

A satellite night view of Australia, showing the continent's outline and the glowing lights of major cities and towns. The background is dark, with the lights creating a network of bright spots and lines across the landmass.

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

2017 RESEARCH REPORT

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



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BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2017 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 10% mobile phone numbers to cater to the diversity of residents within Stonnington City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Stonnington City Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2017.

The 2017 results are compared with previous years, as detailed below:

- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=401 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

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

SURVEY METHODOLOGY AND SAMPLING

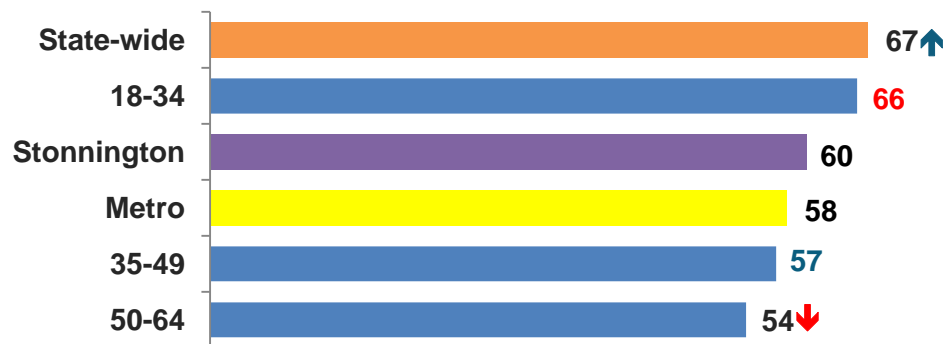
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in 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 2016. 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 2016.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2016.

Overall Performance – Index Scores (example extract only)



FURTHER INFORMATION

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

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

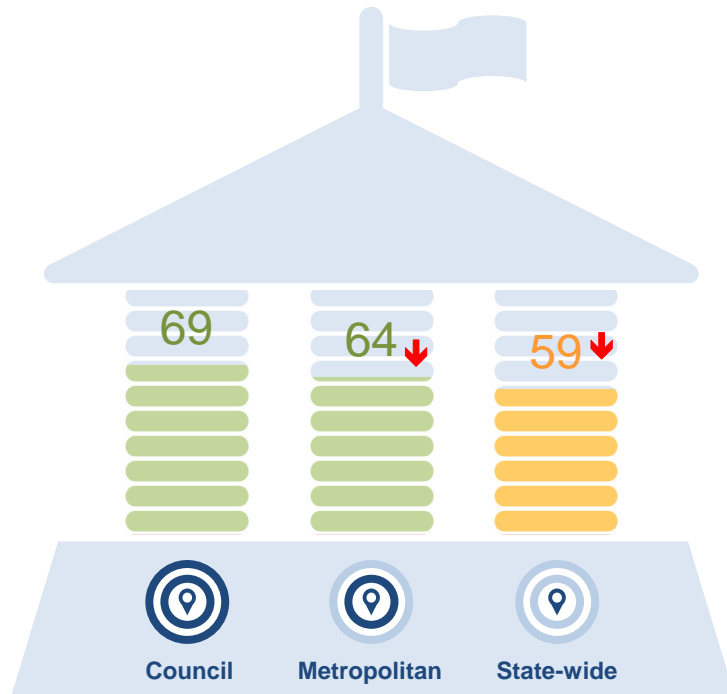
Contacts

For further queries about the conduct and reporting of the 2017 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

A satellite-style map of the United States is shown, with a dark, semi-transparent overlay across the center. The text "KEY FINDINGS & RECOMMENDATIONS" is written in large, white, bold, sans-serif capital letters across the middle of the map.

KEY FINDINGS & RECOMMENDATIONS

STONNINGTON CITY COUNCIL



OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

TOP PERFORMING AREAS



BOTTOM 3 PERFORMING AREAS



OVERALL PERFORMANCE

The **overall performance index score of 69** for Stonnington City Council is in line with the 2016 result. While there has been no decline in the overall performance rating in the past 12 months, this area had experienced small, but gradual declines since between 2014 to 2016. The current result has stabilised the downward trend.

- Stonnington City Council's overall performance is rated statistically ***significantly higher*** (at the 95% confidence interval) **than the average rating for councils State-wide and in the Metropolitan group** (index scores of 59 and 64 respectively).
- **Residents aged 18 to 34 years** (index score of 74) **are *significantly more favourable*** in their view of Council's overall performance than residents overall.
- Of note, residents aged 65+ years dropped four index points to an overall performance score of 66. Whilst this decline is not significant, this marks the third year in a row that ratings have dropped amongst this cohort (from a high of 78 index points in 2014). Council should monitor this moving forward.

More residents rate Stonnington City Council's overall performance as 'very good' (18%) than 'very poor' (1%). Half (49%) rate Council's overall performance as 'good', while a further 25% sit mid-scale providing an 'average' rating. Another 6% rate Council's performance as 'poor'.

OVERVIEW OF CORE PERFORMANCE MEASURES

Review of the core performance measures (as shown on page 19) shows that Stonnington City Council's **performance was largely stable, moving one or two index points in either direction**, compared to Council's own results in 2016. Although there were no significant changes in 2017, the results are generally *significantly higher* than the State-wide council averages and slightly higher than or equal to the Metropolitan group averages.

- Council's ratings are *significantly higher* than the State-wide result on the measures of **consultation and engagement, lobbying, community decisions and sealed local roads**.
- In terms of trends over time, **consultation and engagement** (index score of 58), **sealed local roads** (index score of 66) and **customer service** (index score of 72) ratings have been steadily and gradually declining since 2014. Ratings on each of these measures are at their lowest levels to date.

Among the core performance measures, there is are some **notable difference across demographic cohorts** within Stonnington City Council.

- Overall Council direction (index score of 54) is rated *significantly lower* among residents aged 35 to 49 years (49).
- Making community decisions (index score of 60) is rated *significantly higher* among residents aged 18 to 34 years (65).
- Lobbying (index score of 58) is rated *significantly higher* among residents aged 18 to 34 years (63) and *significantly lower* among residents aged 50 to 64 years (50).

In the area of **customer service** (index score of 72), Stonnington City Council is **similar** to the State-wide council and Metropolitan group averages (index scores of 69 and 71 respectively). This is also Stonnington City Council's highest rated core performance measure.

Two-thirds (66%) of Stonnington City Council residents have had recent contact with Council.

This level of contact has been relatively consistent over time.

- Those aged 50 to 64 years are *significantly more likely* to have contacted Council (82%), while those aged 18 to 34 years (56%) are *significantly less likely* to have done so.

The main method of contacting Council is by telephone and in person (28% and 25% respectively), followed closely by email (21%) and in writing (20%).

- Positively for Council, as the most utilised method of contact, in person interactions with Council are also the most satisfactory in terms of customer service (performance index score of 79 among those who have recently contact council in person).

Stonnington City Council's customer service index of 72 is a positive result for Council.

Customer service ratings have declined however from a peak rating of 77 in 2014. As mentioned previously, the 2017 result is the lowest rating Stonnington City Council has experienced in this service area to date.

- A third (33%) rate Council's customer service as 'very good', with a further 32% rating customer service as 'good'.

There are no significant differences in customer service ratings across demographic and geographic sub-groups, meaning there is no particular cohort that Council should focus its attention on. Rather, Council should aim to improve customer service across all groups.

AREAS WHERE COUNCIL IS PERFORMING WELL

Art centres and libraries is the area where Stonnington City Council has **performed most strongly** (index score of 78). Council's rating in this area *significantly exceeds* the average ratings for the Metropolitan group and councils State-wide (index scores of 75 and 73 respectively).

- Art centres and libraries, however, are considered of lesser importance than other service areas, ranking third to last in terms of importance (importance index score of 68).
- However, more than half (59%) of Stonnington City Council residents personally use this service. Amongst the personal user sub-group, the performance index score (81) is *significantly higher* than the average for Council overall. This is a positive result.

Another area where Stonnington City Council is well regarded is the appearance of public areas. With a performance index score of 77, this service area is rated second highest.

- As with art centres and libraries, Council's rating in this area *significantly exceeds* the average ratings for the Metropolitan group and councils State-wide (72 and 71 respectively).
- **The appearance of public areas** is Council's second highest rated service area in terms of importance (importance index score of 75). Nearly all residents (90%) claim to personally use or experience this service area.
- Indeed, 24% of residents mention parks and gardens and 13% mention public areas as some of the best things about living in the council area.

Recreational facilities and **community and cultural activities** (performance index score of 74 each) are additional areas where Council is rated more highly compared to other service areas. Recreational facilities (8%), cultural activities (7%), and community/public events (7%) are also among the most frequently mentioned positive aspects of the Council.

AREAS IN NEED OF ATTENTION

The areas that stand out as being most in need of Council attention are **lobbying** and **consultation and engagement**. With performance index scores of 58 each, these are Council's lowest rated areas. Ratings, however, are still in line with Metropolitan group averages (index scores of 56 and 57 respectively) and *significantly higher* than State-wide council averages (index scores of 54 and 55 respectively) on these measures.

- Feedback from residents on what they consider Council most needs to do to improve its performance in the next 12 months support this finding, with **communication** mentioned by 9% of residents and **community consultation** by 7%.
- Ratings for consultation and engagement are largely **consistent across geographic and demographic sub-groups**, with no significant differences evident compared to Council's average rating.
- However, in the area of lobbying, residents aged 50 to 64 years old (index score of 50) are particularly critical in this area, rating Council's performance *significantly lower* than the council average. By contrast, residents aged 18 to 34 years (index score of 63) are *significantly more* favourable of Council in this area.

Making community decisions is the next lowest rated service area (index score of 60). Performance ratings for this service area have not changed significantly over time.

- Residents aged 18 to 34 years provide *significantly higher* ratings (index score of 64) than average.
- As with the previous two service areas discussed, Council's performance in the area of making community decisions is on par with Metropolitan group averages (index score of 58) and *significantly higher* than State-wide averages (index score of 54).

FOCUS AREAS FOR COMING 12 MONTHS

For the coming 12 months, Stonnington City Council should pay particular attention to the areas where performance ratings are lower than what Council has previously achieved, to ensure that perceptions do not further decline. This makes the areas of **consultation and engagement, lobbying, disadvantaged support services, sealed local roads and customer service** key priorities.

Consideration should also be given to Stonnington City Council residents aged 35 to 64 years, who appear to be most driving negative opinion in 2017.

On the positive side, Council should **maintain its relatively strong performance in the area of the arts centres and libraries and the appearance of public areas.**

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

FURTHER AREAS OF EXPLORATION

An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.

SNAPSHOT OF KEY FINDINGS

Higher results in 2017

(Significantly higher result than 2016)

- None applicable

Lower results in 2017

(Significantly lower result than 2016)

- None applicable

Most favourably disposed towards Council

- Aged 18-34 years

Least favourably disposed towards Council

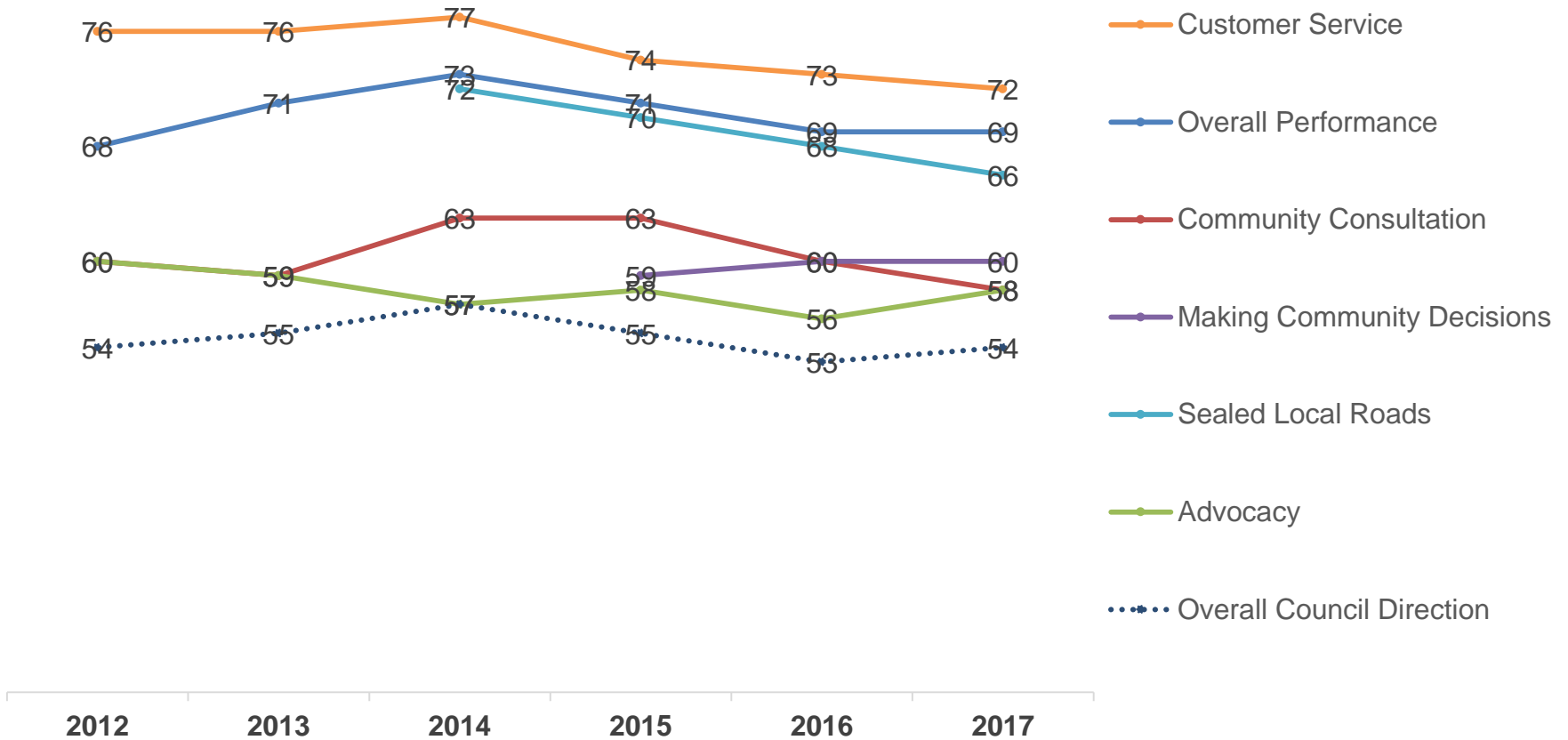
- Aged 35-49 years
- Aged 50-64 years



SUMMARY OF FINDINGS

2017 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS



2017 SUMMARY OF CORE MEASURES

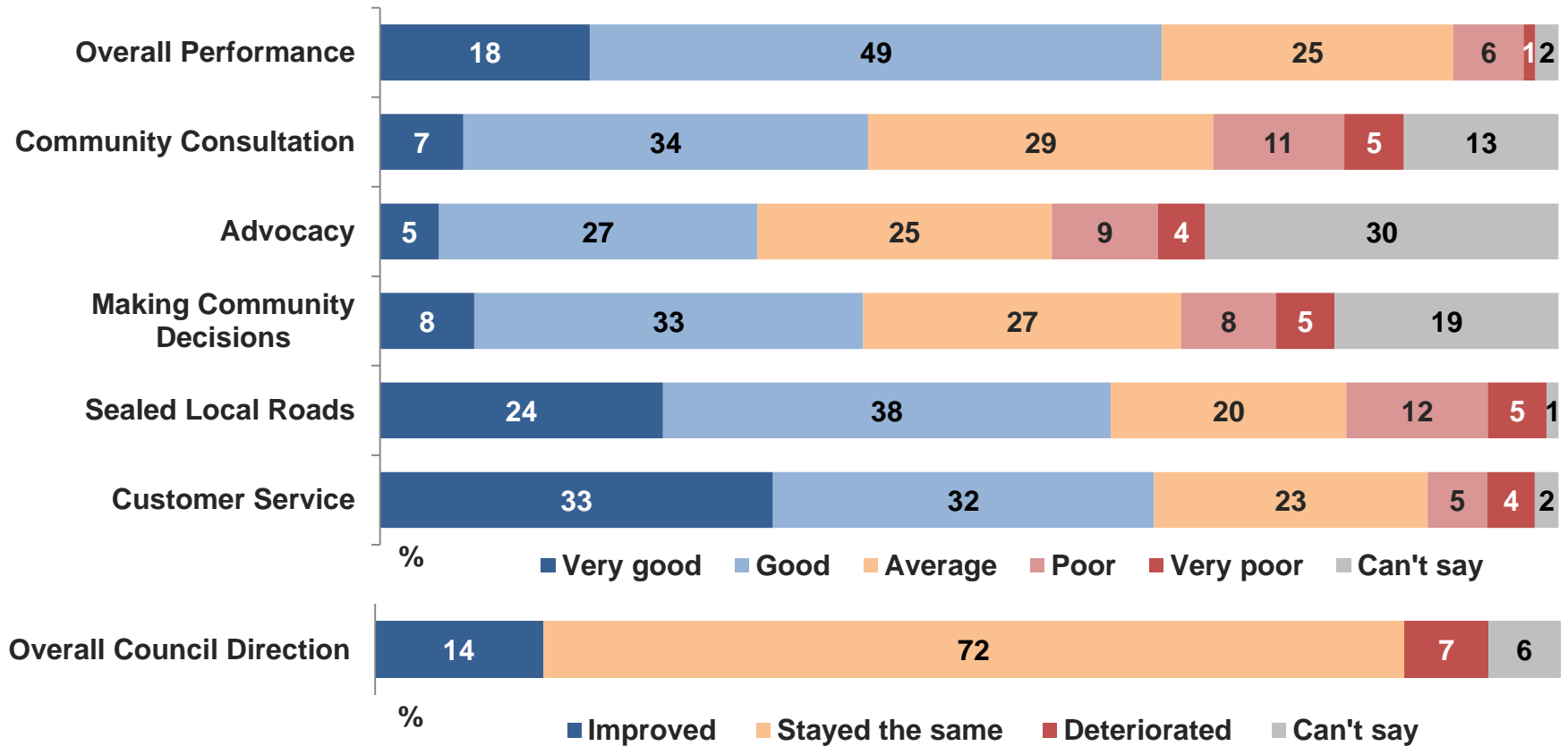
DETAILED ANALYSIS

Performance Measures	Stonnington 2017	Stonnington 2016	Metro 2017	State-wide 2017	Highest score	Lowest score
OVERALL PERFORMANCE	69	69	64	59	Aged 18-34 years	Aged 65+ years, Aged 50-64 years
COMMUNITY CONSULTATION (Community consultation and engagement)	58	60	57	55	Aged 18-34 years	Aged 50-64 years
ADVOCACY (Lobbying on behalf of the community)	58	56	56	54	Aged 18-34 years	Aged 50-64 years
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	60	60	58	54	Aged 18-34 years	Aged 65+ years, Aged 35-49 years
SEALED LOCAL ROADS (Condition of sealed local roads)	66	68	66	53	Aged 18-34 years, East Ward	South Ward
CUSTOMER SERVICE	72	73	71	69	Women	Men
OVERALL COUNCIL DIRECTION	54	53	54	53	Aged 18-34 years	Aged 35-49 years

2017 SUMMARY OF KEY COMMUNITY SATISFACTION

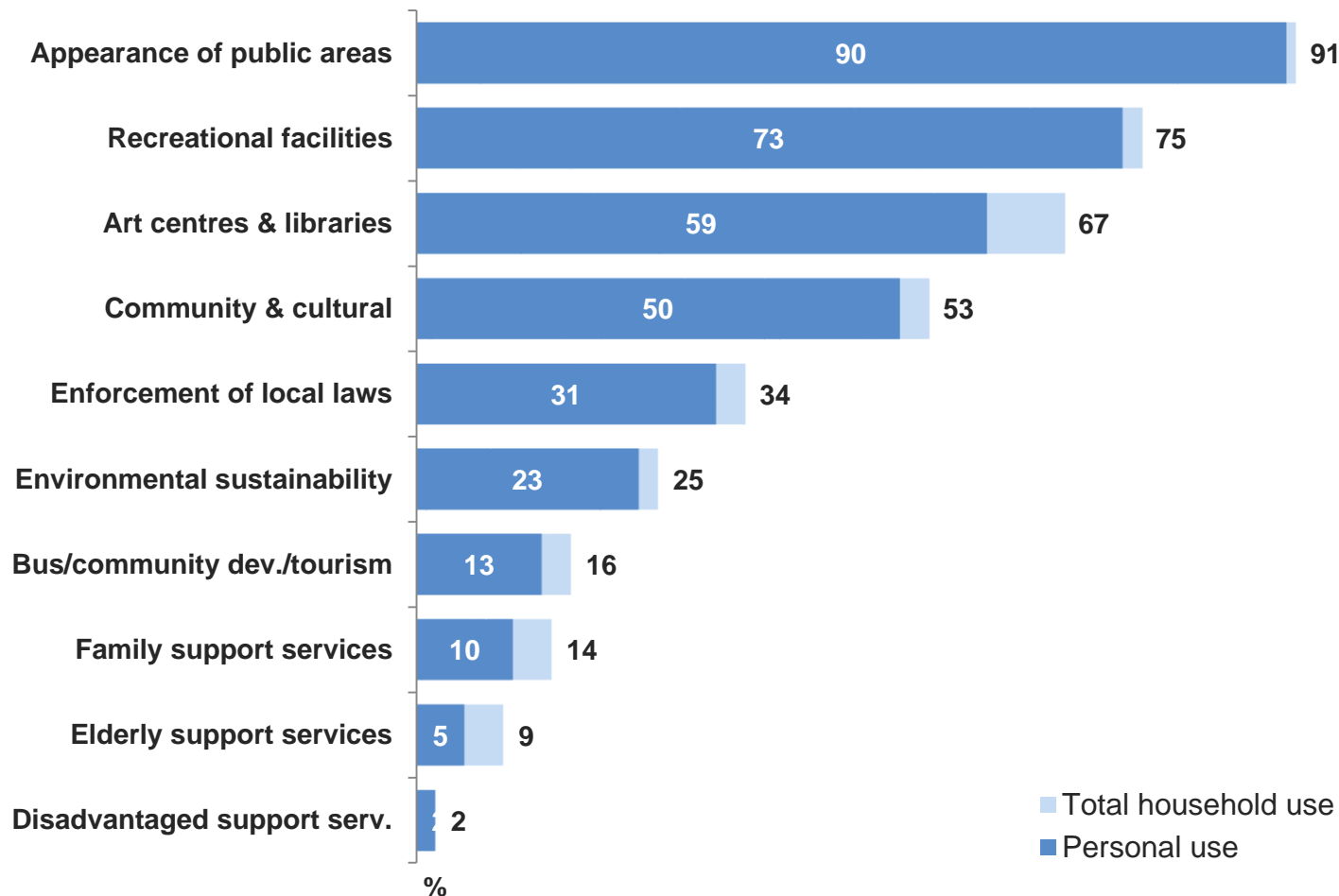
PERCENTAGE RESULTS

Key Measures Summary Results



2017 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS

Experience of Services

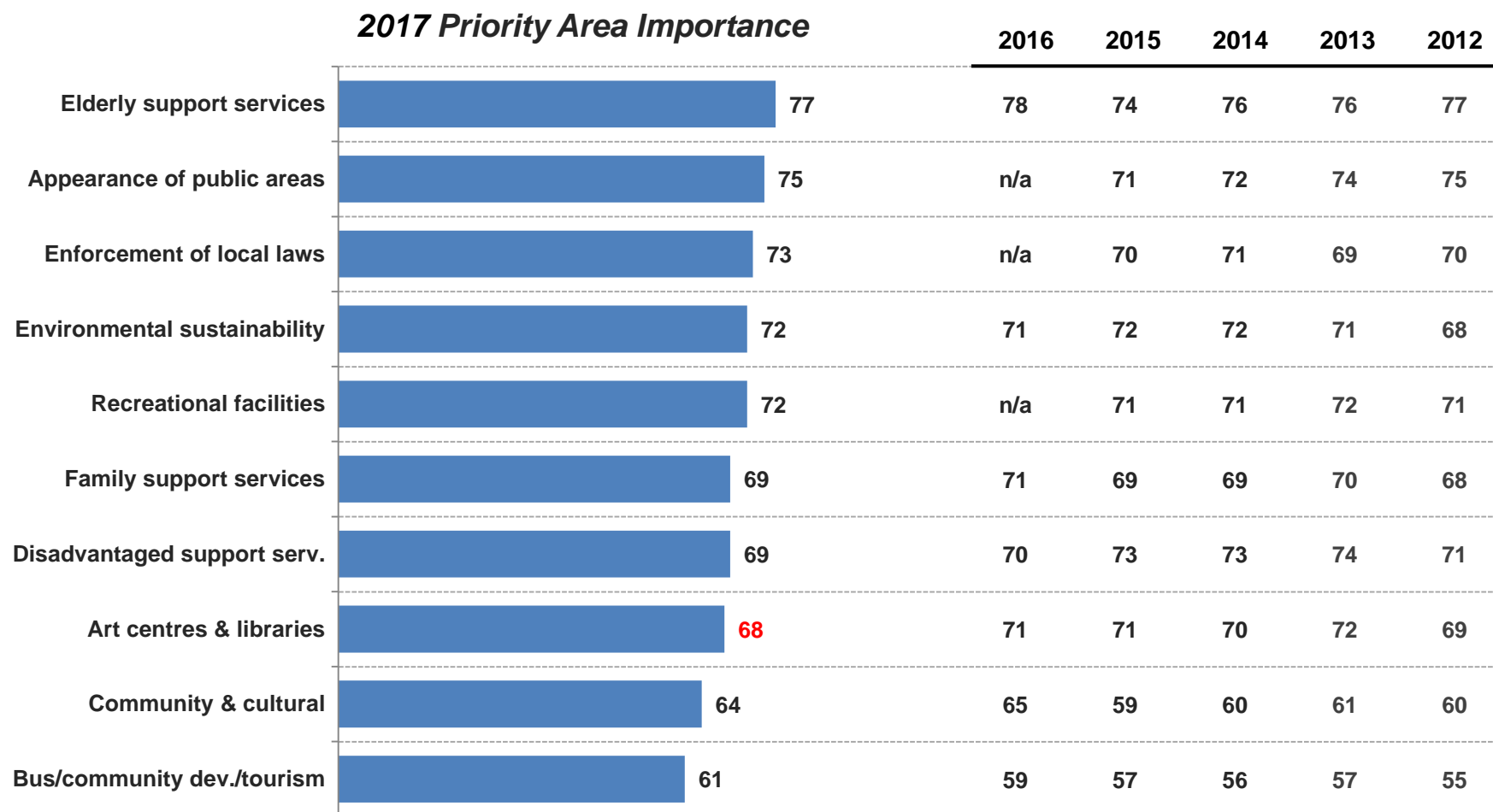


Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?

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

2017 IMPORTANCE SUMMARY

INDEX SCORES OVER TIME



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

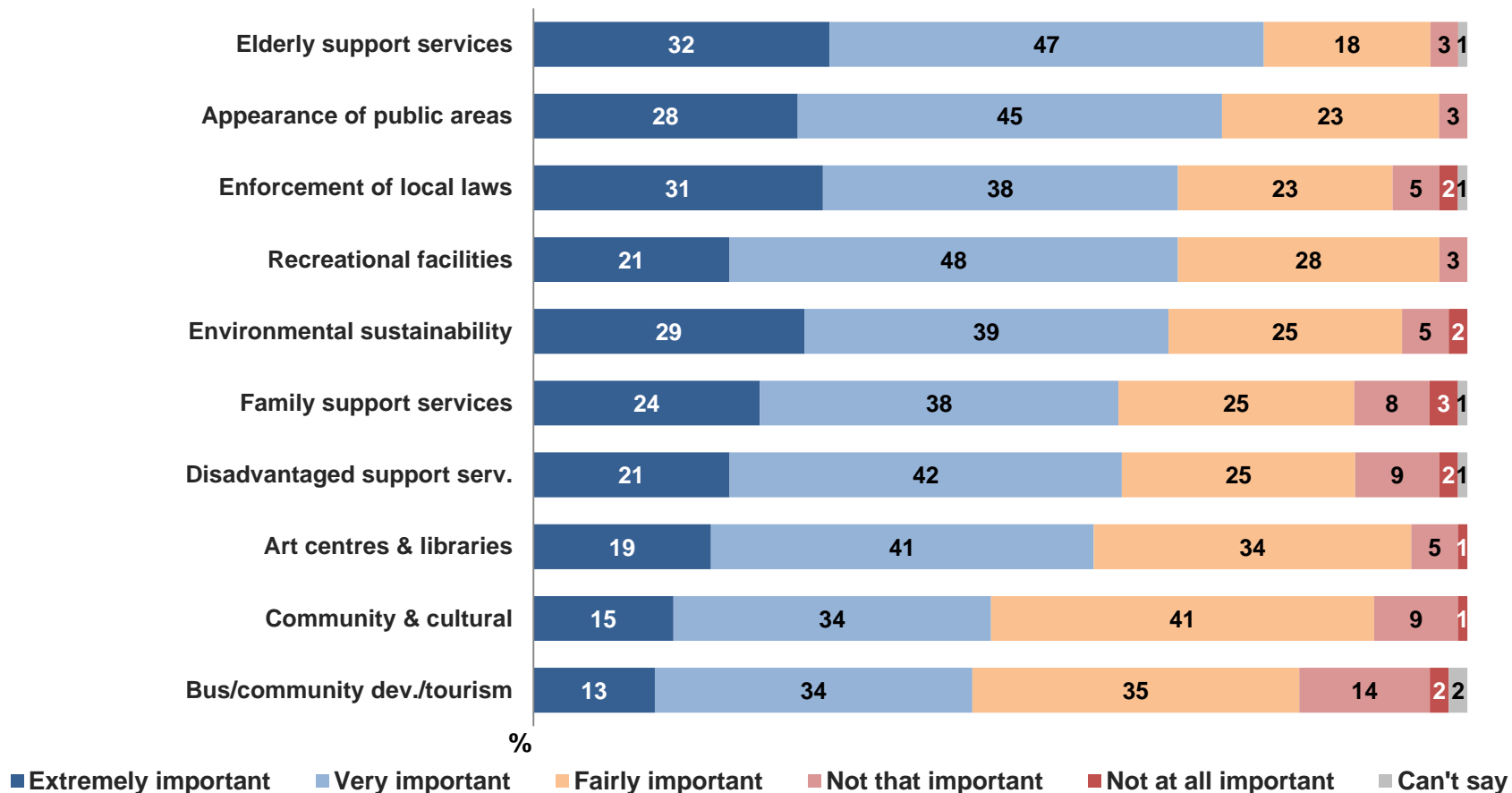
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 12

Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS IMPORTANCE

DETAILED PERCENTAGES

Individual Service Areas Importance



Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 12

2017 PERFORMANCE SUMMARY

INDEX SCORES OVER TIME

2017 Priority Area Performance		2016	2015	2014	2013	2012
Art centres & libraries	78	76	78	78	77	73
Appearance of public areas	77	n/a	80	77	78	76
Recreational facilities	74	n/a	76	74	75	74
Community & cultural	74	75	73	75	72	71
Enforcement of local laws	71	n/a	69	72	68	67
Elderly support services	69	72	71	71	68	69
Family support services	69	71	71	68	69	67
Sealed local roads	66	68	70	72	n/a	n/a
Bus/community dev./tourism	64	63	62	63	62	58
Environmental sustainability	63	65	63	64	65	62
Disadvantaged support serv.	61	62	64	64	62	63
Community decisions	60	60	59	n/a	n/a	n/a
Consultation & engagement	58	60	63	63	59	60
Lobbying	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: 68 Councils asked group: 18

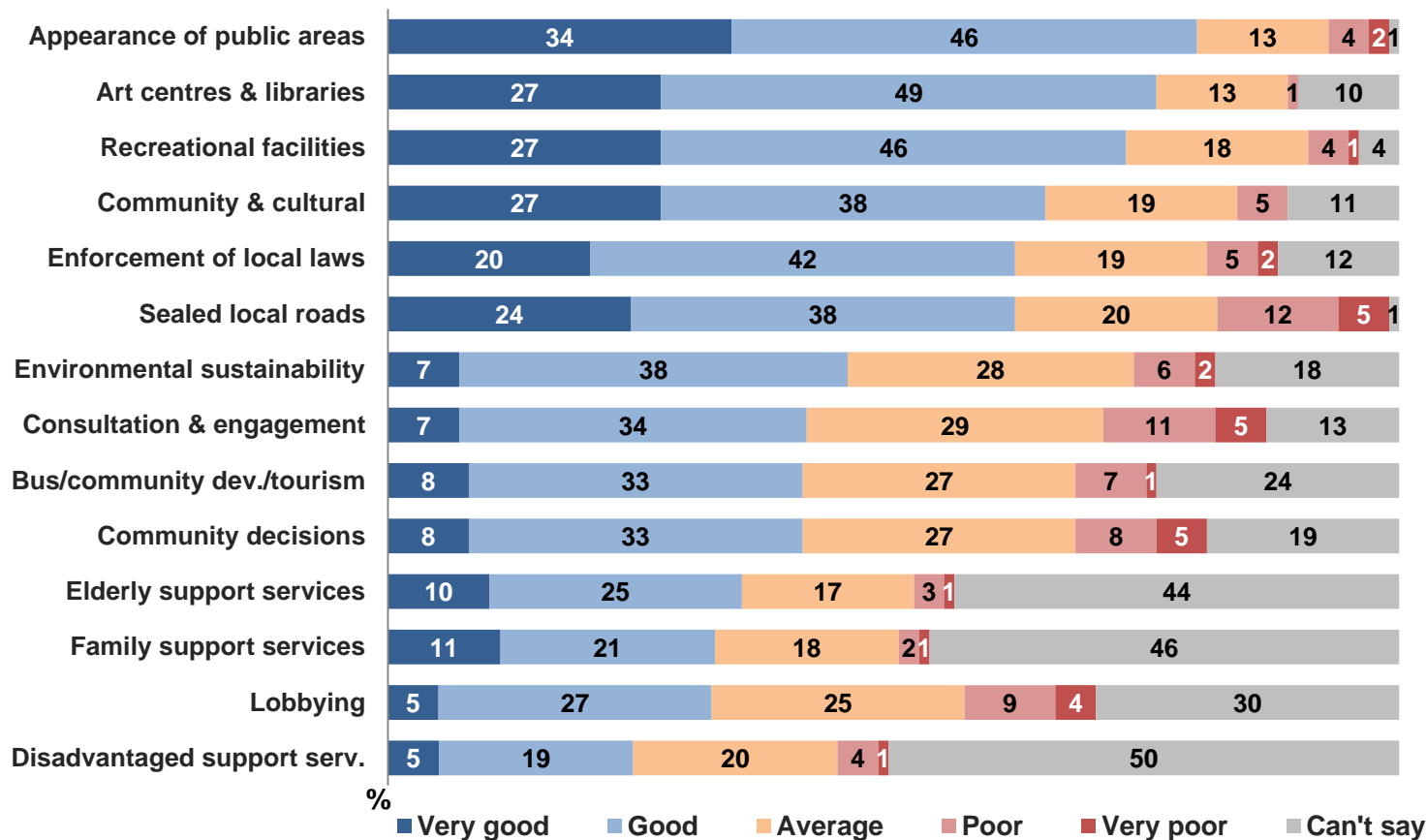
Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS PERFORMANCE

DETAILED PERCENTAGES



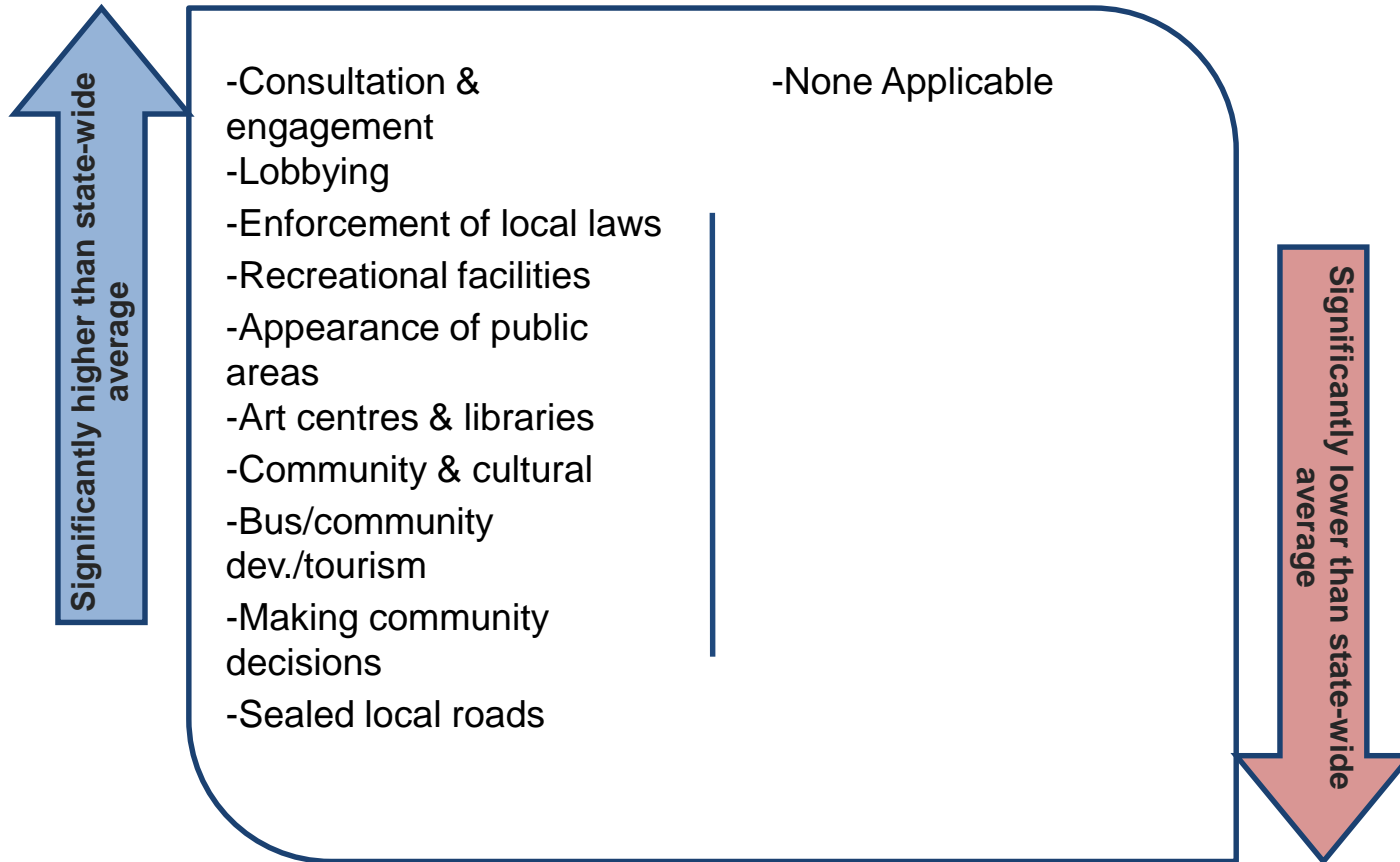
Individual Service Areas Performance



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 18

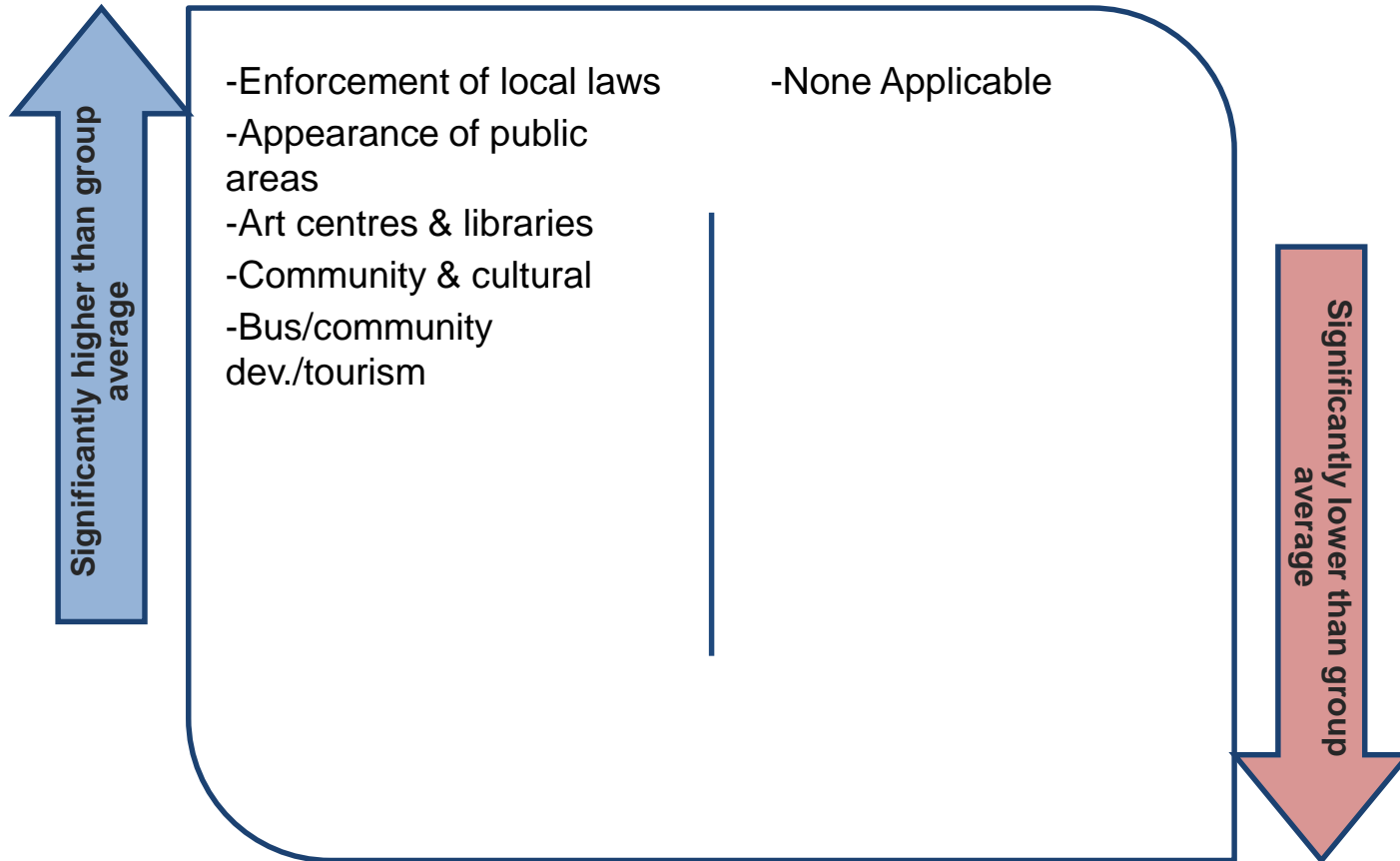
INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE



2017 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"> 1. Elderly support services 2. Appearance of public areas 3. Enforcement of local laws 	<ol style="list-style-type: none"> 1. Waste management 2. Community decisions 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Population growth 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Community decisions 2. Sealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Community decisions 3. Waste management

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"> 1. Bus/community dev./tourism 2. Community & cultural 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Planning permits 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Traffic management 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Tourism development

2017 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"> 1. Art centres & libraries 2. Appearance of public areas 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Waste management 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Emergency & disaster mngt 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Art centres & libraries 3. Community & cultural

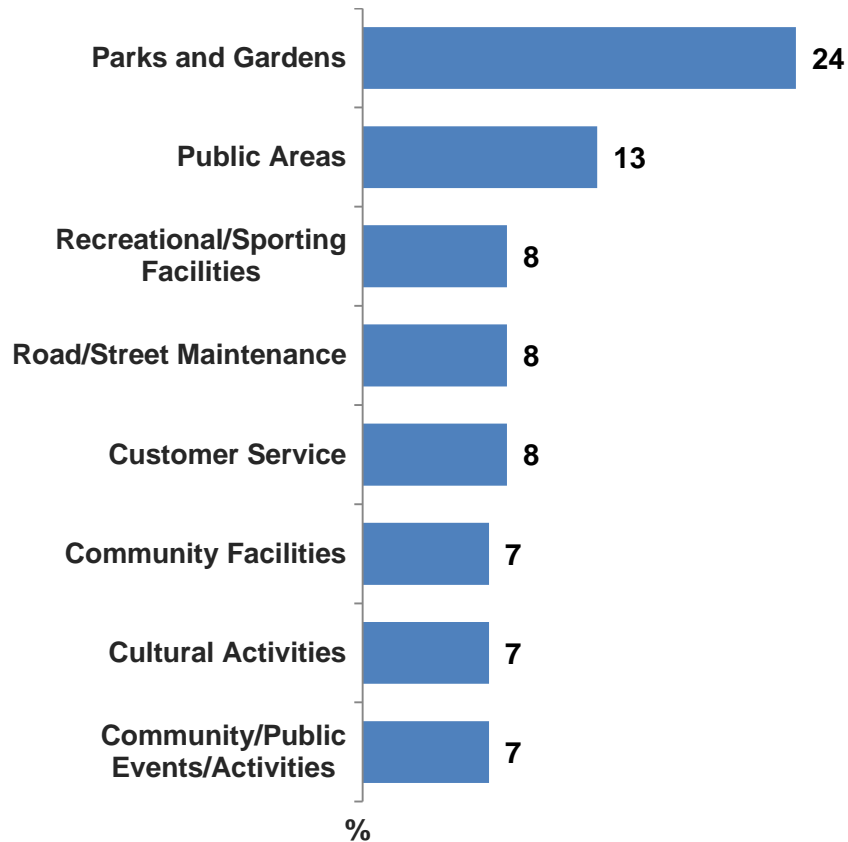
Bottom Three Performing Service Areas (Lowest to highest, i.e. 1. = lowest performance)

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

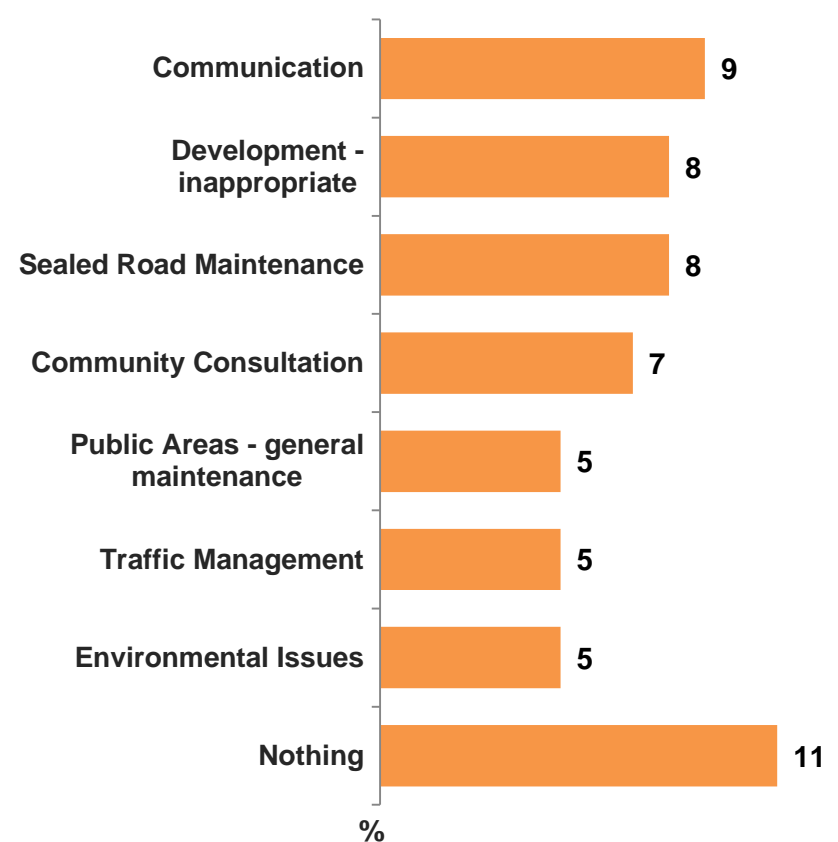
2017 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

2017 SERVICES TO IMPROVE DETAILED PERCENTAGES

2017 Best Aspects



2017 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?

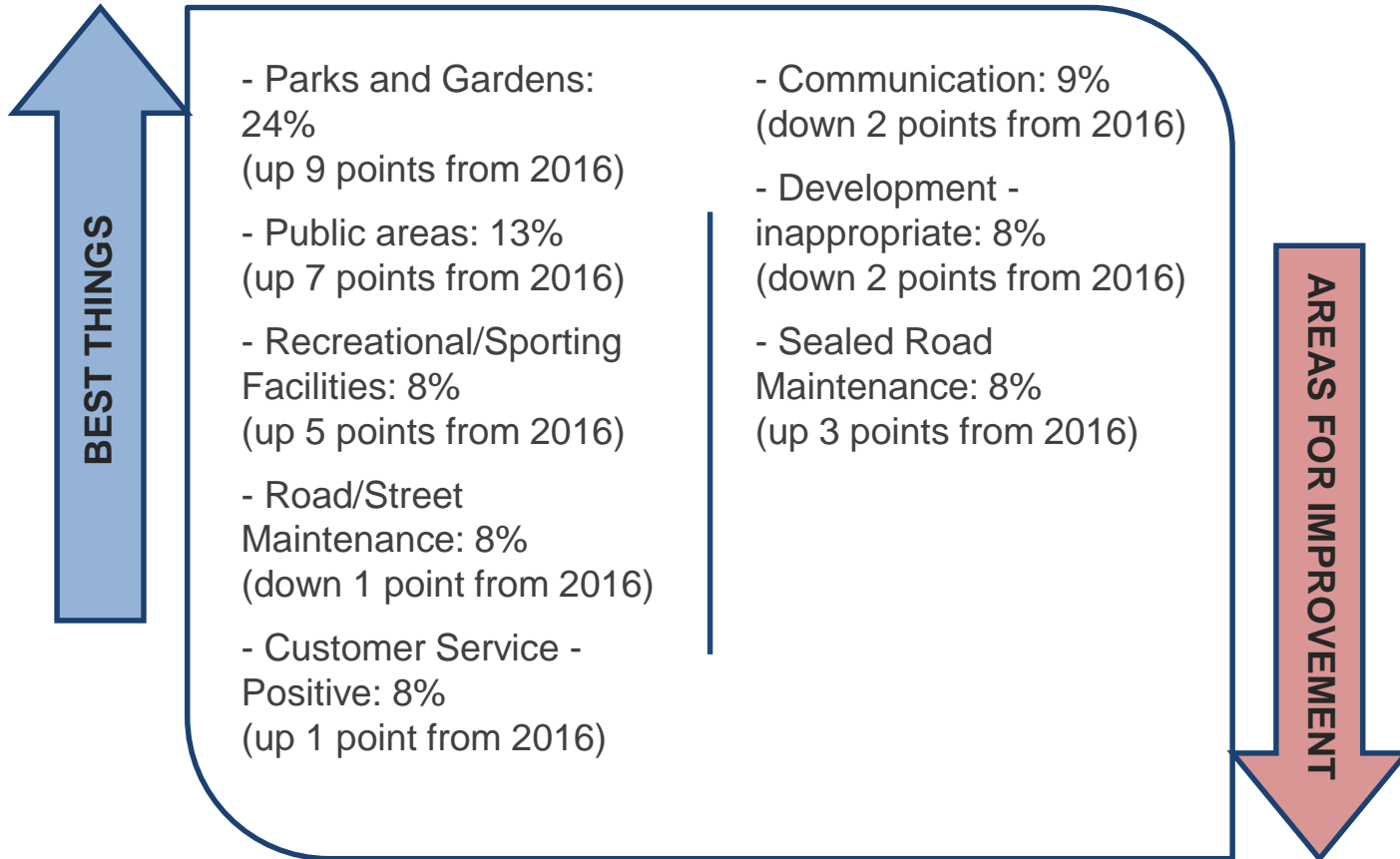
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8

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

Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13

POSITIVES AND AREAS FOR IMPROVEMENT

SUMMARY





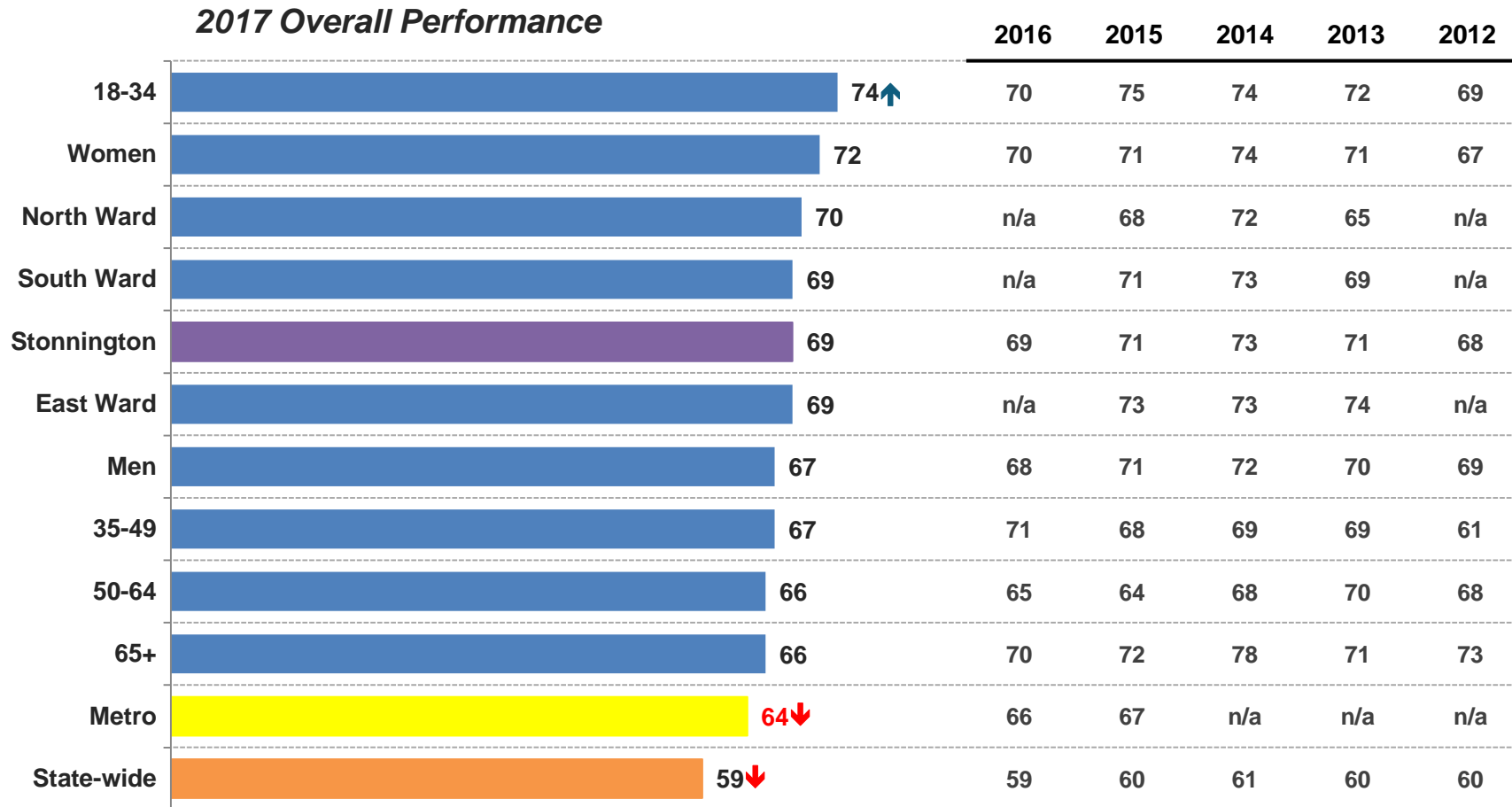
DETAILED FINDINGS



**KEY CORE MEASURE
OVERALL PERFORMANCE**

OVERALL PERFORMANCE

INDEX SCORES



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

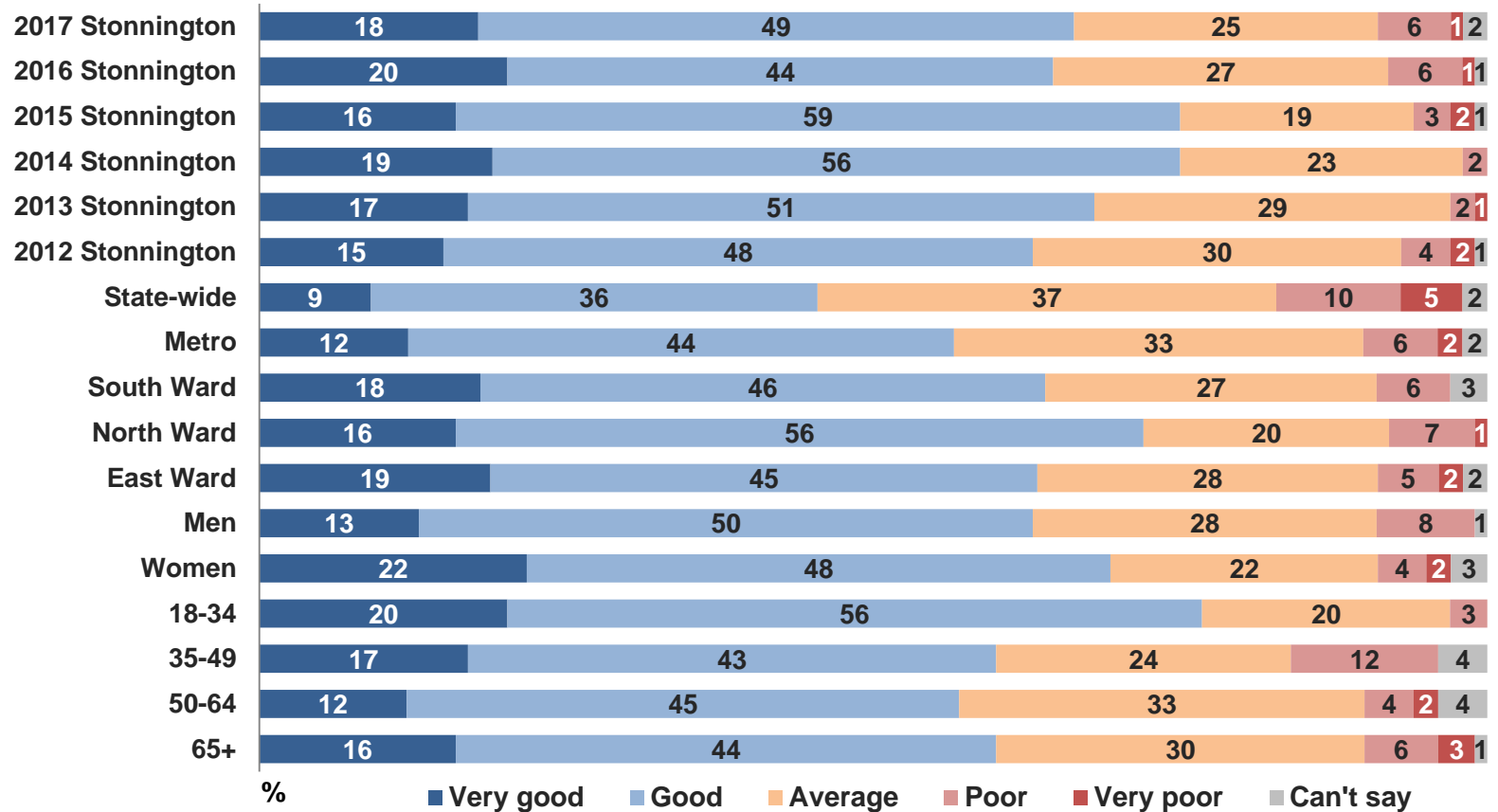
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 18

Note: Please see page 5 for explanation about significant differences

OVERALL PERFORMANCE

DETAILED PERCENTAGES

2017 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: 68 Councils asked group: 18



**KEY CORE MEASURE
CUSTOMER SERVICE**

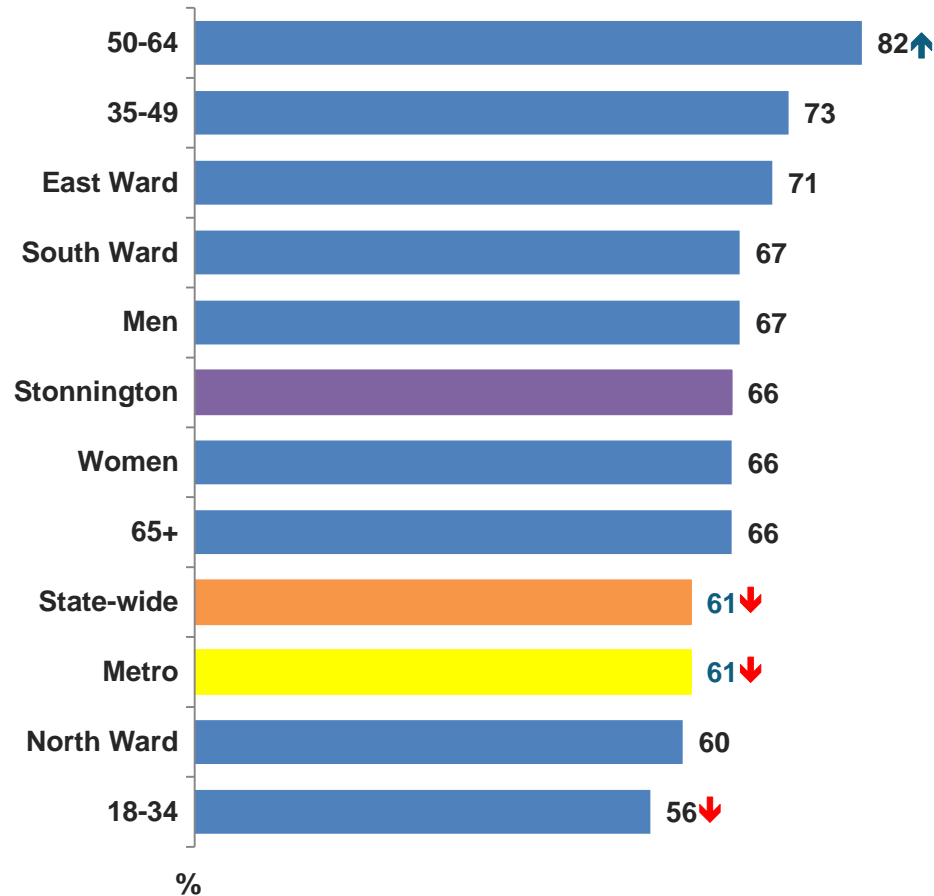
CONTACT LAST 12 MONTHS

SUMMARY

Overall contact with Stonnington City Council	<ul style="list-style-type: none">• 66%, down 1 point on 2016
Most contact with Stonnington City Council	<ul style="list-style-type: none">• Aged 50-64 years
Least contact with Stonnington City Council	<ul style="list-style-type: none">• Aged 18-34 years
Customer service rating	<ul style="list-style-type: none">• Index score of 72, down 1 point on 2016
Most satisfied with customer service	<ul style="list-style-type: none">• Women
Least satisfied with customer service	<ul style="list-style-type: none">• Men

2017 CONTACT WITH COUNCIL

2017 Contact with Council



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

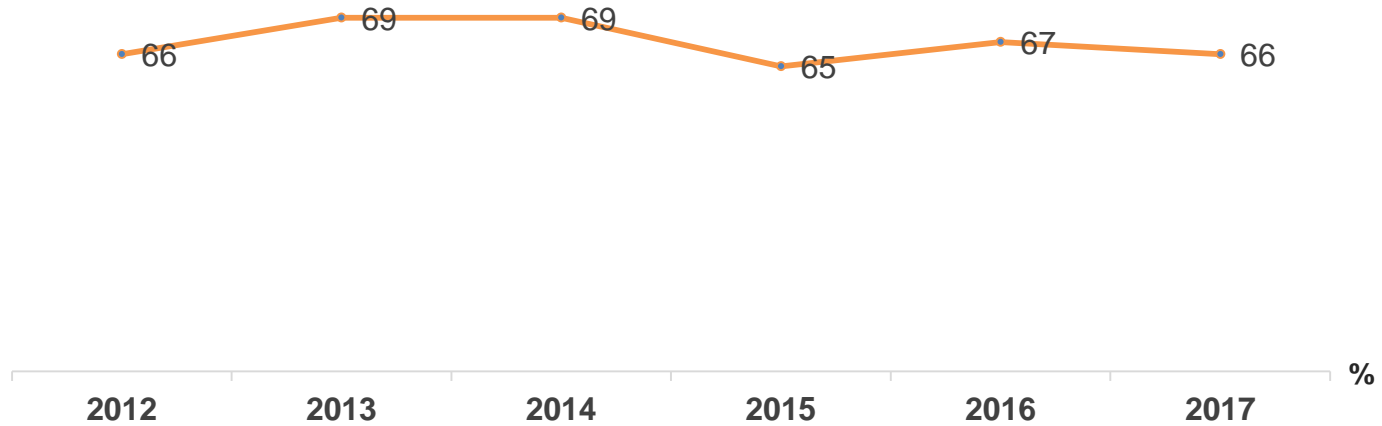
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7

Note: Please see page 5 for explanation about significant differences

2017 CONTACT WITH COUNCIL

2017 Contact with Council

Have had contact

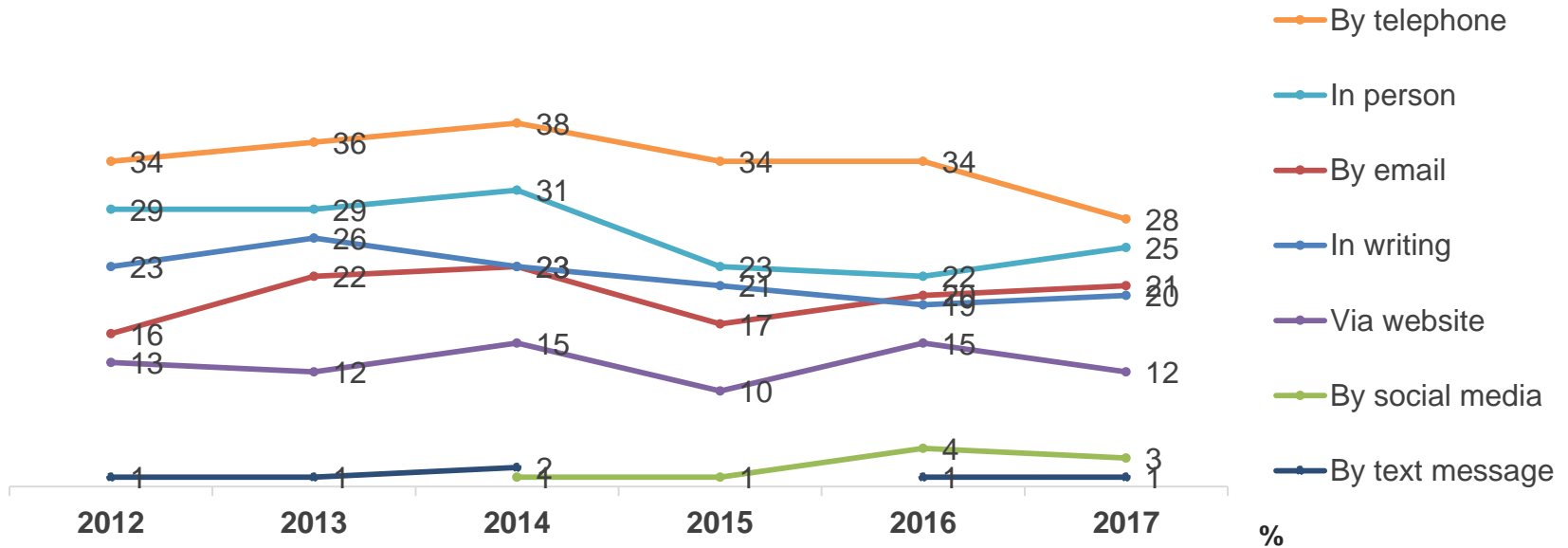


Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

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

2017 METHOD OF CONTACT WITH COUNCIL

2017 Method of Contact



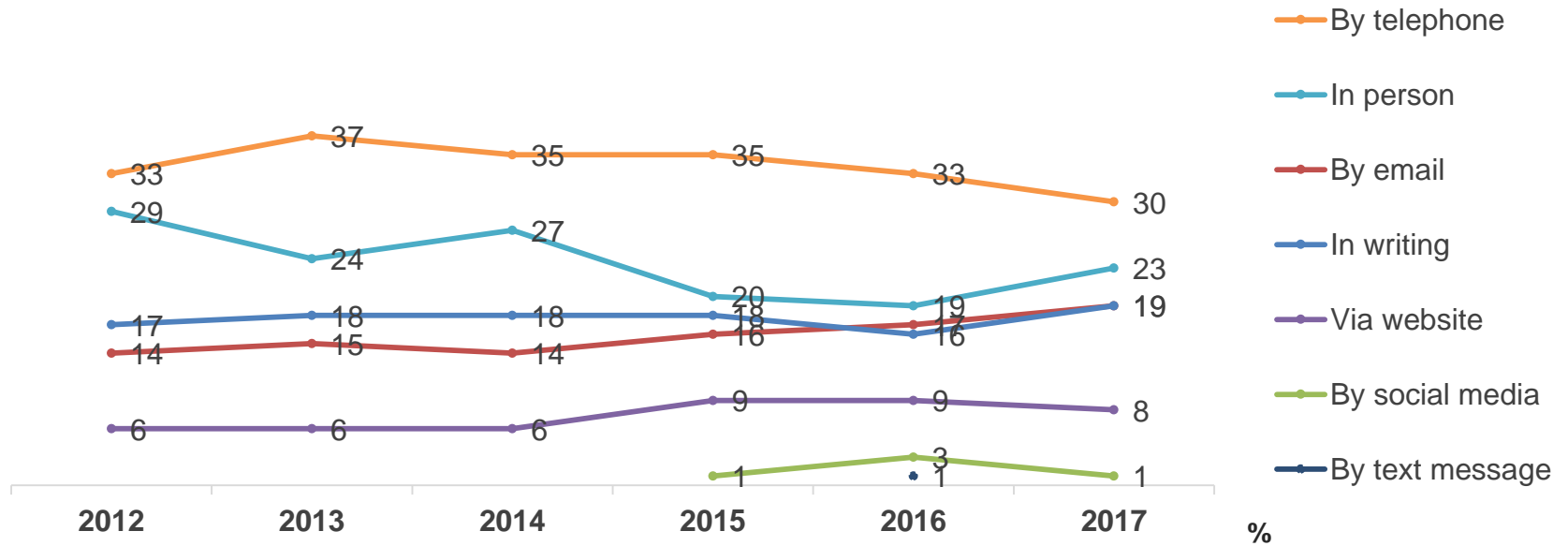
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

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

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

2017 MOST RECENT METHOD OF CONTACT WITH COUNCIL

2017 Most Recent Contact

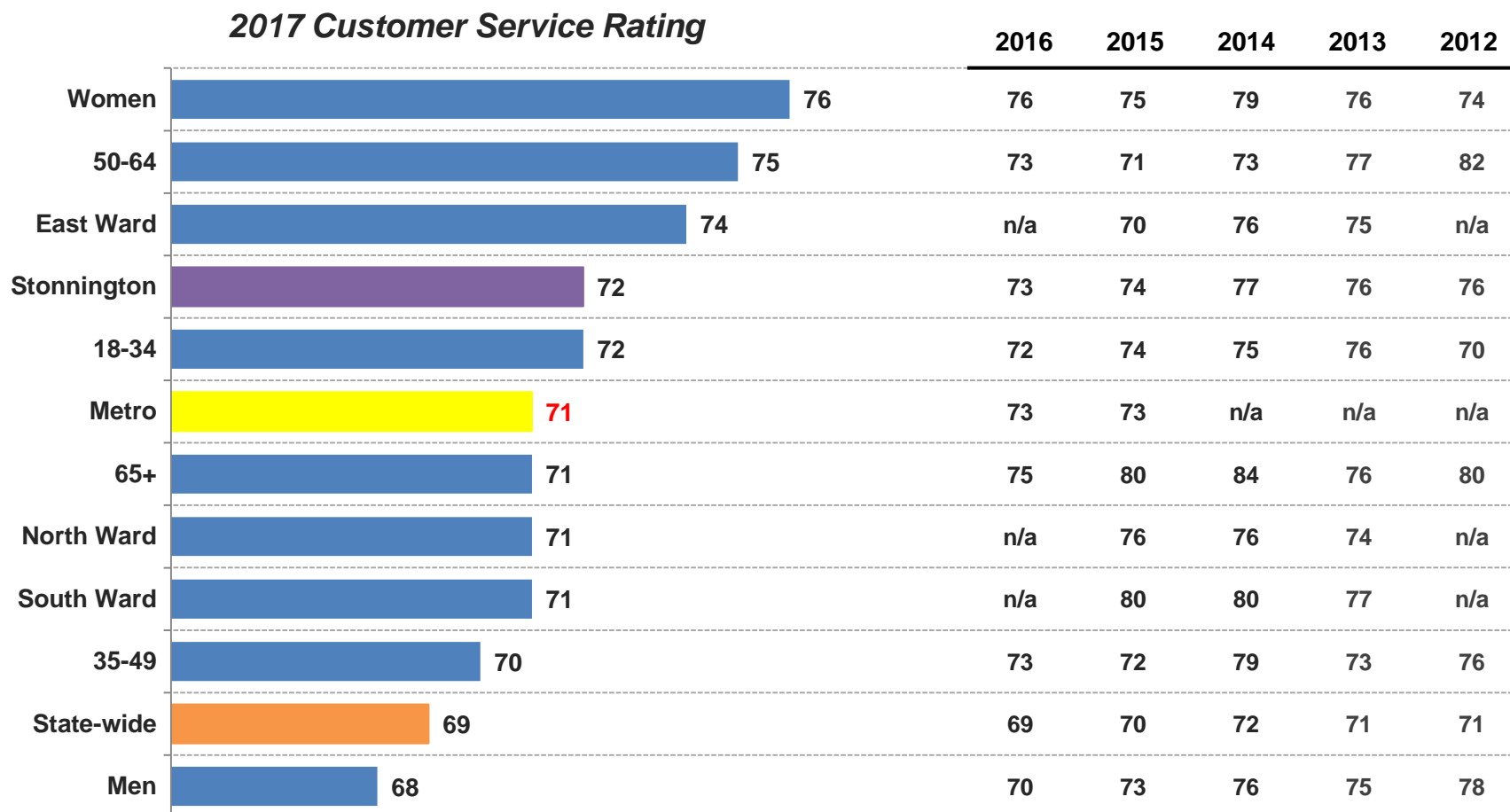


Q5b. What was the method of contact for the most recent contact you had with Stonnington City Council?

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

Councils asked state-wide: 19 Councils asked group: 7

2017 CONTACT CUSTOMER SERVICE INDEX SCORES



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

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

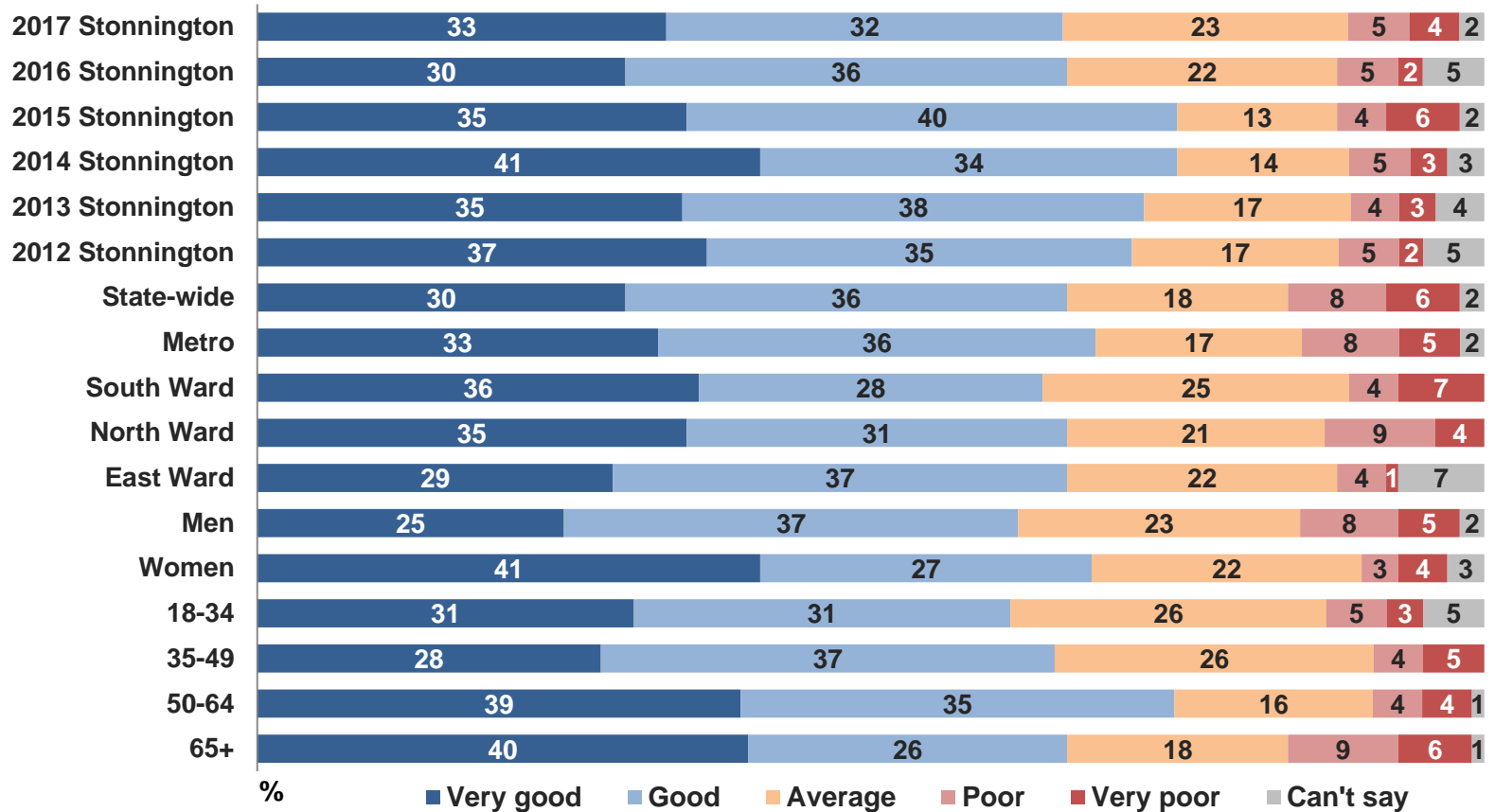
Councils asked state-wide: 68 Councils asked group: 18

Note: Please see page 5 for explanation about significant differences

2017 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES

2017 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.

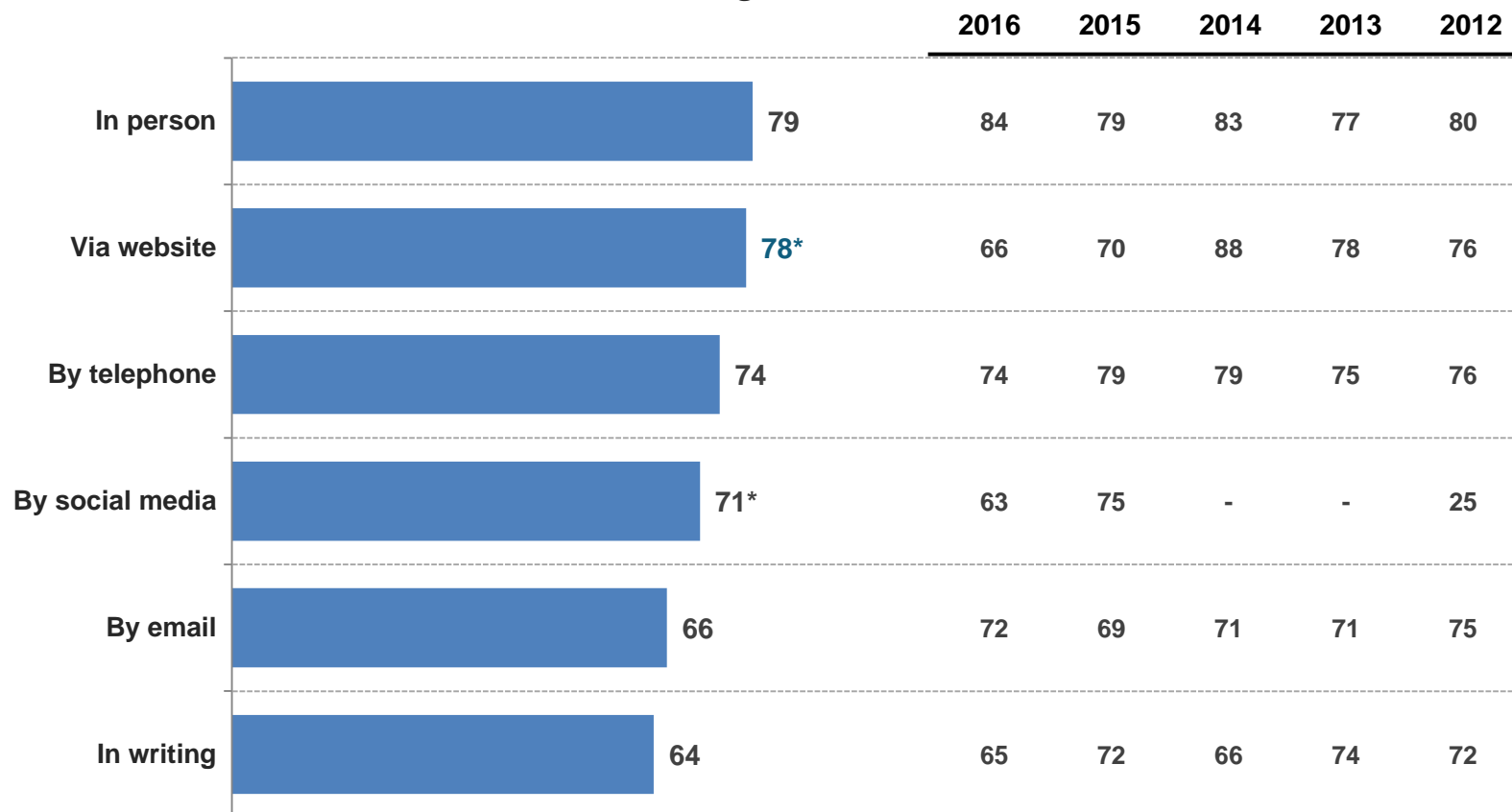
Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 68 Councils asked group: 18

2017 CONTACT CUSTOMER SERVICE INDEX SCORES BY METHOD OF LAST CONTACT



2017 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: 19 Councils asked group: 7

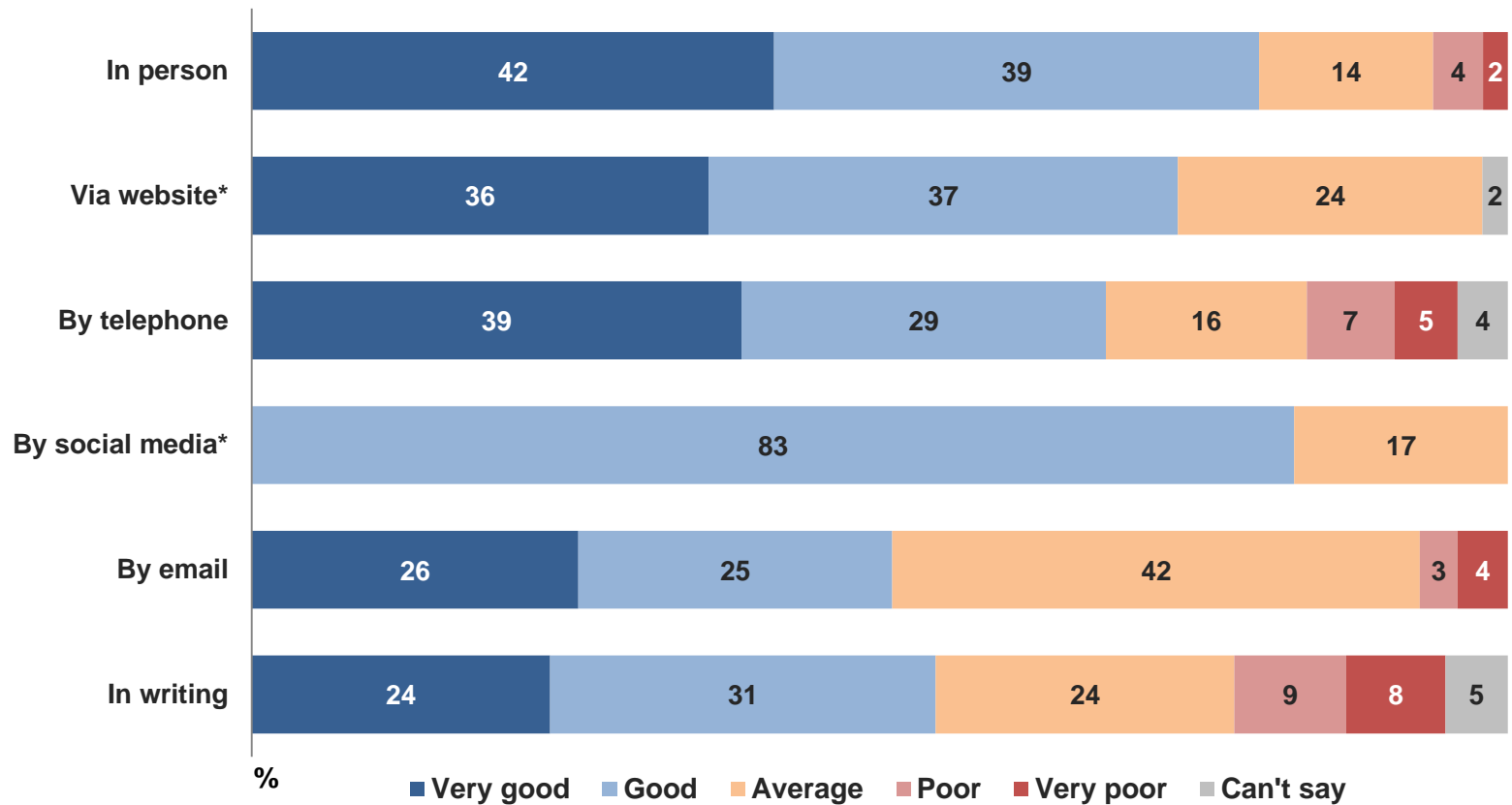
Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2017 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES BY METHOD OF LAST CONTACT

2017 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: 19 Councils asked group: 7

*Caution: small sample size < n=30

A satellite-style map of the United States is shown, with a glowing, interconnected network of lines and nodes overlaid on the landmass, suggesting a data or infrastructure network. The map is centered on the continental United States, with the Atlantic Ocean to the east and the Pacific Ocean to the west. The network is most prominent in the eastern half of the country, with a bright central node in the Southeast.

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

COUNCIL DIRECTION SUMMARY

Council Direction from Q6

- 72% stayed about the same, down 2 points on 2016
- 14% improved, up 2 points on 2016
- 7% deteriorated, equal points on 2016

Most satisfied with Council Direction from Q6

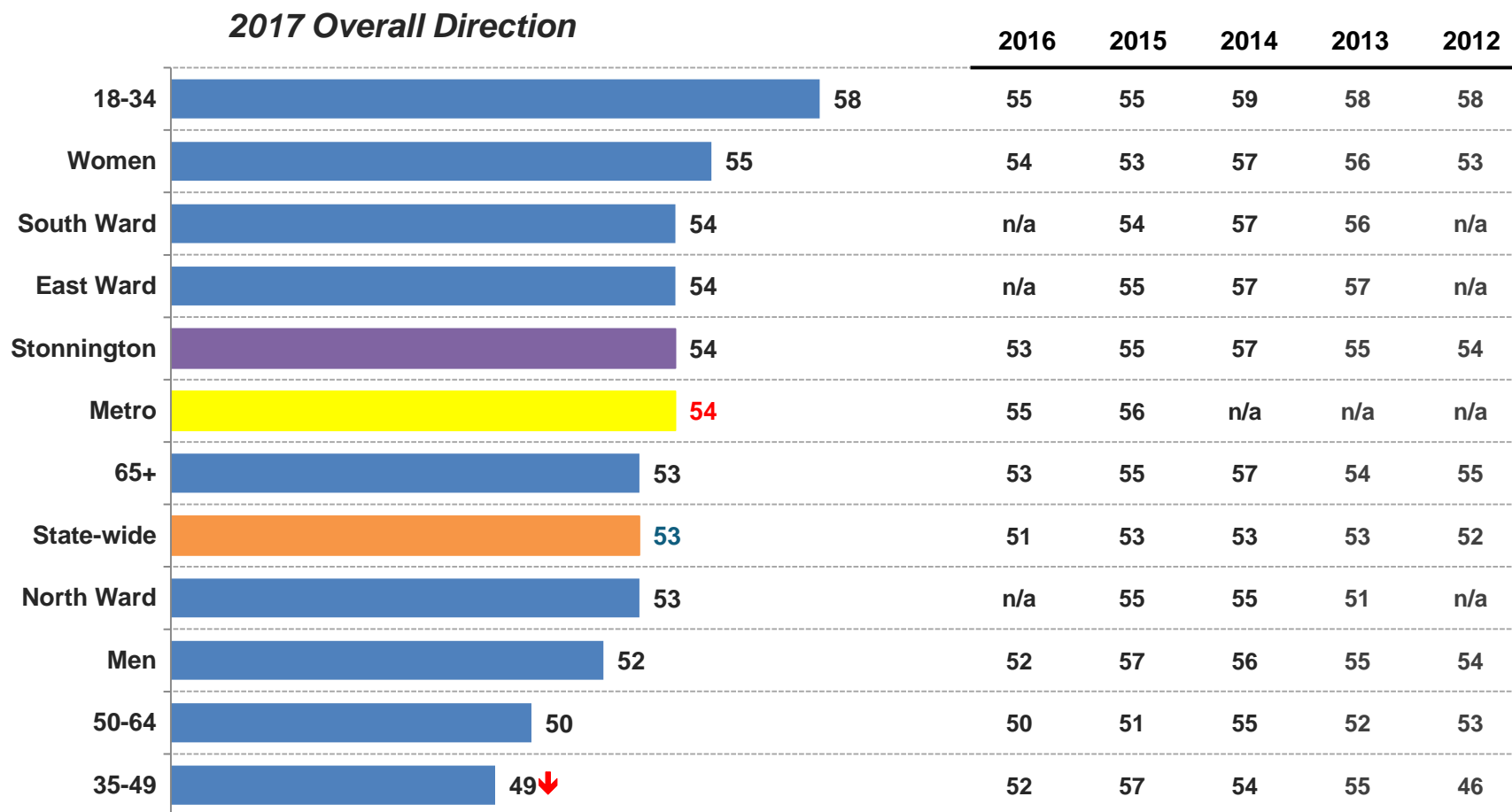
- Aged 18-34 years

Least satisfied with Council Direction from Q6

- Aged 35-49 years

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

INDEX SCORES



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

Base: All respondents. Councils asked state-wide: 68 Councils asked group: 18

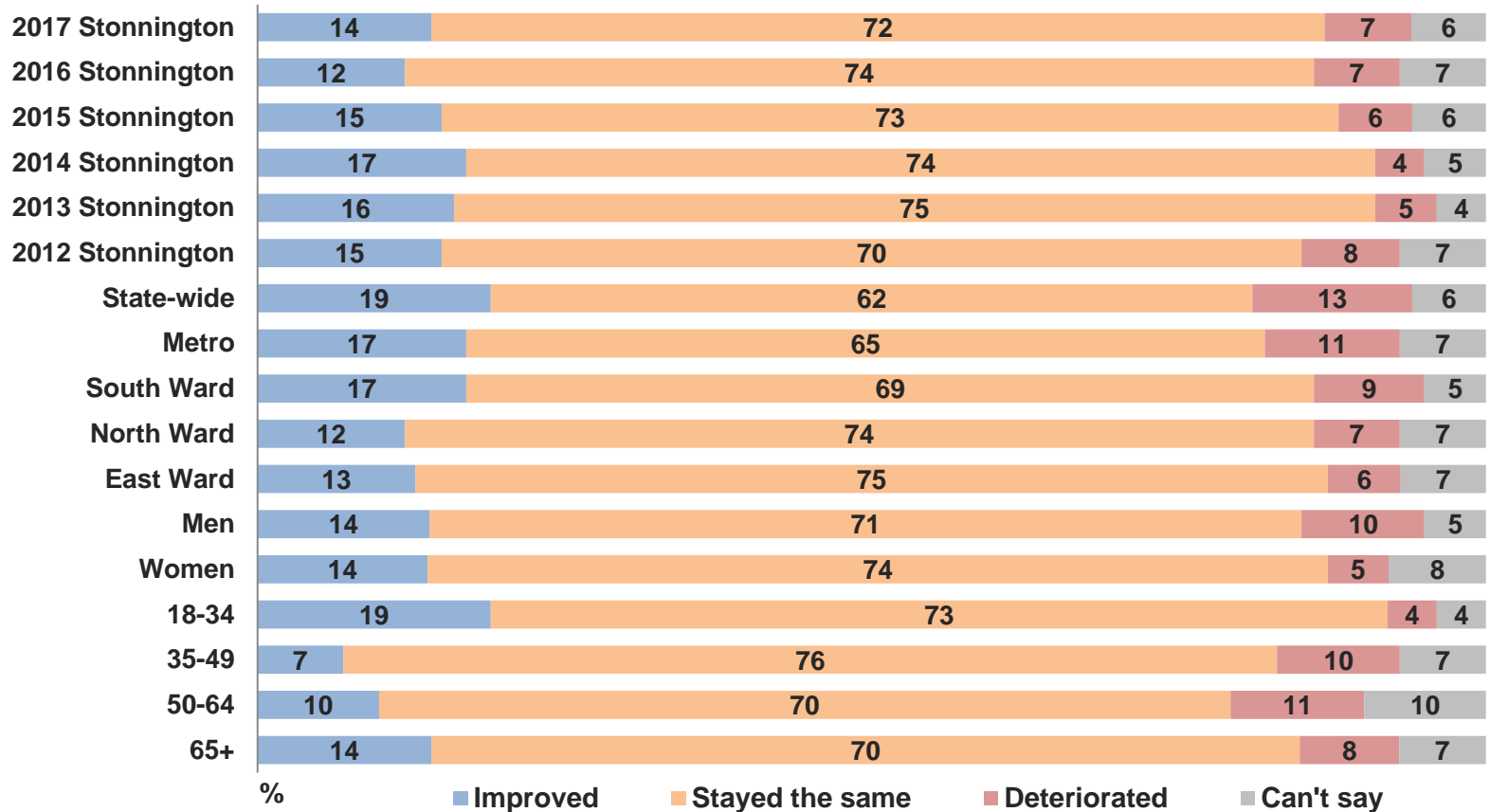
Note: Please see page 5 for explanation about significant differences

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES



2017 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: 68 Councils asked group: 18



INDIVIDUAL SERVICE AREAS

2017 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

2017 Consultation and Engagement Performance

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

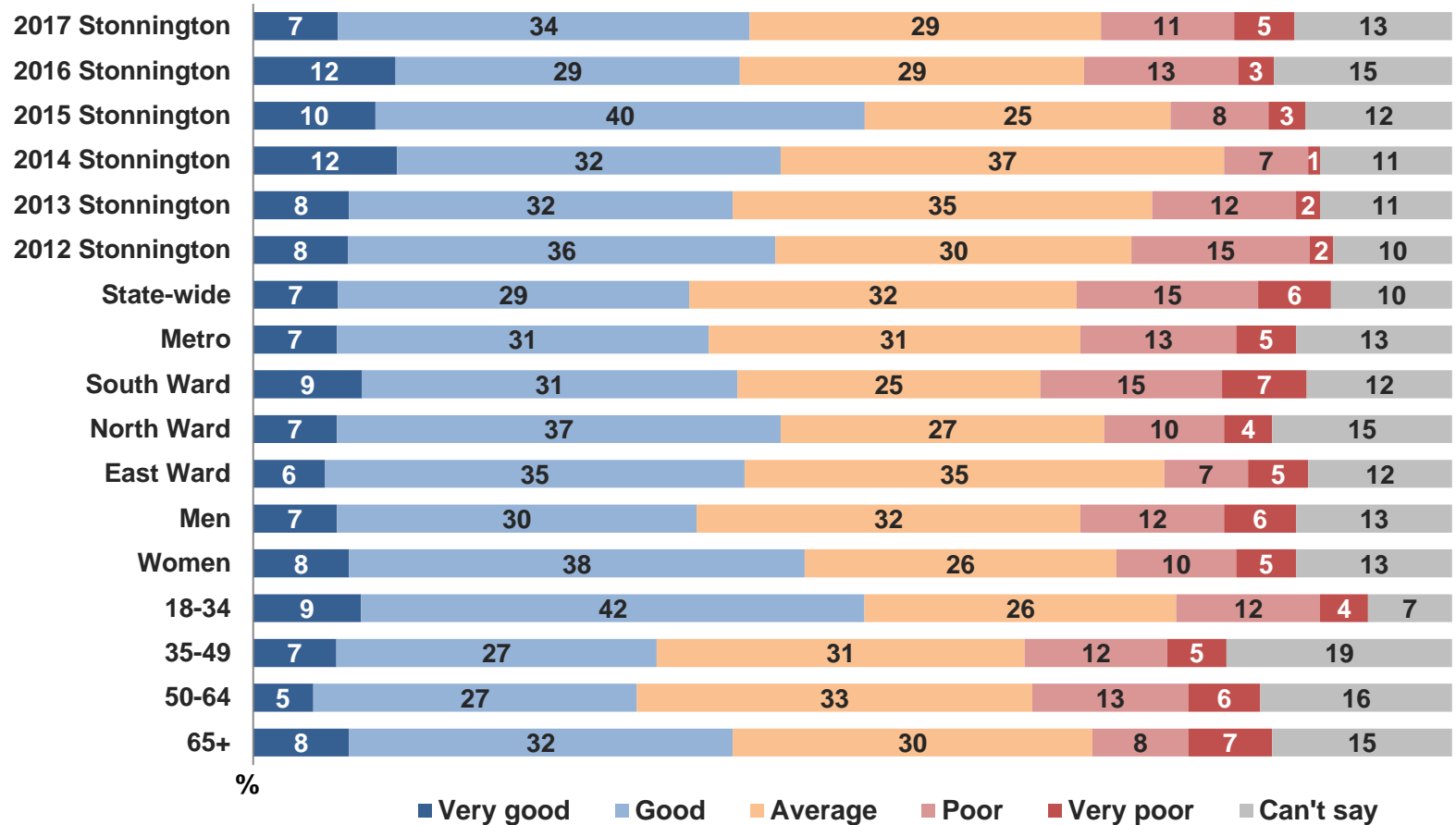
Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY CONSULTATION AND ENGAGEMENT

PERFORMANCE DETAILED PERCENTAGES



2017 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: 68 Councils asked group: 18

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE INDEX SCORES

2017 Lobbying Performance

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

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

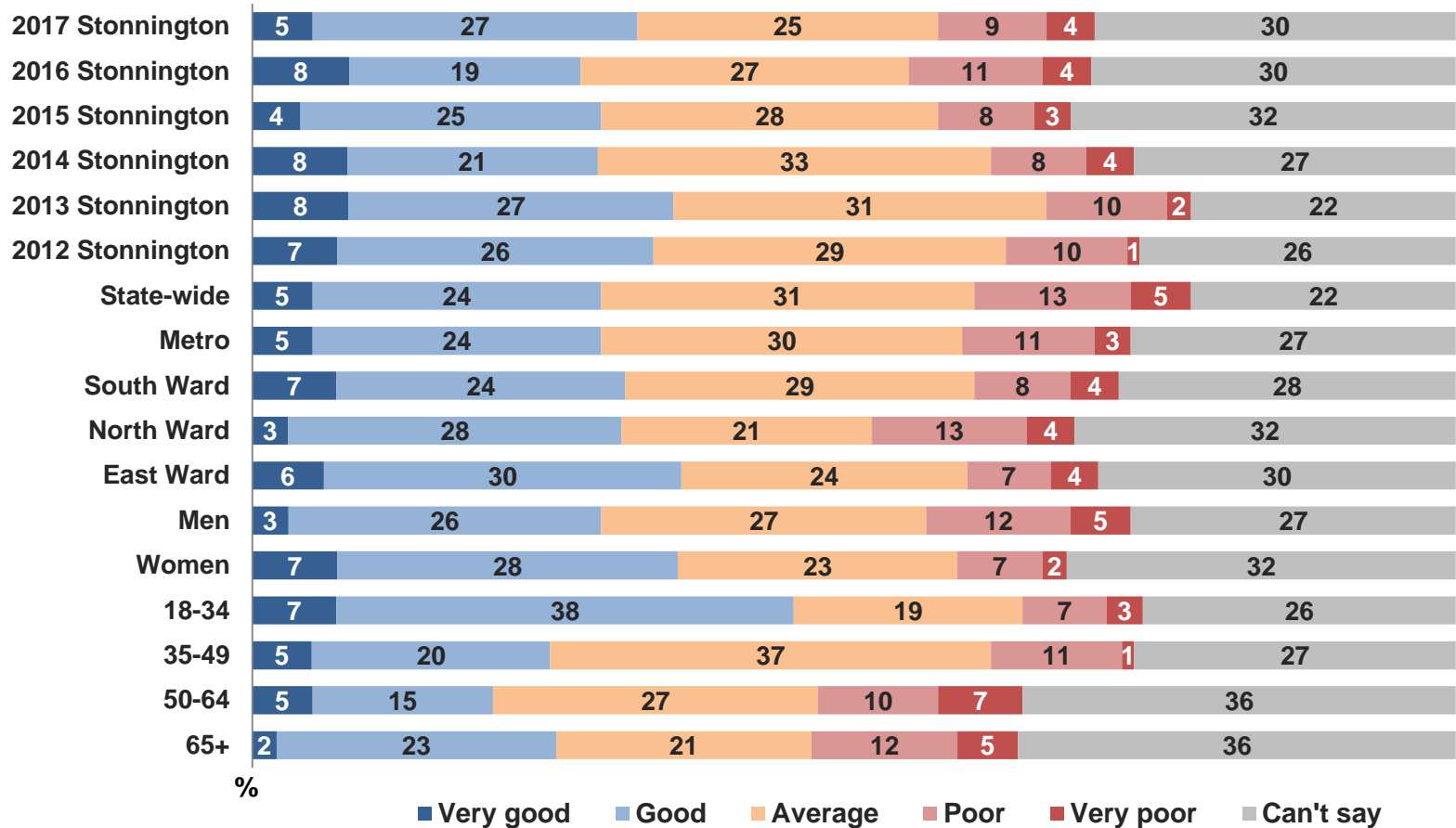
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 18

Note: Please see page 5 for explanation about significant differences

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2017 Lobbying Performance



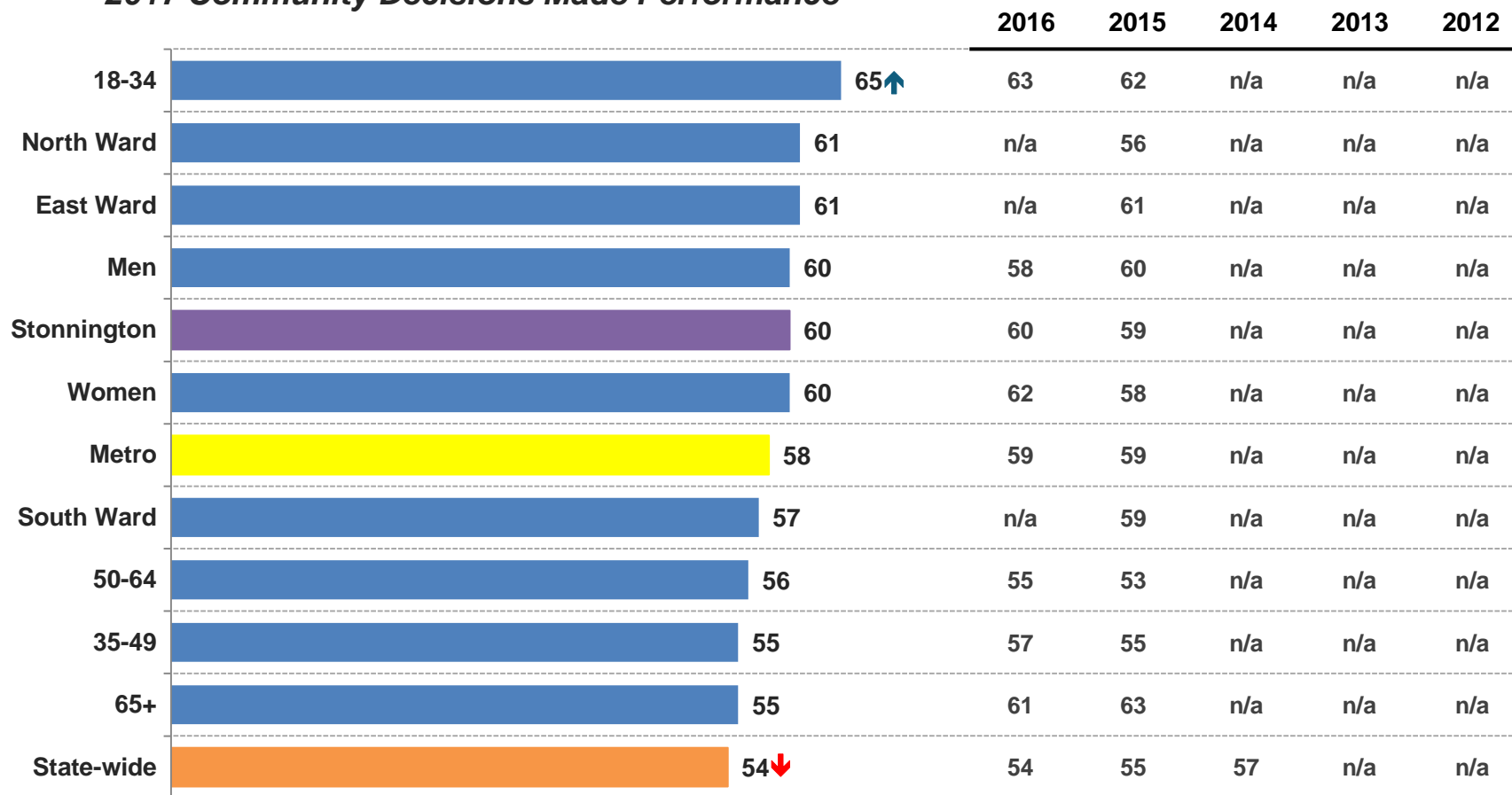
Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 18

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE INDEX SCORES



2017 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: 68 Councils asked group: 18

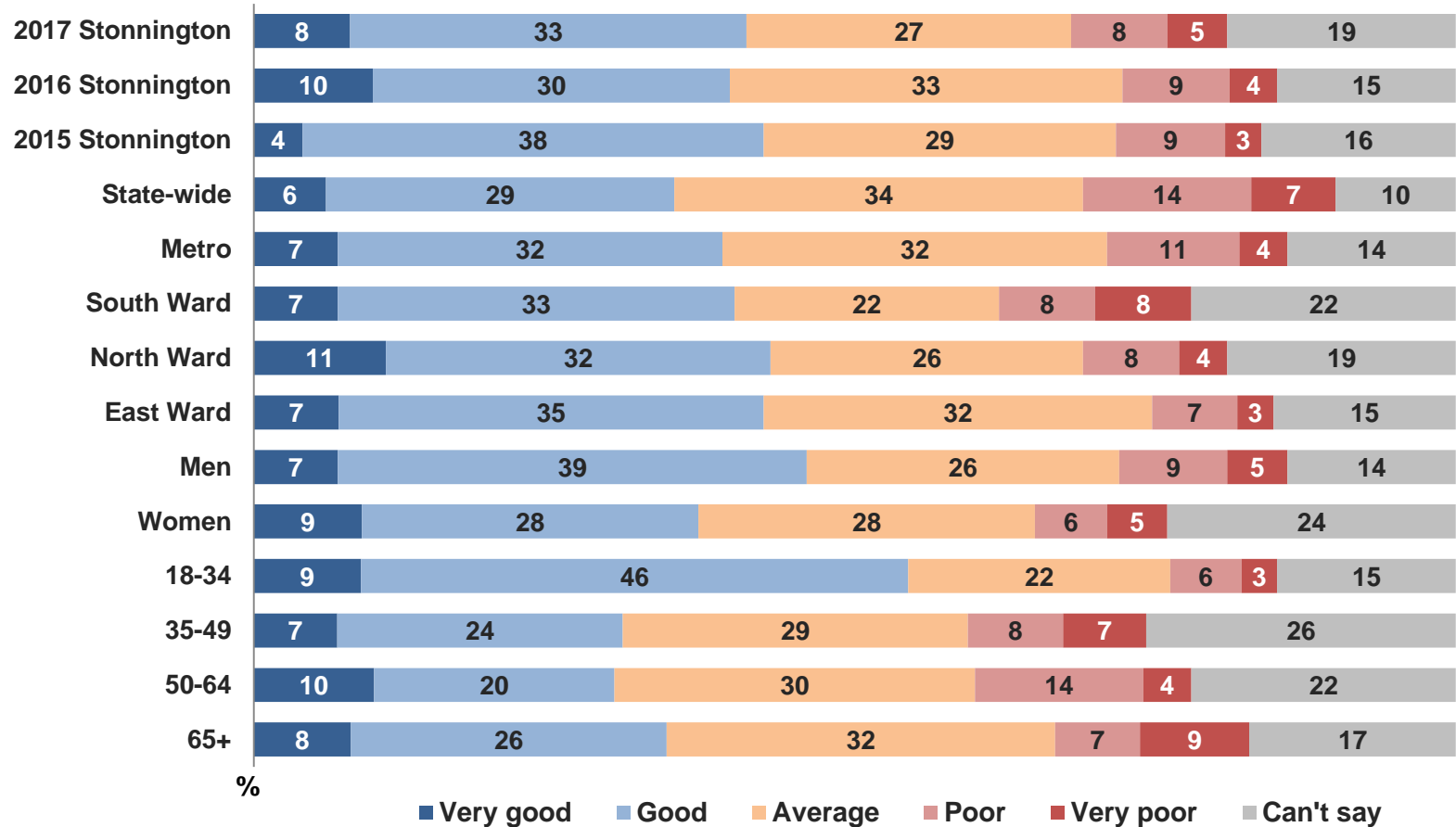
Note: Please see page 5 for explanation about significant differences

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2017 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: 68 Councils asked group: 18

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



2017 Sealed Local Roads Performance

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

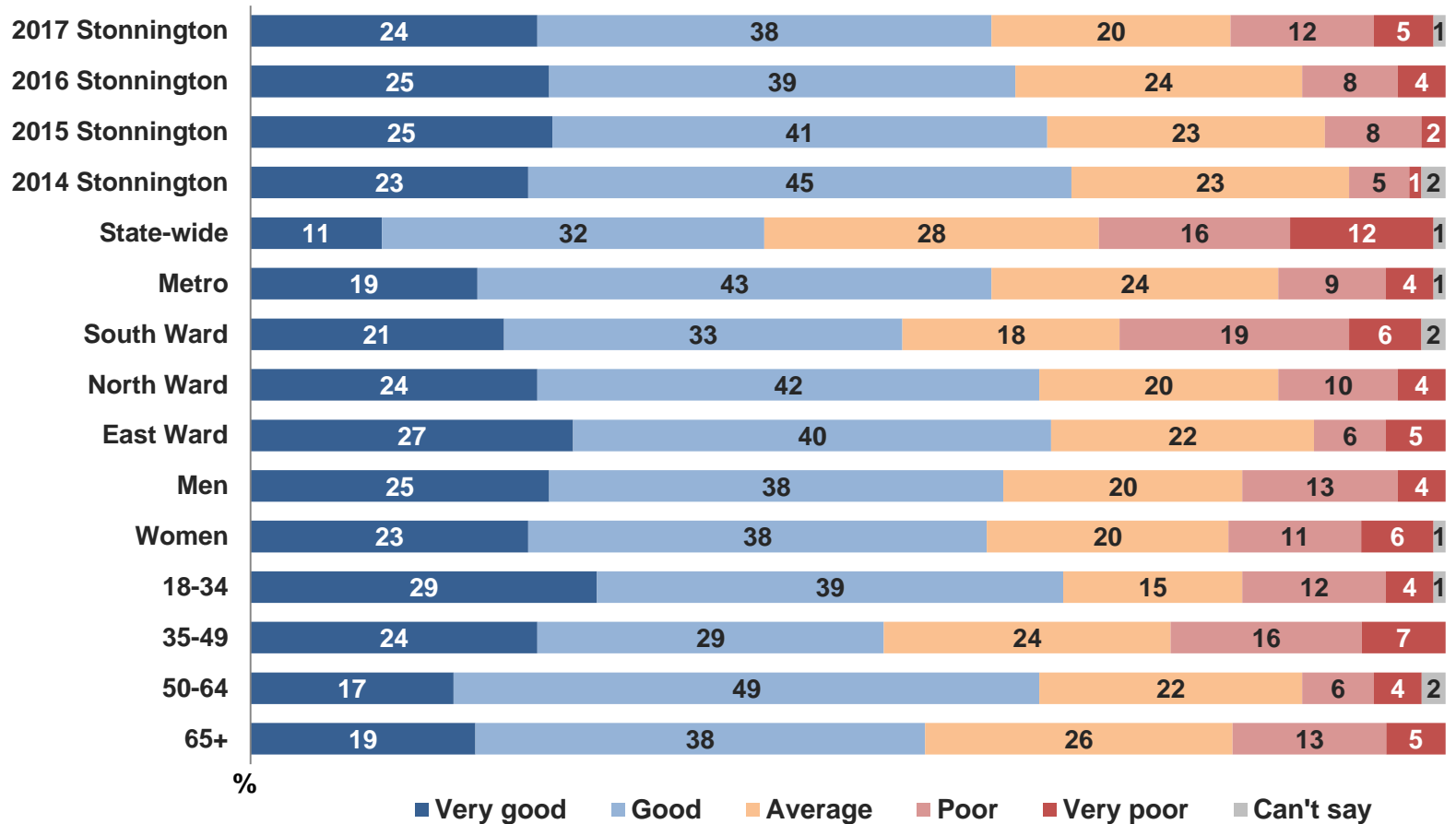
Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2017 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: 68 Councils asked group: 18

2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE INDEX SCORES

2017 Law Enforcement Importance

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

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

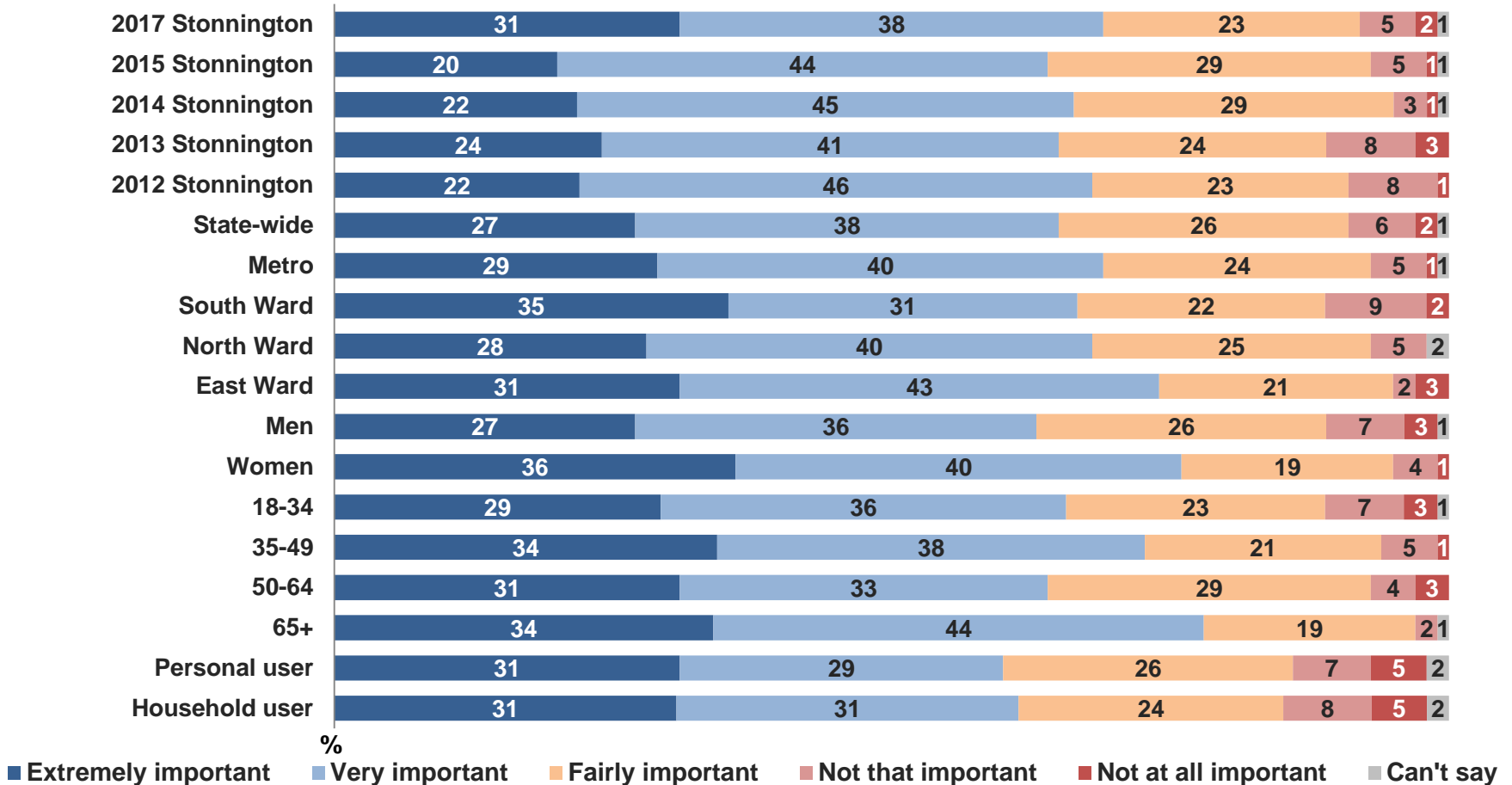
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 10

Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE DETAILED PERCENTAGES

2017 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: 23 Councils asked group: 10

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE INDEX SCORES

2017 Law Enforcement Performance

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

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

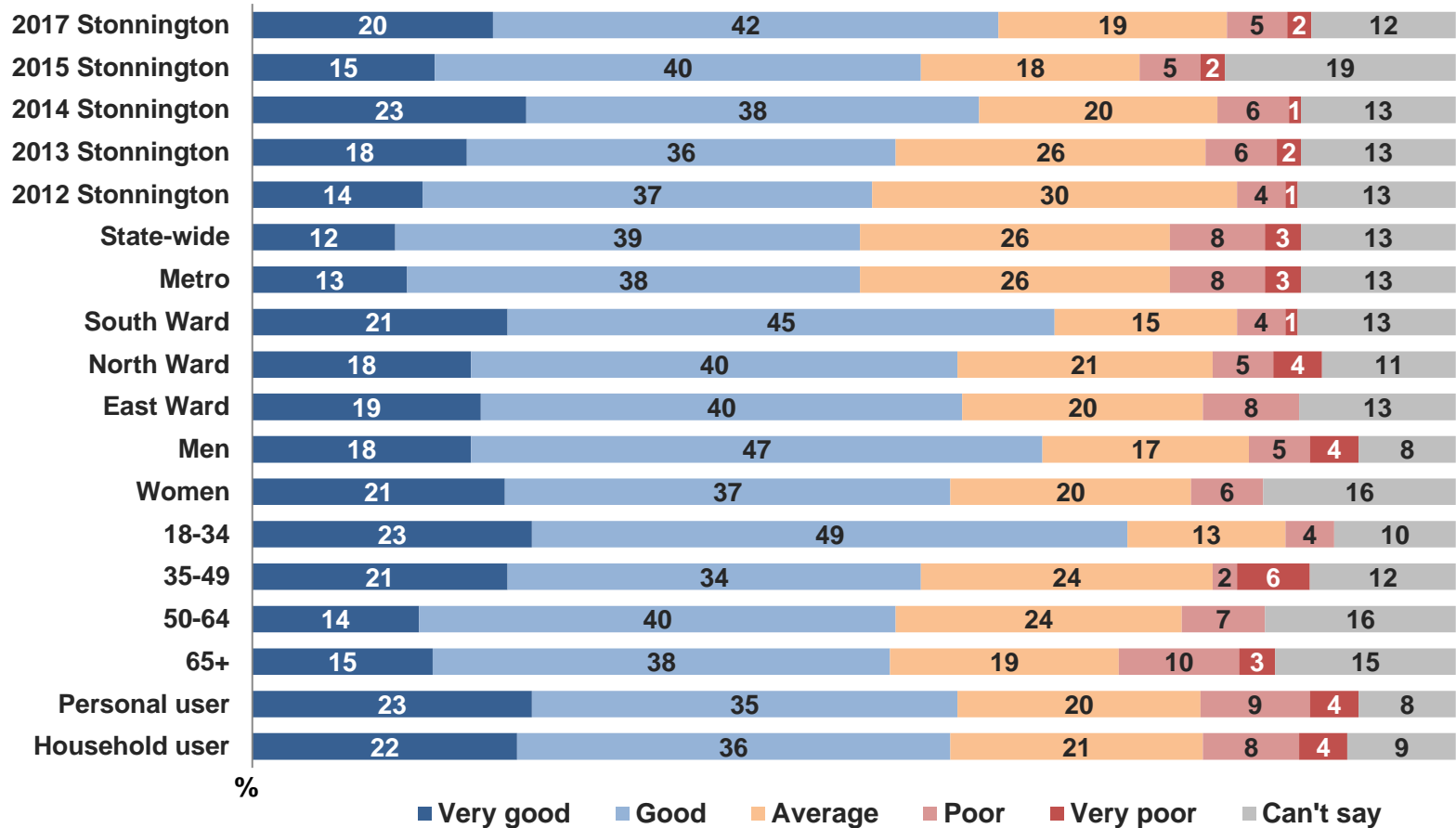
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 13

Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES

2017 Law Enforcement Performance



Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 13

2017 FAMILY SUPPORT SERVICES

IMPORTANCE INDEX SCORES

2017 Family Support Importance

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

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

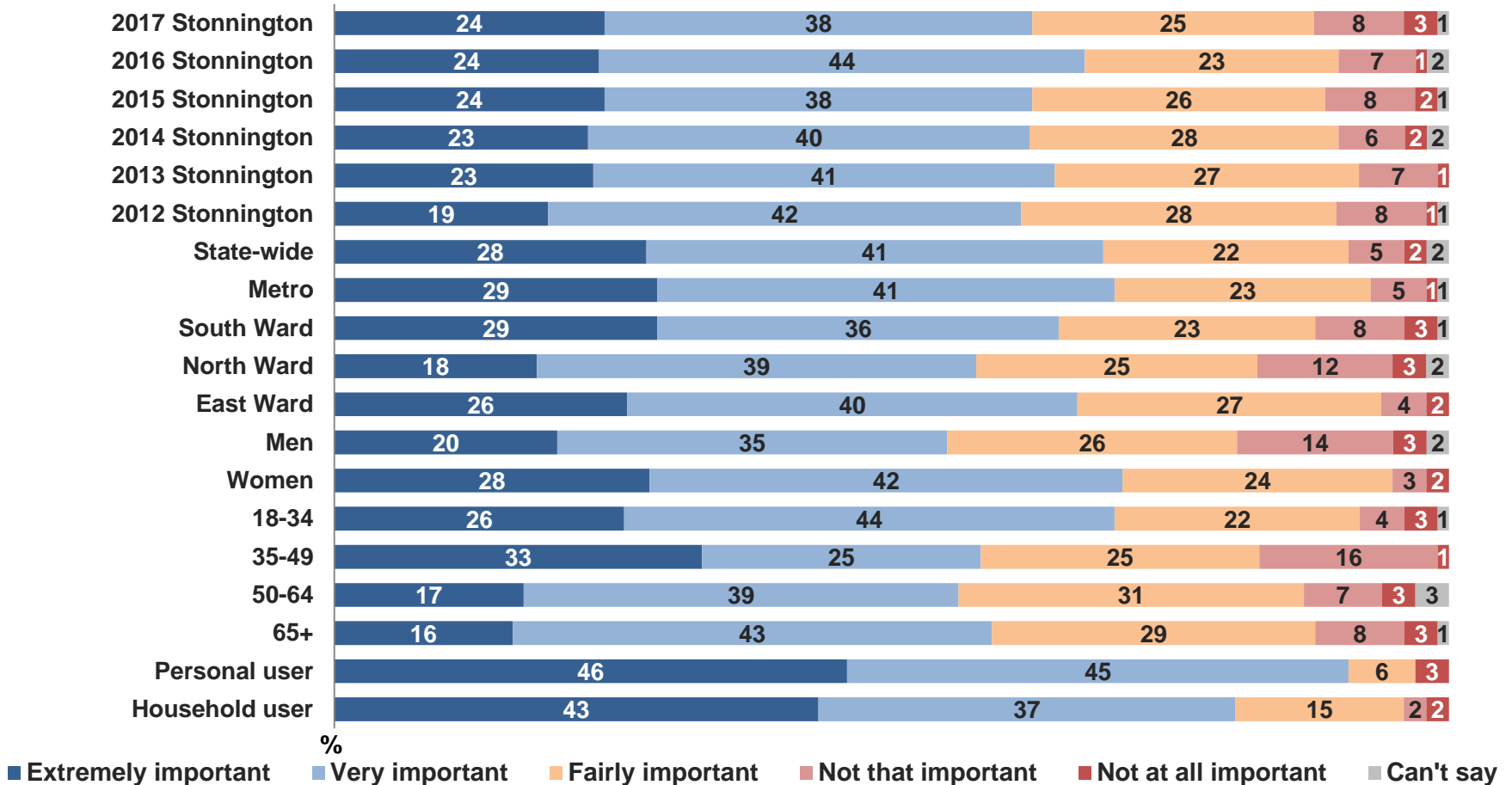
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

Note: Please see page 5 for explanation about significant differences

2017 FAMILY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

2017 Family Support Importance



Q1. Firstly, how important should 'family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

2017 FAMILY SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2017 Family Support Performance

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

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

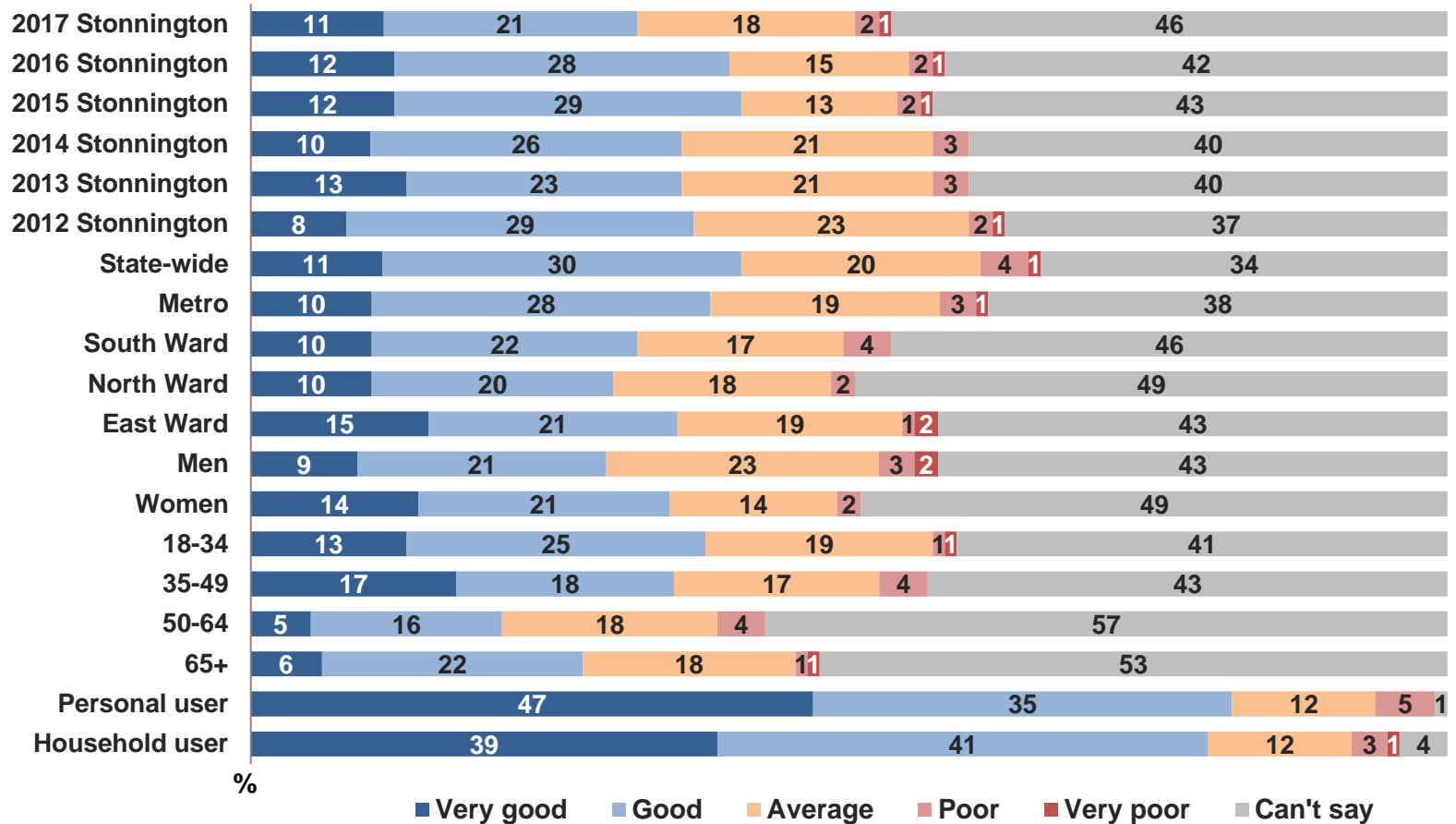
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11

Note: Please see page 5 for explanation about significant differences

2017 FAMILY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2017 Family Support Performance



2017 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2017 Elderly Support Importance

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

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

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

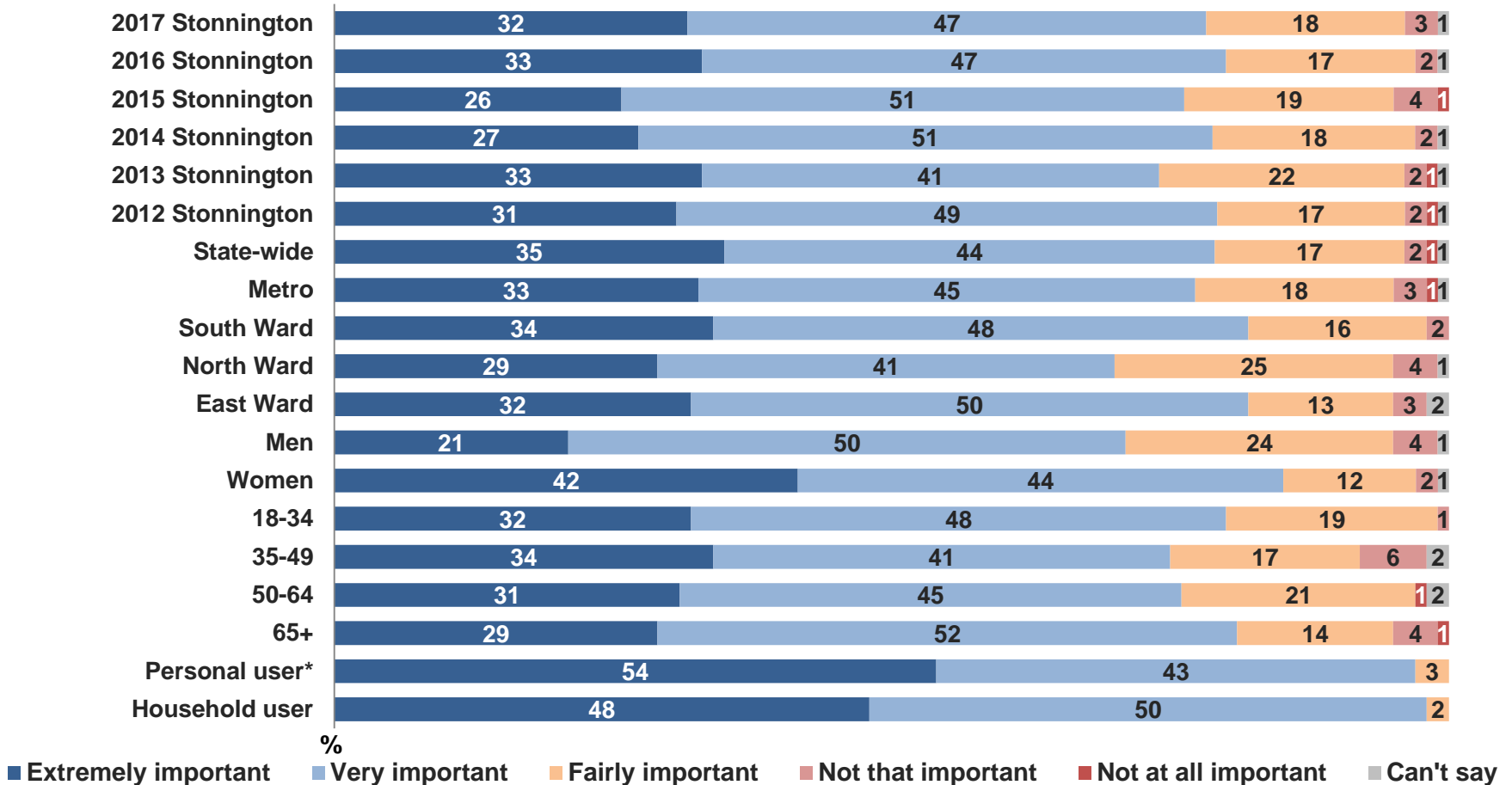
Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2017 ELDERLY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

2017 Elderly Support Importance



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

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

*Caution: small sample size < n=30

2017 ELDERLY SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2017 Elderly Support Performance

	2016	2015	2014	2013	2012
Personal user	87	n/a	n/a	n/a	n/a
East Ward	n/a	73	75	68	n/a
Household user	80	n/a	n/a	n/a	n/a
65+	77	81	78	73	74
Women	75	67	71	68	69
35-49	73	64	69	70	62
Stonnington	72	71	71	68	69
18-34	69	69	69	67	69
State-wide	68	69	70	69	69
Metro	69	69	n/a	n/a	n/a
Men	69	74	71	69	68
50-64	70	68	69	66	71
South Ward	n/a	70	64	68	n/a
North Ward	n/a	68	71	70	n/a

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

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 13

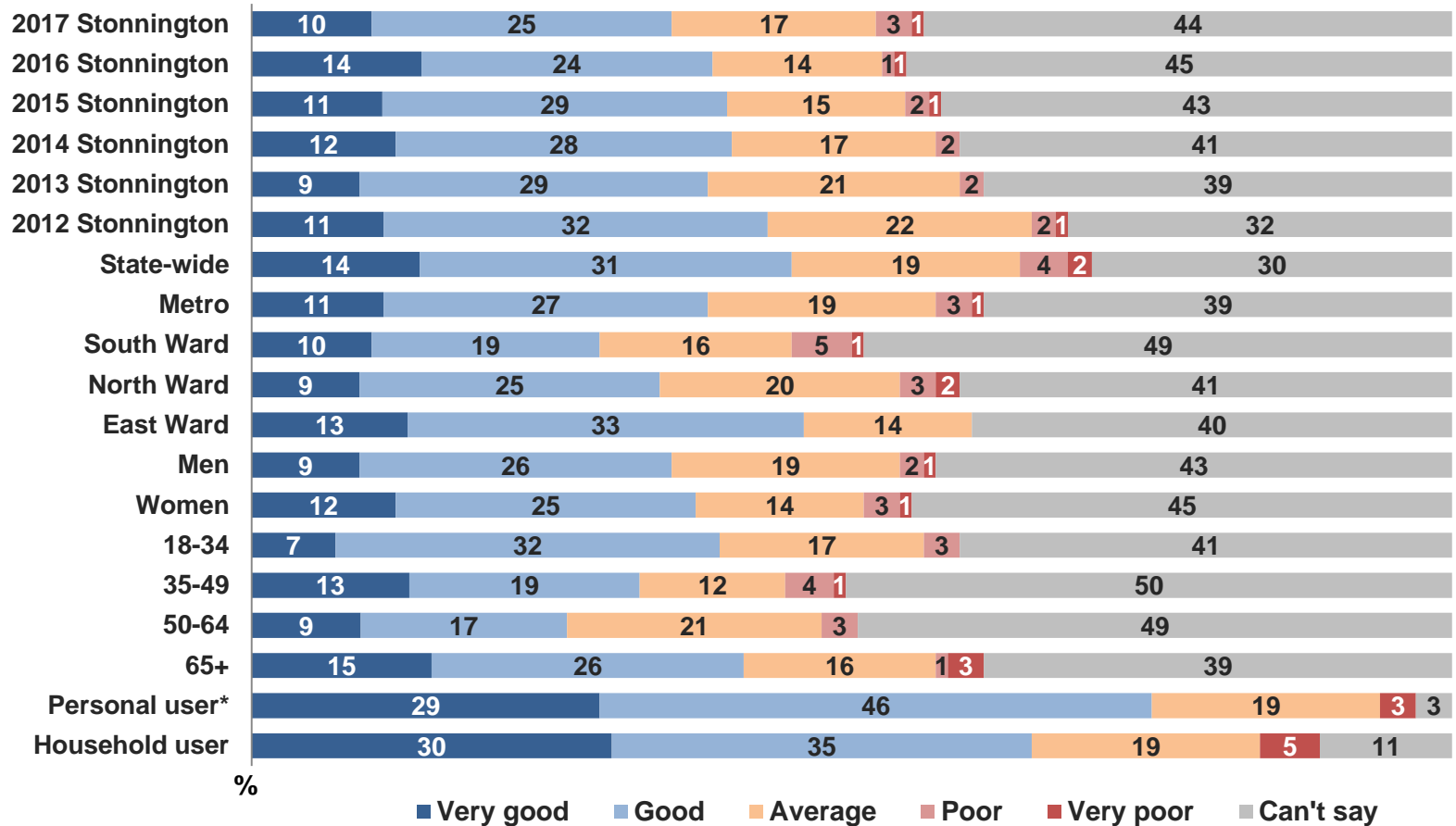
Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2017 ELDERLY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2017 Elderly Support Performance



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

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 13

*Caution: small sample size < n=30

2017 DISADVANTAGED SUPPORT SERVICES

IMPORTANCE INDEX SCORES

2017 Disadvantaged Support Importance

		2016	2015	2014	2013	2012
Household user	77*	80	n/a	n/a	n/a	n/a
Personal user	75*	80	n/a	n/a	n/a	n/a
Women	74↑	72	78	78	76	74
South Ward	72	n/a	71	70	76	n/a
State-wide	71	73	73	72	73	73
Metro	71	73	74	n/a	n/a	n/a
18-34	70	73	74	77	75	72
35-49	69	69	71	70	74	69
East Ward	69	n/a	77	74	74	n/a
Stonnington	69	70	73	73	74	71
50-64	66	66	72	68	73	68
65+	65	68	74	72	69	71
North Ward	65	n/a	69	76	70	n/a
Men	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: 12 Councils asked group: 6

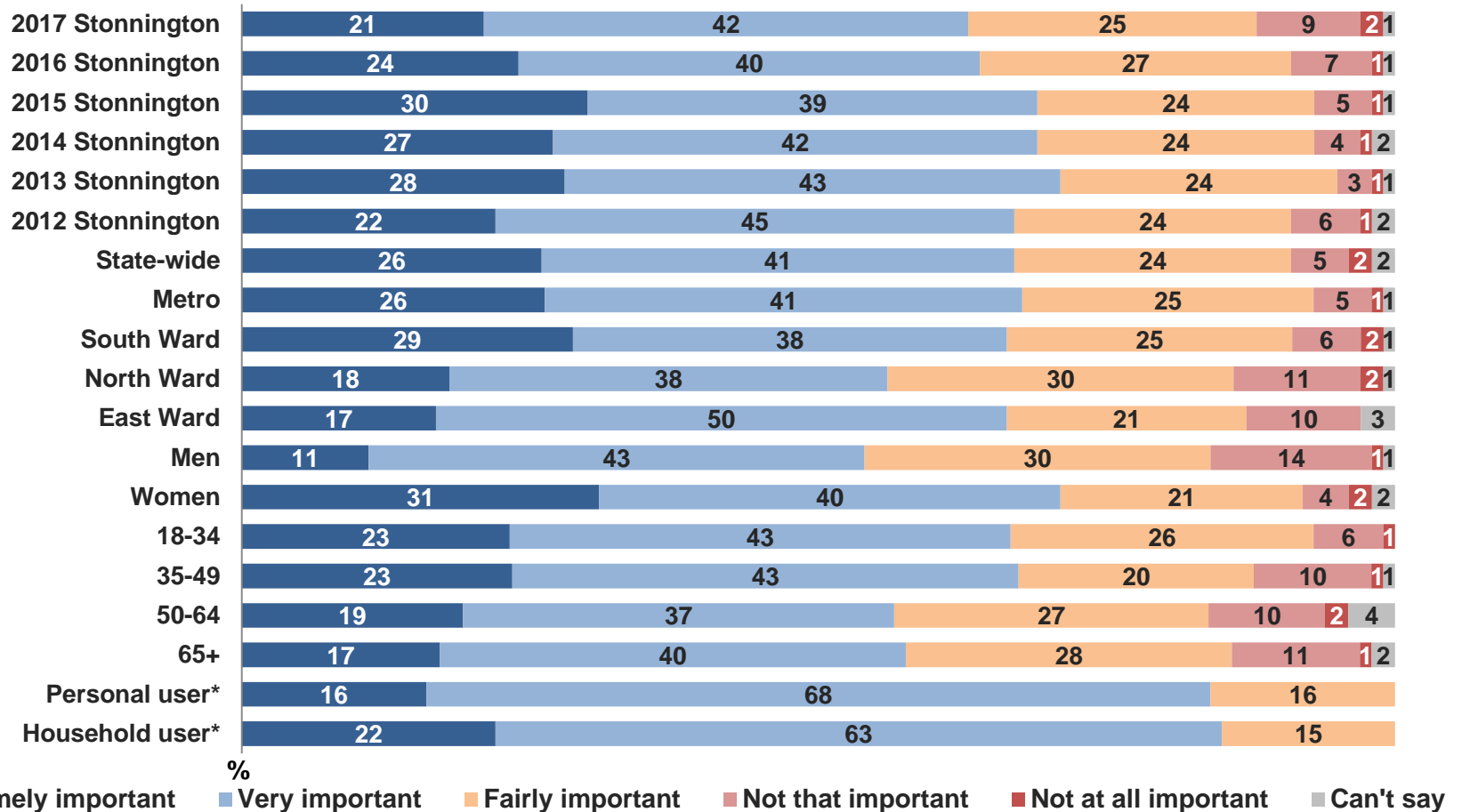
Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2017 DISADVANTAGED SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

2017 Disadvantaged Support Importance



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

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

*Caution: small sample size < n=30

2017 DISADVANTAGED SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2017 Disadvantaged Support Performance

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

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

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 8

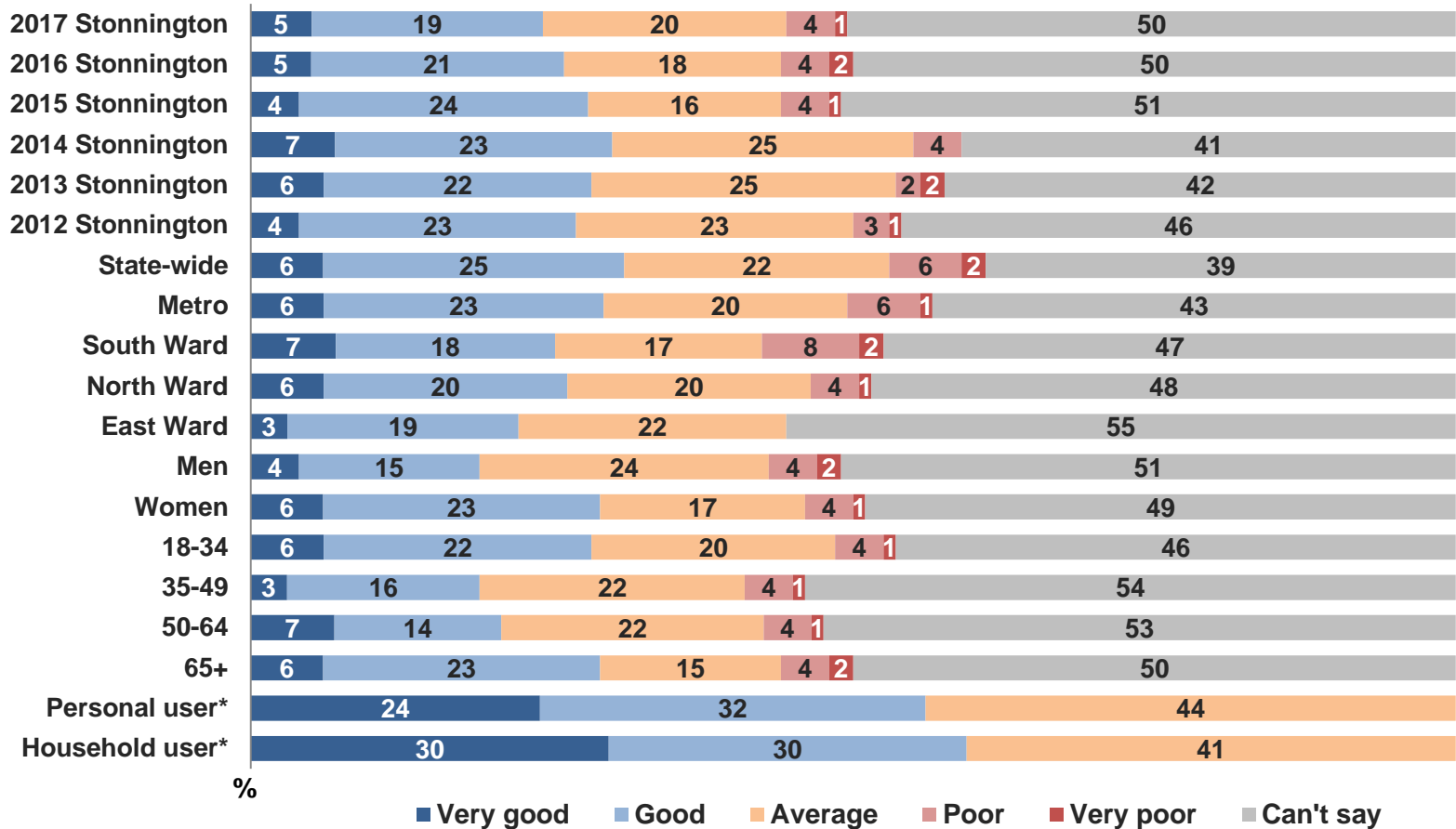
Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2017 DISADVANTAGED SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2017 Disadvantaged Support Performance



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

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 8

*Caution: small sample size < n=30

2017 RECREATIONAL FACILITIES

IMPORTANCE INDEX SCORES

2017 Recreational Facilities Importance

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

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

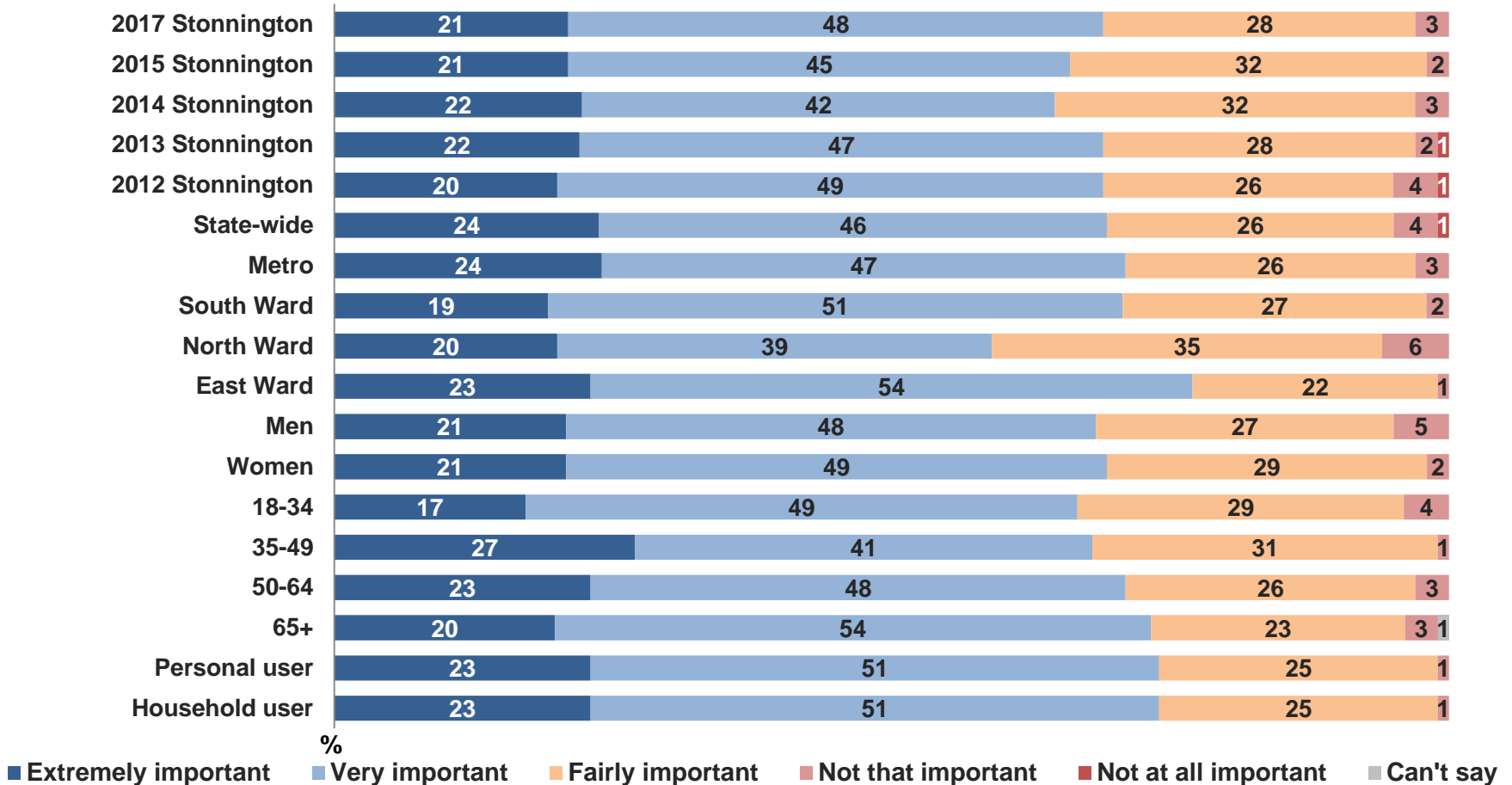
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 10

Note: Please see page 5 for explanation about significant differences

2017 RECREATIONAL FACILITIES

IMPORTANCE DETAILED PERCENTAGES

2017 Recreational Facilities Importance



Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 10

2017 RECREATIONAL FACILITIES

PERFORMANCE INDEX SCORES

2017 Recreational Facilities Performance

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

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

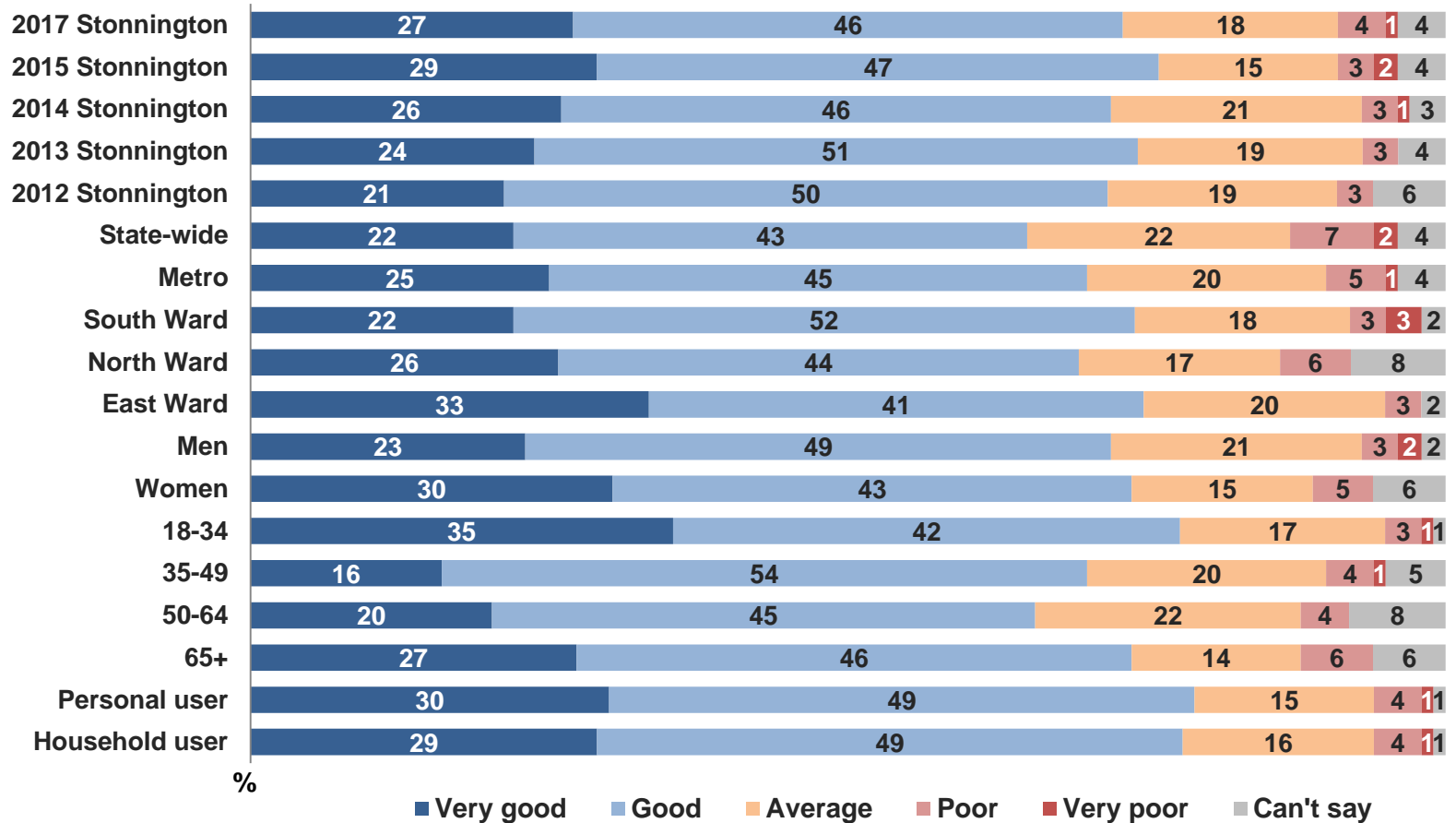
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13

Note: Please see page 5 for explanation about significant differences

2017 RECREATIONAL FACILITIES

PERFORMANCE DETAILED PERCENTAGES

2017 Recreational Facilities Performance



Q2. How has Council performed on 'recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13

2017 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE INDEX SCORES

2017 Public Areas Importance

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

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

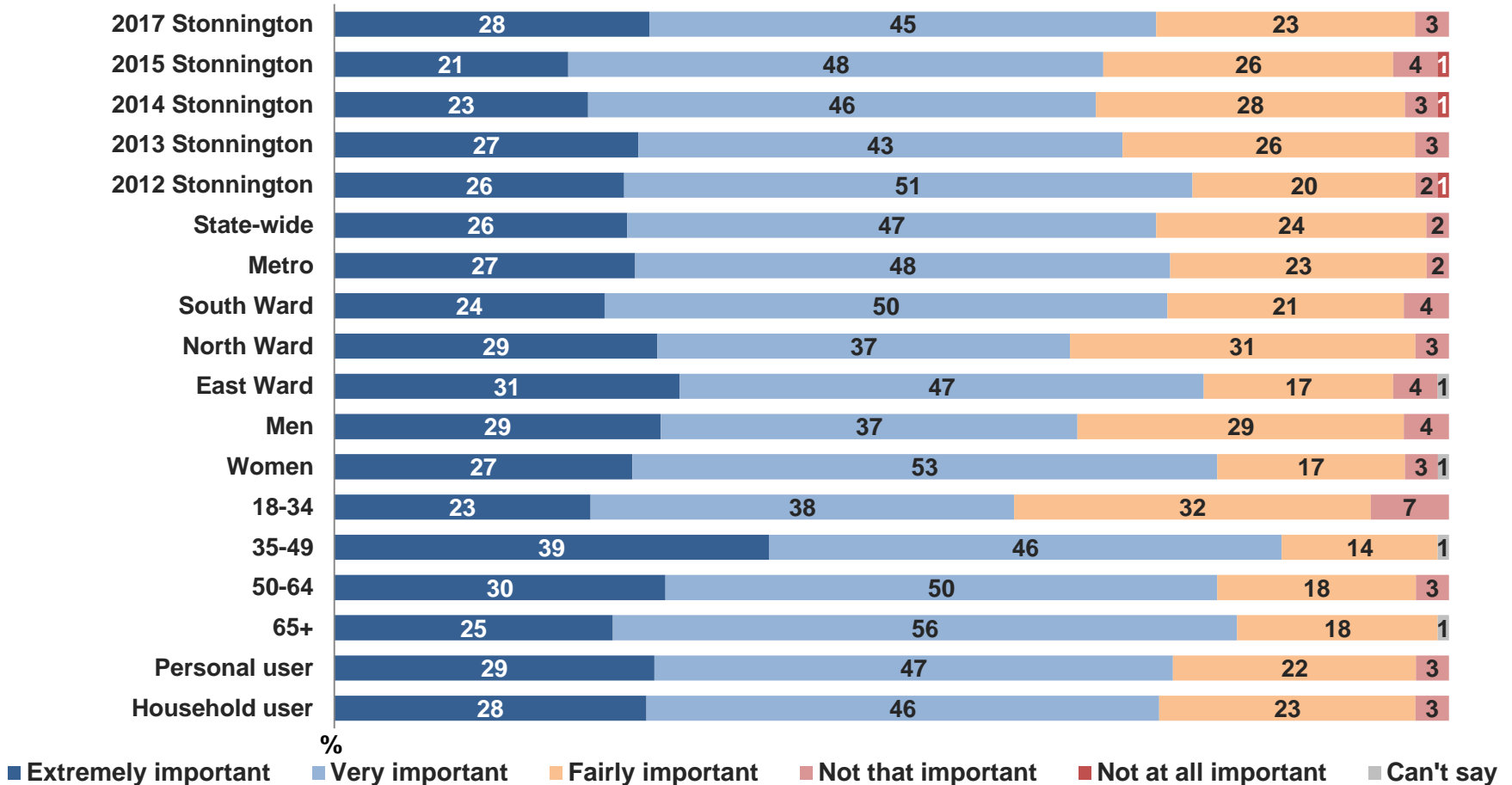
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 11

Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE DETAILED PERCENTAGES

2017 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: 28 Councils asked group: 11

2017 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE INDEX SCORES

2017 Public Areas Performance

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

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

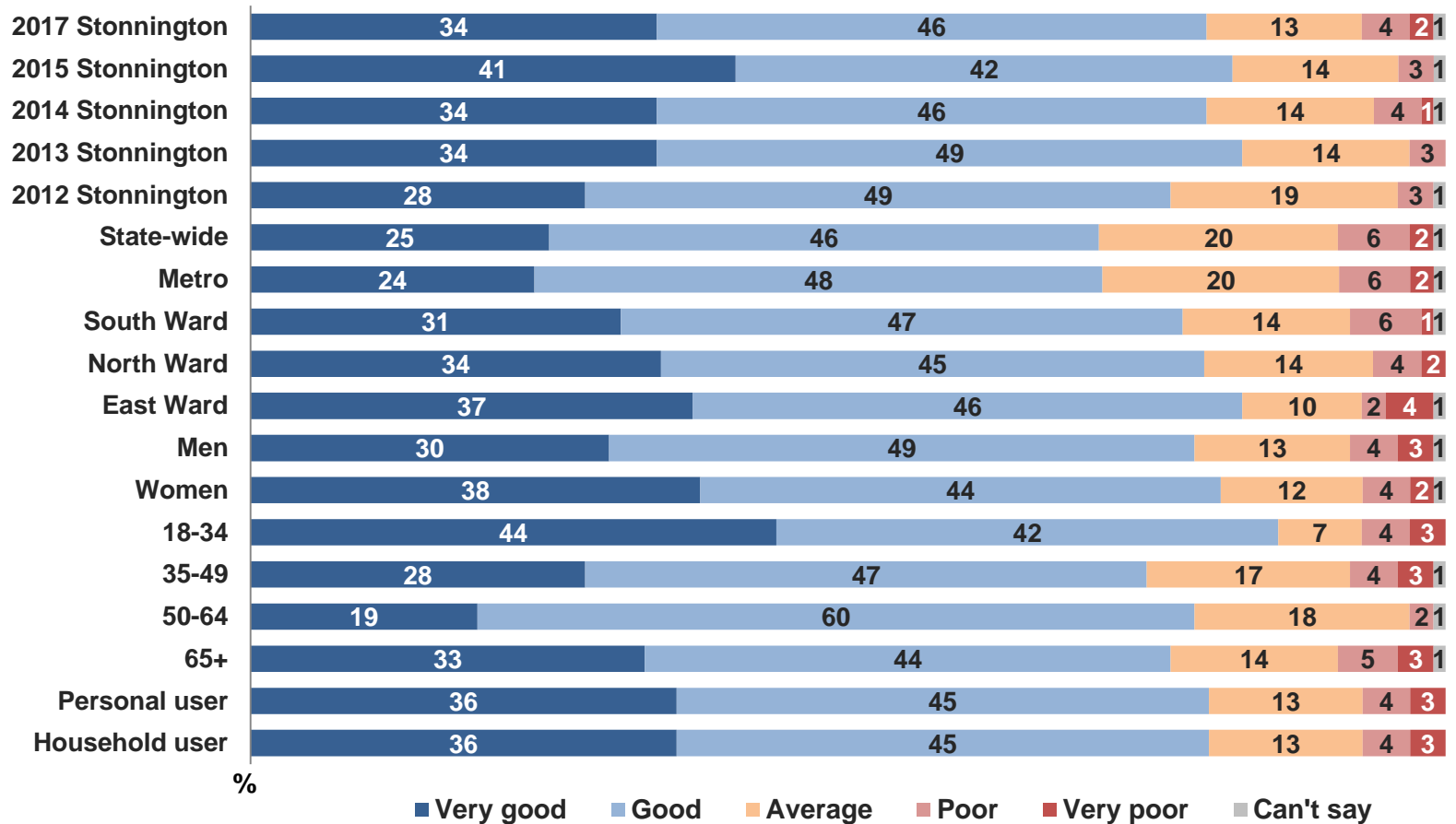
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 14

Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE DETAILED PERCENTAGES

2017 Public Areas Performance



2017 ART CENTRES AND LIBRARIES

IMPORTANCE INDEX SCORES

2017 Art Centres & Libraries Importance

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

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

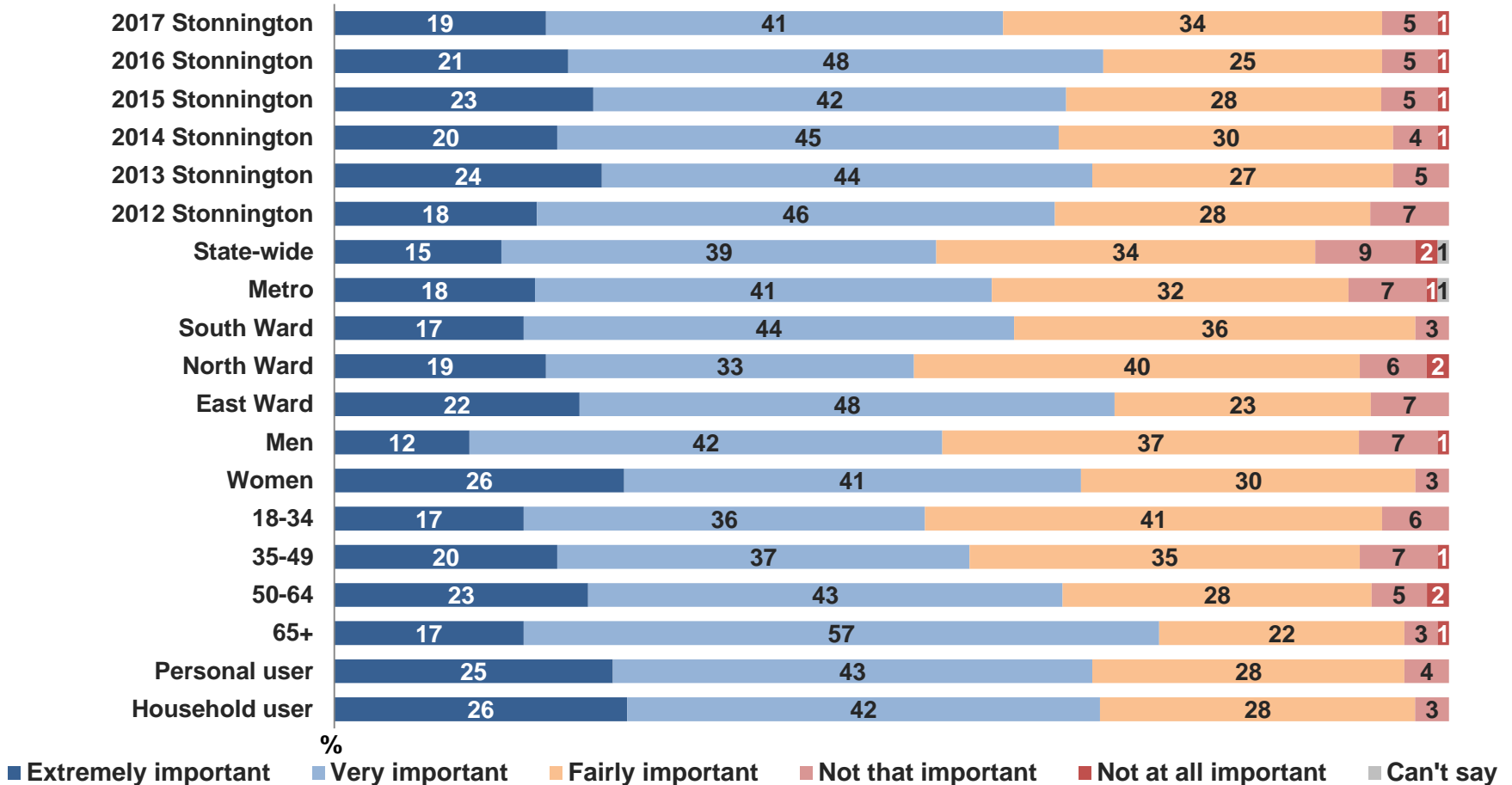
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 9

Note: Please see page 5 for explanation about significant differences

2017 ART CENTRES AND LIBRARIES

IMPORTANCE DETAILED PERCENTAGES

2017 Art Centres & Libraries Importance



Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 9

2017 ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES

2017 Art Centres & Libraries Performance

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

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

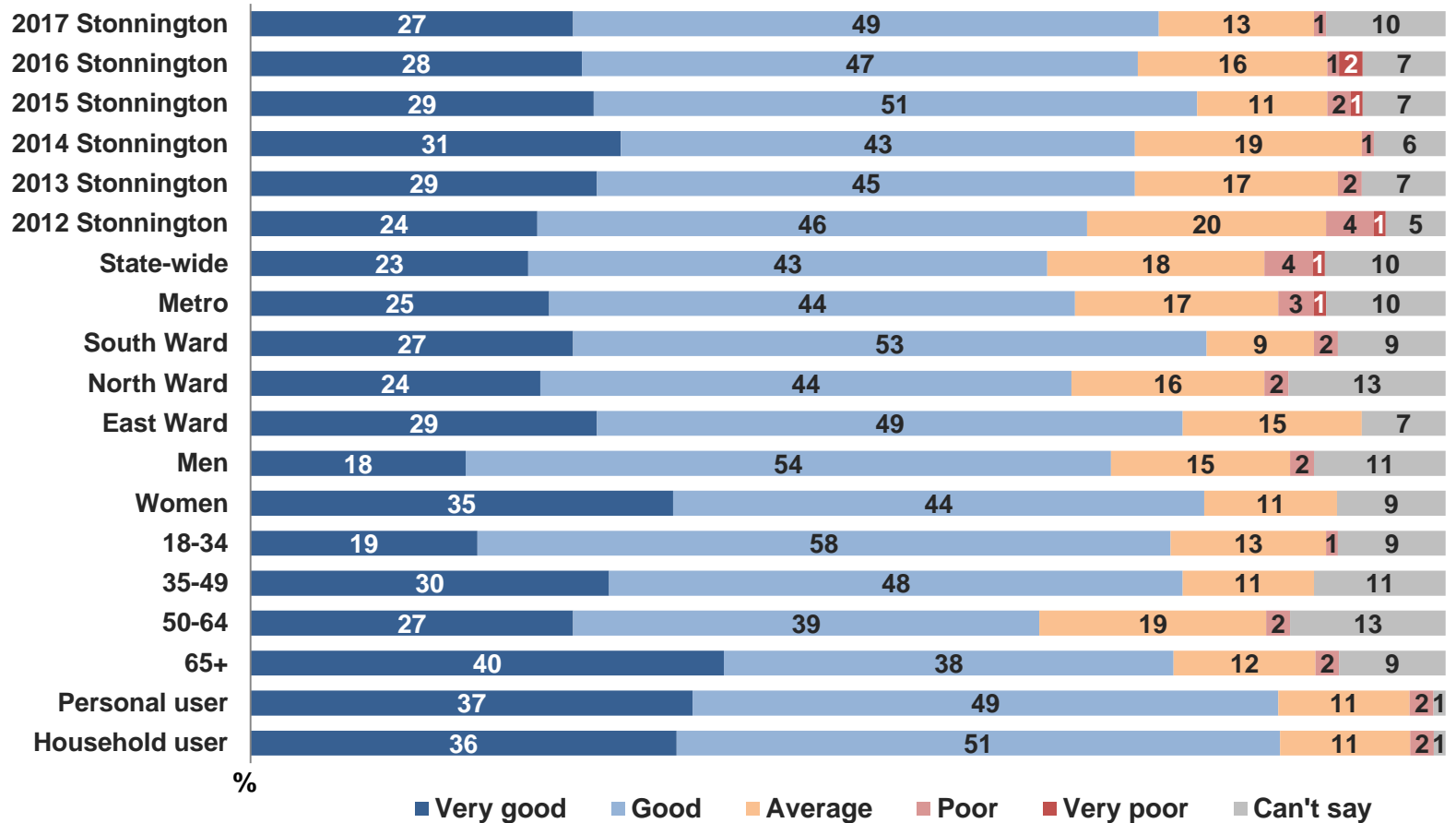
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 13

Note: Please see page 5 for explanation about significant differences

2017 ART CENTRES AND LIBRARIES

PERFORMANCE DETAILED PERCENTAGES

2017 Art Centres & Libraries Performance



Q2. How has Council performed on 'art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 13

2017 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES

2017 Community Activities Importance

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

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

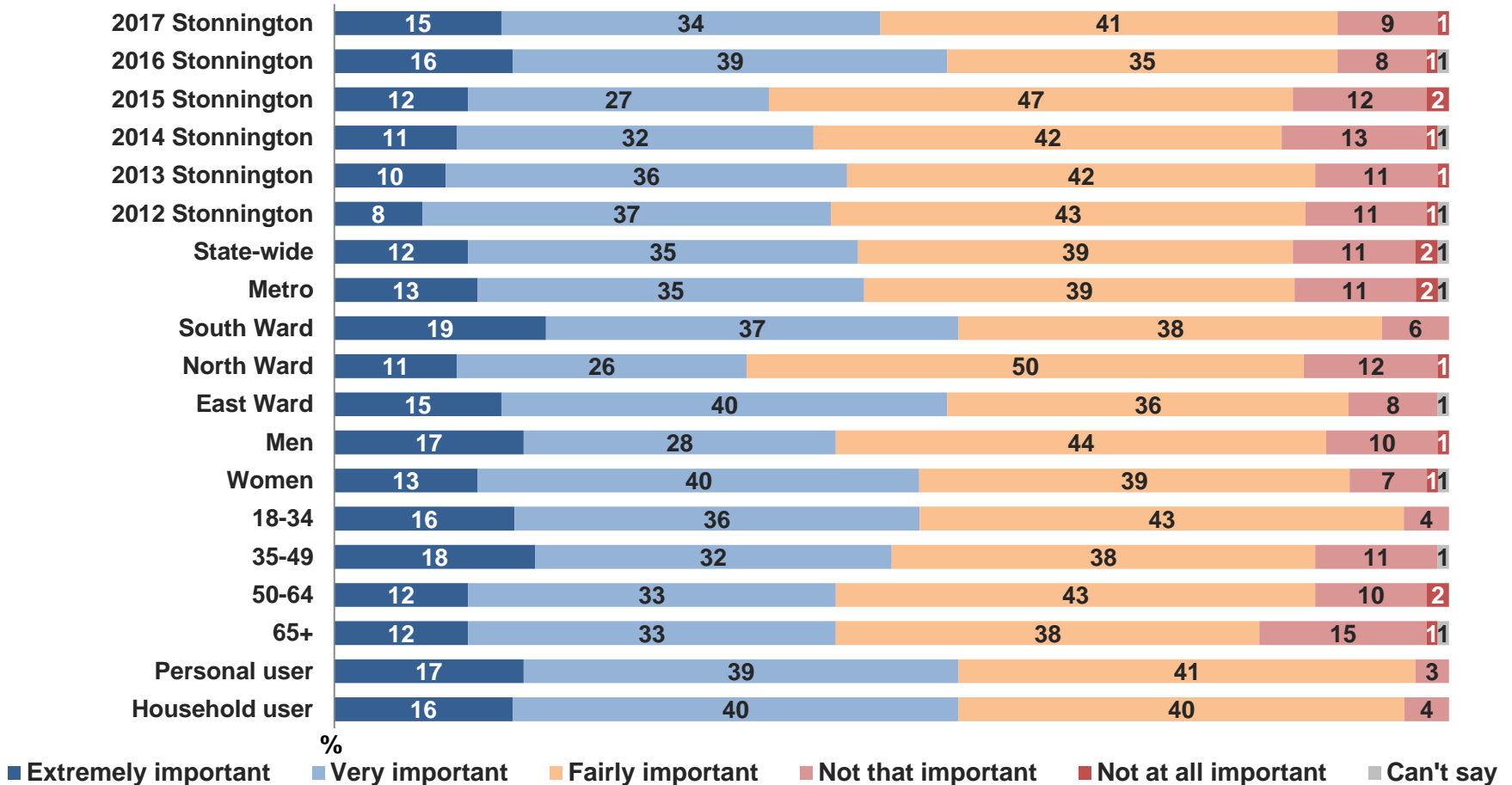
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY AND CULTURAL ACTIVITIES

IMPORTANCE DETAILED PERCENTAGES

2017 Community Activities Importance



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

2017 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES

2017 Community Activities Performance

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

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

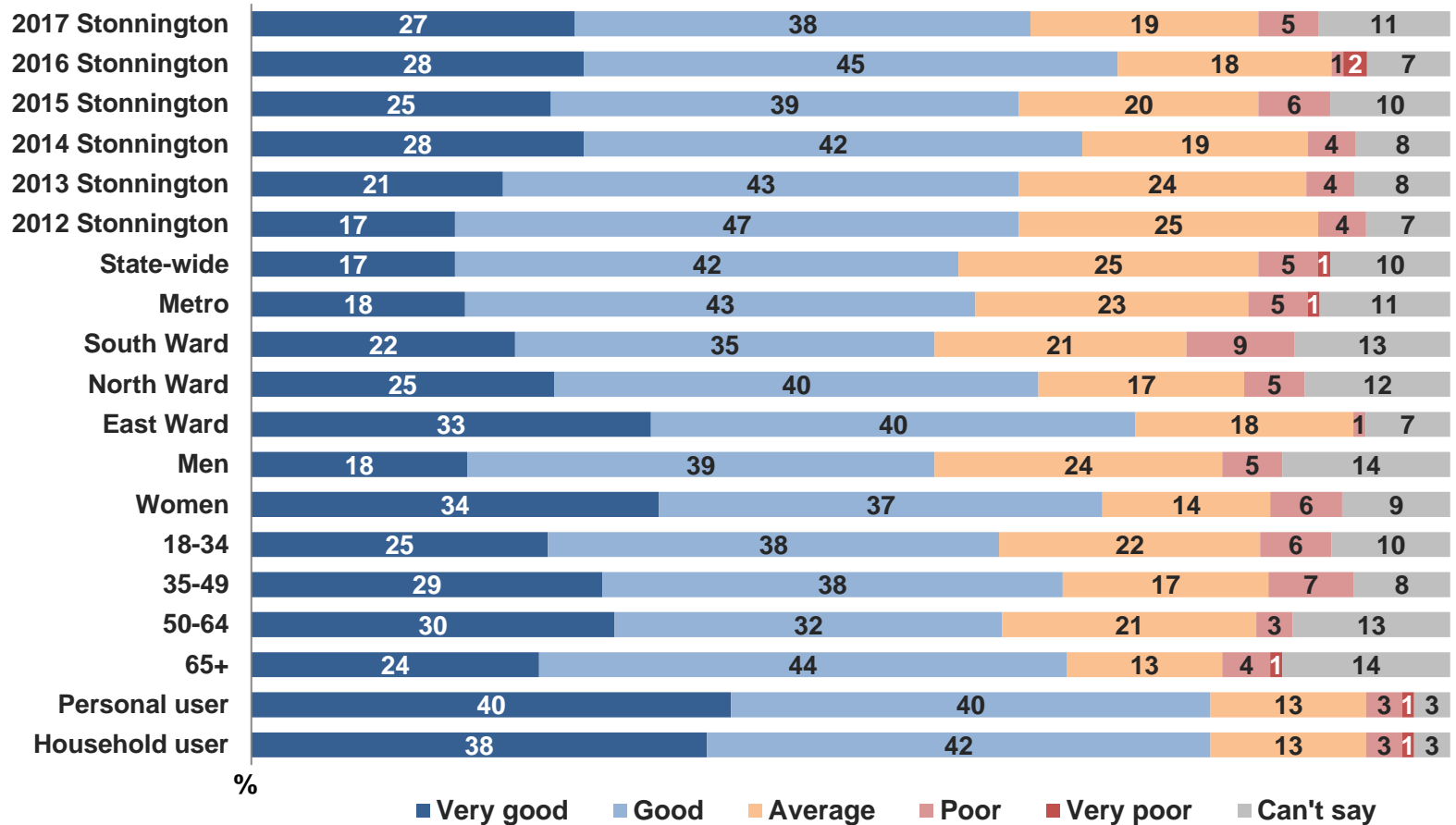
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 13

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY AND CULTURAL ACTIVITIES

PERFORMANCE DETAILED PERCENTAGES

2017 Community Activities Performance



2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES

2017 Business/Development/Tourism Importance

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

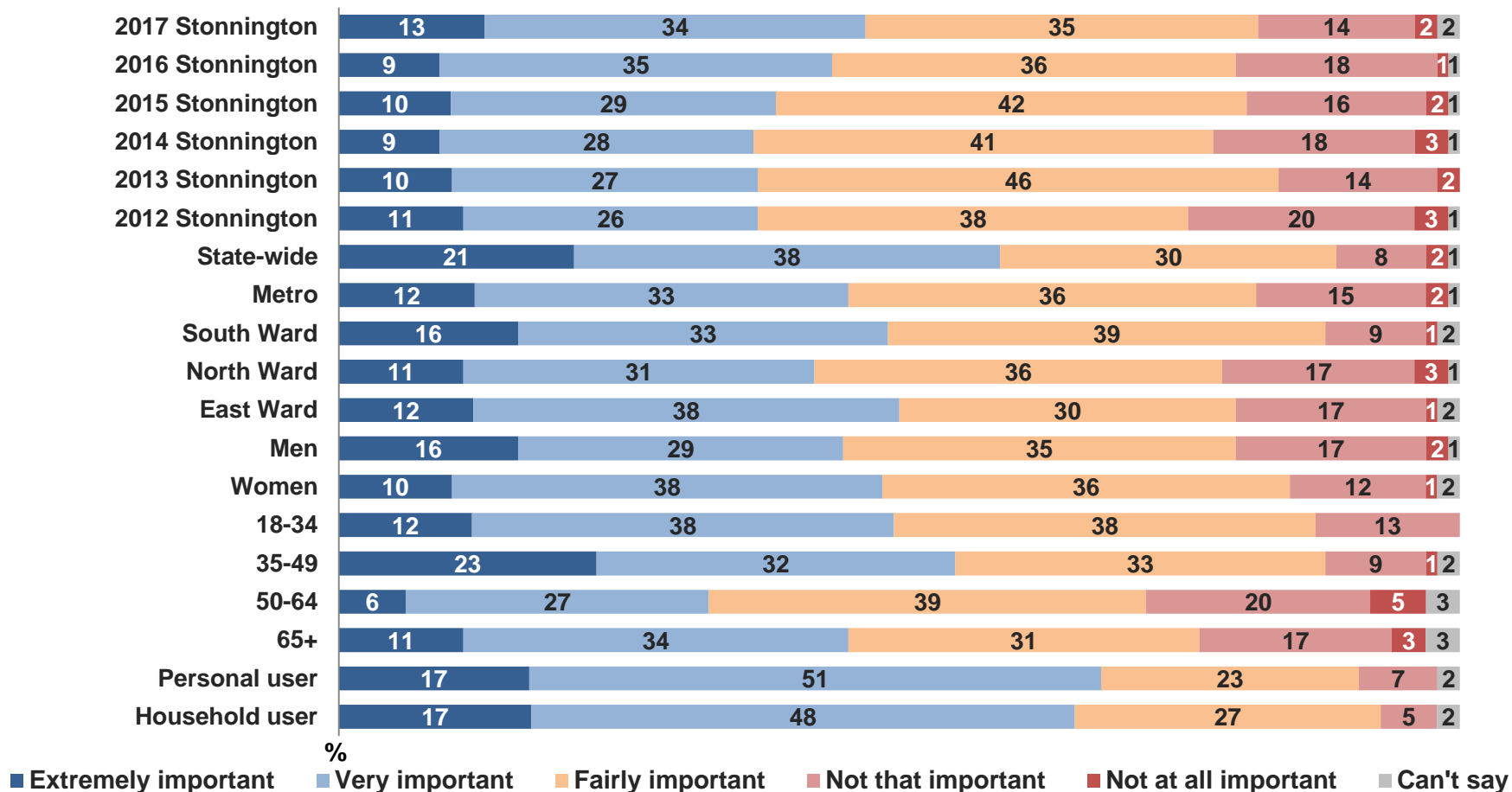
Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

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

Note: Please see page 5 for explanation about significant differences

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

2017 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

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES

2017 Business/Development/Tourism Performance

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

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

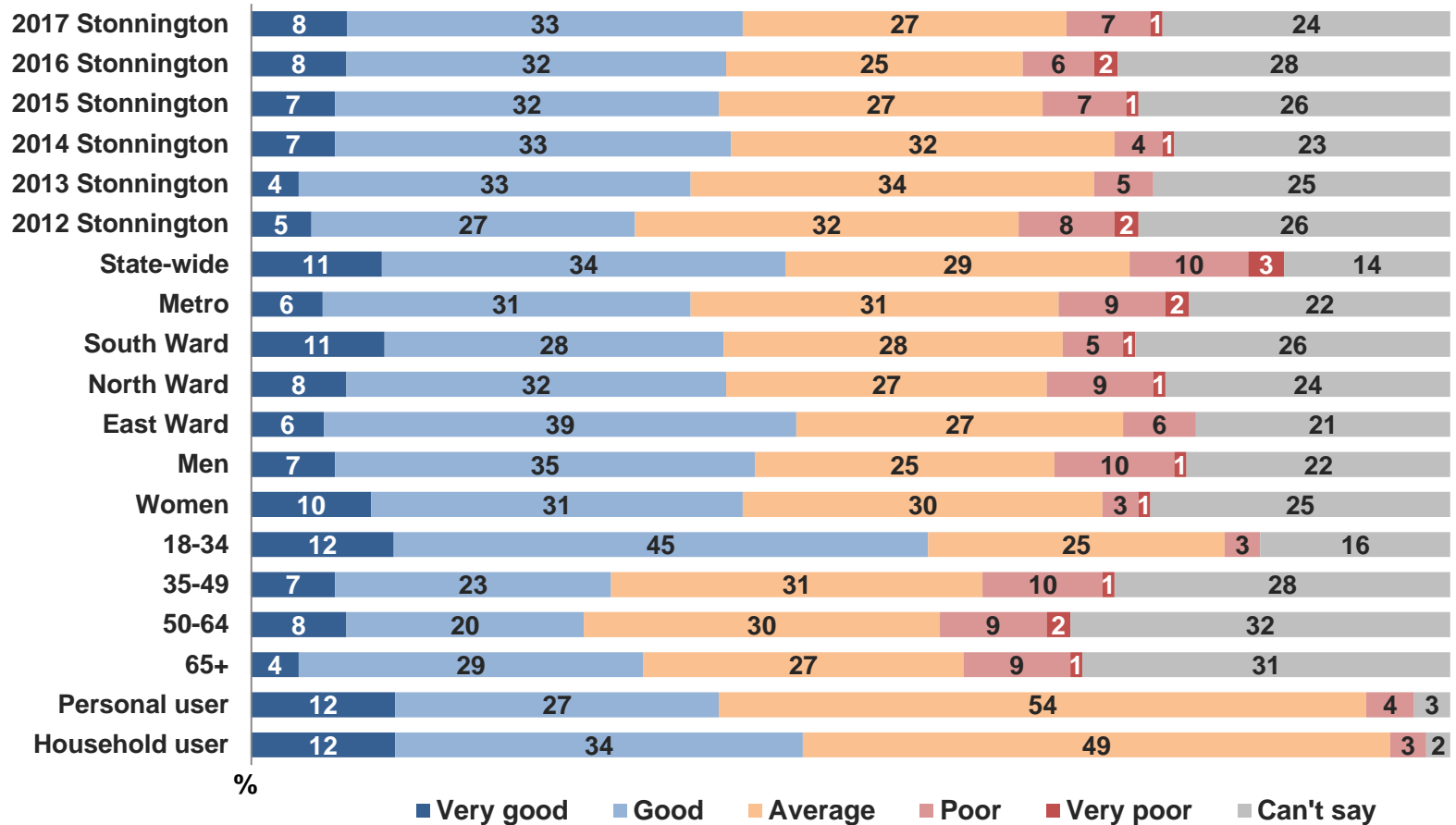
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 8

Note: Please see page 5 for explanation about significant differences

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES



2017 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: 24 Councils asked group: 8

2017 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX SCORES



2017 Environmental Sustainability Importance

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

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

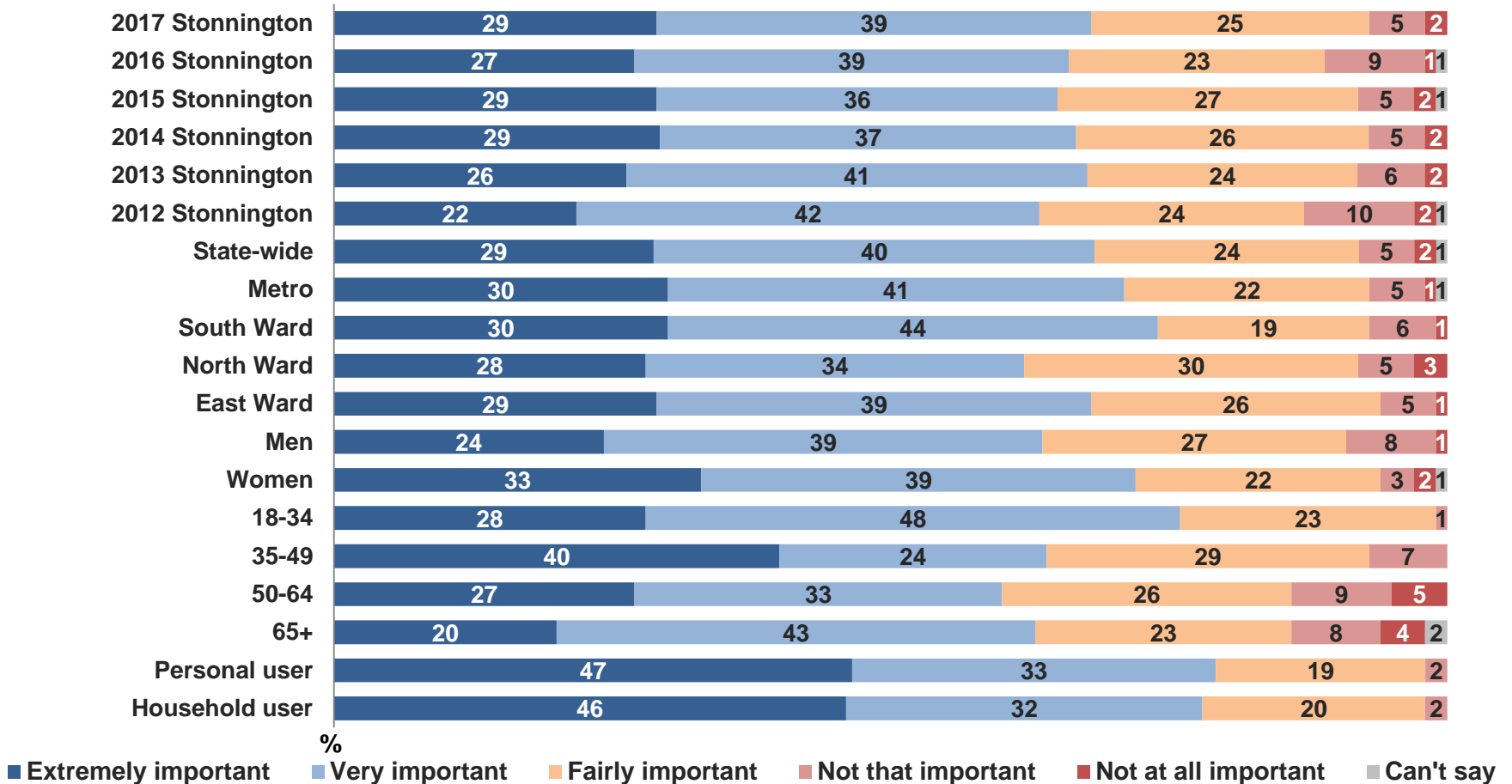
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 10

Note: Please see page 5 for explanation about significant differences

2017 ENVIRONMENTAL SUSTAINABILITY

IMPORTANCE DETAILED PERCENTAGES

2017 Environmental Sustainability Importance



Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 10

2017 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES



2017 Environmental Sustainability Performance

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

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

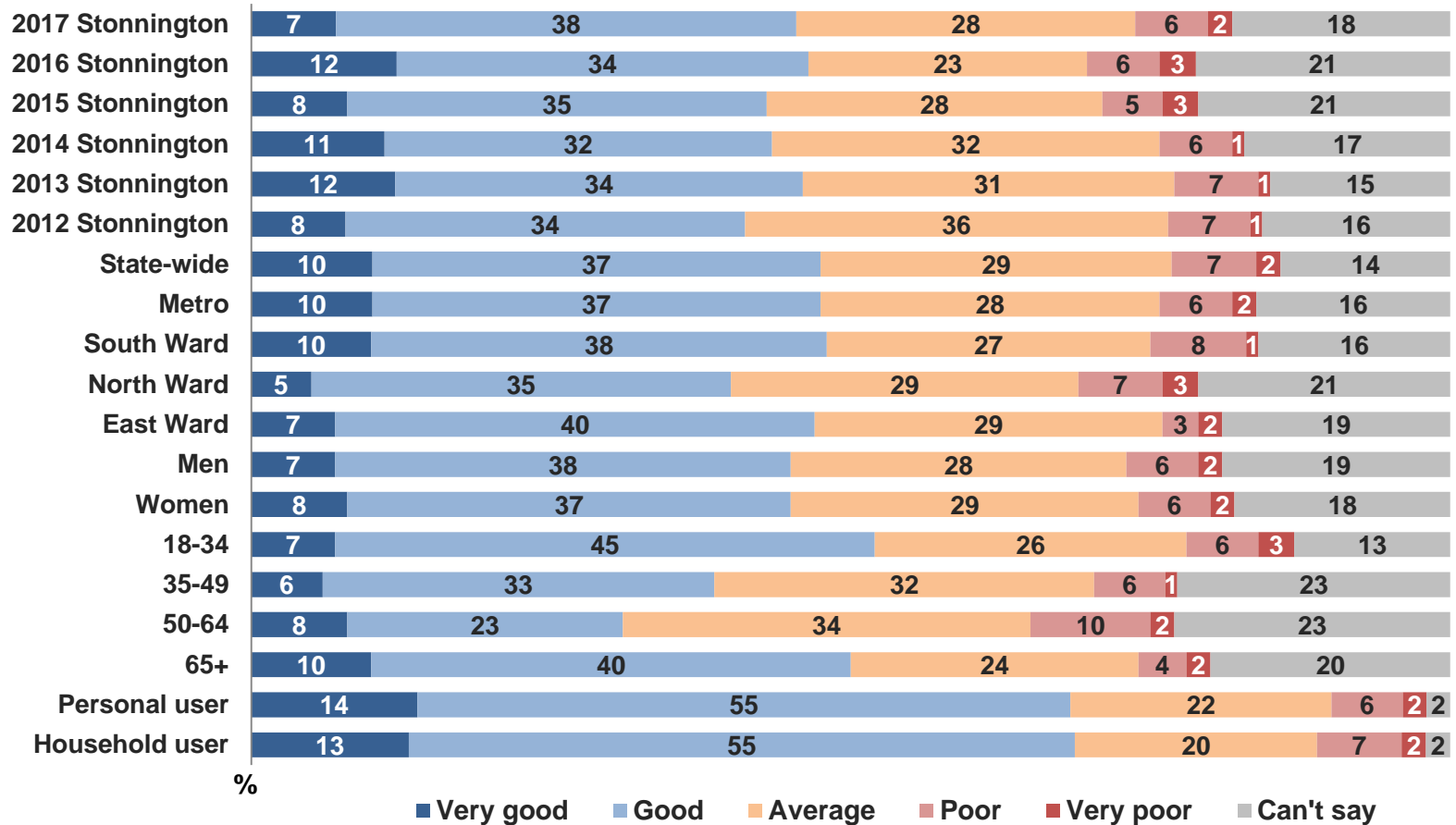
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 14

Note: Please see page 5 for explanation about significant differences

2017 ENVIRONMENTAL SUSTAINABILITY

PERFORMANCE DETAILED PERCENTAGES

2017 Environmental Sustainability Performance



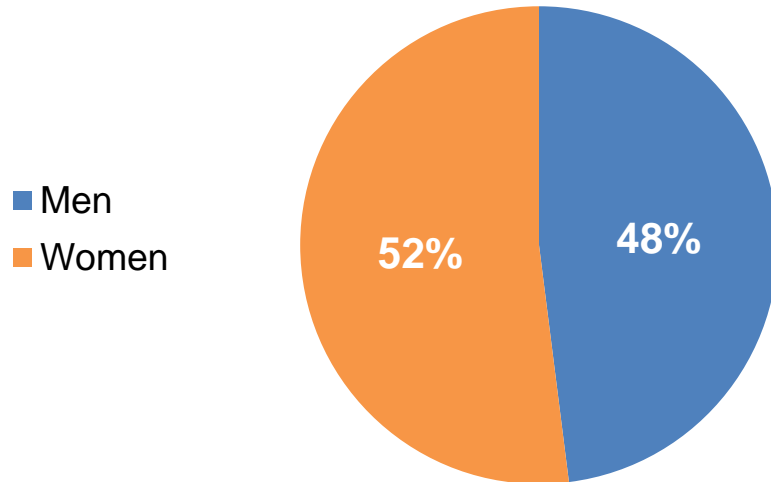
Q2. How has Council performed on 'environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 14



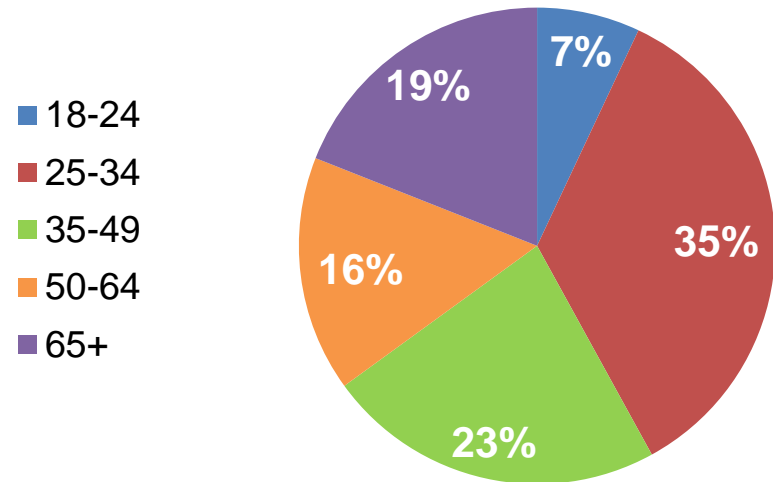
DETAILED DEMOGRAPHICS

2017 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 is shown, with a glowing, interconnected network of lines overlaid on the landmass, suggesting a data network or survey routes. The map is set against a dark, starry background.

APPENDIX A:

DETAILED SURVEY TABULATIONS

AVAILABLE IN SUPPLIED EXCEL FILE



**APPENDIX B:
FURTHER PROJECT INFORMATION**

APPENDIX B:

BACKGROUND AND OBJECTIVES

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2017 have been made throughout this report as appropriate.**

APPENDIX B:

MARGINS OF ERROR

The sample size for the 2017 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 92,000 people aged 18 years or over for Stonnington City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Stonnington City Council	400	400	+/-4.9
Men	180	193	+/-7.3
Women	220	207	+/-6.6
South Ward	133	145	+/-8.5
North Ward	134	130	+/-8.5
East Ward	133	126	+/-8.5
18-34 years	69	167	+/-11.9
35-49 years	76	93	+/-11.3
50-64 years	114	63	+/-9.2
65+ years	141	78	+/-8.3

APPENDIX B:

ANALYSIS AND REPORTING

All participating councils are listed in the state-wide report published on the DELWP website. In 2017, 68 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 2012-2017 vary slightly.

Council Groups

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

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

Councils participating in the Metropolitan group are: Banyule, Bayside, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Frankston, Kingston, Knox, Manningham, Maroondah, Melbourne, Monash, Moonee Valley, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Stonnington City Council for this 2017 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%	--	INDEX SCORE 60

APPENDIX B: ANALYSIS AND REPORTING

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

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

APPENDIX B:

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

APPENDIX B:

INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

APPENDIX B:

ANALYSIS AND REPORTING

Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2017 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 2017 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

APPENDIX B: ANALYSIS AND REPORTING

Reporting

Every council that participated in the 2017 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 <https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>.

APPENDIX B:

GLOSSARY OF TERMS

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

CSS: 2017 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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