



# **2025 Local Government Community Satisfaction Survey**

## **Glen Eira City Council**

Coordinated by the Department of  
Government Services on behalf of  
Victorian councils



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

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

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

### Serving Victoria for 26 years

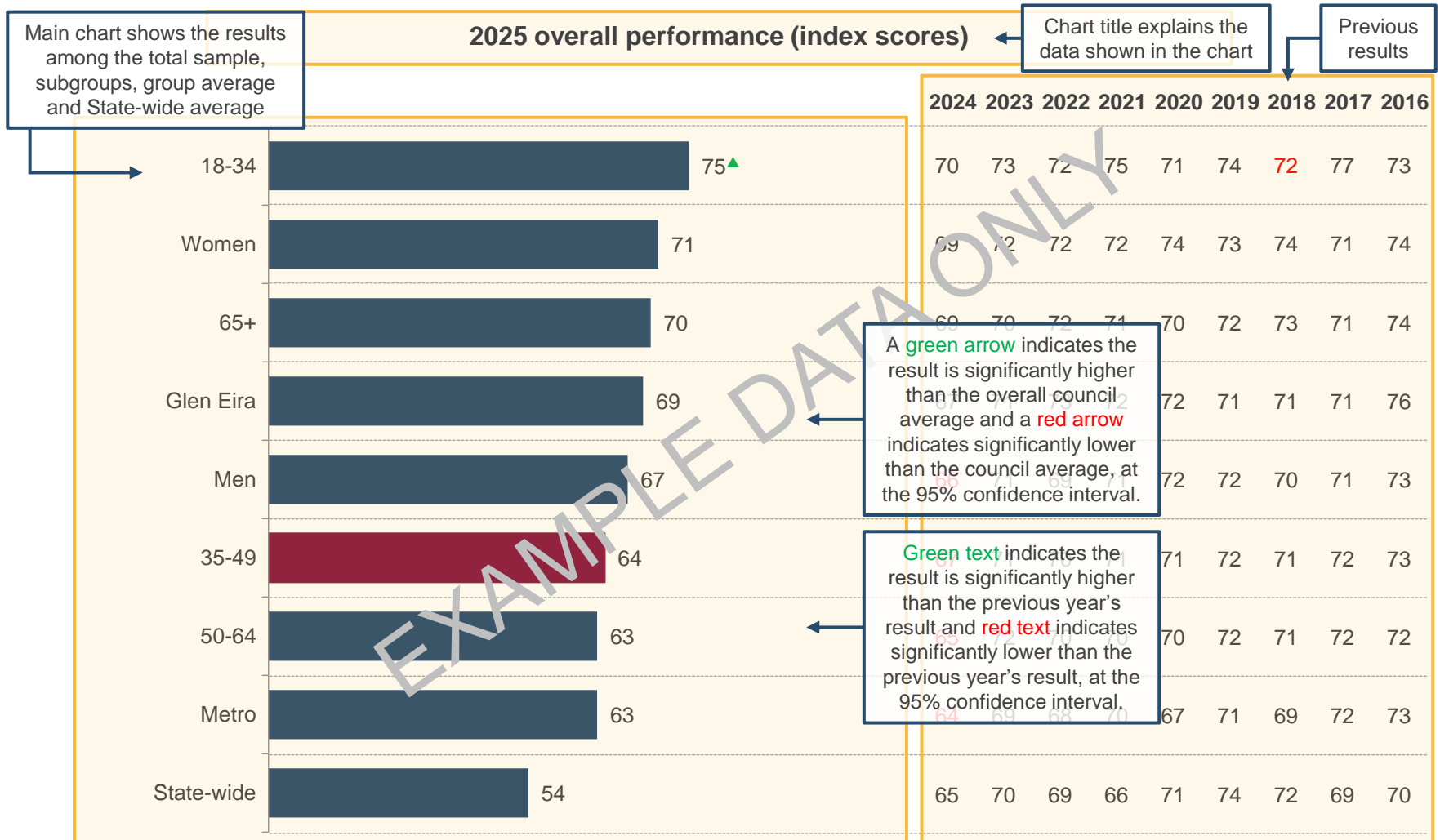
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 26 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.



# How to read index score charts in this report



Question asked and base size(s)

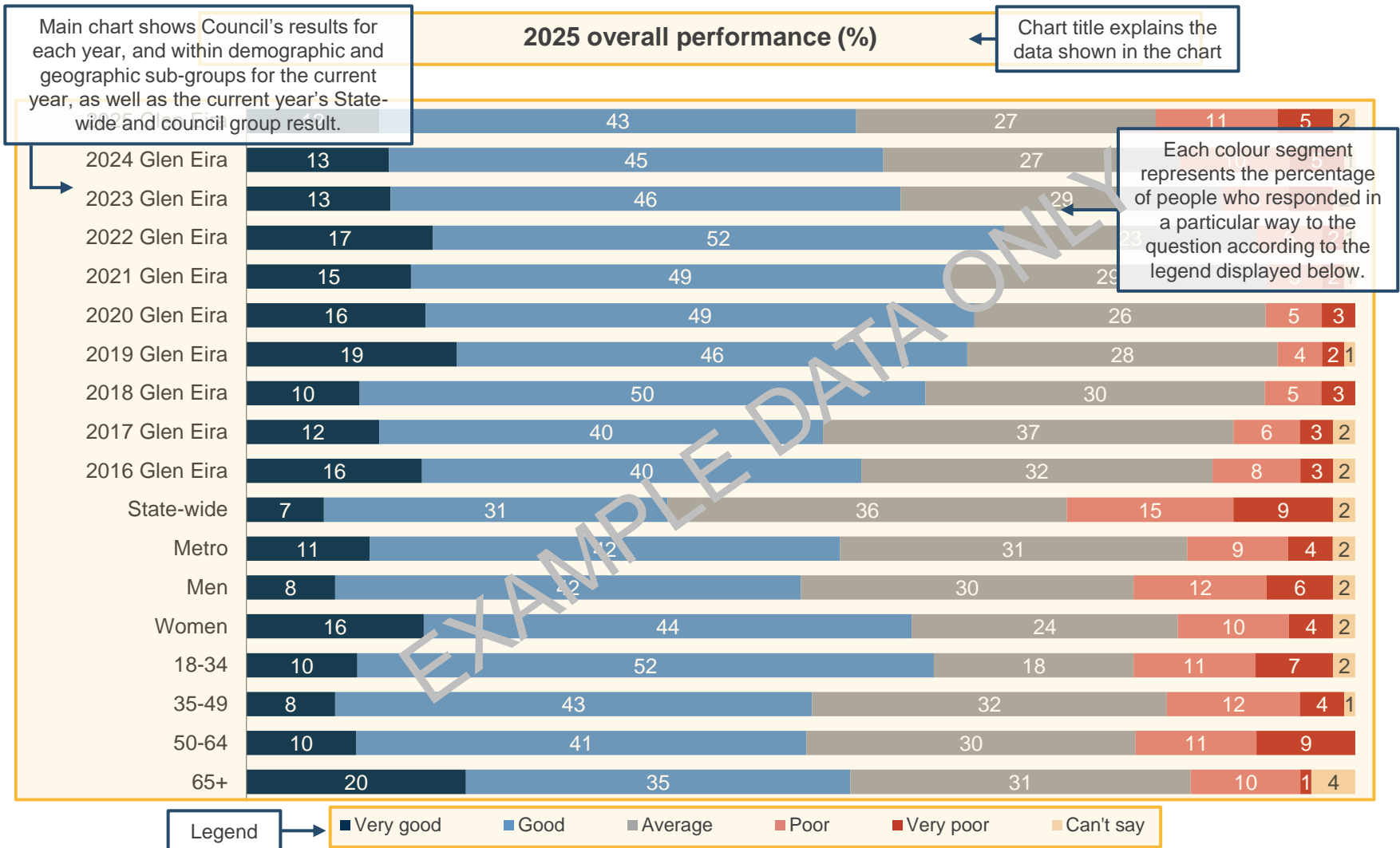
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glen Eira City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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 State-wide: 56 Councils asked group: 8

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, overlaid on its structure.

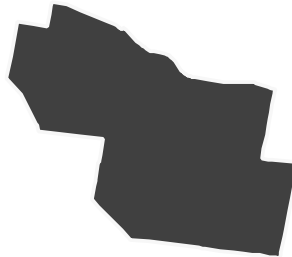
## **Key findings and recommendations**



# Glen Eira City Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Glen Eira 62



Metropolitan 62



State-wide 53

## Council performance compared to group average

### Top 4 performing areas



Art centres & libraries

= on par



Recreational facilities

= on par



Appearance of public areas

= on par



Waste management

= on par

### Bottom 3 performing areas



Planning & building permits

= on par



Population growth

= on par



Town planning policy

= on par



Customer service

= on par



# Summary of core measures

## Index scores

  
Overall  
Performance

  
Value for  
money

  
Community  
Consultation

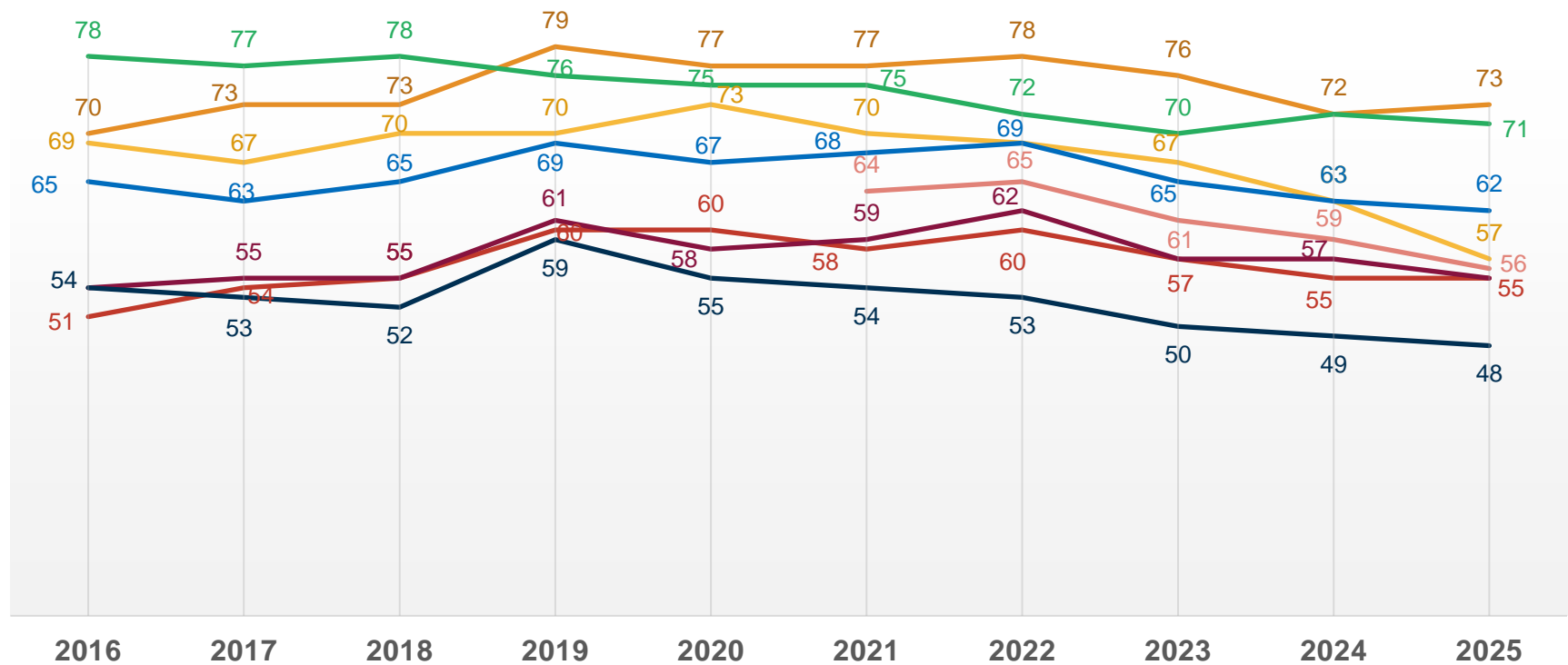
  
Making  
Community  
Decisions

  
Sealed  
Local  
Roads

  
Waste  
management

  
Customer  
Service

  
Overall  
Council  
Direction

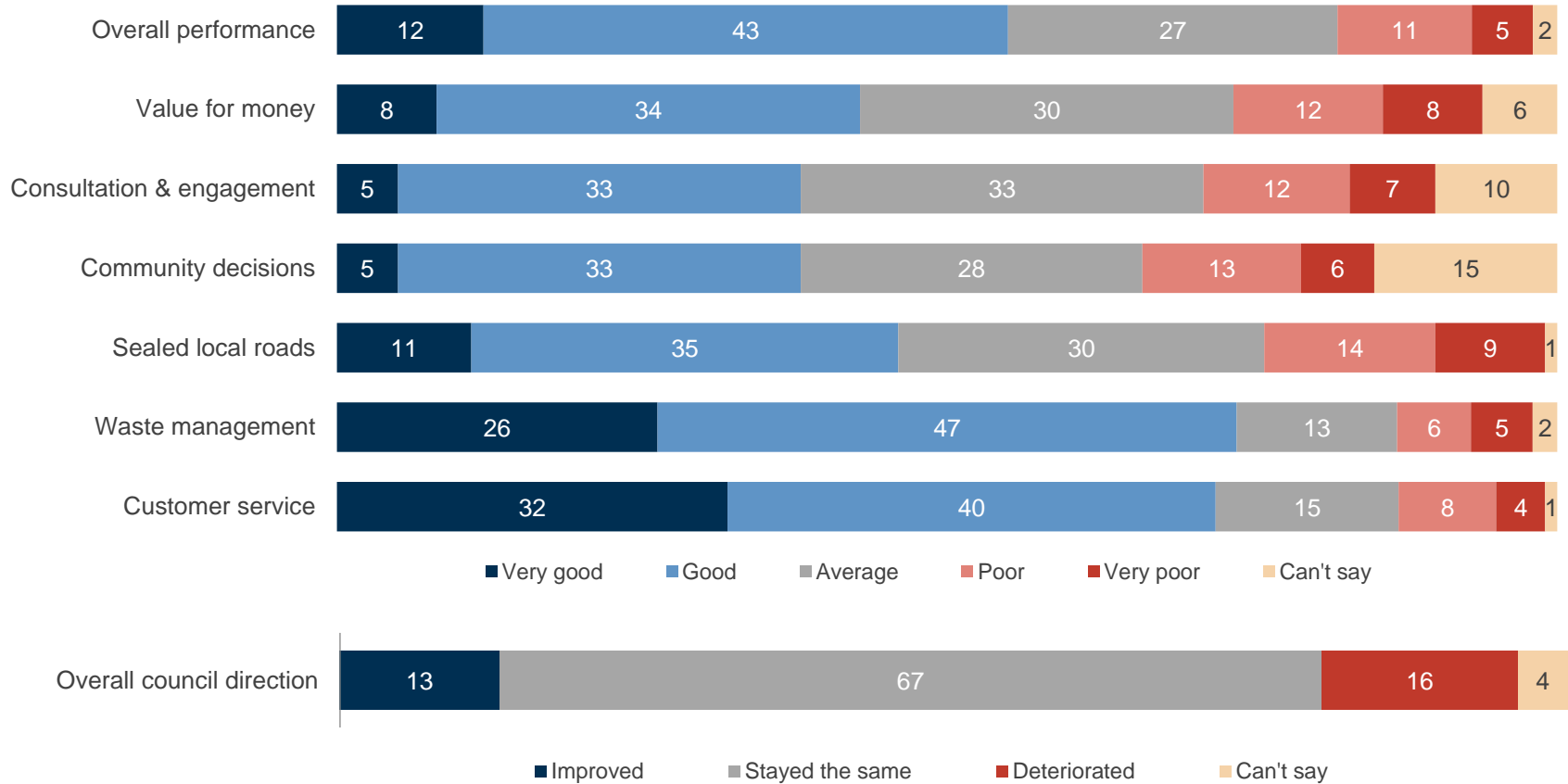
















## Summary of core measures

### Core measures summary results (%)















## Summary of Glen Eira City Council performance

Services		Glen Eira 2025	Glen Eira 2024	Metro 2025	State-wide 2025	Highest score	Lowest score
	Overall performance	62	63	62	53	65+ years	50-64 years
	Value for money	56	59	56	47	65+ years	Men, 35-49 years
	Overall council direction	48	49	48	46	Women	50-64 years
	Customer service	73	72	71	66	Women	Men
	Art centres & libraries	75	77	76	73	65+ years	18-34 years
	Recreational facilities	75	76	74	67	Women, 65+ years	Men
	Appearance of public areas	71	73	71	68	65+ years	35-49 years
	Waste management	71	72	72	65	65+ years	35-49 years
	Community & cultural	68	69	69	65	Women, 65+ years	Men
	Environmental sustainability	65	62	64	59	18-34 years	50-64 years



# Summary of Glen Eira City Council performance

Services		Glen Eira 2025	Glen Eira 2024	Metro 2025	State-wide 2025	Highest score	Lowest score
	Family support services	65	63	66	62	65+ years, 35-49 years	50-64 years, 18-34 years
	Elderly support services	62	64	63	63	35-49 years	18-34 years
	Enforcement of local laws	60	64	62	59	Women	50-64 years
	Traffic management	59	58	56	54	Women	Men, 50-64 years
	Disadvantaged support serv.	59	61	60	58	65+ years	50-64 years
	Informing the community	58	61	61	56	35-49 years	18-34 years
	Local streets & footpaths	57	60	58	52	35-49 years	50-64 years
	Bus/community dev./tourism	57	59	58	56	Women	35-49 years, Men
	Sealed local roads	57	63	59	45	35-49 years	50-64 years
	Parking facilities	56	58	54	54	18-49 years	65+ years



## Summary of Glen Eira City Council performance

Services		Glen Eira 2025	Glen Eira 2024	Metro 2025	State-wide 2025	Highest score	Lowest score
	Community decisions	55	57	56	49	65+ years	50-64 years
	Consultation & engagement	55	55	56	50	65+ years	50-64 years
	Lobbying	53	54	54	49	65+ years, Women	50-64 years
	Town planning policy	51	51	52	48	Women	50-64 years
	Population growth	50	49	50	48	65+ years, 18-34 years, Women	50-64 years
	Planning & building permits	48	50	47	43	18-34 years	50-64 years



## Focus areas for the next 12 months

### Overview

Perceptions of Glen Eira City Council's overall performance (index score of 62, down one point) remain broadly consistent with 2024 but have yet to recover from the significant decline in 2023. Performance ratings remained stable across the majority of individual service areas evaluated, with significant declines experienced in the areas of sealed local roads and enforcement of local laws.

### Key influences on perceptions of overall performance

Council should focus foremost on shoring up and where possible improving its performance in the individual service area that most influences perceptions of overall performance, namely, decisions made in the interest of the community. Following this, the more moderately influential but lower-rated service areas of population growth, parking facilities, and business and community development and tourism should be prioritised as areas for improvement in the year ahead.

### Comparison to state and area grouping

Glen Eira City Council continues to rate significantly above the State-wide average and in line with the Metropolitan group average on the majority of service areas evaluated, including overall performance. Council's performance is rated significantly higher than the State-wide and Metropolitan group averages in the area of traffic management. Informing the community is the only service area where Council performs below the group average.

### Work to recover lost gains

Over the next 12 months, further endeavours should be made to improve perceptions among 50 to 64 year old residents, who remain more critical of Council in most service areas, particularly its lower performing areas. Council must also ensure perceptions among 18 to 34 year olds and men do not slip further in the next 12 months, given their perceptions have declined significantly in many areas, as have their perceptions of the direction of Council's overall performance.

# **DETAILED FINDINGS**

# Overall performance



## Overall performance

The overall performance index score of 62 for Glen Eira City Council represents a one-point (not significant) decline from 2024. Perceptions of Council's overall performance have not yet recovered from the significant decline in 2023, with further work still needed to return to previous highs seen across 2019 to 2022.

Council's overall performance continues to rate statistically significantly higher (at the 95% confidence level) than the State-wide average for councils, and in line with the Metropolitan group (index scores of 53 and 62 respectively).

- Performance ratings are highest among residents aged 65 years and over, and lowest among those aged 50 to 64 years (index scores of 66 and 58 respectively).
- Since the previous evaluation, overall performance ratings saw a significant nine-point decline among residents aged 18 to 34 years, representing a reversal on the gains made in 2024.

More than two in five residents (42%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is more than twice as many as those who rate Council as 'very poor' or 'poor' (20%). A further 30% rate Council as 'average' on value for money.

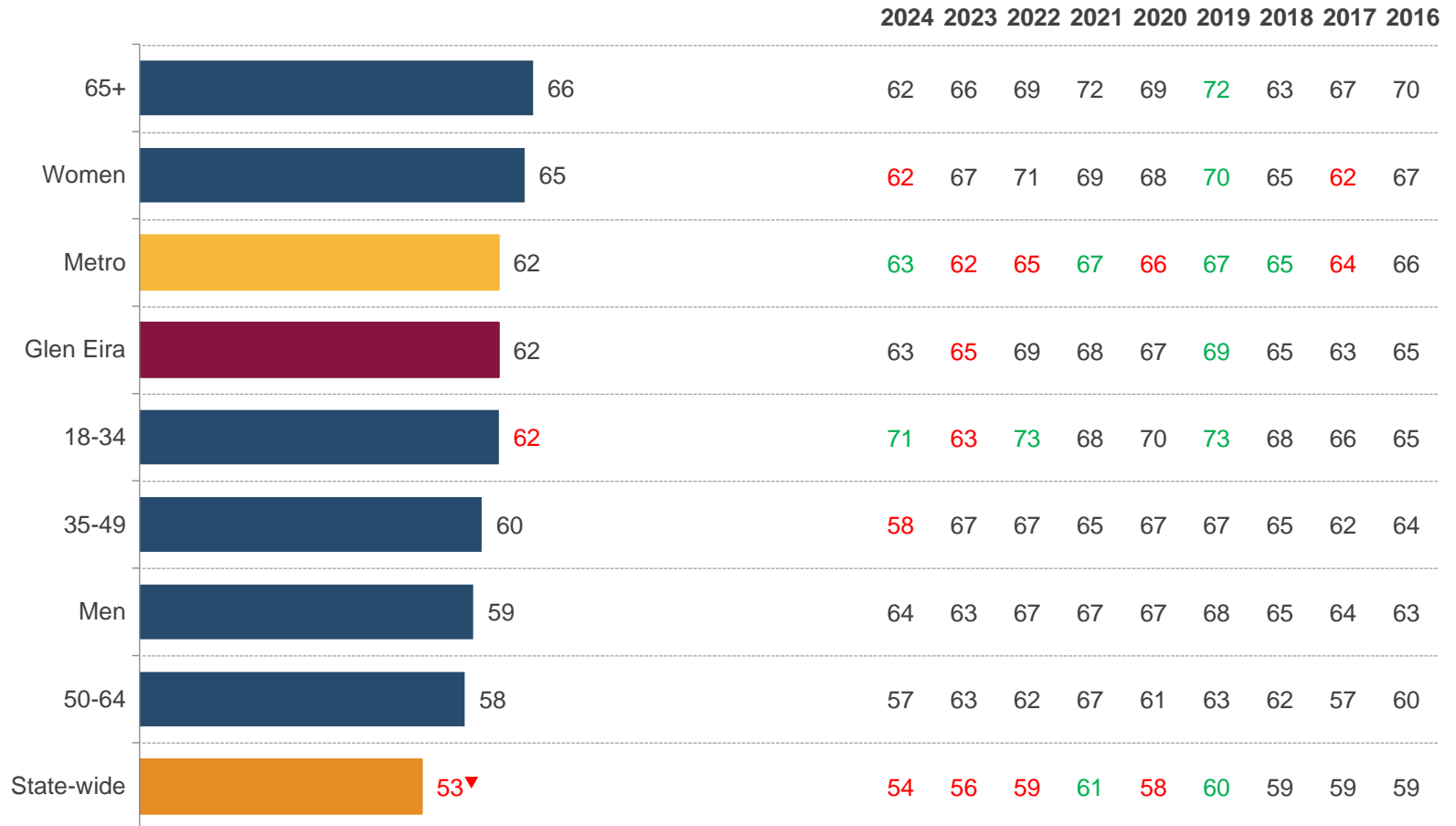






# Overall performance

## 2025 overall performance (index scores)



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

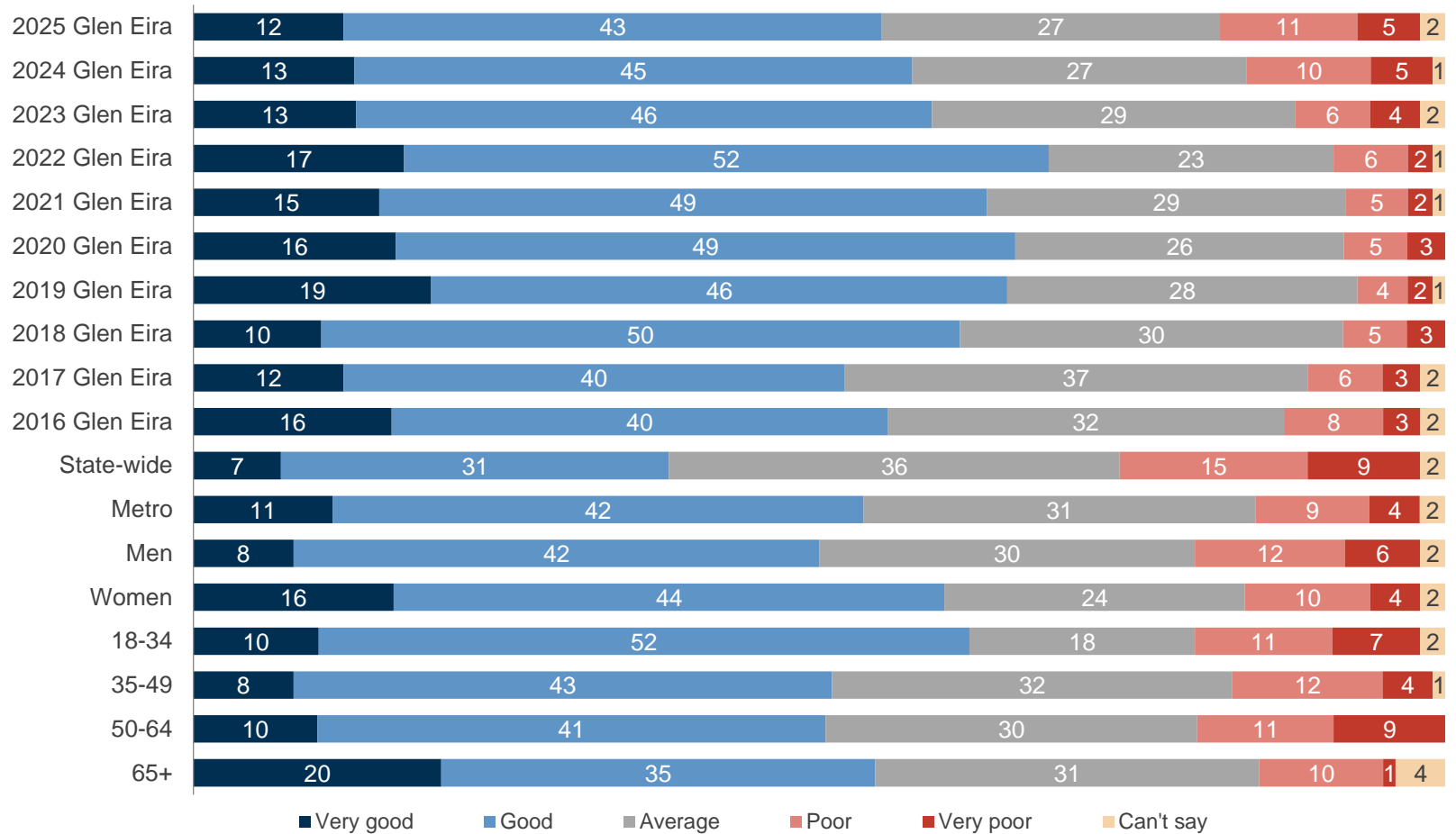
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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



## Overall performance

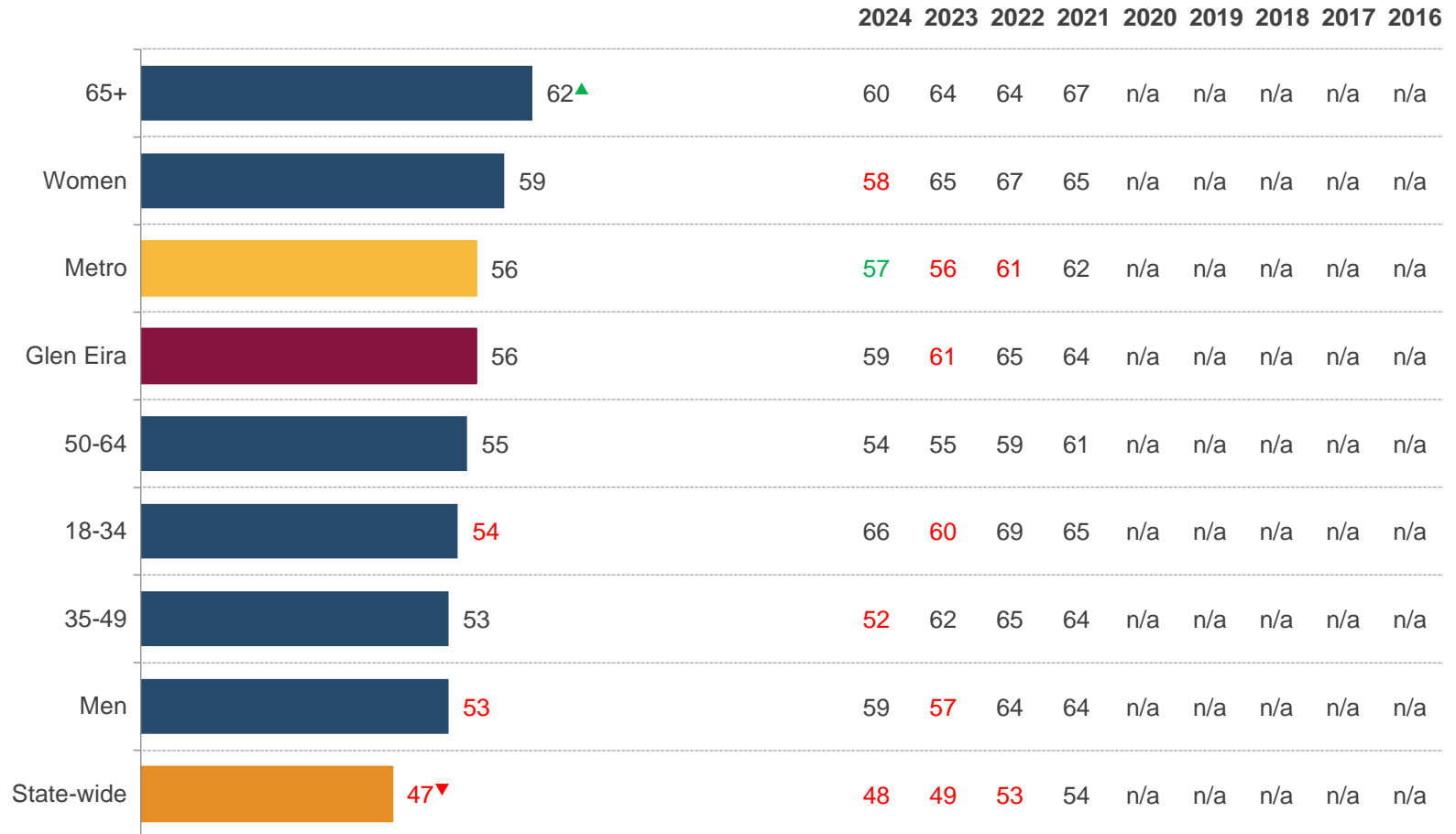
### 2025 overall performance (%)





## Value for money in services and infrastructure

### 2025 value for money (index scores)



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

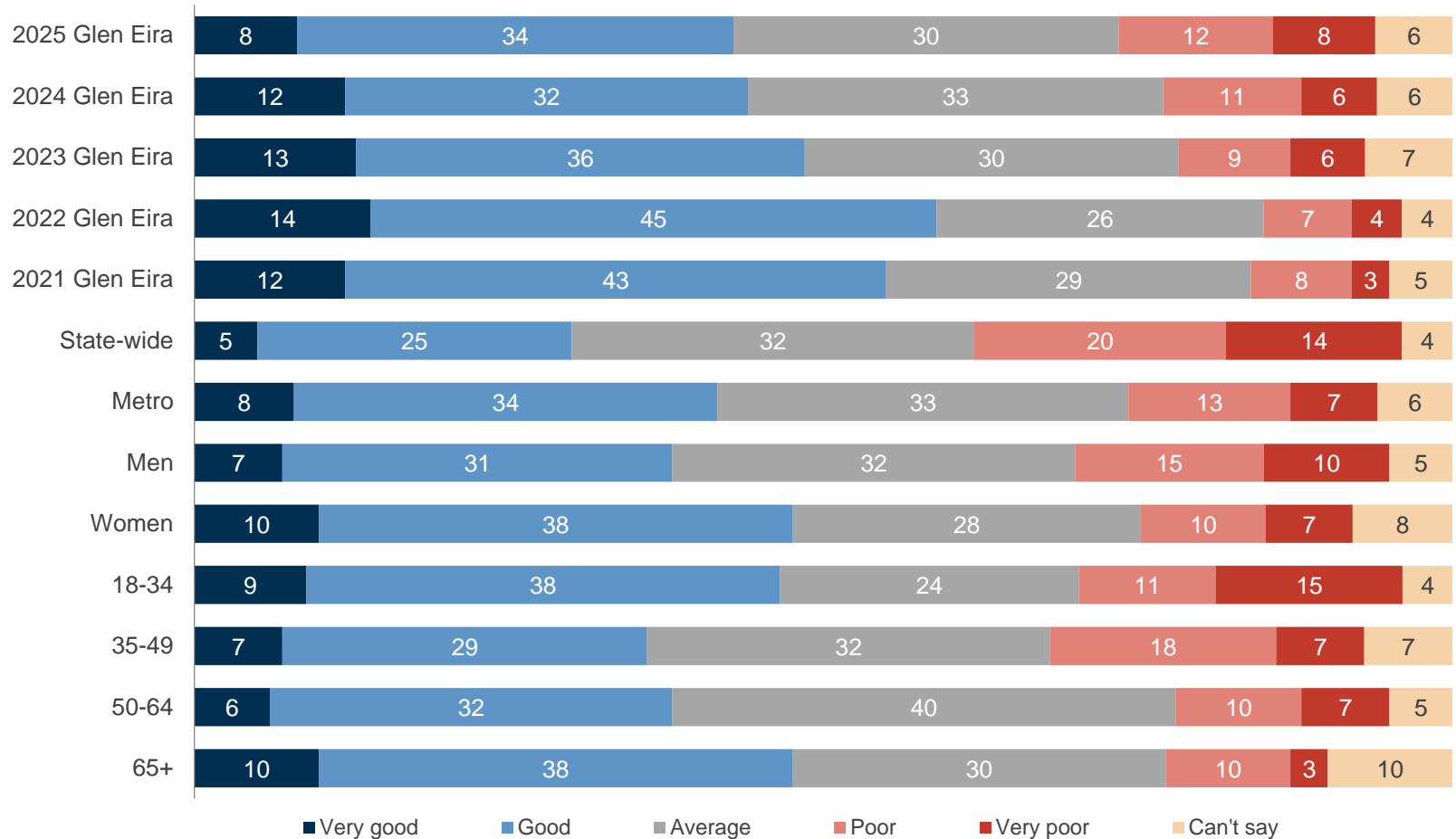
Base: All respondents. Councils asked State-wide: 55 Councils asked group: 7

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



## Value for money in services and infrastructure

### 2025 value for money (%)



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

Base: All respondents. Councils asked State-wide: 55 Councils asked group: 7



## Top performing service areas

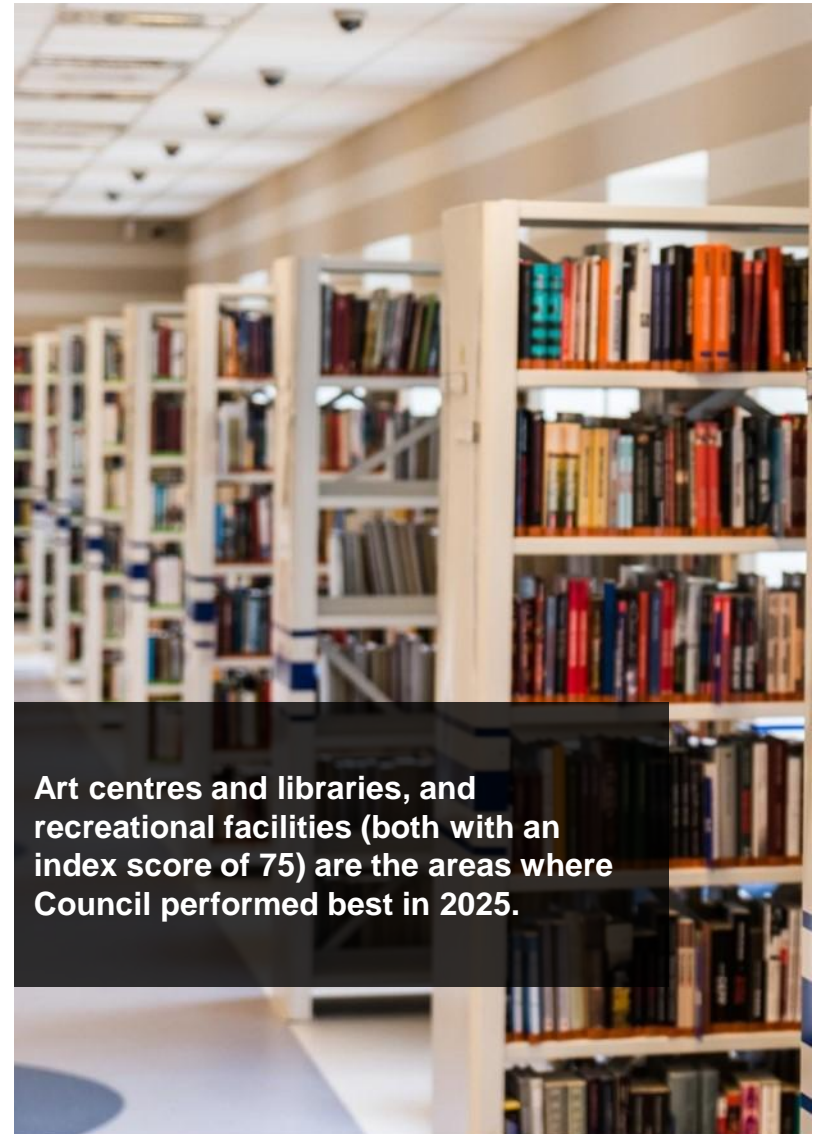
Glen Eira City Council performs best in the areas of art centres and libraries, and recreational facilities (both with an index score of 75). Council performs in line with the Metropolitan group and State-wide averages in art centres and libraries, and performs in line with the group average but significantly higher than the State-wide average in recreational facilities.

The appearance of public areas and waste management are Council's next highest rated service areas (both with an index score of 71). Council performs in line with the Metropolitan group average and significantly higher than the State-wide average in these service areas.

Waste management and recreational facilities are service areas shown to have a moderate influence on perceptions of Council's overall performance, so maintaining and building upon these positive results should remain a focus moving forward.

- In each of the aforementioned areas, performance ratings are highest among those aged 65 years and over (significantly higher for art centres and libraries).

Council's strong performance in these service areas is further highlighted by the fact that related services, including parks and gardens (16%), are consistently among the most frequently nominated by residents as the best thing about Glen Eira City Council.



**Art centres and libraries, and recreational facilities (both with an index score of 75) are the areas where Council performed best in 2025.**



## Low performing service areas



**Council rates lowest – relative to its performance in other areas – in the area of planning and building permits (index score of 48).**

Planning and building permits is the area where Council's performance is rated lowest (index score of 48). This service area shows the largest disparity between importance and performance perceptions (24-point differential).

Population growth is Council's next lowest-rated service area, followed closely by the related area of town planning policy (index scores of 50 and 51 respectively).

- The ongoing need to raise performance in these service areas is reinforced by the fact that 8% of residents cite town planning / permits / red tape as the area that Council needs to improve the most, and 6% cite inappropriate or over-development.

Planning for population growth is an area shown to have a moderate influence on perceptions of Council's overall performance, so bolstering performance here should remain a focus over the next 12 months.

Residents aged 50 to 64 years provide the lowest ratings in most service areas evaluated, including for the aforementioned three lowest-rated service areas, although not significantly lower than average here. Efforts to shore up perceptions among this age group are warranted.



# Individual service area performance

## 2025 individual service area performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Art centres & libraries	75	77	79	76	75	78	78	74	76	75
Recreational facilities	75	76	76	76	78	80	79	77	75	76
Appearance of public areas	71	73	74	77	78	78	81	77	75	76
Waste management	71	72	70	72	75	75	76	78	77	78
Community & cultural	68	69	67	67	67	72	71	67	69	68
Environmental sustainability	65	62	64	68	64	66	68	63	63	60
Family support services	65	63	66	67	65	70	70	67	65	70
Elderly support services	62	64	67	66	65	69	67	65	67	69
Enforcement of local laws	60	64	66	68	66	68	67	65	64	63
Traffic management	59	58	61	n/a	62	62	59	60	59	55
Disadvantaged support serv.	59	61	64	62	62	63	63	62	62	63
Informing the community	58	61	62	66	64	63	64	59	61	59
Local streets & footpaths	57	60	64	66	66	70	69	66	66	68
Bus/community dev./tourism	57	59	59	60	56	61	63	57	57	58
Sealed local roads	57	63	67	69	70	73	70	70	67	69
Parking facilities	56	58	59	61	58	59	54	56	55	52
Community decisions	55	57	57	62	59	58	61	55	55	54
Consultation & engagement	55	55	57	60	58	60	60	55	54	51
Lobbying	53	54	56	57	56	55	57	54	52	51
Town planning policy	51	51	53	58	56	55	56	49	49	49
Population growth	50	49	52	55	52	53	52	48	48	44
Planning & building permits	48	50	52	57	51	52	52	48	46	46

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

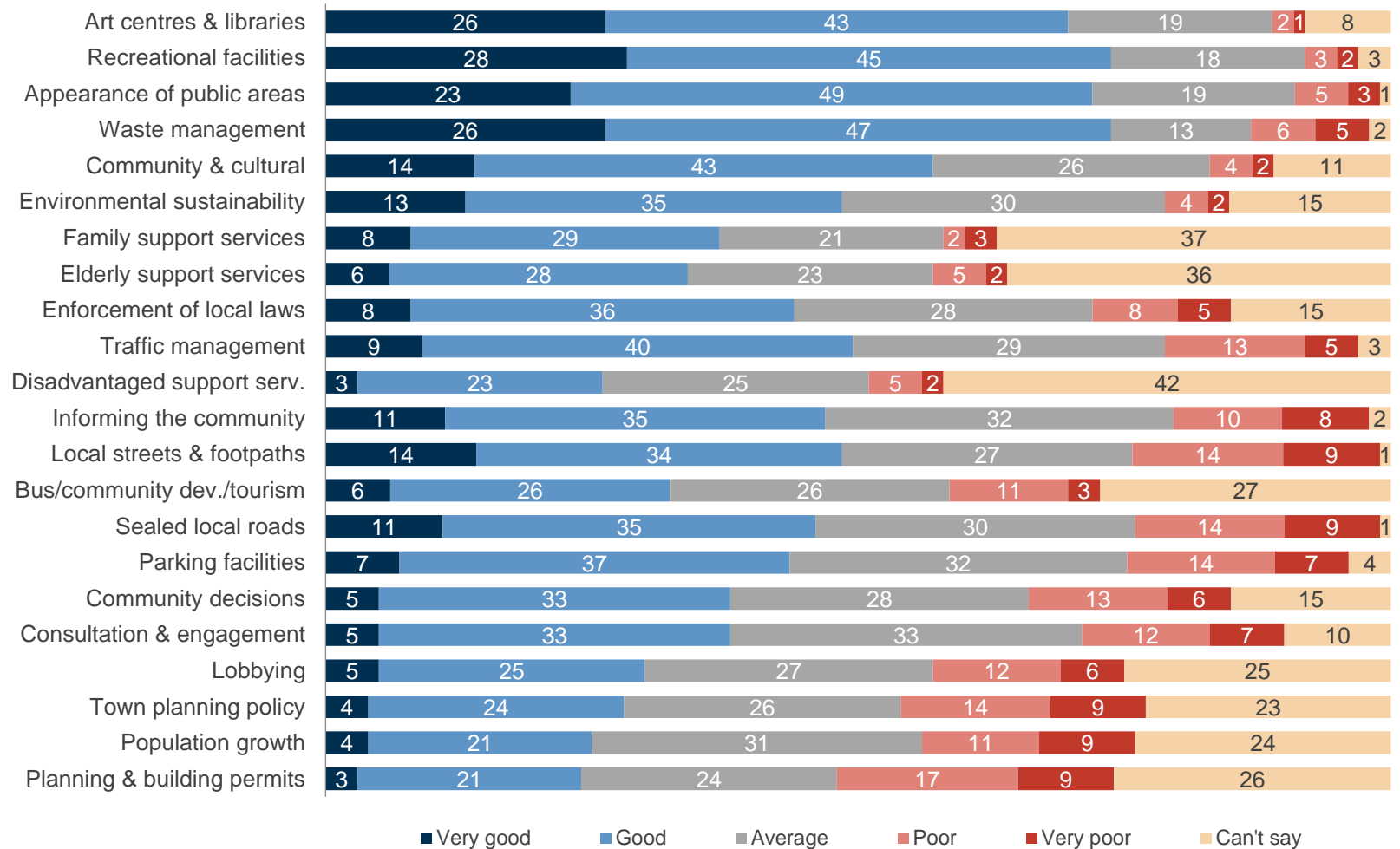
Note: Please see Appendix A for explanation of significant differences.





# Individual service area performance

## 2025 individual service area performance (%)







# Individual service area importance

## 2025 individual service area importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Waste management	81	85	82	85	84	84	84	83	82	83
Local streets & footpaths	80	82	79	79	79	78	76	79	78	80
Sealed local roads	79	79	77	78	76	76	75	75	78	79
Community decisions	78	79	79	81	82	80	80	79	81	80
Elderly support services	76	78	76	80	80	78	77	76	78	80
Appearance of public areas	75	75	74	75	76	74	72	75	75	78
Recreational facilities	73	75	75	78	75	75	72	74	75	76
Family support services	72	70	72	74	74	73	72	73	74	75
Consultation & engagement	72	72	72	73	73	72	72	72	73	75
Planning & building permits	72	73	74	77	78	75	75	77	78	75
Town planning policy	72	72	73	76	77	74	72	72	75	75
Informing the community	71	72	72	76	75	73	73	71	72	77
Traffic management	70	71	71	n/a	72	70	74	74	76	77
Population growth	70	74	72	74	75	75	78	77	77	78
Disadvantaged support serv.	70	72	74	76	77	73	72	72	73	75
Parking facilities	69	70	67	71	72	71	74	73	74	74
Enforcement of local laws	67	69	65	69	69	69	69	70	73	73
Art centres & libraries	66	68	69	72	70	70	66	69	69	70
Lobbying	65	64	63	70	68	67	68	69	70	70
Environmental sustainability	63	68	70	76	78	75	76	73	74	75
Community & cultural	60	59	60	64	63	60	59	60	62	63
Bus/community dev./tourism	55	56	54	59	61	55	54	56	58	57

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

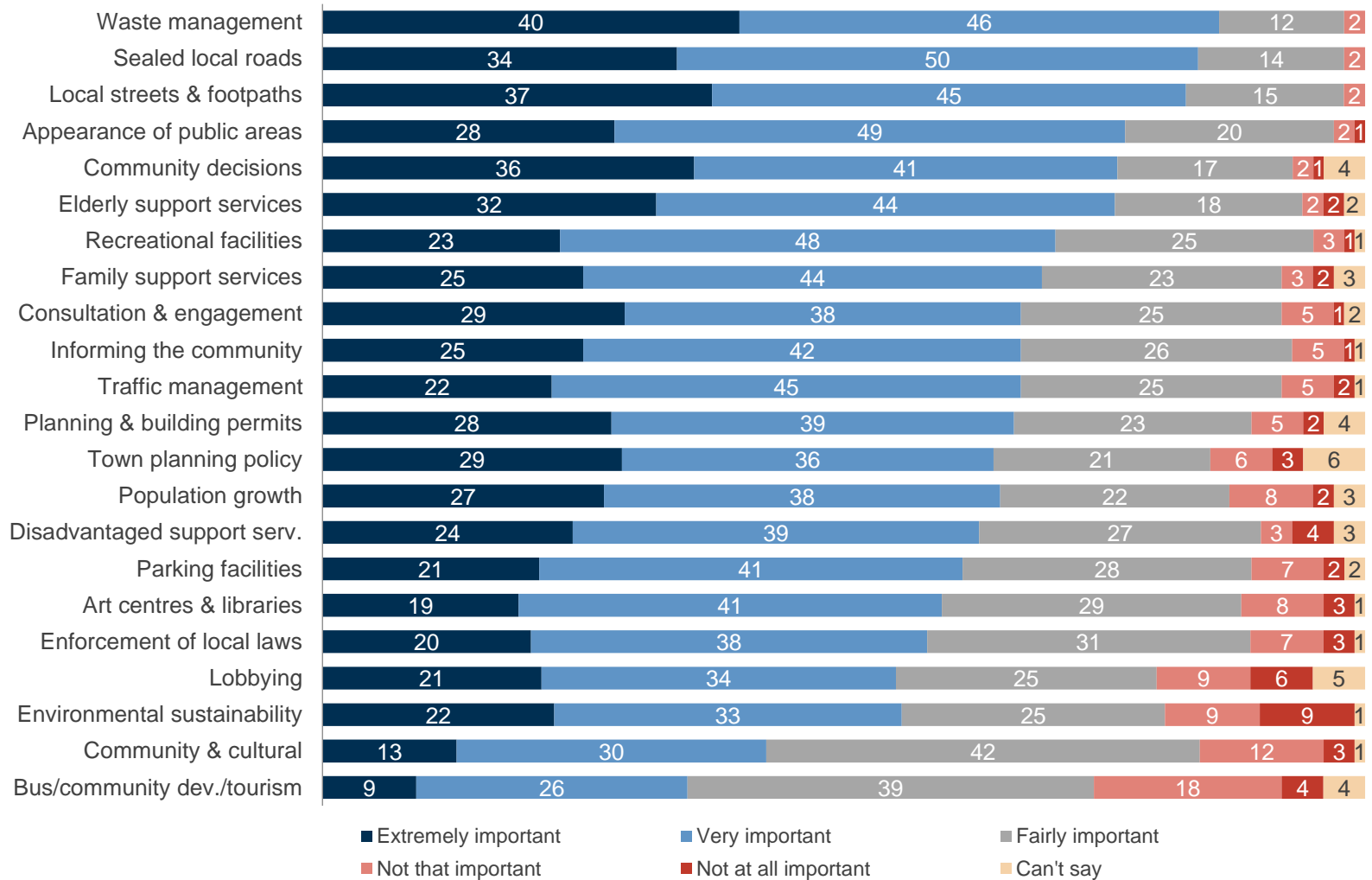
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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



# Individual service area importance

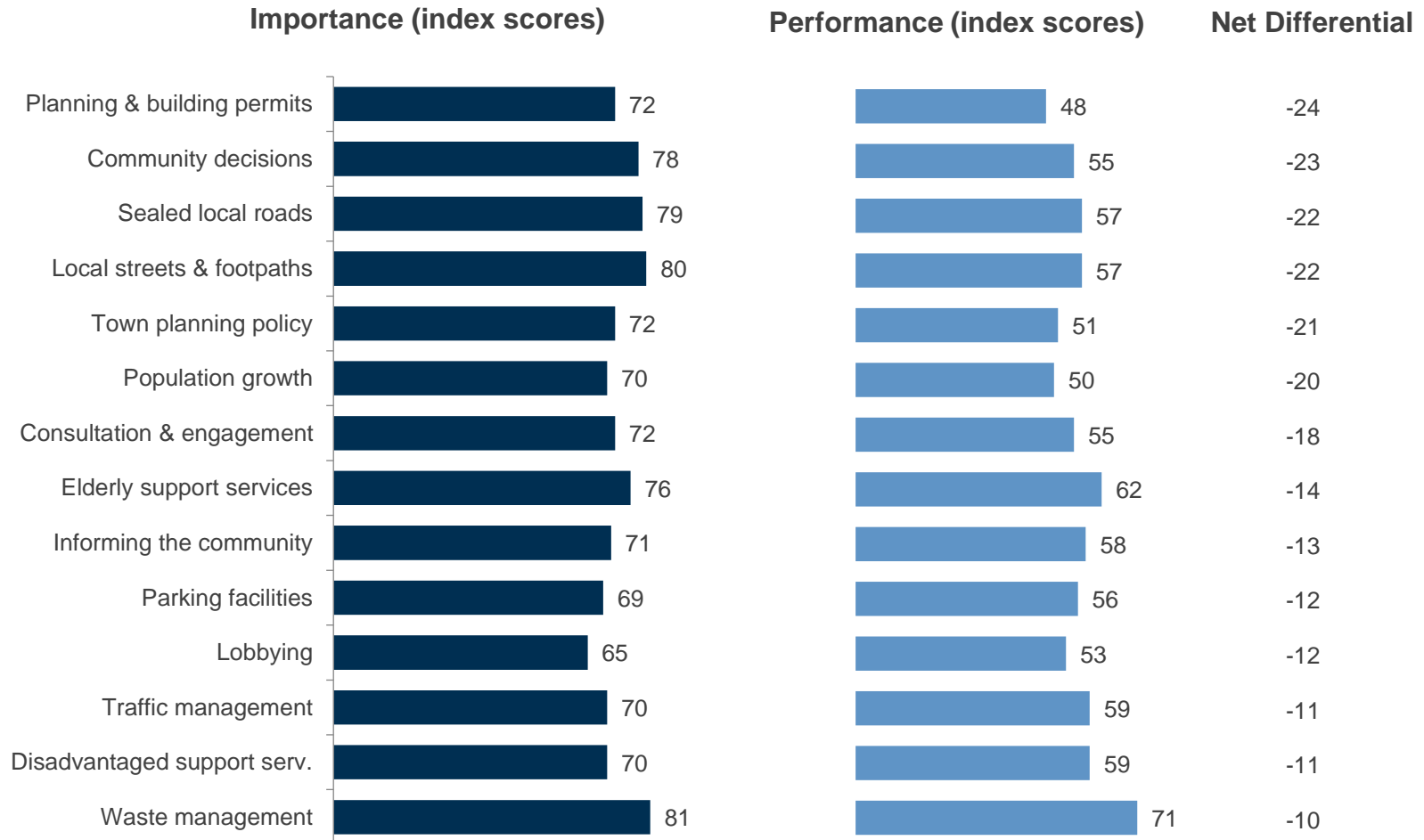
## 2025 individual service area importance (%)





# Individual service areas importance vs performance

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



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



## Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- Parking facilities
- Waste management
- Enforcement of local laws
- Planning for population growth
- Business, community development and tourism
- Recreational facilities.

Looking at these key service areas only, recreational facilities and waste management have high performance index scores (75 and 71 respectively) and are moderate influences on the overall performance rating.

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

Other service areas that have a moderate influence on overall perceptions, but where Council performs relatively less well, are planning for population growth, parking facilities, and business, community development and tourism (index scores of 50, 56 and 57 respectively).

**Ensuring services and facilities continue to meet community needs as the area plans for population growth and continuing to support development opportunities for local businesses and the community can also help to shore up positive overall opinion of Council.**



## Regression analysis explained

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.

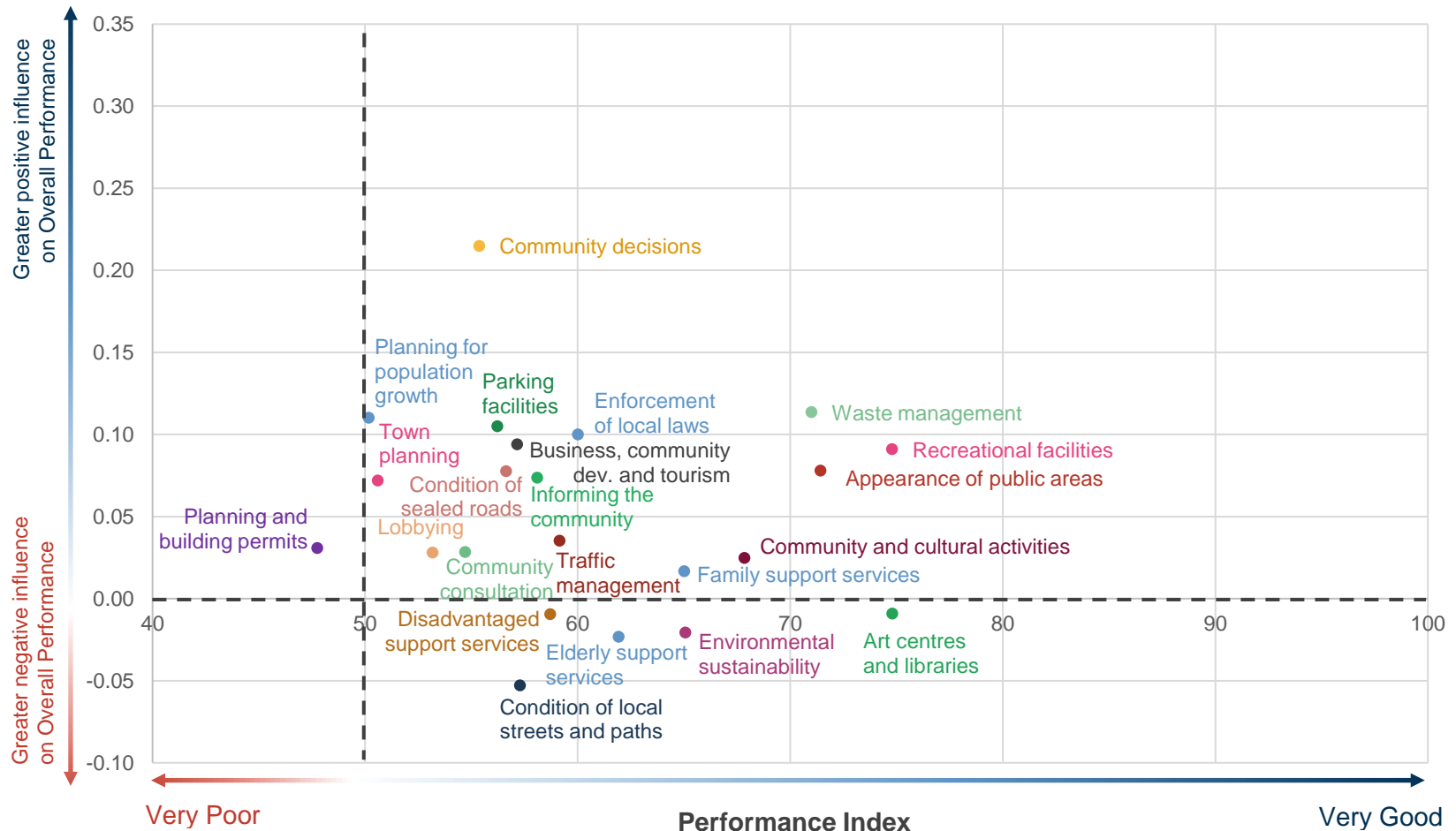
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

## 2025 regression analysis (all services)

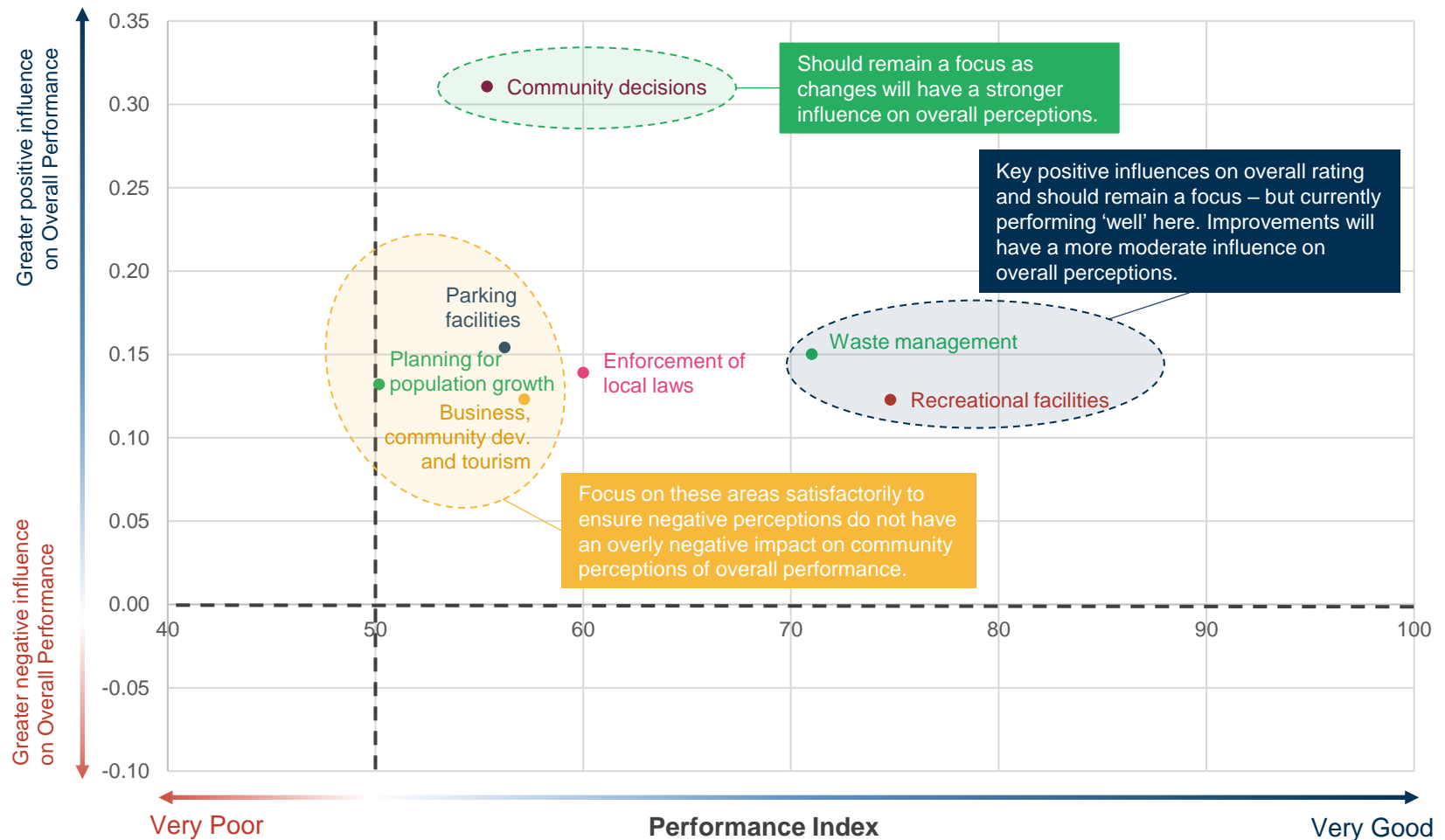


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.615 and adjusted  $R^2$  value of 0.592, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 27.42$ . 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

## 2025 regression analysis (key services)

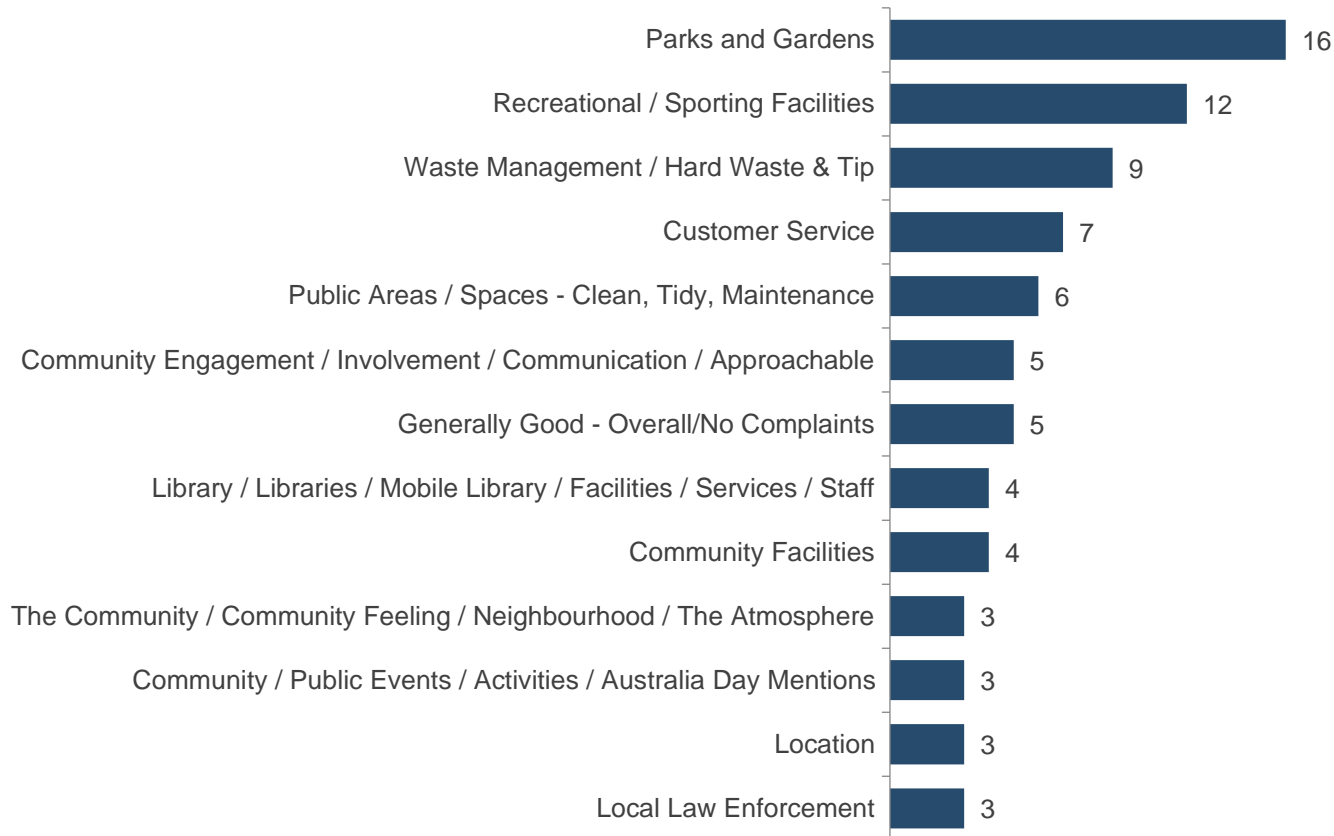


The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.595 and adjusted  $R^2$  value of 0.588, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 82.58$ .



## Best things about Council

### 2025 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 State-wide: 29 Councils asked group: 4

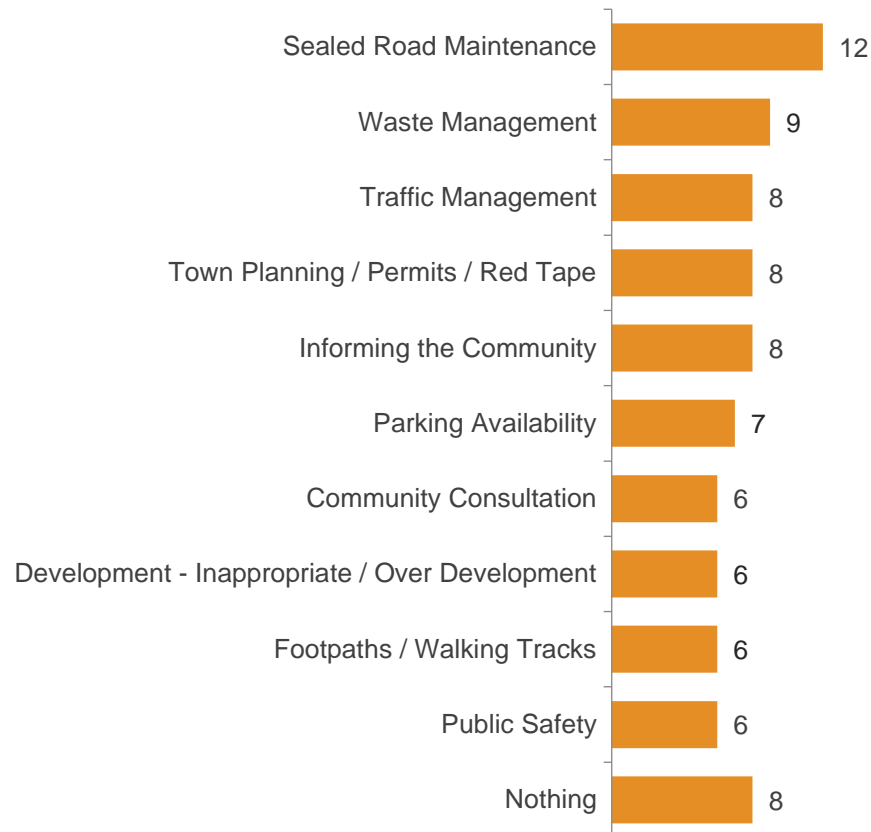
A verbatim listing of responses to this question can be found in the accompanying dashboard.





## Areas for improvement

### 2025 areas for improvement (%) - Top mentions only -





# **Customer service**



## Contact with council and customer service

### Contact with council

Two in three households (66%) have had contact with Glen Eira City Council in the last 12 months, similar to 2024.

- Rate of contact is highest among residents aged 35 to 64 years (70%) and lowest among those aged 65 years and over (60%).

Telephone (32%) and email (22%) remain the most common methods of contact with Council, followed by in-person interactions (18%).



### Customer service

Council's customer service index of 73 is in line with last year's result. Customer service continues to rate in line with the Metropolitan group and significantly higher than the State-wide average for councils (index scores of 71 and 66 respectively).

Importantly, among those who had contact with Council, more than seven in 10 (72%) provide a positive customer service rating, while just 12% rate it as 'poor' or 'very poor'.

- Perceptions of Council's customer service continue to show little variation across demographic cohorts, with ratings highest among women (index score of 76) and lowest among men (68). Ratings among each demographic cohort evaluated are however in line with the Council average.

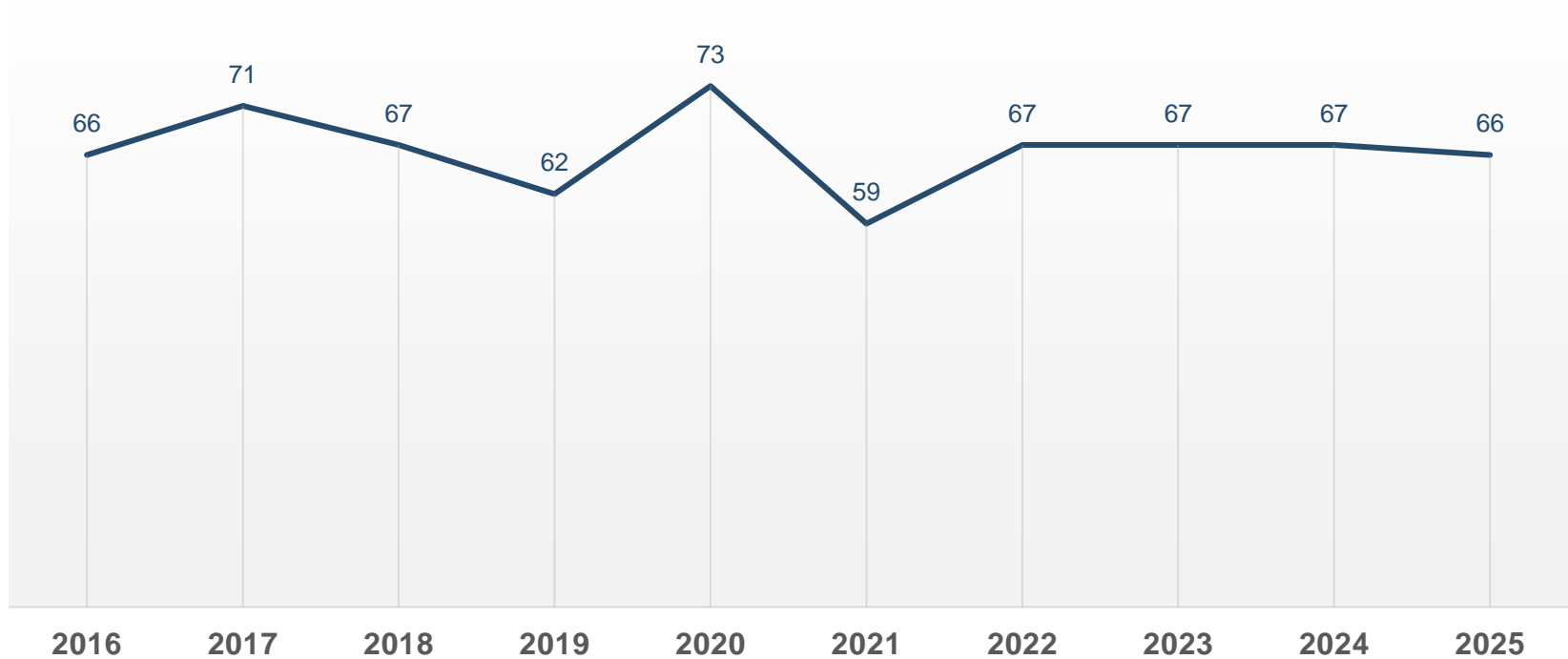
In terms of contact method, ratings of Council's customer service remain higher than average among residents who interacted with Council most recently via telephone (index score of 75). Given it is the primary mode of contact, Council should look to uphold and build on this positive result.

- Customer service ratings are largely similar across the other regularly used contact methods of email (index score of 72) and in-person (68).



## Contact with council

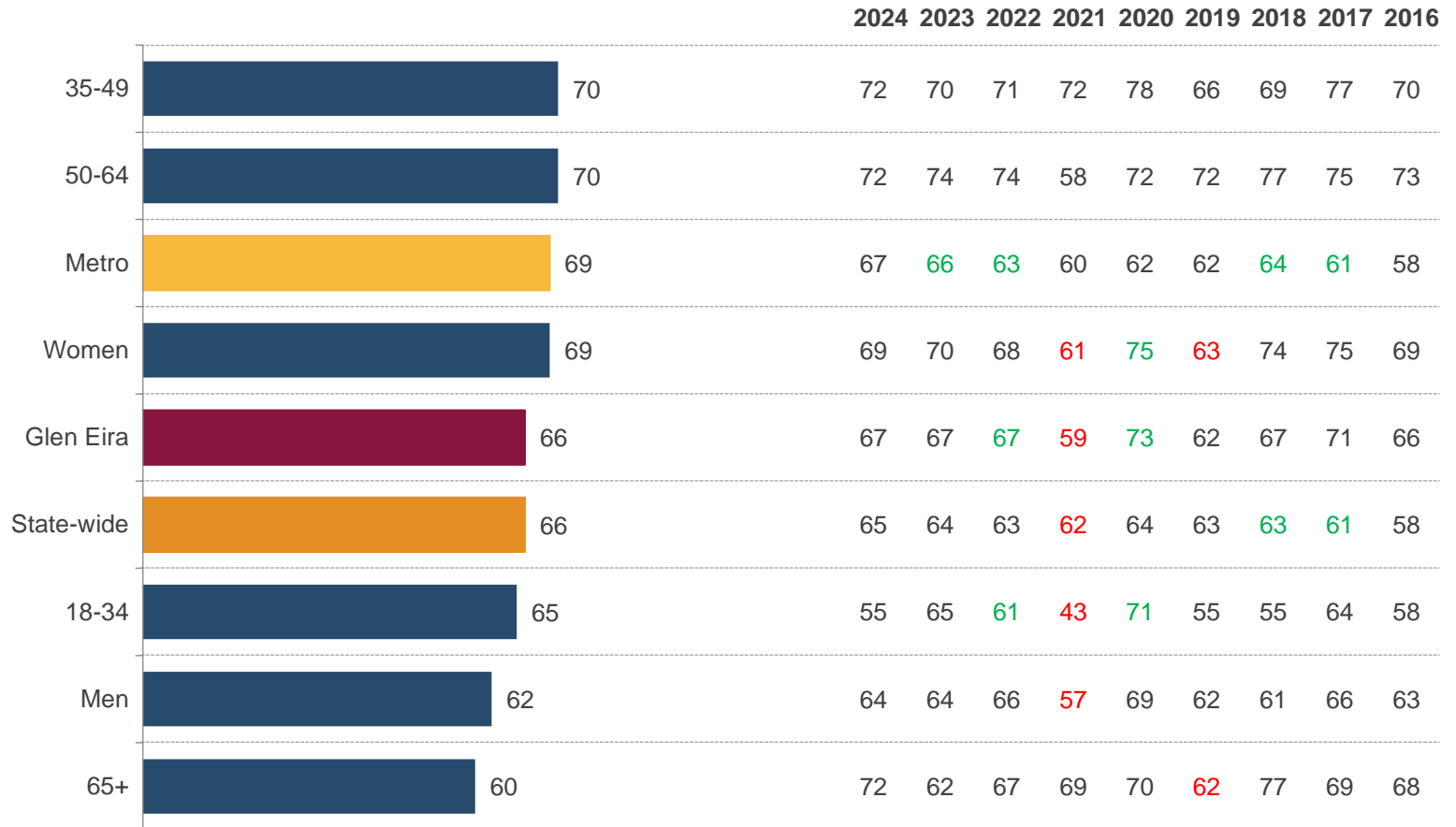
**2025 contact with council (%)**  
Have had contact





## Contact with council

### 2025 contact with council (%)



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

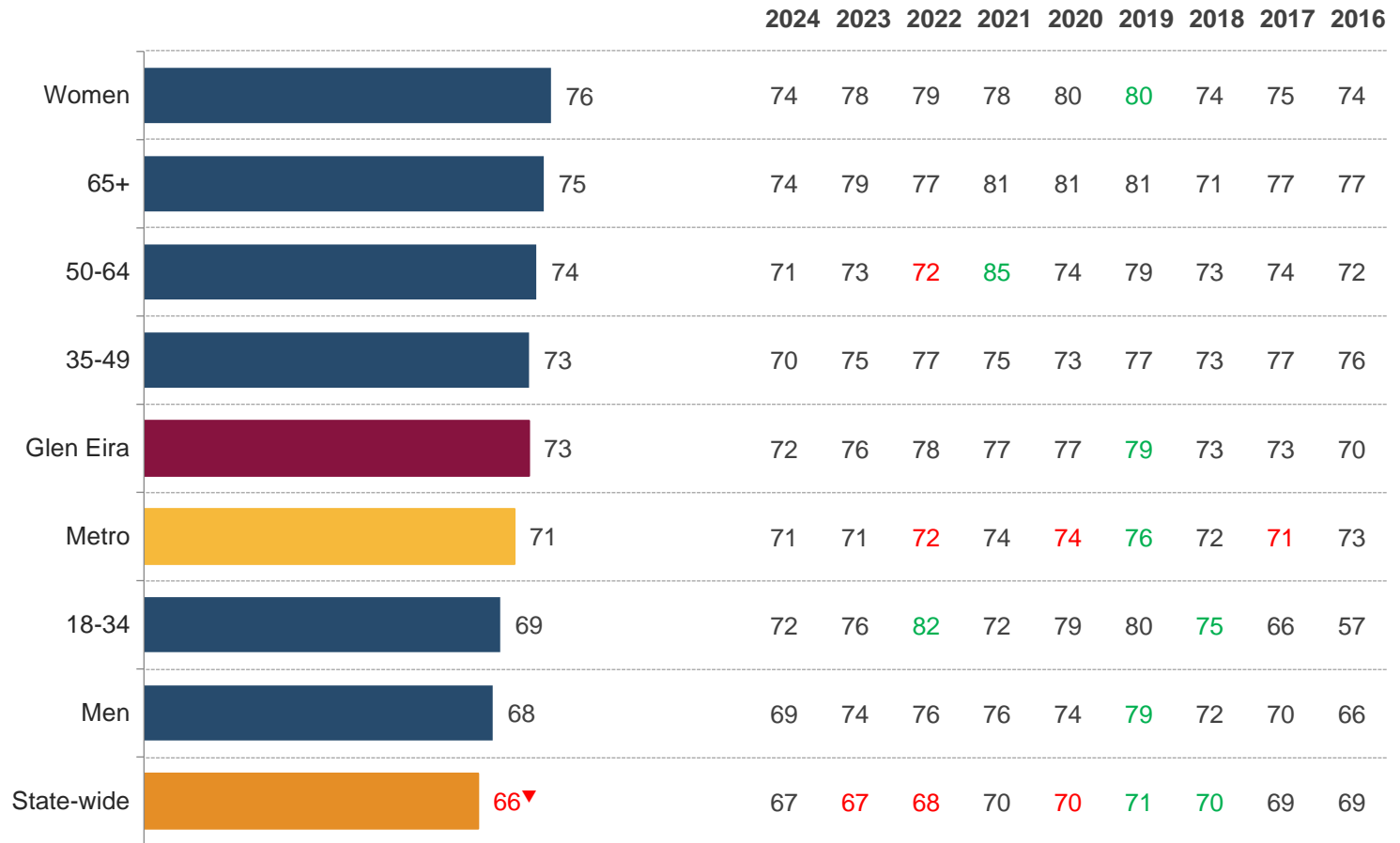
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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



# Customer service rating

## 2025 customer service rating (index scores)



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

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

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

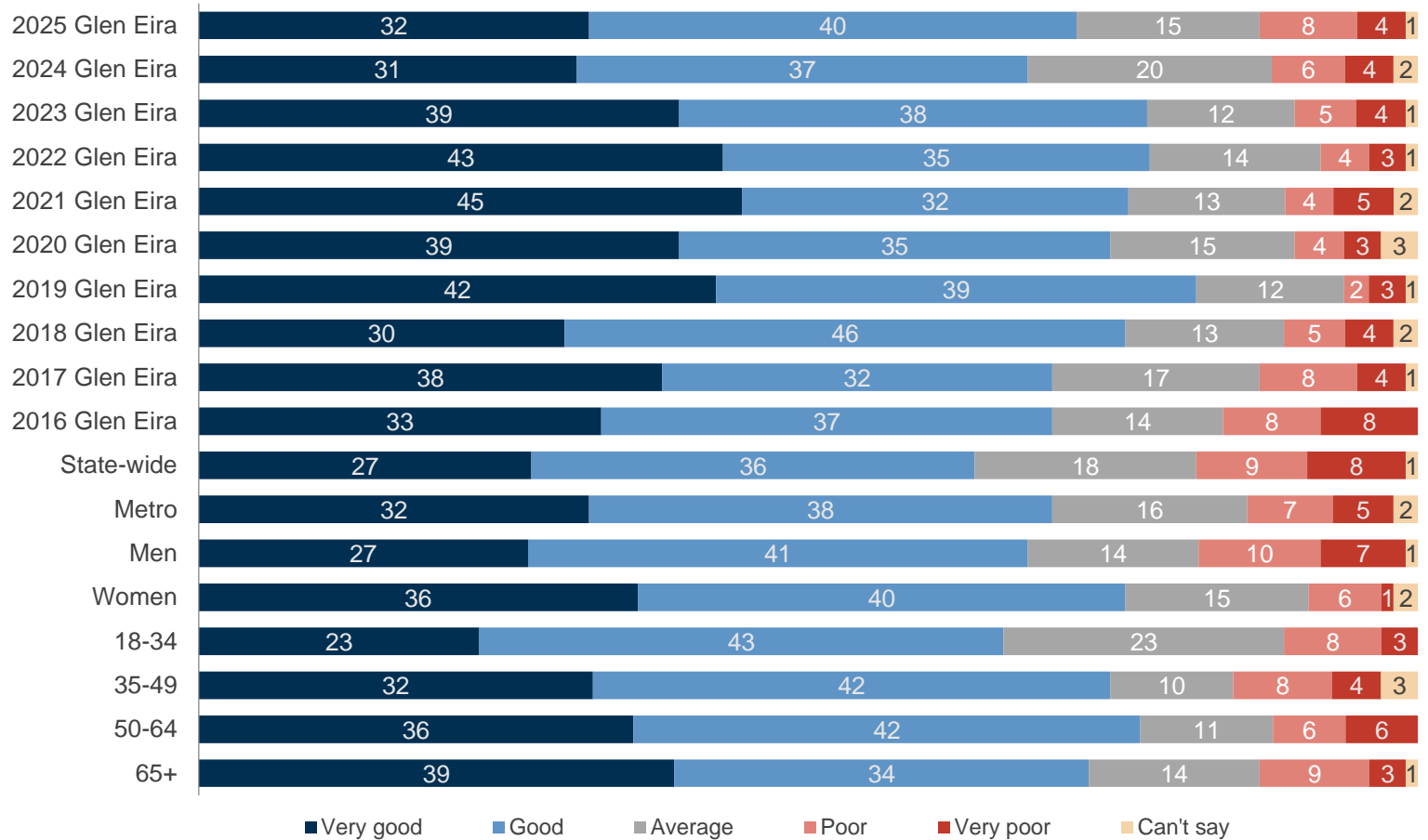
Councils asked State-wide: 56 Councils asked group: 8

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



# Customer service rating

## 2025 customer service rating (%)



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

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

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

Councils asked State-wide: 56 Councils asked group: 8



# Method of contact with council

2025 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



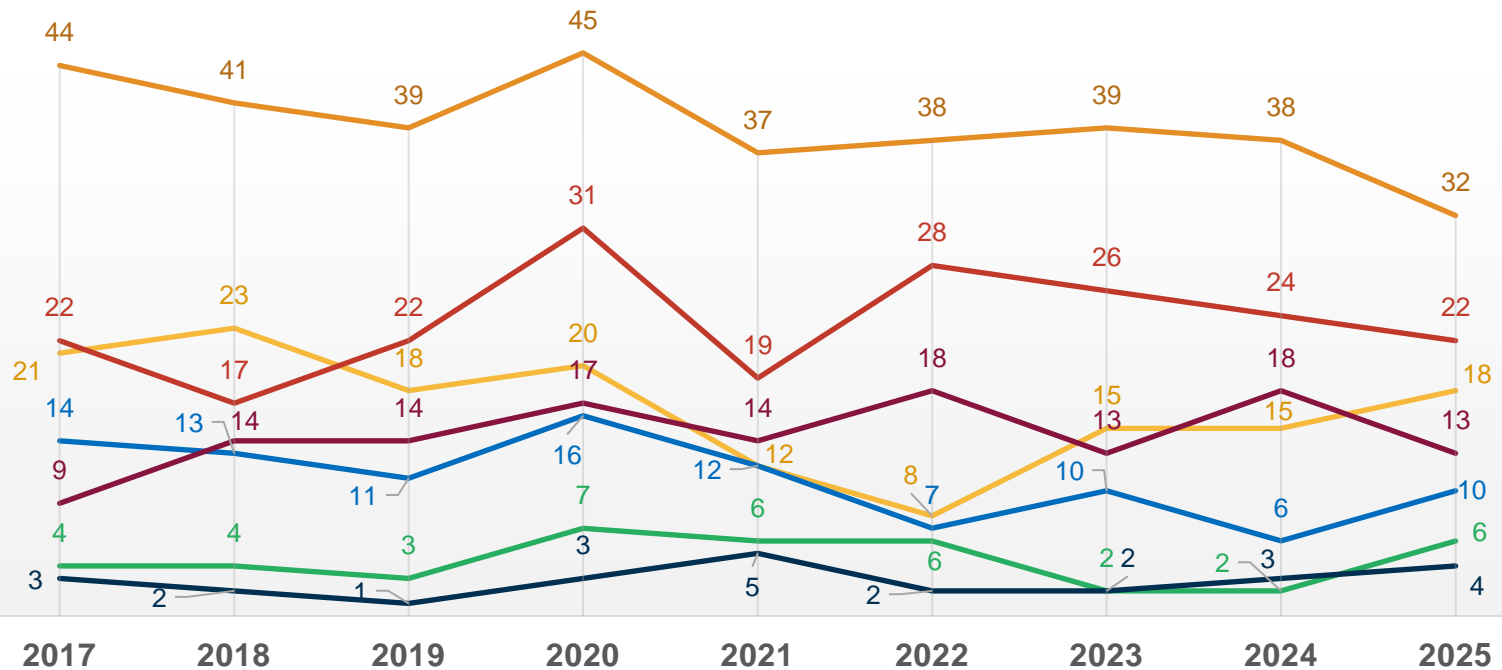
By Email



Via Website



By Social Media



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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

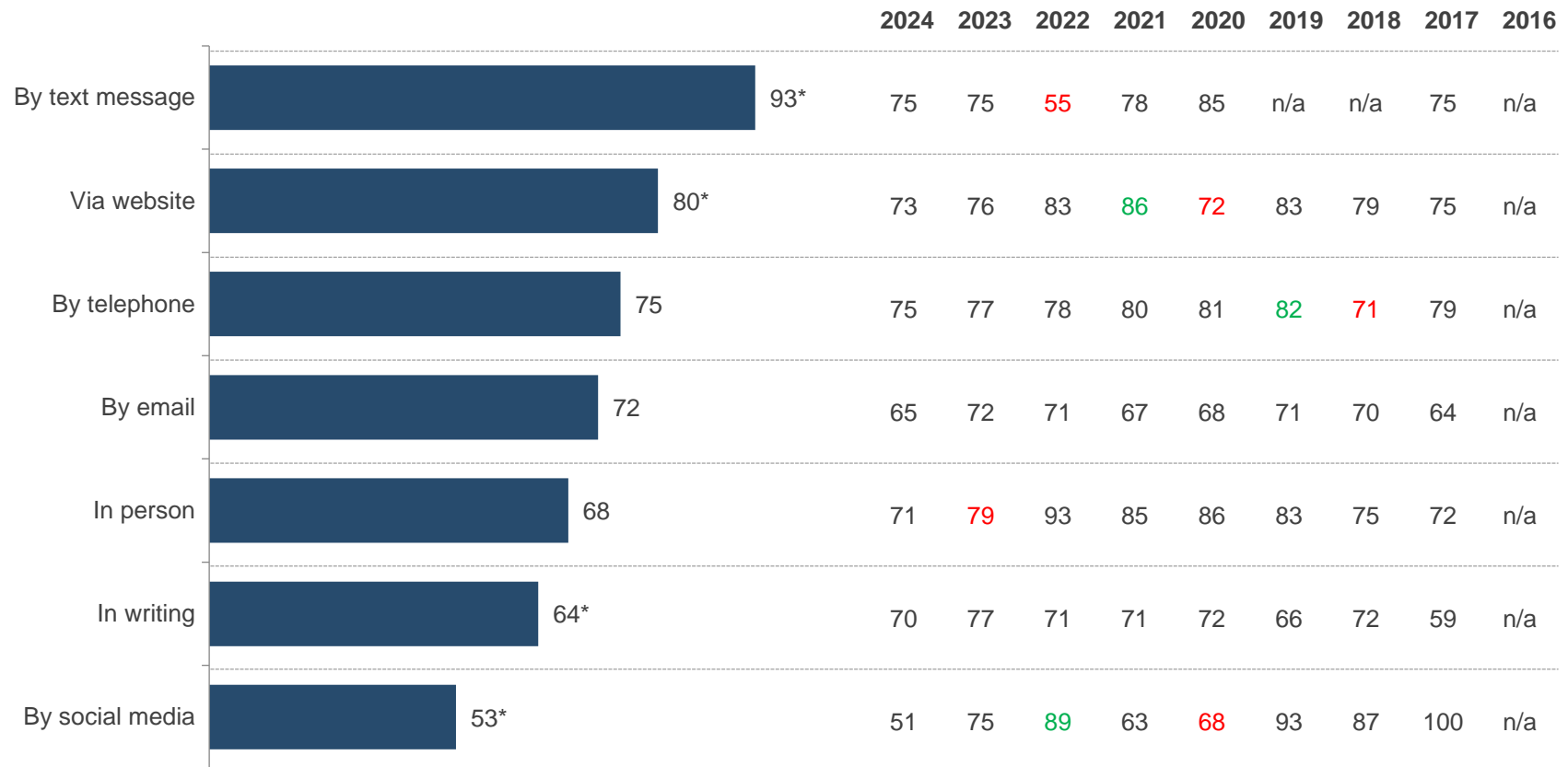
Note: Respondents could name multiple contacts methods so responses may add to more than 100%





## Customer service rating by method of last contact

2025 customer service rating (index score by method of last contact)



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

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

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

Councils asked State-wide: 24 Councils asked group: 4

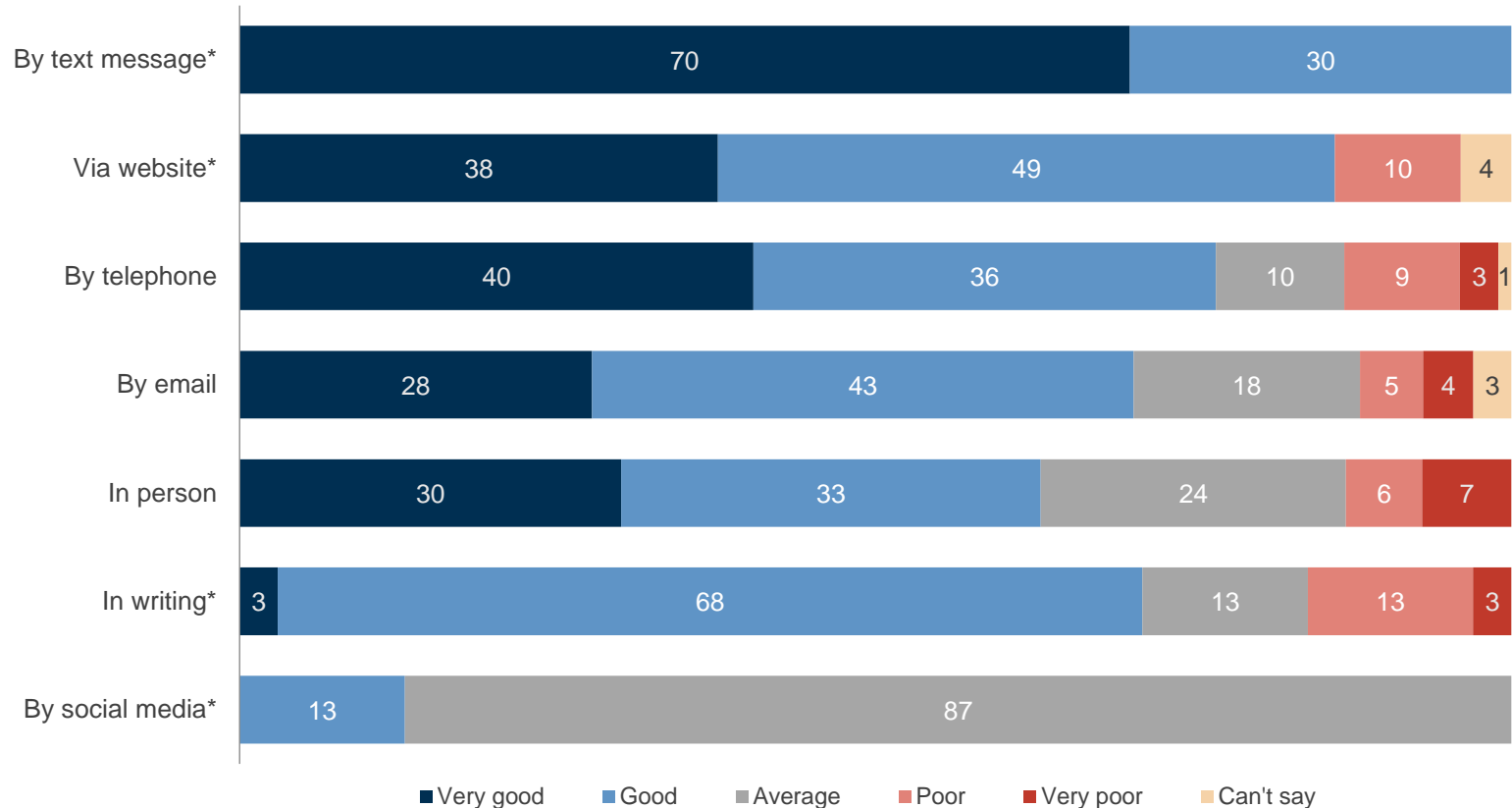
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating by method of last contact

2025 customer service rating (% by method of last contact)



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

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

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

Councils asked State-wide: 24 Councils asked group: 4

\*Caution: small sample size < n=30



# Communication

## Communication

The preferred form of communication from Council about news and information and upcoming events continues to be newsletters sent via email (41%). Newsletter via mail (19%), the next preferred channel, is a long way behind this. Preference for mailed newsletters continues to decline, now at a 10-year low.

Social media and text message (11% for each) are the next preferred channels for Council news and information and upcoming events.

Demand for receiving Council news and information and upcoming events from the Council website remains low (2%). This suggests residents want Council to push relevant information to them, rather than proactively seeking it out.

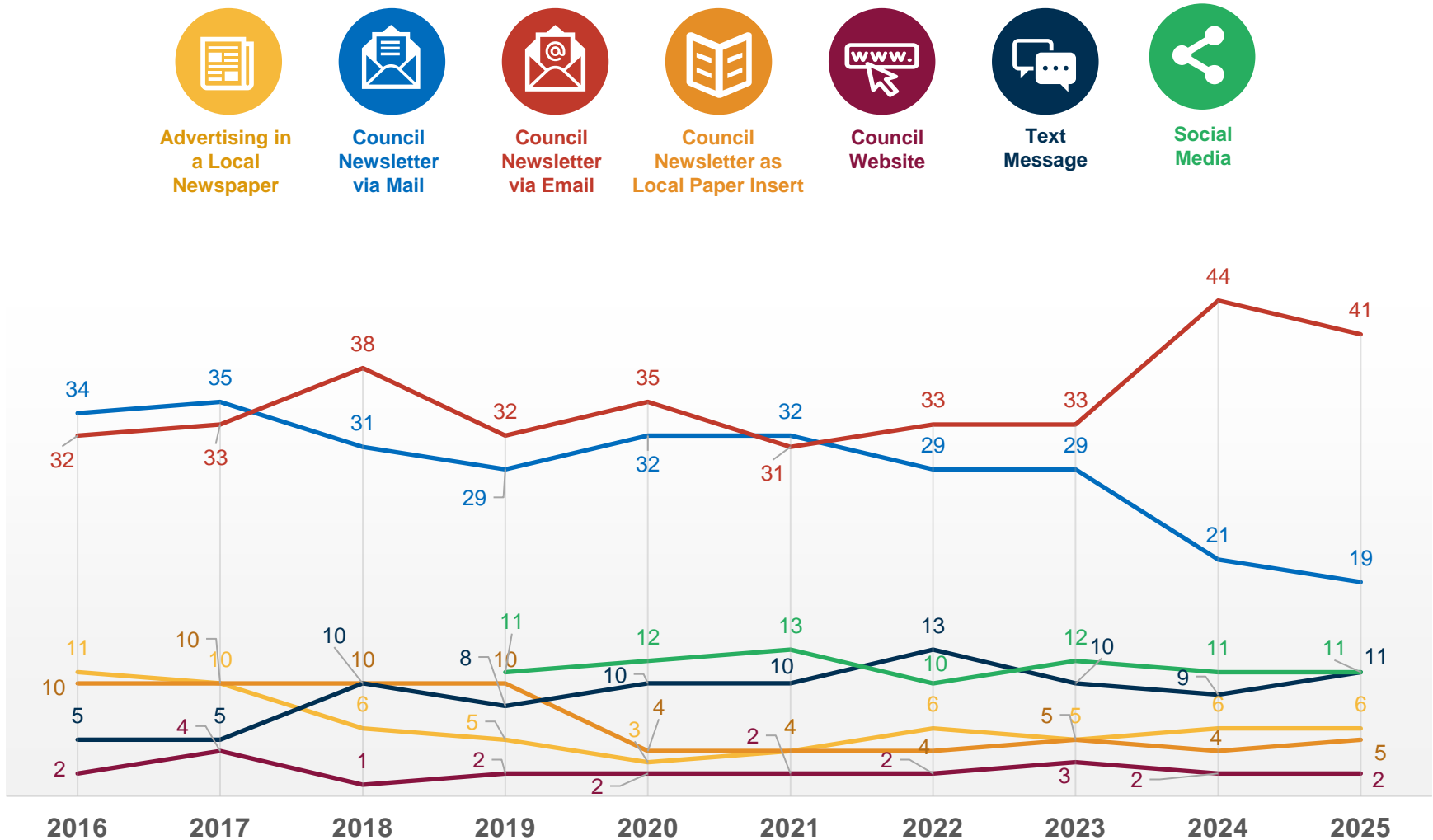
- Among residents aged under 50 years, newsletters via email (43%) continue to be preferred, well ahead of social media (17%), mailed newsletters or text message (both 14%).
- Among those aged 50 years and over, emailed newsletters (39%) are also preferred over mailed newsletters (26%). Preference for mailed newsletters among this age group as a form of communication has declined over time from 42% in 2022 to 26% currently.





# Best form of communication

2025 best form of communication (%)



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

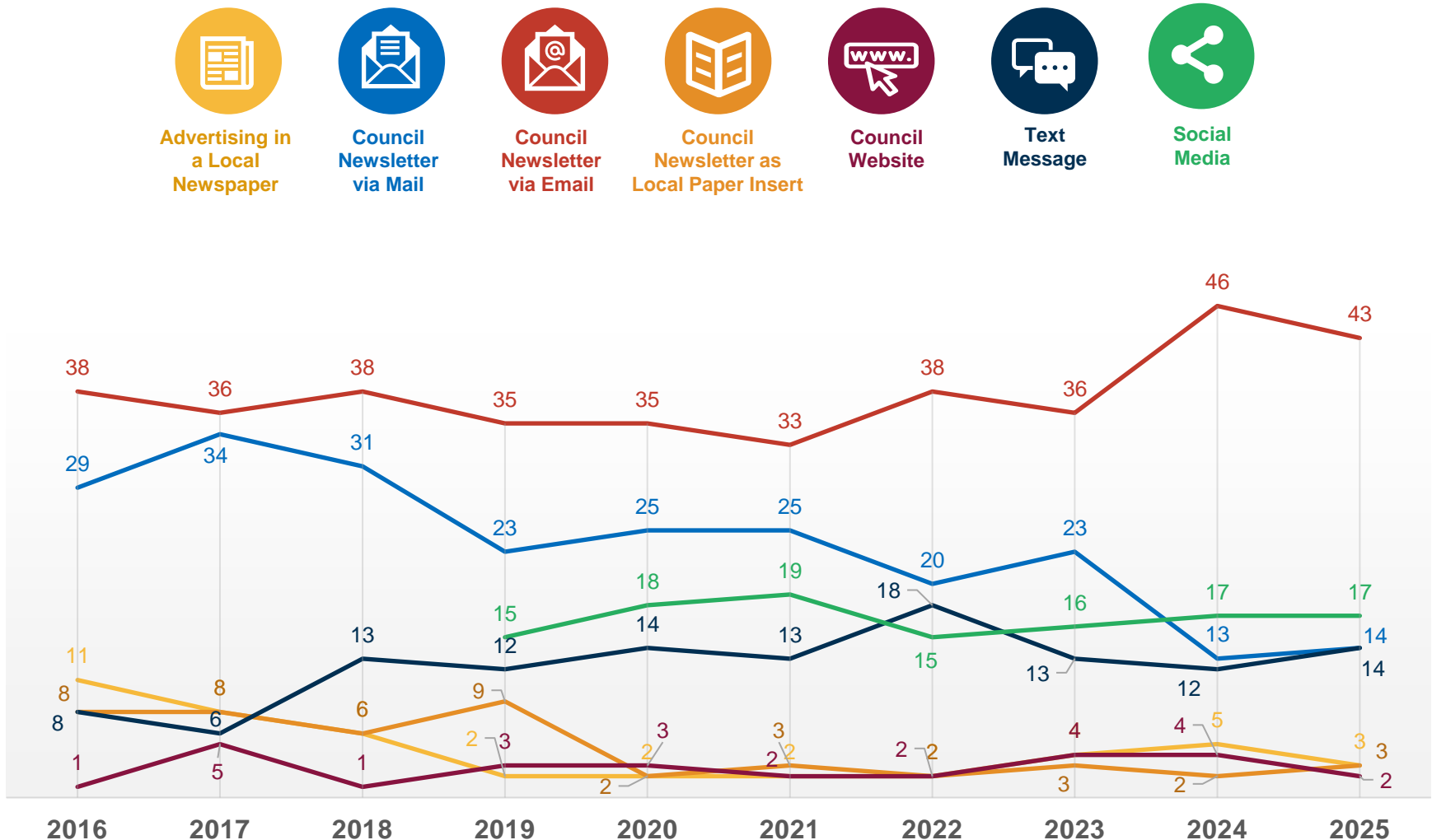
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5

Note: 'Social Media' was included in 2019.



## Best form of communication: under 50s

2025 under 50s best form of communication (%)



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

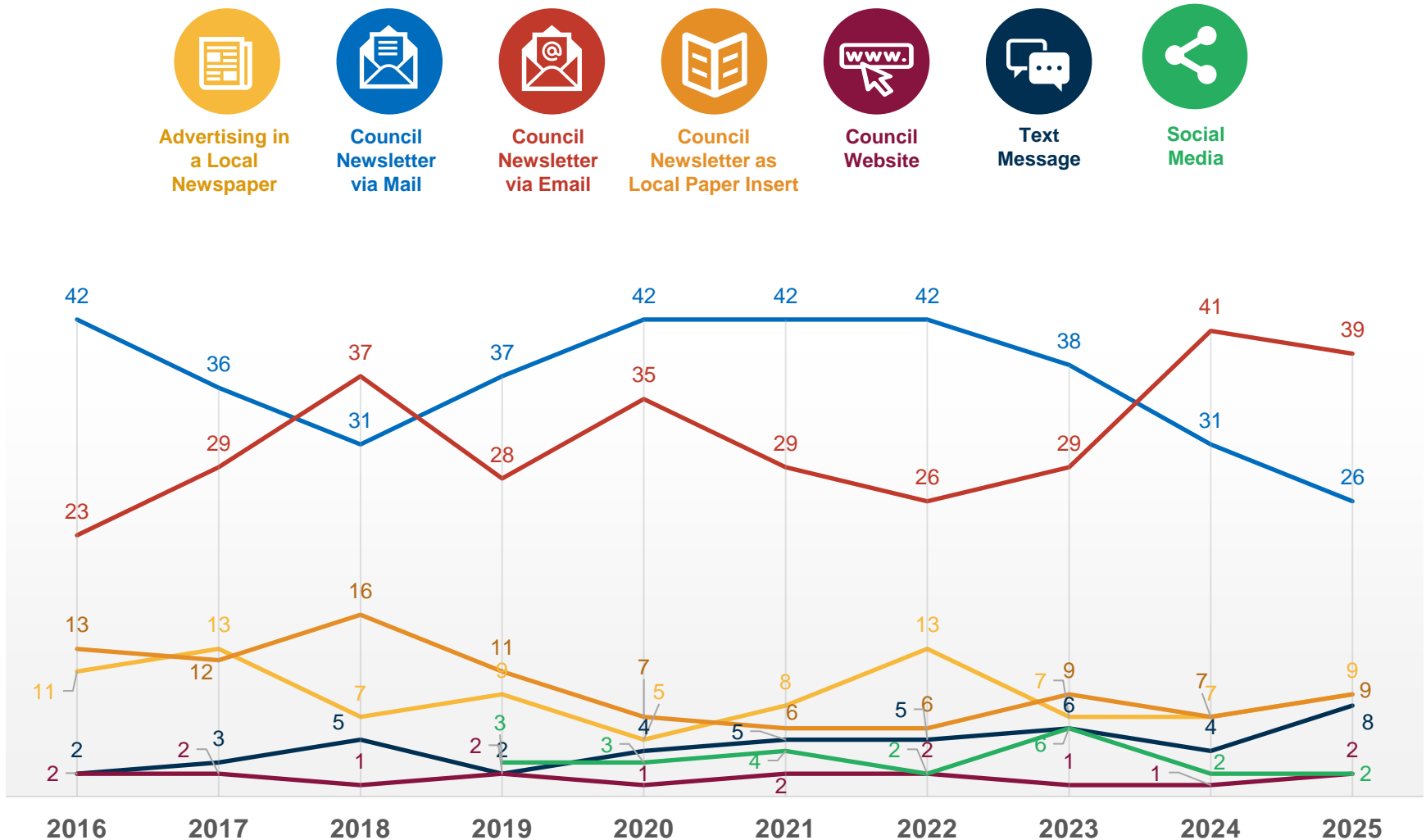
Base: All respondents aged under 50. Councils asked State-wide: 33 Councils asked group: 5

Note: 'Social Media' was included in 2019.



## Best form of communication: 50+ years

2025 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 State-wide: 33 Councils asked group: 5

Note: 'Social Media' was included in 2019.



# **Council direction**



## Council direction

Perceptions of the direction of Council's overall performance over the last 12 months (index score of 48) are consistent with those seen in 2024.

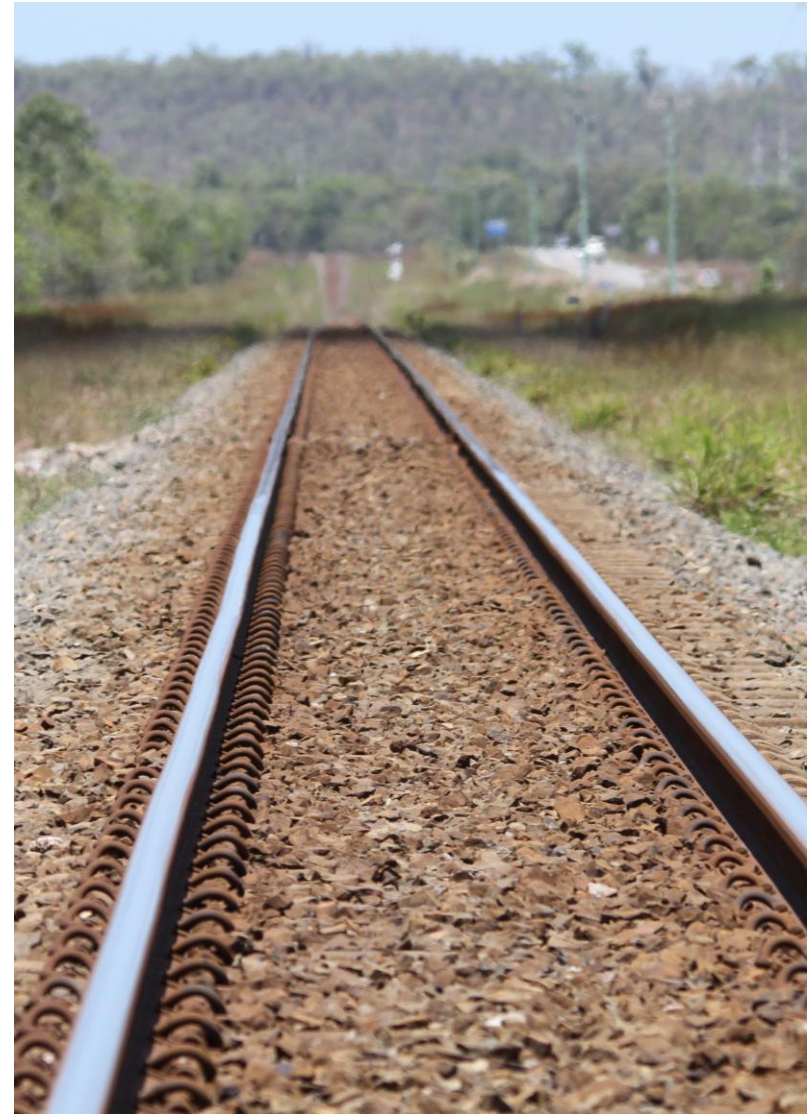
However, perceptions have been declining year-on-year over six consecutive years, following the peak rating of 59 seen in 2019.

Over the last 12 months, 13% of residents believe the direction of Council's overall performance has improved (consistent with 2024 and 2023).

An increased majority (67%, up two percentage points on 2024) think it has stayed the same, and 16% think it has deteriorated (unchanged from 2024).

- The most satisfied with council direction are women (index scored of 52).
- The least satisfied with council direction are residents aged 50 to 64 years (43).
- Perceptions have declined significantly among residents aged 18 to 34 years and men since 2024, when they held the most positive views of Council's direction compared with other demographic groups.

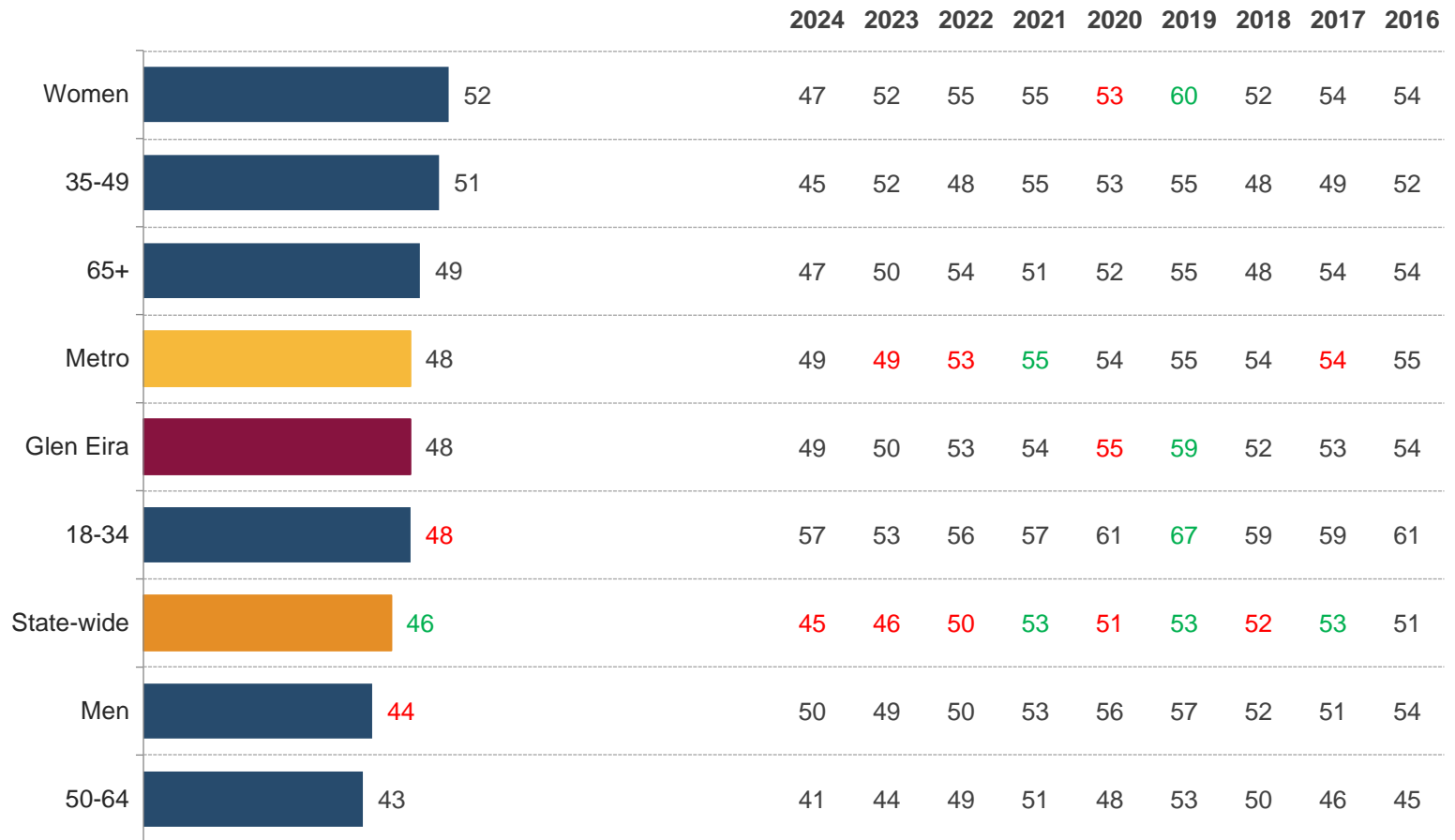
Residents remain more in favour of service cuts (53% 'probably' or 'definitely prefer') than rate rises to improve local services (29% 'probably' or 'definitely prefer').





# Overall council direction last 12 months

## 2025 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?

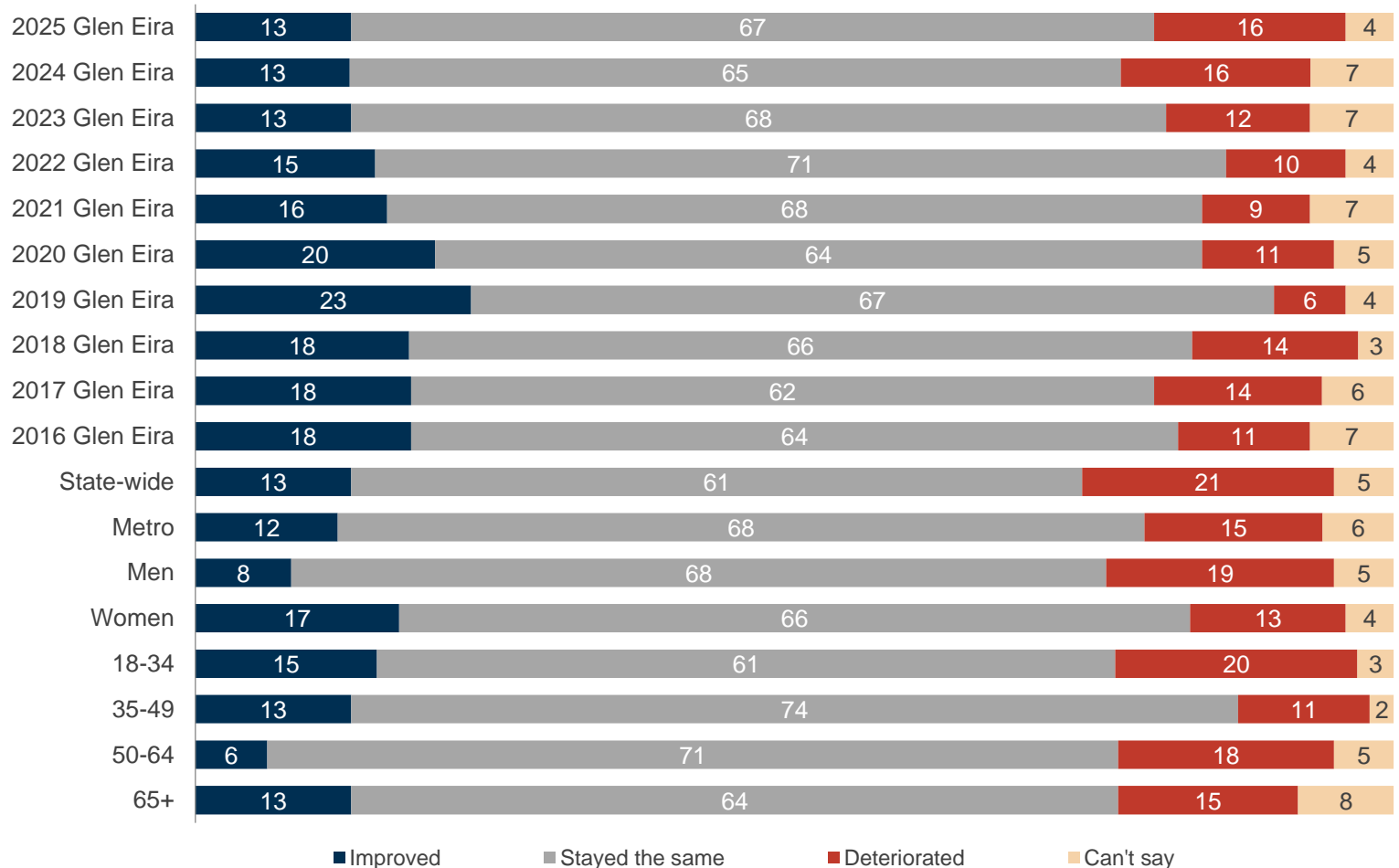
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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



## Overall council direction last 12 months

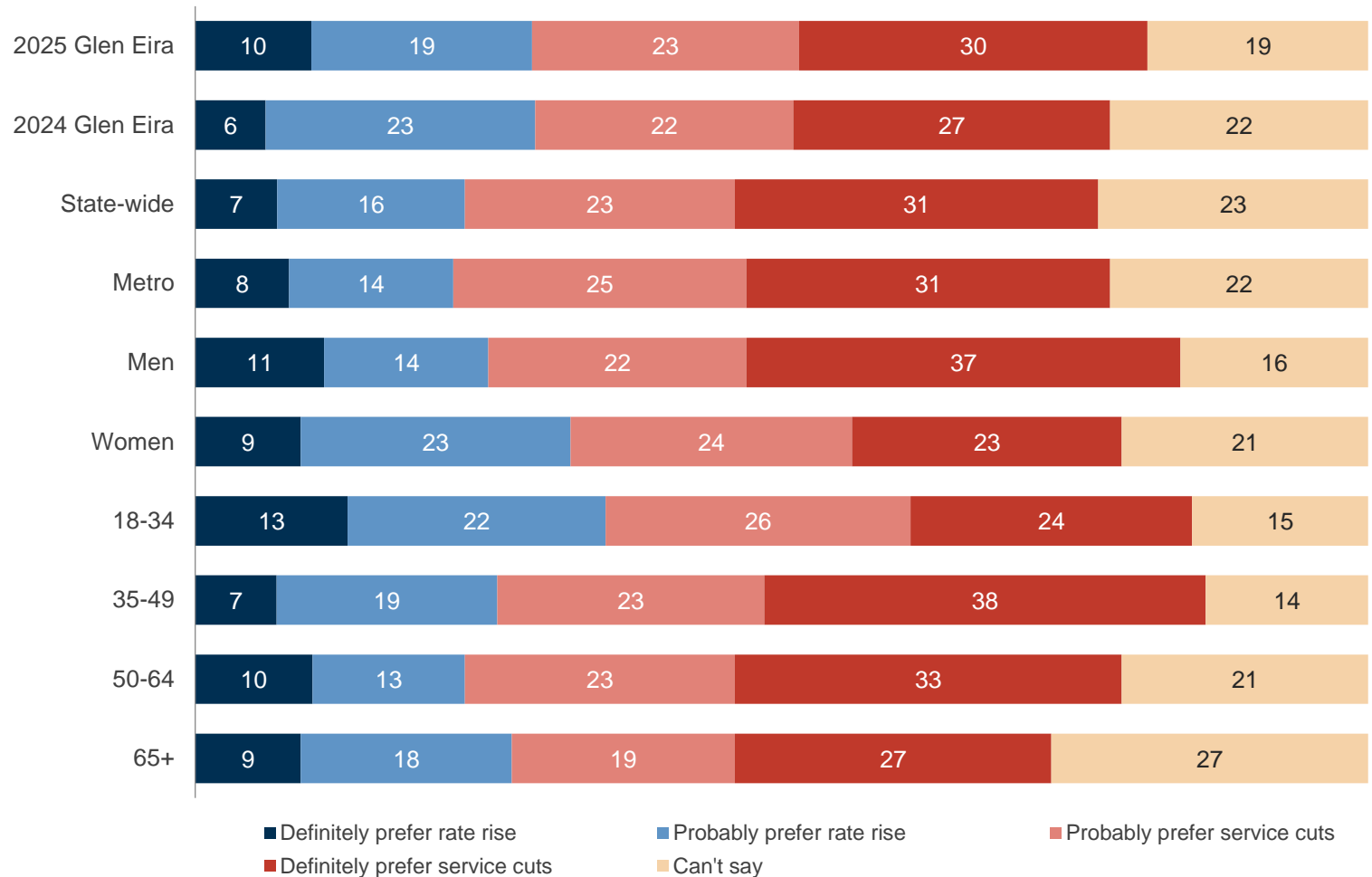
### 2025 overall council direction (%)





## Rates / services trade-off

### 2025 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 State-wide: 15 Councils asked group: 2

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, overlaid on its structure.

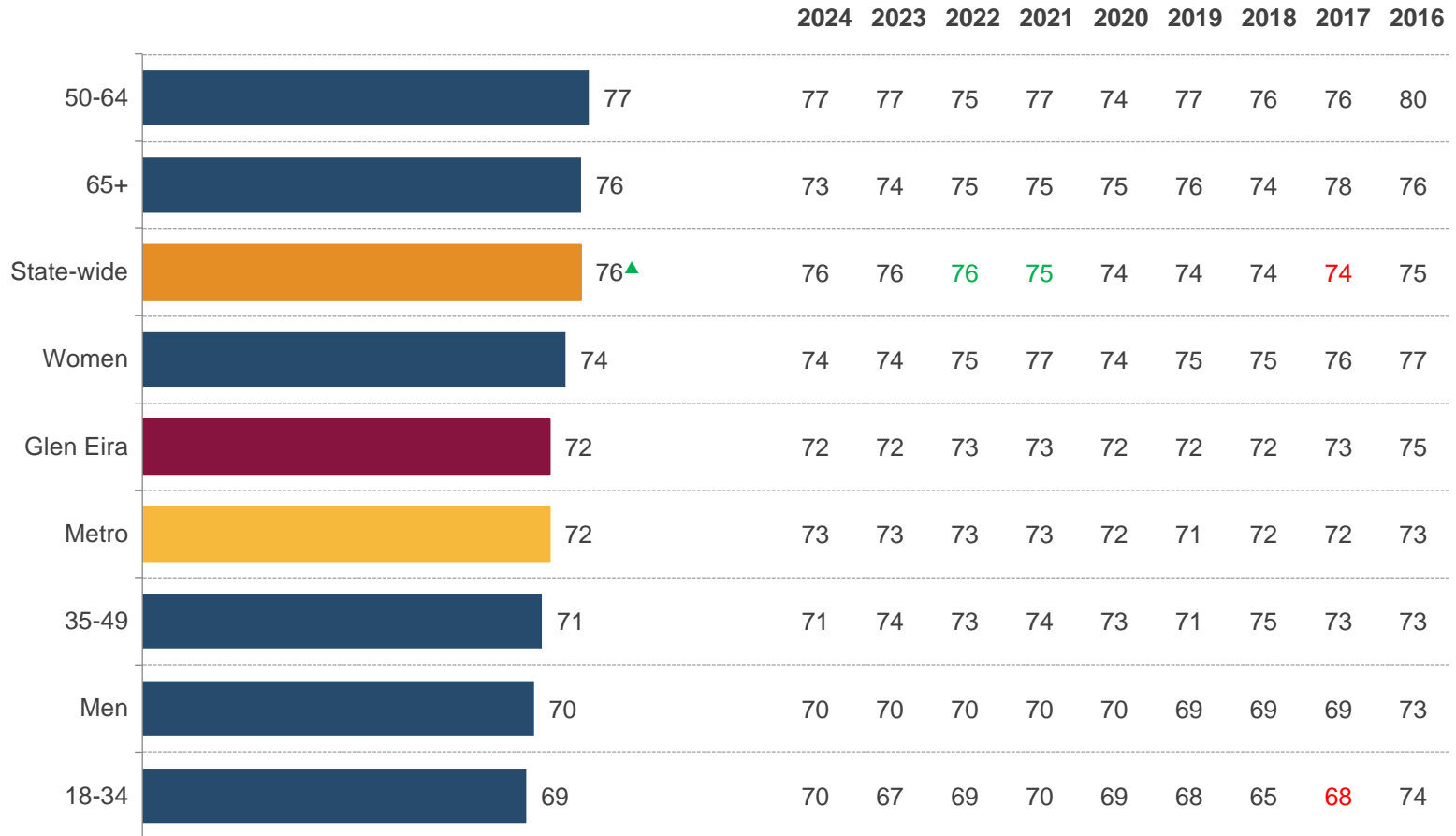
# **Individual service areas**



# Community consultation and engagement importance



## 2025 consultation and engagement importance (index scores)



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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3

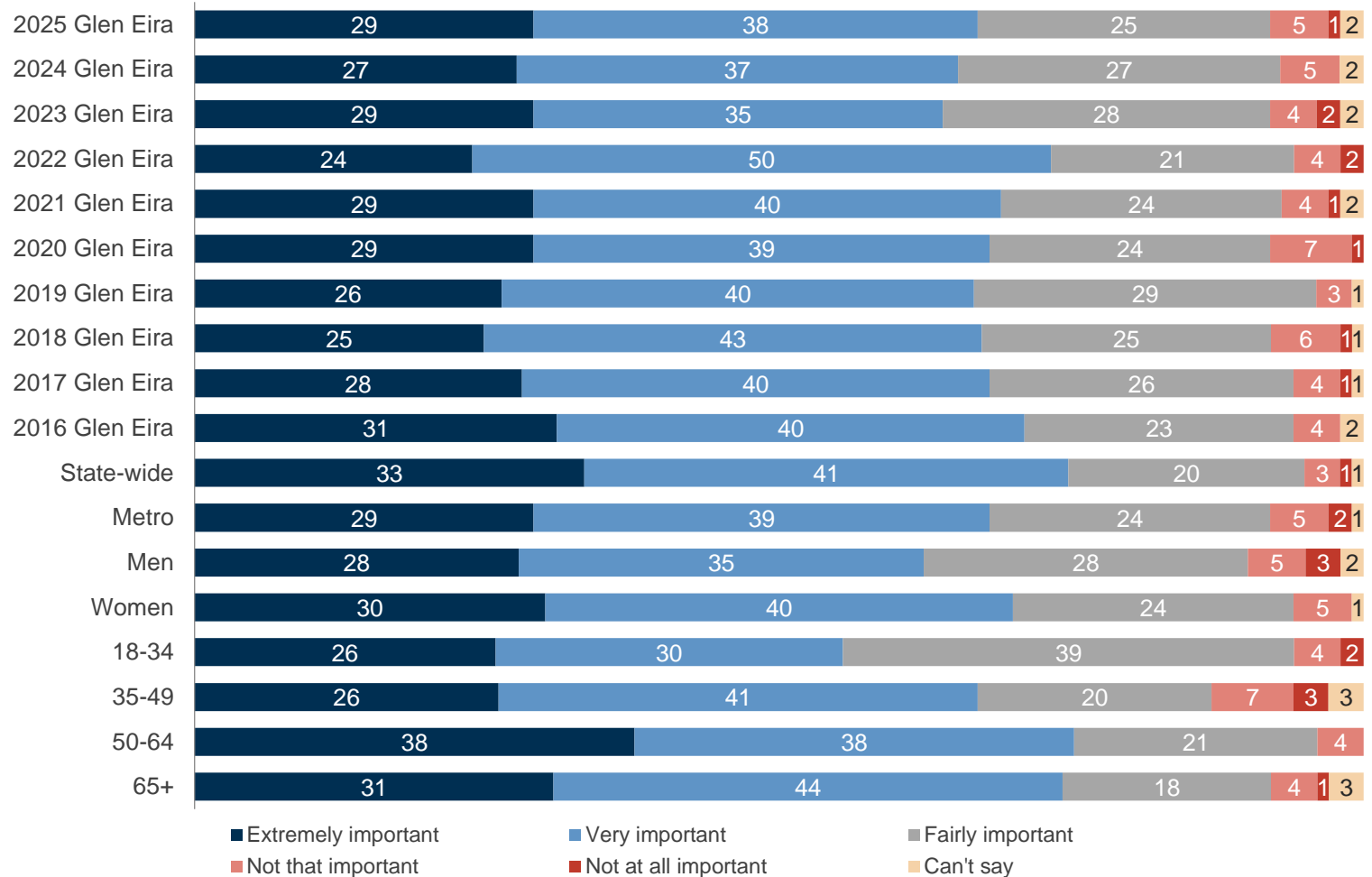
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



## 2025 consultation and engagement importance (%)

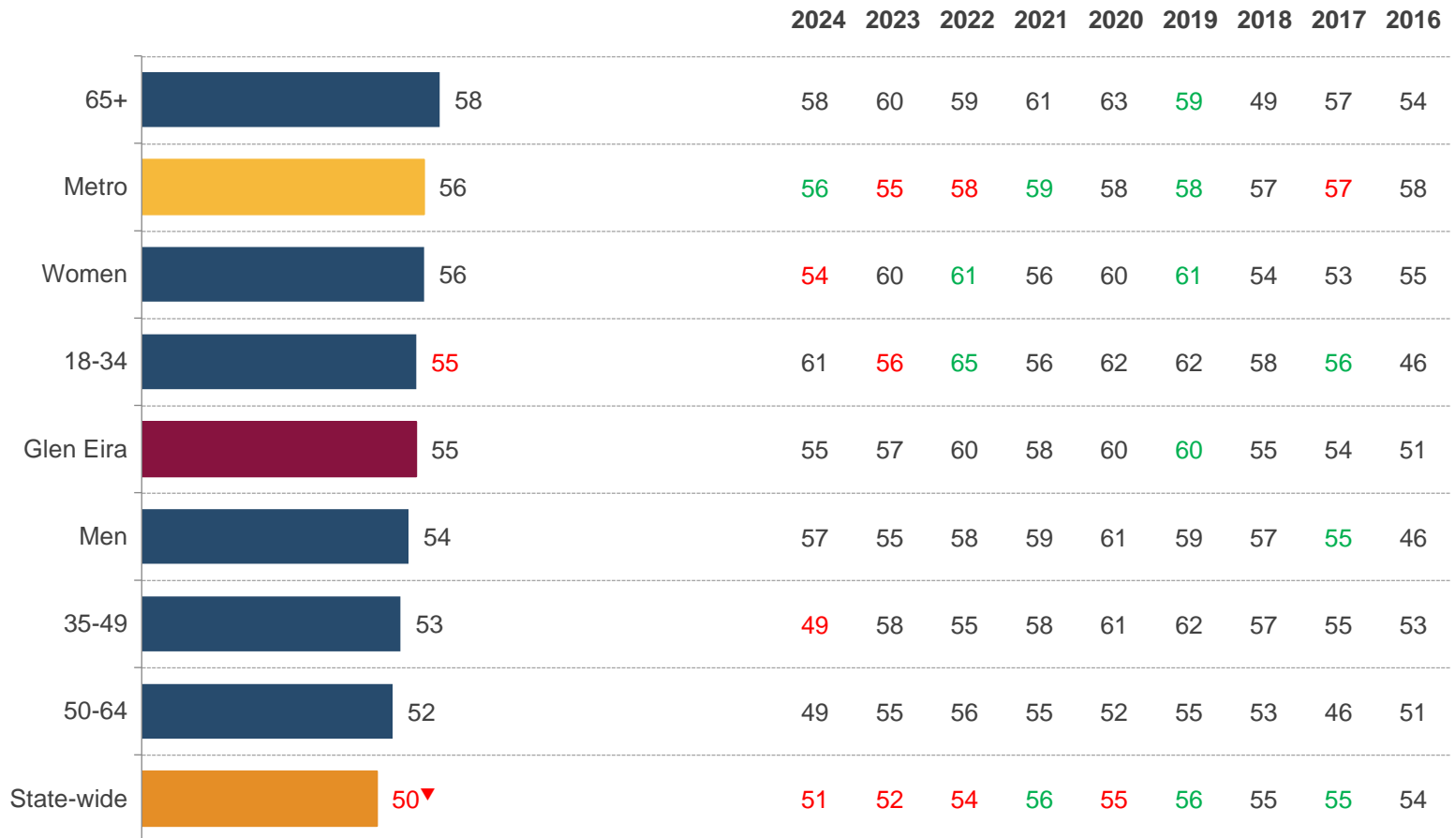




# Community consultation and engagement performance



## 2025 consultation and engagement performance (index scores)



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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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

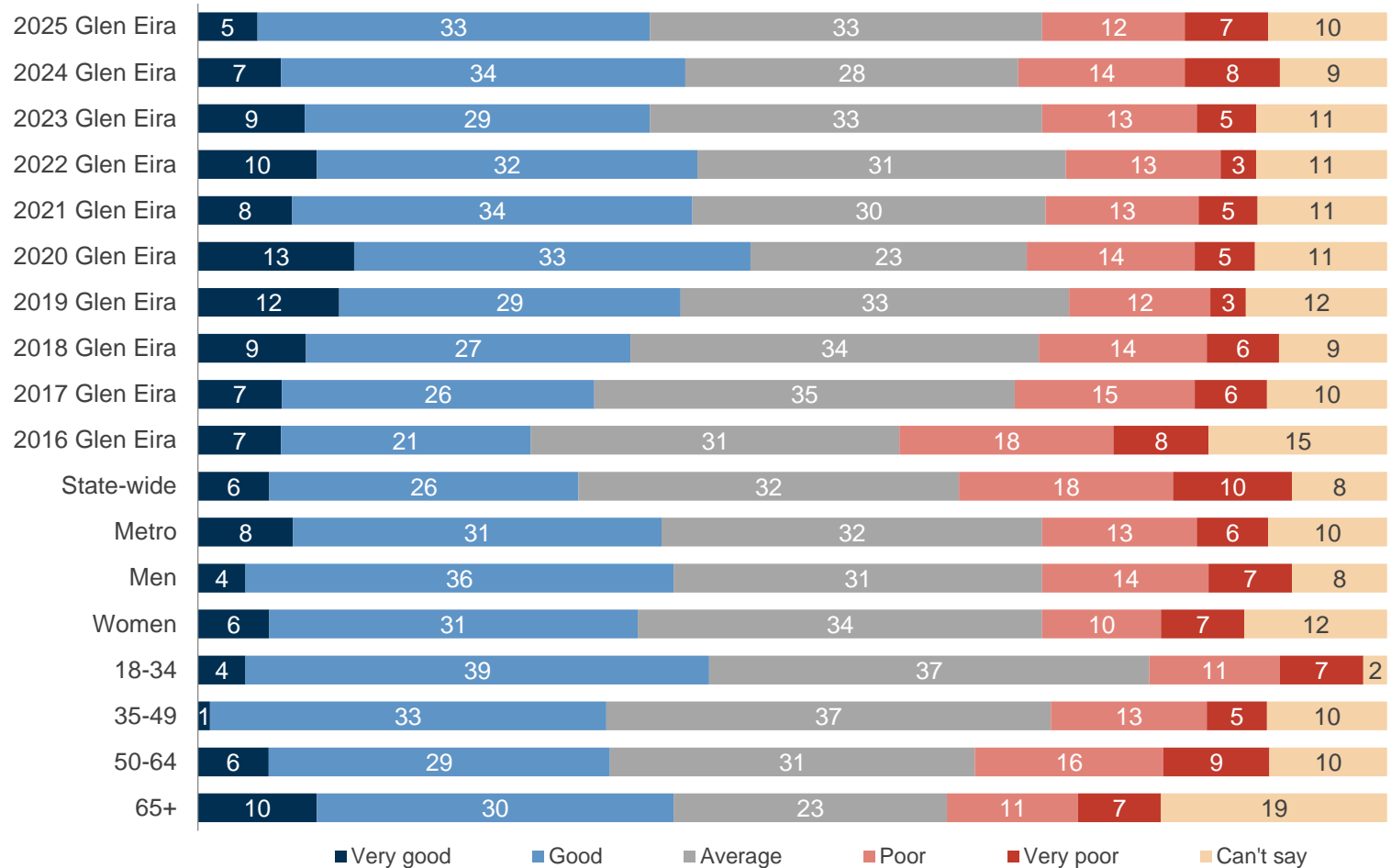




# Community consultation and engagement performance



2025 consultation and engagement performance (%)

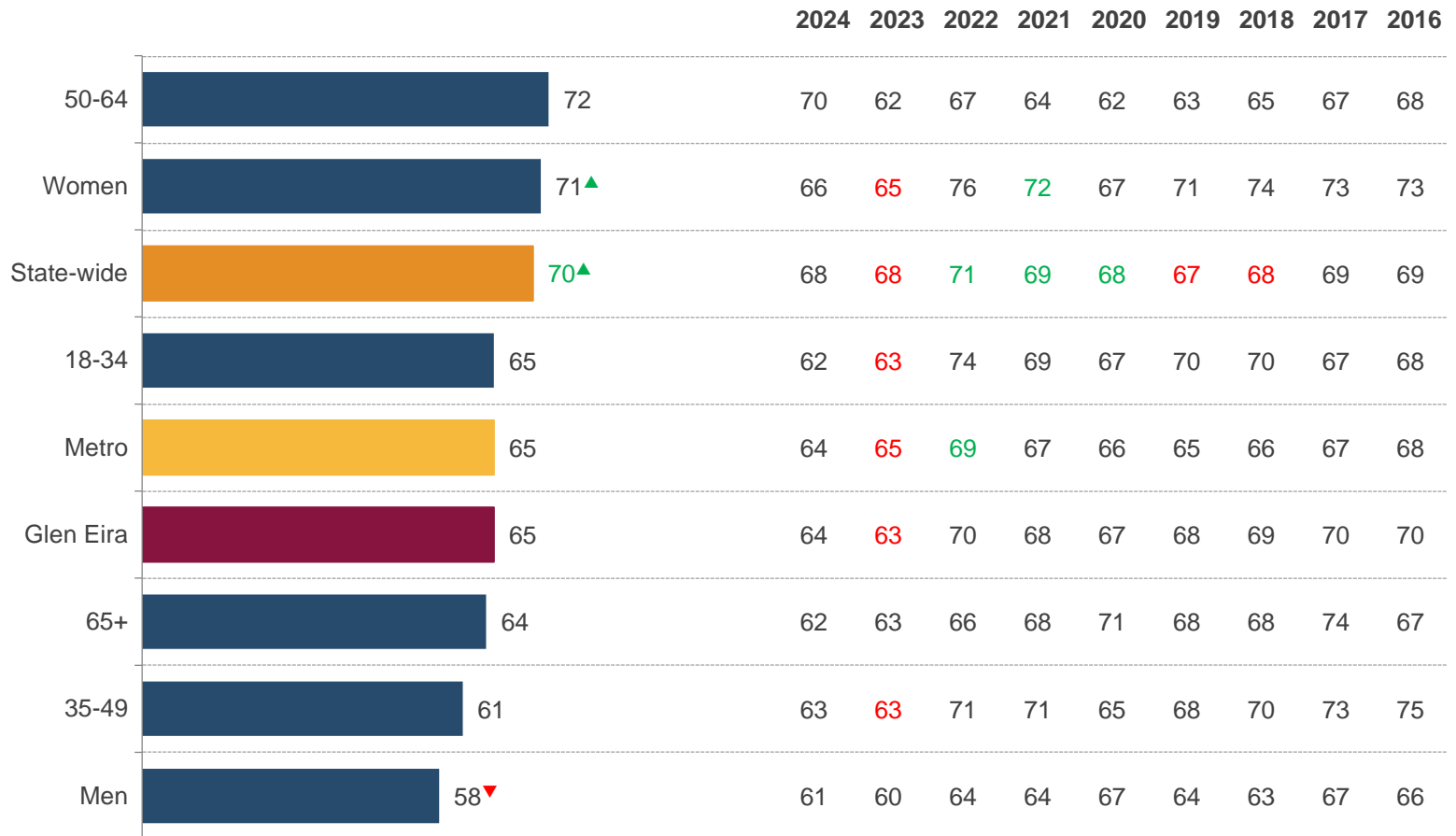




# Lobbying on behalf of the community importance



## 2025 lobbying importance (index scores)



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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 3

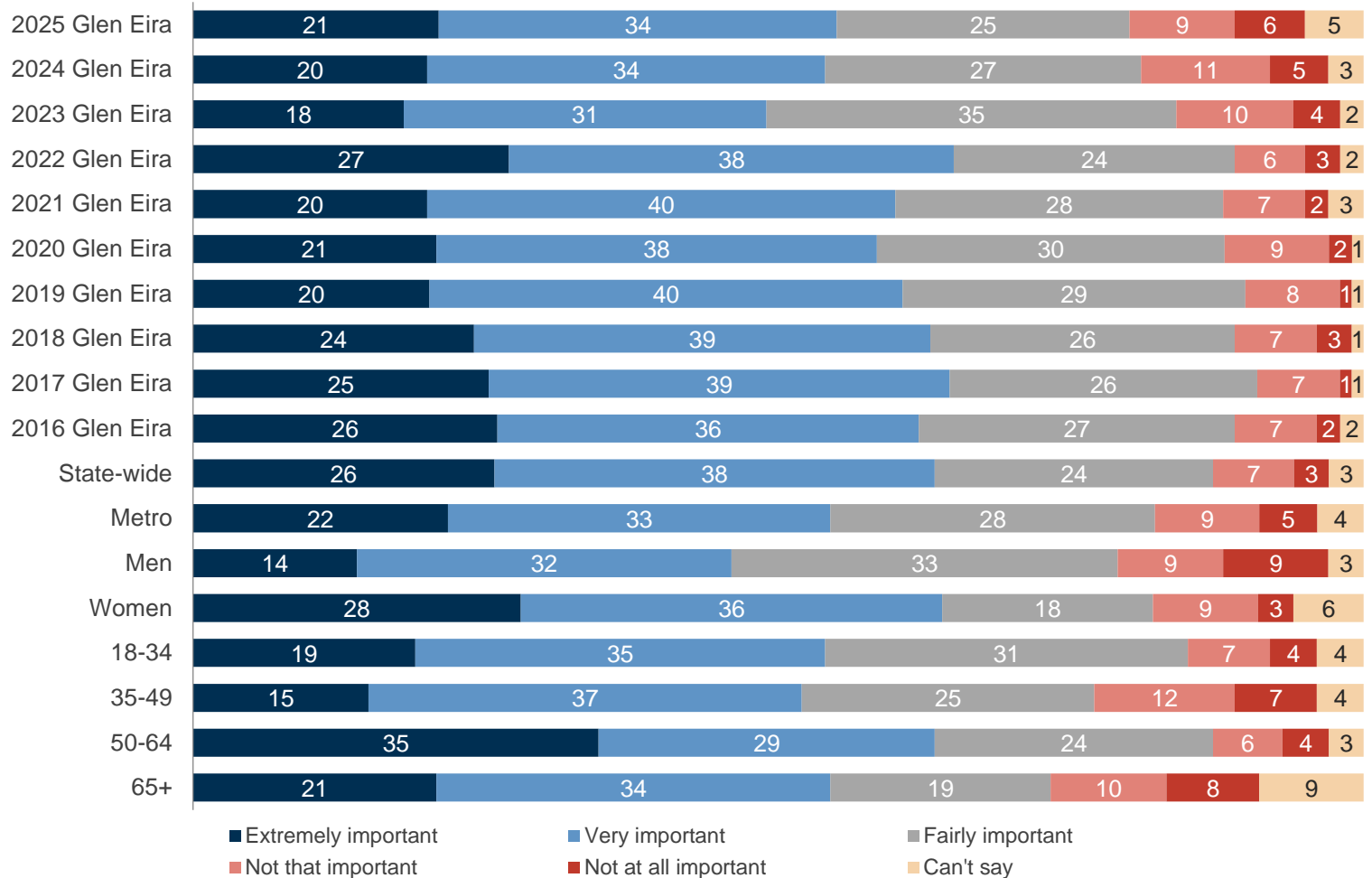
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



## 2025 lobbying importance (%)

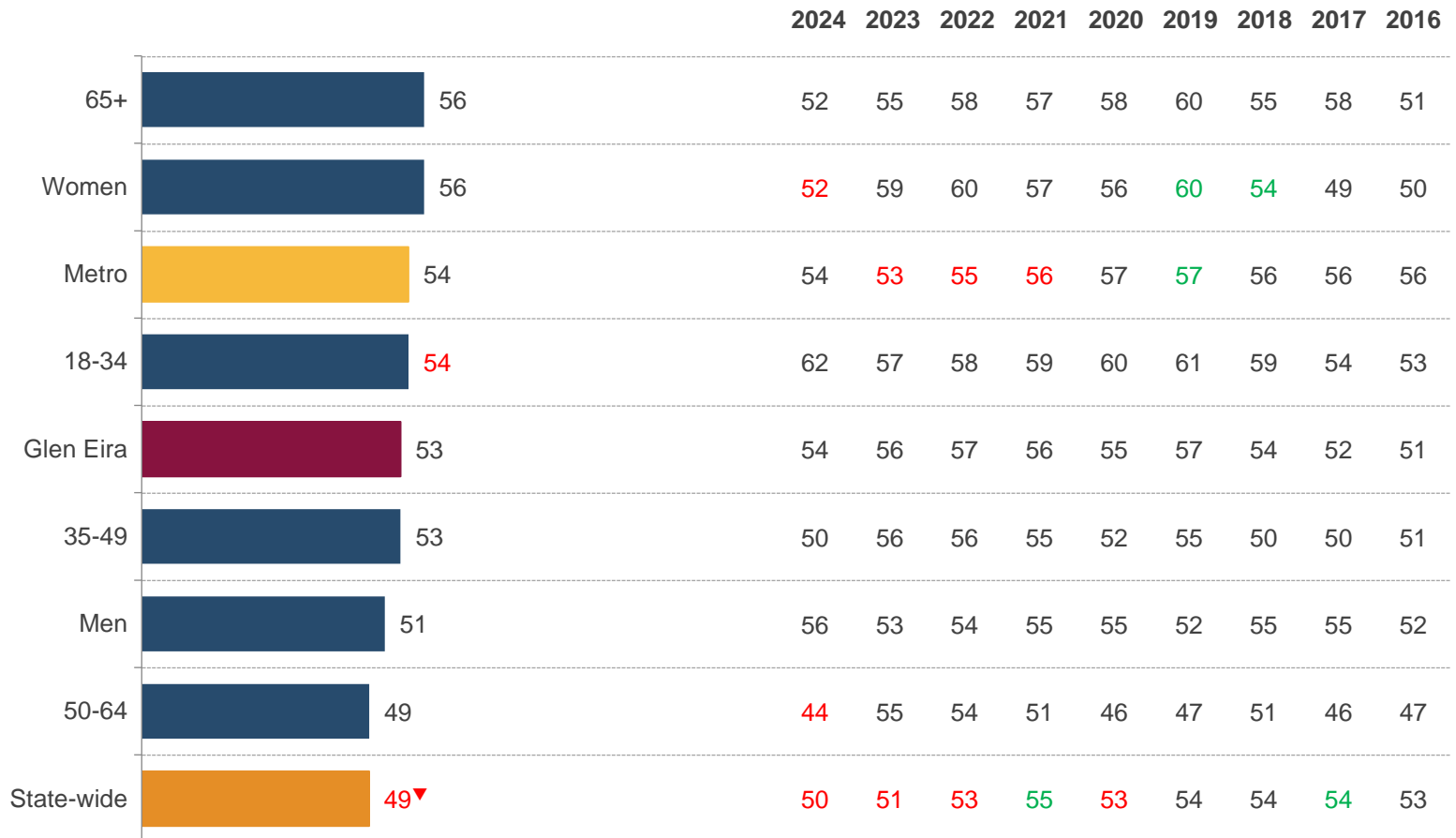




# Lobbying on behalf of the community performance



## 2025 lobbying performance (index scores)



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

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 4

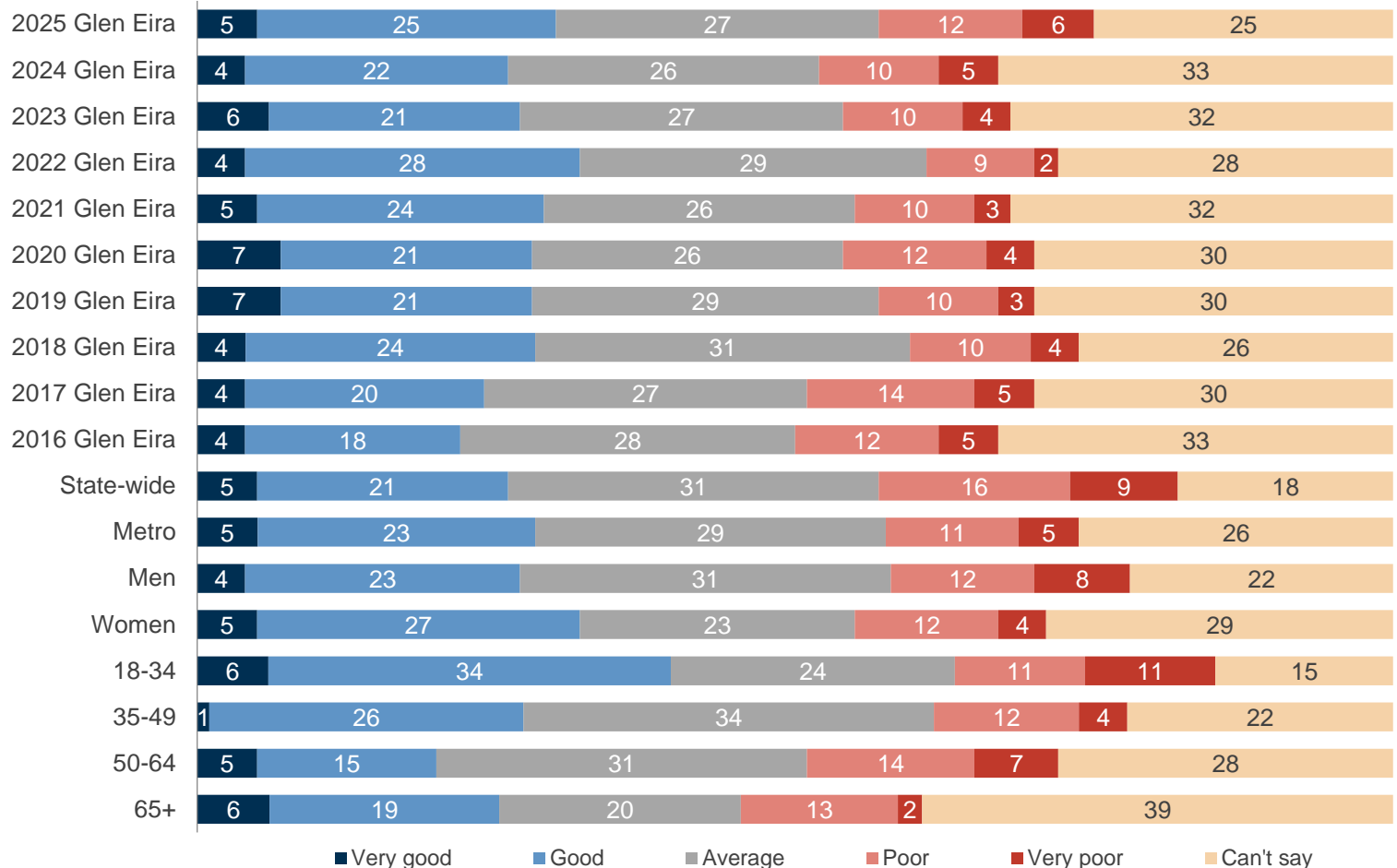
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



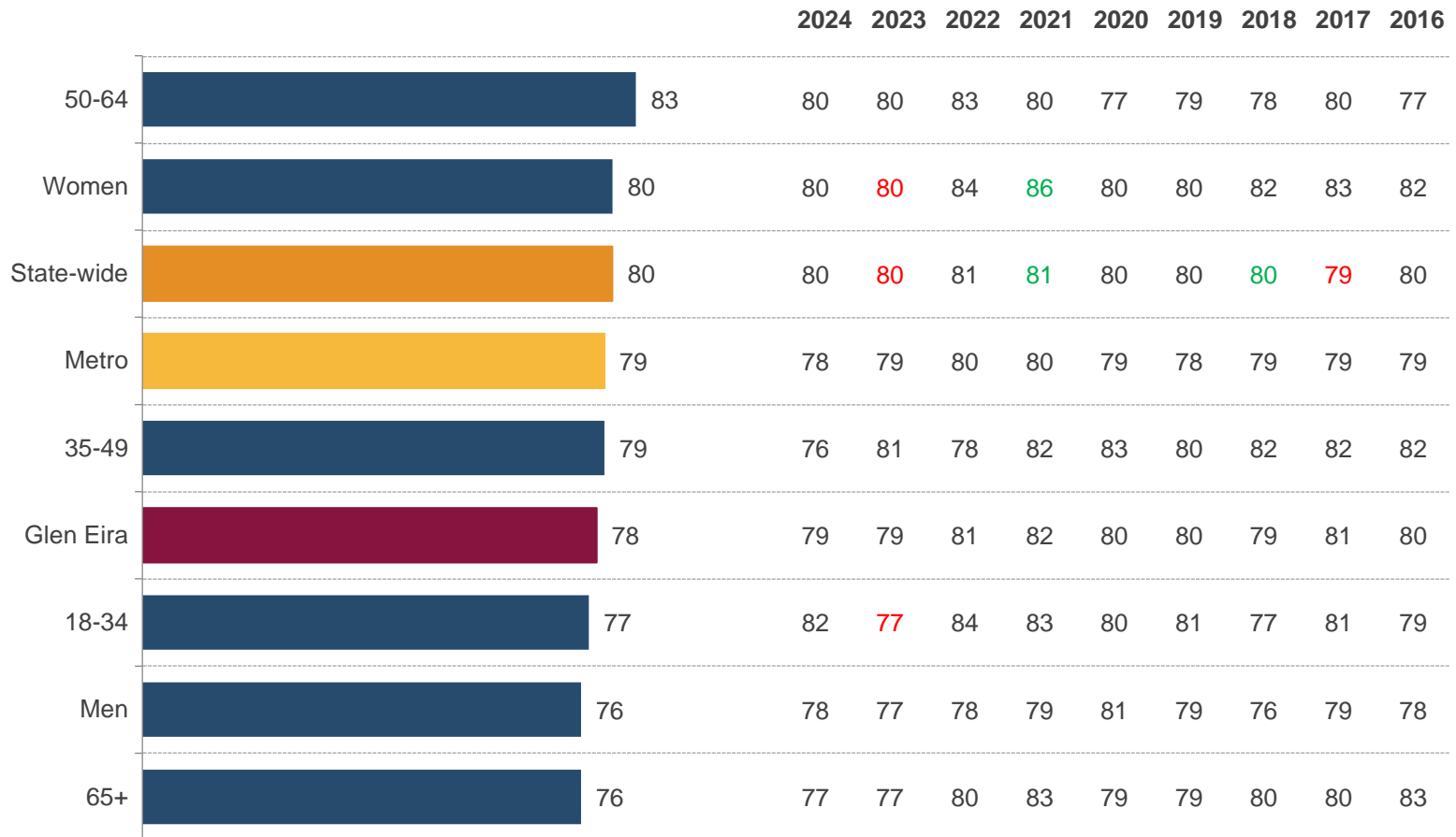
## 2025 lobbying performance (%)



# Decisions made in the interest of the community importance



## 2025 community decisions made importance (index scores)



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

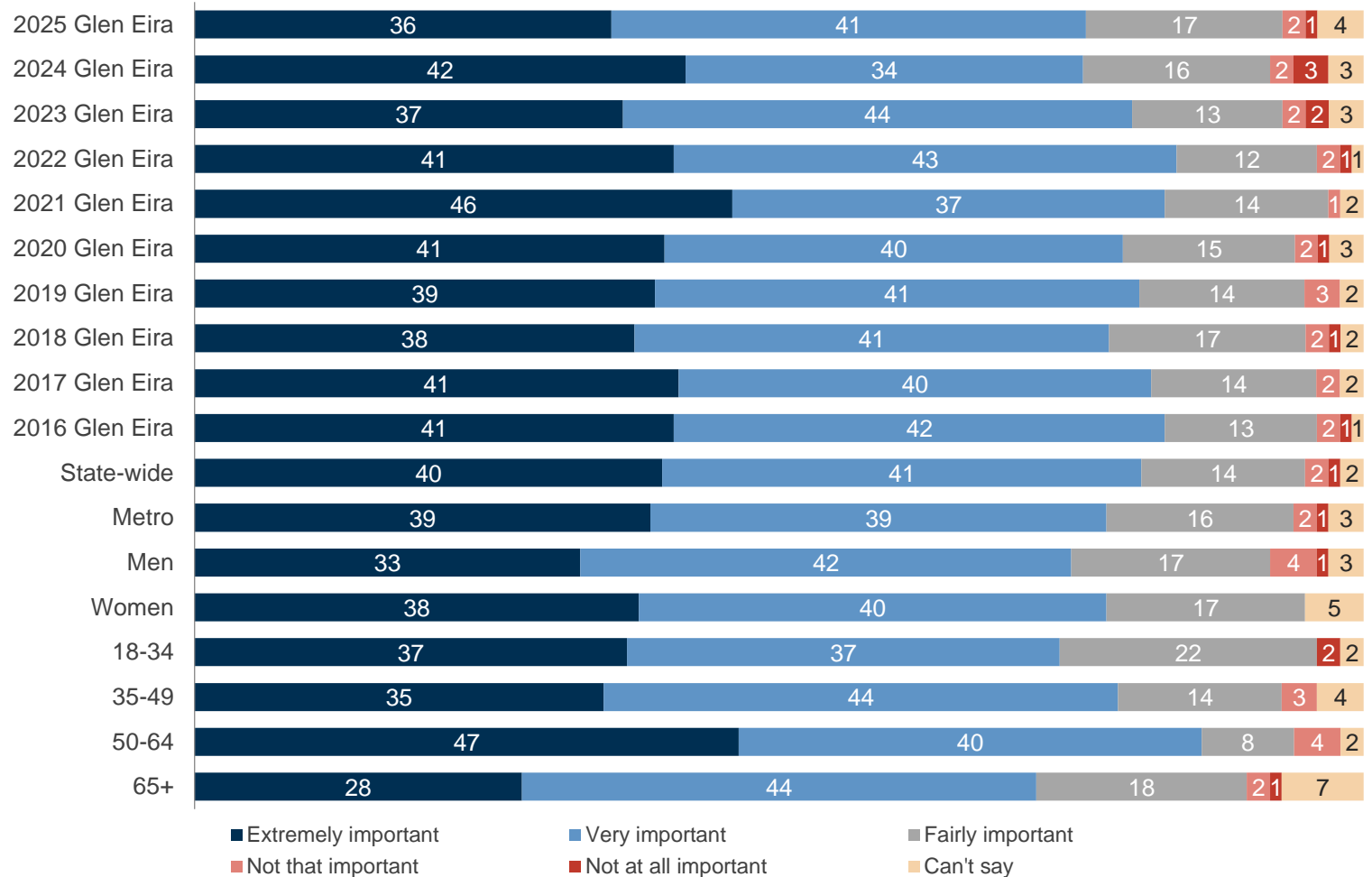
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3

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

# Decisions made in the interest of the community importance



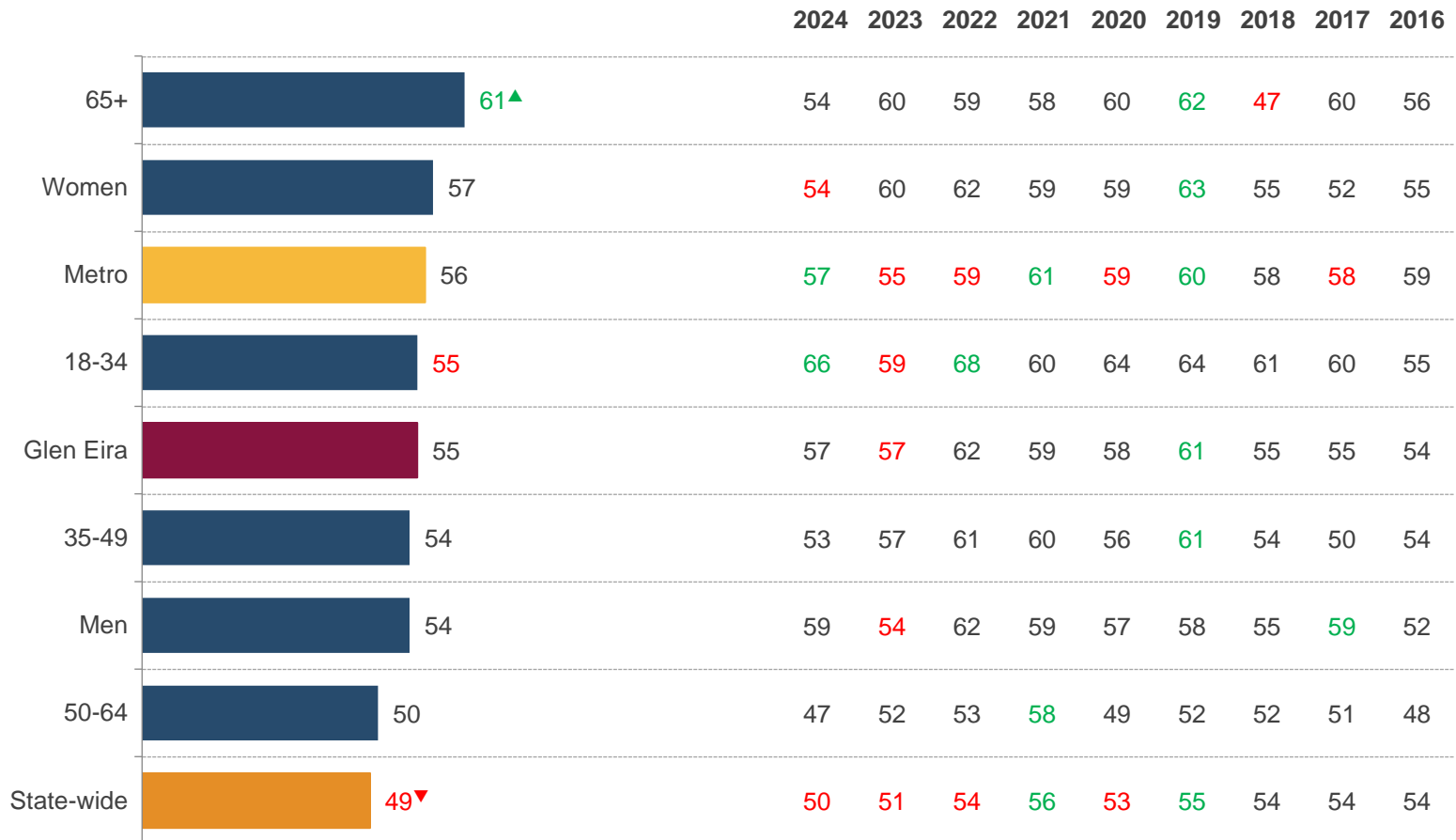
## 2025 community decisions made importance (%)



# Decisions made in the interest of the community performance



## 2025 community decisions made performance (index scores)



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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

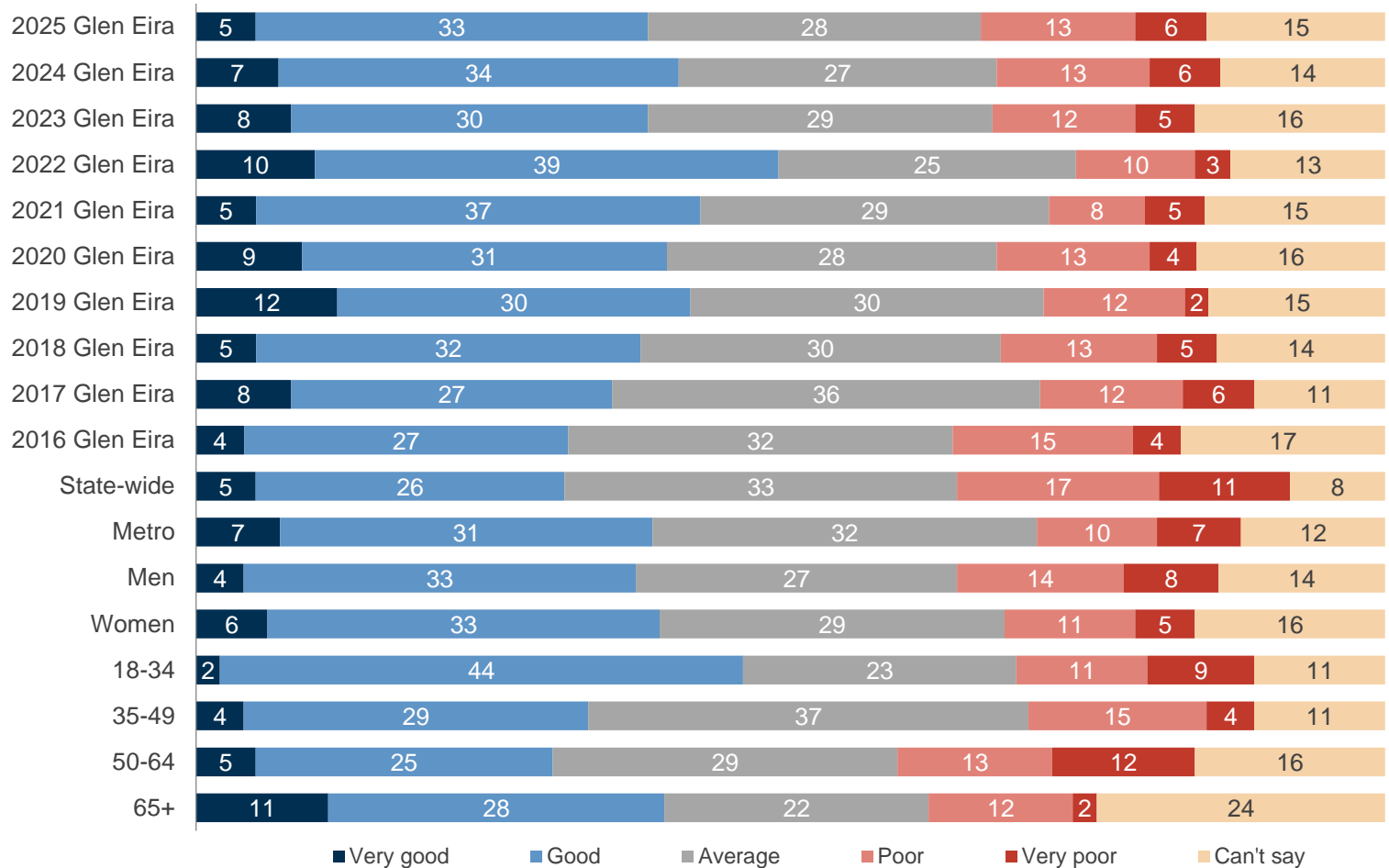
Note: Please see Appendix A for explanation of significant differences.



# Decisions made in the interest of the community performance



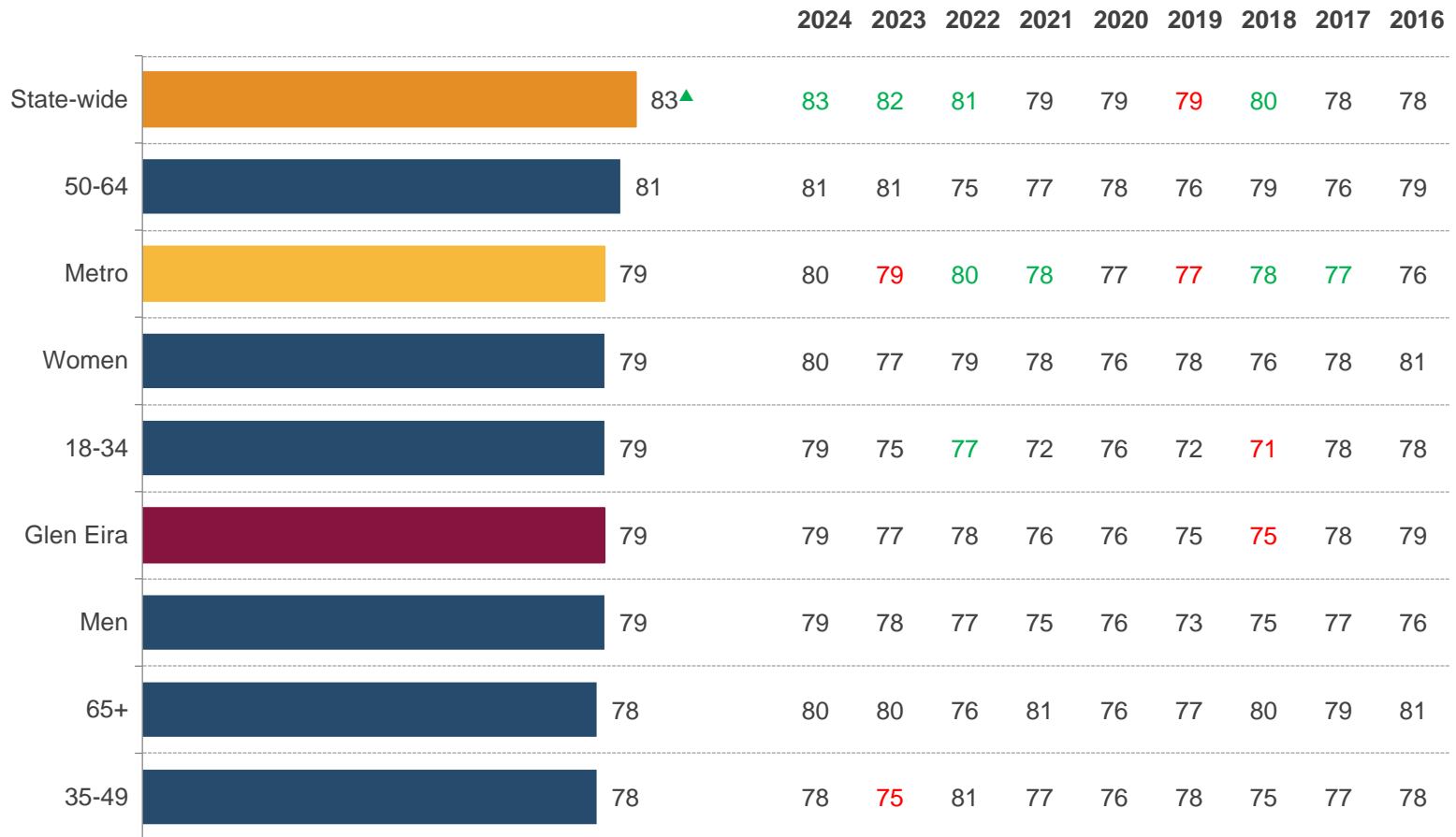
2025 community decisions made performance (%)



# The condition of sealed local roads in your area importance



## 2025 sealed local roads importance (index scores)



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

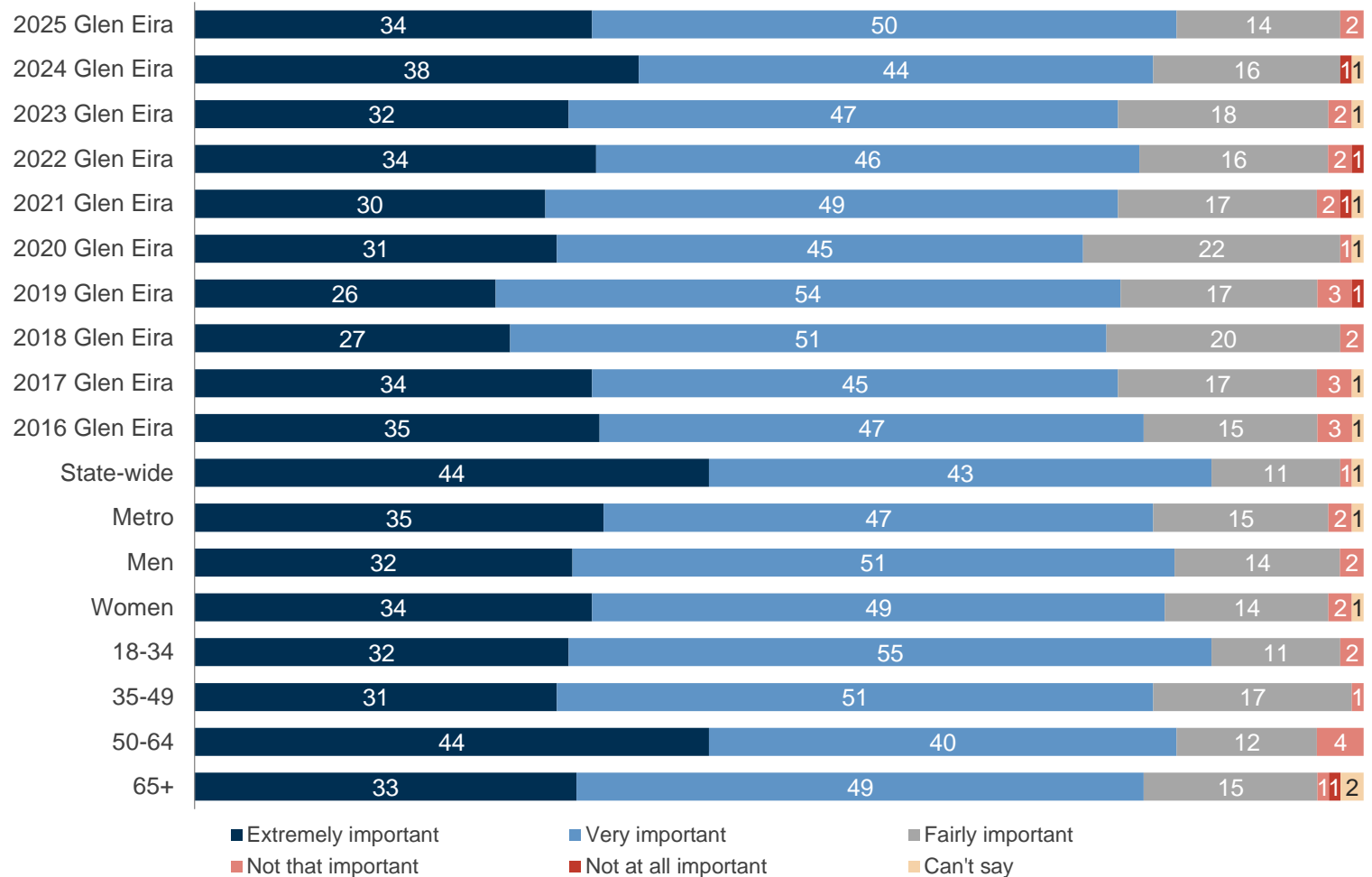
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3

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

# The condition of sealed local roads in your area importance



2025 sealed local roads importance (%)



# The condition of sealed local roads in your area performance



## 2025 sealed local roads performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	60	62	69	69	69	67	72	72	68	72
Metro	59	61	61	65	68	67	69	68	66	67
Men	57	65	68	69	69	72	70	68	68	69
Glen Eira	57	63	67	69	70	73	70	70	67	69
Women	56	62	66	69	70	73	71	72	67	69
18-34	56	70	66	74	70	82	70	72	68	68
65+	55	61	66	65	71	69	70	67	66	68
50-64	54	55	64	67	68	68	68	68	68	67
State-wide	45▼	45	48	53	57	54	56	53	53	54

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

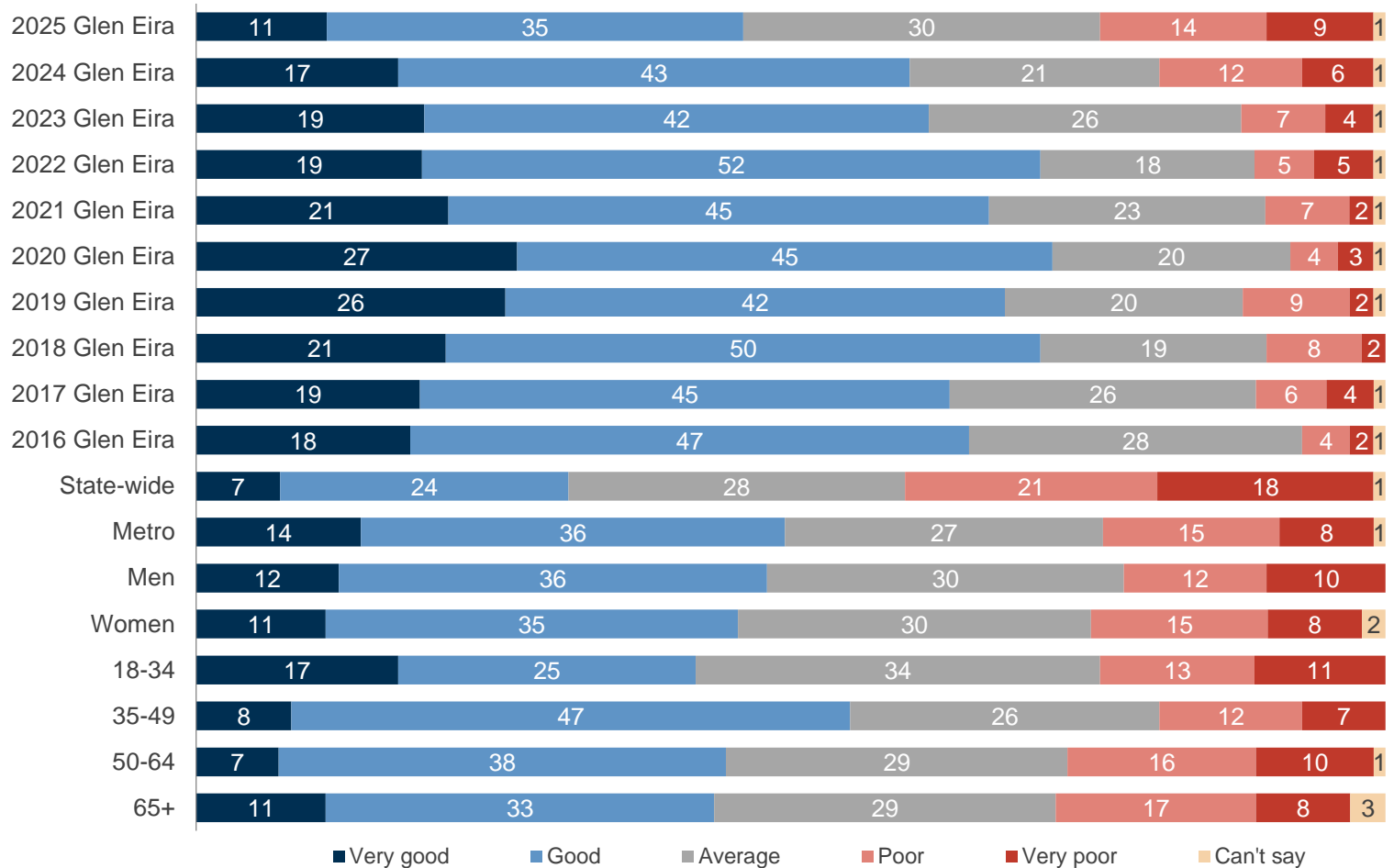
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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

# The condition of sealed local roads in your area performance



## 2025 sealed local roads performance (%)

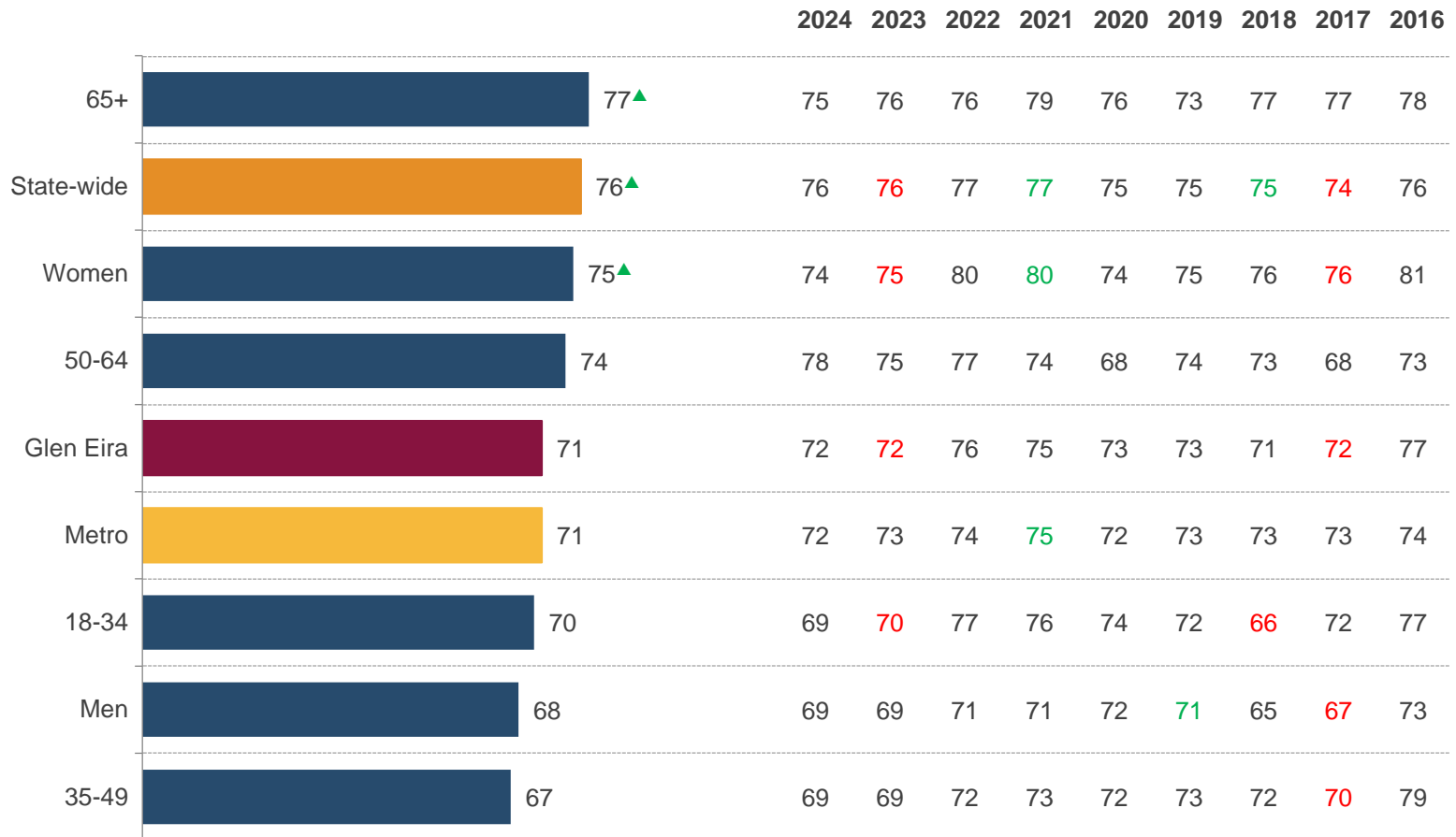




# Informing the community importance



## 2025 informing community importance (index scores)



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

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3

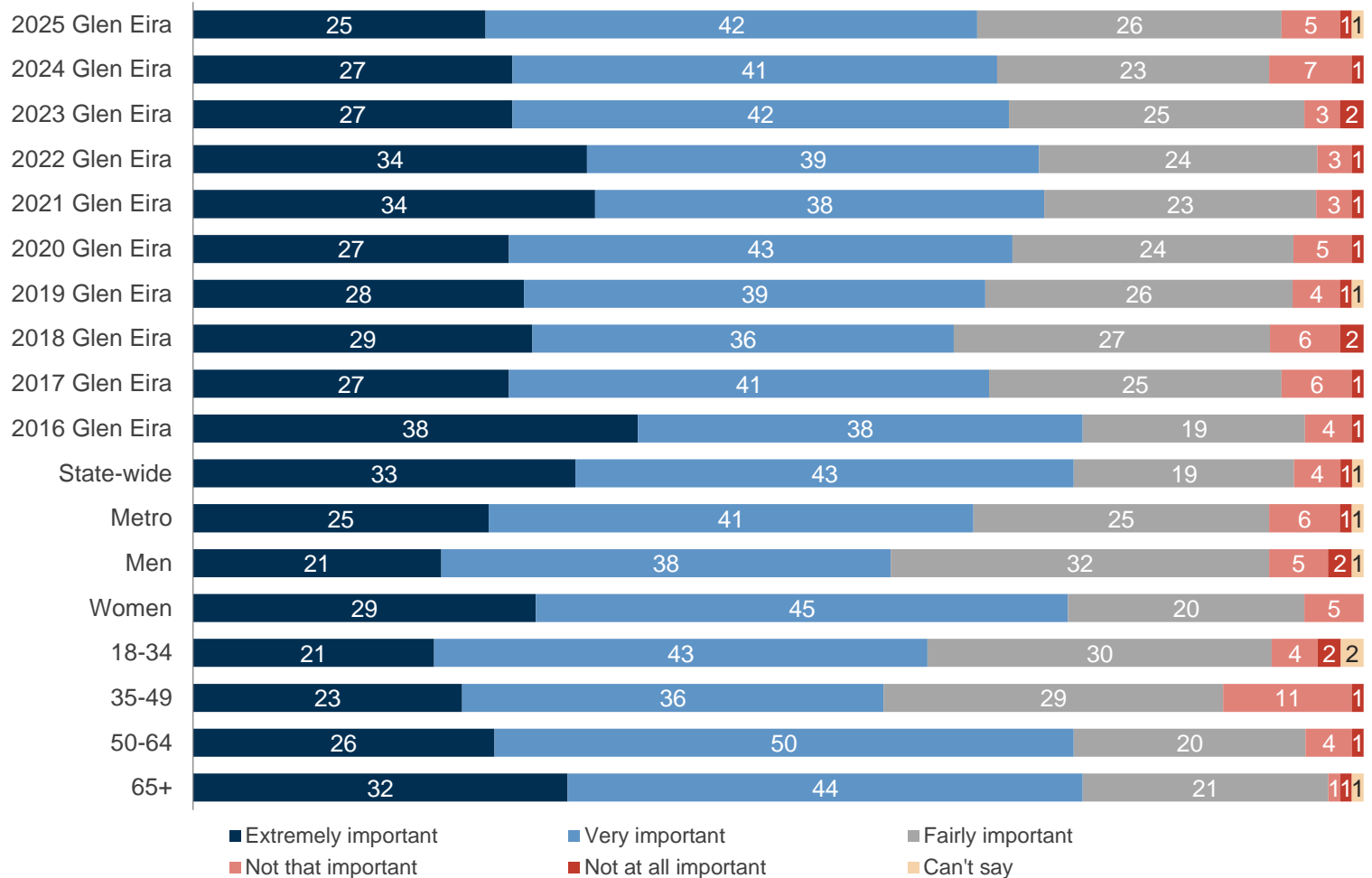
Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



## 2025 informing community importance (%)

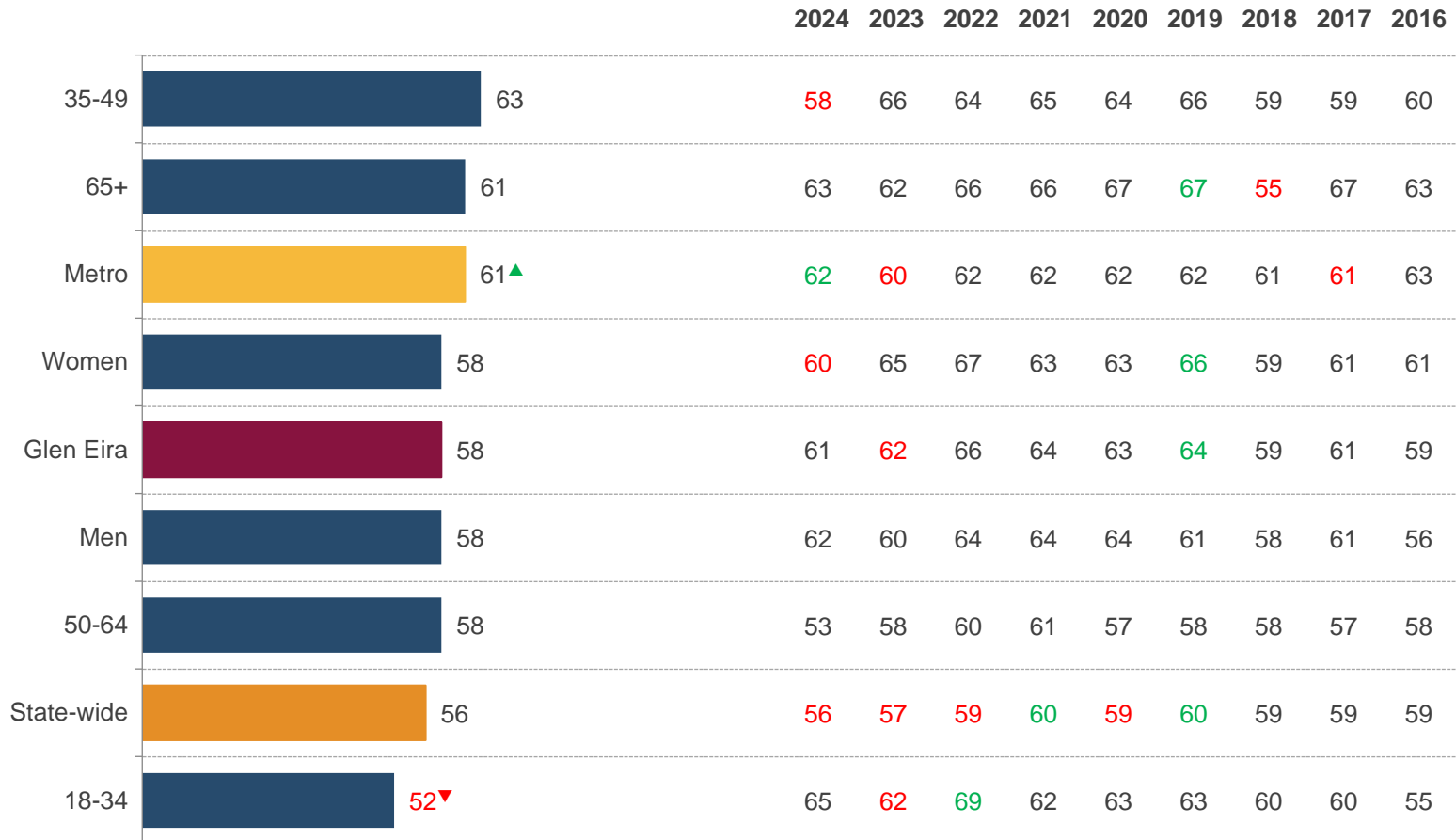




# Informing the community performance



## 2025 informing community performance (index scores)



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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 5

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

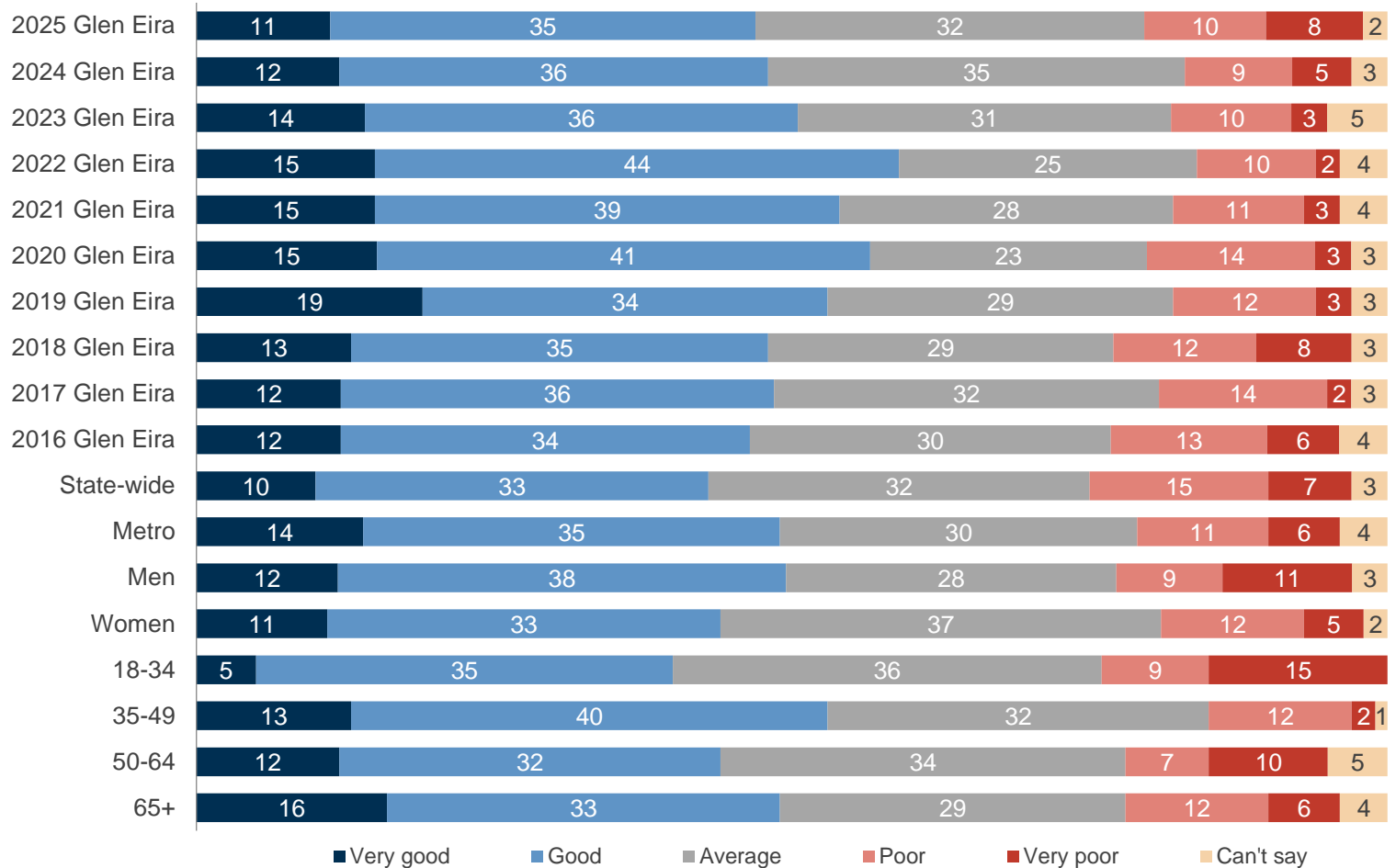




# Informing the community performance



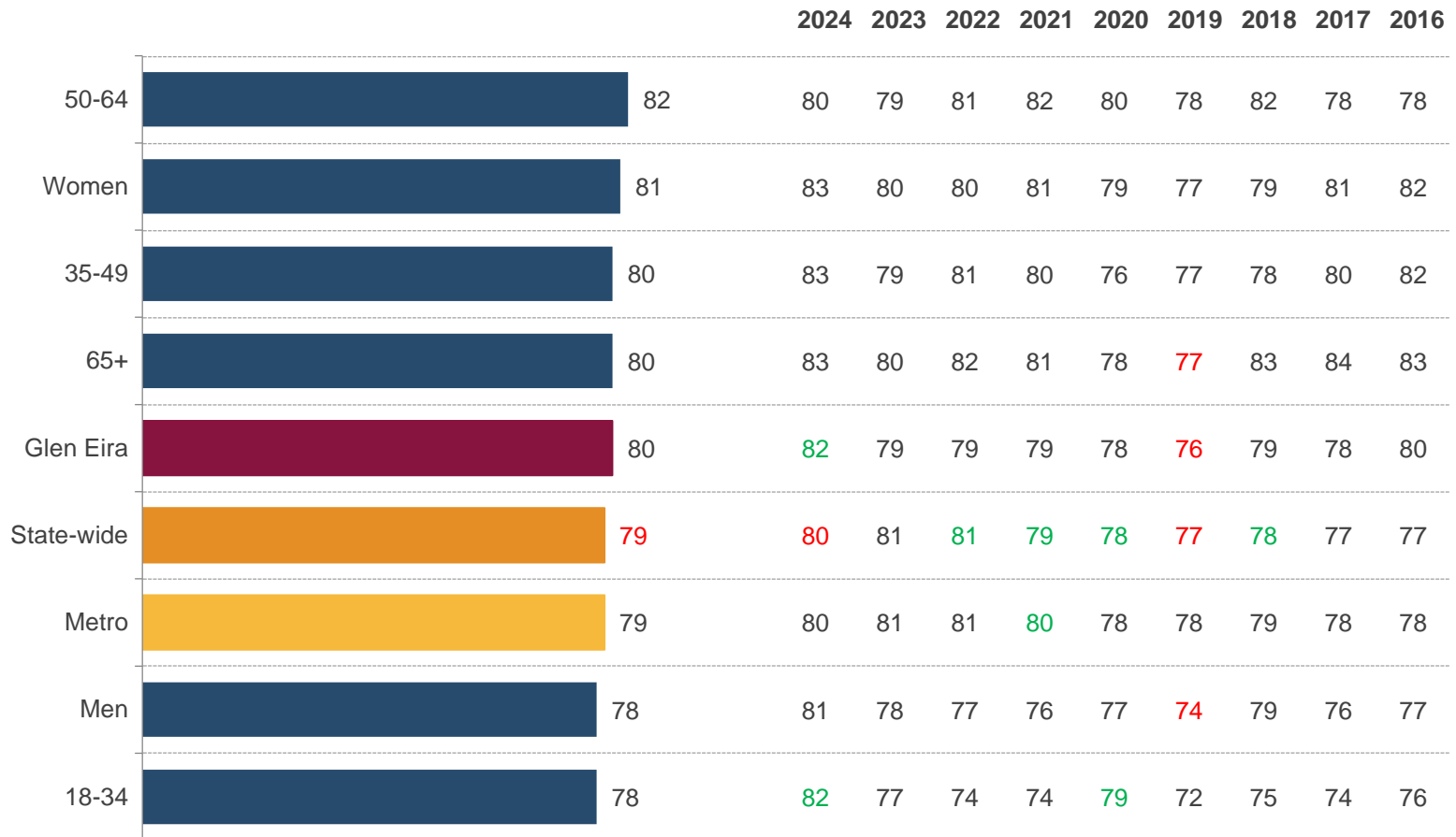
## 2025 informing community performance (%)



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



## 2025 streets and footpaths importance (index scores)



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

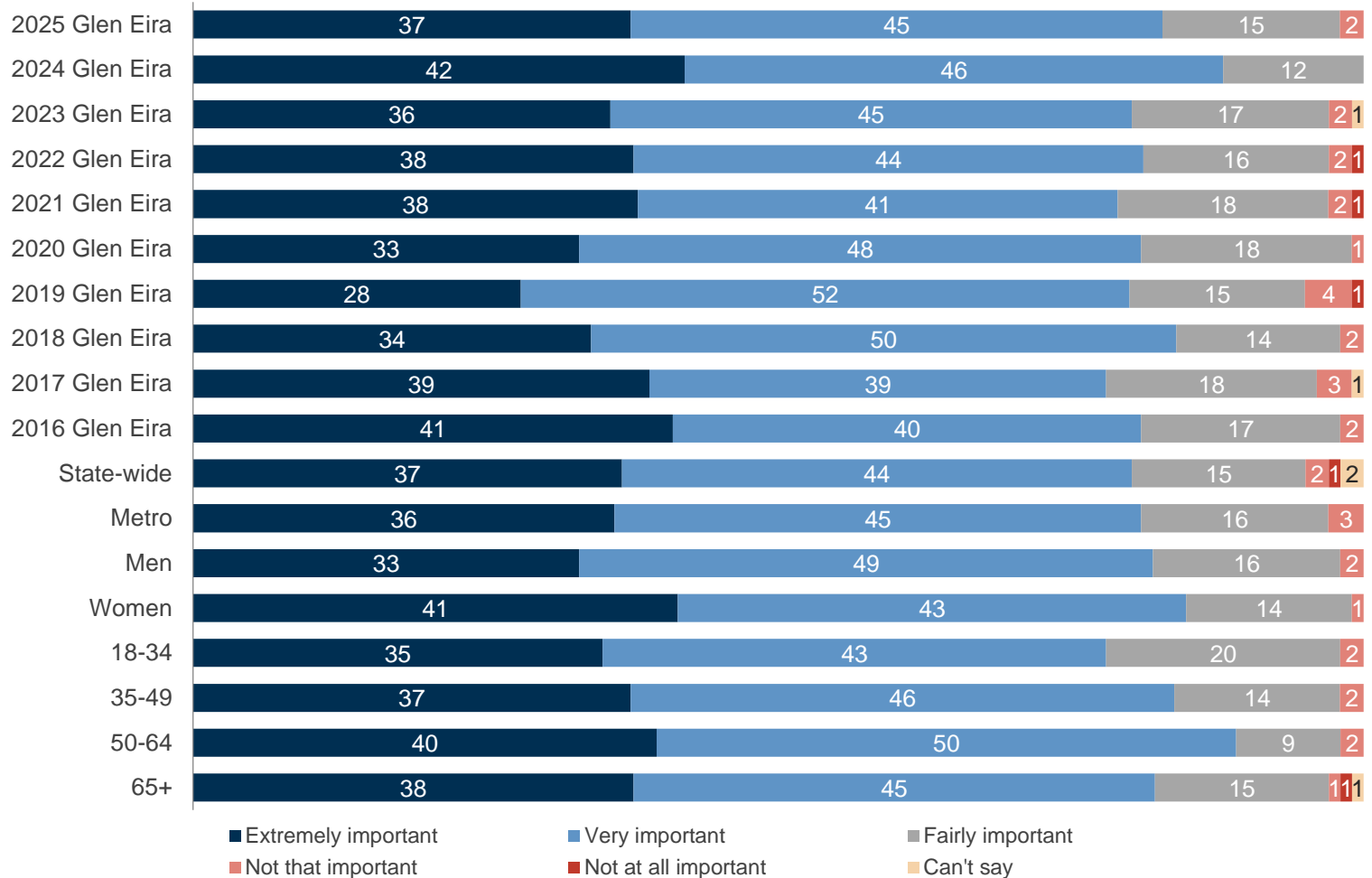
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 2

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

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



## 2025 streets and footpaths importance (%)



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



## 2025 streets and footpaths performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	60	60	68	67	65	67	69	68	68	71
Women	59	59	62	65	66	70	70	66	63	68
Metro	58	59	57	63	65	64	65	64	62	63
18-34	58	64	64	72	71	78	73	68	68	71
Glen Eira	57	60	64	66	66	70	69	66	66	68
65+	56	57	62	60	64	65	64	61	60	63
Men	56	61	66	67	67	70	67	65	68	67
50-64	54	56	60	59	62	65	66	64	64	63
State-wide	52▼	52	52	57	59	58	59	58	57	57

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

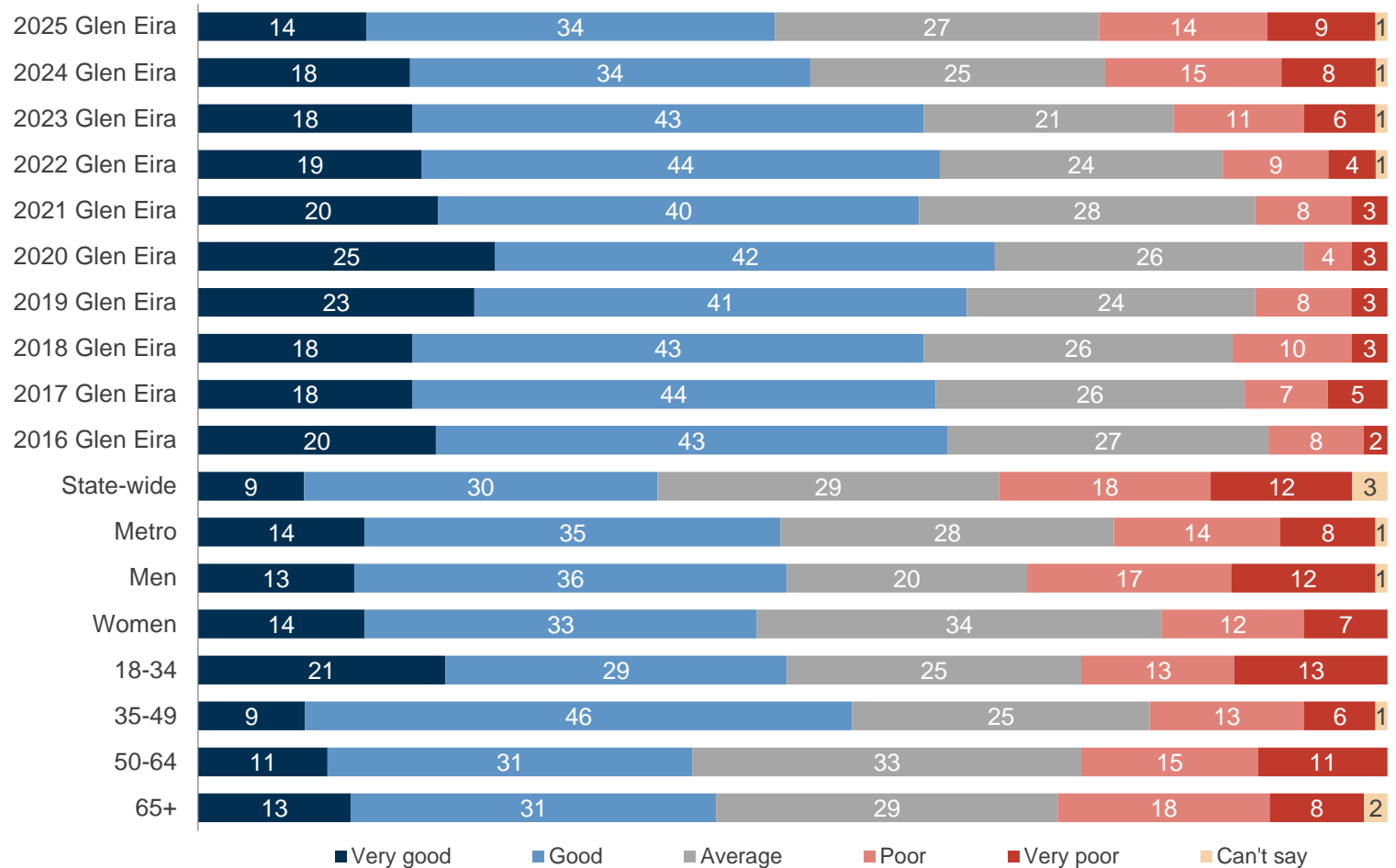
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 4

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

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



## 2025 streets and footpaths performance (%)





# Traffic management importance



## 2025 traffic management importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	75▲	75	76	n/a	75	76	75	77	78	77
Women	73	73	74	n/a	74	72	77	77	79	76
50-64	71	72	75	n/a	74	71	75	77	74	78
Glen Eira	70	71	71	n/a	72	70	74	74	76	77
Metro	70	73	73	74	74	73	75	76	76	75
18-34	70	69	67	n/a	70	68	75	69	77	75
State-wide	70	74	74	73	73	73	73	74	72	72
Men	67	68	69	n/a	70	69	70	70	73	77
35-49	66	69	71	n/a	71	69	71	74	76	77

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

Base: All respondents. Councils asked State-wide: 2 Councils asked group: 1

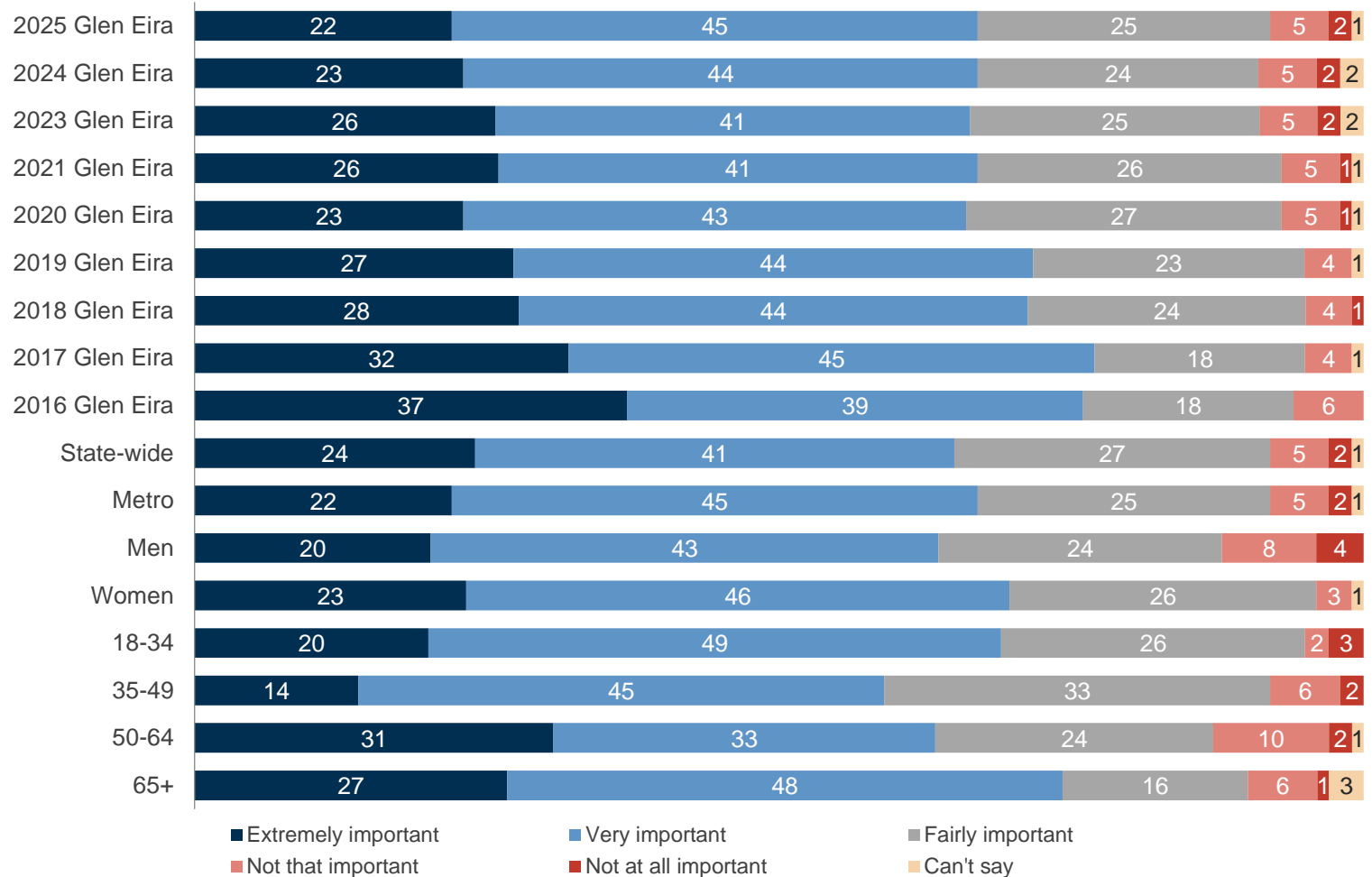
Note: Please see Appendix A for explanation of significant differences.



# Traffic management importance



## 2025 traffic management importance (%)





# Traffic management performance



## 2025 traffic management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	61	57	62	n/a	62	60	58	60	56	56
35-49	60	56	63	n/a	62	58	63	60	56	54
18-34	60	62	59	n/a	64	67	58	63	61	54
Glen Eira	59	58	61	n/a	62	62	59	60	59	55
65+	59	58	60	n/a	61	62	61	57	61	58
50-64	57	52	61	n/a	59	62	54	57	56	53
Men	57	60	59	n/a	62	65	60	60	61	53
Metro	56▼	55	55	58	59	59	58	57	56	56
State-wide	54▼	53	55	58	59	58	58	57	59	59

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

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3

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

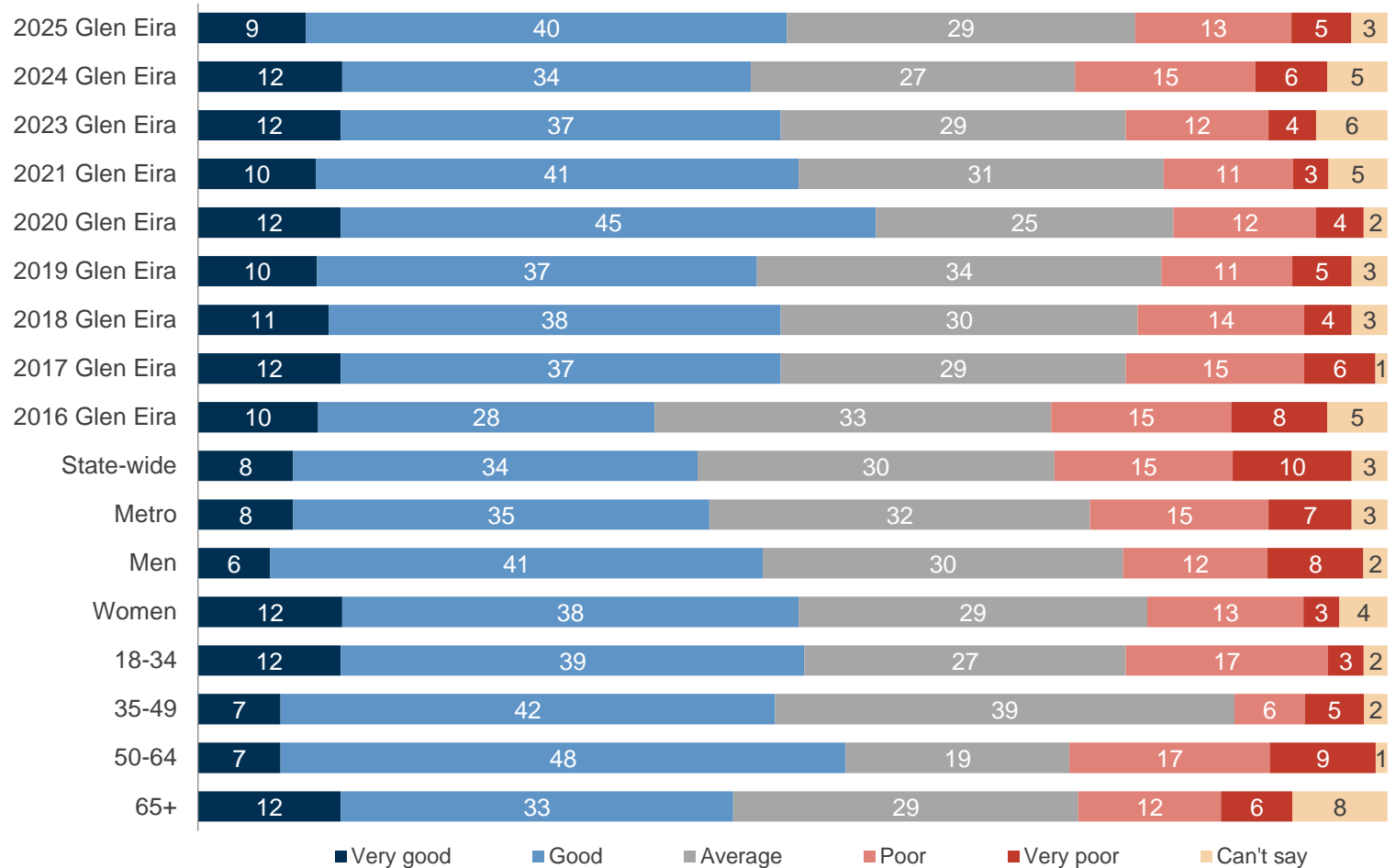




# Traffic management performance



## 2025 traffic management performance (%)





## Parking facilities importance



### 2025 parking importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	76▲	77	70	76	78	78	77	82	79	79
50-64	72	70	67	73	73	71	75	77	76	73
Women	70	71	72	74	74	73	77	75	78	77
State-wide	70	71	70	72	72	71	71	71	70	70
Glen Eira	69	70	67	71	72	71	74	73	74	74
Metro	69	72	70	72	72	71	73	73	73	72
Men	67	69	63	68	70	69	69	71	69	71
35-49	65	68	68	70	69	71	73	73	71	72
18-34	64▼	66	65	68	69	66	71	66	73	73

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

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 1

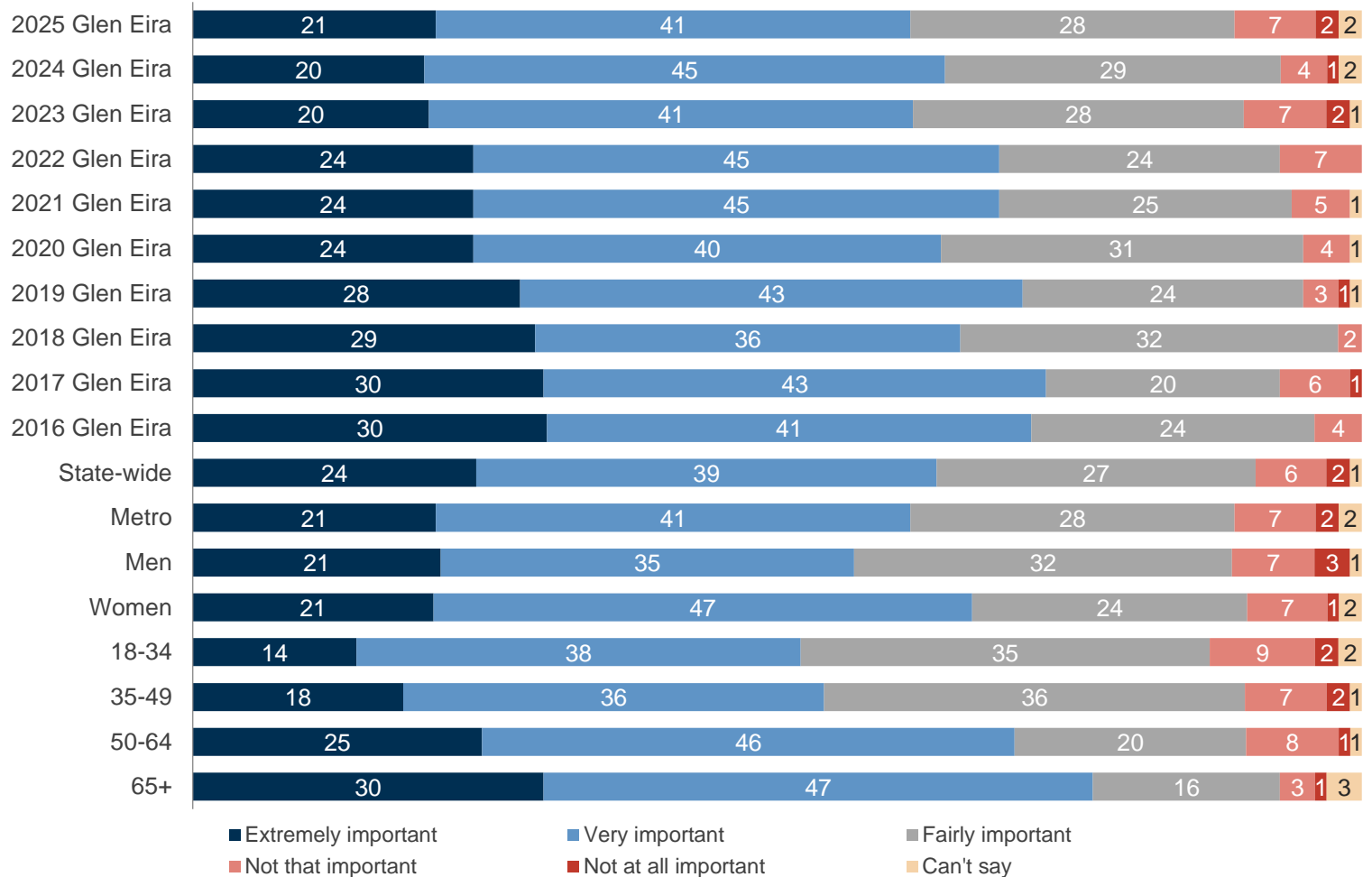
Note: Please see Appendix A for explanation of significant differences.



# Parking facilities importance



2025 parking importance (%)





## Parking facilities performance



### 2025 parking performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	58	58	61	62	58	59	59	55	57	60
18-34	58	66	61	68	61	64	52	64	55	49
Women	58	59	58	62	58	57	54	56	50	53
Glen Eira	56	58	59	61	58	59	54	56	55	52
50-64	56	52	58	52	57	56	51	53	52	51
Men	55	59	60	60	58	61	54	56	60	52
State-wide	54	54	55	57	58	55	56	56	55	56
Metro	54	54	54	58	58	56	55	55	53	54
65+	51	52	56	55	54	55	53	47	54	50

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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2

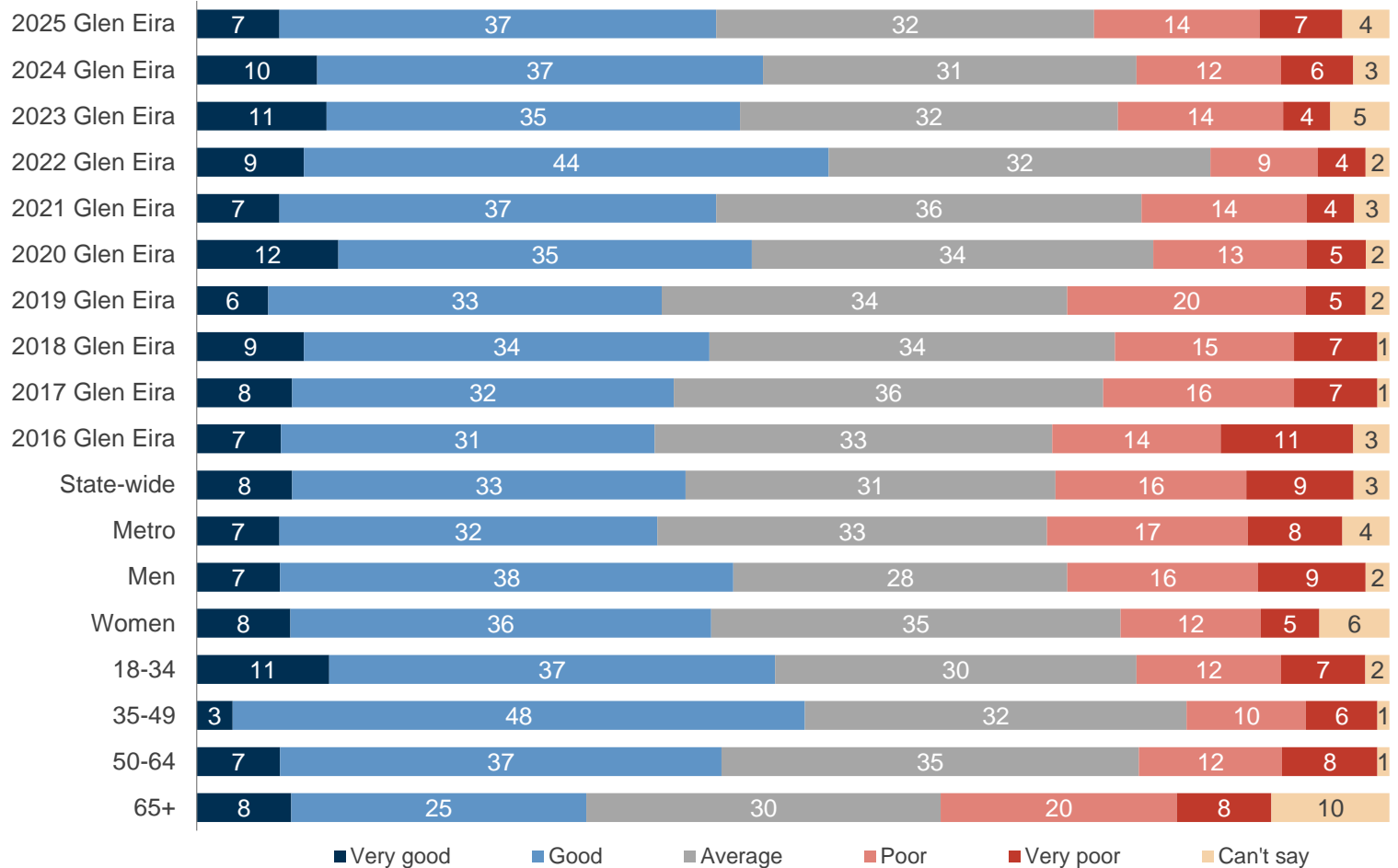
Note: Please see Appendix A for explanation of significant differences.



## Parking facilities performance



### 2025 parking performance (%)

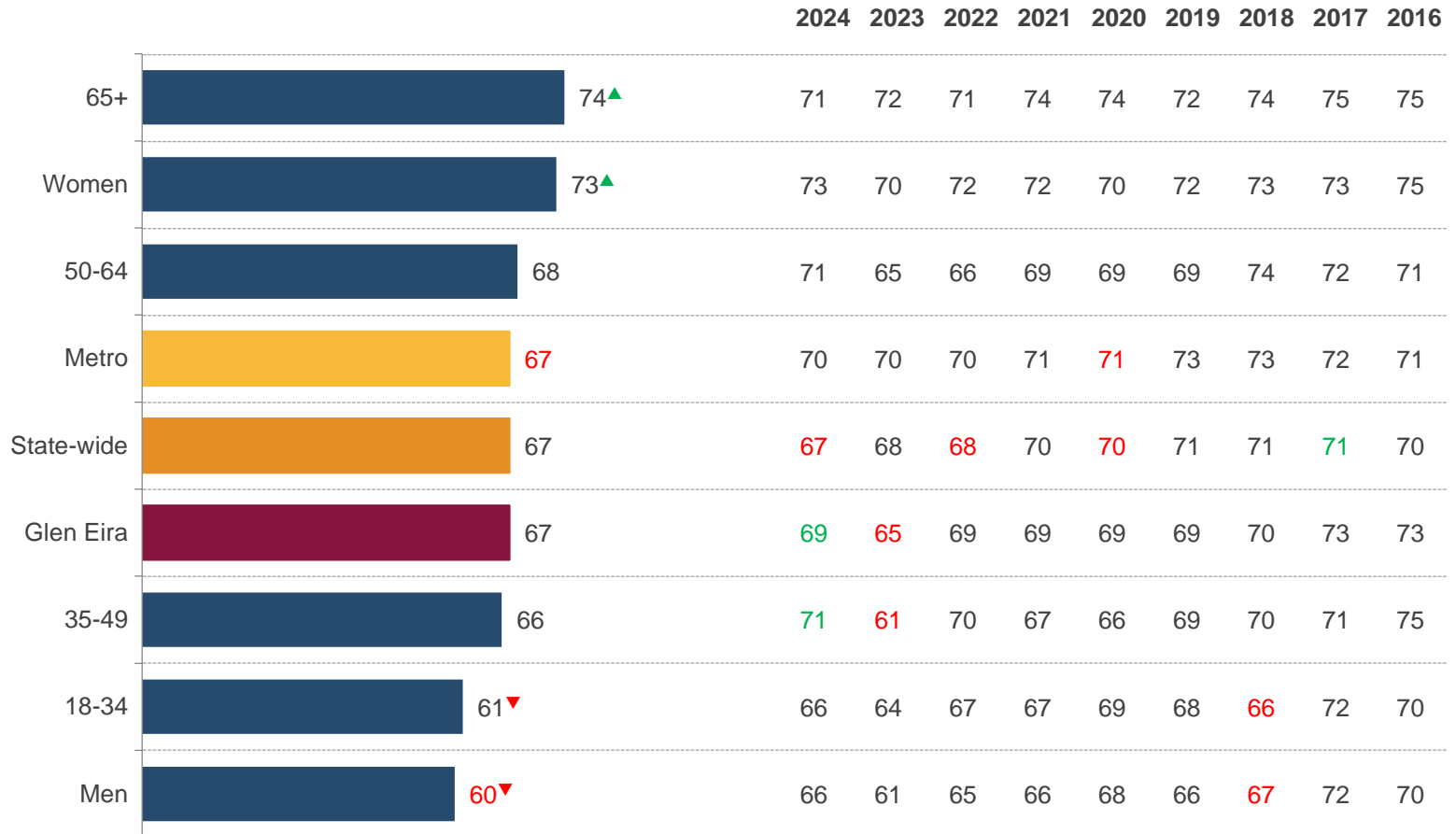




# Enforcement of local laws importance



## 2025 law enforcement importance (index scores)



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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2

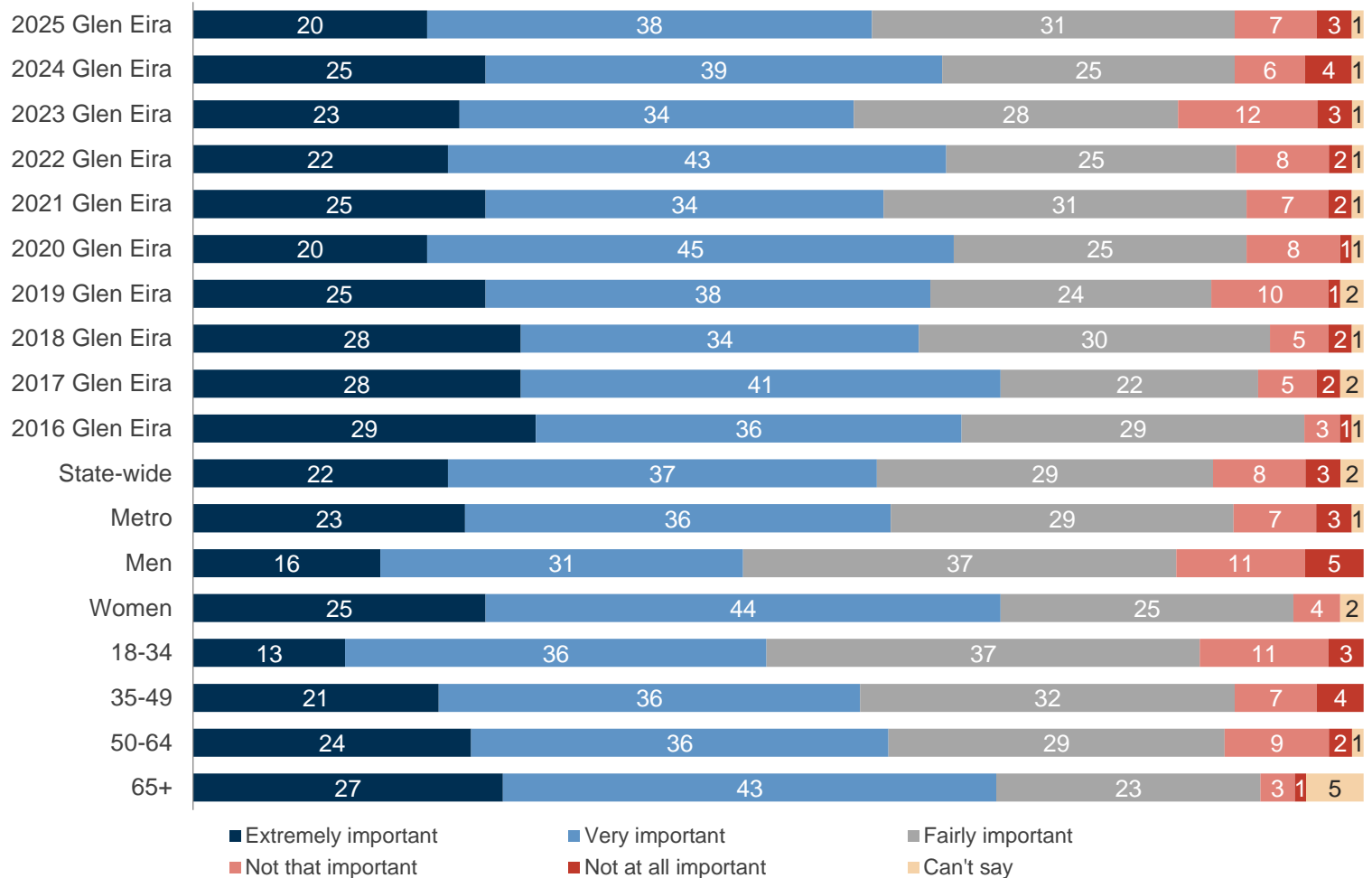
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws importance



## 2025 law enforcement importance (%)

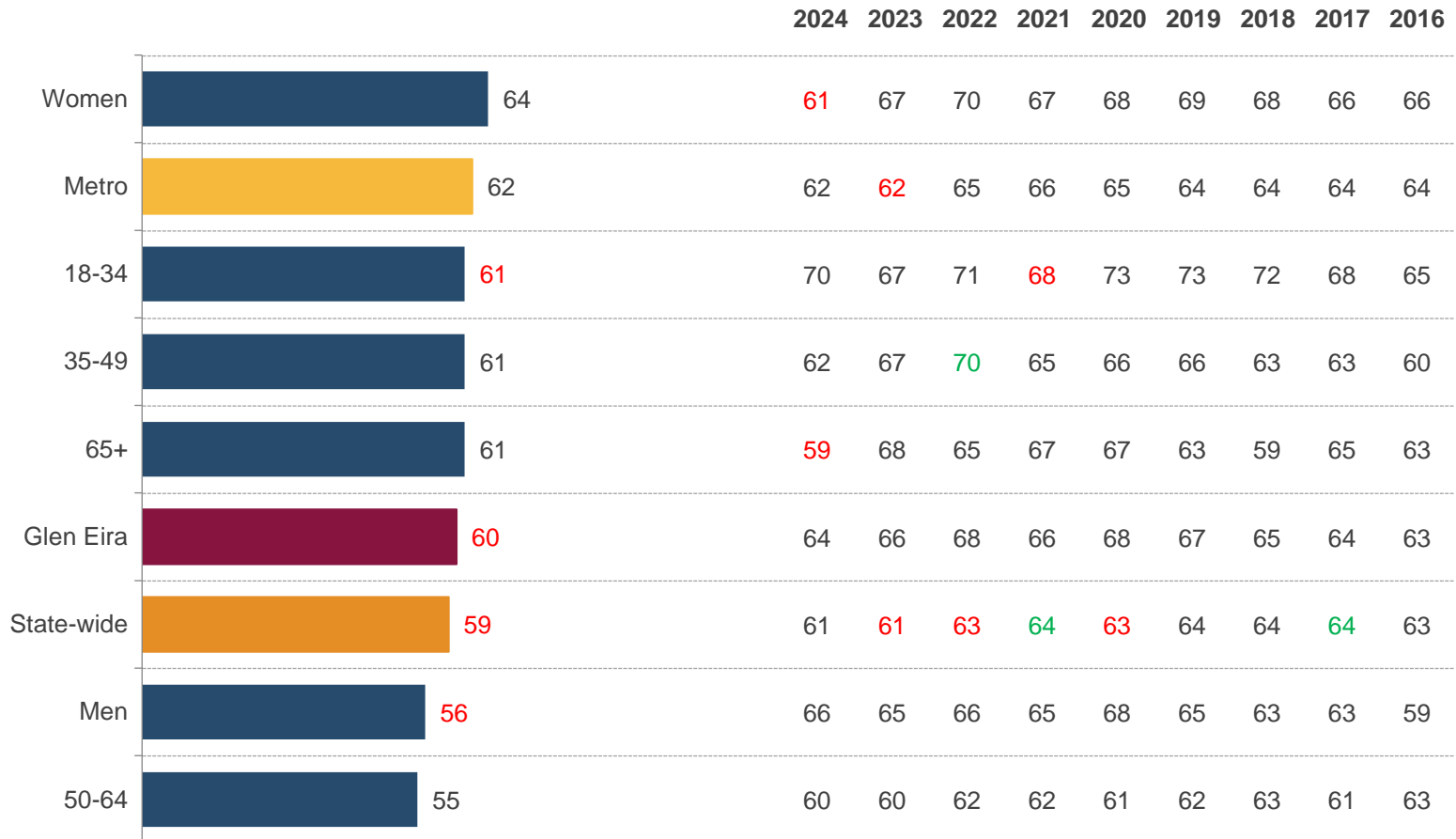




# Enforcement of local laws performance



## 2025 law enforcement performance (index scores)



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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 3

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

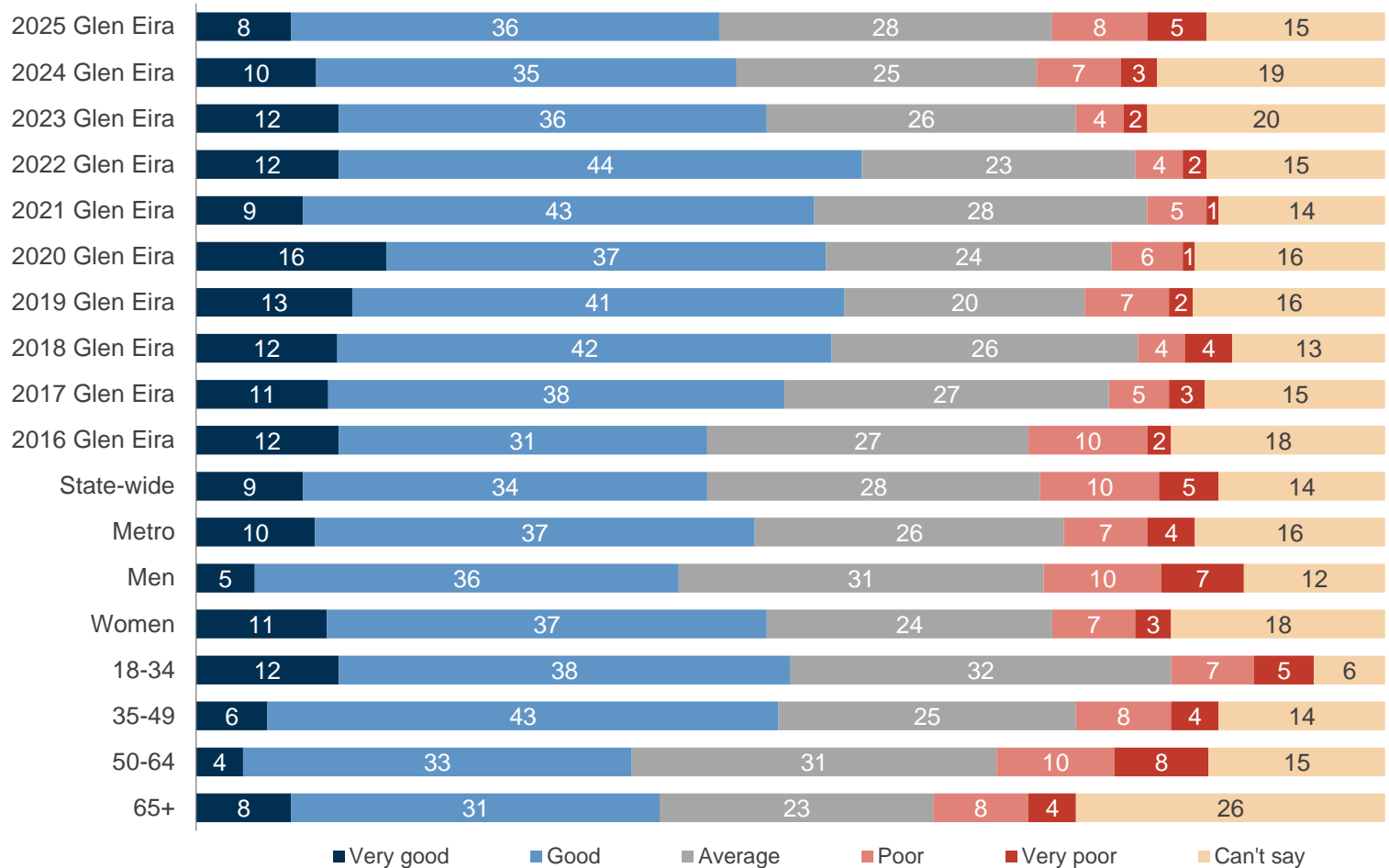




# Enforcement of local laws performance



## 2025 law enforcement performance (%)

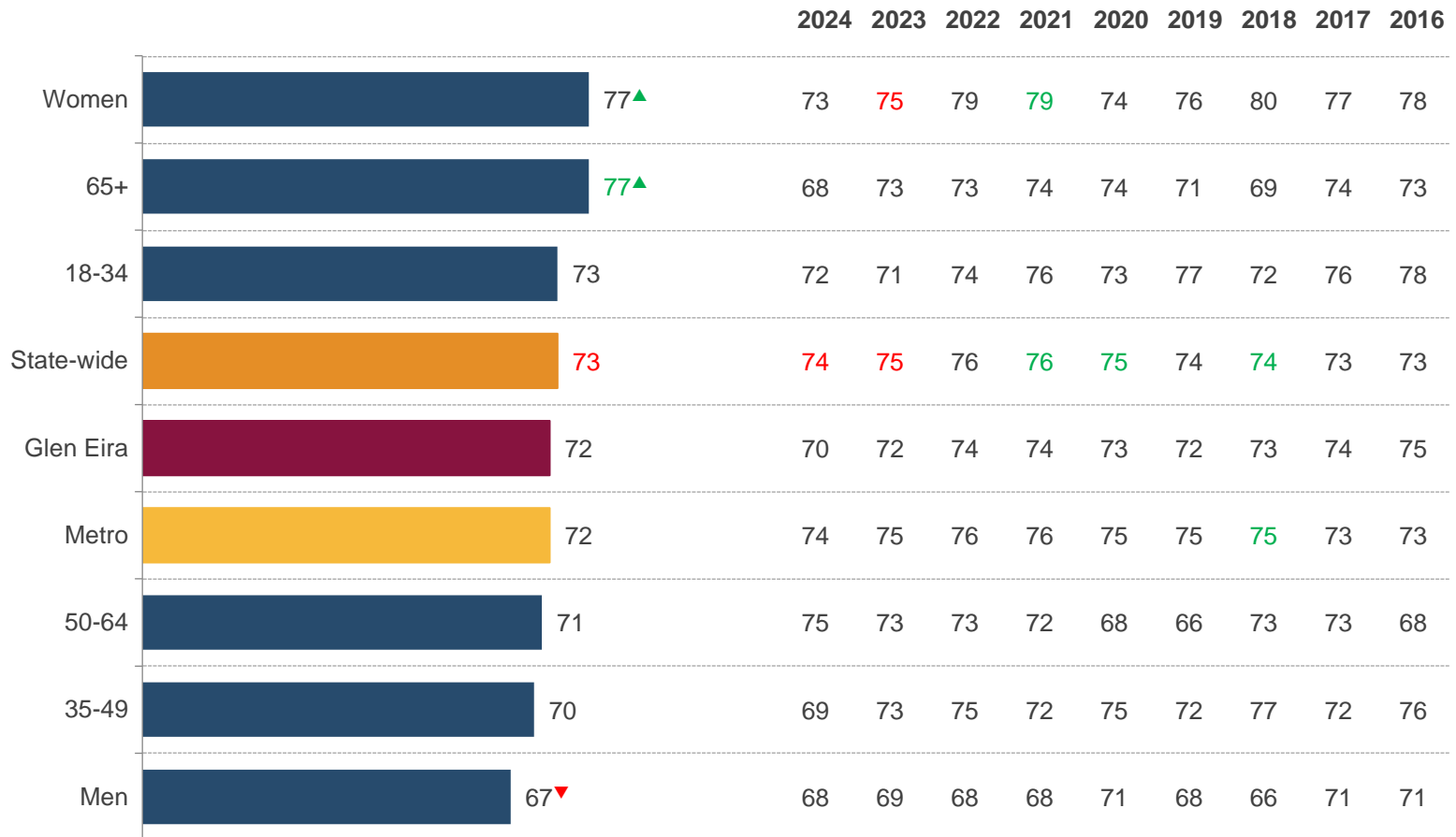




# Family support services importance



## 2025 family support importance (index scores)



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

Base: All respondents. Councils asked State-wide: 11 Councils asked group: 2

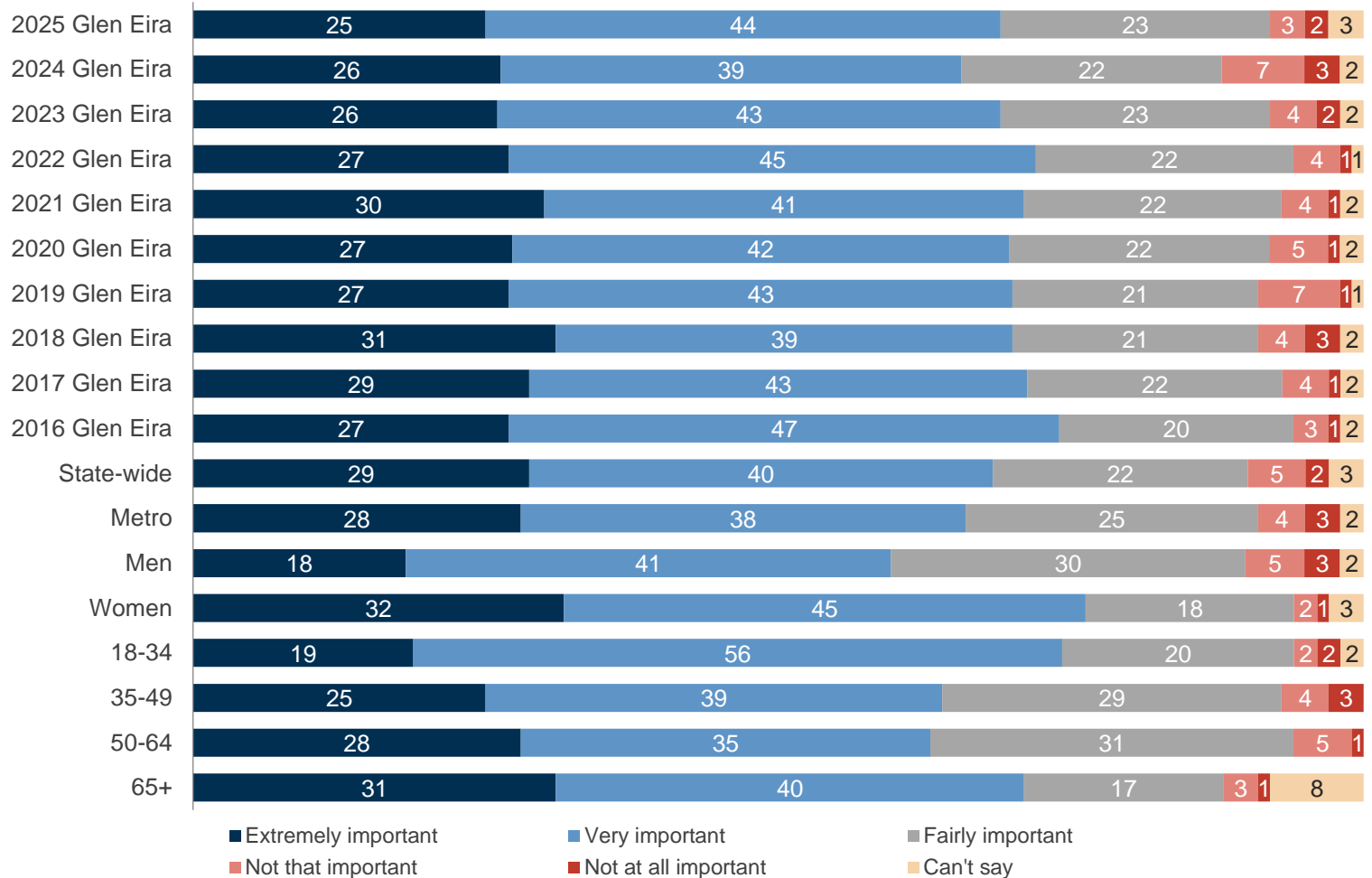
Note: Please see Appendix A for explanation of significant differences.



# Family support services importance



## 2025 family support importance (%)

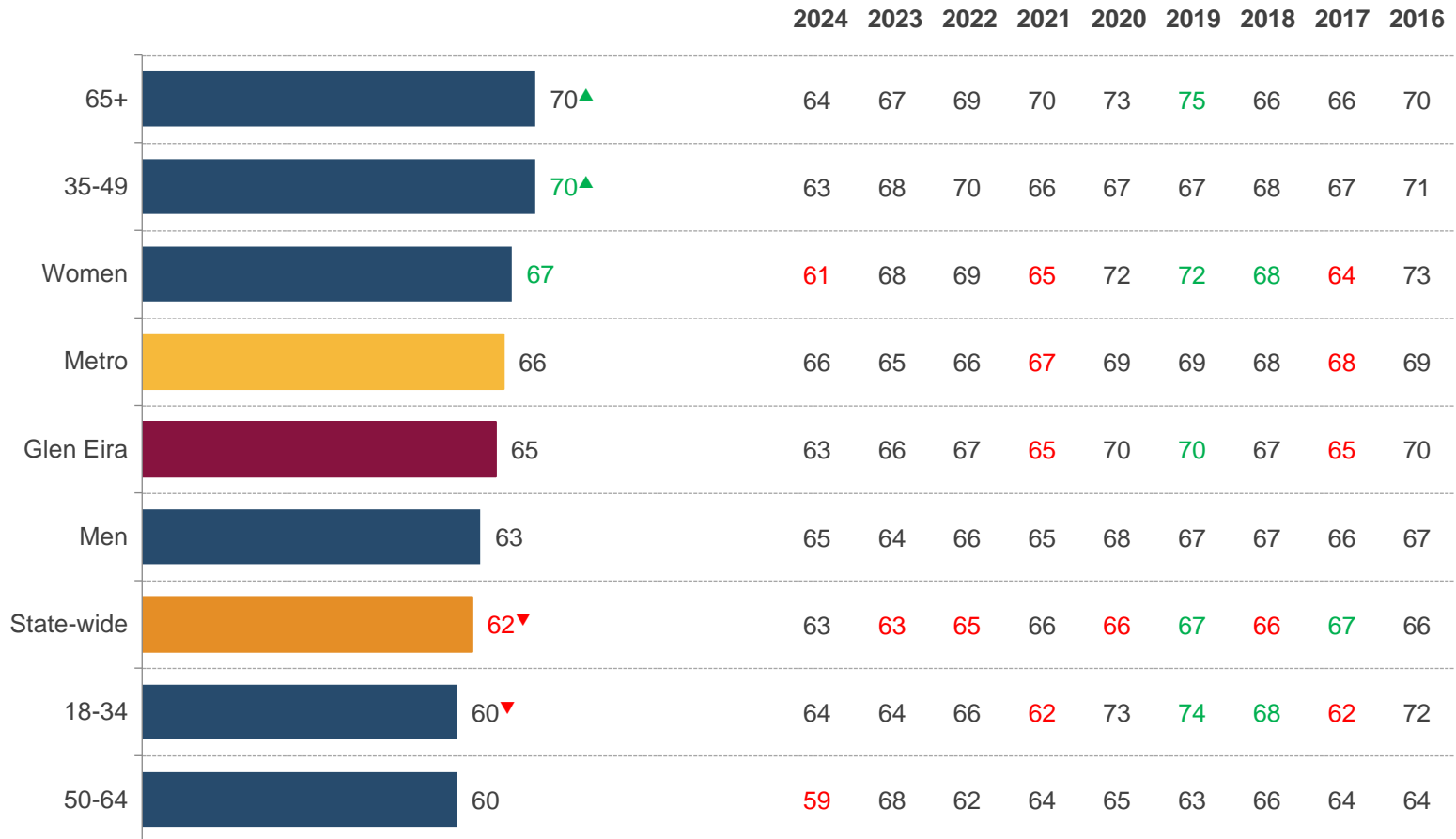




# Family support services performance



## 2025 family support performance (index scores)



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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3

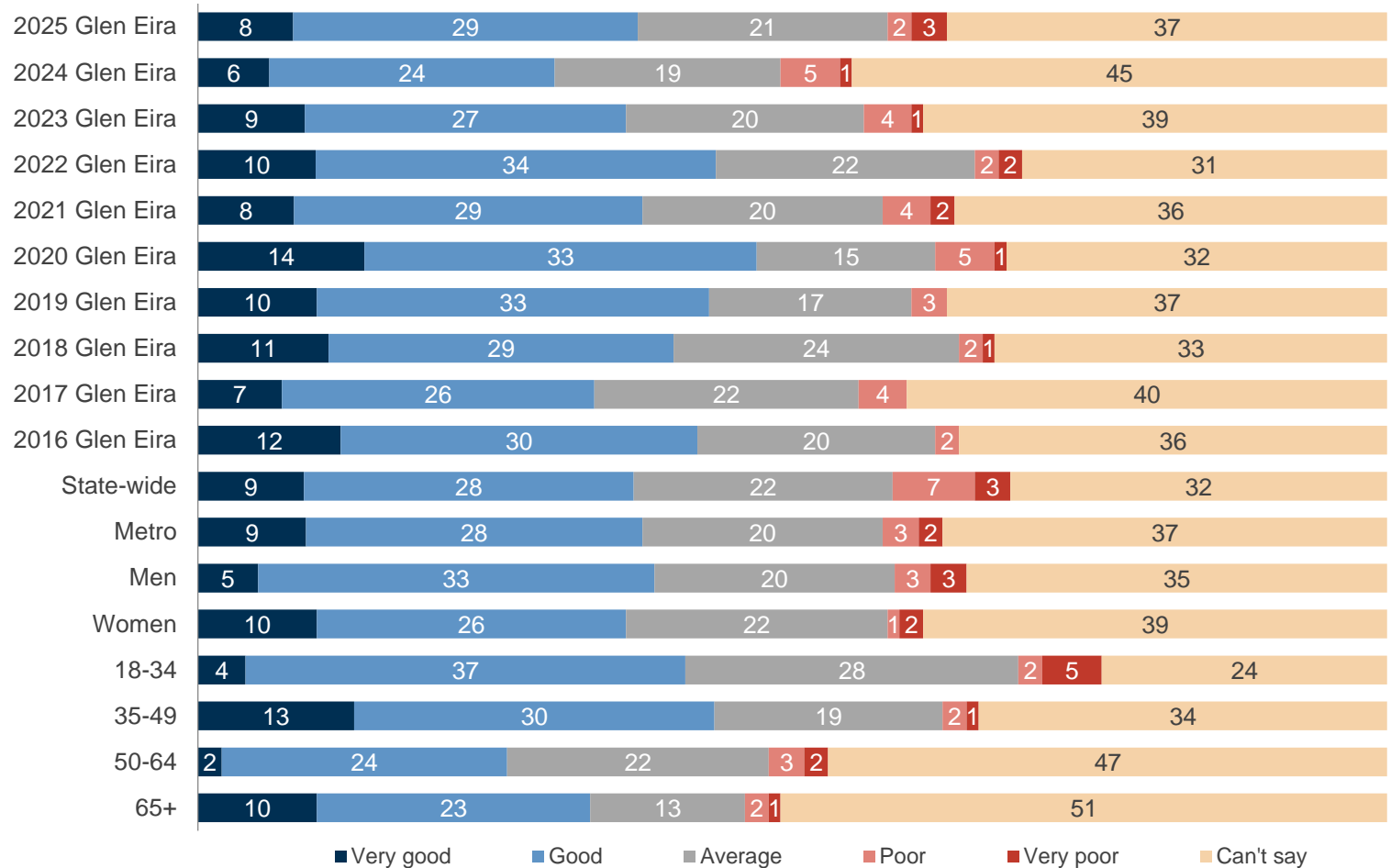
Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



## 2025 family support performance (%)

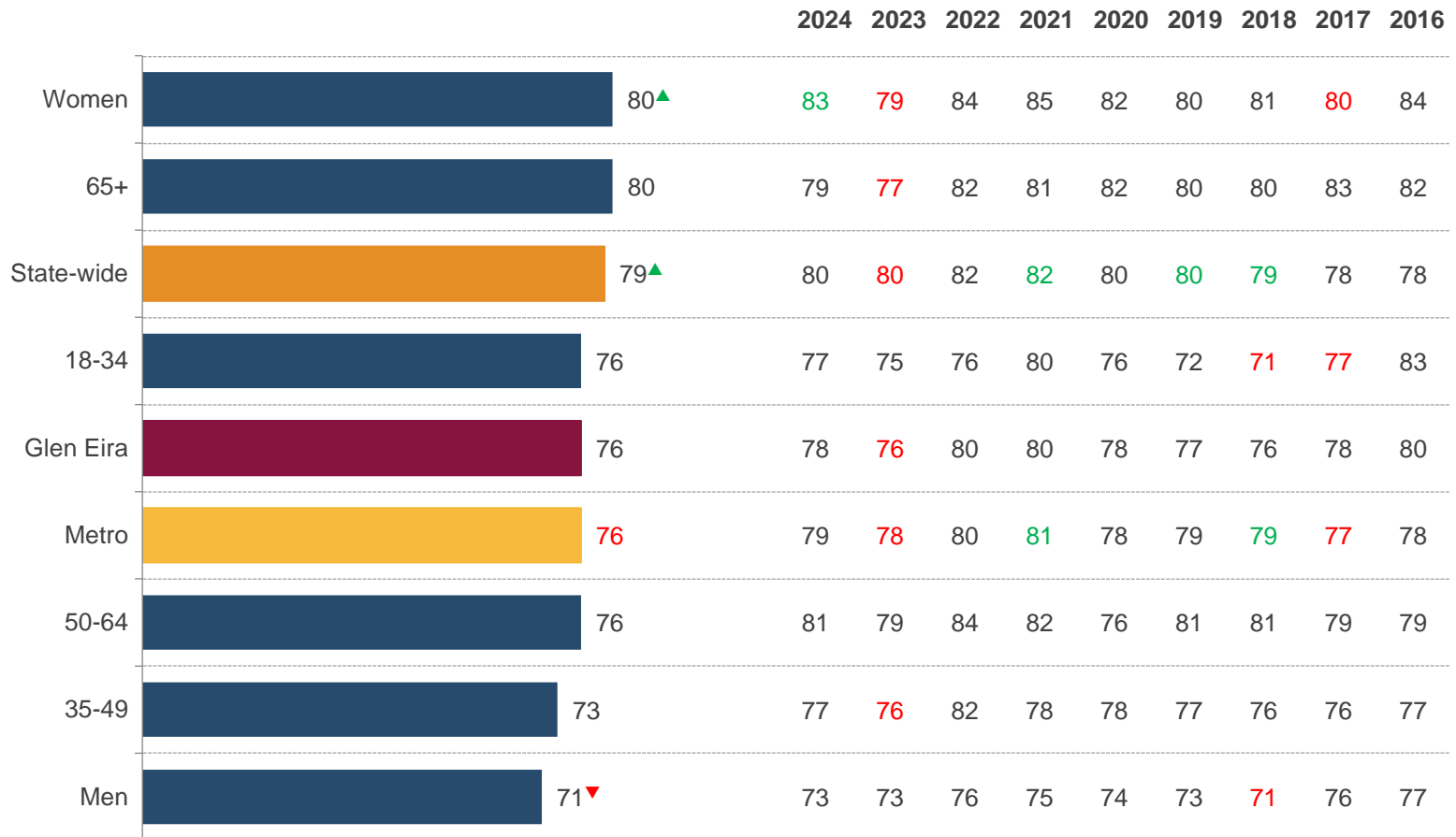




# Elderly support services importance



## 2025 elderly support importance (index scores)



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

Base: All respondents. Councils asked State-wide: 6 Councils asked group: 1

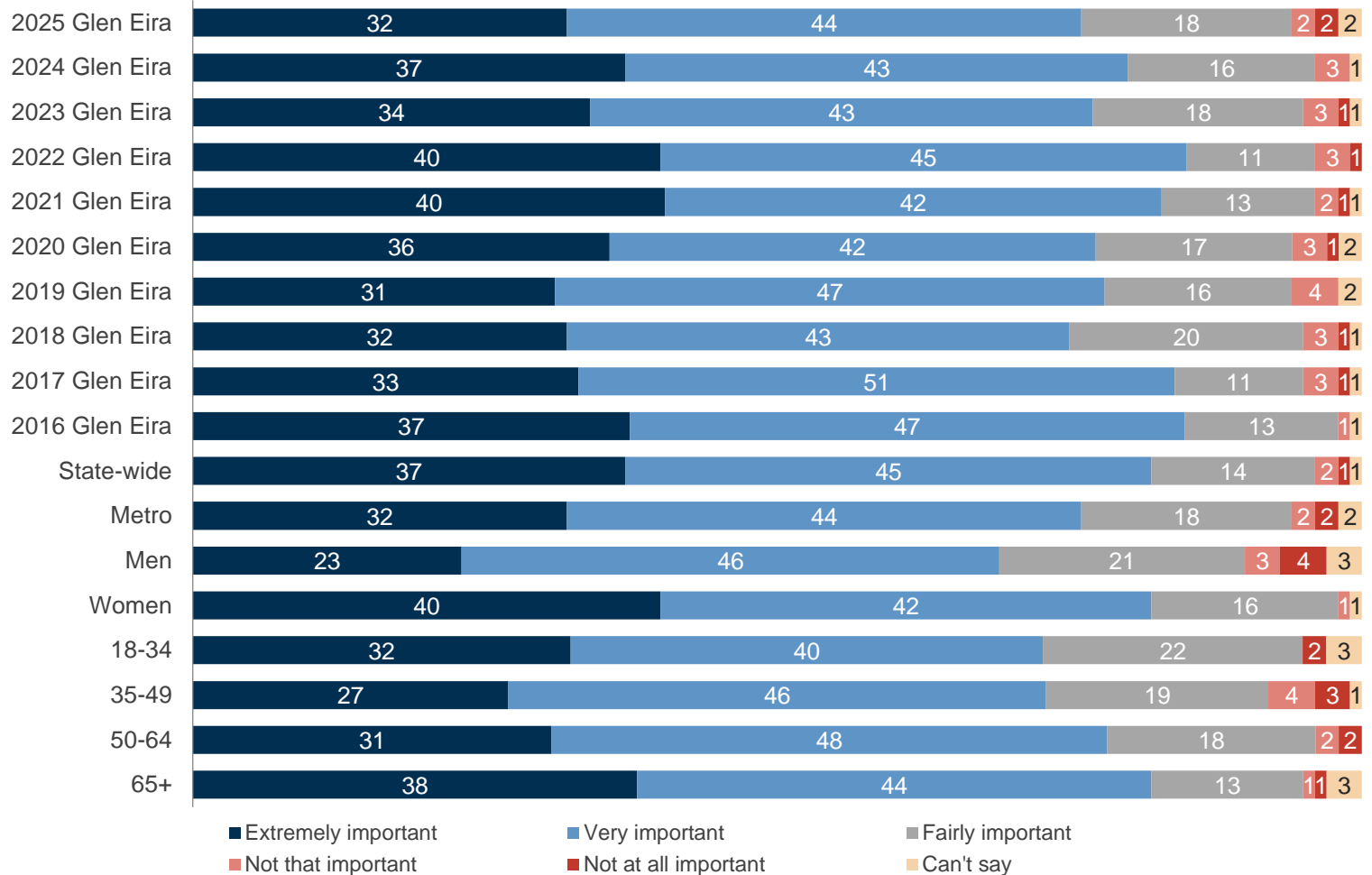
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services importance



## 2025 elderly support importance (%)





# Elderly support services performance



## 2025 elderly support performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
35-49	67▲	61	67	66	64	63	67	62	68	69
Metro	63	64	64	65	66	67	67	67	67	69
State-wide	63	63	63	67	69	68	68	68	68	68
Men	62	67	64	65	68	71	66	64	69	68
Glen Eira	62	64	67	66	65	69	67	65	67	69
Women	62	62	69	67	63	67	67	67	64	70
65+	62	67	71	70	72	75	74	64	70	72
50-64	60	62	65	65	64	60	61	68	65	64
18-34	59	65	65	61	62	72	63	66	65	70

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

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 2

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

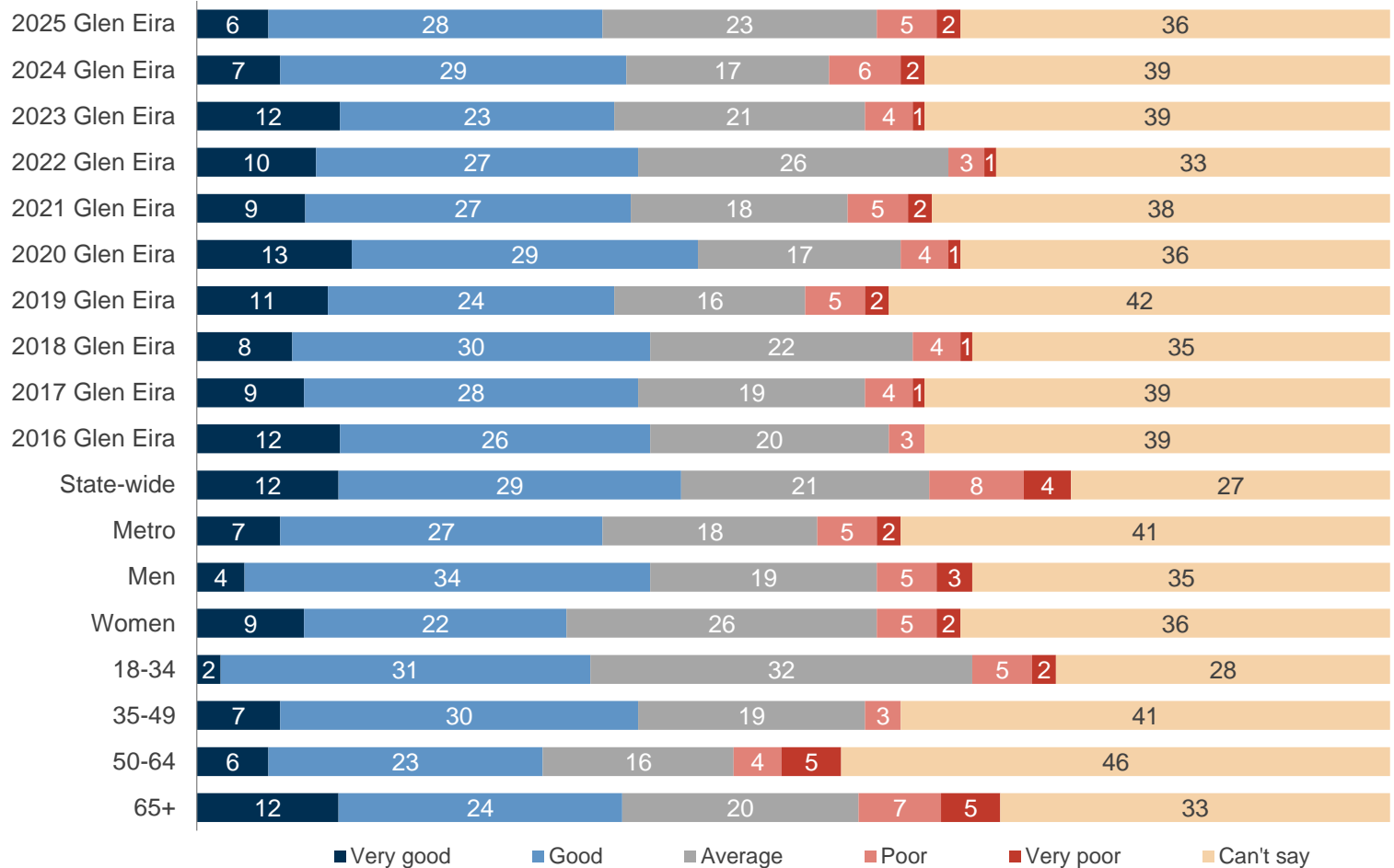




# Elderly support services performance



## 2025 elderly support performance (%)

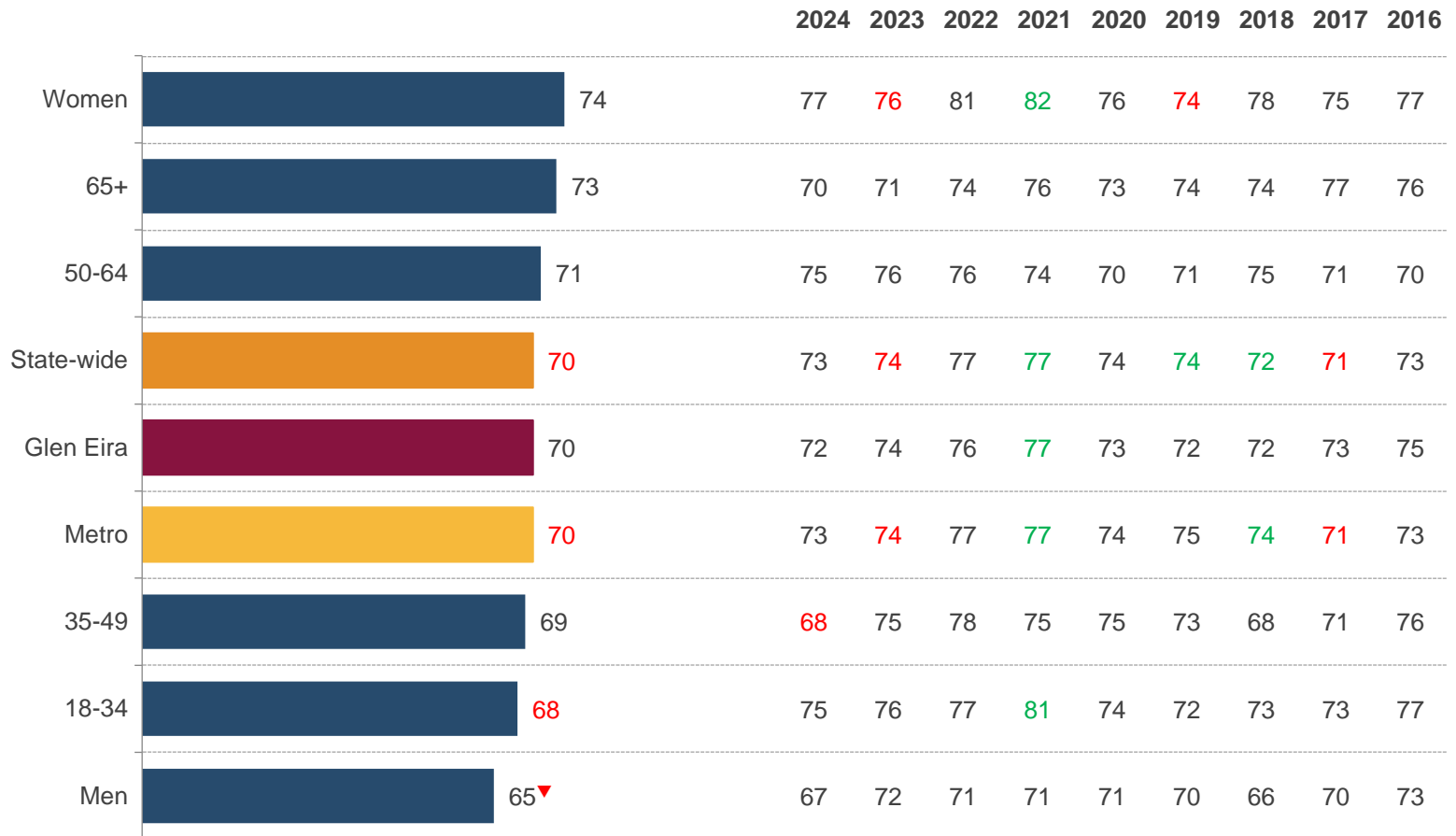




# Disadvantaged support services importance



## 2025 disadvantaged support importance (index scores)



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

Base: All respondents. Councils asked State-wide: 2 Councils asked group: 1

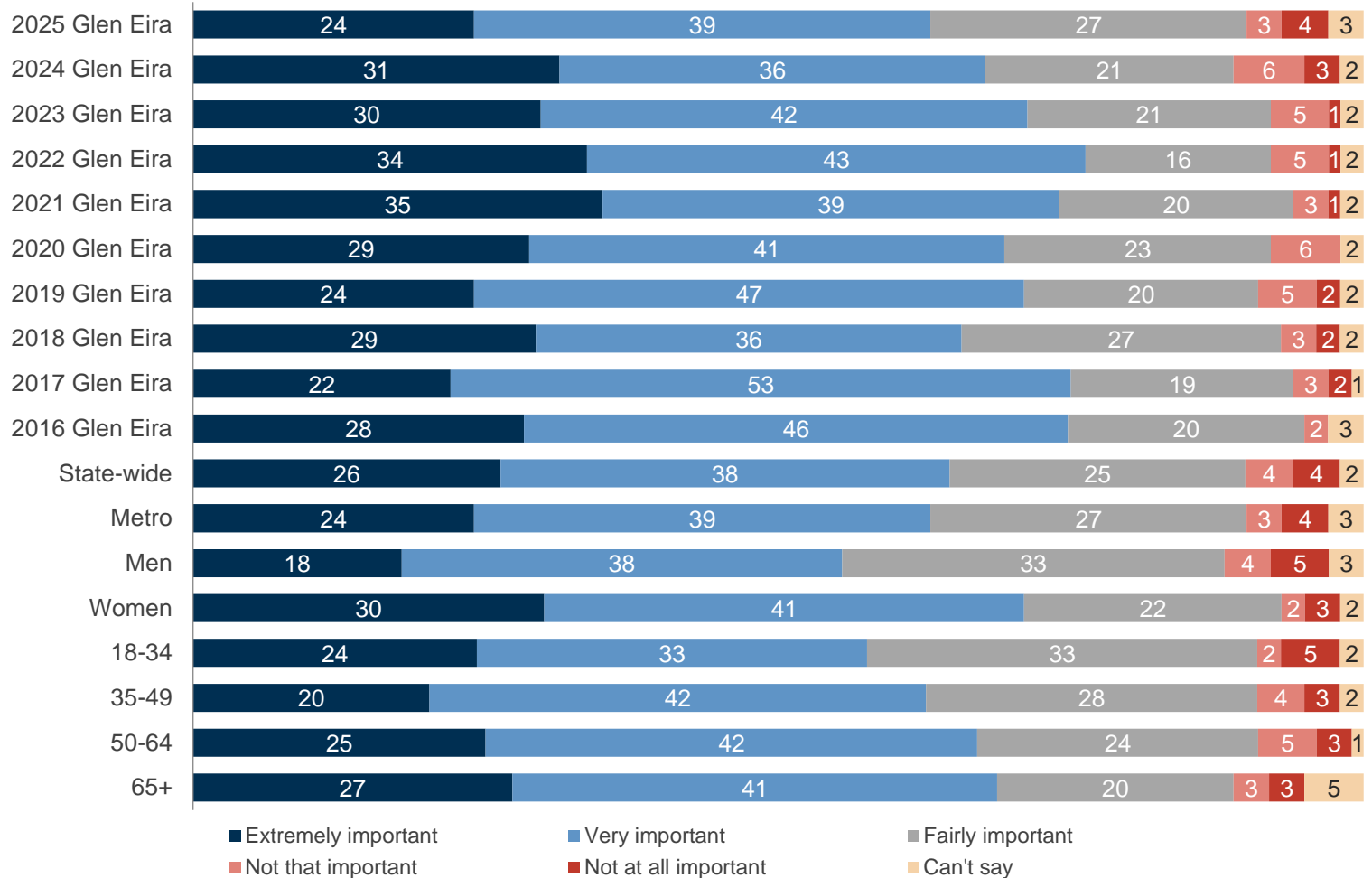
Note: Please see Appendix A for explanation of significant differences.



# Disadvantaged support services importance



## 2025 disadvantaged support importance (%)

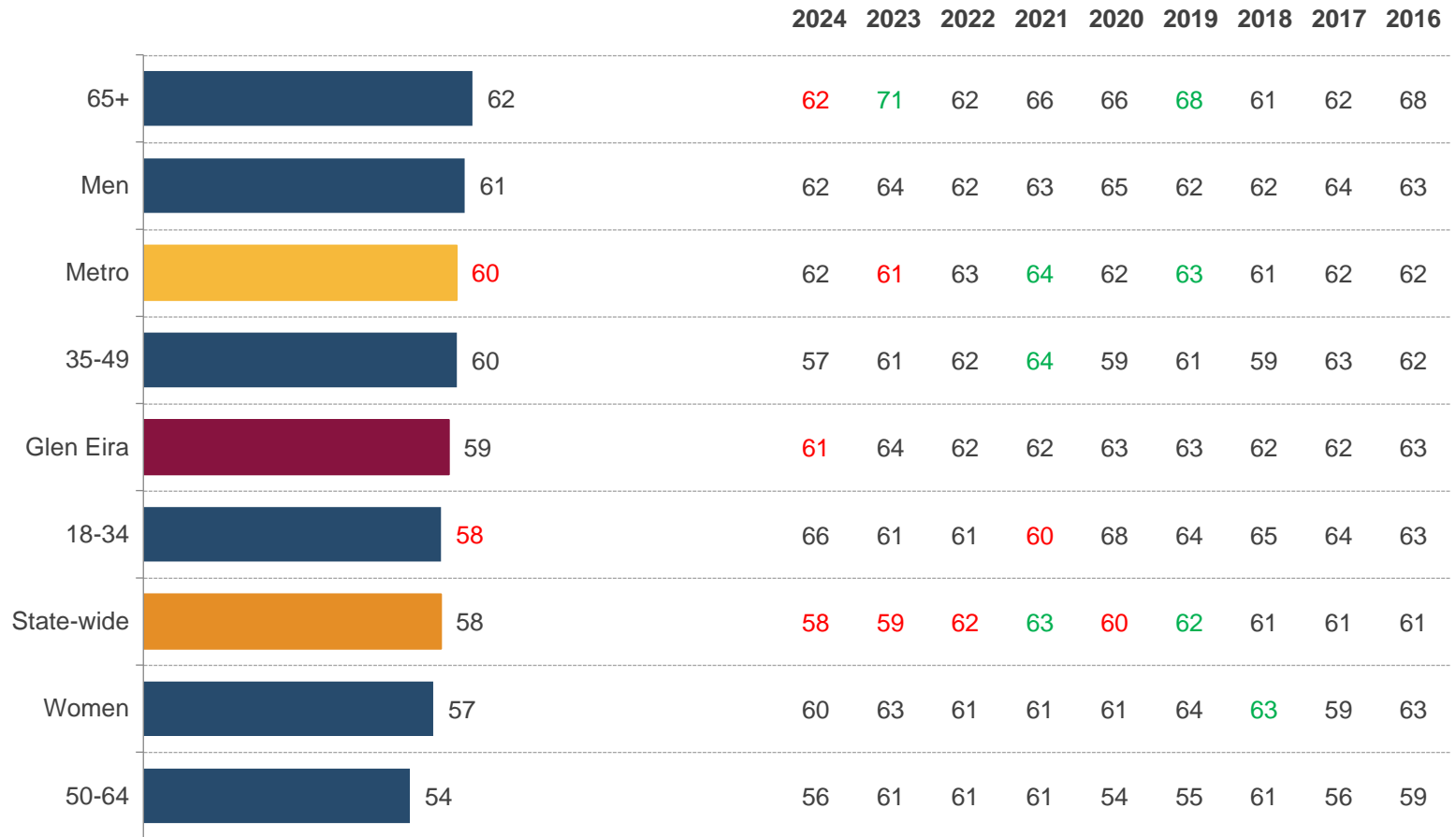




# Disadvantaged support services performance



## 2025 disadvantaged support performance (index scores)



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

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 2

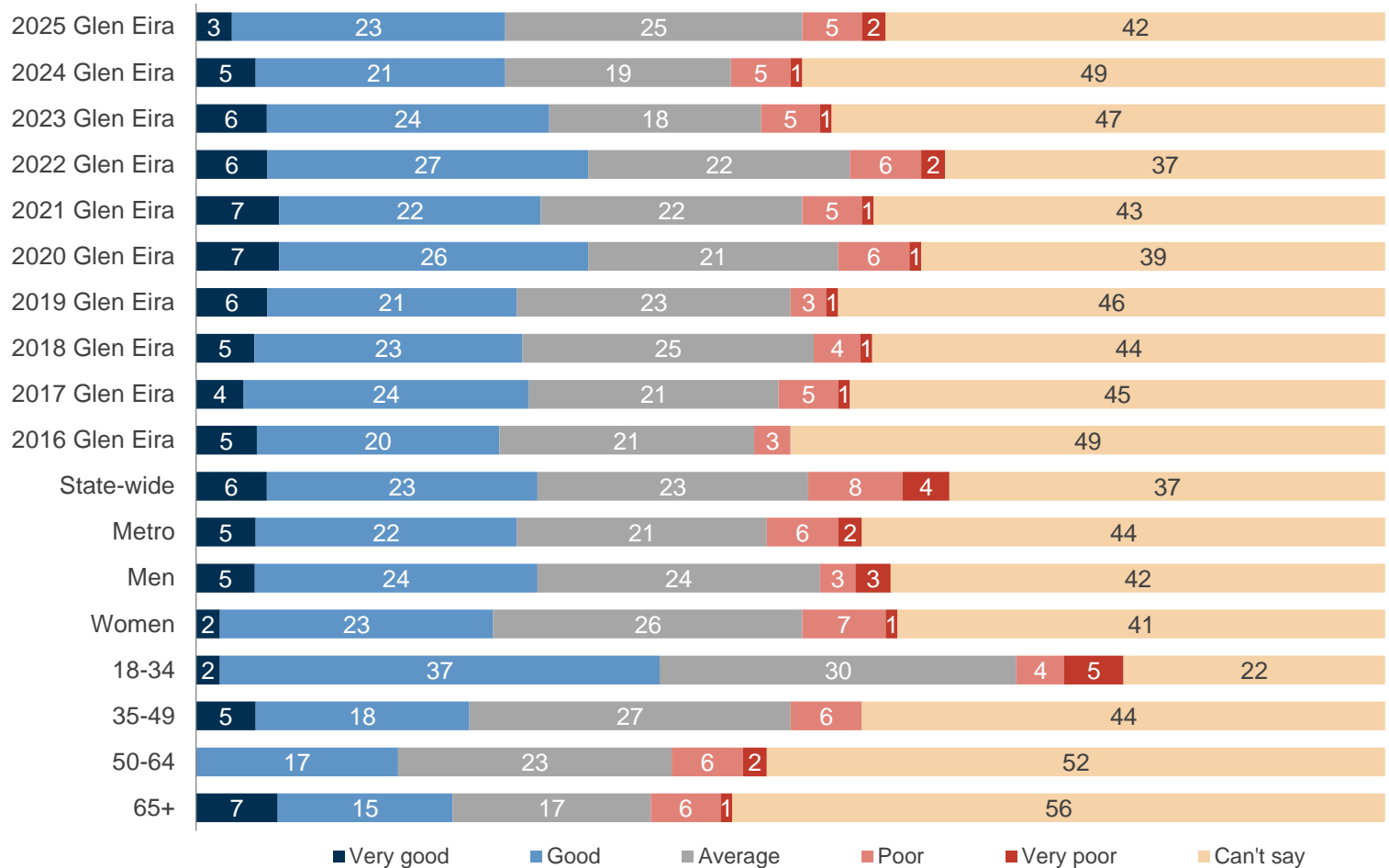
Note: Please see Appendix A for explanation of significant differences.



# Disadvantaged support services performance



## 2025 disadvantaged support performance (%)

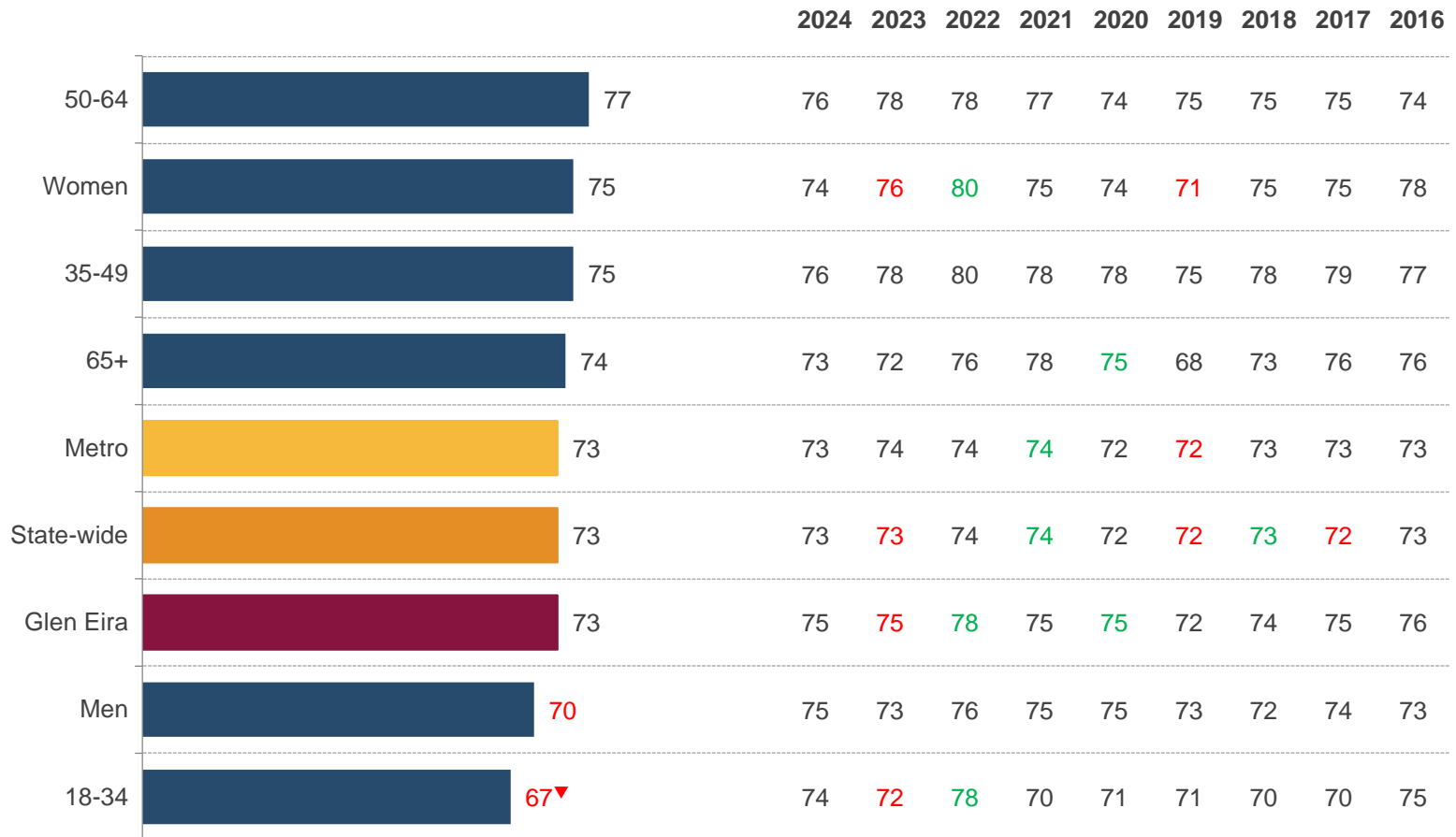




# Recreational facilities importance



## 2025 recreational facilities importance (index scores)



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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3

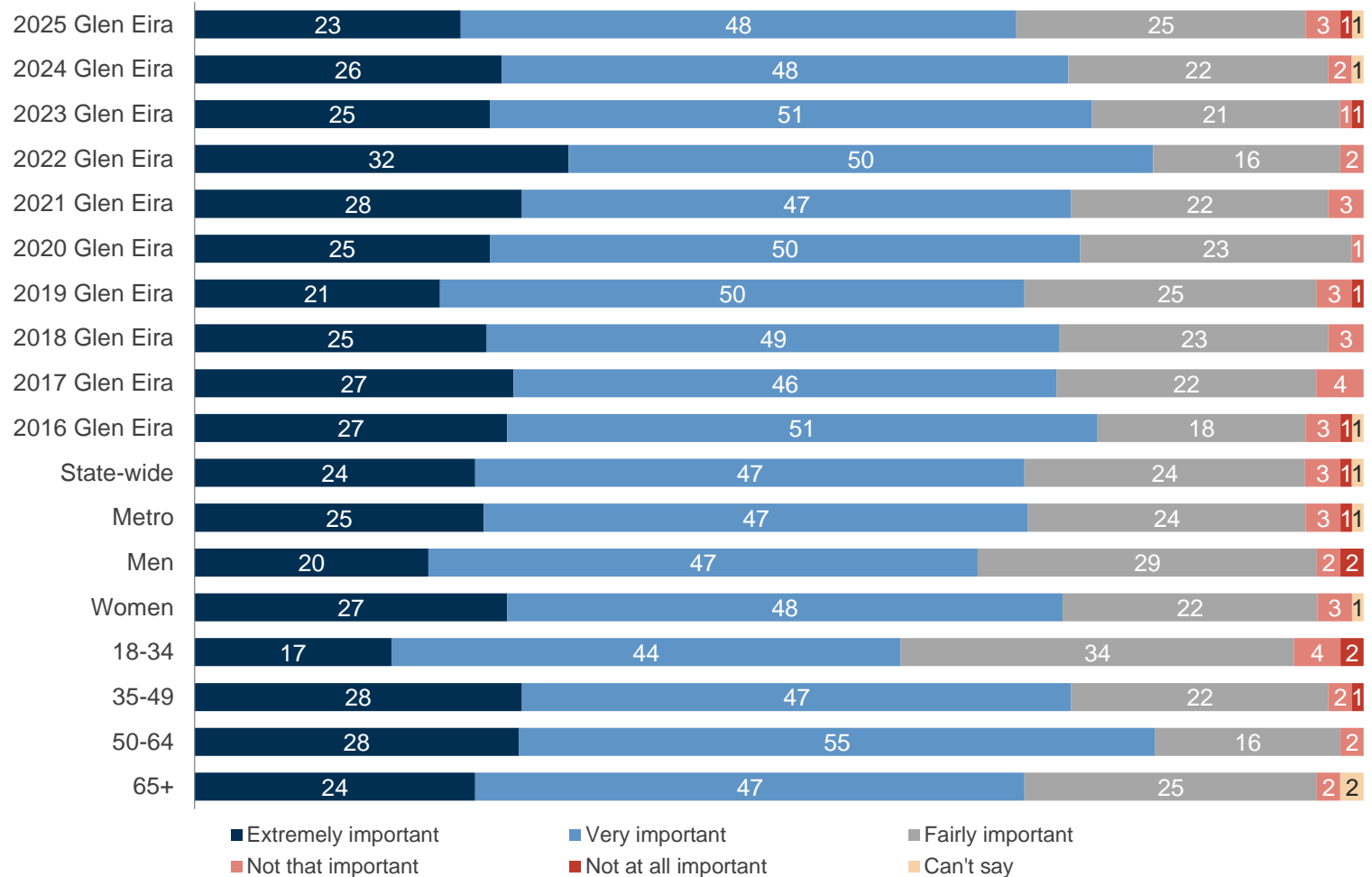
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



2025 recreational facilities importance (%)





## Recreational facilities performance



2025 recreational facilities performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	76	75	78	76	78	81	80	80	75	76
65+	76	78	78	76	78	80	79	77	76	75
Glen Eira	75	76	76	76	78	80	79	77	75	76
18-34	75	76	74	76	77	81	80	77	73	73
Metro	74	74	72	73	75	74	75	74	73	73
35-49	74	73	76	78	80	79	80	76	78	80
50-64	74	75	77	75	75	76	78	77	74	78
Men	73	76	73	76	77	78	79	73	75	76
State-wide	67▼	68	68	69	71	70	70	69	70	69

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

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 5

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

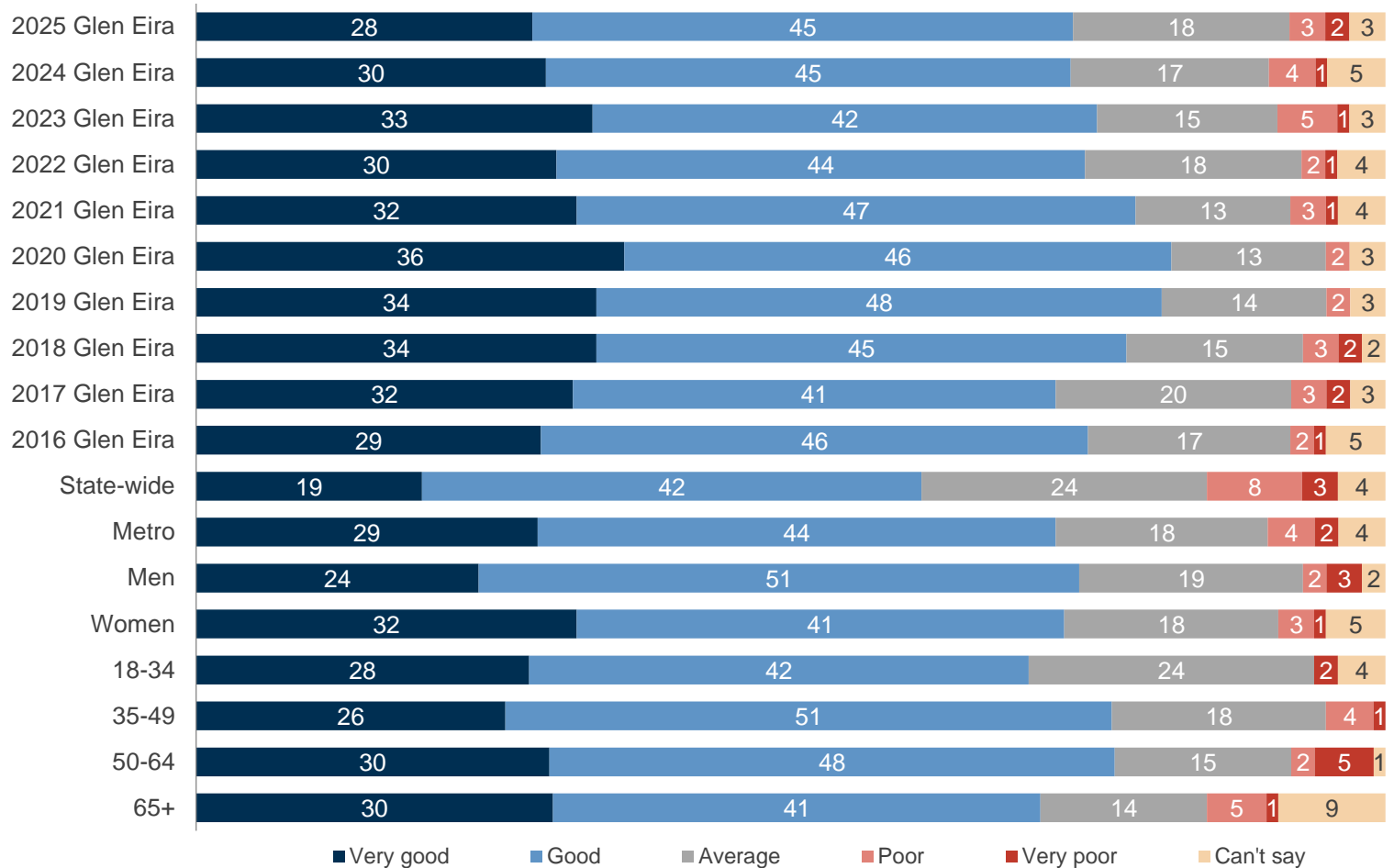




# Recreational facilities performance



2025 recreational facilities performance (%)





# The appearance of public areas importance



## 2025 public areas importance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
50-64	77	76	76	76	79	75	73	76	75	76
18-34	77	76	73	73	72	73	69	74	70	75
Women	76	77	75	78	78	75	75	77	76	80
Glen Eira	75	75	74	75	76	74	72	75	75	78
Metro	74	75	75	76	76	73	74	74	75	74
Men	74	73	73	71	74	74	70	73	75	76
35-49	74	75	73	75	78	75	74	75	79	82
State-wide	74	74	74	75	75	74	73	74	74	74
65+	74	73	76	75	79	74	74	75	79	80

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3

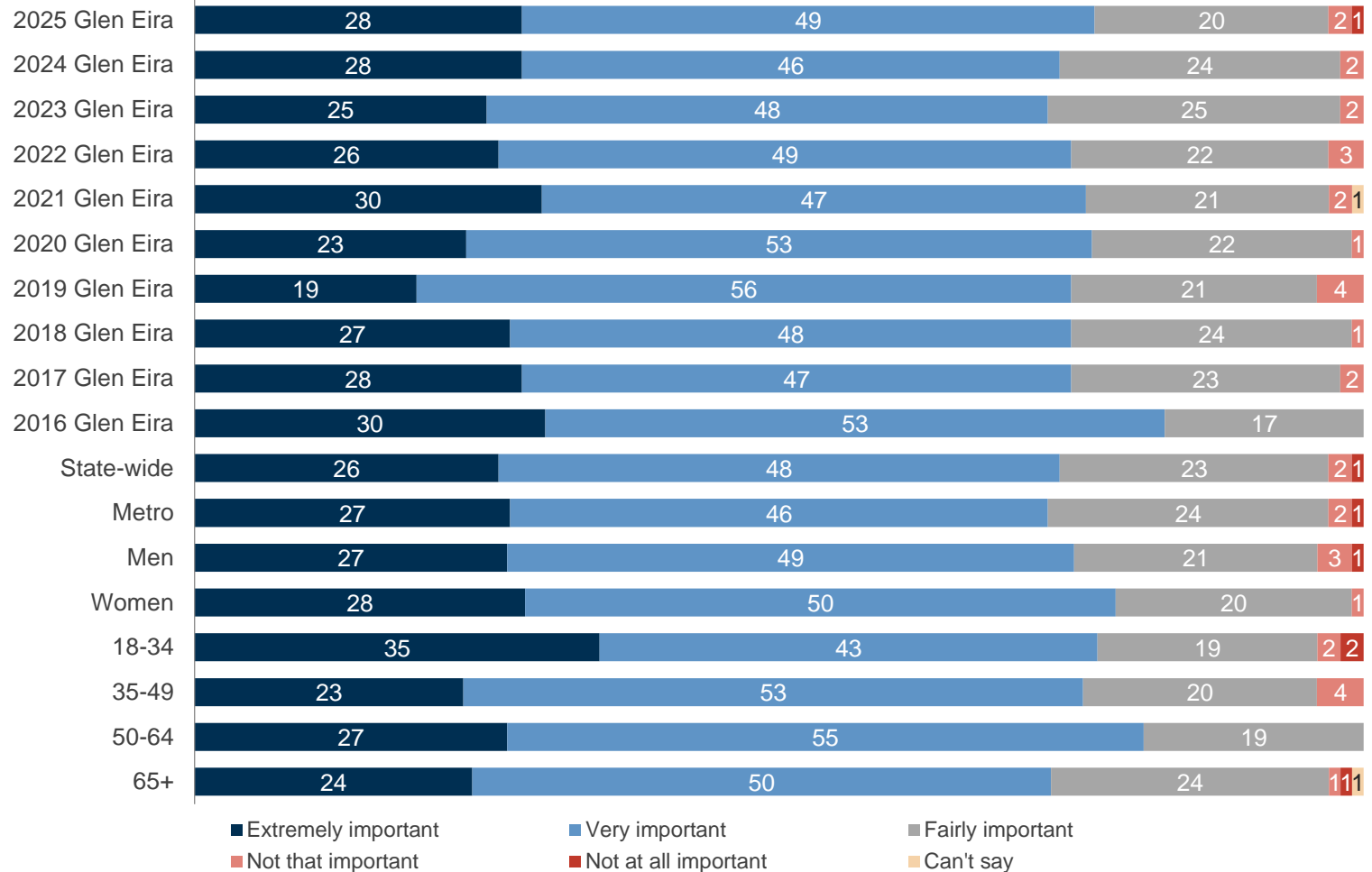
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



## 2025 public areas importance (%)





# The appearance of public areas performance



## 2025 public areas performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	75	72	74	74	82	80	78	75	75	76
18-34	73	74	77	81	79	79	84	80	74	77
Women	72	71	75	77	79	78	82	79	74	76
Glen Eira	71	73	74	77	78	78	81	77	75	76
Metro	71	70	68	72	74	73	74	73	72	72
Men	70	74	74	77	78	78	80	75	76	75
50-64	69	69	71	72	75	74	77	76	75	71
State-wide	68 ▼	68	67	71	73	72	72	71	71	71
35-49	68	73	74	76	77	78	82	76	76	76

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

Base: All respondents. Councils asked State-wide: 37 Councils asked group: 5

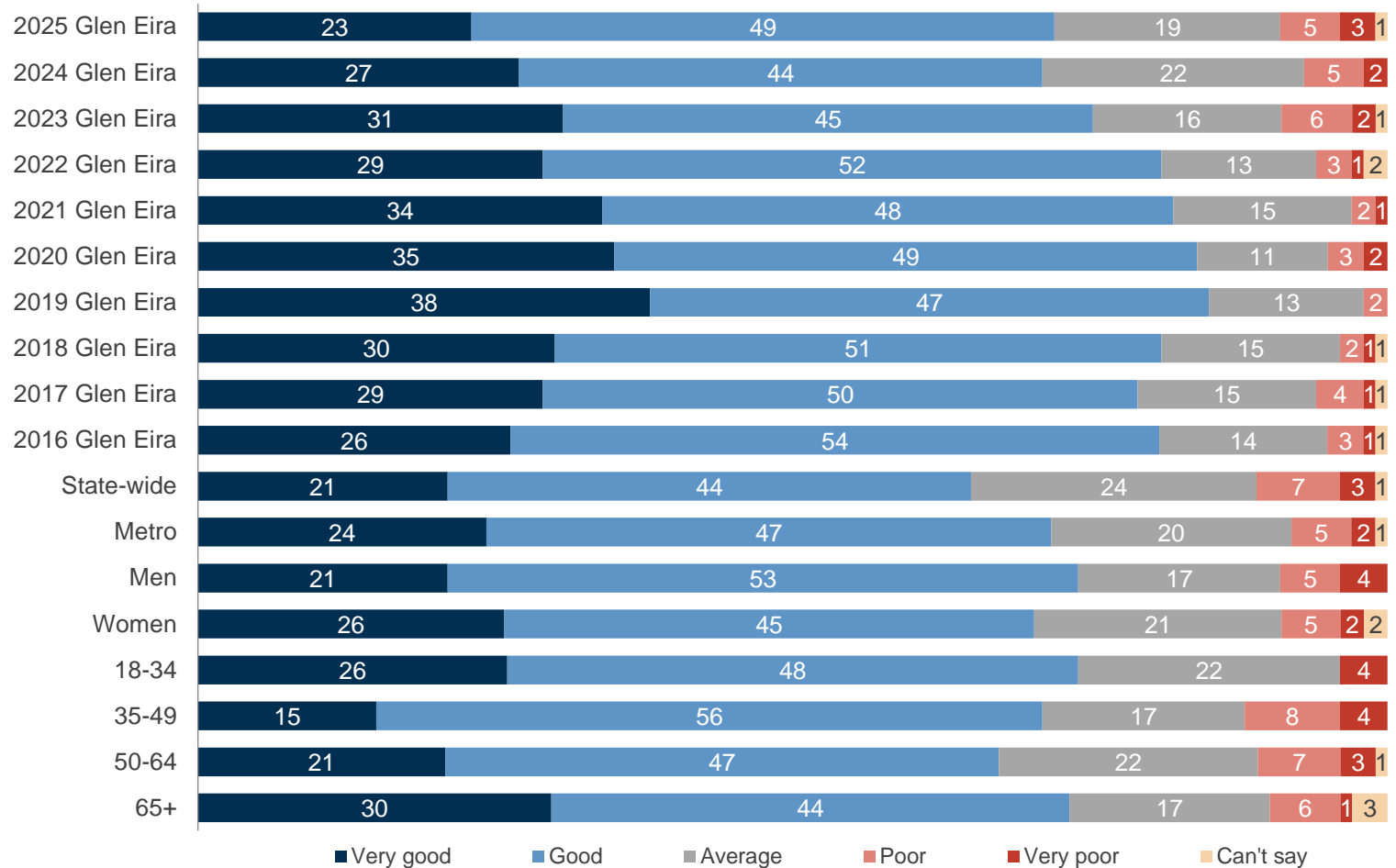
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2025 public areas performance (%)

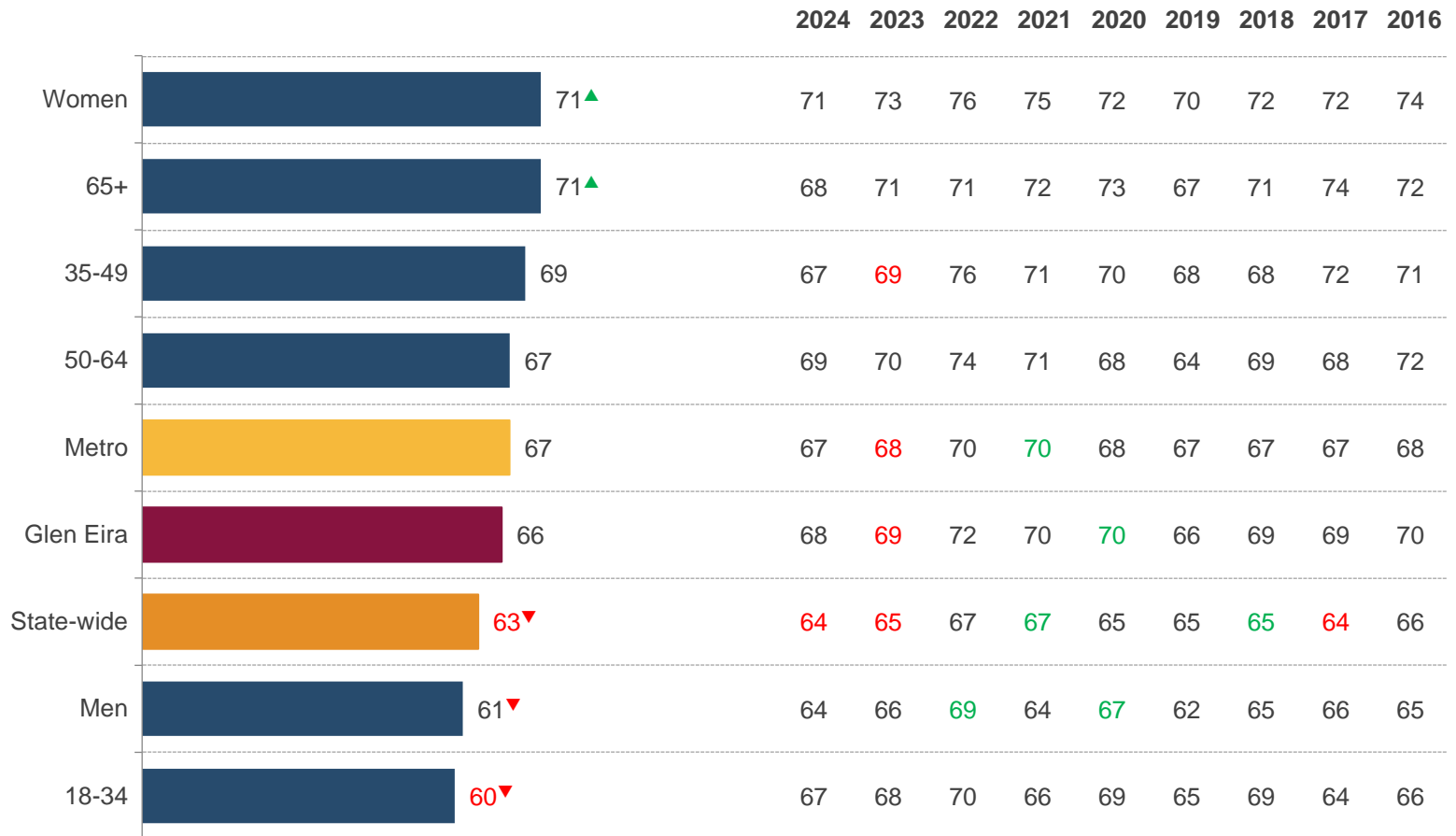




# Art centres and libraries importance



## 2025 art centres and libraries importance (index scores)



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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2

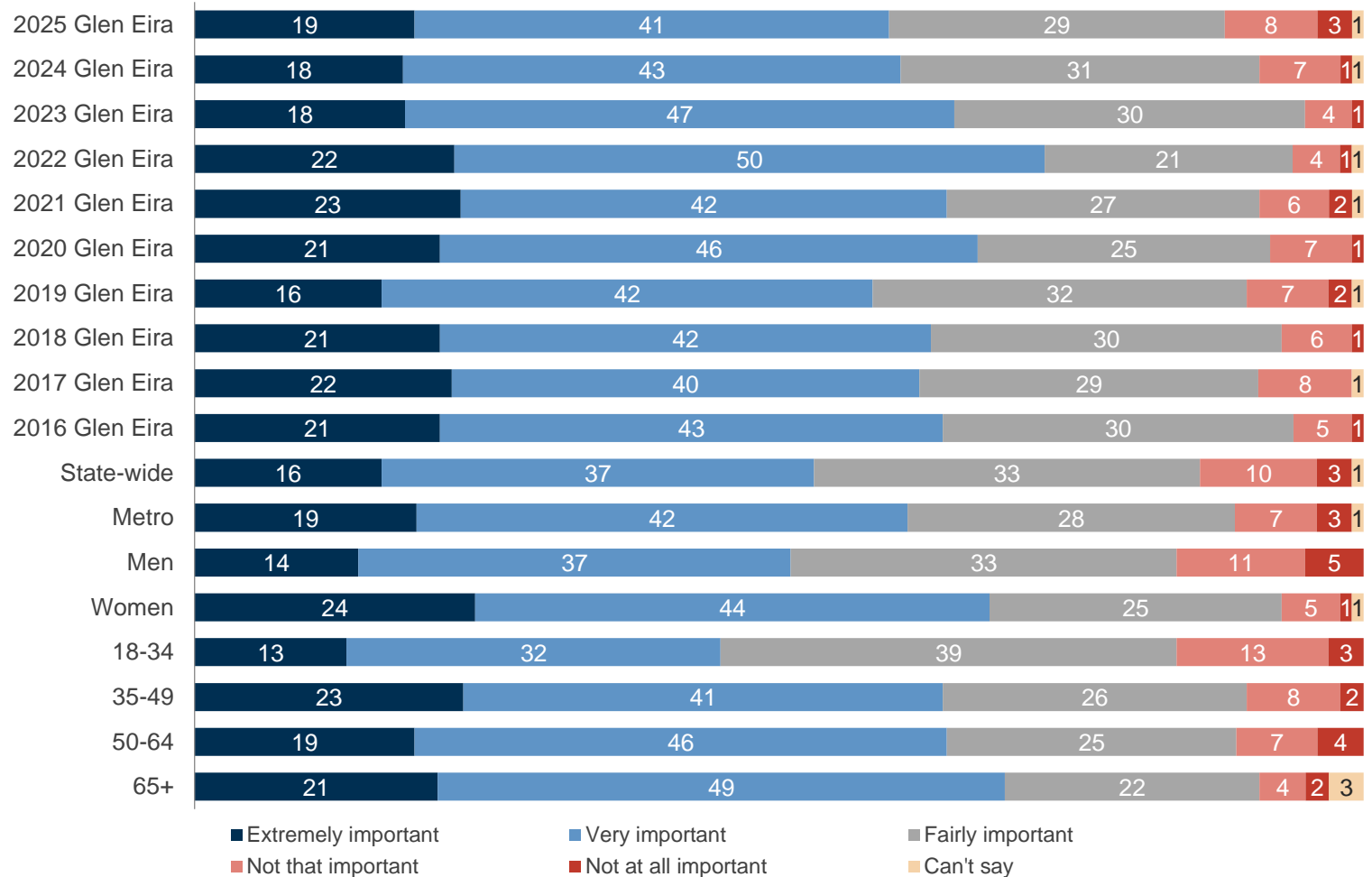
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



2025 art centres and libraries importance (%)

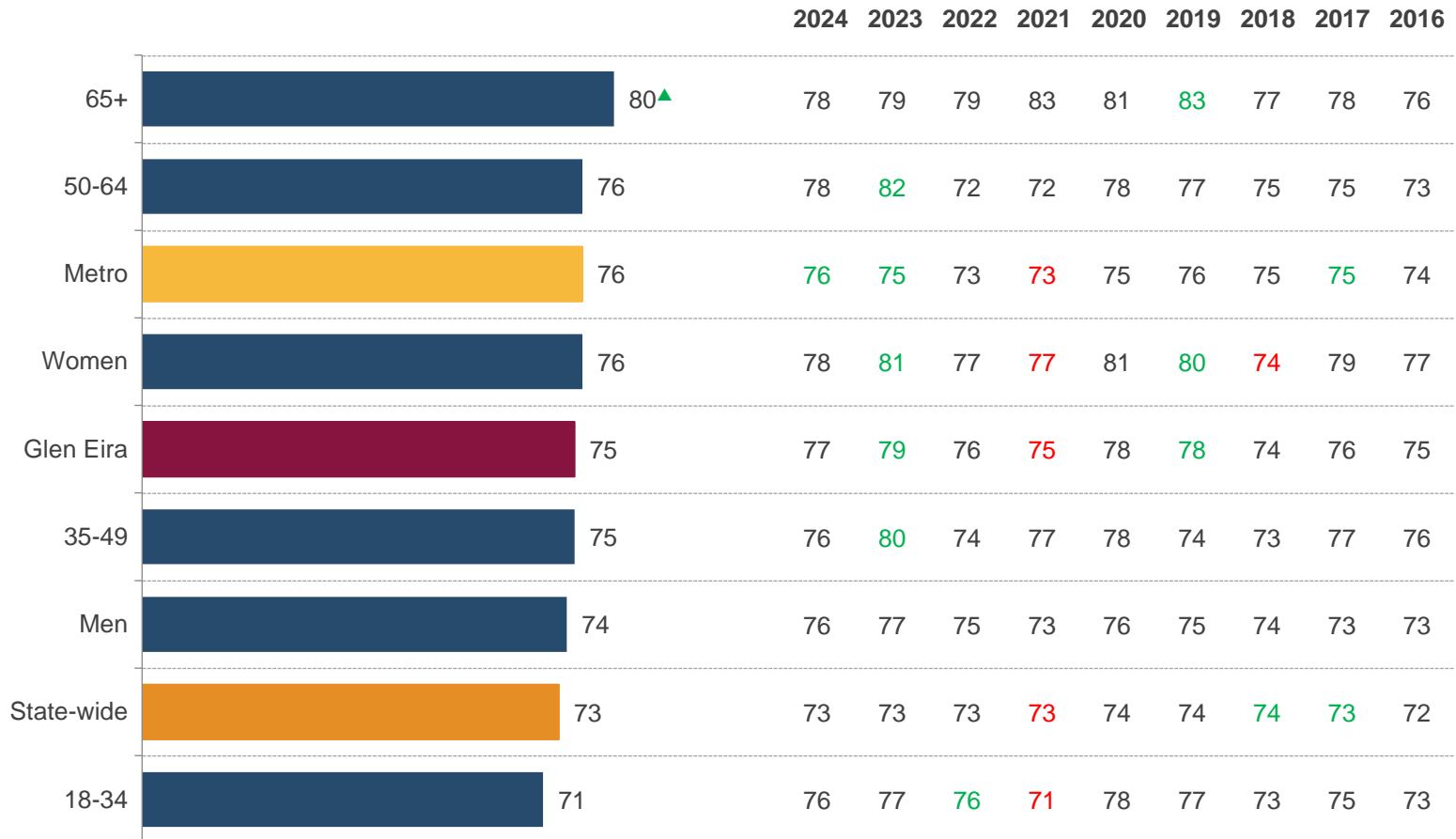




## Art centres and libraries performance



2025 art centres and libraries performance (index scores)



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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

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

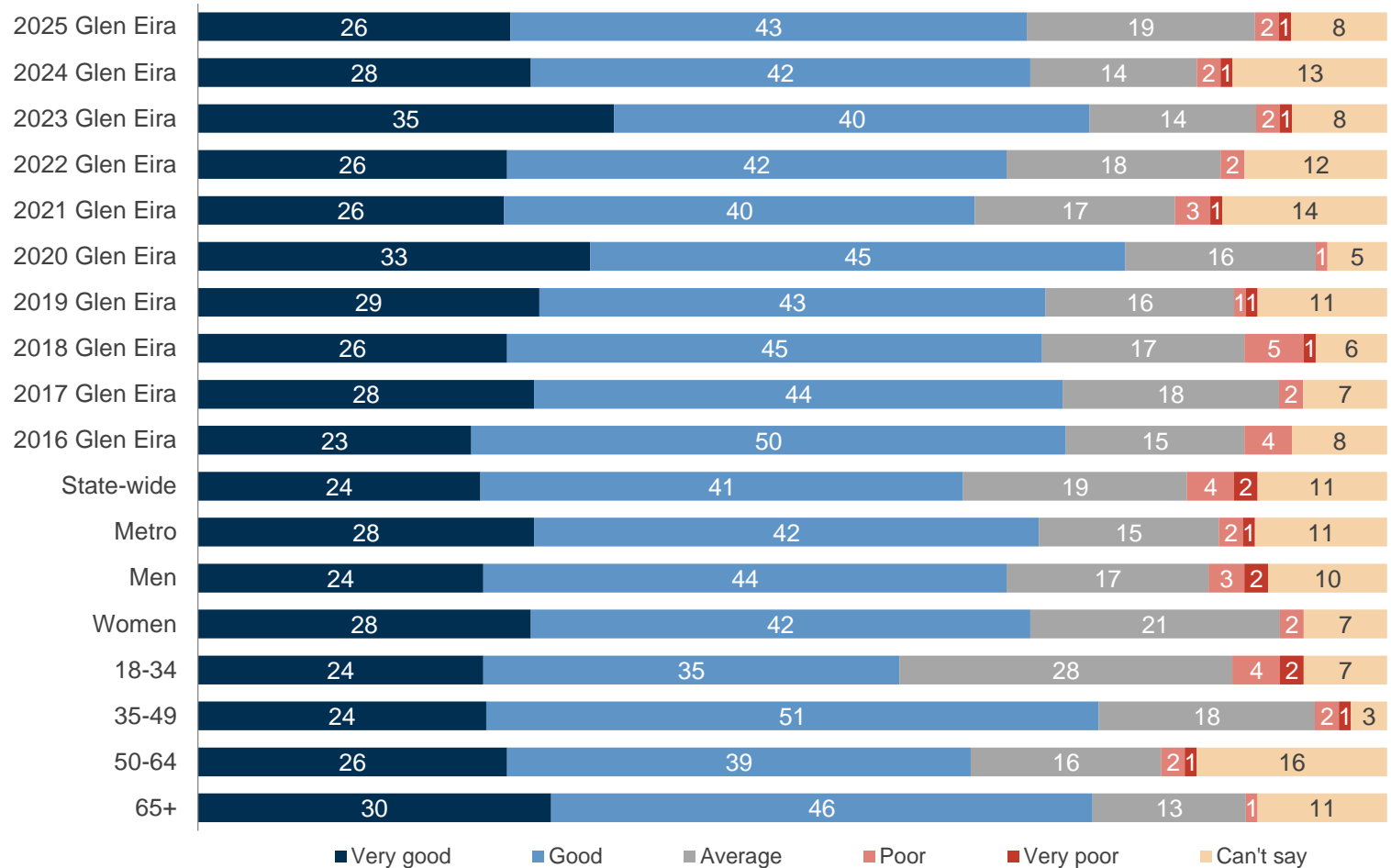




## Art centres and libraries performance



2025 art centres and libraries performance (%)

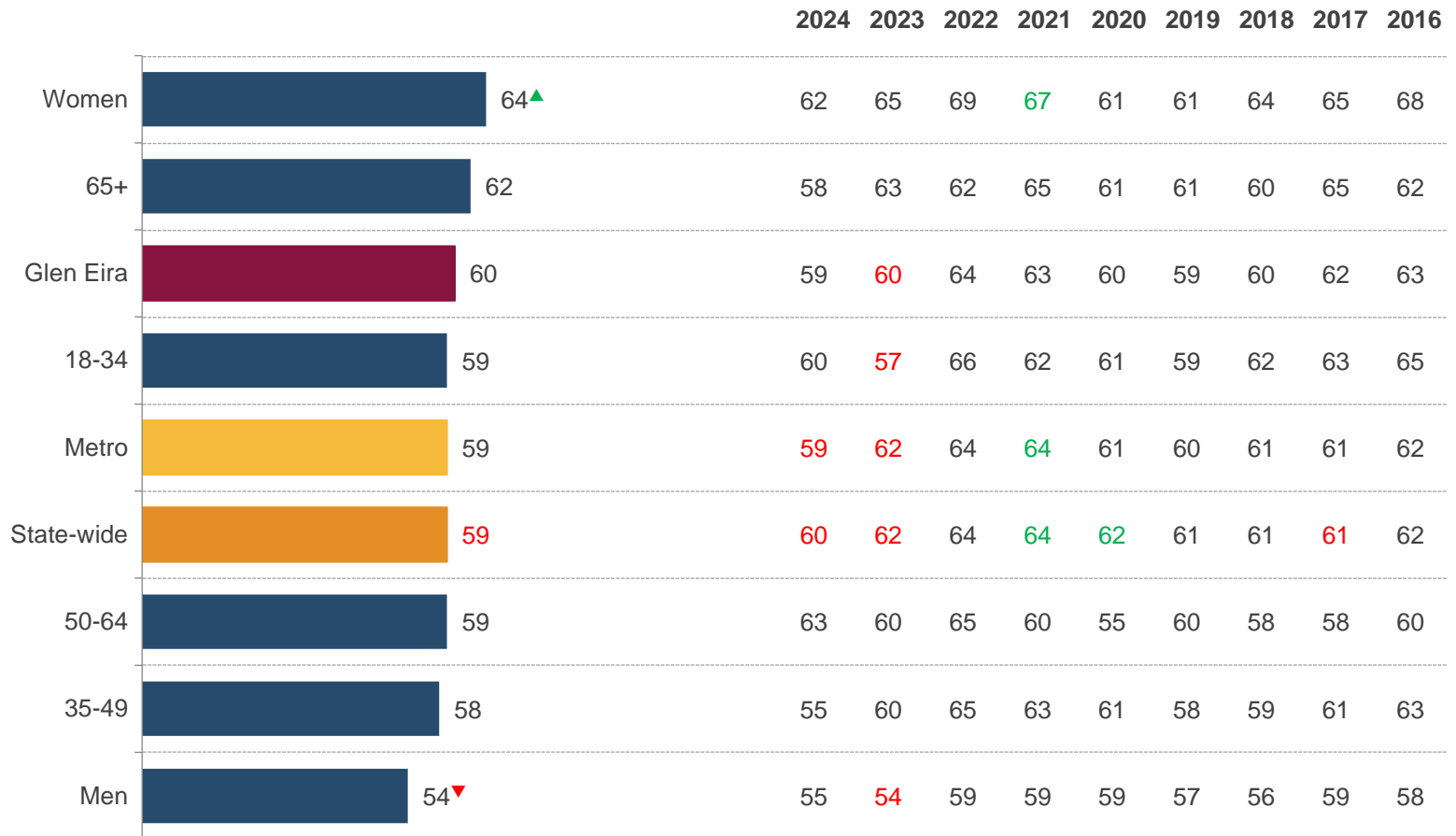




# Community and cultural activities importance



## 2025 community and cultural activities importance (index scores)



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

Base: All respondents. Councils asked State-wide: 11 Councils asked group: 2

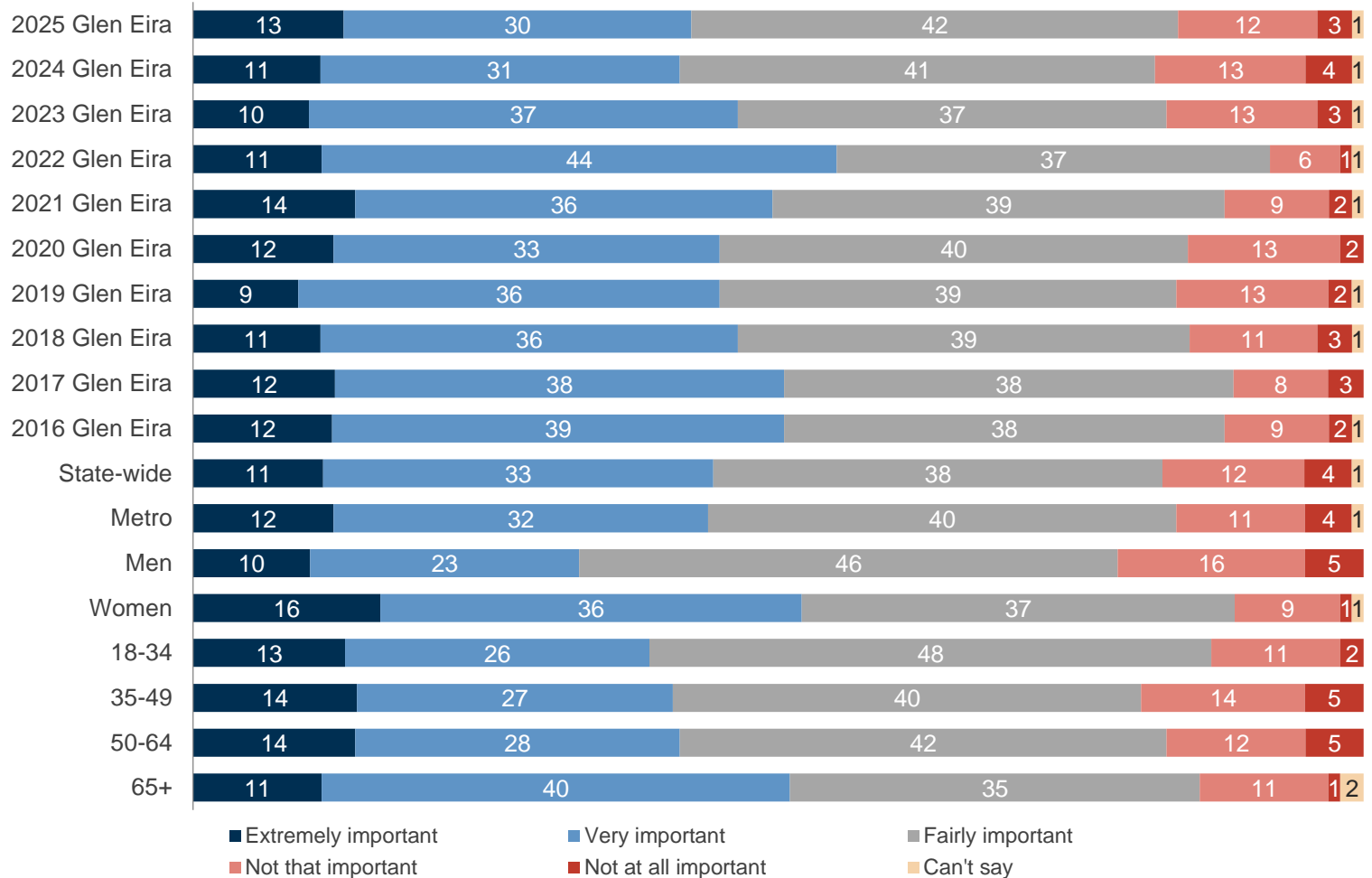
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities importance



2025 community and cultural activities importance (%)

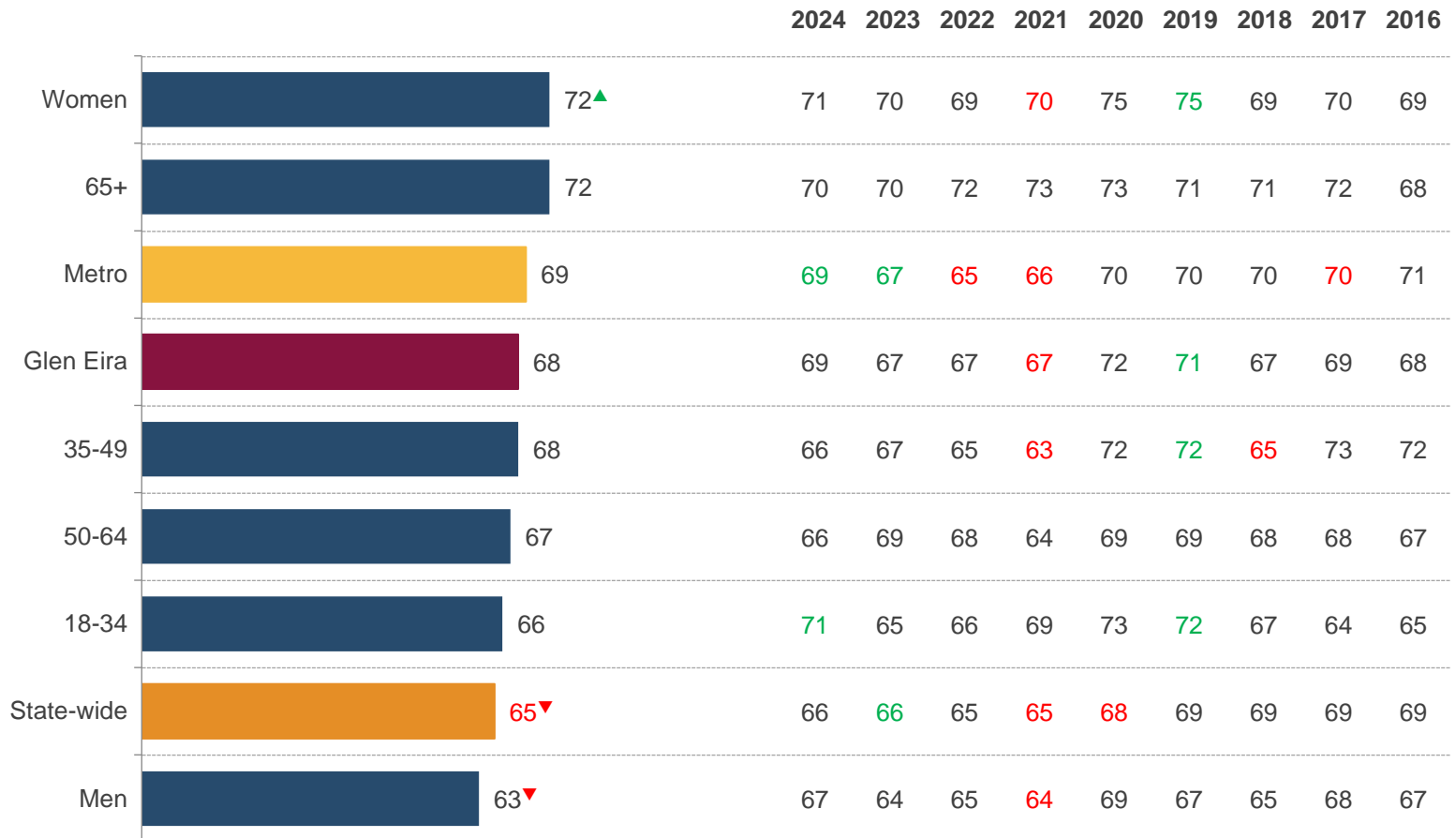




# Community and cultural activities performance



## 2025 community and cultural activities performance (index scores)



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

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

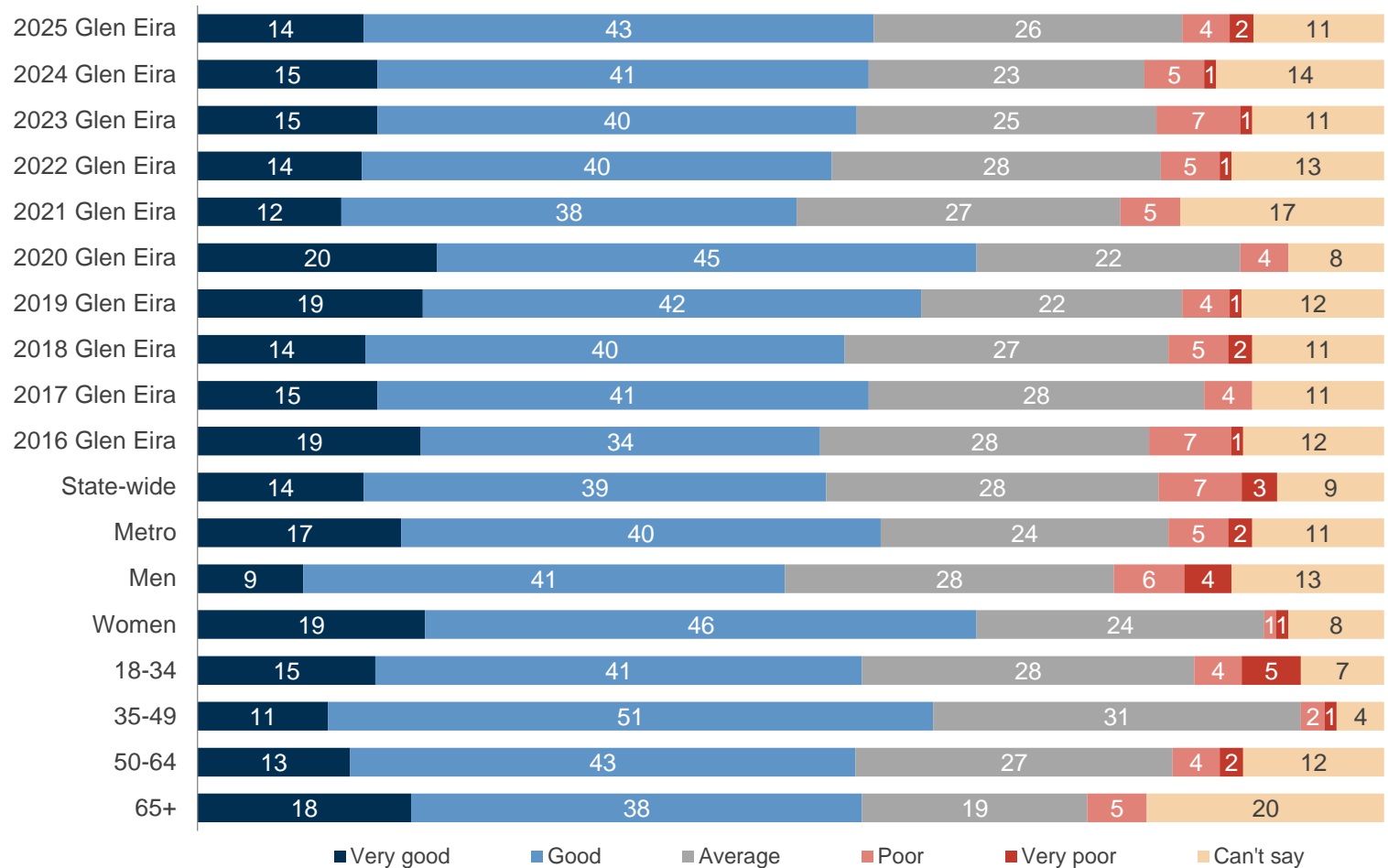
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities performance



2025 community and cultural activities performance (%)

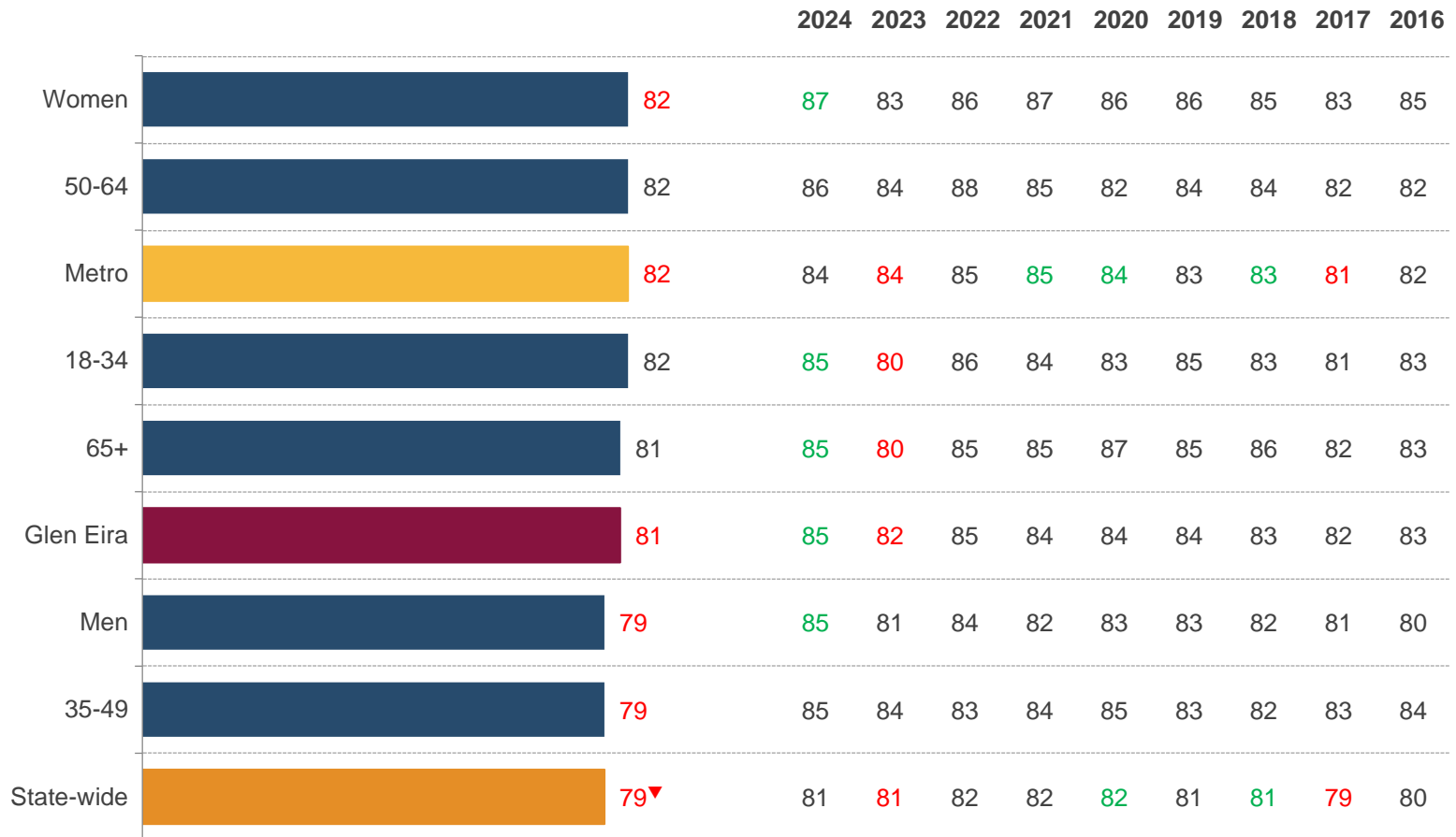




# Waste management importance



## 2025 waste management importance (index scores)



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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 3

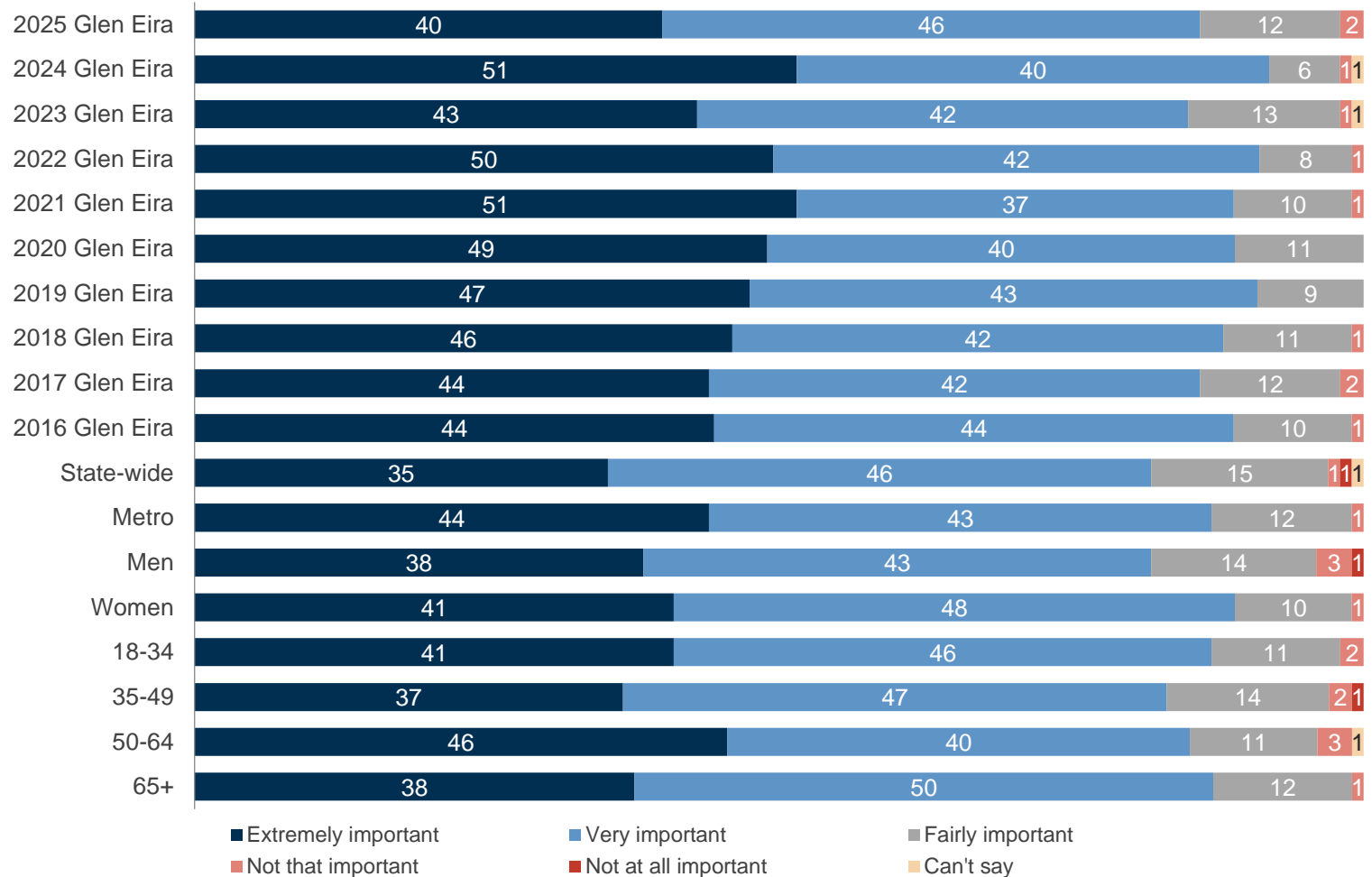
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



## 2025 waste management importance (%)





# Waste management performance



## 2025 waste management performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	76	76	79	77	82	83	81	79	80	81
Metro	72	70	68	71	72	70	73	75	75	76
Women	72	71	71	72	76	75	76	78	76	78
Glen Eira	71	72	70	72	75	75	76	78	77	78
50-64	71	71	66	64	75	72	78	80	76	76
Men	71	74	69	72	75	74	76	78	77	79
18-34	71	76	65	75	70	71	72	79	74	75
35-49	67	64	70	66	76	74	77	76	79	81
State-wide	65▼	67	66	68	69	65	68	70	71	70

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

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

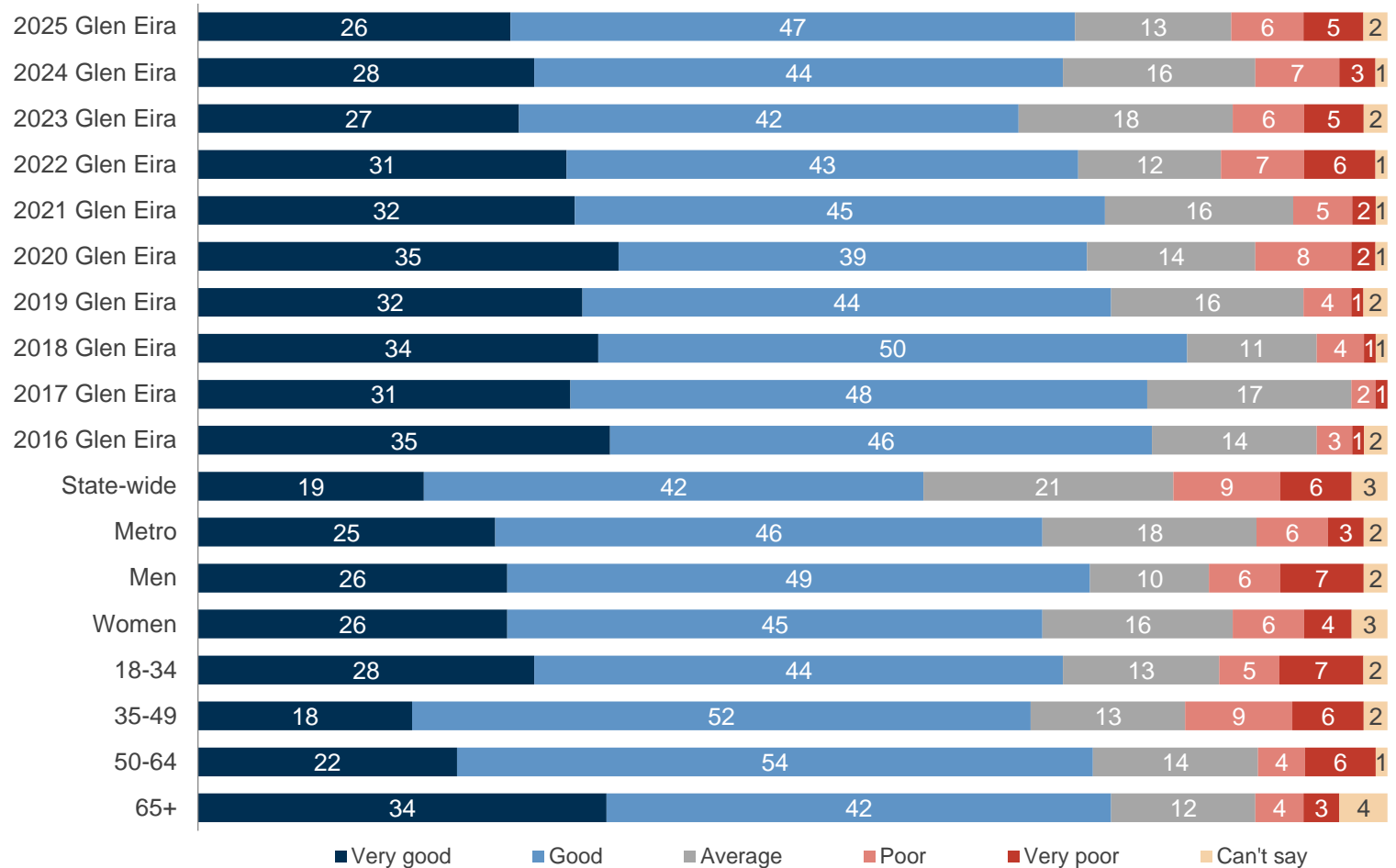




# Waste management performance



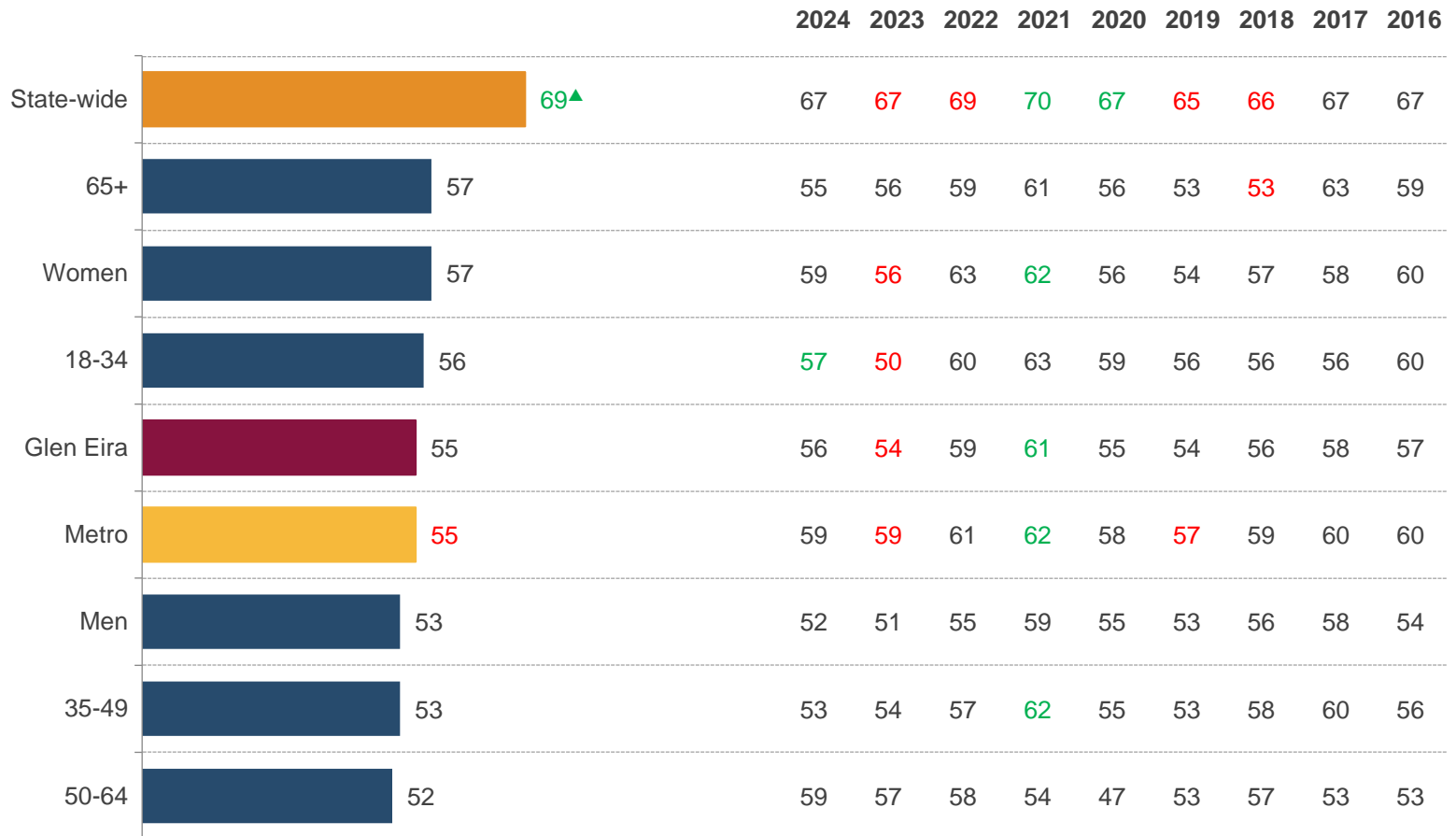
## 2025 waste management performance (%)



# Business and community development and tourism importance



2025 business/development/tourism importance (index scores)



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

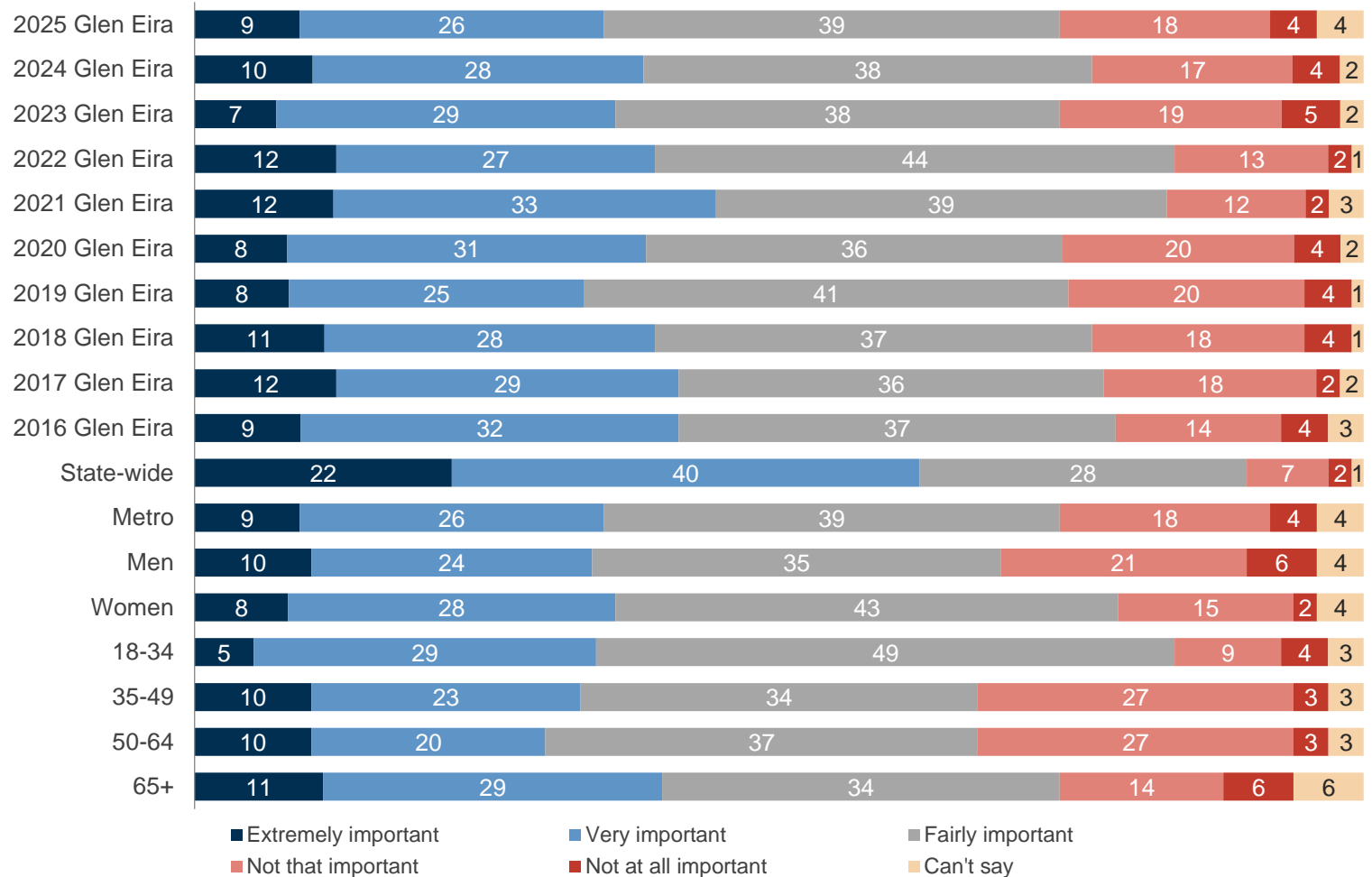
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 1

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

# Business and community development and tourism importance



2025 business/development/tourism importance (%)



# Business and community development and tourism performance



## 2025 business/development/tourism performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
Women	60	60	63	61	56	60	65	58	59	59
18-34	59	61	60	61	57	64	70	60	60	59
65+	58	57	60	62	59	62	63	55	58	59
Metro	58	57	59	59	60	59	60	60	60	62
Glen Eira	57	59	59	60	56	61	63	57	57	58
State-wide	56	57	59	60	61	59	61	60	61	60
50-64	56	49	58	54	55	55	51	56	51	59
Men	54	57	54	59	56	61	60	57	56	56
35-49	54	62	56	59	55	58	60	56	58	56

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

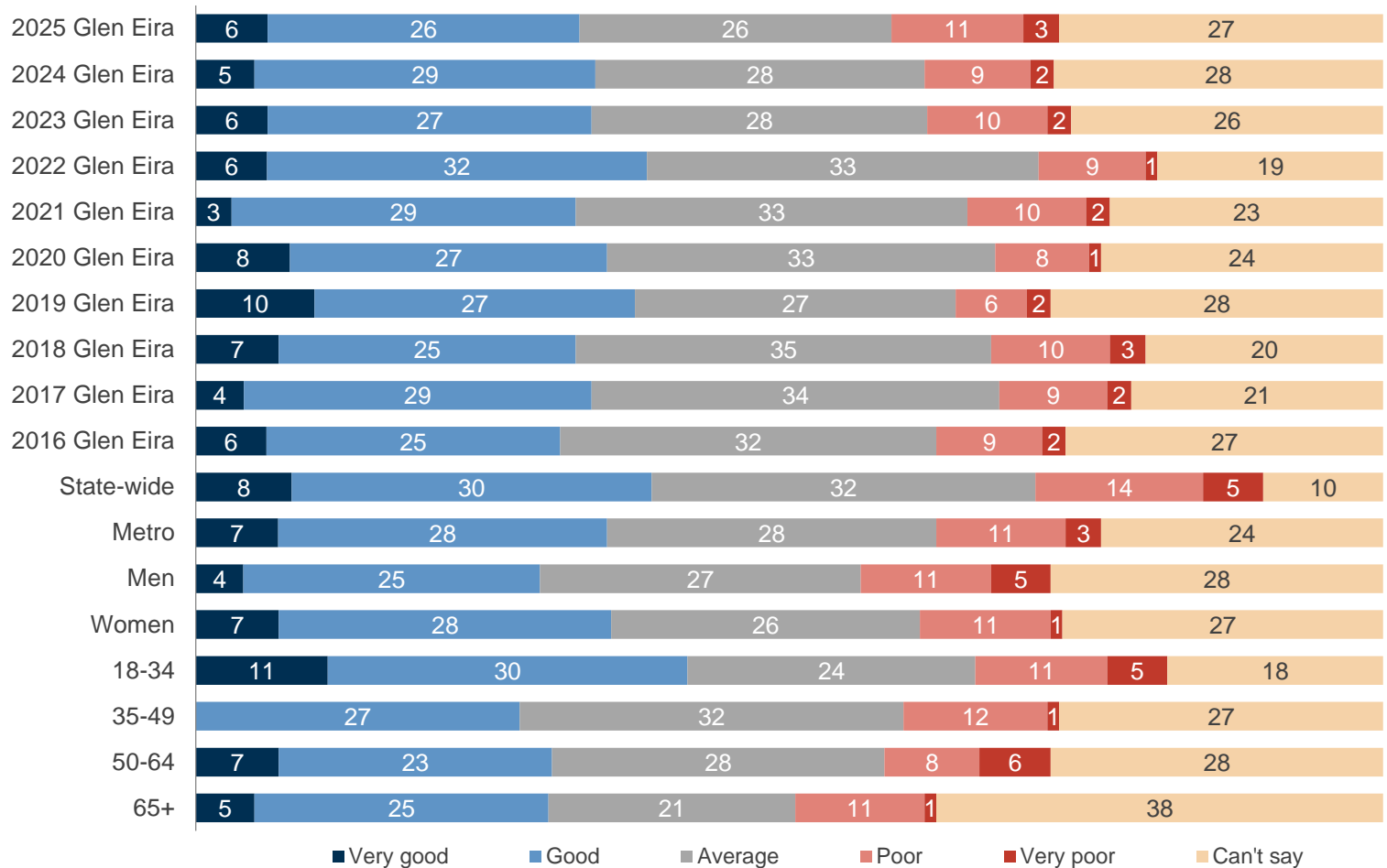
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 2

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

# Business and community development and tourism performance



2025 business/development/tourism performance (%)

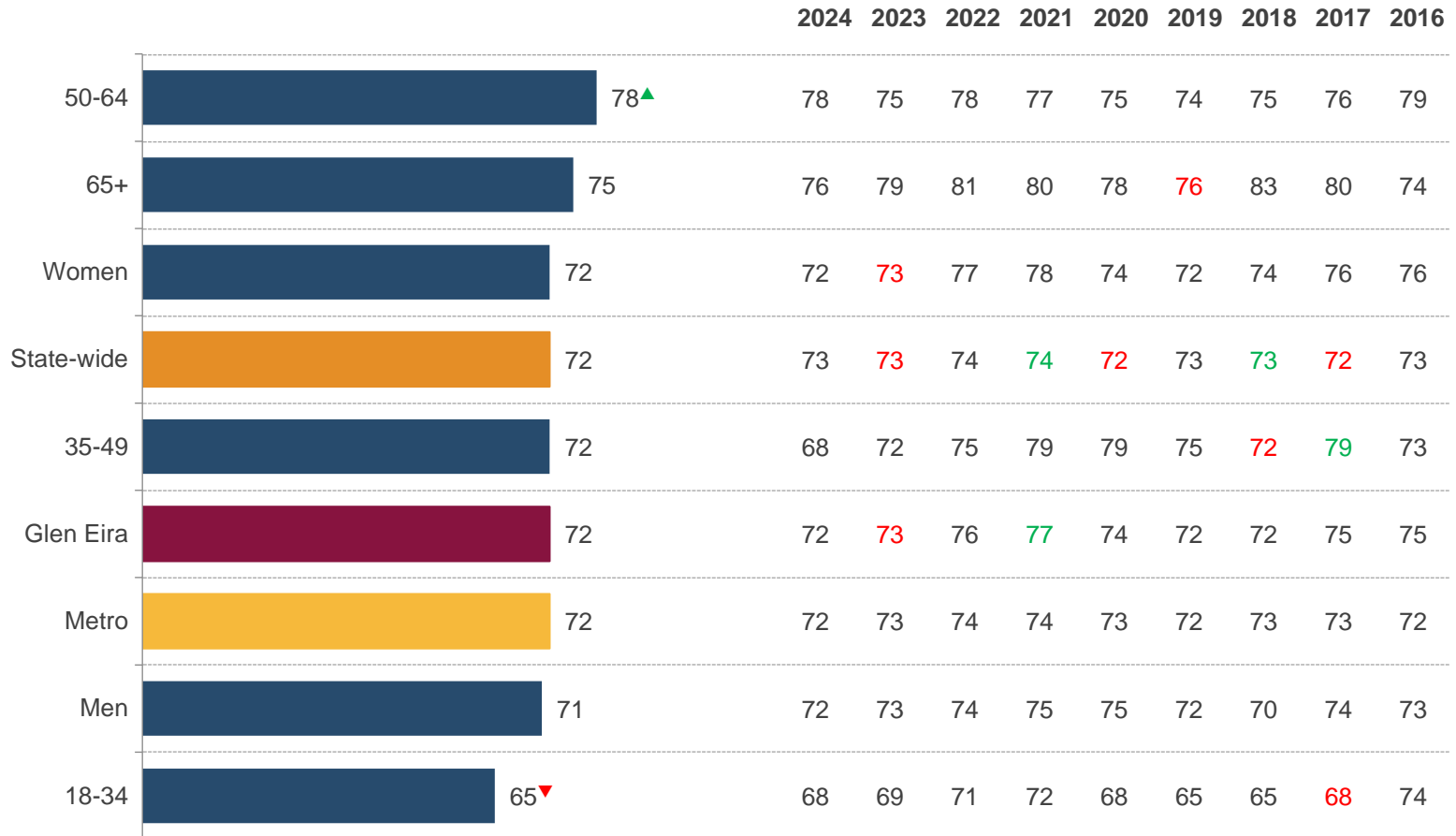




# Council's general town planning policy importance



## 2025 town planning importance (index scores)



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

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 1

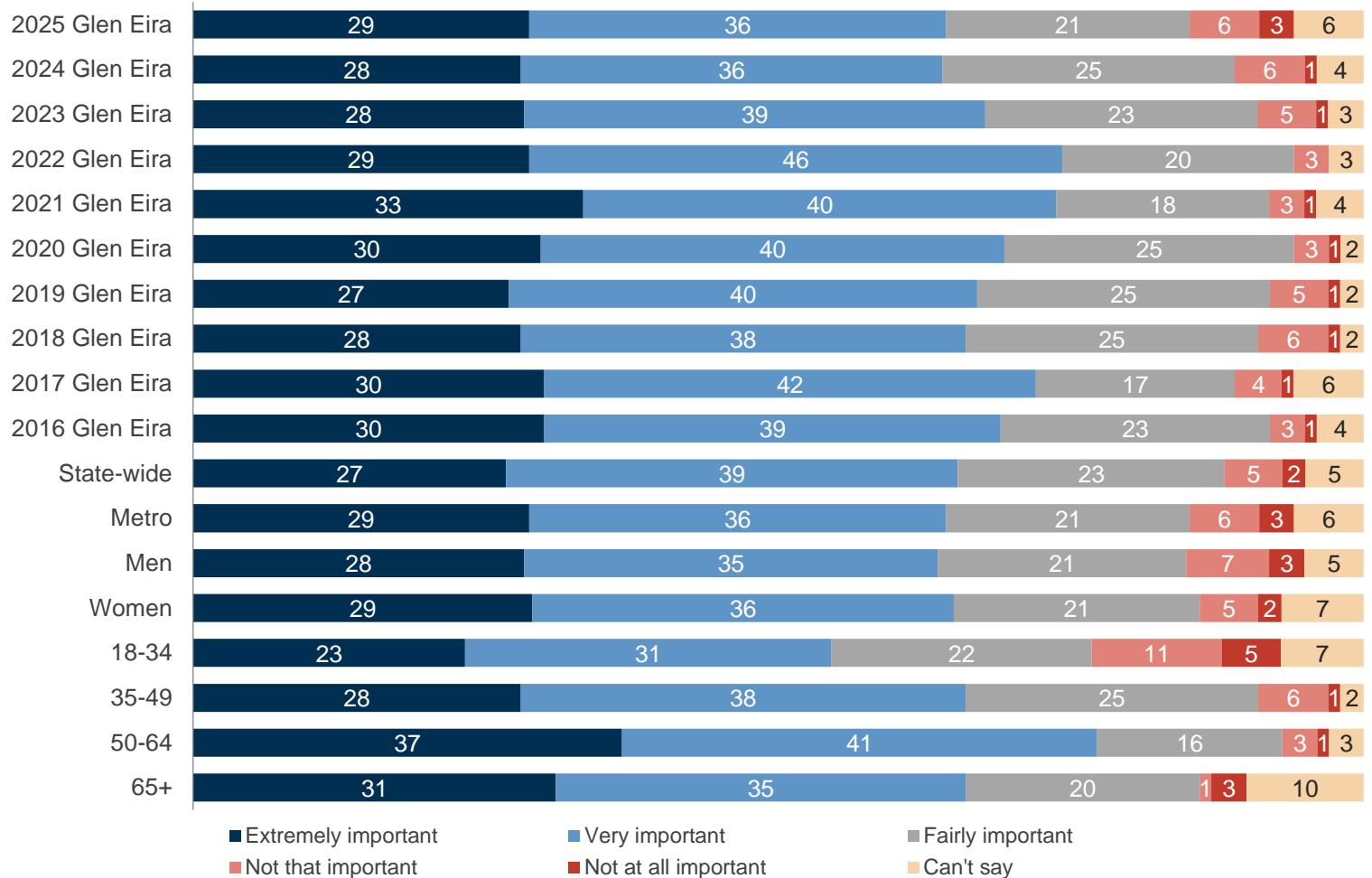
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy importance



## 2025 town planning importance (%)

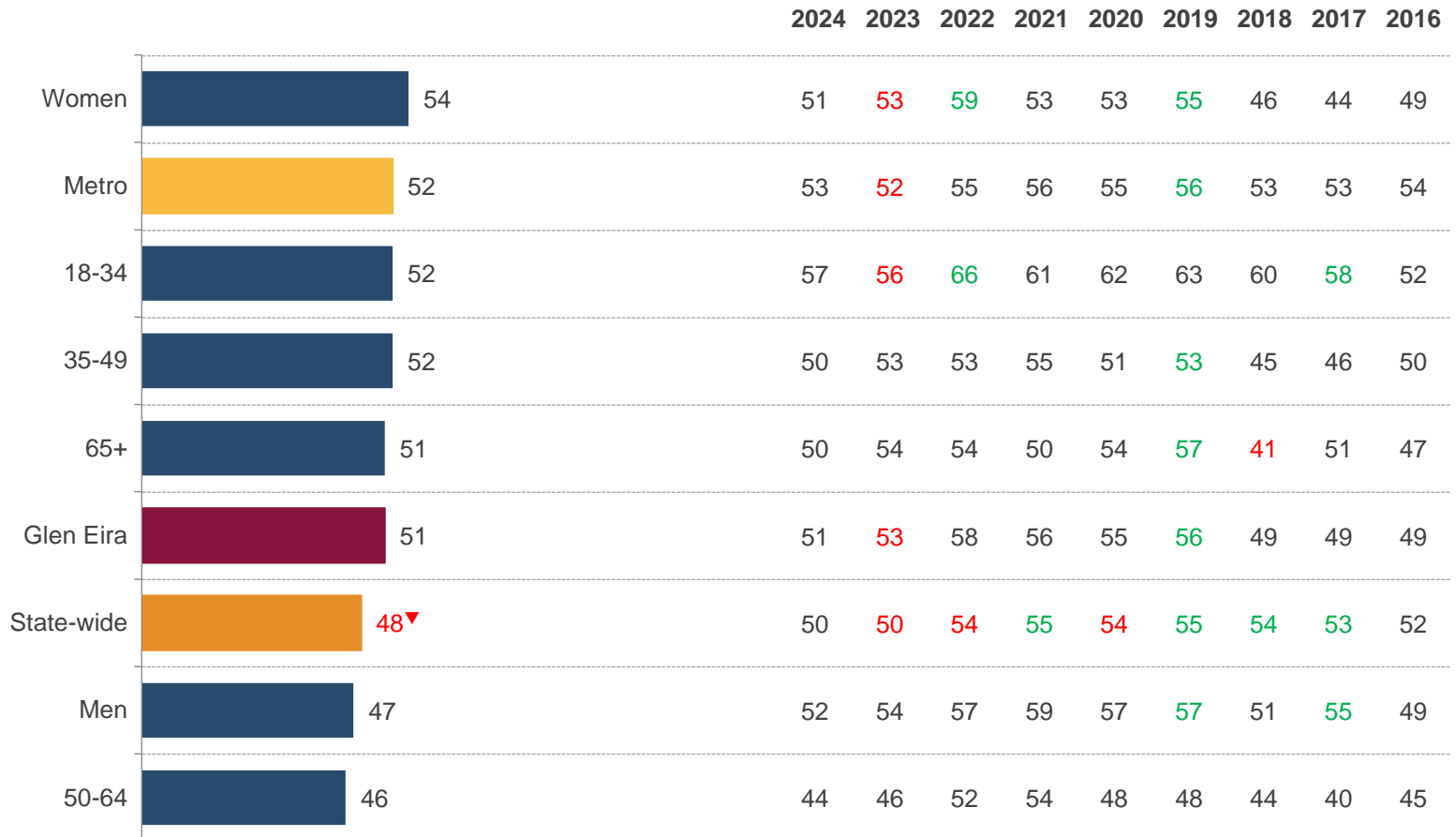




# Council's general town planning policy performance



## 2025 town planning performance (index scores)



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

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3

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

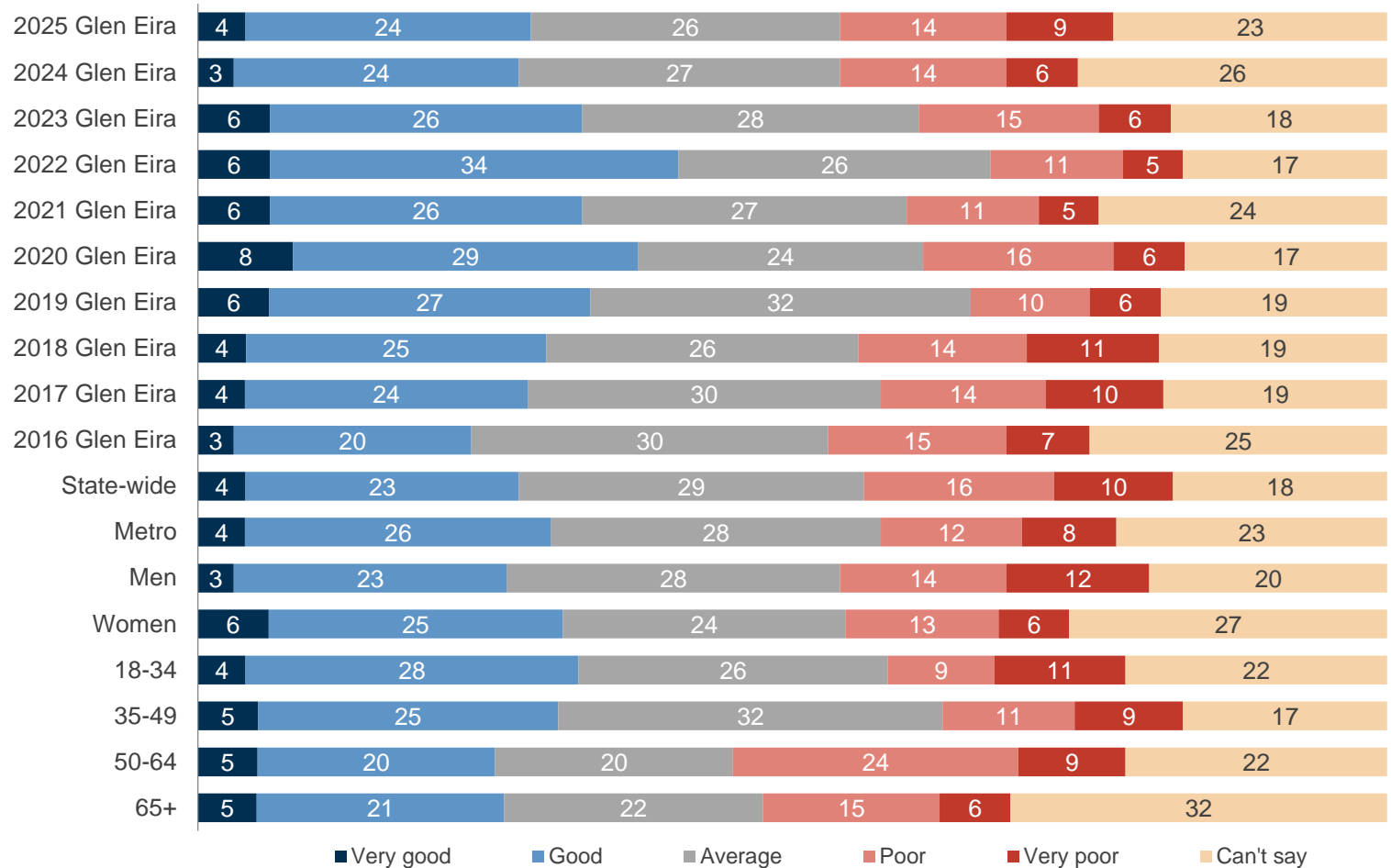




# Council's general town planning policy performance



## 2025 town planning performance (%)

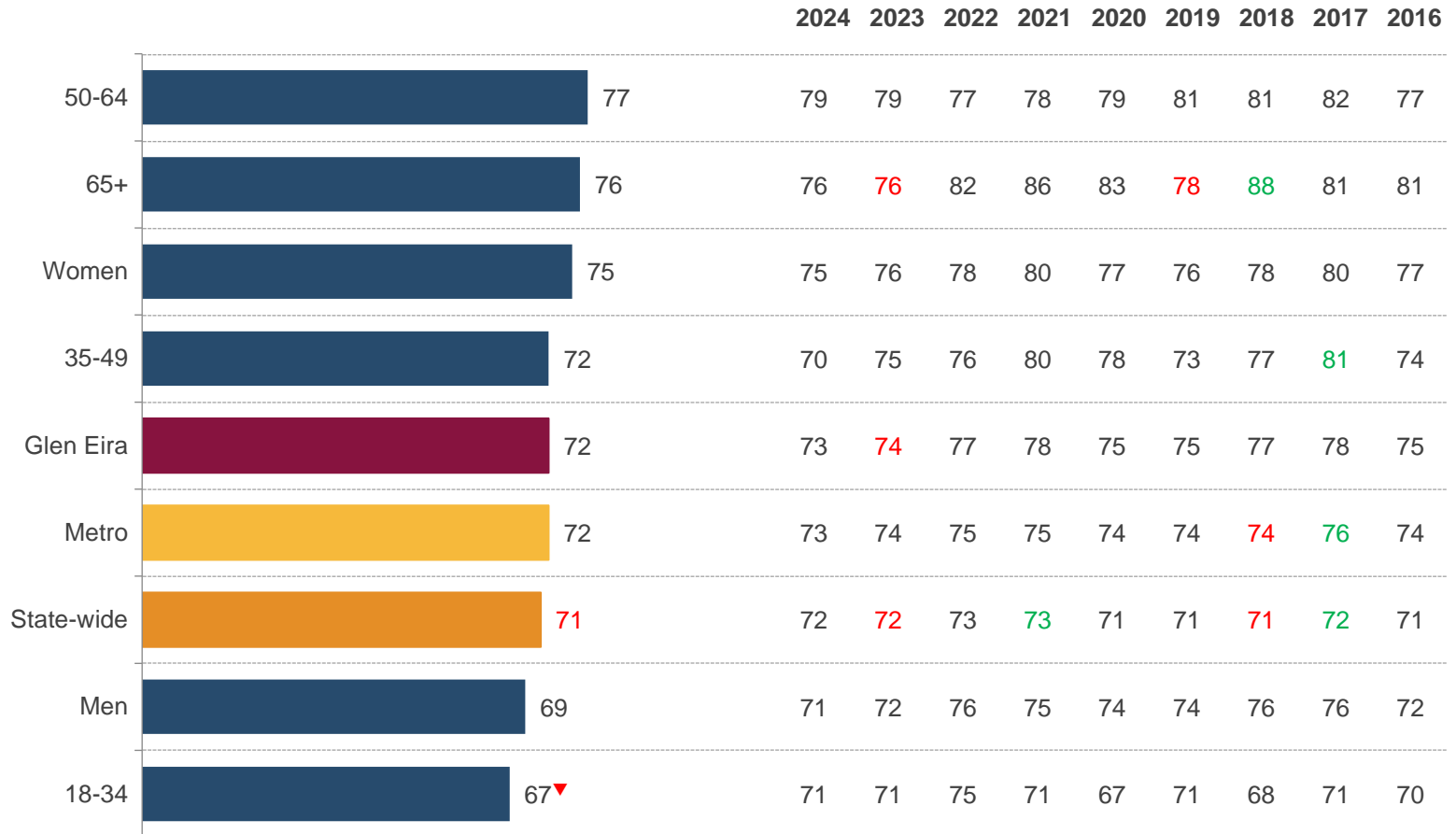




# Planning and building permits importance



## 2025 planning and building permits importance (index scores)



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

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 2

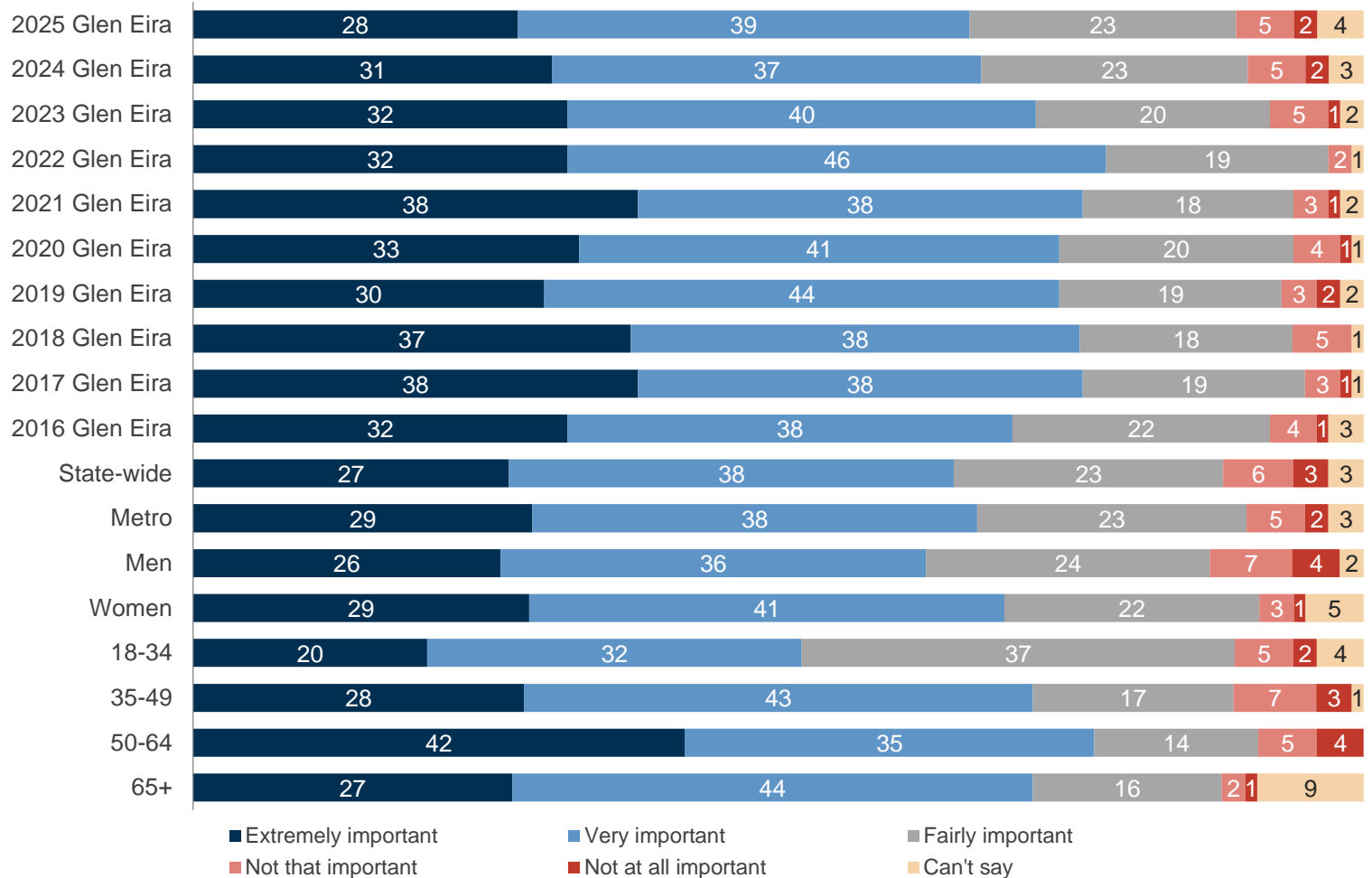
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



## 2025 planning and building permits importance (%)

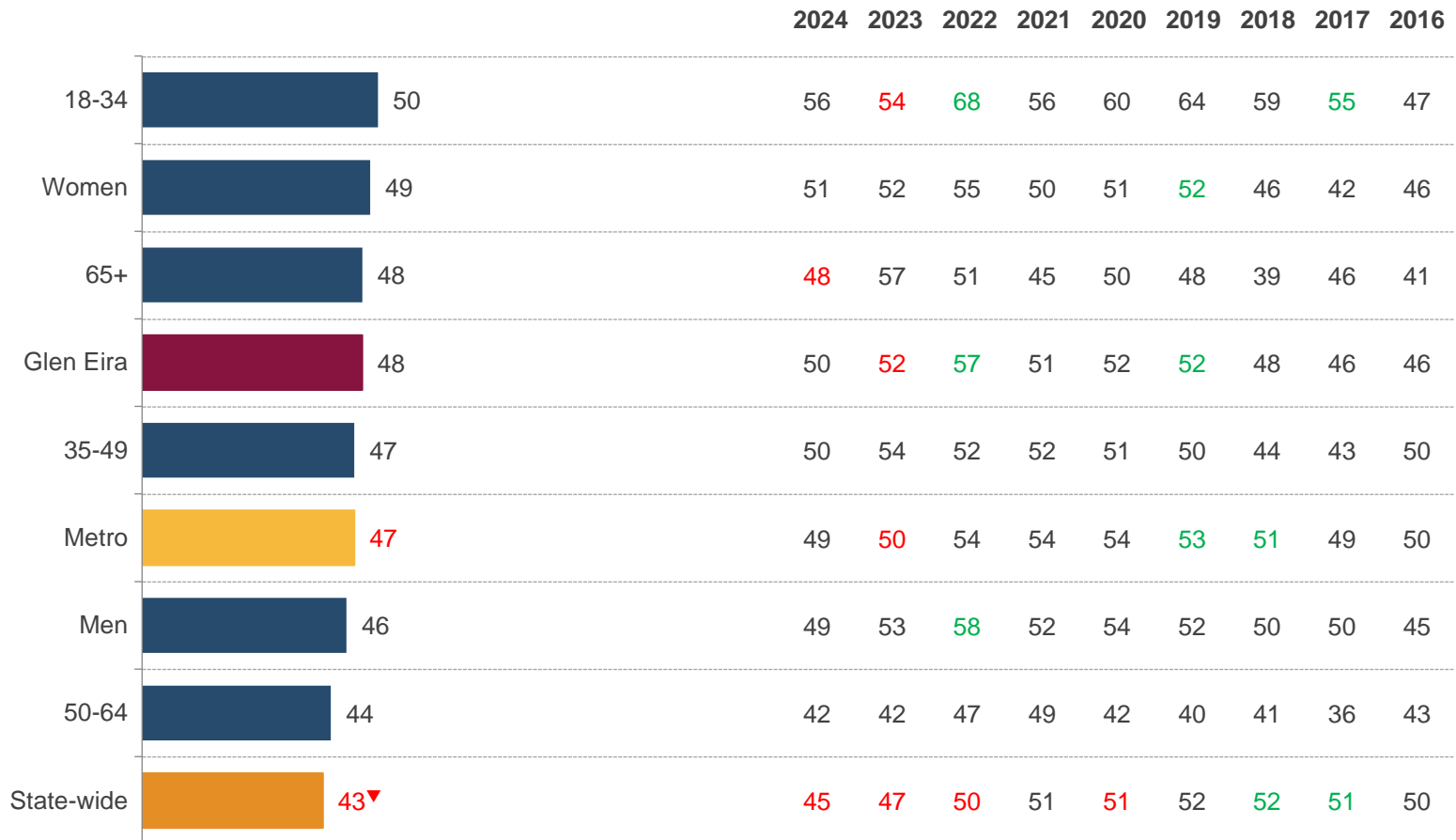




# Planning and building permits performance



## 2025 planning and building permits performance (index scores)



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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 3

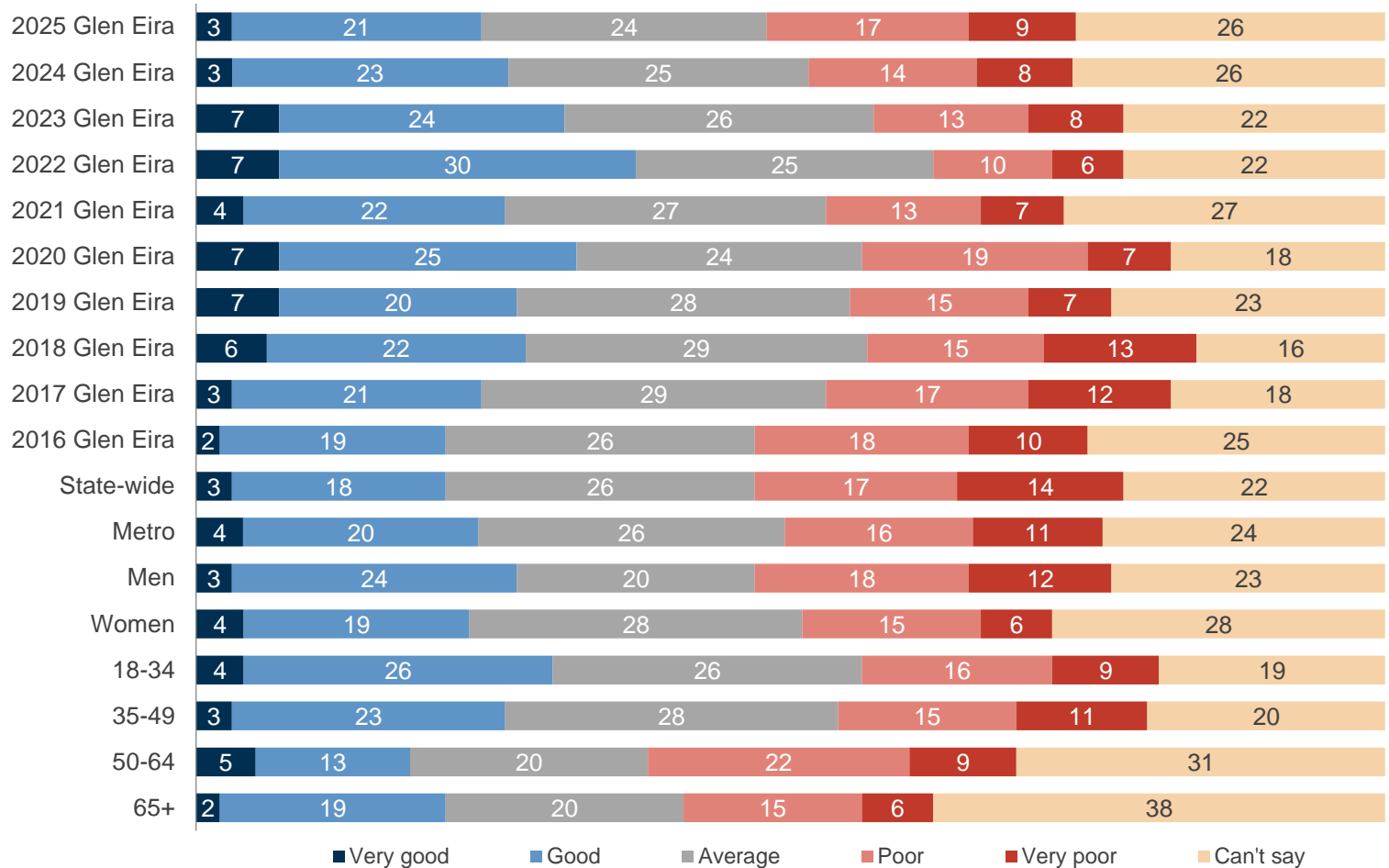
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2025 planning and building permits performance (%)

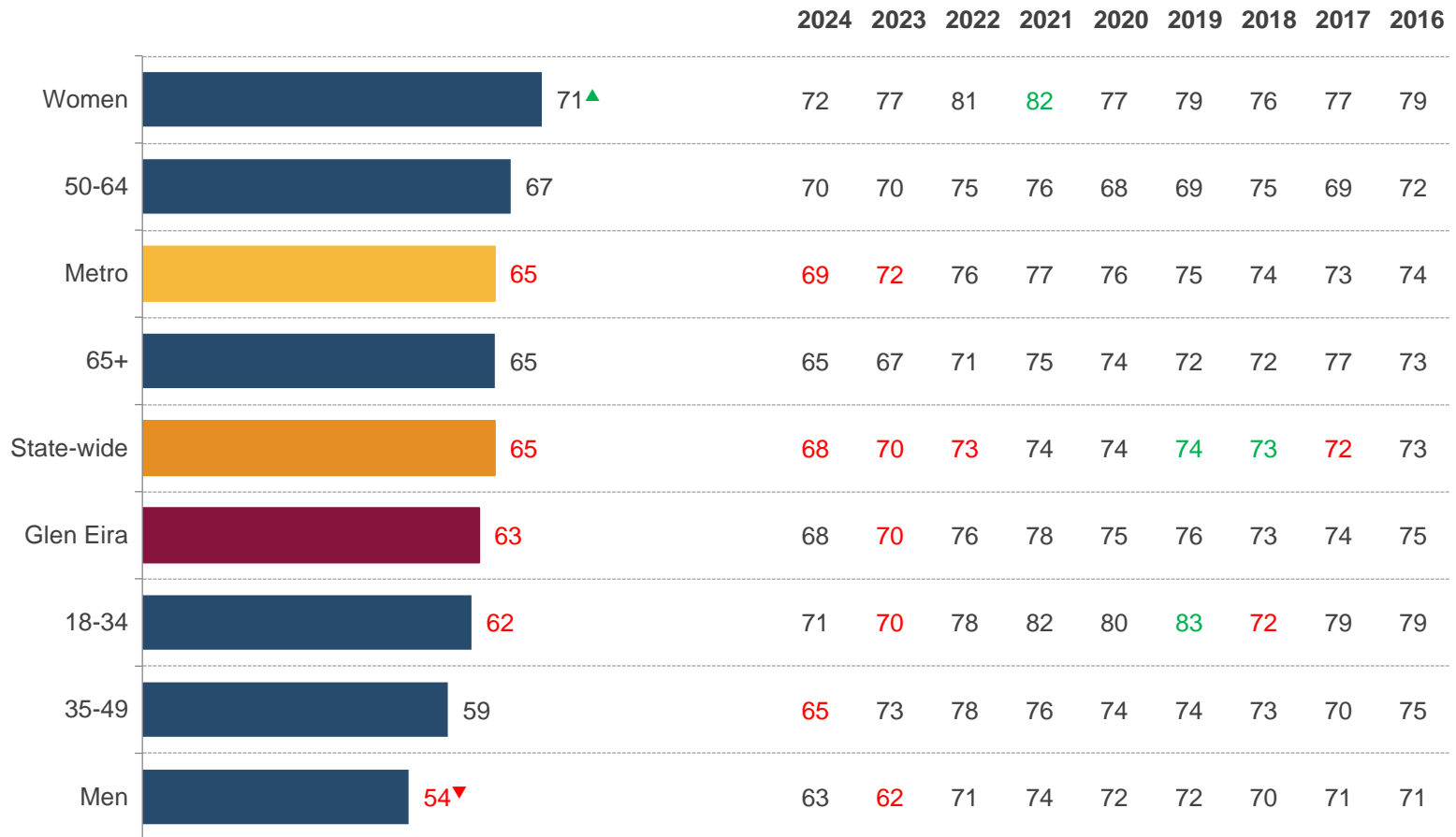




# Environmental sustainability importance



## 2025 environmental sustainability importance (index scores)



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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 3

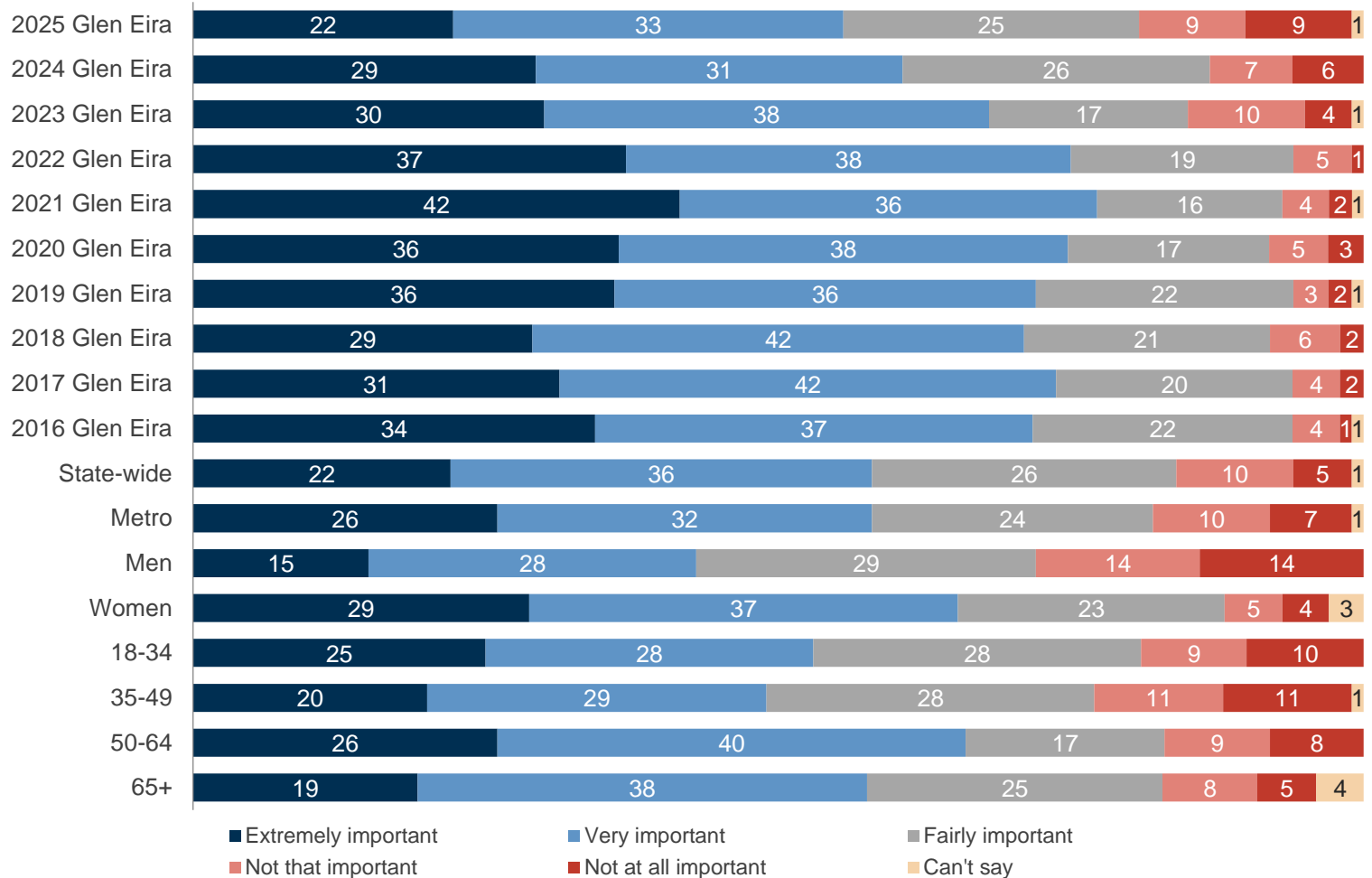
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



2025 environmental sustainability importance (%)

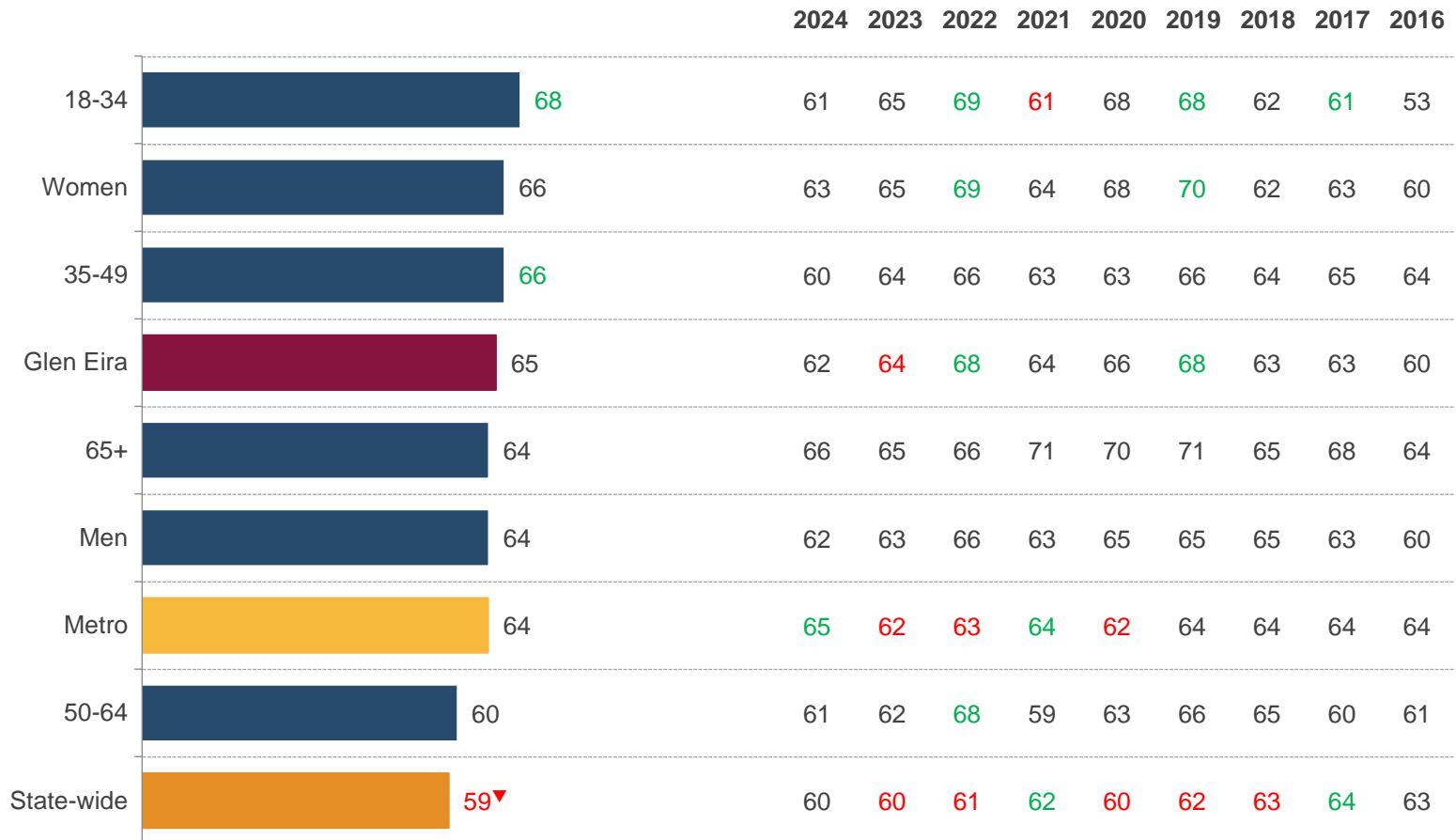




# Environmental sustainability performance



## 2025 environmental sustainability performance (index scores)



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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5

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

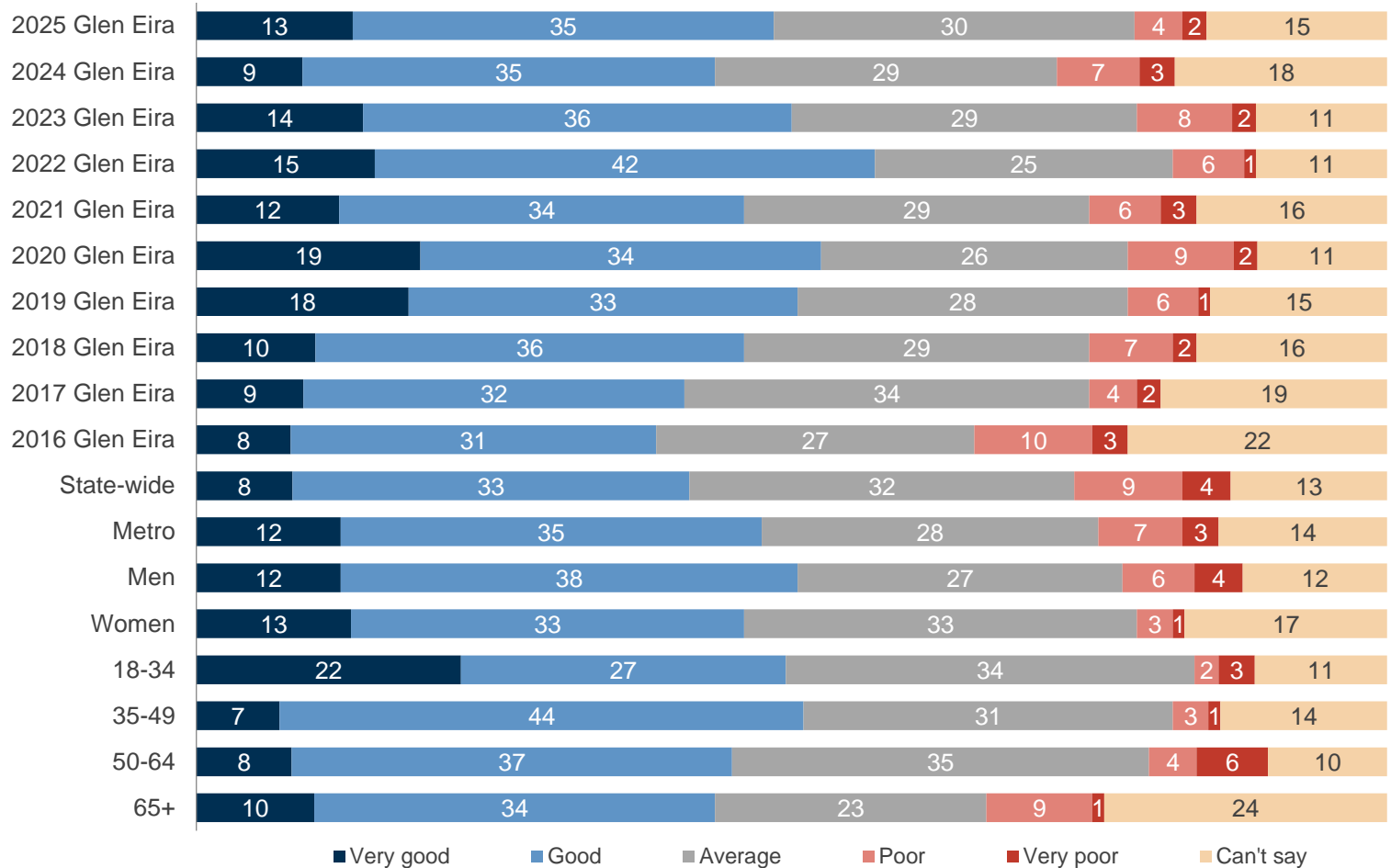




# Environmental sustainability performance



## 2025 environmental sustainability performance (%)

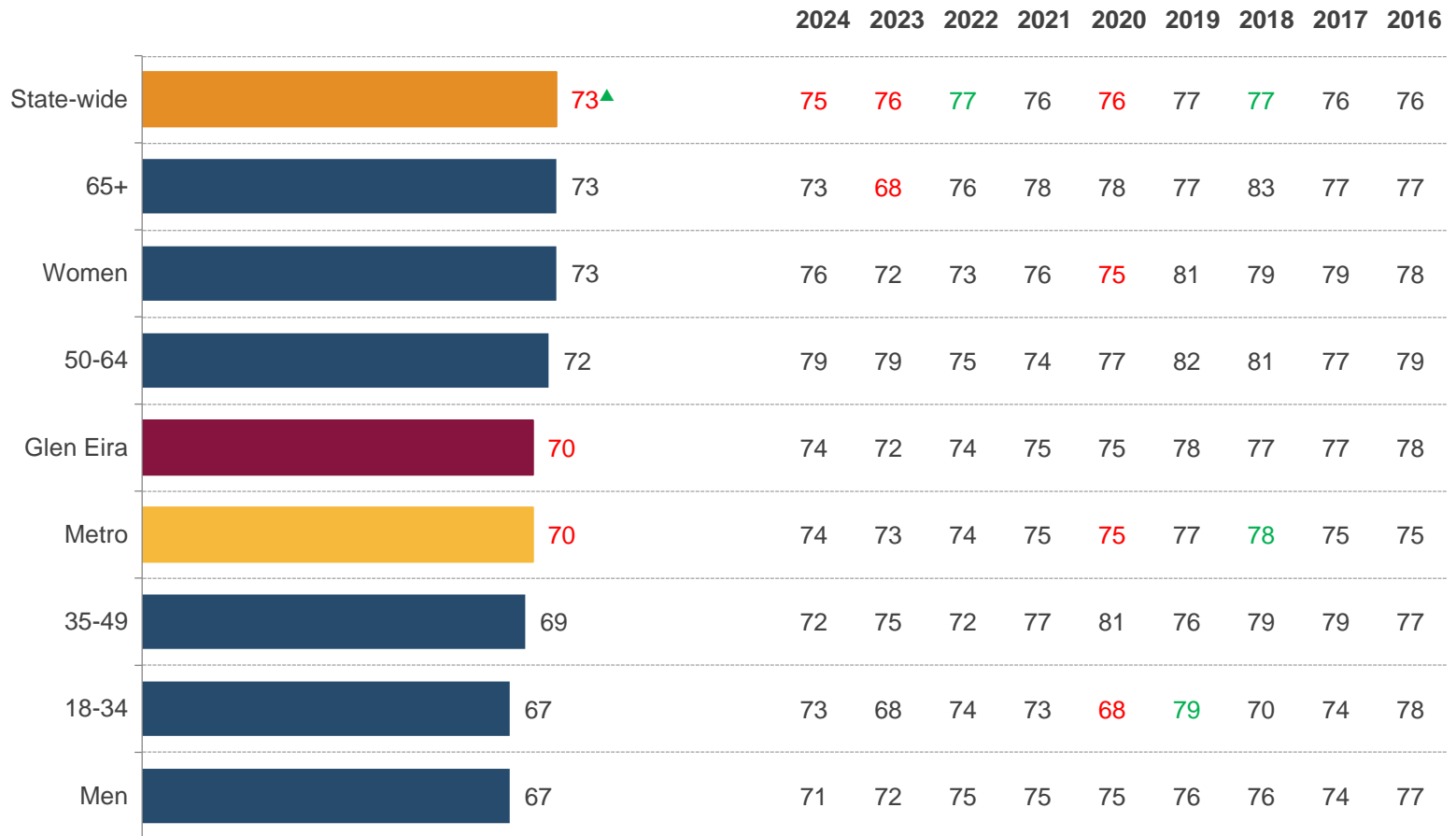




# Planning for population growth in the area importance



## 2025 population growth importance (index scores)



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

Base: All respondents. Councils asked State-wide: 8 Councils asked group: 1

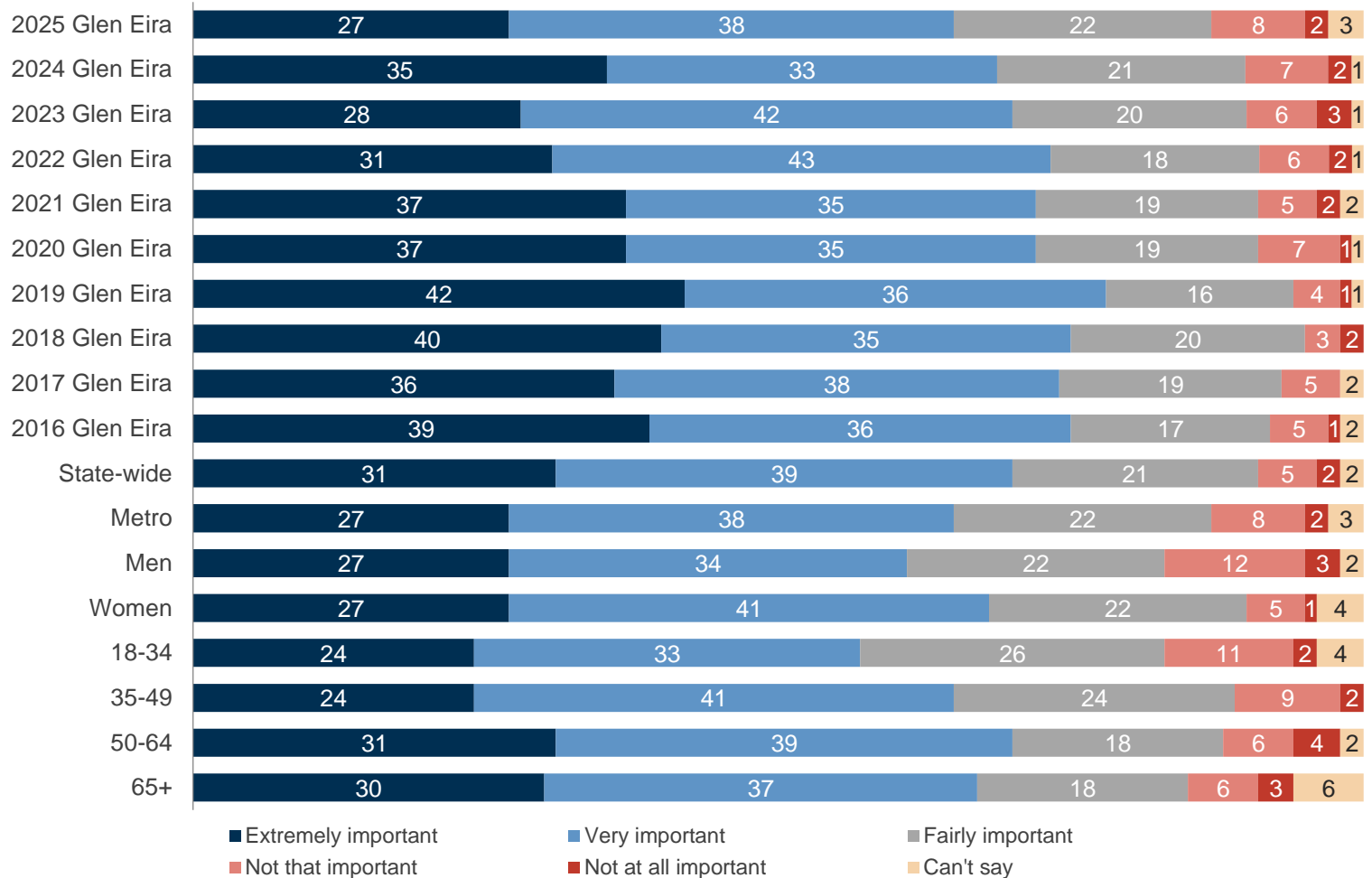
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area importance



## 2025 population growth importance (%)





# Planning for population growth in the area performance



## 2025 population growth performance (index scores)

		2024	2023	2022	2021	2020	2019	2018	2017	2016
65+	52	47	51	54	48	51	52	39	49	48
18-34	52	53	54	59	55	60	54	56	52	43
Women	52	49	51	55	50	51	54	49	47	48
35-49	50	50	53	50	53	50	55	47	47	45
Glen Eira	50	49	52	55	52	53	52	48	48	44
Metro	50	49	49	52	53	52	52	50	51	51
Men	49	48	53	54	53	55	50	47	50	41
State-wide	48	47	48	52	53	51	52	52	52	51
50-64	44	40	47	52	47	45	42	43	44	41

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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 1

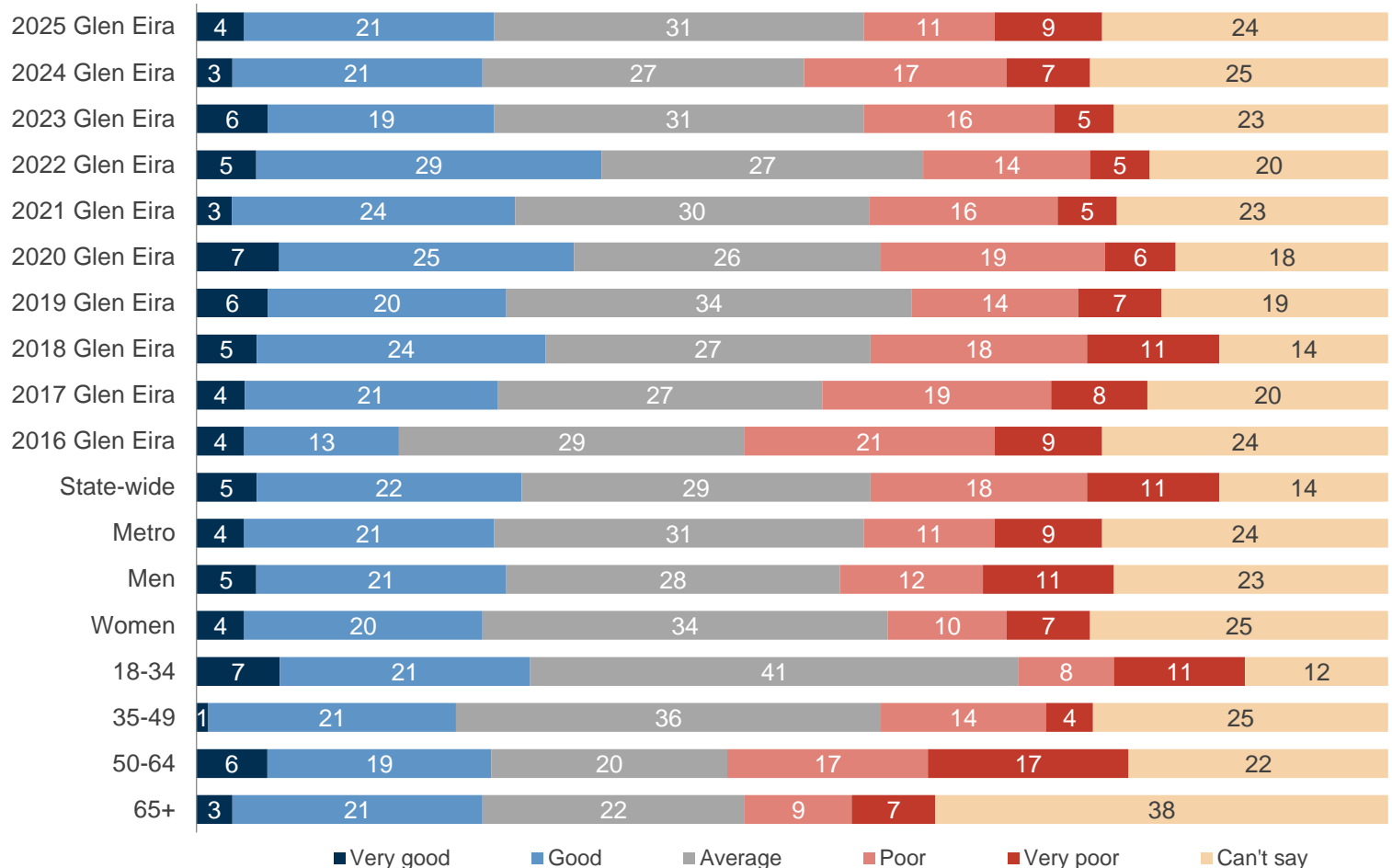
Note: Please see Appendix A for explanation of significant differences.



# Planning for population growth in the area performance



## 2025 population growth performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred, high-angle photograph of a crowd of people, possibly at a sporting event or festival, wearing various hats and clothing.

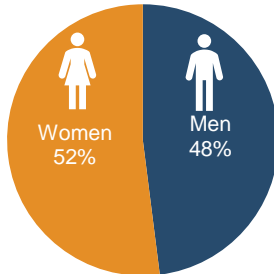
# **Detailed demographics**



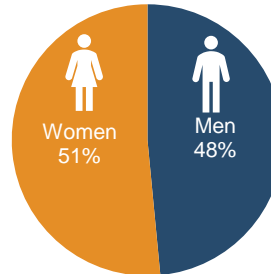
# Gender and age profile

## 2025 gender

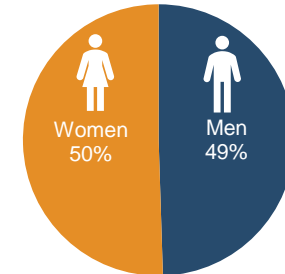
Glen Eira



Metro

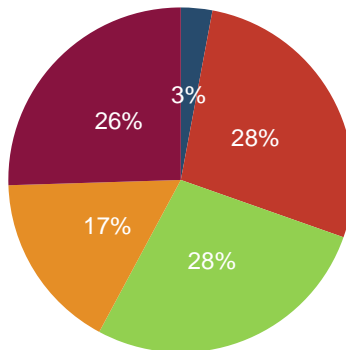


State-wide

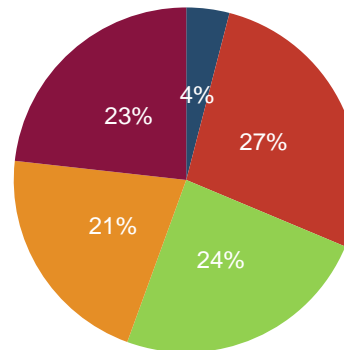


## 2025 age

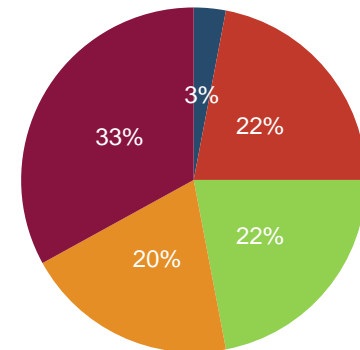
Glen Eira



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

Base: All respondents. Councils asked State-wide: 56 Councils asked group: 8

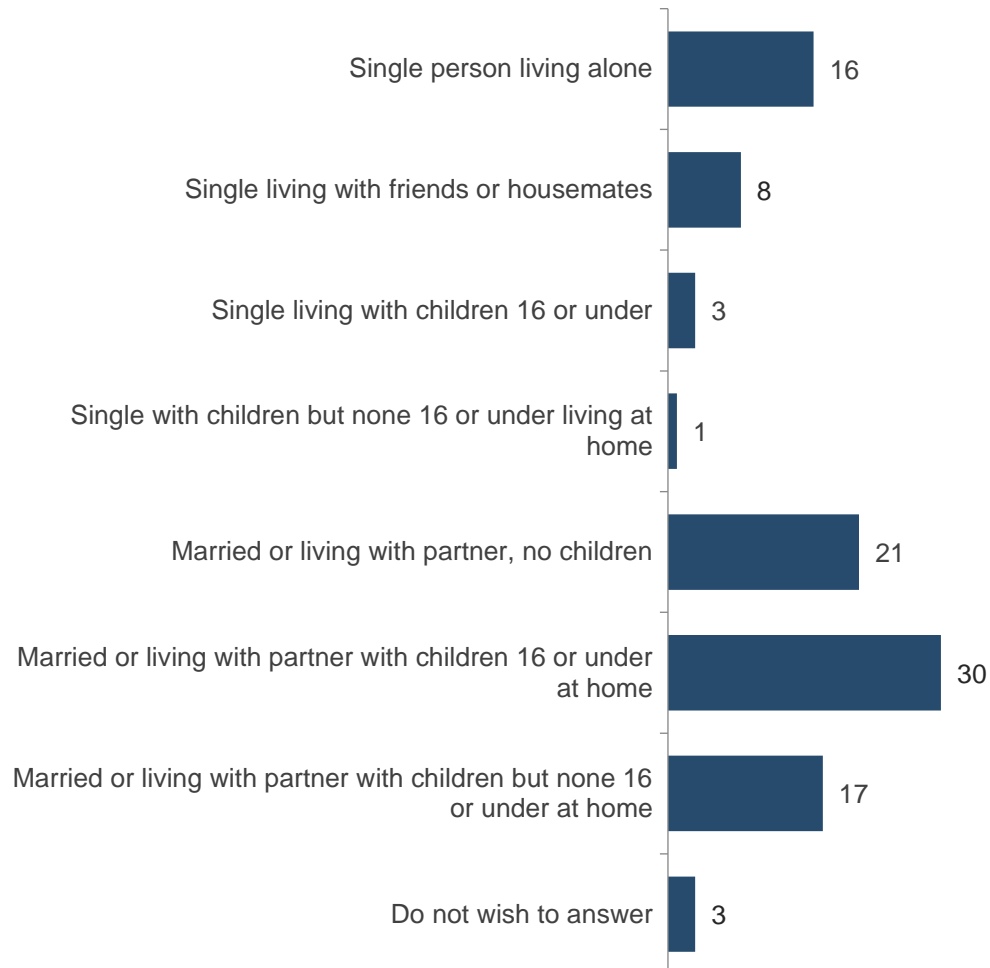
An "Other" option has been included for gender, hence the results may not add to 100%.

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

## 2025 household structure (%)

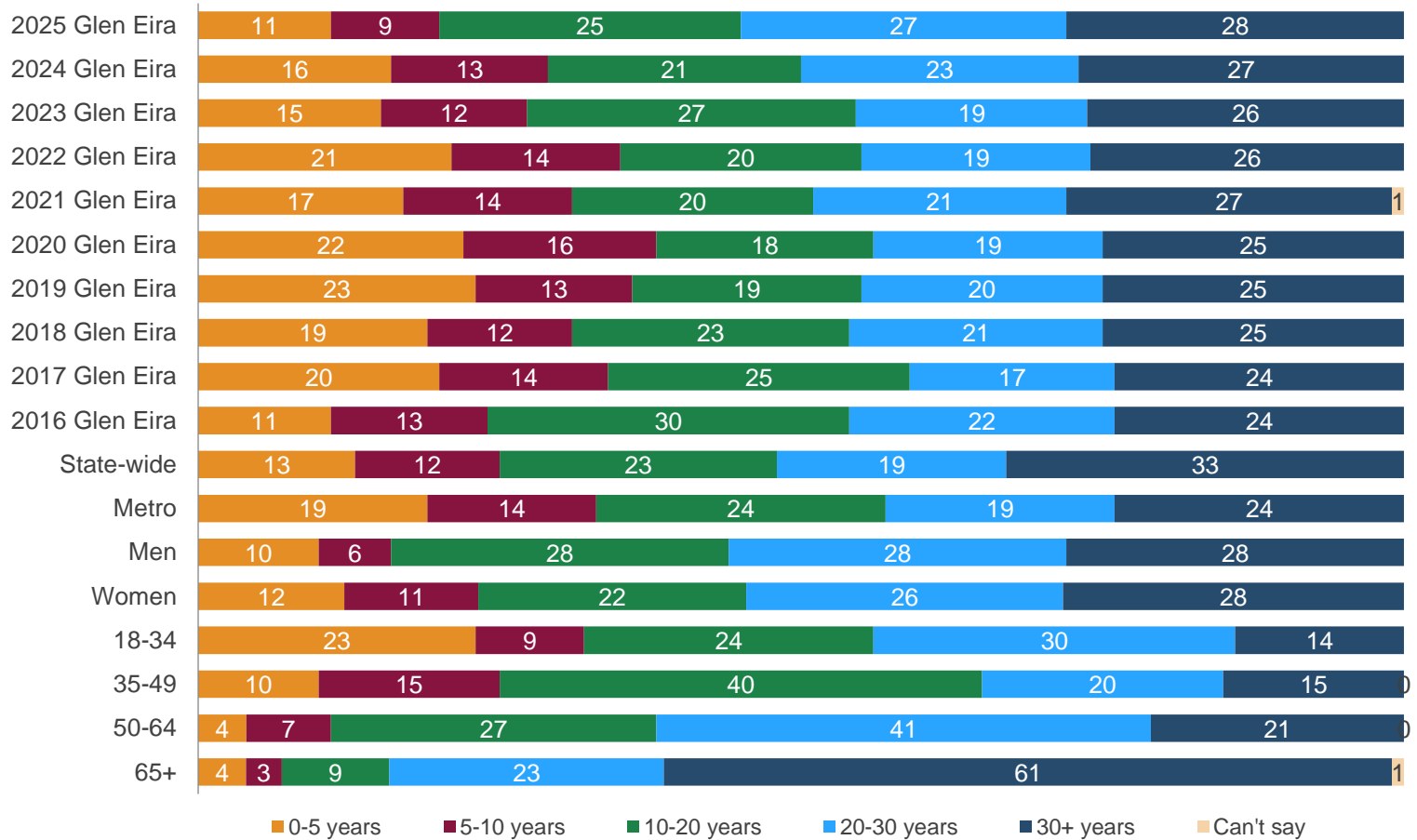






## Years lived in area

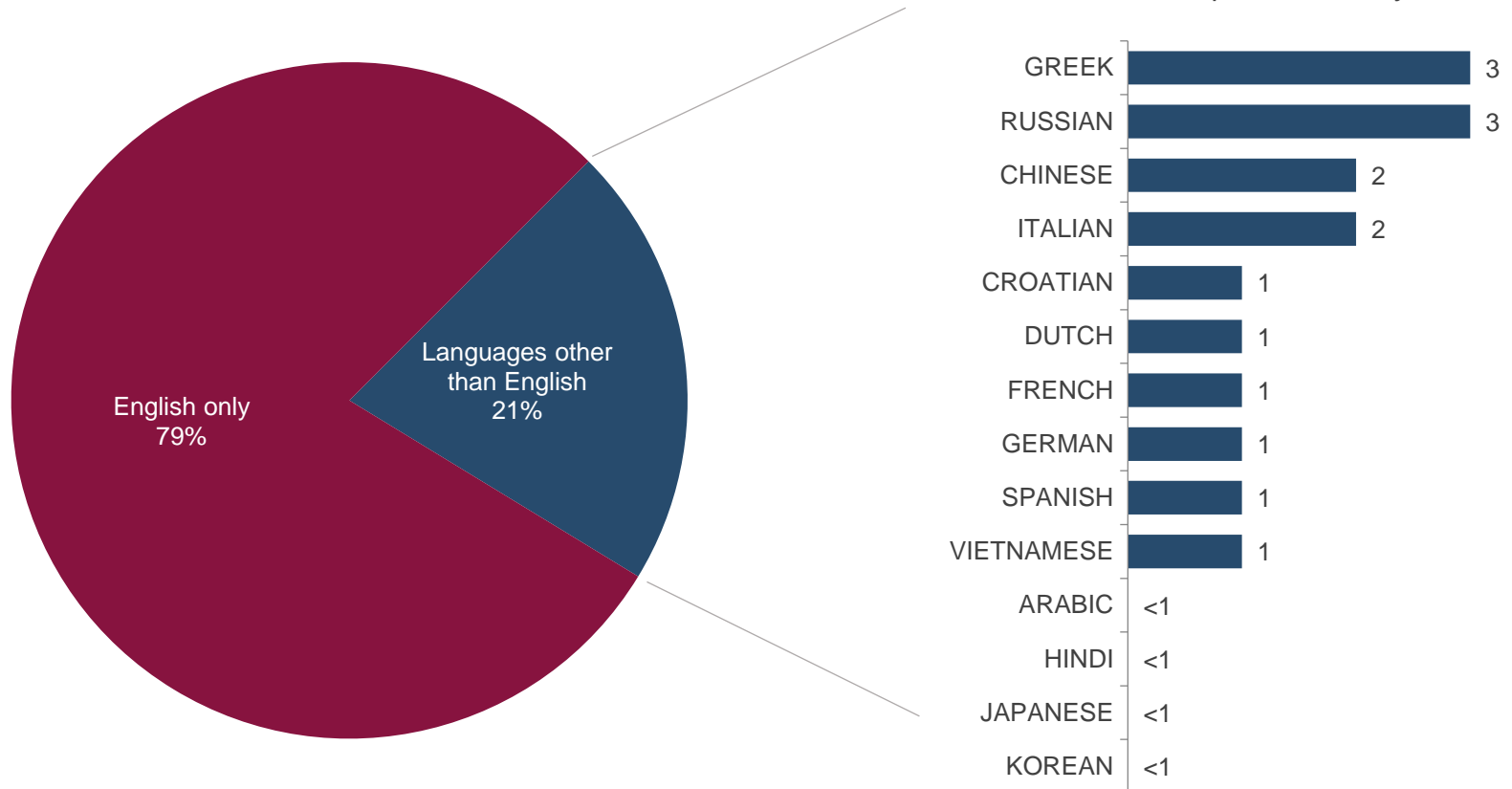
### 2025 years lived in area (%)





# Languages spoken at home

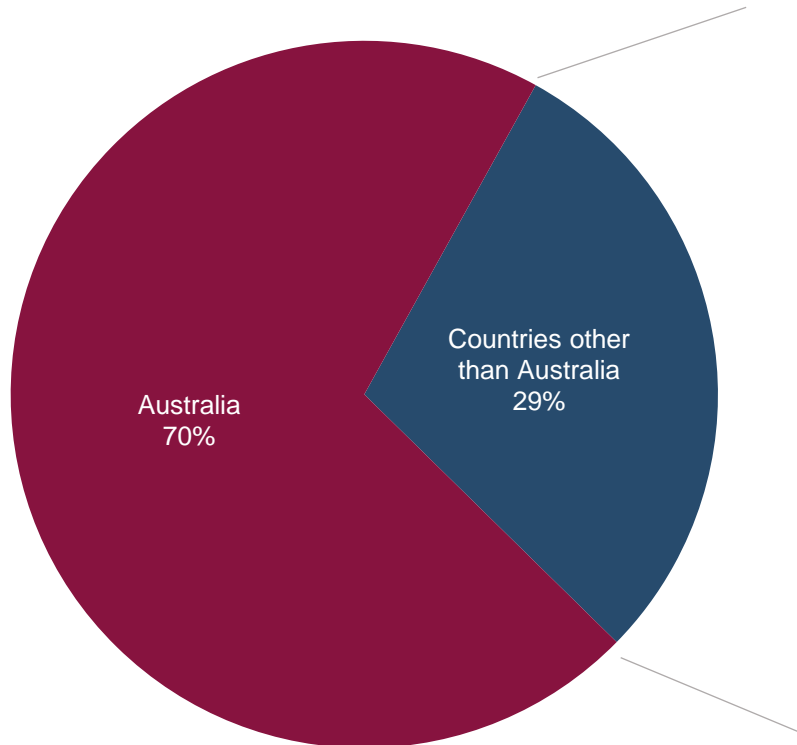
2025 languages spoken at home (%)



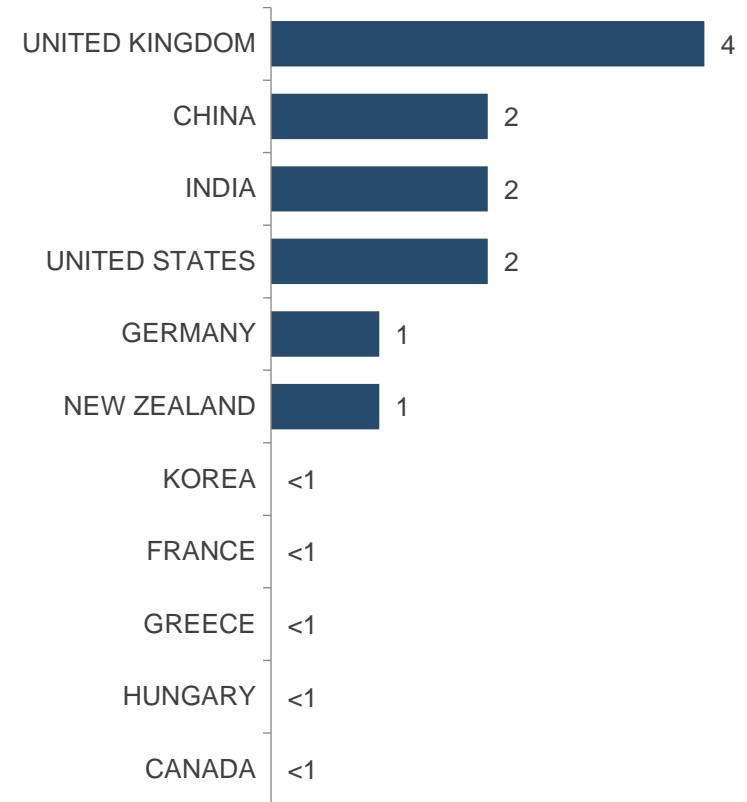



## Country of birth

2025 country of birth (%)



- Top mentions only -





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



## Appendix A: Index Scores

### Index Scores

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

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

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

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

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

*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 2025 State-wide 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 118,900 people aged 18 years or over for Glen Eira City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Glen Eira City Council	401	400	+/-4.9
Men	204	191	+/-6.9
Women	195	208	+/-7.0
18-34 years	54	122	+/-13.5
35-49 years	89	110	+/-10.4
50-64 years	102	66	+/-9.7
65+ years	156	102	+/-7.9



## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



## **Appendix B: Further project information**





## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2025 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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

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



## Appendix B: Survey methodology and sampling

The 2025 results are compared with previous years, as detailed below:

- 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.
- 2016, 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 population estimates was purchased from an accredited supplier of publicly available phone records, including up to 63% 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 in the period of 28<sup>th</sup> January – 16<sup>th</sup> March, 2025.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DGS website. In 2025, 56 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2025 vary slightly.

### Council Groups

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

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

Councils participating in the Metropolitan group are:

- Boroondara, Glen Eira, Hobsons Bay, Manningham, Maroondah, Melbourne, Stonnington and Whitehorse.

Wherever appropriate, results for Glen Eira City Council for this 2025 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



## Appendix B:

### 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 2025 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2025 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



## Appendix B: Analysis and reporting

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### Reporting

Every council that participated in the 2025 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

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



## Appendix B: Glossary of terms

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

**CSS:** 2025 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

**State-wide average:** The average result for all participating councils in the State.

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

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

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