



LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY STONNINGTON CITY COUNCIL

2016 RESEARCH REPORT

**COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND
PLANNING ON BEHALF OF VICTORIAN COUNCILS**

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BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2016 State-wide Local Government Community Satisfaction Survey for Stonnington City Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

Participation in the State-wide Local Government Community Satisfaction Survey is optional and participating councils have a range of choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

The main objectives of the survey are to assess the performance of Stonnington City Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING

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

Survey sample matched to the demographic profile of Stonnington 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 10% mobile phone numbers to cater to the diversity of residents within Stonnington City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Stonnington City Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2016.

The 2016 results are compared with previous years, as detailed below:

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

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

SURVEY METHODOLOGY AND SAMPLING

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

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

Further, results shown in blue and red indicate significantly higher or lower results than in 2015. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2015.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2015.

Overall Performance – Index Scores (example extract only)



Note: For details on the calculations used to determine statistically significant differences, please refer to Appendix B.

FURTHER INFORMATION

Further Information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [Appendix B](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

Contacts

For further queries about the conduct and reporting of the 2016 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

A satellite night map of South Africa, showing the country's coastline and major cities illuminated by city lights. The map is centered on the country, with the surrounding ocean visible in dark blue. The text "KEY FINDINGS & RECOMMENDATIONS" is overlaid in white, bold, sans-serif font across the middle of the map.

KEY FINDINGS & RECOMMENDATIONS

KEY FINDINGS AND RECOMMENDATIONS

- **Across all core and individual service measures, performance was stable** compared to 2015 results. There were no statistically significant improvements or declines in 2016, with results generally higher or equal to the Metropolitan and State-wide council averages.
 - Stonnington City Council will be pleased to note that performance on most core and individual service measures was *significantly higher* than the State-wide averages.
- The **Overall Performance** index score of 69 represents a **two point decline** on the 2015 result (a non-statistically significant decline), continuing a stable trend for this measure since 2012. Notably, Stonnington City Council's result for Overall Performance is significantly higher than both the Metropolitan and State-wide averages (performance index scores of 66 and 59 respectively).
- **Customer Service** is again the core performance area where Stonnington City Council has **performed most strongly** (index score of 73). Three in 10 (30%) rated Council's Customer Service as 'very good', with a further 36% rating Customer Service as 'good', slightly lower than scores for 2015.

KEY FINDINGS AND RECOMMENDATIONS

- It is noted that performance ratings on the core measures **Lobbying**, **Community Consultation** and **Making Community Decisions** each had high levels of 'don't know' responses (30%, 15% and 15% respectively). This suggests that many in the community are not hearing what Council is doing in these areas.
- Council is **performing well** on most **individual service areas**. Of the 11 services where performance was evaluated in 2016, Council received positive ratings (an index score of 60 or higher) on 10 of them.
 - Council **performs best** on **art centres and libraries** (index score of 76 and fairly consistent with the 2015 result), **community and cultural activities** (75), elderly support services (72) and **family support services** (71).
 - Performance is **weakest on Lobbying** (56), **Making Decisions in the Interest of the Community** (60) and **Consultation and Engagement** (60).

KEY FINDINGS AND RECOMMENDATIONS

- The *importance* to residents of seven different individual service areas was measured in 2016. Importance results were largely consistent with 2015 results.
 - The exception was **community and cultural activities**, where the importance index rating was six points higher in 2016 (index score of 65 in 2016, up from 59 in 2015).
- Of the individual service areas examined:
 - **Elderly support services** was the most important to residents (an importance index measure of 78, up from 74 in 2015 – a statistically significant increase).
 - **Business and community development and tourism** was of least importance to residents out of the seven areas measured (59 up from 57 – a non-statistically significant increase).
- Council will be pleased to note that out of the seven individual service areas where both **importance** and **performance** were measured (i.e. **elderly support services, family support services, environmental sustainability, art centres and libraries, disadvantaged support services, community and cultural activities** and **business and community development and tourism**), performance was within 10 points of expectations for six of them.
 - The only individual service area for which **importance exceeds rated performance** by 10 points or more was community and cultural activities (where a margin of 10 points was observed).

KEY FINDINGS AND RECOMMENDATIONS

- Residents are most likely to cite **communication (11%)** and **inappropriate development (10%)** as the **key areas for improvement** for Council. Conversely, residents are most likely to believe **parks and gardens (15%)**, **community facilities (13%)**, **cultural activities (13%)** and **community and public events and activities (13%)** are the **best aspects**.
- **Women and personal users are generally the most satisfied resident groups.** These are the groups Council can leverage to understand what is working, in order to further consolidate their positive views of Council.
- Stonnington City Council should pay extra attention to areas and cohorts where it is underperforming in comparison with other areas and cohorts. **Residents aged 50-64 years were generally more critical of Council** in 2016 compared with other resident segments.

KEY FINDINGS AND RECOMMENDATIONS

- An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, or self-mining the SPSS data provided or via the dashboard portal available to the council.
- Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to the responses of the key gender and age groups, especially any target groups identified.
- **A complimentary personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.**

KEY FINDINGS AND RECOMMENDATIONS

Higher results in 2016

- None significant

Lower results in 2016

- None significant

Most favourably disposed towards Council

- Women
- Personal users

Least favourably disposed towards Council

- 50-64 year olds

A satellite night map of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and around major urban centers, creating a glowing network of light points and lines. The surrounding ocean is dark, and the land is a mix of brown and green, indicating different terrain types.

SUMMARY OF FINDINGS

2016 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS

Performance Measures	Stonnington 2012	Stonnington 2013	Stonnington 2014	Stonnington 2015	Stonnington 2016	Metro 2016	State-wide 2016
OVERALL PERFORMANCE	68	71	73	71	69	66	59
COMMUNITY CONSULTATION (Community consultation and engagement)	60	59	63	63	60	58	54
ADVOCACY (Lobbying on behalf of the community)	60	59	57	58	56	56	53
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	n/a	n/a	n/a	59	60	59	54
SEALED LOCAL ROADS (Condition of sealed local roads)	n/a	n/a	72	70	68	67	54
CUSTOMER SERVICE	76	76	77	74	73	73	69
OVERALL COUNCIL DIRECTION	54	55	57	55	53	55	51

2016 SUMMARY OF CORE MEASURES

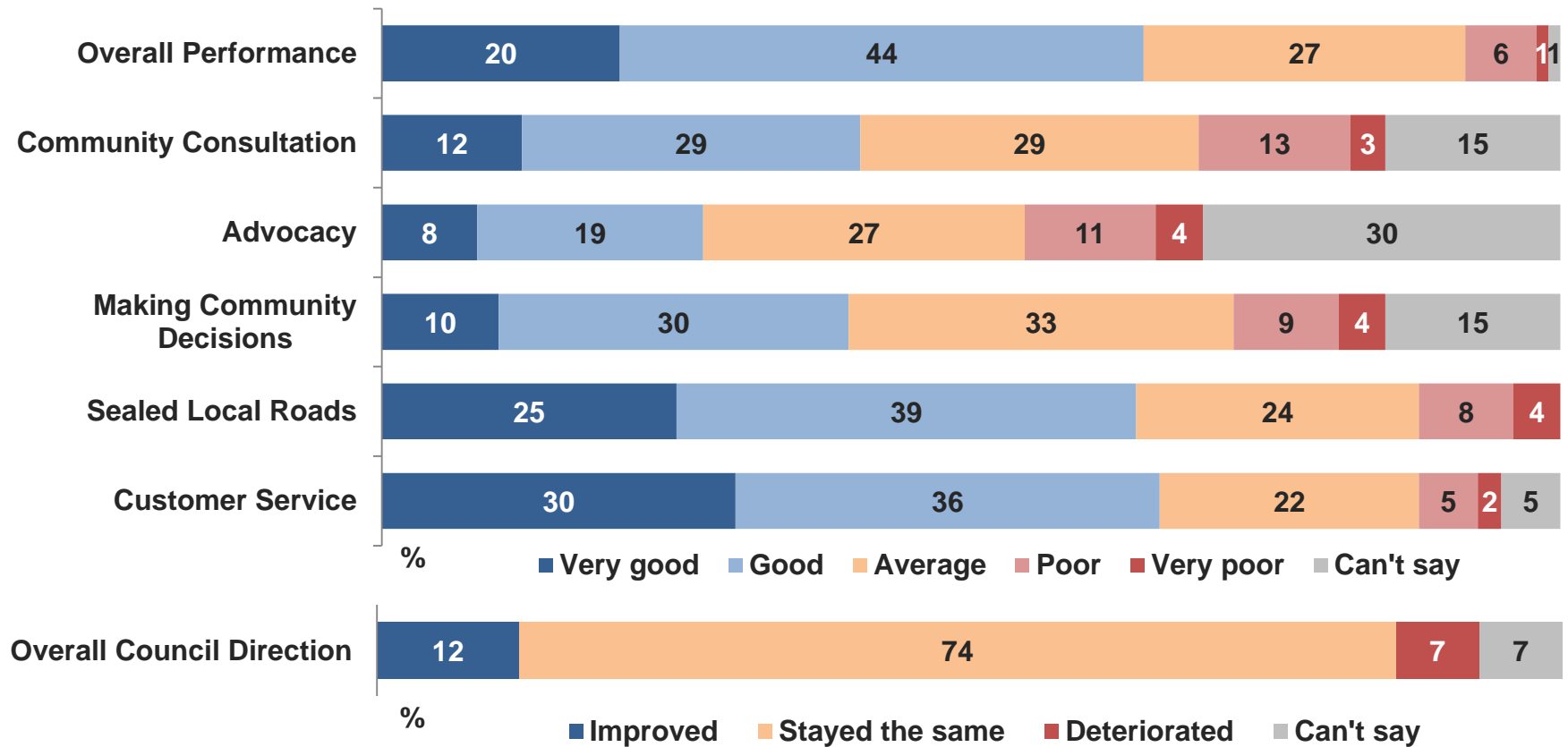
DETAILED ANALYSIS

Performance Measures	Stonnington 2016	vs Stonnington 2015	vs Metro 2016	vs State- wide 2016	Highest score	Lowest score
OVERALL PERFORMANCE	69	2 points lower	3 points higher	10 points higher	35-49 year olds	50-64 year olds
COMMUNITY CONSULTATION (Community consultation and engagement)	60	3 points lower	2 points higher	6 points higher	Women, 65+ year olds	Men
ADVOCACY (Lobbying on behalf of the community)	56	2 points lower	Equal	3 points higher	65+ year olds	50-64 year olds
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	60	1 point higher	1 point higher	6 points higher	18-34 year olds	50-64 year olds
SEALED LOCAL ROADS (Condition of sealed local roads)	68	2 points lower	1 point higher	14 points higher	35-49 year olds	65+ year olds
CUSTOMER SERVICE	73	1 point lower	Equal	4 points higher	Women	Men
OVERALL COUNCIL DIRECTION	53	2 points lower	2 points lower	2 points higher	18-34 year olds	50-64 year olds



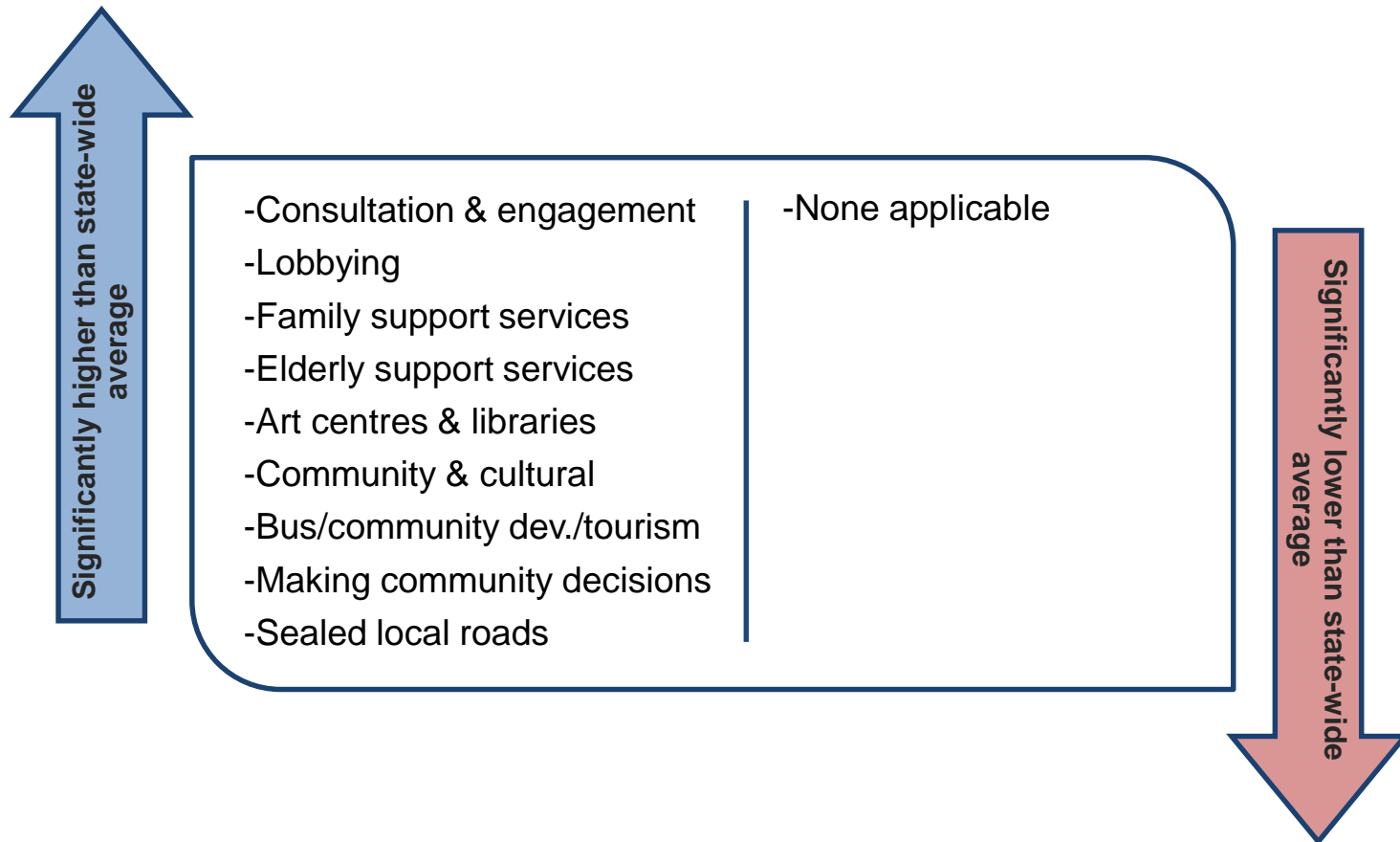
2016 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS

Key Measures Summary Results



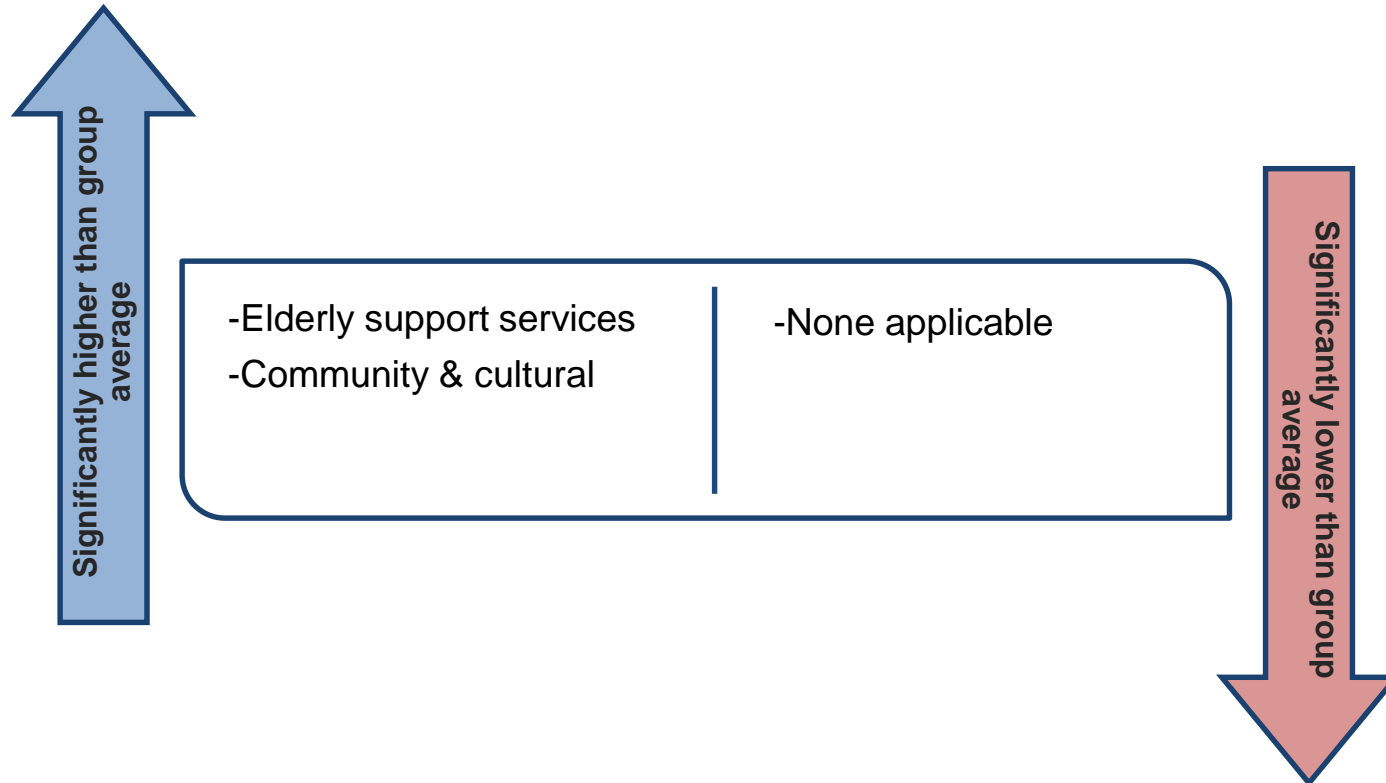
INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

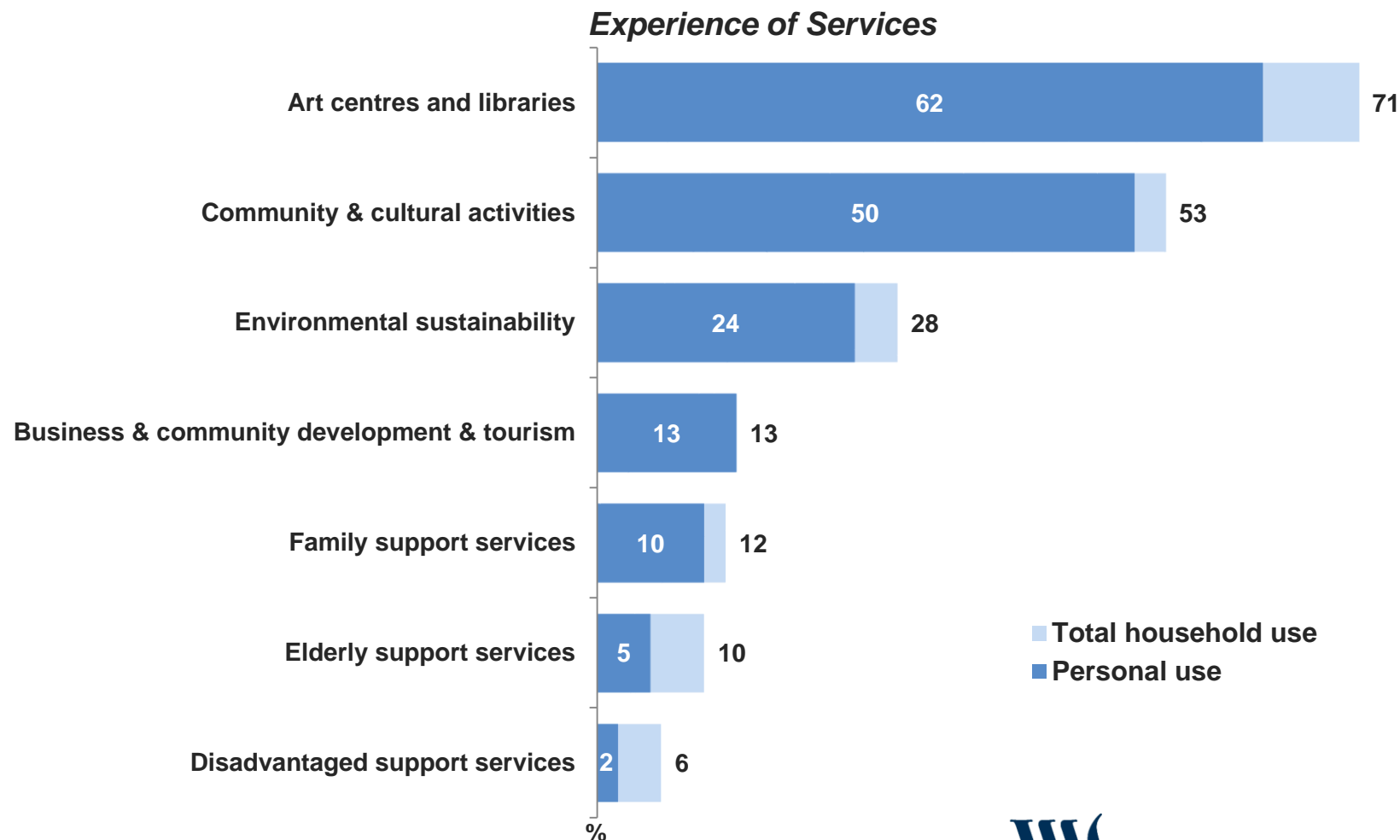


INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE



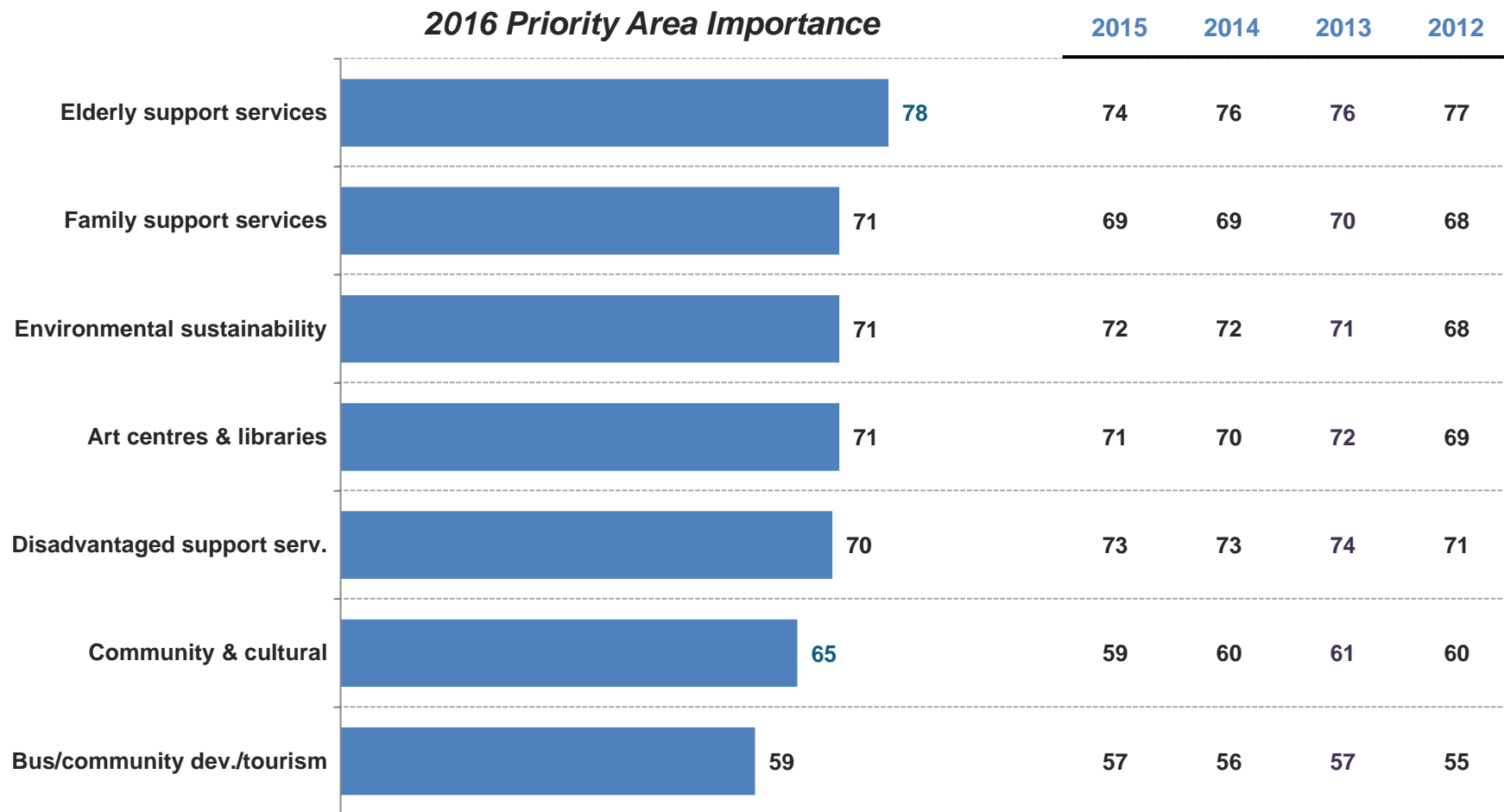
2016 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?

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

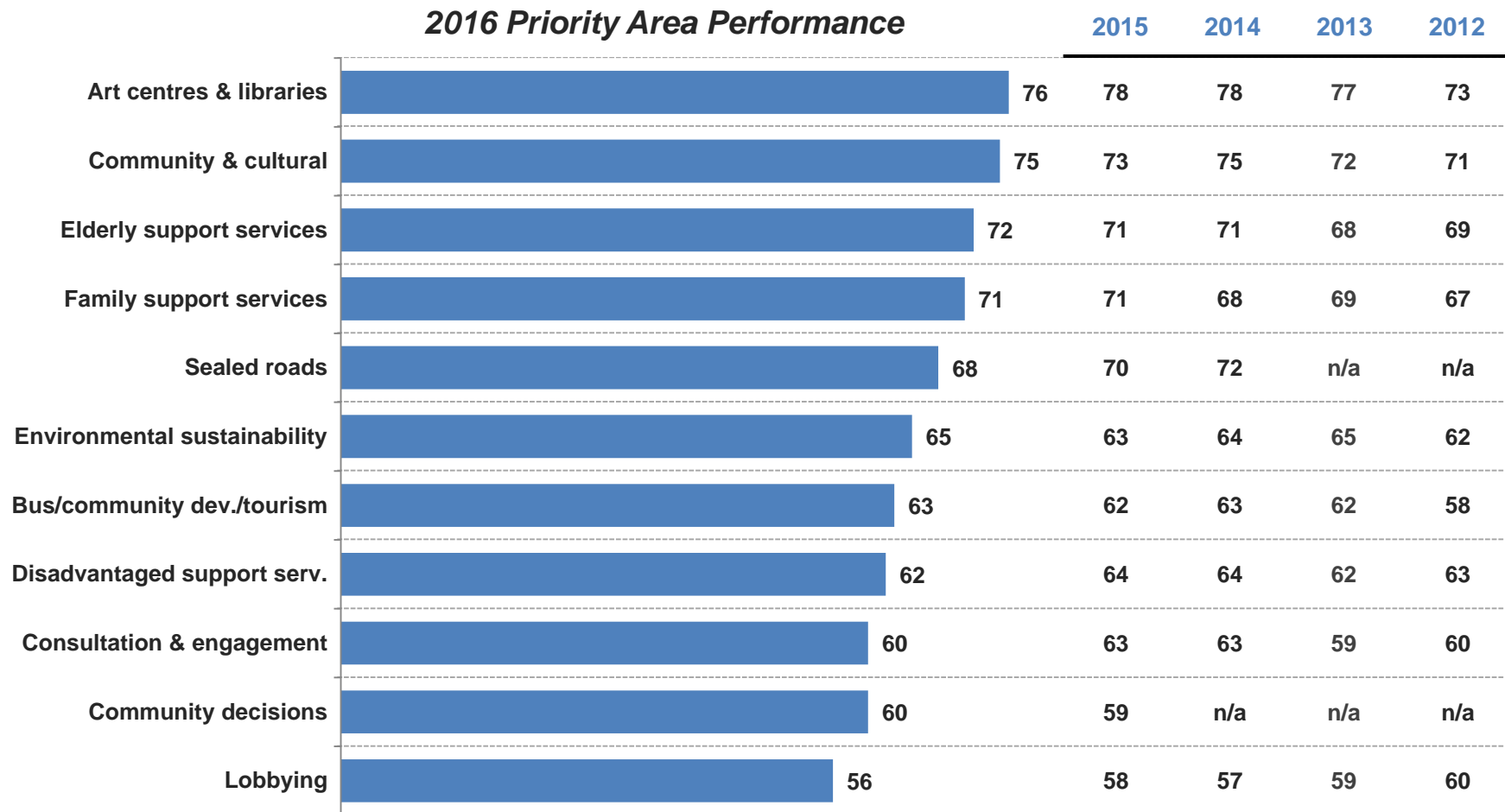
2016 IMPORTANCE SUMMARY



Base: All respondents. Councils asked state-wide: 69

Note: Please see page 5 for explanation of significant differences

2016 PERFORMANCE SUMMARY



Base: All respondents. Councils asked state-wide: 69

Note: Please see page 5 for explanation of significant differences

2016 PERFORMANCE SUMMARY BY COUNCIL GROUP

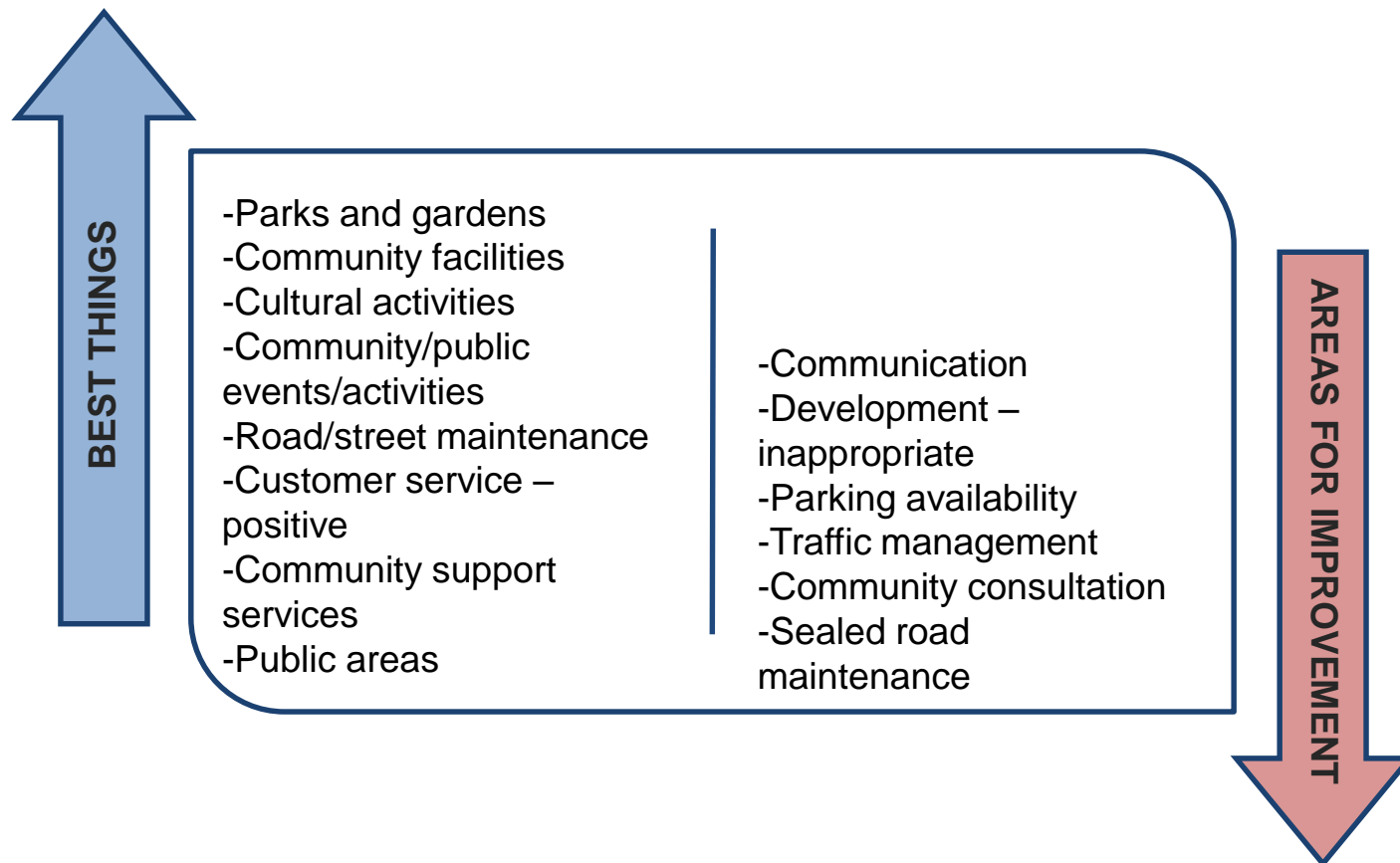
Top Three Most Performance Service Areas (Highest to lowest, i.e. 1. = highest performance)

Stonnington City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Elderly support services 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Emergency & disaster mngt 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Tourism development 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Art centres & libraries 3. Emergency & disaster mngt

Bottom Three Most Performance Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Stonnington City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Lobbying 2. Community decisions 3. Consultation & engagement 	<ol style="list-style-type: none"> 1. Planning permits 2. Population growth 3. Town planning policy 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Town planning policy 	<ol style="list-style-type: none"> 1. Community decisions 2. Lobbying 3. Consultation & engagement 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Population growth 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Town planning policy 3. Planning permits

POSITIVES AND AREAS FOR IMPROVEMENT SUMMARY



Note: The proportion of residents nominating 'nothing' in response to what Stonnington City Council needs to improve was 12%.

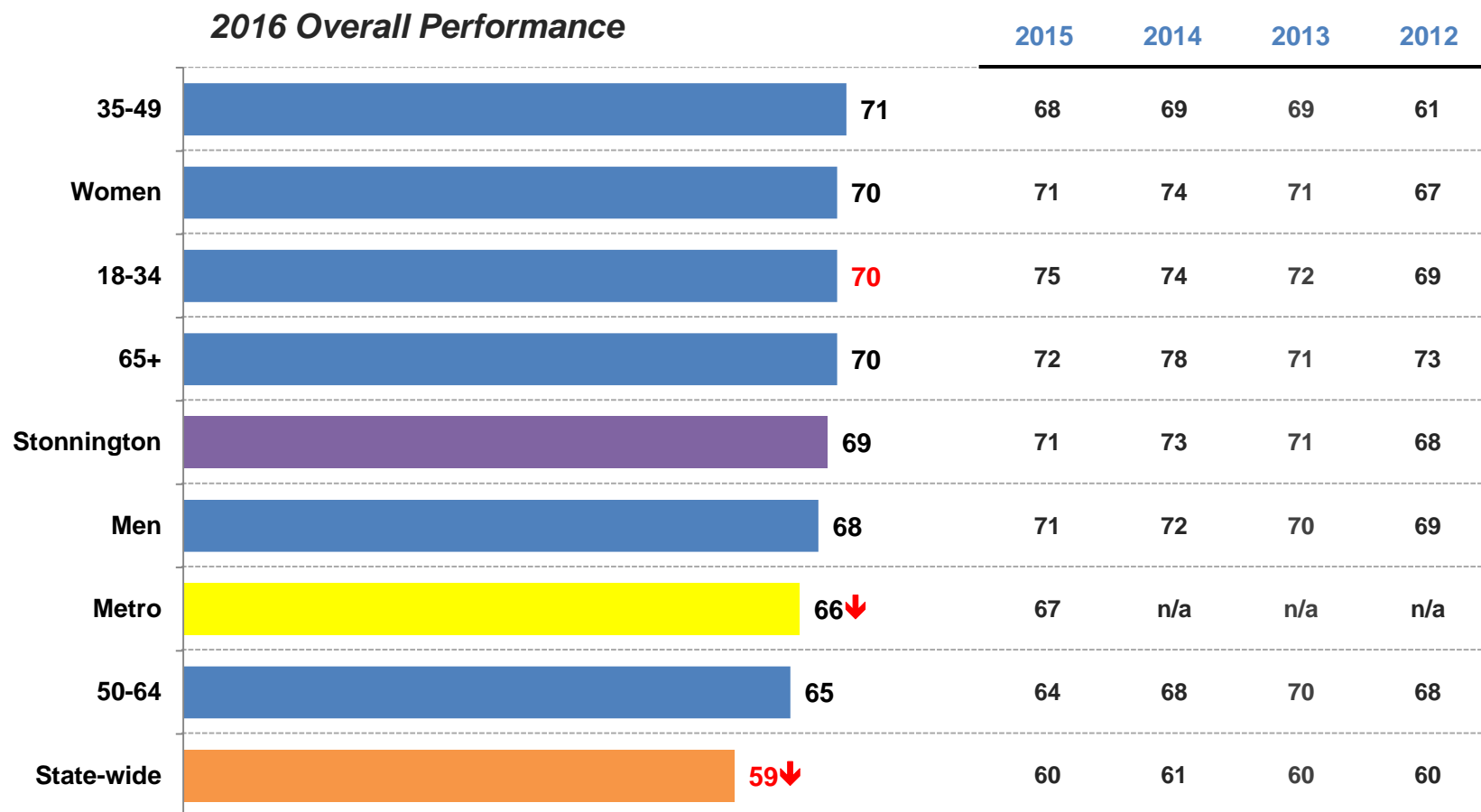
A satellite night-time image of South Africa, showing the country's coastline and internal landmass. The land is dark brown, while the surrounding oceans are a deep blue. A dense network of glowing yellow and white lines represents the road system, with major highways appearing as thicker, brighter lines. Numerous bright yellow and white points of light indicate urban centers and cities. The text "DETAILED FINDINGS" is overlaid in white, bold, sans-serif capital letters on the left side of the image.

DETAILED FINDINGS

A satellite night map of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and major urban centers, creating a glowing network of light points and lines. The surrounding ocean is dark blue, and the land is a mix of brown and green, indicating different terrain types.

**KEY CORE MEASURE
OVERALL PERFORMANCE**

OVERALL PERFORMANCE INDEX SCORES



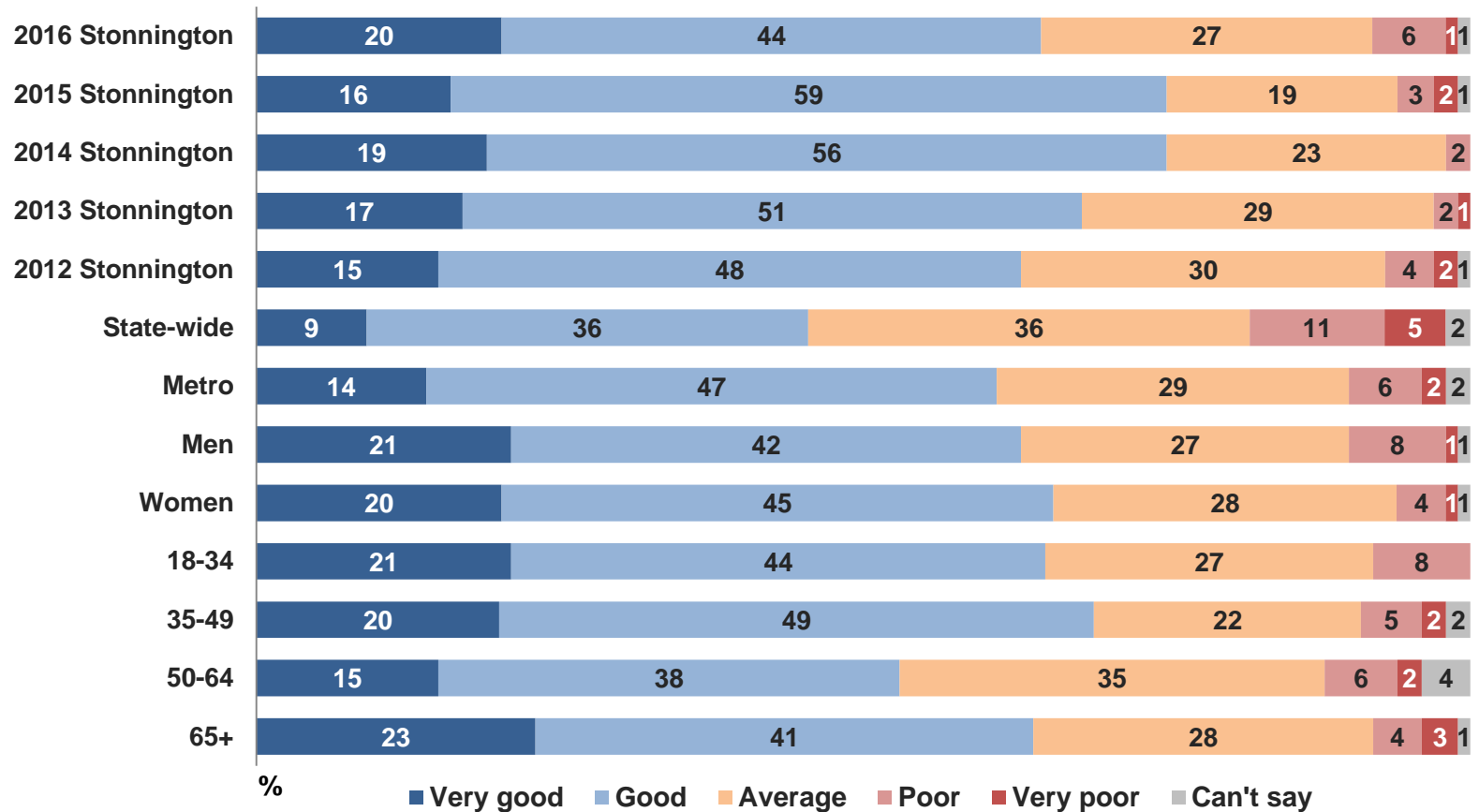
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Stonnington City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

Note: Please see page 5 for explanation about significant differences

OVERALL PERFORMANCE DETAILED PERCENTAGES

2016 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Stonnington 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: 69 Councils asked group: 18



A satellite night-time image of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and major urban centers, creating a glowing network against the dark land and sea.

**KEY CORE MEASURE
CUSTOMER SERVICE**

CONTACT LAST 12 MONTHS

SUMMARY

Overall contact with Stonnington City Council

- 67%, up 2 points on 2015

Most contact with Stonnington City Council

- Aged 50-64 years
- Aged 35-49 years

Least contact with Stonnington City Council

- Aged 18-34 years
- Women

Customer Service rating

- Index score of 73, down 1 point on 2015

Most satisfied with Customer Service

- Women
- Aged 65+ years

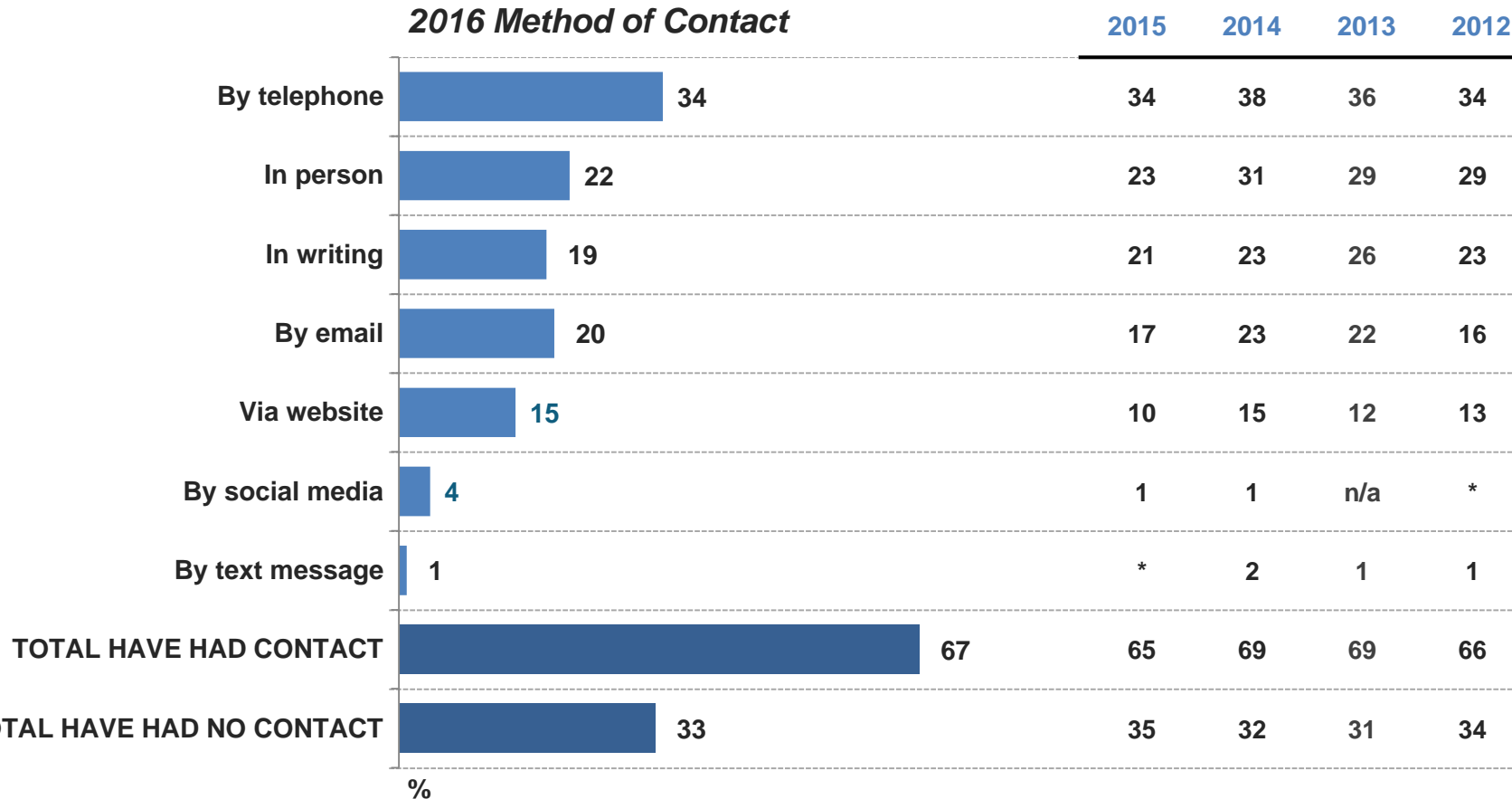
Least satisfied with Customer Service

- Men
- Aged 18-34 years

2016 CONTACT WITH COUNCIL LAST 12 MONTHS

DETAILED PERCENTAGES INCLUDING METHOD OF CONTACT

2016 Method of Contact



Q5a. Over the last 12 months, have you or any member of your household had any contact with Stonnington City Council in any of the following ways? In person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

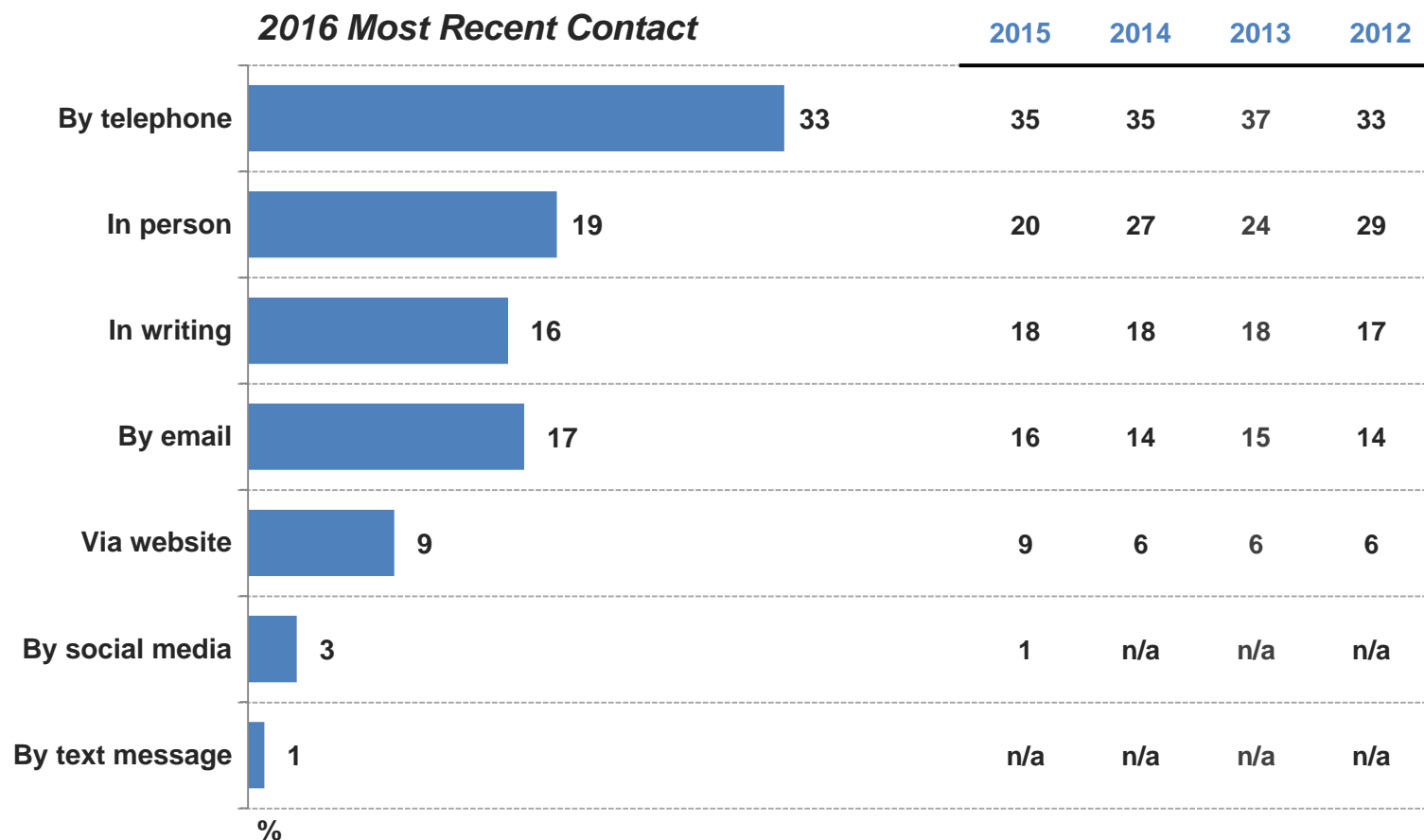
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4

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

Note: Please see page 5 for explanation about significant differences



2016 CONTACT WITH COUNCIL MOST RECENT METHOD DETAILED PERCENTAGES



Q5b. What was the method of contact for the most recent contact you had with Stonnington City Council?

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

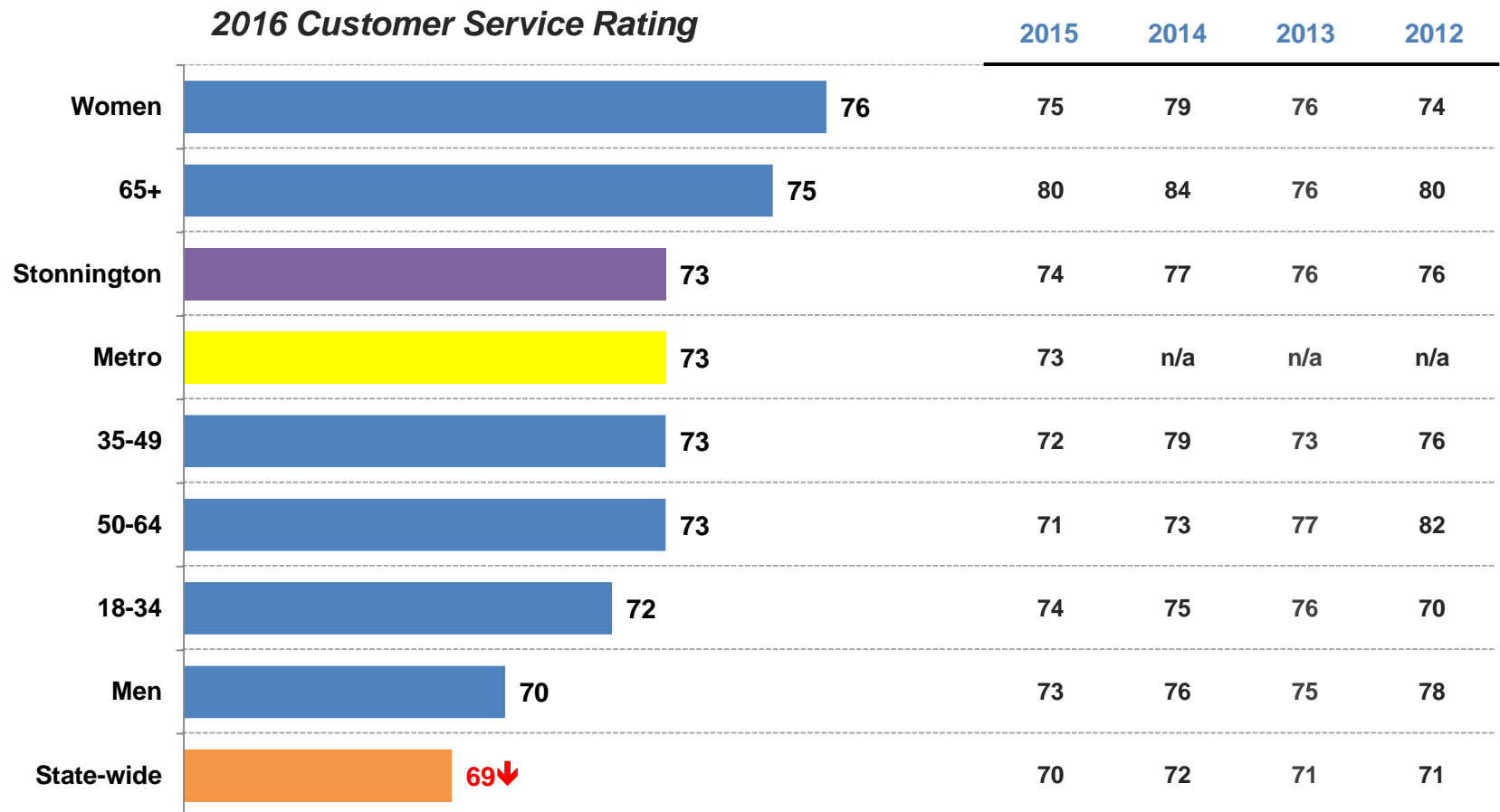
Councils asked state-wide: 17 Councils asked group: 4

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

Note: Please see page 5 for explanation about significant differences

* Caution: small sample size < n=30

2016 CONTACT CUSTOMER SERVICE INDEX SCORES



Q5c. Thinking of the most recent contact, how would you rate Stonnington 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.

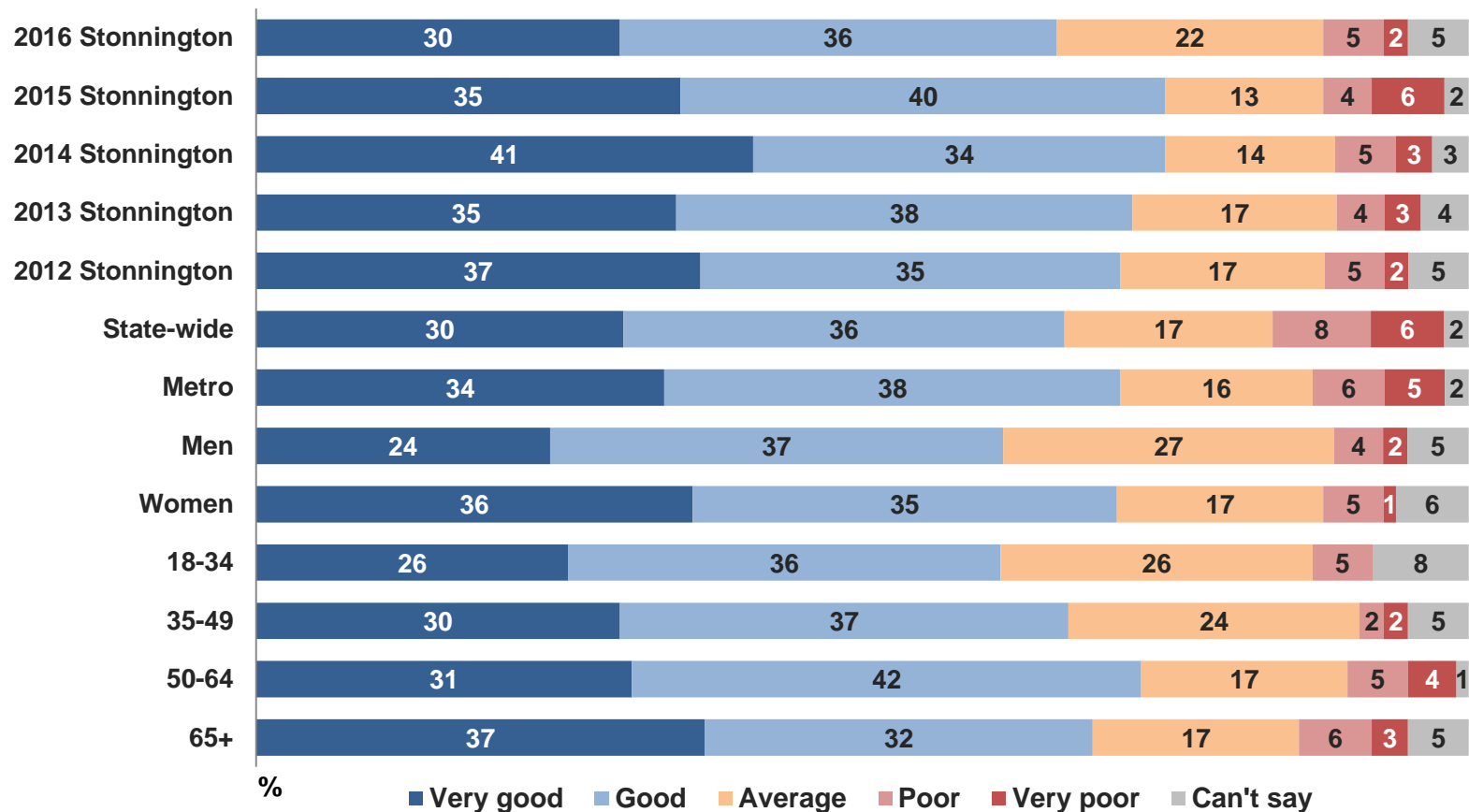
Councils asked state-wide: 69 Councils asked group: 18

Note: Please see page 5 for explanation about significant differences



2016 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES

2016 Customer Service Rating



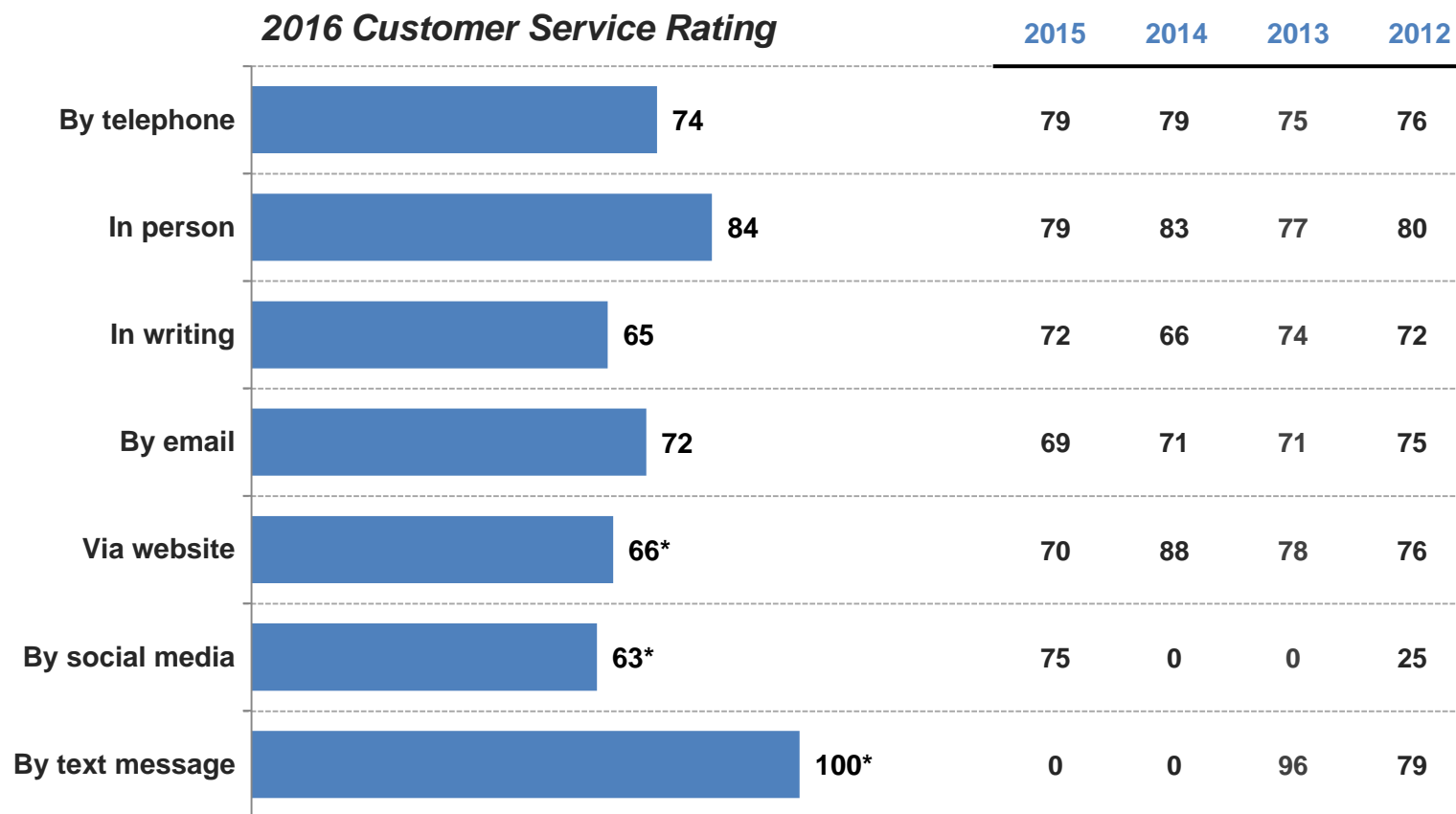
Q5c. Thinking of the most recent contact, how would you rate Stonnington City Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked state-wide: 69 Councils asked group: 18



2016 CONTACT CUSTOMER SERVICE INDEX SCORES BY METHOD OF LAST CONTACT



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

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

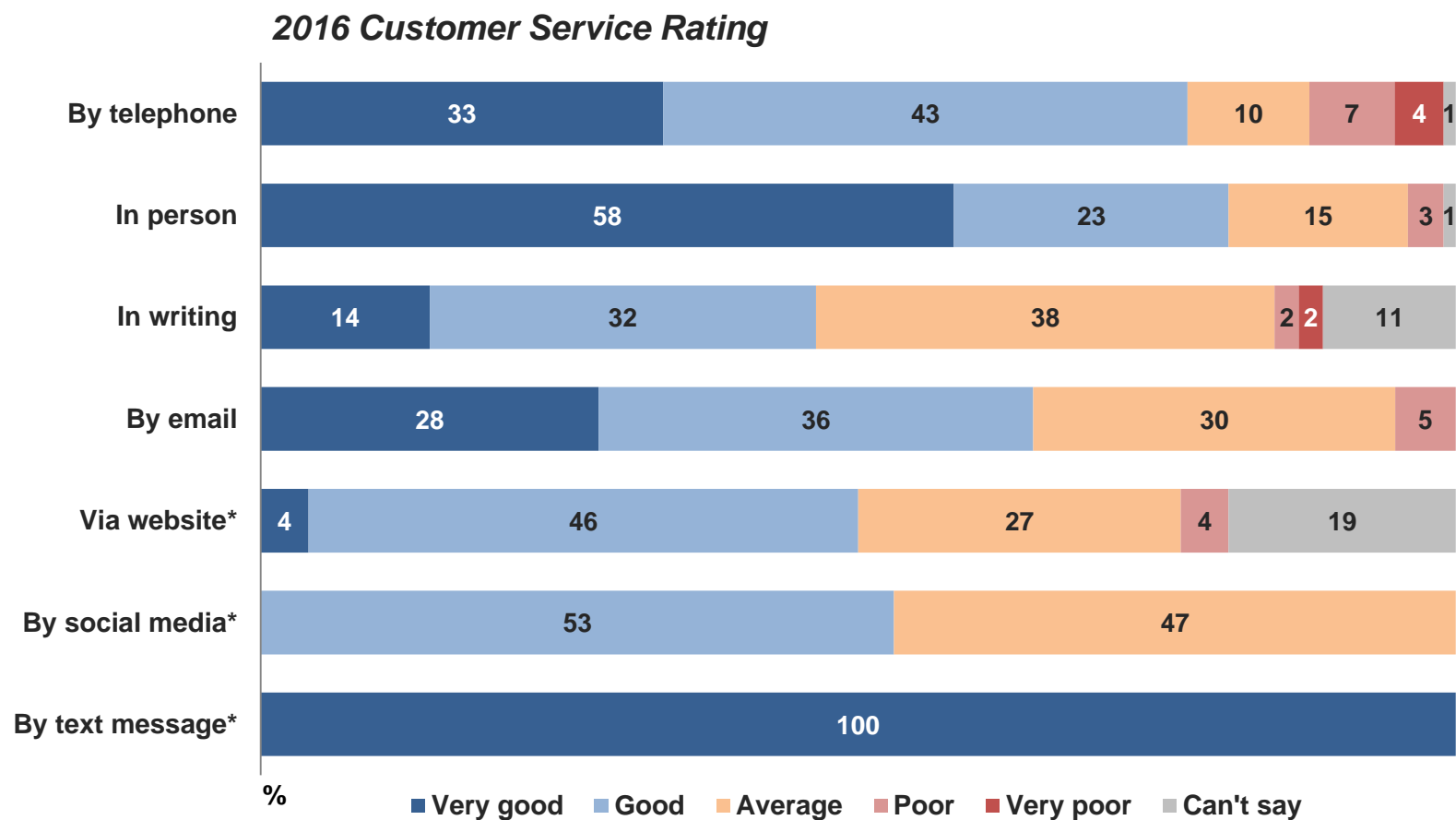
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 17 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2016 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES BY METHOD OF LAST CONTACT



Q5c. Thinking of the most recent contact, how would you rate Stonnington 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: 17 Councils asked group: 4

*Caution: small sample size < n=30

A satellite night map of South Australia, showing the state's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas, particularly around Adelaide, Perth, and the Eyre Peninsula. The interior of the state is mostly dark, with some scattered lights indicating smaller towns and infrastructure.

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

COUNCIL DIRECTION SUMMARY

Council Direction over last 12 months

- 74% stayed about the same, up 1 point on 2015
- 12% improved, down 3 points on 2015
- 7% deteriorated, up 1 point on 2015

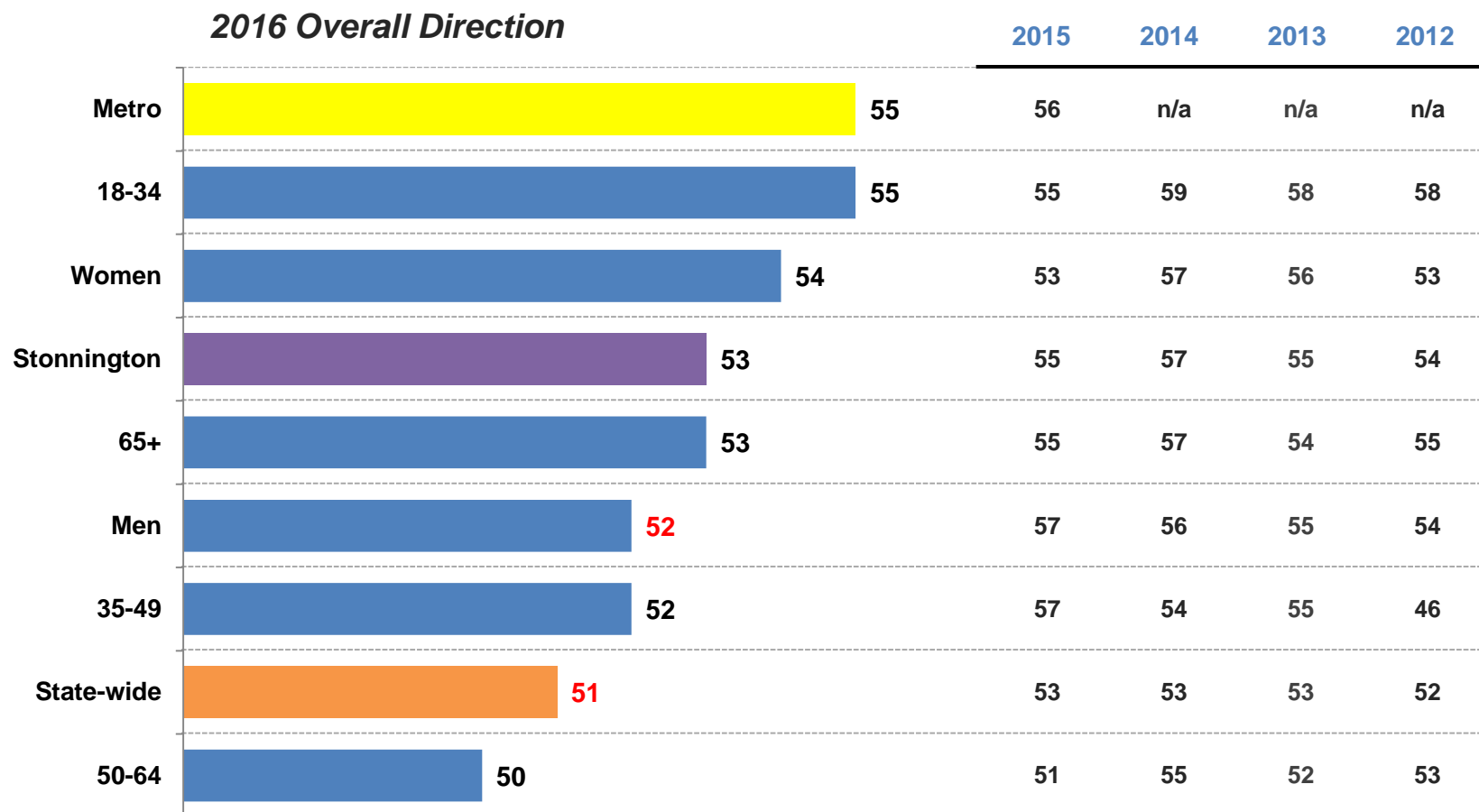
Most satisfied with Council Direction

- Aged 18-34 years
- Women

Least satisfied with Council Direction

- Aged 50-64 years
- Men
- Aged 35-49 years

2016 OVERALL COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



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

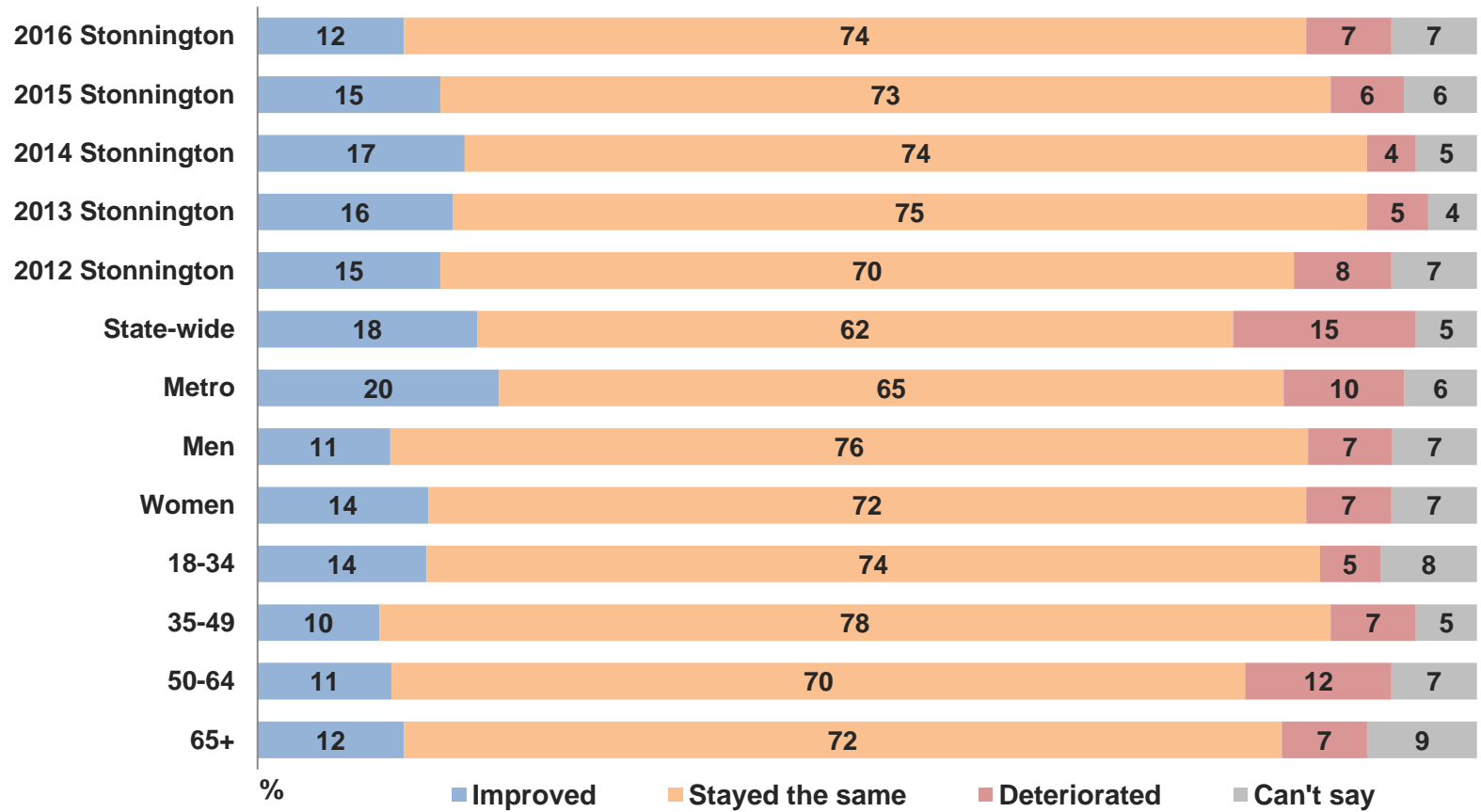
Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

Note: Please see page 5 for explanation about significant differences

2016 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES

2016 Overall Direction



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

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18



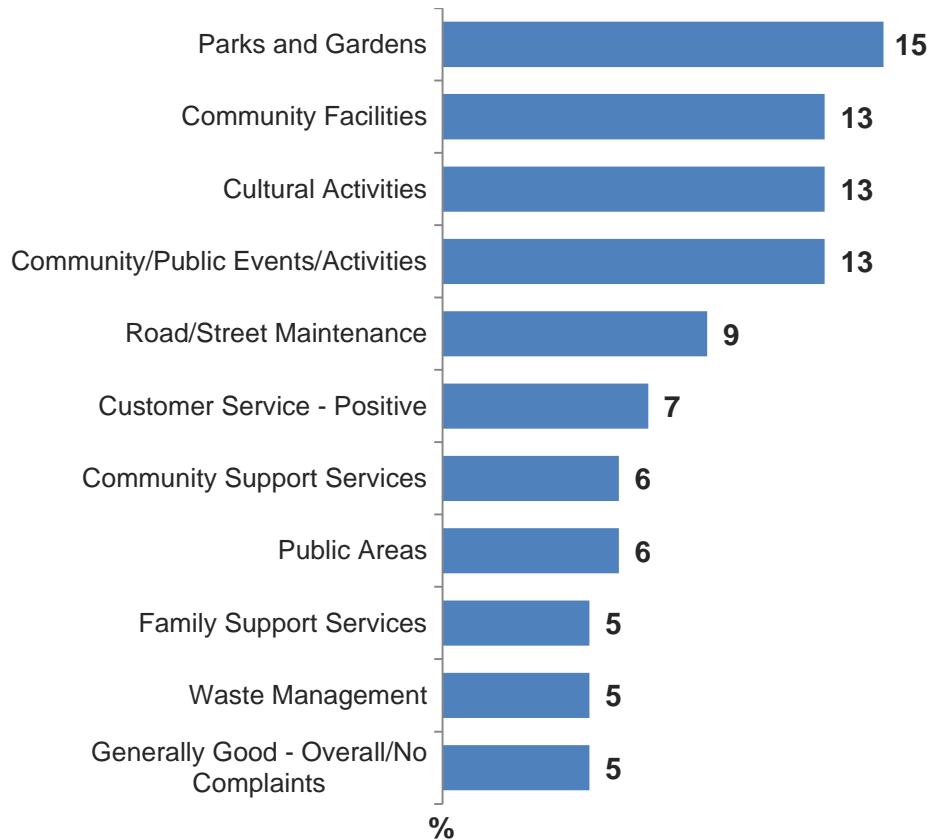
A satellite night map of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and around major urban centers, creating a glowing network of light against the dark land and sea. The text "POSITIVES AND AREAS FOR IMPROVEMENT" is overlaid in white, bold, sans-serif font across the center of the map.

POSITIVES AND AREAS FOR IMPROVEMENT

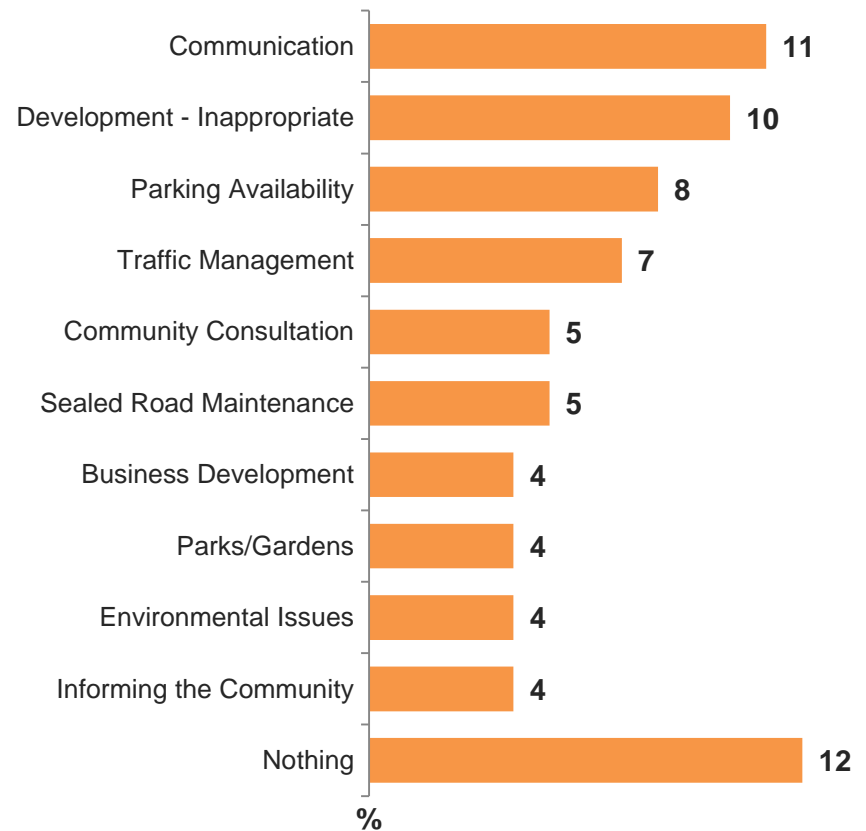
2016 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

2016 SERVICES TO IMPROVE DETAILED PERCENTAGES

2016 Best Aspects



2016 Areas for Improvement



Q16. Please tell me what is the ONE BEST thing about Stonnington 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: 24 Councils asked group: 7

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

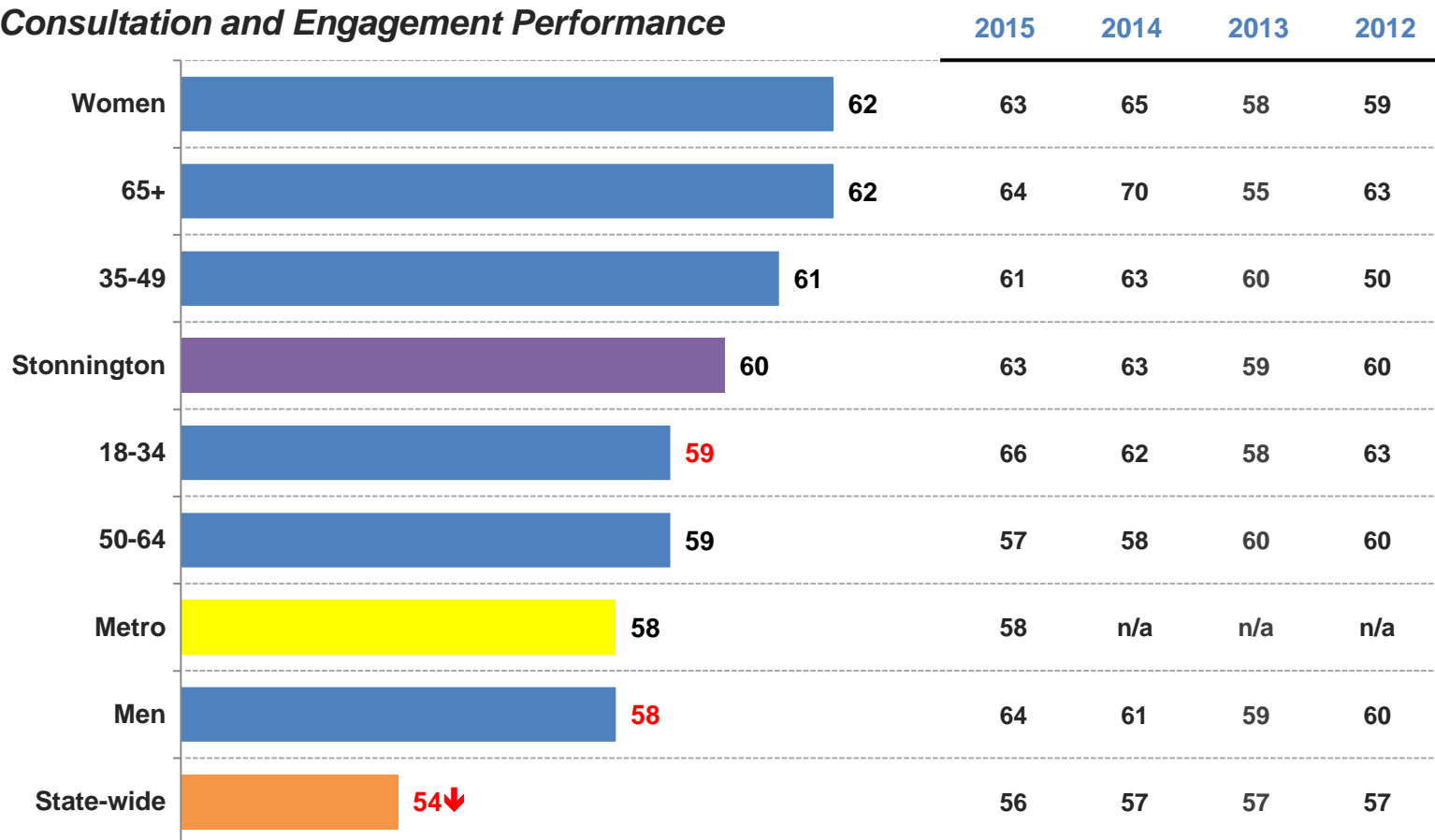
Base: All respondents. Councils asked state-wide: 37 Councils asked group: 12

A satellite night map of South Africa, showing the country's coastline and internal landmass. The land is dark brown, and the surrounding ocean is dark blue. A network of glowing yellow and white lines represents roads and urban areas. Several bright, circular glowing regions are overlaid on the map, indicating specific service areas. These are located in the Western Cape, the Northern Cape, the Free State, the Eastern Cape, and the Western Cape. The text "INDIVIDUAL SERVICE AREAS" is overlaid in white, bold, sans-serif font on the left side of the map.

INDIVIDUAL SERVICE AREAS

2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

2016 Consultation and Engagement Performance



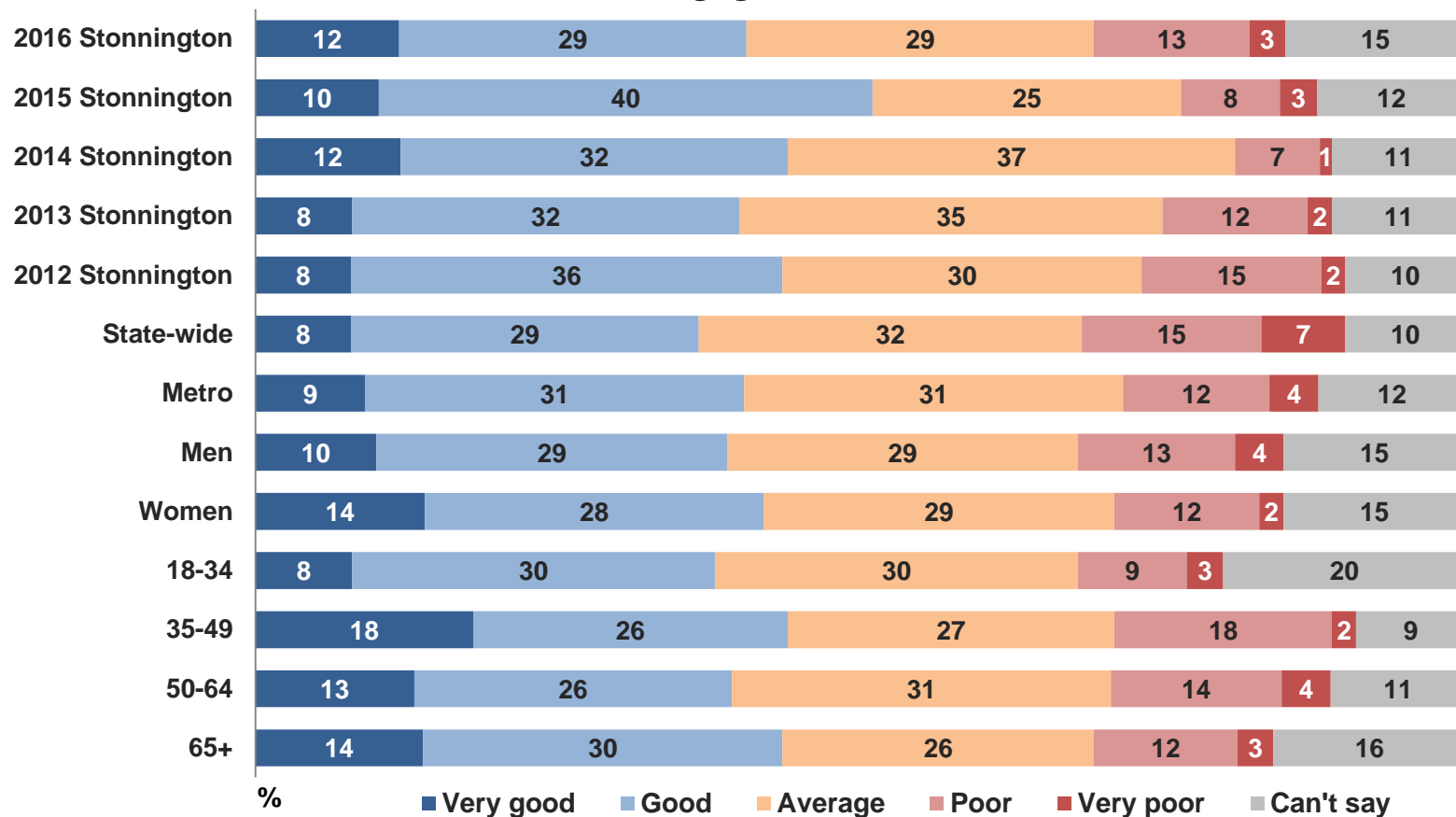
Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

Note: Please see slide 5 for explanation about significant differences

2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES

2016 Consultation and Engagement Performance



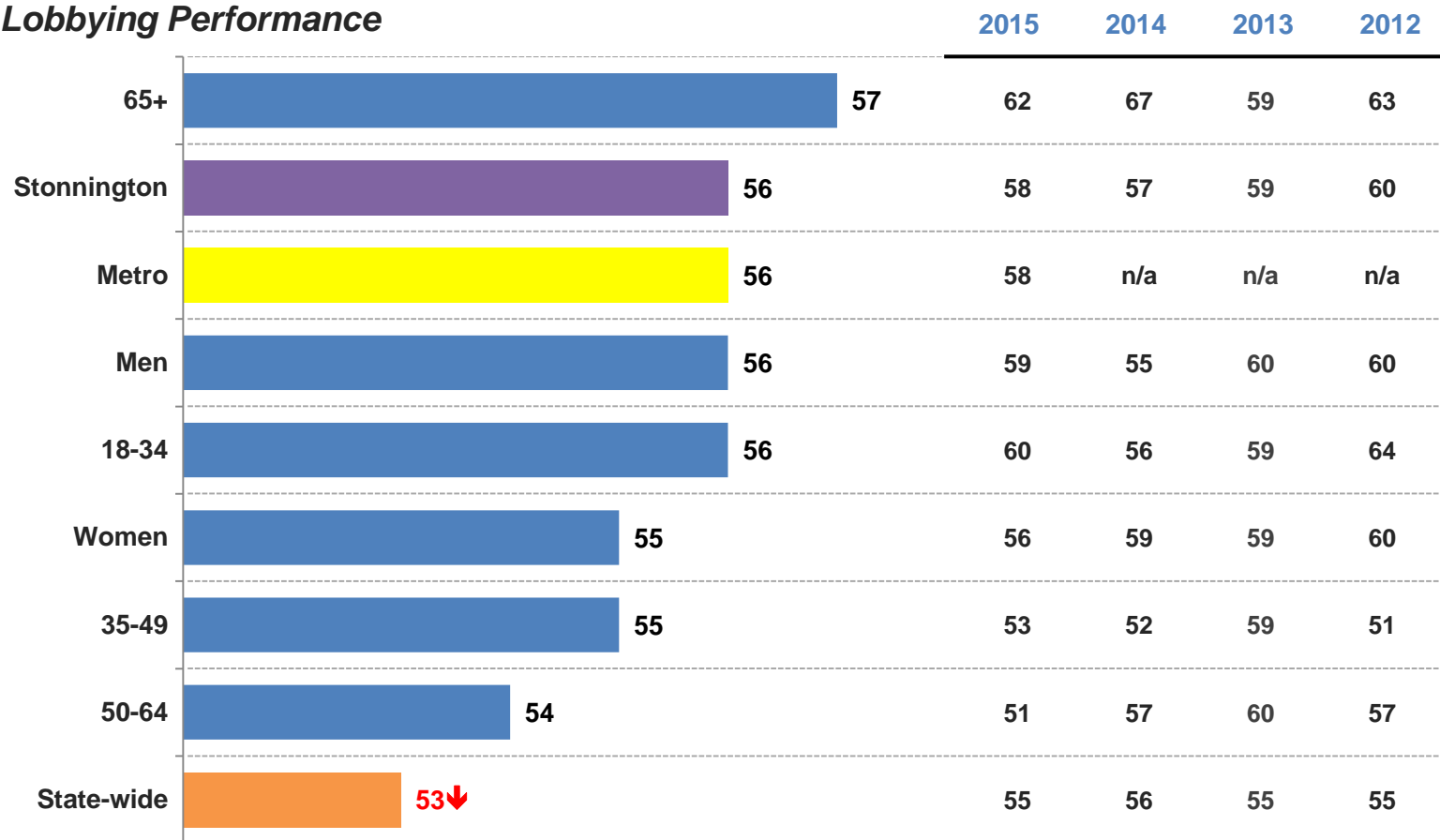
Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18



2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES

2016 Lobbying Performance



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

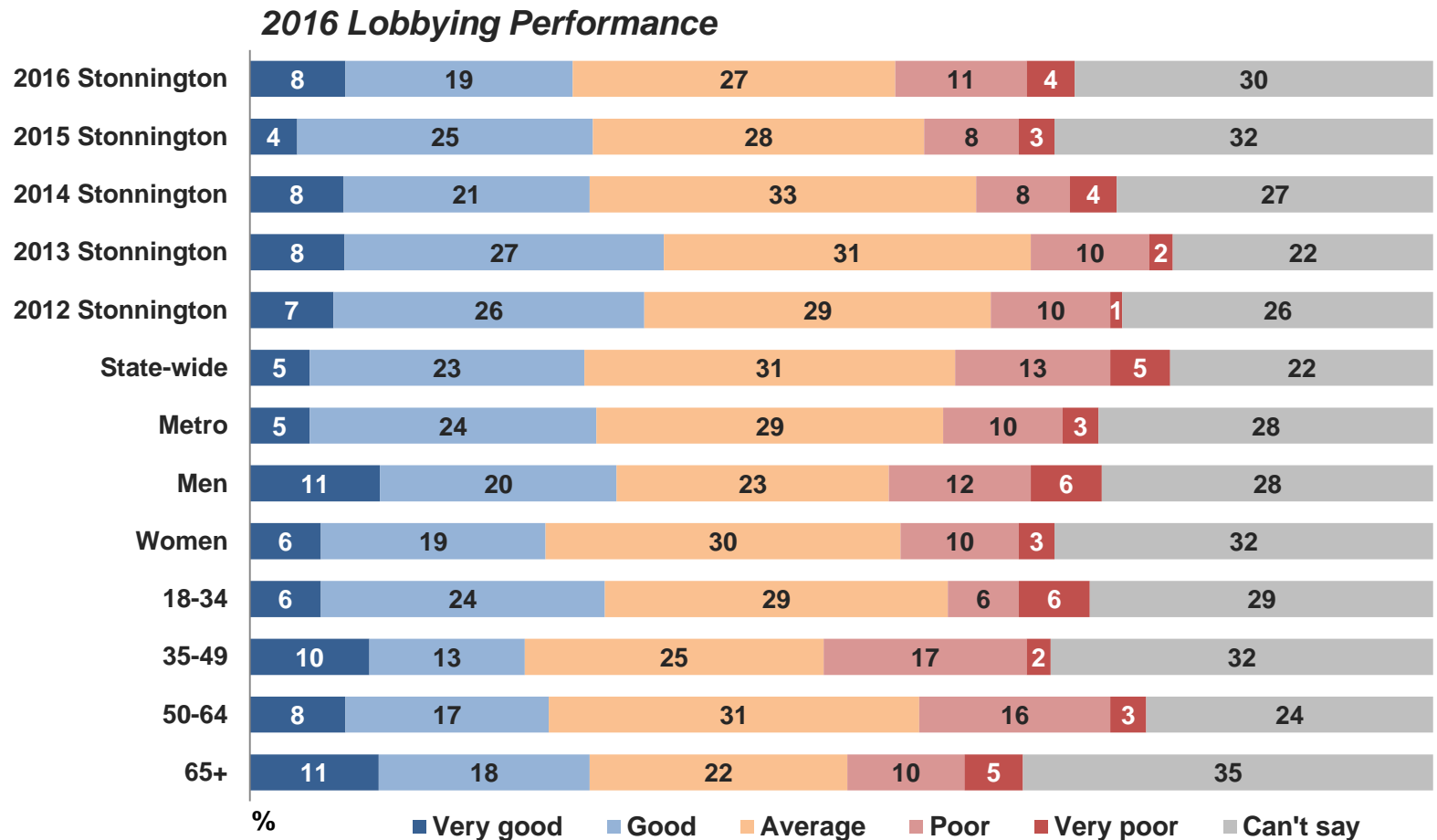
Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

Note: Please see slide 5 for explanation about significant differences



2016 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



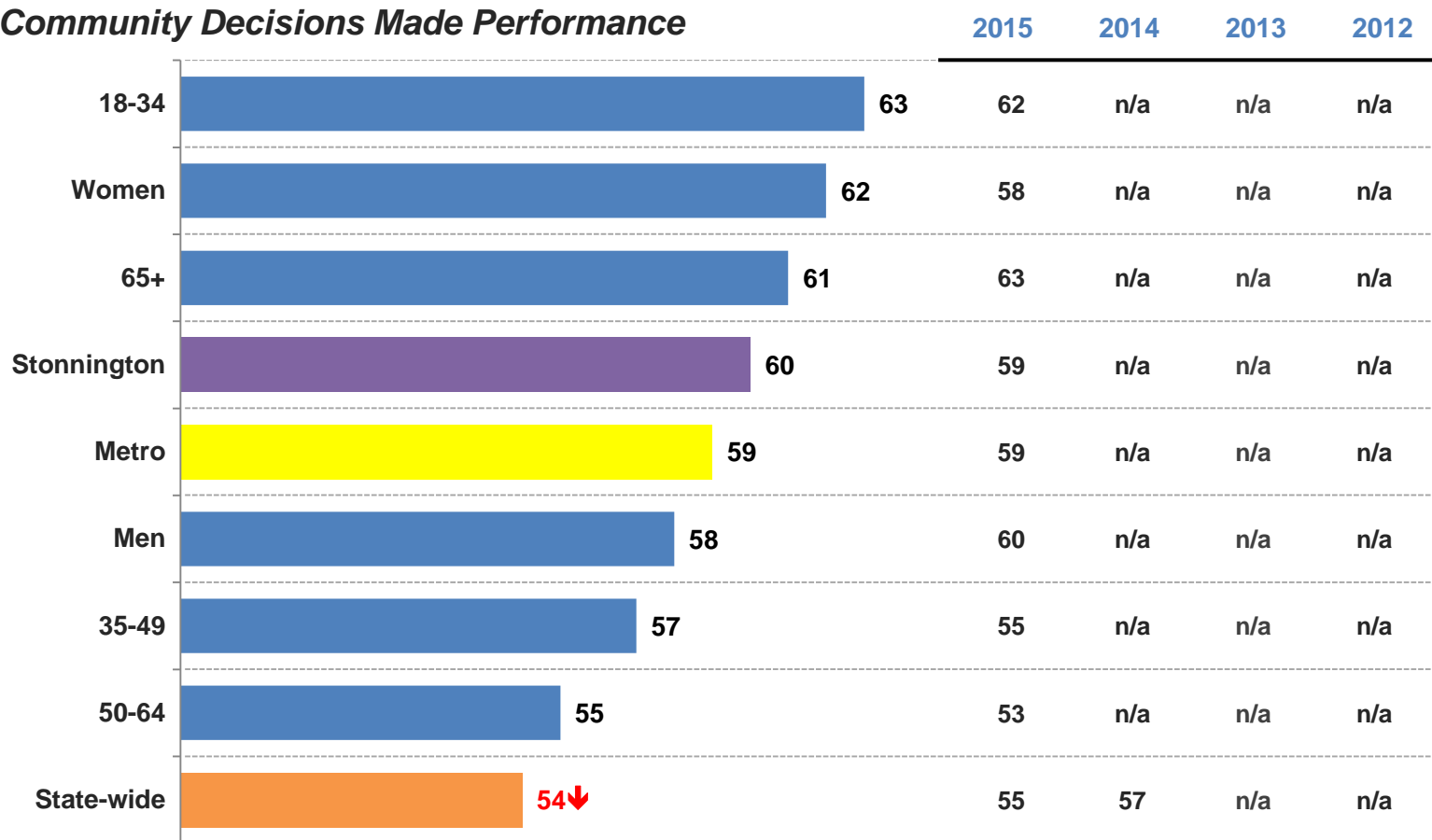
Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18



2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES

2016 Community Decisions Made Performance



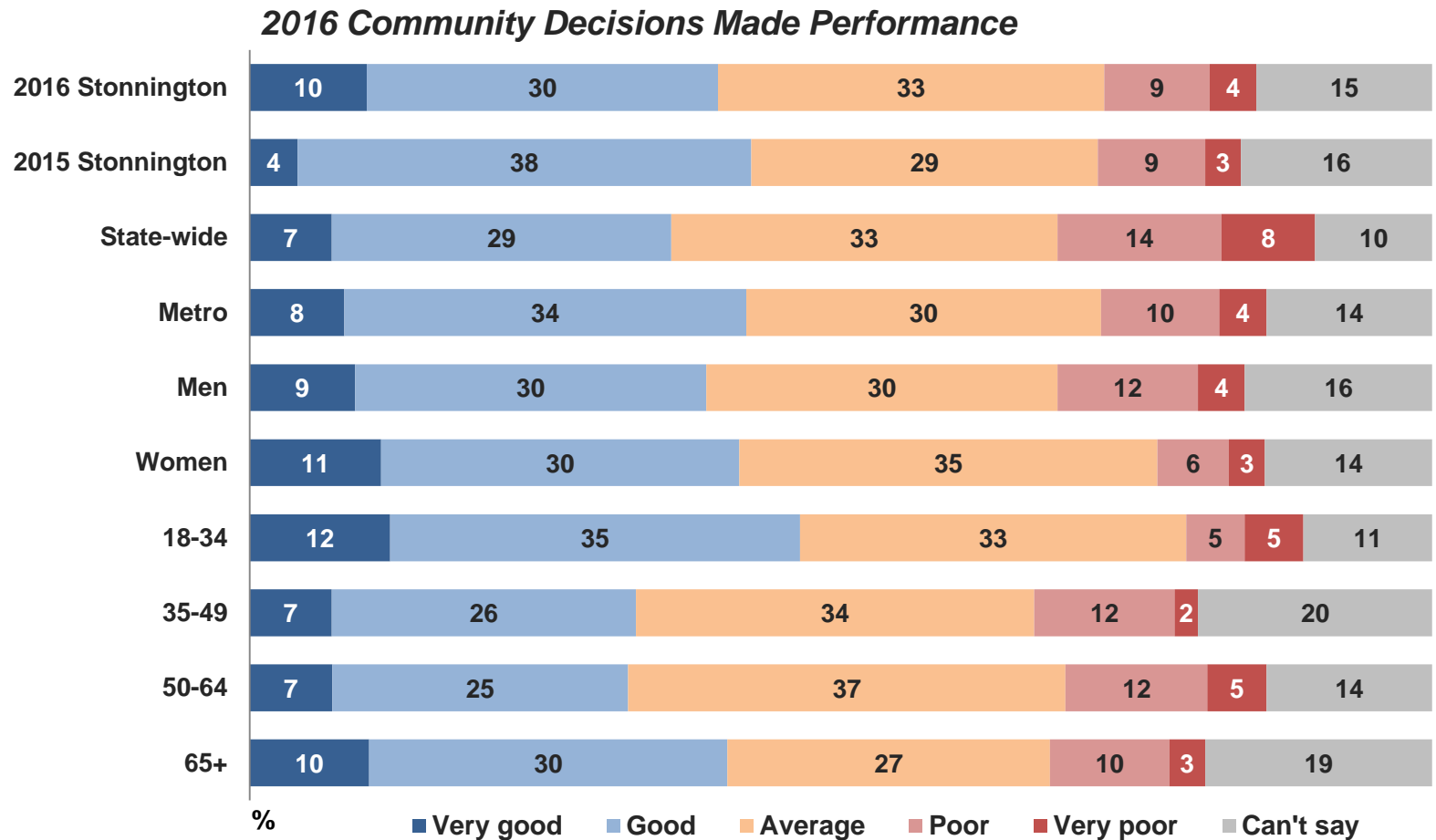
Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

Note: Please see slide 5 for explanation about significant differences

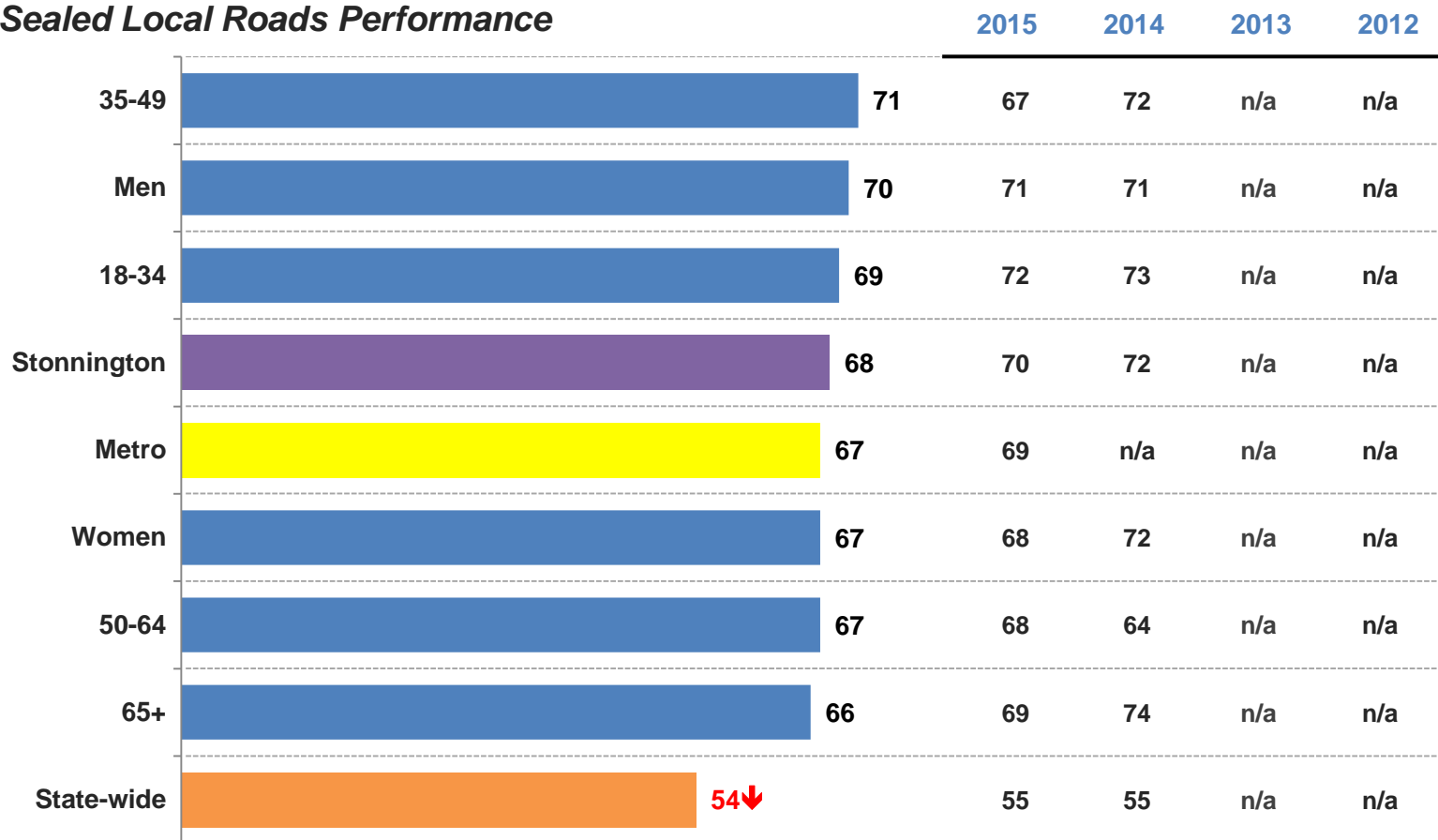
2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

2016 Sealed Local Roads Performance



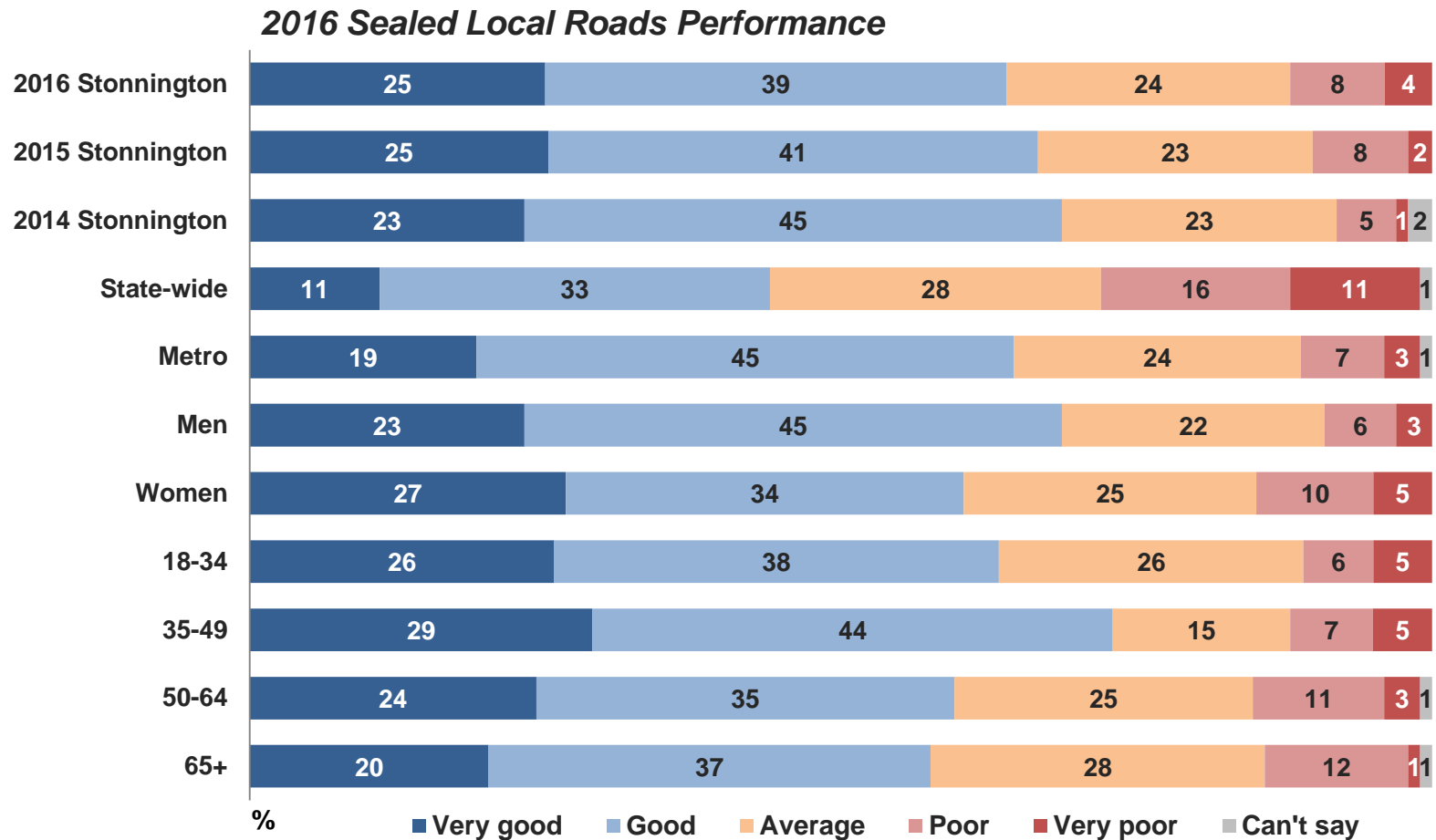
Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

Note: Please see slide 5 for explanation about significant differences

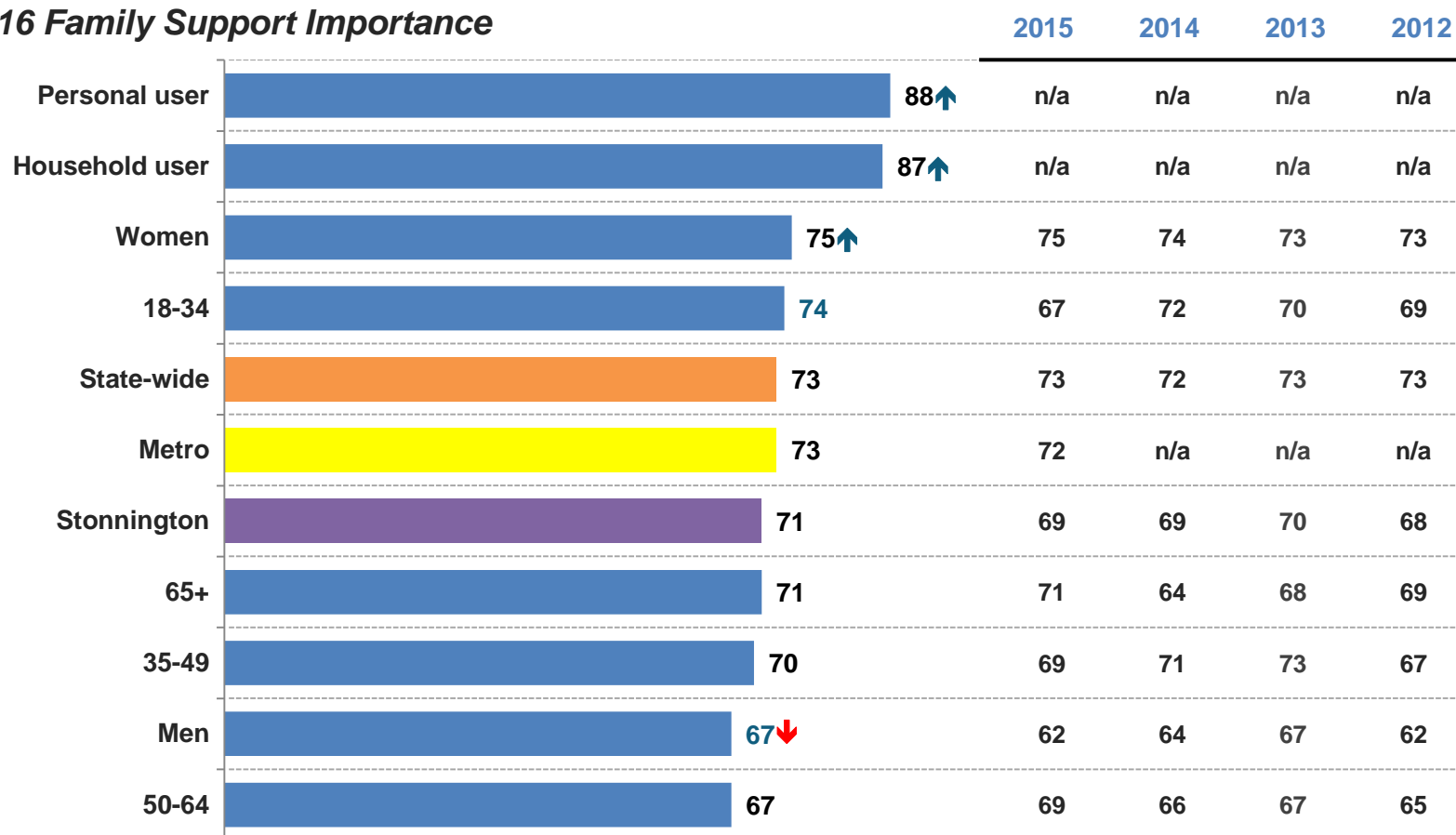
2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2016 FAMILY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Family Support Importance



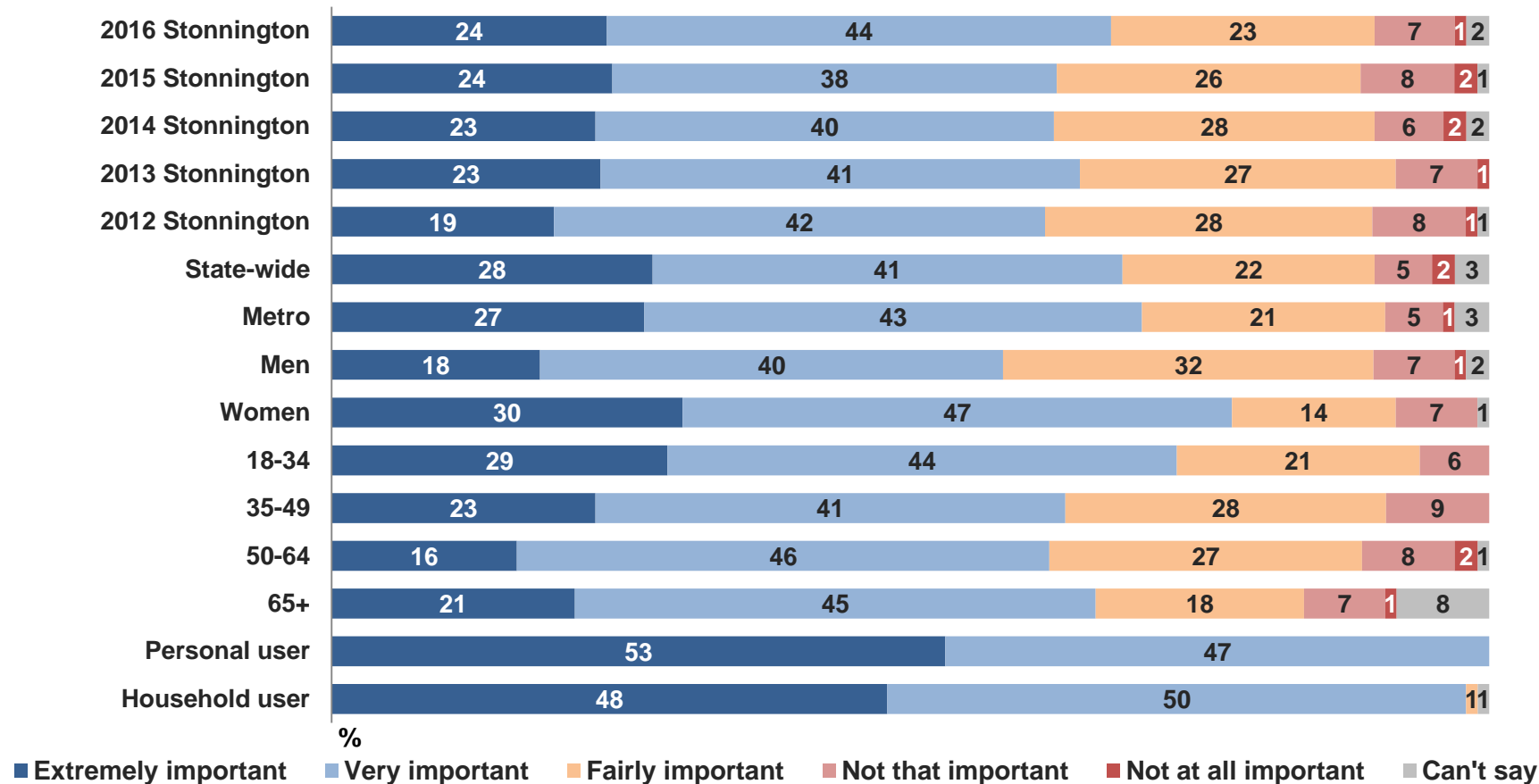
Q1. Firstly, how important should 'family support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

2016 FAMILY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

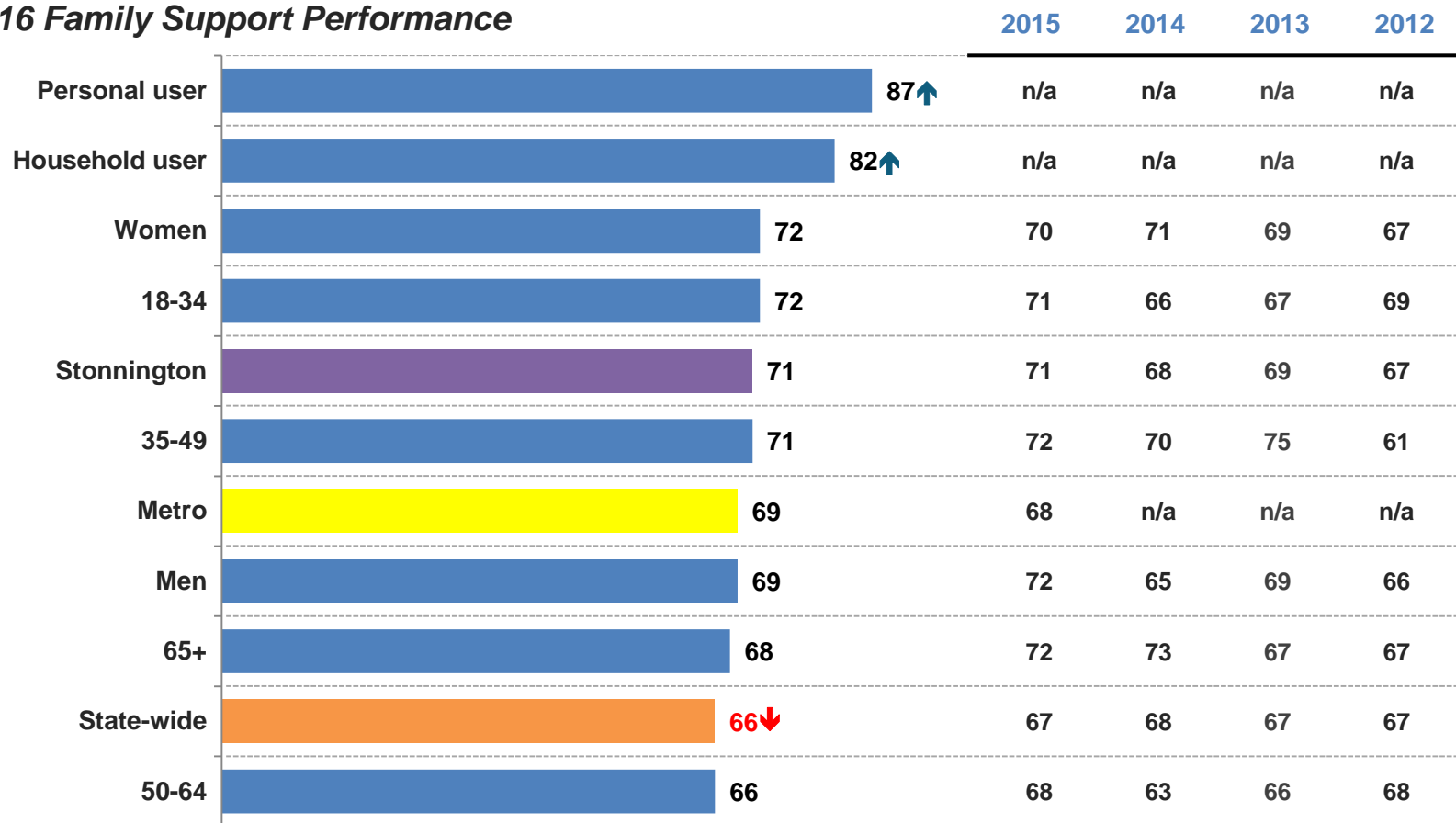
2016 Family Support Importance



Q1. Firstly, how important should 'family support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8

2016 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES

2016 Family Support Performance

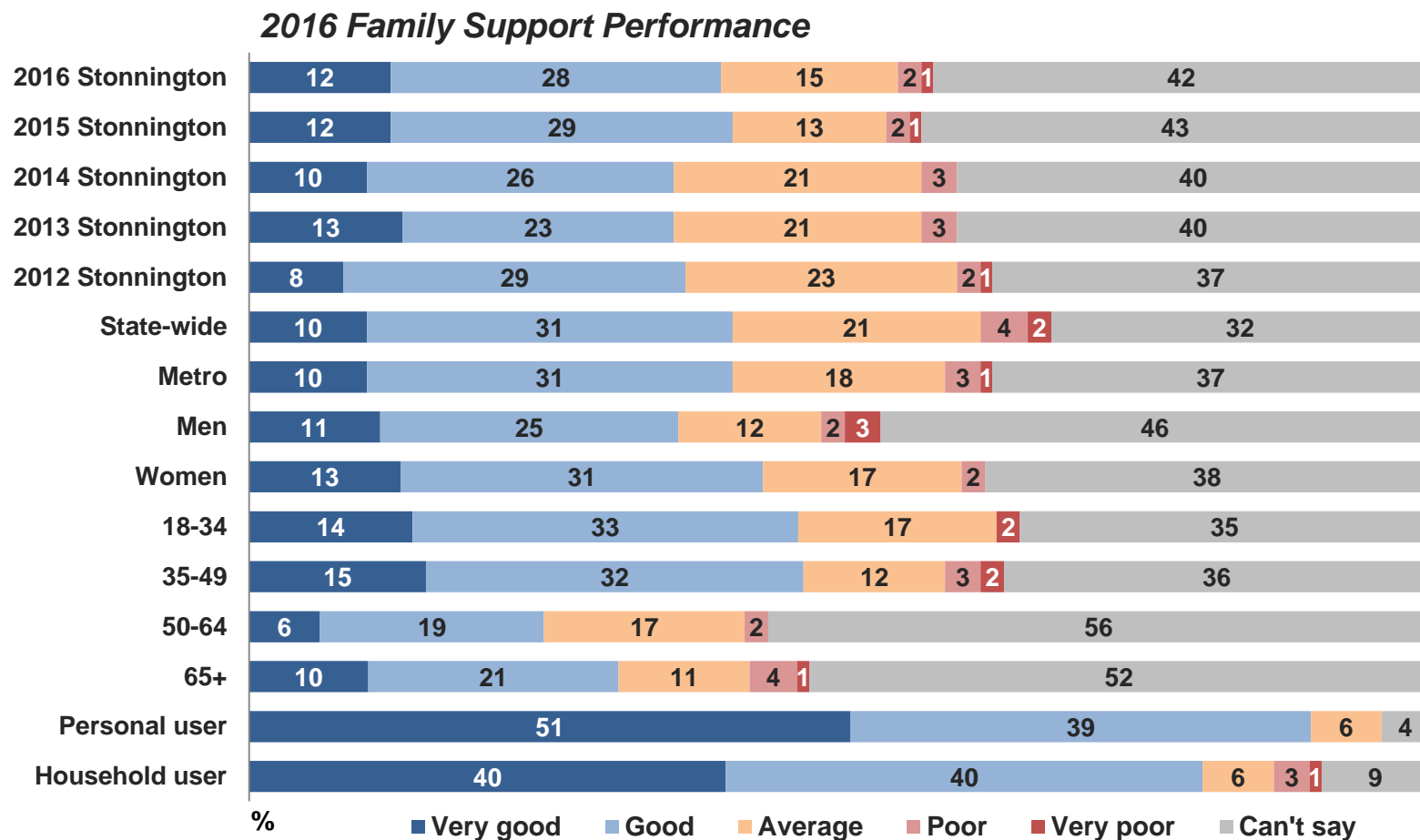


Q2. How has Council performed on 'family support services' over the last 12 months?

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 11

Note: Please see slide 5 for explanation about significant differences

2016 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



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

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 11



2016 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Elderly Support Importance

		2015	2014	2013	2012
Household user	83	n/a	n/a	n/a	n/a
Women	79	79	80	79	80
Personal user	79*	n/a	n/a	n/a	n/a
Stonnington	78	74	76	76	77
State-wide	78	79	79	79	80
Metro	78	78	n/a	n/a	n/a
18-34	78	71	76	74	77
65+	78	79	77	77	79
35-49	77	74	75	79	75
50-64	77	78	76	76	77
Men	76	69	72	73	73

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

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

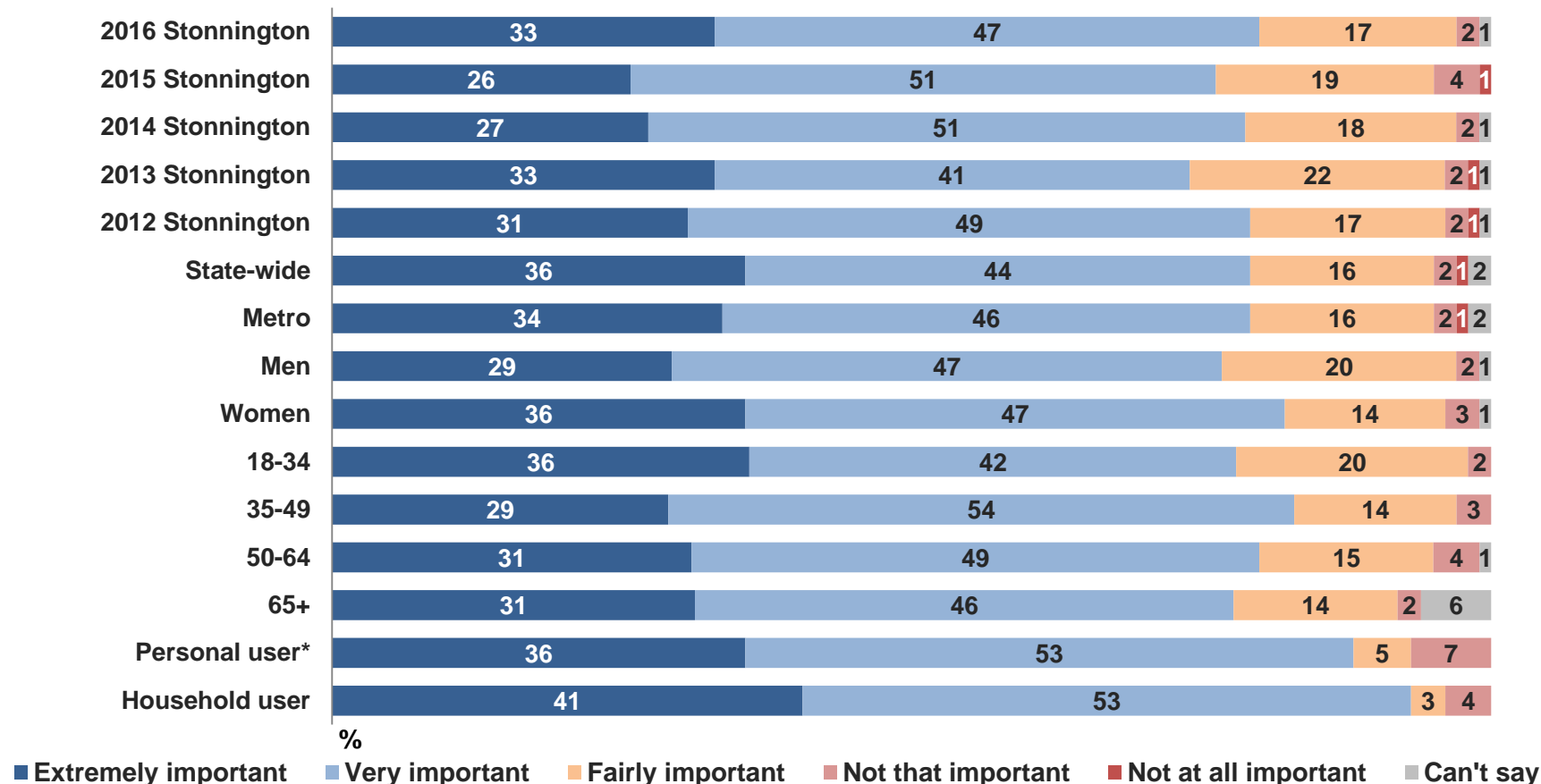
Note: Please see slide 5 for explanation about significant differences

*Caution: small sample size < n=30



2016 ELDERLY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

2016 Elderly Support Importance



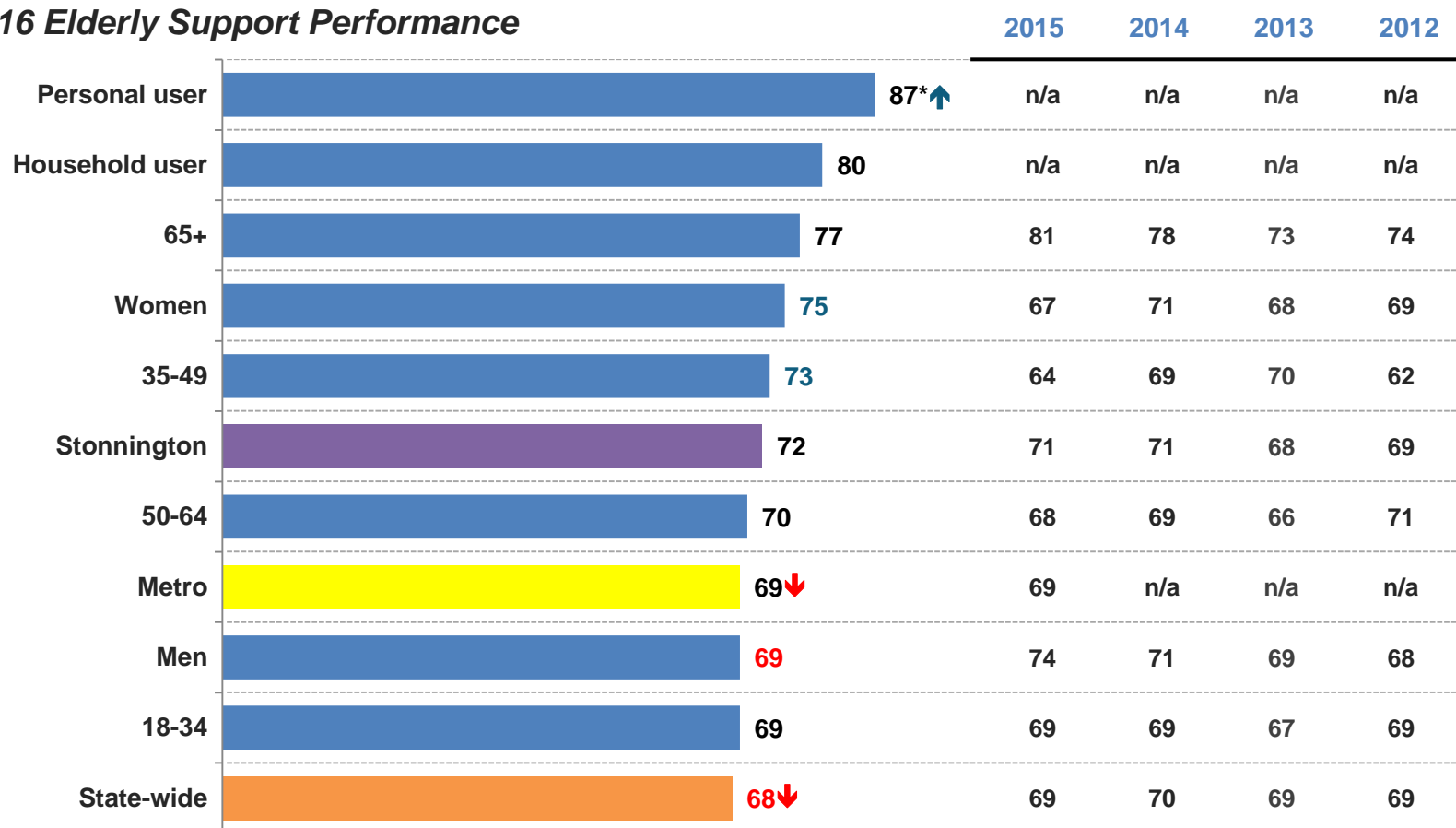
Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council?

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

*Caution: small sample size < n=30

2016 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX SCORES

2016 Elderly Support Performance



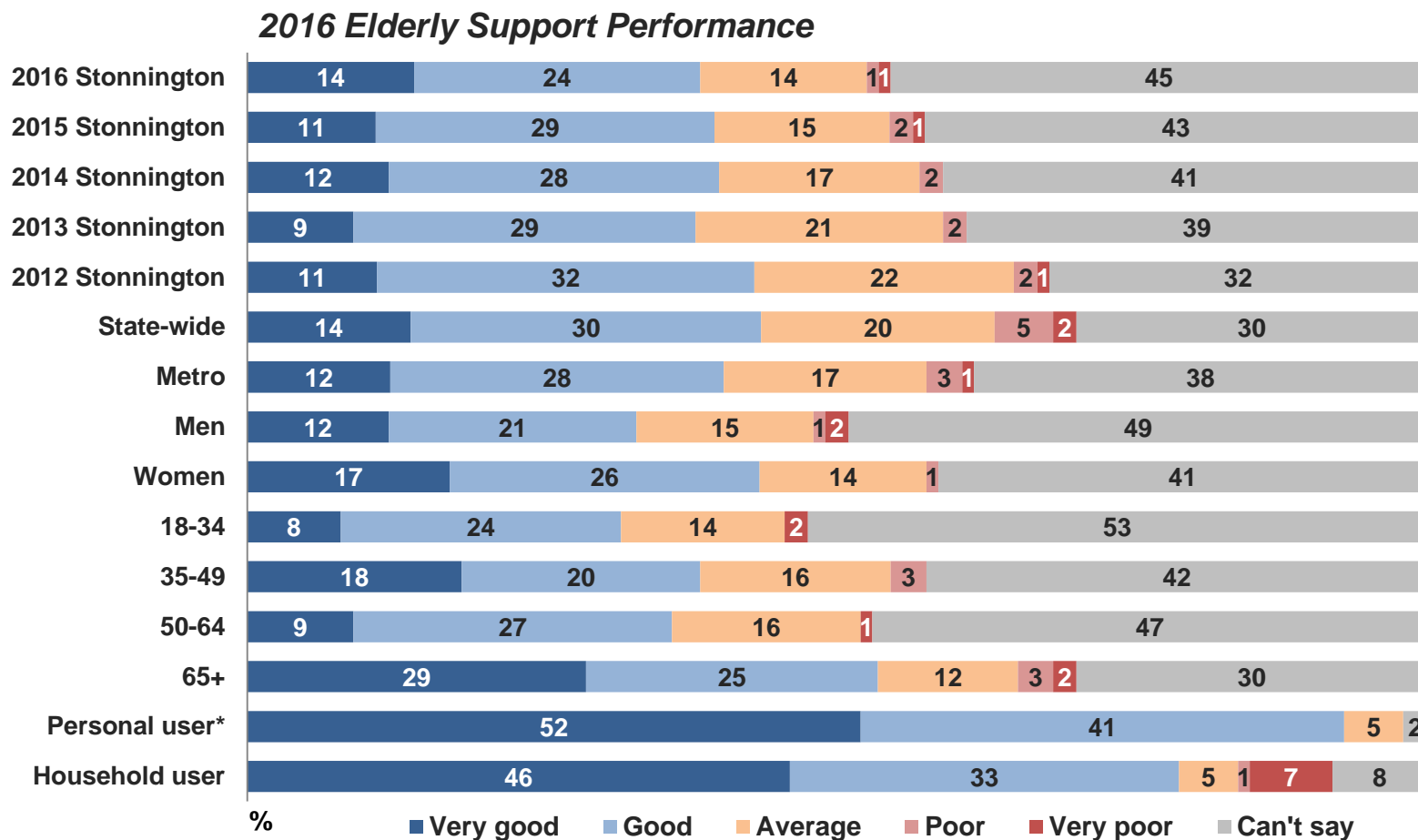
Q2. How has Council performed on 'elderly support services' over the last 12 months?

Base: All respondents. Councils asked state-wide: 37 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences

*Caution: small sample size < n=30

2016 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



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

Base: All respondents. Councils asked state-wide: 37 Councils asked group: 12

*Caution: small sample size < n=30



2016 DISADVANTAGED SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Disadvantaged Support Importance

		2015	2014	2013	2012
Personal user	80*	n/a	n/a	n/a	n/a
Household user	80*↑	n/a	n/a	n/a	n/a
State-wide	73↑	73	72	73	73
Metro	73↑	74	n/a	n/a	n/a
18-34	73	74	77	75	72
Women	72	78	78	76	74
Stonnington	70	73	73	74	71
35-49	69	71	70	74	69
Men	68	68	68	71	67
65+	68	74	72	69	71
50-64	66	72	68	73	68

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

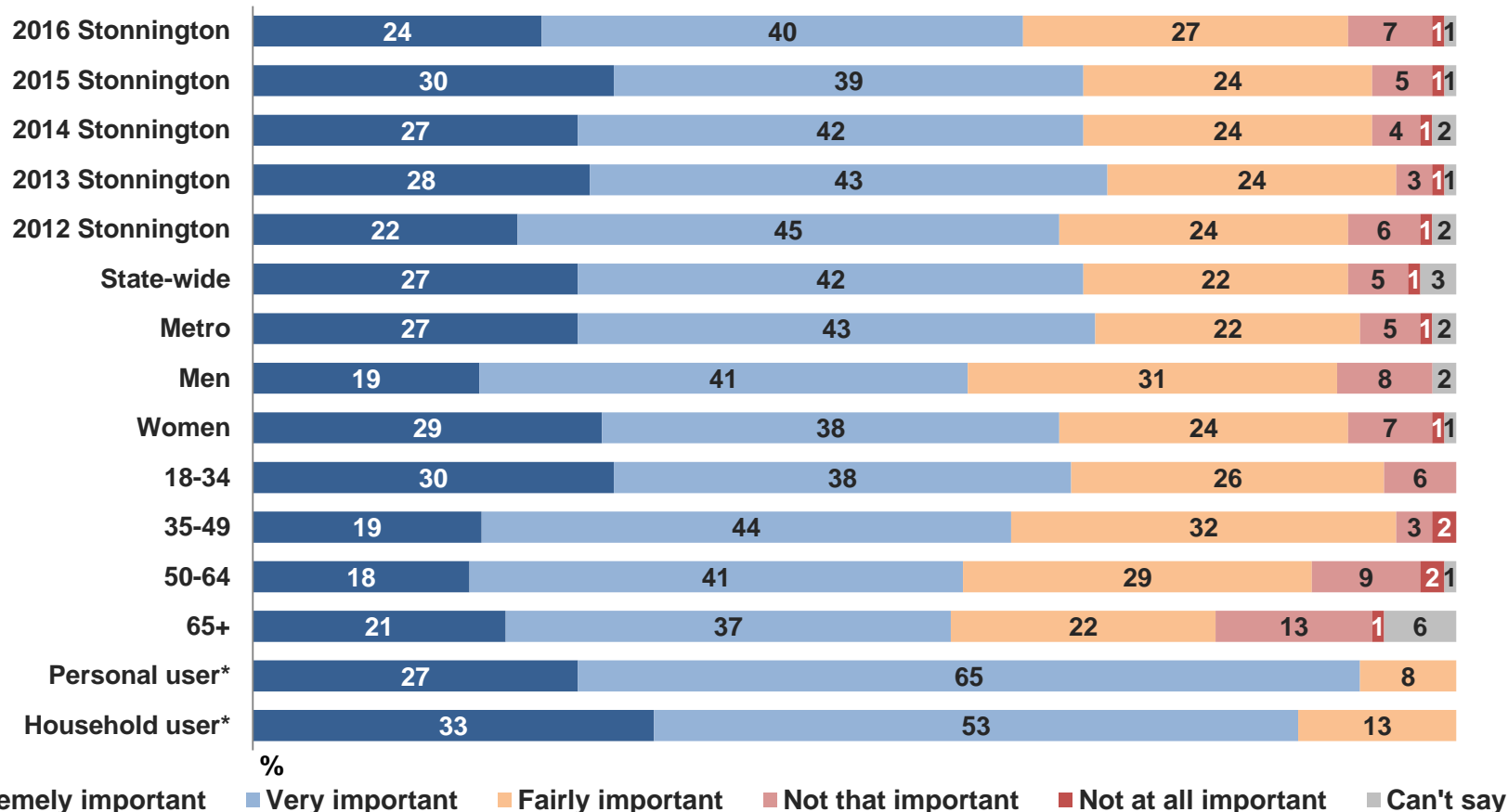
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

Note: Please see slide 5 for explanation about significant differences

*Caution: small sample size < n=30

2016 DISADVANTAGED SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

2016 Disadvantaged Support Importance



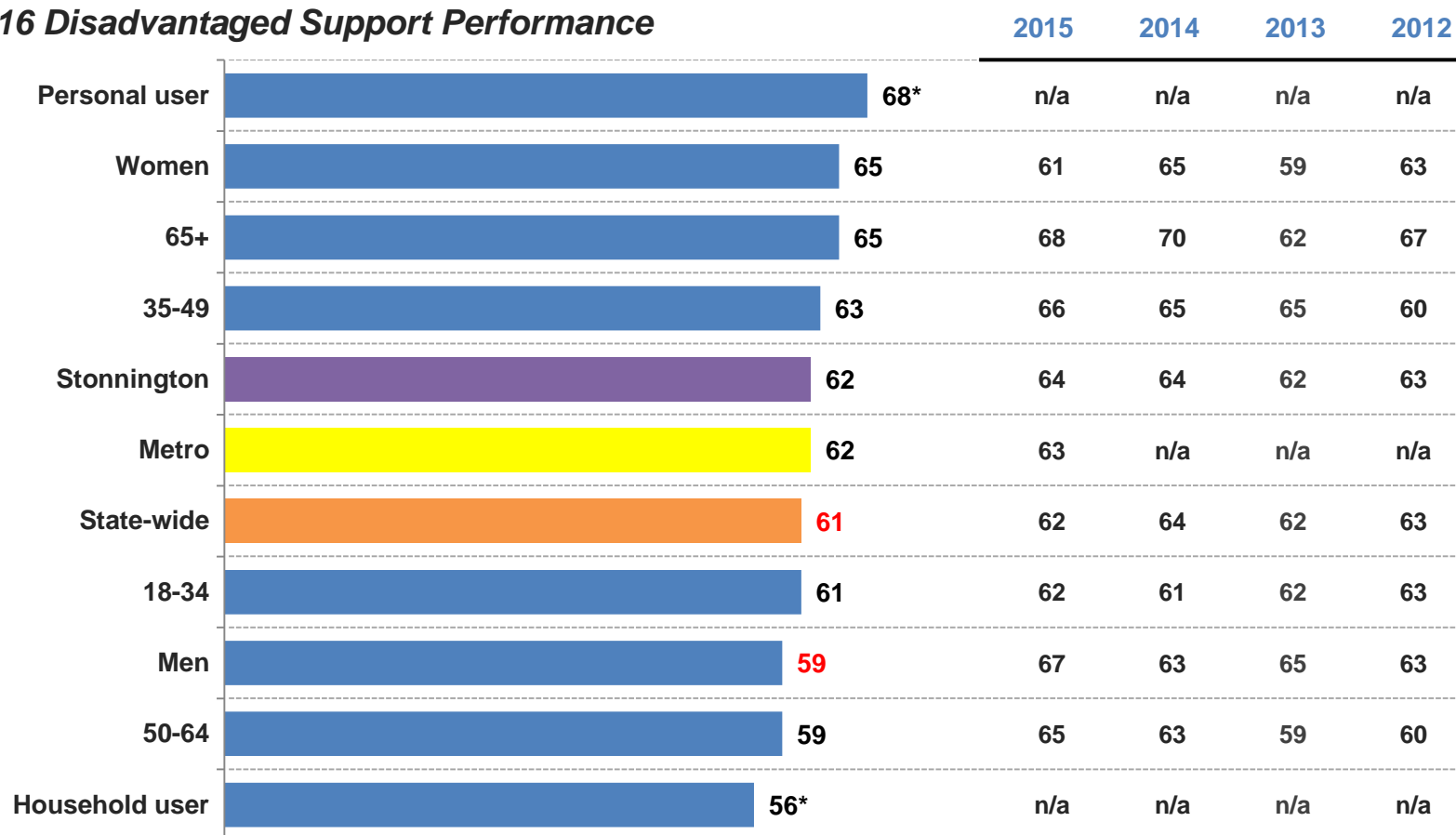
Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

*Caution: small sample size < n=30

2016 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES

2016 Disadvantaged Support Performance



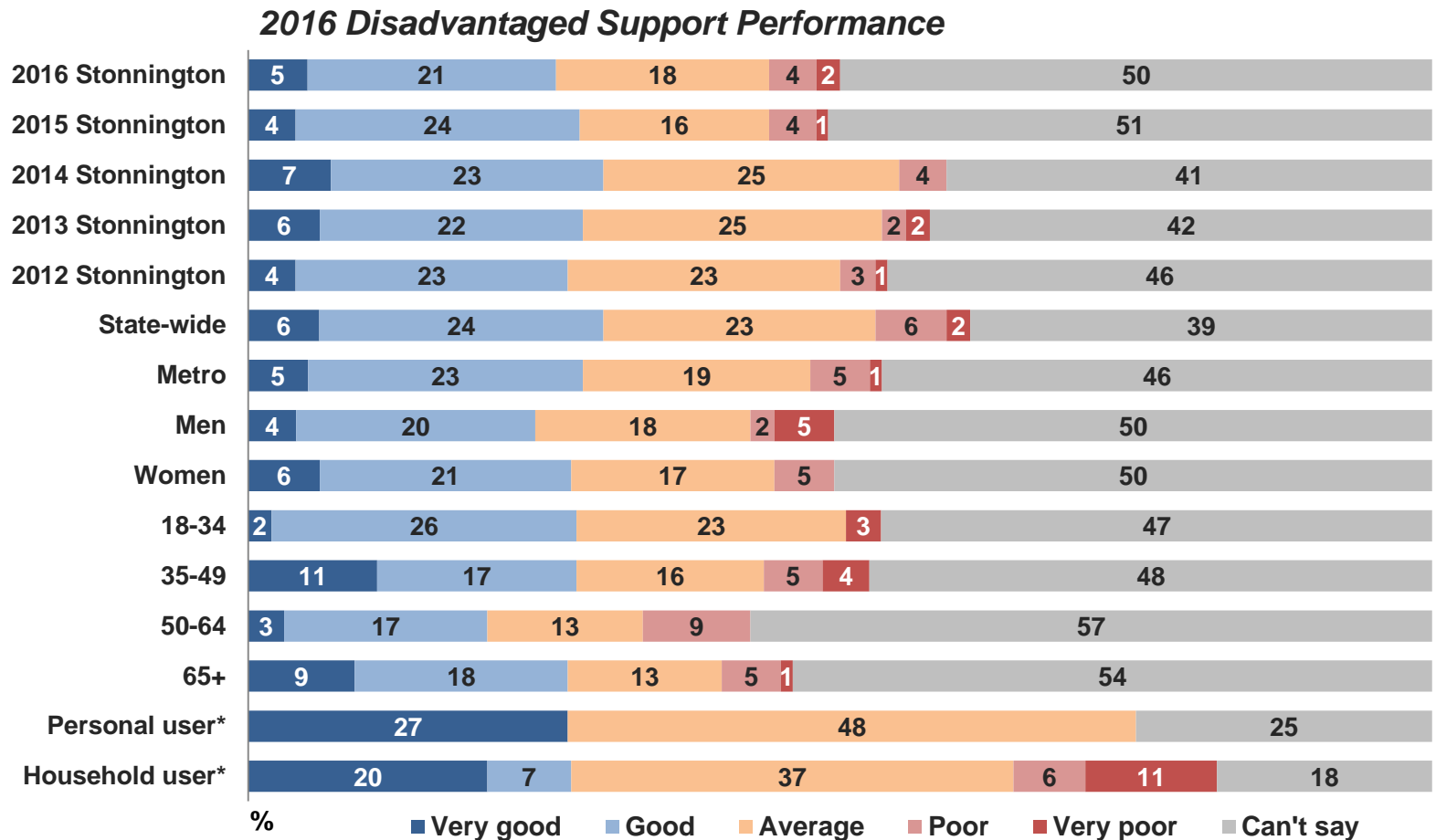
Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

*Caution: small sample size < n=30

2016 DISADVANTAGED SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



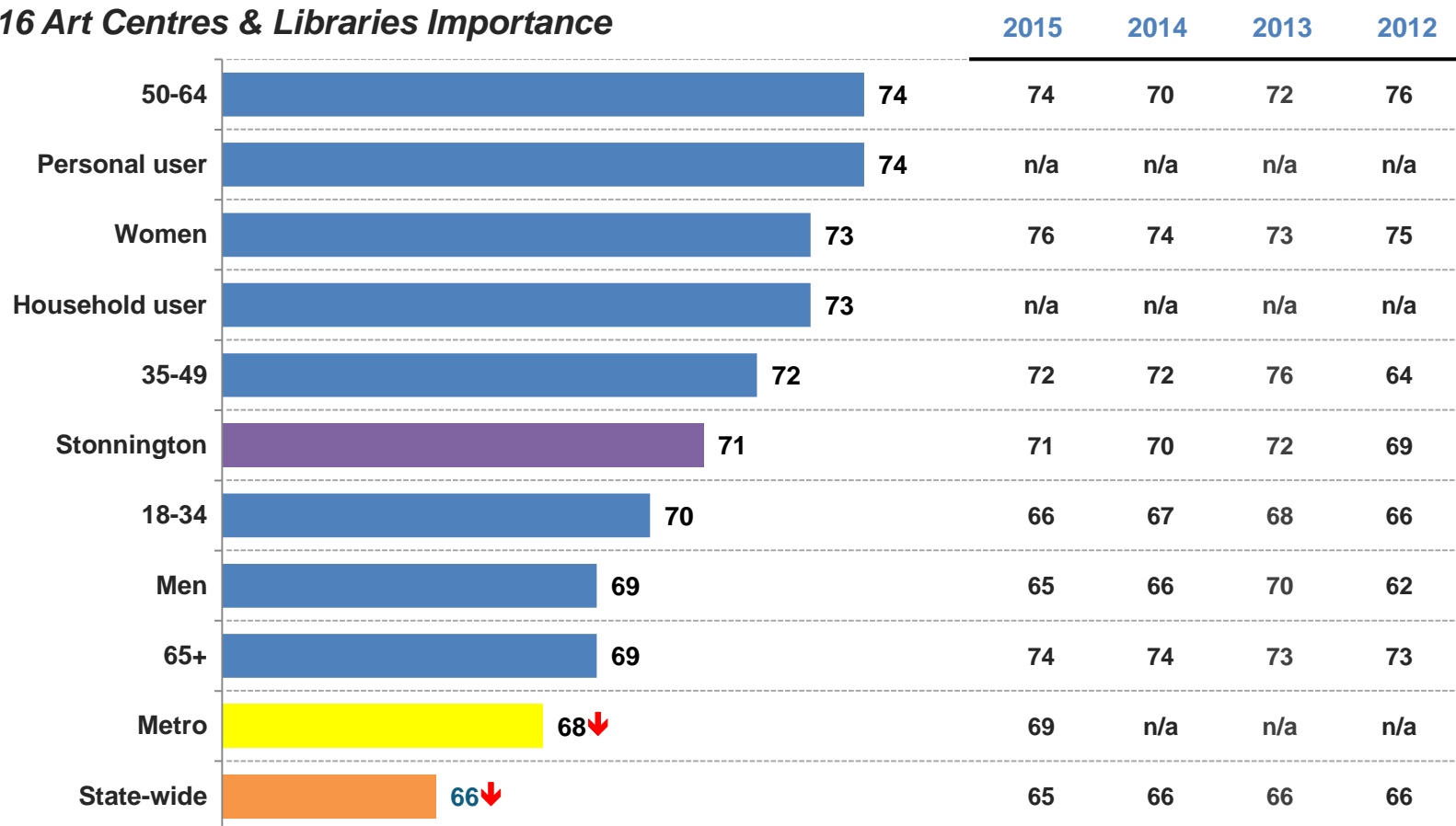
Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?

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

*Caution: small sample size < n=30

2016 ART CENTRES AND LIBRARIES IMPORTANCE INDEX SCORES

2016 Art Centres & Libraries Importance



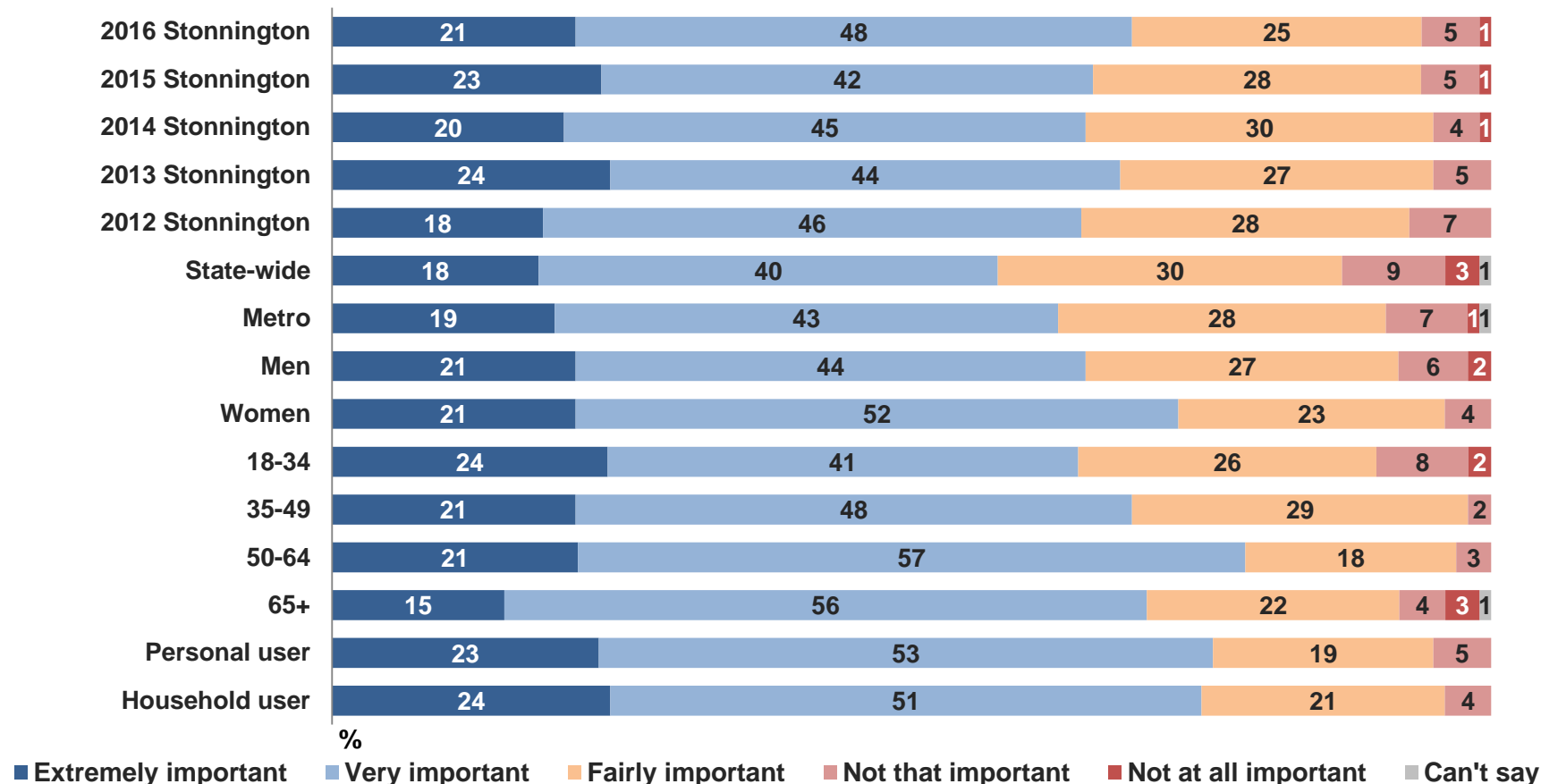
Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

2016 ART CENTRES AND LIBRARIES IMPORTANCE DETAILED PERCENTAGES

2016 Art Centres & Libraries Importance



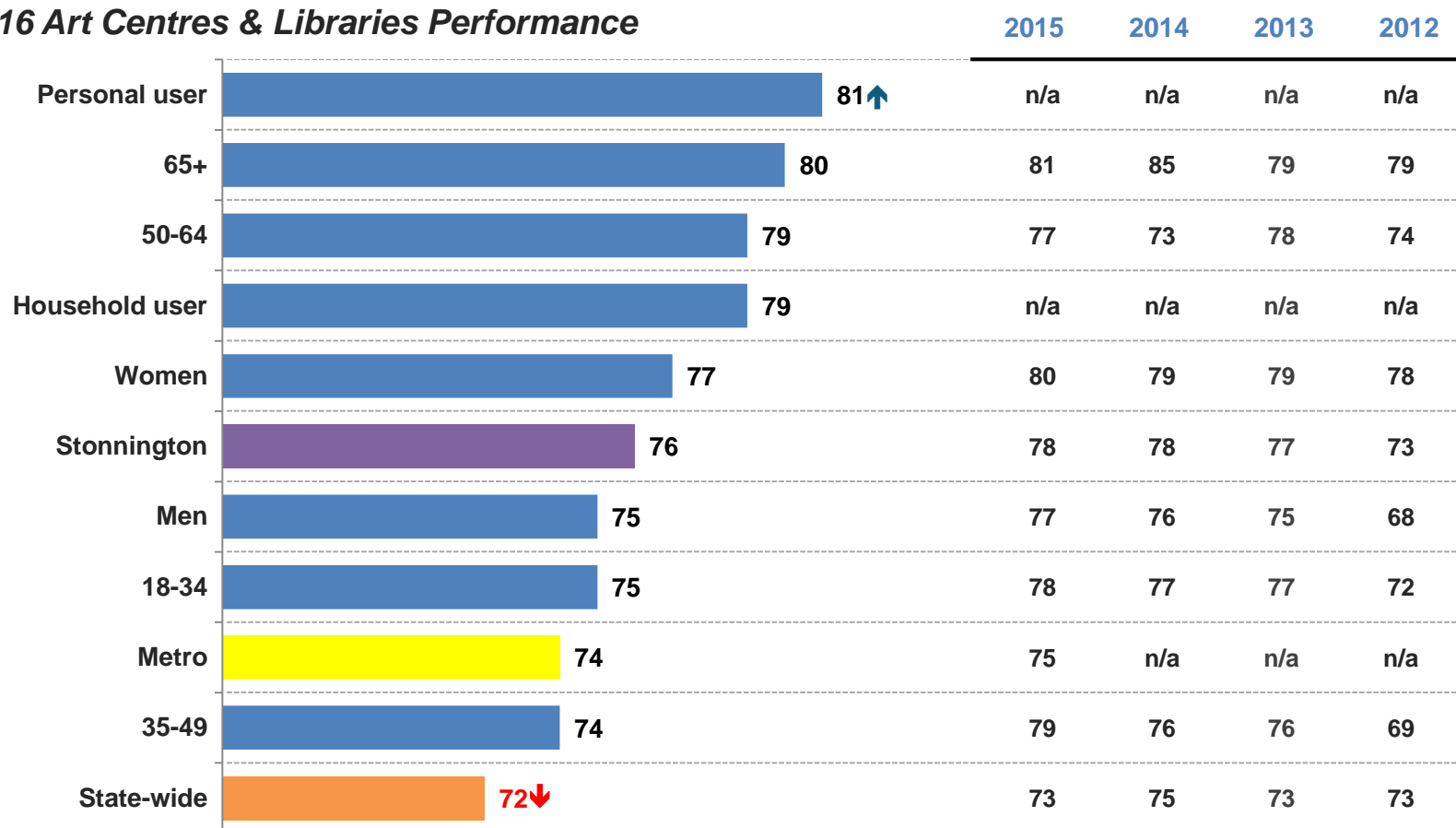
Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8



2016 ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES

2016 Art Centres & Libraries Performance

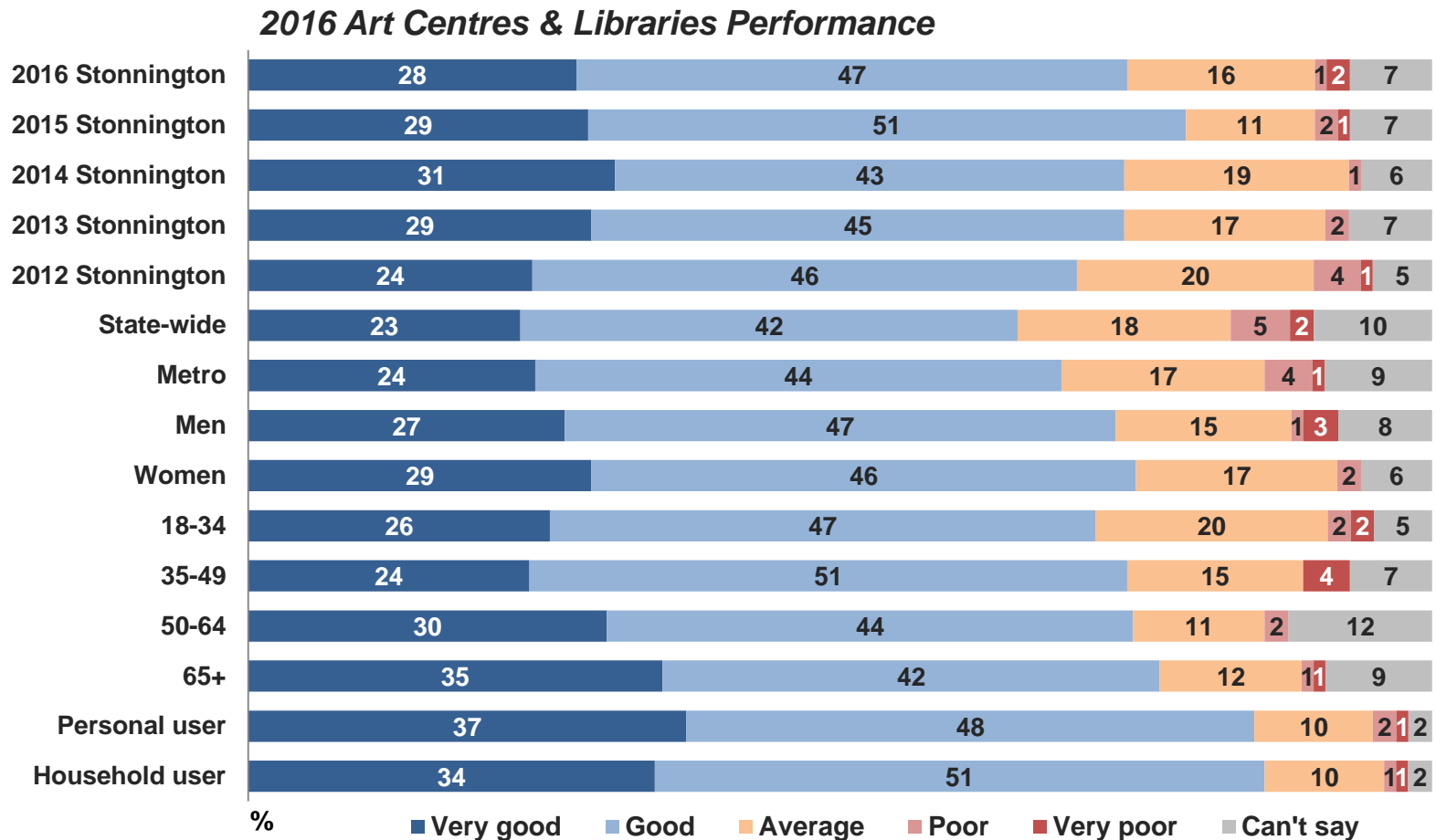


Q2. How has Council performed on 'art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 11

Note: Please see slide 5 for explanation about significant differences

2016 ART CENTRES AND LIBRARIES PERFORMANCE DETAILED PERCENTAGES



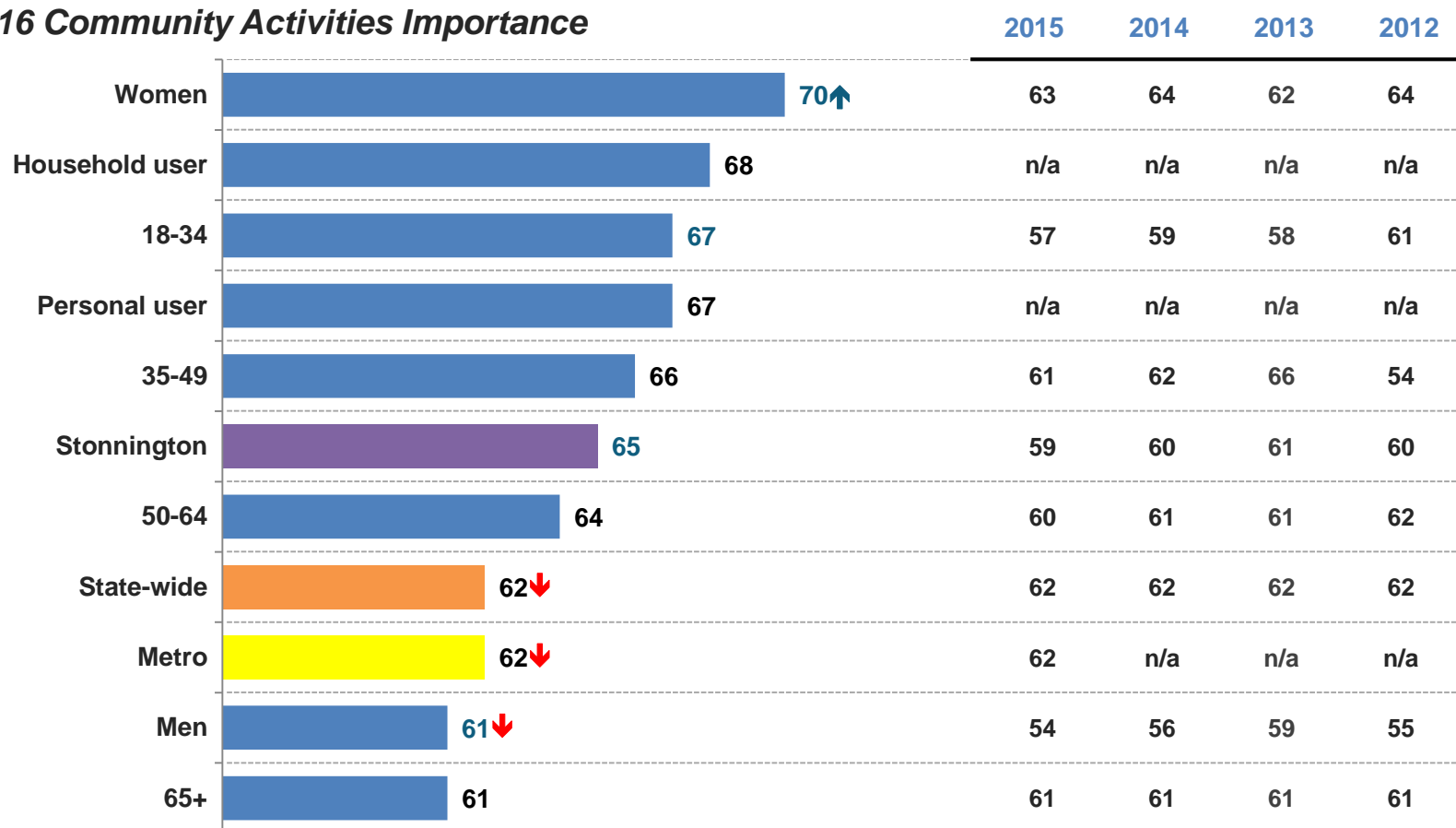
Q2. How has Council performed on 'art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 11



2016 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES

2016 Community Activities Importance



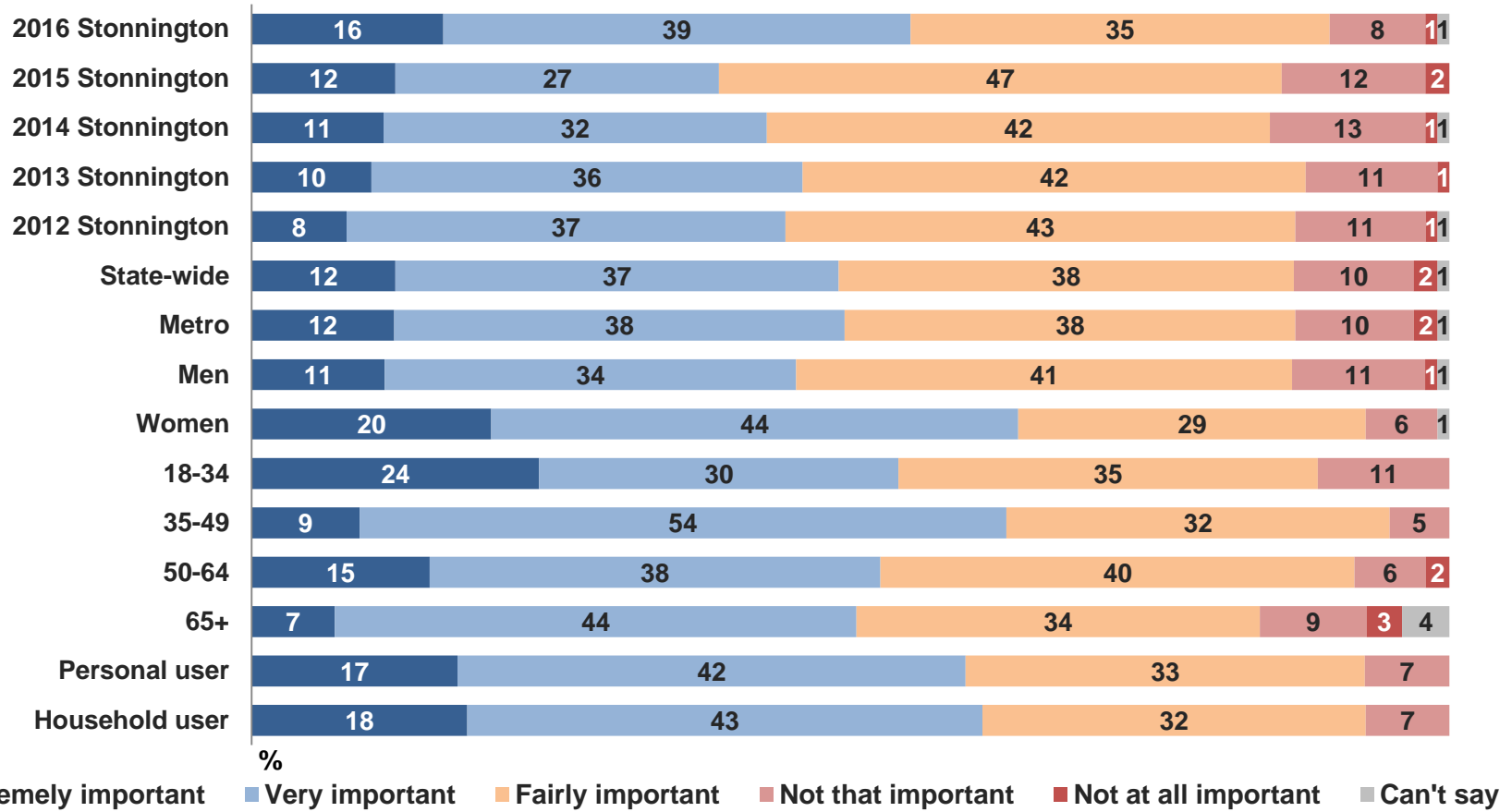
Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2016 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE DETAILED PERCENTAGES

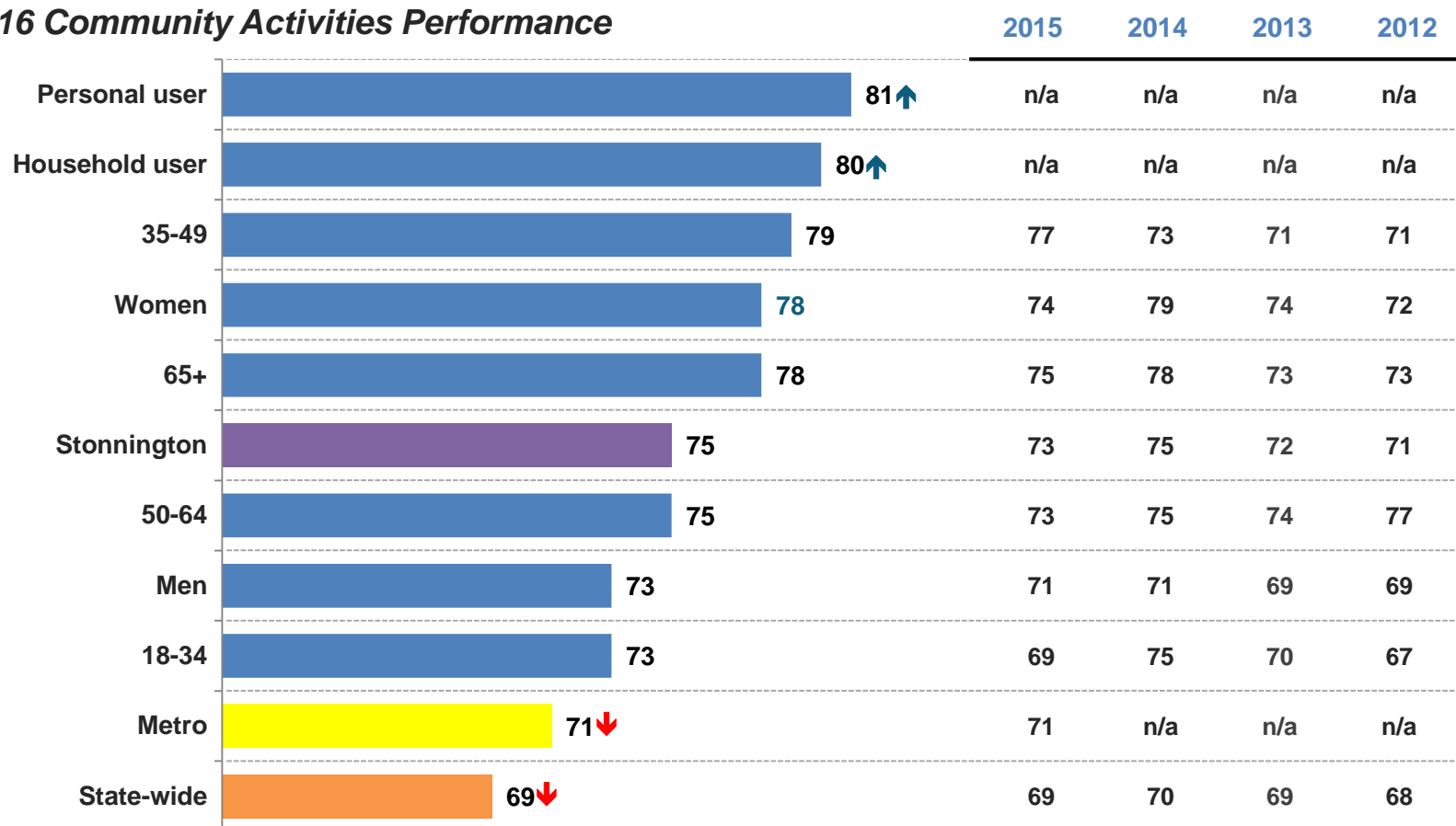
2016 Community Activities Importance



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

2016 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES

2016 Community Activities Performance

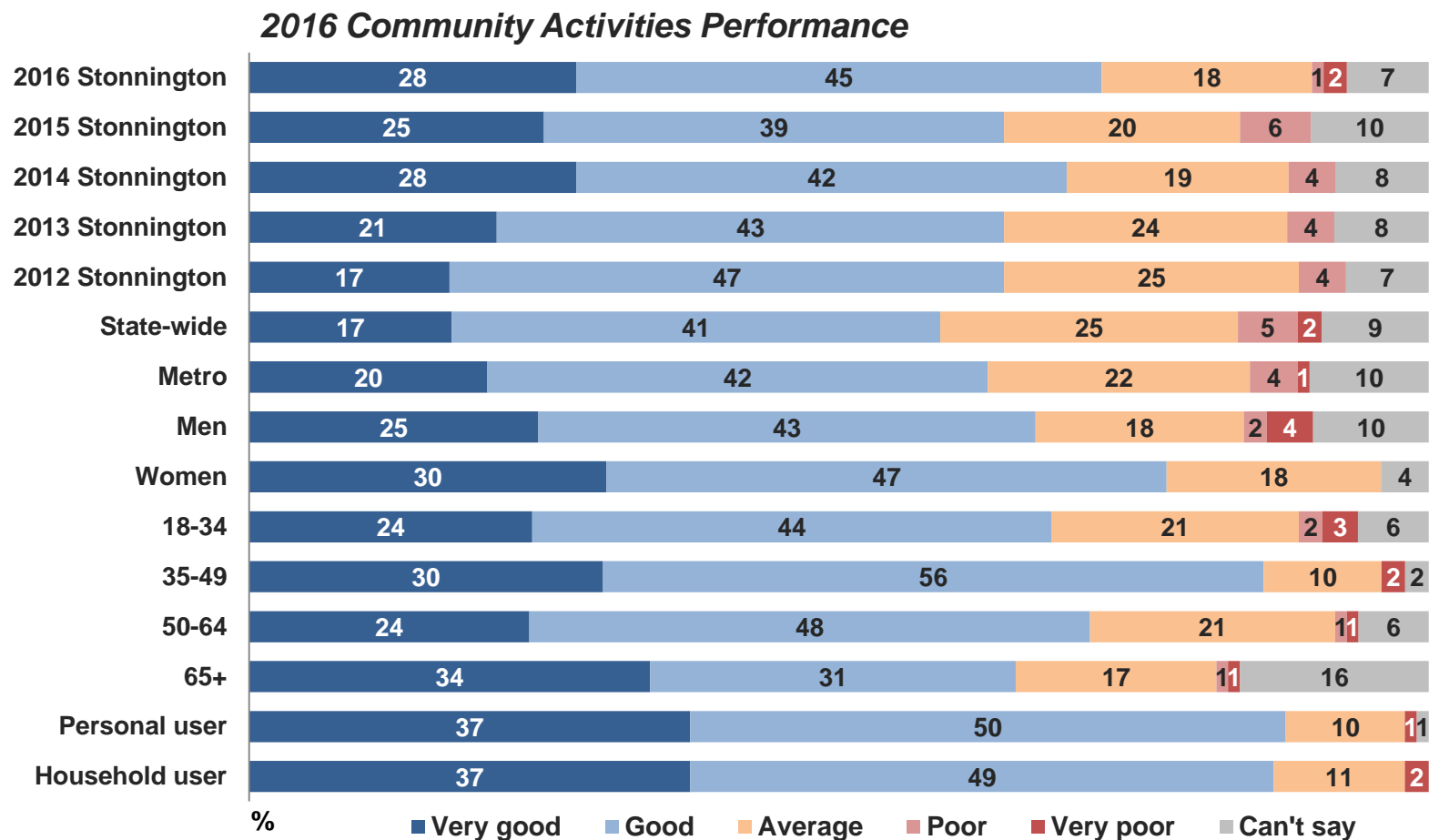


Q2. How has Council performed on 'community and cultural activities' over the last 12 months?

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences

2016 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE DETAILED PERCENTAGES



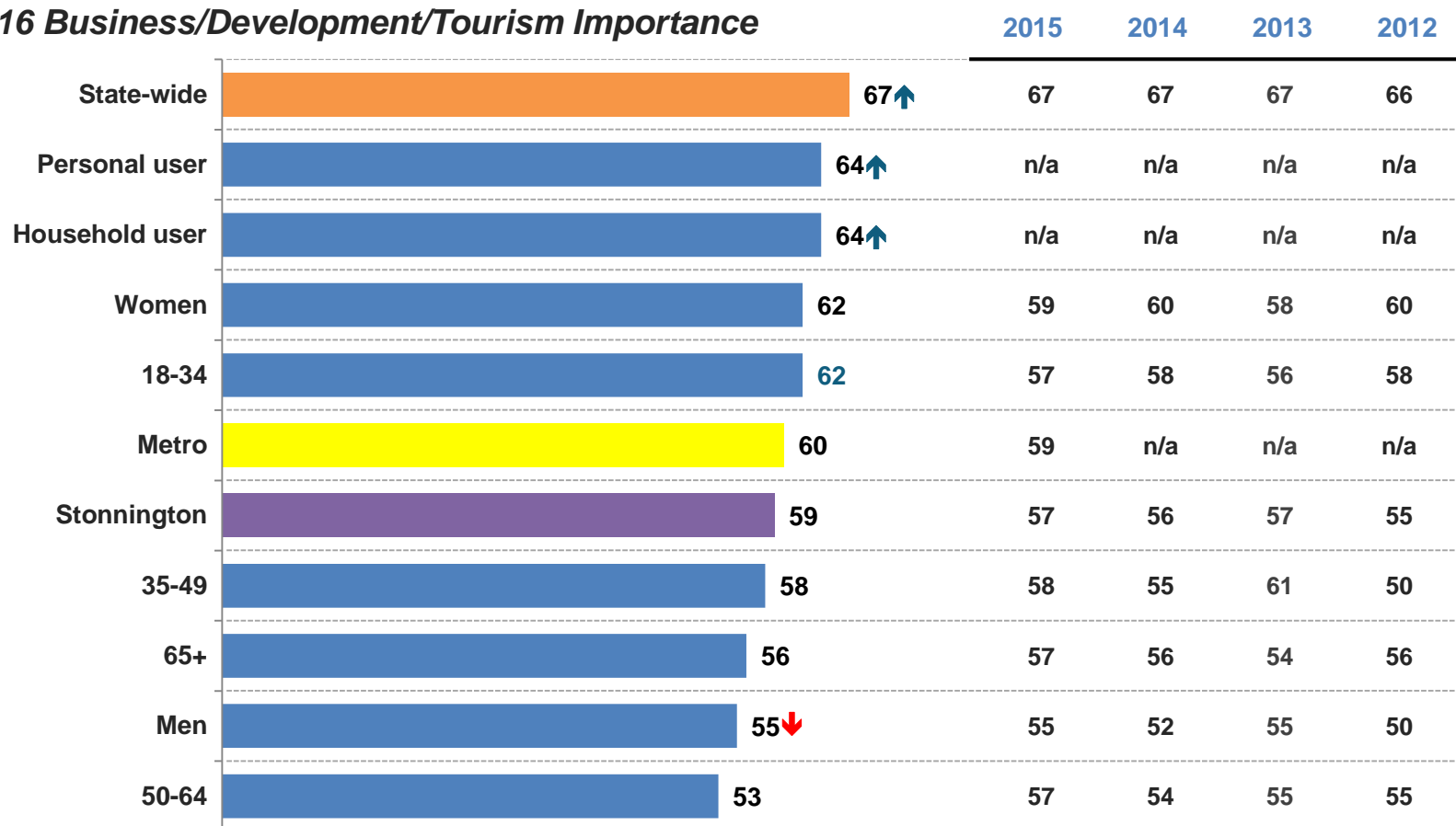
Q2. How has Council performed on 'community and cultural activities' over the last 12 months?

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 12



2016 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES

2016 Business/Development/Tourism Importance



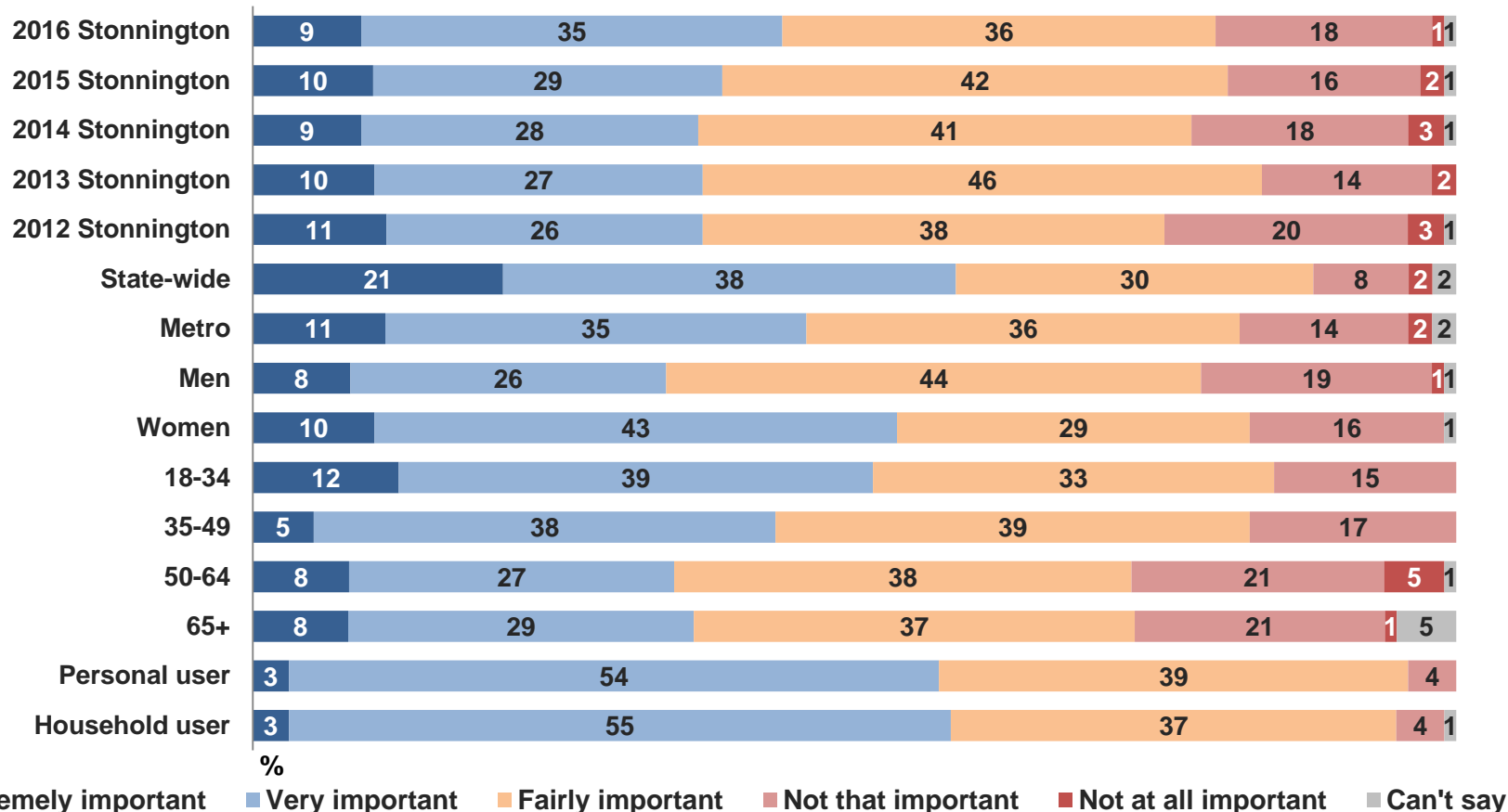
Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2016 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

2016 Business/Development/Tourism Importance



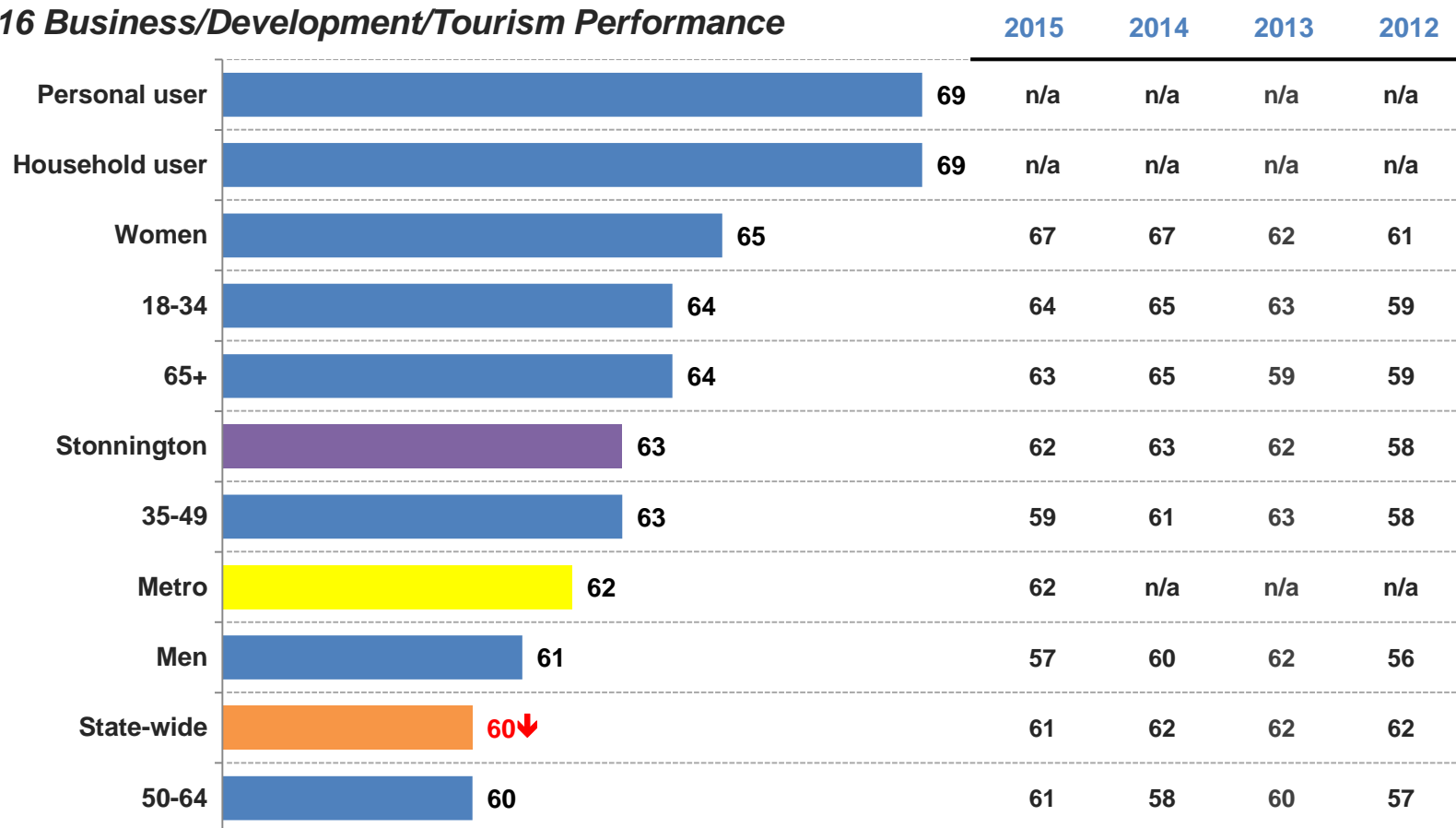
Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

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



2016 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES

2016 Business/Development/Tourism Performance



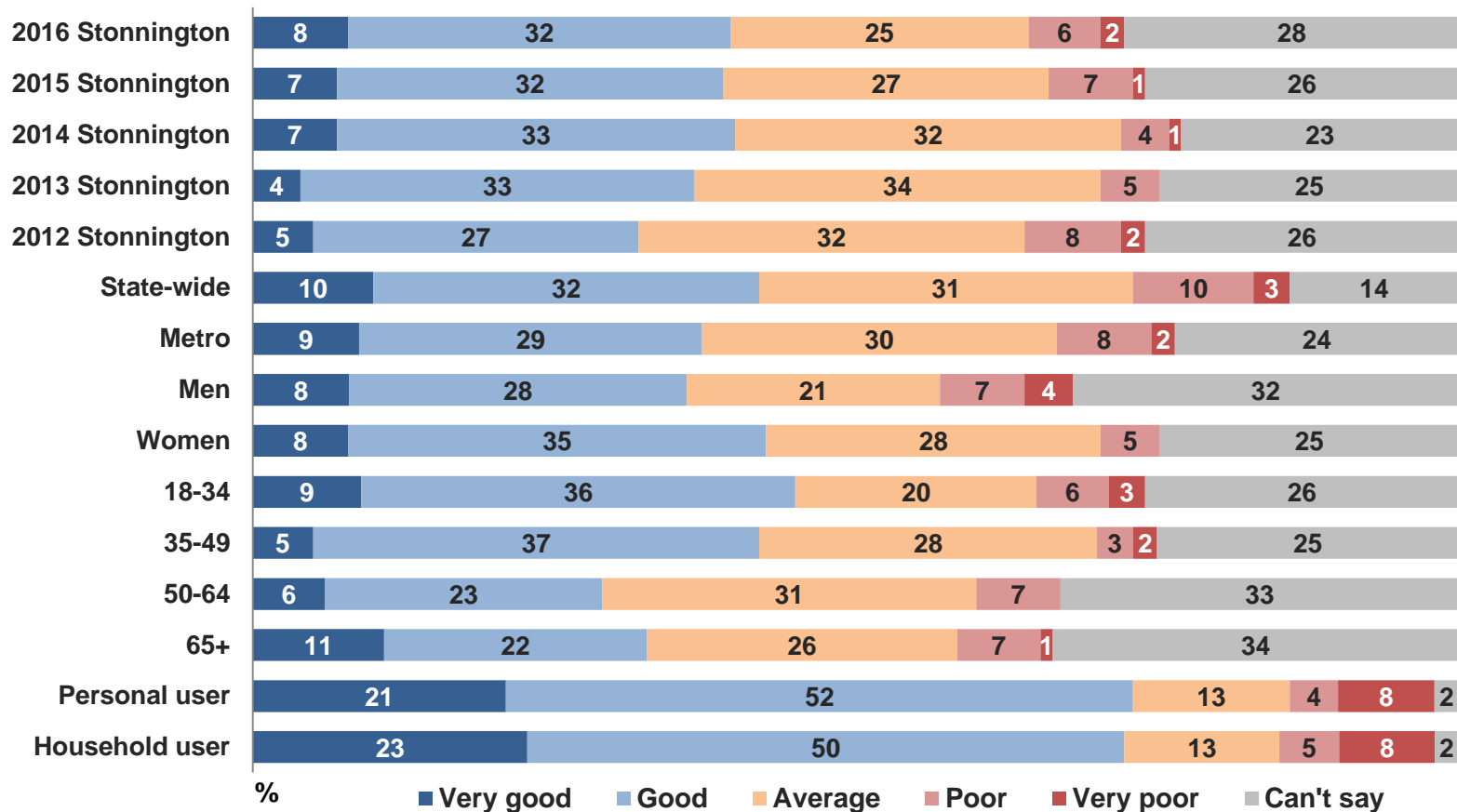
Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2016 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES

2016 Business/Development/Tourism Performance



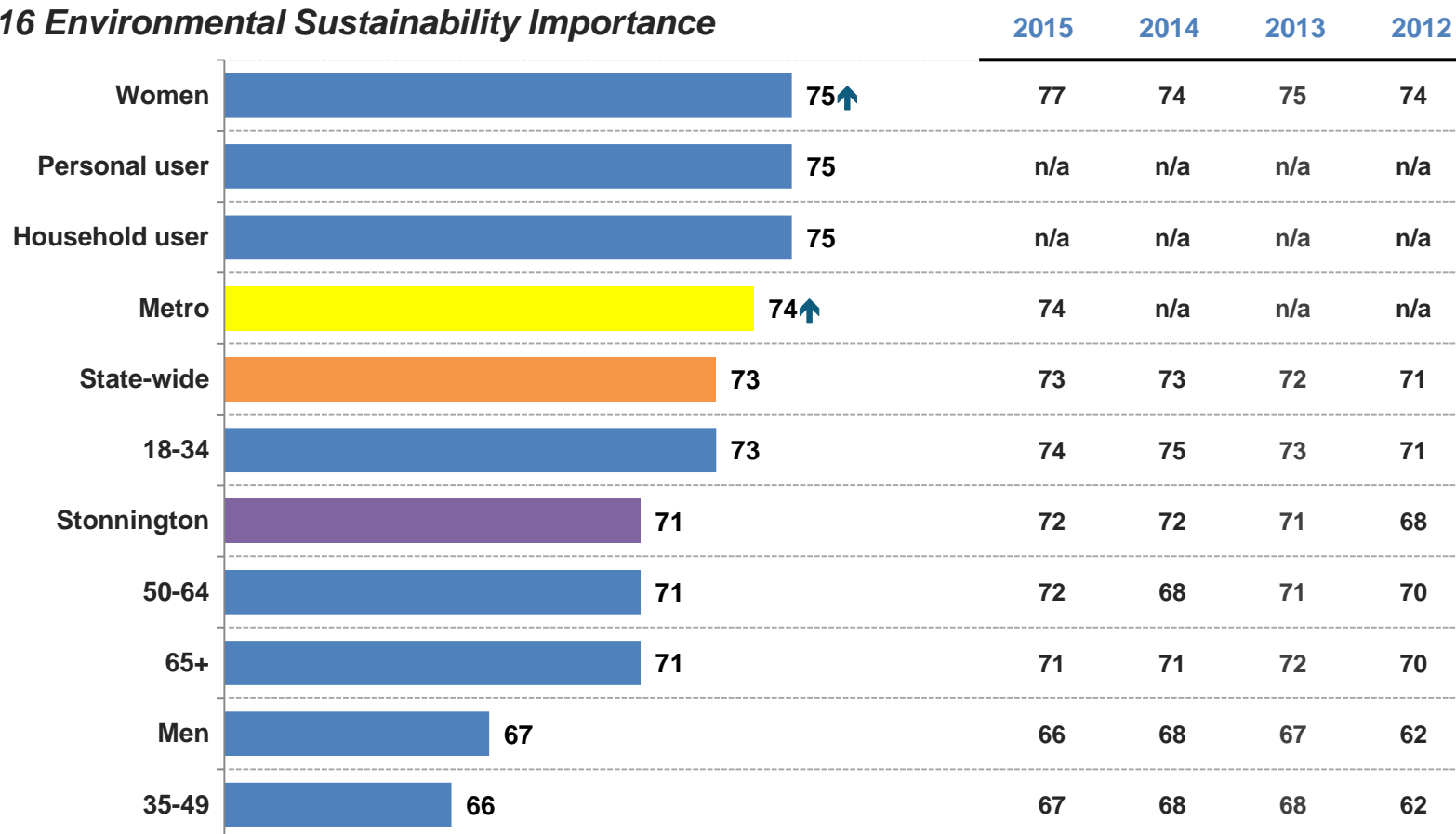
Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?

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



2016 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX SCORES

2016 Environmental Sustainability Importance



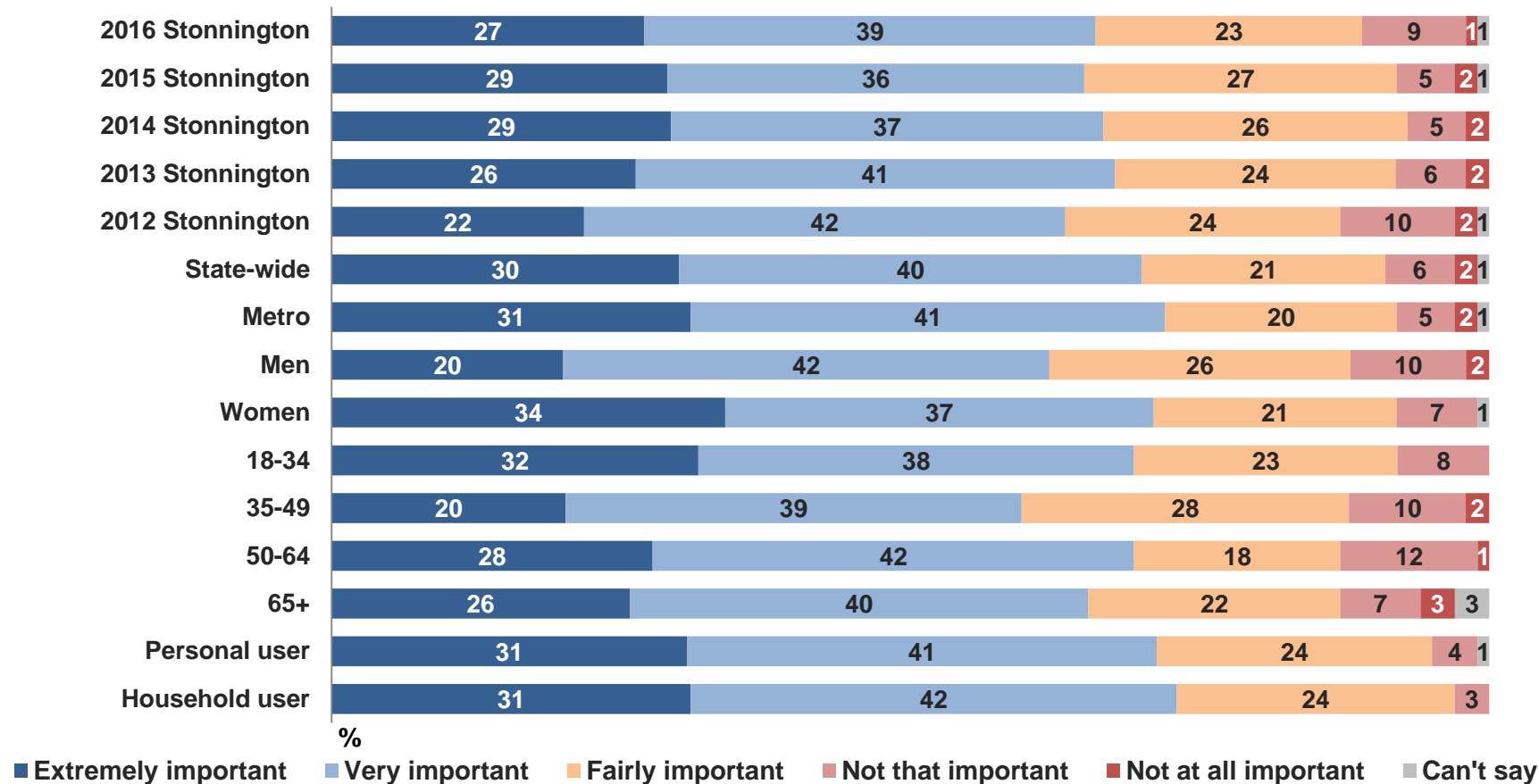
Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 10

Note: Please see slide 5 for explanation about significant differences

2016 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE DETAILED PERCENTAGES

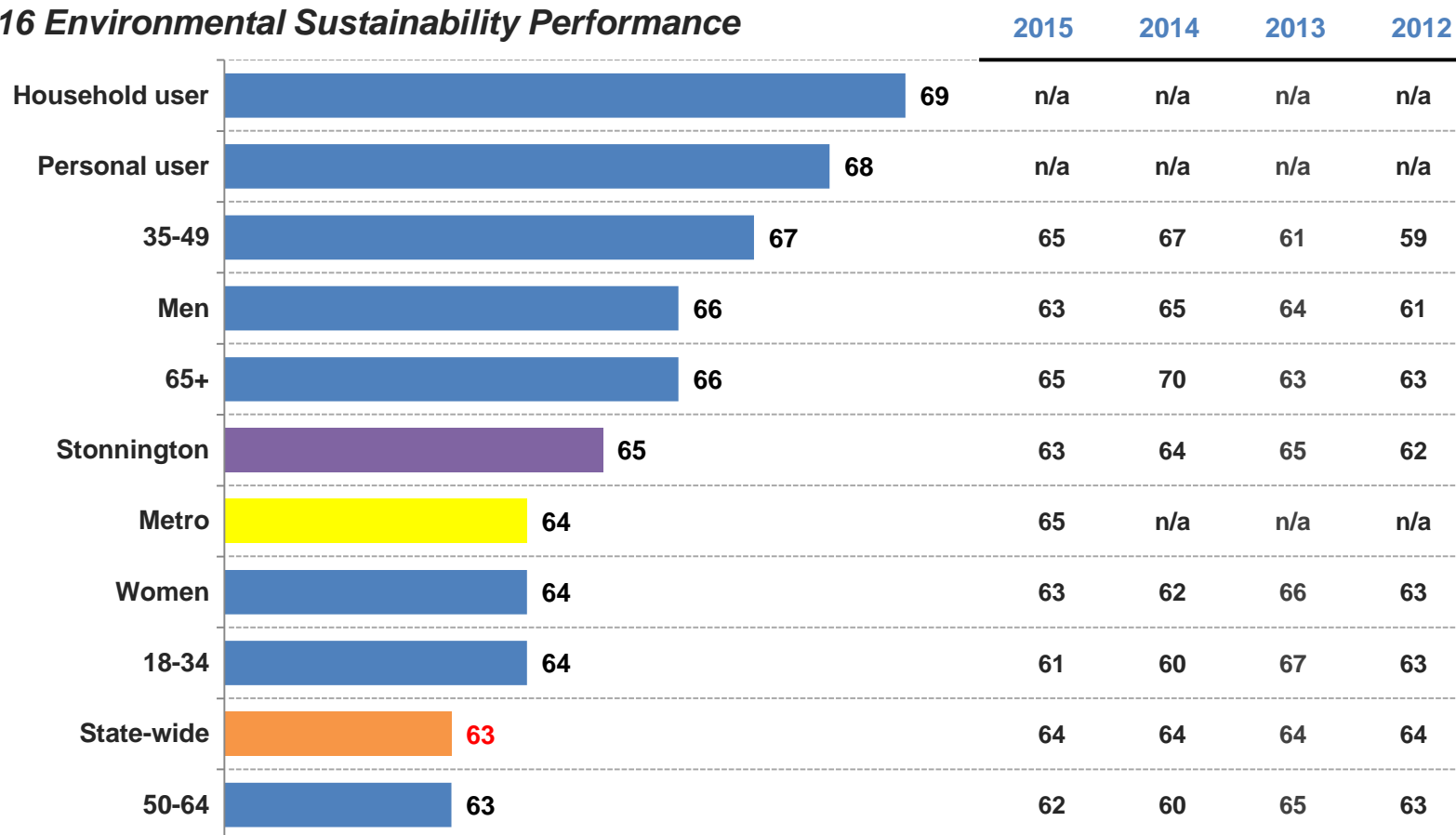
2016 Environmental Sustainability Importance



Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 10

2016 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES

2016 Environmental Sustainability Performance

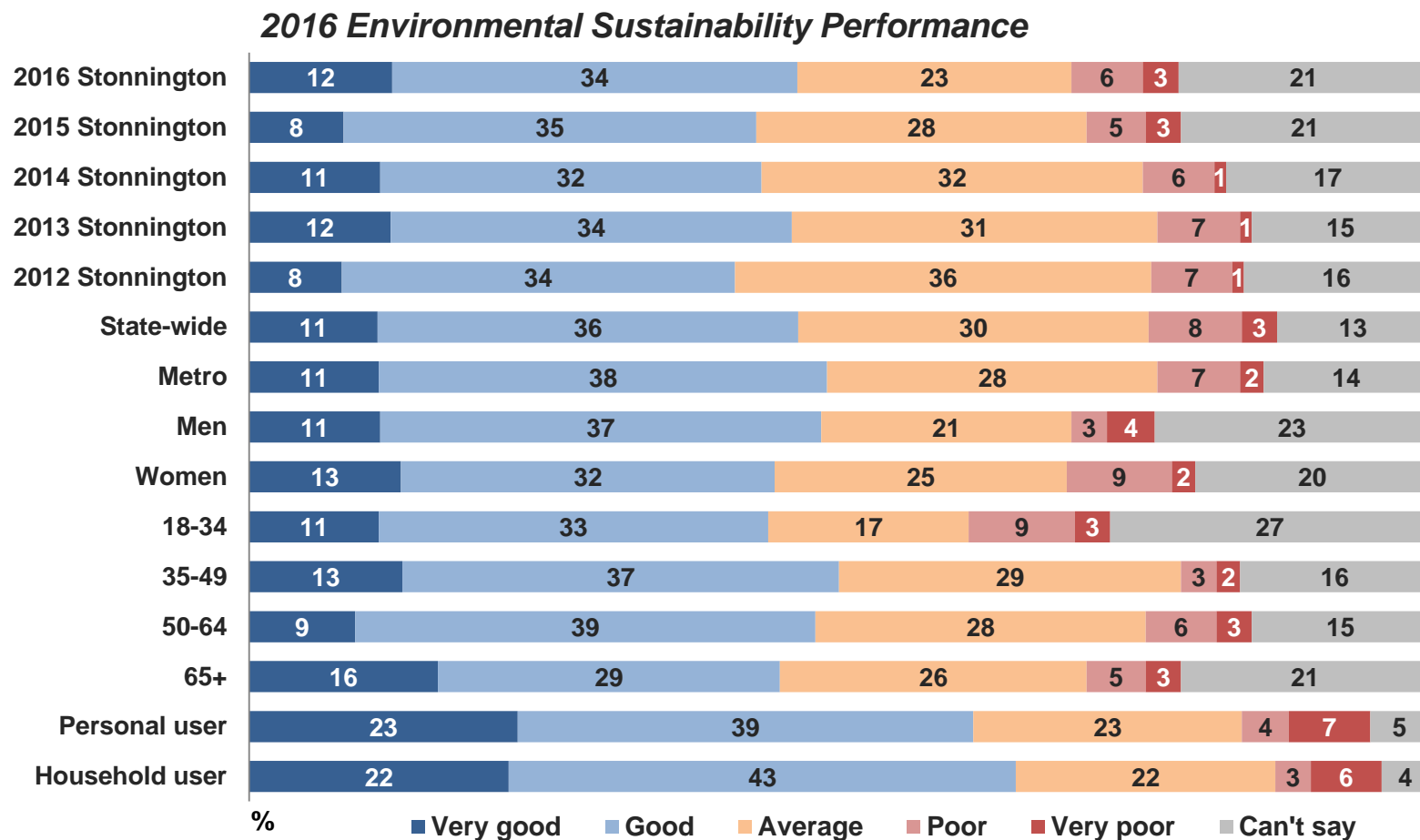


Q2. How has Council performed on 'environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 14

Note: Please see slide 5 for explanation about significant differences

2016 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE DETAILED PERCENTAGES



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

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 14

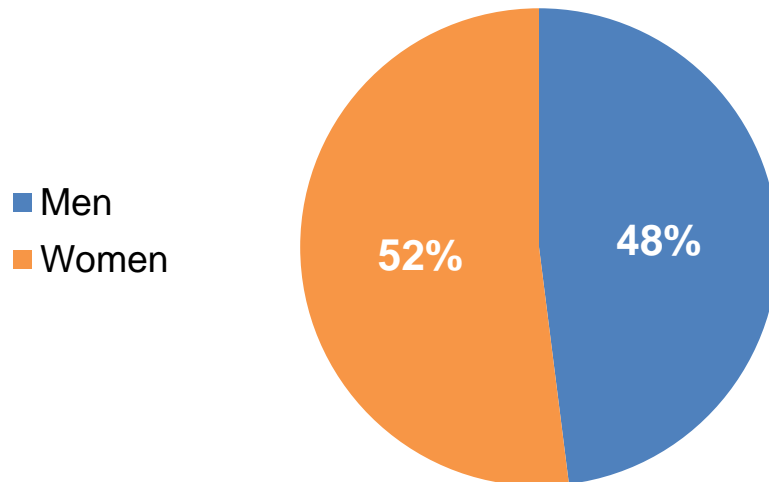


A satellite night-time image of South America, showing the continent's outline against the dark ocean. The landmass is covered with a dense network of glowing yellow and white lines representing city lights and urban areas. The most prominent light clusters are located in the northern part of the continent, particularly in the Amazon basin region, and along the eastern coast. The text "DETAILED DEMOGRAPHICS" is overlaid in white, bold, sans-serif font on the left side of the image.

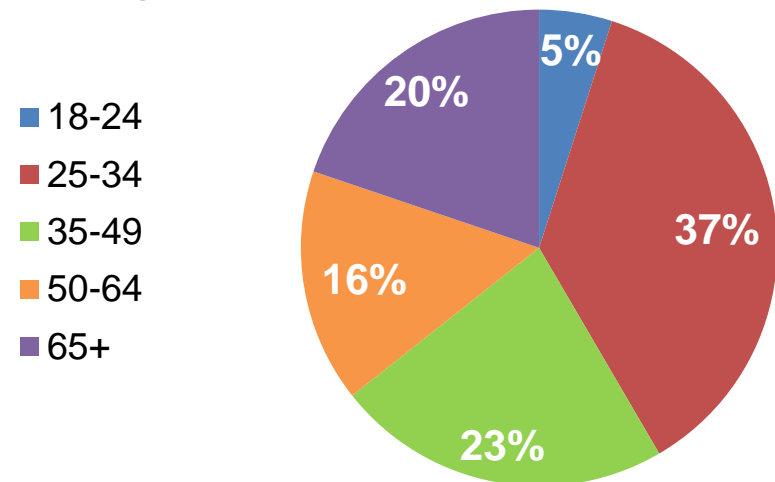
DETAILED DEMOGRAPHICS

2016 GENDER AND AGE PROFILE

Gender



Age



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.

A satellite night map of South America, showing the continent's outline and the glowing lights of cities and roads. The lights are concentrated in the eastern and central parts of the continent, with a few smaller lights visible in the south. The background is a dark, textured map of the continent.

APPENDIX A: DETAILED SURVEY TABULATIONS

AVAILABLE IN SUPPLIED EXCEL FILE

A satellite night map of South Australia and Western Australia, showing a dense network of roads and cities illuminated by lights. The text is overlaid on the left side of the map.

APPENDIX B: FURTHER PROJECT INFORMATION

APPENDIX B: BACKGROUND AND OBJECTIVES

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2016 have been made throughout this report as appropriate.**

APPENDIX B:

MARGINS OF ERROR

The sample size for the 2016 State-wide Local Government Community Satisfaction Survey for Stonnington City Council was n=400. 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=400 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 90,000 people aged 18 years or over for Stonnington City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Stonnington City Council	400	400	+/-4.9
Men	184	193	+/-7.2
Women	216	207	+/-6.7
18-34 years	66	166	+/-12.2
35-49 years	59	93	+/-12.9
50-64 years	122	62	+/-8.9
65+ years	153	78	+/-7.9

APPENDIX B: ANALYSIS AND REPORTING

All participating councils are listed in the state-wide report published on the DELWP website. In 2016, 69 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 2012-2016 vary slightly.

Council Groups

Stonnington 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, Bayside, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Frankston, Kingston, Knox, Manningham, Maroondah, Melbourne, Monash, Moonee Valley, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Stonnington City Council for this 2016 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metro group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

APPENDIX B:

ANALYSIS AND REPORTING

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 benchmark 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.

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

APPENDIX B:

ANALYSIS AND REPORTING

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

APPENDIX B: INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

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

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 1
- \$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:

ANALYSIS AND REPORTING

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 2016 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2016 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 2016 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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.

The overall State-wide Local Government Community Satisfaction Report is available at <http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

APPENDIX B:

GLOSSARY OF TERMS

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

CSS: 2016 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.