



2022 Local Government Community Satisfaction Survey

Stonnington City Council

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



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Background and objectives

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

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

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

Serving Victoria for 23 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 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a dark blue gradient.

Key findings and recommendations



Stonnington City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



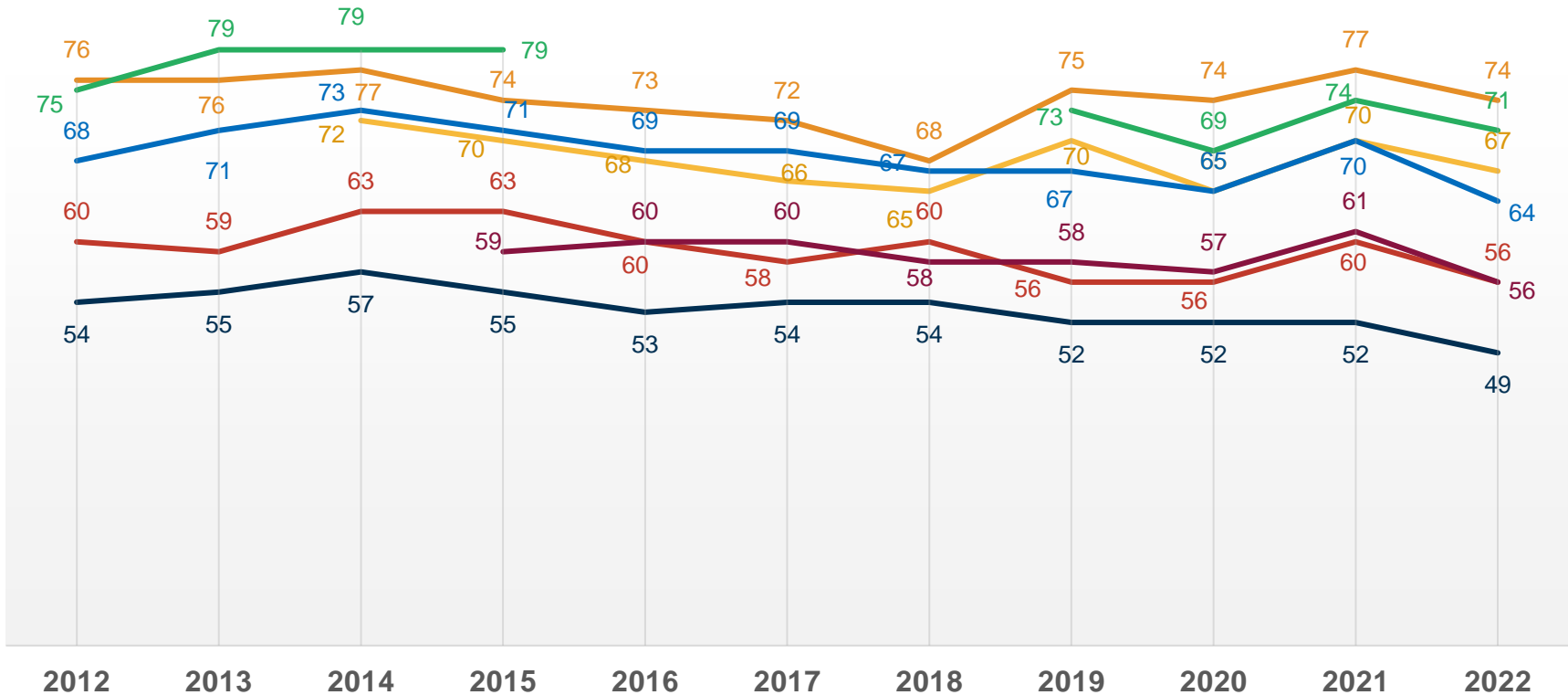
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<ul style="list-style-type: none"> Sealed local roads Appearance of public areas Planning & building permits 	<ul style="list-style-type: none"> Bus/community dev./tourism Environmental sustainability
Compared to group average	<ul style="list-style-type: none"> Appearance of public areas 	<ul style="list-style-type: none"> Environmental sustainability Lobbying Community decisions



Summary of core measures

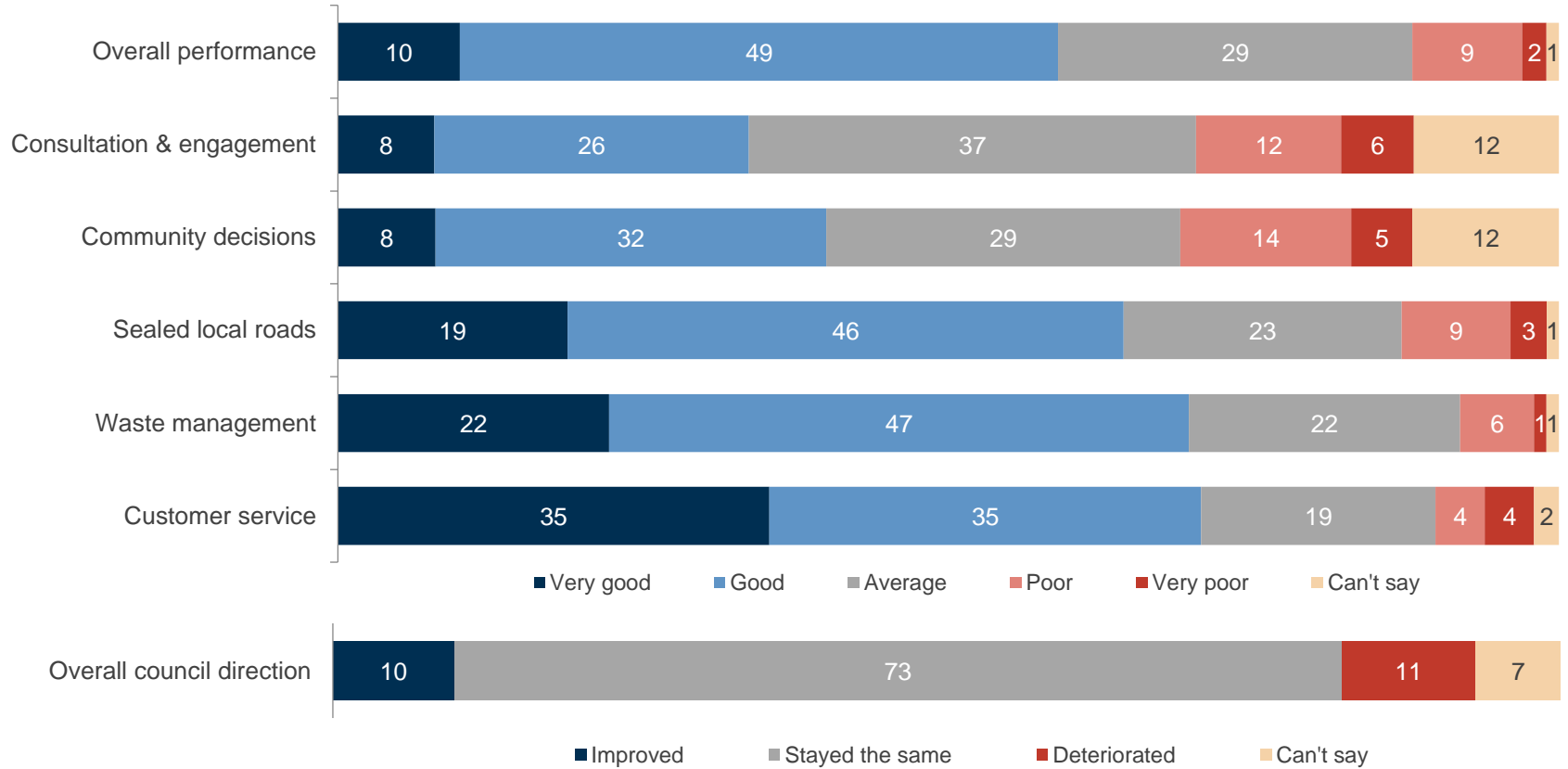
Index scores
















Summary of core measures

Core measures summary results (%)















Summary of Stonnington City Council performance

Services	Stonnington 2022	Stonnington 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
 Overall performance	64	70	65	59	Aged 18-34 years	Aged 50-64 years
 Value for money	58	64	61	53	Aged 18-34 years	Aged 50-64 years
 Overall council direction	49	52	53	50	North Ward residents	Aged 50-64 years
 Customer service	74	77	72	68	Aged 18-34 years	Aged 35-49 years
 Appearance of public areas	77	78	72	71	Aged 18-34 years	Aged 50-64 years
 Art centres & libraries	72	73	73	73	Aged 65+ years	Men
 Recreational facilities	71	75	73	69	East Ward residents	Aged 35-49 years
 Waste management	71	74	71	68	Aged 65+ years	Women
 Sealed local roads	67	70	65	53	Aged 18-34 years	Aged 50-64 years
 Enforcement of local laws	67	68	65	63	North Ward residents, Aged 18-34 years	East Ward residents
 Community & cultural	64	66	65	65	Aged 65+ years	North Ward residents



Summary of Stonnington City Council performance

Services	Stonnington 2022	Stonnington 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
 Traffic management	60	60	58	58	Aged 18-34 years	Aged 35-49 years
 Informing the community	59	64	62	59	Men, Aged 18-34 years, Aged 65+ years	Aged 50-64 years
 Environmental sustainability	58	62	63	61	Men, Aged 65+ years	Women
 Parking facilities	57	58	58	57	Aged 18-34 years	Aged 50-64 years
 Community decisions	56	61	59	54	Aged 18-34 years	Aged 50-64 years
 Bus/community dev./tourism	56	60	59	60	South Ward residents	Aged 50-64 years
 Consultation & engagement	56	60	58	54	Aged 18-34 years, Men, South Ward residents	East Ward residents, Aged 50-64 years
 Town planning policy	56	58	55	54	Aged 18-34 years	Aged 50-64 years
 Planning & building permits	54	54	54	50	Aged 18-34 years	Aged 50-64 years
 Lobbying	52	52	55	53	Aged 18-34 years	Aged 65+ years



Focus areas for the next 12 months

Overview

Perceptions of Stonnington City Council's overall performance saw a marked recovery last year, halting a steady trend of decline from 2014. However, these gains have been lost in 2022, after a significant six-point decline in its overall performance index. This decline in sentiment is also reflected in significant decreases across several individual service areas, including some of Council's less well rated areas – community consultation, Council decision making and business and community development and tourism.

Key influences on perceptions of overall performance

Council should focus on improving performance in the individual service area that most influences perceptions of overall performance, namely, making decisions in the community's interest. Other key influences where Council should work to strengthen its performance include the related areas of informing the community and community consultation, as well as Council's planning and building permits, parking facilities and environmental sustainability.

Comparison to state and area grouping

Council performs in line with or significantly higher than the State-wide average across all core and individual service areas, except business and community development and tourism, and environmental sustainability. Council also performs largely in line with or significantly higher than the Metropolitan group average – but performs lower on value, direction, lobbying, community decisions, informing the community, sustainability and business and community development and tourism.

Consolidate stronger areas and work to recover lost gains

Over the next 12 months, Council should look to consolidate and build upon its strong performance in the appearance of public areas. Council should also look to recover lost gains in influential service areas such as Council decision making and informing and consulting the community. Residents aged 50 to 64 years continue to be more critical of Council performance, so it is also recommended that extra attention be paid to interactions with this cohort over the next year.

DETAILED FINDINGS



Overall performance

Overall performance

The overall performance index score of 64 for Stonnington City Council represents a significant six-point decline from 2021, following a previous five-point increase.

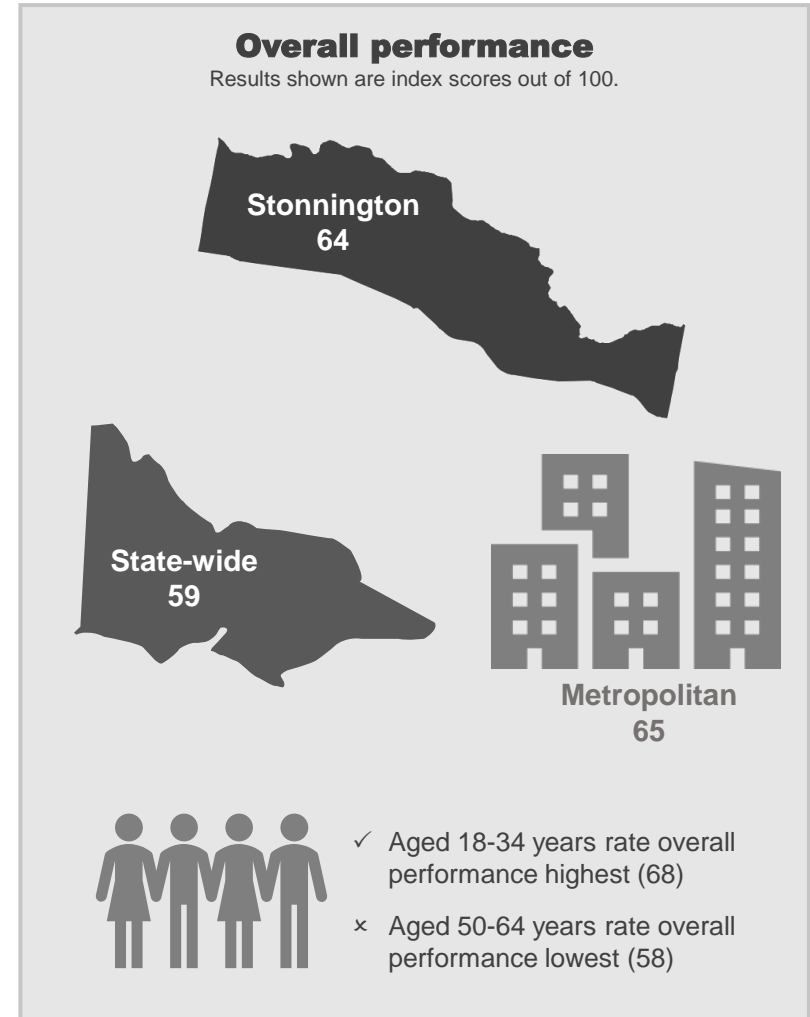
- Contributing to this overall decline are significant decreases among women, residents in the East and North wards and 18 to 34 year olds.

Council performance is rated statistically significantly higher (at the 95% confidence interval) than the State-wide average for councils and in line with the Metropolitan council group (index scores of 59 and 65 respectively).

- Similar to 2021, performance is rated significantly higher than the Council average among residents aged 18 to 34 years (index score of 68), and lowest among those aged 50 to 64 years (index score of 58).

Three times as many residents rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good' (45%) than rate it as 'very poor' or 'poor' (14%). However, 36% rate Council as 'average' on providing value for money.

- Council rates significantly higher than the State-wide average on value for money, but significantly lower than the Metropolitan group.





Overall performance

2022 overall performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	68▲	74	65	69	69	74	70	75	74	72	69
North Ward	66	71	65	67	66	70	n/a	68	72	65	n/a
Metro	65	67	66	67	65	64	66	67	n/a	n/a	n/a
South Ward	65	70	63	66	68	69	n/a	71	73	69	n/a
Men	65	67	64	66	66	67	68	71	72	70	69
Stonnington	64	70	65	67	67	69	69	71	73	71	68
Women	64	72	65	67	69	72	70	71	74	71	67
35-49	63	68	65	64	64	67	71	68	69	69	61
East Ward	62	69	66	67	68	69	n/a	73	73	74	n/a
65+	62	68	66	69	69	66	70	72	78	71	73
State-wide	59▼	61	58	60	59	59	59	60	61	60	60
50-64	58	61	59	62	65	66	65	64	68	70	68

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

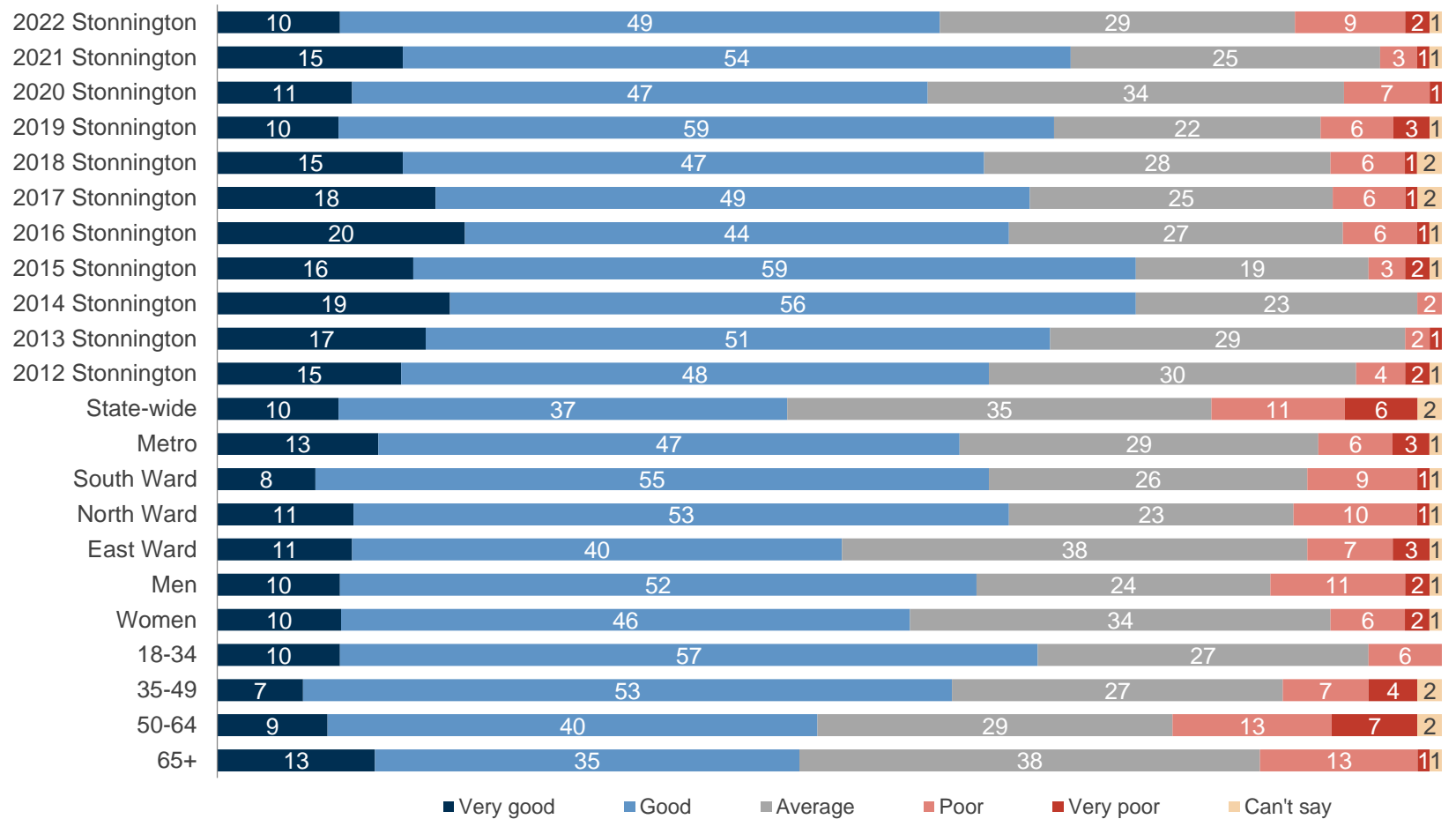
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



Overall performance

2022 overall performance (%)

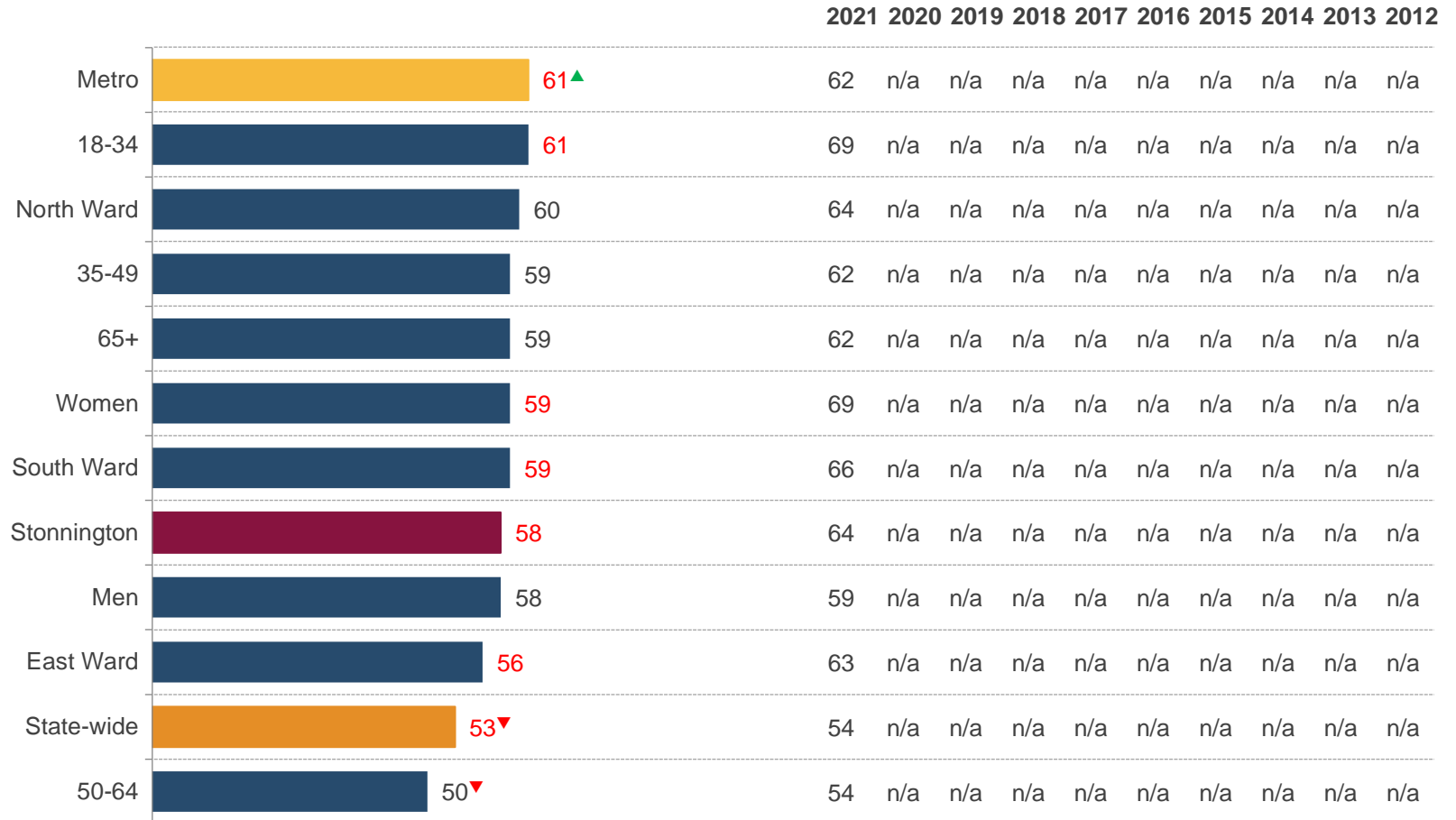


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Stonnington City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16



Value for money in services and infrastructure

2022 value for money (index scores)



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

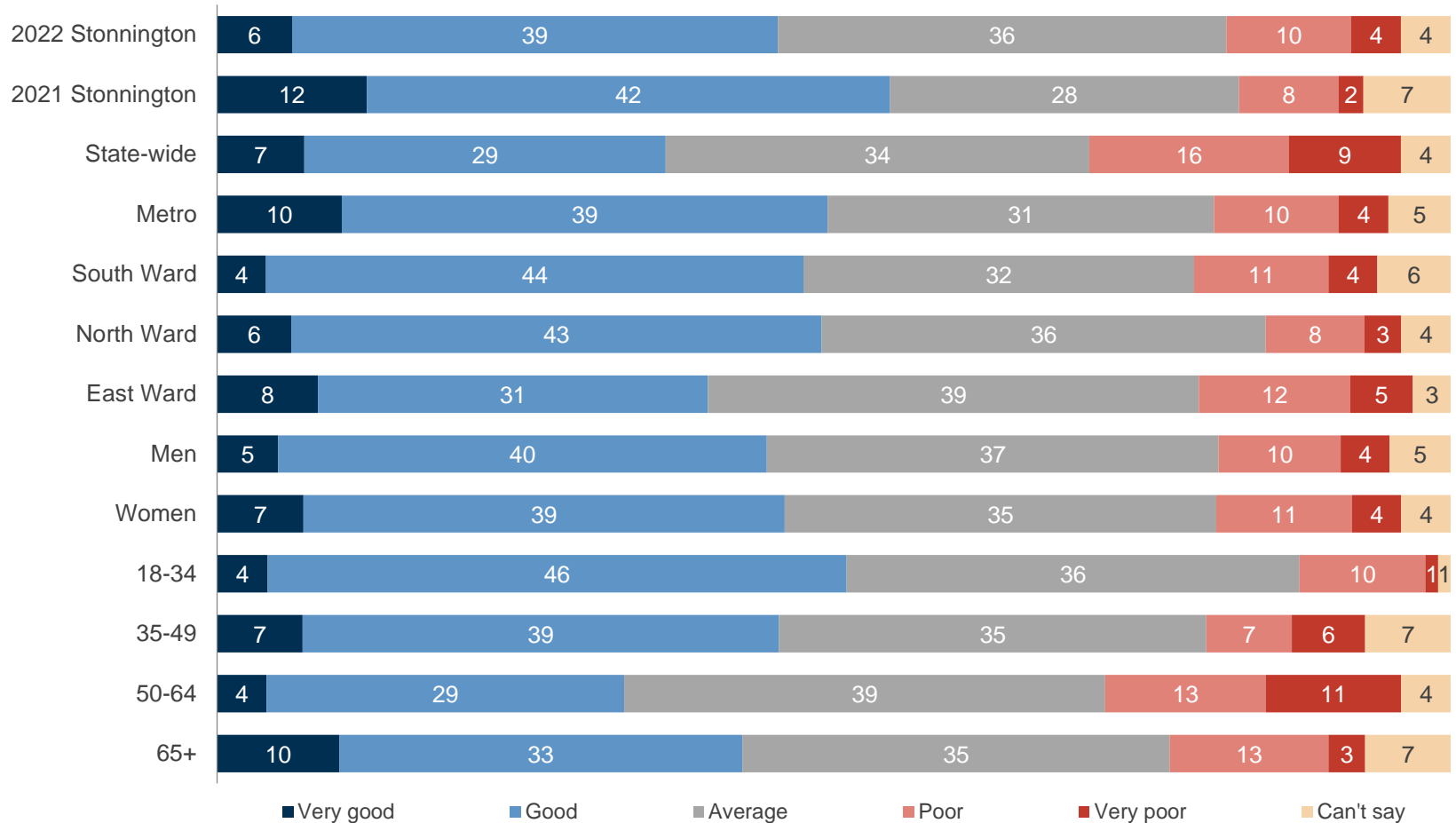
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 15

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



Value for money in services and infrastructure

2022 value for money (%)



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

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



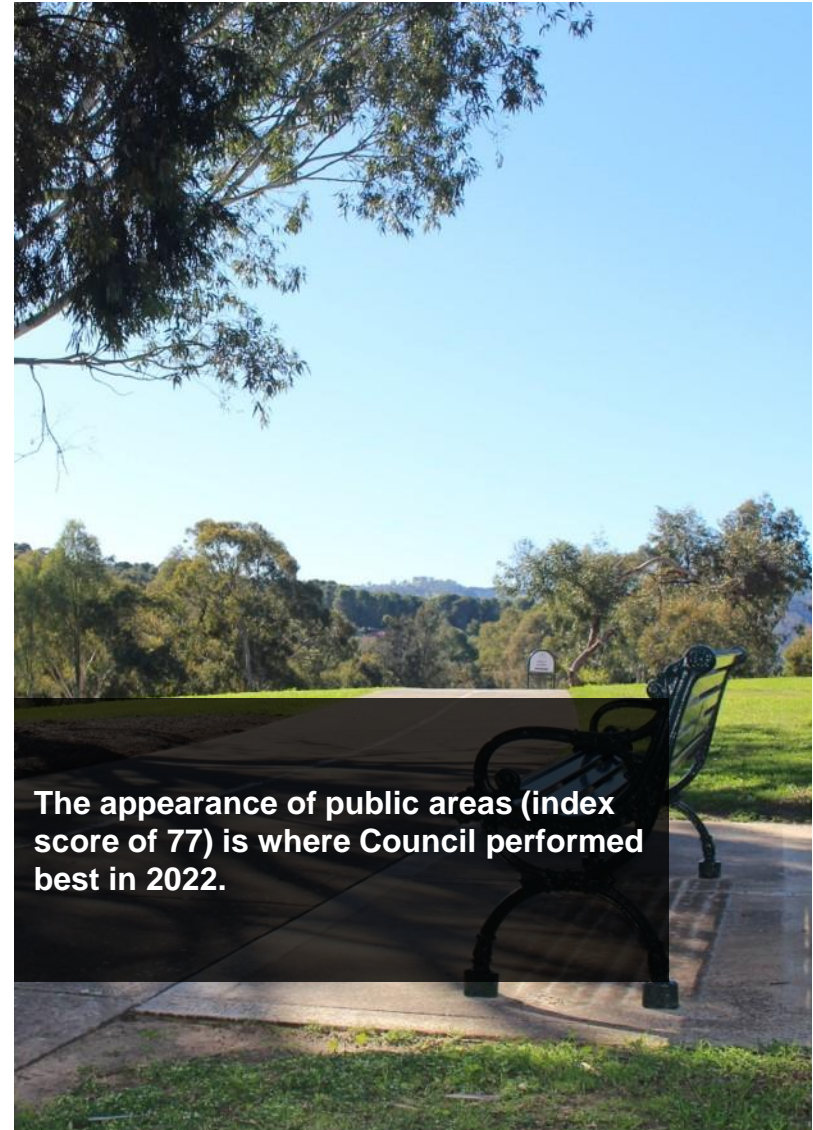
Top performing service areas

Council continues to perform best on the appearance of public areas (index score of 77) and rates significantly higher than both the Metropolitan group and State-wide averages for this service area (index scores of 72 and 71 respectively).

Art centres and libraries (index score of 72) followed by recreational facilities and waste management (index score of 71 for each) continue to be Council's next highest rated service areas.

- Council rates significantly higher than the State-wide average for waste management. However, women rate its performance significantly lower than the Council-wide average, and this is the leading service area volunteered by residents (12%) as needing improvement.
- Significant gains made on recreational facilities in 2021 have been lost this year (down four points). Contributing to this result are significant declines among residents in the South Ward and 18 to 34 year olds.

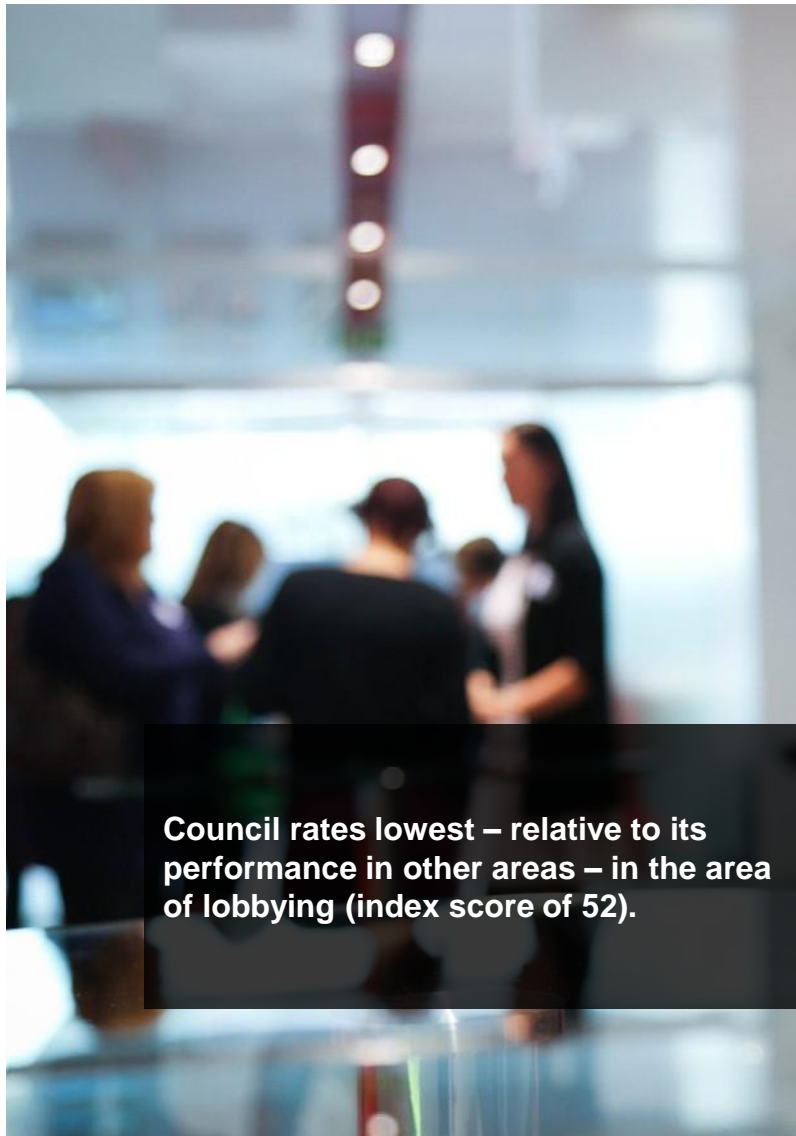
In line with these ratings, one in four residents (24%) volunteer parks and gardens as the best thing about Council, followed by public areas (8%), libraries (8%), recreational / sporting facilities (7%) and waste management (7%).



The appearance of public areas (index score of 77) is where Council performed best in 2022.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of lobbying (index score of 52).

Lobbying on behalf of the community (index score of 52) remains Council's lowest rated service area, with ratings unimproved over the past three years. Council rates significantly lower than the Metropolitan group average but in line with the State-wide average (index scores of 55 and 53 respectively).

Planning and building permits is Council's next lowest-rated area (index score of 54, unchanged from 2021). This service area continues to exhibit the greatest disparity between perceived community importance and Council performance (21-point net differential).

Residents aged 50 to 64 years and 65 years and over rate Council performance in each of these service areas as poor (index score below 50).

Other areas where Council performance is less well rated (index score of 56) and has significantly declined in 2021 include community decisions (down five points), business, community development and tourism, and consultation and engagement (down four points each). Significant declines among East Ward residents suggest a need for focused efforts to improve opinion in this locality.

In line with these results, informing the community (8%), inappropriate or over-development (7%), and town planning, permits and red tape (7%) remain among the areas most frequently mentioned as needing to improve.



Individual service area performance

2022 individual service area performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Appearance of public areas	77	78	74	76	74	77	n/a	80	77	78	76
Art centres & libraries	72	73	74	75	78	78	76	78	78	77	73
Recreational facilities	71	75	72	73	70	74	n/a	76	74	75	74
Waste management	71	74	69	73	n/a	n/a	n/a	79	79	79	75
Sealed local roads	67	70	65	70	65	66	68	70	72	n/a	n/a
Enforcement of local laws	67	68	67	65	65	71	n/a	69	72	68	67
Community & cultural	64	66	70	70	74	74	75	73	75	72	71
Traffic management	60	60	55	54	n/a	n/a	n/a	57	58	58	58
Informing the community	59	64	n/a	n/a	n/a	n/a	n/a	67	68	64	64
Environmental sustainability	58	62	58	61	61	63	65	63	64	65	62
Parking facilities	57	58	56	52	n/a	n/a	n/a	56	59	57	55
Community decisions	56	61	57	58	58	60	60	59	n/a	n/a	n/a
Bus/community dev./tourism	56	60	57	57	63	64	63	62	63	62	58
Consultation & engagement	56	60	56	56	60	58	60	63	63	59	60
Town planning policy	56	58	55	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	54	54	52	53	n/a	n/a	n/a	55	56	55	52
Lobbying	52	52	52	53	56	58	56	58	57	59	60

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

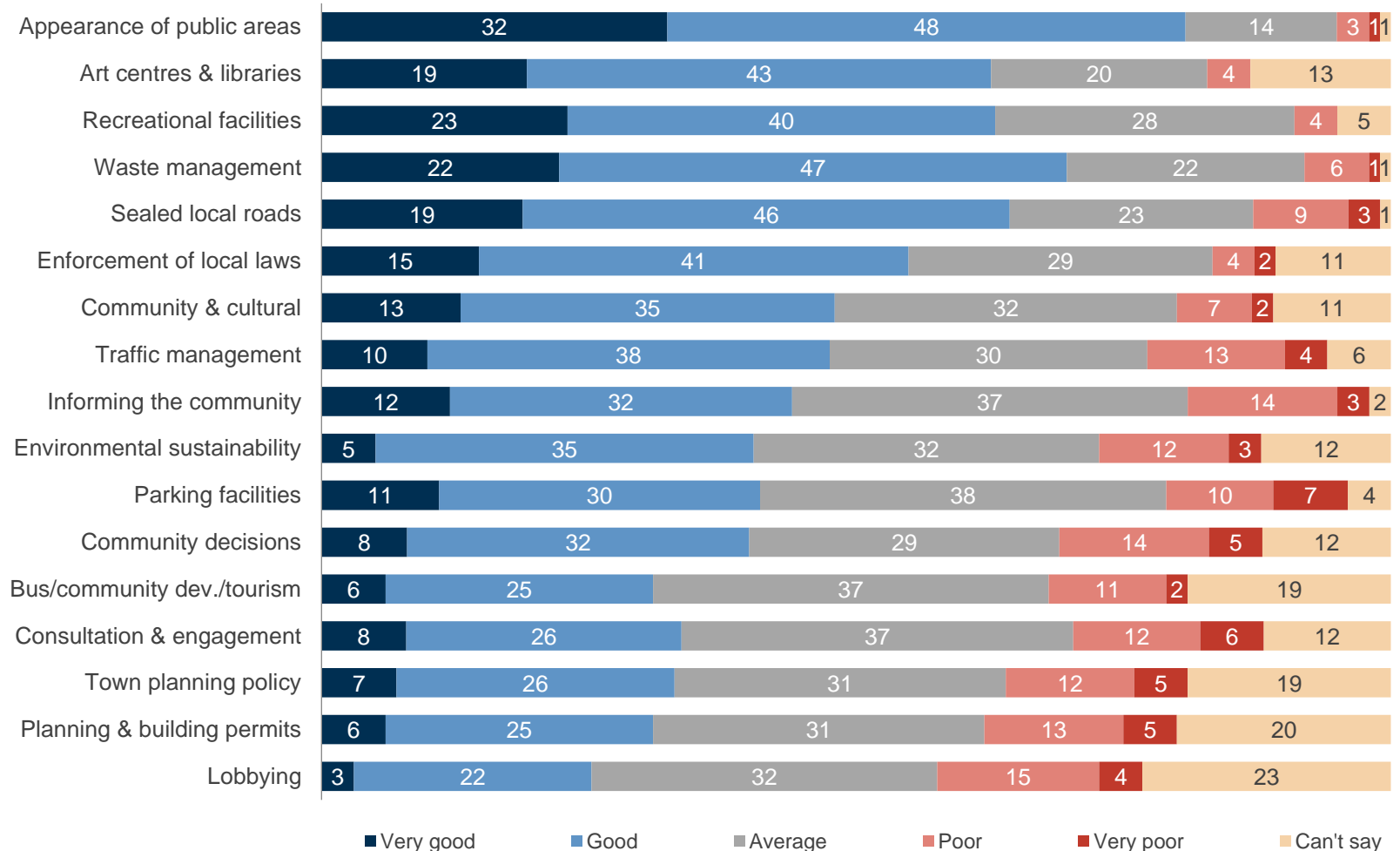
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



Individual service area performance

2022 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16



Individual service area importance

2022 individual service area importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	85	86	86	84	n/a	n/a	n/a	82	82	83	80
Environmental sustainability	78	76	77	74	72	72	71	72	72	71	68
Appearance of public areas	77	79	76	74	73	75	n/a	71	72	74	75
Planning & building permits	76	75	79	74	n/a	n/a	n/a	74	76	78	78
Town planning policy	74	74	76	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	73	73	73	70	72	72	n/a	71	71	72	71
Traffic management	73	73	72	75	n/a	n/a	n/a	75	73	75	75
Parking facilities	72	71	71	74	n/a	n/a	n/a	75	71	73	75
Art centres & libraries	70	73	71	70	68	68	71	71	70	72	69
Informing the community	69	72	n/a	n/a	n/a	n/a	n/a	69	74	70	70
Enforcement of local laws	63	67	67	72	69	73	n/a	70	71	69	70
Community & cultural	61	65	65	60	61	64	65	59	60	61	60
Bus/community dev./tourism	60	63	55	56	55	61	59	57	56	57	55

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

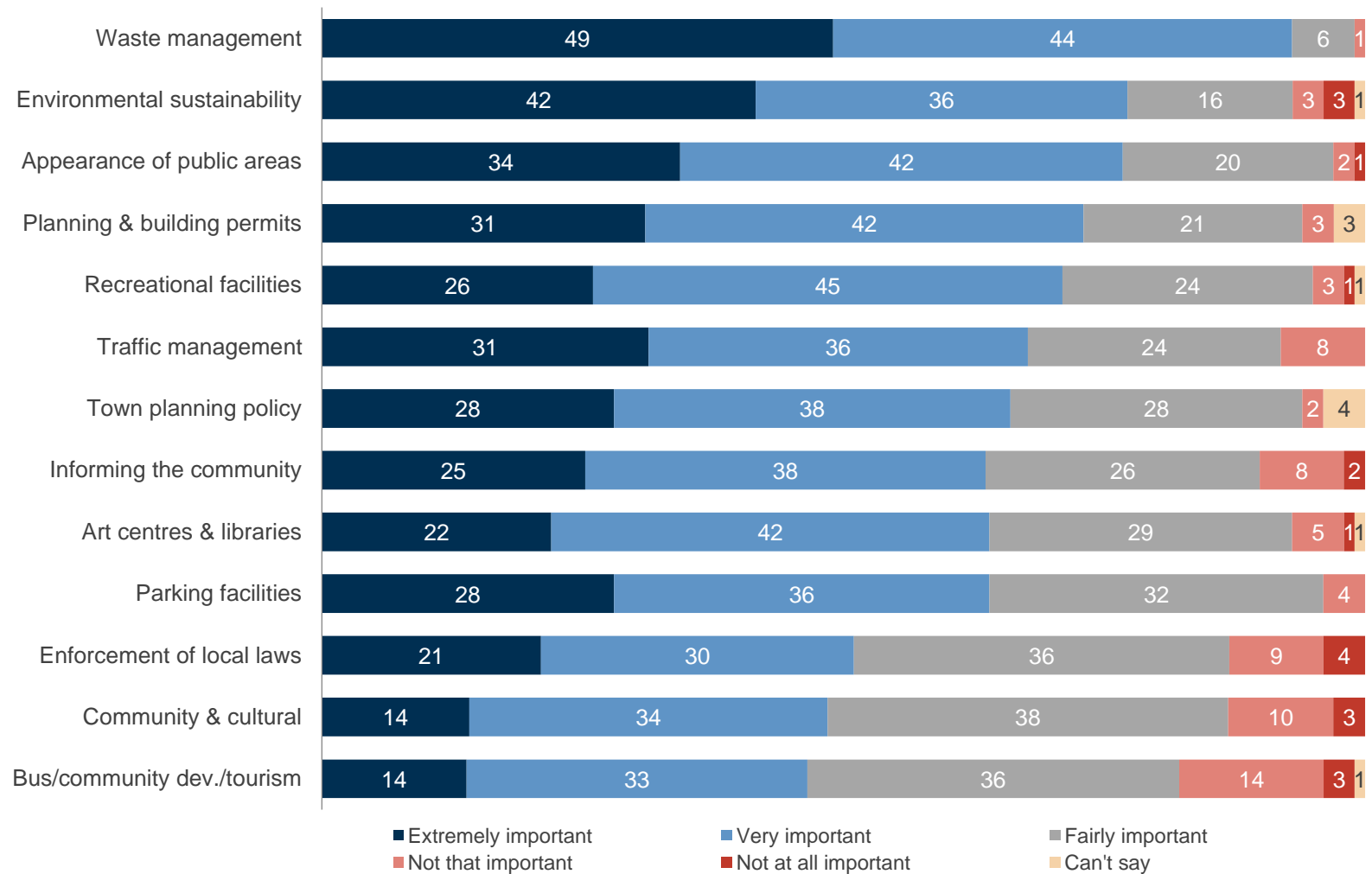
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

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



Individual service area importance

2022 individual service area importance (%)

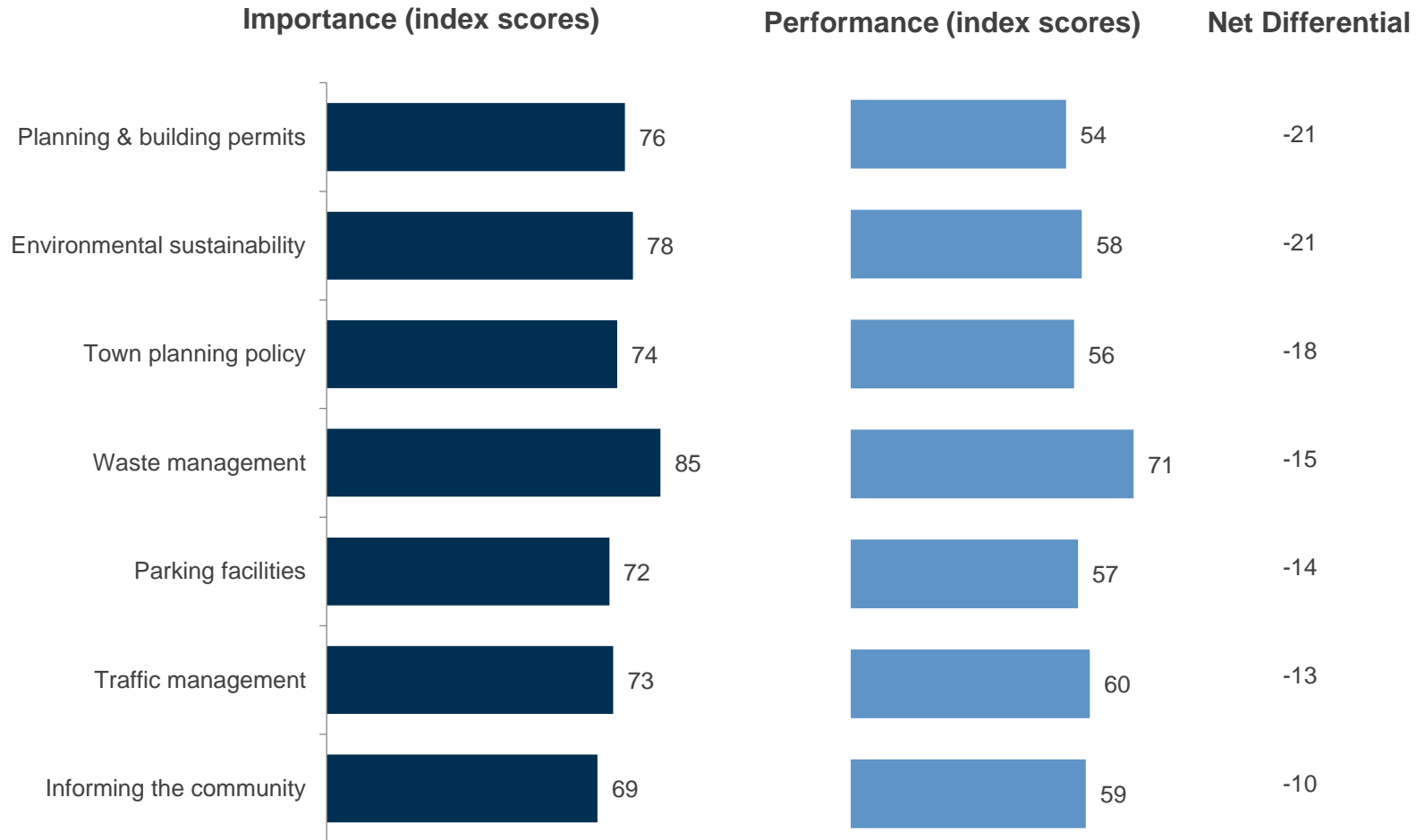


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10



Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- Informing the community
- The appearance of public areas
- Community consultation and engagement
- Environmental sustainability
- Parking facilities
- Planning and building permits.

Looking at these key service areas only, the appearance of public areas has a very high performance index (77) and a reasonably strong influence on the overall performance rating.

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

Other service areas that have a moderate to strong influence on overall perceptions, but where Council is performing less well, are planning and building permits, community consultation and engagement, parking facilities, environmental sustainability, and informing the community (index scores of 54, 56, 57, 58 and 59 respectively).

Consulting residents on key local issues and keeping them well informed about Council activities and decisions, particularly around planning permits, public parking and sustainability initiatives, can also help shore up positive overall ratings of Council.



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.

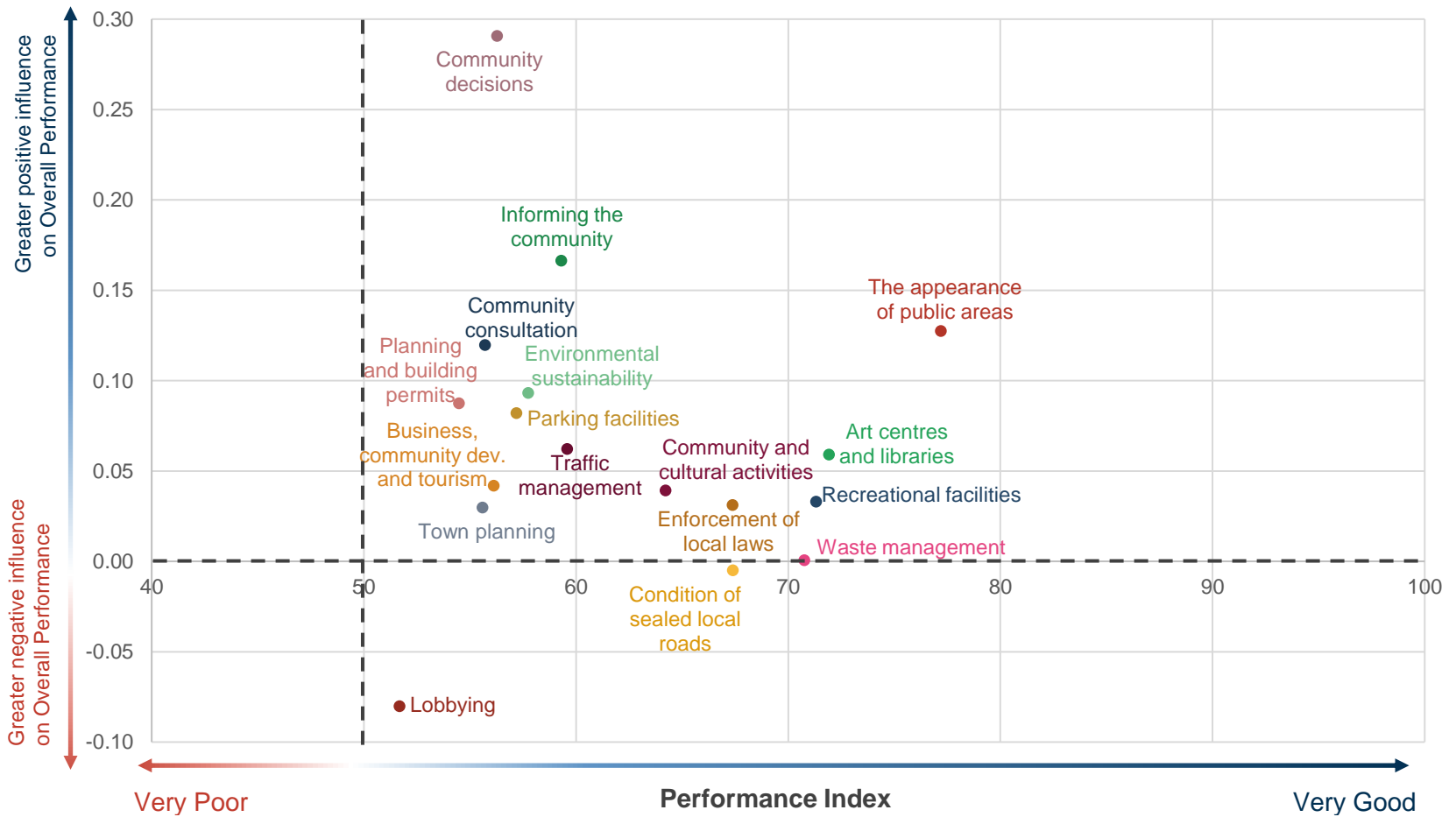
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2022 regression analysis (all service areas)

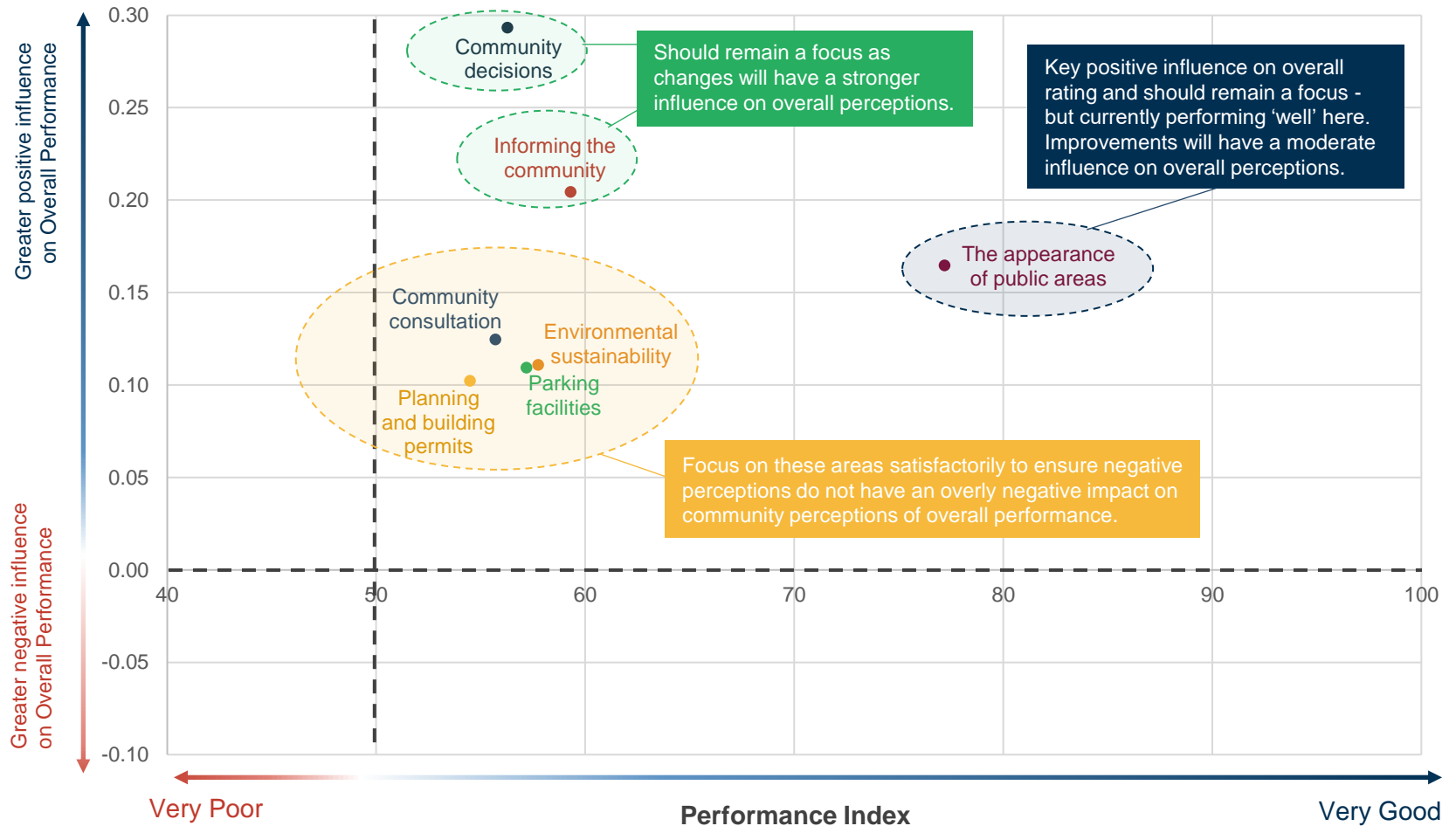


The multiple regression analysis model above (all service areas) has an R^2 value of 0.632 and adjusted R^2 value of 0.616, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 38.60$. 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

2022 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.617 and adjusted R² value of 0.610, 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 = 90.32.



Best things about Council and areas for improvement

2022 best things about Council (%)
- Top mentions only -



2022 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: 30 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: 47 Councils asked group: 12

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

Six in 10 households (63%) have had contact with Council in the last 12 months, similar to 2021.

- Rate of contact is significantly higher among 50 to 64 year olds.

Email (31%) and telephone (26%) remain the most common methods of contact with Council, however contact via email has increased since last year, while telephone contact has decreased.



Among those residents who have had contact with Council, 70% provide a positive customer service rating of 'very good' or 'good', including 35% of residents who rate Council's customer service as 'very good'.

Customer service

Stonnington City Council's customer service index of 74 marks a slight three-point decline on 2021 but is equal to Council's 2020 result.

Council's customer service continues to be rated significantly higher than the State-wide average and in line with the Metropolitan group average (index scores of 68 and 72 respectively).

- Perceptions are most positive among residents aged 18 to 34 years (index score of 79), and least positive among those aged 35 to 49 years (68).
- After very strong ratings in 2020 and 2021, perceptions of customer service declined significantly this year among 35 to 49 year olds.

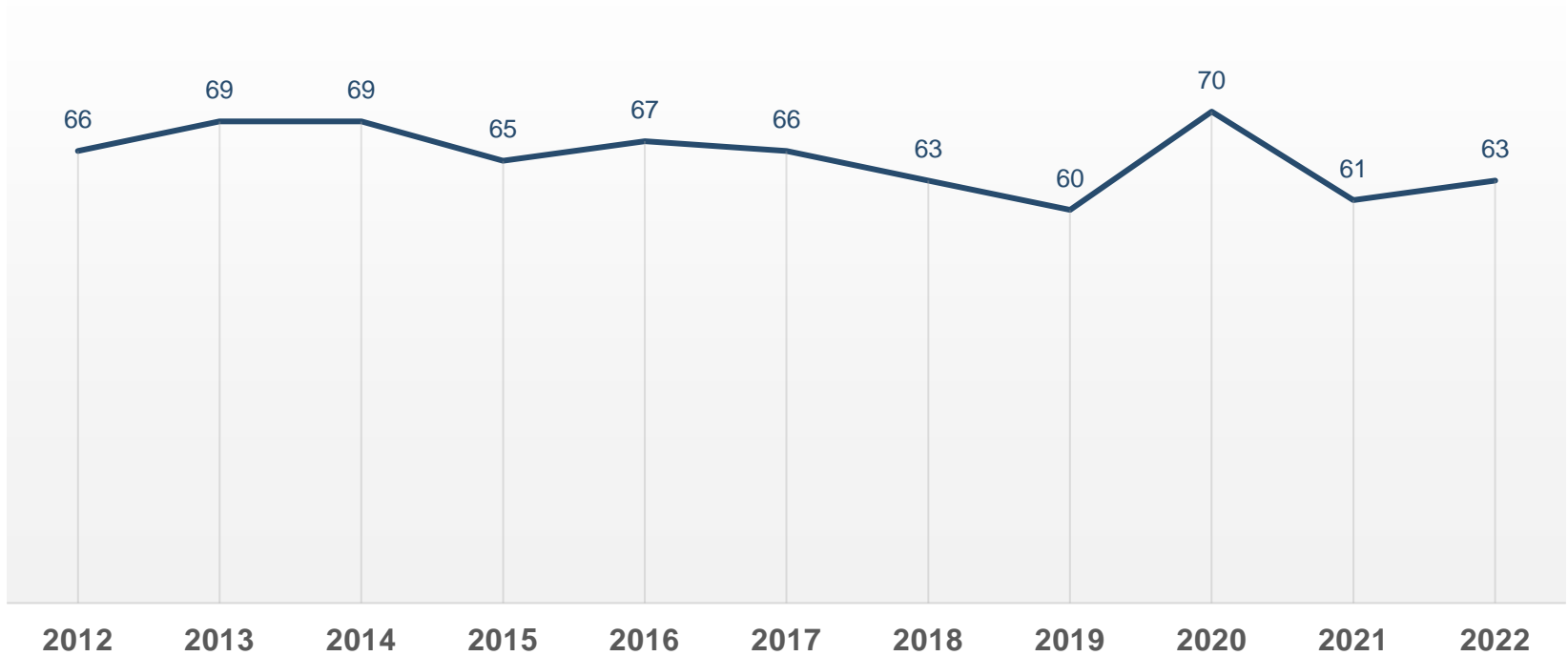
Among the key methods of contact with Council, telephone customer service continues to rate highly (index score of 78), and email also rates well (index score of 71).

Overall, customer service ratings are highest and significantly improved for social media contact (index score of 86), however this continues to be used by very few residents



Contact with council

2022 contact with council (%)
Have had contact



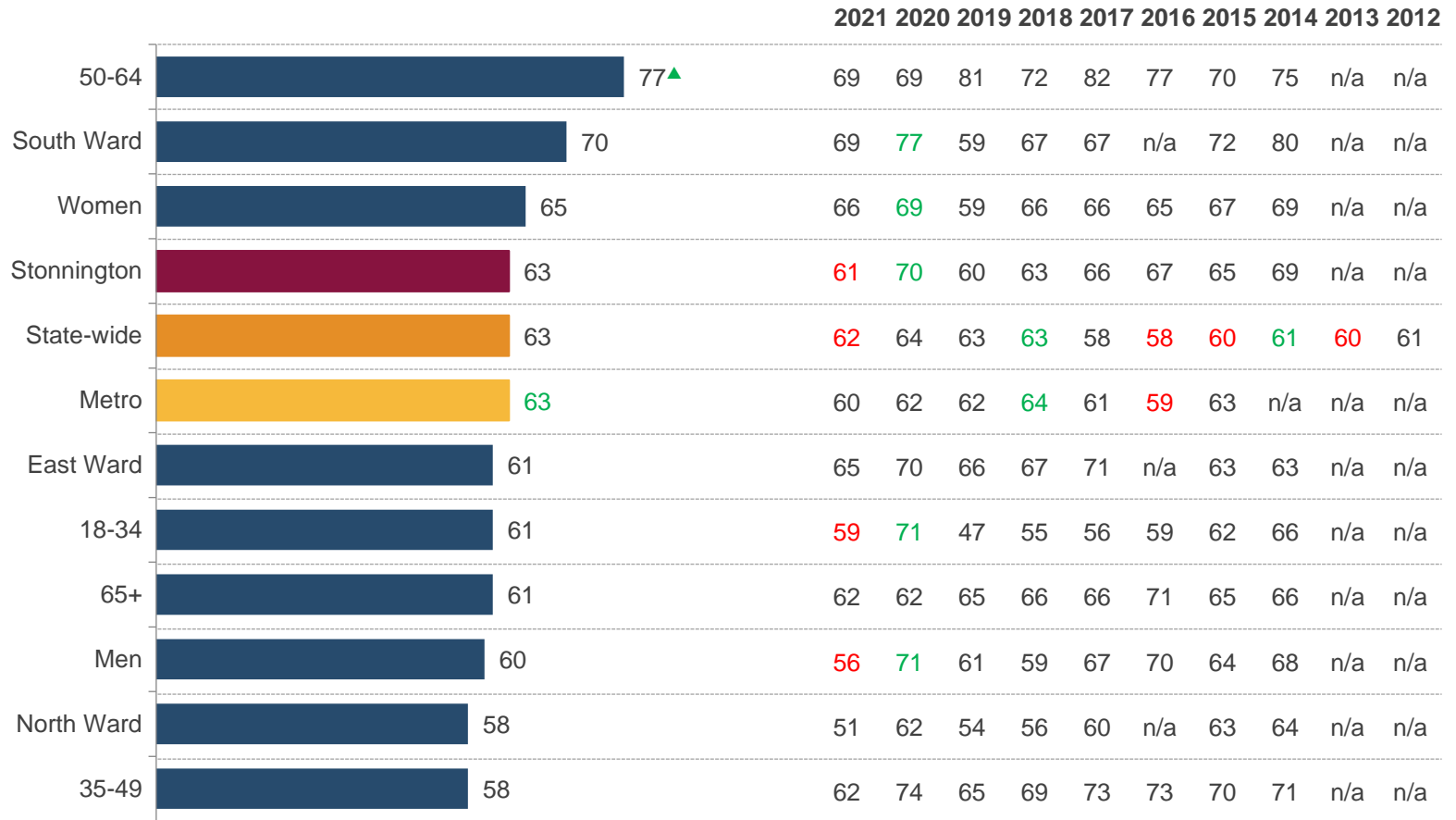
Q5a. Have you or any member of your household had any recent contact with Stonnington City Council in any of the following ways?

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



Contact with council

2022 contact with council (%)



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

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

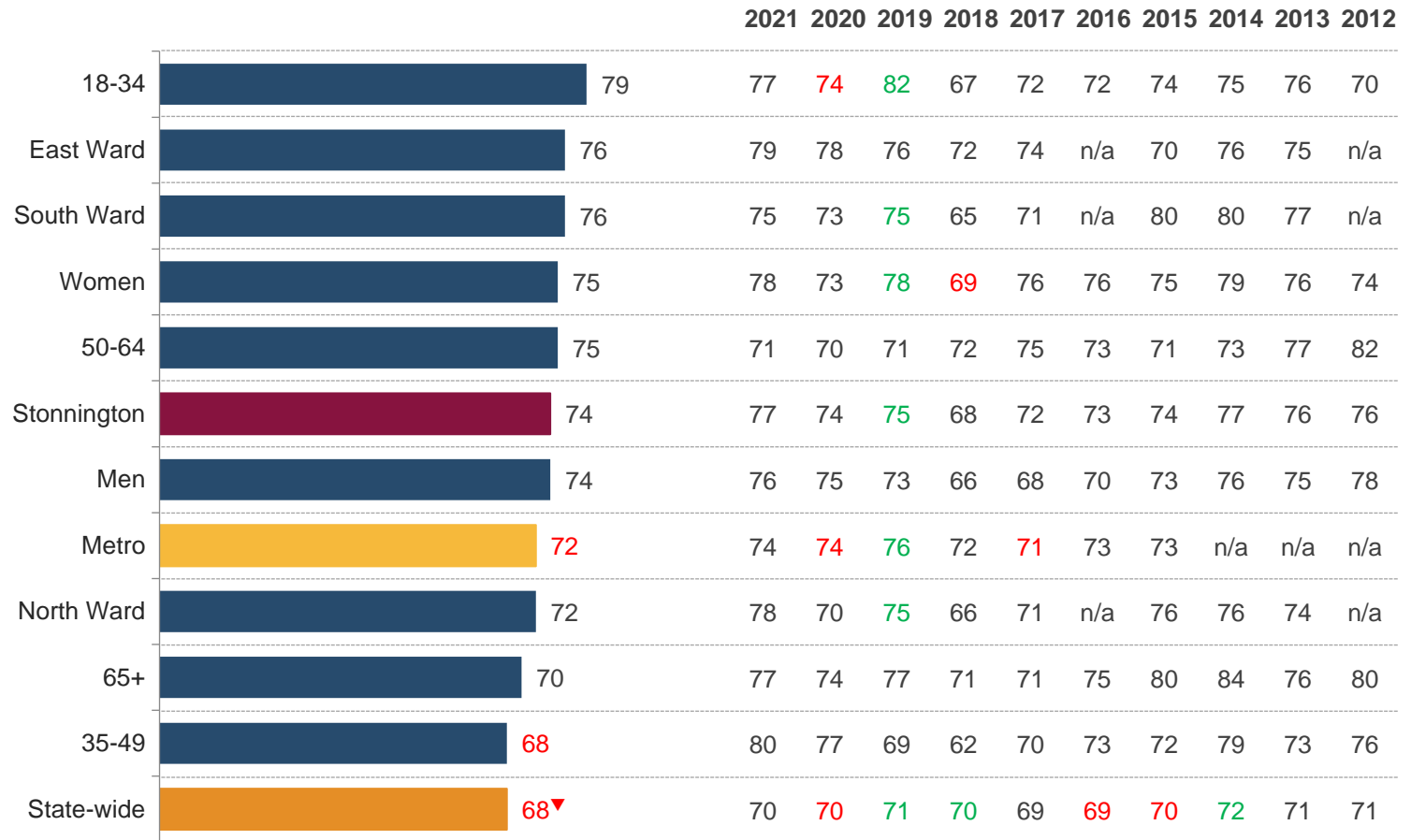
Note: Please see Appendix A for explanation of significant differences.

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



Customer service rating

2022 customer service rating (index scores)



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

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

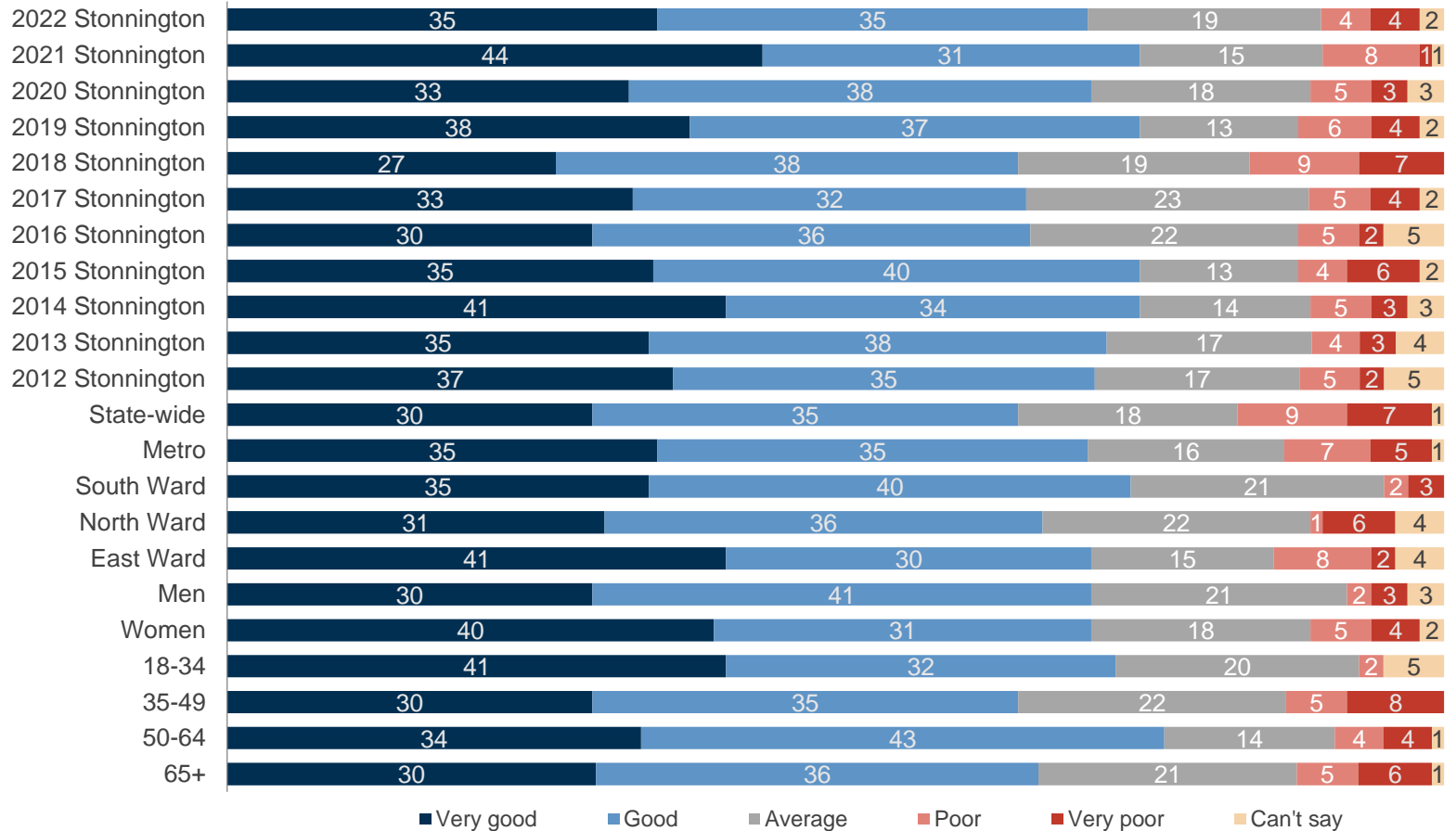
Councils asked State-wide: 67 Councils asked group: 16

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



Customer service rating

2022 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: 67 Councils asked group: 16



Method of contact with council

2022 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



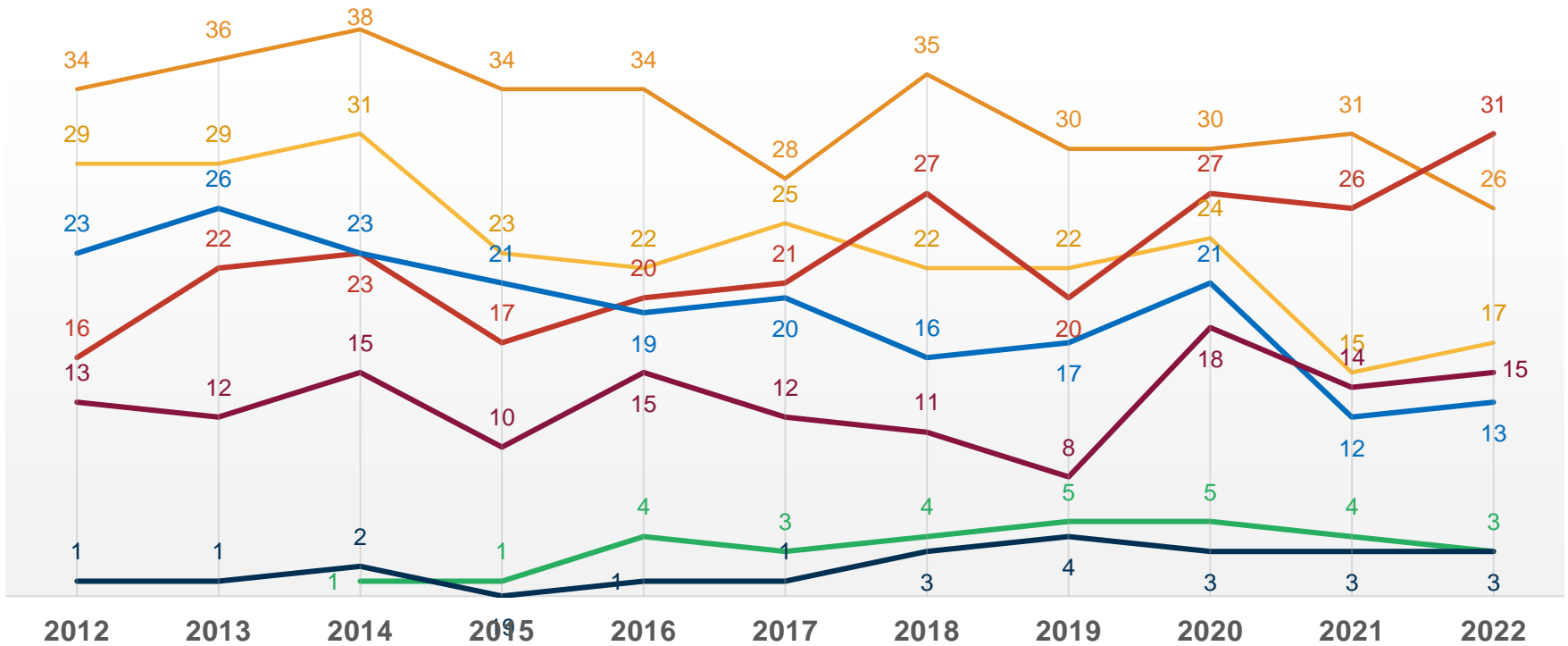
By Email



Via Website



By Social Media



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

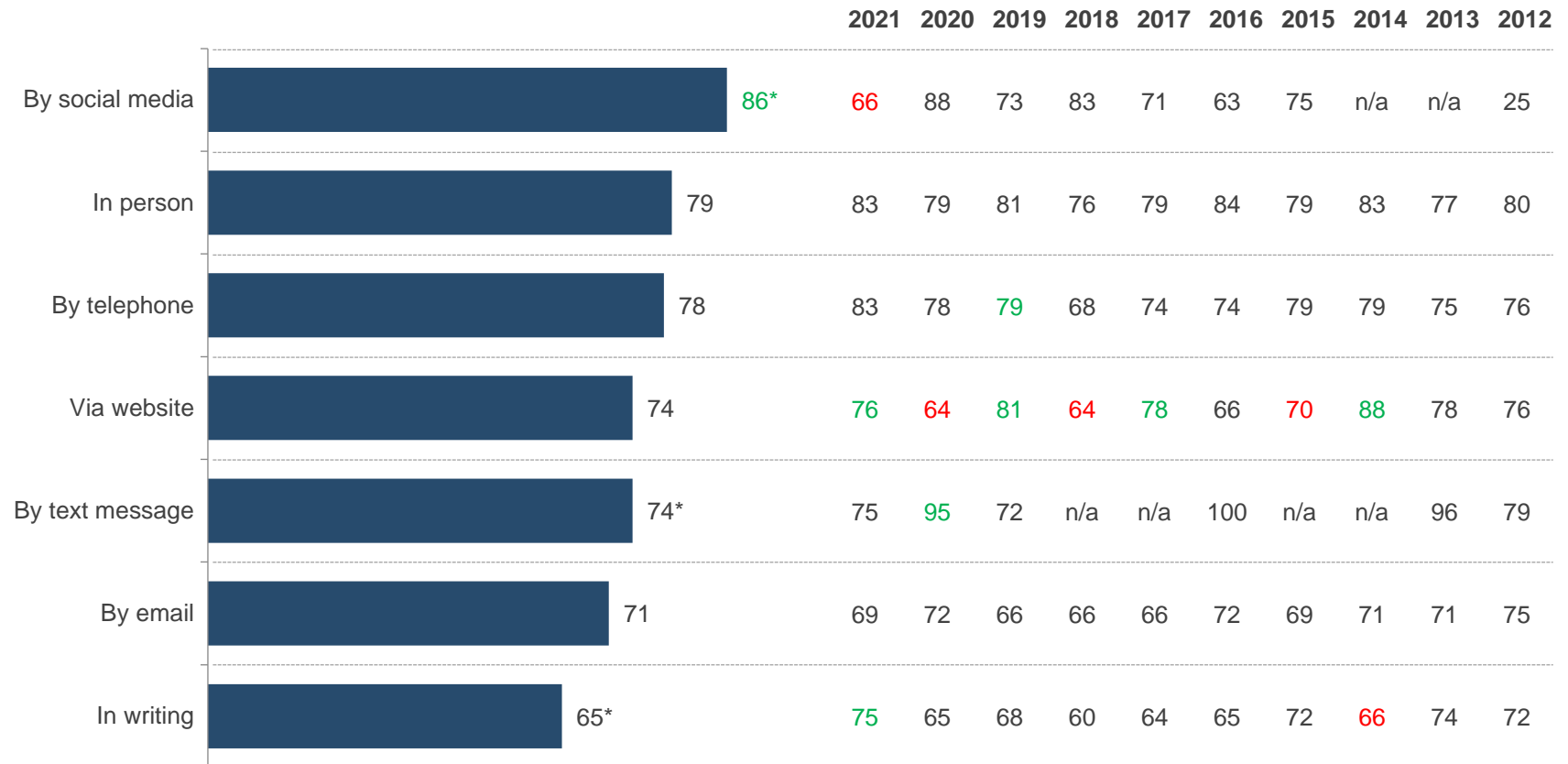
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating by method of last contact

2022 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Stonnington City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked State-wide: 25 Councils asked group: 8

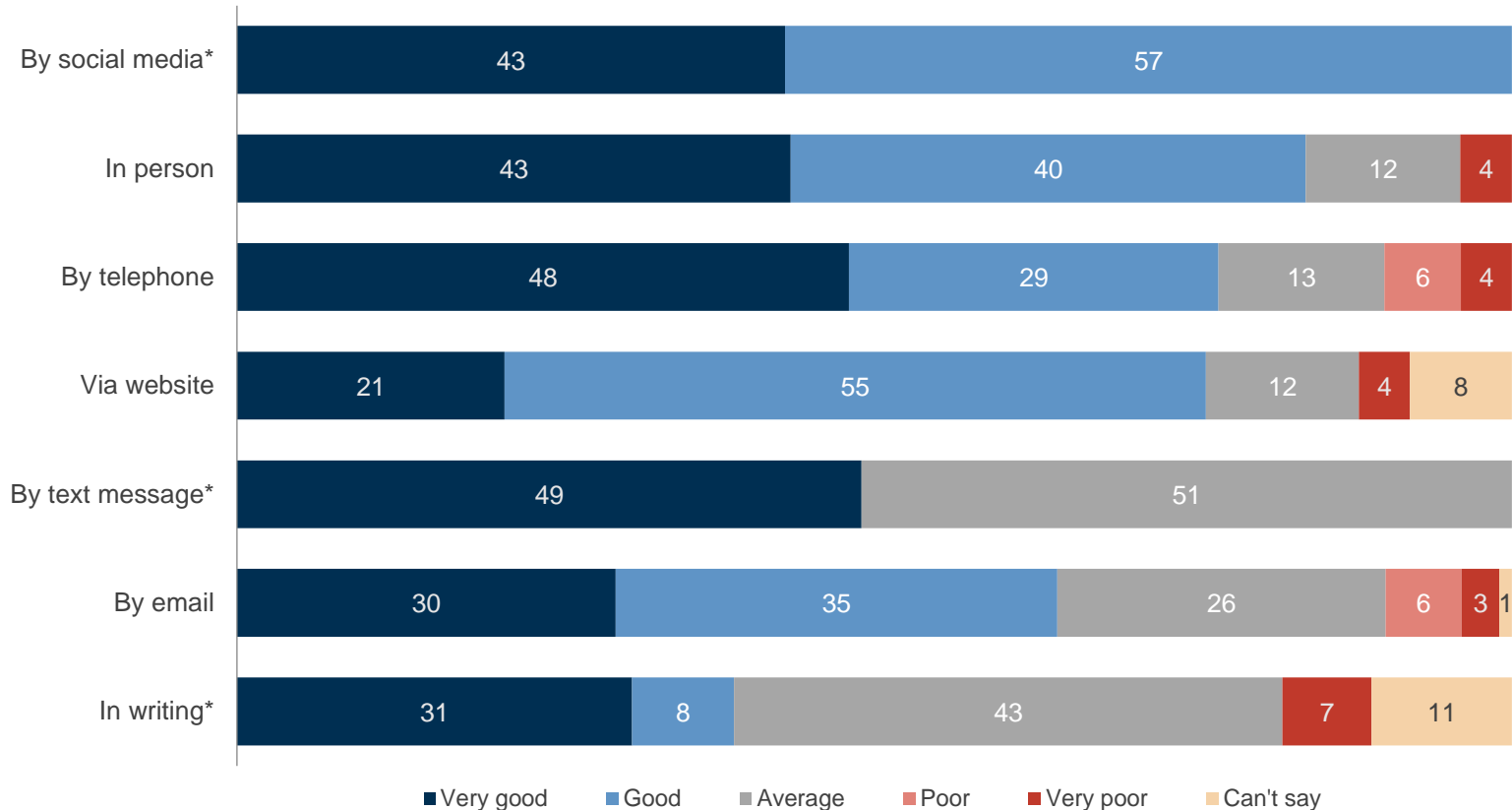
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2022 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Stonnington City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 25 Councils asked group: 8
 *Caution: small sample size < n=30



Communication

Communication

The preferred forms of communication from Council about news and information and upcoming events remain newsletters sent via email (35%) or via mail (30%, down four points on 2021).

- Preferred form of communication among residents aged under 50 years is emailed newsletters (33%), followed closely by mailed newsletters (25%), then social media (18%) and text messages (14%). Preference for newsletters has declined since 2021.
- Among those aged over 50 years, newsletters via mail (39%) and email (38%) remain clear preferences ahead of other forms of communication. However, preference for mailed newsletters has declined over the last 12 months, while preference for the email format has increased.





Best form of communication

2022 best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



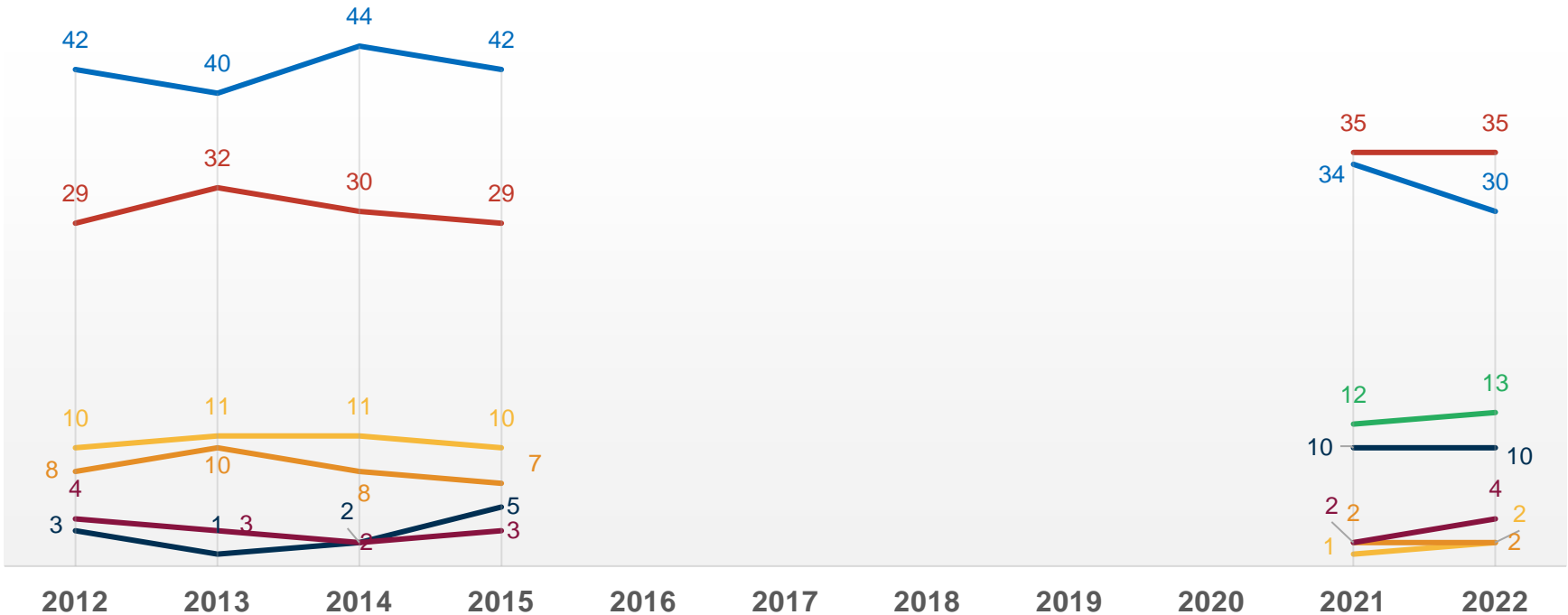
Council Website



Text Message



Social Media



Q13. If Stonnington City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2022 under 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



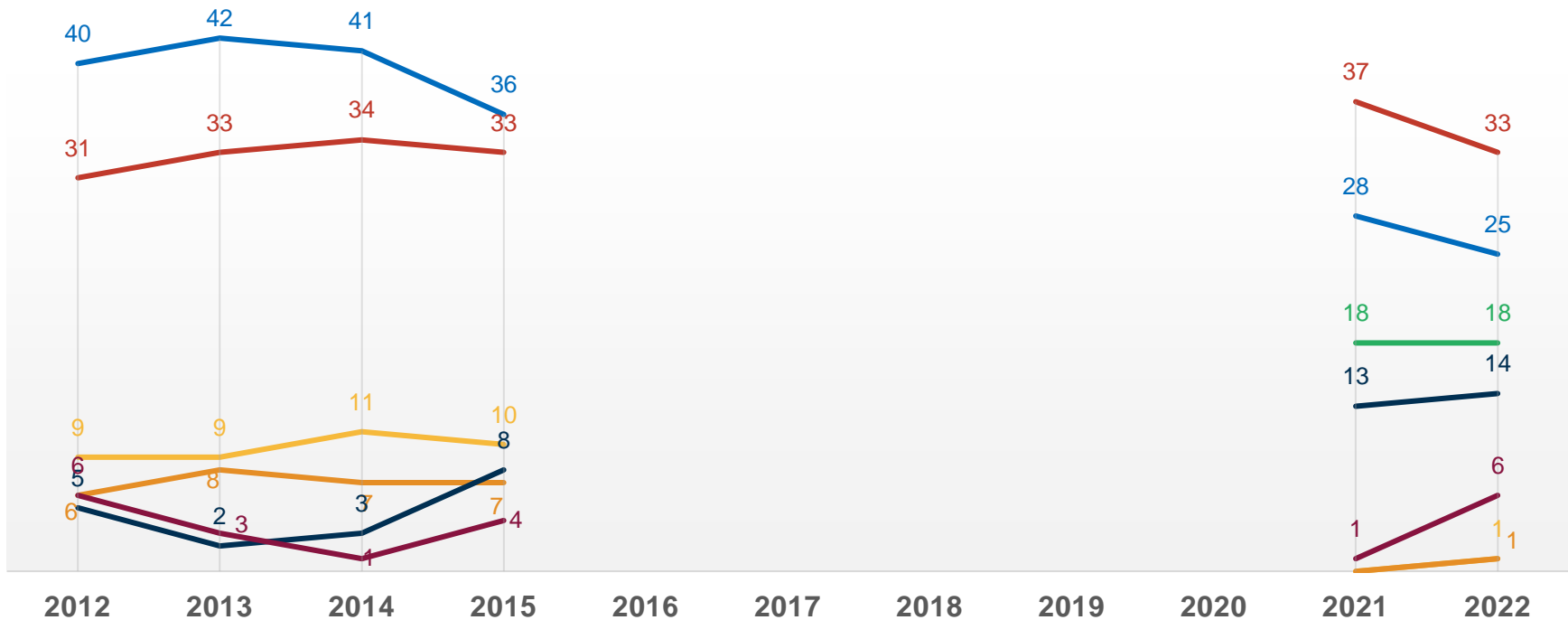
Council Website



Text Message



Social Media



Q13. If Stonnington City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2022 over 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



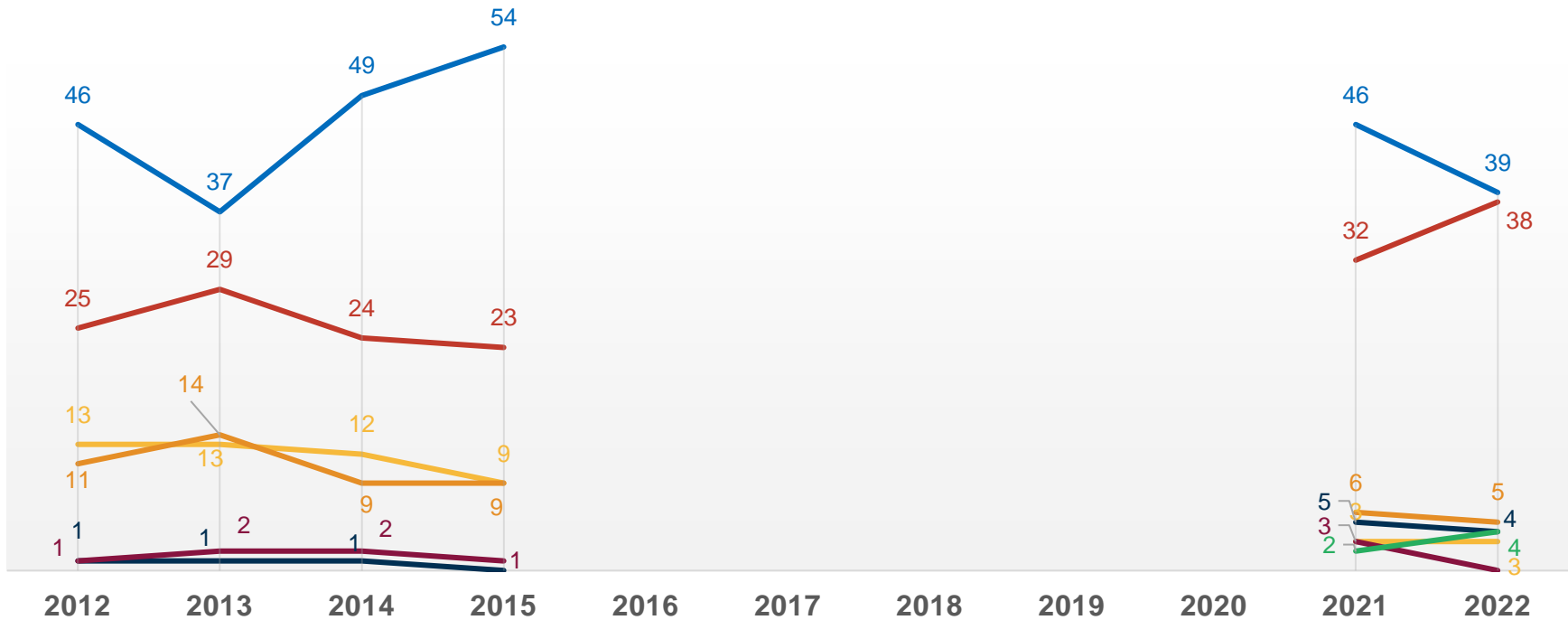
Council Website



Text Message



Social Media



Q13. If Stonnington City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked State-wide: 39 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Council direction

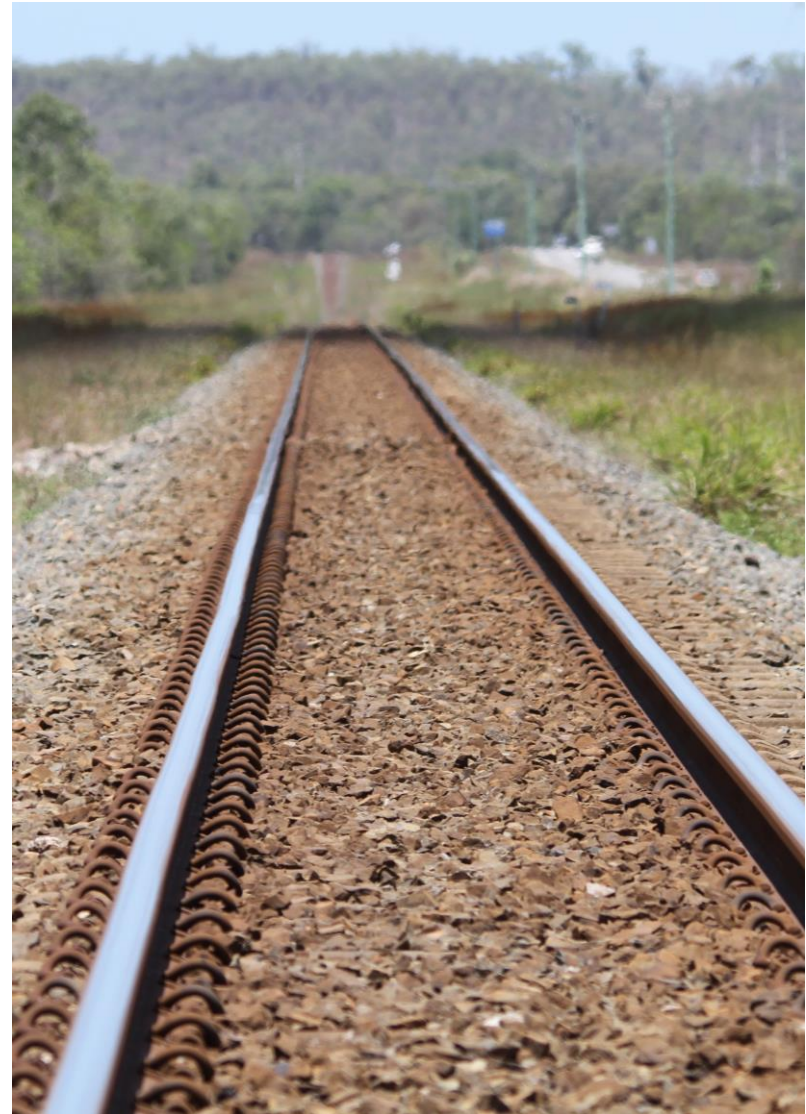
Council direction

Over the last 12 months, perceptions of the direction of Council's overall performance have declined by three points to an index score of 49 – Council's lowest result to date.

- Council rates in line with the State-wide average but significantly lower than the Metropolitan group average (index scores of 50 and 53 respectively).

Almost three quarters of residents think Council's overall performance has stayed the same over the last 12 months (73%, down two points on 2021).

- 10% believe it has improved (down two points).
- 11% think it has deteriorated (up two points).
- The most satisfied with council direction are residents in the North Ward.
- The least satisfied with council direction continue to be those aged 50 to 64 years.
- Perceptions have improved significantly among South Ward residents since 2021, when they were significantly below the Council average.
- Conversely, perceptions have significantly declined among those in the East Ward – now significantly below the Council average and at their lowest level to date.





Overall council direction last 12 months

2022 overall council direction (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
North Ward	53	54	53	49	53	n/a	55	55	51	n/a
Metro	53▲	55	54	55	54	54	55	56	n/a	n/a
18-34	52	55	56	53	59	58	55	55	59	58
Women	51	54	53	51	53	55	54	53	57	56
South Ward	51	45	51	57	54	54	n/a	54	57	56
State-wide	50	53	51	53	52	53	51	53	53	53
35-49	50	51	52	52	50	49	52	57	54	55
Stonnington	49	52	52	52	54	54	53	55	57	55
Men	47	49	51	53	54	52	52	57	56	55
65+	47	51	50	55	51	53	53	55	57	54
East Ward	44▼	54	52	51	54	54	n/a	55	57	57
50-64	41▼	42	44	44	48	50	50	51	55	52

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

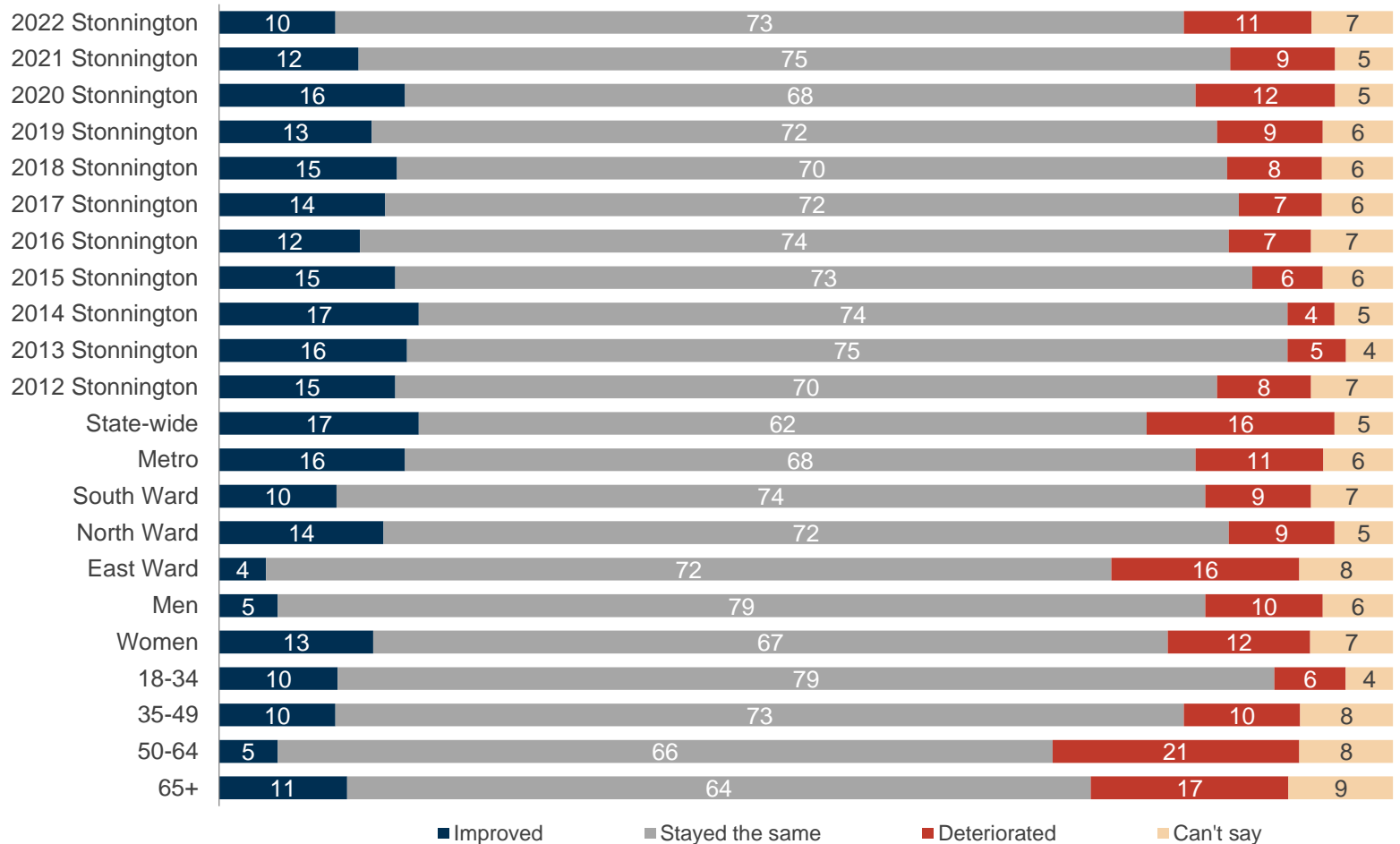
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



Overall council direction last 12 months

2022 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: 67 Councils asked group: 16

A large, stylized letter 'W' graphic that serves as a background element. It is filled with a dark blue color and overlaid with a glowing, light blue network pattern of interconnected nodes and lines, resembling a data or communication network. The 'W' is positioned on the right side of the page, extending from the top to the bottom.

Individual service areas



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	58	65	57	57	63	61	59	66	62	58	63
Men	58	58	54	56	60	56	58	64	61	59	60
South Ward	58	65	53	58	63	55	n/a	64	67	58	n/a
Metro	58	59	58	58	57	57	58	58	n/a	n/a	n/a
North Ward	57	58	56	54	57	60	n/a	58	61	58	n/a
Stonnington	56	60	56	56	60	58	60	63	63	59	60
65+	54	59	54	56	55	57	62	64	70	55	63
35-49	54	57	56	58	59	55	61	61	63	60	50
State-wide	54	56	55	56	55	55	54	56	57	57	57
Women	53	62	57	55	59	60	62	63	65	58	59
50-64	52	52	52	48	56	53	59	57	58	60	60
East Ward	52	58	58	56	59	59	n/a	65	61	59	n/a

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

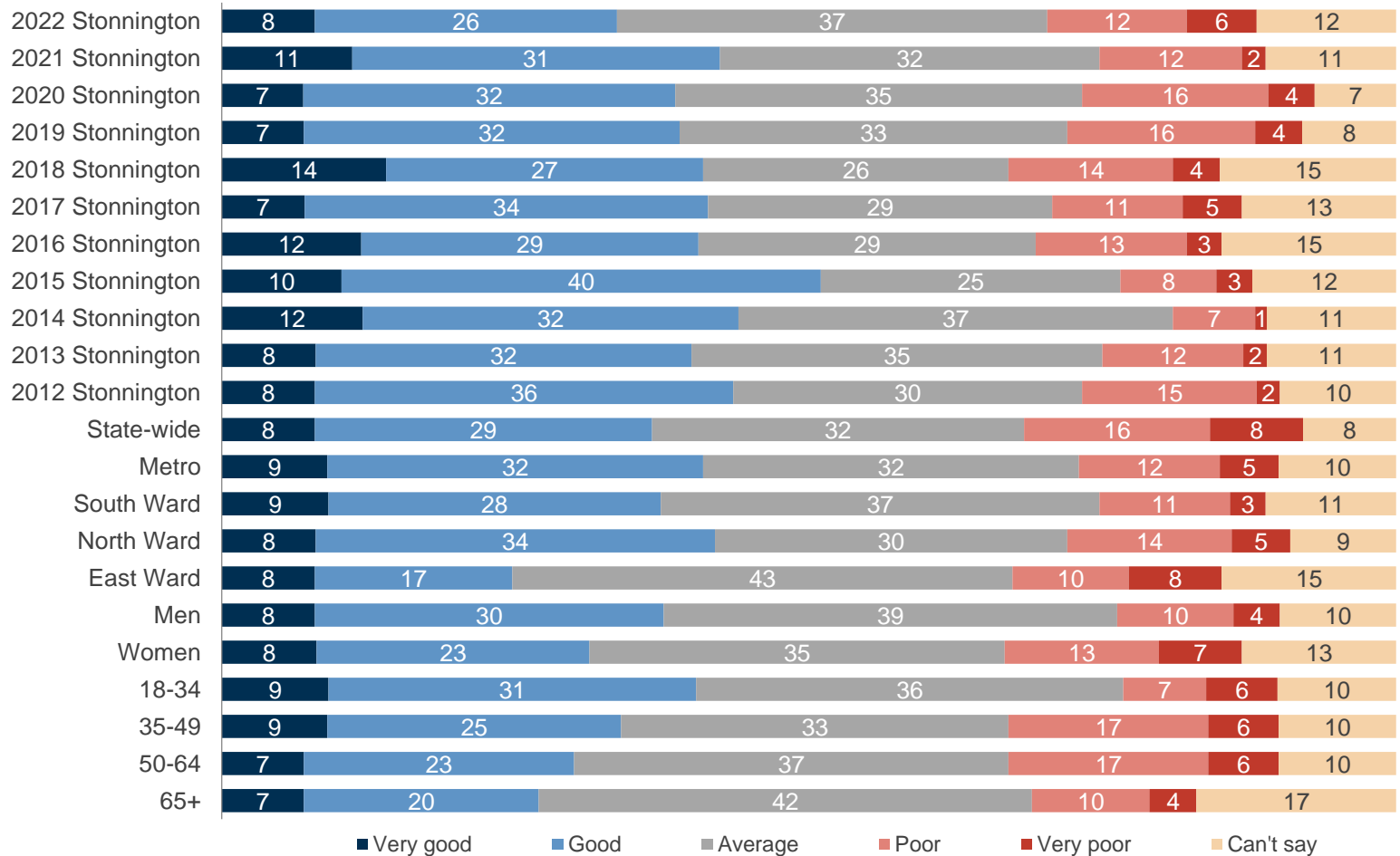
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2022 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: 67 Councils asked group: 16



Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	55	53	52	56	56	63	56	60	56	59	64
Metro	55▲	56	57	57	56	56	56	58	n/a	n/a	n/a
State-wide	53	55	53	54	54	54	53	55	56	55	55
Men	53	50	52	52	55	54	56	59	55	60	60
South Ward	53	53	49	53	52	58	n/a	58	55	62	n/a
Stonnington	52	52	52	53	56	58	56	58	57	59	60
North Ward	52	54	50	53	59	55	n/a	53	56	58	n/a
35-49	51	55	55	52	54	55	55	53	52	59	51
East Ward	51	49	56	53	56	60	n/a	60	60	58	n/a
Women	50	54	52	54	57	61	55	56	59	59	60
50-64	47	44	47	46	55	50	54	51	57	60	57
65+	46▼	52	53	53	58	52	57	62	67	59	63

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 12

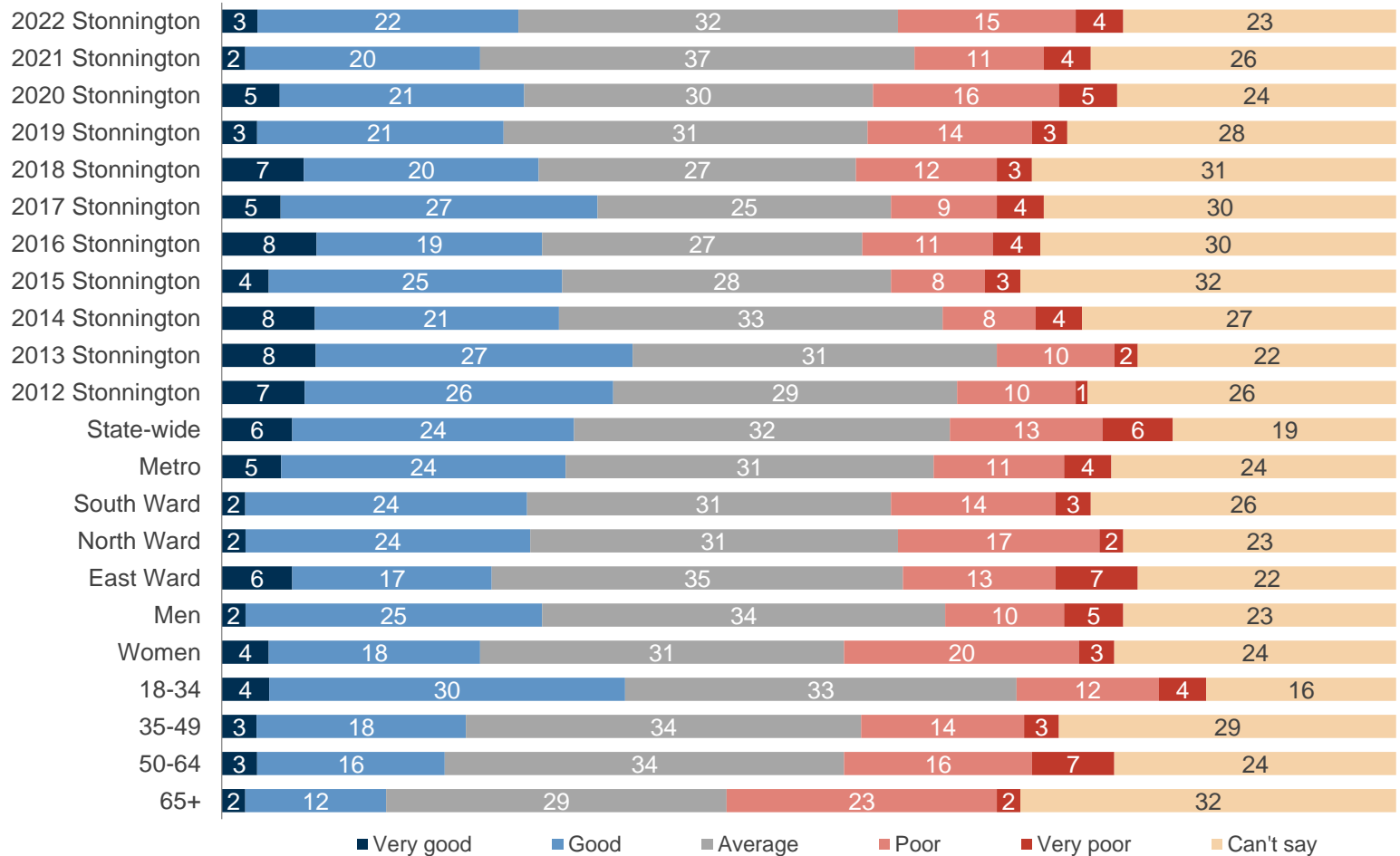
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2022 lobbying performance (%)

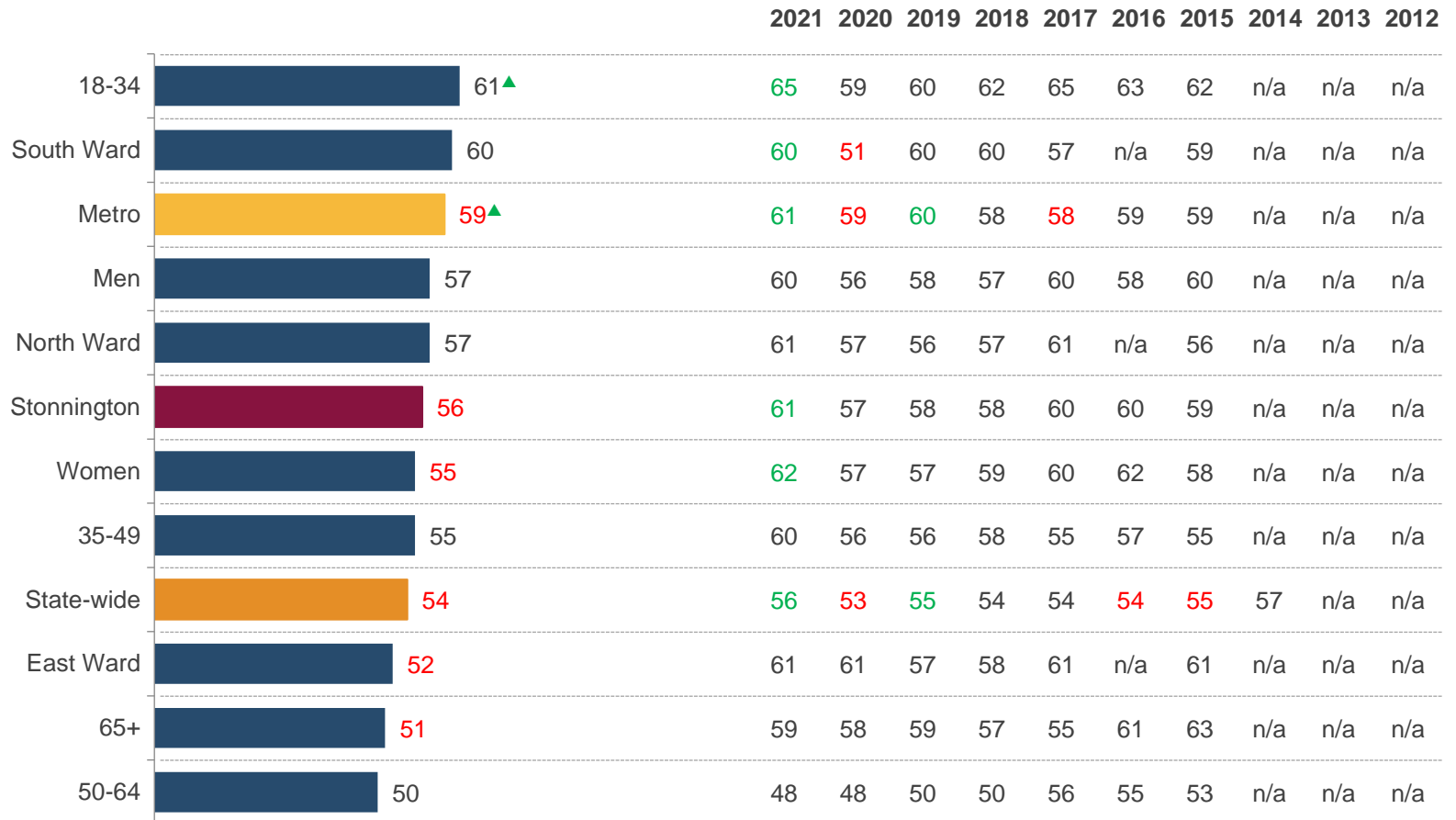


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 49 Councils asked group: 12

Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)



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

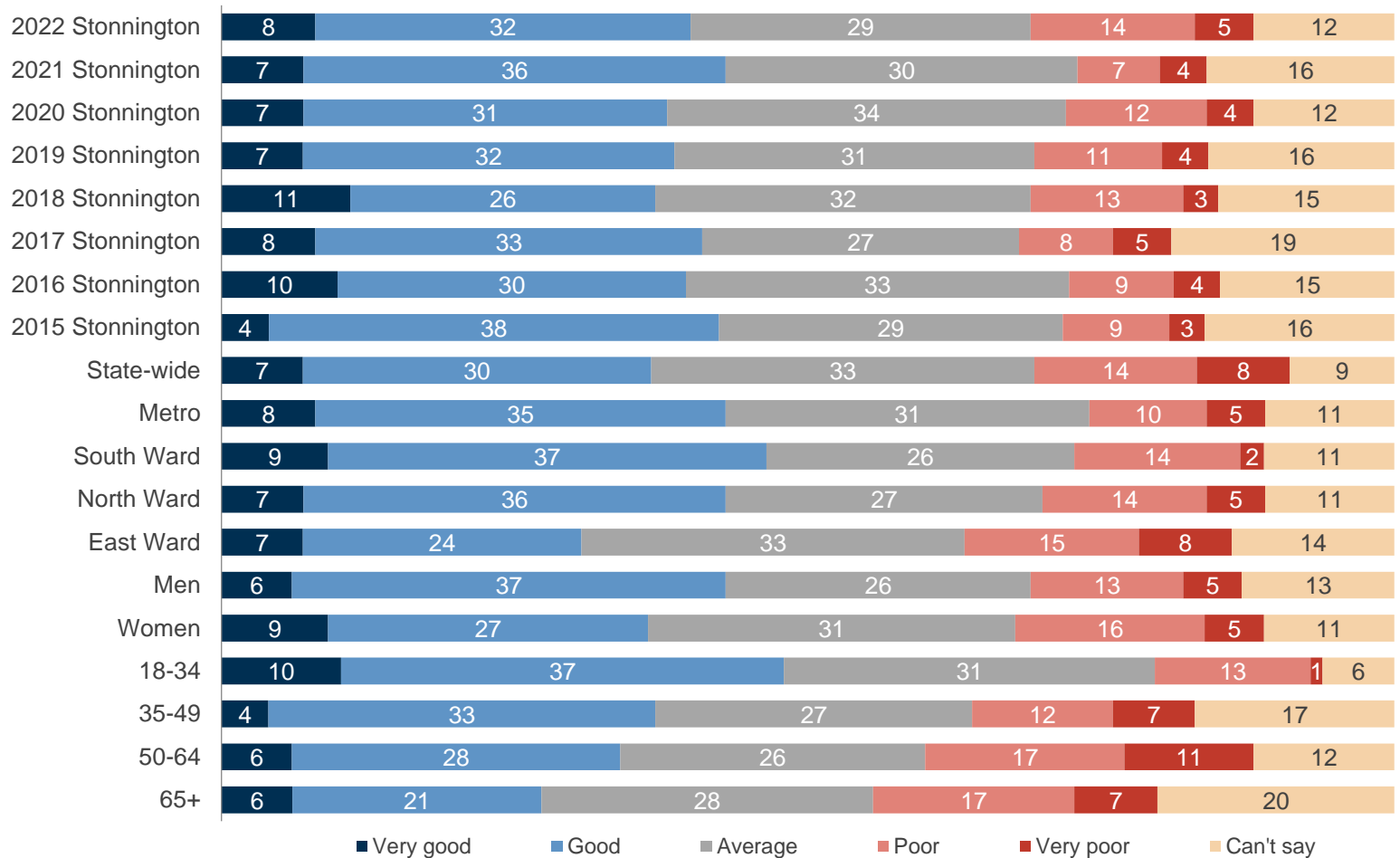
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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

Decisions made in the interest of the community performance



2022 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: 67 Councils asked group: 16

The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	70	74	65	74	67	69	69	72	73	n/a	n/a
Men	69	71	67	71	68	67	70	71	71	n/a	n/a
North Ward	69	71	60	67	64	68	n/a	69	69	n/a	n/a
East Ward	69	70	70	71	69	70	n/a	72	71	n/a	n/a
Stonnington	67	70	65	70	65	66	68	70	72	n/a	n/a
65+	67	67	62	68	67	63	66	69	74	n/a	n/a
35-49	66	66	67	69	62	62	71	67	72	n/a	n/a
Women	66	69	64	68	63	66	67	68	72	n/a	n/a
Metro	65	68	67	69	68	66	67	69	n/a	n/a	n/a
South Ward	64	69	65	71	63	61	n/a	68	75	n/a	n/a
50-64	62	69	65	61	62	67	67	68	64	n/a	n/a
State-wide	53	57	54	56	53	53	54	55	55	n/a	n/a

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

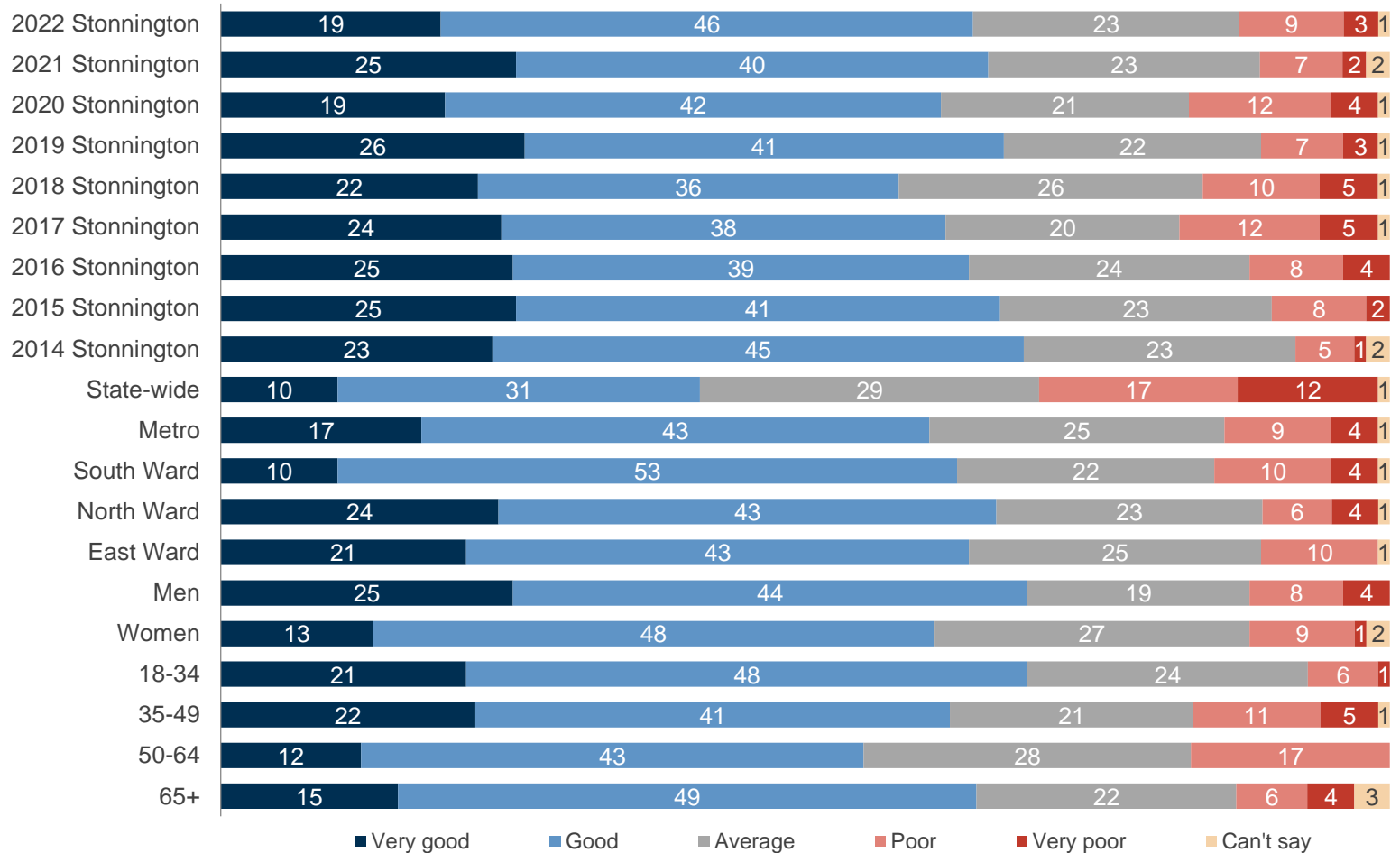
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)



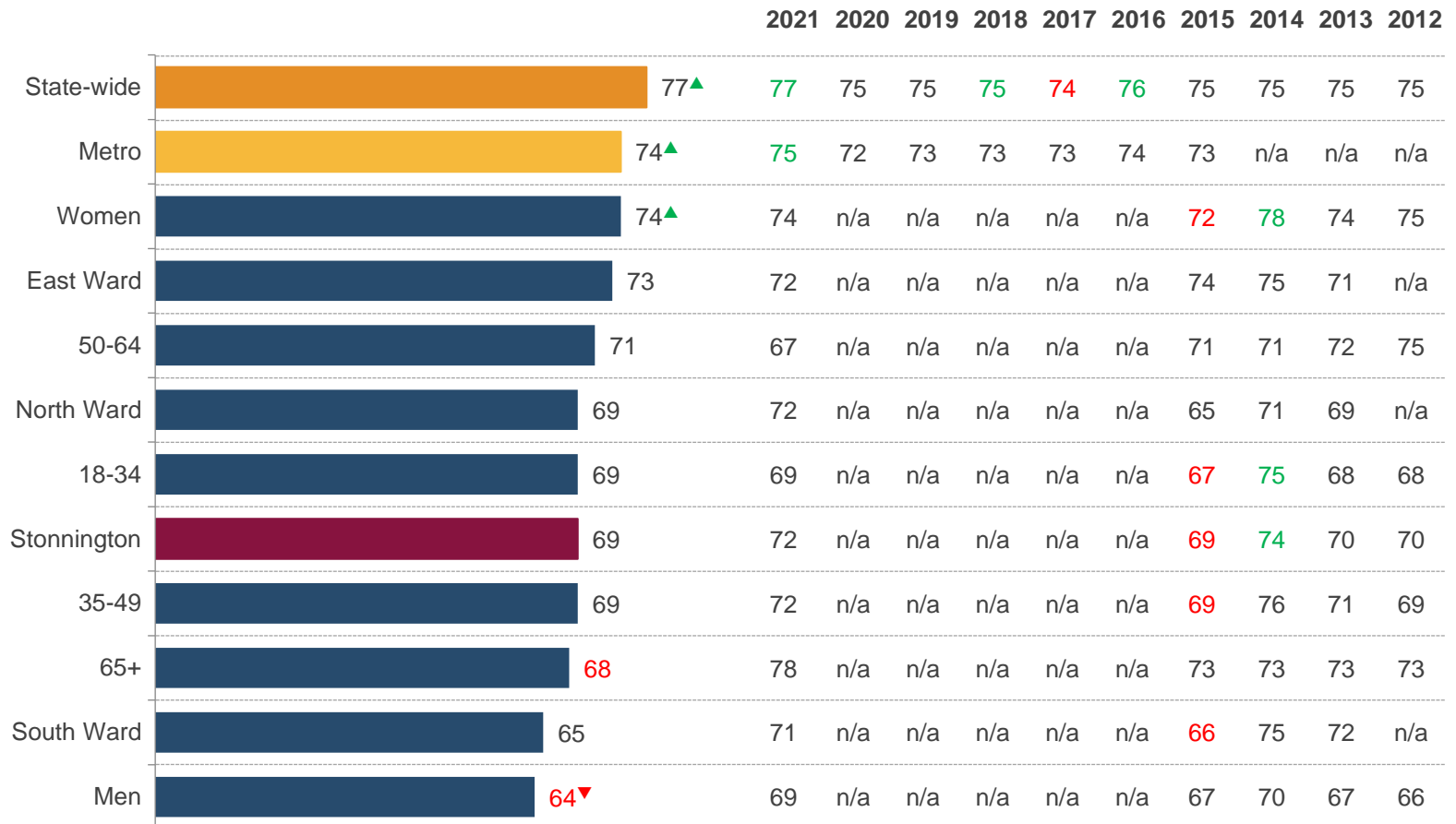
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16



Informing the community importance



2022 informing community importance (index scores)



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

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

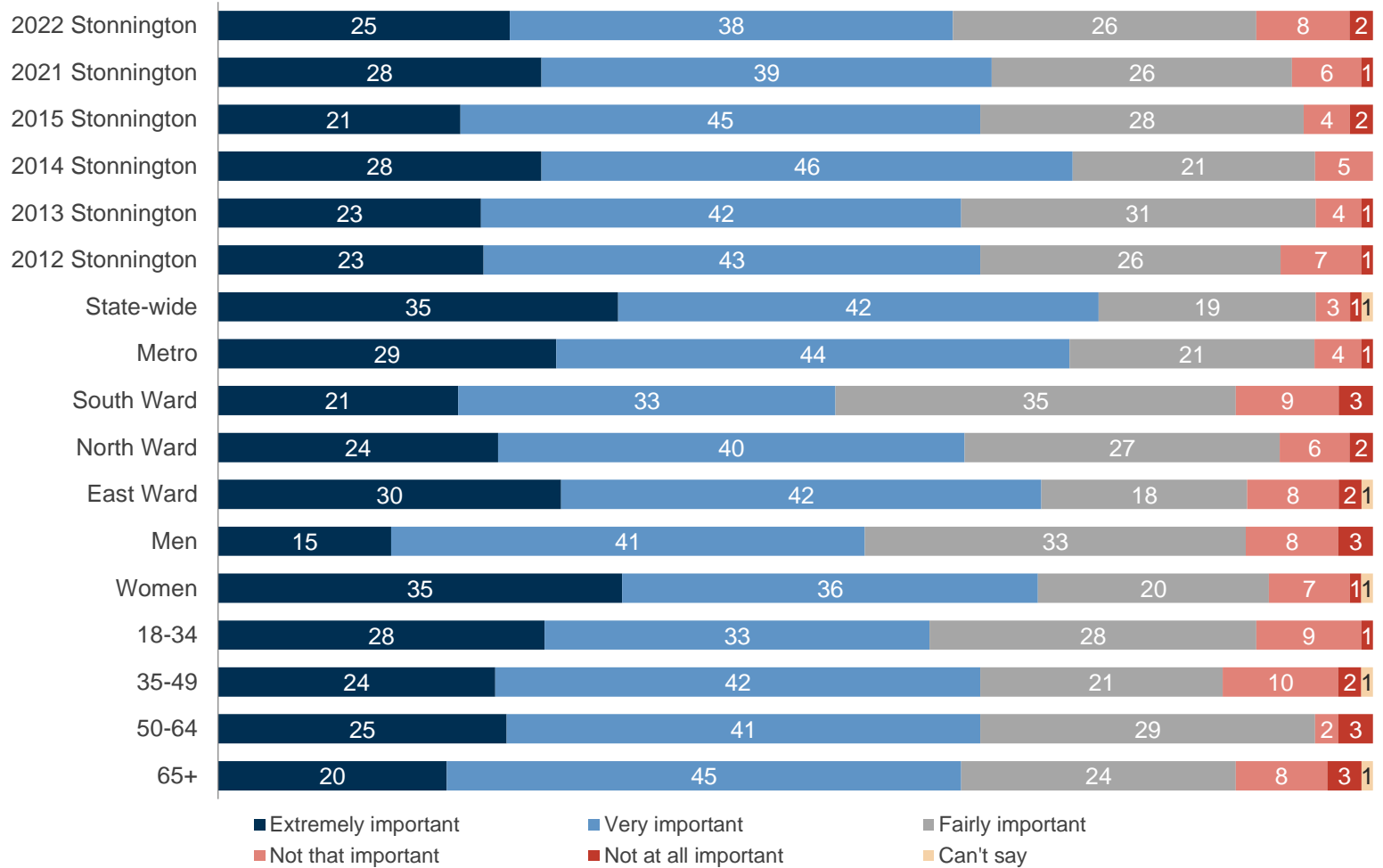
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2022 informing community importance (%)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8



Informing the community performance



2022 informing community performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Metro	62▲	62	62	61	61	63	64	n/a	n/a	n/a
Men	61	n/a	n/a	n/a	n/a	n/a	66	67	66	64
18-34	61	n/a	n/a	n/a	n/a	n/a	67	66	63	66
65+	61	n/a	n/a	n/a	n/a	n/a	71	73	63	69
South Ward	60	n/a	n/a	n/a	n/a	n/a	65	68	62	n/a
North Ward	60	n/a	n/a	n/a	n/a	n/a	64	66	62	n/a
Stonnington	59	n/a	n/a	n/a	n/a	n/a	67	68	64	64
State-wide	59	59	60	59	59	59	61	62	61	60
35-49	59	n/a	n/a	n/a	n/a	n/a	66	67	64	57
East Ward	58	n/a	n/a	n/a	n/a	n/a	70	69	65	n/a
Women	58	n/a	n/a	n/a	n/a	n/a	68	69	62	63
50-64	54	n/a	n/a	n/a	n/a	n/a	64	68	65	61

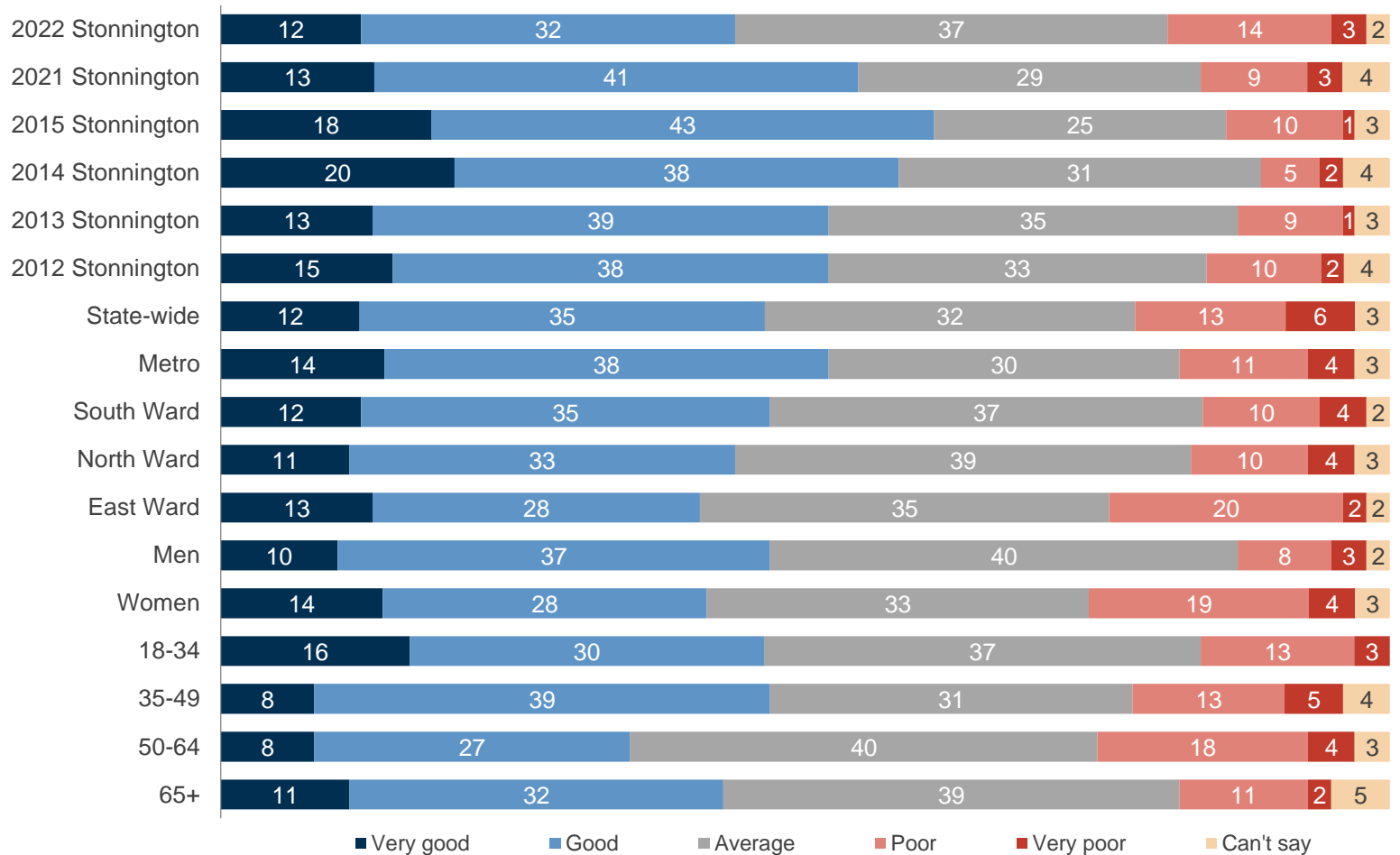
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 11
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2022 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 11



Traffic management importance



2022 traffic management importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	77▲	74	74	77	n/a	n/a	n/a	77	76	77	78
50-64	76	72	72	78	n/a	n/a	n/a	79	74	78	77
Metro	74	74	73	75	76	76	75	74	n/a	n/a	n/a
State-wide	73	73	73	73	74	72	72	71	70	72	73
South Ward	73	71	74	72	n/a	n/a	n/a	74	68	75	n/a
Stonnington	73	73	72	75	n/a	n/a	n/a	75	73	75	75
North Ward	72	74	71	80	n/a	n/a	n/a	78	76	74	n/a
65+	72	78	76	76	n/a	n/a	n/a	78	75	78	77
18-34	72	73	71	75	n/a	n/a	n/a	73	71	74	75
East Ward	72	74	73	75	n/a	n/a	n/a	74	74	76	n/a
35-49	71	69	72	74	n/a	n/a	n/a	75	73	73	71
Men	68▼	72	71	73	n/a	n/a	n/a	73	69	73	71

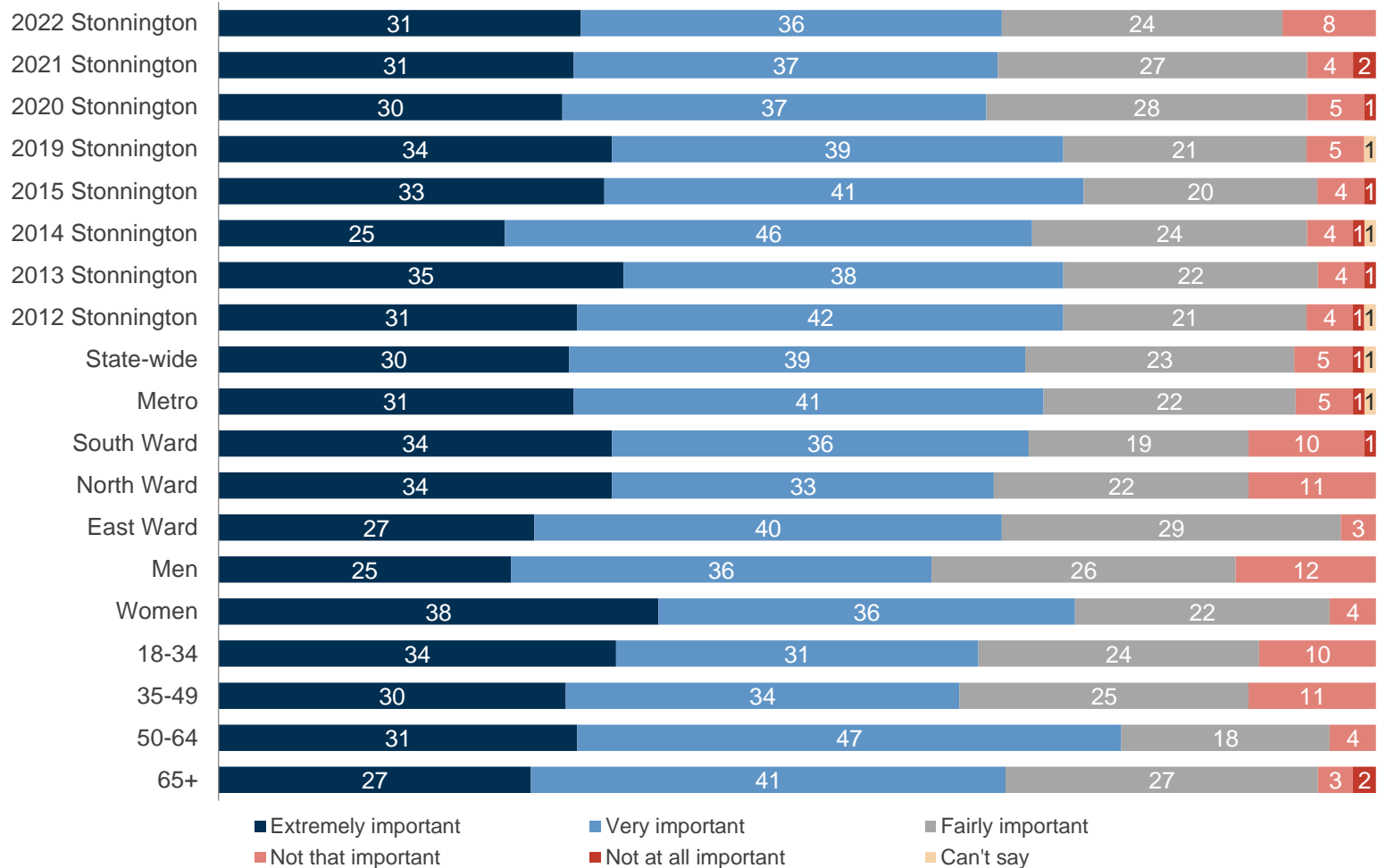
Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2022 traffic management importance (%)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 8 Councils asked group: 4



Traffic management performance



2022 traffic management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	62	65	55	54	n/a	n/a	n/a	60	54	59	62
East Ward	61	60	60	56	n/a	n/a	n/a	61	59	61	n/a
Men	60	60	55	53	n/a	n/a	n/a	59	57	58	57
South Ward	60	61	53	59	n/a	n/a	n/a	54	62	57	n/a
65+	60	56	57	58	n/a	n/a	n/a	60	63	59	60
Stonnington	60	60	55	54	n/a	n/a	n/a	57	58	58	58
Women	59	61	55	55	n/a	n/a	n/a	55	59	58	59
North Ward	58	60	51	47	n/a	n/a	n/a	54	52	52	n/a
Metro	58	59	59	58	57	56	56	57	n/a	n/a	n/a
State-wide	58	59	58	58	57	59	59	60	60	60	58
50-64	57	57	51	48	n/a	n/a	n/a	55	55	54	57
35-49	56	56	57	53	n/a	n/a	n/a	50	63	60	49

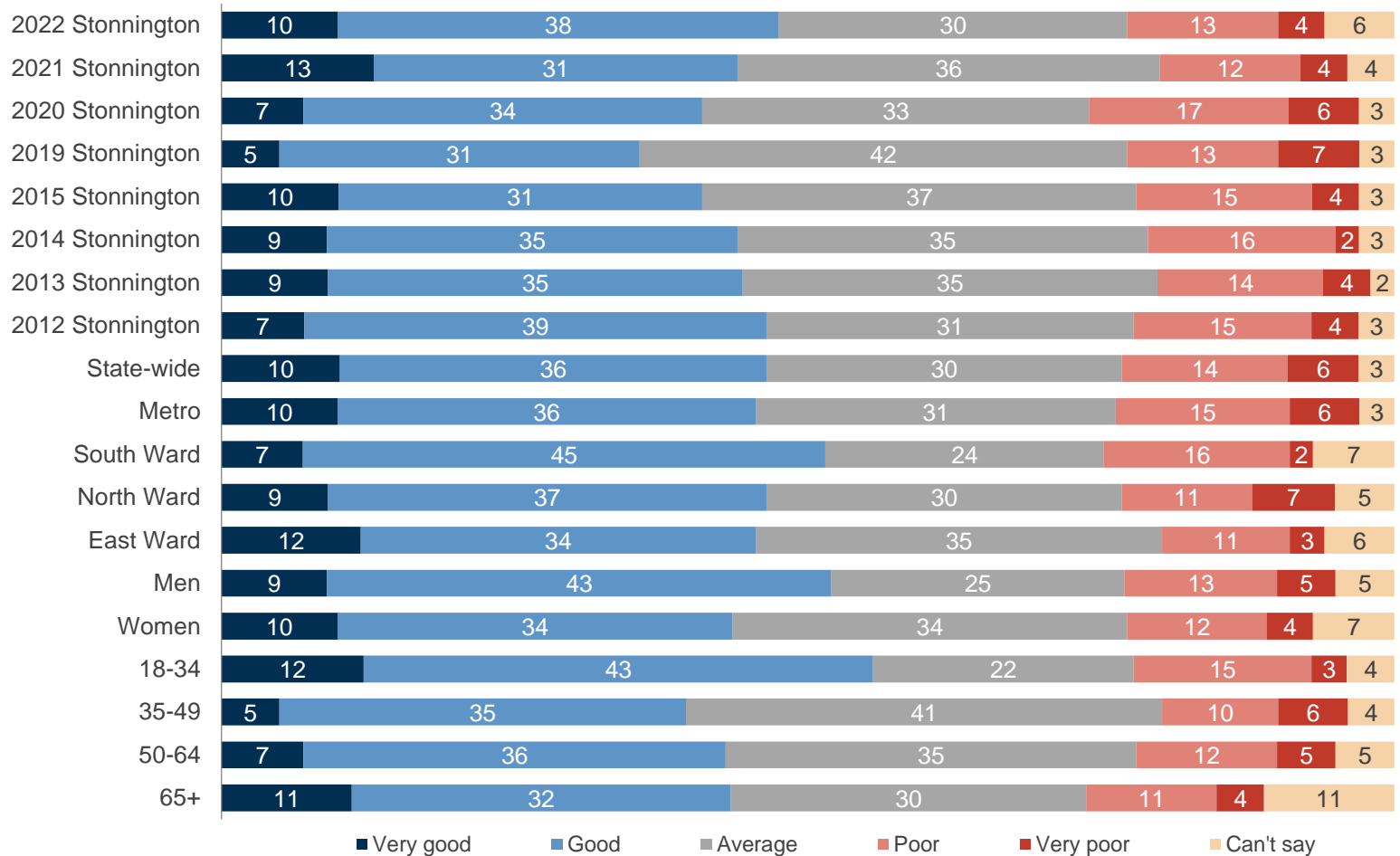
Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2022 traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 8



Parking facilities importance



2022 parking importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	74	74	71	77	n/a	n/a	n/a	77	73	76	77
50-64	74	72	74	74	n/a	n/a	n/a	74	73	76	75
65+	73	75	74	75	n/a	n/a	n/a	77	76	74	79
East Ward	72	73	69	74	n/a	n/a	n/a	75	71	72	n/a
State-wide	72	72	71	71	71	70	70	70	70	71	71
Metro	72	72	71	73	73	73	72	72	n/a	n/a	n/a
Stonnington	72	71	71	74	n/a	n/a	n/a	75	71	73	75
18-34	72	68	68	75	n/a	n/a	n/a	72	70	72	74
North Ward	71	75	74	75	n/a	n/a	n/a	74	71	71	n/a
South Ward	71	65	71	74	n/a	n/a	n/a	75	71	77	n/a
35-49	69	73	74	72	n/a	n/a	n/a	78	68	72	72
Men	69	68	72	72	n/a	n/a	n/a	72	68	70	72

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

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6

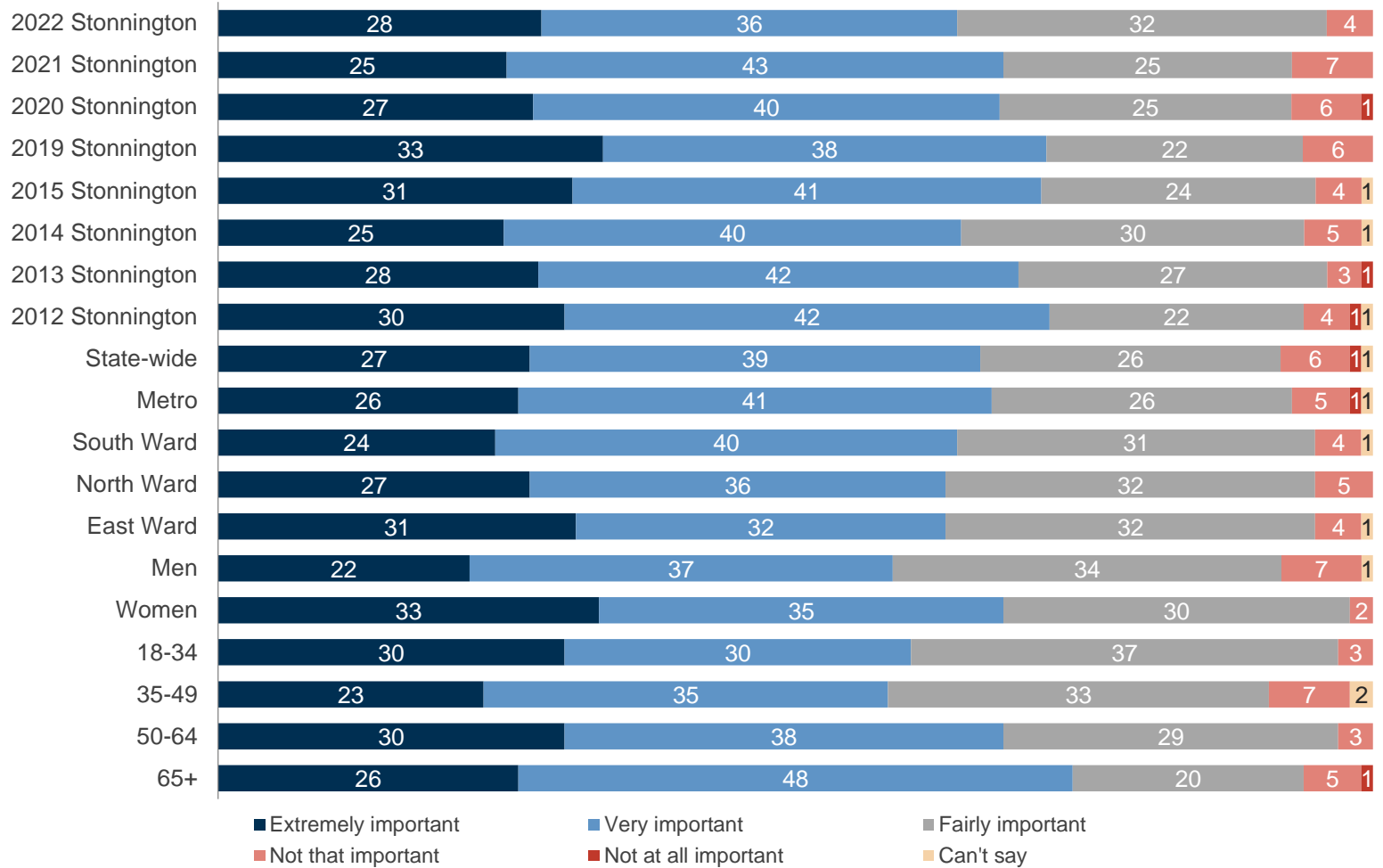
Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2022 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6



Parking facilities performance



2022 parking performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60	57	50	n/a	n/a	n/a	62	60	57	57
East Ward	59	60	60	n/a	n/a	n/a	59	63	63	n/a
Men	59	57	52	n/a	n/a	n/a	58	59	55	56
Metro	58	56	55	55	53	54	55	n/a	n/a	n/a
North Ward	57	53	46	n/a	n/a	n/a	54	53	50	n/a
Stonnington	57	56	52	n/a	n/a	n/a	56	59	57	55
35-49	57	59	55	n/a	n/a	n/a	53	60	59	53
State-wide	57	55	56	56	55	56	57	57	57	56
Women	55	54	53	n/a	n/a	n/a	54	59	59	54
South Ward	54	53	48	n/a	n/a	n/a	53	57	49	n/a
65+	54	52	54	n/a	n/a	n/a	52	57	55	54
50-64	53	52	50	n/a	n/a	n/a	49	56	56	53

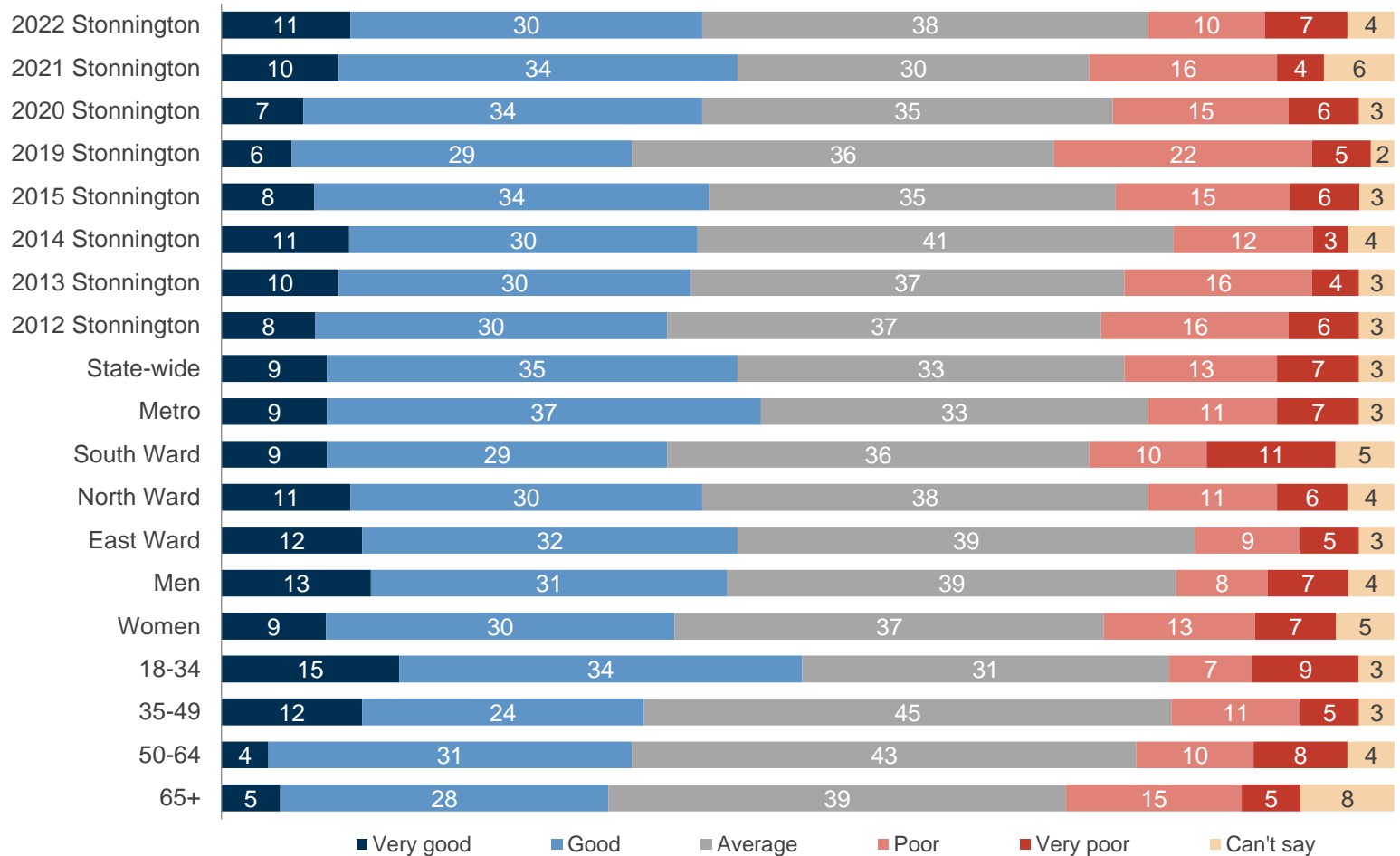
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2022 parking performance (%)



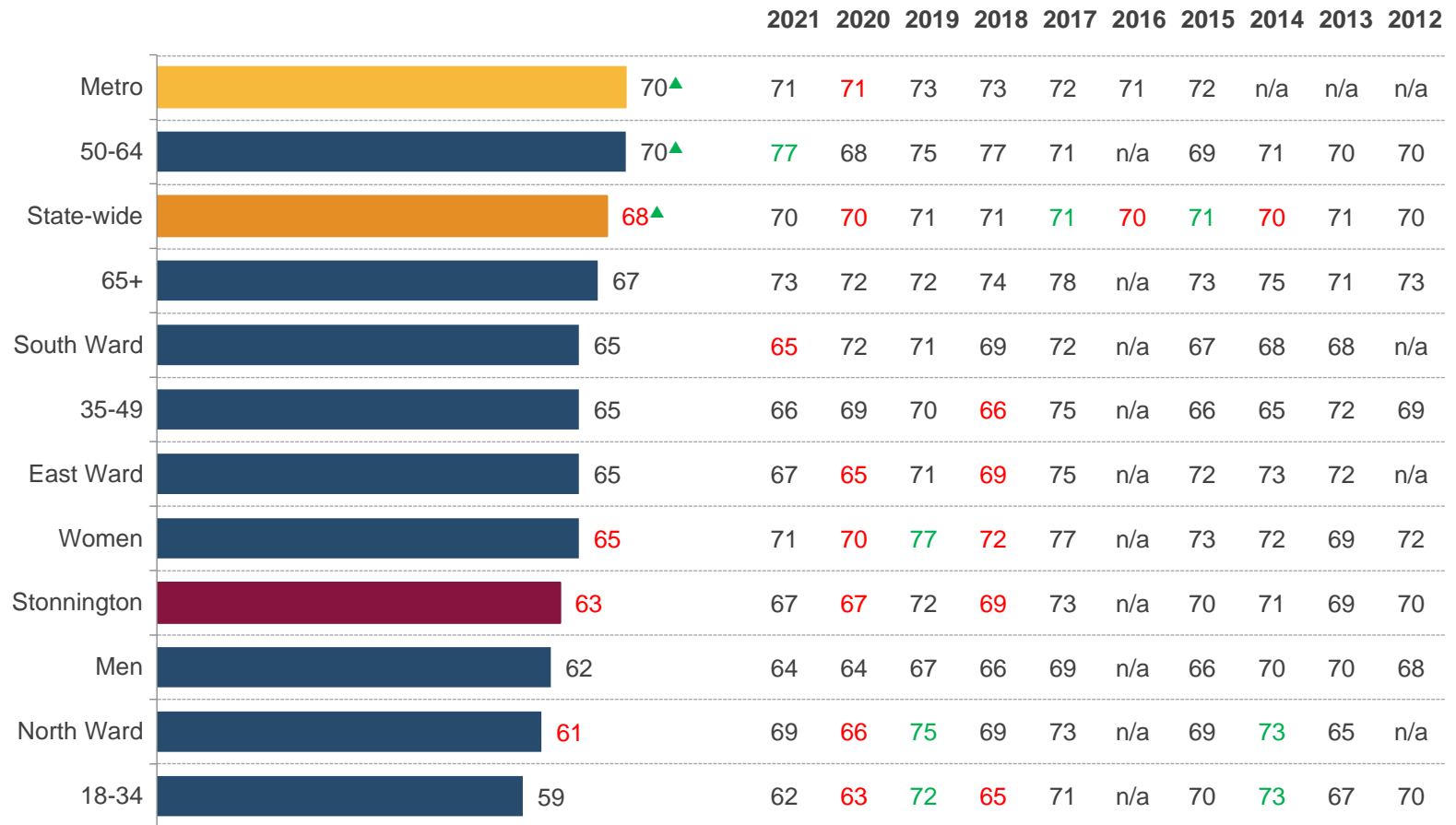
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 20 Councils asked group: 8



Enforcement of local laws importance



2022 law enforcement importance (index scores)



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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

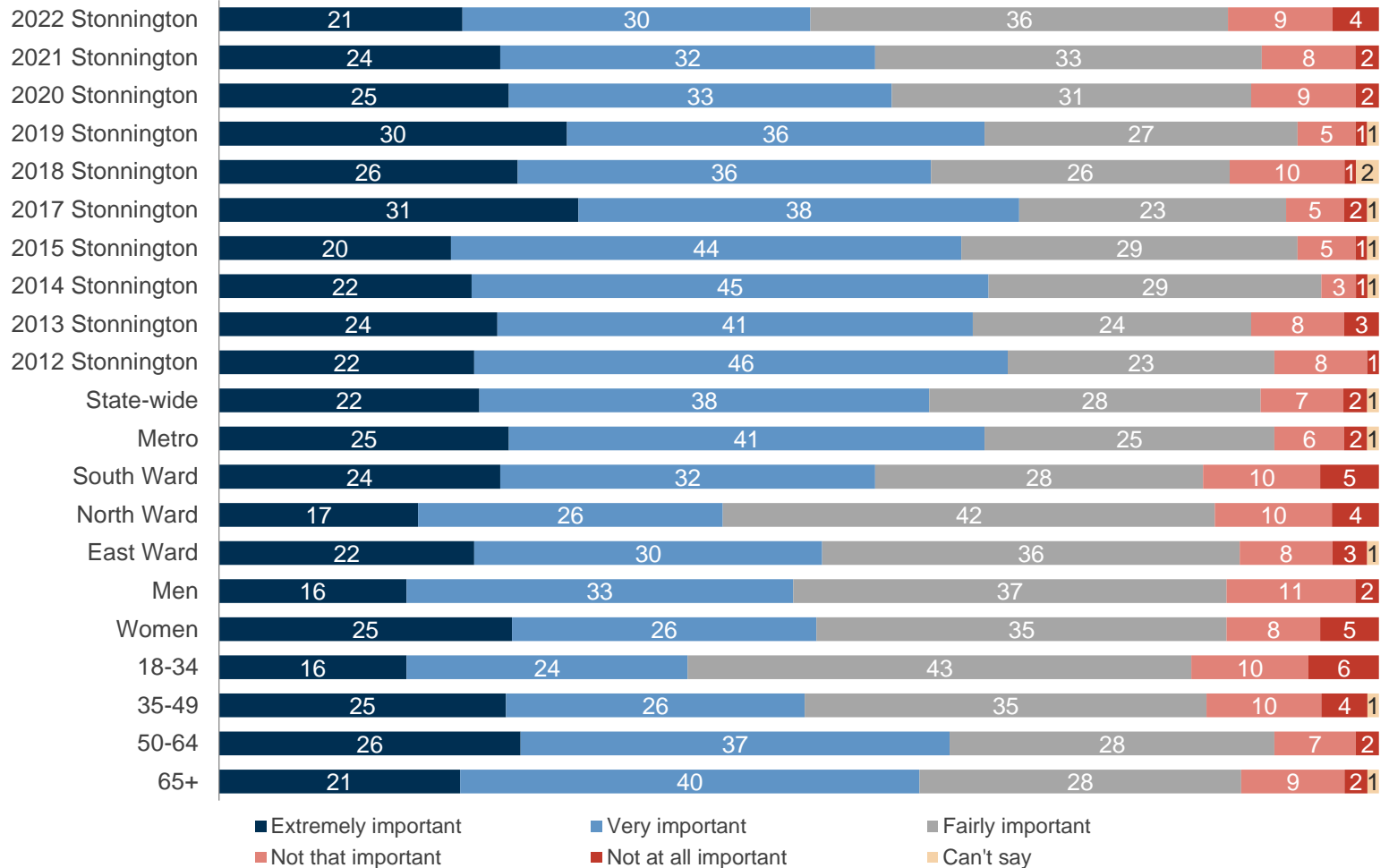
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2022 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: 24 Councils asked group: 7



Enforcement of local laws performance



2022 law enforcement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
North Ward	70	70	69	63	64	68	n/a	73	72	65	n/a
18-34	70	72	68	67	67	75	n/a	74	76	72	71
Women	69	71	68	65	67	72	n/a	70	71	67	68
50-64	68	59	66	58	57	68	n/a	64	64	64	66
South Ward	68	66	68	68	64	74	n/a	67	71	66	n/a
Stonnington	67	68	67	65	65	71	n/a	69	72	68	67
35-49	66	68	67	65	66	68	n/a	65	69	65	60
Men	66	65	66	64	63	69	n/a	68	73	69	66
Metro	65	66	65	64	64	64	64	66	n/a	n/a	n/a
East Ward	64	67	64	63	67	70	n/a	68	73	70	n/a
State-wide	63	64	63	64	64	64	63	66	66	65	65
65+	61	62	64	63	65	65	n/a	65	71	65	68

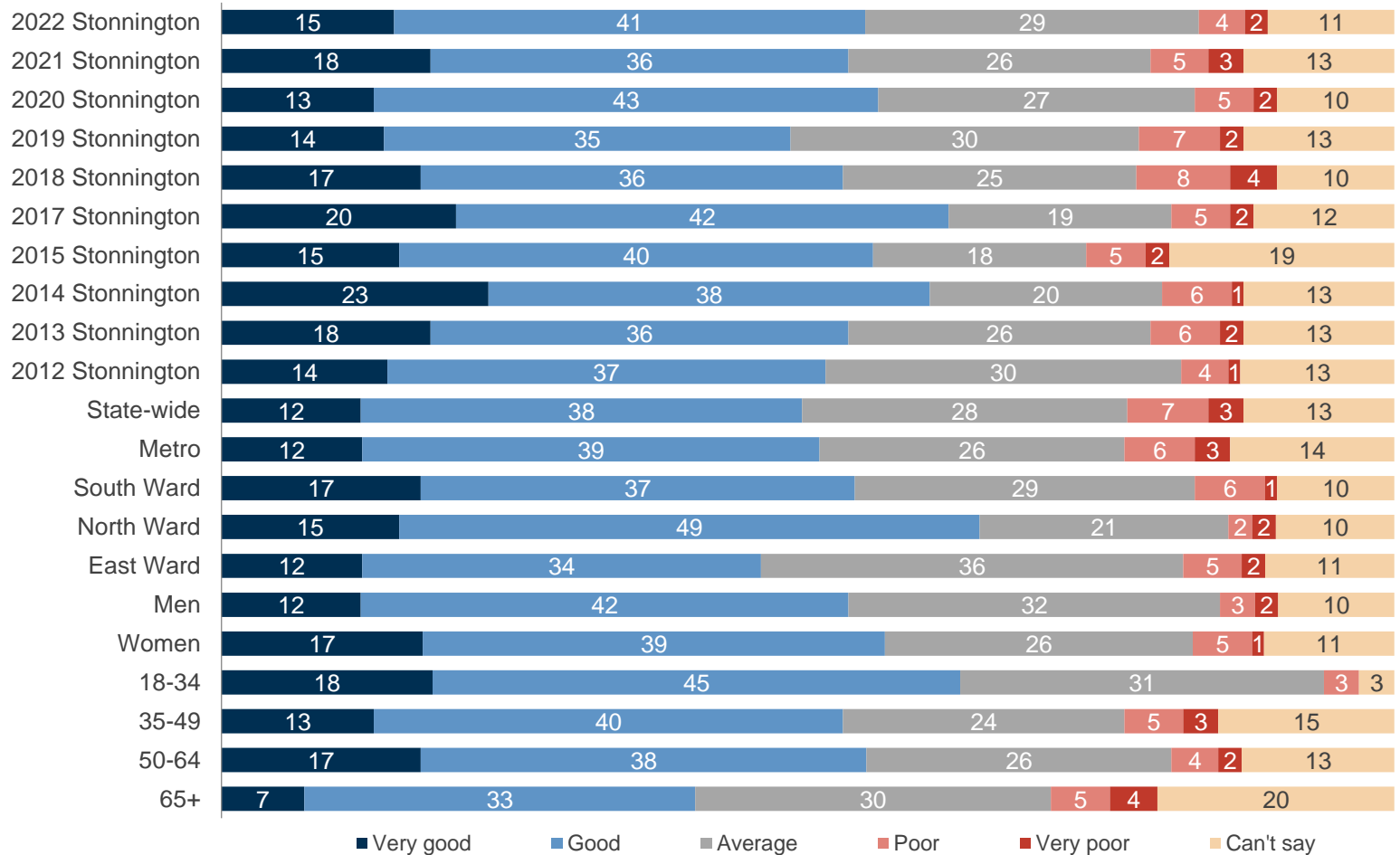
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2022 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: 8



Recreational facilities importance



2022 recreational facilities importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
50-64	78	79	73	70	73	72	n/a	73	72	75	75
35-49	76	76	75	76	72	73	n/a	75	74	78	71
East Ward	75	72	75	69	74	75	n/a	72	73	75	n/a
Women	75	75	73	70	73	72	n/a	73	72	75	74
North Ward	75	74	71	68	70	68	n/a	68	68	70	n/a
State-wide	74	74	72	72	73	72	73	72	72	72	72
Metro	74	74	72	72	73	73	73	72	n/a	n/a	n/a
Stonnington	73	73	73	70	72	72	n/a	71	71	72	71
65+	72	73	71	70	72	73	n/a	71	71	70	70
Men	72	71	74	69	70	71	n/a	69	69	69	69
18-34	71	70	73	66	71	70	n/a	68	68	68	70
South Ward	69	73	74	73	71	72	n/a	72	69	68	n/a

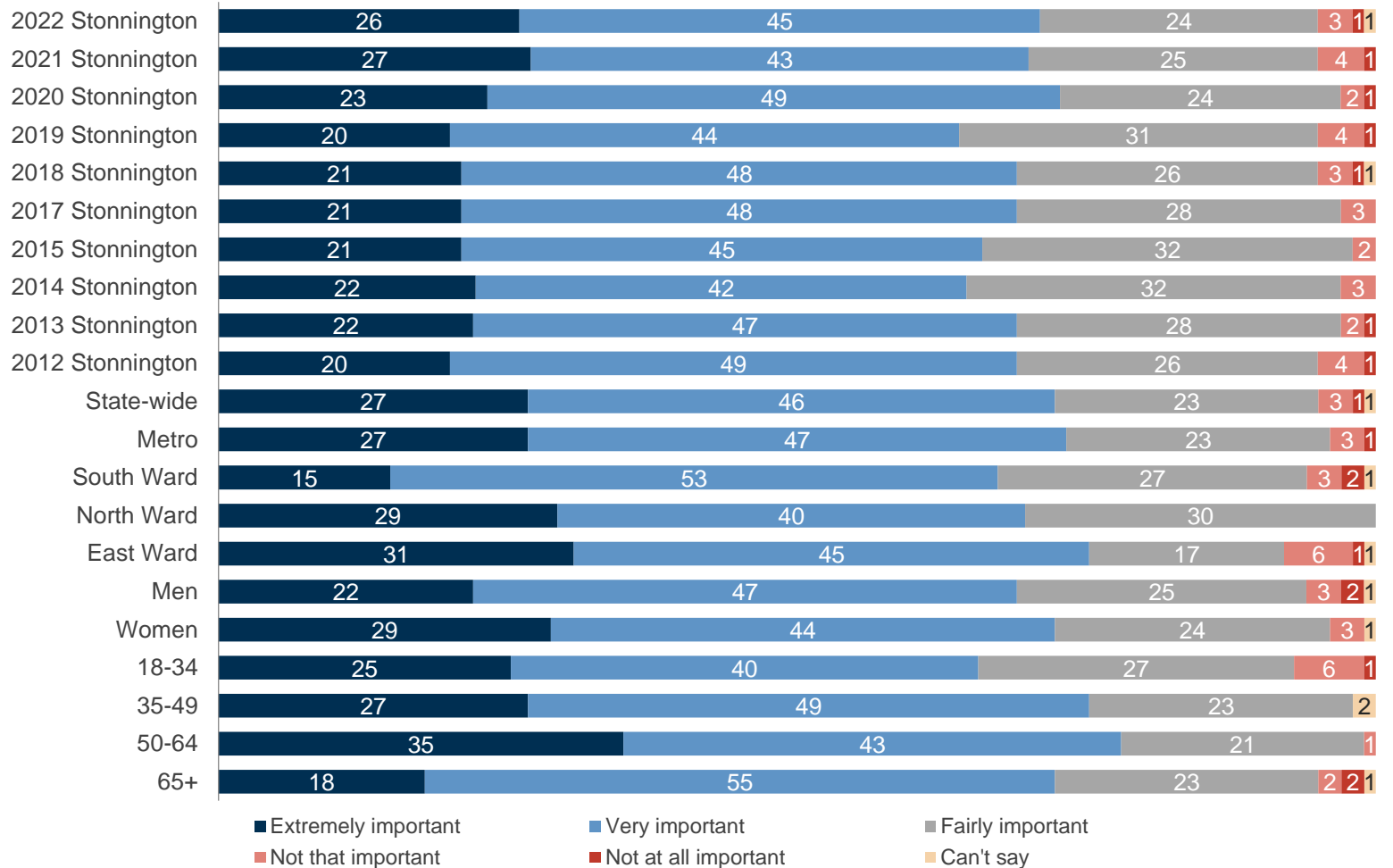
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2022 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10



Recreational facilities performance



2022 recreational facilities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
East Ward	74	75	73	75	71	77	n/a	76	76	77	n/a
50-64	73	71	67	71	70	72	n/a	70	73	75	75
Metro	73	75	74	75	74	73	73	74	n/a	n/a	n/a
Women	73	76	73	74	71	77	n/a	74	76	76	74
18-34	72	77	76	74	69	77	n/a	78	73	73	74
Stonnington	71	75	72	73	70	74	n/a	76	74	75	74
65+	71	73	73	73	74	75	n/a	73	76	74	77
South Ward	70	76	69	74	70	73	n/a	76	73	74	n/a
North Ward	70	74	75	68	68	74	n/a	75	71	71	n/a
Men	70	74	71	72	69	72	n/a	77	71	74	73
State-wide	69	71	70	70	69	70	69	70	71	70	70
35-49	69	74	68	71	67	71	n/a	77	74	77	69

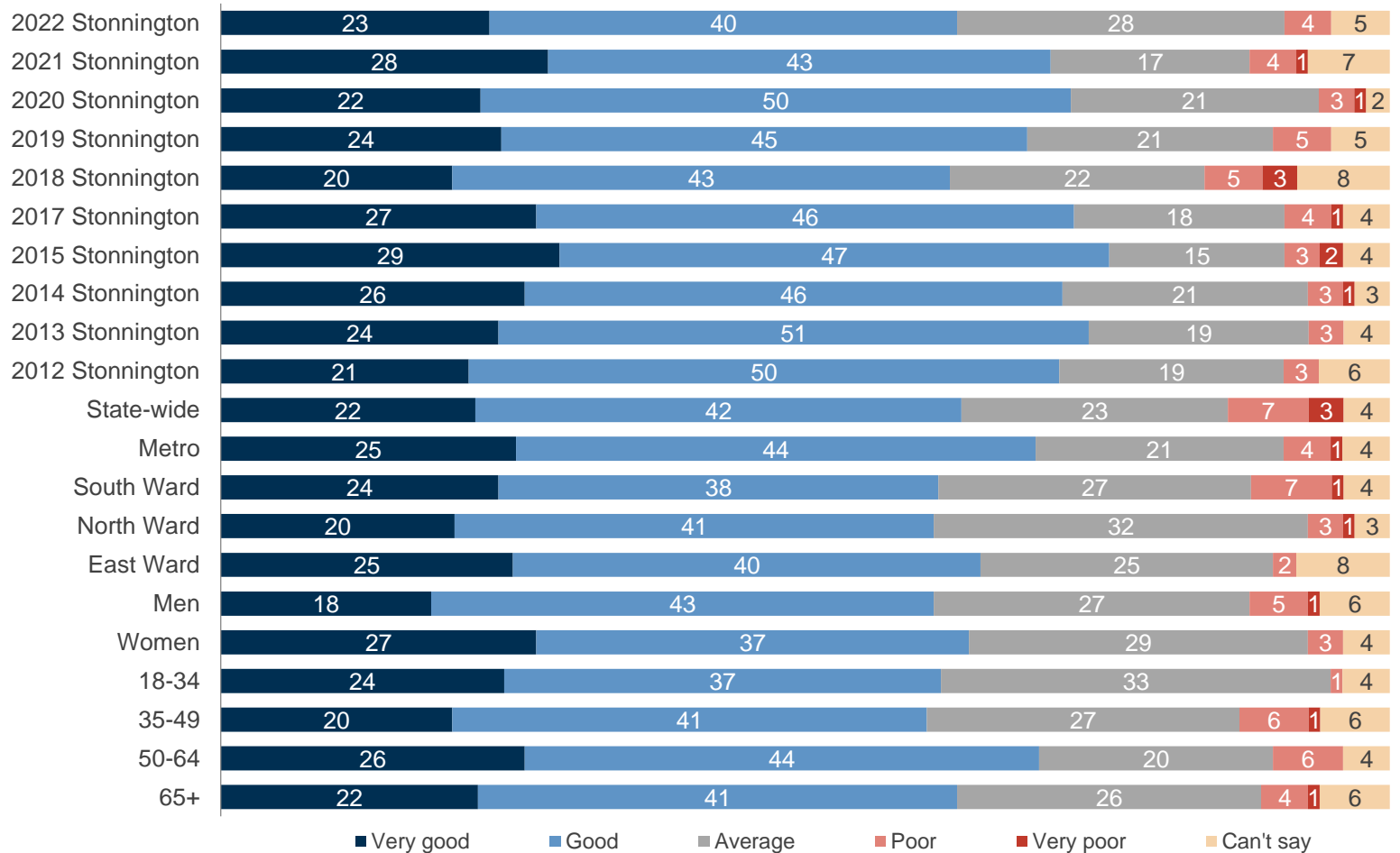
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2022 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12



The appearance of public areas importance



2022 public areas importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	81	81	78	80	77	77	n/a	77	77	76
North Ward	81▲	77	75	75	73	n/a	72	72	74	n/a
35-49	81	80	80	74	75	81	n/a	73	72	81
Women	77	79	76	76	72	76	n/a	72	73	76
65+	77	78	73	74	75	77	n/a	76	75	75
Stonnington	77	79	76	74	73	75	n/a	71	72	74
Men	76	78	75	72	74	73	n/a	69	70	71
Metro	76	76	73	74	74	75	74	73	n/a	n/a
State-wide	75	75	74	73	74	74	74	73	73	74
South Ward	75	82	79	76	73	74	n/a	71	73	73
East Ward	74	77	73	72	71	77	n/a	69	71	74
18-34	73	78	73	71	70	69	n/a	64	68	67

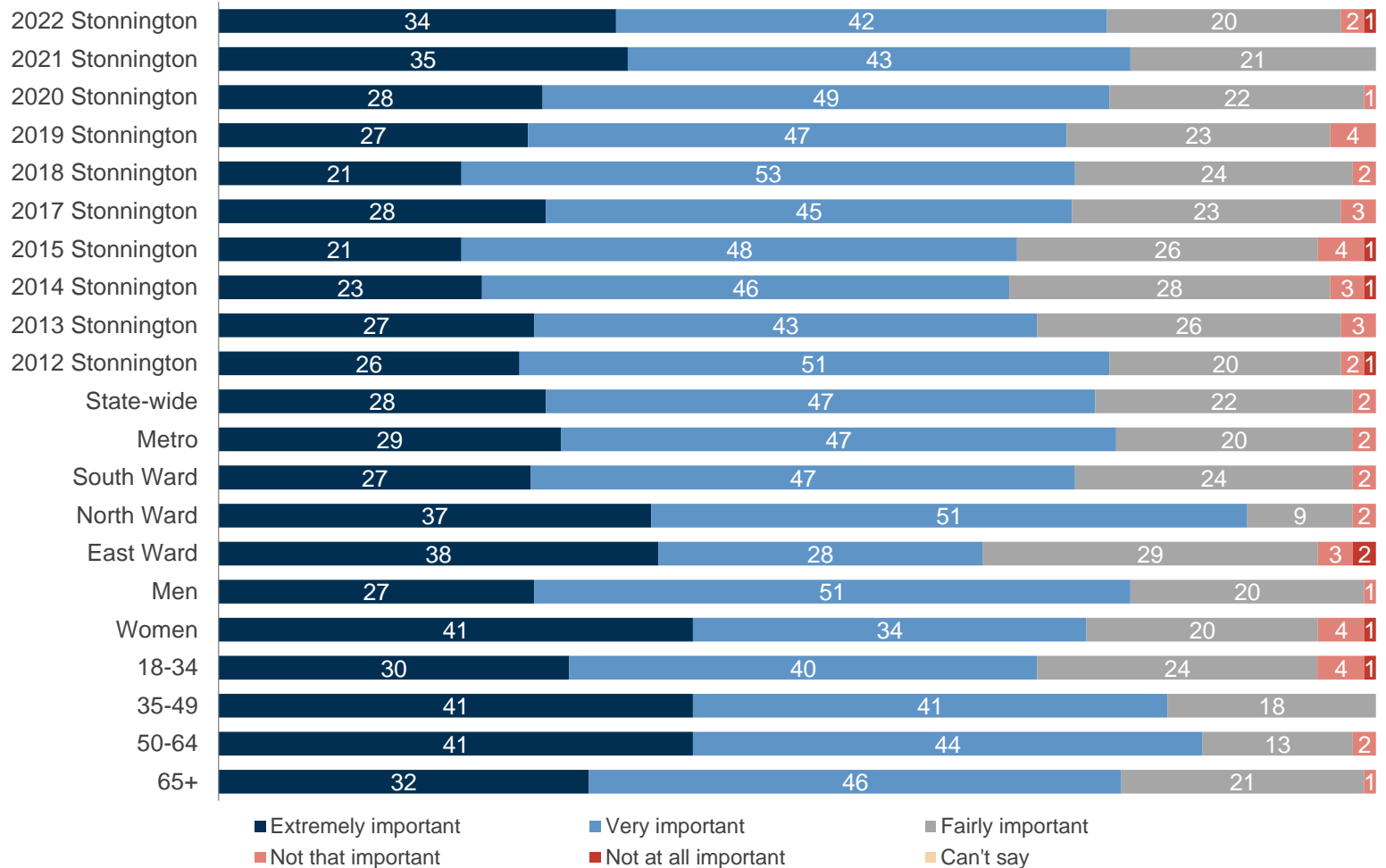
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2022 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: 32 Councils asked group: 9



The appearance of public areas performance



2022 public areas performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	82▲	80	77	78	75	80	n/a	86	82	83	79
North Ward	79	77	74	71	72	76	n/a	79	75	74	n/a
Men	77	76	74	77	73	75	n/a	81	78	79	76
Stonnington	77	78	74	76	74	77	n/a	80	77	78	76
Women	77	79	74	75	75	78	n/a	79	77	78	75
35-49	77	76	73	75	72	73	n/a	76	75	76	69
East Ward	77	79	79	79	81	78	n/a	81	80	82	n/a
South Ward	75	77	66	78	70	76	n/a	80	76	74	n/a
65+	73	76	73	77	74	75	n/a	78	77	76	77
Metro	72▼	74	73	74	73	72	72	73	n/a	n/a	n/a
State-wide	71▼	73	72	72	71	71	71	72	72	71	71
50-64	69▼	75	69	71	74	74	n/a	72	70	74	74

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

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 11

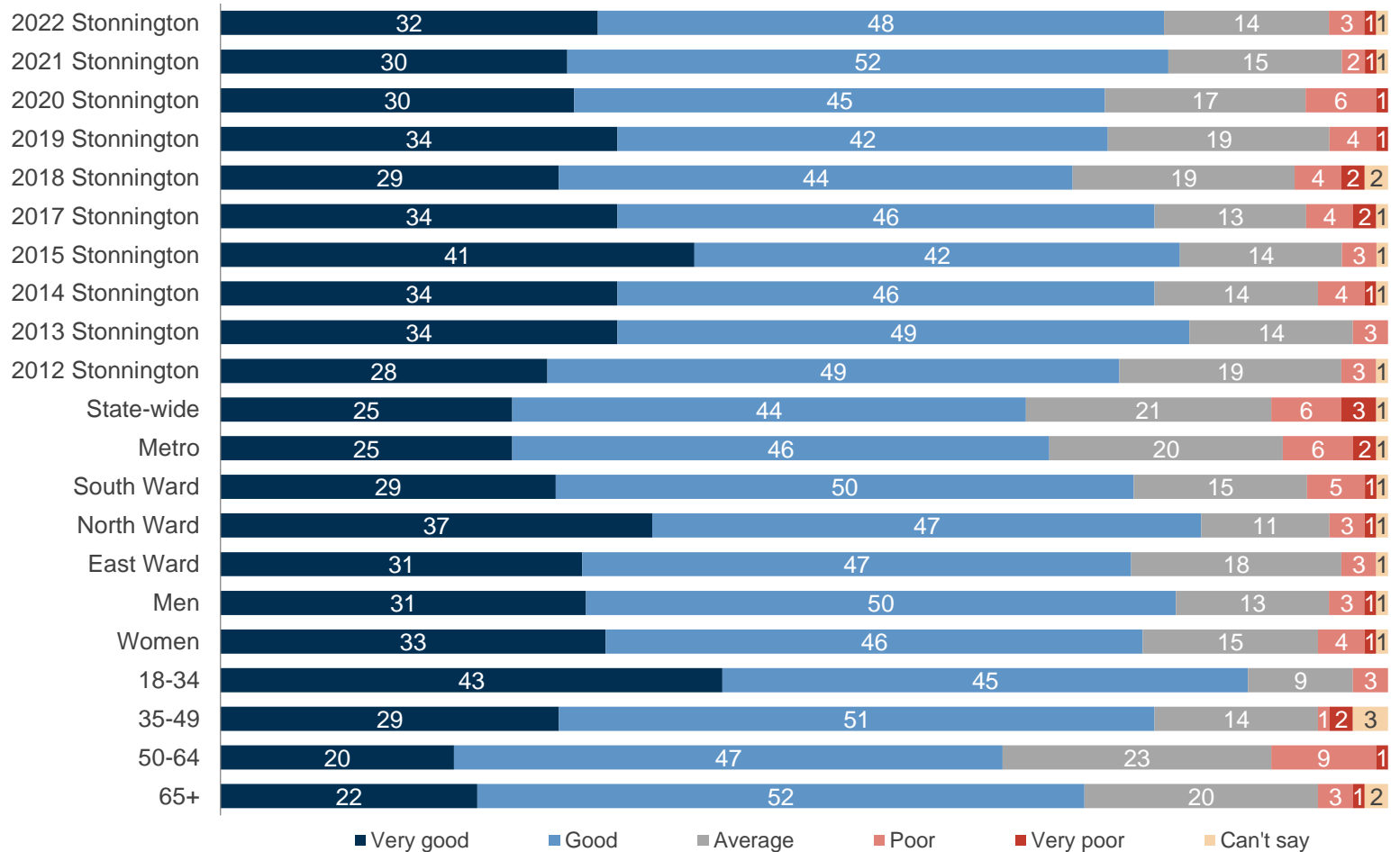
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2022 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: 43 Councils asked group: 11



Art centres and libraries importance



2022 art centres and libraries importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	75▲	77	74	73	71	72	73	76	74	73	75
50-64	74	73	72	72	71	70	74	74	70	72	76
35-49	72	73	73	66	69	67	72	72	72	76	64
65+	72	73	71	68	75	72	69	74	74	73	73
North Ward	72	73	70	69	66	65	n/a	67	72	70	n/a
East Ward	71	73	70	71	69	71	n/a	71	69	74	n/a
Metro	70	70	68	67	67	67	68	69	n/a	n/a	n/a
Stonnington	70	73	71	70	68	68	71	71	70	72	69
State-wide	67▼	67	65	65	65	64	66	65	66	66	66
18-34	66	72	69	72	63	66	70	66	67	68	66
South Ward	66	72	73	69	69	69	n/a	73	70	67	n/a
Men	65▼	68	67	66	65	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: 23 Councils asked group: 9

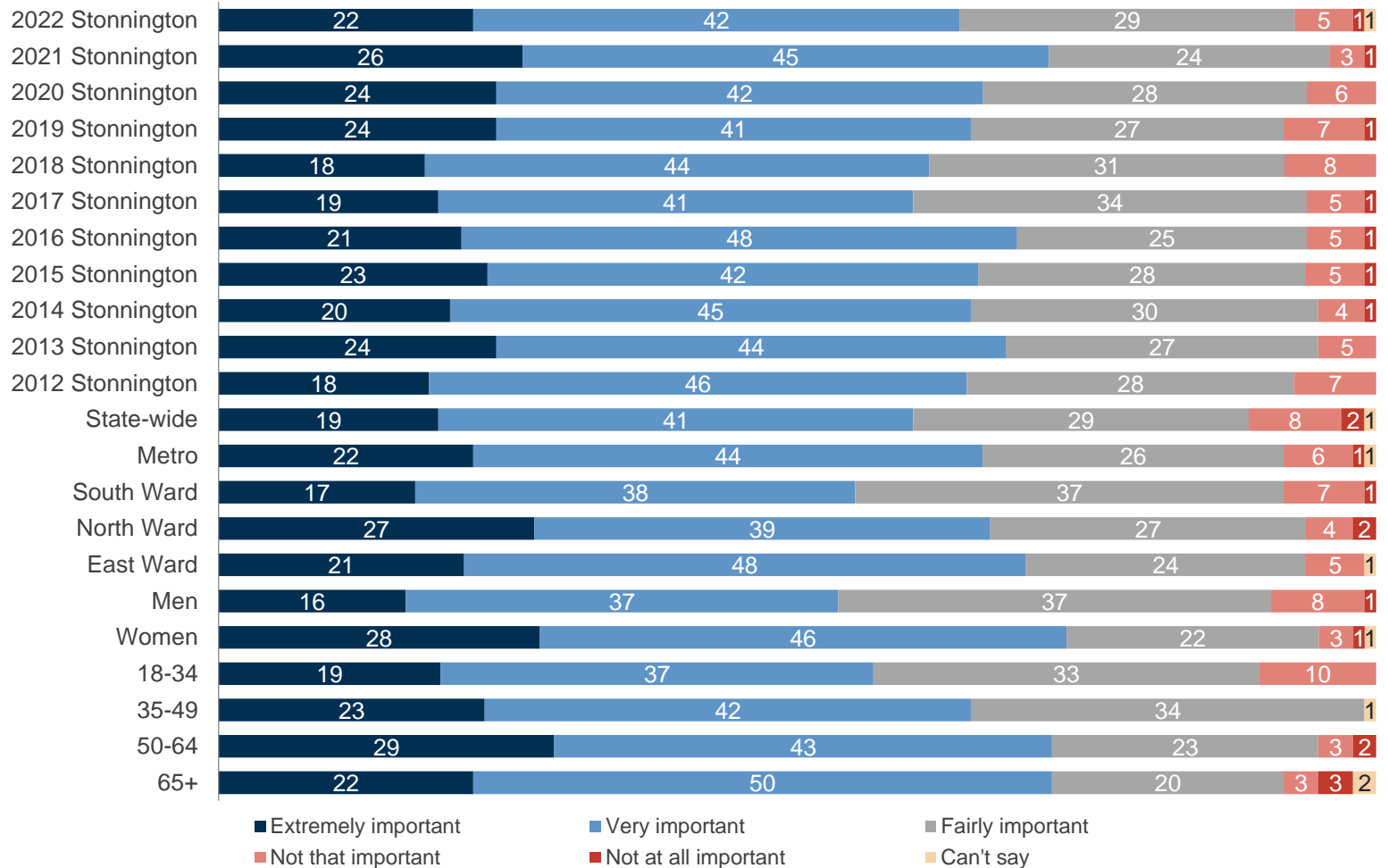
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2022 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: 23 Councils asked group: 9



Art centres and libraries performance



2022 art centres and libraries performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	76	77	78	77	80	82	80	81	85	79	79
Women	74	76	76	76	79	81	77	80	79	79	78
North Ward	74	72	74	75	74	76	n/a	74	76	78	n/a
Metro	73	73	75	76	75	75	74	75	n/a	n/a	n/a
State-wide	73	73	74	74	74	73	72	73	75	73	73
Stonnington	72	73	74	75	78	78	76	78	78	77	73
East Ward	71	75	76	74	81	79	n/a	80	79	79	n/a
50-64	71	68	75	75	75	76	79	77	73	78	74
18-34	71	73	74	73	78	76	75	78	77	77	72
35-49	71	71	72	76	77	80	74	79	76	76	69
South Ward	70	72	73	74	79	79	n/a	79	77	73	n/a
Men	69	70	73	73	76	74	75	77	76	75	68

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: 9

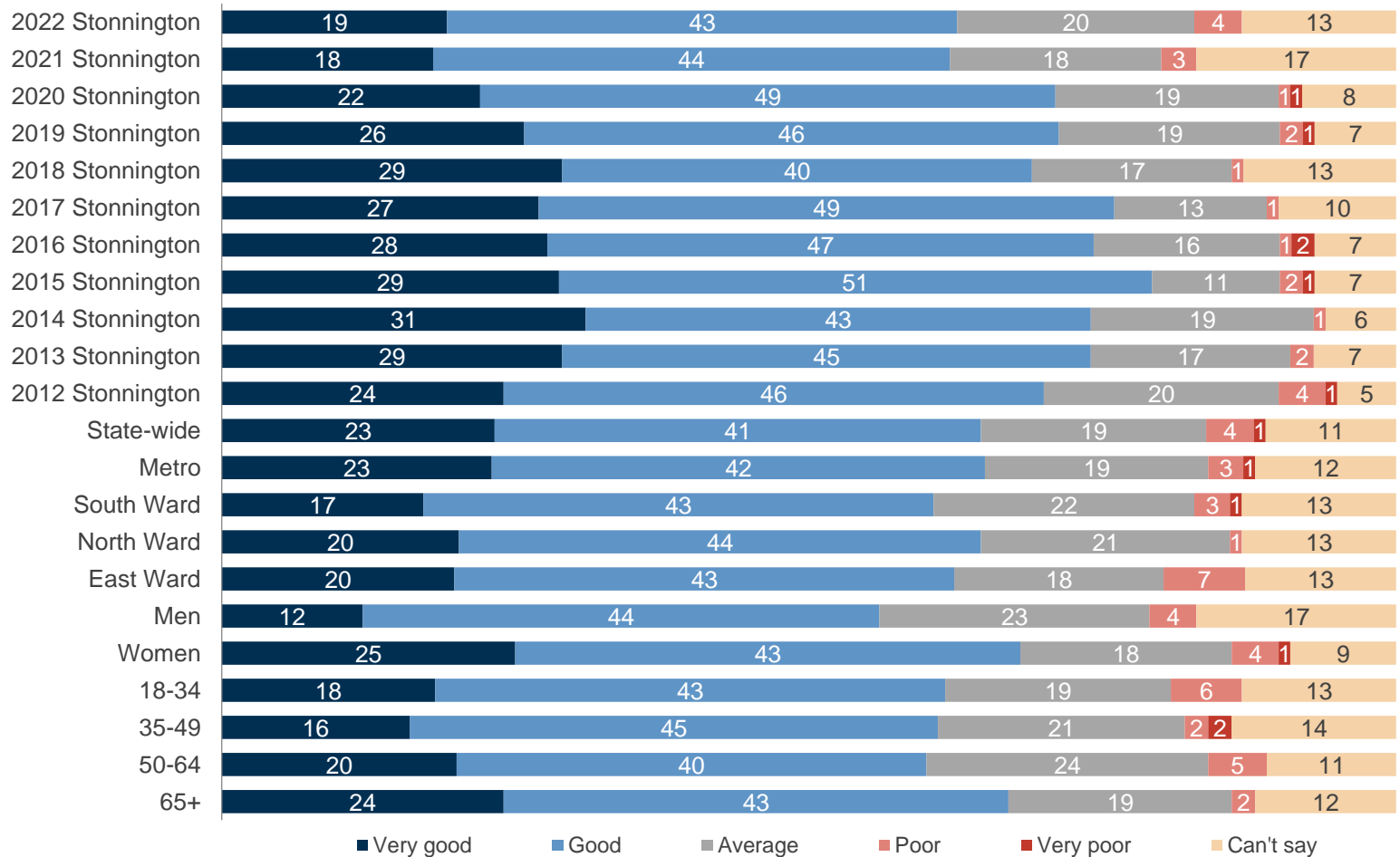
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2022 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: 28 Councils asked group: 9



Community and cultural activities importance



2022 community and cultural activities importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	64	66	65	59	61	65	66	61	62	66	54
South Ward	64	64	67	57	60	67	n/a	60	62	64	n/a
State-wide	64▲	64	62	61	61	61	62	62	62	62	62
Metro	64▲	64	61	60	61	61	62	62	n/a	n/a	n/a
Women	64	67	70	66	64	65	70	63	64	62	64
50-64	61	65	62	60	61	61	64	60	61	61	62
Stonnington	61	65	65	60	61	64	65	59	60	61	60
18-34	61	65	69	62	61	66	67	57	59	58	61
North Ward	60	64	64	61	60	58	n/a	56	59	63	n/a
East Ward	60	66	65	63	64	65	n/a	60	60	59	n/a
Men	58	62	60	55	58	63	61	54	56	59	55
65+	57	63	60	59	61	60	61	61	61	61	61

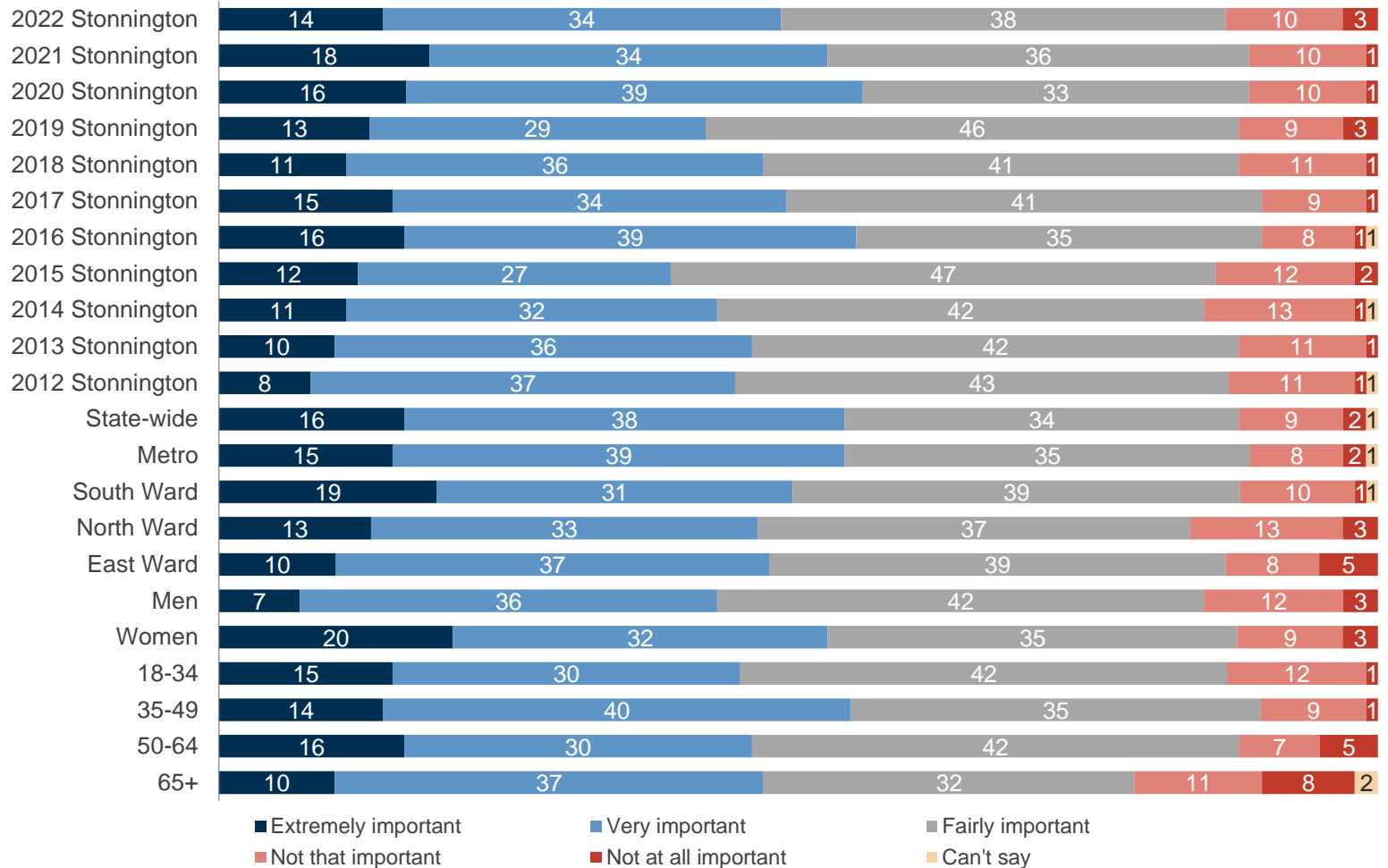
Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2022 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: 22 Councils asked group: 9



Community and cultural activities performance



2022 community and cultural activities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	67	71	69	72	76	75	78	75	78	73	73
South Ward	66	71	70	70	76	70	n/a	72	75	69	n/a
Women	65	68	73	71	77	77	78	74	79	74	72
East Ward	65	63	73	72	76	78	n/a	74	75	73	n/a
Metro	65	66	70	70	70	70	71	71	n/a	n/a	n/a
State-wide	65	65	68	69	69	69	69	69	70	69	68
Stonnington	64	66	70	70	74	74	75	73	75	72	71
35-49	64	67	71	70	73	75	79	77	73	71	71
18-34	64	64	71	68	72	73	73	69	75	70	67
Men	63	64	67	69	69	71	73	71	71	69	69
50-64	63	59	70	72	76	76	75	73	75	74	77
North Ward	62	64	67	67	69	74	n/a	72	74	72	n/a

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 12

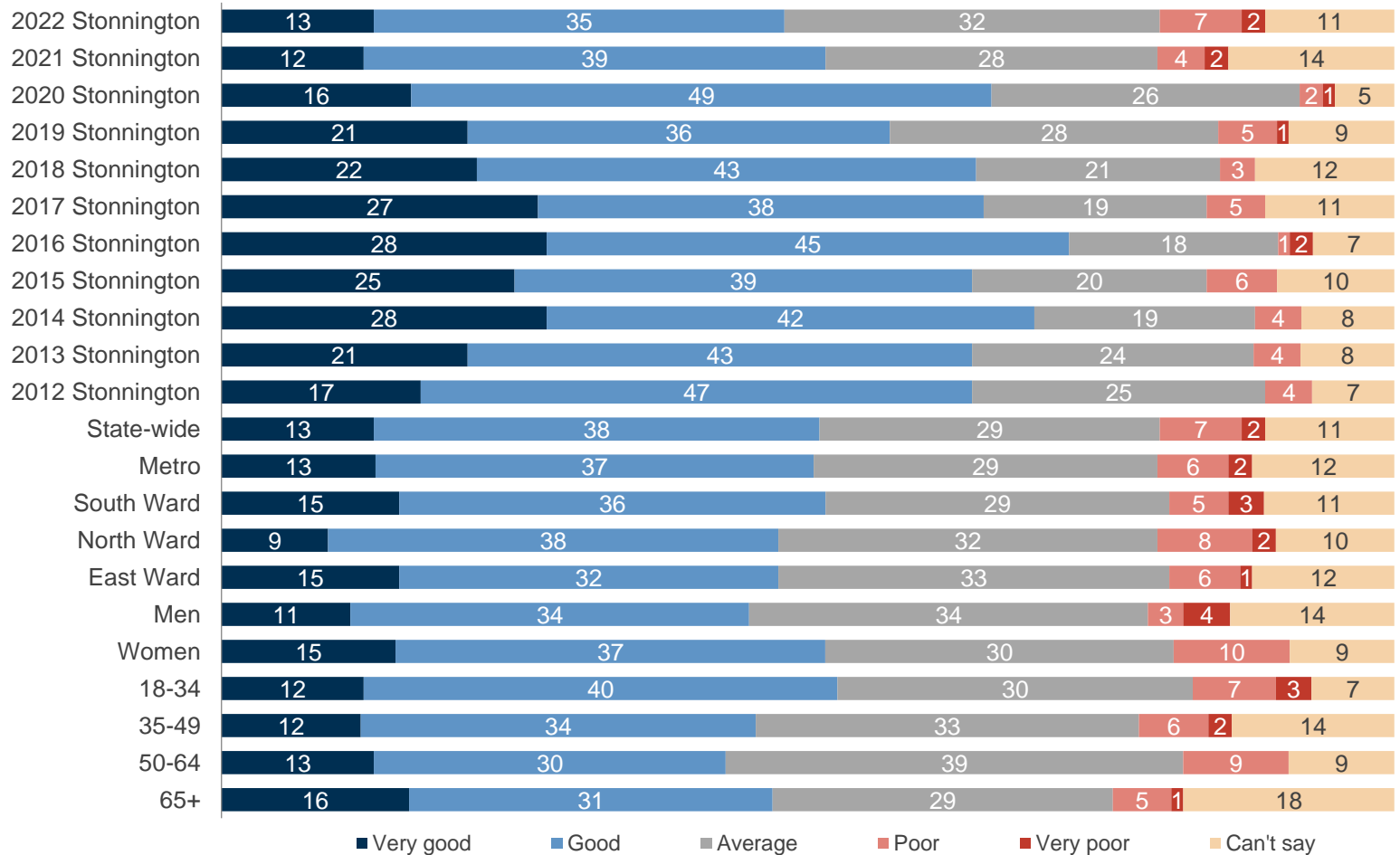
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2022 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: 30 Councils asked group: 12



Waste management importance



2022 waste management importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
50-64	87	89	84	86	n/a	n/a	n/a	84	82	84	83
Women	87	88	86	84	n/a	n/a	n/a	84	82	85	80
18-34	86	89	88	82	n/a	n/a	n/a	80	81	81	79
North Ward	86	87	84	85	n/a	n/a	n/a	82	81	79	n/a
South Ward	85	86	89	81	n/a	n/a	n/a	81	79	84	n/a
Stonnington	85	86	86	84	n/a	n/a	n/a	82	82	83	80
East Ward	85	86	86	85	n/a	n/a	n/a	82	84	84	n/a
Metro	85	85	84	83	83	81	82	81	n/a	n/a	n/a
65+	84	85	83	85	n/a	n/a	n/a	84	84	83	82
35-49	84	82	87	84	n/a	n/a	n/a	81	81	86	80
Men	83	85	86	84	n/a	n/a	n/a	79	81	81	80
State-wide	82	82	82	81	81	79	80	79	79	79	78

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

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

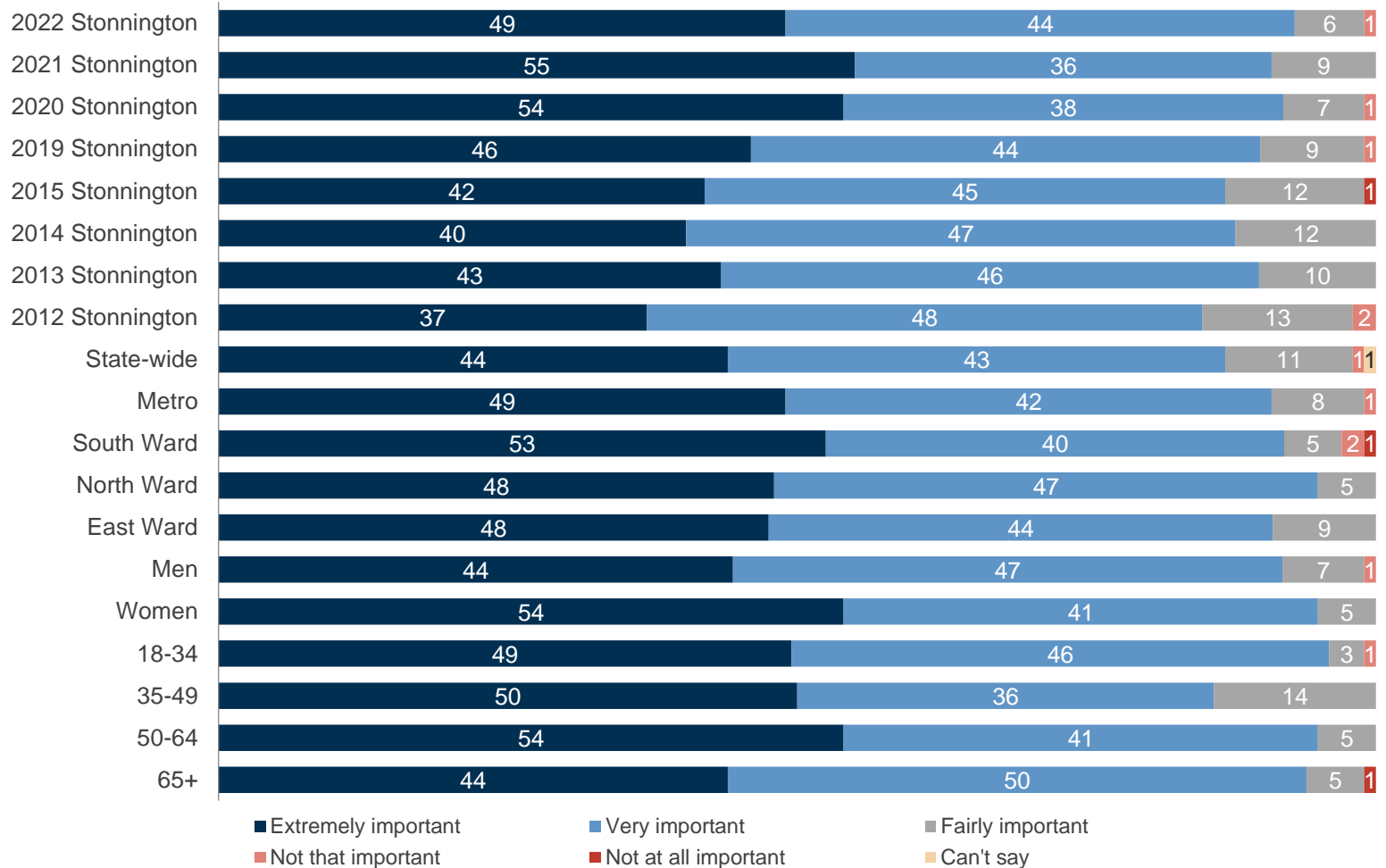
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2022 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10



Waste management performance



2022 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	75	76	75	76	n/a	n/a	n/a	81	83	81	81
Men	74	76	73	76	n/a	n/a	n/a	81	80	78	75
50-64	73	74	68	68	n/a	n/a	n/a	76	73	78	77
East Ward	73	74	73	75	n/a	n/a	n/a	80	80	81	n/a
Stonnington	71	74	69	73	n/a	n/a	n/a	79	79	79	75
Metro	71	72	70	73	75	75	76	77	n/a	n/a	n/a
35-49	70	71	72	74	n/a	n/a	n/a	79	78	74	71
South Ward	70	75	67	76	n/a	n/a	n/a	78	82	75	n/a
North Ward	69	71	66	69	n/a	n/a	n/a	78	74	76	n/a
18-34	68	73	65	73	n/a	n/a	n/a	78	80	81	75
State-wide	68▼	69	65	68	70	71	70	72	73	71	72
Women	67▼	71	66	71	n/a	n/a	n/a	77	78	79	76

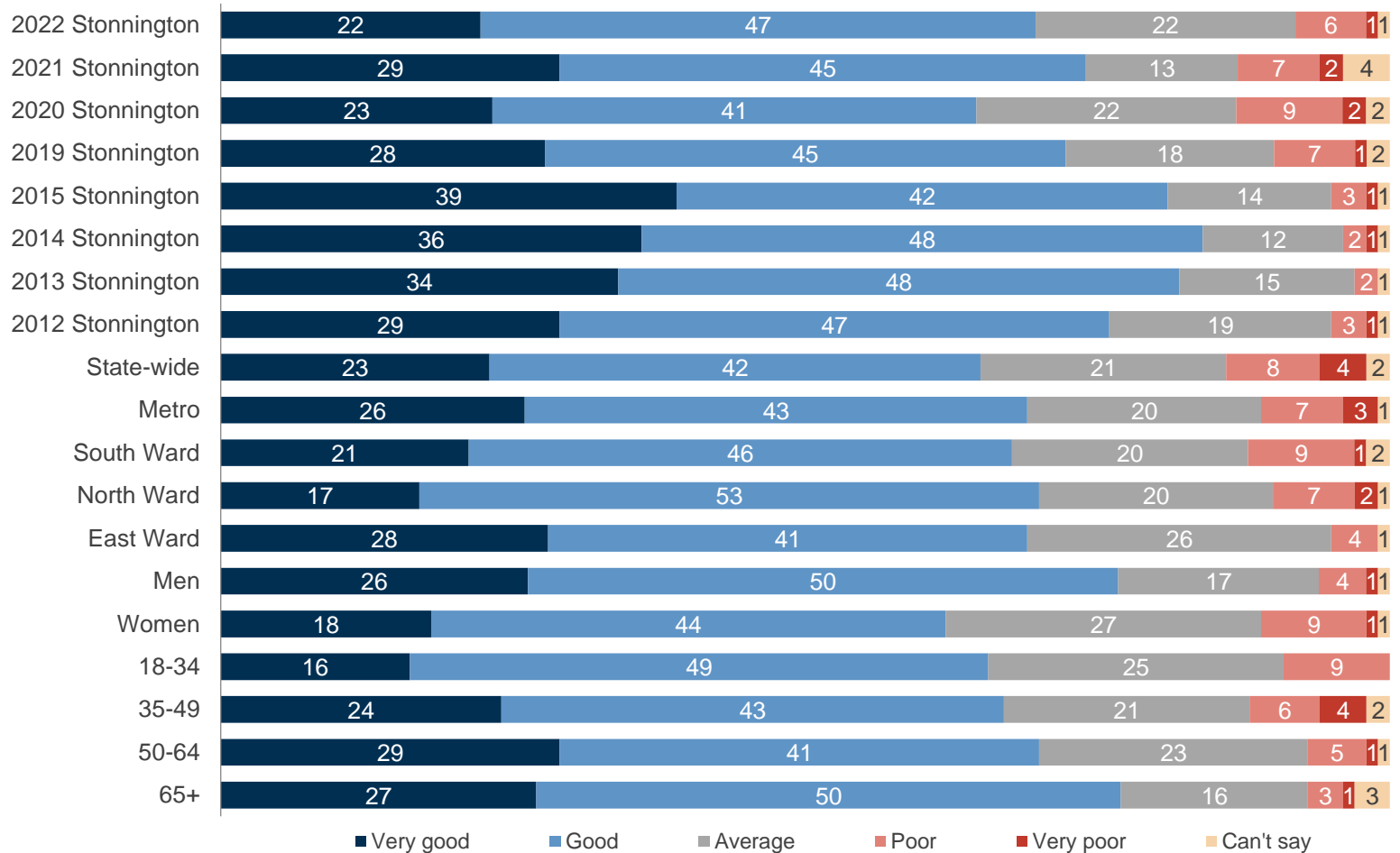
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2022 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

Business and community development and tourism importance



2022 business/development/tourism importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	69▲	70	67	65	66	67	67	67	67	66
Women	64▲	65	57	57	58	61	62	59	60	58
18-34	62	67	56	59	57	62	62	57	58	56
North Ward	62	63	58	56	56	58	n/a	56	52	55
35-49	61	63	57	55	54	67	58	58	55	61
Metro	61	62	58	57	59	60	60	59	n/a	n/a
Stonnington	60	63	55	56	55	61	59	57	56	57
50-64	60	59	54	52	52	53	53	57	54	55
South Ward	59	65	58	59	57	64	n/a	56	56	62
East Ward	59	62	51	54	52	61	n/a	58	58	55
Men	56	61	53	55	51	60	55	55	52	55
65+	55	59	54	54	53	58	56	57	56	54

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

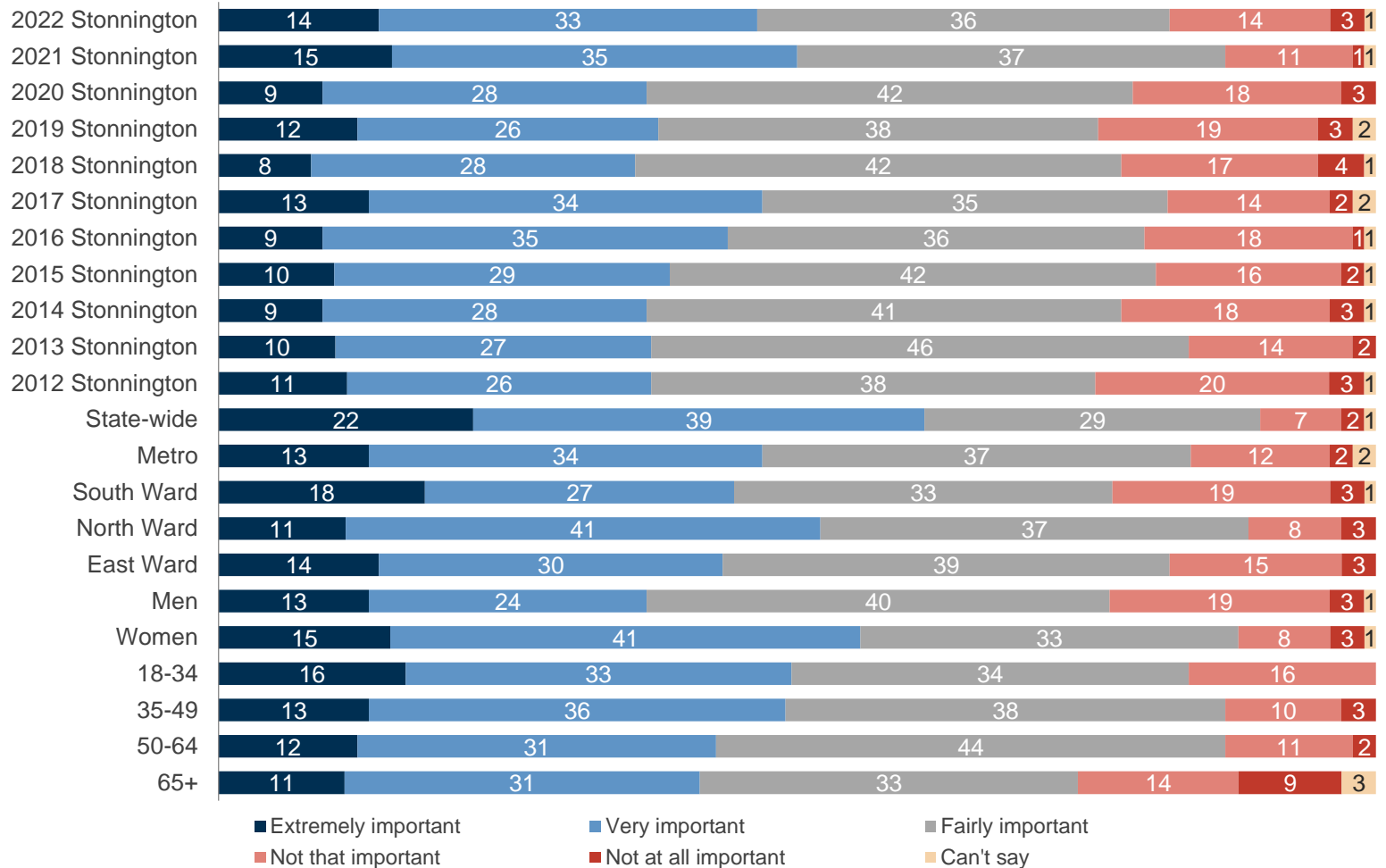
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6

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

Business and community development and tourism importance



2022 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: 23 Councils asked group: 6

Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
South Ward	62▲	63	55	56	67	65	n/a	62	69	63	n/a
State-wide	60▲	61	59	61	60	61	60	61	62	62	62
Metro	59▲	60	59	60	60	60	62	62	n/a	n/a	n/a
18-34	58	65	60	59	63	69	64	64	65	63	59
Women	57	63	61	60	62	66	65	67	67	62	61
35-49	56	56	54	56	62	58	63	59	61	63	58
Stonnington	56	60	57	57	63	64	63	62	63	62	58
65+	55	60	56	55	61	60	64	63	65	59	59
East Ward	55	62	60	58	62	64	n/a	62	61	62	n/a
Men	55	58	54	55	63	62	61	57	60	62	56
North Ward	53	57	56	58	59	62	n/a	62	61	62	n/a
50-64	51	52	55	56	63	58	60	61	58	60	57

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

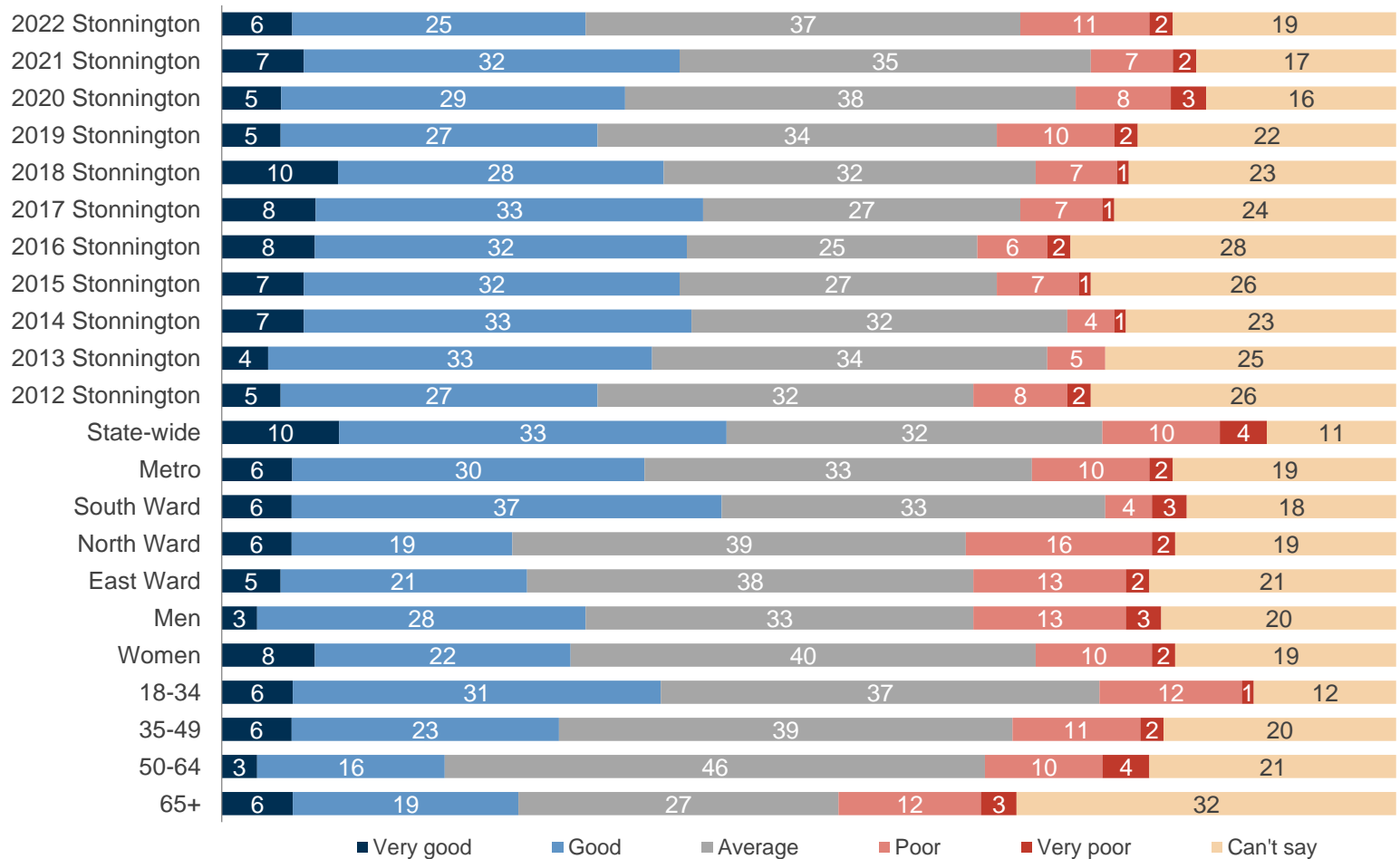
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7

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

Business and community development and tourism performance



2022 business/development/tourism performance (%)



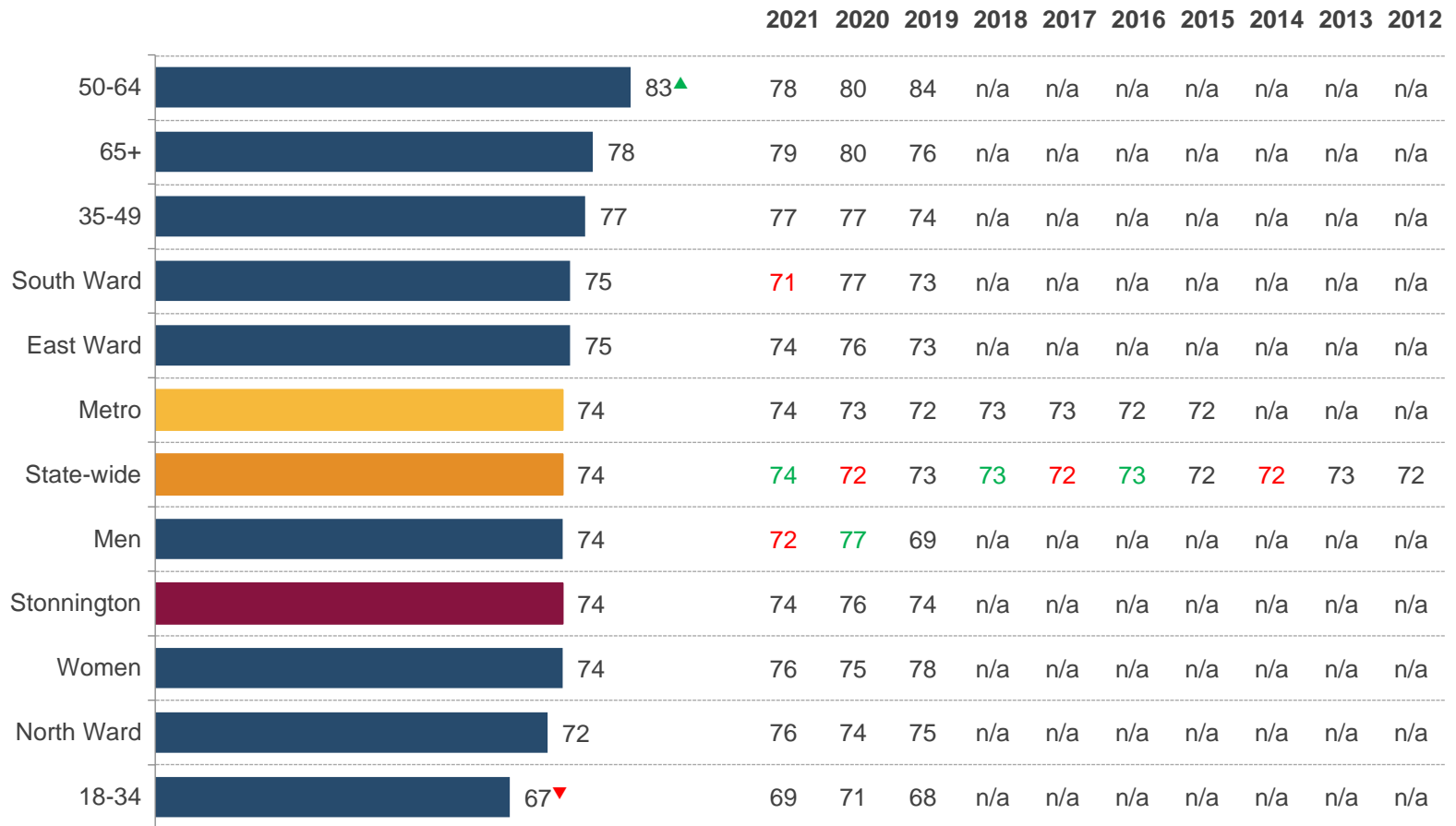
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7



Council's general town planning policy importance



2022 town planning importance (index scores)



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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5

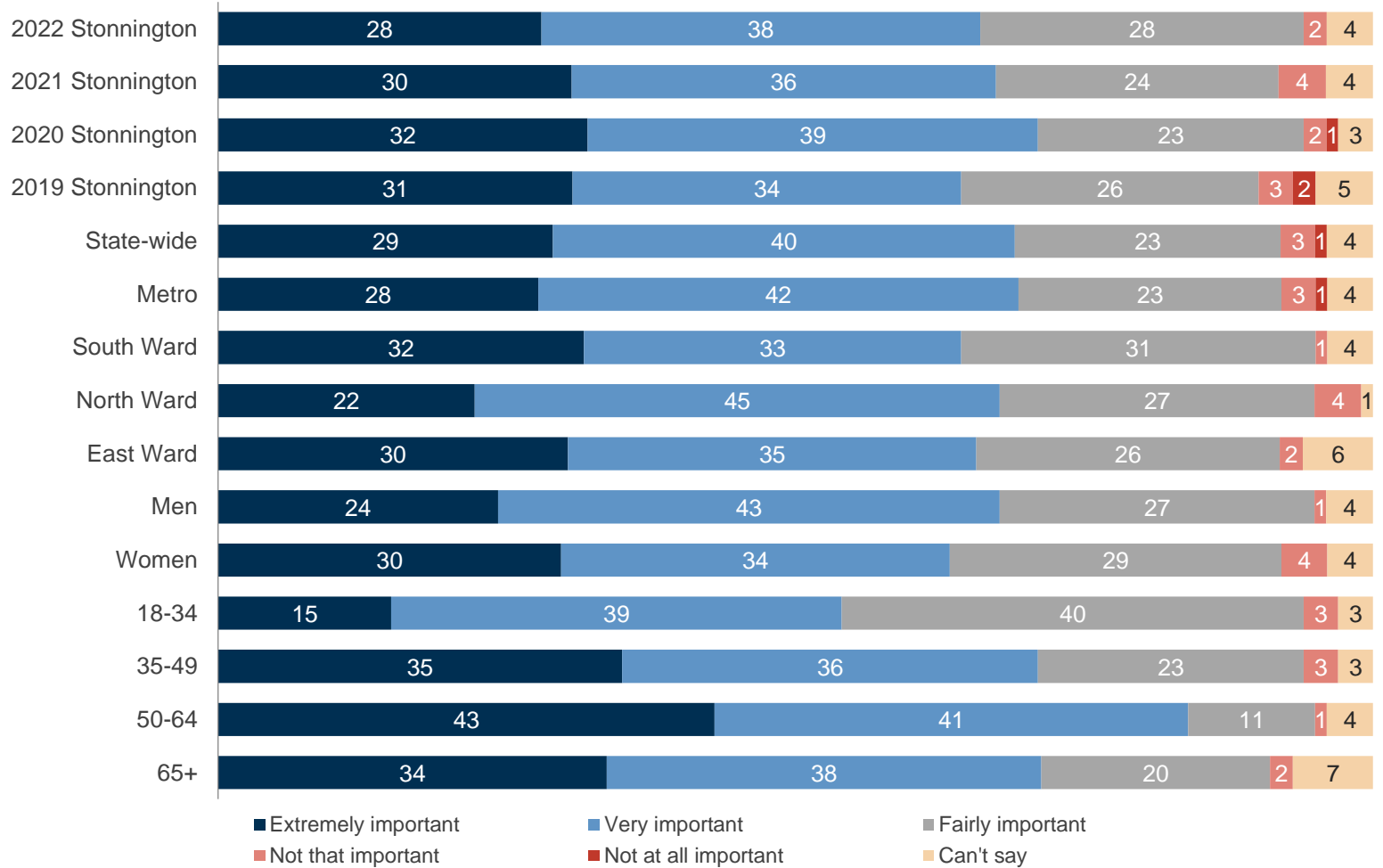
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2022 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: 14 Councils asked group: 5



Council's general town planning policy performance



2022 town planning performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	62▲	63	59	65	n/a	n/a	n/a	n/a	n/a	n/a
North Ward	58	60	55	55	n/a	n/a	n/a	n/a	n/a	n/a
Men	56	55	55	59	n/a	n/a	n/a	n/a	n/a	n/a
Stonnington	56	58	55	58	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	56	57	52	59	n/a	n/a	n/a	n/a	n/a	n/a
Women	55	61	55	56	n/a	n/a	n/a	n/a	n/a	n/a
Metro	55	56	55	56	53	53	54	55	n/a	n/a
State-wide	54	55	54	55	54	53	52	54	55	55
East Ward	53	57	57	59	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	58	52	54	n/a	n/a	n/a	n/a	n/a	n/a
65+	50	53	57	57	n/a	n/a	n/a	n/a	n/a	n/a
50-64	48▼	49	47	45	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: 9

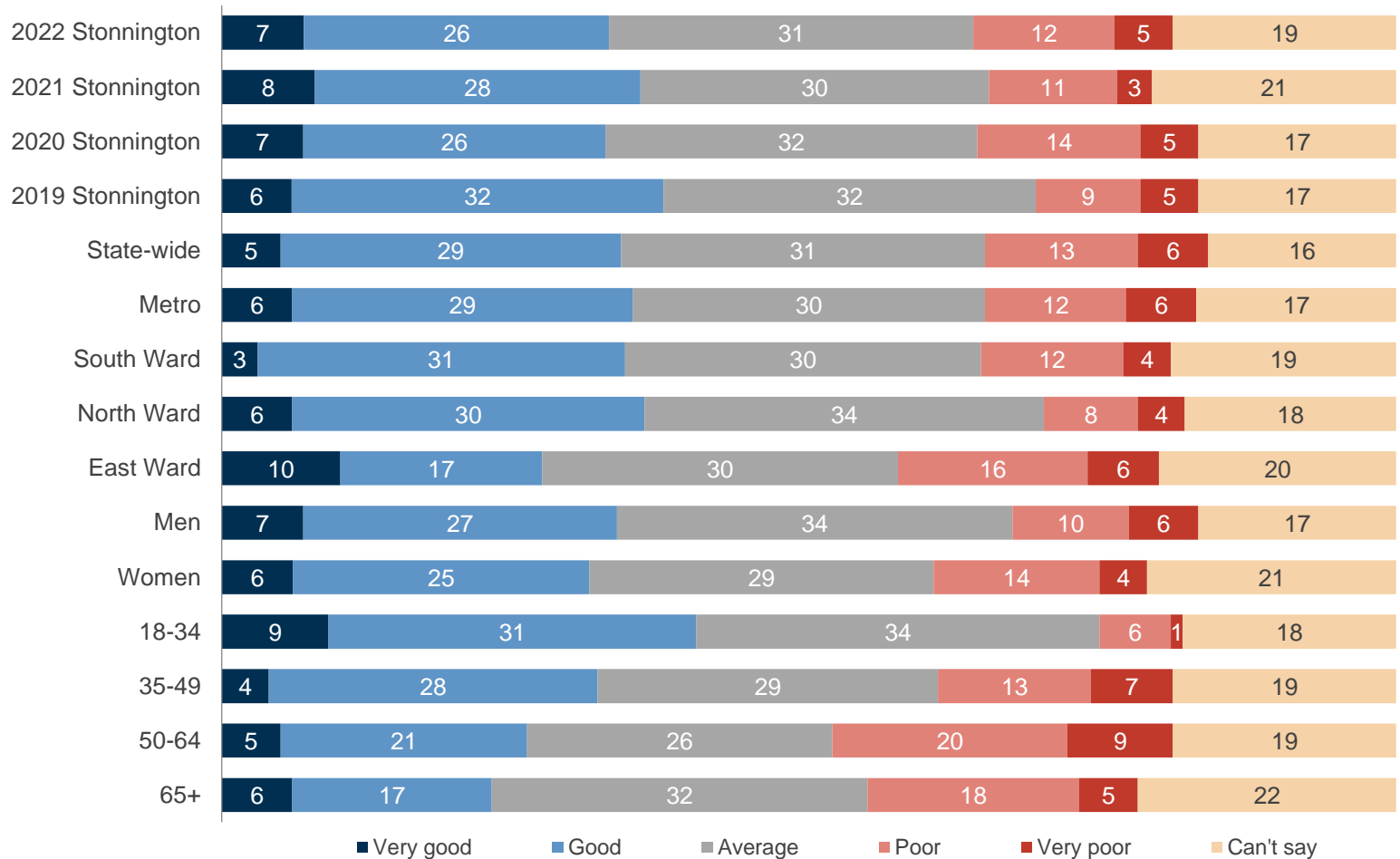
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2022 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: 9



Planning and building permits importance



2022 planning and building permits importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
50-64	83▲	82	83	84	n/a	n/a	n/a	84	81	85	81
65+	83▲	83	85	82	n/a	n/a	n/a	79	82	87	80
Women	78	76	78	75	n/a	n/a	n/a	74	78	81	78
East Ward	78	76	80	75	n/a	n/a	n/a	78	75	77	n/a
35-49	77	76	78	77	n/a	n/a	n/a	79	73	80	75
South Ward	76	73	78	73	n/a	n/a	n/a	67	75	78	n/a
Stonnington	76	75	79	74	n/a	n/a	n/a	74	76	78	78
Metro	75	75	74	74	74	76	74	74	n/a	n/a	n/a
North Ward	74	77	79	75	n/a	n/a	n/a	76	80	81	n/a
State-wide	73▼	73	71	71	71	72	71	71	71	71	71
Men	73	75	80	73	n/a	n/a	n/a	74	74	74	77
18-34	69▼	69	75	66	n/a	n/a	n/a	65	73	70	76

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

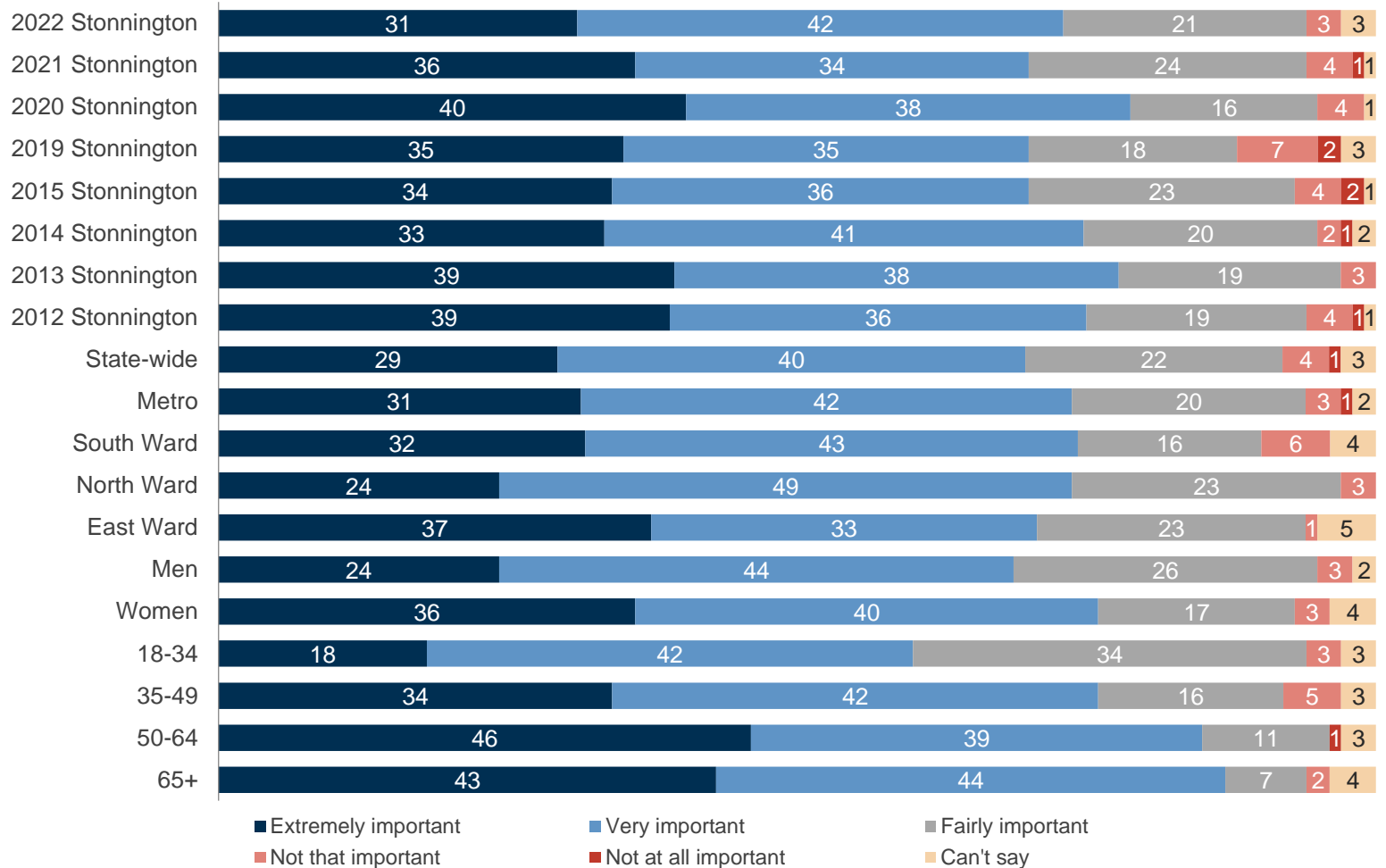
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2022 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: 24 Councils asked group: 6



Planning and building permits performance



2022 planning and building permits performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	61▲	59	56	60	n/a	n/a	n/a	65	59	62	57
North Ward	59▲	59	55	51	n/a	n/a	n/a	51	55	45	n/a
Men	56	53	53	54	n/a	n/a	n/a	56	55	54	52
Stonnington	54	54	52	53	n/a	n/a	n/a	55	56	55	52
South Ward	54	51	48	54	n/a	n/a	n/a	57	53	53	n/a
Metro	54	54	54	53	51	49	50	53	n/a	n/a	n/a
Women	53	55	52	52	n/a	n/a	n/a	54	56	55	51
35-49	52	56	51	51	n/a	n/a	n/a	48	52	51	43
State-wide	50▼	51	51	52	52	51	50	54	53	55	54
East Ward	50	50	53	53	n/a	n/a	n/a	57	58	60	n/a
65+	49	46	51	49	n/a	n/a	n/a	51	58	51	53
50-64	46▼	47	46	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: 30 Councils asked group: 8

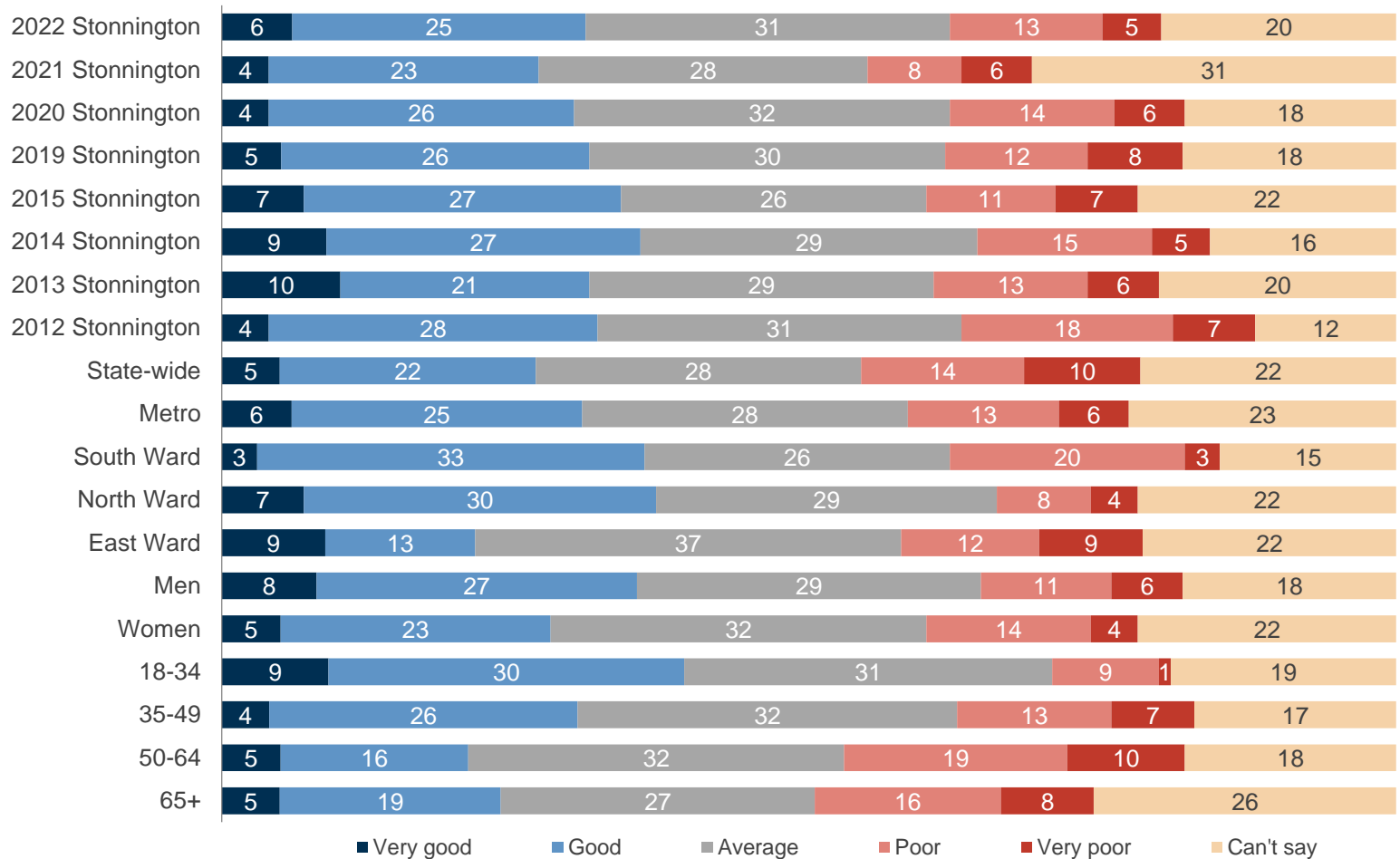
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2022 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: 30 Councils asked group: 8



Environmental sustainability importance



2022 environmental sustainability importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	84▲	79	81	80	78	75	73	74	75	73	71
Women	82▲	80	80	79	75	75	75	77	74	75	74
East Ward	82	75	76	74	74	73	n/a	71	72	71	n/a
Stonnington	78	76	77	74	72	72	71	72	72	71	68
35-49	78	75	75	72	64	74	66	67	68	68	62
South Ward	77	78	79	75	70	74	n/a	76	68	75	n/a
Metro	76	77	76	75	74	73	74	74	n/a	n/a	n/a
North Ward	76	76	76	74	71	70	n/a	68	76	67	n/a
Men	74	72	73	70	69	69	67	66	68	67	62
State-wide	73▼	74	74	74	73	72	73	73	73	72	71
50-64	72	74	73	70	70	67	71	72	68	71	70
65+	71▼	73	73	69	69	68	71	71	71	72	70

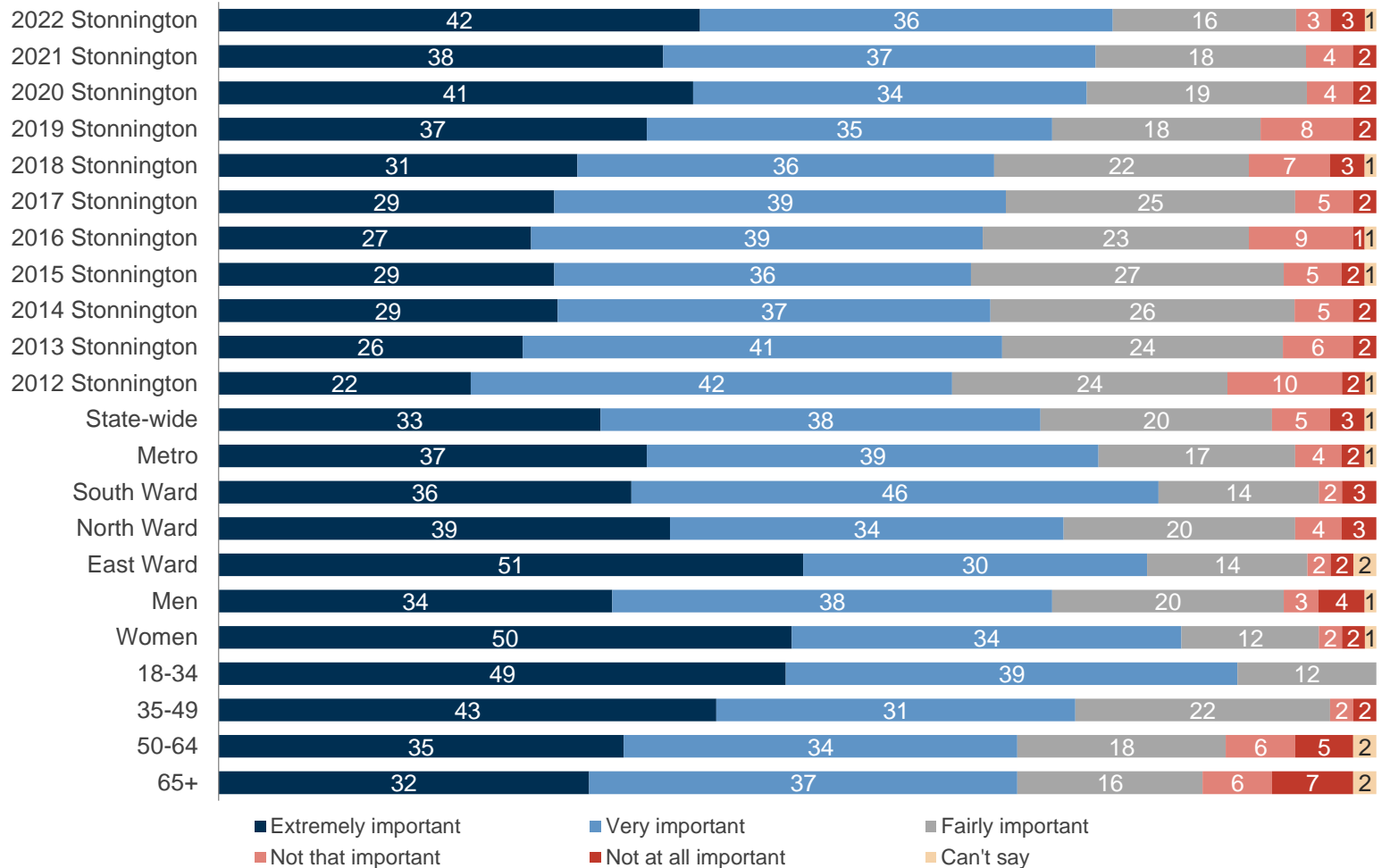
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2022 environmental sustainability importance (%)



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



Environmental sustainability performance



2022 environmental sustainability performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Metro	63▲	64	62	64	64	64	64	65	n/a	n/a	n/a
Men	61	60	61	62	60	63	66	63	65	64	61
State-wide	61▲	62	60	62	63	64	63	64	64	64	64
65+	61	62	62	65	63	66	66	65	70	63	63
50-64	59	59	56	58	66	58	63	62	60	65	63
35-49	59	62	62	68	60	61	67	65	67	61	59
North Ward	58	63	56	62	57	60	n/a	59	63	61	n/a
Stonnington	58	62	58	61	61	63	65	63	64	65	62
East Ward	58	63	63	60	66	64	n/a	64	65	68	n/a
South Ward	57	61	53	62	63	64	n/a	65	63	62	n/a
18-34	56	63	54	57	60	64	64	61	60	67	63
Women	54▼	64	56	61	63	63	64	63	62	66	63

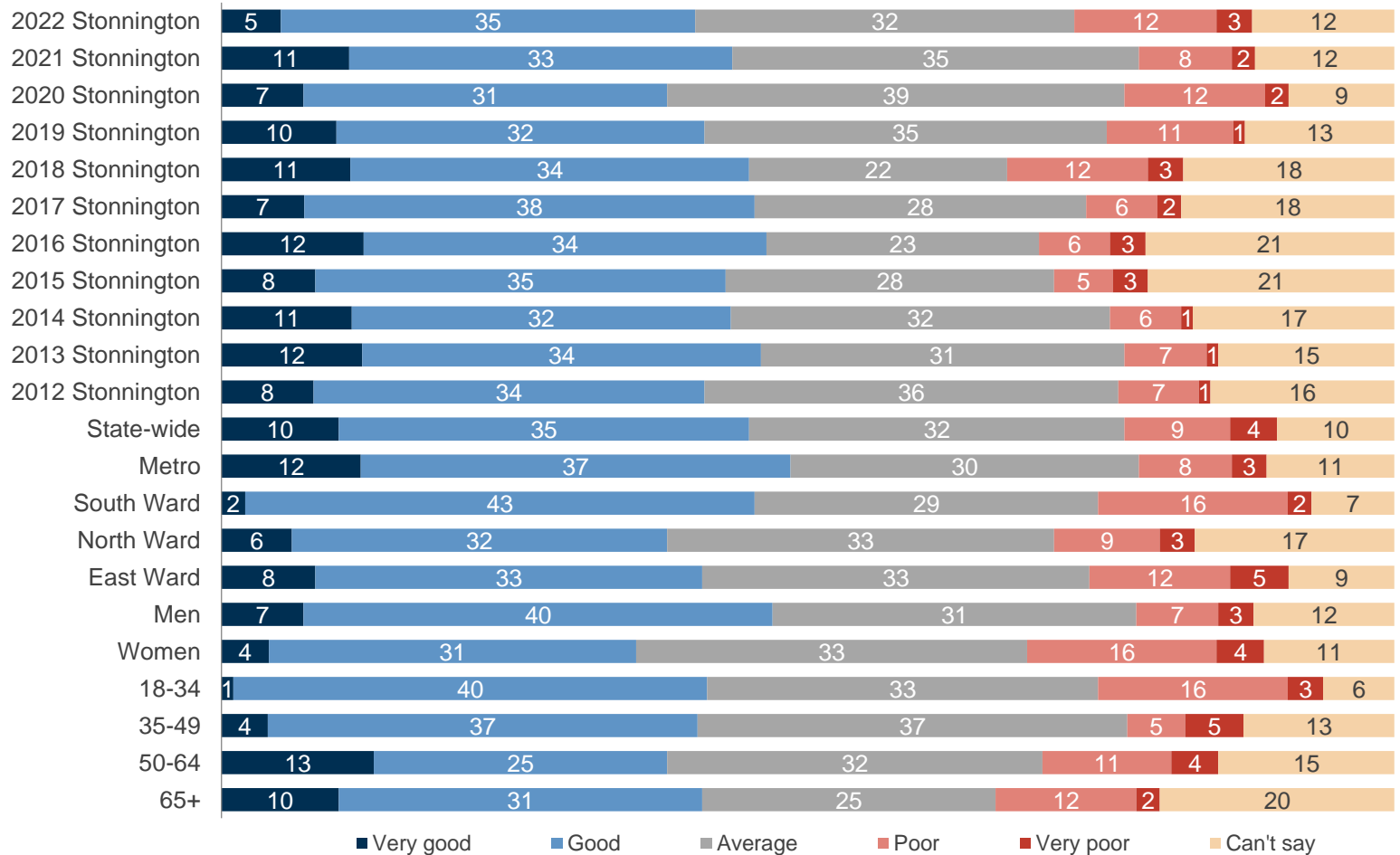
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2022 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 13



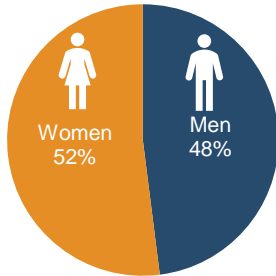
Detailed demographics



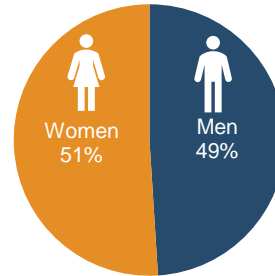
Gender and age profile

2022 gender

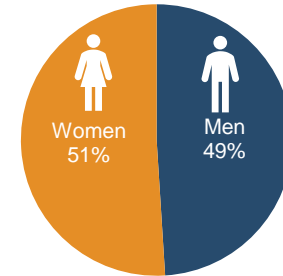
Stonnington



Metro

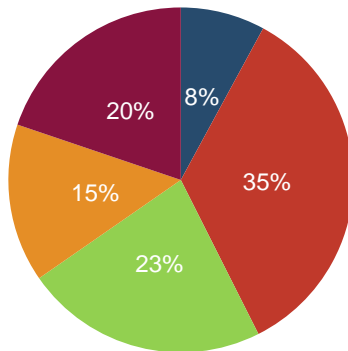


State-wide

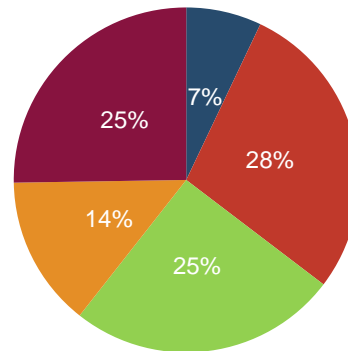


2022 age

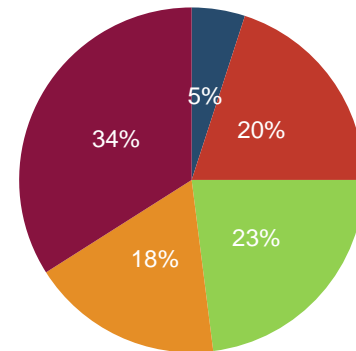
Stonnington



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

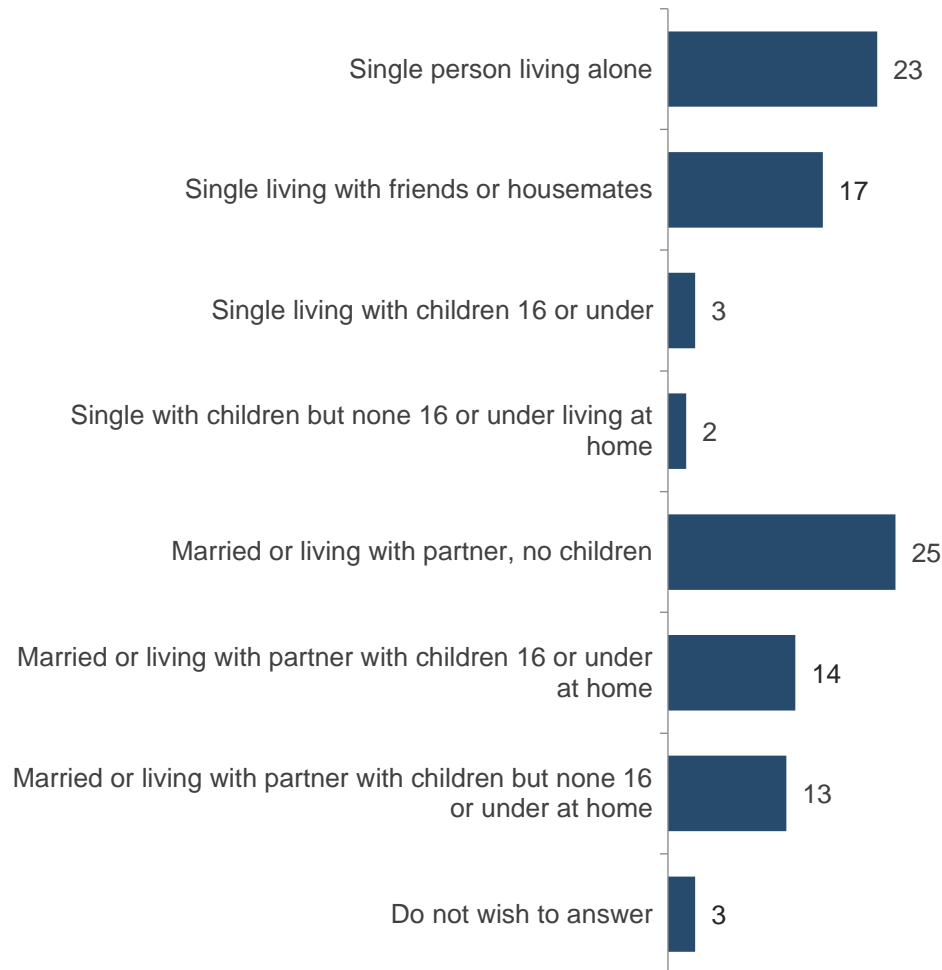
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



Household structure

2022 household structure (%)

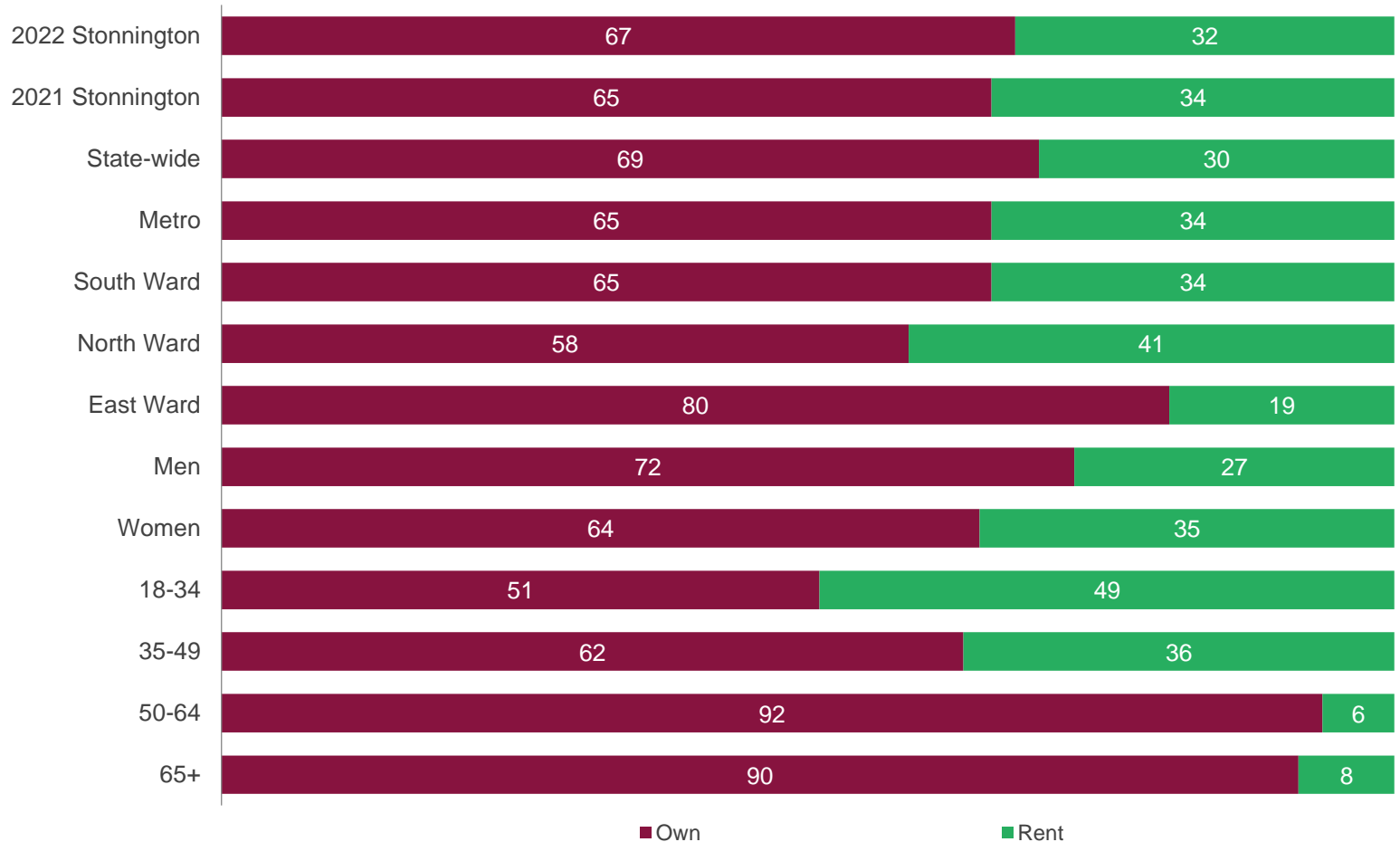


S6. Which of the following BEST describes your household?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 9



Home ownership

2022 home ownership (%)

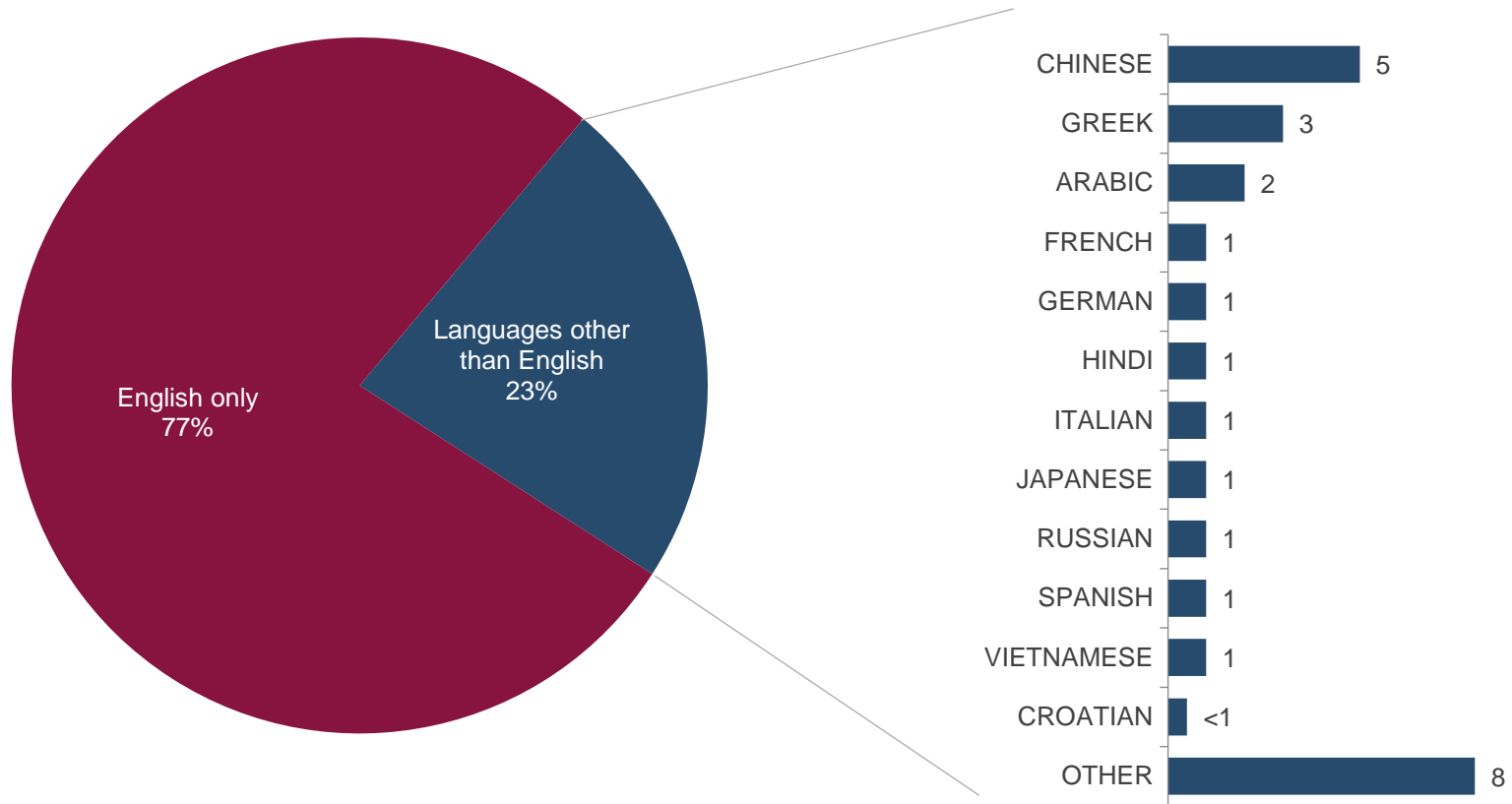


Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?
 Base: All respondents. Councils asked State-wide: 5 Councils asked group: 4



Languages spoken at home

2022 languages spoken at home (%)

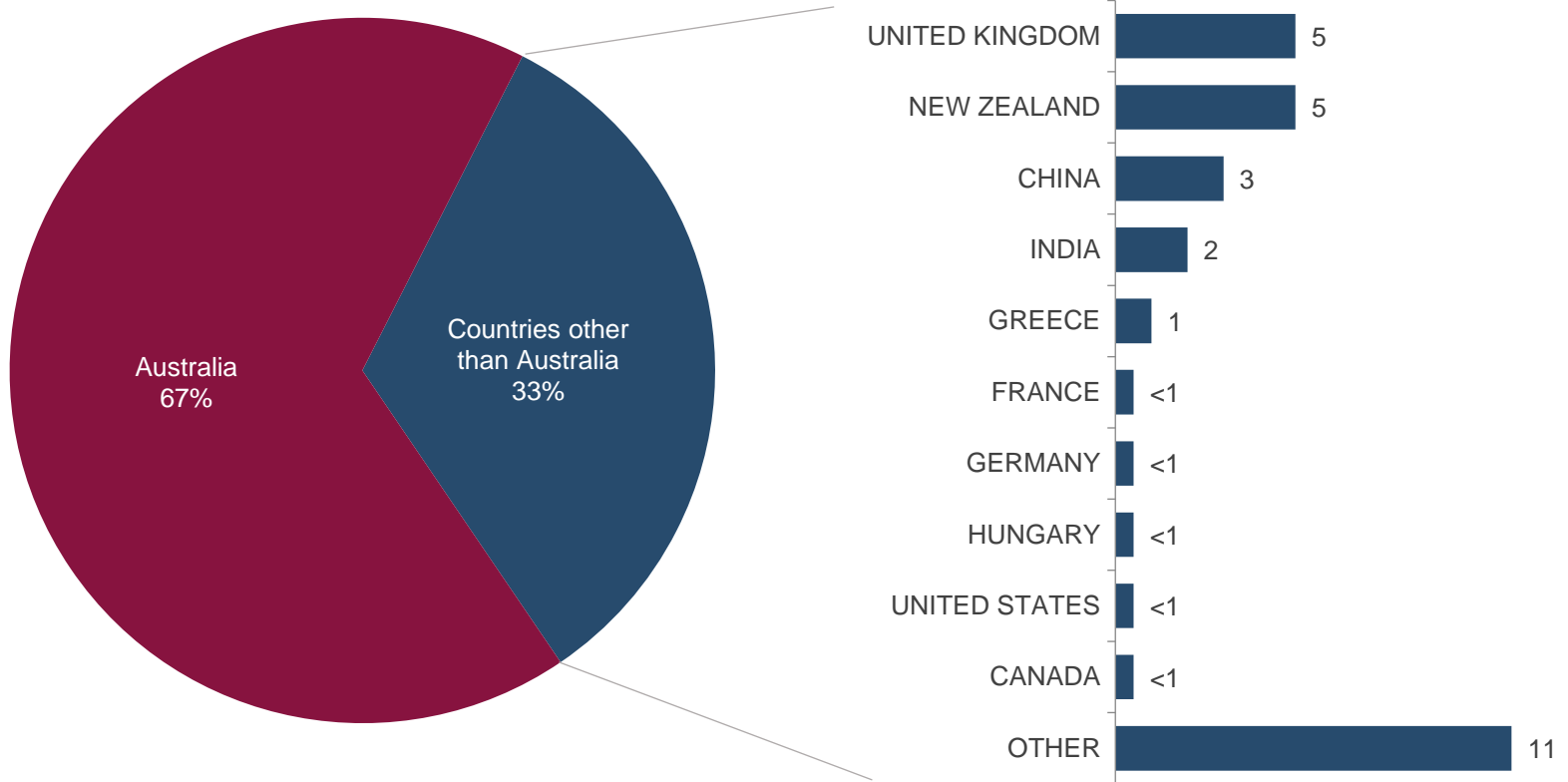


Q11. What languages, other than English, are spoken regularly in your home?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 7
 Note: Respondents could name multiple languages so responses may add to more than 100%



Country of birth

2022 country of birth (%)



Q12. Could you please tell me which country you were born in?
 Base: All respondents. Councils asked State-wide: 4 Councils asked group: 4



**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 2022 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 101,300 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	187	191	+/-7.2
Women	213	209	+/-6.7
South Ward	108	114	+/-9.5
North Ward	144	147	+/-8.2
East Ward	148	139	+/-8.1
18-34 years	67	170	+/-12.1
35-49 years	101	90	+/-9.8
50-64 years	100	60	+/-9.8
65+ years	132	79	+/-8.6



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:

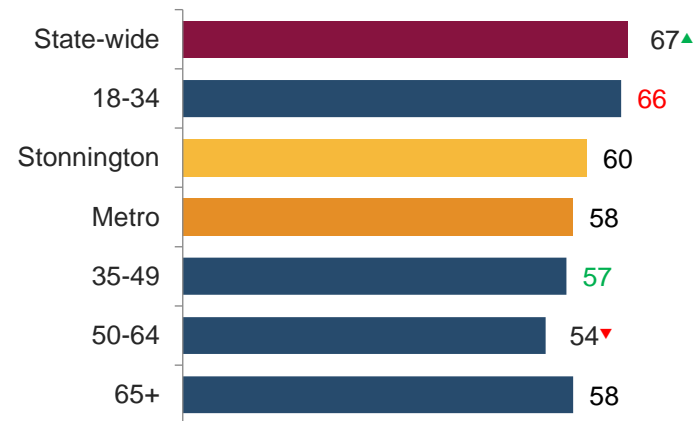
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

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 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

**2022 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

- 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 2022 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 2022 results are compared with previous years, as detailed below:

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 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=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=403 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=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=401 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=400 completed interviews were achieved in Stonnington City Council. Survey fieldwork was conducted over four quarters across 9th June, 2021 – 24th March, 2022.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 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 2012-2022 vary slightly.

Council Groups

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

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

Councils participating in the Metropolitan group are:

- Banyule, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Knox, Manningham, Maroondah, Melbourne, Moonee Valley, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Stonnington City Council for this 2022 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 2012-2022 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 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2022 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 2022 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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