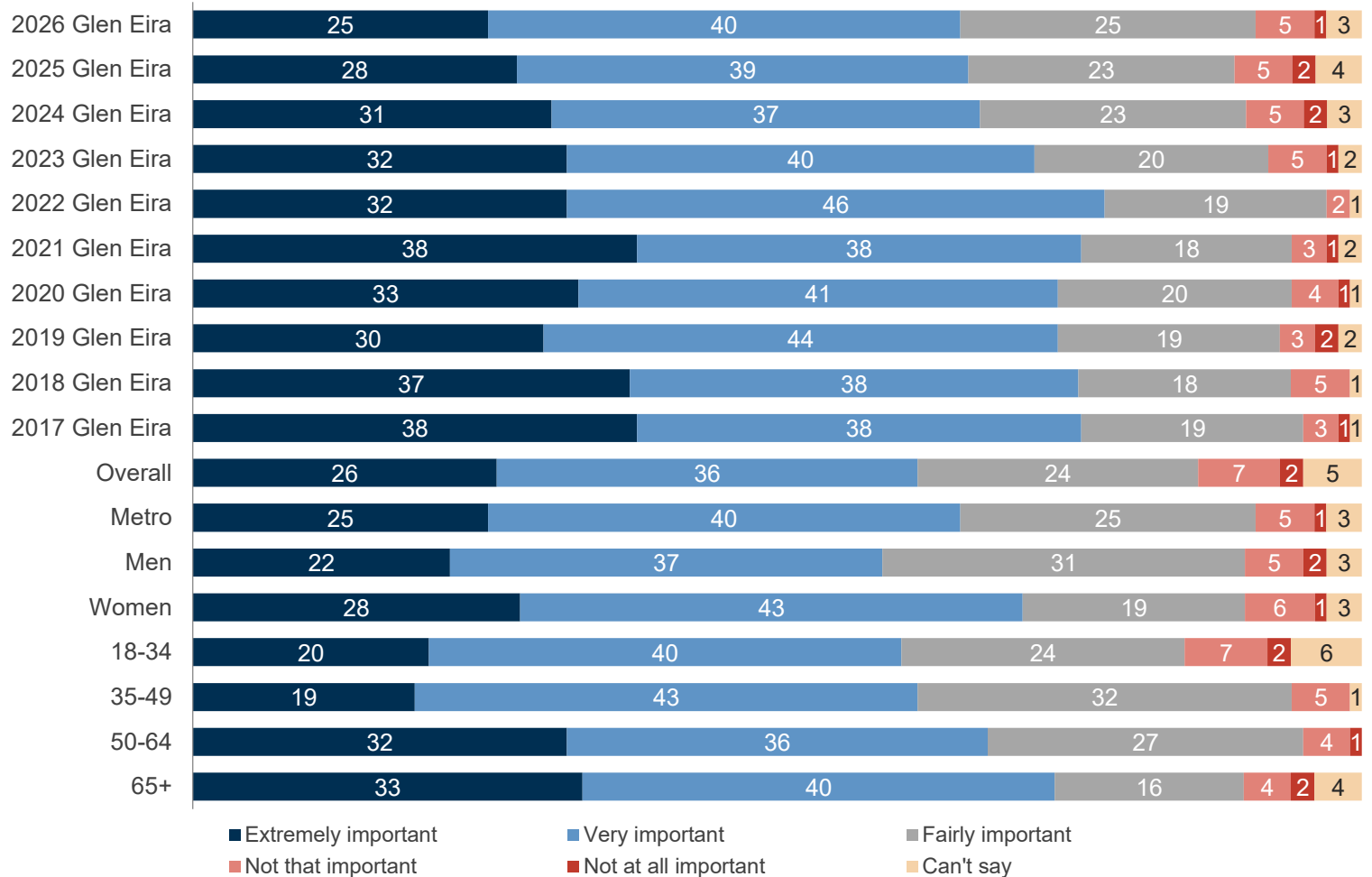
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 8 Councils asked group: 1  
 Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



2026 planning and building permits importance (%)



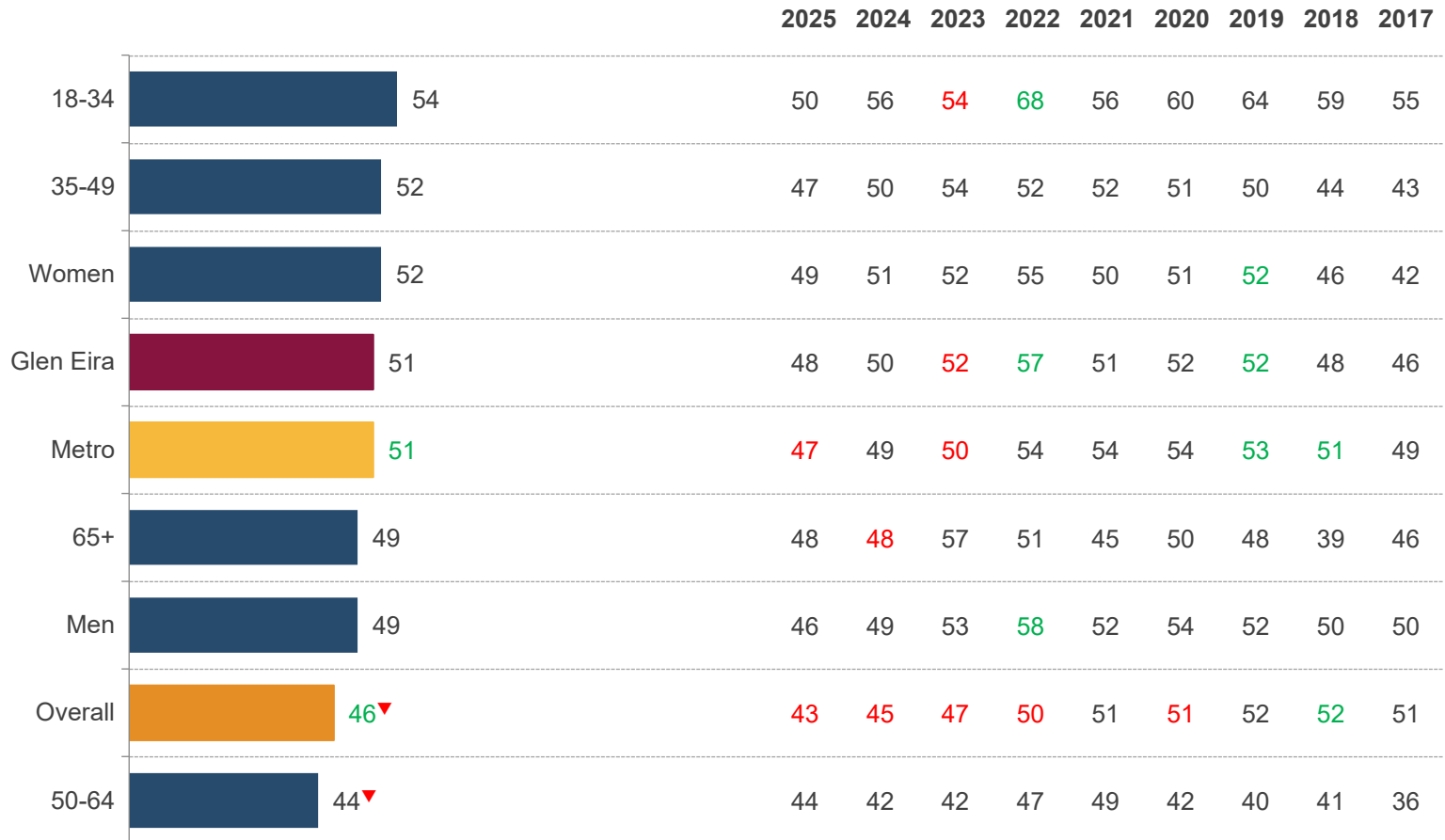
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 8 Councils asked group: 1



# Planning and building permits performance



2026 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: 11 Councils asked group: 1

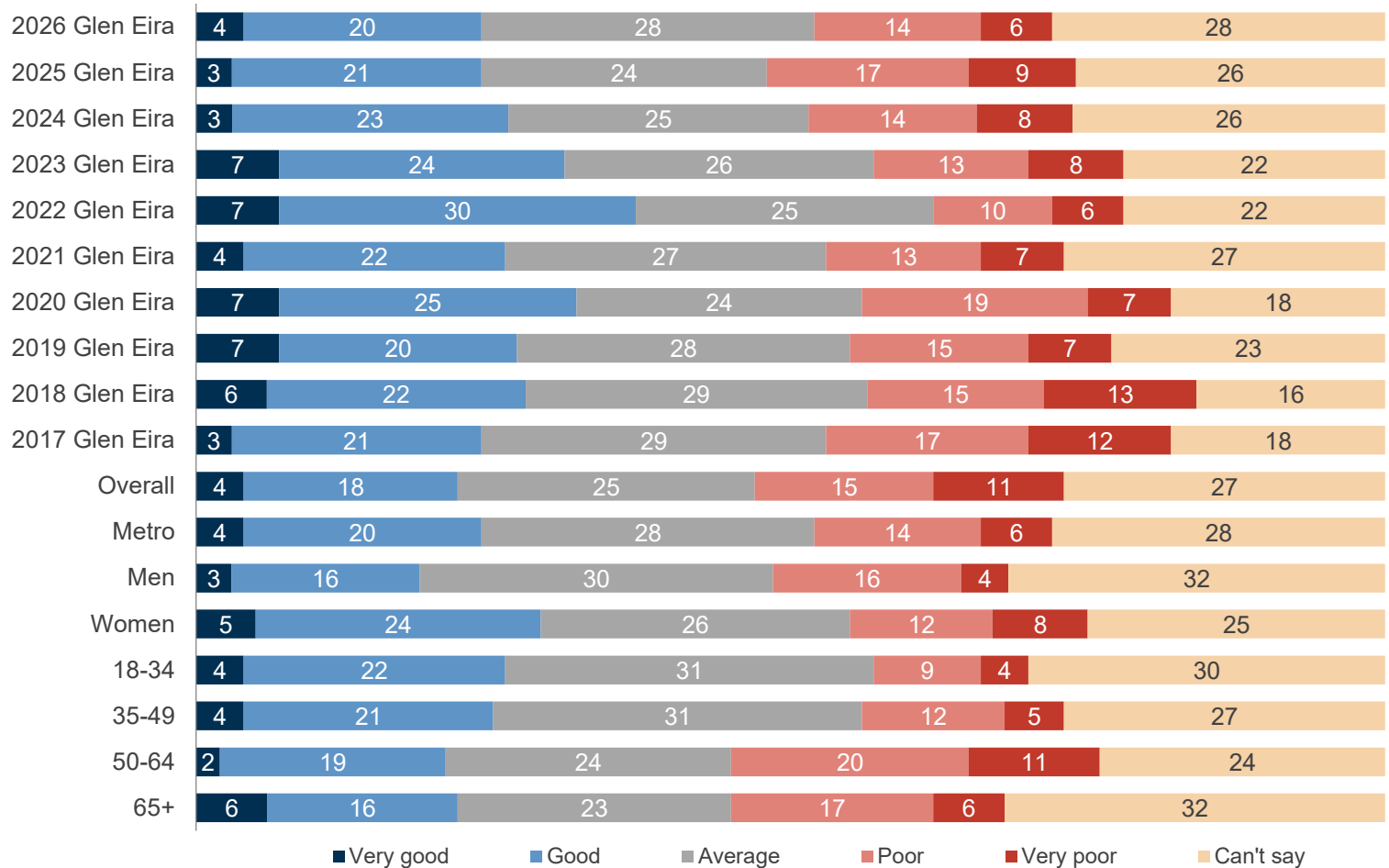
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2026 planning and building permits performance (%)



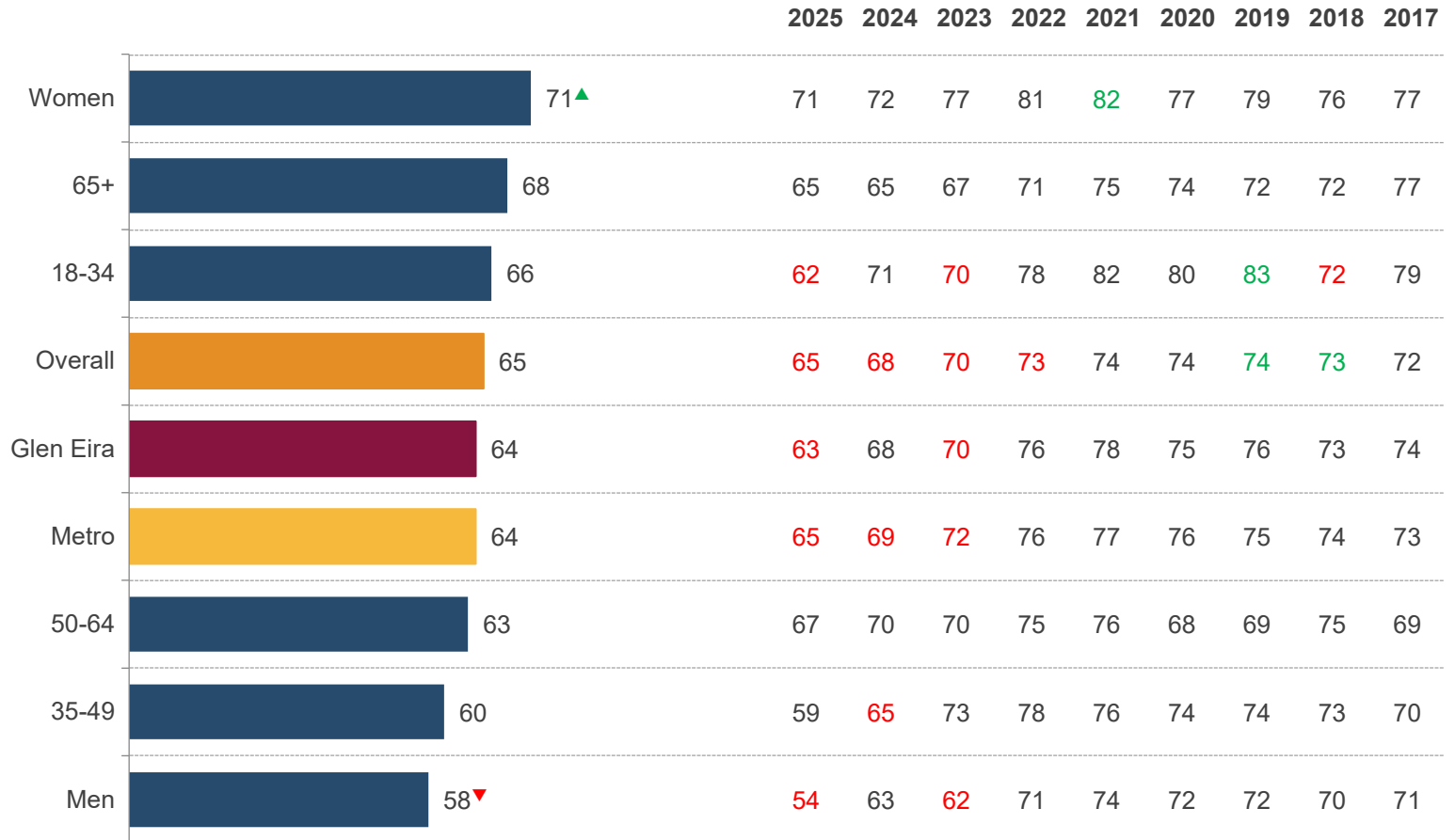
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
 Base: All respondents. Councils asked: 11 Councils asked group: 1



# Environmental sustainability importance



2026 environmental sustainability importance (index scores)



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

Base: All respondents. Councils asked: 8 Councils asked group: 1

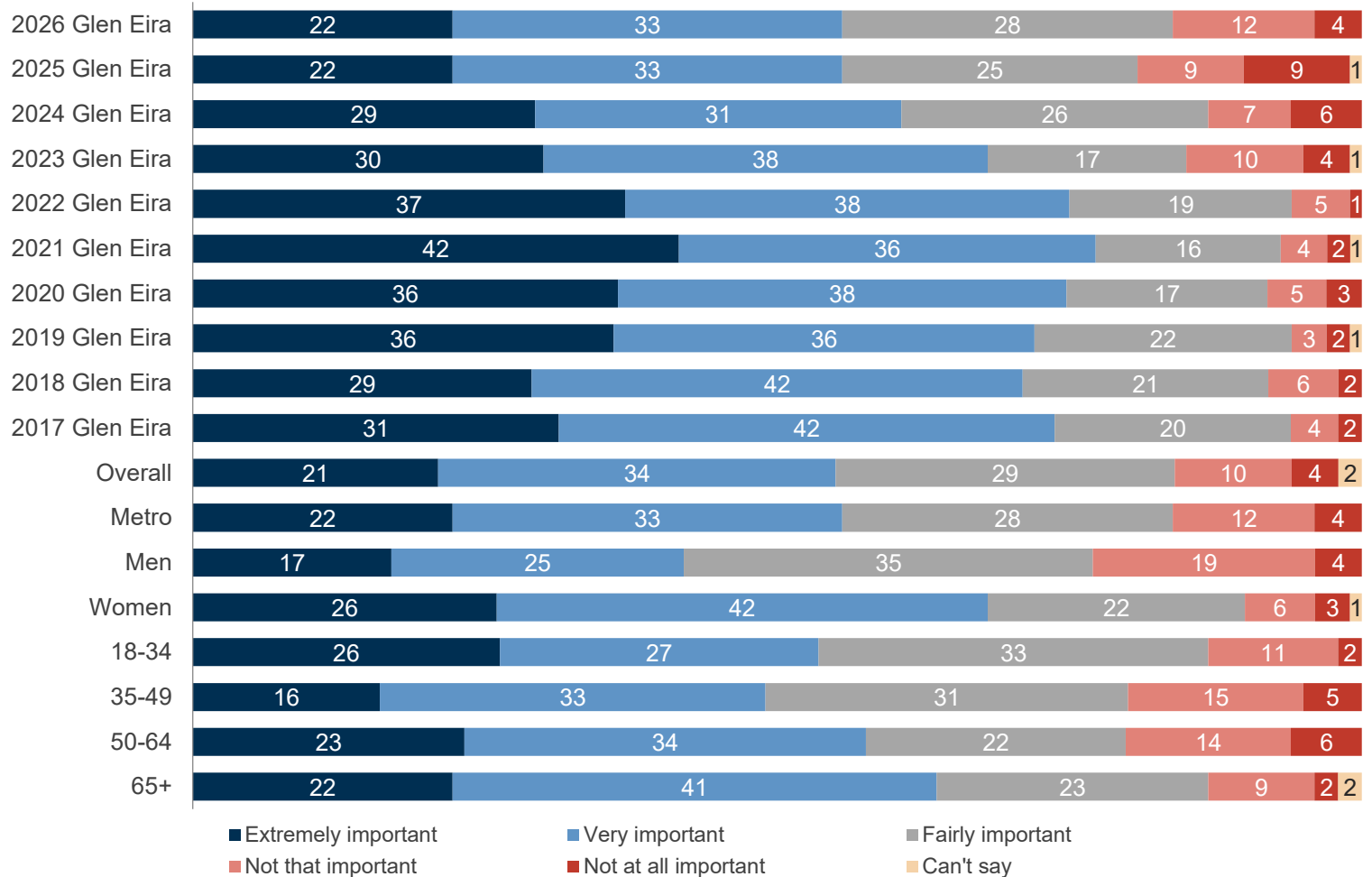
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



2026 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 8 Councils asked group: 1



# Environmental sustainability performance



2026 environmental sustainability performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	66	60	64	66	63	63	66	64	65
65+	64	66	65	66	71	70	71	65	68
Women	66	63	65	69	64	68	70	62	63
Metro	64	65	62	63	64	62	64	64	64
Glen Eira	65	62	64	68	64	66	68	63	63
18-34	68	61	65	69	61	68	68	62	61
Men	64	62	63	66	63	65	65	65	63
50-64	60	61	62	68	59	63	66	65	60
Overall	59	60	60	61	62	60	62	63	64

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

Base: All respondents. Councils asked: 12 Councils asked group: 2

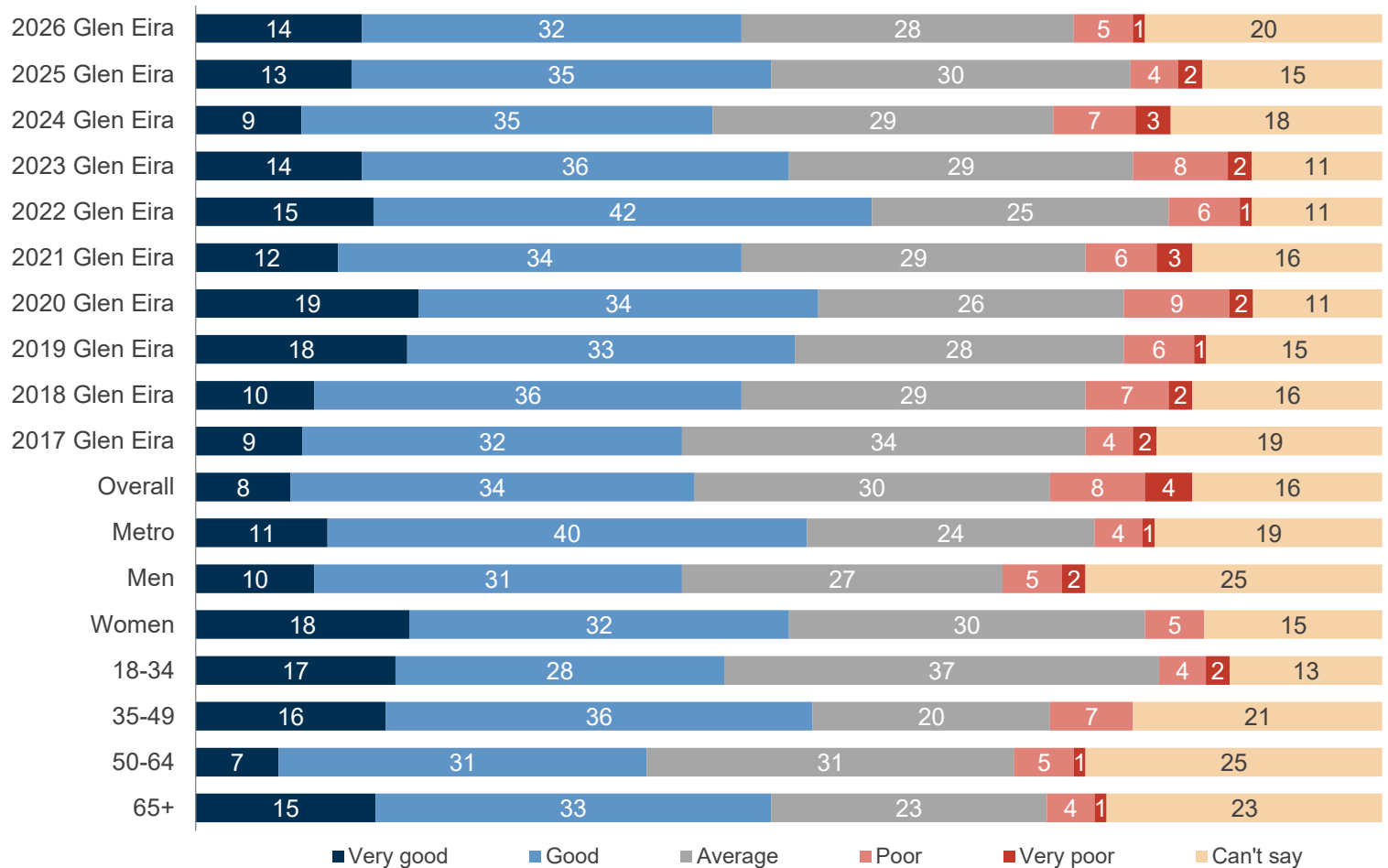
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



2026 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
 Base: All respondents. Councils asked: 12 Councils asked group: 2



# Planning for population growth in the area importance



2026 population growth importance (index scores)

		2025	2024	2023	2022	2021	2020	2019	2018	2017
65+	75	73	73	68	76	78	78	77	83	77
Women	75	73	76	72	73	76	75	81	79	79
Overall	74	73	75	76	77	76	76	77	77	76
50-64	73	72	79	79	75	74	77	82	81	77
Glen Eira	72	70	74	72	74	75	75	78	77	77
Metro	72	70	74	73	74	75	75	77	78	75
18-34	70	67	73	68	74	73	68	79	70	74
35-49	69	69	72	75	72	77	81	76	79	79
Men	68	67	71	72	75	75	75	76	76	74

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

Base: All respondents. Councils asked: 3 Councils asked group: 1

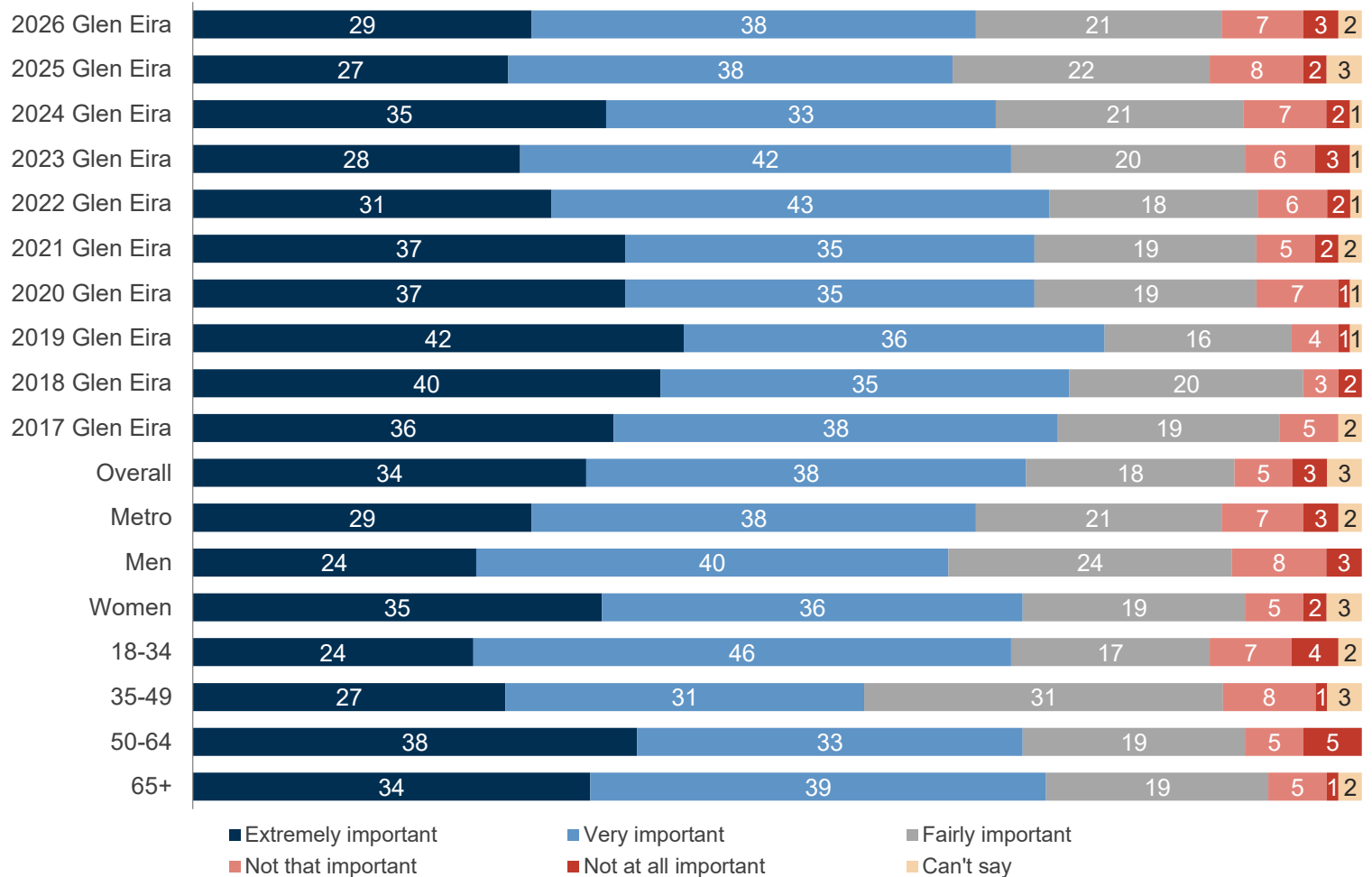
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area importance



2026 population growth importance (%)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?  
 Base: All respondents. Councils asked: 3 Councils asked group: 1



# Planning for population growth in the area performance



2026 population growth performance (index scores)

	2025	2024	2023	2022	2021	2020	2019	2018	2017
35-49	50	50	53	50	53	50	55	47	47
65+	52	47	51	54	48	51	52	39	49
Women	52	49	51	55	50	51	54	49	47
Glen Eira	50	49	52	55	52	53	52	48	48
Metro	50	49	49	52	53	52	52	50	51
Overall	48	47	48	52	53	51	52	52	52
Men	49	48	53	54	53	55	50	47	50
18-34	52	53	54	59	55	60	54	56	52
50-64	44	40	47	52	47	45	42	43	44

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

Base: All respondents. Councils asked: 6 Councils asked group: 1

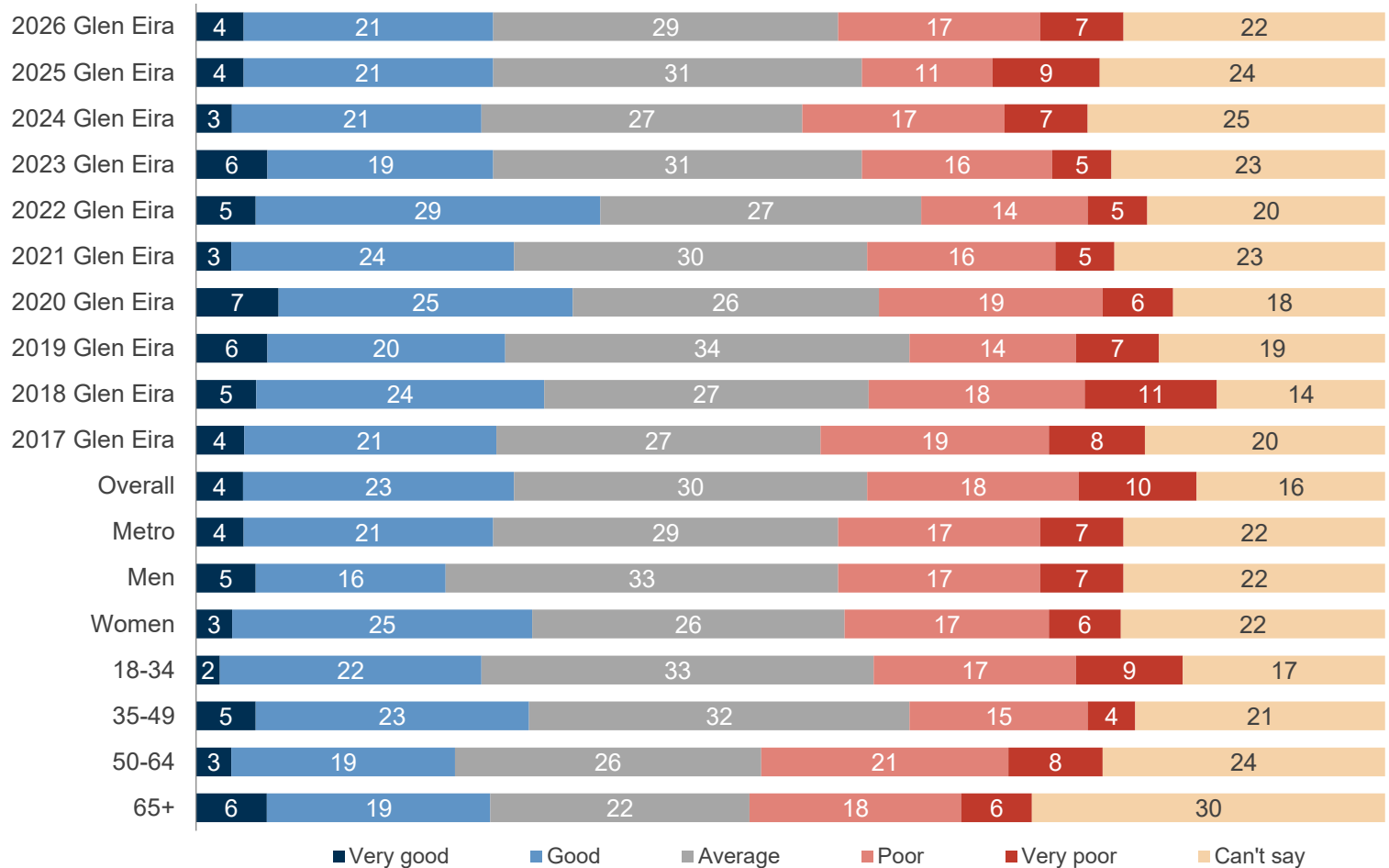
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area performance



2026 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: 6 Councils asked group: 1

A large, stylized letter 'N' graphic that serves as a background element. The 'N' is filled with a dark blue color and contains a blurred image of a crowd of people, likely at a sporting event or festival. The 'N' is positioned on the right side of the page, extending from the top to the bottom.

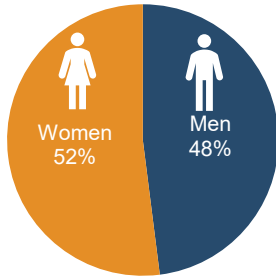
# Detailed demographics



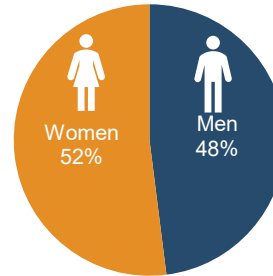
# Gender and age profile

## 2026 gender

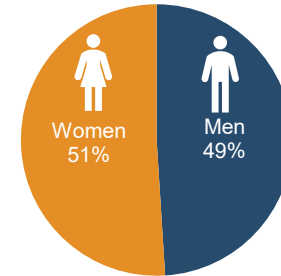
Glen Eira



Metro

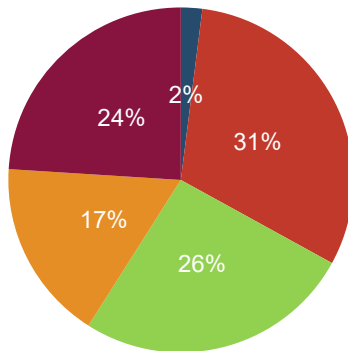


Overall

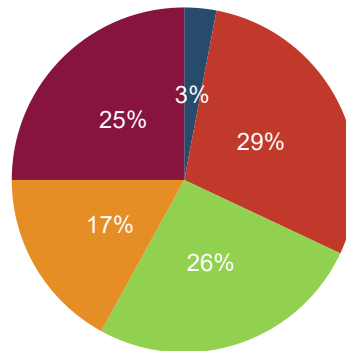


## 2026 age

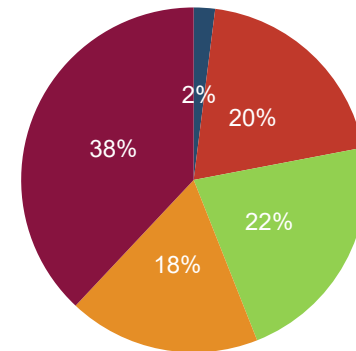
Glen Eira



Metro



Overall



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. How would you describe your gender? / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked: 23 Councils asked group: 4

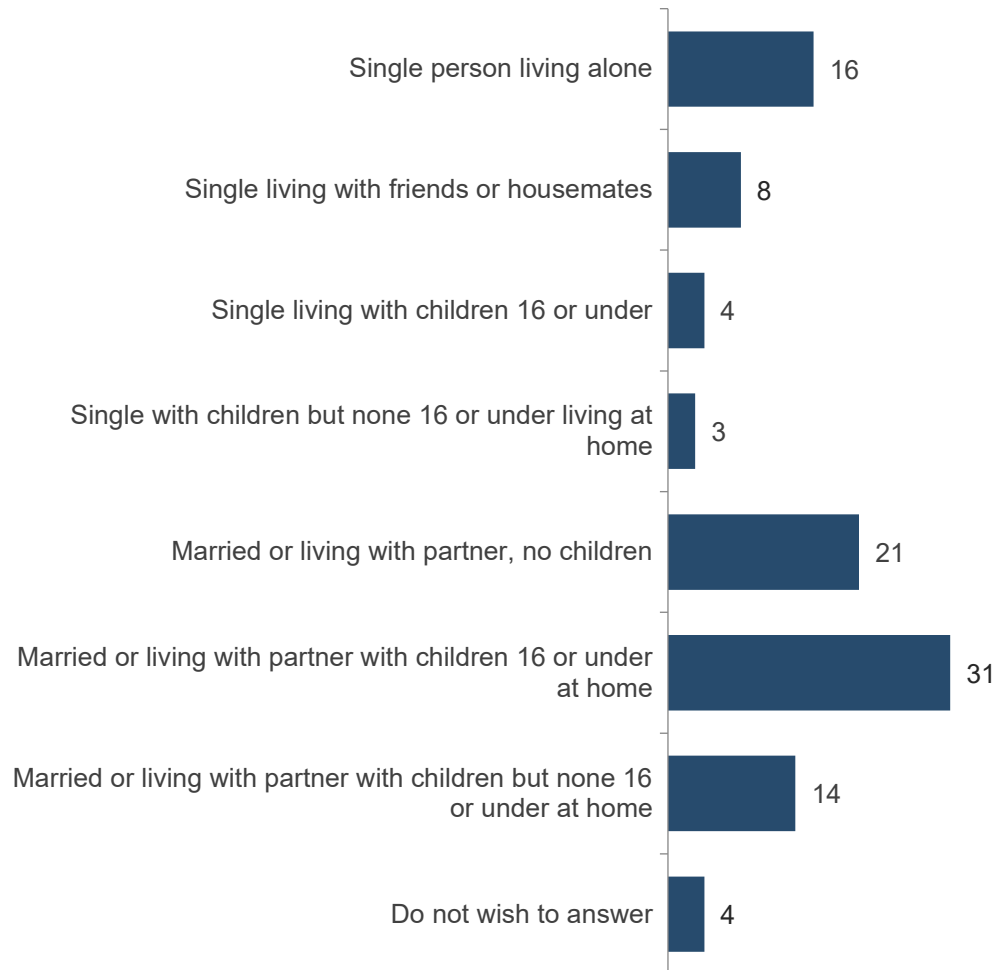
An "Other" option has been included for gender, hence the results may not add to 100%.

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

2026 household structure (%)

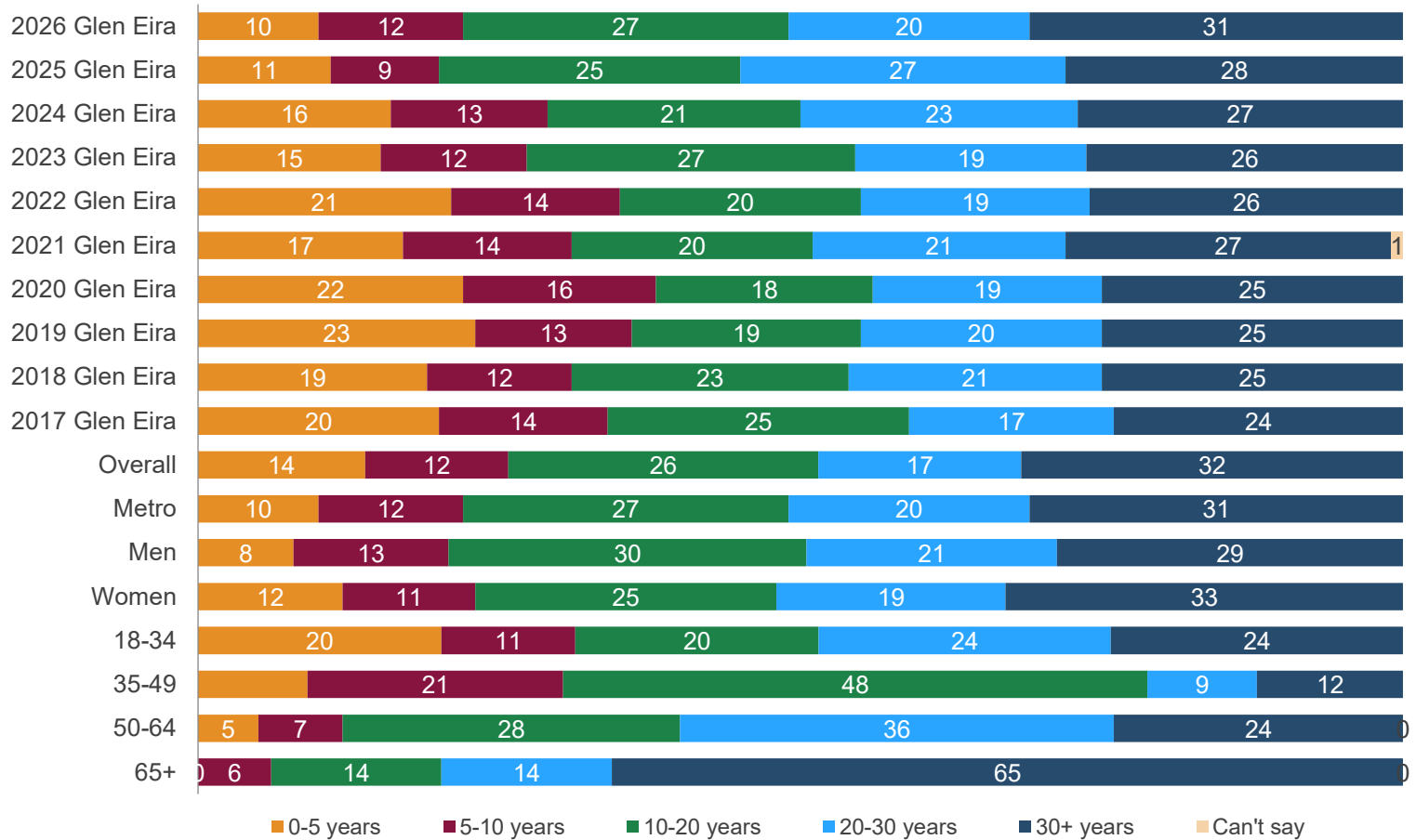


S6. Which of the following BEST describes your household?  
 Base: All respondents. Councils asked: 1 Councils asked group: 1



# Years lived in area

2026 years lived in area (%)

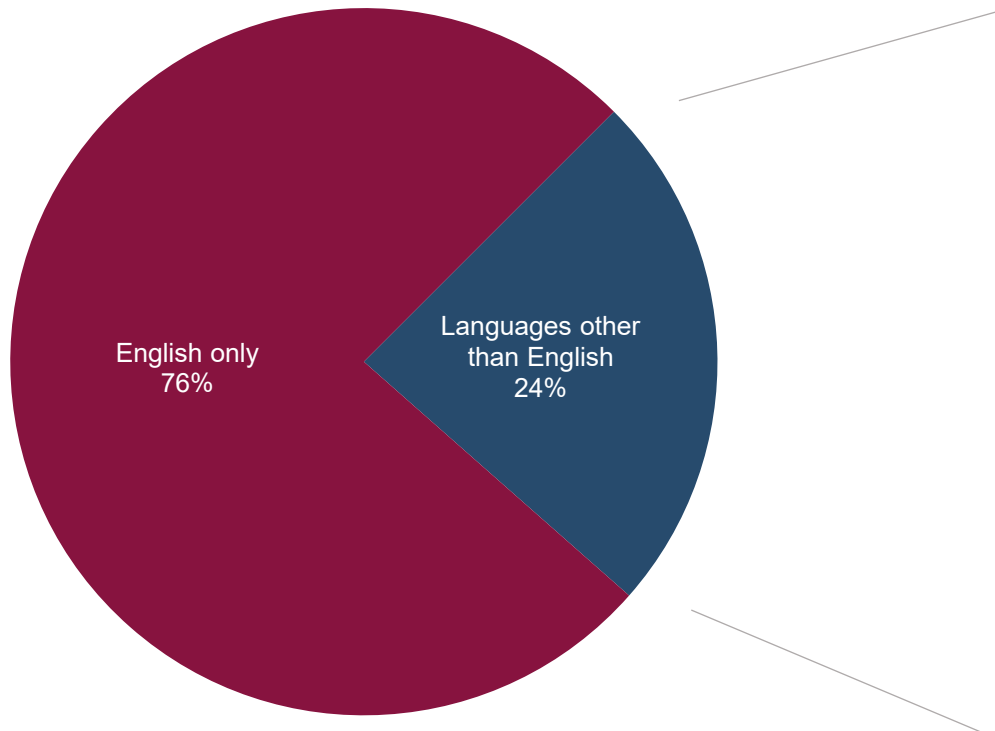


S5. How long have you lived in this area?/How long have you owned a property in this area?  
 Base: All respondents. Councils asked: 2 Councils asked group: 1

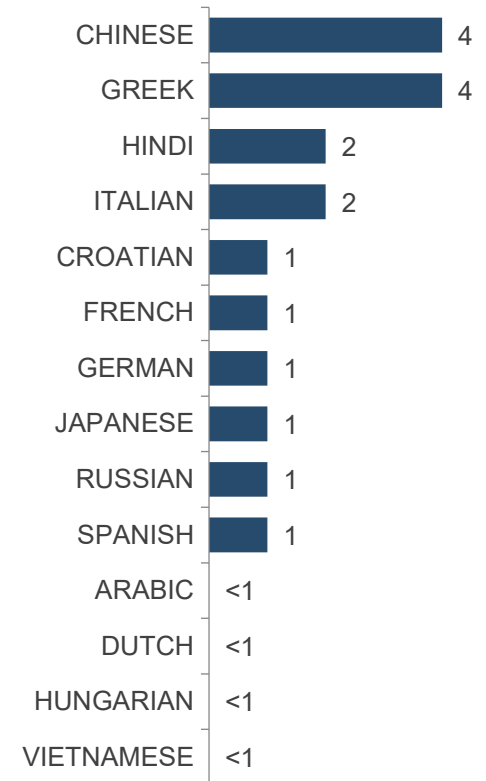


# Languages spoken at home

2026 languages spoken at home (%)



- Top mentions only -

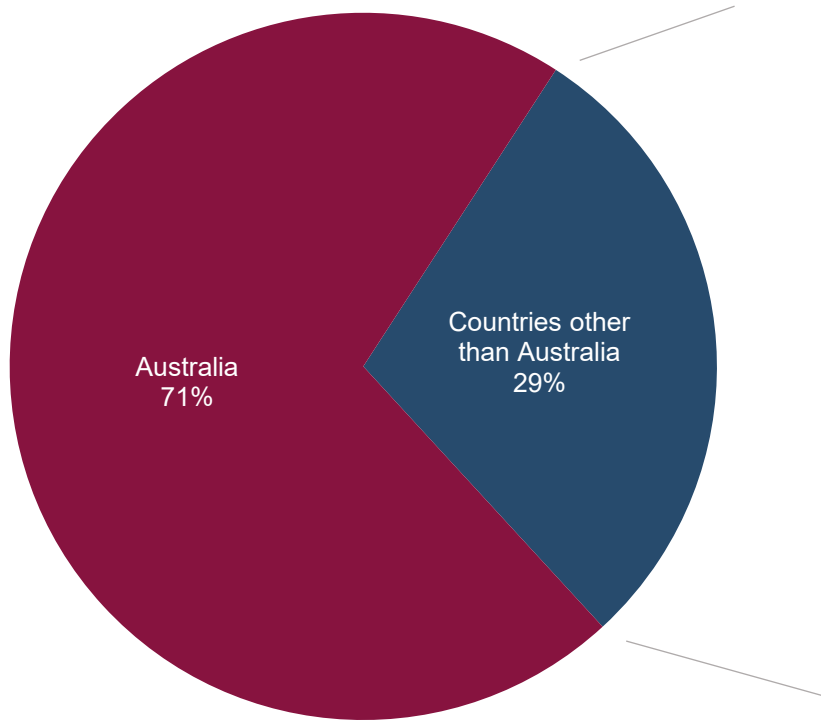


Q11. What languages, other than English, are spoken regularly in your home?  
 Base: All respondents. Councils asked: 1 Councils asked group: 1  
 Note: Respondents could name multiple languages so responses may add to more than 100%

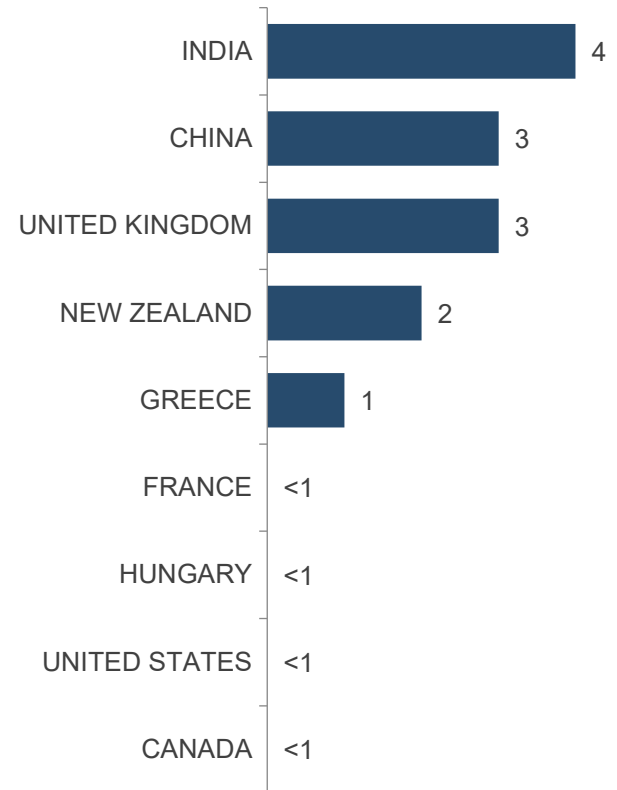


# Country of birth


2026 country of birth (%)



- Top mentions only -



Q12. Could you please tell me which country you were born in?  
 Base: All respondents. Councils asked: 1 Councils asked group: 1



**Appendix A:  
Index scores,  
margins of error  
and significant  
differences**



## Appendix A: Index Scores

### Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



## Appendix A: Margins of error

The sample size for the 2026 Local Government Community Satisfaction Survey for Glen Eira City Council was n=401. 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=401 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 128,800 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	401	400	+/-4.9
Men	187	192	+/-7.2
Women	214	208	+/-6.7
18-34 years	54	132	+/-13.5
35-49 years	75	106	+/-11.4
50-64 years	113	68	+/-9.3
65+ years	159	95	+/-7.8



## Appendix A: Index score significant difference calculation

---

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**



## Appendix B: Further information

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Further information about the report can be found in this section including:

- Survey methodology and sampling
- Analysis and reporting
- Glossary of terms

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2026 Local Government Community Satisfaction Survey, please contact JWS Research on

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

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



## Appendix B: Survey methodology and sampling

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The 2026 results are compared with previous years, as detailed below:

- 2025, n=401 completed interviews, conducted in the period of 28<sup>th</sup> January – 16<sup>th</sup> March.
- 2024, n=401 completed interviews, conducted in the period of 29<sup>th</sup> January – 18<sup>th</sup> March.
- 2023, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> March.
- 2022, n=401 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=402 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.

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 ation estimates was purchased from an accredited supplier of publicly available phone records, including up to 56% mobile phone numbers to cater to the diversity of residents within Glen Eira City Council, particularly younger people.

A total of n=401 completed interviews were achieved in Glen Eira City Council. Survey fieldwork was conducted across three waves from the 13<sup>th</sup> August 2025 until the 15<sup>th</sup> March 2026.



## Appendix B: Analysis and reporting

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In 2026, 23 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting, JWS Research 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 2012-2026 vary.

### Council Groups

Glen Eira City Council is classified as a Metropolitan council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural.

Councils participating in the Metropolitan group are:

- Glen Eira, Knox, Maroondah and Stonnington.

Wherever appropriate, results for Glen Eira City Council have been compared against those in the Metropolitan group, as well as against all other participating councils (“Overall”).



## Appendix B: Core, optional and tailored questions

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### Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2026 Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils. Alternatively, some questions in the 2026 Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Every council that participated in the 2026 Local Government Community Satisfaction Survey receives a customised report. Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.



## Appendix B: Glossary of terms

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

**CSS:** 2026 Victorian Local Government Community Satisfaction Survey.

**Council group:** One of five classified groups, comprising: Metropolitan, Interface, Regional Centres, Large Rural and Small Rural.

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

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

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

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

**Overall average:** The average result for all participating councils.

**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.

**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 ation of the council, rather than the achieved survey sample.

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