2024 Local Government Community Satisfaction Survey

Stonnington City Council

Coordinated by the Department of Government Services on behalf of Victorian councils

JWS RESEARCH

Contents

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-fifth 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 25 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 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

How to read index score charts in this report

Main chart shows the results among the total sample, subgroups, group average and State-wide average

2024 overall performance (index scores)

Chart title explains the data shown in the chart

Previous results

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34 — 75 ▲	70	73	72	75	71	74	72	77	73
Women — 71	69	72	72	72	74	73	74	71	74
Area 1 — 71	69	70	72	71	70	72	73	71	74
65+ — 70					72	71	71	71	76
Area 2 — 69					72	72	70	71	73
Stonnington — 69					71	72	71	72	73
Area 3 — 68					70	72	71	72	72
Men — 67				67	71	69	72	73	
35-49 — 64				71	74	72	69	70	
50-64 — 63				67	66	70	66	73	
Metro — 63 ▼	62	65	67	66	67	65	64	66	67
State-wide — 54 ▼	56	59	61	58	60	59	59	59	60

A green arrow indicates the result is significantly higher than the overall council average and a red arrow indicates significantly lower than the council average, at the 95% confidence interval.

Green text indicates the result is significantly higher than the previous year's result and red text indicates significantly lower than the previous year's result, at the 95% confidence interval.

Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Stonnington City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

How to read stacked bar charts in this report

Main chart shows Council's results for each year, and within demographic and geographic sub-groups for the current year, as well as the current year's State-wide and council group result.

Chart title explains the data shown in the chart

2024 overall performance (%)

Each colour segment represents the percentage of people who responded in a particular way to the question according to the legend displayed below.

EXAMPLE DATA ONLY

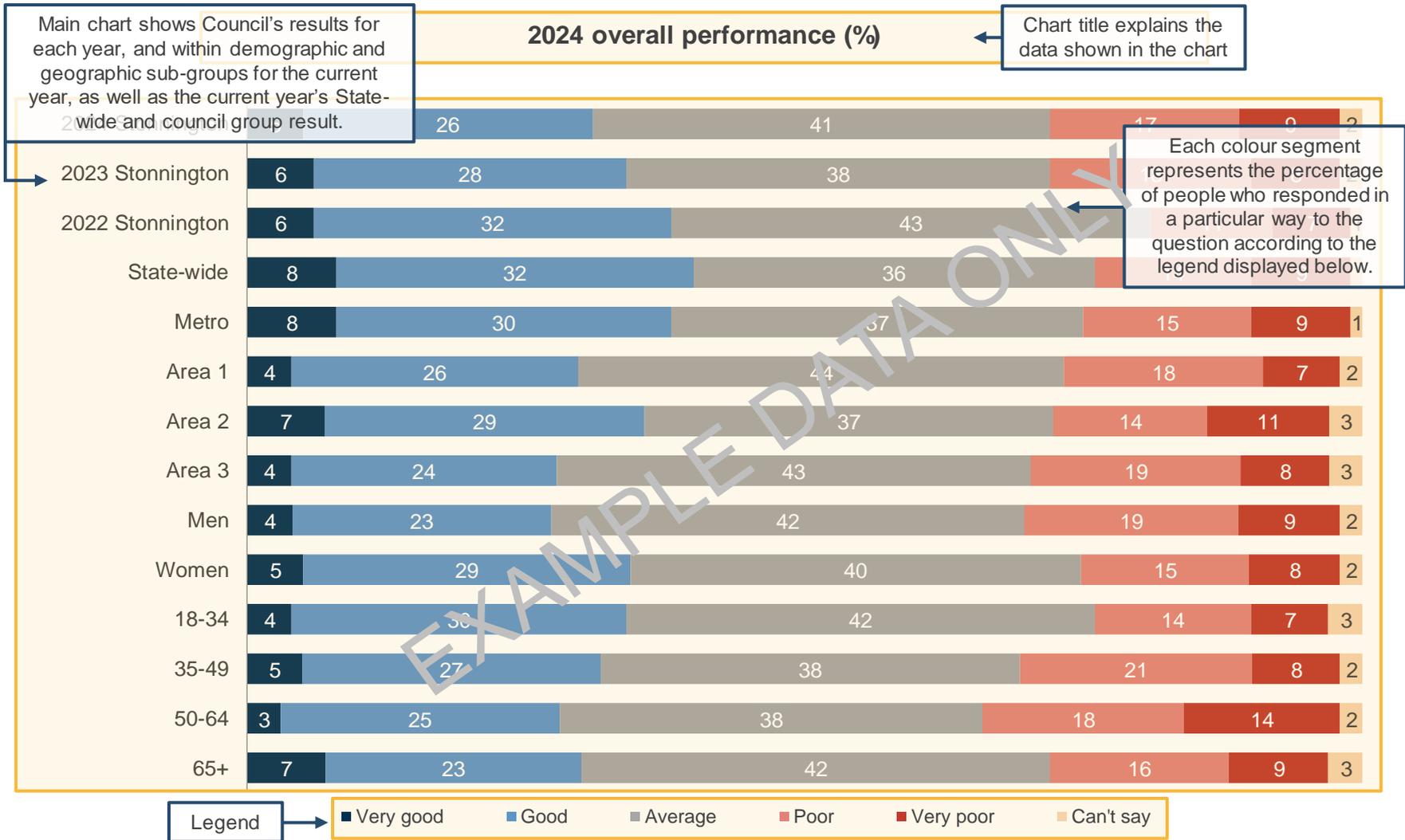|	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington		26	41	17	9	2
2023 Stonnington	6	28	38			
2022 Stonnington	6	32	43			
State-wide	8	32	36			
Metro	8	30	37	15	9	1
Area 1	4	26	44	18	7	2
Area 2	7	29	37	14	11	3
Area 3	4	24	43	19	8	3
Men	4	23	42	19	9	2
Women	5	29	40	15	8	2
18-34	4	30	42	14	7	3
35-49	5	27	38	21	8	2
50-64	3	25	38	18	14	2
65+	7	23	42	16	9	3

Legend ➡ ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Stonnington City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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Key findings and recommendations

Stonnington City Council – at a glance

Overall council performance
Results shown are index scores out of 100.

Stonnington
63

Metropolitan 63

State-wide 54

Council performance compared to group average

Top 3 performing areas	
Community centres & libraries	＝ on par
Recreational facilities	＝ on par
Appearance of public areas	▲ higher

Bottom 3 performing areas	
Planning & building permits	＝ on par
Traffic management	＝ on par
Town planning policy	＝ on par
Customer service	＝ on par

Summary of core measures

Index scores

Overall Performance · **Value for money** · **Community Consultation** · **Making Community Decisions** · **Sealed Local Roads** · **Waste management** · **Customer Service** · **Overall Council Direction**

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Waste management	79	73	72	68	73	69	74	71	72	73
Customer Service	74			67	75	74	77	74	72	72
Overall Performance	71	69	69	67	67	65	70	64	60	63
Sealed Local Roads	70	68	66	60	70	65	70	67	63	64
Value for money	63	60	58	60	58	57	64	58	56	58
Making Community Decisions	59	60	60	58	58	57	61	56	54	56
Community Consultation					56	56	60	56	53	55
Overall Council Direction	55	53	54	54	52	52	52	49	45	48

Summary of core measures

Core measures summary results (%)
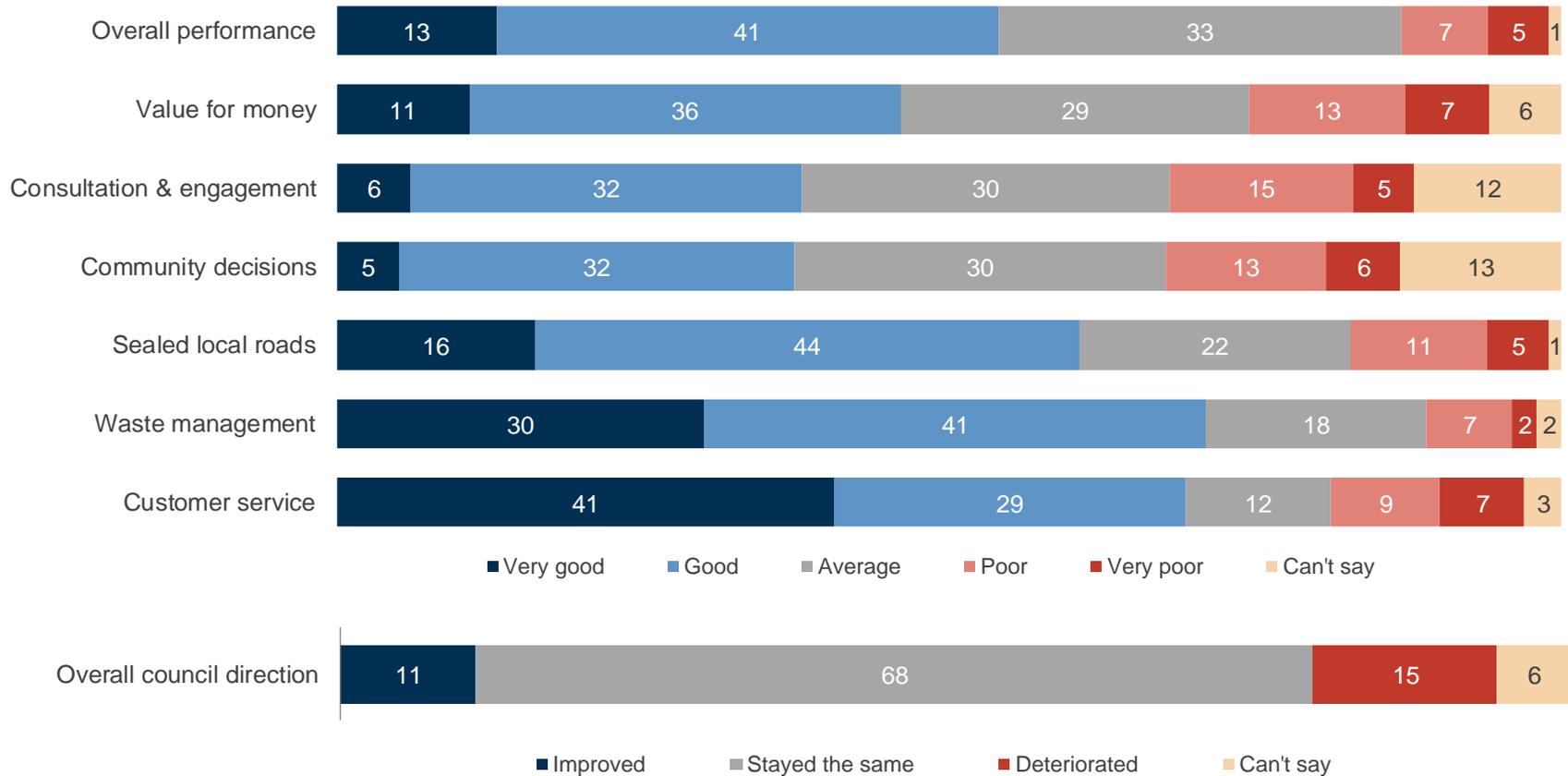
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	13	41	33	7	5	1
Value for money	11	36	29	13	7	6
Consultation & engagement	6	32	30	15	5	12
Community decisions	5	32	30	13	6	13
Sealed local roads	16	44	22	11	5	1
Waste management	30	41	18	7	2	2
Customer service	41	29	12	9	7	3

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	11	68	15	6

Summary of Stonnington City Council performance

Services		Stonnington 2024	Stonnington 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	63	60	63	54	North Ward residents	50-64 years
	Value for money	58	56	57	48	65+ years	50-64 years
	Overall council direction	48	45	49	45	North Ward residents	50-64 years
	Customer service	72	72	71	67	North Ward residents	50-64 years
	Community centres & libraries	77	76	76	73	North Ward residents, Users	50-64 years
	Recreational facilities	76	72	74	68	North Ward residents	50-64 years, East Ward residents
	Appearance of public areas	74	73	70	68	North Ward residents	South Ward residents, 50-64 year olds
	Waste management	73	72	70	67	65+ years	50-64 years
	Community & cultural	70	68	69	66	Users	50-64 years
	Sealed local roads	64	63	61	45	18-34 years	50-64 years

Significantly higher / lower than Stonnington City Council 2024 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Stonnington City Council performance

Services		Stonnington 2024	Stonnington 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Informing the community	**62**	60	62	56	35-49 years	50-64 years
	Environmental sustainability	**62**	60	65	60	North Ward residents	50-64 years
	Business & community dev.	**59**	56	59	57	North Ward residents	50-64 years
	Local footpaths	**56**	58	59	52	North Ward residents	65+ years
	Consultation & engagement	**56**	53	56	51	North Ward residents	East Ward residents
	Lobbying	**55**	49	54	50	North Ward residents	50-64 years
	Parking facilities	**55**	53	54	54	18-34 years	50-64 years
	Community decisions	**55**	54	57	50	North Ward residents	50-64 years
	Town planning policy	**54**	50	53	50	18-34 years	50-64 years
	Traffic management	**53**	55	55	53	65+ years, 35-49 years	50-64 years
	Planning & building permits	**47**	45	49	45	18-34 years	50-64 years

Significantly higher / lower than Stonnington City Council 2024 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Focus areas for the next 12 months

Overview

Perceptions of Stonnington City Council's performance, while not increasing significantly in 2024, are no longer at the 10-year low reported in 2023. Further, no index scores on any measure has fallen significantly in 2024 (there were six declines in 2023), and Council has achieved significant increases in performance perceptions of three service areas. Overall, this is a positive result for Council and the detailed results contain inherent promise for the future.

Key influences on perceptions of overall performance

Perceptions of traffic management is one of Council's lowest rated service areas and its influence on overall perceptions of Council make it a priority for attention. Council should also build on the significant improvement in the perception of lobbying and incremental improvement on community consultation, as both impact perceptions of overall performance, along with community decisions. Focus on maintaining good performance on the influential areas of recreational facilities, and community and cultural activities.

Comparison to state and area grouping

Stonnington City Council performs better than the State-wide average for councils for nearly all areas evaluated. In comparison with the Metropolitan group averages, Council performs in line with this group for most of the areas evaluated. It exceeds Metropolitan group averages for the appearance of public areas, waste management and sealed local roads. It falls below the Metropolitan group average only for environmental sustainability and local footpaths.

Build on incremental gains, focus on residents aged 50 to 64 years

In addition to some significant increases, Council has made incremental increases in 2024 on many performance index scores. Build on these increases to achieve significant trend improvements and to reverse long-term declines. Residents aged 50 to 64 years provide the lowest scores more than any other cohort, and improving their opinion will assist in achieving improvements. They are most likely to contact Council, offering the opportunity to both better understand their views and to address their concerns.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 63 for Stonnington City Council represents a three-point (not significant) improvement on the 2023 result.

Stonnington City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the State-wide average for councils and is in line with the Metropolitan group average (index scores of 54 and 63 respectively).

- All demographic or geographic cohorts report incremental increases in their overall performance index scores in 2024, although none are significant. Additionally, no cohort provides an index score significantly different from Council's average.

- The highest index scores are among residents in the North Ward (index score 66) and those aged 35 to 49 years (index score 65).

- The lowest index scores are from residents aged 50 to 64 years (index score 58) and those living in the East Ward (index score 61).

Nearly half of residents (47%, up eight points on 2023) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. Less than half this number (20%) rate Council as 'very poor' or 'poor'. A further 29% rate Council as 'average' in terms of providing value for money.
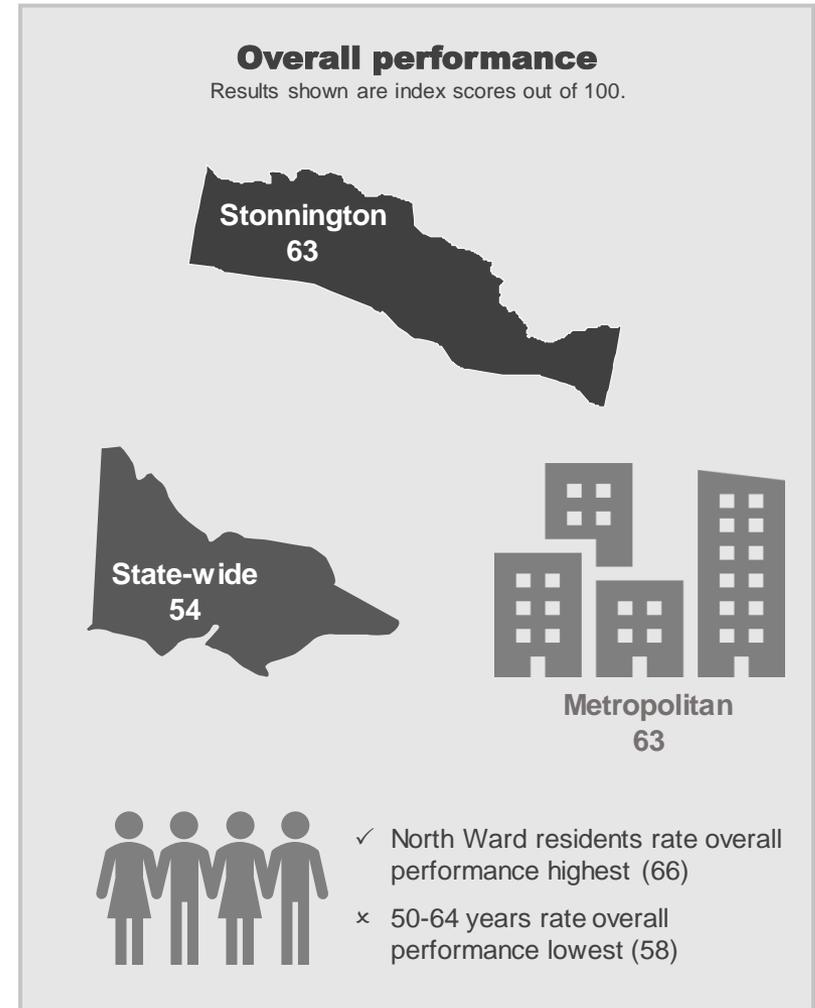
Overall performance
Results shown are index scores out of 100.

Stonnington
63

State-wide
54

Metropolitan
63

✓ North Ward residents rate overall performance highest (66)

✗ 50-64 years rate overall performance lowest (58)

Overall performance

2024 overall performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	66	61	66	71	65	67	66	70	n/a	68
35-49	65	59	63	68	65	64	64	67	71	68
65+	64	61	62	68	66	69	69	66	70	72
Women	64	60	64	72	65	67	69	72	70	71
Stonnington	63	60	64	70	65	67	67	69	69	71
Metro	63	62	65	67	66	67	65	64	66	67
18-34	63	61	68	74	65	69	69	74	70	75
South Ward	62	61	65	70	63	66	68	69	n/a	71
Men	62	59	65	67	64	66	66	67	68	71
East Ward	61	58	62	69	66	67	68	69	n/a	73
50-64	58	55	58	61	59	62	65	66	65	64
State-wide	54 ▼	56	59	61	58	60	59	59	59	60

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Stonnington City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2024 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	13	41	33	7	5	1
2023 Stonnington	9	39	37	10	4	1
2022 Stonnington	10	49	29	9	2	1
2021 Stonnington	15	54	25	3	1	1
2020 Stonnington	11	47	34	7		1
2019 Stonnington	10	59	22	6	3	1
2018 Stonnington	15	47	28	6	1	2
2017 Stonnington	18	49	25	6	1	1
2016 Stonnington	20	44	27	6	1	1
2015 Stonnington	16	59	19	3	2	1
State-wide	8	32	36	14	9	1
Metro	12	42	31	8	4	1
South Ward	10	40	37	7	4	2
North Ward	14	47	30	6	2	1
East Ward	13	38	34	8	7	
Men	11	41	36	7	5	1
Women	15	42	32	7	4	1
18-34	10	42	39	6	3	
35-49	15	46	26	6	6	1
50-64	14	31	35	9	10	2
65+	14	41	30	9	3	1

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Stonnington City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
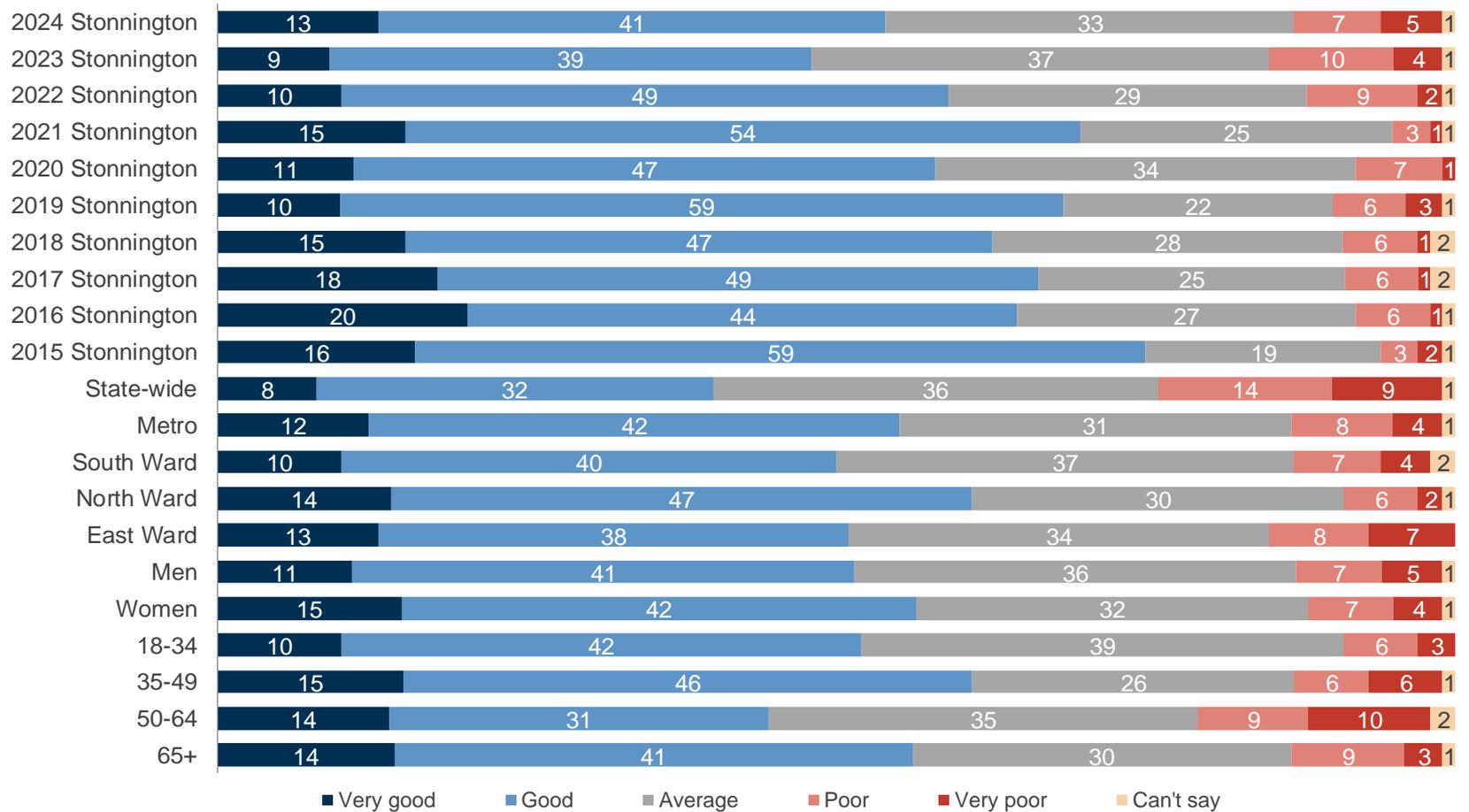*Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13*

Value for money in services and infrastructure

2024 value for money (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	63	57	59	62	n/a	n/a	n/a	n/a	n/a	n/a
North Ward	62	57	60	64	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	56	59	69	n/a	n/a	n/a	n/a	n/a	n/a
35-49	58	58	59	62	n/a	n/a	n/a	n/a	n/a	n/a
Stonnington	58	56	58	64	n/a	n/a	n/a	n/a	n/a	n/a
18-34	58	56	61	69	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	58	58	59	66	n/a	n/a	n/a	n/a	n/a	n/a
Men	57	56	58	59	n/a	n/a	n/a	n/a	n/a	n/a
Metro	57	56	61	62	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	56	54	56	63	n/a	n/a	n/a	n/a	n/a	n/a
50-64	51	48	50	54	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	48 ▼	49	53	54	n/a	n/a	n/a	n/a	n/a	n/a

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: 61 Councils asked group: 12
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure

2024 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	11	36	29	13	7	6
2023 Stonnington	9	30	36	14	5	6
2022 Stonnington	6	39	36	10	4	4
2021 Stonnington	12	42	28	8	2	7
State-wide	6	25	33	19	13	4
Metro	9	34	32	13	7	5
South Ward	10	36	25	16	5	8
North Ward	10	42	27	10	4	7
East Ward	12	31	32	12	10	3
Men	11	37	27	13	9	3
Women	11	34	30	12	5	8
18-34	10	35	30	13	6	5
35-49	8	42	26	15	6	4
50-64	11	24	36	12	15	1
65+	15	38	23	10	5	10

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

*Q3b. How would you rate Stonnington City Council at providing good value for money in infrastructure
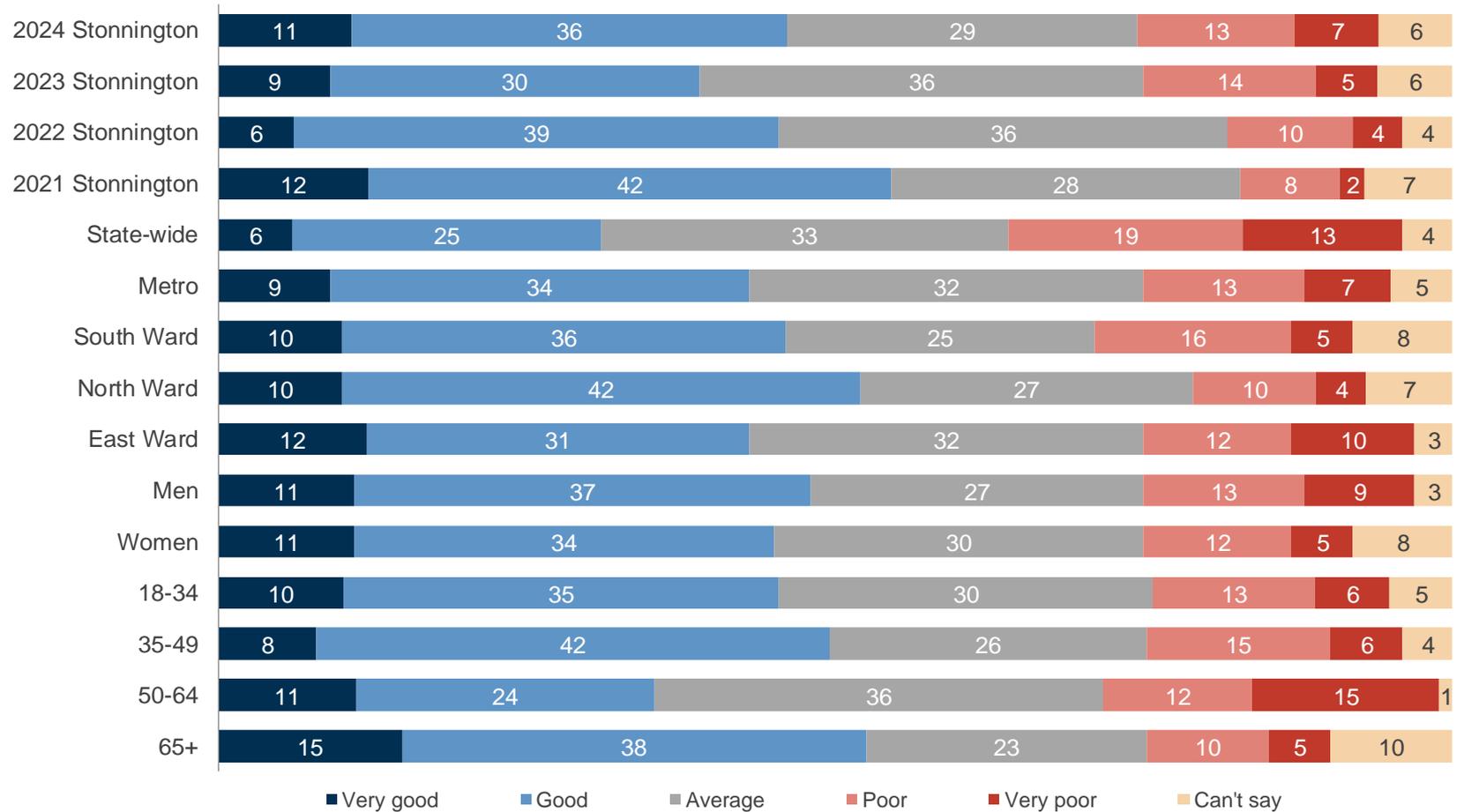and services provided to your community?
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 12*

Top performing service areas

Community centres and libraries (index score 77) is the area where Council performs best in 2024, improving by a (not significant) one index point.

- Council performs in line with the Metropolitan group average and significantly higher than the State-wide average for councils in this area.

- The highest index score comes from residents of the North Ward or personal users (index scores of 81 for both), both significantly higher than average. North Ward residents also report a significant five-point increase on their 2023 score.

- The lowest index scores are from residents aged 50 to 64 years (index score 75) and the East and South Wards (index score of 76 for both). None are significantly lower than average.

Recreational facilities is Council's next highest rated service area (index score 76), followed by:

- appearance of public areas (index score 74)
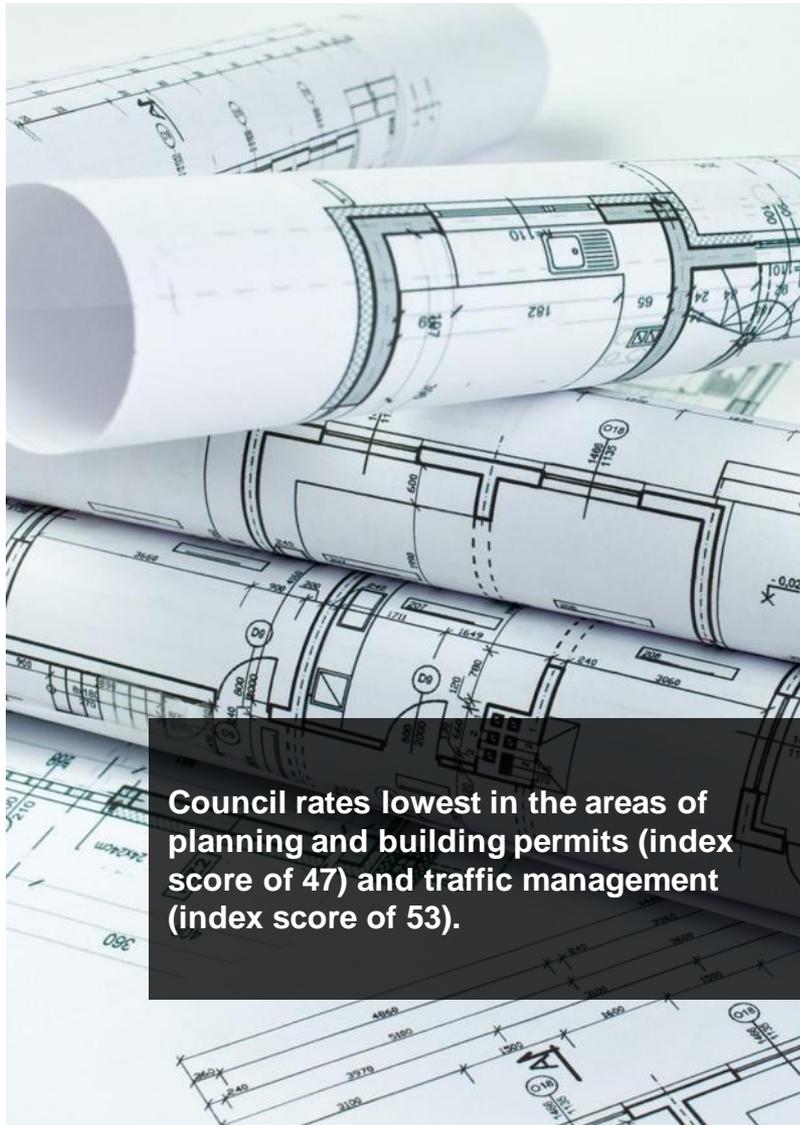
- waste management (index score 73).

Recreational facilities is one of Council's most improved performance areas for 2024, up a significant four points. This is an area that has a moderate to strong influence on overall perceptions, an additional positive outcome for Council.

Community centres and libraries (index score of 77) is the area where Council performed best in 2024.

Low performing service areas

Council rates lowest in the areas of planning and building permits (index score of 47) and traffic management (index score of 53).

Council did not experience any significant declines in performance ratings in 2024 (unlike 2023 when six service areas experienced significant declines).

Council rates lowest in the areas of planning and building permits (index score 47) and traffic management (index score 53).

• Council rates in line with the State-wide and Metropolitan group averages for both areas.

For planning and building permits:

• those aged 18 to 34 years (index score 55) and those living in the North Ward (index score 53) report scores significantly higher than average

• the lowest index score (34), from those aged 50 to 64 years (who also provided the lowest score in 2023), is significantly lower than the average.

For traffic management, the lowest index score (49) is also provided by those aged 50 to 64 years, although it is not significantly lower than for Council overall.

Traffic management is a service area that influences overall performance, attention is needed here to abate any negative impact on overall perceptions.

Individual service area performance

2024 individual service area performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Community centres & libraries	77	76	72	73	74	75	78	78	76	78
Recreational facilities	76	72	71	75	72	73	70	74	n/a	76
Appearance of public areas	74	73	77	78	74	76	74	77	n/a	80
Waste management	73	72	71	74	69	73	n/a	n/a	n/a	79
Community & cultural	70	68	64	66	70	70	74	74	75	73
Sealed local roads	64	63	67	70	65	70	65	66	68	70
Informing the community	62	60	59	64	n/a	n/a	n/a	n/a	n/a	67
Environmental sustainability	62	60	58	62	58	61	61	63	65	63
Business & community dev.	59	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local footpaths	56	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68
Consultation & engagement	56	53	56	60	56	56	60	58	60	63
Lobbying	55	49	52	52	52	53	56	58	56	58
Parking facilities	55	53	57	58	56	52	n/a	n/a	n/a	56
Community decisions	55	54	56	61	57	58	58	60	60	59
Town planning policy	54	50	56	58	55	58	n/a	n/a	n/a	n/a
Traffic management	53	55	60	60	55	54	n/a	n/a	n/a	57
Planning & building permits	47	45	54	54	52	53	n/a	n/a	n/a	55

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2024 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Community centres & libraries	29	43	13	2	1	12
Recreational facilities	30	49	14	3	1	2
Appearance of public areas	30	46	17	4		3
Waste management	30	41	18	7	2	2
Community & cultural	21	41	22	6	2	9
Sealed local roads	16	44	22	11	5	1
Informing the community	14	38	31	12	4	2
Environmental sustainability	11	36	27	10	3	13
Business & community dev.	9	28	33	9	4	18
Local footpaths	14	29	33	16	8	
Consultation & engagement	6	32	30	15	5	12
Lobbying	4	22	31	7	4	32
Parking facilities	11	26	37	13	8	4
Community decisions	5	32	30	13	6	13
Town planning policy	6	26	27	13	7	20
Traffic management	8	31	34	17	8	2
Planning & building permits	3	22	22	17	10	27

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

Individual service area importance

2024 individual service area importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Local footpaths — 81	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	78
Consultation & engagement — 75	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69
Lobbying — 63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65

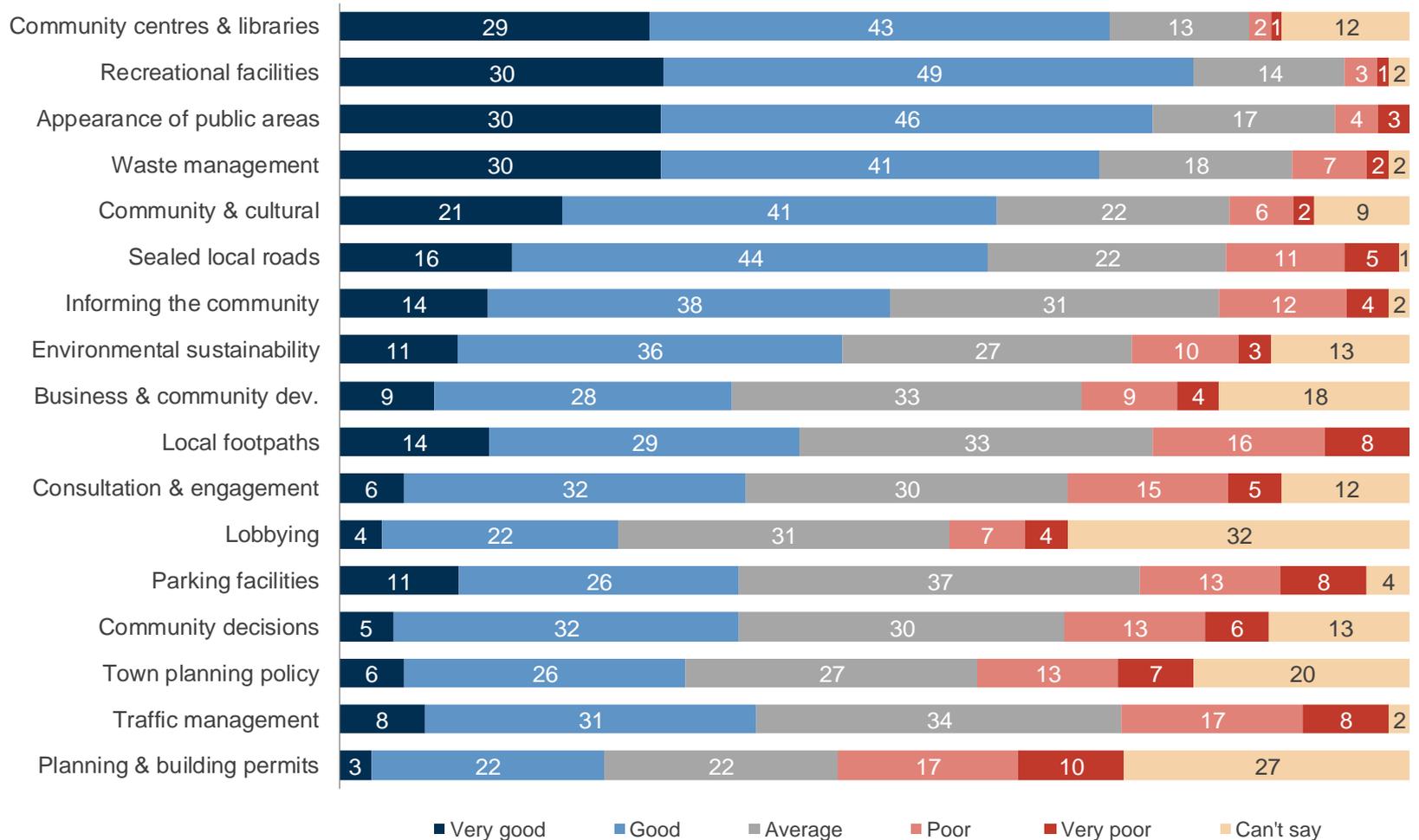*Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?*
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

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Individual service area importance
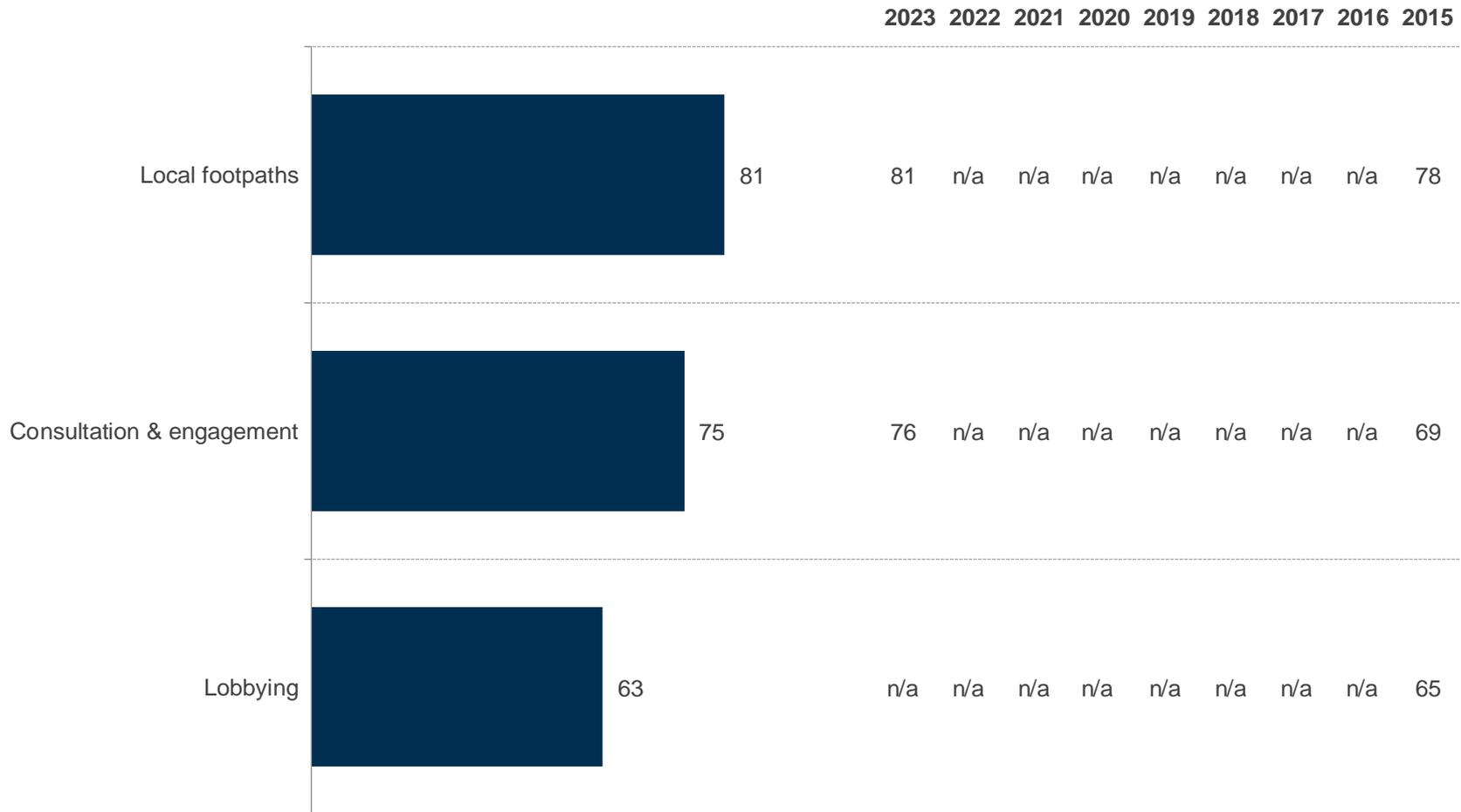

2024 individual service area importance (%)

Local footpaths: Extremely important 41, Very important 41, Fairly important 16, Not at all important 1

Consultation & engagement: Extremely important 33, Very important 38, Fairly important 22, Not that important 4, Not at all important 1, Can't say 1

Lobbying: Extremely important 16, Very important 36, Fairly important 30, Not that important 10, Not at all important 5, Can't say 3

■ Extremely important   ■ Very important   ■ Fairly important
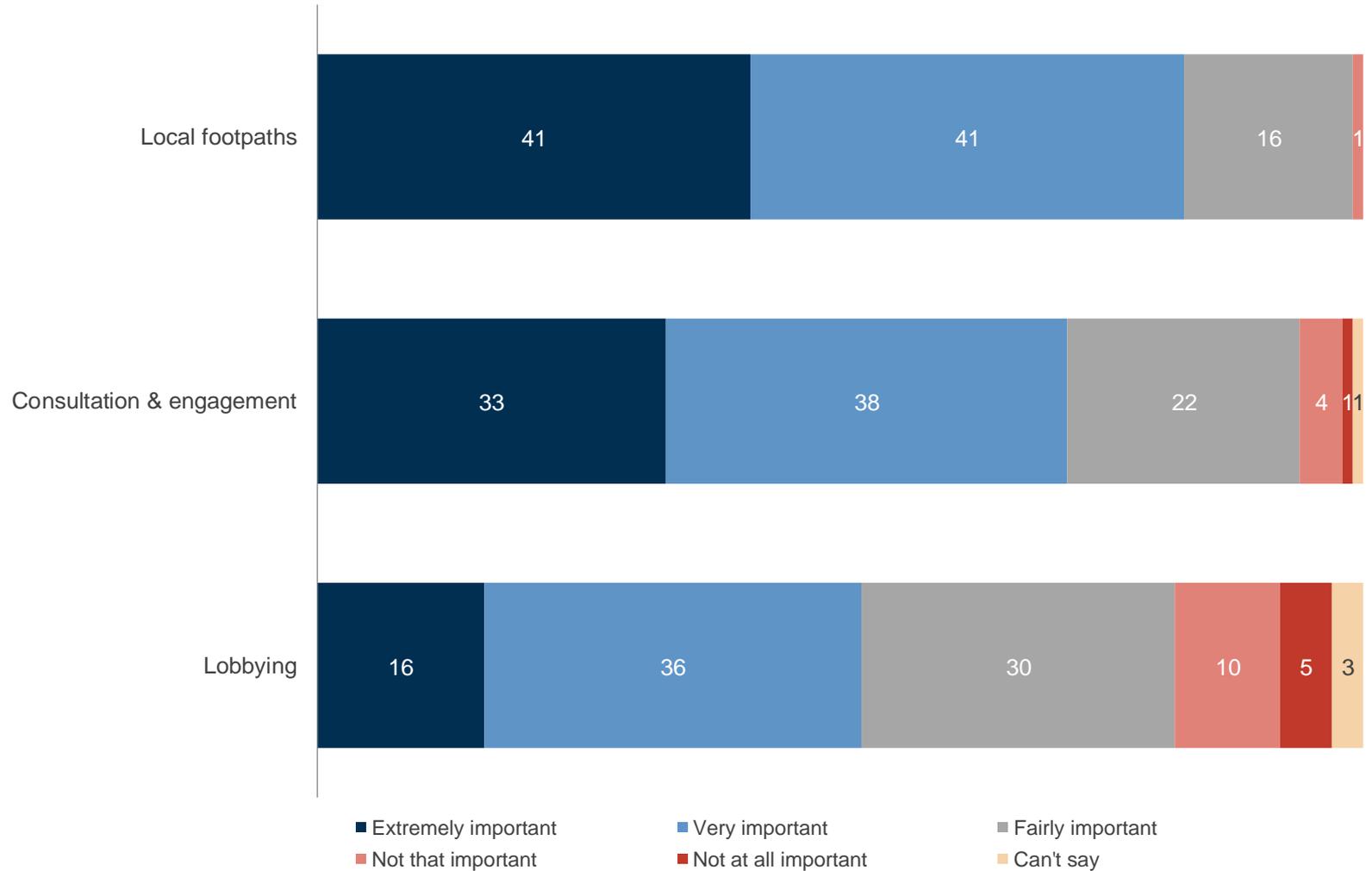■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7

Individual service areas importance vs performance

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

	Importance (index scores)	Performance (index scores)	Net Differential
Local footpaths	81	56	-24
Consultation & engagement	75	56	-19
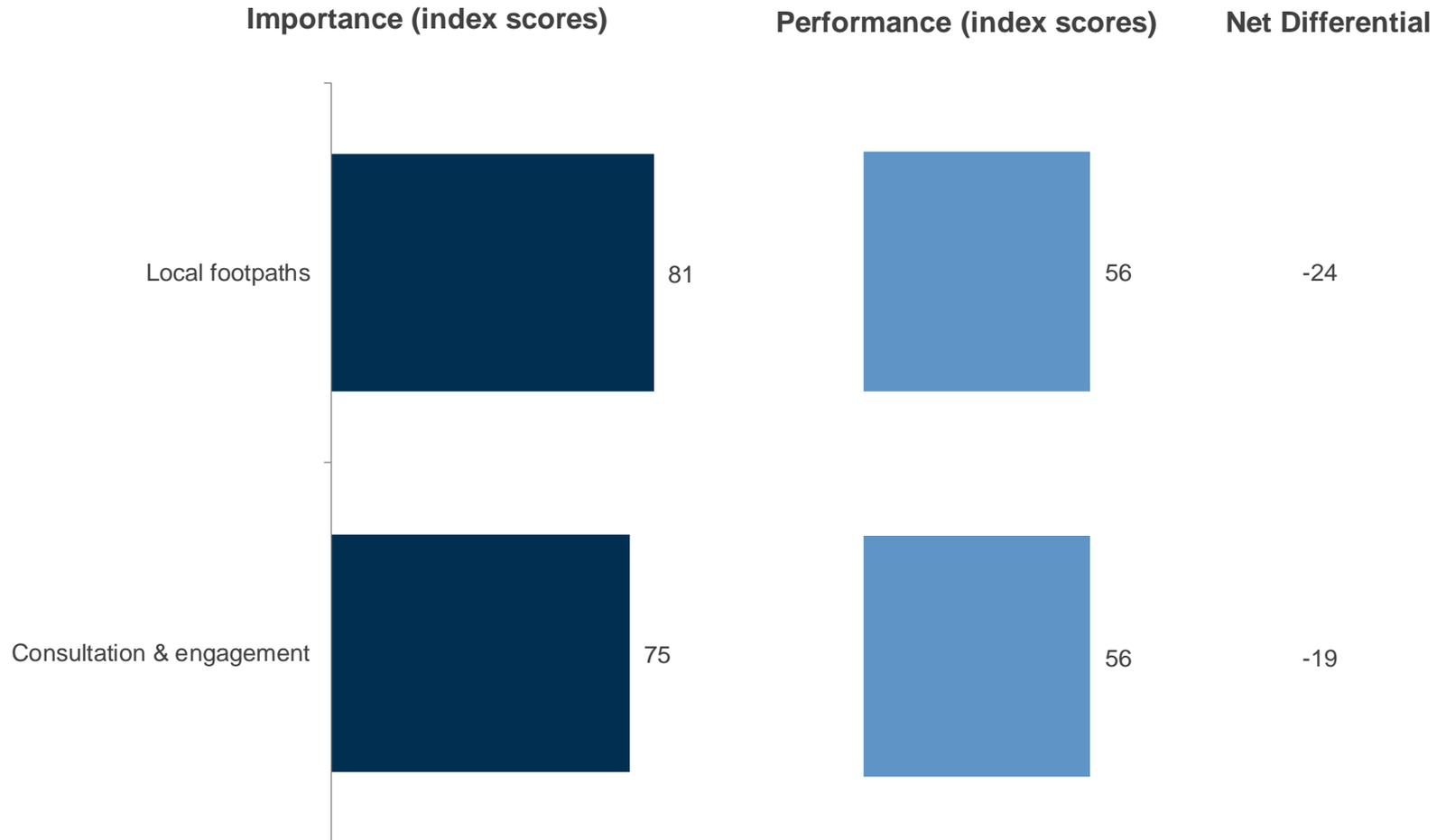
Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

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:

• Traffic management

• Lobbying on behalf of the community

• Recreational facilities

• Community and cultural activities

• Community consultation and engagement.

Looking at these key service areas only, recreational facilities has a high performance index score (76) and is among the stronger influences on overall performance ratings. Council also performs very well on community and cultural activities (index score of 70), which is a more moderate influence on overall opinion.

Maintaining these positive results should remain a focus – but there is more work to be done elsewhere.

Service areas where Council performs less well include the stronger influences of traffic management and lobbying (index scores of 53 and 55 respectively), and the more moderate influence of community consultation (index score 56).

A focus on consulting with residents, particularly around traffic issues, and advocating for their interests can help to shore up positive ratings of Council's overall performance.

Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right side of the chart have a higher performance index than those on the left.

- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.

2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a 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

2024 regression analysis (all service areas)
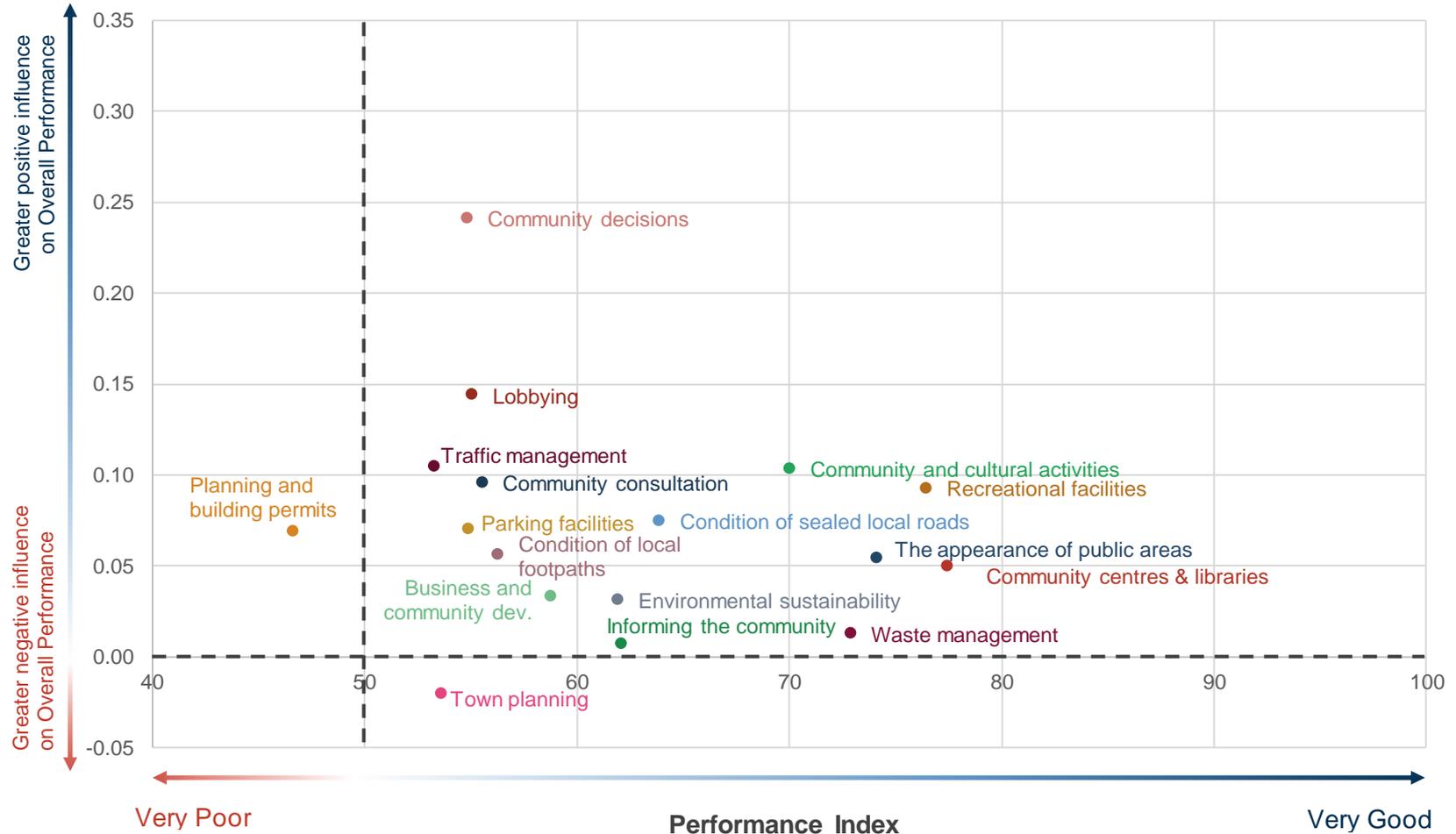
The multiple regression analysis model above (all service areas) has an R² value of 0.652 and adjusted R² value of 0.637, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 42.27. 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

2024 regression analysis (key service areas)

Greater positive influence on Overall Performance

Greater negative influence on Overall Performance

- Community decisions

Should remain a focus as changes will have a *stronger* influence on overall perceptions.

Key positive influences on overall rating and should remain a focus – but currently performing 'well' here. Improvements will have a moderate to strong influence on overall perceptions.

- Traffic management
- Lobbying
- Community consultation

- Recreational facilities
- Community and cultural activities

Focus on these areas satisfactorily to ensure negative perceptions do not have an overly negative impact on community perceptions of overall performance.

Performance Index

Very Poor   Very Good

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.617 and adjusted R² value of 0.611, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 105.82.

Best things about Council and areas for improvement

2024 best things about Council (%)
- Top mentions only -

Category	%
Parks and Gardens	28
Recreational/Sporting Facilities	11
Library/Libraries/Mobile Library/Facilities/Services/Staff	9
Customer Service	8
Waste Management - Hard Waste & Tip	7
Community/Public Events/Activities/Australia Day Mentions	6
Road/Street Maintenance/ Streetscape	6
Public Areas/ Spaces-Clean,Tidy,Maintenance	4
Generally Good - Overall/No Complaints	4
Median Strips/Nature Strips/Trees/Roundabouts	4

2024 areas for improvement (%)
- Top mentions only -

Category	%
Footpaths/Walking Tracks	12
Waste Management	11
Informing The Community	11
Sealed Road Maintenance	10
Environmental Issues	9
Traffic Management	7
Parking Availability	7
Public Areas - General Maintenance	6
Nothing	8

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: 31 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: 49 Councils asked group: 10
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

Just over two thirds of residents (69%) have had contact with Council in the last 12 months, a (not significant) one percentage point decline from 2023.

- The highest rate of contact with Council is from residents aged 50 to 64 years (86%), which is significantly higher than average. The lowest level of contact is from North Ward residents (55%), which is significantly lower than average. 18 to 24 year olds also have significantly lower than average contact with Council, and their rate of contact has fallen significantly from 2023 (59%, down 11 points).

- The main methods of contact were telephone (39%), email (34%), in person (21%) and the website (16%).

Among those residents who have had contact with Council, 70% provide a positive customer service rating of 'very good' or 'good', including 41% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 72 is unchanged from 2023.

Customer service is rated higher than the State-wide average and in line with Metropolitan group average (index scores of 67 and 71 respectively).

- Perceptions of customer service are highest among residents of the North Ward and those aged 18 to 34 years (index scores of 78 and 76 respectively). These cohorts had the lowest levels of contact in 2024.

- Perceptions of customer service is lowest among those aged 50 to 64 years (index score 69), the group who contacted Council most often in 2024.

The highest or lowest scores for customer service are not statistically different from the average.

Satisfaction with customer service is highest for in person interactions (index score of 85), and lower for the other more frequently used channels of telephone (index score of 76) and email (index score of 63). This indicates that attention should first be focused on email interactions given it is the second most frequently used method of contact.

Contact with council

2024 contact with council (%)
Have had contact
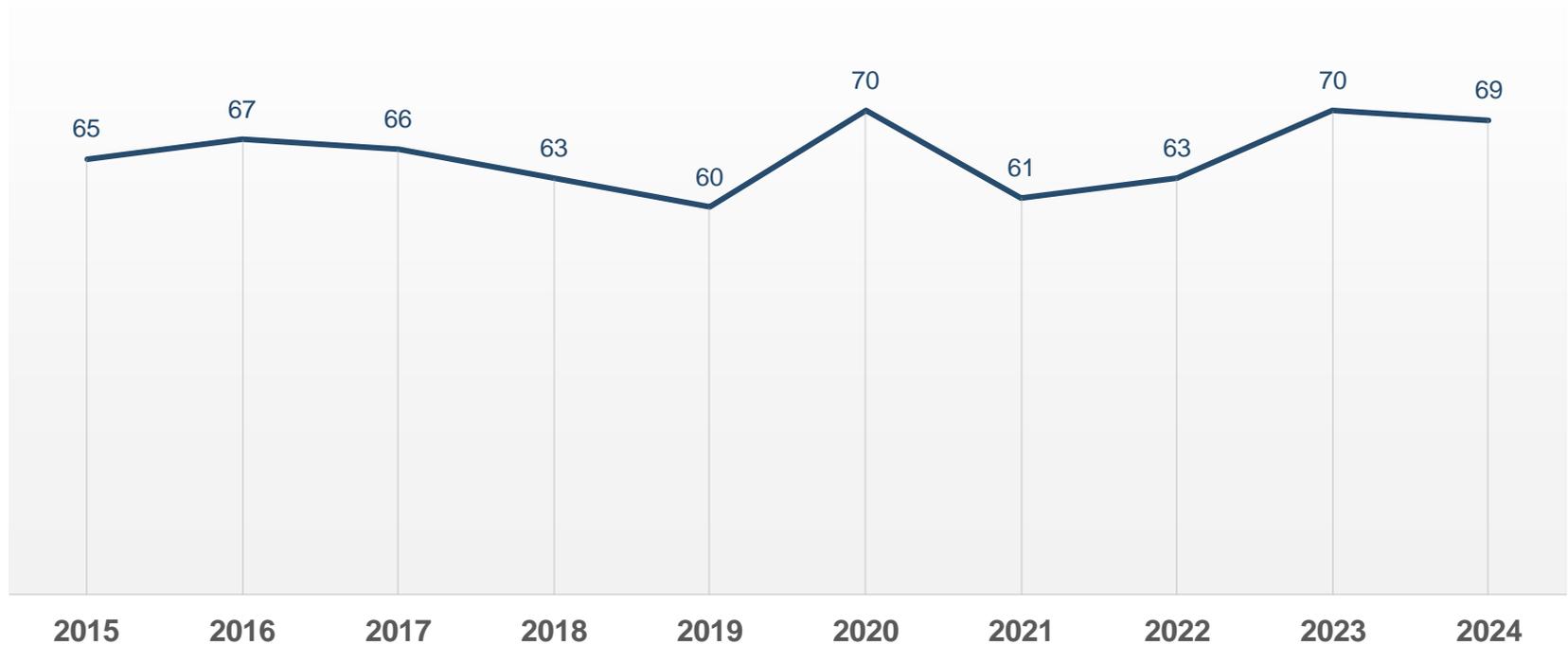
2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
65	67	66	63	60	70	61	63	70	69

Q5a. Have you or any member of your household had any recent contact with Stonnington City Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7

Contact with council

2024 contact with council (%)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	86▲	79	77	69	69	81	72	82	77	70
South Ward	77	64	70	69	77	59	67	67	n/a	72
35-49	74	72	58	62	74	65	69	73	73	70
East Ward	72	75	61	65	70	66	67	71	n/a	63
Women	70	70	65	66	69	59	66	66	65	67
Stonnington	69	70	63	61	70	60	63	66	67	65
Metro	67	66	63	60	62	62	64	61	59	63
Men	67	69	60	56	71	61	59	67	70	64
65+	67	64	61	62	62	65	66	66	71	65
State-wide	65	64	63	62	64	63	63	61	60	63
18-34	59▼	70	61	59	71	47	55	56	59	62
North Ward	55▼	67	58	51	62	54	56	60	n/a	63

Q5a. Have you or any member of your household had any recent contact with Stonnington City Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2024 customer service rating (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	78	73	72	78	70	75	66	71	n/a	76
18-34	76	72	79	77	74	82	67	72	72	74
Women	75	75	75	78	73	78	69	76	76	75
Stonnington	72	72	74	77	74	75	68	72	73	74
65+	71	73	70	77	74	77	71	71	75	80
35-49	71	72	68	80	77	69	62	70	73	72
East Ward	71	73	76	79	78	76	72	74	n/a	70
Metro	71	71	72	74	74	76	72	71	73	73
South Ward	70	67	76	75	73	75	65	71	n/a	80
Men	70	68	74	76	75	73	66	68	70	73
50-64	69	66	75	71	70	71	72	75	73	71
State-wide	67 ▼	67	68	70	70	71	70	69	69	70

Q5c. Thinking of the most recent contact, how would you rate Stonnington City Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2024 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	41	29	12	9	7	3
2023 Stonnington	32	35	18	8	4	3
2022 Stonnington	35	35	19	4	4	2
2021 Stonnington	44	31	15	8	1	1
2020 Stonnington	33	38	18	5	3	3
2019 Stonnington	38	37	13	6	4	2
2018 Stonnington	27	38	19	9	7	
2017 Stonnington	33	32	23	5	4	2
2016 Stonnington	30	36	22	5	2	5
2015 Stonnington	35	40	13	4	6	2
State-wide	29	34	18	9	8	1
Metro	32	36	16	7	7	2
South Ward	39	26	12	9	9	5
North Ward	41	32	15	5	2	5
East Ward	42	29	11	10	9	
Men	36	31	11	9	9	5
Women	45	27	13	8	6	1
18-34	46	27	9	5	8	5
35-49	38	30	12	11	6	3
50-64	40	25	14	12	9	
65+	36	32	15	8	6	2

Q5c. Thinking of the most recent contact, how would you rate Stonnington City Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 62 Councils asked group: 13

Method of contact with council

2024 method of contact (%)

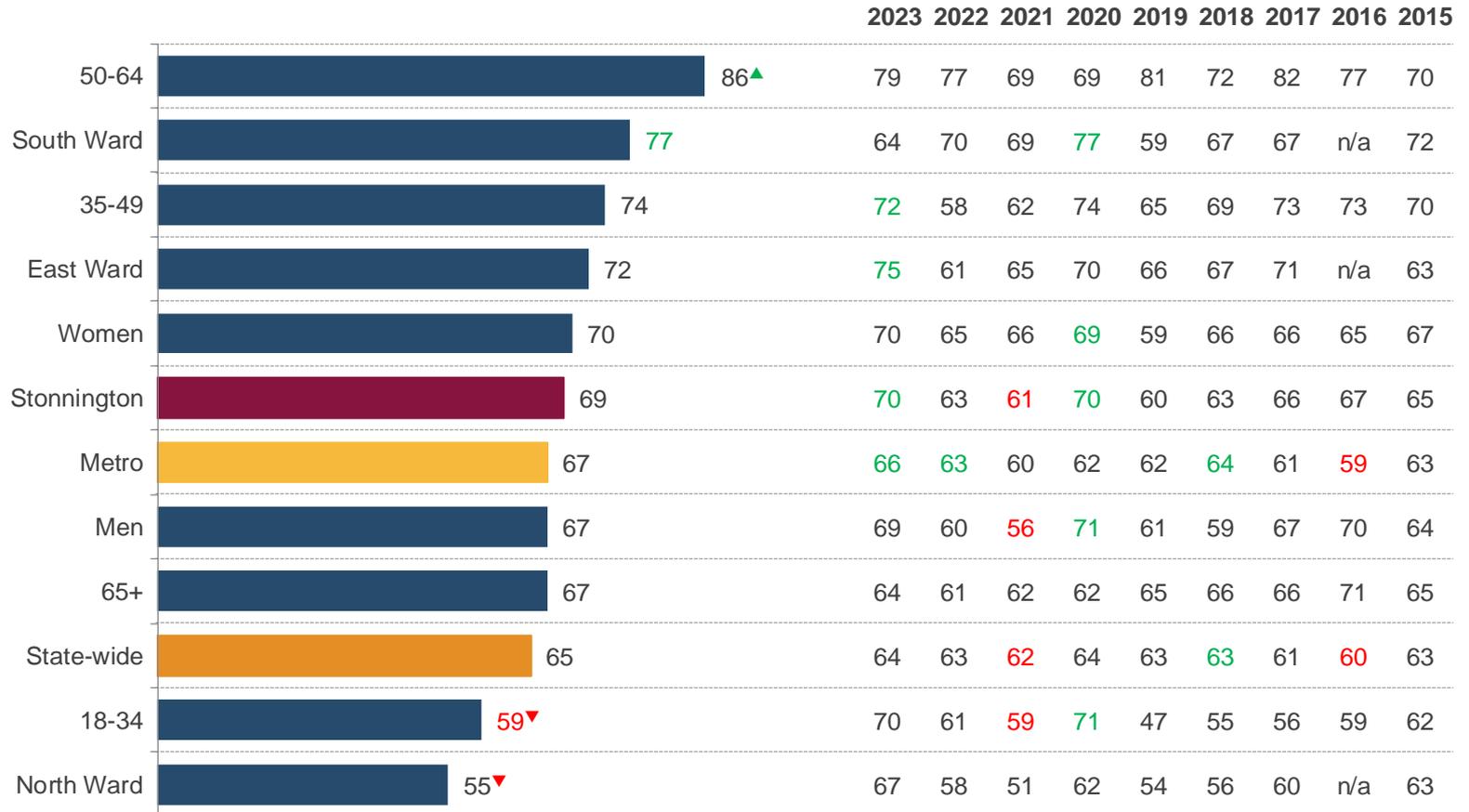In Person | In Writing | By Telephone | By Text Message | By Email | Via Website | By Social Media
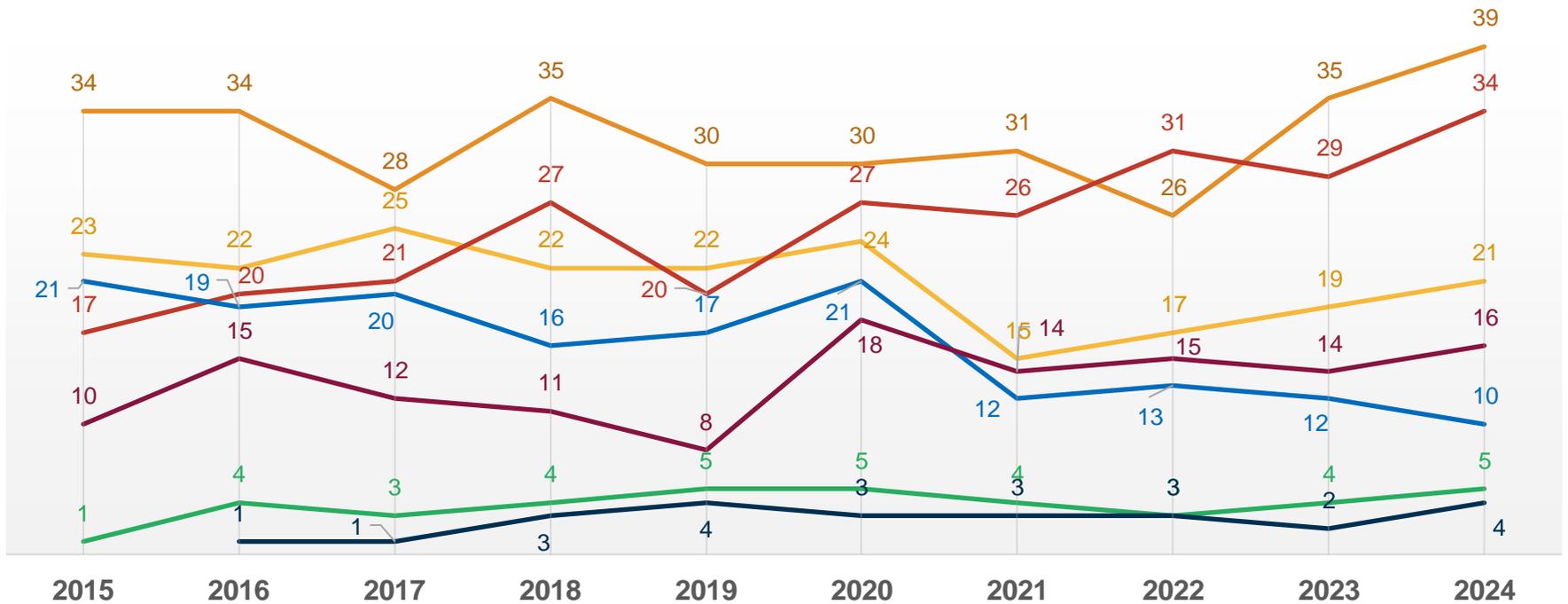
Q5a. Have you or any member of your household had any recent contact with Stonnington City Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Customer service rating by method of last contact

2024 customer service rating (index score by method of last contact)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
By text message	100*	56	74	75	95	72	n/a	n/a	100	n/a
In person	85	80	79	83	79	81	76	79	84	79
By telephone	76	75	78	83	78	79	68	74	74	79
Via website	71*	69	74	76	64	81	64	78	66	70
By social media	68*	71	86	66	88	73	83	71	63	75
By email	63	65	71	69	72	66	66	66	72	69
In writing	45*	64	65	75	65	68	60	64	65	72

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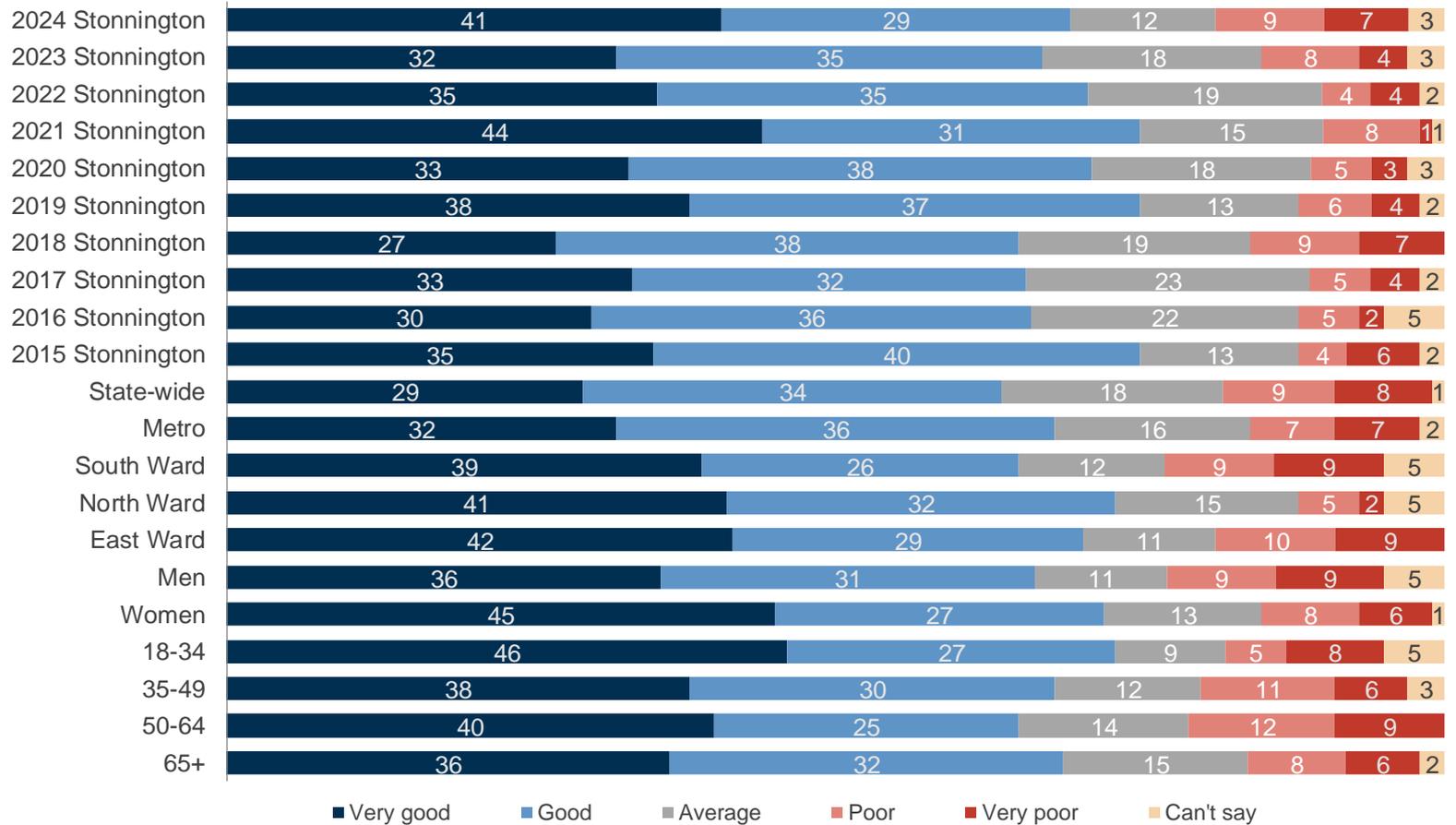*Councils asked State-wide: 26 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating by method of last contact

2024 customer service rating (% by method of last contact)

Method	Very good	Good	Average	Poor	Very poor	Can't say
By text message*	100					
In person	64	20	12	1	3	
By telephone	43	30	12	8	4	3
Via website*	27	48	12	11		3
By social media*	29	10		23		37
By email	32	29	12	10	15	2
In writing*		33	22	24	13	9

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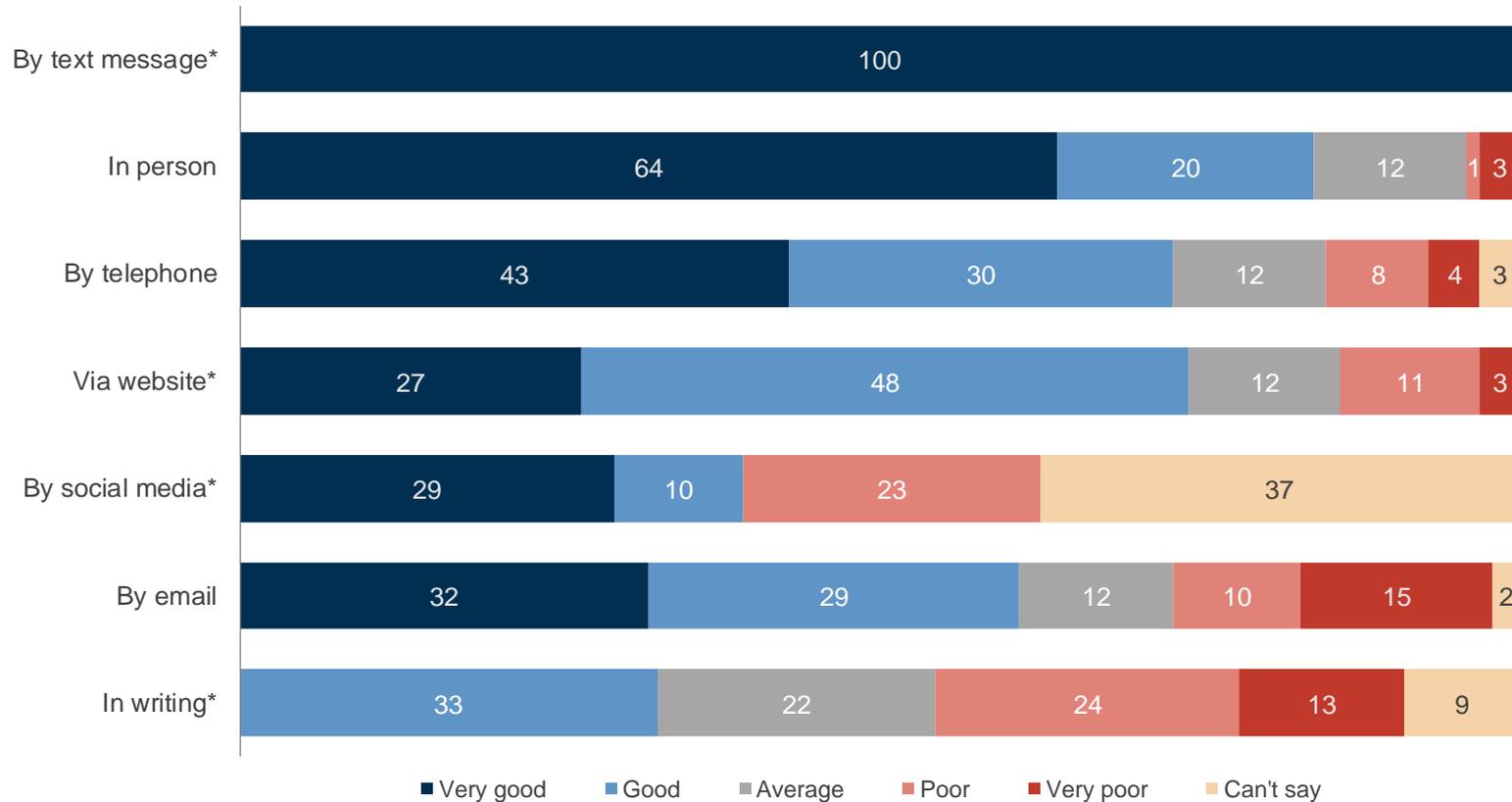
Q5c. Thinking of the most recent contact, how would you rate Stonnington City Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked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

Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is a Council newsletter sent via email (39%). This is closely followed by a Council newsletter via mail (36%).

Both these channels are selected far more often than the third most popular option, social media (10%).

- The preferred form of communication from Council selected by residents aged under 50 years is a newsletter via email (41%). This is followed by a newsletter via mail (29%) or social media (14%). The ranking of the first two options is unchanged since last year, but social media has overtaken text message (8%) to become the third most preferred option. The proportion of residents in this age group selecting text message for Council communications declined in both 2023 and 2024.

- The preferred forms of communication among those aged 50 years or older is a Council newsletter via mail (47%) or an emailed newsletter (34%), with preference for mailed newsletters trending upwards. No other channel is selected by more than 3% of this cohort.

Best form of communication

2024 best form of communication (%)
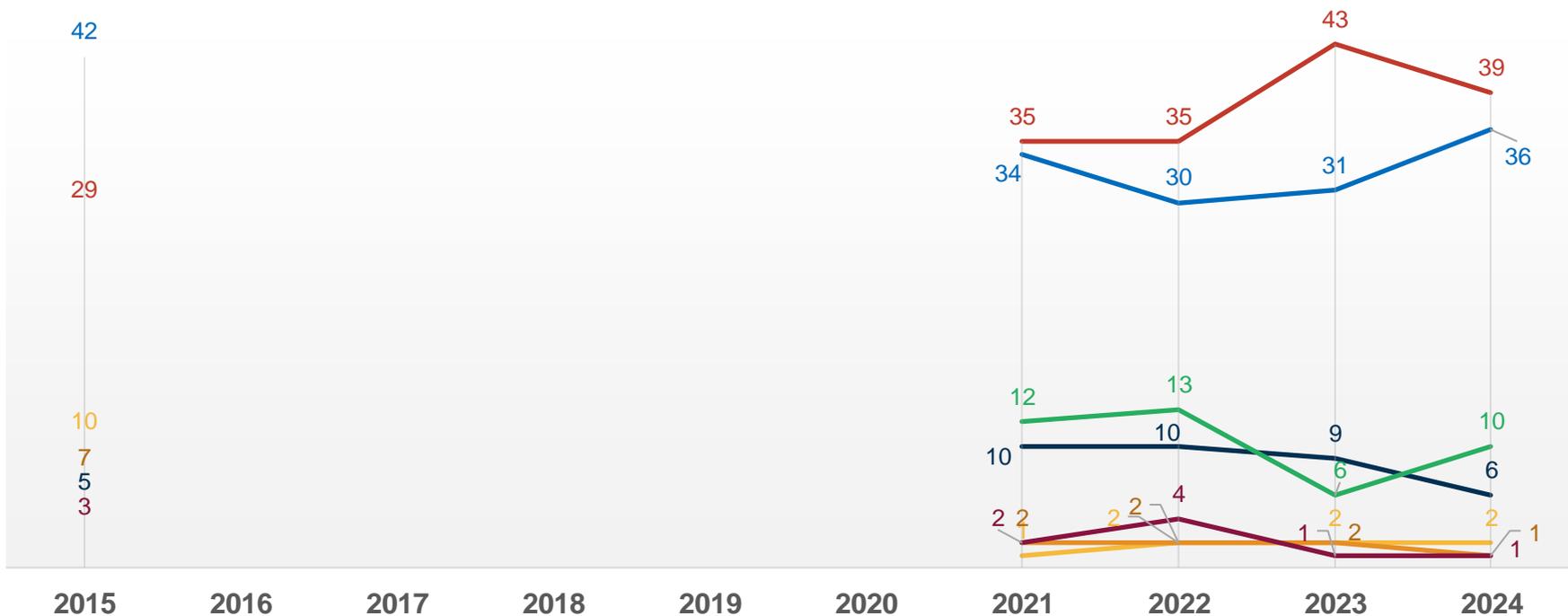
Advertising in a Local Newspaper

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: 38 Councils asked group: 10
Note: 'Social Media' was included in 2019.

Best form of communication: under 50s

2024 under 50s best form of communication (%)
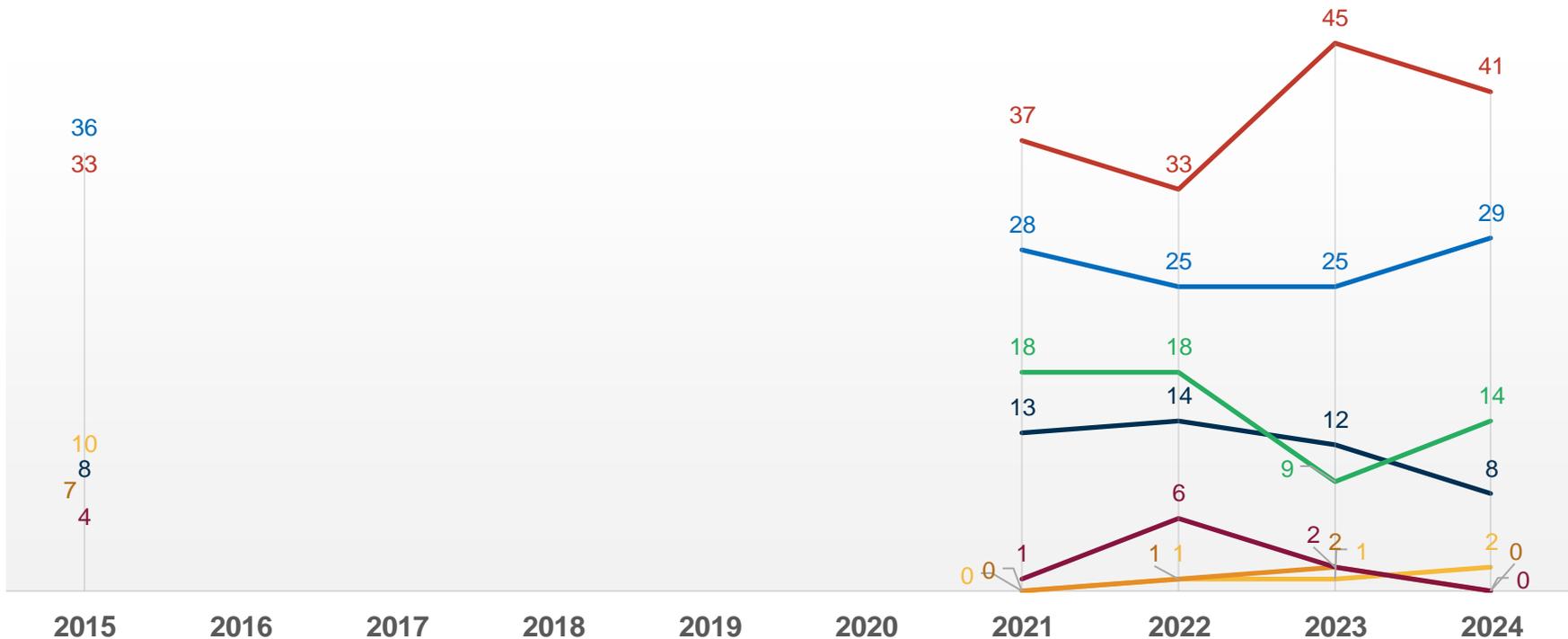
Advertising in a Local Newspaper	**Council Newsletter via Mail**	**Council Newsletter via Email**	**Council Newsletter as Local Paper Insert**	**Council Website**	**Text Message**	**Social Media**

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: 38 Councils asked group: 10
Note: 'Social Media' was included in 2019.

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Best form of communication: 50+ years

2024 50+ years best form of communication (%)
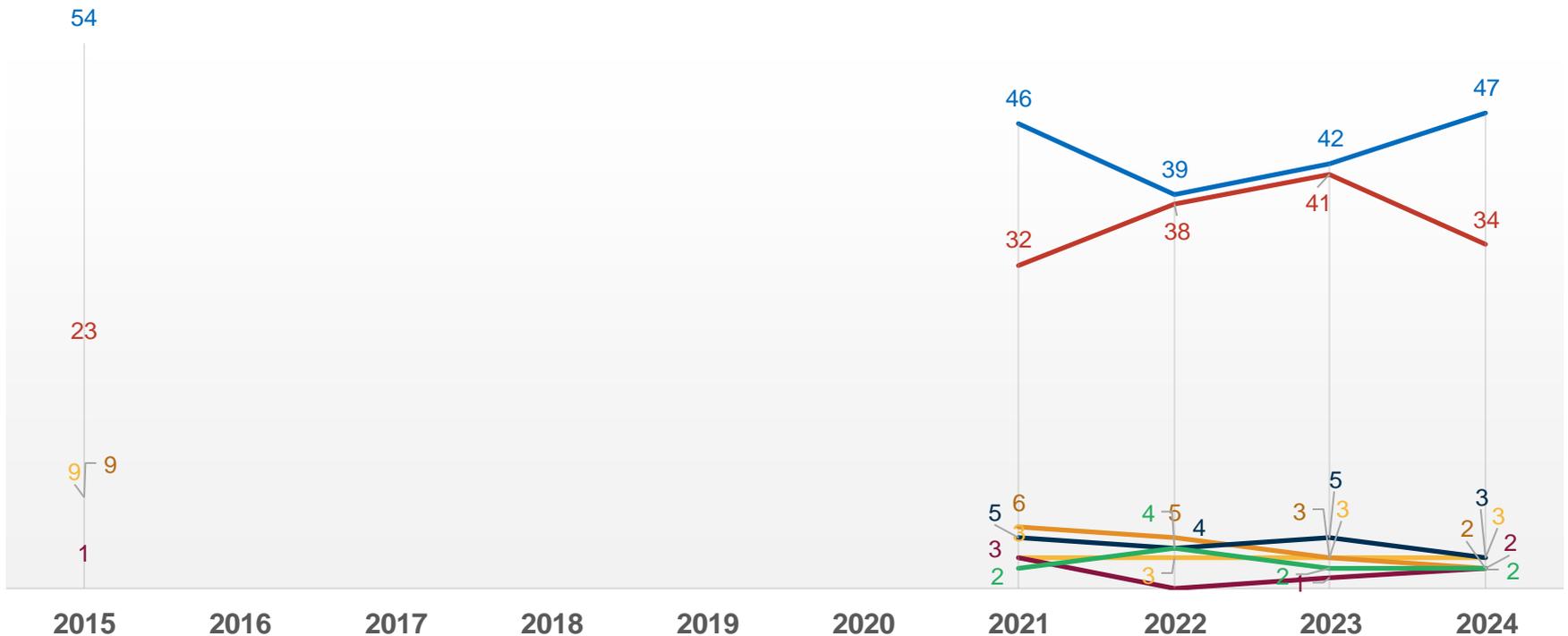
Advertising in a Local Newspaper   **Council Newsletter via Mail**   **Council Newsletter via Email**   **Council Newsletter as Local Paper Insert**   **Council Website**   **Text Message**   **Social Media**

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 50+ years. Councils asked State-wide: 38 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 increased by a (not significant) three points to an index score of 48.

Council rates in line with the Metropolitan group average and significantly higher than the State-wide average for councils (index scores of 49 and 45 respectively).

No significant differences are found among residents from any geographic or demographic cohorts compared to the 2024 average, nor to their respective 2023 scores.

- The most satisfied with overall direction are residents in the North Ward (index score 51) and those aged 18 to 34 years (index score 49).

- The lowest rating for council direction comes from residents aged 50 to 64 years (index score 43).

Over two thirds of residents (68%) view Council's overall direction as having stayed the same in the past 12 months (unchanged from 2023).

- Just 11% believe the direction has improved, up three percentage points on 2023.

- A similar proportion (15%) believe direction has deteriorated, down three percentage points on 2023.
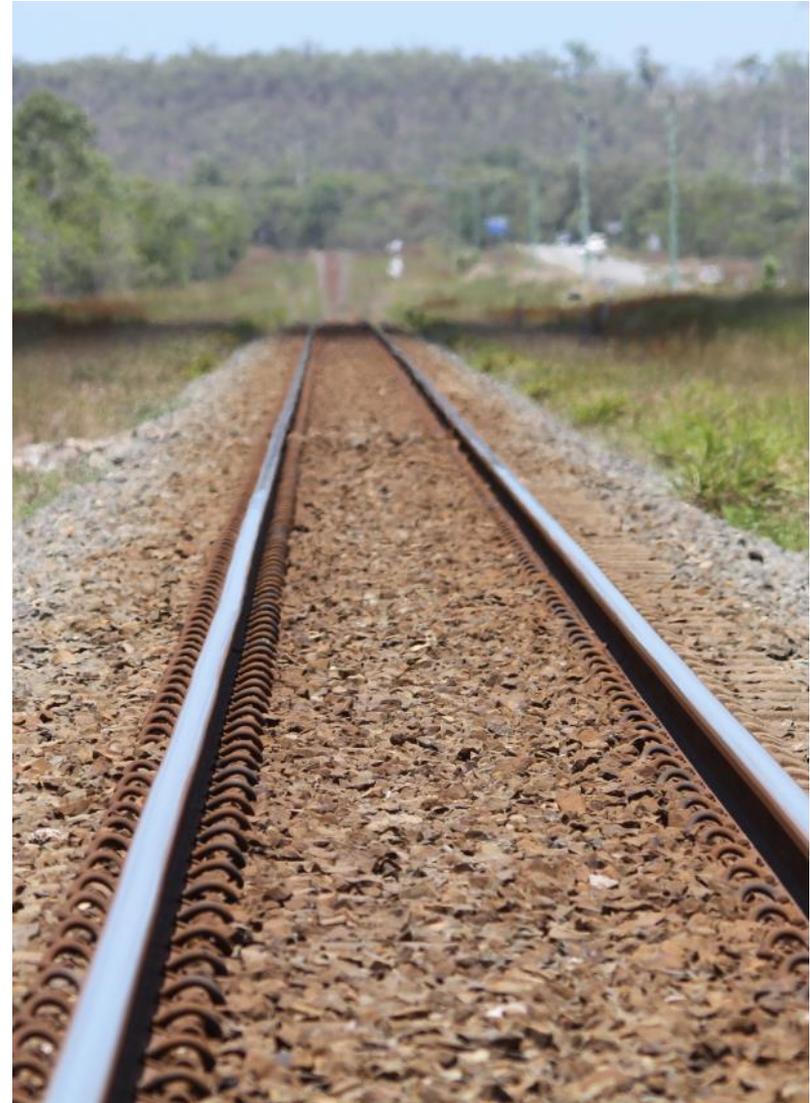
Overall council direction last 12 months

2024 overall council direction (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	51	48	53	54	53	49	53	53	n/a	55
18-34	49	44	52	55	56	53	59	58	55	55
35-49	49	45	50	51	52	52	50	49	52	57
Metro	49	49	53	55	54	55	54	54	55	56
Women	49	44	51	54	53	51	53	55	54	53
South Ward	49	48	51	45	51	57	54	54	n/a	54
Stonnington	48	45	49	52	52	52	54	54	53	55
Men	47	46	47	49	51	53	54	52	52	57
65+	46	47	47	51	50	55	51	53	53	55
East Ward	45	42	44	54	52	51	54	54	n/a	55
State-wide	45▼	46	50	53	51	53	52	53	51	53
50-64	43	42	41	42	44	44	48	50	50	51

Q6. Over the last 12 months, what is your view of the direction of Stonnington City Council's overall performance?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months
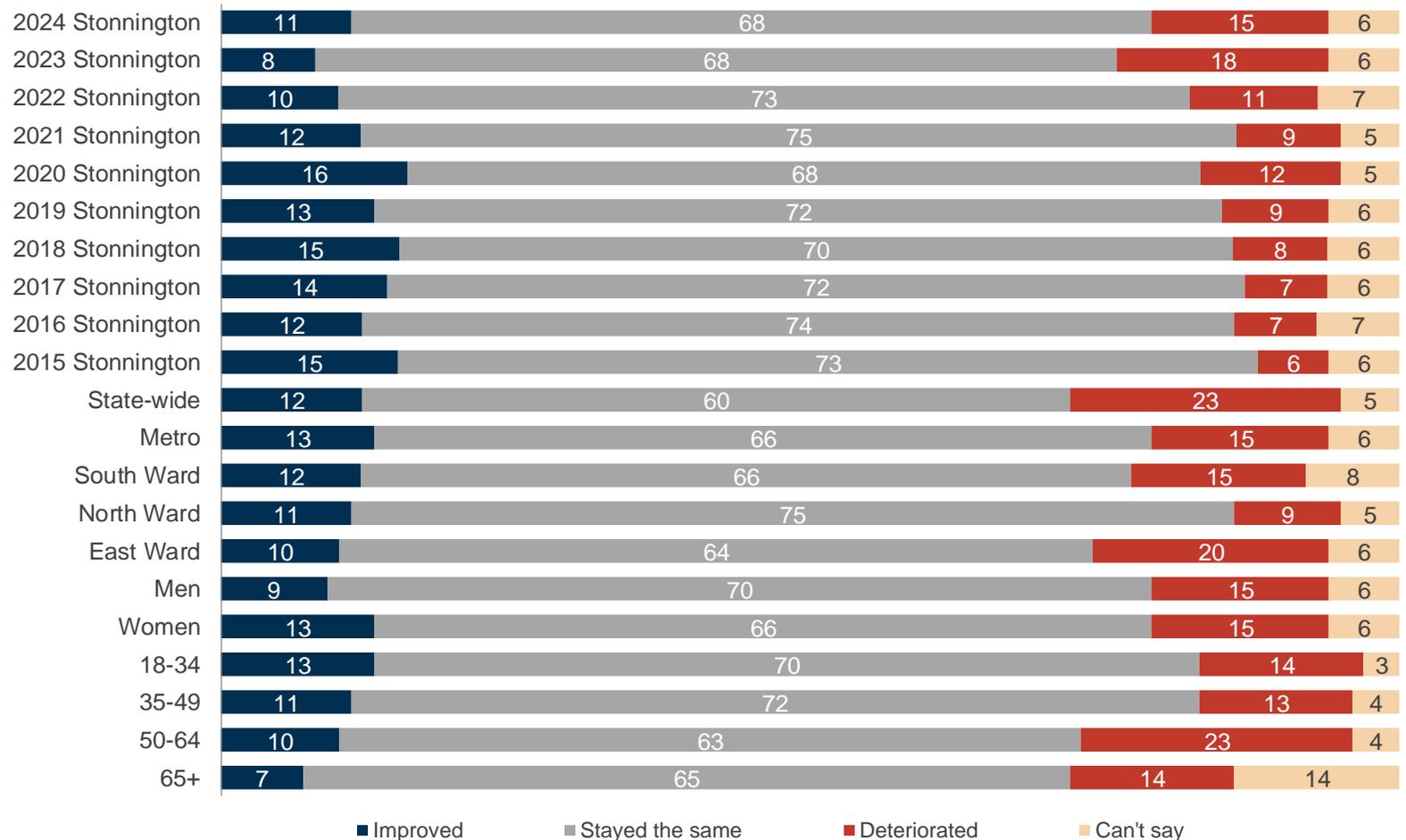
2024 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2024 Stonnington	11	68	15	6
2023 Stonnington	8	68	18	6
2022 Stonnington	10	73	11	7
2021 Stonnington	12	75	9	5
2020 Stonnington	16	68	12	5
2019 Stonnington	13	72	9	6
2018 Stonnington	15	70	8	6
2017 Stonnington	14	72	7	6
2016 Stonnington	12	74	7	7
2015 Stonnington	15	73	6	6
State-wide	12	60	23	5
Metro	13	66	15	6
South Ward	12	66	15	8
North Ward	11	75	9	5
East Ward	10	64	20	6
Men	9	70	15	6
Women	13	66	15	6
18-34	13	70	14	3
35-49	11	72	13	4
50-64	10	63	23	4
65+	7	65	14	14

■ Improved ■ Stayed the same ■ Deteriorated ■ Can't say

Q6. Over the last 12 months, what is your view of the direction of Stonnington City Council's overall performance?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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Individual service areas

Community consultation and engagement importance

2024 consultation and engagement importance (index scores)

	2024		2023	2022	2021	2020	2019	2018	2017	2016	2015
Personal user	80 ▲		82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	80 ▲		82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76		76	76	75	74	74	74	74	75	74
East Ward	76		77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71
Men	75		75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67
50-64	75		76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75
Stonnington	75		76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69
18-34	74		75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63
65+	74		75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72
35-49	74		79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75
Women	74		77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71
North Ward	74		75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66
South Ward	73		75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70
Metro	73		73	73	73	72	71	72	72	73	72

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement importance

2024 consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Stonnington	33	38	22	4	1	1
2023 Stonnington	32	42	23	3		1
2015 Stonnington	23	40	30	4	2	1
State-wide	33	41	21	3	1	1
Metro	28	40	24	5	1	1
South Ward	28	45	20	7	1	1
North Ward	29	41	28		1	1
East Ward	39	32	20	5	2	1
Men	34	36	26	2	1	1
Women	32	41	20	6		1
18-34	35	33	26	5		
35-49	28	46	24		2	
50-64	39	30	23	4	3	1
65+	30	44	14	7	1	3
Personal user	43	39	15	2		1
Household user	41	39	16	3	1	1

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6

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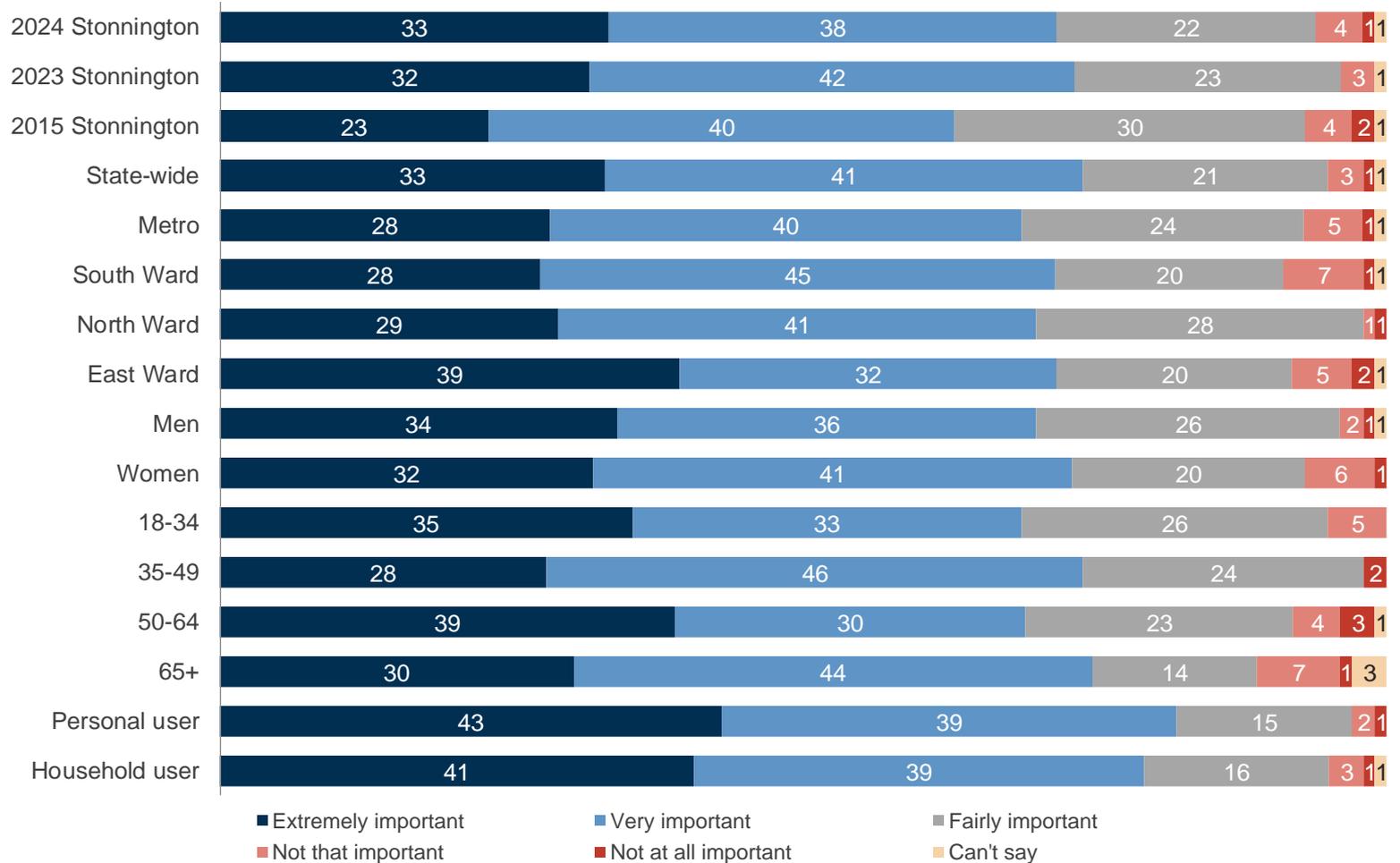
Community consultation and engagement performance

2024 consultation and engagement performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	62▲	55	57	58	56	54	57	60	n/a	58
35-49	60	56	54	57	56	58	59	55	61	61
Household user	59	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	59	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	56	56	58	65	53	58	63	55	n/a	64
Metro	56	55	58	59	58	58	57	57	58	58
Women	56	54	53	62	57	55	59	60	62	63
Stonnington	56	53	56	60	56	56	60	58	60	63
18-34	55	53	58	65	57	57	63	61	59	66
Men	55	53	58	58	54	56	60	56	58	64
65+	54	53	54	59	54	56	55	57	62	64
50-64	52	49	52	52	52	48	56	53	59	57
East Ward	51▼	51	52	58	58	56	59	59	n/a	65
State-wide	51▼	52	54	56	55	56	55	55	54	56

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2024 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	6	32	30	15	5	12
2023 Stonnington	6	29	33	16	7	10
2022 Stonnington	8	26	37	12	6	12
2021 Stonnington	11	31	32	12	2	11
2020 Stonnington	7	32	35	16	4	7
2019 Stonnington	7	32	33	16	4	8
2018 Stonnington	14	27	26	14	4	15
2017 Stonnington	7	34	29	11	5	13
2016 Stonnington	12	29	29	13	3	15
2015 Stonnington	10	40	25	8	3	12
State-wide	7	26	31	17	10	8
Metro	9	30	30	14	6	11
South Ward	4	40	25	13	6	11
North Ward	9	35	30	8	3	15
East Ward	6	24	32	21	6	10
Men	6	34	27	16	6	11
Women	7	30	32	14	4	13
18-34	6	32	27	22	2	11
35-49	5	42	32	6	6	11
50-64	11	20	42	8	13	6
65+	6	31	23	17	6	17
Personal user	14	36	27	13	8	2
Household user	13	38	28	13	7	1

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
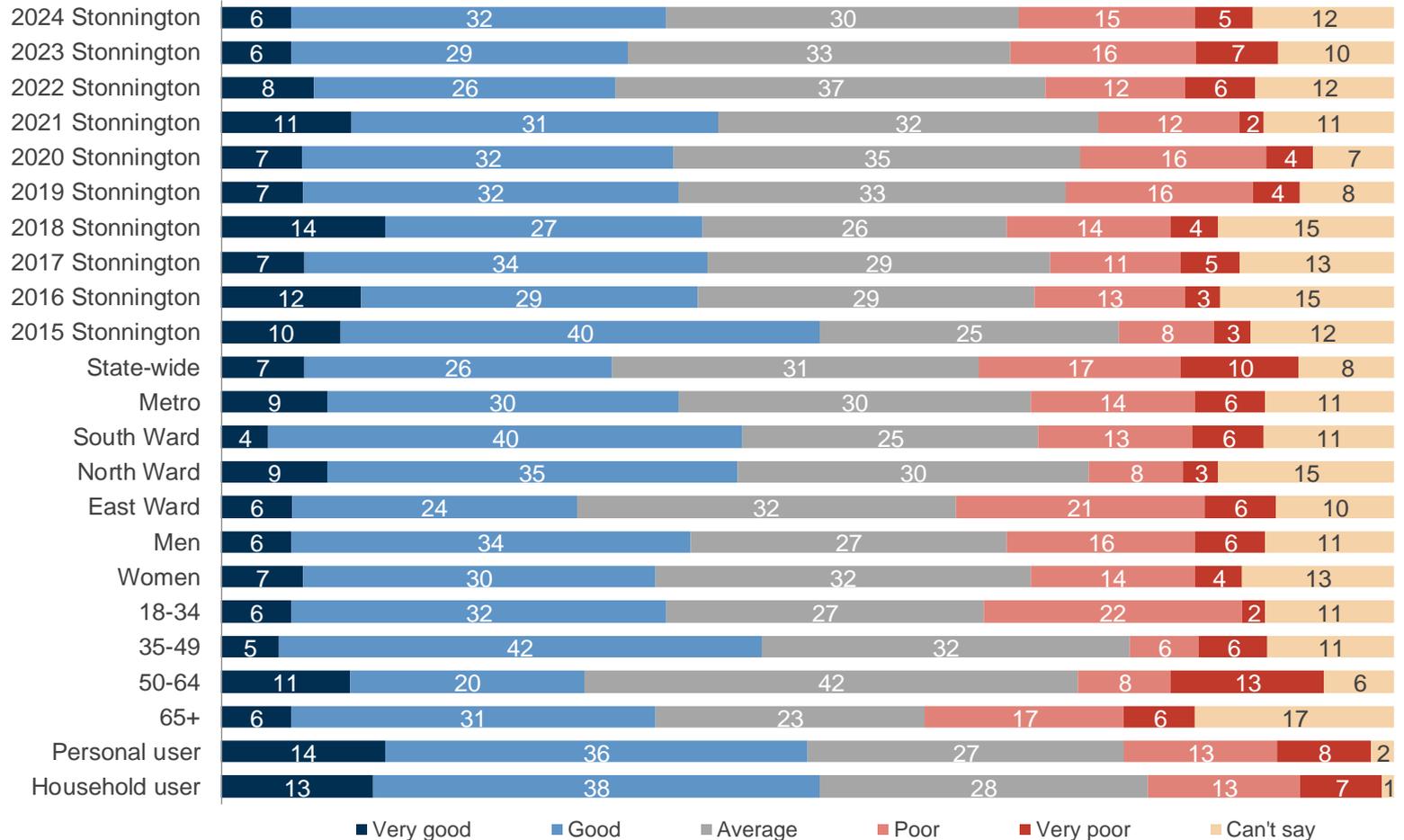
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

Lobbying on behalf of the community importance

2024 lobbying importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	68 ▲	68	71	69	68	67	68	69	69	69
Women	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68
65+	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	64
North Ward	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62
Metro	64	65	69	67	66	65	66	67	68	67
East Ward	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67
35-49	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67
Stonnington	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65
50-64	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70
18-34	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62
South Ward	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62
Men	58 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6
*Note: Please see Appendix A for explanation of significant differences.*

Lobbying on behalf of the community importance

2024 lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Stonnington	16	36	30	10	5	3
2015 Stonnington	18	34	36	8	2	2
State-wide	23	37	26	7	3	3
Metro	18	36	29	10	4	3
South Ward	6	44	31	12	4	4
North Ward	17	37	33	4	6	3
East Ward	22	32	27	12	5	3
Men	13	33	30	12	8	3
Women	19	39	29	7	2	3
18-34	11	40	33	9	5	2
35-49	17	37	34	8	5	
50-64	25	28	21	17	8	2
65+	18	35	26	8	5	9

■ Extremely important ■ Very important ■ Fairly important
■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6

Lobbying on behalf of the community performance

2024 lobbying performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	60 ▲	50	52	54	50	53	59	55	n/a	53
35-49	59	49	51	55	55	52	54	55	55	53
18-34	59 ▲	50	55	53	52	56	56	63	56	60
Women	56	47	50	54	52	54	57	61	55	56
Stonnington	55	49	52	52	52	53	56	58	56	58
Men	54	50	53	50	52	52	55	54	56	59
Metro	54	53	55	56	57	57	56	56	56	58
East Ward	53	46	51	49	56	53	56	60	n/a	60
South Ward	53	52	53	53	49	53	52	58	n/a	58
State-wide	50 ▼	51	53	55	53	54	54	54	53	55
65+	49 ▼	48	46	52	53	53	58	52	57	62
50-64	47 ▼	45	47	44	47	46	55	50	54	51

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 46 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2024 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	4	22	31	7	4	32
2023 Stonnington	1	18	32	14	6	30
2022 Stonnington	3	22	32	15	4	23
2021 Stonnington	2	20	37	11	4	26
2020 Stonnington	5	21	30	16	5	24
2019 Stonnington	3	21	31	14	3	28
2018 Stonnington	7	20	27	12	3	31
2017 Stonnington	5	27	25	9	4	30
2016 Stonnington	8	19	27	11	4	30
2015 Stonnington	4	25	28	8	3	32
State-wide	4	21	31	15	8	20
Metro	4	22	29	10	5	30
South Ward	4	21	32	6	7	30
North Ward	4	27	29	4	2	34
East Ward	3	20	30	11	4	32
Men	4	23	32	6	6	29
Women	3	22	30	8	2	34
18-34	4	26	32	7	2	28
35-49	4	29	30	2	5	29
50-64	1	17	30	13	7	32
65+	3	13	28	10	6	41

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
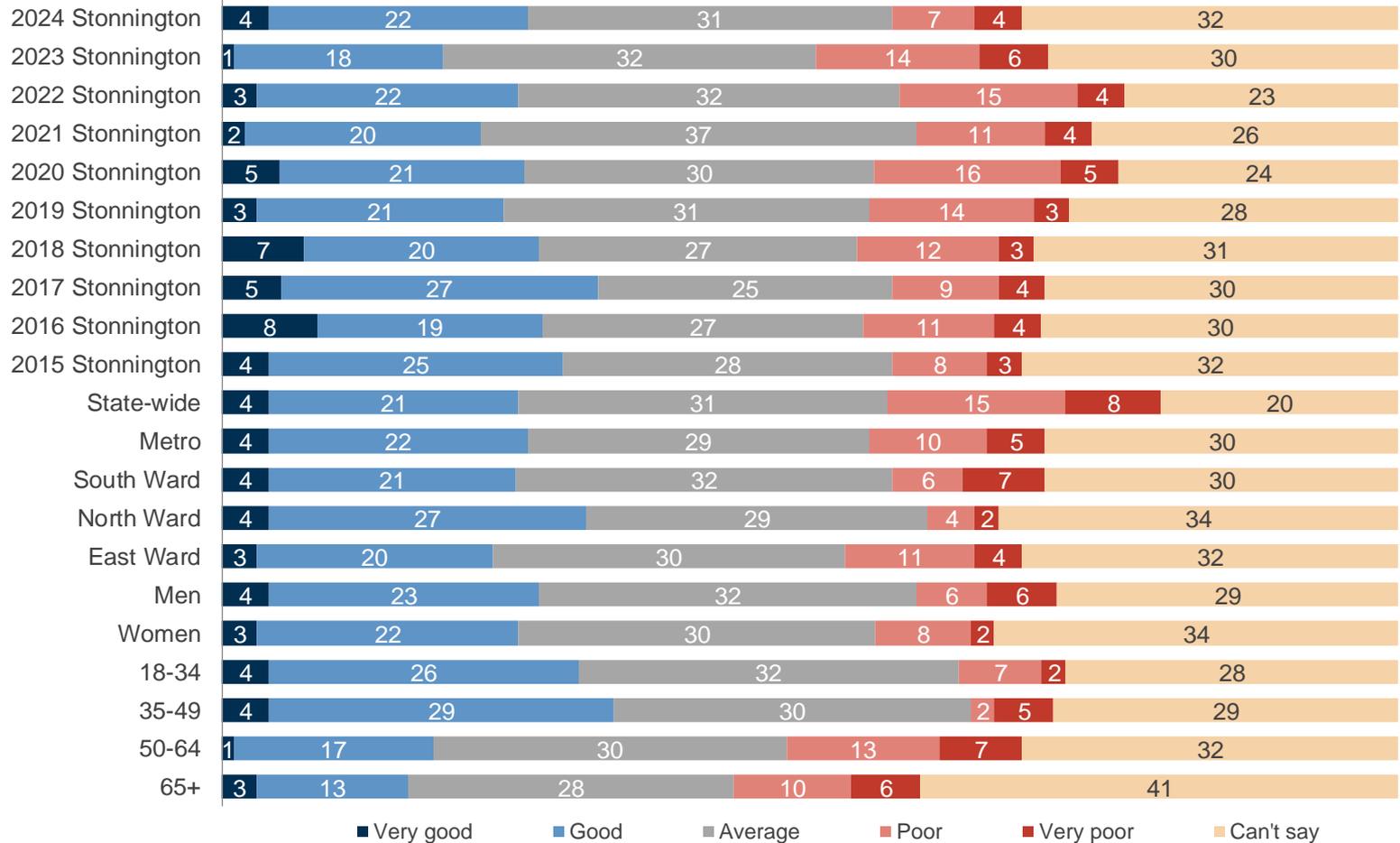*Base: All respondents. Councils asked State-wide: 46 Councils asked group: 9*

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Decisions made in the interest of the community performance

2024 community decisions made performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	59	55	57	61	57	56	57	61	n/a	56
18-34	58	56	61	65	59	60	62	65	63	62
35-49	57	53	55	60	56	56	58	55	57	55
Metro	57	55	59	61	59	60	58	58	59	59
Women	55	53	55	62	57	57	59	60	62	58
Stonnington	55	54	56	61	57	58	58	60	60	59
South Ward	54	58	60	60	51	60	60	57	n/a	59
Men	54	54	57	60	56	58	57	60	58	60
East Ward	52	50	52	61	61	57	58	61	n/a	61
65+	52	52	51	59	58	59	57	55	61	63
State-wide	50▼	51	54	56	53	55	54	54	54	55
50-64	47	48	50	48	48	50	50	56	55	53

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
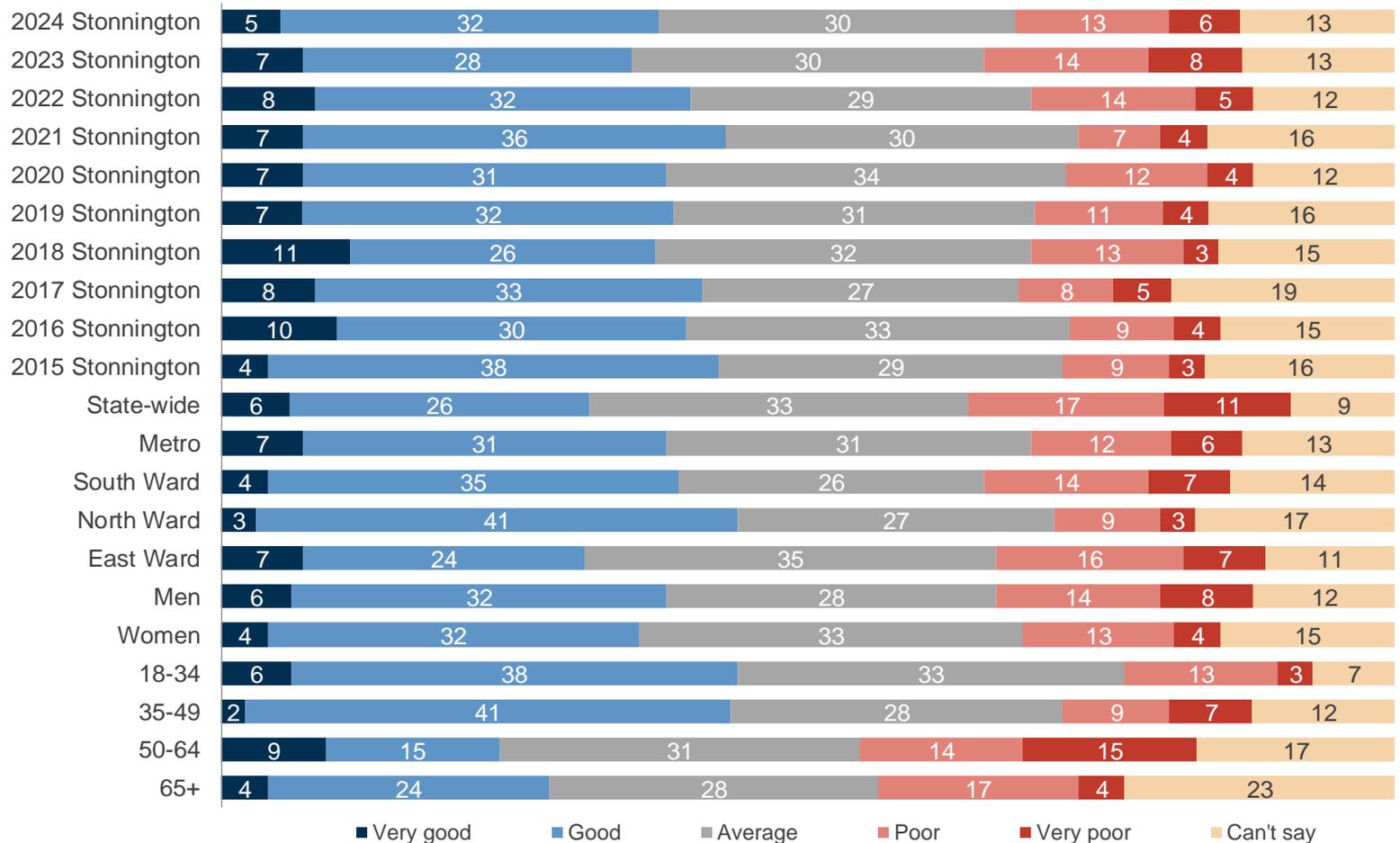*Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13*
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2024 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	5	32	30	13	6	13
2023 Stonnington	7	28	30	14	8	13
2022 Stonnington	8	32	29	14	5	12
2021 Stonnington	7	36	30	7	4	16
2020 Stonnington	7	31	34	12	4	12
2019 Stonnington	7	32	31	11	4	16
2018 Stonnington	11	26	32	13	3	15
2017 Stonnington	8	33	27	8	5	19
2016 Stonnington	10	30	33	9	4	15
2015 Stonnington	4	38	29	9	3	16
State-wide	6	26	33	17	11	9
Metro	7	31	31	12	6	13
South Ward	4	35	26	14	7	14
North Ward	3	41	27	9	3	17
East Ward	7	24	35	16	7	11
Men	6	32	28	14	8	12
Women	4	32	33	13	4	15
18-34	6	38	33	13	3	7
35-49	2	41	28	9	7	12
50-64	9	15	31	14	15	17
65+	4	24	28	17	4	23

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

The condition of sealed local roads in your area performance

2024 sealed local roads performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	66	63	70	74	65	74	67	69	69	72
Men	65	63	69	71	67	71	68	67	70	71
35-49	65	68	66	66	67	69	62	62	71	67
East Ward	65	66	69	70	70	71	69	70	n/a	72
North Ward	64	61	69	71	60	67	64	68	n/a	69
Stonnington	64	63	67	70	65	70	65	66	68	70
Women	62	63	66	69	64	68	63	66	67	68
65+	62	63	67	67	62	68	67	63	66	69
South Ward	61	62	64	69	65	71	63	61	n/a	68
Metro	61▼	61	65	68	67	69	68	66	67	69
50-64	59	55	62	69	65	61	62	67	67	68
State-wide	45▼	48	53	57	54	56	53	53	54	55

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
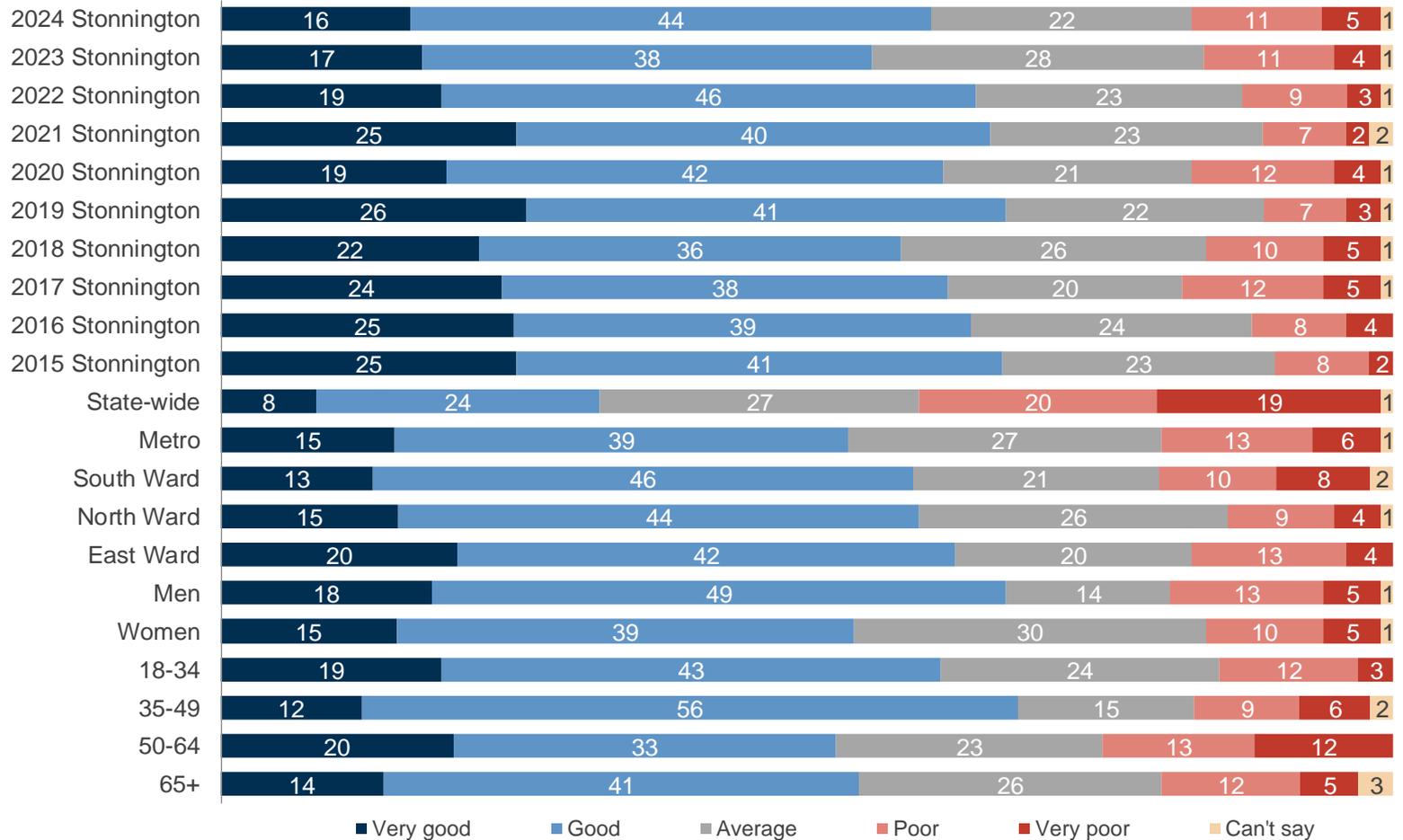*Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13*
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2024 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	16	44	22	11	5	1
2023 Stonnington	17	38	28	11	4	1
2022 Stonnington	19	46	23	9	3	1
2021 Stonnington	25	40	23	7	2	2
2020 Stonnington	19	42	21	12	4	1
2019 Stonnington	26	41	22	7	3	1
2018 Stonnington	22	36	26	10	5	1
2017 Stonnington	24	38	20	12	5	1
2016 Stonnington	25	39	24	8	4	
2015 Stonnington	25	41	23	8	2	
State-wide	8	24	27	20	19	1
Metro	15	39	27	13	6	1
South Ward	13	46	21	10	8	2
North Ward	15	44	26	9	4	1
East Ward	20	42	20	13	4	
Men	18	49	14	13	5	1
Women	15	39	30	10	5	1
18-34	19	43	24	12	3	
35-49	12	56	15	9	6	2
50-64	20	33	23	13	12	
65+	14	41	26	12	5	3

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

Informing the community performance

2024 informing community performance (index scores)

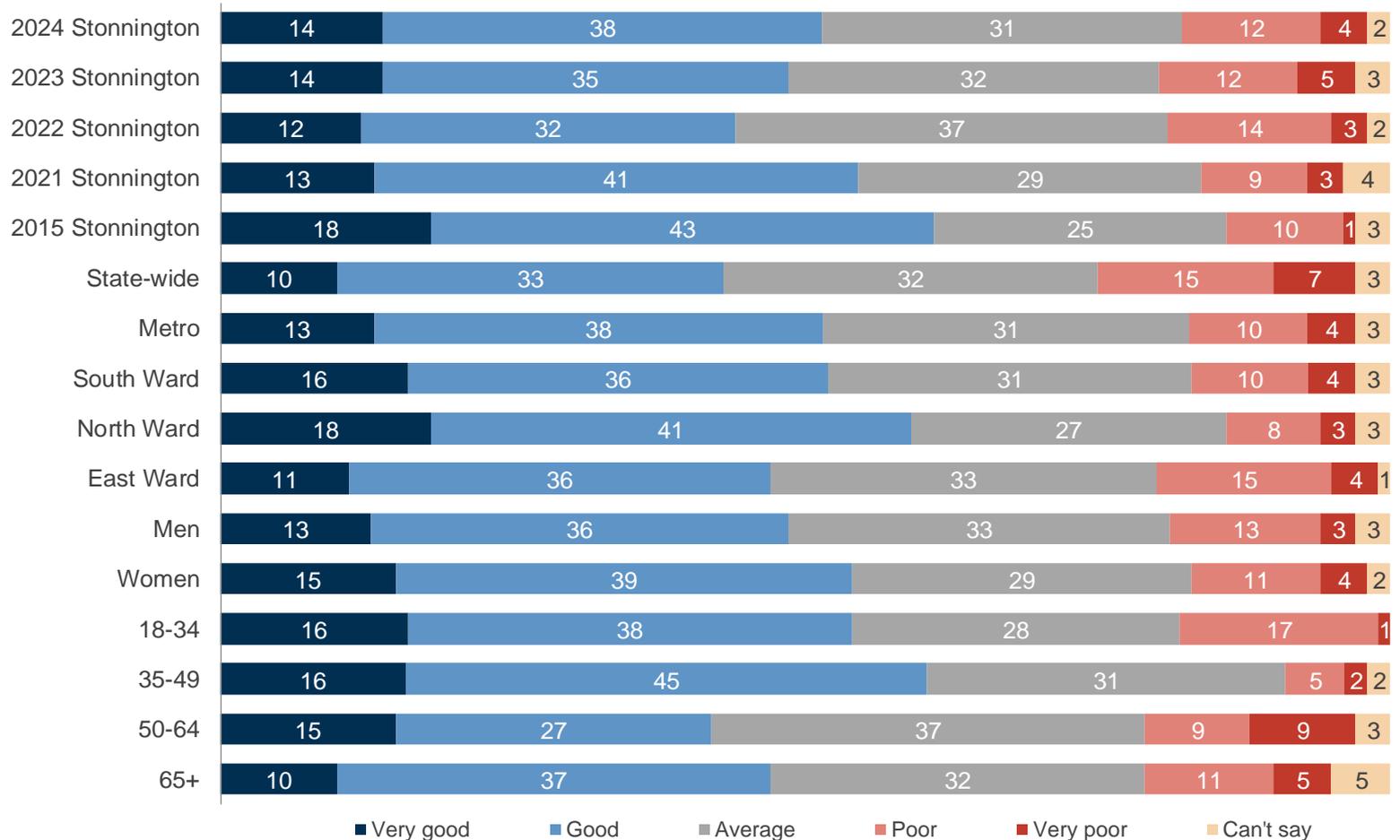|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	67	64	59	61	n/a	n/a	n/a	n/a	n/a	66
North Ward	66	62	60	65	n/a	n/a	n/a	n/a	n/a	64
Women	63	60	58	65	n/a	n/a	n/a	n/a	n/a	68
South Ward	63	60	60	63	n/a	n/a	n/a	n/a	n/a	65
18-34	62	61	61	65	n/a	n/a	n/a	n/a	n/a	67
Stonnington	62	60	59	64	n/a	n/a	n/a	n/a	n/a	67
Metro	62	60	62	62	62	62	61	61	63	64
Men	61	60	61	62	n/a	n/a	n/a	n/a	n/a	66
65+	60	59	61	65	n/a	n/a	n/a	n/a	n/a	71
East Ward	59	59	58	63	n/a	n/a	n/a	n/a	n/a	70
50-64	58	52	54	59	n/a	n/a	n/a	n/a	n/a	64
State-wide	56▼	57	59	60	59	60	59	59	59	61

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Informing the community performance

2024 informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	14	38	31	12	4	2
2023 Stonnington	14	35	32	12	5	3
2022 Stonnington	12	32	37	14	3	2
2021 Stonnington	13	41	29	9	3	4
2015 Stonnington	18	43	25	10	1	3
State-wide	10	33	32	15	7	3
Metro	13	38	31	10	4	3
South Ward	16	36	31	10	4	3
North Ward	18	41	27	8	3	3
East Ward	11	36	33	15	4	1
Men	13	36	33	13	3	3
Women	15	39	29	11	4	2
18-34	16	38	28	17		1
35-49	16	45	31	5	2	2
50-64	15	27	37	9	9	3
65+	10	37	32	11	5	5

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 9

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The condition of local footpaths in your area importance

2024 footpaths importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	84	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79
50-64	84	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	81
65+	82	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	83
South Ward	82	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75
East Ward	81	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79
Stonnington	81	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	78
Metro	80	81	81	80	78	78	79	78	78	77
State-wide	80	81	81	79	78	77	78	77	77	77
35-49	80	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	80
18-34	79	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74
North Ward	78	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	80
Men	77 ▼	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77

Q1. Firstly, how important should 'The condition of local footpaths in your area' be as a responsibility for Council?
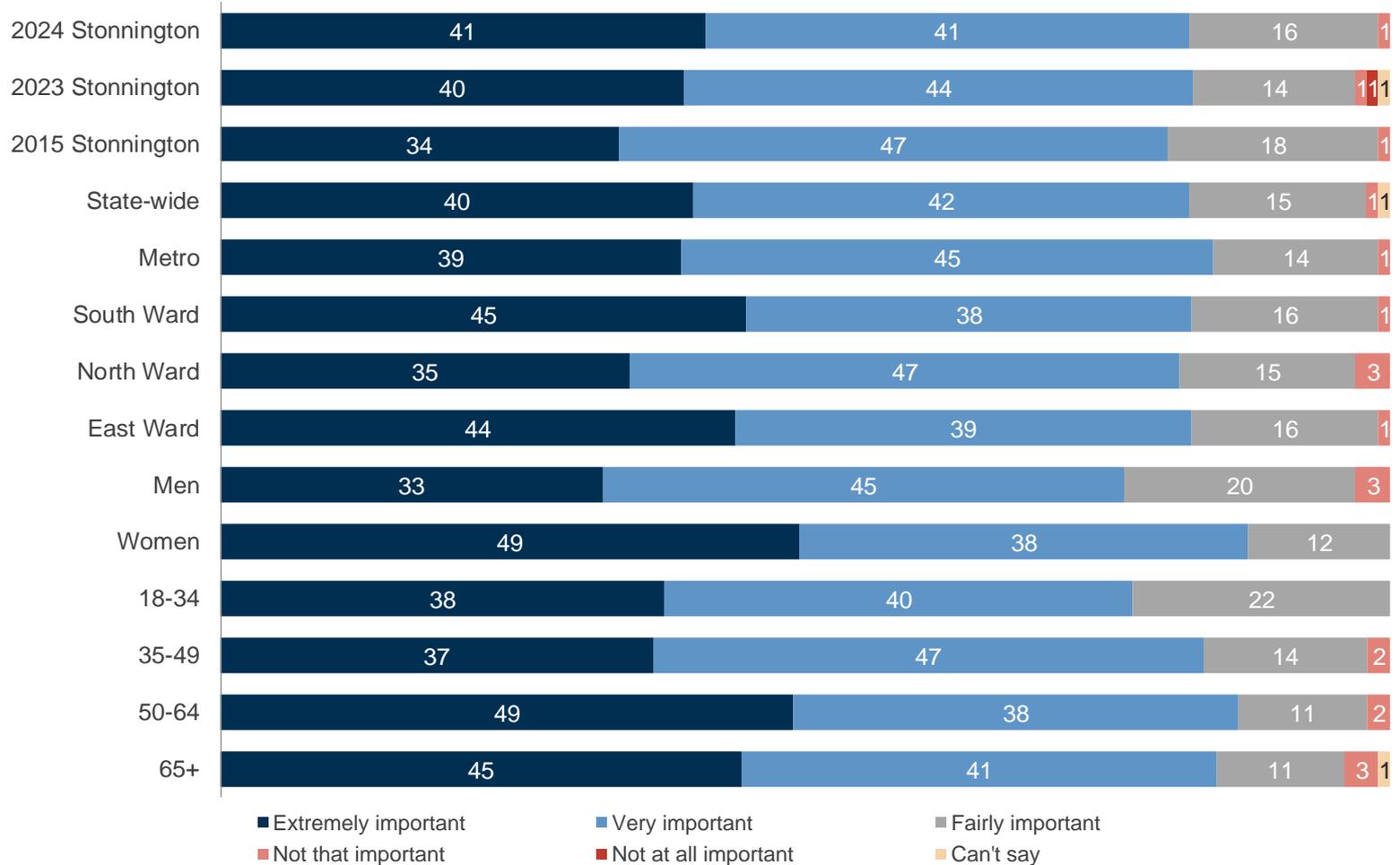*Base: All respondents. Councils asked State-wide: 20 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

The condition of local footpaths in your area importance

2024 footpaths importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Stonnington	41	41	16	1		
2023 Stonnington	40	44	14	1	1	1
2015 Stonnington	34	47	18	1		
State-wide	40	42	15	1		1
Metro	39	45	14	1		
South Ward	45	38	16	1		
North Ward	35	47	15	3		
East Ward	44	39	16	1		
Men	33	45	20	3		
Women	49	38	12			
18-34	38	40	22			
35-49	37	47	14	2		
50-64	49	38	11	2		
65+	45	41	11	3		1

Legend: ■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'The condition of local footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 5

The condition of local footpaths in your area performance

2024 footpaths performance (index scores)

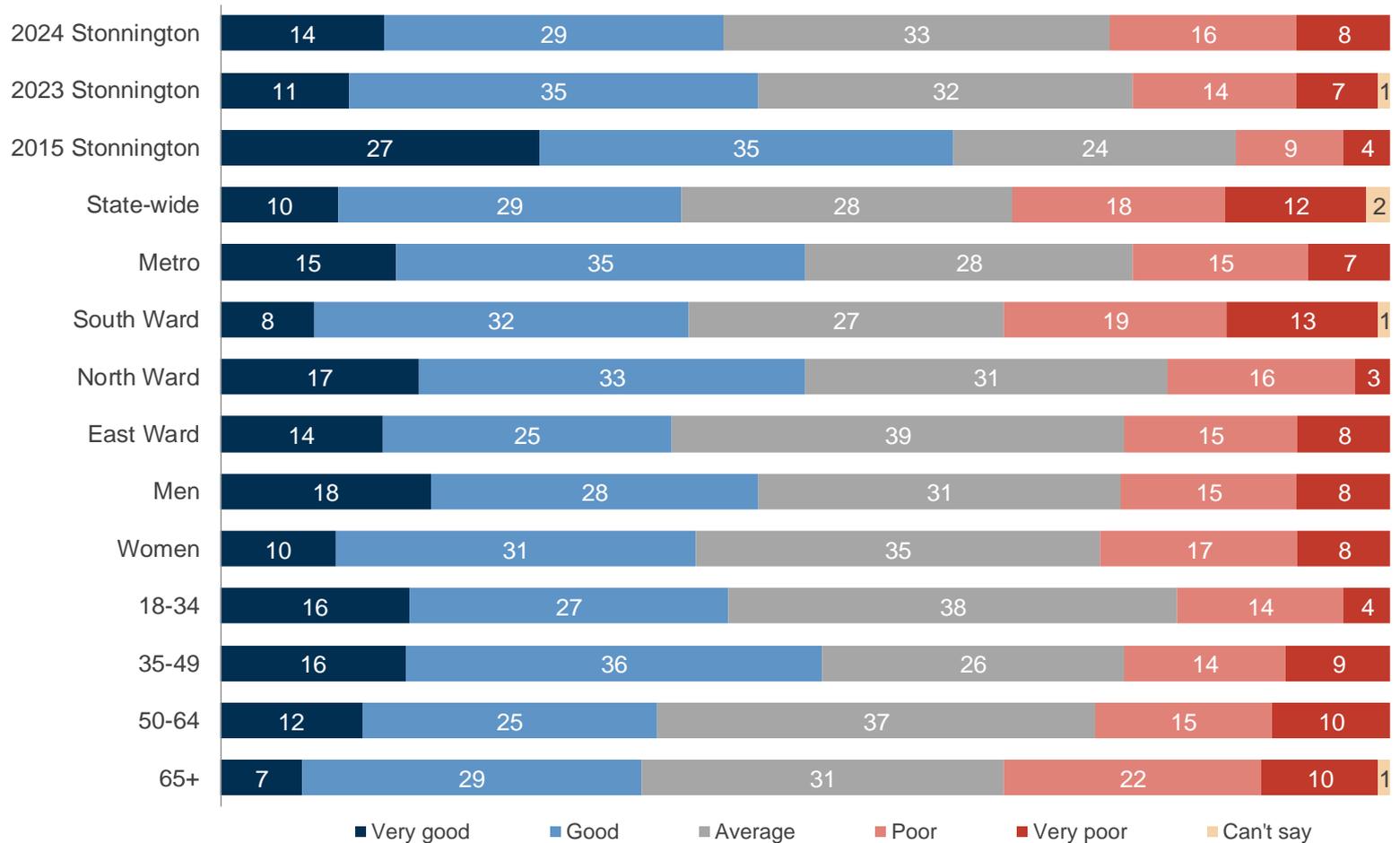|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	62 ▲	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67
18-34	59	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72
35-49	59	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66
Metro	59 ▲	57	63	65	64	65	64	62	63	64
Men	58	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70
Stonnington	56	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68
East Ward	56	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70
Women	55	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65
50-64	54	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61
State-wide	52 ▼	52	57	59	58	59	58	57	57	58
South Ward	51	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	64
65+	50	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66

Q2. How has Council performed on 'The condition of local footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

The condition of local footpaths in your area performance

2024 footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	14	29	33	16	8	
2023 Stonnington	11	35	32	14	7	1
2015 Stonnington	27	35	24	9	4	
State-wide	10	29	28	18	12	2
Metro	15	35	28	15	7	
South Ward	8	32	27	19	13	1
North Ward	17	33	31	16	3	
East Ward	14	25	39	15	8	
Men	18	28	31	15	8	
Women	10	31	35	17	8	
18-34	16	27	38	14	4	
35-49	16	36	26	14	9	
50-64	12	25	37	15	10	
65+	7	29	31	22	10	1

Q2. How has Council performed on 'The condition of local footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7

Traffic management performance

2024 traffic management performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	56	55	60	56	57	58	n/a	n/a	n/a	60
35-49	56	58	56	56	57	53	n/a	n/a	n/a	50
East Ward	55	56	61	60	60	56	n/a	n/a	n/a	61
Metro	55	55	58	59	59	58	57	56	56	57
Women	54	54	59	61	55	55	n/a	n/a	n/a	55
South Ward	54	53	60	61	53	59	n/a	n/a	n/a	54
State-wide	53	55	58	59	58	58	57	59	59	60
Stonnington	53	55	60	60	55	54	n/a	n/a	n/a	57
Men	52	55	60	60	55	53	n/a	n/a	n/a	59
18-34	52	53	62	65	55	54	n/a	n/a	n/a	60
North Ward	50	53	58	60	51	47	n/a	n/a	n/a	54
50-64	49	53	57	57	51	48	n/a	n/a	n/a	55

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

Traffic management performance
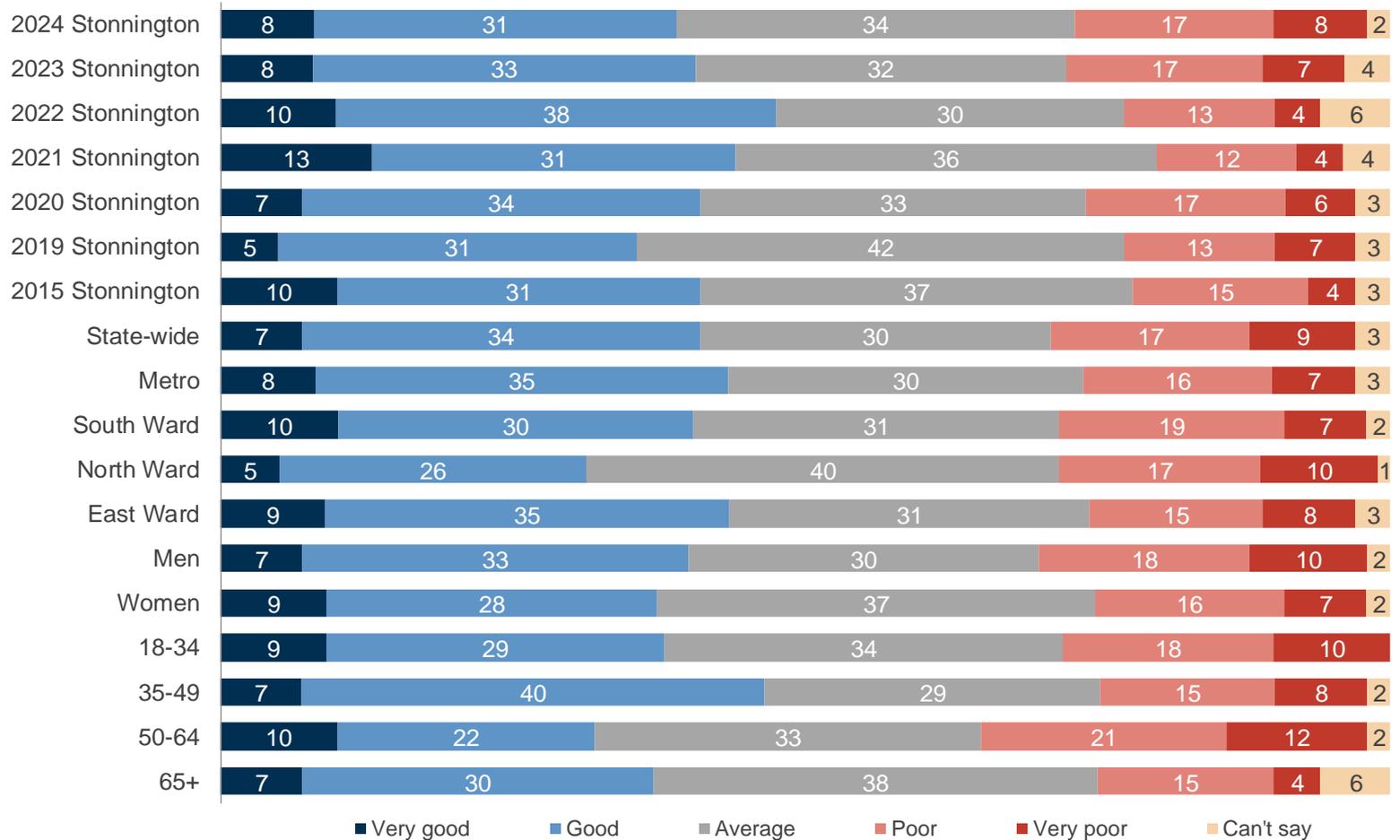
2024 traffic management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	8	31	34	17	8	2
2023 Stonnington	8	33	32	17	7	4
2022 Stonnington	10	38	30	13	4	6
2021 Stonnington	13	31	36	12	4	4
2020 Stonnington	7	34	33	17	6	3
2019 Stonnington	5	31	42	13	7	3
2015 Stonnington	10	31	37	15	4	3
State-wide	7	34	30	17	9	3
Metro	8	35	30	16	7	3
South Ward	10	30	31	19	7	2
North Ward	5	26	40	17	10	1
East Ward	9	35	31	15	8	3
Men	7	33	30	18	10	2
Women	9	28	37	16	7	2
18-34	9	29	34	18	10	
35-49	7	40	29	15	8	2
50-64	10	22	33	21	12	2
65+	7	30	38	15	4	6

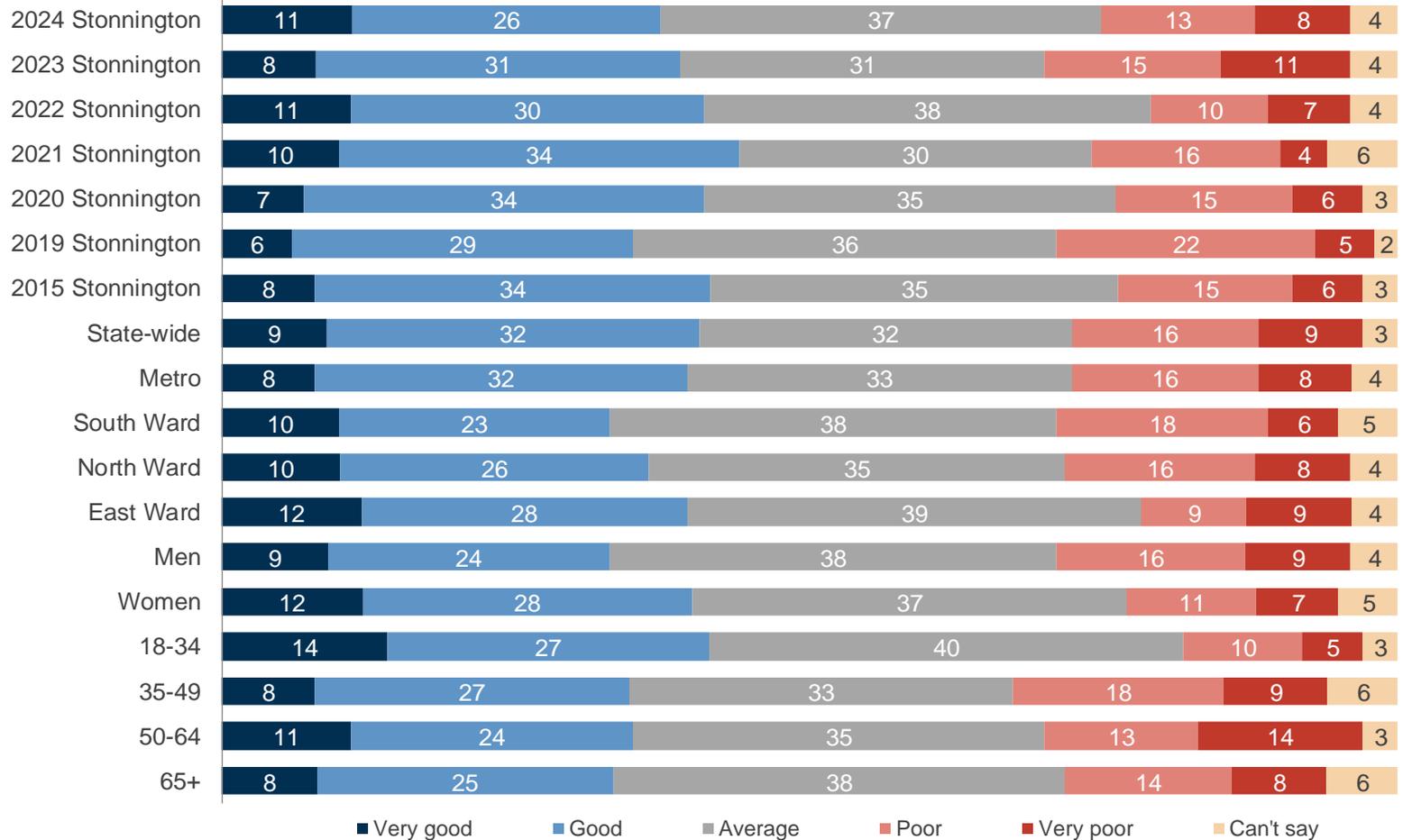■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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

Parking facilities performance

2024 parking performance (index scores)

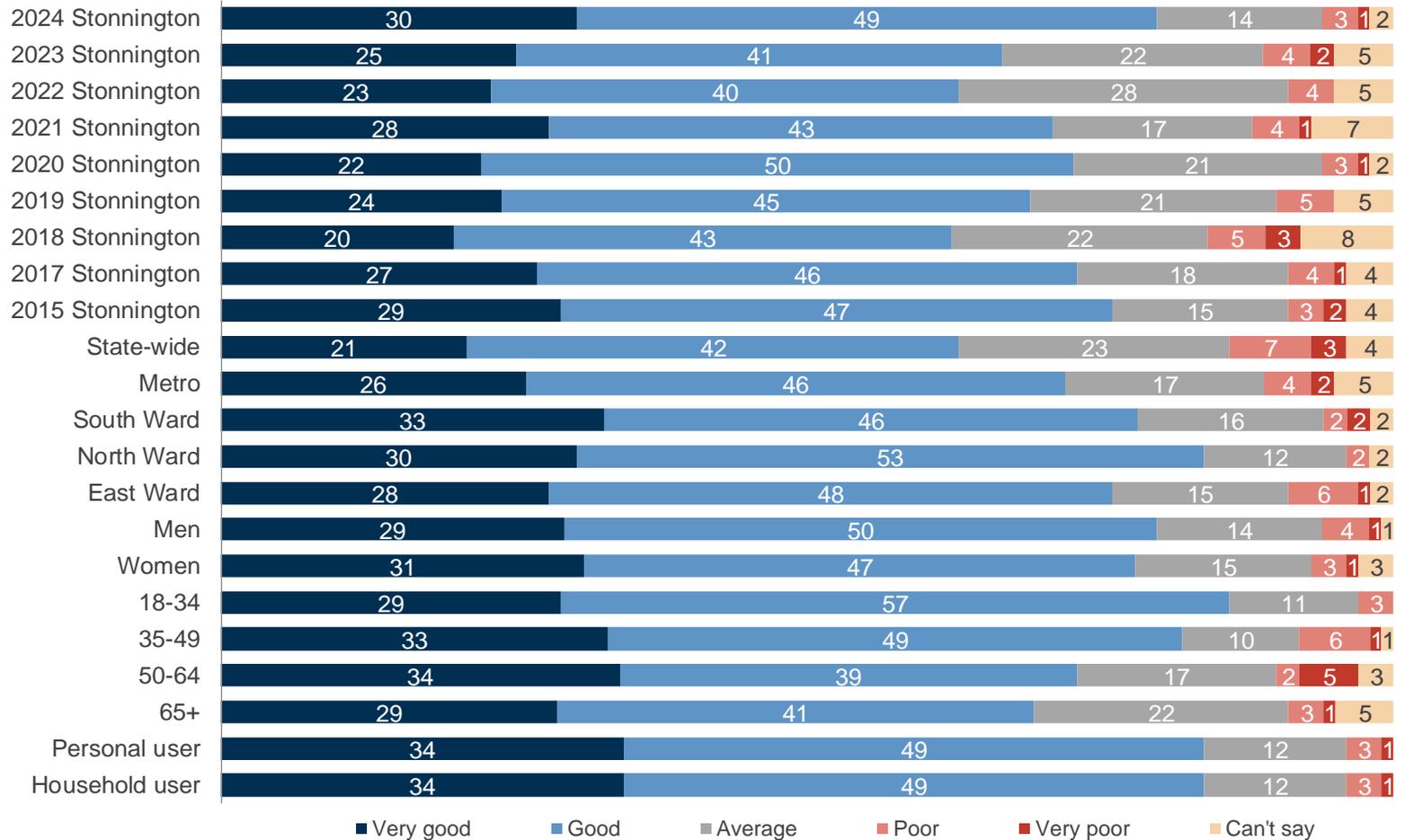|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	59	51	60	60	57	50	n/a	n/a	n/a	62
Women	57	52	55	58	54	53	n/a	n/a	n/a	54
East Ward	57	56	59	58	60	60	n/a	n/a	n/a	59
Stonnington	55	53	57	58	56	52	n/a	n/a	n/a	56
State-wide	54	55	57	58	55	56	56	55	56	57
Metro	54	54	58	58	56	55	55	53	54	55
North Ward	54	52	57	58	53	46	n/a	n/a	n/a	54
South Ward	54	48	54	58	53	48	n/a	n/a	n/a	53
65+	53	52	54	57	52	54	n/a	n/a	n/a	52
Men	52	54	59	58	57	52	n/a	n/a	n/a	58
35-49	52	55	57	58	59	55	n/a	n/a	n/a	53
50-64	51	54	53	53	52	50	n/a	n/a	n/a	49

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

2024 parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	11	26	37	13	8	4
2023 Stonnington	8	31	31	15	11	4
2022 Stonnington	11	30	38	10	7	4
2021 Stonnington	10	34	30	16	4	6
2020 Stonnington	7	34	35	15	6	3
2019 Stonnington	6	29	36	22	5	2
2015 Stonnington	8	34	35	15	6	3
State-wide	9	32	32	16	9	3
Metro	8	32	33	16	8	4
South Ward	10	23	38	18	6	5
North Ward	10	26	35	16	8	4
East Ward	12	28	39	9	9	4
Men	9	24	38	16	9	4
Women	12	28	37	11	7	5
18-34	14	27	40	10	5	3
35-49	8	27	33	18	9	6
50-64	11	24	35	13	14	3
65+	8	25	38	14	8	6

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5

Recreational facilities performance

2024 recreational facilities performance (index scores)

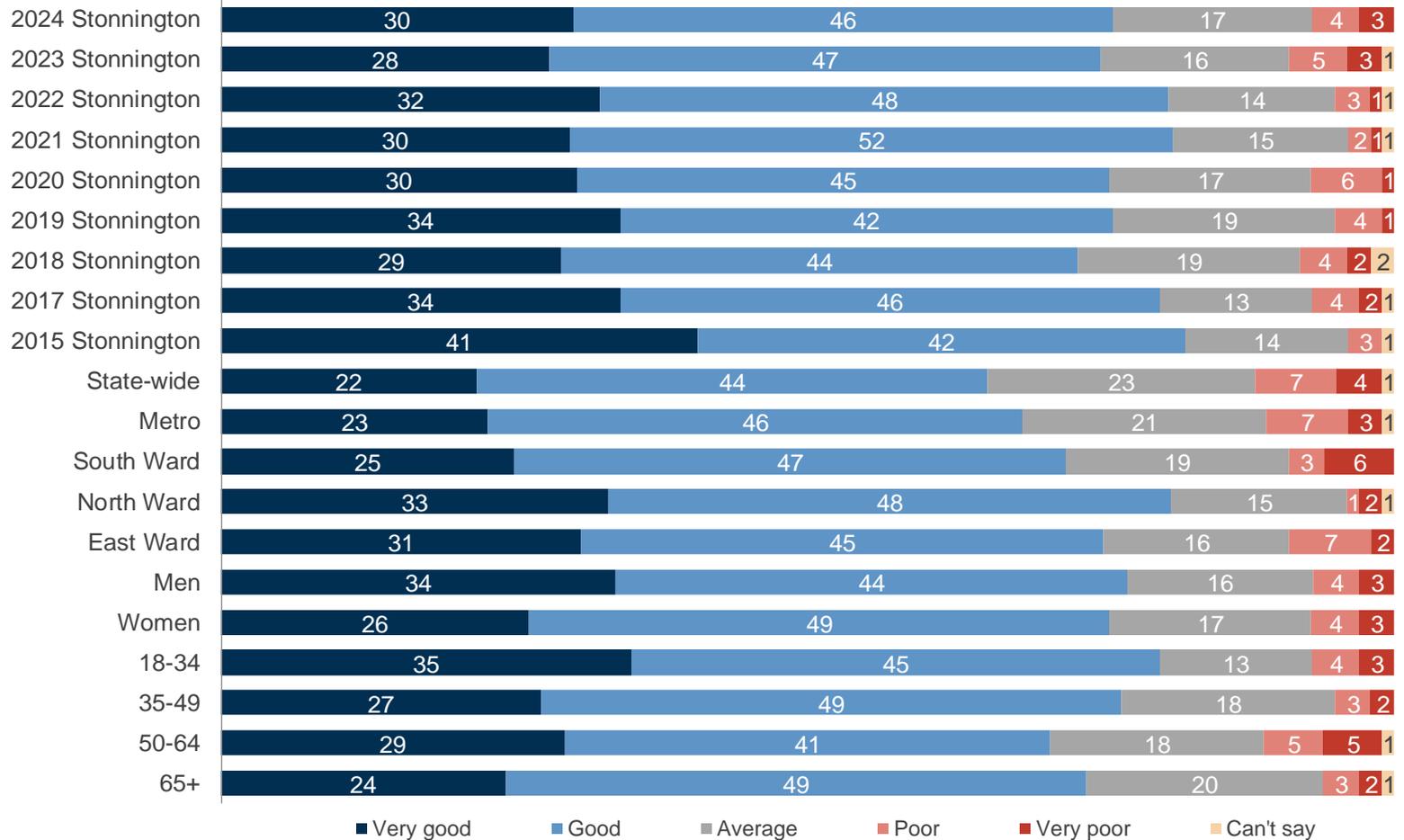|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	79	70	70	74	75	68	68	74	n/a	75
Household user	78	n/a	n/a	n/a	n/a	n/a	71	76	n/a	n/a
Personal user	78	n/a	n/a	n/a	n/a	n/a	71	76	n/a	n/a
18-34	78	73	72	77	76	74	69	77	n/a	78
South Ward	77	72	70	76	69	74	70	73	n/a	76
Women	77	72	73	76	73	74	71	77	n/a	74
35-49	77	72	69	74	68	71	67	71	n/a	77
Stonnington	76	72	71	75	72	73	70	74	n/a	76
Men	76	72	70	74	71	72	69	72	n/a	77
65+	75	70	71	73	73	73	74	75	n/a	73
East Ward	74	73	74	75	73	75	71	77	n/a	76
50-64	74	70	73	71	67	71	70	72	n/a	70
Metro	74	72	73	75	74	75	74	73	73	74
State-wide	68 ▼	68	69	71	70	70	69	70	69	70

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2024 recreational facilities performance (%)

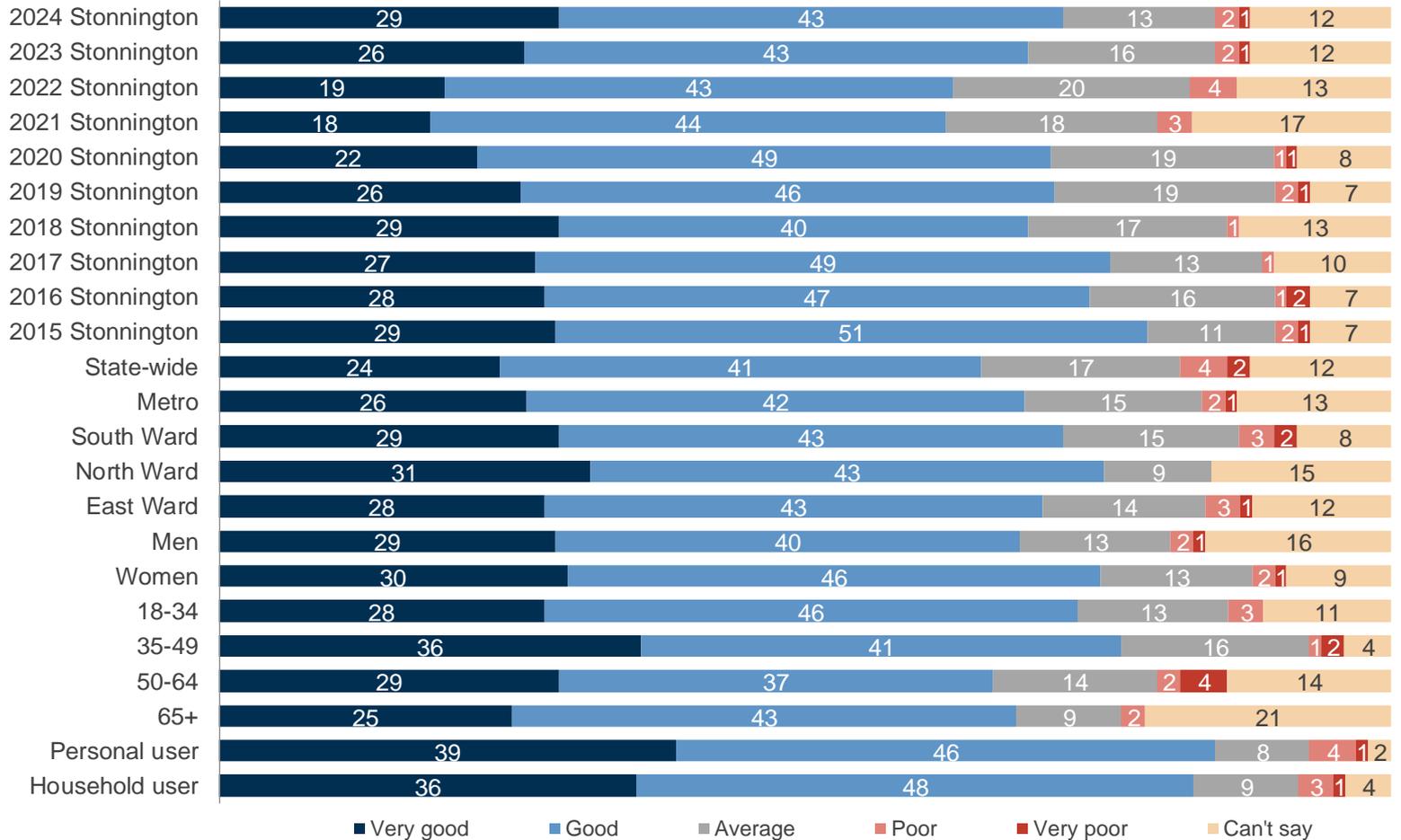|	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	30	49	14	3	1	2
2023 Stonnington	25	41	22	4	2	5
2022 Stonnington	23	40	28	4		5
2021 Stonnington	28	43	17	4	1	7
2020 Stonnington	22	50	21	3	1	2
2019 Stonnington	24	45	21	5		5
2018 Stonnington	20	43	22	5	3	8
2017 Stonnington	27	46	18	4	1	4
2015 Stonnington	29	47	15	3	2	4
State-wide	21	42	23	7	3	4
Metro	26	46	17	4	2	5
South Ward	33	46	16	2	2	2
North Ward	30	53	12	2		2
East Ward	28	48	15	6	1	2
Men	29	50	14	4	1	1
Women	31	47	15	3	1	3
18-34	29	57	11			3
35-49	33	49	10	6	1	1
50-64	34	39	17	2	5	3
65+	29	41	22	3	1	5
Personal user	34	49	12	3	1	
Household user	34	49	12	3	1	

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10

The appearance of public areas performance

2024 public areas performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	78	71	79	77	74	71	72	76	n/a	79
18-34	76	75	82	80	77	78	75	80	n/a	86
Men	76	72	77	76	74	77	73	75	n/a	81
Stonnington	74	73	77	78	74	76	74	77	n/a	80
35-49	74	74	77	76	73	75	72	73	n/a	76
East Ward	74	75	77	79	79	79	81	78	n/a	81
Women	73	74	77	79	74	75	75	78	n/a	79
65+	73	73	73	76	73	77	74	75	n/a	78
50-64	71	69	69	75	69	71	74	74	n/a	72
South Ward	71	72	75	77	66	78	70	76	n/a	80
Metro	70 ▼	68	72	74	73	74	73	72	72	73
State-wide	68 ▼	67	71	73	72	72	71	71	71	72

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2024 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	30	46	17	4	3	
2023 Stonnington	28	47	16	5	3	1
2022 Stonnington	32	48	14	3	1	1
2021 Stonnington	30	52	15	2	1	1
2020 Stonnington	30	45	17	6		1
2019 Stonnington	34	42	19	4		1
2018 Stonnington	29	44	19	4	2	2
2017 Stonnington	34	46	13	4	2	1
2015 Stonnington	41	42	14	3		1
State-wide	22	44	23	7	4	1
Metro	23	46	21	7	3	1
South Ward	25	47	19	3	6	
North Ward	33	48	15	1	2	1
East Ward	31	45	16	7	2	
Men	34	44	16	4	3	
Women	26	49	17	4	3	
18-34	35	45	13	4	3	
35-49	27	49	18	3	2	
50-64	29	41	18	5	5	1
65+	24	49	20	3	2	1

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 9

Community centres and libraries performance

2024 community centres and libraries performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	81▲	76	74	72	74	75	74	76	n/a	74
Personal user	81▲	n/a	n/a	n/a	n/a	n/a	79	81	81	n/a
Household user	79	n/a	n/a	n/a	n/a	n/a	80	80	79	n/a
65+	79	78	76	77	78	77	80	82	80	81
35-49	78	78	71	71	72	76	77	80	74	79
Women	78	77	74	76	76	76	79	81	77	80
18-34	77	75	71	73	74	73	78	76	75	78
Stonnington	77	76	72	73	74	75	78	78	76	78
Men	77	75	69	70	73	73	76	74	75	77
Metro	76	75	73	73	75	76	75	75	74	75
East Ward	76	76	71	75	76	74	81	79	n/a	80
South Ward	76	76	70	72	73	74	79	79	n/a	79
50-64	75	73	71	68	75	75	75	76	79	77
State-wide	73▼	73	73	73	74	74	74	73	72	73

Q2. How has Council performed on 'Community centres and libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Community centres and libraries performance

2024 community centres and libraries performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	29	43	13	2	1	12
2023 Stonnington	26	43	16	2	1	12
2022 Stonnington	19	43	20	4		13
2021 Stonnington	18	44	18	3		17
2020 Stonnington	22	49	19	1	1	8
2019 Stonnington	26	46	19	2	1	7
2018 Stonnington	29	40	17	1		13
2017 Stonnington	27	49	13	1		10
2016 Stonnington	28	47	16	1	2	7
2015 Stonnington	29	51	11	2	1	7
State-wide	24	41	17	4	2	12
Metro	26	42	15	2	1	13
South Ward	29	43	15	3	2	8
North Ward	31	43	9			15
East Ward	28	43	14	3	1	12
Men	29	40	13	2	1	16
Women	30	46	13	2	1	9
18-34	28	46	13	3		11
35-49	36	41	16	1	2	4
50-64	29	37	14	2	4	14
65+	25	43	9	2		21
Personal user	39	46	8	4	1	2
Household user	36	48	9	3	1	4

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
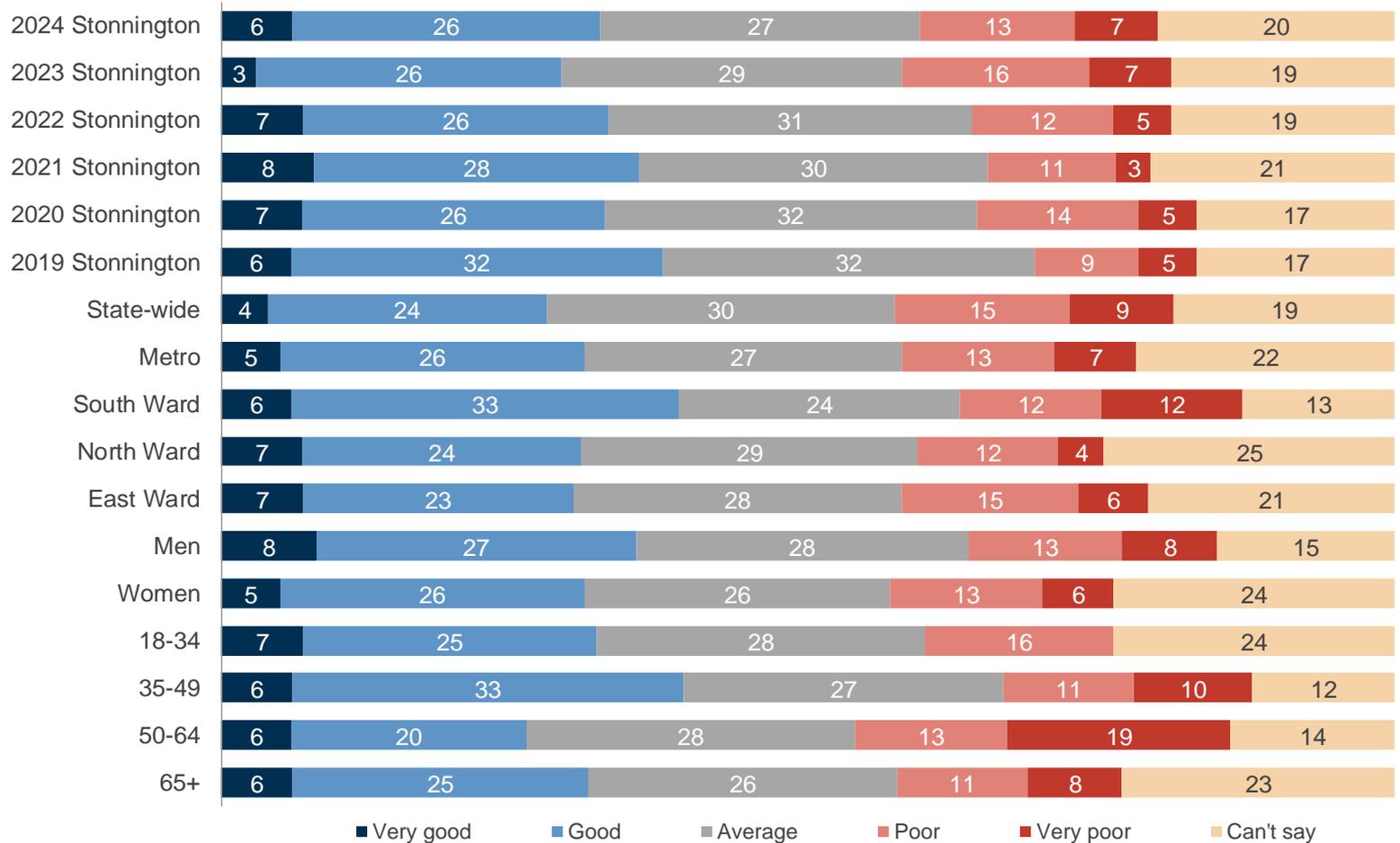
Q2. How has Council performed on 'Community centres and libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8

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Community and cultural activities performance

2024 community and cultural activities performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Household user	76 ▲	n/a	n/a	n/a	n/a	n/a	78	80	80	n/a
Personal user	76 ▲	n/a	n/a	n/a	n/a	n/a	79	80	81	n/a
65+	72	68	67	71	69	72	76	75	78	75
East Ward	71	69	65	63	73	72	76	78	n/a	74
Women	71	70	65	68	73	71	77	77	78	74
18-34	71	68	64	64	71	68	72	73	73	69
Stonnington	70	68	64	66	70	70	74	74	75	73
South Ward	70	72	66	71	70	70	76	70	n/a	72
Men	69	66	63	64	67	69	69	71	73	71
North Ward	69	63	62	64	67	67	69	74	n/a	72
35-49	69	69	64	67	71	70	73	75	79	77
Metro	69	67	65	66	70	70	70	70	71	71
50-64	67	67	63	59	70	72	76	76	75	73
State-wide	66 ▼	66	65	65	68	69	69	69	69	69

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

Community and cultural activities performance

2024 community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	21	41	22	6	2	9
2023 Stonnington	20	35	25	6	2	12
2022 Stonnington	13	35	32	7	2	11
2021 Stonnington	12	39	28	4	2	14
2020 Stonnington	16	49	26	2	1	5
2019 Stonnington	21	36	28	5	1	9
2018 Stonnington	22	43	21	3		12
2017 Stonnington	27	38	19	5		11
2016 Stonnington	28	45	18	1	2	7
2015 Stonnington	25	39	20	6		10
State-wide	15	39	26	7	2	10
Metro	16	41	23	5	2	13
South Ward	22	45	18	6	4	6
North Ward	18	39	24	5	1	13
East Ward	22	40	22	7	1	8
Men	18	42	24	3	3	10
Women	23	40	19	8	1	8
18-34	20	45	20	8		6
35-49	20	42	26	6	2	3
50-64	24	33	22	4	7	11
65+	21	37	19	3	1	20
Personal user	31	45	18	3	1	2
Household user	30	47	17	3	1	2

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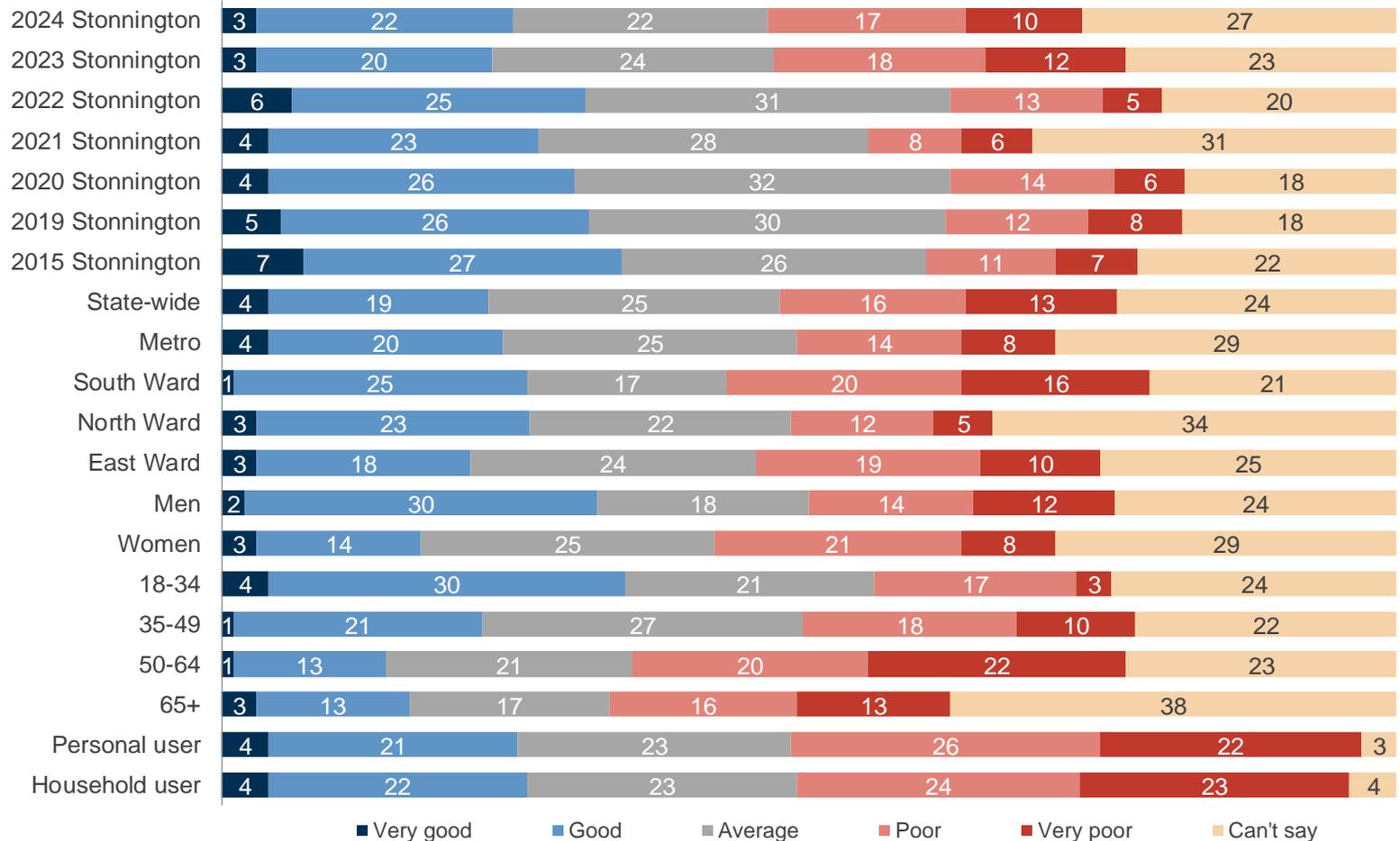Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

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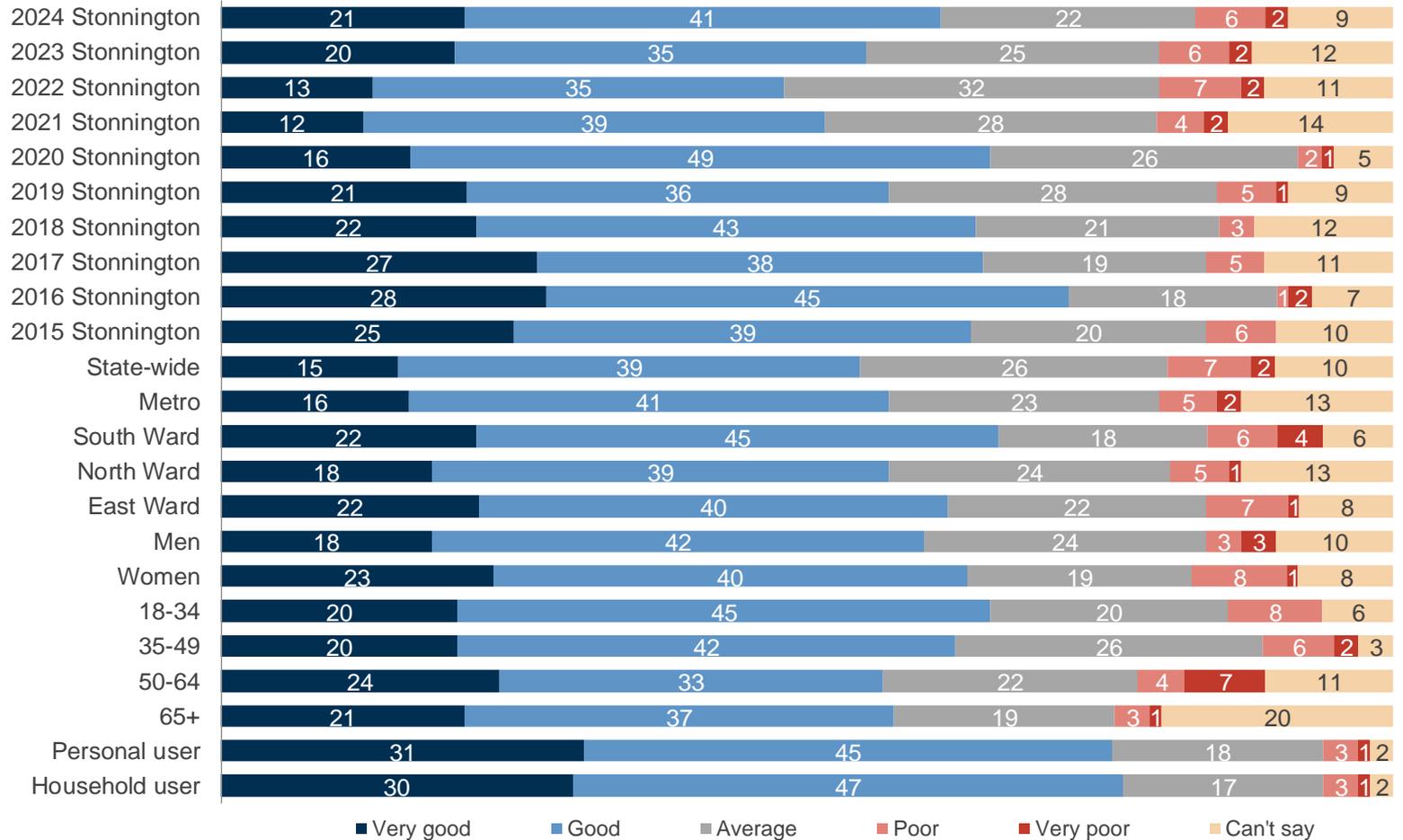
Waste management performance

2024 waste management performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	78	74	75	76	75	76	n/a	n/a	n/a	81
Women	74	70	67	71	66	71	n/a	n/a	n/a	77
East Ward	73	72	73	74	73	75	n/a	n/a	n/a	80
35-49	73	69	70	71	72	74	n/a	n/a	n/a	79
Stonnington	73	72	71	74	69	73	n/a	n/a	n/a	79
North Ward	73	73	69	71	66	69	n/a	n/a	n/a	78
South Ward	72	70	70	75	67	76	n/a	n/a	n/a	78
18-34	72	74	68	73	65	73	n/a	n/a	n/a	78
Men	72	74	74	76	73	76	n/a	n/a	n/a	81
Metro	70 ▼	68	71	72	70	73	75	75	76	77
50-64	68	65	73	74	68	68	n/a	n/a	n/a	76
State-wide	67 ▼	66	68	69	65	68	70	71	70	72

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Waste management performance
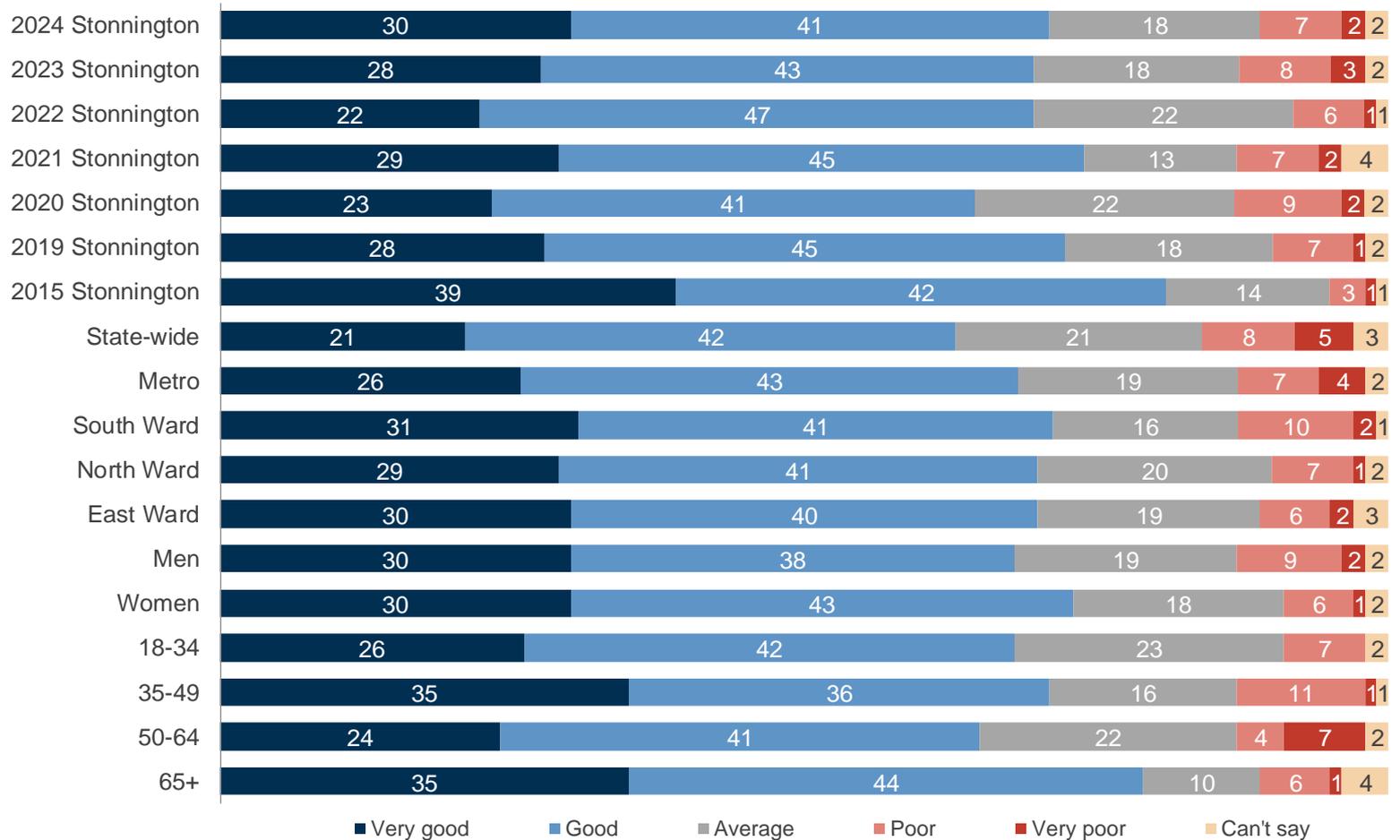
2024 waste management performance (%)

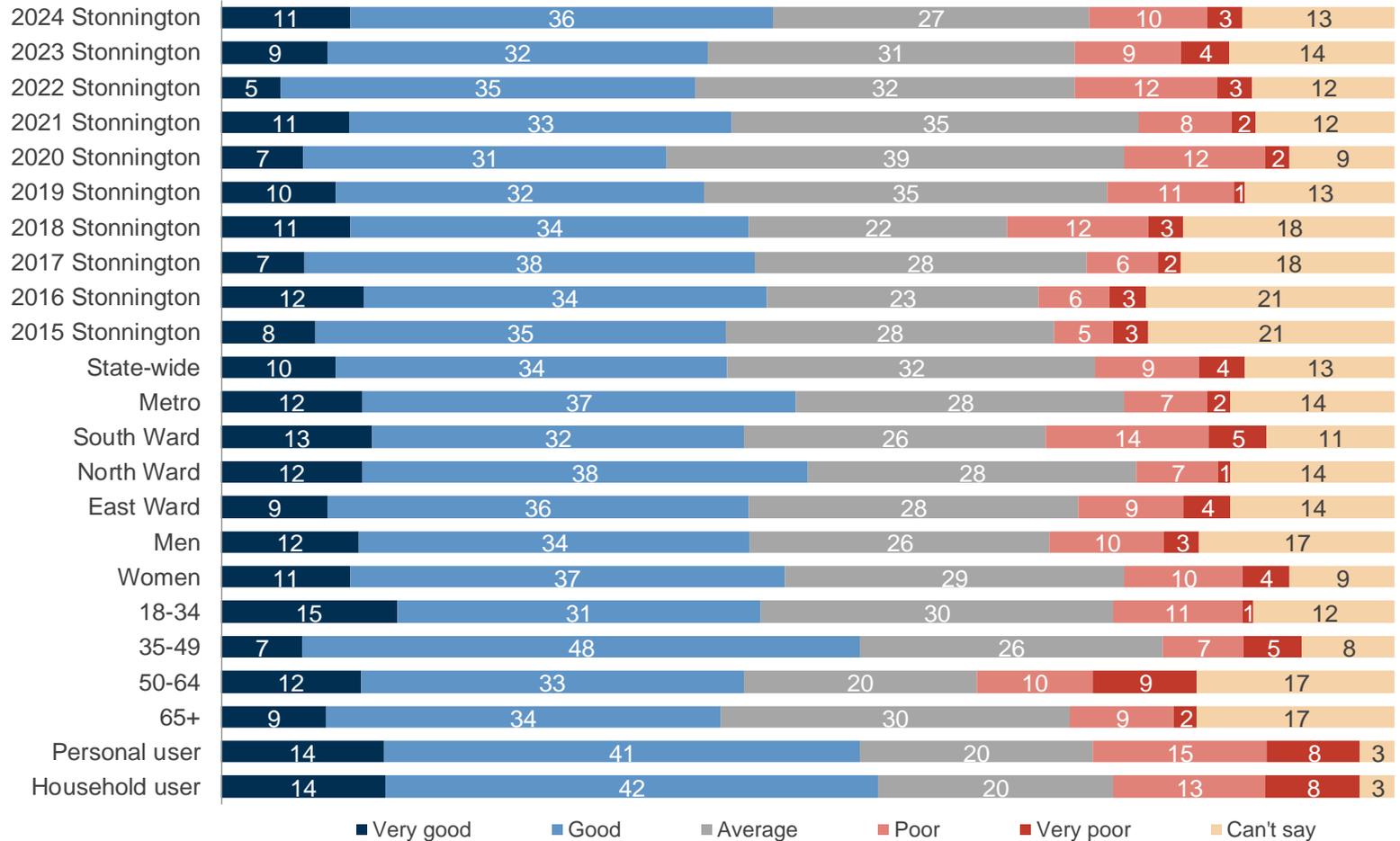|	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	30	41	18	7	2	2
2023 Stonnington	28	43	18	8	3	2
2022 Stonnington	22	47	22	6	1	1
2021 Stonnington	29	45	13	7	2	4
2020 Stonnington	23	41	22	9	2	2
2019 Stonnington	28	45	18	7	1	2
2015 Stonnington	39	42	14	3	1	1
State-wide	21	42	21	8	5	3
Metro	26	43	19	7	4	2
South Ward	31	41	16	10	2	1
North Ward	29	41	20	7	1	2
East Ward	30	40	19	6	2	3
Men	30	38	19	9	2	2
Women	30	43	18	6	1	2
18-34	26	42	23	7		2
35-49	35	36	16	11	1	1
50-64	24	41	22	4	7	2
65+	35	44	10	6	1	4

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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Council's general town planning policy performance

2024 town planning performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	58	52	62	63	59	65	n/a	n/a	n/a	n/a
North Ward	56	52	58	60	55	55	n/a	n/a	n/a	n/a
Men	54	53	56	55	55	59	n/a	n/a	n/a	n/a
35-49	54	50	53	58	52	54	n/a	n/a	n/a	n/a
Stonnington	54	50	56	58	55	58	n/a	n/a	n/a	n/a
Women	54	47	55	61	55	56	n/a	n/a	n/a	n/a
65+	53	50	50	53	57	57	n/a	n/a	n/a	n/a
Metro	53	52	55	56	55	56	53	53	54	55
East Ward	53	49	53	57	57	59	n/a	n/a	n/a	n/a
South Ward	52	50	56	57	52	59	n/a	n/a	n/a	n/a
State-wide	50 ▼	50	54	55	54	55	54	53	52	54
50-64	44 ▼	43	48	49	47	45	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: 19 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy performance

2024 town planning performance (%)

Group	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	6	26	27	13	7	20
2023 Stonnington	3	26	29	16	7	19
2022 Stonnington	7	26	31	12	5	19
2021 Stonnington	8	28	30	11	3	21
2020 Stonnington	7	26	32	14	5	17
2019 Stonnington	6	32	32	9	5	17
State-wide	4	24	30	15	9	19
Metro	5	26	27	13	7	22
South Ward	6	33	24	12	12	13
North Ward	7	24	29	12	4	25
East Ward	7	23	28	15	6	21
Men	8	27	28	13	8	15
Women	5	26	26	13	6	24
18-34	7	25	28	16		24
35-49	6	33	27	11	10	12
50-64	6	20	28	13	19	14
65+	6	25	26	11	8	23

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 7

Planning and building permits performance

2024 planning and building permits performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	55 ▲	50	61	59	56	60	n/a	n/a	n/a	65
North Ward	53 ▲	48	59	59	55	51	n/a	n/a	n/a	51
Metro	49	50	54	54	54	53	51	49	50	53
Men	49	48	56	53	53	54	n/a	n/a	n/a	56
Stonnington	47	45	54	54	52	53	n/a	n/a	n/a	55
East Ward	45	43	50	50	53	53	n/a	n/a	n/a	57
35-49	45	44	52	56	51	51	n/a	n/a	n/a	48
State-wide	45	47	50	51	51	52	52	51	50	54
Women	44	42	53	55	52	52	n/a	n/a	n/a	54
South Ward	43	46	54	51	48	54	n/a	n/a	n/a	57
65+	41	42	49	46	51	49	n/a	n/a	n/a	51
Household user	40	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	40	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	34 ▼	36	46	47	46	40	n/a	n/a	n/a	45

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2024 planning and building permits performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	3	22	22	17	10	27
2023 Stonnington	3	20	24	18	12	23
2022 Stonnington	6	25	31	13	5	20
2021 Stonnington	4	23	28	8	6	31
2020 Stonnington	4	26	32	14	6	18
2019 Stonnington	5	26	30	12	8	18
2015 Stonnington	7	27	26	11	7	22
State-wide	4	19	25	16	13	24
Metro	4	20	25	14	8	29
South Ward	1	25	17	20	16	21
North Ward	3	23	22	12	5	34
East Ward	3	18	24	19	10	25
Men	2	30	18	14	12	24
Women	3	14	25	21	8	29
18-34	4	30	21	17	3	24
35-49	1	21	27	18	10	22
50-64	1	13	21	20	22	23
65+	3	13	17	16	13	38
Personal user	4	21	23	26	22	3
Household user	4	22	23	24	23	4

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6

Environmental sustainability performance

2024 environmental sustainability performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	65	59	58	63	56	62	57	60	n/a	59
Metro	65 ▲	62	63	64	62	64	64	64	64	65
18-34	63	59	56	63	54	57	60	64	64	61
Men	62	60	61	60	61	62	60	63	66	63
35-49	62	61	59	62	62	68	60	61	67	65
Stonnington	62	60	58	62	58	61	61	63	65	63
65+	62	62	61	62	62	65	63	66	66	65
Women	62	59	54	64	56	61	63	63	64	63
East Ward	61	61	58	63	63	60	66	64	n/a	64
Household user	61	n/a	n/a	n/a	n/a	n/a	62	67	69	n/a
State-wide	60	60	61	62	60	62	63	64	63	64
South Ward	60	58	57	61	53	62	63	64	n/a	65
Personal user	60	n/a	n/a	n/a	n/a	n/a	62	68	68	n/a
50-64	59	55	59	59	56	58	66	58	63	62

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2024 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	11	36	27	10	3	13
2023 Stonnington	9	32	31	9	4	14
2022 Stonnington	5	35	32	12	3	12
2021 Stonnington	11	33	35	8	2	12
2020 Stonnington	7	31	39	12	2	9
2019 Stonnington	10	32	35	11	1	13
2018 Stonnington	11	34	22	12	3	18
2017 Stonnington	7	38	28	6	2	18
2016 Stonnington	12	34	23	6	3	21
2015 Stonnington	8	35	28	5	3	21
State-wide	10	34	32	9	4	13
Metro	12	37	28	7	2	14
South Ward	13	32	26	14	5	11
North Ward	12	38	28	7	1	14
East Ward	9	36	28	9	4	14
Men	12	34	26	10	3	17
Women	11	37	29	10	4	9
18-34	15	31	30	11	1	12
35-49	7	48	26	7	5	8
50-64	12	33	20	10	9	17
65+	9	34	30	9	2	17
Personal user	14	41	20	15	8	3
Household user	14	42	20	13	8	3

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

Business and community development performance

2024 business/community development performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
North Ward	64 ▲	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	59	58	58	n/a	n/a	n/a	n/a	60	62	63
Stonnington	59	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Ward	58	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	57	57	58	60	59	61	60	60	60	60
East Ward	55	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	54	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	51 ▼	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

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Business and community development performance

2024 business/community development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Stonnington	9	28	33	9	4	18
2023 Stonnington	6	29	28	9	6	22
State-wide	7	30	33	11	4	15
Metro	7	31	32	9	3	19
South Ward	9	33	28	11	6	13
North Ward	15	27	30	8	1	19
East Ward	4	26	39	8	4	19
Men	7	28	36	6	4	18
Women	11	28	30	11	3	17
18-34	14	29	40	7	3	7
35-49	4	46	24	7	3	17
50-64	8	11	43	11	7	20
65+	5	19	25	12	3	35

■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say
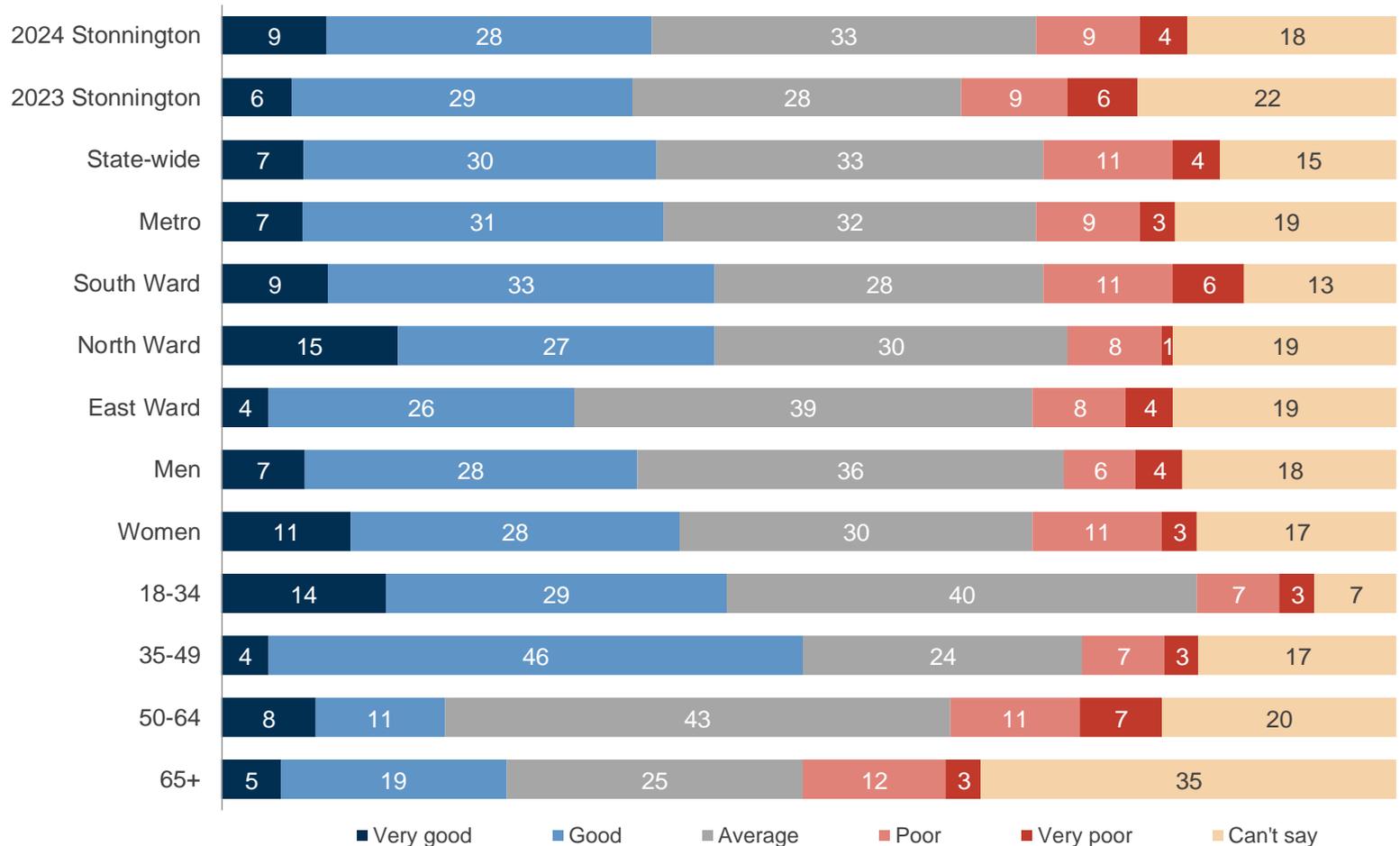
Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2

Detailed demographics

Gender and age profile

2024 gender

Stonnington
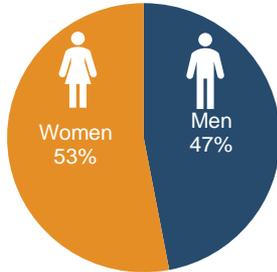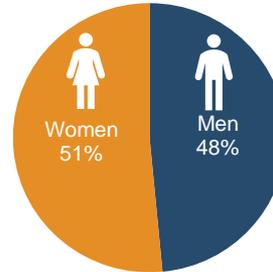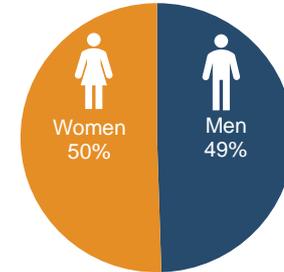
Women 53%
Men 47%

Metro

Women 51%
Men 48%

State-wide

Women 50%
Men 49%

2024 age

Stonnington

5%
34%
23%
15%
23%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

Metro

4%
29%
26%
16%
26%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

State-wide

3%
21%
22%
18%
36%
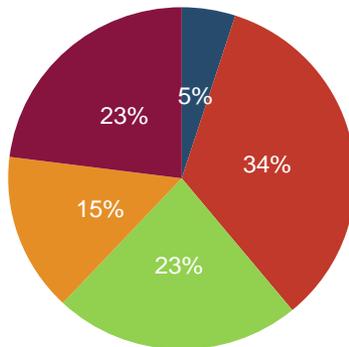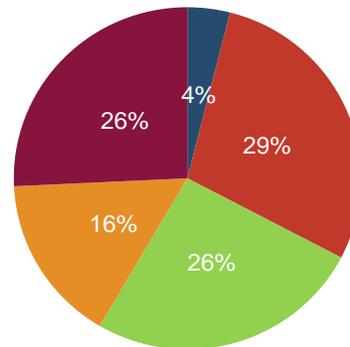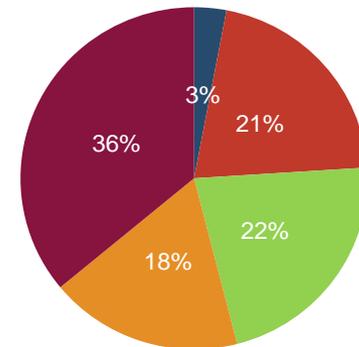
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
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. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Metro gender results may not add to 100%.

Household structure

2024 household structure (%)

Category	%
Single person living alone	22
Single living with friends or housemates	10
Single living with children 16 or under	3
Single with children but none 16 or under living at home	2
Married or living with partner, no children	22
Married or living with partner with children 16 or under at home	24
Married or living with partner with children but none 16 or under at home	16
Do not wish to answer	2

S6. Which of the following BEST describes your household?
Base: All respondents. Councils asked State-wide: 10 Councils asked group: 7

Home ownership

2024 home ownership (%)

	Own	Rent
2024 Stonnington	78	21
2023 Stonnington	80	18
2022 Stonnington	67	32
2021 Stonnington	65	34
State-wide	73	26
Metro	68	31
South Ward	71	27
North Ward	71	28
East Ward	86	12
Men	78	20
Women	77	22
18-34	64	36
35-49	78	19
50-64	93	6
65+	90	7

■ Own   ■ Rent
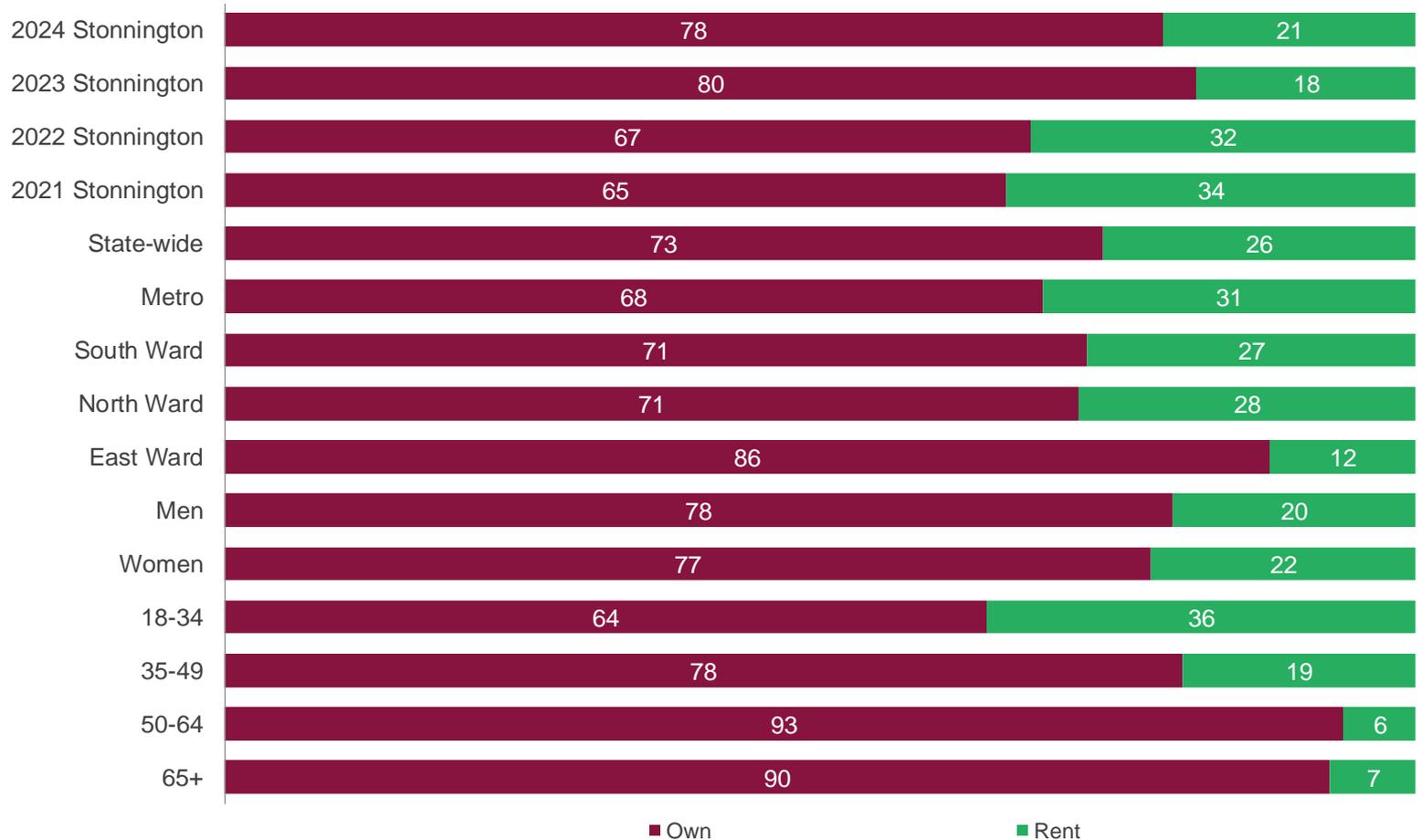
Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?
Base: All respondents. Councils asked State-wide: 4 Councils asked group: 3

Languages spoken at home

2024 languages spoken at home (%)

- Top mentions only -

English only
82%

Languages other
than English
17%

Language	Count
GREEK	4
CHINESE	2
FRENCH	2
CROATIAN	1
HINDI	1
HUNGARIAN	1
ITALIAN	1
RUSSIAN	1
SPANISH	1
VIETNAMESE	1
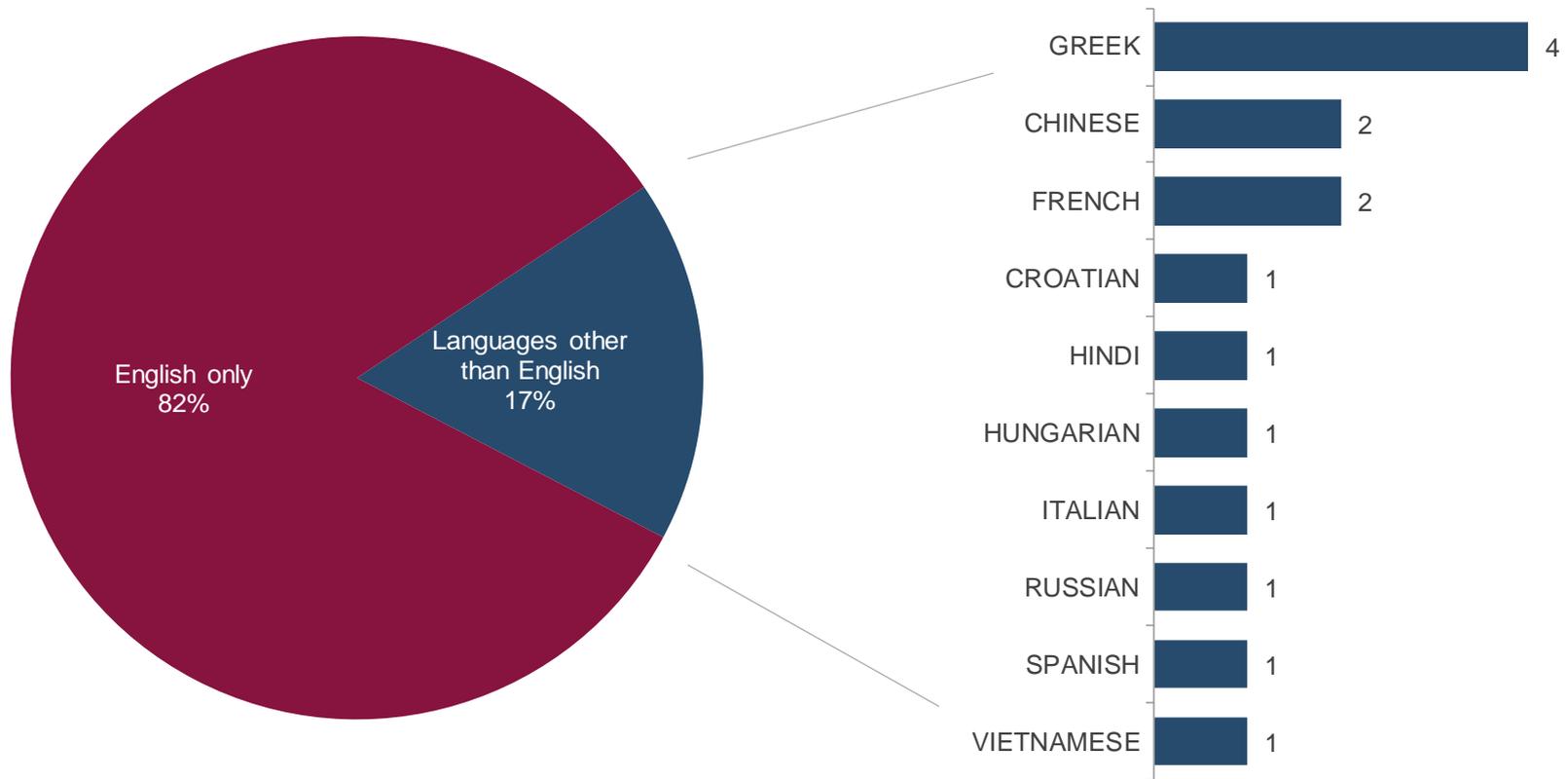
Q11. What languages, other than English, are spoken regularly in your home?
Base: All respondents. Councils asked State-wide: 8 Councils asked group: 5
Note: 1% of residents refused to respond to this question.

Country of birth

2024 country of birth (%)

- Top mentions only -

Australia
80%

Countries other
than Australia
20%

Country	Value
UNITED KINGDOM	3
CHINA	2
INDIA	1
GREECE	1
NEW ZEALAND	1
FRANCE	<1
GERMANY	<1
UNITED STATES	<1
CANADA	<1
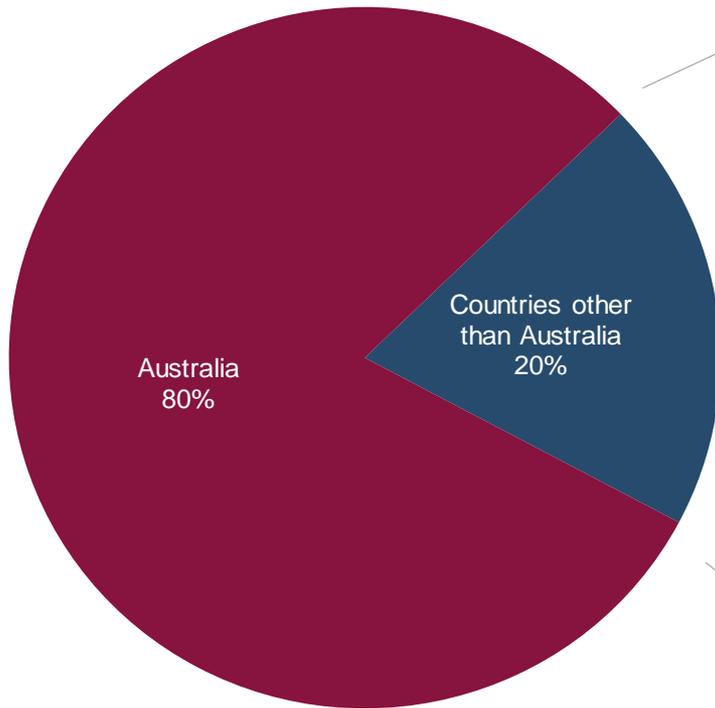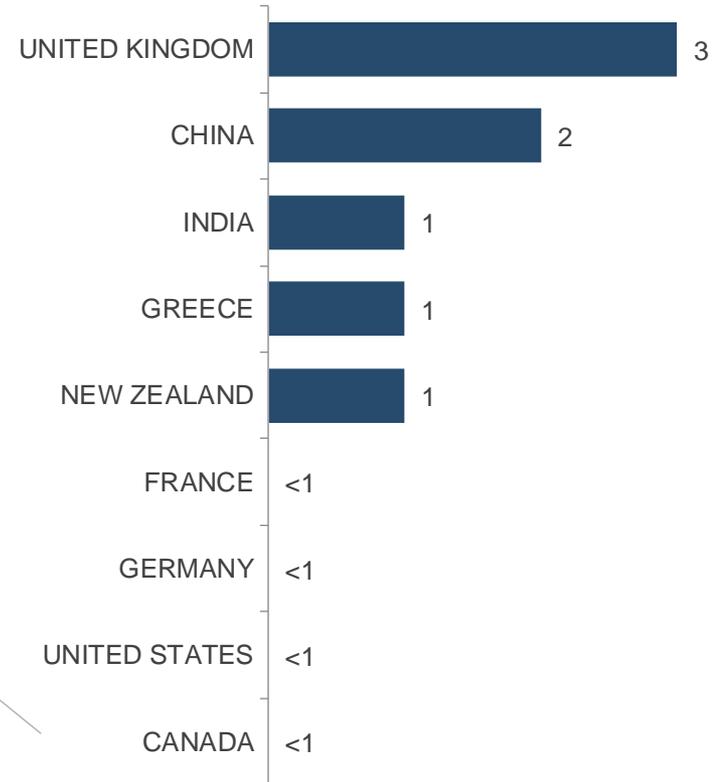
Q12. Could you please tell me which country you were born in?
Base: All respondents. Councils asked State-wide: 5 Councils asked group: 4

Personal and household use and experience of council services

2024 personal and household use and experience of services (%)

Service	Personal use	Total household use
Recreational facilities	72	76
Community centres & libraries	50	57
Community & cultural	38	42
Consultation & engagement	23	25
Planning & building permits	18	20
Environmental sustainability	17	18

■ Total household use
■ Personal use
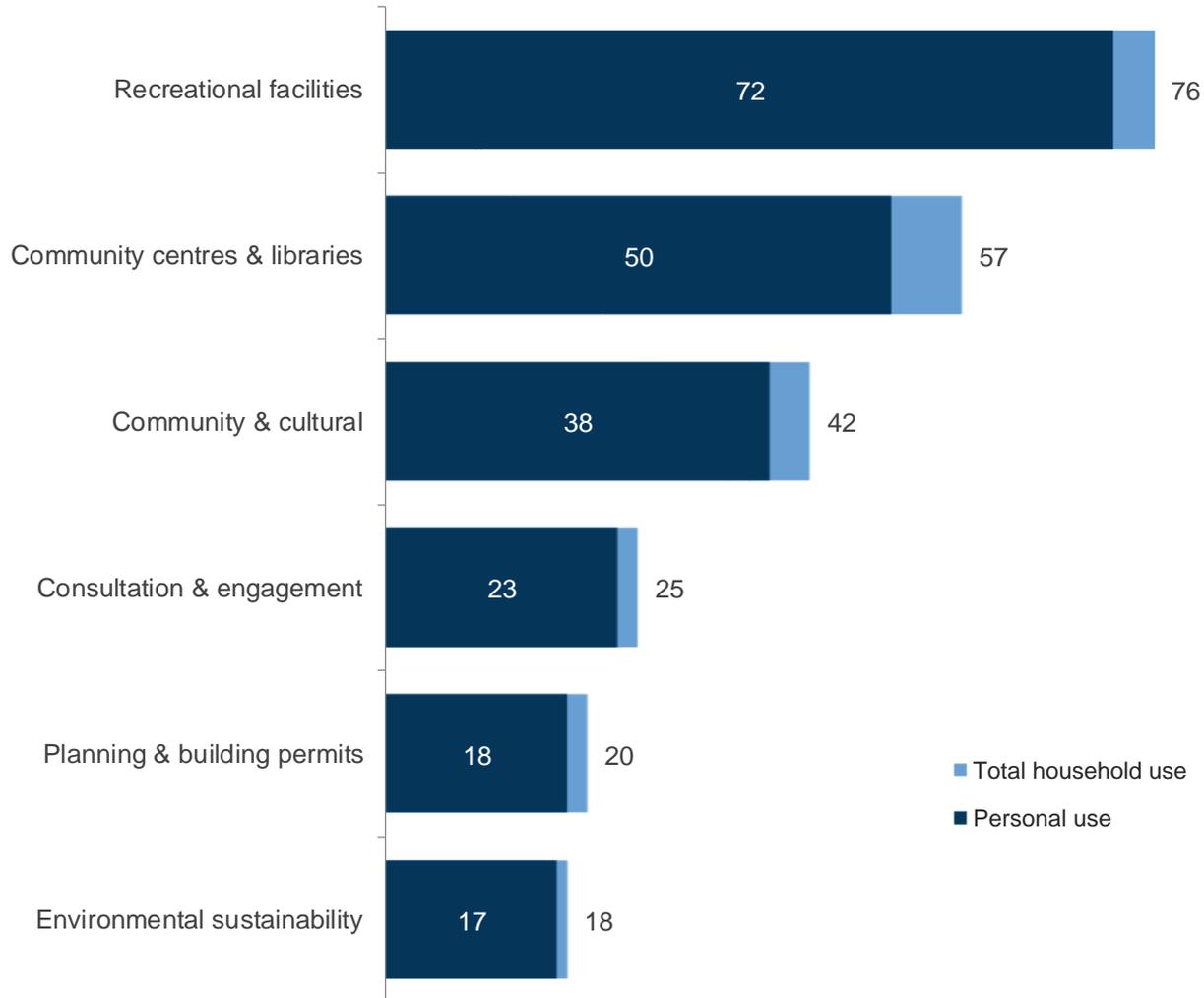
Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
Base: All respondents. Councils asked State-wide: 7 Councils asked group: 3

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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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.

Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for Stonnington City Council was n=401. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

Maximum margins of error are listed in the table below, based on a population of 91,600 people aged 18 years or over for Stonnington City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Stonnington City Council	401	400	+/-4.9
Men	201	190	+/-6.9
Women	200	210	+/-6.9
South Ward	109	107	+/-9.4
North Ward	111	122	+/-9.3
East Ward	181	170	+/-7.3
18-34 years	69	157	+/-11.9
35-49 years	89	91	+/-10.4
50-64 years	96	61	+/-10.0
65+ years	147	92	+/-8.1

Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B:
Further information

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

- Background and objectives

- Analysis and reporting

- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=800 completed interviews, conducted in the period of 27th January – 19th March.

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.

- 2020, n=401 completed interviews, conducted in the period of 30th January – 22nd March.

- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.

- 2018, n=403 completed interviews, conducted in the period of 1st February – 30th March.

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.

- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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

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

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

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

A total of n=401 completed interviews were achieved in Stonnington City Council. Survey fieldwork was conducted across four quarters from 1st June 2023 – 18th March 2024.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2024 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, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Manningham, Maroondah, Melbourne, Moonee Valley, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Stonnington City Council for this 2024 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 cannot be made within the reported charts.

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 2024 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 2024 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 2024 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: 2024 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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