



2024 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

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-fifth 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 25 years

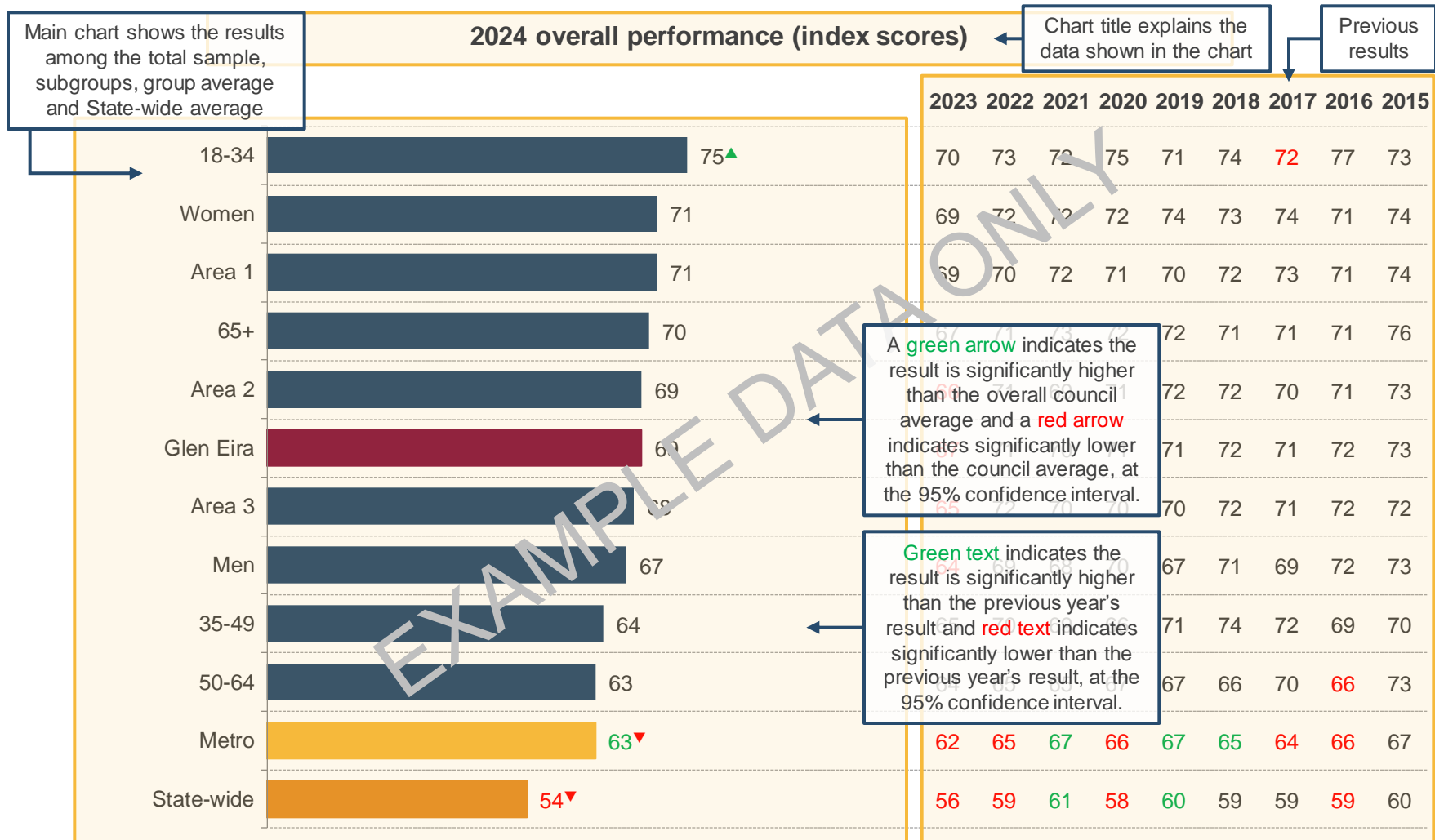
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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)

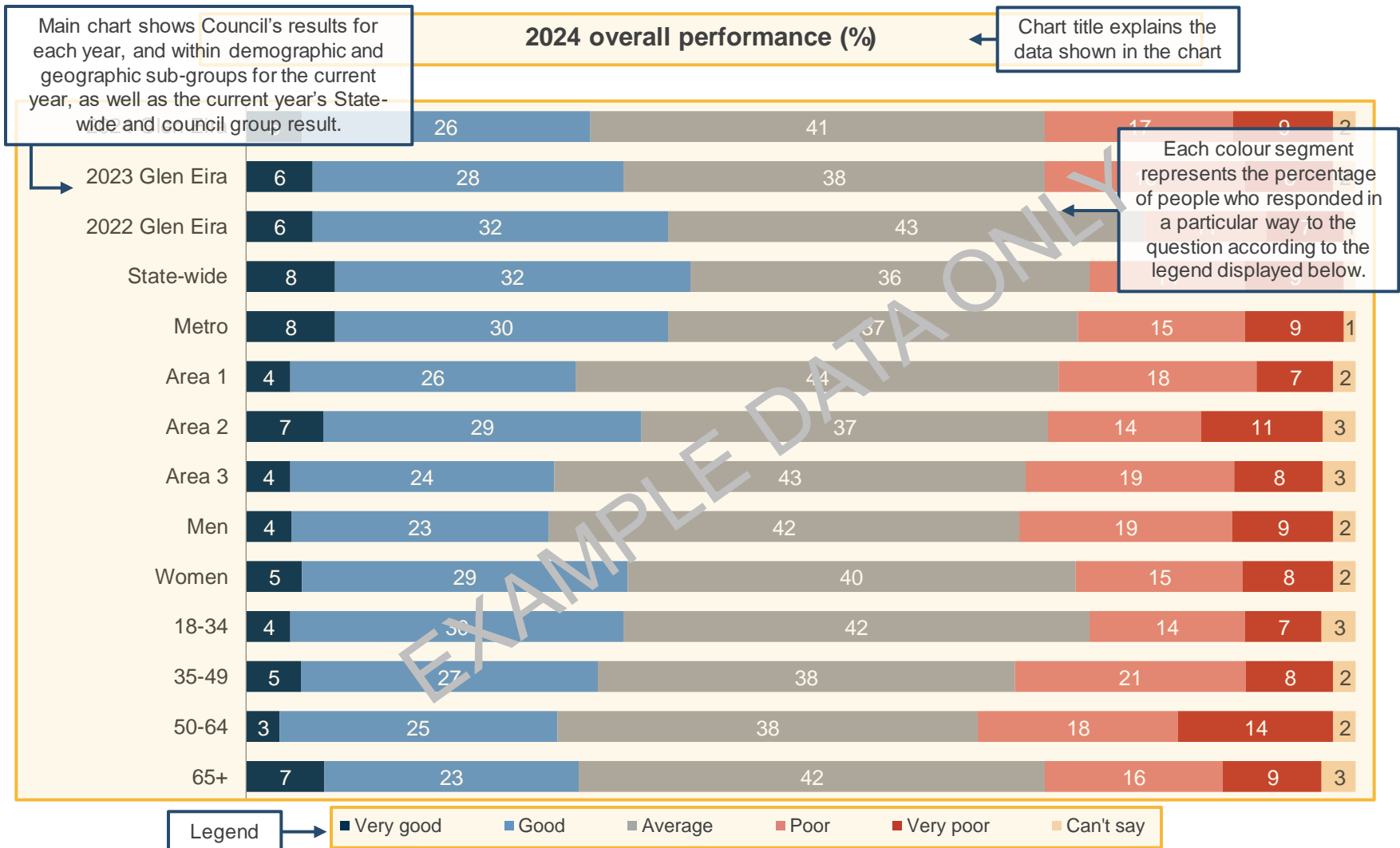
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Glen Eira City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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



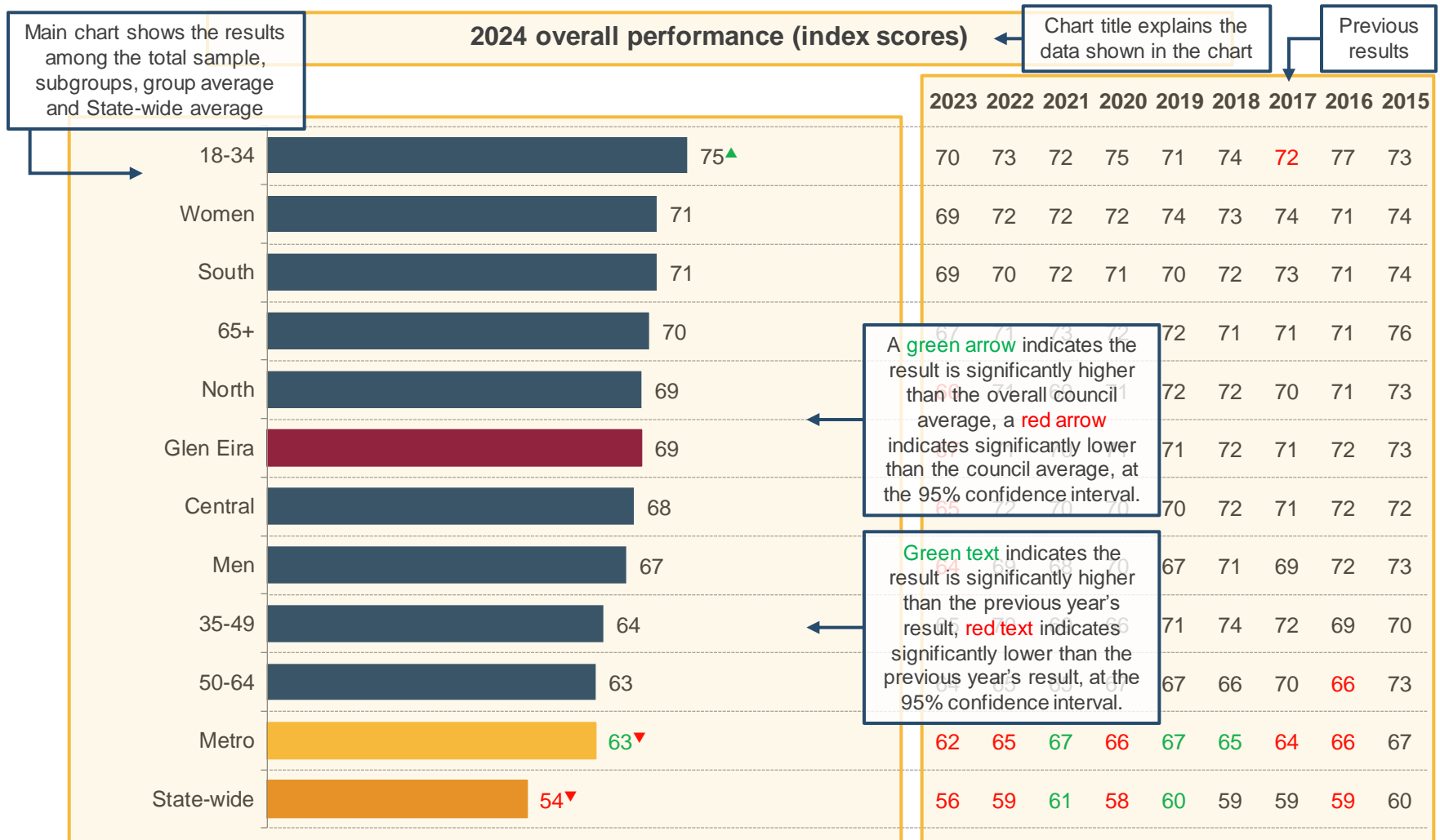
How to read stacked bar charts in this report



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How to read index score charts in this report



Question asked and base size(s)

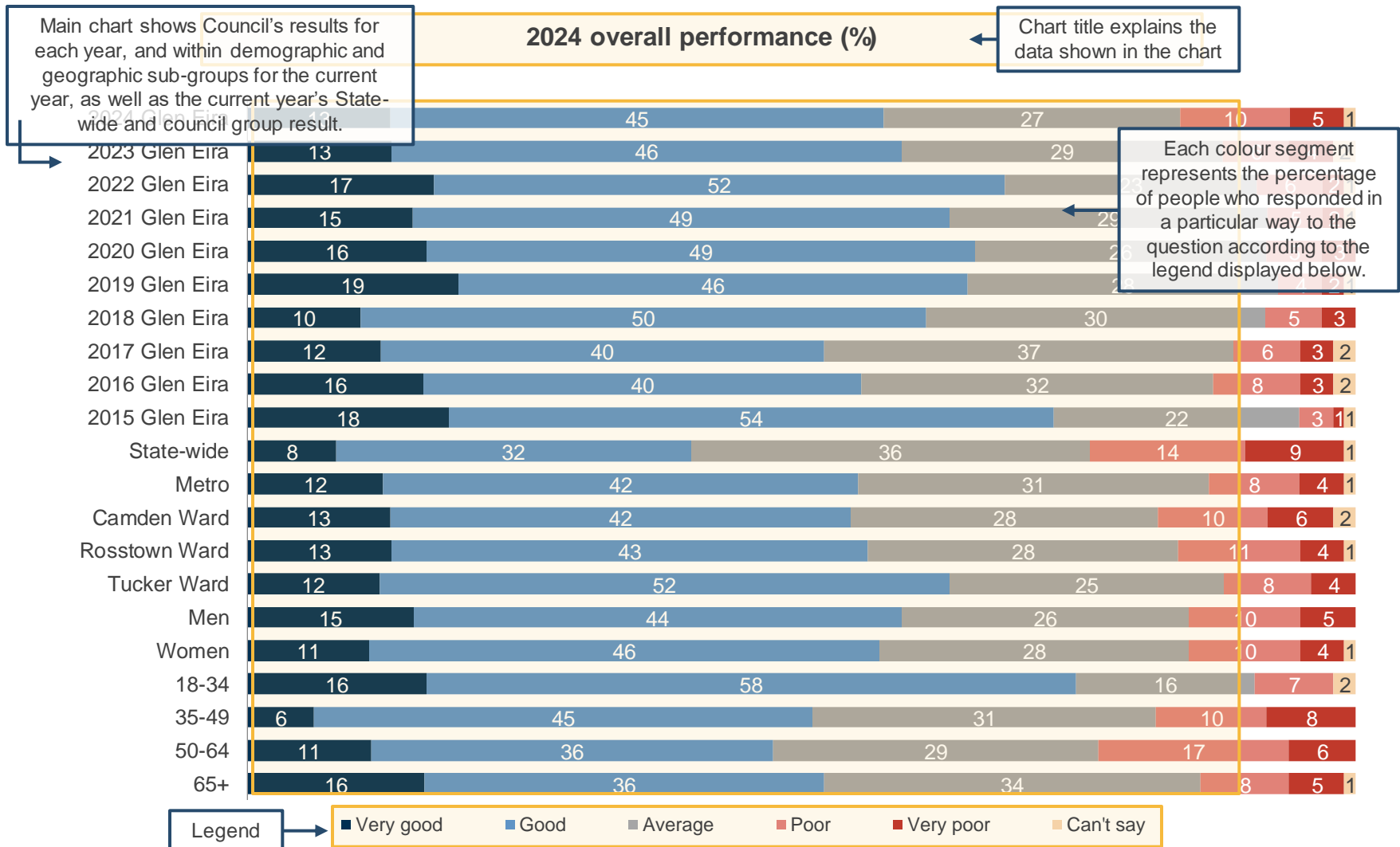
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Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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How to read stacked bar charts in this report



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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 neural network or a complex web, 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 63



Metropolitan 63



State-wide 54

Council performance compared to group average

Top 3 performing areas



Art centres & libraries

= on par



Recreational facilities

= on par



Appearance of public areas

▲ higher

Bottom 3 performing areas



Population growth

= on par



Planning & building permits

= 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



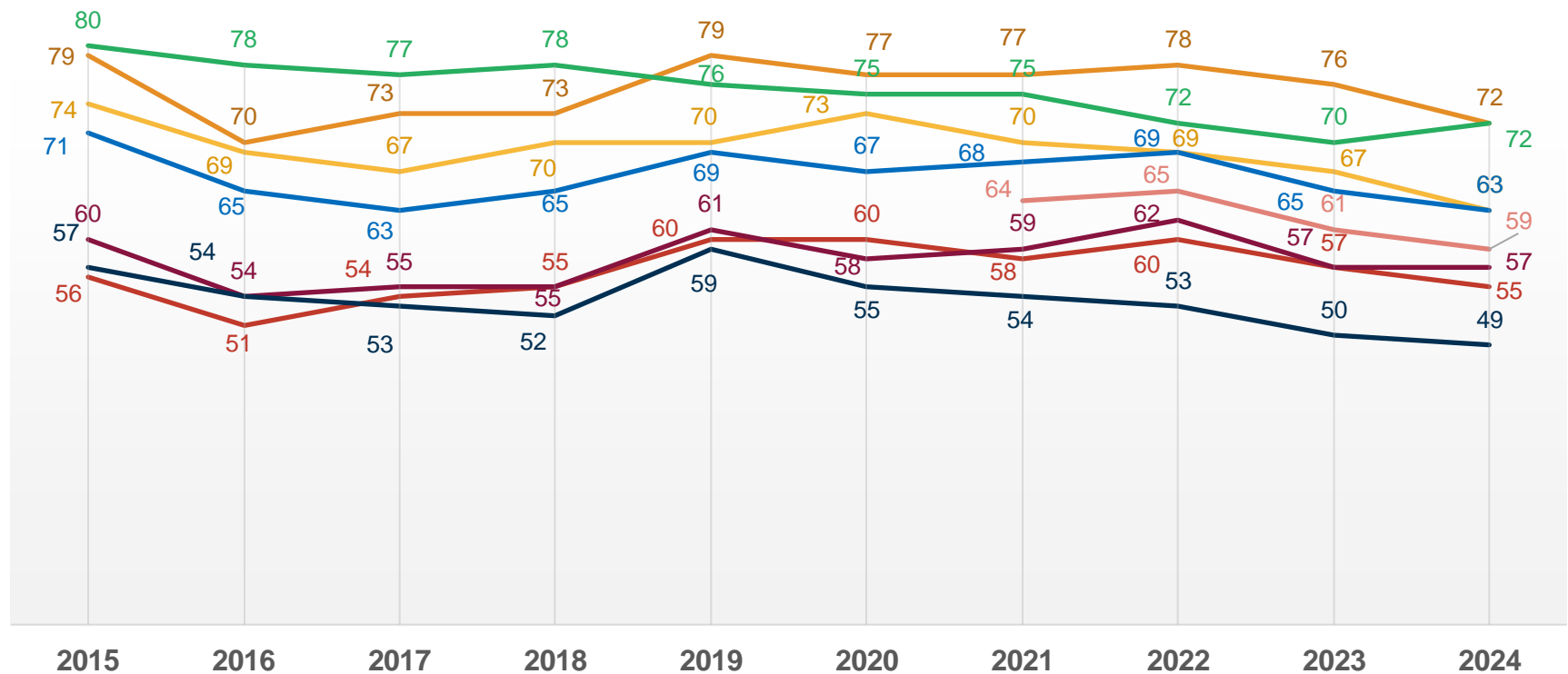
Waste
management



Customer
Service



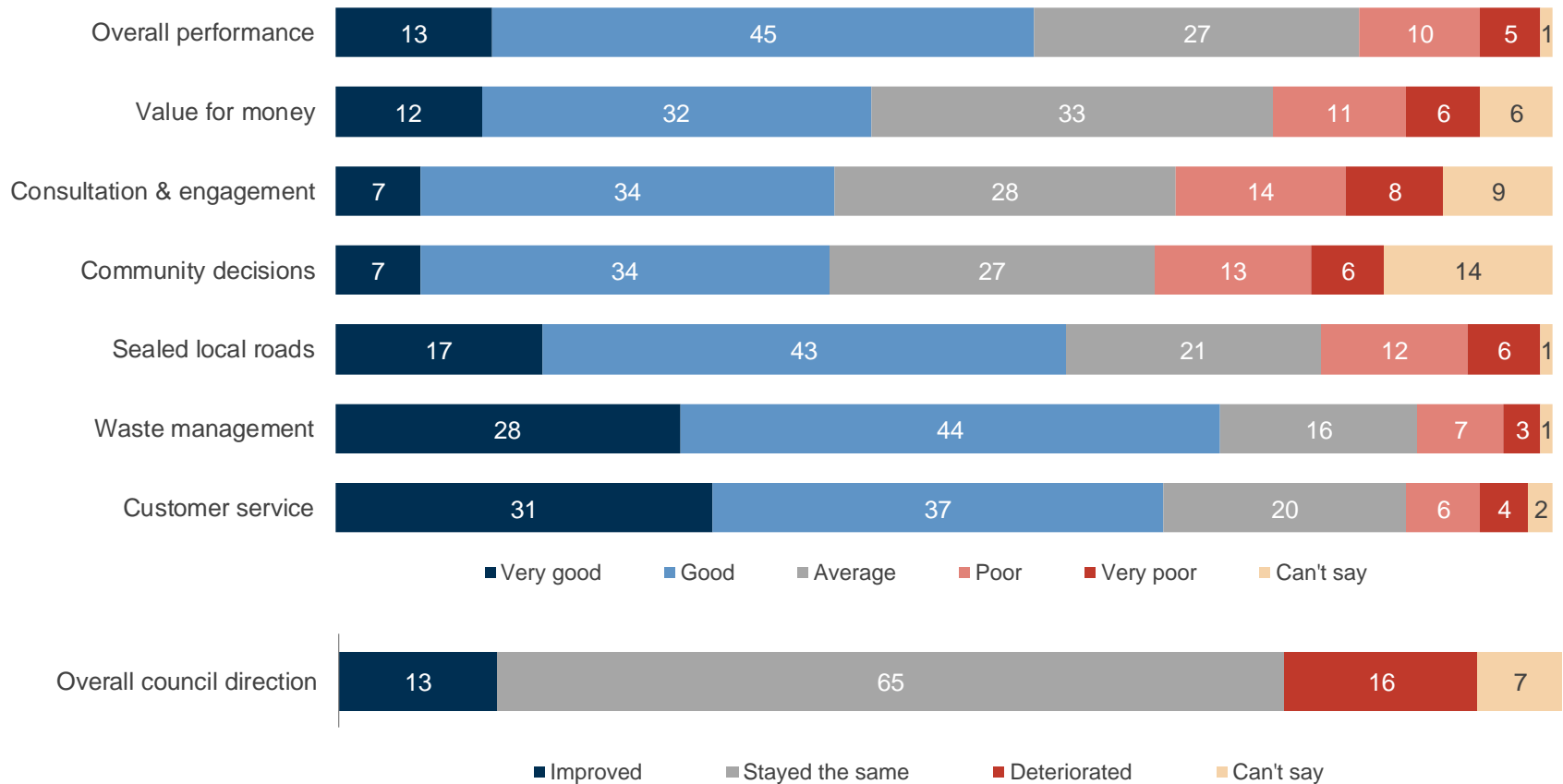
Overall
Council
Direction















Summary of core measures

Core measures summary results (%)














Summary of Glen Eira City Council performance

Services		Glen Eira 2024	Glen Eira 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	63	65	63	54	18-34 years	50-64 years
	Value for money	59	61	57	48	18-34 years	35-49 years
	Overall council direction	49	50	49	45	18-34 years	50-64 years
	Customer service	72	76	71	67	Women, 65+ years	Tucker Ward residents, Men
	Art centres & libraries	77	79	76	73	Tucker Ward residents	Camden Ward residents
	Recreational facilities	76	76	74	68	65+ years, Rosstown Ward residents	35-49 years
	Appearance of public areas	73	74	70	68	Camden Ward residents	50-64 years
	Waste management	72	70	70	67	65+ years, Tucker Ward residents, 18-34 years	35-49 years
	Community & cultural	69	67	69	66	18-34 years, Camden Ward residents	Tucker Ward residents, 35-64 years
	Elderly support services	64	67	64	63	Men, 65+ years	35-49 years



Summary of Glen Eira City Council performance

Services		Glen Eira 2024	Glen Eira 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Enforcement of local laws	64	66	62	61	18-34 years	65+ years
	Sealed local roads	63	67	61	45	18-34 years	50-64 years
	Family support services	63	66	66	63	Tucker Ward residents	Rosstown Ward residents, 50-64 years
	Environmental sustainability	62	64	65	60	65+ years, Tucker Ward residents	Camden Ward residents
	Disadvantaged support serv.	61	64	62	58	18-34 years	50-64 years
	Informing the community	61	62	62	56	18-34 years	50-64 years
	Local streets & footpaths	60	64	59	52	18-34 years	50-64 years
	Bus/community dev./tourism	59	59	57	57	35-49 years	50-64 years
	Parking facilities	58	59	54	54	18-34 years	50+ years
	Traffic management	58	61	55	53	18-34 years	50-64 years



Summary of Glen Eira City Council performance

Services		Glen Eira 2024	Glen Eira 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Community decisions	57	57	57	50	18-34 years	50-64 years
	Consultation & engagement	55	57	56	51	18-34 years	35-64 years
	Lobbying	54	56	54	50	18-34 years	50-64 years
	Town planning policy	51	53	53	50	18-34 years	50-64 years
	Planning & building permits	50	52	49	45	18-34 years	50-64 years
	Population growth	49	52	49	47	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 63) has not recovered from the significant decline in perceptions last year, and has declined somewhat further (not significantly) this year. This brings perceptions of Council's overall performance back to its lowest level recorded (last seen in 2017). On 19 of the 22 service areas evaluated, perceptions of Council performance have held steady, with perceptions in the remaining three service areas declining significantly.

Key influences on perceptions of overall performance

Glen Eira City Council should prioritise maintaining and improving the service area of decisions made in the interest of the community due to its strong influence on overall performance. The area of planning and building permits should also be considered for attention. It is among Council's most poorly rated service areas and also has a relatively strong influence on overall performance perceptions. Information provision will be important to ensure the community are aware of the actions Council is undertaking.

Comparison to state and area grouping

On the majority of measures evaluated, including overall performance, Council performs in line with the Metropolitan group average, and significantly higher than the State-wide average. Council performs significantly better than both group averages in three service areas, namely the appearance of public areas, parking facilities and traffic management. On only two service areas does Council perform below the Metropolitan group average, family support services and environmental sustainability.

Improving relationships with residents aged 50 to 64 years

Residents aged 50 to 64 years tend to be more critical of Council's performance, including on community decision making which they rate significantly lower than average. It is recommended that extra attention is paid to this cohort over the next year – efforts are required to ensure they feel heard on local issues. The 50 to 64 year age group is among the cohorts with the highest rate of contact with Council (72%), so there is opportunity to engage with them and improve their perceptions through customer service interactions.

DETAILED FINDINGS

Overall performance



Overall performance

Perceptions of Glen Eira City Council's overall performance index score of 63 is a two-point (not significant) decline from last year. This continues the downward trend in Council's overall performance and is the equal lowest rating in a decade.

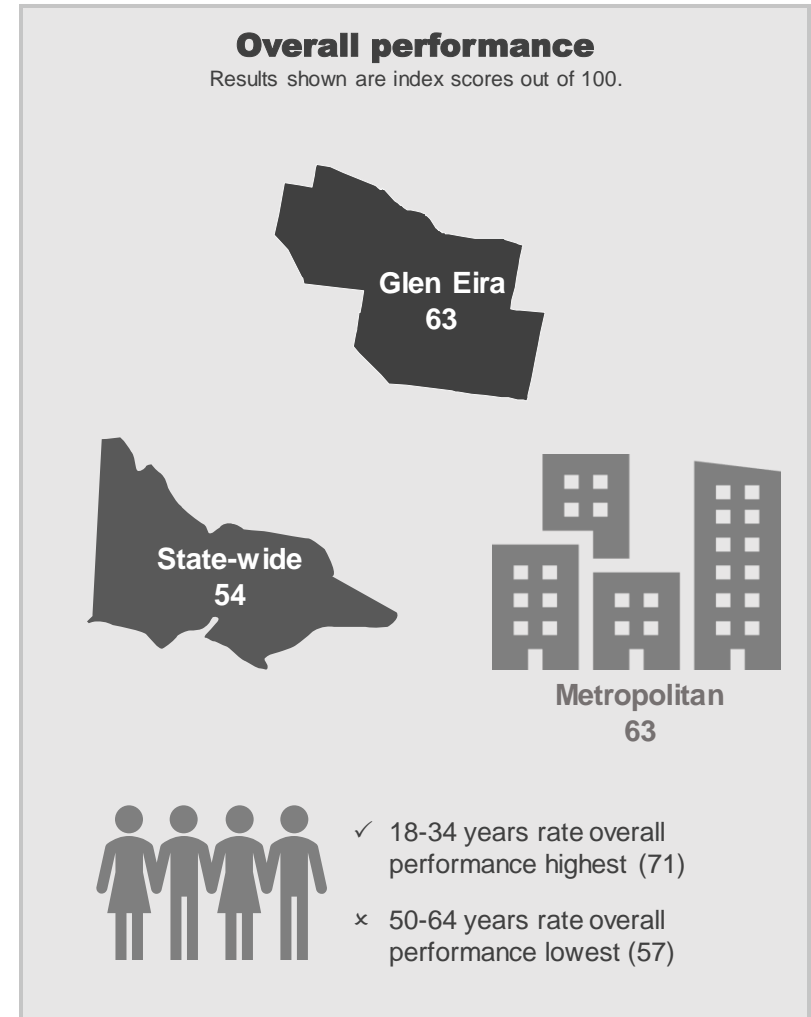
Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the State-wide average and is in-line with the Metropolitan group (index scores of 54 and 63 respectively).

Perceptions of overall performance declined significantly this year among:

- women, index score of 62, down five index points.
- 35 to 49 year olds, index score of 58, down nine index points.

Residents aged 18 to 34 years (index score of 71, up a significant eight index points) rate overall performance highest, and significantly higher than the Council average.

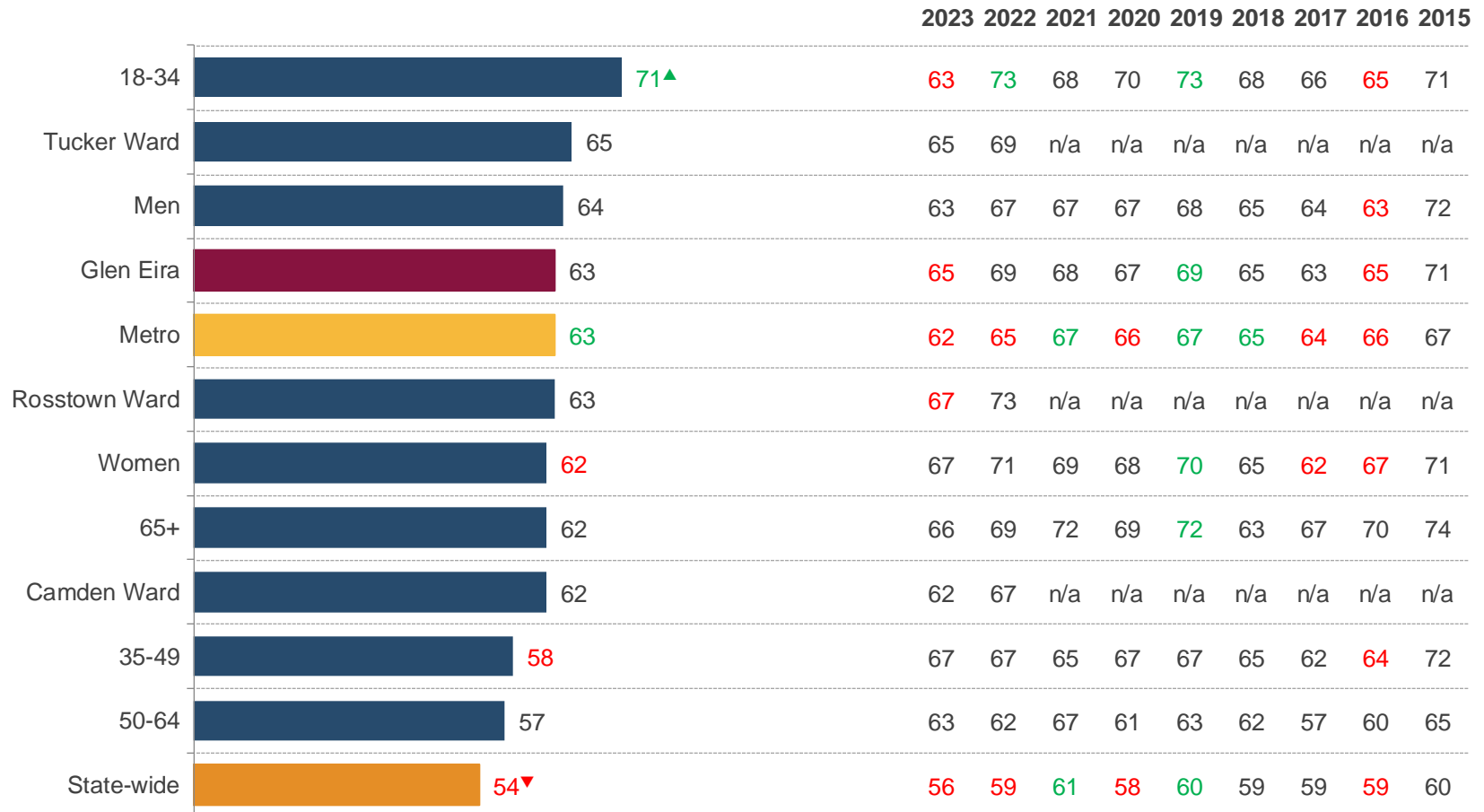
More than two in five residents (44%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good', far more than the proportion who rate Council as 'very poor' or 'poor' (17%). A further 33% rate Council as 'average' on value for money.





Overall performance

2024 overall performance (index scores)



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

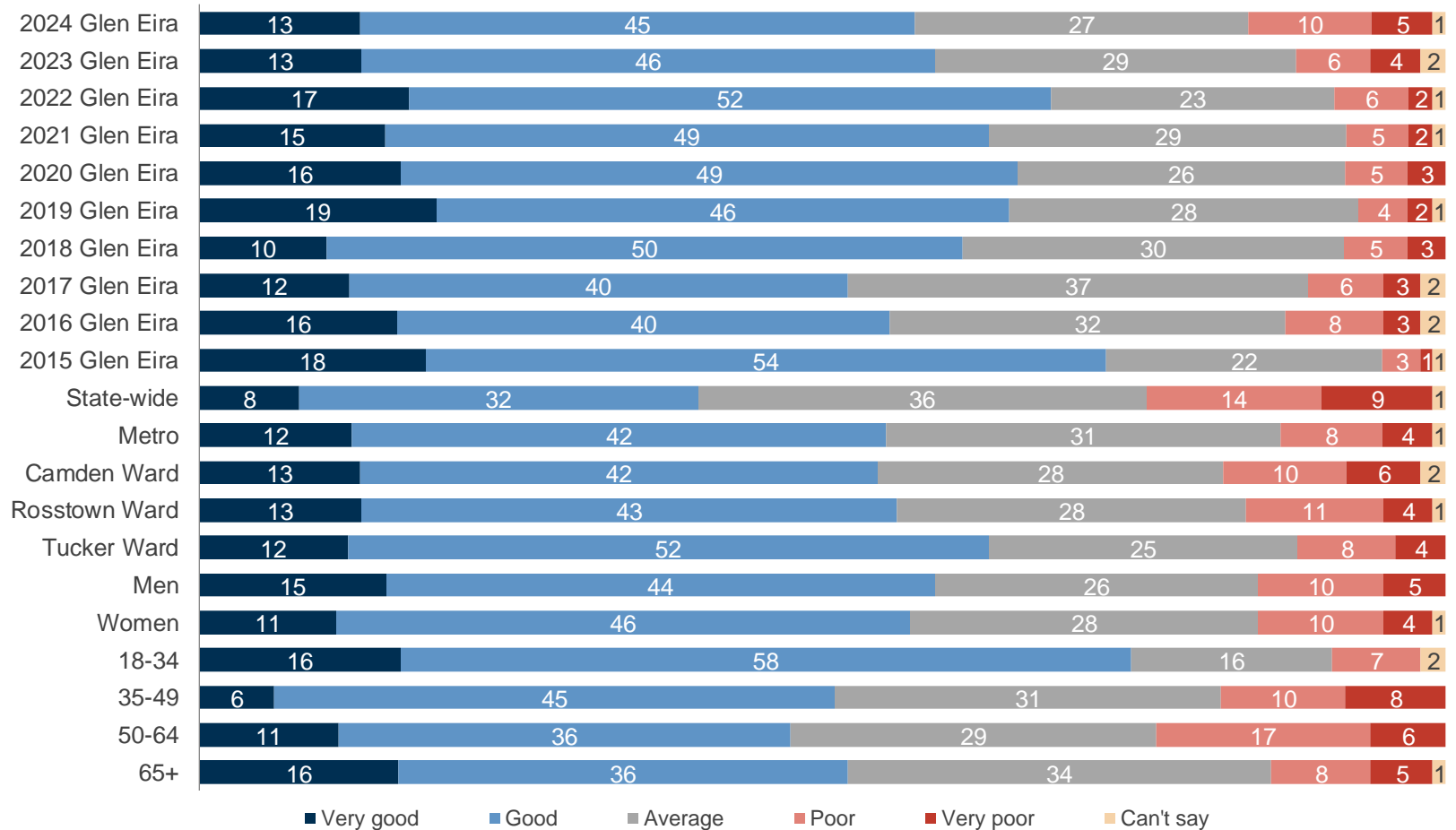
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Overall performance

2024 overall performance (%)



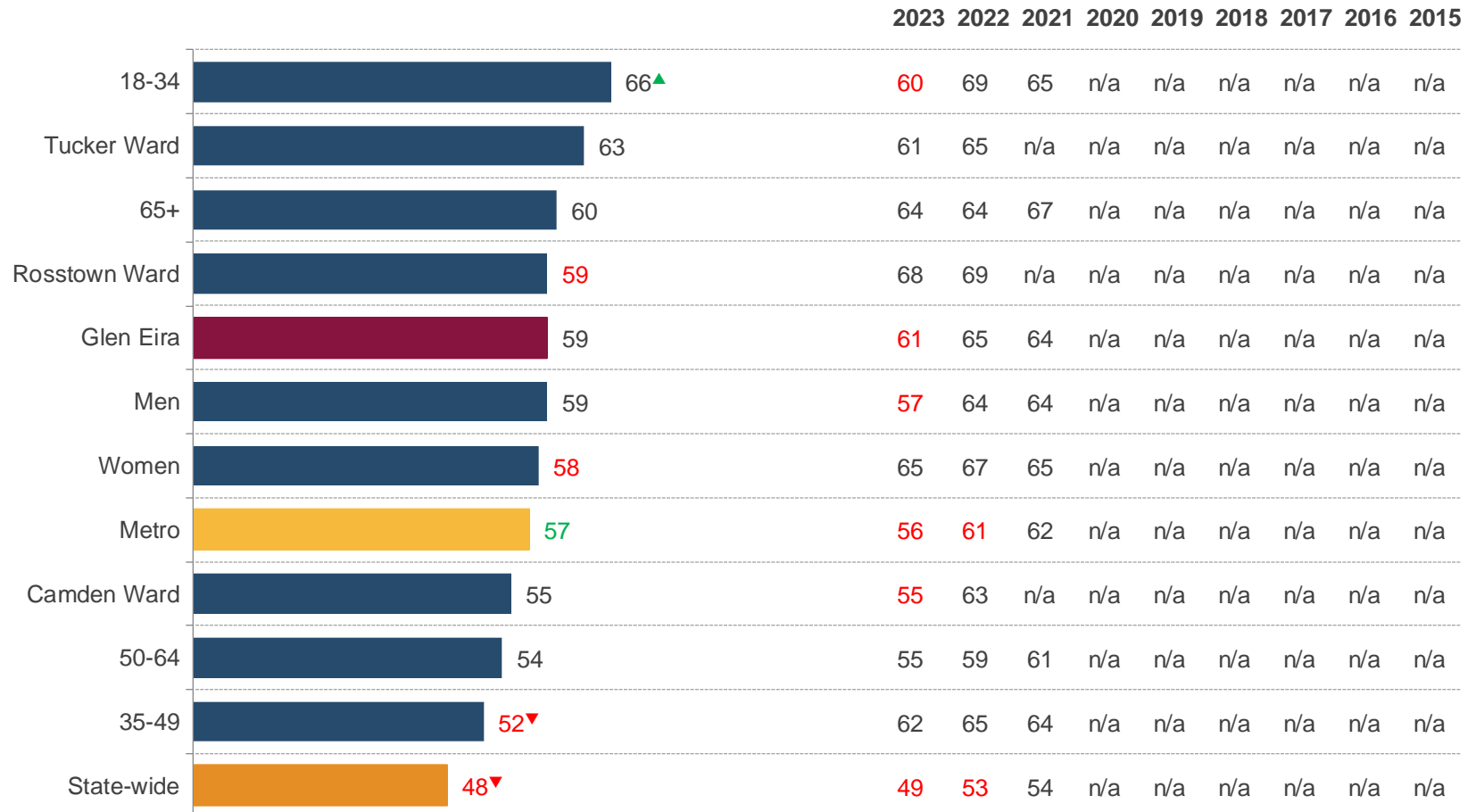
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Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



Value for money in services and infrastructure

2024 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?

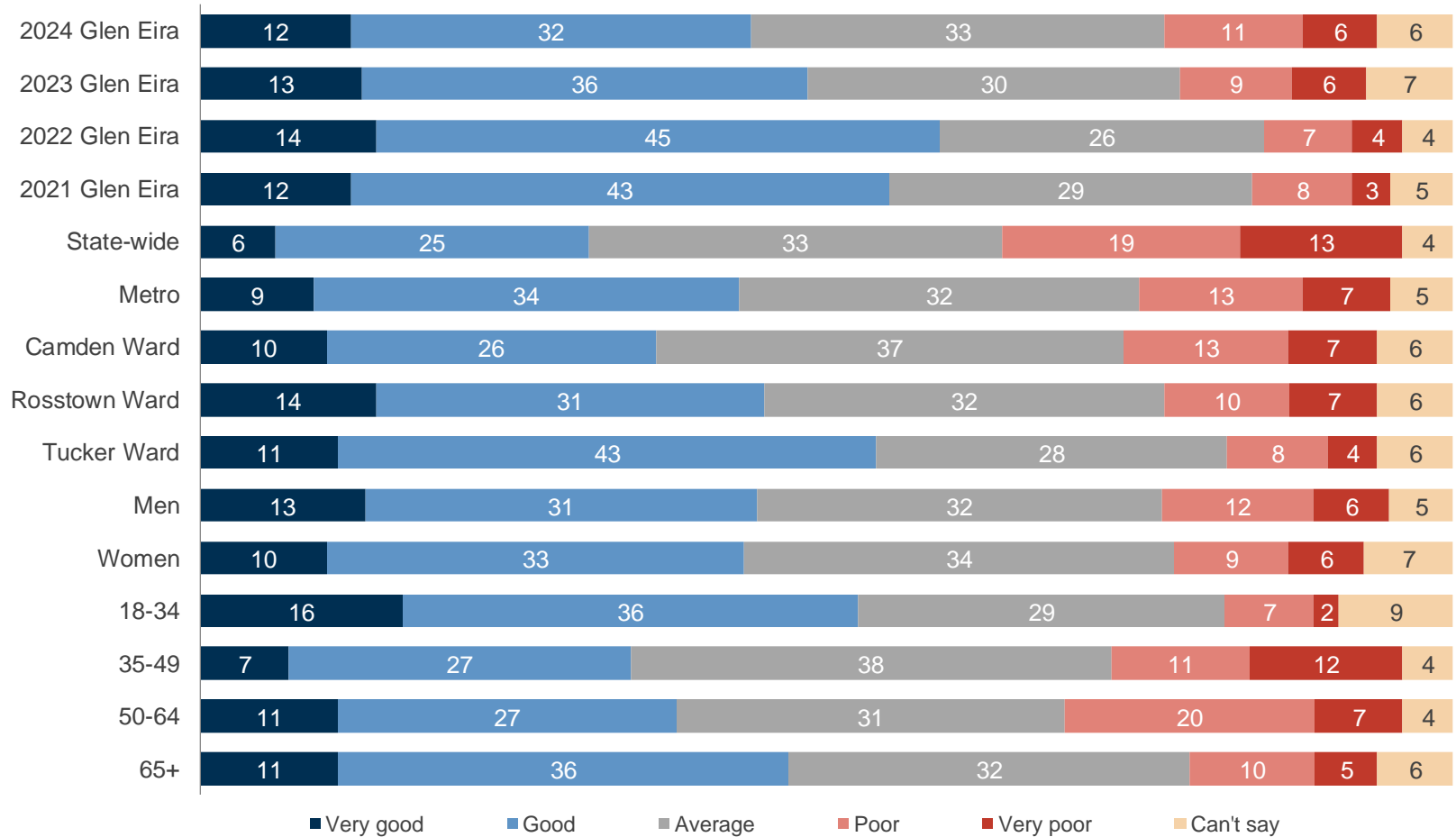
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 12

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



Value for money in services and infrastructure

2024 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: 61 Councils asked group: 12



Top performing service areas

Art centres and libraries (index score of 77) is Council's top performing service area for a second year, despite a two-point, not significant decline in perceptions from last year.

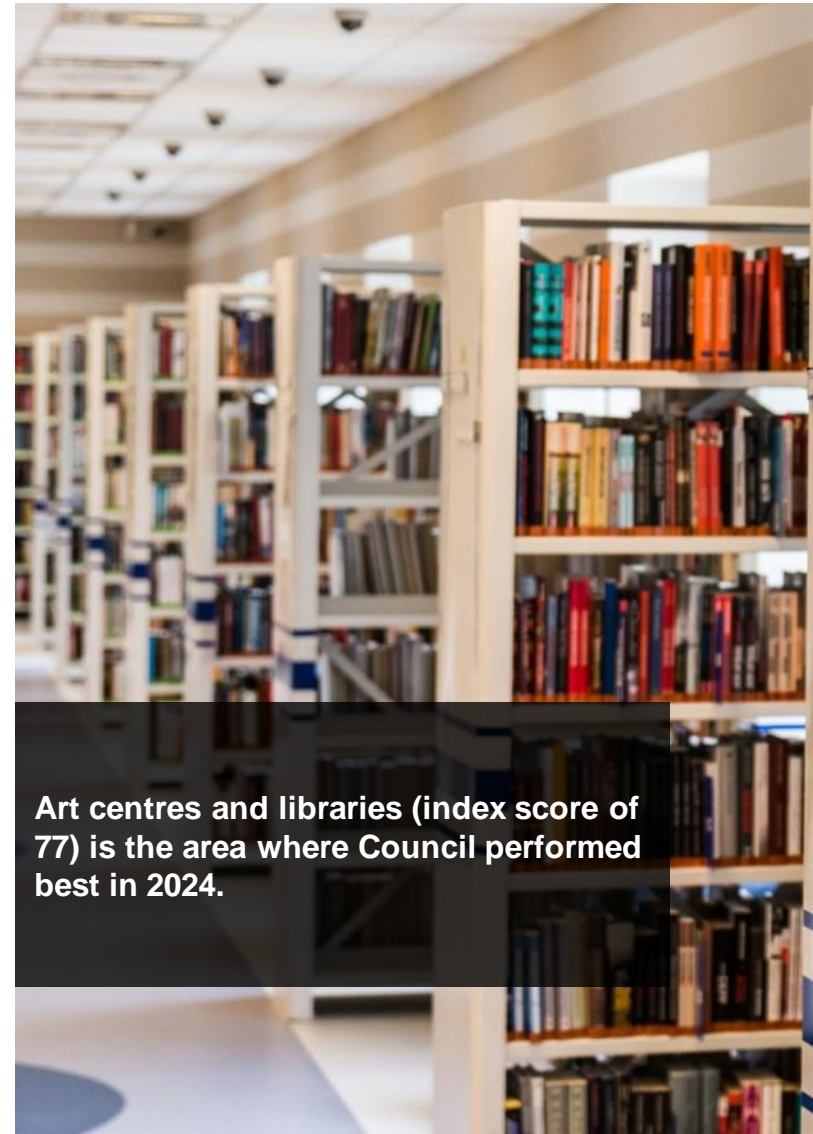
Recreational facilities and the appearance of public areas are Council's next highest rated service areas (index scores of 76 and 73 respectively).

- Perceptions of Council's performance on the appearance of public areas declined significantly this year among Tucker Ward residents (71, down seven index points). While perceptions among this cohort remain in line with the Council average, it would be worth monitoring resident concerns here.

On all of these top rated service areas, Council performs significantly higher than the State-wide average. Council also performs significantly higher than the Metropolitan group in the appearance of public areas, and performs in line with the group average on the other two service areas.

Recreational facilities has a moderate influence on perceptions of Council's overall performance, so maintaining efforts here is warranted.

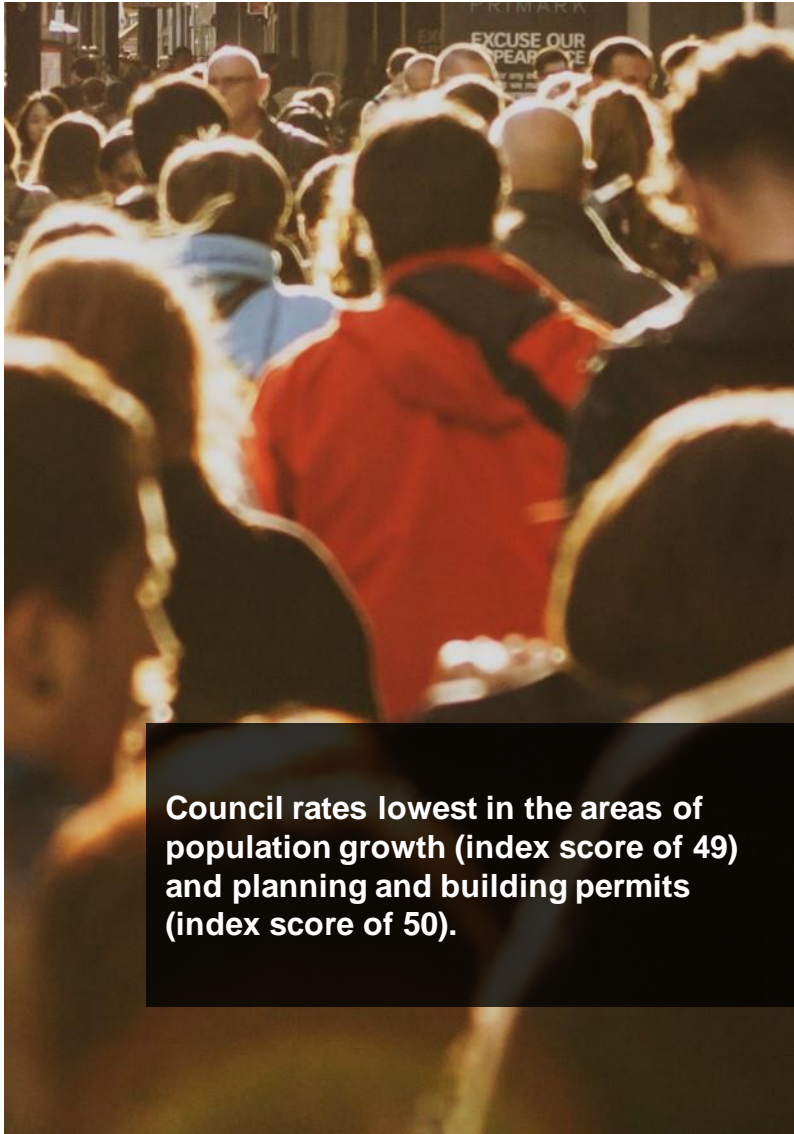
Furthermore, 16% of residents volunteer parks and gardens as the best thing about Council, while 8% nominate recreational/ sporting facilities.



Art centres and libraries (index score of 77) is the area where Council performed best in 2024.



Low performing service areas



Council rates lowest in the areas of population growth (index score of 49) and planning and building permits (index score of 50).

Low performing service areas for Glen Eira City Council include planning for population growth (index score of 49), planning and building permits (50) and town planning policy (51).

- Performance perceptions on all of the aforementioned areas have continued to decline from the peak ratings achieved in 2022.
- In all of these service areas, residents aged 50 to 64 years rate Council's performance significantly lower than average.
- Although performing relatively poorly, ratings for each of these service areas are in-line with the respective group averages, and significantly higher than the State-wide result for planning and building permits.

Planning and building permits should remain a focus for Council, as improvements here will also have a moderate to strong influence on perceptions of Council's overall performance.

In the area of general town planning policy:

- perceptions declined significantly among residents of Rosstown Ward (50, down eight index points) although remain in line with the Council average
- residents of Tucker Ward (56) rate Council's performance significantly higher than average.



Individual service area performance

2024 individual service area performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Art centres & libraries	77	79	76	75	78	78	74	76	75	78
Recreational facilities	76	76	76	78	80	79	77	75	76	80
Appearance of public areas	73	74	77	78	78	81	77	75	76	78
Waste management	72	70	72	75	75	76	78	77	78	80
Community & cultural	69	67	67	67	72	71	67	69	68	70
Elderly support services	64	67	66	65	69	67	65	67	69	70
Enforcement of local laws	64	66	68	66	68	67	65	64	63	69
Sealed local roads	63	67	69	70	73	70	70	67	69	74
Family support services	63	66	67	65	70	70	67	65	70	69
Environmental sustainability	62	64	68	64	66	68	63	63	60	68
Disadvantaged support serv.	61	64	62	62	63	63	62	62	63	66
Informing the community	61	62	66	64	63	64	59	61	59	65
Local streets & footpaths	60	64	66	66	70	69	66	66	68	67
Bus/community dev./tourism	59	59	60	56	61	63	57	57	58	61
Parking facilities	58	59	61	58	59	54	56	55	52	61
Traffic management	58	61	n/a	62	62	59	60	59	55	59
Community decisions	57	57	62	59	58	61	55	55	54	60
Consultation & engagement	55	57	60	58	60	60	55	54	51	56
Lobbying	54	56	57	56	55	57	54	52	51	57
Town planning policy	51	53	58	56	55	56	49	49	49	52
Planning & building permits	50	**	**	**	**	**	**	**	46	49
Population growth	49	52	55	52	53	52	48	48	44	n/a

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

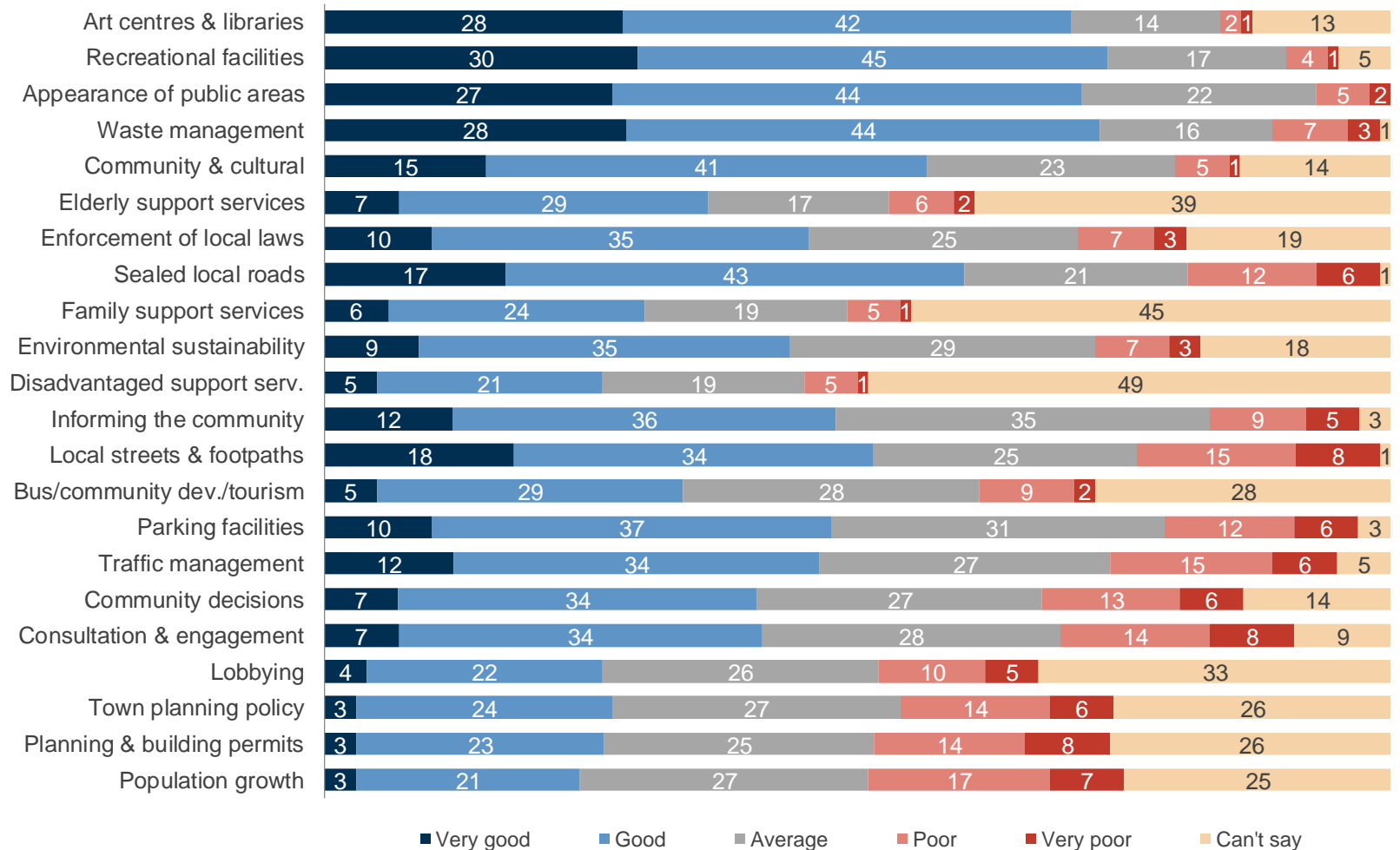
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Individual service area performance

2024 individual service area performance (%)





Individual service area importance

2024 individual service area importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Waste management	85	82	85	84	84	84	83	82	83	79
Local streets & footpaths	82	79	79	79	78	76	79	78	80	76
Sealed local roads	79	77	78	76	76	75	75	78	79	72
Community decisions	79	79	81	82	80	80	79	81	80	79
Elderly support services	78	76	80	80	78	77	76	78	80	77
Appearance of public areas	75	74	75	76	74	72	75	75	78	73
Recreational facilities	75	75	78	75	75	72	74	75	76	72
Population growth	74	72	74	75	75	78	77	77	78	n/a
Planning & building permits	73	74	77	78	75	75	77	78	75	74
Disadvantaged support serv.	72	74	76	77	73	72	72	73	75	74
Consultation & engagement	72	72	73	73	72	72	72	73	75	72
Town planning policy	72	73	76	77	74	72	72	75	75	71
Informing the community	72	72	76	75	73	73	71	72	77	73
Traffic management	71	71	n/a	72	70	74	74	76	77	73
Family support services	70	72	74	74	73	72	73	74	75	73
Parking facilities	70	67	71	72	71	74	73	74	74	70
Enforcement of local laws	69	65	69	69	69	69	70	73	73	70
Environmental sustainability	68	70	76	78	75	76	73	74	75	73
Art centres & libraries	68	69	72	70	70	66	69	69	70	69
Lobbying	64	63	70	68	67	68	69	70	70	67
Community & cultural	59	60	64	63	60	59	60	62	63	60
Bus/community dev./tourism	56	54	59	61	55	54	56	58	57	55

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

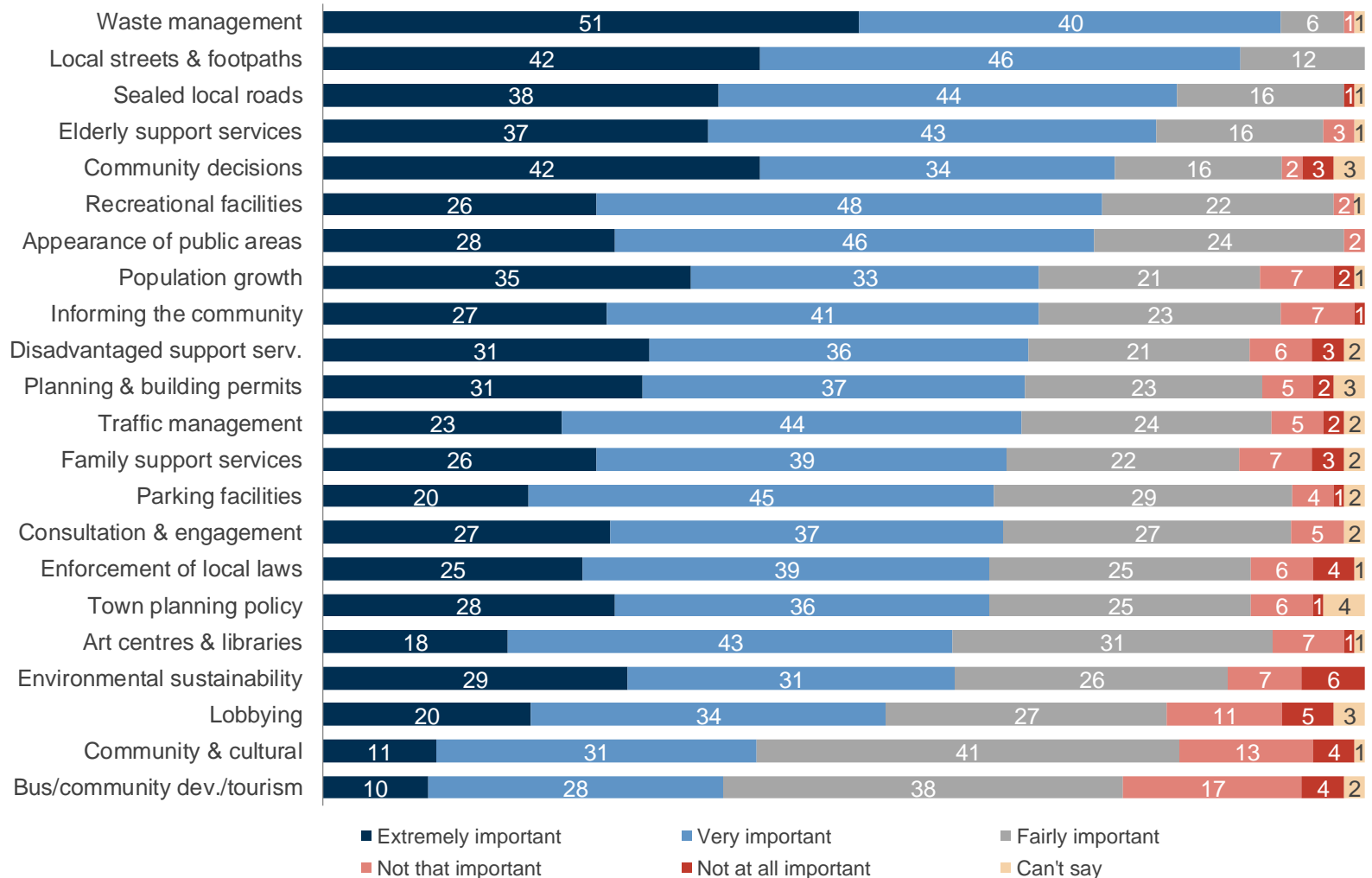
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7

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



Individual service area importance

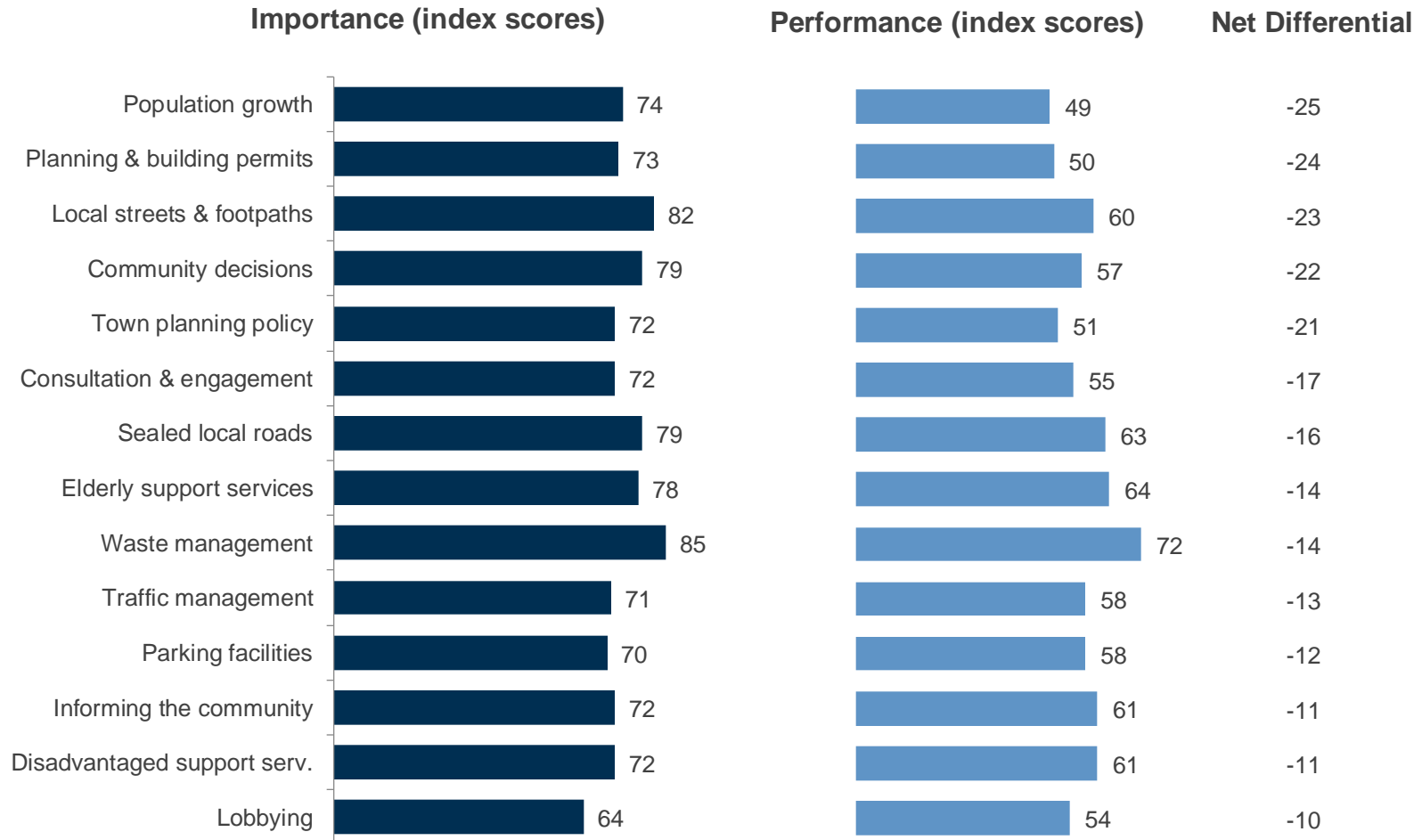
2024 individual service area importance (%)





Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- The condition of sealed local roads
- Planning and building permits
- Waste management
- Recreational facilities.

Looking at these key service areas only, recreational facilities and waste management have a high performance index score (76 and 72 respectively) and Council also performs relatively well in the more influential area of sealed local roads (index score of 63).

These service areas have a moderate to strong influence on the overall performance rating and maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

More in need of Council attention are its planning and building permits, which have a relatively strong influence on overall community opinion but where Council performance is rated just 'average' (index score of 50).

Addressing resident concerns about Council's handling of planning and building permits can also help to improve overall ratings of performance.



Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents 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 service areas located closer to the axis.

The regressions are shown on the following two charts.

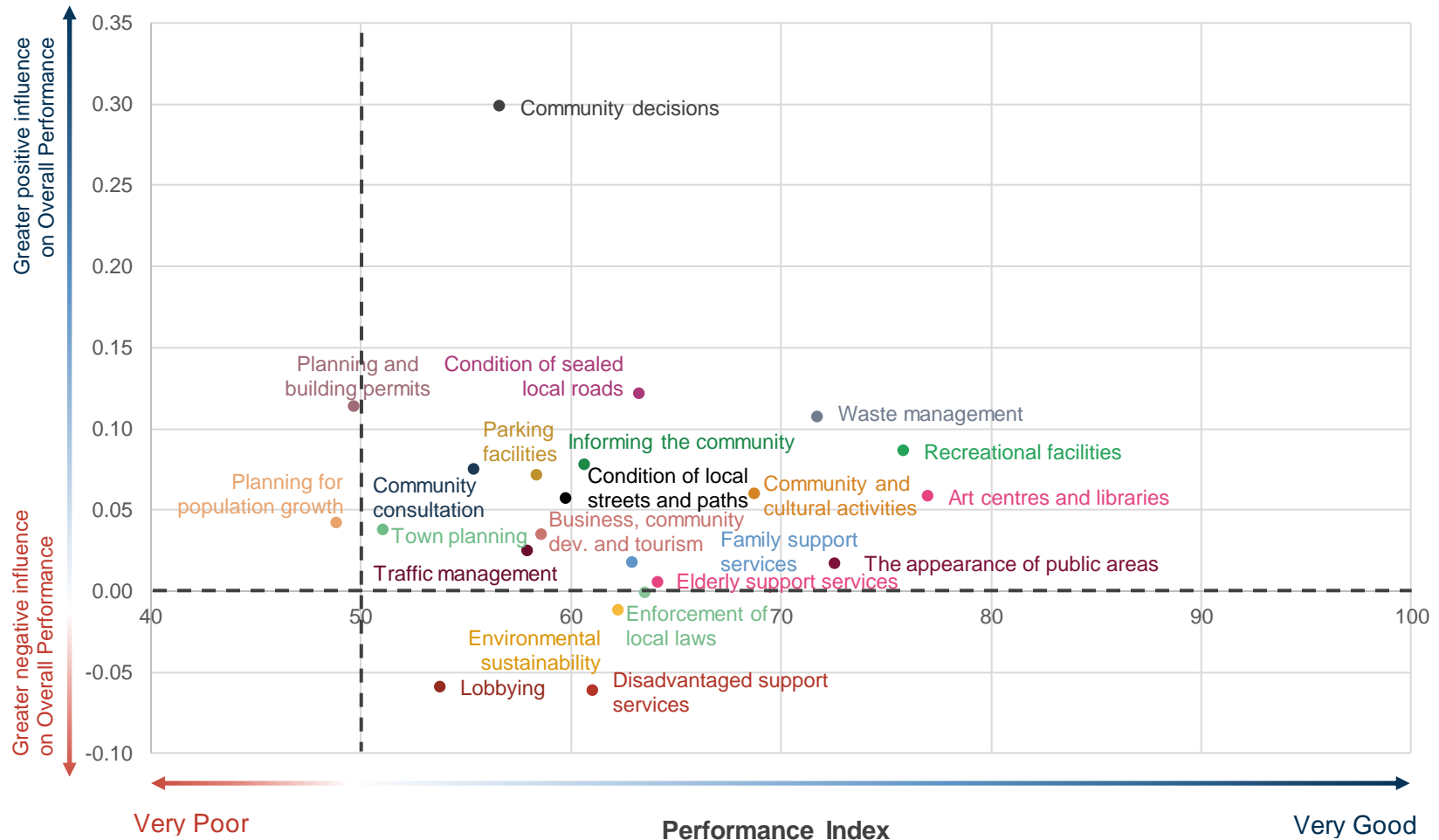
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2024 regression analysis (all service areas)

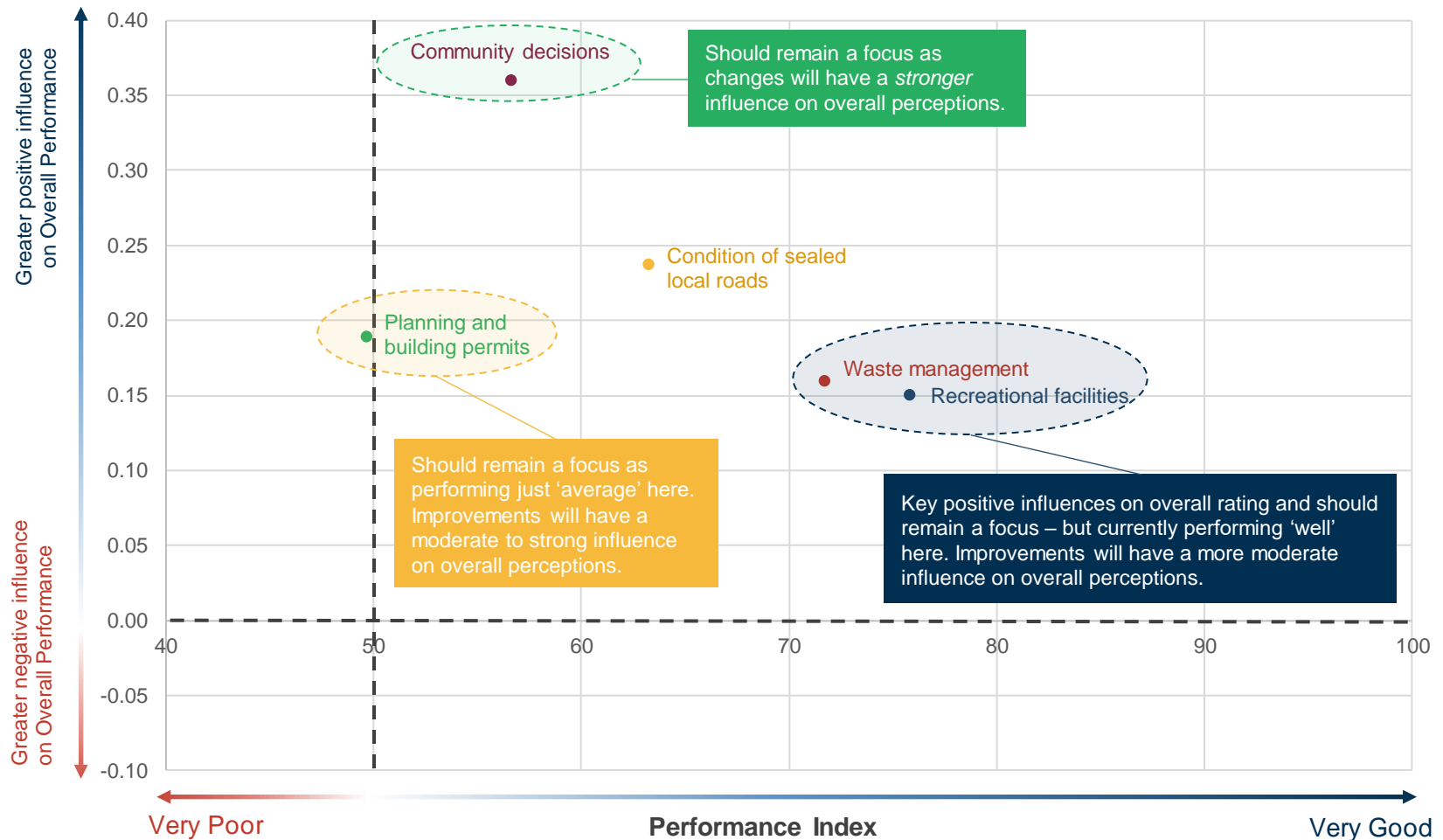


The multiple regression analysis model above (all service areas) has an R^2 value of 0.665 and adjusted R^2 value of 0.645, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 34.07$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2024 regression analysis (key service areas)

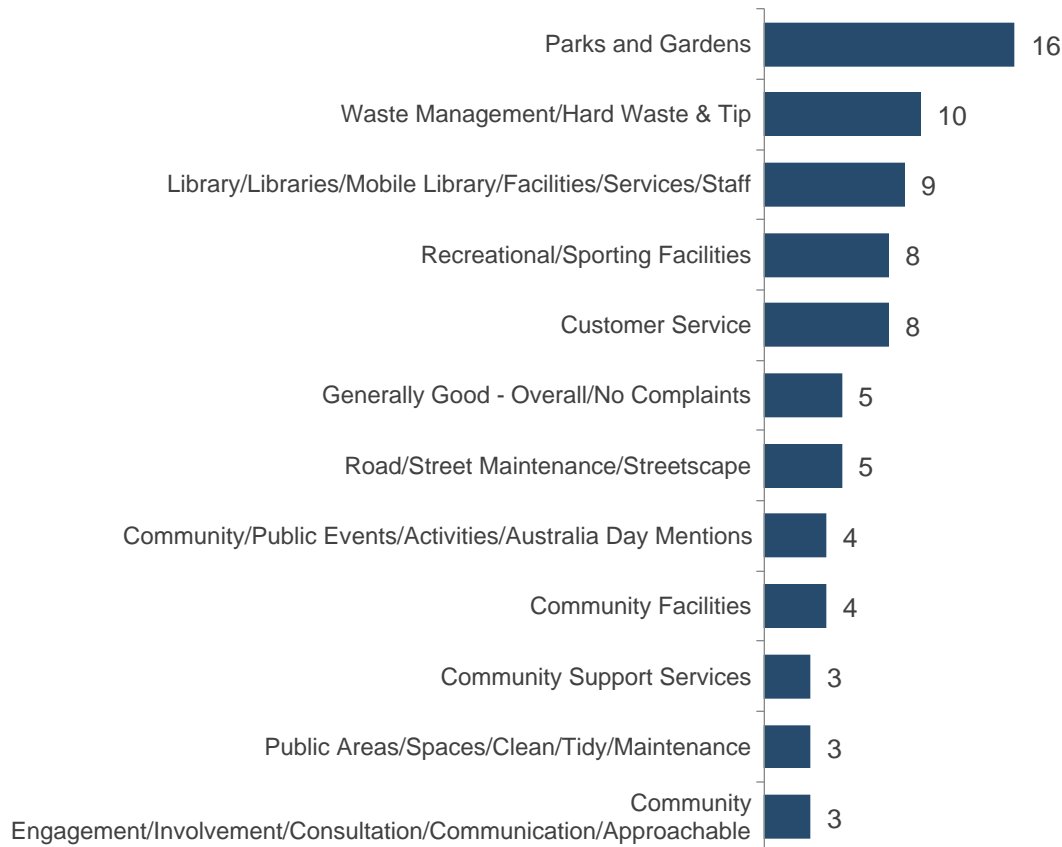


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.627 and adjusted R^2 value of 0.622, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 132.74$.

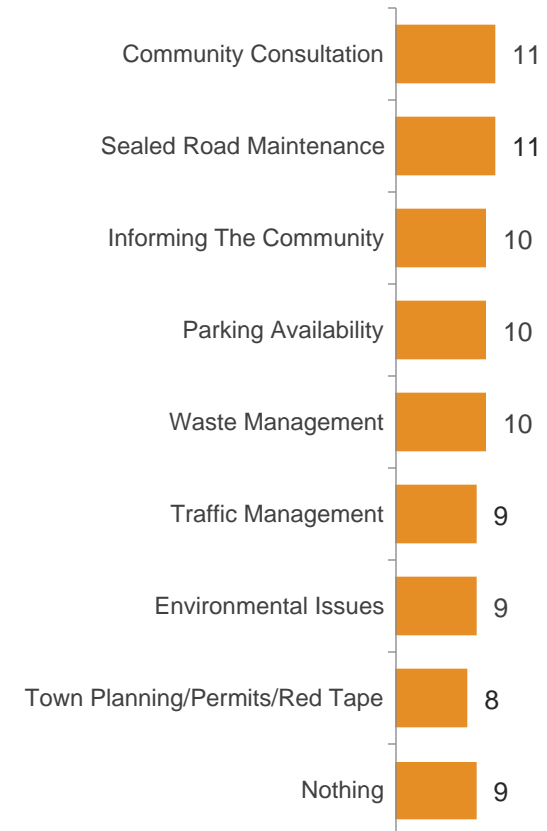


Best things about Council and areas for improvement

2024 best things about Council (%)
- Top mentions only -



2024 areas for improvement (%)
- Top mentions only -



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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 10

A verbatim listing of responses to these questions can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

More than three in five Council residents (67%) had contact with Glen Eira City Council in 2024. Rate of contact has remained unchanged since 2022.

Rate of contact is lowest among those aged 18 to 34 years (55%) and significantly lower than average.

The main method of contact by residents is telephone (38%), followed by email (24%) and via the website (18%).



Among those residents who have had contact with Council, 68% provide a positive customer service rating of 'very good' or 'good', including 31% of residents who rate Council's customer service as 'very good'.

Customer service

Although Council's customer service index score of 72 is not significantly different from last year, it is the lowest rating in almost a decade. That said, perceptions of Council's customer service are rated significantly higher than the State-wide average and in line with the Metropolitan group (index scores of 67 and 71 respectively).

Performance ratings across demographic and most geographic cohorts are also not significantly different from the Council average or 2023 ratings.

- Residents of the Tucker Ward (index score of 69) are the exception, with perceptions of customer service a significant eight points lower than last year.

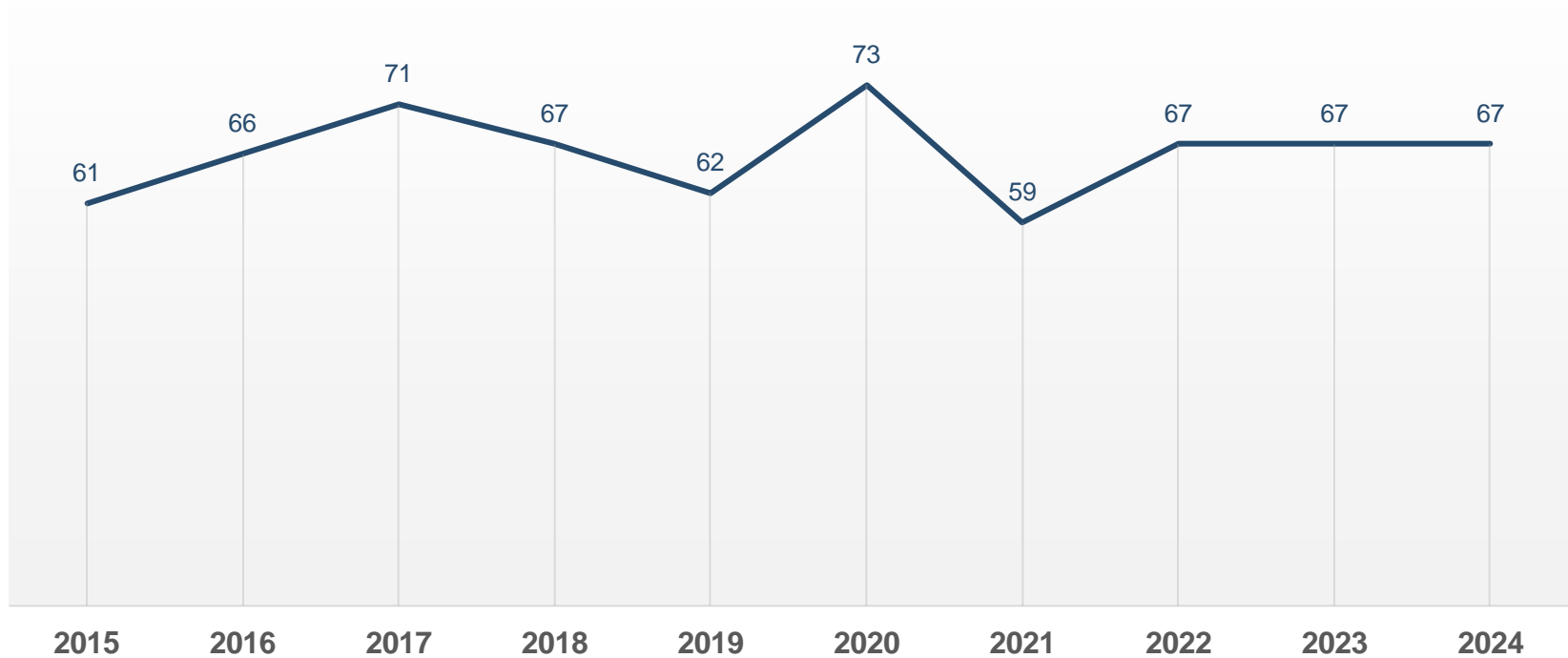
Almost seven in ten residents (68%) rate customer service as 'very good' or 'good'.

Customer service ratings are highest among residents who communicated with Council via telephone (index score of 75). Given this is the most frequently used channel by residents, this is a positive result. Ratings among those who interact via the website are similar (index score of 73), but are lower among those who contact Council by email (65). This would suggest that Council should first look to improving email interactions to lift perceptions of customer service overall.



Contact with council

2024 contact with council (%)
Have had contact



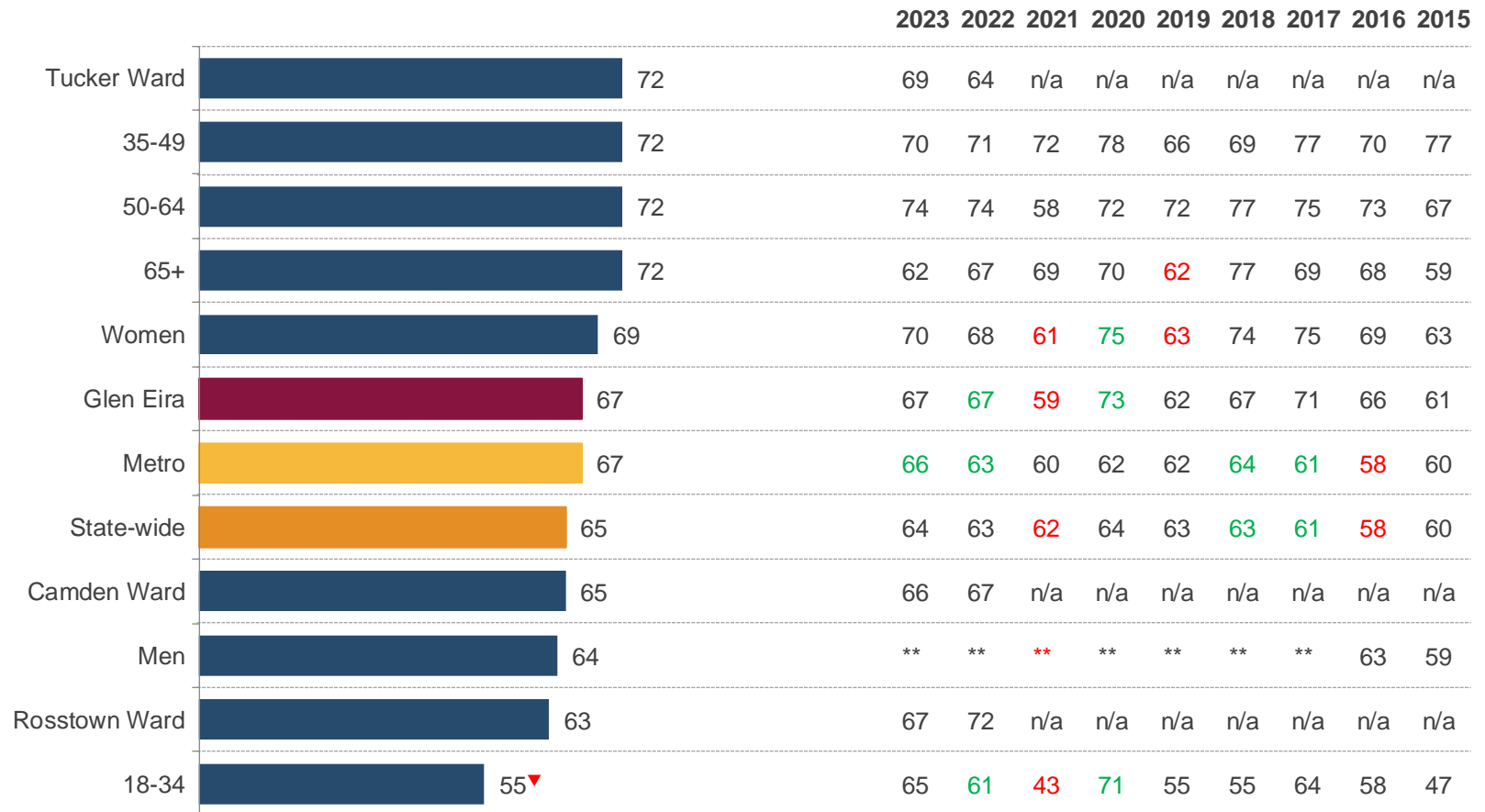
Q5a. Have you or any member of your household had any recent contact with Glen Eira City Council in any of the following ways?

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



Contact with council

2024 contact with council (%)



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

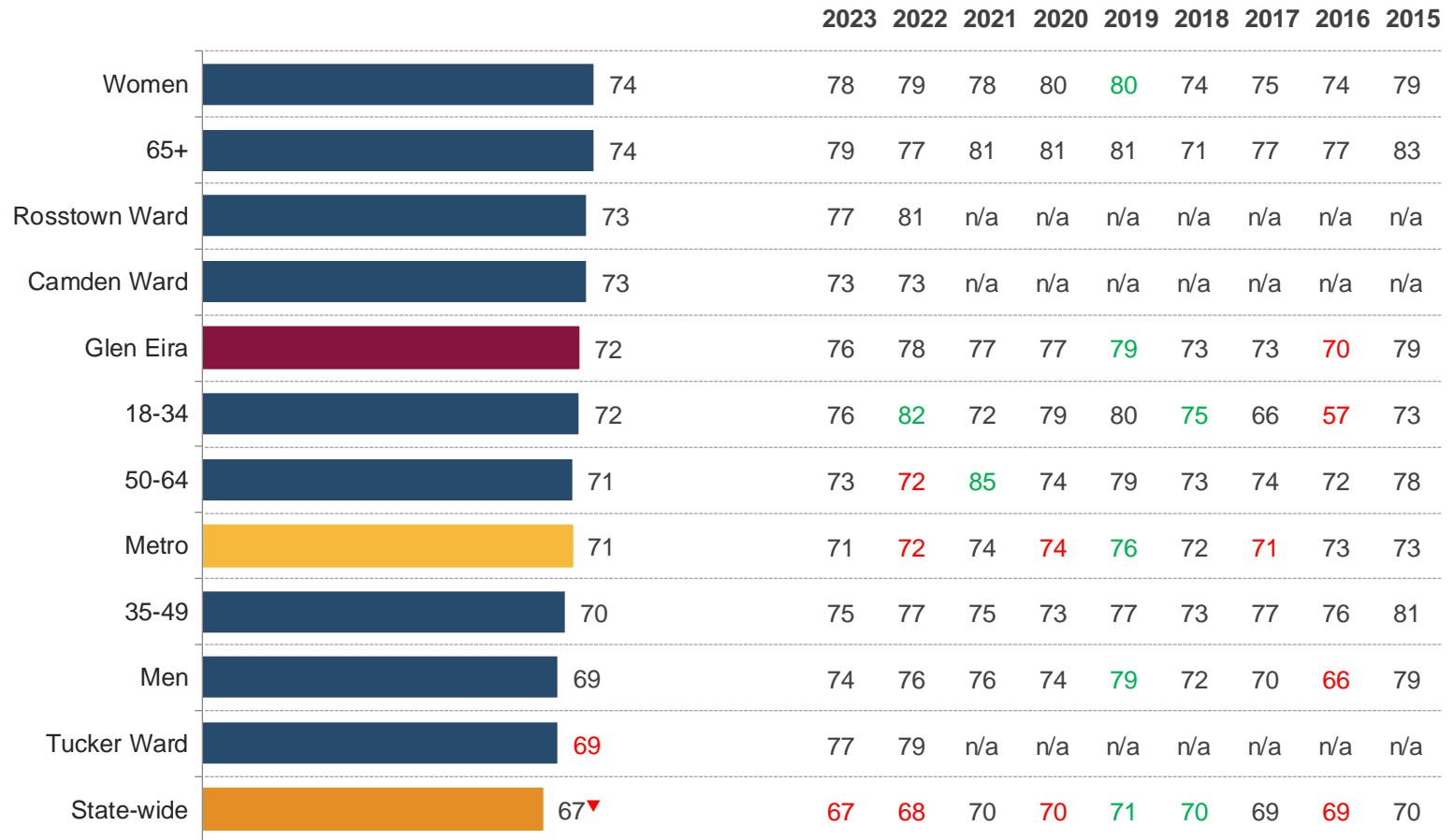
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7

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



Customer service rating

2024 customer service rating (index scores)



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

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

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

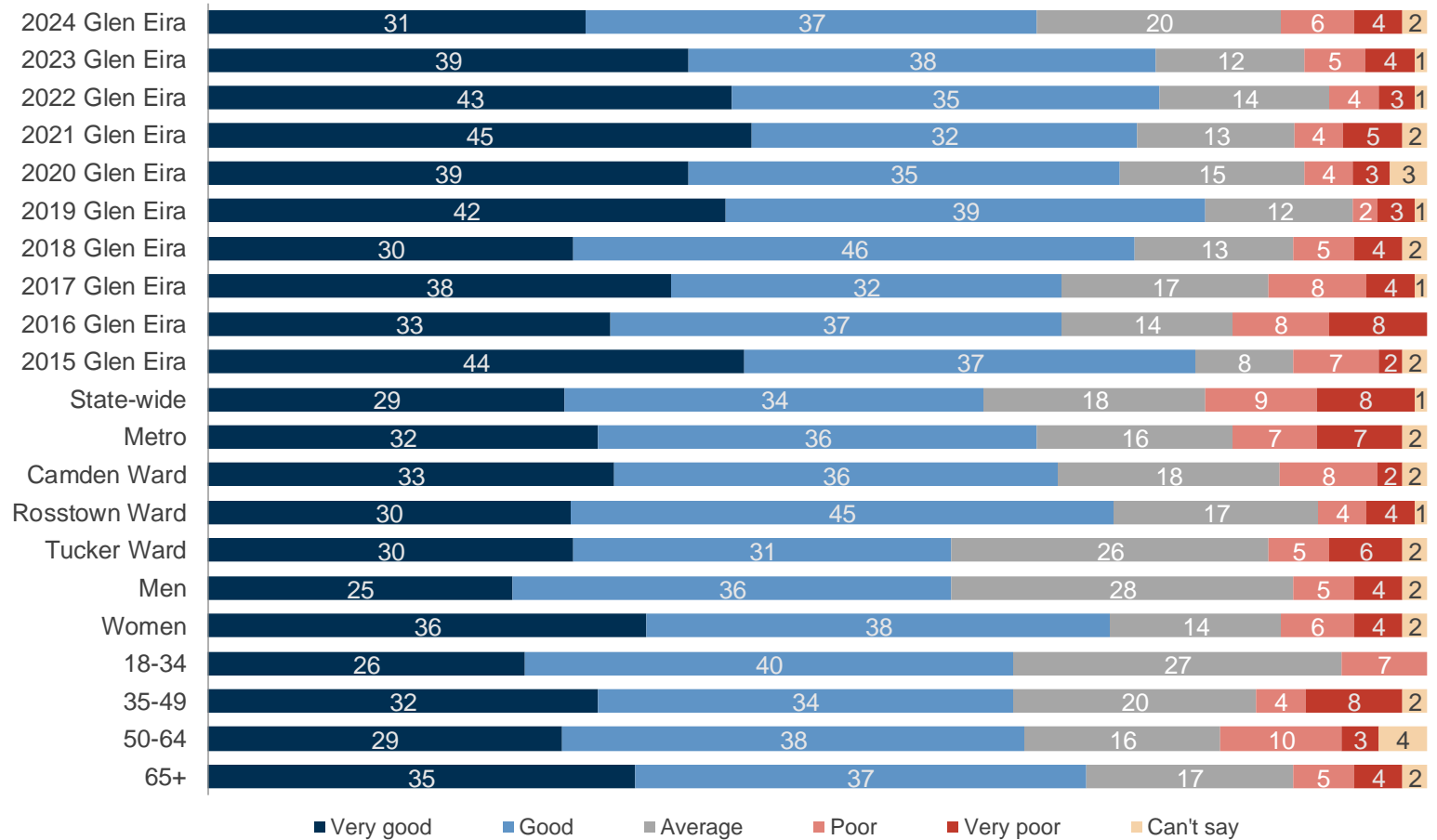
Councils asked State-wide: 62 Councils asked group: 13

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



Customer service rating

2024 customer service rating (%)



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

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

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

Councils asked State-wide: 62 Councils asked group: 13



Method of contact with council

2024 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



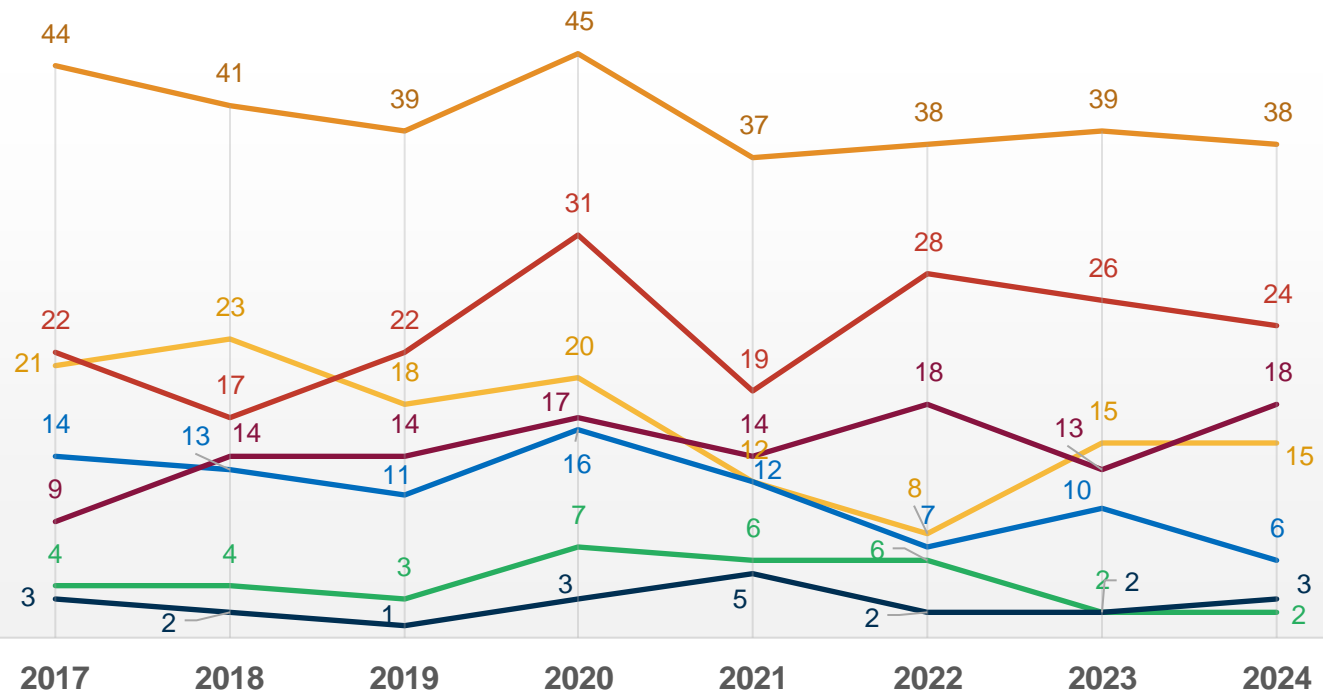
By Email



Via Website



By Social Media



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

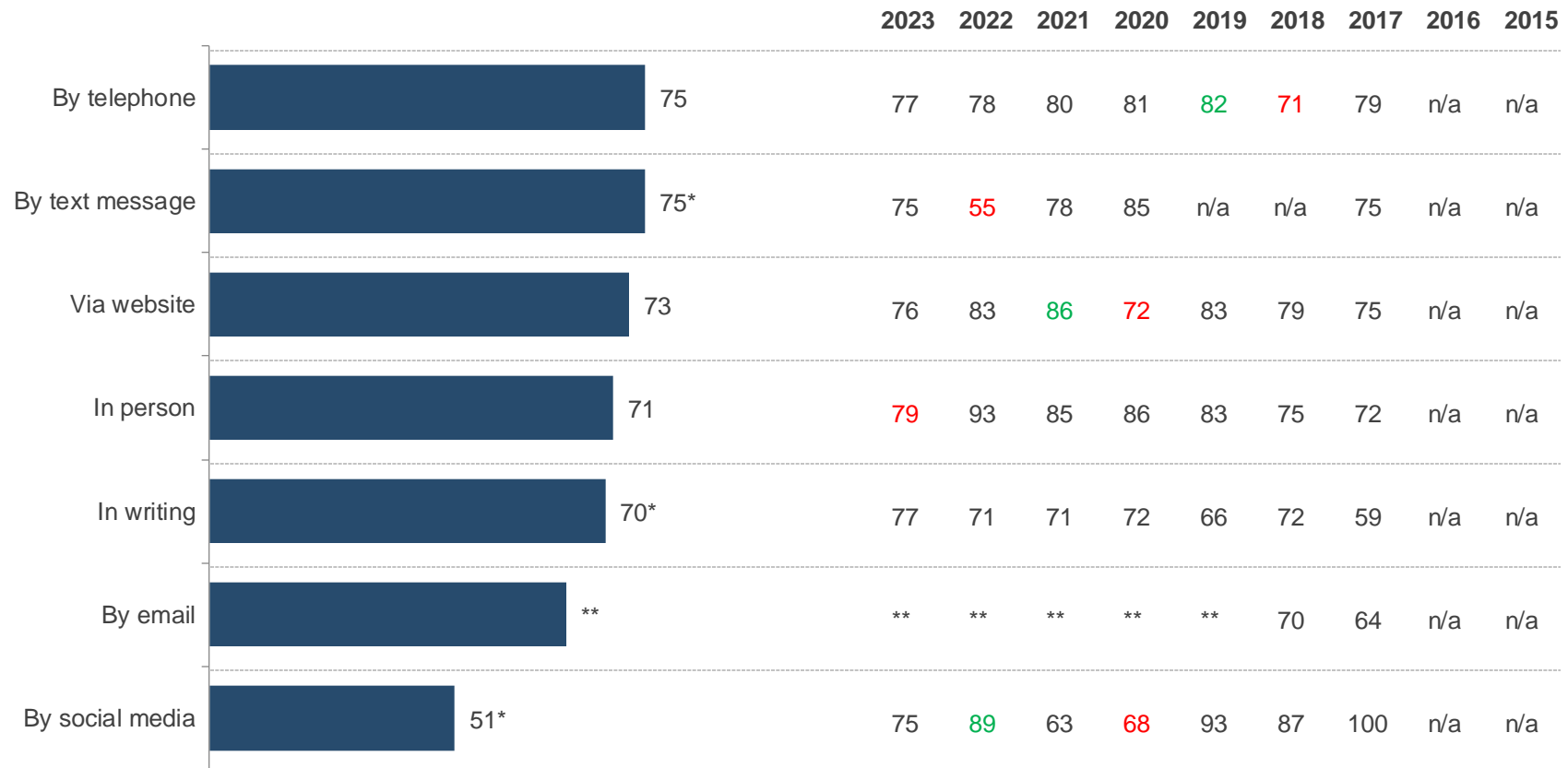
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7

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



Customer service rating by method of last contact

2024 customer service rating (index score by method of last contact)



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

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

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

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

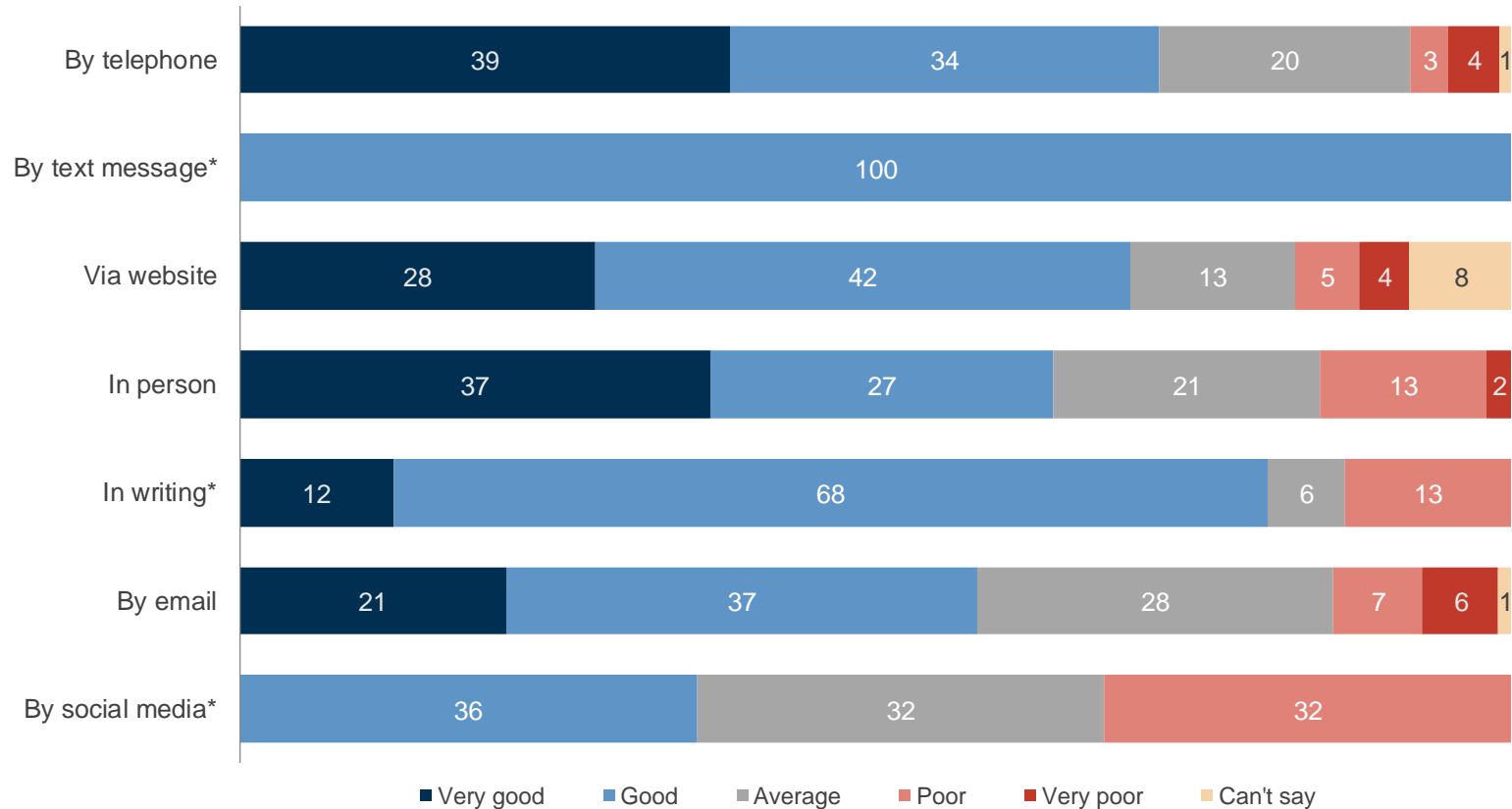
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2024 customer service rating (% by method of last contact)



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

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

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

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

*Caution: small sample size < n=30



Communication



Communication

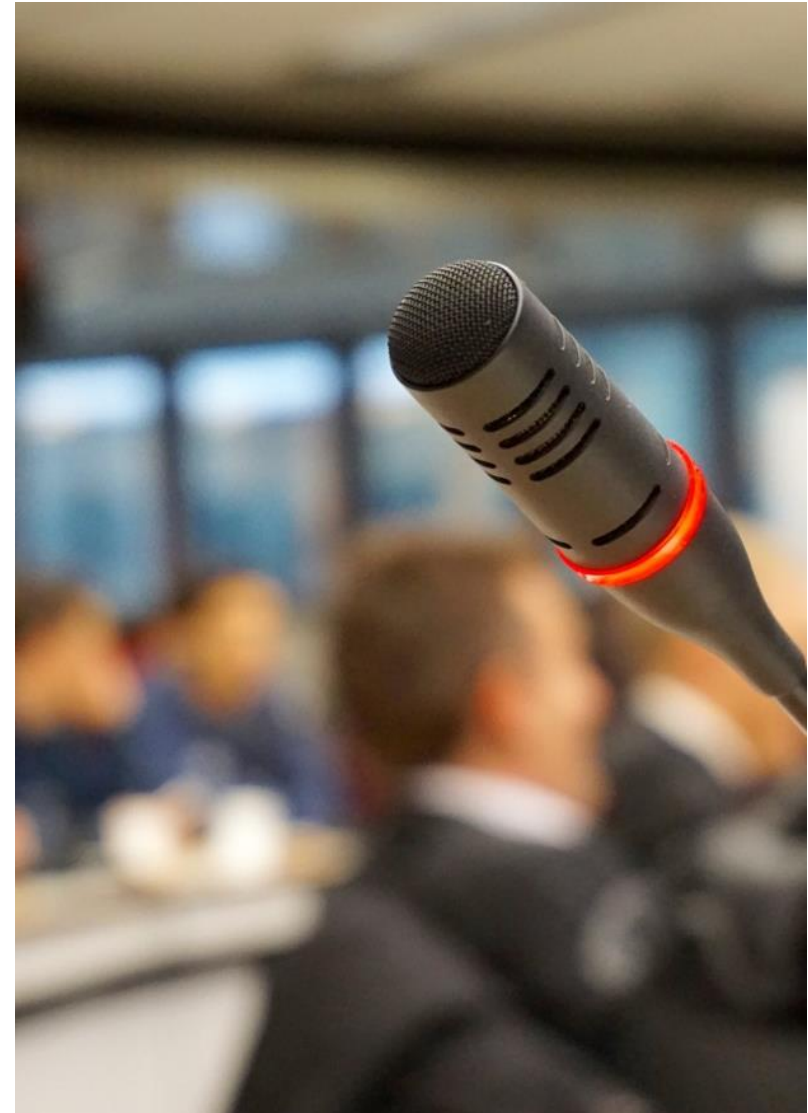
Glen Eira City Council residents prefer a Council newsletter sent via email (44%) as the best form of communication from Council about news and information and upcoming events. Preference for this channel has increased by 11 percentage points from 2023.

Emailed newsletters are now far preferred ahead of the 21% of residents who prefer communication through a Council newsletter sent via mail. Preference for this form of communication declined by eight percentage points since last year.

Other forms of communication fall much further behind, with social media preferred by 11% of residents and 9% preferring a text message.

There are some different communications preferences by age group.

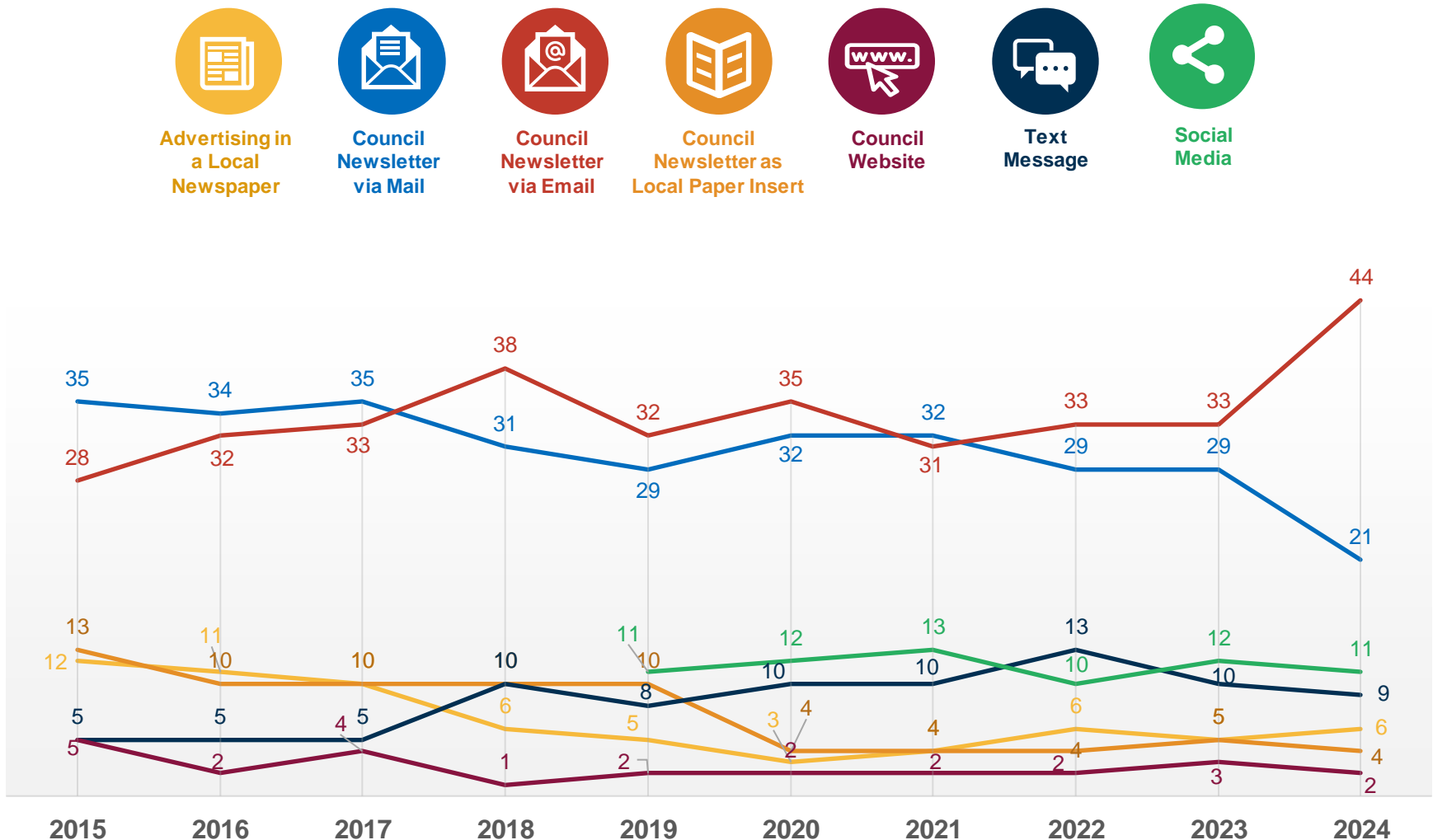
- Those aged under 50 years continue to prefer a Council newsletter sent via email (46%), ahead of social media (17%) or a newsletter sent via mail (13%).
- Those aged 50 years or older prefer to hear from Council through a newsletter sent via email (41%), more than a Council newsletter sent via mail (31%), an advertisement in a local newspaper or a newsletter as a local paper insert (both 7%).





Best form of communication

2024 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?

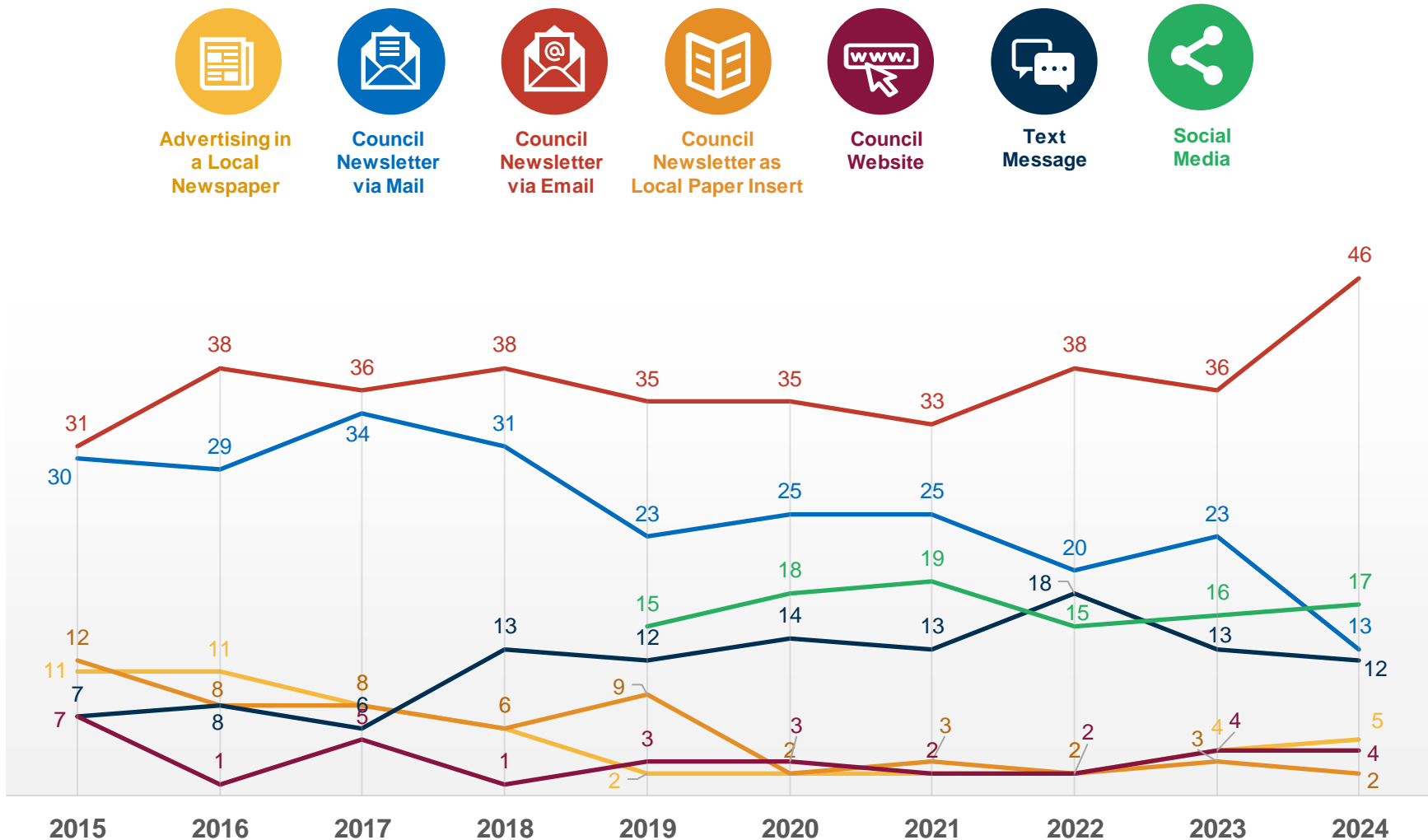
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2024 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?

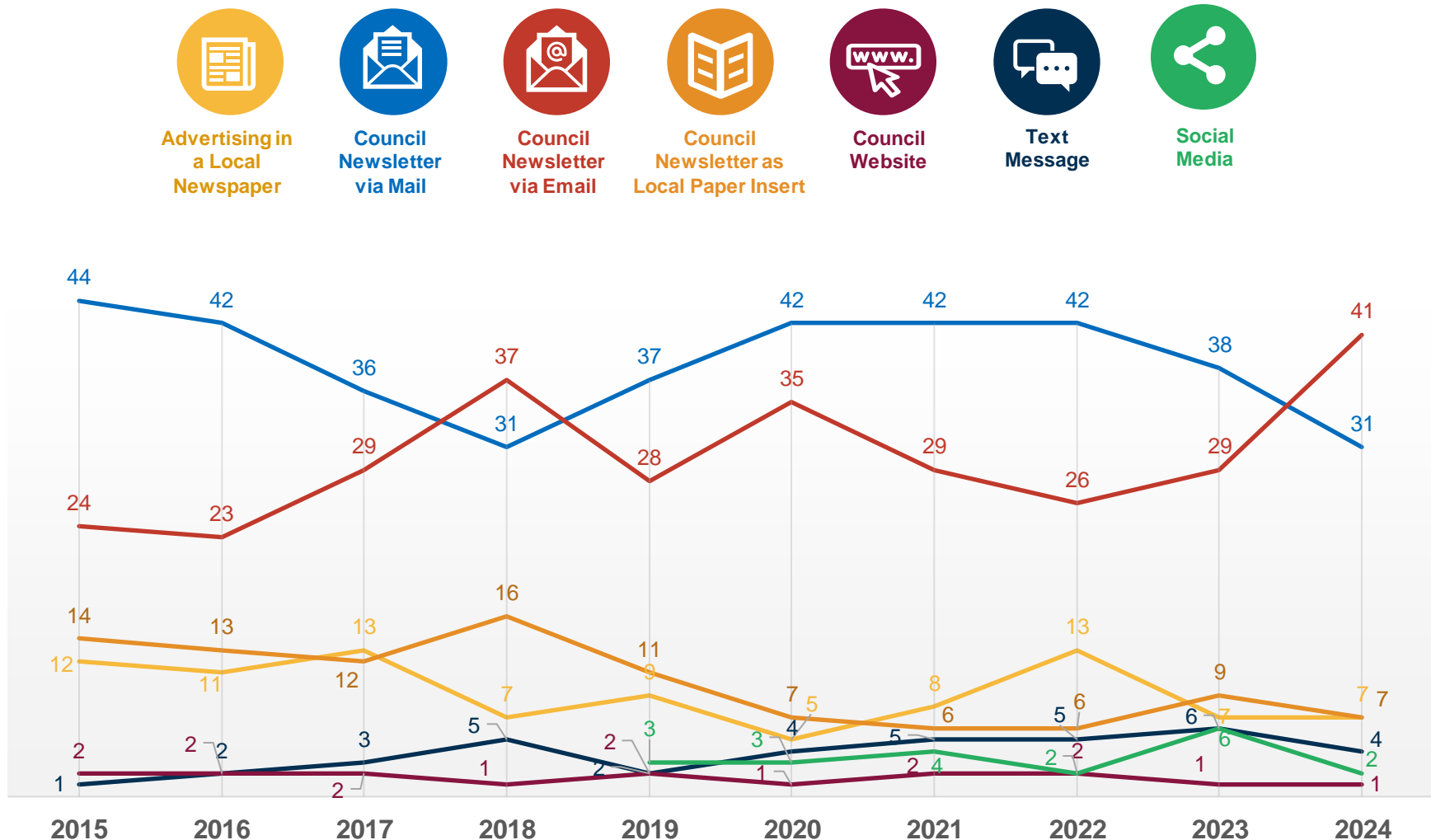
Base: All respondents aged under 50. Councils asked State-wide: 38 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2024 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: 38 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Council direction



Council direction

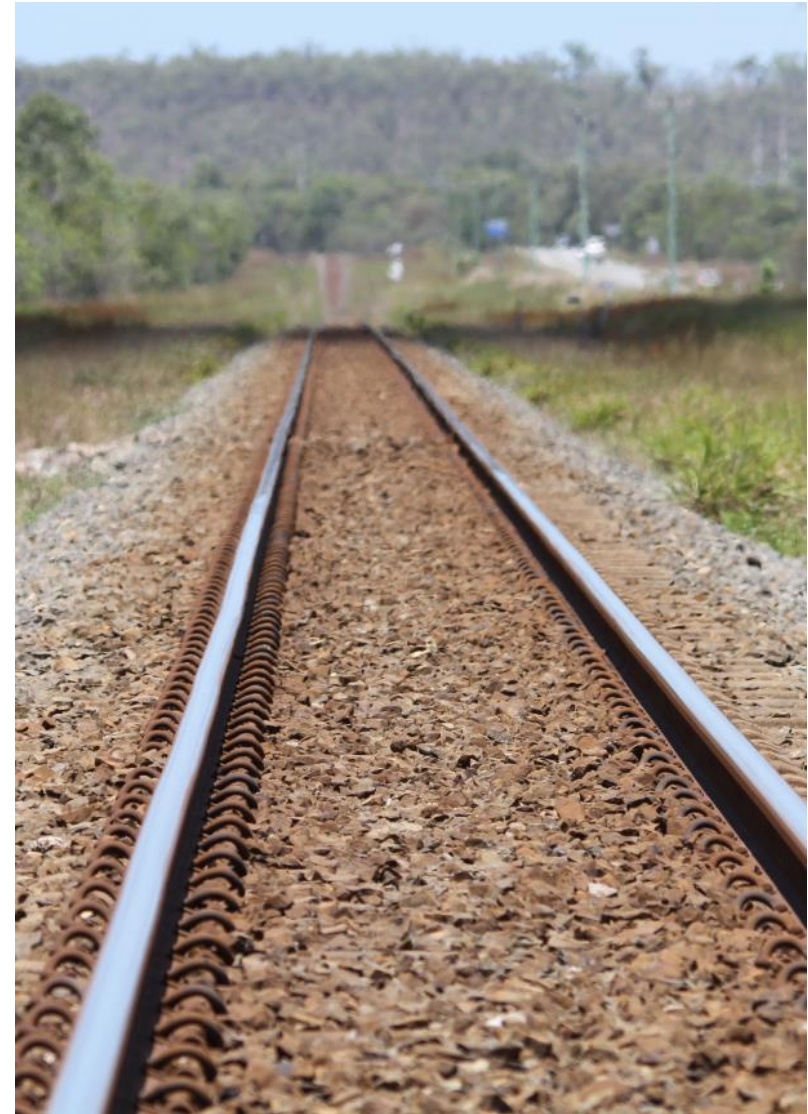
Although not significant increases year on year, perceptions of the direction of Council's overall performance have declined (index score of 49) and are now at their lowest level in a decade.

Declines in overall direction (mostly not significant) are present among all demographic and geographic groups.

- The exception is for those aged 18 to 34 years (index score of 57) who also rate Council's overall direction significantly higher than average.
- Perceptions among Rosstown Ward residents (index score of 47, down nine index points) are significantly lower than last year.
- Those aged 50 to 64 years rate Council's overall direction significantly lower than average (41), with perceptions are at all time low among the cohort.

While 13% of residents believe Council direction has improved, slightly more believe that it has deteriorated (16%). Almost two in three residents (65%) believe that Council direction has stayed the same.

Almost half of residents (49%) 'definitely' or 'probably' prefer cuts in council services to keep Council rates at the same level as they are now, more than the 29% who 'definitely' or 'probably' prefer rate rises to improve local services.





Overall council direction last 12 months

2024 overall council direction (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	57▲	53	56	57	61	67	59	59	61	59
Men	50	49	50	53	56	57	52	51	54	56
Camden Ward	49	44	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	49	49	53	55	54	55	54	54	55	56
Tucker Ward	49	51	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	49	50	53	54	55	59	52	53	54	57
Rosstown Ward	47	56	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	47	52	55	55	53	60	52	54	54	58
65+	47	50	54	51	52	55	48	54	54	63
35-49	45	52	48	55	53	55	48	49	52	51
State-wide	45▼	46	50	53	51	53	52	53	51	53
50-64	41▼	44	49	51	48	53	50	46	45	53

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

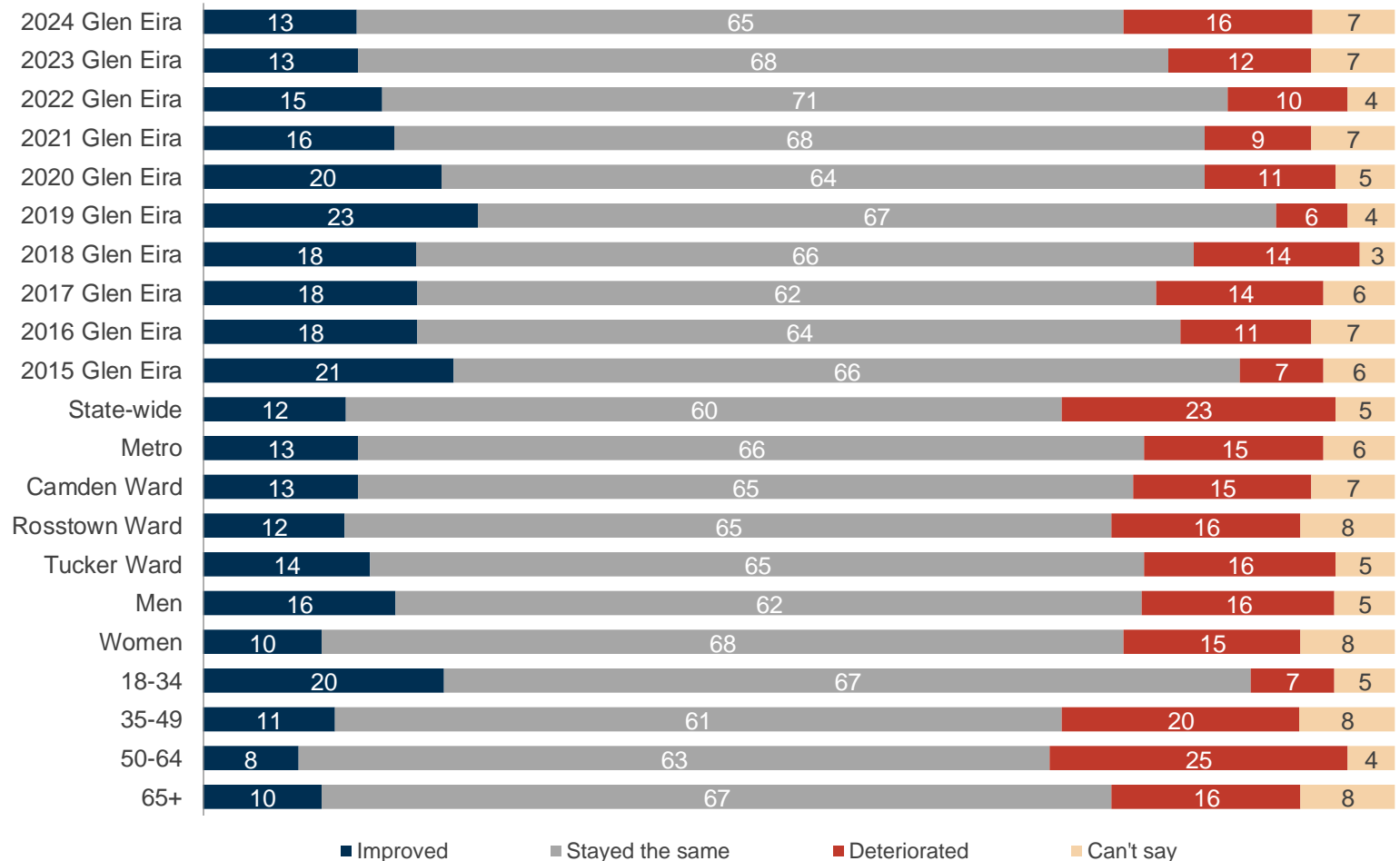
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Overall council direction last 12 months

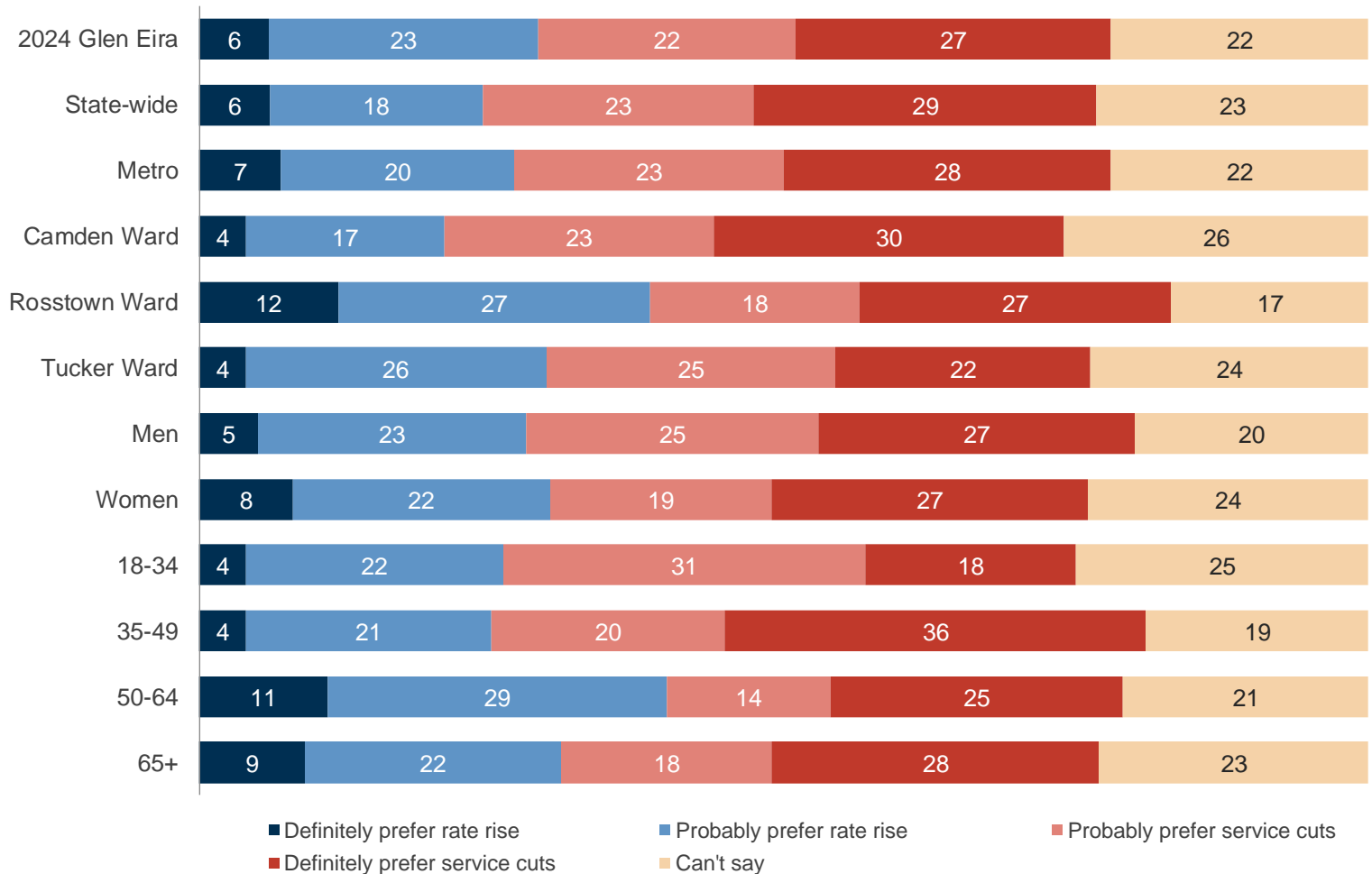
2024 overall council direction (%)





Rates / services trade-off

2024 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: 19 Councils asked group: 4

A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. Inside the 'W', there is a glowing, intricate network pattern of white and light blue lines, resembling a fiber-optic or neural network, with some brighter nodes. The background of the slide is white.

Individual service areas



Community consultation and engagement importance



2024 consultation and engagement importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	77	77	75	77	74	77	76	76	80	77
State-wide	76▲	76	76	75	74	74	74	74	75	74
Rosstown Ward	75	73	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	74	74	75	77	74	75	75	76	77	76
Metro	73	73	73	73	72	71	72	72	73	72
65+	73	74	75	75	75	76	74	78	76	74
Camden Ward	72	73	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	72	72	73	73	72	72	72	73	75	72
35-49	71	74	73	74	73	71	75	73	73	74
18-34	70	67	69	70	69	68	65	68	74	66
Men	70	70	70	70	70	69	69	69	73	68
Tucker Ward	69	71	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

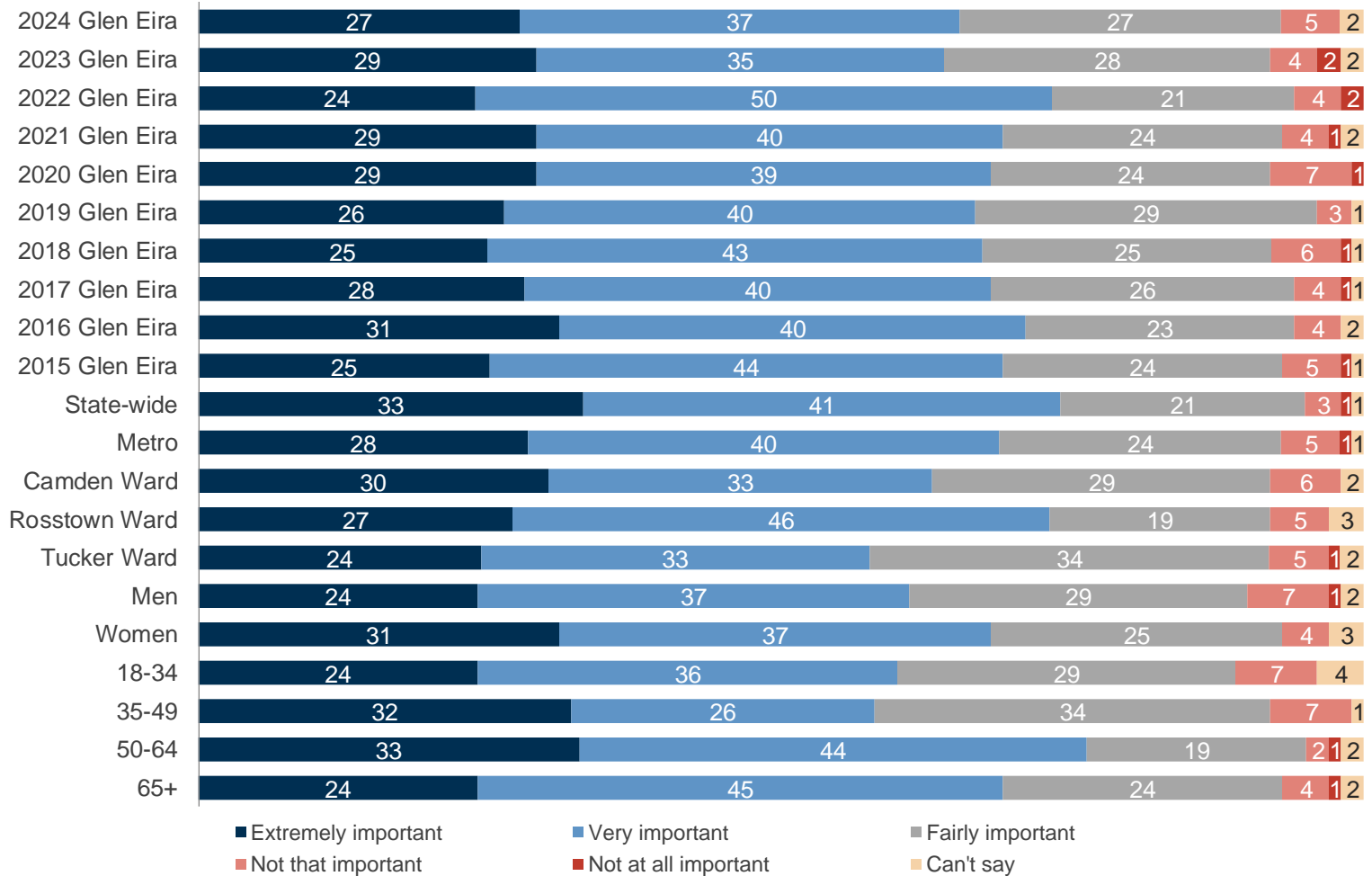
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2024 consultation and engagement importance (%)

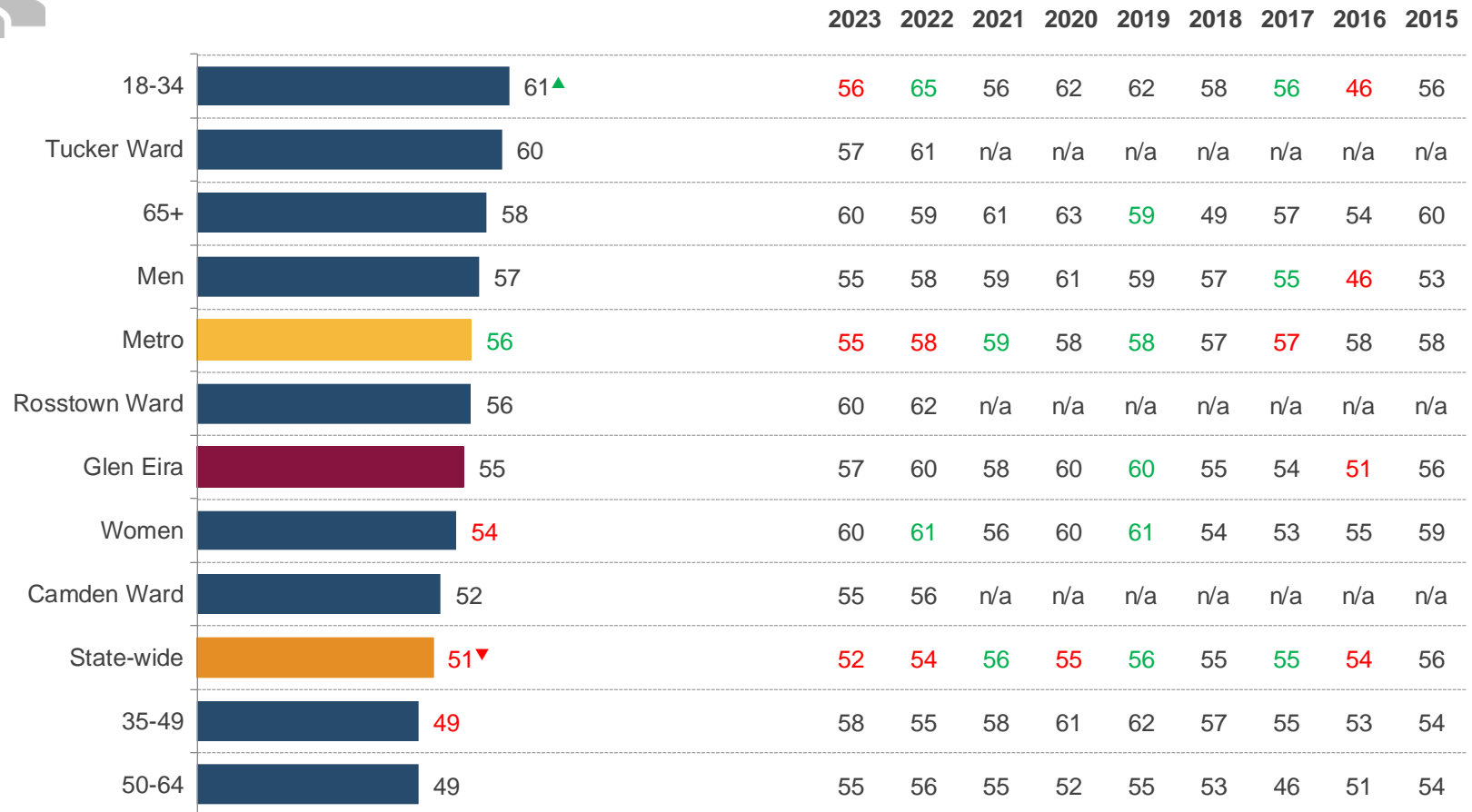




Community consultation and engagement performance



2024 consultation and engagement performance (index scores)



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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

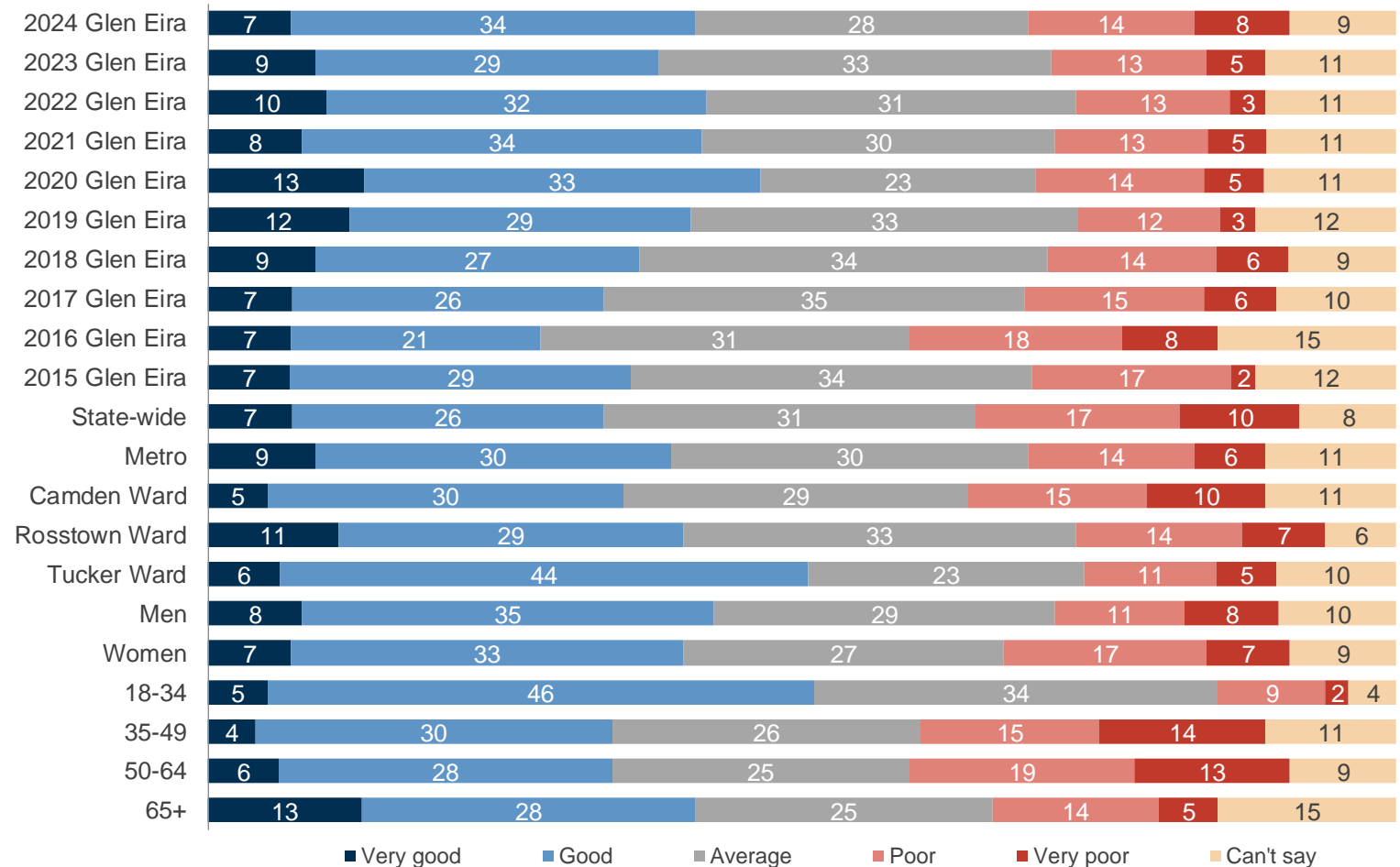
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)





Lobbying on behalf of the community importance



2024 lobbying importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	70	62	67	64	62	63	65	67	68	67
State-wide	68▲	68	71	69	68	67	68	69	69	69
Rosstown Ward	67	61	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	66	65	76	72	67	71	74	73	73	73
Metro	64	65	69	67	66	65	66	67	68	67
Glen Eira	64	63	70	68	67	68	69	70	70	67
35-49	63	63	71	71	65	68	70	73	75	68
Tucker Ward	63	64	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	**	**	**	**	**	**	**	68	69
Camden Ward	62	63	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	63	66	68	71	68	68	74	67	65
Men	61	60	64	64	67	64	63	67	66	62

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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6

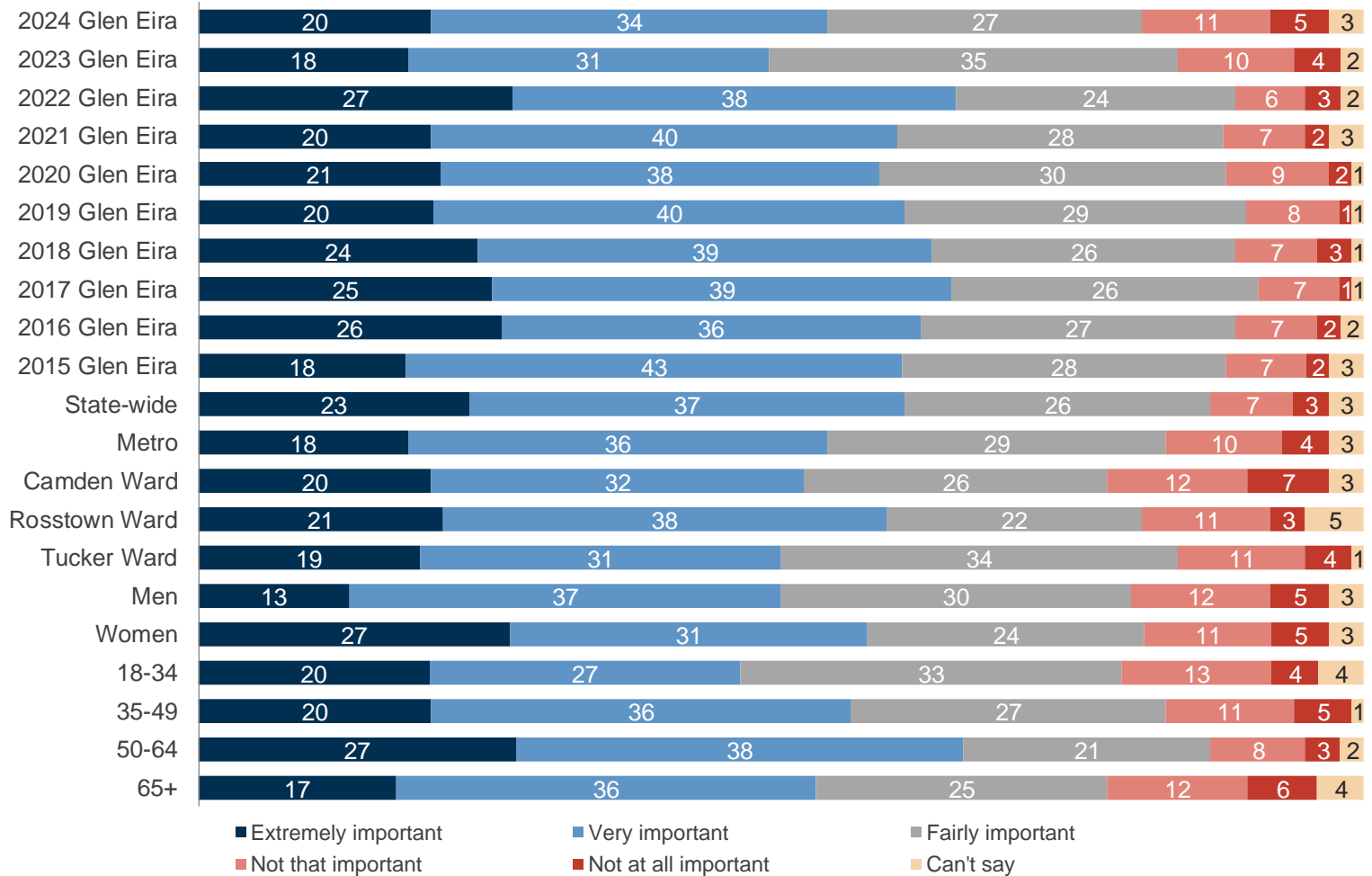
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2024 lobbying importance (%)

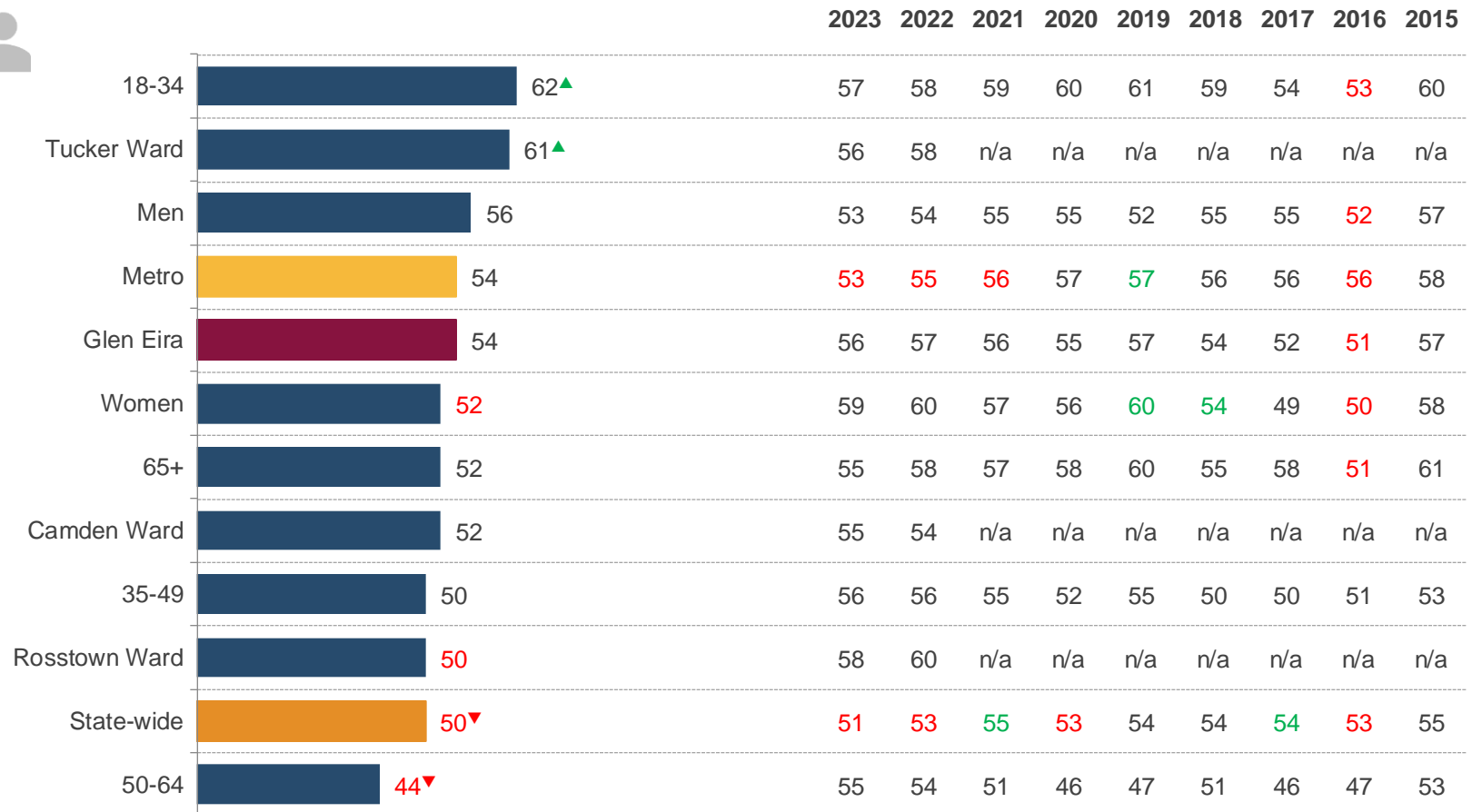




Lobbying on behalf of the community performance



2024 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: 46 Councils asked group: 9

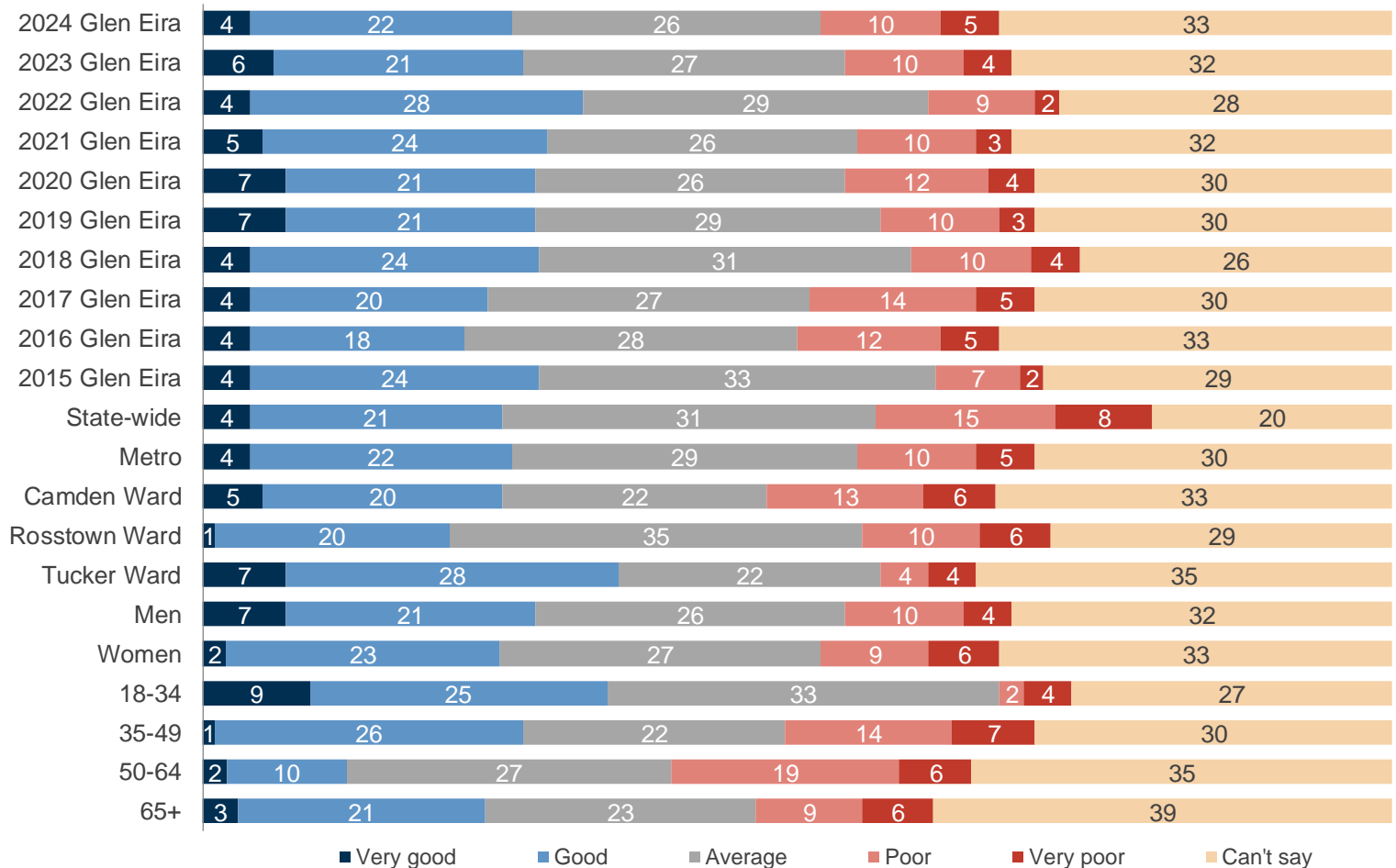
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



Decisions made in the interest of the community importance



2024 community decisions made importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	82	77	84	83	80	81	77	81	79	80
Rosstown Ward	81	79	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	80	78	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	80	84	86	80	80	82	83	82	82
50-64	80	80	83	80	77	79	78	80	77	77
State-wide	80	80	81	81	80	80	80	79	80	80
Glen Eira	79	79	81	82	80	80	79	81	80	79
Men	78	77	78	79	81	79	76	79	78	76
Metro	78	79	80	80	79	78	79	79	79	80
65+	77	77	80	83	79	79	80	80	83	77
Camden Ward	76	79	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	76	81	78	82	83	80	82	82	82	81

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

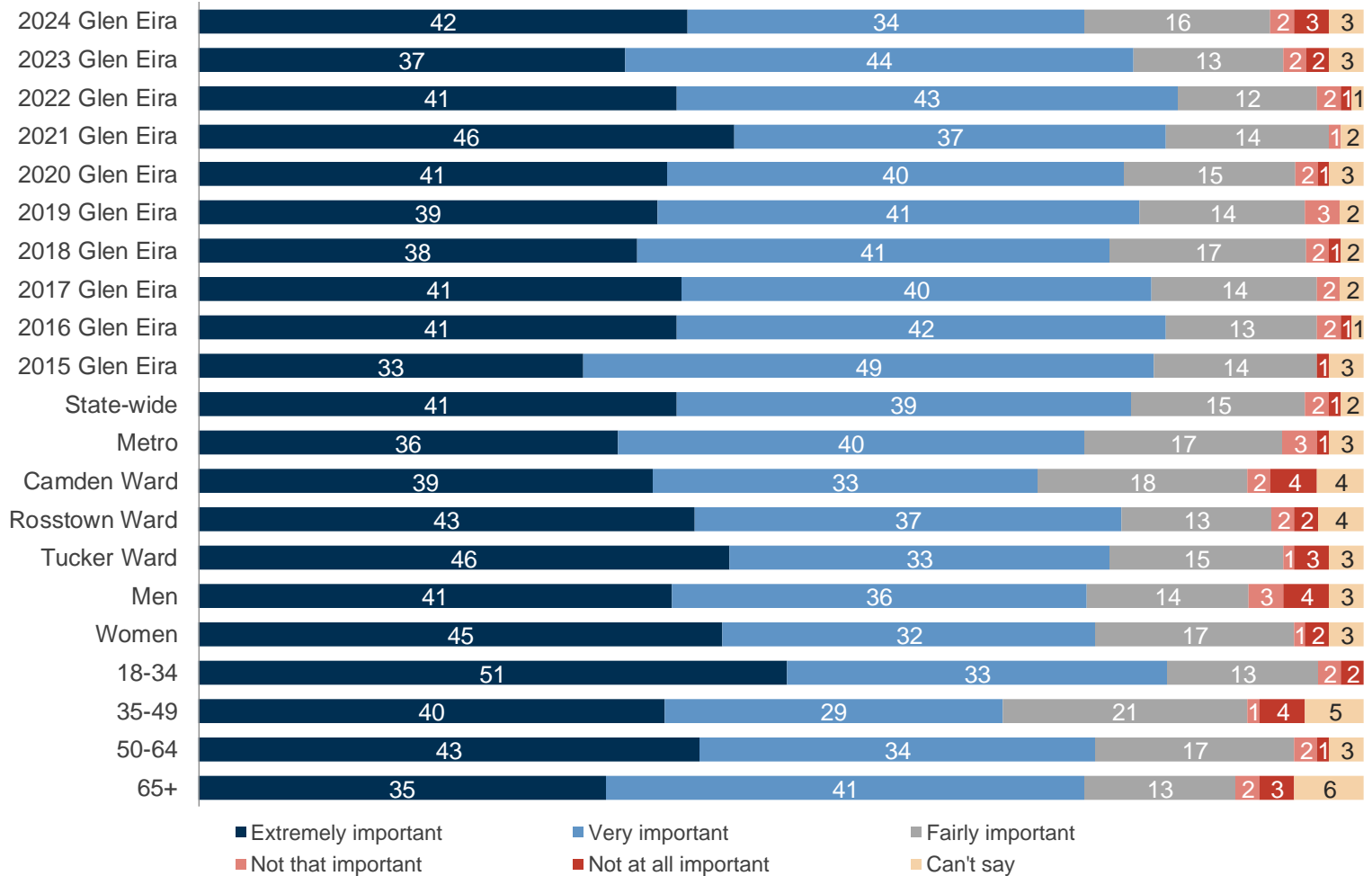
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 5

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

Decisions made in the interest of the community importance



2024 community decisions made importance (%)



Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	66▲	59	68	60	64	64	61	60	55	60
Tucker Ward	60	58	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	54	62	59	57	58	55	59	52	60
Rosstown Ward	59	60	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	57	57	62	59	58	61	55	55	54	60
Metro	57	55	59	61	59	60	58	58	59	59
Women	54	60	62	59	59	63	55	52	55	59
65+	54	60	59	58	60	62	47	60	56	61
35-49	53	57	61	60	56	61	54	50	54	59
Camden Ward	53	53	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	50▼	51	54	56	53	55	54	54	54	55
50-64	47▼	52	53	58	49	52	52	51	48	56

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

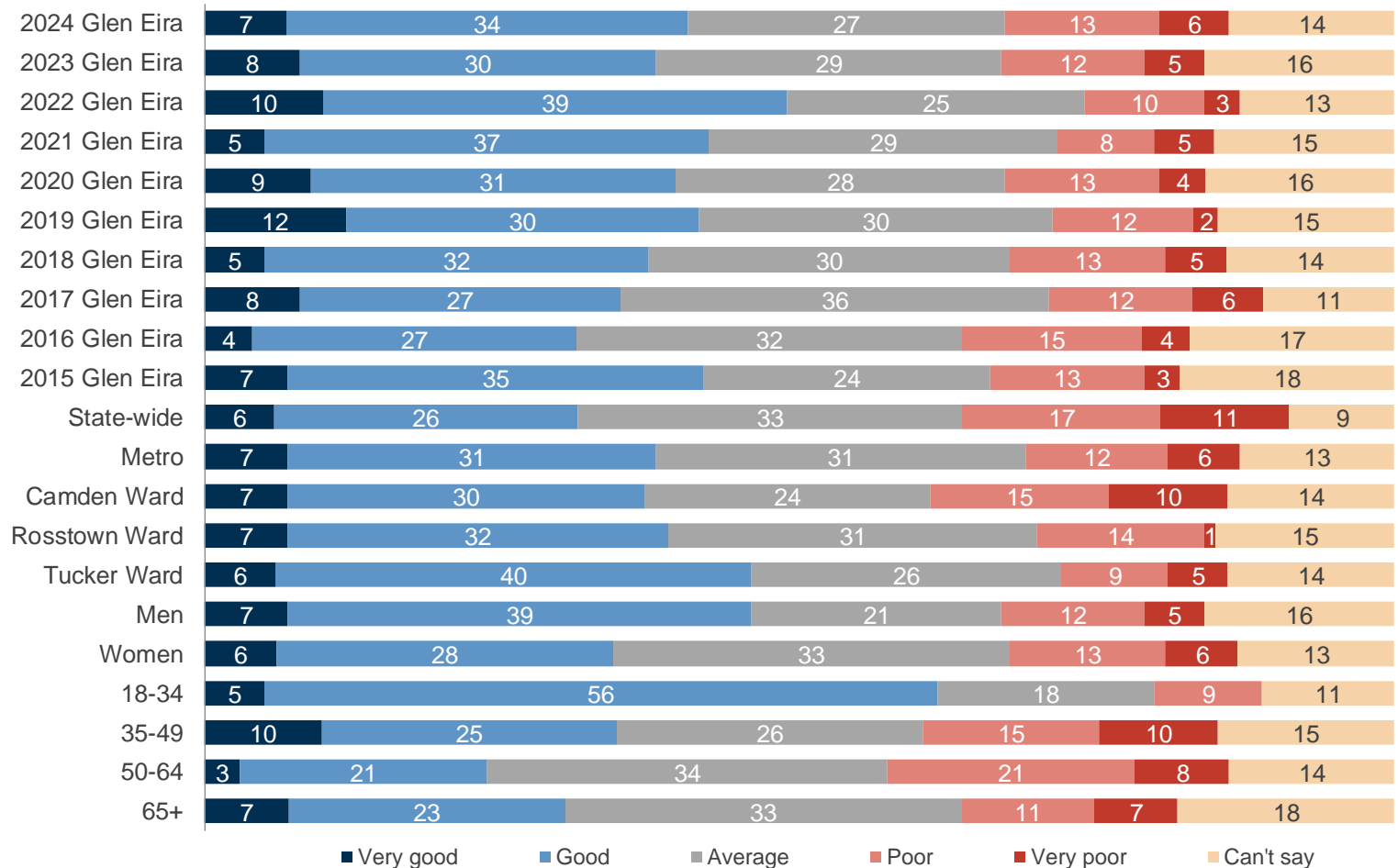
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



The condition of sealed local roads in your area importance



2024 sealed local roads importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	83▲	82	81	79	79	79	80	78	78	76
50-64	81	81	75	77	78	76	79	76	79	75
65+	80	80	76	81	76	77	80	79	81	77
Women	80	77	79	78	76	78	76	78	81	74
Rosstown Ward	80	74	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	80	79	80	78	77	77	78	77	76	75
Camden Ward	80	79	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	79	77	78	76	76	75	75	78	79	72
18-34	79	75	77	72	76	72	71	78	78	68
Tucker Ward	79	78	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	79	78	77	75	76	73	75	77	76	71
35-49	78	75	81	77	76	78	75	77	78	72

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

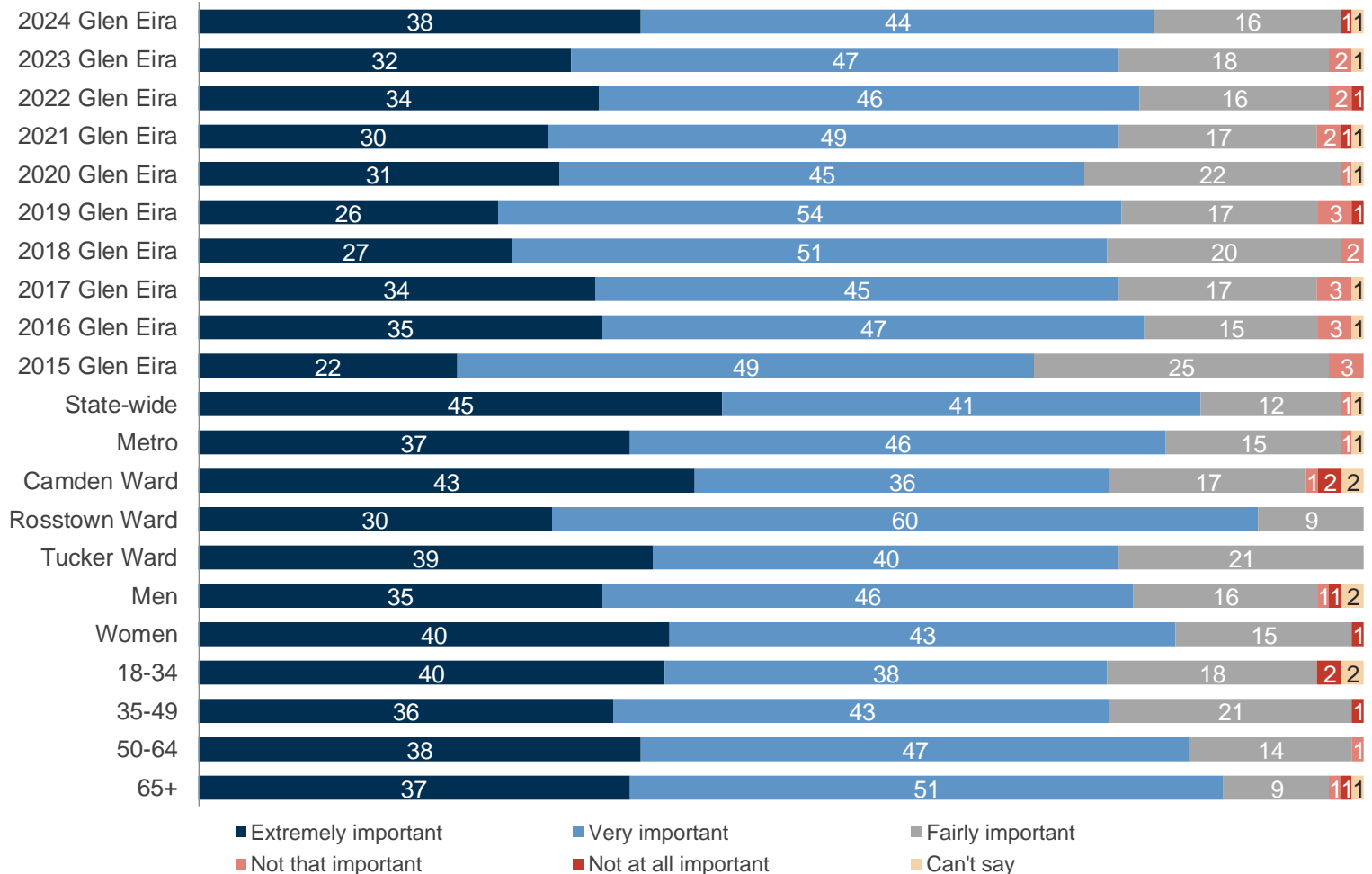
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

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

The condition of sealed local roads in your area importance



2024 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	70▲	66	74	70	82	70	72	68	68	81
Tucker Ward	66	70	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	65	68	69	69	72	70	68	68	69	75
Glen Eira	63	67	69	70	73	70	70	67	69	74
Camden Ward	62	63	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	62	66	69	70	73	71	72	67	69	73
Rosstown Ward	62	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	69	69	69	67	72	72	68	72	73
65+	61	66	65	71	69	70	67	66	68	72
Metro	61	61	65	68	67	69	68	66	67	69
50-64	55▼	64	67	68	68	68	68	68	67	67
State-wide	45▼	48	53	57	54	56	53	53	54	55

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

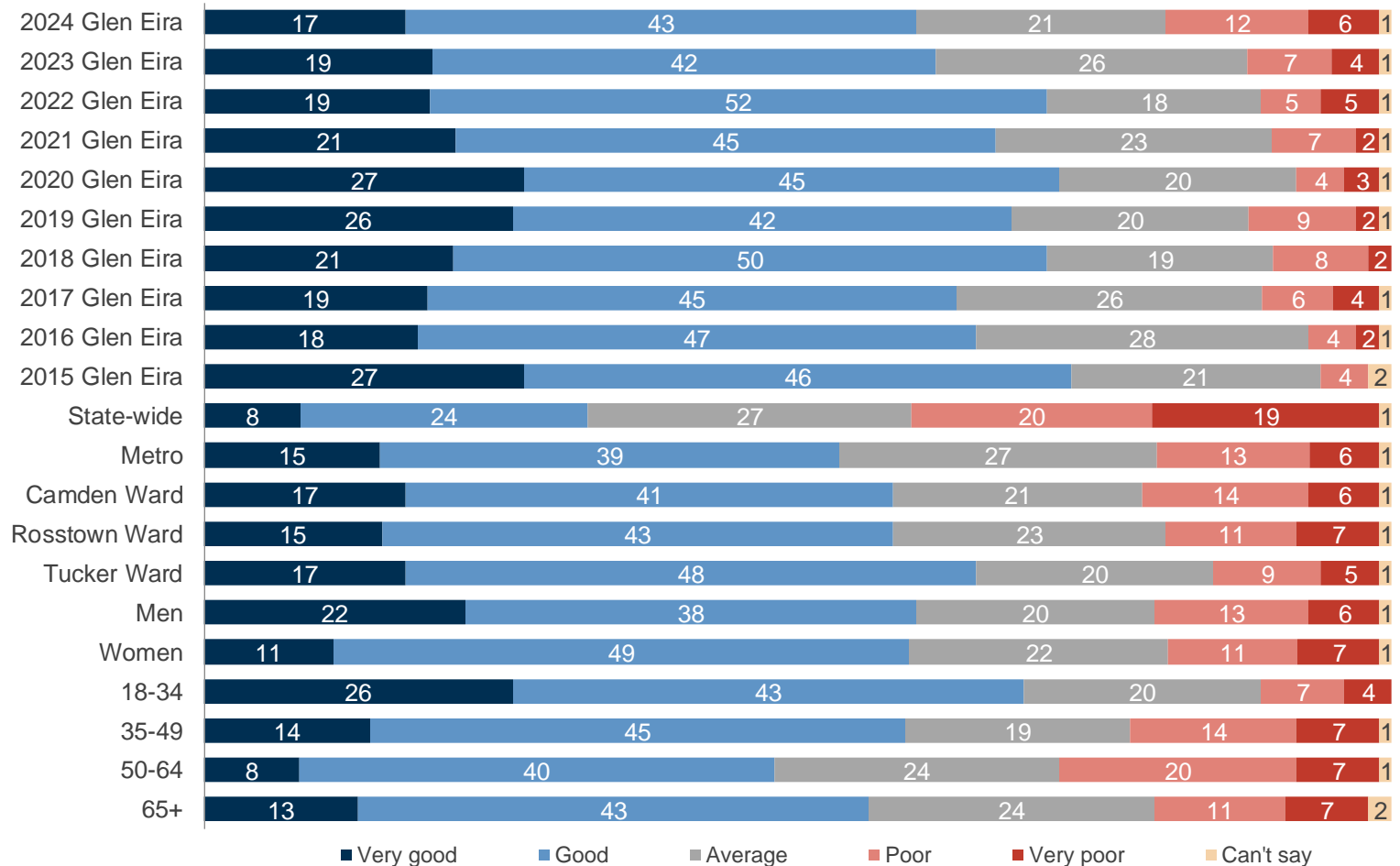
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)





Informing the community importance



2024 informing community importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	78▲	75	77	74	68	74	73	68	73	73
Tucker Ward	77▲	73	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76▲	76	77	77	75	75	75	74	76	75
65+	75	76	76	79	76	73	77	77	78	75
Women	74	75	80	80	74	75	76	76	81	77
Glen Eira	72	72	76	75	73	73	71	72	77	73
Metro	72	73	74	75	72	73	73	73	74	73
Rosstown Ward	71	68	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	69	71	71	72	71	65	67	73	70
35-49	69	69	72	73	72	73	72	70	79	75
18-34	69	70	77	76	74	72	66	72	77	71
Camden Ward	68	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

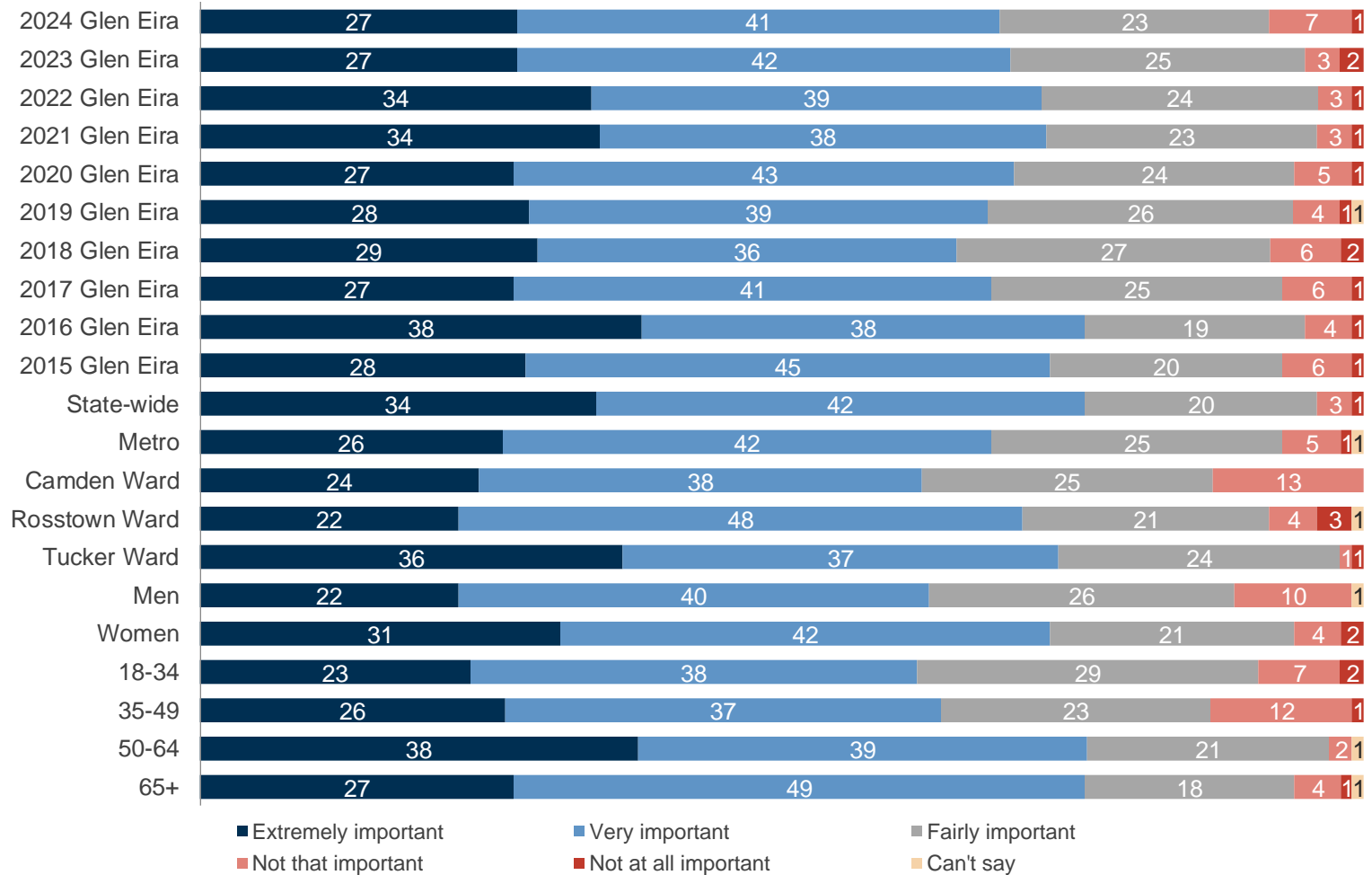
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2024 informing community importance (%)

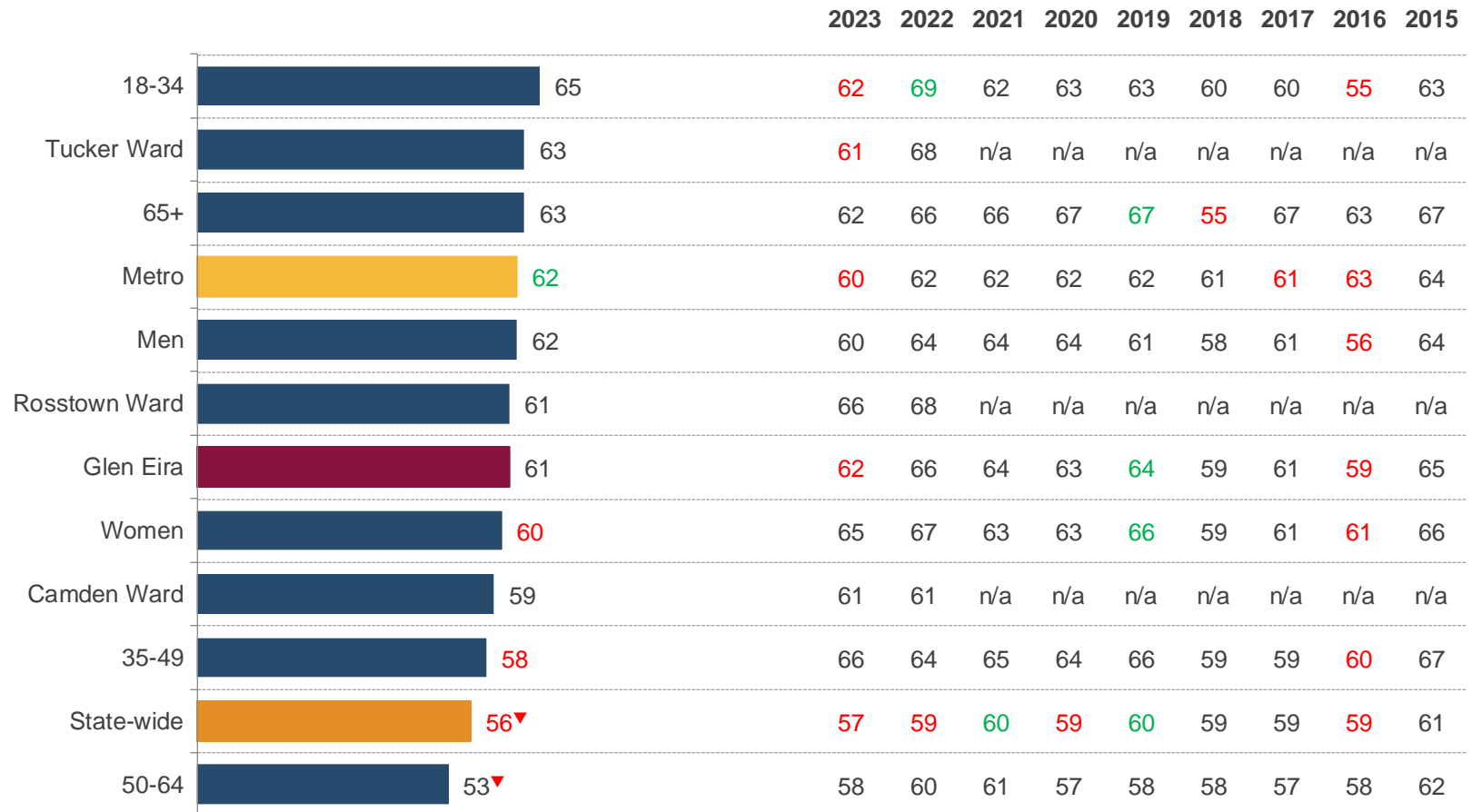




Informing the community performance



2024 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: 34 Councils asked group: 9

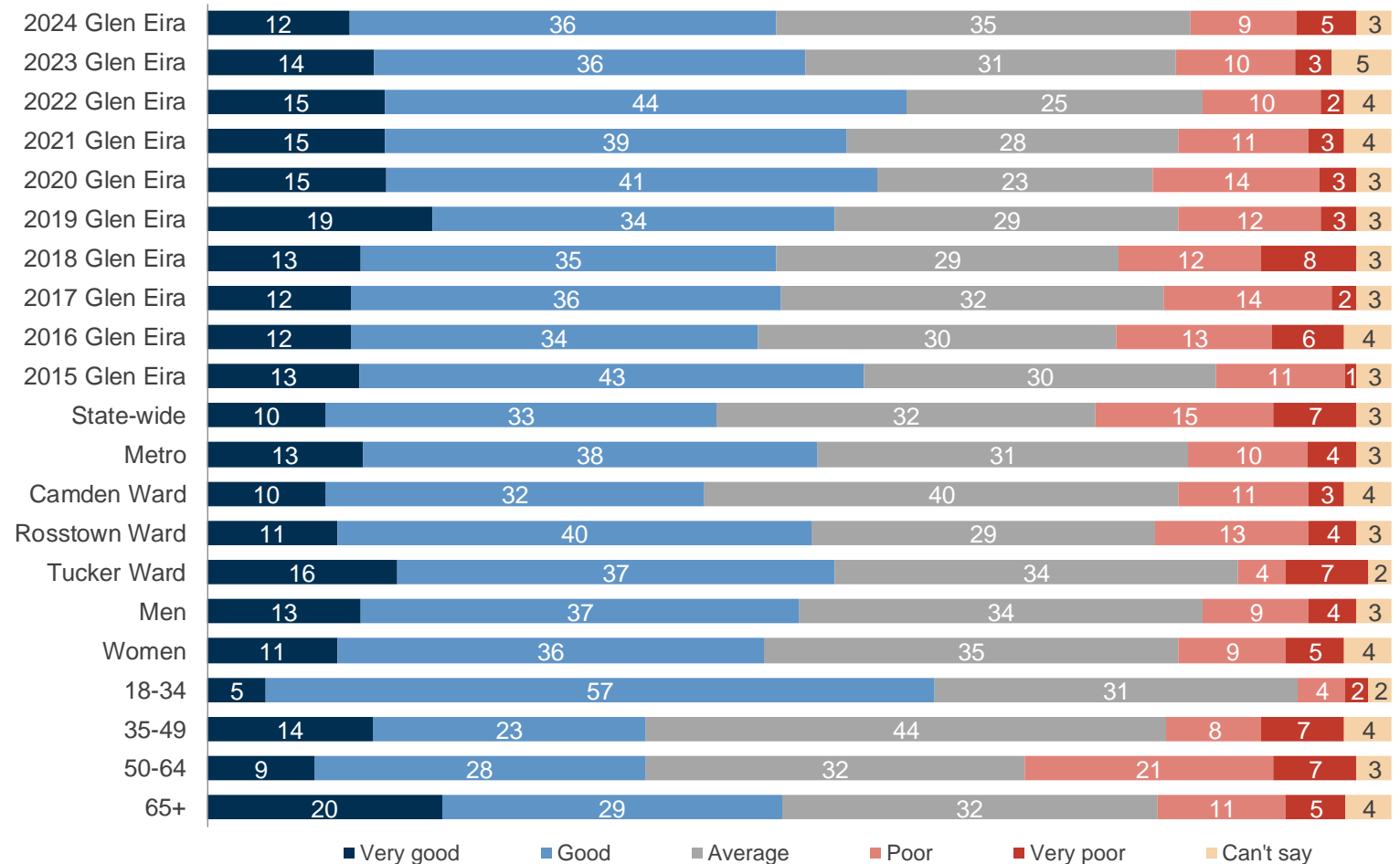
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2024 informing community performance (%)



The condition of local streets and footpaths in your area importance



2024 streets and footpaths importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	83	80	80	81	79	77	79	81	82	77
35-49	83	79	81	80	76	77	78	80	82	77
Camden Ward	83	82	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	83	80	82	81	78	77	83	84	83	79
Glen Eira	82	79	79	79	78	76	79	78	80	76
18-34	82	77	74	74	79	72	75	74	76	71
Rosstown Ward	82	77	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	81	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	81	78	77	76	77	74	79	76	77	75
Metro	80▼	81	81	80	78	78	79	78	78	77
State-wide	80▼	81	81	79	78	77	78	77	77	77
50-64	80	79	81	82	80	78	82	78	78	81

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

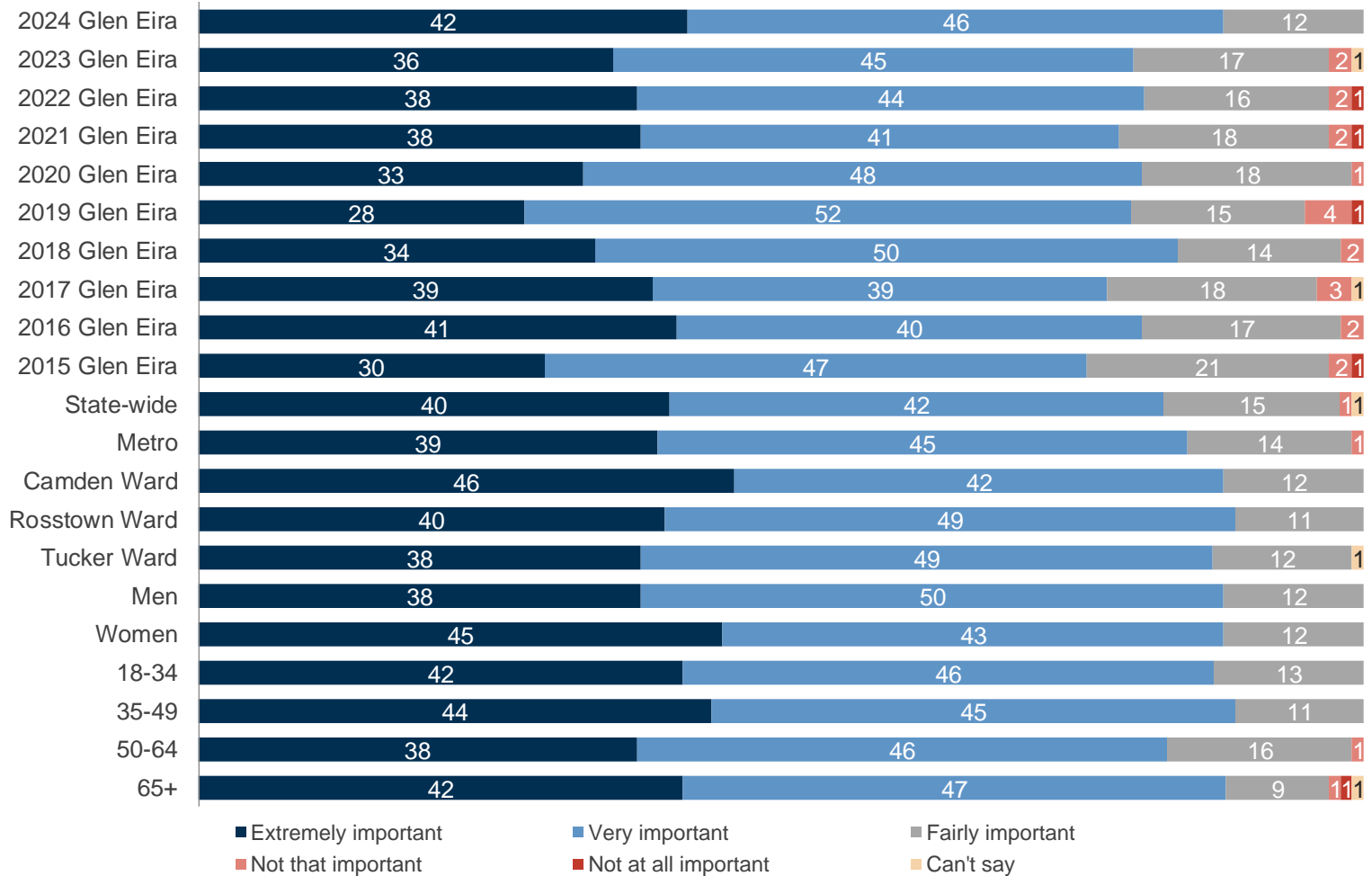
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 5

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

The condition of local streets and footpaths in your area importance



2024 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	64	64	72	71	78	73	68	68	71	74
Men	61	66	67	67	70	67	65	68	67	68
Camden Ward	60	57	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	**	**	**	**	**	**	**	71	68
Tucker Ward	60	69	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	60	64	66	66	70	69	66	66	68	67
Women	59	62	65	66	70	70	66	63	68	66
Metro	59	57	63	65	64	65	64	62	63	64
Rosstown Ward	59	67	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	57	**	**	**	**	**	**	**	63	64
50-64	56	60	59	62	65	66	64	64	63	59
State-wide	52▼	52	57	59	58	59	58	57	57	58

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

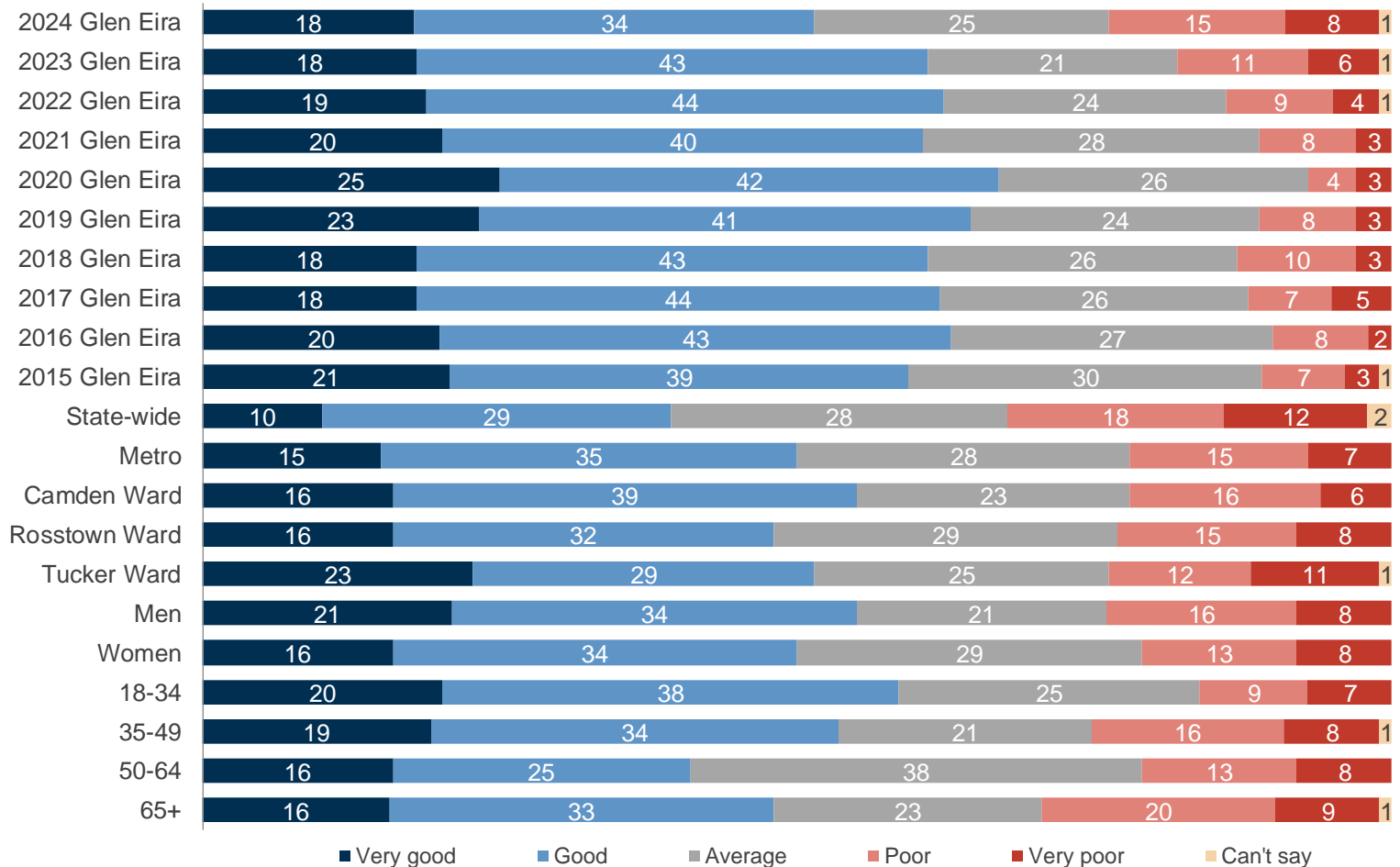
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7

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

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (%)





Traffic management importance



2024 traffic management importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	75	76	n/a	75	76	75	77	78	77	76
State-wide	74▲	74	73	73	73	73	74	72	72	71
Metro	73	73	74	74	73	75	76	76	75	74
Women	73	74	n/a	74	72	77	77	79	76	75
Tucker Ward	73	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rosstown Ward	72	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	75	n/a	74	71	75	77	74	78	73
Glen Eira	71	71	n/a	72	70	74	74	76	77	73
18-34	69	67	n/a	70	68	75	69	77	75	70
35-49	69	71	n/a	71	69	71	74	76	77	74
Men	68	69	n/a	70	69	70	70	73	77	71
Camden Ward	68	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 5 Councils asked group: 3

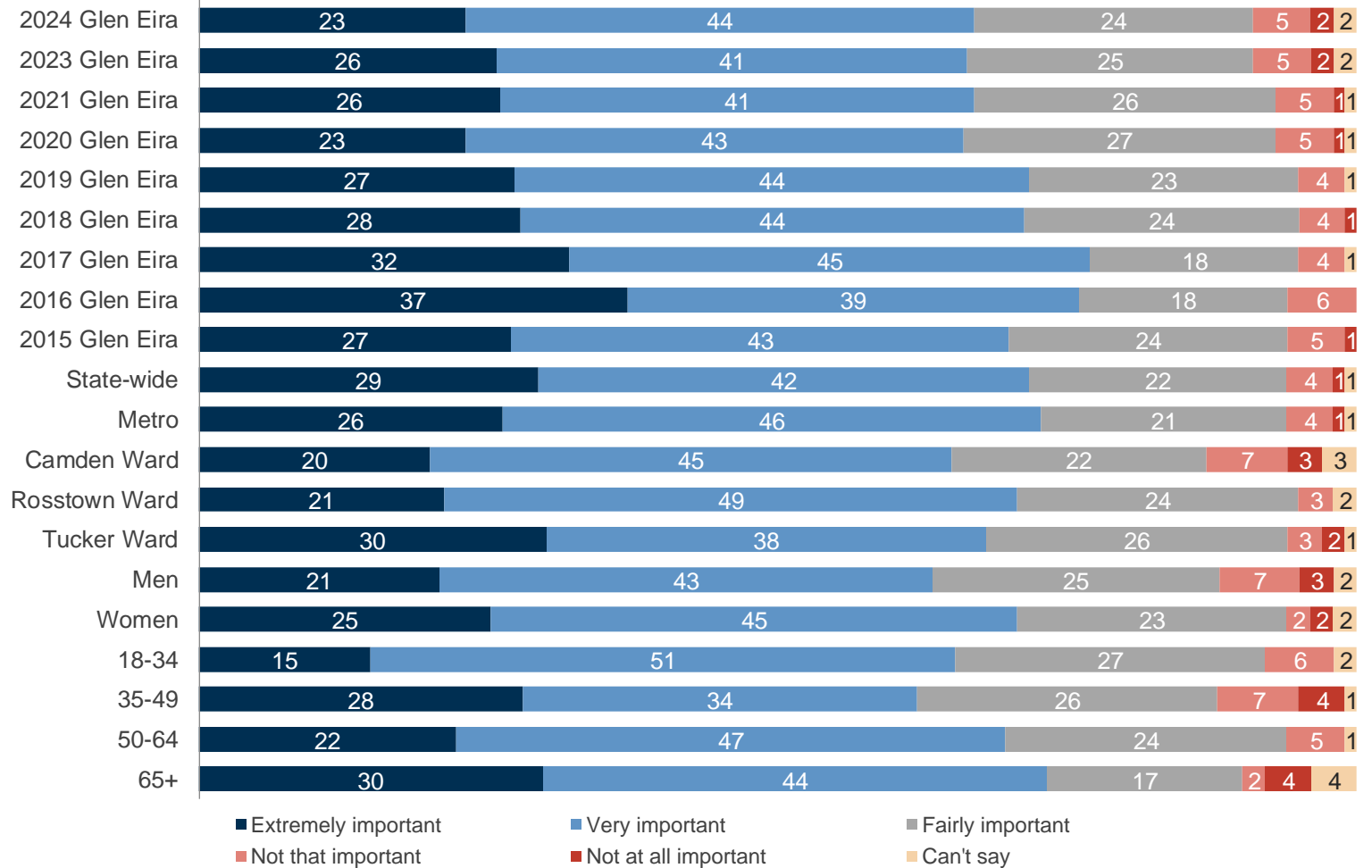
Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2024 traffic management importance (%)





Traffic management performance



2024 traffic management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	62	59	n/a	64	67	58	63	61	54	62
Rosstown Ward	60	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	59	n/a	62	65	60	60	61	53	60
Glen Eira	58	61	n/a	62	62	59	60	59	55	59
65+	58	60	n/a	61	62	61	57	61	58	62
Camden Ward	58	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	62	n/a	62	60	58	60	56	56	58
Tucker Ward	57	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	56	63	n/a	62	58	63	60	56	54	54
Metro	55▼	55	58	59	59	58	57	56	56	57
State-wide	53▼	55	58	59	58	58	57	59	59	60
50-64	52	61	n/a	59	62	54	57	56	53	57

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

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 7

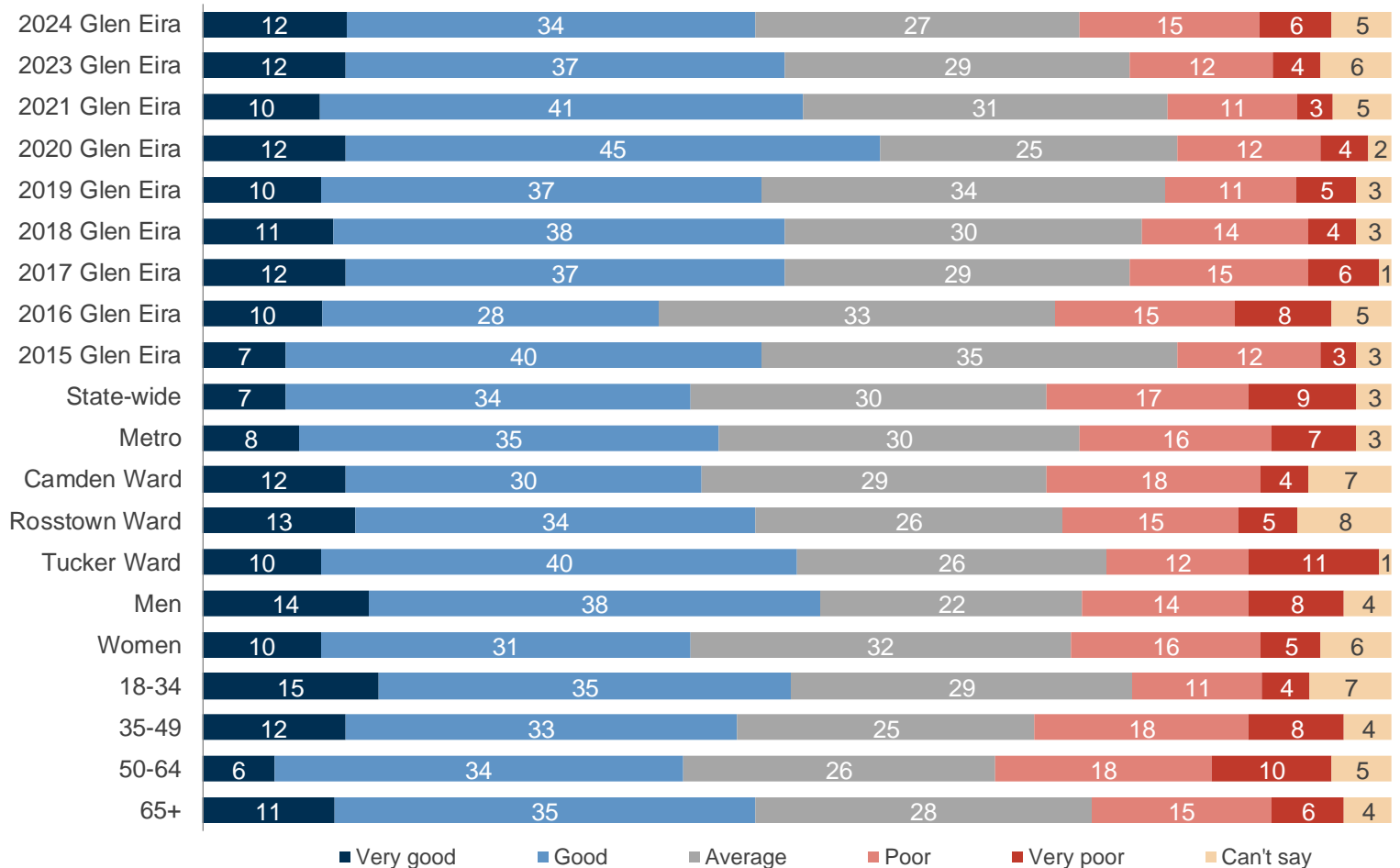
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2024 traffic management performance (%)





Parking facilities importance



2024 parking importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	77▲	70	76	78	78	77	82	79	79	77
Rosstown Ward	73	66	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	72	70	72	72	71	73	73	73	72	72
Women	71	72	74	74	73	77	75	78	77	75
State-wide	71	70	72	72	71	71	71	70	70	70
50-64	70	67	73	73	71	75	77	76	73	73
Camden Ward	70	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	70	67	71	72	71	74	73	74	74	70
Men	69	63	68	70	69	69	71	69	71	64
35-49	68	68	70	69	71	73	73	71	72	71
Tucker Ward	68	65	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66	65	68	69	66	71	66	73	73	61

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

Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3

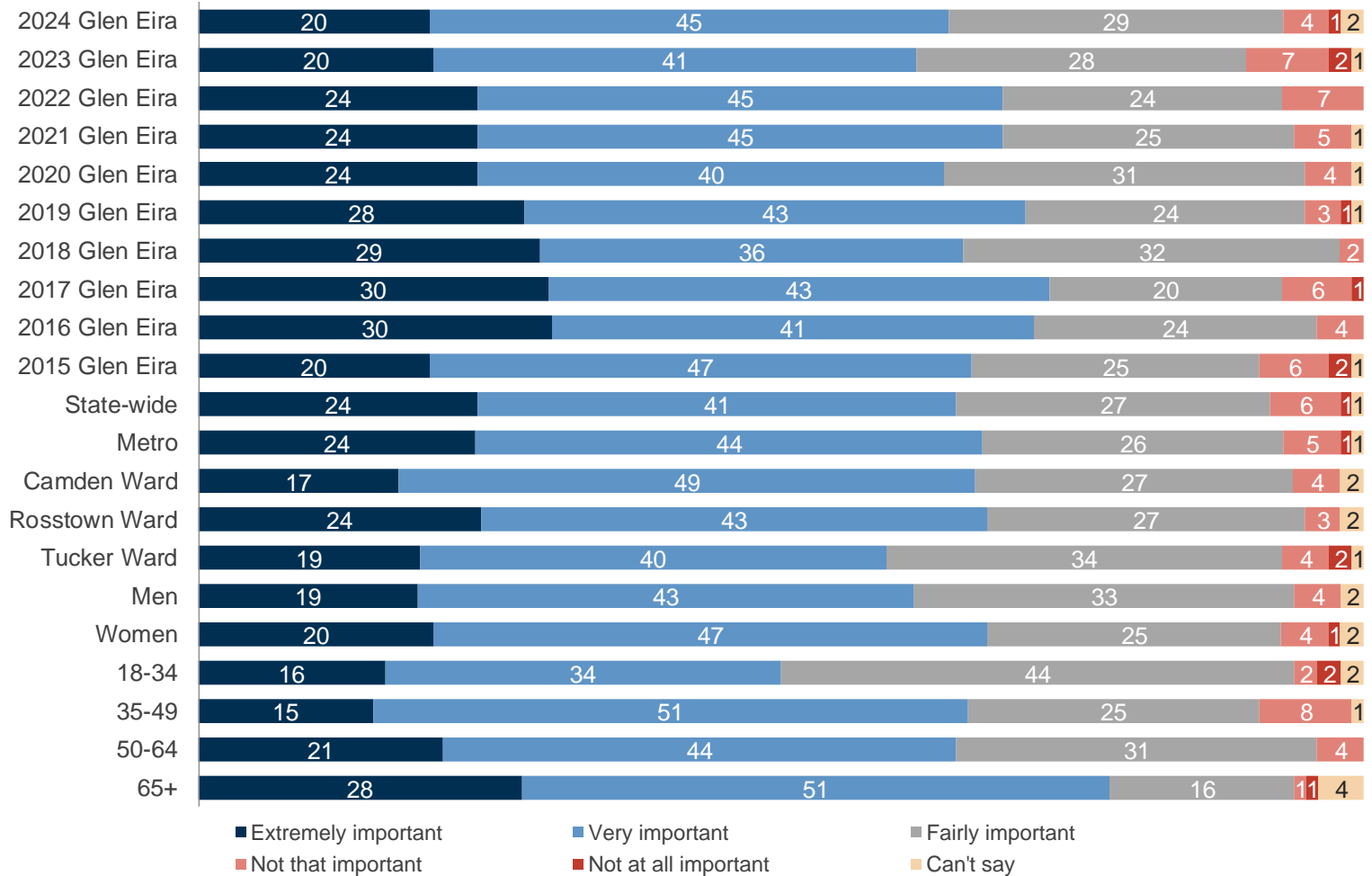
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2024 parking importance (%)





Parking facilities performance



2024 parking performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	66▲	61	68	61	64	52	64	55	49	67
Tucker Ward	60	59	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	60	60	58	61	54	56	60	52	61
Women	59	58	62	58	57	54	56	50	53	61
35-49	58	61	62	58	59	59	55	57	60	60
Glen Eira	58	59	61	58	59	54	56	55	52	61
Rosstown Ward	58	61	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Camden Ward	58	58	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	54▼	55	57	58	55	56	56	55	56	57
Metro	54▼	54	58	58	56	55	55	53	54	55
50-64	52	58	52	57	56	51	53	52	51	55
65+	52▼	56	55	54	55	53	47	54	50	57

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

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

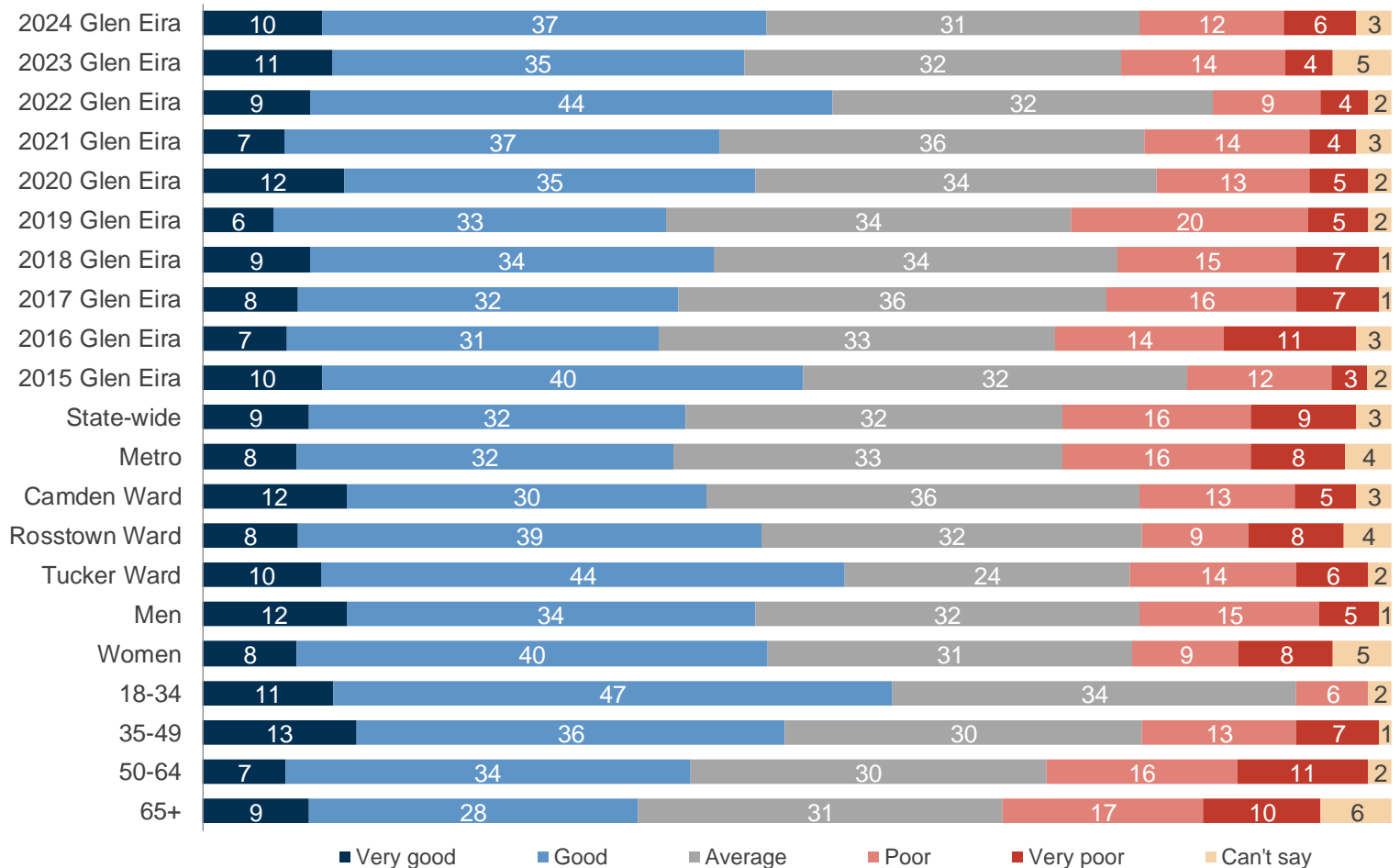
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2024 parking performance (%)





Enforcement of local laws importance



2024 law enforcement importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Tucker Ward	73	67	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	73	70	72	72	70	72	73	73	75	73
35-49	71	61	70	67	66	69	70	71	75	68
65+	71	72	71	74	74	72	74	75	75	72
Rosstown Ward	71	62	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	71	**	**	**	**	**	**	**	71	70
Metro	70	70	70	71	71	73	73	72	71	72
Glen Eira	69	65	69	69	69	69	70	73	73	70
State-wide	67	68	68	70	70	71	71	71	70	71
18-34	66	64	67	67	69	68	66	72	70	70
Men	66	61	65	66	68	66	67	72	70	67
Camden Ward	65	67	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4

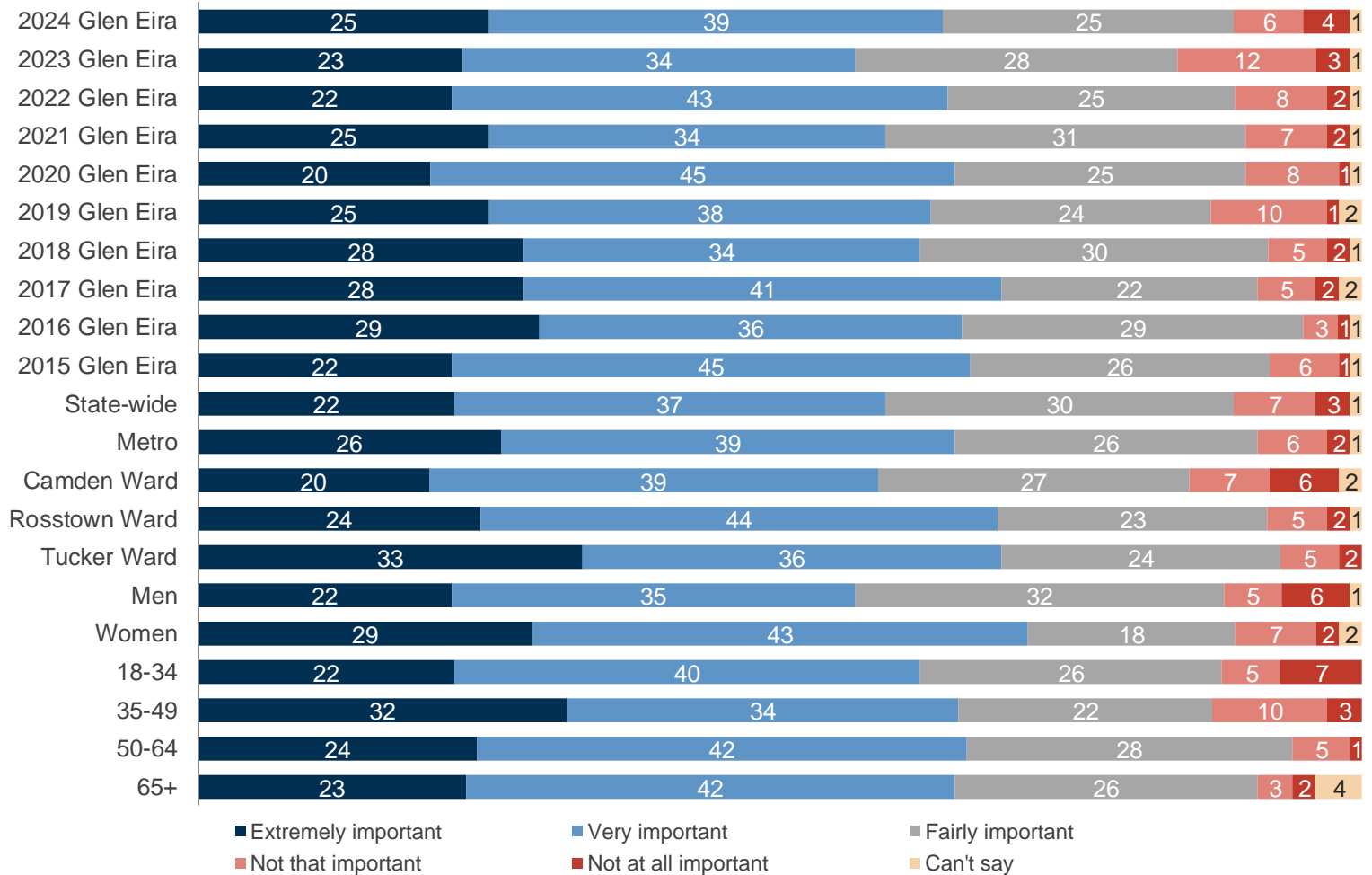
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2024 law enforcement importance (%)





Enforcement of local laws performance



2024 law enforcement performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	70▲	67	71	68	73	73	72	68	65	74
Men	66	65	66	65	68	65	63	63	59	70
Rosstown Ward	65	64	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	64	69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	64	66	68	66	68	67	65	64	63	69
Metro	62	62	65	66	65	64	64	64	64	66
35-49	62	67	70	65	66	66	63	63	60	66
Women	61	67	70	67	68	69	68	66	66	69
Camden Ward	61	65	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61▼	61	63	64	63	64	64	64	63	66
50-64	60	60	62	62	61	62	63	61	63	66
65+	59	68	65	67	67	63	59	65	63	66

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6

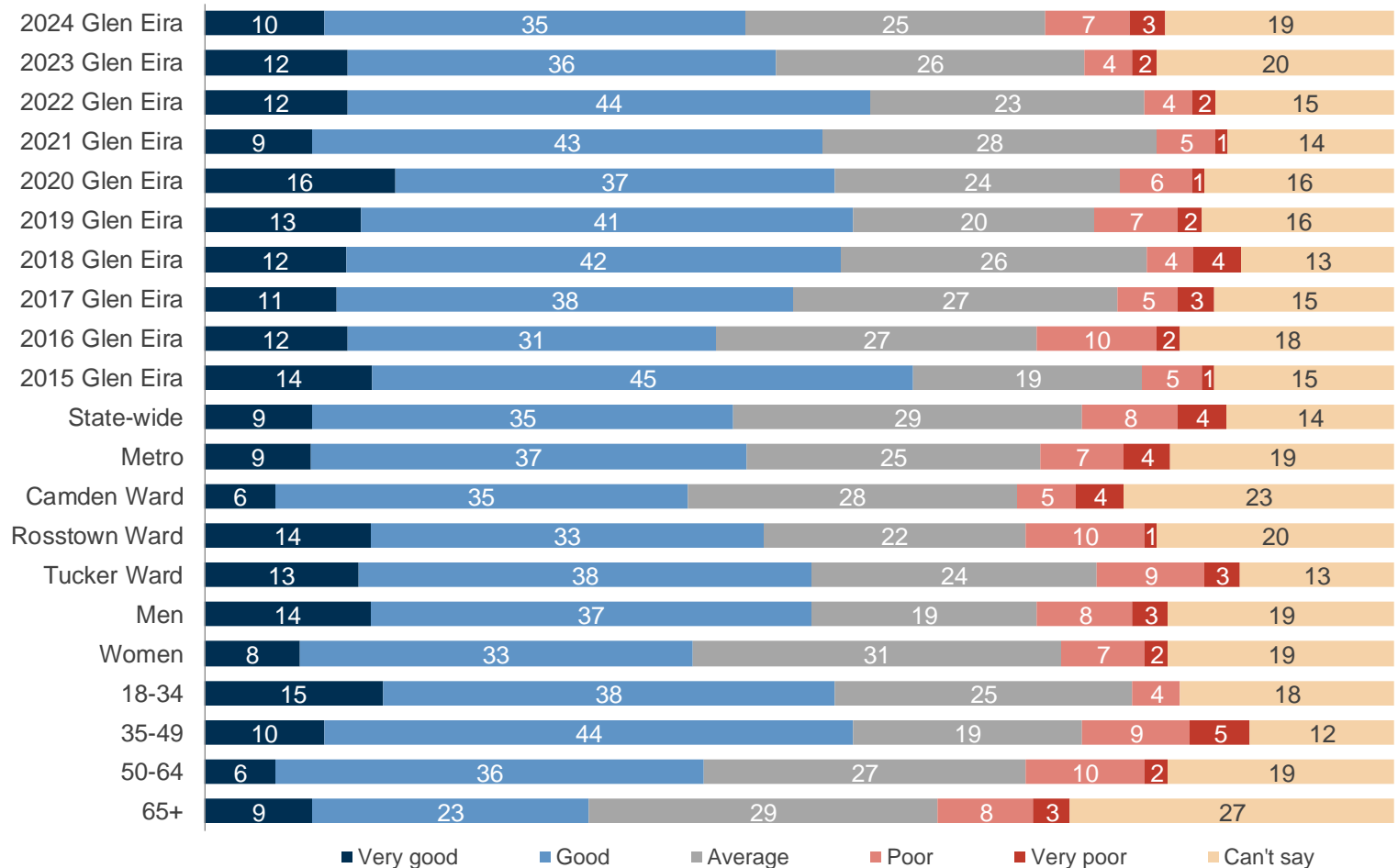
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2024 law enforcement performance (%)





Family support services importance



2024 family support importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	75	73	73	72	68	66	73	73	68	70
Rosstown Ward	74	69	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74▲	75	76	76	75	74	74	73	73	73
Metro	74▲	75	76	76	75	75	75	73	73	72
Women	73	75	79	79	74	76	80	77	78	77
Tucker Ward	72	74	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	72	71	74	76	73	77	72	76	78	78
Glen Eira	70	72	74	74	73	72	73	74	75	73
35-49	69	73	75	72	75	72	77	72	76	68
65+	68	73	73	74	74	71	69	74	73	73
Men	68	69	68	68	71	68	66	71	71	68
Camden Ward	66	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

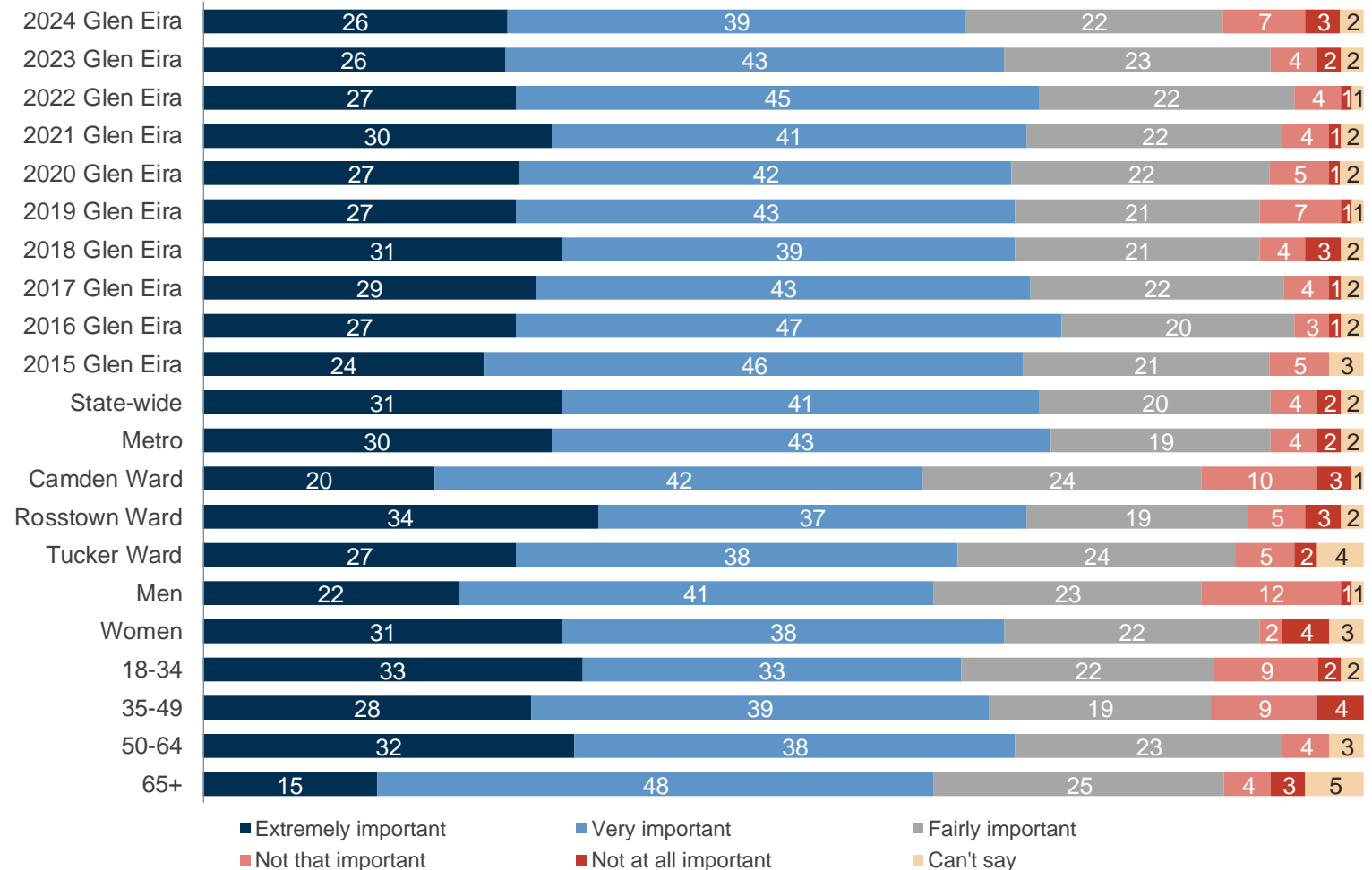
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2024 family support importance (%)





Family support services performance



2024 family support performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Tucker Ward	68▲	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	66▲	65	66	67	69	69	68	68	69	68
Men	65	64	66	65	68	67	67	66	67	69
65+	64	67	69	70	73	75	66	66	70	73
18-34	64	64	66	62	73	74	68	62	72	70
Glen Eira	63	66	67	65	70	70	67	65	70	69
State-wide	63	**	**	**	**	**	**	**	66	67
35-49	63	68	70	66	67	67	68	67	71	67
Camden Ward	62	64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	68	69	65	72	72	68	64	73	69
50-64	59	68	62	64	65	63	66	64	64	64
Rosstown Ward	59	67	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 6

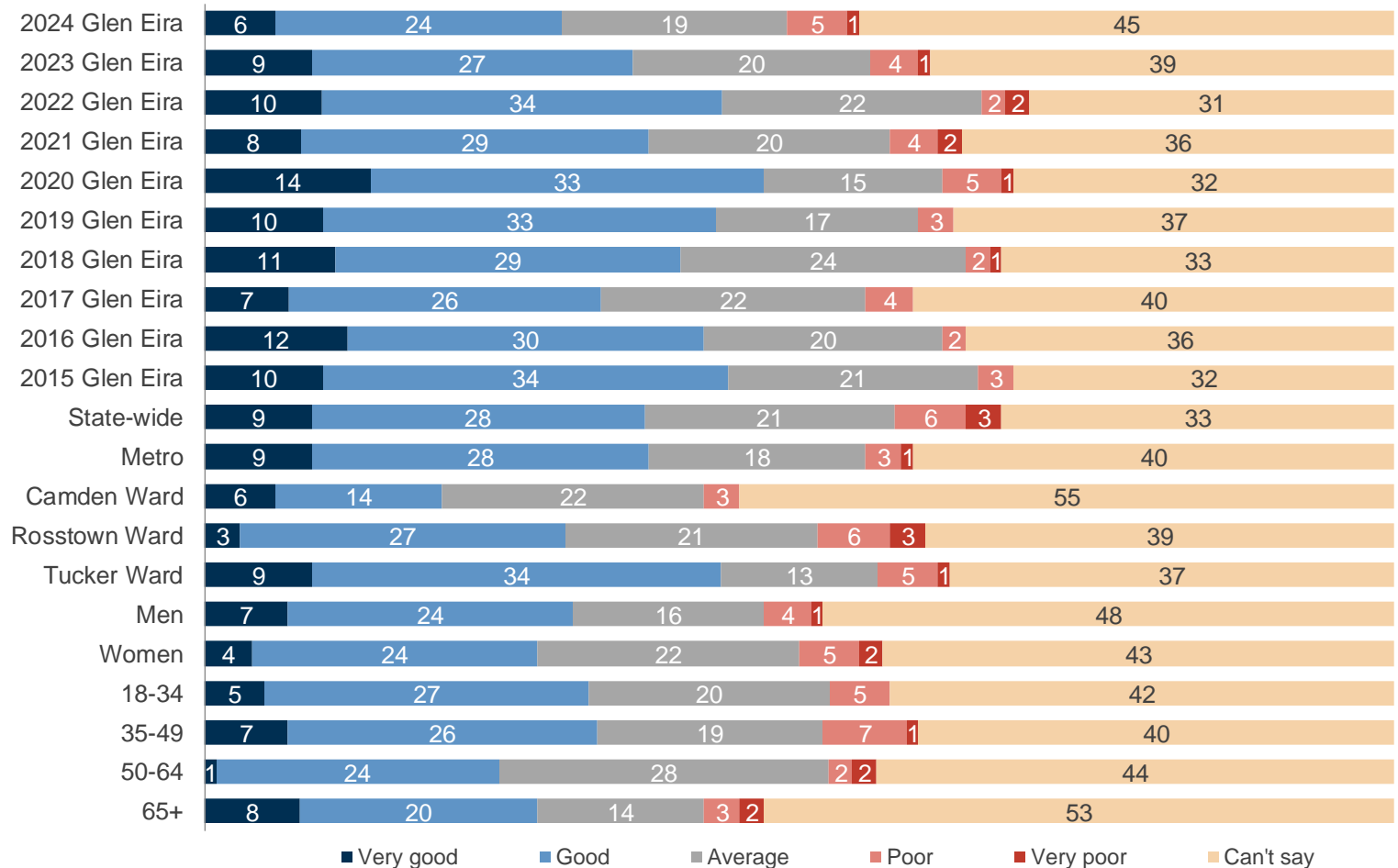
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2024 family support performance (%)





Elderly support services importance



2024 elderly support importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	83▲	79	84	85	82	80	81	80	84	81
Tucker Ward	81	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	81	79	84	82	76	81	81	79	79	77
Rosstown Ward	81	73	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	80	80	82	82	80	80	79	78	78	79
65+	79	77	82	81	82	80	80	83	82	80
Metro	79	78	80	81	78	79	79	77	78	78
Glen Eira	78	76	80	80	78	77	76	78	80	77
18-34	77	75	76	80	76	72	71	77	83	75
35-49	77	76	82	78	78	77	76	76	77	76
Camden Ward	74	79	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	73▼	73	76	75	74	73	71	76	77	73

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

Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3

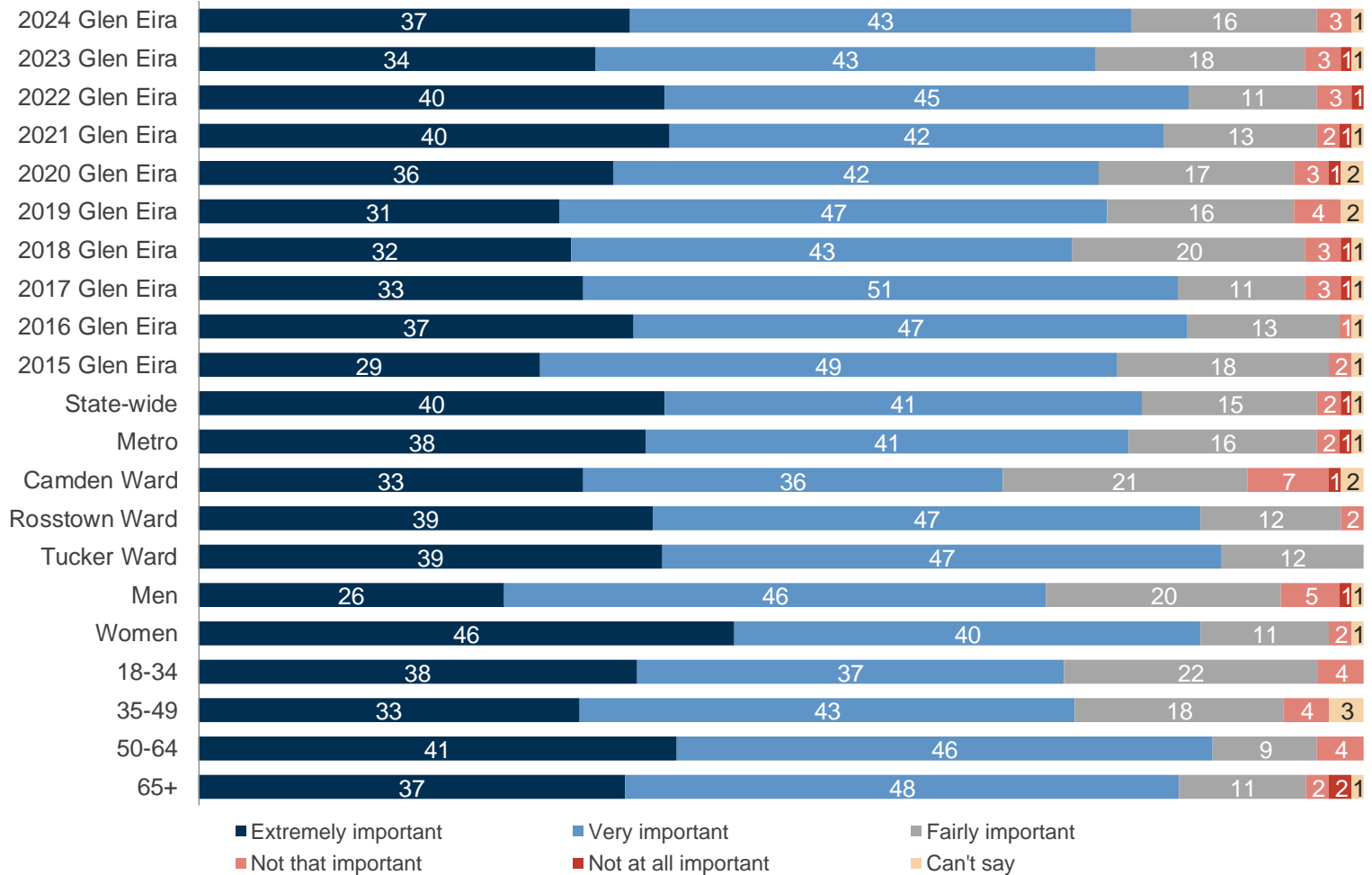
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2024 elderly support importance (%)





Elderly support services performance



2024 elderly support performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Men	67	64	65	68	71	66	64	69	68	69
65+	67	71	70	72	75	74	64	70	72	75
18-34	65	65	61	62	72	63	66	65	70	67
Camden Ward	65	63	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	65	70	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	64	64	65	66	67	67	67	67	69	69
Glen Eira	64	67	66	65	69	67	65	67	69	70
State-wide	63	63	67	69	68	68	68	68	68	69
Rosstown Ward	63	68	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	65	65	64	60	61	68	65	64	68
Women	62	69	67	63	67	67	67	64	70	71
35-49	61	67	66	64	63	67	62	68	69	70

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

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

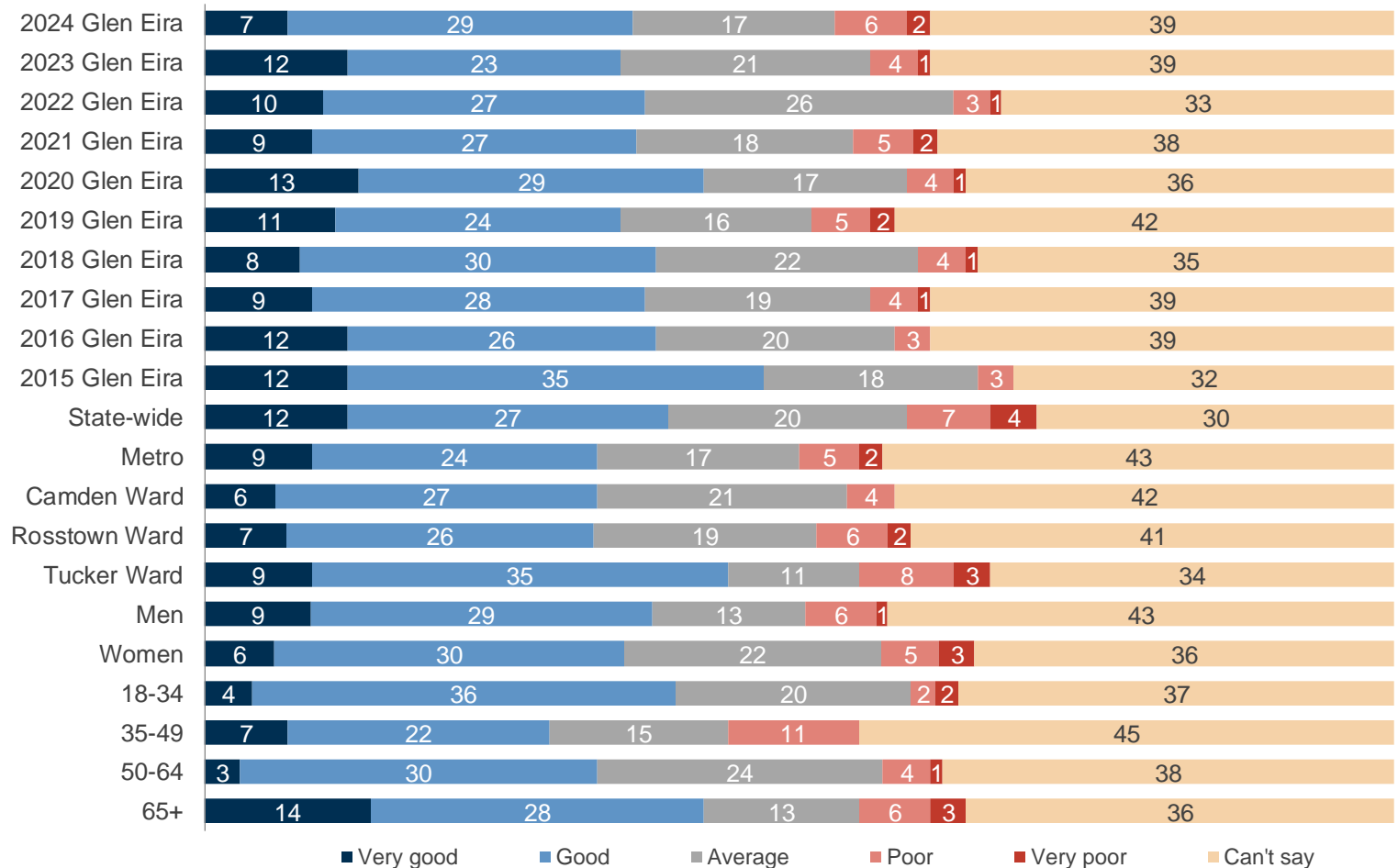
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2024 elderly support performance (%)





Disadvantaged support services importance



2024 disadvantaged support importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	77▲	76	81	82	76	74	78	75	77	77
18-34	75	76	77	81	74	72	73	73	77	77
Rosstown Ward	75	74	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	75	76	76	74	70	71	75	71	70	73
Tucker Ward	74	75	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	74	77	77	74	74	72	71	73	73
Metro	73	74	77	77	74	75	74	71	73	74
Glen Eira	72	74	76	77	73	72	72	73	75	74
65+	70	71	74	76	73	74	74	77	76	74
35-49	68	75	78	75	75	73	68	71	76	70
Camden Ward	68	74	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	67▼	72	71	71	71	70	66	70	73	70

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

Base: All respondents. Councils asked State-wide: 6 Councils asked group: 4

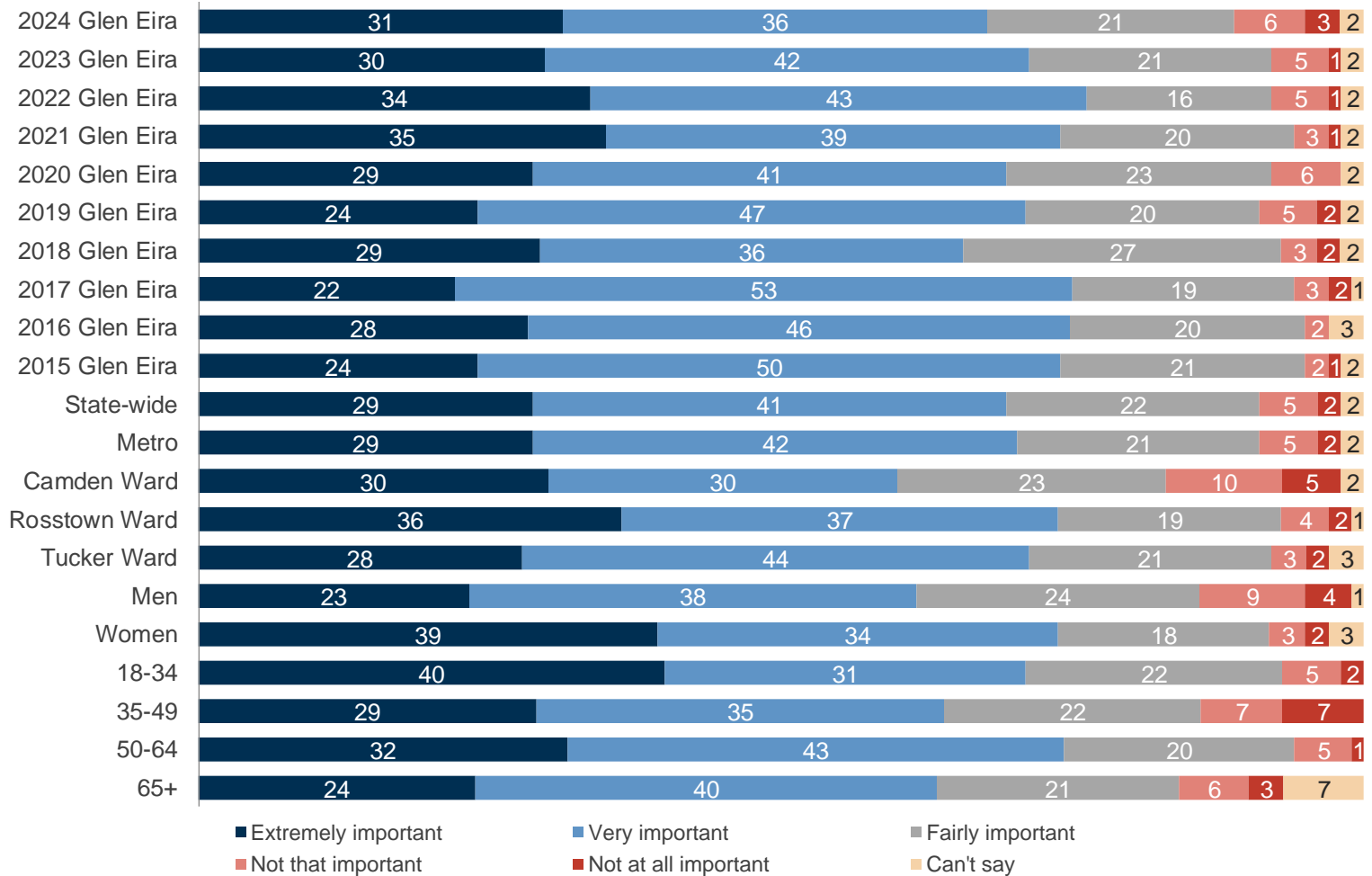
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2024 disadvantaged support importance (%)





Disadvantaged support services performance



2024 disadvantaged support performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	66▲	61	61	60	68	64	65	64	63	67
Tucker Ward	65	66	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	62	61	63	64	62	63	61	62	62	63
Men	62	64	62	63	65	62	62	64	63	64
65+	62	71	62	66	66	68	61	62	68	68
Glen Eira	61	64	62	62	63	63	62	62	63	66
Women	60	63	61	61	61	64	63	59	63	67
Camden Ward	60	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	58▼	59	62	63	60	62	61	61	61	62
Rosstown Ward	58	64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	61	62	64	59	61	59	63	62	64
50-64	56	61	61	61	54	55	61	56	59	62

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

Base: All respondents. Councils asked State-wide: 10 Councils asked group: 5

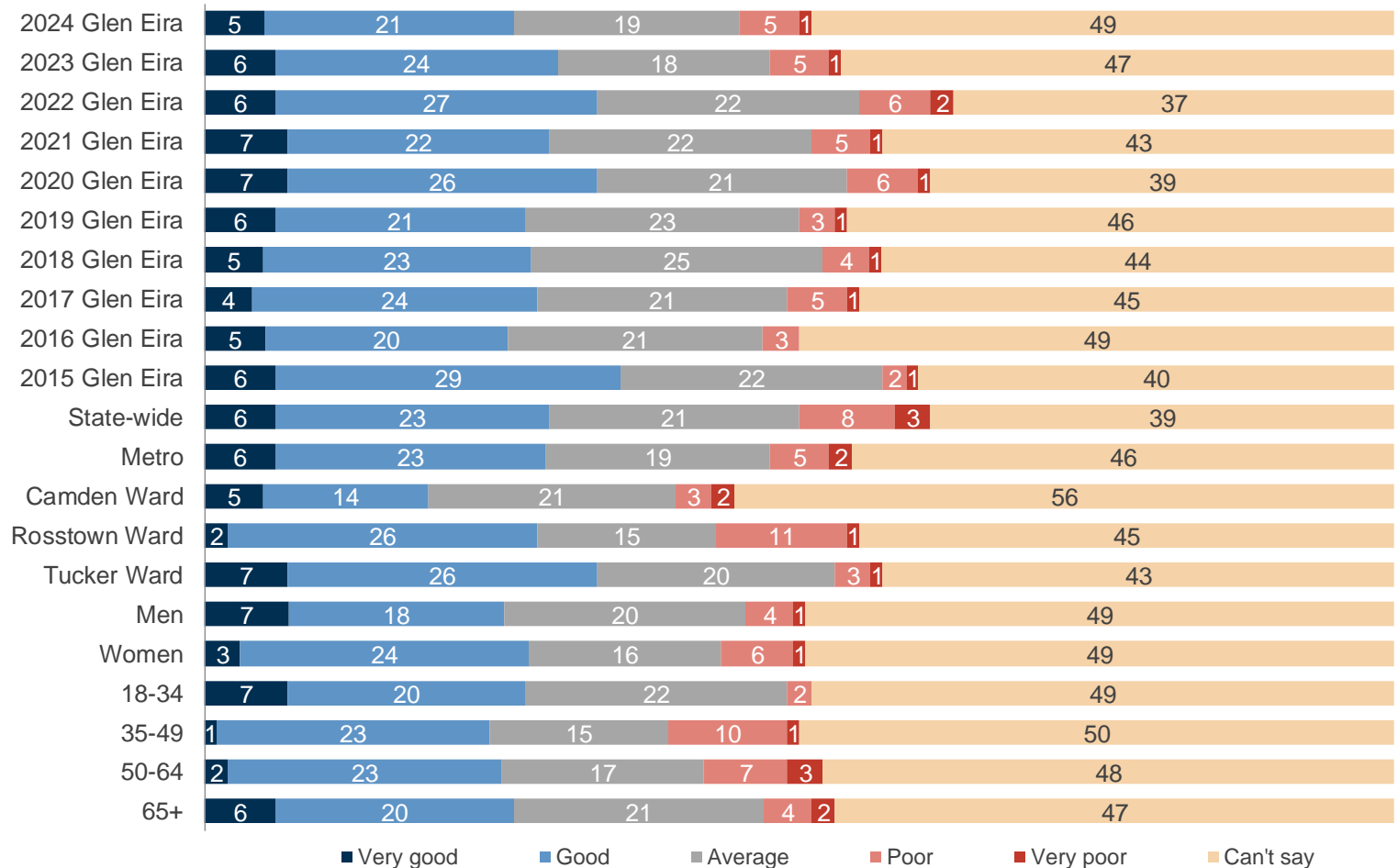
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2024 disadvantaged support performance (%)





Recreational facilities importance



2024 recreational facilities importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	76	78	80	78	78	75	78	79	77	76
50-64	76	78	78	77	74	75	75	75	74	73
Camden Ward	76	76	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	75	73	76	75	75	73	72	74	73	70
Rosstown Ward	75	72	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	75	75	78	75	75	72	74	75	76	72
18-34	74	72	78	70	71	71	70	70	75	67
Women	74	76	80	75	74	71	75	75	78	73
65+	73	72	76	78	75	68	73	76	76	72
State-wide	73▼	73	74	74	72	72	73	72	73	72
Metro	73	74	74	74	72	72	73	73	73	72
Tucker Ward	73	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

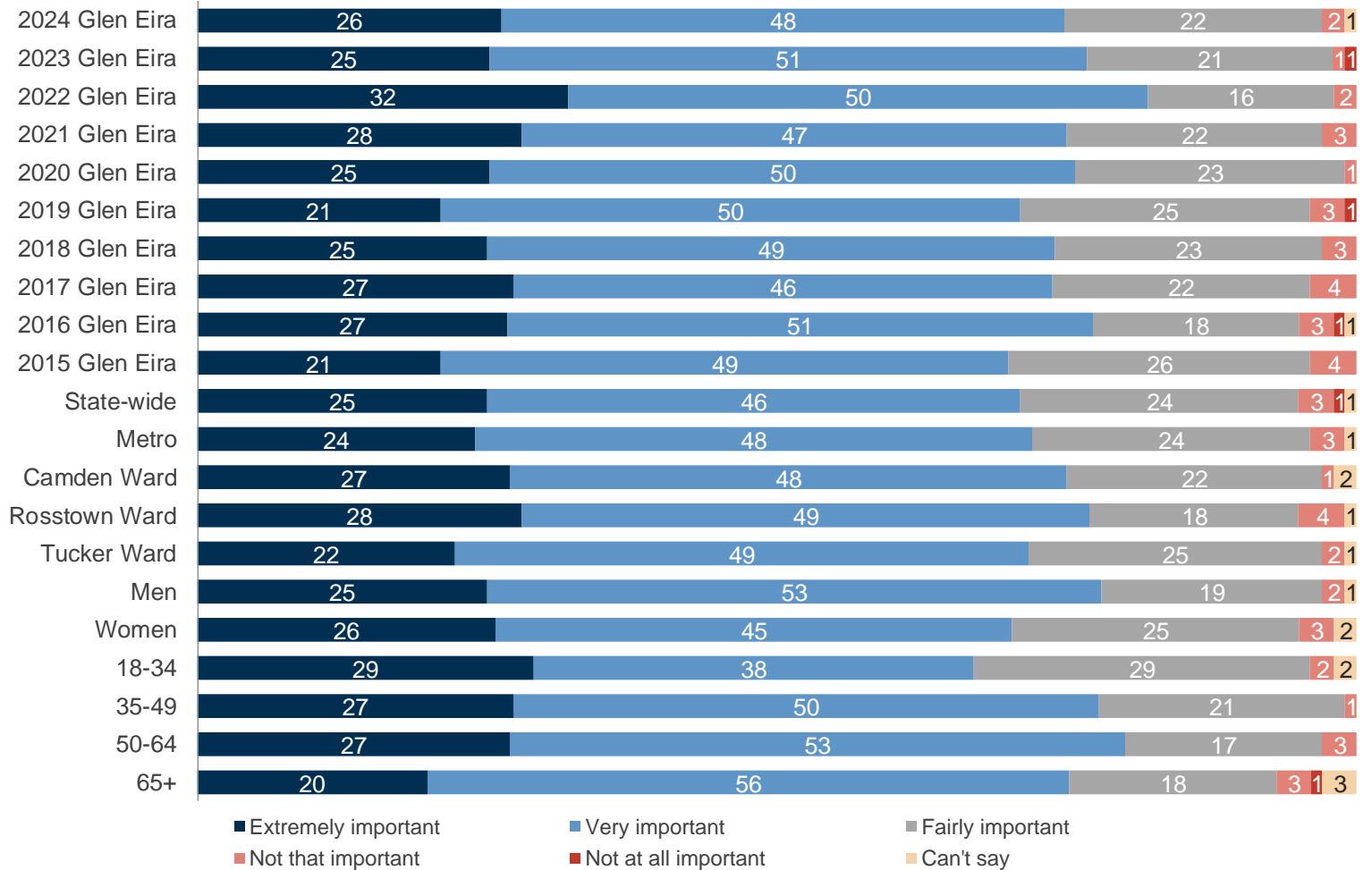
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2024 recreational facilities importance (%)





Recreational facilities performance



2024 recreational facilities performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	78	78	76	78	80	79	77	76	75	81
Rosstown Ward	78	75	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	74	76	77	81	80	77	73	73	80
Men	76	73	76	77	78	79	73	75	76	80
Glen Eira	76	76	76	78	80	79	77	75	76	80
Tucker Ward	76	80	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	78	76	78	81	80	80	75	76	80
50-64	75	77	75	75	76	78	77	74	78	75
Camden Ward	74	72	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	74	72	73	75	74	75	74	73	73	74
35-49	73	76	78	80	79	80	76	78	80	81
State-wide	68	68	69	71	70	70	69	70	69	70

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

Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10

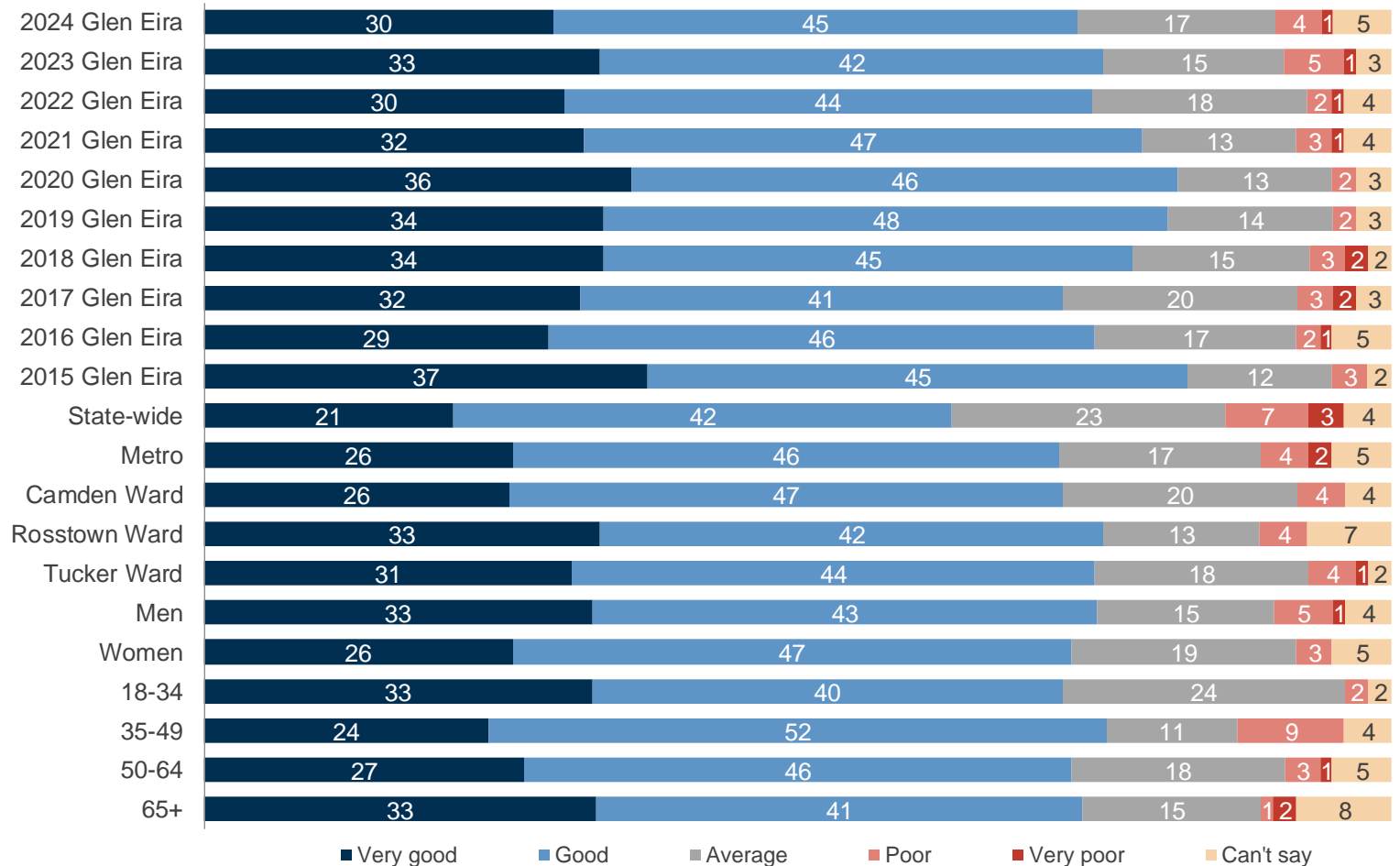
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)





The appearance of public areas importance



2024 public areas importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	77	75	78	78	75	75	77	76	80	75
50-64	76	76	76	79	75	73	76	75	76	76
18-34	76	73	73	72	73	69	74	70	75	68
Camden Ward	75	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	75	75	76	76	73	74	74	75	74	73
Glen Eira	75	74	75	76	74	72	75	75	78	73
Rosstown Ward	75	73	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	75	72	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	75	73	75	78	75	74	75	79	82	78
State-wide	74	74	75	75	74	73	74	74	74	73
65+	73	76	75	79	74	74	75	79	80	75
Men	73	73	71	74	74	70	73	75	76	72

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

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

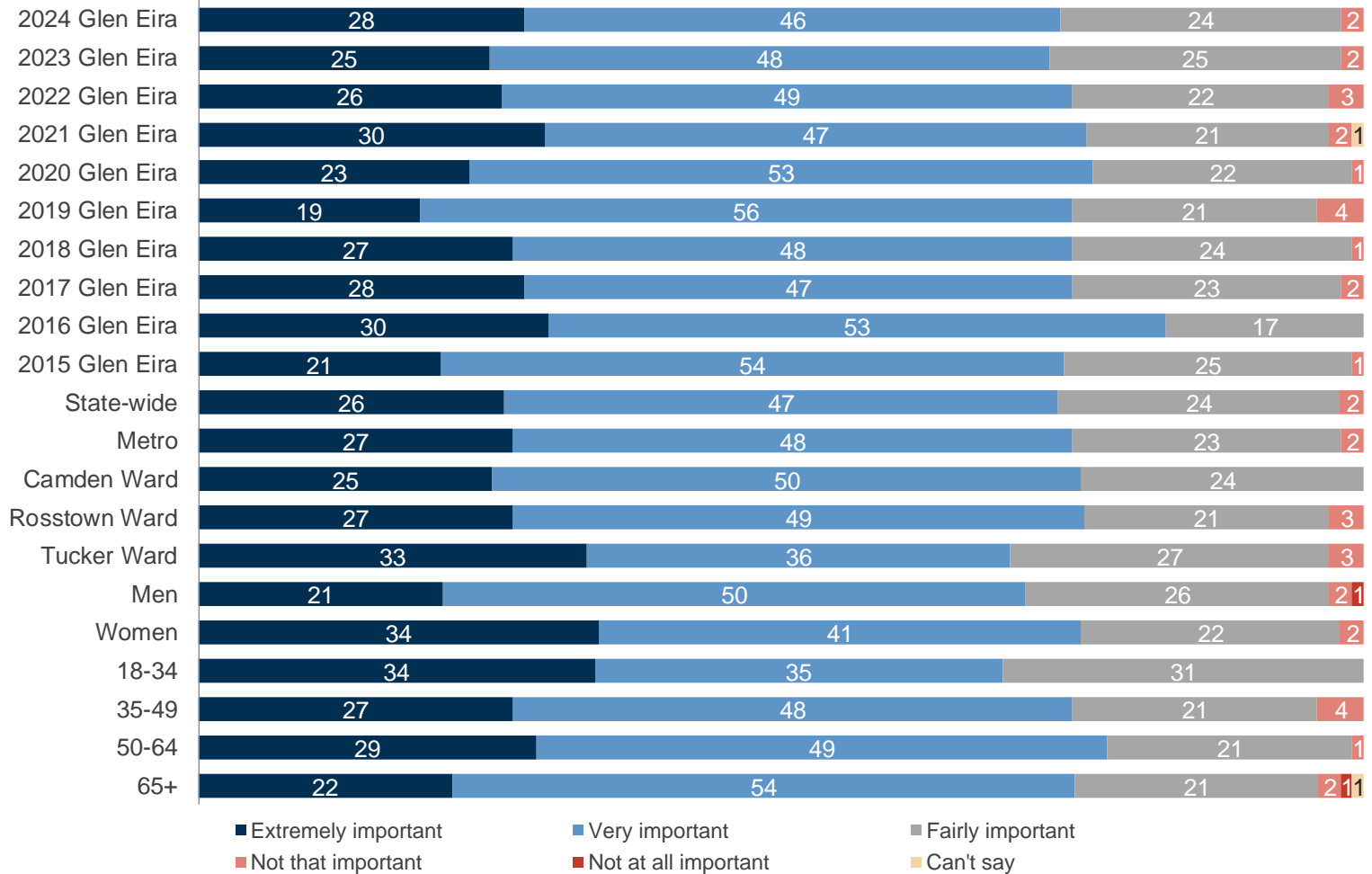
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2024 public areas importance (%)





The appearance of public areas performance



2024 public areas performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Camden Ward	75	70	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	74	77	81	79	79	84	80	74	77	82
Men	74	74	77	78	78	80	75	76	75	77
35-49	73	74	76	77	78	82	76	76	76	77
Glen Eira	73	74	77	78	78	81	77	75	76	78
65+	72	74	74	82	80	78	75	75	76	78
Tucker Ward	71	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	75	77	79	78	82	79	74	76	79
Rosstown Ward	71	76	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	70	68	72	74	73	74	73	72	72	73
50-64	69	71	72	75	74	77	76	75	71	73
State-wide	68	67	71	73	72	72	71	71	71	72

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

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 9

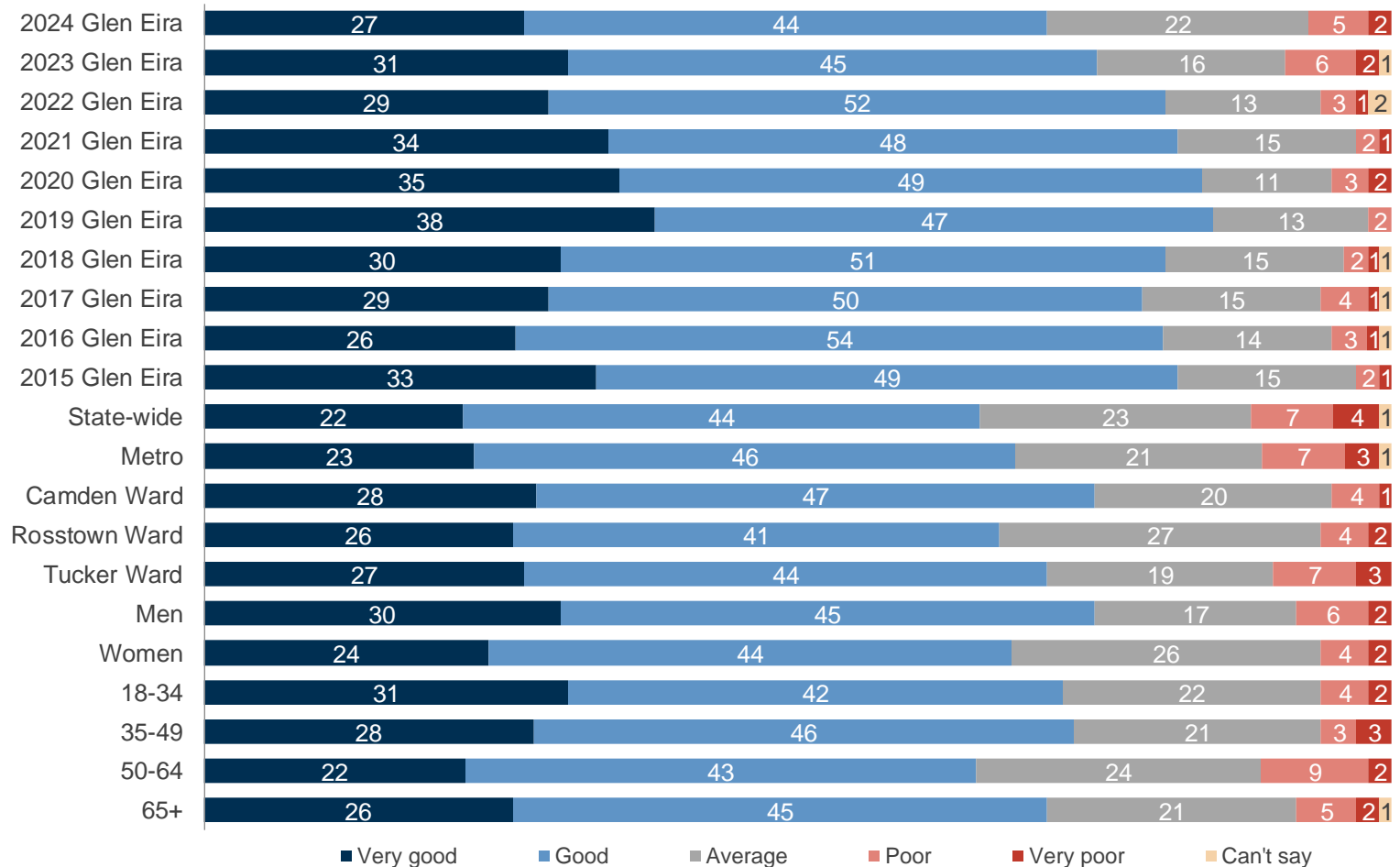
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)





Art centres and libraries importance



2024 art centres and libraries importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Rosstown Ward	72	70	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	73	76	75	72	70	72	72	74	73
50-64	69	70	74	71	68	64	69	68	72	65
65+	68	71	71	72	73	67	71	74	72	74
Glen Eira	68	69	72	70	70	66	69	69	70	69
Metro	67	68	70	70	68	67	67	67	68	69
18-34	67	68	70	66	69	65	69	64	66	66
35-49	67	69	76	71	70	68	68	72	71	69
Tucker Ward	67	69	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Camden Ward	65	69	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	64▼	65	67	67	65	65	65	64	66	65
Men	64▼	66	69	64	67	62	65	66	65	65

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

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

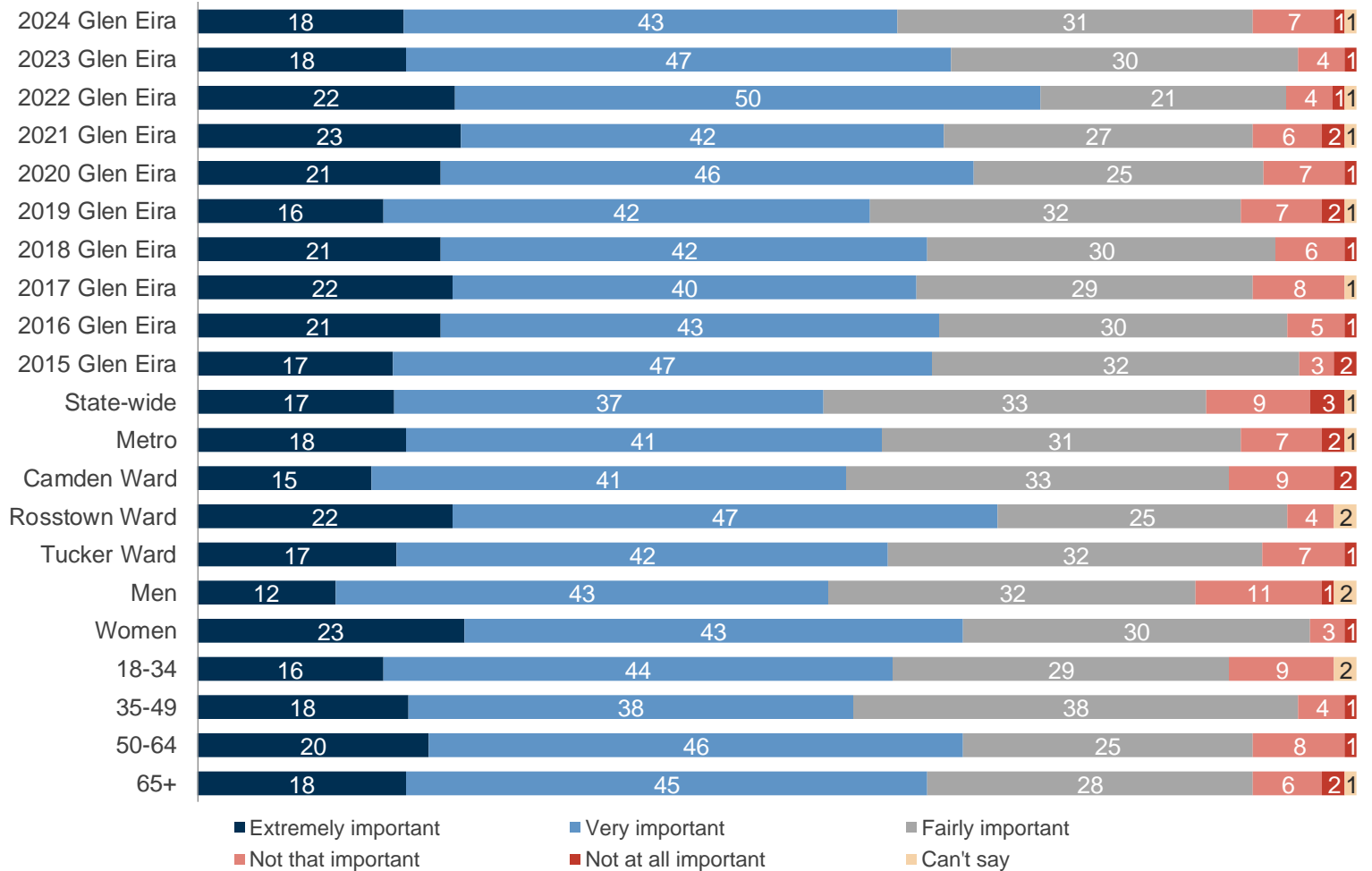
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2024 art centres and libraries importance (%)





Art centres and libraries performance



2024 art centres and libraries performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Tucker Ward	80	82	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	78	79	79	83	81	83	77	78	76	81
Women	78	81	77	77	81	80	74	79	77	81
50-64	78	82	72	72	78	77	75	75	73	76
Rosstown Ward	77	81	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	77	79	76	75	78	78	74	76	75	78
35-49	76	80	74	77	78	74	73	77	76	78
Metro	76	75	73	73	75	76	75	75	74	75
18-34	76	77	76	71	78	77	73	75	73	77
Men	76	77	75	73	76	75	74	73	73	75
Camden Ward	75	74	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73▼	73	73	73	74	74	74	73	72	73

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

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8

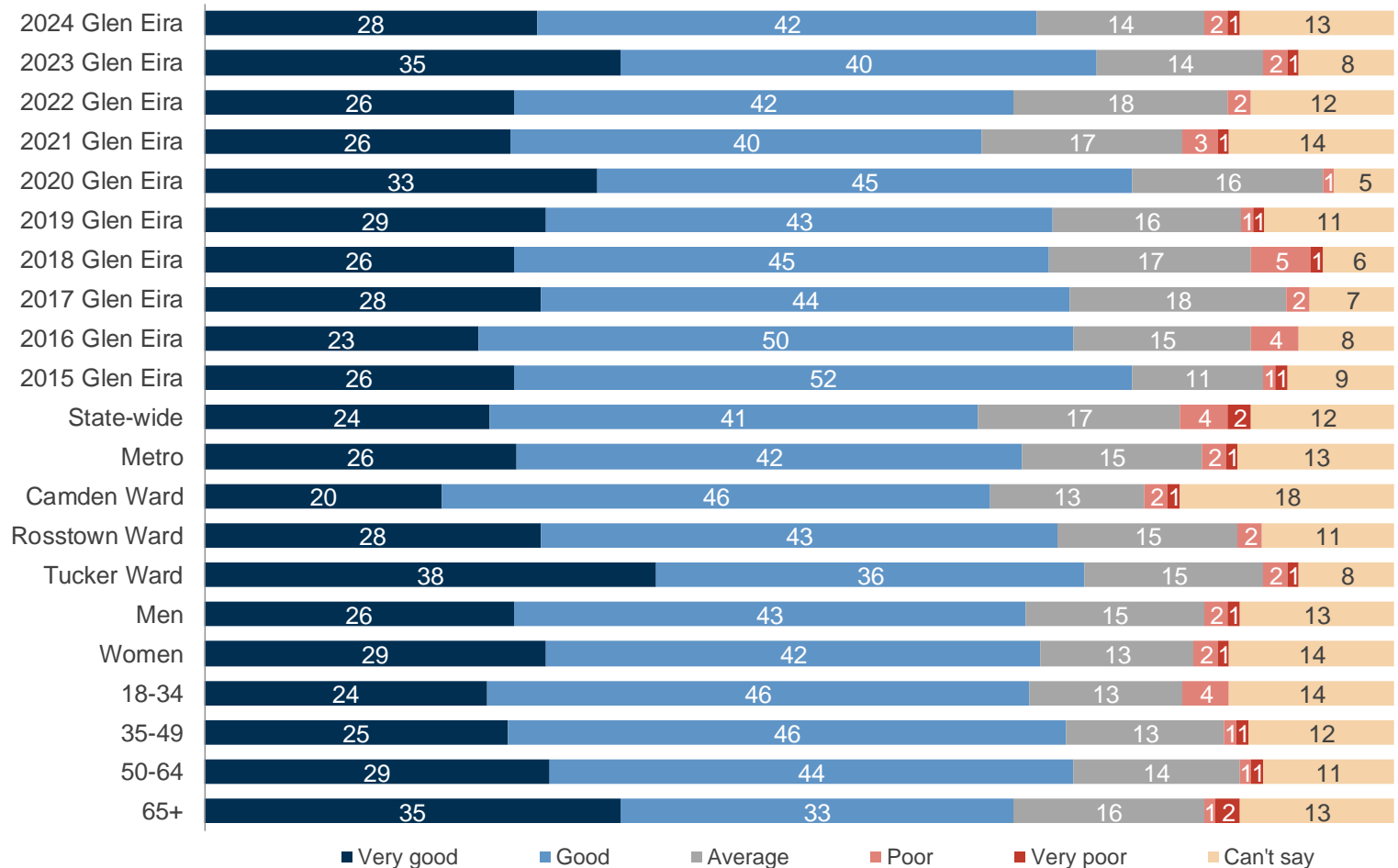
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2024 art centres and libraries performance (%)





Community and cultural activities importance



2024 community and cultural activities importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Rosstown Ward	65▲	58	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	63	60	65	60	55	60	58	58	60	57
Women	62	**	**	**	**	**	**	**	68	63
State-wide	60	62	64	64	62	61	61	61	62	62
18-34	60	57	66	62	61	59	62	63	65	59
Metro	59	62	64	64	61	60	61	61	62	62
Glen Eira	59	60	64	63	60	59	60	62	63	60
65+	58	63	62	65	61	61	60	65	62	63
Tucker Ward	58	64	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	55	54	59	59	59	57	56	59	58	57
35-49	55	60	65	63	61	58	59	61	63	62
Camden Ward	54▼	58	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5

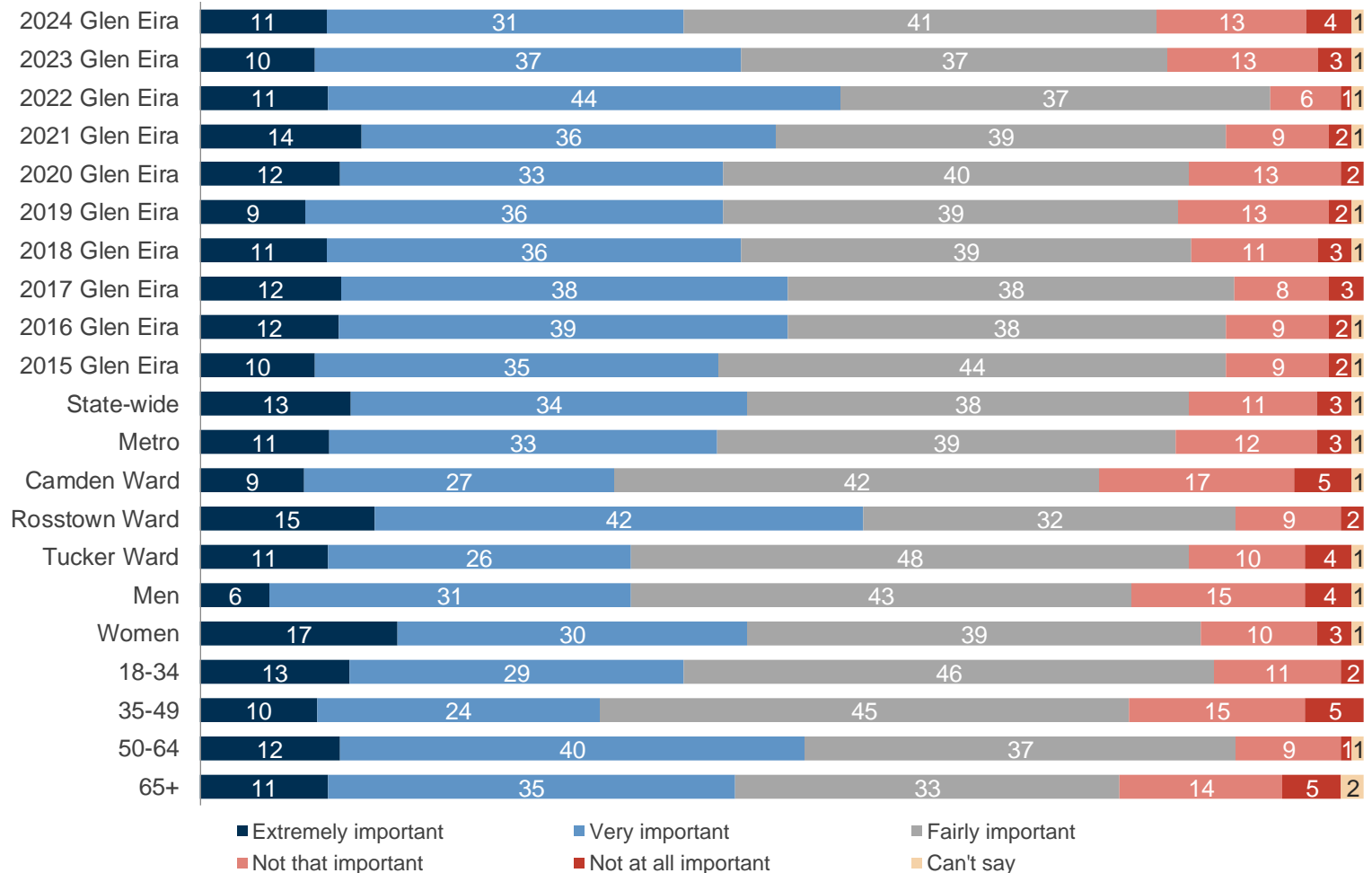
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2024 community and cultural activities importance (%)





Community and cultural activities performance



2024 community and cultural activities performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	71	65	66	69	73	72	67	64	65	67
Camden Ward	71	65	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	70	69	70	75	75	69	70	69	73
65+	70	70	72	73	73	71	71	72	68	75
Glen Eira	69	67	67	67	72	71	67	69	68	70
Rosstown Ward	69	69	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	69	67	65	66	70	70	70	70	71	71
Men	67	64	65	64	69	67	65	68	67	67
35-49	66	67	65	63	72	72	65	73	72	69
50-64	66	69	68	64	69	69	68	68	67	68
Tucker Ward	66	68	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	66▼	66	65	65	68	69	69	69	69	69

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

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

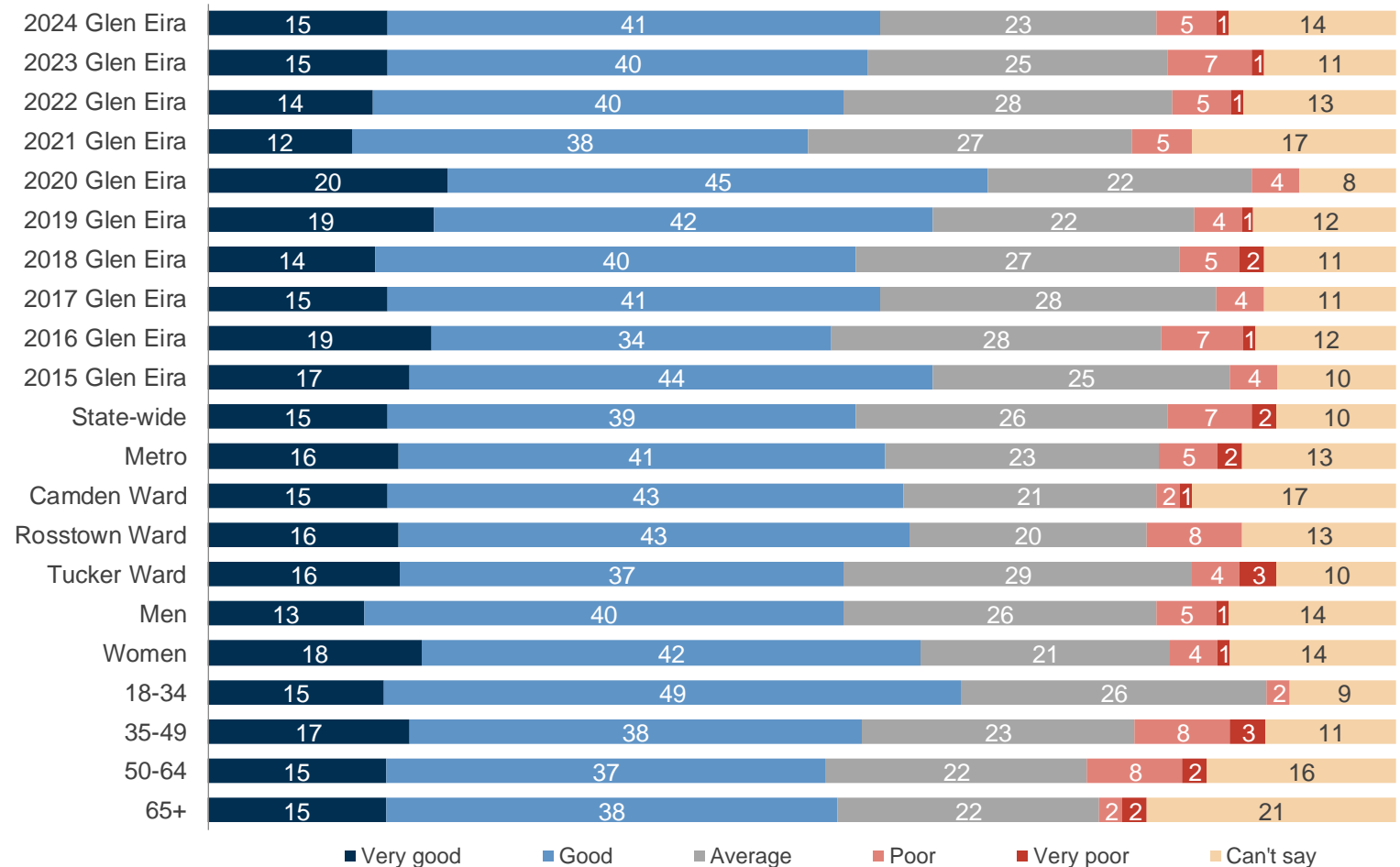
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2024 community and cultural activities performance (%)





Waste management importance



2024 waste management importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Camden Ward	87	84	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	87	83	86	87	86	86	85	83	85	80
50-64	86	84	88	85	82	84	84	82	82	85
18-34	85	80	86	84	83	85	83	81	83	76
35-49	85	84	83	84	85	83	82	83	84	78
Glen Eira	85	82	85	84	84	84	83	82	83	79
Rosstown Ward	85	82	89	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	85	80	85	85	87	85	86	82	83	81
Men	85	81	84	82	83	83	82	81	80	78
Metro	84	84	85	85	84	83	83	81	82	81
Tucker Ward	83	80	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81▼	81	82	82	82	81	81	79	80	79

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

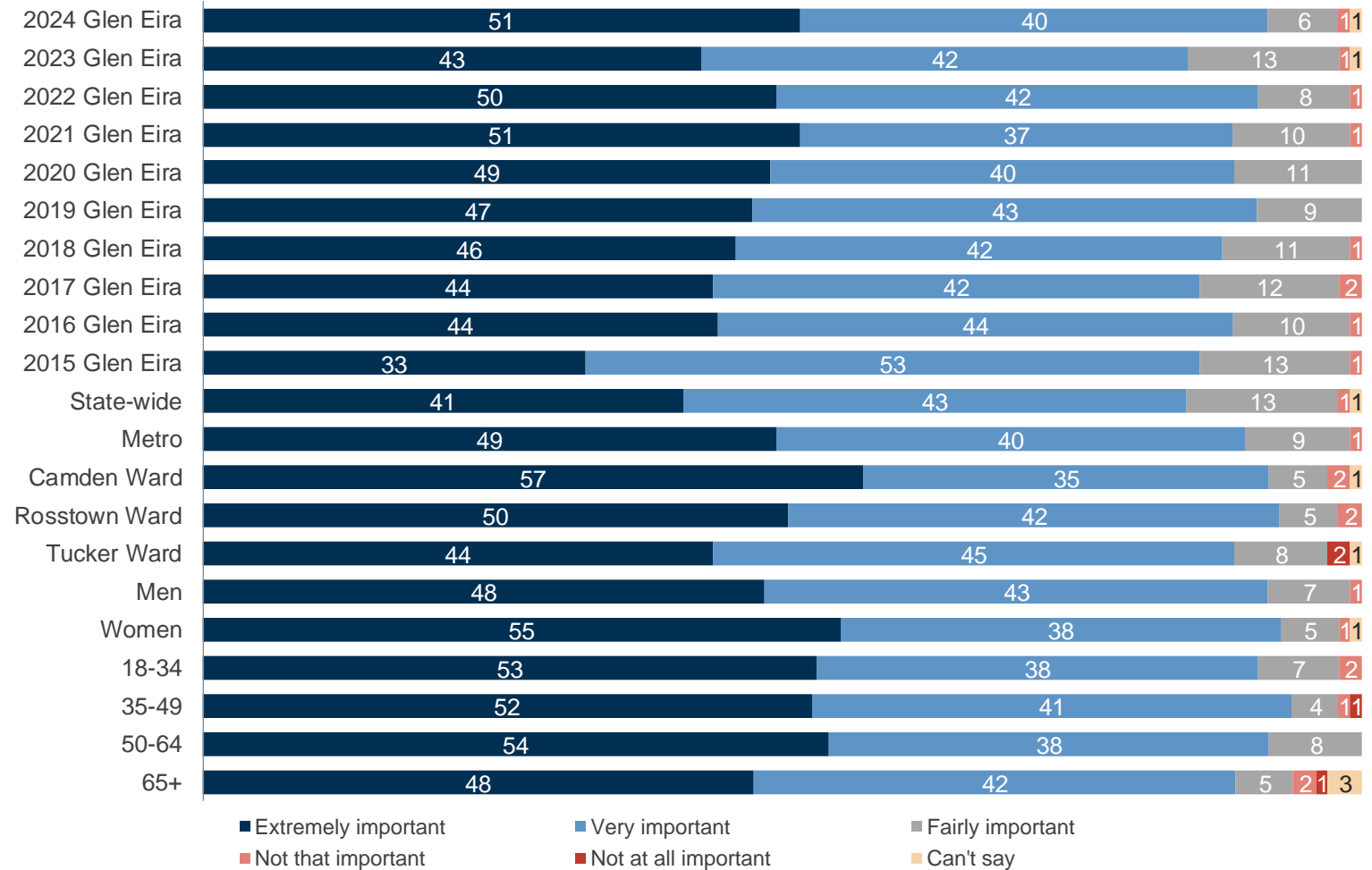
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2024 waste management importance (%)





Waste management performance



2024 waste management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	76	79	77	82	83	81	79	80	81	83
Tucker Ward	76	72	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	**	**	**	**	**	**	**	75	76
Men	74	69	72	75	74	76	78	77	79	80
Glen Eira	72	70	72	75	75	76	78	77	78	80
Rosstown Ward	71	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	71	66	64	75	72	78	80	76	76	80
Women	71	71	72	76	75	76	78	76	78	80
Metro	70	**	**	**	**	**	**	**	76	77
Camden Ward	69	69	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67▼	66	68	69	65	68	70	71	70	72
35-49	64▼	70	66	76	74	77	76	79	81	81

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

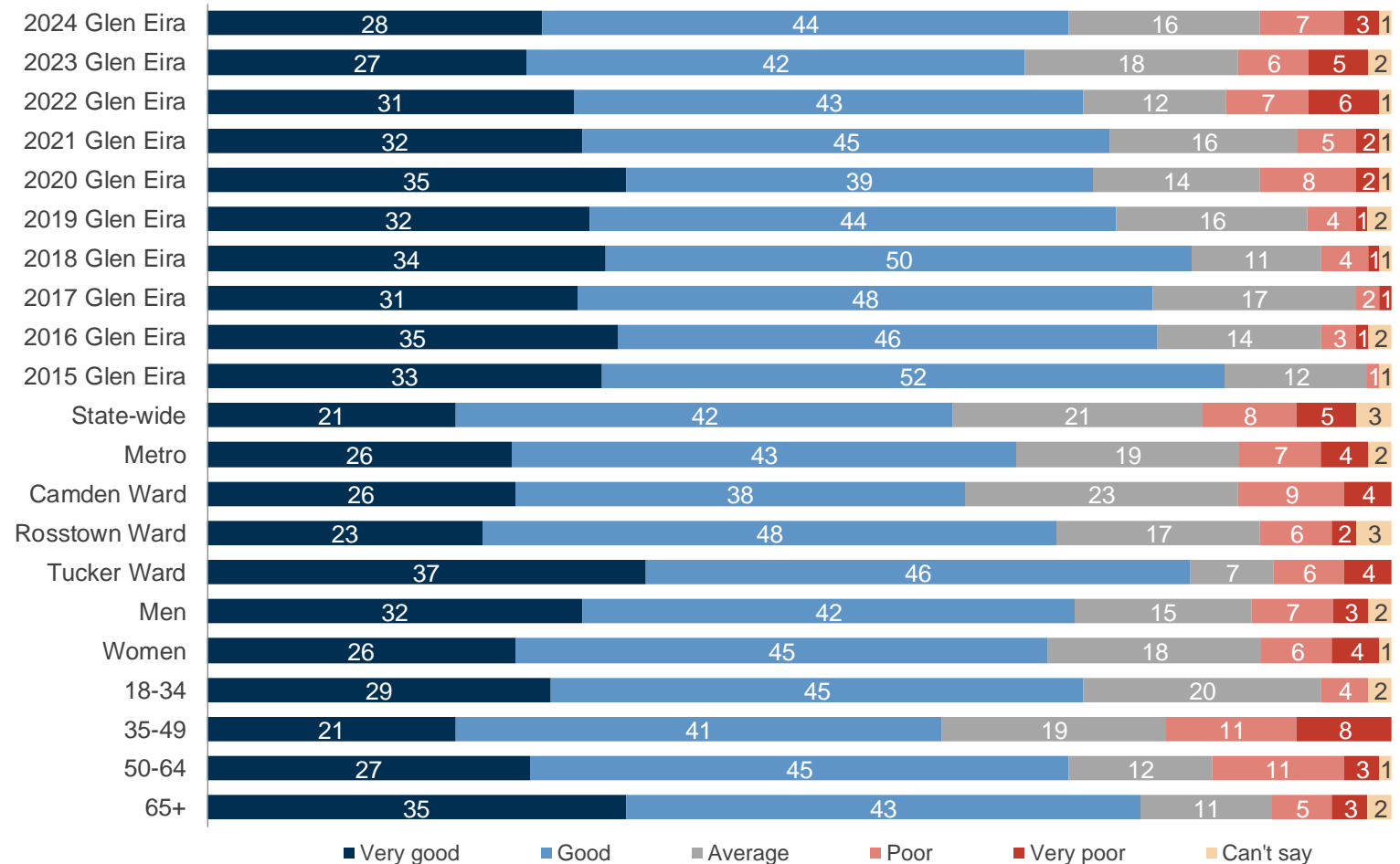
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Business and community development and tourism importance



2024 business/development/tourism importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	67▲	67	69	70	67	65	66	67	67	67
50-64	59	57	58	54	47	53	57	53	53	53
Rosstown Ward	59	50	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	56	63	62	56	54	57	58	60	58
Metro	59▲	59	61	62	58	57	59	60	60	59
Tucker Ward	58	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	57	**	**	**	**	**	**	**	60	55
Glen Eira	56	**	**	**	**	**	**	**	57	55
65+	55	56	59	61	56	53	53	63	59	59
35-49	53	54	57	62	55	53	58	60	56	54
Men	52	51	55	59	55	53	56	58	54	52
Camden Ward	52	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

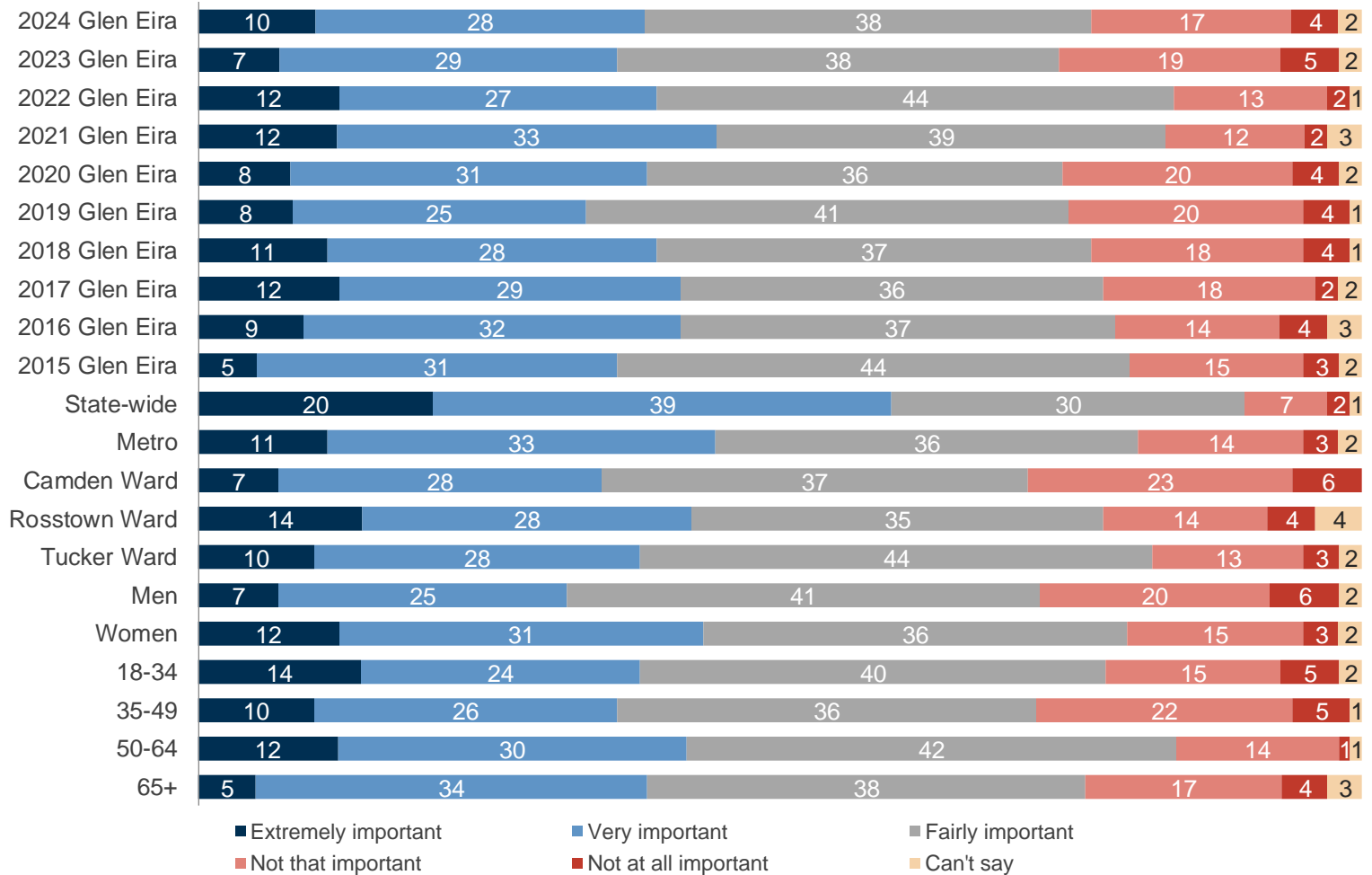
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4

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

Business and community development and tourism importance



2024 business/development/tourism importance (%)



Business and community development and tourism performance



2024 business/development/tourism performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	62	56	59	55	58	60	56	58	56	57
18-34	61	**	**	**	**	**	**	**	59	64
Women	60	63	61	56	60	65	58	59	59	62
Tucker Ward	60	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Camden Ward	59	56	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	59	59	60	56	61	63	57	57	58	61
Metro	57	59	59	60	59	60	60	60	62	62
State-wide	57	59	60	61	59	61	60	61	60	61
Men	57	54	59	56	61	60	57	56	56	60
65+	57	**	**	**	**	**	**	**	59	63
Rosstown Ward	56	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	49▼	58	54	55	55	51	56	51	59	57

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

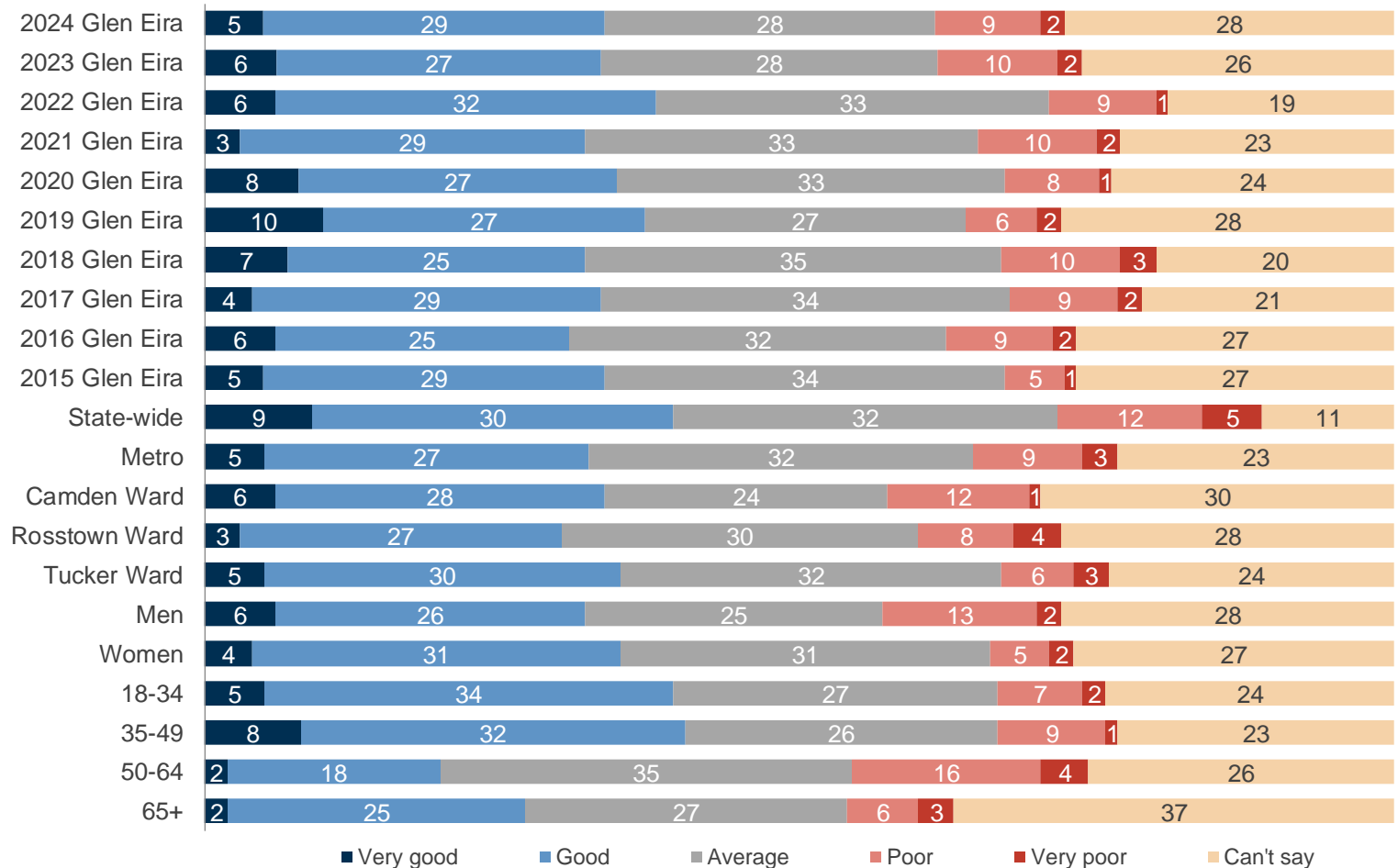
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 5

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

Business and community development and tourism performance



2024 business/development/tourism performance (%)





Council's general town planning policy importance



2024 town planning importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	78	75	78	77	75	74	75	76	79	76
65+	76	79	81	80	78	76	83	80	74	76
Rosstown Ward	76	72	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	73	74	74	72	73	73	72	73	72
Metro	72	73	74	74	73	72	73	73	72	72
Camden Ward	72	75	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	72	73	76	77	74	72	72	75	75	71
Men	72	73	74	75	75	72	70	74	73	69
Women	72	73	77	78	74	72	74	76	76	74
35-49	68	72	75	79	79	75	72	79	73	72
18-34	68	**	**	**	**	**	**	**	74	65
Tucker Ward	67	72	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

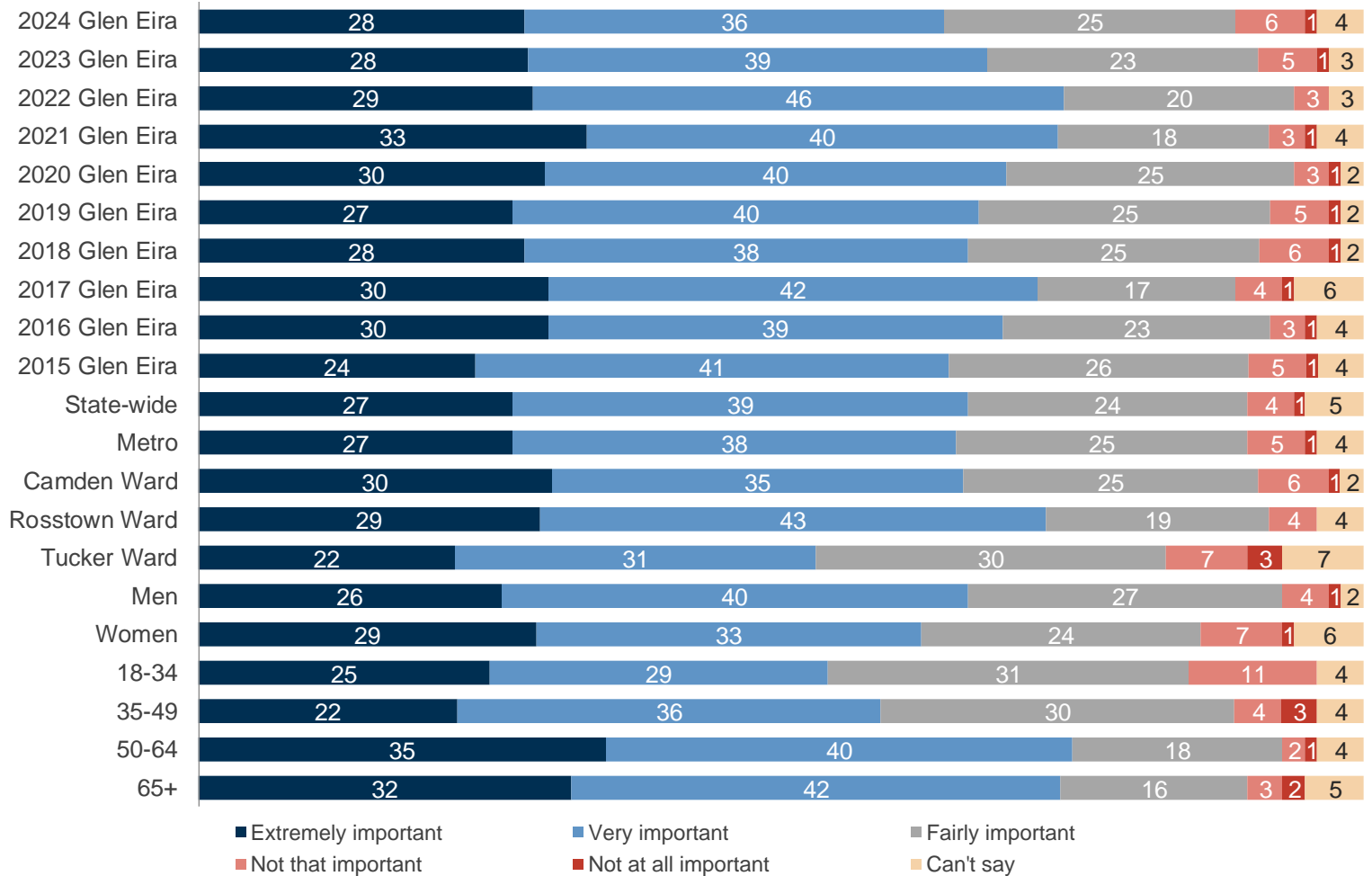
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2024 town planning importance (%)

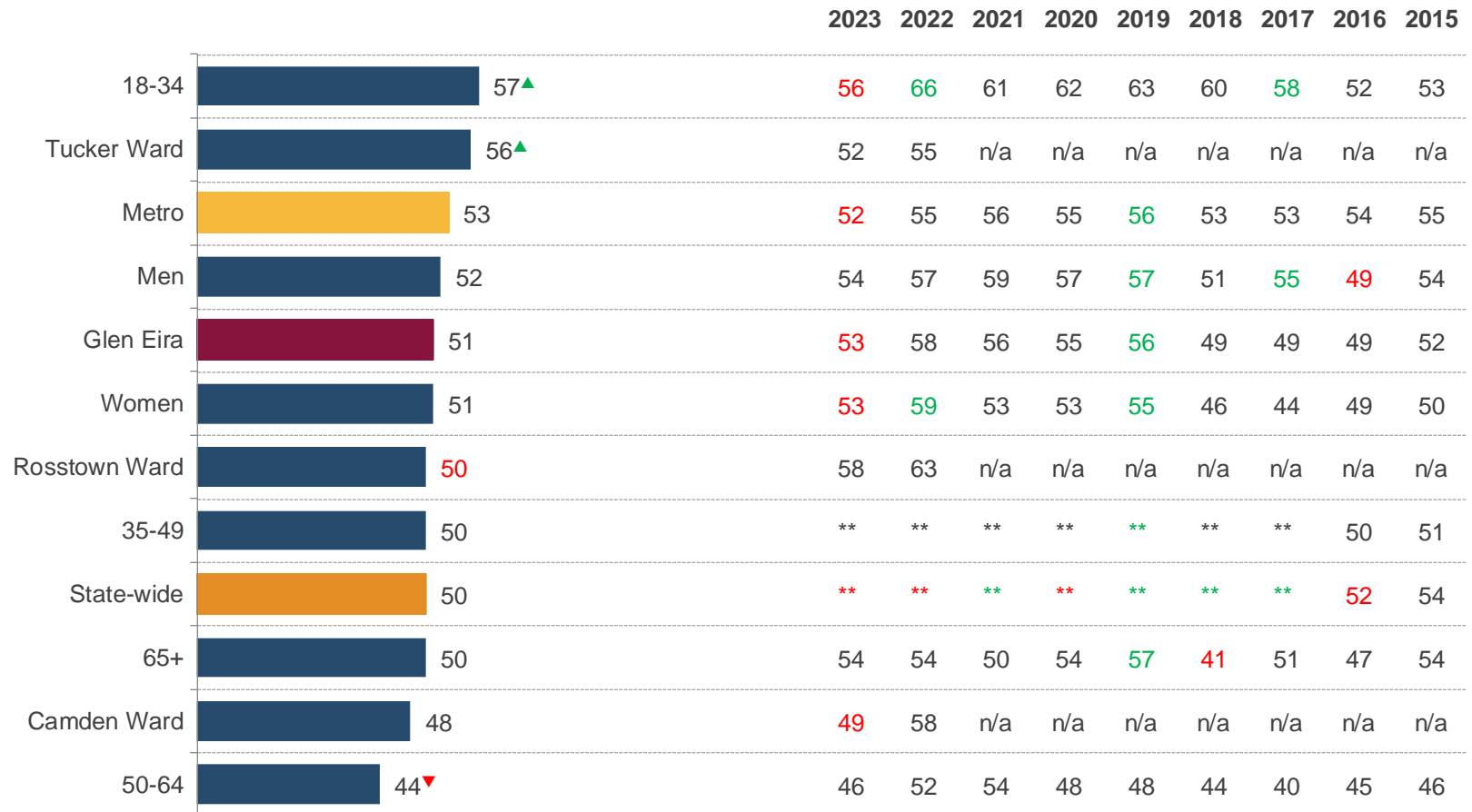




Council's general town planning policy performance



2024 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: 19 Councils asked group: 7

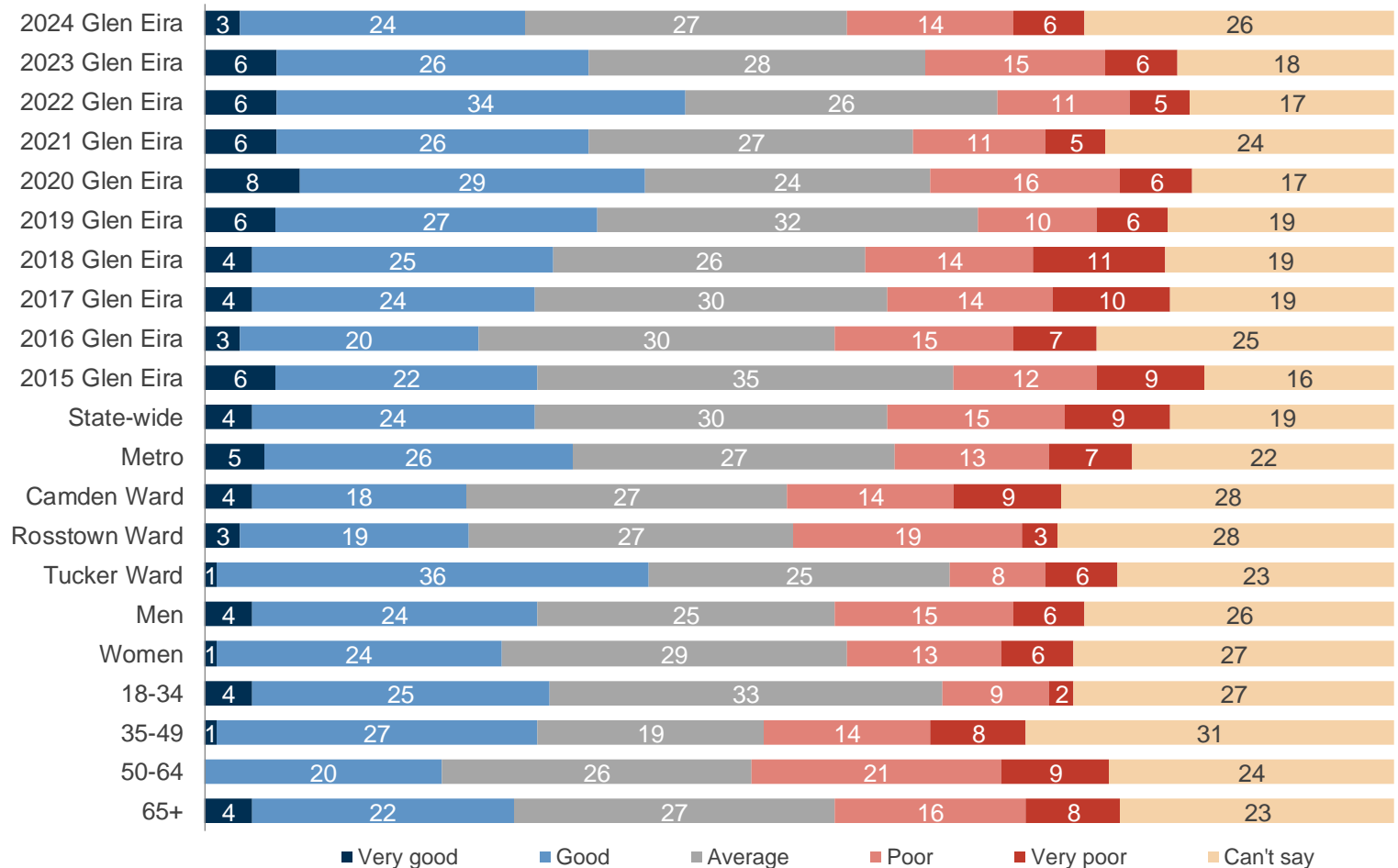
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2024 town planning performance (%)





Planning and building permits importance



2024 planning and building permits importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	79▲	79	77	78	79	81	81	82	77	80
65+	76	76	82	86	83	78	88	81	81	76
Women	75	76	78	80	77	76	78	80	77	76
Camden Ward	74	79	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rosstown Ward	74	74	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	73	74	77	78	75	75	77	78	75	74
Metro	73	74	75	75	74	74	74	76	74	74
State-wide	72	72	73	73	71	71	71	72	71	71
Tucker Ward	71	70	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	72	76	75	74	74	76	76	72	71
18-34	71	71	75	71	67	71	68	71	70	68
35-49	70	75	76	80	78	73	77	81	74	75

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: 3

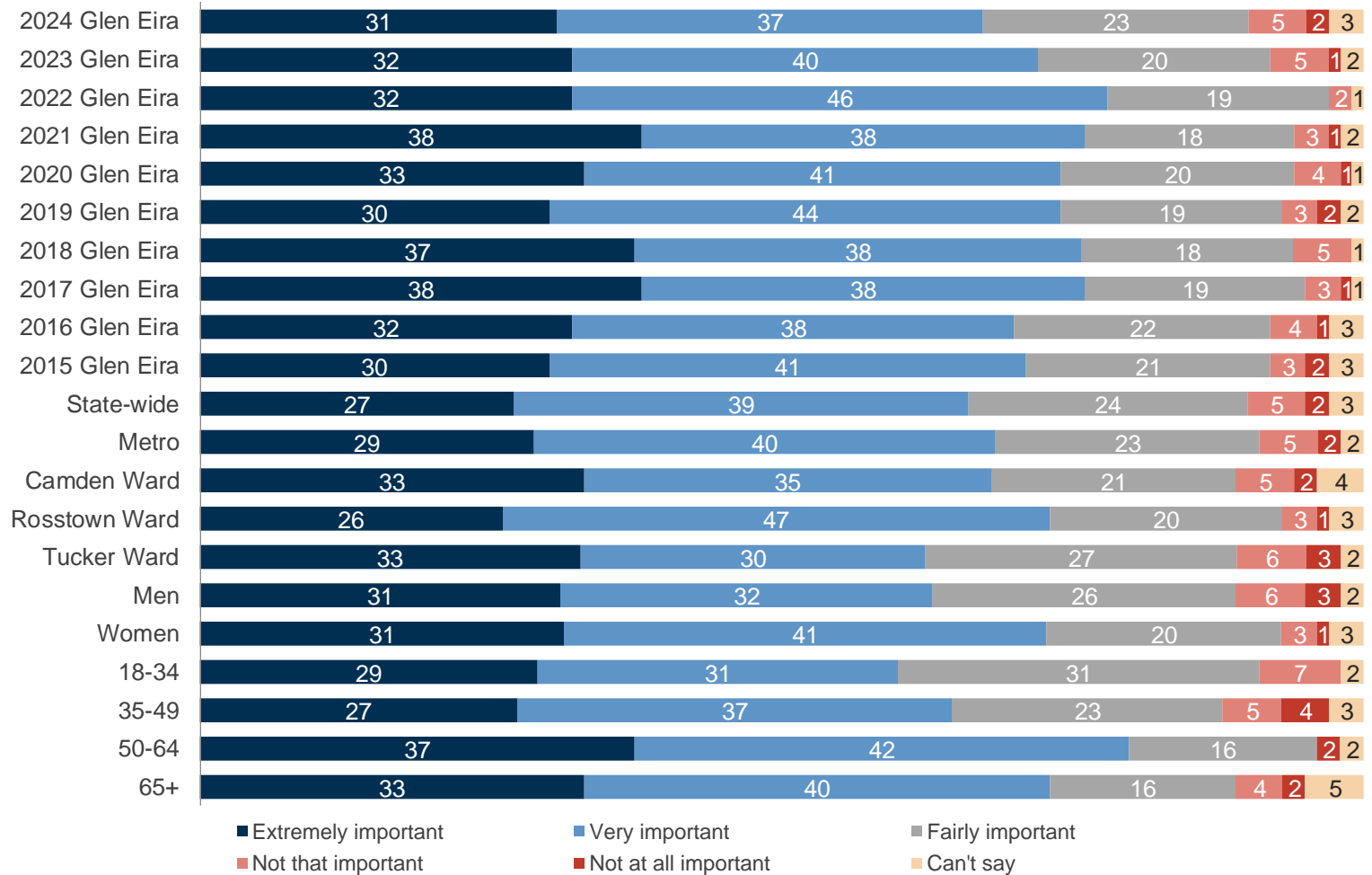
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2024 planning and building permits importance (%)

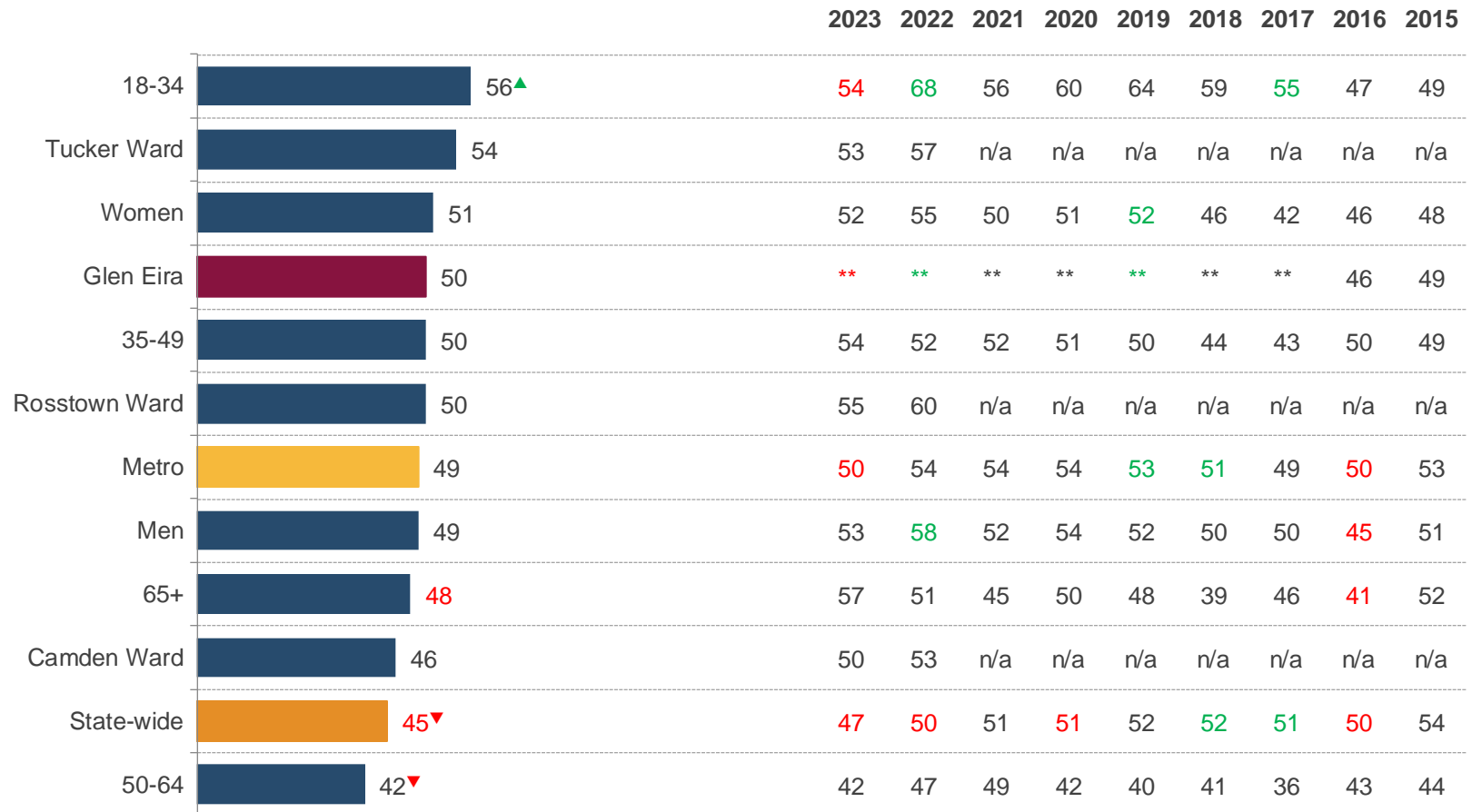




Planning and building permits performance



2024 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: 29 Councils asked group: 6

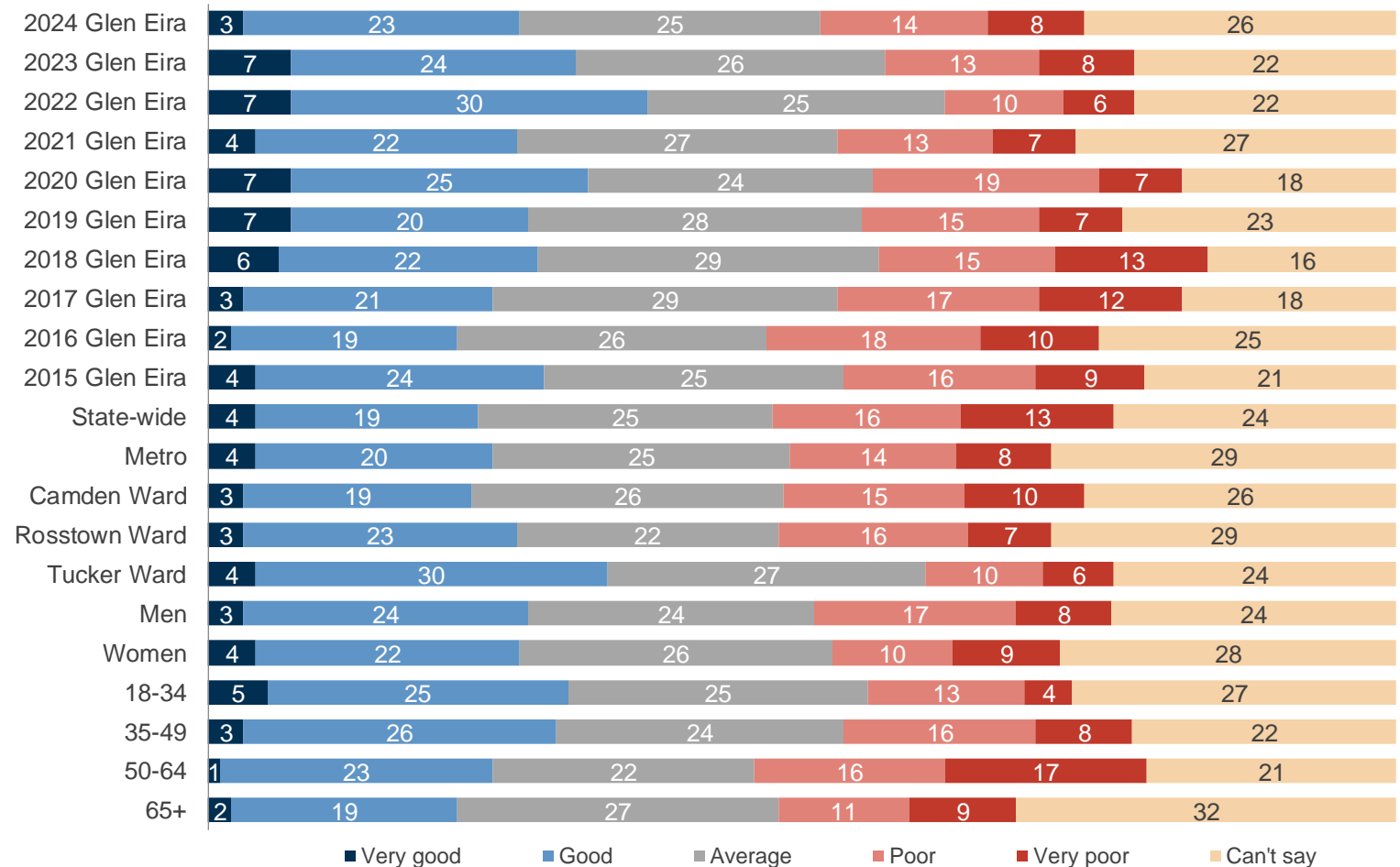
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2024 planning and building permits performance (%)





Environmental sustainability importance



2024 environmental sustainability importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	72	77	81	82	77	79	76	77	79	76
Rosstown Ward	72	73	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	70	78	82	80	83	72	79	79	73
50-64	70	70	75	76	68	69	75	69	72	74
Metro	69	72	76	77	76	75	74	73	74	74
State-wide	68	70	73	74	74	74	73	72	73	73
Glen Eira	68	70	76	78	75	76	73	74	75	73
Camden Ward	66	69	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tucker Ward	66	68	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	65	73	78	76	74	74	73	70	75	71
65+	65	67	71	75	74	72	72	77	73	72
Men	63▼	62	71	74	72	72	70	71	71	69

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

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

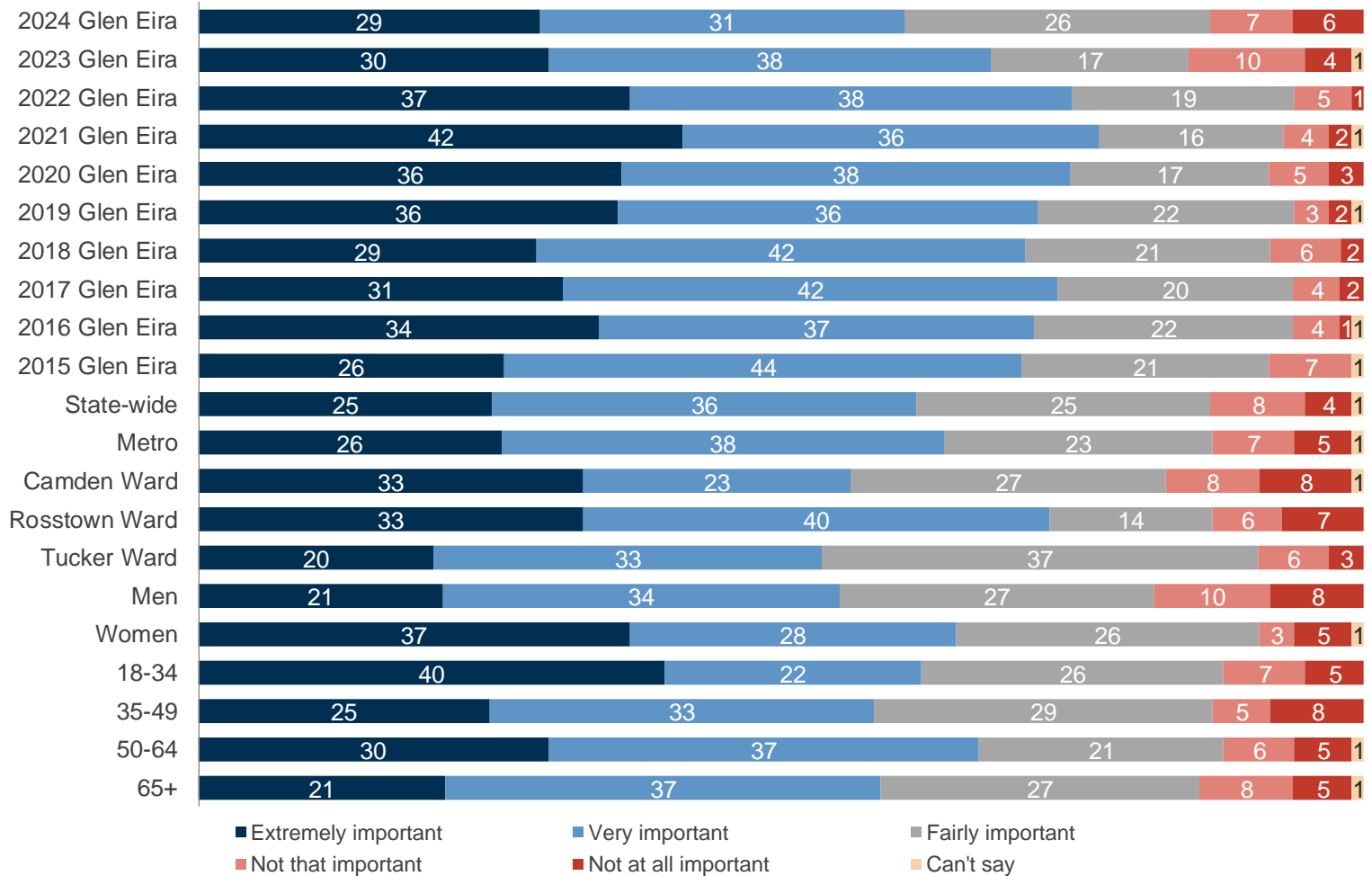
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2024 environmental sustainability importance (%)





Environmental sustainability performance



2024 environmental sustainability performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	66	65	66	71	70	71	65	68	64	70
Tucker Ward	66	67	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	65▲	62	63	64	62	64	64	64	64	65
Rosstown Ward	64	65	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	65	69	64	68	70	62	63	60	69
Glen Eira	62	64	68	64	66	68	63	63	60	68
Men	62	63	66	63	65	65	65	63	60	67
18-34	61	65	69	61	68	68	62	61	53	67
50-64	61	62	68	59	63	66	65	60	61	67
State-wide	60	60	61	62	60	62	63	64	63	64
35-49	60	64	66	63	63	66	64	65	64	69
Camden Ward	58	61	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

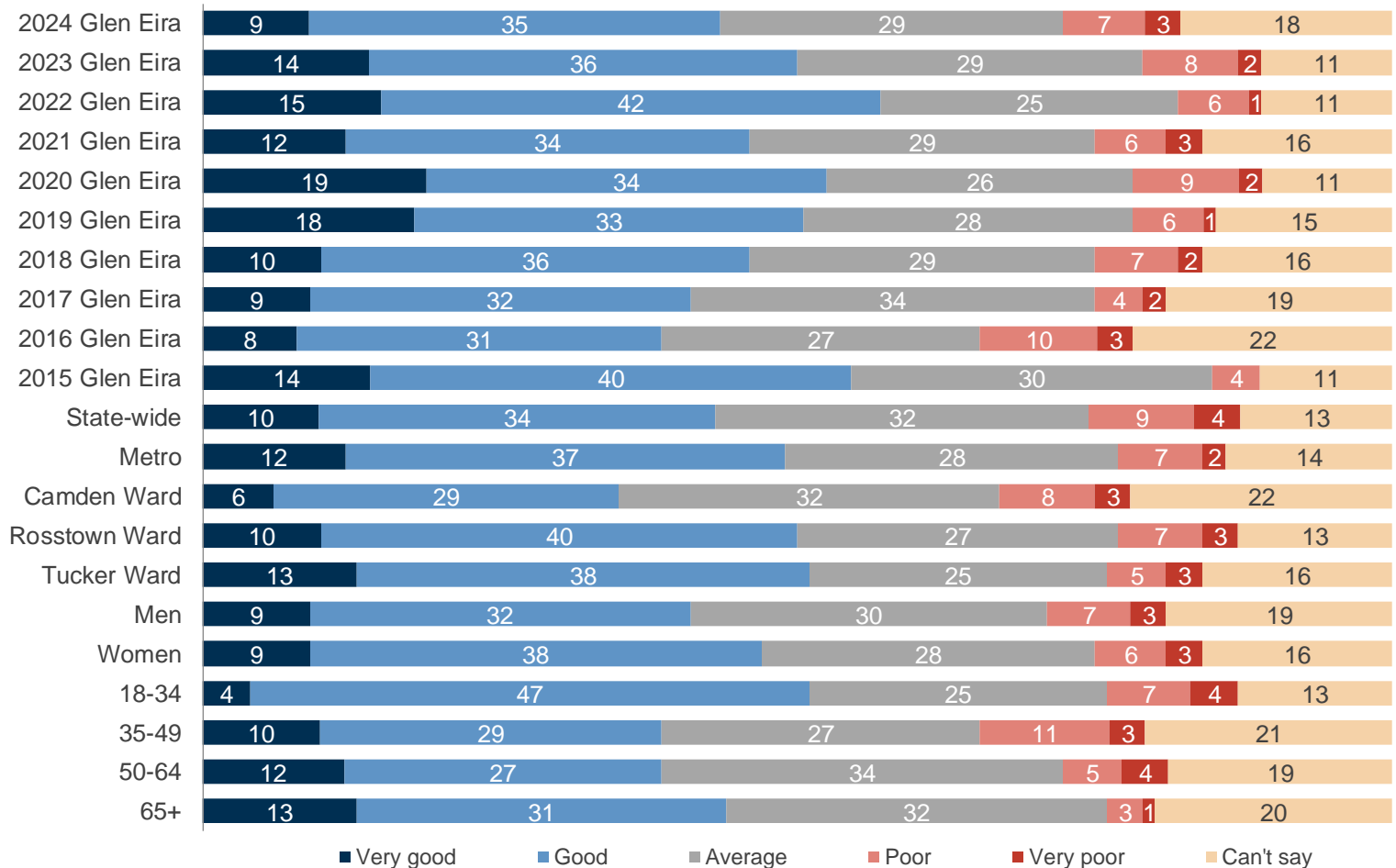
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2024 environmental sustainability performance (%)





Planning for population growth in the area importance



2024 population growth importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	79	79	75	74	77	82	81	77	79	n/a
Tucker Ward	77	75	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	72	73	76	75	81	79	79	78	n/a
Rosstown Ward	75	67	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	75	76	77	76	76	77	77	76	76	75
Glen Eira	74	72	74	75	75	78	77	77	78	n/a
Metro	74	73	74	75	75	77	78	75	75	74
65+	73	68	76	78	78	77	83	77	77	n/a
18-34	73	**	**	**	**	**	**	74	78	n/a
35-49	72	75	72	77	81	76	79	79	77	n/a
Men	71	72	75	75	75	76	76	74	77	n/a
Camden Ward	70	73	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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: 9 Councils asked group: 1

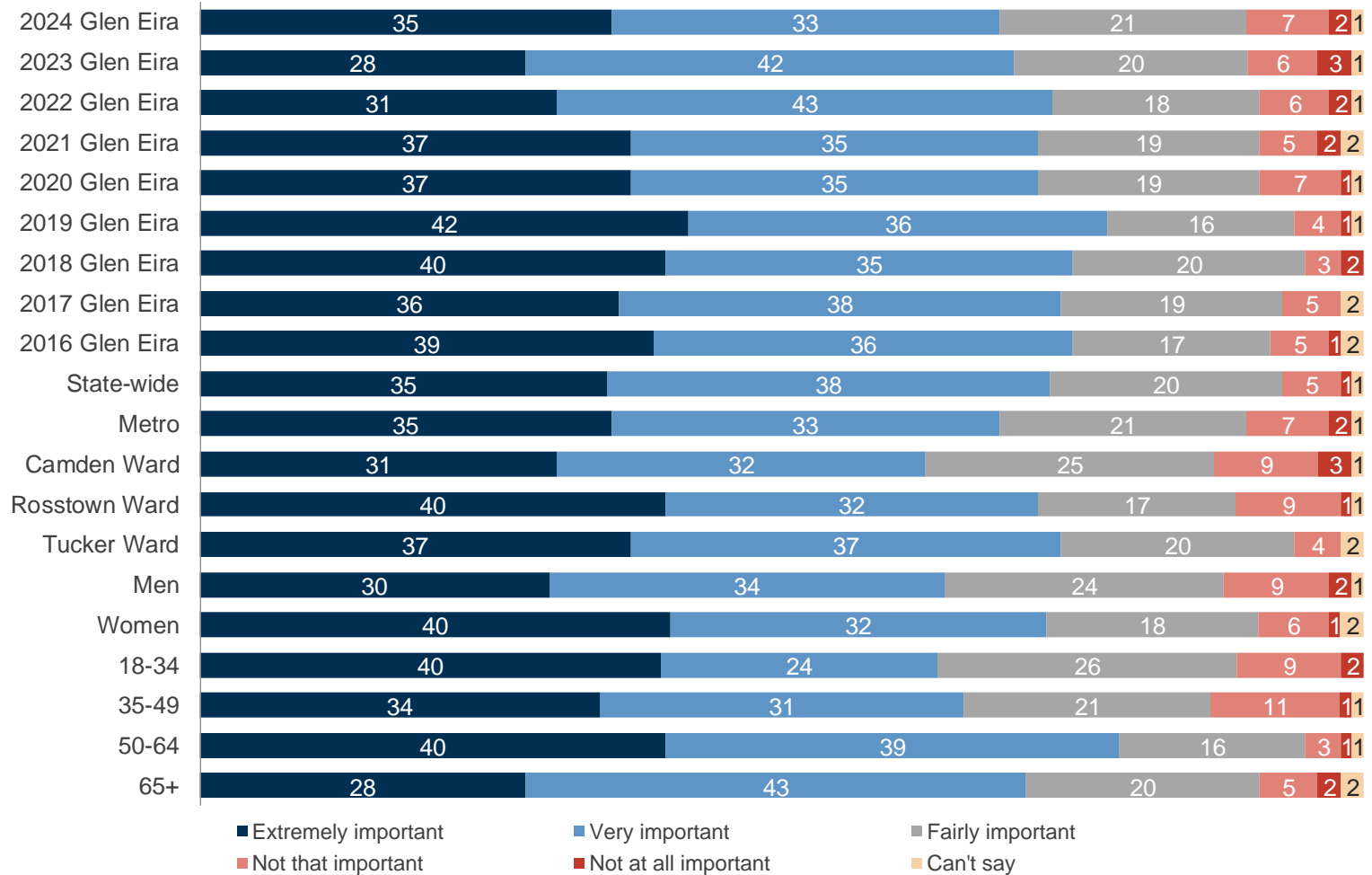
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2024 population growth importance (%)





Planning for population growth in the area performance



2024 population growth performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	53	54	59	55	60	54	56	52	43	n/a
Tucker Ward	51	53	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	50	53	50	53	50	55	47	47	45	n/a
Women	49	51	55	50	51	54	49	47	48	n/a
Camden Ward	49	50	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Glen Eira	49	52	55	52	53	52	48	48	44	n/a
Metro	49	**	**	**	**	**	**	**	51	54
Men	48	53	54	53	55	50	47	50	41	n/a
State-wide	47	48	52	53	51	52	52	52	51	54
65+	47	51	54	48	51	52	39	49	48	n/a
Rosstown Ward	46	52	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	40▼	47	52	47	45	42	43	44	41	n/a

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

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4

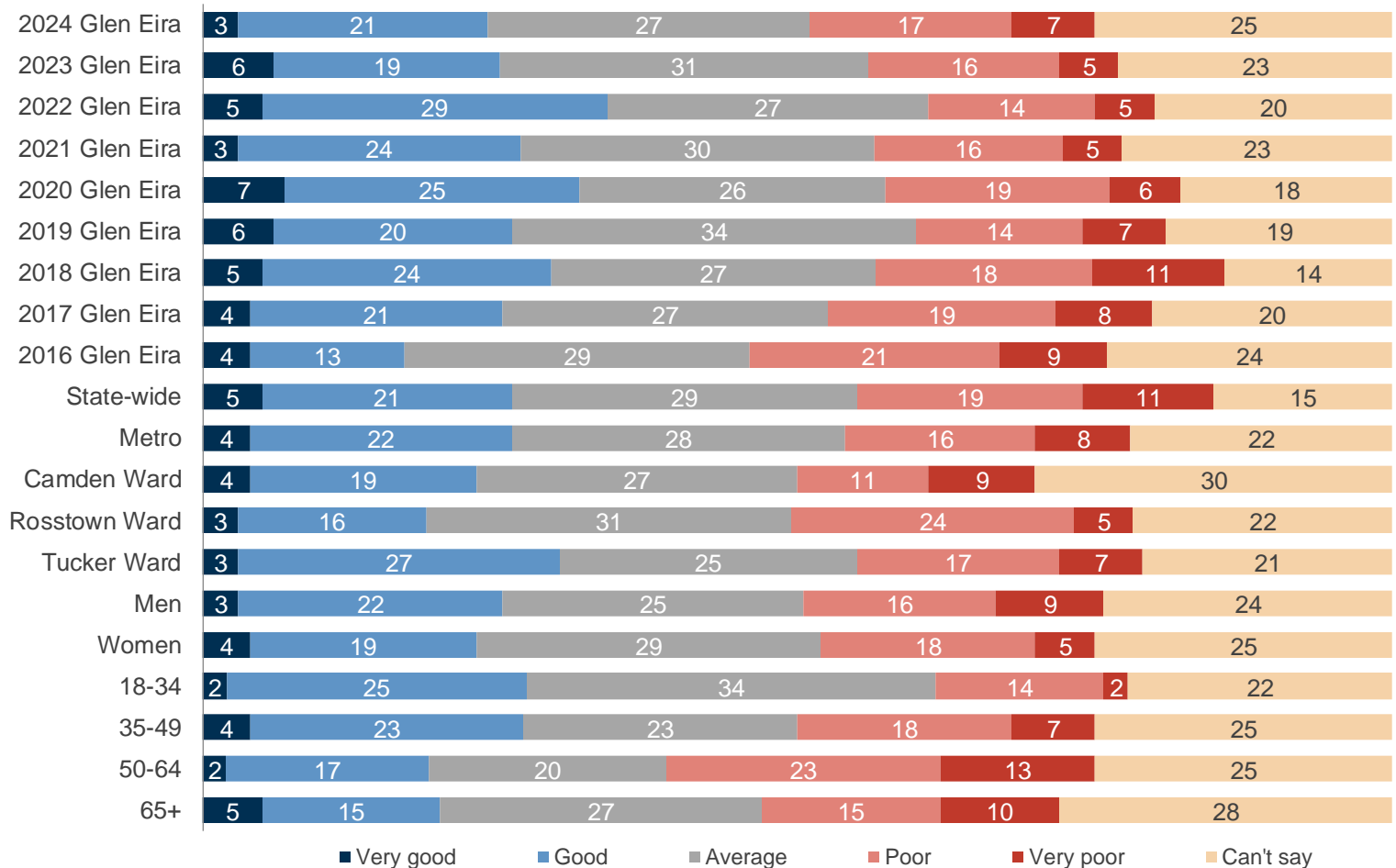
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2024 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 image of a crowd of people, possibly at a sporting event or a public gathering. The background of the entire page is white.

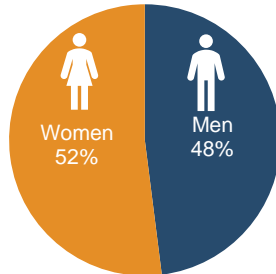
Detailed demographics



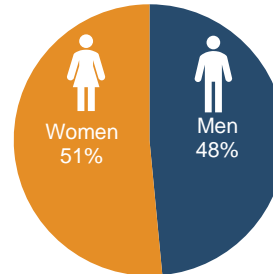
Gender and age profile

2024 gender

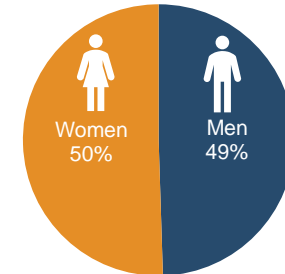
Glen Eira



Metro

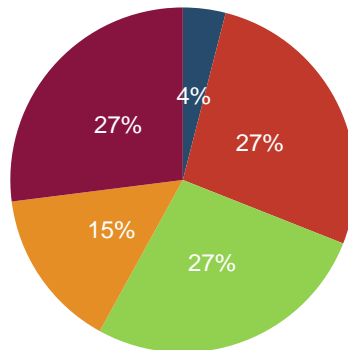


State-wide

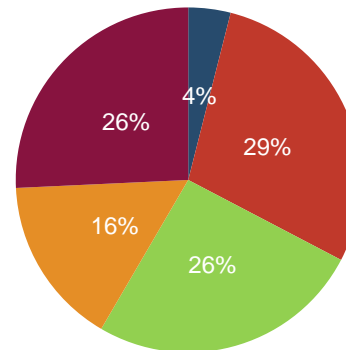


2024 age

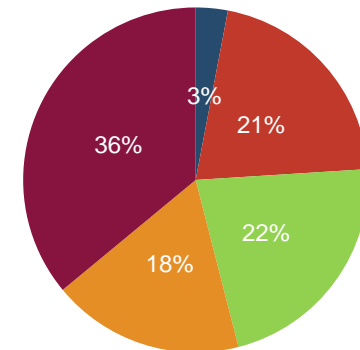
Glen Eira



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: 62 Councils asked group: 13

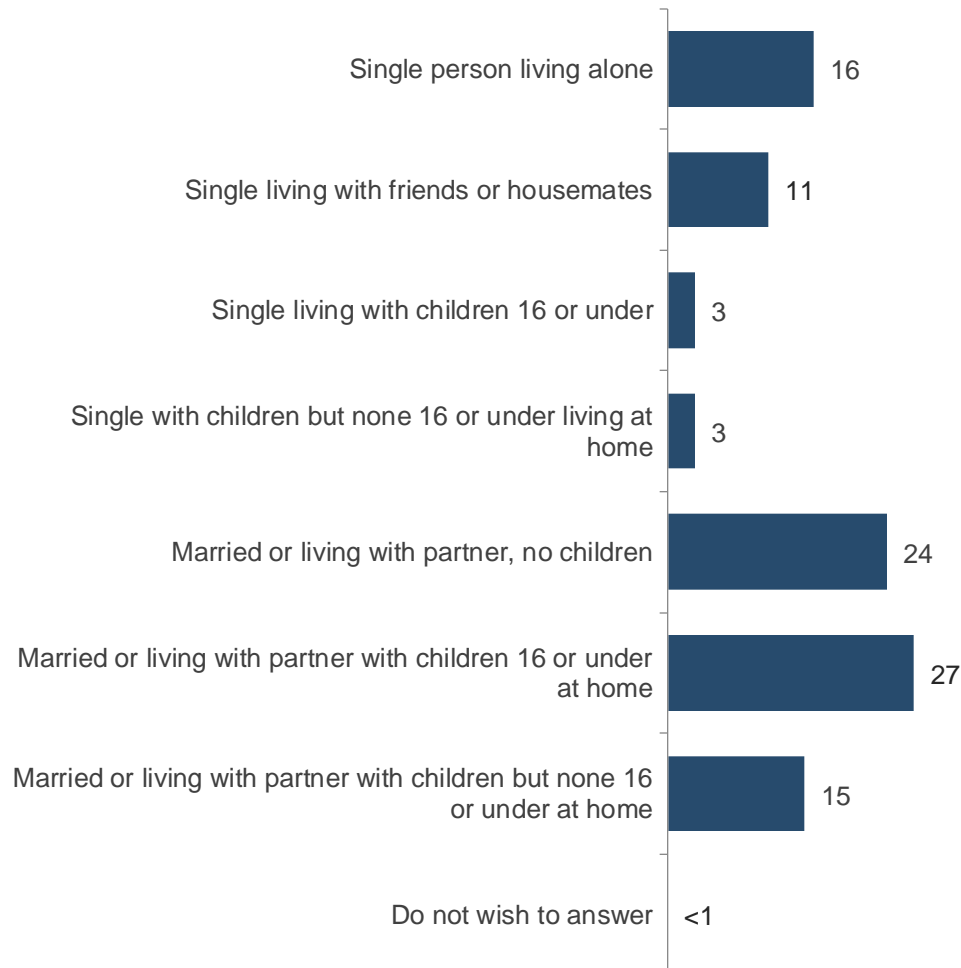
<1% of respondents in each of Glen Eira City Council, Metro and State-wide did not describe their gender as male or female.

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

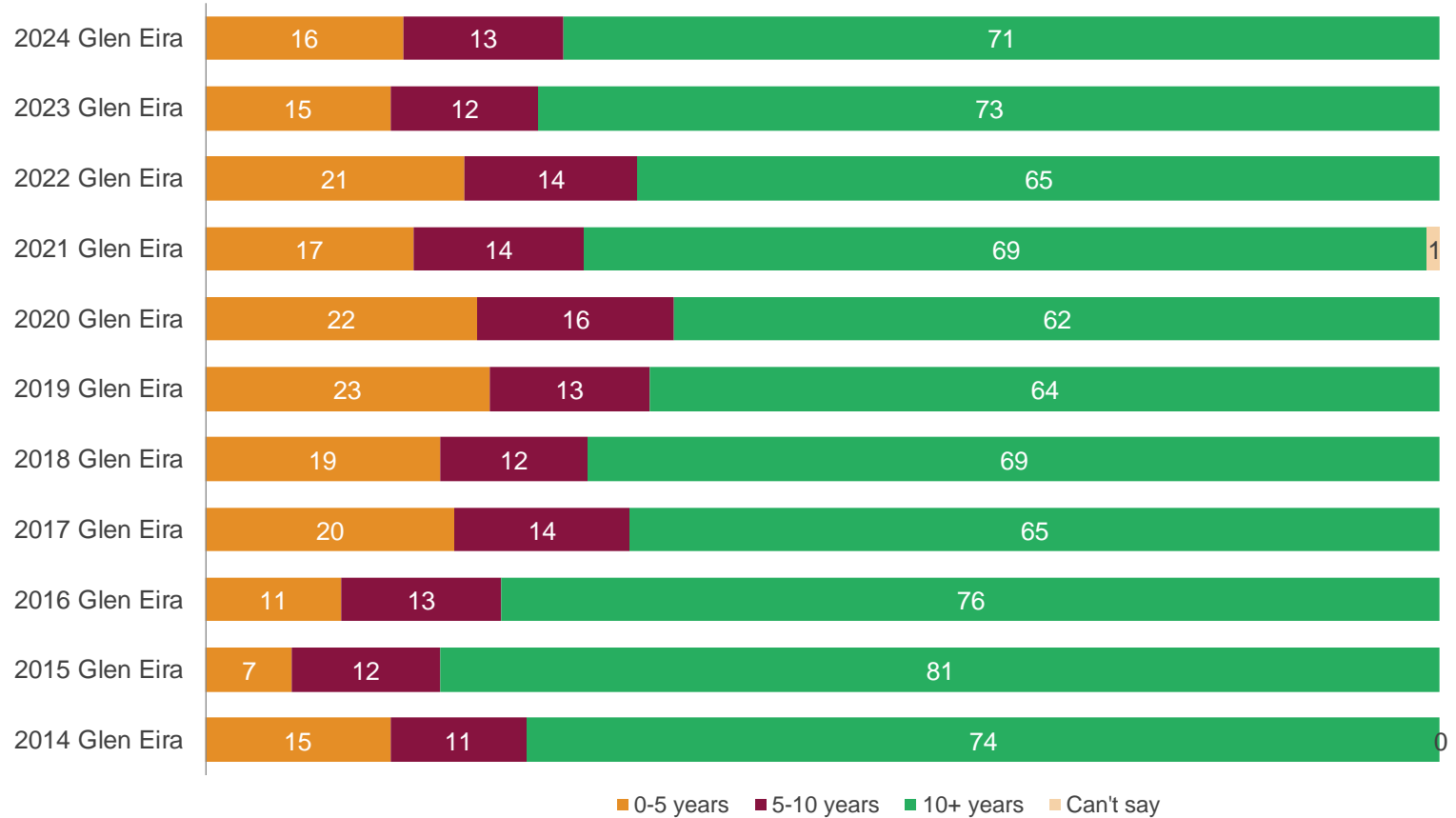
2024 household structure (%)





Years lived in area

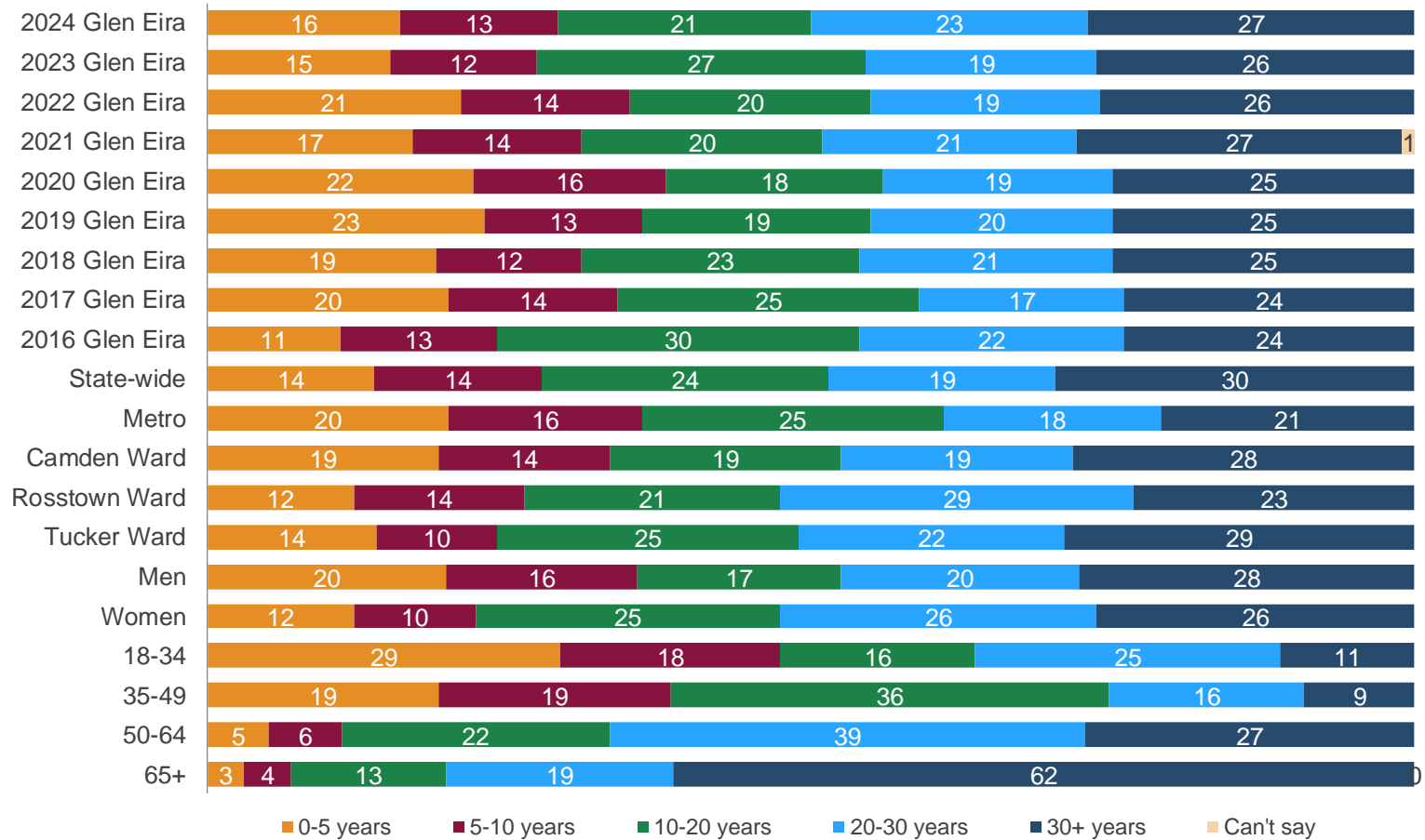
2024 years lived in area (%)





Years lived in area

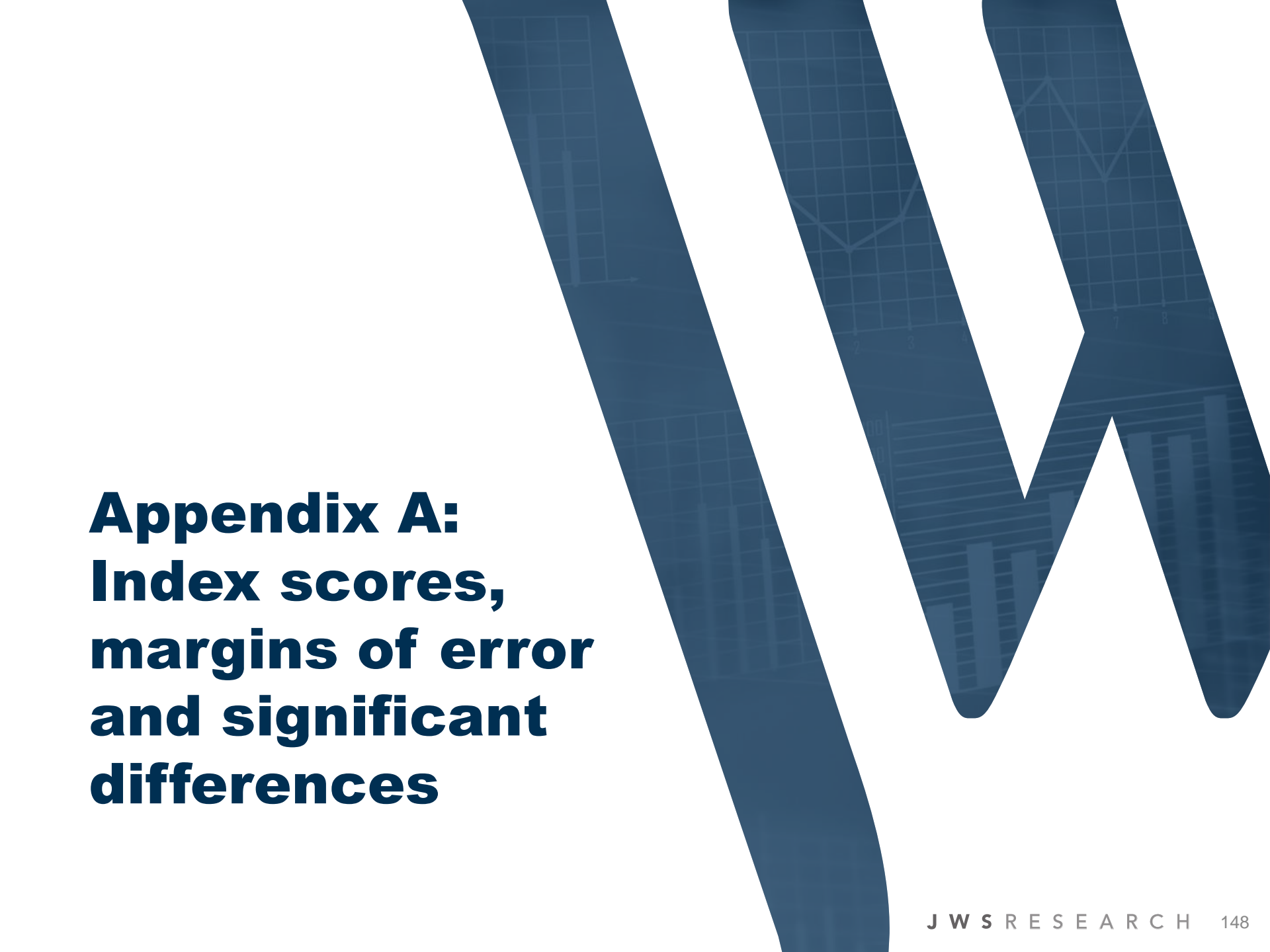
2024 years lived in area (%)



S5. How long have you lived in this area?/How long have you owned a property in this area?

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 5

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years". As such, this chart presents the last five years of data only.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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

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 2024 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 120,100 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	198	191	+/-7.0
Women	200	206	+/-6.9
Camden Ward	148	159	+/-8.1
Rosstown Ward	126	120	+/-8.8
Tucker Ward	127	121	+/-8.7
18-34 years	55	124	+/-13.3
35-49 years	73	108	+/-11.5
50-64 years	96	59	+/-10.1
65+ years	177	109	+/-7.4



Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2024 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2024 results are compared with previous years, as detailed below:

- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=401 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=402 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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

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

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

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

A total of n=401 completed interviews were achieved in Glen Eira City Council. Survey fieldwork was conducted in the period of 29th January – 18th March, 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2024 vary slightly.

Council Groups

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

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

Councils participating in the Metropolitan group are:

- Banyule, Boroondara, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Manningham, Maroondah, Melbourne, Moonee Valley, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Glen Eira City Council for this 2024 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 cannot be made within the reported charts.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2024 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 2024 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2024 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

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

CSS: 2024 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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