



2019 Local Government Community Satisfaction Survey

Stonnington City Council

Coordinated by the Department of
Environment, Land, Water and Planning
on behalf of Victorian councils

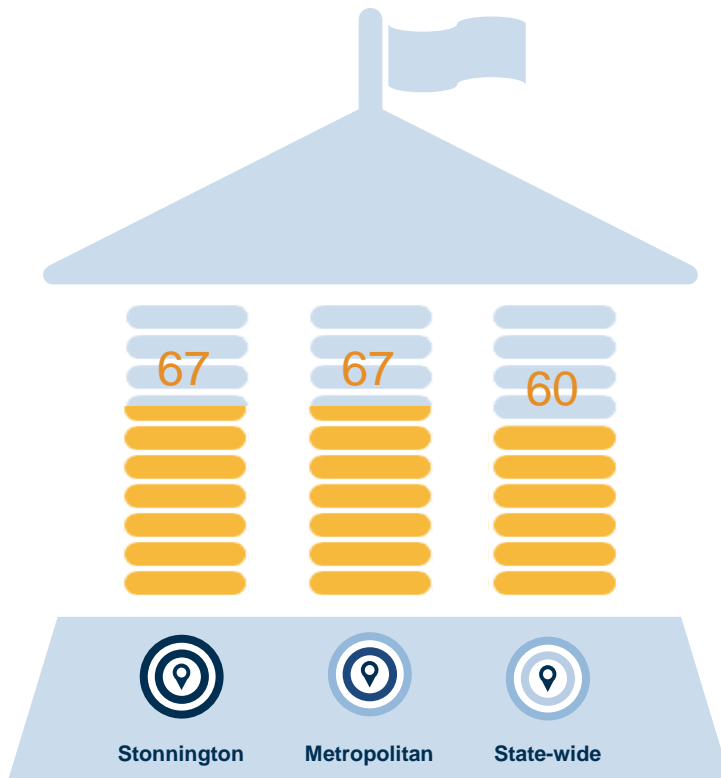


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<u>Art centres and libraries</u>	<u>74</u>		
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Stonnington City Council – at a glance



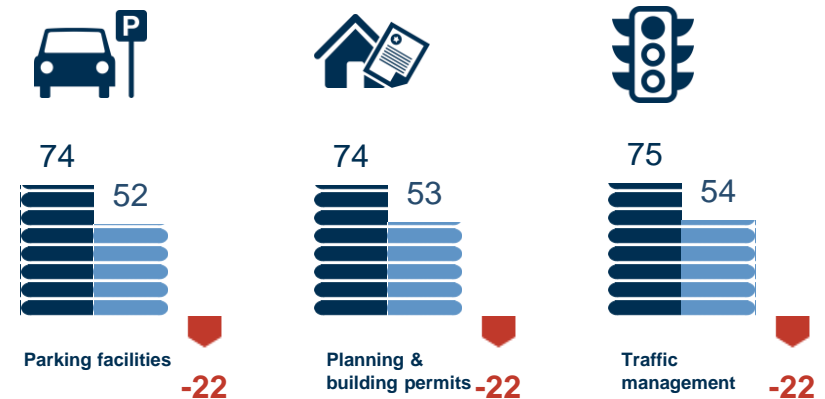
Overall Council performance

Results shown are index scores out of 100.

Top 3 performing areas



Top 3 areas for improvement



Importance Performance Net differential

A large, stylized letter 'W' graphic that serves as a background element. It is filled with a satellite night map of the United States, showing city lights and road networks. The 'W' is positioned on the right side of the slide, with its leftmost vertical stroke extending towards the center.

Background and objectives



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

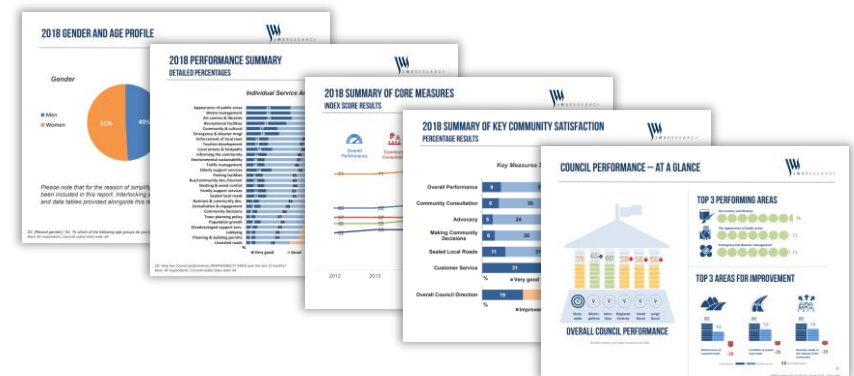
- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities and
- overall council direction.

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

Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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





Key findings and recommendations



Overall performance

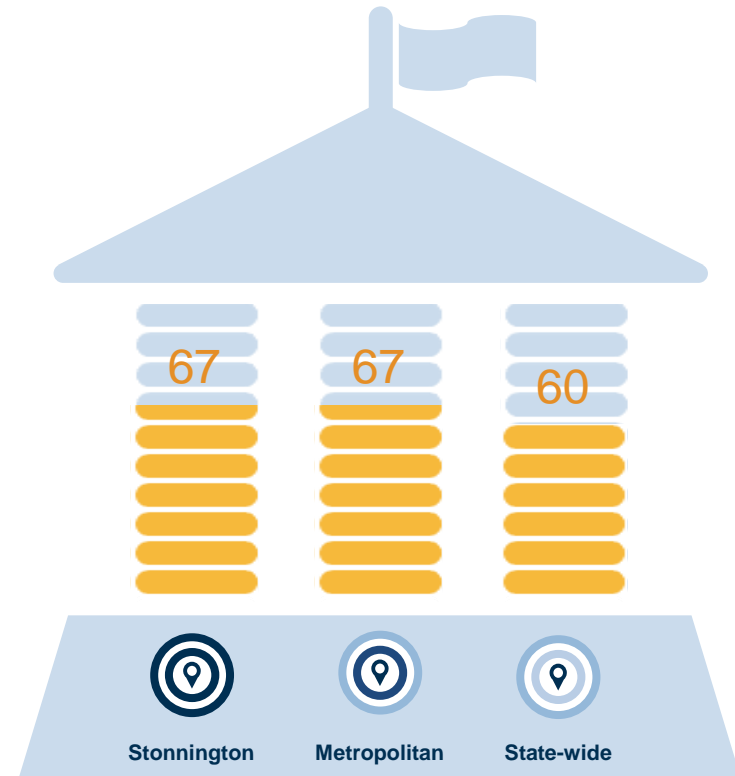
The overall performance index score of 67 for Stonnington City Council is unchanged from 2018. This halts the gradual decline in rated performance that has occurred since Council's peak index score of 73 in 2014.

Stonnington City Council's overall performance rating is equal to the average rating for councils in the Metropolitan group but significantly higher (at the 95% confidence interval) than the average for councils State-wide (index scores of 67 and 60 respectively).

- There are no significant differences among demographic or geographic cohorts compared to the council average.

Almost seven in ten (69%) residents rate Stonnington City Council's overall performance as 'very good' or 'good', compared to just 9% who rate it as 'very poor' or 'poor'. A further 22% sit mid-scale, rating Council's overall performance as 'average', and the remaining 1% 'can't say'.

Overall Council performance



Results shown are index scores out of 100.



Customer contact and service

Contact with council

Six in ten (60%) Stonnington City Council residents have had contact with Council in the last 12 months, similar to the 2018 result (63%).

- Residents aged 50 to 64 years have had the most contact with Council (81%, significantly higher than the council average).
- Conversely, residents aged 18 to 34 years have had significantly less contact with Council (47%).
- Two thirds (66%) of East Ward residents have had contact with Council, compared with a smaller majority in the South and North Wards (59% and 54% respectively).

The main method of contacting Council is by telephone (30%), followed by in person (22%) and via email (20%). After peaking at 27% in 2018, the rate of email contact has declined over the past 12 months.

Customer service

Stonnington City Council's customer service index of 75 represents a significant seven-point increase from its 2018 result. Council's performance on this measure is rated significantly higher than the average for councils State-wide and is in line with the Metropolitan group (index scores of 71 and 76 respectively).

Three in four (75%) who have had contact with Council rate its customer service as 'very good' (38%, up from 27% in 2018) or 'good' (37%).

- Significant improvements have occurred since 2018 among residents aged 18 to 34 years (customer service index score of 82, up 15 points), women (78, up nine points), those in the South Ward (75, up 10 points) and in the North Ward (75, up nine points).
- Residents aged 18 to 34 years rate Council's customer service significantly higher than average however this age group represents a small proportion of contacts (less than half had contacted Council, 47%).

By most recent contact method, customer service ratings are higher for in person and by telephone (index scores of 81 and 79 respectively) than via email (index score of 66).



Top performing areas and areas for improvement

Top performing areas

The top performing service areas (beyond customer service) for Stonnington City Council are:

- The appearance of public areas (index score of 76)
- Art centres and libraries (index score of 75)
- Waste management (index score of 73)
- Recreational facilities (index score of 73).

While these ratings are in line with the Metropolitan group average, Council performs significantly better than the State-wide average on the appearance of public areas, waste management and recreational facilities. Indeed, 19% of residents nominate 'parks and gardens' as the best thing about Stonnington City Council.

- Note, however, that performance on art centres and libraries has declined three points over the last year. This is largely driven by significantly lower ratings among 18 to 34 year olds and those in the East Ward, compared to last year.

Council performance on sealed local roads has significantly increased five points to an index score of 70, and is rated significantly higher than the State-wide average (index score of 56). Improved ratings among residents aged 18 to 34 and those in the South Ward are contributing to this overall increase.

Areas for improvement

The most significant decline in 2019 was a six-point drop in rated performance on business and community development and tourism (index score of 57). This follows a long period of stability for this service area (indices between 62 to 64 from 2013 until 2018). Council was rated significantly lower than the average for councils State-wide and among the Metropolitan group (index scores of 61 and 60 respectively).

- Significant declines occurred among South Ward residents (index score of 56, down 11 points) and men (index of 55, down eight points).

Council also experienced significant four-point declines in performance ratings for community and cultural activities (index score of 70), and for consultation and engagement (index score of 56).

Also in need of council attention are its lowest rated areas of parking facilities (index score of 52), planning and building permits, and advocacy (index score of 53 each). On parking, Council performs significantly lower than both State-wide and Metropolitan group averages (index scores of 56 and 55 respectively). Council also currently underperforms the Metropolitan group on advocacy (index score of 57).



Influences on perceptions of overall performance

The individual service area with the strongest influence on Council's overall performance rating (based on regression analysis) is decisions made in the interest of the community.

Council continues to perform relatively well in this area (index score of 58) and focused efforts to communicate Council's actions in this area have the capacity to lift overall perceptions of performance.

Other service areas with a more moderate positive influence on overall performance include:

- Planning and building permits
- Town planning
- Enforcement of local laws
- Community consultation.

Moving forward, attention should be paid to these areas, particularly to improving performance on consultation and engagement, which declined in 2019. In addition, planning and building permits is among the most important service areas to residents (index score of 74) but it is currently one of the lowest rated performance areas (index score of 53).

Council is already performing strongly on enforcement of local laws (index score above 60) and relatively well on town planning policy and efforts should be made to maintain this positive sentiment to drive positive overall perceptions of Council.

Other areas such as sealed local roads, recreational facilities, community and cultural activities and parking facilities have a more limited influence on overall perceptions of Council performance and, while some effort should be extended to these areas, there are greater gains to be made in attending to other aforementioned service areas.

Good communication and transparency about Council decisions, particularly around permits, planning and enforcement issues, in addition to improved community consultation and engagement, could help drive up overall opinion of Council's performance.



Focus areas for coming 12 months

Perceptions of Council's overall performance have remained steady over the past year, with significant improvements in the areas of customer service and sealed local roads.

In terms of priorities for the year ahead, Stonnington City Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance:

- Decisions made in the interest of the community
- Planning and building permits
- Town planning
- Enforcement of local laws
- Community consultation.

Council should also focus attention on service areas where current performance levels are low and significantly lower than the Metropolitan council average. These include advocacy (index score of 53) and parking facilities (index score of 52), particularly parking in the North Ward (index score of 46).

Key priorities should also include service areas where stated importance substantially exceeds rated performance:

- Parking facilities (margin of 22 points)
- Planning and building permits (margin of 22 points)
- Traffic management (margin of 22 points)
- Town planning policy (margin of 16 points).

More generally, consideration should also be given to residents aged 50 to 64 years, who appear to be driving negative opinion in a number of areas in 2019.

- It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 18 to 34 years and South Ward residents, and use these lessons to build on performance experience and perceptions.

On the positive side, Council should look to build upon its improved performance on sealed local roads and customer service over the next 12 months.



Further areas of exploration

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, 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 understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A 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

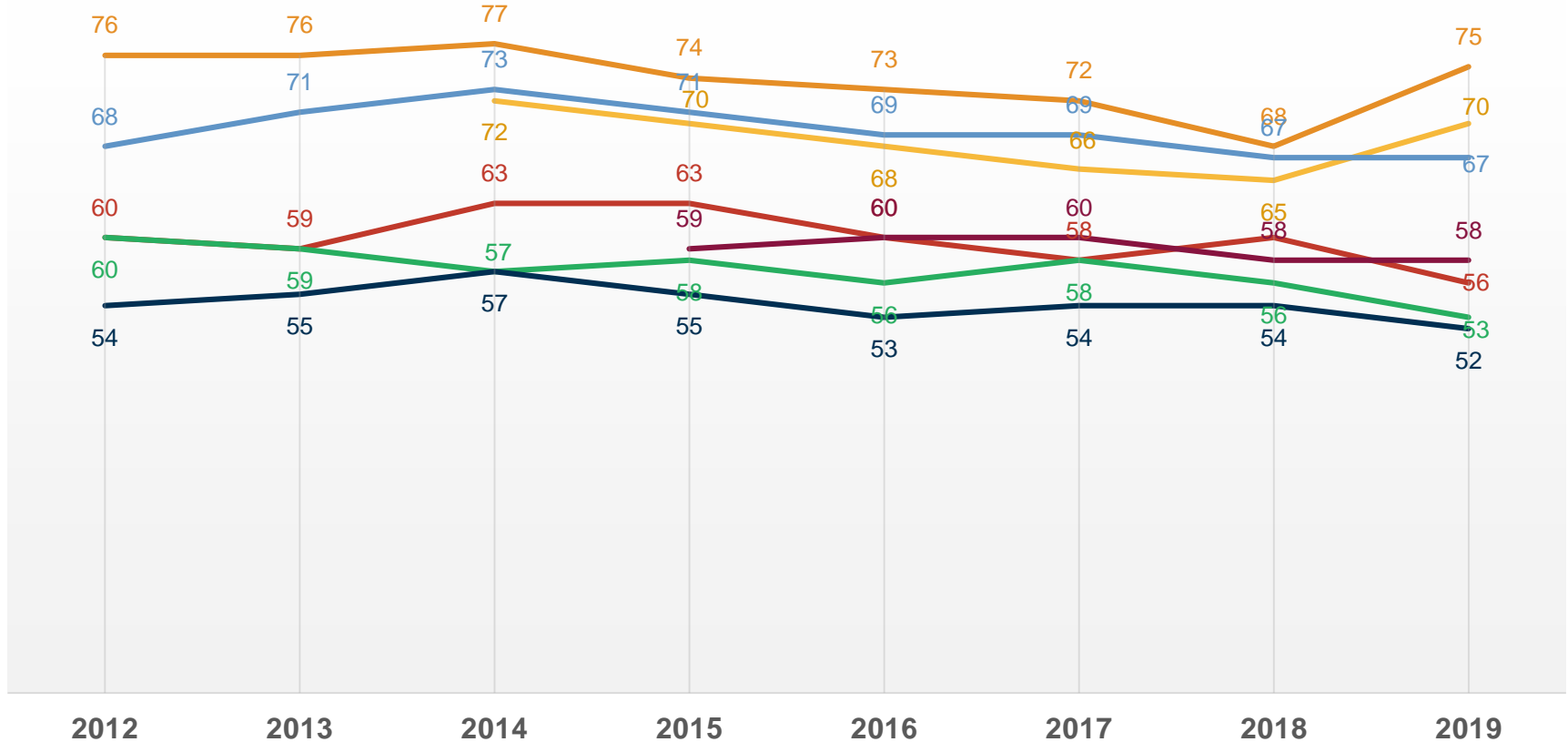


Summary of findings



Summary of core measures

Index scores





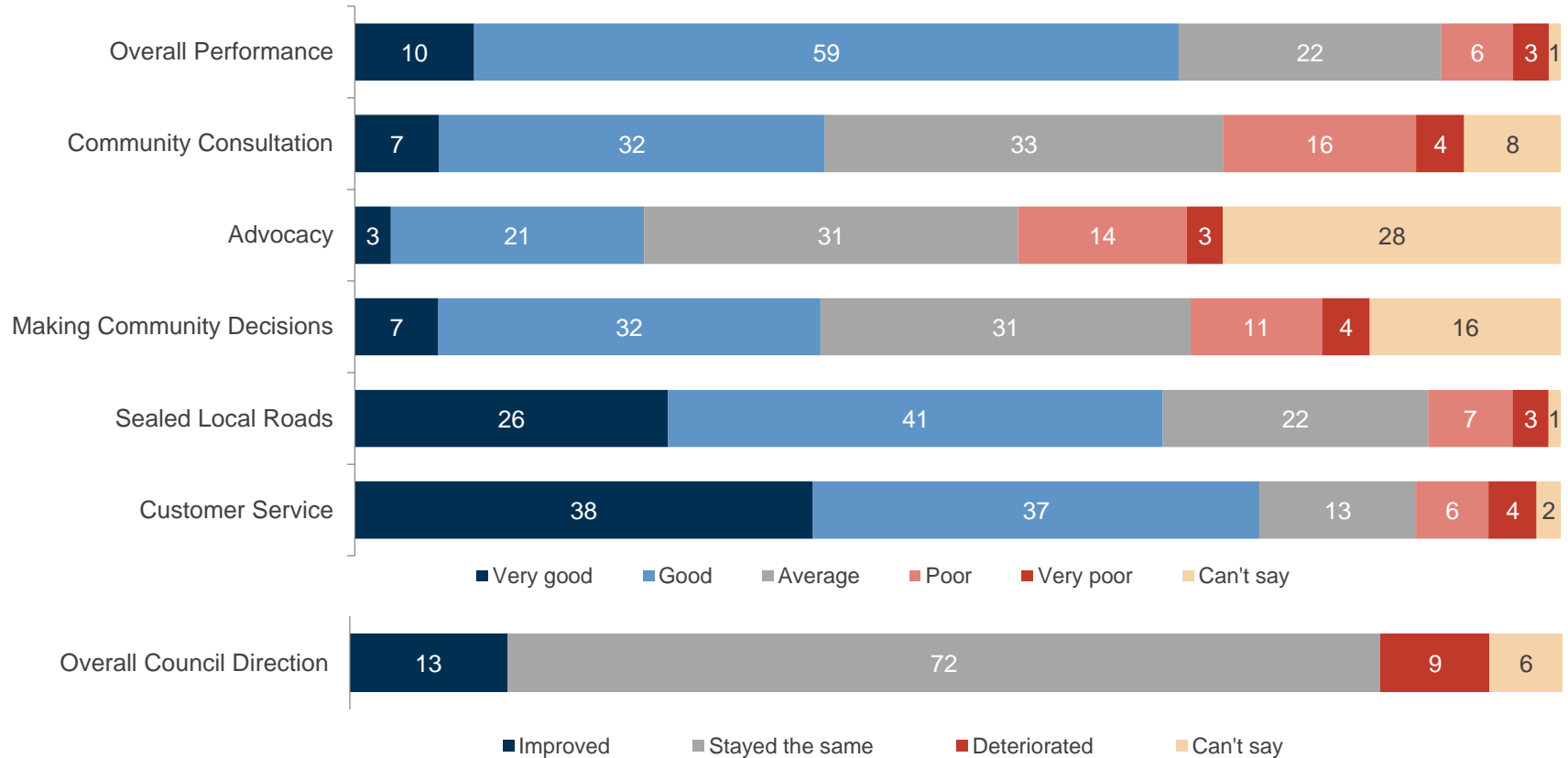
Summary of core measures

Performance Measures	Stonnington 2019	Stonnington 2018	Metro 2019	State-wide 2019	Highest score	Lowest score
Overall Performance	67	67	67	60	Aged 65+ years, Aged 18-34 years	Aged 50-64 years
Community Consultation (Community consultation and engagement)	56	60	58	56	Aged 35-49 years, South Ward	Aged 50-64 years
Advocacy (Lobbying on behalf of the community)	53	56	57	54	Aged 18-34 years	Aged 50-64 years
Making Community Decisions (Decisions made in the interest of the community)	58	58	60	55	Aged 18-34 years, South Ward	Aged 50-64 years
Sealed Local Roads (Condition of sealed local roads)	70	65	69	56	Aged 18-34 years	Aged 50-64 years
Customer Service	75	68	76	71	Aged 18-34 years	Aged 35-49 years
Overall Council Direction	52	54	55	53	South Ward	Aged 50-64 years



Summary of key community satisfaction

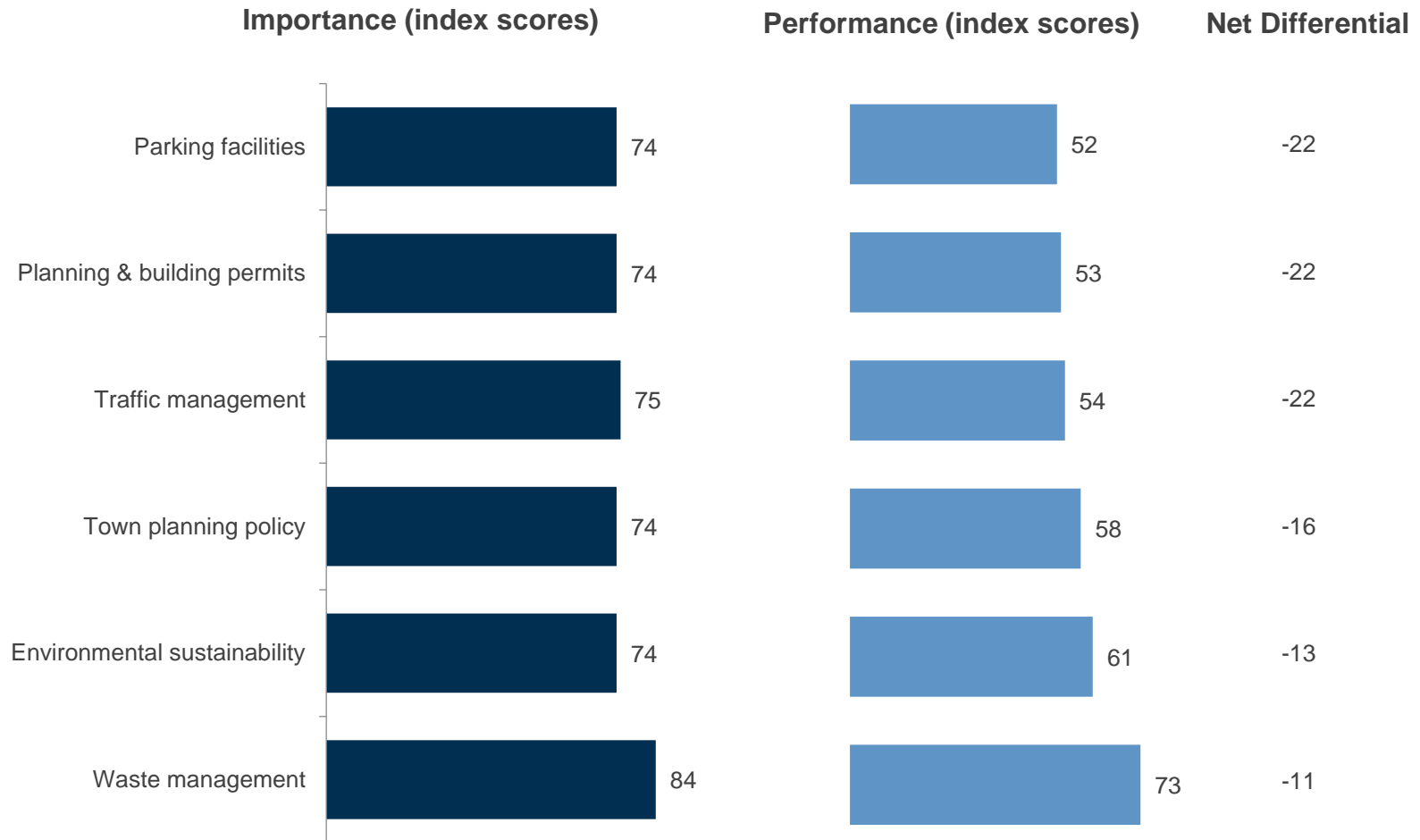
Key measures summary results (%)





Individual service areas importance vs performance

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





Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.
- The charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

The regressions are shown on the following two charts.

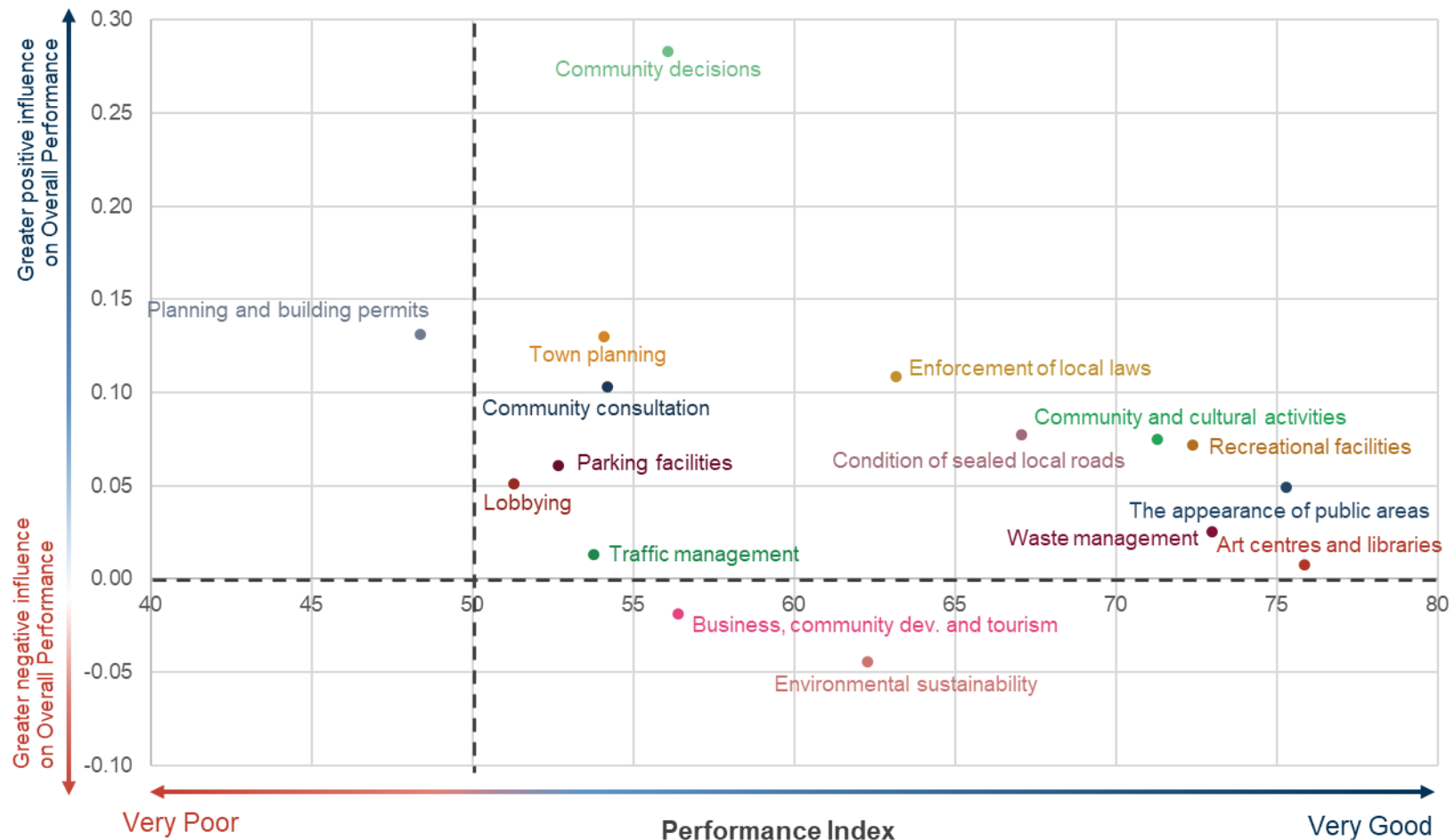
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2019 regression analysis (all service areas)

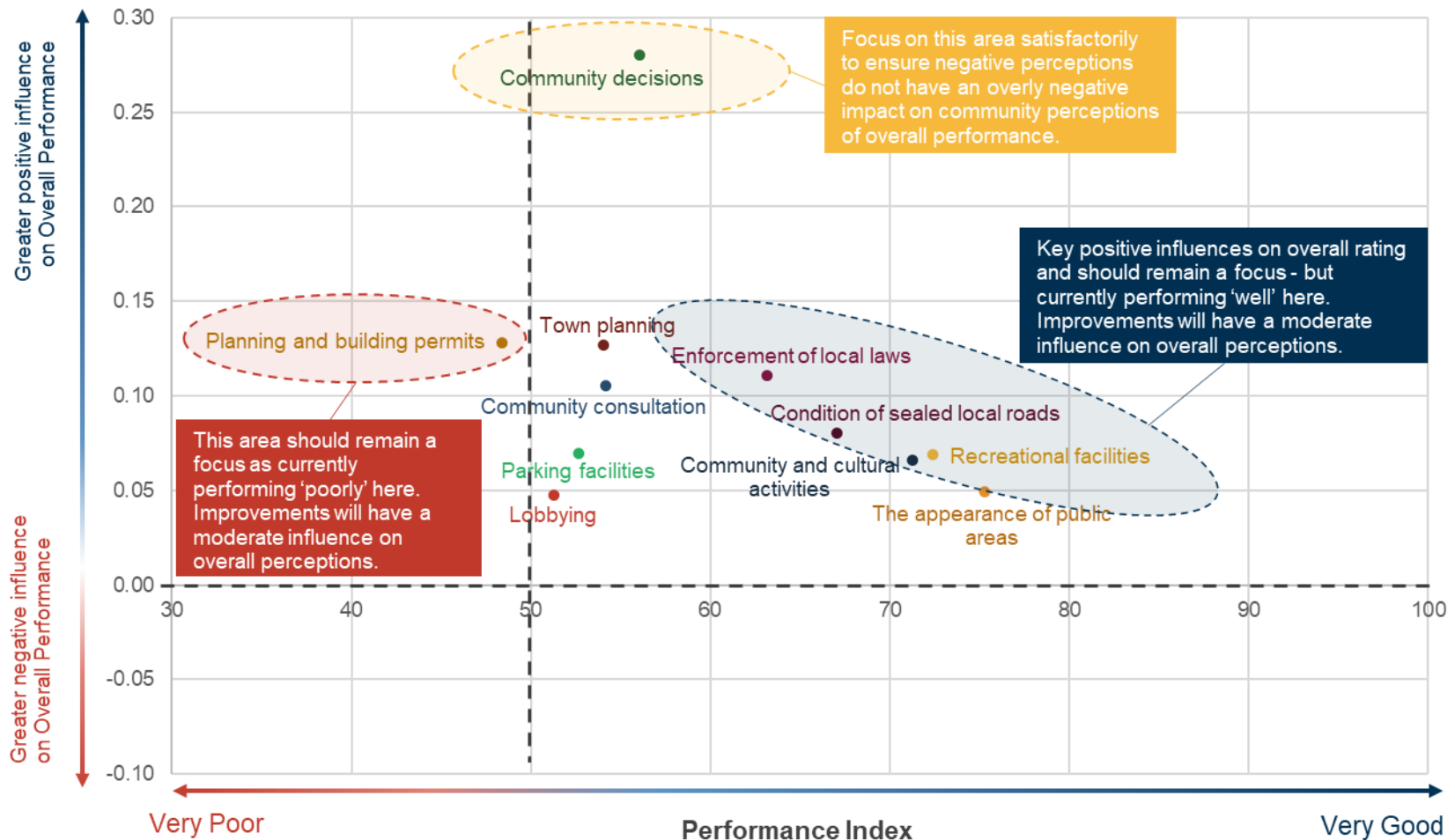


The multiple regression analysis model above (all service areas) has an R-squared value of 0.611 and adjusted R-square value of 0.603, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 73.56$. 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

2019 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.528 and adjusted R-square value of 0.515, which means that 53% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 39.58$.



Individual service area importance

2019 individual service area importance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Waste management	84	n/a	n/a	n/a	82	82	83	80
Traffic management	75	n/a	n/a	n/a	75	73	75	75
Environmental sustainability	74	72	72	71	72	72	71	68
Parking facilities	74	n/a	n/a	n/a	75	71	73	75
Planning & building permits	74	n/a	n/a	n/a	74	76	78	78
Appearance of public areas	74	73	75	n/a	71	72	74	75
Town planning policy	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	72	69	73	n/a	70	71	69	70
Art centres & libraries	70	68	68	71	71	70	72	69
Recreational facilities	70	72	72	n/a	71	71	72	71
Community & cultural	60	61	64	65	59	60	61	60
Bus/community dev./tourism	56	55	61	59	57	56	57	55

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

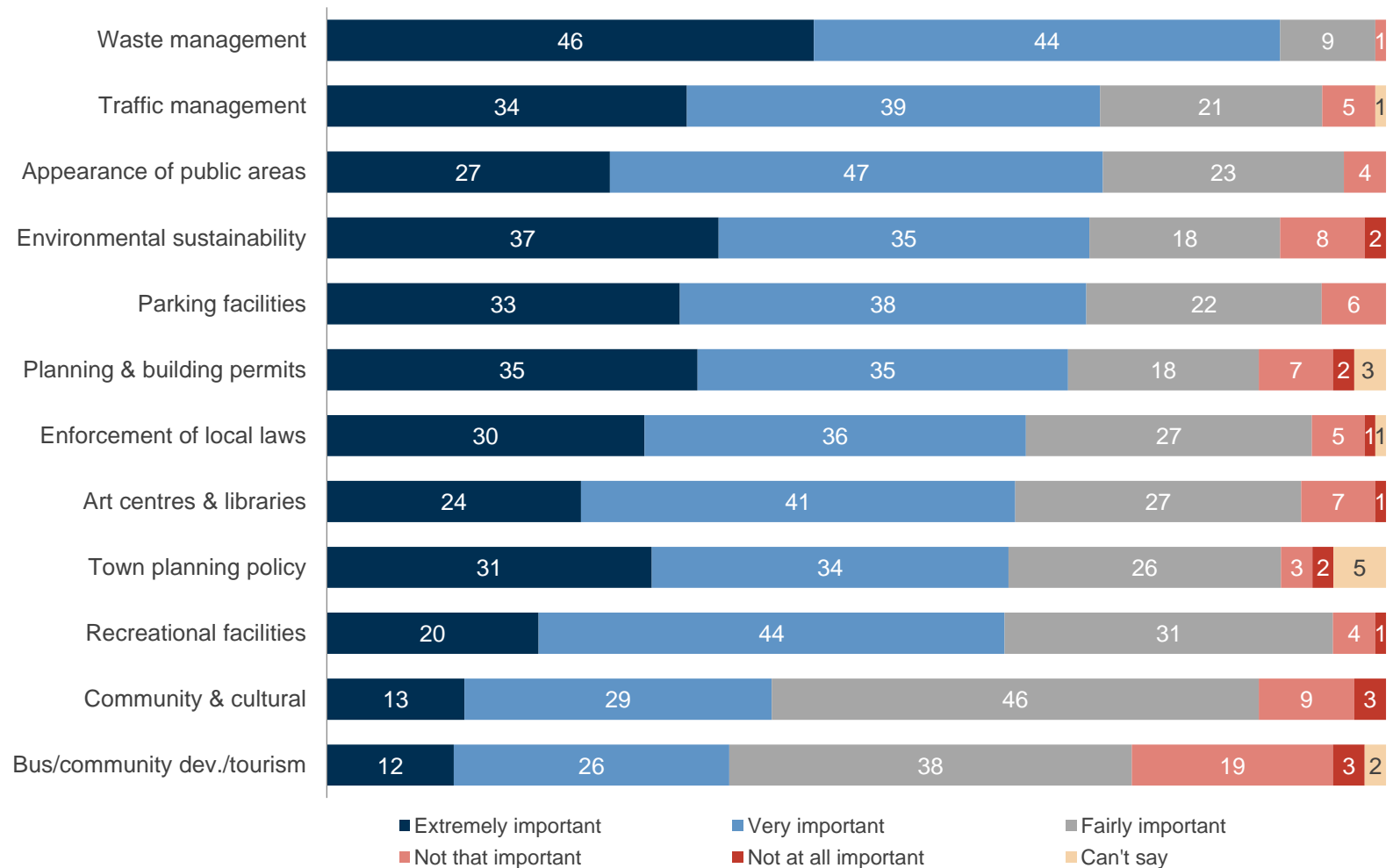
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 10

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



Individual service area importance

2019 individual service area importance (%)





Individual service area performance

2019 individual service area performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	76	74	77	n/a	80	77	78	76
Art centres & libraries	75	78	78	76	78	78	77	73
Waste management	73	n/a	n/a	n/a	79	79	79	75
Recreational facilities	73	70	74	n/a	76	74	75	74
Community & cultural	70	74	74	75	73	75	72	71
Sealed local roads	70	65	66	68	70	72	n/a	n/a
Enforcement of local laws	65	65	71	n/a	69	72	68	67
Environmental sustainability	61	61	63	65	63	64	65	62
Town planning policy	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	58	58	60	60	59	n/a	n/a	n/a
Bus/community dev./tourism	57	63	64	63	62	63	62	58
Consultation & engagement	56	60	58	60	63	63	59	60
Traffic management	54	n/a	n/a	n/a	57	58	58	58
Lobbying	53	56	58	56	58	57	59	60
Planning & building permits	53	n/a	n/a	n/a	55	56	55	52
Parking facilities	52	n/a	n/a	n/a	56	59	57	55

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

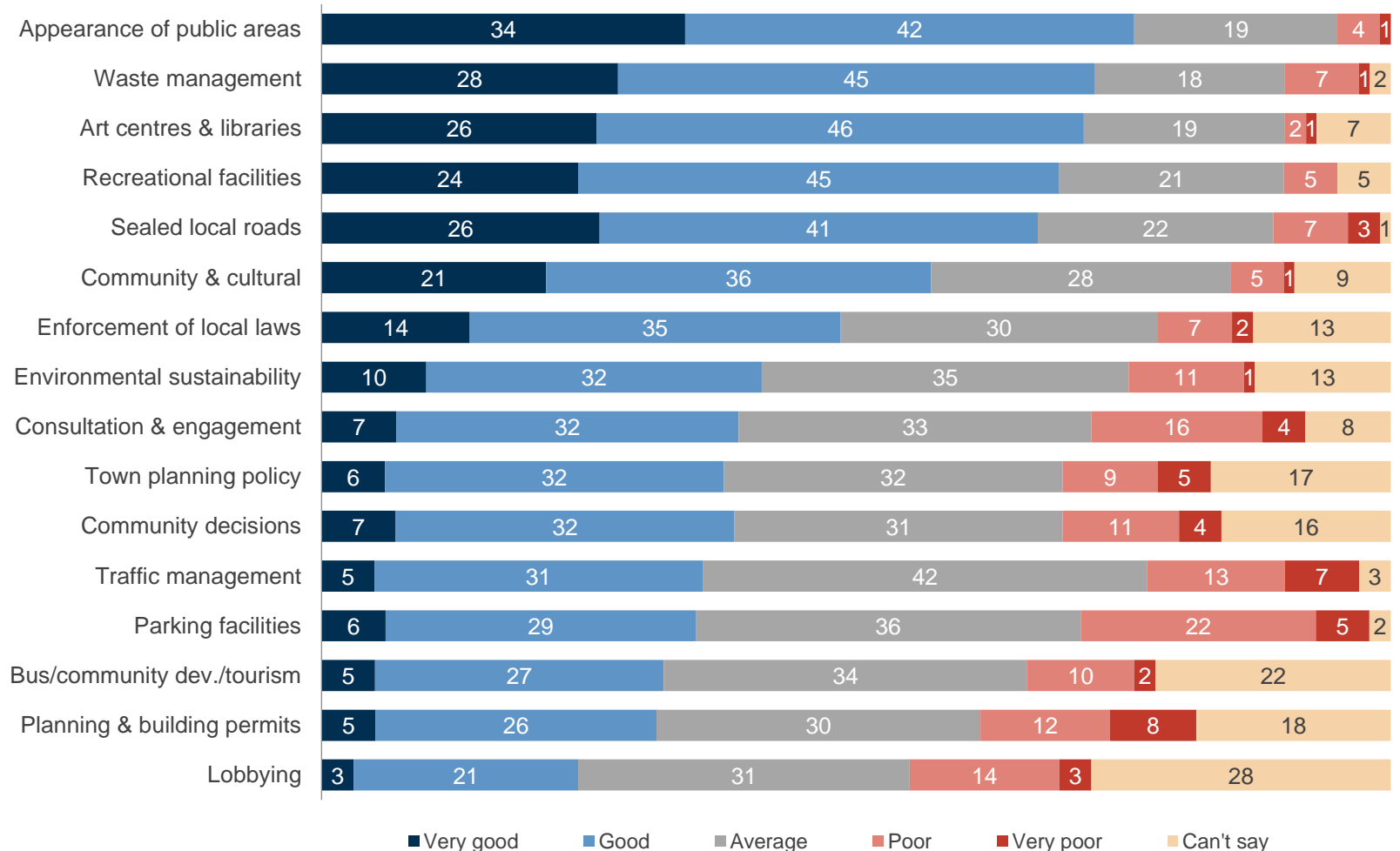
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



Individual service area performance

2019 individual service area performance (%)



Individual service area performance vs State-wide average



Significantly Higher than State-wide Average

- Recreational facilities
- Appearance of public areas
- Waste management
- Town planning policy
- Making community decisions
- Sealed local roads

Significantly Lower than State-wide Average

- Traffic management
- Parking facilities
- Bus/community dev./tourism



Individual service area performance vs group average

Significantly Higher than Group Average

- Not applicable

Significantly Lower than Group Average

- Lobbying
- Traffic management
- Parking facilities
- Bus/community dev./tourism
- Environmental sustainability



Best things about Council

2019 best things about Council (%) - Top mentions only -

		2018	2017	2016	2015	2014	2013	2012
Parks and Gardens	19	24	24	15	21	16	n/a	n/a
Community Facilities	11	9	7	13	12	14	n/a	n/a
Public Areas	11	10	13	6	11	9	n/a	n/a
Community/Public Events/Activities	11	5	7	13	4	10	n/a	n/a
Cultural Activities	8	5	7	13	6	6	n/a	n/a
Recreational/Sporting Facilities	8	8	8	3	6	10	n/a	n/a
Road/Street Maintenance	7	6	8	9	8	9	n/a	n/a
Waste Management	6	4	4	5	6	5	n/a	n/a
Customer Service	6	7	8	7	n/a	n/a	n/a	n/a
Development	5	4	2	2	1	1	n/a	n/a

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: 21 Councils asked group: 8

Note: Significant differences have not been applied to this chart.

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



Areas for improvement

2019 areas for improvement (%) - Top mentions only -

		2018	2017	2016	2015	2014	2013	2012
Parking Availability	15	5	3	8	12	8	n/a	n/a
Traffic Management	13	5	5	7	17	7	n/a	n/a
Development - Inappropriate/Over Development	11	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community Consultation	9	8	7	5	3	8	n/a	n/a
Waste Management	9	6	2	3	4	6	n/a	n/a
Environmental Issues	9	6	5	4	5	3	n/a	n/a
Town Planning/Permits/Red Tape	7	2	4	3	3	4	n/a	n/a
Communication	7	2	9	11	8	7	n/a	n/a
Nothing	6	9	11	12	11	15	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 10

Note: Significant differences have not been applied to this chart.

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

DETAILED FINDINGS



Overall performance



Overall performance

2019 overall performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
65+	69	69	66	70	72	78	71	73
18-34	69	69	74	70	75	74	72	69
North Ward	67	66	70	n/a	68	72	65	n/a
Women	67	69	72	70	71	74	71	67
East Ward	67	68	69	n/a	73	73	74	n/a
Stonnington	67	67	69	69	71	73	71	68
Metro	67	65	64	66	67	n/a	n/a	n/a
Men	66	66	67	68	71	72	70	69
South Ward	66	68	69	n/a	71	73	69	n/a
35-49	64	64	67	71	68	69	69	61
50-64	62	65	66	65	64	68	70	68
State-wide	60▼	59	59	59	60	61	60	60

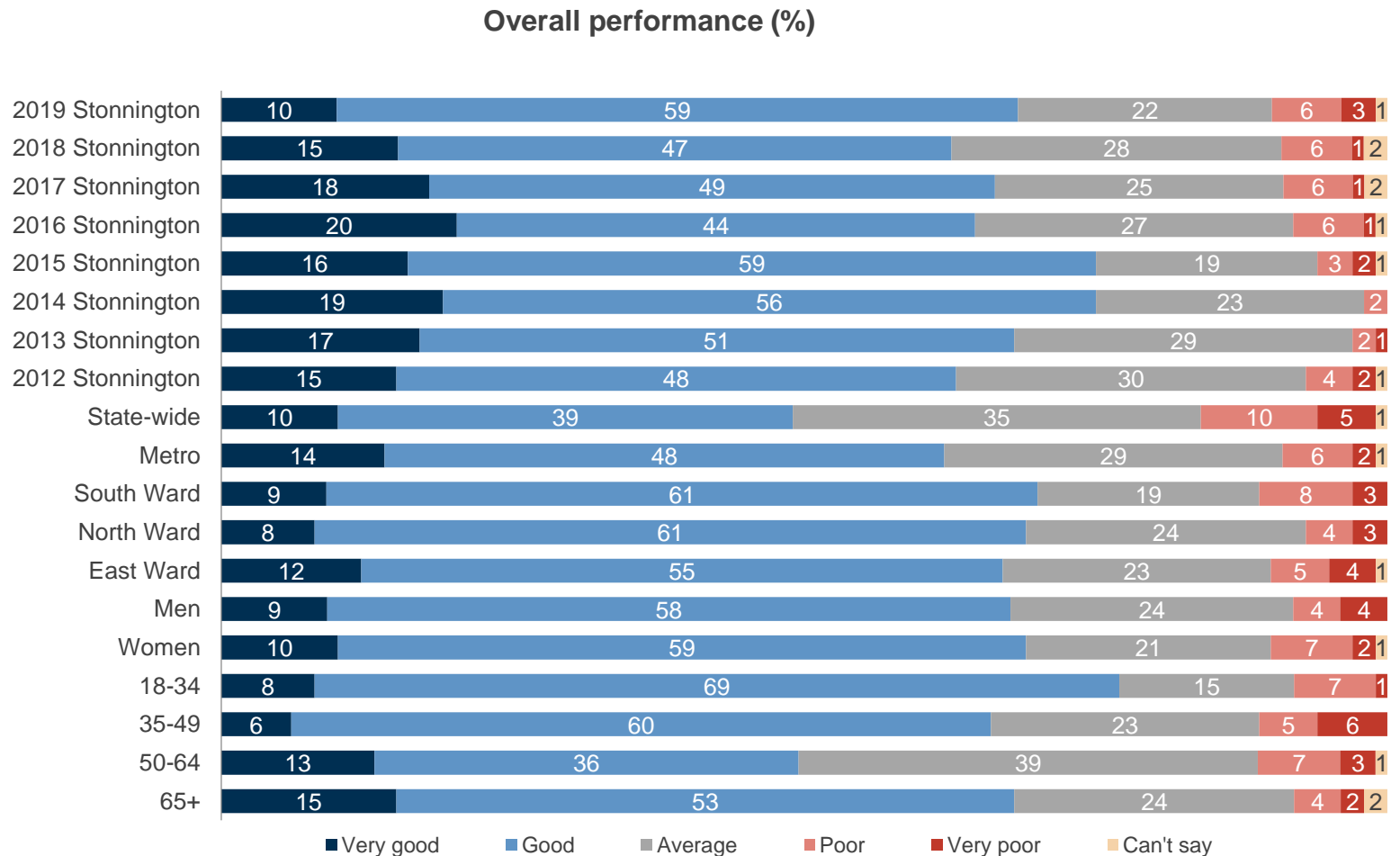
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Stonnington City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



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: 63 Councils asked group: 14

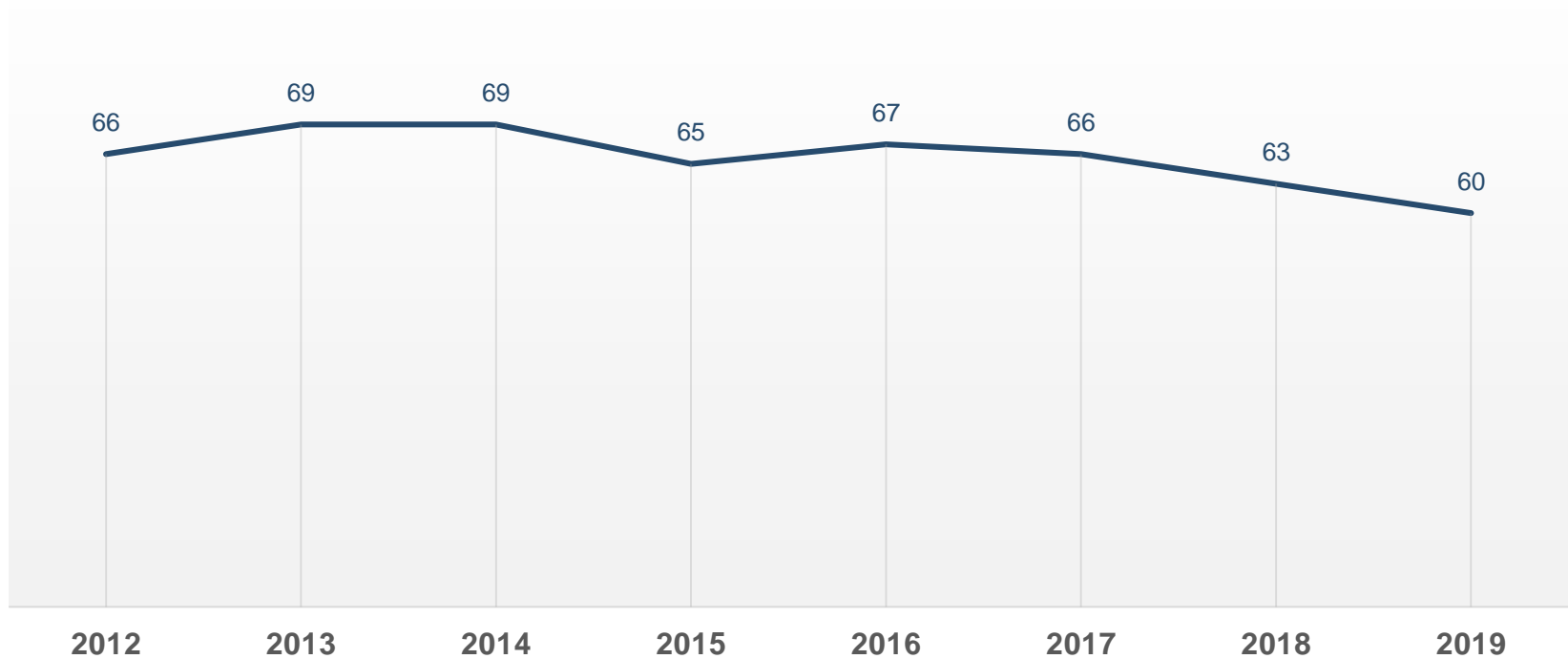


Customer service



Contact with council

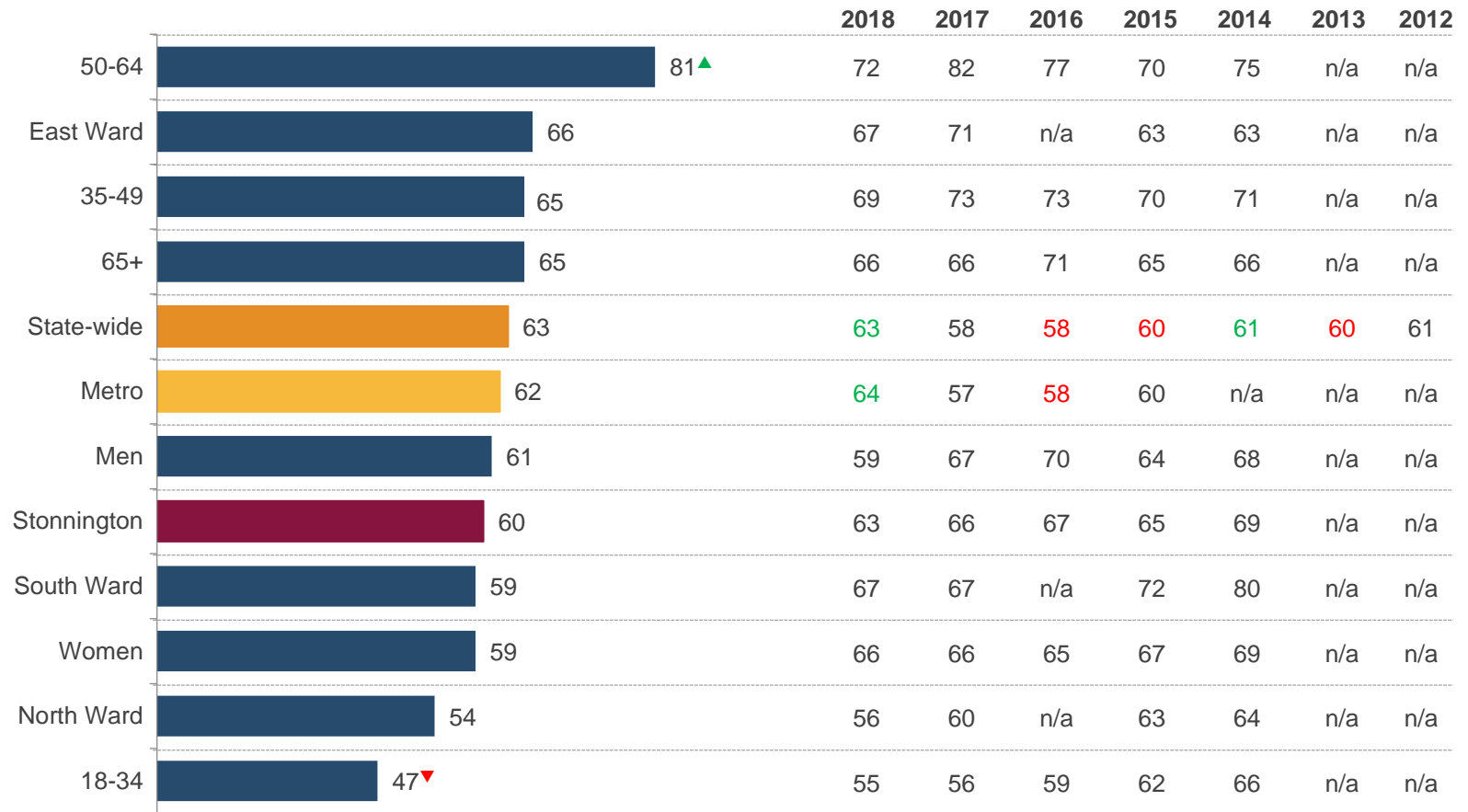
2019 contact with council (%)
Have had contact





Contact with council

2019 contact with council (%)



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

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

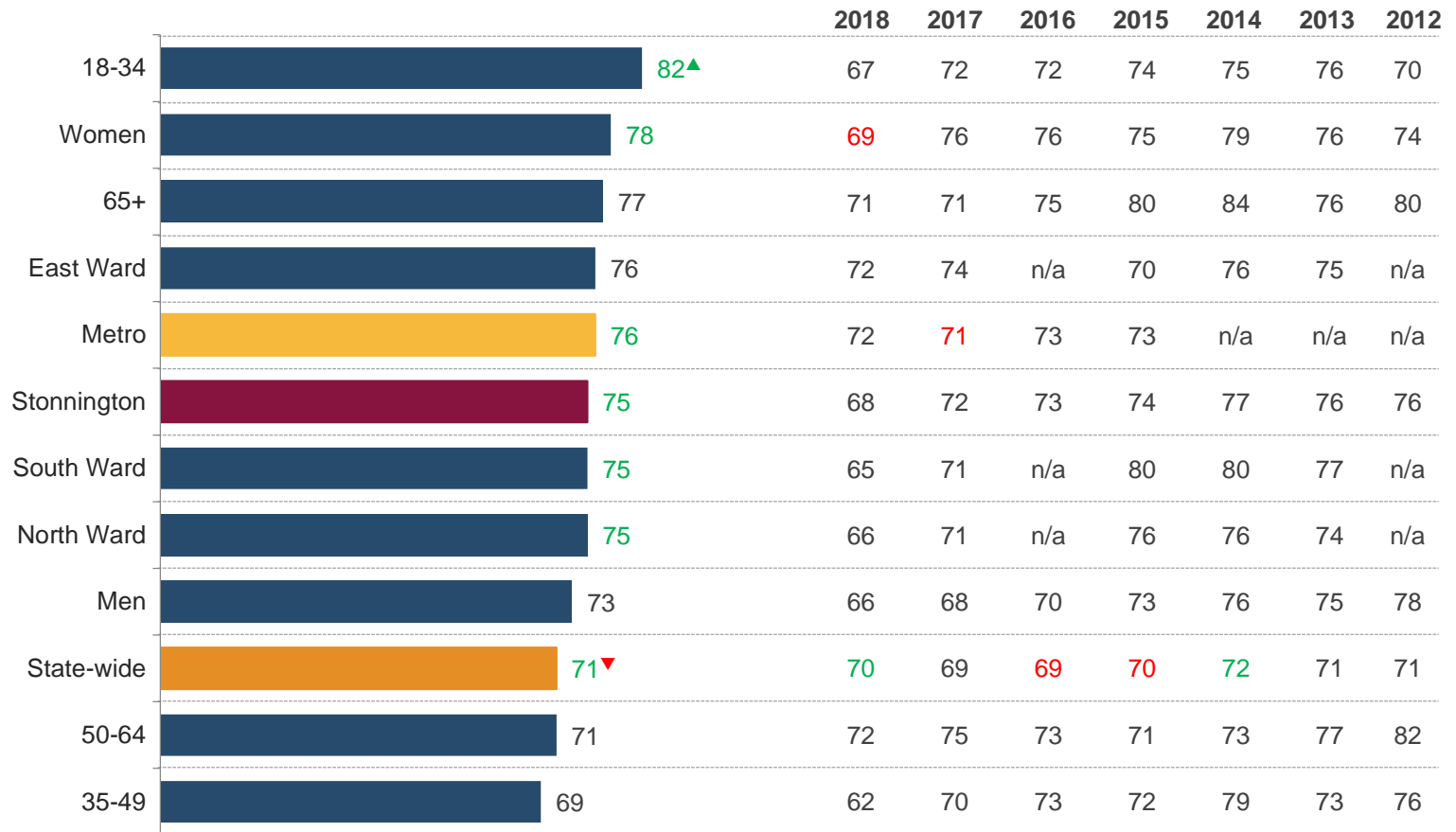
Note: Please see Appendix A for explanation of significant differences.

Some data may be missing for 2012 and 2013 due to a change in demographic analysis.



Customer service rating

2019 customer service rating (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.

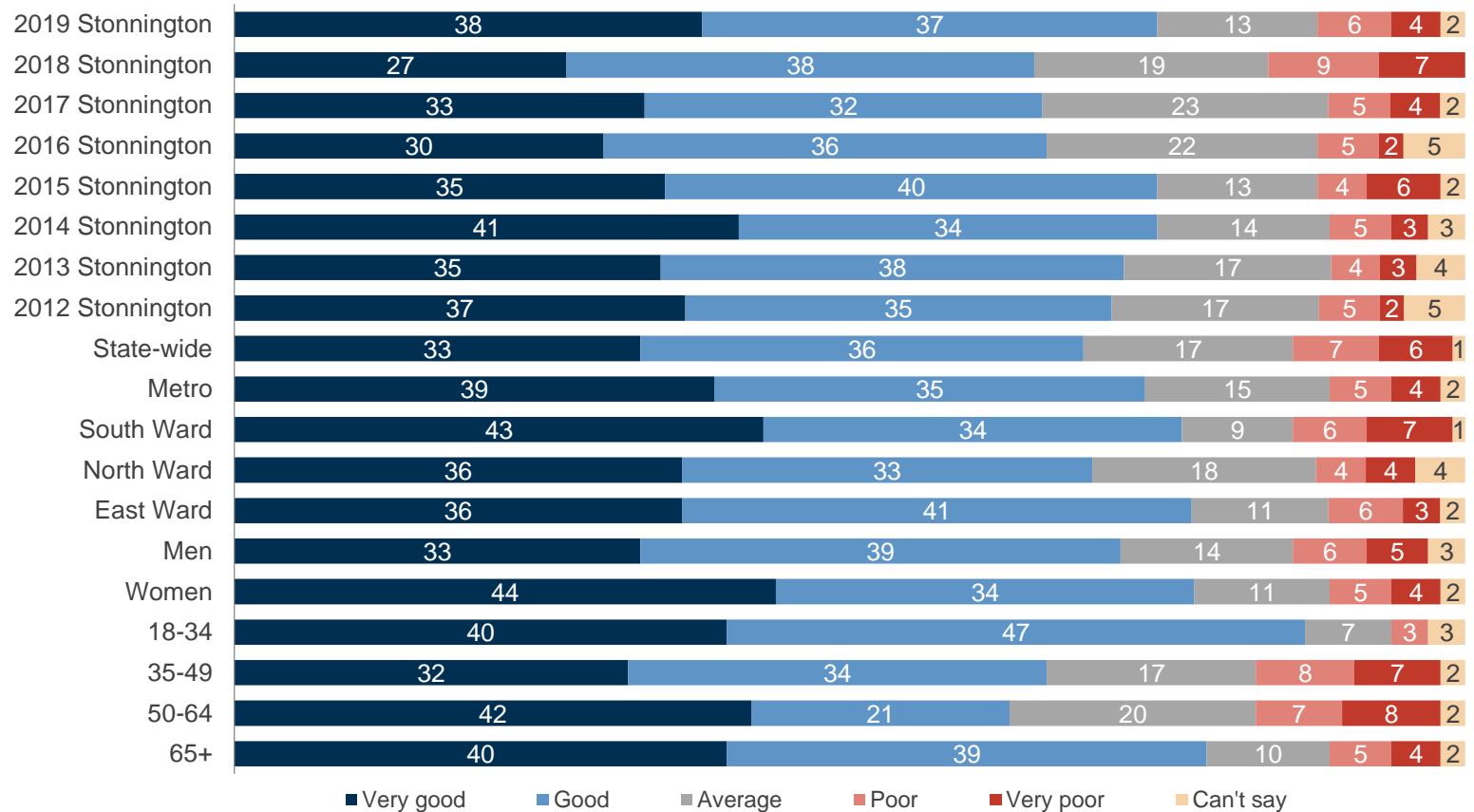
Councils asked state-wide: 63 Councils asked group: 14

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



Customer service rating

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: 63 Councils asked group: 14



Method of contact with council

2019 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



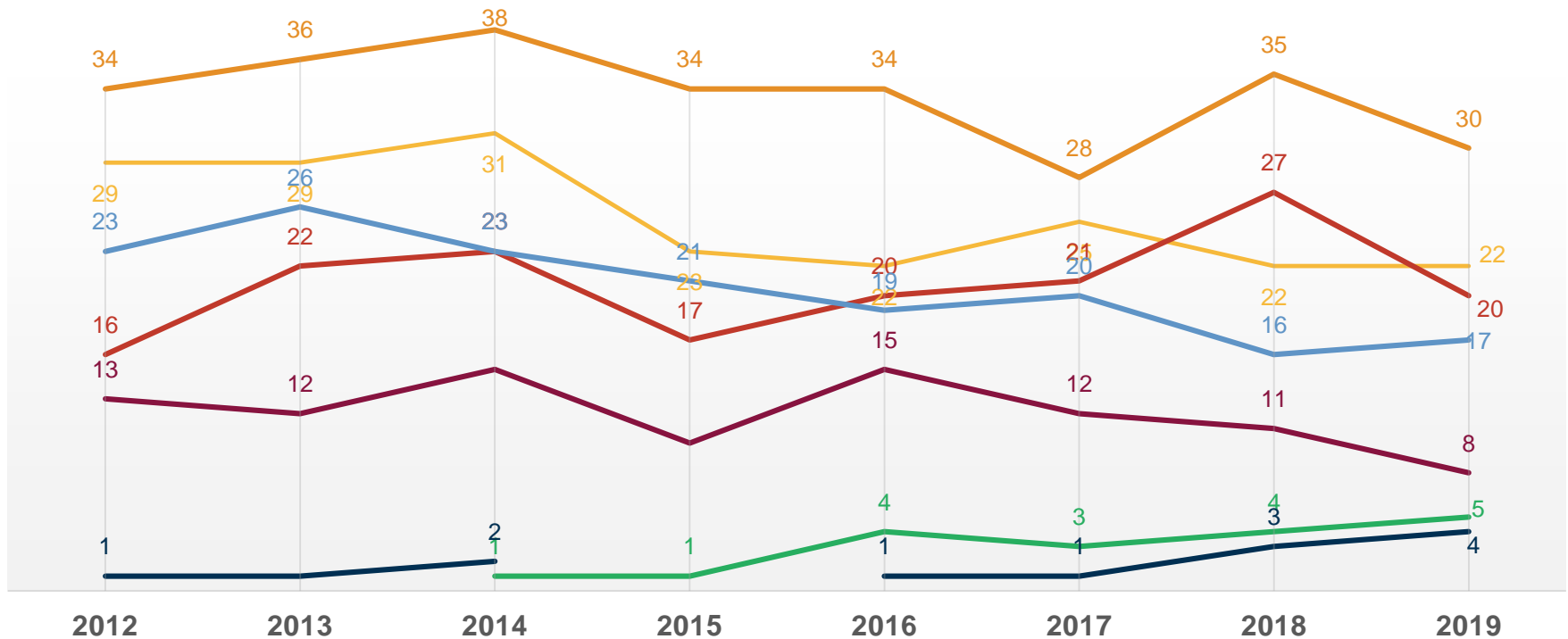
By Email



Via Website



By Social Media



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

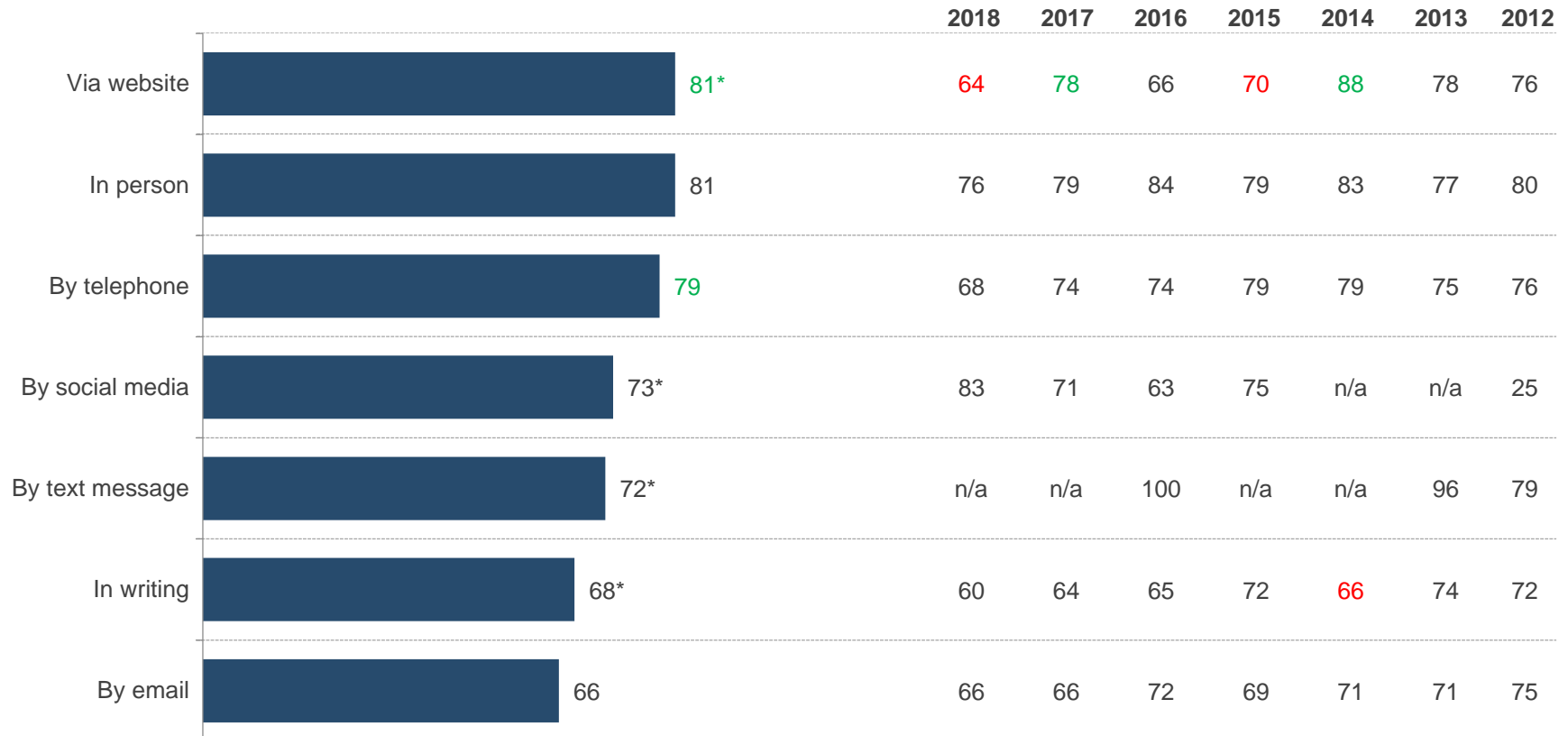
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

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



Customer service rating by method of last contact

2019 customer service rating (index score 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: 63 Councils asked group: 14

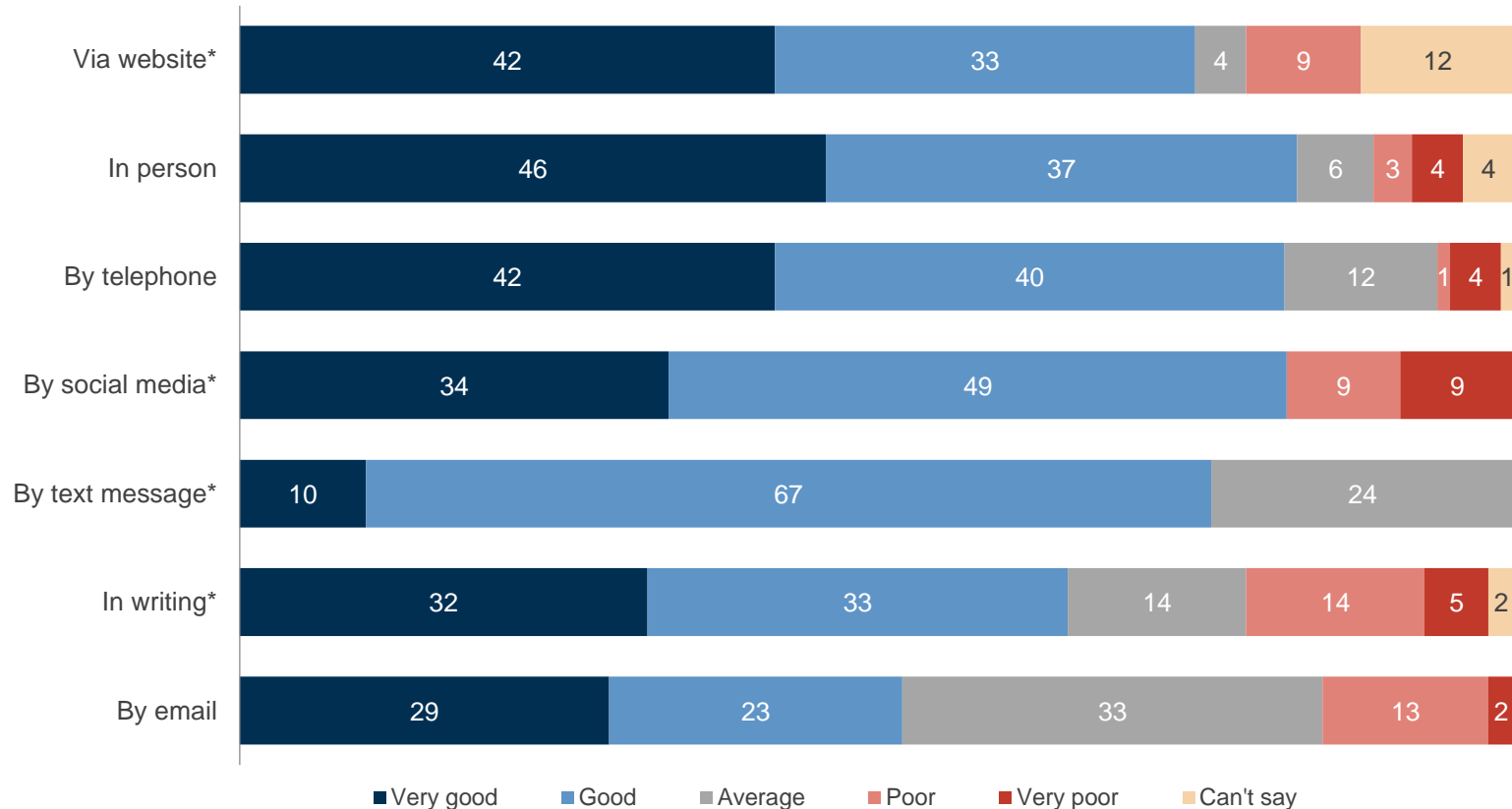
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2019 customer service rating (% 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: 25 Councils asked group: 6

*Caution: small sample size < n=30

A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite image of the Western United States, showing state boundaries and major cities. The letter is dark blue and occupies the right half of the page.

Council direction



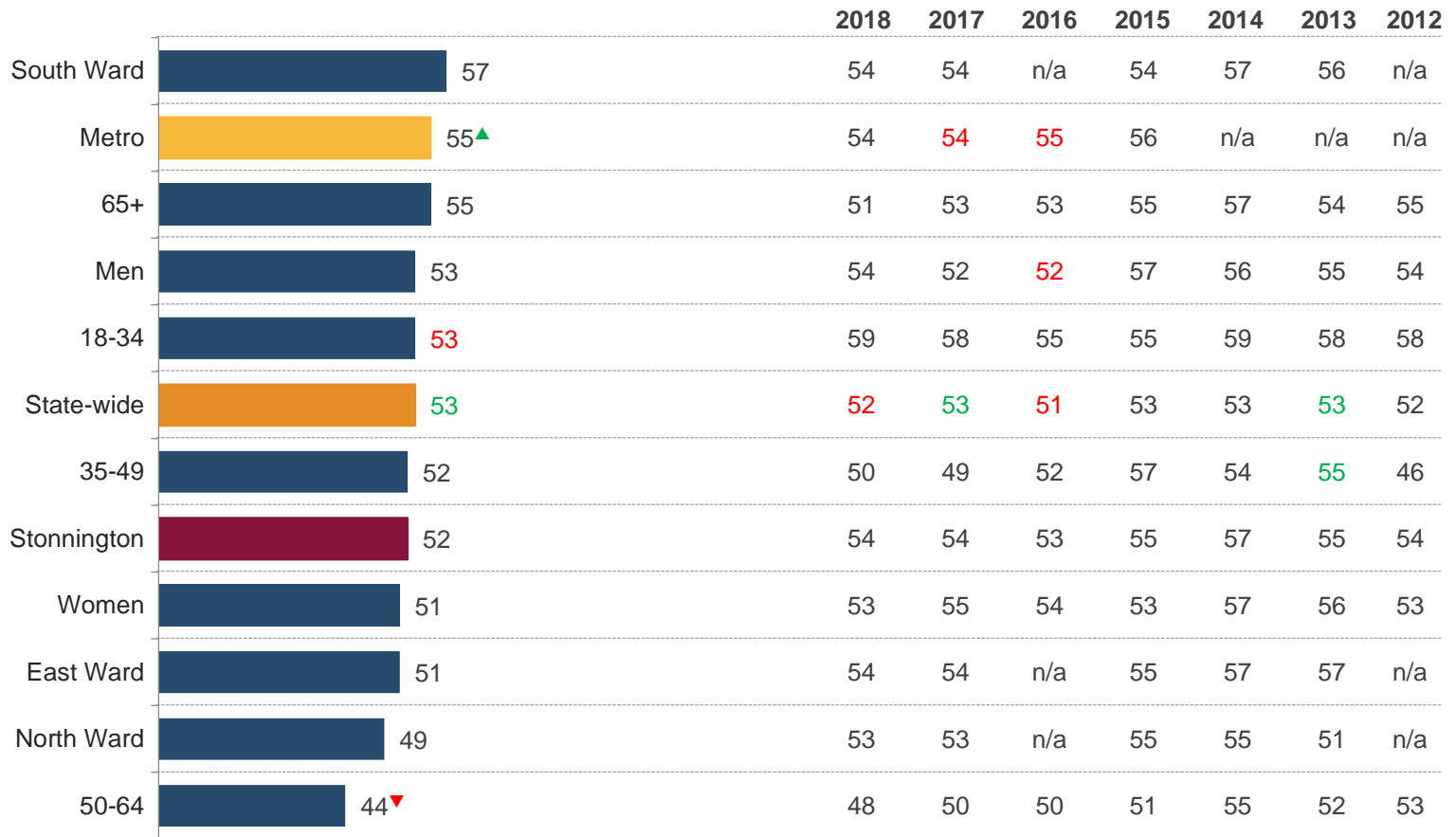
Council direction summary

Council direction	<ul style="list-style-type: none"> • 72% stayed about the same, up 2 points on 2018 • 13% improved, down 2 points on 2018 • 9% deteriorated, up 1 point on 2018
Most satisfied with Council direction	<ul style="list-style-type: none"> • South Ward residents
Least satisfied with Council direction	<ul style="list-style-type: none"> • Aged 50-64 years



Overall council direction last 12 months

2019 overall direction (index scores)



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

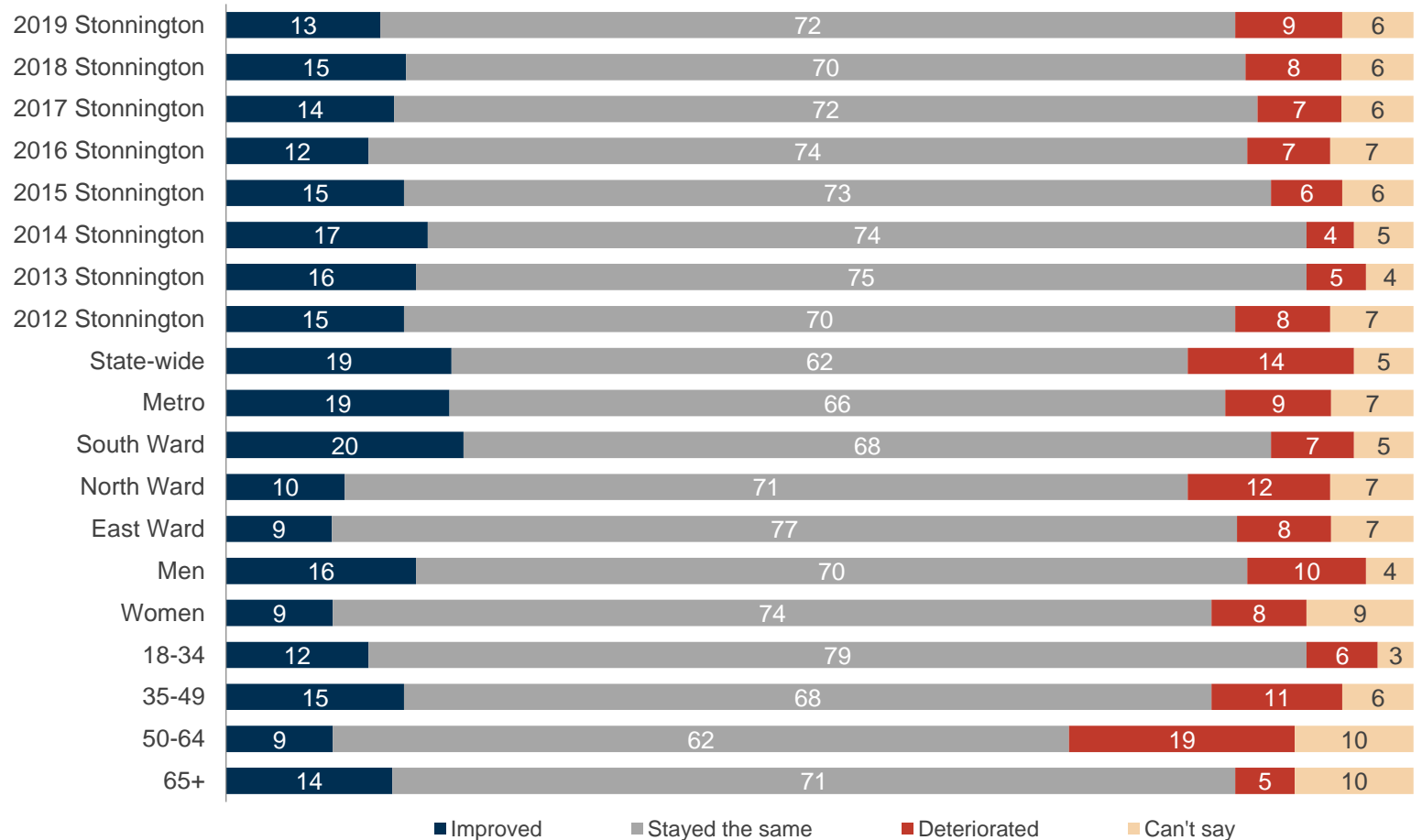
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



Overall council direction last 12 months

2019 overall council direction (%)



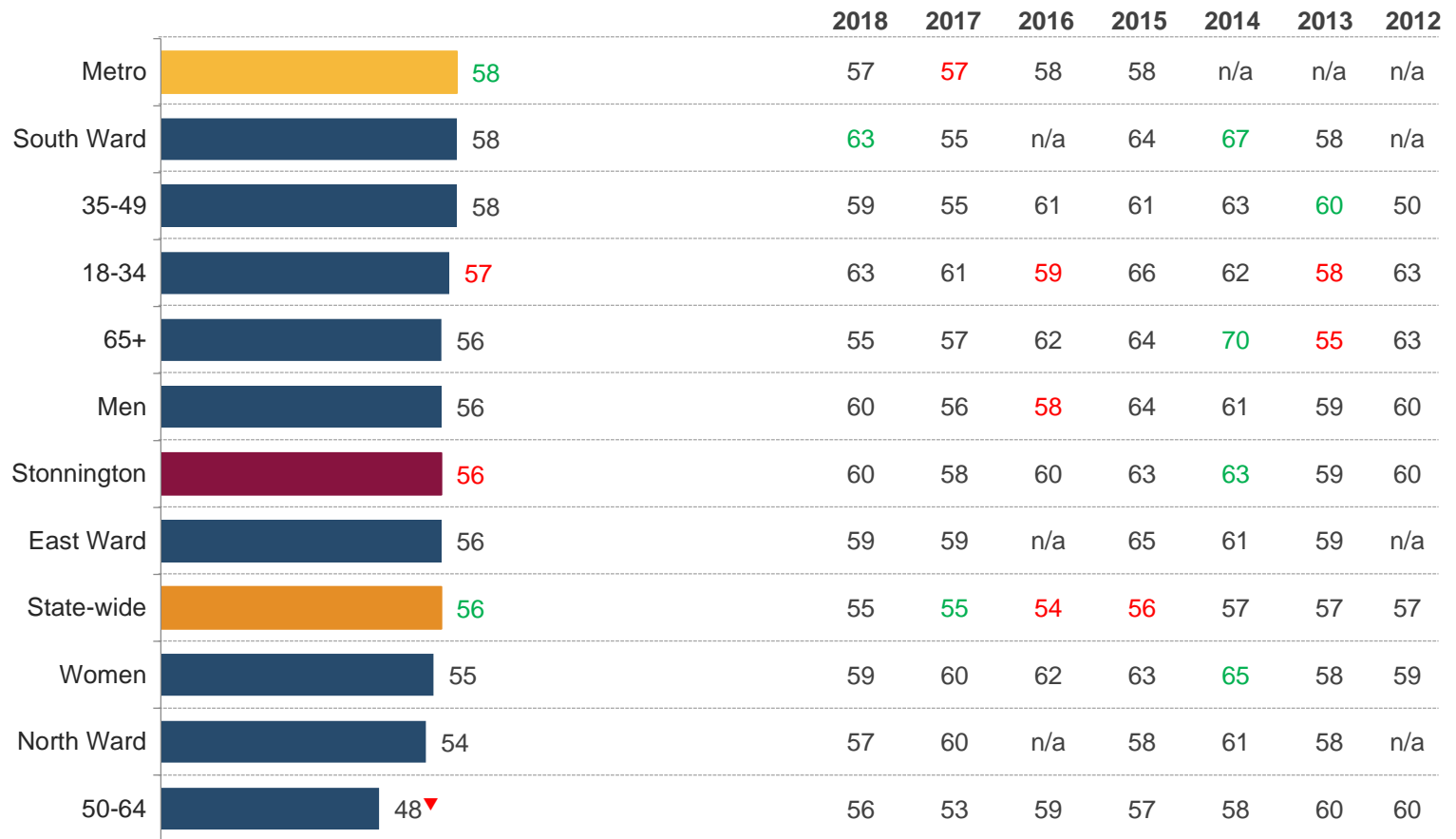
A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite image of the Western United States, showing state boundaries and major cities. The 'W' is dark blue and black, with the satellite imagery visible within its strokes. The text 'Individual service areas' is positioned in the lower-left quadrant of the slide.

Individual service areas



Community consultation and engagement performance

2019 Consultation and engagement performance (index scores)



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

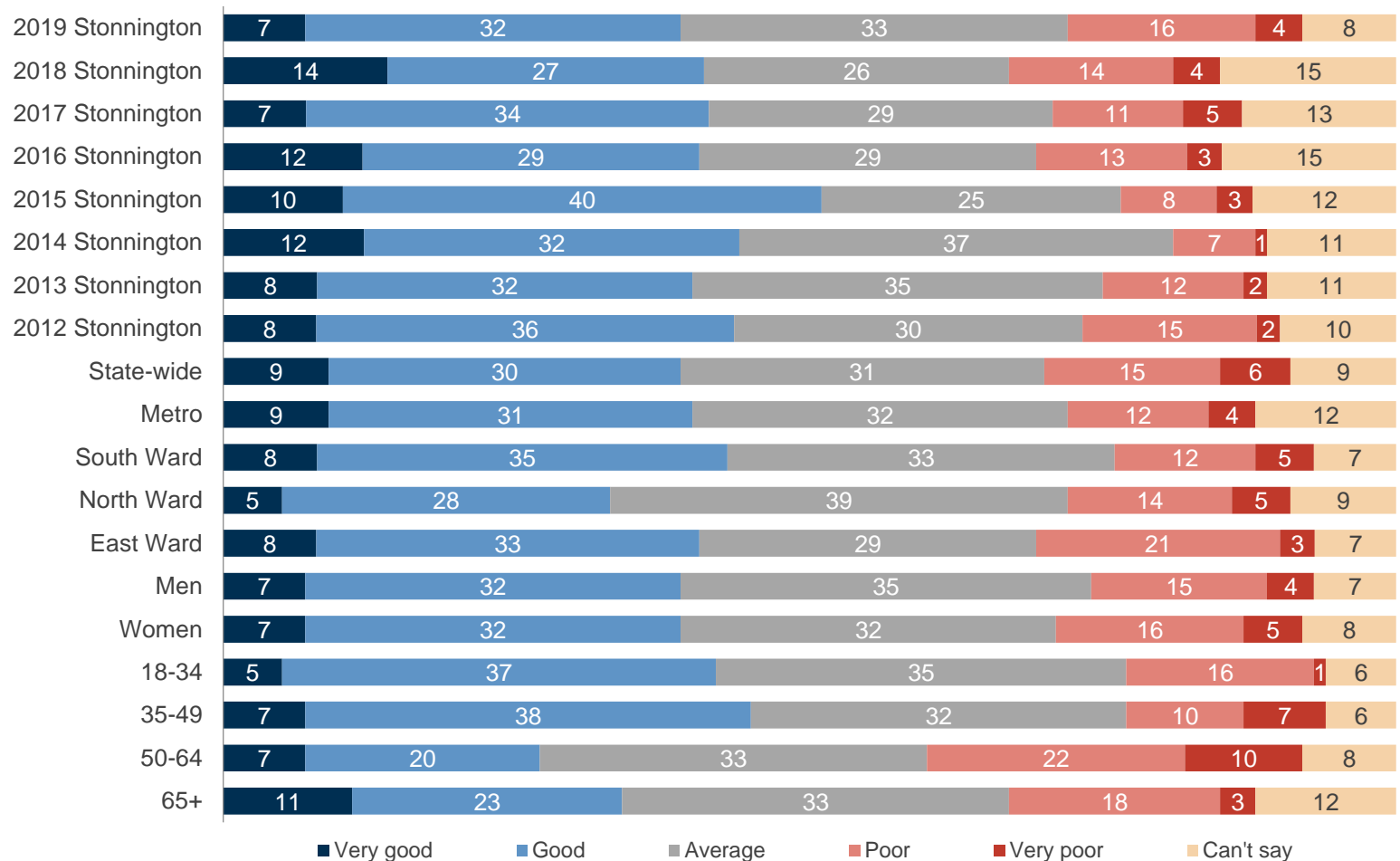
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



Community consultation and engagement performance

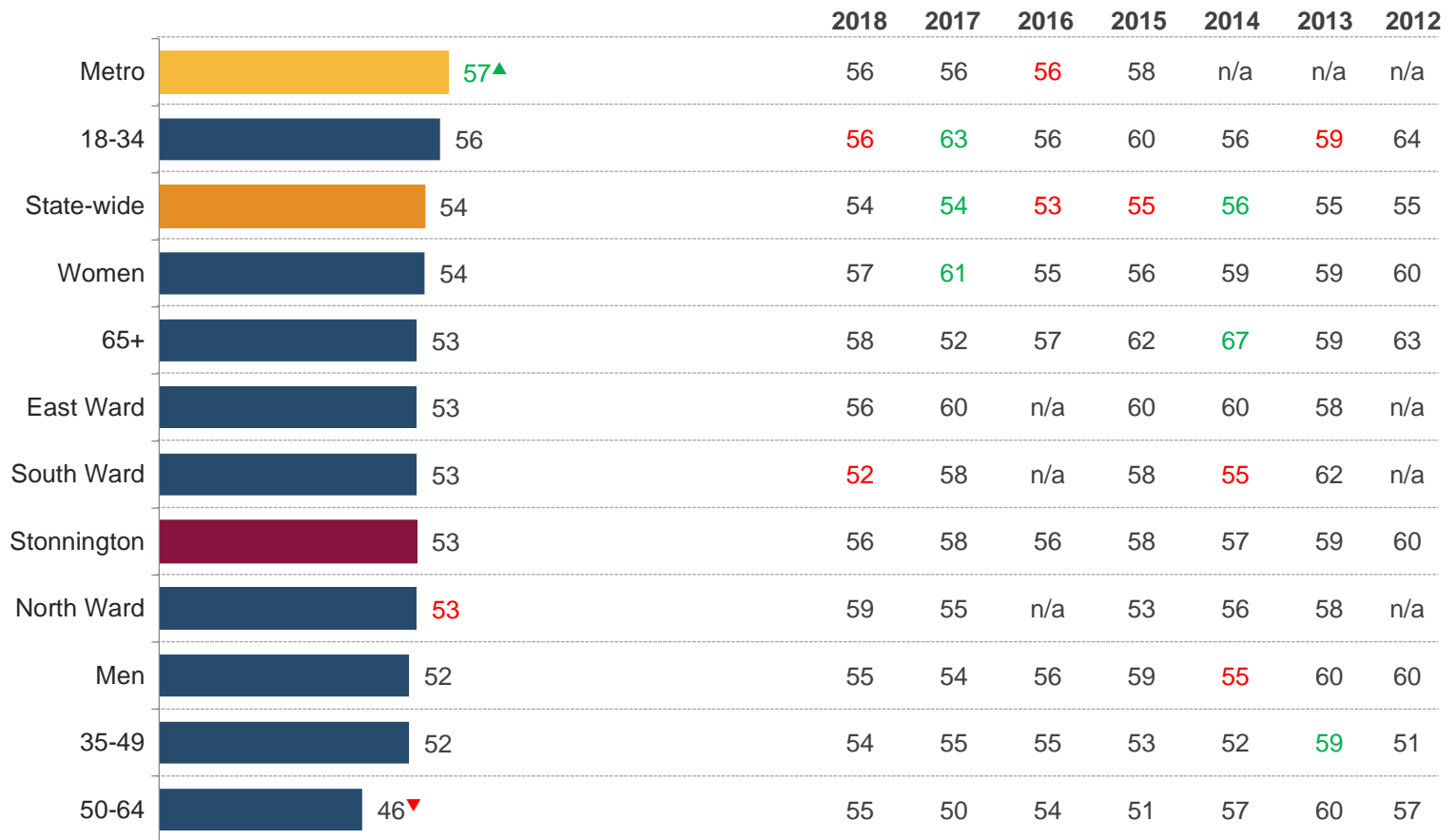
2019 Consultation and engagement performance (%)





Lobbying on behalf of the community performance

2019 Lobbying performance (index scores)



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

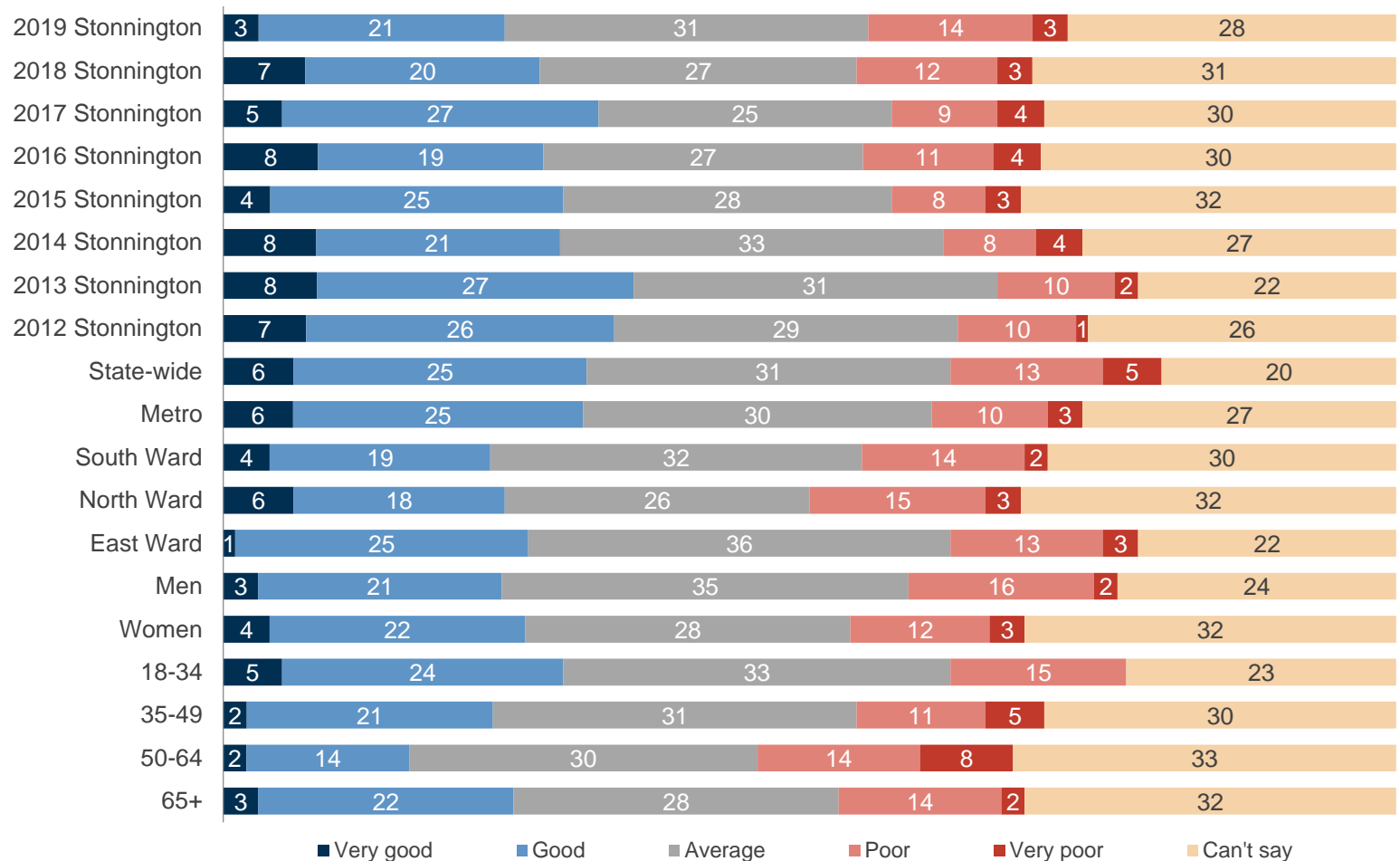
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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



Lobbying on behalf of the community performance

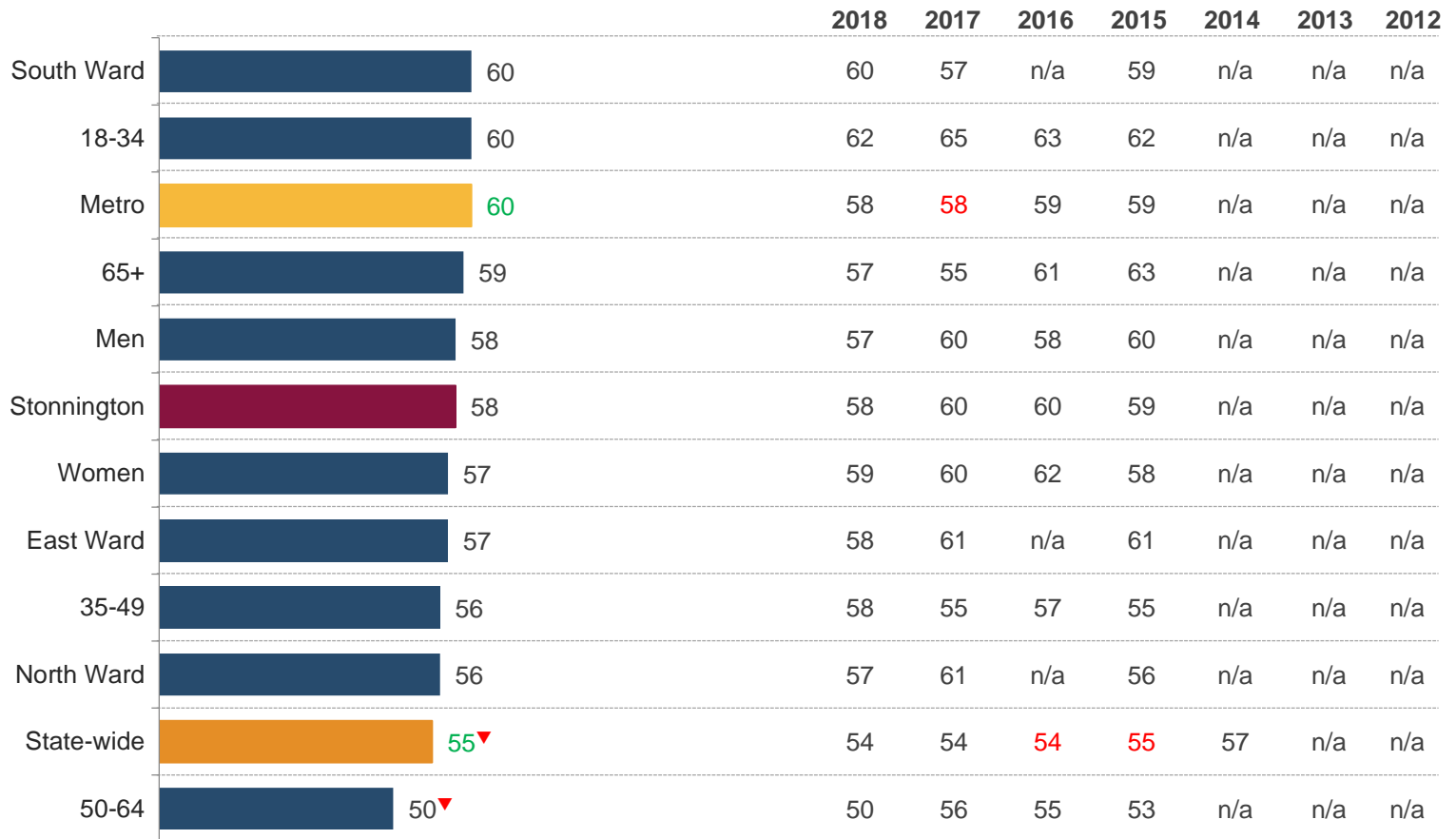
2019 Lobbying performance (%)



Decisions made in the interest of the community performance



2019 Community decisions made performance (index scores)



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

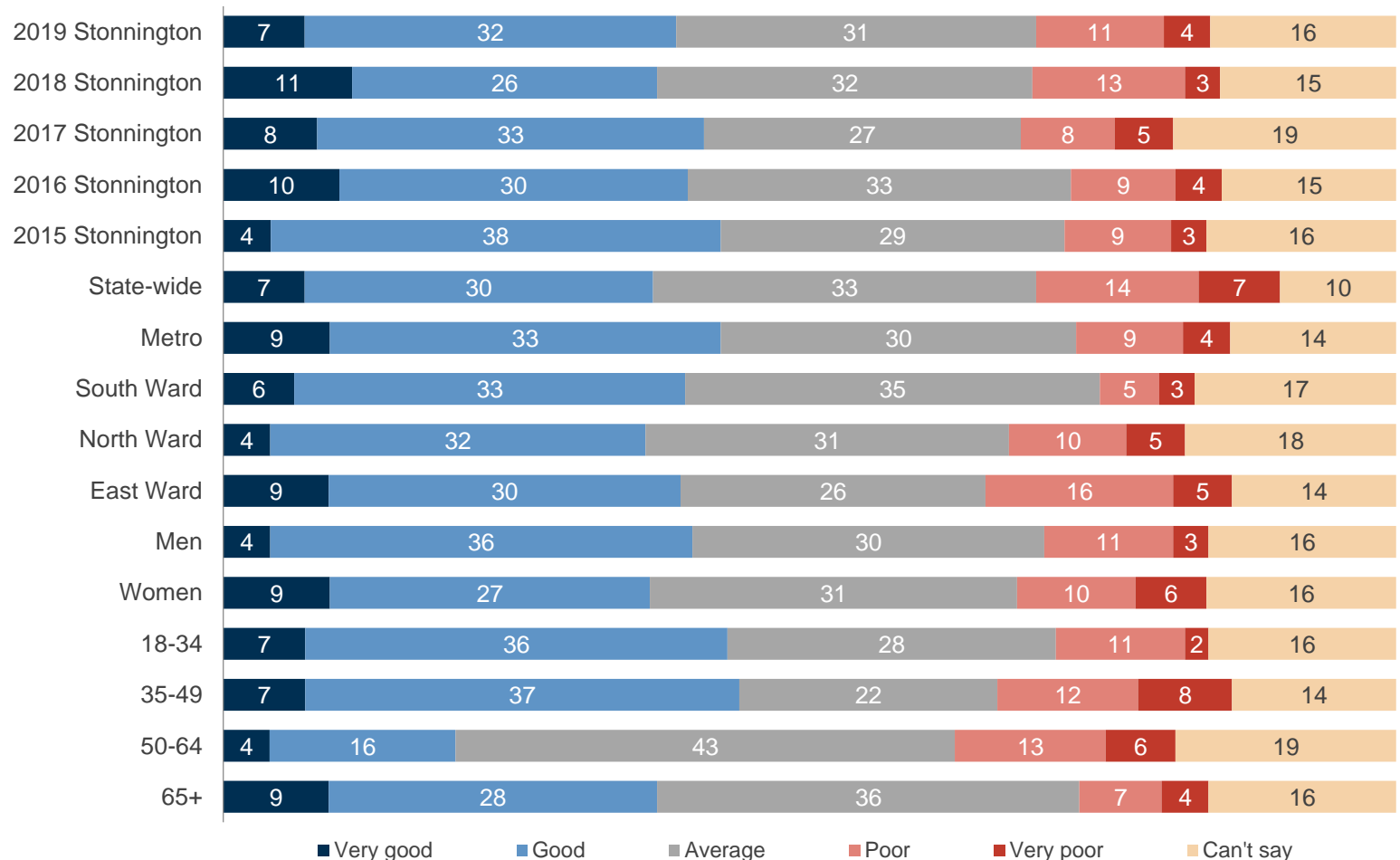
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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

Decisions made in the interest of the community performance



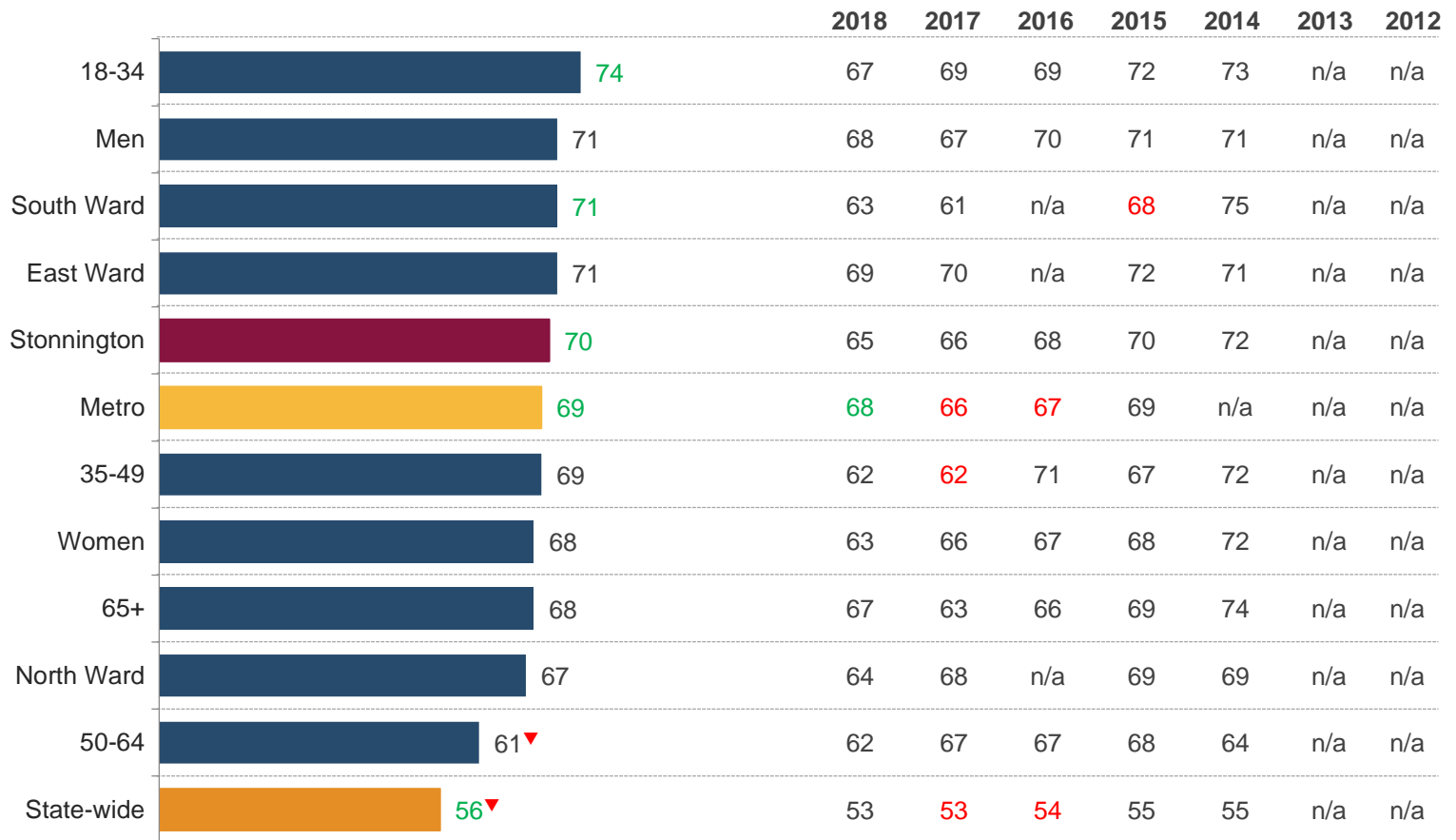
2019 Community decisions made performance (%)



The condition of sealed local roads in your area performance



2019 Sealed local roads performance (index scores)



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

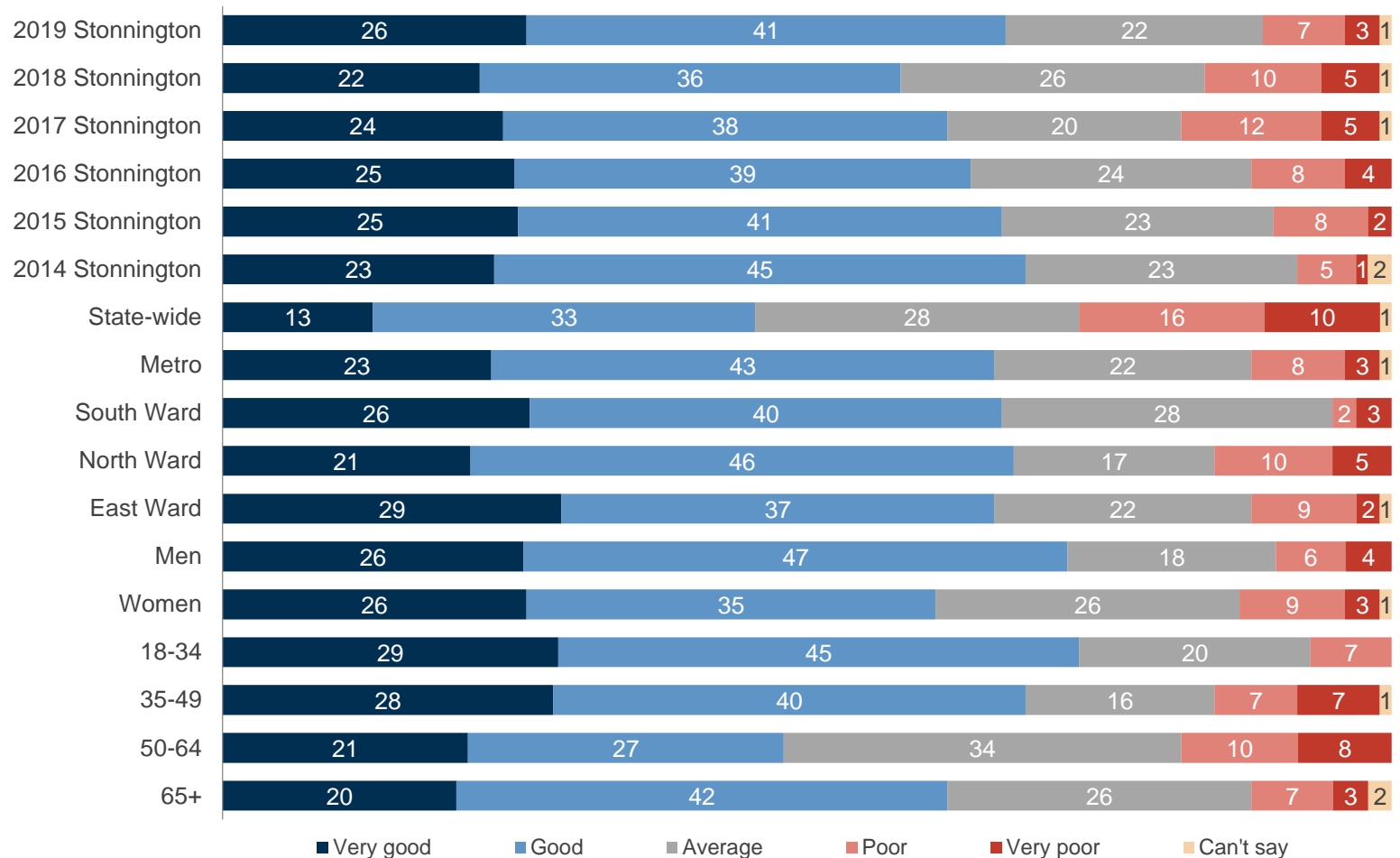
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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

The condition of sealed local roads in your area performance



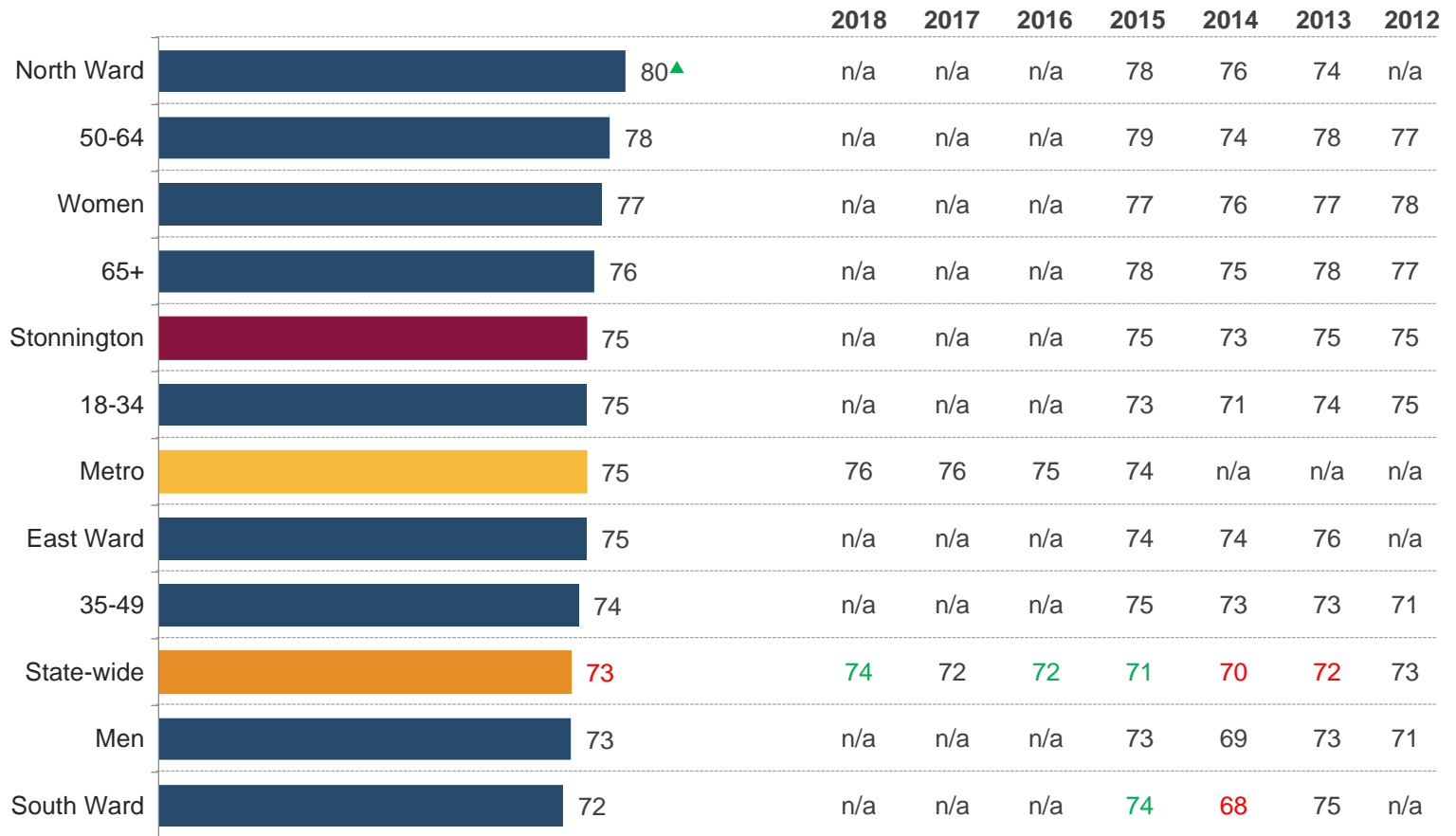
2019 Sealed local roads performance (%)





Traffic management importance

2019 Traffic management importance (index scores)



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

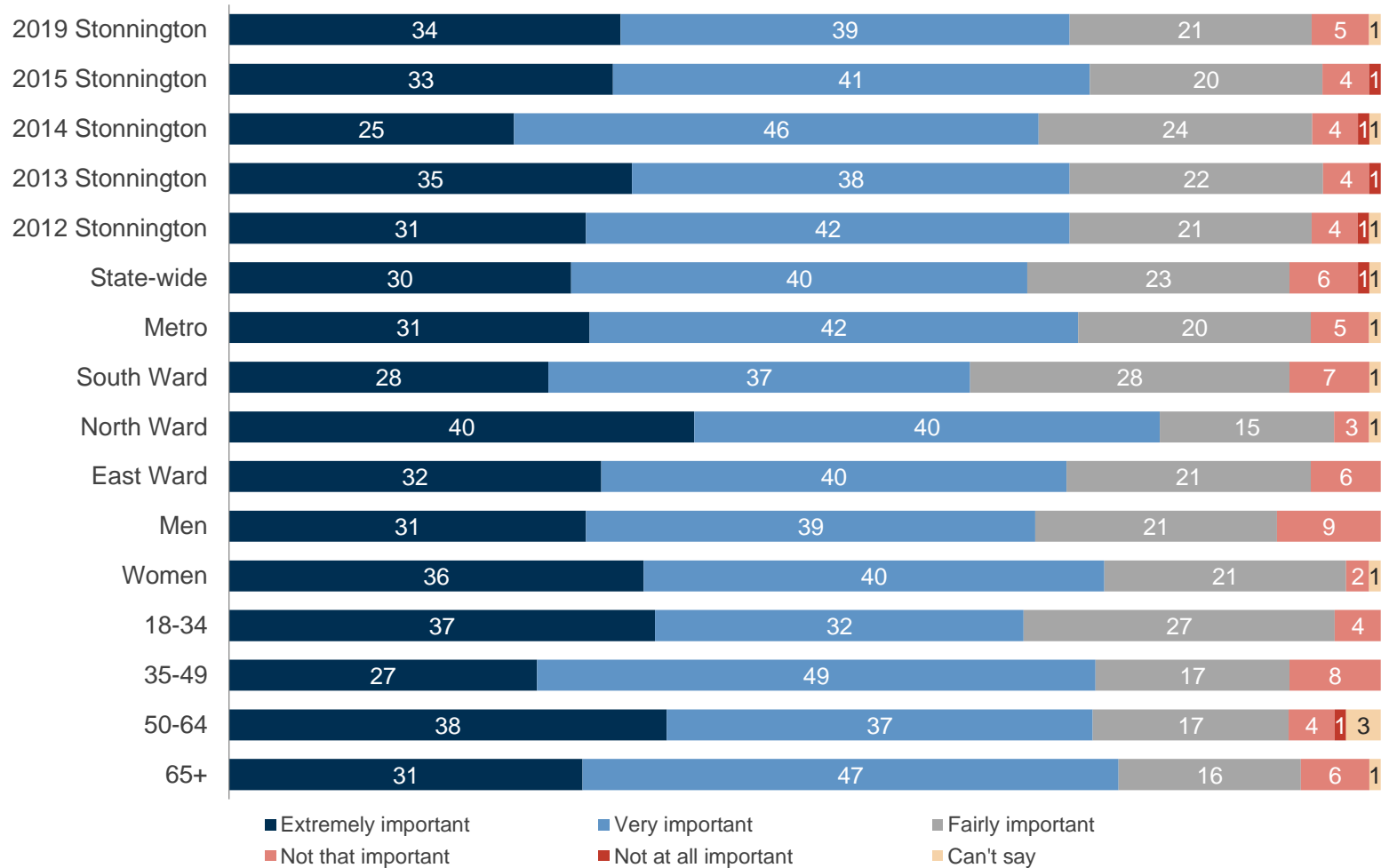
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 7

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



Traffic management importance

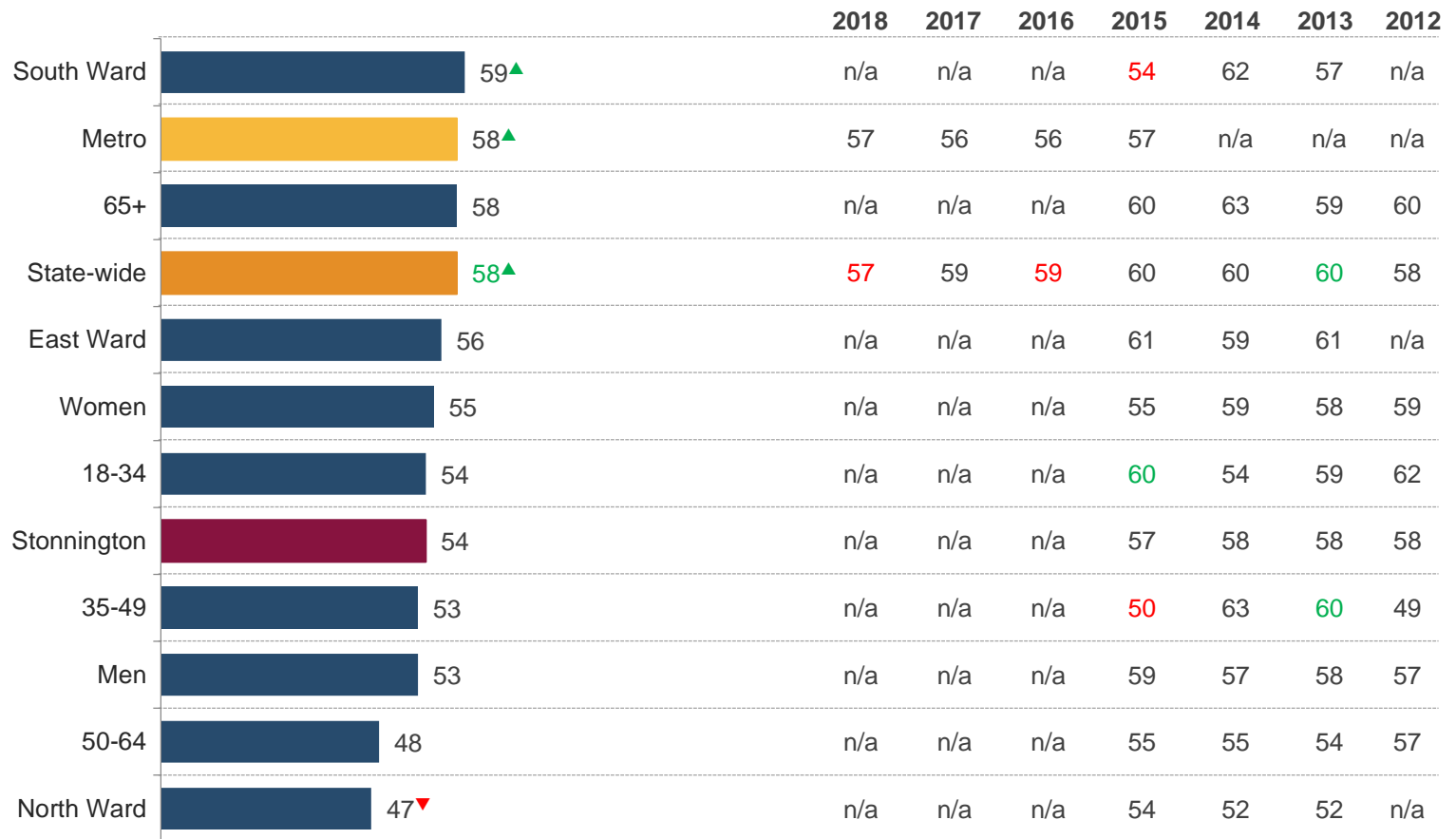
2019 Traffic management importance (%)





Traffic management performance

2019 Traffic management performance (index scores)



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

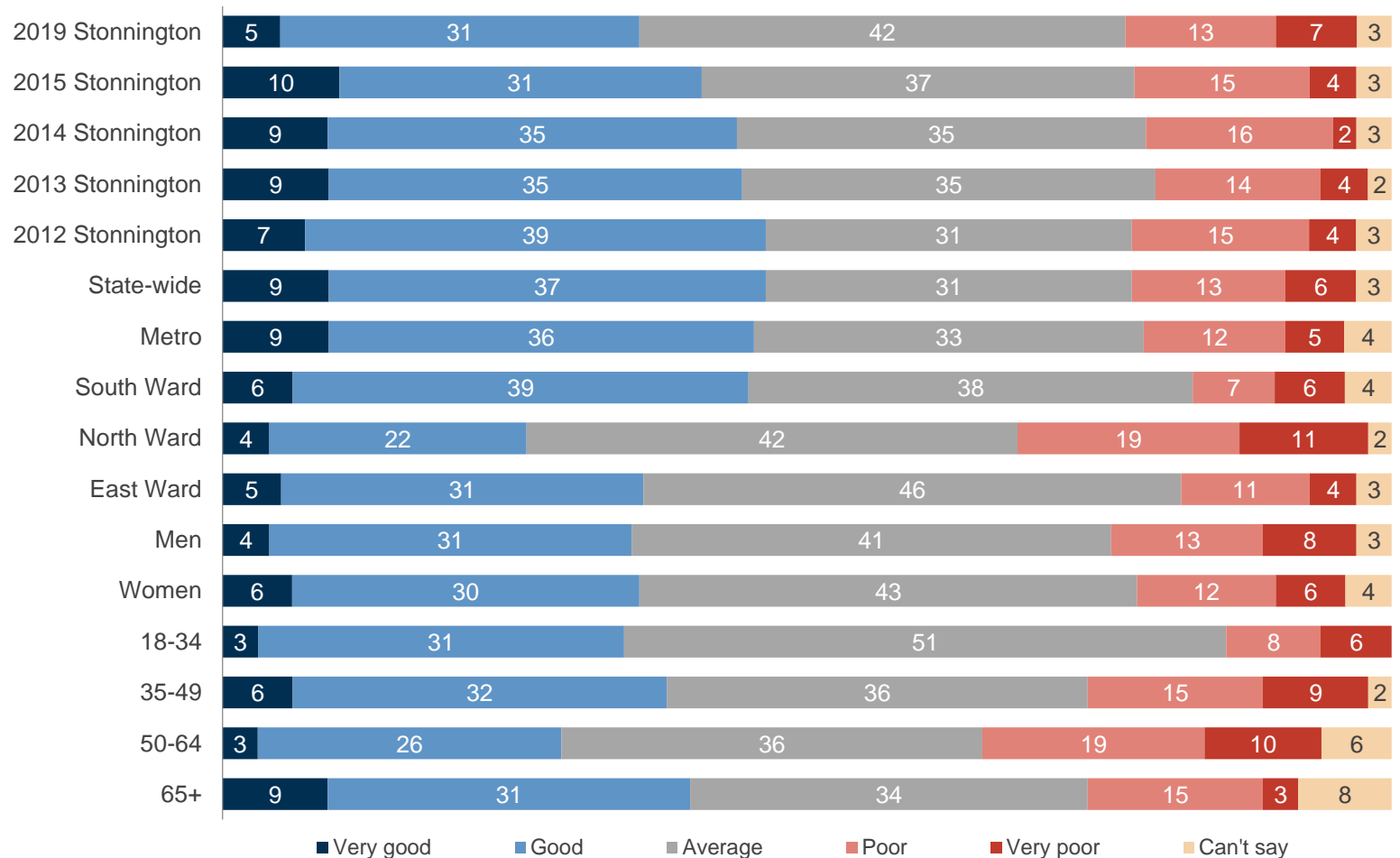
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

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



Traffic management performance

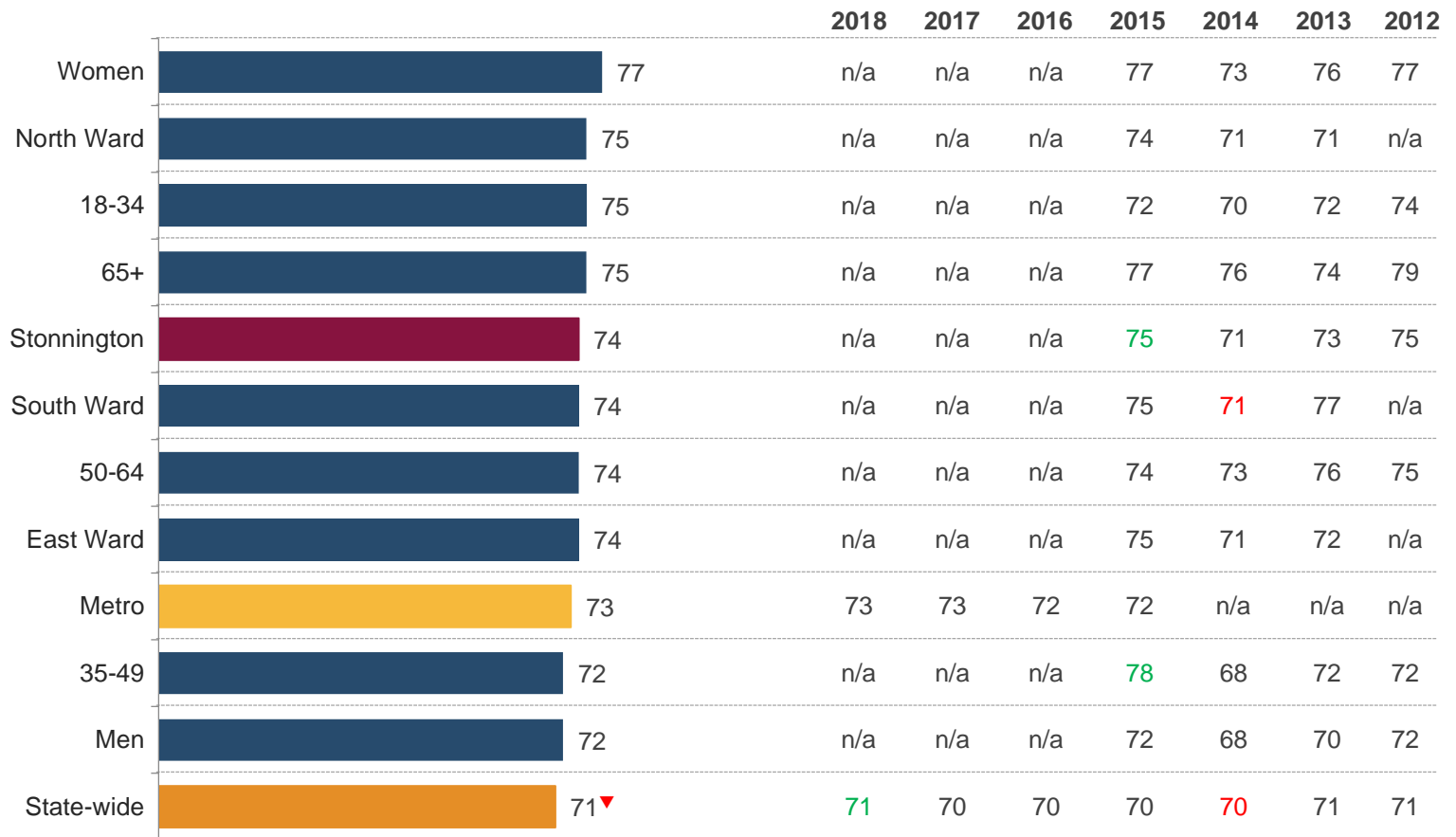
2019 Traffic management performance (%)





Parking facilities importance

2019 Parking importance (index scores)



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

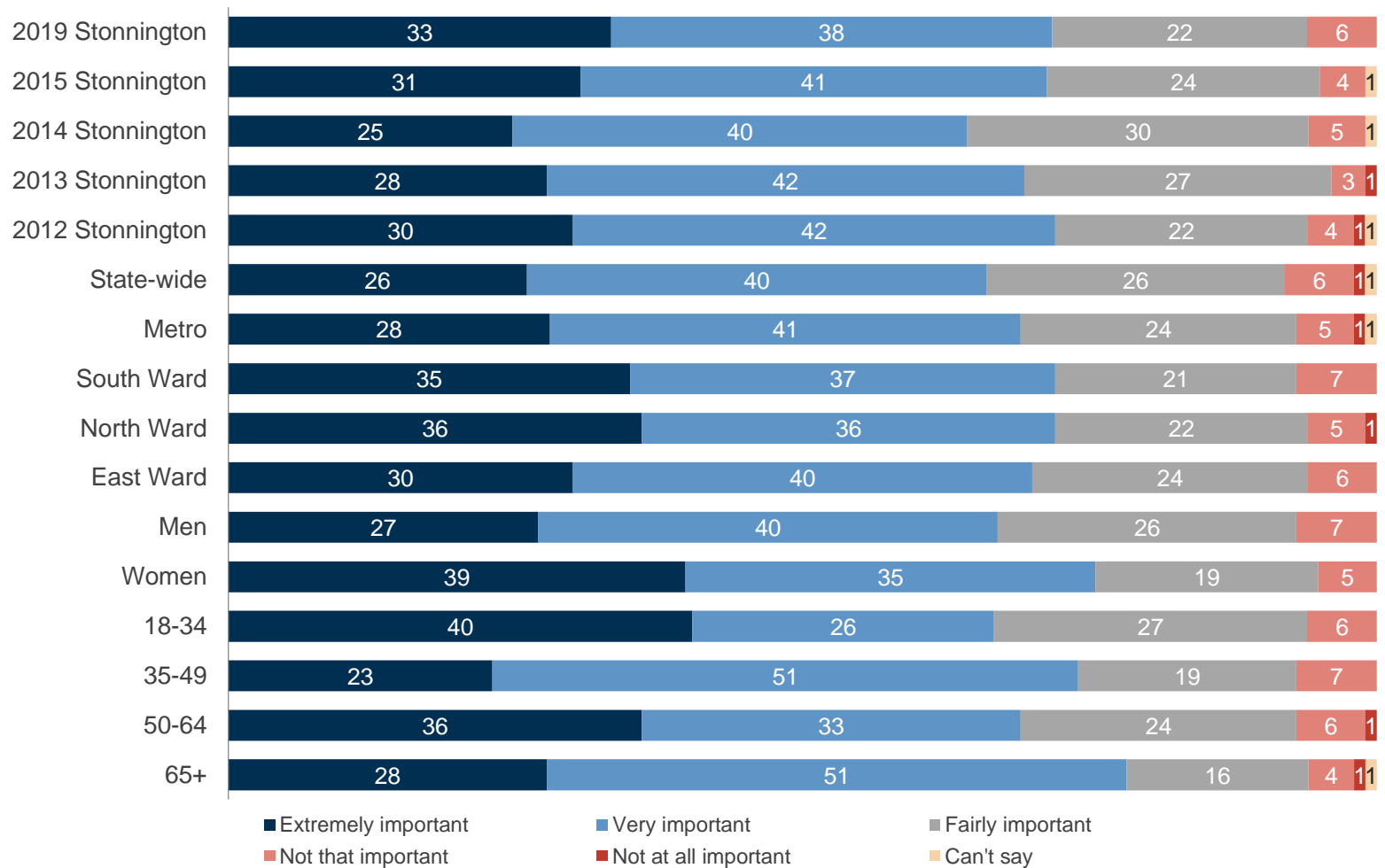
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 8

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



Parking facilities importance

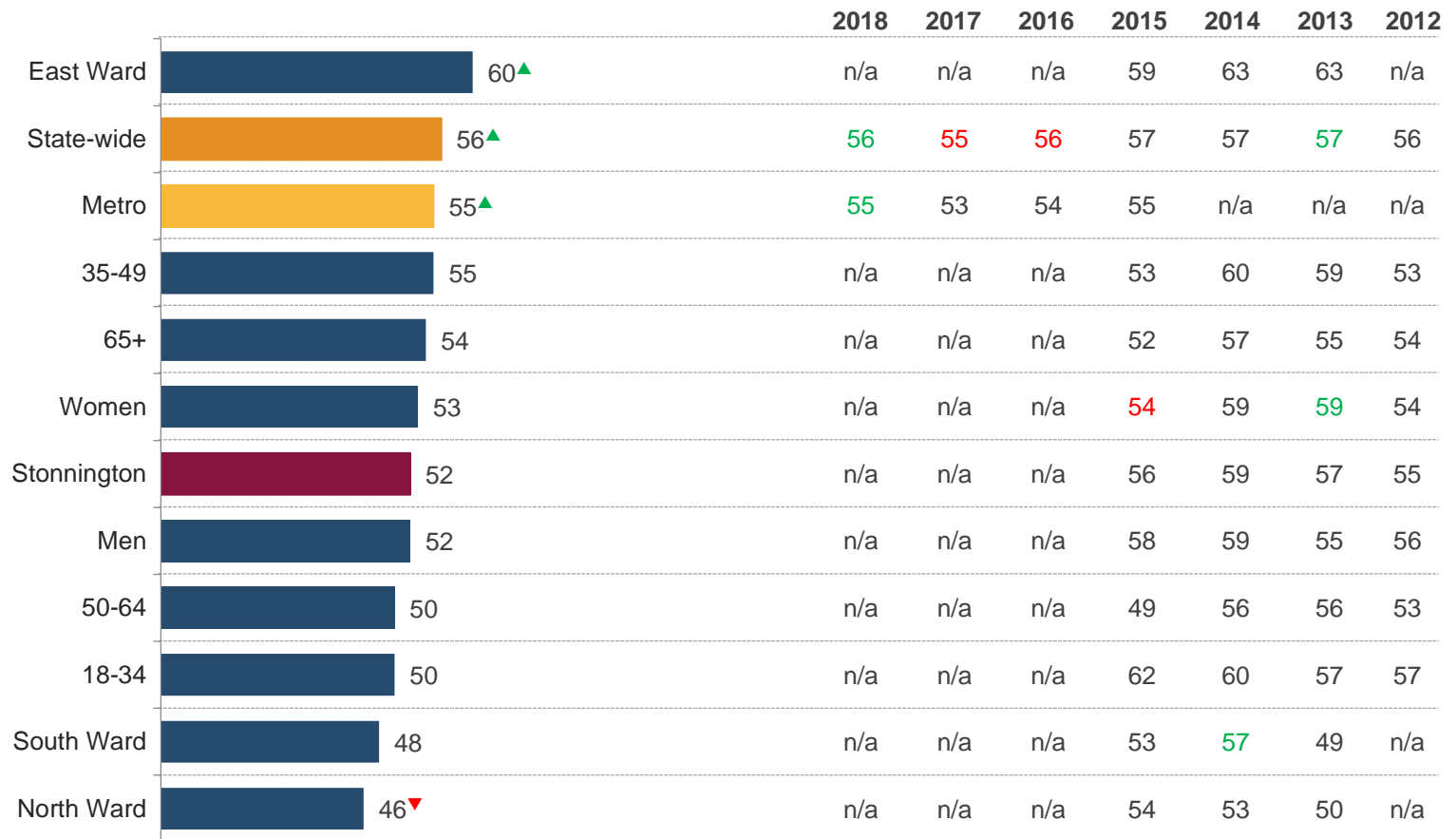
2019 Parking importance (%)





Parking facilities performance

2019 Parking performance (index scores)



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

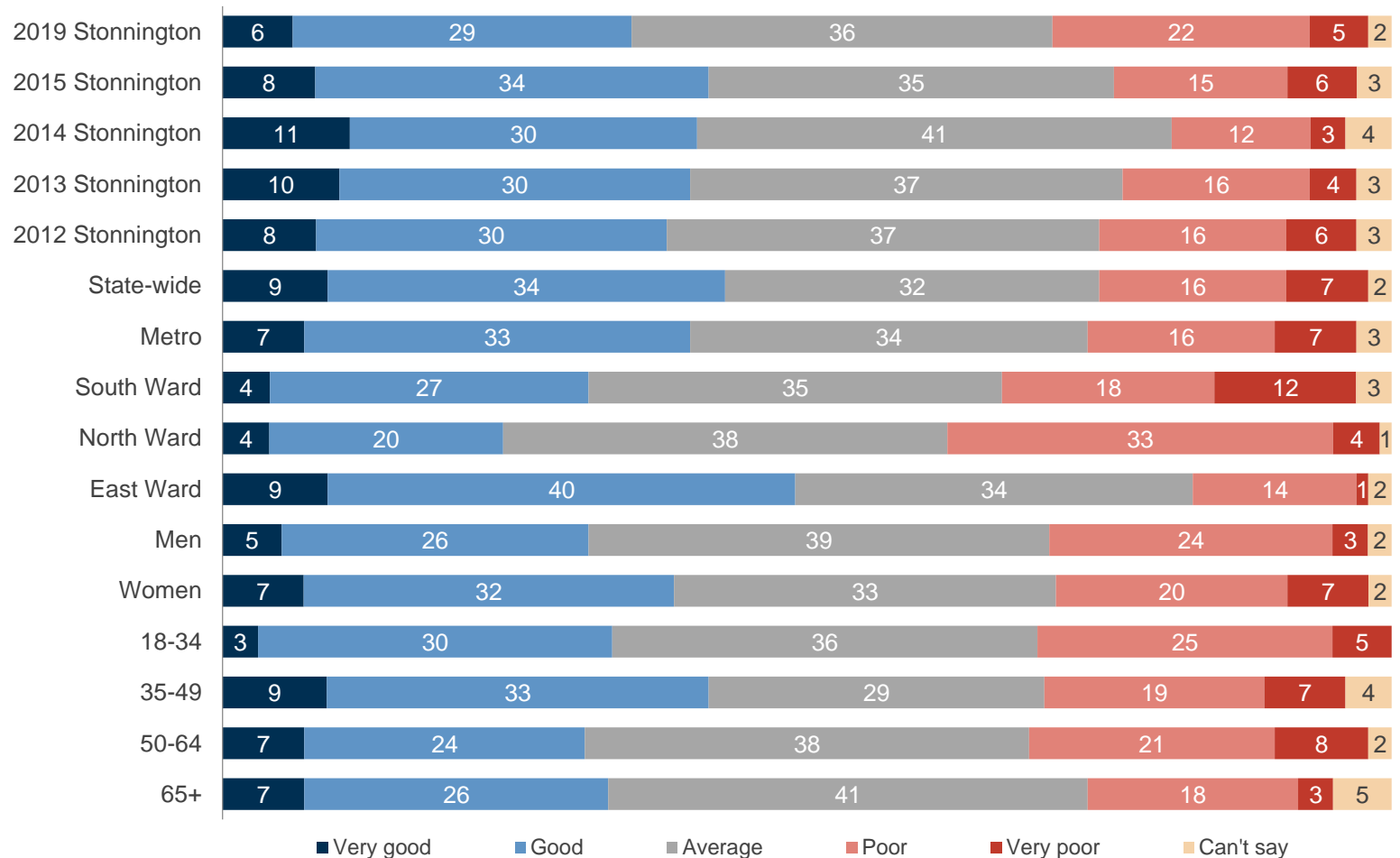
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

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



Parking facilities performance

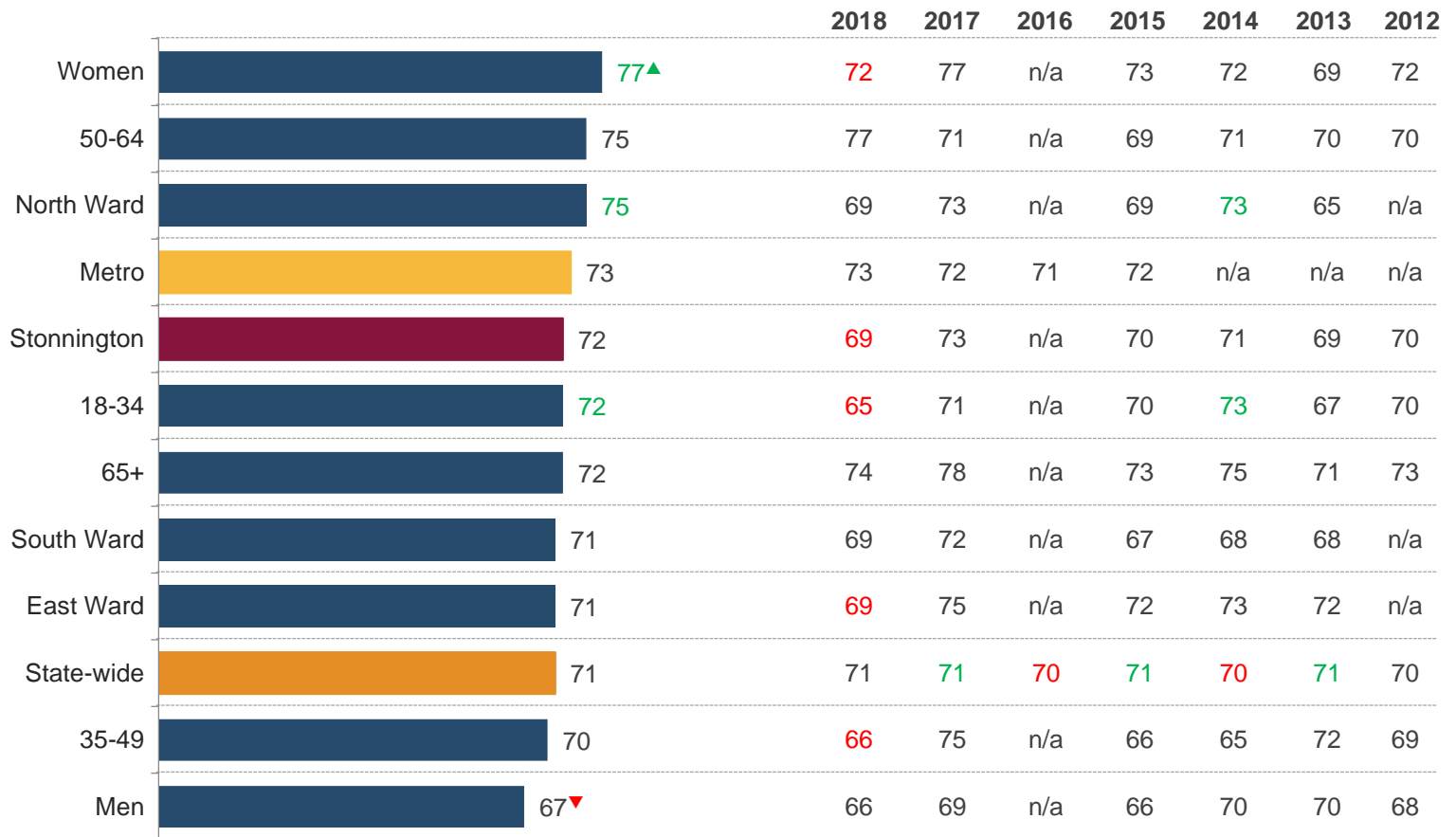
2019 Parking performance (%)





Enforcement of local laws importance

2019 Law enforcement importance (index scores)



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

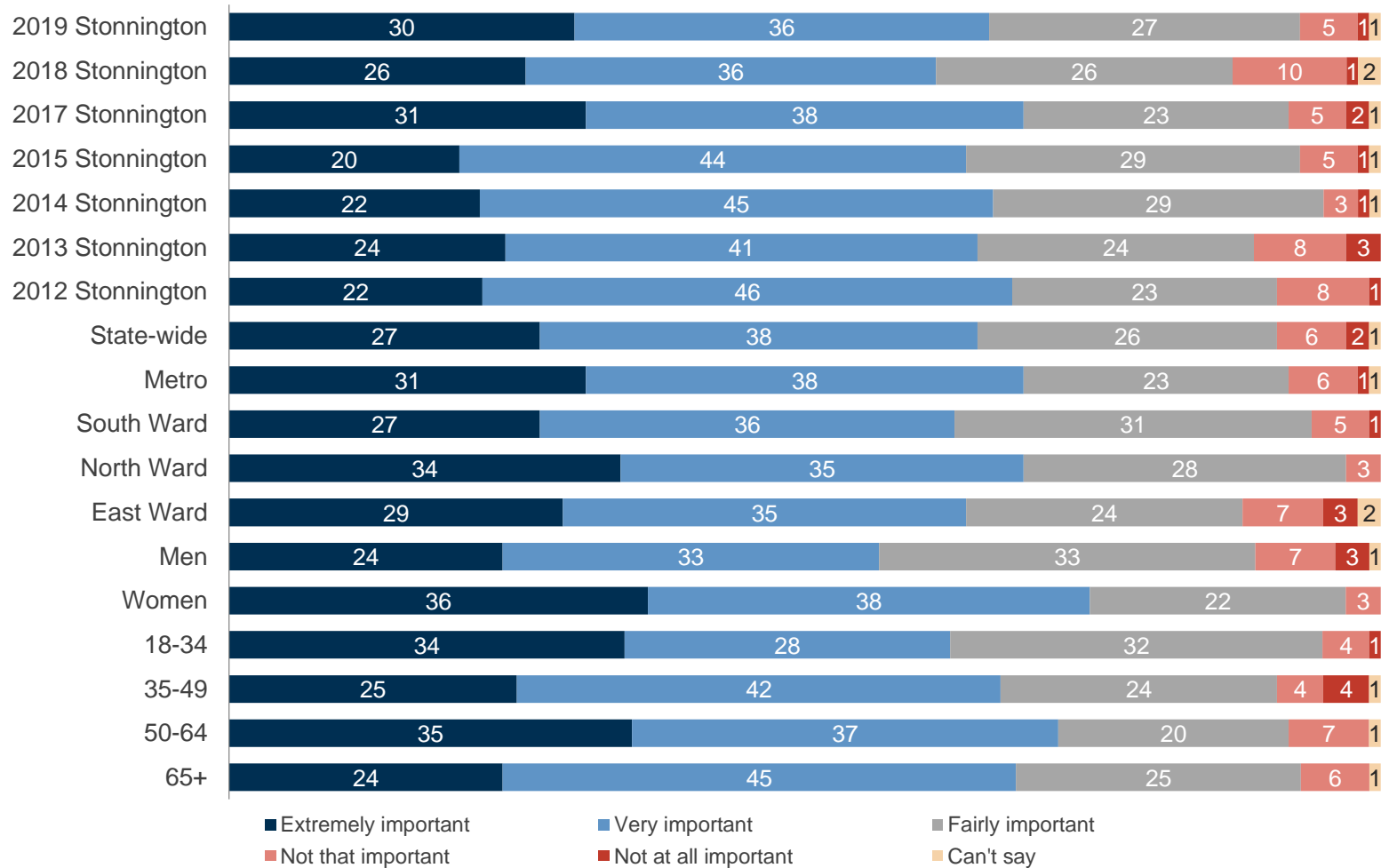
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

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



Enforcement of local laws importance

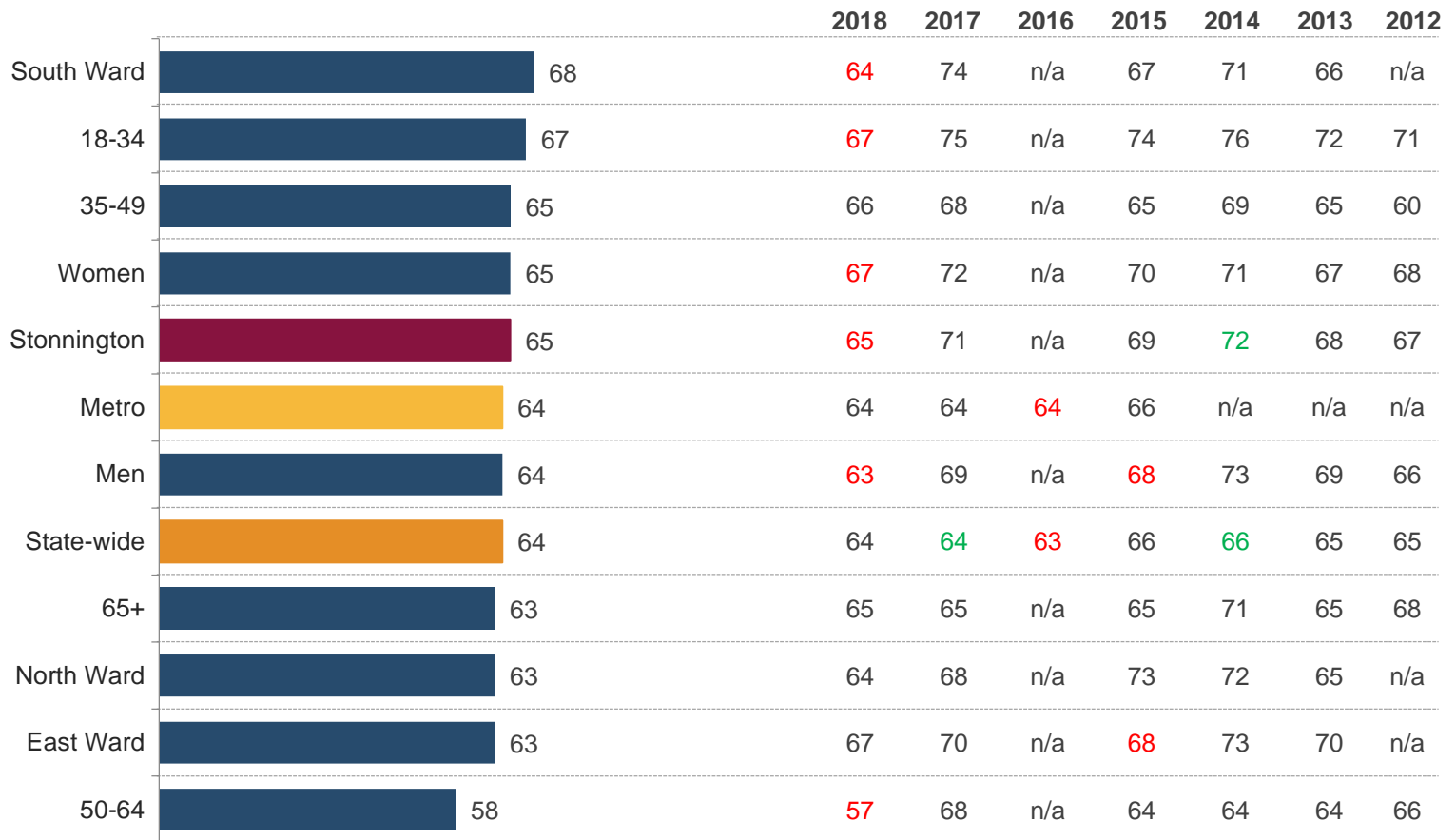
2019 Law enforcement importance (%)





Enforcement of local laws performance

2019 Law enforcement performance (index scores)



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

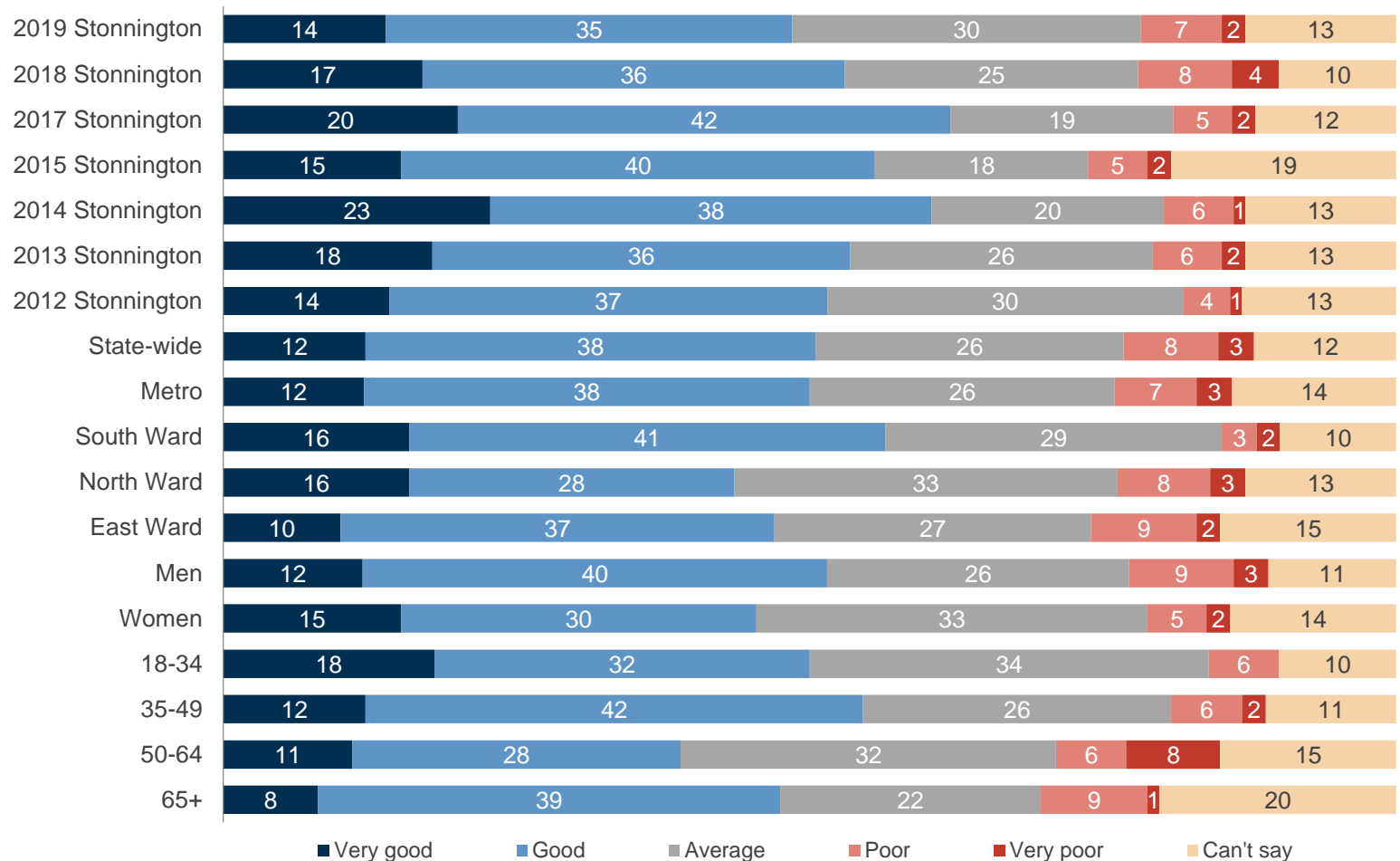
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 9

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



Enforcement of local laws performance

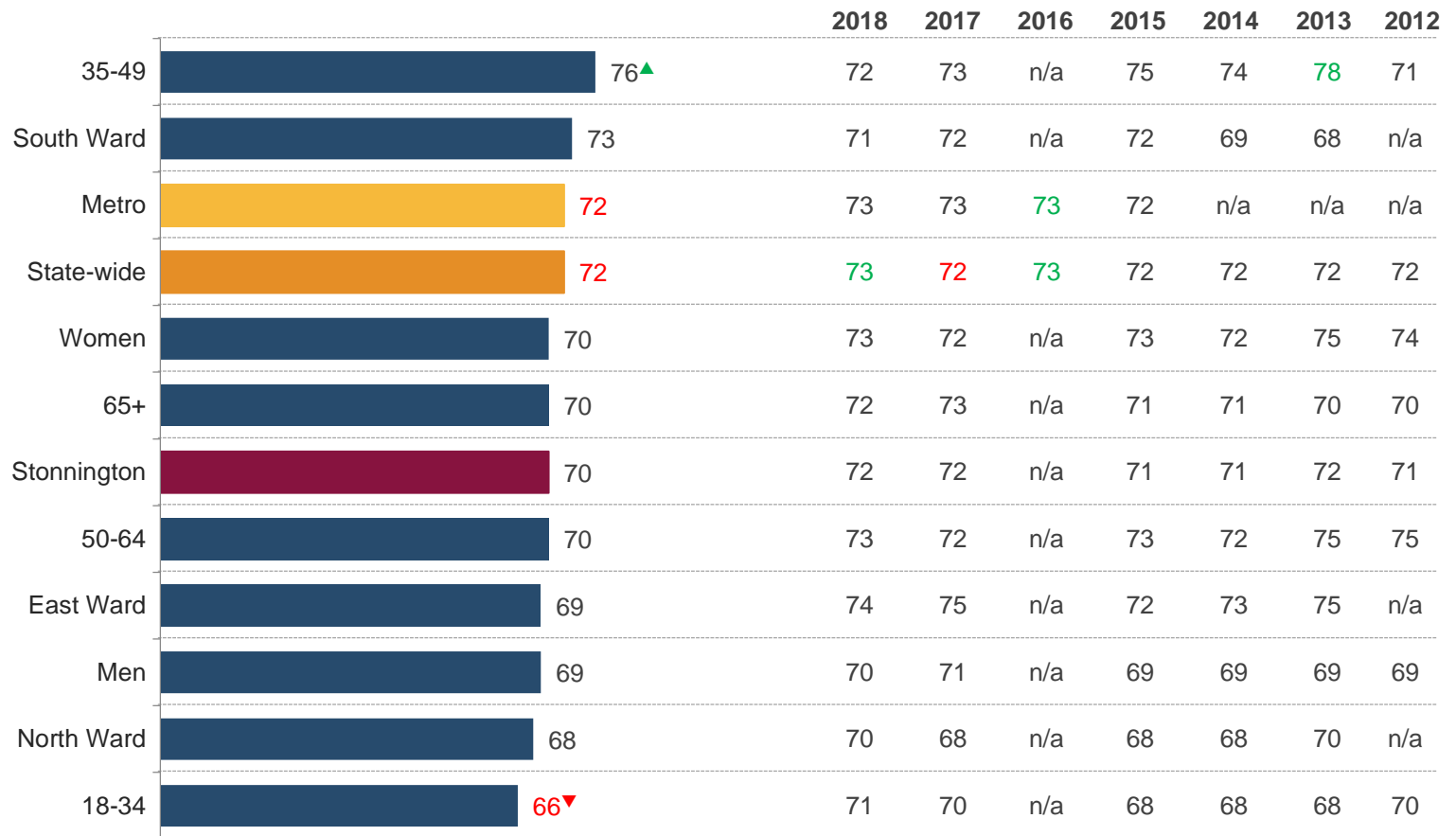
2019 Law enforcement performance (%)





Recreational facilities importance

2019 Recreational facilities importance (index scores)



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

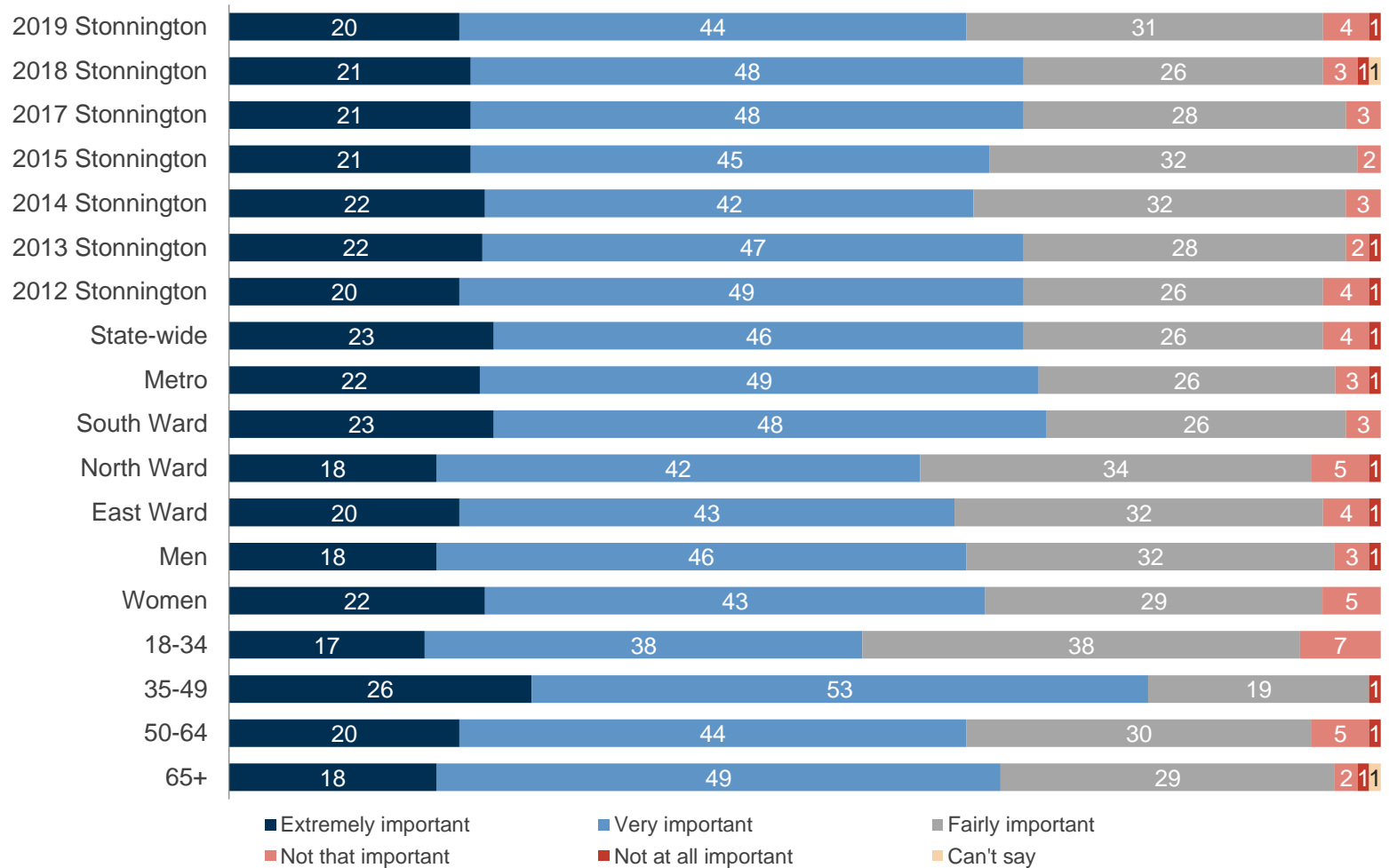
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 10

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



Recreational facilities importance

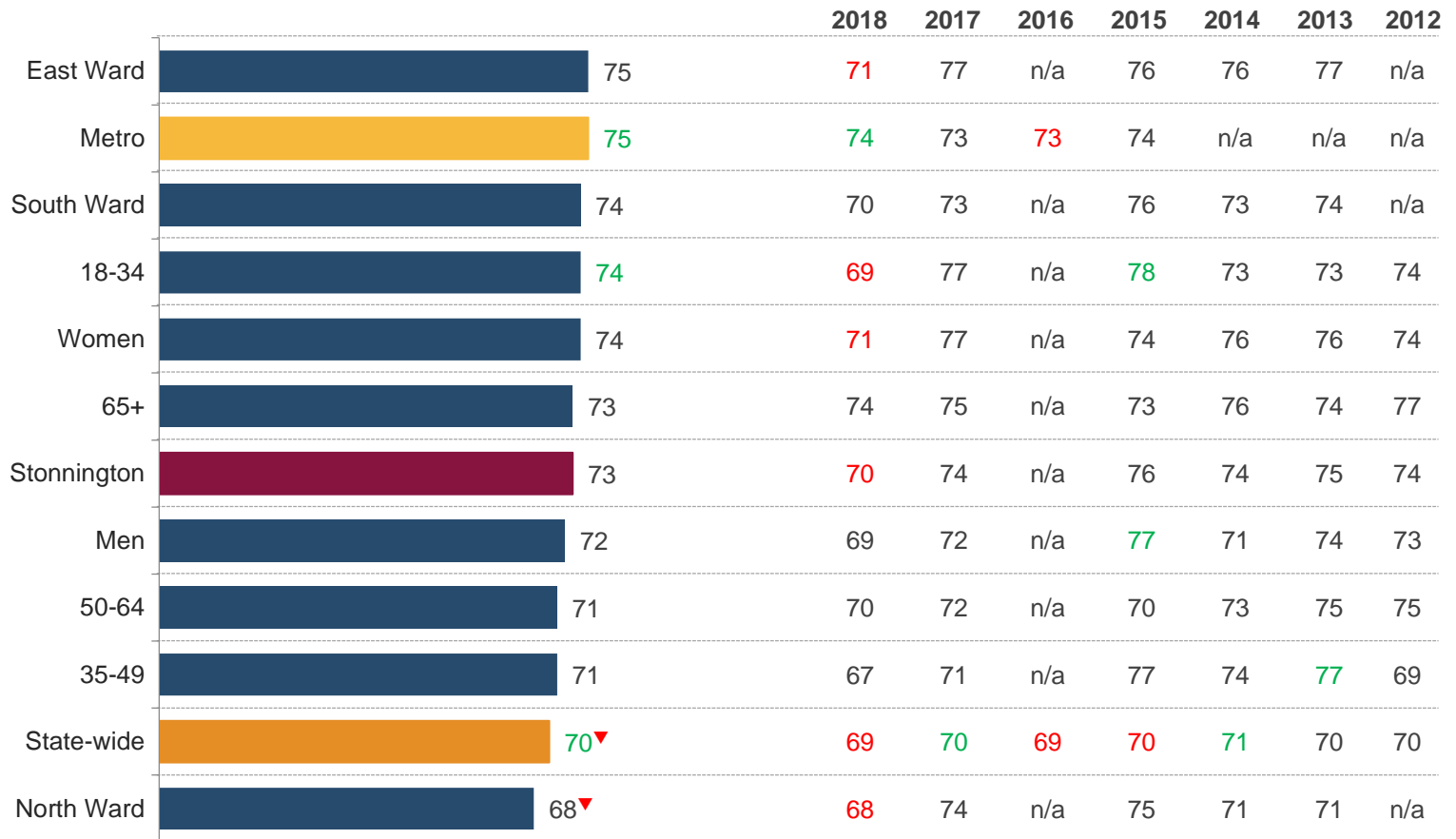
2019 Recreational facilities importance (%)





Recreational facilities performance

2019 Recreational facilities performance (index scores)



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

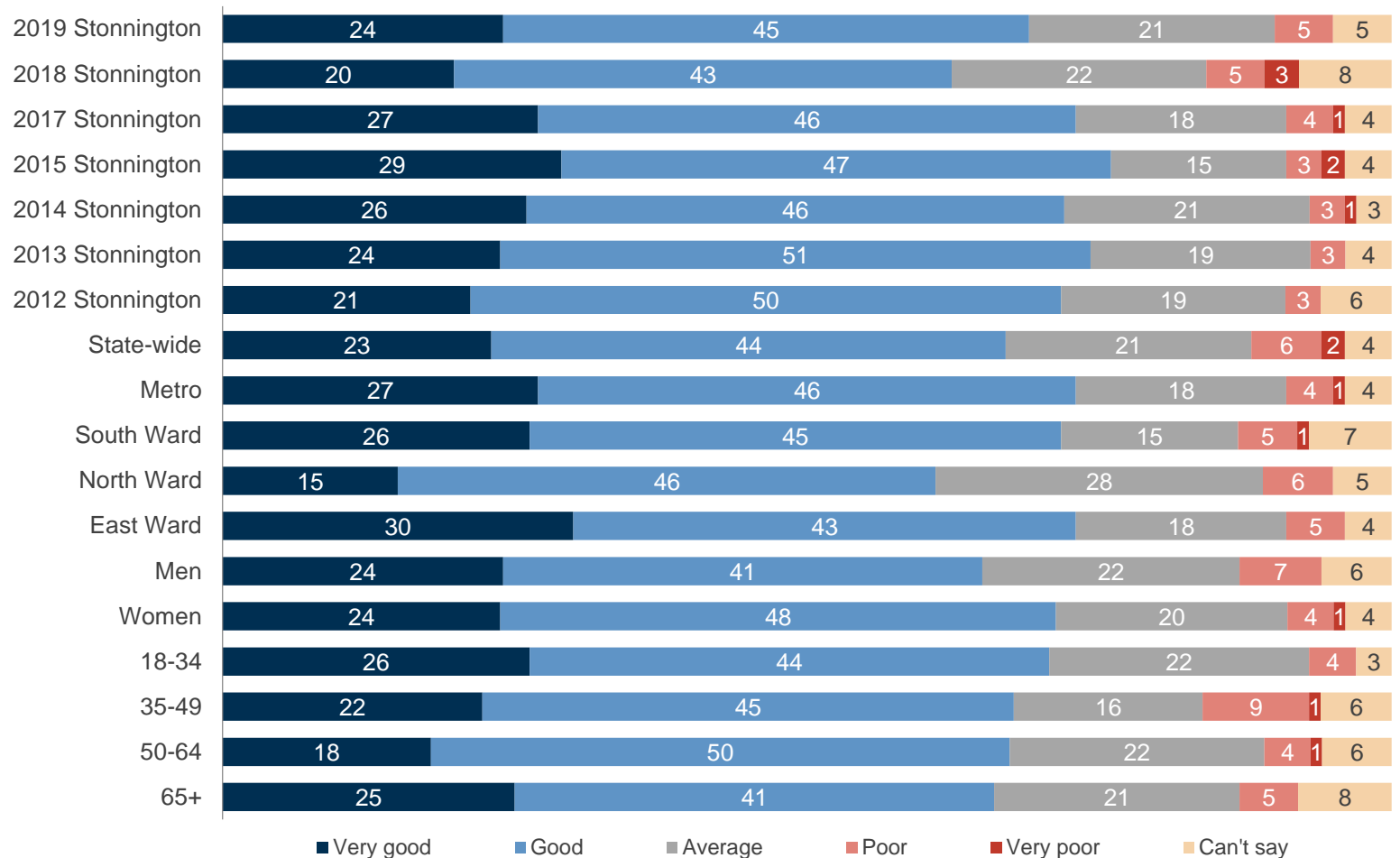
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11

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



Recreational facilities performance

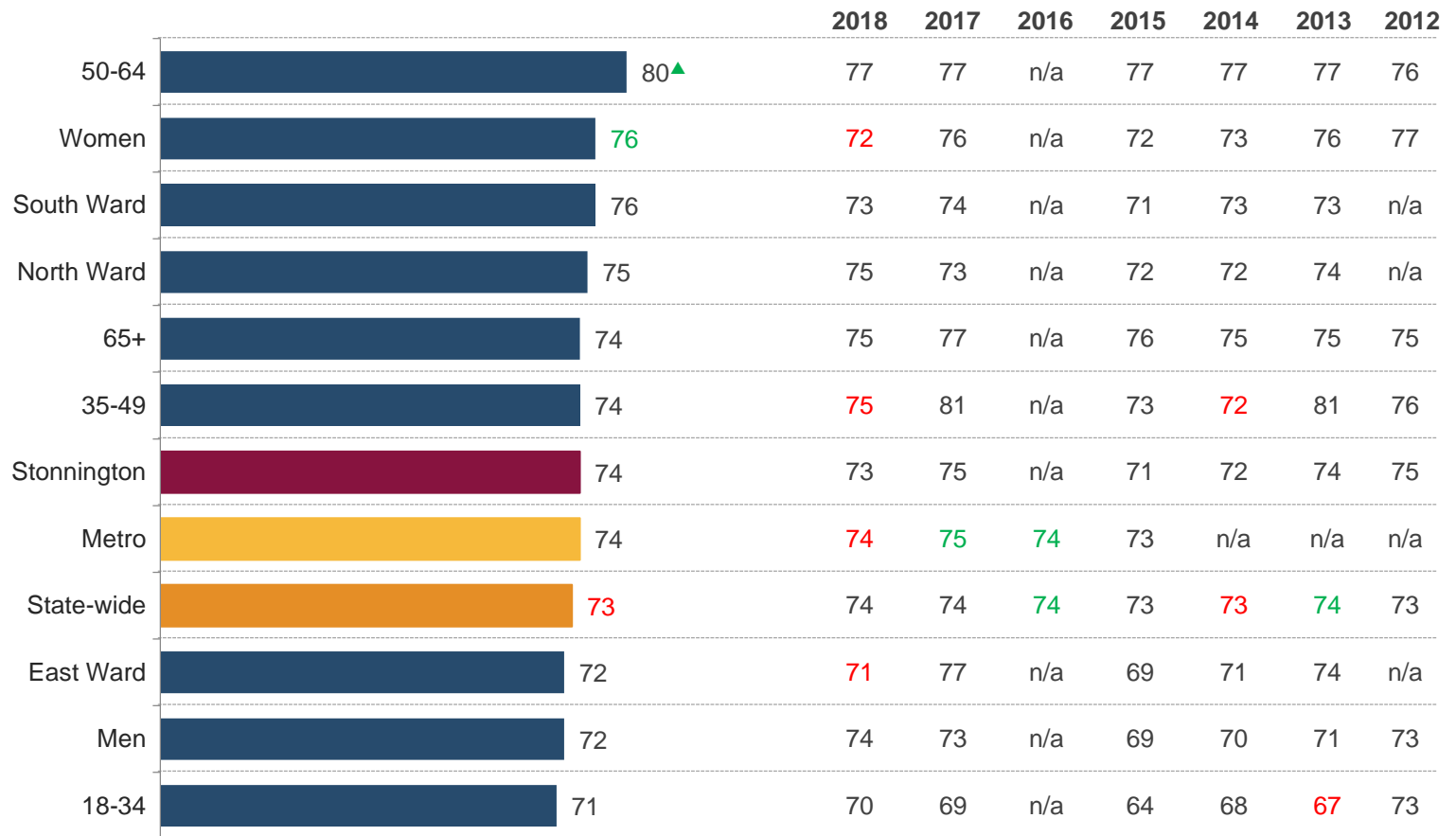
2019 Recreational facilities performance (%)





The appearance of public areas importance

2019 Public areas importance (index scores)



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

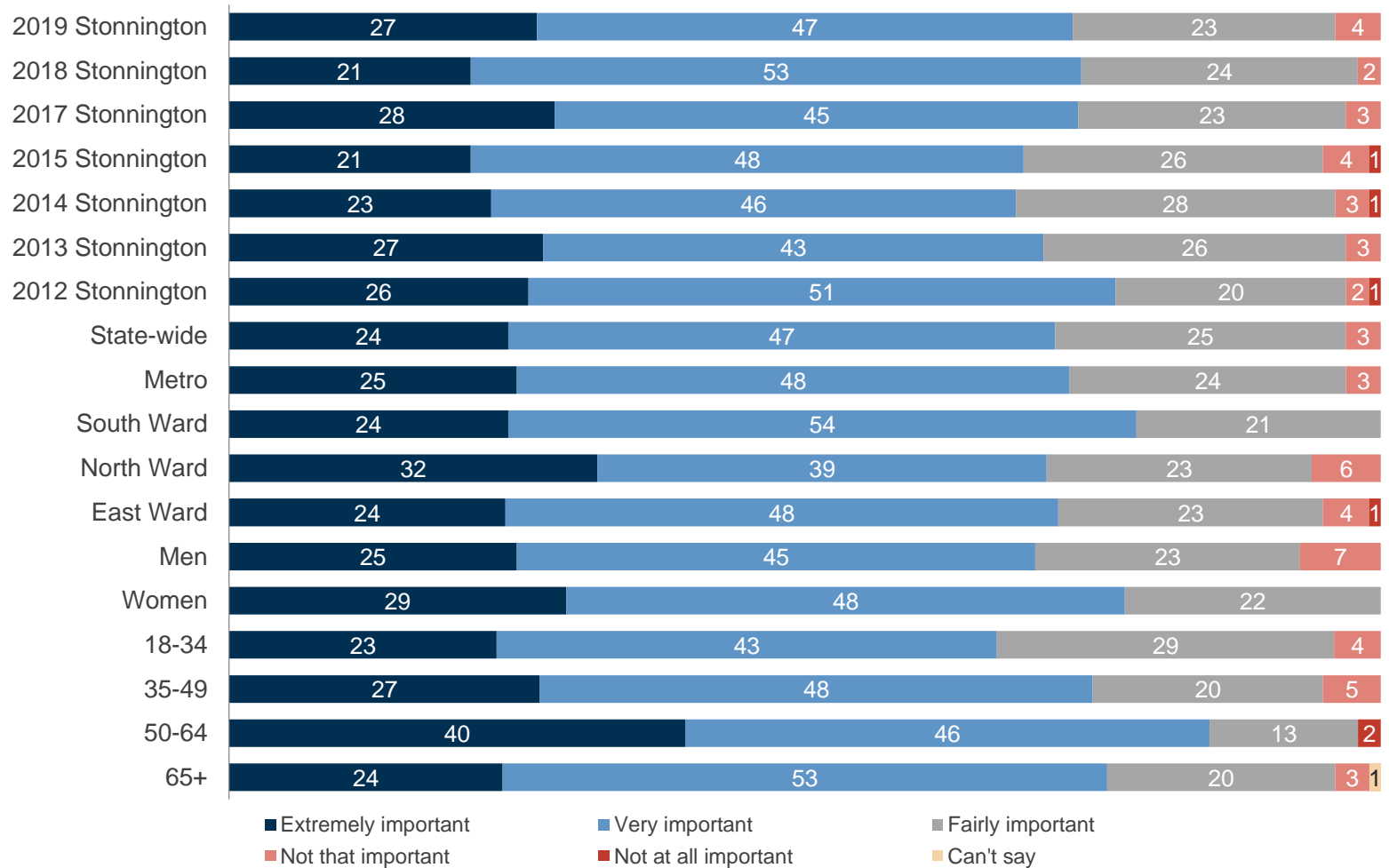
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 9

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



The appearance of public areas importance

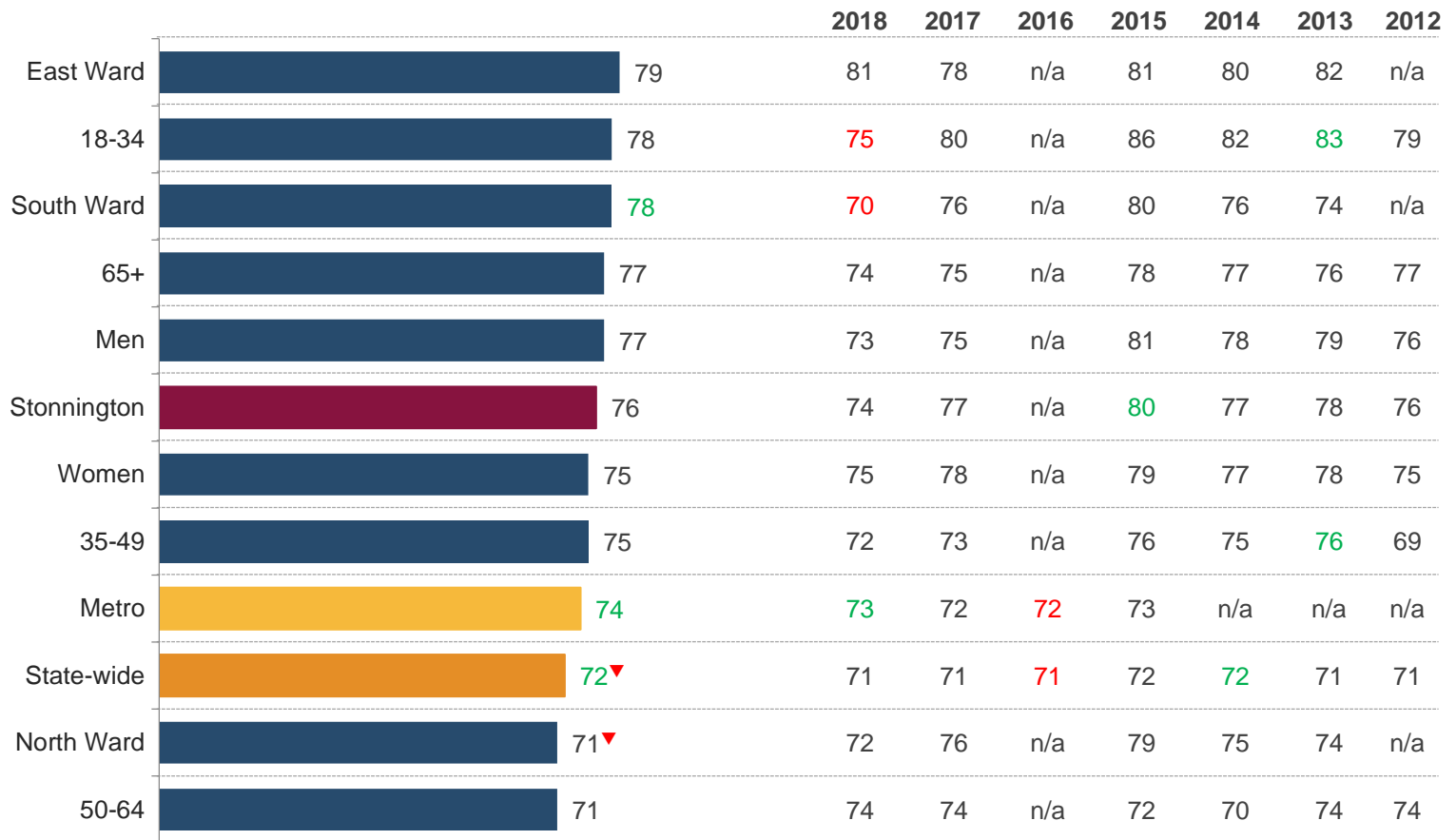
2019 Public areas importance (%)





The appearance of public areas performance

2019 Public areas performance (index scores)



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

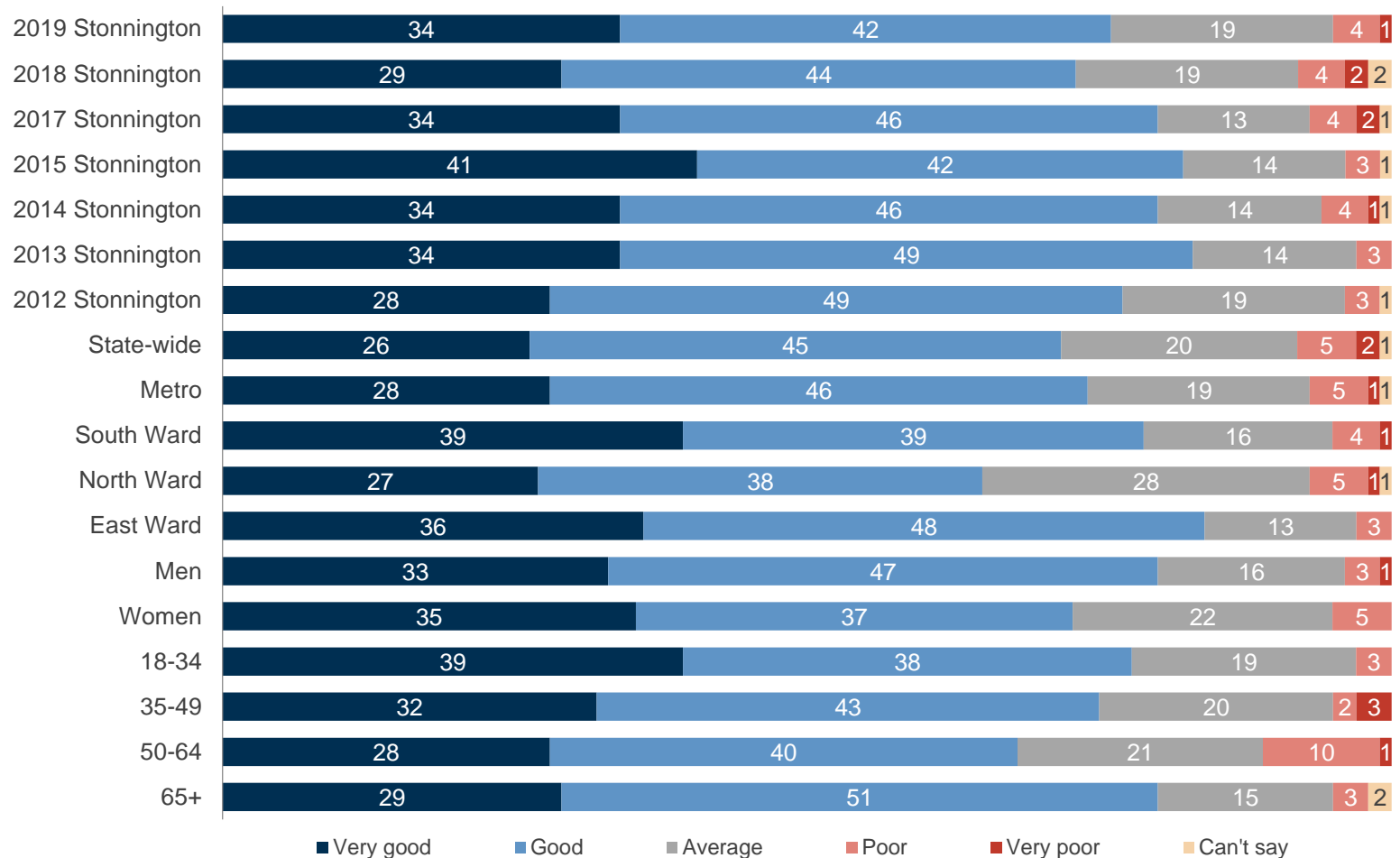
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 10

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



The appearance of public areas performance

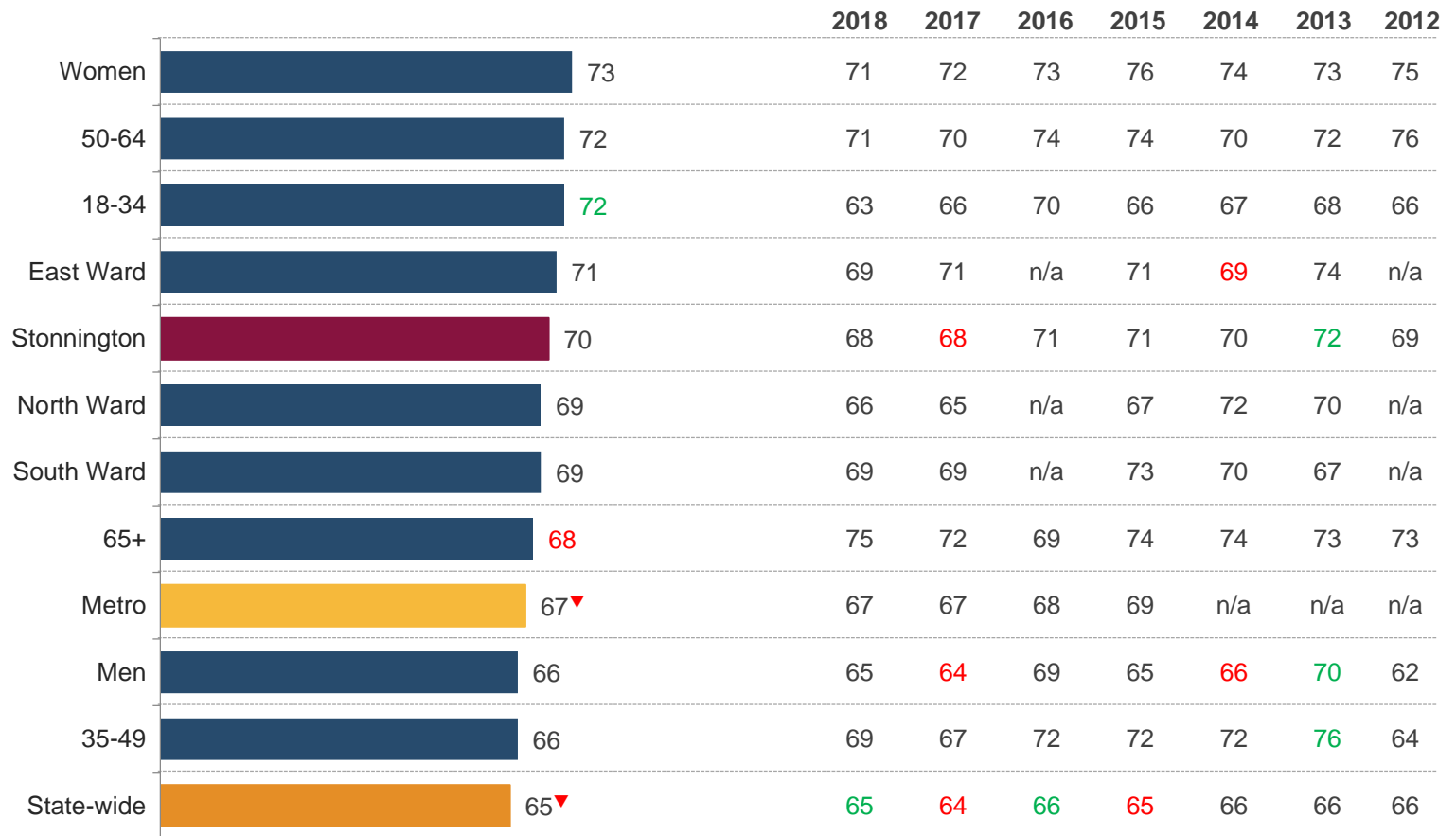
2019 Public areas performance (%)





Art centres and libraries importance

2019 Art centres and libraries importance (index scores)



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

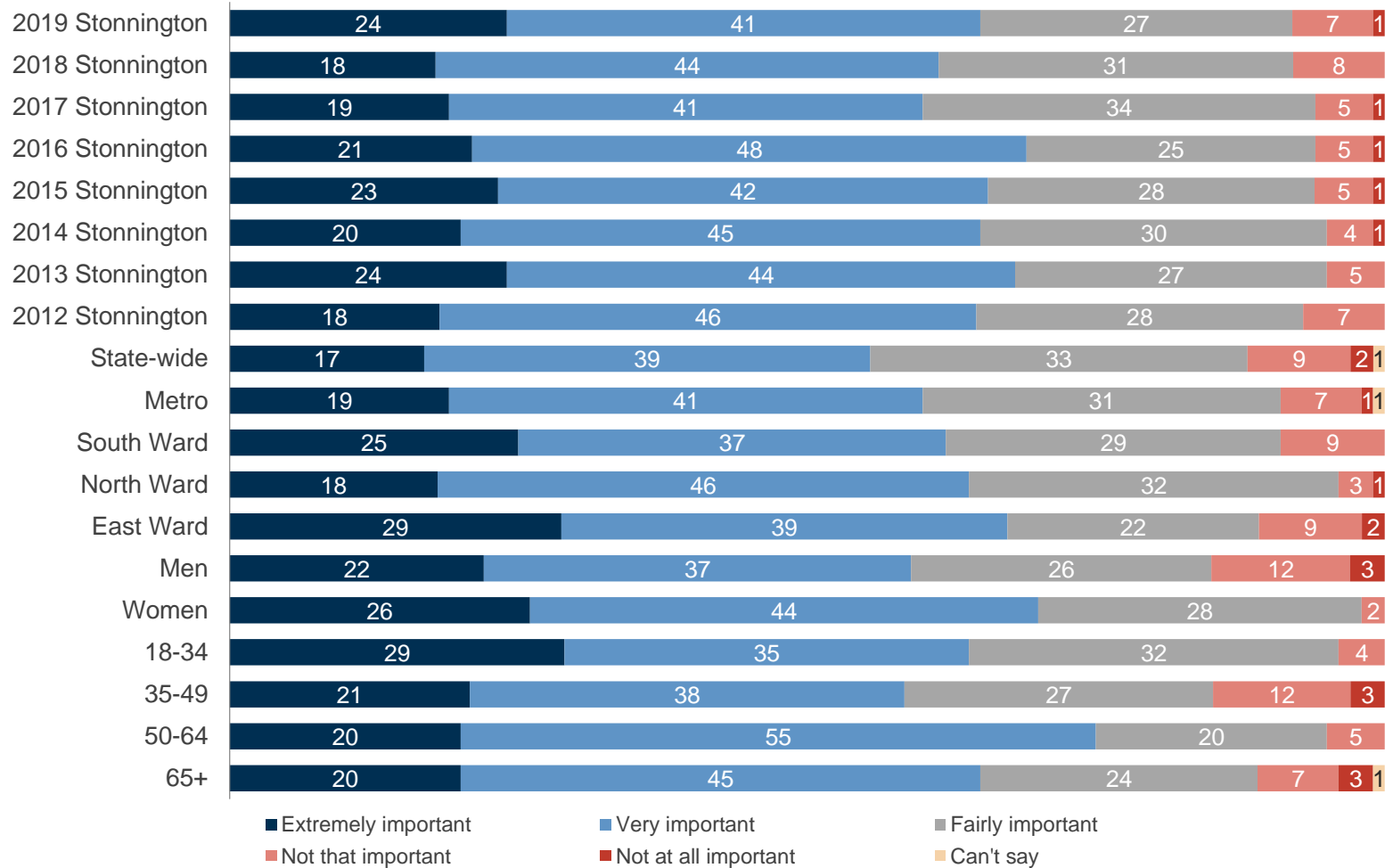
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 8

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



Art centres and libraries importance

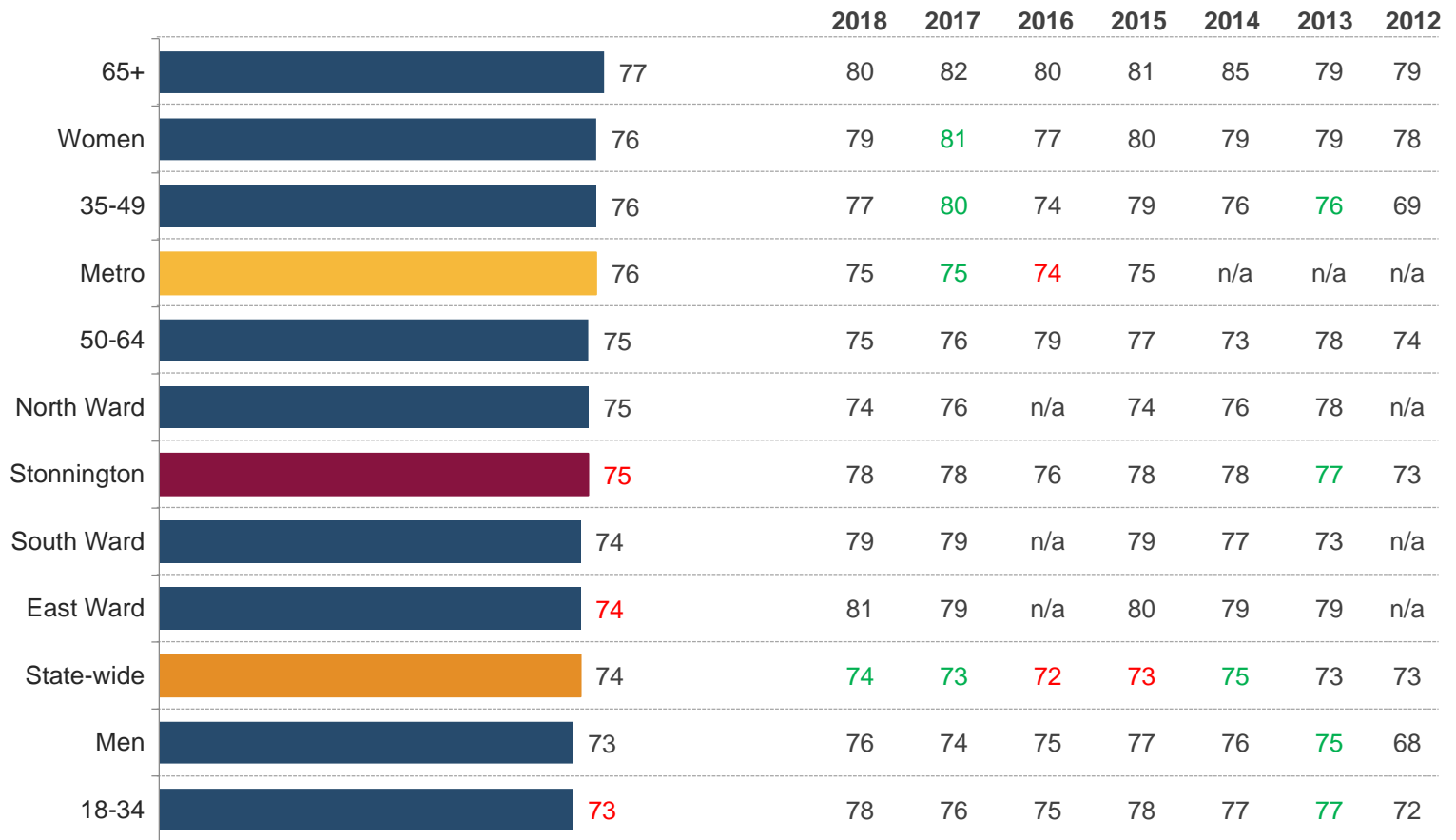
2019 Art centres and libraries importance (%)





Art centres and libraries performance

2019 Art centres and libraries performance (index scores)



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

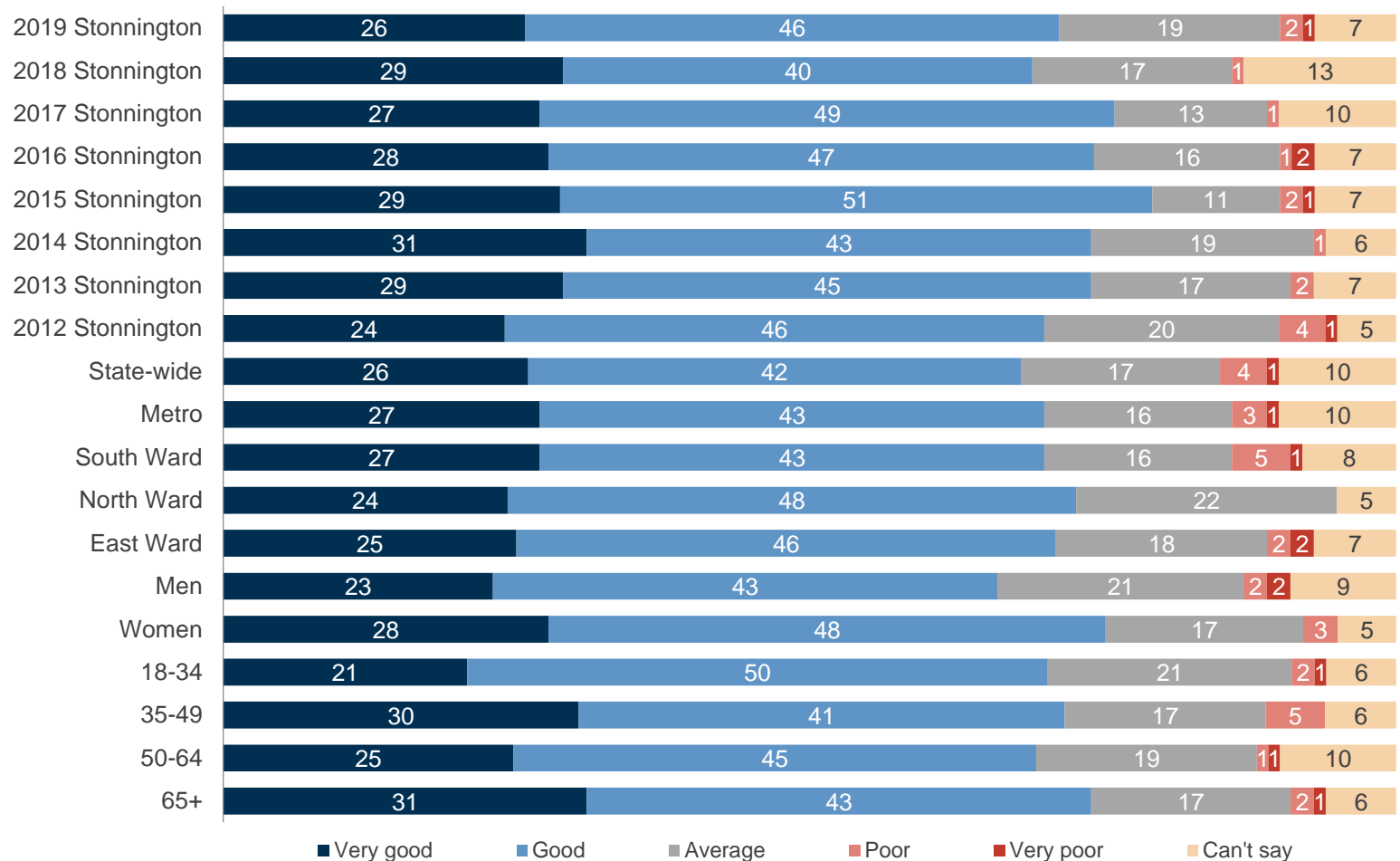
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8

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



Art centres and libraries performance

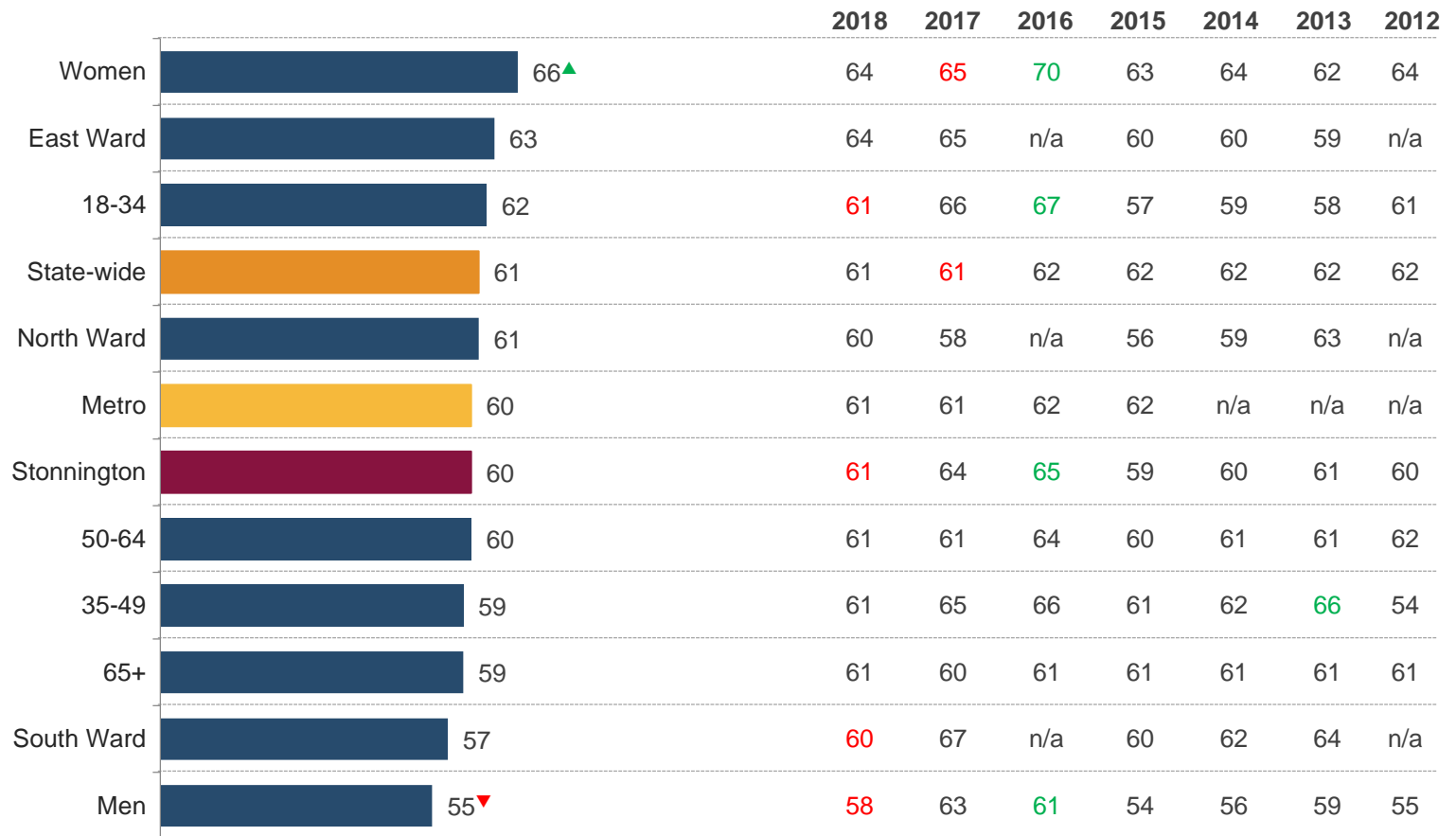
2019 Art centres and libraries performance (%)





Community and cultural activities importance

2019 Community and cultural activities importance (index scores)



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

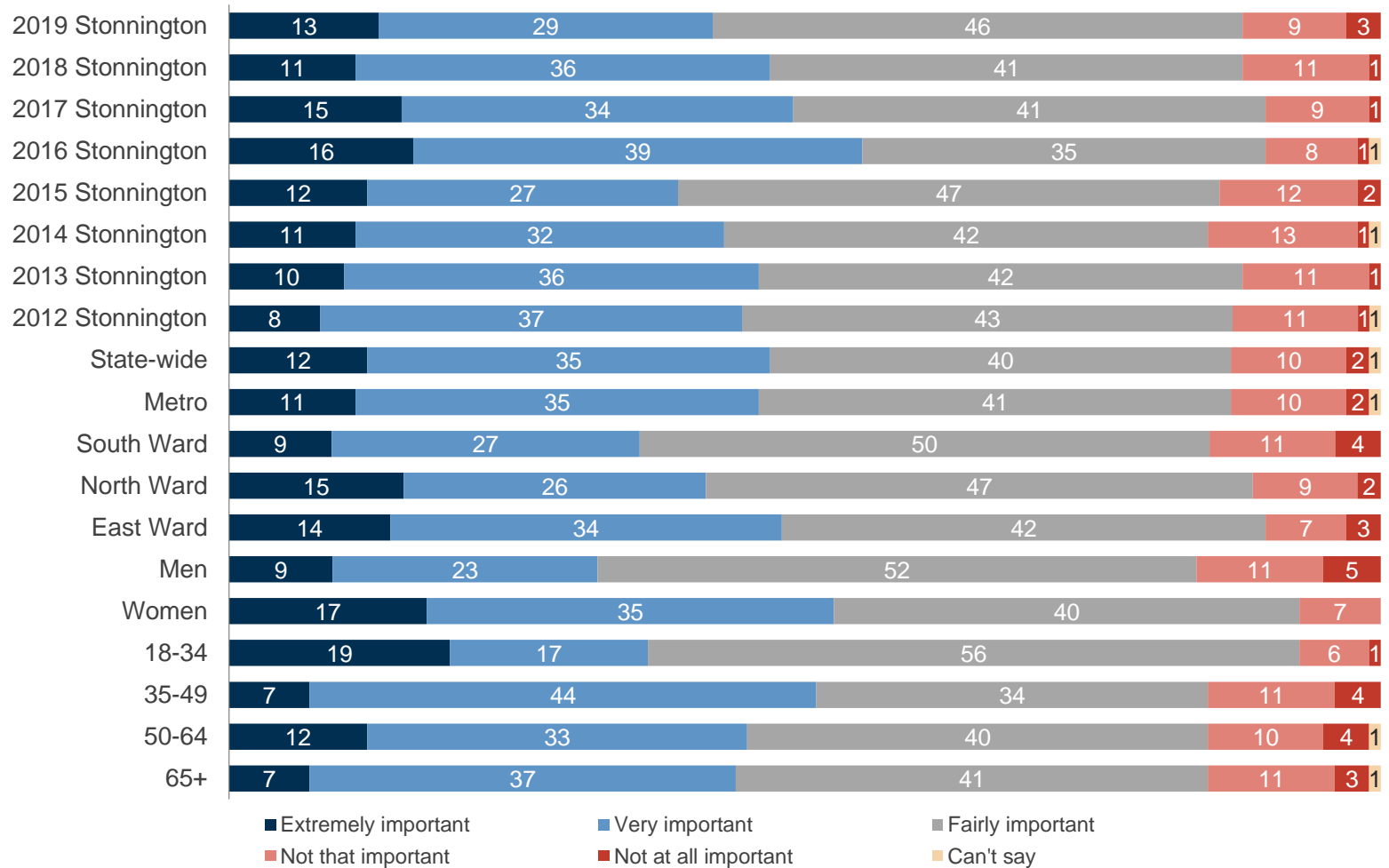
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 9

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



Community and cultural activities importance

2019 Community and cultural activities importance (%)





Community and cultural activities performance

2019 Community and cultural activities performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
East Ward	72	76	78	n/a	74	75	73	n/a
50-64	72	76	76	75	73	75	74	77
65+	72	76	75	78	75	78	73	73
Women	71	77	77	78	74	79	74	72
Metro	70	70	70	71	71	n/a	n/a	n/a
Stonnington	70	74	74	75	73	75	72	71
35-49	70	73	75	79	77	73	71	71
South Ward	70	76	70	n/a	72	75	69	n/a
Men	69	69	71	73	71	71	69	69
State-wide	69	69	69	69	69	70	69	68
18-34	68	72	73	73	69	75	70	67
North Ward	67	69	74	n/a	72	74	72	n/a

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

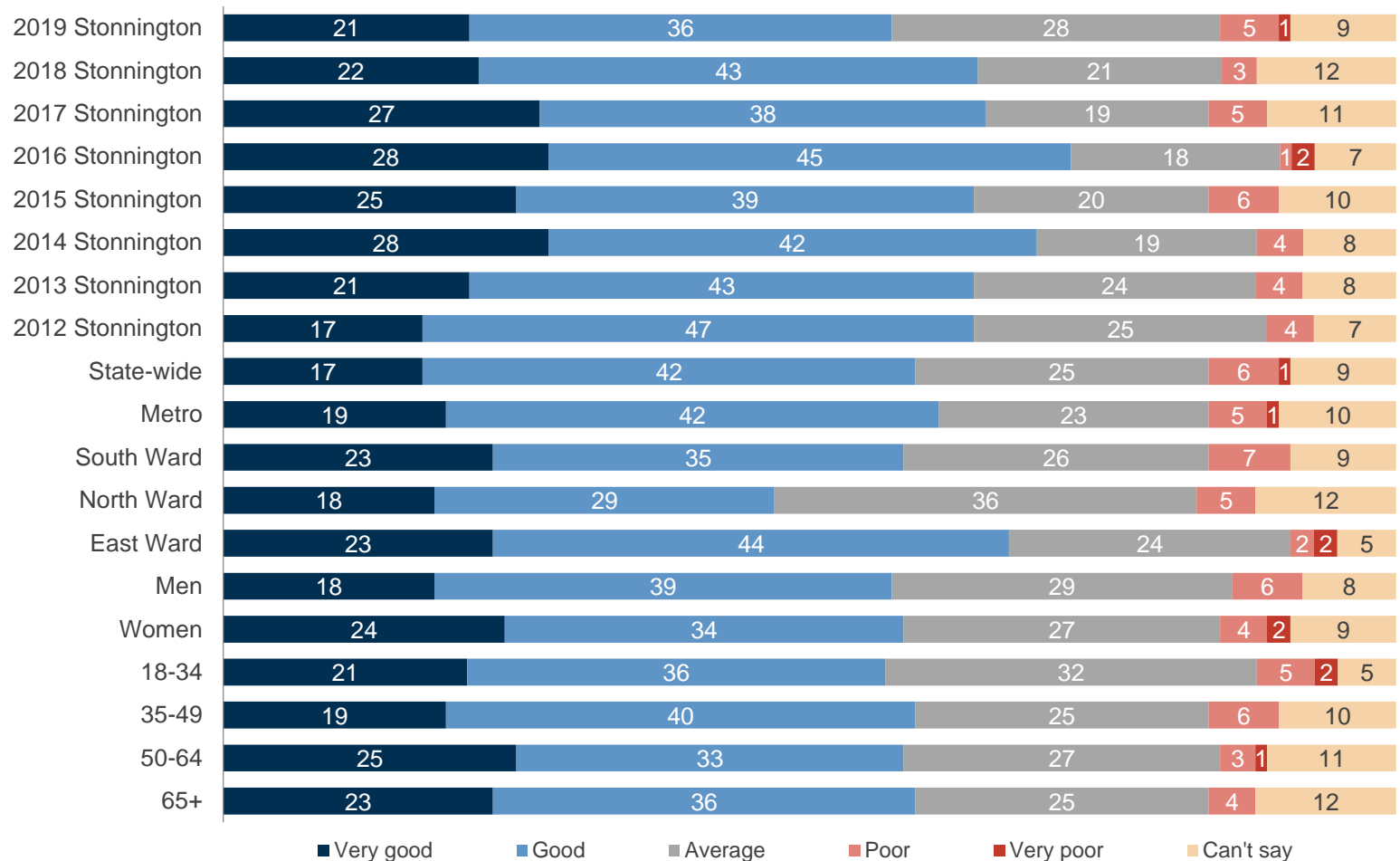
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9

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



Community and cultural activities performance

2019 Community and cultural activities performance (%)





Waste management importance

2019 Waste management importance (index scores)

		2018	2017	2016	2015	2014	2013	2012
50-64	86	n/a	n/a	n/a	84	82	84	83
North Ward	85	n/a	n/a	n/a	82	81	79	n/a
65+	85	n/a	n/a	n/a	84	84	83	82
East Ward	85	n/a	n/a	n/a	82	84	84	n/a
35-49	84	n/a	n/a	n/a	81	81	86	80
Women	84	n/a	n/a	n/a	84	82	85	80
Stonnington	84	n/a	n/a	n/a	82	82	83	80
Men	84	n/a	n/a	n/a	79	81	81	80
Metro	83	83	81	82	81	n/a	n/a	n/a
18-34	82	n/a	n/a	n/a	80	81	81	79
South Ward	81	n/a	n/a	n/a	81	79	84	n/a
State-wide	81▼	81	79	80	79	79	79	78

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

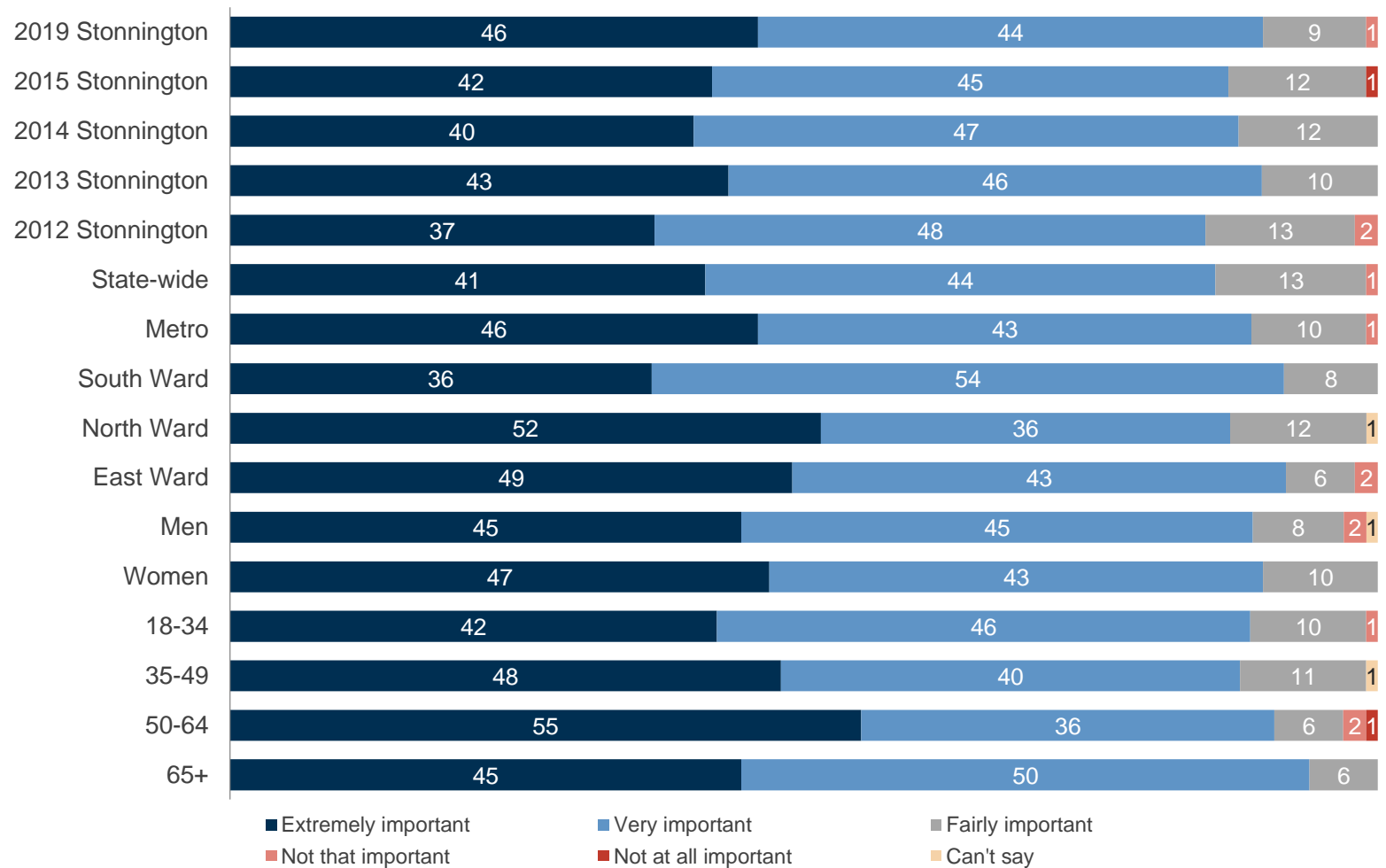
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 10

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



Waste management importance

2019 Waste management importance (%)





Waste management performance

2019 Waste management performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
65+	76	n/a	n/a	n/a	81	83	81	81
South Ward	76	n/a	n/a	n/a	78	82	75	n/a
Men	76	n/a	n/a	n/a	81	80	78	75
East Ward	75	n/a	n/a	n/a	80	80	81	n/a
35-49	74	n/a	n/a	n/a	79	78	74	71
Stonnington	73	n/a	n/a	n/a	79	79	79	75
Metro	73	75	75	76	77	n/a	n/a	n/a
18-34	73	n/a	n/a	n/a	78	80	81	75
Women	71	n/a	n/a	n/a	77	78	79	76
North Ward	69	n/a	n/a	n/a	78	74	76	n/a
State-wide	68▼	70	71	70	72	73	71	72
50-64	68	n/a	n/a	n/a	76	73	78	77

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

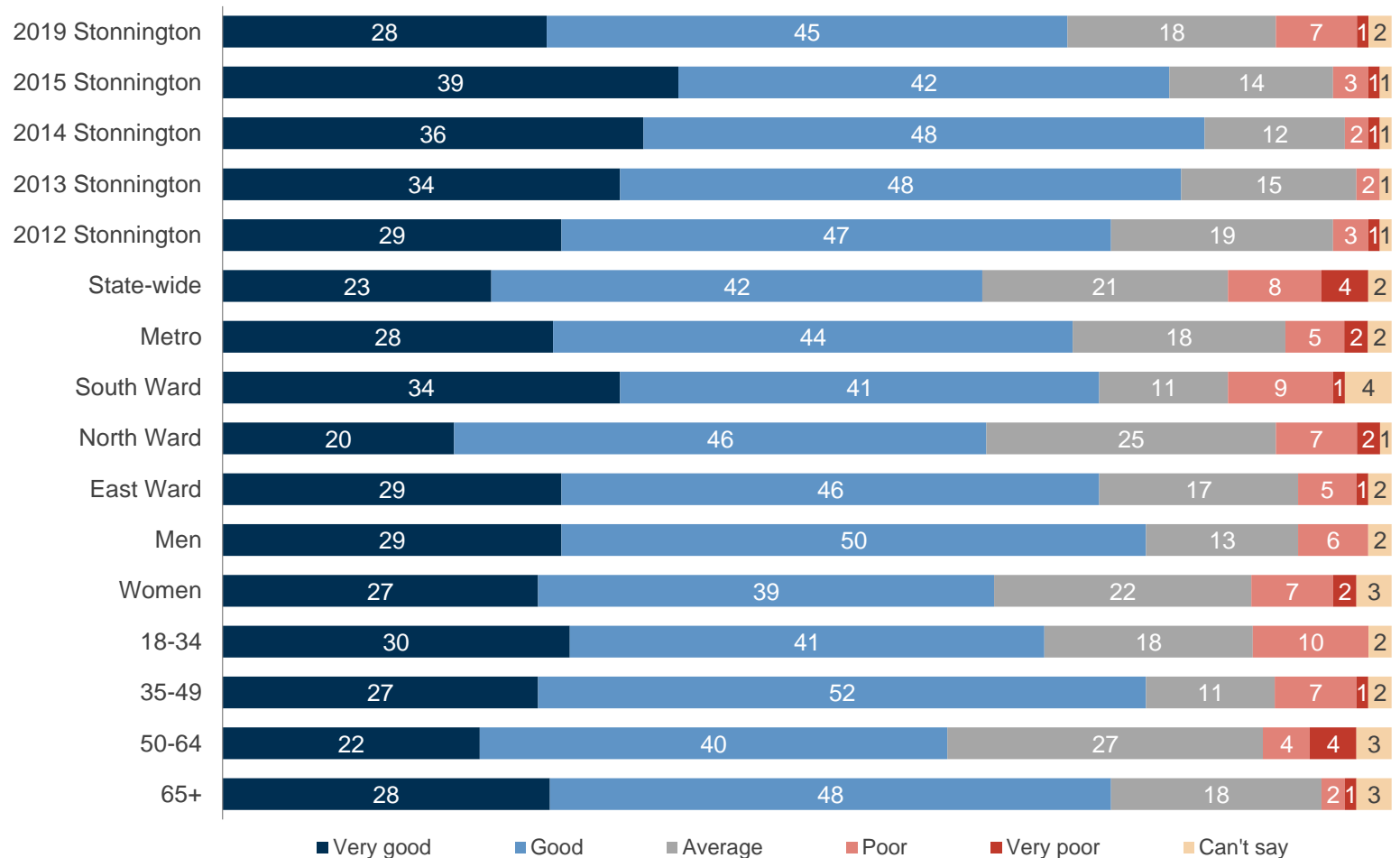
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11

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



Waste management performance

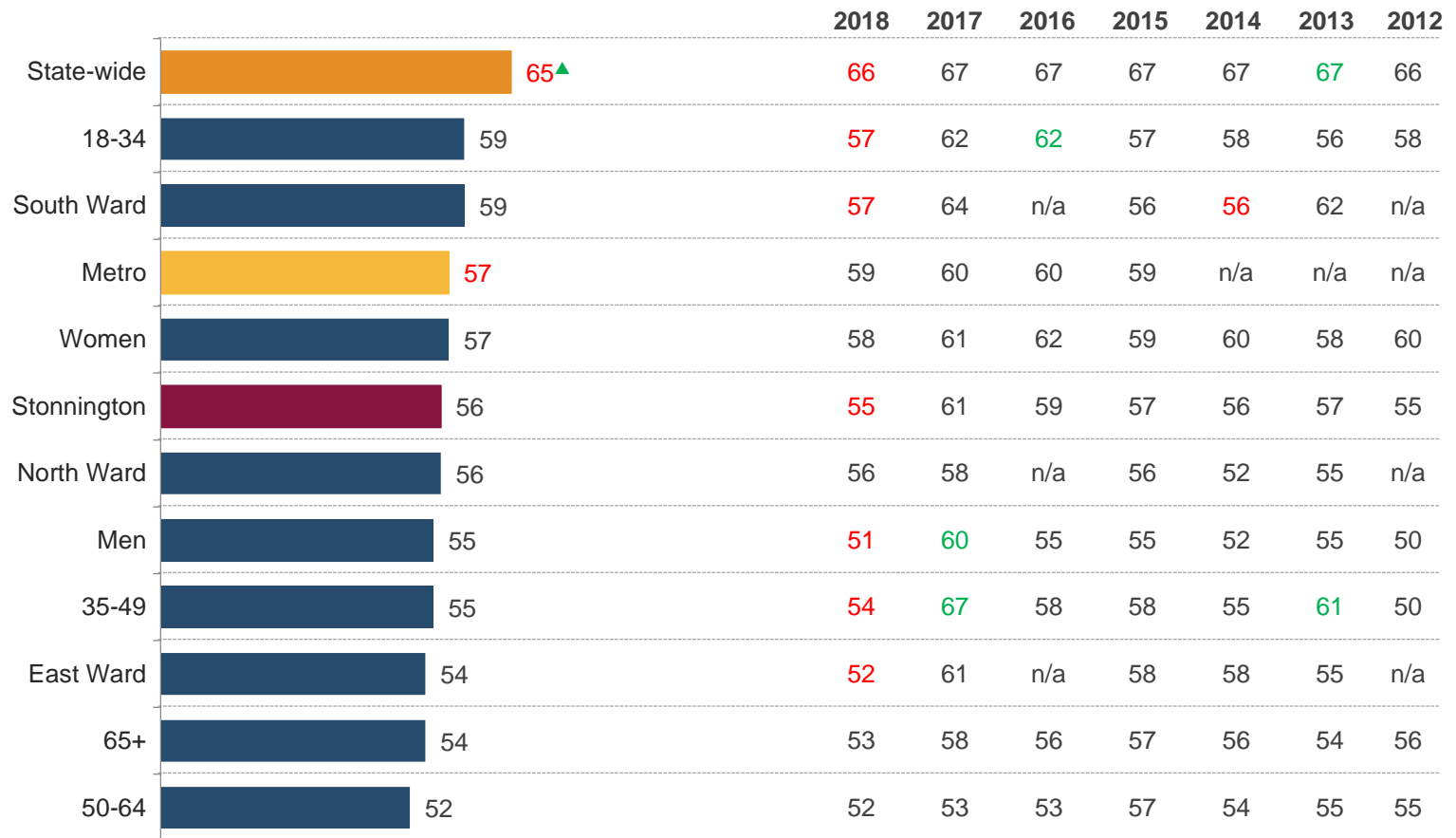
2019 Waste management performance (%)



Business and community development and tourism importance



2019 Business/development/tourism importance (index scores)



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

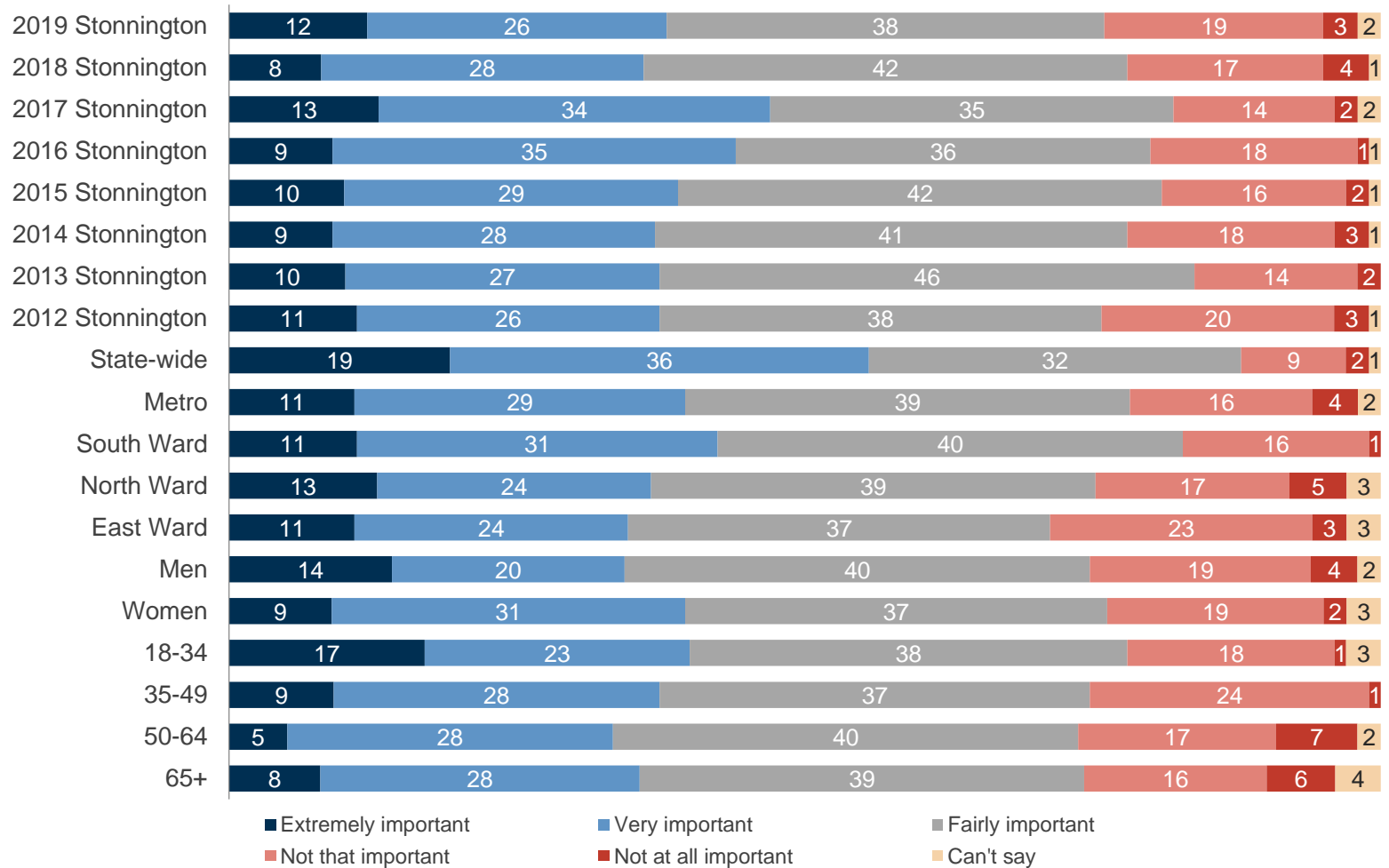
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

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

Business and community development and tourism importance



2019 Business/development/tourism importance (%)



Business and community development and tourism performance



2019 Business/development/tourism performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
State-wide	61▲	60	61	60	61	62	62	62
Metro	60▲	60	60	62	62	n/a	n/a	n/a
Women	60	62	66	65	67	67	62	61
18-34	59	63	69	64	64	65	63	59
East Ward	58	62	64	n/a	62	61	62	n/a
North Ward	58	59	62	n/a	62	61	62	n/a
Stonnington	57	63	64	63	62	63	62	58
South Ward	56	67	65	n/a	62	69	63	n/a
35-49	56	62	58	63	59	61	63	58
50-64	56	63	58	60	61	58	60	57
Men	55	63	62	61	57	60	62	56
65+	55	61	60	64	63	65	59	59

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

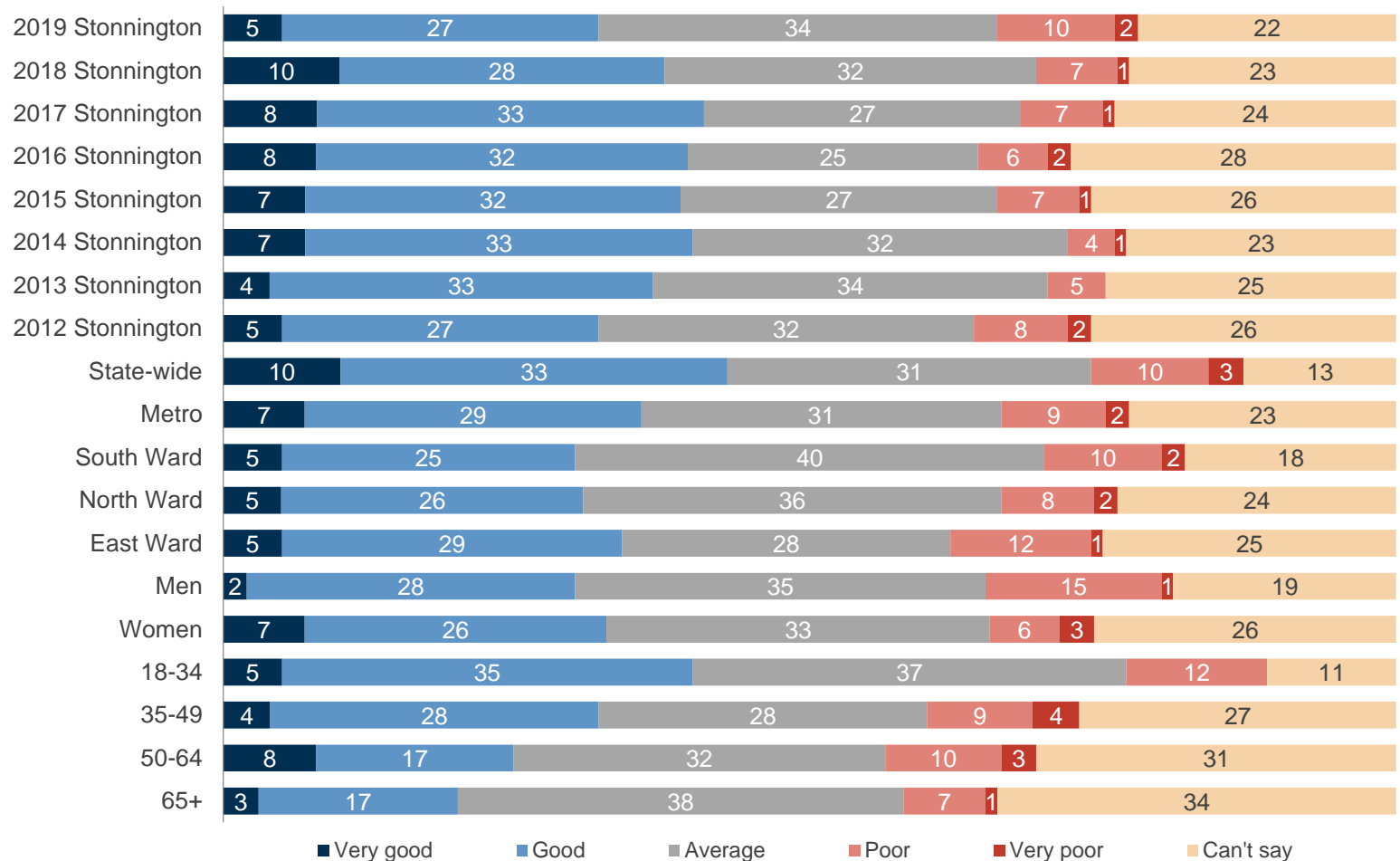
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 7

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

Business and community development and tourism performance



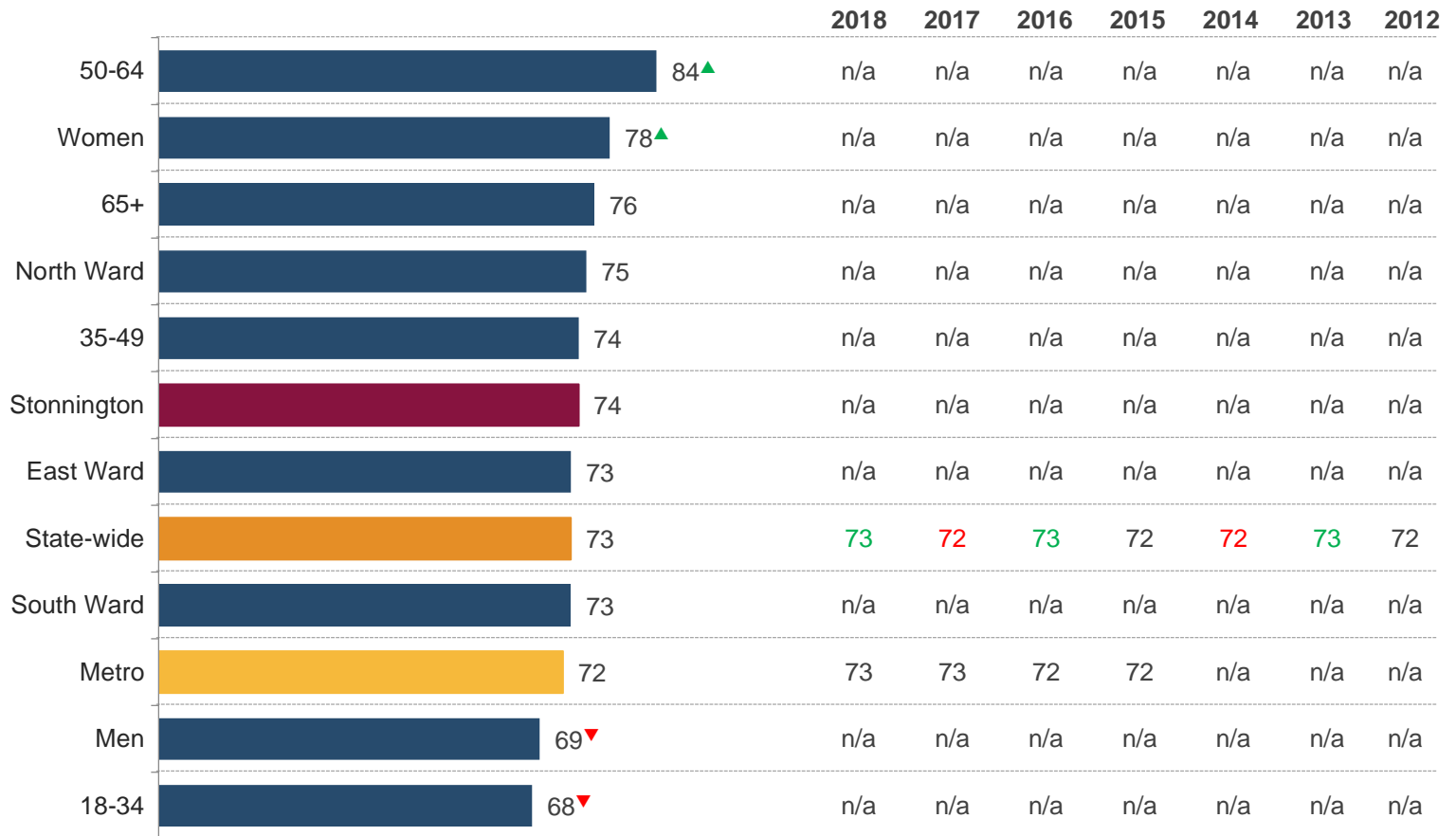
2019 Business/development/tourism performance (%)





Council's general town planning policy importance

2019 Town planning importance (index scores)



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

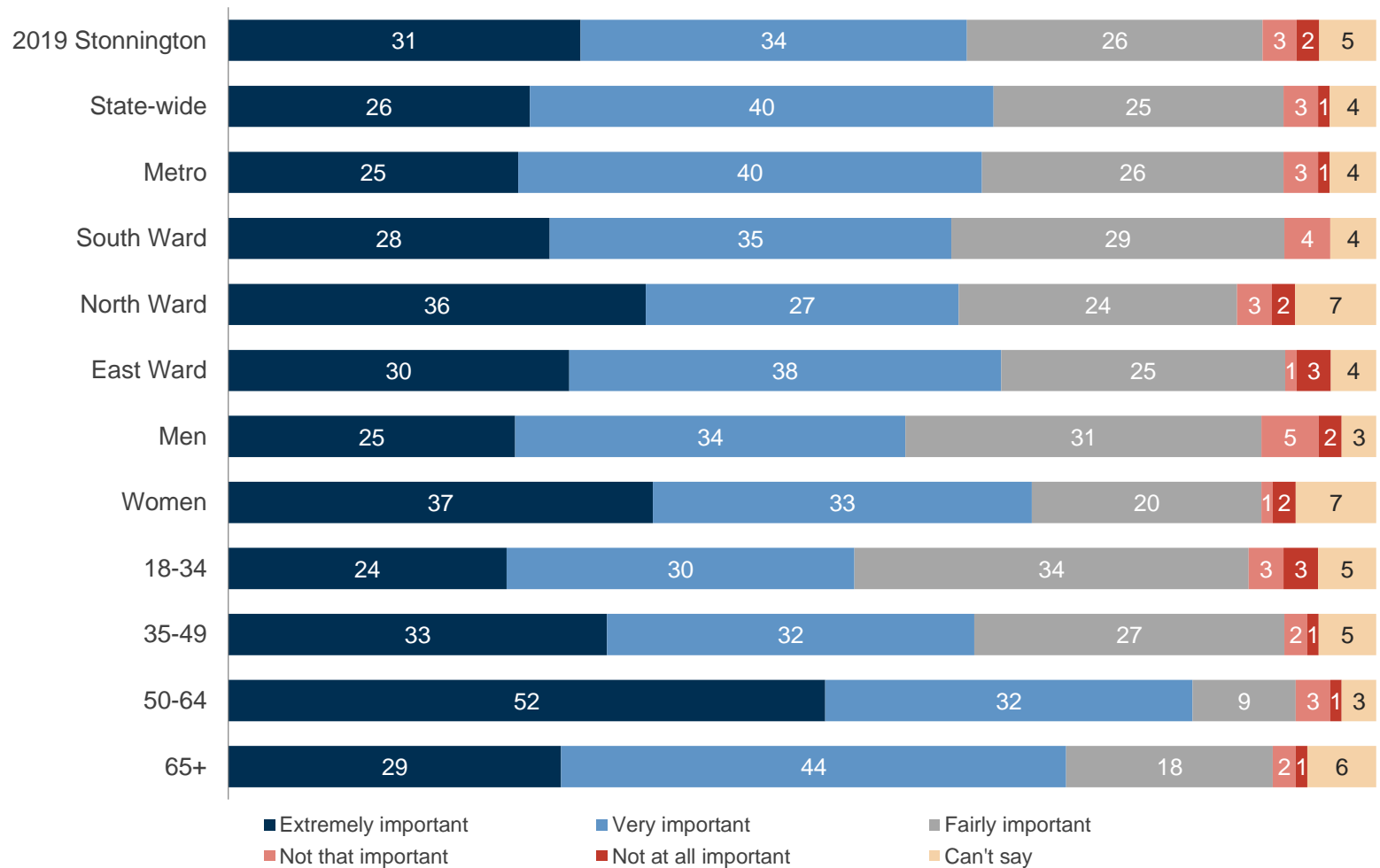
Base: All respondents. Councils asked state-wide: 12 Councils asked group: 6

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



Council's general town planning policy importance

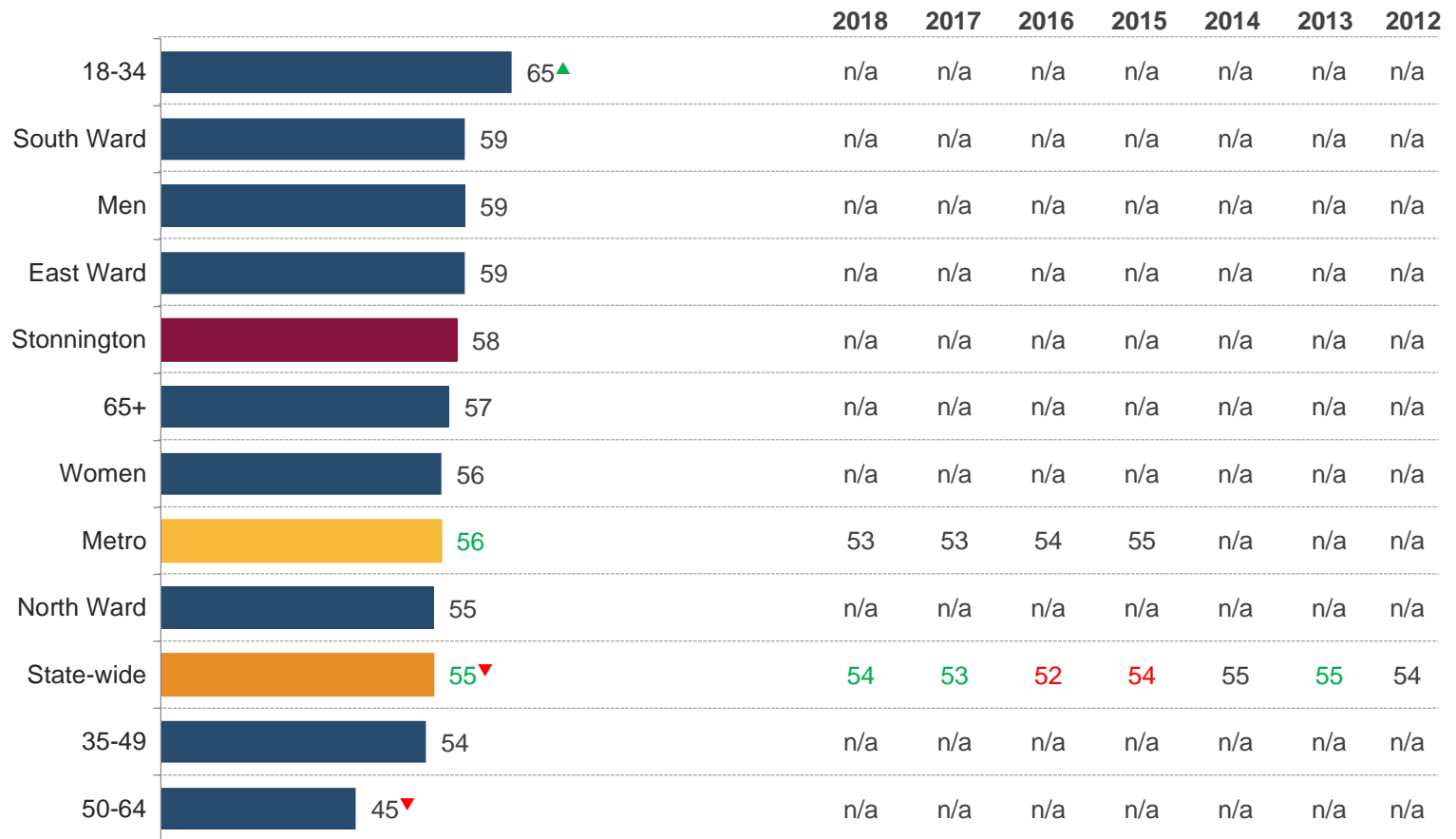
2019 Town planning importance (%)





Council's general town planning policy performance

2019 Town planning performance (index scores)



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

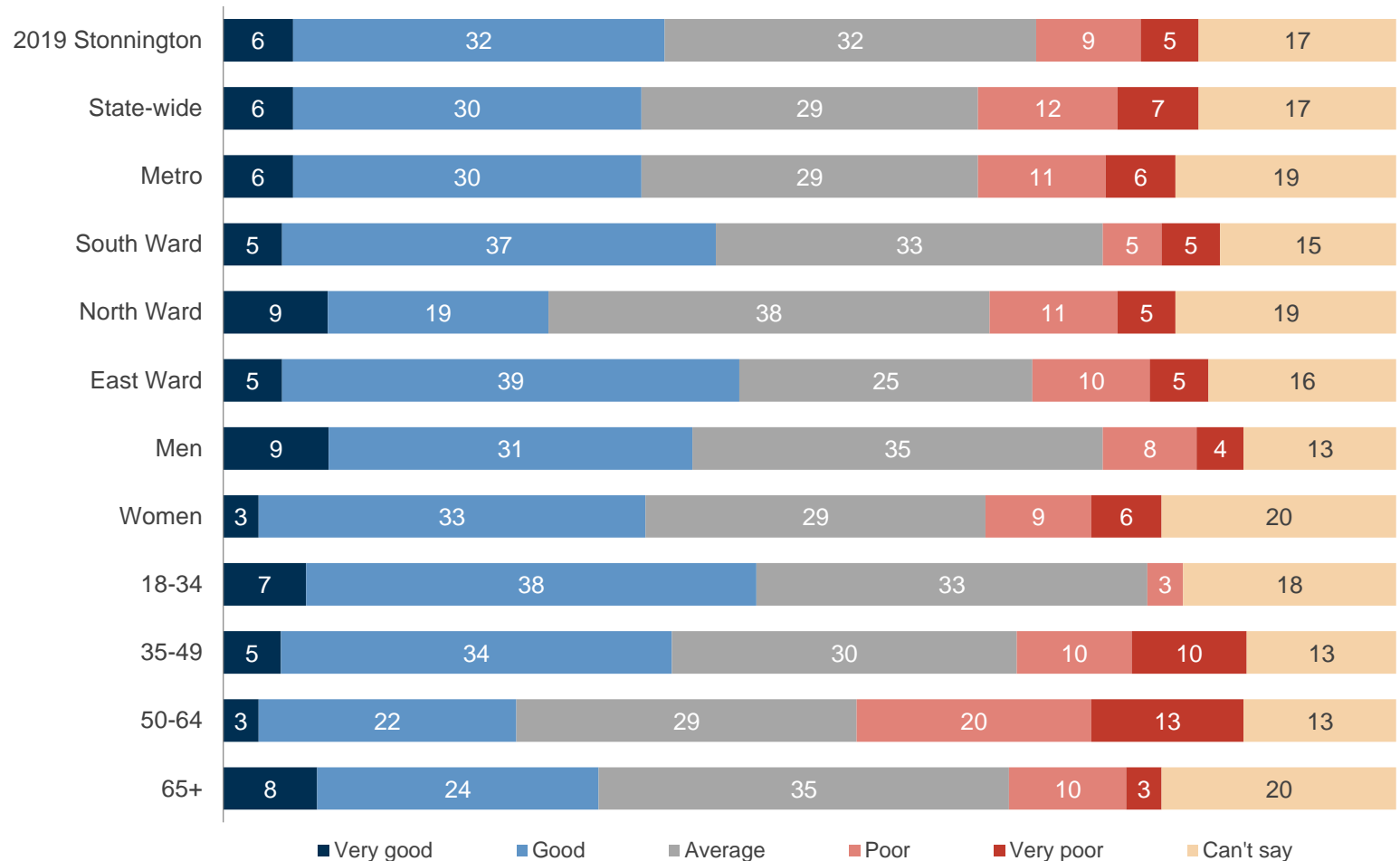
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8

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



Council's general town planning policy performance

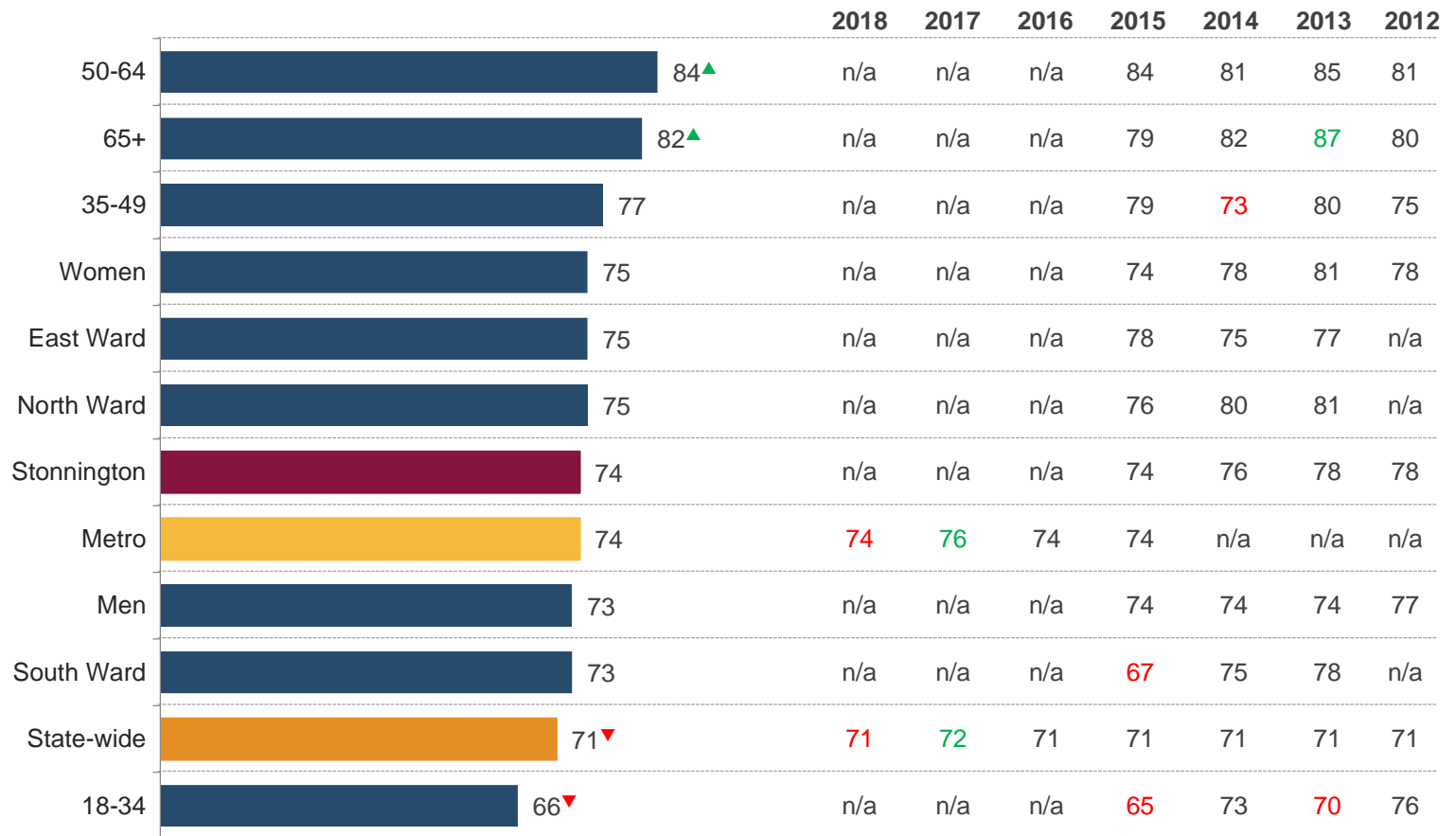
2019 Town planning performance (%)





Planning and building permits importance

2019 Planning and building permits importance (index scores)



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

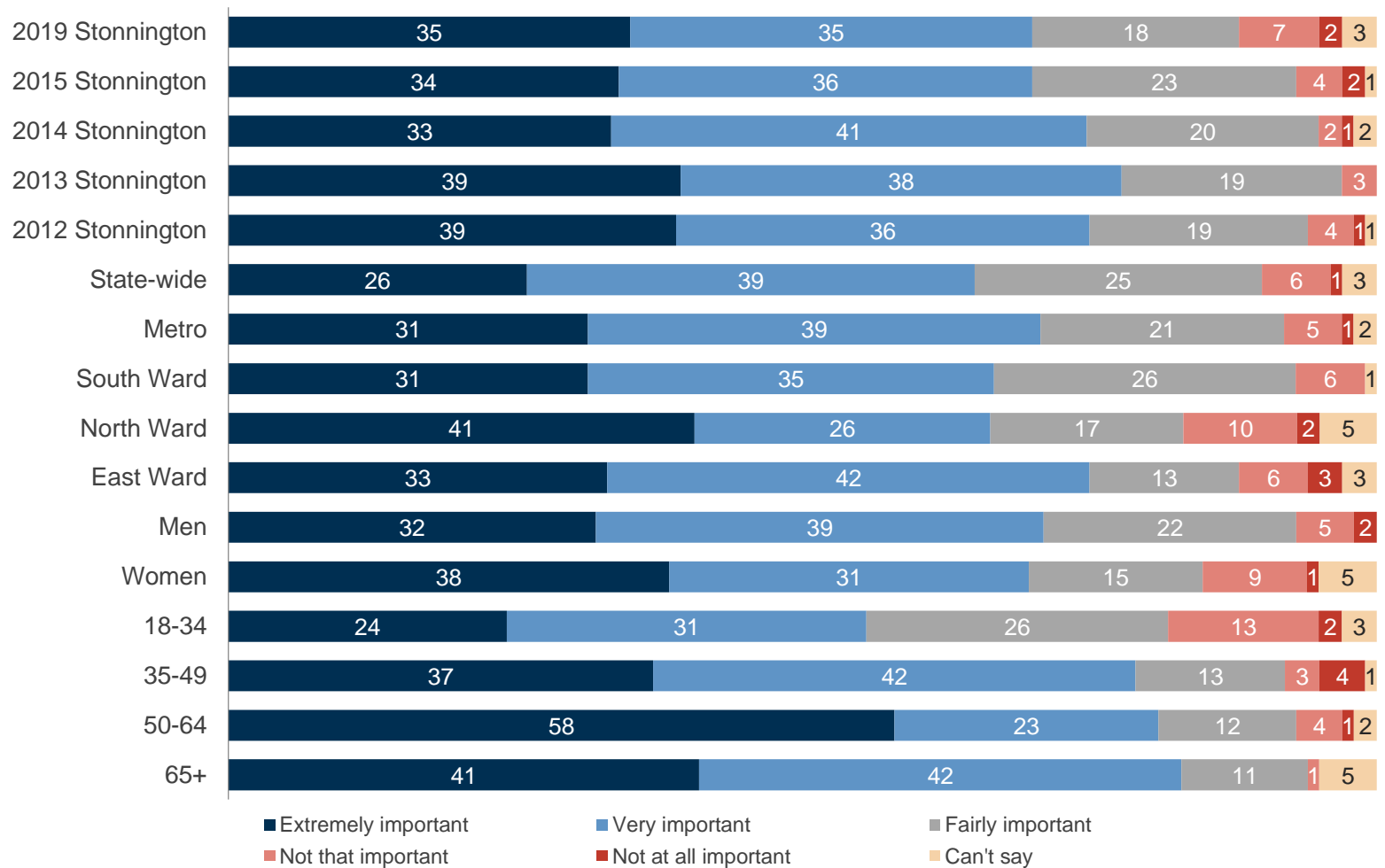
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 6

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



Planning and building permits importance

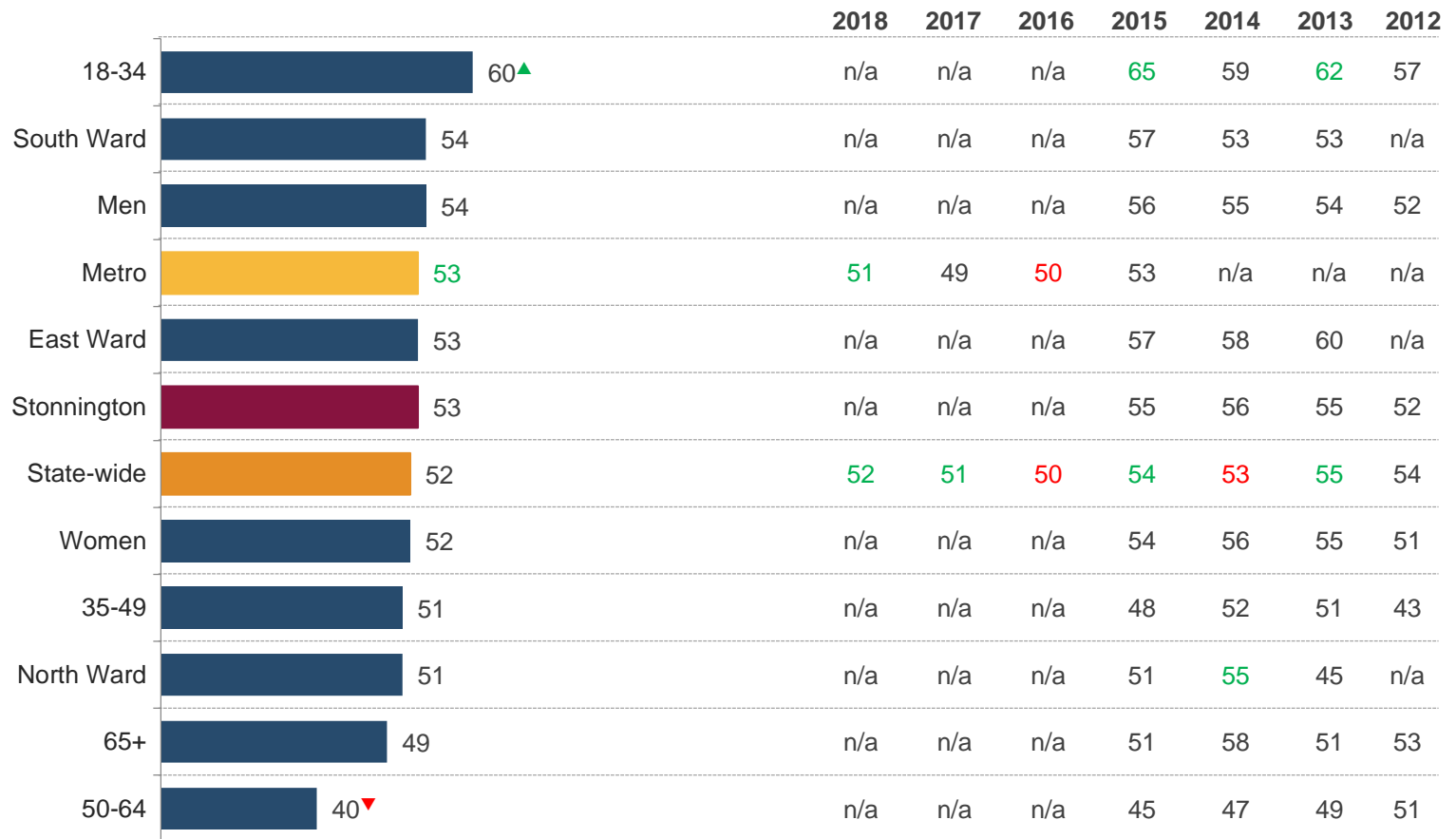
2019 Planning and building permits importance (%)





Planning and building permits performance

2019 Planning and building permits performance (index scores)



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

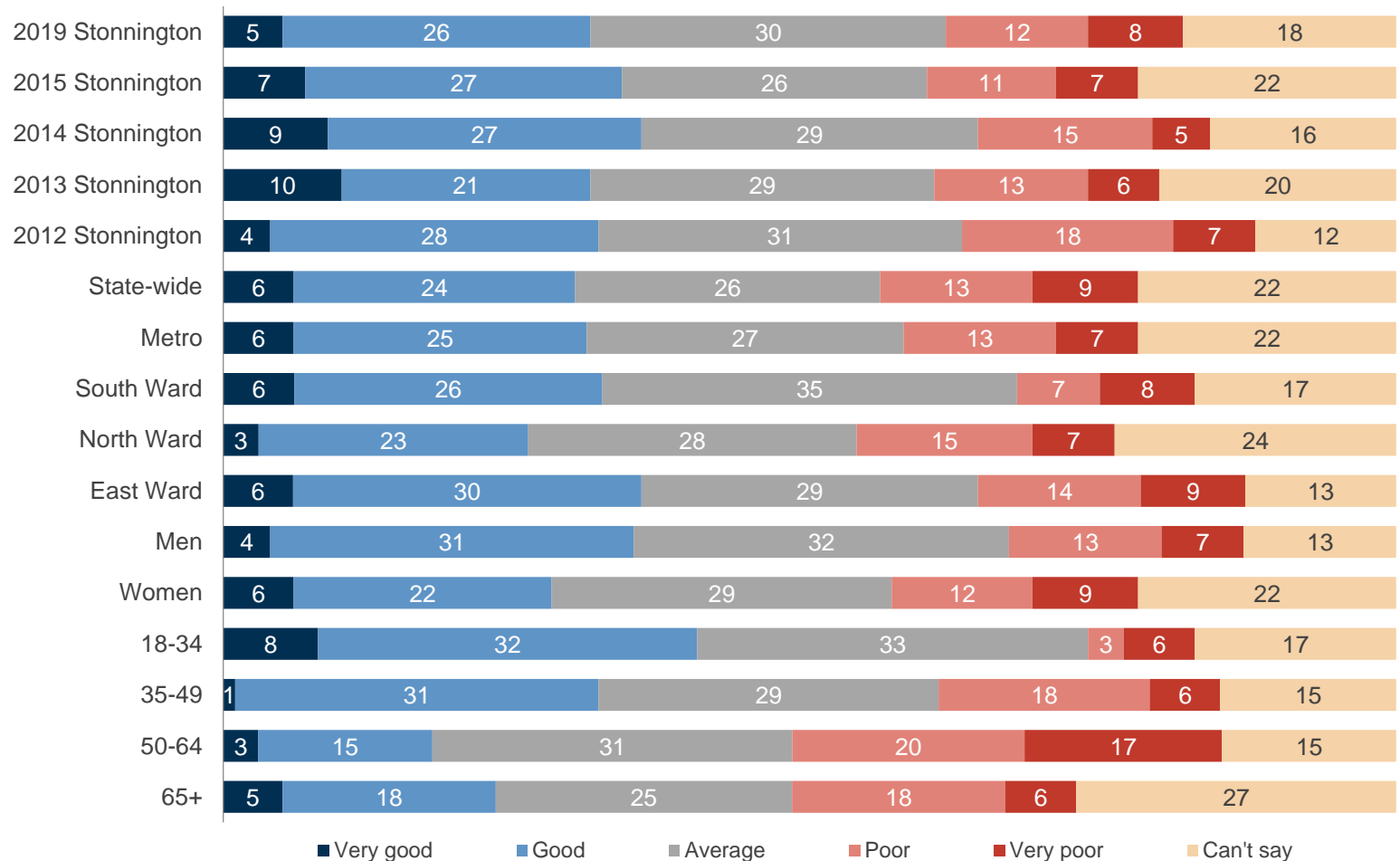
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 7

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



Planning and building permits performance

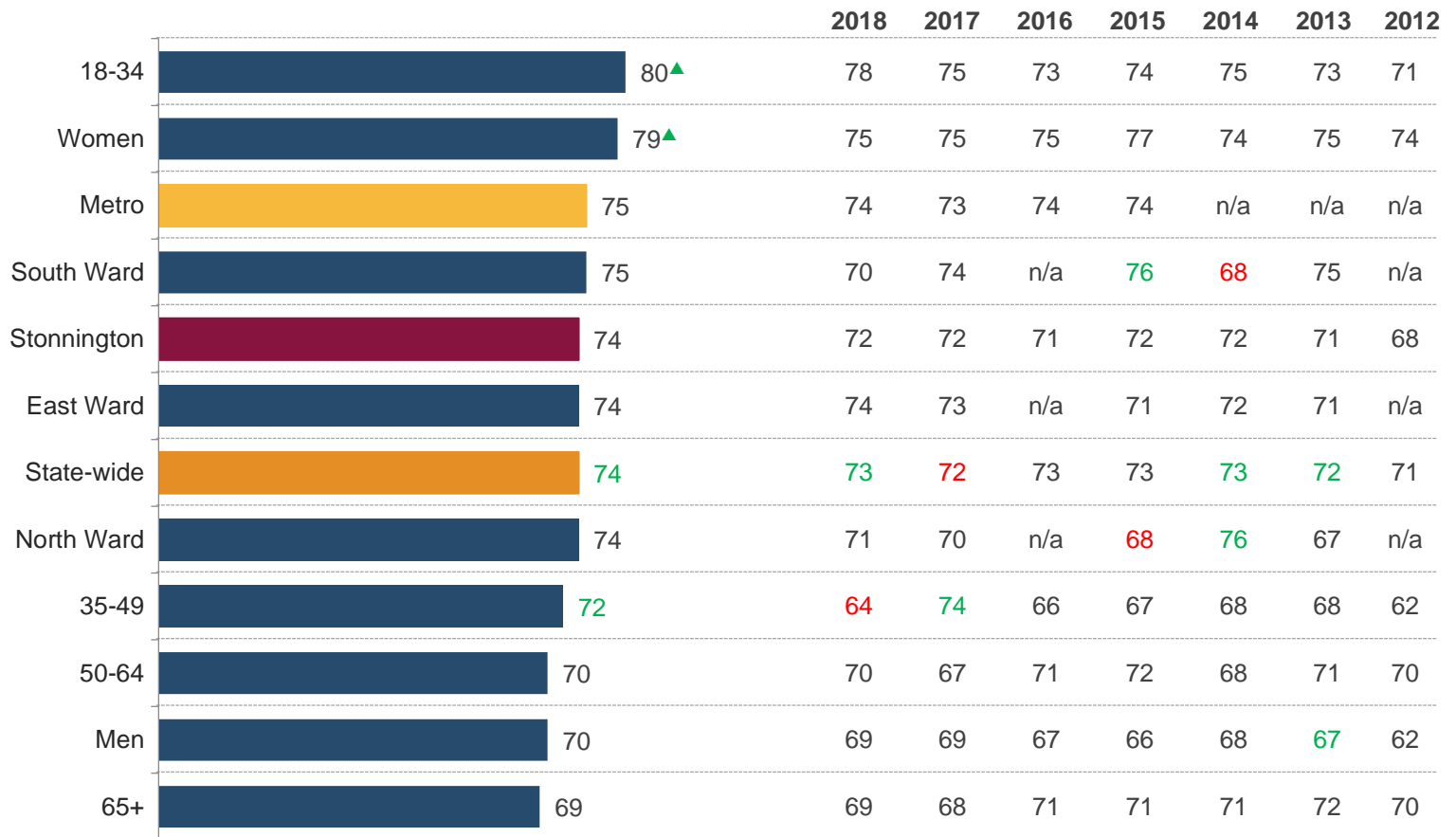
2019 Planning and building permits performance (%)





Environmental sustainability importance

2019 Environmental sustainability importance (index scores)



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

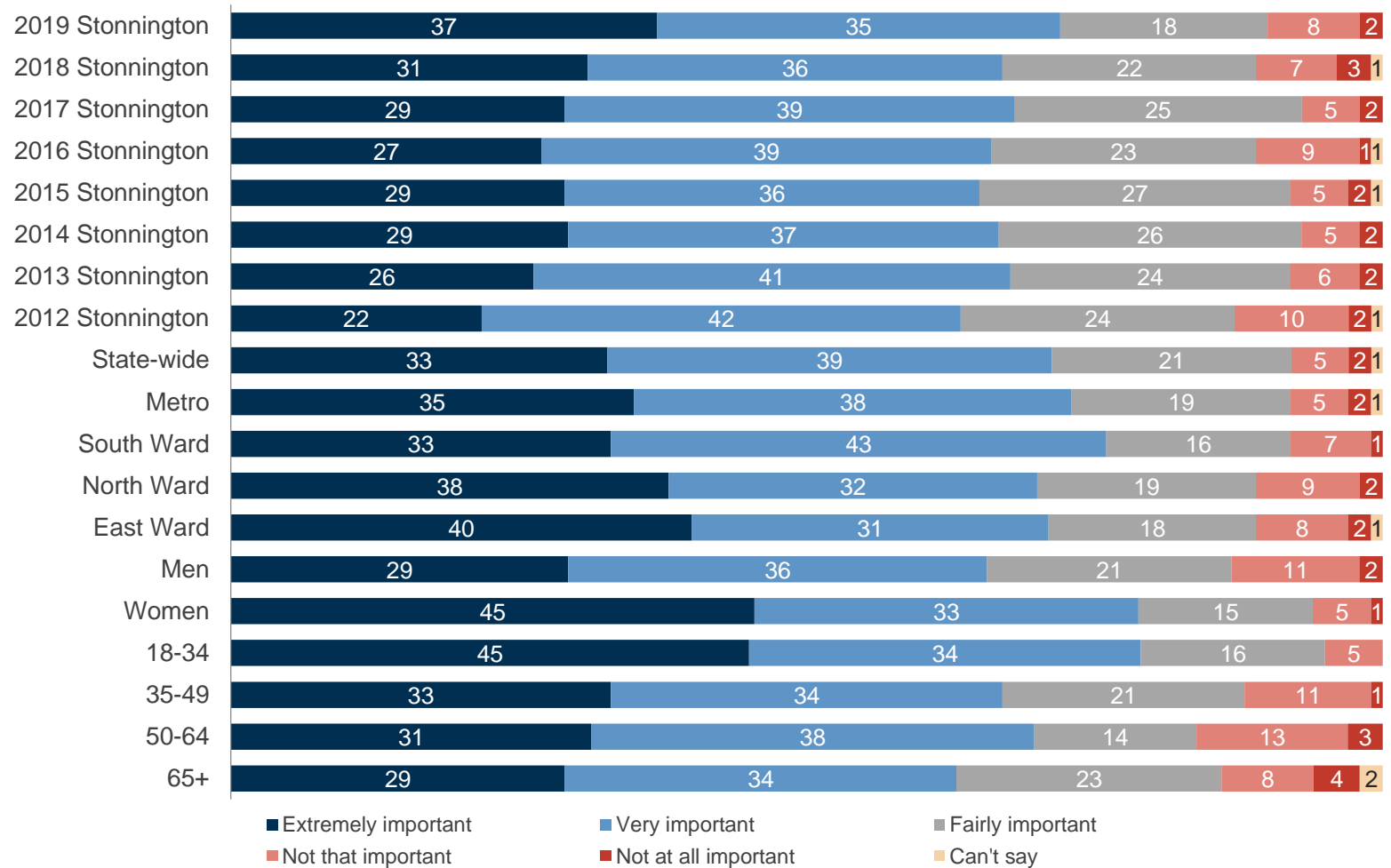
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 9

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



Environmental sustainability importance

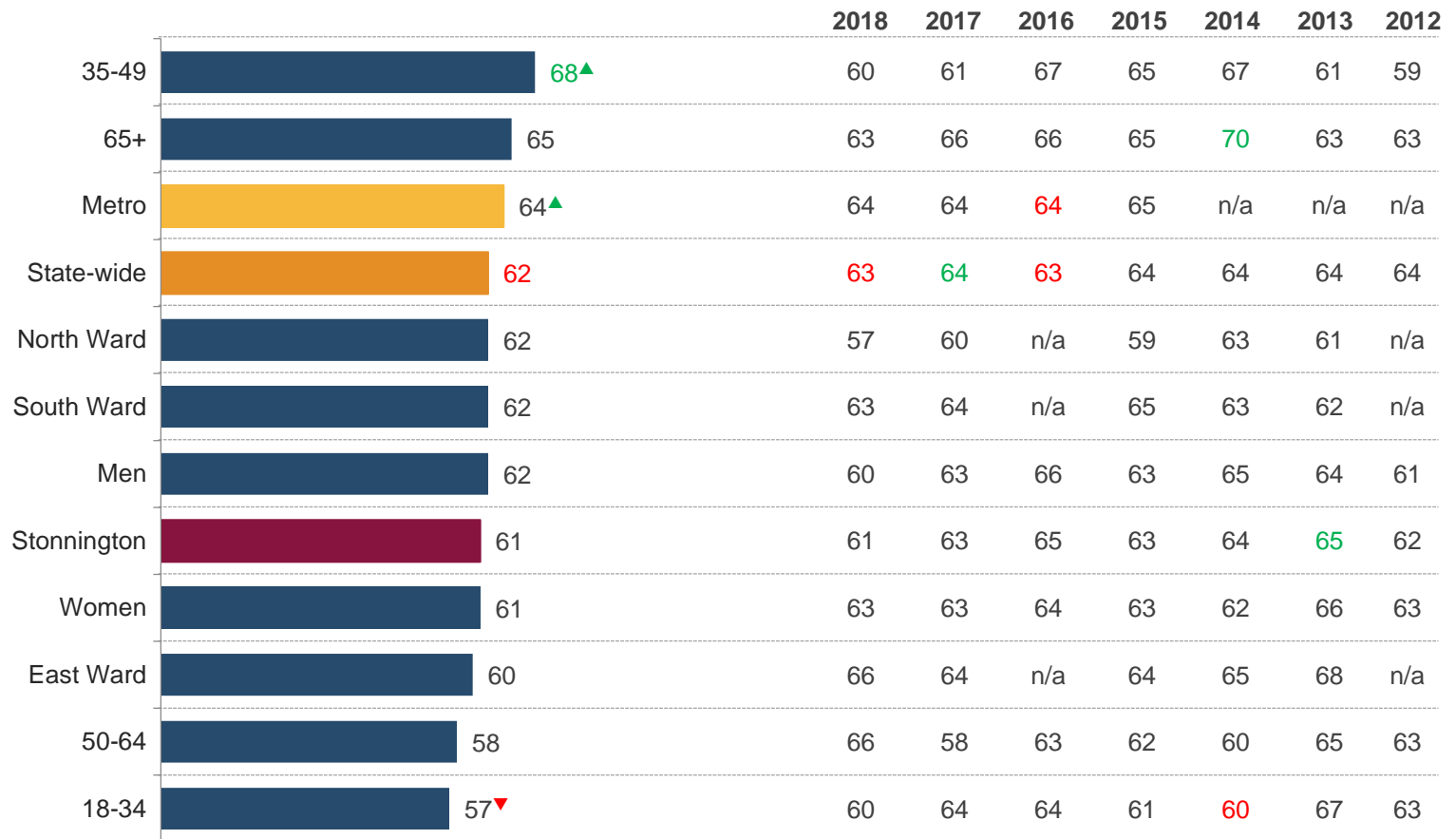
2019 Environmental sustainability importance (%)





Environmental sustainability performance

2019 Environmental sustainability performance (index scores)



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

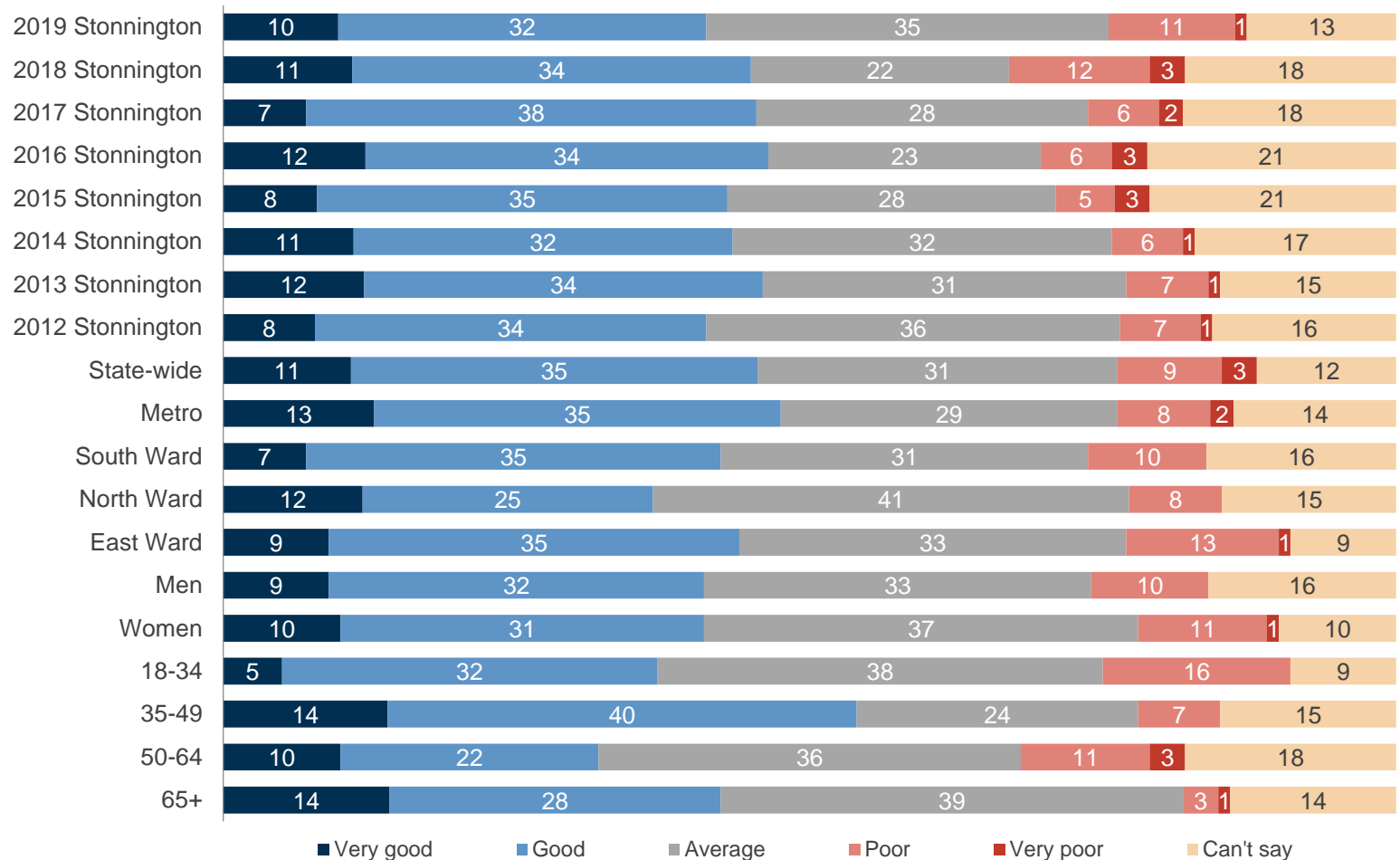
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 10

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



Environmental sustainability performance

2019 Environmental sustainability performance (%)



A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night-time image of the United States, showing city lights and road networks. The 'W' is positioned on the right side of the page, with its leftmost stroke extending towards the center.

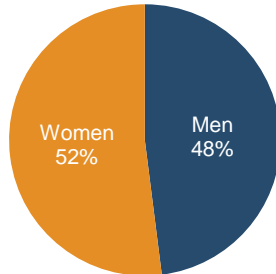
Detailed demographics



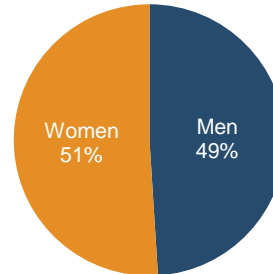
Gender and age profile

2019 gender

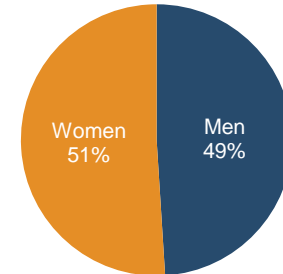
Stonnington



Metro

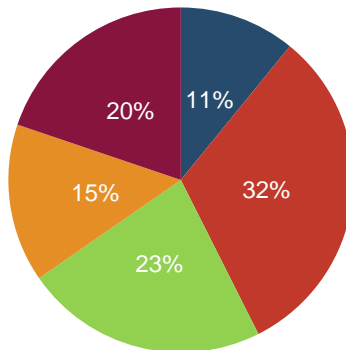


State-wide

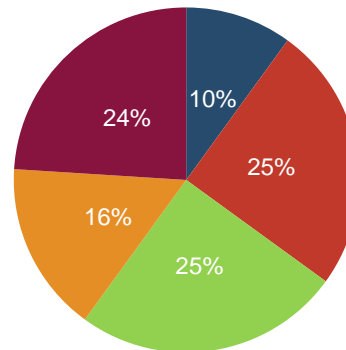


2019 age

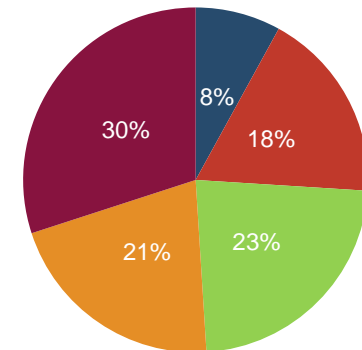
Stonnington



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

Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report.

Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

A large, stylized letter 'W' graphic that serves as a background element. It is filled with a satellite image of North America, showing the United States and parts of Canada. The landmasses are in dark blue, and the surrounding oceans are in a lighter blue. A network of white lines, representing roads or rivers, is visible across the land. There are several bright, glowing spots, possibly representing major cities or urban areas.

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



Appendix A: Margins of error

The sample size for the 2019 State-wide Local Government Community Satisfaction Survey for Stonnington 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 96,600 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	401	400	+/-4.9
Men	178	191	+/-7.4
Women	223	209	+/-6.6
South Ward	108	119	+/-9.5
North Ward	128	133	+/-8.7
East Ward	165	147	+/-7.6
18-34 years	63	169	+/-12.4
35-49 years	82	91	+/-10.9
50-64 years	112	61	+/-9.3
65+ years	144	79	+/-8.2



Appendix A: Significant difference reporting notation

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) 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:

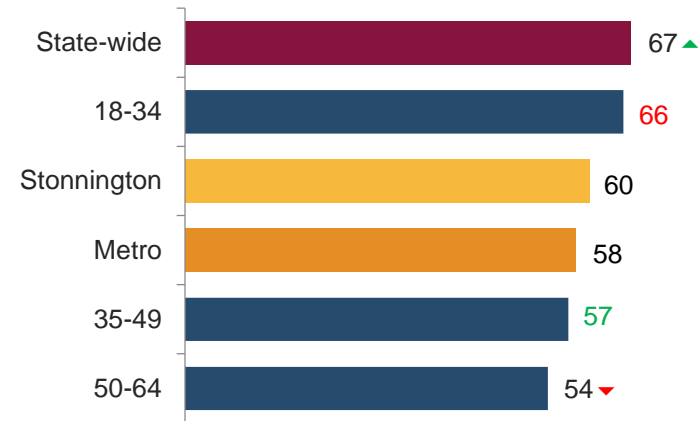
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2018.

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 2018.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2018.

**Overall Performance – Index Scores
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

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:

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2019 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 2019 results are compared with previous years, as detailed below:

- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=403 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=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.

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 40% mobile phone numbers to cater to the diversity of residents within Stonnington City Council, particularly younger people.

A total of n=401 completed interviews were achieved in Stonnington City Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2019.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 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, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Frankston, Kingston, Knox, Manningham, Maroondah, Melbourne, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Stonnington City Council for this 2019 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: Analysis and reporting

2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2019 have been made throughout this report as appropriate.



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 2019 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 2019 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 2019 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: 2019 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.

Statewide average: The average result for all participating councils in the State.

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

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

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