



2021 Local Government Community Satisfaction Survey

Boroondara City Council

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



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Background and objectives

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

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

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

- councils' overall performance, with benchmarking against State-wide and council group results
- community consultation and engagement
- 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 22 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 22 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. Inside the 'W', there is a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex web, with some nodes appearing brighter than others.

Key findings and recommendations



Boroondara City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Boroondara 70









State-wide 61



Metropolitan 67

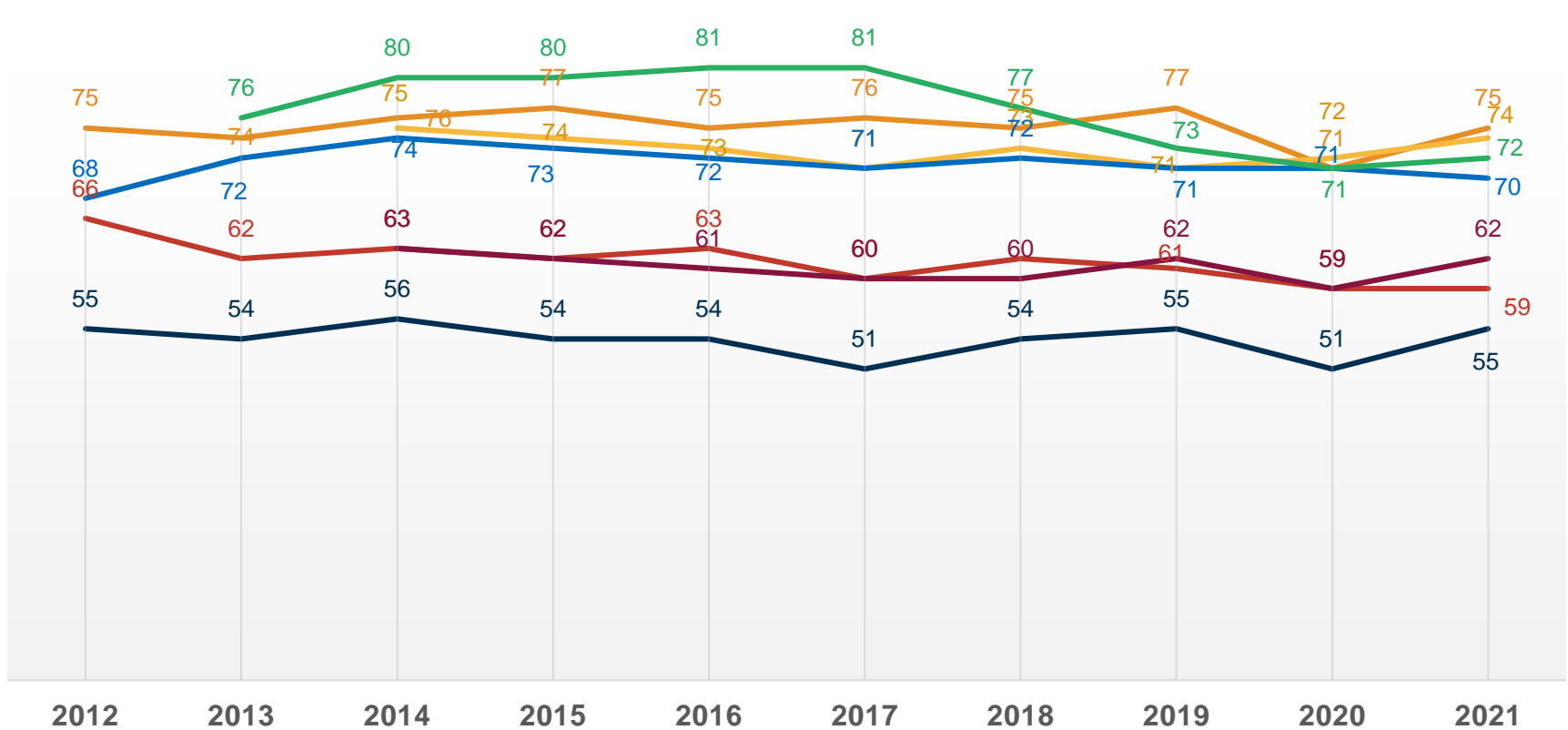
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	 Sealed local roads  Local streets & footpaths  Recreational facilities	None
Compared to group average	 Sealed local roads  Local streets & footpaths  Appearance of public areas	None



Summary of core measures

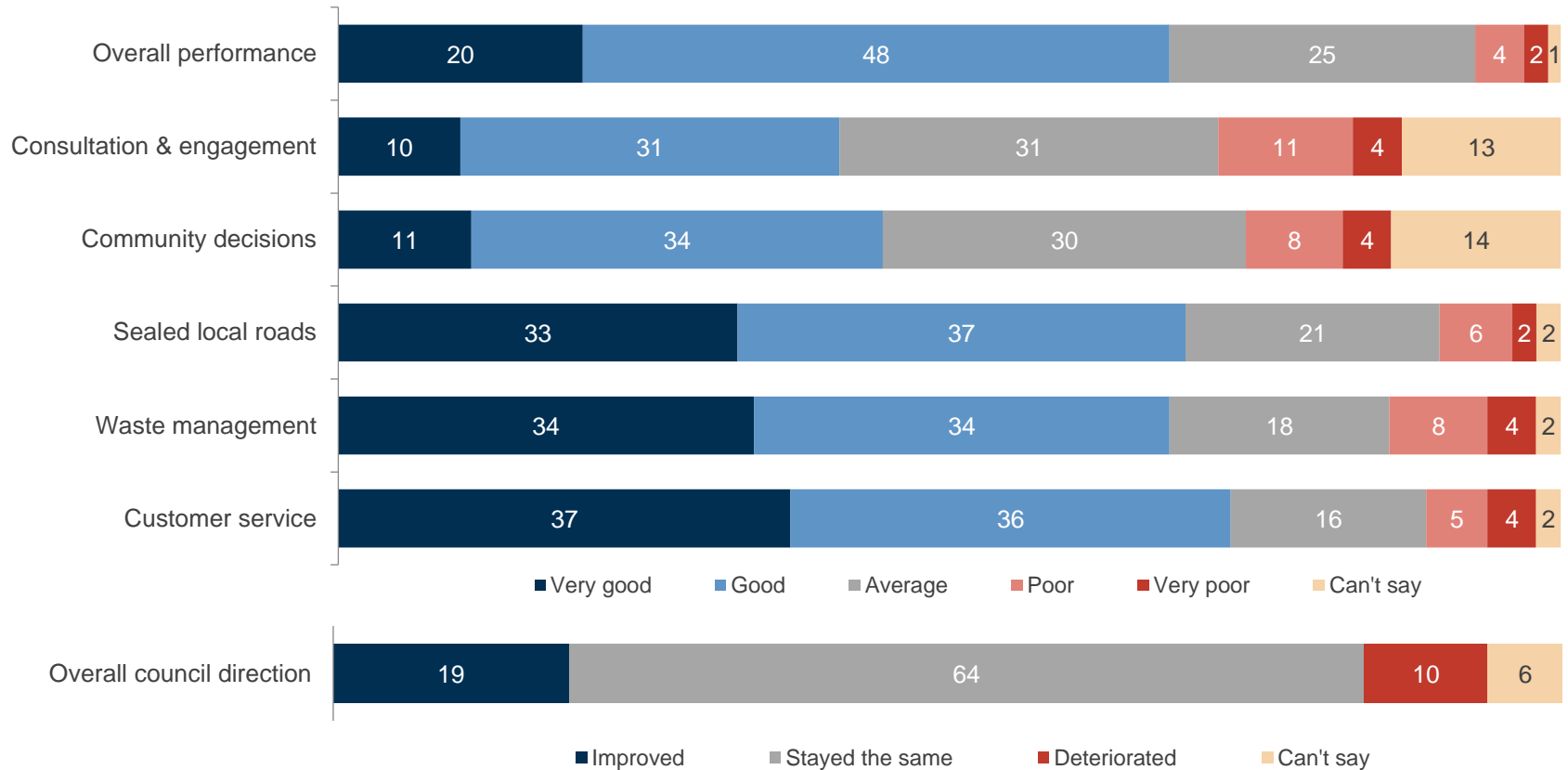
Index scores















Summary of core measures

Core measures summary results (%)





Summary of Boroondara City Council performance

Services		Boroondara 2021	Boroondara 2020	Metro 2021	State-wide 2021	Highest score	Lowest score
	Overall performance	70	71	67	61	Aged 65+ years	Aged 50-64 years
	Overall council direction	55	51	55	53	Aged 65+ years	Aged 50-64 years
	Customer service	75	71	74	70	South residents	North residents
	Appearance of public areas	79	80	74	73	Aged 18-34 years	Aged 50-64 years
	Recreational facilities	79	79	75	71	South residents	Aged 35-49 years
	Sealed local roads	74	72	68	57	Aged 18-34 years	Aged 50-64 years
	Waste management	72	71	72	69	Aged 65+ years	Aged 35-49 years
	Local streets & footpaths	70	67	65	59	Aged 18-34 years	Aged 50+ years
	Environmental sustainability	67	61	64	62	South residents, Users	North residents, Aged 18-34 years
	Informing the community	64	61	62	60	User, Aged 65+ years	Aged 35-49 years, Central residents



Summary of Boroondara City Council performance

Services		Boroondara 2021	Boroondara 2020	Metro 2021	State-wide 2021	Highest score	Lowest score
	Community decisions	62	59	61	56	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	59	59	59	56	User, Aged 65+ years	Aged 50-64 years
	Lobbying	57	57	56	55	Aged 18-34 years	Aged 50-64 years



Focus areas for the next 12 months

Overview

Boroondara City Council largely maintained or increased previously high ratings across service areas this past year, improving significantly in ratings on two measures – perceptions of council direction and environmental sustainability. This is a positive result for Council. Overall performance (index 70, down one point) and the appearance of public areas (index 79, down one point) are the only measures on which Council did not either maintain or improve its performance.

Key influences on perceptions of overall performance

Good communication with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up opinions of Council performance. Perceptions of community decisions are lower (index score of 62) relative to other measures but have a strong influence on overall perceptions. Consultation and engagement is another area influencing overall perceptions, but where Council performs less well relative to other areas (index score of 59).

Comparison to state and area grouping

Council performs in line with or significantly higher than Metropolitan group and State-wide averages for councils on all measures evaluated. Most notably, it performs highest relative to group and State-wide averages in the areas of sealed local roads and local streets and footpaths. It also significantly exceeds the State-wide average for recreational facilities and the Metropolitan group average for the appearance of public areas.

Build and maintain gains achieved to date

In addition to the aforementioned areas, waste management should comprise a focus area over the next 12 months. Ratings here are nine points lower than scores achieved in both 2016 and 2017. Waste management is an influential driver of overall perceptions, while 20% volunteer waste management as an area for improvement – the highest response. There is a significant differential (-14) between the percentage of residents who identify waste management as an important service and actual performance ratings in this area.

DETAILED FINDINGS

Overall performance



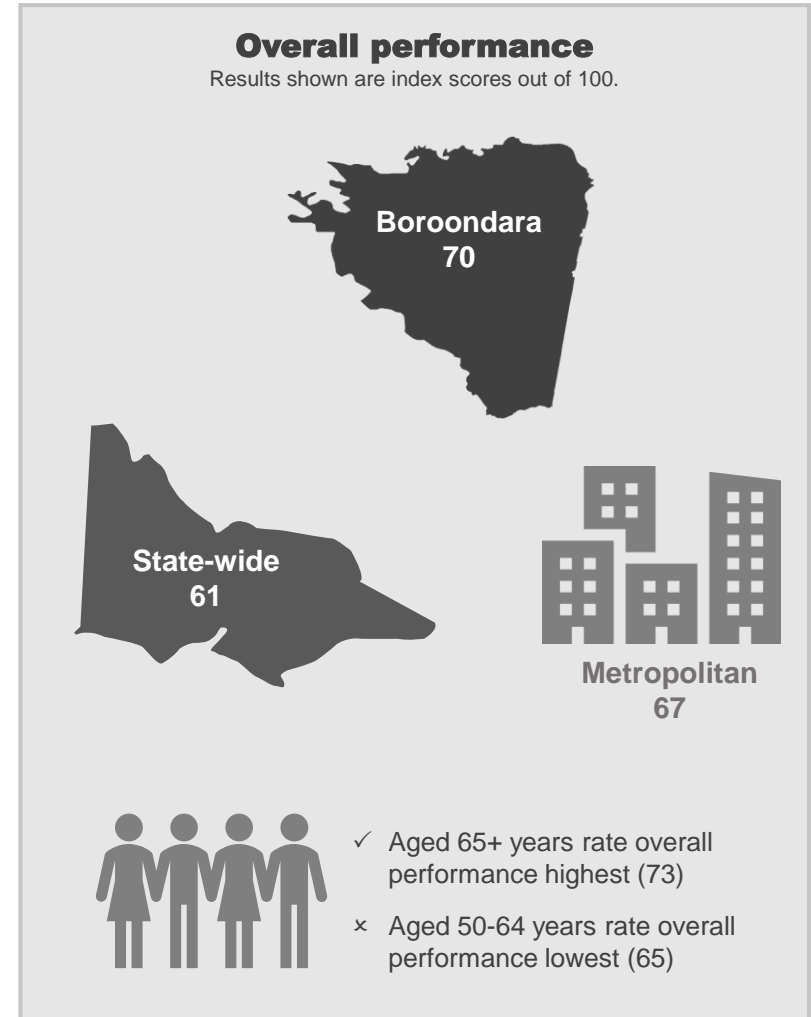
Overall performance

The overall performance index score of 70 for Boroondara City Council is in line with the 2020 result (index score of 71). Ratings of overall performance have been largely consistent since 2013, but it is now four points lower than the peak rating of 74 achieved in 2014.

Boroondara City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Metropolitan group and State-wide (index scores of 67 and 61 respectively, although noting both experienced significant increases in 2021).

- Ratings are within a few points of each other across Council regions and there are no significant differences in ratings across demographic cohorts.

Close to seven in 10 residents (68%) rate Boroondara City Council's overall performance as 'very good' or 'good', while only 6% rate it as 'very poor' or 'poor'. A further 25% sit mid-scale, rating Council's overall performance as 'average'.





Overall performance

2021 overall performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	73	72	72	71	71	71	76	75	72	68
Women	72	72	74	73	74	71	74	76	74	68
South	72	71	70	72	73	71	74	n/a	n/a	n/a
18-34	72	75	71	74	72	77	73	74	75	71
Boroondara	70	71	71	72	71	72	73	74	72	68
Central	70	70	70	72	71	72	72	n/a	n/a	n/a
North	69	71	72	72	70	71	73	n/a	n/a	n/a
35-49	69	66	71	74	72	69	70	75	70	67
Men	68	70	67	71	69	72	73	72	70	68
Metro	67▼	66	67	65	64	66	67	n/a	n/a	n/a
50-64	65	67	67	66	70	66	73	71	70	63
State-wide	61▼	58	60	59	59	59	60	61	60	60

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Boroondara 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?

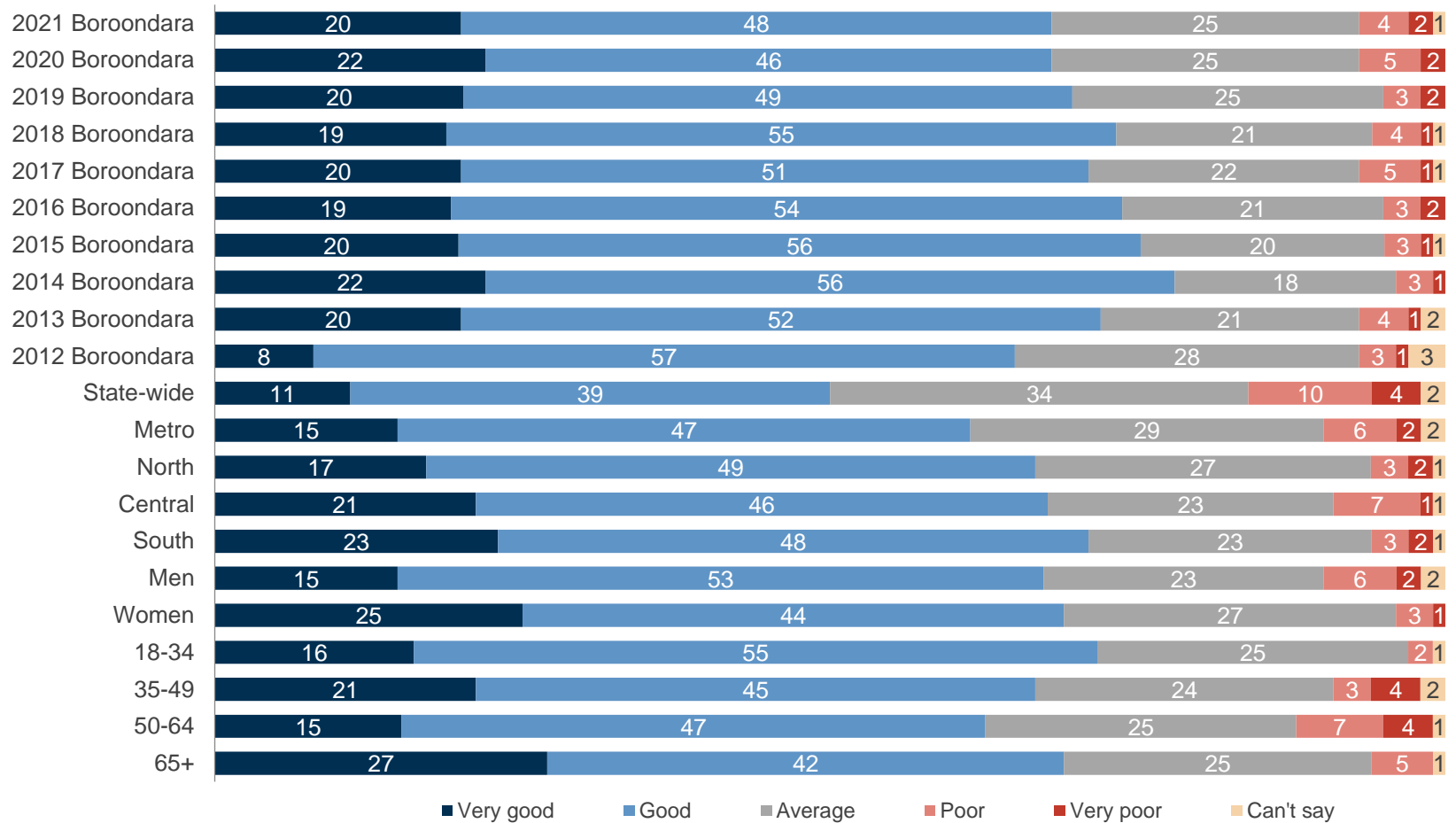
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



Overall performance

2021 overall performance (%)





Top performing service areas

Appearance of public areas and recreational facilities (index score of 79 each) are the areas where Council performed best in 2021. Ratings in both areas are consistent with 2020 results.

Council performs significantly higher than the Metropolitan group and State-wide averages for councils in both service areas.

- Residents in the South (index score of 82) rate recreational facilities higher than residents in the North and Central areas (index score of 77 each).

Sealed local roads is Council's next highest rated service area (index score of 74), followed by waste management (index score of 72).

Again, on the measure of sealed local roads, Council performs significantly higher than both the group and State-wide averages. In the area of waste management, Council performs significantly higher than the State-wide average.

The best things about Council include parks and gardens (volunteered by 24%), recreational and sporting facilities (15%) and waste management (9%).

Council improved significantly in the area of environmental sustainability (index score of 67, up six points), whilst this was the only area to record a significant decline in rated importance.





Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of lobbying (index score of 57) and consultation and engagement (index score of 59).

Council did not experience any significant declines in performance ratings in 2020.

Council rates lowest – relative to its performance in other areas – in the areas of lobbying (index score of 57) and consultation and engagement (index score of 59).

- Council rates in line with Metropolitan group and State-wide averages for lobbying (index scores of 56 and 55 respectively).
- Council rates in line with the Metropolitan group and significantly higher than the State-wide average for its performance in the area of consultation and engagement (index scores of 59 and 56 respectively).
- Consultation and engagement is one of the service areas that influences perceptions of overall performance – so opportunities to better engage with residents should be considered.

Notwithstanding positive ratings for waste management (index score of 72), 20% volunteer waste management as the Council area most in need of improvement. Another 11% volunteer communication, 9% development and 9% environmental issues.



Individual service area performance

2021 individual service area performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	79	80	80	78	78	80	79	81	79	n/a
Recreational facilities	79	79	79	78	80	78	79	80	79	n/a
Sealed local roads	74	72	71	73	71	73	74	75	n/a	n/a
Waste management	72	71	73	77	81	81	80	80	76	n/a
Local streets & footpaths	70	67	n/a	n/a	n/a	n/a	n/a	n/a	70	n/a
Environmental sustainability	67	61	64	65	66	66	67	68	67	n/a
Informing the community	64	61	63	65	65	68	65	68	66	n/a
Community decisions	62	59	62	60	60	61	62	63	n/a	n/a
Consultation & engagement	59	59	61	62	60	63	62	63	62	66
Lobbying	57	57	58	57	58	56	59	61	62	61

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

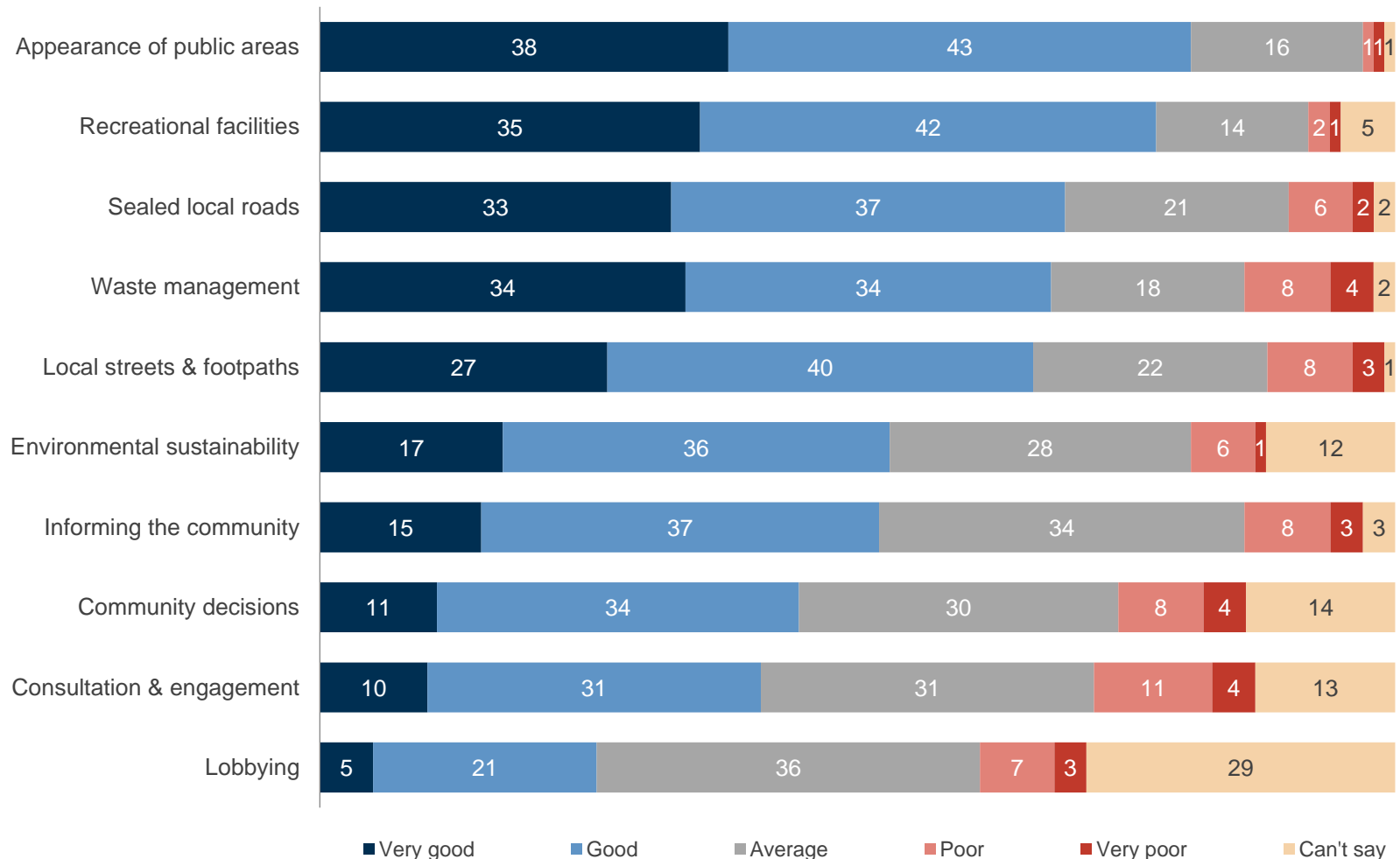
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



Individual service area performance

2021 individual service area performance (%)





Individual service area importance

2021 individual service area importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	86	87	85	83	83	85	80	83	83	n/a
Local streets & footpaths	79	79	n/a	n/a	n/a	n/a	n/a	n/a	79	n/a
Community decisions	78	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	75	74	74	75	75	74	72	72	74	n/a
Environmental sustainability	75	79	77	76	74	74	71	73	73	n/a
Appearance of public areas	74	75	75	75	75	76	72	72	74	n/a
Informing the community	72	70	72	71	72	72	71	69	71	n/a
Consultation & engagement	71	73	73	71	73	73	72	71	71	n/a
Lobbying	65	64	65	65	66	68	65	65	67	n/a

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

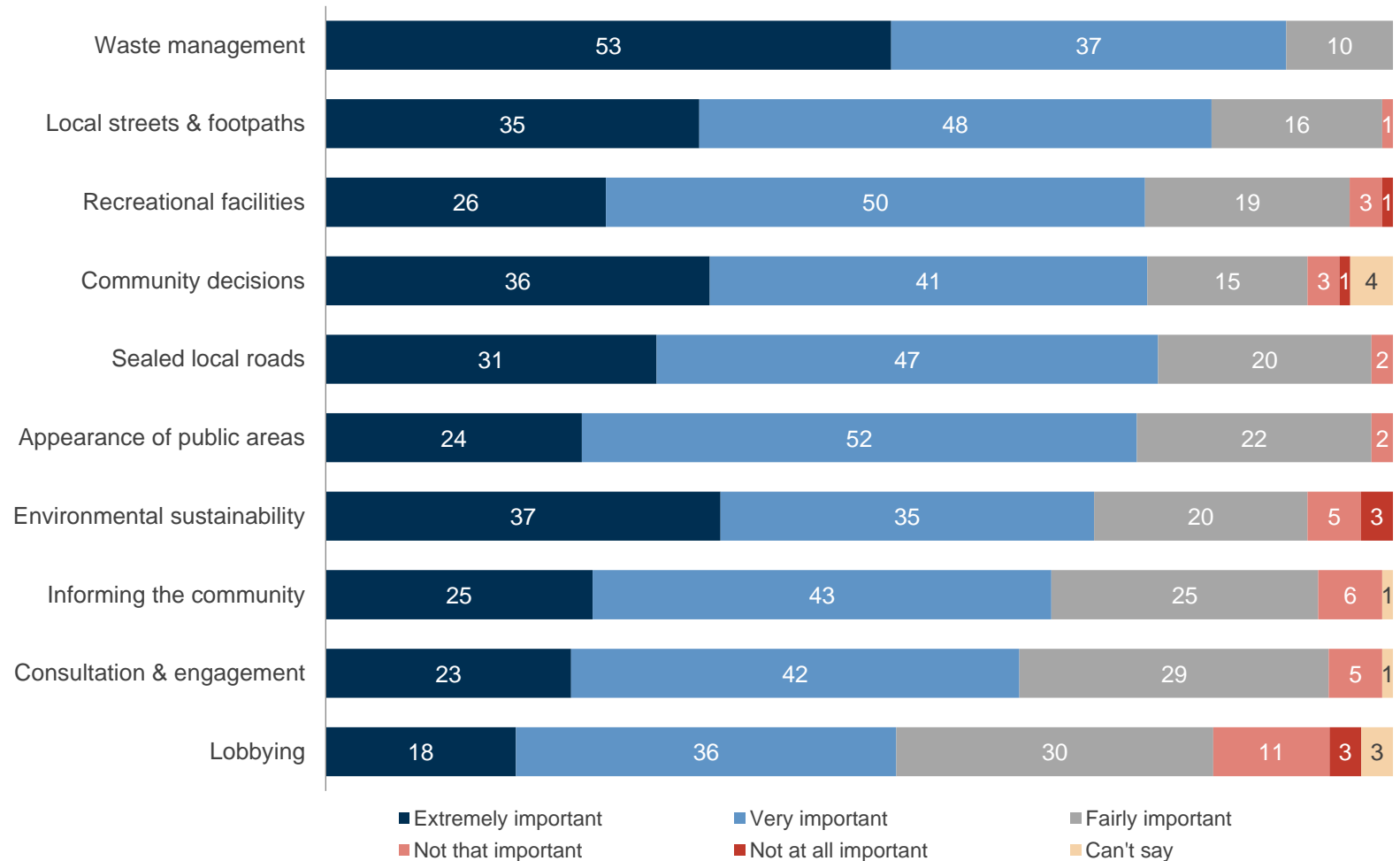
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10

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



Individual service area importance

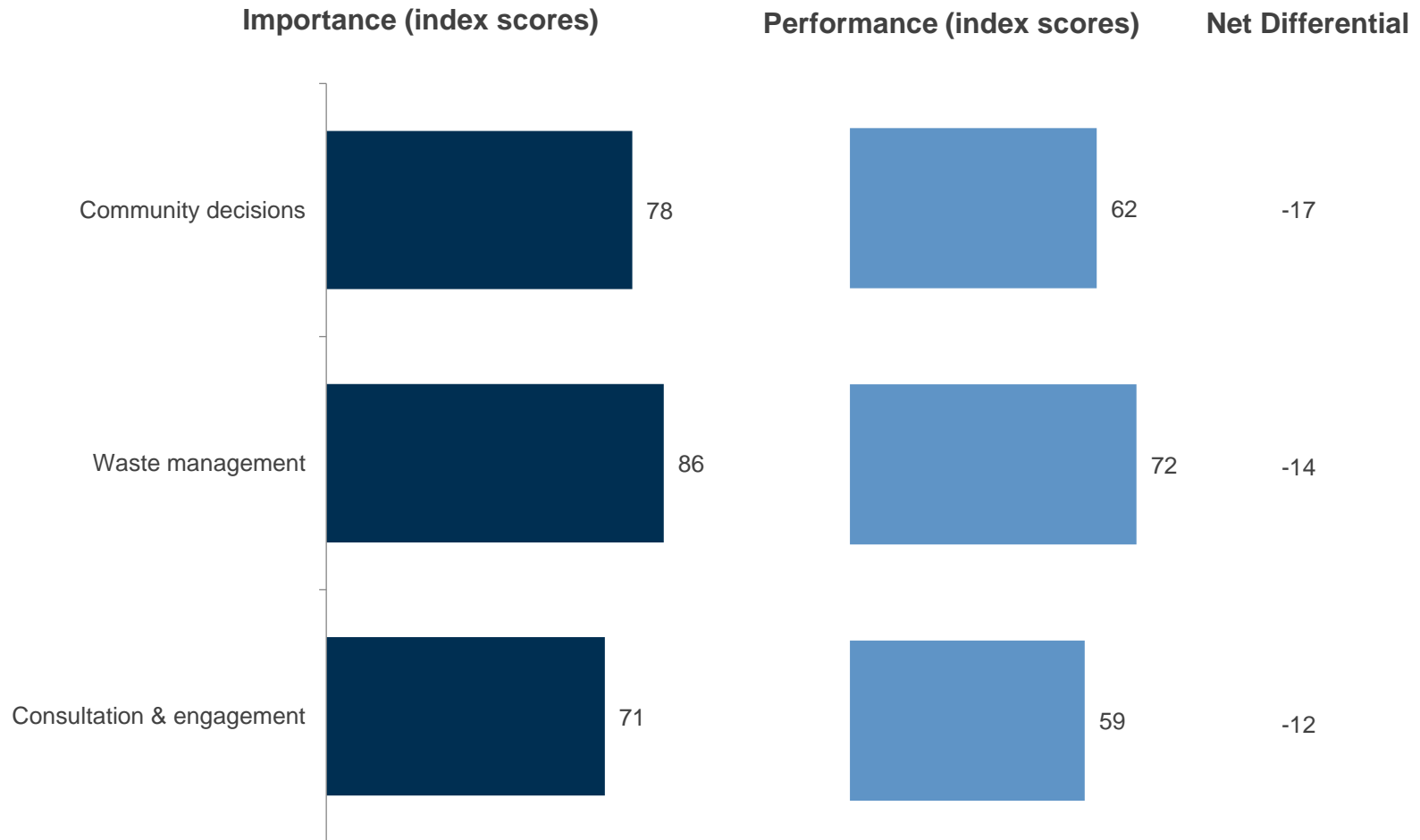
2021 individual service area importance (%)





Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

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

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

- Waste management
- Community consultation and engagement
- The appearance of public areas
- Recreational facilities
- Informing the community.

Looking at these key service areas only, recreational facilities, the appearance of public areas, and waste management have a high performance index (79, 79 and 72 respectively) and a moderate-to-strong influence on the overall performance rating.

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

Service areas that have a positive influence on overall perceptions, but perform relatively less well, are community consultation and informing the community (performance index of 59 and 64 respectively).

A focus on two-way communication, consulting with residents on key issues as well as making sure they are kept well informed, will also help to improve overall opinion of Council.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

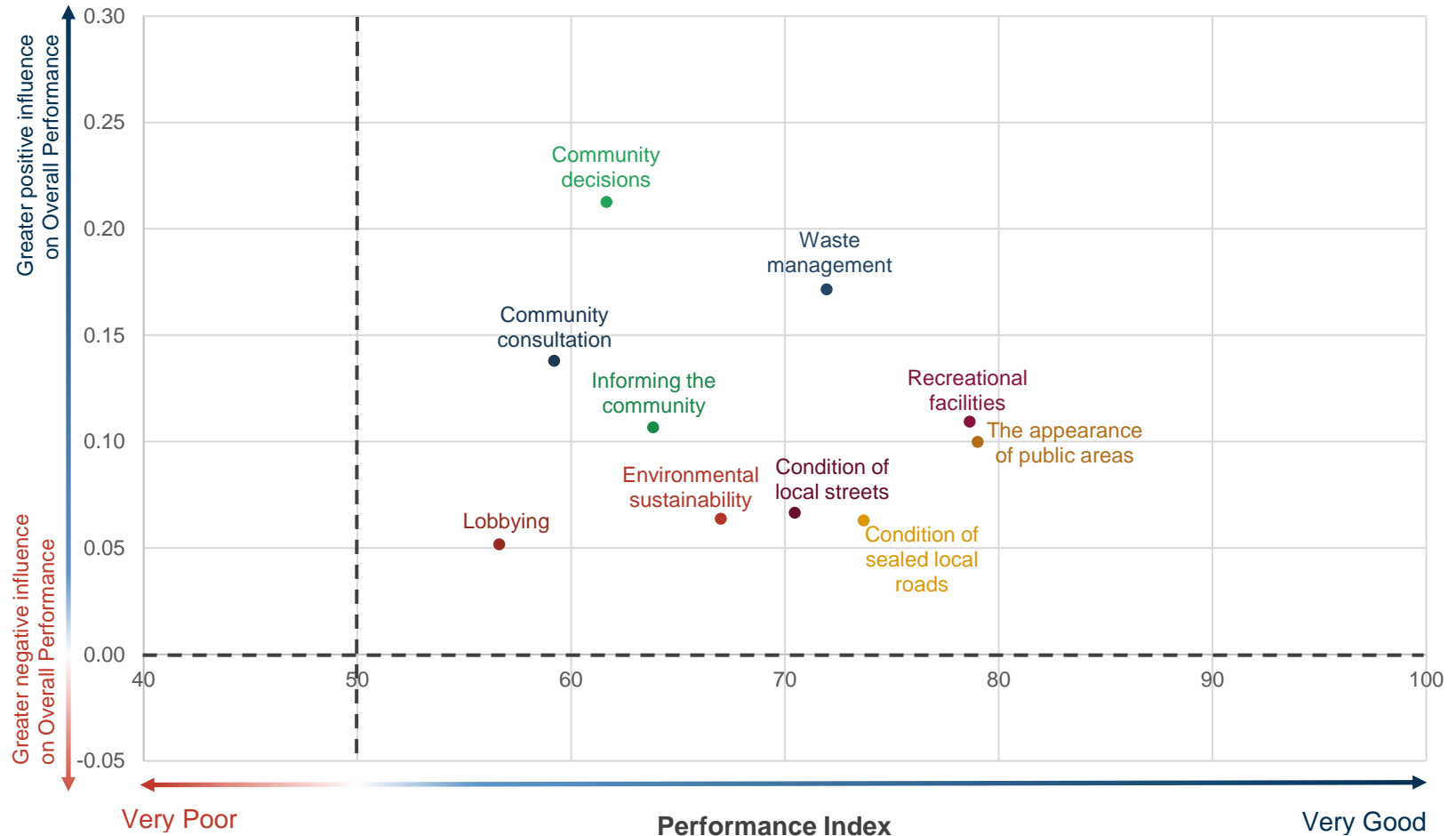
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2021 regression analysis (all service areas)

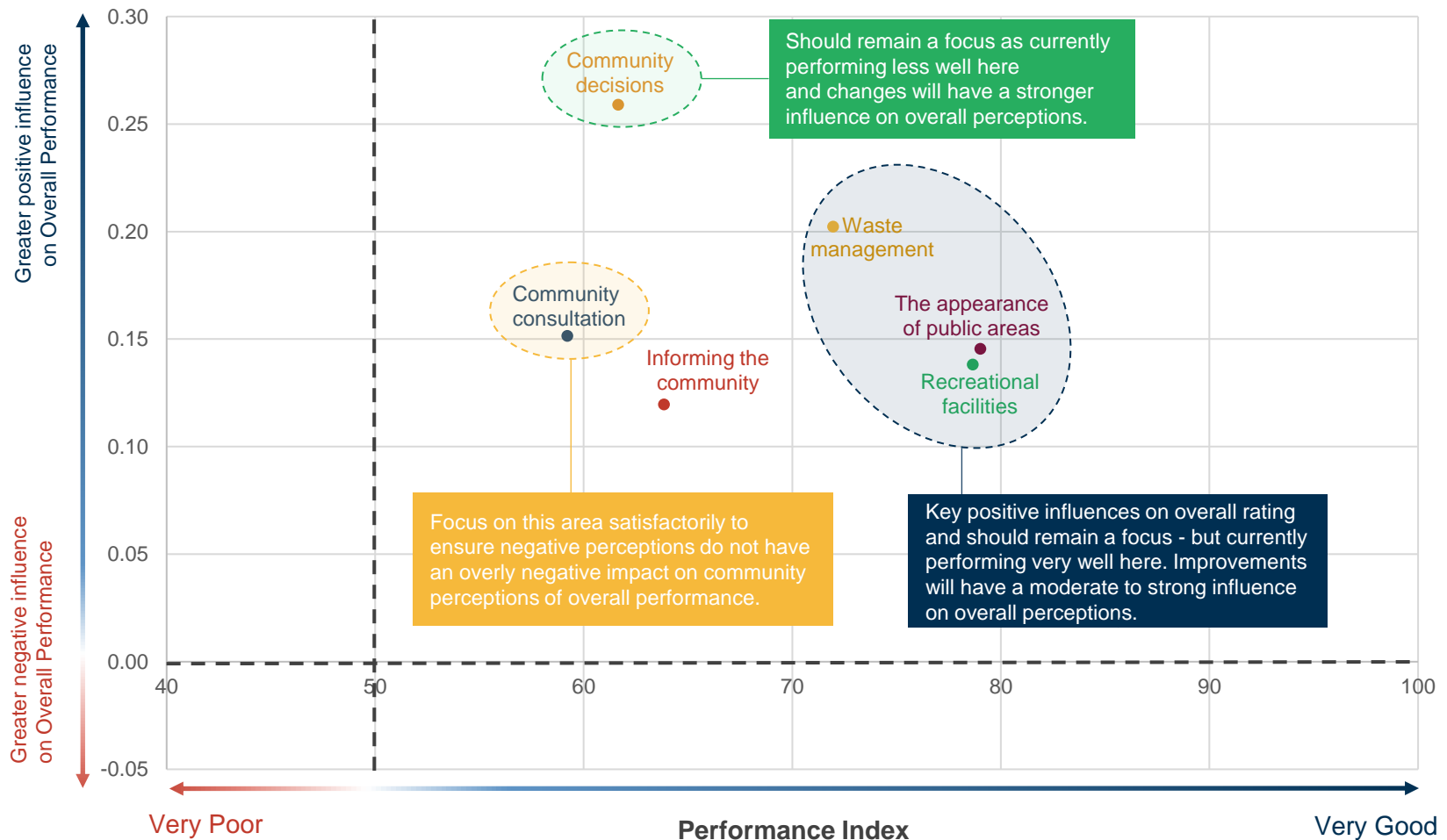


The multiple regression analysis model above (all service areas) has an R^2 value of 0.537 and adjusted R^2 value of 0.528, which means that 54% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 57.02$. 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

2021 regression analysis (key service areas)

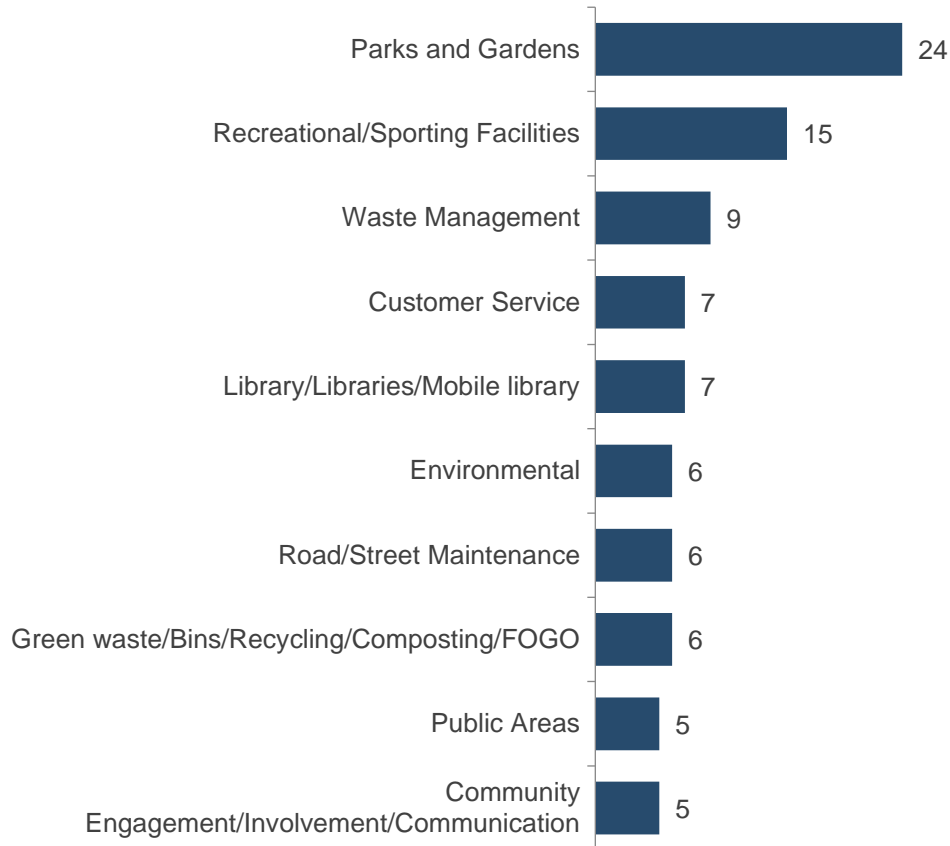


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.523 and adjusted R^2 value of 0.517, which means that 52% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 90.39$.



Best things about Council and areas for improvement

2021 best things about Council (%)
- Top mentions only -



2021 areas for improvement (%)
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Boroondara 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: 28 Councils asked group: 6

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

Base: All respondents. Councils asked state-wide: 45 Councils asked group: 9

A verbatim listing of responses to these questions can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Seven in ten Council residents (71%) have had contact with Council in the last 12 months. Rate of contact is slightly higher (three percentage points) than last year.

Residents in the North and Central areas (75% each), are much more likely to have had contact than residents in the South (64%) in the past 12 months.

Telephone (39%), email (33%), and website contacts (27%) are the most commonly used forms of communication with Council, with COVID-19 causing a decline in contact in person (12%, down 13 points).



Among those who have had contact with Council, 73% provide a positive customer service rating of 'very good' or 'good', including 37% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 75 is slightly higher than 2020 (index score of 71). Perceptions of customer service have almost returned to previously achieved higher levels (a peak rating of 77 was achieved in 2015). Customer service is rated in line with the Metropolitan group and significantly higher than the State-wide average (index scores of 74 and 70 respectively).

More than seven in ten residents (73%) provide a positive customer service rating of 'very good' or 'good'.

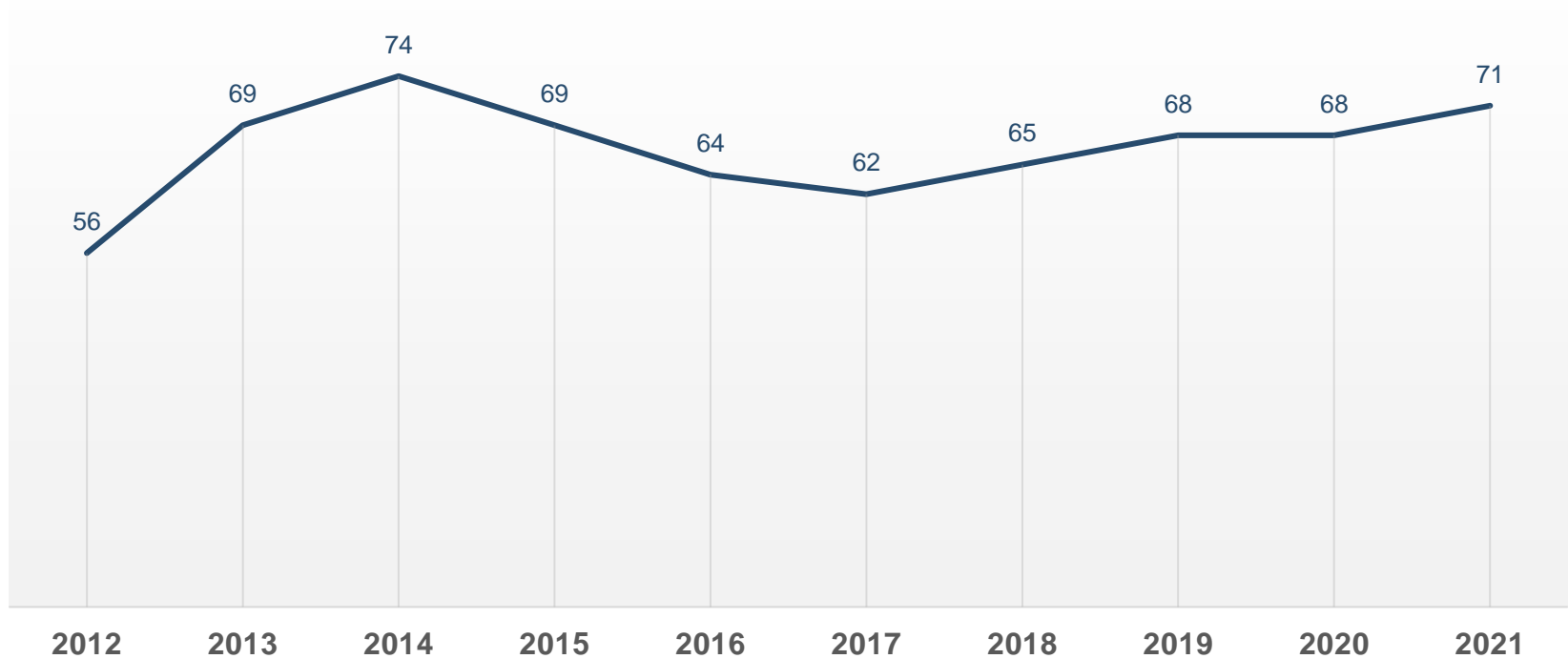
- Perceptions of customer service are highest, and significantly higher than average, in the South (index score of 82). They are on par with the Council average in Central (index score of 76, compared to 75 overall) and lowest in the North (index score of 71).

Amongst the most commonly used methods of contact with Council – telephone, email and website contact – customer service ratings are highest among website users (index score of 83).



Contact with council

2021 contact with council (%)
Have had contact



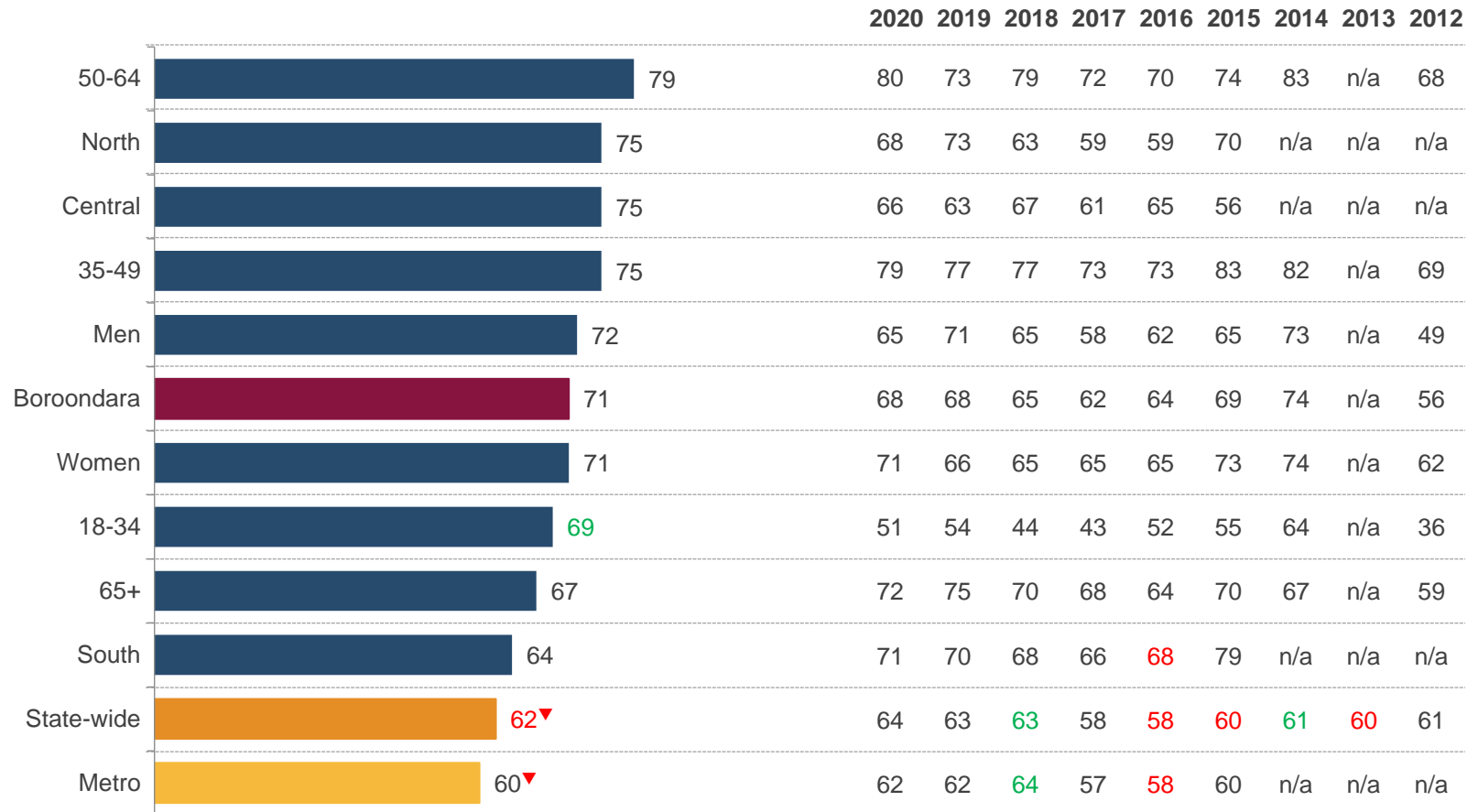
Q5a. Have you or any member of your household had any recent contact with Boroondara City Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9



Contact with council

2021 contact with council (%)



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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

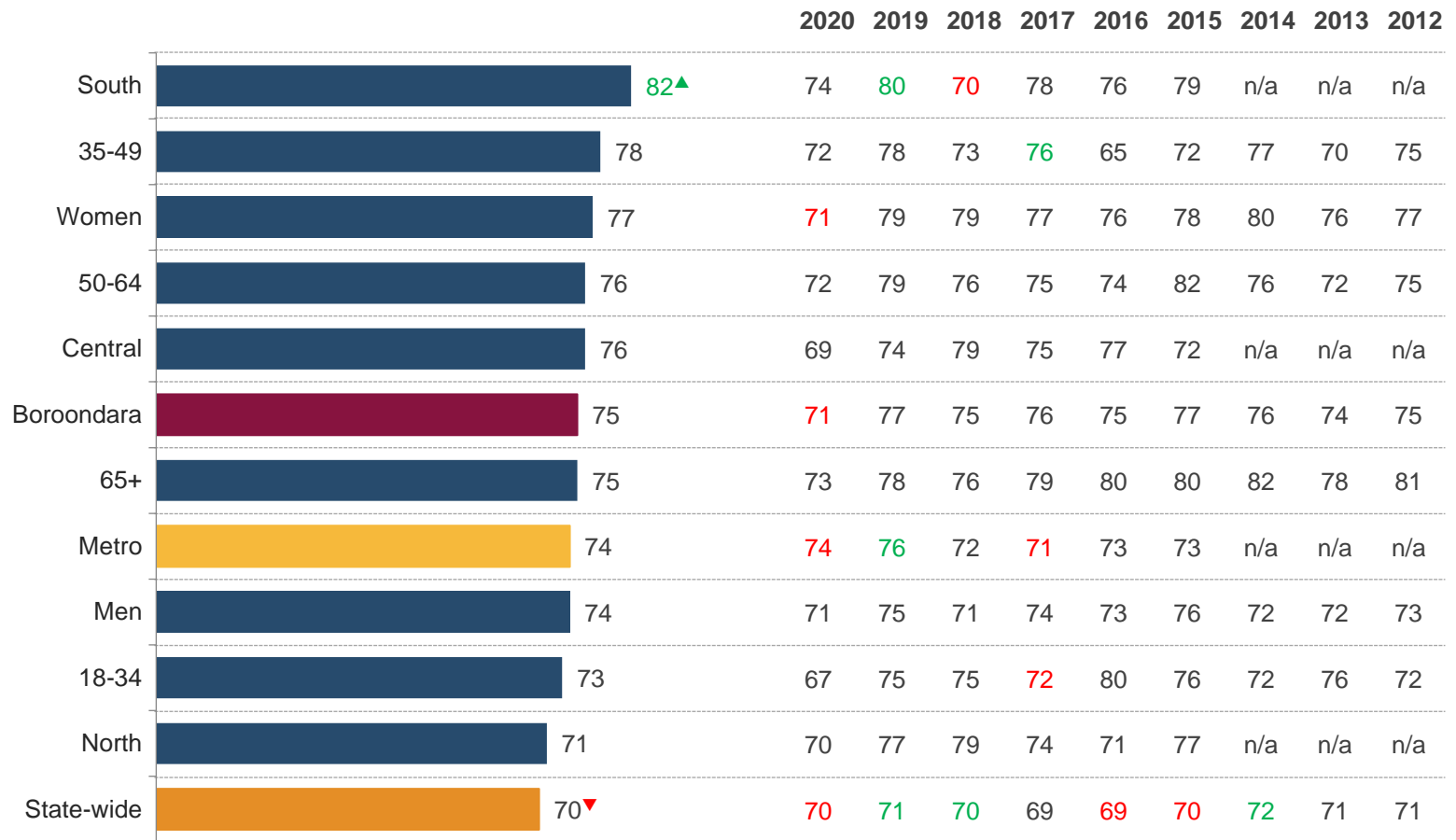
Note: Please see Appendix A for explanation of significant differences.

Some data may be missing from 2013 due to a change in demographic analysis.



Customer service rating

2021 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate Boroondara 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.

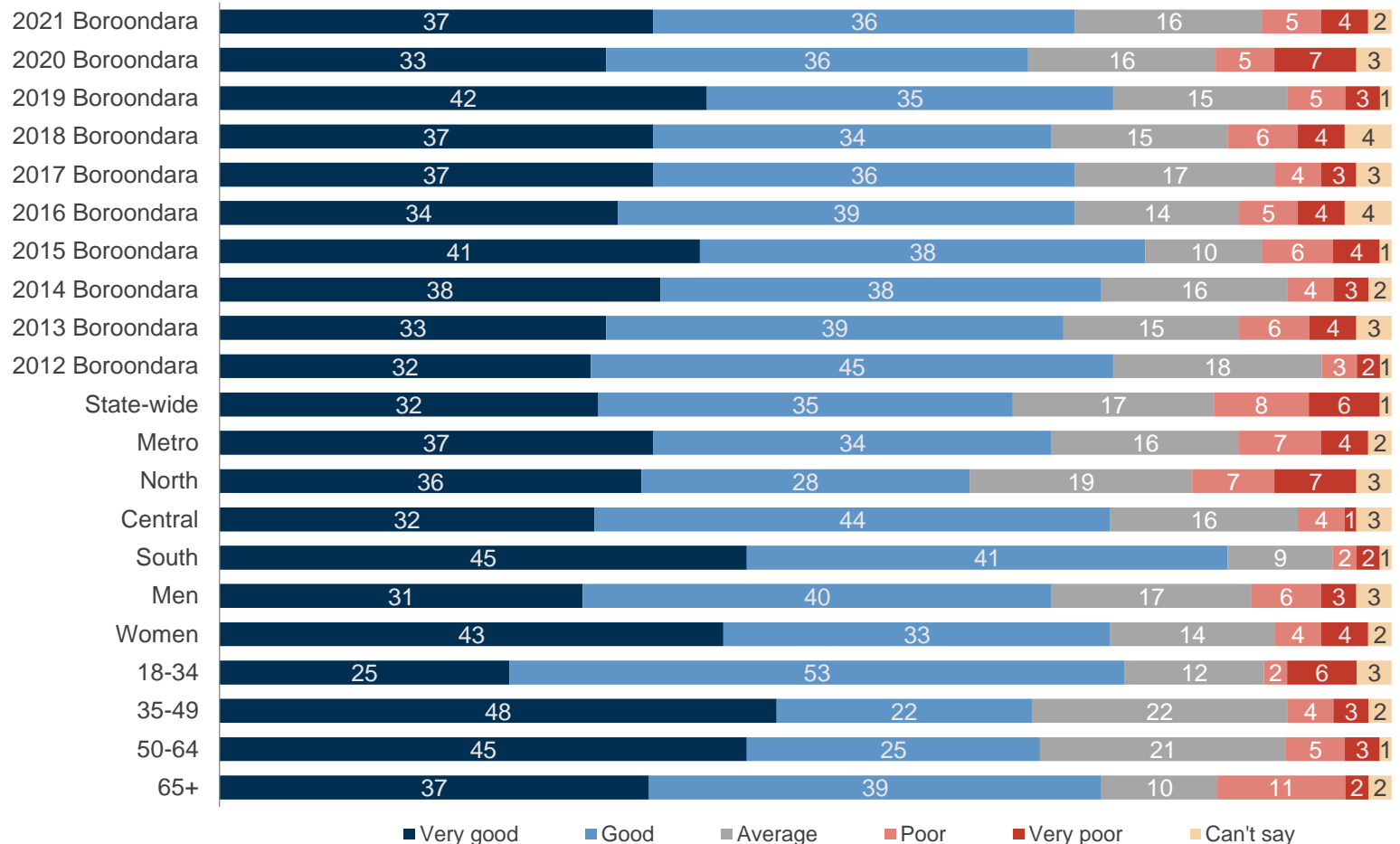
Councils asked state-wide: 66 Councils asked group: 15

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



Customer service rating

2021 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Boroondara 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: 15



Method of contact with council

2021 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



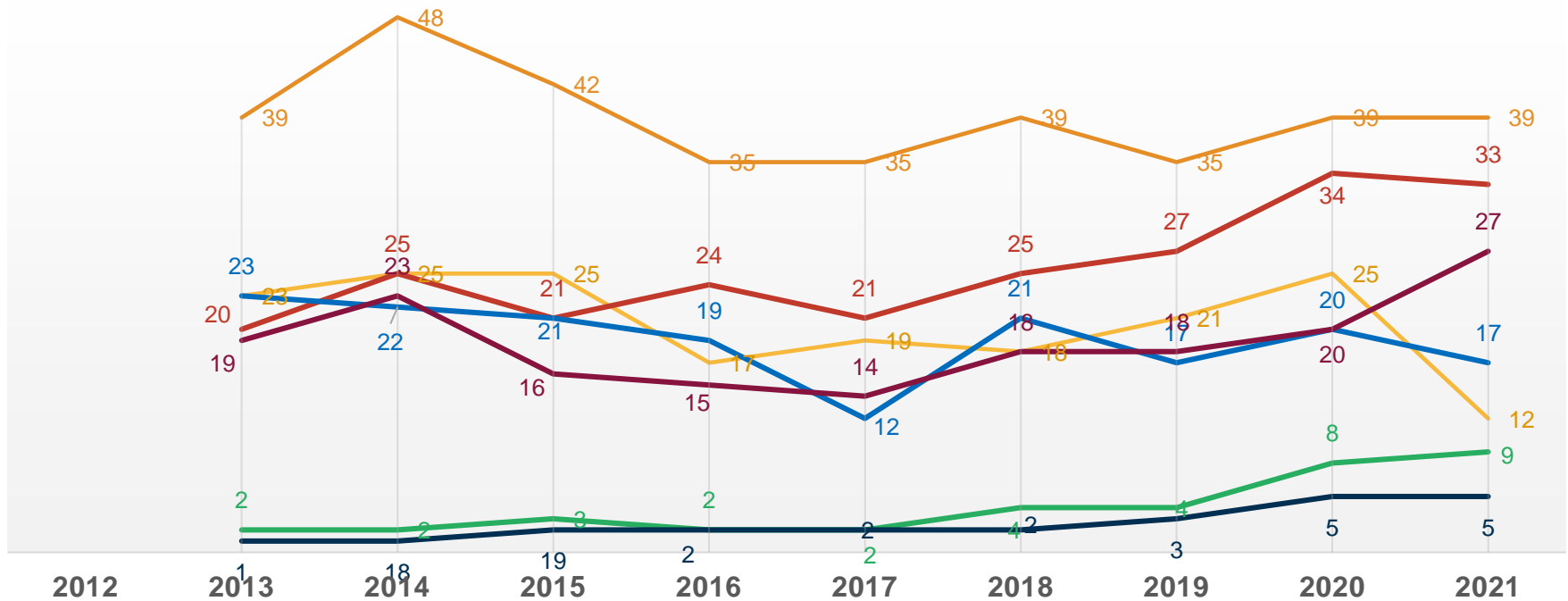
By Email



Via Website



By Social Media



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

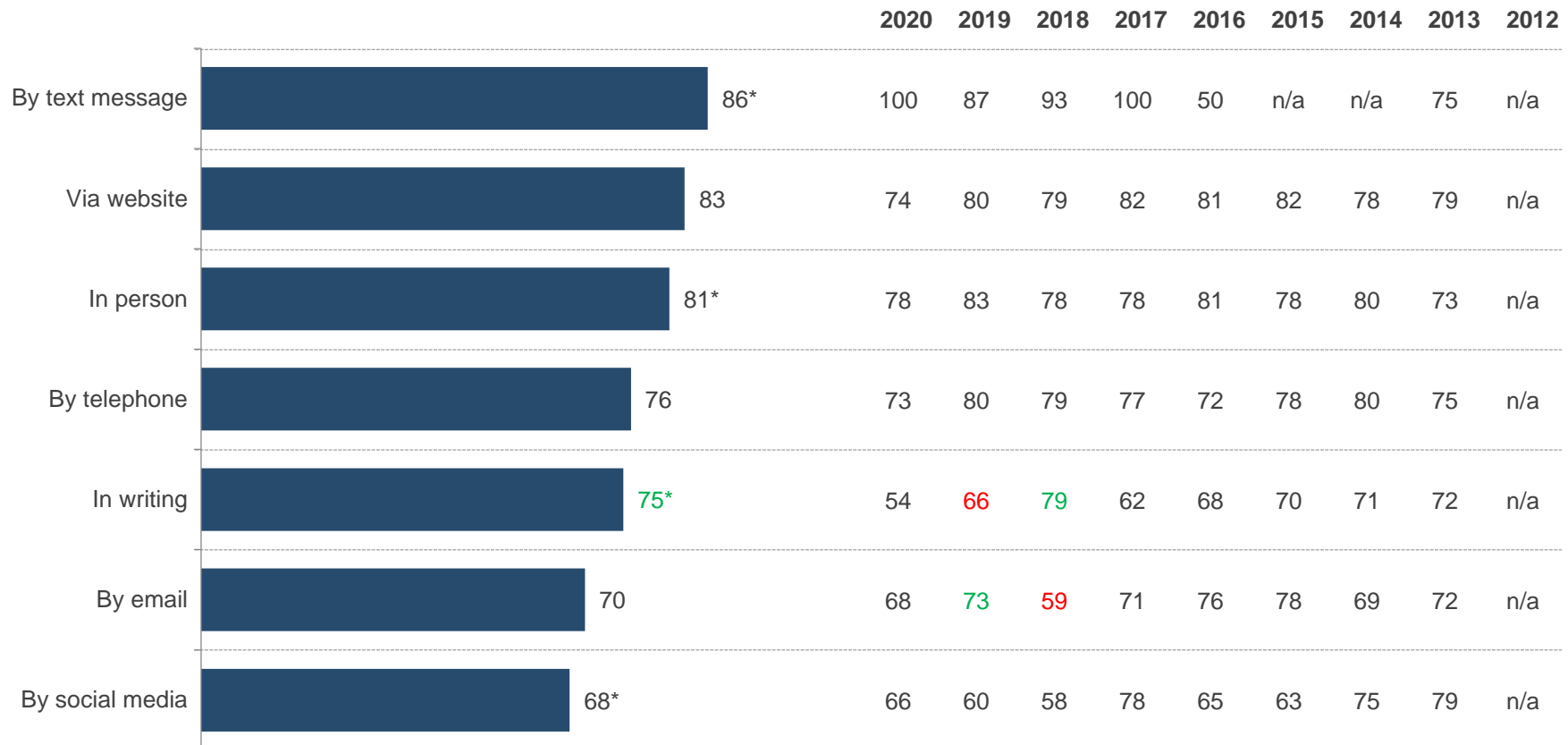
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

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



Customer service rating by method of last contact

2021 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Boroondara 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: 27 Councils asked group: 9

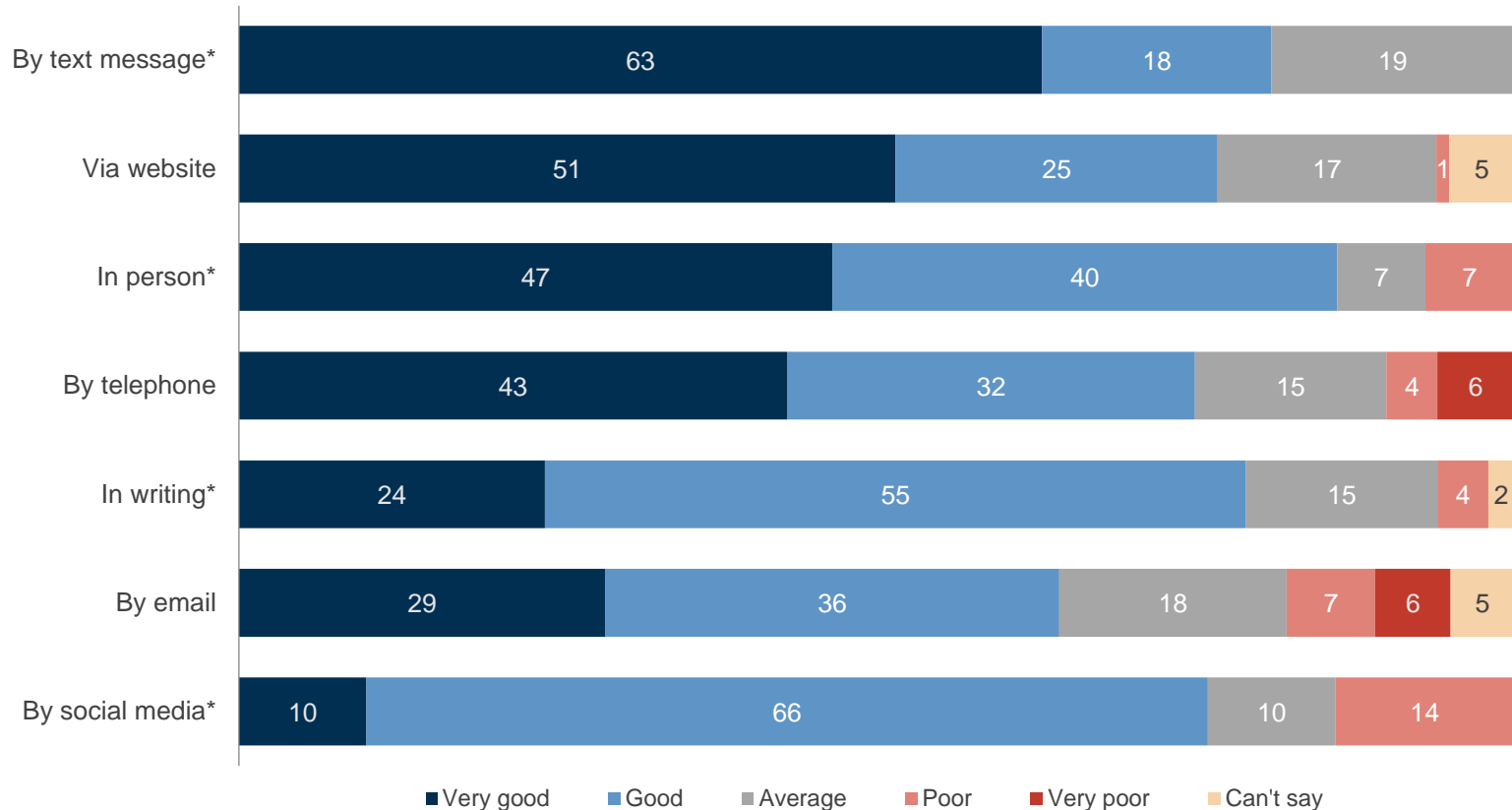
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2021 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Boroondara 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: 27 Councils asked group: 9

*Caution: small sample size < n=30



Communication

Communication

The preferred forms of communication from Council are a newsletter sent via mail (38%) or a newsletter sent via email (32%).

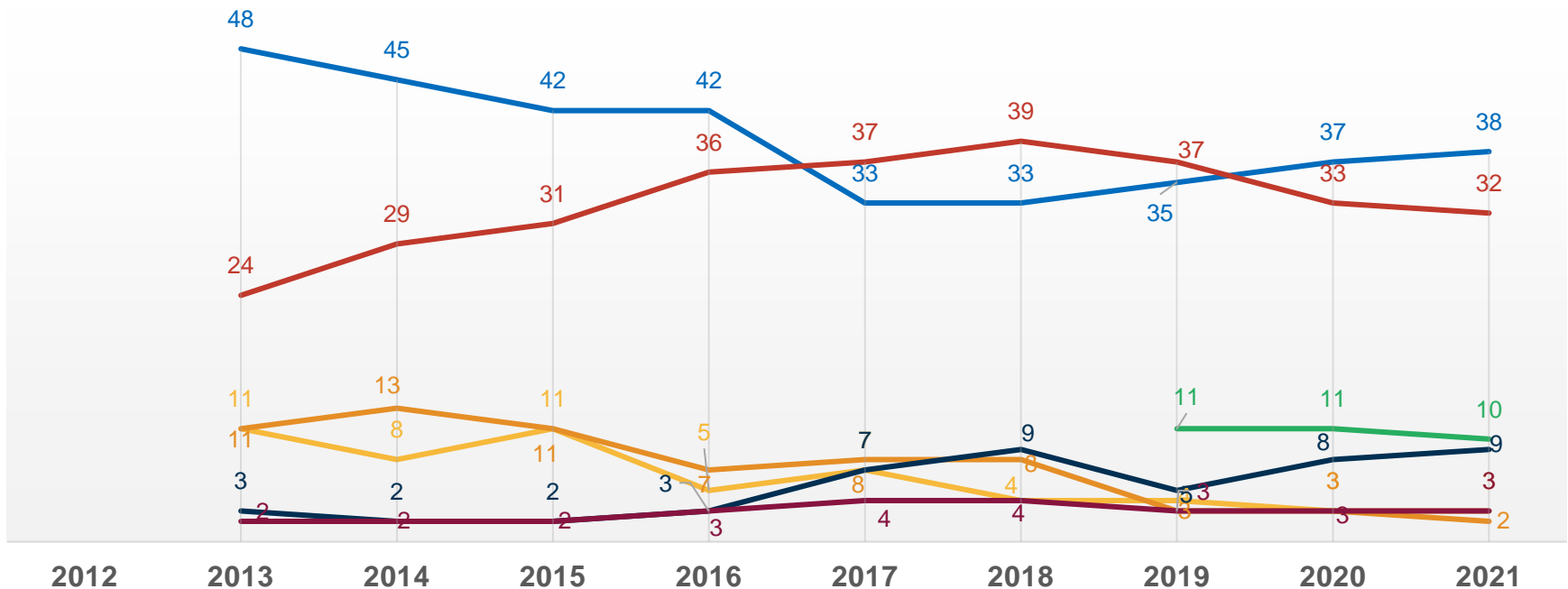
- Residents under 50 years of age express almost equal preference for a newsletter sent via mail (33%) as one sent via email (30%). Preference for a newsletter sent via email has declined steadily since 2018, whilst preference for mailed newsletters has risen.
- Residents over 50 years of age prefer a newsletter sent via mail (45%) to a newsletter sent via email (33%) by a wide margin. As with the under 50 years age group, preference for mailed newsletters is on the rise amongst this group, at the expense of a desire for emailed newsletters.
- There is some desire to receive information via social media (15%) or text messages (13%) among the younger age groups, but these preferences are not shared by over 50s, who are largely seeking information only by mail or email.





Best form of communication

2021 best form of communication (%)



Q13. If Boroondara 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?

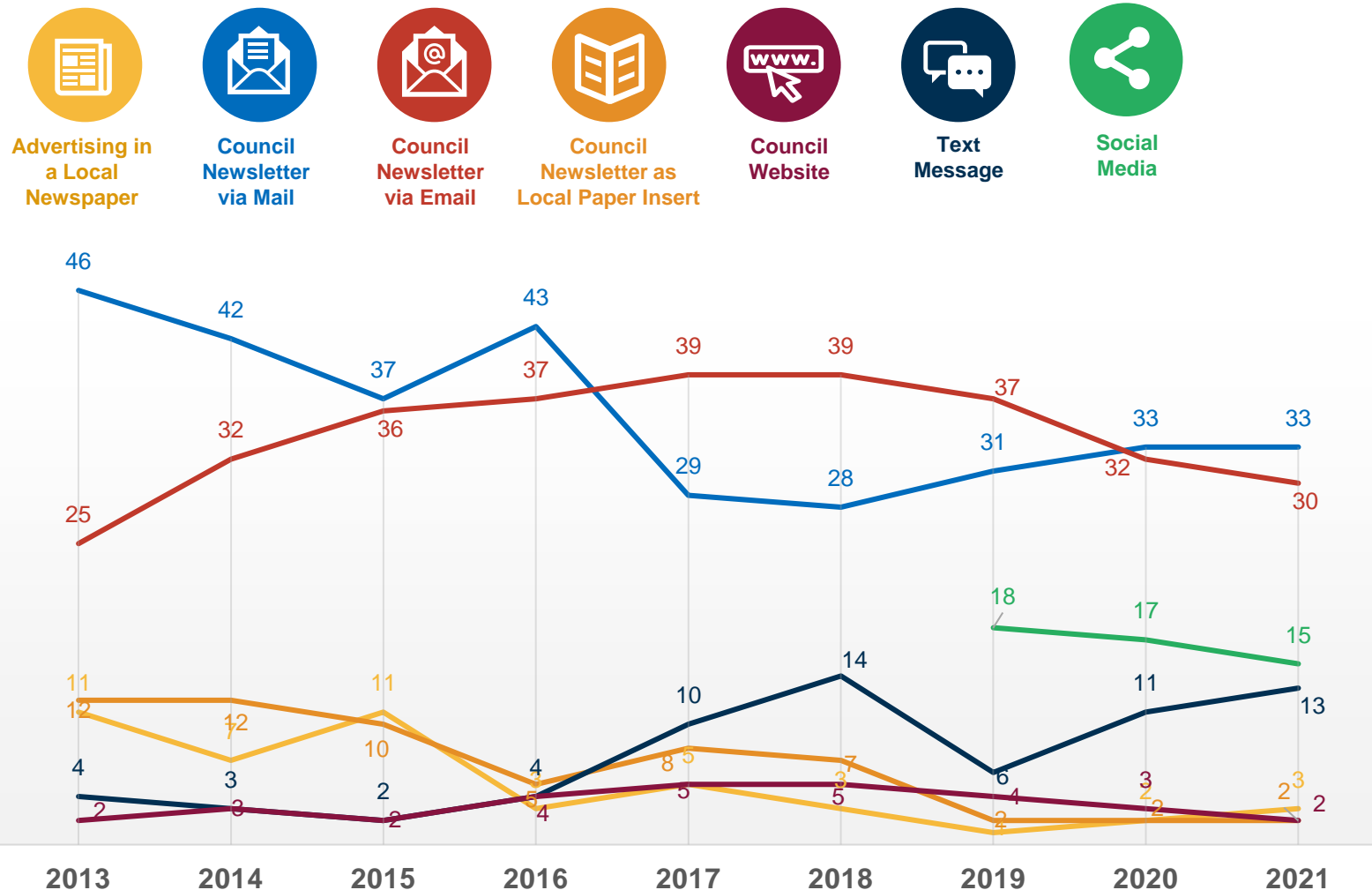
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 7

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2021 under 50s best form of communication (%)



Q13. If Boroondara 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?

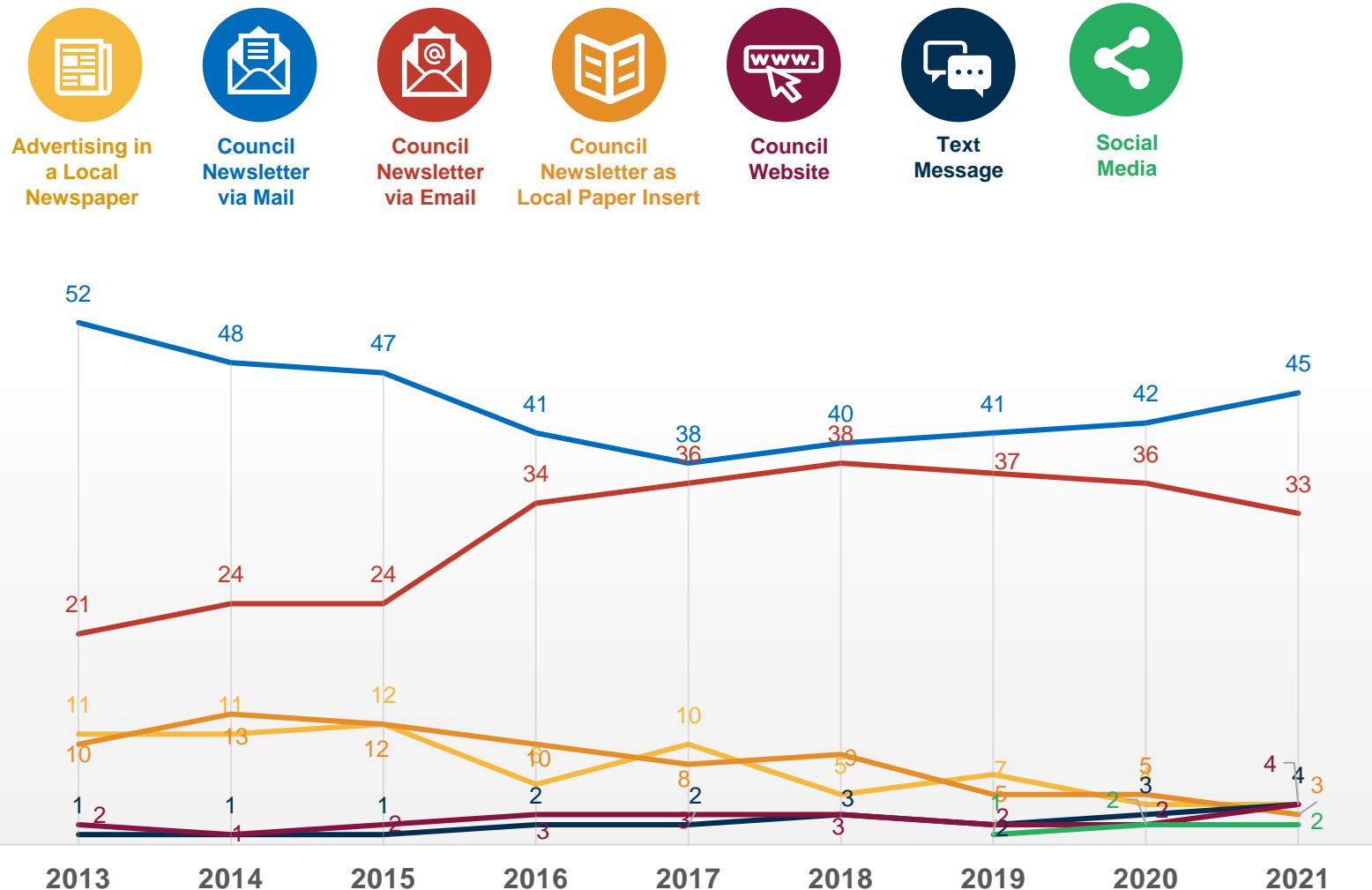
Base: All respondents aged under 50. Councils asked state-wide: 35 Councils asked group: 7

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2021 over 50s best form of communication (%)



Q13. If Boroondara 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: 35 Councils asked group: 7

Note: 'Social Media' was included in 2019.

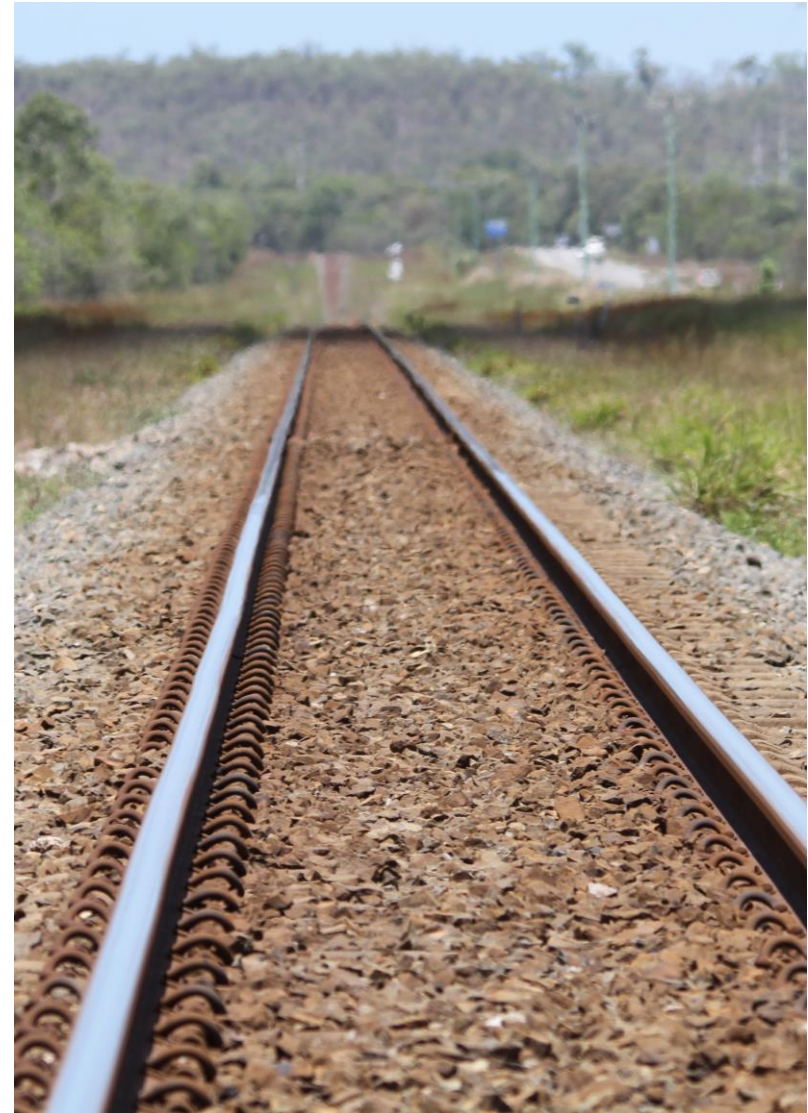


Council direction

Council direction

Over the last 12 months, one in five residents (19%) believe the direction of Council's performance has improved, which is up seven points from 2020. As a result, 64% (down nine percentage points) believe the direction of Council's overall performance has remained the same. Only one in ten (10%) believe it has deteriorated, in line with 2020 results.

- The most satisfied with Council direction are those aged 65+ years (index score of 58) and residents of the South (index score of 57).
- The least satisfied with Council direction are those aged 50 to 64 years (index score of 49).
- Women have improved significantly since last year in their rating of Council direction (index score of 56, up six points), which has helped to drive the significant four-point rise in the overall rating of Council direction (to an index score of 55).





Overall council direction last 12 months

2021 overall council direction (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	58	54	53	52	51	56	57	59	56	54
South	57	51	53	54	50	54	56	n/a	n/a	n/a
18-34	57	54	61	59	51	58	58	58	56	62
Women	56	50	58	56	52	54	55	56	54	56
Metro	55	54	55	54	54	55	56	n/a	n/a	n/a
Central	55	51	55	54	50	53	56	n/a	n/a	n/a
Boroondara	55	51	55	54	51	54	54	56	54	55
Men	53	52	52	52	50	55	54	56	53	54
State-wide	53	51	53	52	53	51	53	53	53	52
North	53	51	57	55	53	55	52	n/a	n/a	n/a
35-49	52	48	53	55	51	53	47	54	49	52
50-64	49	46	52	50	52	48	54	51	54	50

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

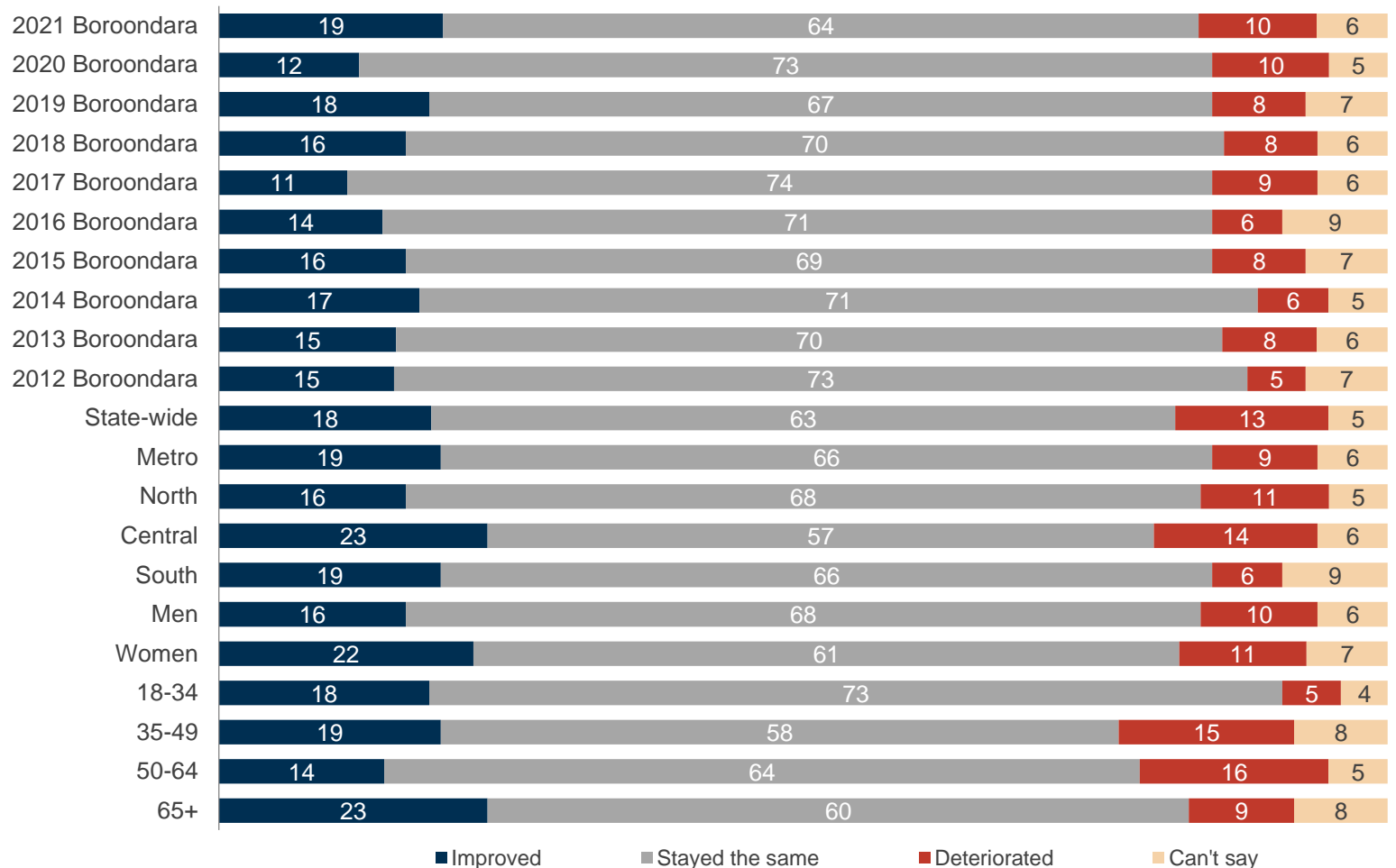
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



Overall council direction last 12 months

2021 overall council direction (%)



A large, dark blue, stylized letter 'W' graphic that spans the right side of the slide. It has a glowing, network-like pattern of white lines and nodes within its structure, resembling a map or a data network.

Individual service areas



Community consultation and engagement importance



2021 consultation and engagement importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Personal user	78▲	77	78	78	75	76	78	75	75	n/a
Household user	78▲	77	78	77	77	75	79	74	74	n/a
50-64	76	77	79	72	77	78	75	77	77	n/a
State-wide	75▲	74	74	74	74	75	74	74	73	73
65+	75	74	73	76	75	74	72	70	72	n/a
Women	73	75	76	74	76	75	73	73	73	n/a
Metro	73	72	71	72	72	73	72	n/a	n/a	n/a
Central	71	70	73	74	73	73	69	n/a	n/a	n/a
Boroondara	71	73	73	71	73	73	72	71	71	n/a
South	71	76	73	68	74	73	74	n/a	n/a	n/a
North	71	74	72	75	73	72	72	n/a	n/a	n/a
35-49	69	76	74	75	74	74	74	72	70	n/a
Men	68	71	69	68	71	70	70	68	69	n/a
18-34	66▼	68	68	63	69	67	68	67	67	n/a

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

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8

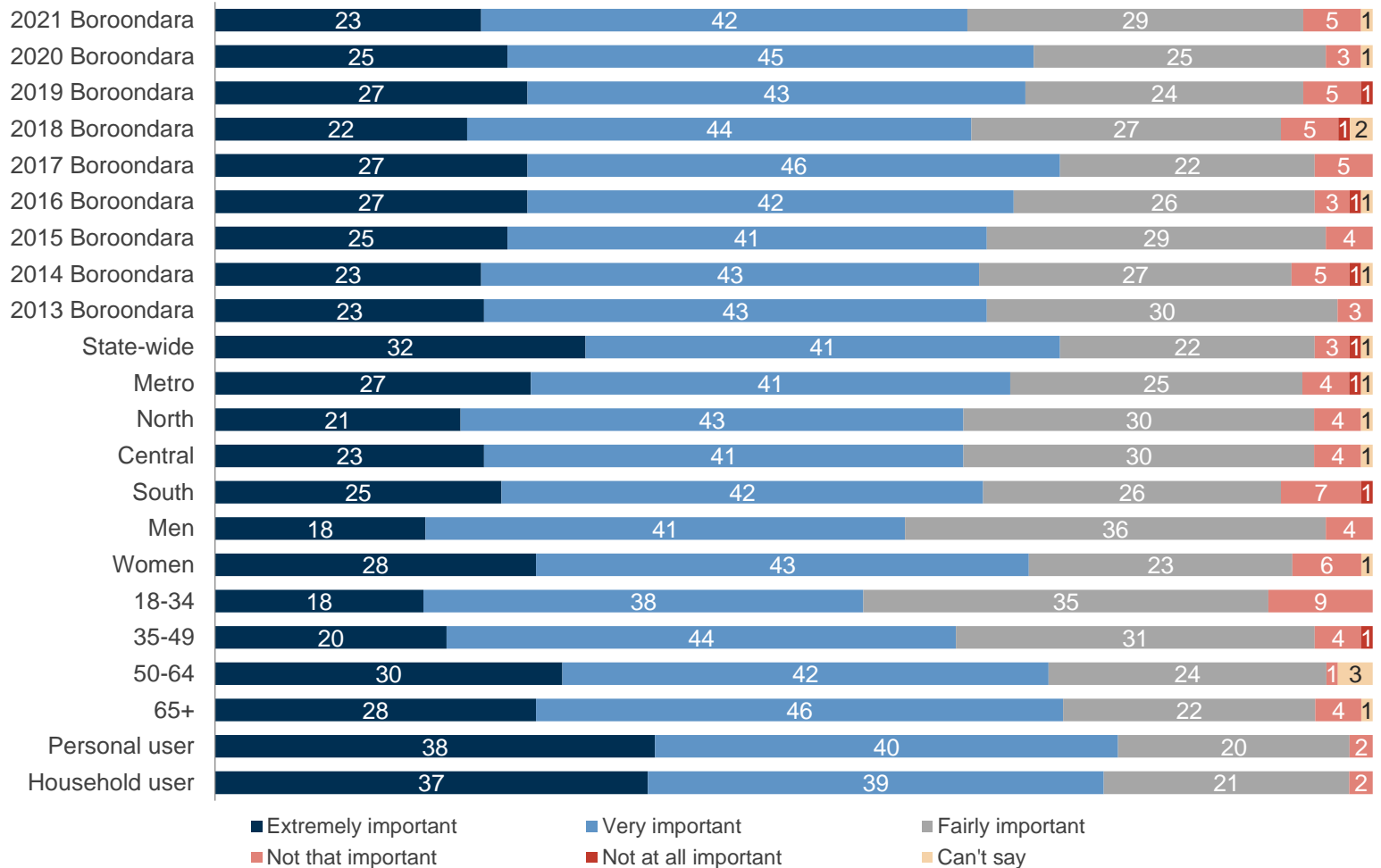
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2021 consultation and engagement importance (%)





Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Household user	61	63	68	70	66	66	66	66	64	n/a
65+	61	63	61	61	62	65	68	67	63	71
Personal user	61	61	69	70	65	66	67	68	66	n/a
18-34	60	59	63	62	58	64	59	63	62	67
South	60	57	57	60	60	63	62	n/a	n/a	n/a
Women	60	59	62	63	61	65	63	66	64	67
Central	60	63	62	63	61	66	60	n/a	n/a	n/a
35-49	59	55	61	65	60	62	61	62	58	65
Boroondara	59	59	61	62	60	63	62	63	62	66
Men	59	58	59	60	59	62	62	60	59	66
Metro	59	58	58	57	57	58	58	n/a	n/a	n/a
North	59	57	63	64	59	62	64	n/a	n/a	n/a
State-wide	56▼	55	56	55	55	54	56	57	57	57
50-64	55	57	55	59	61	63	62	62	64	61

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: 15

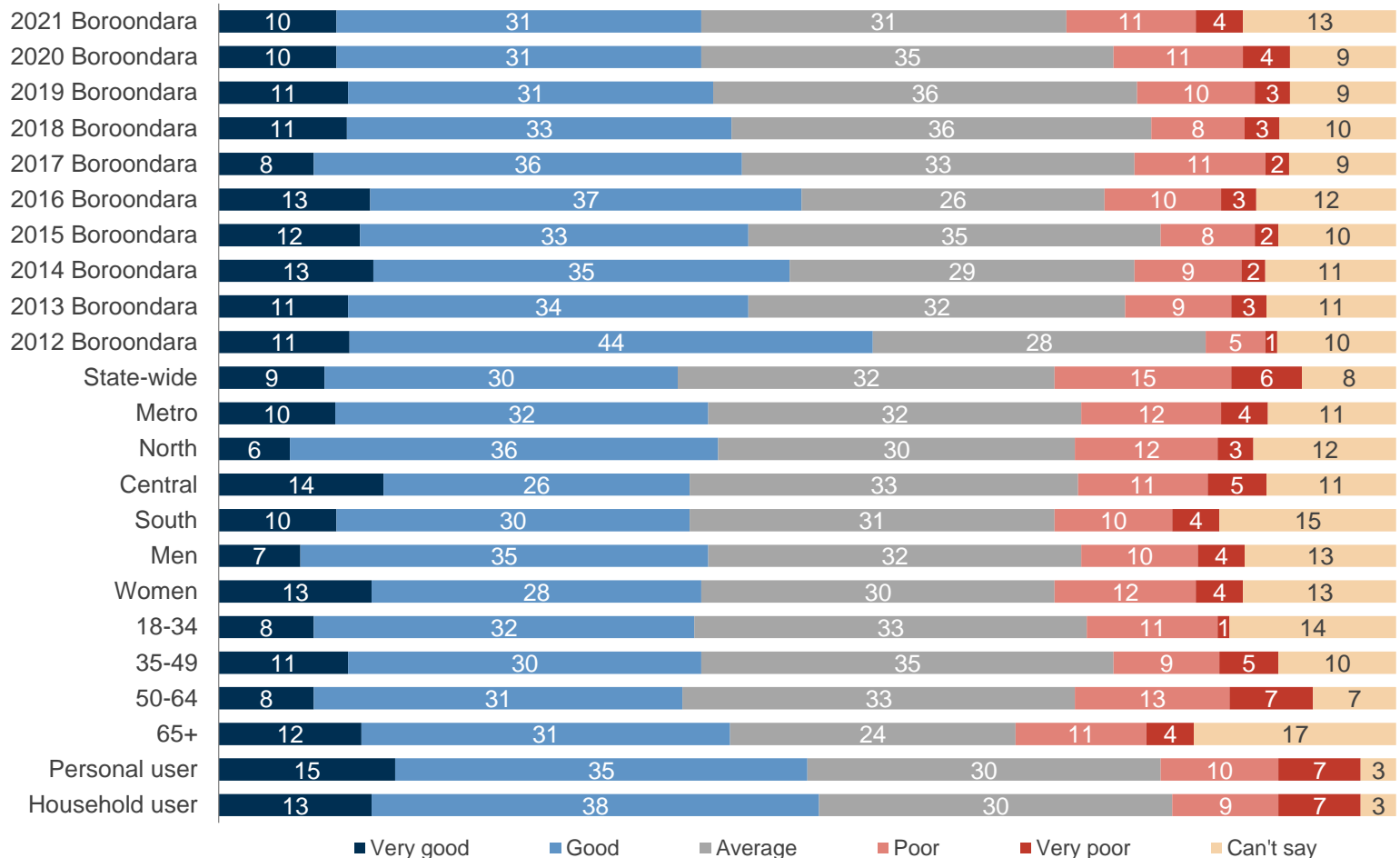
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 consultation and engagement performance (%)





Lobbying on behalf of the community importance



2021 lobbying importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Personal user	77*▲	74	70	71	73	82	77	81	78	n/a
Household user	77*▲	71	71	71	73	79	77	78	75	n/a
State-wide	69▲	68	67	68	69	69	69	70	70	70
Women	69	69	66	68	70	72	68	70	71	n/a
Metro	67	66	65	66	67	68	67	n/a	n/a	n/a
South	67	66	65	64	68	67	68	n/a	n/a	n/a
65+	67	67	65	67	65	69	68	65	69	n/a
50-64	66	64	66	63	68	73	66	67	69	n/a
Boroondara	65	64	65	65	66	68	65	65	67	n/a
North	64	66	65	70	67	67	65	n/a	n/a	n/a
18-34	64	63	62	67	63	67	59	63	68	n/a
Central	62	61	64	62	63	72	61	n/a	n/a	n/a
35-49	61	63	66	63	69	66	68	67	64	n/a
Men	59▼	59	63	63	62	64	61	61	63	n/a

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 9

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

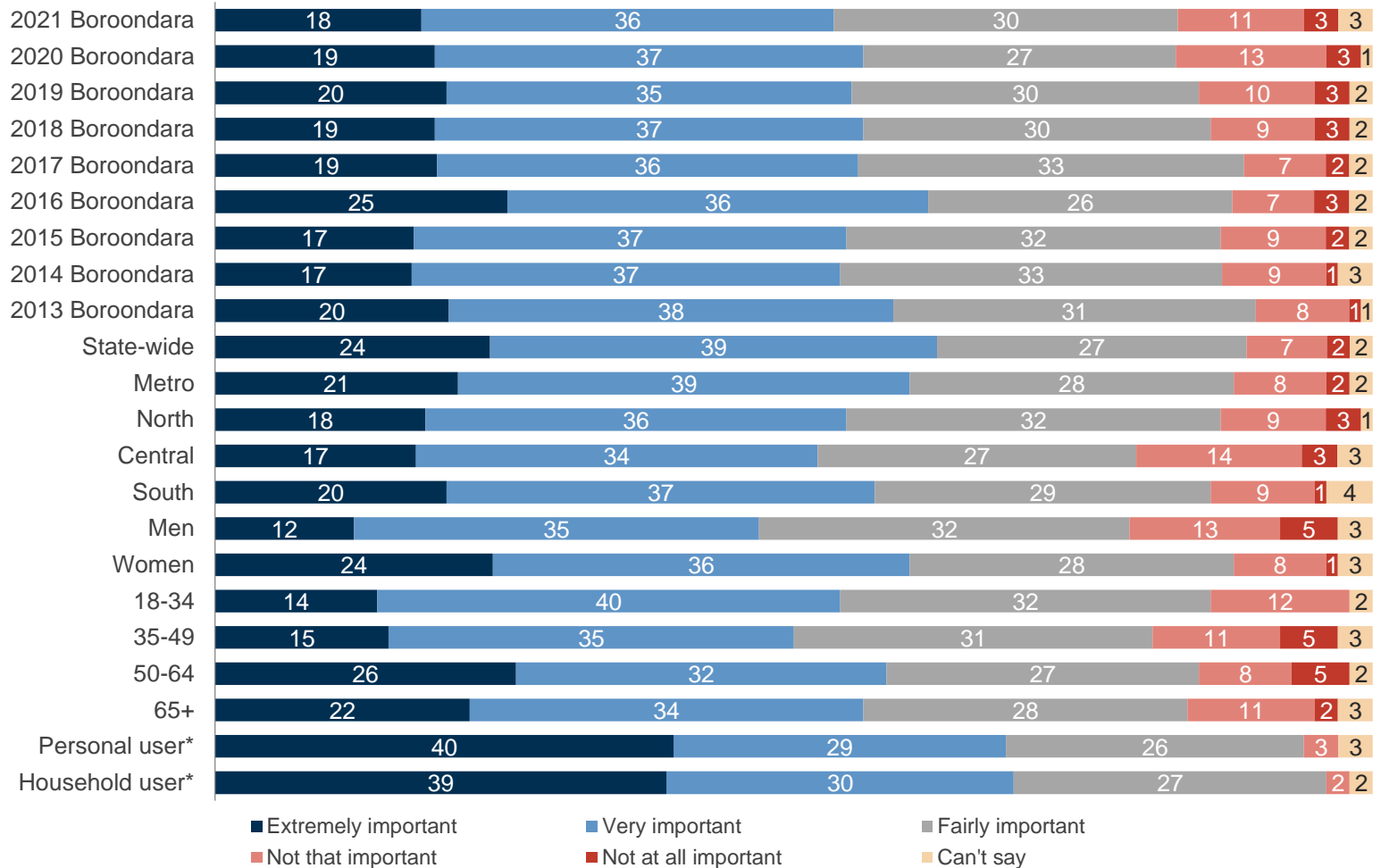
*Caution: small sample size < n=30



Lobbying on behalf of the community importance



2021 lobbying importance (%)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 9

*Caution: small sample size < n=30



Lobbying on behalf of the community performance



2021 lobbying performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	59	60	60	59	63	60	58	65	62	65
North	57	56	60	55	55	55	60	n/a	n/a	n/a
South	57	61	56	56	60	58	61	n/a	n/a	n/a
Women	57	58	58	57	59	57	59	62	64	61
35-49	57	56	57	57	59	56	59	60	61	58
Boroondara	57	57	58	57	58	56	59	61	62	61
Men	57	56	58	56	57	56	59	60	59	61
65+	56	59	59	57	54	56	61	63	64	65
Central	56	57	57	59	60	57	56	n/a	n/a	n/a
Metro	56	57	57	56	56	56	58	n/a	n/a	n/a
State-wide	55	53	54	54	54	53	55	56	55	55
Household user	55*	61	66	56	58	59	66	56	68	n/a
Personal user	53*	57	68	54	56	60	63	56	65	n/a
50-64	52	51	54	51	51	52	59	54	60	52

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: 12

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

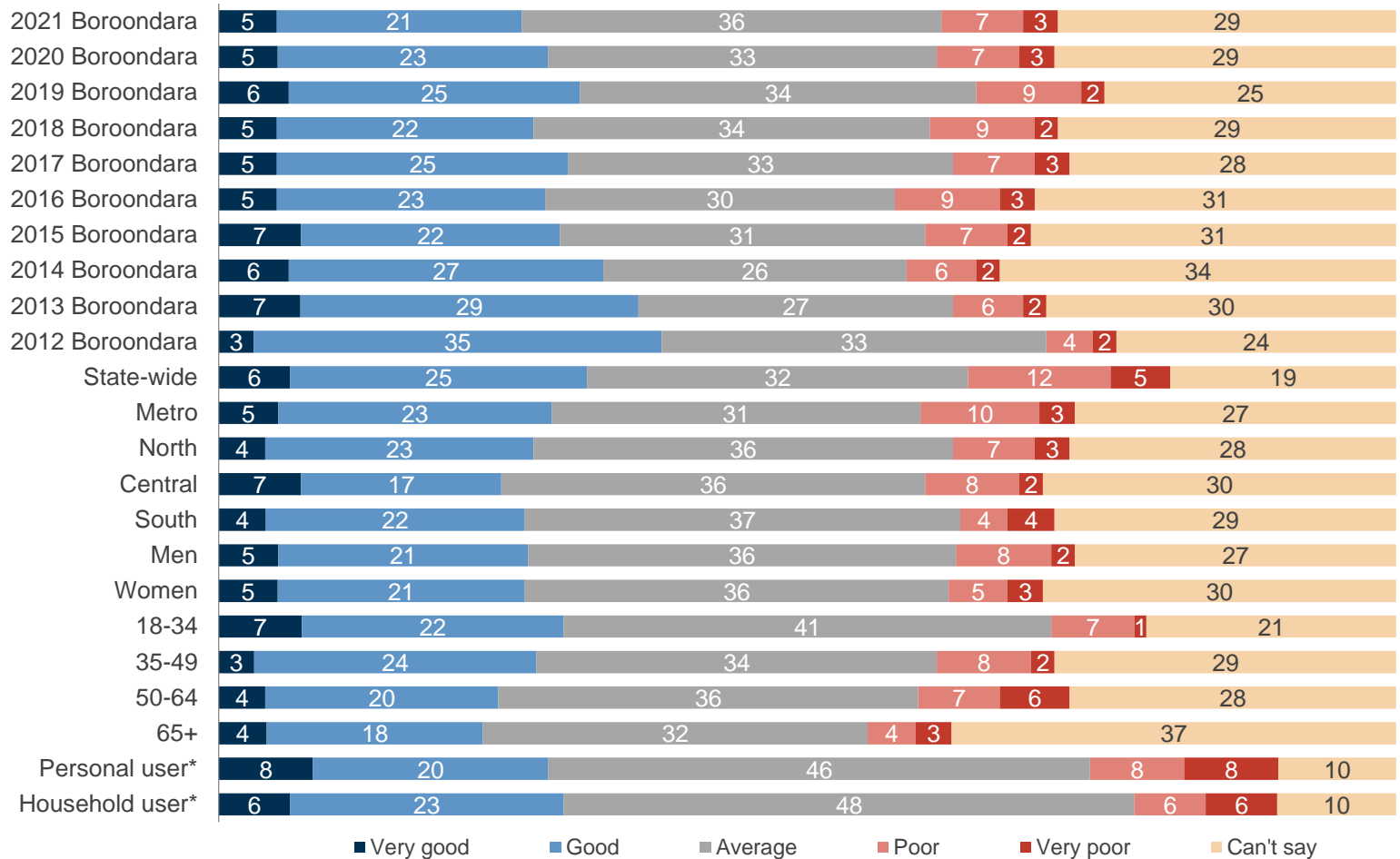
*Caution: small sample size < n=30



Lobbying on behalf of the community performance



2021 lobbying performance (%)



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

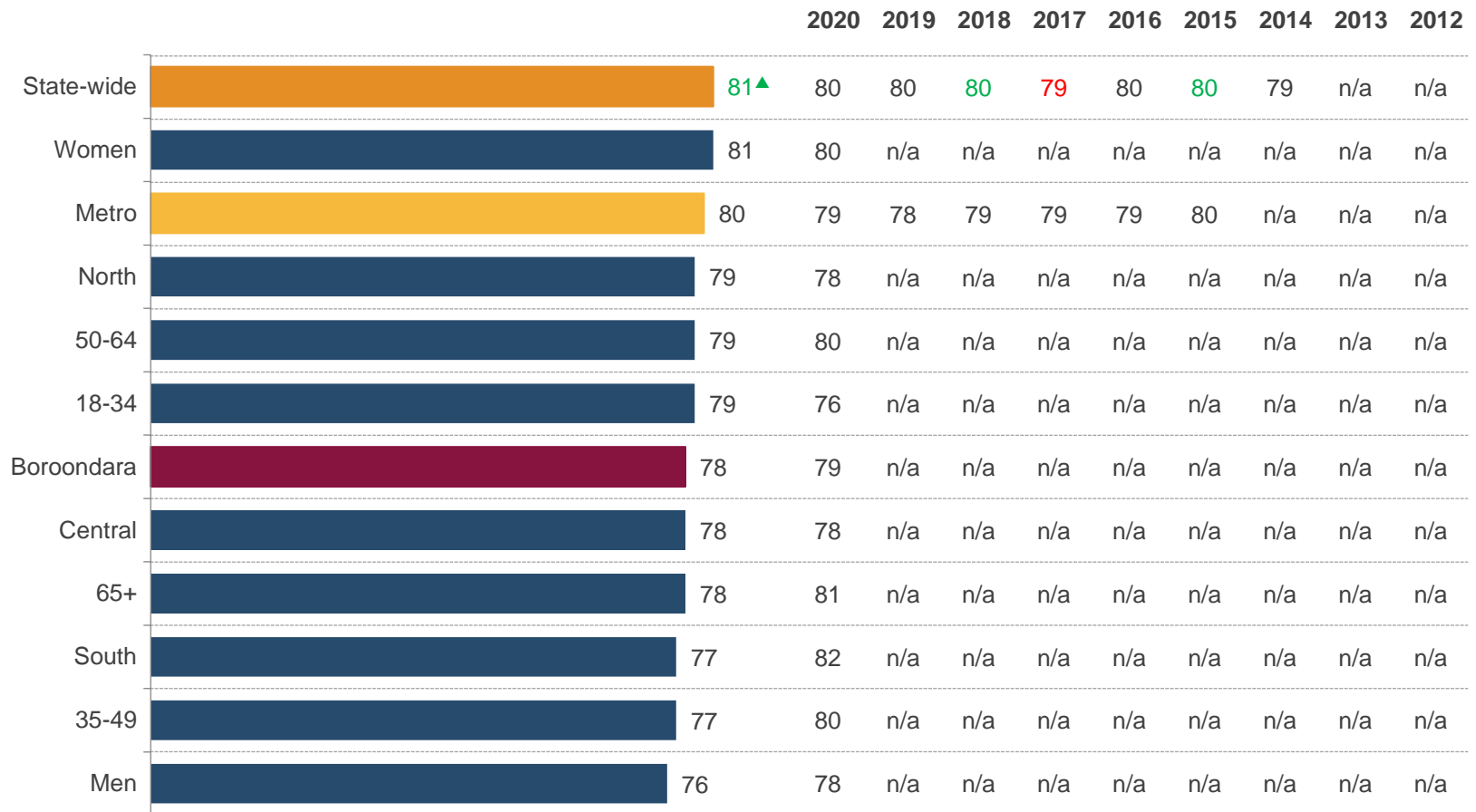
Base: All respondents. Councils asked state-wide: 51 Councils asked group: 12

*Caution: small sample size < n=30

Decisions made in the interest of the community importance



2021 community decisions made importance (index scores)



Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

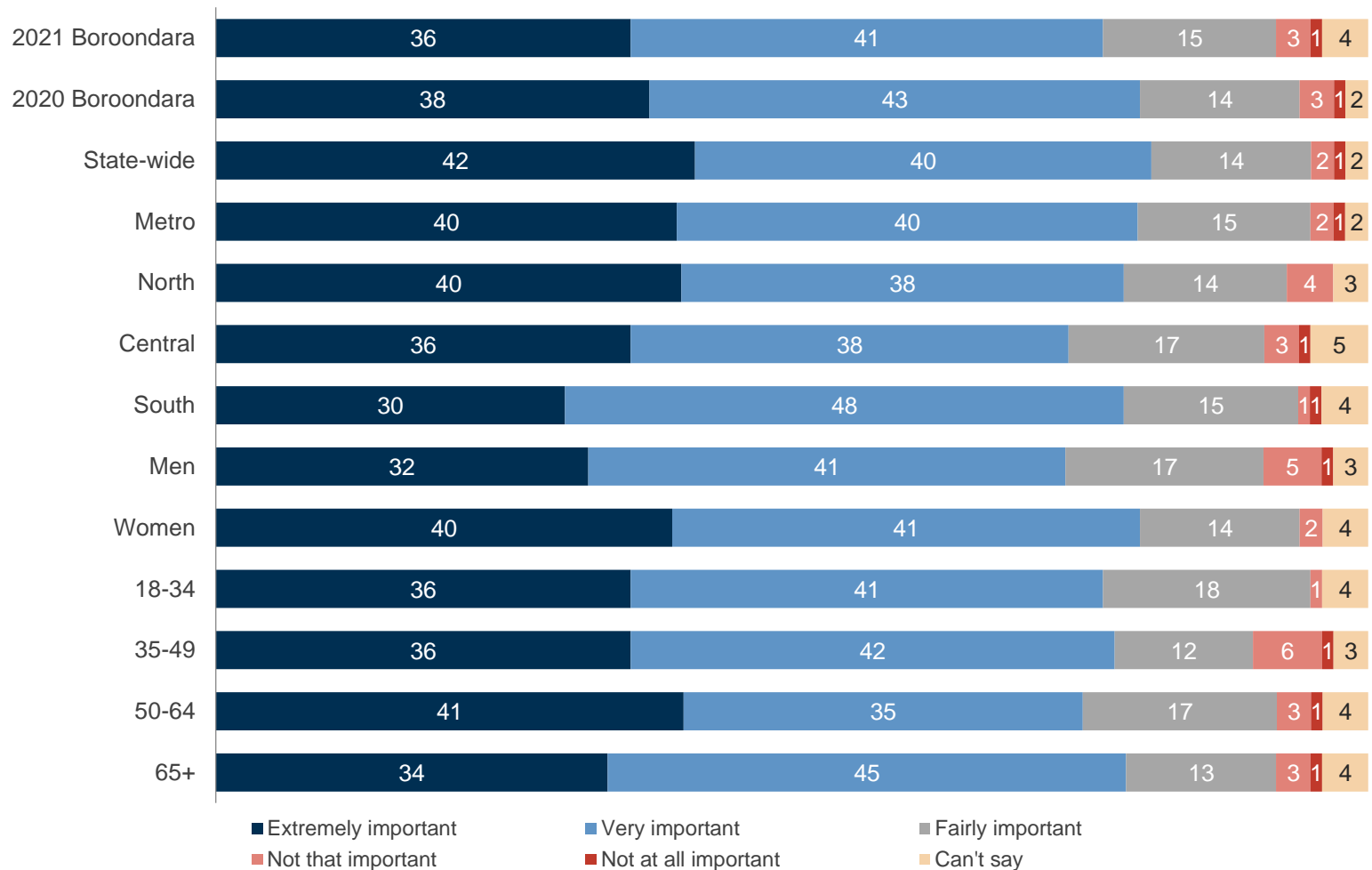
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 7

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

Decisions made in the interest of the community importance



2021 community decisions made importance (%)



Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	66	63	65	66	61	64	63	64	n/a	n/a
Central	63	61	62	60	62	60	58	n/a	n/a	n/a
South	63	58	58	63	61	64	64	n/a	n/a	n/a
Women	62	58	62	59	61	61	61	63	n/a	n/a
35-49	62	53	60	59	61	63	59	65	n/a	n/a
Boroondara	62	59	62	60	60	61	62	63	n/a	n/a
Men	61	60	61	62	59	61	63	63	n/a	n/a
Metro	61	59	60	58	58	59	59	n/a	n/a	n/a
North	60	58	64	59	58	59	63	n/a	n/a	n/a
65+	60	63	61	58	61	59	65	64	n/a	n/a
State-wide	56▼	53	55	54	54	54	55	57	n/a	n/a
50-64	54▼	55	58	57	56	55	59	59	n/a	n/a

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

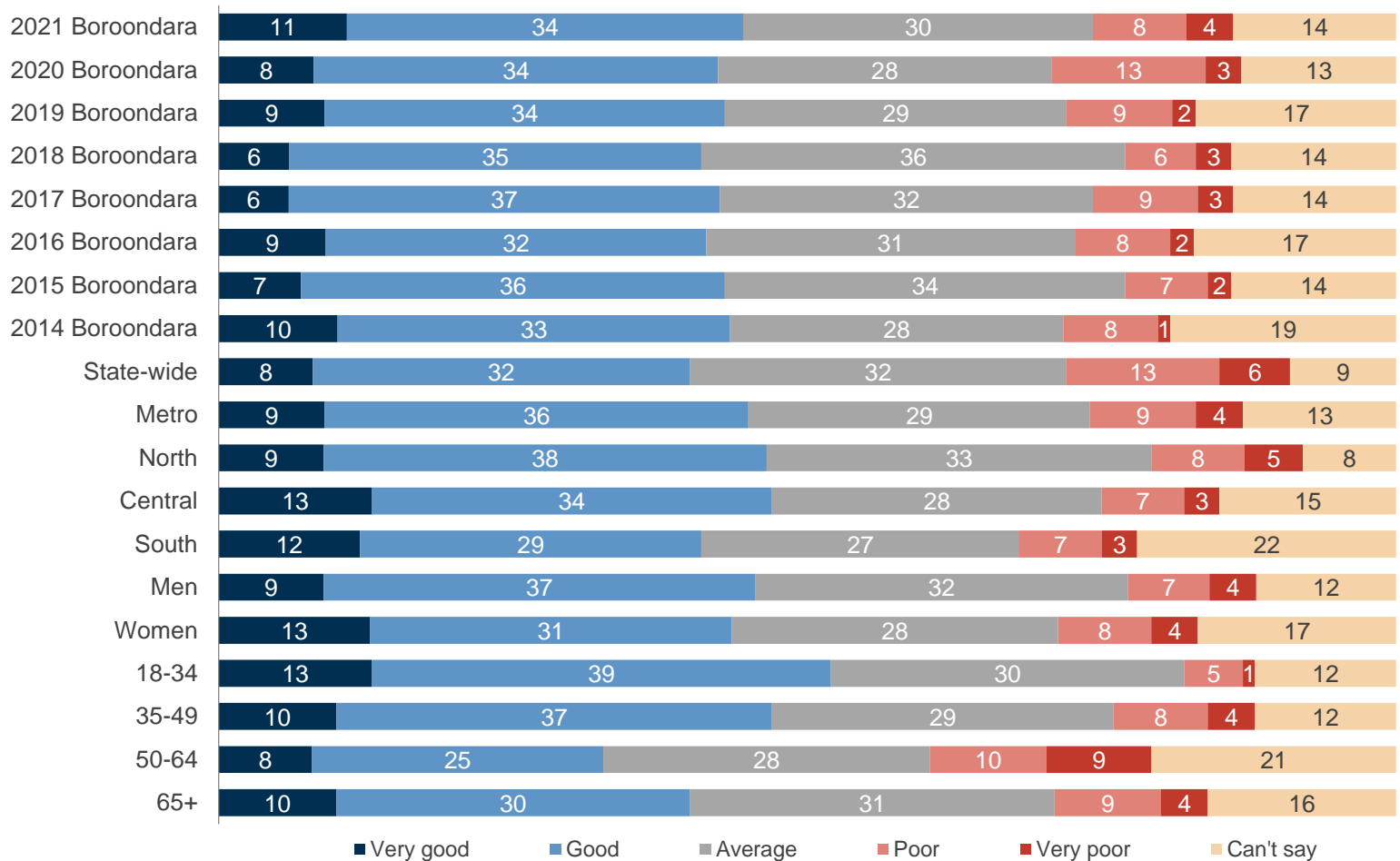
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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

Decisions made in the interest of the community performance



2021 community decisions made performance (%)



The condition of sealed local roads in your area importance



2021 sealed local roads importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	79▲	79	79	80	78	78	76	77	n/a	n/a
Metro	78	77	77	78	77	76	75	n/a	n/a	n/a
65+	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	77	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North	77	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South	77	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Boroondara	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	75	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	74	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

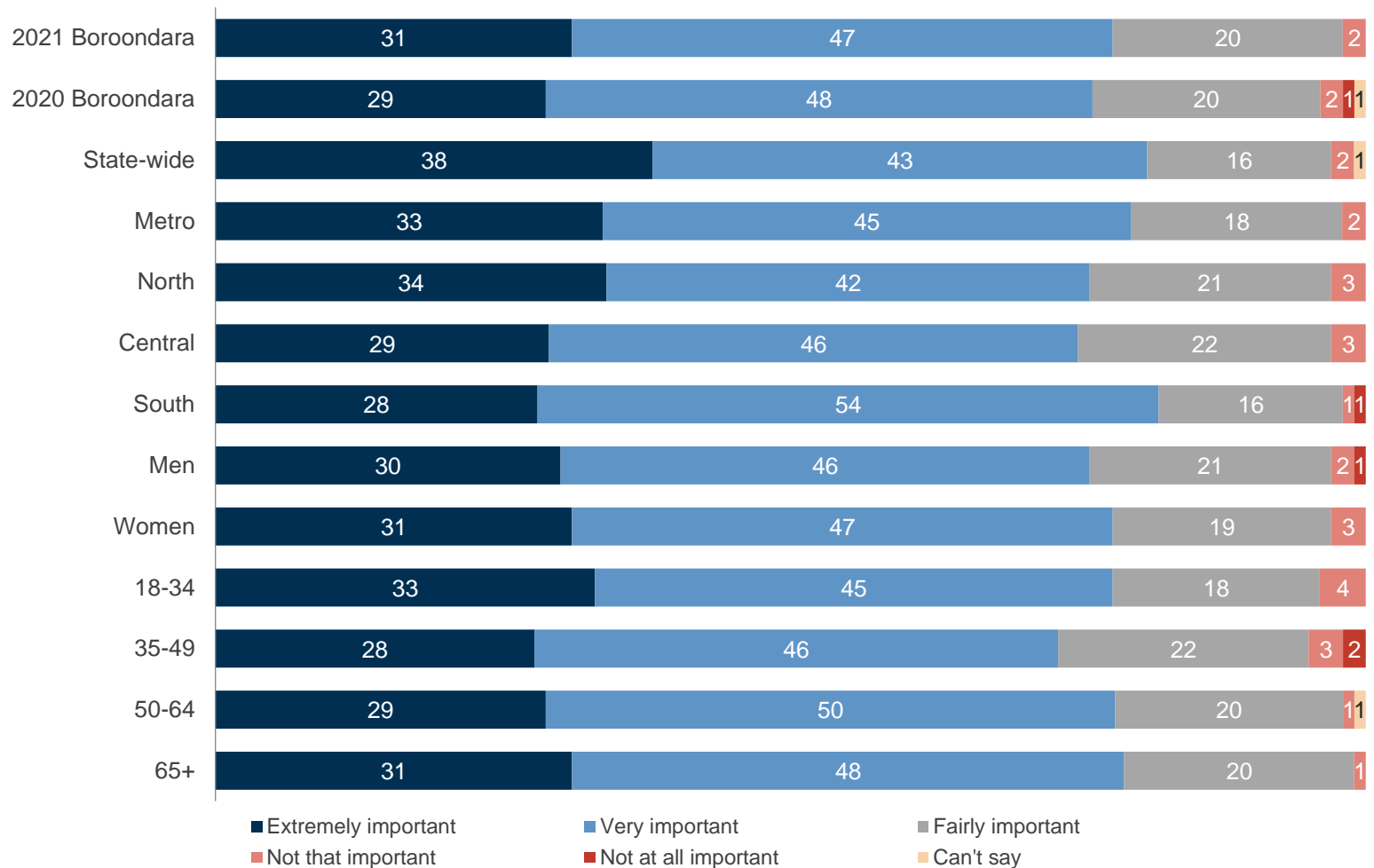
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 8

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

The condition of sealed local roads in your area importance



2021 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	78	75	71	76	68	75	78	77	n/a	n/a
Men	76	74	70	74	70	72	75	75	n/a	n/a
Central	75	69	70	73	65	70	73	n/a	n/a	n/a
South	75	71	74	73	73	76	74	n/a	n/a	n/a
Boroondara	74	72	71	73	71	73	74	75	n/a	n/a
35-49	73	69	72	74	74	72	69	77	n/a	n/a
North	72	76	69	72	72	72	76	n/a	n/a	n/a
Women	71	71	72	71	71	74	73	76	n/a	n/a
65+	71	73	72	70	70	71	74	74	n/a	n/a
50-64	70	70	68	68	71	73	75	72	n/a	n/a
Metro	68▼	67	69	68	66	67	69	n/a	n/a	n/a
State-wide	57▼	54	56	53	53	54	55	55	n/a	n/a

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

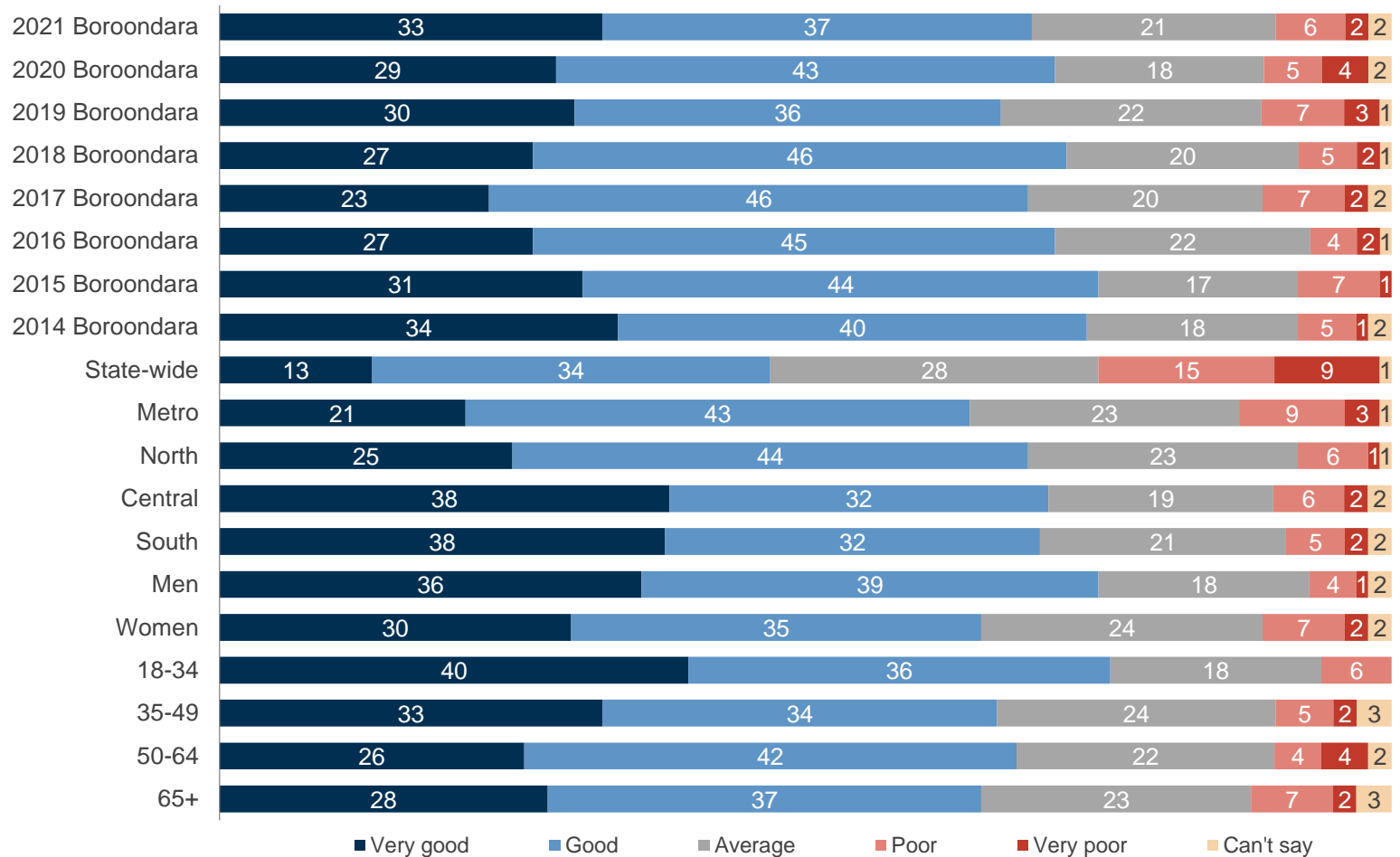
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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

The condition of sealed local roads in your area performance



2021 sealed local roads performance (%)





Informing the community importance



2021 informing community importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	77▲	75	75	75	74	76	75	75	75	75
Women	75	73	76	75	75	75	73	72	74	n/a
Personal user	75	70	74	72	74	72	73	71	74	n/a
50-64	75	70	73	73	76	76	74	75	73	n/a
Metro	75▲	72	73	73	73	74	73	n/a	n/a	n/a
65+	74	73	74	75	76	74	76	72	73	n/a
Household user	74	71	74	71	74	72	73	71	74	n/a
North	73	69	71	73	74	72	72	n/a	n/a	n/a
18-34	72	66	70	71	69	68	67	66	70	n/a
Boroondara	72	70	72	71	72	72	71	69	71	n/a
South	71	72	73	73	72	71	73	n/a	n/a	n/a
Central	71	68	72	69	70	72	67	n/a	n/a	n/a
Men	68▼	66	67	68	69	68	69	65	69	n/a
35-49	67	71	71	67	71	72	69	64	71	n/a

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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

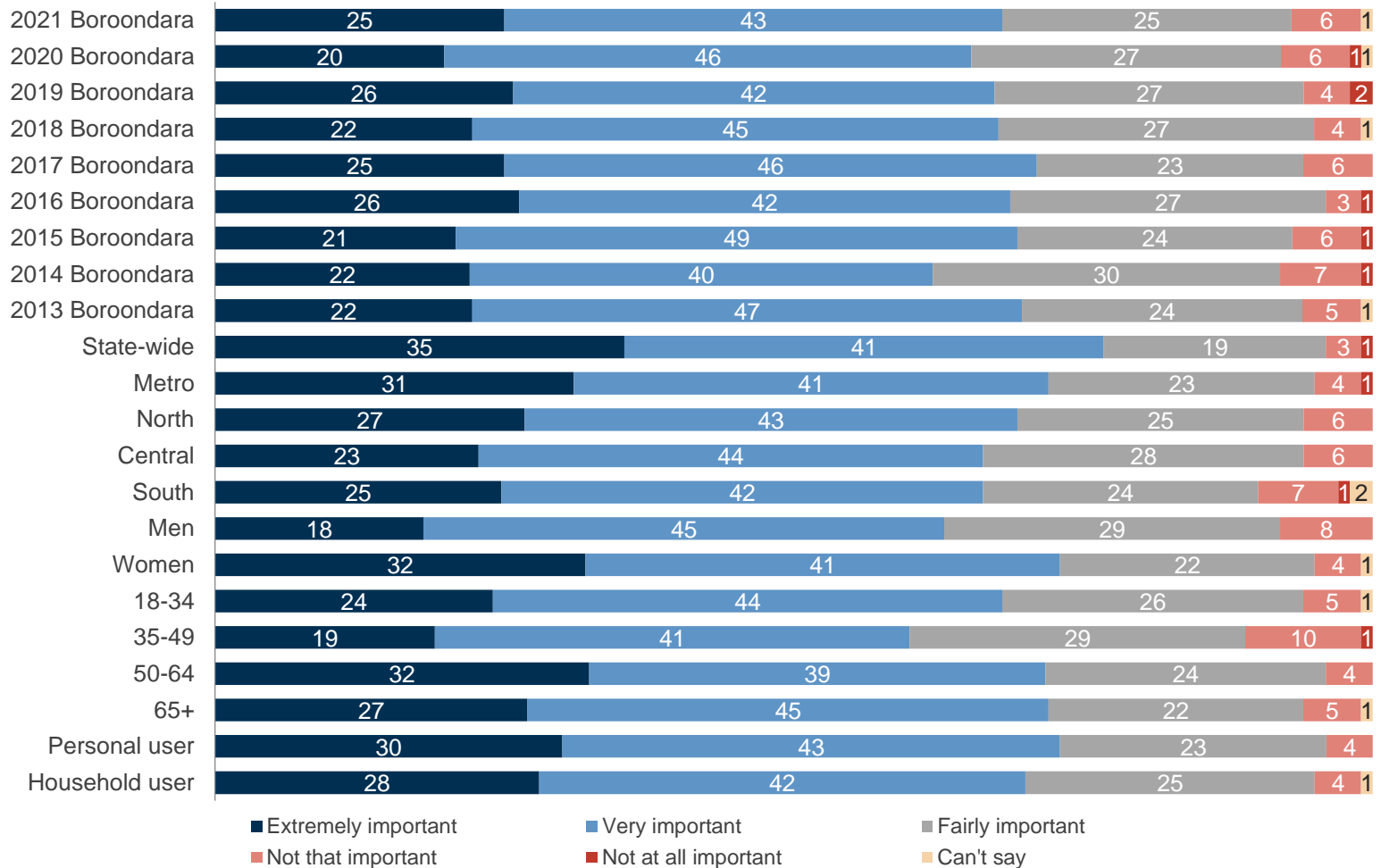
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2021 informing community importance (%)





Informing the community performance



2021 informing community performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Personal user	70▲	64	67	67	68	71	69	73	69	n/a
Household user	70▲	65	68	67	69	70	69	73	69	n/a
65+	67	65	65	64	66	69	73	70	70	n/a
North	65	62	67	66	63	68	68	n/a	n/a	n/a
South	65	61	61	62	64	67	65	n/a	n/a	n/a
Women	64	63	66	66	66	69	66	71	66	n/a
Boroondara	64	61	63	65	65	68	65	68	66	n/a
Men	64	60	61	63	64	66	64	66	65	n/a
18-34	63	60	65	66	65	70	61	68	65	n/a
50-64	63	61	61	63	64	65	65	65	67	n/a
Metro	62	62	62	61	61	63	64	n/a	n/a	n/a
Central	62	61	62	69	68	68	63	n/a	n/a	n/a
35-49	62	59	60	65	65	66	64	71	62	n/a
State-wide	60▼	59	60	59	59	59	61	62	61	60

Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10

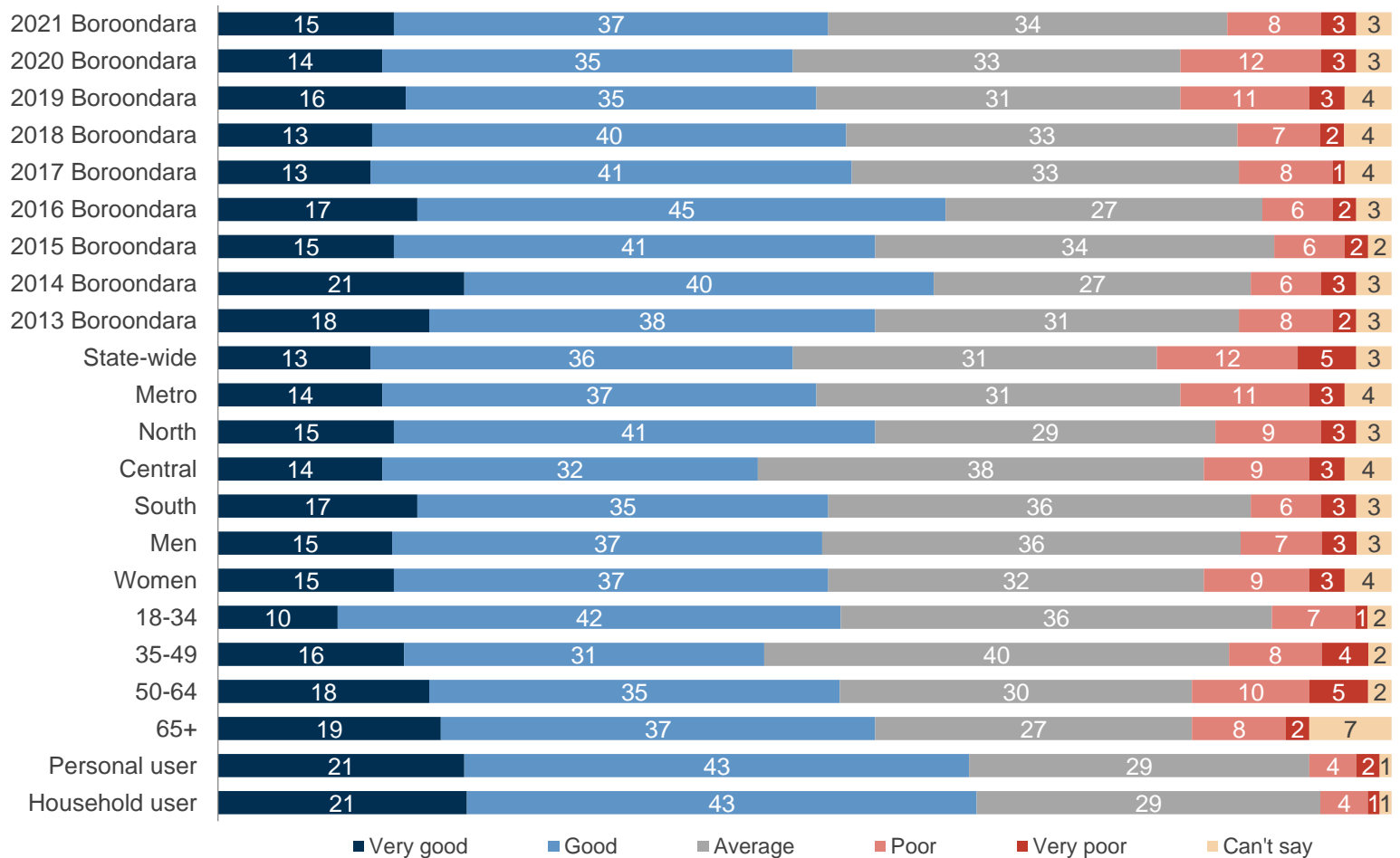
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2021 informing community performance (%)



The condition of local streets and footpaths in your area importance



2021 streets and footpaths importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	81	80	n/a	n/a	n/a	n/a	n/a	n/a	80	n/a
Women	81	81	n/a	n/a	n/a	n/a	n/a	n/a	82	n/a
North	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South	80	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	80	78	78	79	78	78	77	n/a	n/a	n/a
50-64	79	81	n/a	n/a	n/a	n/a	n/a	n/a	84	n/a
State-wide	79	78	77	78	77	77	77	77	78	77
Boroondara	79	79	n/a	n/a	n/a	n/a	n/a	n/a	79	n/a
35-49	79	80	n/a	n/a	n/a	n/a	n/a	n/a	78	n/a
18-34	77	76	n/a	n/a	n/a	n/a	n/a	n/a	75	n/a
Men	77	77	n/a	n/a	n/a	n/a	n/a	n/a	75	n/a
Central	75	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?

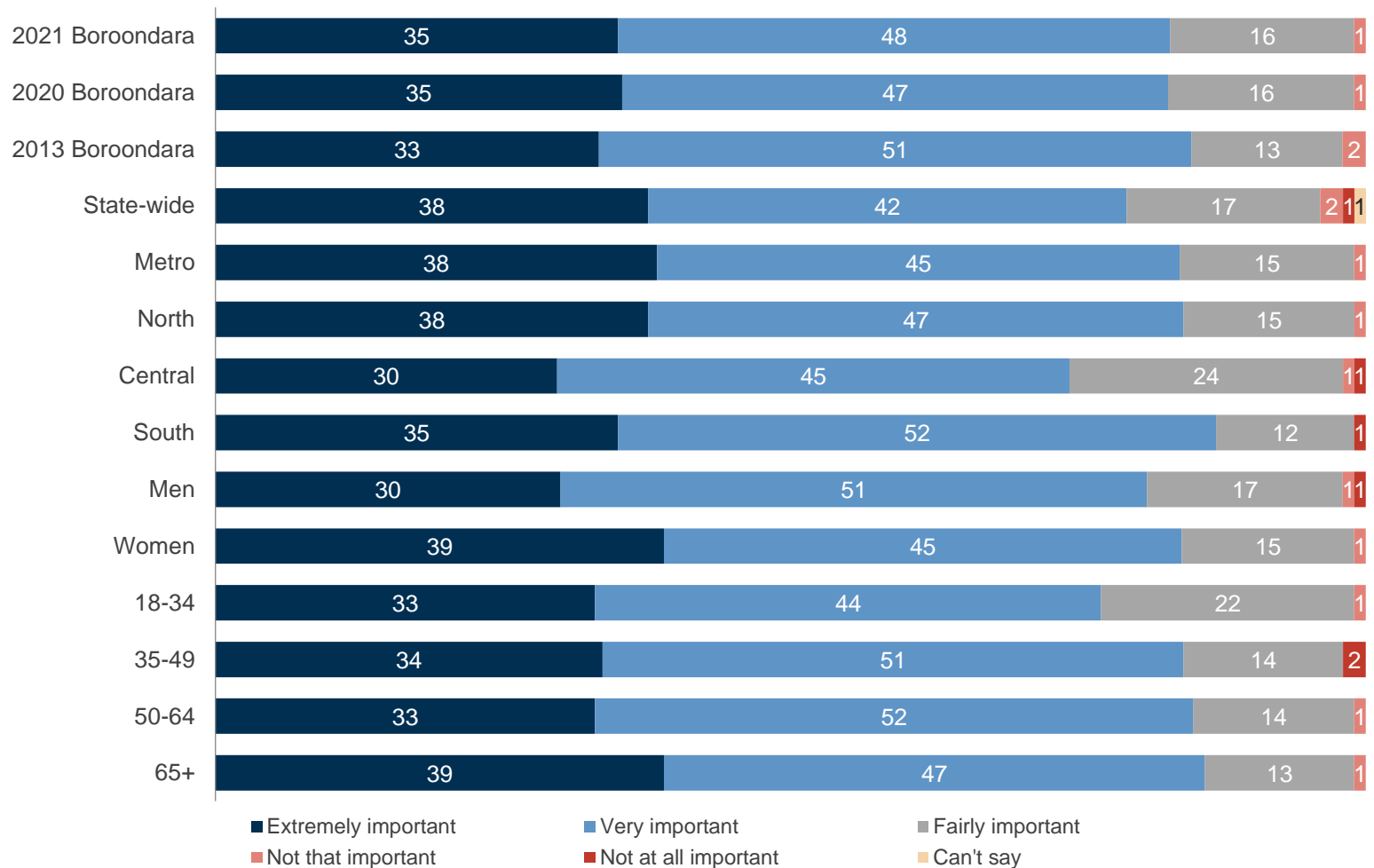
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

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

The condition of local streets and footpaths in your area importance



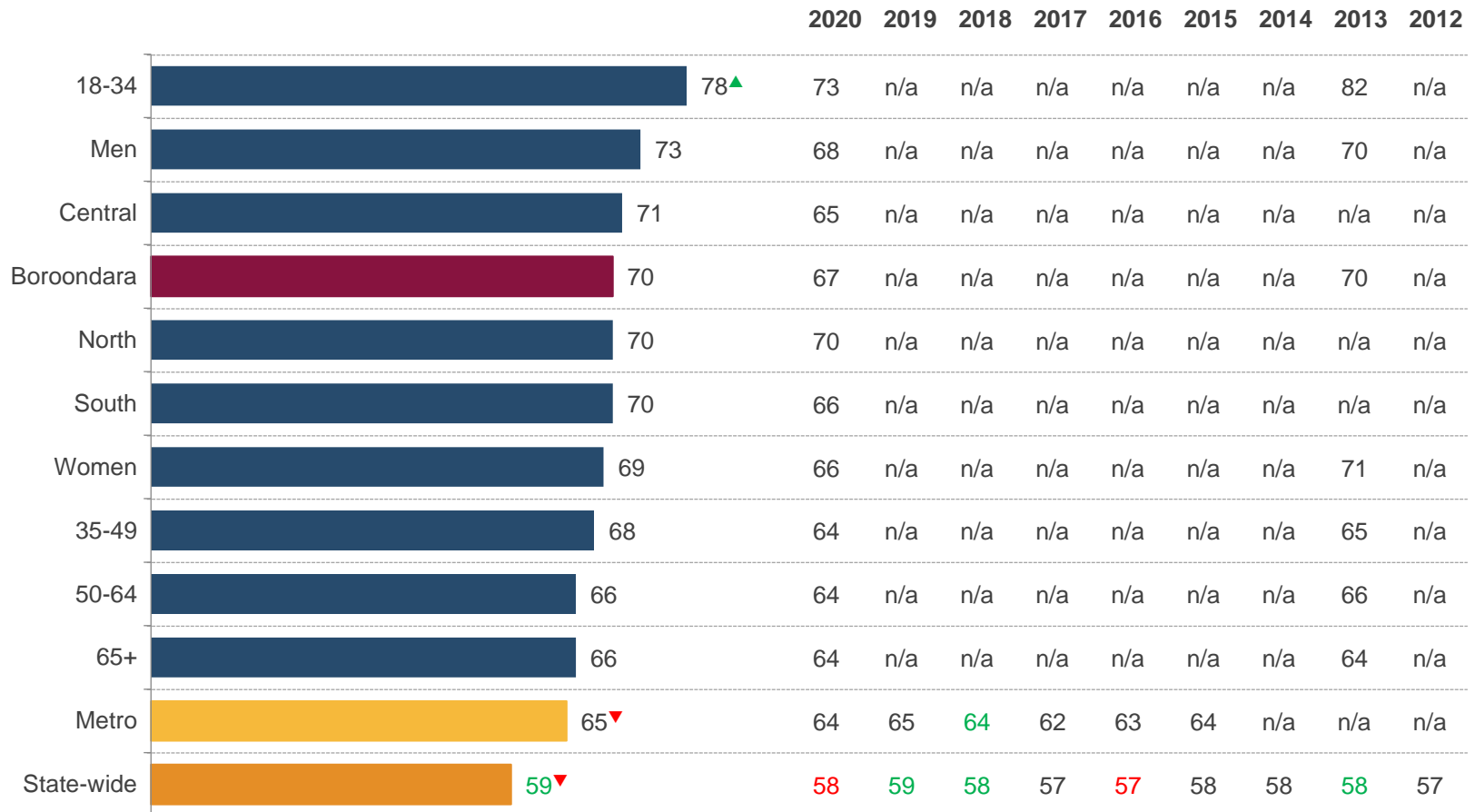
2021 streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (index scores)



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

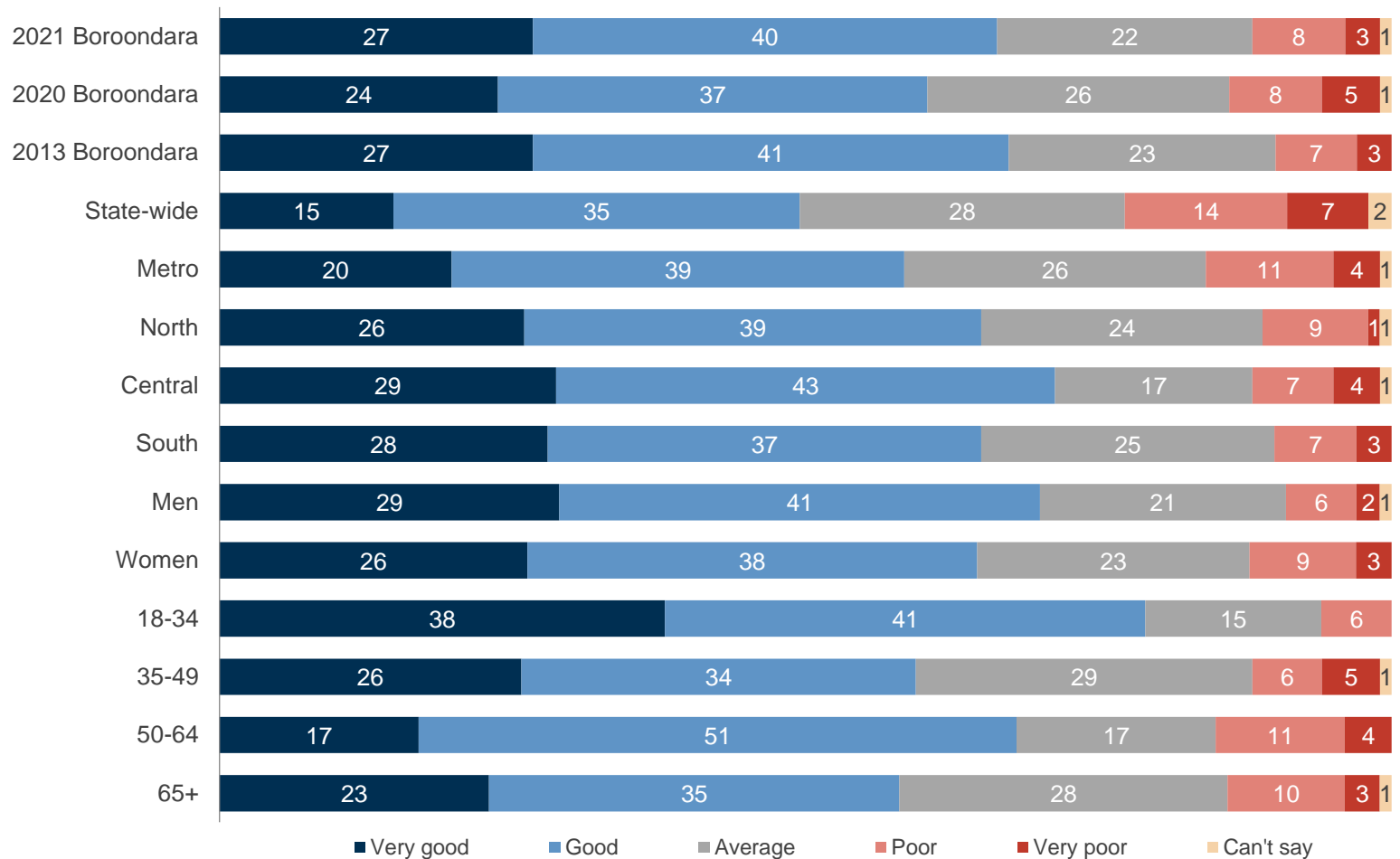
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

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

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (%)





Recreational facilities importance



2021 recreational facilities importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	78	78	80	76	75	74	76	72	74	n/a
Personal user	77	77	76	76	77	75	73	74	74	n/a
Household user	77	76	76	76	77	75	73	74	74	n/a
North	76	75	75	77	75	74	71	n/a	n/a	n/a
Women	75	75	75	76	77	75	72	74	75	n/a
18-34	75	71	69	75	74	72	67	69	72	n/a
Central	75	73	70	72	73	73	72	n/a	n/a	n/a
Boroondara	75	74	74	75	75	74	72	72	74	n/a
50-64	74	78	75	75	76	77	74	78	76	n/a
Men	74	73	72	74	72	72	71	70	72	n/a
Metro	74	72	72	73	73	73	72	n/a	n/a	n/a
State-wide	74	72	72	73	72	73	72	72	72	72
South	73	75	78	75	76	74	72	n/a	n/a	n/a
65+	72	73	74	74	76	74	73	72	72	n/a

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

Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10

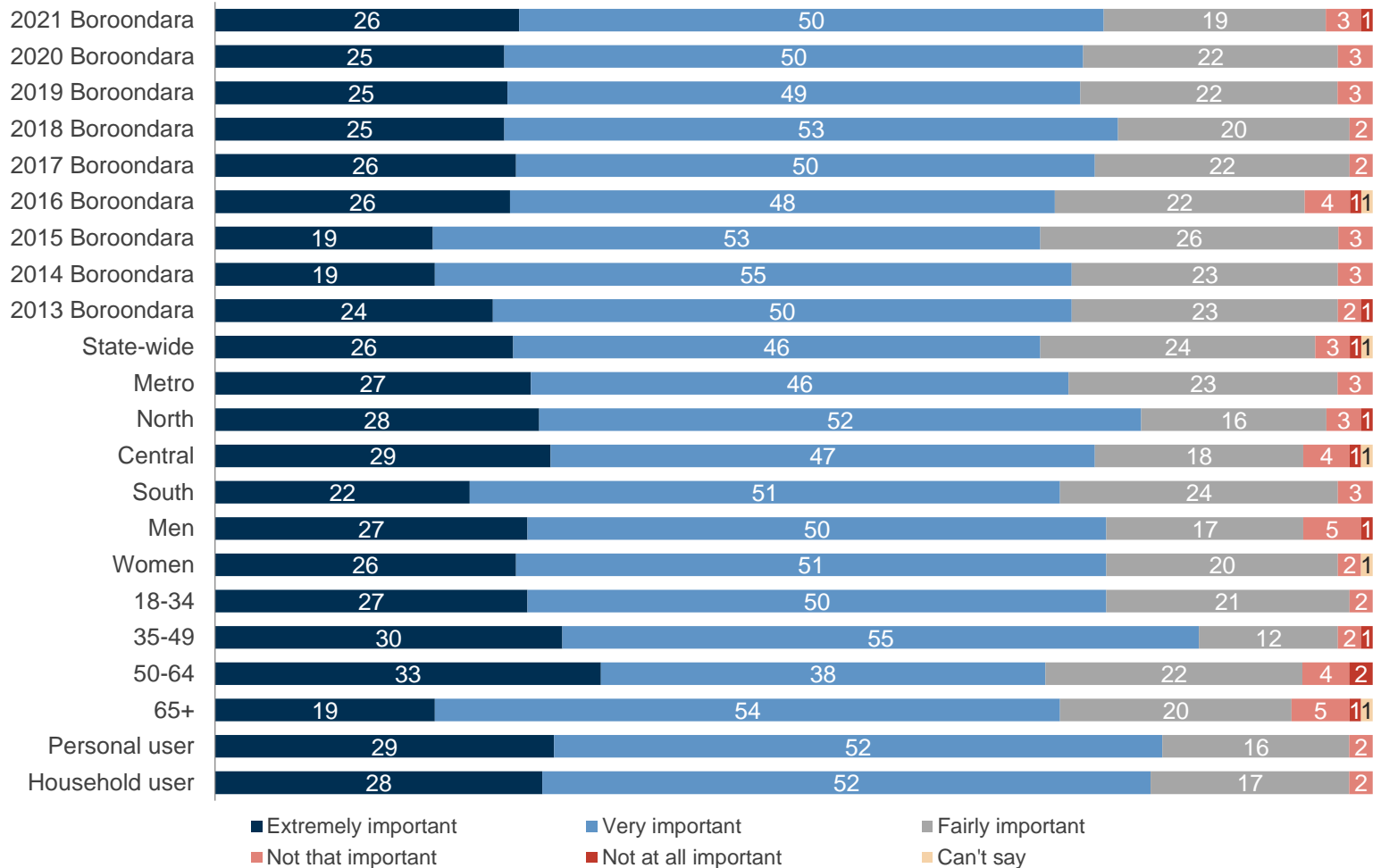
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2021 recreational facilities importance (%)





Recreational facilities performance



2021 recreational facilities performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
South	82	78	81	79	80	81	80	n/a	n/a	n/a
Personal user	81	81	81	80	82	79	81	82	80	n/a
18-34	80	77	80	77	77	80	77	78	78	n/a
Household user	80	81	81	80	81	79	80	82	79	n/a
65+	79	81	81	78	80	79	82	80	78	n/a
Men	79	79	77	75	79	78	81	79	78	n/a
Boroondara	79	79	79	78	80	78	79	80	79	n/a
Women	78	78	81	80	81	78	78	81	79	n/a
50-64	78	80	82	79	81	76	82	80	80	n/a
North	77	78	80	79	81	77	81	n/a	n/a	n/a
Central	77	80	77	76	77	77	77	n/a	n/a	n/a
35-49	76	78	76	77	82	77	78	82	79	n/a
Metro	75▼	74	75	74	73	73	74	n/a	n/a	n/a
State-wide	71▼	70	70	69	70	69	70	71	70	70

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

Base: All respondents. Councils asked state-wide: 42 Councils asked group: 11

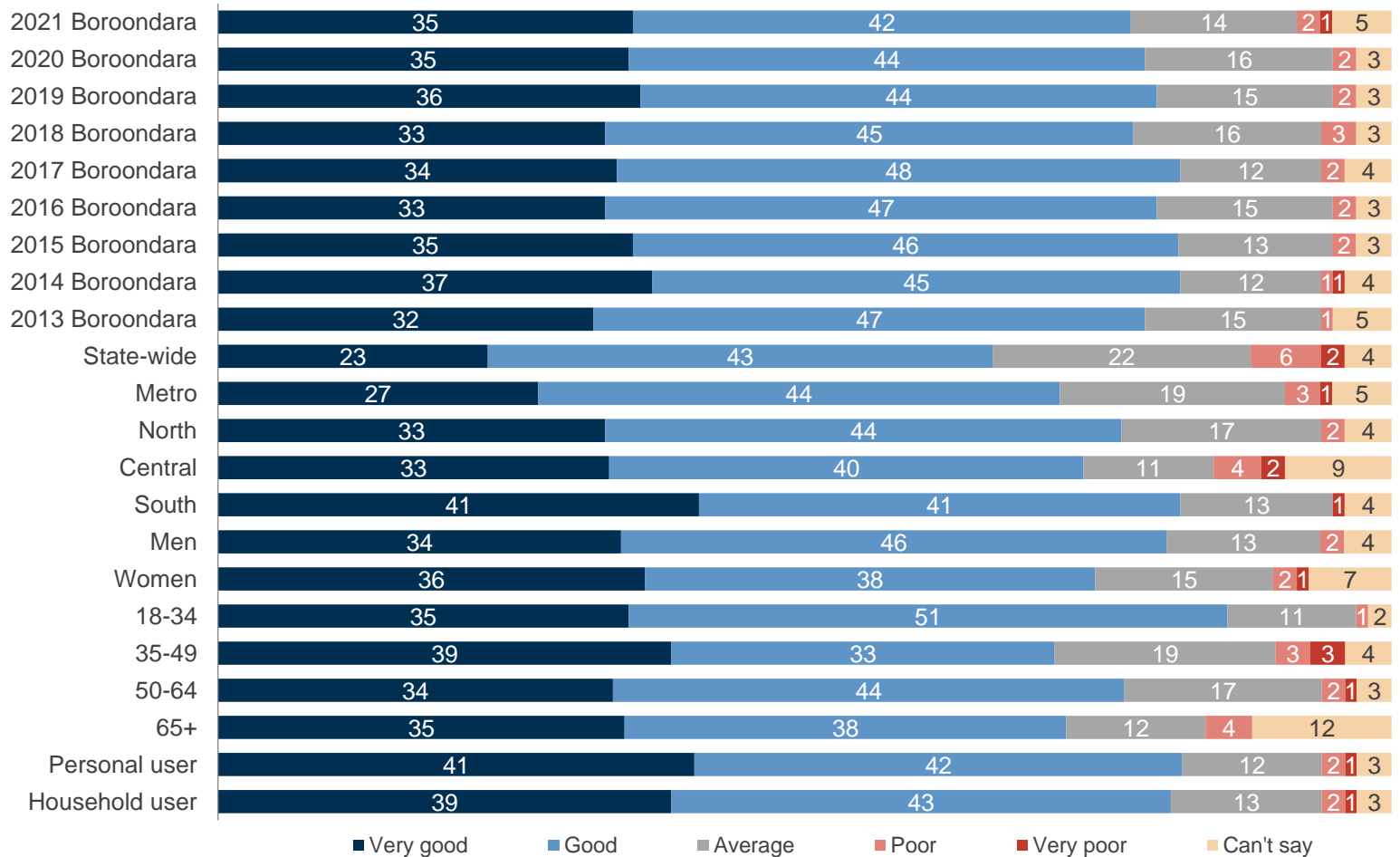
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2021 recreational facilities performance (%)





The appearance of public areas importance



2021 public areas importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8

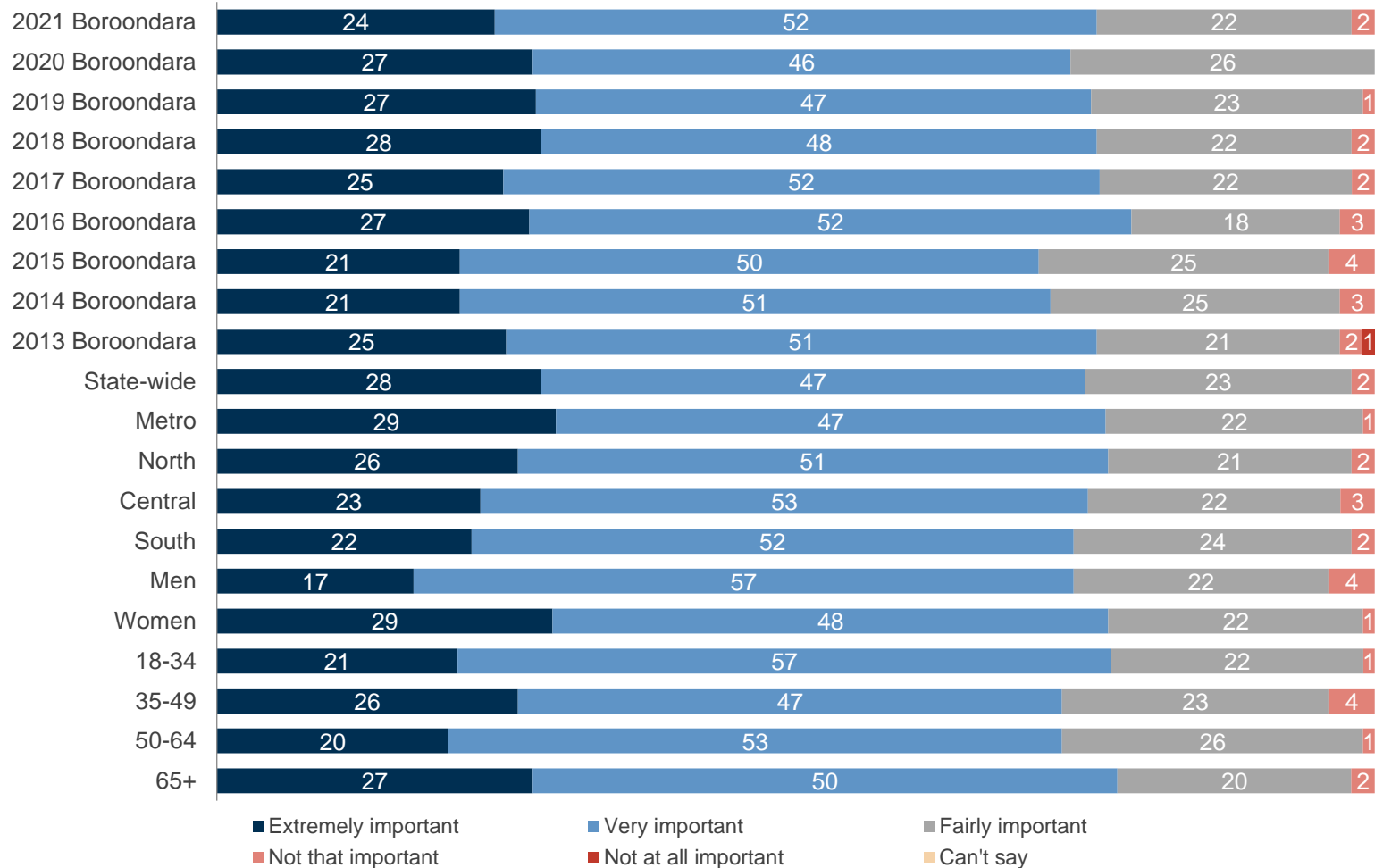
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2021 public areas importance (%)





The appearance of public areas performance



2021 public areas performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	82	84	82	77	77	84	85	83	84	n/a
South	81	78	80	79	79	81	79	n/a	n/a	n/a
Women	81	82	81	80	80	80	80	82	79	n/a
Boroondara	79	80	80	78	78	80	79	81	79	n/a
Central	78	79	77	77	80	78	78	n/a	n/a	n/a
65+	78	79	79	76	78	79	79	78	76	n/a
North	78	83	82	80	76	80	80	n/a	n/a	n/a
35-49	77	79	79	84	82	79	75	83	78	n/a
Men	77	79	78	77	76	79	79	80	79	n/a
50-64	76	78	78	76	75	75	78	79	76	n/a
Metro	74▼	73	74	73	72	72	73	n/a	n/a	n/a
State-wide	73▼	72	72	71	71	71	72	72	71	71

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

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8

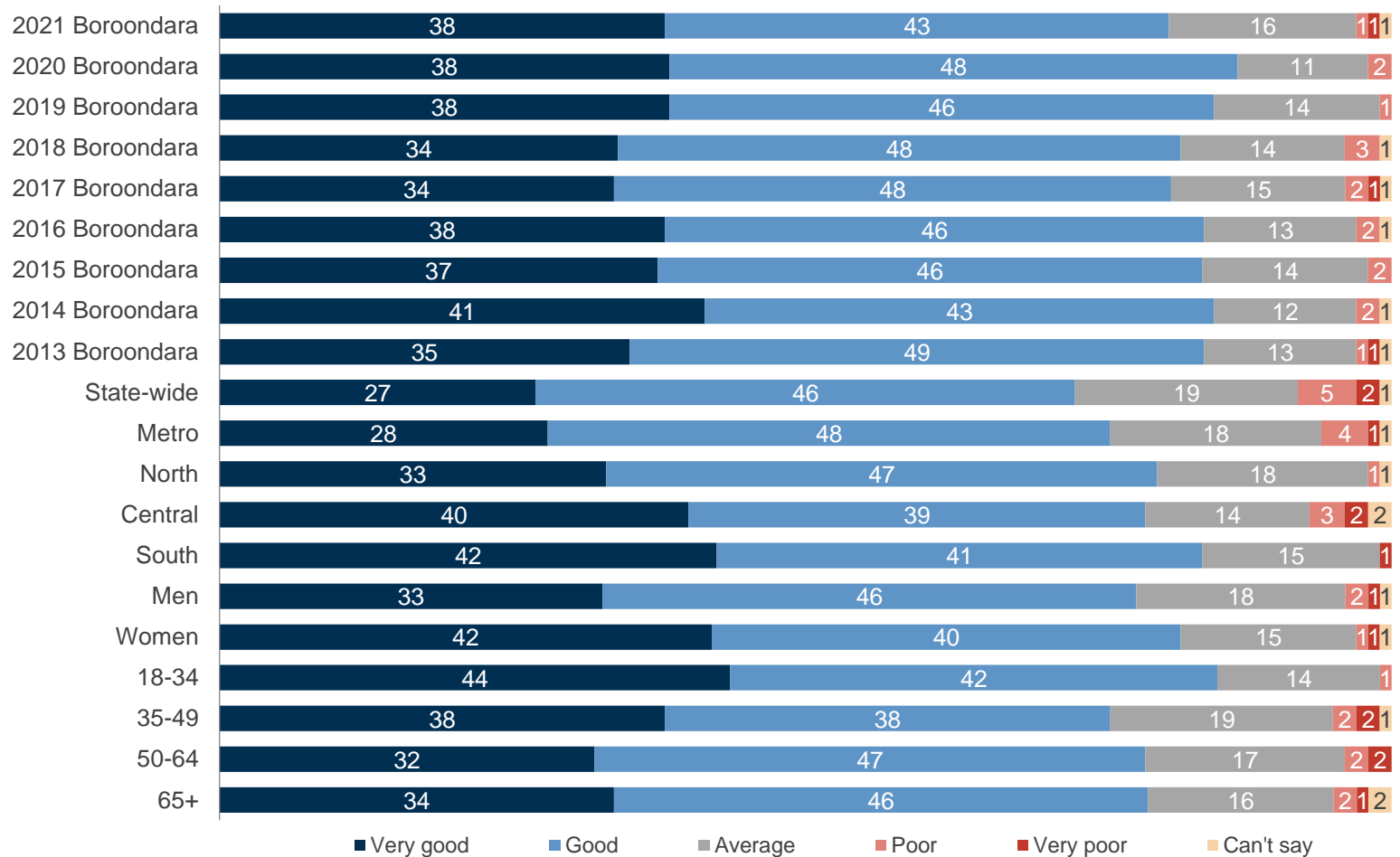
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2021 public areas performance (%)





Waste management importance



2021 waste management importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	89	85	89	84	85	86	81	88	87	n/a
Women	87	87	88	86	85	84	81	85	84	n/a
Household user	87	88	85	84	84	85	80	83	83	n/a
Personal user	87	88	85	84	84	85	80	83	83	n/a
North	86	87	86	86	82	83	77	n/a	n/a	n/a
Central	86	89	83	83	83	88	80	n/a	n/a	n/a
18-34	86	85	81	80	83	86	74	79	79	n/a
Boroondara	86	87	85	83	83	85	80	83	83	n/a
South	85	84	87	82	84	84	81	n/a	n/a	n/a
35-49	85	90	87	85	82	85	83	81	83	n/a
Men	85	87	82	80	80	86	78	80	82	n/a
Metro	85	84	83	83	81	82	81	n/a	n/a	n/a
65+	84	88	87	84	83	83	83	85	84	n/a
State-wide	82▼	82	81	81	79	80	79	79	79	78

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

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

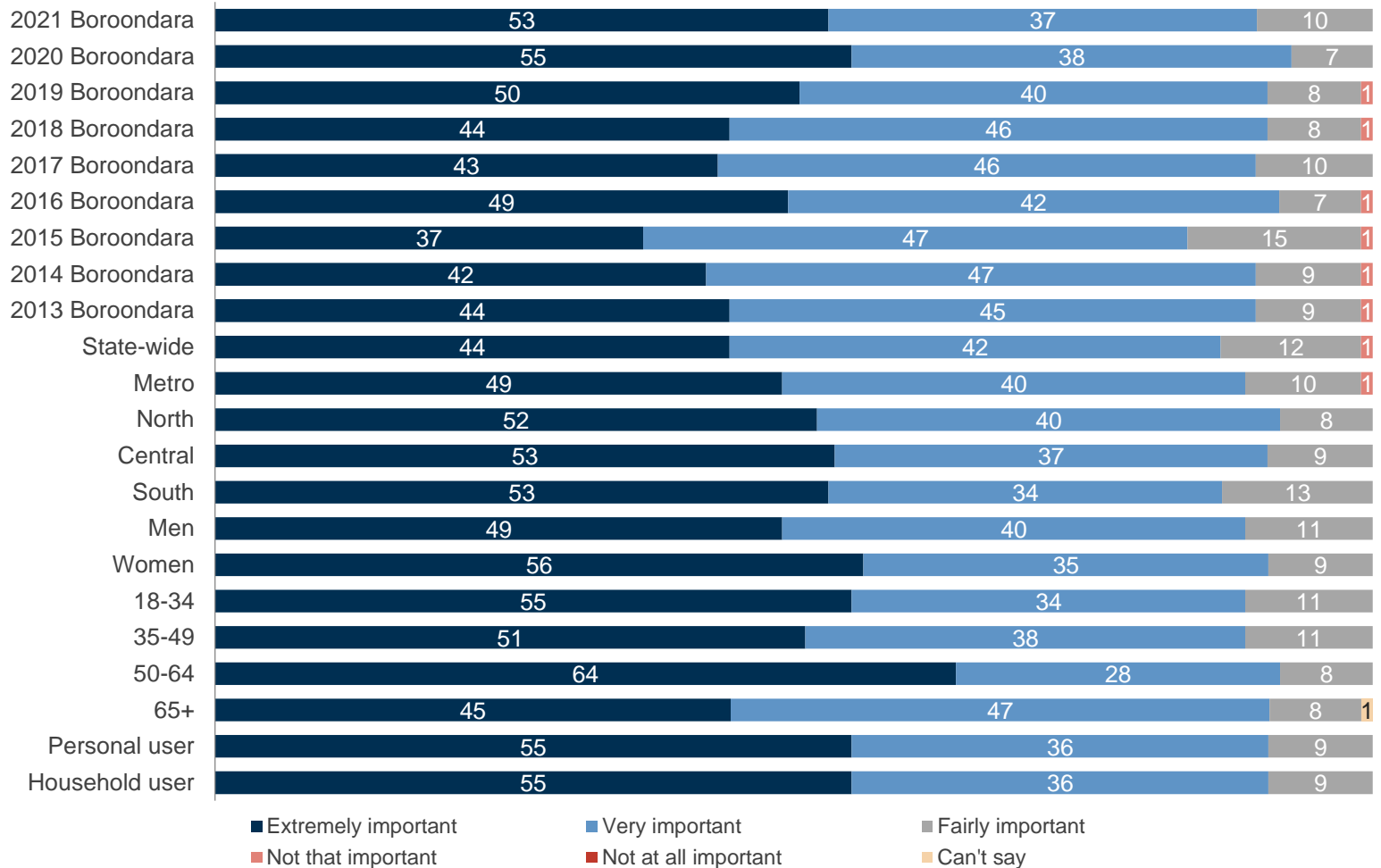
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2021 waste management importance (%)





Waste management performance



2021 waste management performance (index scores)

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

Q2. How has Council performed on 'Waste management' over the last 12 months?

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

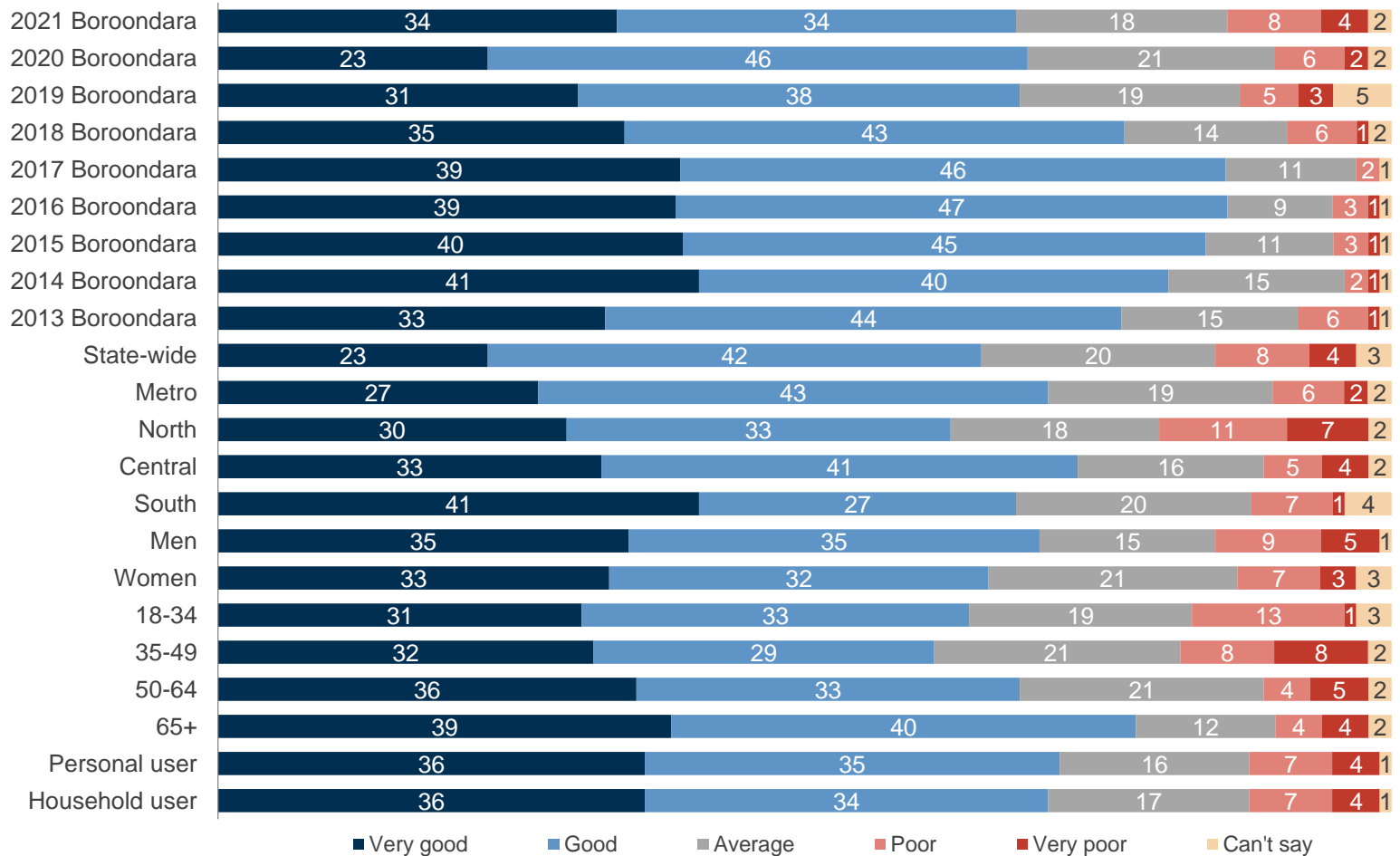
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)

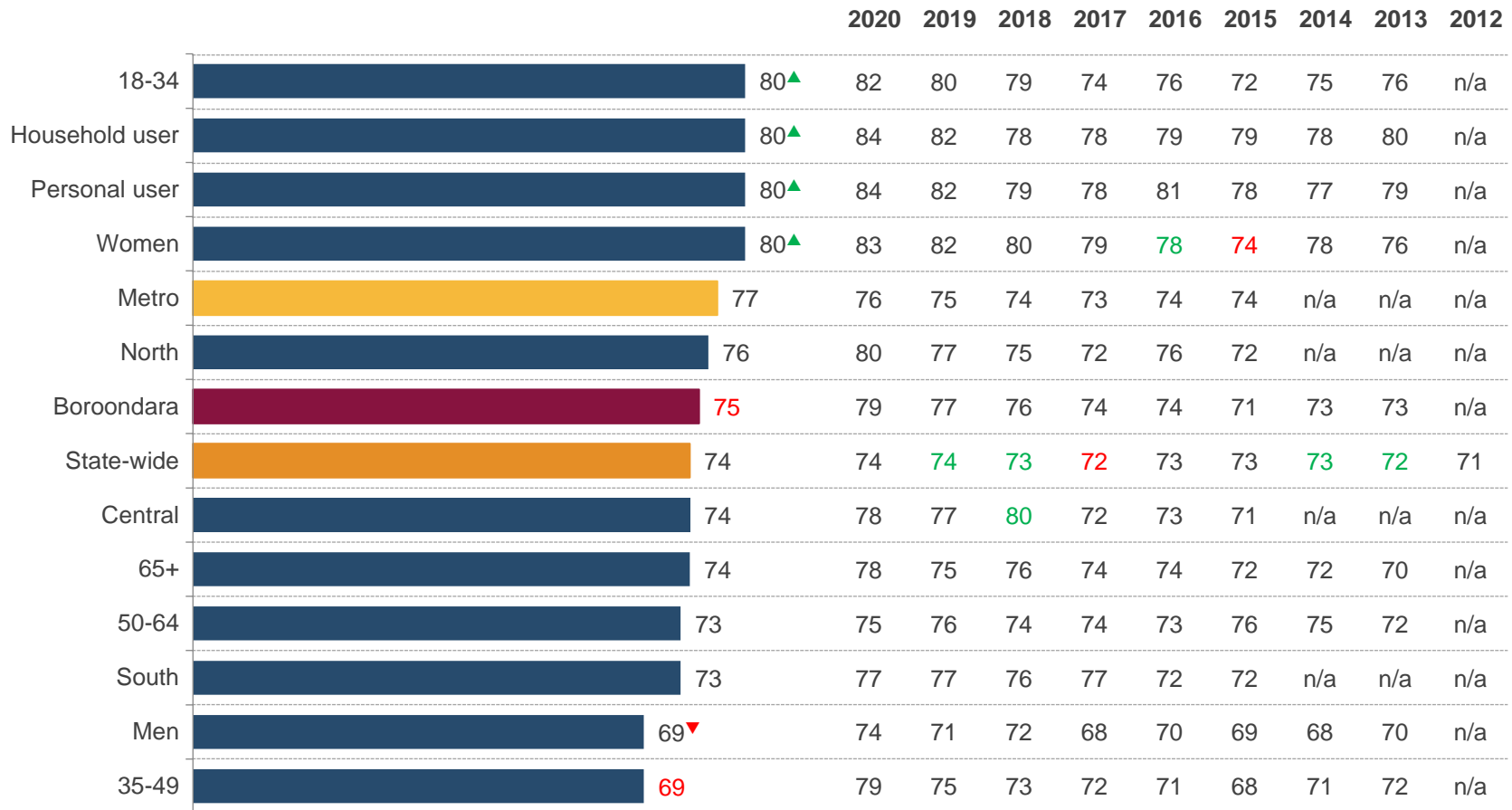




Environmental sustainability importance



2021 environmental sustainability importance (index scores)



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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 10

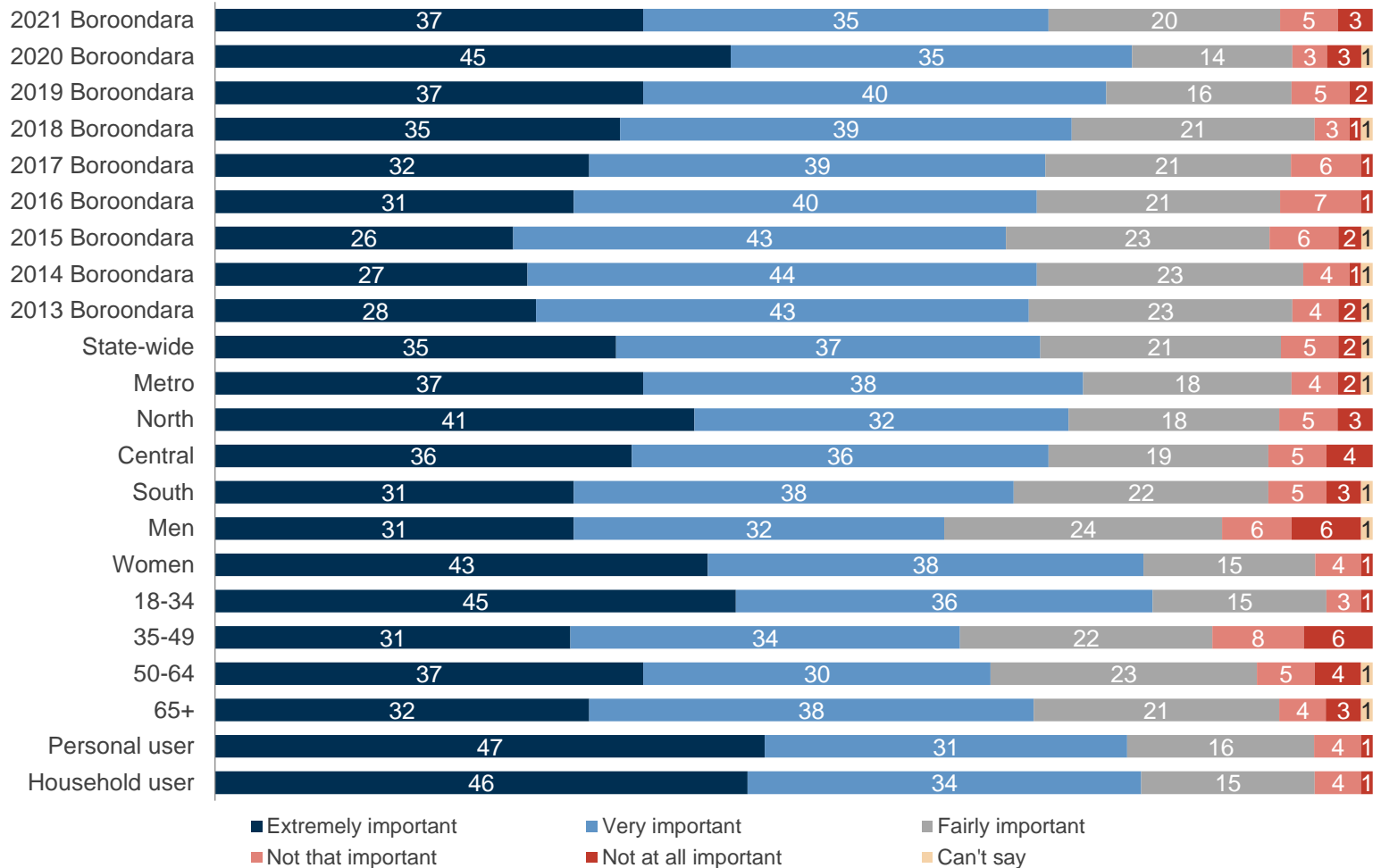
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2021 environmental sustainability importance (%)





Environmental sustainability performance



2021 environmental sustainability performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
South	70	63	63	66	67	66	67	n/a	n/a	n/a
Household user	70	65	69	69	73	67	72	72	68	n/a
Personal user	69	65	69	69	72	67	72	73	69	n/a
65+	69	65	66	65	67	66	71	70	68	n/a
35-49	68	59	62	66	65	65	64	65	66	n/a
Women	68	62	63	63	67	65	68	68	70	n/a
Boroondara	67	61	64	65	66	66	67	68	67	n/a
Central	67	62	62	62	67	68	67	n/a	n/a	n/a
Men	66	61	64	67	65	67	66	68	63	n/a
50-64	66	59	59	63	66	63	67	67	66	n/a
18-34	65	61	65	65	68	67	66	70	67	n/a
North	65	59	66	66	66	63	67	n/a	n/a	n/a
Metro	64▼	62	64	64	64	64	65	n/a	n/a	n/a
State-wide	62▼	60	62	63	64	63	64	64	64	64

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

Base: All respondents. Councils asked state-wide: 34 Councils asked group: 11

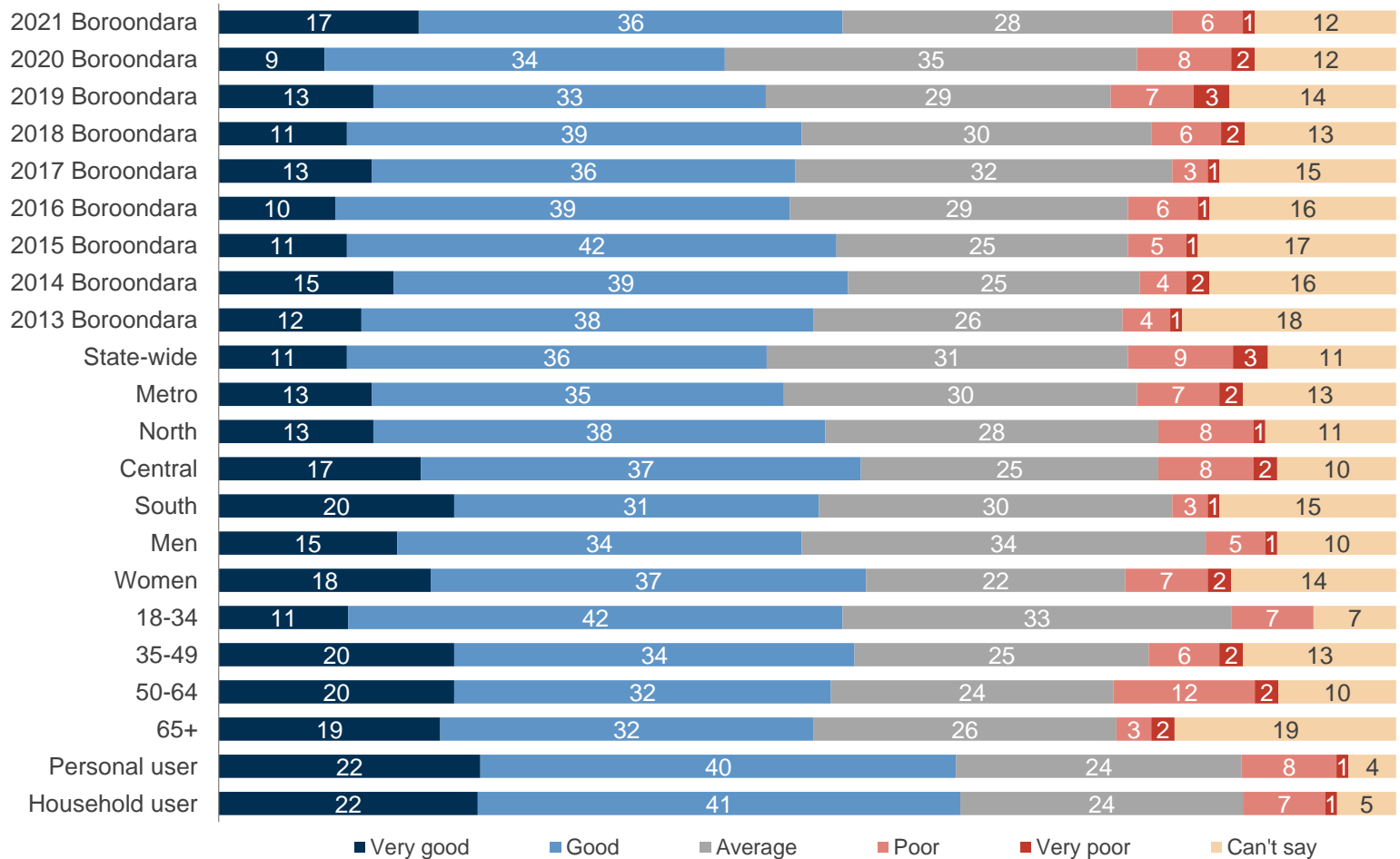
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2021 environmental sustainability performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering, with some individuals wearing red and white clothing.

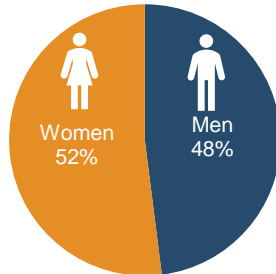
Detailed demographics



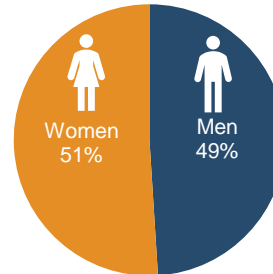
Gender and age profile

2021 gender

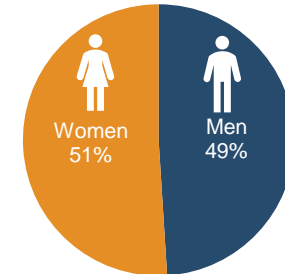
Boroondara



Metro

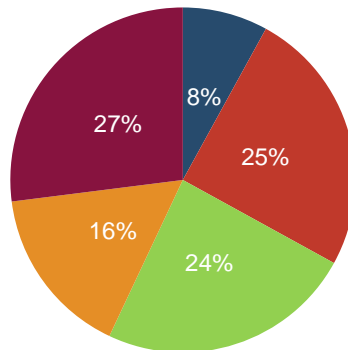


State-wide

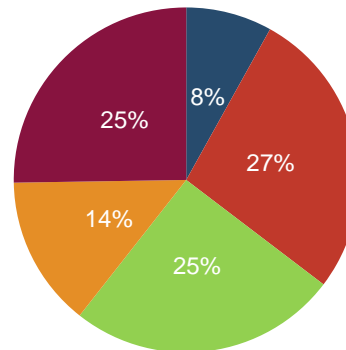


2021 age

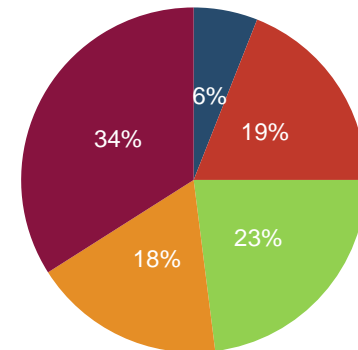
Boroondara



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?

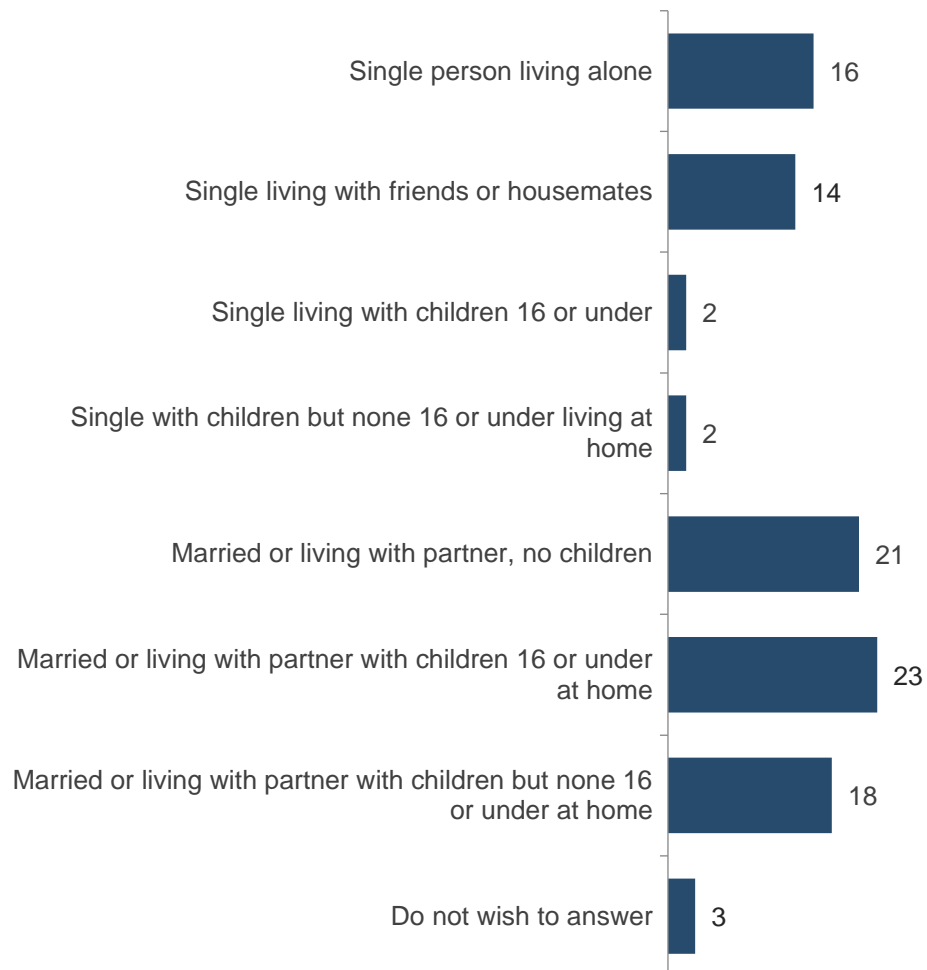
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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

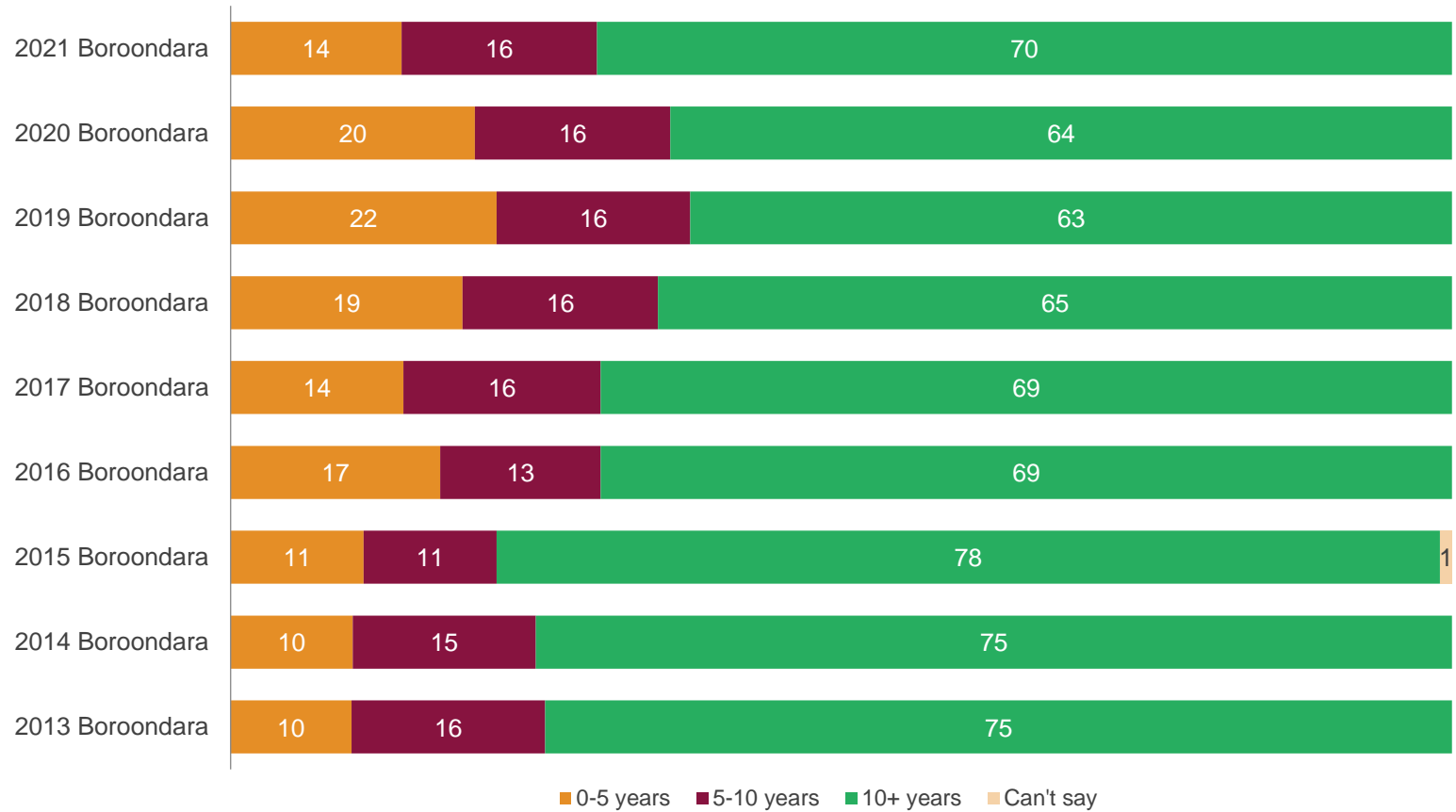
2021 household structure (%)





Years lived in area

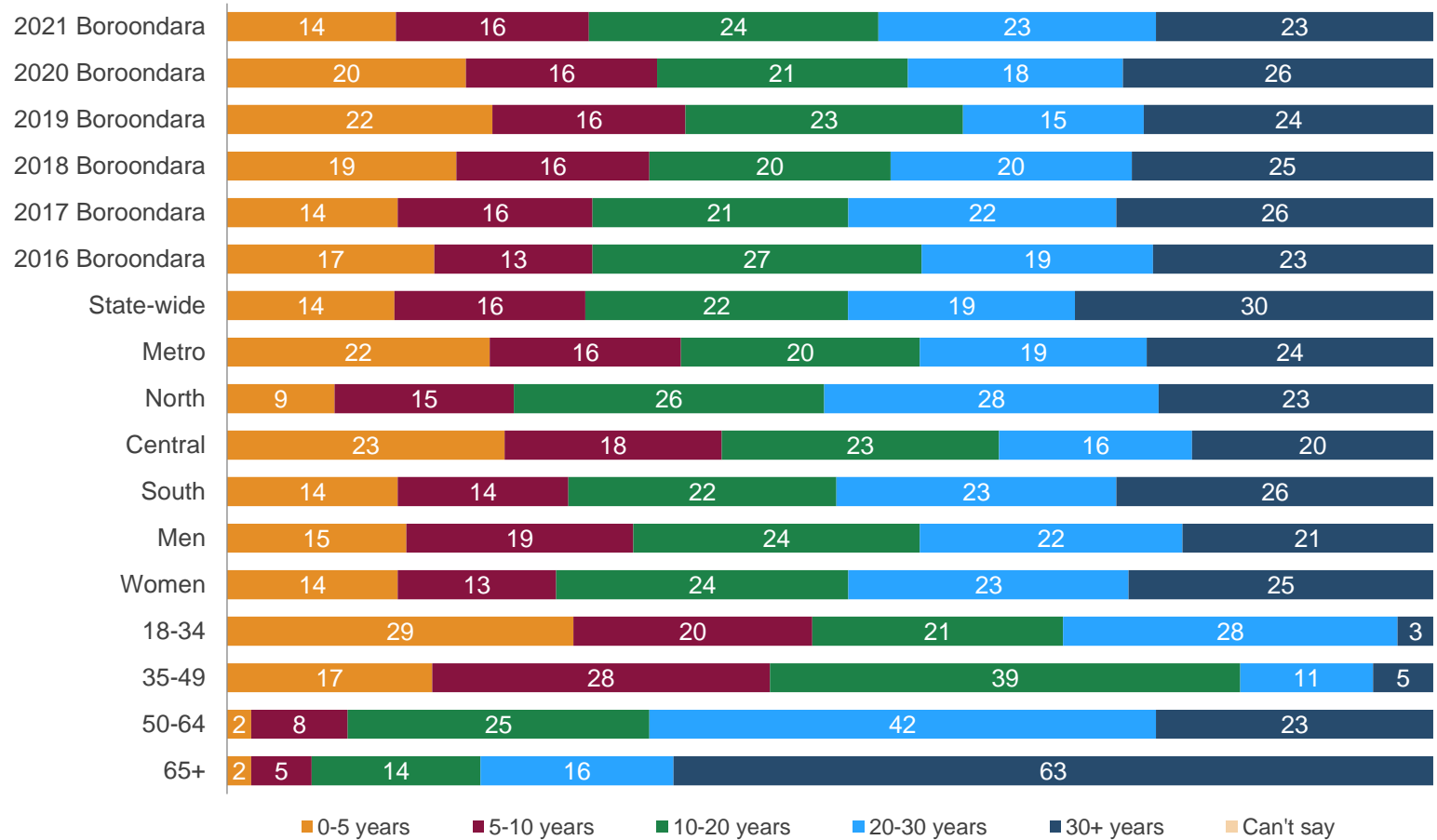
2021 years lived in area (%)





Years lived in area

2021 years lived in area (%)



S5. How long have you lived in this area?/How long have you owned a property in this area?

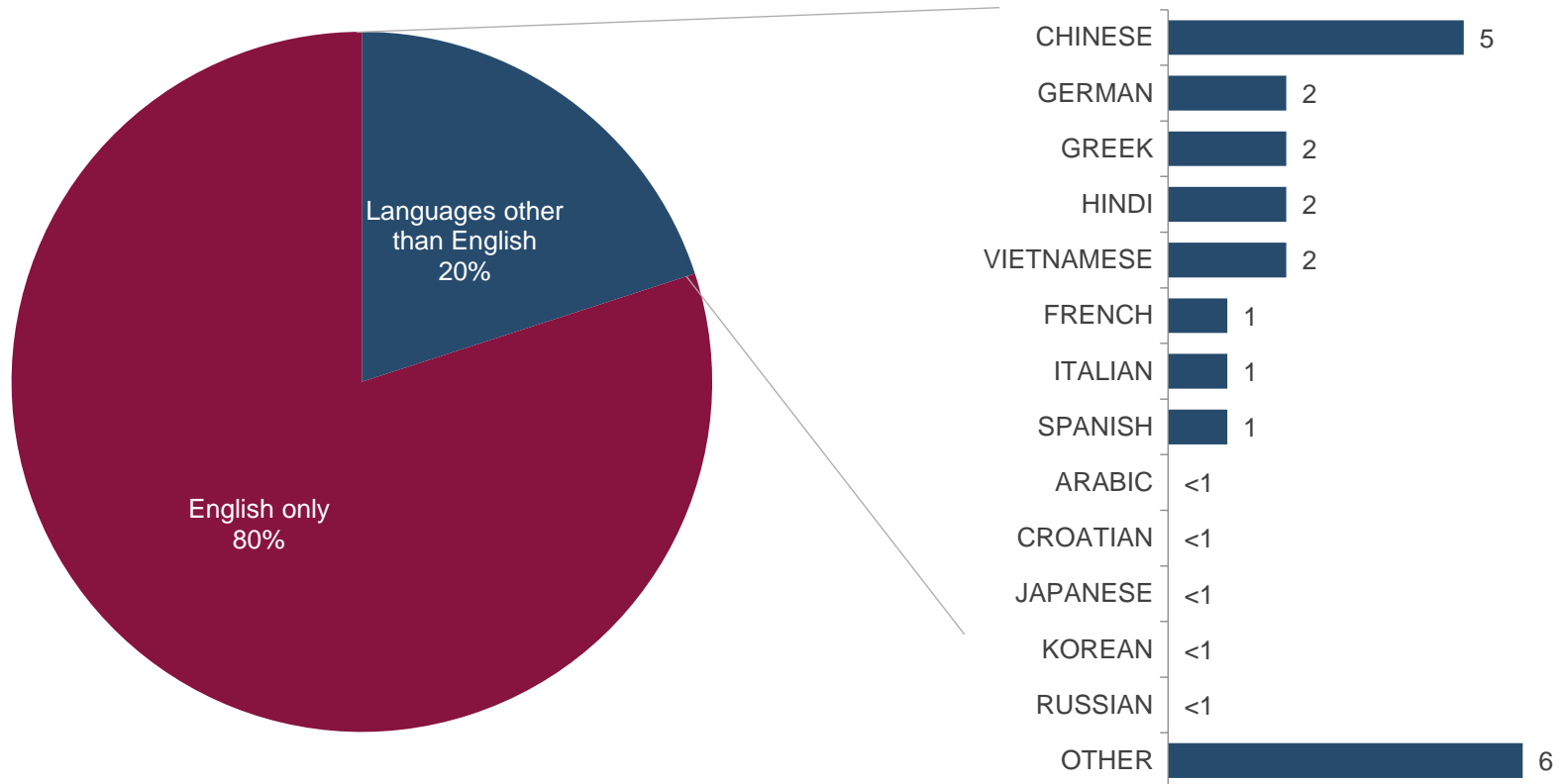
Base: All respondents. Councils asked state-wide: 12 Councils asked group: 5

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years". As such, this chart presents the last five years of data only.



Languages spoken at home

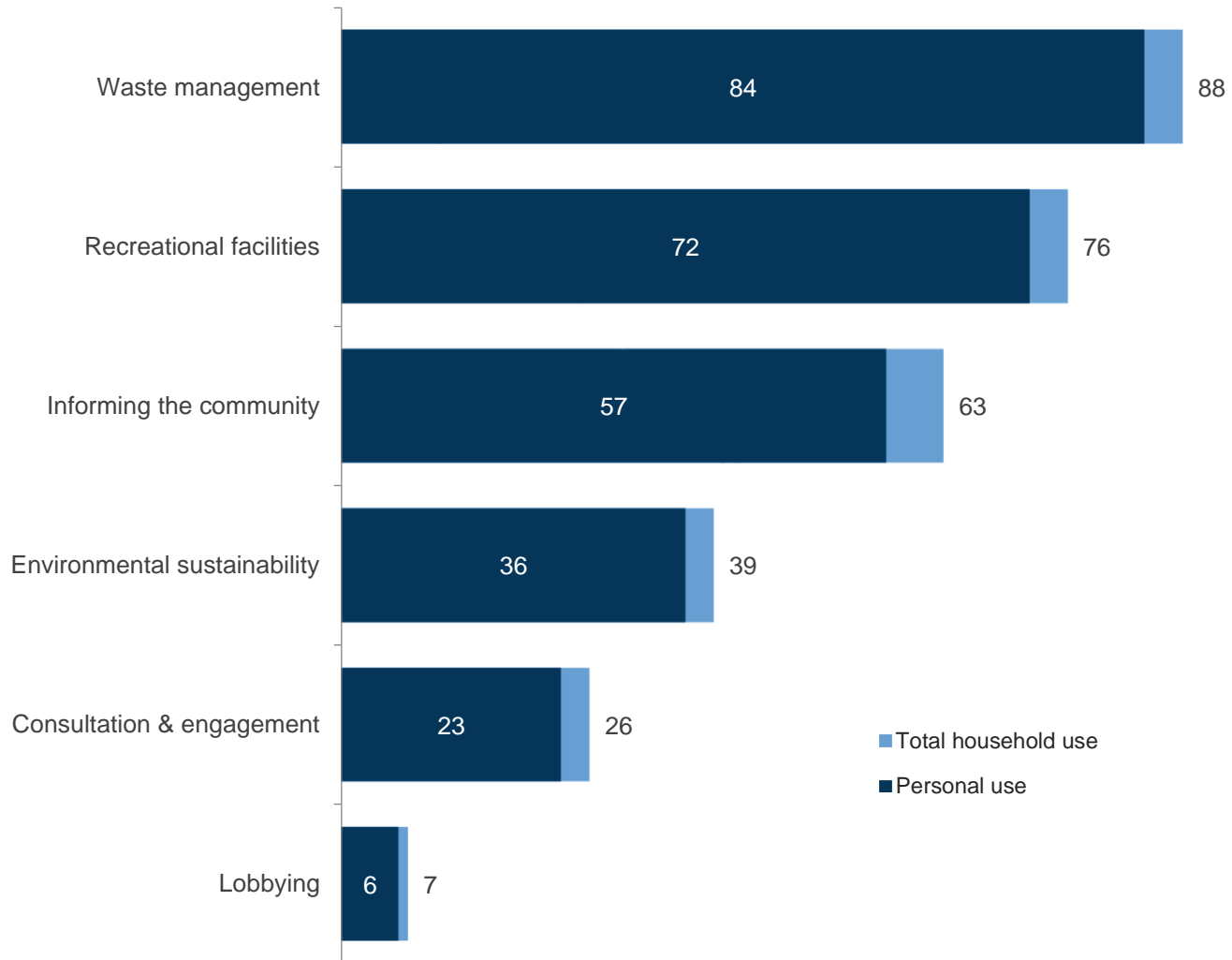
2021 languages spoken at home (%)




Personal and household use and experience of council services



2021 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 2021 State-wide Local Government Community Satisfaction Survey for Boroondara City Council was n=502. 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=502 interviews is +/-4.4% 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 45.6% - 54.4%.

Maximum margins of error are listed in the table below, based on a population of 145,000 people aged 18 years or over for Boroondara City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Boroondara City Council	502	400	+/-4.4
Men	232	191	+/-6.4
Women	270	209	+/-6.0
North	209	164	+/-6.8
Central	139	116	+/-8.3
South	154	121	+/-7.9
18-34 years	82	132	+/-10.9
35-49 years	126	96	+/-8.8
50-64 years	112	66	+/-9.3
65+ years	182	107	+/-7.3



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:

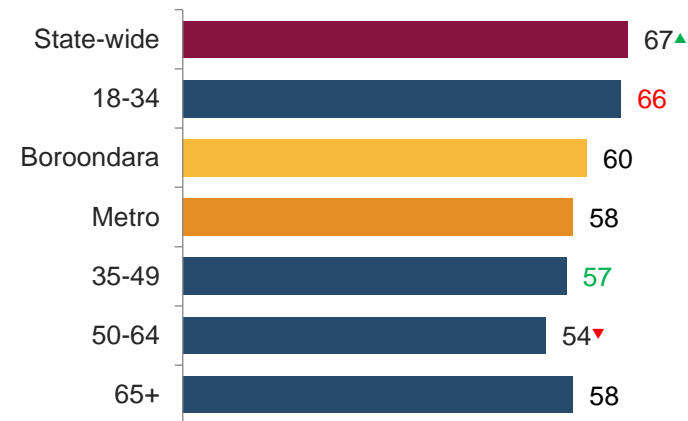
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

**2021 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 2021 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 2021 results are compared with previous years, as detailed below:

- 2020, n=500 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=600 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=600 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

Survey sample matched to the demographic profile of Boroondara 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 Boroondara City Council, particularly younger people.

A total of n=502 completed interviews were achieved in Boroondara City Council. Survey fieldwork was conducted in the period of 1st February – 5th March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 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 2012-2021 vary slightly.

Council Groups

Boroondara 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, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Boroondara City Council for this 2021 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 Boroondara 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 2012-2021 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 2021 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)
- 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 2021 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 2021 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: 2021 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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J W S R E S E A R C H



Local Government Community Satisfaction Survey

Boroondara City Council 2021 Tailored Questions

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



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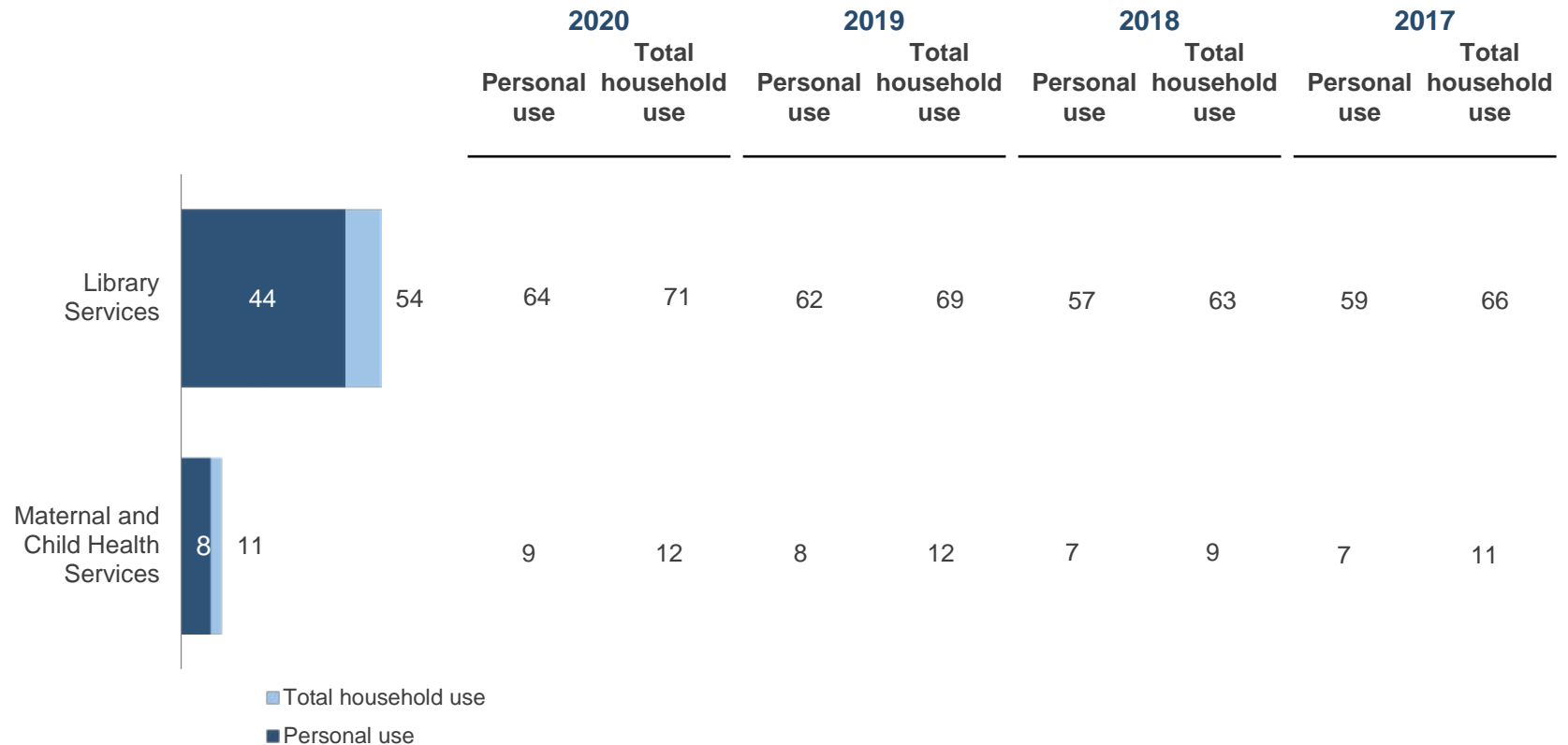


Library and maternal health services



Experience of services

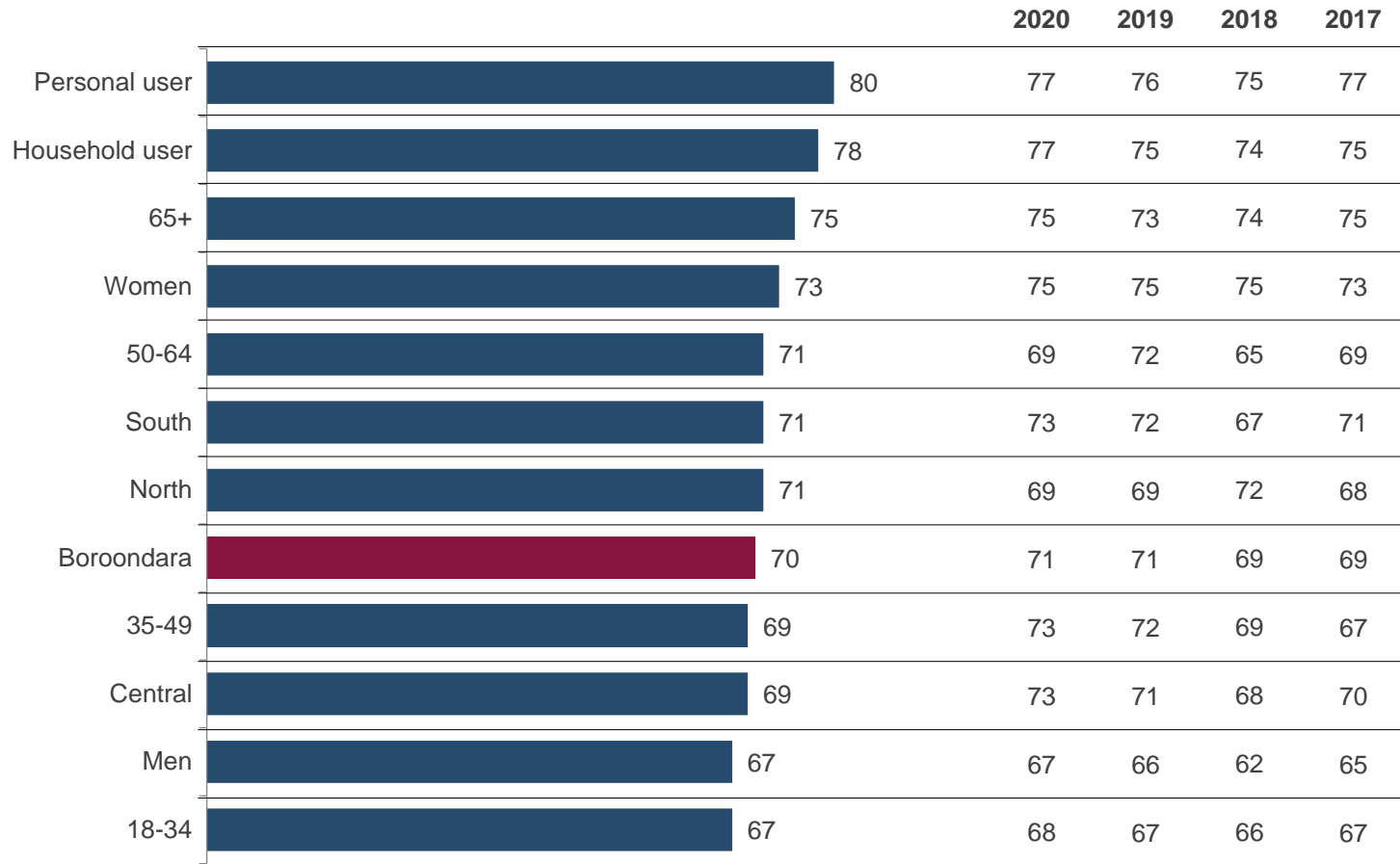
2021 personal and household use and experience of council services (%)





Library services

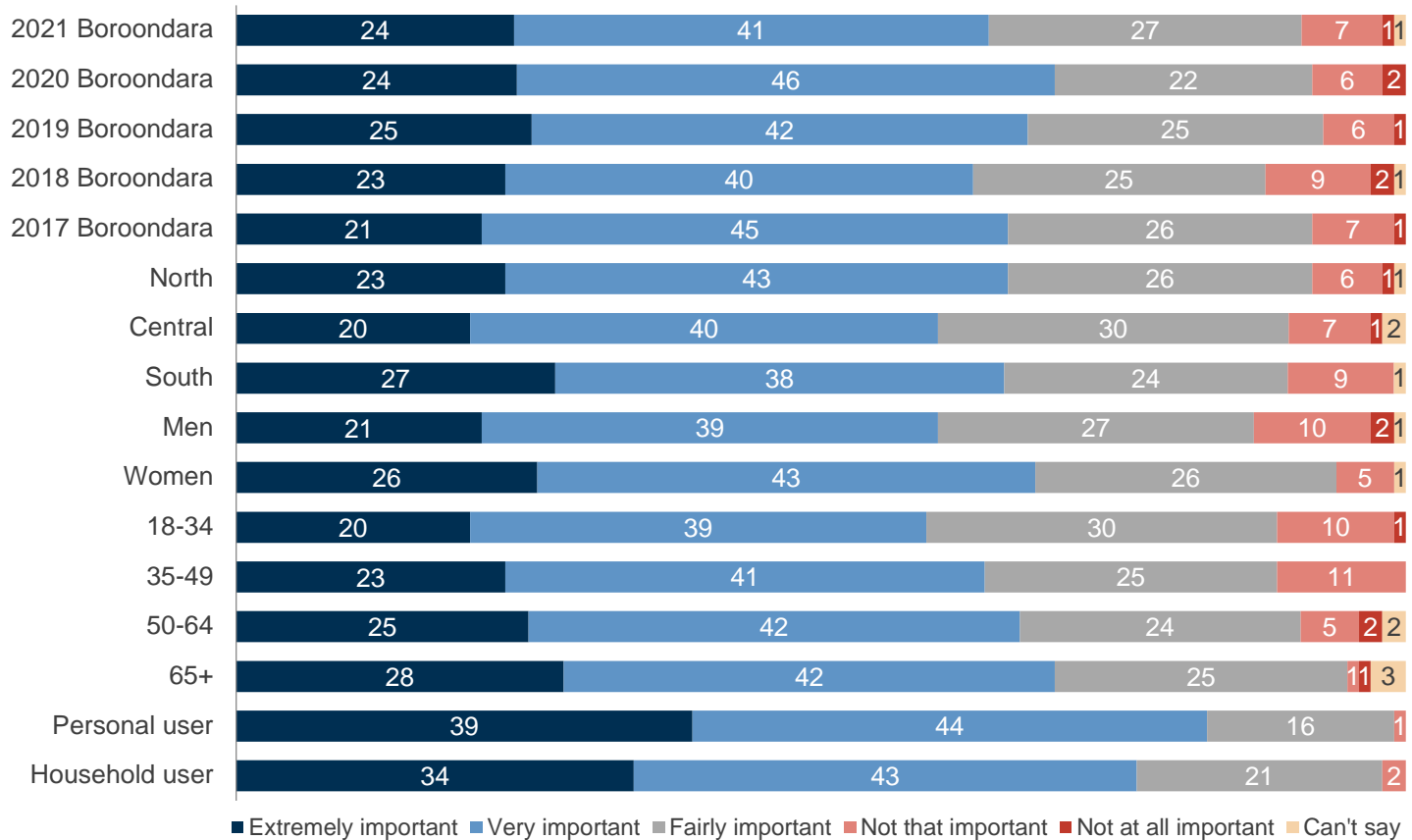
2021 library services importance (index scores)





Library services

2021 library services importance (%)





Library services

2021 library services performance (index scores)

		2020	2019	2018	2017
Personal user	86	87	87	85	84
Household user	85	87	86	85	84
65+	85	87	86	83	86
35-49	84	84	83	81	79
South	84	83	85	83	82
Women	83	85	86	84	82
North	82	83	84	80	79
50-64	82	86	85	80	82
Boroondara	82	84	84	79	80
Men	81	83	82	74	78
Central	79	86	83	75	80
18-34	78	81	83	73	76

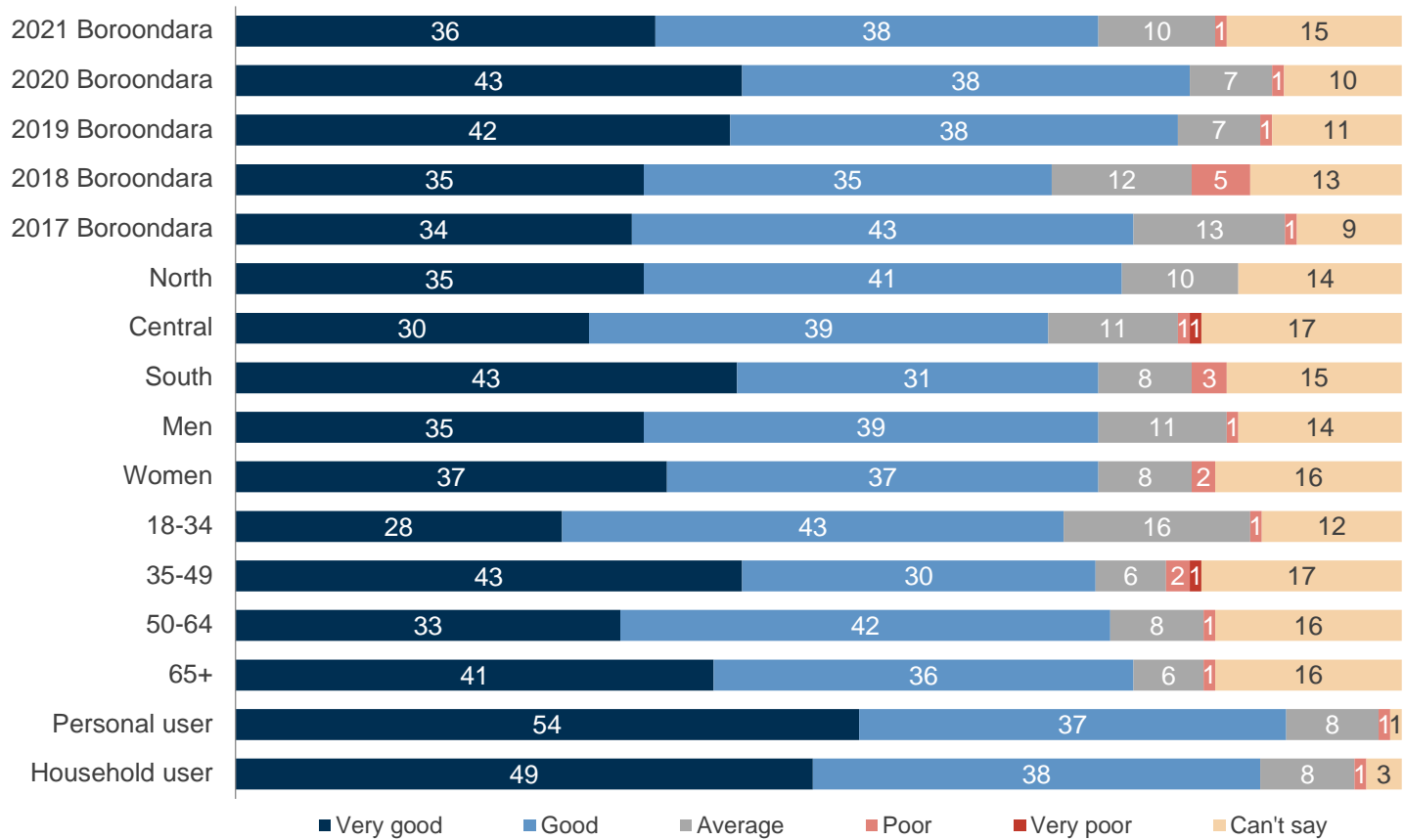
BD10. And how about Library Services? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Base: All respondents (n=502).



Library services

2021 library services performance (%)





Maternal and child health services

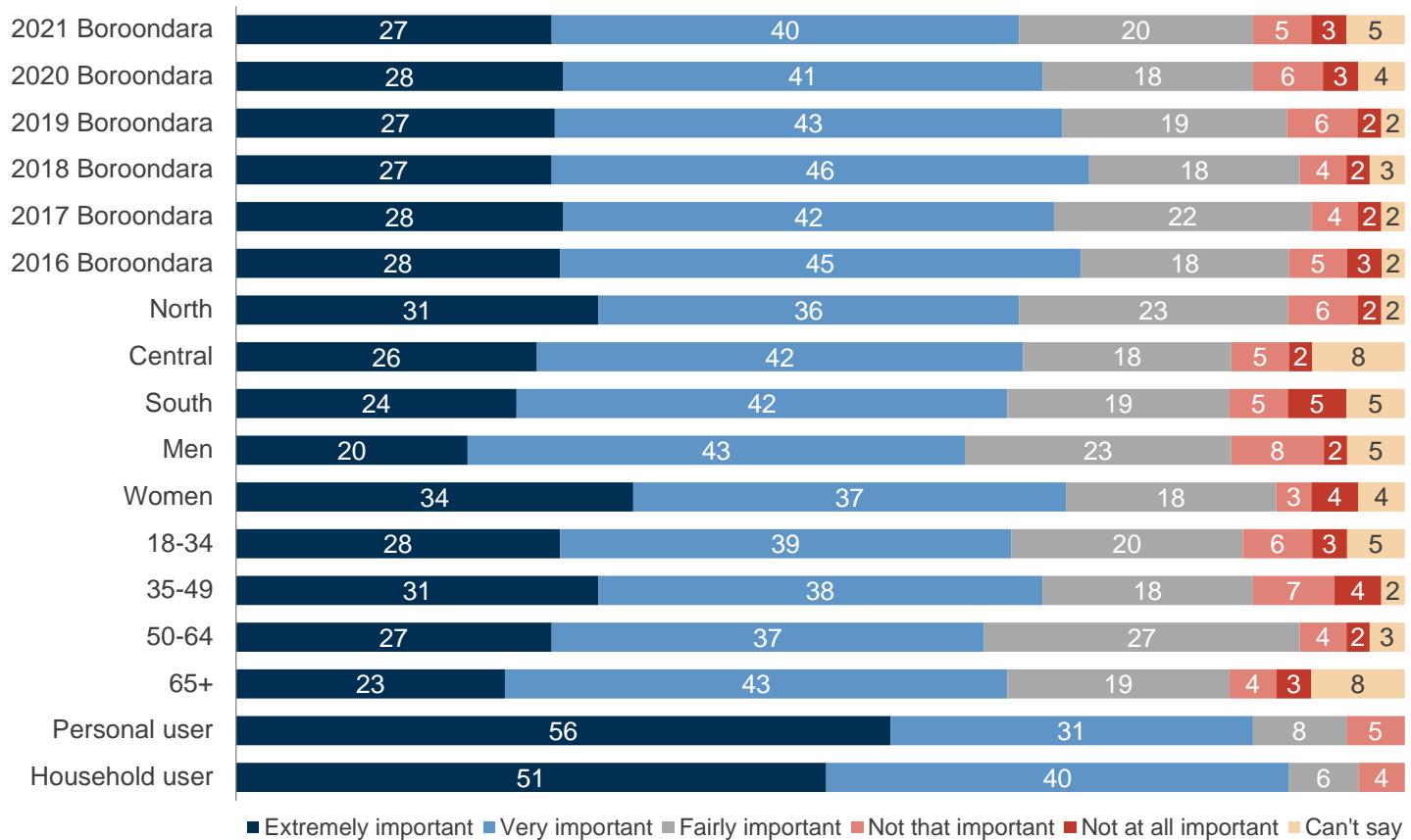
2021 maternal and child health services importance (index scores)

		2020	2019	2018	2017	2016
Personal user	85	85	83	89	89	n/a
Household user	85	82	78	90	77	n/a
Women	74	74	76	79	78	76
Central	73	72	71	73	72	77
North	72	71	71	77	73	71
18-34	72	73	73	77	71	73
65+	72	71	71	73	74	74
Boroondara	72	72	72	74	73	73
35-49	72	72	75	73	75	72
50-64	71	71	71	71	74	73
South	70	73	75	73	74	73
Men	69	70	68	68	67	70



Maternal and child health services

2021 maternal and child health services importance (%)





Maternal and child health services

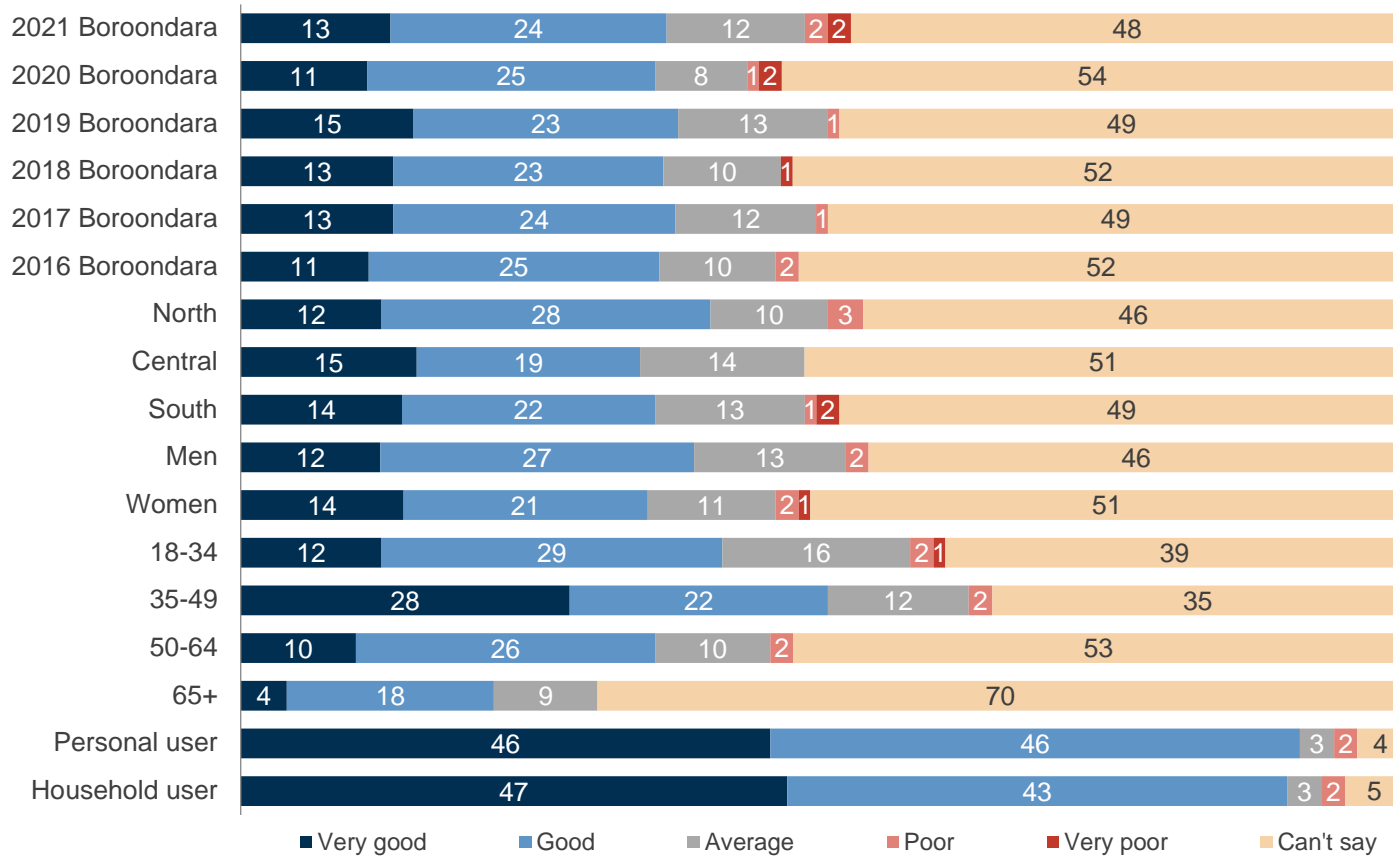
2021 maternal and child health services performance (index scores)

		2020	2019	2018	2017	2016
Household user	86	80	84	85	79	n/a
Personal user	85	81	88	83	92	n/a
35-49	79	76	77	82	78	80
Central	75	75	75	73	76	69
Women	74	75	77	80	77	72
Boroondara	73	75	75	75	75	73
Men	73	75	73	70	73	75
50-64	73	78	81	73	74	70
North	73	75	76	77	74	75
South	72	75	74	77	75	74
65+	71	75	71	75	73	71
18-34	70	73	74	71	72	68



Maternal and child health services

2021 maternal and child health services performance (%)



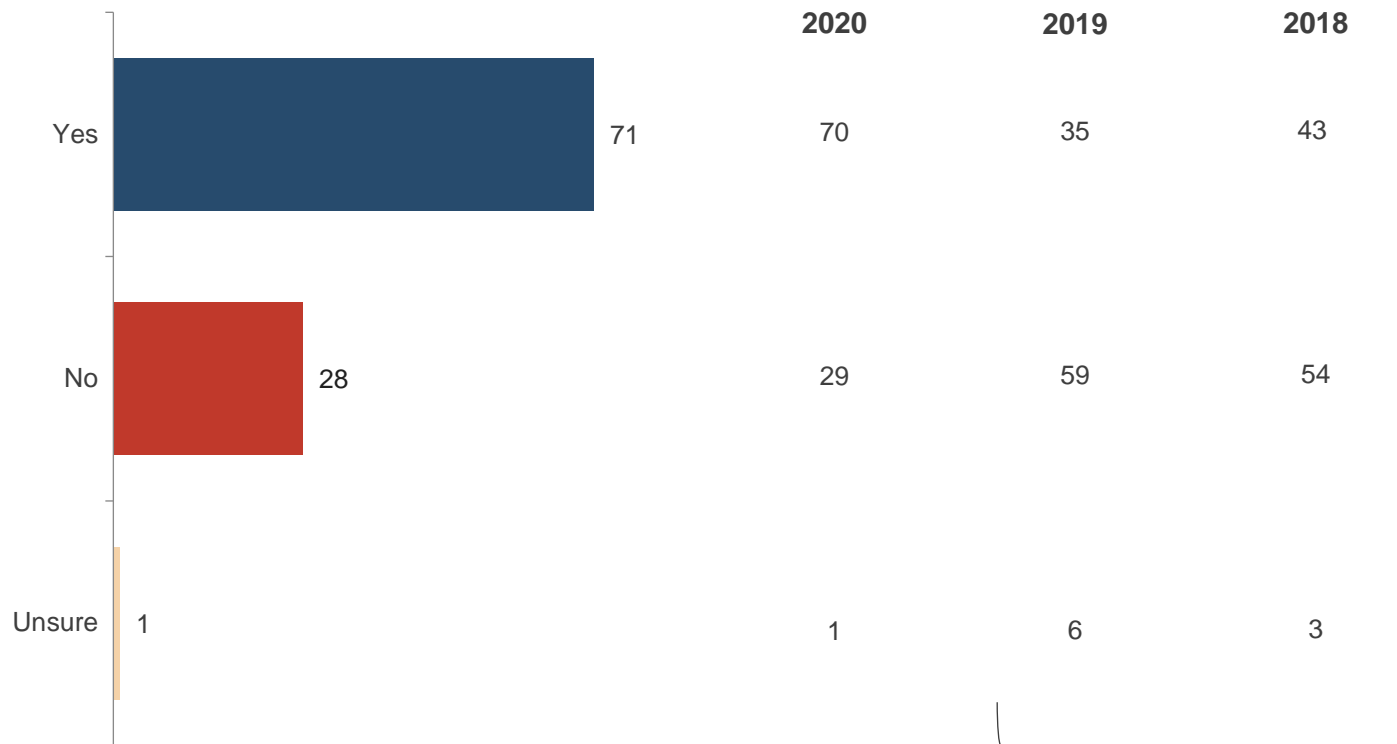


Website



Boroondara's website

2021 use of Boroondara's website (%)

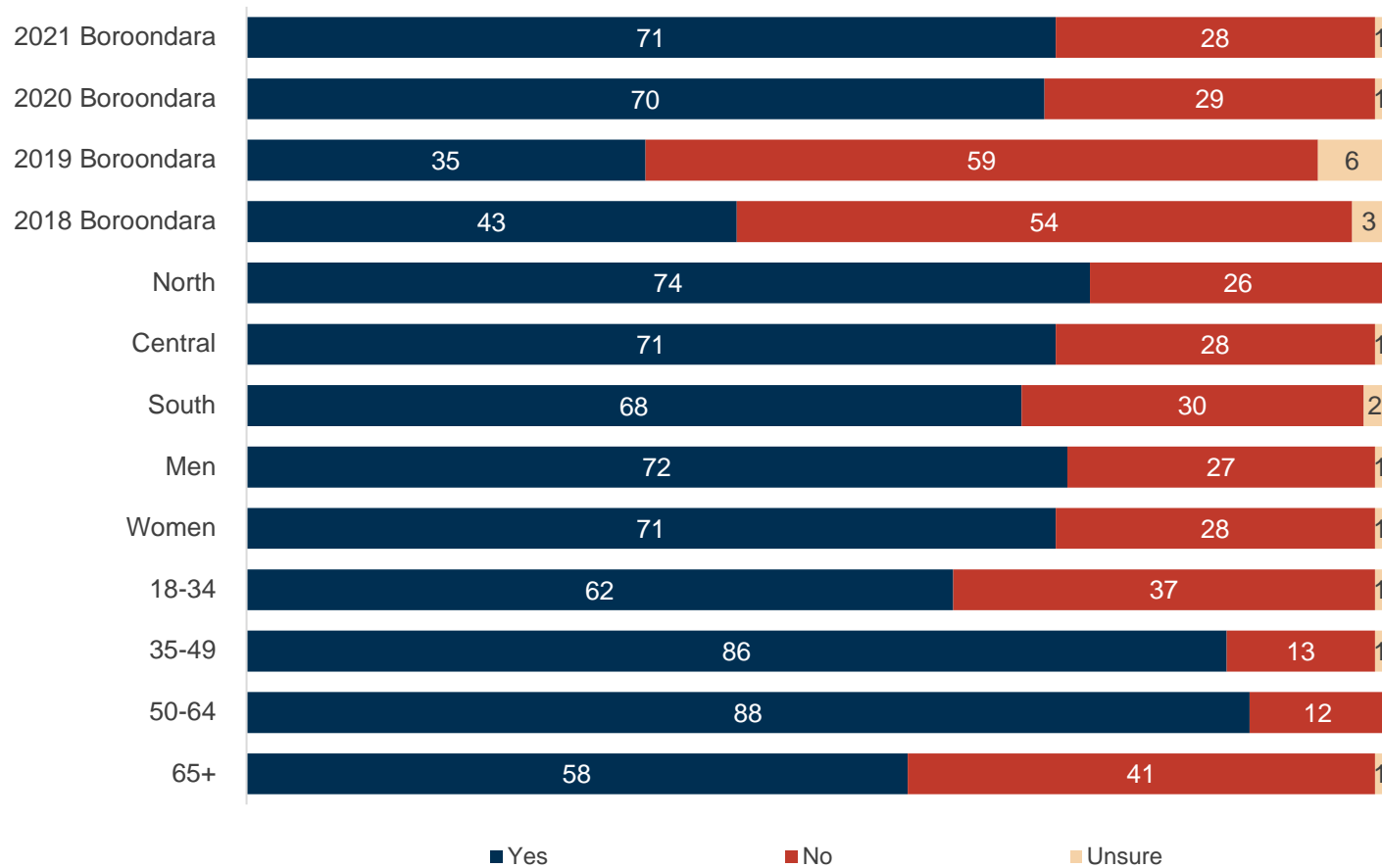


In 2018 and 2019, the question asked about the City of Boroondara's new website.



Boroondara's website

2021 use of Boroondara's website (%)



In 2018 and 2019, the question asked about use of the City of Boroondara's new website.

BD32. Have you used the City of Boroondara's website?

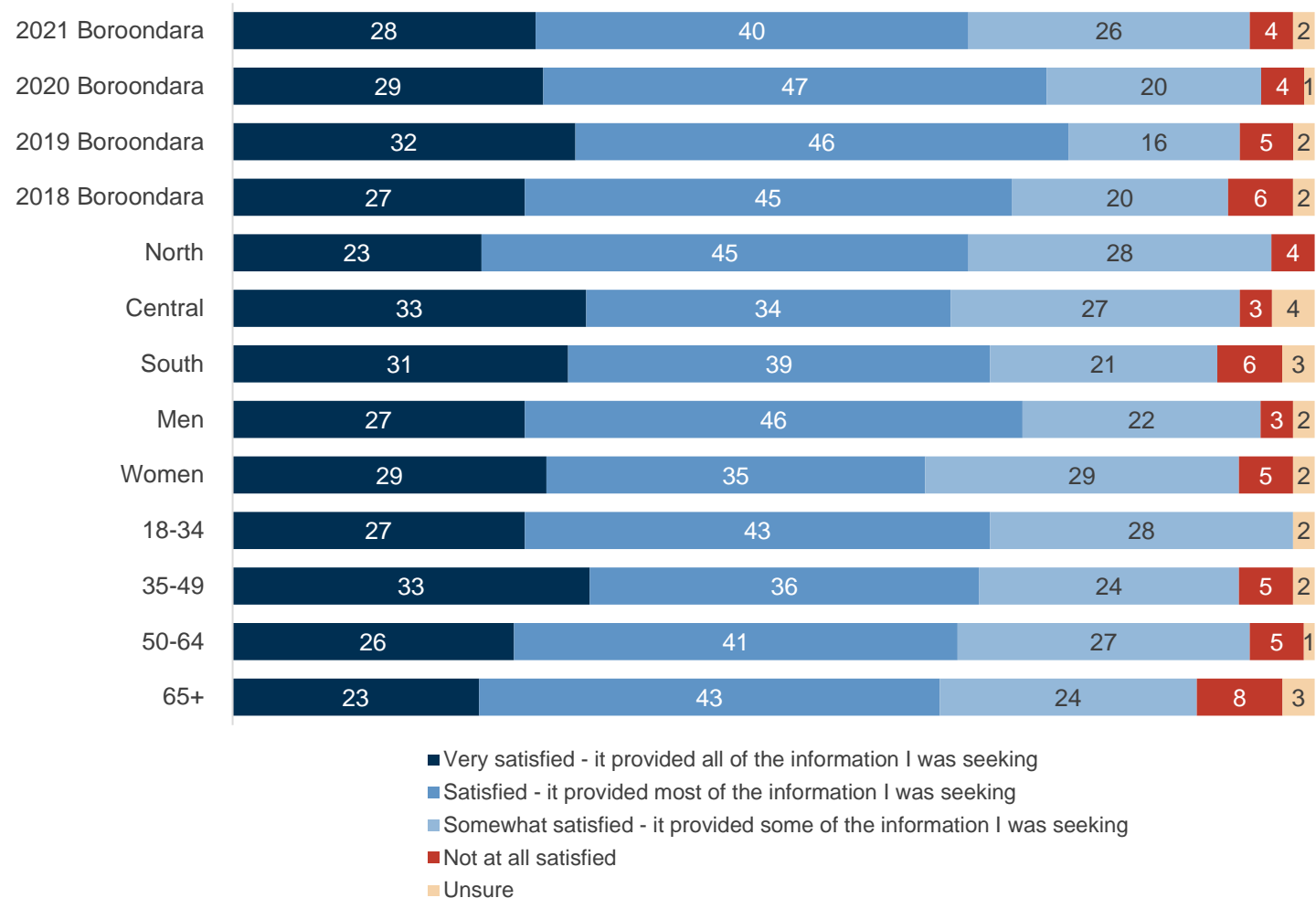
Note question change, in 2019: BD32. Have you used the City of Boroondara's new website?

Base: All respondents (n=502).



Satisfaction with Boroondara's website

2021 satisfaction with Boroondara's website (%)



BD33. And how satisfied were you with the website being able to easily provide the information you were looking for?

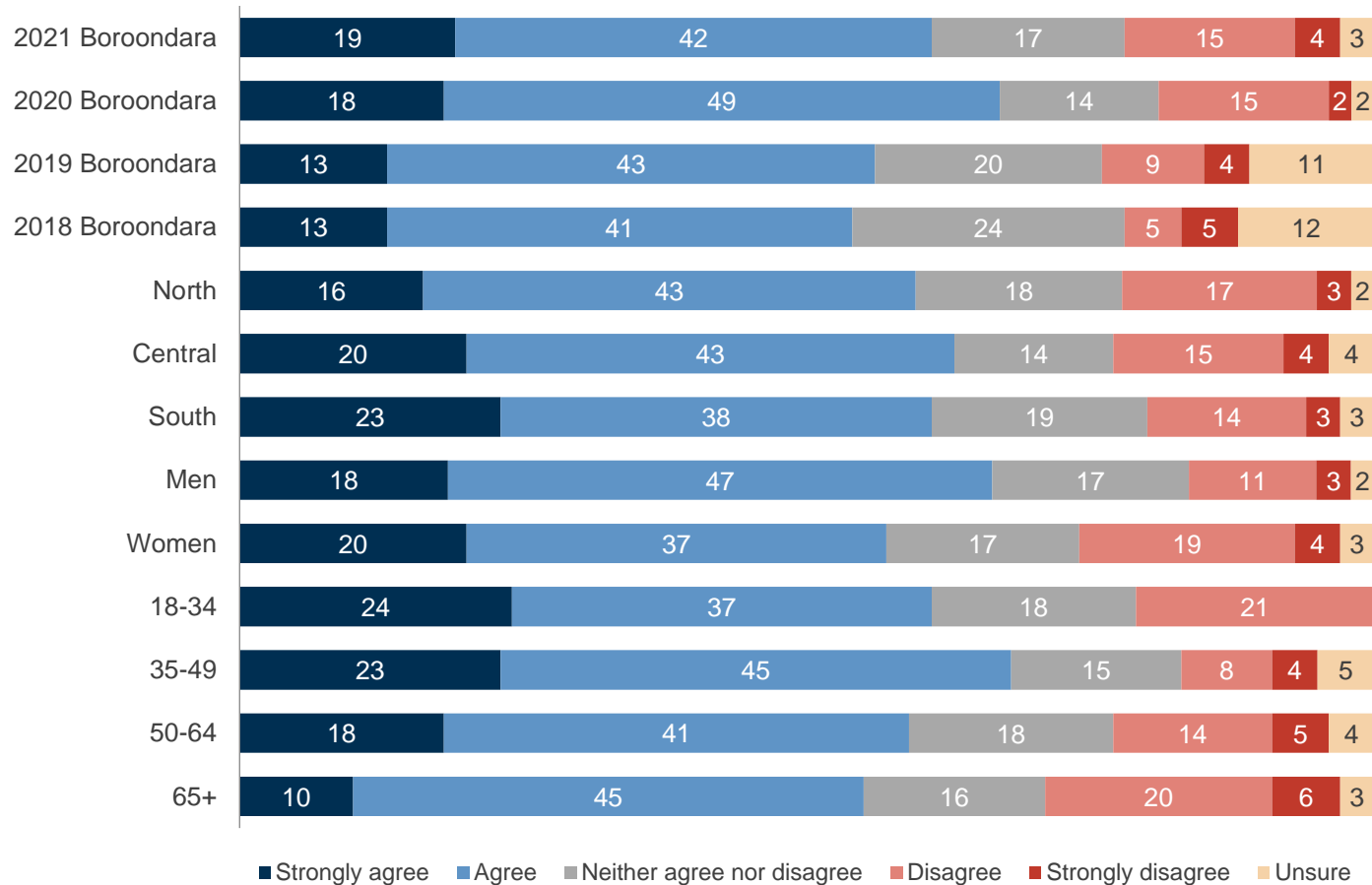
Note question change, in 2019: BD33. And how satisfied were you with the new website being able to easily provide the information you were looking for?

Base: Respondents who have used Boroondara's website (n=366).

'The City of Boroondara's website makes it easier to transact with Council'



2021 agreement that 'the City of Boroondara's website makes it easier to transact with Council' (%)



BD34. Do you agree or disagree with the statement – The City of Boroondara's website makes it easier to transact with Council?

Note question change, in 2019: BD34. Do you agree or disagree with the statement – The City of Boroondara's new website has made it easier to transact with Council?

Base: Respondents who have used Boroondara's website (n=366).

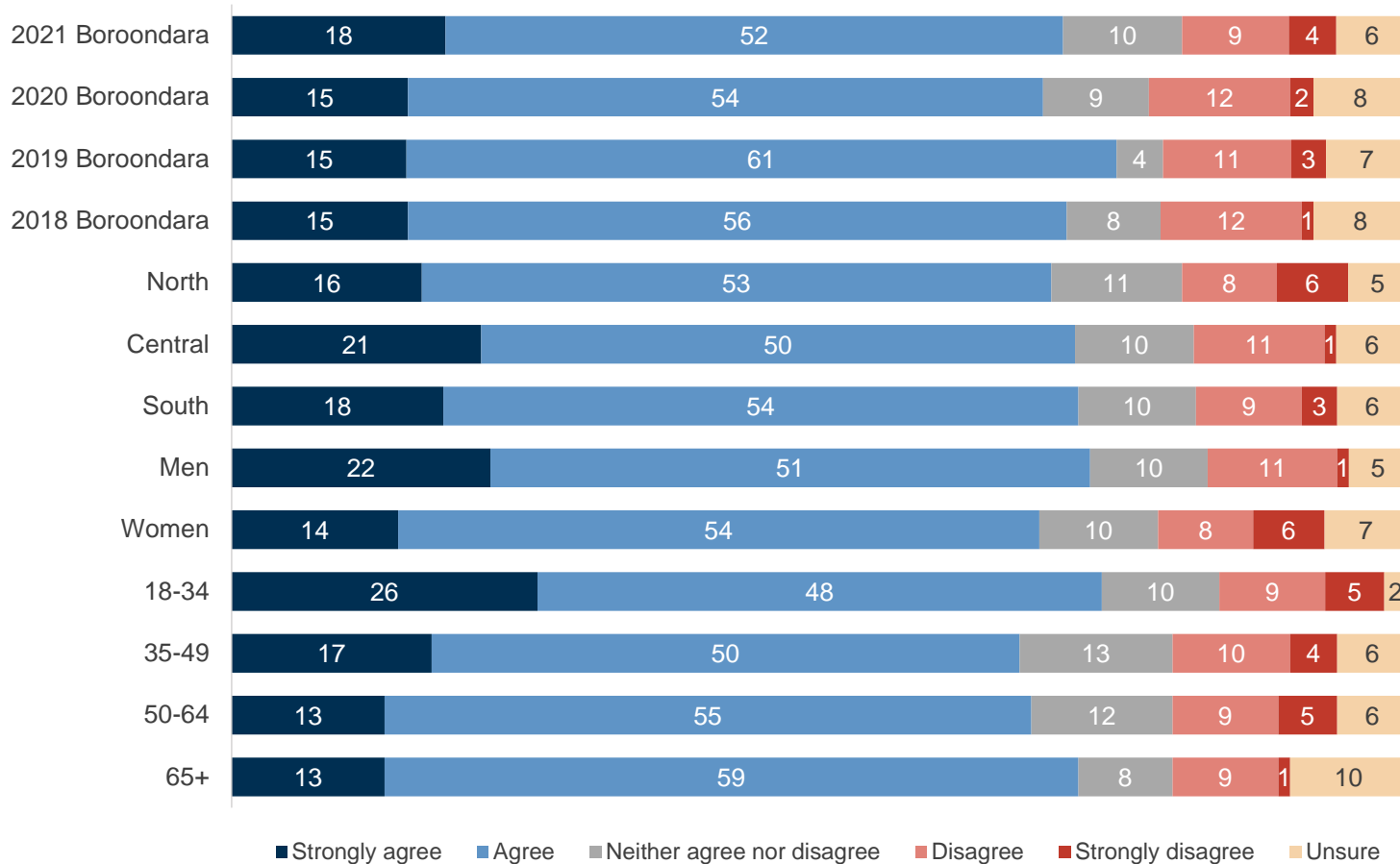
A large, stylized letter 'W' graphic that serves as a background element. It is filled with a dark blue, textured pattern resembling a night sky or a map of a region, with bright, glowing points of light and intricate, web-like lines connecting them, suggesting movement or data flow.

Movement around Boroondara



Options for people to move around Boroondara

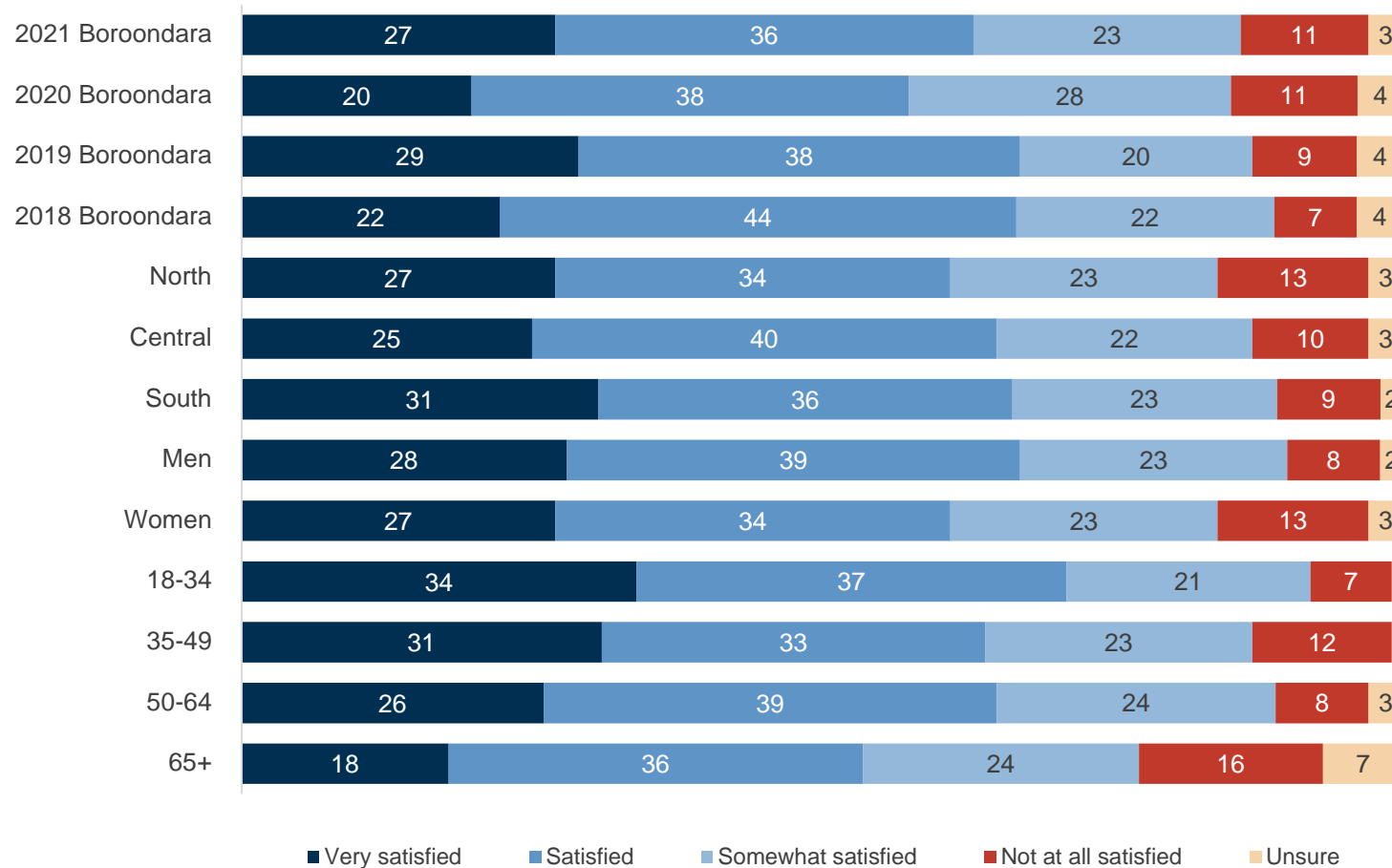
2021 agreement that 'there is an adequate range of options for people of all ages to move around Boroondara' (%)



Local shared cycling and walking paths as a way to get around Boroondara



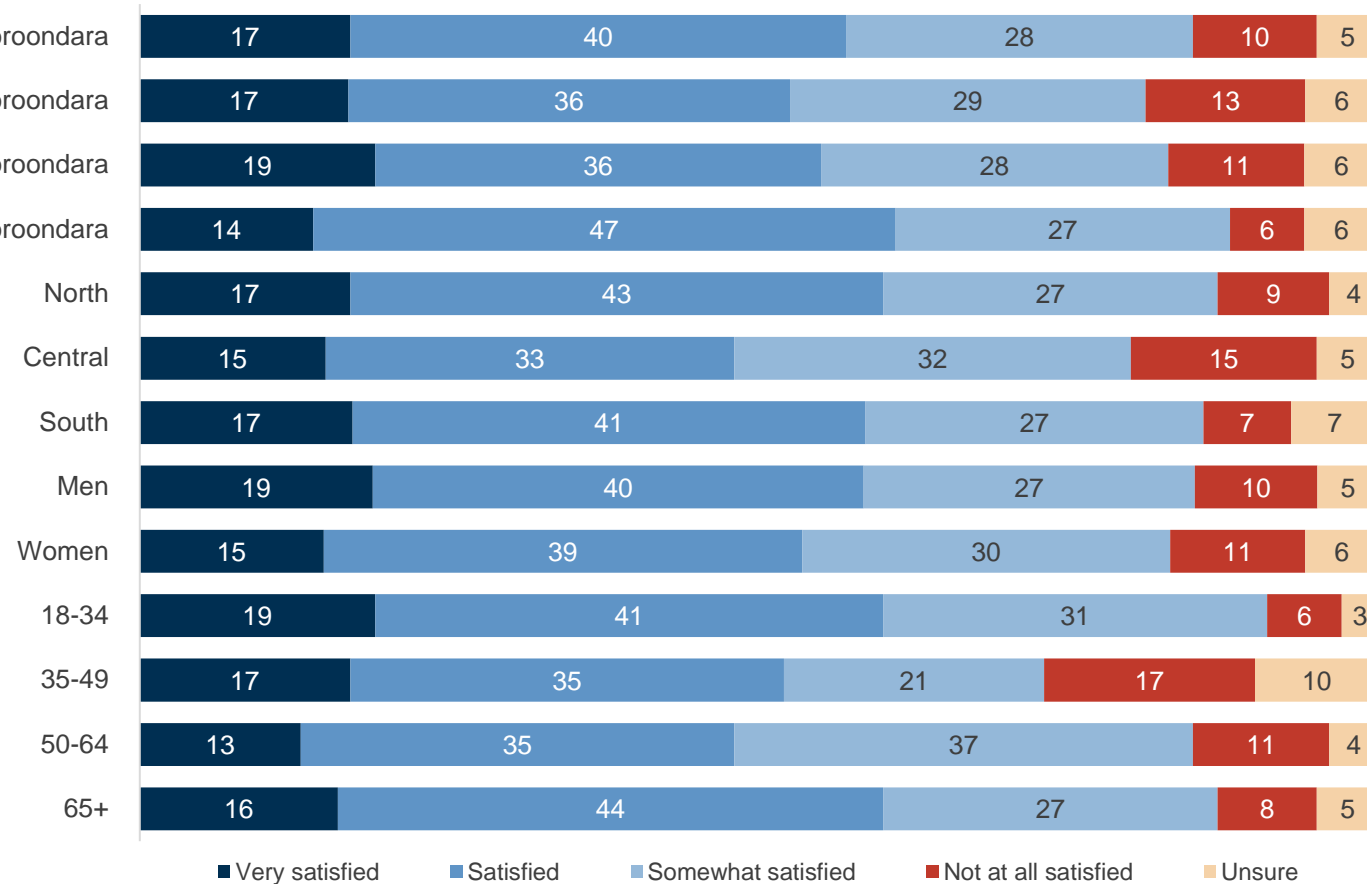
2021 satisfaction with local shared cycling and walking paths as a way to get around Boroondara (%)



Work to improve quality of streetscapes in shopping precincts



2021 satisfaction with work to improve quality of streetscapes in shopping precincts to attract and retain good shops and businesses (%)



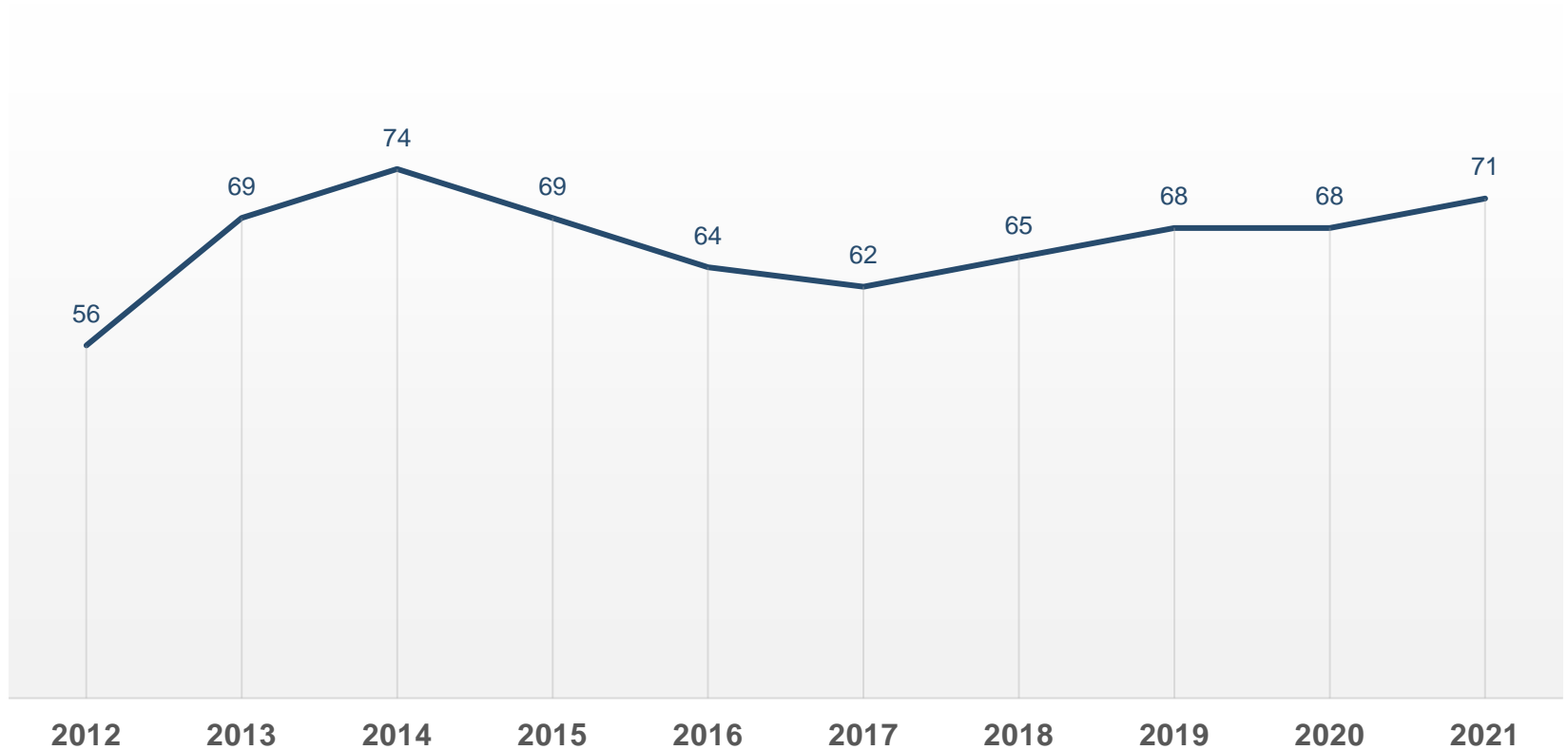
A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night map of the United States, showing city lights and road networks. The 'W' is positioned on the right side of the slide, with its leftmost vertical stroke extending towards the center.

Contact with Council



Contact with council

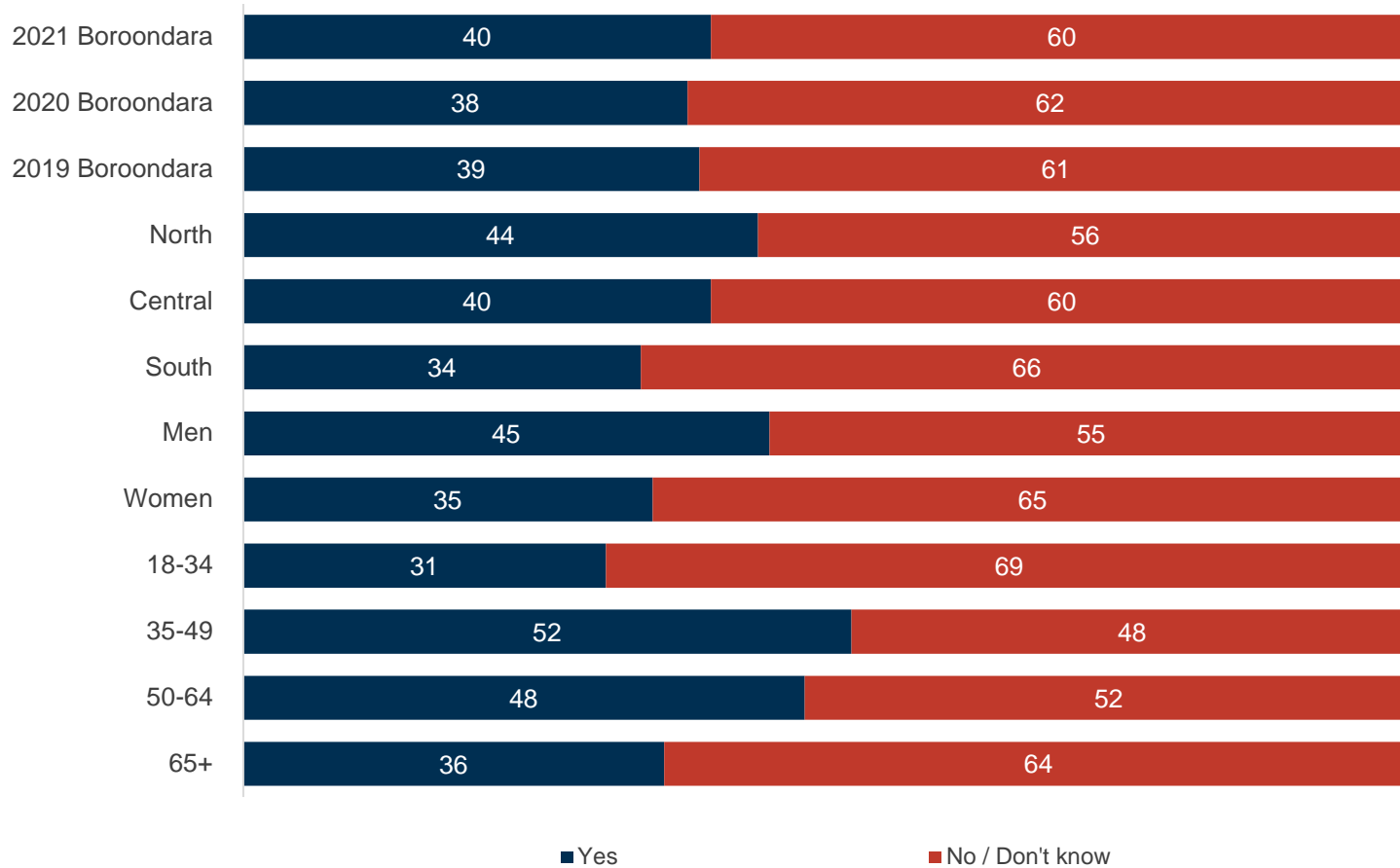
2021 contact with council (%)
Have had contact





Contacted by Council

2021 have been contacted by Council (%)

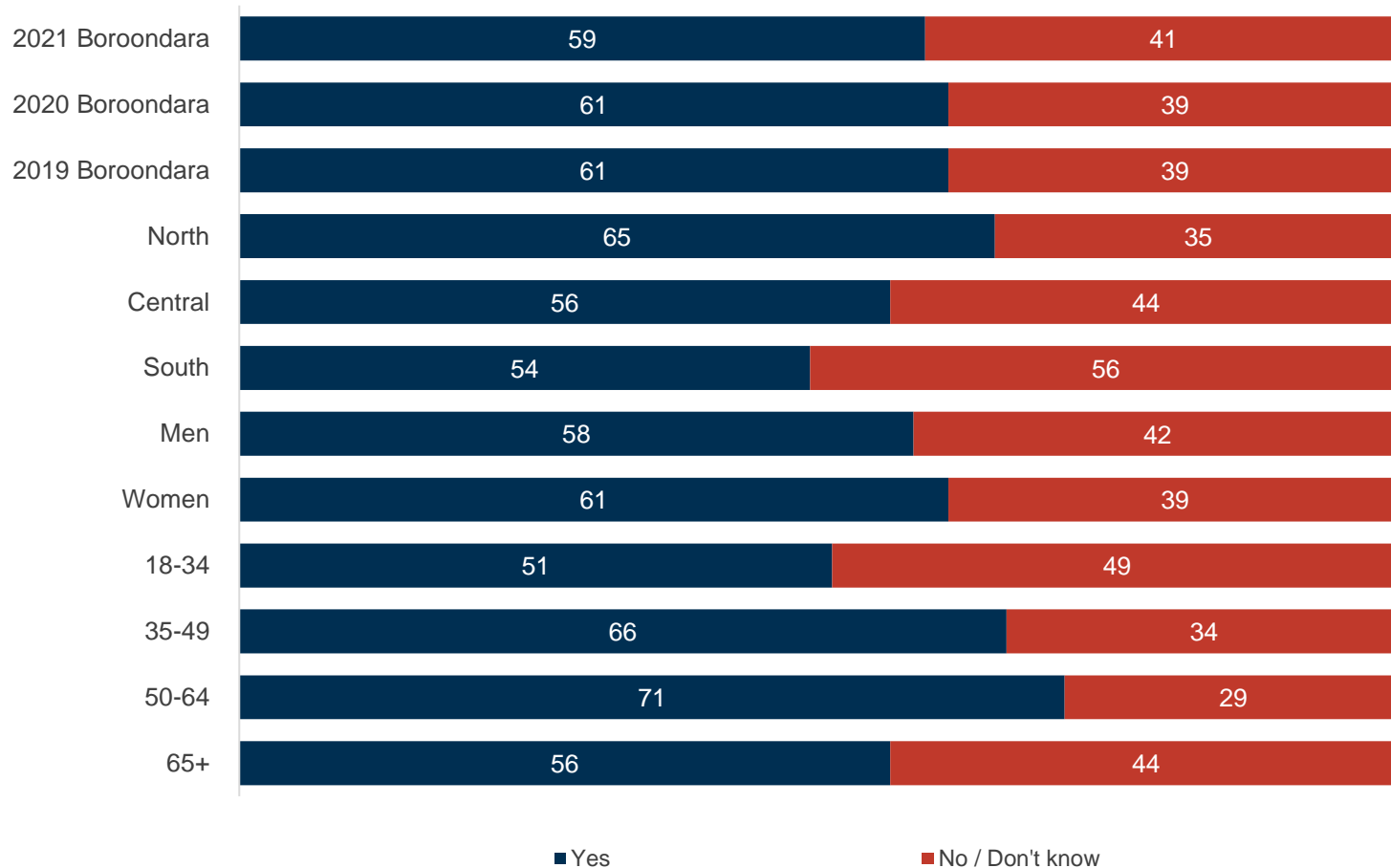


BD38. Earlier you said either you or a member of your household had some contact with the City of Boroondara. Over the last 12 months, have you or any member of your household BEEN CONTACTED BY The City of Boroondara? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media.
Base: All respondents.



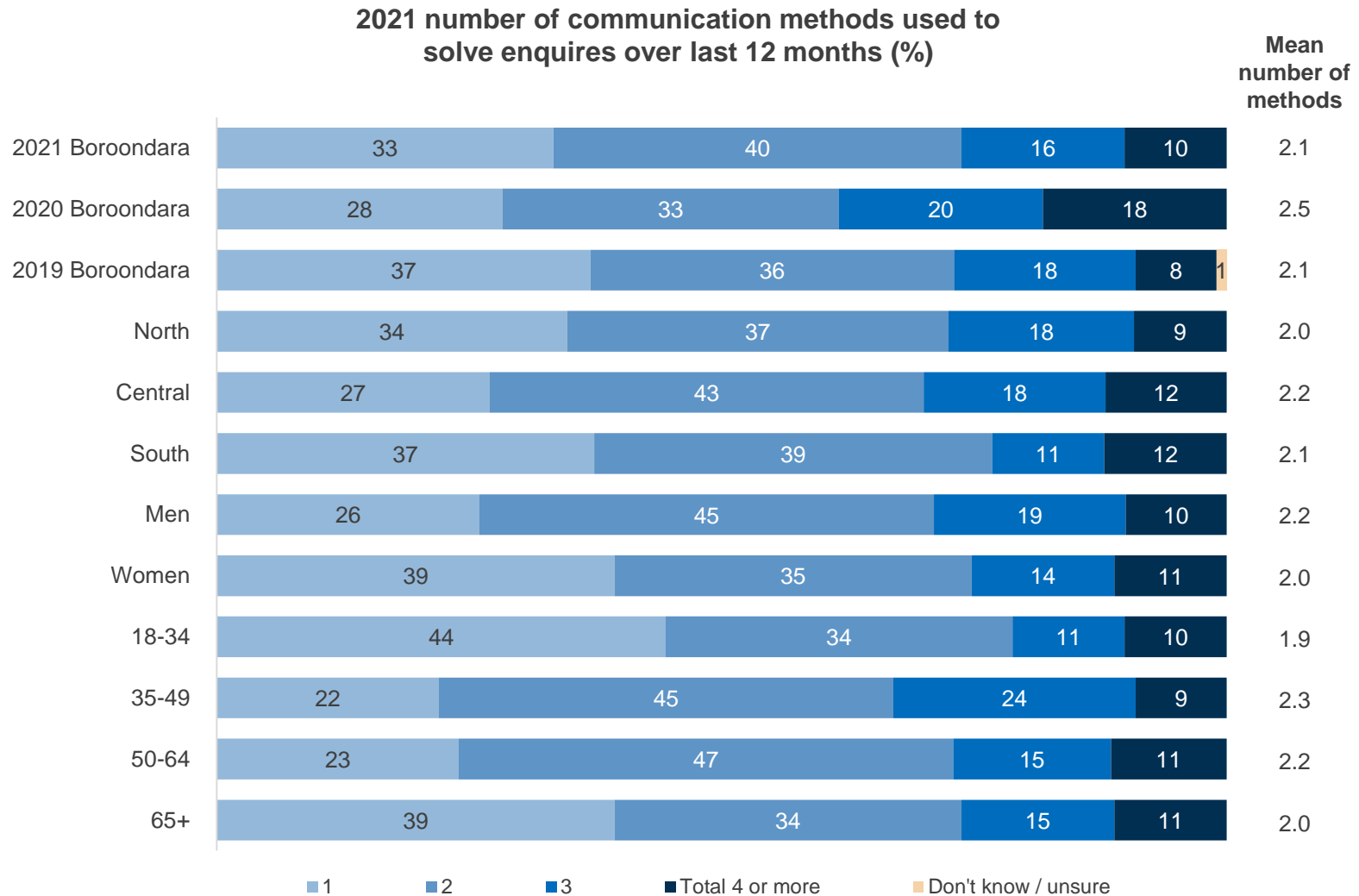
Made contact with Council

2021 have made contact with Council (%)





Number of communication methods used to solve enquires over last 12 months



BD40. How many different communication methods such as telephone, email, a personal visit, the website or something else did you use to solve your enquiries over the last 12 months?

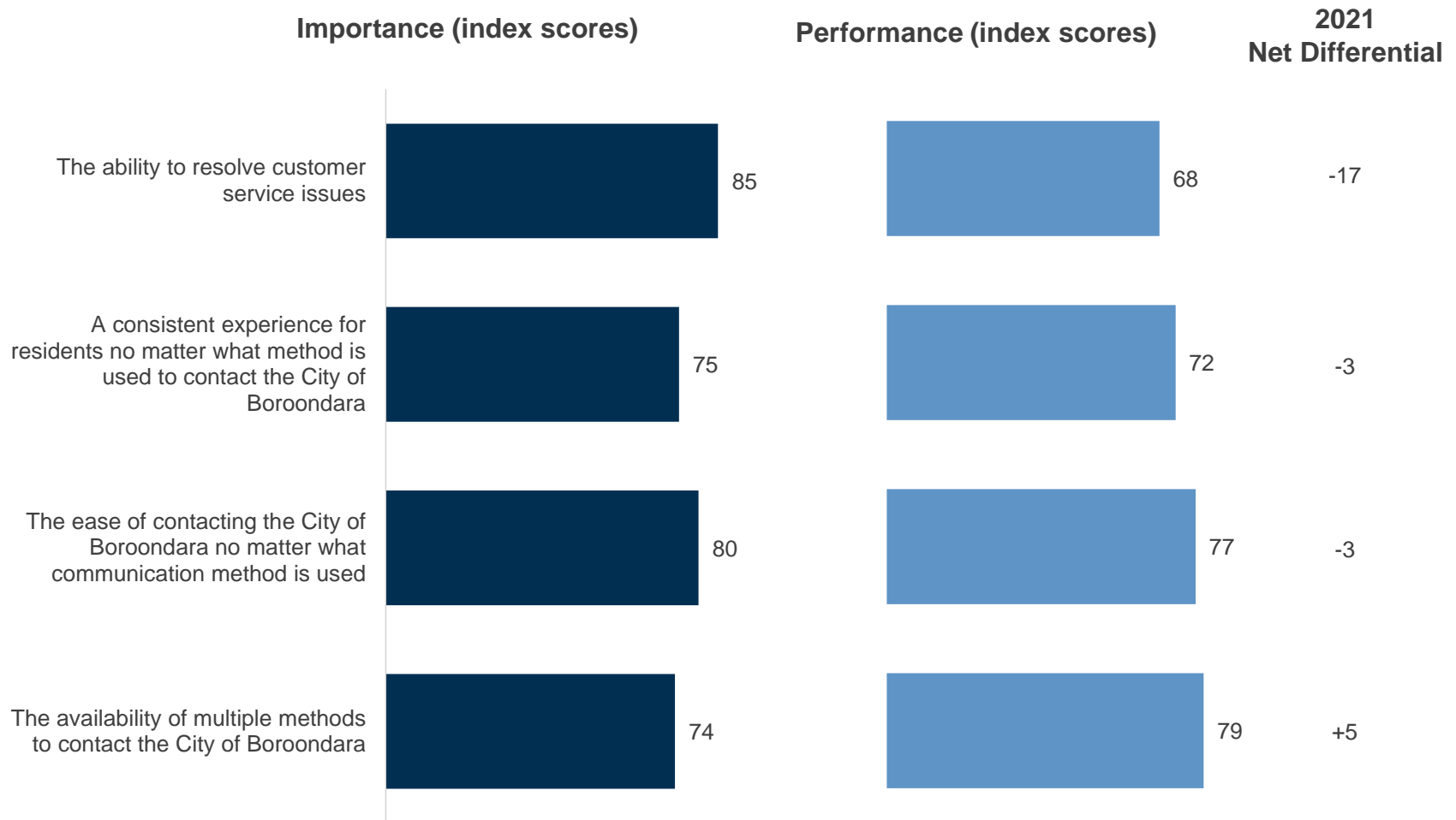
Base: Respondents who have made contact with Council (n=308).



Customer
service

Customer service attributes index score summary

Importance vs performance



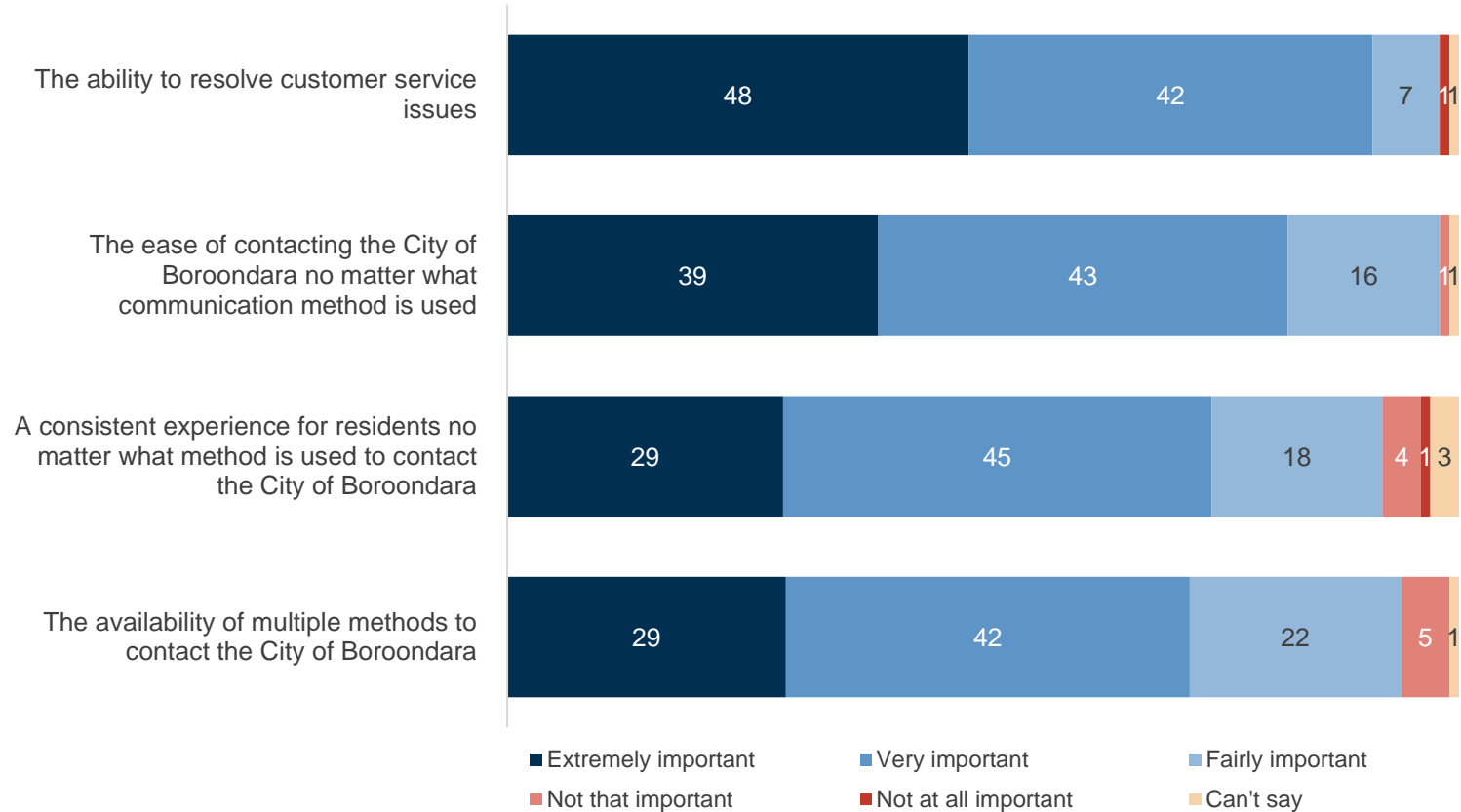
BD41. How important is [INSERT FIRST ATTRIBUTE] to a customer service interaction from The City of Boroondara. Would you say that this is Extremely Important, Very Important, Fairly Important, Not That Important or Not At All Important? BD42. And how has The City of Boroondara performed on each of these attributes over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?

Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number. Base: Respondents who have had contact with Council (n=362).



Customer service attributes

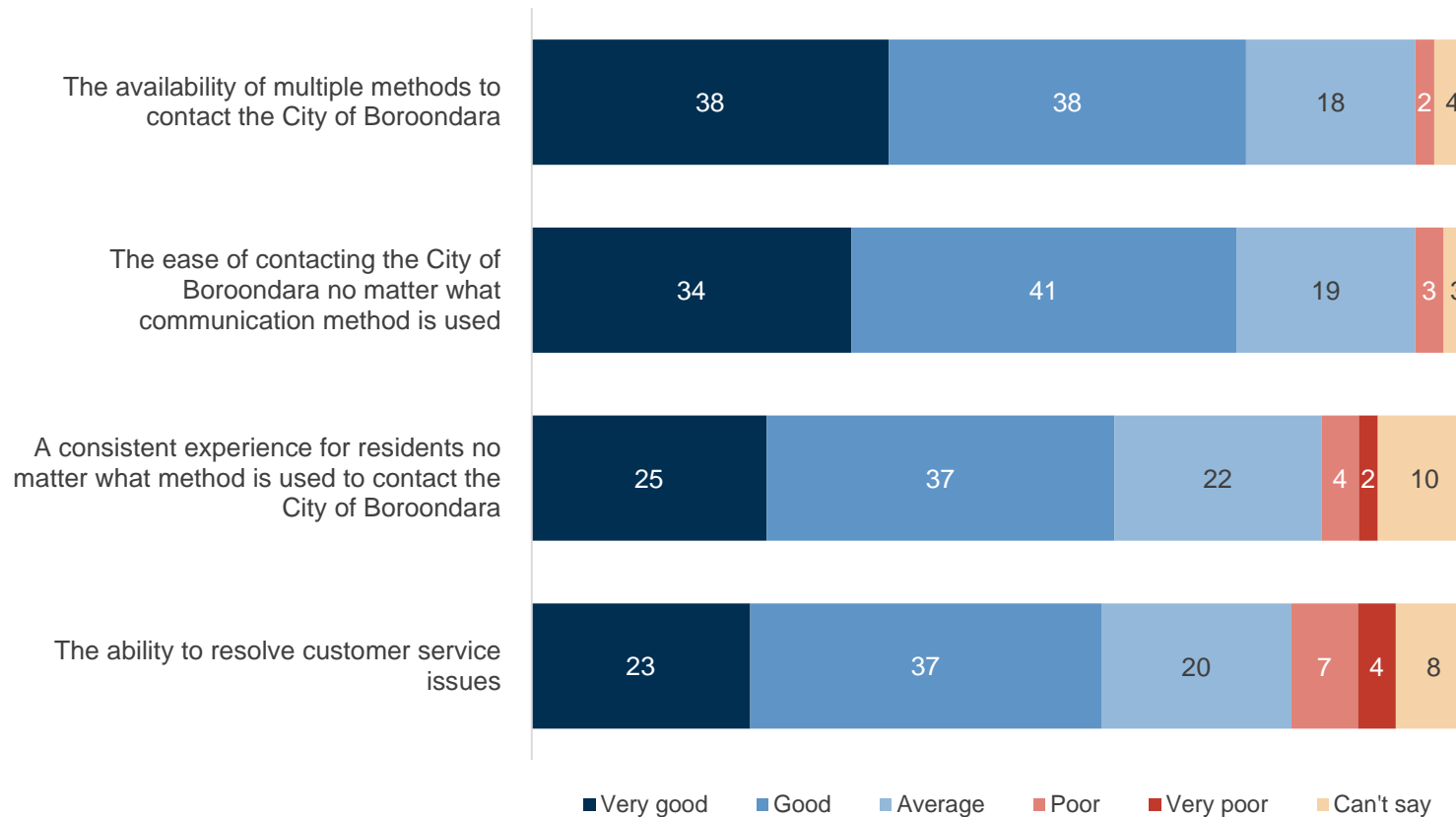
2021 customer service attributes importance (%)





Customer service attributes

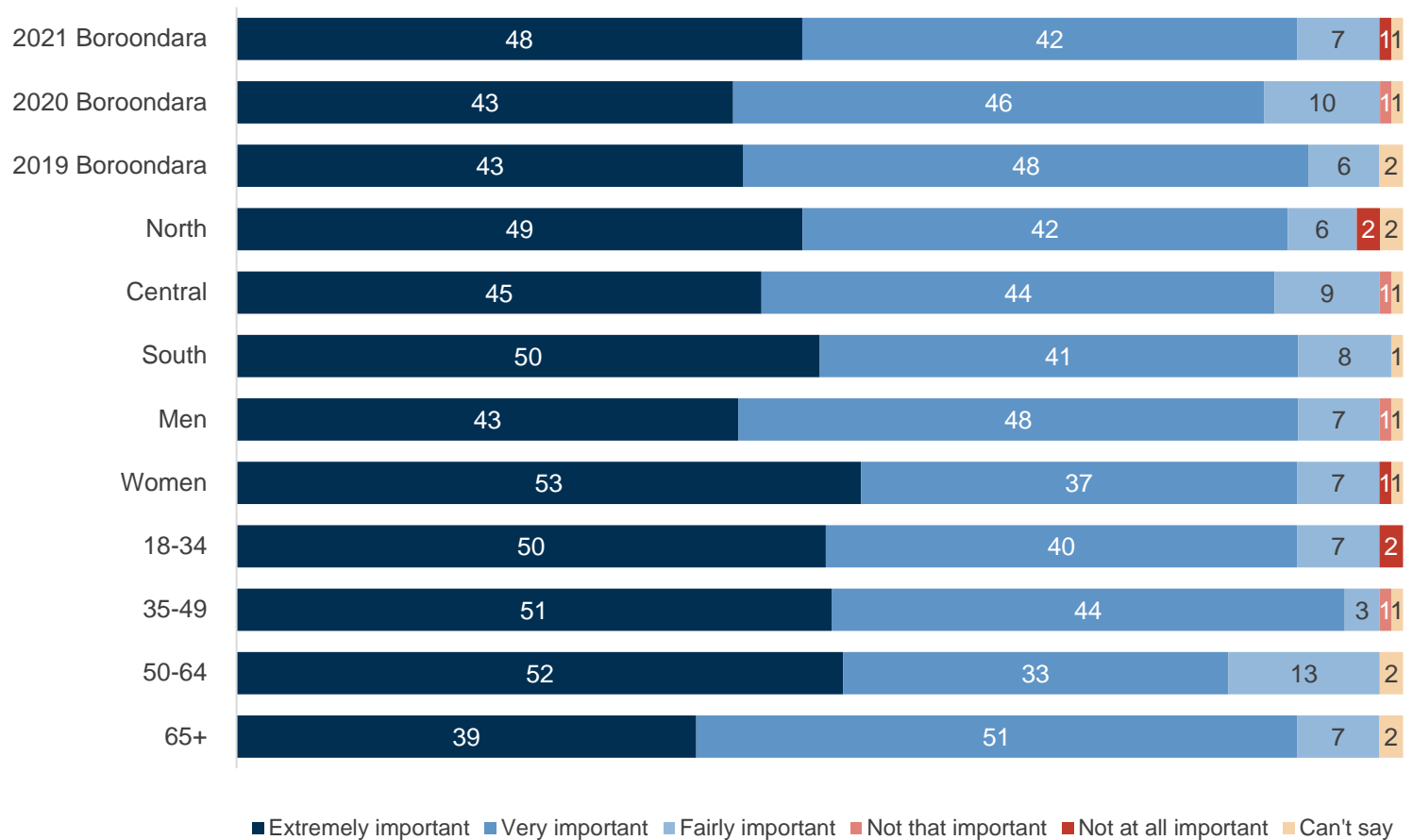
2021 customer service attributes performance (%)





Ability to resolve customer service issues

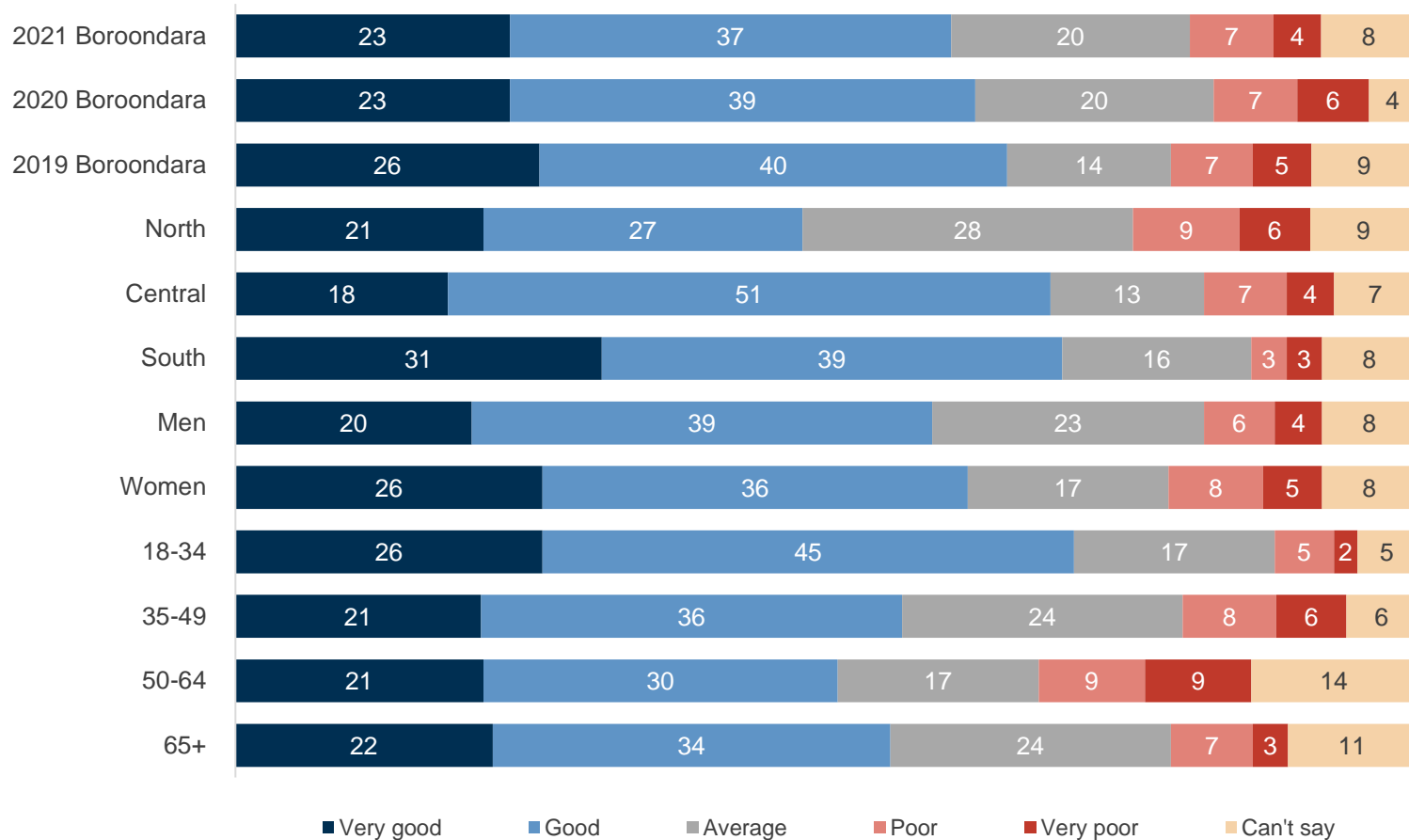
2021 ability to resolve customer service issues importance (%)





Ability to resolve customer service issues

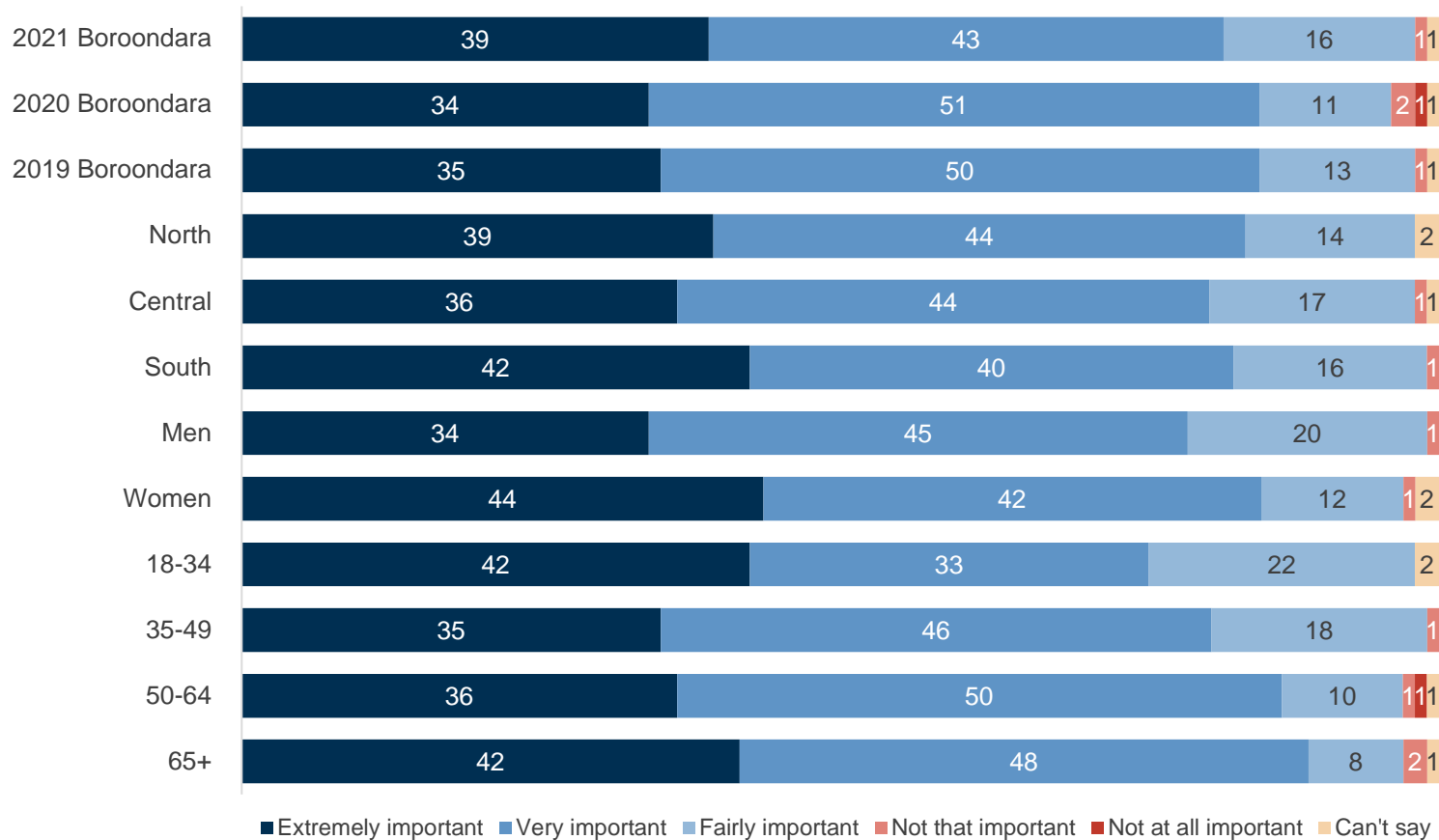
2021 ability to resolve customer service issues performance (%)



Ease of contacting Council no matter what communication method used



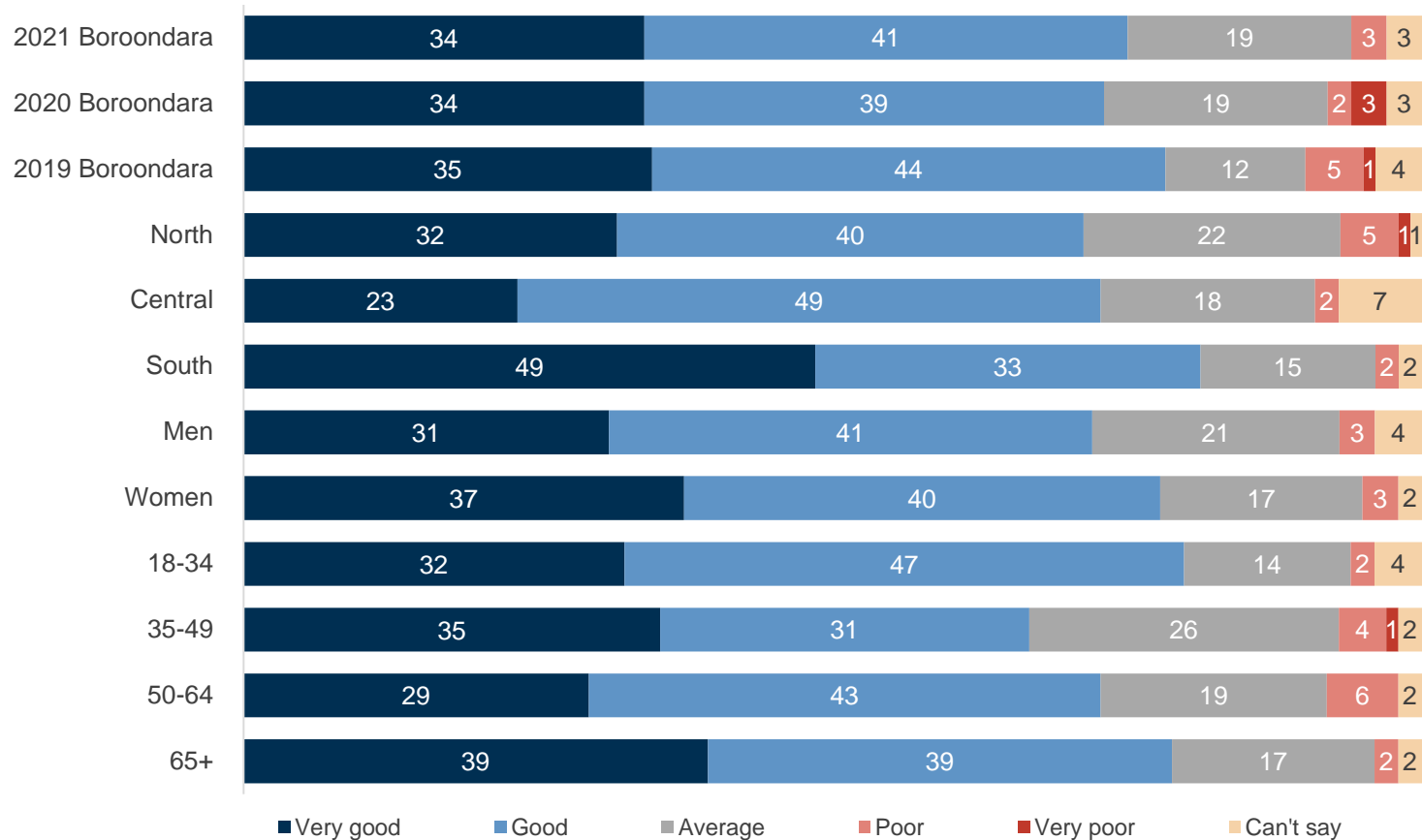
2021 ease of contacting Council no matter what communication method used importance (%)



Ease of contacting Council no matter what communication method used



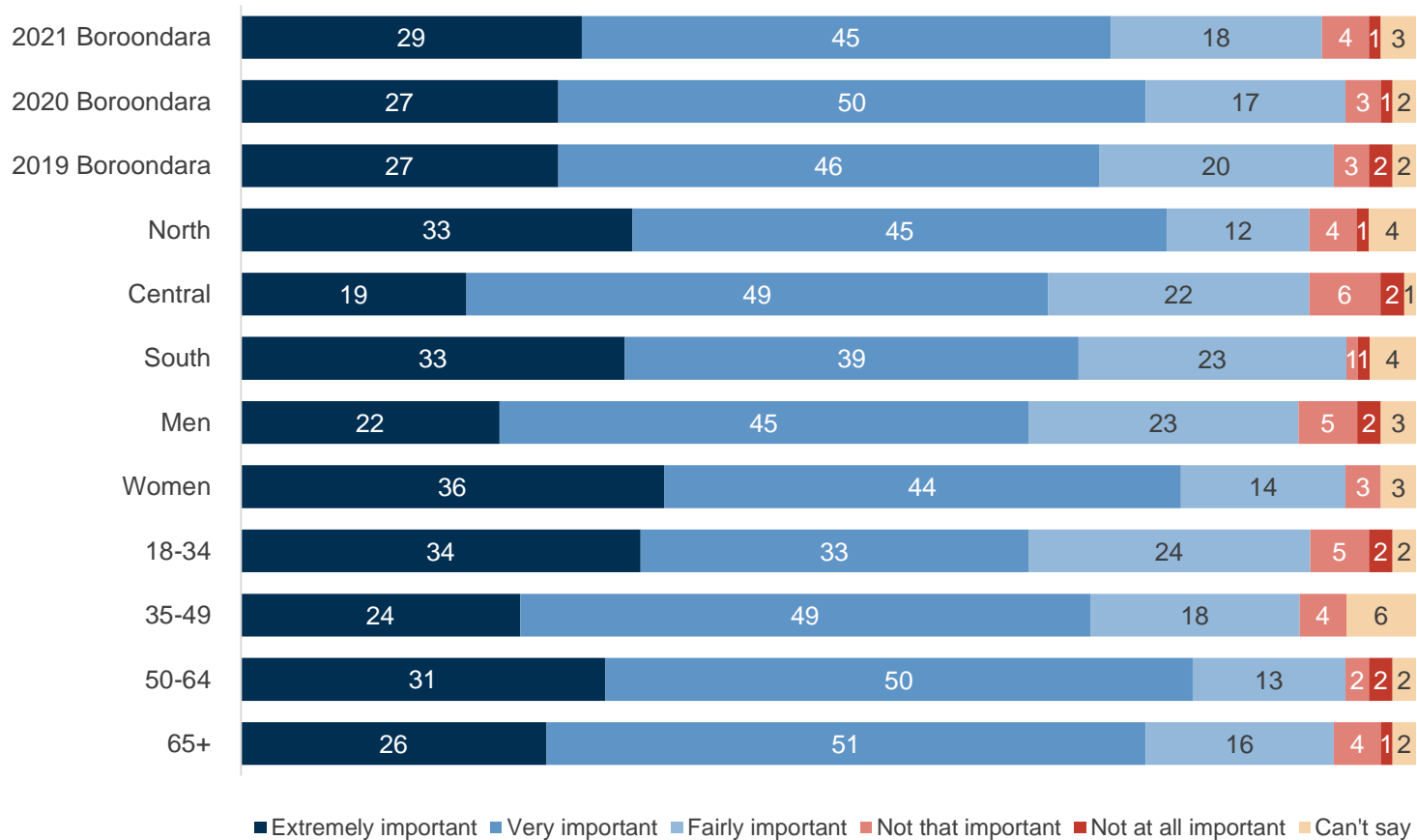
2021 ease of contacting Council no matter what communication method used performance (%)



Consistent resident experience no matter the method used to contact Council



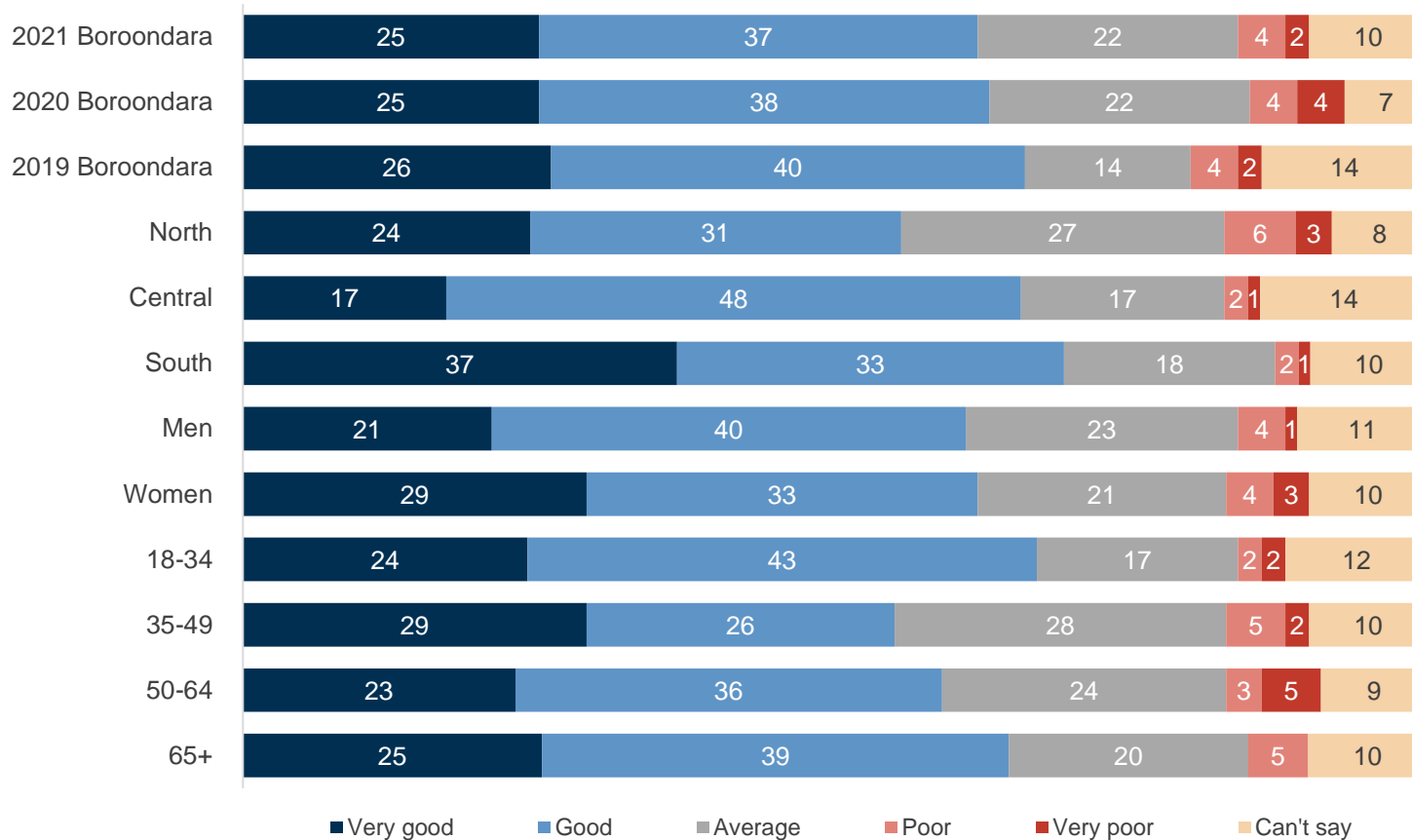
2021 consistent resident experience no matter the method used to contact Council importance (%)



Consistent resident experience no matter the method used to contact Council



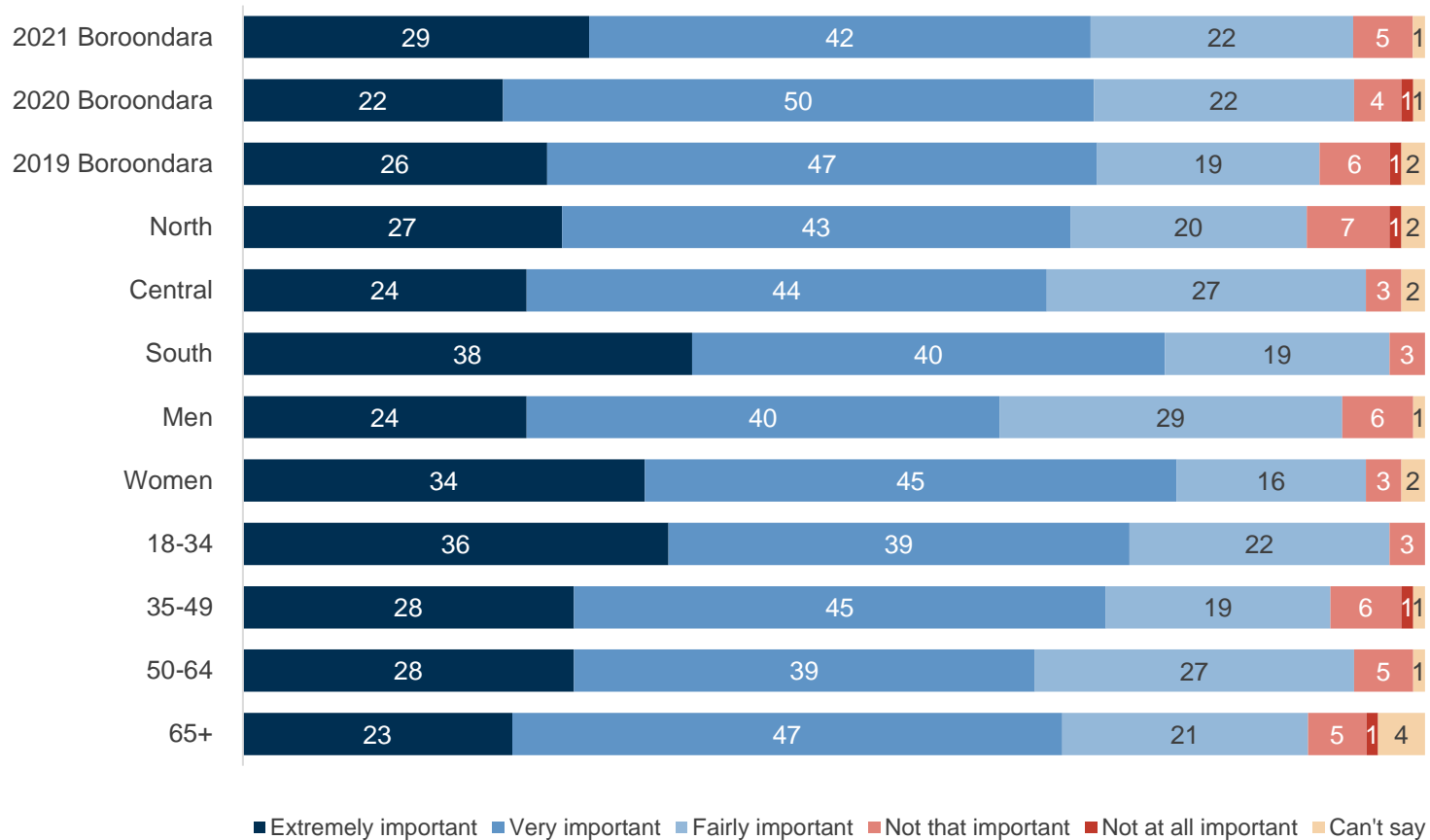
2021 consistent resident experience no matter the method used to contact Council performance (%)





The availability of multiple methods to contact Council

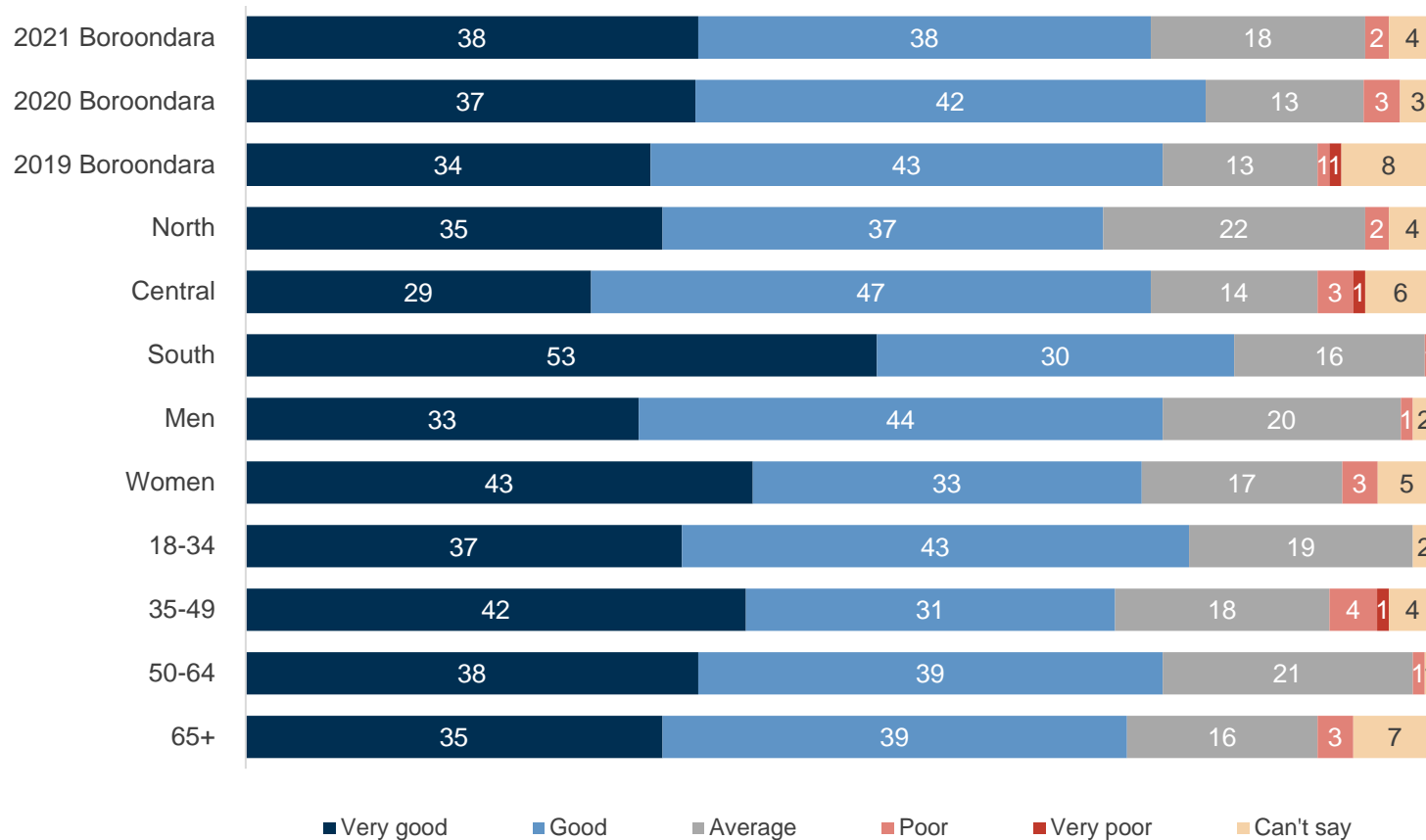
2021 the availability of multiple methods to contact Council importance (%)





The availability of multiple methods to contact Council

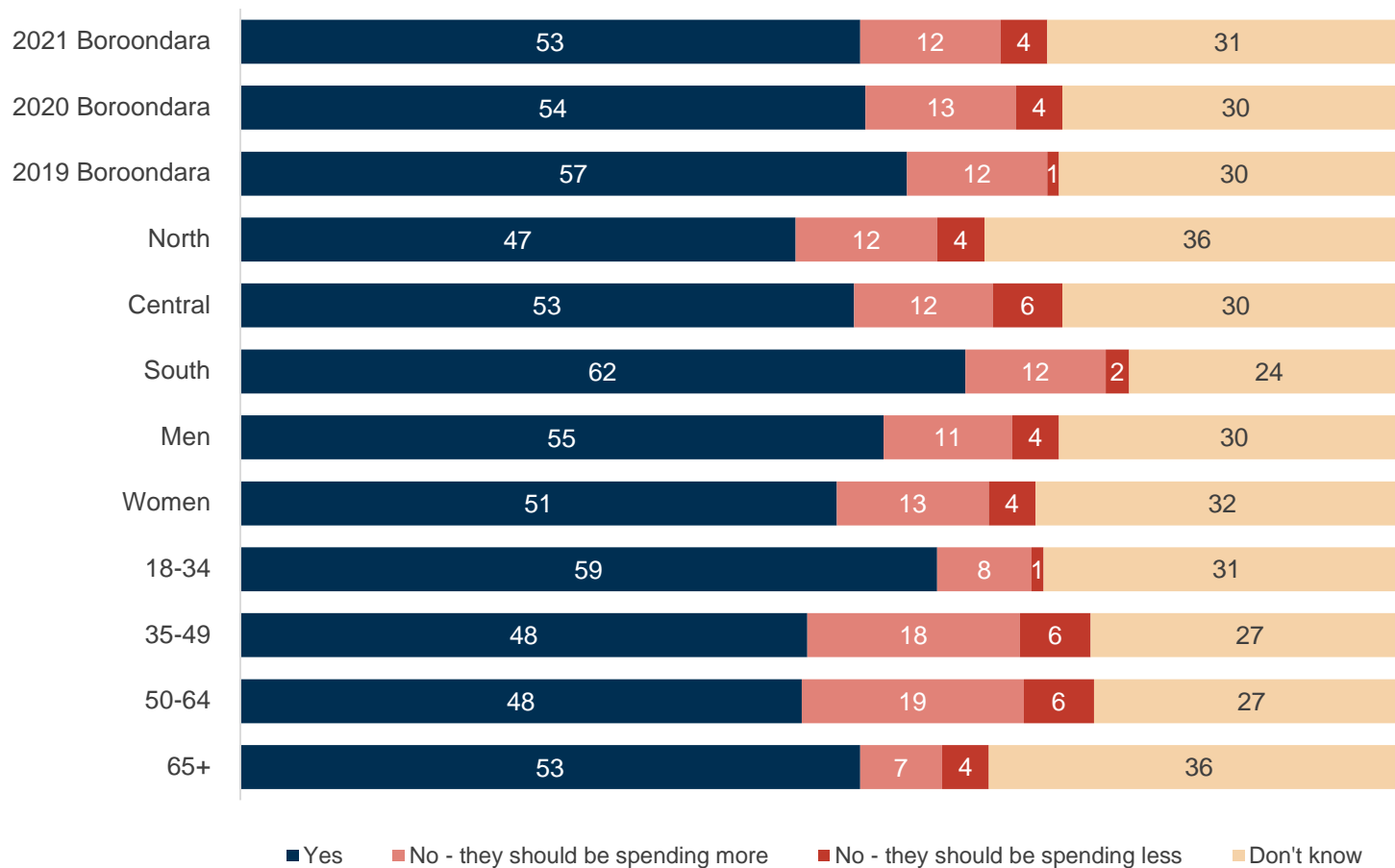
2021 the availability of multiple methods to contact Council performance (%)



Belief that Council investment in customer service delivery is adequate



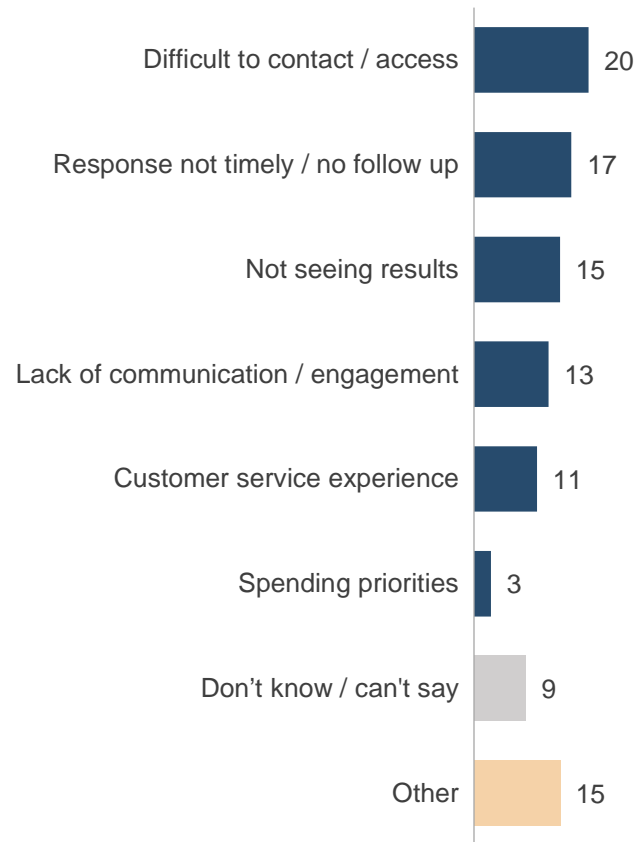
2021 belief that Council investment in customer service delivery is adequate (%)



Reasons for belief that Council is difficult of contact and access



2021 reasons for not believing Council is making adequate investment in customer service delivery (%)



BD44. Why don't you believe that The City of Boroondara is making adequate investment in customer service delivery?

Base: Respondents who do not believe Council is making adequate investment in customer service delivery (n=64).

To further investigate the 15% 'Other' responses, please refer to verbatim responses in additional data file.

THERE ARE
OVER
6 MILLION
PEOPLE IN
VICTORIA...

FIND OUT
WHAT THEY'RE
THINKING.



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