2020 Local Government Community Satisfaction Survey

Stonnington City Council

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

JWS RESEARCH

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Background and objectives

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

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

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

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

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

Serving Victoria for 21 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

Key findings and recommendations

Stonnington City Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Stonnington 65

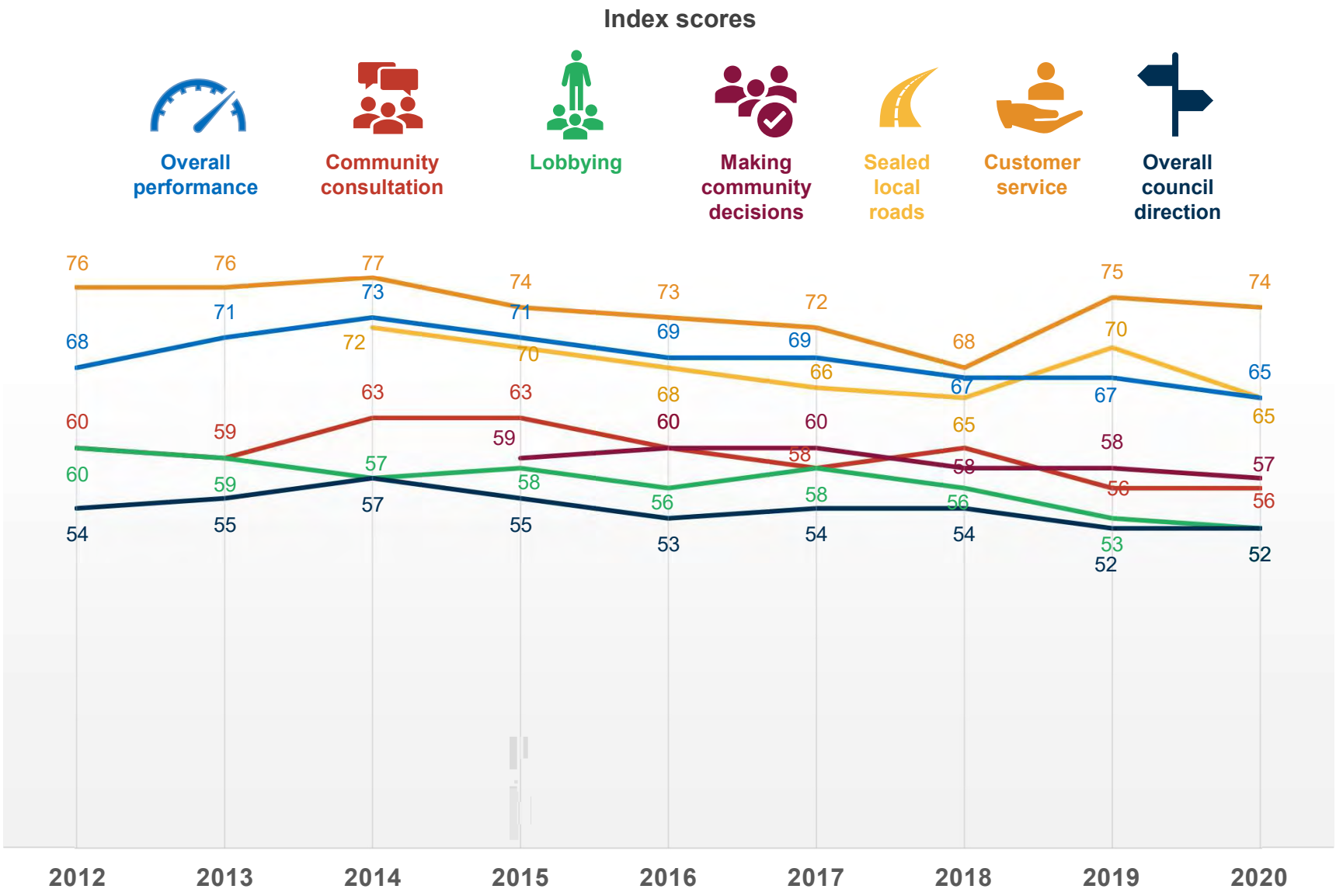
State-wide 58

Metropolitan 66

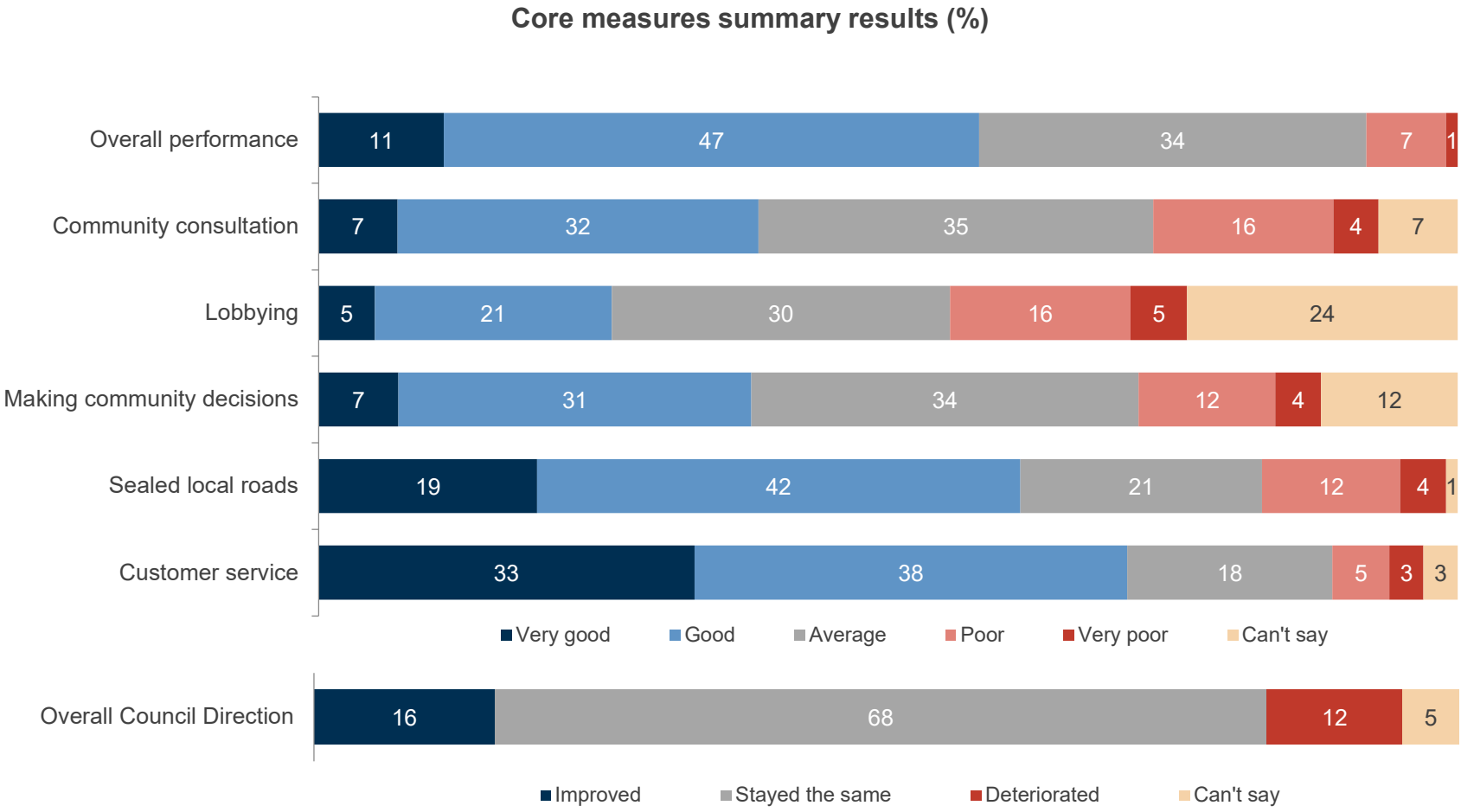
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	Sealed local roads Enforcement of local laws Waste management	Traffic management
Compared to group average	None	Lobbying Environmental sustainability Traffic management

Summary of core measures



Summary of core measures



Summary of Stonnington City Council performance

Services		Stonnington 2020	Stonnington 2019	Metro 2020	State-wide 2020	Highest score	Lowest score
	Overall performance	**65**	67	66	58	Aged 65+ years, East Ward residents	Aged 50-64 years
	Overall council direction	**52**	52	54	51	Aged 18-34 years	Aged 50-64 years
	Customer service	**74**	75	74	70	East Ward residents	North Ward residents, Aged 50-64 years
	Appearance of public areas	**74**	76	73	72	East Ward residents	South Ward residents
	Art centres and libraries	**74**	75	75	74	Aged 65+ years	Aged 35-49 years
	Recreational facilities	**72**	73	74	70	Aged 18-34 years	Aged 50-64 years
	Community and cultural	**70**	70	70	68	Women, East Ward residents	North Ward residents, Men
	Waste management	**69**	73	70	65	Aged 65+ years	Aged 18-34 years
	Enforcement of local laws	**67**	65	65	63	North Ward residents	Aged 65+ years, East Ward residents
	Sealed local roads	**65**	70	67	54	East Ward residents	North Ward residents

Significantly higher / lower than Stonnington City Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.

Summary of Stonnington City Council performance

Services		Stonnington 2020	Stonnington 2019	Metro 2020	State-wide 2020	Highest score	Lowest score
	Environmental sustainability	**58**	61	62	60	East Ward residents	South Ward residents
	Bus/community dev./tourism	**57**	57	59	59	Women	Men, Aged 35-49 years
	Community decisions	**57**	58	59	53	East Ward residents	Aged 50-64 years
	Consultation and engagement	**56**	56	58	55	East Ward residents	Aged 50-64 years
	Parking facilities	**56**	52	56	55	East Ward residents	Aged 50+ years
	Traffic management	**55**	54	59	58	East Ward residents	North Ward residents, Aged 50-64 years
	Town planning policy	**55**	58	55	54	Aged 18-34 years	Aged 50-64 years
	Lobbying	**52**	53	57	53	East Ward residents	Aged 50-64 years
	Building and planning permits	**52**	53	54	51	Aged 18-34 years	Aged 50-64 years

Significantly higher / lower than Stonnington City Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.

Focus areas for the next 12 months

Overview

Perceptions of Stonnington City Council performance have been maintained over the past 12 months on most individual service areas and have improved in the area of parking facilities. While Council's overall performance index of 65 is only slightly lower than last year, it continues a longer term decline from a peak of 73 in 2014. Council performance has declined significantly this year in two of its better performing areas of waste management and sealed local roads.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the individual service areas that most influence perceptions of overall performance: town planning, community decisions, recreational facilities, environmental sustainability and the appearance of public areas. While this set includes some of Council's strongest performing areas, in public areas and recreational facilities, it also includes one of its lowest performers, town planning.

Comparison to state and area grouping

Council performance is rated largely in line with the Metropolitan group average and significantly higher than the State-wide average on overall performance, customer service and five out of 16 individual service areas. However, Council is rated significantly below the group average on lobbying, traffic management and environmental sustainability and below the State average for traffic management.

Regaining and driving positive perceptions

To prevent further decline in community opinion, Council should target its waste management (most important area to residents) and maintenance of sealed local roads (a key positive influence on overall performance ratings). It should also look to improve its general communication and transparency with residents, particularly around planning issues, and to promote its sustainability initiatives. Council should also work to consolidate improved perceptions of its performance on parking facilities over the next year.

DETAILED FINDINGS

Overall performance

Overall performance

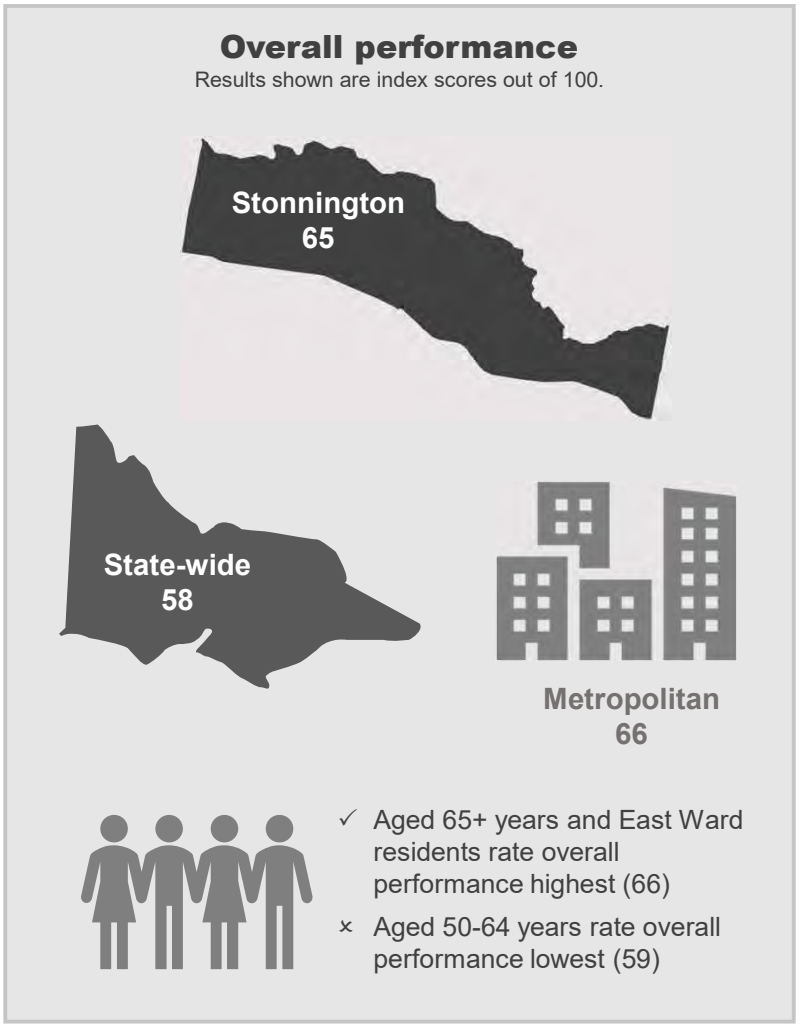
The overall performance index score of 65 for Stonnington City Council represents a two-point decline on the 2019 result.

- While not a statistically significant change, this continues a relatively steady decline from a high of 73 in 2014 to Council's lowest score to date.

Council's overall performance index is in line with the average rating for councils in the Metropolitan group and statistically significantly higher (at the 95% confidence interval) than the State-wide average (index score of 66 and 58 respectively).

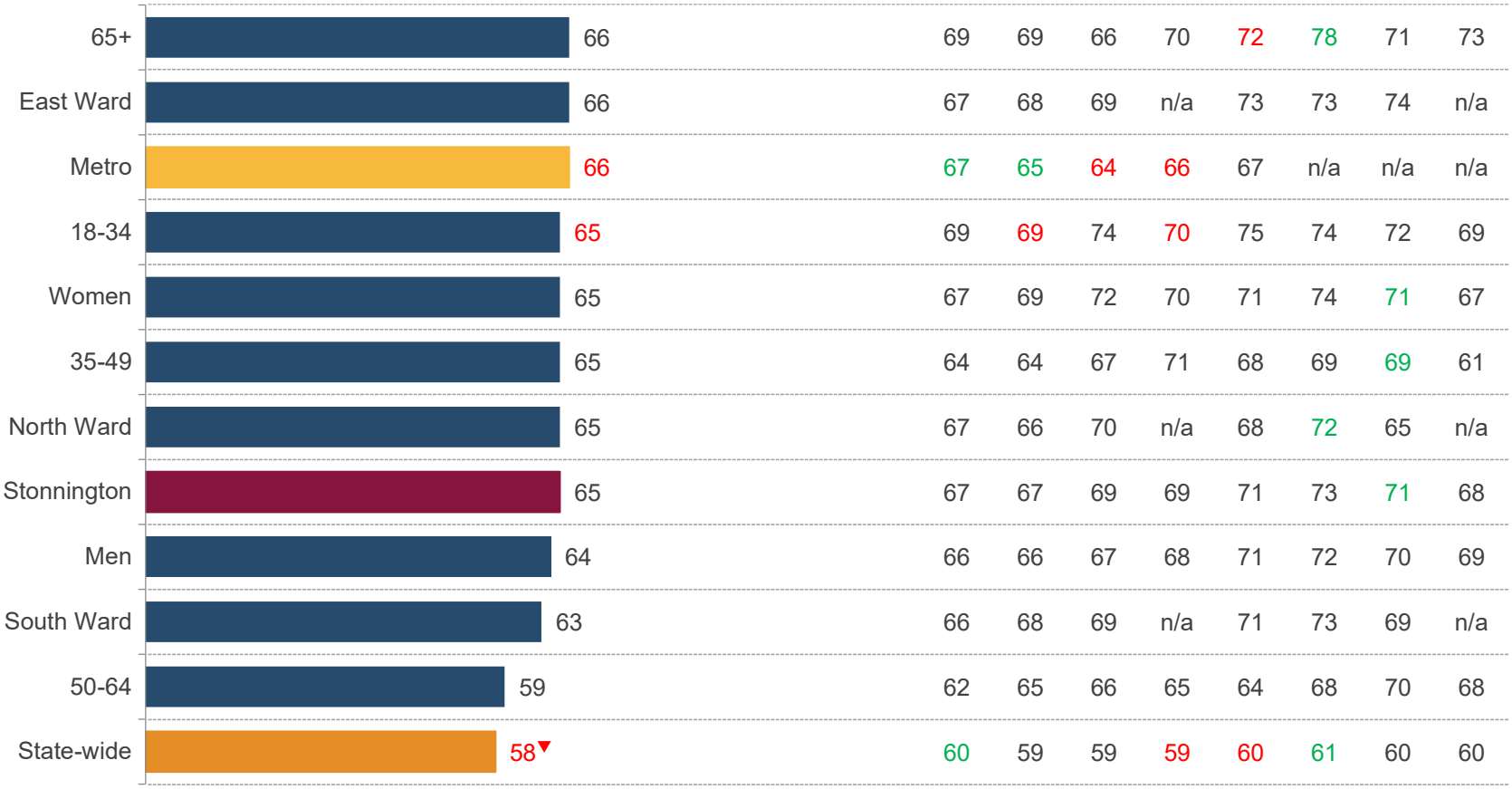
- In line with the overall trend, perceptions among most demographic and geographic cohorts declined slightly over the past year, many to their lowest level to date. However, ratings among residents aged 18 to 34 years declined significantly (down four points).

Nonetheless, a majority of residents (58%) continue to rate Council's overall performance as 'very good' or 'good' and the proportion who rate it as 'very poor' or 'poor' is negligible (8%). A further 34% sit mid-scale, rating Council's overall performance as 'average'.



Overall performance

2020 overall performance (index scores)

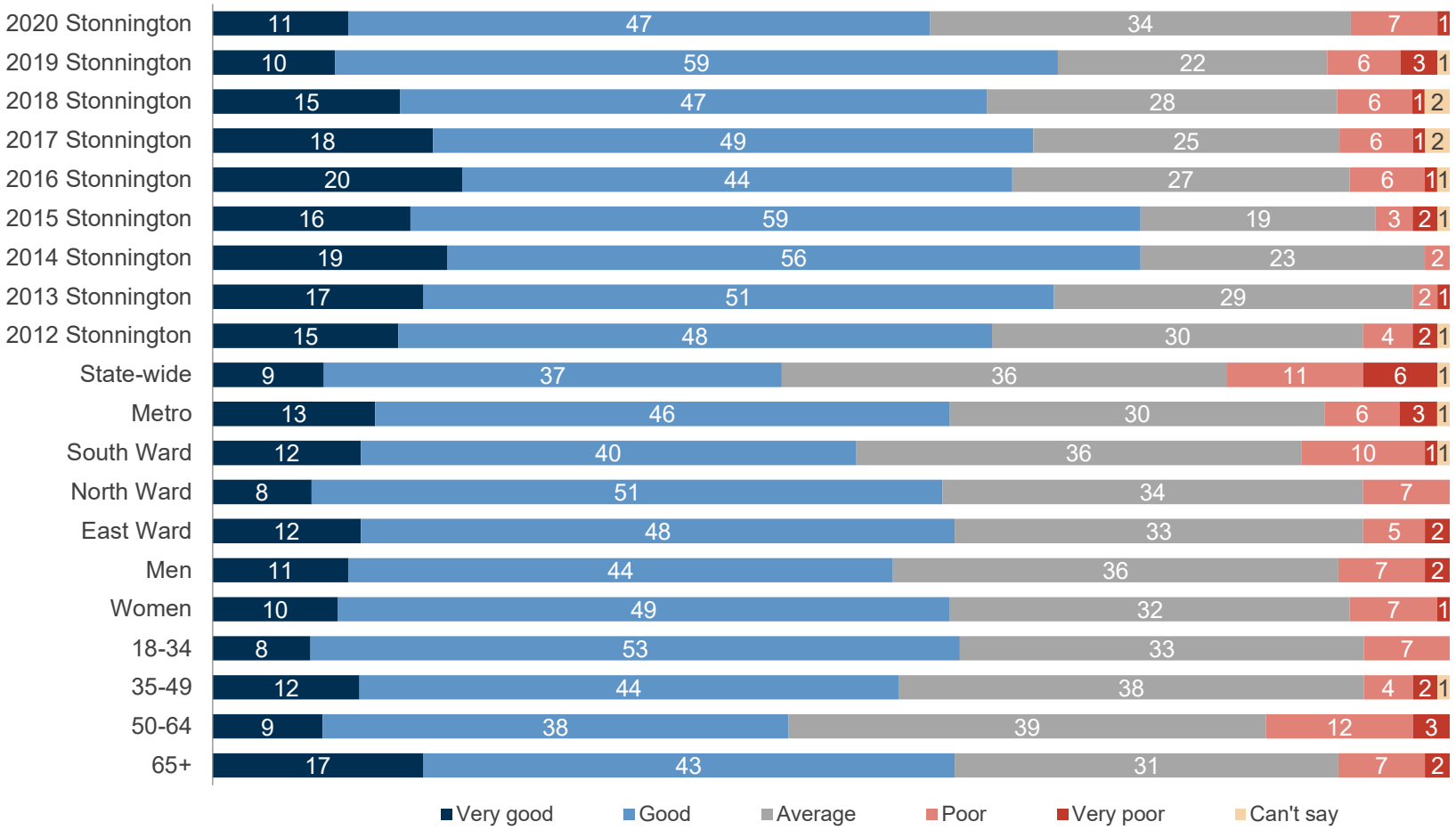


	2019	2018	2017	2016	2015	2014	2013	2012
65+	69	69	66	70	72	78	71	73
East Ward	67	68	69	n/a	73	73	74	n/a
Metro	67	65	64	66	67	n/a	n/a	n/a
18-34	69	69	74	70	75	74	72	69
Women	67	69	72	70	71	74	71	67
35-49	64	64	67	71	68	69	69	61
North Ward	67	66	70	n/a	68	72	65	n/a
Stonnington	67	67	69	69	71	73	71	68
Men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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Stonnington City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2020 overall performance (%)



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Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

Top performing service areas

Art centres and libraries and the appearance of public areas are where Stonnington City Council performs best in 2020 (index score of 74 for each). Perceptions of these service areas are similar to recent years, further consolidating their position as Council's top performing areas.

On the appearance of public areas:

- Ratings are significantly higher in the East Ward (index score of 79) and lower in the South Ward (index score of 66, down 12 points) compared to the Council-wide average.
- Additionally, residents are most likely to nominate parks and gardens (22%) and public areas (10%) as the best thing about Council.

Recreational facilities remains another high performing area for Council (index score of 72).

- Performance has improved in the North Ward since last year (index score of 75, up seven points) and is rated significantly higher than average among residents aged 18 to 34 years (index score of 76).

Council performs in line with the Metropolitan group and State-wide averages for these three leading service areas.

Notably, perceptions of Council performance have improved significantly on parking facilities this year (index score of 56, up four points) but decreased for two of its stronger areas, waste management and sealed local roads.

Low performing service areas

Lobbying and building and planning permits (index score of 52 for each) continue to be where Stonnington City Council rates lowest.

Perceptions of Council performance on lobbying have been gradually declining from an index score of 58 in 2017 and are now at their lowest point to date.

- Council is also rated below the Metropolitan group average for this service area.
- While there were no significant declines over the past year among demographic and geographic groups, perceptions of Council lobbying among women and 18 to 34 year olds have steadily declined since 2017.

Perceptions of building and planning permits are where the greatest gap between importance to residents (index score of 79) and Council performance occurs, and inappropriate or over-development is the Council area most frequently cited by residents as needing to improve (13%).

Other related and lower performing areas for Council include town planning and traffic management (index score of 55 for each). Both also feature among the top areas mentioned by residents as needing to improve (7% and 11% respectively).

- Perceptions of town planning performance have declined significantly among South Ward residents over the past year.

Individual service area performance

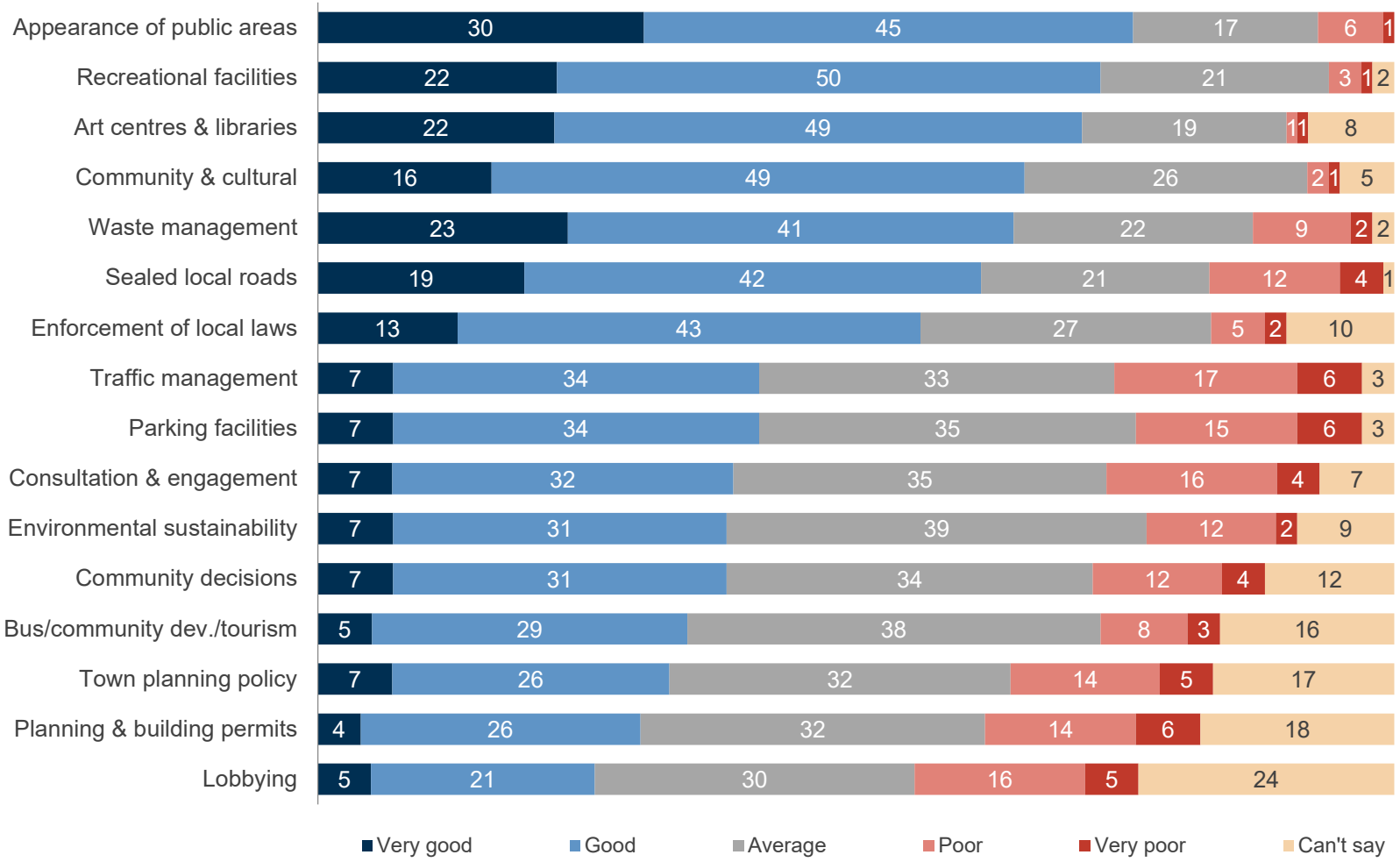
2020 individual service area performance (index scores)

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

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2020 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

Individual service area importance

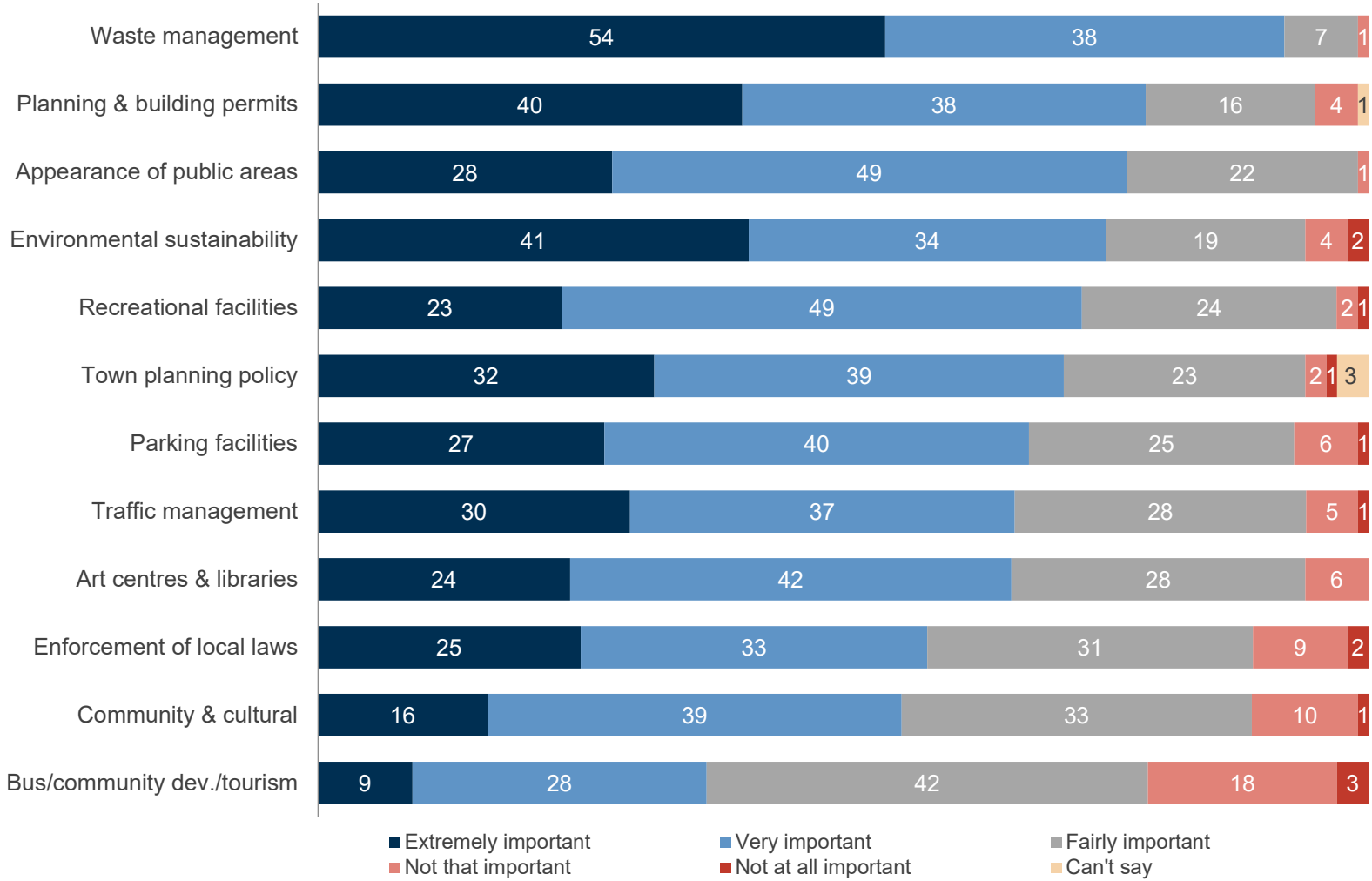
2020 individual service area importance (index scores)

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

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

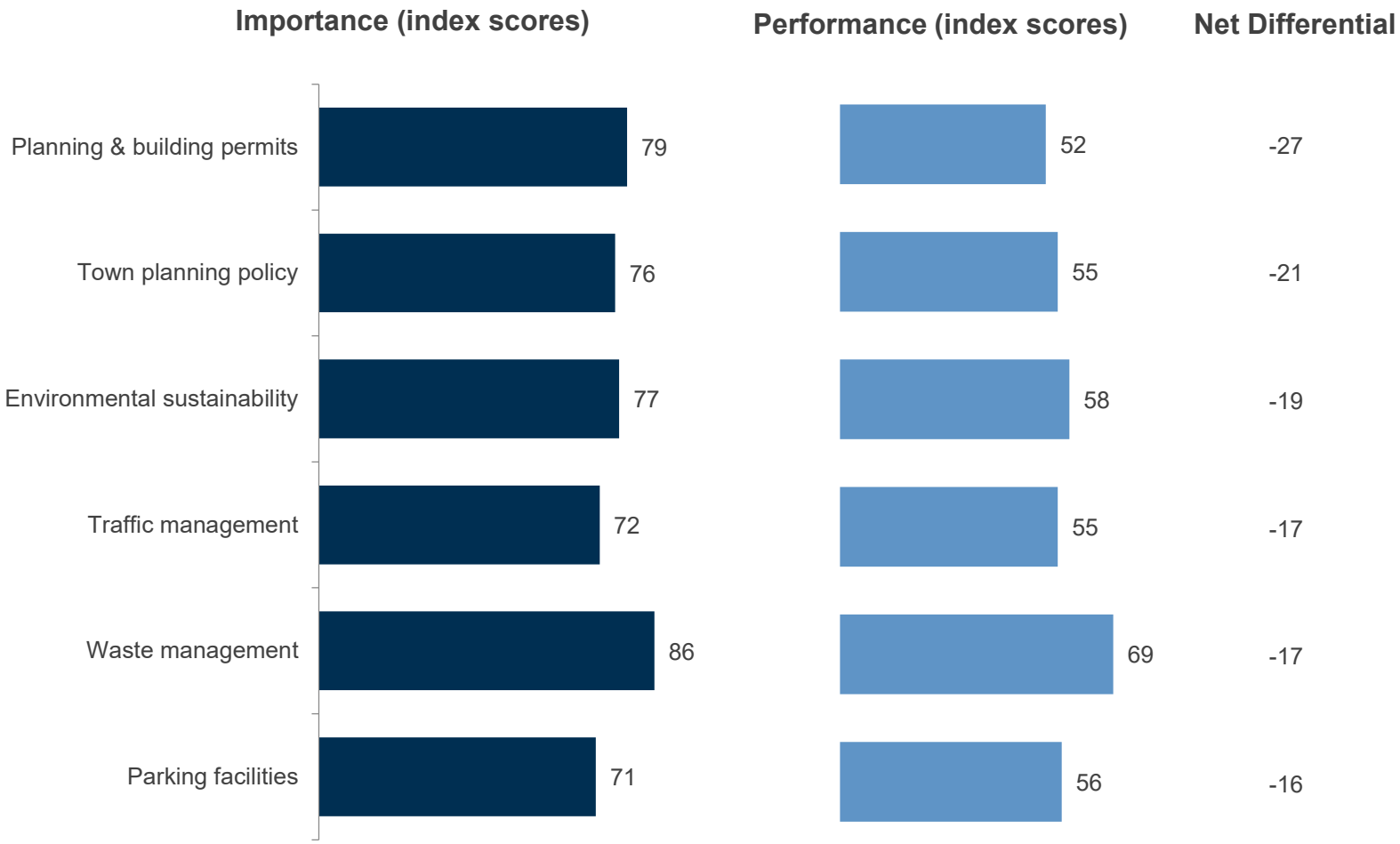
2020 individual service area importance (%)



Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 10

Individual service areas importance vs performance

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



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.

Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Town planning
- Decisions made in the interest of the community
- Recreational facilities
- Environmental sustainability.

Focus on good communication and transparency with residents about Council decisions made in the community's interest, particularly in relation to town planning in combination with maintaining the standard of recreational facilities (high performance index of 72) and promoting Council's sustainability initiatives, provide the greatest opportunity to drive up overall opinion of Council.

Other individual service areas with a moderate influence on the overall performance rating are:

- The appearance of public areas
- The condition of sealed local roads, excluding VicRoads
- Business, community development and tourism.

The appearance of public areas has a high performance index (74) and a moderate positive influence on the overall performance rating, therefore maintaining this positive result should also remain a focus.

Regression analysis explained

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

In the charts that follow:

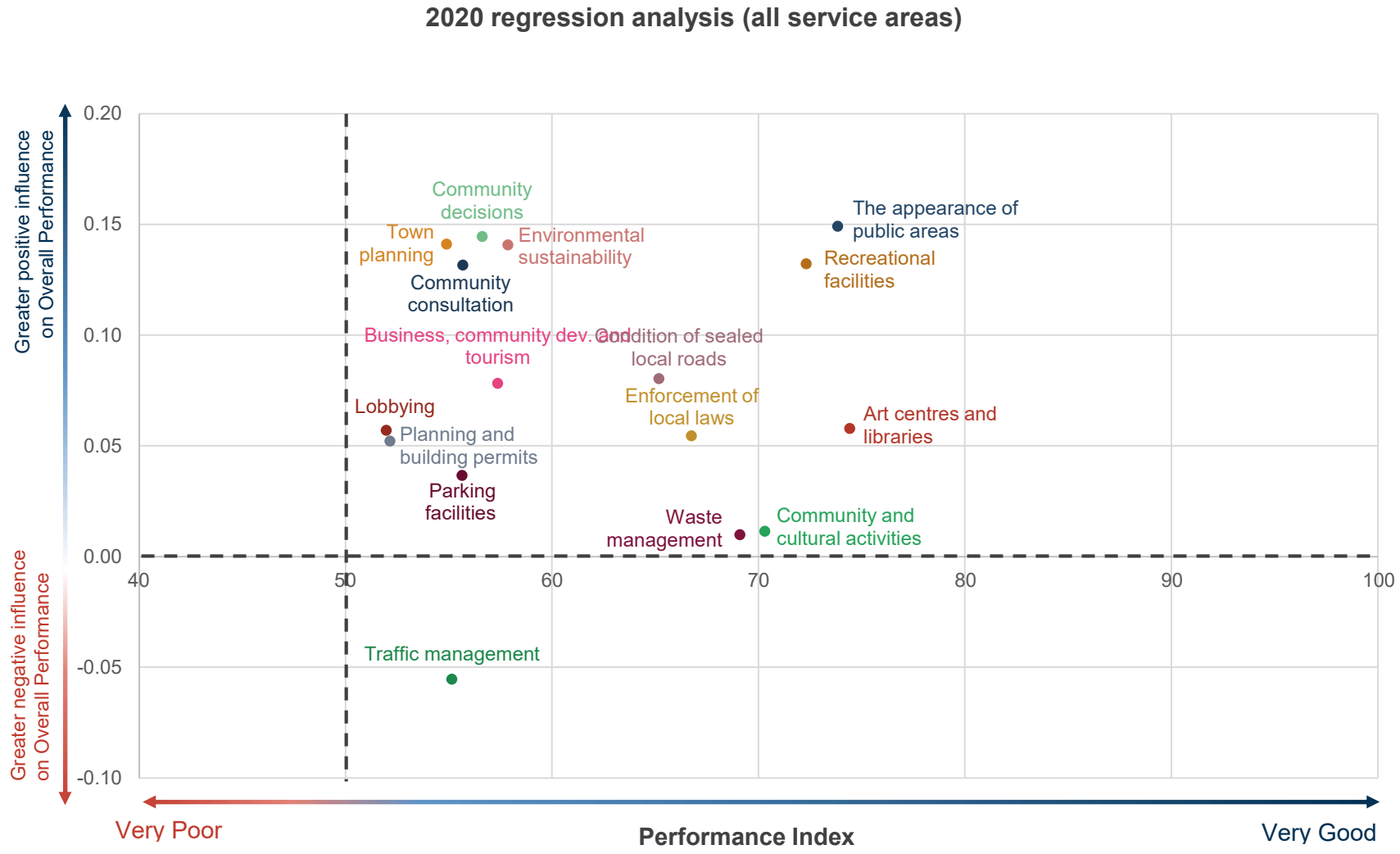
- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

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

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

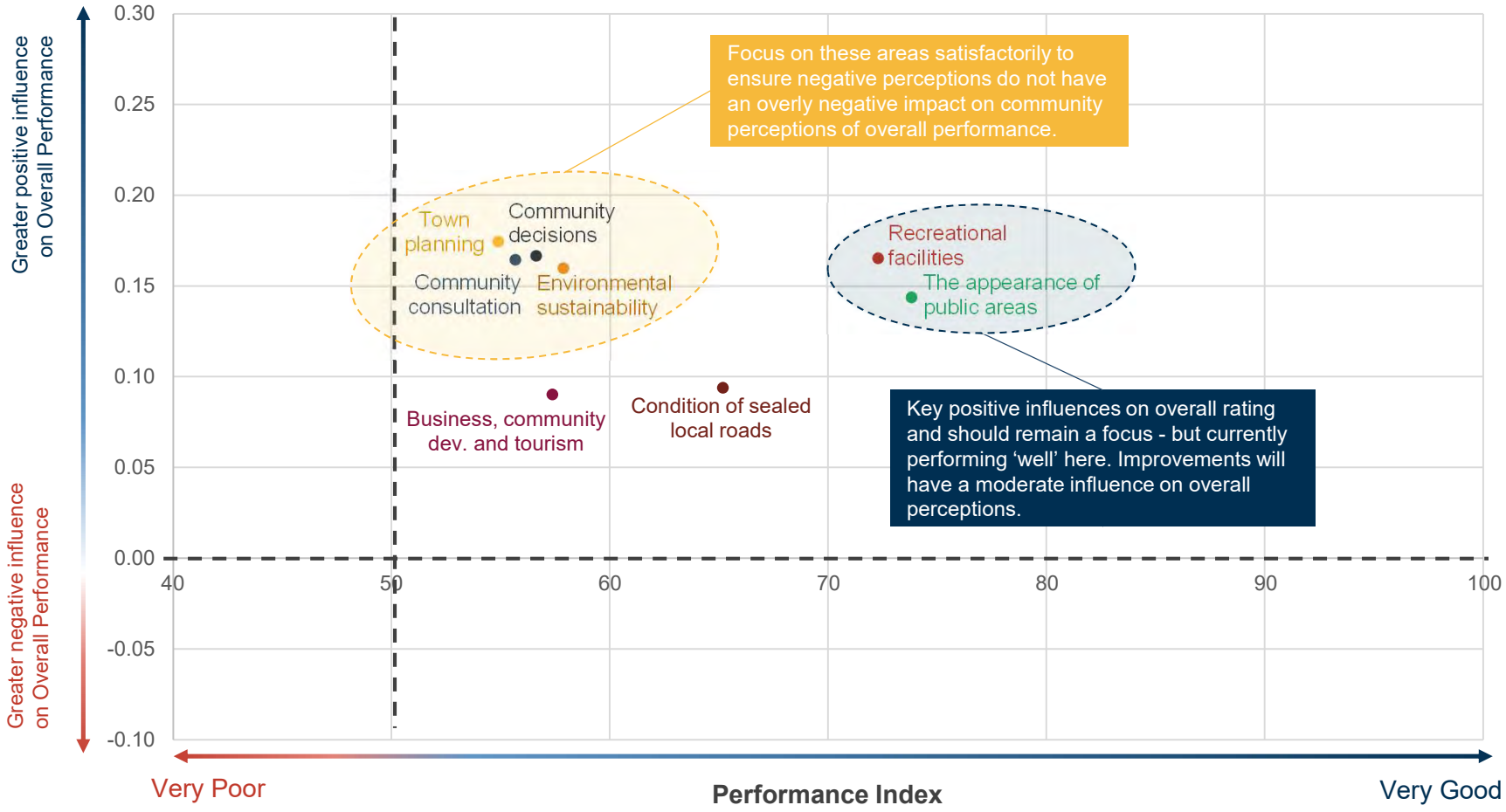
Influence on overall performance: all service areas



The multiple regression analysis model above (all service areas) has an R-squared value of 0.619 and adjusted R-square value of 0.603, which means that 62% 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 = 38.9. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

Influence on overall performance: key service areas

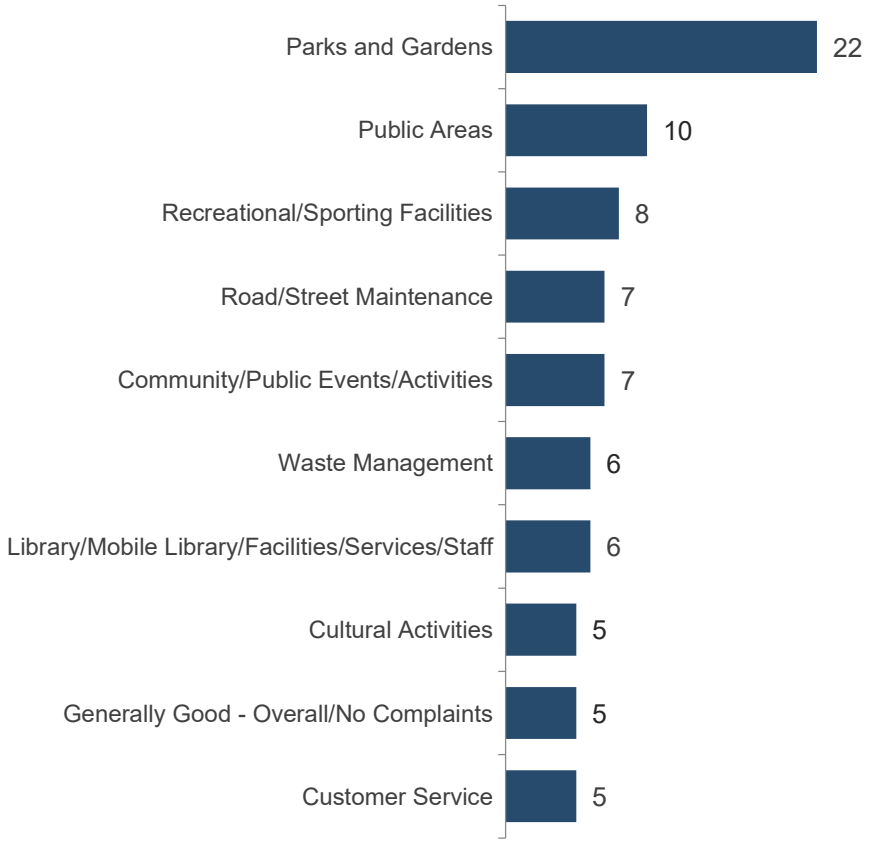
2020 regression analysis (key service areas)



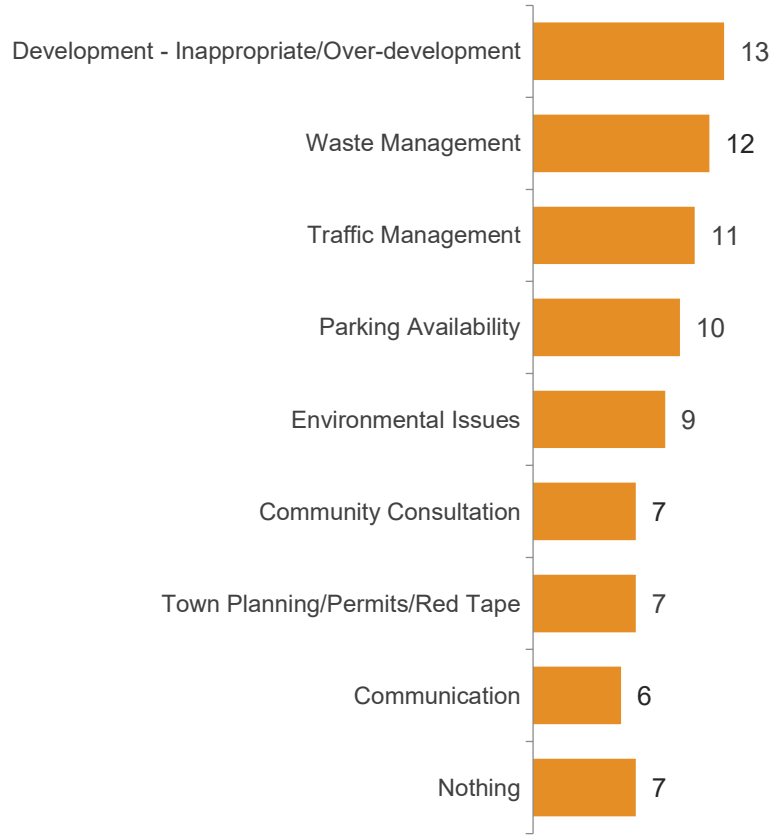
The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.607 and adjusted R-square value of 0.599, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 75.5

Best things about Council and areas for improvement

2020 best things about Council (%)
- Top mentions only -



2020 areas for improvement (%)
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Stonnington City Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 9
Q17. What does Stonnington City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11
A verbatim listing of responses to these questions can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Seven in ten Stonnington City Council residents (70%) have had contact with Council in the last 12 months. Rate of contact has increased by ten points since last year to its highest point to date.

Residents have used a range of methods to contact Council – telephone (30%), email (27%), in person (24%), in writing (21%) and via the website (18%). Contact via email and the website has increased significantly in the past year.

Customer service

Stonnington City Council's customer service index of 74 is similar to 2019. Positively, Council reversed a long-term downward trend in customer service ratings last year and has consolidated those gains this year.

- Customer service in 2020 is rated significantly higher than the State-wide average and in line with the Metropolitan group average (index score of 70 and 74 respectively).

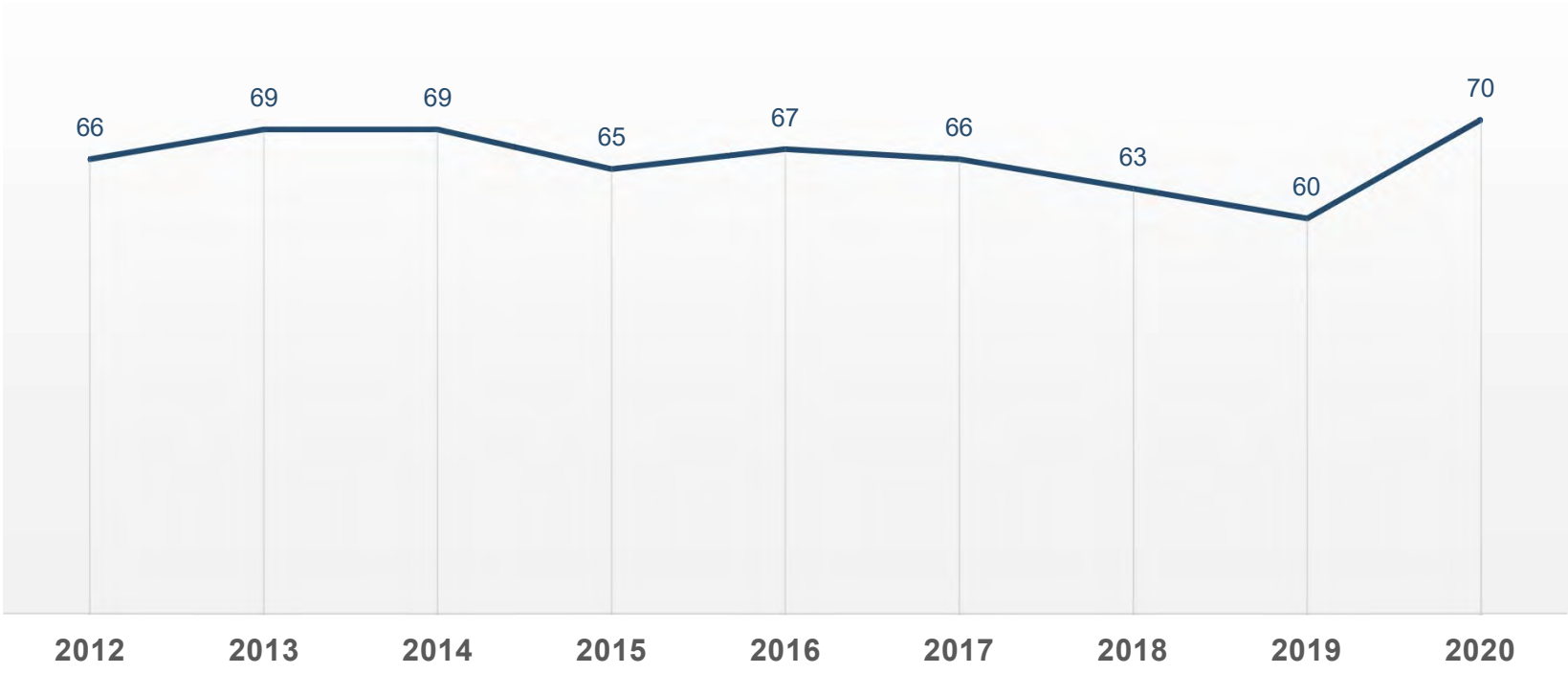
Among those who have had contact with Council, seven in ten (71%) provide a positive customer service rating of 'very good' or 'good'.

- Notably, perceptions of customer service among residents aged 18 to 34 years declined significantly in the past year (index score of 74, down eight points), while their rate of contact increased significantly (71%, up 24 points).

For Council's most common methods of contact, customer service ratings are high for in person, telephone and email (index score of 79, 78 and 72 respectively) but lower for in writing (index score of 65). Perceptions among those whose most recent contact was via the Council website have declined since last year and, although based on a small sample, may warrant some further investigation.

Contact with council

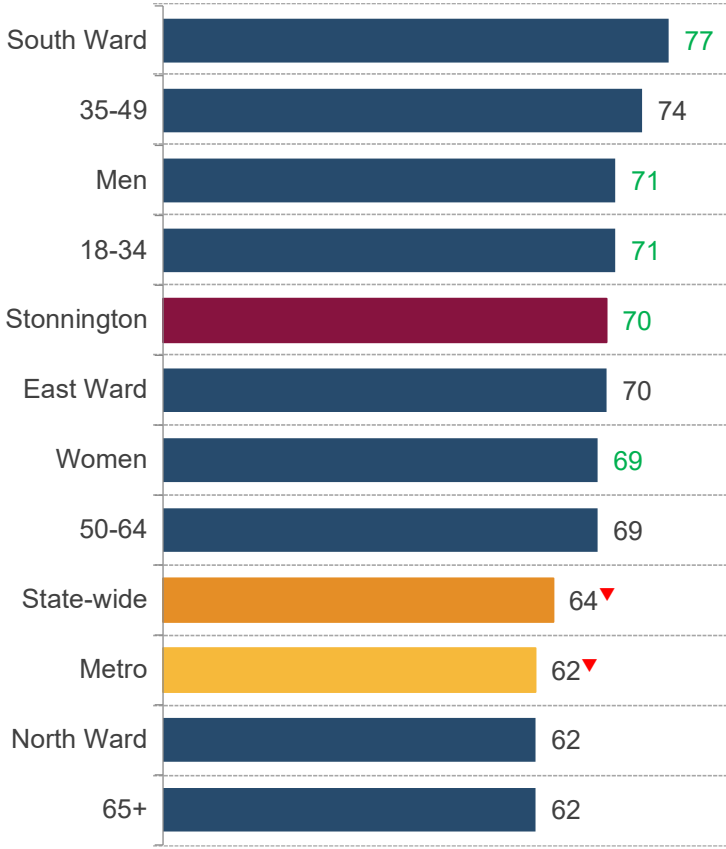
2020 contact with council (%)
Have had contact



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: 26 Councils asked group: 7

Contact with council

2020 contact with council (%)

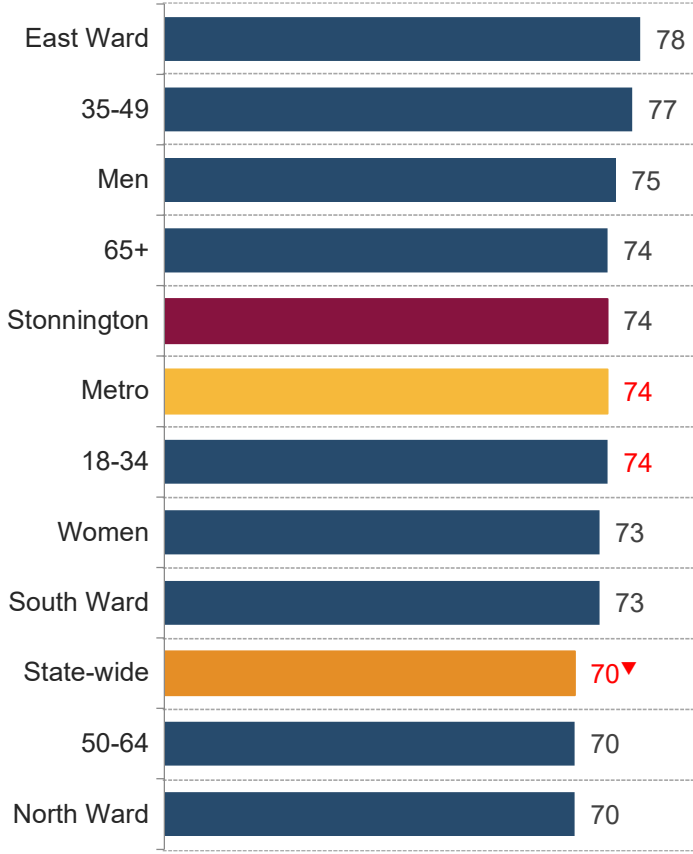


	2019	2018	2017	2016	2015	2014	2013	2012
South Ward	59	67	67	n/a	72	80	n/a	n/a
35-49	65	69	73	73	70	71	n/a	n/a
Men	61	59	67	70	64	68	n/a	n/a
18-34	47	55	56	59	62	66	n/a	n/a
Stonnington	60	63	66	67	65	69	n/a	n/a
East Ward	66	67	71	n/a	63	63	n/a	n/a
Women	59	66	66	65	67	69	n/a	n/a
50-64	81	72	82	77	70	75	n/a	n/a
State-wide	63	63	58	58	60	61	60	61
Metro	62	64	57	58	60	n/a	n/a	n/a
North Ward	54	56	60	n/a	63	64	n/a	n/a
65+	65	66	66	71	65	66	n/a	n/a

Q5a. Have you or any member of your household had any recent contact with Stonnington City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.
Some data may be missing for 2012 and 2013 due to a change in demographic analysis.

Customer service rating

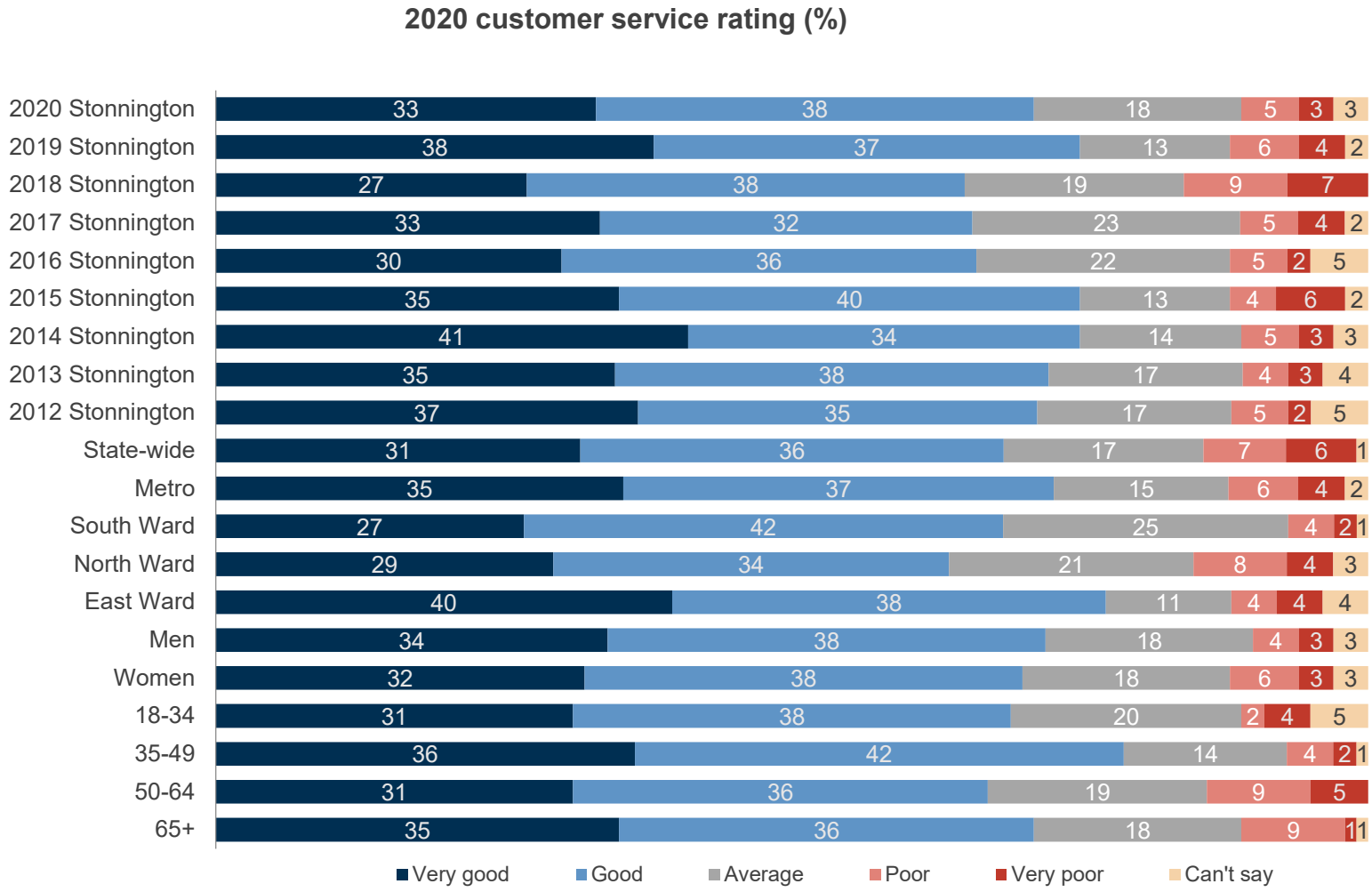
2020 customer service rating (index scores)



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

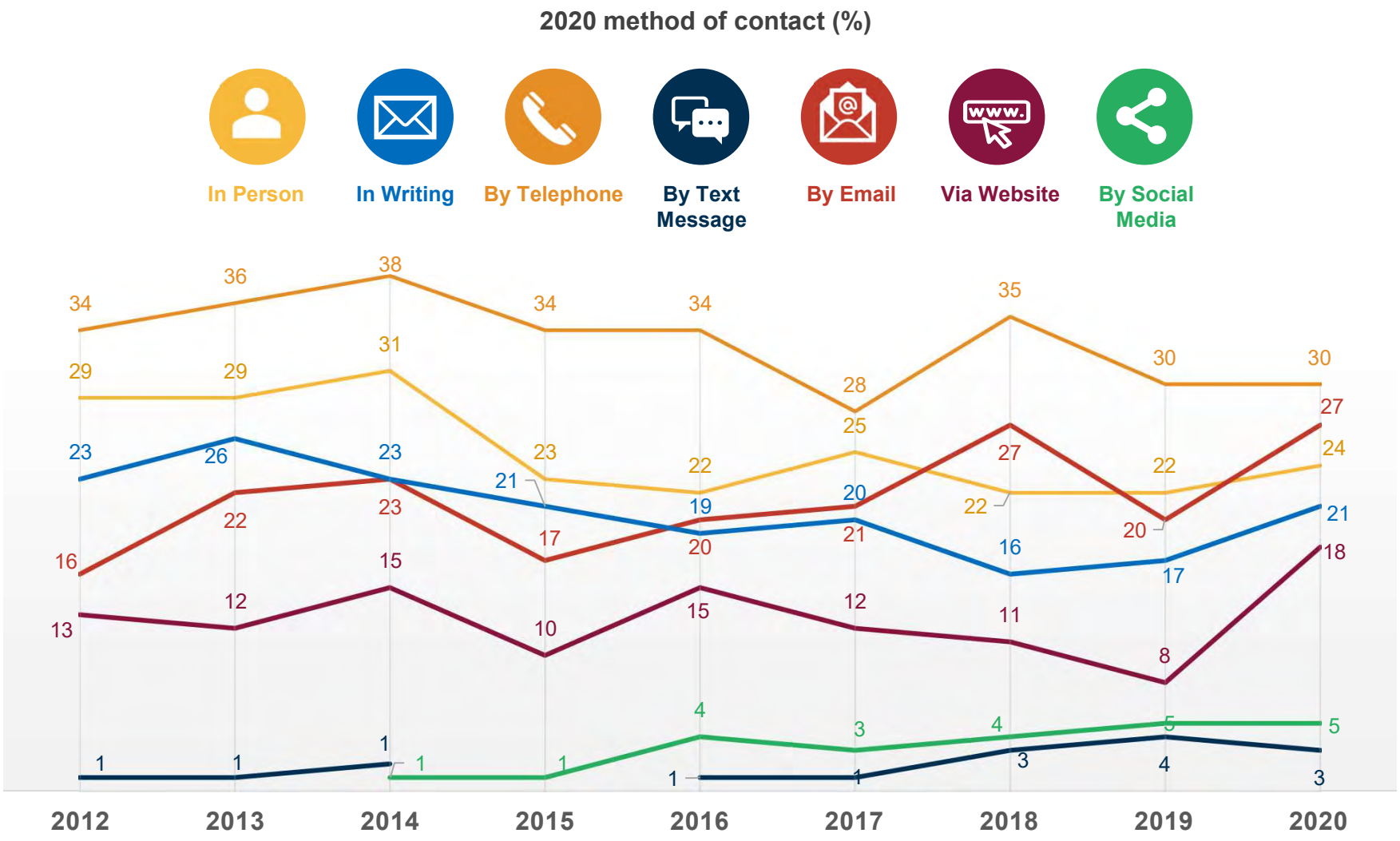
Q5c. Thinking of the most recent contact, how would you rate Stonnington City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 62 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

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: 62 Councils asked group: 14

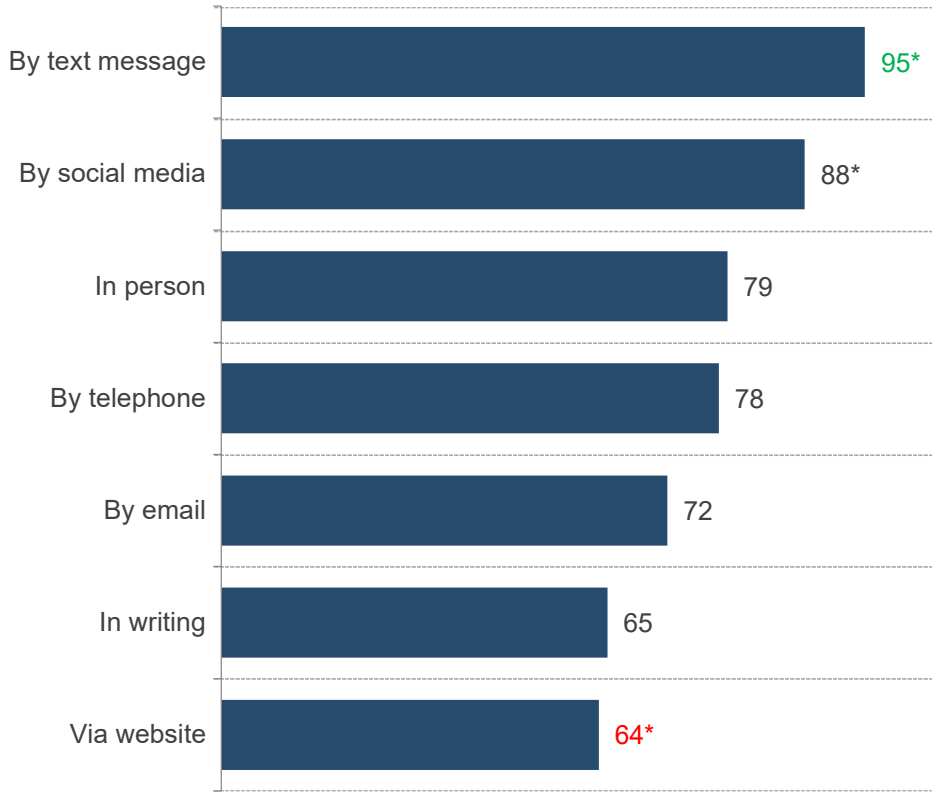
Method of contact with council



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: 26 Councils asked group: 7
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Customer service rating by method of last contact

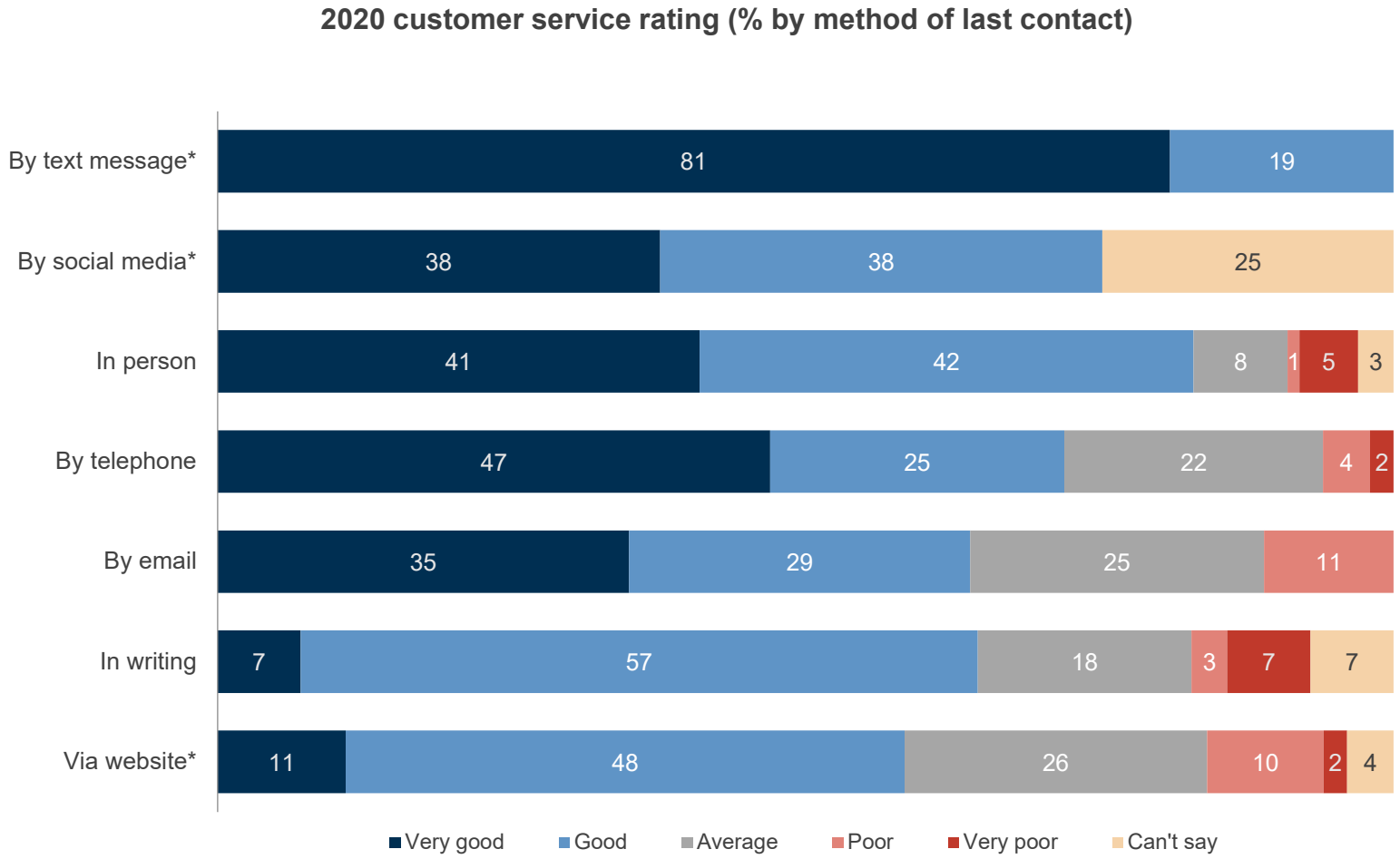
2020 customer service rating (index score by method of last contact)



	2019	2018	2017	2016	2015	2014	2013	2012
By text message	72	n/a	n/a	100	n/a	n/a	96	79
By social media	73	83	71	63	75	n/a	n/a	25
In person	81	76	79	84	79	83	77	80
By telephone	79	68	74	74	79	79	75	76
By email	66	66	66	72	69	71	71	75
In writing	68	60	64	65	72	66	74	72
Via website	81	64	78	66	70	88	78	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: 26 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.
**Caution: small sample size < n=30*

Customer service rating by method of last contact



Q5c. Thinking of the most recent contact, how would you rate Stonnington City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 26 Councils asked group: 7
**Caution: small sample size < n=30*

Council direction

Council direction

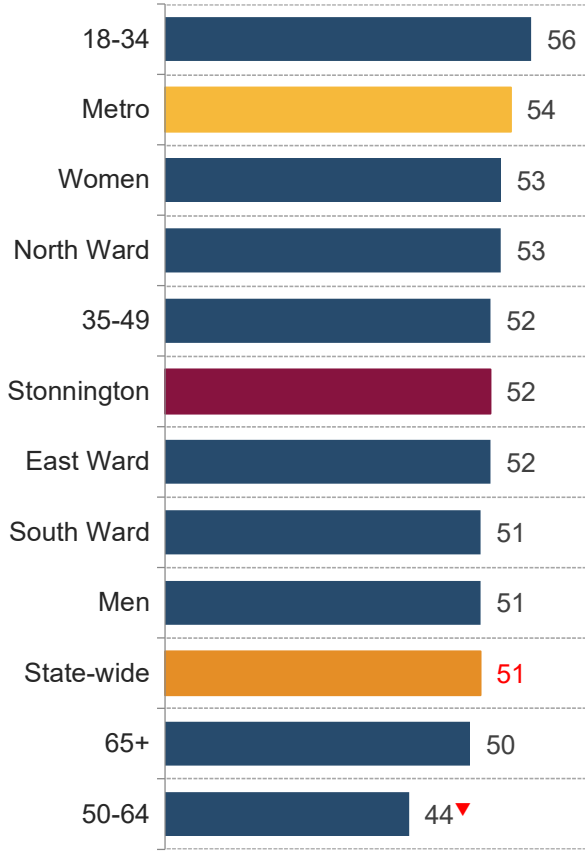
Perceptions of the direction of Stonnington City Council's overall performance are similar to 2019.

More than two thirds of residents (68%) believe the direction of Council's overall performance has stayed the same over the last 12 months (down four points from 2019).

- 16% believe it has improved (up three points).
- 12% believe it has deteriorated (up three points).
- Most satisfied with the direction of Council performance are those aged 18 to 34 years.
- Least satisfied with the direction of Council performance are those aged 50 to 64 years (index score of 44, significantly lower than the Council-wide average).

Overall council direction last 12 months

2020 overall direction (index scores)

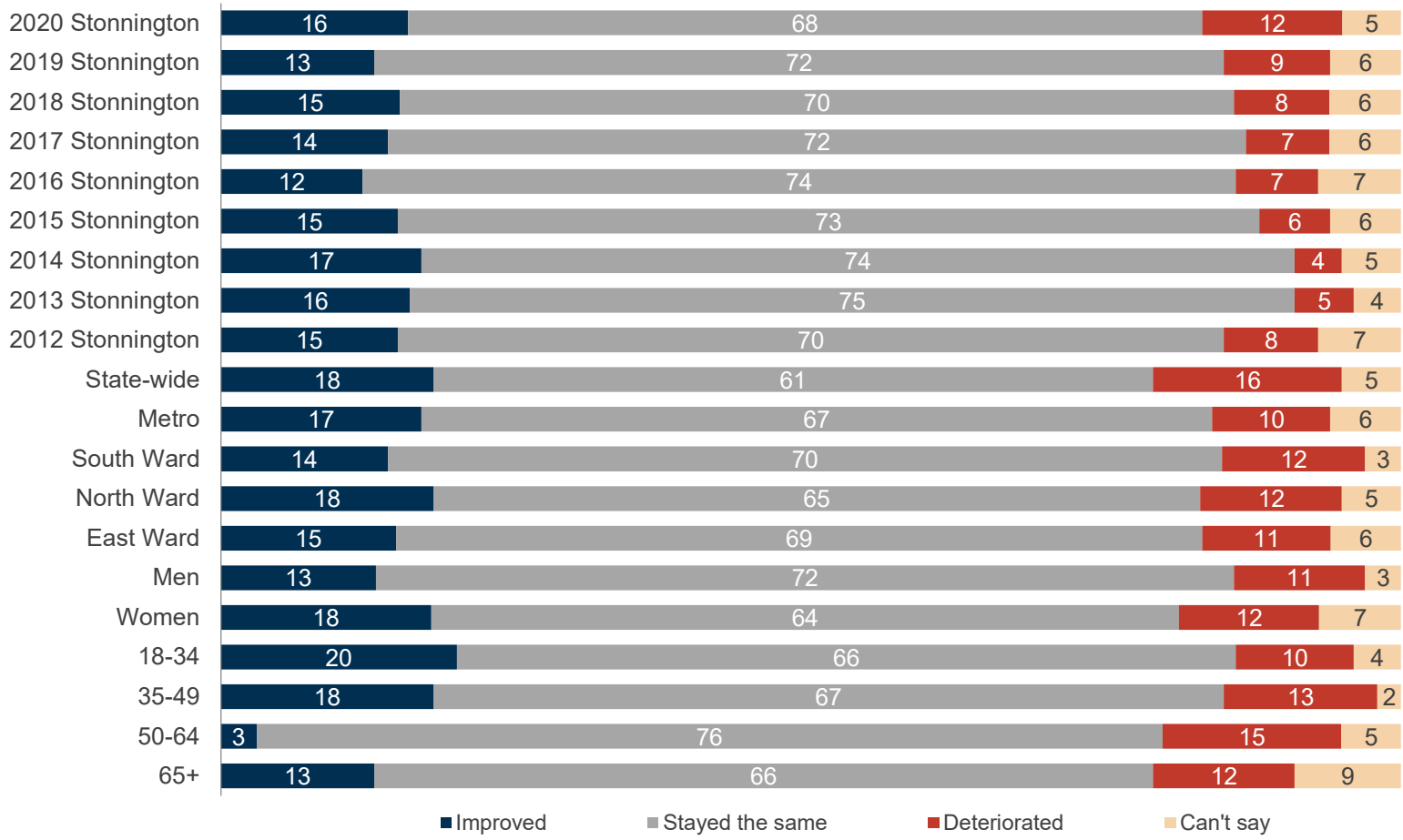


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	53	59	58	55	55	59	58	58
Metro	55	54	54	55	56	n/a	n/a	n/a
Women	51	53	55	54	53	57	56	53
North Ward	49	53	53	n/a	55	55	51	n/a
35-49	52	50	49	52	57	54	55	46
Stonnington	52	54	54	53	55	57	55	54
East Ward	51	54	54	n/a	55	57	57	n/a
South Ward	57	54	54	n/a	54	57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

Q6. Over the last 12 months, what is your view of the direction of Stonnington City Council's overall performance?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2020 overall council direction (%)

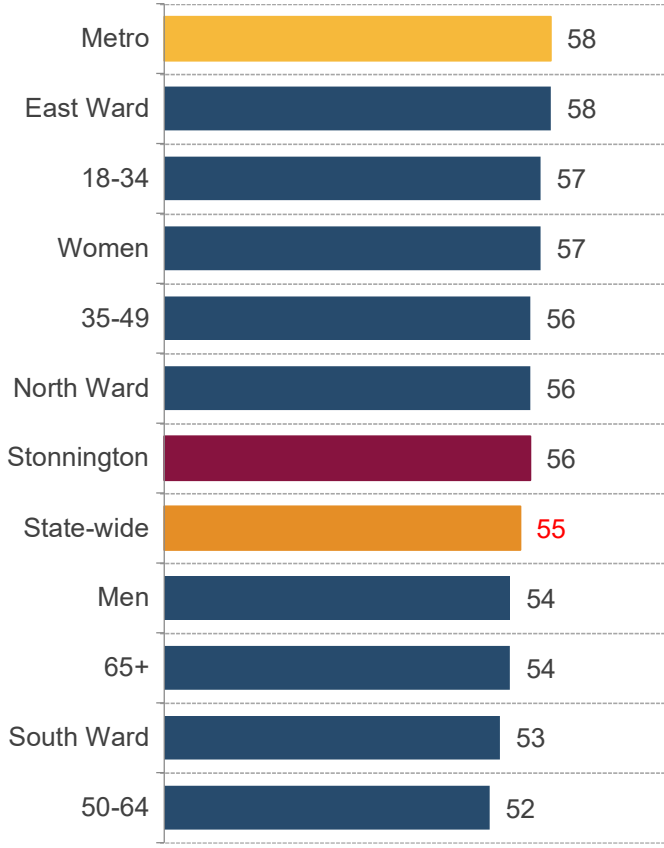


Q6. Over the last 12 months, what is your view of the direction of Stonnington City Council's overall performance?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

Individual service areas

Community consultation and engagement performance

2020 consultation and engagement performance (index scores)

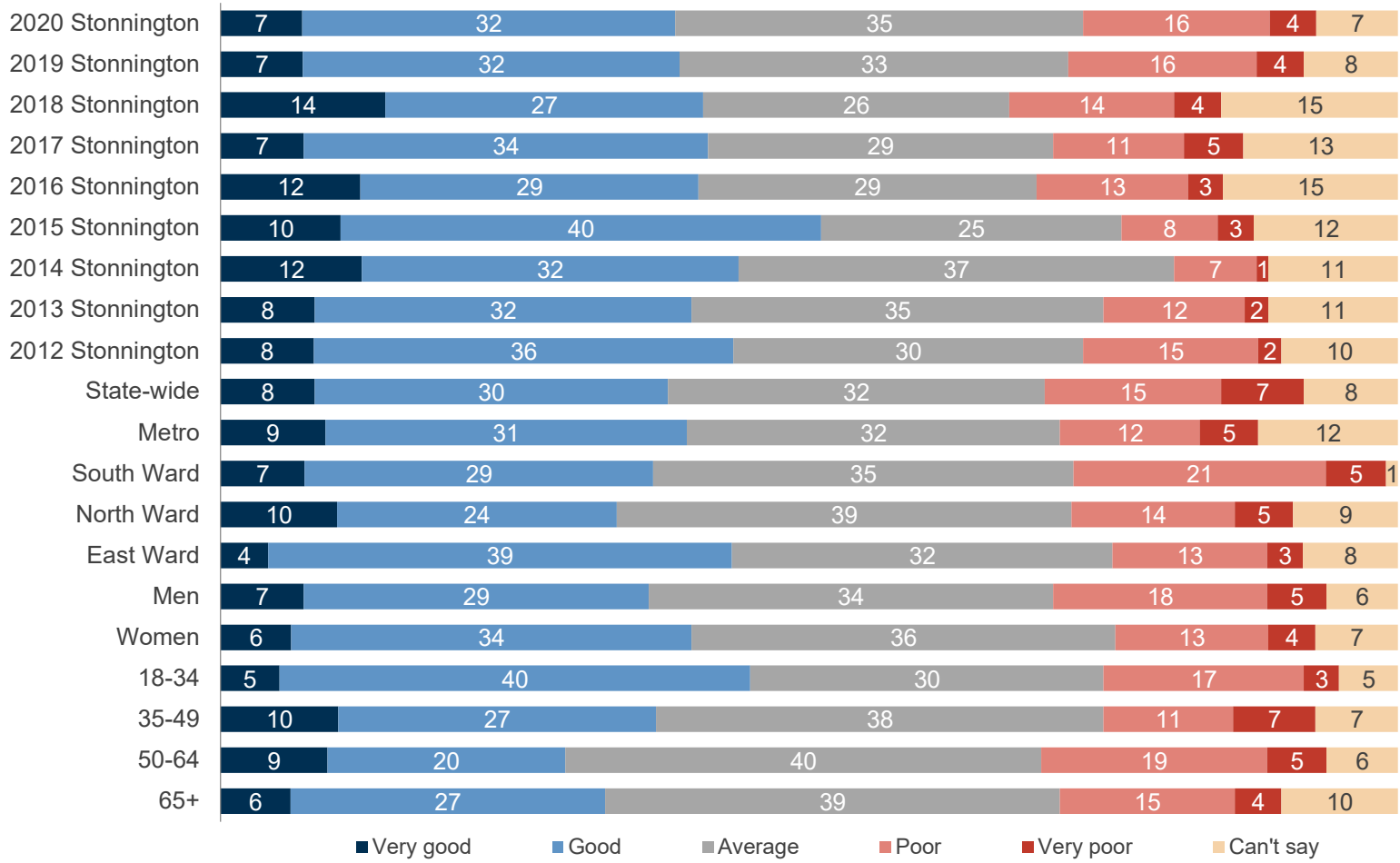


	2019	2018	2017	2016	2015	2014	2013	2012
Metro	58	57	57	58	58	n/a	n/a	n/a
East Ward	56	59	59	n/a	65	61	59	n/a
18-34	57	63	61	59	66	62	58	63
Women	55	59	60	62	63	65	58	59
35-49	58	59	55	61	61	63	60	50
North Ward	54	57	60	n/a	58	61	58	n/a
Stonnington	56	60	58	60	63	63	59	60
State-wide	56	55	55	54	56	57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

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

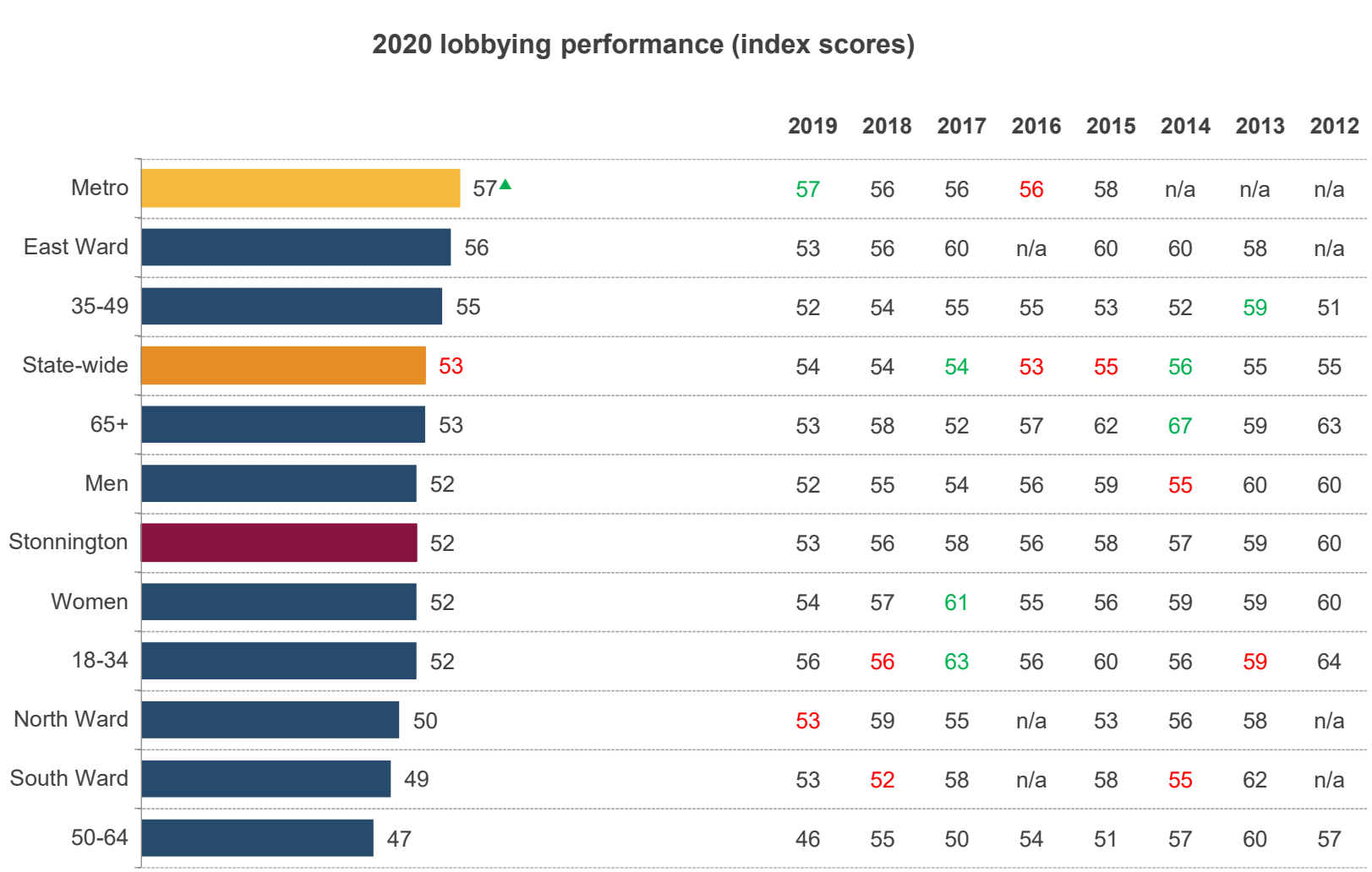
2020 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

Lobbying on behalf of the community performance

2020 lobbying performance (index scores)

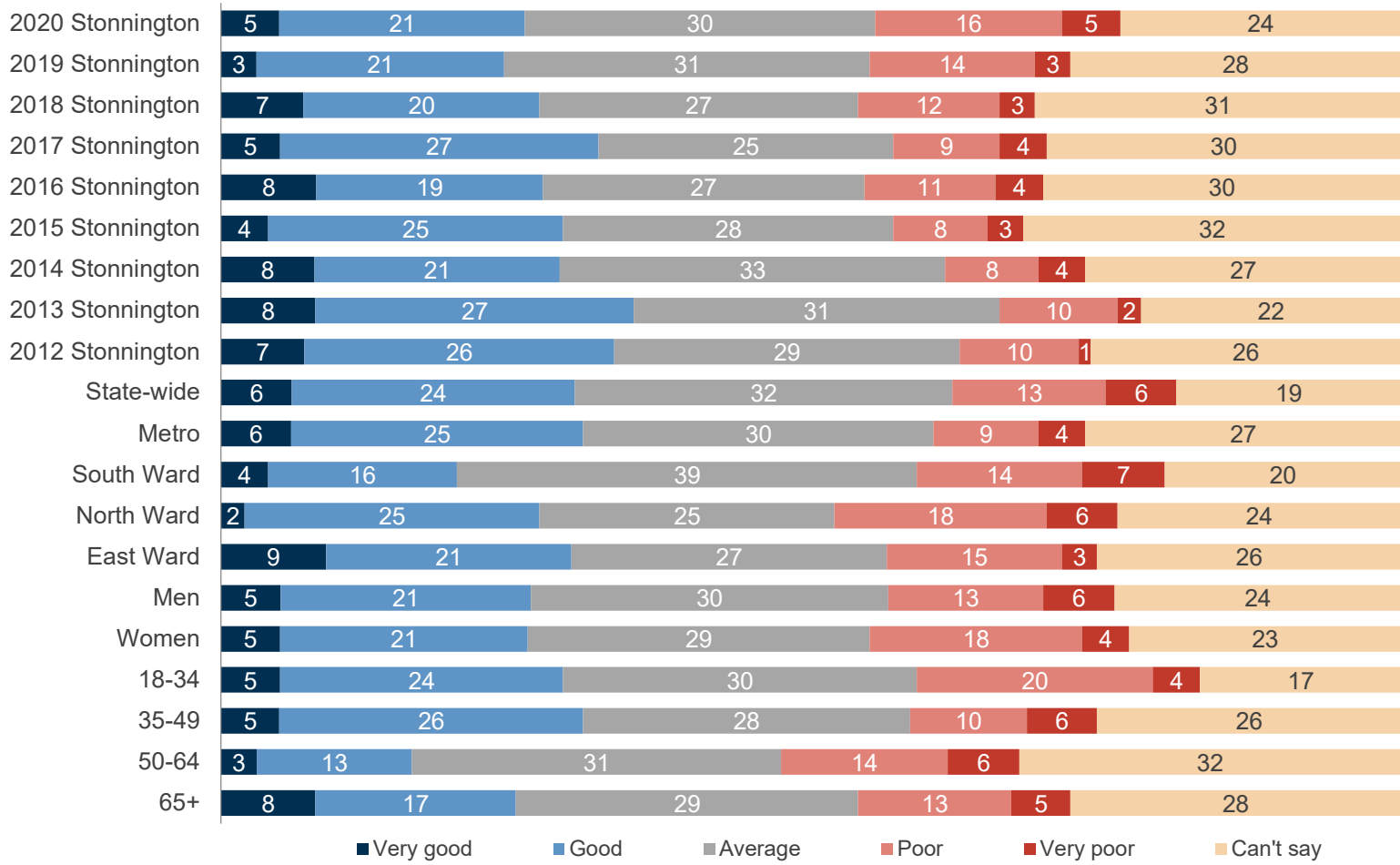


	2019	2018	2017	2016	2015	2014	2013	2012
Metro	57	56	56	56	58	n/a	n/a	n/a
East Ward	53	56	60	n/a	60	60	58	n/a
35-49	52	54	55	55	53	52	59	51
State-wide	54	54	54	53	55	56	55	55
65+	53	58	52	57	62	67	59	63
Men	52	55	54	56	59	55	60	60
Stonnington	53	56	58	56	58	57	59	60
Women	54	57	61	55	56	59	59	60
18-34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

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

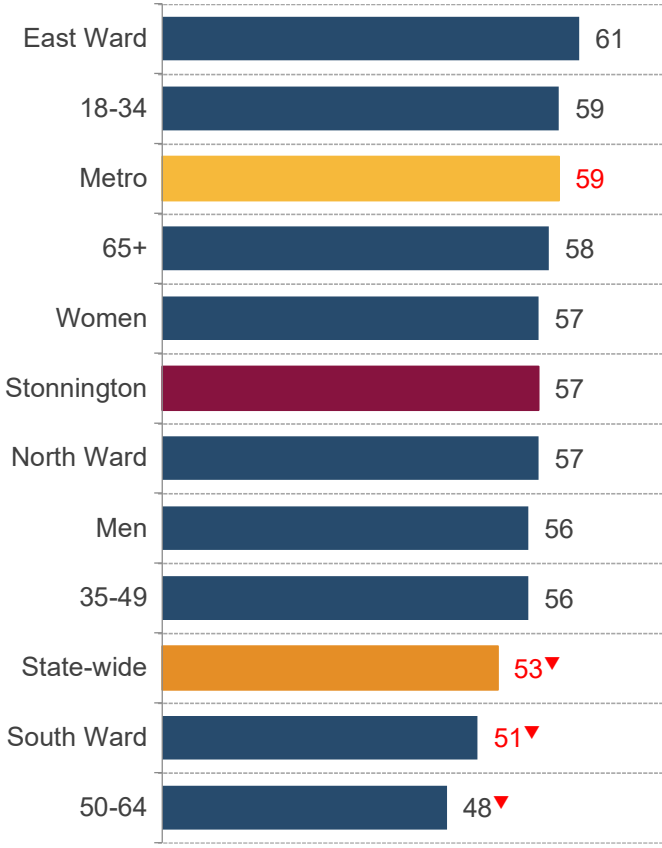
2020 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

Decisions made in the interest of the community performance

2020 community decisions made performance (index scores)

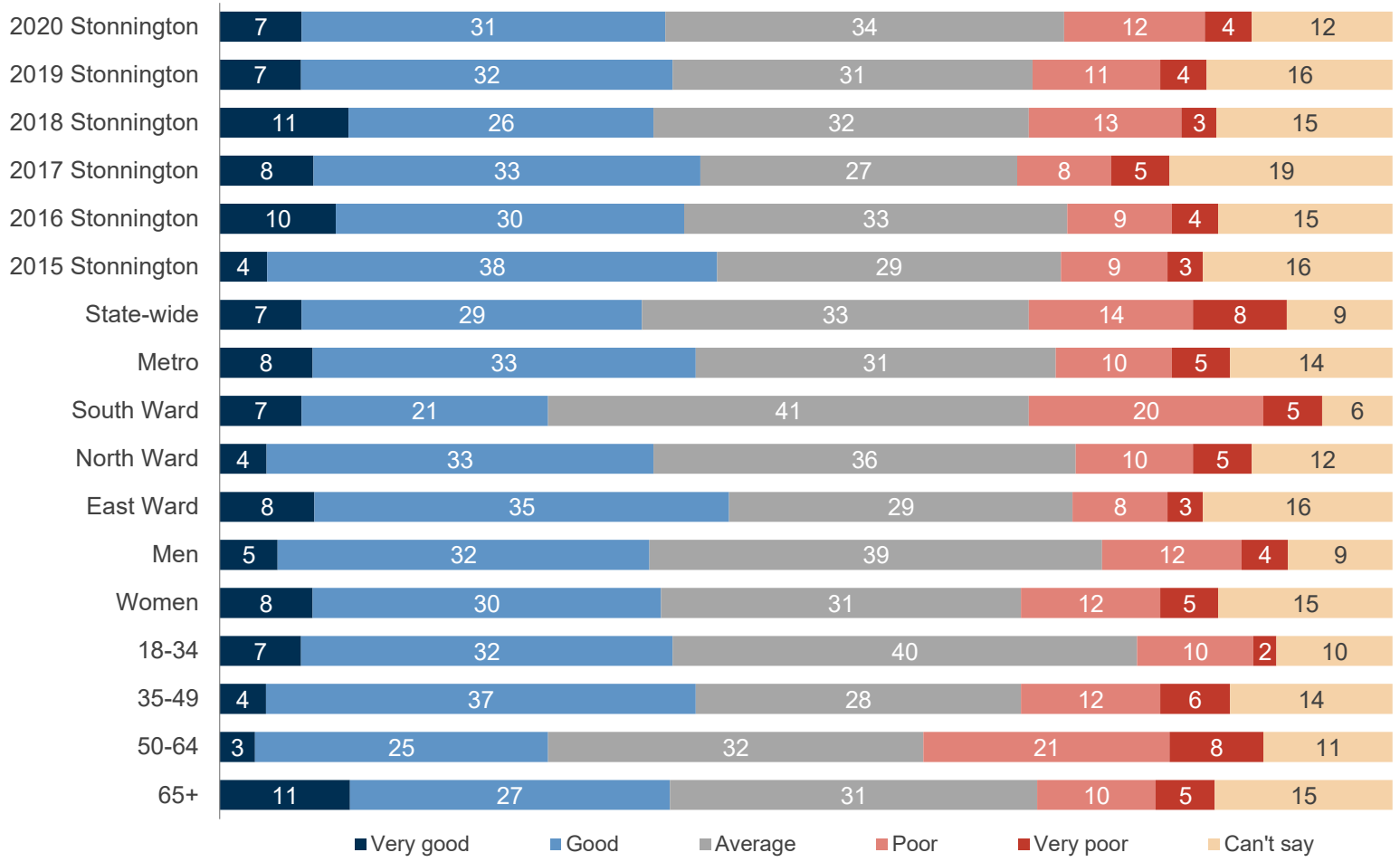


	2019	2018	2017	2016	2015	2014	2013	2012
East Ward	57	58	61	n/a	61	n/a	n/a	n/a
18-34	60	62	65	63	62	n/a	n/a	n/a
Metro	60	58	58	59	59	n/a	n/a	n/a
65+	59	57	55	61	63	n/a	n/a	n/a
Women	57	59	60	62	58	n/a	n/a	n/a
Stonnington	58	58	60	60	59	n/a	n/a	n/a
North Ward	56	57	61	n/a	56	n/a	n/a	n/a
Men	58	57	60	58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

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: 62 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

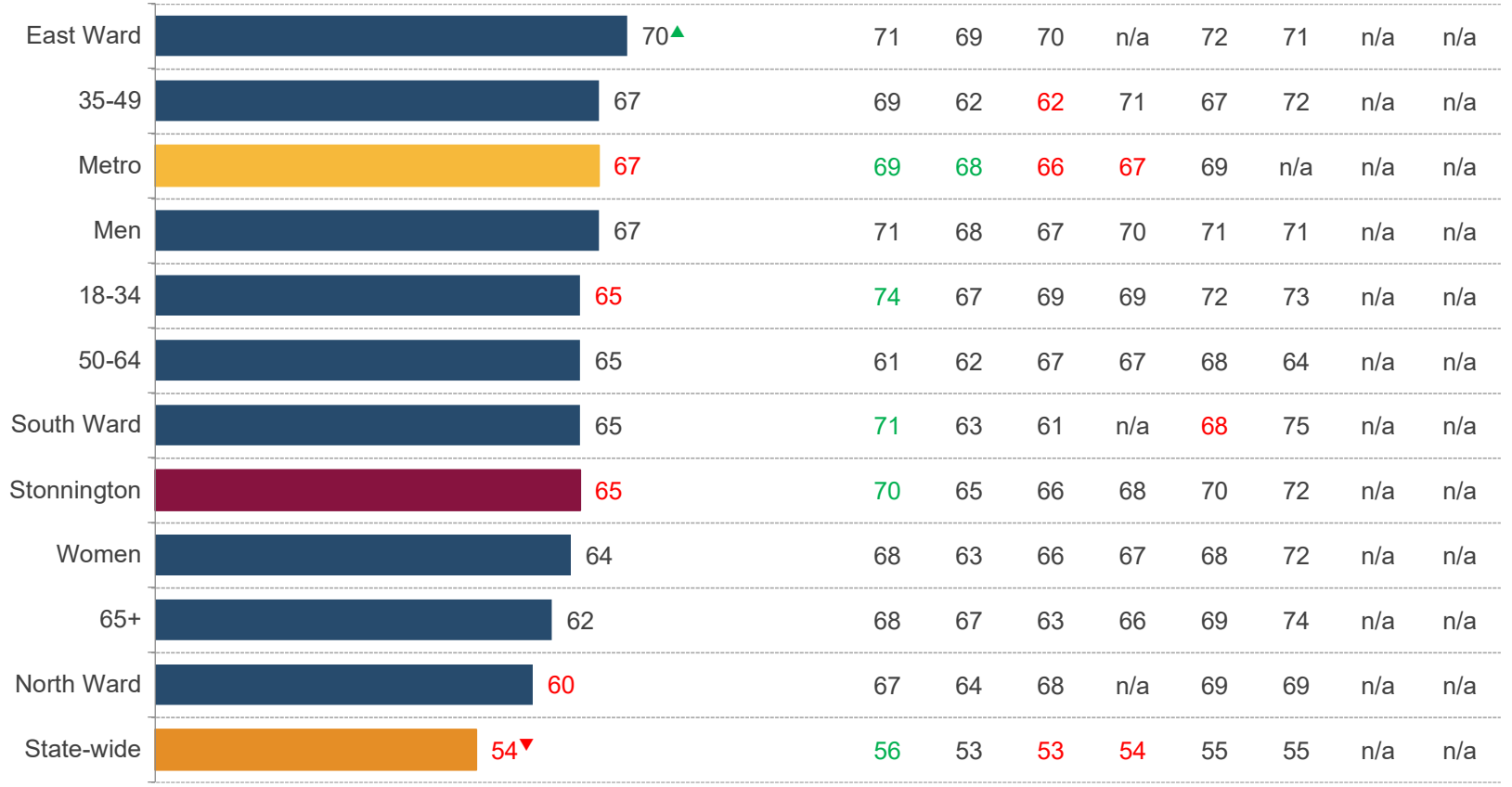
2020 community decisions made performance (%)



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: 62 Councils asked group: 14

The condition of sealed local roads in your area performance

2020 sealed local roads performance (index scores)

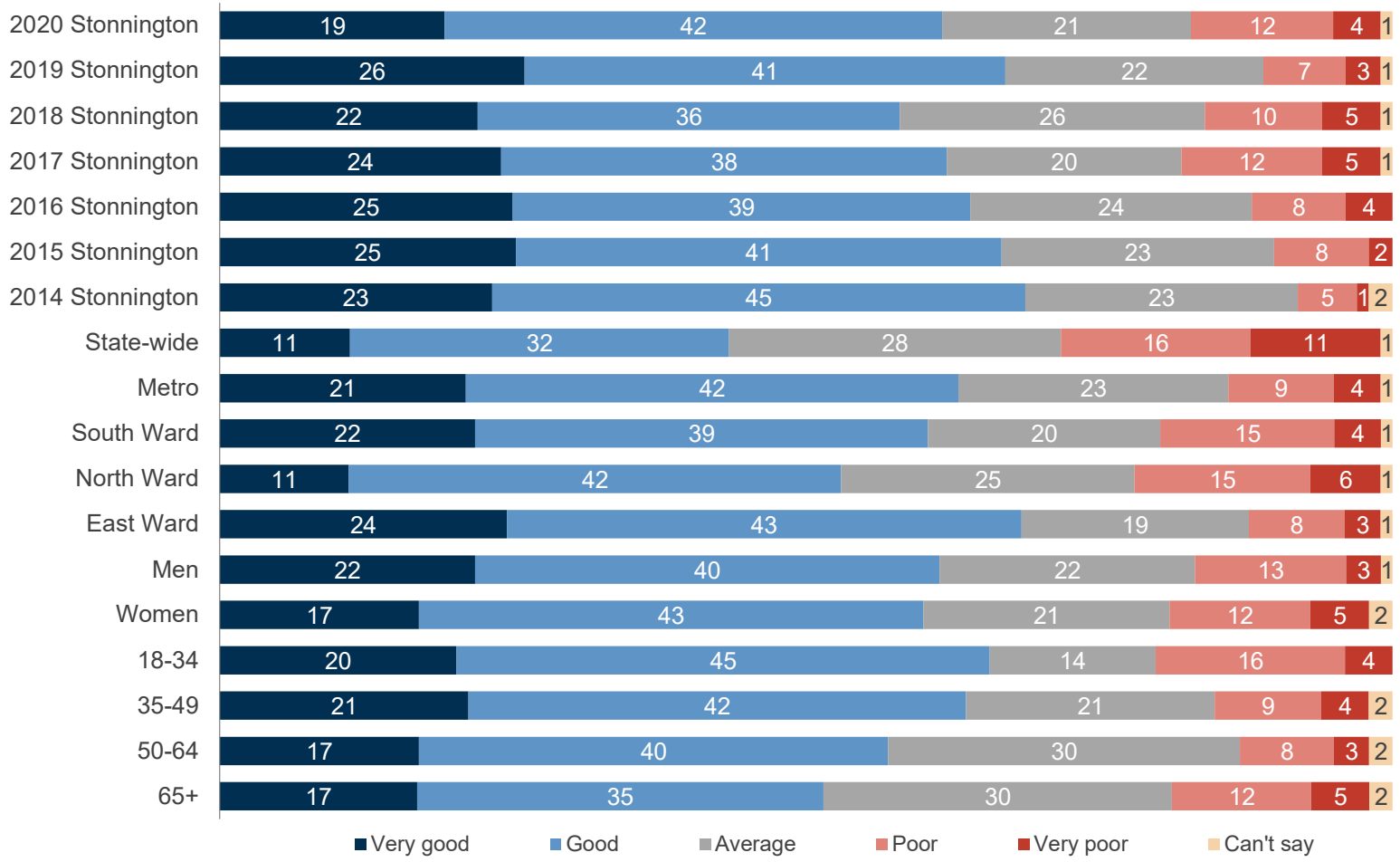


	2019	2018	2017	2016	2015	2014	2013	2012
East Ward	71	69	70	n/a	72	71	n/a	n/a
35-49	69	62	62	71	67	72	n/a	n/a
Metro	69	68	66	67	69	n/a	n/a	n/a
Men	71	68	67	70	71	71	n/a	n/a
18-34	74	67	69	69	72	73	n/a	n/a
50-64	61	62	67	67	68	64	n/a	n/a
South Ward	71	63	61	n/a	68	75	n/a	n/a
Stonnington	70	65	66	68	70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

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

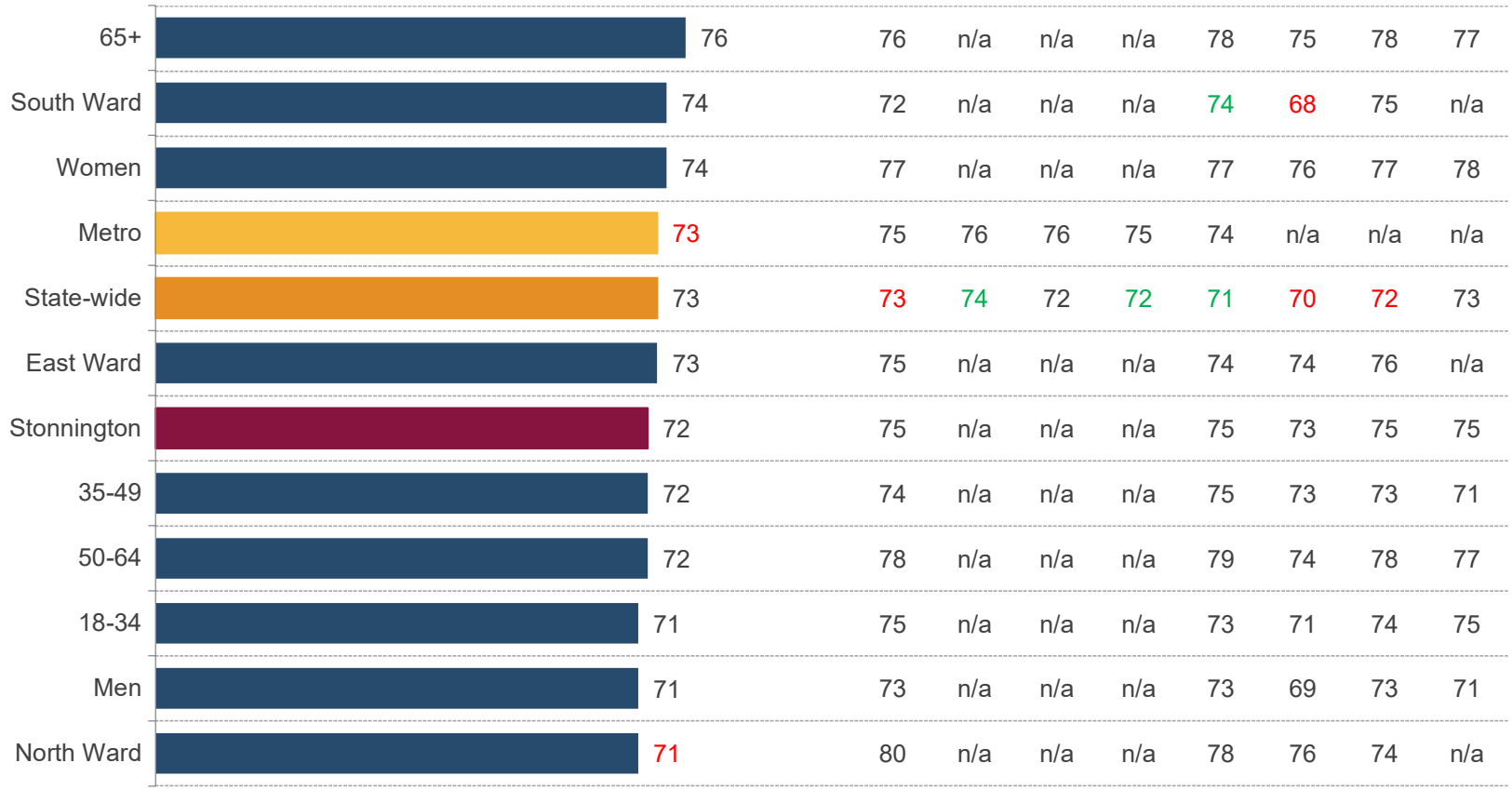
2020 sealed local roads performance (%)



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: 62 Councils asked group: 14

Traffic management importance

2020 traffic management importance (index scores)

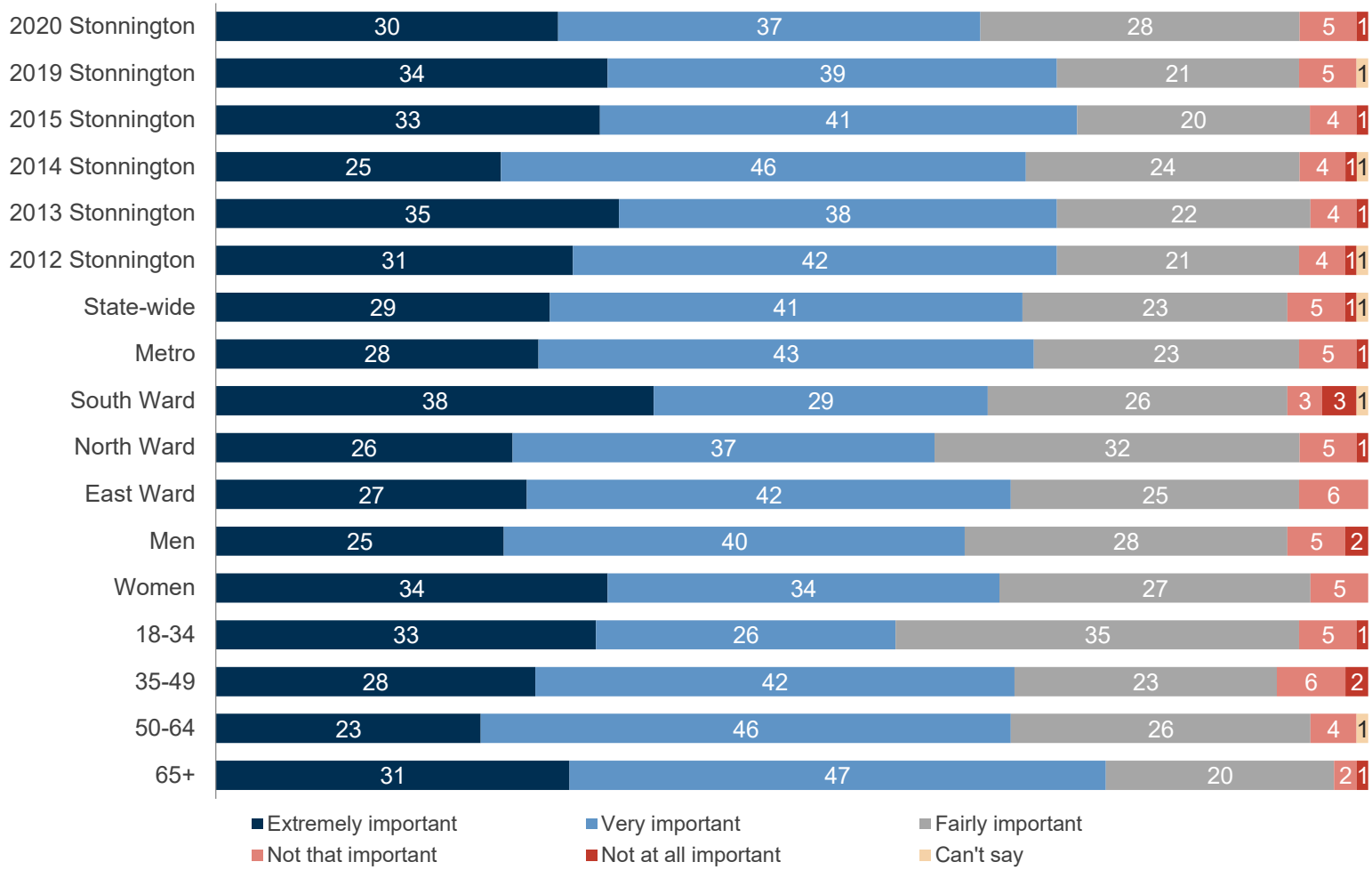


	2019	2018	2017	2016	2015	2014	2013	2012
65+	76	n/a	n/a	n/a	78	75	78	77
South Ward	72	n/a	n/a	n/a	74	68	75	n/a
Women	77	n/a	n/a	n/a	77	76	77	78
Metro	75	76	76	75	74	n/a	n/a	n/a
State-wide	73	74	72	72	71	70	72	73
East Ward	75	n/a	n/a	n/a	74	74	76	n/a
Stonnington	75	n/a	n/a	n/a	75	73	75	75
35-49	74	n/a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

Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Traffic management importance

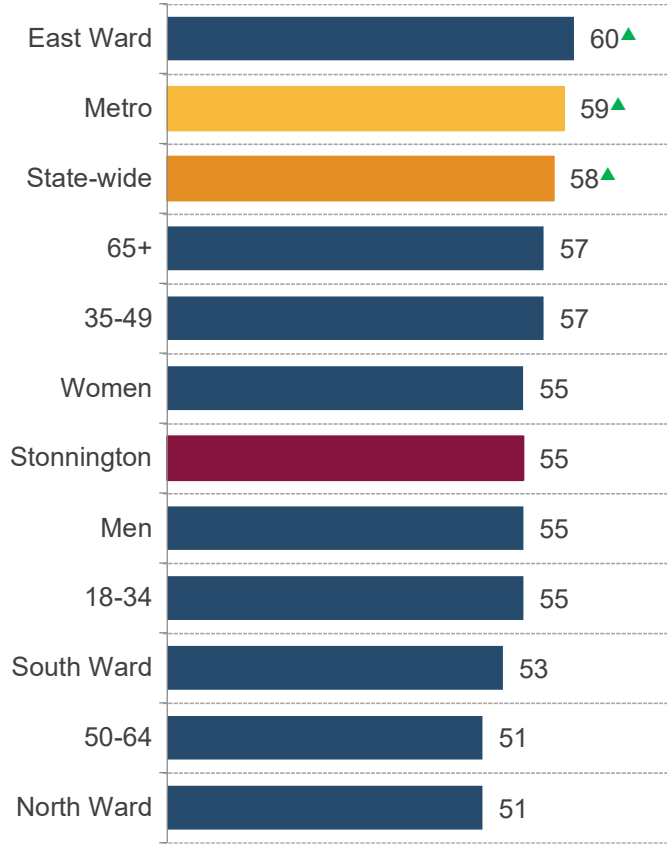
2020 traffic management importance (%)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 6

Traffic management performance

2020 traffic management performance (index scores)

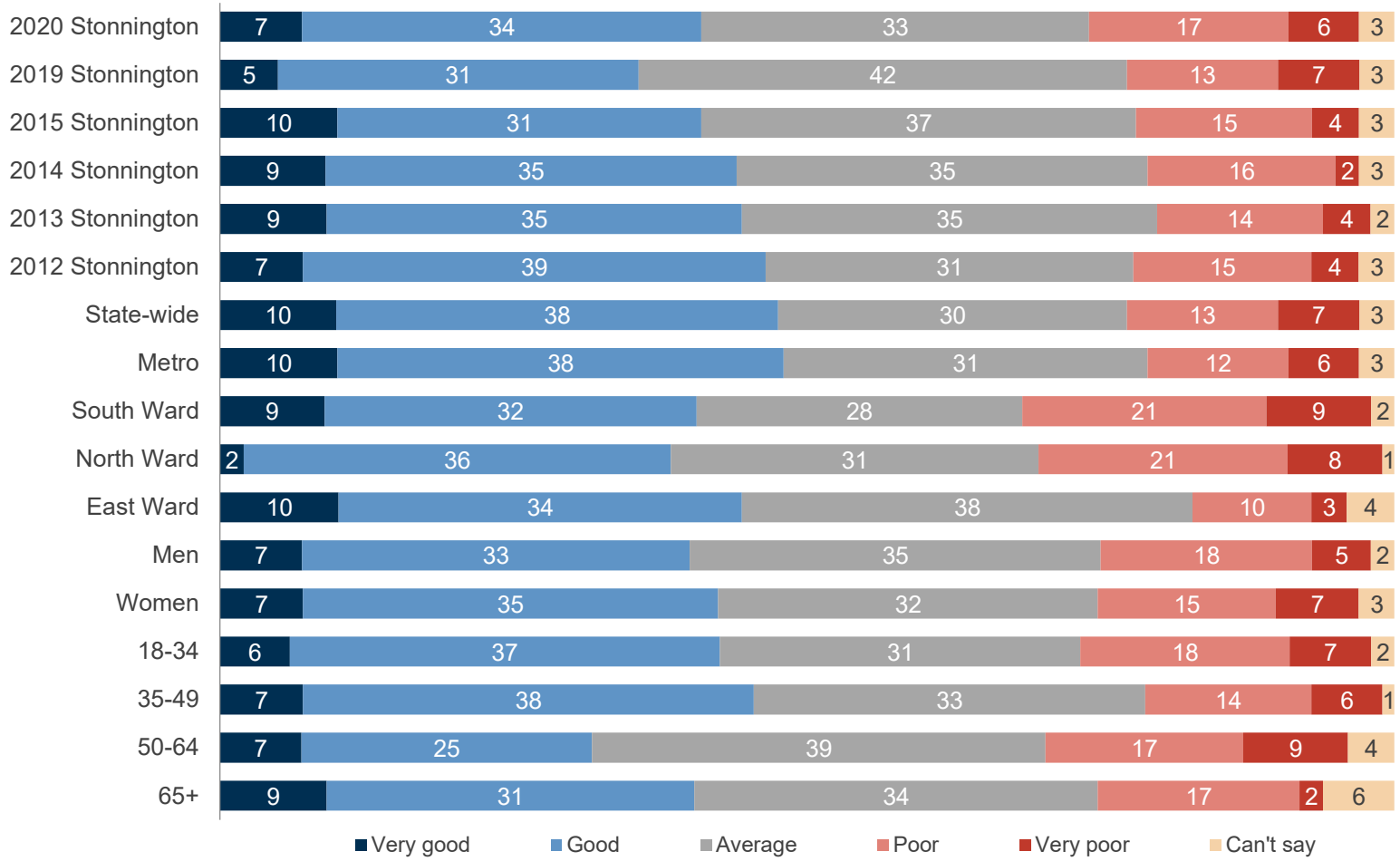


	2019	2018	2017	2016	2015	2014	2013	2012
East Ward	56	n/a	n/a	n/a	61	59	61	n/a
Metro	58	57	56	56	57	n/a	n/a	n/a
State-wide	58	57	59	59	60	60	60	58
65+	58	n/a	n/a	n/a	60	63	59	60
35-49	53	n/a	n/a	n/a	50	63	60	49
Women	55	n/a	n/a	n/a	55	59	58	59
Stonnington	54	n/a	n/a	n/a	57	58	58	58
Men	53	n/a	n/a	n/a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

Q2. How has Council performed on 'Traffic management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Traffic management performance

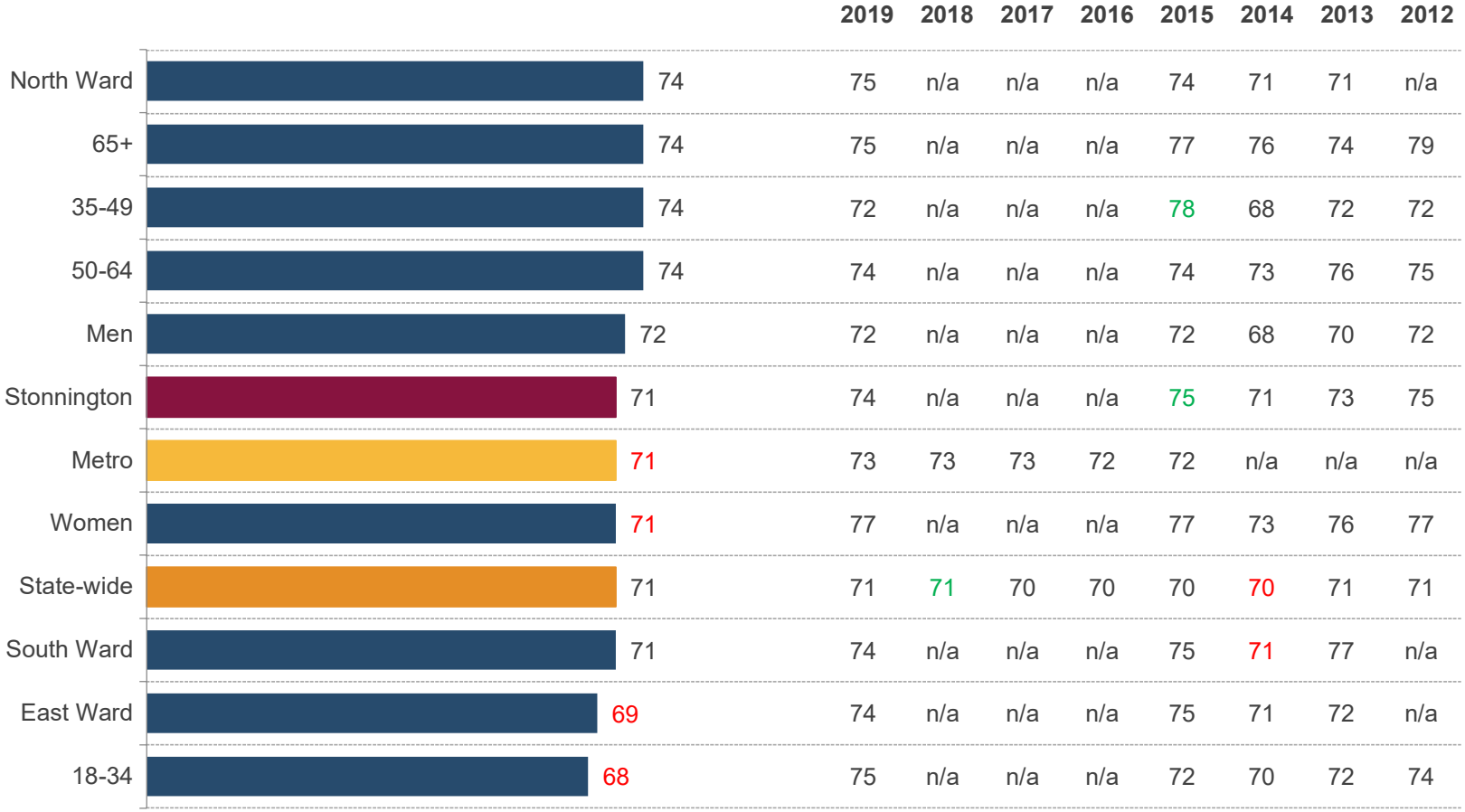
2020 traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 7

Parking facilities importance

2020 parking importance (index scores)

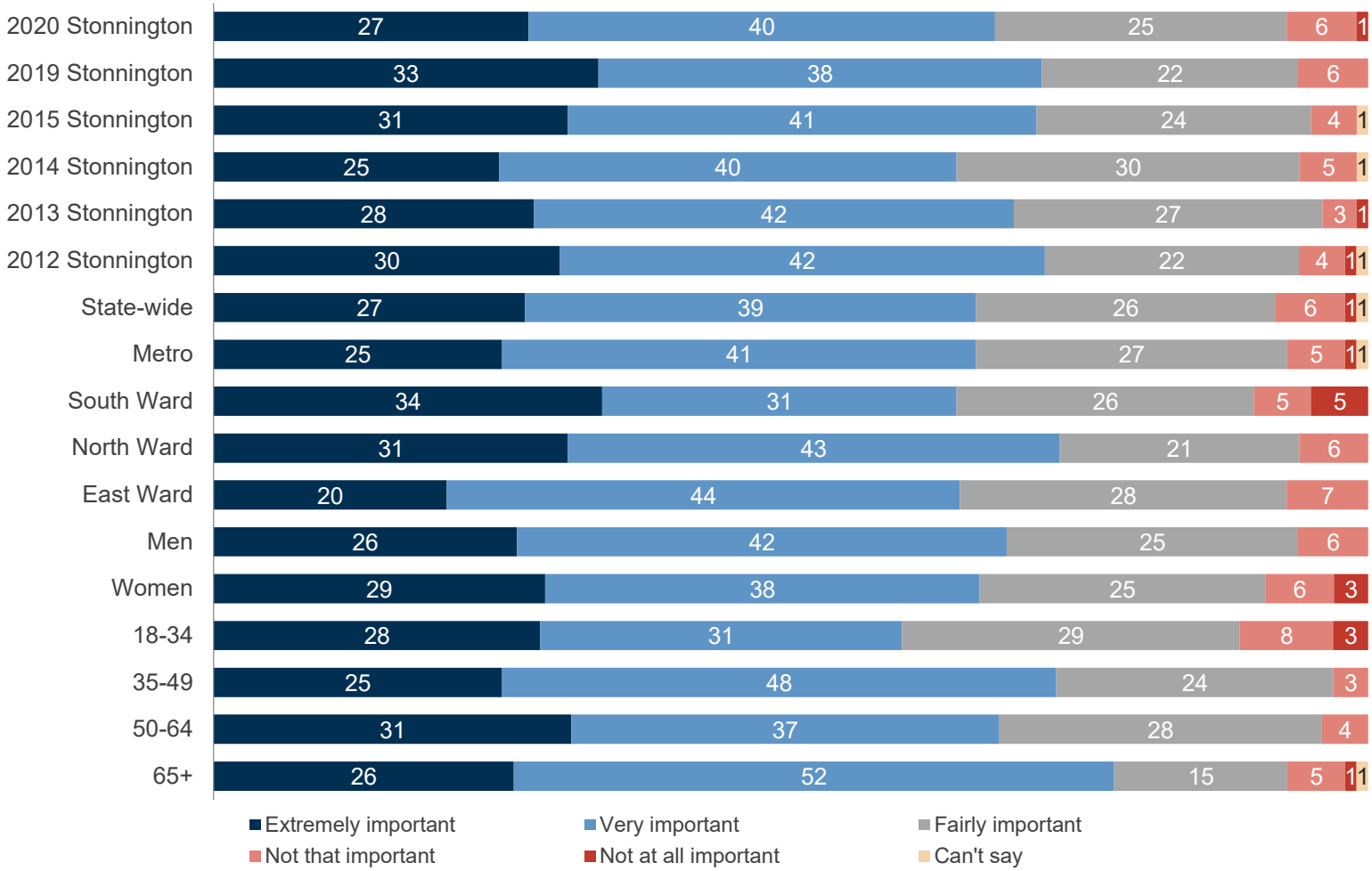


	2019	2018	2017	2016	2015	2014	2013	2012
North Ward	75	n/a	n/a	n/a	74	71	71	n/a
65+	75	n/a	n/a	n/a	77	76	74	79
35-49	72	n/a	n/a	n/a	78	68	72	72
50-64	74	n/a	n/a	n/a	74	73	76	75
Men	72	n/a	n/a	n/a	72	68	70	72
Stonnington	74	n/a	n/a	n/a	75	71	73	75
Metro	73	73	73	72	72	n/a	n/a	n/a
Women	77	n/a	n/a	n/a	77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

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Parking facilities importance

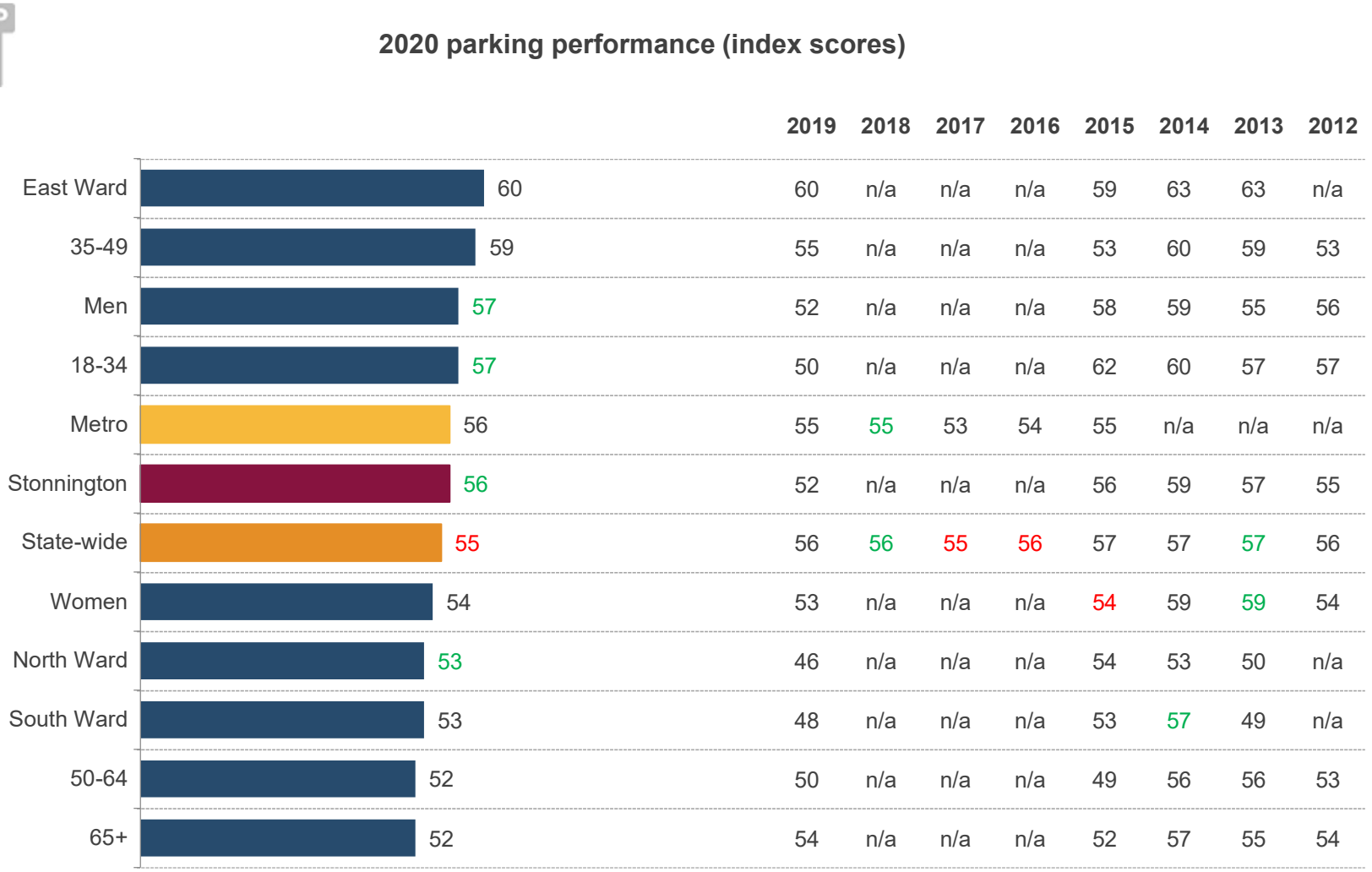
2020 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 7

Parking facilities performance

2020 parking performance (index scores)

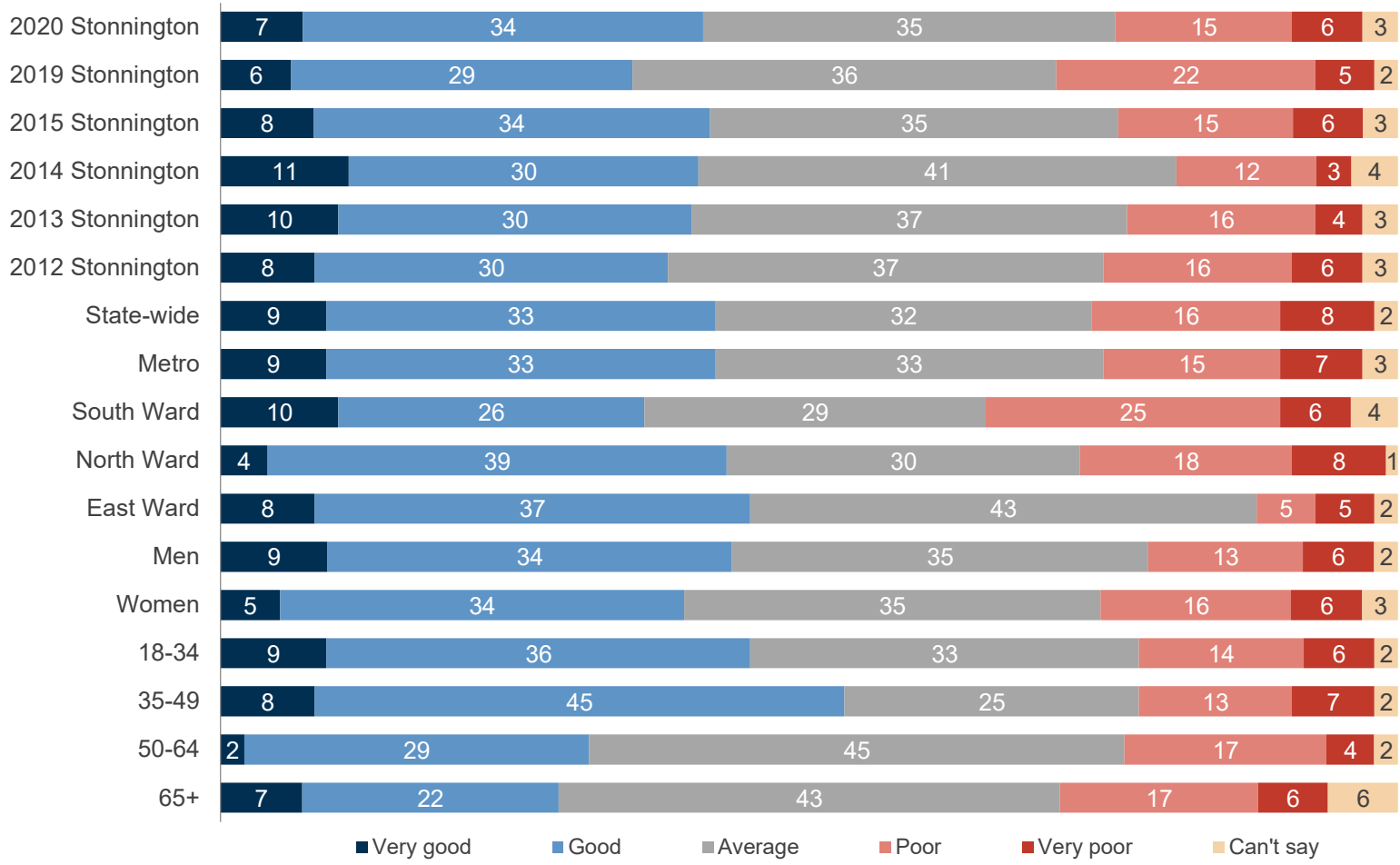


	2019	2018	2017	2016	2015	2014	2013	2012
East Ward	60	n/a	n/a	n/a	59	63	63	n/a
35-49	55	n/a	n/a	n/a	53	60	59	53
Men	52	n/a	n/a	n/a	58	59	55	56
18-34	50	n/a	n/a	n/a	62	60	57	57
Metro	55	55	53	54	55	n/a	n/a	n/a
Stonnington	52	n/a	n/a	n/a	56	59	57	55
State-wide	56	56	55	56	57	57	57	56
Women	53	n/a	n/a	n/a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

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

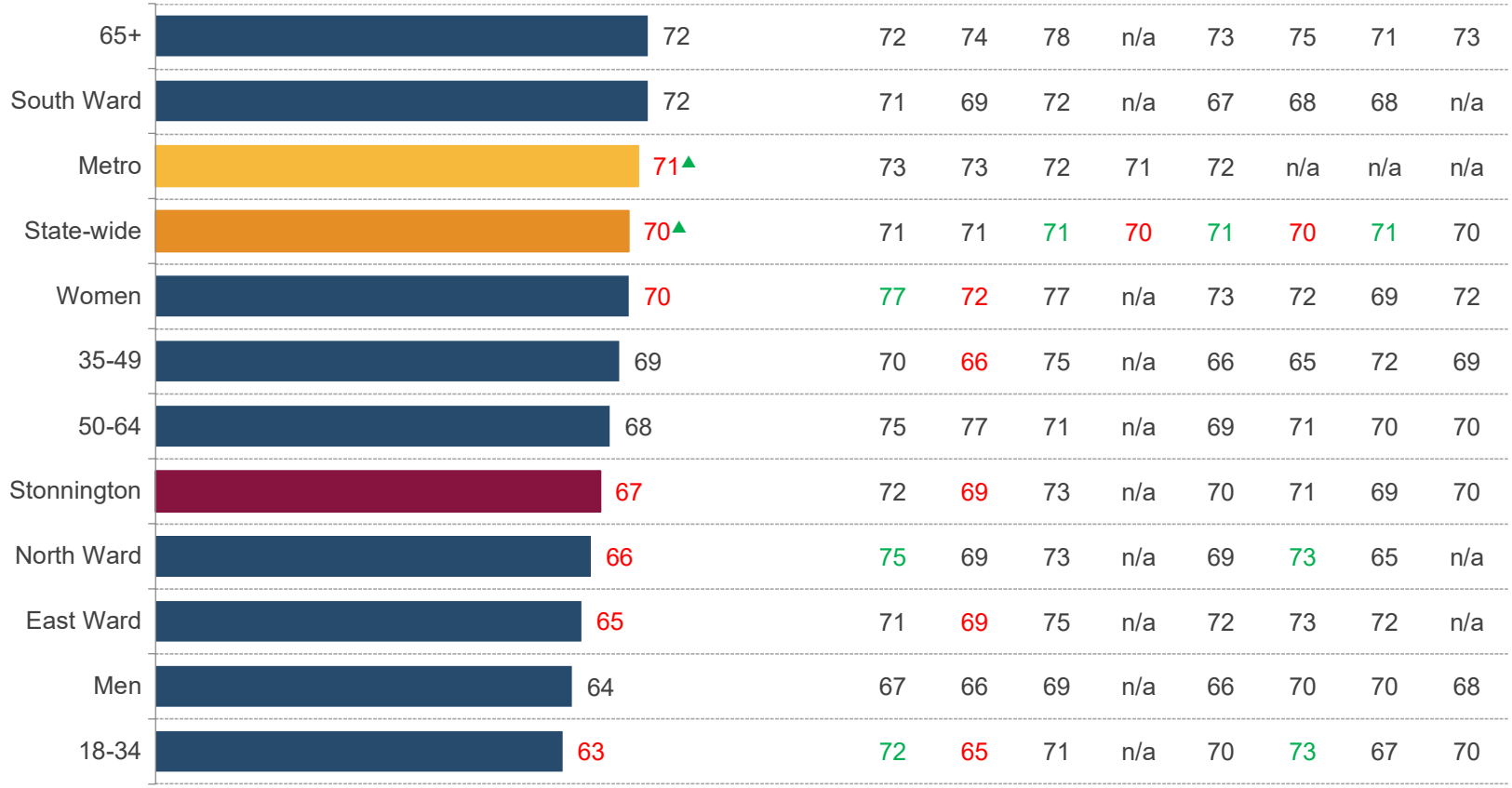
2020 parking performance (%)



Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

Enforcement of local laws importance

2020 law enforcement importance (index scores)

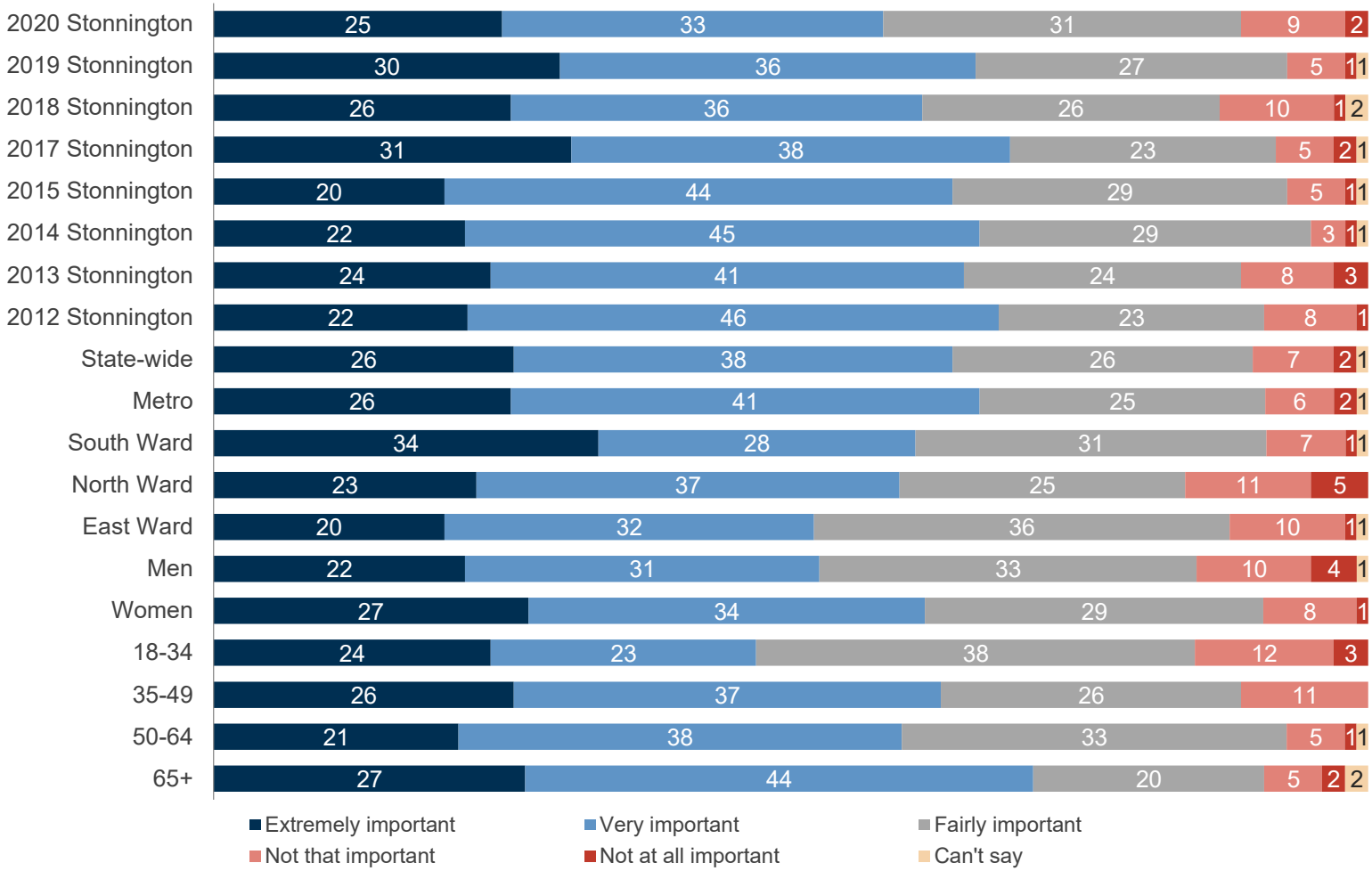


	2019	2018	2017	2016	2015	2014	2013	2012
65+	72	74	78	n/a	73	75	71	73
South Ward	71	69	72	n/a	67	68	68	n/a
Metro	73	73	72	71	72	n/a	n/a	n/a
State-wide	71	71	71	70	71	70	71	70
Women	77	72	77	n/a	73	72	69	72
35-49	70	66	75	n/a	66	65	72	69
50-64	75	77	71	n/a	69	71	70	70
Stonnington	72	69	73	n/a	70	71	69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

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws importance

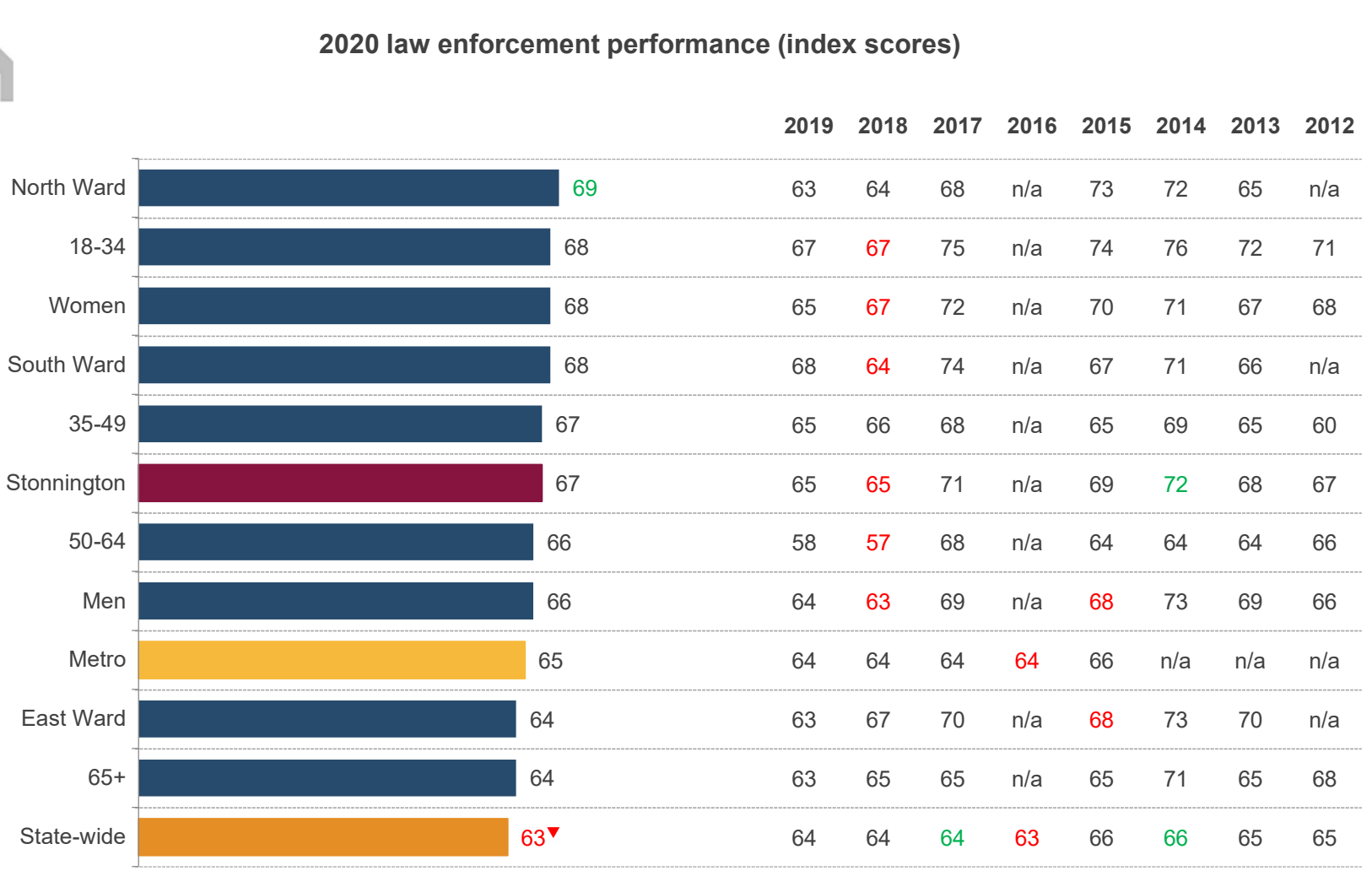
2020 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8

Enforcement of local laws performance

2020 law enforcement performance (index scores)

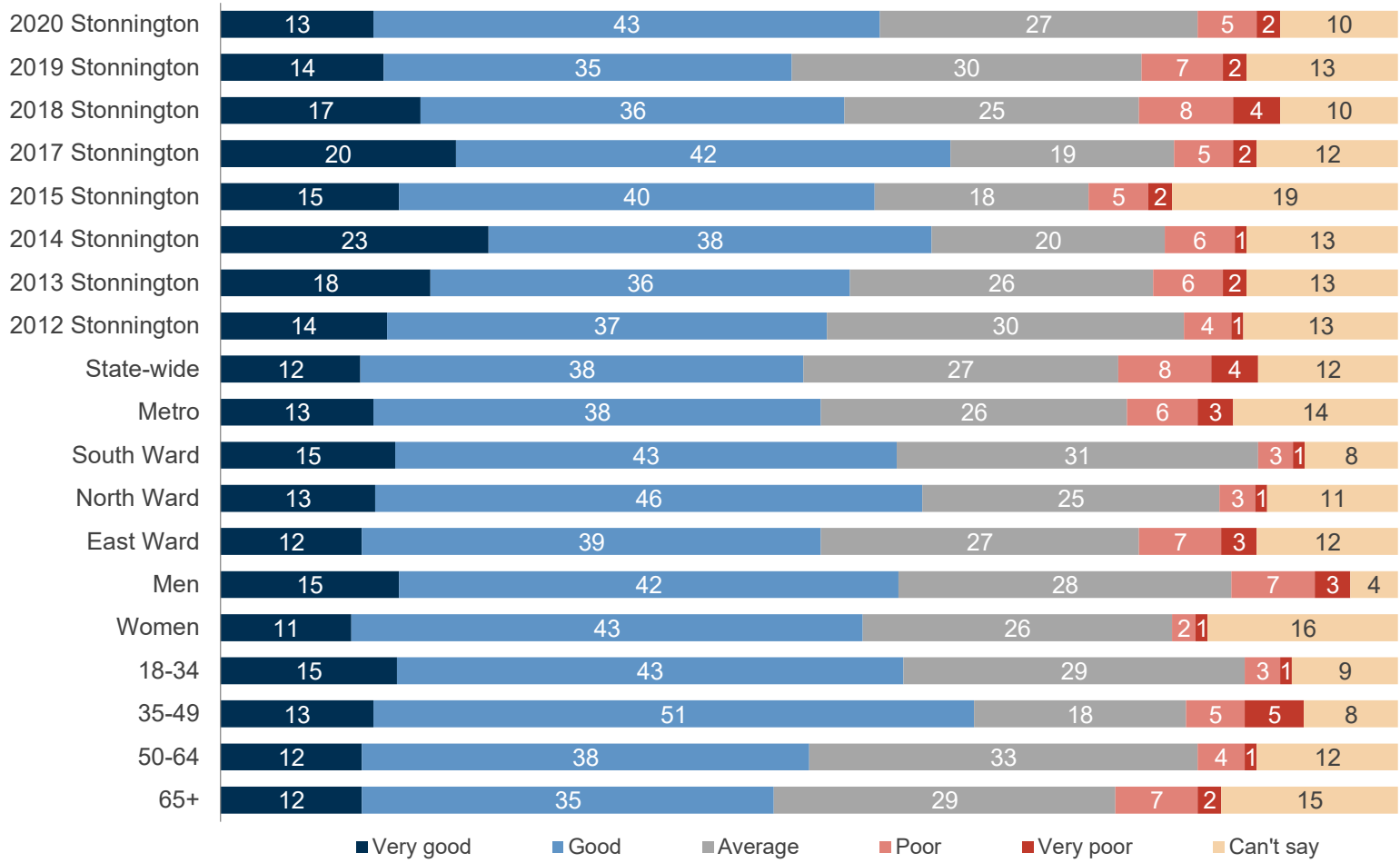


	2019	2018	2017	2016	2015	2014	2013	2012
North Ward	63	64	68	n/a	73	72	65	n/a
18-34	67	67	75	n/a	74	76	72	71
Women	65	67	72	n/a	70	71	67	68
South Ward	68	64	74	n/a	67	71	66	n/a
35-49	65	66	68	n/a	65	69	65	60
Stonnington	65	65	71	n/a	69	72	68	67
50-64	58	57	68	n/a	64	64	64	66
Men	64	63	69	n/a	68	73	69	66
Metro	64	64	64	64	66	n/a	n/a	n/a
East Ward	63	67	70	n/a	68	73	70	n/a
65+	63	65	65	n/a	65	71	65	68
State-wide	64	64	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: 34 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws performance

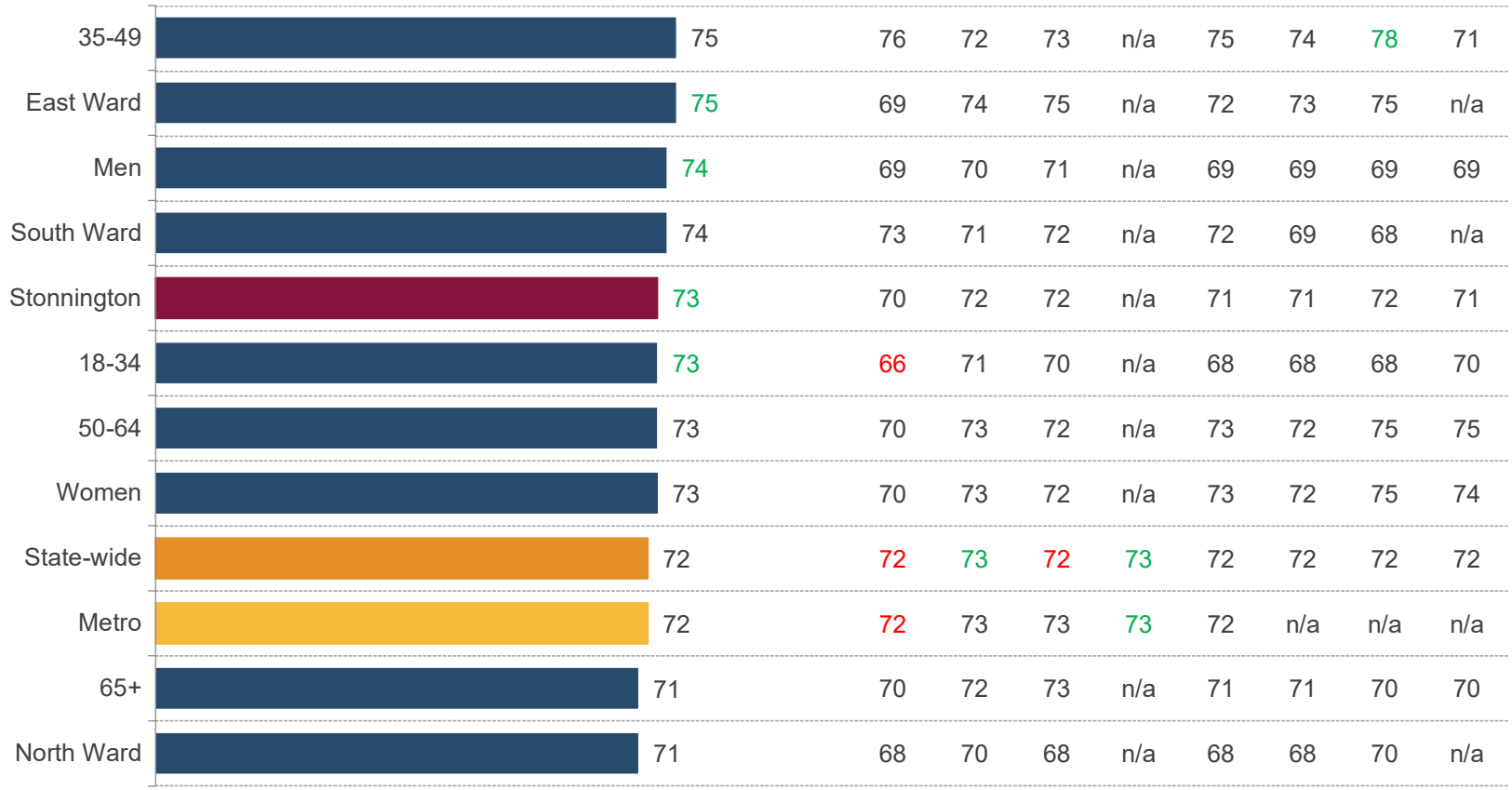
2020 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 9

Recreational facilities importance

2020 recreational facilities importance (index scores)

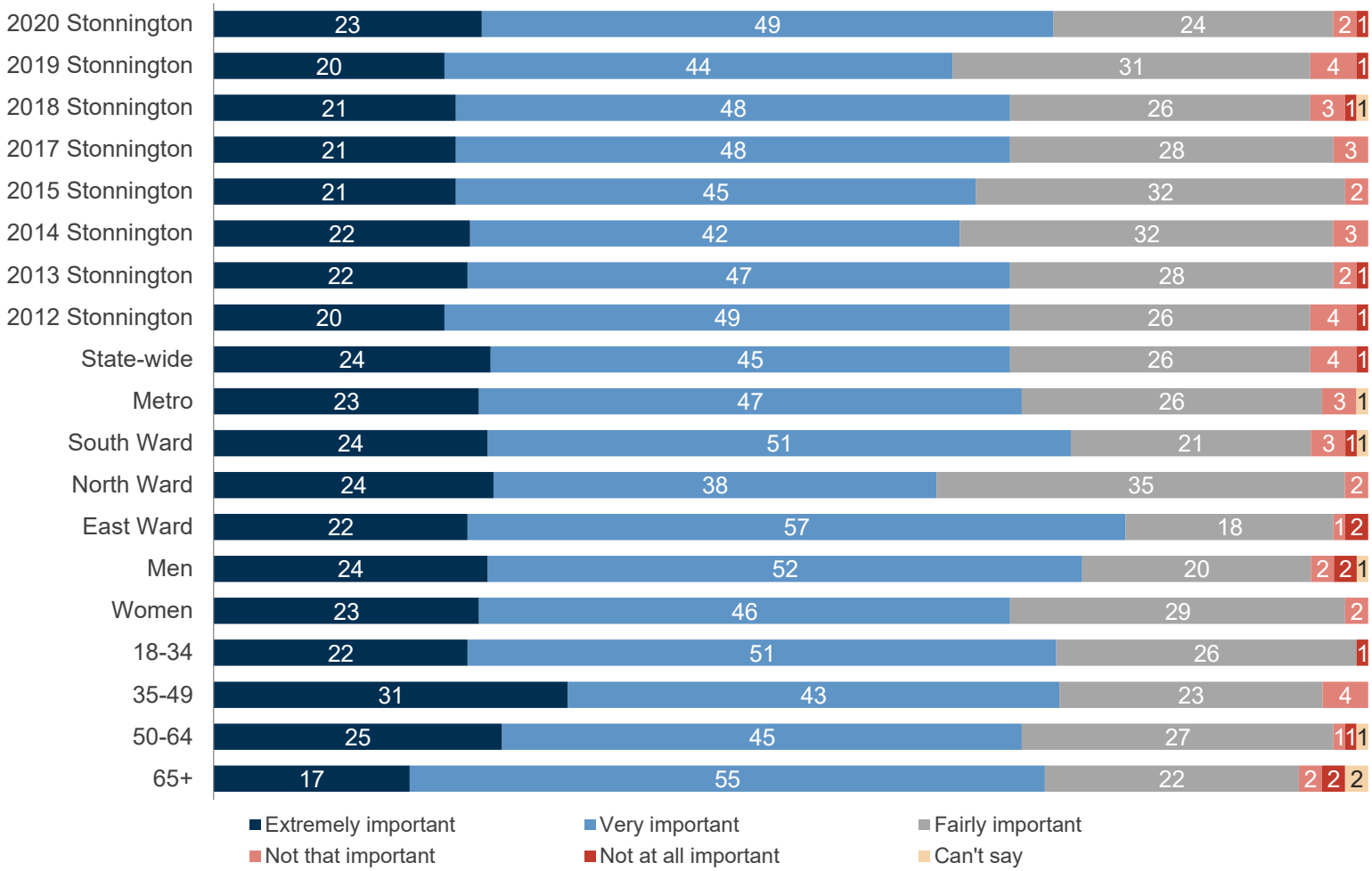


	2019	2018	2017	2016	2015	2014	2013	2012
35-49	76	72	73	n/a	75	74	78	71
East Ward	69	74	75	n/a	72	73	75	n/a
Men	69	70	71	n/a	69	69	69	69
South Ward	73	71	72	n/a	72	69	68	n/a
Stonnington	70	72	72	n/a	71	71	72	71
18-34	66	71	70	n/a	68	68	68	70
50-64	70	73	72	n/a	73	72	75	75
Women	70	73	72	n/a	73	72	75	74
State-wide	72	73	72	73	72	72	72	72
Metro	72	73	73	73	72	n/a	n/a	n/a
65+	70	72	73	n/a	71	71	70	70
North Ward	68	70	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: 28 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities importance

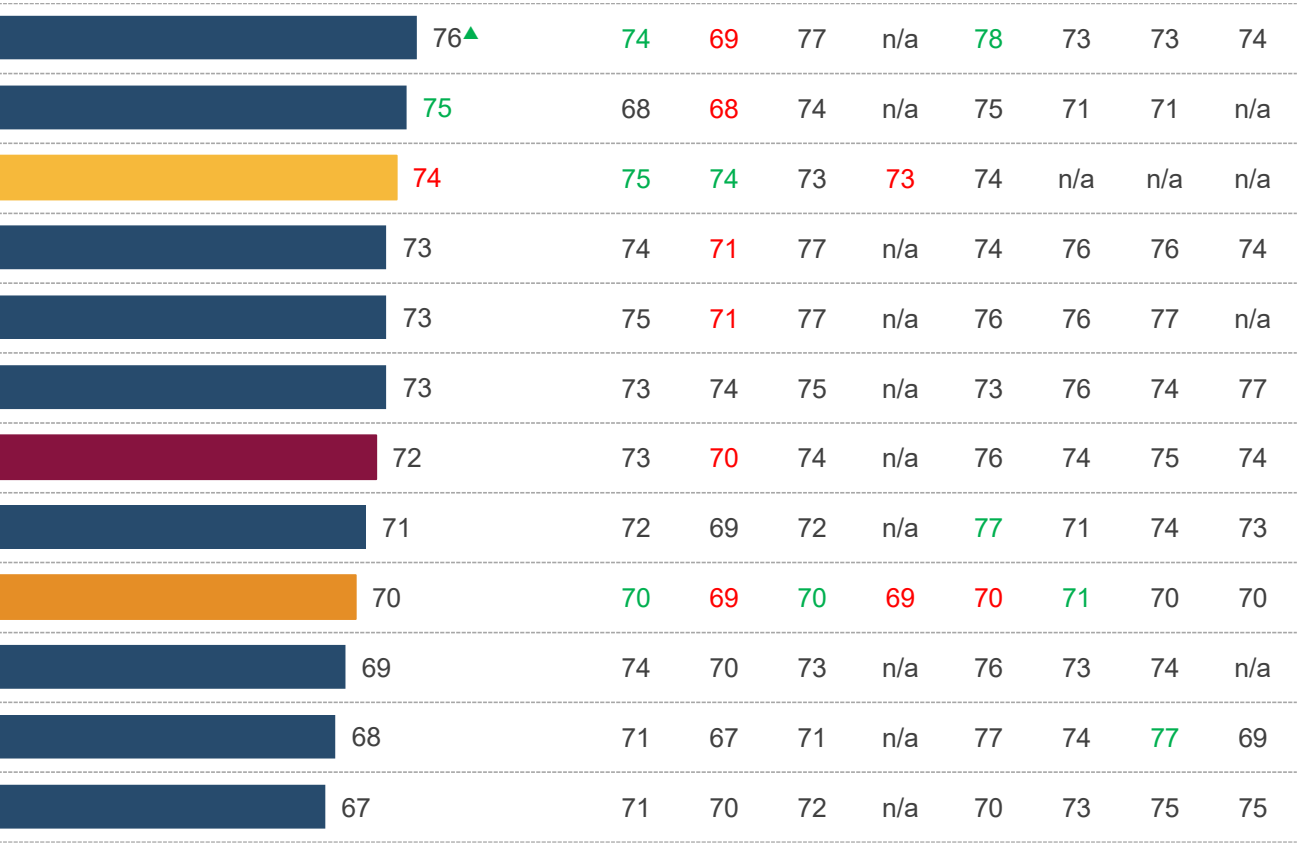
2020 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10

Recreational facilities performance

2020 recreational facilities performance (index scores)

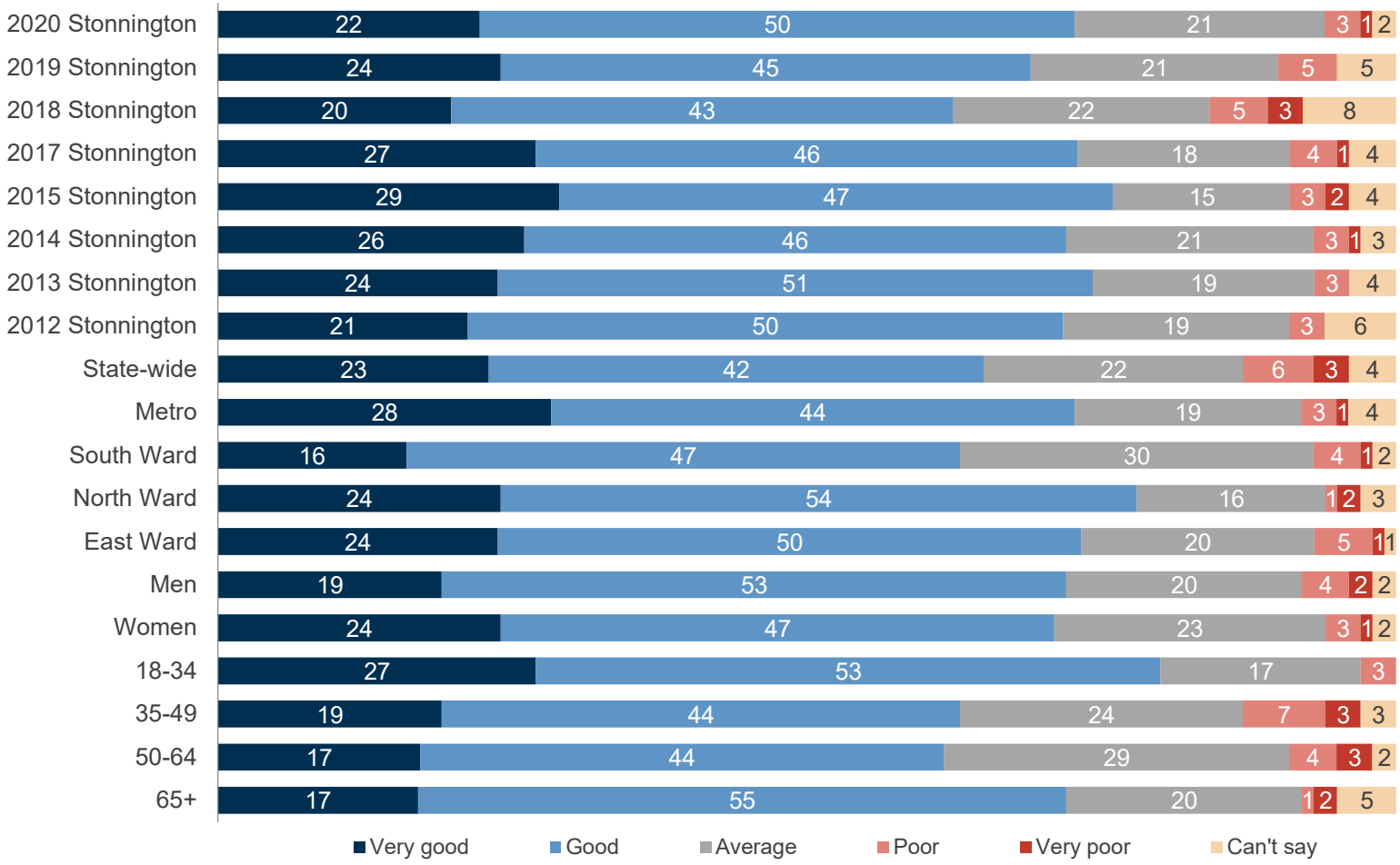


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74	69	77	n/a	78	73	73	74
North Ward	68	68	74	n/a	75	71	71	n/a
Metro	75	74	73	73	74	n/a	n/a	n/a
Women	74	71	77	n/a	74	76	76	74
East Ward	75	71	77	n/a	76	76	77	n/a
65+	73	74	75	n/a	73	76	74	77
Stonnington	73	70	74	n/a	76	74	75	74
Men	72	69	72	n/a	77	71	74	73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

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2020 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11

The appearance of public areas importance

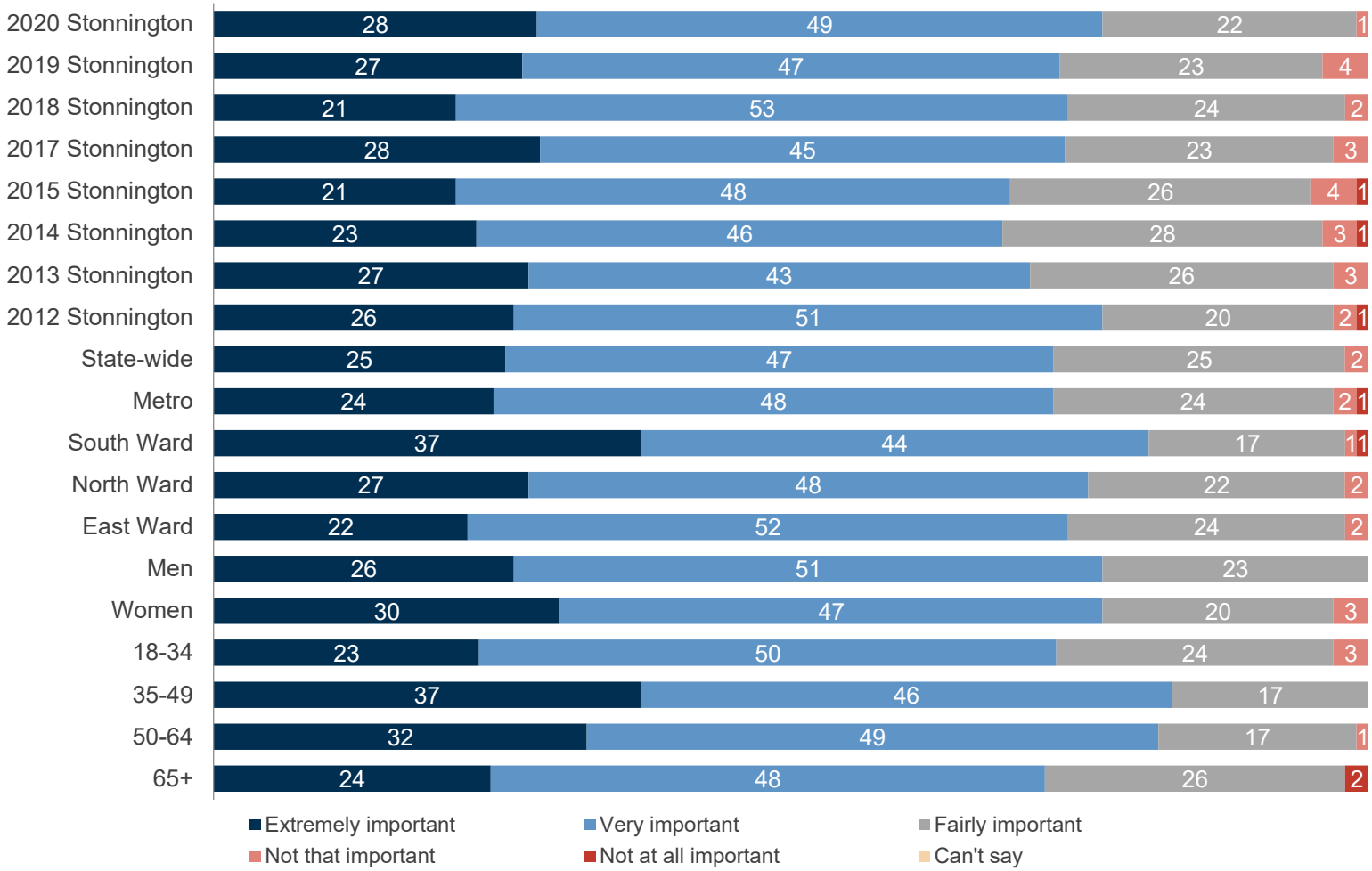
2020 public areas importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	80	74	75	81	n/a	73	72	81	76
South Ward	79	76	73	74	n/a	71	73	73	n/a
50-64	78	80	77	77	n/a	77	77	77	76
Women	76	76	72	76	n/a	72	73	76	77
Stonnington	76	74	73	75	n/a	71	72	74	75
Men	75	72	74	73	n/a	69	70	71	73
North Ward	75	75	75	73	n/a	72	72	74	n/a
State-wide	74▼	73	74	74	74	73	73	74	73
65+	73	74	75	77	n/a	76	75	75	75
Metro	73▼	74	74	75	74	73	n/a	n/a	n/a
East Ward	73	72	71	77	n/a	69	71	74	n/a
18-34	73	71	70	69	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: 27 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance

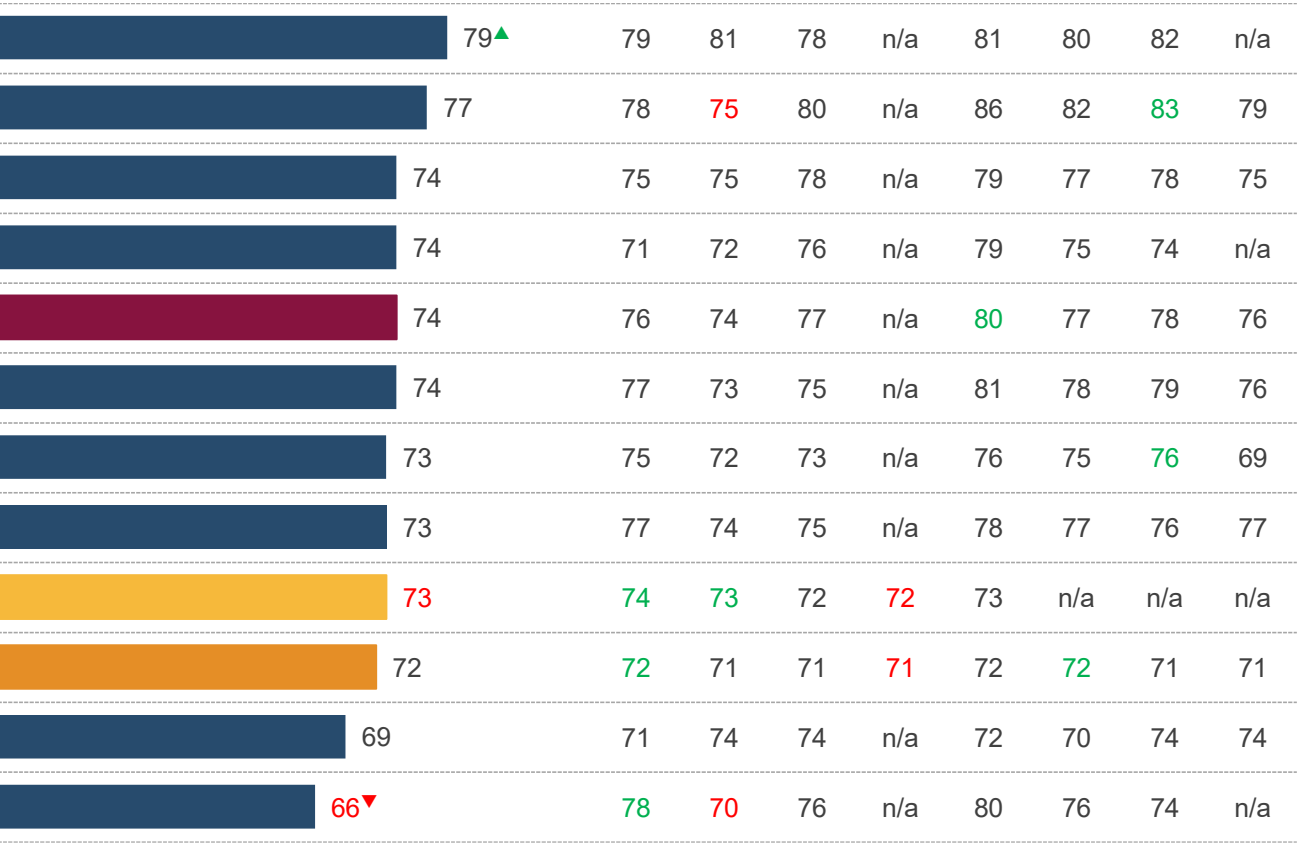
2020 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

The appearance of public areas performance

2020 public areas performance (index scores)

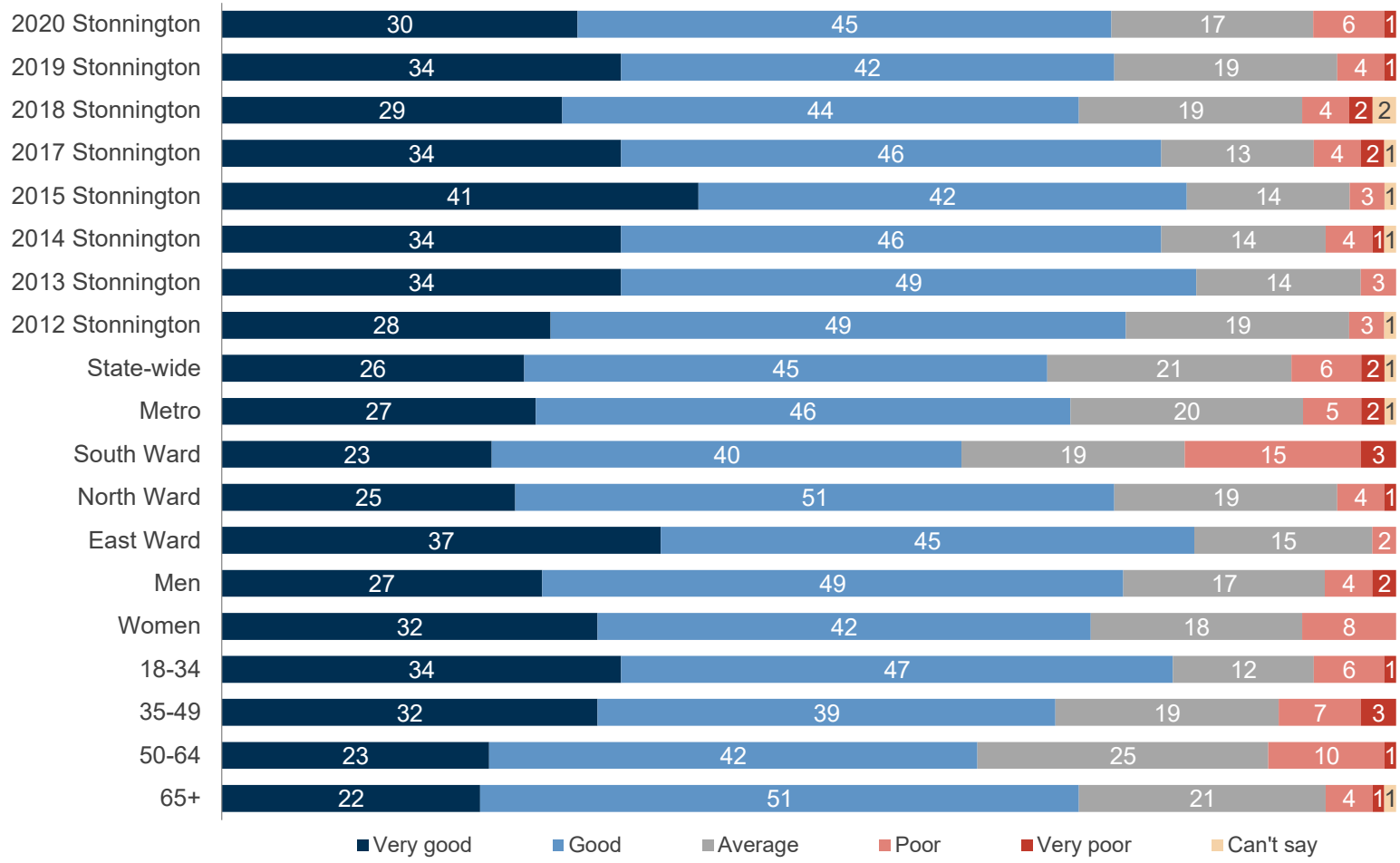


	2019	2018	2017	2016	2015	2014	2013	2012
East Ward	79	81	78	n/a	81	80	82	n/a
18-34	78	75	80	n/a	86	82	83	79
Women	75	75	78	n/a	79	77	78	75
North Ward	71	72	76	n/a	79	75	74	n/a
Stonnington	76	74	77	n/a	80	77	78	76
Men	77	73	75	n/a	81	78	79	76
35-49	75	72	73	n/a	76	75	76	69
65+	77	74	75	n/a	78	77	76	77
Metro	74	73	72	72	73	n/a	n/a	n/a
State-wide	72	71	71	71	72	72	71	71
50-64	71	74	74	n/a	72	70	74	74
South Ward	78	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: 38 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

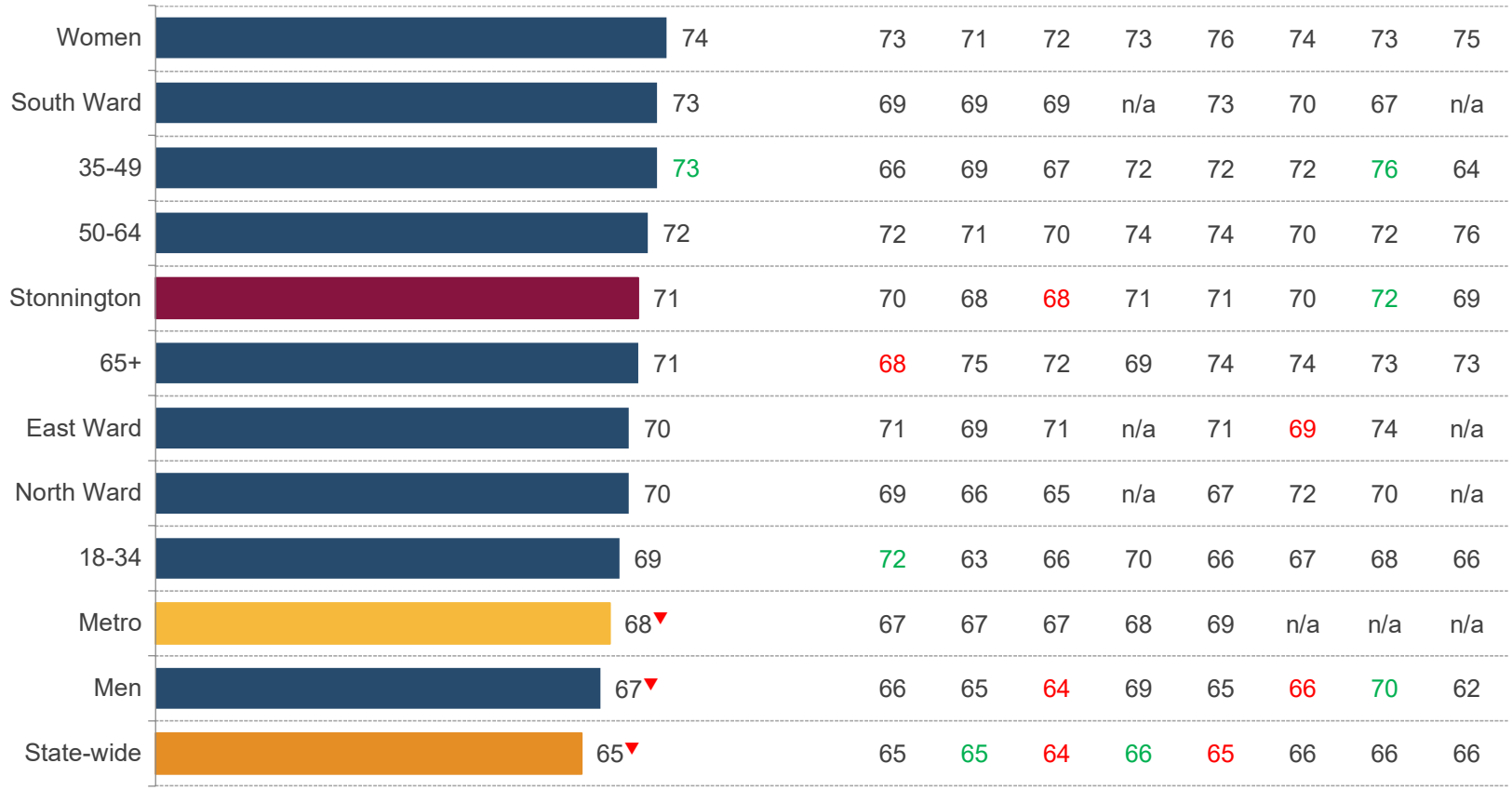
2020 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 10

Art centres and libraries importance

2020 art centres and libraries importance (index scores)

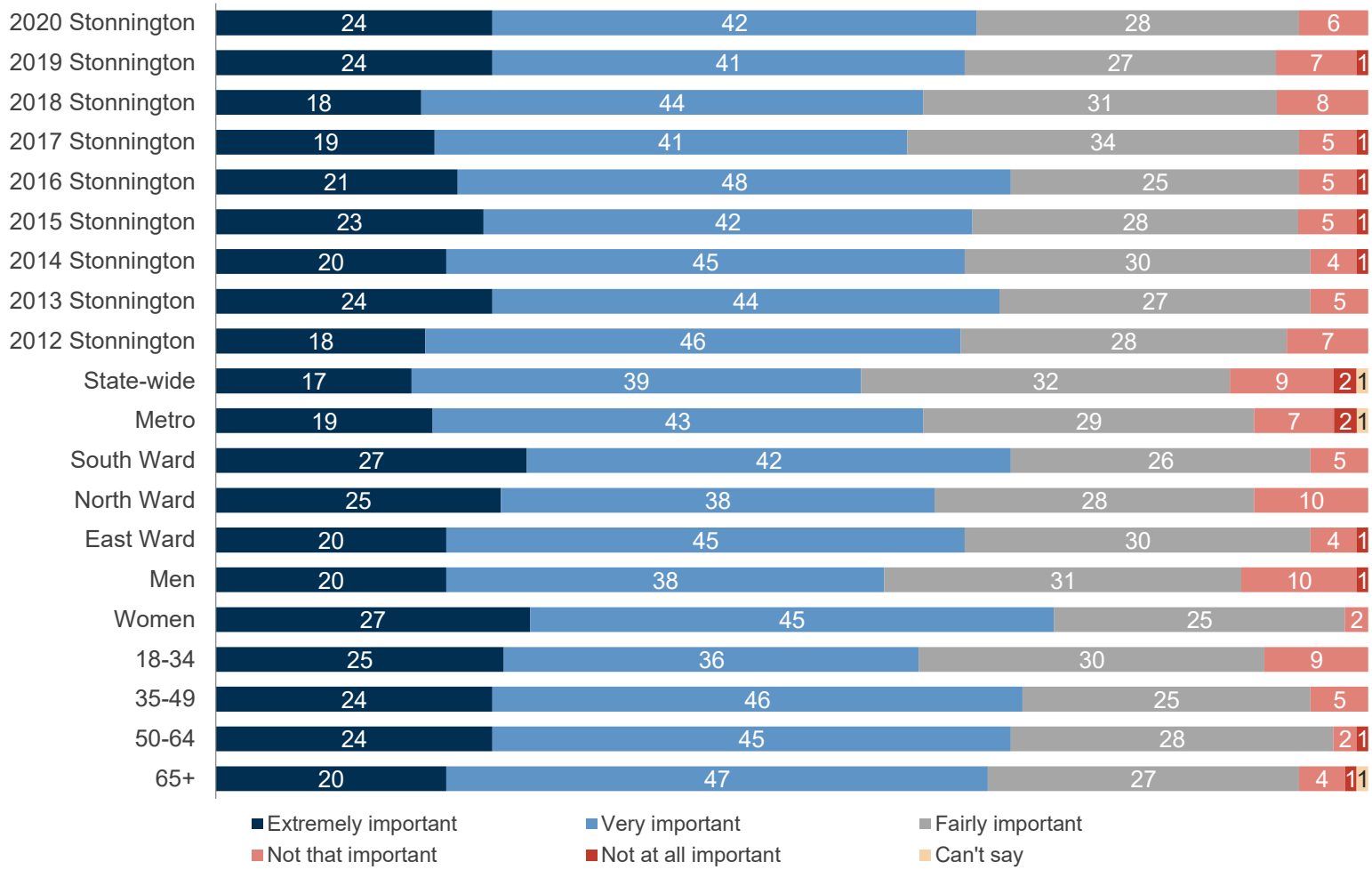


	2019	2018	2017	2016	2015	2014	2013	2012
Women	73	71	72	73	76	74	73	75
South Ward	69	69	69	n/a	73	70	67	n/a
35-49	66	69	67	72	72	72	76	64
50-64	72	71	70	74	74	70	72	76
Stonnington	70	68	68	71	71	70	72	69
65+	68	75	72	69	74	74	73	73
East Ward	71	69	71	n/a	71	69	74	n/a
North Ward	69	66	65	n/a	67	72	70	n/a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

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries importance

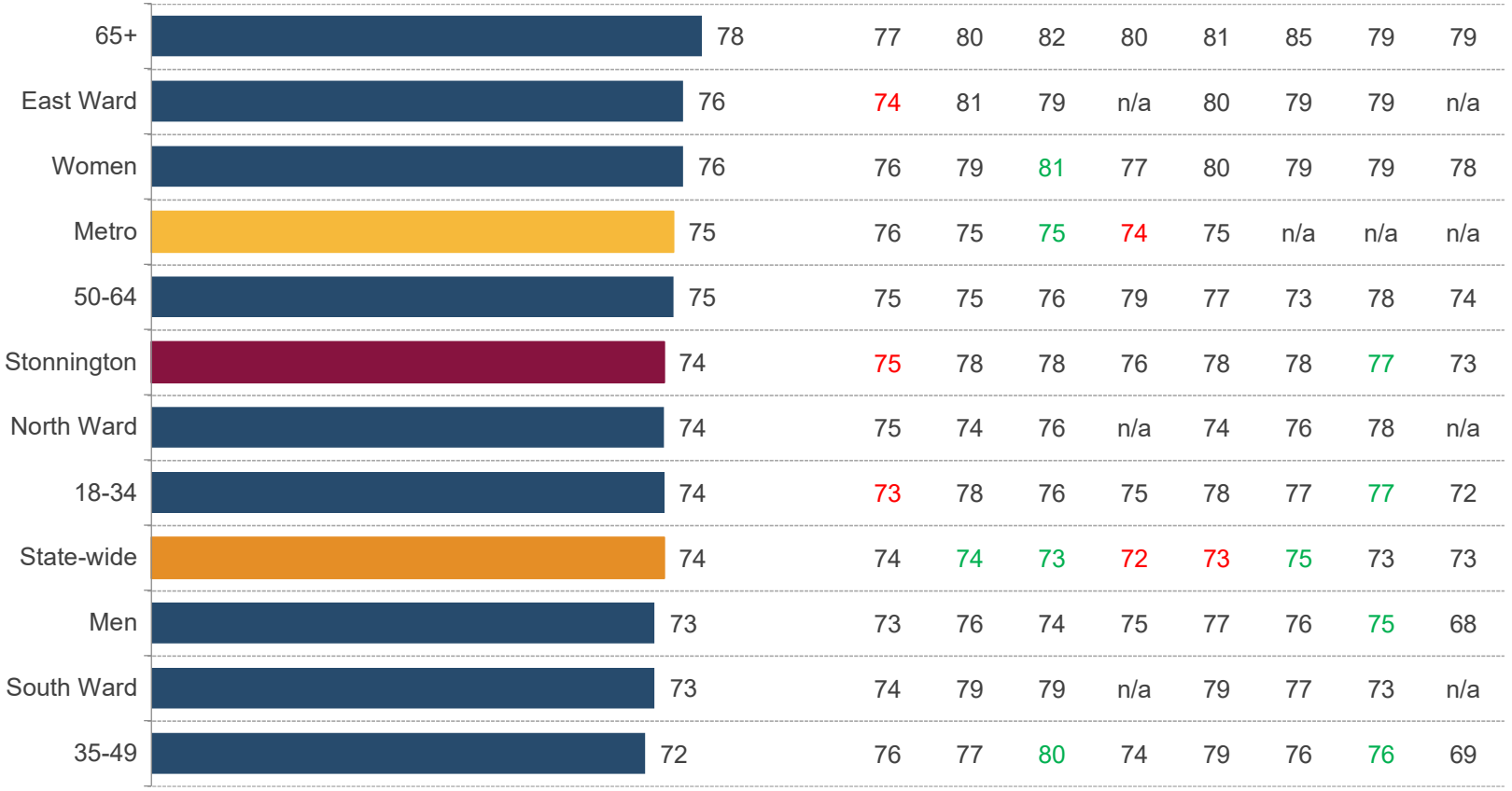
2020 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8

Art centres and libraries performance

2020 art centres and libraries performance (index scores)

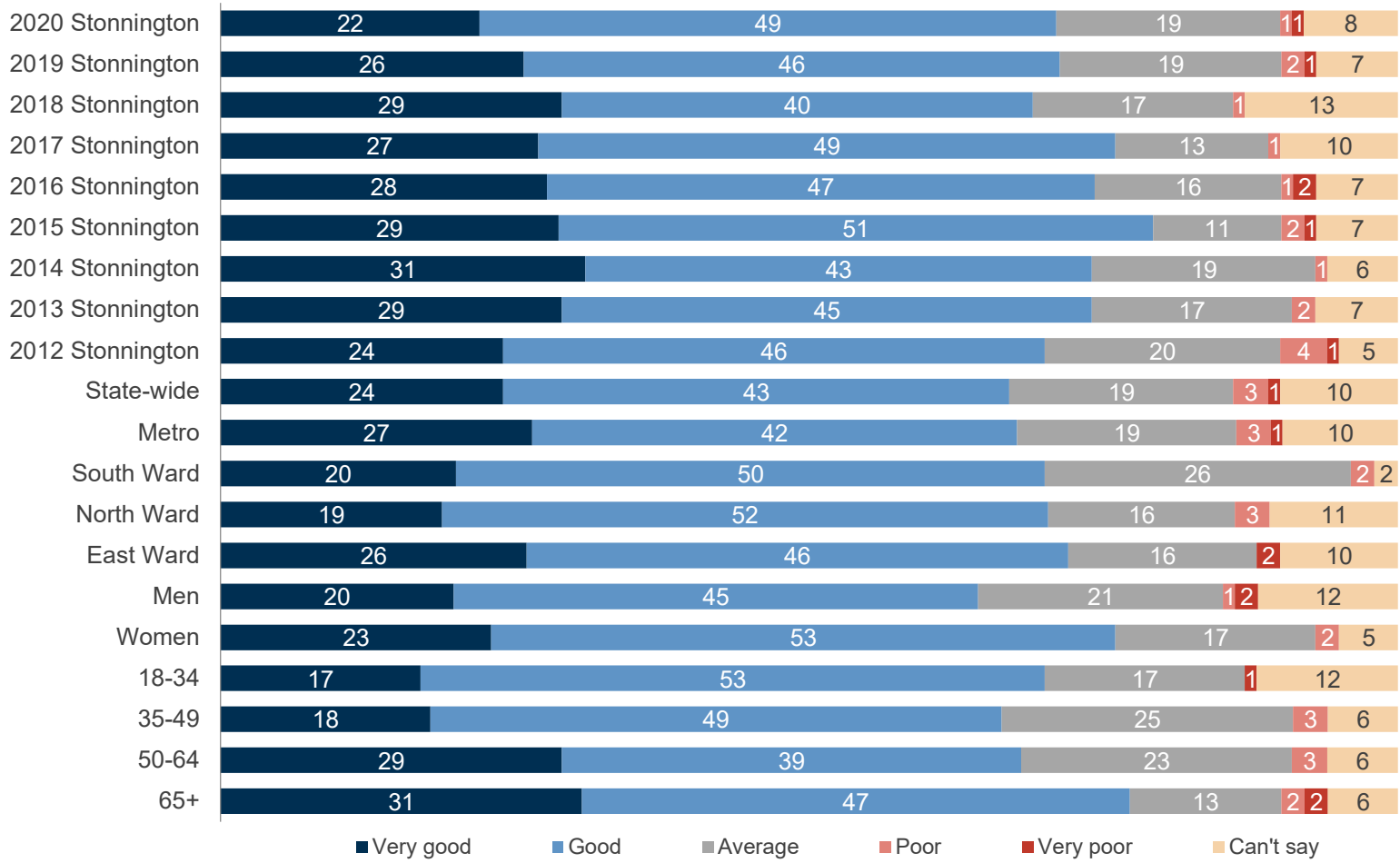


		2019	2018	2017	2016	2015	2014	2013	2012
65+	78	77	80	82	80	81	85	79	79
East Ward	76	74	81	79	n/a	80	79	79	n/a
Women	76	76	79	81	77	80	79	79	78
Metro	75	76	75	75	74	75	n/a	n/a	n/a
50-64	75	75	75	76	79	77	73	78	74
Stonnington	74	75	78	78	76	78	78	77	73
North Ward	74	75	74	76	n/a	74	76	78	n/a
18-34	74	73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

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries performance

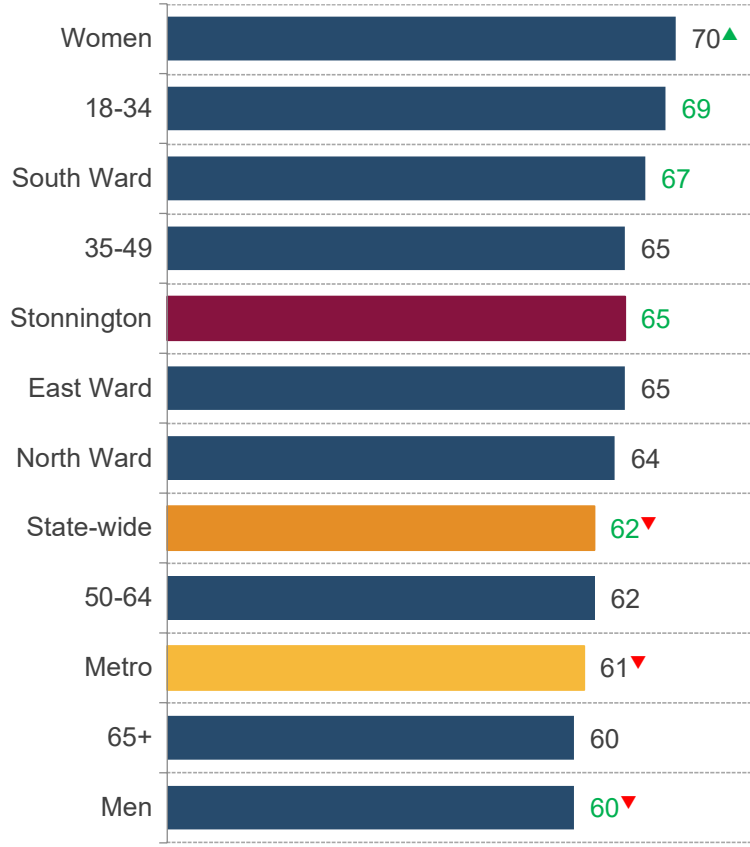
2020 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 8

Community and cultural activities importance

2020 community and cultural activities importance (index scores)

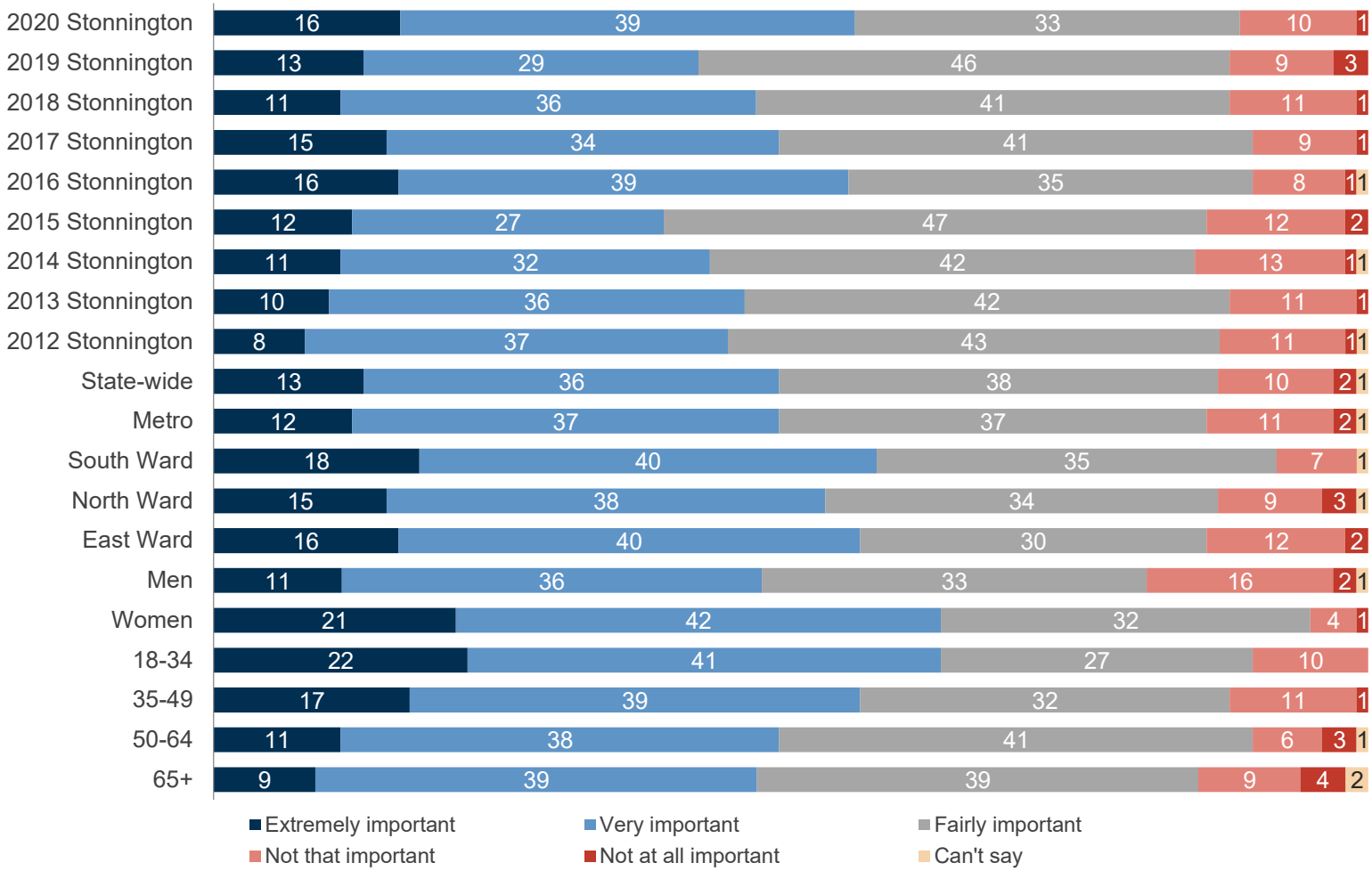


	2019	2018	2017	2016	2015	2014	2013	2012
Women	66	64	65	70	63	64	62	64
18-34	62	61	66	67	57	59	58	61
South Ward	57	60	67	n/a	60	62	64	n/a
35-49	59	61	65	66	61	62	66	54
Stonnington	60	61	64	65	59	60	61	60
East Ward	63	64	65	n/a	60	60	59	n/a
North Ward	61	60	58	n/a	56	59	63	n/a
State-wide	61	61	61	62	62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

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities importance

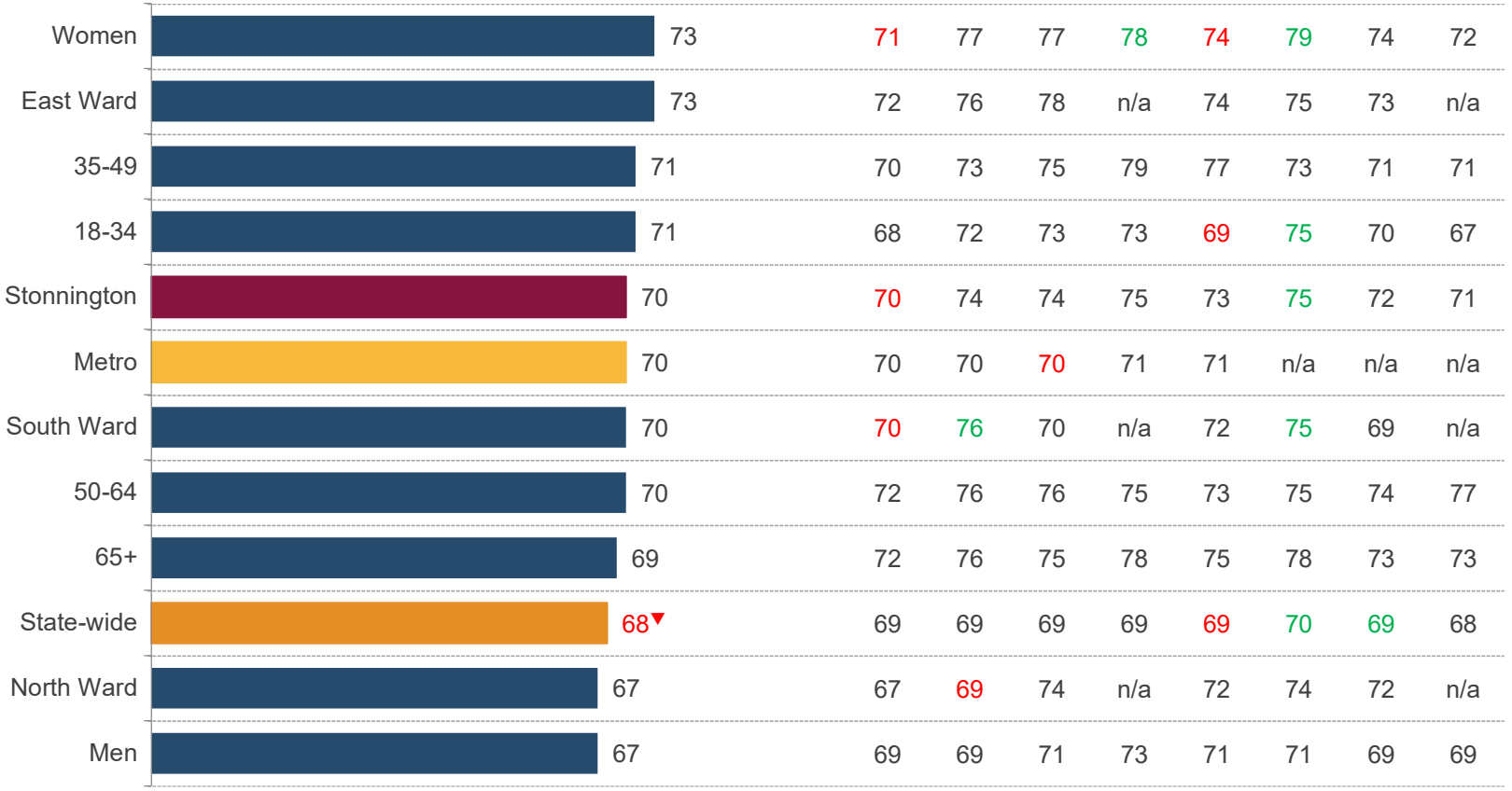
2020 community and cultural activities importance (%)



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

Community and cultural activities performance

2020 community and cultural activities performance (index scores)

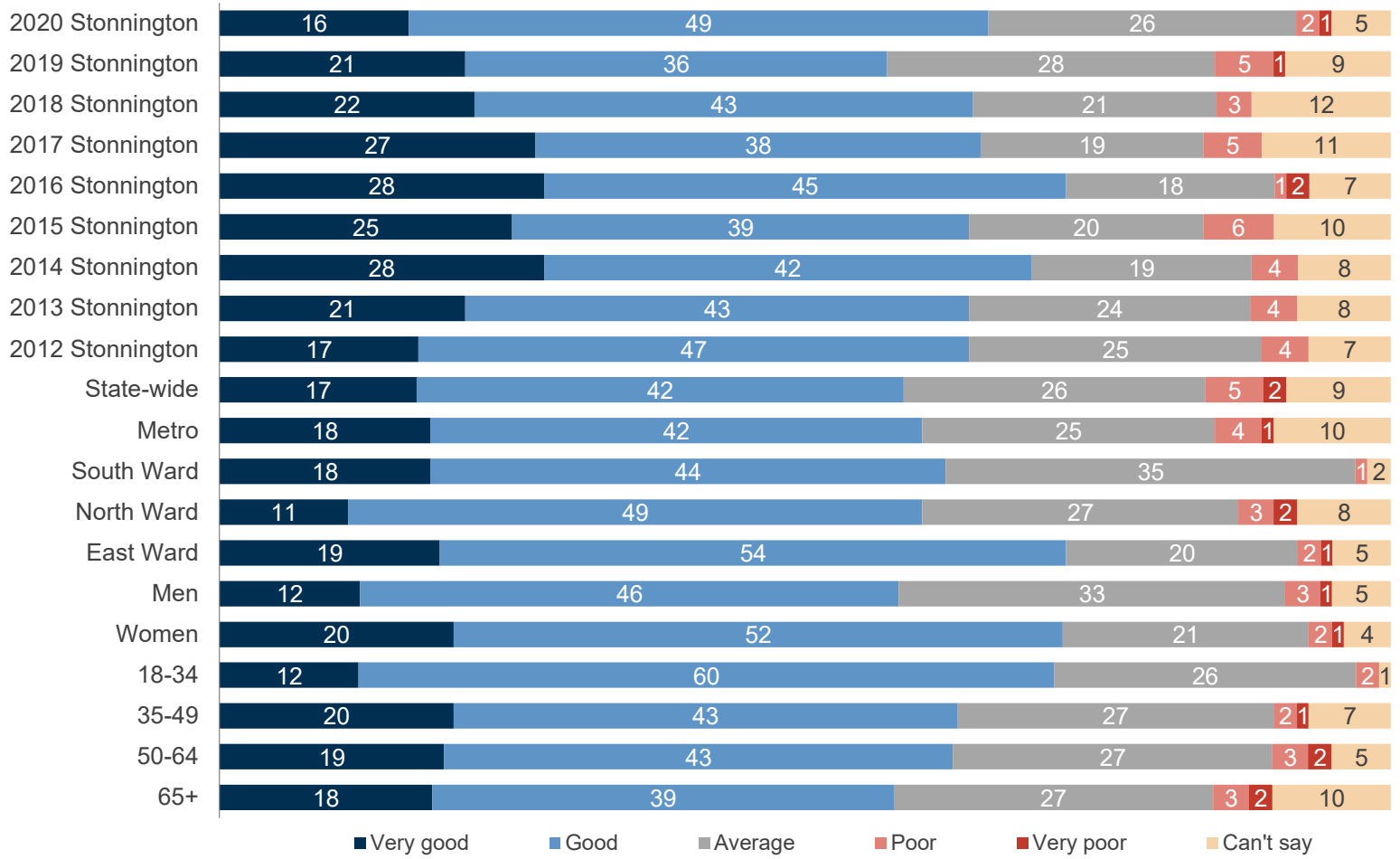


	2019	2018	2017	2016	2015	2014	2013	2012
Women	71	77	77	78	74	79	74	72
East Ward	72	76	78	n/a	74	75	73	n/a
35-49	70	73	75	79	77	73	71	71
18-34	68	72	73	73	69	75	70	67
Stonnington	70	74	74	75	73	75	72	71
Metro	70	70	70	71	71	n/a	n/a	n/a
South Ward	70	76	70	n/a	72	75	69	n/a
50-64	72	76	76	75	73	75	74	77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

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities performance

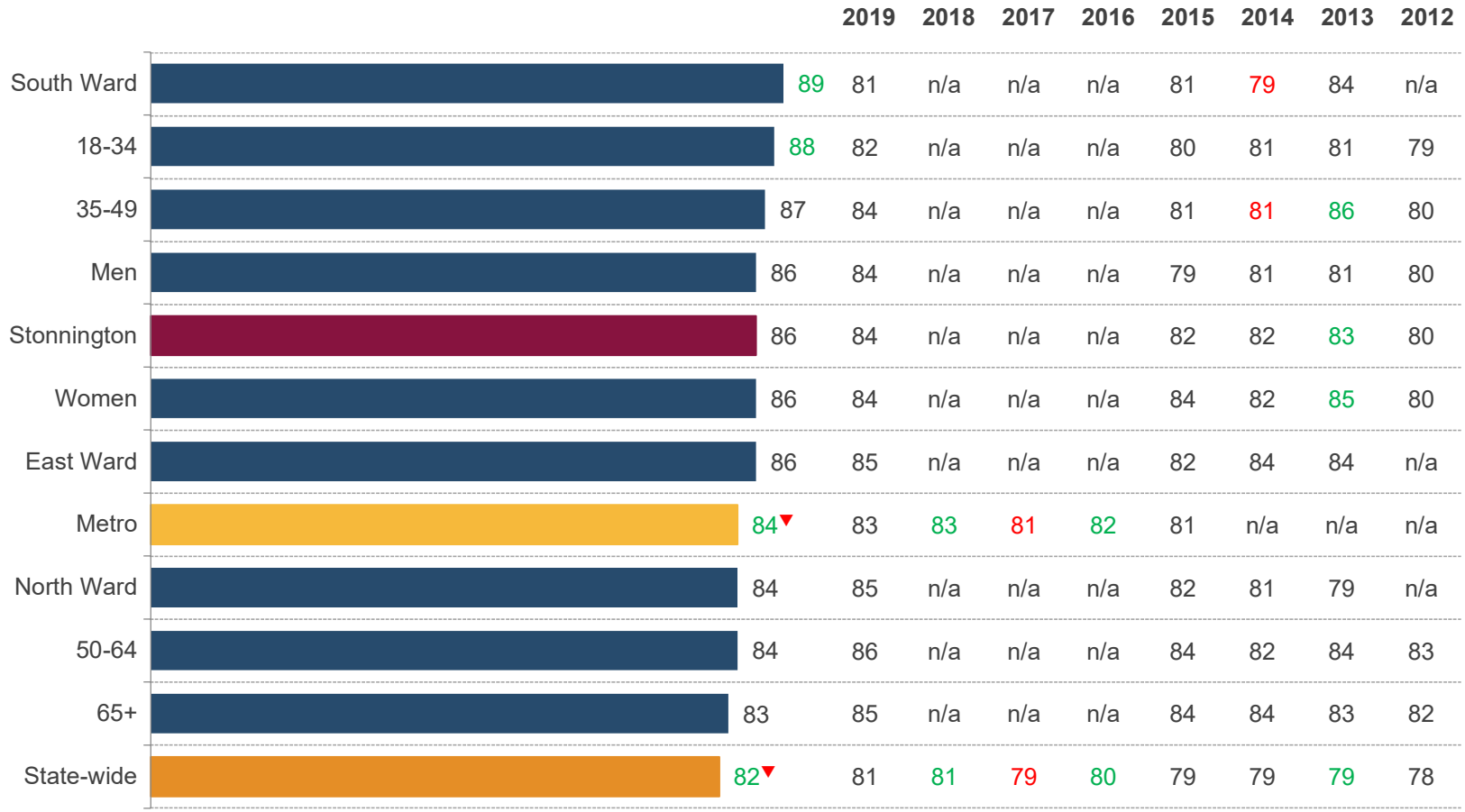
2020 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9

Waste management importance

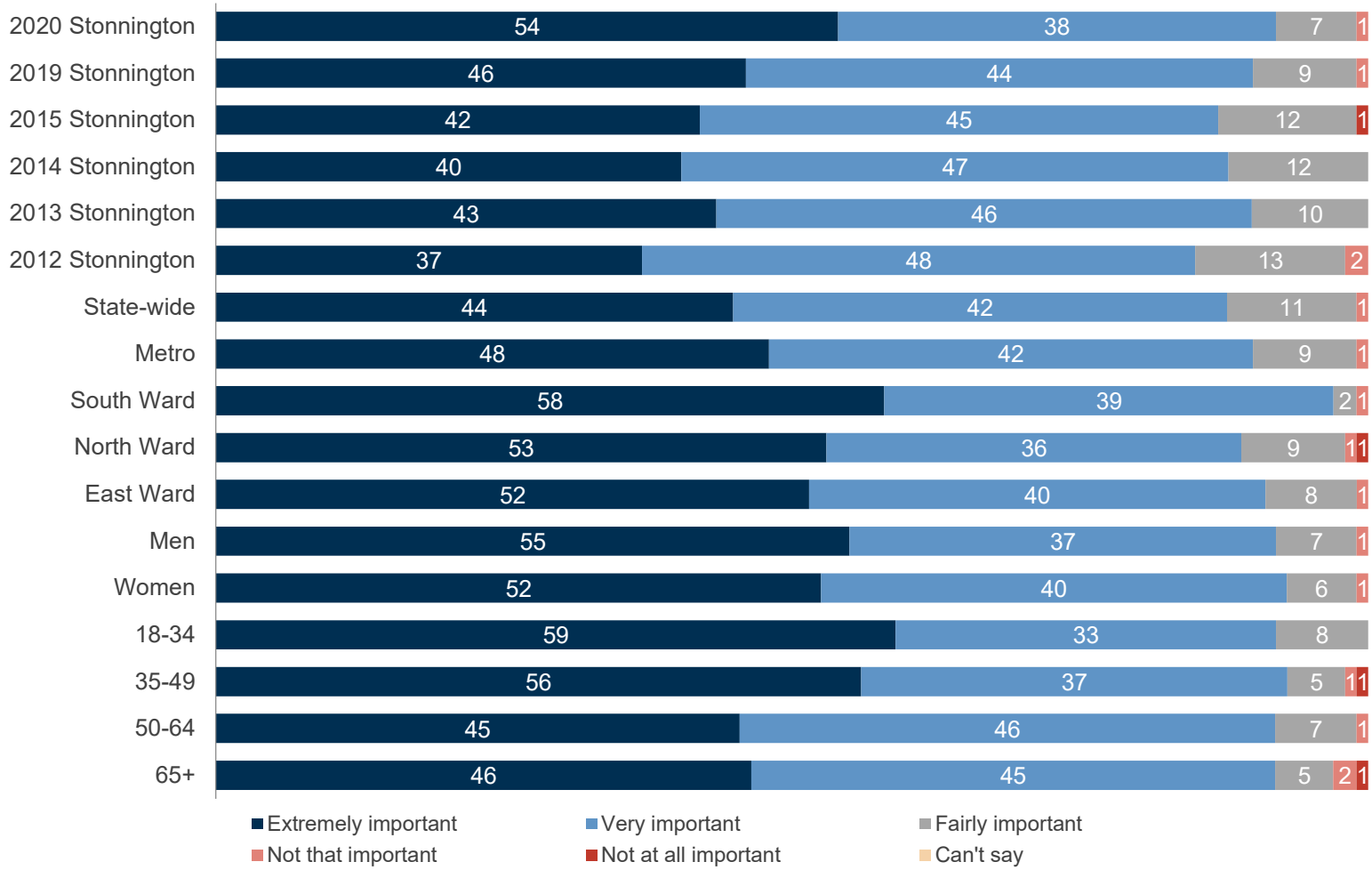
2020 waste management importance (index scores)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Waste management importance

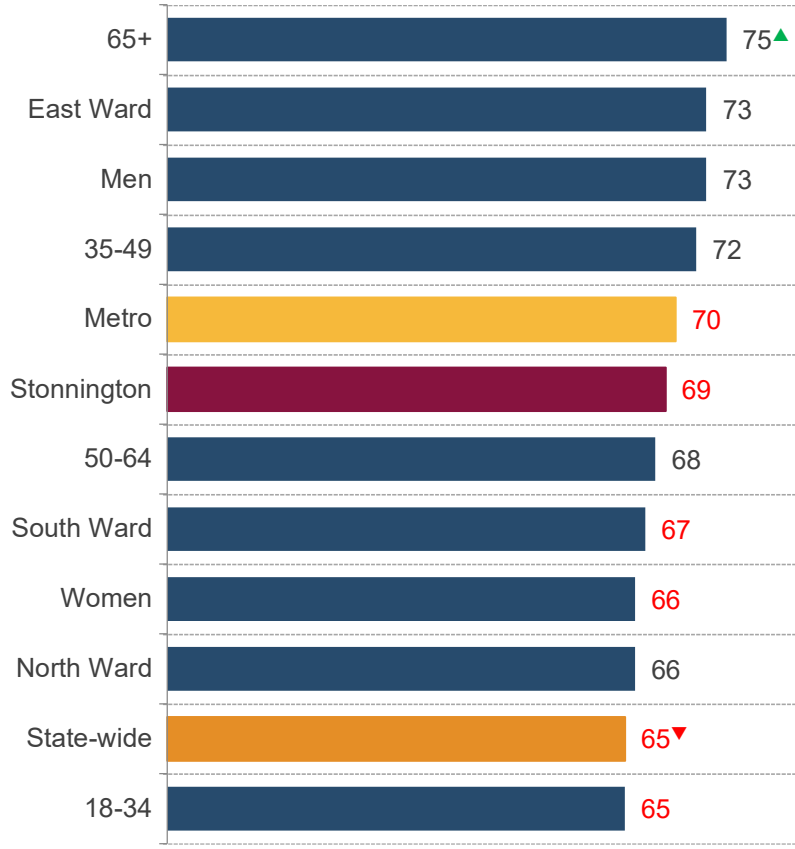
2020 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10

Waste management performance

2020 waste management performance (index scores)

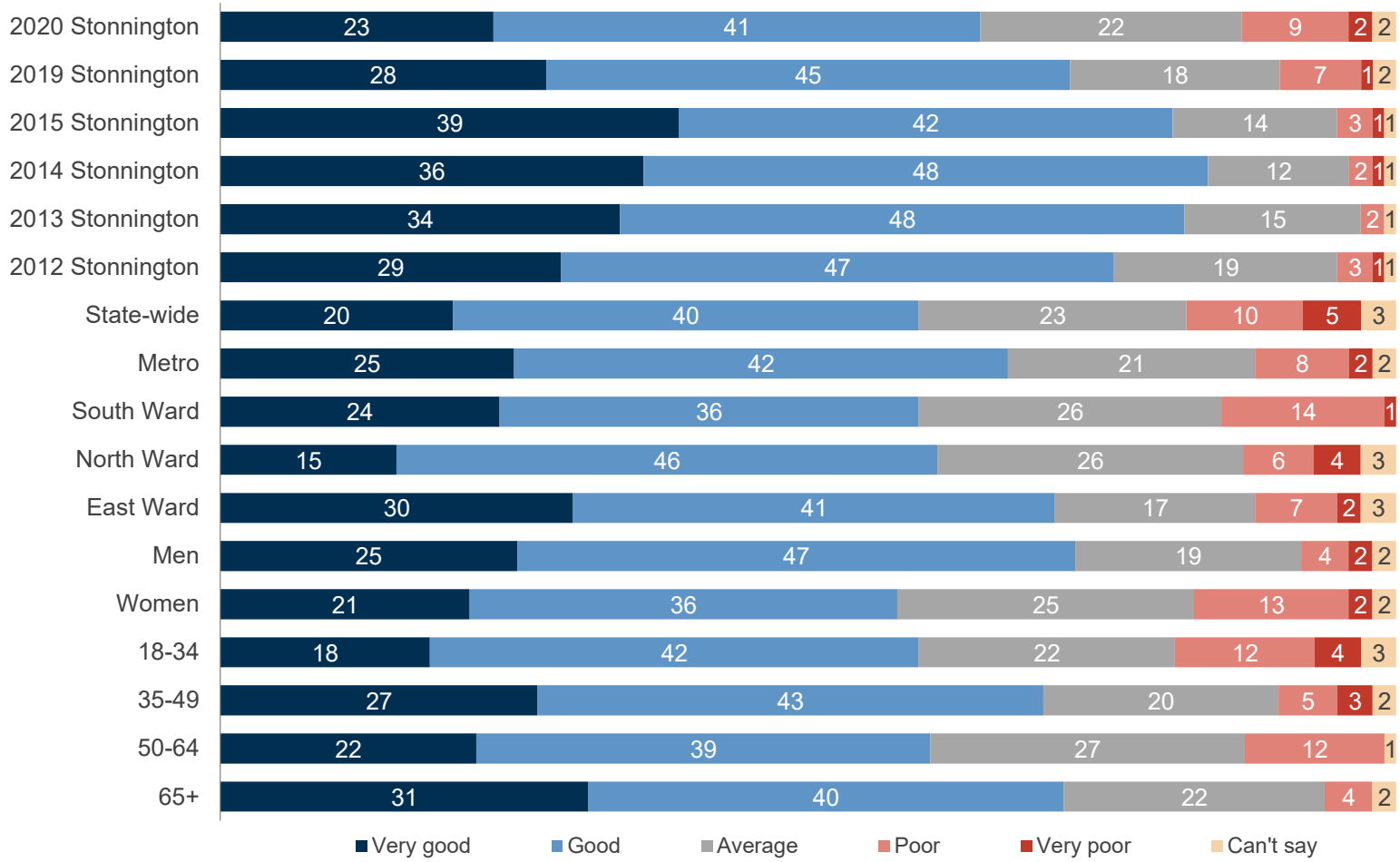


	2019	2018	2017	2016	2015	2014	2013	2012
65+	76	n/a	n/a	n/a	81	83	81	81
East Ward	75	n/a	n/a	n/a	80	80	81	n/a
Men	76	n/a	n/a	n/a	81	80	78	75
35-49	74	n/a	n/a	n/a	79	78	74	71
Metro	73	75	75	76	77	n/a	n/a	n/a
Stonnington	73	n/a	n/a	n/a	79	79	79	75
50-64	68	n/a	n/a	n/a	76	73	78	77
South Ward	76	n/a	n/a	n/a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

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 41 Councils asked group: 11
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

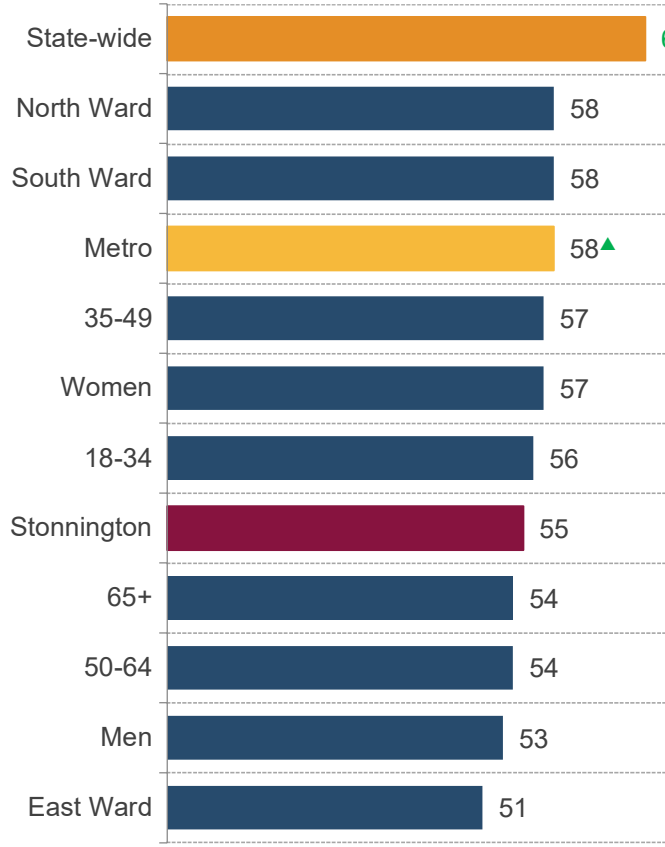
2020 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 41 Councils asked group: 11

Business and community development and tourism importance

2020 business/development/tourism importance (index scores)

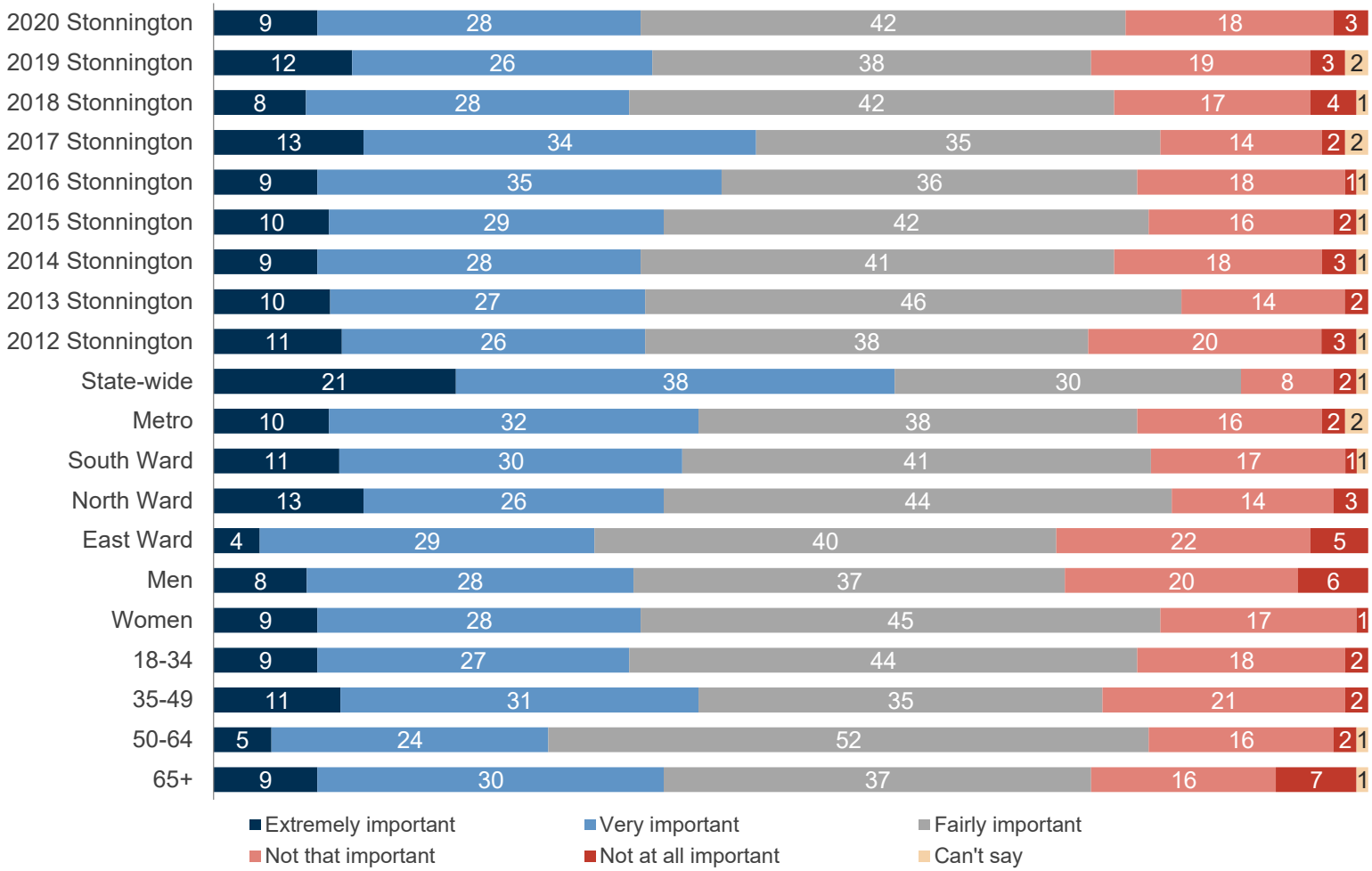


	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	65	66	67	67	67	67	67	66
North Ward	56	56	58	n/a	56	52	55	n/a
South Ward	59	57	64	n/a	56	56	62	n/a
Metro	57	59	60	60	59	n/a	n/a	n/a
35-49	55	54	67	58	58	55	61	50
Women	57	58	61	62	59	60	58	60
18-34	59	57	62	62	57	58	56	58
Stonnington	56	55	61	59	57	56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

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 Appendix A for explanation of significant differences.

Business and community development and tourism importance

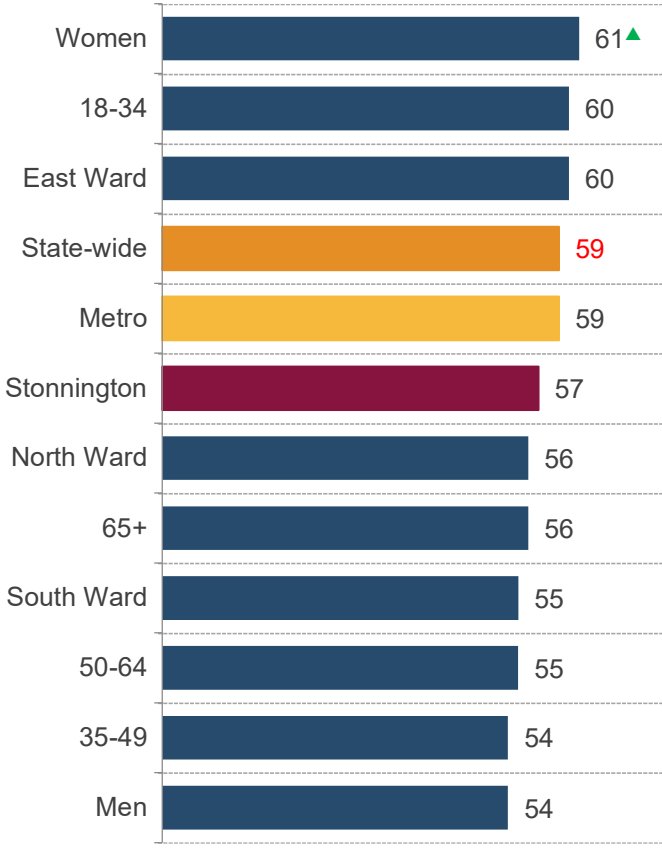
2020 business/development/tourism importance (%)



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

Business and community development and tourism performance

2020 business/development/tourism performance (index scores)

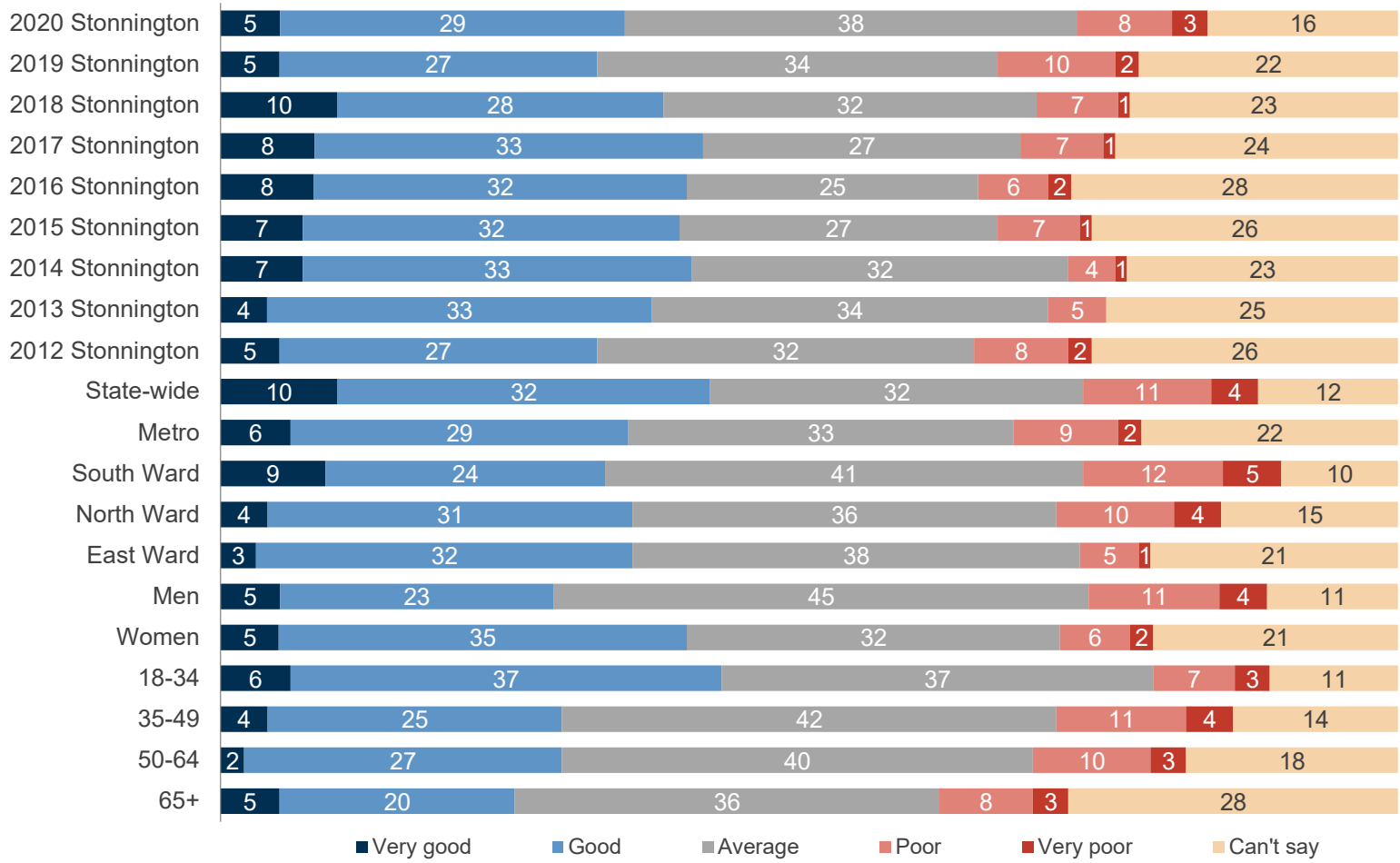


	2019	2018	2017	2016	2015	2014	2013	2012
Women	60	62	66	65	67	67	62	61
18-34	59	63	69	64	64	65	63	59
East Ward	58	62	64	n/a	62	61	62	n/a
State-wide	61	60	61	60	61	62	62	62
Metro	60	60	60	62	62	n/a	n/a	n/a
Stonnington	57	63	64	63	62	63	62	58
North Ward	58	59	62	n/a	62	61	62	n/a
65+	55	61	60	64	63	65	59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

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance

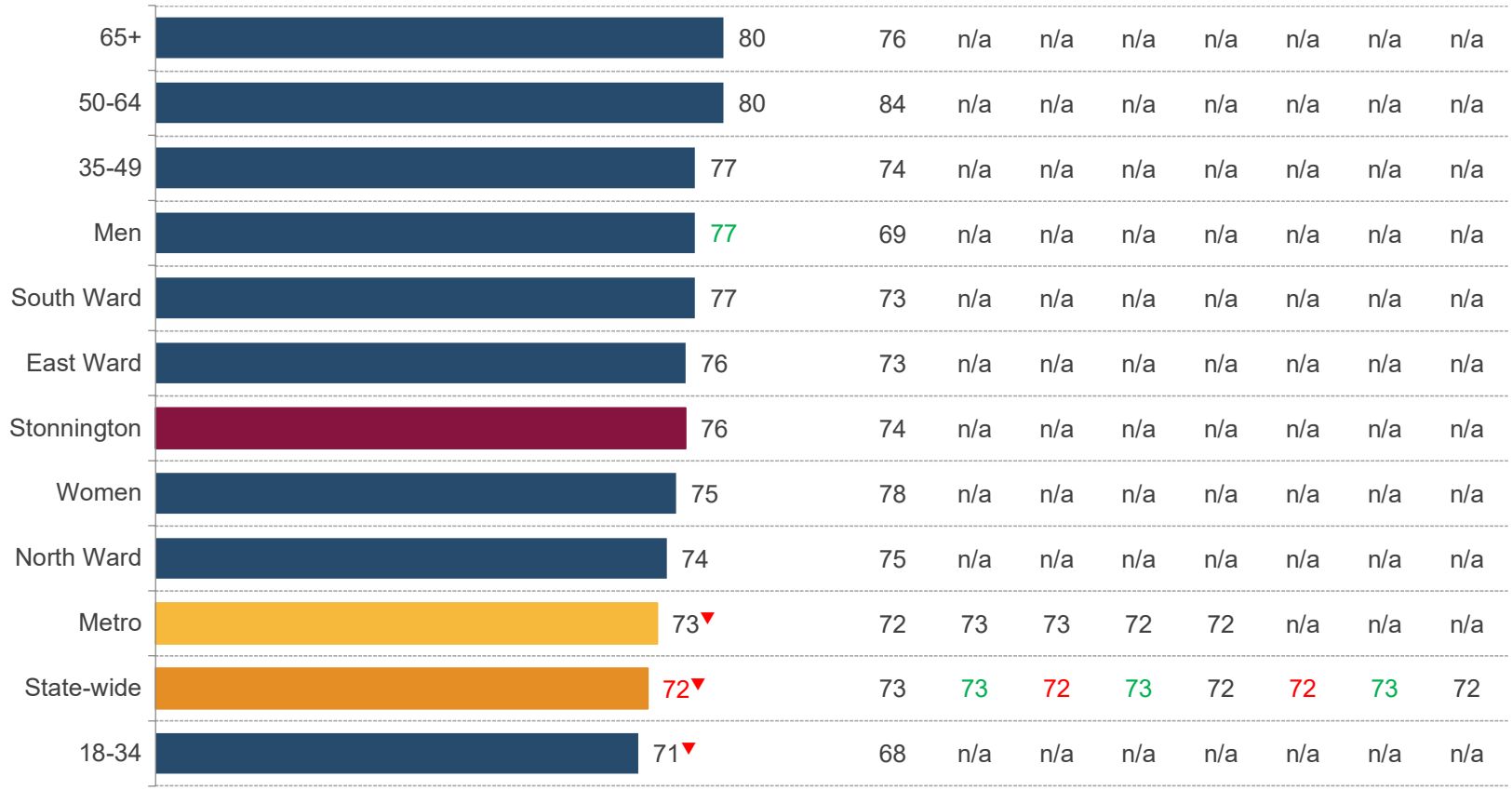
2020 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

Council's general town planning policy importance

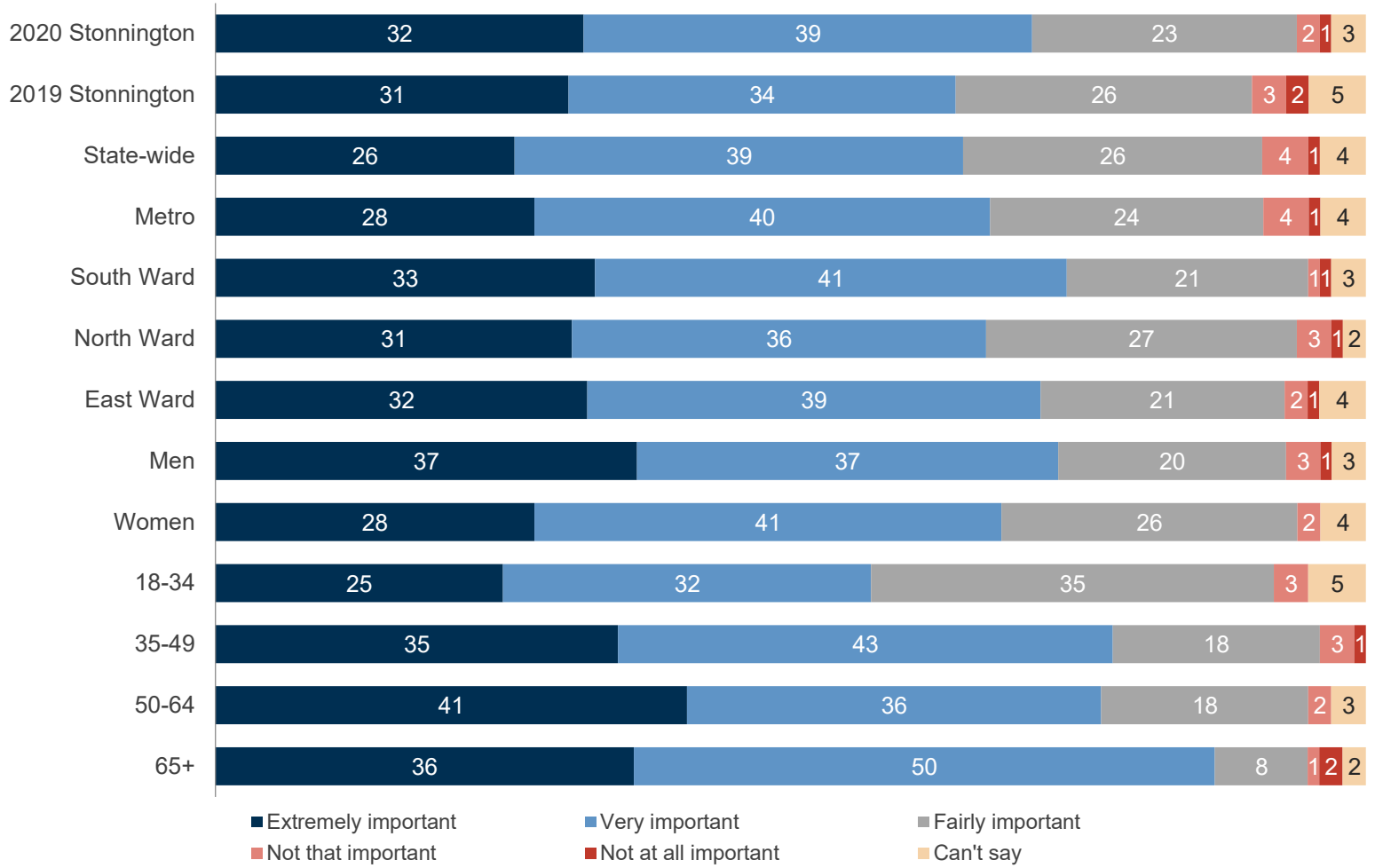
2020 town planning importance (index scores)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy importance

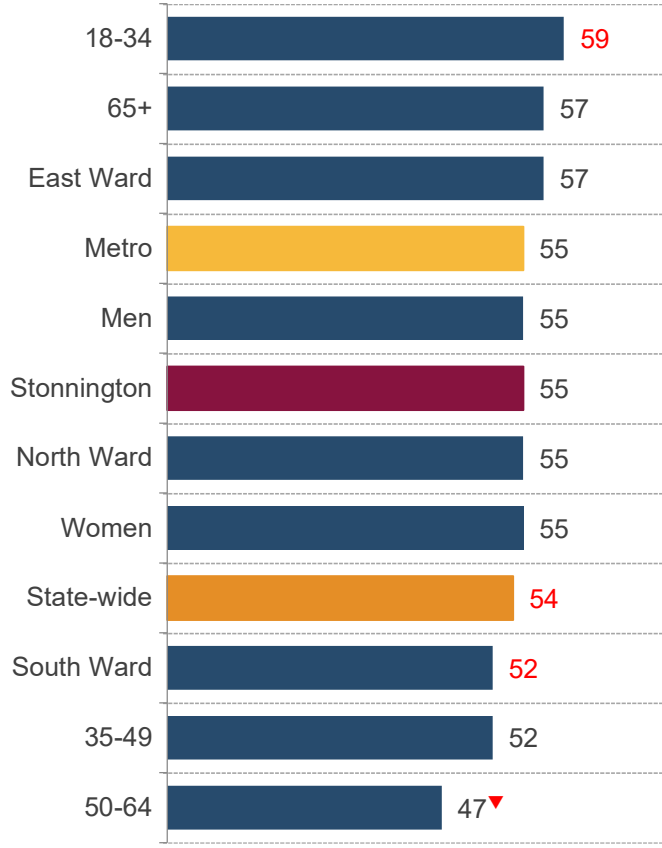
2020 town planning importance (%)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 6

Council's general town planning policy performance

2020 town planning performance (index scores)

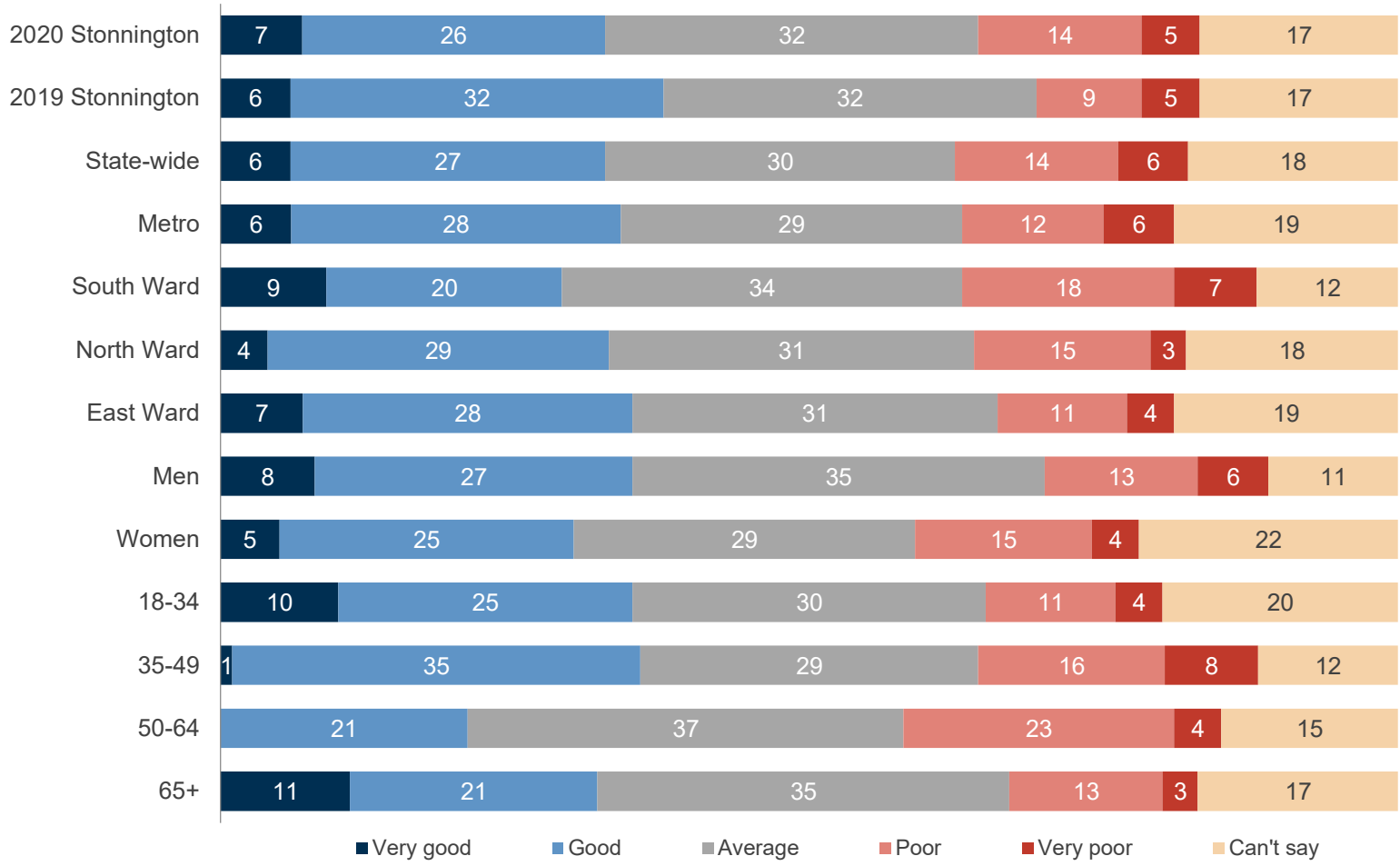


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	56	53	53	54	55	n/a	n/a	n/a
Men	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Stonnington	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North Ward	55	n/a	n/a	n/a	n/a	n/a	n/a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

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy performance

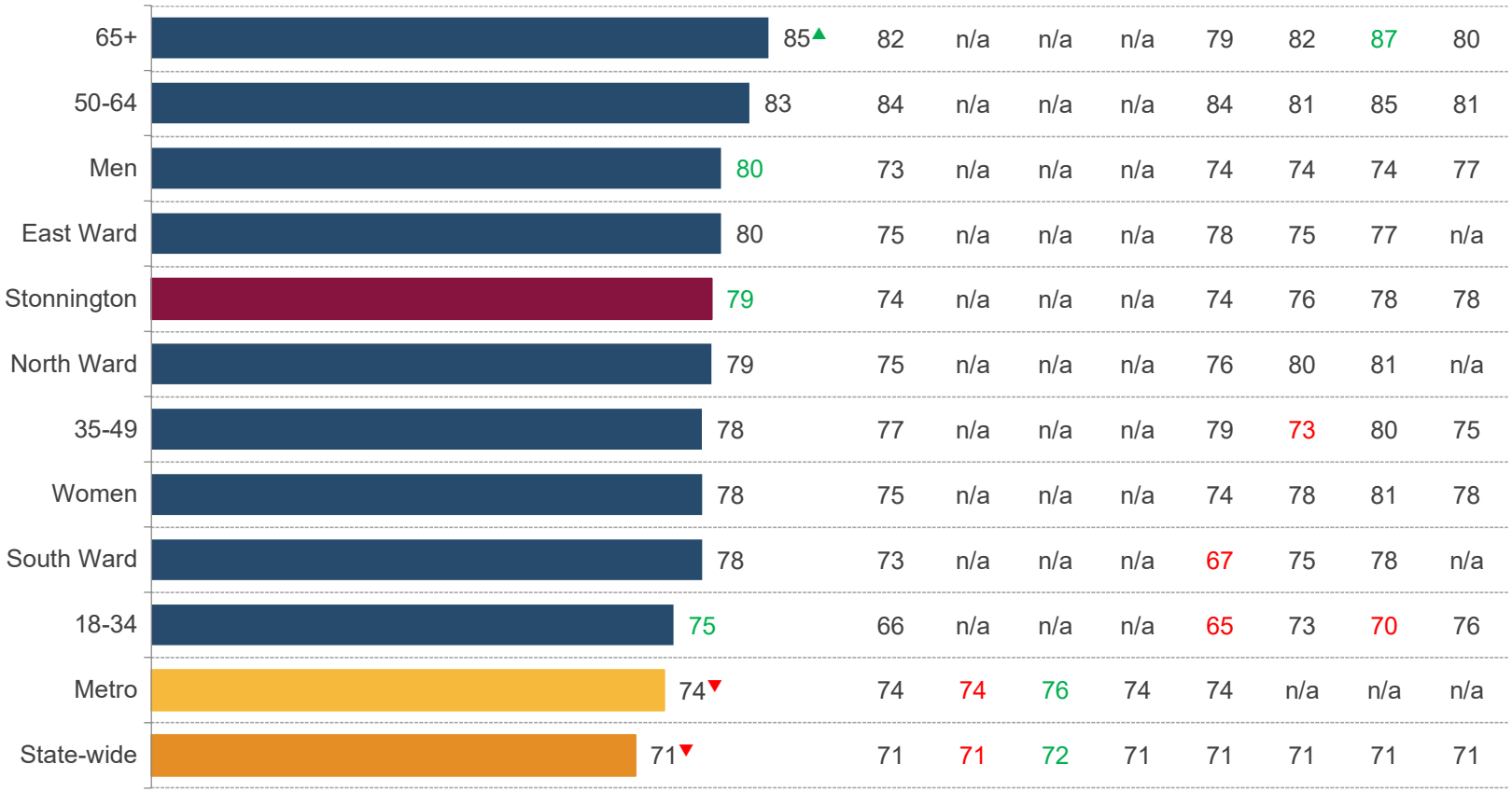
2020 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8

Planning and building permits importance

2020 planning and building permits importance (index scores)

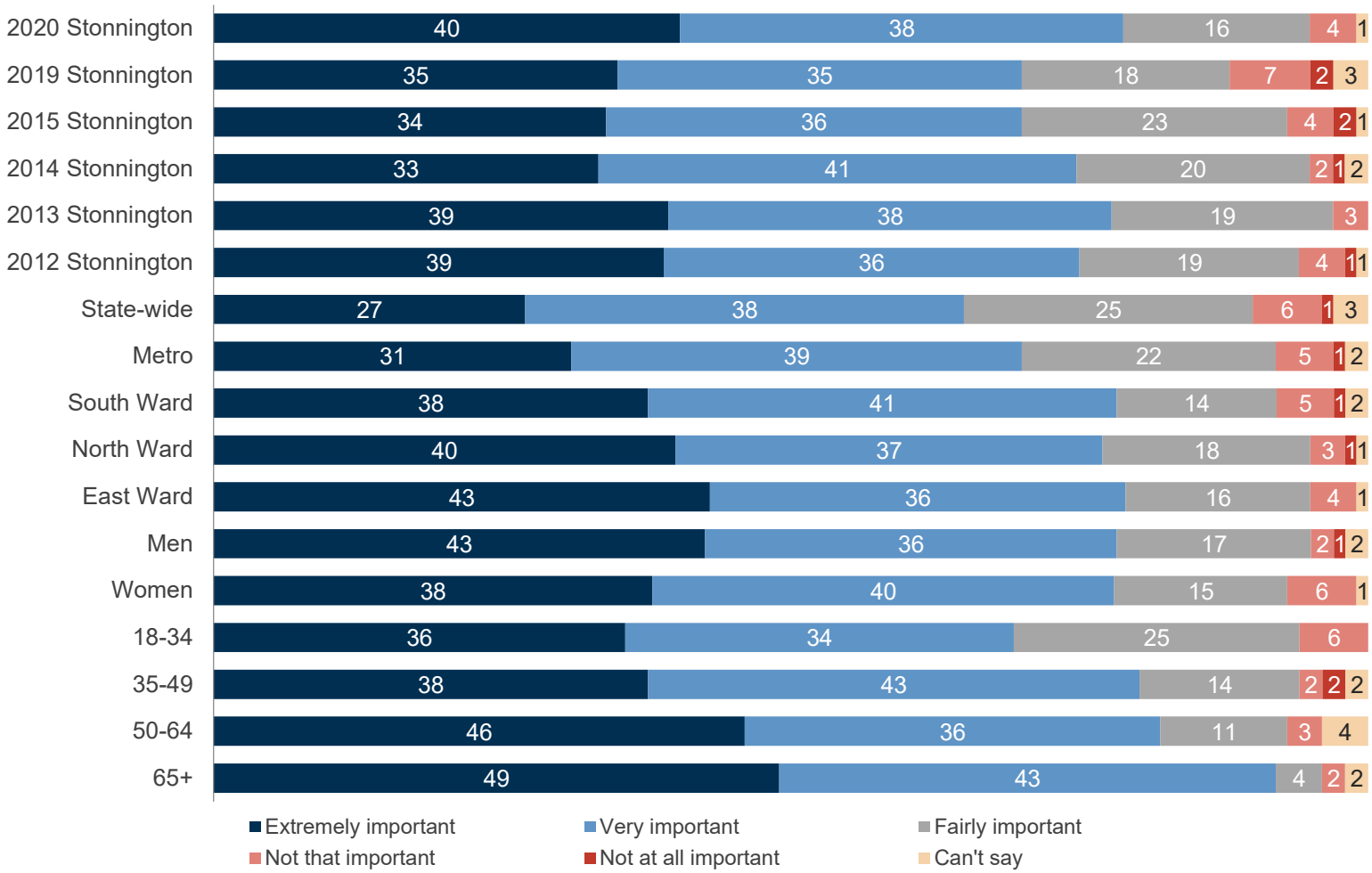


	2019	2018	2017	2016	2015	2014	2013	2012
65+	82	n/a	n/a	n/a	79	82	87	80
50-64	84	n/a	n/a	n/a	84	81	85	81
Men	73	n/a	n/a	n/a	74	74	74	77
East Ward	75	n/a	n/a	n/a	78	75	77	n/a
Stonnington	74	n/a	n/a	n/a	74	76	78	78
North Ward	75	n/a	n/a	n/a	76	80	81	n/a
35-49	77	n/a	n/a	n/a	79	73	80	75
Women	75	n/a	n/a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

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits importance

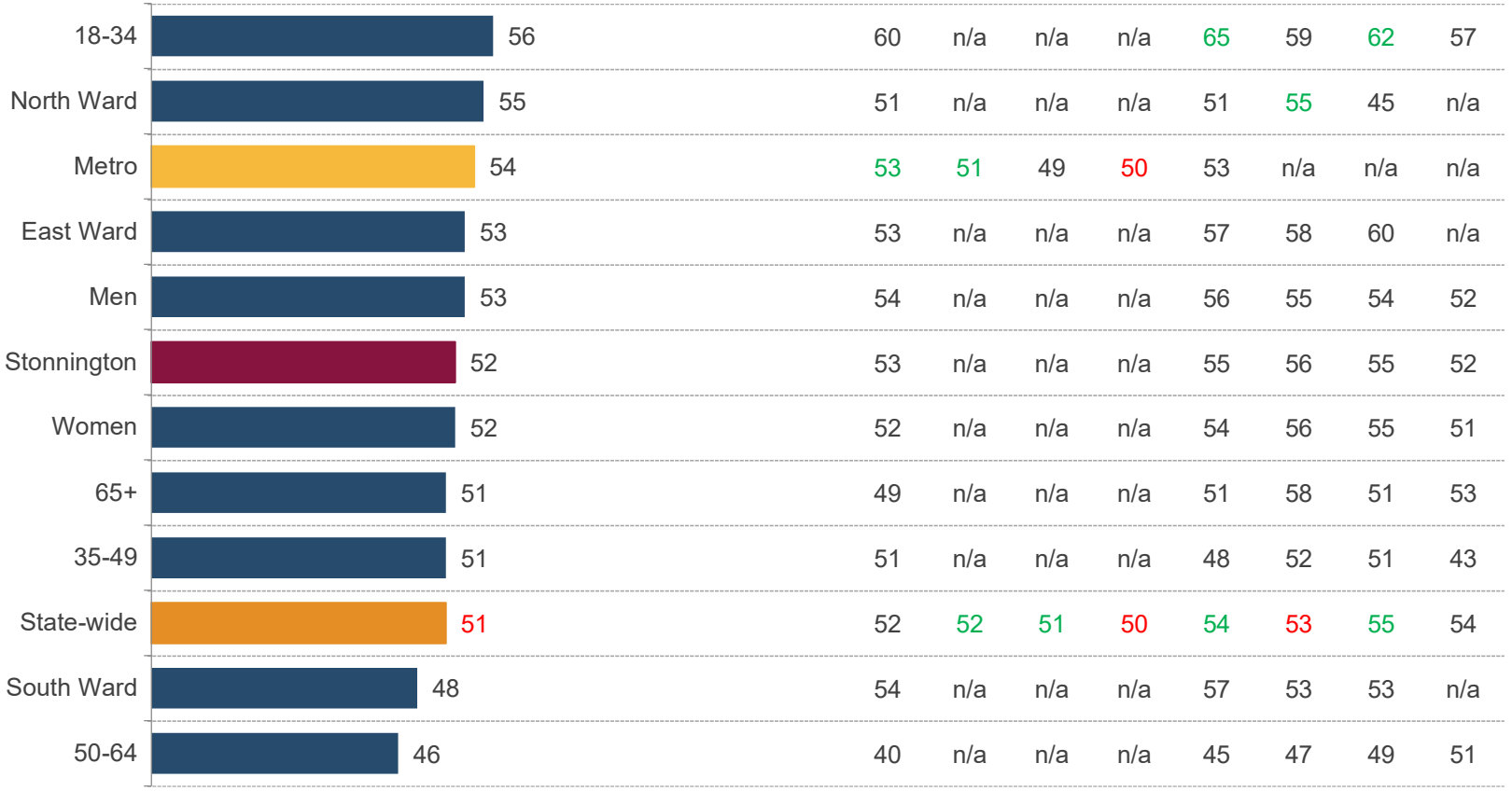
2020 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 6

Planning and building permits performance

2020 planning and building permits performance (index scores)

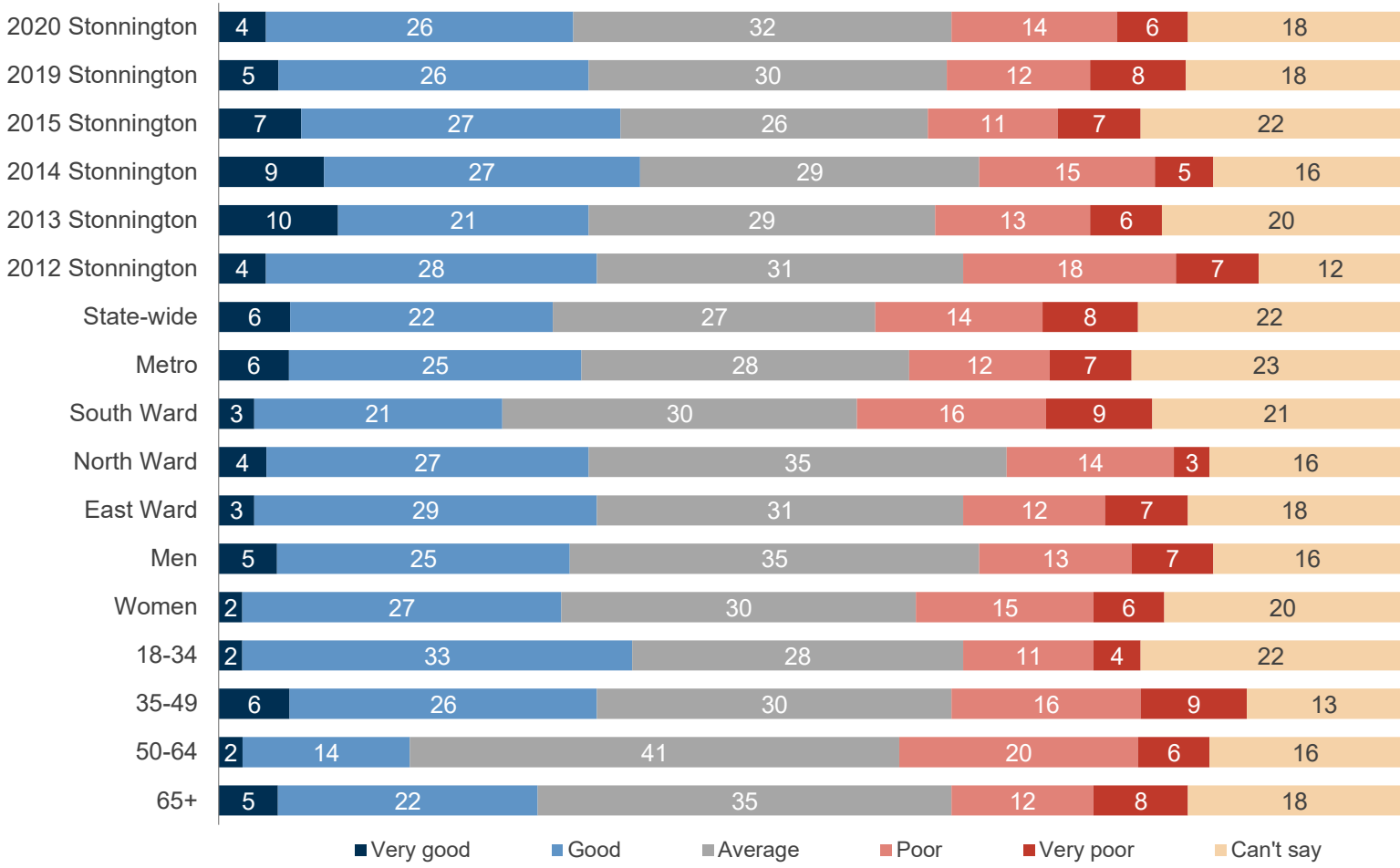


	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60	n/a	n/a	n/a	65	59	62	57
North Ward	51	n/a	n/a	n/a	51	55	45	n/a
Metro	53	51	49	50	53	n/a	n/a	n/a
East Ward	53	n/a	n/a	n/a	57	58	60	n/a
Men	54	n/a	n/a	n/a	56	55	54	52
Stonnington	53	n/a	n/a	n/a	55	56	55	52
Women	52	n/a	n/a	n/a	54	56	55	51
65+	49	n/a	n/a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

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

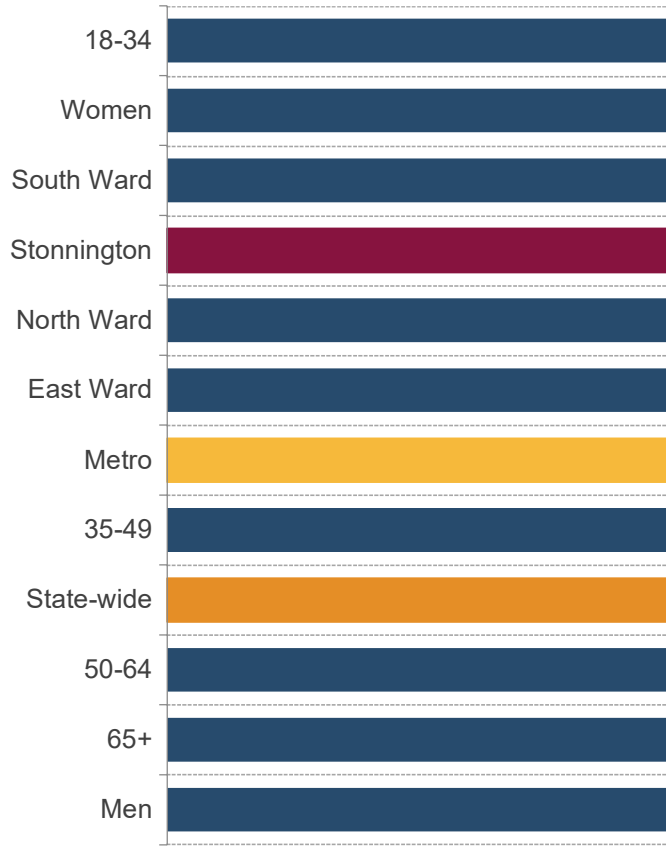
2020 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7

Environmental sustainability importance

2020 environmental sustainability importance (index scores)

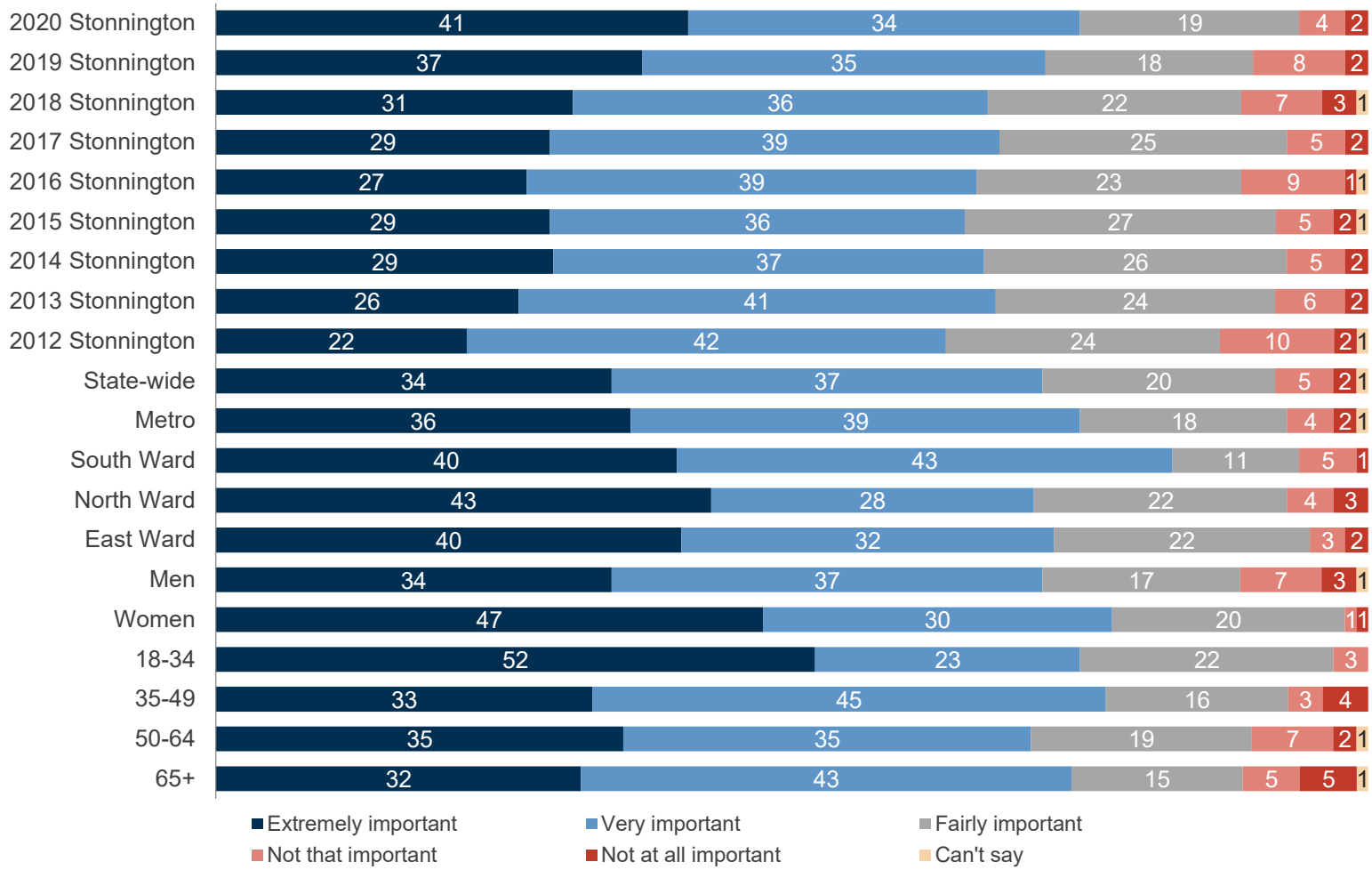


	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	81	80	78	75	73	74	75	73	71
Women	80	79	75	75	75	77	74	75	74
South Ward	79	75	70	74	n/a	76	68	75	n/a
Stonnington	77	74	72	72	71	72	72	71	68
North Ward	76	74	71	70	n/a	68	76	67	n/a
East Ward	76	74	74	73	n/a	71	72	71	n/a
Metro	76	75	74	73	74	74	n/a	n/a	n/a
35-49	75	72	64	74	66	67	68	68	62
State-wide	74▼	74	73	72	73	73	73	72	71
50-64	73	70	70	67	71	72	68	71	70
65+	73	69	69	68	71	71	71	72	70
Men	73	70	69	69	67	66	68	67	62

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability importance

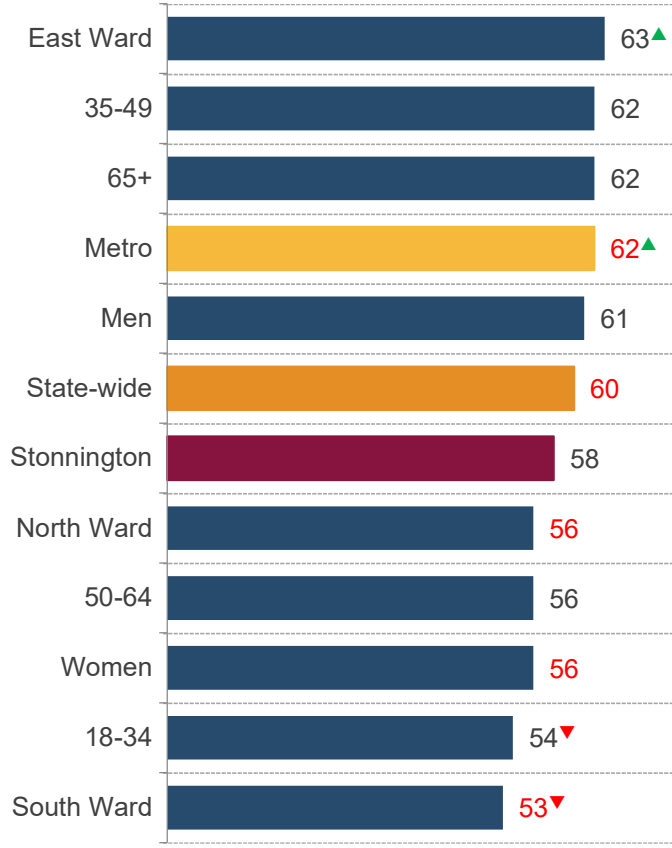
2020 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 10

Environmental sustainability performance

2020 environmental sustainability performance (index scores)

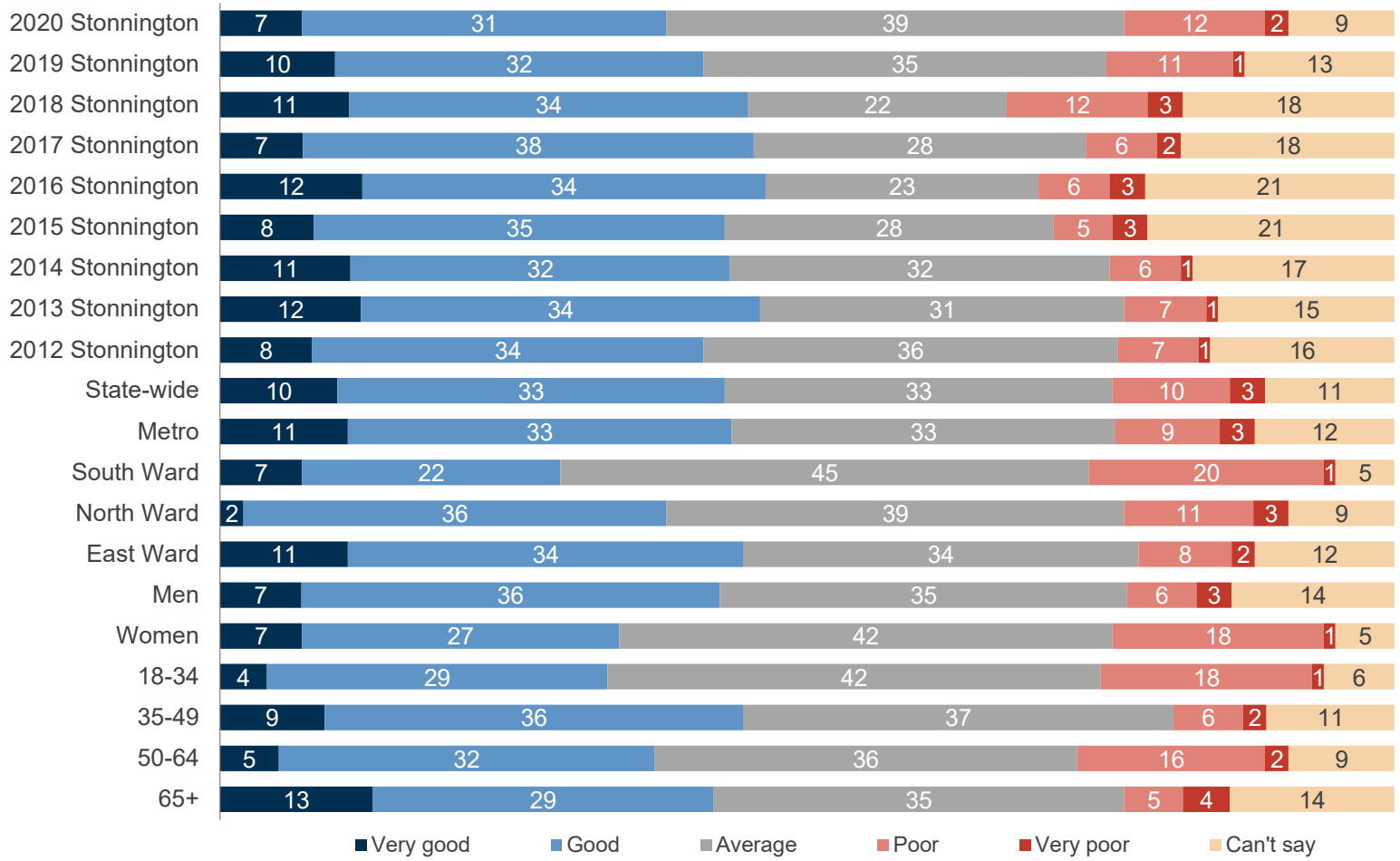


	2019	2018	2017	2016	2015	2014	2013	2012
East Ward	60	66	64	n/a	64	65	68	n/a
35-49	68	60	61	67	65	67	61	59
65+	65	63	66	66	65	70	63	63
Metro	64	64	64	64	65	n/a	n/a	n/a
Men	62	60	63	66	63	65	64	61
State-wide	62	63	64	63	64	64	64	64
Stonnington	61	61	63	65	63	64	65	62
North Ward	62	57	60	n/a	59	63	61	n/a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

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 11
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2020 environmental sustainability performance (%)

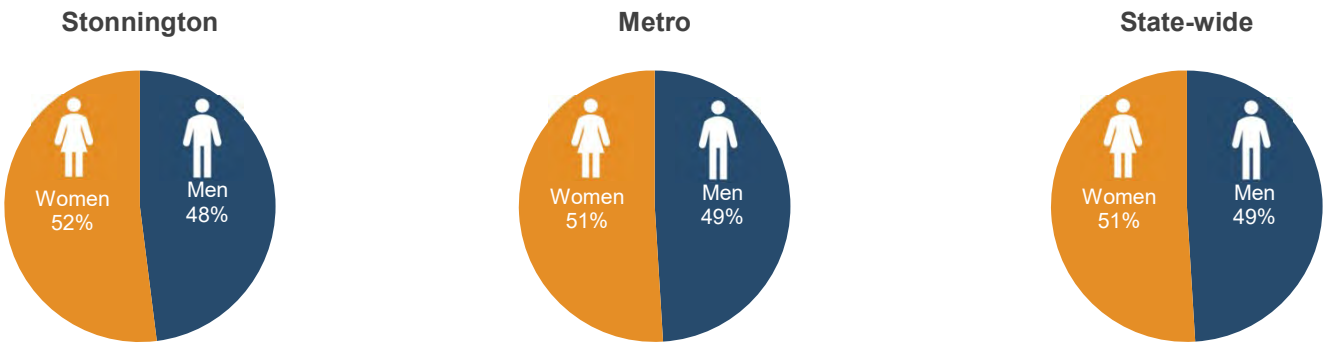


Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 11

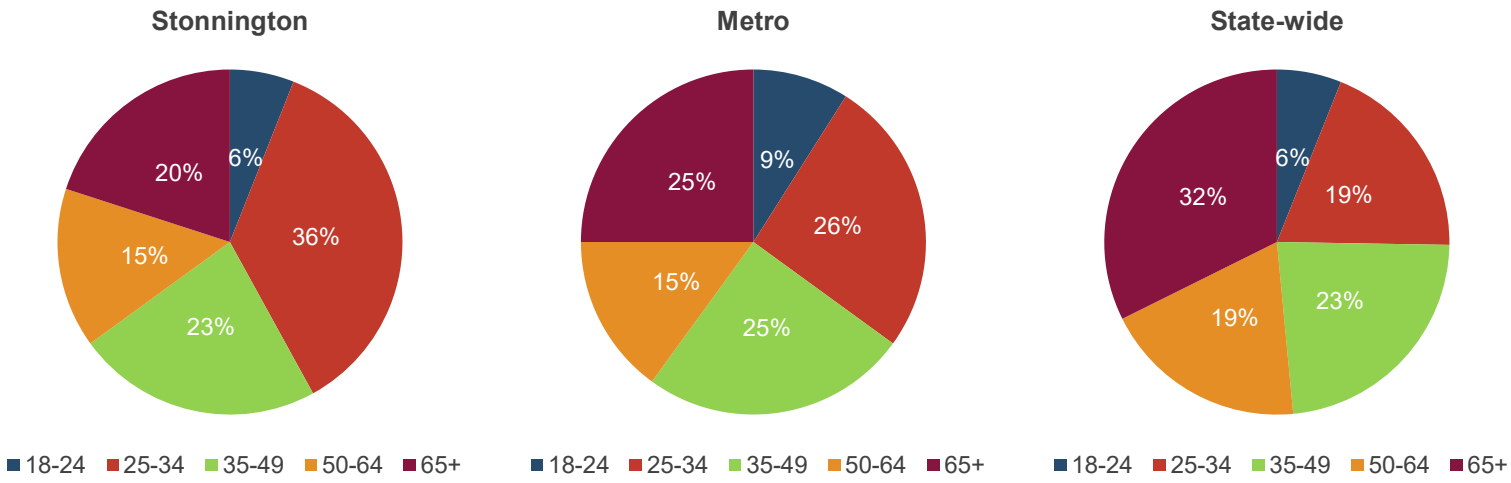
Detailed demographics

Gender and age profile

2020 gender



2020 age



S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

Appendix A: Index scores, margins of error and significant differences

Appendix A: Index Scores

Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

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

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

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

Appendix A: Margins of error

The sample size for the 2020 State-wide Local Government Community Satisfaction Survey for Stonnington City Council was n=401. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=401 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 99,000 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	401	400	+/-4.9
Men	203	191	+/-6.9
Women	198	209	+/-7.0
South Ward	108	110	+/-9.5
North Ward	124	131	+/-8.8
East Ward	169	159	+/-7.6
18-34 years	77	169	+/-11.2
35-49 years	104	91	+/-9.7
50-64 years	93	59	+/-10.2
65+ years	127	80	+/-8.7

Appendix A:
Significant difference reporting notation

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

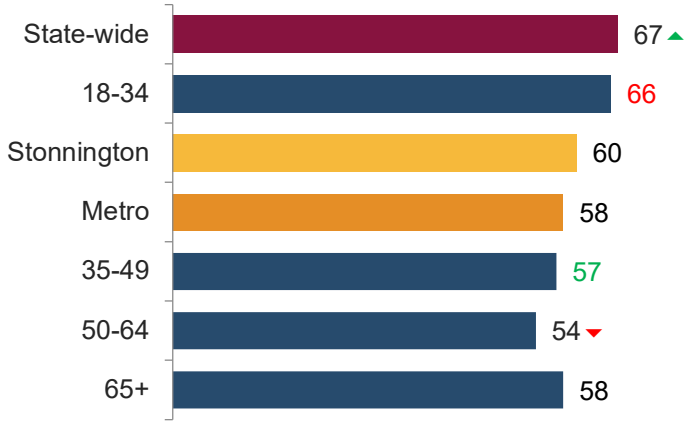
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

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

Further, results shown in green and red indicate significantly higher or lower results than in 2019. 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 2019.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2019.

Overall Performance – Index Scores (example extract only)



Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2020 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:
admin@jwsresearch.com

Appendix B:
Survey methodology and sampling

The 2020 results are compared with previous years, as detailed below:

- 2020, n=401 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=403 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=401 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

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

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

Survey sample matched to the demographic profile of Stonnington City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Stonnington City Council, particularly younger people.

A total of n=401 completed interviews were achieved in Stonnington City Council. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.

Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 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 2012-2020 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 and 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 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B:
2012 survey revision

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 2012-2020 have been made throughout this report as appropriate.

Appendix B:
Core, optional and tailored questions

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 2020 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 2020 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 2020 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey.

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

Appendix B: Glossary of terms

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

CSS: 2020 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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