

A satellite night view of Australia, showing the continent's outline and the glowing lights of major cities and urban areas. The background is dark, with the lights providing a stark contrast.

**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY  
STONNINGTON CITY COUNCIL**

**2018 RESEARCH REPORT**

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



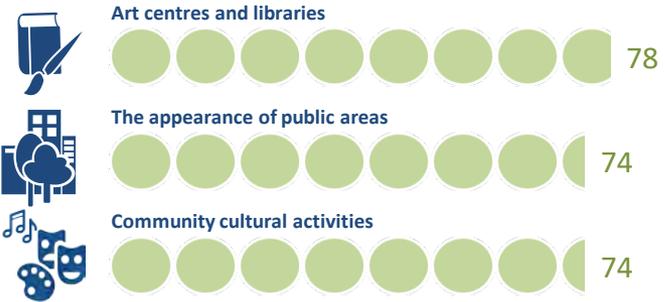
- [Background and objectives](#)
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## OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

## TOP 3 PERFORMING AREAS



## BOTTOM 3 PERFORMING AREAS



# BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2018 State-wide Local Government Community Satisfaction Survey for Stonnington City Council.

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

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

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

# SURVEY METHODOLOGY AND SAMPLING

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

Survey sample matched to the demographic profile of Stonnington City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 40% mobile phone numbers to cater to the diversity of residents within Stonnington City Council, particularly younger people.

A total of n=403 completed interviews were achieved in Stonnington City Council. Survey fieldwork was conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March, 2018.

The 2018 results are compared with previous years, as detailed below:

- 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.

# SURVEY METHODOLOGY AND SAMPLING

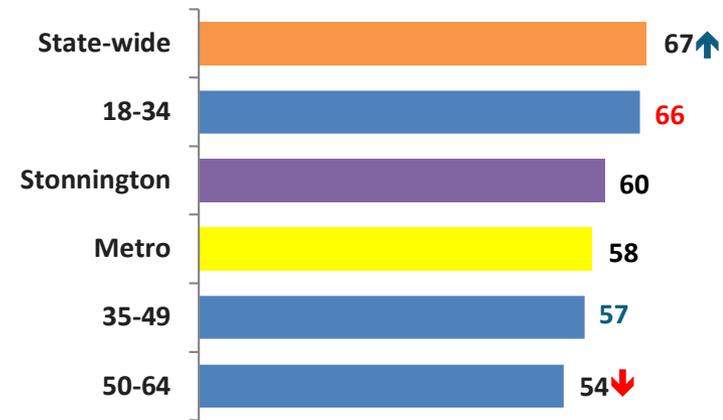
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in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

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

Further, results shown in blue and red indicate significantly higher or lower results than in 2017. 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 2017.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2017.

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



# 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 [Appendix B](#), including:

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

## Contacts

For further queries about the conduct and reporting of the 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



# KEY FINDINGS & RECOMMENDATIONS

# OVERALL PERFORMANCE

The **overall performance index score of 67** for Stonnington City Council represents a **two-point decrease** on the 2017 result. While not a *significant* decline, the 2018 result continues a general downward trend since Council's peak result of 73 achieved in 2014.

- Positively, Stonnington City Council's overall performance is rated *statistically significantly higher* (at the 95% confidence interval) than the average rating for councils **State-wide** (index score of 59), and is higher although not *significantly* higher to the average rating for councils in the **Metropolitan** group (index score of 65).
- While there are no *significant* differences across demographic cohorts compared to the council average, residents aged **18 to 34 years** are *significantly less* favourable in their view of Council's overall performance compared to 2017 (index score of 69, down from 74 in 2017).

More than twice as many residents rate Stonnington City Council's overall performance as 'very good' (15%), than those who rate it as 'poor' (6%).



## OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

# OVERVIEW OF CORE PERFORMANCE MEASURES

Review of the core performance measures (as shown on page 18) shows that Stonnington City Council's **performance exhibited a decline** on five of the seven measures compared to Council's own results in 2017.

- While there are no *significant* declines, Council's performance on the measures of **advocacy**, **making community decisions** and **sealed local roads** all decreased slightly compared to 2017.
- Stonnington City Council's performance on **community consultation and engagement** (index score of 60) increased two points compared to 2017. While not a *significant* improvement, this area is rated *significantly higher* than the **State-wide** and **Metro** group council averages (index scores of 55 and 57 respectively).
- Stonnington City Council's performance on **overall council direction** (index score of 54) remained consistent with the 2017 result, and is rated similar to the **State-wide** and **Metro** group council averages (index scores of 52 and 54 respectively).

There are also notable differences across demographic cohorts within Stonnington City Council.

- On the measure of **making community decisions** (index score of 58), residents aged **50 to 64 years** rate council *significantly lower* than average (index score of 50).
- On the measure of **overall council direction** (index score of 54), residents aged **18 to 34 years** rate council *significantly higher* than average (index score of 59).

In the area of **customer service** (index score of 68), Stonnington City Council is rated *significantly lower* than the **Metro** group council average (index score of 72), but is not rated *significantly* different to the **State-wide** council average (70).

This core performance measure is Stonnington City Council's best performing area, although the four index point (not significant) rating decline since 2017 puts this measure at its lowest point since tracking began.

# CUSTOMER CONTACT AND SERVICE

**Just under two-thirds** (63%) of Stonnington City Council residents have had recent contact with Council. This is not *significantly lower* than 2017 (66%) although it represents the lowest level of contact over the course of the tracking.

Residents aged **50 to 64 years** had the most contact with council (72%) in 2018. Conversely, residents aged **18 to 34 years** had the least contact with council (55%).

There are no *significant differences* in contact across the demographic cohorts or compared to 2017.

The main methods of contacting Council are 'by telephone' and 'by email' (35% and 27% respectively). These were also the methods most recently used.

Stonnington City Council's **customer service** index of 68 is four points down on the result for 2017, but this is not a *significant* decline. As mentioned previously, this area is rated *significantly lower* than the **Metro** group council average (index score of 72), but is not rated *significantly* different to the **State-wide** council average (70).

Council's performance on **customer service** continues the downtrend exhibited since 2014, with current performance nine points down on Council's peak result of 77 in 2014. As mentioned, customer service is now at its lowest rating.

Just over a quarter of residents (27%) rate Council's **customer service** as 'very good' and a further two-fifths (38%) rate it as 'good', with one in five (19%) rating it as 'average'.

- Of note, perceptions of **customer service** among **female** residents are *significantly lower* compared with 2017 (index score of 69, down from 76 in 2017).

# AREAS WHERE COUNCIL IS PERFORMING WELL

While **customer service** is the core service area where Stonnington City Council **performs most strongly overall** (index score of 68), the most improved core measure in 2018 is **community consultation and engagement**, which has increased two points on the 2017 result (index score of 60).

While not a *significant* improvement, this measure is showing signs of recovery after a combined five-point decline from its peak index score of 63 in 2015.

Notably, this measure is rated *significantly higher* than both the **State-wide** and **Metro** group council averages (index scores of 55 and 57 respectively).

- Driving much of the positive opinion in this area are residents of **South Ward**, whose perceptions are *significantly higher* compared to 2017.

Despite exhibiting a (not significant) decline in 2018, **making community decisions** (index score of 58) is still rated *significantly higher* than the **State-wide** council average, and is rated the same as councils in the **Metro** group (index scores of 54 and 58 respectively).

Outside of the core performance measures, the **top three performing** service areas for Stonnington City Council in 2018 are **art centres and libraries** (index score of 78), **appearance of public areas** and **community and cultural activities** (the latter two each with index scores of 74).

- Notably, **art centres and libraries** (58%) and **appearance of public areas** (90%) also represent two of the most frequently cited services personally experienced by residents in the past year (as shown on page 20).
- Further, **art centres and libraries** and **community and cultural activities** are both rated *significantly higher* than the **State-wide** and **Metro** group council averages.

Linked to the **appearance of public areas**, areas that were the most frequently cited as the 'best things' about Stonnington City Council by residents were **parks and gardens** (mentioned by 24%) and **public areas** (10%).

# FOCUS AREAS FOR COMING 12 MONTHS

While performance ratings decreased on several measures, perceptions of Council did not experience any *significant declines* in performance index scores in the past year. This is a positive result for Council.

In terms of priorities for the coming 12 months, a starting point for Council is to focus attention on service areas where current performance levels are *significantly lower* than **State-wide** and **Metro** group council averages.

The area that stands out as being most in need of Council attention is **customer service** (68). Despite this core measure being Council's highest rated core service area overall, the index score has continued to trend down over the course of tracking, with current performance rated *significantly lower* than the **Metro** group council average (72).

**Sealed local roads** represents a further area Council should aim to improve, with this measure rated *significantly lower* than the council average for the **Metro** group.

In service areas **outside of the core performance measures**, Stonnington City Council should pay particular attention to areas where stated importance exceeds rated performance by more than 10 points.

Key priorities include:

- **Disadvantaged support services and environmental sustainability** (11-point margins)
- **Recreational facilities** (index score of 70), which is rated *significantly lower* than the **Metro** council average and compared to 2017 (74). This area is also considered of high importance (index score of 72); and was 'personally experienced' by 72% of residents over the past year.

Of note, **inappropriate development** (12%) was also the most frequently cited 'area for improvement', representing another area to consider.

It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents of **East Ward**, and use these lessons to build performance experience and perceptions.

The **regression analysis on pages 30-34** shows the individual service areas that have the strongest influence on the overall performance rating are:

- Decisions made in the interest of the community
- Community consultation and engagement.

**Because decisions the Council makes in the interests of the community has a very strong influence on overall performance perceptions, it should be an issue of high priority.**

# FURTHER AREAS OF EXPLORATION

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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.**

# SNAPSHOT OF KEY FINDINGS

## Higher results in 2018

(Significantly higher result than 2017)

- *None applicable*

## Lower results in 2018

(Significantly lower result than 2017)

- *None applicable*

## Most favourably disposed towards Council

- East Ward residents

## Least favourably disposed towards Council

- Aged 18 to 34 years
- Aged 35 to 49 years



# SUMMARY OF FINDINGS

# 2018 SUMMARY OF CORE MEASURES

## INDEX SCORE RESULTS



Overall  
Performance



Community  
Consultation



Advocacy



Making  
Community  
Decisions



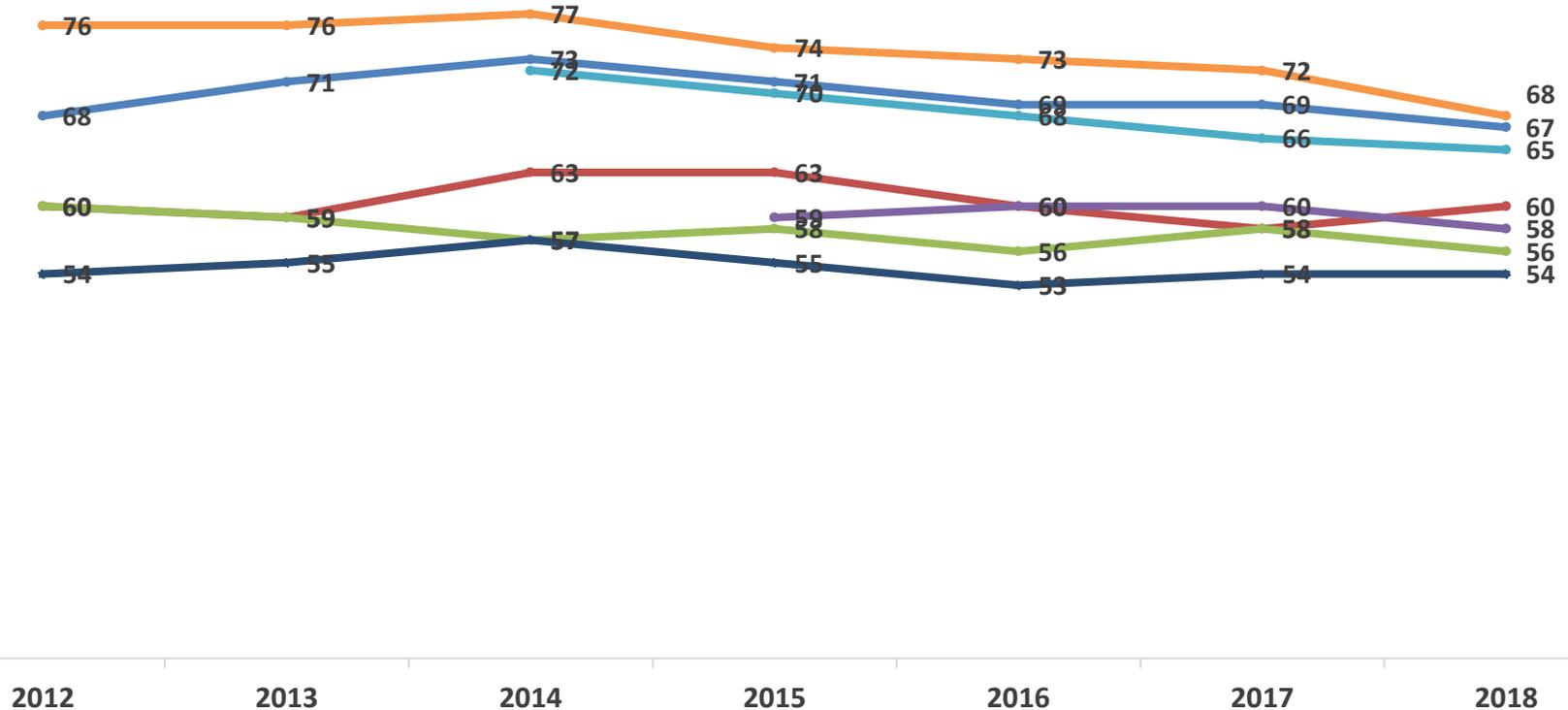
Sealed  
Local  
Roads



Customer  
Service



Overall  
Council  
Direction



# 2018 SUMMARY OF CORE MEASURES

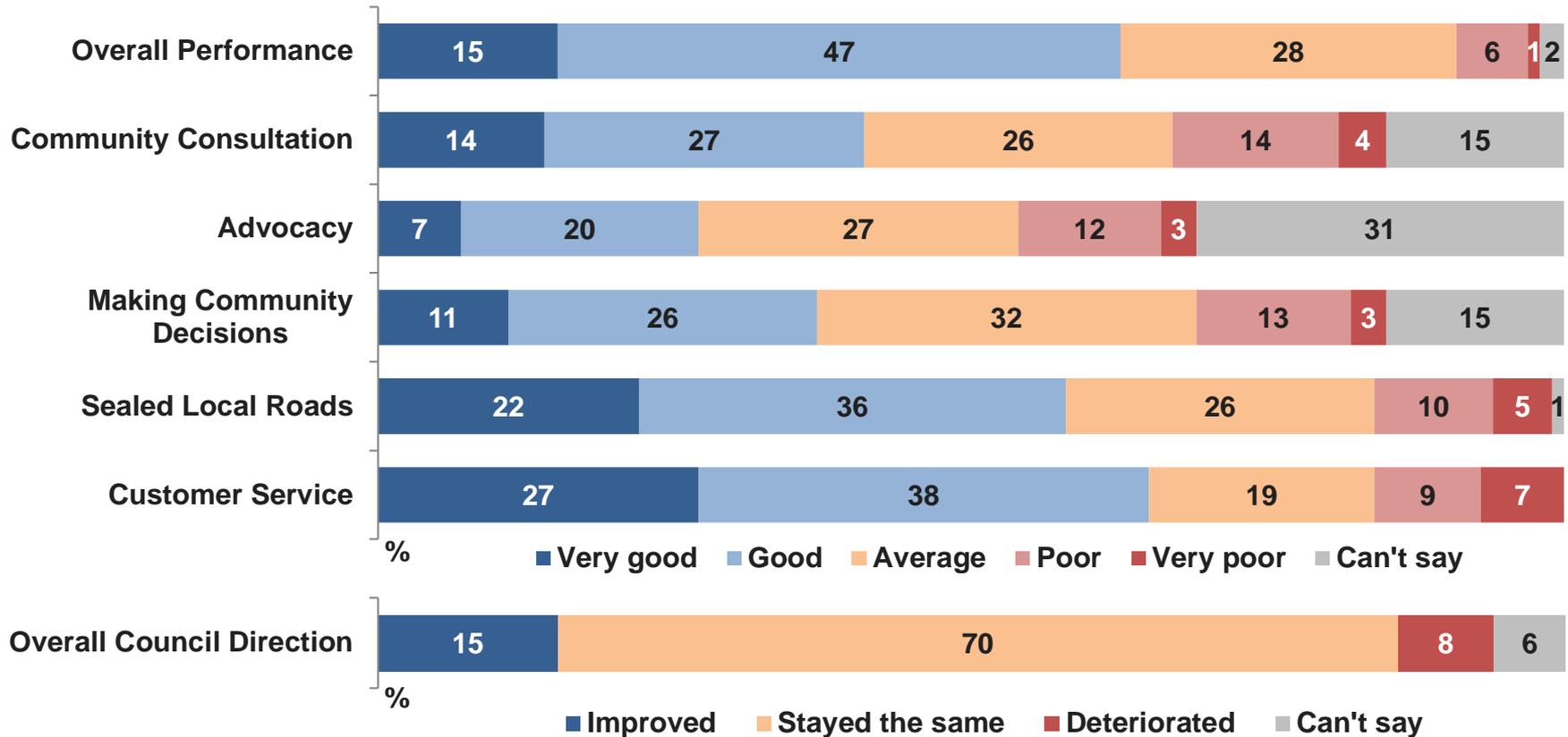
## DETAILED ANALYSIS

Performance Measures	Stonnington 2018	Stonnington 2017	Metro 2018	State-wide 2018	Highest score	Lowest score
<b>OVERALL PERFORMANCE</b>	<b>67</b>	69	65	59	Aged 65+ years	Aged 35-49 years
<b>COMMUNITY CONSULTATION</b> (Community consultation and engagement)	<b>60</b>	58	57	55	Aged 18-34 years	Aged 65+ years
<b>ADVOCACY</b> (Lobbying on behalf of the community)	<b>56</b>	58	56	54	North Ward	South Ward
<b>MAKING COMMUNITY DECISIONS</b> (Decisions made in the interest of the community)	<b>58</b>	60	58	54	Aged 18-34 years	Aged 50-64 years
<b>SEALED LOCAL ROADS</b> (Condition of sealed local roads)	<b>65</b>	66	68	53	East Ward	Aged 35-49 years
<b>CUSTOMER SERVICE</b>	<b>68</b>	72	72	70	East Ward	Aged 35-49 years
<b>OVERALL COUNCIL DIRECTION</b>	<b>54</b>	54	54	52	Aged 18-34 years	Aged 50-64 years

# 2018 SUMMARY OF KEY COMMUNITY SATISFACTION

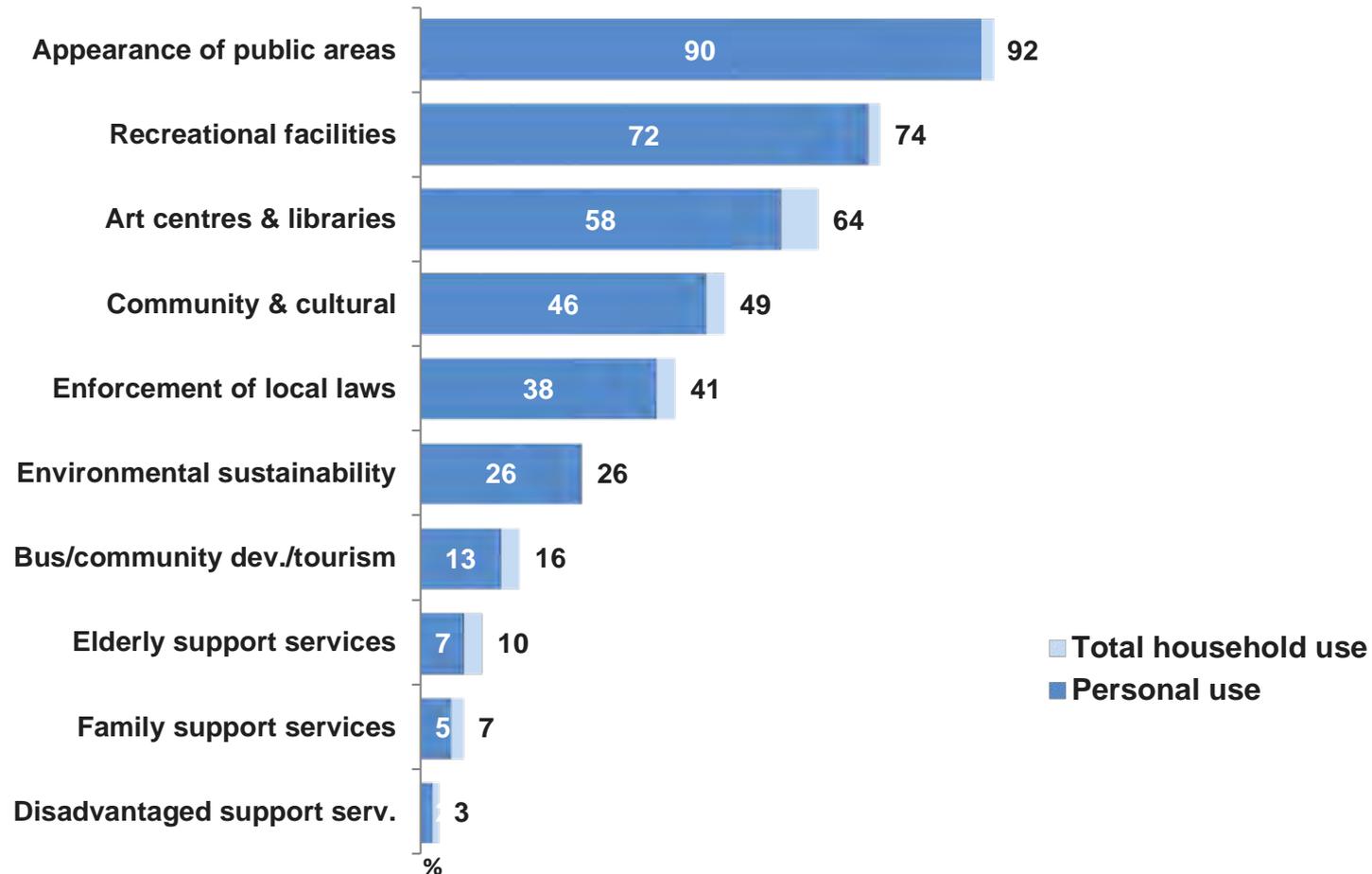
## PERCENTAGE RESULTS

### Key Measures Summary Results



# 2018 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS

## Experience of Services



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

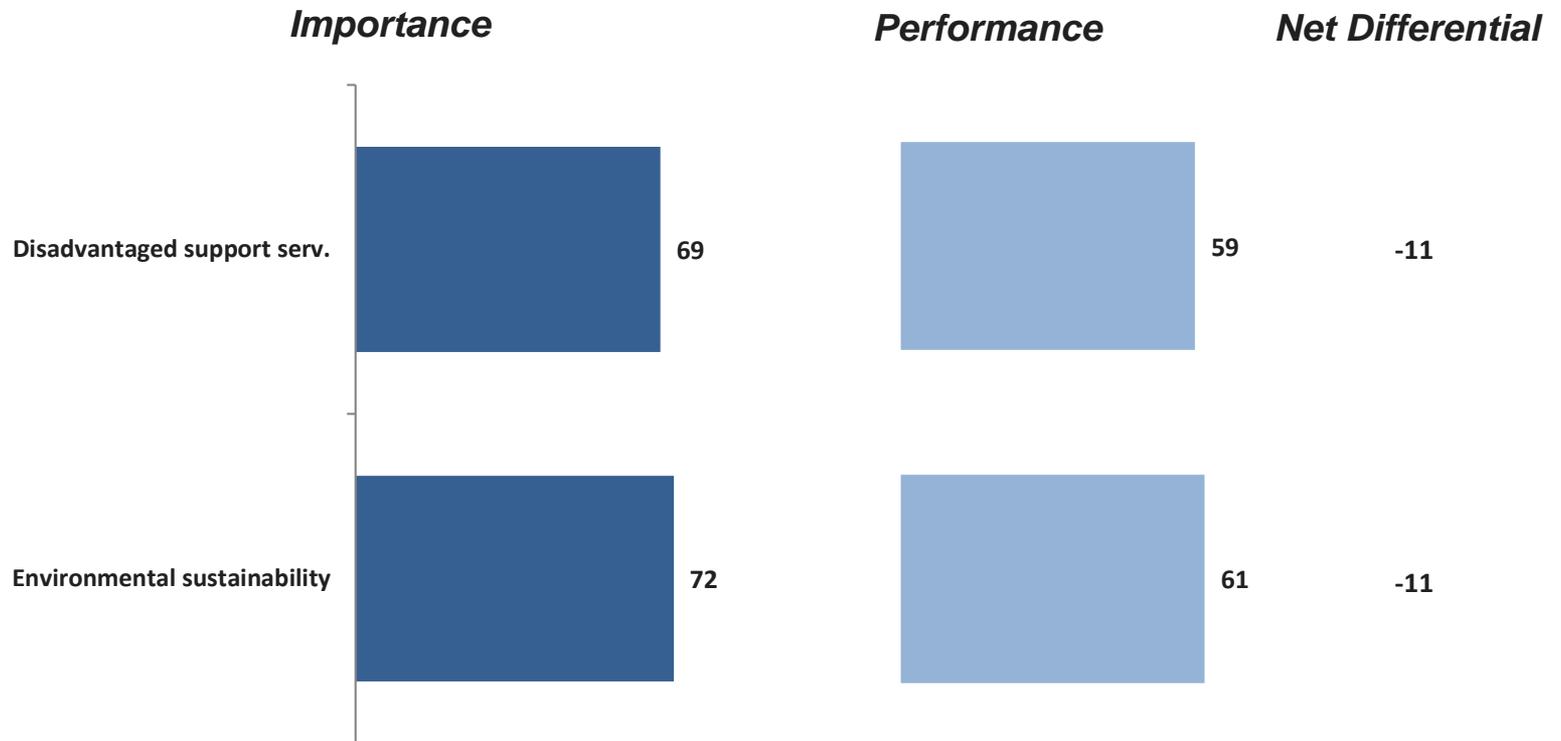
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

# INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY

## IMPORTANCE VS PERFORMANCE



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



# 2018 IMPORTANCE SUMMARY

## INDEX SCORES OVER TIME



### 2018 Priority Area Importance

		2017	2016	2015	2014	2013	2012
Elderly support services	73	77	78	74	76	76	77
Appearance of public areas	73	75	n/a	71	72	74	75
Environmental sustainability	72	72	71	72	72	71	68
Recreational facilities	72	72	n/a	71	71	72	71
Disadvantaged support serv.	69	69	70	73	73	74	71
Family support services	69	69	71	69	69	70	68
Enforcement of local laws	69	73	n/a	70	71	69	70
Art centres & libraries	68	68	71	71	70	72	69
Community & cultural	61	64	65	59	60	61	60
Bus/community dev./tourism	55	61	59	57	56	57	55

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

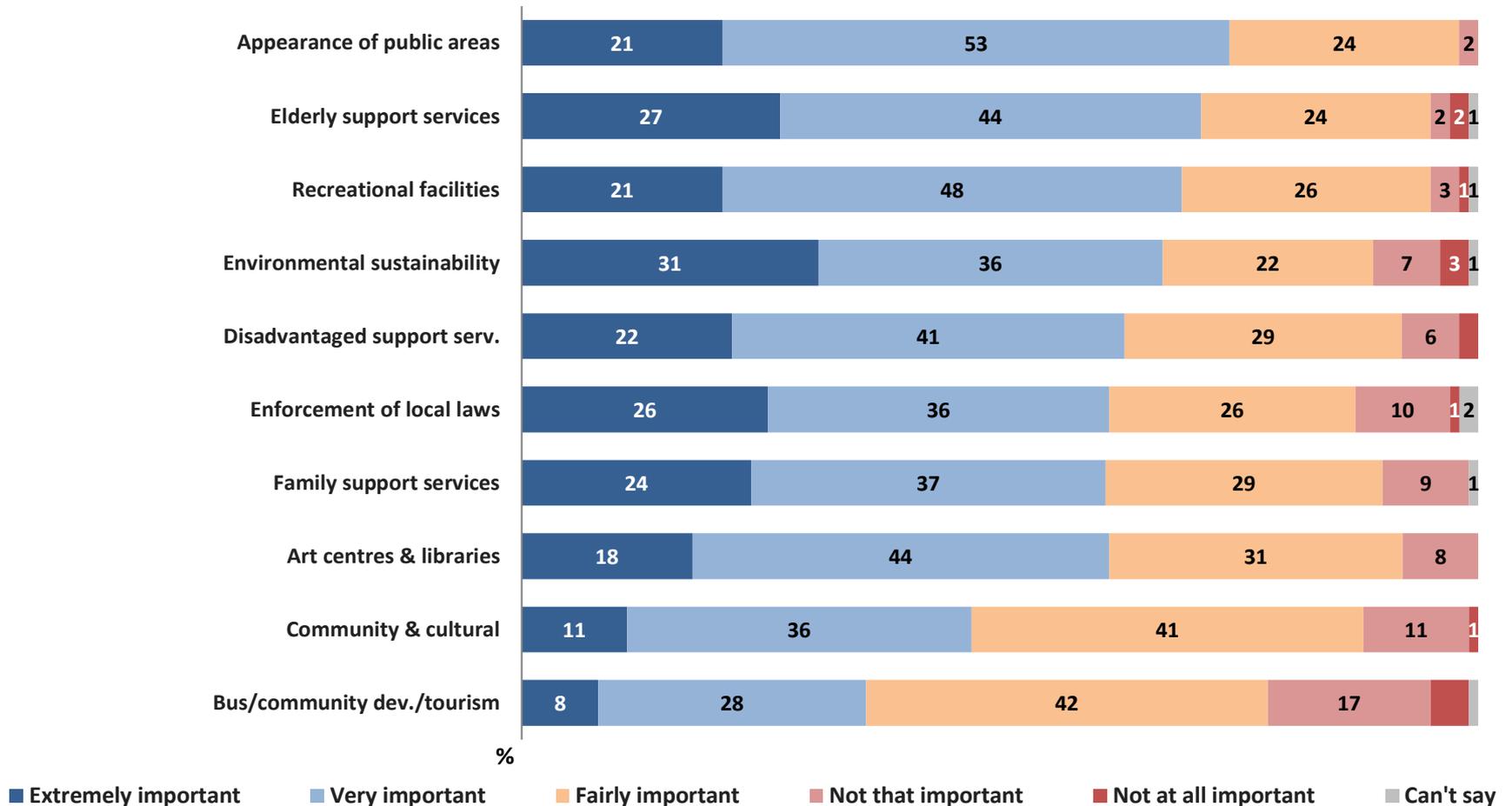
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10

Note: Please see page 6 for explanation of significant differences.

# 2018 IMPORTANCE SUMMARY

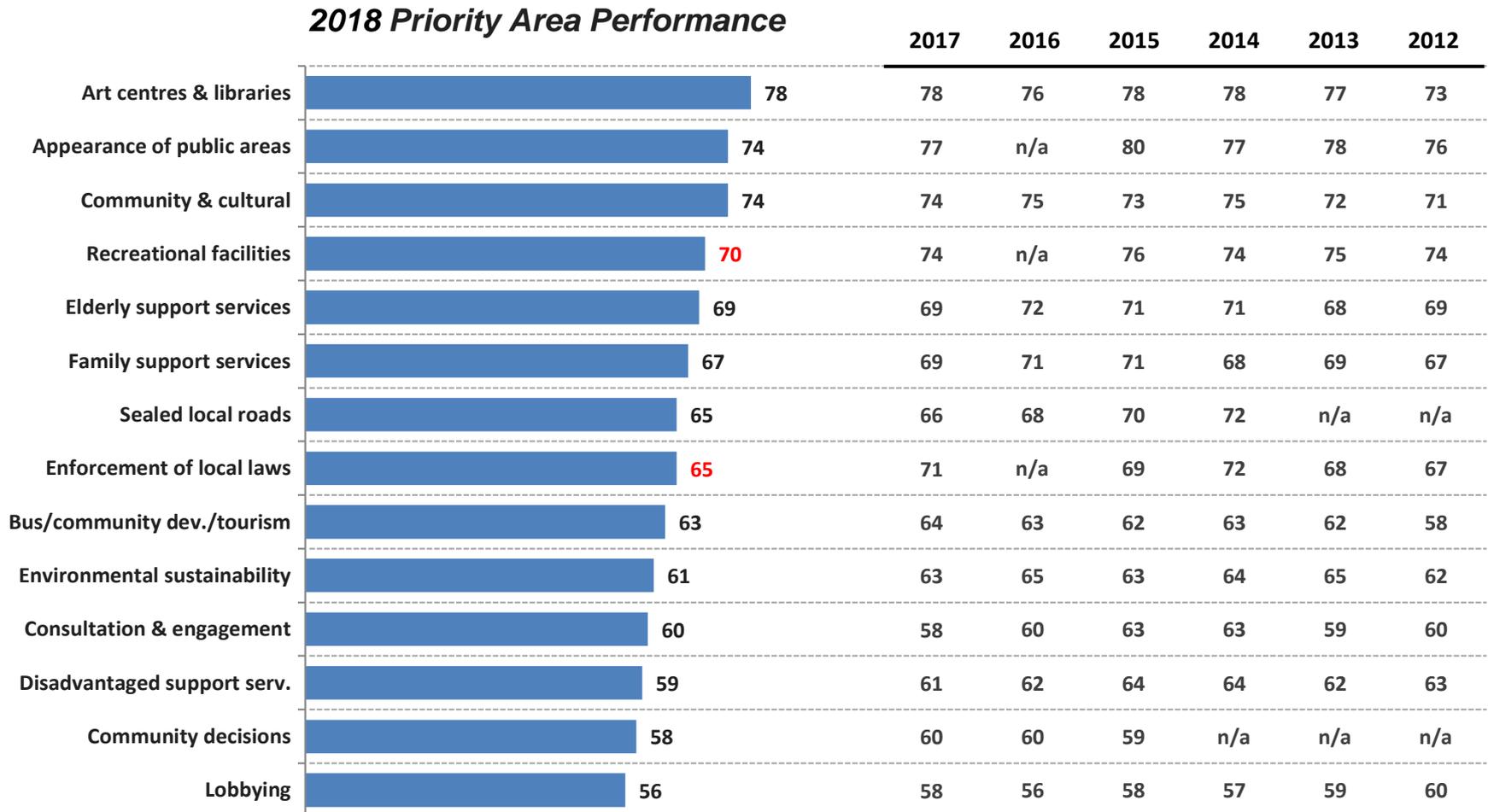
## DETAILED PERCENTAGES

### Individual Service Areas Importance



# 2018 PERFORMANCE SUMMARY

## INDEX SCORES OVER TIME



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

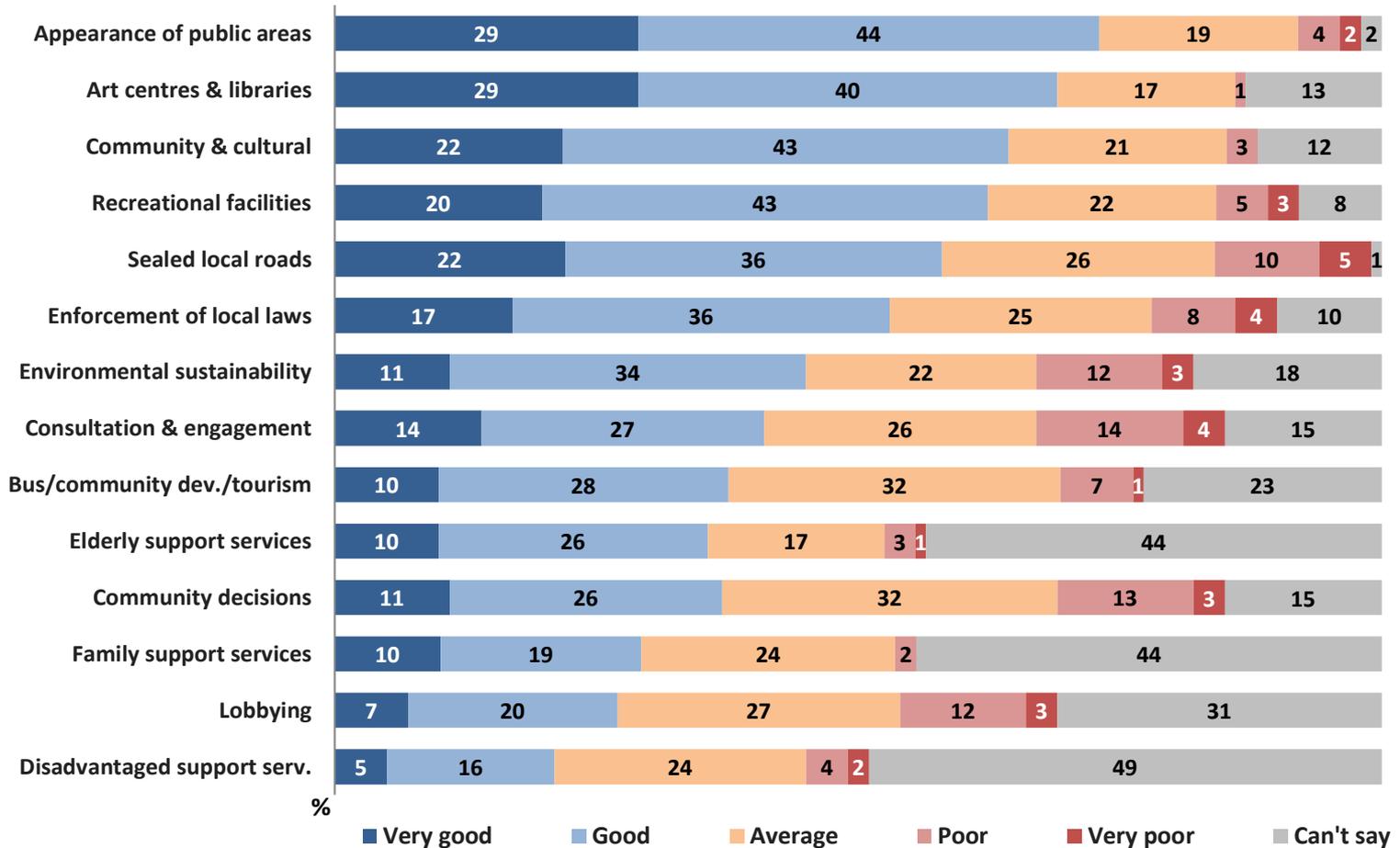
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

Note: Please see page 6 for explanation of significant differences.

# 2018 PERFORMANCE SUMMARY

## DETAILED PERCENTAGES

### Individual Service Areas Performance



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

# INDIVIDUAL SERVICE AREAS SUMMARY

## COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE



### Significantly Higher than State-wide Average

- Consultation & engagement
- Appearance of public areas
- Art centres & libraries
- Community & cultural
- Bus/community dev./tourism
- Making community decisions
- Sealed local roads

### Significantly Lower than State-wide Average

- None Applicable
- 

# INDIVIDUAL SERVICE AREAS SUMMARY

## COUNCIL'S PERFORMANCE VS GROUP AVERAGE



### Significantly Higher than Group Average

- Consultation & engagement
- Art centres & libraries
- Community & cultural
- Bus/community dev./tourism

### Significantly Lower than Group Average

- Recreational facilities
  - Environmental sustainability
  - Sealed local roads
- 

# 2018 IMPORTANCE SUMMARY

## BY COUNCIL GROUP

### Top Three Most Important Service Areas (Highest to lowest, i.e. 1. = most important)

Stonnington City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> <li>1. Elderly support services</li> <li>2. Appearance of public areas</li> <li>3. Environmental sustainability</li> </ol>	<ol style="list-style-type: none"> <li>1. Waste management</li> <li>2. Emergency &amp; disaster mngt</li> <li>3. Community decisions</li> </ol>	<ol style="list-style-type: none"> <li>1. Traffic management</li> <li>2. Emergency &amp; disaster mngt</li> <li>3. Waste management</li> </ol>	<ol style="list-style-type: none"> <li>1. Emergency &amp; disaster mngt</li> <li>2. Sealed roads</li> <li>3. Community decisions</li> </ol>	<ol style="list-style-type: none"> <li>1. Sealed roads</li> <li>2. Unsealed roads</li> <li>3. Emergency &amp; disaster mngt</li> </ol>	<ol style="list-style-type: none"> <li>1. Emergency &amp; disaster mngt</li> <li>2. Waste management</li> <li>3. Community decisions</li> </ol>

### Bottom Three Least Important Service Areas (Lowest to highest, i.e. 1. = least important)

Stonnington City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> <li>1. Bus/community dev./tourism</li> <li>2. Community &amp; cultural</li> <li>3. Art centres &amp; libraries</li> </ol>	<ol style="list-style-type: none"> <li>1. Bus/community dev./tourism</li> <li>2. Community &amp; cultural</li> <li>3. Slashing &amp; weed control</li> </ol>	<ol style="list-style-type: none"> <li>1. Tourism development</li> <li>2. Community &amp; cultural</li> <li>3. Bus/community dev./tourism</li> </ol>	<ol style="list-style-type: none"> <li>1. Community &amp; cultural</li> <li>2. Art centres &amp; libraries</li> <li>3. Lobbying</li> </ol>	<ol style="list-style-type: none"> <li>1. Community &amp; cultural</li> <li>2. Art centres &amp; libraries</li> <li>3. Traffic management</li> </ol>	<ol style="list-style-type: none"> <li>1. Community &amp; cultural</li> <li>2. Art centres &amp; libraries</li> <li>3. Tourism development</li> </ol>

# 2018 PERFORMANCE SUMMARY

## BY COUNCIL GROUP

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

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

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

Stonnington City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> <li>1. Lobbying</li> <li>2. Community decisions</li> <li>3. Disadvantaged support serv.</li> </ol>	<ol style="list-style-type: none"> <li>1. Population growth</li> <li>2. Planning permits</li> <li>3. Town planning policy</li> </ol>	<ol style="list-style-type: none"> <li>1. Unsealed roads</li> <li>2. Population growth</li> <li>3. Traffic management</li> </ol>	<ol style="list-style-type: none"> <li>1. Parking facilities</li> <li>2. Community decisions</li> <li>3. Unsealed roads</li> </ol>	<ol style="list-style-type: none"> <li>1. Unsealed roads</li> <li>2. Sealed roads</li> <li>3. Planning permits</li> </ol>	<ol style="list-style-type: none"> <li>1. Unsealed roads</li> <li>2. Sealed roads</li> <li>3. Population growth</li> </ol>

To predict a respondent's score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use *regression analysis*. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person's opinion on overall council performance. The *independent variables* would be areas of responsibility tested (e.g. community consultation, traffic management, etc.) and the *dependent variable* would be overall performance.

The stronger the correlation between the dependent variable (overall opinion) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables. Therefore, we can test perceptions of council's overall performance to investigate which set of areas are influencing respondents' opinions.

In the chart of the regression results, the horizontal axis represents the council performance index for each area of responsibility. Areas plotted on the right-side 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 variable (i.e. each area) to the model, with a larger Beta value indicating a greater effect on overall performance.

Therefore areas of responsibility located near the top of the following chart are more likely to have an impact on respondent's overall rating, than the areas closest to the axis.

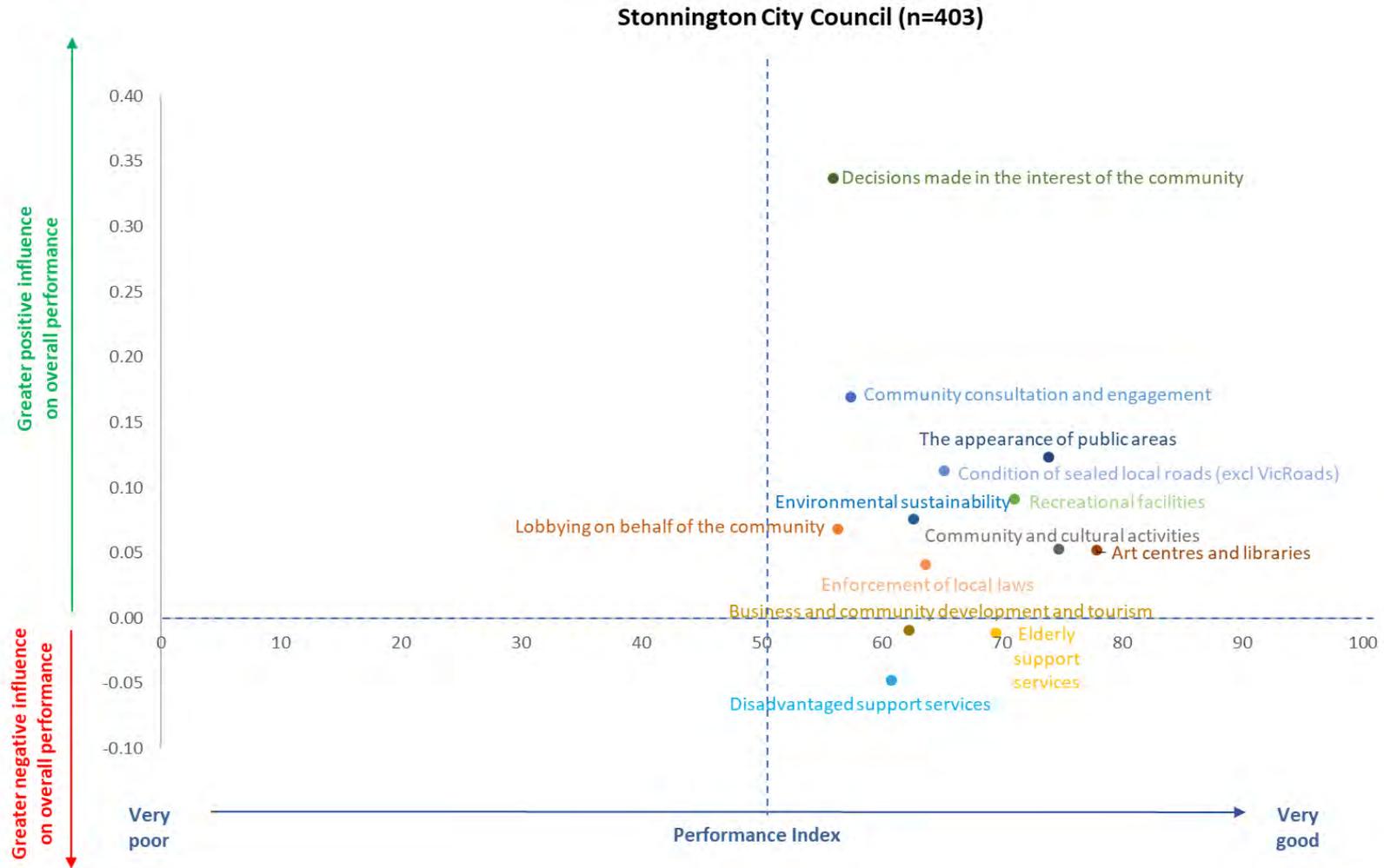
The regressions are shown on the following three charts. The first chart shows a regression analysis of *all* the service areas chosen by the Council. However, this model should be interpreted with caution because some of the data are not normally distributed and not all items have linear correlations.

Therefore, in the charts that follow, a significant regression model of fewer items with a Standardised Beta score close to or higher than  $\pm 0.1$  was run to determine the key predictors that have a moderate to strong influence on overall performance perceptions. The third chart is an enlarged version of the second chart, with key findings highlighted.

The results are then discussed according to the findings of these key service areas. Some findings from the full regression list may be included in the discussion if they are of interest.

# PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

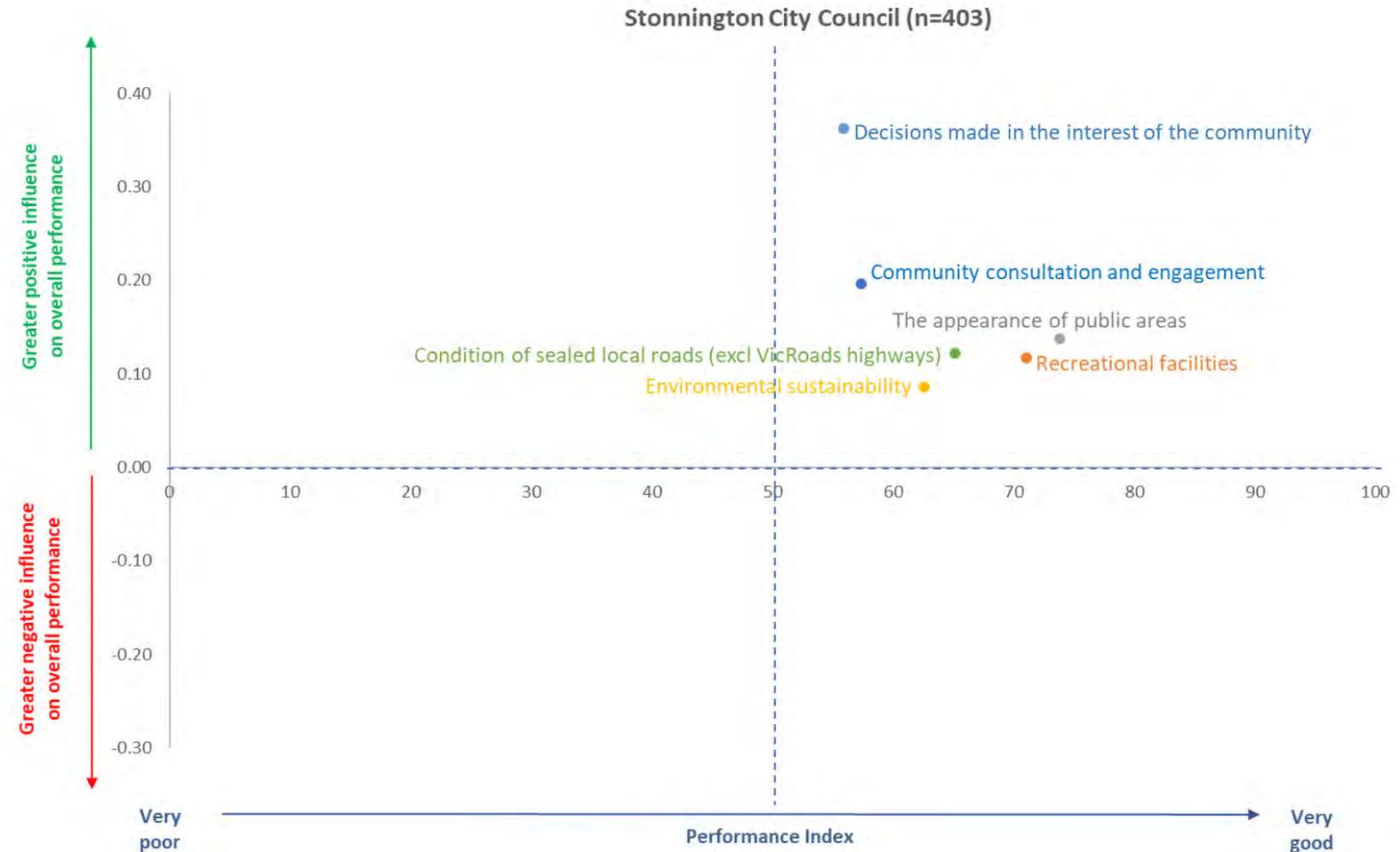
## ALL SERVICE AREAS



The multiple regression analysis model of all question items above has an R-squared value of 0.506 and adjusted R-square value of 0.488, which means that 50% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 28.34$ ). However, this model should be interpreted with caution because not all service areas had linear correlations. We recommend you use the regression models of reduced factors as follows.

# PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

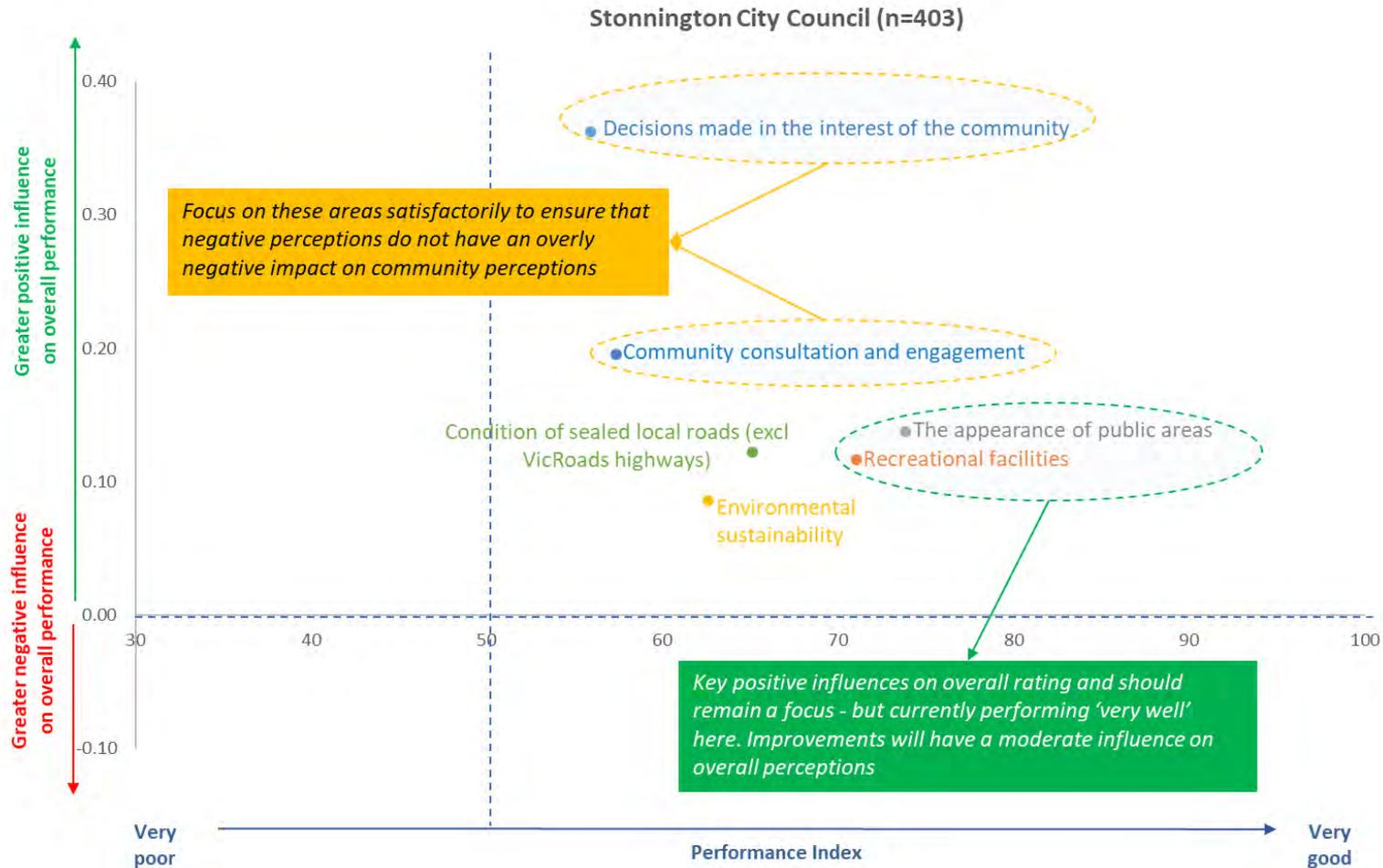
## KEY SERVICE AREAS



The performance questions were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 403 responses. The multiple regression analysis model above has an R-squared value of 0.495 and adjusted R-square value of 0.488, which means that 50% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 64.76$ ).

# PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

## KEY SERVICE AREAS - ENLARGED RIGHT QUADRANT



The performance questions were analysed using Exploratory Factor Analysis to determine the key factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 403 responses. The multiple regression analysis model above has an R-squared value of 0.495 and adjusted R-square value of 0.488, which means that 50% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 64.76$ .

# REGRESSION ANALYSIS – KEY RESULTS CONSIDERATIONS

The individual service areas which have the strongest influence on the overall performance rating are:

- Decisions made in the interest of the community
- Community consultation and engagement

Other key areas with a positive influence on overall performance include:

- The appearance of public areas
- Condition of sealed local roads (excluding VicRoads highways)
- Recreational facilities
- Environmental sustainability

Looking at key service areas only, the appearance of public areas has the strongest positive performance index (74) and a strong positive influence on the overall performance rating. Recreational facilities has a similar performance index (70) and influence on overall perceptions. Currently, Stonnington City Council is performing *well* in these areas, and, while they should remain a focus, there is greater work to be done elsewhere.

Stonnington City Council's decisions made in the community's interest and its community consultation and engagement have lower (but still positive) performance ratings overall, and both areas have a strong influence on overall performance perception, particularly decision-making. Continuing efforts in these areas has the capacity to lift Stonnington Council's overall performance rating. (These areas have performance indices of 58 and 60).

Because decisions the Council makes in the interests of the community has a very strong influence on overall performance perceptions, it should be an issue of high priority for the Council.

In summary, good communication and transparency with residents about decisions the Council has made in the Stonnington community's interest as well improved community consultation and engagement will help drive up overall opinion of the Council's performance.

# 2018 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

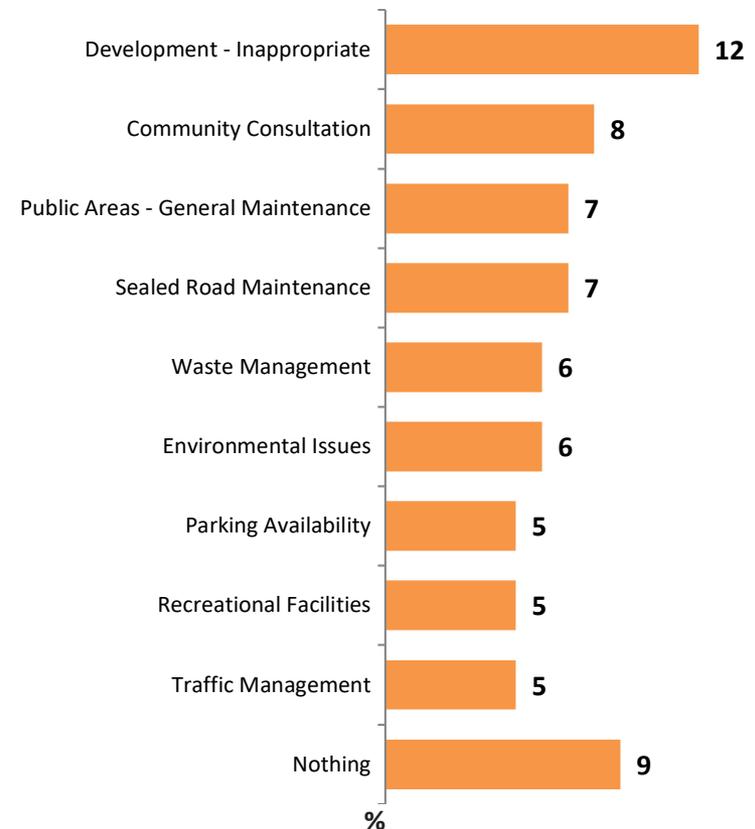
## 2018 SERVICES TO IMPROVE DETAILED PERCENTAGES



**2018 Best Aspects**



**2018 Areas for Improvement**



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

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 7

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

Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9

# POSITIVES AND AREAS FOR IMPROVEMENT

## SUMMARY

### Best Things

- Parks and Gardens: 24% (equal points from 2017)
- Public areas: 10% (down 3 points from 2017)
- Community Facilities: 9% (up 2 points from 2017)

### Areas for Improvement

- Development – Inappropriate: 12% (up 4 points from 2017)
- Community Consultation: 8% (up 1 point from 2017)
- Public Areas - General Maintenance: 7% (up 2 points from 2017)
- Sealed Road Maintenance: 7% (down 1 point from 2017)



# DETAILED FINDINGS



**KEY CORE MEASURE  
OVERALL PERFORMANCE**

# OVERALL PERFORMANCE

## INDEX SCORES



### 2018 Overall Performance

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

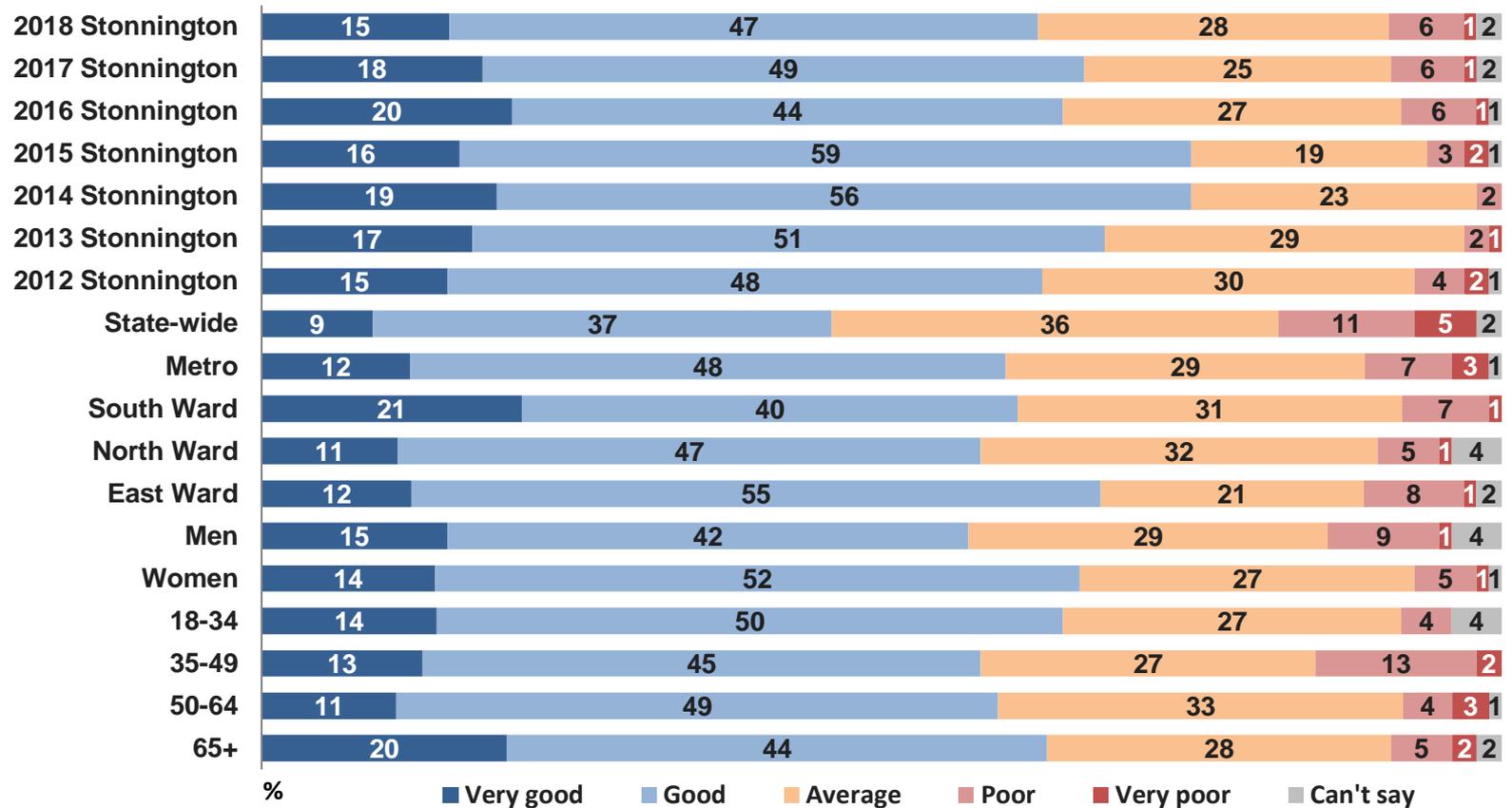
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

Note: Please see page 6 for explanation about significant differences.

# OVERALL PERFORMANCE

## DETAILED PERCENTAGES

### 2018 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?

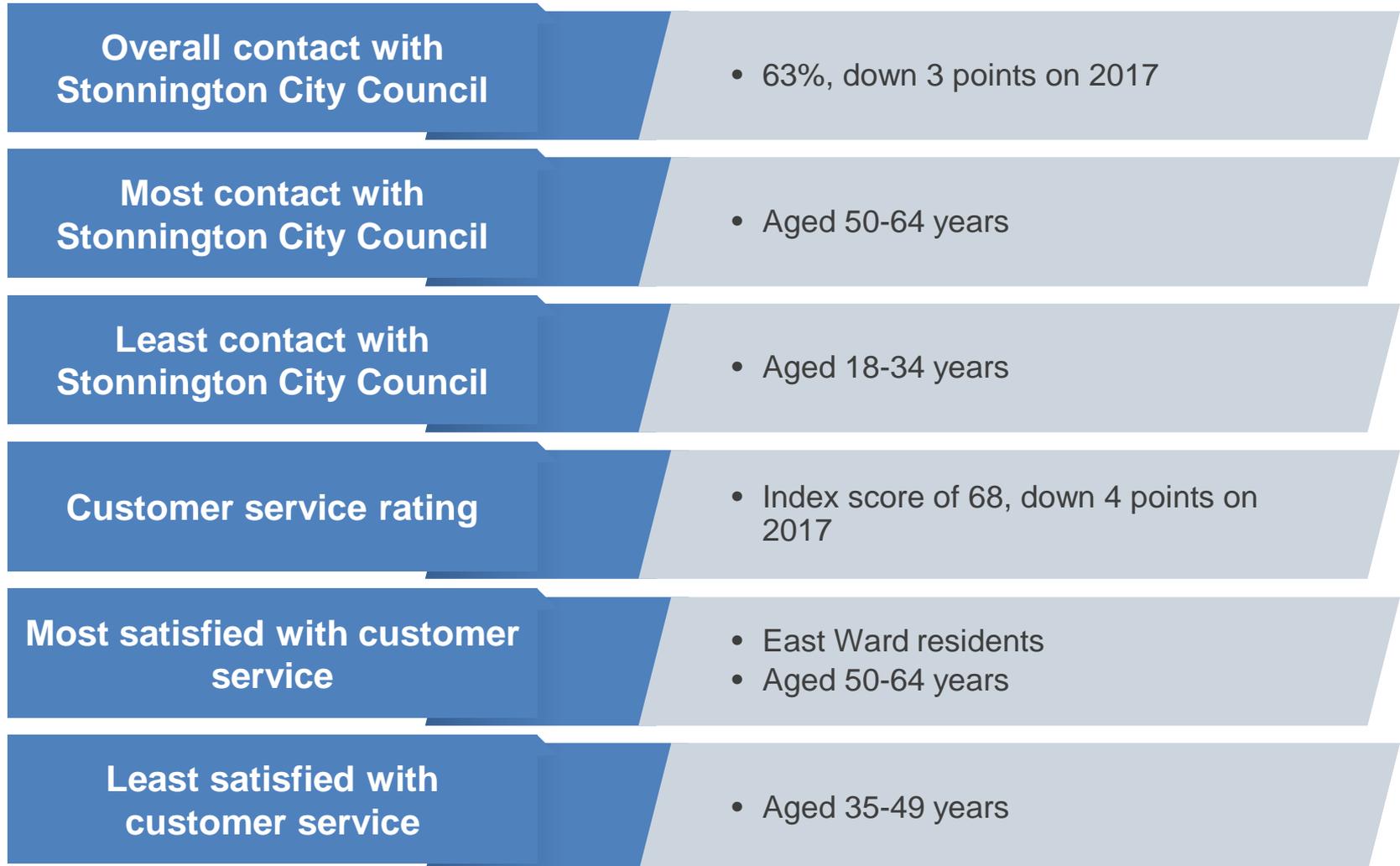
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

A satellite-style map of the United States with a glowing network of lines and nodes overlaid, representing a data or communication network. The map is dark, with the network lines in shades of green and yellow, and city lights visible. The text is overlaid on the left side of the map.

# KEY CORE MEASURE CUSTOMER SERVICE

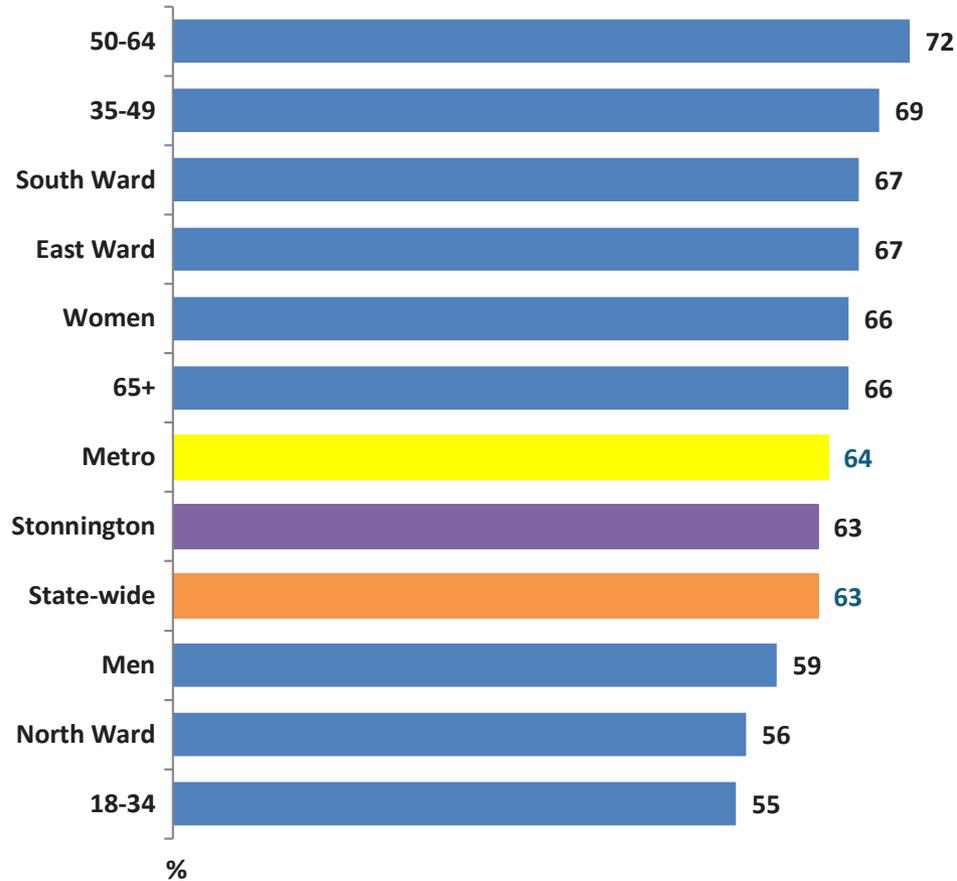
# CONTACT LAST 12 MONTHS

## SUMMARY



# 2018 CONTACT WITH COUNCIL

*2018 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?

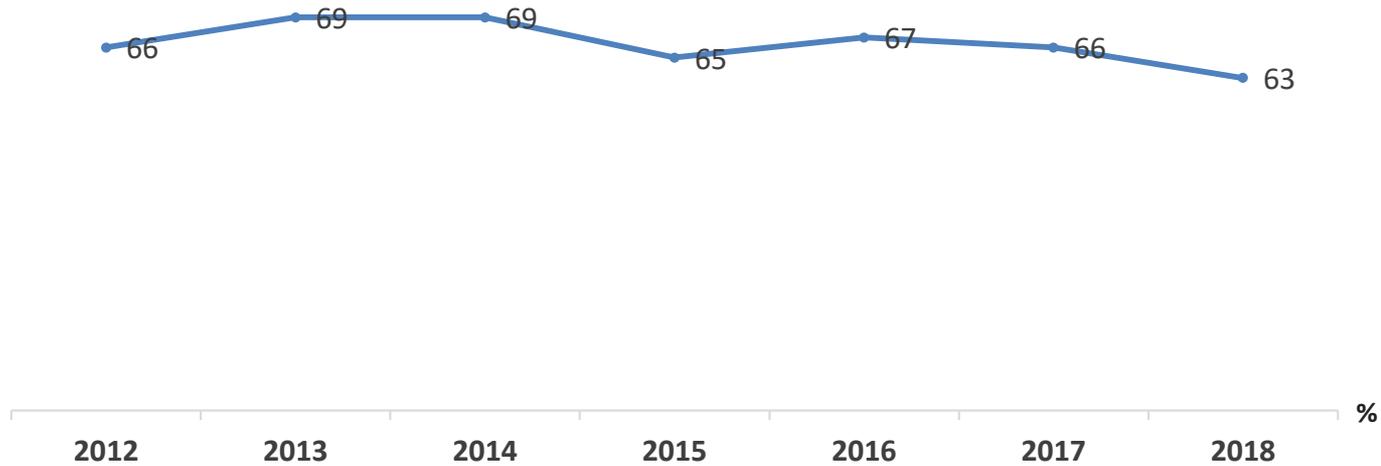
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

Note: Please see page 6 for explanation about significant differences.

# 2018 CONTACT WITH COUNCIL

## 2018 Contact with Council

Have had contact

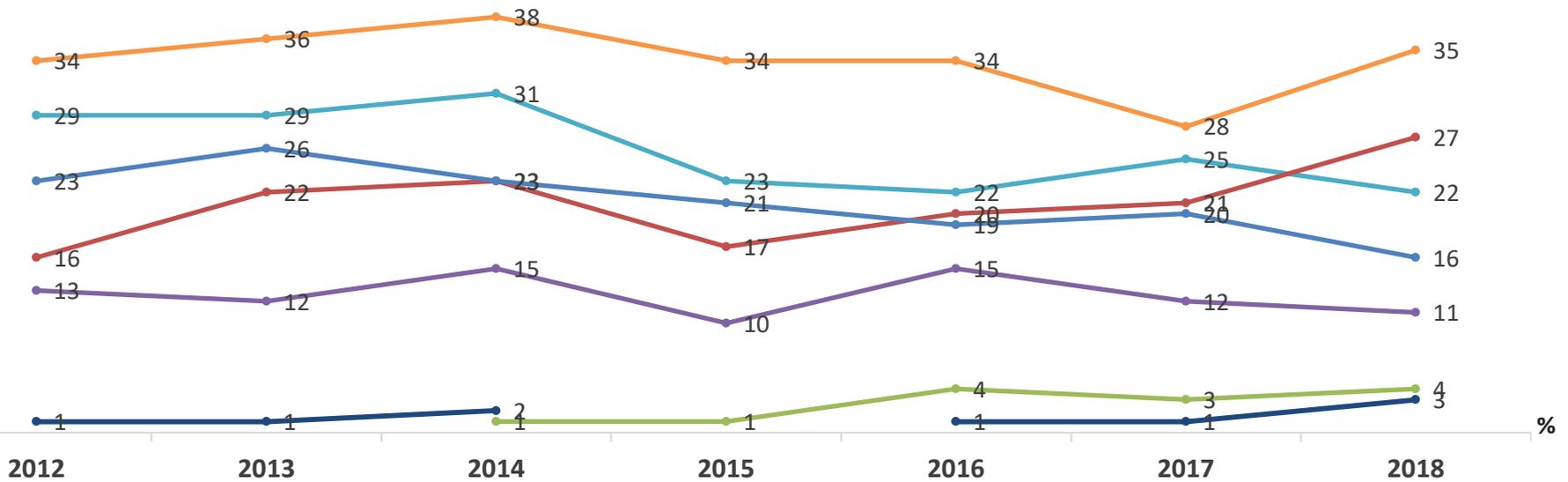


Q5a. Have you or any member of your household had any recent contact with Stonnington City Council in any of the following ways?

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

# 2018 METHOD OF CONTACT WITH COUNCIL

2018 Method of Contact



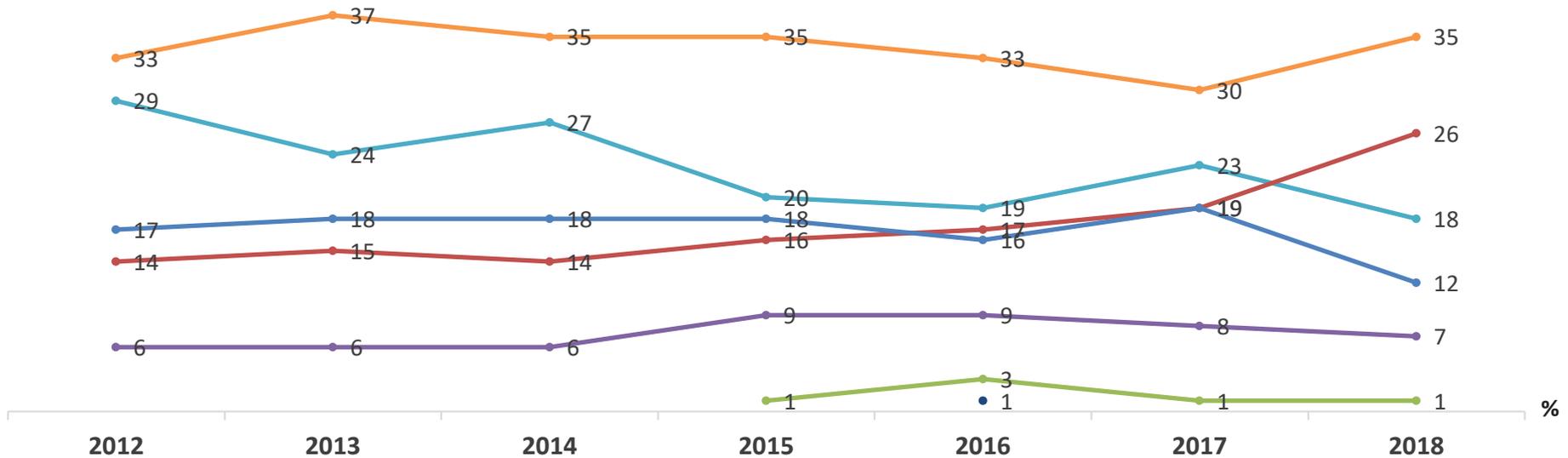
Q5a. Have you or any member of your household had any recent contact with Stonnington City Council in any of the following ways?

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

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

# 2018 MOST RECENT METHOD OF CONTACT WITH COUNCIL

## 2018 Most Recent Contact



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

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

Councils asked state-wide: 21 Councils asked group: 6

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

# 2018 CONTACT CUSTOMER SERVICE INDEX SCORES



## 2018 Customer Service Rating

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

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.

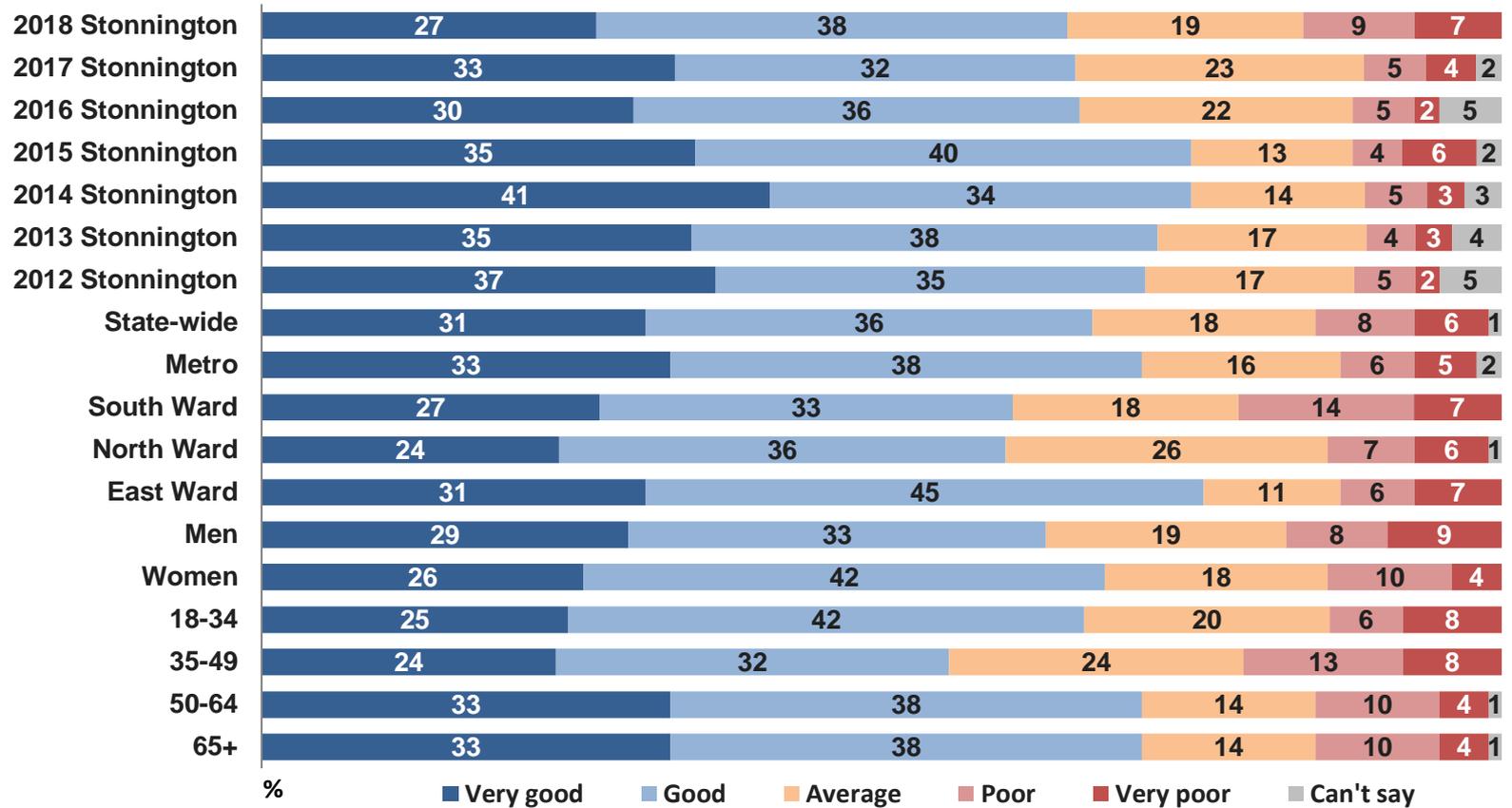
Councils asked state-wide: 64 Councils asked group: 14

Note: Please see page 6 for explanation about significant differences.

# 2018 CONTACT CUSTOMER SERVICE

## DETAILED PERCENTAGES

### 2018 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.

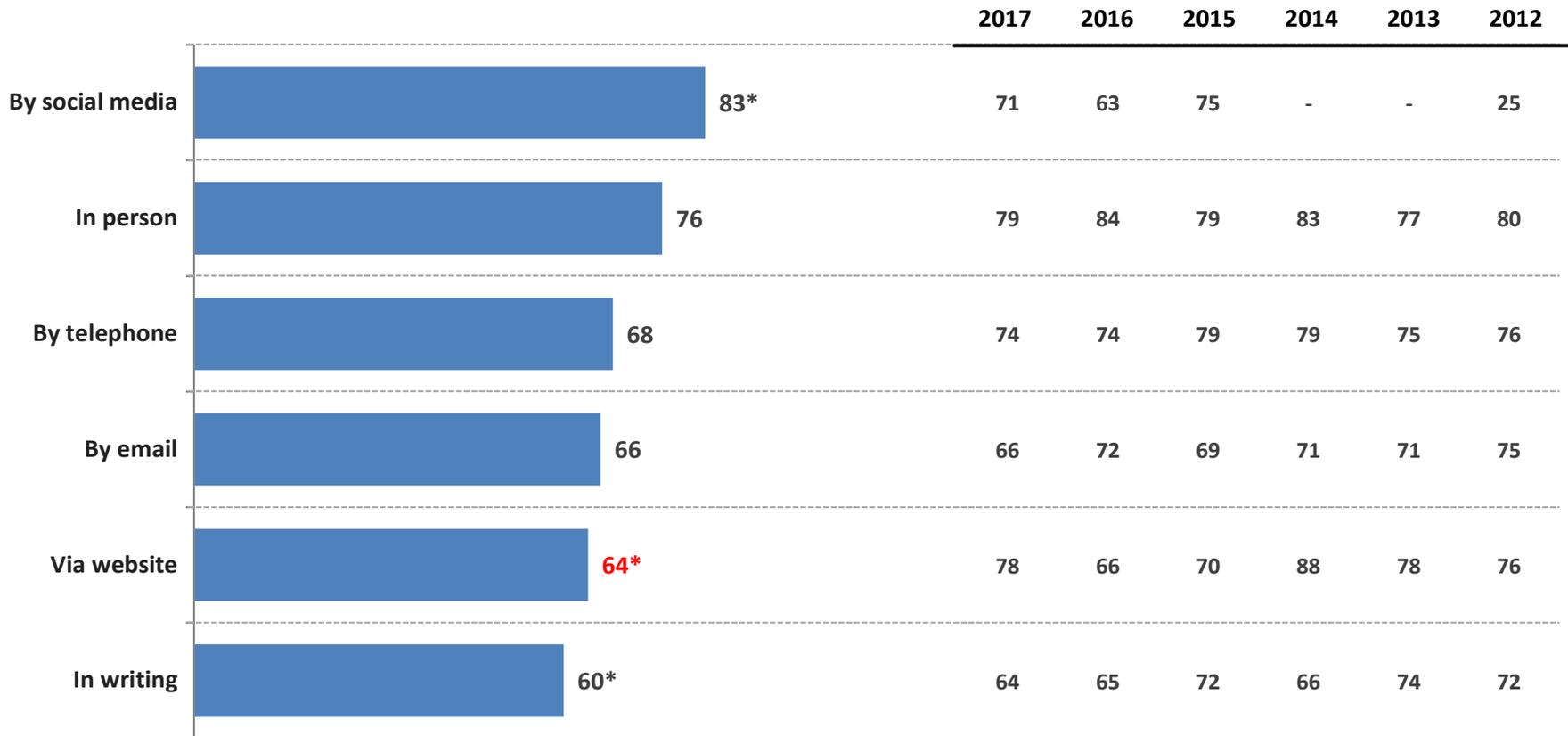
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 64 Councils asked group: 14

# 2018 CONTACT CUSTOMER SERVICE INDEX SCORES BY METHOD OF LAST CONTACT



## 2018 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: 21 Councils asked group: 6

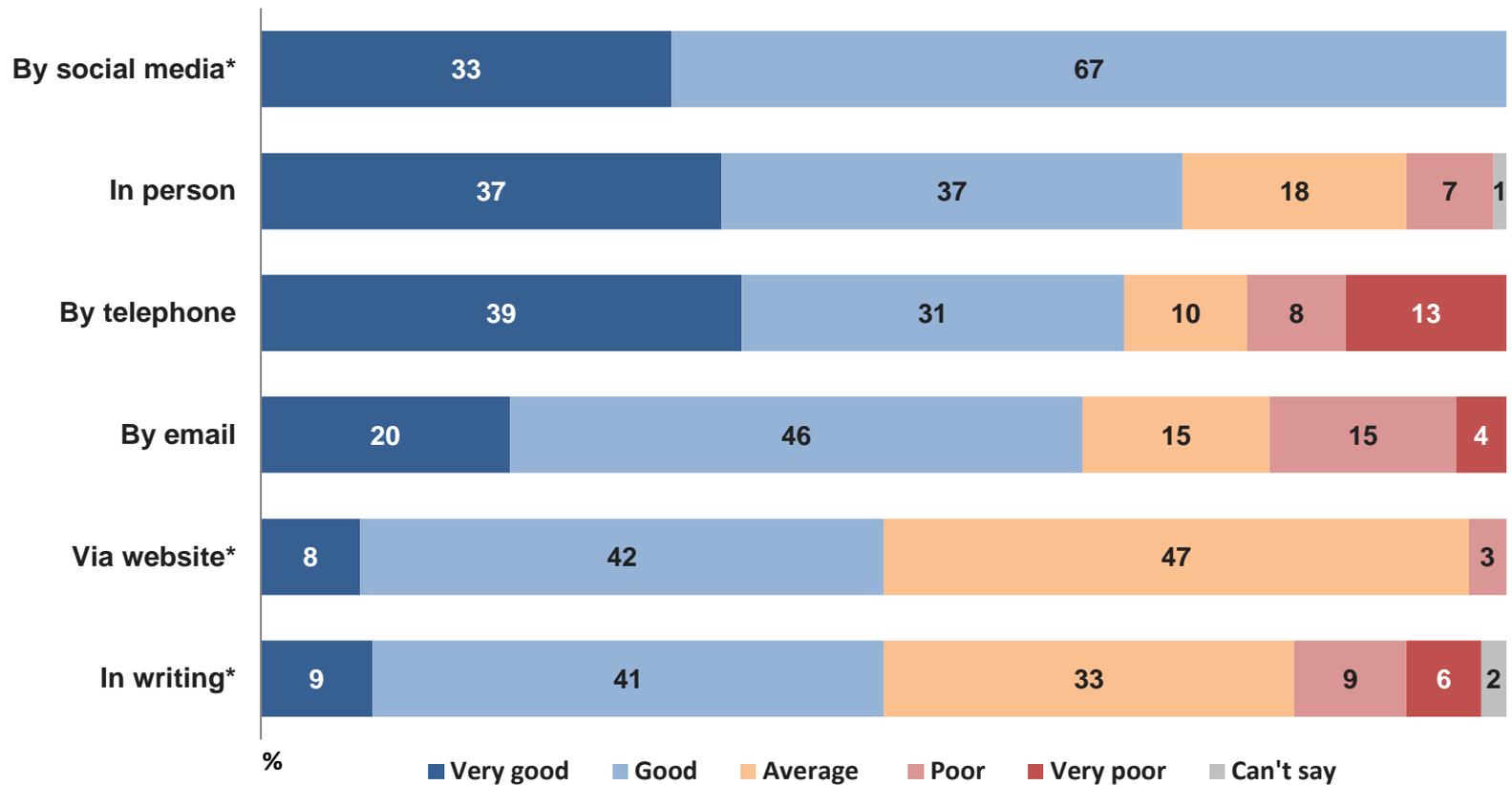
Note: Please see page 6 for explanation about significant differences.

\*Caution: small sample size < n=30

# 2018 CONTACT CUSTOMER SERVICE

## DETAILED PERCENTAGES BY METHOD OF LAST CONTACT

### 2018 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: 21 Councils asked group: 6

\*Caution: small sample size < n=30



# KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

# COUNCIL DIRECTION SUMMARY

## Council direction

- 70% stayed about the same, down 2 points on 2017
- 15% improved, up 1 point on 2017
- 8% deteriorated, up 1 point on 2017

## Most satisfied with council direction

- Aged 18-34 years

## Least satisfied with council direction

- Aged 35-64 years

# 2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

## INDEX SCORES



### 2018 Overall Direction

		2017	2016	2015	2014	2013	2012
18-34	59↑	58	55	55	59	58	58
Metro	54	54	55	56	n/a	n/a	n/a
Men	54	52	52	57	56	55	54
South Ward	54	54	n/a	54	57	56	n/a
East Ward	54	54	n/a	55	57	57	n/a
Stonnington	54	54	53	55	57	55	54
North Ward	53	53	n/a	55	55	51	n/a
Women	53	55	54	53	57	56	53
State-wide	52	53	51	53	53	53	52
65+	51	53	53	55	57	54	55
35-49	50	49	52	57	54	55	46
50-64	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: 64 Councils asked group: 14

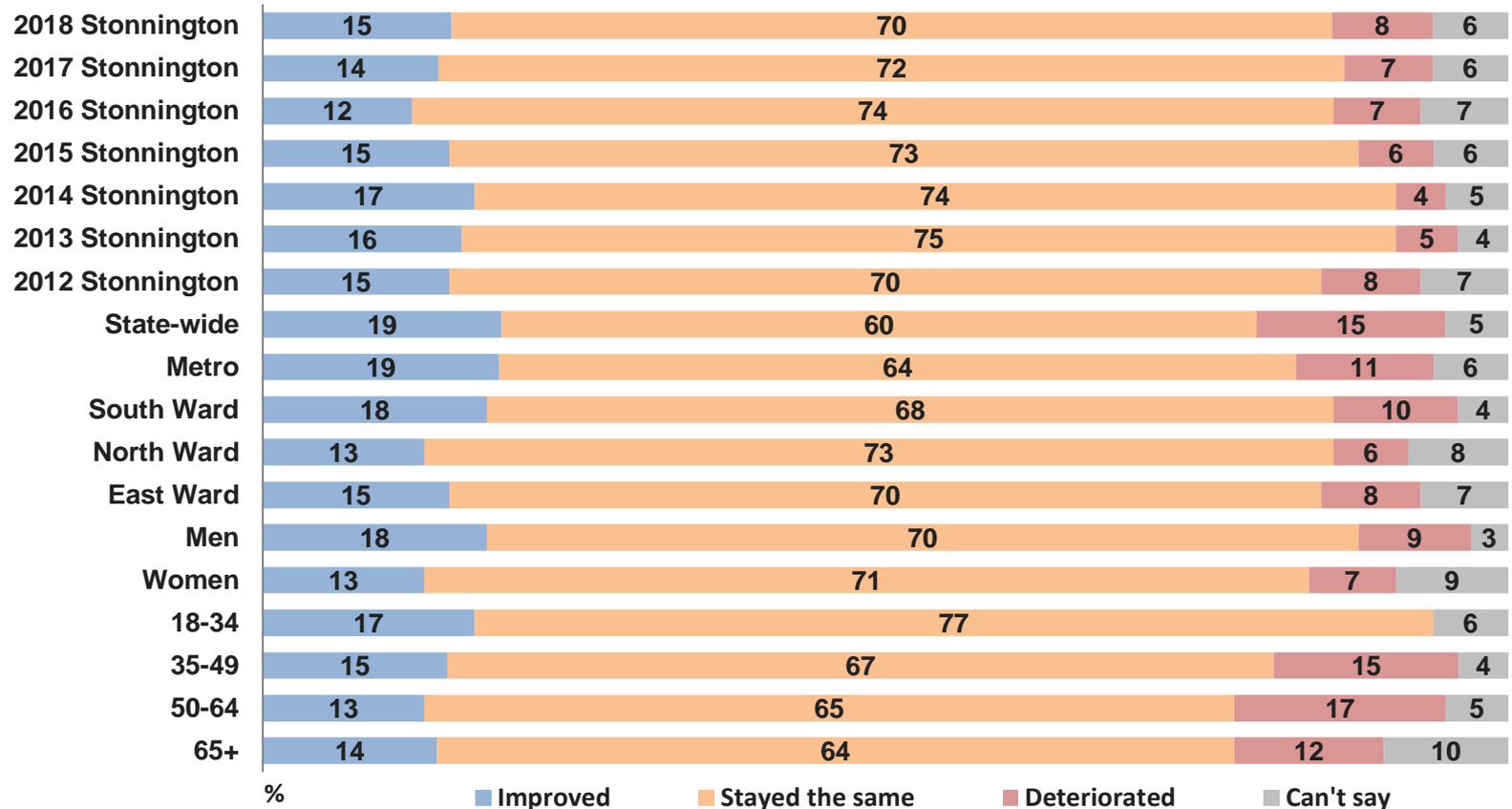
Note: Please see page 6 for explanation about significant differences.

# 2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

## DETAILED PERCENTAGES



### 2018 Overall Direction



Q6. Over the last 12 months, what is your view of the direction of Stonnington City Council's overall performance?  
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14



# INDIVIDUAL SERVICE AREAS

# 2018 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES



## 2018 Consultation and Engagement Performance

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

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

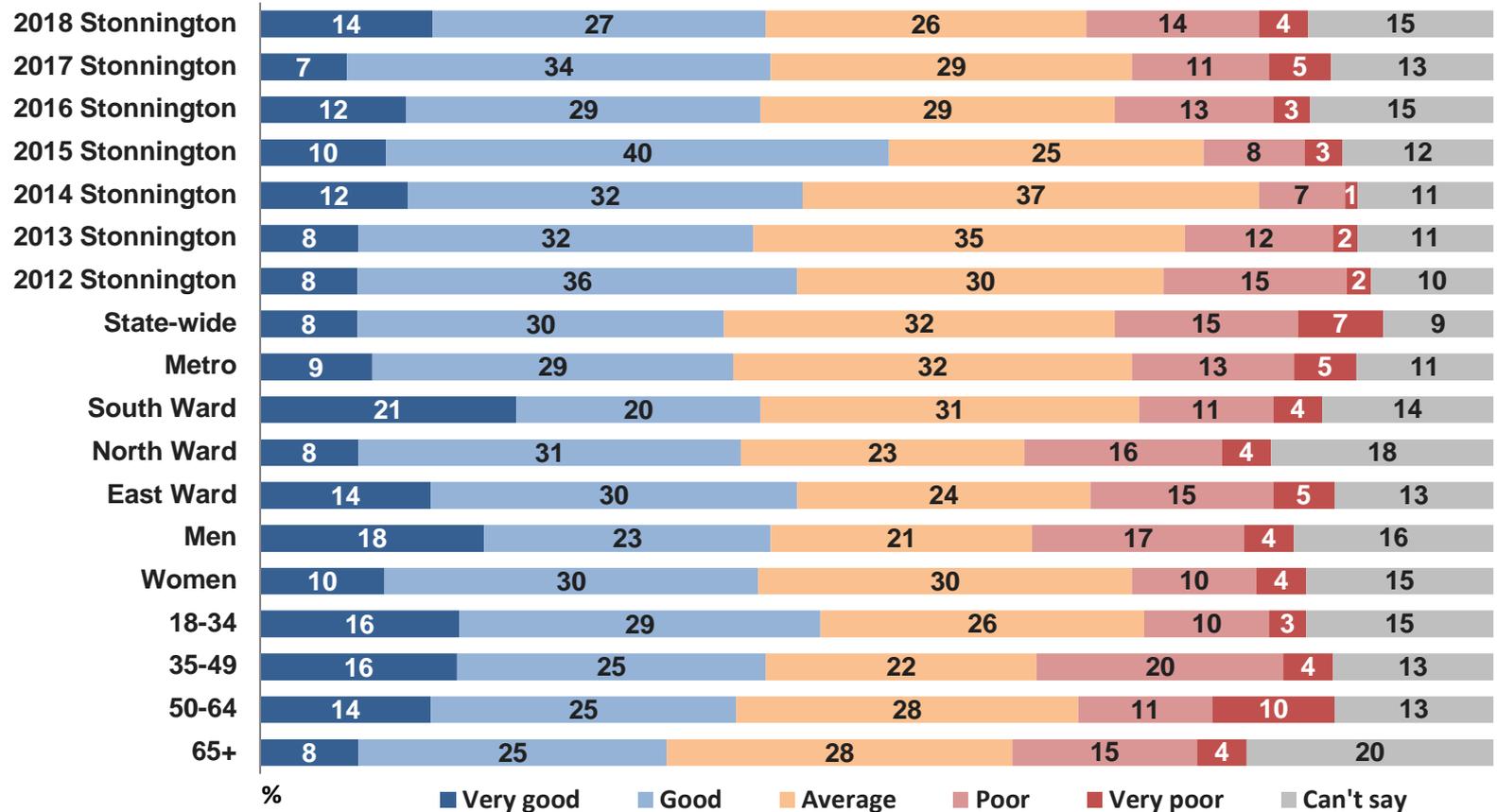
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

Note: Please see page 6 for explanation about significant differences.

# 2018 COMMUNITY CONSULTATION AND ENGAGEMENT

## PERFORMANCE DETAILED PERCENTAGES

### 2018 Consultation and Engagement Performance



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

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

# 2018 LOBBYING ON BEHALF OF THE COMMUNITY

## PERFORMANCE INDEX SCORES



### 2018 Lobbying Performance

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

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

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

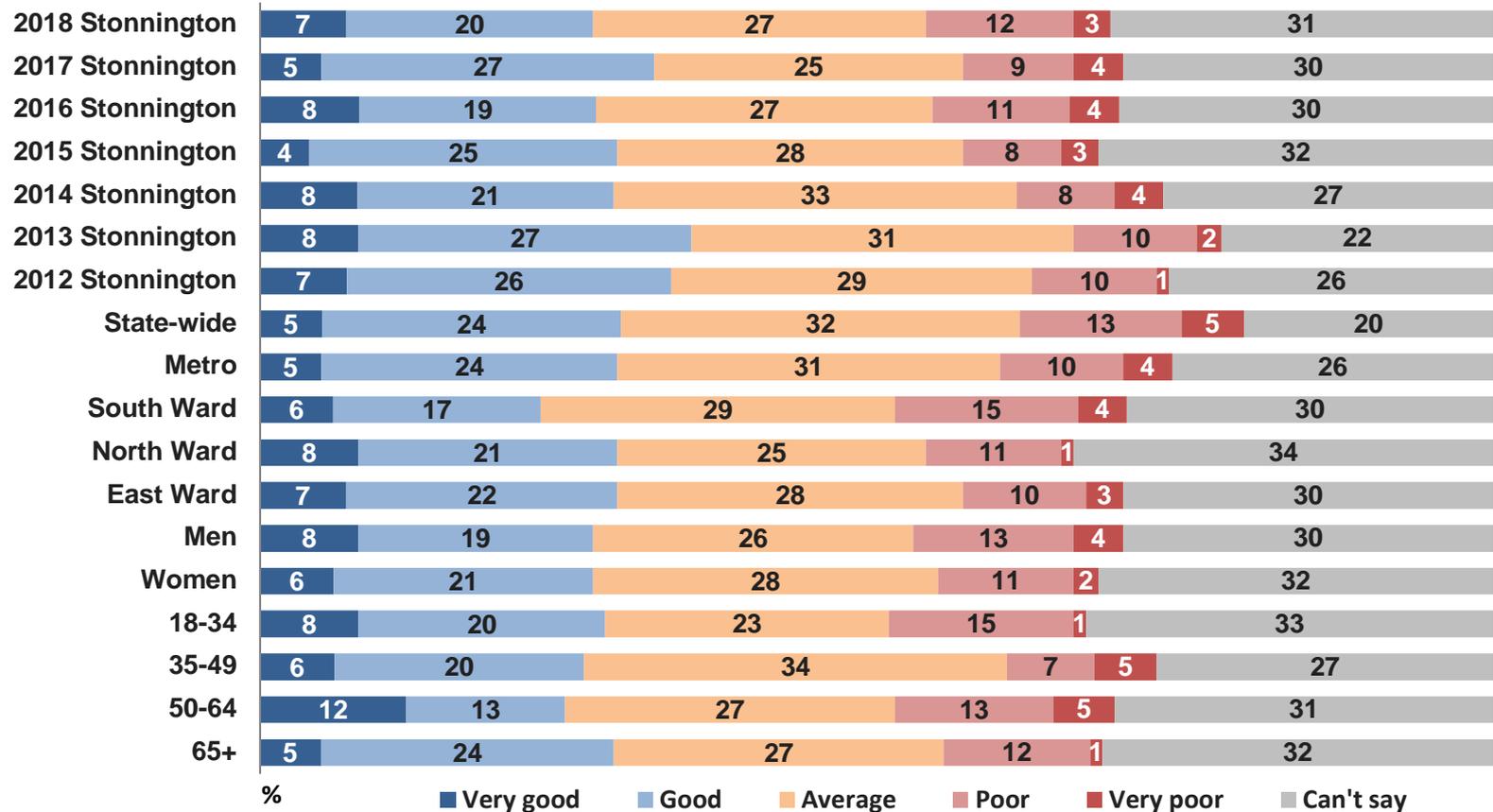
Note: Please see page 6 for explanation about significant differences.

# 2018 LOBBYING ON BEHALF OF THE COMMUNITY

## PERFORMANCE DETAILED PERCENTAGES



### 2018 Lobbying Performance



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

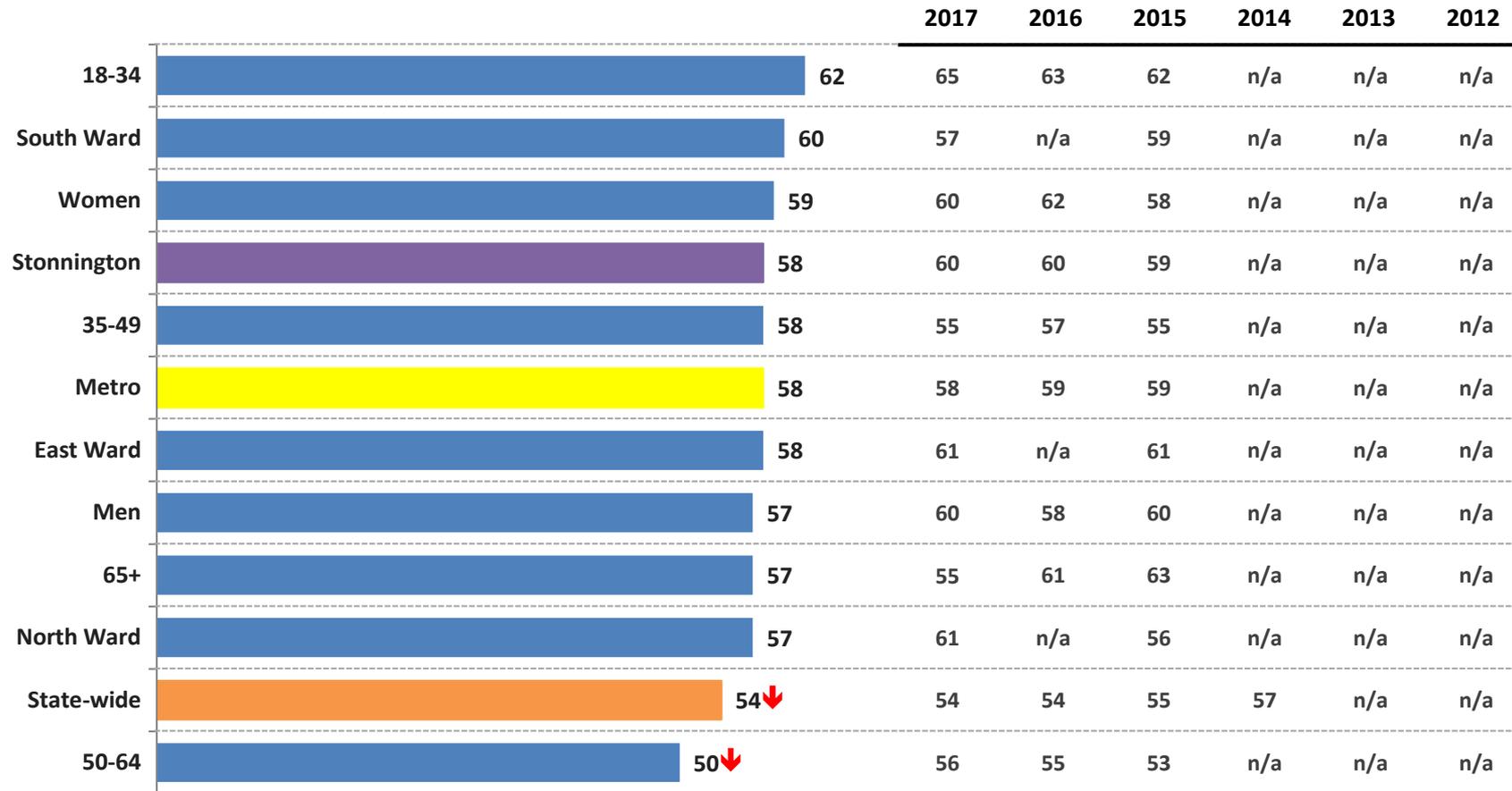
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

# 2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

## PERFORMANCE INDEX SCORES



### 2018 Community Decisions Made Performance



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

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

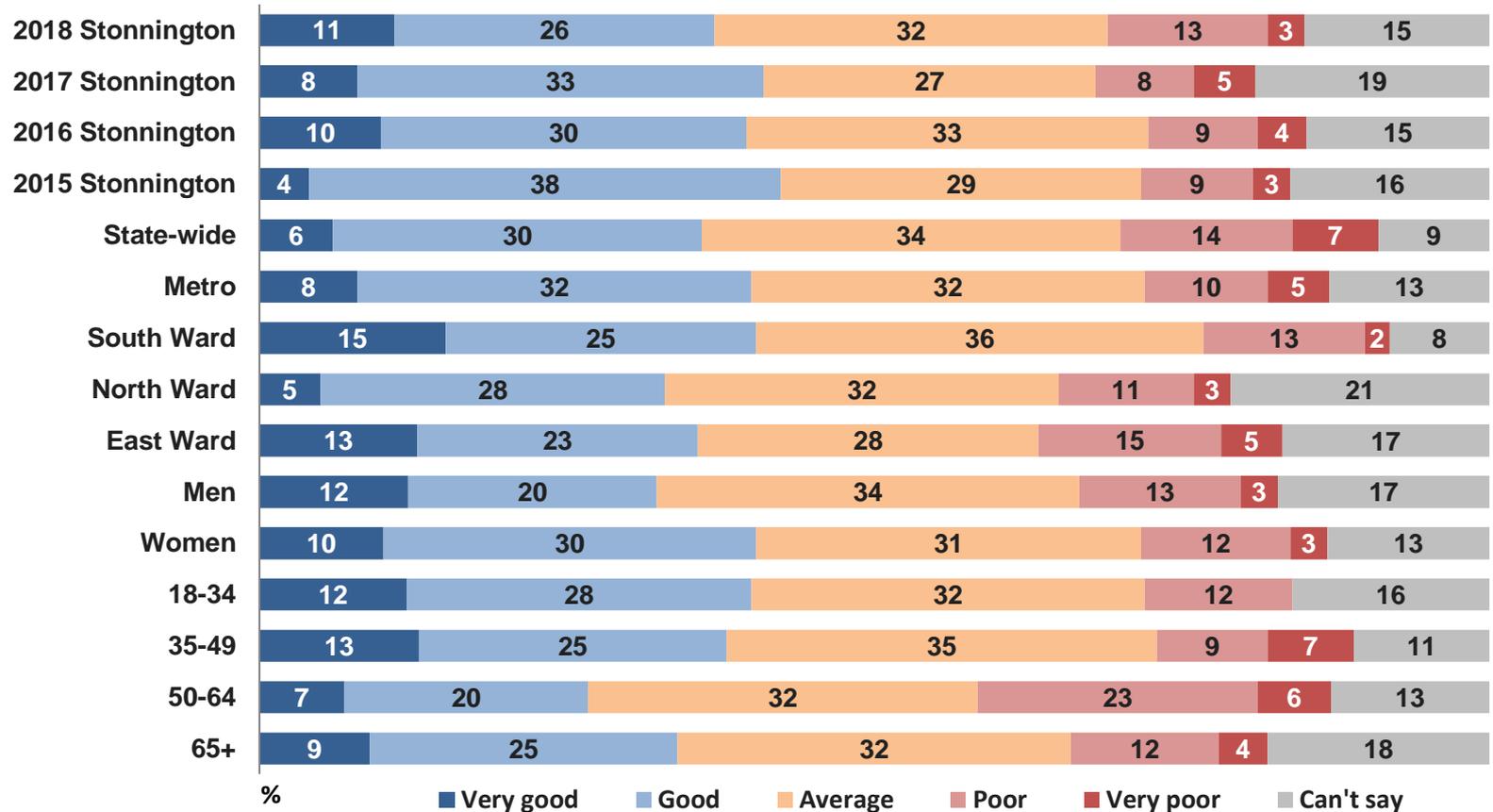
Note: Please see page 6 for explanation about significant differences.

# 2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

## PERFORMANCE DETAILED PERCENTAGES



### 2018 Community Decisions Made Performance



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

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

# 2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

## PERFORMANCE INDEX SCORES



### 2018 Sealed Local Roads Performance

	2017	2016	2015	2014	2013	2012
East Ward	69	70	n/a	72	71	n/a
Men	68	67	70	71	71	n/a
Metro	68↑	66	67	69	n/a	n/a
18-34	67	69	69	72	73	n/a
65+	67	63	66	69	74	n/a
Stonnington	65	66	68	70	72	n/a
North Ward	64	68	n/a	69	69	n/a
South Ward	63	61	n/a	68	75	n/a
Women	63	66	67	68	72	n/a
50-64	62	67	67	68	64	n/a
35-49	62	62	71	67	72	n/a
State-wide	53↓	53	54	55	55	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: 64 Councils asked group: 14

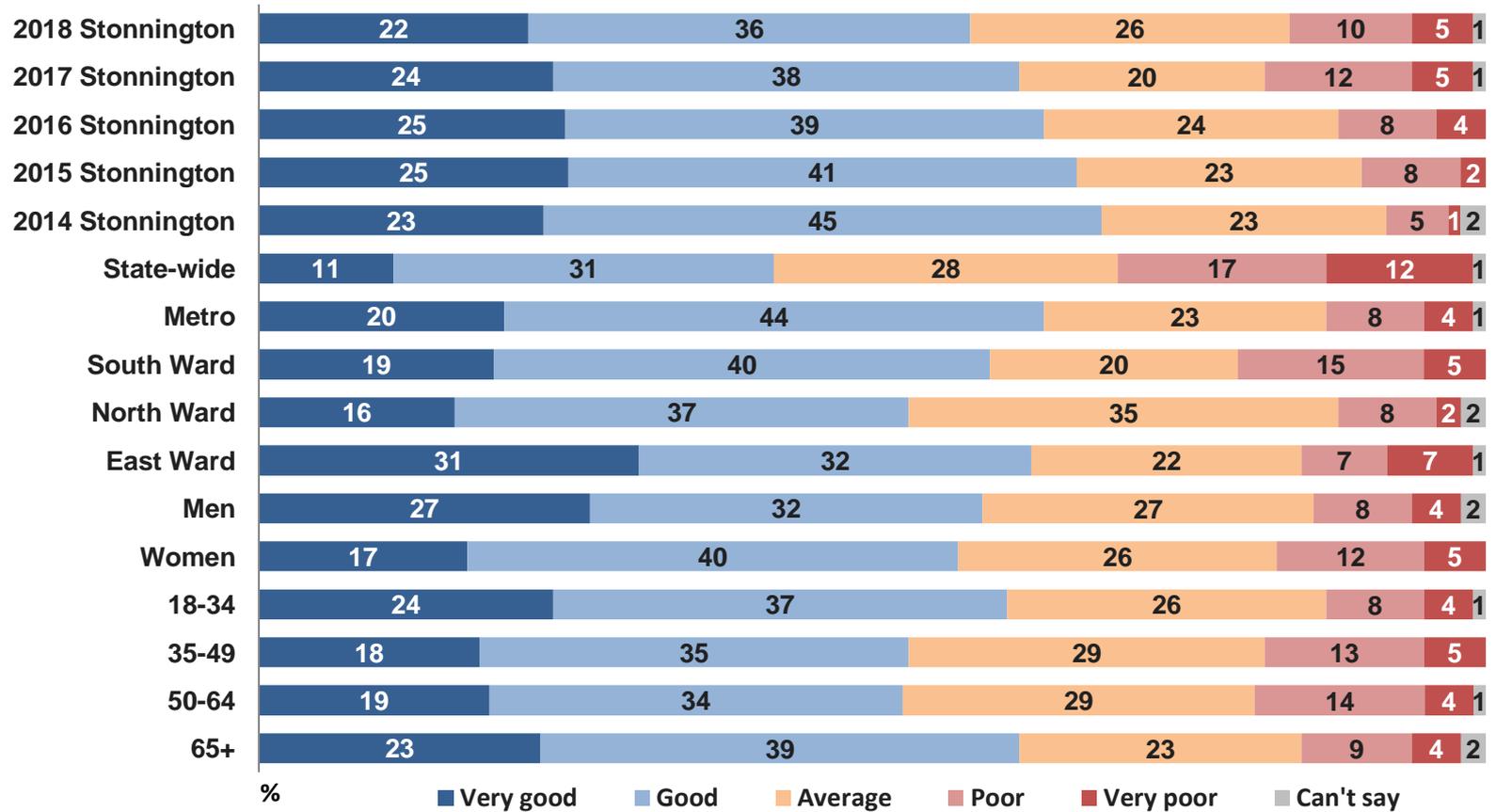
Note: Please see page 6 for explanation about significant differences.

# 2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

## PERFORMANCE DETAILED PERCENTAGES



### 2018 Sealed Local Roads Performance



Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

# 2018 ENFORCEMENT OF LOCAL LAWS

## IMPORTANCE INDEX SCORES

### 2018 Law Enforcement Importance

	2017	2016	2015	2014	2013	2012
50-64	77↑	71	n/a	69	71	70
65+	74↑	78	n/a	73	75	71
Metro	73↑	72	71	72	n/a	n/a
Women	72	77	n/a	73	72	69
State-wide	71	71	70	71	70	71
North Ward	69	73	n/a	69	73	65
South Ward	69	72	n/a	67	68	68
Stonnington	69	73	n/a	70	71	69
Personal user	69	69	n/a	n/a	n/a	n/a
East Ward	69	75	n/a	72	73	72
Household user	69	69	n/a	n/a	n/a	n/a
35-49	66	75	n/a	66	65	72
Men	66	69	n/a	66	70	70
18-34	65	71	n/a	70	73	67

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

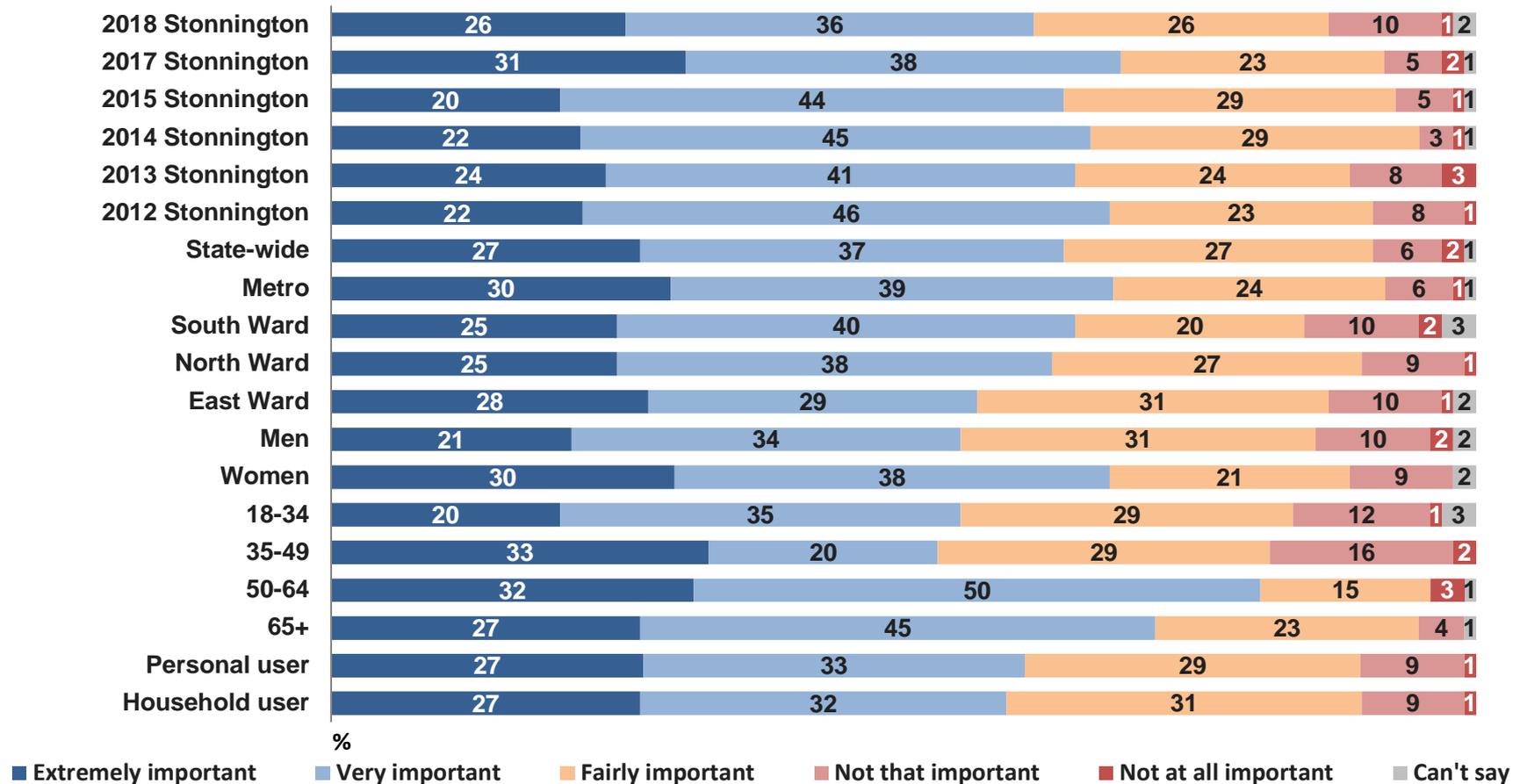
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8

Note: Please see page 6 for explanation about significant differences.

# 2018 ENFORCEMENT OF LOCAL LAWS

## IMPORTANCE DETAILED PERCENTAGES

### 2018 Law Enforcement Importance



Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8

# 2018 ENFORCEMENT OF LOCAL LAWS

## PERFORMANCE INDEX SCORES

### 2018 Law Enforcement Performance

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

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

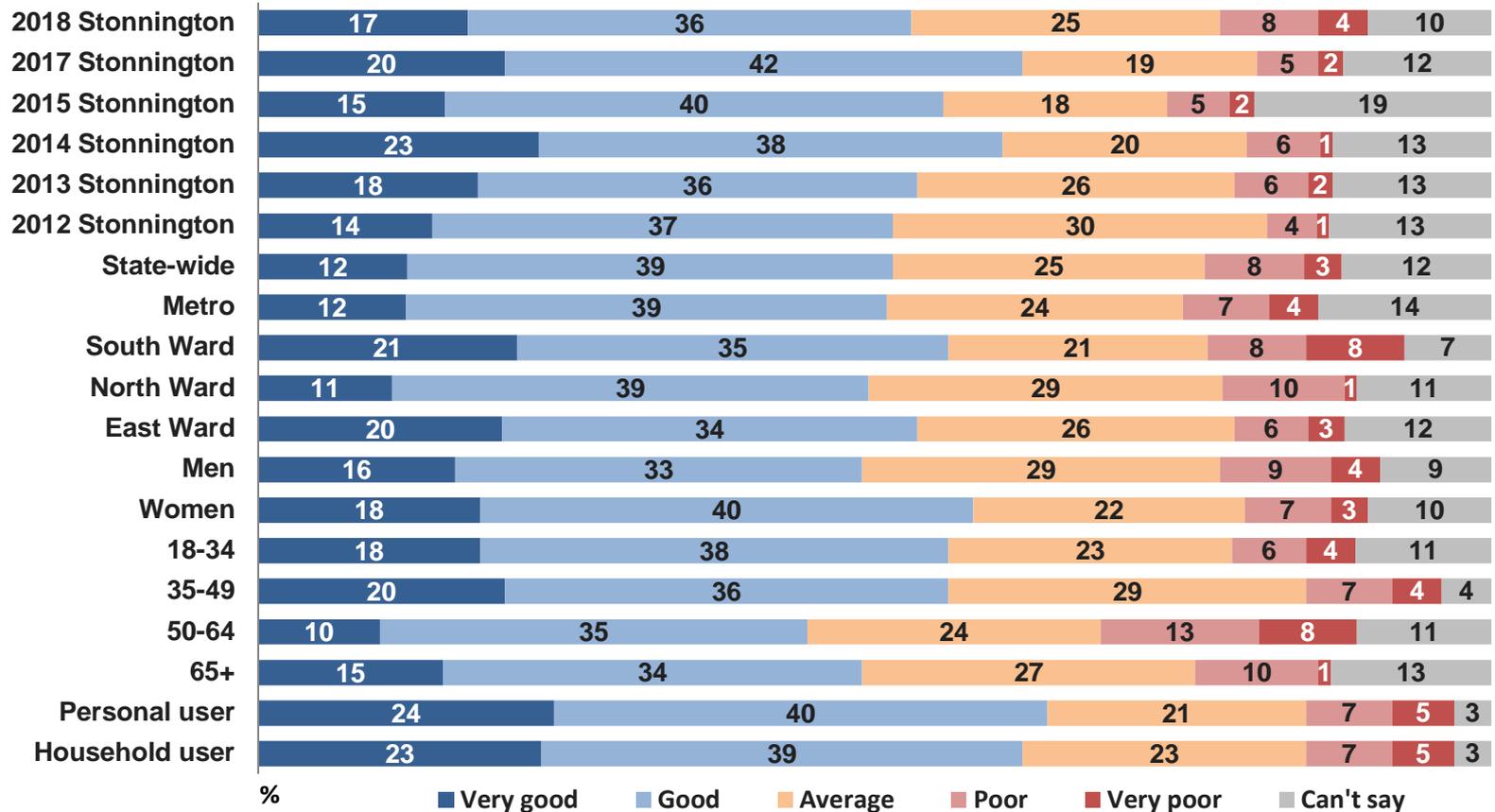
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9

Note: Please see page 6 for explanation about significant differences.

# 2018 ENFORCEMENT OF LOCAL LAWS

## PERFORMANCE DETAILED PERCENTAGES

### 2018 Law Enforcement Performance



# 2018 FAMILY SUPPORT SERVICES

## IMPORTANCE INDEX SCORES

### 2018 Family Support Importance

	2017	2016	2015	2014	2013	2012
Personal user	85* ↑	82	88	n/a	n/a	n/a
Household user	83* ↑	79	87	n/a	n/a	n/a
Metro	75 ↑	73	73	72	n/a	n/a
Women	75 ↑	73	75	75	74	73
State-wide	74 ↑	73	73	73	72	73
South Ward	73	70	n/a	71	70	72
East Ward	72	71	n/a	71	70	71
35-49	69	68	70	69	71	73
18-34	69	72	74	67	72	70
65+	69	65	71	71	64	68
Stonnington	69	69	71	69	69	70
50-64	67	66	67	69	66	67
Men	63 ↓	64	67	62	64	67
North Ward	63 ↓	65	n/a	61	67	66

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

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 7

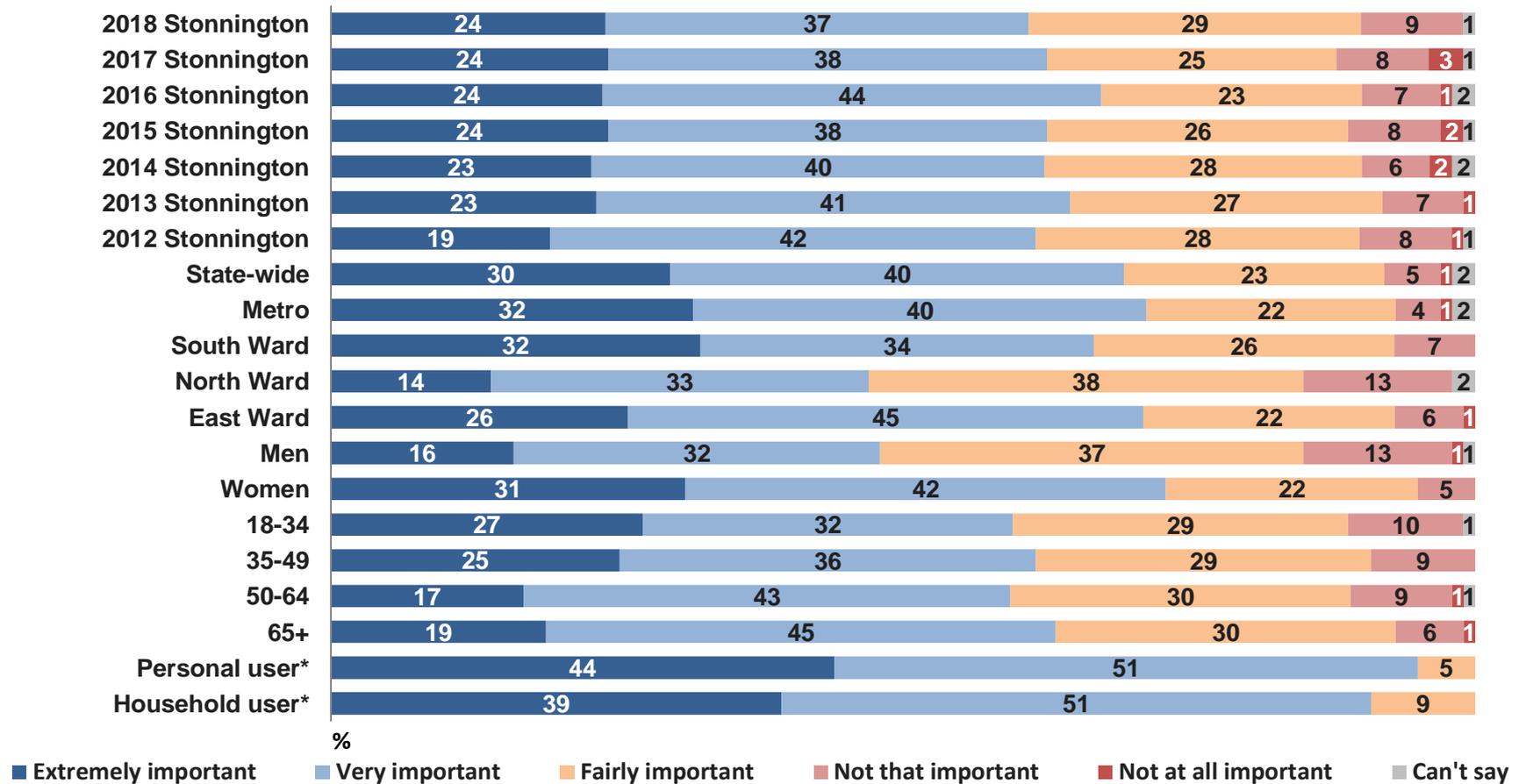
Note: Please see page 6 for explanation about significant differences.

\*Caution: small sample size < n=30

# 2018 FAMILY SUPPORT SERVICES

## IMPORTANCE DETAILED PERCENTAGES

### 2018 Family Support Importance



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

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 7

\*Caution: small sample size < n=30

# 2018 FAMILY SUPPORT SERVICES

## PERFORMANCE INDEX SCORES



### 2018 Family Support Performance

		2017	2016	2015	2014	2013	2012
Household user	78*↑	80	82	n/a	n/a	n/a	n/a
Personal user	75*	81	87	n/a	n/a	n/a	n/a
East Ward	72↑	70	n/a	72	67	70	n/a
35-49	70	72	71	72	70	75	61
50-64	69	63	66	68	63	66	68
Metro	68	68	69	68	n/a	n/a	n/a
South Ward	67	68	n/a	73	69	68	n/a
Women	67	73	72	70	71	69	67
Stonnington	67	69	71	71	68	69	67
Men	67	64	69	72	65	69	66
State-wide	66	67	66	67	68	67	67
65+	66	65	68	72	73	67	67
18-34	65	70	72	71	66	67	69
North Ward	62↓	68	n/a	67	68	67	n/a

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

Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8

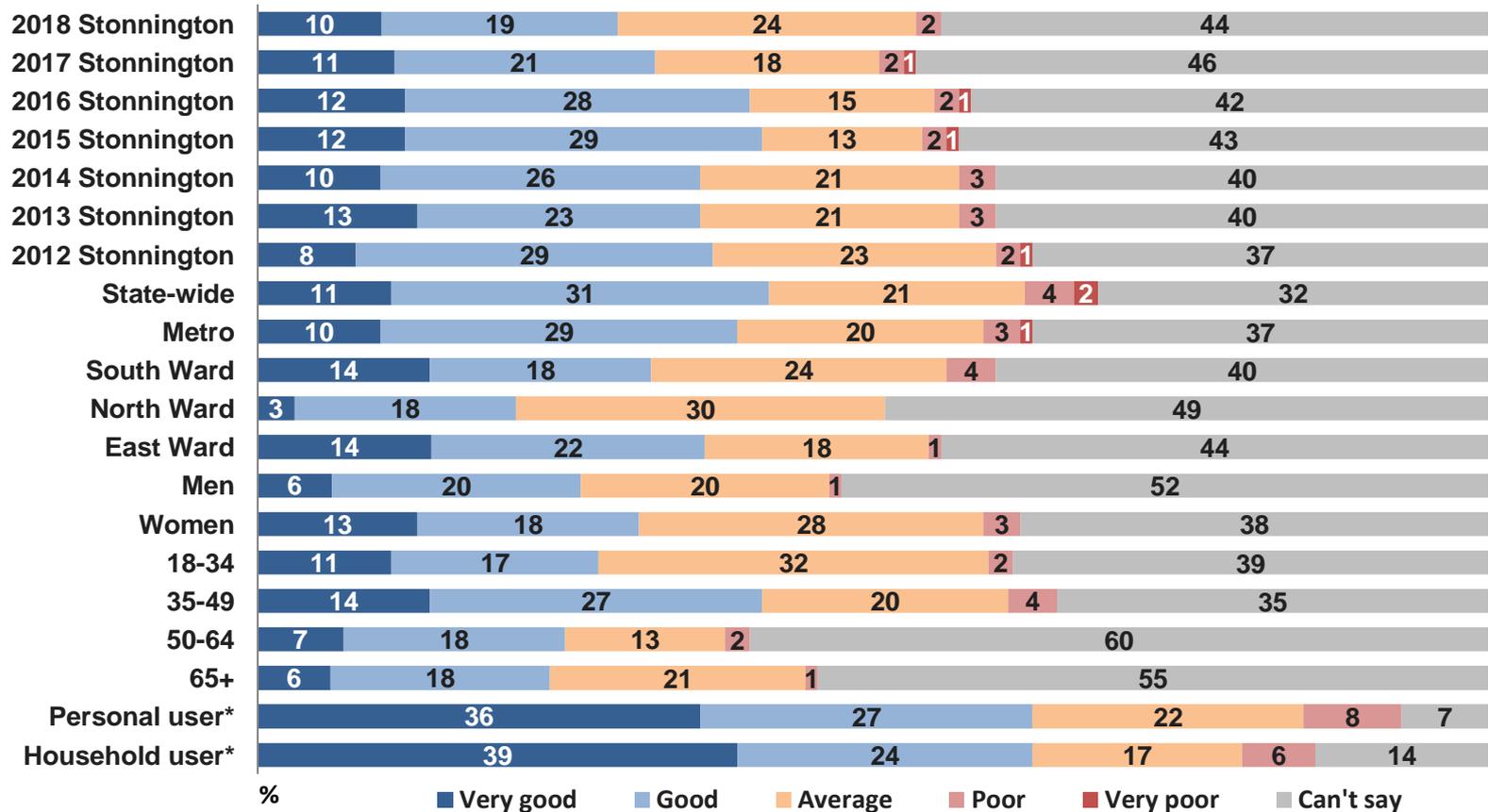
Note: Please see page 6 for explanation about significant differences.

\*Caution: small sample size < n=30

# 2018 FAMILY SUPPORT SERVICES

## PERFORMANCE DETAILED PERCENTAGES

### 2018 Family Support Performance



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

Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8

\*Caution: small sample size < n=30

# 2018 ELDERLY SUPPORT SERVICES

## IMPORTANCE INDEX SCORES

### 2018 Elderly Support Importance

		2017	2016	2015	2014	2013	2012
Household user	83↑	87	83	n/a	n/a	n/a	n/a
Personal user	82*↑	88	79	n/a	n/a	n/a	n/a
State-wide	79↑	78	78	79	79	79	80
Metro	79↑	77	78	78	n/a	n/a	n/a
East Ward	78↑	78	n/a	77	79	76	n/a
35-49	78↑	76	77	74	75	79	75
50-64	76	77	77	78	76	76	77
65+	75	76	78	79	77	77	79
Women	75	81	79	79	80	79	80
South Ward	75	78	n/a	72	73	75	n/a
Stonnington	73	77	78	74	76	76	77
Men	71	72	76	69	72	73	73
18-34	69	78	78	71	76	74	77
North Ward	68↓	74	n/a	72	74	78	n/a

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

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

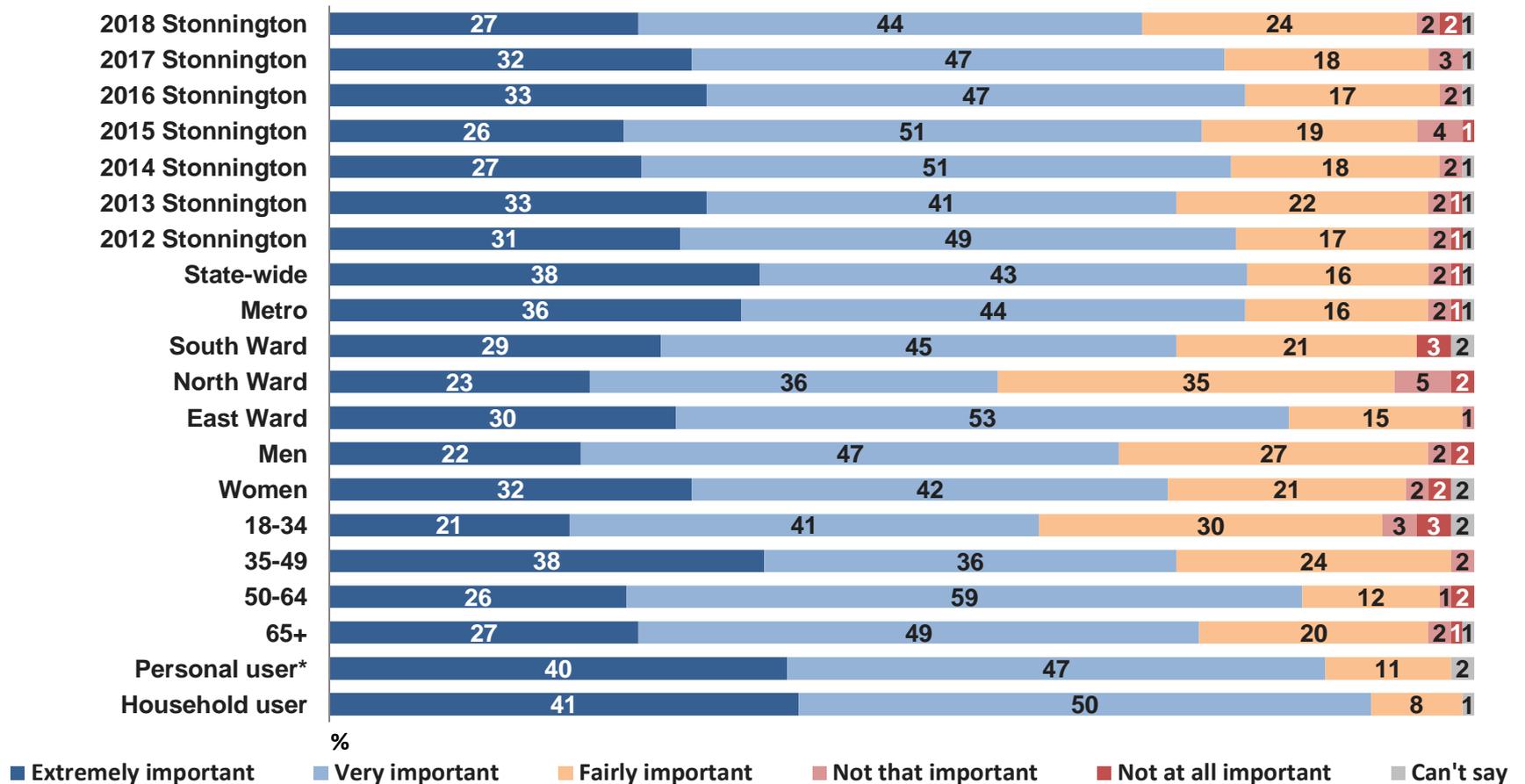
Note: Please see page 6 for explanation about significant differences.

\*Caution: small sample size < n=30

# 2018 ELDERLY SUPPORT SERVICES

## IMPORTANCE DETAILED PERCENTAGES

### 2018 Elderly Support Importance



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

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

\*Caution: small sample size < n=30

# 2018 ELDERLY SUPPORT SERVICES

## PERFORMANCE INDEX SCORES

### 2018 Elderly Support Performance

	2017	2016	2015	2014	2013	2012
Household user	82↑	74	80	n/a	n/a	n/a
Personal user	80*↑	75	87	n/a	n/a	n/a
East Ward	73	75	n/a	73	75	68
35-49	72	70	73	64	69	70
Men	71	67	69	74	71	69
65+	70	70	77	81	78	73
South Ward	70	66	n/a	70	64	68
Stonnington	69	69	72	71	71	68
50-64	68	67	70	68	69	66
State-wide	68	68	68	69	70	69
18-34	67	68	69	69	69	67
Women	67	70	75	67	71	68
Metro	67	67	69	69	n/a	n/a
North Ward	65↓	65	n/a	68	71	70

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

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9

Note: Please see page 6 for explanation about significant differences.

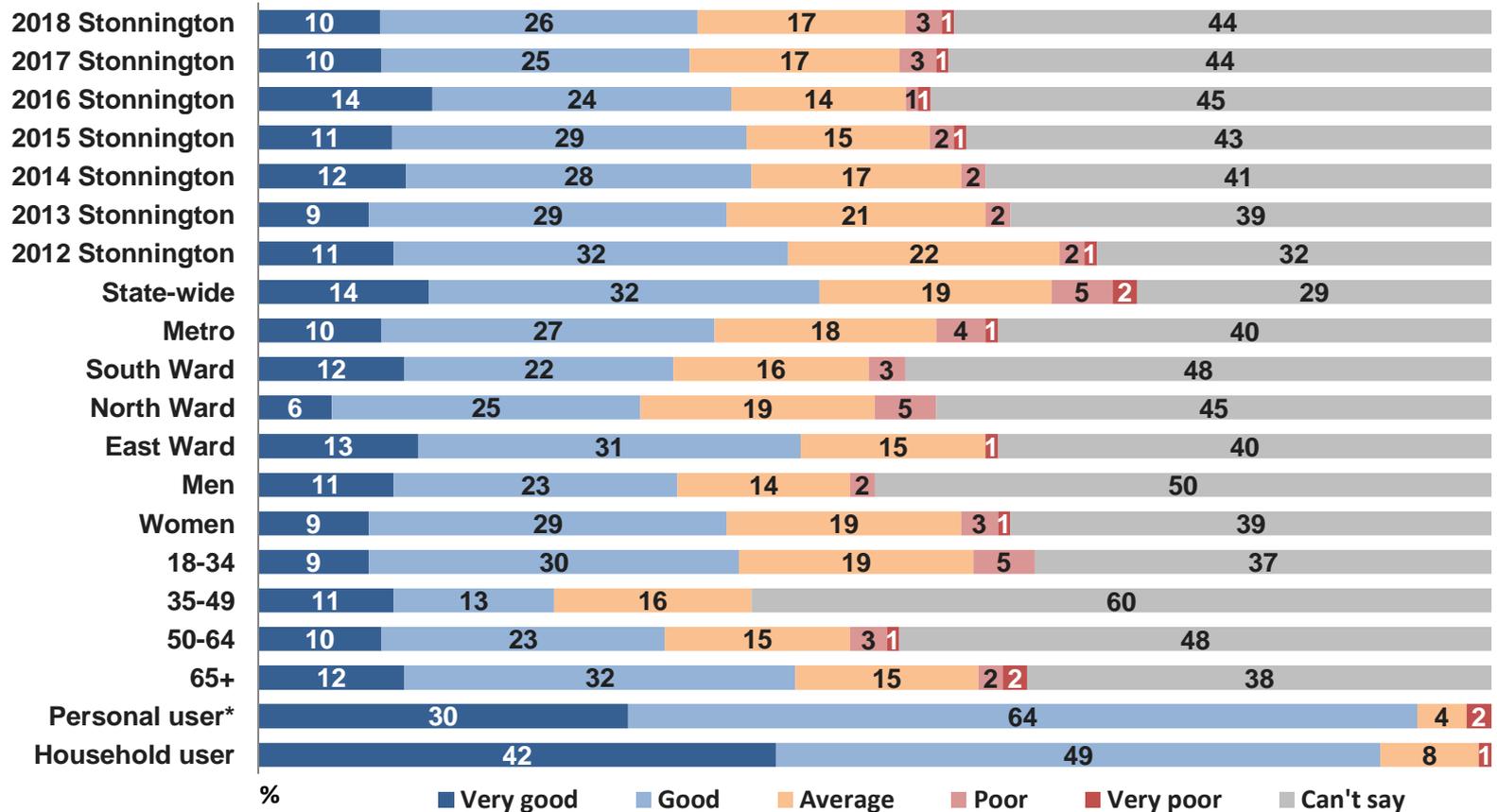
\*Caution: small sample size < n=30

# 2018 ELDERLY SUPPORT SERVICES

## PERFORMANCE DETAILED PERCENTAGES



### 2018 Elderly Support Performance



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

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9

\*Caution: small sample size < n=30

# 2018 DISADVANTAGED SUPPORT SERVICES

## IMPORTANCE INDEX SCORES

### 2018 Disadvantaged Support Importance

		2017	2016	2015	2014	2013	2012
Household user	94*↑	77	80	n/a	n/a	n/a	n/a
Personal user	93*↑	75	80	n/a	n/a	n/a	n/a
Metro	74↑	71	73	74	n/a	n/a	n/a
Women	73↑	74	72	78	78	76	74
State-wide	72↑	71	73	73	72	73	73
18-34	72	70	73	74	77	75	72
East Ward	71	69	n/a	77	74	74	n/a
South Ward	70	72	n/a	71	70	76	n/a
Stonnington	69	69	70	73	73	74	71
65+	68	65	68	74	72	69	71
50-64	67	66	66	72	68	73	68
North Ward	67	65	n/a	69	76	70	n/a
35-49	66	69	69	71	70	74	69
Men	65↓	62	68	68	68	71	67

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

Base: All respondents. Councils asked state-wide: 11 Councils asked group: 6

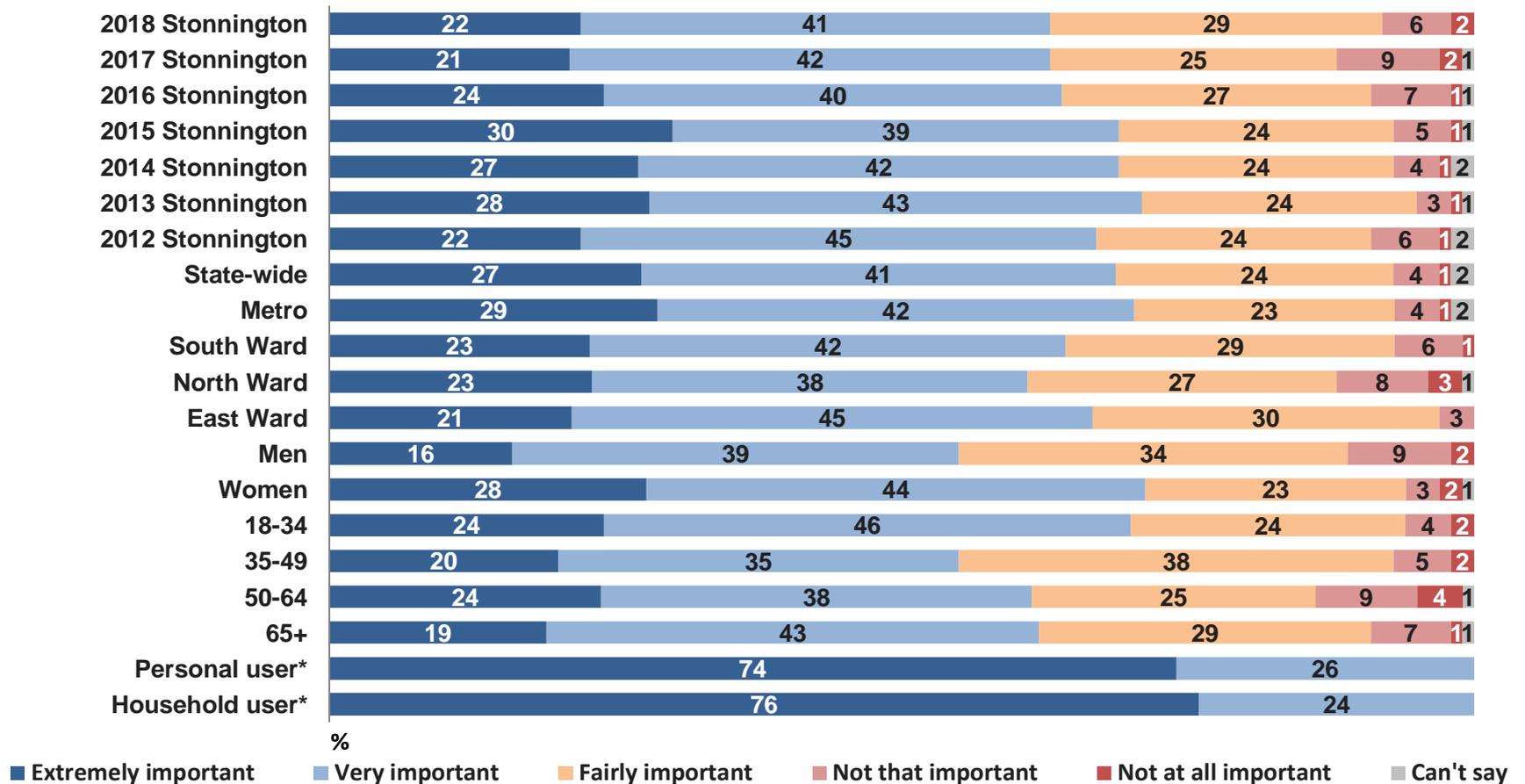
Note: Please see page 6 for explanation about significant differences.

\*Caution: small sample size < n=30

# 2018 DISADVANTAGED SUPPORT SERVICES

## IMPORTANCE DETAILED PERCENTAGES

### 2018 Disadvantaged Support Importance



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

Base: All respondents. Councils asked state-wide: 11 Councils asked group: 6

\*Caution: small sample size < n=30

# 2018 DISADVANTAGED SUPPORT SERVICES

## PERFORMANCE INDEX SCORES

### 2018 Disadvantaged Support Performance

	2017	2016	2015	2014	2013	2012
Personal user	68*	70	68	n/a	n/a	n/a
Household user	66*	72	56	n/a	n/a	n/a
65+	65↑	64	65	68	70	62
Men	64↑	59	59	67	63	65
35-49	62	58	63	66	65	60
East Ward	62	63	n/a	65	63	62
Metro	61	62	62	63	n/a	n/a
State-wide	61	61	61	62	64	62
Stonnington	59	61	62	64	64	62
South Ward	58	59	n/a	66	64	65
50-64	58	61	59	65	63	59
North Ward	57	62	n/a	62	65	58
18-34	55	62	61	62	61	62
Women	54↓	64	65	61	65	59

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

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

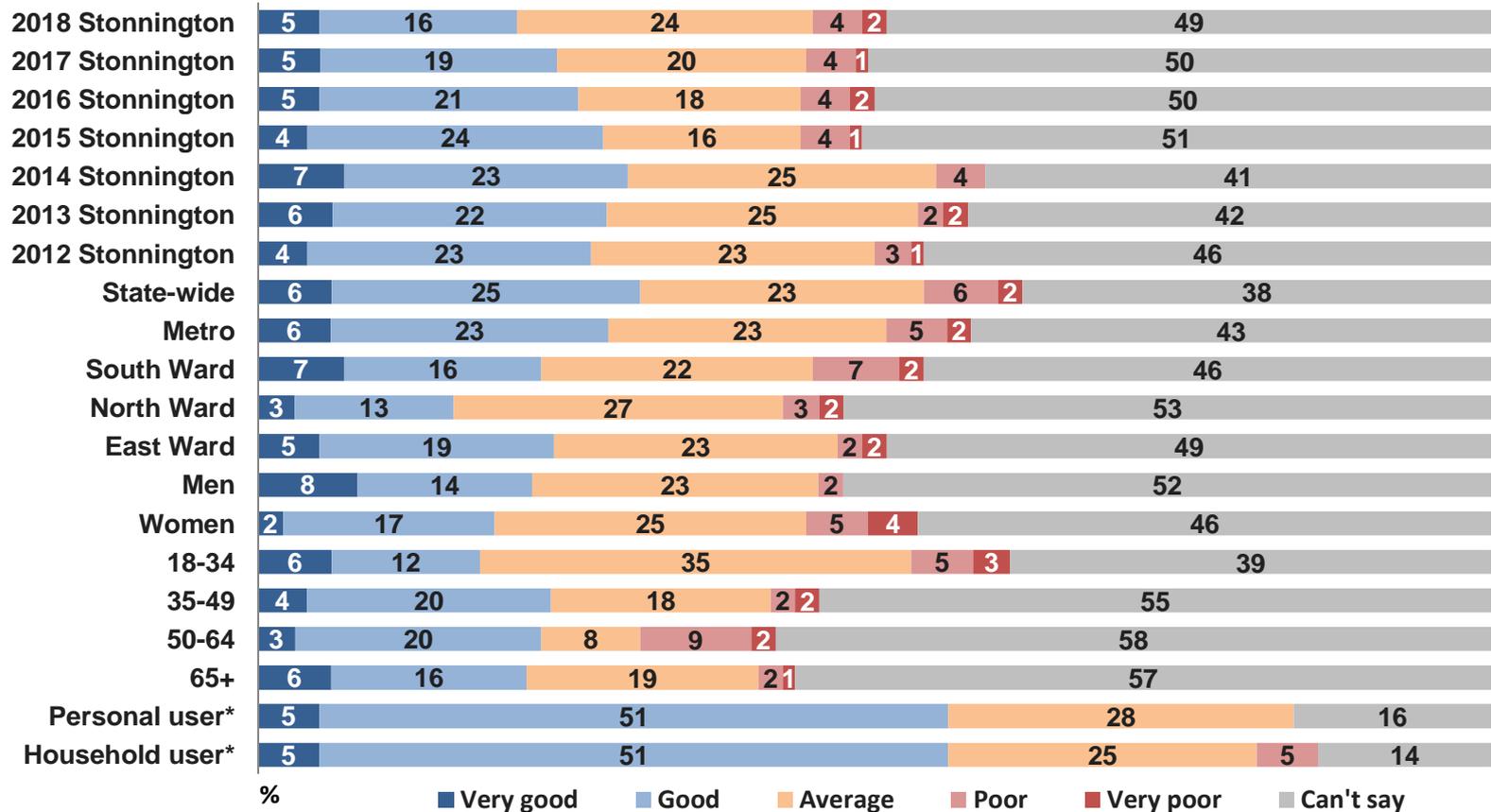
Note: Please see page 6 for explanation about significant differences.

\*Caution: small sample size < n=30

# 2018 DISADVANTAGED SUPPORT SERVICES

## PERFORMANCE DETAILED PERCENTAGES

### 2018 Disadvantaged Support Performance



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

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

\*Caution: small sample size < n=30

# 2018 RECREATIONAL FACILITIES

## IMPORTANCE INDEX SCORES

### 2018 Recreational Facilities Importance

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

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

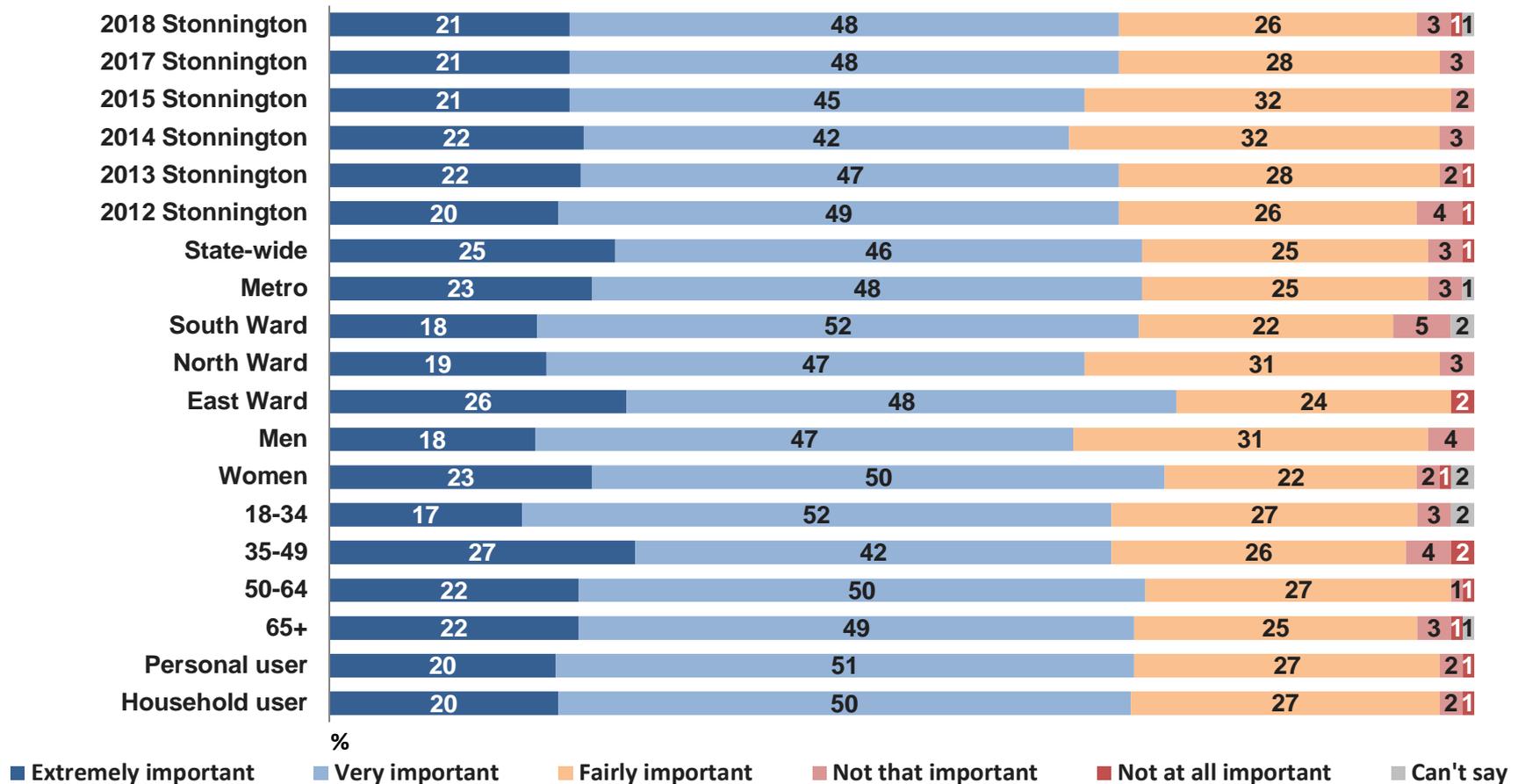
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9

Note: Please see page 6 for explanation about significant differences.

# 2018 RECREATIONAL FACILITIES

## IMPORTANCE DETAILED PERCENTAGES

### 2018 Recreational Facilities Importance



Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9

# 2018 RECREATIONAL FACILITIES

## PERFORMANCE INDEX SCORES

### 2018 Recreational Facilities Performance

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

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

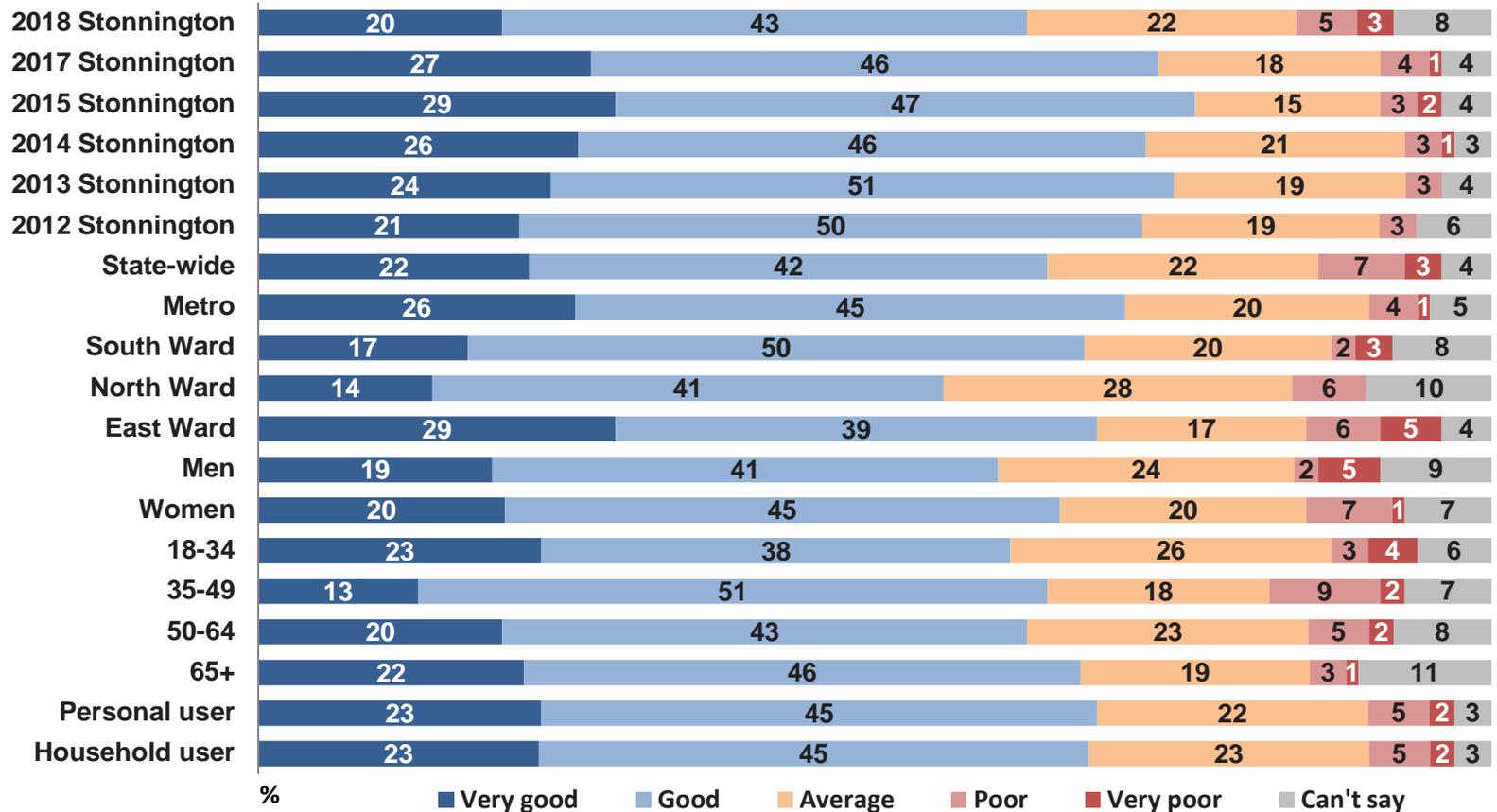
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 10

Note: Please see page 6 for explanation about significant differences.

# 2018 RECREATIONAL FACILITIES

## PERFORMANCE DETAILED PERCENTAGES

### 2018 Recreational Facilities Performance



# 2018 THE APPEARANCE OF PUBLIC AREAS

## IMPORTANCE INDEX SCORES

### 2018 Public Areas Importance

	2017	2016	2015	2014	2013	2012
50-64	77	n/a	77	77	77	76
North Ward	75	n/a	72	72	74	n/a
65+	75	n/a	76	75	75	75
35-49	75	n/a	73	72	81	76
Men	74	n/a	69	70	71	73
State-wide	74	74	73	73	74	73
Metro	74	74	73	n/a	n/a	n/a
Stonnington	73	n/a	71	72	74	75
South Ward	73	n/a	71	73	73	n/a
Household user	73	n/a	n/a	n/a	n/a	n/a
Personal user	73	n/a	n/a	n/a	n/a	n/a
Women	72	n/a	72	73	76	77
East Ward	71	n/a	69	71	74	n/a
18-34	70	n/a	64	68	67	73

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

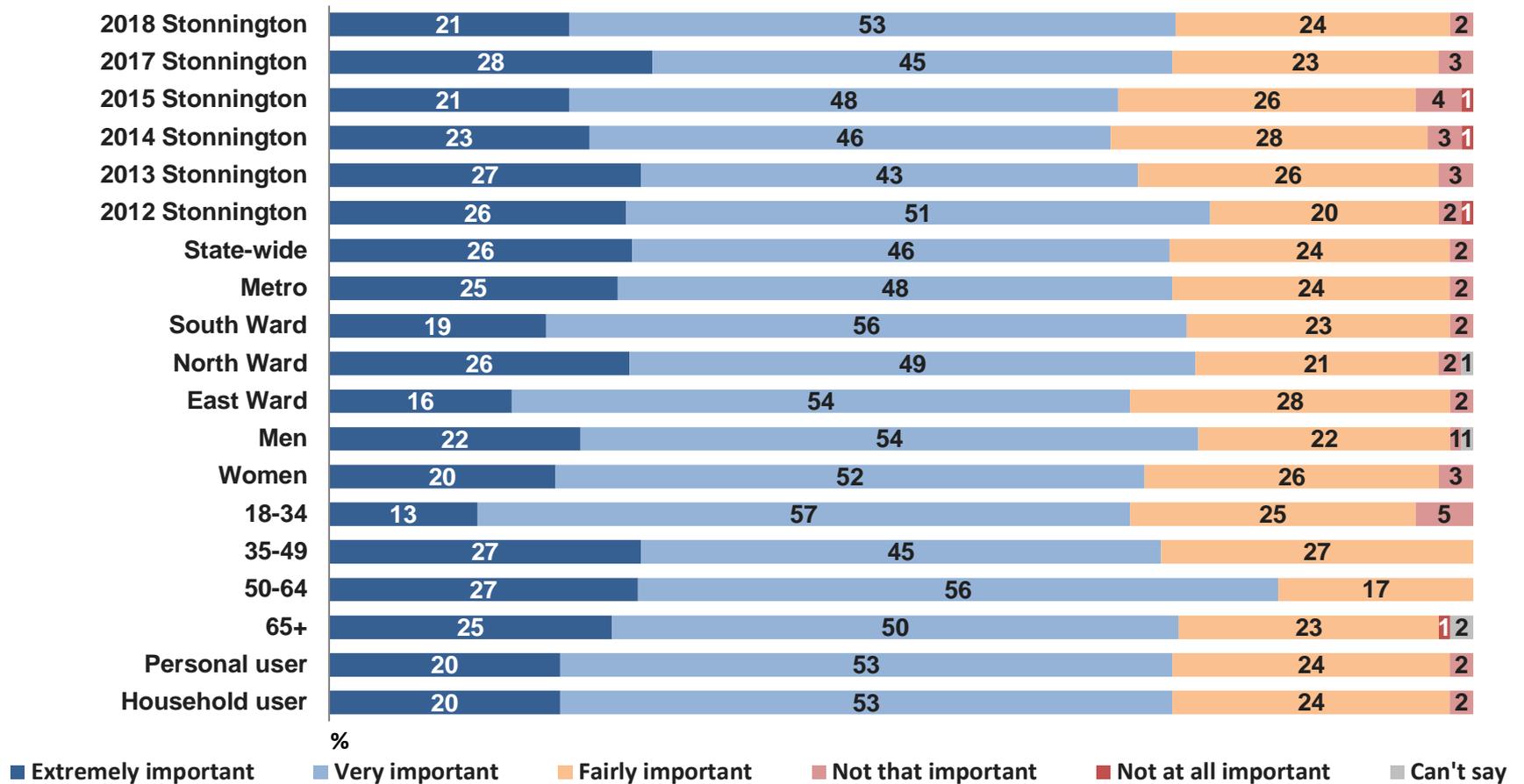
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9

Note: Please see page 6 for explanation about significant differences.

# 2018 THE APPEARANCE OF PUBLIC AREAS

## IMPORTANCE DETAILED PERCENTAGES

### 2018 Public Areas Importance



Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9

# 2018 THE APPEARANCE OF PUBLIC AREAS

## PERFORMANCE INDEX SCORES

### 2018 Public Areas Performance

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

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

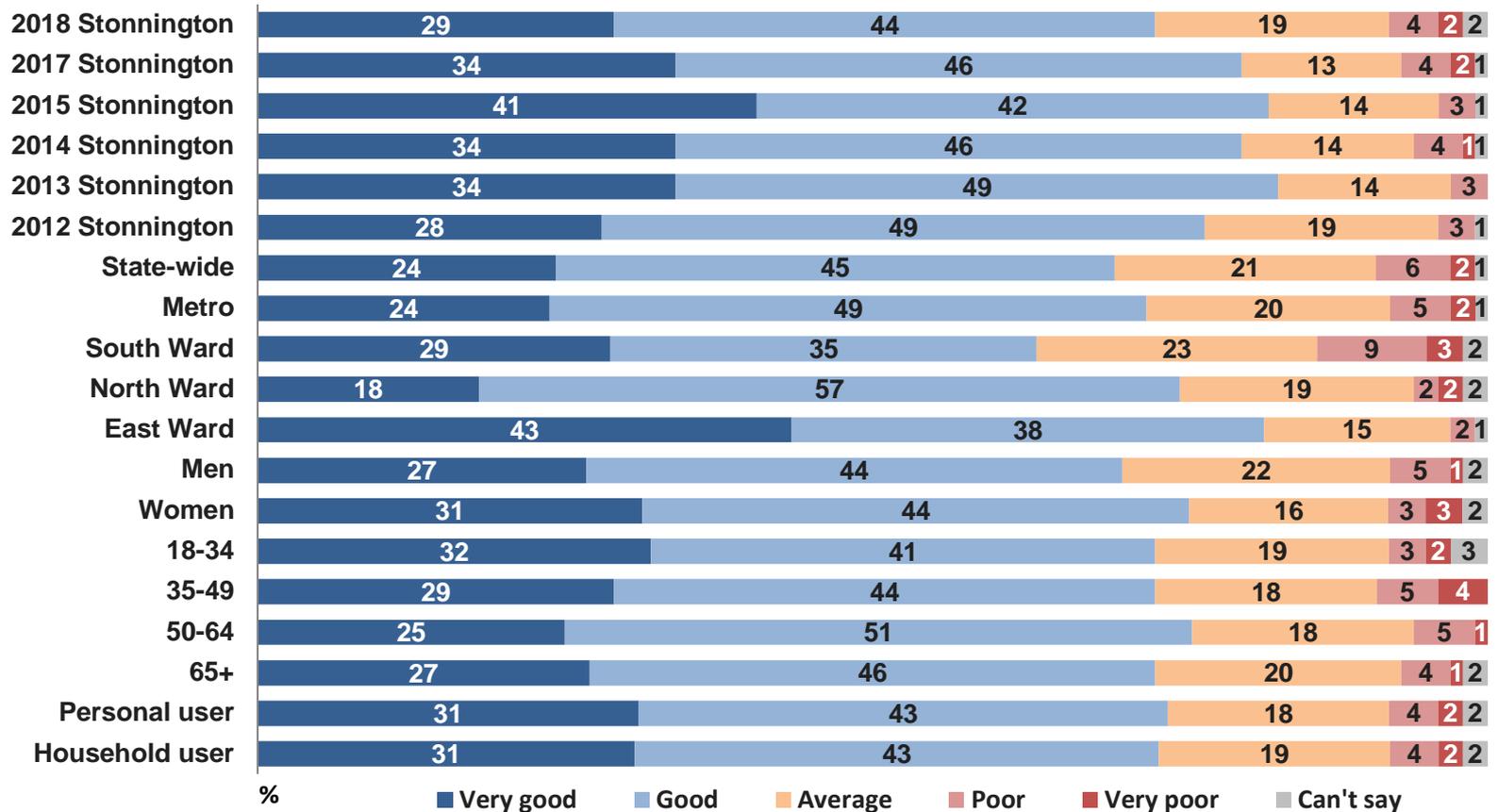
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10

Note: Please see page 6 for explanation about significant differences.

# 2018 THE APPEARANCE OF PUBLIC AREAS

## PERFORMANCE DETAILED PERCENTAGES

### 2018 Public Areas Performance



Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10

# 2018 ART CENTRES AND LIBRARIES

## IMPORTANCE INDEX SCORES

### 2018 Art Centres & Libraries Importance

	2017	2016	2015	2014	2013	2012
65+	75↑	72	69	74	74	73
Personal user	73↑	72	74	n/a	n/a	n/a
Household user	72↑	73	73	n/a	n/a	n/a
50-64	71	70	74	74	70	72
Women	71	72	73	76	74	73
East Ward	69	71	n/a	71	69	74
35-49	69	67	72	72	76	64
South Ward	69	69	n/a	73	70	67
Stonnington	68	68	71	71	70	72
Metro	67	67	68	69	n/a	n/a
North Ward	66	65	n/a	67	72	70
Men	65	64	69	65	66	70
State-wide	65↓	64	66	65	66	66
18-34	63↓	66	70	66	67	68

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

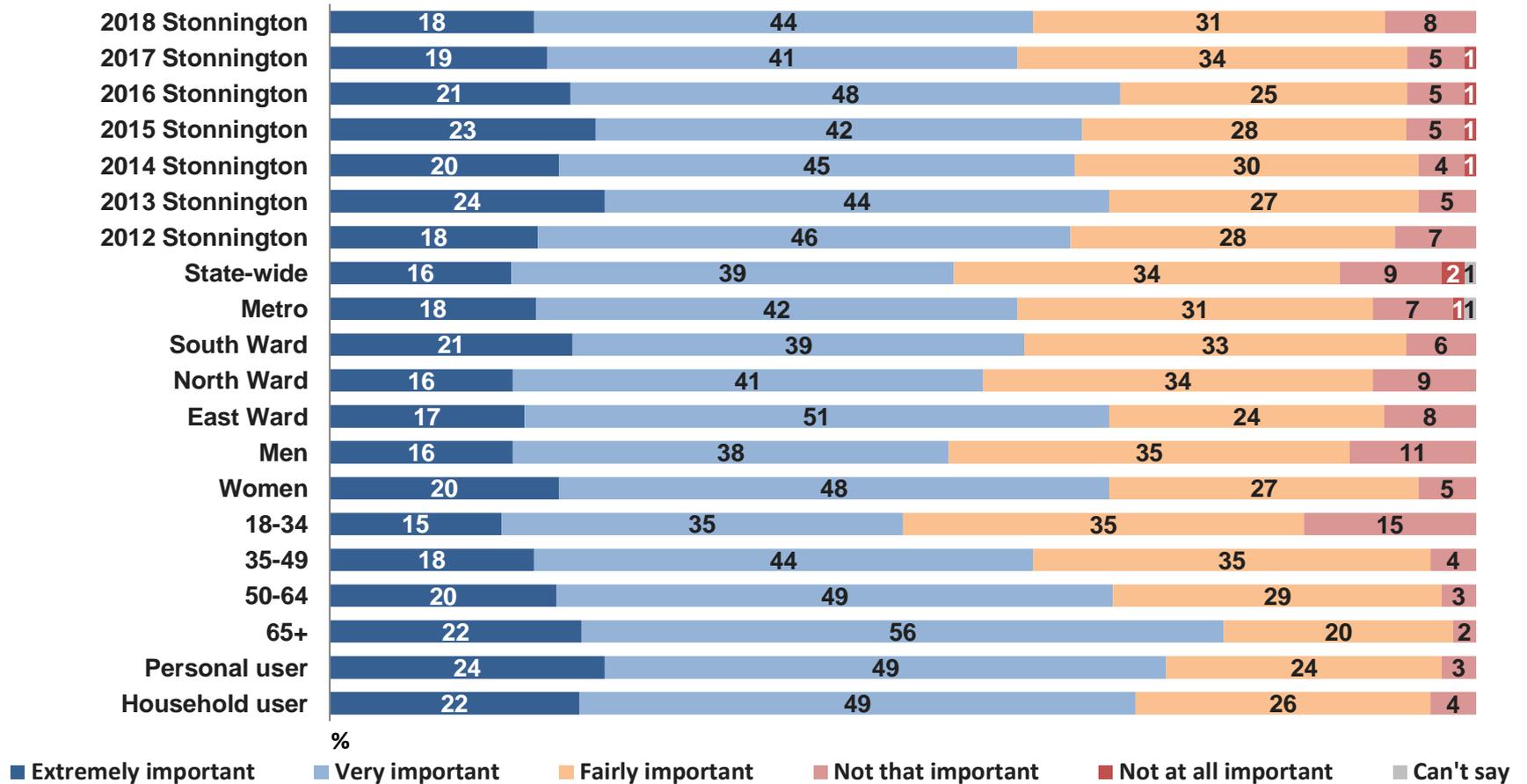
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 8

Note: Please see page 6 for explanation about significant differences.

# 2018 ART CENTRES AND LIBRARIES

## IMPORTANCE DETAILED PERCENTAGES

### 2018 Art Centres & Libraries Importance



Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 8

# 2018 ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES

## 2018 Art Centres & Libraries Performance

	2017	2016	2015	2014	2013	2012
East Ward	81	79	n/a	80	79	79
65+	80	82	80	81	85	79
Household user	80	80	79	n/a	n/a	n/a
Personal user	79	81	81	n/a	n/a	n/a
South Ward	79	79	n/a	79	77	73
Women	79	81	77	80	79	79
18-34	78	76	75	78	77	77
Stonnington	78	78	76	78	78	77
35-49	77	80	74	79	76	76
Men	76	74	75	77	76	75
Metro	75↓	75	74	75	n/a	n/a
50-64	75	76	79	77	73	78
State-wide	74↓	73	72	73	75	73
North Ward	74↓	76	n/a	74	76	78

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

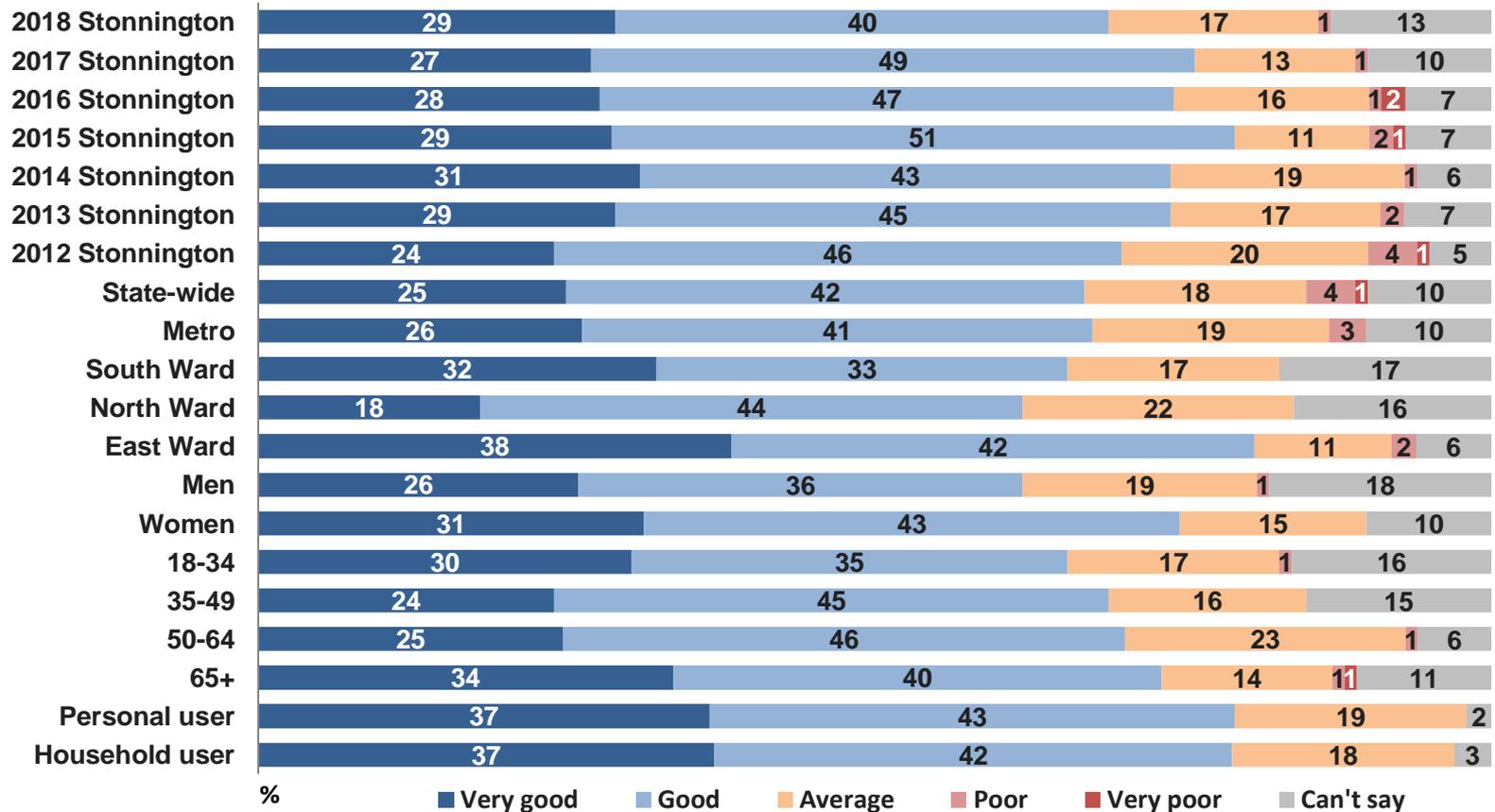
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

Note: Please see page 6 for explanation about significant differences.

# 2018 ART CENTRES AND LIBRARIES

## PERFORMANCE DETAILED PERCENTAGES

### 2018 Art Centres & Libraries Performance



# 2018 COMMUNITY AND CULTURAL ACTIVITIES

## IMPORTANCE INDEX SCORES

### 2018 Community Activities Importance

		2017	2016	2015	2014	2013	2012
Household user	66↑	67	68	n/a	n/a	n/a	n/a
Personal user	66↑	67	67	n/a	n/a	n/a	n/a
Women	64	65	70	63	64	62	64
East Ward	64	65	n/a	60	60	59	n/a
50-64	61	61	64	60	61	61	62
18-34	61	66	67	57	59	58	61
35-49	61	65	66	61	62	66	54
Stonnington	61	64	65	59	60	61	60
Metro	61	61	62	62	n/a	n/a	n/a
State-wide	61	61	62	62	62	62	62
65+	61	60	61	61	61	61	61
North Ward	60	58	n/a	56	59	63	n/a
South Ward	60	67	n/a	60	62	64	n/a
Men	58	63	61	54	56	59	55

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

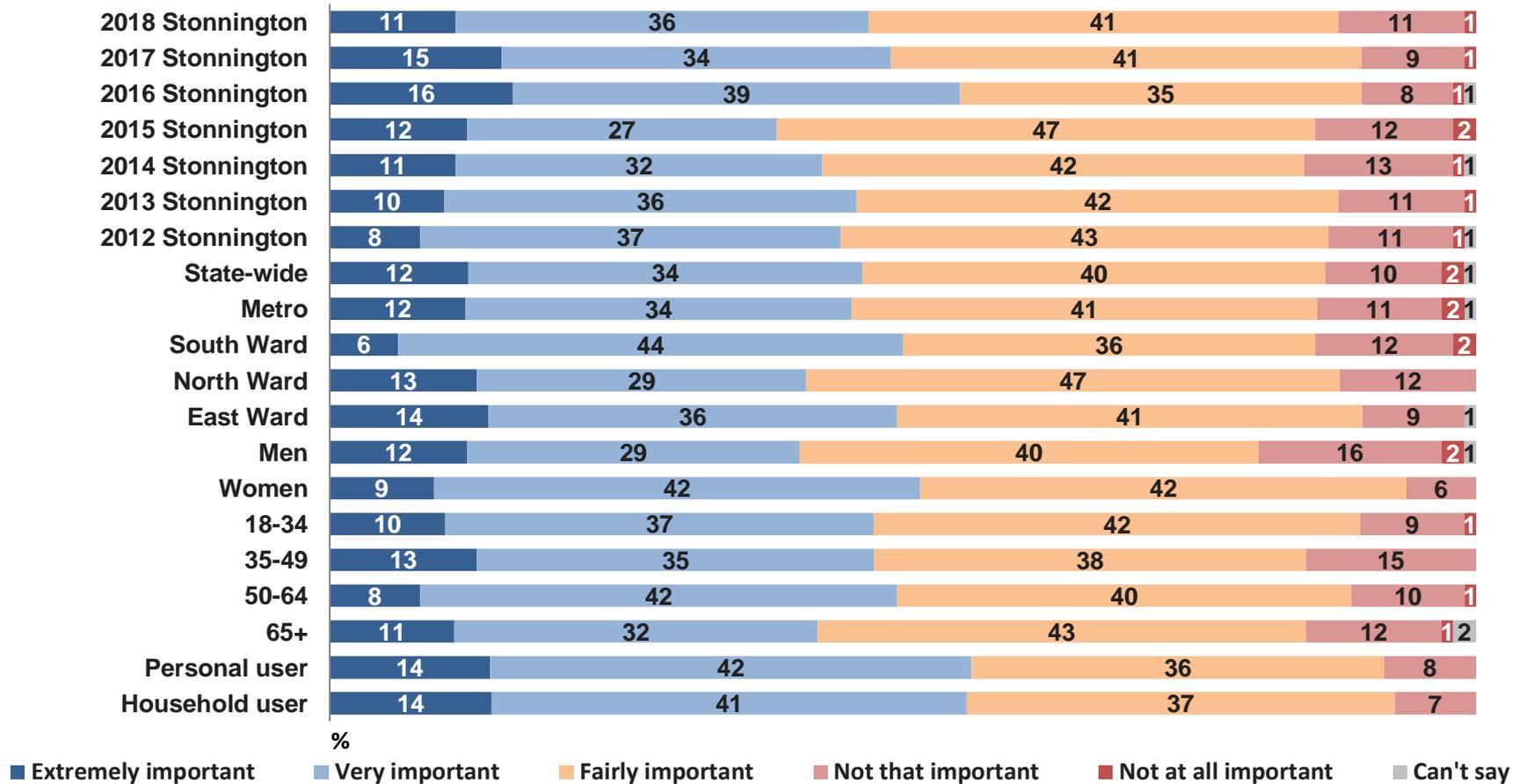
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8

Note: Please see page 6 for explanation about significant differences.

# 2018 COMMUNITY AND CULTURAL ACTIVITIES

## IMPORTANCE DETAILED PERCENTAGES

### 2018 Community Activities Importance



Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8

# 2018 COMMUNITY AND CULTURAL ACTIVITIES

## PERFORMANCE INDEX SCORES

### 2018 Community Activities Performance

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

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

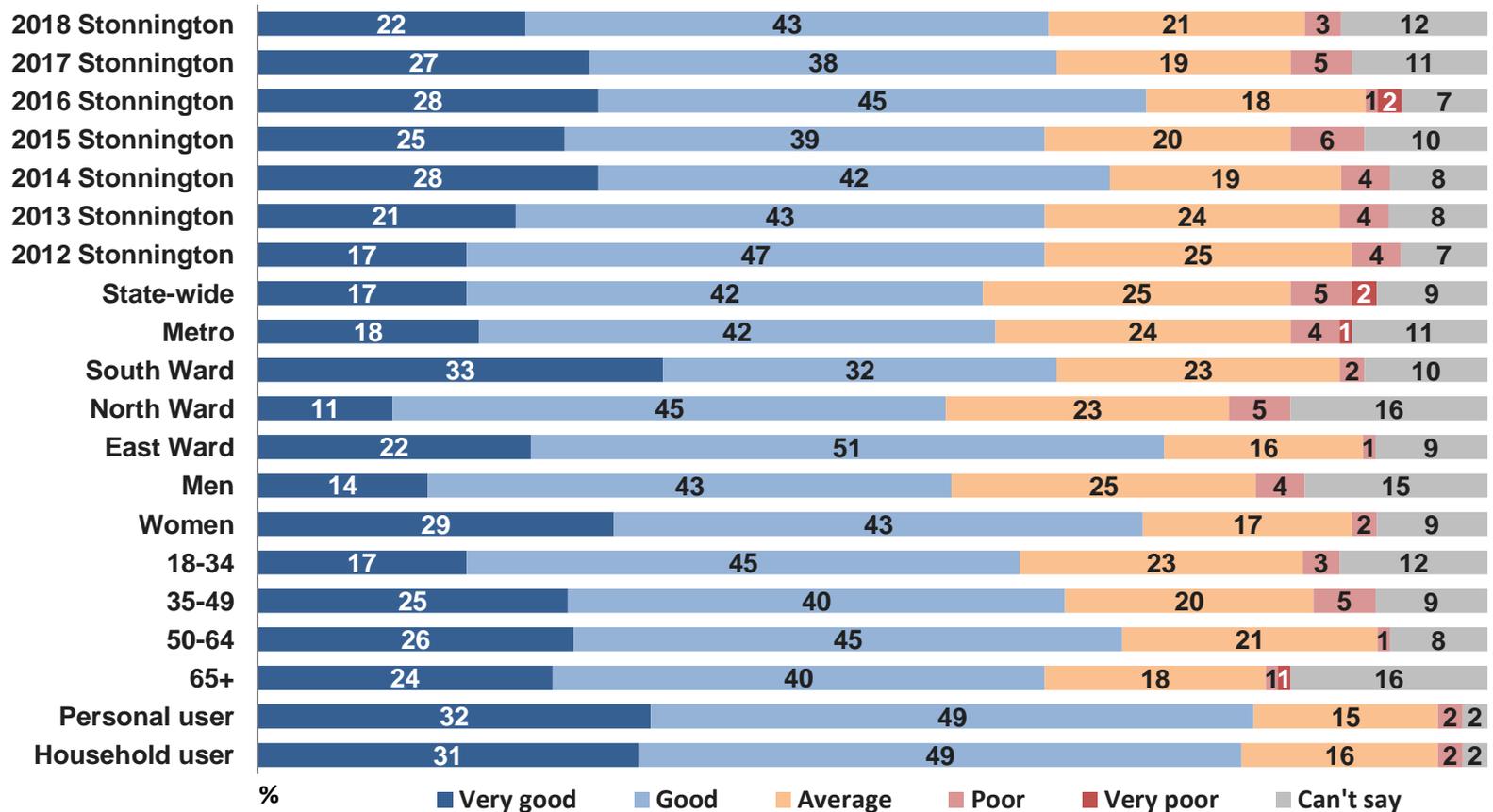
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

Note: Please see page 6 for explanation about significant differences.

# 2018 COMMUNITY AND CULTURAL ACTIVITIES

## PERFORMANCE DETAILED PERCENTAGES

### 2018 Community Activities Performance



# 2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES



## 2018 Business/Development/Tourism Importance

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

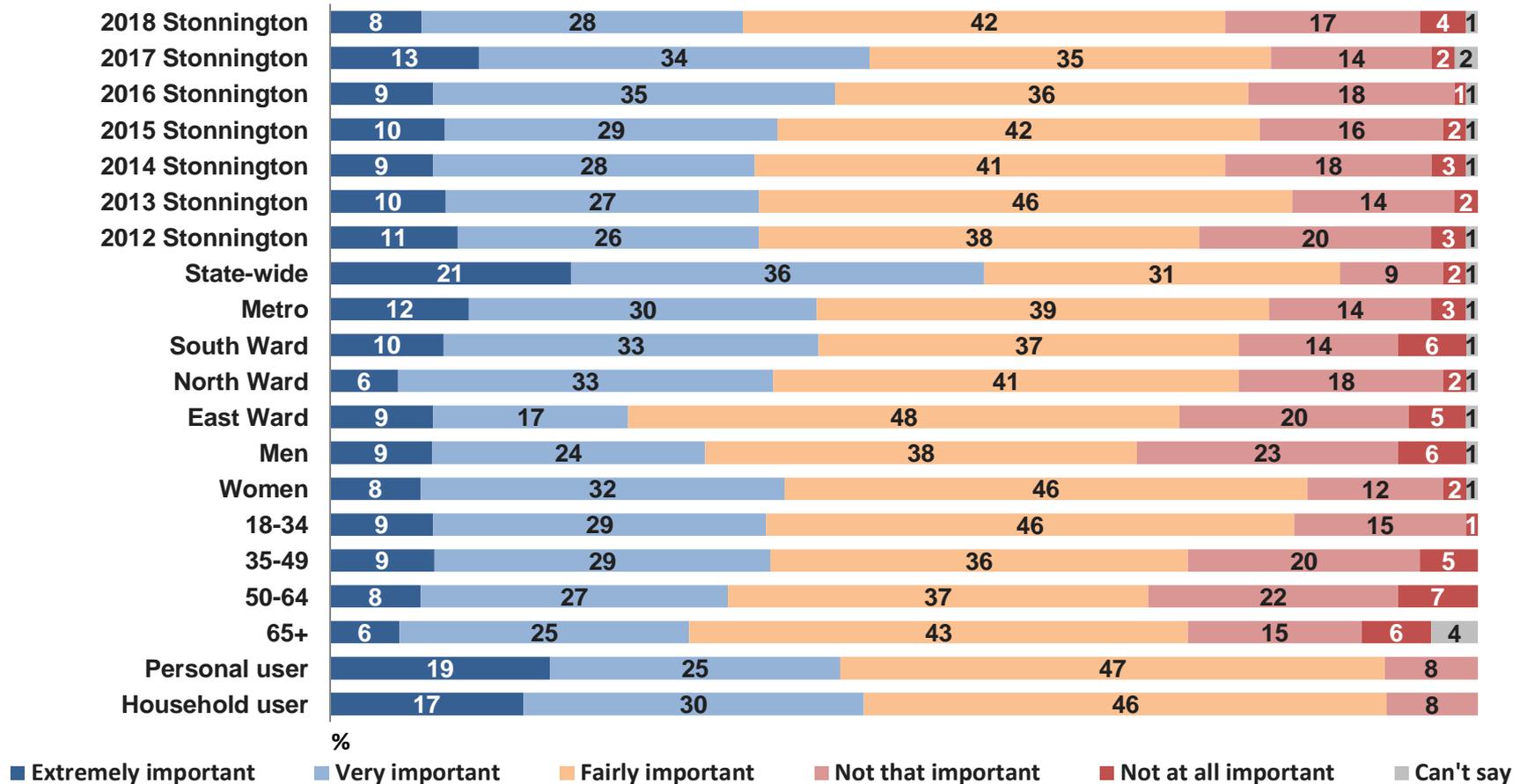
Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 18 Councils asked group: 6

Note: Please see page 6 for explanation about significant differences.

# 2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

## 2018 Business/Development/Tourism Importance



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

Base: All respondents. Councils asked state-wide: 18 Councils asked group: 6

# 2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES

## 2018 Business/Development/Tourism Performance

		2017	2016	2015	2014	2013	2012
Household user	72↑	64	69	n/a	n/a	n/a	n/a
Personal user	72↑	63	69	n/a	n/a	n/a	n/a
South Ward	67	65	n/a	62	69	63	n/a
18-34	63	69	64	64	65	63	59
Men	63	62	61	57	60	62	56
50-64	63	58	60	61	58	60	57
Stonnington	63	64	63	62	63	62	58
35-49	62	58	63	59	61	63	58
Women	62	66	65	67	67	62	61
East Ward	62	64	n/a	62	61	62	n/a
65+	61	60	64	63	65	59	59
State-wide	60↓	61	60	61	62	62	62
Metro	60↓	60	62	62	n/a	n/a	n/a
North Ward	59	62	n/a	62	61	62	n/a

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

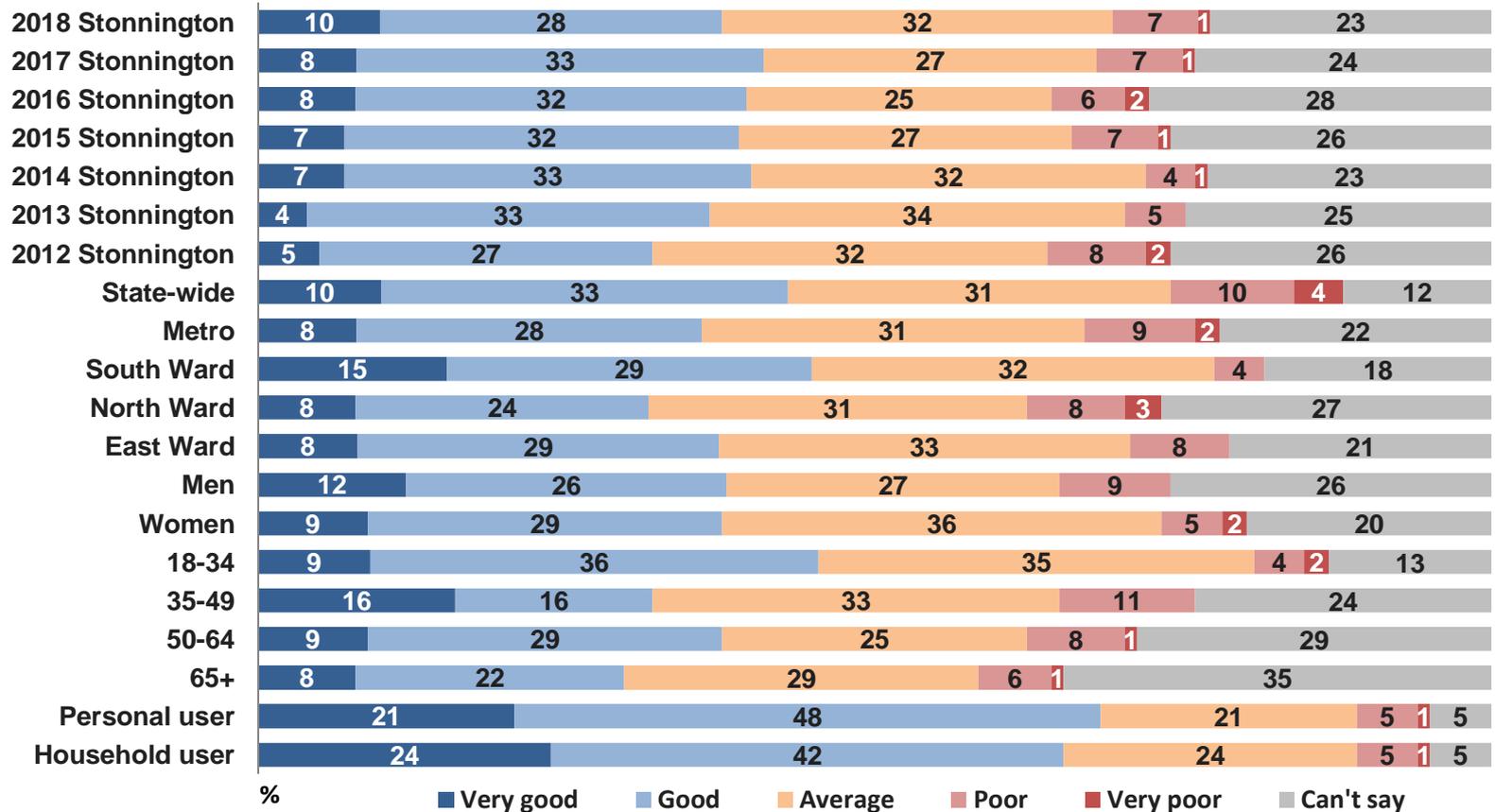
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

Note: Please see page 6 for explanation about significant differences.

# 2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES



## 2018 Business/Development/Tourism Performance



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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

# 2018 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX SCORES



## 2018 Environmental Sustainability Importance

	2017	2016	2015	2014	2013	2012
18-34	75	73	74	75	73	71
Personal user	81	75	n/a	n/a	n/a	n/a
Household user	80	75	n/a	n/a	n/a	n/a
Women	75	75	77	74	75	74
Metro	73	74	74	n/a	n/a	n/a
East Ward	73	n/a	71	72	71	n/a
State-wide	72	73	73	73	72	71
Stonnington	72	71	72	72	71	68
North Ward	70	n/a	68	76	67	n/a
South Ward	74	n/a	76	68	75	n/a
50-64	67	71	72	68	71	70
65+	68	71	71	71	72	70
Men	69	67	66	68	67	62
35-49	74	66	67	68	68	62

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

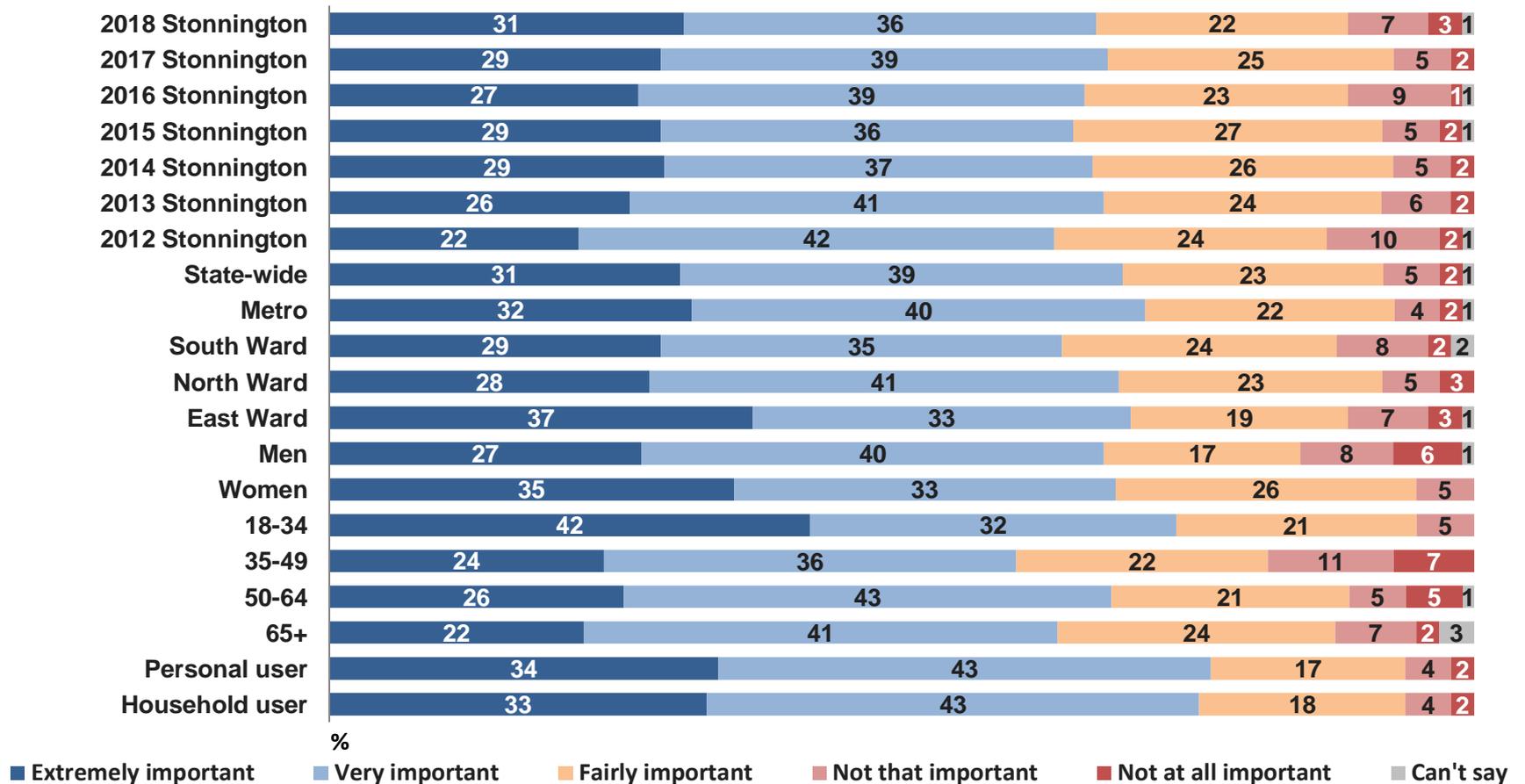
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 9

Note: Please see page 6 for explanation about significant differences.

# 2018 ENVIRONMENTAL SUSTAINABILITY

## IMPORTANCE DETAILED PERCENTAGES

### 2018 Environmental Sustainability Importance



Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 9

# 2018 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES



## 2018 Environmental Sustainability Performance

		2017	2016	2015	2014	2013	2012
East Ward	66	64	n/a	64	65	68	n/a
50-64	66	58	63	62	60	65	63
Metro	64↑	64	64	65	n/a	n/a	n/a
South Ward	63	64	n/a	65	63	62	n/a
65+	63	66	66	65	70	63	63
State-wide	63	64	63	64	64	64	64
Women	63	63	64	63	62	66	63
Household user	62	67	69	n/a	n/a	n/a	n/a
Personal user	62	68	68	n/a	n/a	n/a	n/a
Stonnington	61	63	65	63	64	65	62
35-49	60	61	67	65	67	61	59
18-34	60	64	64	61	60	67	63
Men	60	63	66	63	65	64	61
North Ward	57	60	n/a	59	63	61	n/a

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

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10

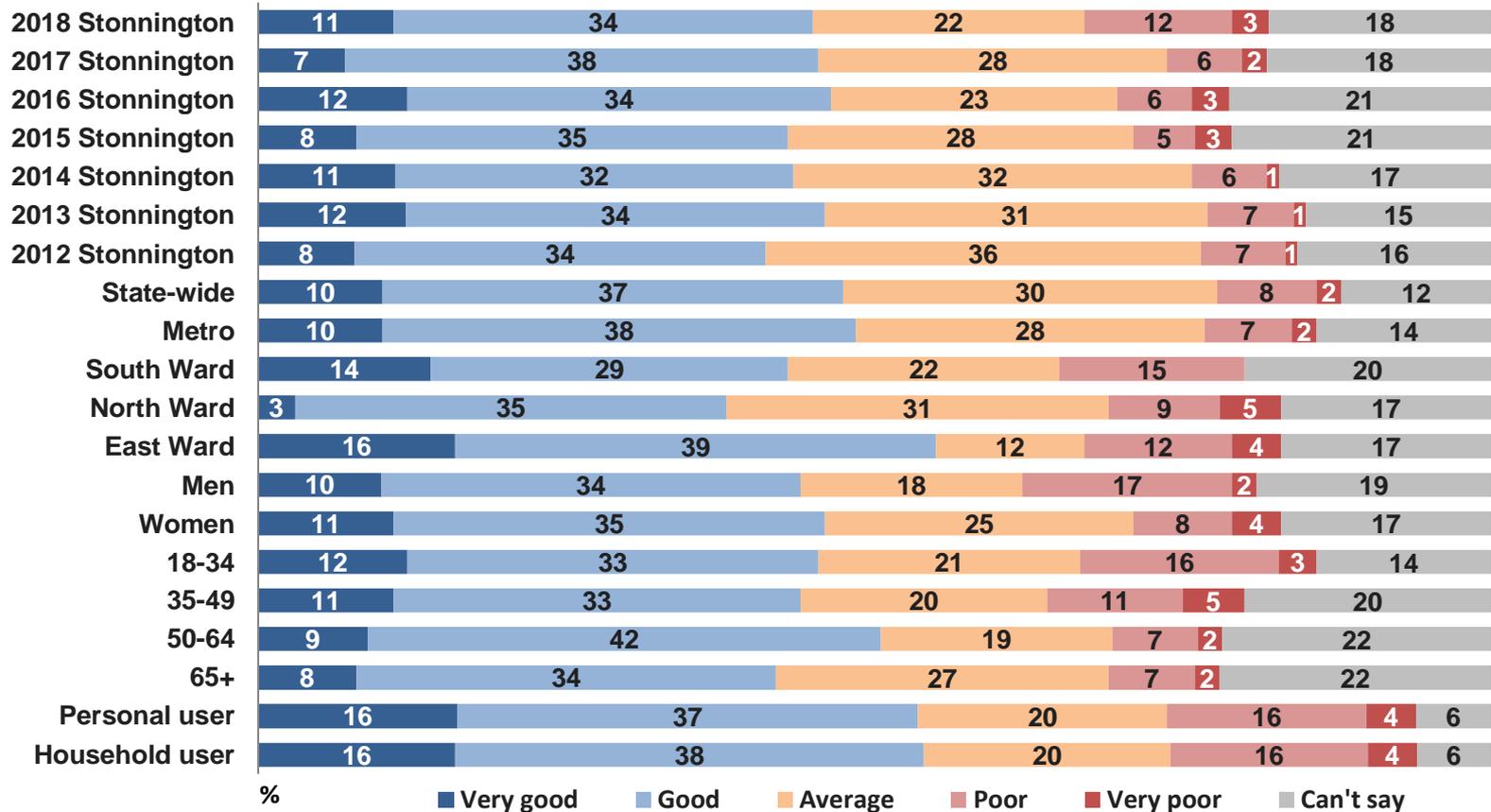
Note: Please see page 6 for explanation about significant differences.

# 2018 ENVIRONMENTAL SUSTAINABILITY

## PERFORMANCE DETAILED PERCENTAGES



### 2018 Environmental Sustainability Performance

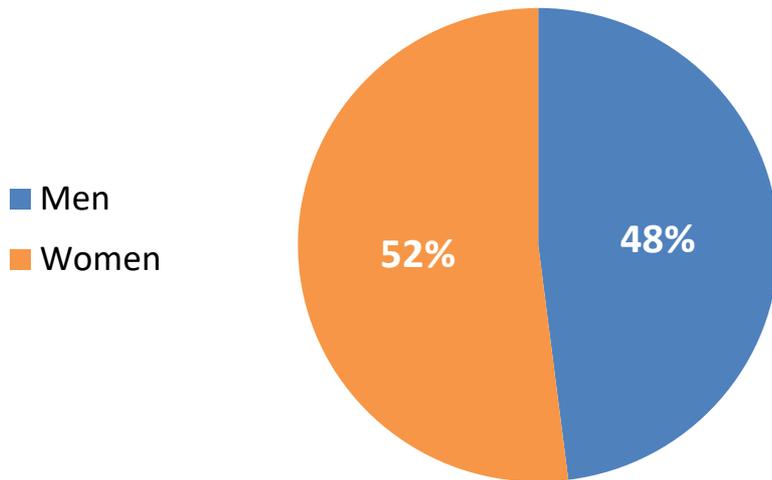




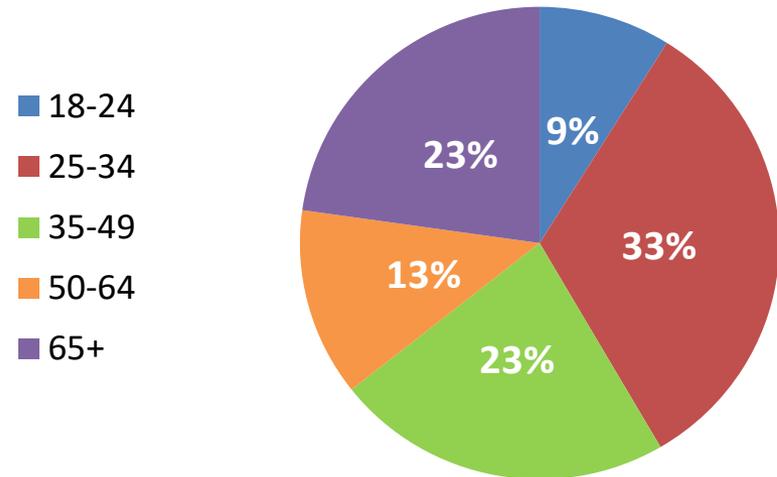
# DETAILED DEMOGRAPHICS

# 2018 GENDER AND AGE PROFILE

### Gender



### Age



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

A satellite-style map of the United States with a glowing, interconnected network of lines and nodes overlaid on the landmass, suggesting a data network or survey routes. The map is dark, with the network lines in a bright, golden-yellow color.

**APPENDIX A:  
DETAILED SURVEY TABULATIONS  
AVAILABLE IN SUPPLIED EXCEL FILE**



**APPENDIX B:  
FURTHER PROJECT INFORMATION**

# APPENDIX B:

## BACKGROUND AND OBJECTIVES

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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 2012-2018 have been made throughout this report as appropriate.**

# APPENDIX B:

## MARGINS OF ERROR

The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Stonnington City Council was 403. 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 403 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 95,000 people aged 18 years or over for Stonnington City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Stonnington City Council	403	400	+/-4.9
Men	191	191	+/-7.1
Women	212	209	+/-6.7
South Ward	128	131	+/-8.7
North Ward	140	144	+/-8.3
East Ward	135	125	+/-8.5
18-34 years	66	167	+/-12.2
35-49 years	55	92	+/-13.3
50-64 years	101	50	+/-9.8
65+ years	181	90	+/-7.3

# 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 2018, 64 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 2012-2018 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 2018 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

## 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.

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%	--	<b>INDEX SCORE 60</b>

# APPENDIX B: ANALYSIS AND REPORTING

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

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

# APPENDIX B:

## INDEX SCORE IMPLICATIONS

Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing <b>very well</b> in this service area	This service area is seen to be <b>extremely important</b>
60 – 75	Council is performing <b>well</b> in this service area, but there is room for improvement	This service area is seen to be <b>very important</b>
50 – 60	Council is performing <b>satisfactorily</b> in this service area but needs to improve	This service area is seen to be <b>fairly important</b>
40 – 50	Council is performing <b>poorly</b> in this service area	This service area is seen to be <b>somewhat important</b>
0 – 40	Council is performing <b>very poorly</b> in this service area	This service area is seen to be <b>not that important</b>

# APPENDIX B:

## INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

# APPENDIX B:

## ANALYSIS AND REPORTING

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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 2018 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 2018 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 2018 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

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

**CSS:** 2018 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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