



# **2021 Local Government Community Satisfaction Survey**

## **Stonnington City Council**

Coordinated by the Department of Jobs,  
Precincts and Regions on behalf of  
Victorian councils



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## Background and objectives

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

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

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

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

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

### Serving Victoria for 22 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 22 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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

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

## **Key findings and recommendations**



# Stonnington City Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Stonnington 70








State-wide 61



Metropolitan 67

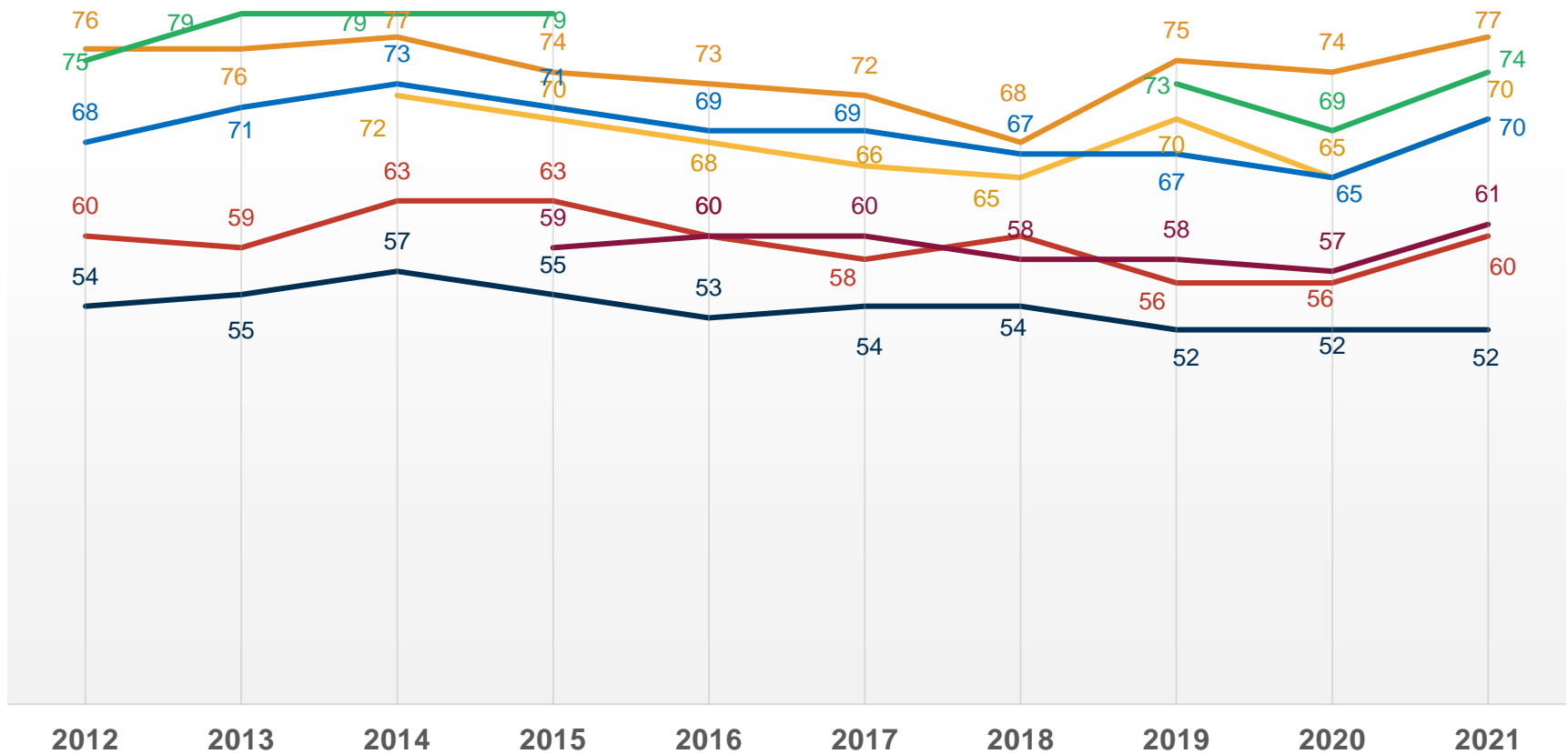
## Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	 Sealed local roads  Waste management  Community decisions	 Lobbying
Compared to group average	 Appearance of public areas	 Lobbying



# Summary of core measures

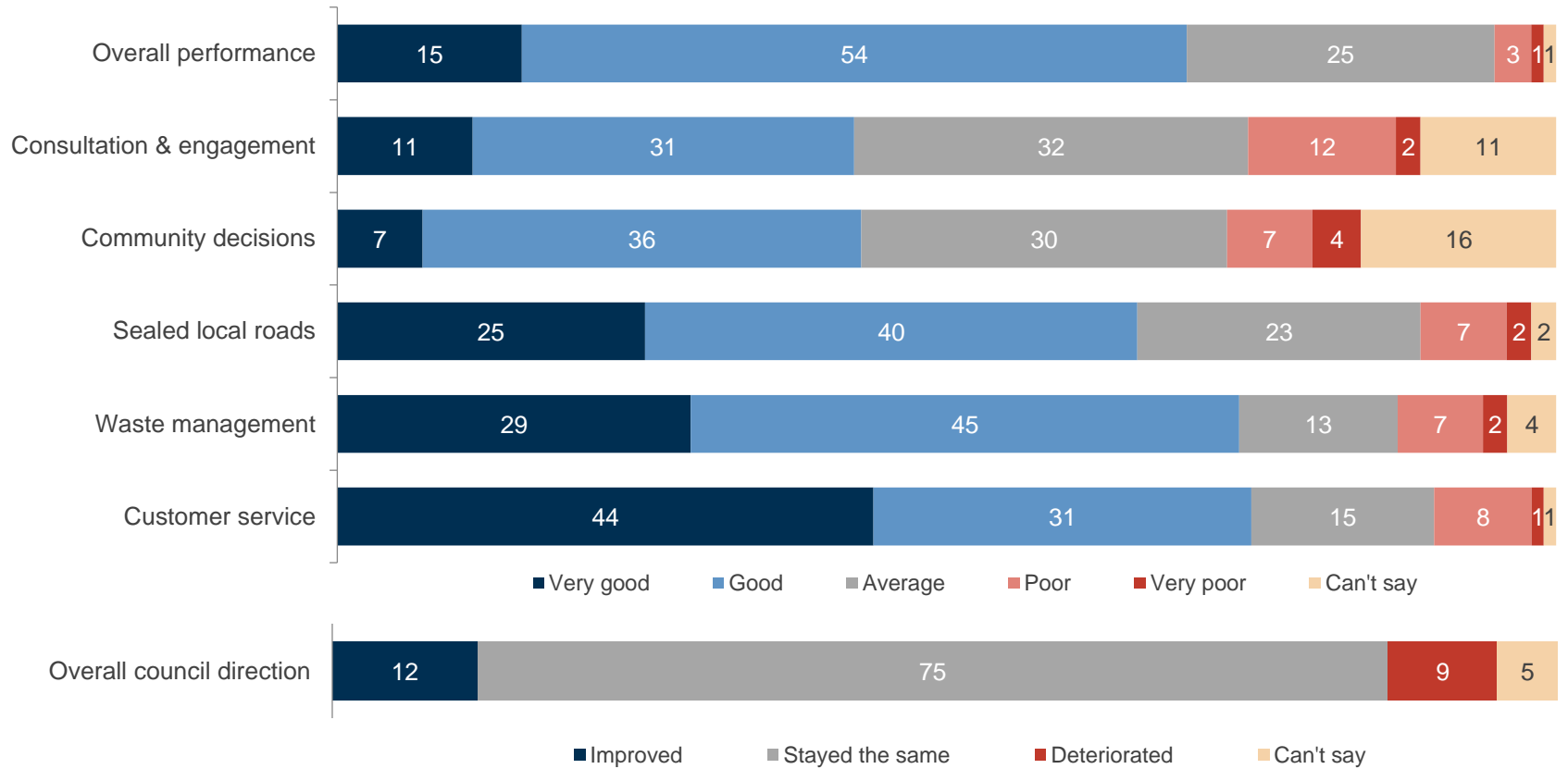
## Index scores















## Summary of core measures

Core measures summary results (%)





# Summary of Stonnington City Council performance

Services		Stonnington 2021	Stonnington 2020	Metro 2021	State-wide 2021	Highest score	Lowest score
	Overall performance	70	65	67	61	Aged 18-34 years	Aged 50-64 years
	Value for money	64	-	62	54	Aged 18-34 years, Women	Aged 50-64 years
	Overall council direction	52	52	55	53	Aged 18-34 years	Aged 50-64 years
	Customer service	77	74	74	70	Aged 35-49 years	South Ward residents
	Appearance of public areas	78	74	74	73	Aged 18-34 years	Aged 50-64 years
	Recreational facilities	75	72	75	71	Aged 18-34 years	Aged 50-64 years
	Waste management	74	69	72	69	Men, Aged 65+ years	Women, Aged 35-49 years, North Ward residents
	Art centres & libraries	73	74	73	73	Aged 65+ years	Aged 50-64 years
	Sealed local roads	70	65	68	57	Aged 18-34 years	Aged 35-49 years
	Enforcement of local laws	68	67	66	64	Aged 18-34 years	Aged 50-64 years





# Summary of Stonnington City Council performance

Services		Stonnington 2021	Stonnington 2020	Metro 2021	State-wide 2021	Highest score	Lowest score
	Community & cultural	66	70	66	65	Aged 65+ years, South Ward residents	Aged 50-64 years
	Informing the community	64	-	62	60	Aged 65+ years, Women, Aged 19-34 years, North Ward residents	Aged 50-64 years
	Environmental sustainability	62	58	64	62	Women	Aged 50-64 years
	Community decisions	61	57	61	56	Aged 18-34 years	Aged 50-64 years
	Bus/community dev./tourism	60	57	60	61	Aged 18-34 years	Aged 50-64 years
	Traffic management	60	55	59	59	Aged 18-34 years	Aged 35-49 years, Aged 65+ years
	Consultation & engagement	60	56	59	56	South Ward residents, Aged 18-34 years	Aged 50-64 years
	Town planning policy	58	55	56	55	Aged 18-34 years	Aged 50-64 years
	Parking facilities	58	56	58	58	Aged 18-34 years, North Ward residents	Aged 50-64 years
	Building & planning permits	54	52	54	51	Aged 18-34 years	Aged 65+ years
	Lobbying	52	52	56	55	Aged 35-49 years	Aged 50-64 years



## Focus areas for the next 12 months

### Overview

Perceptions of Council performance on almost all service areas evaluated have improved over the past year, many significantly so. Improvements have meant that not only has Council recovered from a ratings dip in 2020 but it has also gained more ground in some service areas. One of the most marked improvements is in overall performance perceptions, which have significantly improved over the past year – a positive result.

### Key influences on perceptions of overall performance

Stonnington City Council should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance. Most in need of attention is town planning policy which is one of Council's more poorly rated service areas and is the most influential on overall performance perceptions. Consideration should also be given to communication of Council's lobbying efforts, as this service area is rated least well, but has a moderate influence on overall perceptions.

### Comparison to state and area grouping

Relative to the group averages, Stonnington City Council is performing well. On almost all service areas evaluated, Council is performing in line with or significantly higher than the Metropolitan group and State-wide averages. Lobbying is the only service area where Council is rated significantly lower than both the Metropolitan group and State-wide council averages.

### Maintain and improve upon gains achieved

Council should look to consolidate and build upon its improved performance in most service areas over the next 12 months, after having been able to reverse a number of downward trends this year. Residents aged 50 to 64 years tend to be more critical of Council's performance, so it is recommended that extra attention be paid to interactions with this cohort over the next year.

# DETAILED FINDINGS

# Overall performance



## Overall performance

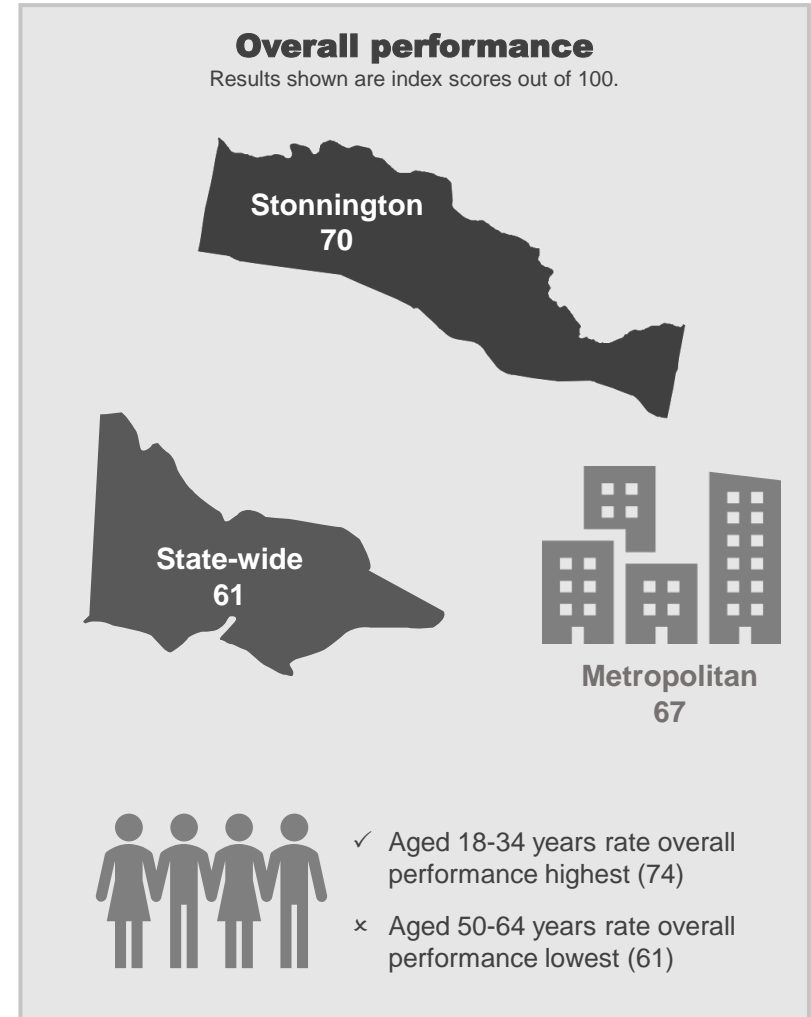
The overall performance index score of 70 for Stonnington City Council represents a significant five-point improvement on the 2020 result.

- This improvement marks an end to a multi-year downward trend in overall performance perceptions and essentially recovers all that was lost between 2016 and 2020. Council is now three points away from returning to its peak rating recorded in 2014.

Stonnington City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Metropolitan group and State-wide (index scores of 67 and 61 respectively).

- Views of overall performance improved among all demographic and geographic cohorts in the past year, with significant improvements noted among 18 to 34 years olds, women and those who reside in North and South Wards.
- Perceptions among 50 to 64 year olds (index score of 61) are significantly lower than average.

More than half of residents (54%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good' compared to just 10% of who rate it as 'very poor' or 'poor'. A further 28% rate Council as 'average' in terms of providing value for money.





# Overall performance

## 2021 overall performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74▲	65	69	69	74	70	75	74	72	69
Women	72	65	67	69	72	70	71	74	71	67
North Ward	71	65	67	66	70	n/a	68	72	65	n/a
Stonnington	70	65	67	67	69	69	71	73	71	68
South Ward	70	63	66	68	69	n/a	71	73	69	n/a
East Ward	69	66	67	68	69	n/a	73	73	74	n/a
65+	68	66	69	69	66	70	72	78	71	73
35-49	68	65	64	64	67	71	68	69	69	61
Men	67	64	66	66	67	68	71	72	70	69
Metro	67▼	66	67	65	64	66	67	n/a	n/a	n/a
State-wide	61▼	58	60	59	59	59	60	61	60	60
50-64	61▼	59	62	65	66	65	64	68	70	68

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?

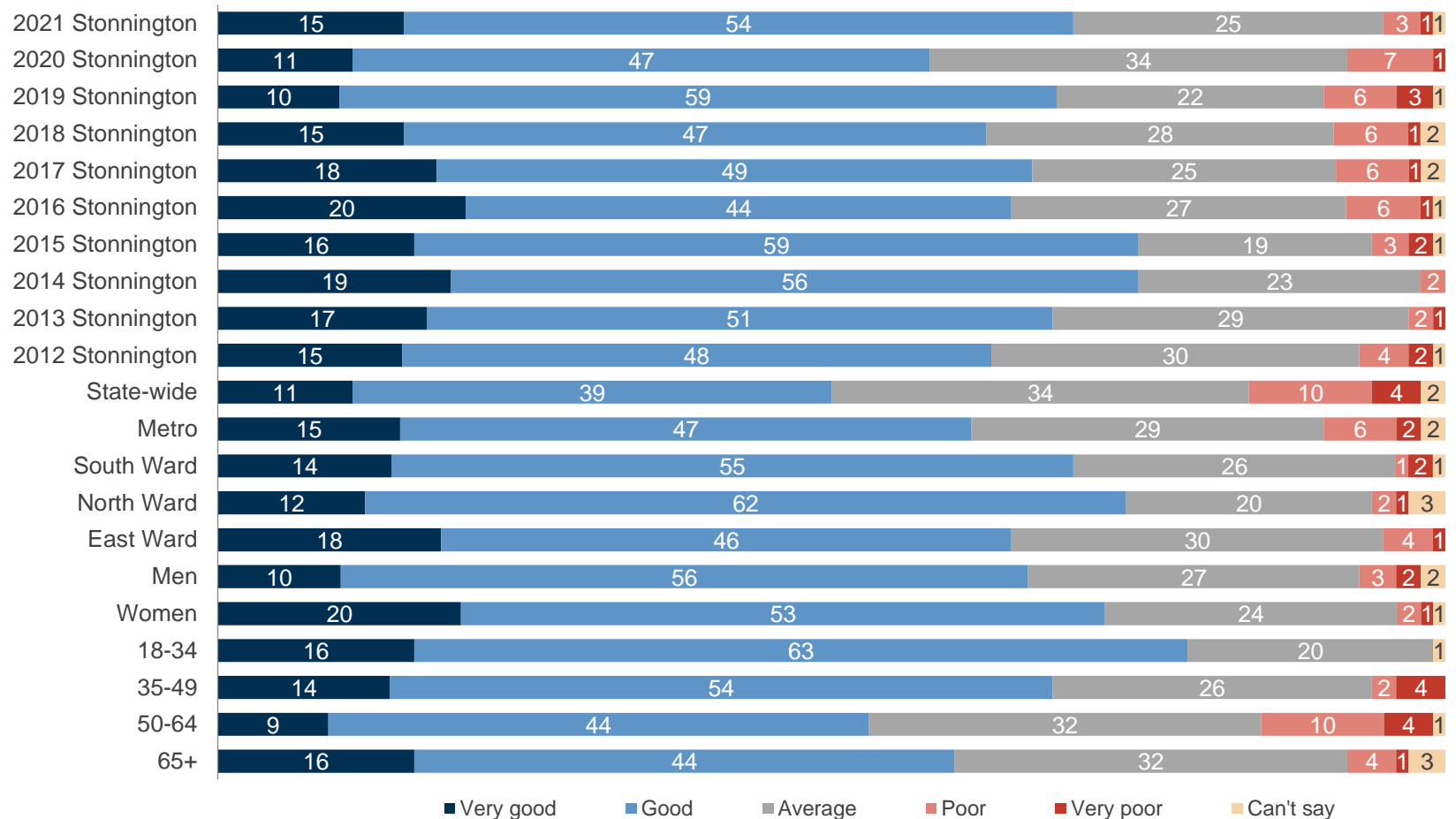
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



# Overall performance

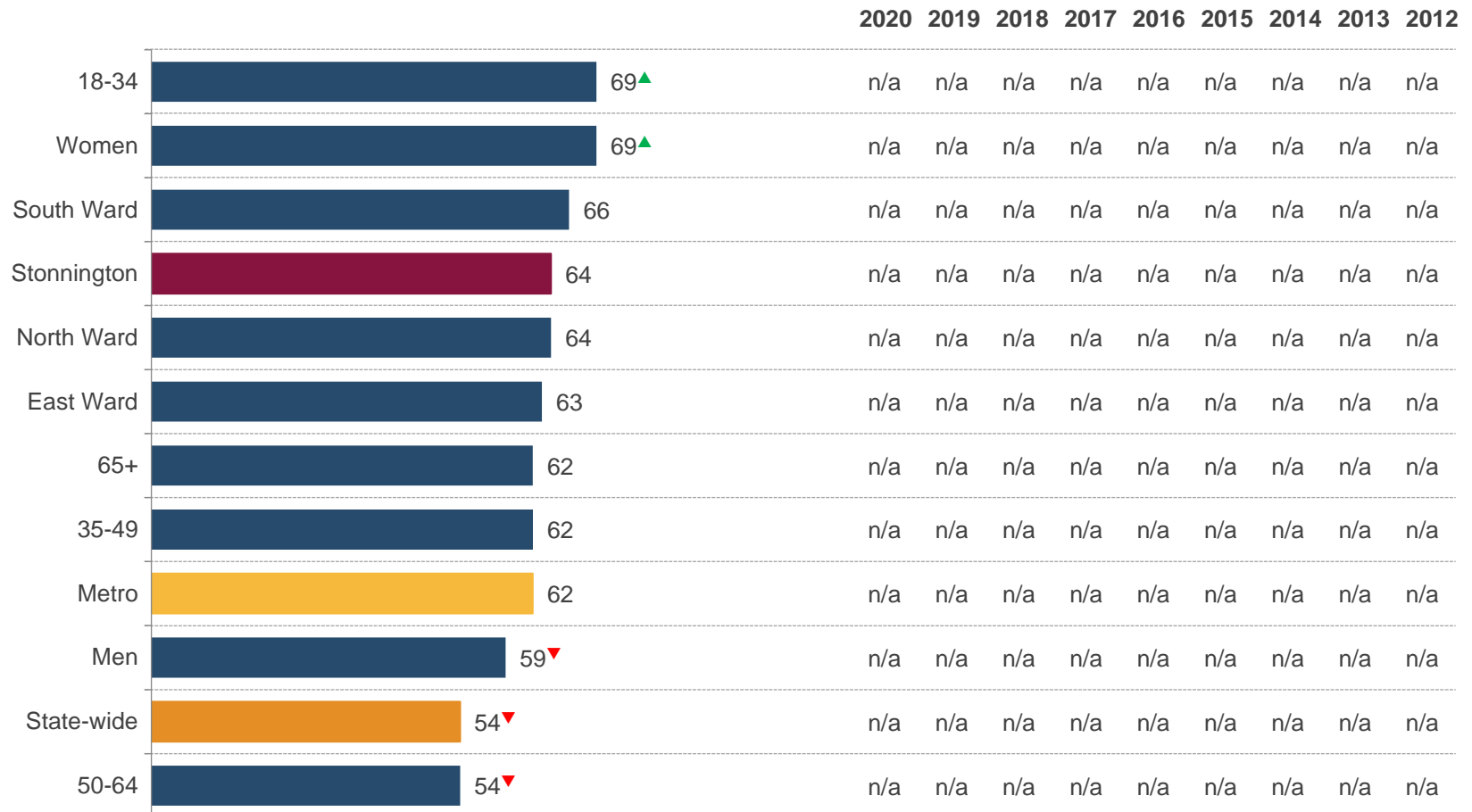
## 2021 overall performance (%)





# Value for money in services and infrastructure

## 2021 value for money (index scores)



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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

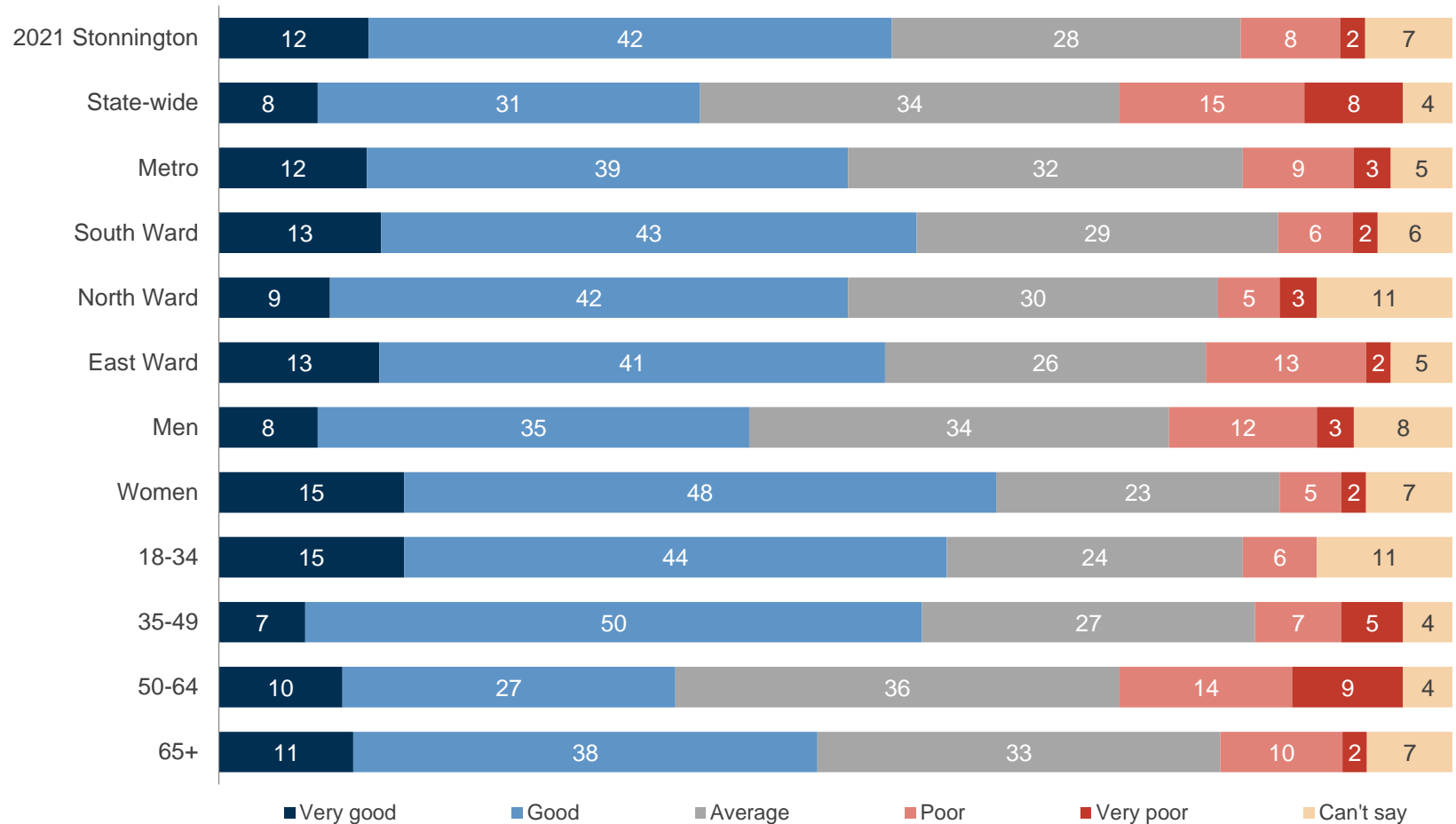
Note: Please see Appendix A for explanation of significant differences.





# Value for money in services and infrastructure

## 2021 value for money (%)



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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



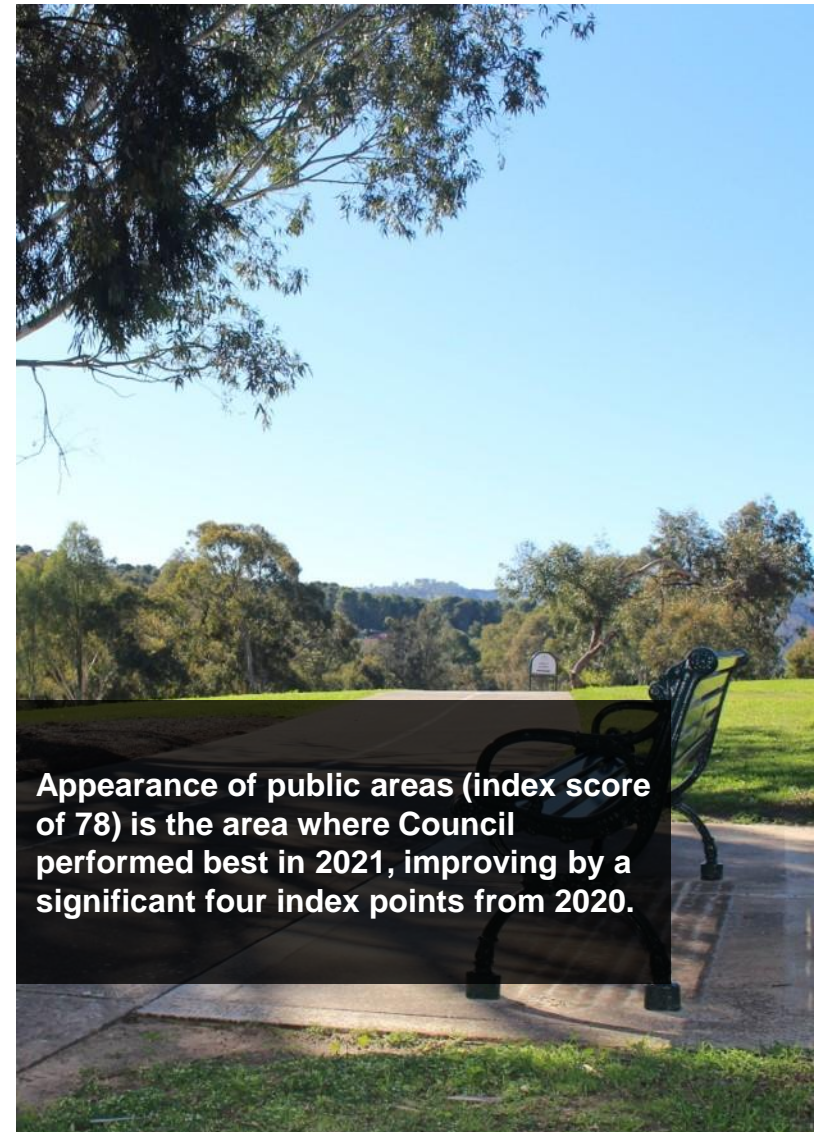
## Top performing service areas

Appearance of public areas (index score of 78) is the area where Council performed best for the third year in a row. Over the past year, Council's performance in this area improved by a significant four index points.

- Council performs significantly higher than both the Metropolitan and State-wide average in this service area (index scores of 74 and 73 respectively).
- Perceptions among those in South Ward improved significantly in the past year (up 11 points to an index score of 77), recovering strongly after having significantly declined between 2019 and 2020. Views among women have also significantly improved in the last 12 months (up five points to 79).
- Further, more than a quarter of residents (29%) nominate parks and gardens as the best thing about the area – far more than any other category cited.

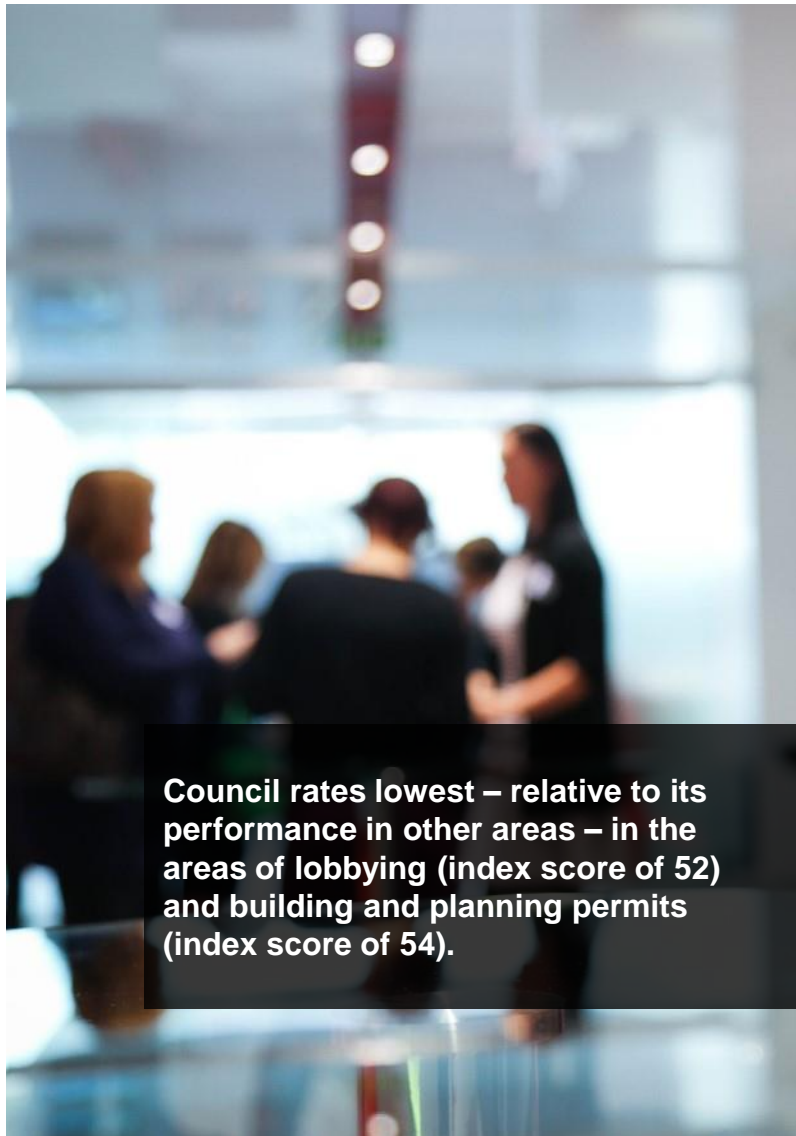
Council's next highest rated service areas are recreational facilities (75) and waste management (74).

- Performance in both areas has significantly improved in the past year (recreational facilities up three points), with waste management (up five) rebounding strongly from a significant decline in 2020.
- This is a positive result for Council as waste management is deemed by residents as the single most important service area (importance index of 86).





## Low performing service areas



As was the case in 2020, Council rates lowest in the areas of lobbying (index score of 52) and building and planning permits (index score of 54).

- Lobbying is the only service area where Council's performance is rated significantly lower than both the Metropolitan and State-wide group averages (56 and 55 respectively).
- Ratings in this area have not improved since 2017 and remain at their lowest recorded levels.
- Residents of East Ward are significantly less satisfied with Council's lobbying performance than they were in 2020 (down seven points to 49). In comparison, perceptions among those in South and North Ward improved in the past year and are above the Council average (not significantly so).

A highest disparity between perceived importance and performance (net differential of 22 points) is exhibited in planning and building permits.

- Inappropriate development or overdevelopment is the most commonly cited issue (13%) for Council.
- Those aged 18 to 34 years and North Ward residents are less concerned (59 each), with significantly higher ratings compared to average. In contrast, those aged 65 years and over rate performance significantly lower (46).



# Individual service area performance

## 2021 individual service area performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	78	74	76	74	77	n/a	80	77	78	76
Recreational facilities	75	72	73	70	74	n/a	76	74	75	74
Waste management	74	69	73	n/a	n/a	n/a	79	79	79	75
Art centres & libraries	73	74	75	78	78	76	78	78	77	73
Sealed local roads	70	65	70	65	66	68	70	72	n/a	n/a
Enforcement of local laws	68	67	65	65	71	n/a	69	72	68	67
Community & cultural	66	70	70	74	74	75	73	75	72	71
Informing the community	64	n/a	n/a	n/a	n/a	n/a	67	68	64	64
Environmental sustainability	62	58	61	61	63	65	63	64	65	62
Community decisions	61	57	58	58	60	60	59	n/a	n/a	n/a
Bus/community dev./tourism	60	57	57	63	64	63	62	63	62	58
Traffic management	60	55	54	n/a	n/a	n/a	57	58	58	58
Consultation & engagement	60	56	56	60	58	60	63	63	59	60
Town planning policy	58	55	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parking facilities	58	56	52	n/a	n/a	n/a	56	59	57	55
Planning & building permits	54	52	53	n/a	n/a	n/a	55	56	55	52
Lobbying	52	52	53	56	58	56	58	57	59	60

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

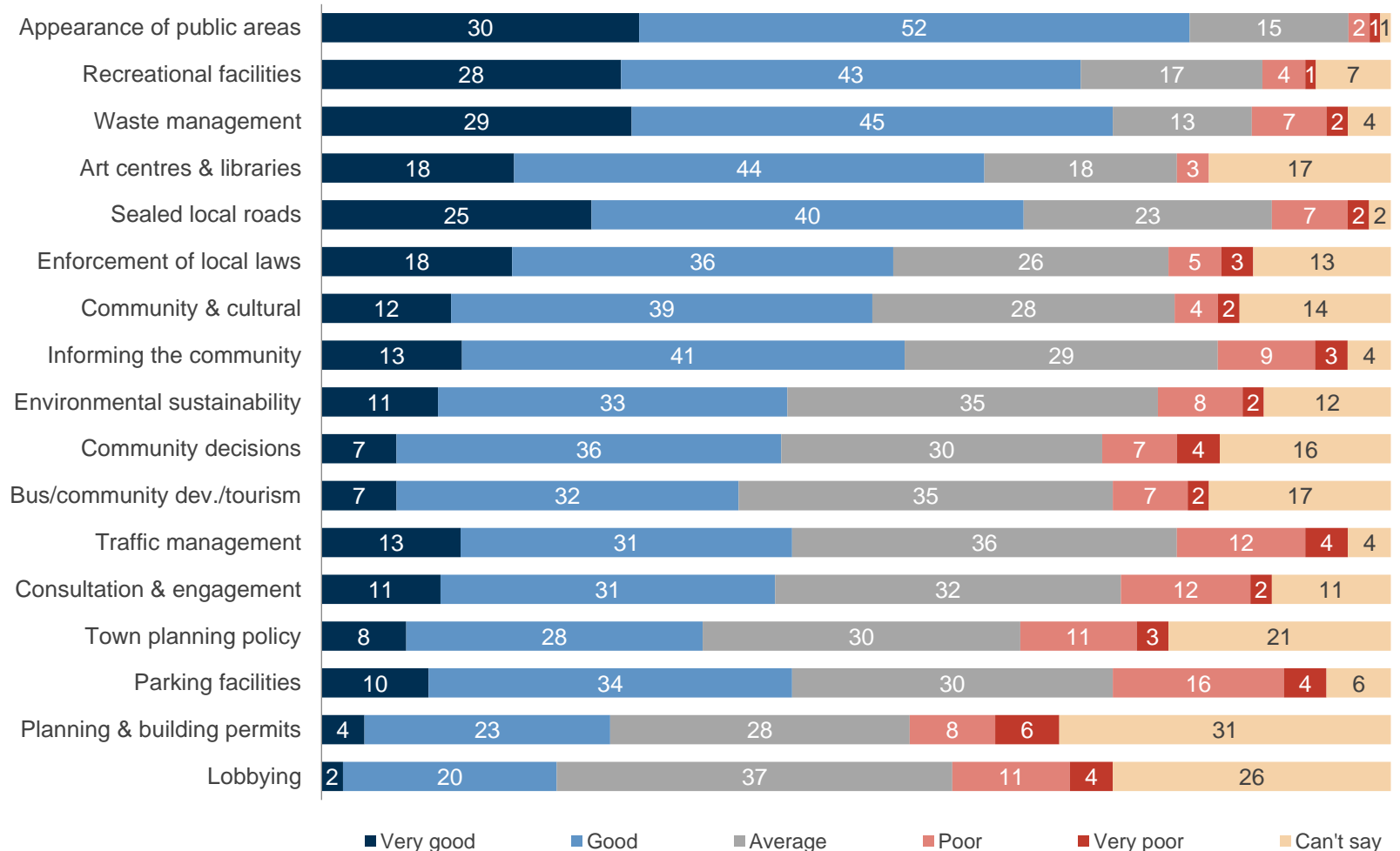
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



# Individual service area performance

## 2021 individual service area performance (%)





# Individual service area importance

## 2021 individual service area importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	86	86	84	n/a	n/a	n/a	82	82	83	80
Appearance of public areas	79	76	74	73	75	n/a	71	72	74	75
Environmental sustainability	76	77	74	72	72	71	72	72	71	68
Planning & building permits	75	79	74	n/a	n/a	n/a	74	76	78	78
Town planning policy	74	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Traffic management	73	72	75	n/a	n/a	n/a	75	73	75	75
Recreational facilities	73	73	70	72	72	n/a	71	71	72	71
Art centres & libraries	73	71	70	68	68	71	71	70	72	69
Informing the community	72	n/a	n/a	n/a	n/a	n/a	69	74	70	70
Parking facilities	71	71	74	n/a	n/a	n/a	75	71	73	75
Enforcement of local laws	67	67	72	69	73	n/a	70	71	69	70
Community & cultural	65	65	60	61	64	65	59	60	61	60
Bus/community dev./tourism	63	55	56	55	61	59	57	56	57	55

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

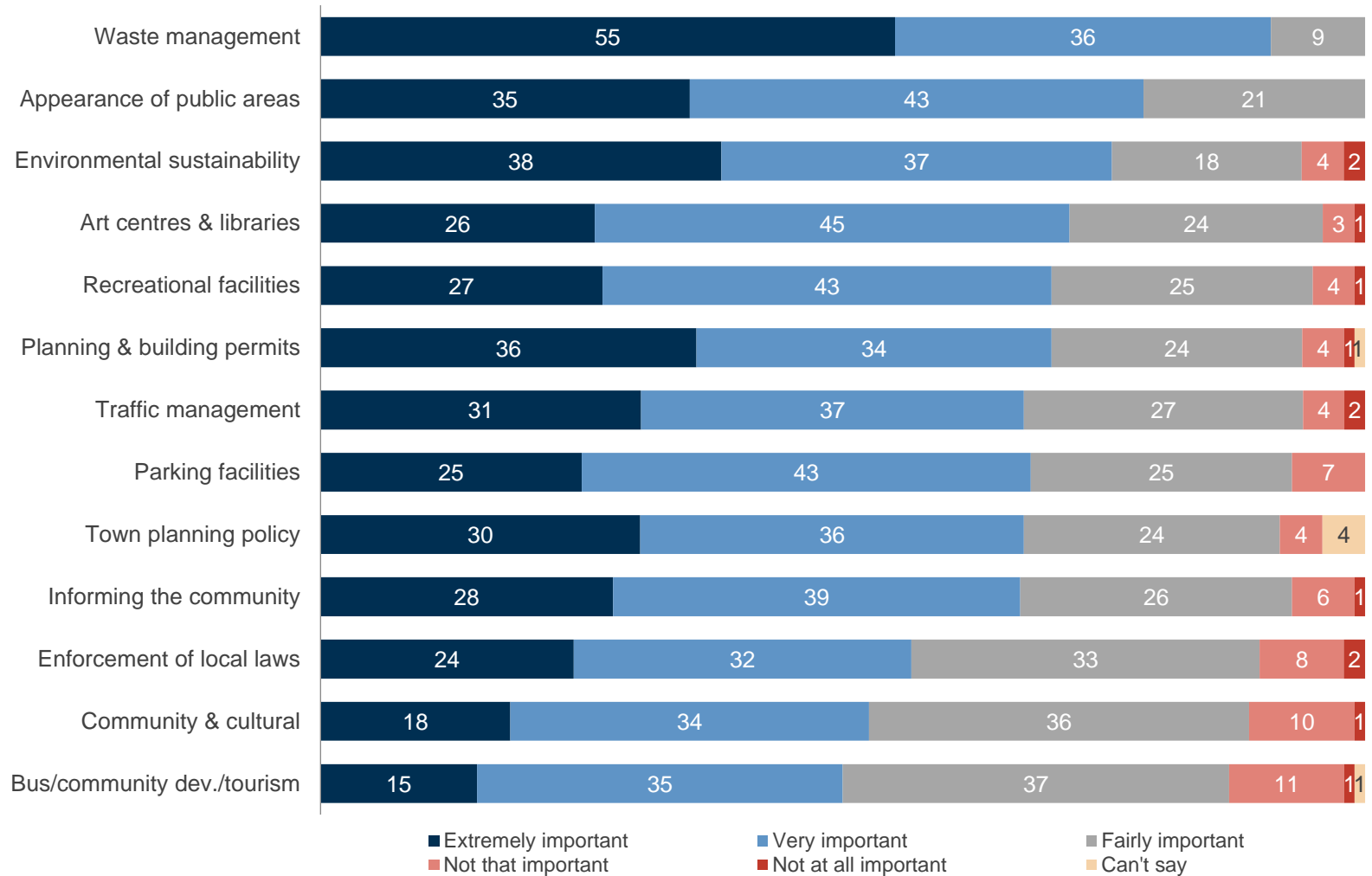
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10

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



# Individual service area importance

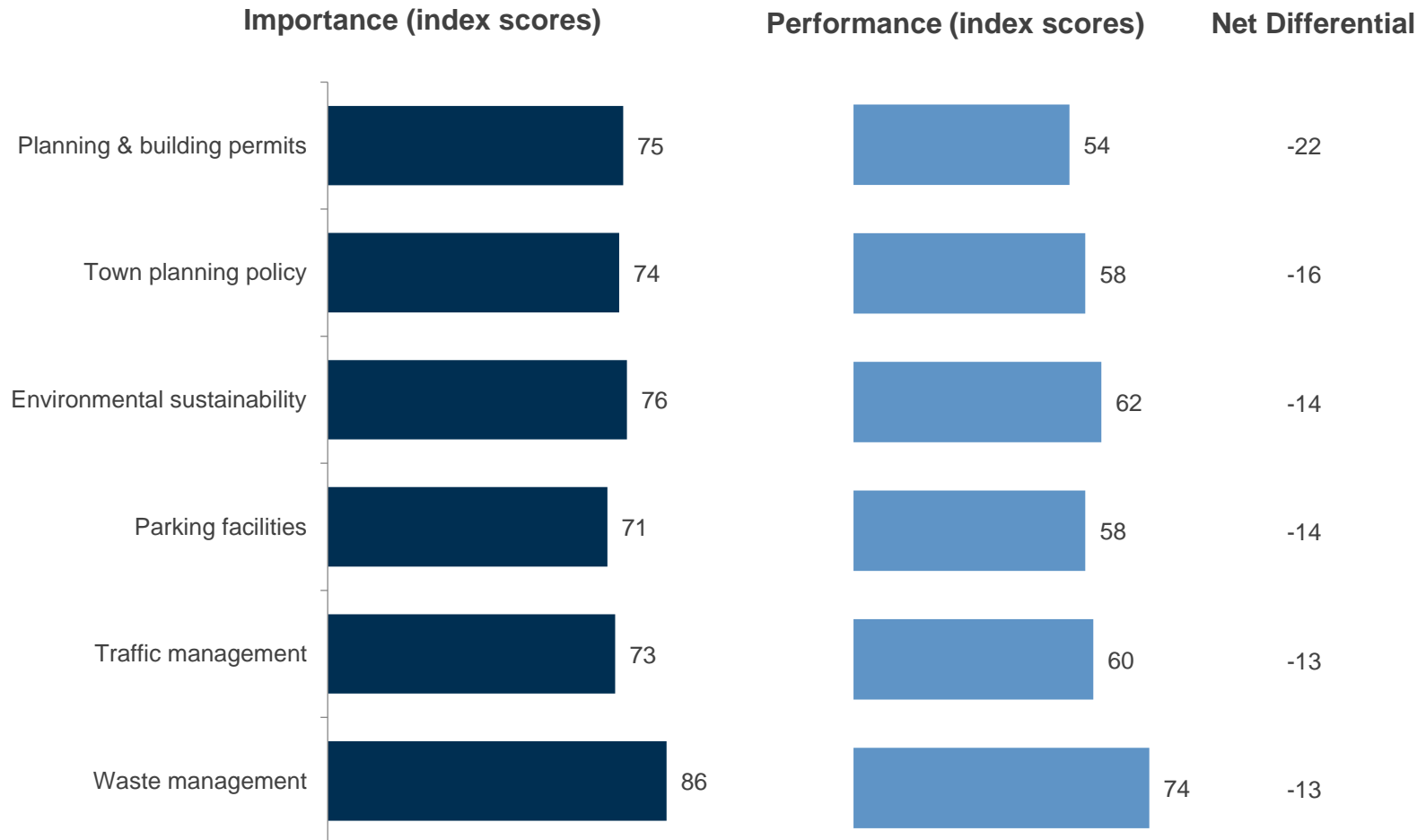
2021 individual service area importance (%)





## Individual service areas importance vs performance

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



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





## Influences on perceptions of overall performance

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

- Town planning.

**Ensuring that Council's planning approach is sensitive to the views of local residents and benefits the broader community provides the greatest opportunity to drive up overall opinion of Council's performance.**

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

- Decisions made in the interest of the community
- Arts centres and libraries
- Parking facilities
- Community consultation and engagement
- Informing the community
- Lobbying on behalf of the community.

Looking at these key service areas only, arts centres and libraries has a very high performance index (73) and a reasonably strong influence on the overall performance rating.

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

Parking facilities, community consultation, community decisions and informing the community have a moderate-to-strong influence on overall perceptions but Council performance is less highly rated here (performance index score of 58, 60, 61 and 64 respectively).

**Good communication and consultation with residents and transparency in Council decision making will also help shore up positive opinion of Council. Addressing resident concerns around local parking facilities can also assist.**

However, Council's lobbying efforts are currently most in need of attention (performance index score of 52).

**Demonstrating Council efforts to advance and defend community interests will be important to help improve overall ratings of Council performance.**



## Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents 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 regressions are shown on the following two charts.

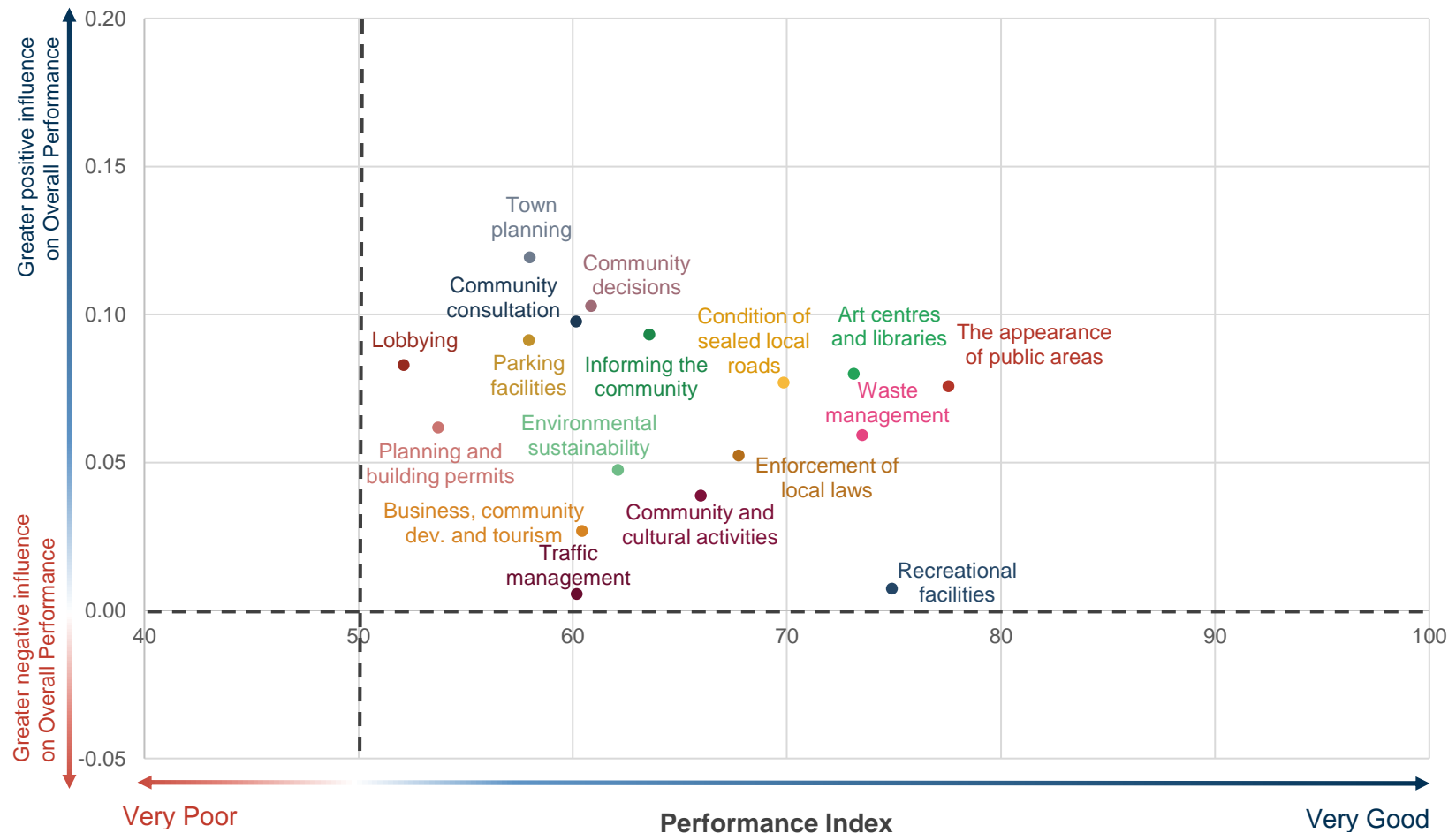
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



# Influence on overall performance: all service areas

## 2021 regression analysis (all service areas)

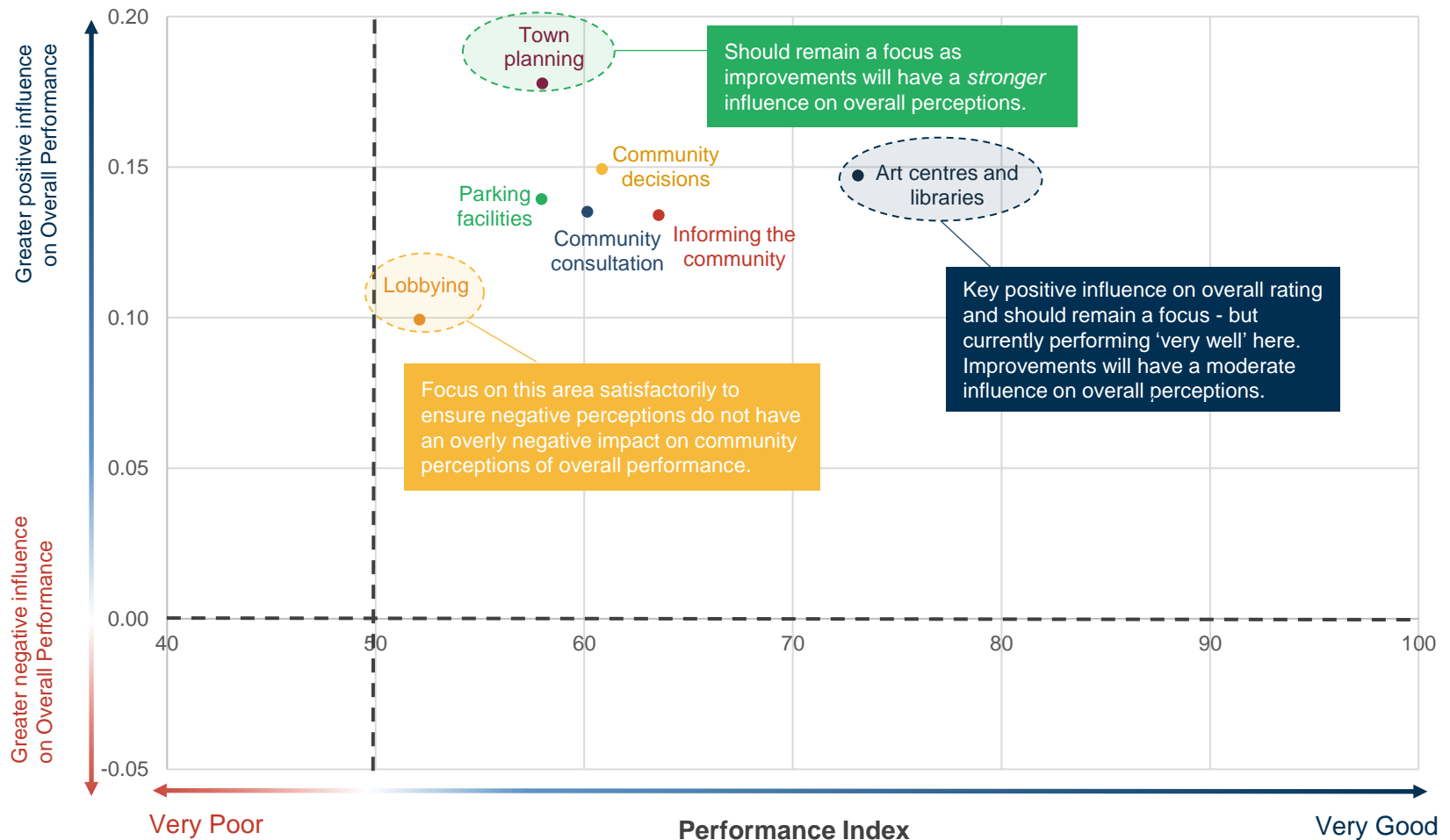


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.479 and adjusted  $R^2$  value of 0.455, which means that 48% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 20.63$ . 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

## 2021 regression analysis (key service areas)

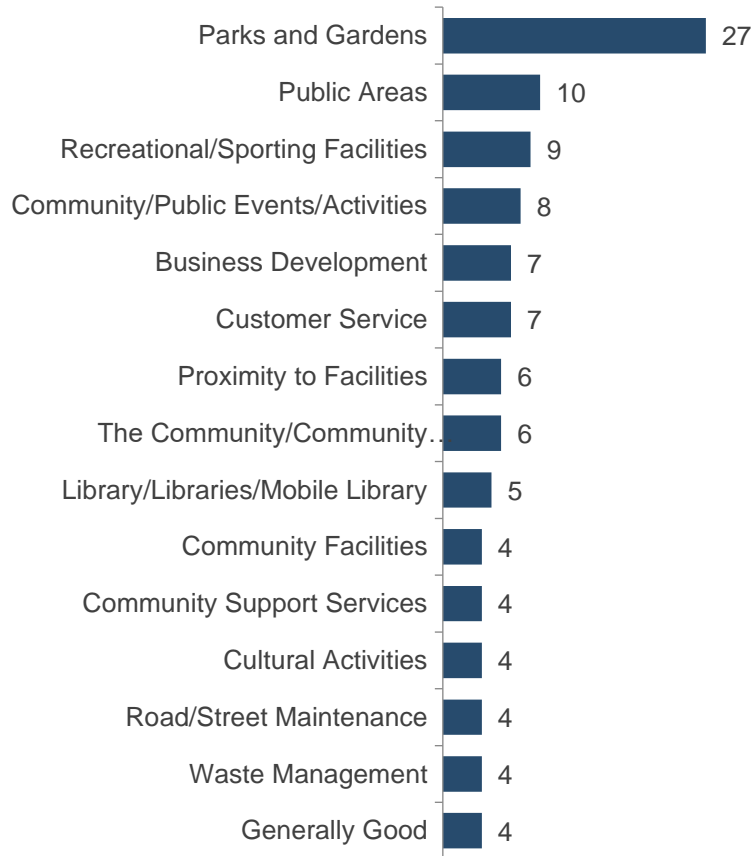


The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.445 and adjusted  $R^2$  value of 0.435, which means that 45% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 44.91$ .



# Best things about Council and areas for improvement

**2021 best things about Council (%)**  
- Top mentions only -



**2021 areas for improvement (%)**  
- Top mentions only -



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: 28 Councils asked group: 6

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

Base: All respondents. Councils asked state-wide: 45 Councils asked group: 9

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



# **Customer service**



## Contact with council and customer service

### Contact with council

Three in five residents (61%) have had contact with Council in the last 12 months, significantly less than in 2020 (nine percentage points down). The decrease can largely be attributed to men and 18 to 34 year olds who had significantly less contact with Council this year.

Telephone (31%) continues to be the most frequently utilised method of contact. Email is the second most preferred method and has grown in popularity in recent years, stabilising now at 26%.



**Among those residents who have had contact with Council, 75% provide a positive customer service rating of 'very good' or 'good', including 44% of residents who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index of 77 represents a three point improvement on the 2020 and a return to the peak rating in this area (also seen in 2014).

- Customer service is rated in line with the Metropolitan group average and is significantly higher than the State-wide equivalent (index scores of 74 and 70 respectively).
- Perceptions of customer service have improved among all geographic and demographic cohorts.

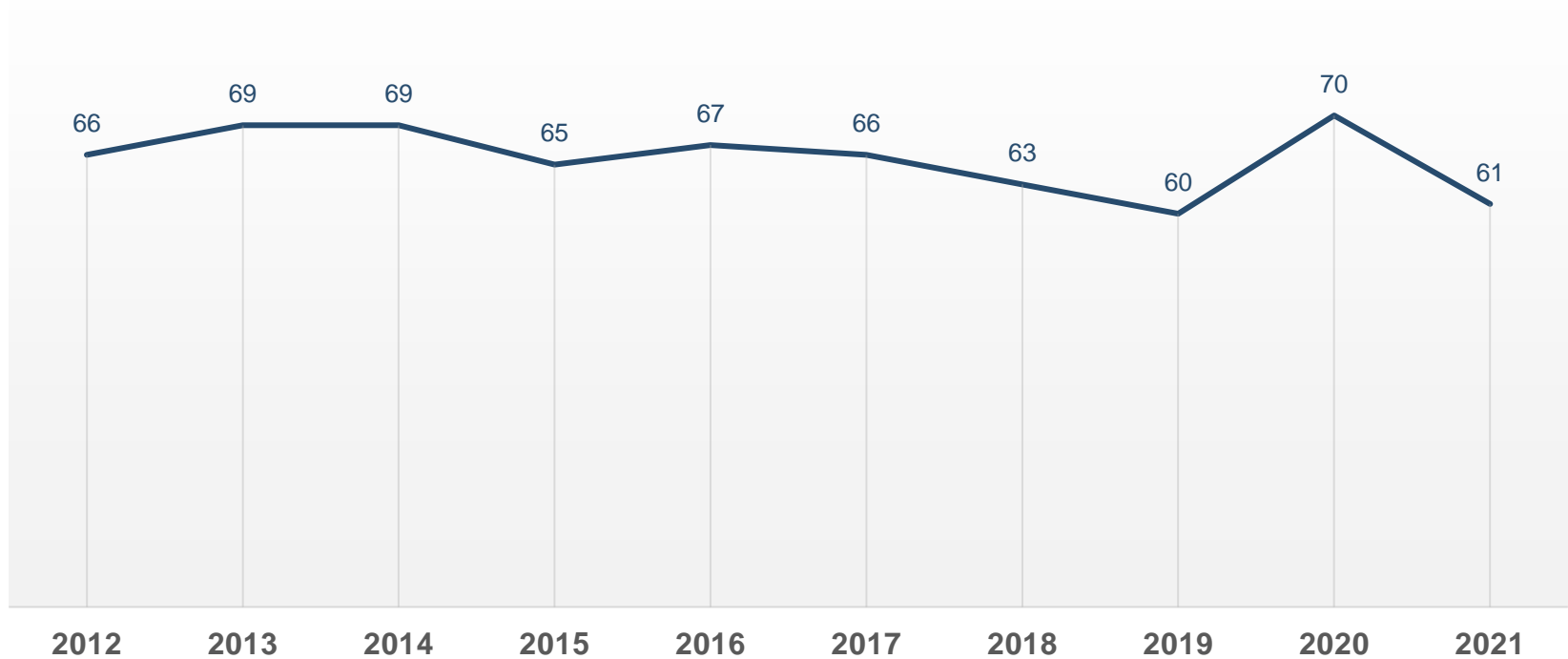
Customer service ratings are highest among residents who communicated with council in person and via telephone (both with an index score of 83).

While residents are particularly satisfied with the most commonly used contact method (telephone), they are less satisfied with the second most used method of contact, via email (index score of 69).



## Contact with council

2021 contact with council (%)  
Have had contact



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: 27 Councils asked group: 9





## Contact with council

### 2021 contact with council (%)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
South Ward	69	77	59	67	67	n/a	72	80	n/a	n/a
50-64	69	69	81	72	82	77	70	75	n/a	n/a
Women	66	69	59	66	66	65	67	69	n/a	n/a
East Ward	65	70	66	67	71	n/a	63	63	n/a	n/a
State-wide	62	64	63	63	58	58	60	61	60	61
35-49	62	74	65	69	73	73	70	71	n/a	n/a
65+	62	62	65	66	66	71	65	66	n/a	n/a
Stonnington	61	70	60	63	66	67	65	69	n/a	n/a
Metro	60	62	62	64	61	59	63	n/a	n/a	n/a
18-34	59	71	47	55	56	59	62	66	n/a	n/a
Men	56	71	61	59	67	70	64	68	n/a	n/a
North Ward	51 ▼	62	54	56	60	n/a	63	64	n/a	n/a

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: 27 Councils asked group: 9

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

## 2021 customer service rating (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	80	77	69	62	70	73	72	79	73	76
East Ward	79	78	76	72	74	n/a	70	76	75	n/a
Women	78	73	78	69	76	76	75	79	76	74
North Ward	78	70	75	66	71	n/a	76	76	74	n/a
18-34	77	74	82	67	72	72	74	75	76	70
Stonnington	77	74	75	68	72	73	74	77	76	76
65+	77	74	77	71	71	75	80	84	76	80
Men	76	75	73	66	68	70	73	76	75	78
South Ward	75	73	75	65	71	n/a	80	80	77	n/a
Metro	74	74	76	72	71	73	73	n/a	n/a	n/a
50-64	71*	70	71	72	75	73	71	73	77	82
State-wide	70▼	70	71	70	69	69	70	72	71	71

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: 66 Councils asked group: 15

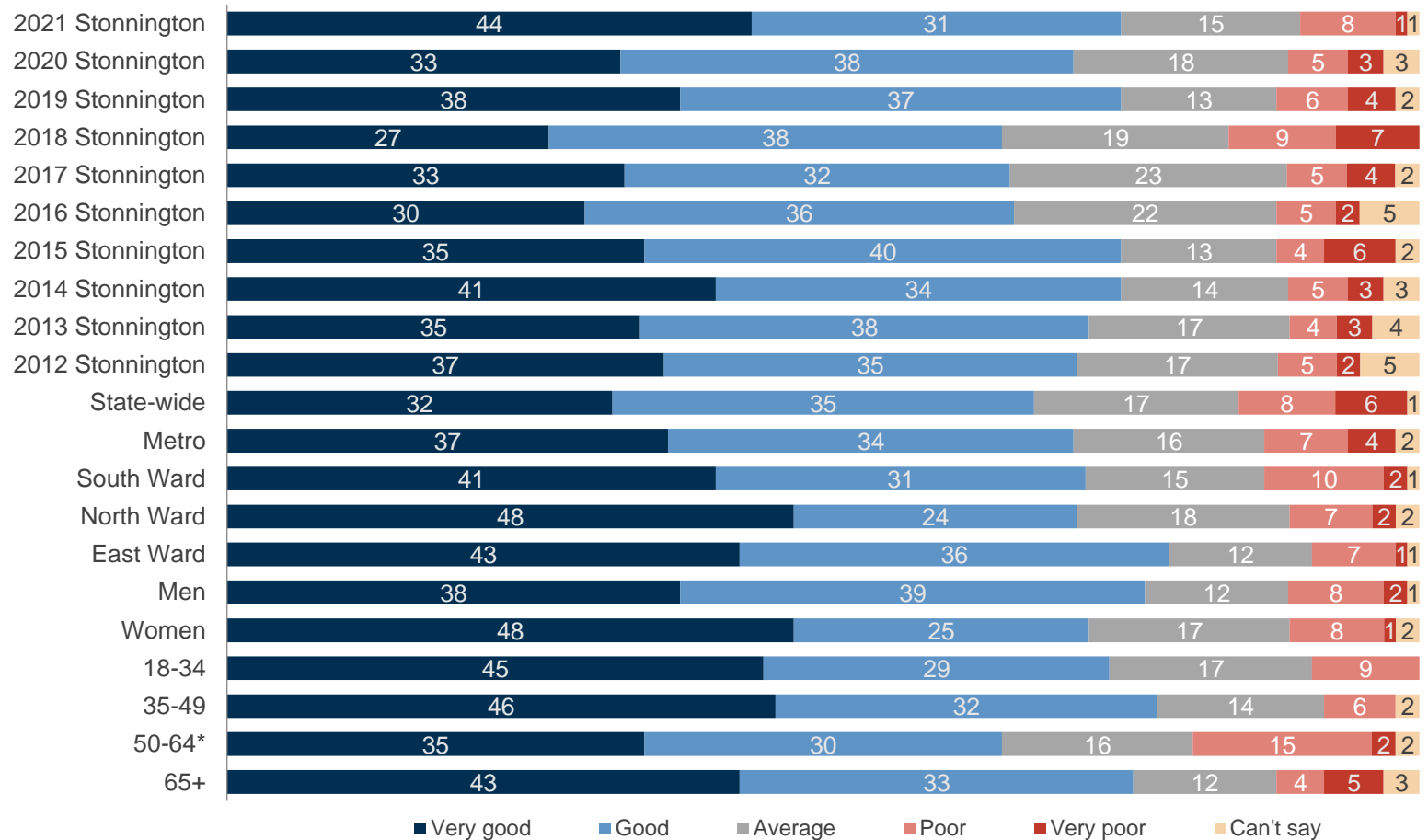
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



## Customer service rating

### 2021 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: 66 Councils asked group: 15

\*Caution: small sample size < n=30



# Method of contact with council

2021 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



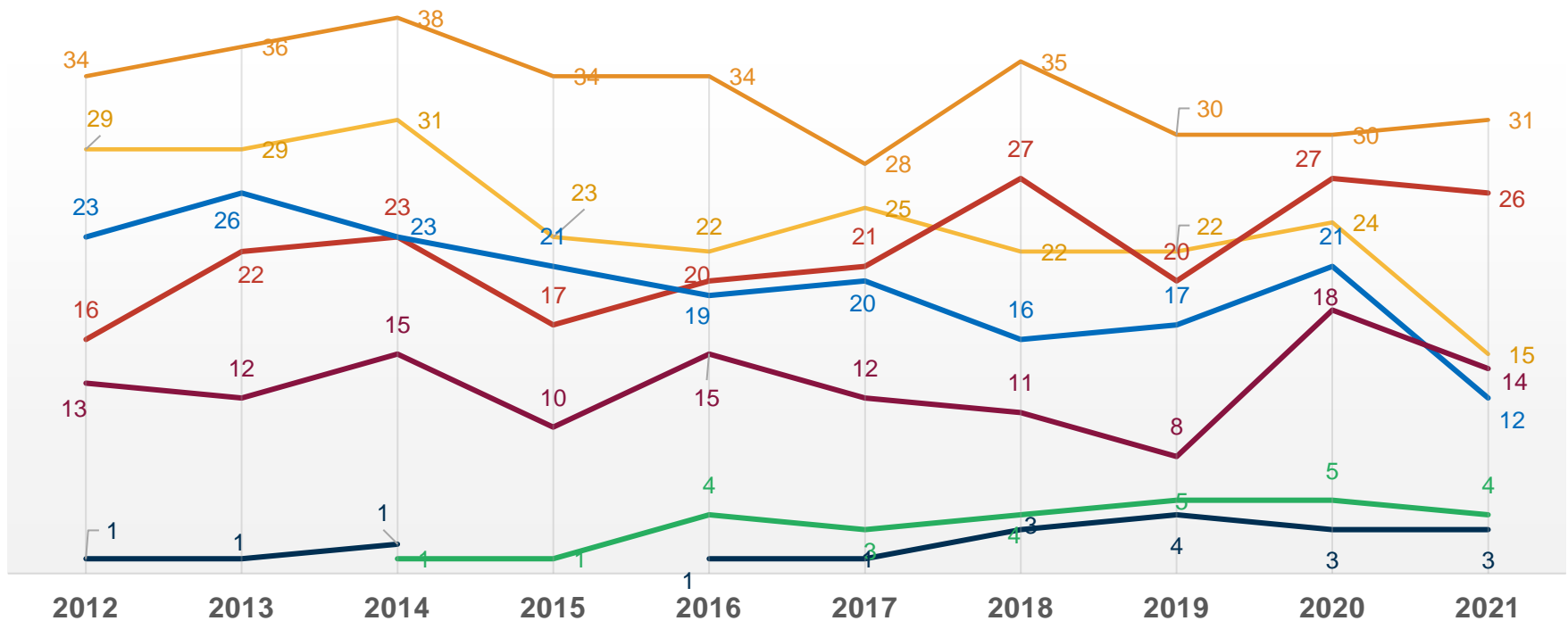
By Email



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?

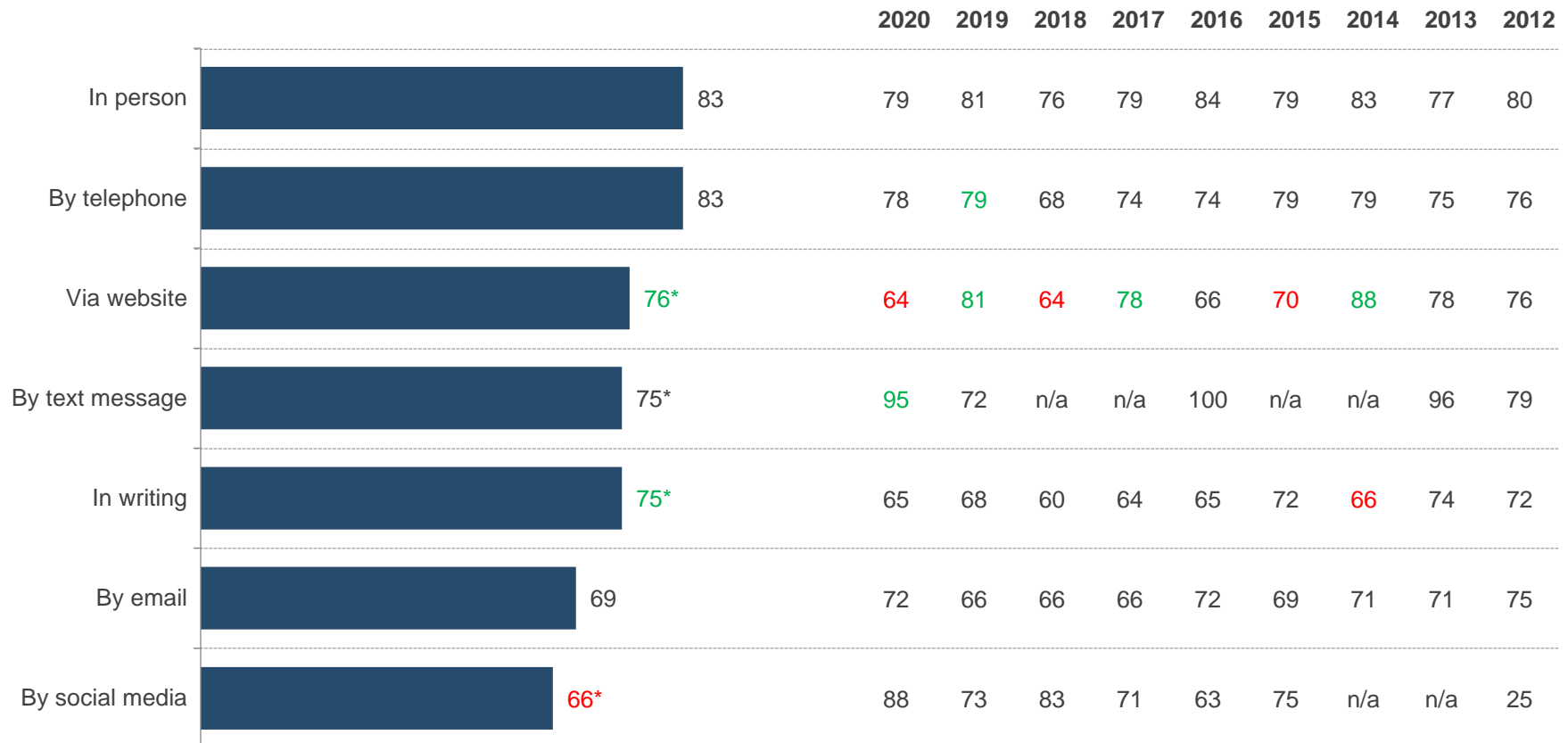
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

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



# Customer service rating by method of last contact

## 2021 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: 27 Councils asked group: 9

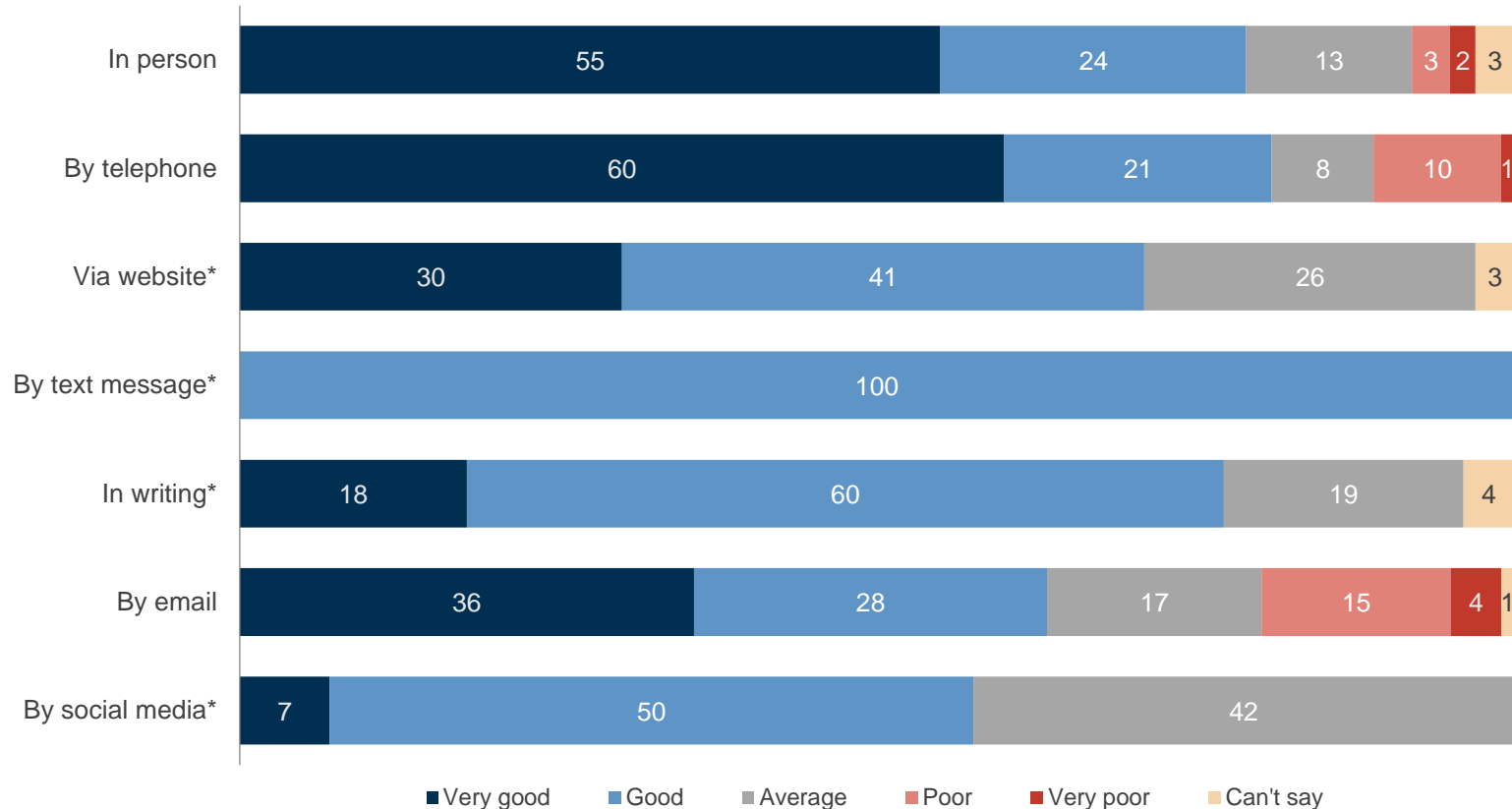
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating by method of last contact

2021 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: 27 Councils asked group: 9

\*Caution: small sample size < n=30



# Communication

## Communication

The preferred form of communication from Council is a newsletter sent via email (35%), which, for the first time, has edged slightly ahead of a newsletter via mail (34%).

Both these methods are clear preferences above any other forms of communication evaluated.

- Preferred form of communication among under 50s is no different. Newsletter sent via email leads at (37%), followed by a newsletter via mail (28%). However, almost one in five residents aged under 50 (18%) would opt for Council communications via social media, which is a clear and unique third preference among this group.
- In contrast, preferred form of communication among over 50s remains newsletter sent via mail (46%) follow by email (32%). That said, it appears preferences are changings as proclivity for mail has decreased eight percentage points since last measured in 2015, while email has increased nine percentage points.







## Best form of communication

2021 best form of communication (%)



Advertising in  
a Local  
Newspaper



Council  
Newsletter  
via Mail



Council  
Newsletter  
via Email



Council  
Newsletter as  
Local Paper Insert



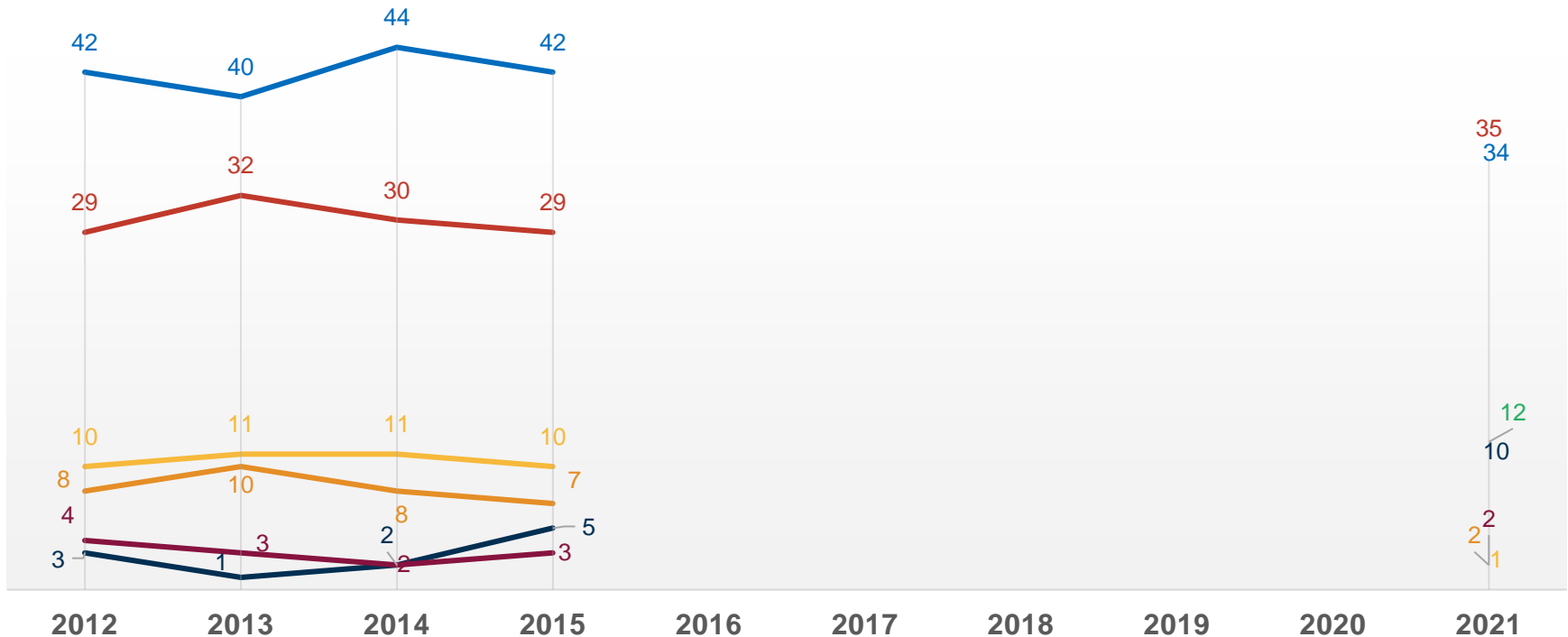
Council  
Website



Text  
Message



Social  
Media



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

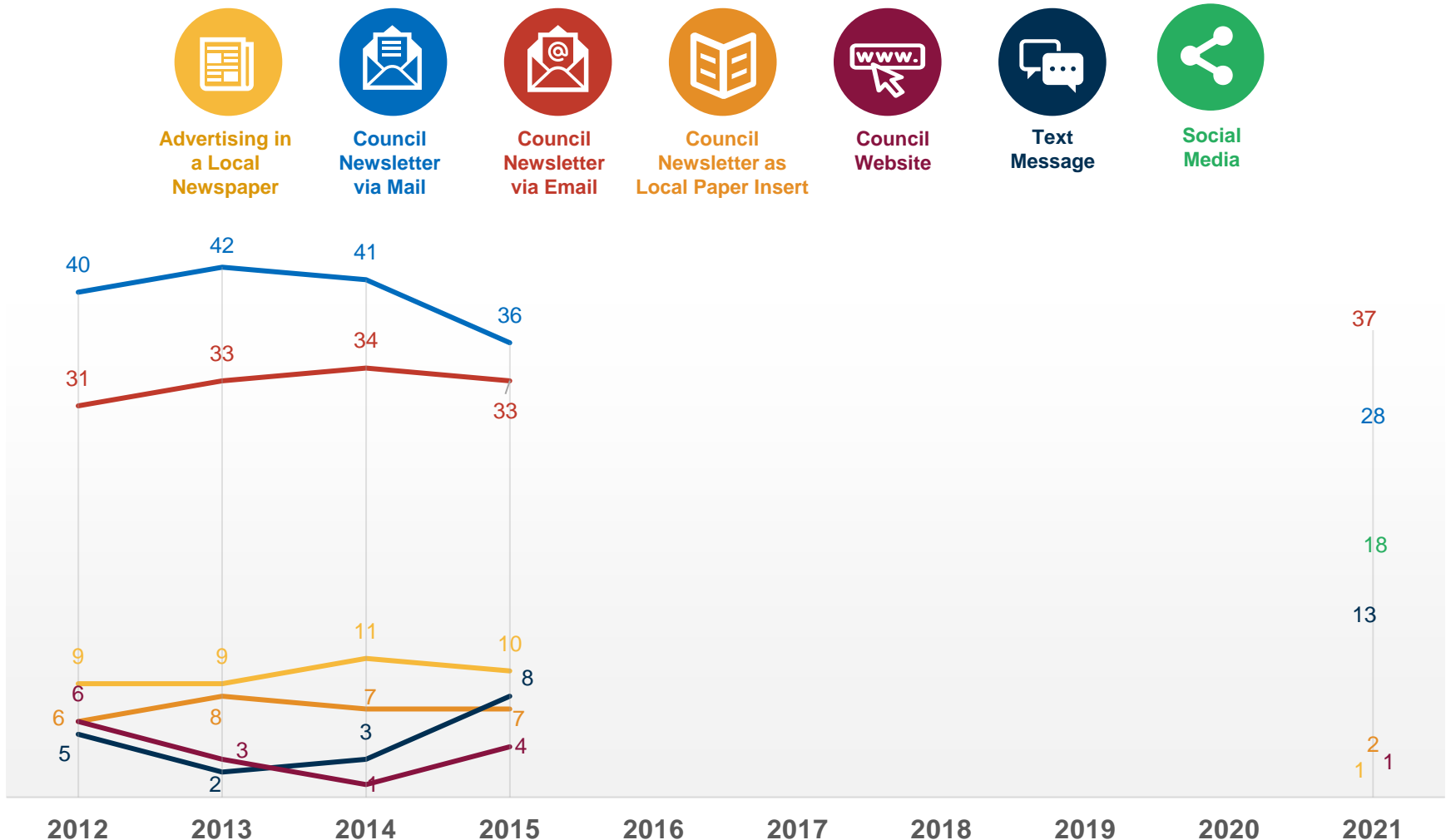
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 7

Note: 'Social Media' was included in 2019.



## Best form of communication: under 50s

2021 under 50s best form of communication (%)



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

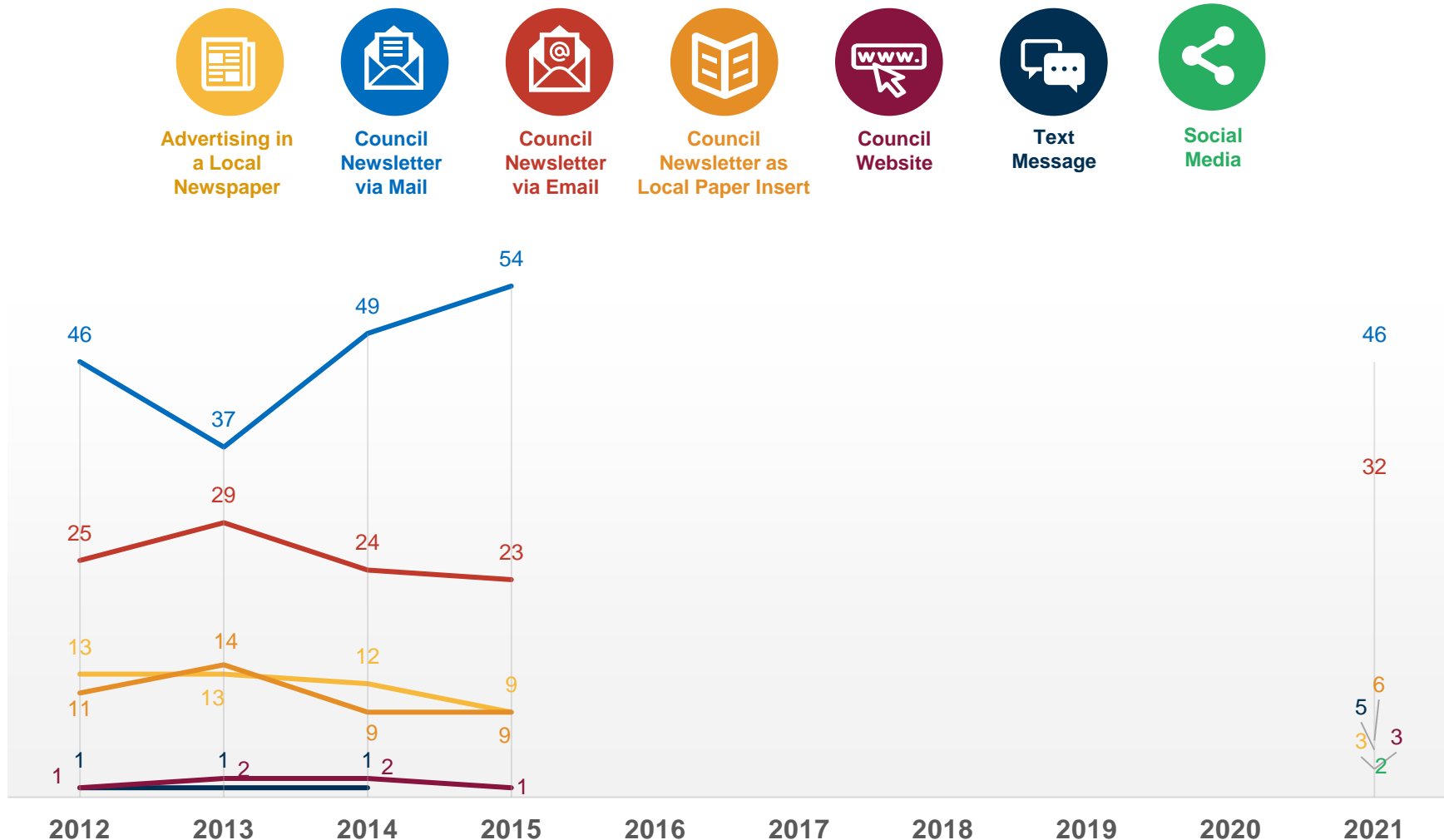
Base: All respondents aged under 50. Councils asked state-wide: 35 Councils asked group: 7

Note: 'Social Media' was included in 2019.



## Best form of communication: over 50s

2021 over 50s best form of communication (%)



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

Base: All respondents aged over 50. Councils asked state-wide: 35 Councils asked group: 7

Note: 'Social Media' was included in 2019.



# **Council direction**



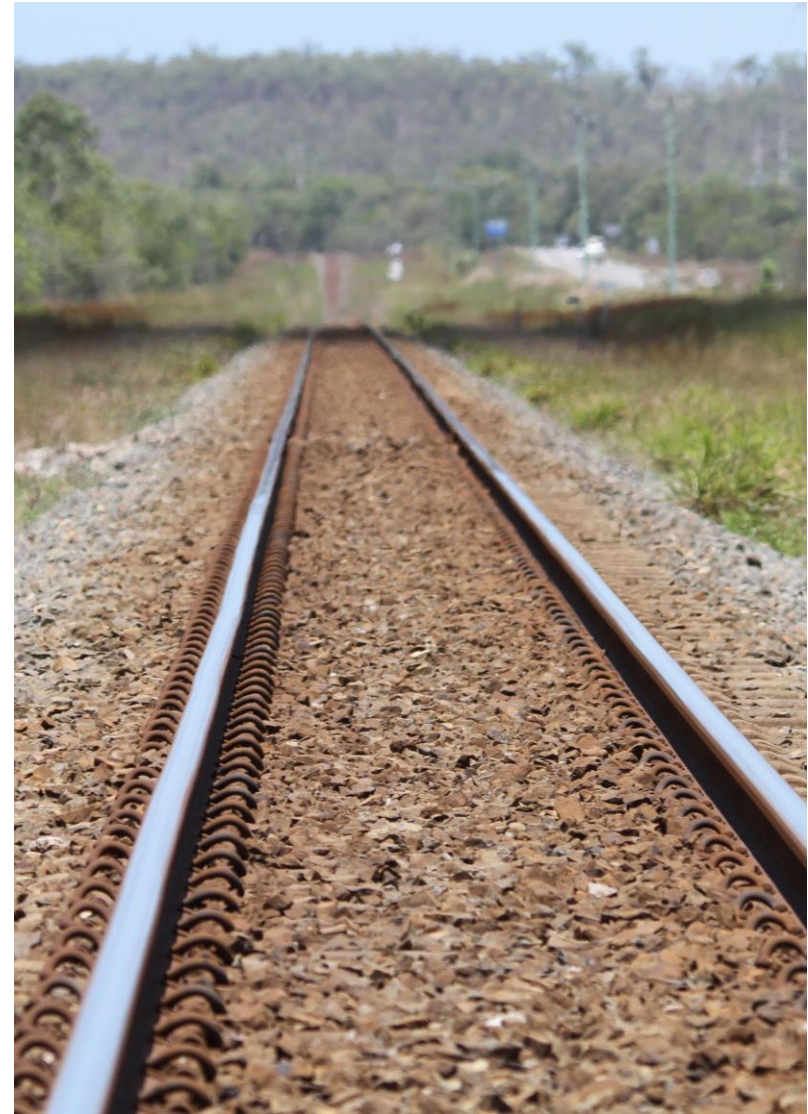
## Council direction

Over the last 12 months, 75% of residents believe the direction of Council's overall performance has stayed the same, up seven points on 2020.

- 12% believe the direction has improved (down four points on 2020) in the last 12 months.
- 9% believe it has deteriorated, down three points on 2020.
- The most satisfied with Council direction are those aged 18 to 34 years, women and North and East Ward residents.
- Conversely, the least satisfied with Council direction are those aged 50 to 64 years and South Ward residents – both of which rate Council's overall direction significantly lower compared to the Council average.

Council's unchanged rating of 52 on its perceived direction on overall performance is against the backdrop of significant improvement for the Metropolitan group (55, up one point) and State-wide (53, up two points).

- Comparatively, Council's overall direction index score is also significantly lower than that of the Metropolitan group average.





# Overall council direction last 12 months

## 2021 overall council direction (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Metro	55▲	54	55	54	54	55	56	n/a	n/a	n/a
18-34	55	56	53	59	58	55	55	59	58	58
North Ward	54	53	49	53	53	n/a	55	55	51	n/a
East Ward	54	52	51	54	54	n/a	55	57	57	n/a
Women	54	53	51	53	55	54	53	57	56	53
State-wide	53	51	53	52	53	51	53	53	53	52
Stonnington	52	52	52	54	54	53	55	57	55	54
35-49	51	52	52	50	49	52	57	54	55	46
65+	51	50	55	51	53	53	55	57	54	55
Men	49	51	53	54	52	52	57	56	55	54
South Ward	45▼	51	57	54	54	n/a	54	57	56	n/a
50-64	42▼	44	44	48	50	50	51	55	52	53

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

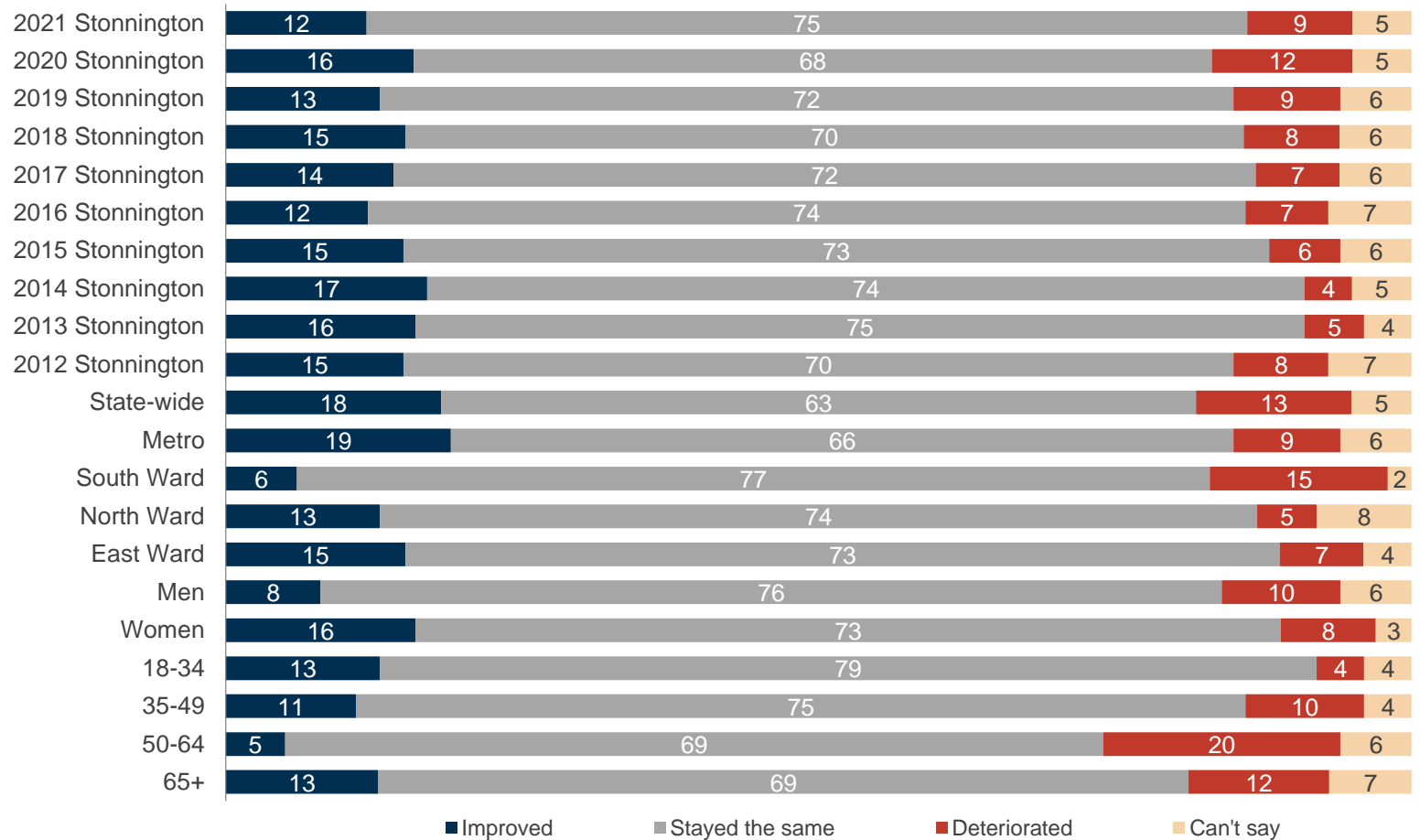
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



## Overall council direction last 12 months

### 2021 overall council direction (%)





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

# **Individual service areas**





# Community consultation and engagement performance



## 2021 consultation and engagement performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
South Ward	65	53	58	63	55	n/a	64	67	58	n/a
18-34	65▲	57	57	63	61	59	66	62	58	63
Women	62	57	55	59	60	62	63	65	58	59
Stonnington	60	56	56	60	58	60	63	63	59	60
Metro	59	58	58	57	57	58	58	n/a	n/a	n/a
65+	59	54	56	55	57	62	64	70	55	63
East Ward	58	58	56	59	59	n/a	65	61	59	n/a
North Ward	58	56	54	57	60	n/a	58	61	58	n/a
Men	58	54	56	60	56	58	64	61	59	60
35-49	57	56	58	59	55	61	61	63	60	50
State-wide	56▼	55	56	55	55	54	56	57	57	57
50-64	52	52	48	56	53	59	57	58	60	60

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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

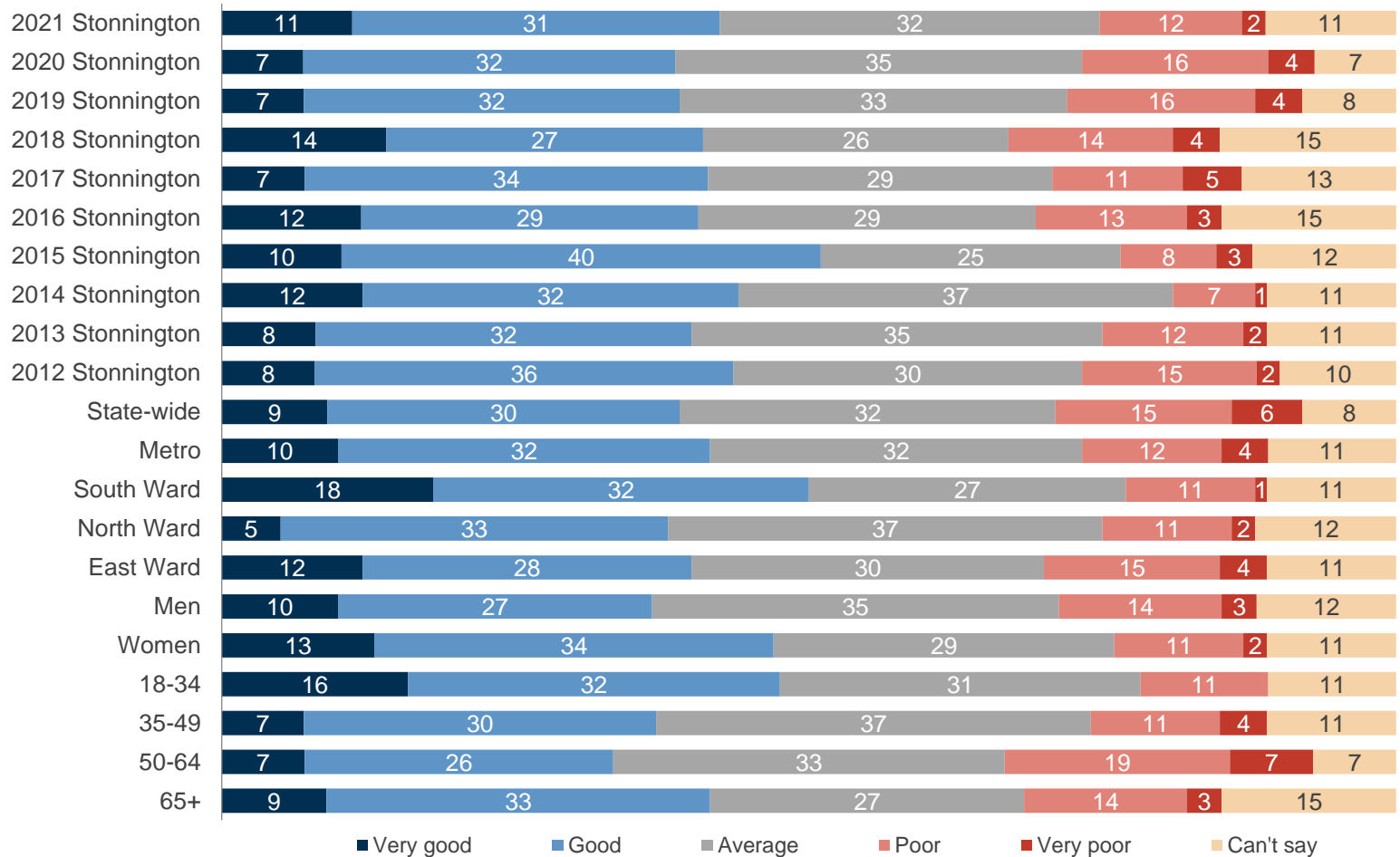
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



## 2021 consultation and engagement performance (%)





# Lobbying on behalf of the community performance



## 2021 lobbying performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Metro	56▲	57	57	56	56	56	58	n/a	n/a	n/a
35-49	55	55	52	54	55	55	53	52	59	51
State-wide	55▲	53	54	54	54	53	55	56	55	55
North Ward	54	50	53	59	55	n/a	53	56	58	n/a
Women	54	52	54	57	61	55	56	59	59	60
South Ward	53	49	53	52	58	n/a	58	55	62	n/a
18-34	53	52	56	56	63	56	60	56	59	64
Stonnington	52	52	53	56	58	56	58	57	59	60
65+	52	53	53	58	52	57	62	67	59	63
Men	50	52	52	55	54	56	59	55	60	60
East Ward	49	56	53	56	60	n/a	60	60	58	n/a
50-64	44▼	47	46	55	50	54	51	57	60	57

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

Base: All respondents. Councils asked state-wide: 51 Councils asked group: 12

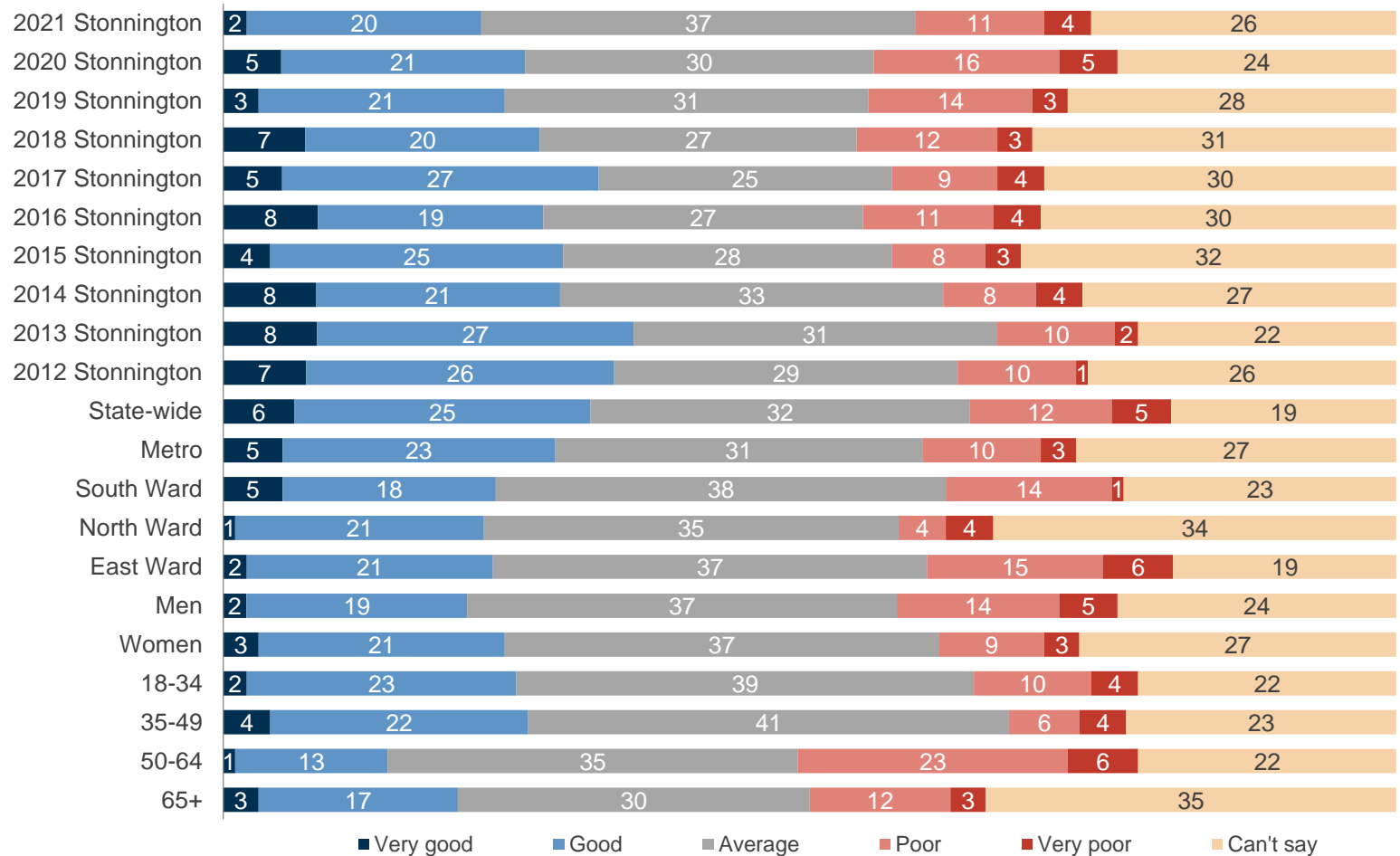
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



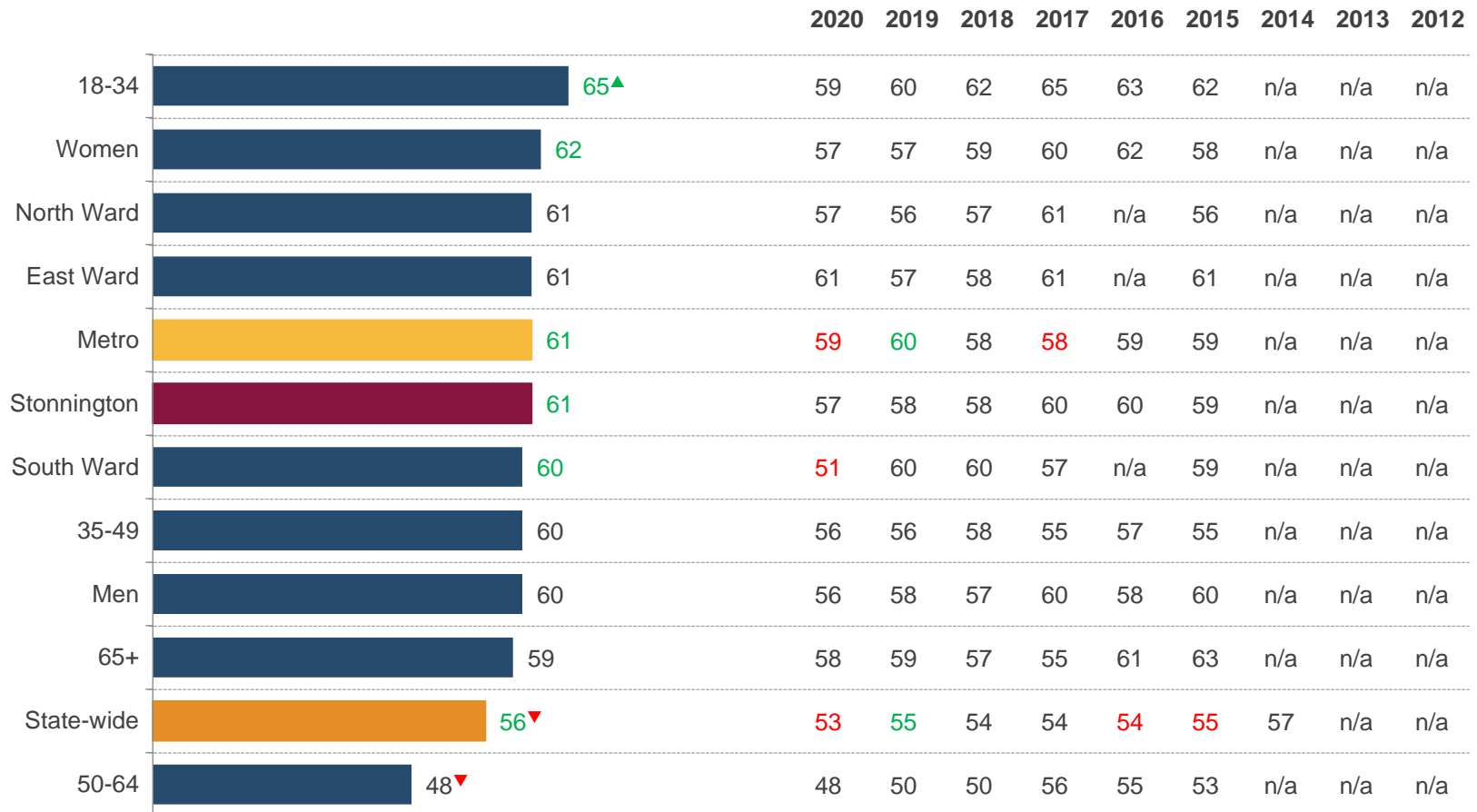
## 2021 lobbying performance (%)



# Decisions made in the interest of the community performance



## 2021 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?

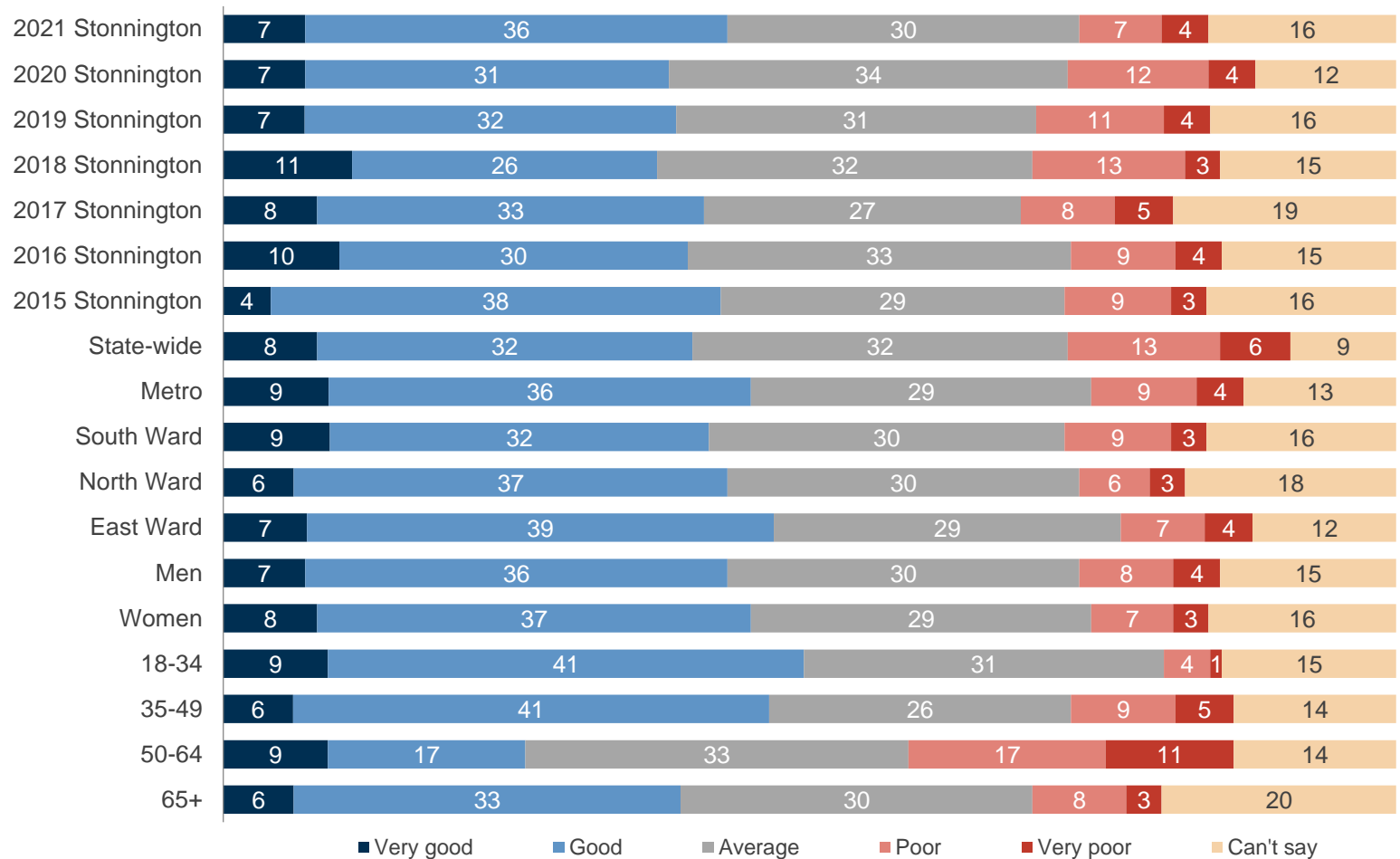
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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

# Decisions made in the interest of the community performance



2021 community decisions made performance (%)



# The condition of sealed local roads in your area performance



## 2021 sealed local roads performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74	65	74	67	69	69	72	73	n/a	n/a
Men	71	67	71	68	67	70	71	71	n/a	n/a
North Ward	71	60	67	64	68	n/a	69	69	n/a	n/a
East Ward	70	70	71	69	70	n/a	72	71	n/a	n/a
Stonnington	70	65	70	65	66	68	70	72	n/a	n/a
South Ward	69	65	71	63	61	n/a	68	75	n/a	n/a
50-64	69	65	61	62	67	67	68	64	n/a	n/a
Women	69	64	68	63	66	67	68	72	n/a	n/a
Metro	68	67	69	68	66	67	69	n/a	n/a	n/a
65+	67	62	68	67	63	66	69	74	n/a	n/a
35-49	66	67	69	62	62	71	67	72	n/a	n/a
State-wide	57▼	54	56	53	53	54	55	55	n/a	n/a

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

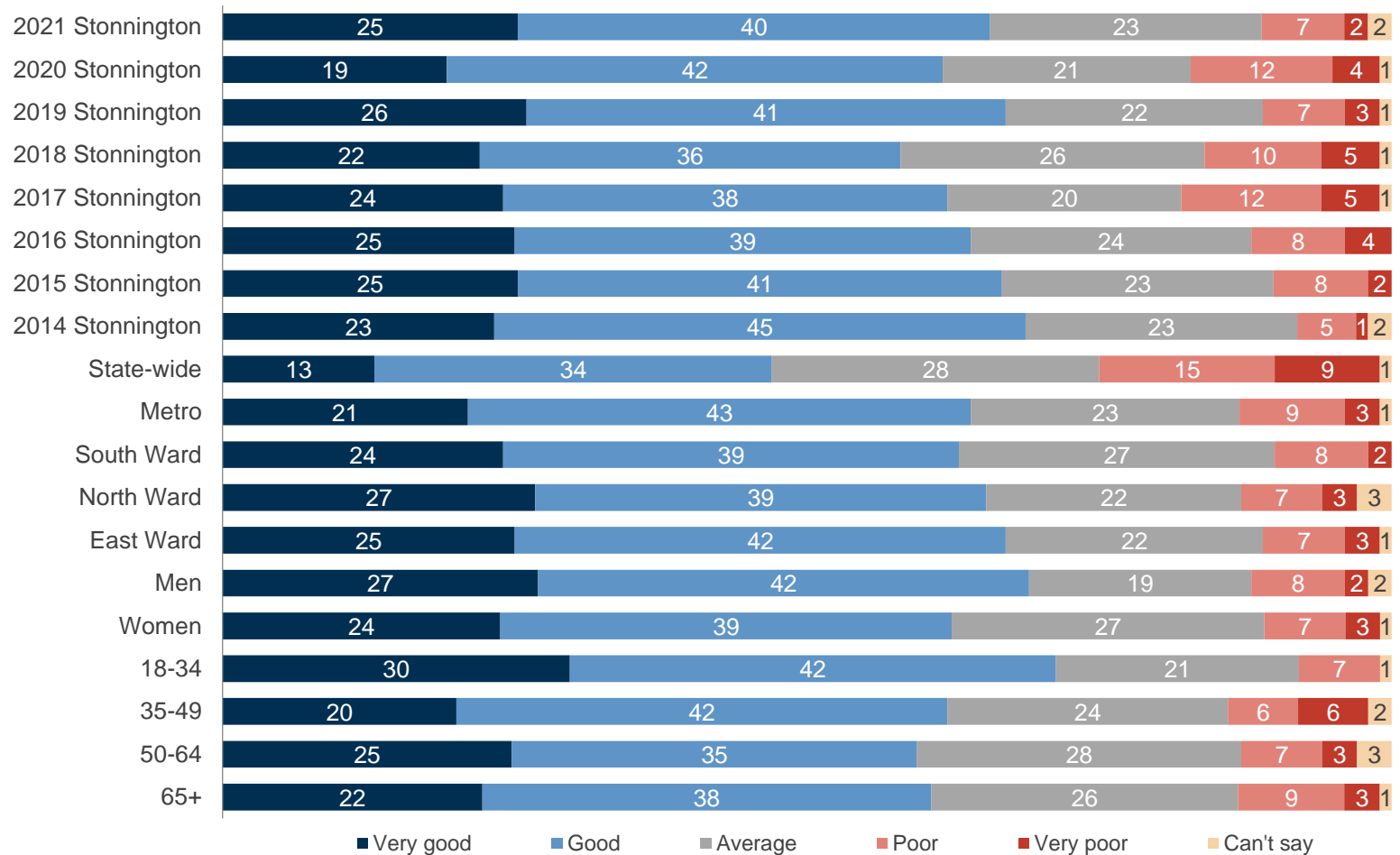
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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

# The condition of sealed local roads in your area performance



## 2021 sealed local roads performance (%)



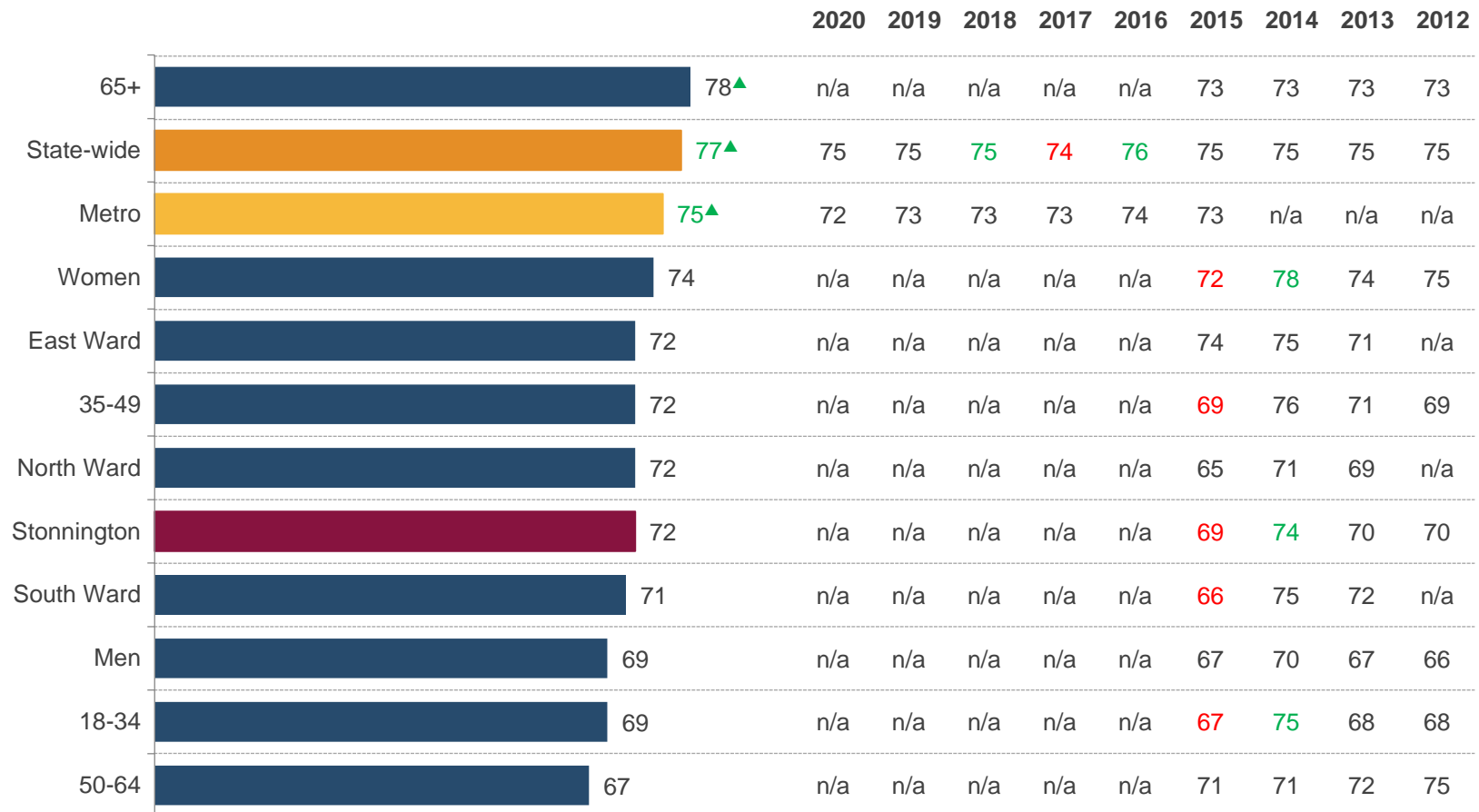




# Informing the community importance



## 2021 informing community importance (index scores)



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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

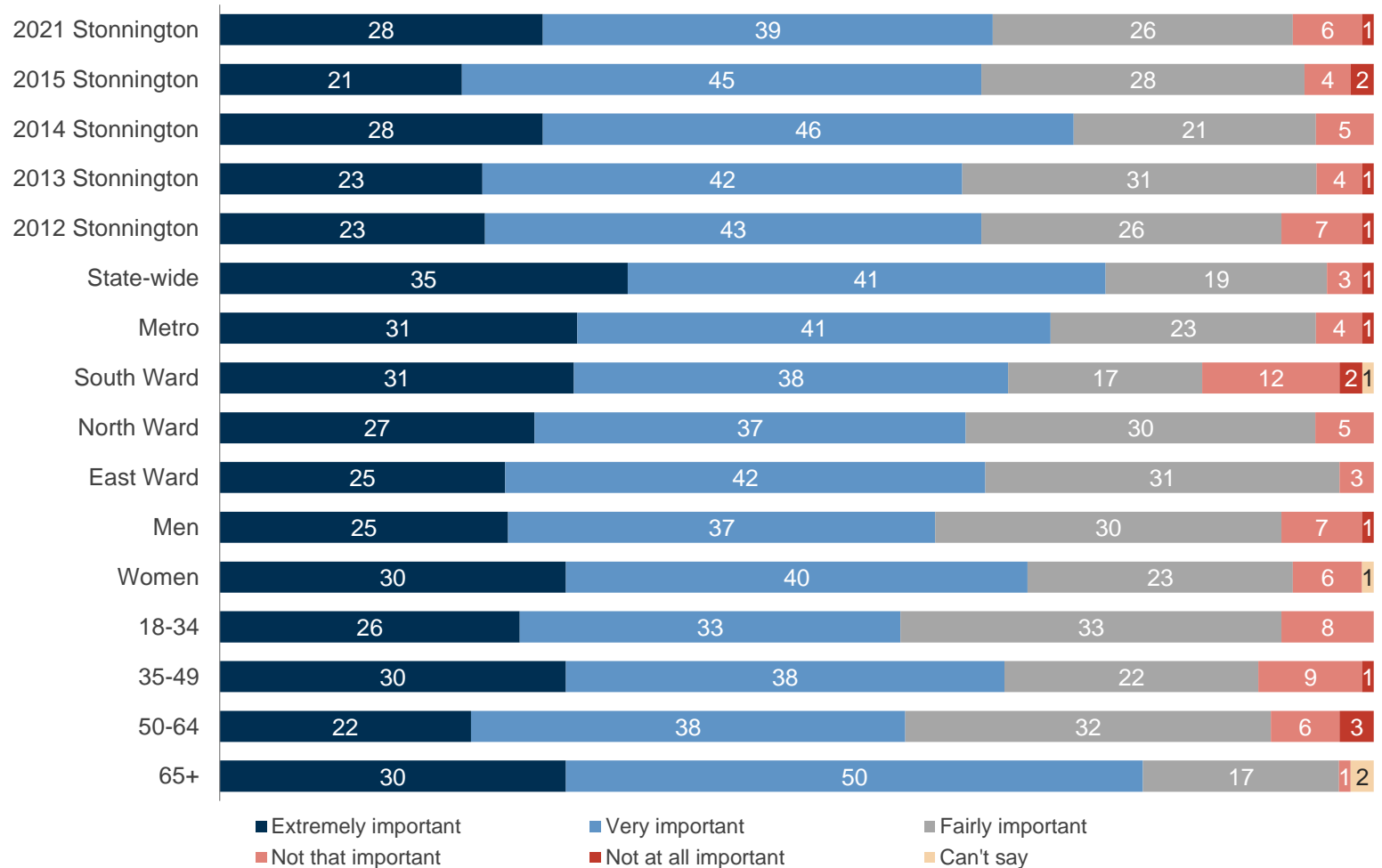
Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



## 2021 informing community importance (%)





# Informing the community performance



## 2021 informing community performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	65	n/a	n/a	n/a	n/a	n/a	71	73	63	69
Women	65	n/a	n/a	n/a	n/a	n/a	68	69	62	63
18-34	65	n/a	n/a	n/a	n/a	n/a	67	66	63	66
North Ward	65	n/a	n/a	n/a	n/a	n/a	64	66	62	n/a
Stonnington	64	n/a	n/a	n/a	n/a	n/a	67	68	64	64
East Ward	63	n/a	n/a	n/a	n/a	n/a	70	69	65	n/a
South Ward	63	n/a	n/a	n/a	n/a	n/a	65	68	62	n/a
Metro	62	62	62	61	61	63	64	n/a	n/a	n/a
Men	62	n/a	n/a	n/a	n/a	n/a	66	67	66	64
35-49	61	n/a	n/a	n/a	n/a	n/a	66	67	64	57
State-wide	60▼	59	60	59	59	59	61	62	61	60
50-64	59	n/a	n/a	n/a	n/a	n/a	64	68	65	61

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

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10

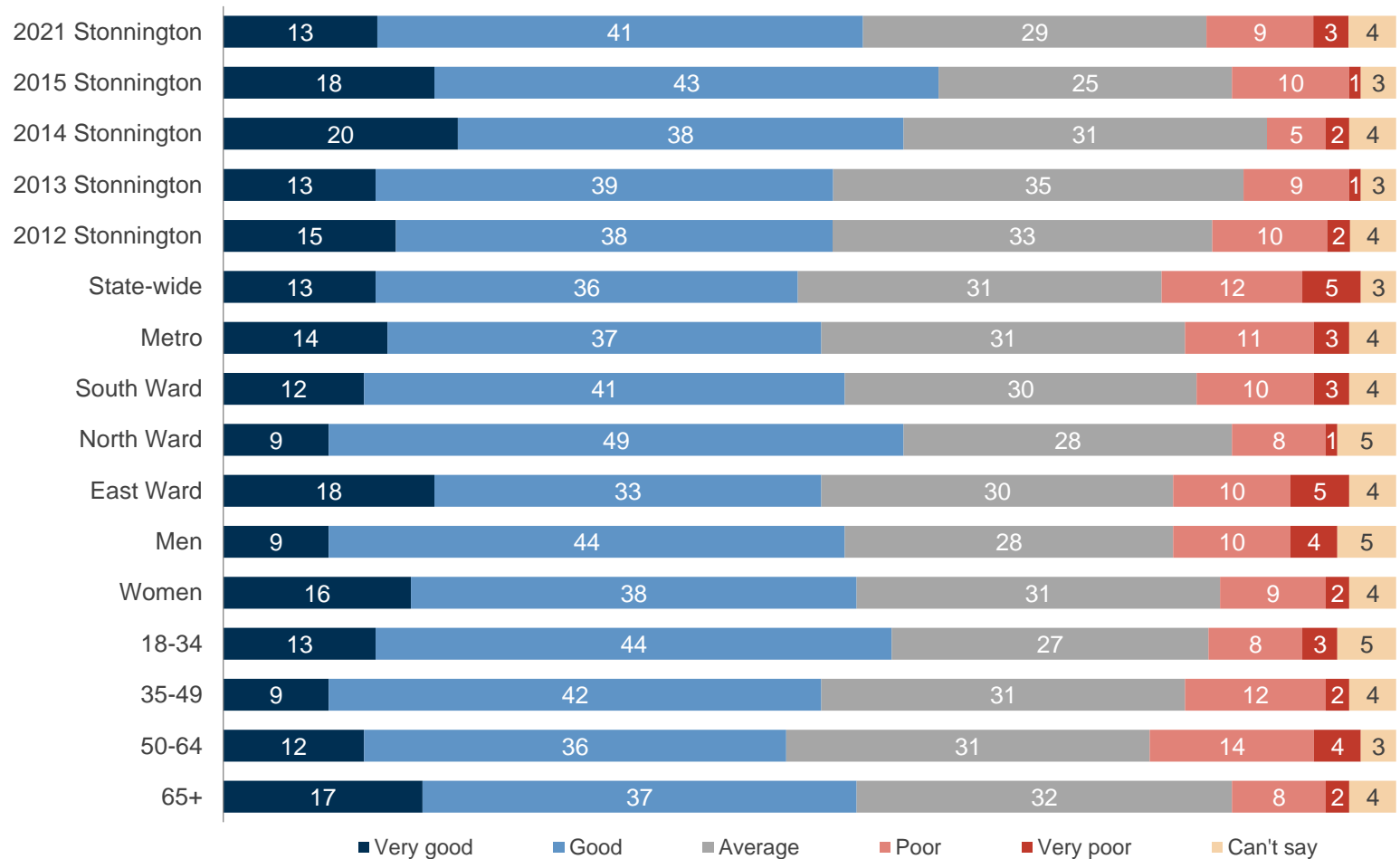
Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



## 2021 informing community performance (%)





# Traffic management importance



## 2021 traffic management importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	78▲	76	76	n/a	n/a	n/a	78	75	78	77
Women	74	74	77	n/a	n/a	n/a	77	76	77	78
East Ward	74	73	75	n/a	n/a	n/a	74	74	76	n/a
Metro	74	73	75	76	76	75	74	n/a	n/a	n/a
North Ward	74	71	80	n/a	n/a	n/a	78	76	74	n/a
State-wide	73	73	73	74	72	72	71	70	72	73
Stonnington	73	72	75	n/a	n/a	n/a	75	73	75	75
18-34	73	71	75	n/a	n/a	n/a	73	71	74	75
Men	72	71	73	n/a	n/a	n/a	73	69	73	71
50-64	72	72	78	n/a	n/a	n/a	79	74	78	77
South Ward	71	74	72	n/a	n/a	n/a	74	68	75	n/a
35-49	69	72	74	n/a	n/a	n/a	75	73	73	71

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

Base: All respondents. Councils asked state-wide: 10 Councils asked group: 6

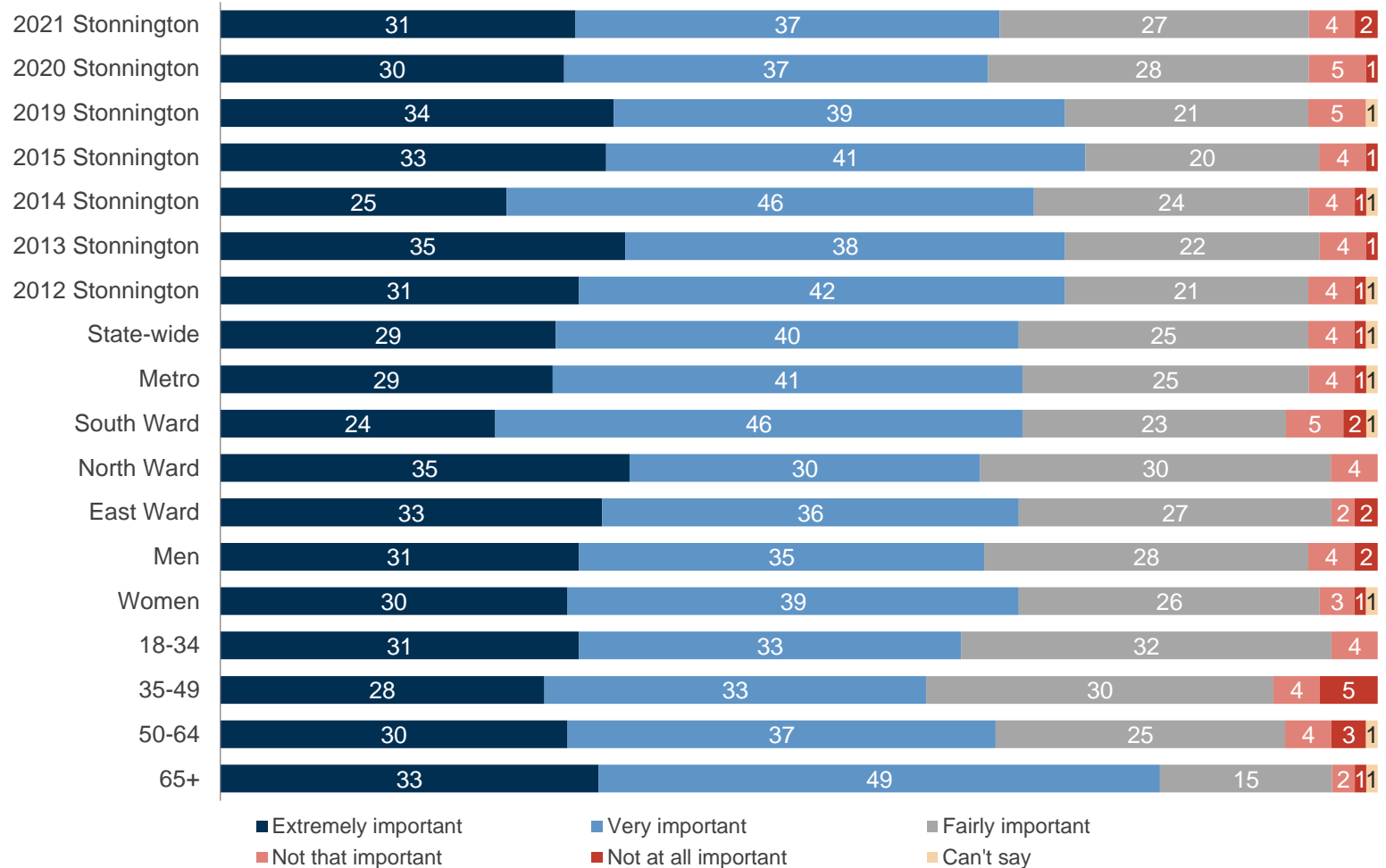
Note: Please see Appendix A for explanation of significant differences.



# Traffic management importance



## 2021 traffic management importance (%)





# Traffic management performance



## 2021 traffic management performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65▲	55	54	n/a	n/a	n/a	60	54	59	62
South Ward	61	53	59	n/a	n/a	n/a	54	62	57	n/a
Women	61	55	55	n/a	n/a	n/a	55	59	58	59
East Ward	60	60	56	n/a	n/a	n/a	61	59	61	n/a
Stonnington	60	55	54	n/a	n/a	n/a	57	58	58	58
North Ward	60	51	47	n/a	n/a	n/a	54	52	52	n/a
Men	60	55	53	n/a	n/a	n/a	59	57	58	57
Metro	59	59	58	57	56	56	57	n/a	n/a	n/a
State-wide	59	58	58	57	59	59	60	60	60	58
50-64	57	51	48	n/a	n/a	n/a	55	55	54	57
65+	56	57	58	n/a	n/a	n/a	60	63	59	60
35-49	56	57	53	n/a	n/a	n/a	50	63	60	49

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

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 7

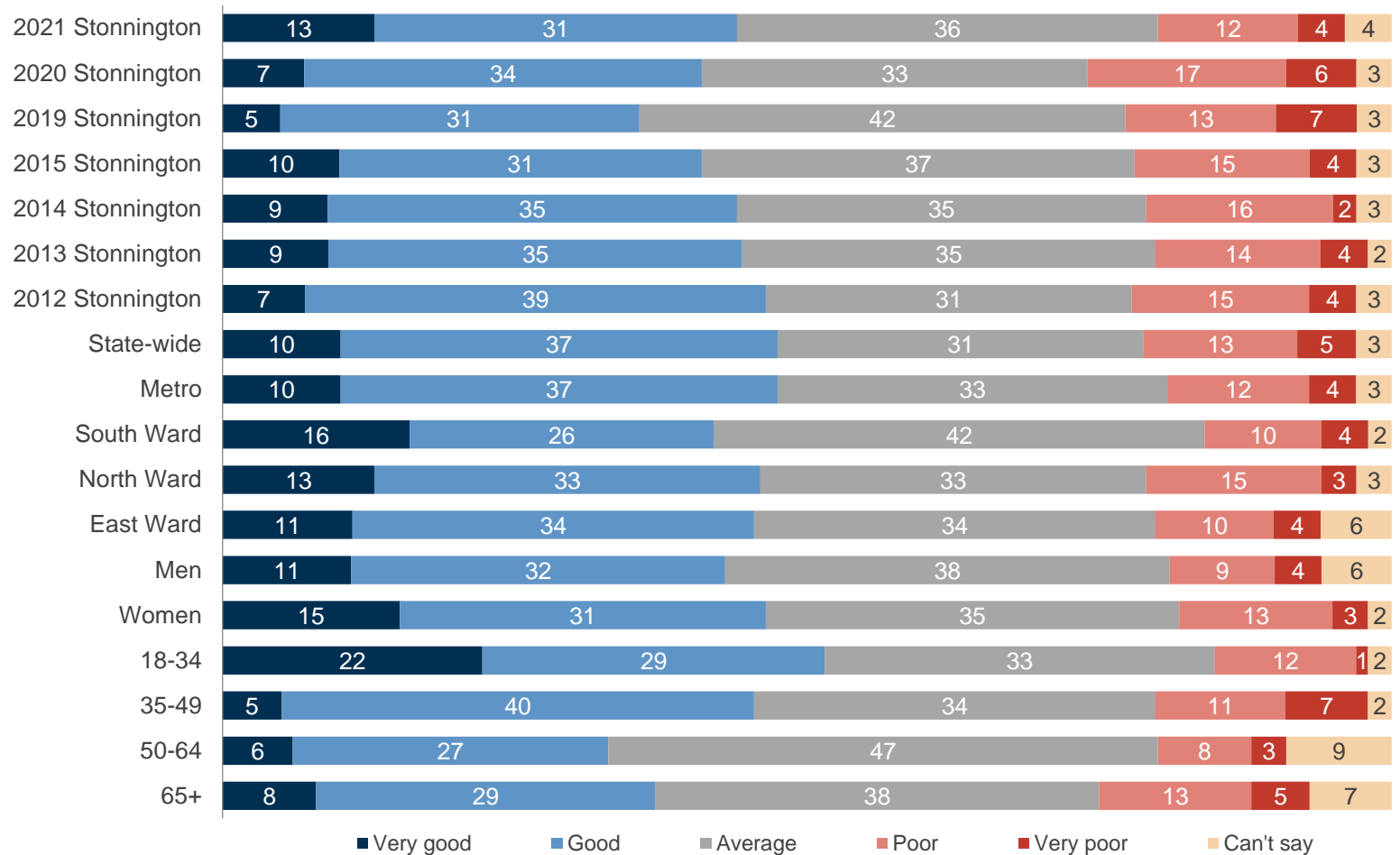
Note: Please see Appendix A for explanation of significant differences.



# Traffic management performance



## 2021 traffic management performance (%)







# Parking facilities importance



## 2021 parking importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	75	74	75	n/a	n/a	n/a	77	76	74	79
North Ward	75	74	75	n/a	n/a	n/a	74	71	71	n/a
Women	74	71	77	n/a	n/a	n/a	77	73	76	77
East Ward	73	69	74	n/a	n/a	n/a	75	71	72	n/a
35-49	73	74	72	n/a	n/a	n/a	78	68	72	72
50-64	72	74	74	n/a	n/a	n/a	74	73	76	75
State-wide	72	71	71	71	70	70	70	70	71	71
Metro	72	71	73	73	73	72	72	n/a	n/a	n/a
Stonnington	71	71	74	n/a	n/a	n/a	75	71	73	75
Men	68	72	72	n/a	n/a	n/a	72	68	70	72
18-34	68	68	75	n/a	n/a	n/a	72	70	72	74
South Ward	65▼	71	74	n/a	n/a	n/a	75	71	77	n/a

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

Base: All respondents. Councils asked state-wide: 15 Councils asked group: 7

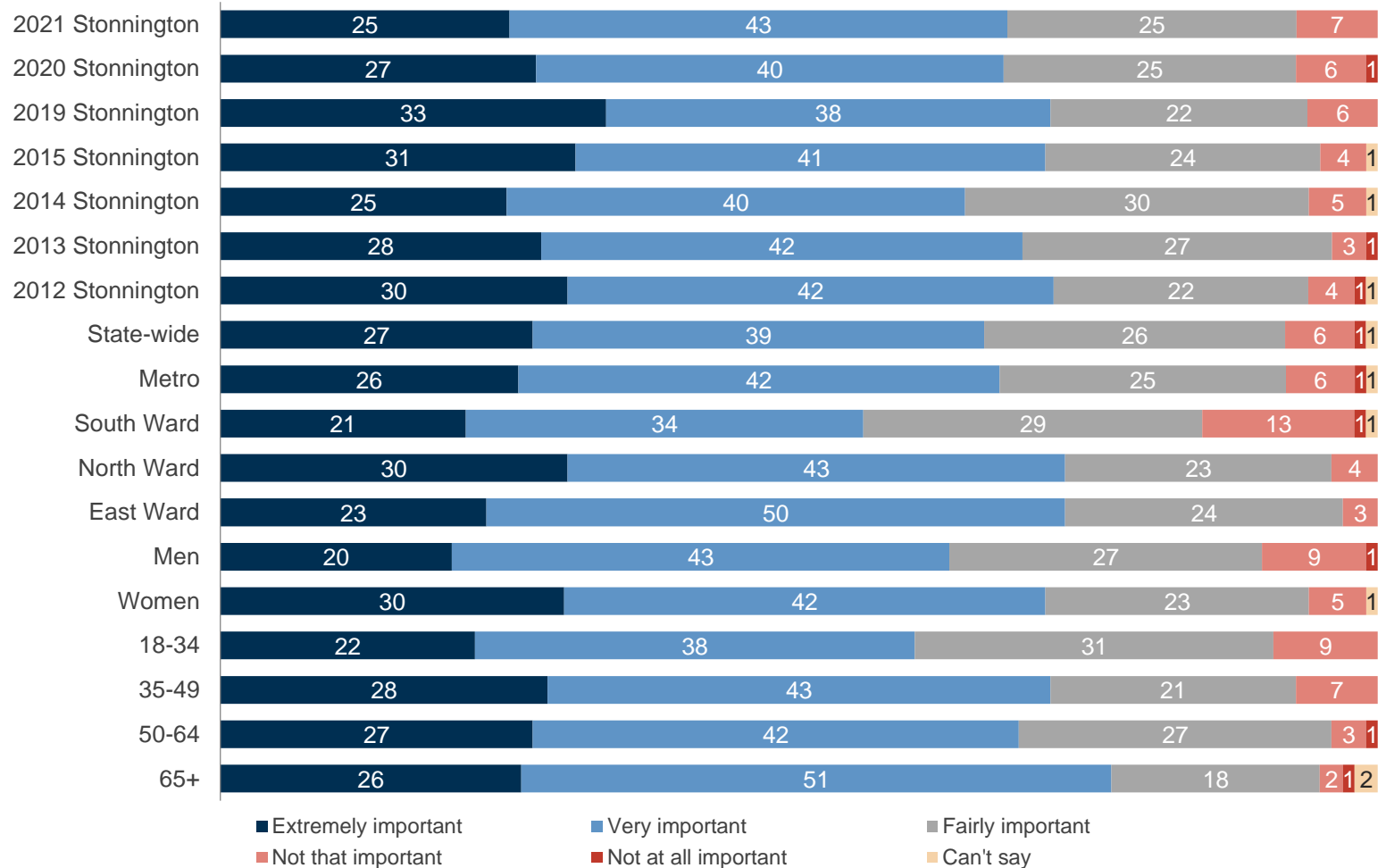
Note: Please see Appendix A for explanation of significant differences.



# Parking facilities importance



2021 parking importance (%)





# Parking facilities performance



## 2021 parking performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60	57	50	n/a	n/a	n/a	62	60	57	57
Metro	58	56	55	55	53	54	55	n/a	n/a	n/a
South Ward	58	53	48	n/a	n/a	n/a	53	57	49	n/a
Women	58	54	53	n/a	n/a	n/a	54	59	59	54
35-49	58	59	55	n/a	n/a	n/a	53	60	59	53
Stonnington	58	56	52	n/a	n/a	n/a	56	59	57	55
East Ward	58	60	60	n/a	n/a	n/a	59	63	63	n/a
North Ward	58	53	46	n/a	n/a	n/a	54	53	50	n/a
Men	58	57	52	n/a	n/a	n/a	58	59	55	56
State-wide	58	55	56	56	55	56	57	57	57	56
65+	57	52	54	n/a	n/a	n/a	52	57	55	54
50-64	53	52	50	n/a	n/a	n/a	49	56	56	53

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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7

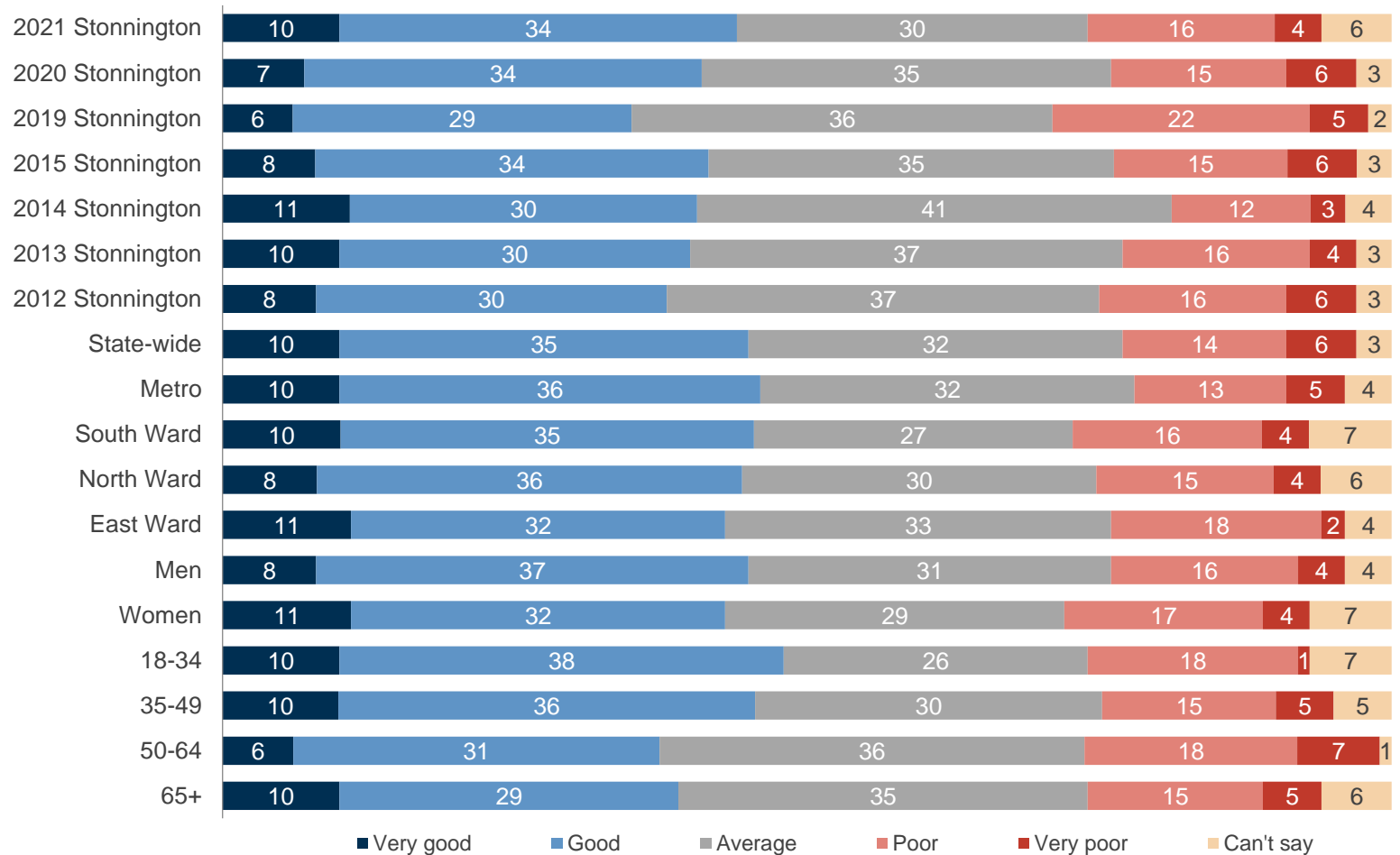
Note: Please see Appendix A for explanation of significant differences.



# Parking facilities performance



## 2021 parking performance (%)

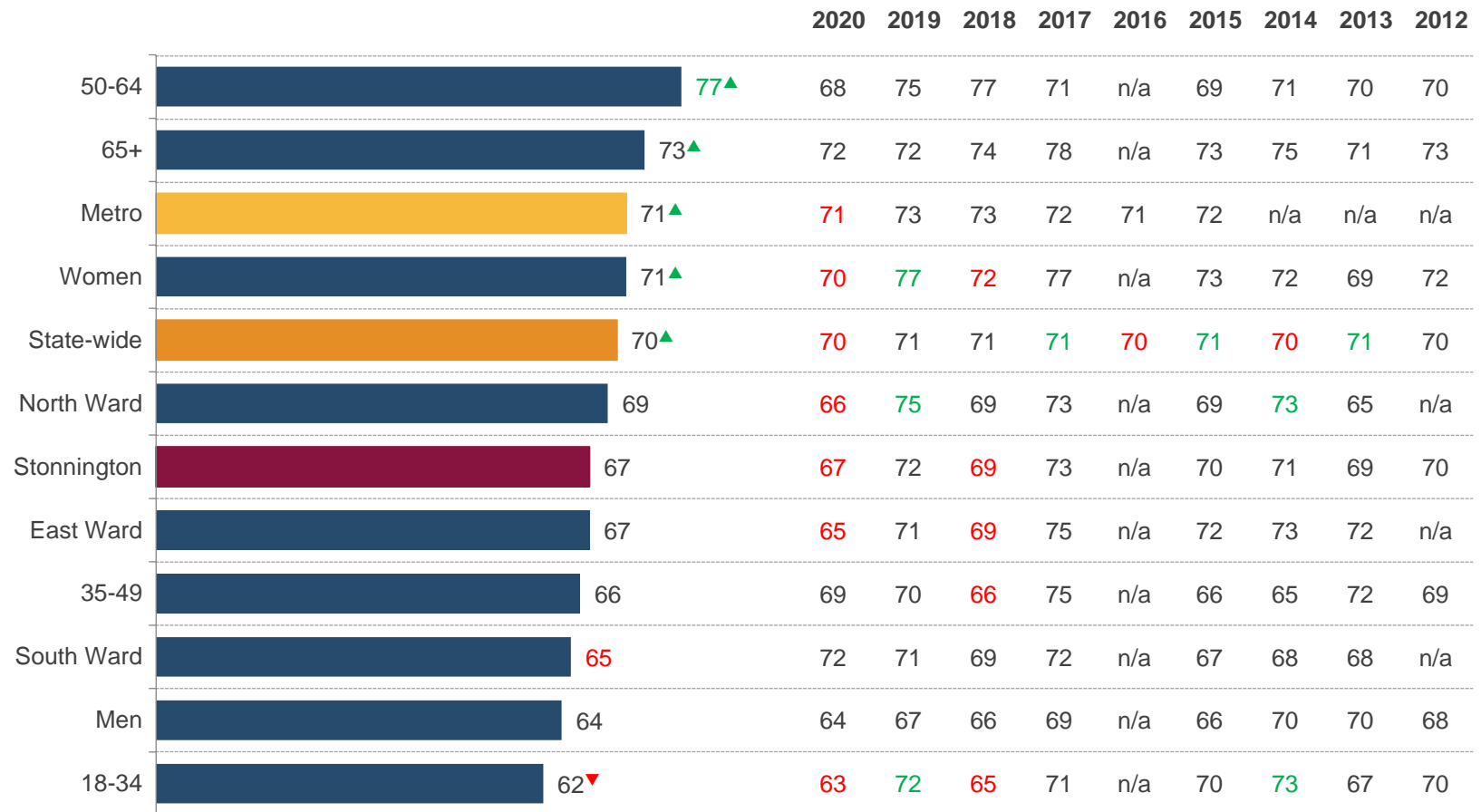




# Enforcement of local laws importance



## 2021 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: 25 Councils asked group: 7

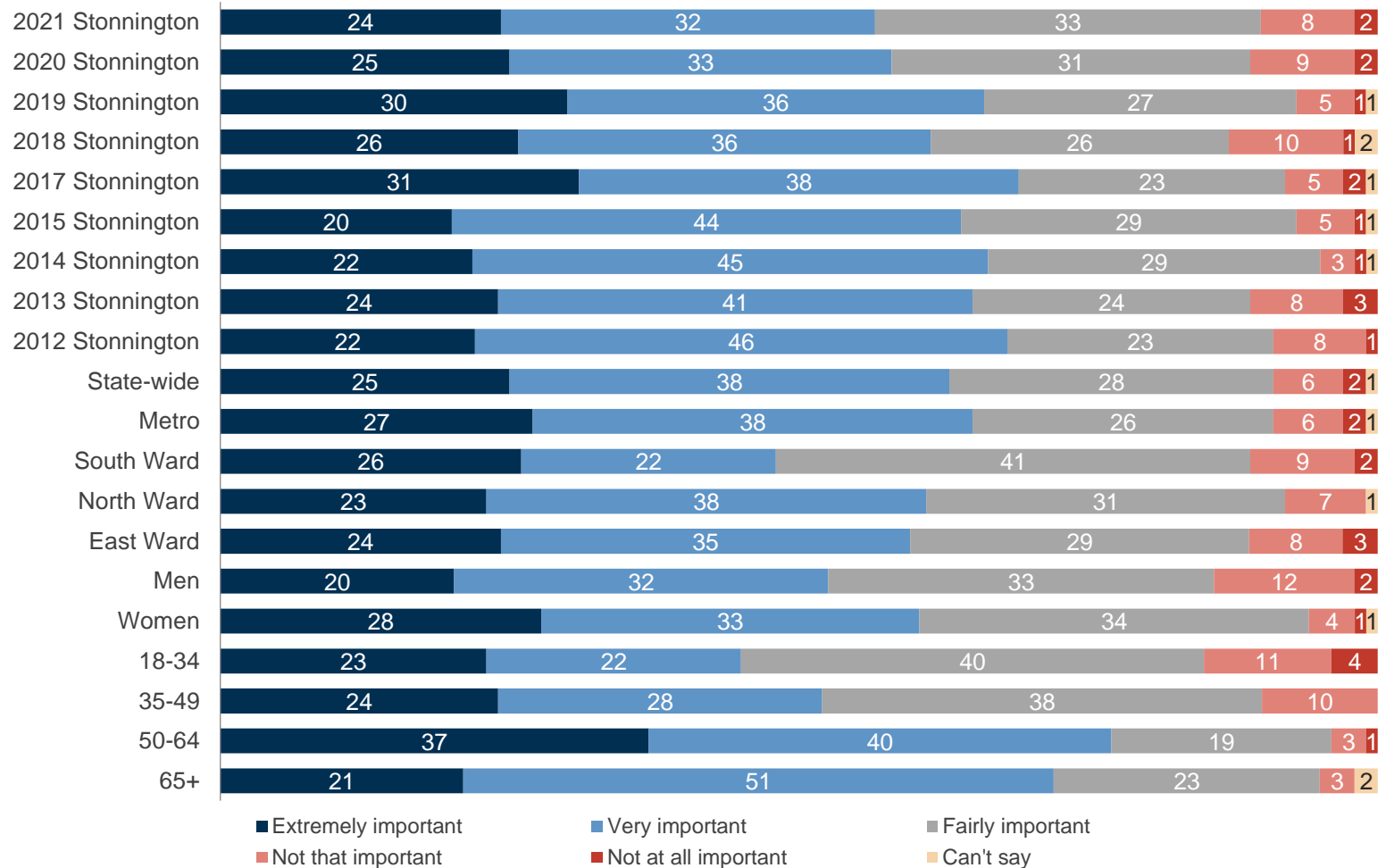
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws importance



## 2021 law enforcement importance (%)





# Enforcement of local laws performance



## 2021 law enforcement performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	72	68	67	67	75	n/a	74	76	72	71
Women	71	68	65	67	72	n/a	70	71	67	68
North Ward	70	69	63	64	68	n/a	73	72	65	n/a
35-49	68	67	65	66	68	n/a	65	69	65	60
Stonnington	68	67	65	65	71	n/a	69	72	68	67
East Ward	67	64	63	67	70	n/a	68	73	70	n/a
South Ward	66	68	68	64	74	n/a	67	71	66	n/a
Metro	66	65	64	64	64	64	66	n/a	n/a	n/a
Men	65	66	64	63	69	n/a	68	73	69	66
State-wide	64▼	63	64	64	64	63	66	66	65	65
65+	62▼	64	63	65	65	n/a	65	71	65	68
50-64	59▼	66	58	57	68	n/a	64	64	64	66

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: 8

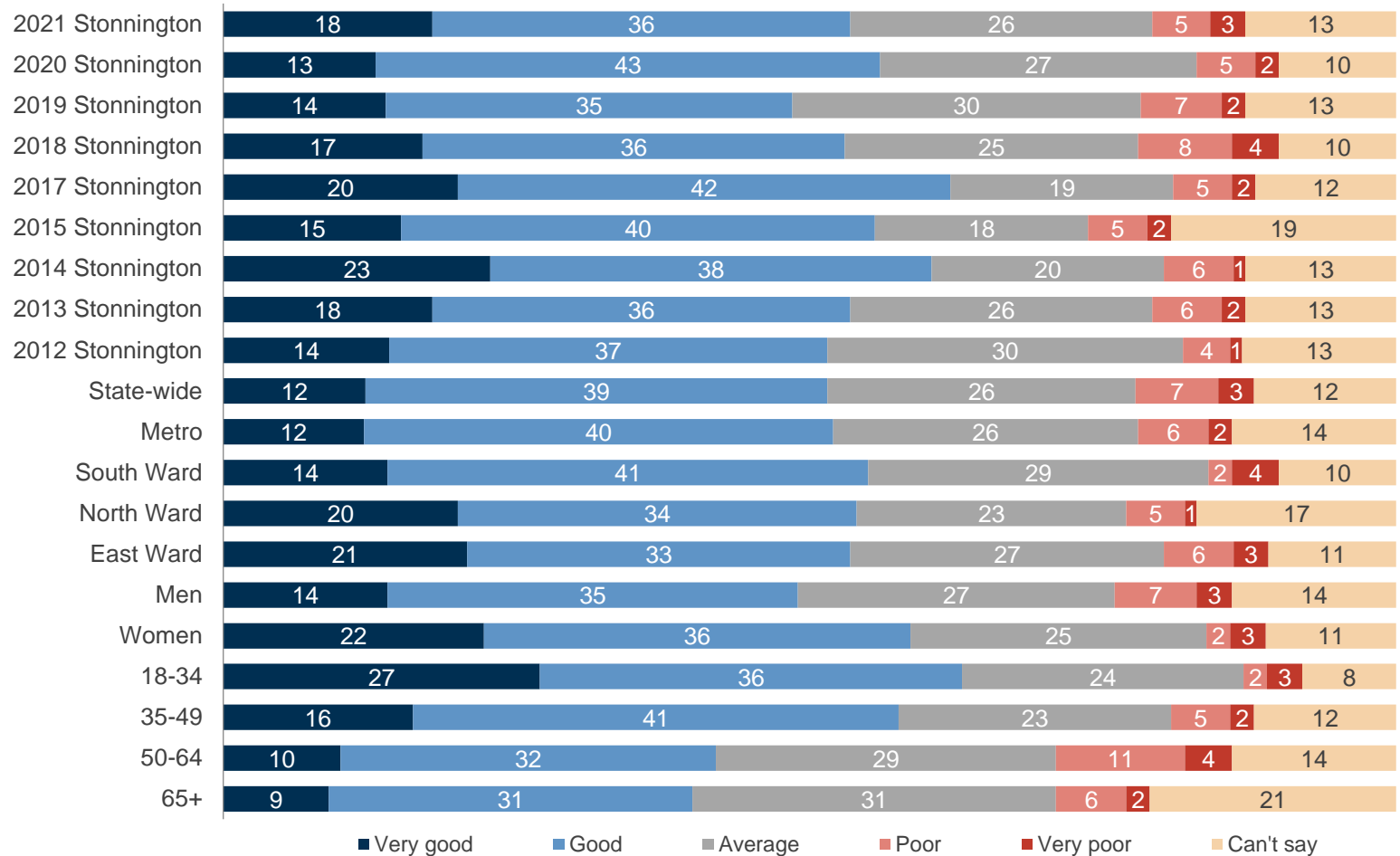
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



## 2021 law enforcement performance (%)







## Recreational facilities importance



### 2021 recreational facilities importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	79	73	70	73	72	n/a	73	72	75	75
35-49	76	75	76	72	73	n/a	75	74	78	71
Women	75	73	70	73	72	n/a	73	72	75	74
Metro	74	72	72	73	73	73	72	n/a	n/a	n/a
North Ward	74	71	68	70	68	n/a	68	68	70	n/a
State-wide	74	72	72	73	72	73	72	72	72	72
65+	73	71	70	72	73	n/a	71	71	70	70
Stonnington	73	73	70	72	72	n/a	71	71	72	71
South Ward	73	74	73	71	72	n/a	72	69	68	n/a
East Ward	72	75	69	74	75	n/a	72	73	75	n/a
Men	71	74	69	70	71	n/a	69	69	69	69
18-34	70	73	66	71	70	n/a	68	68	68	70

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

Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10

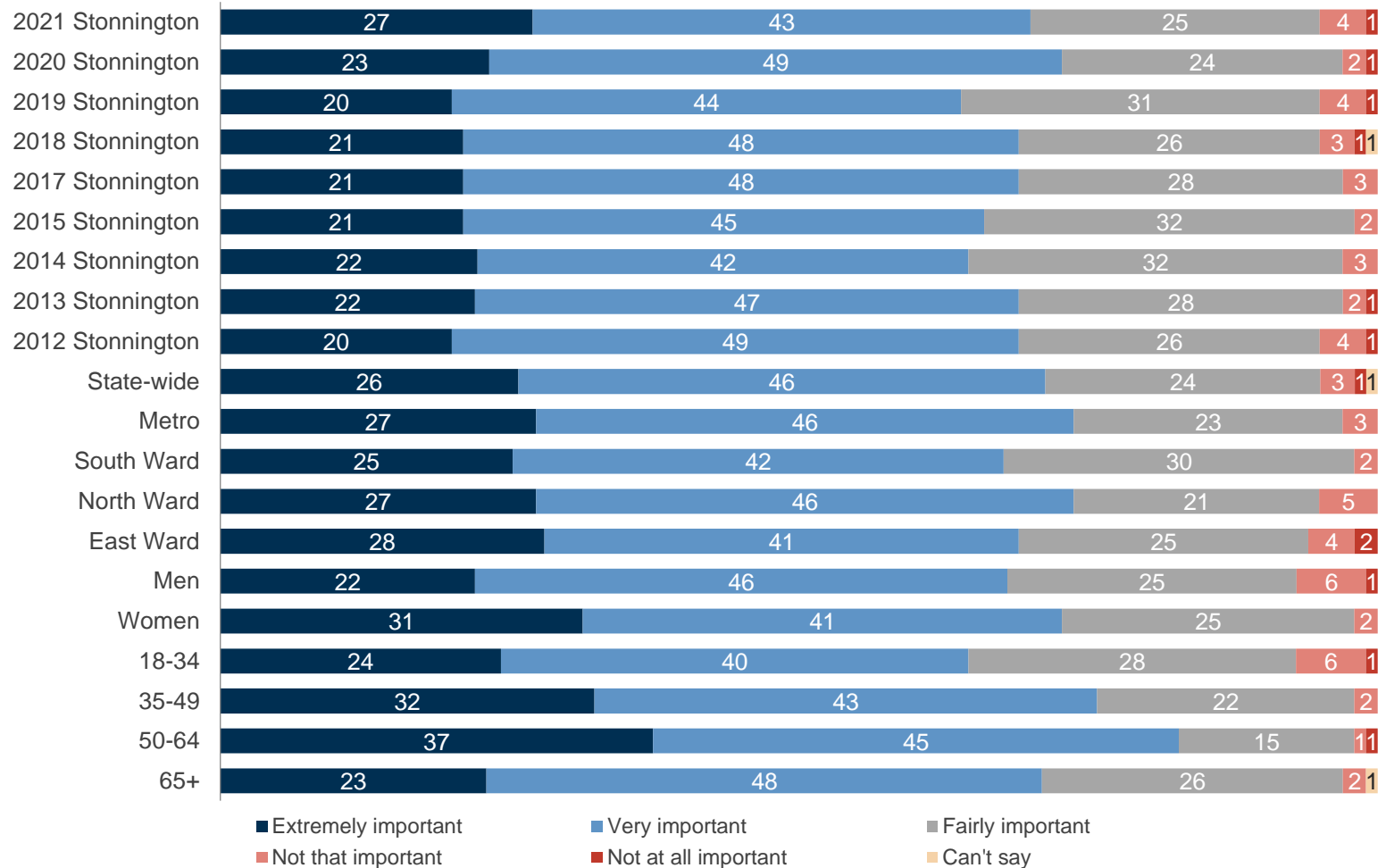
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



## 2021 recreational facilities importance (%)





# Recreational facilities performance



## 2021 recreational facilities performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	77	76	74	69	77	n/a	78	73	73	74
South Ward	76	69	74	70	73	n/a	76	73	74	n/a
Women	76	73	74	71	77	n/a	74	76	76	74
Stonnington	75	72	73	70	74	n/a	76	74	75	74
East Ward	75	73	75	71	77	n/a	76	76	77	n/a
Metro	75	74	75	74	73	73	74	n/a	n/a	n/a
Men	74	71	72	69	72	n/a	77	71	74	73
North Ward	74	75	68	68	74	n/a	75	71	71	n/a
35-49	74	68	71	67	71	n/a	77	74	77	69
65+	73	73	73	74	75	n/a	73	76	74	77
50-64	71	67	71	70	72	n/a	70	73	75	75
State-wide	71▼	70	70	69	70	69	70	71	70	70

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

Base: All respondents. Councils asked state-wide: 42 Councils asked group: 11

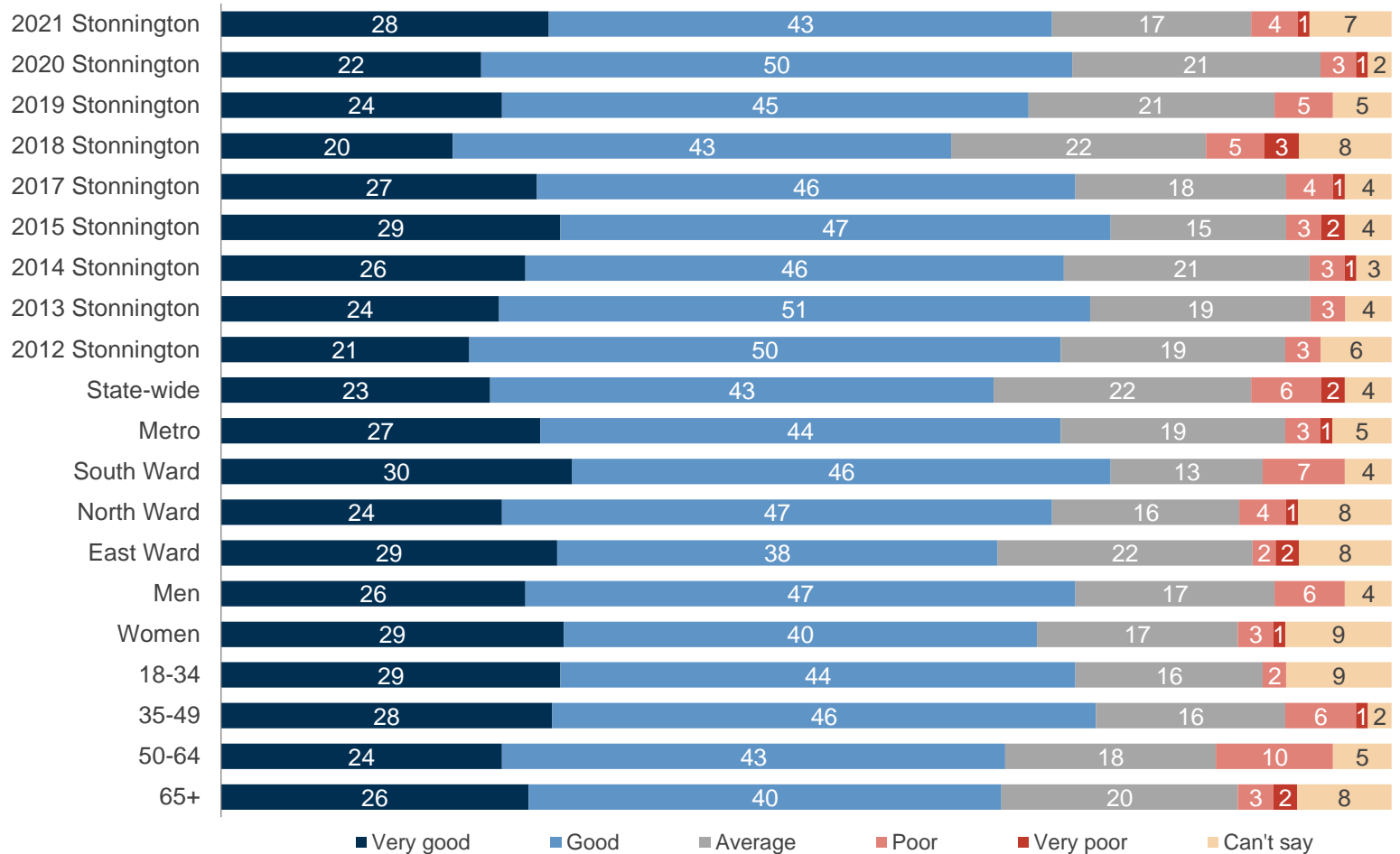
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2021 recreational facilities performance (%)





# The appearance of public areas importance



## 2021 public areas importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
South Ward	82	79	76	73	74	n/a	71	73	73	n/a
50-64	81	78	80	77	77	n/a	77	77	77	76
35-49	80	80	74	75	81	n/a	73	72	81	76
Women	79	76	76	72	76	n/a	72	73	76	77
Stonnington	79	76	74	73	75	n/a	71	72	74	75
Men	78	75	72	74	73	n/a	69	70	71	73
65+	78	73	74	75	77	n/a	76	75	75	75
18-34	78	73	71	70	69	n/a	64	68	67	73
North Ward	77	75	75	75	73	n/a	72	72	74	n/a
East Ward	77	73	72	71	77	n/a	69	71	74	n/a
Metro	76▼	73	74	74	75	74	73	n/a	n/a	n/a
State-wide	75▼	74	73	74	74	74	73	73	74	73

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

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

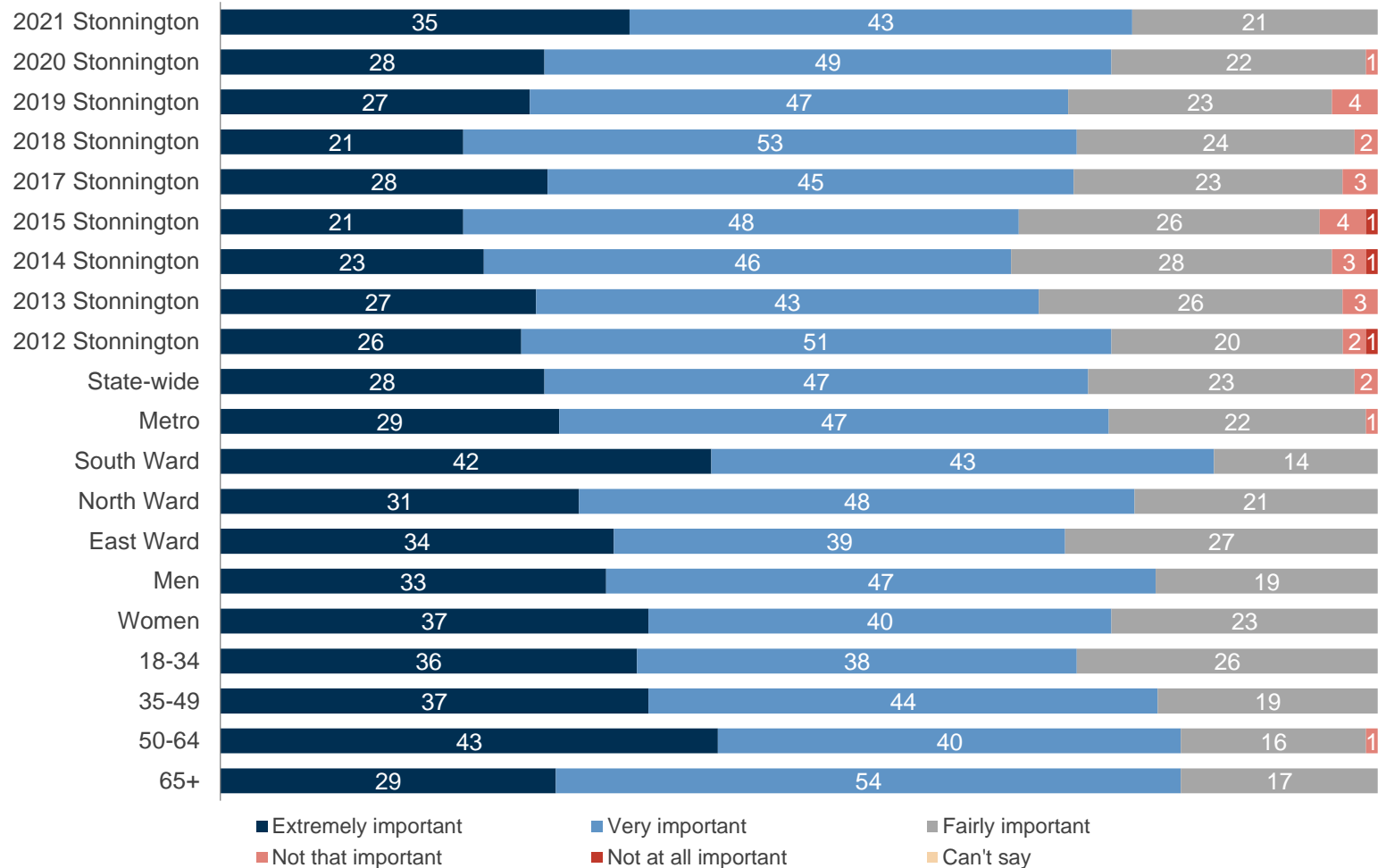
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



## 2021 public areas importance (%)





# The appearance of public areas performance



## 2021 public areas performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	80	77	78	75	80	n/a	86	82	83	79
Women	79	74	75	75	78	n/a	79	77	78	75
East Ward	79	79	79	81	78	n/a	81	80	82	n/a
Stonnington	78	74	76	74	77	n/a	80	77	78	76
North Ward	77	74	71	72	76	n/a	79	75	74	n/a
South Ward	77	66	78	70	76	n/a	80	76	74	n/a
35-49	76	73	75	72	73	n/a	76	75	76	69
Men	76	74	77	73	75	n/a	81	78	79	76
65+	76	73	77	74	75	n/a	78	77	76	77
50-64	75	69	71	74	74	n/a	72	70	74	74
Metro	74▼	73	74	73	72	72	73	n/a	n/a	n/a
State-wide	73▼	72	72	71	71	71	72	72	71	71

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

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8

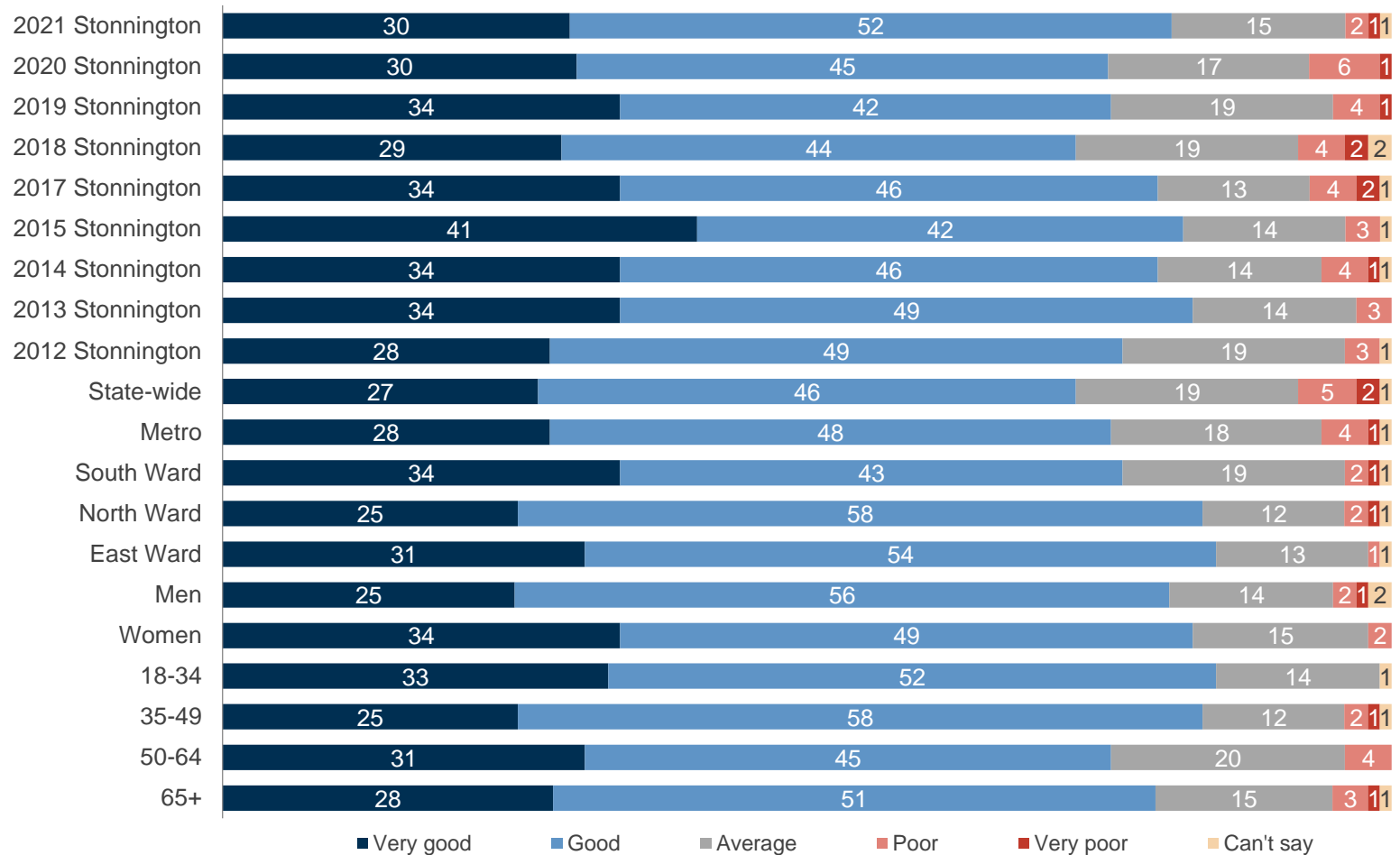
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



## 2021 public areas performance (%)



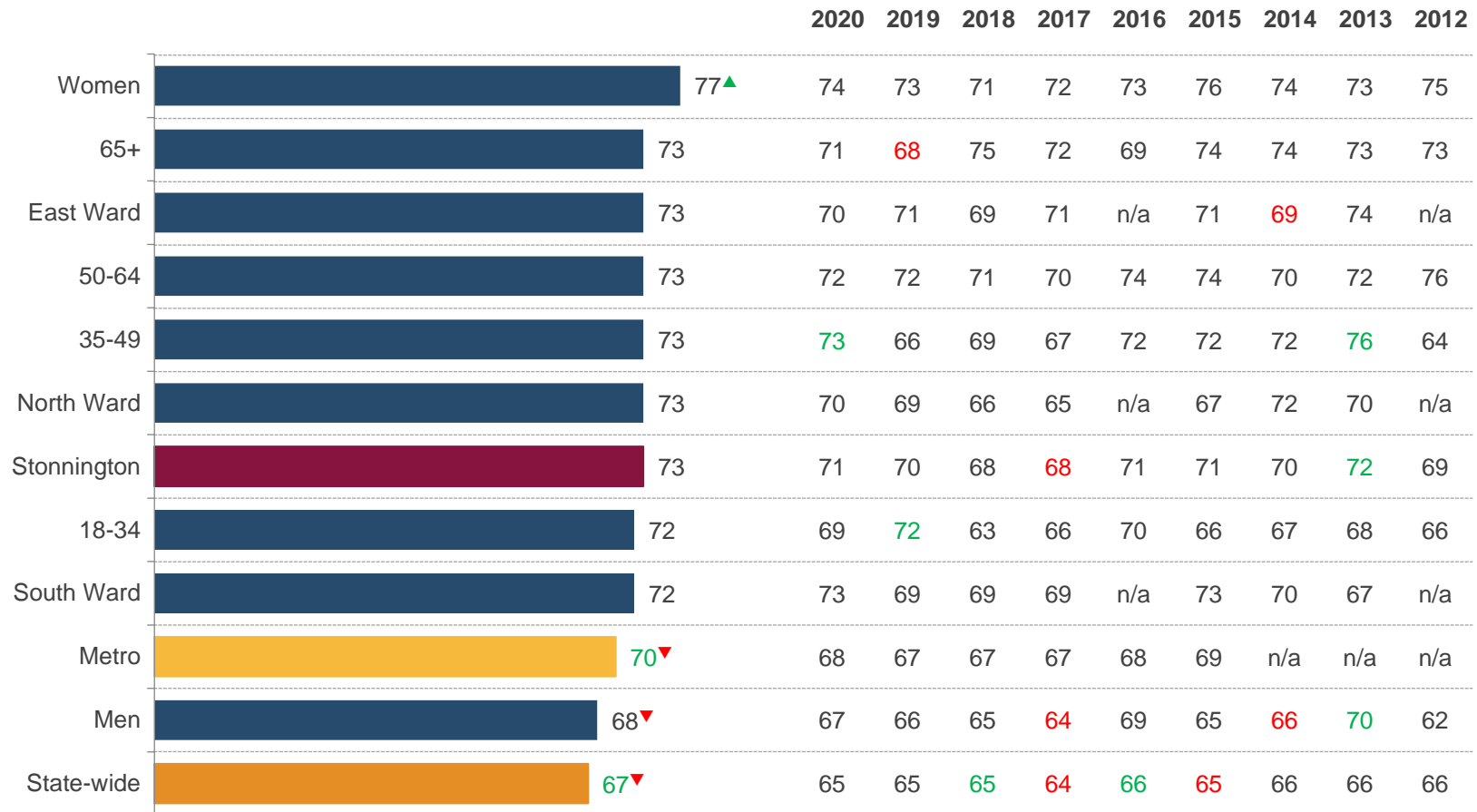




# Art centres and libraries importance



## 2021 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: 22 Councils asked group: 8

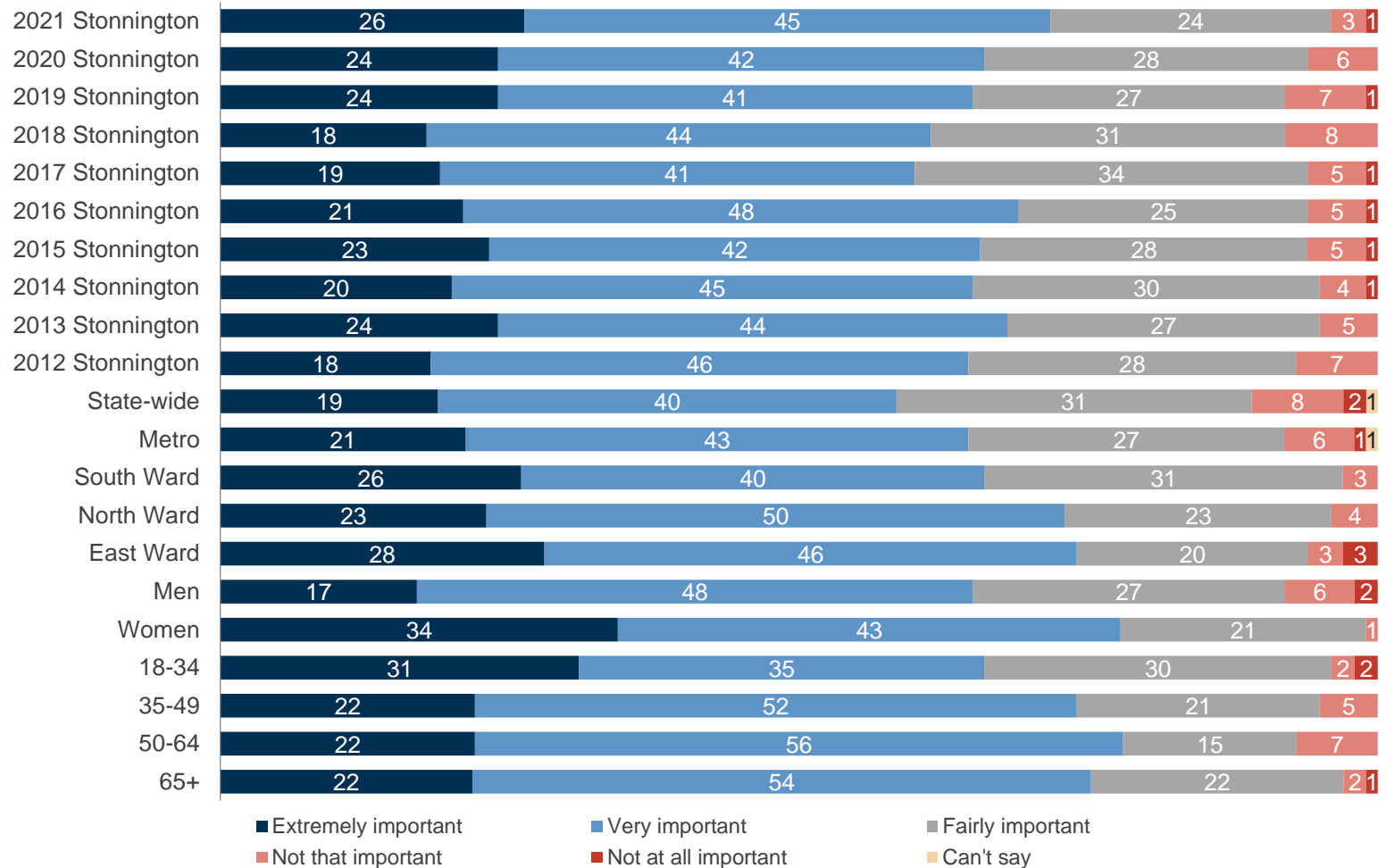
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



## 2021 art centres and libraries importance (%)





# Art centres and libraries performance



## 2021 art centres and libraries performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	77	78	77	80	82	80	81	85	79	79
Women	76	76	76	79	81	77	80	79	79	78
East Ward	75	76	74	81	79	n/a	80	79	79	n/a
Metro	73	75	76	75	75	74	75	n/a	n/a	n/a
Stonnington	73	74	75	78	78	76	78	78	77	73
18-34	73	74	73	78	76	75	78	77	77	72
State-wide	73	74	74	74	73	72	73	75	73	73
North Ward	72	74	75	74	76	n/a	74	76	78	n/a
South Ward	72	73	74	79	79	n/a	79	77	73	n/a
35-49	71	72	76	77	80	74	79	76	76	69
Men	70	73	73	76	74	75	77	76	75	68
50-64	68	75	75	75	76	79	77	73	78	74

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

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

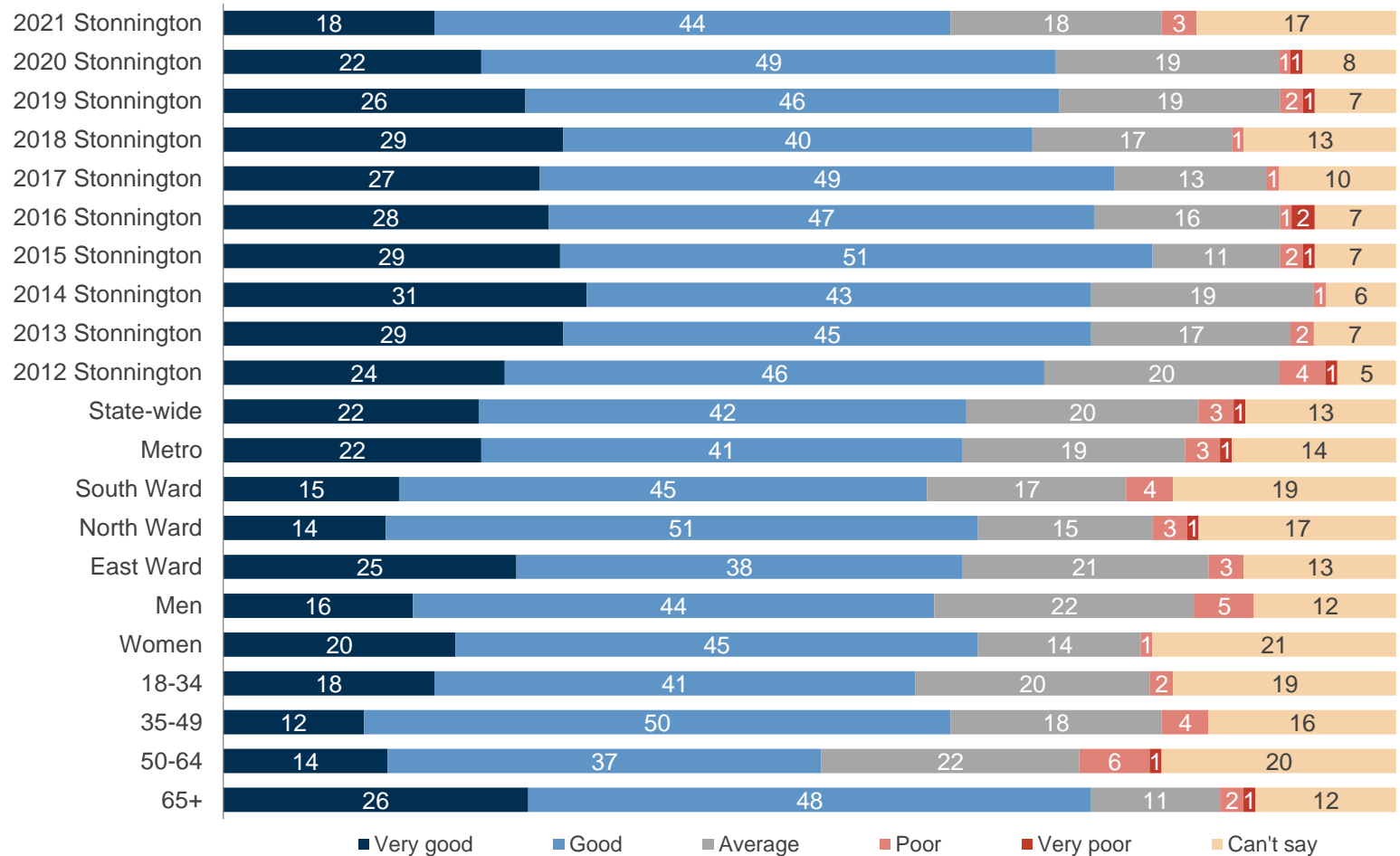
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries performance



2021 art centres and libraries performance (%)





# Community and cultural activities importance



## 2021 community and cultural activities importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	67	70	66	64	65	70	63	64	62	64
East Ward	66	65	63	64	65	n/a	60	60	59	n/a
35-49	66	65	59	61	65	66	61	62	66	54
50-64	65	62	60	61	61	64	60	61	61	62
18-34	65	69	62	61	66	67	57	59	58	61
Stonnington	65	65	60	61	64	65	59	60	61	60
North Ward	64	64	61	60	58	n/a	56	59	63	n/a
Metro	64	61	60	61	61	62	62	n/a	n/a	n/a
South Ward	64	67	57	60	67	n/a	60	62	64	n/a
State-wide	64	62	61	61	61	62	62	62	62	62
65+	63	60	59	61	60	61	61	61	61	61
Men	62	60	55	58	63	61	54	56	59	55

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

Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8

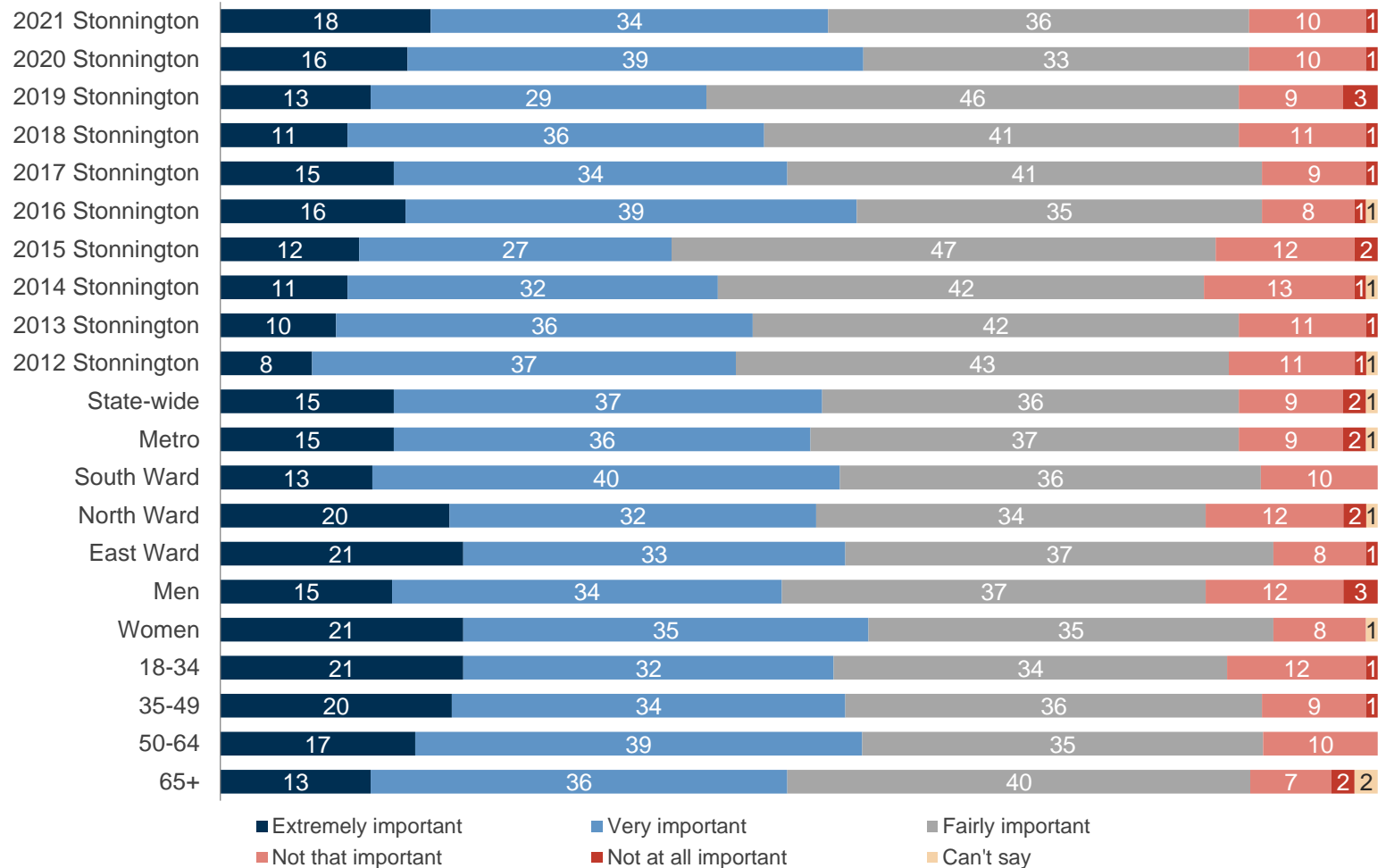
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities importance



2021 community and cultural activities importance (%)





# Community and cultural activities performance



## 2021 community and cultural activities performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	71▲	69	72	76	75	78	75	78	73	73
South Ward	71▲	70	70	76	70	n/a	72	75	69	n/a
Women	68	73	71	77	77	78	74	79	74	72
35-49	67	71	70	73	75	79	77	73	71	71
Stonnington	66	70	70	74	74	75	73	75	72	71
Metro	66	70	70	70	70	71	71	n/a	n/a	n/a
State-wide	65	68	69	69	69	69	69	70	69	68
North Ward	64	67	67	69	74	n/a	72	74	72	n/a
Men	64	67	69	69	71	73	71	71	69	69
18-34	64	71	68	72	73	73	69	75	70	67
East Ward	63	73	72	76	78	n/a	74	75	73	n/a
50-64	59	70	72	76	76	75	73	75	74	77

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

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

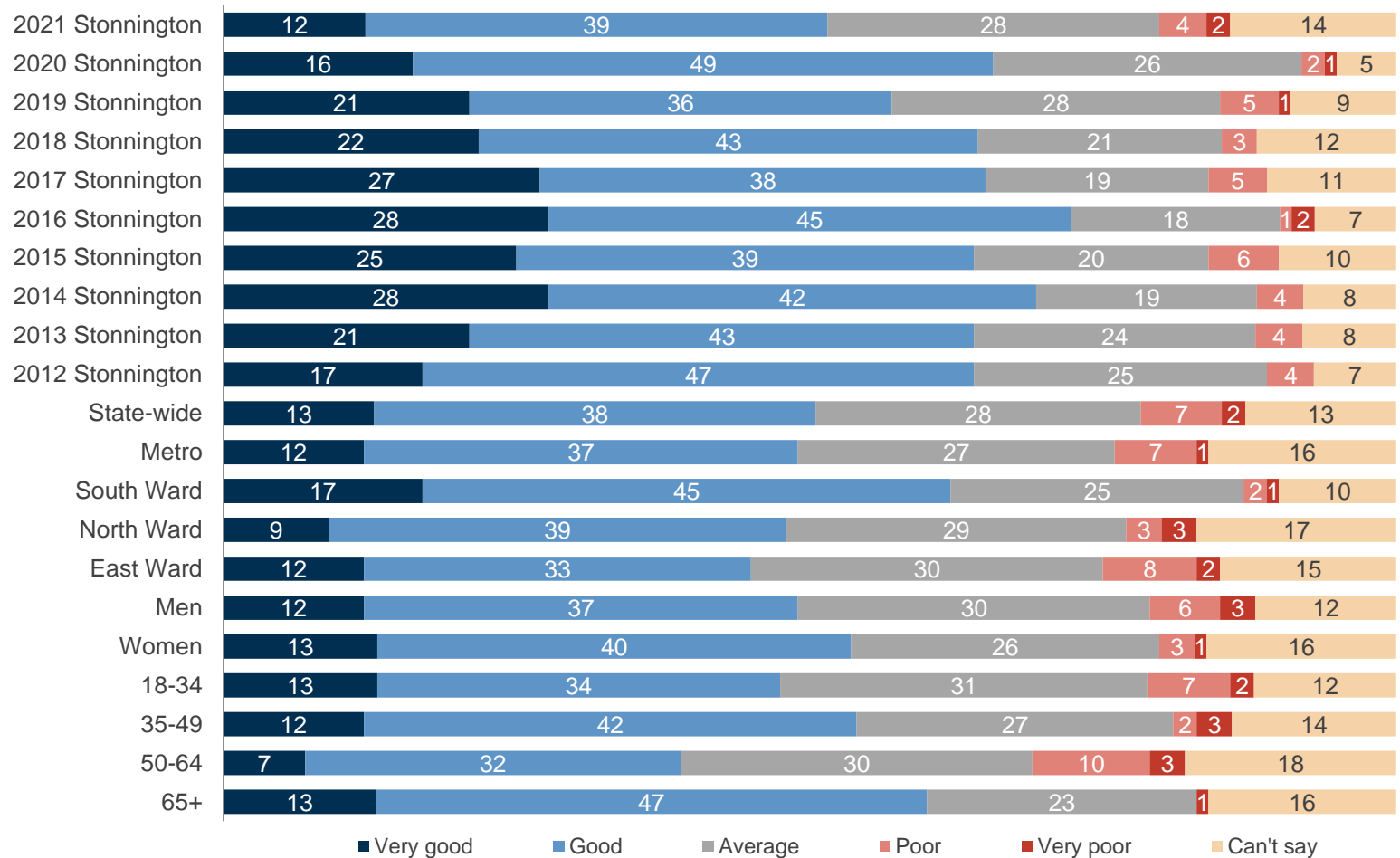
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities performance



## 2021 community and cultural activities performance (%)







# Waste management importance



## 2021 waste management importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	89	84	86	n/a	n/a	n/a	84	82	84	83
18-34	89▲	88	82	n/a	n/a	n/a	80	81	81	79
Women	88	86	84	n/a	n/a	n/a	84	82	85	80
North Ward	87	84	85	n/a	n/a	n/a	82	81	79	n/a
Stonnington	86	86	84	n/a	n/a	n/a	82	82	83	80
South Ward	86	89	81	n/a	n/a	n/a	81	79	84	n/a
East Ward	86	86	85	n/a	n/a	n/a	82	84	84	n/a
65+	85	83	85	n/a	n/a	n/a	84	84	83	82
Men	85	86	84	n/a	n/a	n/a	79	81	81	80
Metro	85	84	83	83	81	82	81	n/a	n/a	n/a
State-wide	82▼	82	81	81	79	80	79	79	79	78
35-49	82	87	84	n/a	n/a	n/a	81	81	86	80

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

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 10

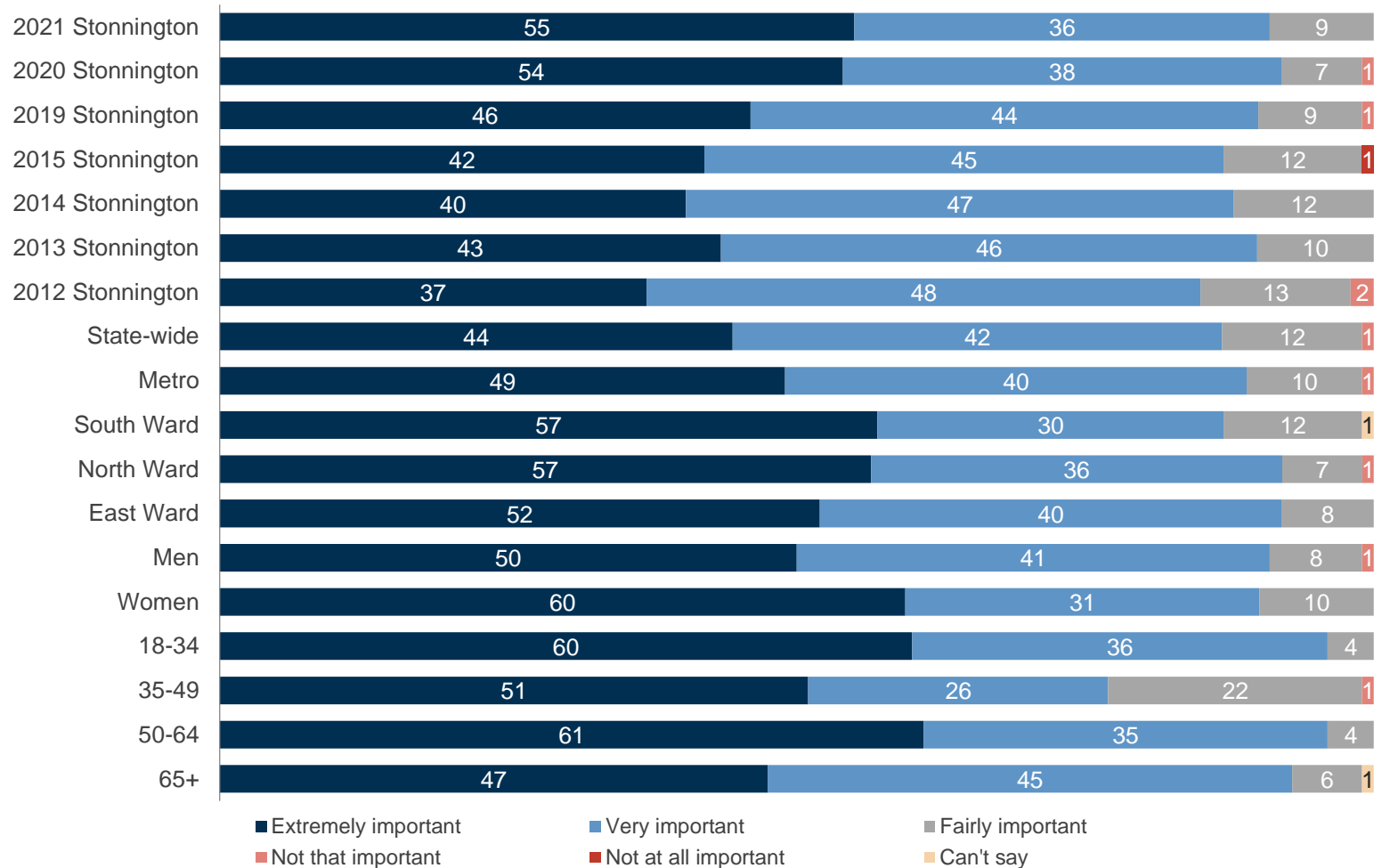
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



## 2021 waste management importance (%)





# Waste management performance



## 2021 waste management performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Men	76	73	76	n/a	n/a	n/a	81	80	78	75
65+	76	75	76	n/a	n/a	n/a	81	83	81	81
South Ward	75	67	76	n/a	n/a	n/a	78	82	75	n/a
East Ward	74	73	75	n/a	n/a	n/a	80	80	81	n/a
50-64	74	68	68	n/a	n/a	n/a	76	73	78	77
Stonnington	74	69	73	n/a	n/a	n/a	79	79	79	75
18-34	73	65	73	n/a	n/a	n/a	78	80	81	75
Metro	72	70	73	75	75	76	77	n/a	n/a	n/a
North Ward	71	66	69	n/a	n/a	n/a	78	74	76	n/a
35-49	71	72	74	n/a	n/a	n/a	79	78	74	71
Women	71	66	71	n/a	n/a	n/a	77	78	79	76
State-wide	69▼	65	68	70	71	70	72	73	71	72

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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

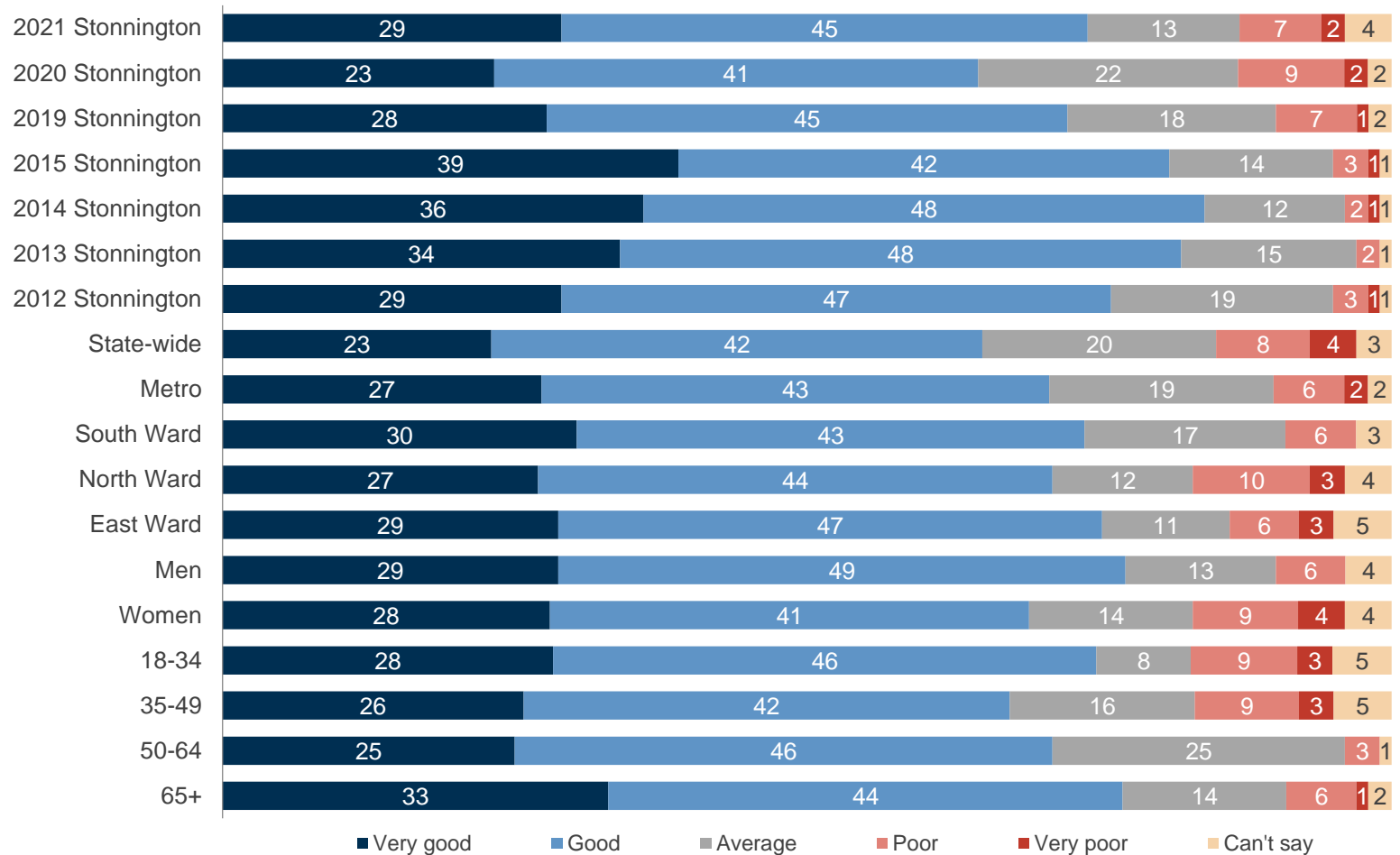
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



## 2021 waste management performance (%)



# Business and community development and tourism importance



## 2021 business/development/tourism importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	70▲	67	65	66	67	67	67	67	67	66
18-34	67	56	59	57	62	62	57	58	56	58
Women	65	57	57	58	61	62	59	60	58	60
South Ward	65	58	59	57	64	n/a	56	56	62	n/a
North Ward	63	58	56	56	58	n/a	56	52	55	n/a
Stonnington	63	55	56	55	61	59	57	56	57	55
35-49	63	57	55	54	67	58	58	55	61	50
Metro	62	58	57	59	60	60	59	n/a	n/a	n/a
East Ward	62	51	54	52	61	n/a	58	58	55	n/a
Men	61	53	55	51	60	55	55	52	55	50
50-64	59	54	52	52	53	53	57	54	55	55
65+	59	54	54	53	58	56	57	56	54	56

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

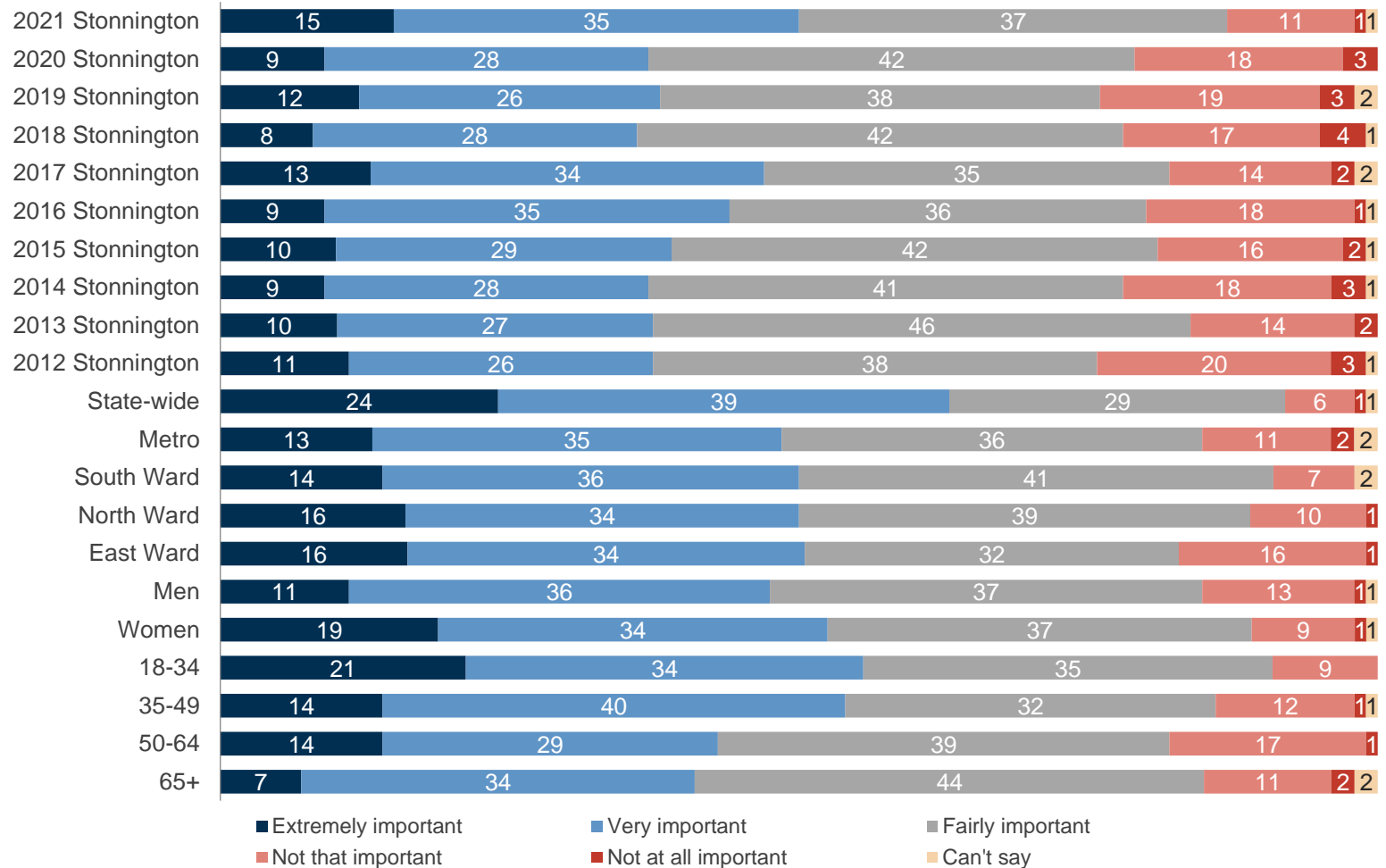
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

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

# Business and community development and tourism importance



## 2021 business/development/tourism importance (%)



# Business and community development and tourism performance



## 2021 business/development/tourism performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65▲	60	59	63	69	64	64	65	63	59
South Ward	63	55	56	67	65	n/a	62	69	63	n/a
Women	63	61	60	62	66	65	67	67	62	61
East Ward	62	60	58	62	64	n/a	62	61	62	n/a
State-wide	61	59	61	60	61	60	61	62	62	62
Stonnington	60	57	57	63	64	63	62	63	62	58
Metro	60	59	60	60	60	62	62	n/a	n/a	n/a
65+	60	56	55	61	60	64	63	65	59	59
Men	58	54	55	63	62	61	57	60	62	56
North Ward	57	56	58	59	62	n/a	62	61	62	n/a
35-49	56	54	56	62	58	63	59	61	63	58
50-64	52	55	56	63	58	60	61	58	60	57

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

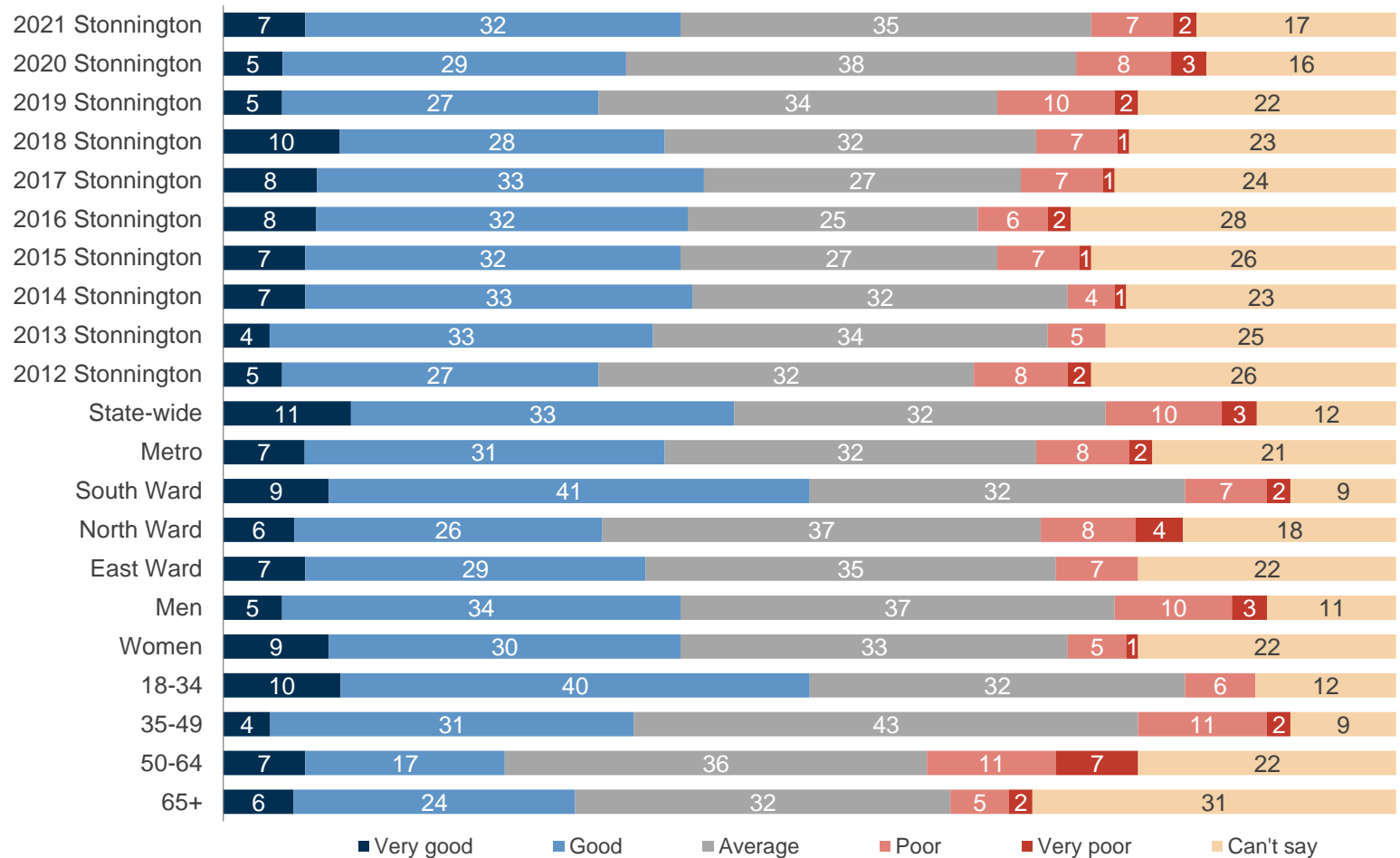
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7

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

# Business and community development and tourism performance



## 2021 business/development/tourism performance (%)



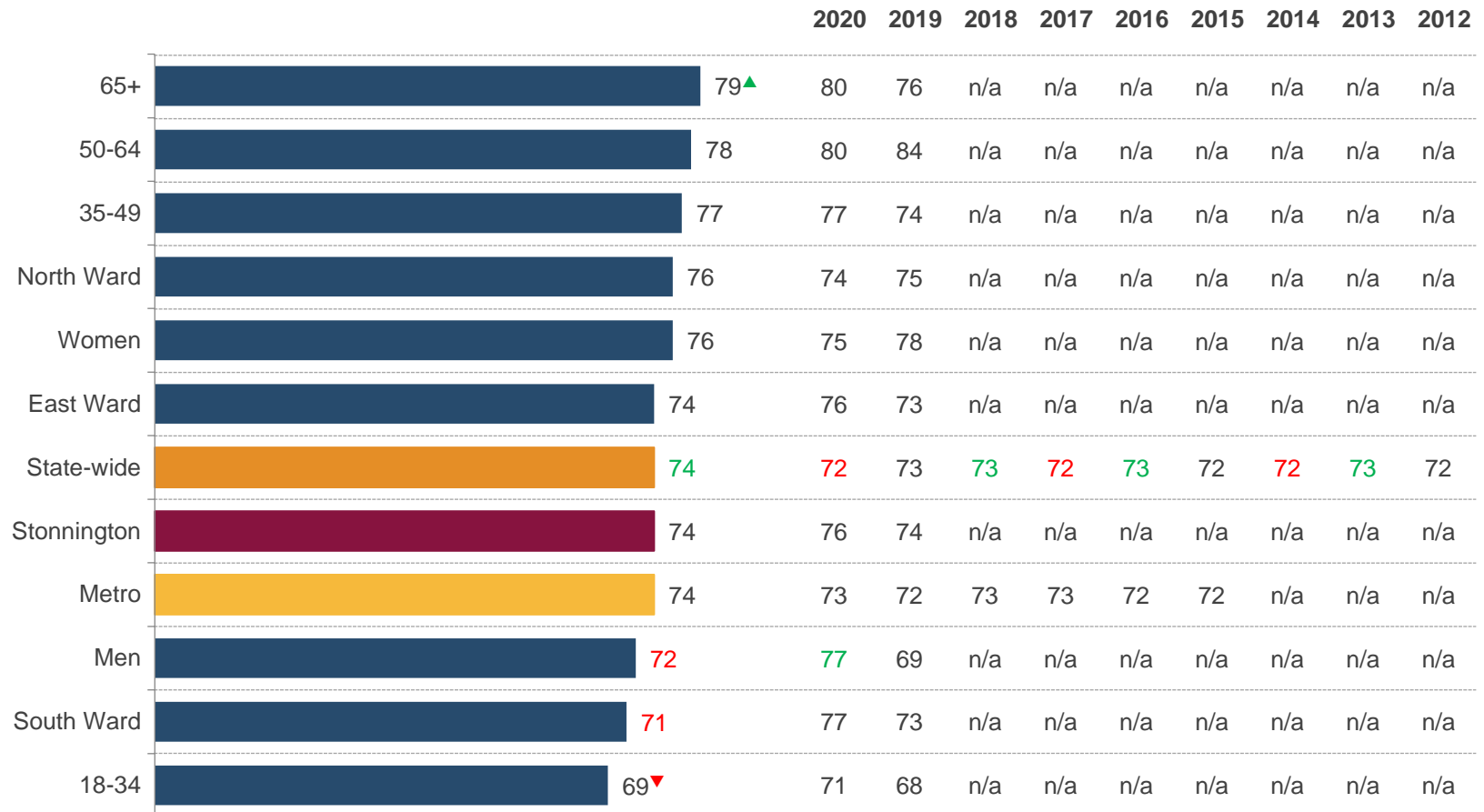




# Council's general town planning policy importance



## 2021 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: 14 Councils asked group: 6

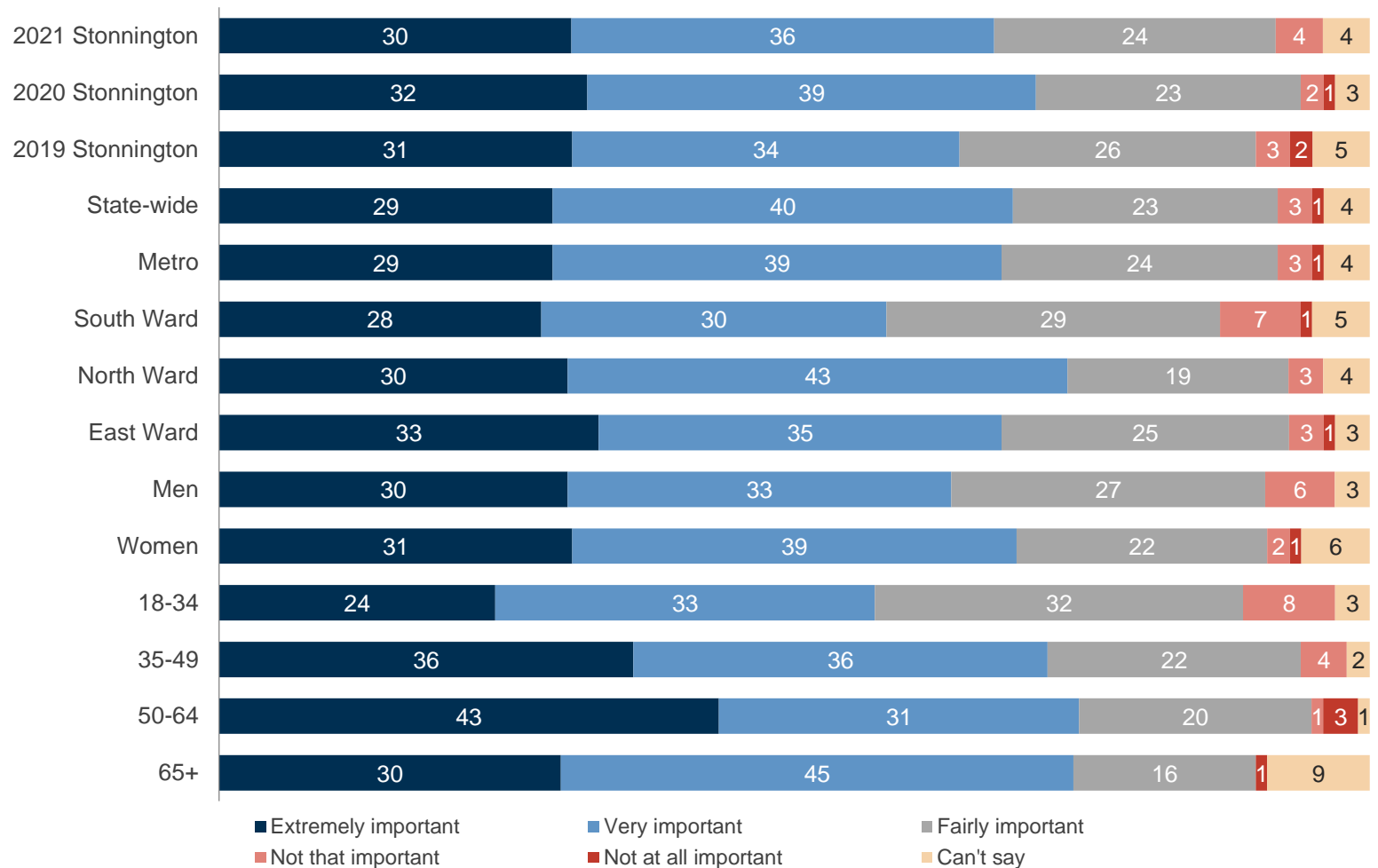
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy importance



## 2021 town planning importance (%)





# Council's general town planning policy performance



## 2021 town planning performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	63▲	59	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	55	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North Ward	60	55	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Stonnington	58	55	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	58	52	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	57	57	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	57	52	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	56	55	56	53	53	54	55	n/a	n/a	n/a
Men	55	55	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	55▼	54	55	54	53	52	54	55	55	54
65+	53	57	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	49▼	47	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 8

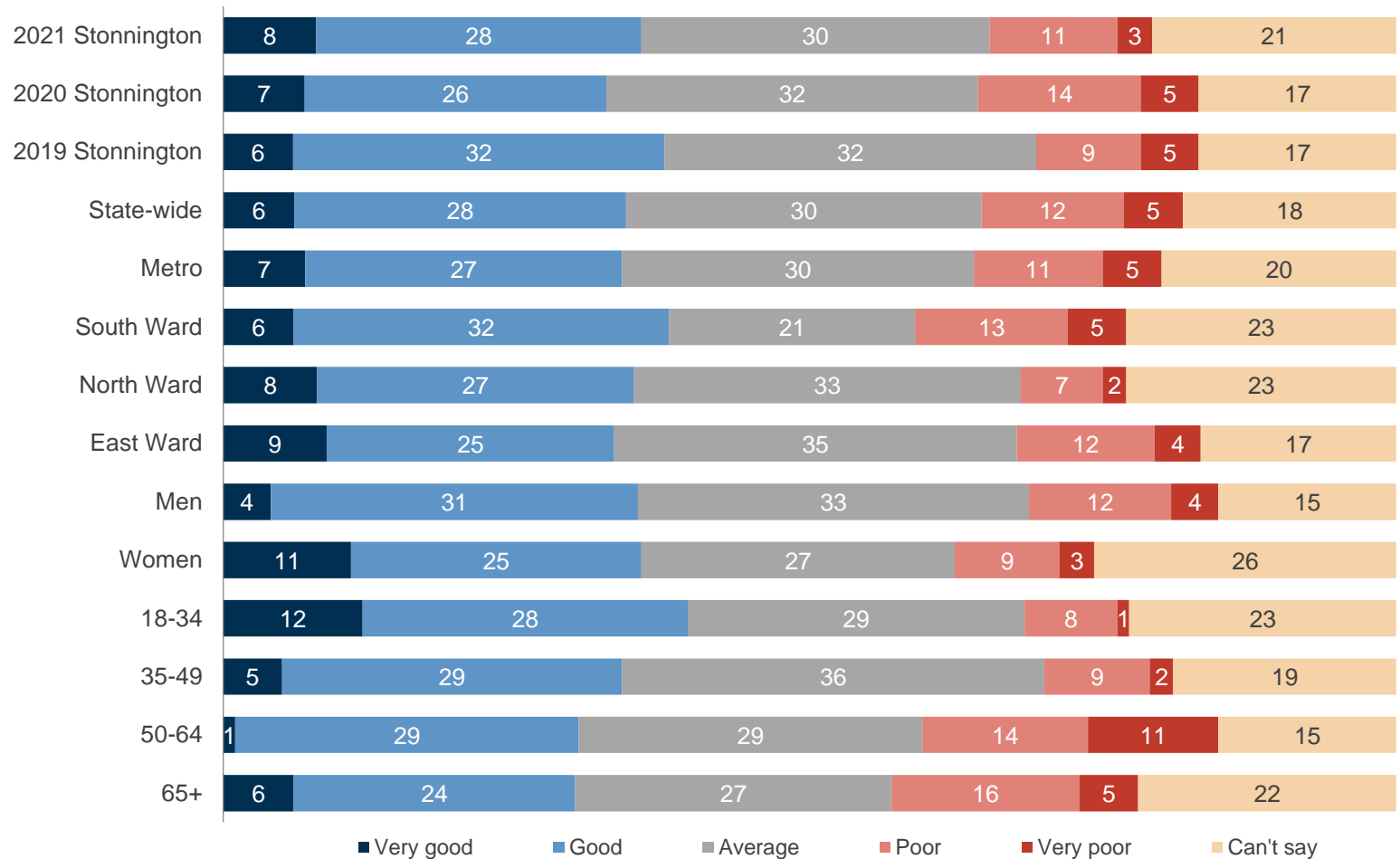
Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



## 2021 town planning performance (%)





# Planning and building permits importance



## 2021 planning and building permits importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	83▲	85	82	n/a	n/a	n/a	79	82	87	80
50-64	82	83	84	n/a	n/a	n/a	84	81	85	81
North Ward	77	79	75	n/a	n/a	n/a	76	80	81	n/a
Women	76	78	75	n/a	n/a	n/a	74	78	81	78
35-49	76	78	77	n/a	n/a	n/a	79	73	80	75
East Ward	76	80	75	n/a	n/a	n/a	78	75	77	n/a
Stonnington	75	79	74	n/a	n/a	n/a	74	76	78	78
Metro	75	74	74	74	76	74	74	n/a	n/a	n/a
Men	75	80	73	n/a	n/a	n/a	74	74	74	77
South Ward	73	78	73	n/a	n/a	n/a	67	75	78	n/a
State-wide	73	71	71	71	72	71	71	71	71	71
18-34	69▼	75	66	n/a	n/a	n/a	65	73	70	76

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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5

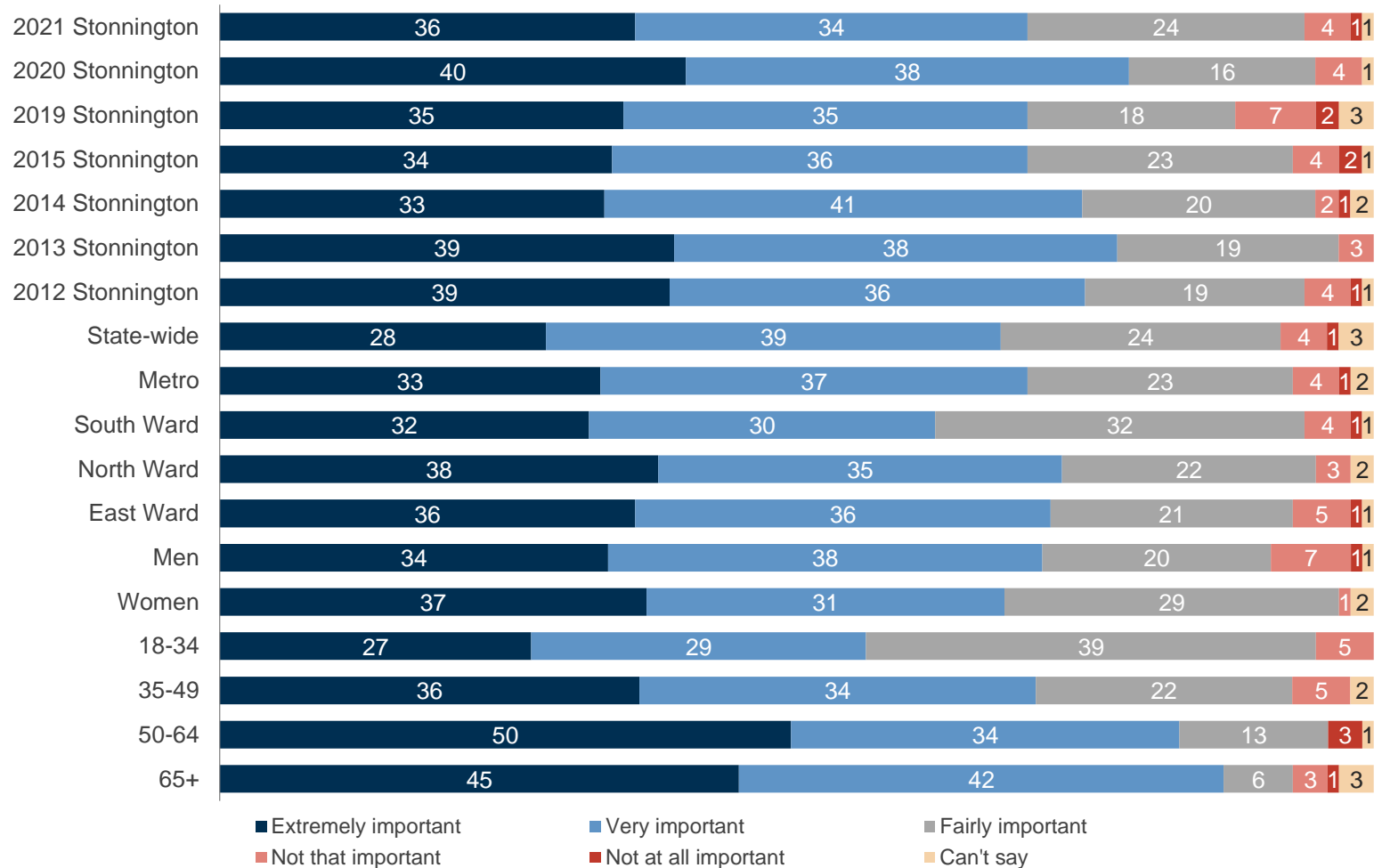
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



## 2021 planning and building permits importance (%)





# Planning and building permits performance



## 2021 planning and building permits performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59▲	56	60	n/a	n/a	n/a	65	59	62	57
North Ward	59▲	55	51	n/a	n/a	n/a	51	55	45	n/a
35-49	56	51	51	n/a	n/a	n/a	48	52	51	43
Women	55	52	52	n/a	n/a	n/a	54	56	55	51
Stonnington	54	52	53	n/a	n/a	n/a	55	56	55	52
Metro	54	54	53	51	49	50	53	n/a	n/a	n/a
Men	53	53	54	n/a	n/a	n/a	56	55	54	52
State-wide	51▼	51	52	52	51	50	54	53	55	54
South Ward	51	48	54	n/a	n/a	n/a	57	53	53	n/a
East Ward	50	53	53	n/a	n/a	n/a	57	58	60	n/a
50-64	47	46	40	n/a	n/a	n/a	45	47	49	51
65+	46▼	51	49	n/a	n/a	n/a	51	58	51	53

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

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6

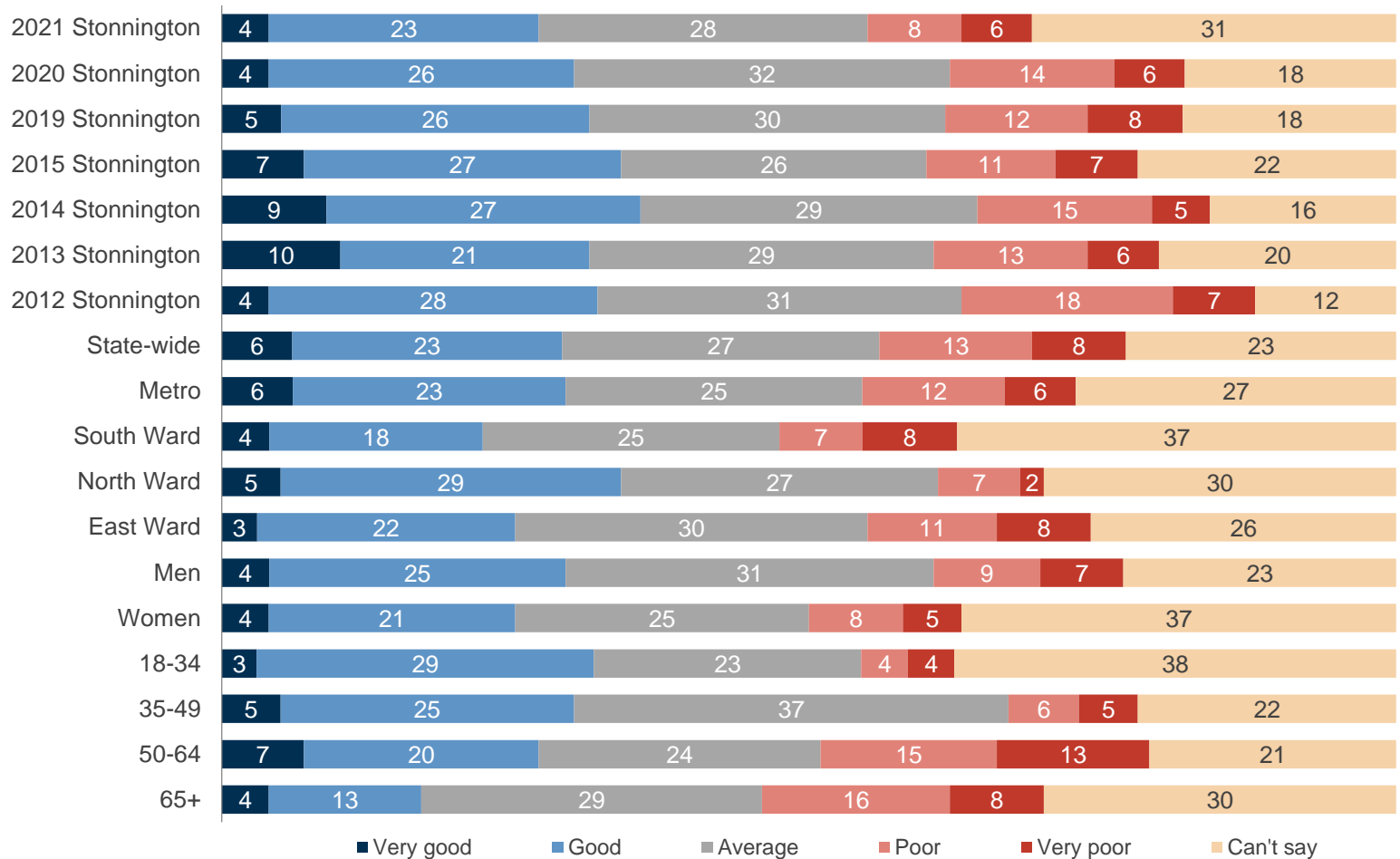
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2021 planning and building permits performance (%)



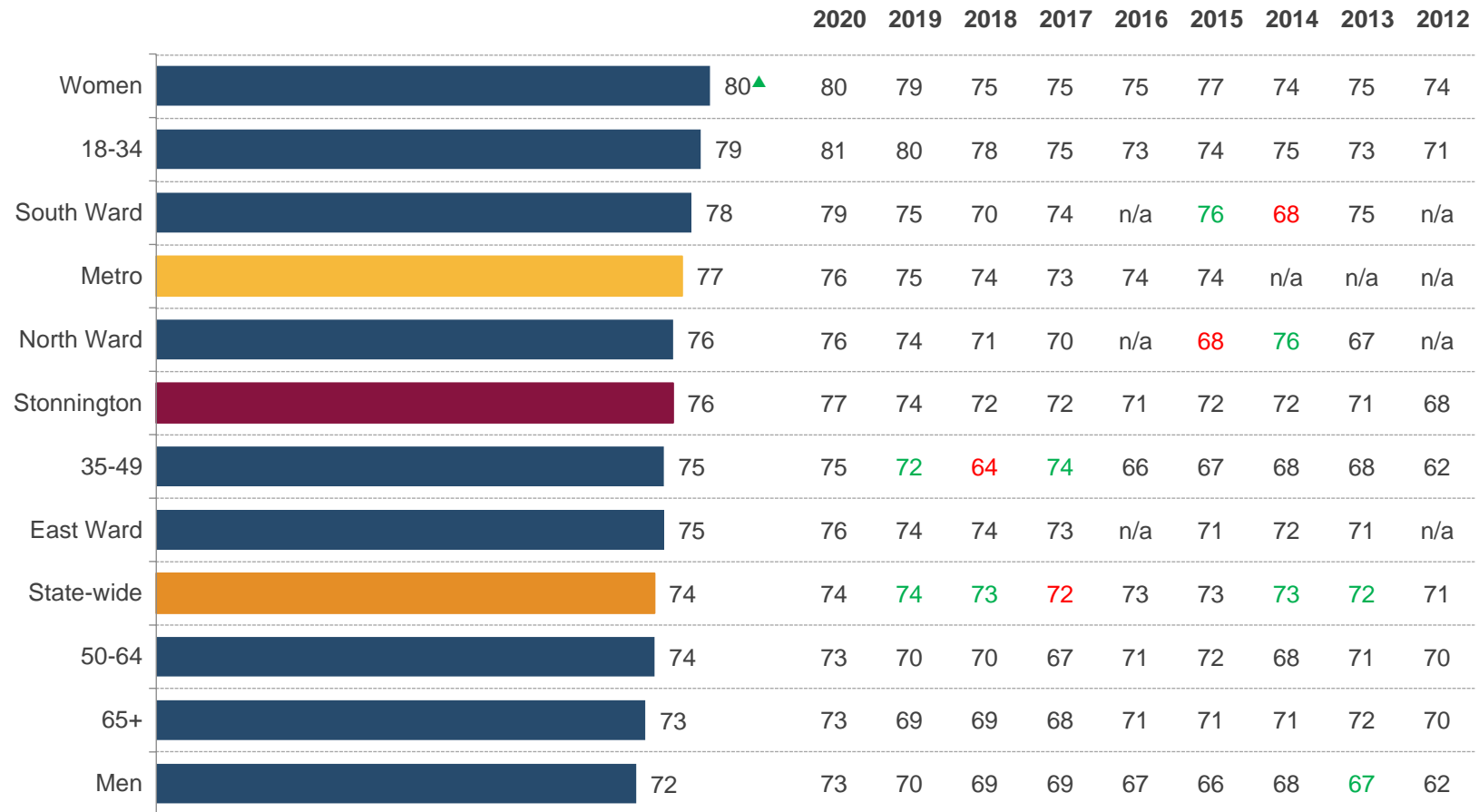




# Environmental sustainability importance



## 2021 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: 26 Councils asked group: 10

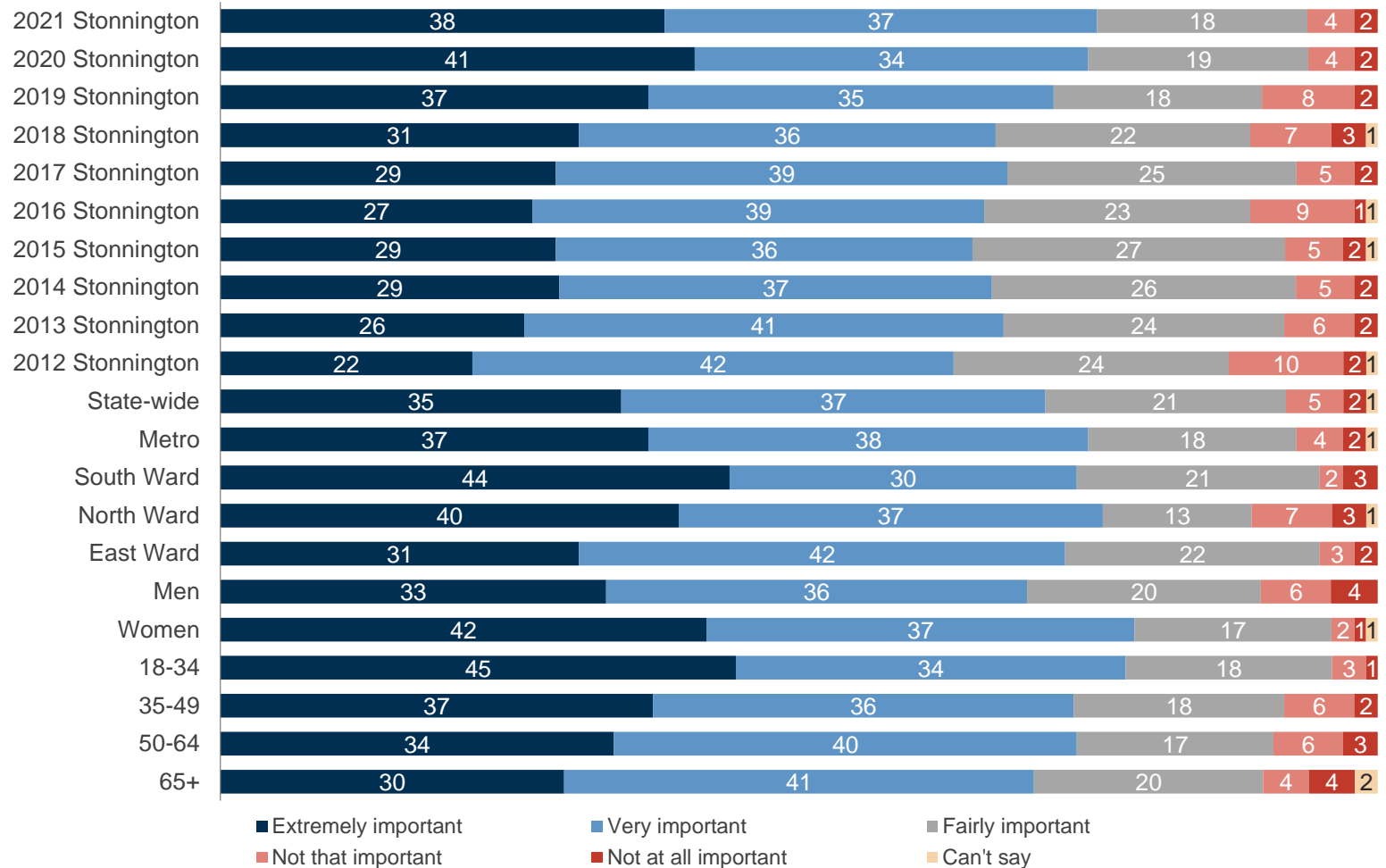
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



## 2021 environmental sustainability importance (%)





# Environmental sustainability performance



## 2021 environmental sustainability performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Metro	64	62	64	64	64	64	65	n/a	n/a	n/a
Women	64	56	61	63	63	64	63	62	66	63
18-34	63	54	57	60	64	64	61	60	67	63
North Ward	63	56	62	57	60	n/a	59	63	61	n/a
East Ward	63	63	60	66	64	n/a	64	65	68	n/a
State-wide	62	60	62	63	64	63	64	64	64	64
65+	62	62	65	63	66	66	65	70	63	63
Stonnington	62	58	61	61	63	65	63	64	65	62
35-49	62	62	68	60	61	67	65	67	61	59
South Ward	61	53	62	63	64	n/a	65	63	62	n/a
Men	60	61	62	60	63	66	63	65	64	61
50-64	59	56	58	66	58	63	62	60	65	63

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

Base: All respondents. Councils asked state-wide: 34 Councils asked group: 11

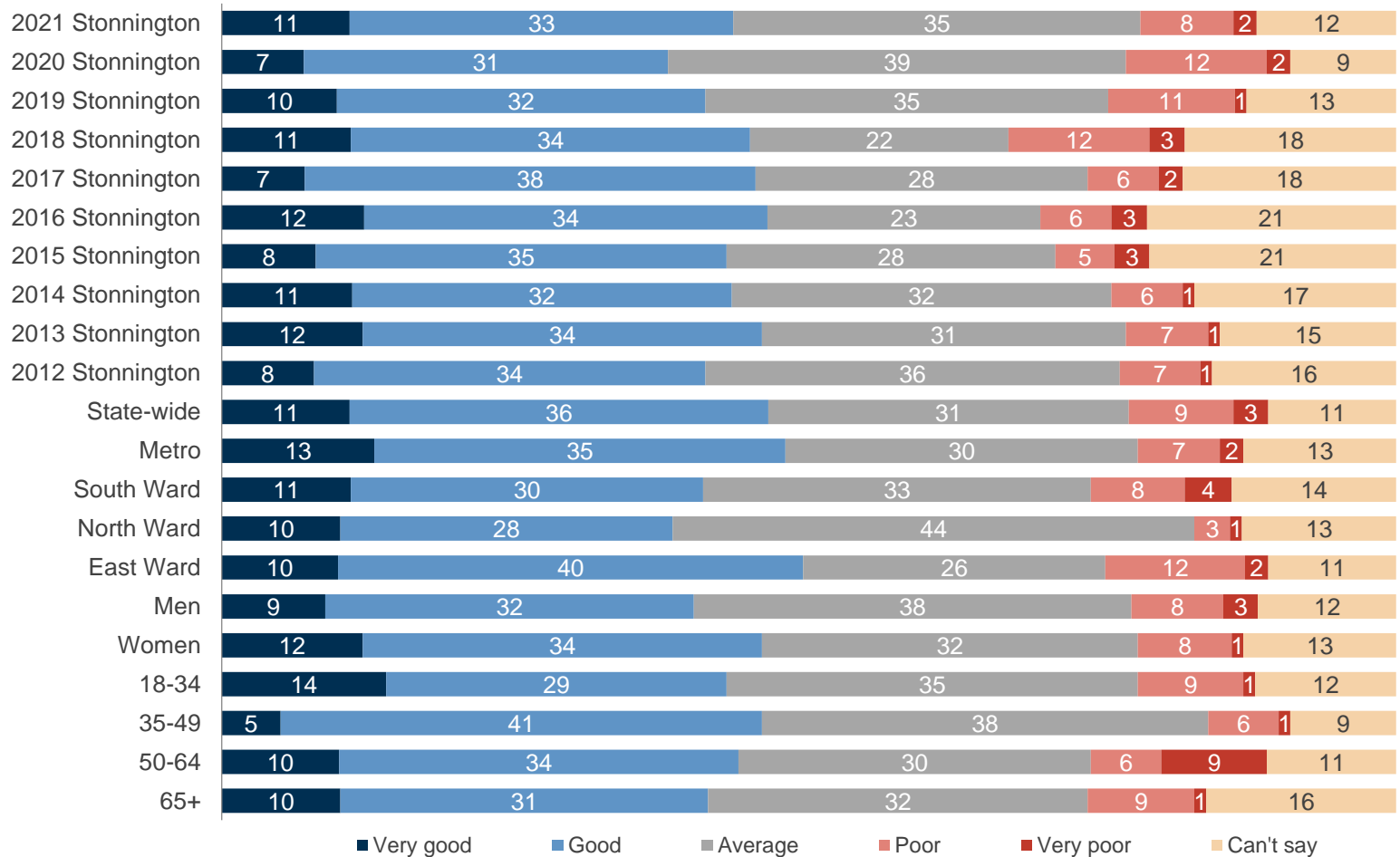
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



## 2021 environmental sustainability performance (%)





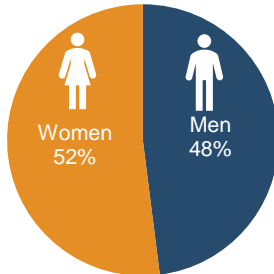
# **Detailed demographics**



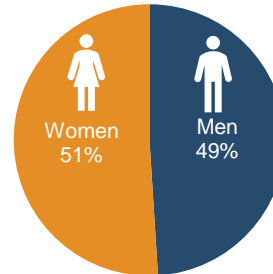
# Gender and age profile

## 2021 gender

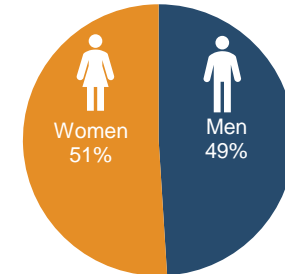
Stonnington



Metro

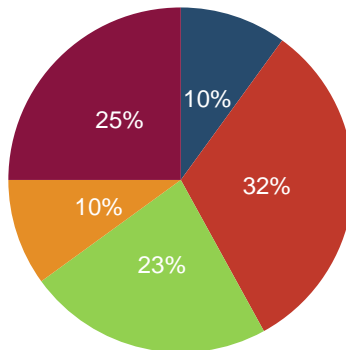


State-wide

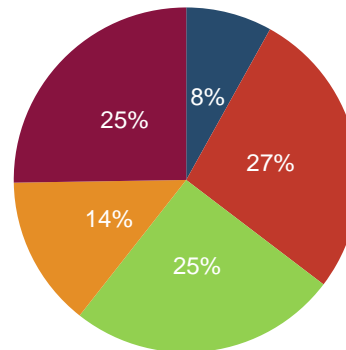


## 2021 age

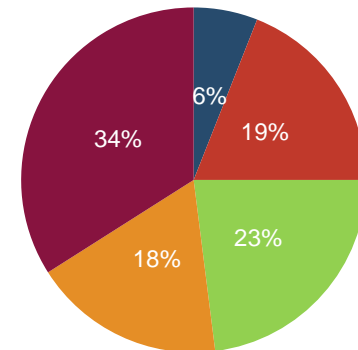
Stonnington



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?

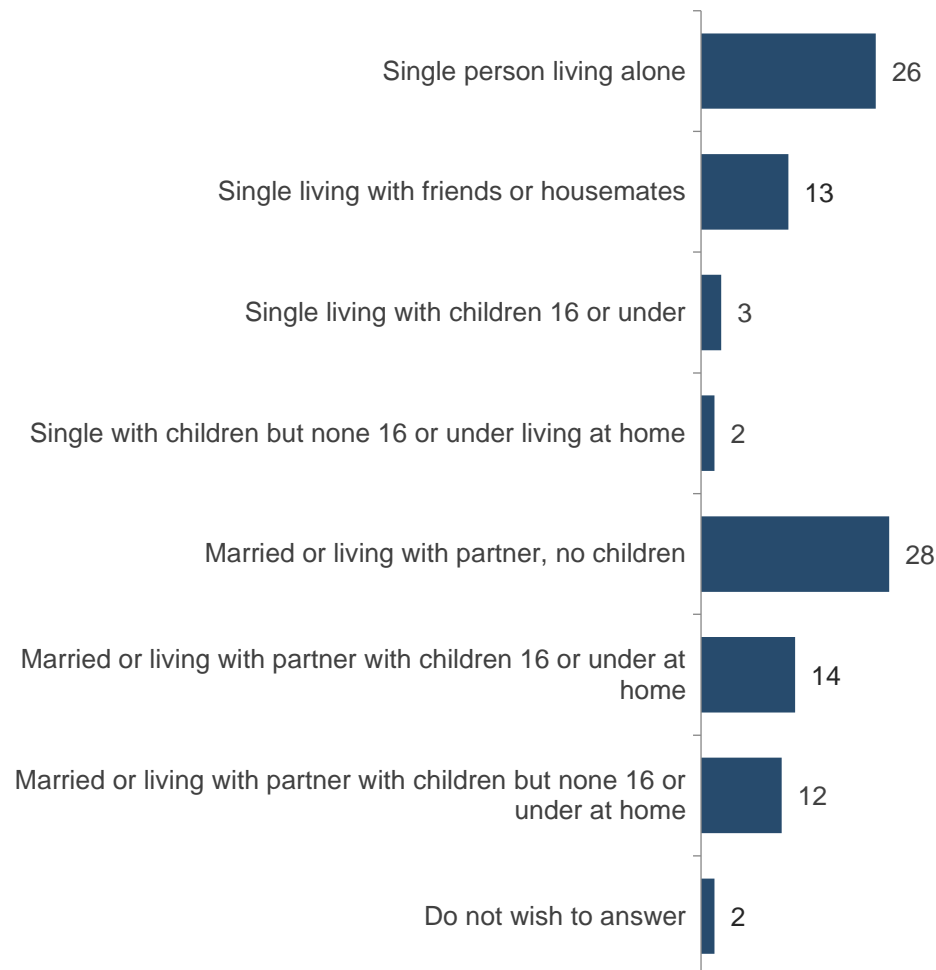
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



# Household structure

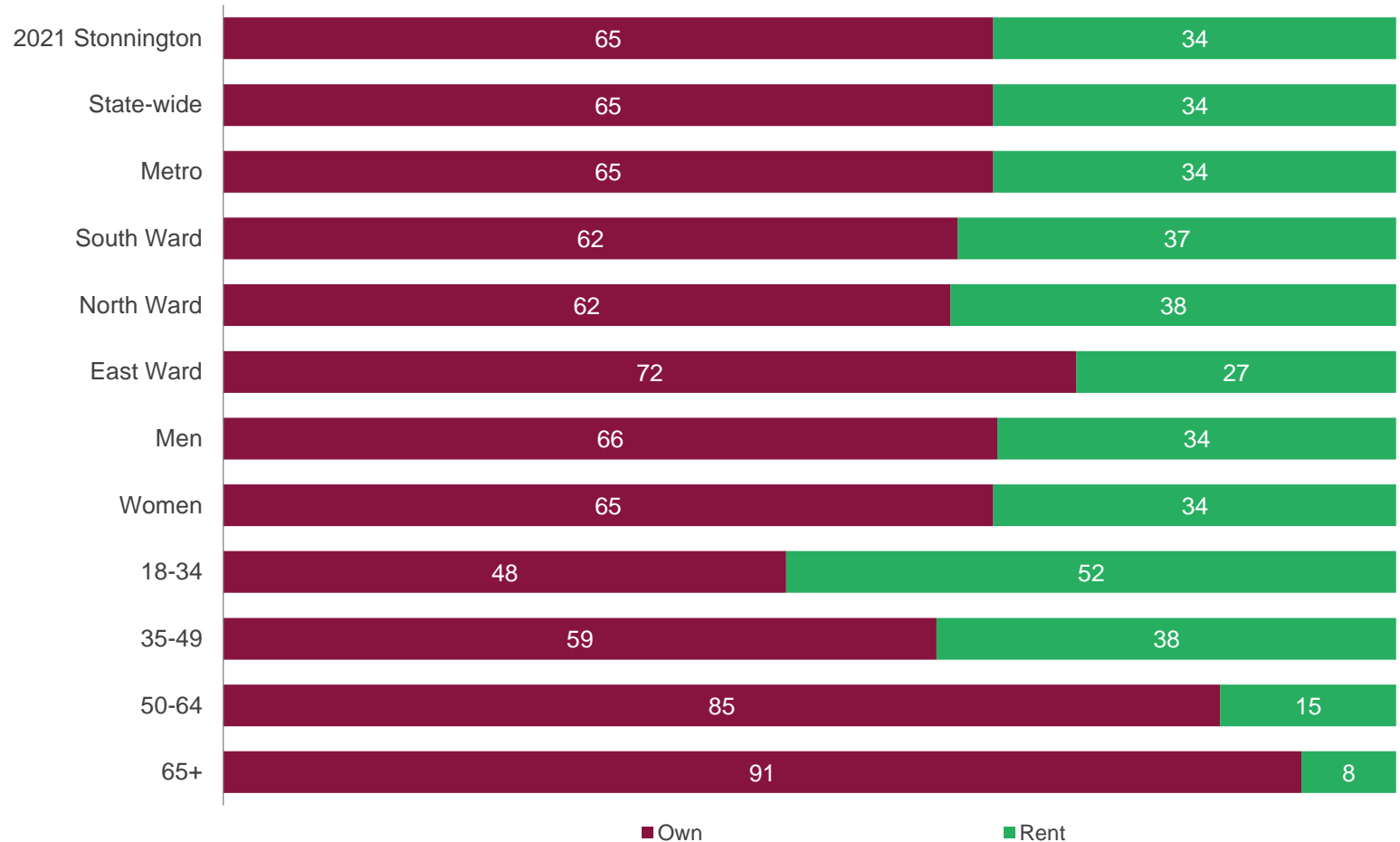
## 2021 household structure (%)





# Home ownership

## 2021 home ownership (%)

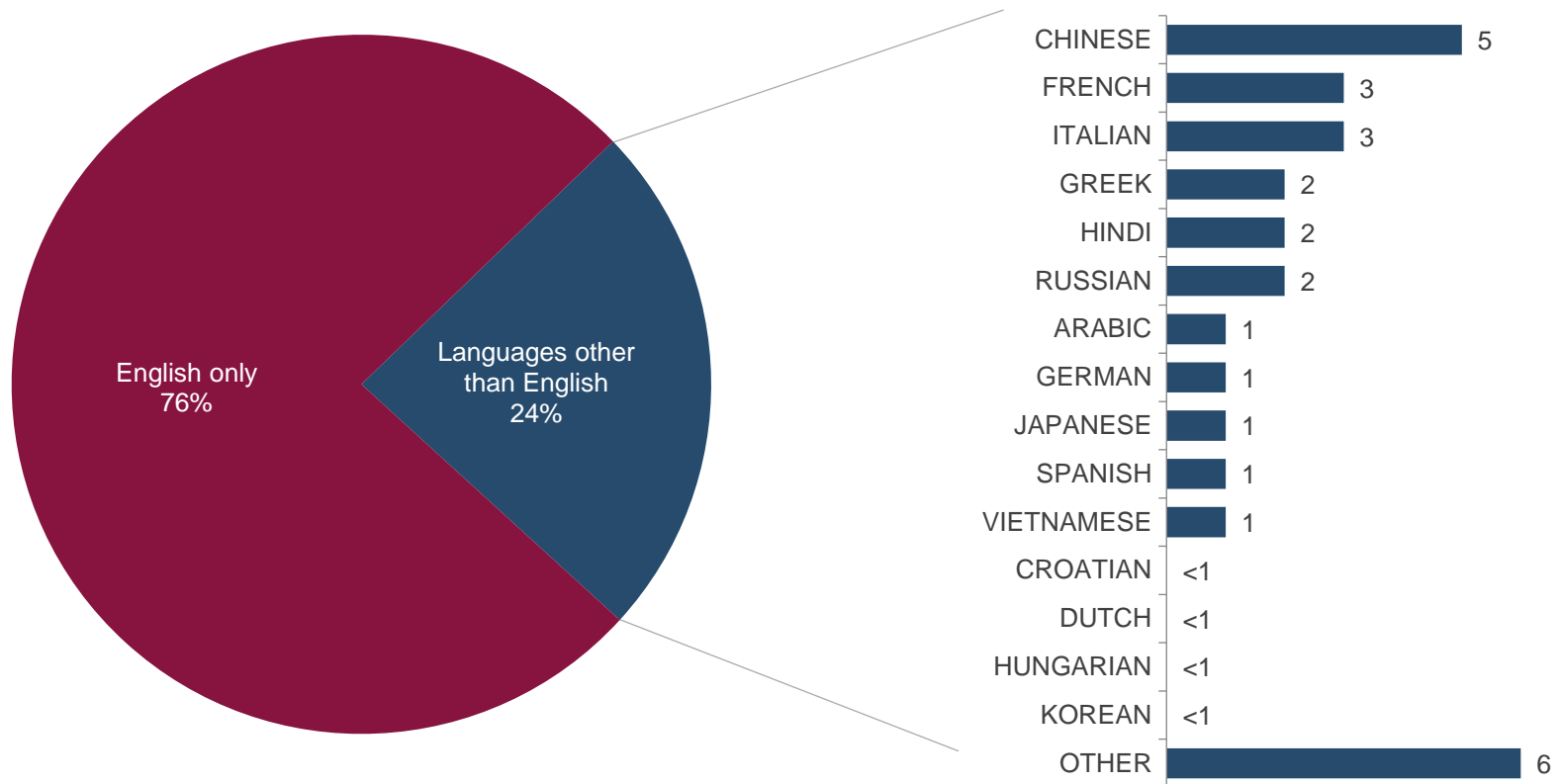






# Languages spoken at home

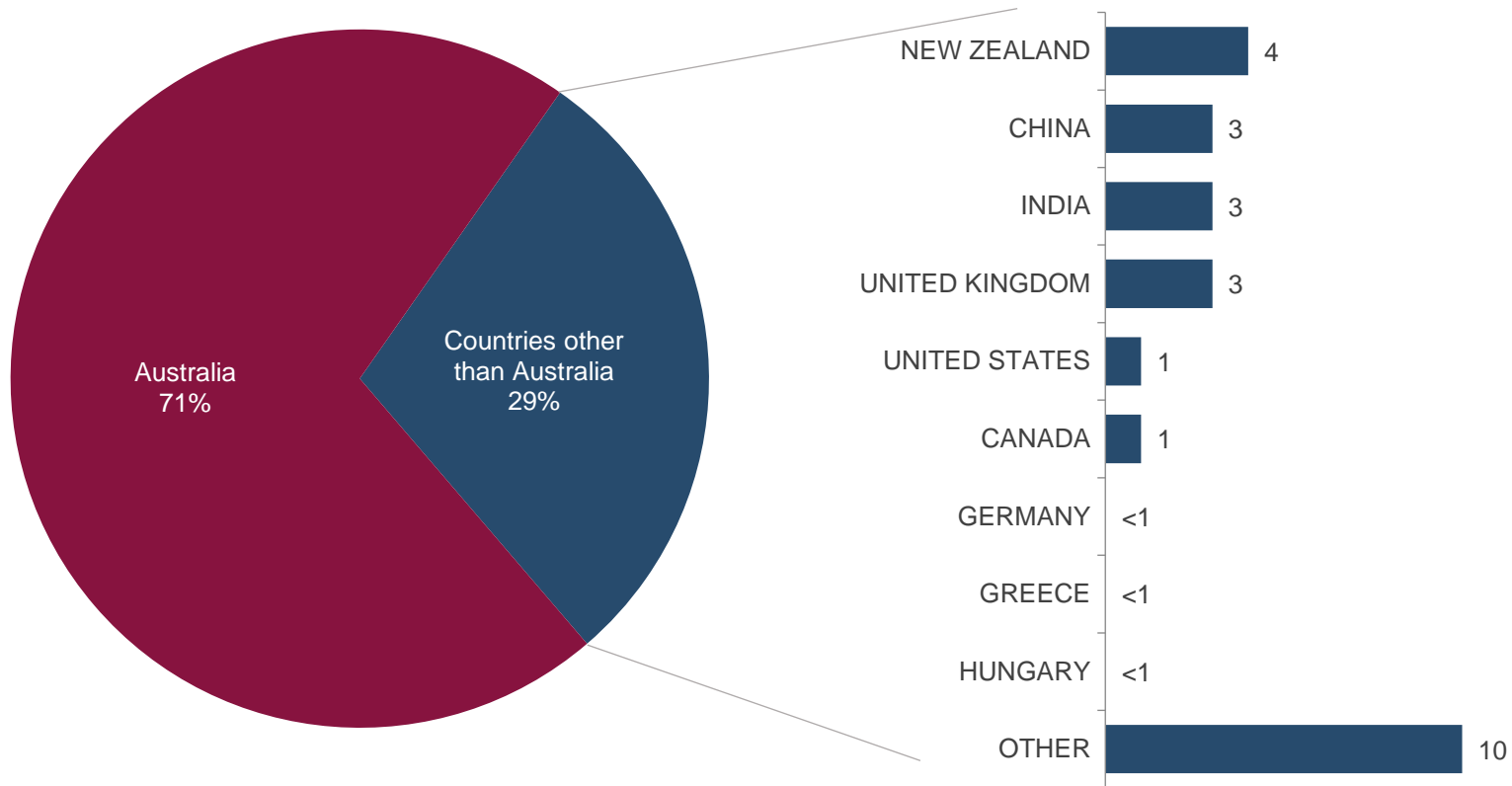
2021 languages spoken at home (%)






## Country of birth

2021 country of birth (%)





# **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 2021 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 100,900 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
<b>Stonnington City Council</b>	400	400	+/-4.9
<b>Men</b>	185	191	+/-7.2
<b>Women</b>	215	209	+/-6.7
<b>South Ward</b>	120	119	+/-9.0
<b>North Ward</b>	140	142	+/-8.3
<b>East Ward</b>	140	139	+/-8.3
<b>18-34 years</b>	74	170	+/-11.5
<b>35-49 years</b>	81	90	+/-11.0
<b>50-64 years</b>	72	41	+/-11.6
<b>65+ years</b>	173	98	+/-7.5



## 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:

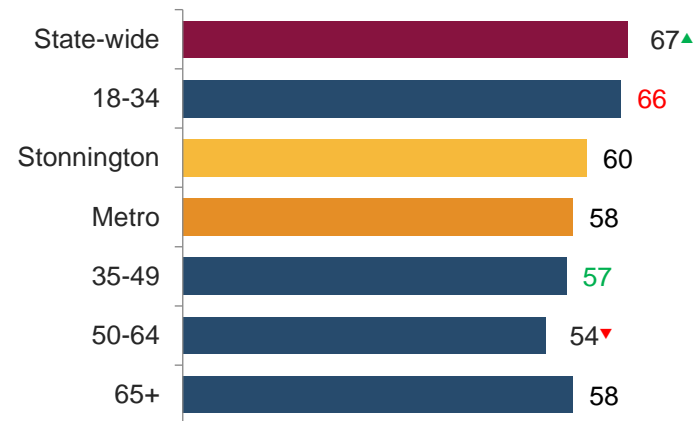
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

**2021 overall performance (index scores)  
(example extract only)**





## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**





## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2021 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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

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



## Appendix B: Survey methodology and sampling

The 2021 results are compared with previous years, as detailed below:

- 2020, n=401 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=401 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=403 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=401 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=400 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> 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 60% 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 15<sup>th</sup> February – 20<sup>th</sup> March, 2021.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 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 2012-2021 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, Hobsons Bay, Kingston, Knox, Manningham, Maroondah, Melbourne, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Stonnington City Council for this 2021 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: 2012 survey revision

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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 2012-2021 have been made throughout this report as appropriate.



## Appendix B:

### Core, optional and tailored questions

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#### Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2021 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2021 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



## Appendix B: Analysis and reporting

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### Reporting

Every council that participated in the 2021 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



## Appendix B: Glossary of terms

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

**CSS:** 2021 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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