



2023 Local Government Community Satisfaction Survey

Stonnington City Council

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



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<u>Appearance of public areas</u>	<u>74</u>		



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-fourth 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 24 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 24 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.

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, light blue network pattern of interconnected nodes and lines, resembling a neural network or a data network. The background of the 'W' is a solid dark blue color.

Key findings and recommendations



Stonnington City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Stonnington
60



Metropolitan 62



State-wide 56

Council performance compared to group average

Top 3 performing areas		
	Art centres & libraries	≡ on par
	Appearance of public areas	▲ higher
	Recreational facilities	≡ on par
Lowest 3 performing areas		
	Planning & building permits	▼ lower
	Lobbying	▼ lower
	Town planning policy	≡ on par
	Customer service	≡ on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

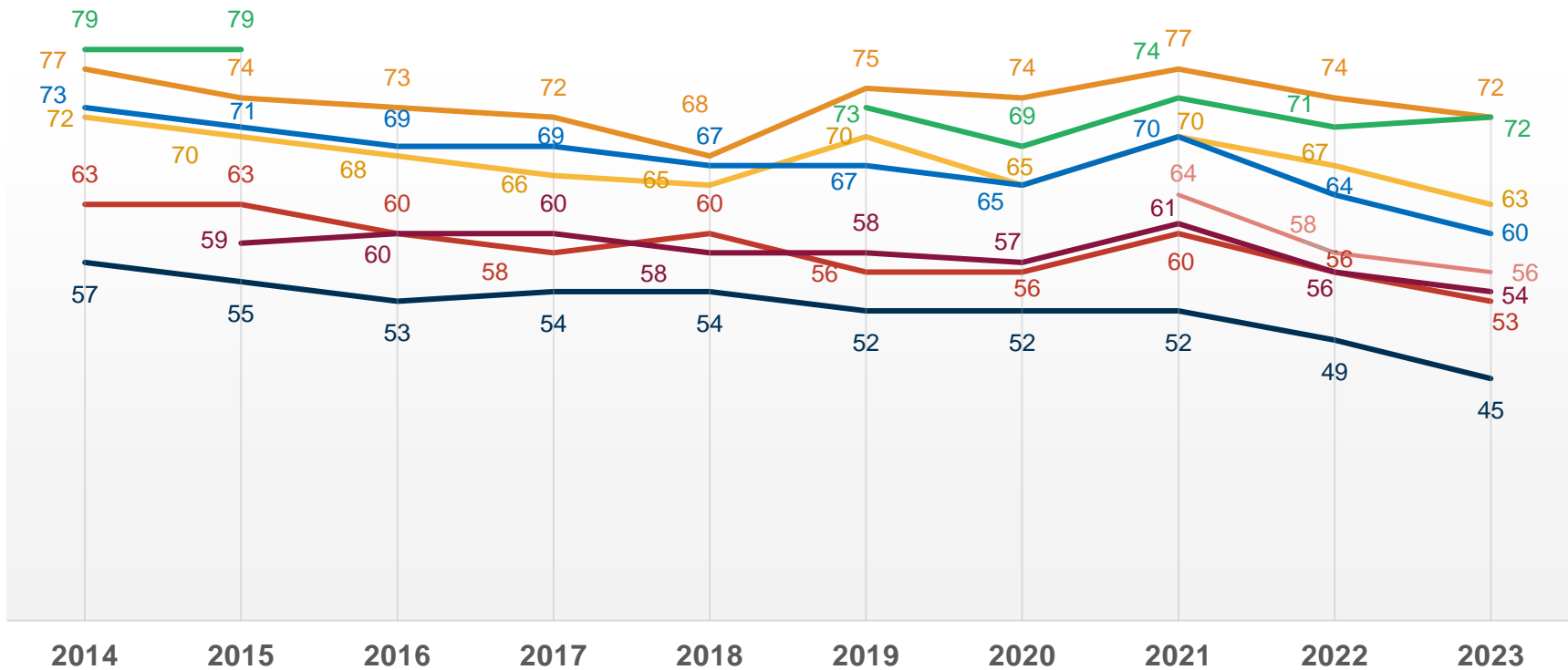
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

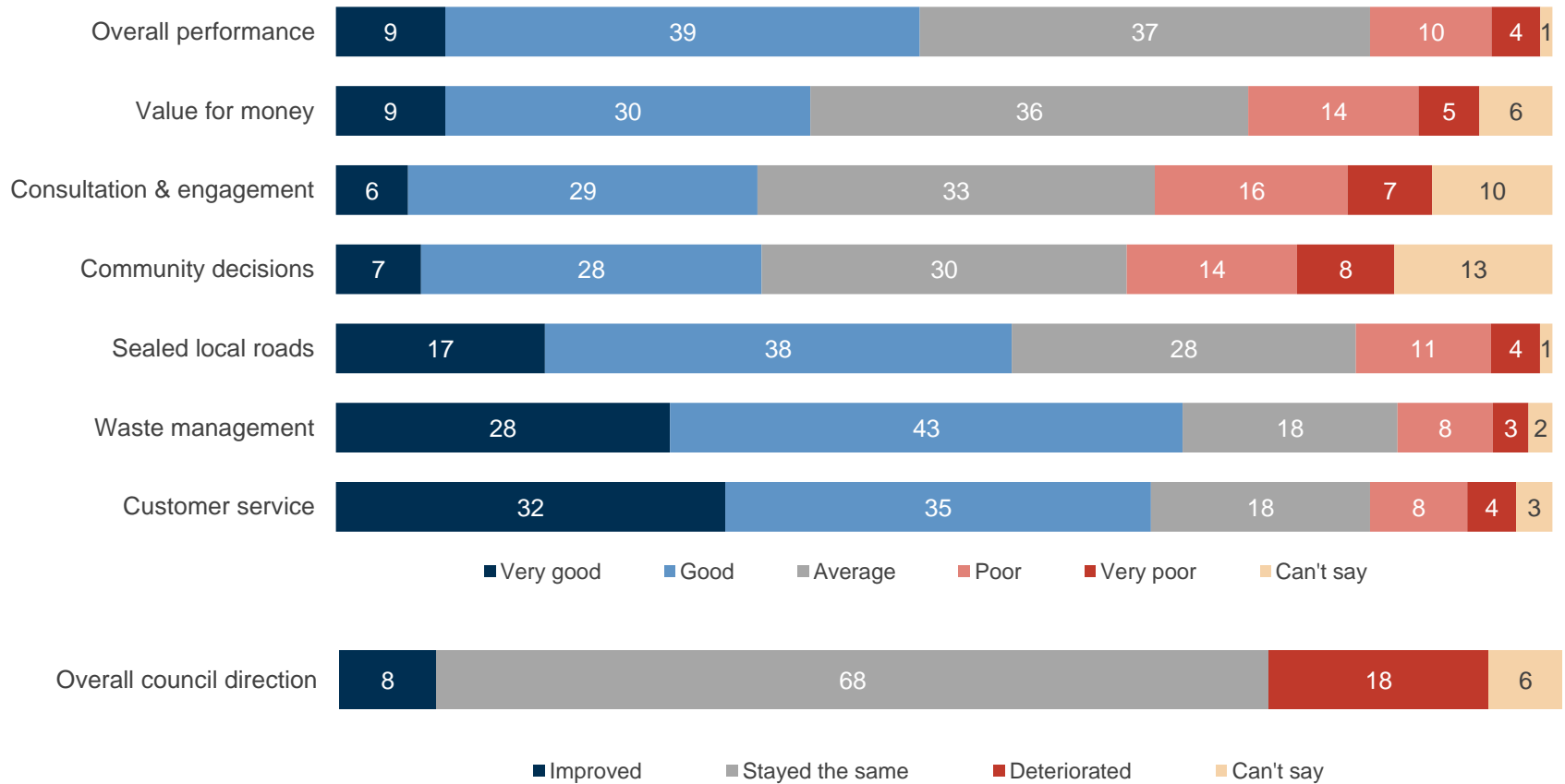
Overall Council Direction














Summary of core measures

Core measures summary results (%)












Summary of Stonnington City Council performance

Services		Stonnington 2023	Stonnington 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	60	64	62	56	South Ward residents, Aged 18-34 years, North Ward residents, Aged 65+ years	Aged 50-64 years
	Value for money	56	58	56	49	South Ward residents, Aged 35-49 residents	Aged 50-64 years
	Overall council direction	45	49	49	46	South Ward residents, North Ward residents	East Ward residents, Aged 50-54 years
	Customer service	72	74	71	67	Women	Aged 50-64 years
	Art centres & libraries	76	72	75	73	Aged 35-49 years, Aged 65+ years	Aged 50-64 years
	Appearance of public areas	73	77	68	67	East Ward residents, Aged 18-34 years	Aged 50-64 years
	Recreational facilities	72	71	72	68	Aged 18-34 years, East Ward residents	Aged 50-64 years, North Ward residents
	Waste management	72	71	68	66	Aged 65+ years, Men, Aged 18-34 years	Aged 50-64 years
	Community & cultural	68	64	67	66	South Ward residents	North Ward residents

Significantly higher / lower than Stonnington City Council 2023 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.






Summary of Stonnington City Council performance

Services		Stonnington 2023	Stonnington 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Enforcement of local laws	65	67	62	61	Aged 18-34 years	Users, Aged 50-64 years
	Sealed local roads	63	67	61	48	Aged 35-49 years	Aged 50-64 years
	Informing the community	60	59	60	57	Aged 35-49 years	Aged 50-64 years
	Environmental sustainability	60	58	62	60	Aged 65+ years	Aged 50-64 years
	Local footpaths	58	-	57	52	Aged 35-49 years	Aged 65+ years, Aged 50-64 years
	Business & community dev.	56	-	58	57	South Ward residents	Aged 50-64 years
	Traffic management	55	60	55	55	Aged 35-49 years	North Ward residents, Aged 18-34 years, Aged 50-64 years
	Community decisions	54	56	55	51	South Ward residents	Aged 50-64 years
	Consultation & engagement	53	56	55	52	Users, Aged 35-49 years	Aged 50-64 years
	Parking facilities	53	57	54	55	East Ward residents	South Ward residents



Summary of Stonnington City Council performance

Services		Stonnington 2023	Stonnington 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Town planning policy	50	56	52	50	Men	Aged 50-64 years
	Lobbying	49	52	53	51	South Ward residents	Aged 50-64 years
	Planning & building permits	45	54	50	47	Aged 18-34 years	Aged 50-64 years



Focus areas for the next 12 months

Overview

Perceptions of Stonnington City Council's overall performance have dropped significantly for the second year in a row. This year's result sets another 10 year low for Council's overall performance in the past decade. The decline is evident in deteriorating perceptions of performance in multiple service areas evaluated, although it is important to note that significant declines were experienced on the same measures, and more, across both the Metropolitan group and State-wide averages.

Key influences on perceptions of overall performance

Council should focus on improving performance on low rating service areas that most influence perceptions of overall performance, such as lobbying, town planning policy, and planning and building permits. Council should also continue to focus on its performance in recreational facilities and the appearance of public areas, as they are influential on overall perceptions of performance. Community decisions is a strong influence area and improved efforts here have the best potential to drive improved perceptions of overall performance.

Comparison to state and area grouping

Council rates in line with the Metropolitan group average for the majority of individual service areas evaluated. Performance is rated significantly higher than the Metropolitan group average for Council's higher rating service areas, such as appearance of public areas, waste management and enforcement of local laws, whereas it is rated significantly lower on the poorly rated areas of planning and building permits, and lobbying. Council rates at or significantly above the State-wide average on all service areas measured.

Maintain current ratings and abate declines

In the year ahead, Council should seek to abate declining perceptions among residents aged 50 to 64 years, as this cohort continues to consistently rate Council's performance lowest on almost all areas. Council should endeavor to maintain current performance ratings and be mindful of emerging downward trends on services even where significant declines were not apparent this year, e.g. enforcement of local laws, community decisions, and consultation and engagement.

DETAILED FINDINGS



Overall performance

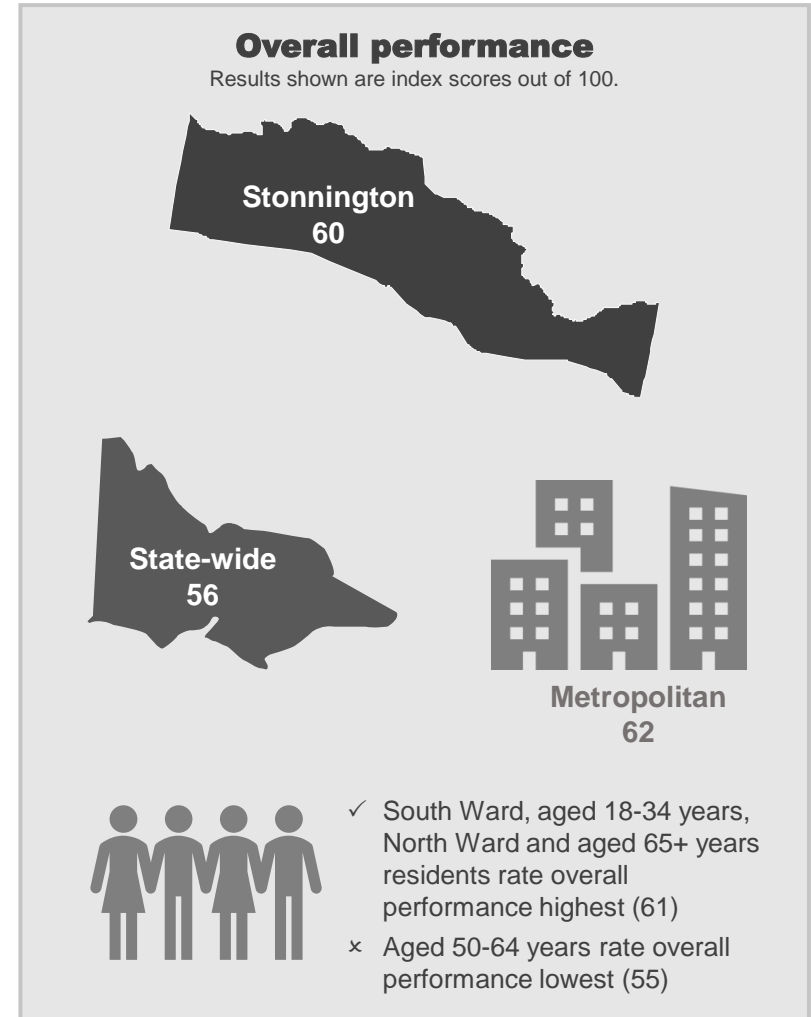
Overall performance

The overall performance index score of 60 for Stonnington City Council represents a significant four point decline on the 2022 result, and marks Council's lowest overall performance rating in a decade.

Stonnington City Council's overall performance is rated in line with the average rating for councils in the Metropolitan group and is rated statistically significantly higher (at the 95% confidence interval) than the State-wide average for councils (index scores of 62 and 56 respectively, both of which also declined significantly this year).

- This year, all geographic and demographic cohorts experienced some decline in perceptions of overall performance, significantly so for men and 18 to 34 year olds.
- 18 to 34 year-old residents (index score of 61) are one of Council's highest rating cohorts despite a second year of significant decline.

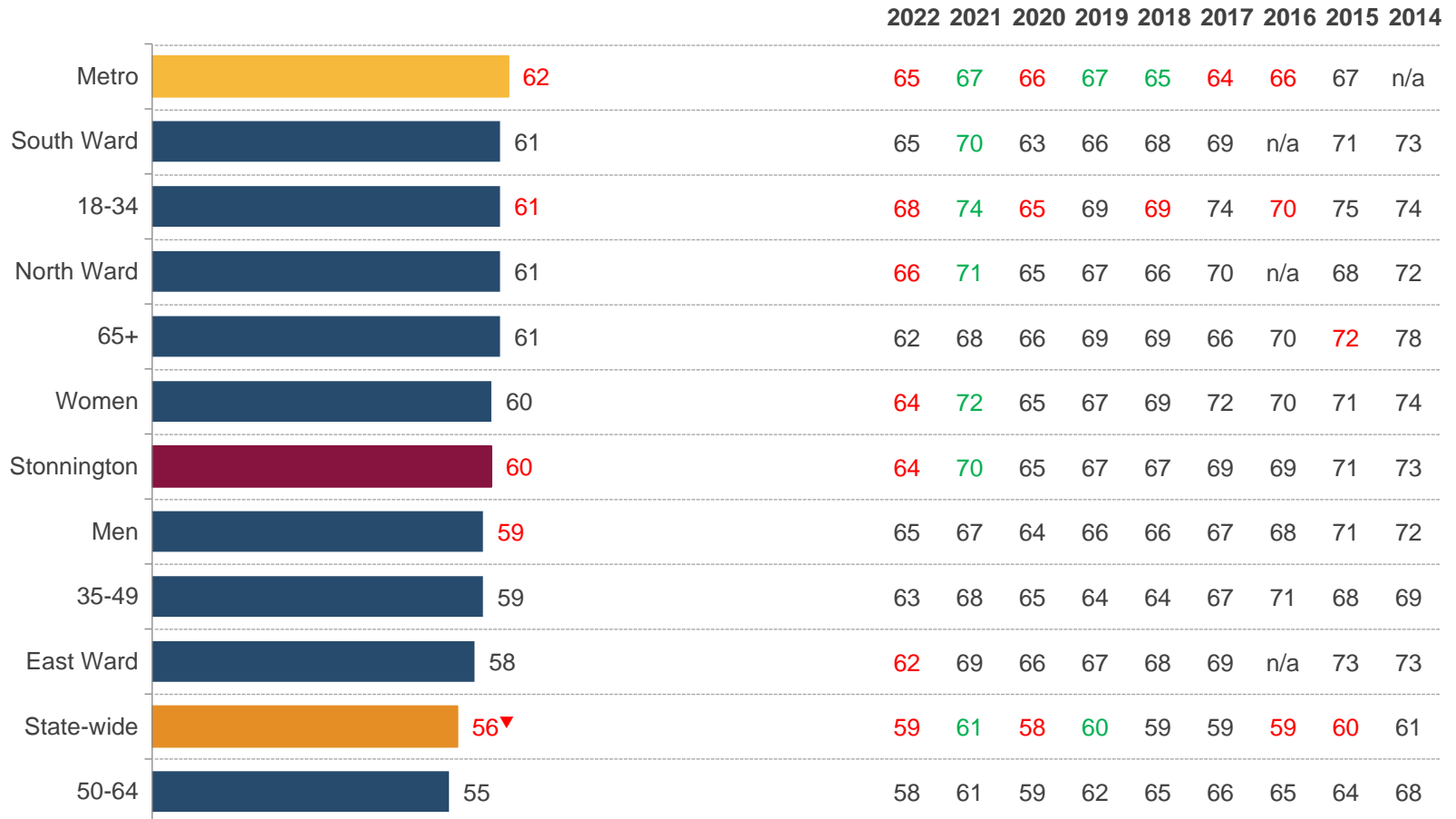
Two in five residents (39%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is twice as many as those who rate Council as 'very poor' or 'poor' (19%). A further 36% rate Council as 'average' in terms of providing value for money.





Overall performance

2023 overall performance (index scores)



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

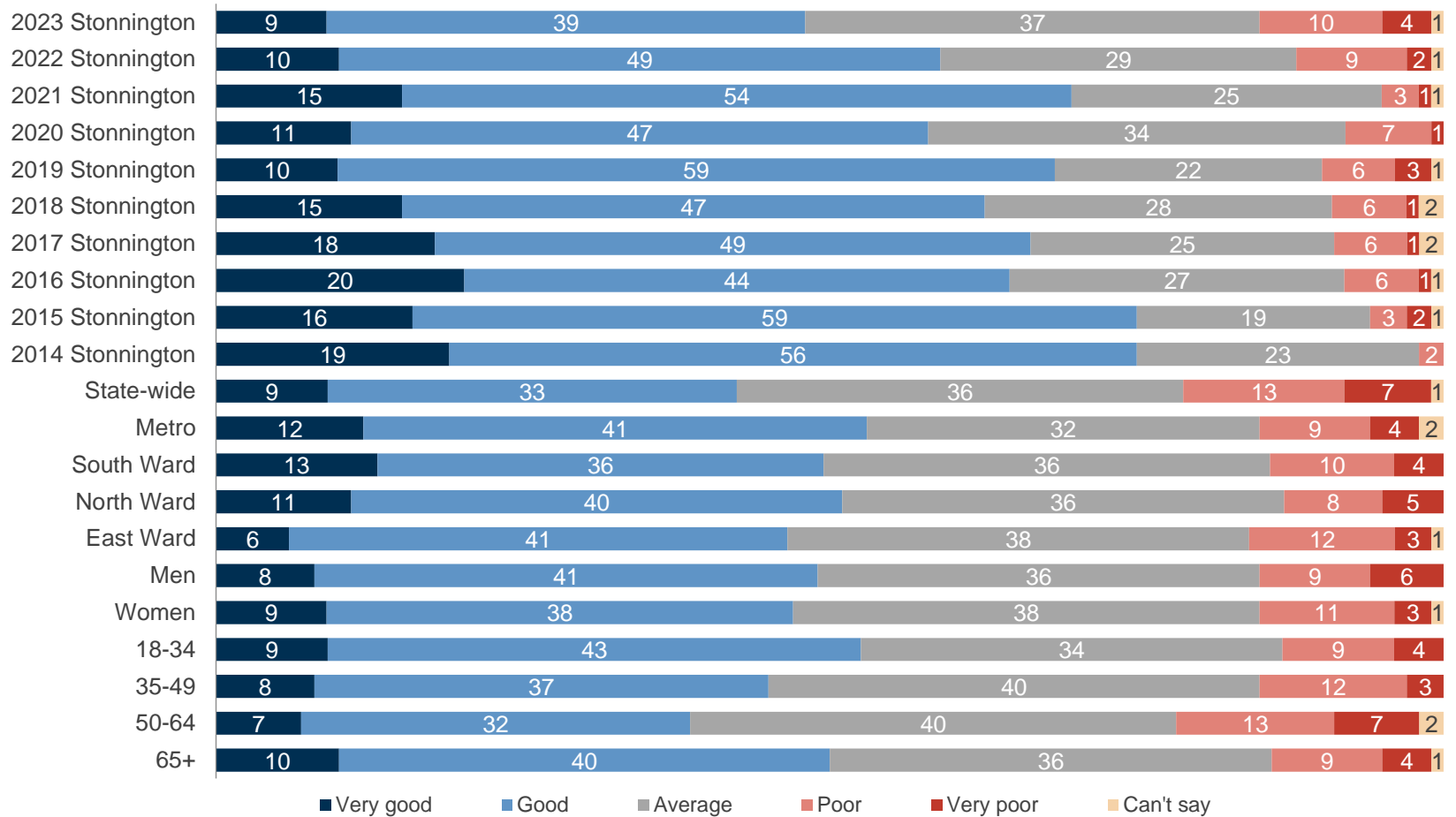
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Overall performance

2023 overall performance (%)

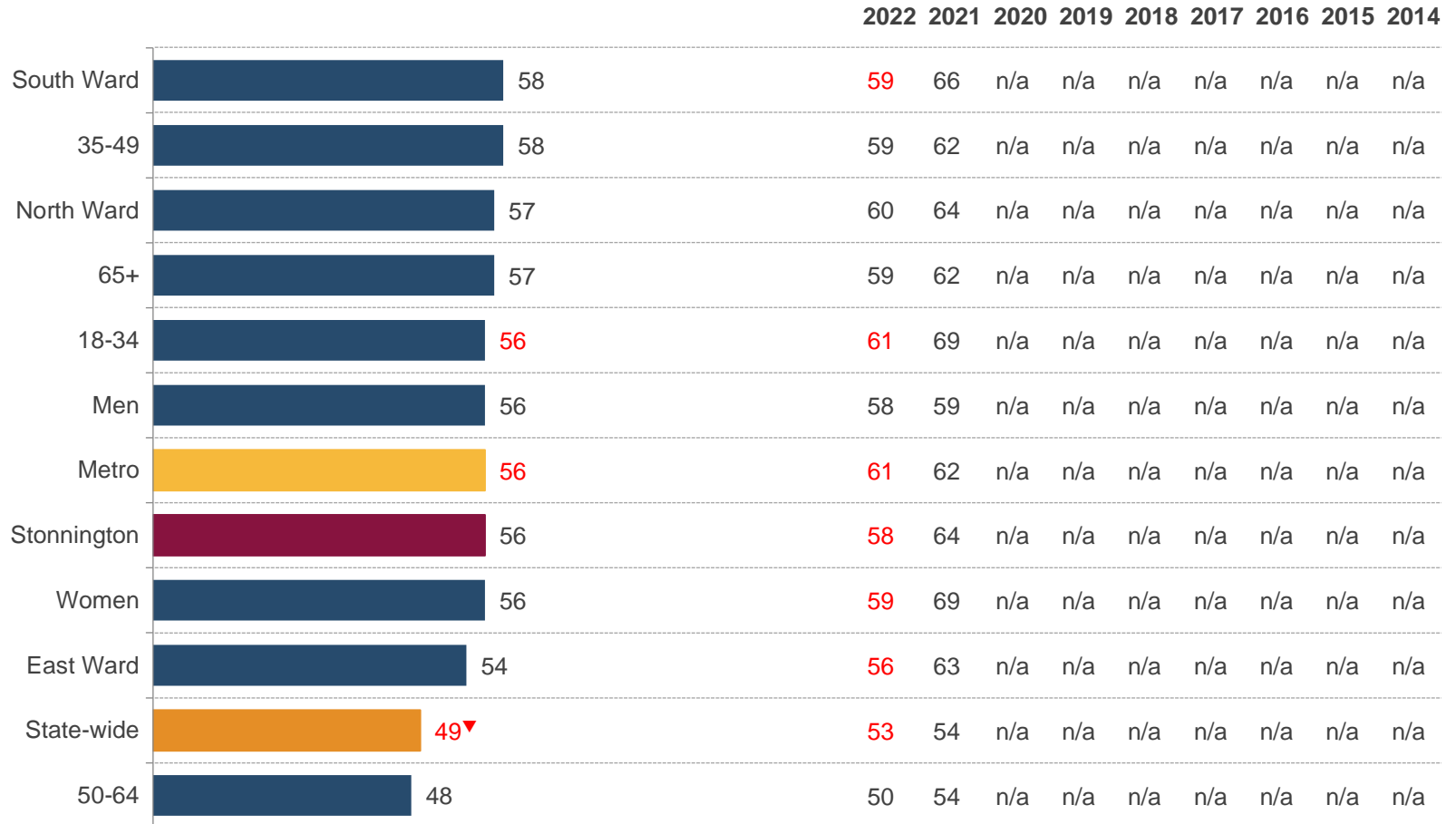


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Stonnington City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Value for money in services and infrastructure

2023 value for money (index scores)



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

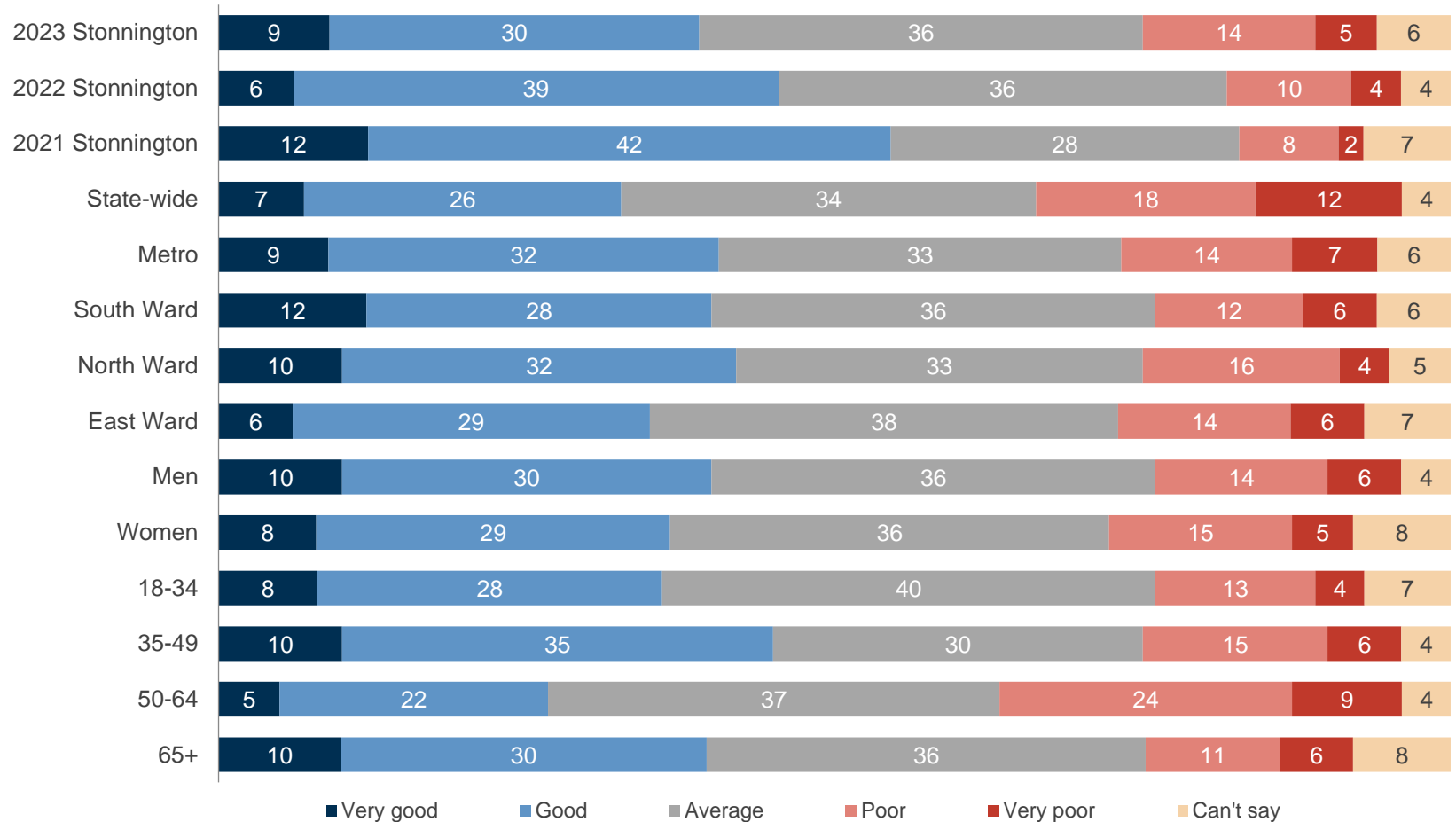
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 15

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



Value for money in services and infrastructure

2023 value for money (%)



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

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 15



Top performing service areas

Art centres and libraries (index score of 76) is the service area where Council performed best in 2023, returning close to peak 2018 levels with a significant four-point rating increase.

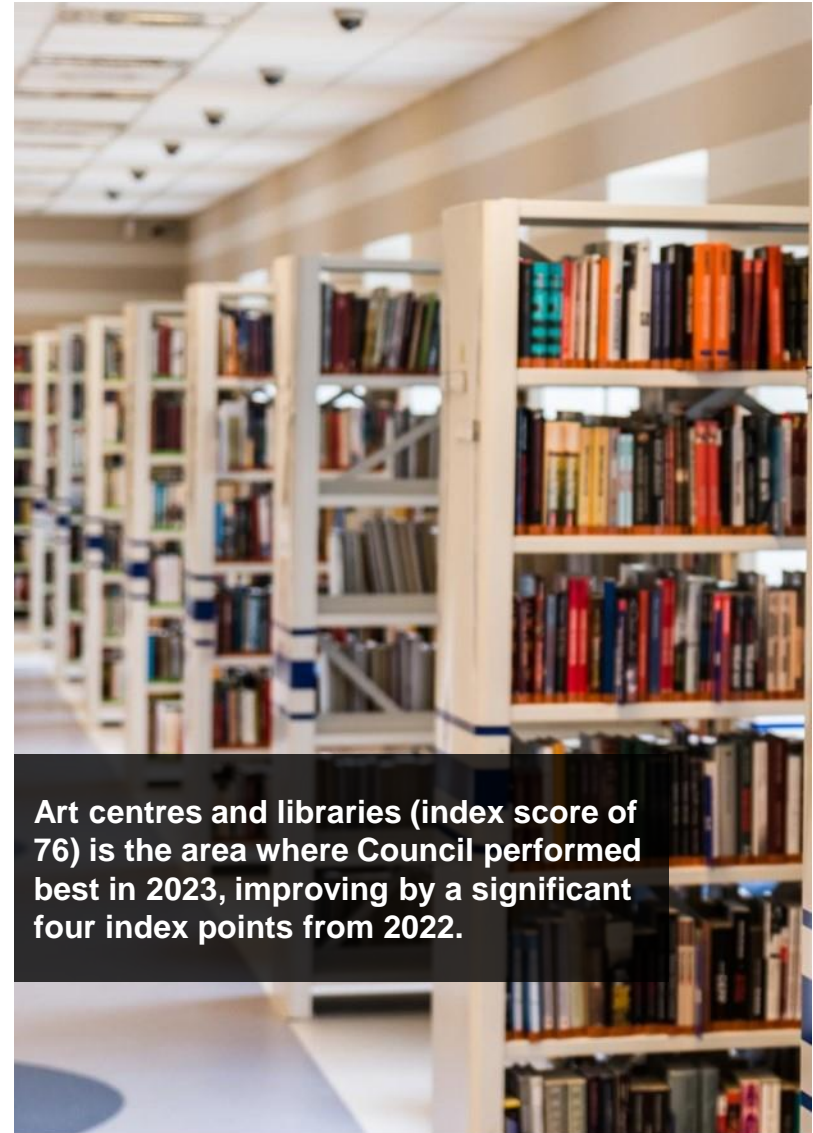
- Council performs in line with the Metropolitan group and significantly higher than the State-wide average in this service area.
- Perceptions of performance in this area increased significantly among those aged 35 to 49 years, East and South Wards residents and men.

Appearance of public areas is Council's next highest rated service area (index score of 73), despite a significant decline of four index points in the past year.

- Council rates significantly higher than both the Metropolitan group and State-wide averages in this service area (index scores of 68 and 67 respectively, both of which declined significantly for the second year running).

Recreational facilities and waste management (index scores of 72) are also rated highly by residents.

Moreover, a quarter of residents (25%) volunteer parks and gardens as one of the best things about Council. This is a positive results for Council, as recreational facilities and the appearance of public areas are influential on overall performance.



Art centres and libraries (index score of 76) is the area where Council performed best in 2023, improving by a significant four index points from 2022.



Low performing service areas



Council experienced significant declines on many service areas evaluated in the past 12 months. Council performance is rated lowest in the area of planning and building permits (index score of 45).

- Perceptions of performance on planning and building permits declined significantly in 2023 and on most geographic and demographic cohorts.
- Residents aged 50 to 64 years rate Council's performance significantly lower than average.

Lobbying (index score of 49) is Council's next lowest performing service area evaluated.

- Council is rated in line with the State-wide average and significantly lower than the Metropolitan group average on this measure, both of which experienced significant declines in the past year.

Town planning (index score of 50) performance declined significantly in the last 12 months, now representing Council's lowest performance rating for this service area.

In the years evaluated, the aforementioned service areas have consistently been where Council performance rates the lowest. It is recommended that Council aim to elevate these scores, especially as they each have an influence on perceptions of overall performance.



Individual service area performance

2023 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Art centres & libraries	76	72	73	74	75	78	78	76	78	78
Appearance of public areas	73	77	78	74	76	74	77	n/a	80	77
Recreational facilities	72	71	75	72	73	70	74	n/a	76	74
Waste management	72	71	74	69	73	n/a	n/a	n/a	79	79
Community & cultural	68	64	66	70	70	74	74	75	73	75
Enforcement of local laws	65	67	68	67	65	65	71	n/a	69	72
Sealed local roads	63	67	70	65	70	65	66	68	70	72
Informing the community	60	59	64	n/a	n/a	n/a	n/a	n/a	67	68
Environmental sustainability	60	58	62	58	61	61	63	65	63	64
Local footpaths	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68	72
Business & community dev.	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Traffic management	55	60	60	55	54	n/a	n/a	n/a	57	58
Community decisions	54	56	61	57	58	58	60	60	59	n/a
Consultation & engagement	53	56	60	56	56	60	58	60	63	63
Parking facilities	53	57	58	56	52	n/a	n/a	n/a	56	59
Town planning policy	50	56	58	55	58	n/a	n/a	n/a	n/a	n/a
Lobbying	49	52	52	52	53	56	58	56	58	57
Planning & building permits	45	54	54	52	53	n/a	n/a	n/a	55	56

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

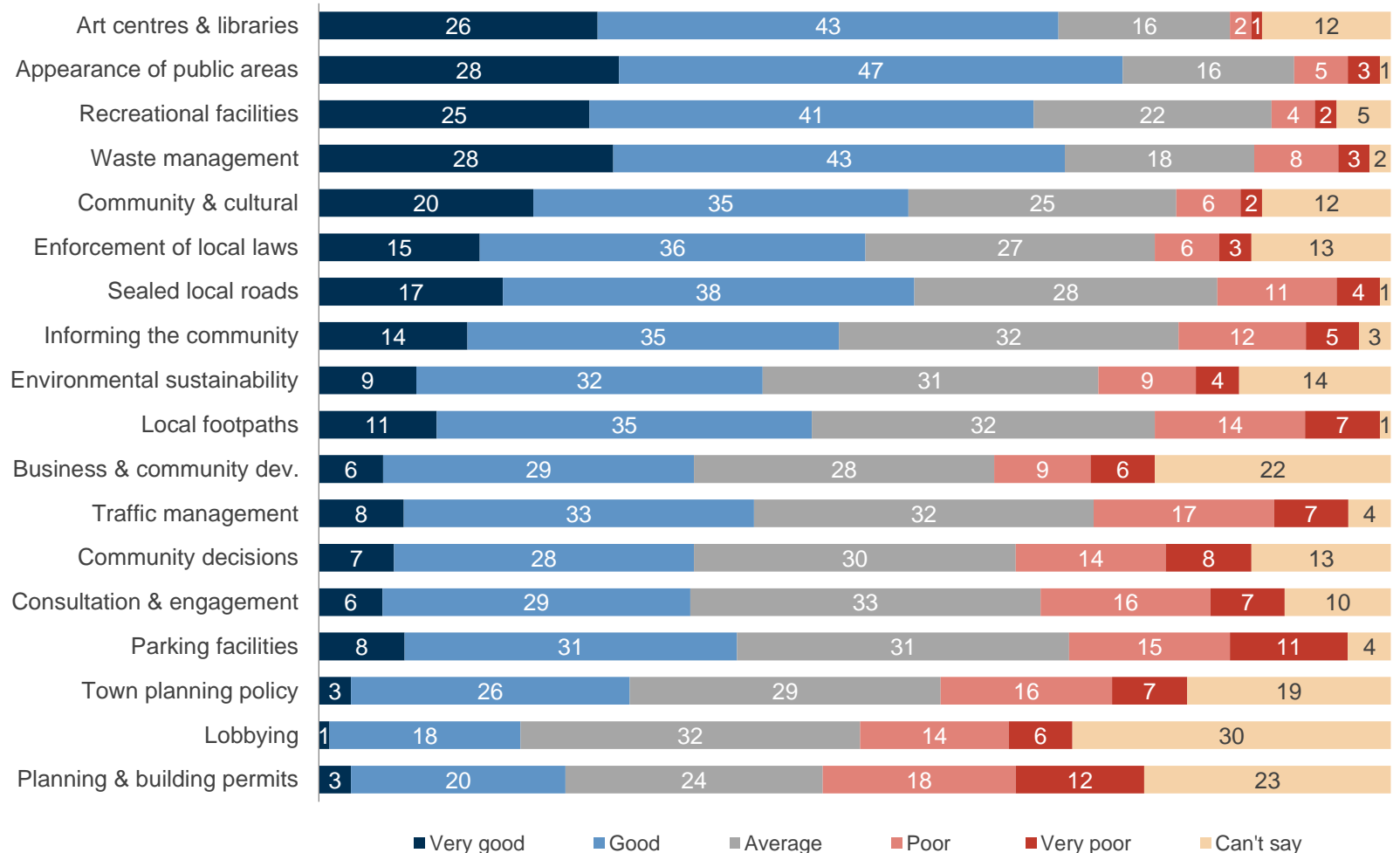
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Individual service area performance

2023 individual service area performance (%)

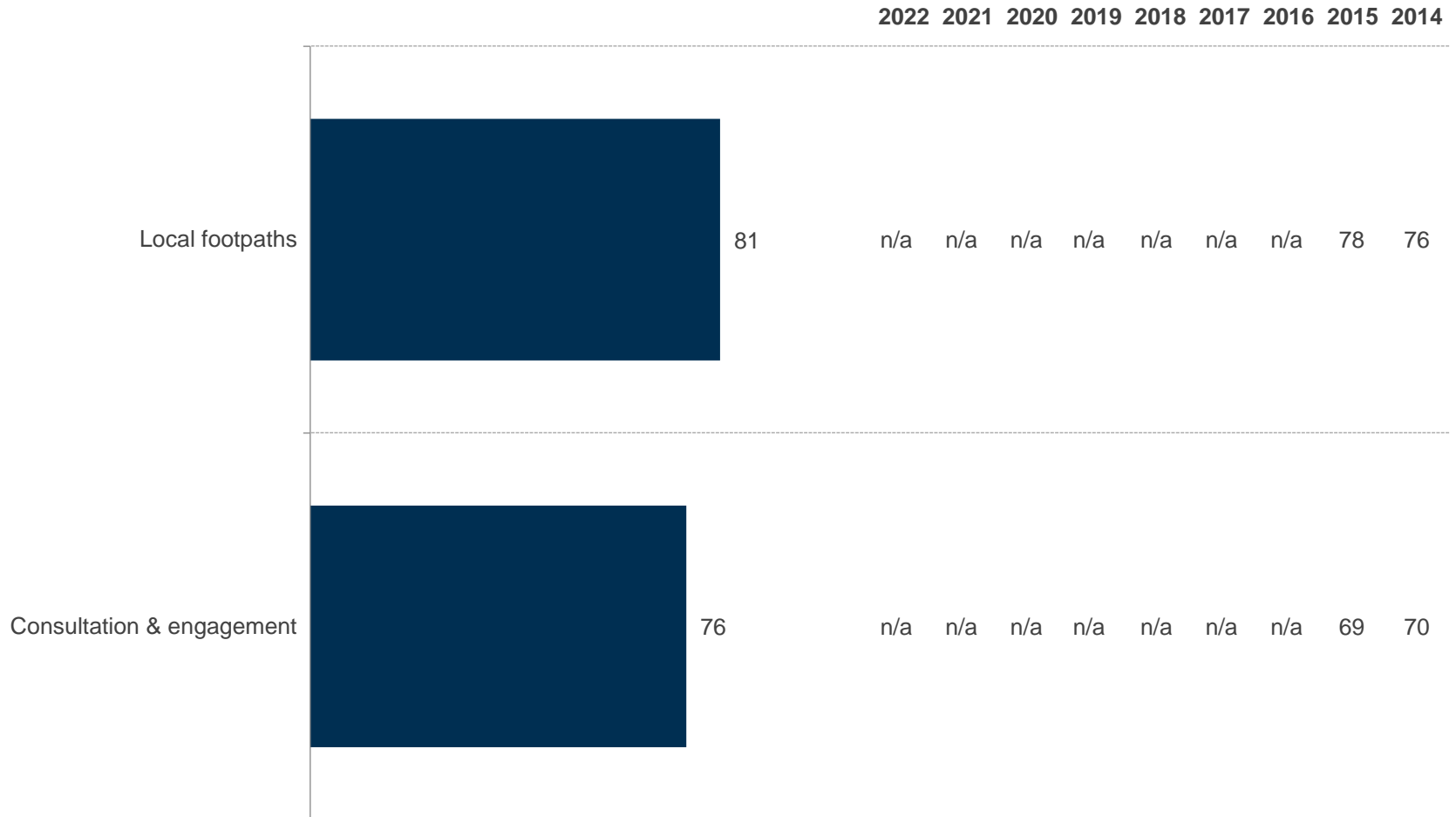


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Individual service area importance

2023 individual service area importance (index scores)

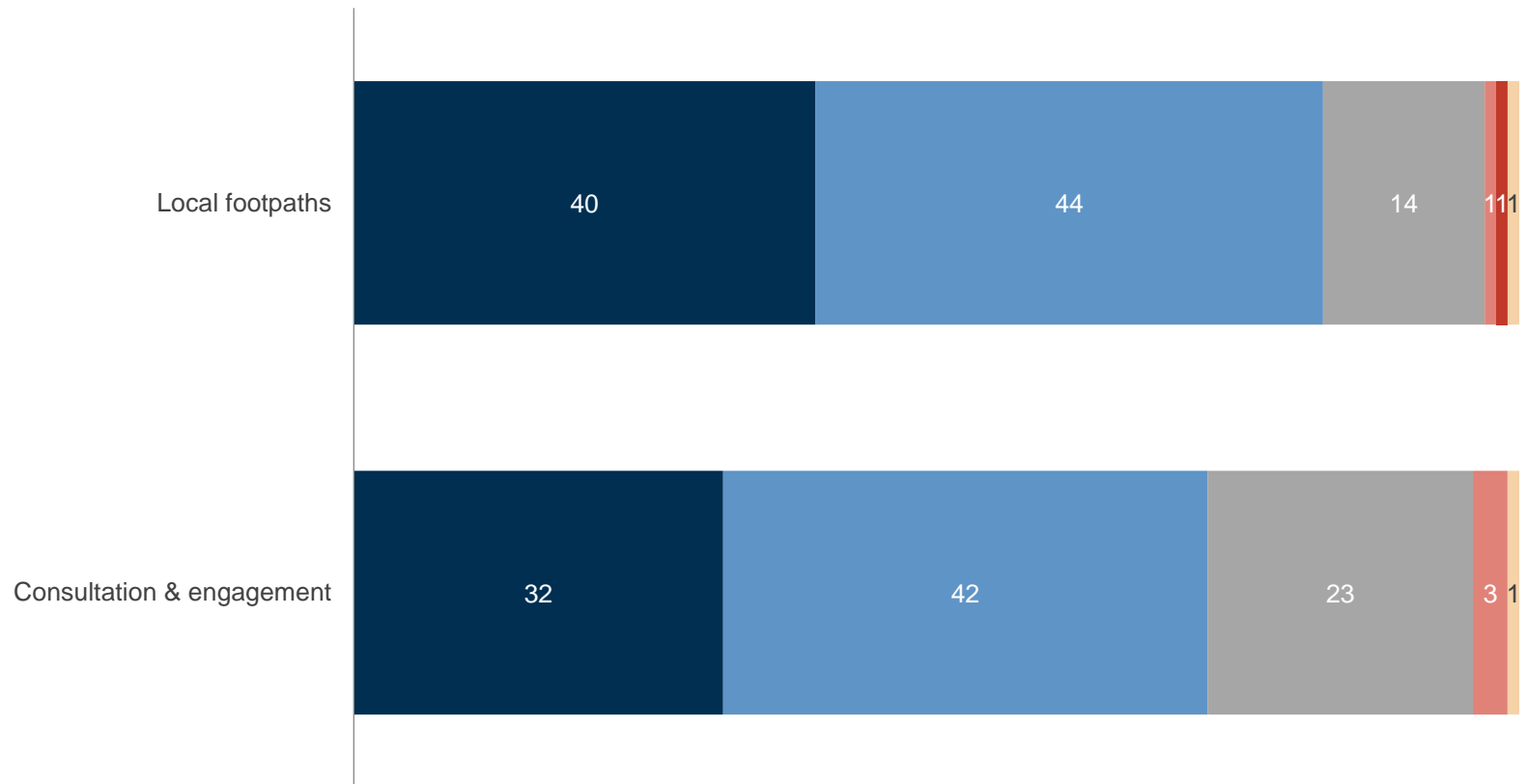


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Individual service area importance

2023 individual service area importance (%)



■ 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: 33 Councils asked group: 10



Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- The condition of sealed local roads
- Informing the community
- Recreational facilities
- The appearance of public areas
- Town planning
- Lobbying on behalf of the community
- Business and community development
- Planning and building permits
- The enforcement of local laws.

Looking at these key service areas only, Council performs best on the appearance of public areas and recreational facilities (index of 73 and 72 respectively). Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

In addition to community decisions (performance index of 54), Council is performing less well on the more moderate influences of town planning and business and community development (index of 50 and 56 respectively).

Ensuring resident needs and concerns are addressed in relation to planning and development issues can also help shore up positive overall opinion of Council.

However, most in need of attention are the areas of planning and building permits and lobbying, which are poorly rated (performance index of 45 and 49 respectively) and a moderate influence on overall community opinion.

It will be important to demonstrate Council efforts to advocate for residents and address their concerns about planning and building permits to help improve overall ratings of Council 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.

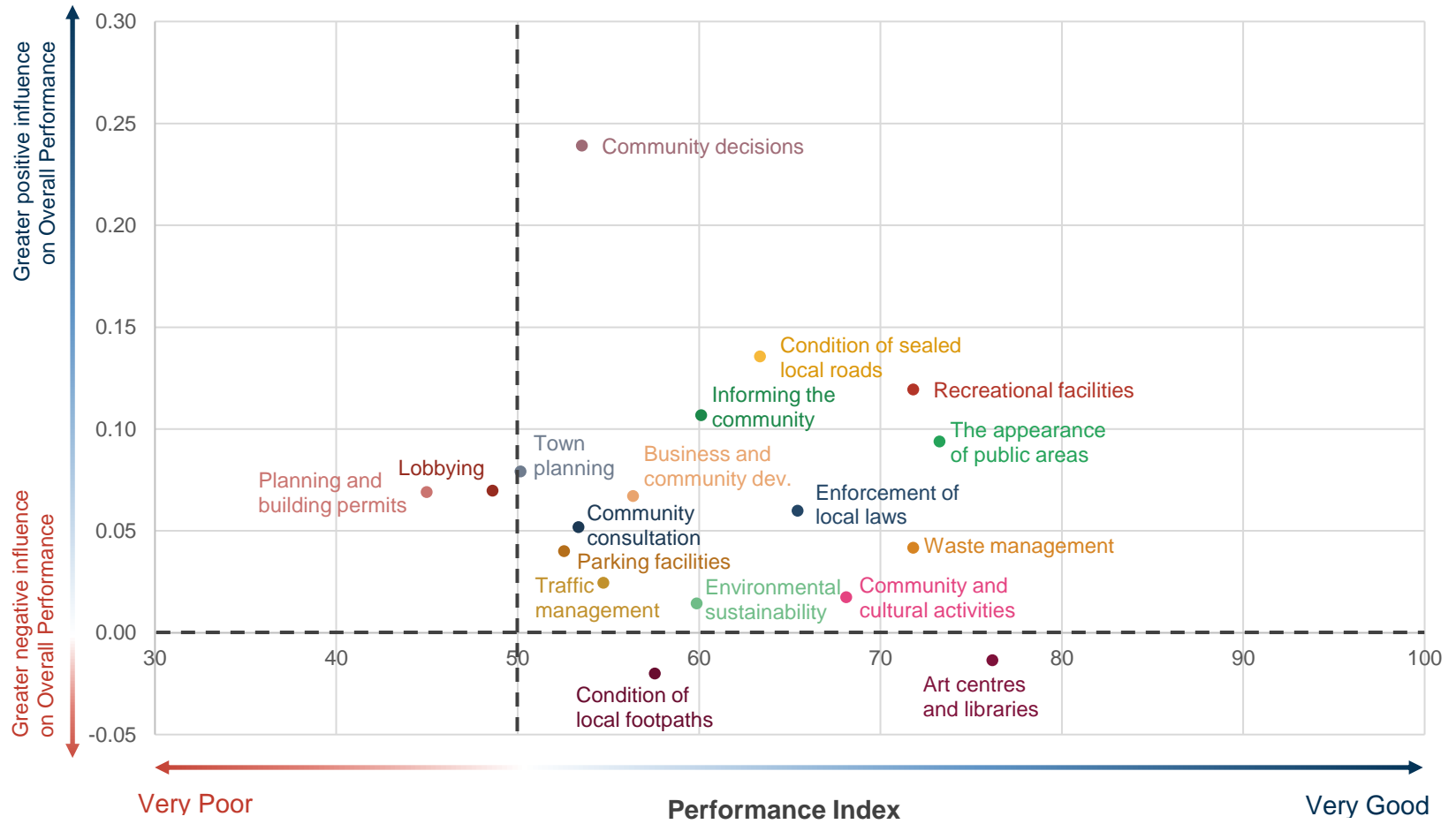
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2023 regression analysis (all service areas)

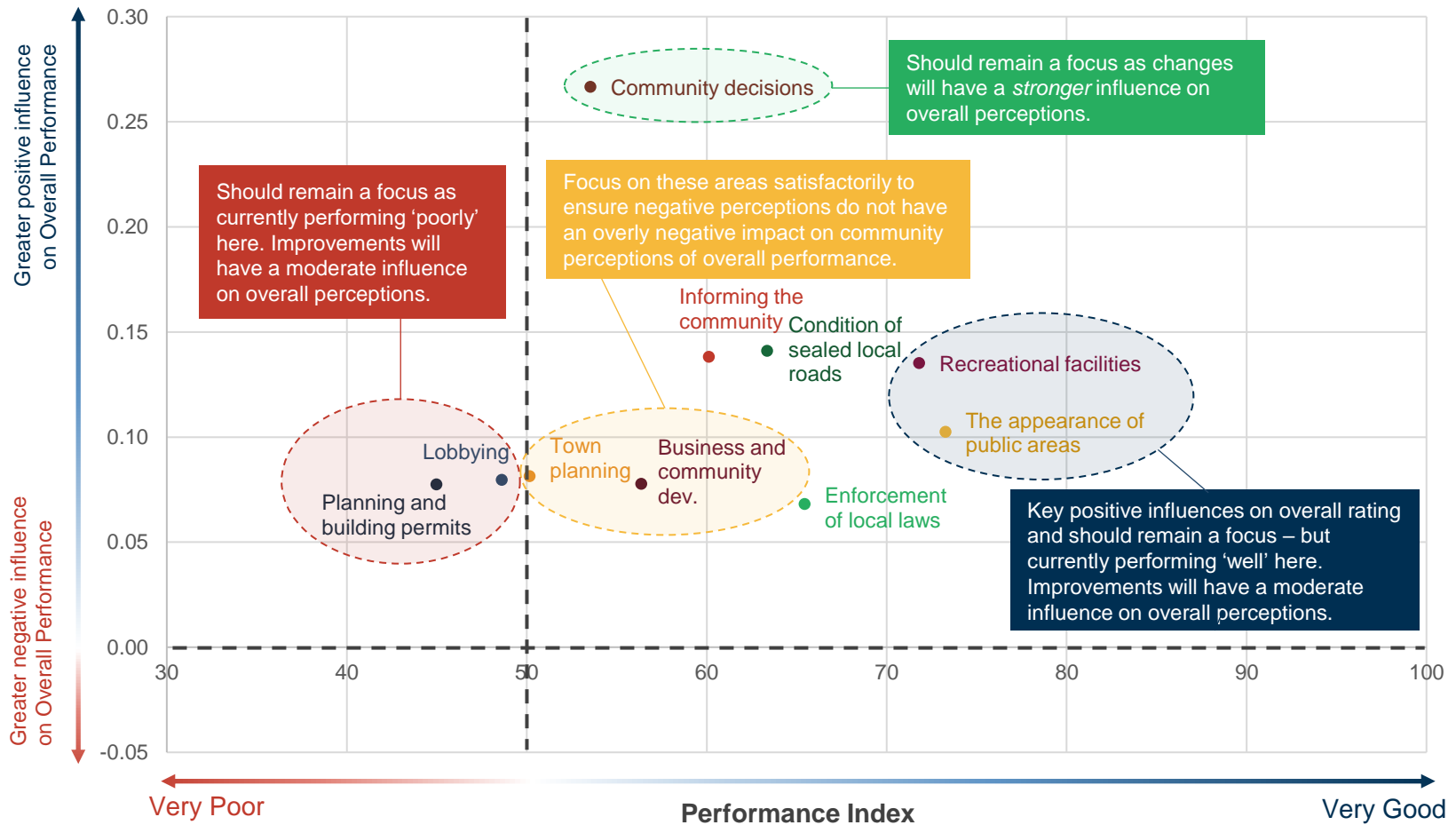


The multiple regression analysis model above (all service areas) has an R^2 value of 0.630 and adjusted R^2 value of 0.622, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 74.01$. 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

2023 regression analysis (key service areas)

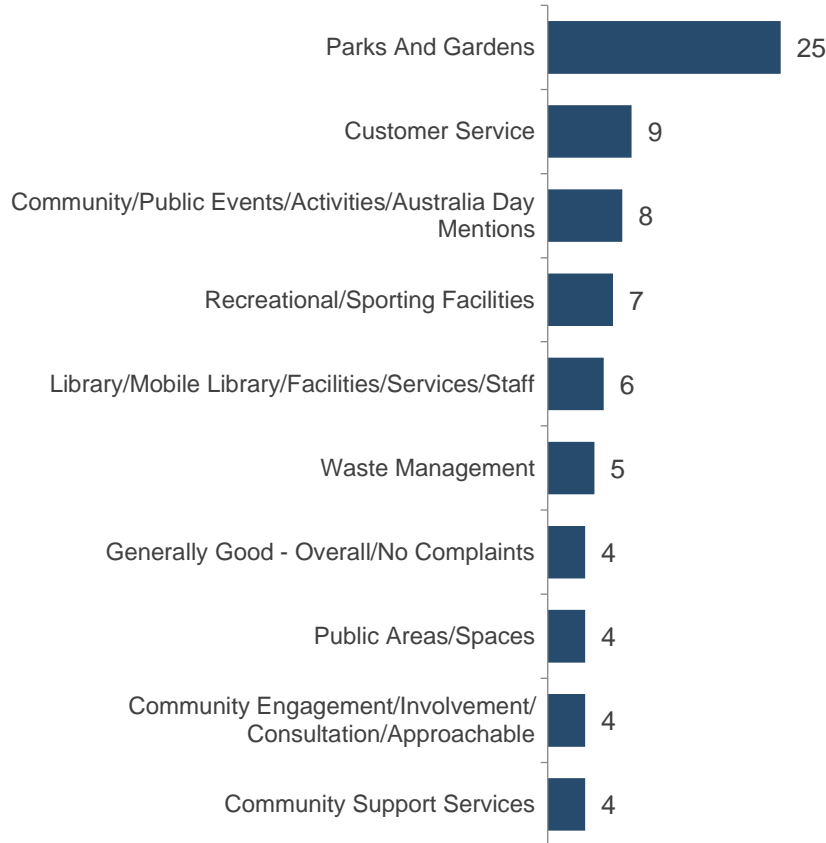


The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.625 and adjusted R² value of 0.620, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 131.31.



Best things about Council and areas for improvement

2023 best things about Council (%)
- Top mentions only -



2023 areas for improvement (%)
- Top mentions only -



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

Base: All respondents. Councils asked State-wide: 33 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: 53 Councils asked group: 13

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

Rate of contact with Council (70%) in the last 12 months has risen significantly, returning to the record high seen in 2020.

- Among residents of East Ward and those aged 35 to 49 years, contact is significantly higher than in 2022.

The main method of contact returned to telephone (35%), overtaking 2022's main method of email (29%), then followed by contact in person (19%), via the website (14%) and in writing (12%).



Among those residents who have had contact with Council, 67% provide a positive customer service rating of 'very good' or 'good', including 32% of residents who rate Council's customer service as 'very good'.

Customer service

Stonnington City Council's customer service index of 72 remains in line with 2022.

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

- Perceptions of customer service among North and East Ward residents (each with ratings of 73) have not changed significantly in the last 12 months. However perceptions among South Ward residents declined significantly (index score of 67, down nine index points).
- Residents aged 18 to 34 years (index scores of 72, down seven index points) also rate customer service significantly lower than in 2022.

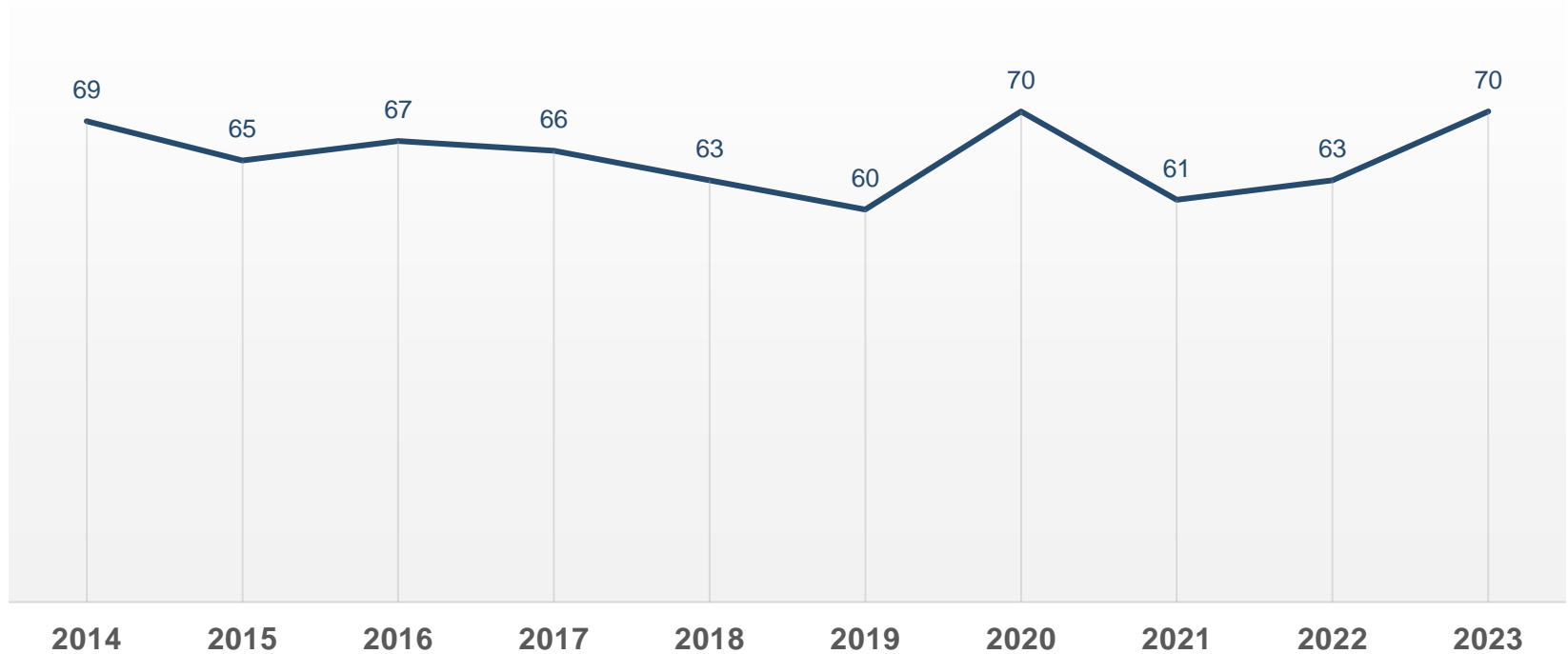
Two thirds of residents (67%) provide a positive customer service rating of 'very good' or 'good', a further 18% rate it average, and one in ten (12%) give it a rating of 'very poor' or 'poor'.

Customer service ratings are highest among residents who communicated with Council in-person (index score of 80) and by telephone (75).



Contact with council

2023 contact with council (%)
Have had contact



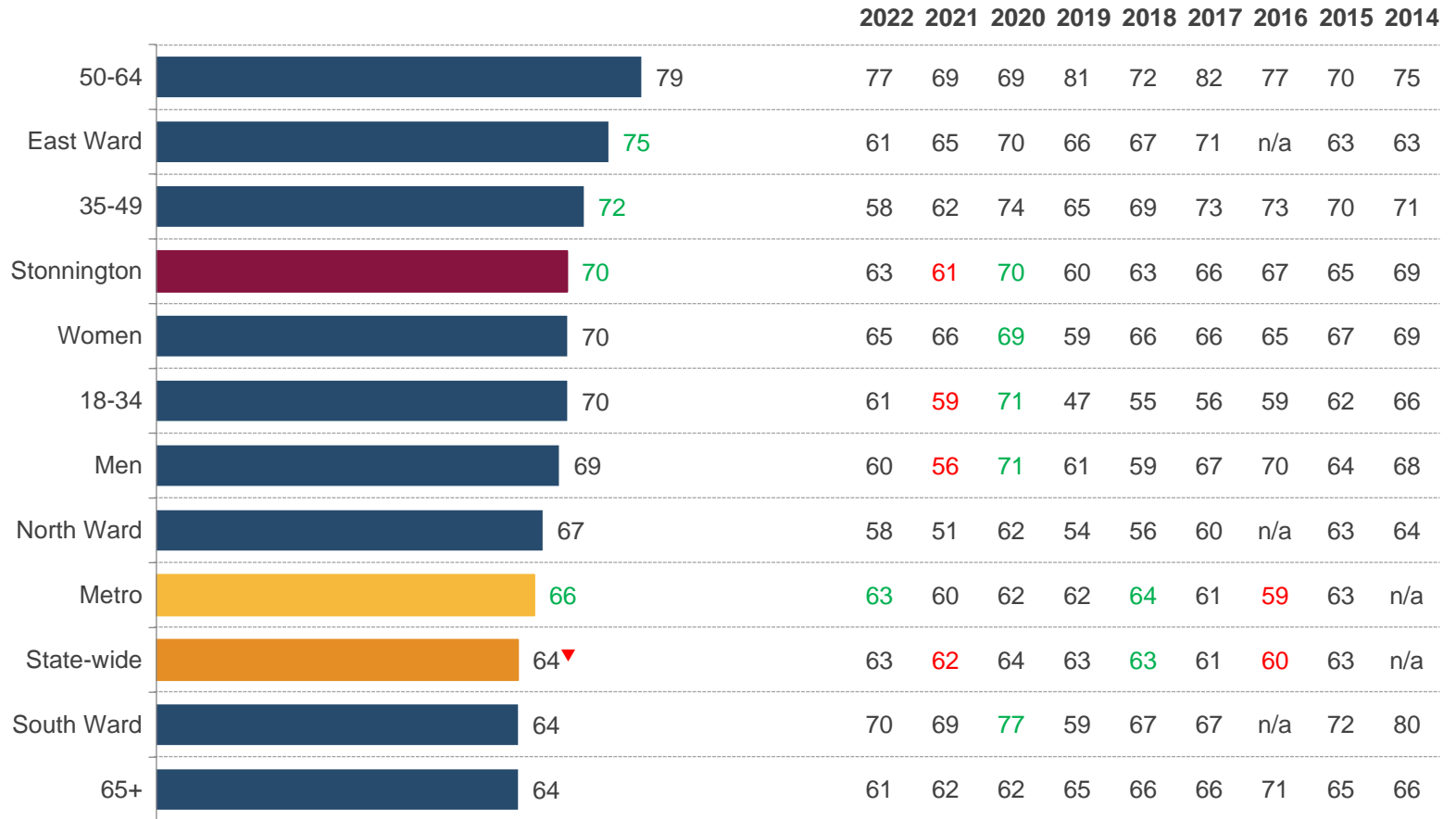
Q5a. Have you or any member of your household had any recent contact with Stonnington City Council in any of the following ways?

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



Contact with council

2023 contact with council (%)



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

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

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



Customer service rating

2023 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	75	75	78	73	78	69	76	76	75	79
North Ward	73	72	78	70	75	66	71	n/a	76	76
65+	73	70	77	74	77	71	71	75	80	84
East Ward	73	76	79	78	76	72	74	n/a	70	76
35-49	72	68	80	77	69	62	70	73	72	79
18-34	72	79	77	74	82	67	72	72	74	75
Stonnington	72	74	77	74	75	68	72	73	74	77
Metro	71	72	74	74	76	72	71	73	73	n/a
Men	68	74	76	75	73	66	68	70	73	76
South Ward	67	76	75	73	75	65	71	n/a	80	80
State-wide	67	68	70	70	71	70	69	69	70	72
50-64	66	75	71	70	71	72	75	73	71	73

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.

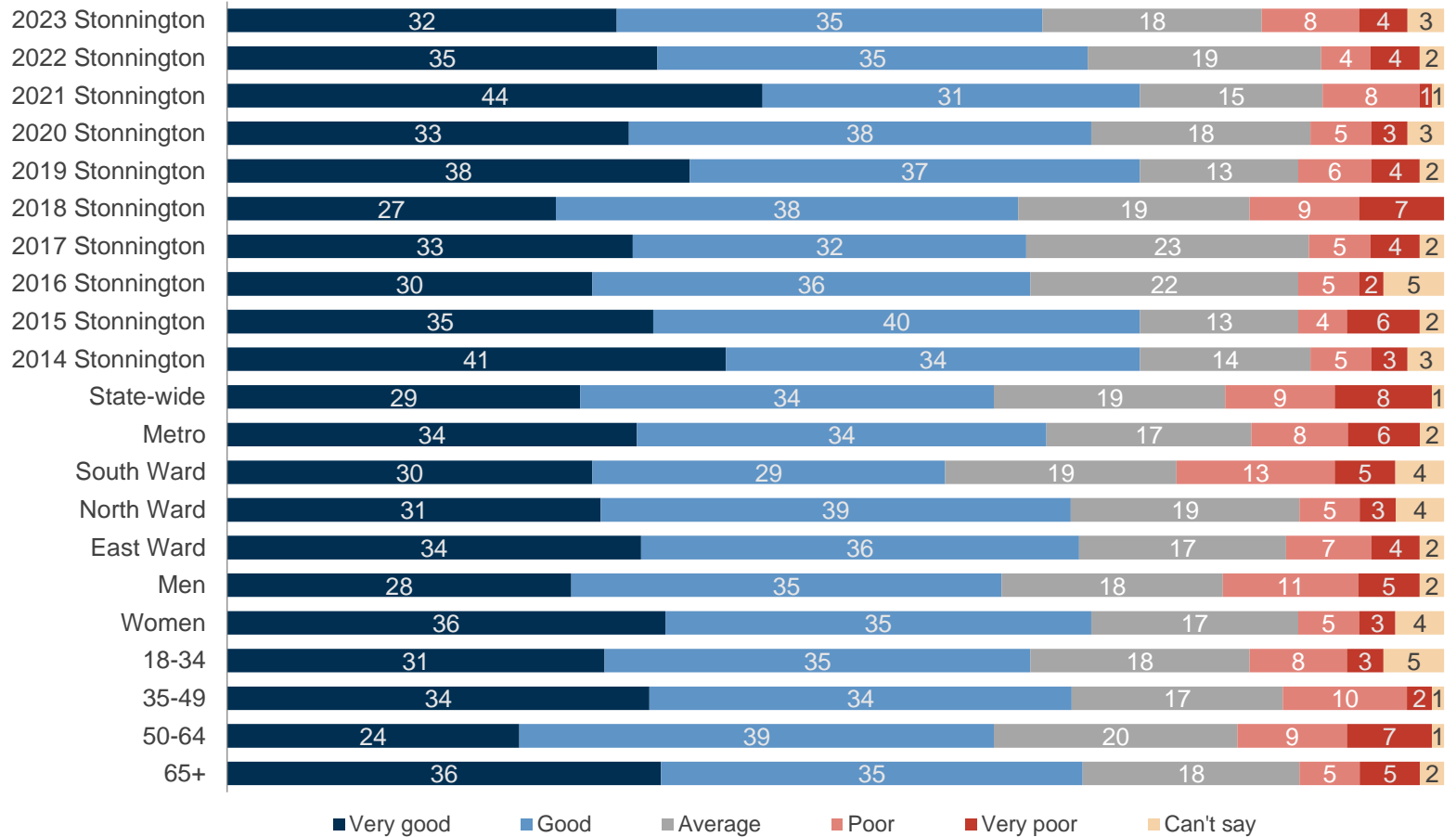
Councils asked State-wide: 66 Councils asked group: 16

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



Customer service rating

2023 customer service rating (%)

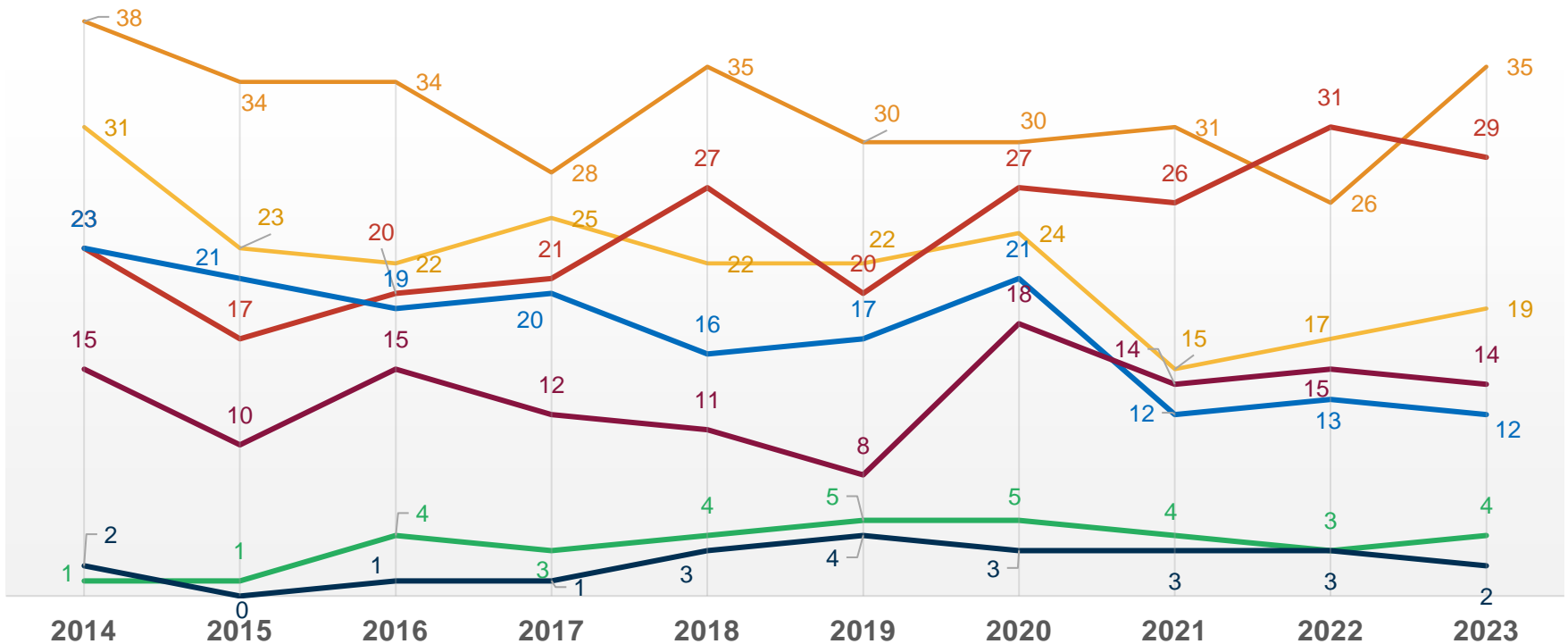
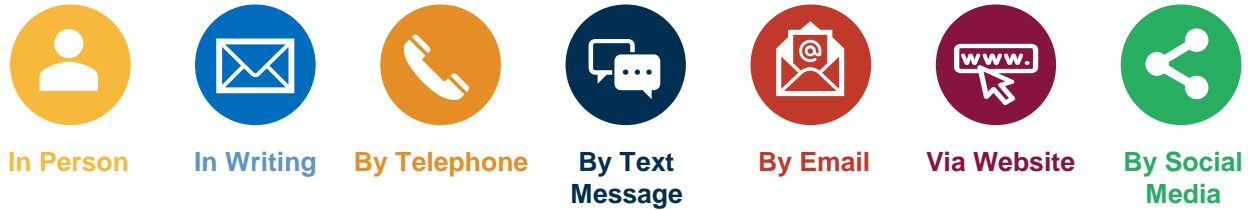


Q5c. Thinking of the most recent contact, how would you rate Stonnington City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 66 Councils asked group: 16



Method of contact with council

2023 method of contact (%)



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

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

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



Customer service rating by method of last contact

2023 customer service rating (index score by method of last contact)



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

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

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

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

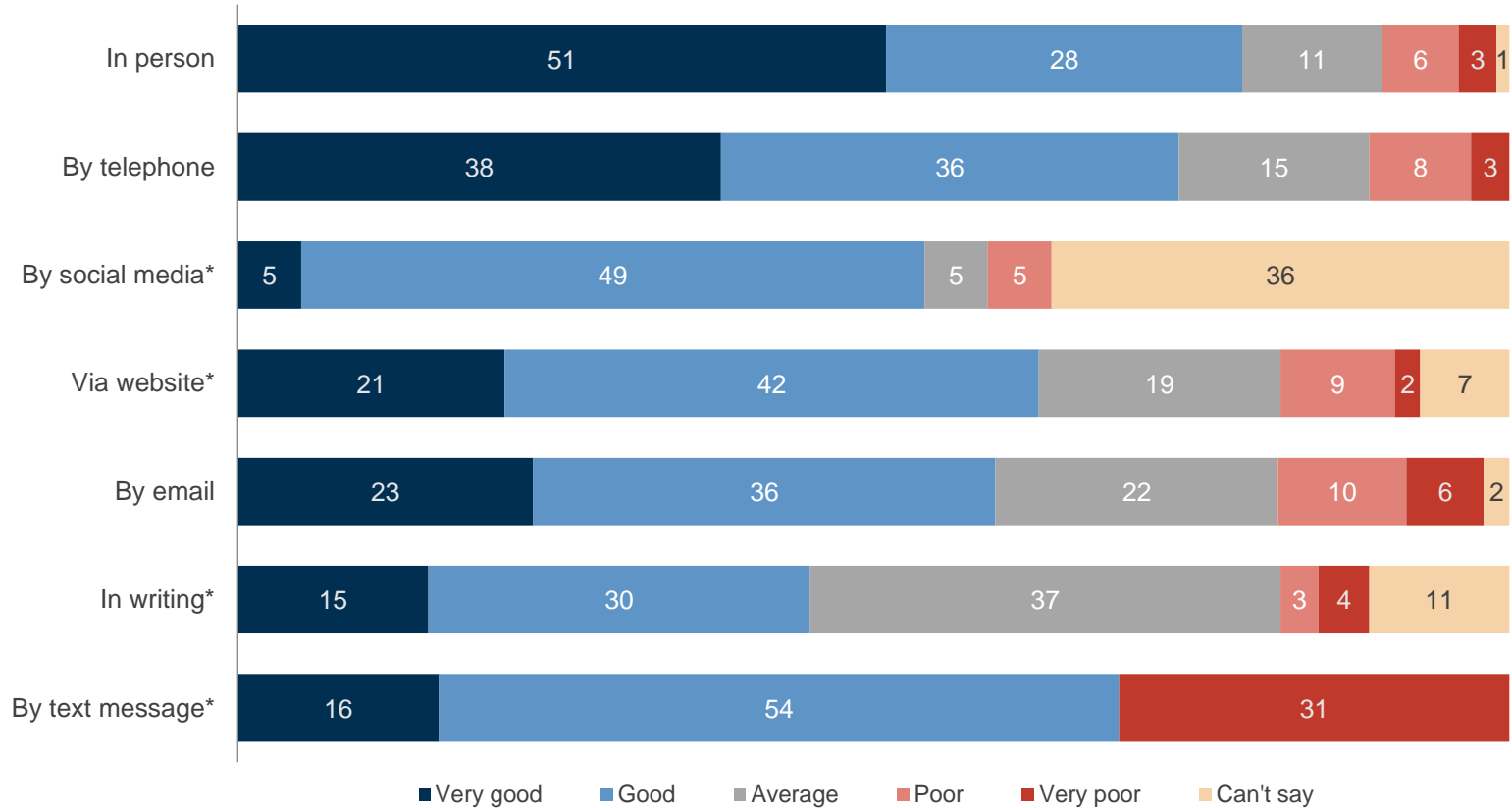
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2023 customer service rating (% by method of last contact)



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



Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is a newsletter sent via email (43%), rising eight percentage points from 2022. This is followed by a newsletter sent via mail (31%).

By contrast, social media has taken a steep decline in preference, with only 6% (down seven percentage points) now rating it as their preference.

- The preferred form of communication from Council for residents aged under 50 years is a newsletter sent via email (45%, up 12 percentage points since last year). Other forms of communication remain largely unchanged from 2022, the exception being the decline in preference for social media (9%, halving its 2022 result).
- The preferred form of communication among those aged 50 years or older is a match between a newsletter sent either via mail (42%) or email (41%).





Best form of communication

2023 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: 40 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2023 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: 40 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2023 over 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



Council Website



Text Message



Social Media



Q13. If Stonnington City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged over 50. Councils asked State-wide: 40 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Council direction



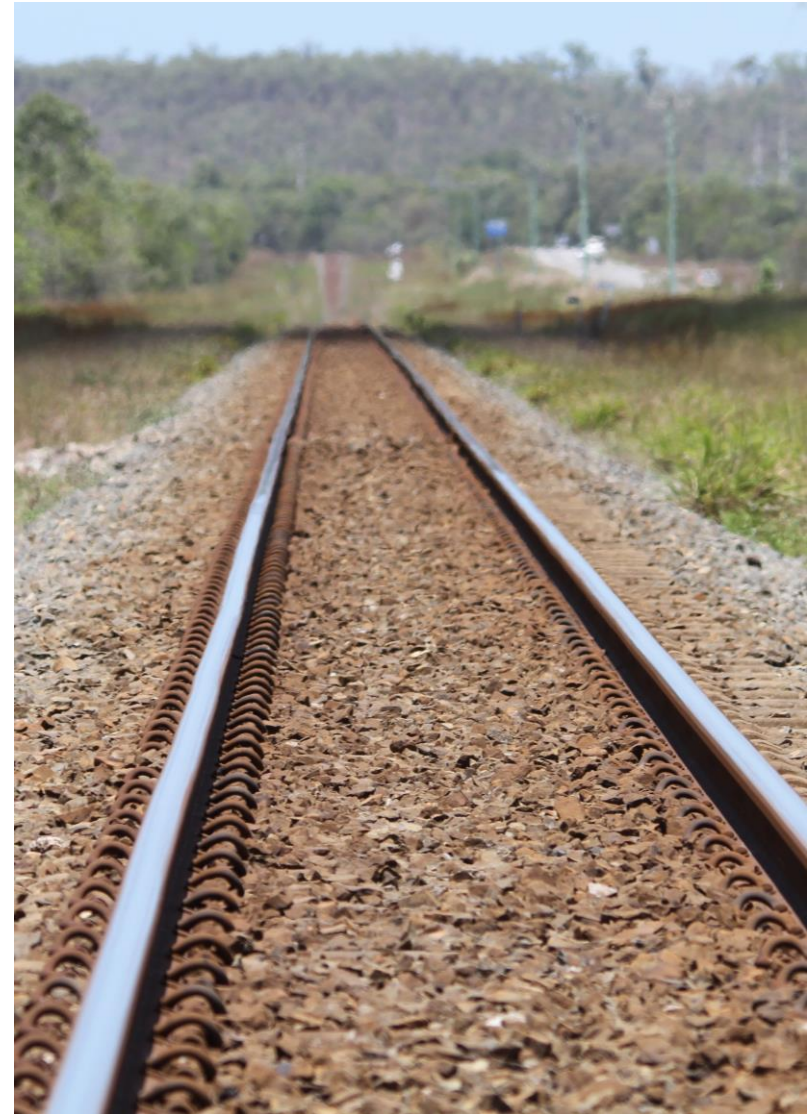
Council direction

In the last 12 months, perceptions of the direction of Council's overall performance have declined significantly (index score of 45), representing Council's lowest score in the past decade on this measure.

- Council rates in line with the State-wide average and significantly lower than the Metropolitan group average (index scores of 46 and 49 respectively). Both averages also received their lowest ratings for overall direction in the past ten years.
- Women and younger residents aged 18 to 34 declined significantly from 2022 (both with an index score of 44) in their perceptions of Council direction.

Over two thirds (68%) of residents believe Council's direction has stayed the same in the last 12 months. 8% believe direction has improved, and almost two in ten (18%, increasing seven percentage points) believe it has deteriorated.

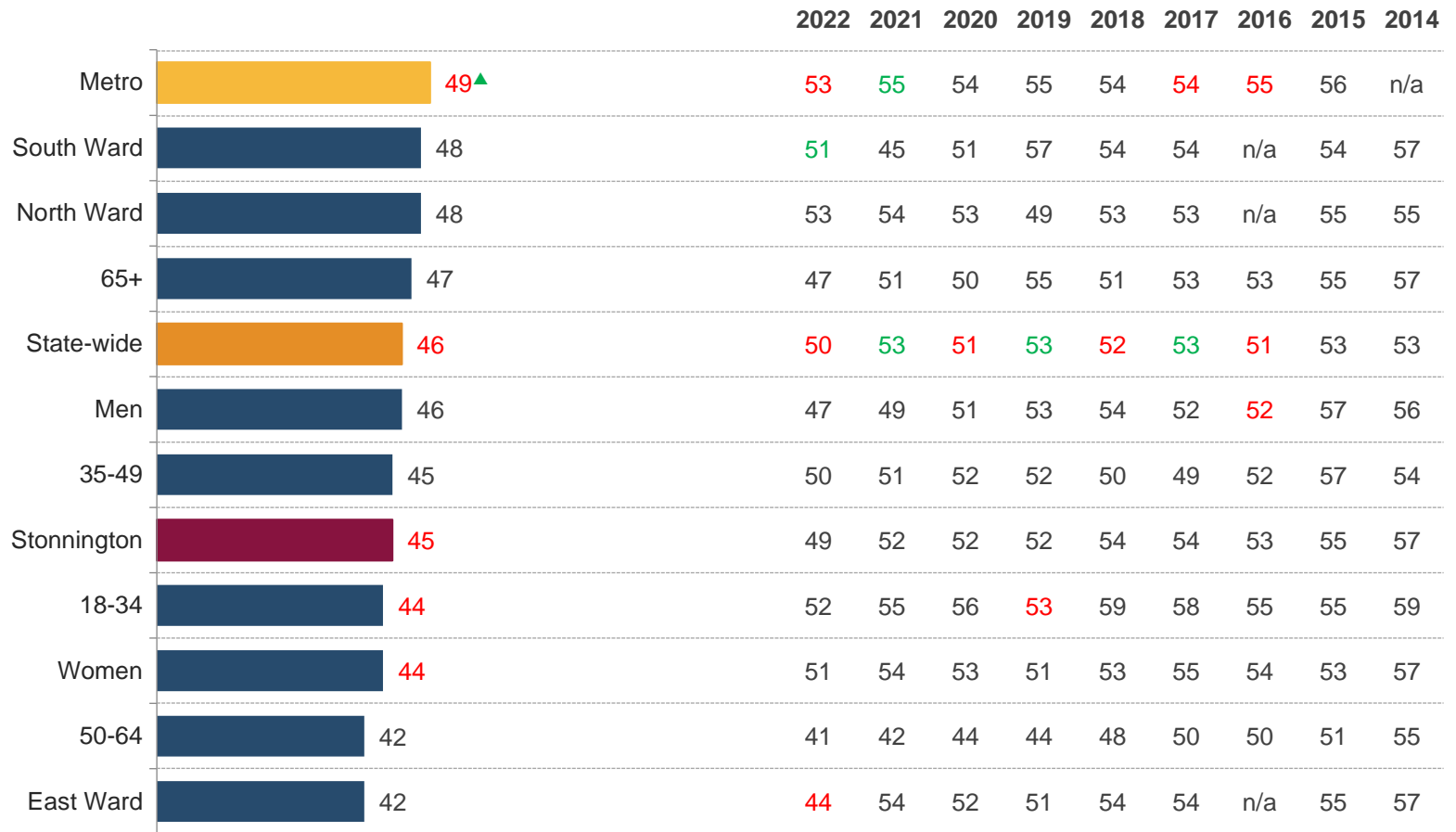
The most satisfied with Council direction are residents of North and South Wards (index score of 48 for both), while 50 to 64 years olds and East Ward residents remain the least satisfied cohorts (index score of 42 for both), noting that none of these results differ significantly from the Council average.





Overall council direction last 12 months

2023 overall council direction (index scores)



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

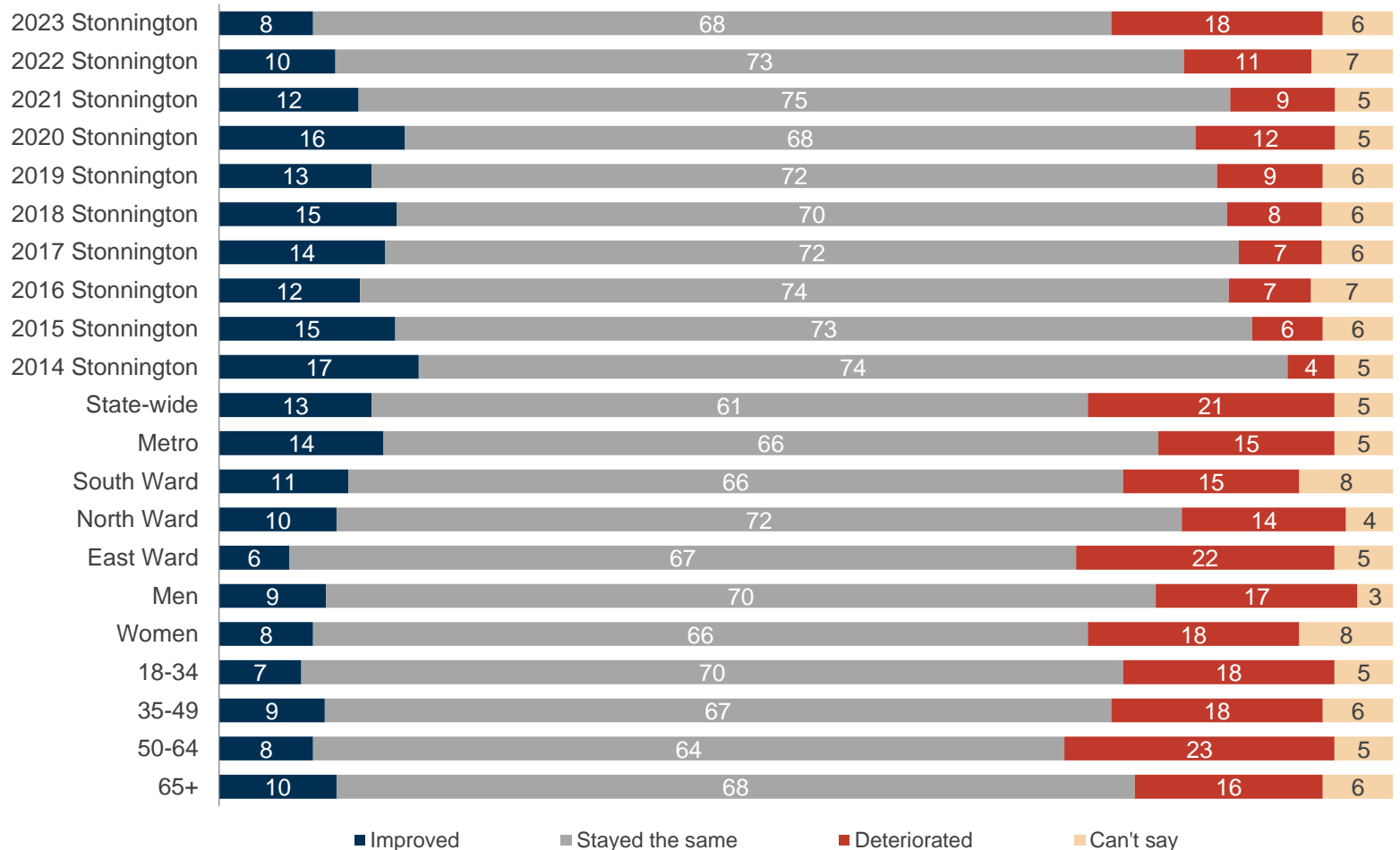
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Overall council direction last 12 months

2023 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Stonnington City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

A large, stylized letter 'W' graphic that serves as a background element. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a fiber optic or neural network. The 'W' is positioned on the right side of the page, extending from the top to the bottom.

Individual service areas



Community consultation and engagement importance



2023 consultation and engagement importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Household user	82▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	82▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75	70
East Ward	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	69
Women	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	73
50-64	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75	75
State-wide	76	76	75	74	74	74	74	75	74	74
Stonnington	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	69	70
North Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66	70
Men	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67	67
65+	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	72
South Ward	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70	71
18-34	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63	67
Metro	73▼	73	73	72	71	72	72	73	72	n/a

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

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

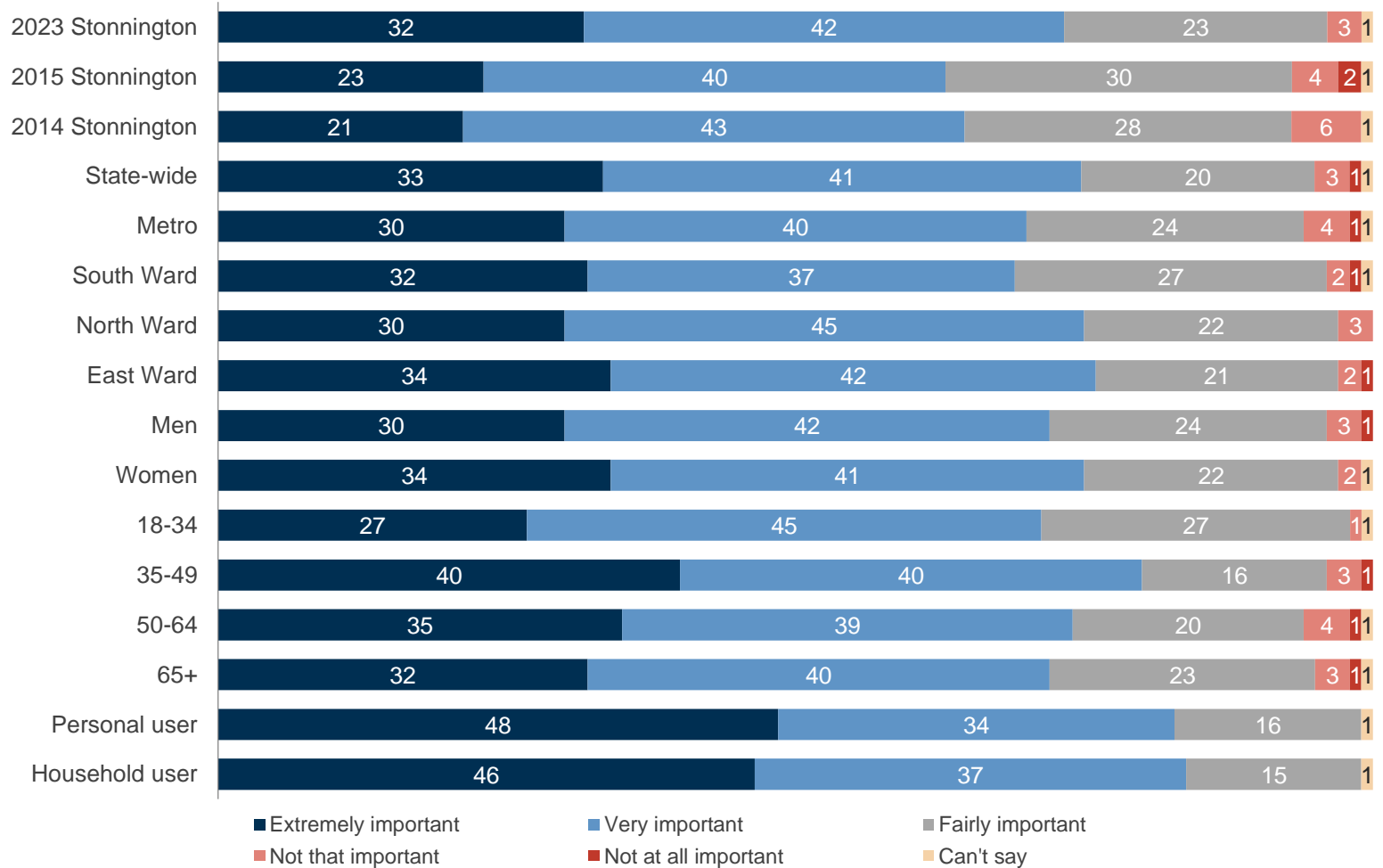
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2023 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Household user	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Personal user	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
35-49	56	54	57	56	58	59	55	61	61	63
South Ward	56	58	65	53	58	63	55	n/a	64	67
Metro	55	58	59	58	58	57	57	58	58	n/a
North Ward	55	57	58	56	54	57	60	n/a	58	61
Women	54	53	62	57	55	59	60	62	63	65
Stonnington	53	56	60	56	56	60	58	60	63	63
Men	53	58	58	54	56	60	56	58	64	61
18-34	53	58	65	57	57	63	61	59	66	62
65+	53	54	59	54	56	55	57	62	64	70
State-wide	52	54	56	55	56	55	55	54	56	57
East Ward	51	52	58	58	56	59	59	n/a	65	61
50-64	49	52	52	52	48	56	53	59	57	58

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

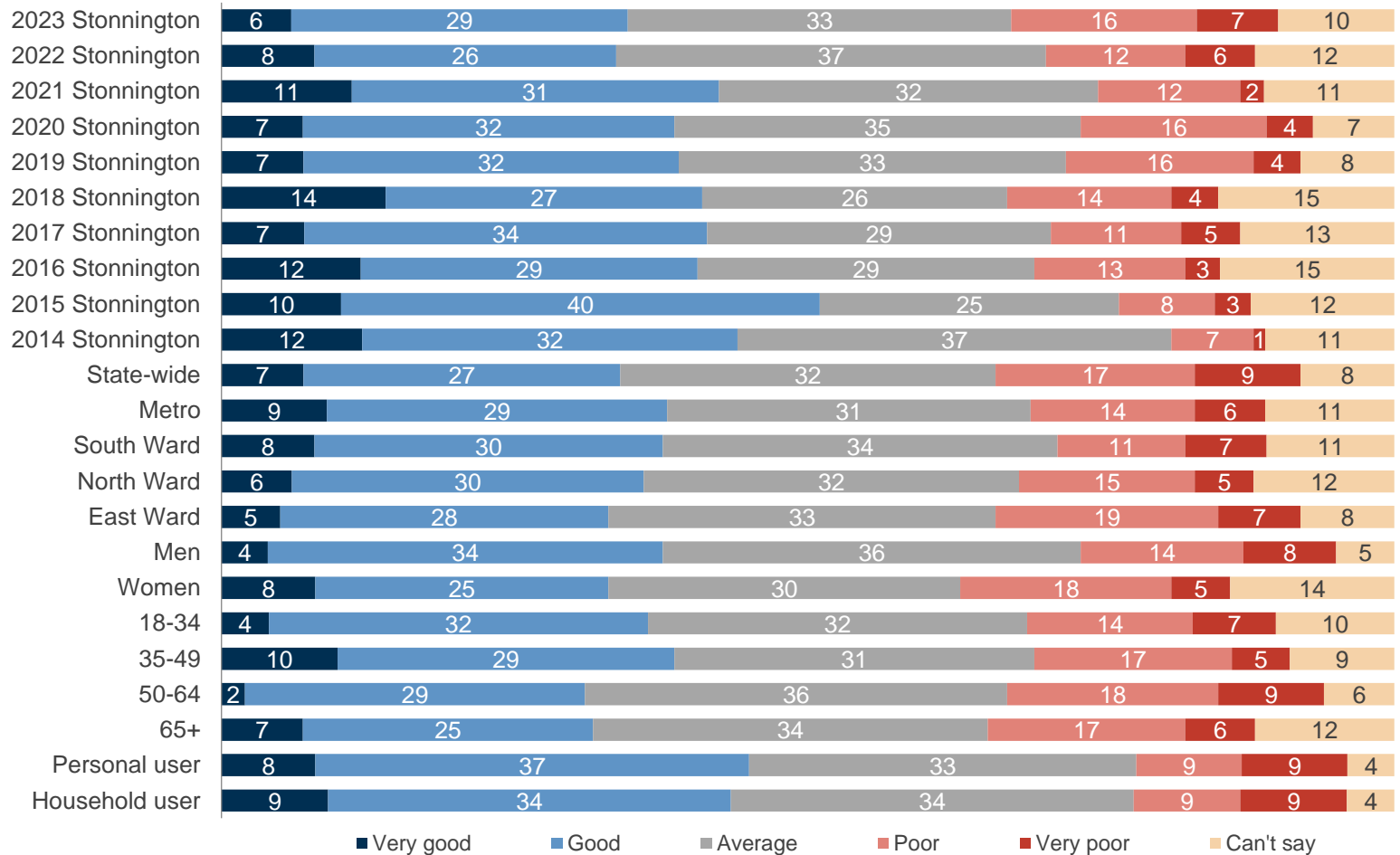
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metro	53▲	56	57	57	56	56	56	58	n/a
South Ward	52	53	49	53	52	58	n/a	58	55
State-wide	51	55	53	54	54	54	53	55	56
North Ward	50	54	50	53	59	55	n/a	53	56
Men	50	50	52	52	55	54	56	59	55
18-34	50	53	52	56	56	63	56	60	56
35-49	49	55	55	52	54	55	55	53	52
Stonnington	49	52	52	53	56	58	56	58	57
65+	48	52	53	53	58	52	57	62	67
Women	47	54	52	54	57	61	55	56	59
East Ward	46	49	56	53	56	60	n/a	60	60
50-64	45	44	47	46	55	50	54	51	57

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

Base: All respondents. Councils asked State-wide: 51 Councils asked group: 13

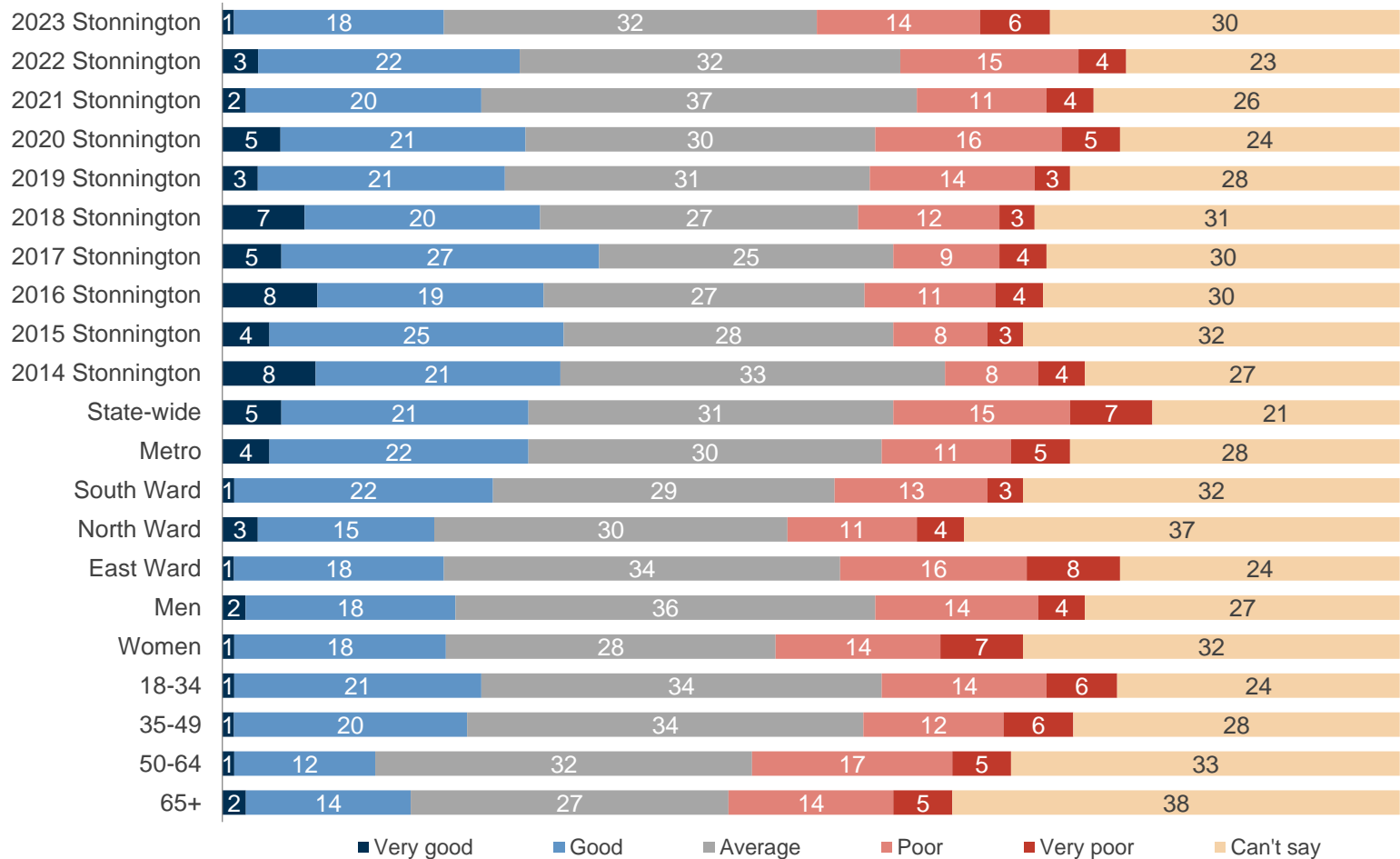
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 51 Councils asked group: 13

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
South Ward	58	60	51	60	60	57	n/a	59	n/a
18-34	56	65	59	60	62	65	63	62	n/a
North Ward	55	61	57	56	57	61	n/a	56	n/a
Metro	55	61	59	60	58	58	59	59	n/a
Men	54	60	56	58	57	60	58	60	n/a
Stonnington	54	61	57	58	58	60	60	59	n/a
35-49	53	60	56	56	58	55	57	55	n/a
Women	53	62	57	57	59	60	62	58	n/a
65+	52	59	58	59	57	55	61	63	n/a
State-wide	51	56	53	55	54	54	54	55	57
East Ward	50	61	61	57	58	61	n/a	61	n/a
50-64	48	48	48	50	50	56	55	53	n/a

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

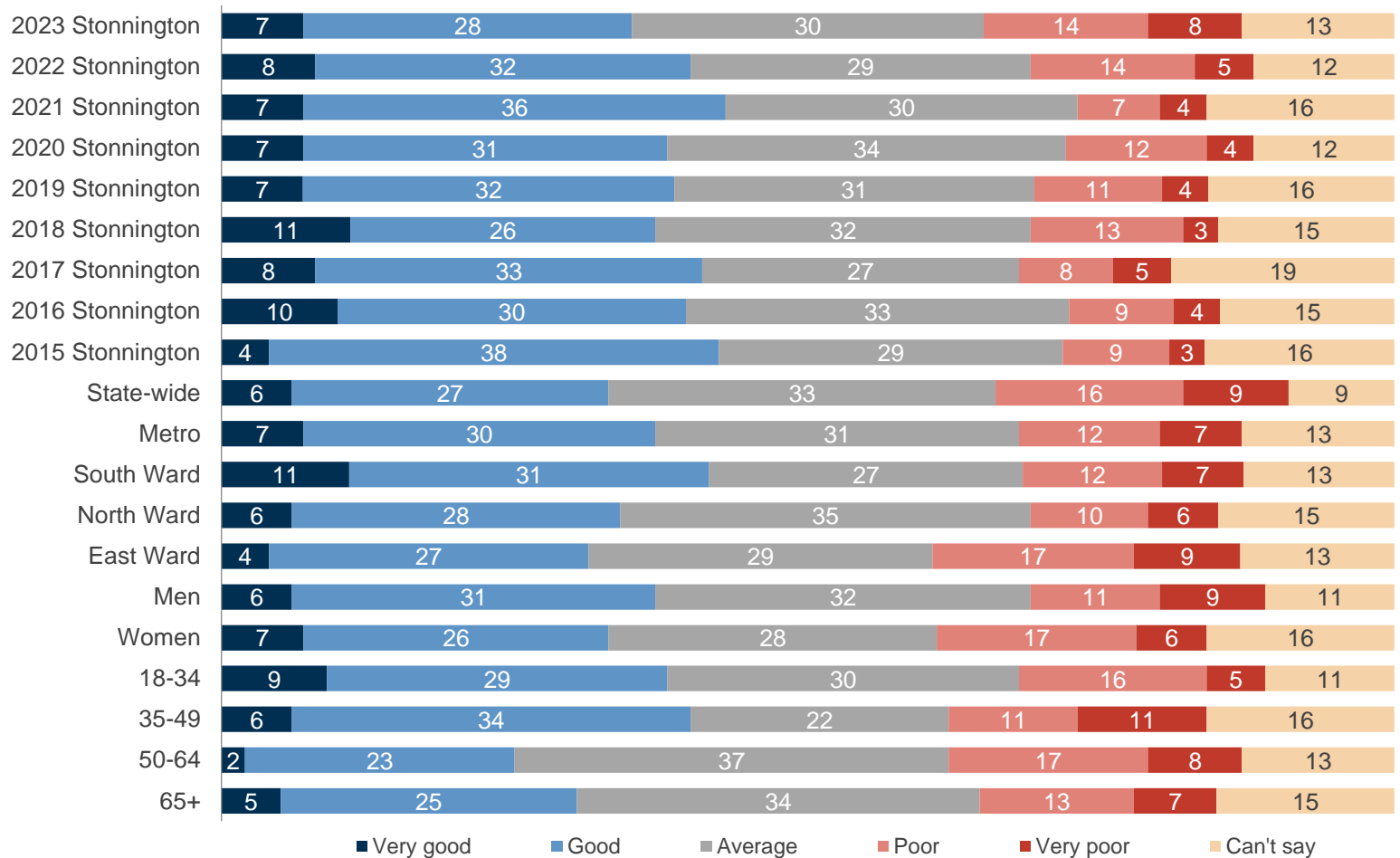
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	68	66	67	69	62	62	71	67	72	
East Ward	66	69	70	71	69	70	n/a	72	71	
Women	63	66	69	68	63	66	67	68	72	
18-34	63	70	74	65	74	67	69	69	72	73
Stonnington	63	67	70	65	70	65	66	68	70	72
Men	63	69	71	67	71	68	67	70	71	71
65+	63	67	67	62	68	67	63	66	69	74
South Ward	62	64	69	65	71	63	61	n/a	68	75
Metro	61	65	68	67	69	68	66	67	69	n/a
North Ward	61	69	71	60	67	64	68	n/a	69	69
50-64	55	62	69	65	61	62	67	67	68	64
State-wide	48	53	57	54	56	53	53	54	55	55

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

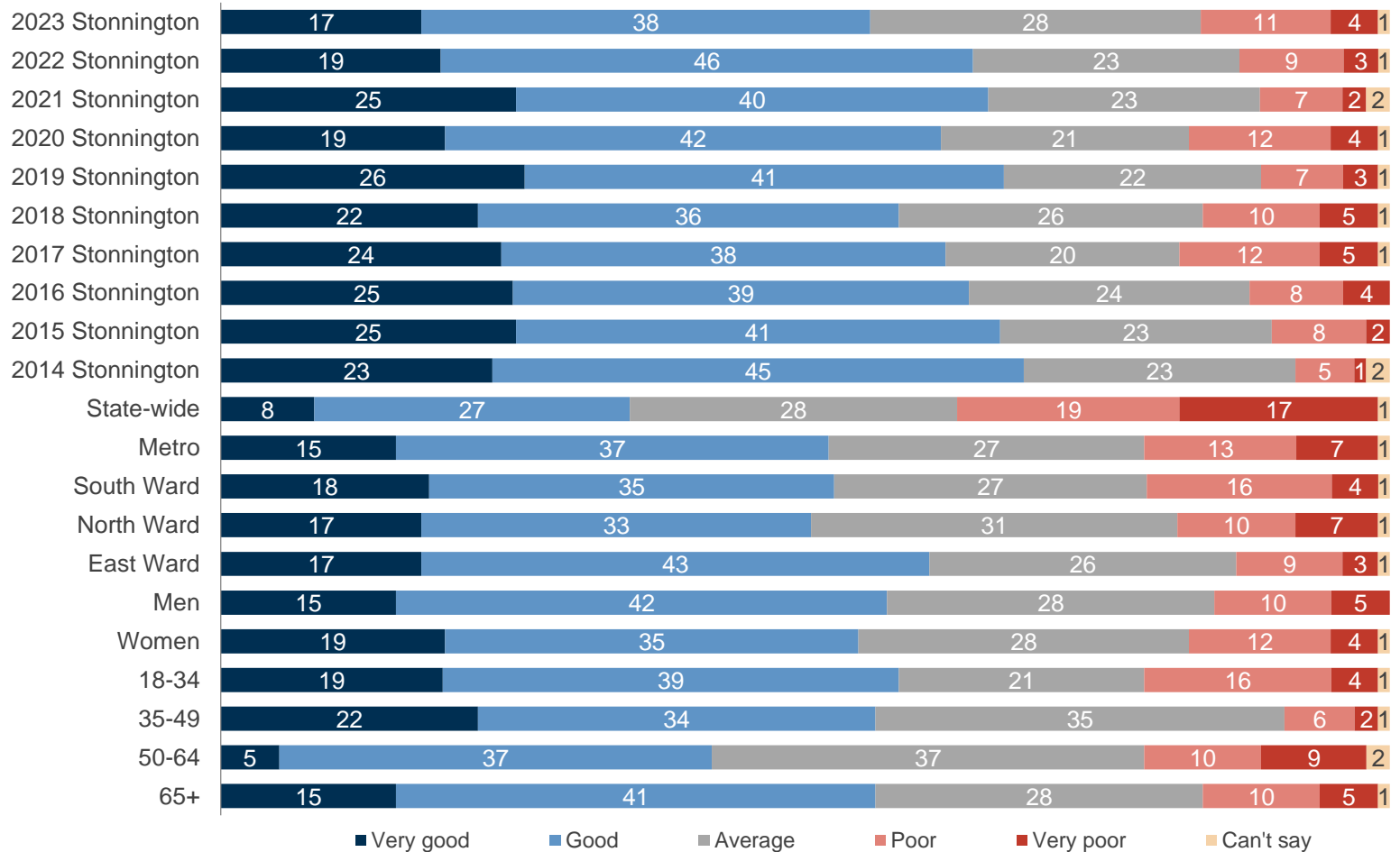
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Informing the community performance



2023 informing community performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	64	59	61	n/a	n/a	n/a	n/a	66	67	
North Ward	62	60	65	n/a	n/a	n/a	n/a	64	66	
18-34	61	61	65	n/a	n/a	n/a	n/a	67	66	
South Ward	60	60	63	n/a	n/a	n/a	n/a	65	68	
Men	60	61	62	n/a	n/a	n/a	n/a	66	67	
Stonnington	60	59	64	n/a	n/a	n/a	n/a	67	68	
Women	60	58	65	n/a	n/a	n/a	n/a	68	69	
Metro	60	62	62	62	62	61	61	63	64	n/a
East Ward	59	58	63	n/a	n/a	n/a	n/a	70	69	
65+	59	61	65	n/a	n/a	n/a	n/a	71	73	
State-wide	57	59	60	59	60	59	59	59	61	62
50-64	52	54	59	n/a	n/a	n/a	n/a	64	68	

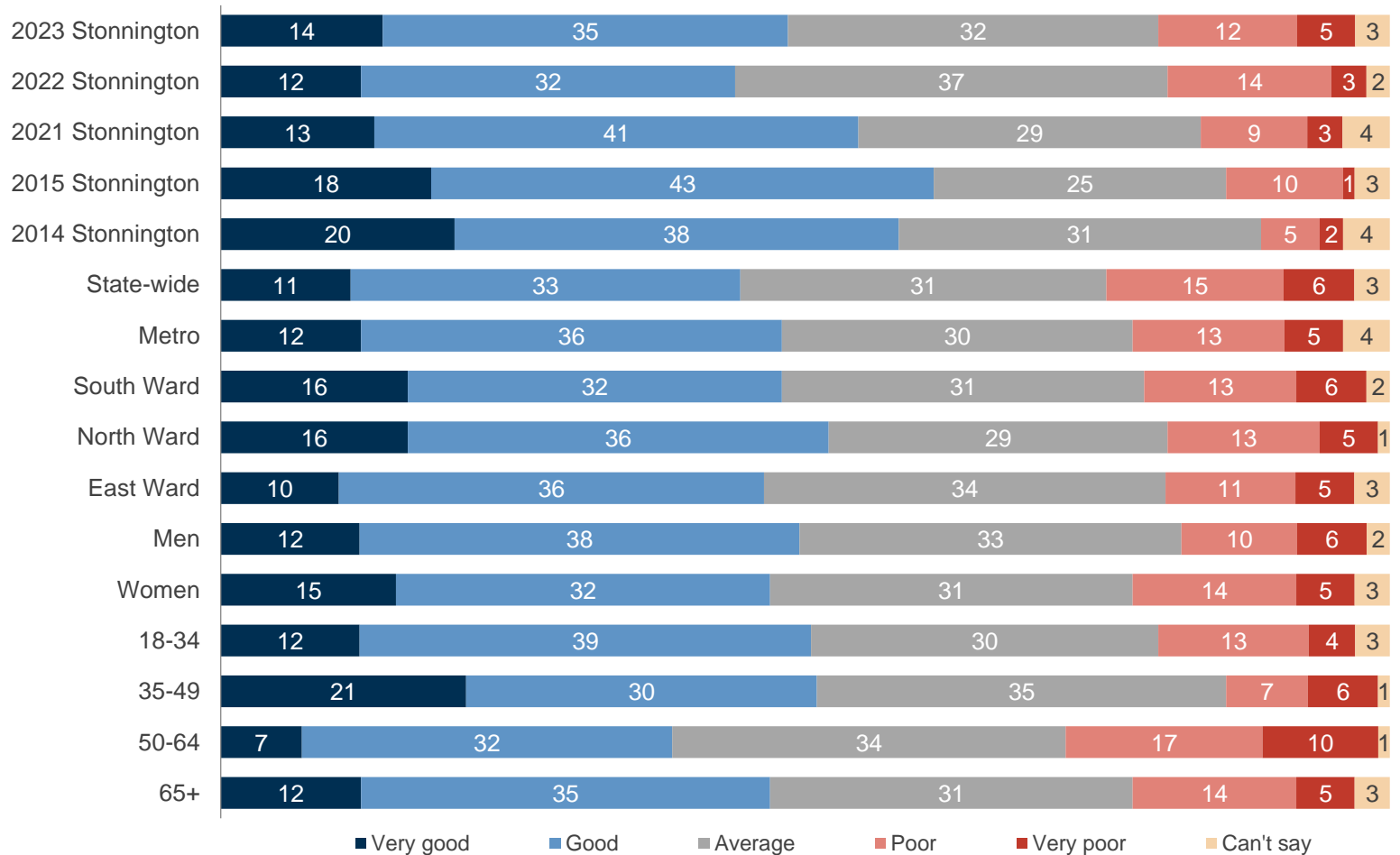
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 12
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2023 informing community performance (%)



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



The condition of local footpaths in your area importance



2023 footpaths importance (index scores)

	2023	2021	2020	2019	2018	2017	2016	2015	2014	
Women	83	n/a	n/a	n/a	n/a	n/a	n/a	79	78	
North Ward	82	n/a	n/a	n/a	n/a	n/a	n/a	80	79	
35-49	81	n/a	n/a	n/a	n/a	n/a	n/a	80	76	
East Ward	81	n/a	n/a	n/a	n/a	n/a	n/a	79	75	
50-64	81	n/a	n/a	n/a	n/a	n/a	n/a	81	77	
Stonnington	81	n/a	n/a	n/a	n/a	n/a	n/a	78	76	
18-34	81	n/a	n/a	n/a	n/a	n/a	n/a	74	74	
Metro	81	81	80	78	78	79	78	78	77	n/a
State-wide	81	81	79	78	77	78	77	77	77	77
65+	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	83	79
South Ward	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75	75
Men	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77	74

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: 25 Councils asked group: 7

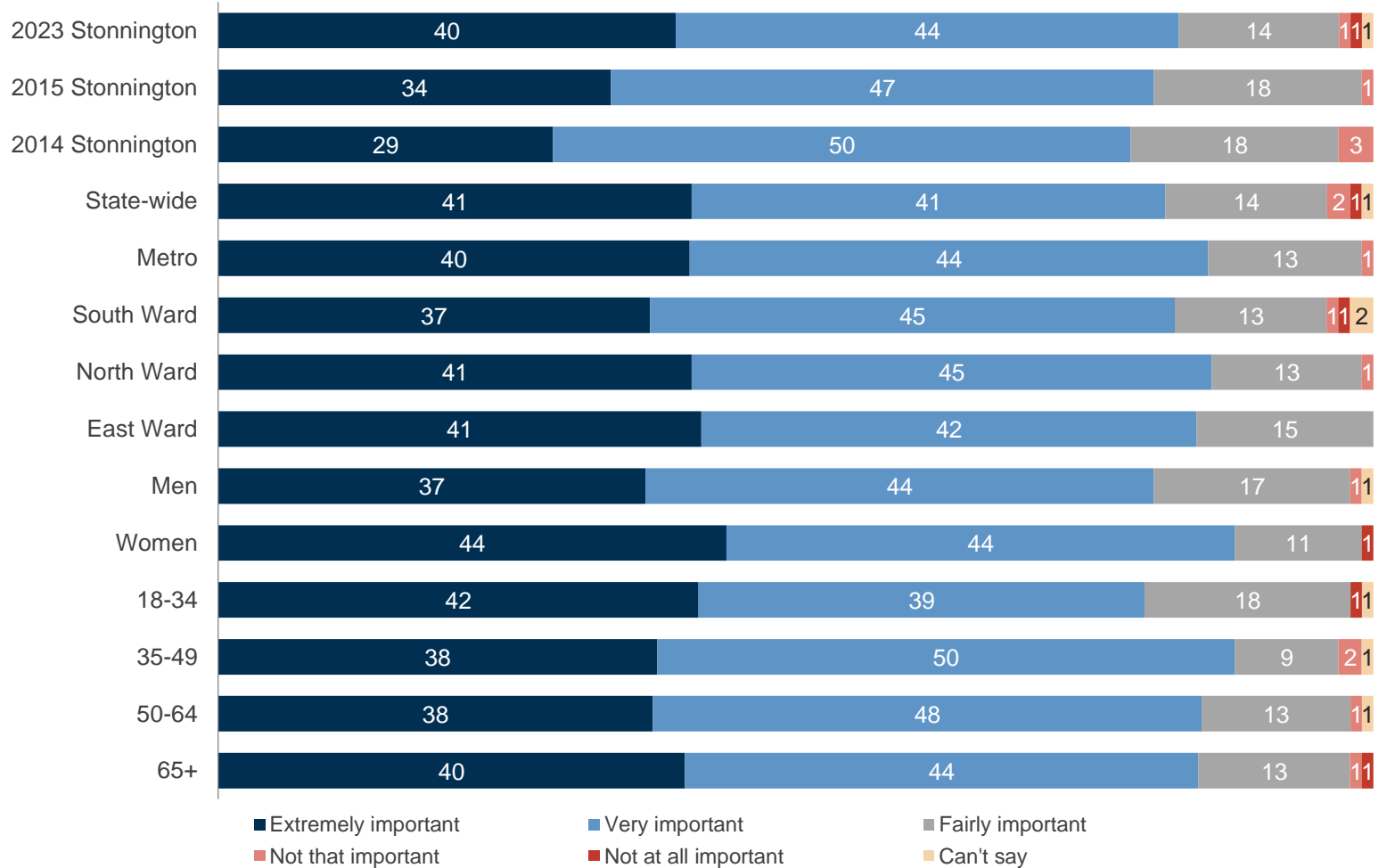
Note: Please see Appendix A for explanation of significant differences.



The condition of local footpaths in your area importance



2023 footpaths importance (%)



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: 25 Councils asked group: 7



The condition of local footpaths in your area performance



2023 footpaths performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	62	n/a	n/a	n/a	n/a	n/a	n/a	66	66
18-34	61	n/a	n/a	n/a	n/a	n/a	n/a	72	83
East Ward	61	n/a	n/a	n/a	n/a	n/a	n/a	70	72
Men	58	n/a	n/a	n/a	n/a	n/a	n/a	70	74
Stonnington	58	n/a	n/a	n/a	n/a	n/a	n/a	68	72
Metro	57	63	65	64	65	64	62	63	64
Women	57	n/a	n/a	n/a	n/a	n/a	n/a	65	71
South Ward	55	n/a	n/a	n/a	n/a	n/a	n/a	64	75
North Ward	54	n/a	n/a	n/a	n/a	n/a	n/a	67	70
State-wide	52▼	57	59	58	59	58	57	57	58
50-64	51	n/a	n/a	n/a	n/a	n/a	n/a	61	61
65+	51▼	n/a	n/a	n/a	n/a	n/a	n/a	66	68

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: 33 Councils asked group: 8

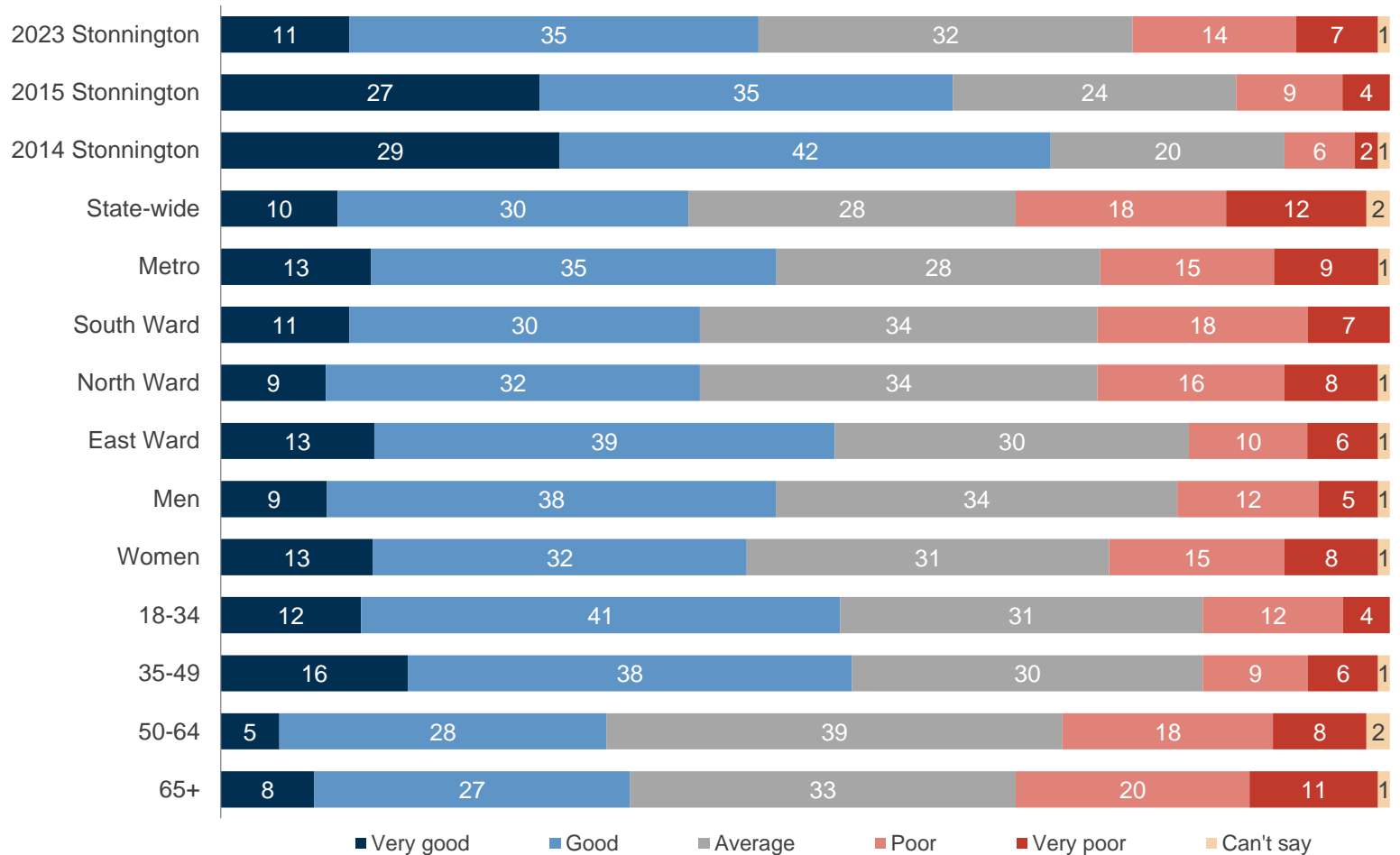
Note: Please see Appendix A for explanation of significant differences.



The condition of local footpaths in your area performance



2023 footpaths performance (%)



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: 33 Councils asked group: 8



Traffic management performance



2023 traffic management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	58	56	57	53	n/a	n/a	n/a	50	63
East Ward	56	61	60	56	n/a	n/a	n/a	61	59
Men	55	60	55	53	n/a	n/a	n/a	59	57
Stonnington	55	60	55	54	n/a	n/a	n/a	57	58
State-wide	55	58	59	58	57	59	59	60	60
Metro	55	58	59	58	57	56	56	57	n/a
65+	55	60	56	57	58	n/a	n/a	60	63
Women	54	59	61	55	55	n/a	n/a	55	59
South Ward	53	60	61	53	59	n/a	n/a	54	62
50-64	53	57	57	51	48	n/a	n/a	55	55
18-34	53	62	65	55	54	n/a	n/a	60	54
North Ward	53	58	60	51	47	n/a	n/a	54	52

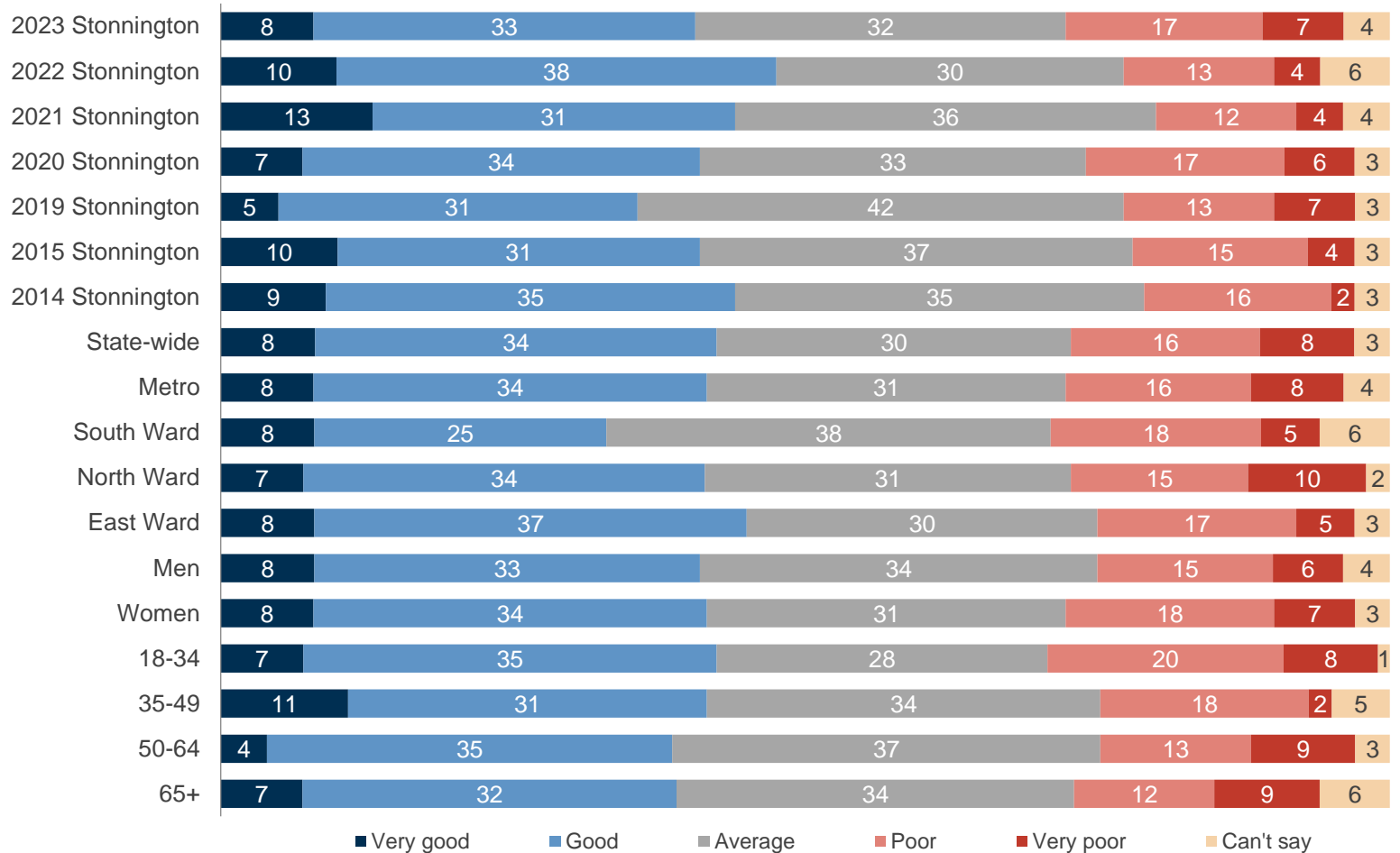
Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2023 traffic management performance (%)



Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 10



Parking facilities performance



2023 parking performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
East Ward	56	59	58	60	60	n/a	n/a	59	63
35-49	55	57	58	59	55	n/a	n/a	53	60
State-wide	55	57	58	55	56	56	55	56	57
Metro	54	58	58	56	55	55	53	54	55
50-64	54	53	53	52	50	n/a	n/a	49	56
Men	54	59	58	57	52	n/a	n/a	58	59
Stonnington	53	57	58	56	52	n/a	n/a	56	59
65+	52	54	57	52	54	n/a	n/a	52	57
North Ward	52	57	58	53	46	n/a	n/a	54	53
Women	52	55	58	54	53	n/a	n/a	54	59
18-34	51	60	60	57	50	n/a	n/a	62	60
South Ward	48	54	58	53	48	n/a	n/a	53	57

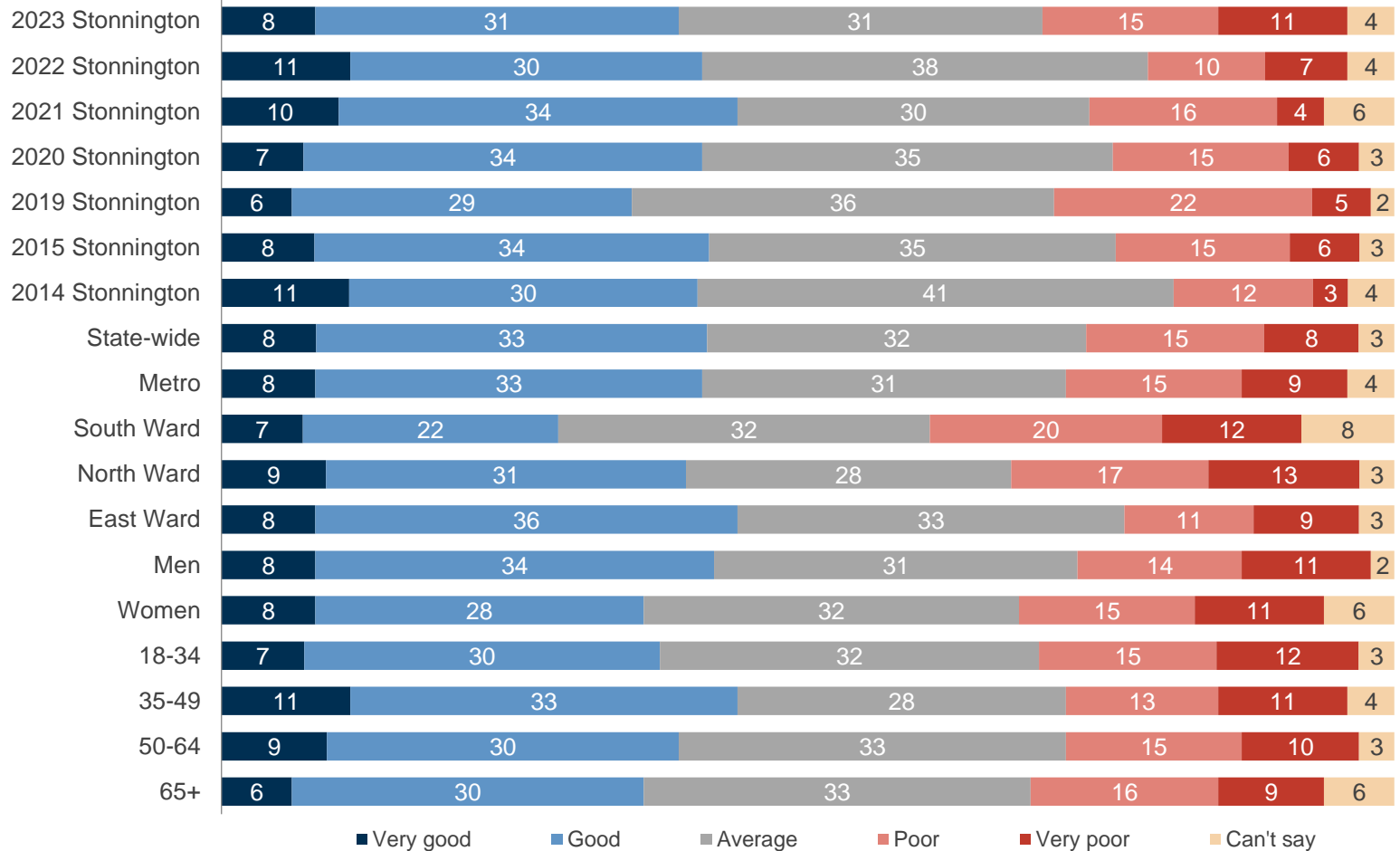
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2023 parking performance (%)



Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9



Enforcement of local laws performance



2023 law enforcement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	68	70	72	68	67	67	75	n/a	74	76
South Ward	67	68	66	68	68	64	74	n/a	67	71
35-49	67	66	68	67	65	66	68	n/a	65	69
Women	66	69	71	68	65	67	72	n/a	70	71
Stonnington	65	67	68	67	65	65	71	n/a	69	72
East Ward	65	64	67	64	63	67	70	n/a	68	73
Men	65	66	65	66	64	63	69	n/a	68	73
North Ward	64	70	70	69	63	64	68	n/a	73	72
65+	63	61	62	64	63	65	65	n/a	65	71
50-64	62	68	59	66	58	57	68	n/a	64	64
Household user	62	n/a	n/a	n/a	n/a	68	67	n/a	n/a	n/a
Metro	62▼	65	66	65	64	64	64	64	66	n/a
Personal user	61	n/a	n/a	n/a	n/a	69	67	n/a	n/a	n/a
State-wide	61▼	63	64	63	64	64	64	63	66	66

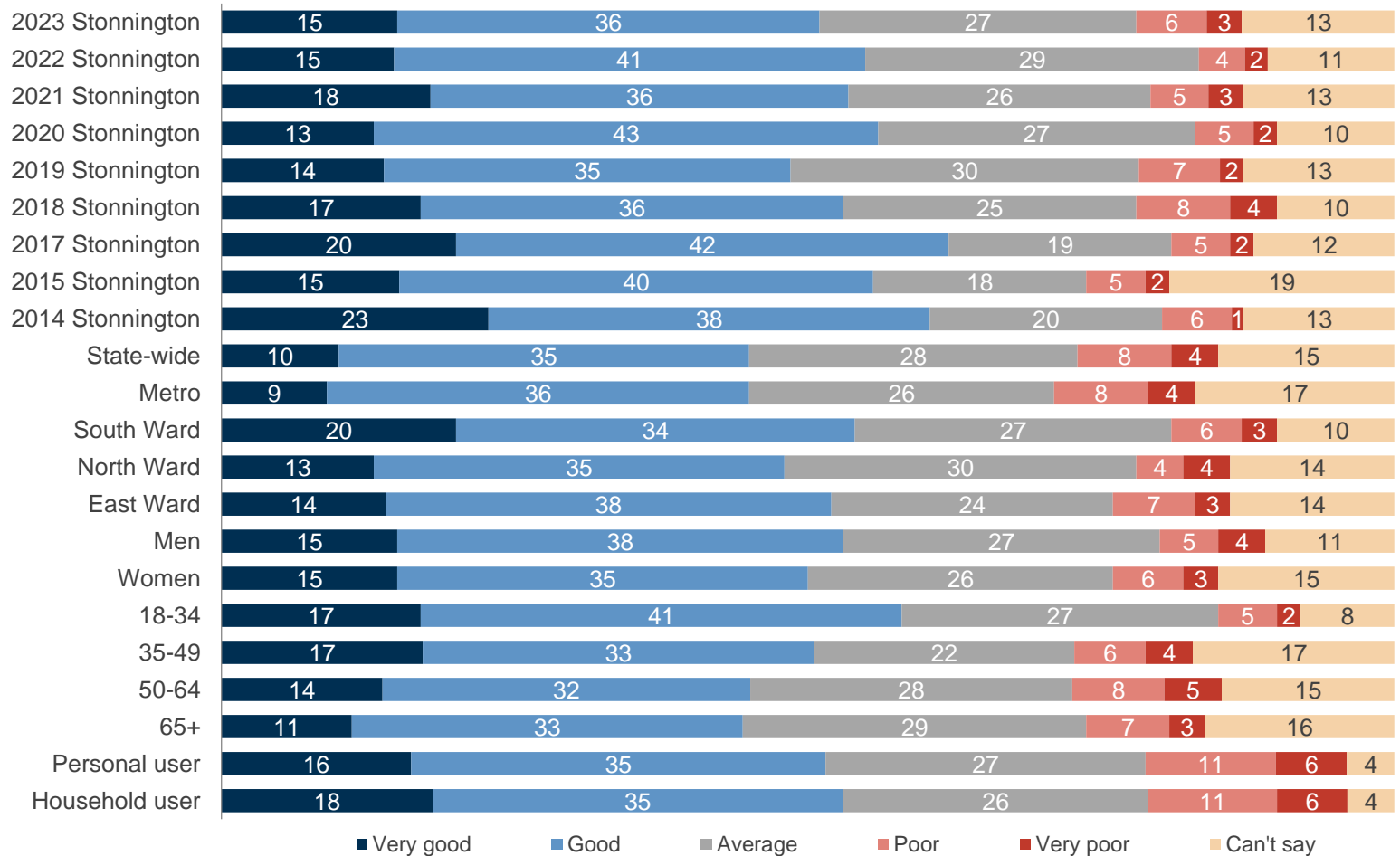
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2023 law enforcement performance (%)



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



Recreational facilities performance



2023 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	73	72	77	76	74	69	77	n/a	78	73
East Ward	73	74	75	73	75	71	77	n/a	76	76
35-49	72	69	74	68	71	67	71	n/a	77	74
South Ward	72	70	76	69	74	70	73	n/a	76	73
Women	72	73	76	73	74	71	77	n/a	74	76
Metro	72	73	75	74	75	74	73	73	74	n/a
Stonnington	72	71	75	72	73	70	74	n/a	76	74
Men	72	70	74	71	72	69	72	n/a	77	71
65+	70	71	73	73	73	74	75	n/a	73	76
North Ward	70	70	74	75	68	68	74	n/a	75	71
50-64	70	73	71	67	71	70	72	n/a	70	73
State-wide	68▼	69	71	70	70	69	70	69	70	71

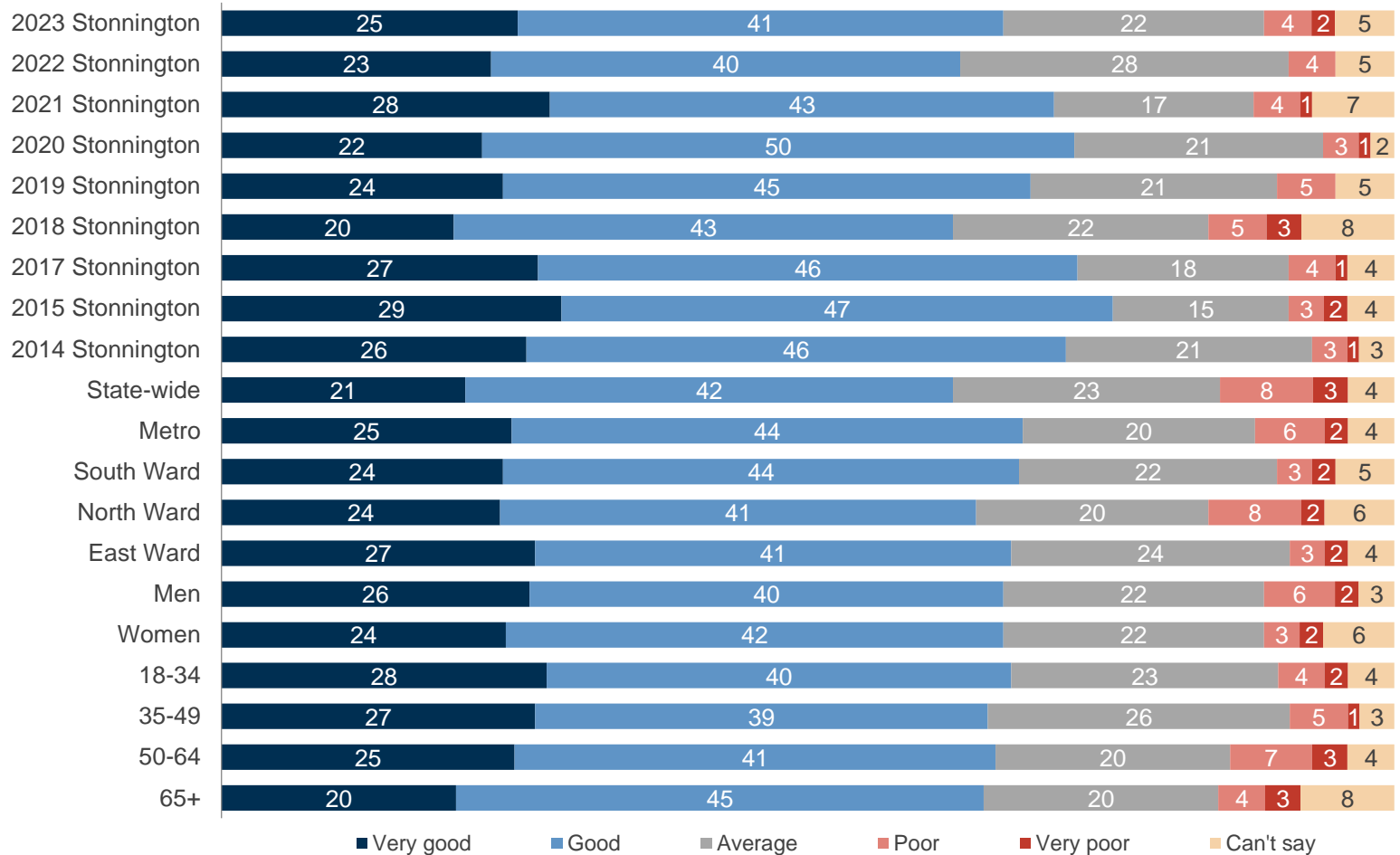
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)



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



The appearance of public areas performance



2023 public areas performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
East Ward	75	77	79	79	81	78	n/a	81	80	
18-34	75	82	80	77	78	75	80	n/a	86	82
Women	74	77	79	74	75	75	78	n/a	79	77
35-49	74	77	76	73	75	72	73	n/a	76	75
Stonnington	73	77	78	74	76	74	77	n/a	80	77
65+	73	73	76	73	77	74	75	n/a	78	77
Men	72	77	76	74	77	73	75	n/a	81	78
South Ward	72	75	77	66	78	70	76	n/a	80	76
North Ward	71	79	77	74	71	72	76	n/a	79	75
50-64	69	69	75	69	71	74	74	n/a	72	70
Metro	68	72	74	73	74	73	72	72	73	n/a
State-wide	67	71	73	72	72	71	71	71	72	72

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

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 11

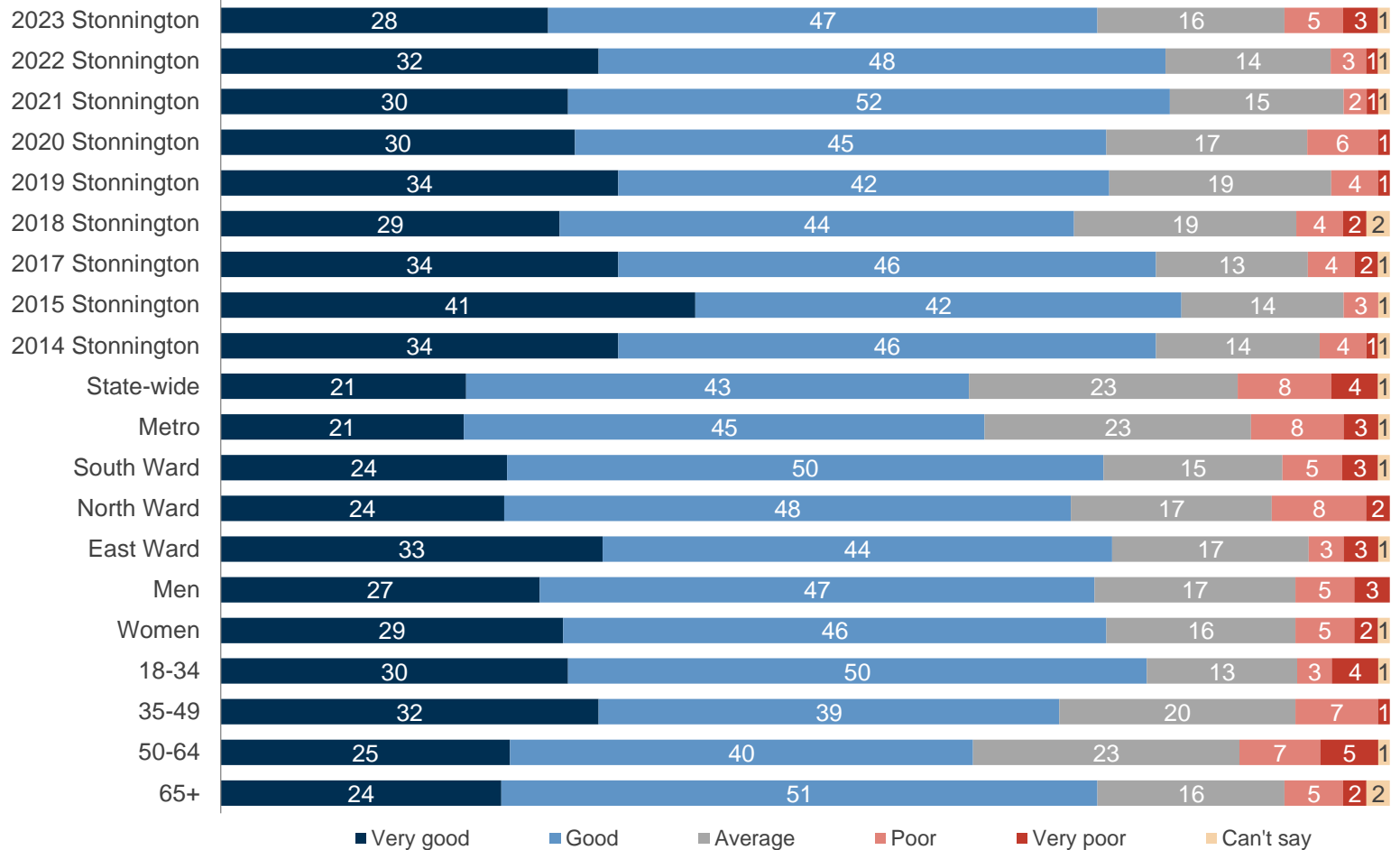
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2023 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 11



Art centres and libraries performance



2023 art centres and libraries performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
35-49	78	71	71	72	76	77	80	74	79	76
65+	78	76	77	78	77	80	82	80	81	85
Women	77	74	76	76	76	79	81	77	80	79
North Ward	76	74	72	74	75	74	76	n/a	74	76
East Ward	76	71	75	76	74	81	79	n/a	80	79
Stonnington	76	72	73	74	75	78	78	76	78	78
South Ward	76	70	72	73	74	79	79	n/a	79	77
Men	75	69	70	73	73	76	74	75	77	76
18-34	75	71	73	74	73	78	76	75	78	77
Metro	75	73	73	75	76	75	75	74	75	n/a
State-wide	73	73	73	74	74	74	73	72	73	75
50-64	73	71	68	75	75	75	76	79	77	73

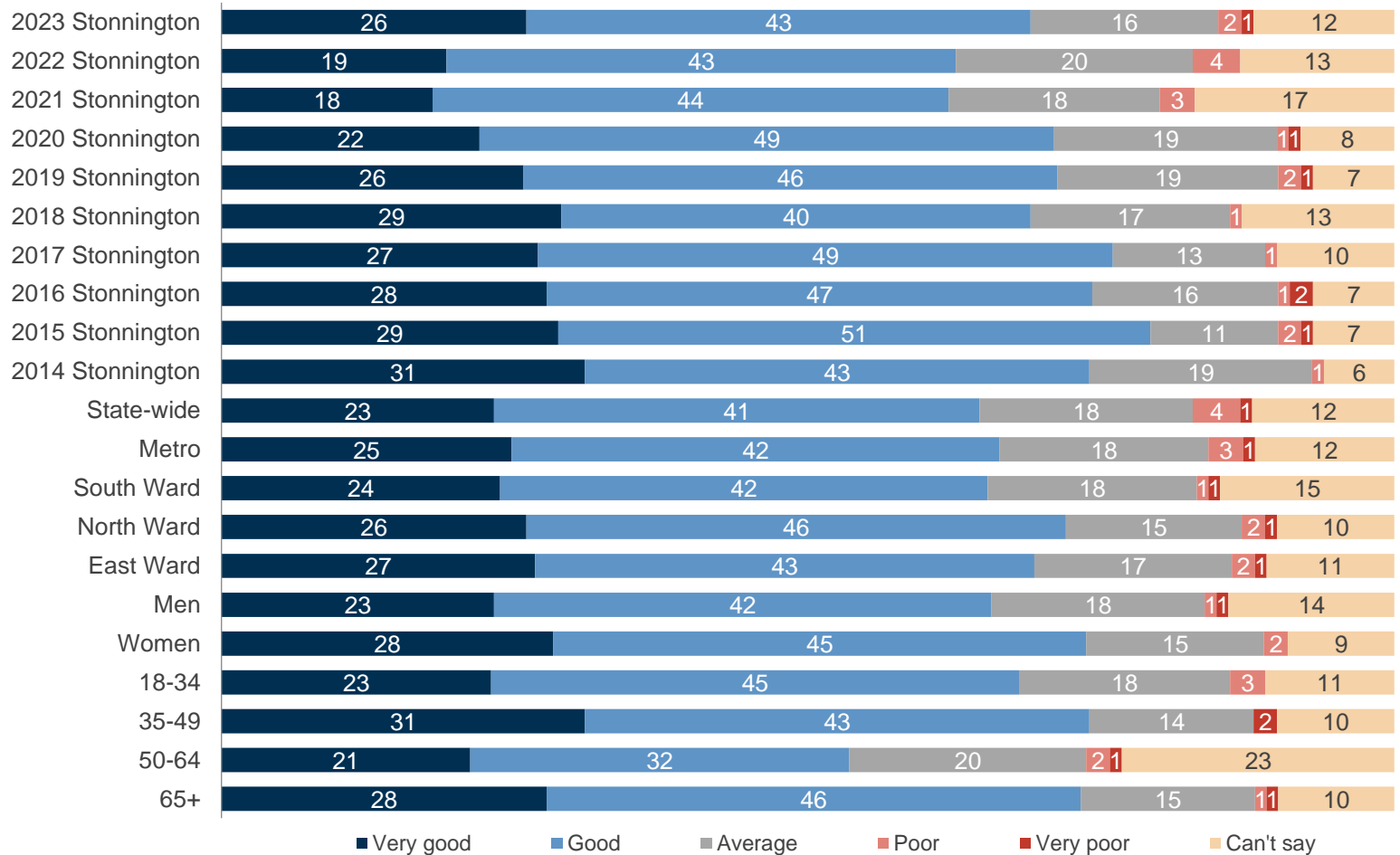
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2023 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10



Community and cultural activities performance



2023 community and cultural activities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
South Ward	72	66	71	70	70	76	70	n/a	72	75
Women	70	65	68	73	71	77	77	78	74	79
35-49	69	64	67	71	70	73	75	79	77	73
East Ward	69	65	63	73	72	76	78	n/a	74	75
65+	68	67	71	69	72	76	75	78	75	78
Stonnington	68	64	66	70	70	74	74	75	73	75
18-34	68	64	64	71	68	72	73	73	69	75
Metro	67	65	66	70	70	70	70	71	71	n/a
50-64	67	63	59	70	72	76	76	75	73	75
Men	66	63	64	67	69	69	71	73	71	71
State-wide	66	65	65	68	69	69	69	69	69	70
North Ward	63	62	64	67	67	69	74	n/a	72	74

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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 13

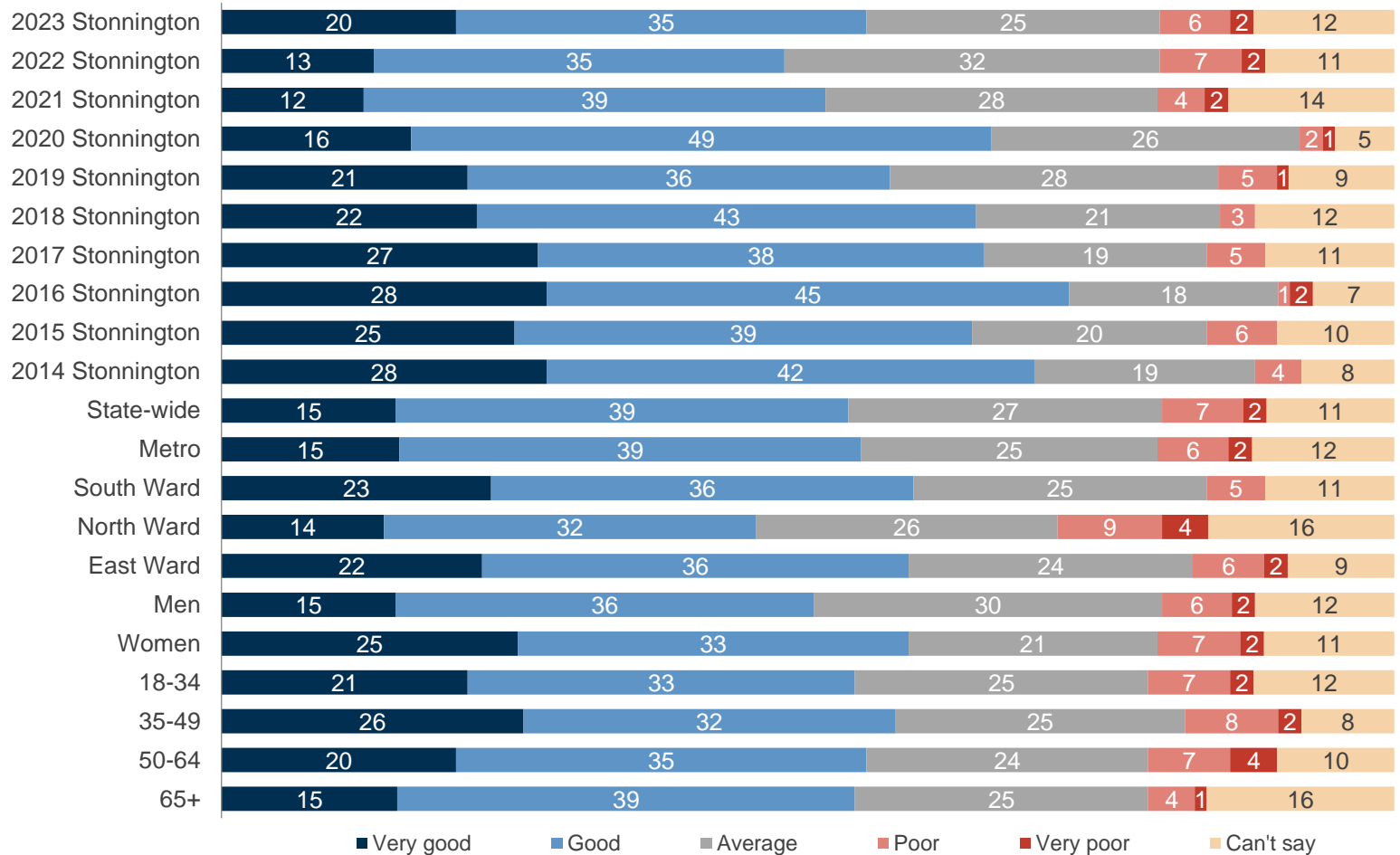
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2023 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 13



Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	74	75	76	75	76	n/a	n/a	n/a	81	83
Men	74	74	76	73	76	n/a	n/a	n/a	81	80
18-34	74	68	73	65	73	n/a	n/a	n/a	78	80
North Ward	73	69	71	66	69	n/a	n/a	n/a	78	74
East Ward	72	73	74	73	75	n/a	n/a	n/a	80	80
Stonnington	72	71	74	69	73	n/a	n/a	n/a	79	79
Women	70	67	71	66	71	n/a	n/a	n/a	77	78
South Ward	70	70	75	67	76	n/a	n/a	n/a	78	82
35-49	69	70	71	72	74	n/a	n/a	n/a	79	78
Metro	68▼	71	72	70	73	75	75	76	77	n/a
State-wide	66▼	68	69	65	68	70	71	70	72	73
50-64	65	73	74	68	68	n/a	n/a	n/a	76	73

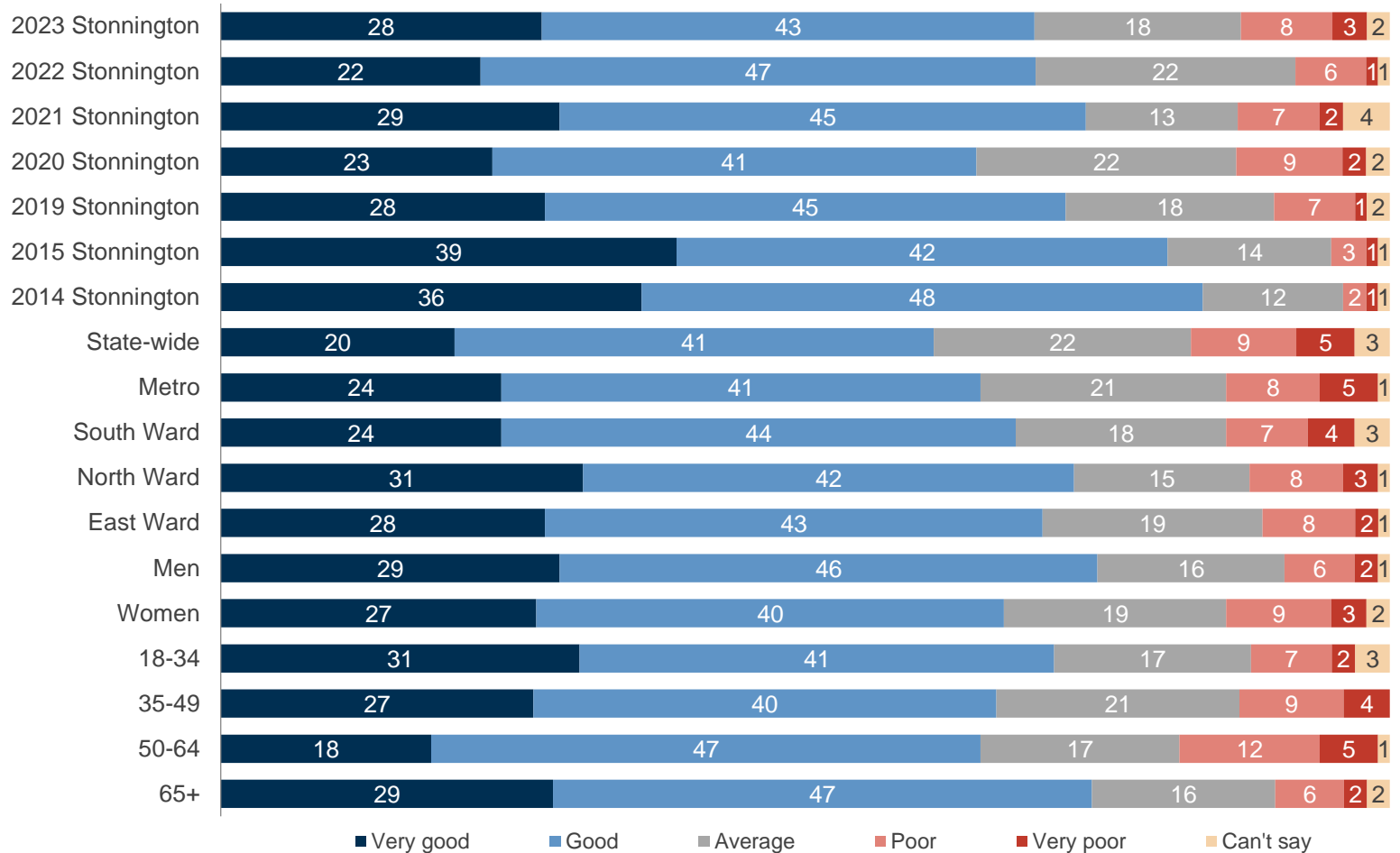
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Council's general town planning policy performance



2023 town planning performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Men	53	56	55	55	59	n/a	n/a	n/a	n/a
North Ward	52	58	60	55	55	n/a	n/a	n/a	n/a
18-34	52	62	63	59	65	n/a	n/a	n/a	n/a
Metro	52	55	56	55	56	53	53	54	55
State-wide	50	54	55	54	55	54	53	52	54
35-49	50	53	58	52	54	n/a	n/a	n/a	n/a
Stonnington	50	56	58	55	58	n/a	n/a	n/a	n/a
South Ward	50	56	57	52	59	n/a	n/a	n/a	n/a
65+	50	50	53	57	57	n/a	n/a	n/a	n/a
East Ward	49	53	57	57	59	n/a	n/a	n/a	n/a
Women	47	55	61	55	56	n/a	n/a	n/a	n/a
50-64	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: 24 Councils asked group: 10

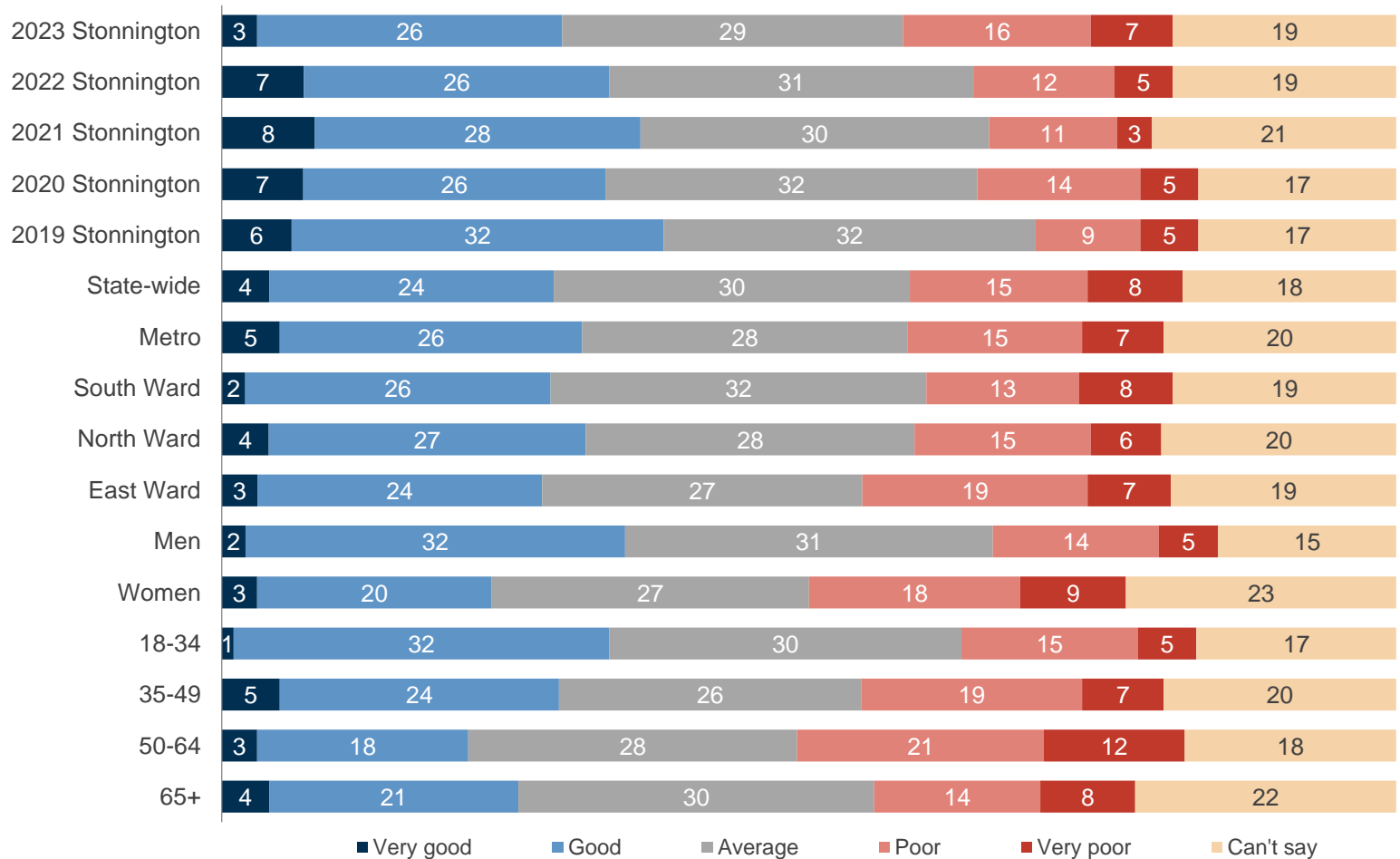
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2023 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10



Planning and building permits performance



2023 planning and building permits performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Metro	54	54	54	53	51	49	50	53	n/a
18-34	61	59	56	60	n/a	n/a	n/a	65	59
Men	56	53	53	54	n/a	n/a	n/a	56	55
North Ward	59	59	55	51	n/a	n/a	n/a	51	55
State-wide	50	51	51	52	52	51	50	54	53
South Ward	54	51	48	54	n/a	n/a	n/a	57	53
Stonnington	54	54	52	53	n/a	n/a	n/a	55	56
35-49	52	56	51	51	n/a	n/a	n/a	48	52
East Ward	50	50	53	53	n/a	n/a	n/a	57	58
Women	53	55	52	52	n/a	n/a	n/a	54	56
Personal user	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	49	46	51	49	n/a	n/a	n/a	51	58
Household user	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	47	46	40	n/a	n/a	n/a	45	47

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

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

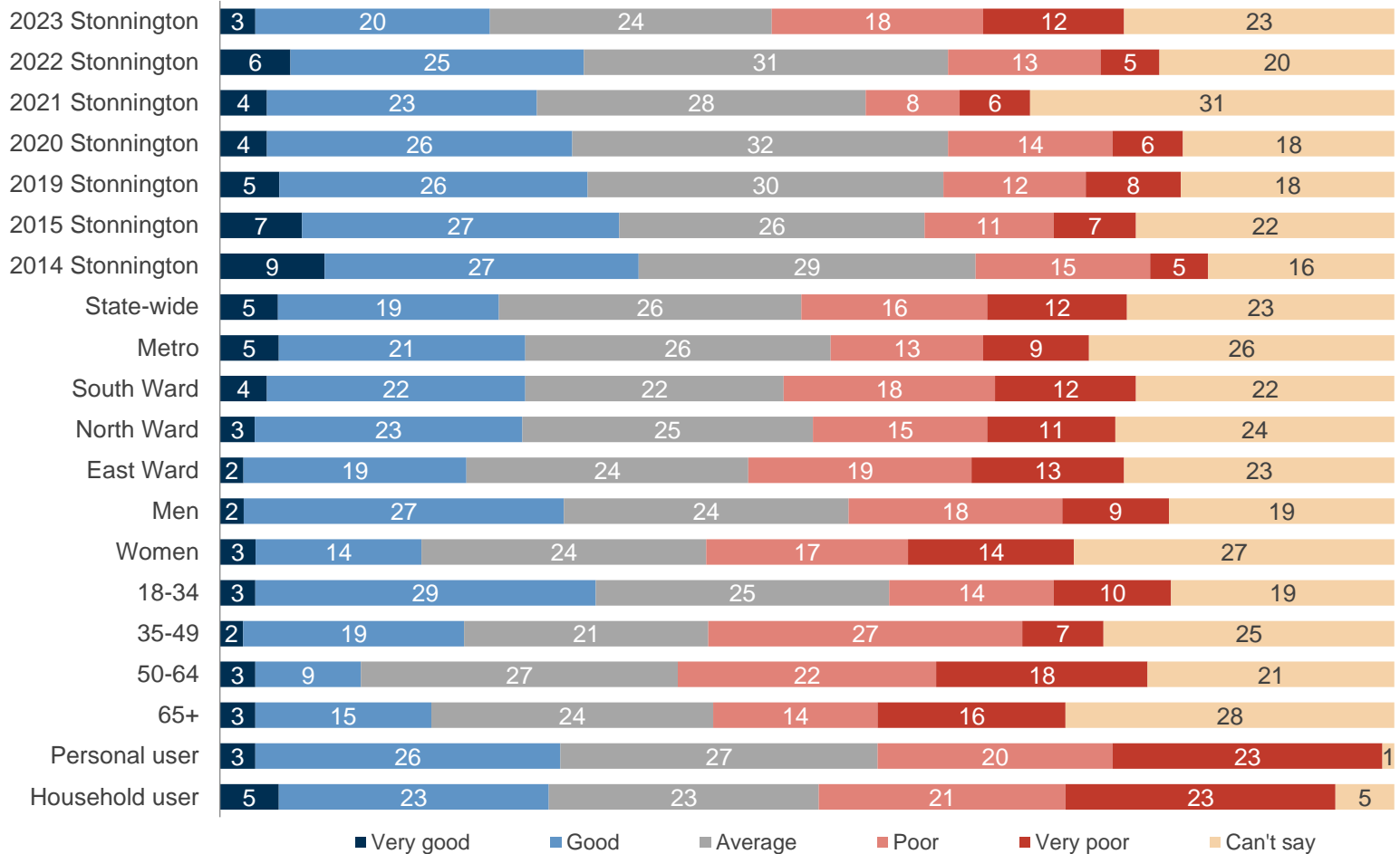
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2023 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9



Environmental sustainability performance



2023 environmental sustainability performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	62	61	62	62	65	63	66	66	65	70
Metro	62	63	64	62	64	64	64	64	65	n/a
East Ward	61	58	63	63	60	66	64	n/a	64	65
35-49	61	59	62	62	68	60	61	67	65	67
Men	60	61	60	61	62	60	63	66	63	65
State-wide	60	61	62	60	62	63	64	63	64	64
Stonnington	60	58	62	58	61	61	63	65	63	64
Women	59	54	64	56	61	63	63	64	63	62
North Ward	59	58	63	56	62	57	60	n/a	59	63
18-34	59	56	63	54	57	60	64	64	61	60
South Ward	58	57	61	53	62	63	64	n/a	65	63
50-64	55	59	59	56	58	66	58	63	62	60

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

Base: All respondents. Councils asked State-wide: 39 Councils asked group: 13

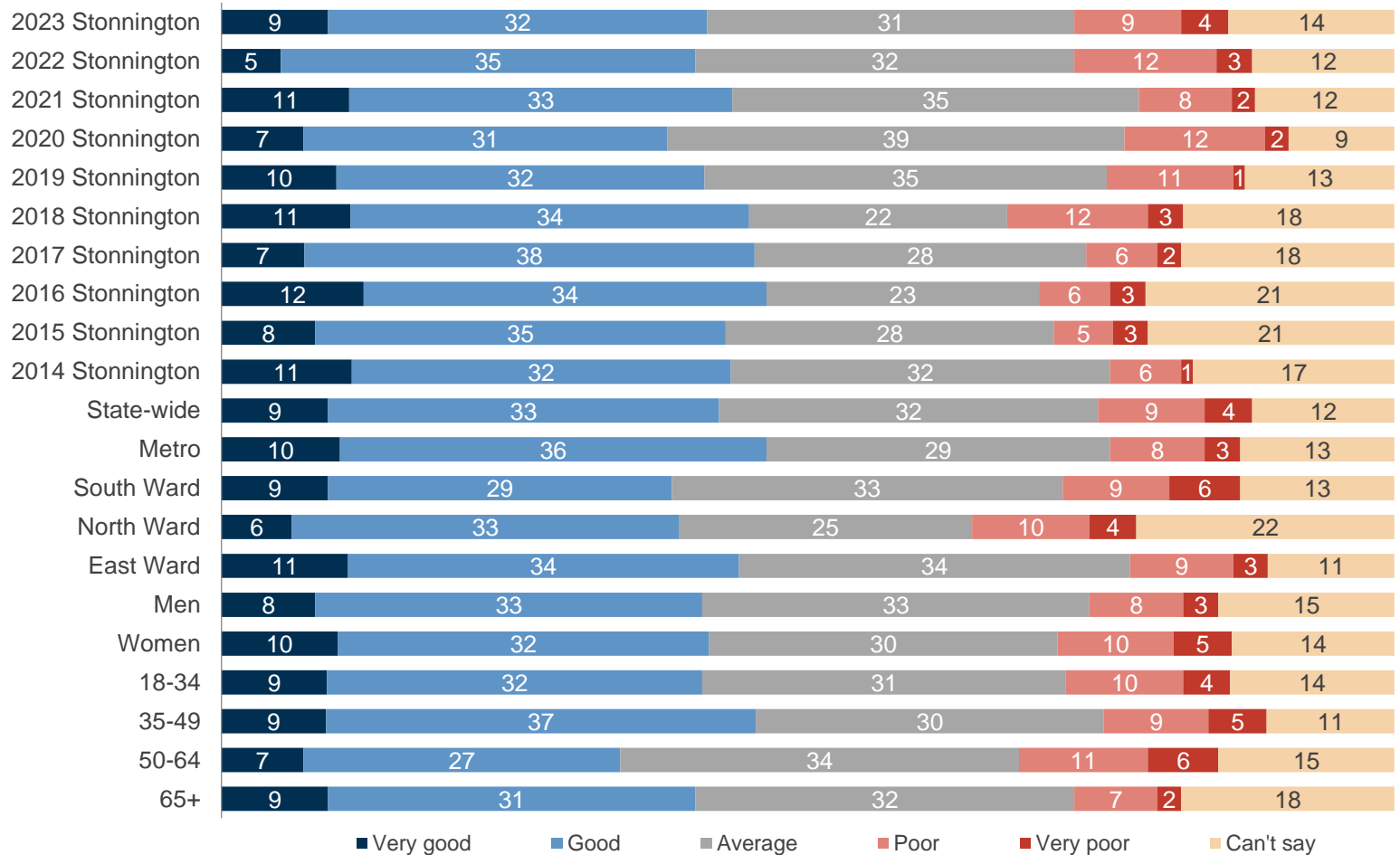
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2023 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 13



Business and community development performance



2023 business/community development performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
South Ward	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	58	n/a	n/a	n/a	n/a	60	62	63	n/a
State-wide	57	60	59	61	60	60	60	60	62
Men	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Stonnington	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Ward	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North Ward	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	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

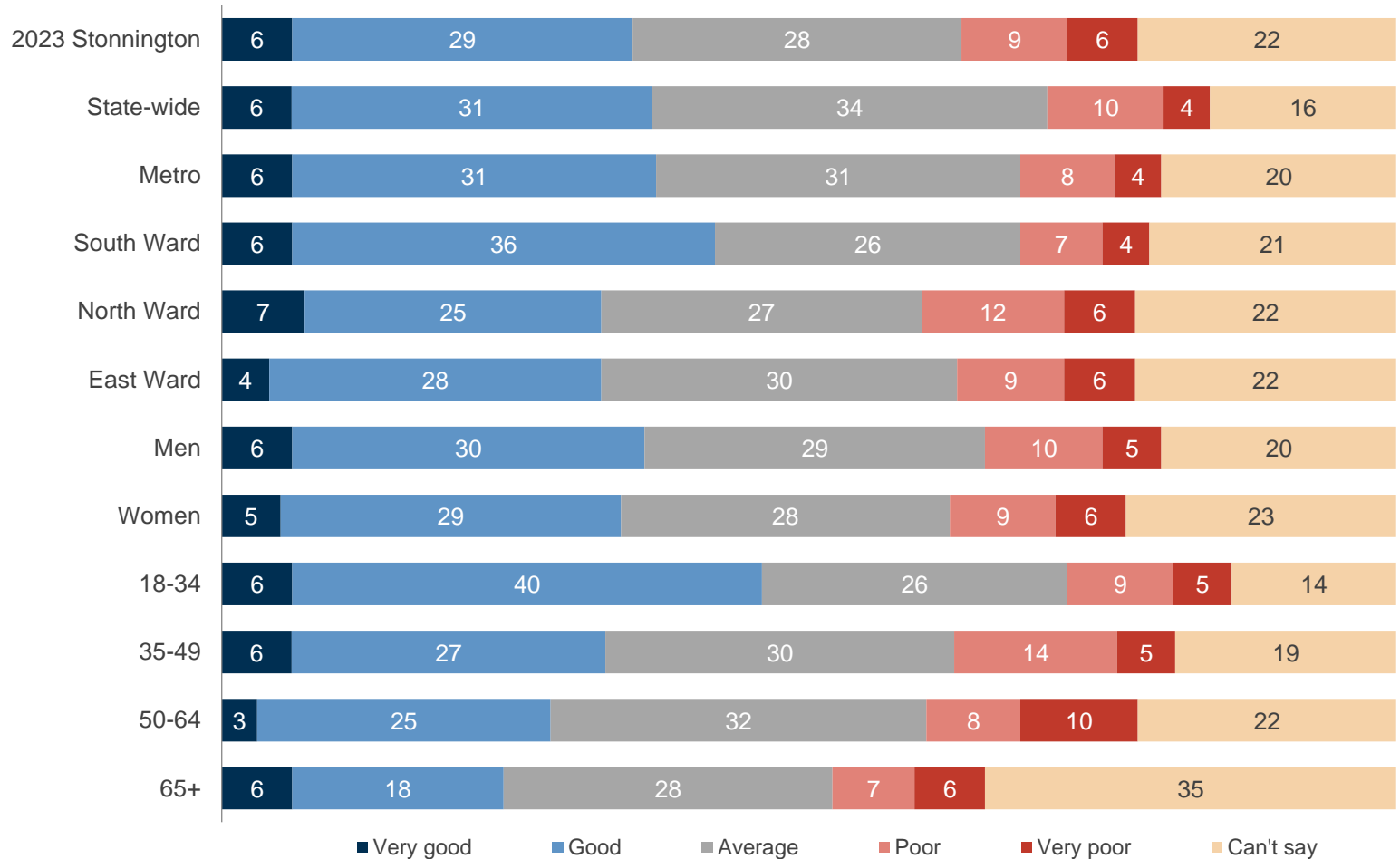
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2023 business/community development performance (%)



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



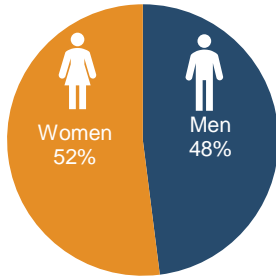
Detailed demographics



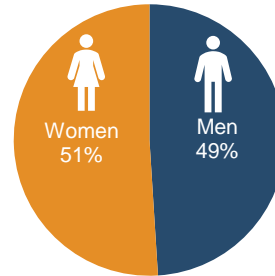
Gender and age profile

2023 gender

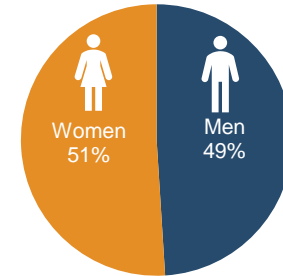
Stonnington



Metro

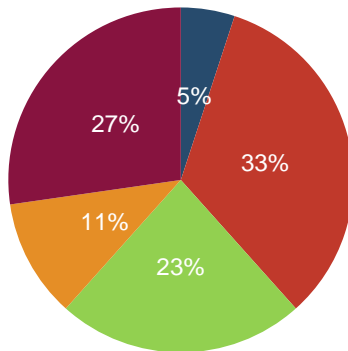


State-wide

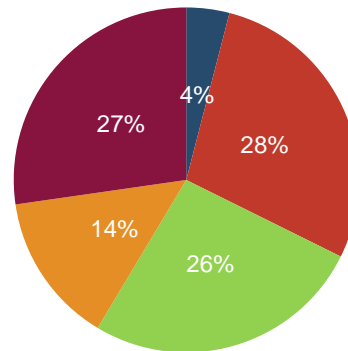


2023 age

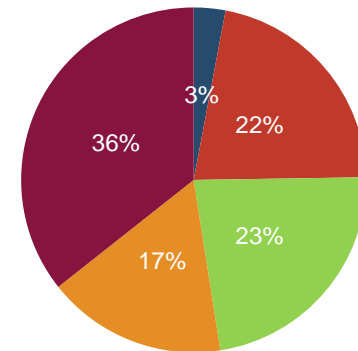
Stonnington



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

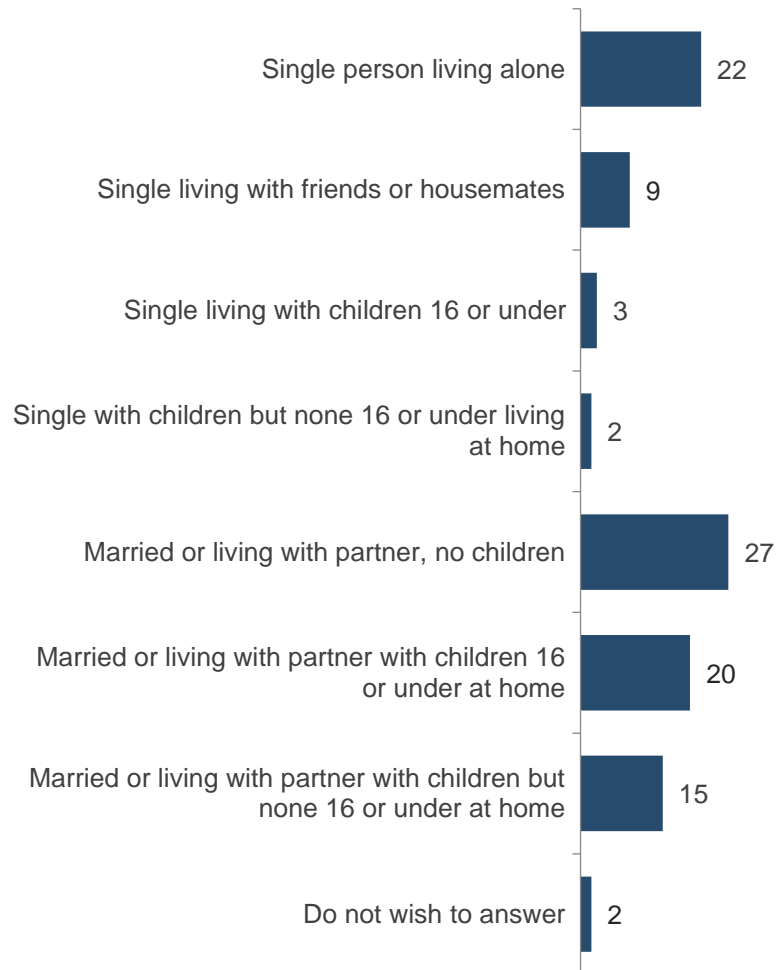
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



Household structure

2023 household structure (%)

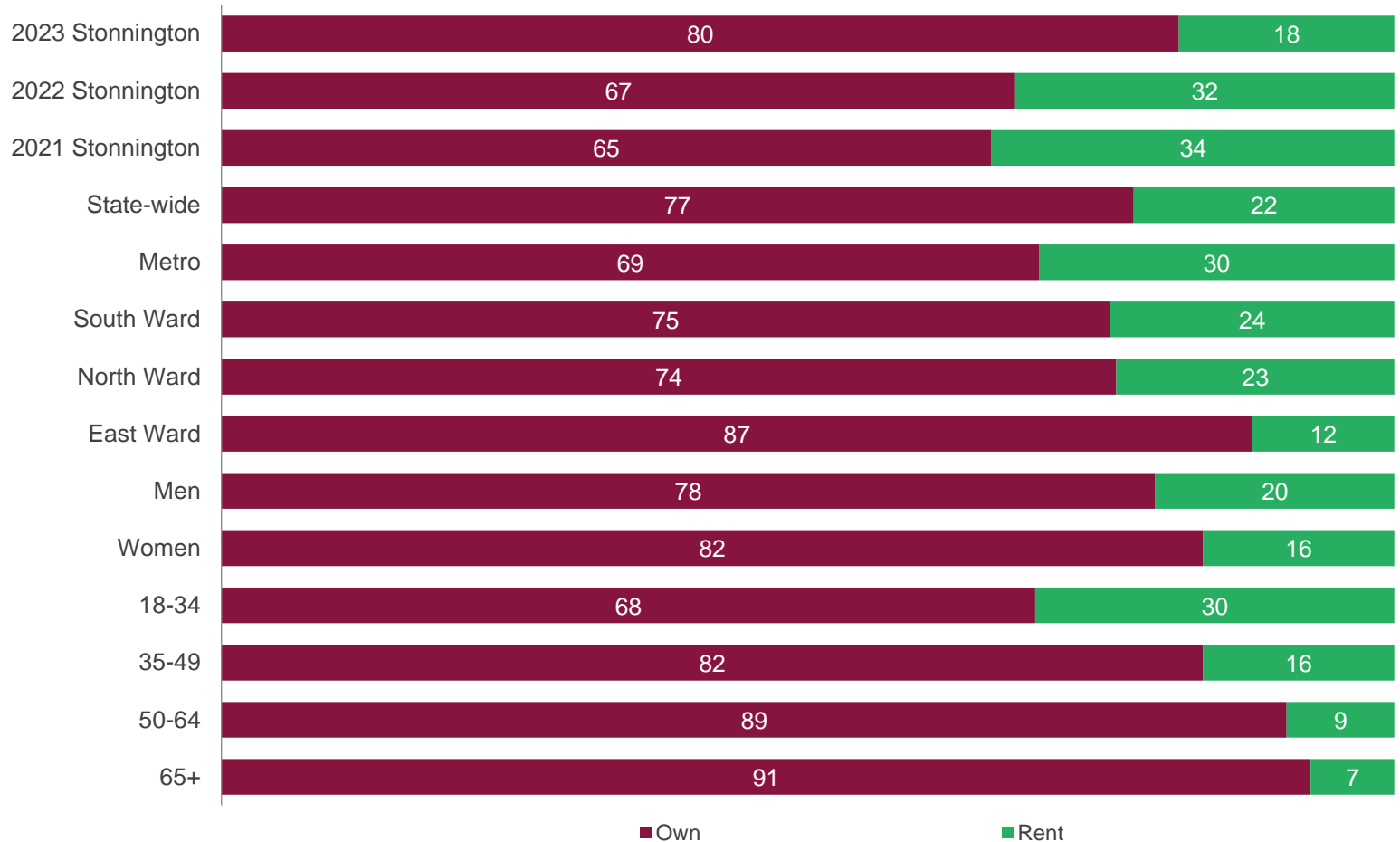


S6. Which of the following BEST describes your household?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 9



Home ownership

2023 home ownership (%)

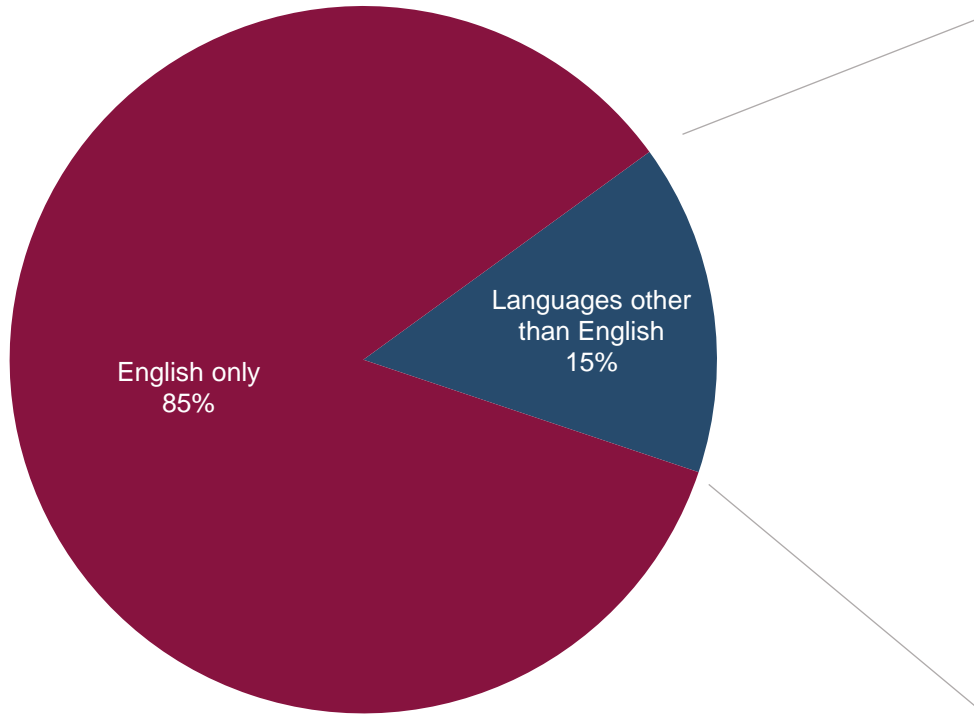


Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?
 Base: All respondents. Councils asked State-wide: 5 Councils asked group: 3

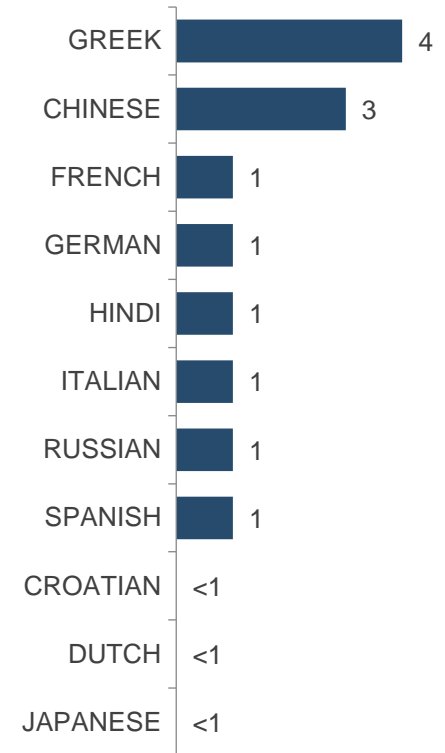


Languages spoken at home

2023 languages spoken at home (%)



- Top mentions only -

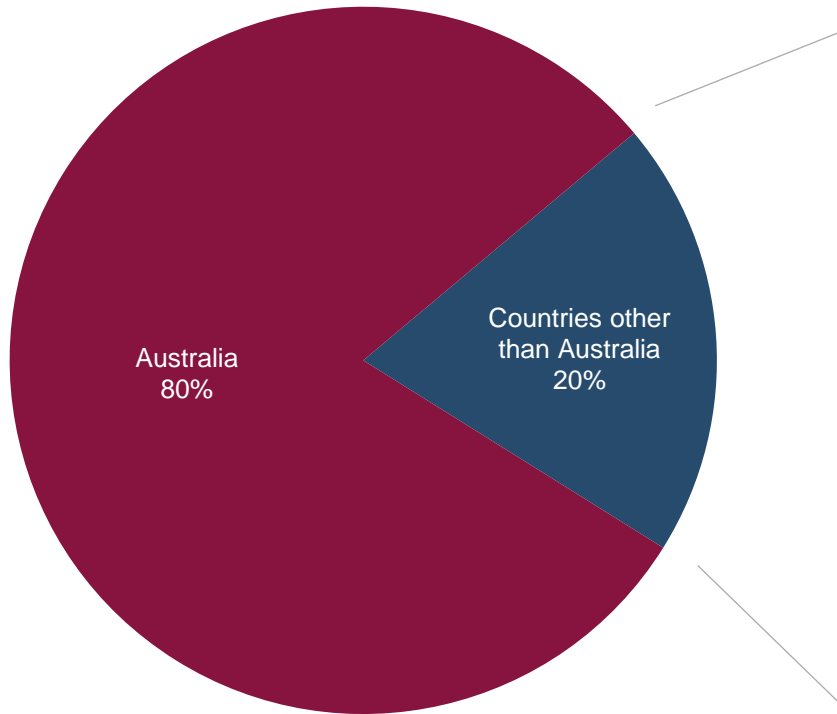


Q11. What languages, other than English, are spoken regularly in your home?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 6
 Note: Respondents could name multiple languages so responses may add to more than 100%

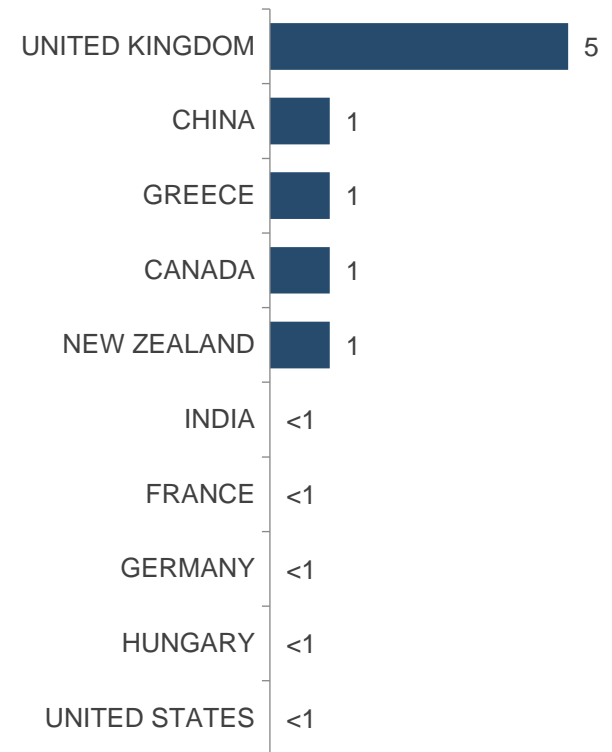


Country of birth

2023 country of birth (%)



- Top mentions only -

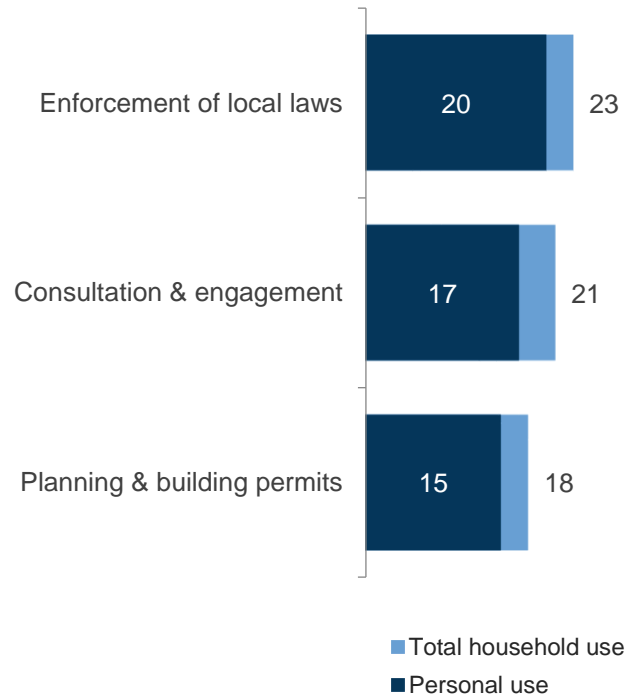



Q12. Could you please tell me which country you were born in?
 Base: All respondents. Councils asked State-wide: 5 Councils asked group: 4

Personal and household use and experience of council services



2023 personal and household use and experience of services (%)





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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Stonnington City Council was n=800. 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=800 interviews is +/-3.5% 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 46.5% - 53.5%.

Maximum margins of error are listed in the table below, based on a population of 91,100 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	800	400	+/-3.5
Men	363	190	+/-5.1
Women	437	210	+/-4.7
South Ward	187	100	+/-7.2
North Ward	238	114	+/-6.4
East Ward	375	186	+/-5.1
18-34 years	163	153	+/-7.7
35-49 years	106	94	+/-9.6
50-64 years	152	44	+/-8.0
65+ years	379	110	+/-5.0



Appendix A: Significant difference reporting notation

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

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

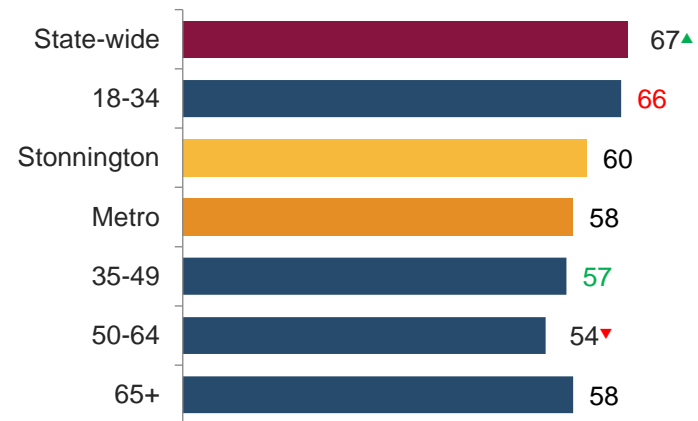
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 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 2023 results are compared with previous years, as detailed below:

- 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.
- 2014, n=401 completed interviews, conducted in the period of 31st January – 11th 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=800 completed interviews were achieved in Stonnington City Council. Survey fieldwork was conducted across four quarters from 16th June 2022 – 19th March 2023.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 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 2012-2023 vary slightly.

Council Groups

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

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

Councils participating in the Metropolitan group are:

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

Wherever appropriate, results for Stonnington City Council for this 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2023 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 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 2023 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 2023 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: 2023 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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