



# **2022 Local Government Community Satisfaction Survey**

## **Boroondara City Council**

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



# Contents

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<u><b>Background and objectives</b></u>	<u><b>3</b></u>	<u><b>Detailed demographics</b></u>	<u><b>83</b></u>
<u><b>Key findings and recommendations</b></u>	<u><b>4</b></u>	<u><b>Appendix A: Index scores, margins of error and significant differences</b></u>	<u><b>90</b></u>
<u><b>Detailed findings</b></u>	<u><b>11</b></u>	<u><b>Appendix B: Further project information</b></u>	<u><b>95</b></u>
<u>Overall performance</u>	<u>12</u>		
<u>Customer service</u>	<u>28</u>		
<u>Communication</u>	<u>37</u>		
<u>Council direction</u>	<u>42</u>		
<u>Individual service areas</u>	<u>46</u>		
<u>Community consultation and engagement</u>	<u>47</u>		
<u>Decisions made in the interest of the community</u>	<u>51</u>		
<u>Condition of sealed local roads</u>	<u>55</u>		
<u>Informing the community</u>	<u>59</u>		
<u>Condition of local streets and footpaths</u>	<u>63</u>		
<u>Recreational facilities</u>	<u>67</u>		
<u>Appearance of public areas</u>	<u>71</u>		
<u>Waste management</u>	<u>75</u>		
<u>Environmental sustainability</u>	<u>79</u>		



## Background and objectives

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

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

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

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

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

### Serving Victoria for 23 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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

## **Key findings and recommendations**



# Boroondara City Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



**Boroondara 71**









**State-wide 59**



**Metropolitan 65**

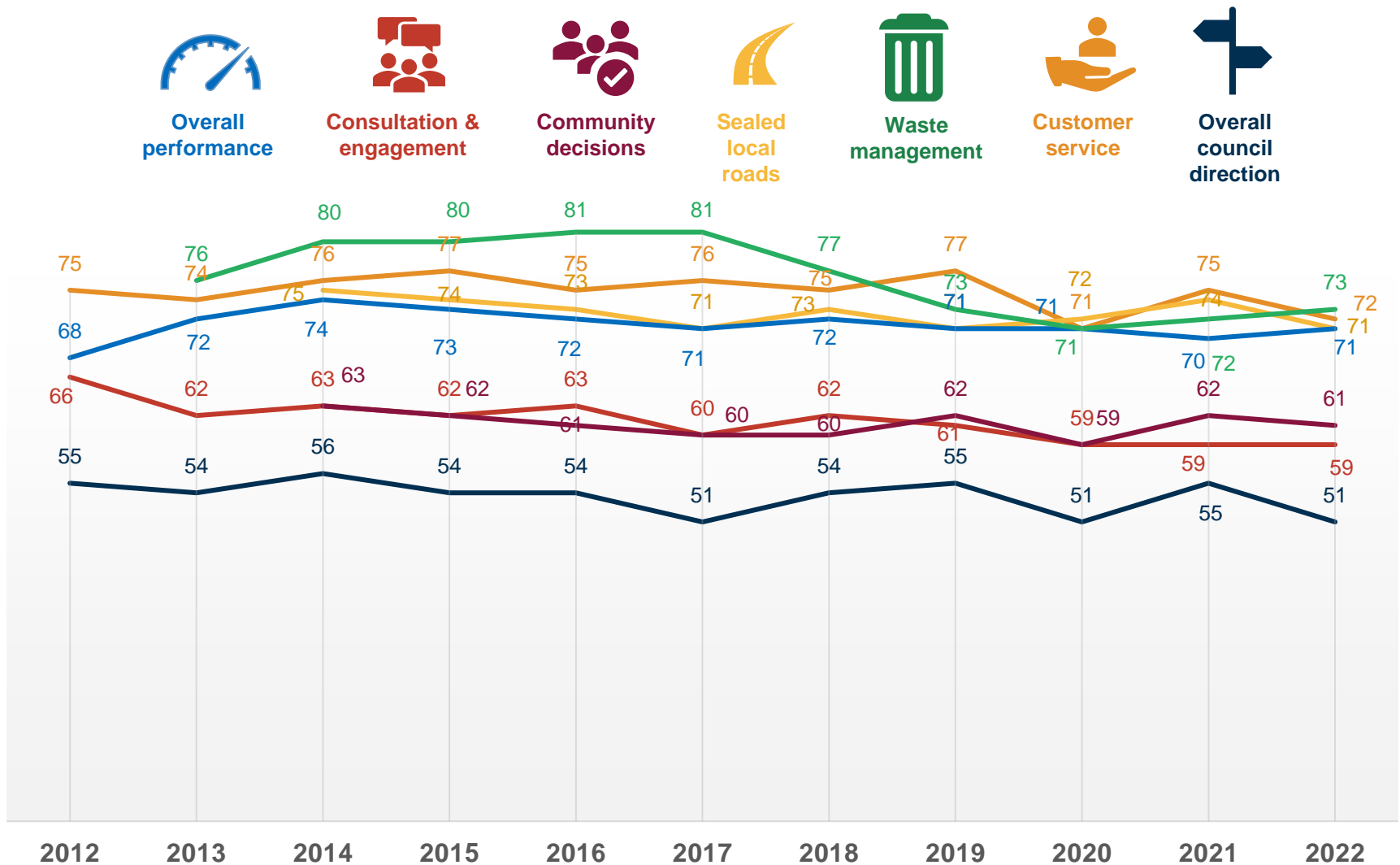
## Council performance compared to State-wide and group averages

	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  Appearance of public areas	None
Compared to group average	 Appearance of public areas  Local streets & footpaths  Sealed local roads	None



## Summary of core measures

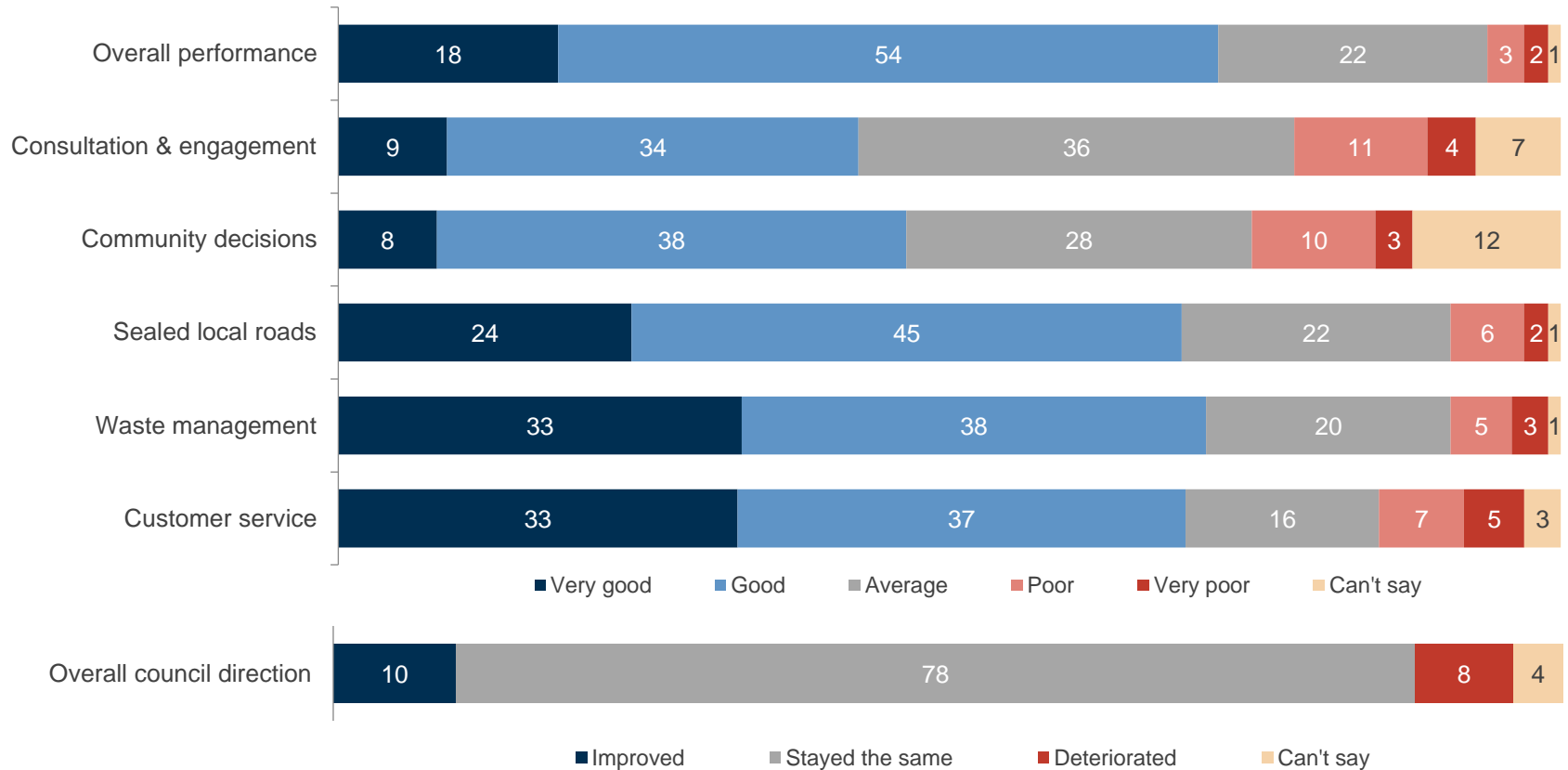
Index scores














## Summary of core measures

Core measures summary results (%)








# Summary of Boroondara City Council performance

Services		Boroondara 2022	Boroondara 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	71	70	65	59	Aged 18-34 years	Aged 50-64 years
	Overall council direction	51	55	53	50	Aged 18-34 years	Aged 50-64 years
	Customer service	72	75	72	68	Aged 50-64 years	North residents
	Appearance of public areas	79	79	72	71	Aged 18-34 years	Aged 50-64 years
	Recreational facilities	76	79	73	69	Aged 65+ years, Women, South residents, Household user, Aged 35-49 years	Aged 18-34 years
	Waste management	73	72	71	68	South residents	North residents
	Sealed local roads	71	74	65	53	Aged 18-34 years	Aged 50-64 years
	Local streets & footpaths	70	70	63	57	Aged 18-34 years	Aged 65+ years
	Environmental sustainability	65	67	63	61	Personal user, Aged 35-49 years, Household user	Aged 18-34 years





## Summary of Boroondara City Council performance

Services		Boroondara 2022	Boroondara 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
	Informing the community	65	64	62	59	Personal user, Household user, South residents, Aged 65+ years, Central residents, Women	Aged 35-49 years
	Community decisions	61	62	59	54	Central residents, Aged 18-34 years	North residents
	Consultation & engagement	59	59	58	54	Aged 65+ years	Aged 18-34 years



## Focus areas for the next 12 months

### Overview

Council's performance ratings across most areas evaluated are in line with 2021 results. On two measures – council direction and recreational facilities – perceptions of Council's performance declined significantly in the last 12 months. Council's overall performance rating has remained relatively consistent for the past eight years, not having moved more than a single index point in either a positive or negative direction between years.

### Key influences on perceptions of overall performance

Council should focus on strengthening communications and transparency about the decisions it makes alongside outreach and engagement efforts with residents. The measures of decisions made in the interests of the community, and consultation and engagement, are more influential on overall perceptions compared to other individual service areas. Council rates lower on both relative to other areas evaluated.

### Comparison to state and area grouping

Importantly, Council performs as well or significantly higher than the Metropolitan group and State-wide averages for councils on all service areas. This is a positive result for Council.

### Maintain and monitor ratings

Council should seek to maintain its strong performance in the appearance of public areas, recreational facilities, and waste management. Recreational facilities will require some close attention in particular, given perceptions of performance in this area declined significantly in the past year. Council should also seek to improve its performance in consultation and engagement, as perceptions here have not improved for some years and are on a slow downward trend over time.

# DETAILED FINDINGS

# Overall performance



## Overall performance

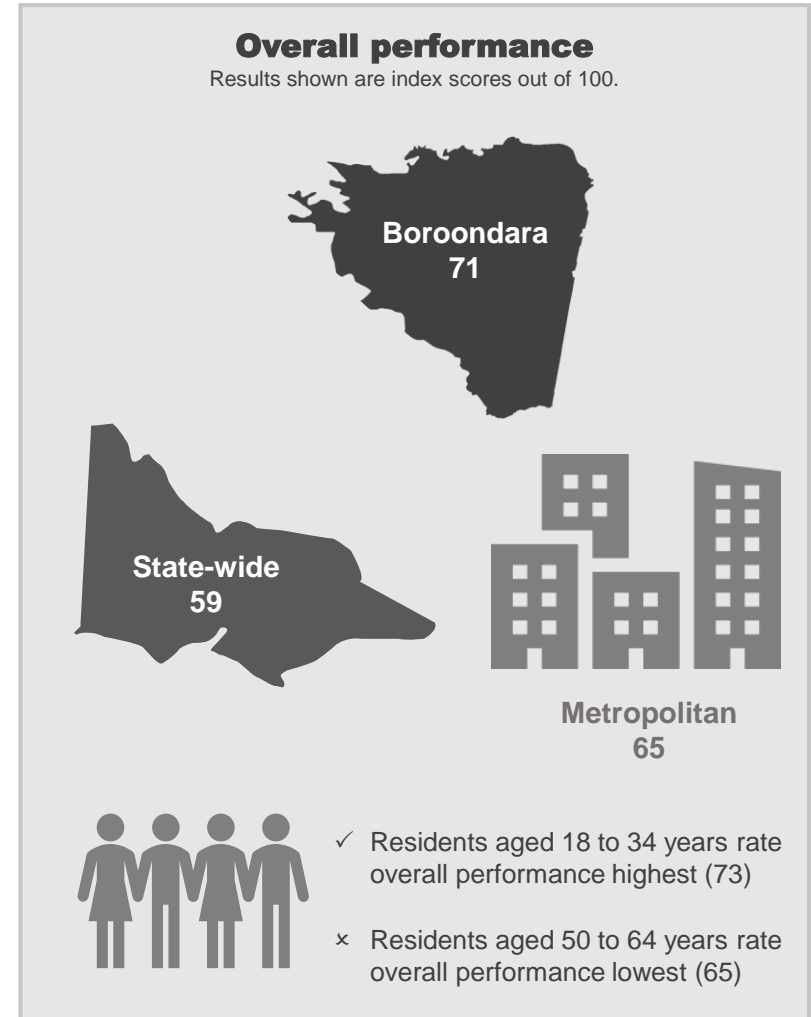
The overall performance index score of 71 for Boroondara City Council is in line with the 2021 result (index score of 70).

- Overall performance ratings have been relatively consistent (and relatively high) over time.

Boroondara City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average ratings for councils State-wide and in the Metropolitan group (index scores of 59 and 65 respectively).

- Individual cohorts all rate Council similarly positively – with no ratings significantly different to the Council average.
- That said, residents aged 50 to 64 years rate overall performance lower compared to other groups. Ratings declined significantly amongst this group between 2015 and 2016 and have yet to return to previously higher levels.

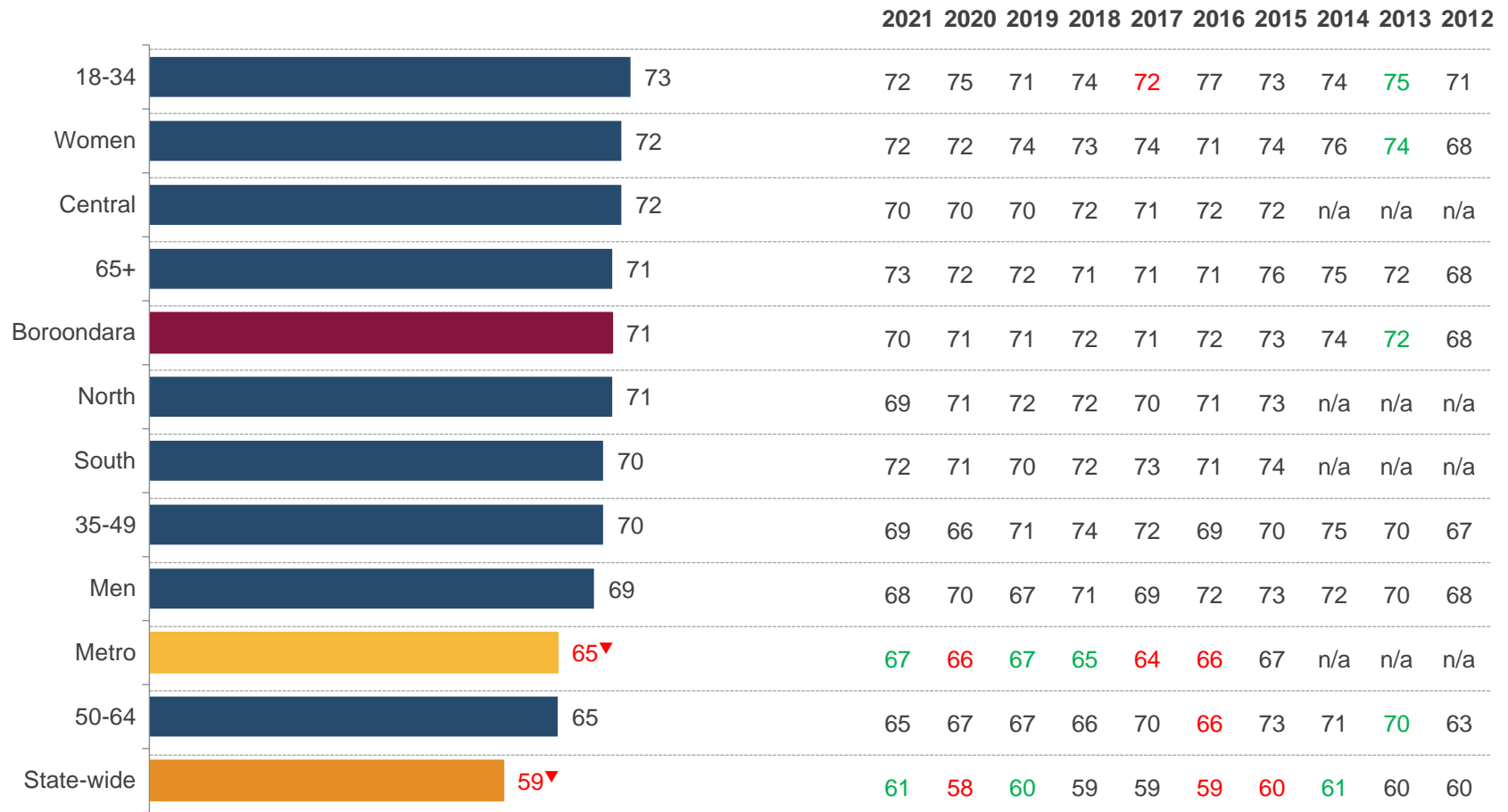
The vast majority (72%) rate Council's overall performance as 'very good' or 'good'. Just 5% rate overall performance as 'very poor' or 'poor'. A further 22% rate Council's overall performance as 'average'.





# Overall performance

## 2022 overall performance (index scores)



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?

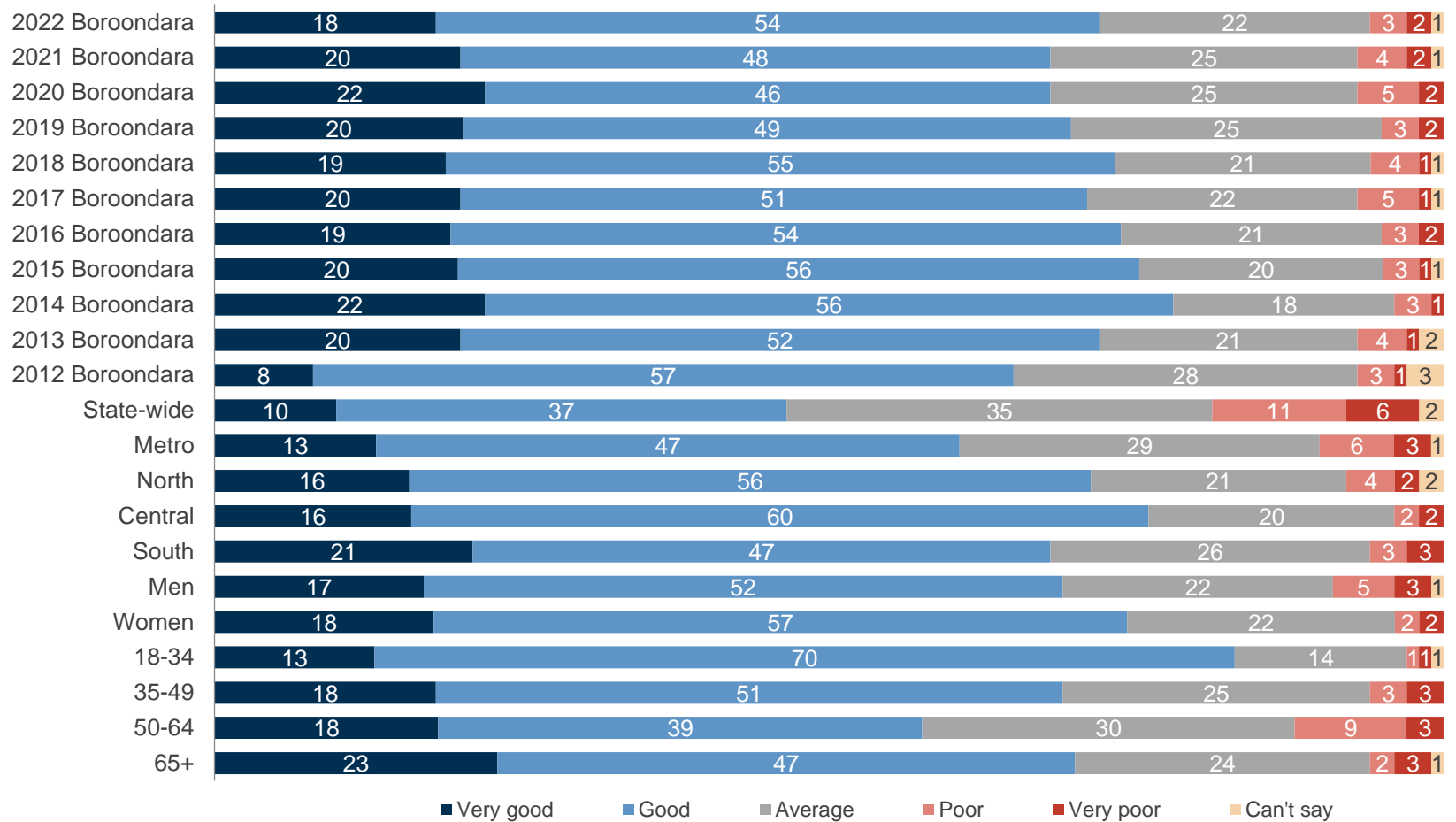
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



# Overall performance

## 2022 overall performance (%)





## Top performing service areas

The appearance of public areas (index score of 79) continues to be Council's best performing service area. Ratings have been consistently here high since 2013.

- Parks and gardens are most commonly nominated (18%) as the best thing about living in Boroondara.

Recreational facilities is Council's next highest rated service area (index score of 76), though perceptions have declined significantly over the past 12 months.

- The decline can largely be attributed to personal users, men and residents aged 18 to 34 years, who rate Council's performance in this area significantly lower than they did in 2021. It recommended Council tend to the declining dissatisfaction among these groups, given views on recreational facilities has a moderate influence on the overall performance rating.

Waste management (73) and sealed local roads (71) round out Council's top performing areas. Perceptions of Council performance in both areas also has an impact on the overall performance rating, so maintaining strong performance would serve Council well.

Council's performance in all mentioned areas is rated significantly higher compared to Metropolitan and State-wide Council averages – with the exception of waste management, where performance is in line with the metropolitan average.



**Appearance of public areas (index score of 79) is the area where Council performed best in 2022.**





## Lower performing service areas



**Council rates lowest – relative to its performance in other areas – in the areas of consultation and engagement (index score of 59) and community decisions (index score of 61).**

Council rates lowest in the areas of consultation and engagement (index score of 59) and community decisions (index score of 61). Both of which:

- have a strong influence on perceptions of overall performance; and
- have become increasingly important to residents overall, meaning the gap between importance and performance is widening in these areas.

In the case of consultation and engagement, performance perceptions have been slowly trending downward over time. Views in this area have not improved since 2018 and are below the peak rating of 66 back in 2012.

The importance of consultation and engagement has increased significantly among younger residents aged 18 to 34 years and women, though their ratings of performance in this service area have either reached or returned to a series low. It may be worth Council making an effort to consult these groups in particular on relevant issues.

In addition, 10% of residents cite community consultation as among the top issues Council needs to focus on to improve its performance.



# Individual service area performance

## 2022 individual service area performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	79	79	80	80	78	78	80	79	81	79	n/a
Recreational facilities	76	79	79	79	78	80	78	79	80	79	n/a
Waste management	73	72	71	73	77	81	81	80	80	76	n/a
Sealed local roads	71	74	72	71	73	71	73	74	75	n/a	n/a
Local streets & footpaths	70	70	67	n/a	n/a	n/a	n/a	n/a	n/a	70	n/a
Environmental sustainability	65	67	61	64	65	66	66	67	68	67	n/a
Informing the community	65	64	61	63	65	65	68	65	68	66	n/a
Community decisions	61	62	59	62	60	60	61	62	63	n/a	n/a
Consultation & engagement	59	59	59	61	62	60	63	62	63	62	66

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

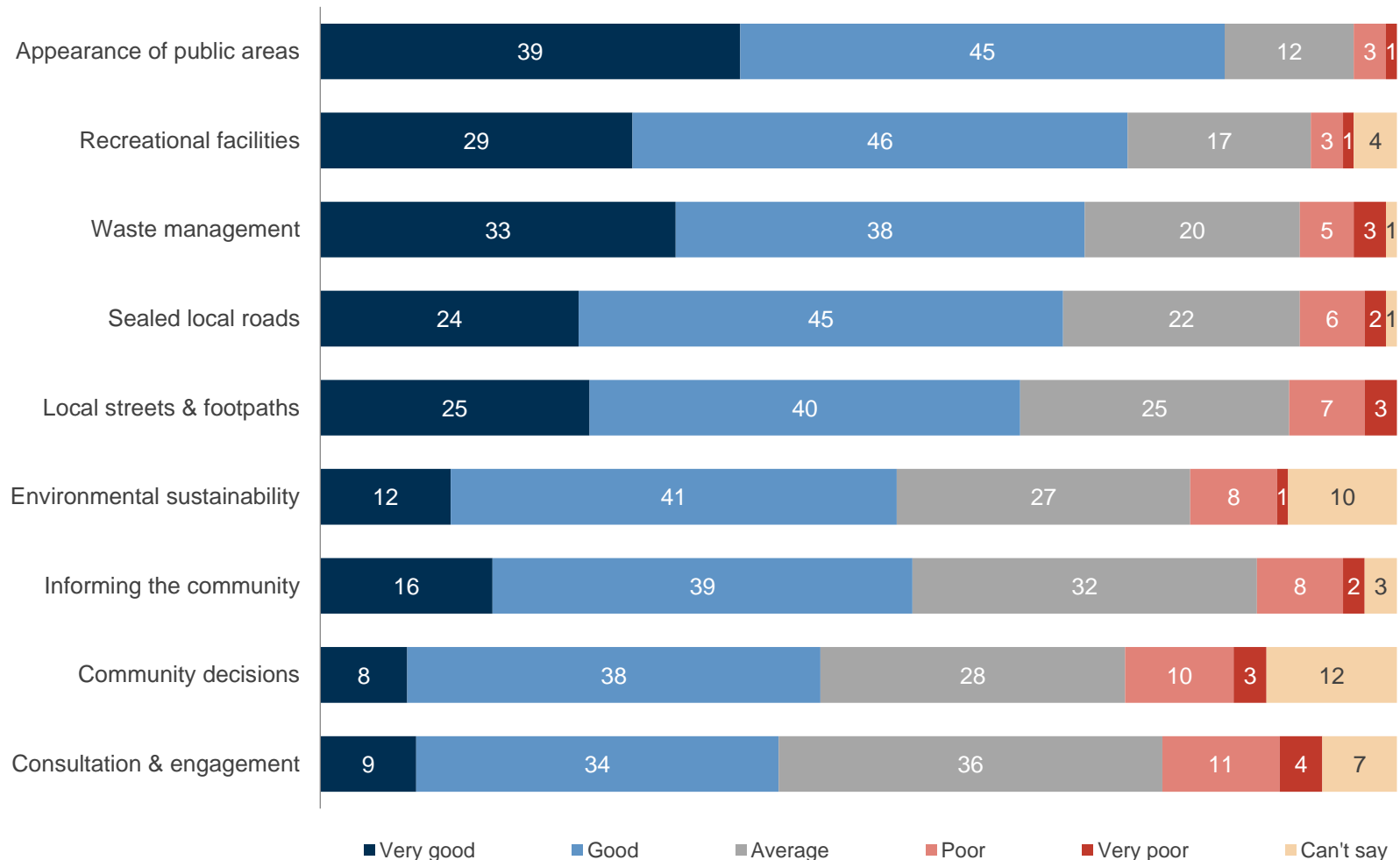
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



# Individual service area performance

2022 individual service area performance (%)





# Individual service area importance

## 2022 individual service area importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	87	86	87	85	83	83	85	80	83	83	n/a
Community decisions	82	78	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	80	79	79	n/a	n/a	n/a	n/a	n/a	n/a	79	n/a
Sealed local roads	78	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	76	75	79	77	76	74	74	71	73	73	n/a
Informing the community	75	72	70	72	71	72	72	71	69	71	n/a
Consultation & engagement	74	71	73	73	71	73	73	72	71	71	n/a
Recreational facilities	74	75	74	74	75	75	74	72	72	74	n/a
Appearance of public areas	74	74	75	75	75	75	76	72	72	74	n/a

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

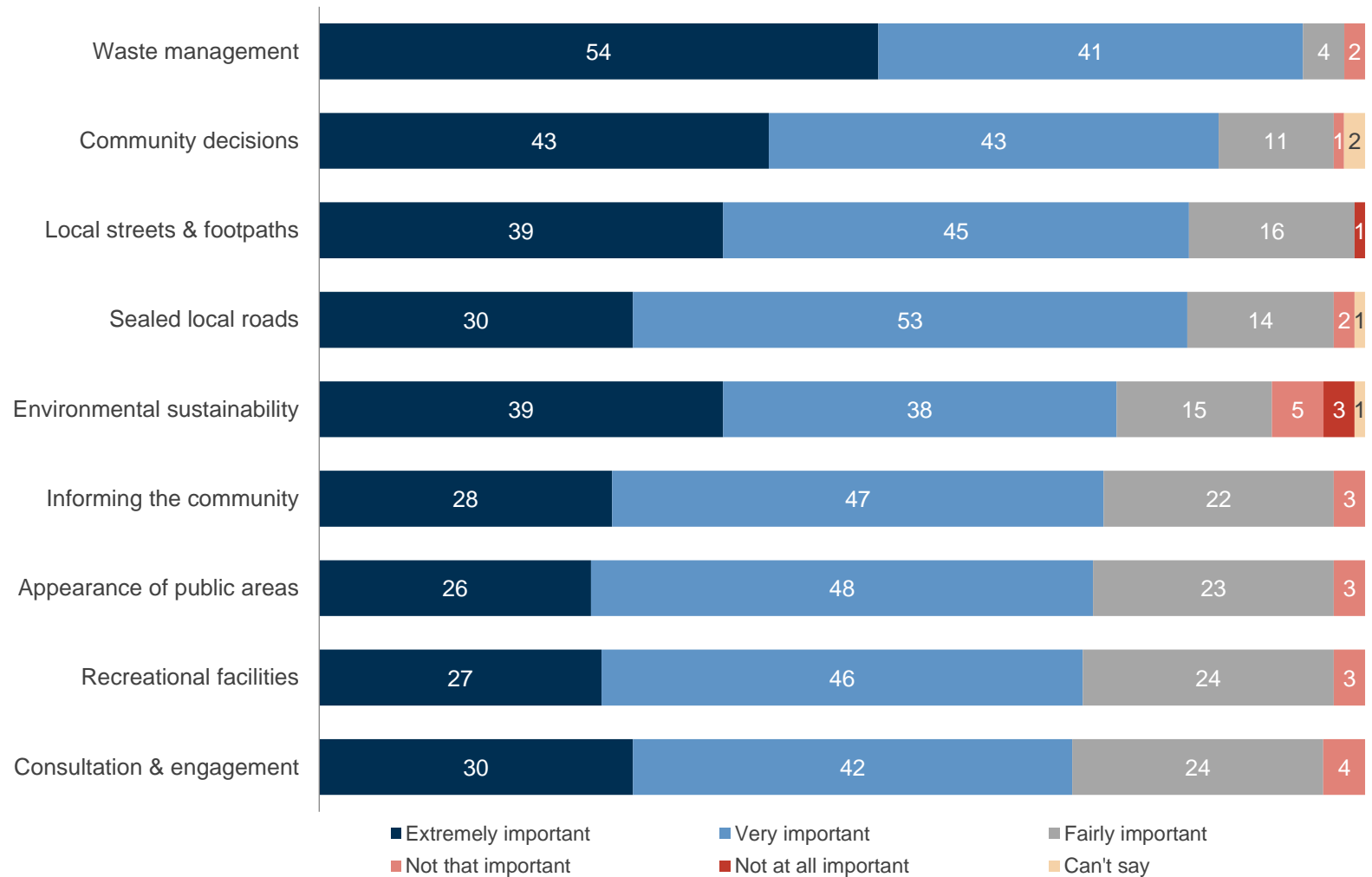
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

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



# Individual service area importance

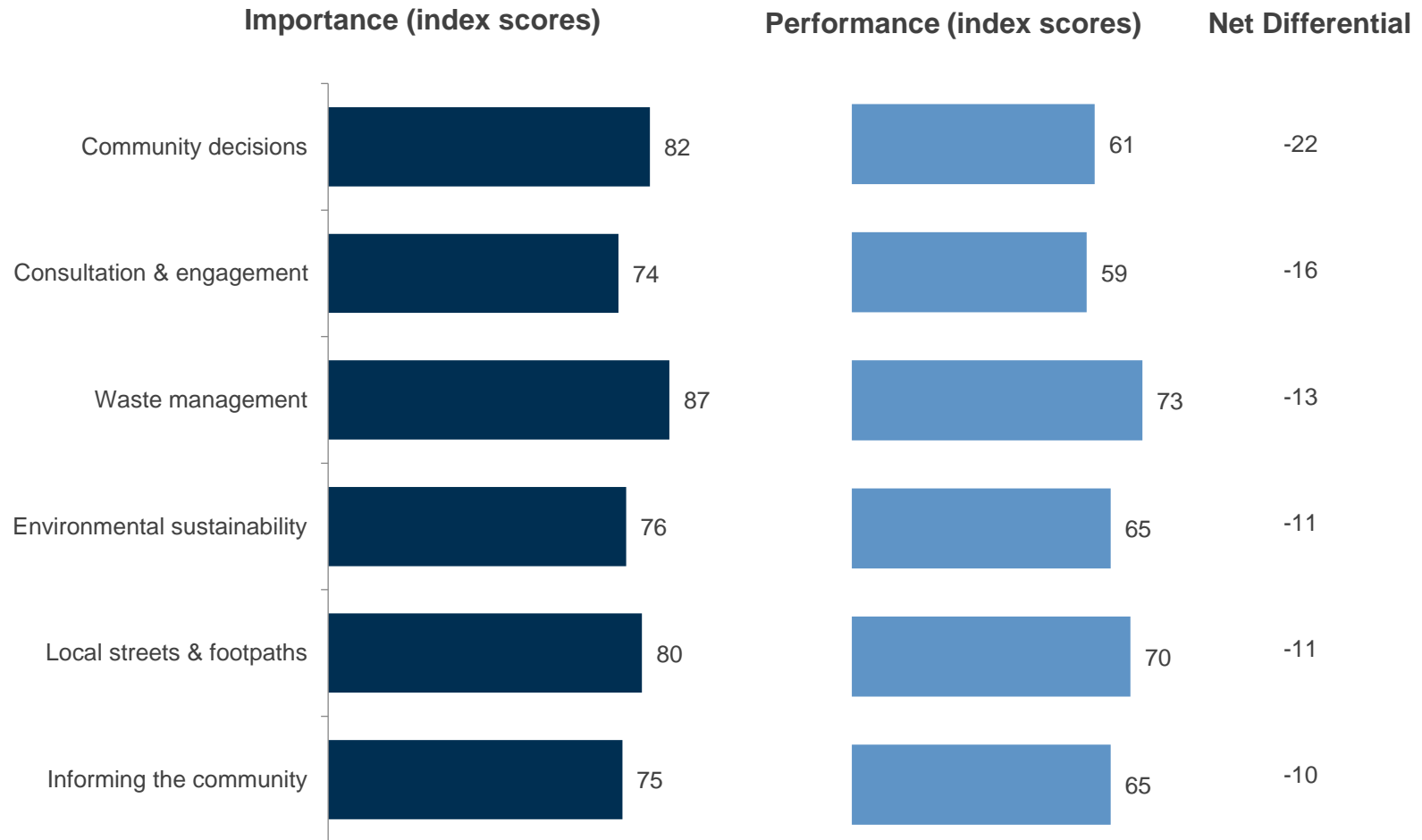
2022 individual service area importance (%)





# 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:

- Condition of sealed local roads
- Community consultation and engagement
- Environmental sustainability
- Informing the community
- Recreational facilities
- Waste management.

Looking at these key service areas only, recreational facilities, waste management and the condition of sealed local roads have a high performance index (76, 73 and 71 respectively) and a moderate to strong influence on Council's overall performance rating.

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

Other service areas that have a moderate influence on overall perceptions, but perform relatively less well, are informing the community, environmental sustainability, and community consultation and engagement (performance index of 65, 65 and 59 respectively).

**A focus on consulting with residents and keeping them well informed about Council activities, such as its sustainability initiatives, can also help shore up positive 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 weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

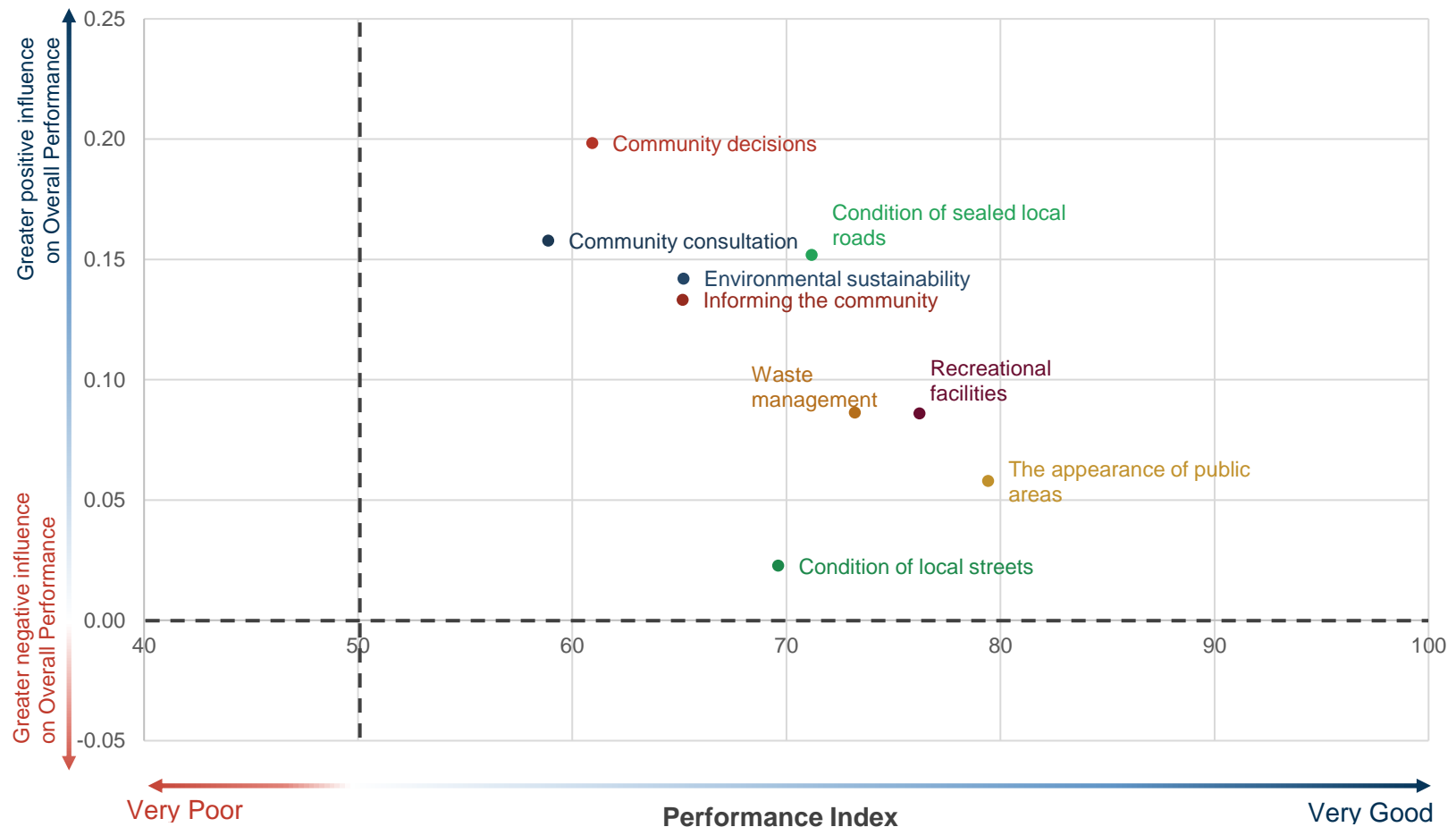
**Key insights from this analysis are derived from the second chart.**





# Influence on overall performance: all service areas

## 2022 regression analysis (all service areas)

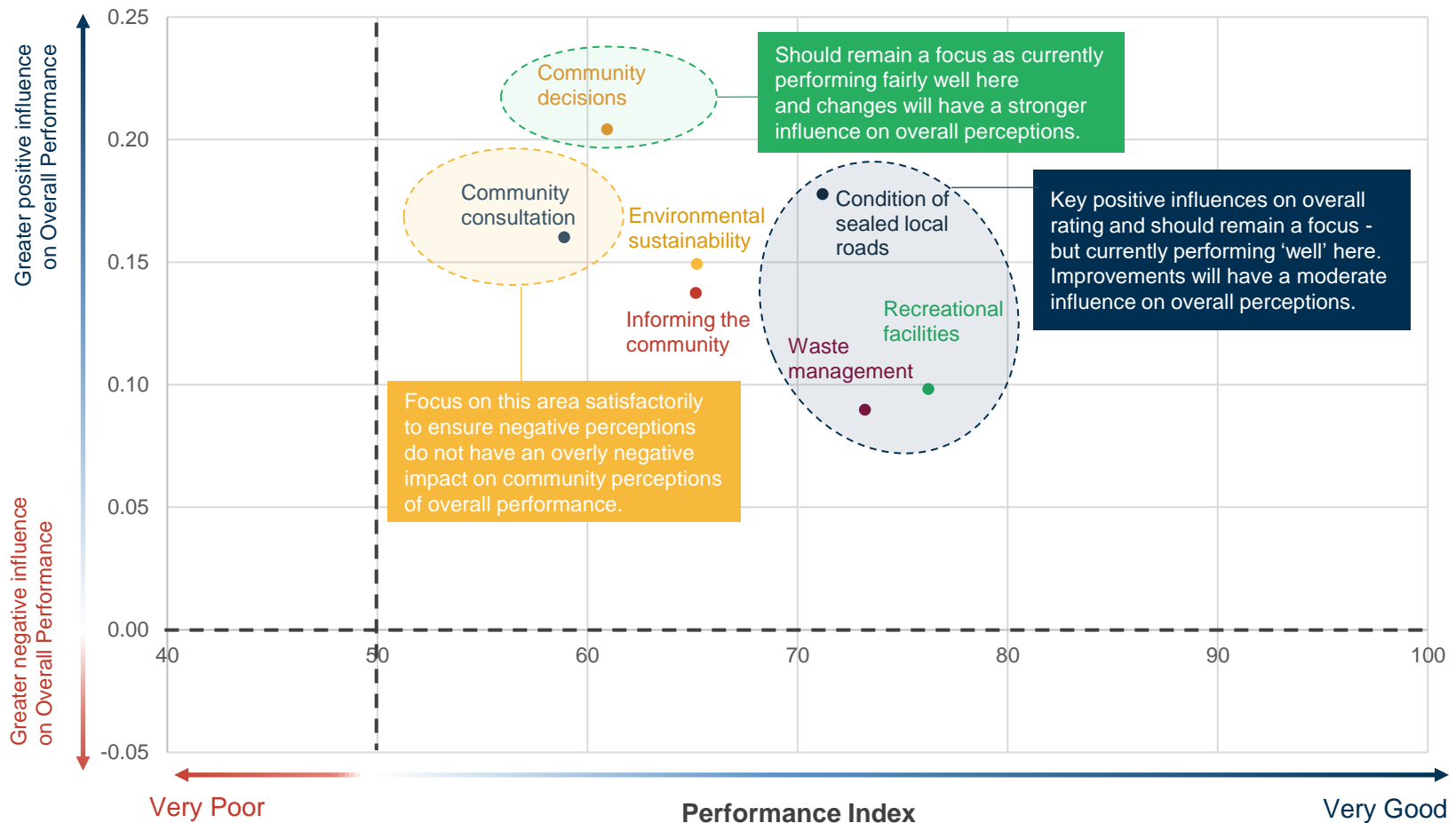


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.501 and adjusted  $R^2$  value of 0.492, which means that 50% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 54.76$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Influence on overall performance: key service areas

## 2022 regression analysis (key service areas)

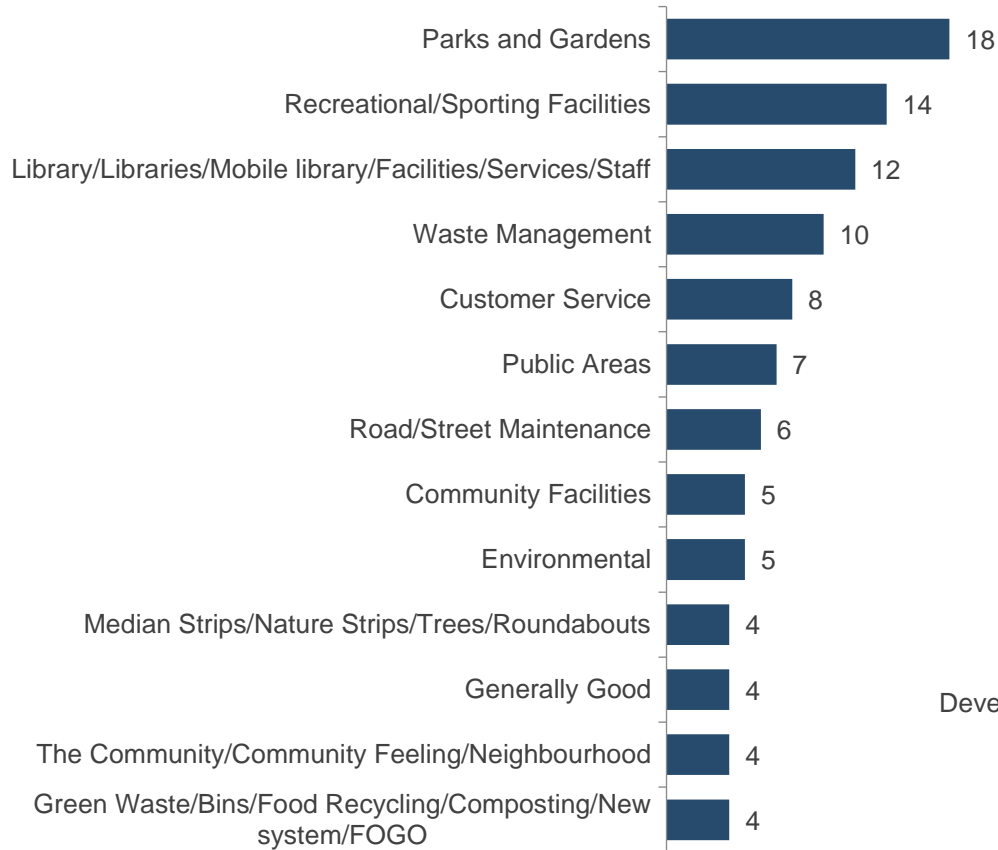


The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.498 and adjusted  $R^2$  value of 0.491, which means that 50% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 69.83$ .

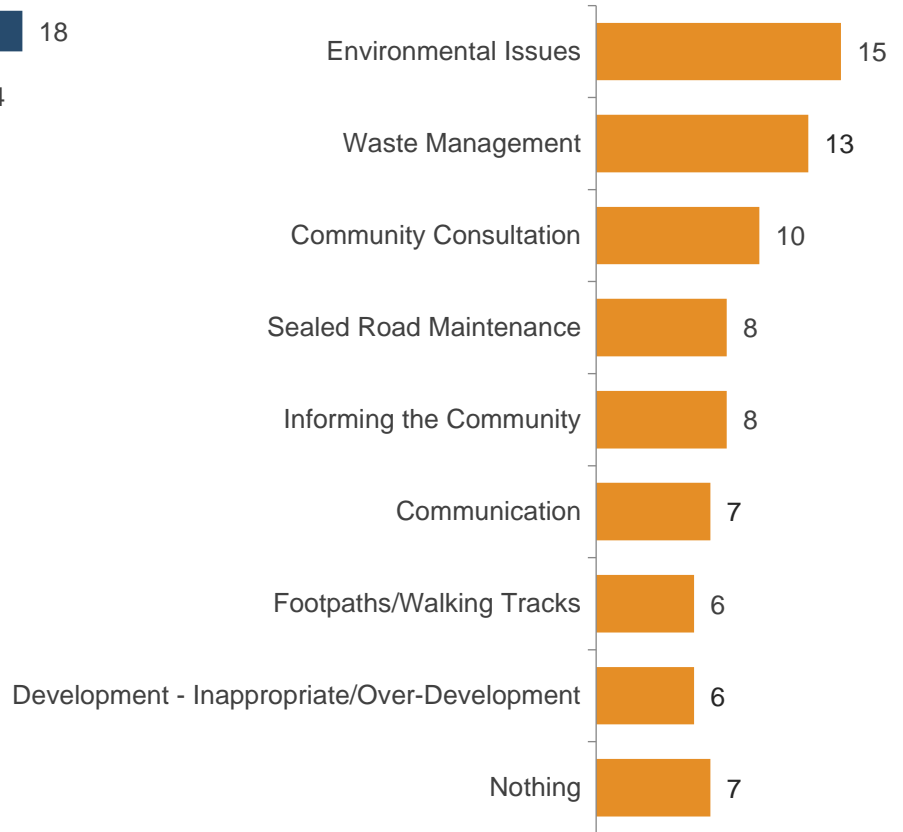


# Best things about Council and areas for improvement

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



**2022 areas for improvement (%)**  
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about 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: 30 Councils asked group: 8

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

Base: All respondents. Councils asked State-wide: 47 Councils asked group: 12

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



# **Customer service**



# Contact with council and customer service

## Contact with council

Two-thirds of Council residents (67%) had contact with Council in the previous 12 months. Rate of contact has declined for the first time in five years. Contact among residents in the North (64%) is significantly lower this year compared to last (75% in 2021).

Residents tend to contact Council by telephone (33%, down from 39% in 2021) and email (28%, down from 33%). Contact through Council's website has decreased this year (18%, down from 27%), returning to previous usage levels after a spike in 2021.



## Customer service

Council's customer service index of 72 is three points lower than in 2021. The three-point decline means that Council's current customer service rating is just one point away from the series low seen in 2020.

That said, customer service is rated in line with the Metropolitan group and significantly higher than the State-wide average for councils (index scores of 72 and 68 respectively).

Seven in ten residents (70%) who have had contact with Council provide a positive customer service rating of 'very good' or 'good'.

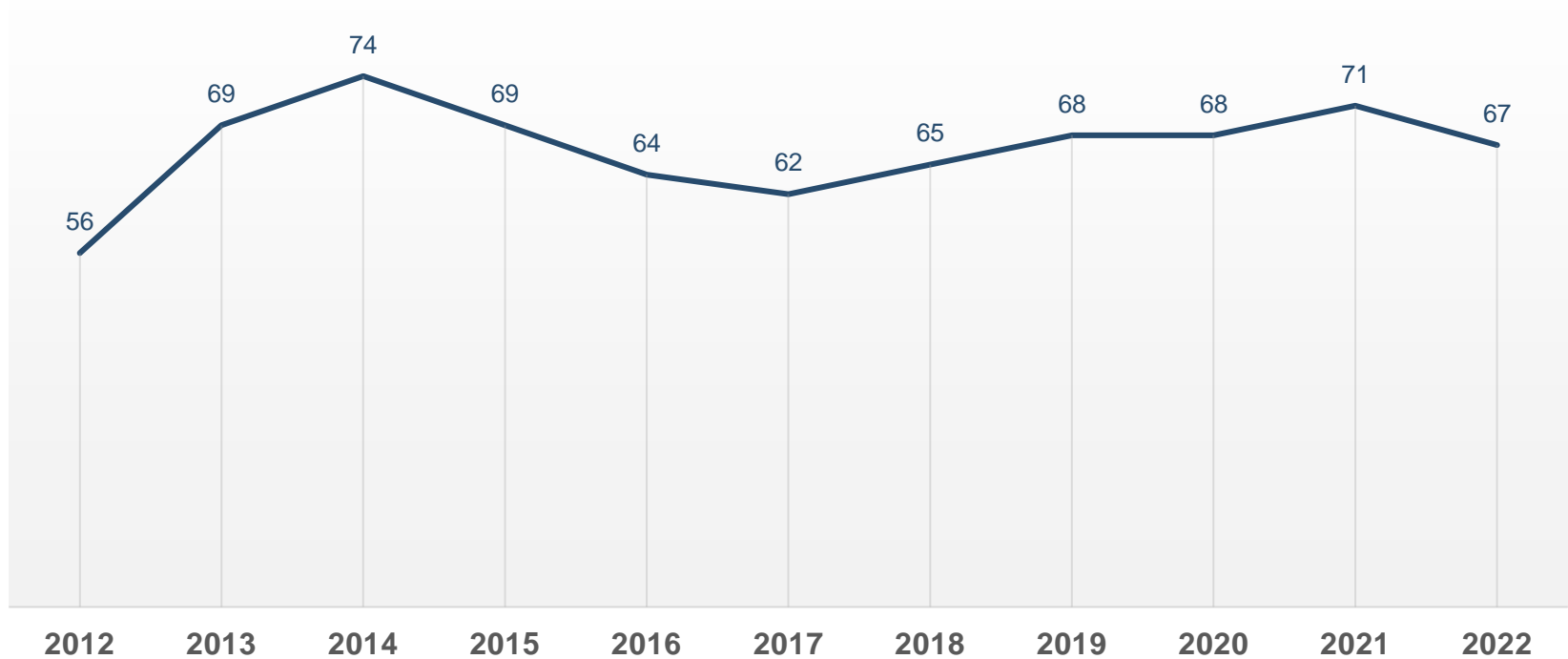
- Positively, residents aged 50 to 64 years had the most contact with Council over the last 12 months (76%) and are the most positive of Council's customer service performance (index score of 74).
- Residents of the South also had relatively higher rates of contact with Council compared to other cohorts, however, perceptions of customer service declined significantly in this group (index score of 73, down nine points from 2021).

Customer service ratings are by far the highest among residents who communicated with council via its website (index score of 84).



## Contact with council

2022 contact with council (%)  
Have had contact



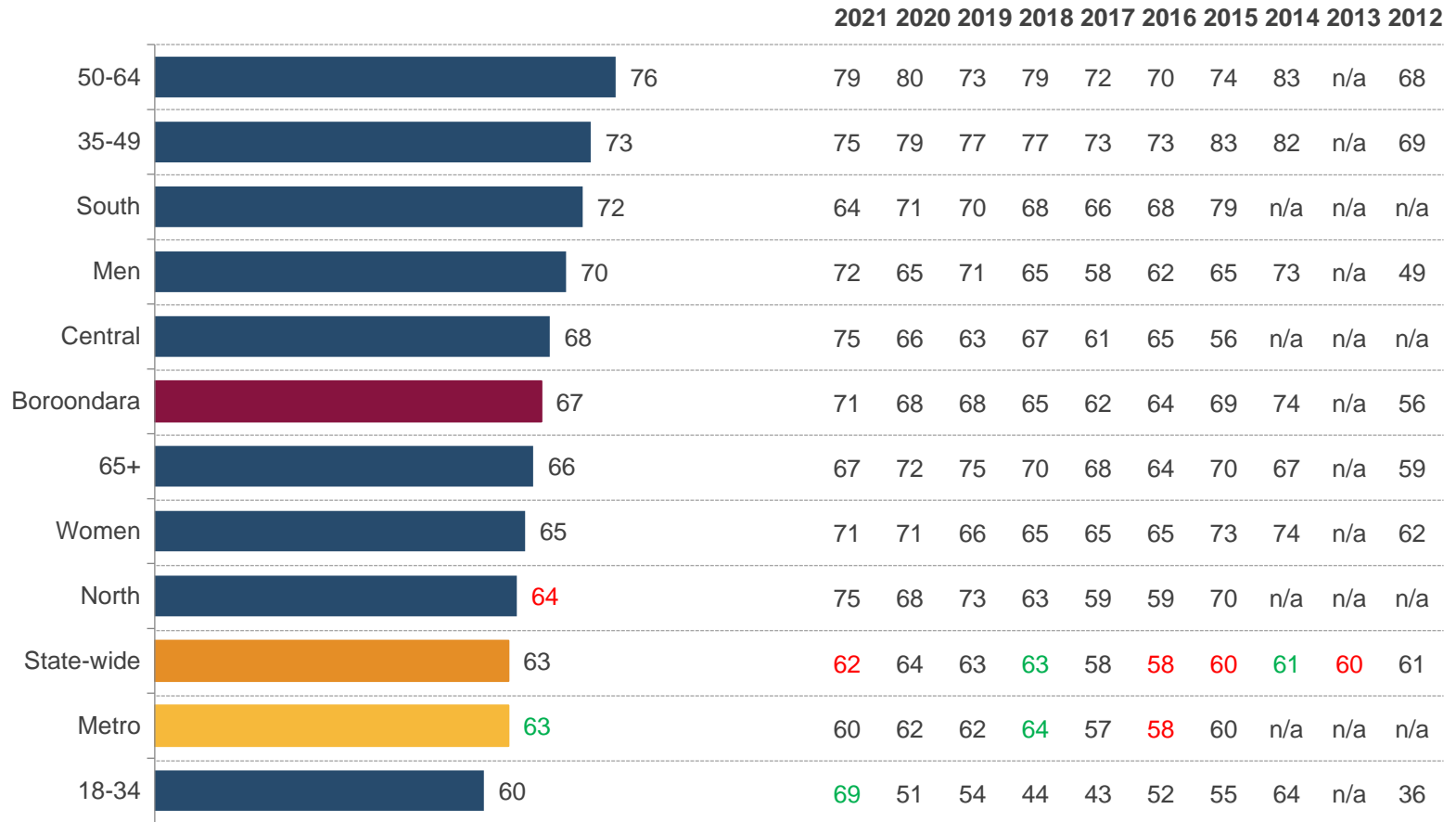
Q5a. Have you or any member of your household had any recent contact with Boroondara City Council in any of the following ways?

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



## Contact with council

### 2022 contact with council (%)



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

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

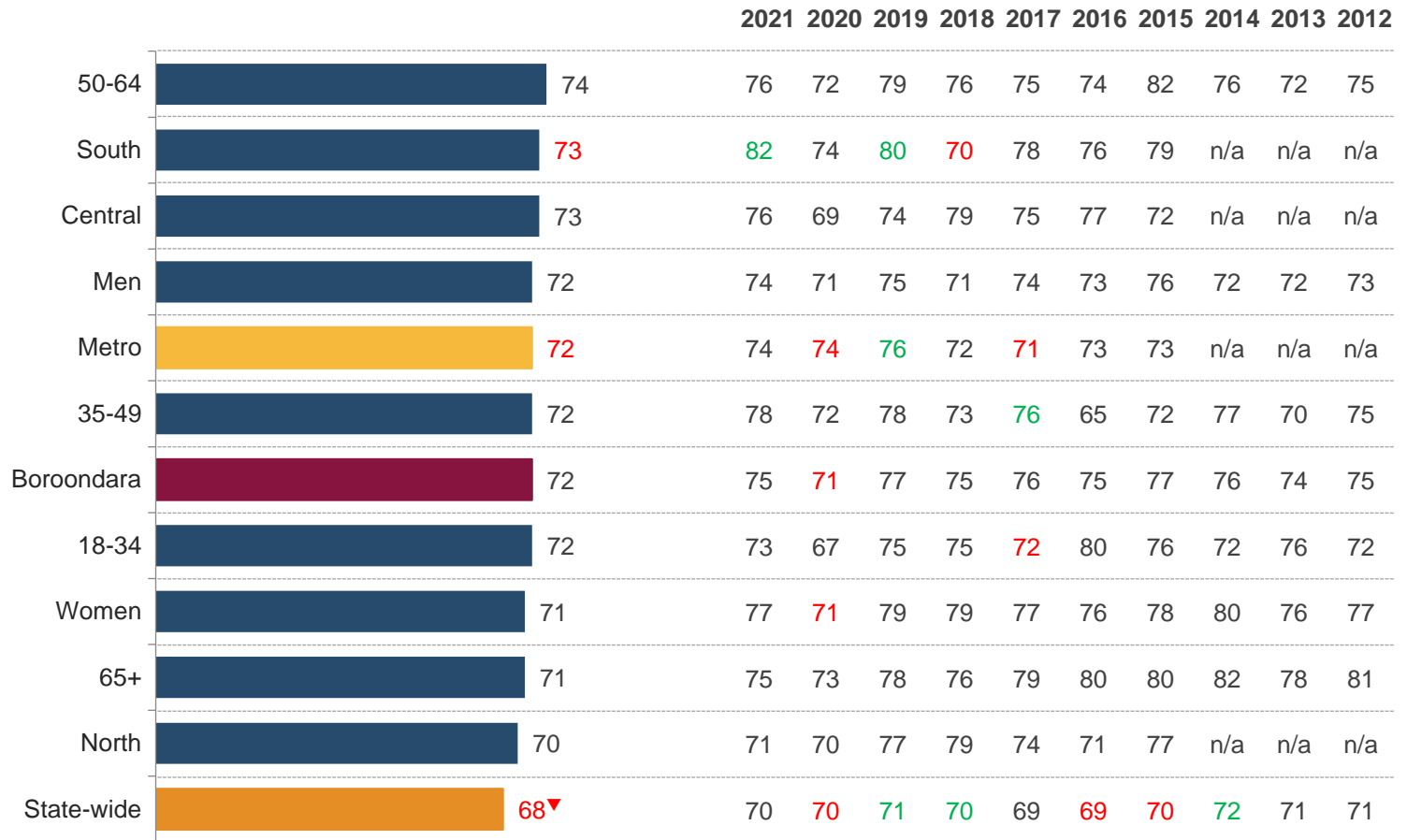
Note: Please see Appendix A for explanation of significant differences.

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



# Customer service rating

## 2022 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate 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: 67 Councils asked group: 16

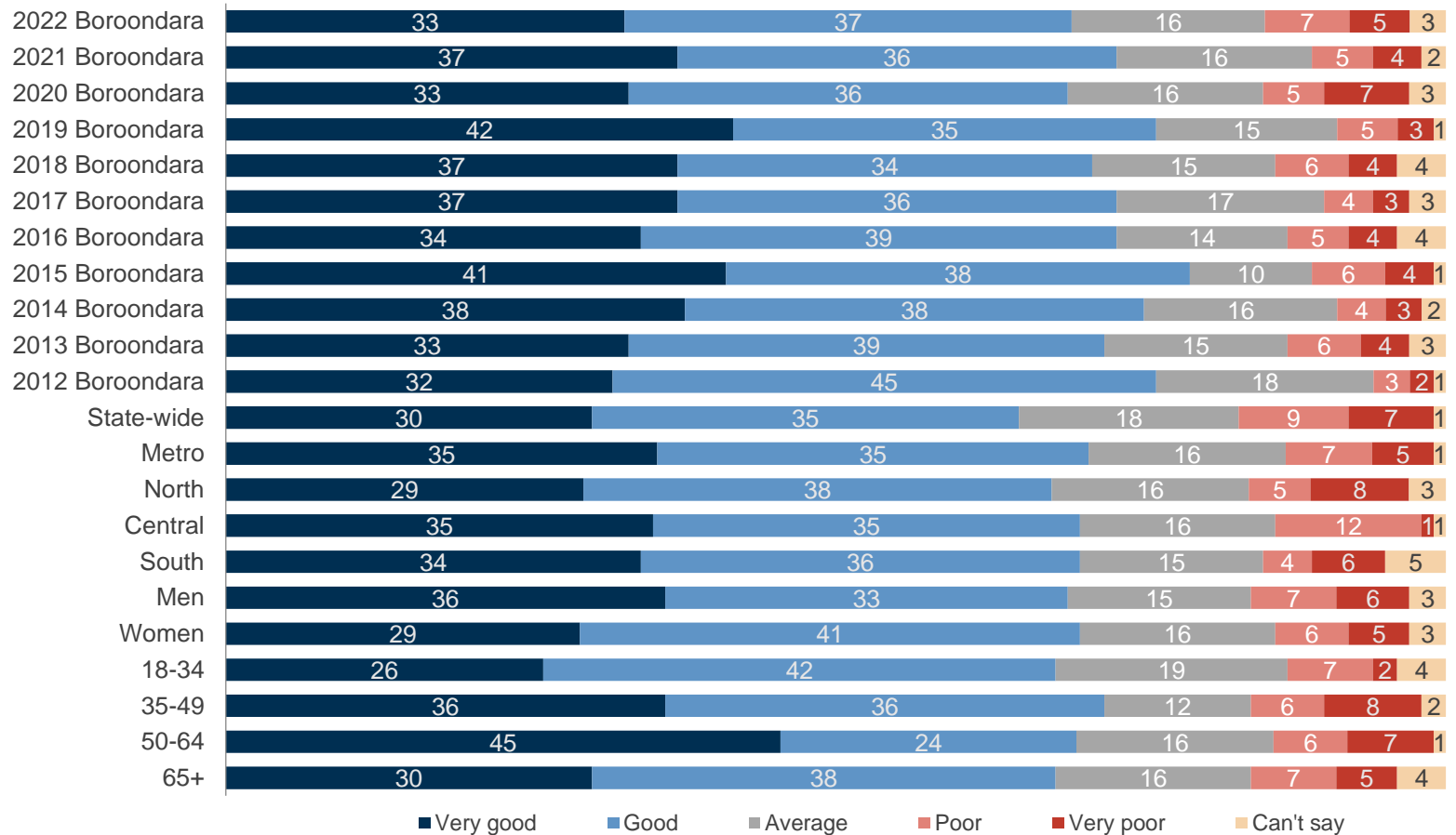
Note: Please see Appendix A for explanation of significant differences.





# Customer service rating

## 2022 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate 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: 67 Councils asked group: 16



# Method of contact with council

2022 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



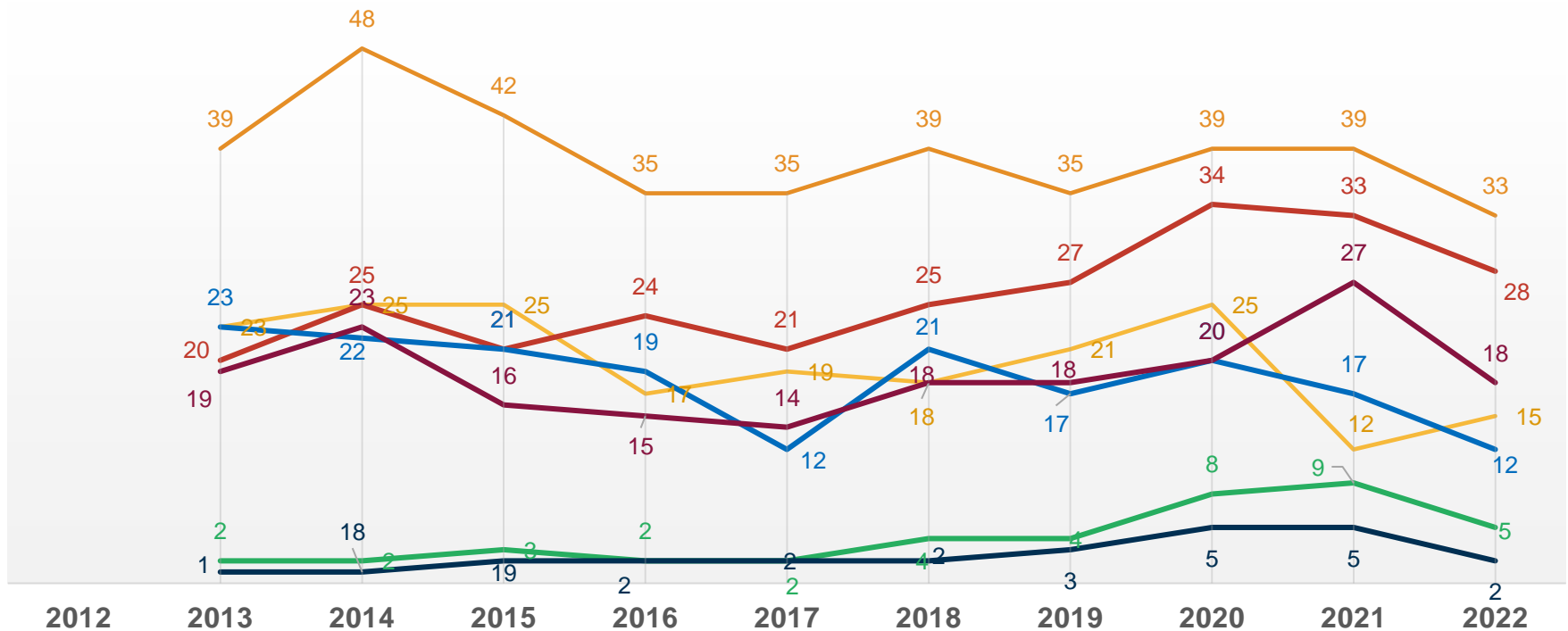
By Email



Via Website



By Social Media



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

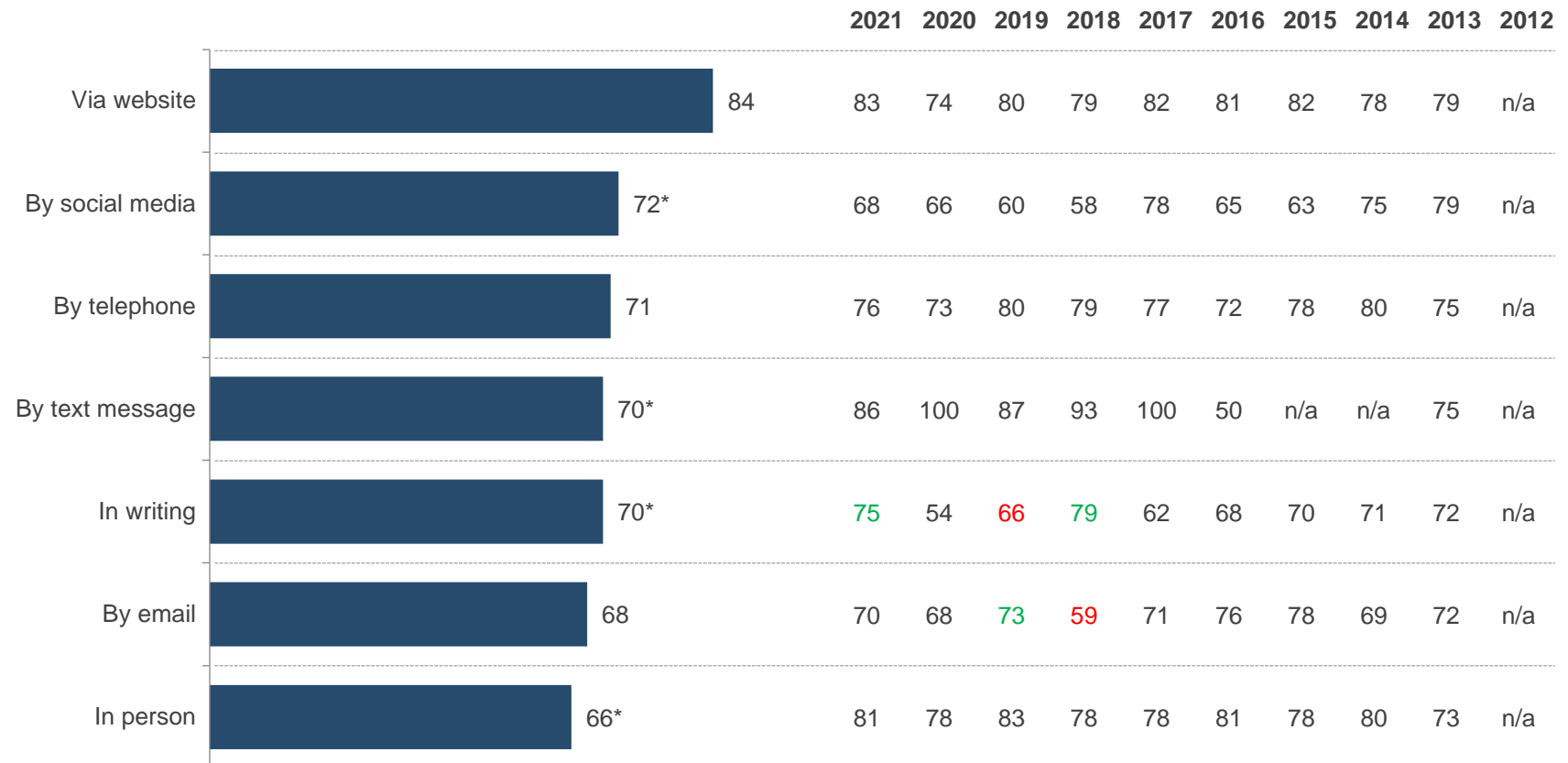
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



# Customer service rating by method of last contact

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



Q5c. Thinking of the most recent contact, how would you rate 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: 25 Councils asked group: 8

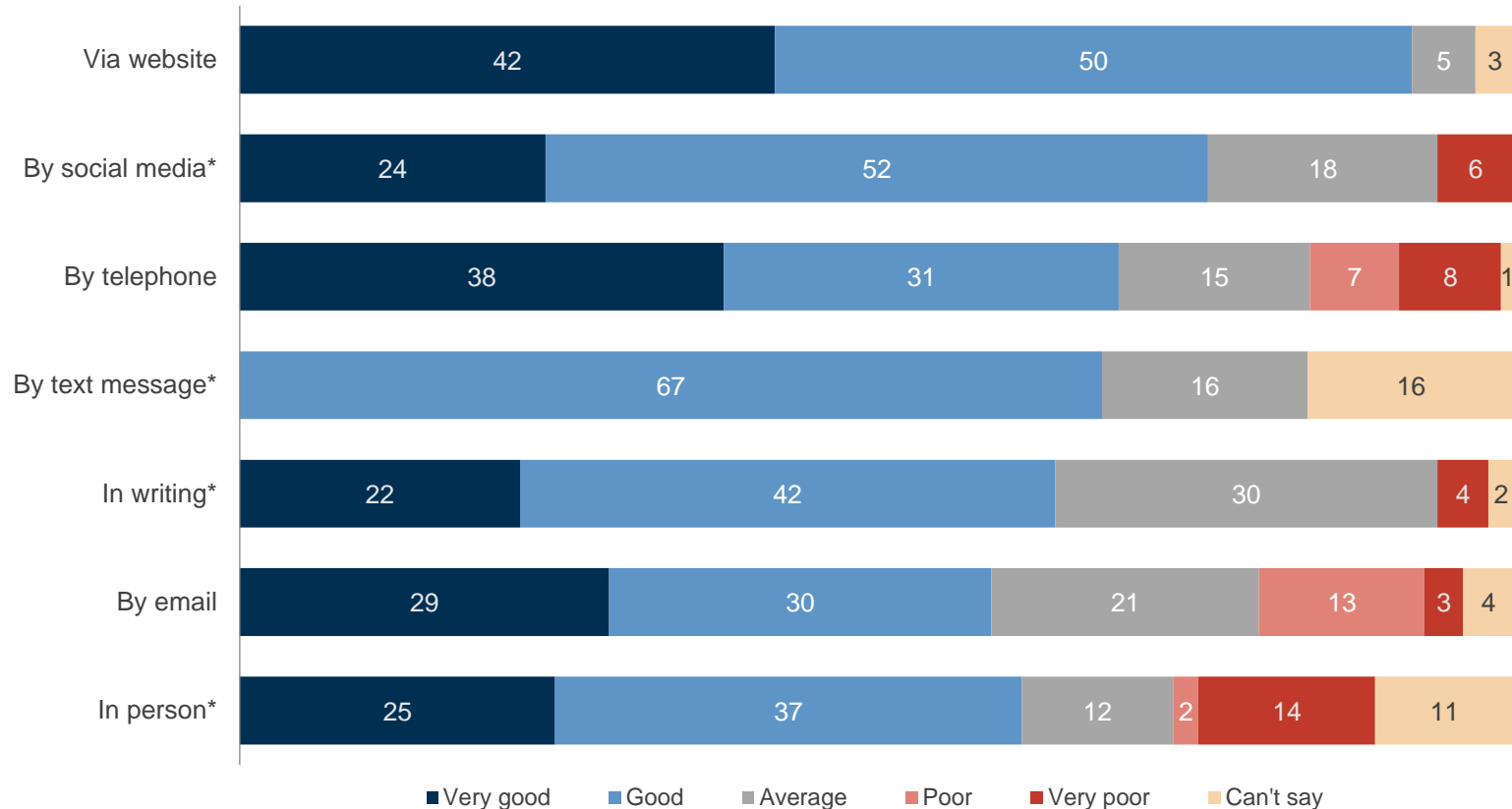
Note: Please see Appendix A for explanation of significant differences.

\*Caution: small sample size < n=30



# Customer service rating by method of last contact

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



Q5c. Thinking of the most recent contact, how would you rate 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: 25 Councils asked group: 8

\*Caution: small sample size < n=30



# Communication

## Communication

Preferred methods of communication to receive Council news and information about upcoming events remains newsletter sent by mail (39%) or email (37%). Appetite for newsletter via mail continues to steadily increase. The popularity of an e-newsletter rebounded (up five percentage points) after a few years in decline.

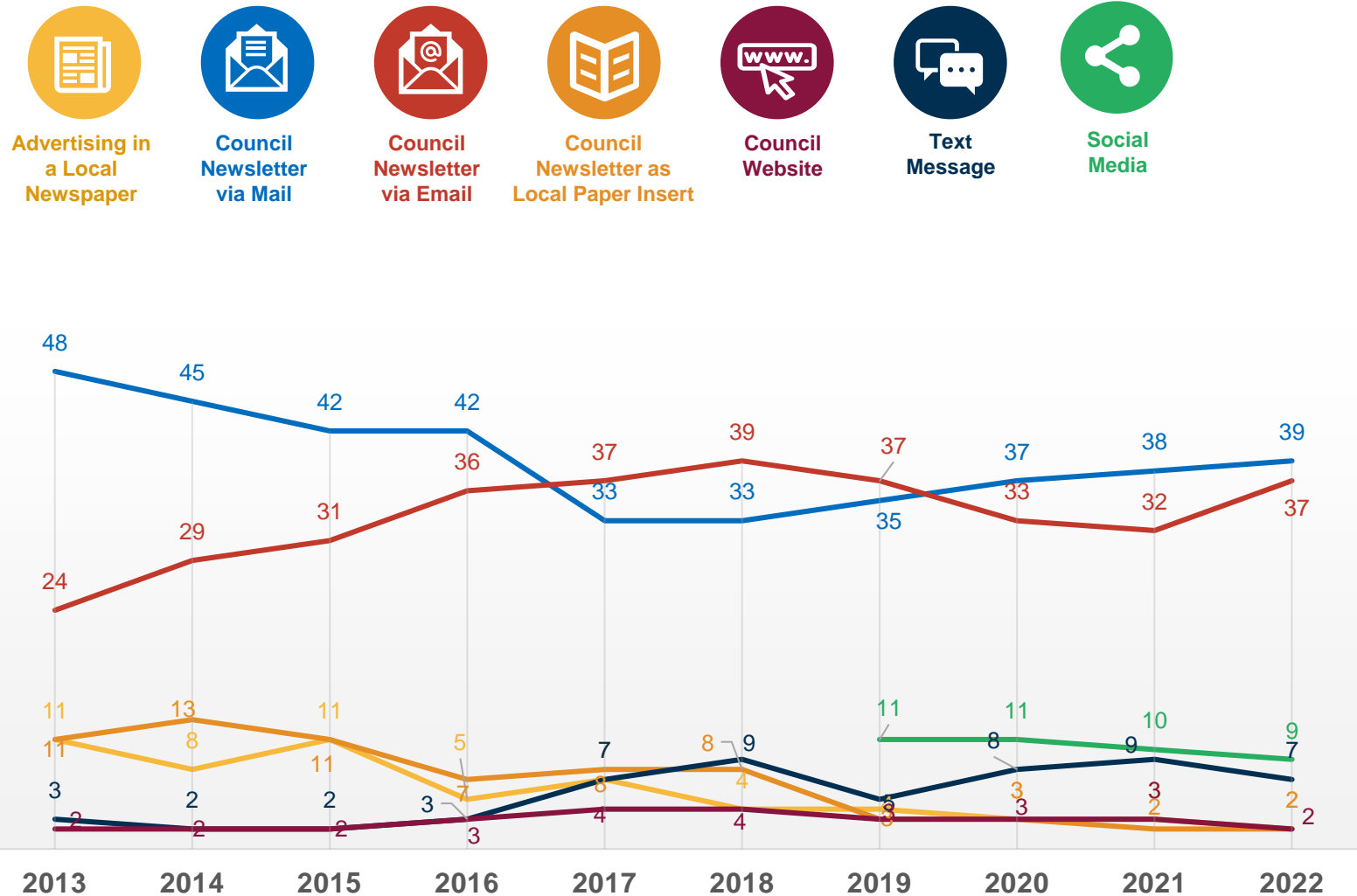
- Residents under 50 years of age tend to prefer a newsletter sent by mail (34%) or by email (36%) in relatively equal numbers – not dissimilar from recent years. Prior to 2020, they had been somewhat more definitive in their preference for one over the other.
- Residents aged 50 years or older prefer a newsletter sent by mail (44%) to email (39%) by a wider margin, though that margin did reduce in the last 12 months. An uptick in preference for Council newsletter via email (up six percentage points since 2021) sees appetite for this method at its highest point in the series.
- Among both residents over and under the age of 50, popularity of other forms of communication from Council pale in comparison to newsletter via mail and email.





# Best form of communication

2022 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?

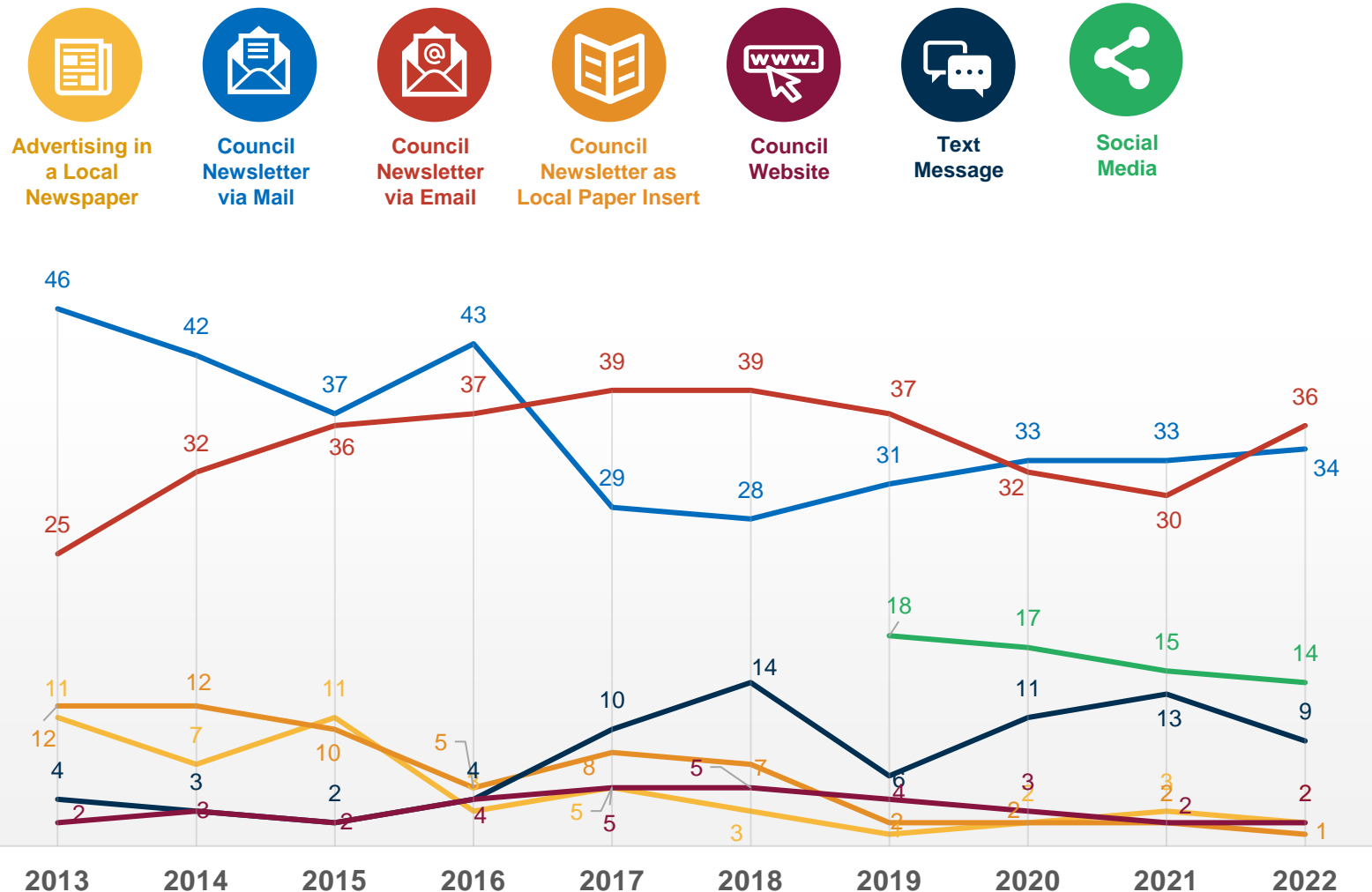
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.



## Best form of communication: under 50s

2022 under 50s best form of communication (%)



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: 39 Councils asked group: 10

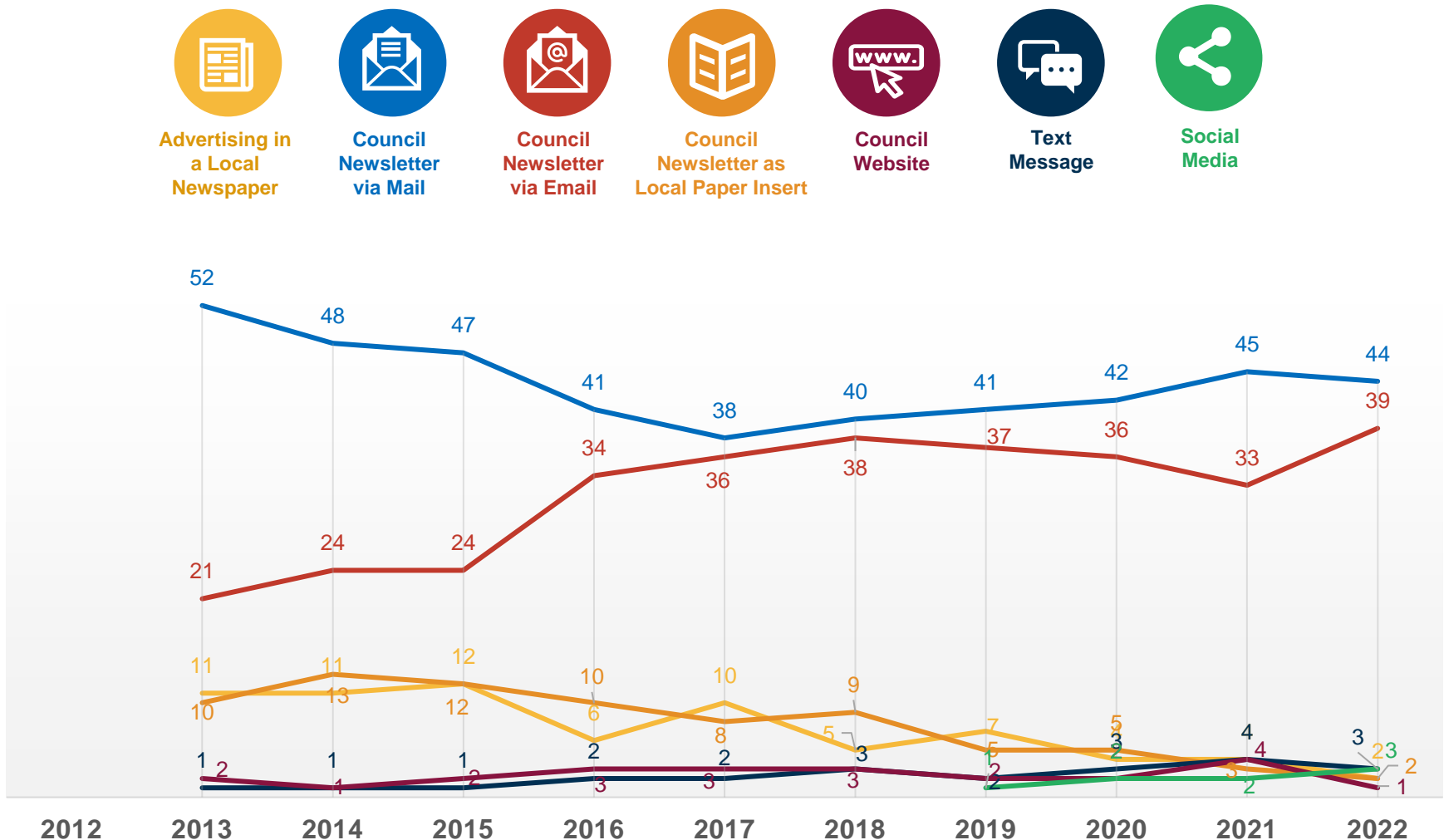
Note: 'Social Media' was included in 2019.





## Best form of communication: over 50s

2022 over 50s best form of communication (%)



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: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.



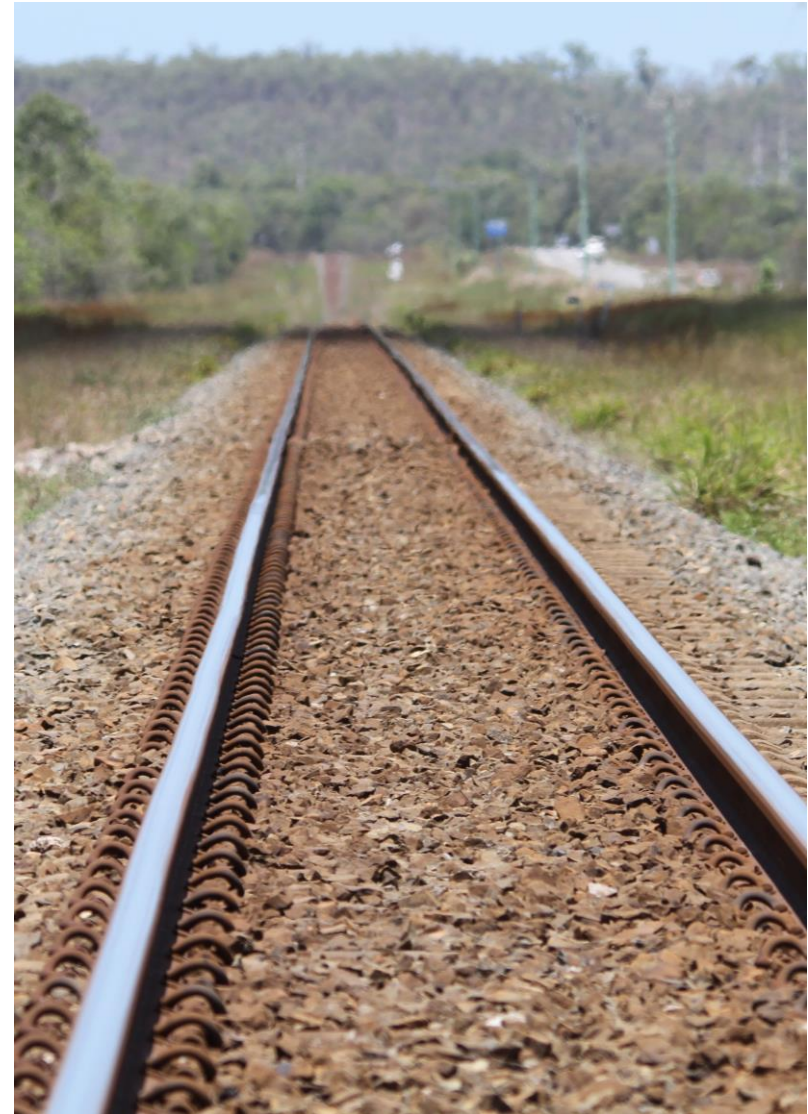
# **Council direction**

## Council direction

Perceptions of the direction of Council performance declined significantly between 2021 and 2022 from 55 to 51 index points.

The shift in perceptions can mostly be attributed to a 14 percentage point increase in the proportion of residents who feel the direction of Council's overall performance stayed the same over the previous 12 months.

- Concurrently, the proportion who believe the direction improved over the previous 12 months is down nine points from 2021, to 10%.
- Another 8% believe it deteriorated (down two points from 2021).
- Residents aged 18 to 34 years rate council direction highest, and significantly higher compared to the Council average.
- In contrast, residents aged 35 to 64 years rate council direction lowest. Almost one in five residents aged 50 to 64 years (18%) believe the direction of Council's overall performance has deteriorated in the past 12 months.





# Overall council direction last 12 months

## 2022 overall council direction (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	55▲	57	54	61	59	51	58	58	58	56	62
Central	53	55	51	55	54	50	53	56	n/a	n/a	n/a
Women	53	56	50	58	56	52	54	55	56	54	56
Metro	53	55	54	55	54	54	55	56	n/a	n/a	n/a
65+	52	58	54	53	52	51	56	57	59	56	54
Boroondara	51	55	51	55	54	51	54	54	56	54	55
South	51	57	51	53	54	50	54	56	n/a	n/a	n/a
State-wide	50	53	51	53	52	53	51	53	53	53	52
North	49	53	51	57	55	53	55	52	n/a	n/a	n/a
Men	49	53	52	52	52	50	55	54	56	53	54
35-49	47	52	48	53	55	51	53	47	54	49	52
50-64	46	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?

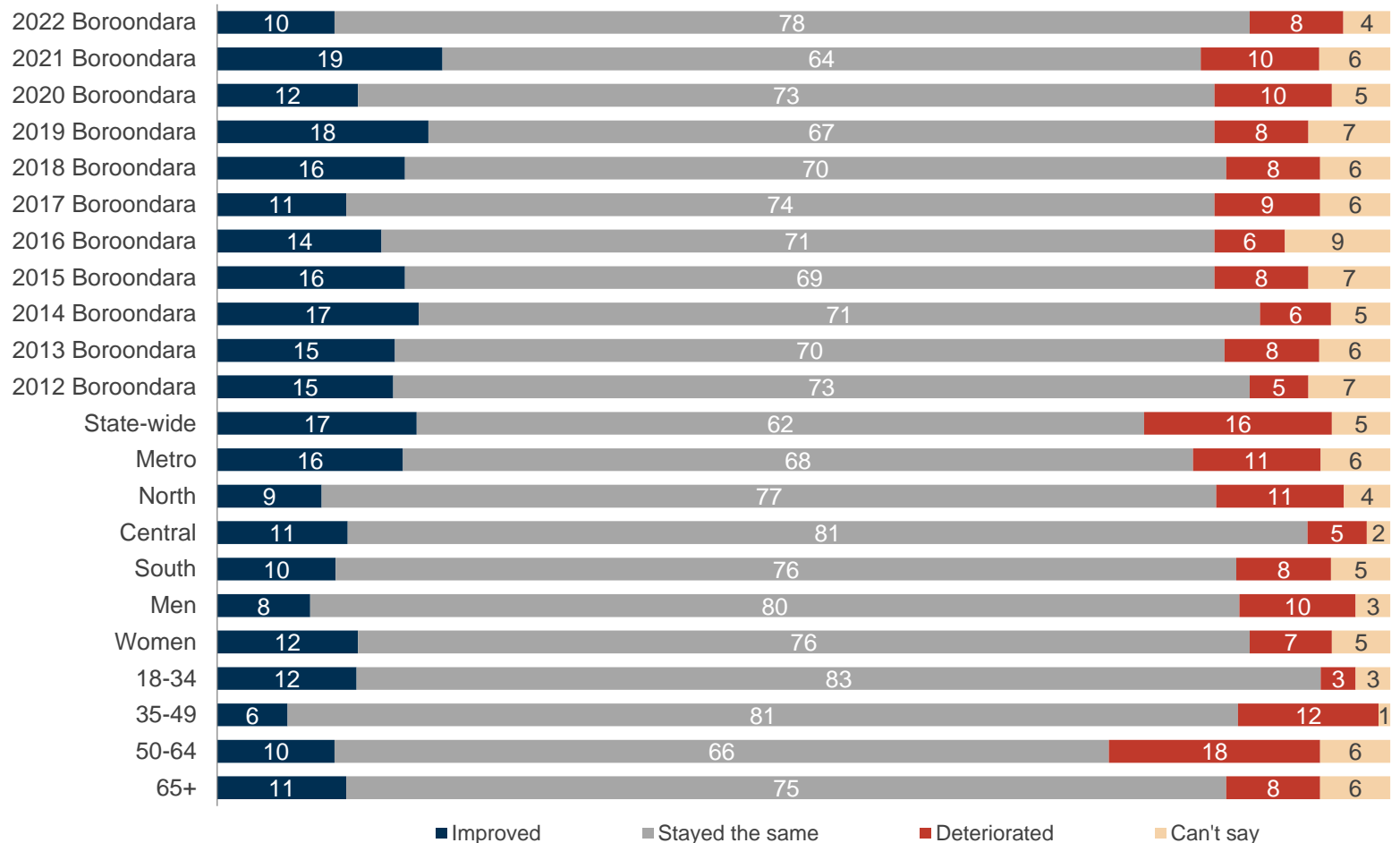
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



## Overall council direction last 12 months

### 2022 overall council direction (%)



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



## 2022 consultation and engagement importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Personal user	81▲	78	77	78	78	75	76	78	75	75	n/a
Household user	79▲	78	77	78	77	77	75	79	74	74	n/a
Women	78▲	73	75	76	74	76	75	73	73	73	n/a
State-wide	76	75	74	74	74	74	75	74	74	73	73
65+	76	75	74	73	76	75	74	72	70	72	n/a
50-64	76	76	77	79	72	77	78	75	77	77	n/a
South	75	71	76	73	68	74	73	74	n/a	n/a	n/a
North	75	71	74	72	75	73	72	72	n/a	n/a	n/a
35-49	75	69	76	74	75	74	74	74	72	70	n/a
Boroondara	74	71	73	73	71	73	73	72	71	71	n/a
Central	74	71	70	73	74	73	73	69	n/a	n/a	n/a
Metro	73	73	72	71	72	72	73	72	n/a	n/a	n/a
18-34	72	66	68	68	63	69	67	68	67	67	n/a
Men	71	68	71	69	68	71	70	70	68	69	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.

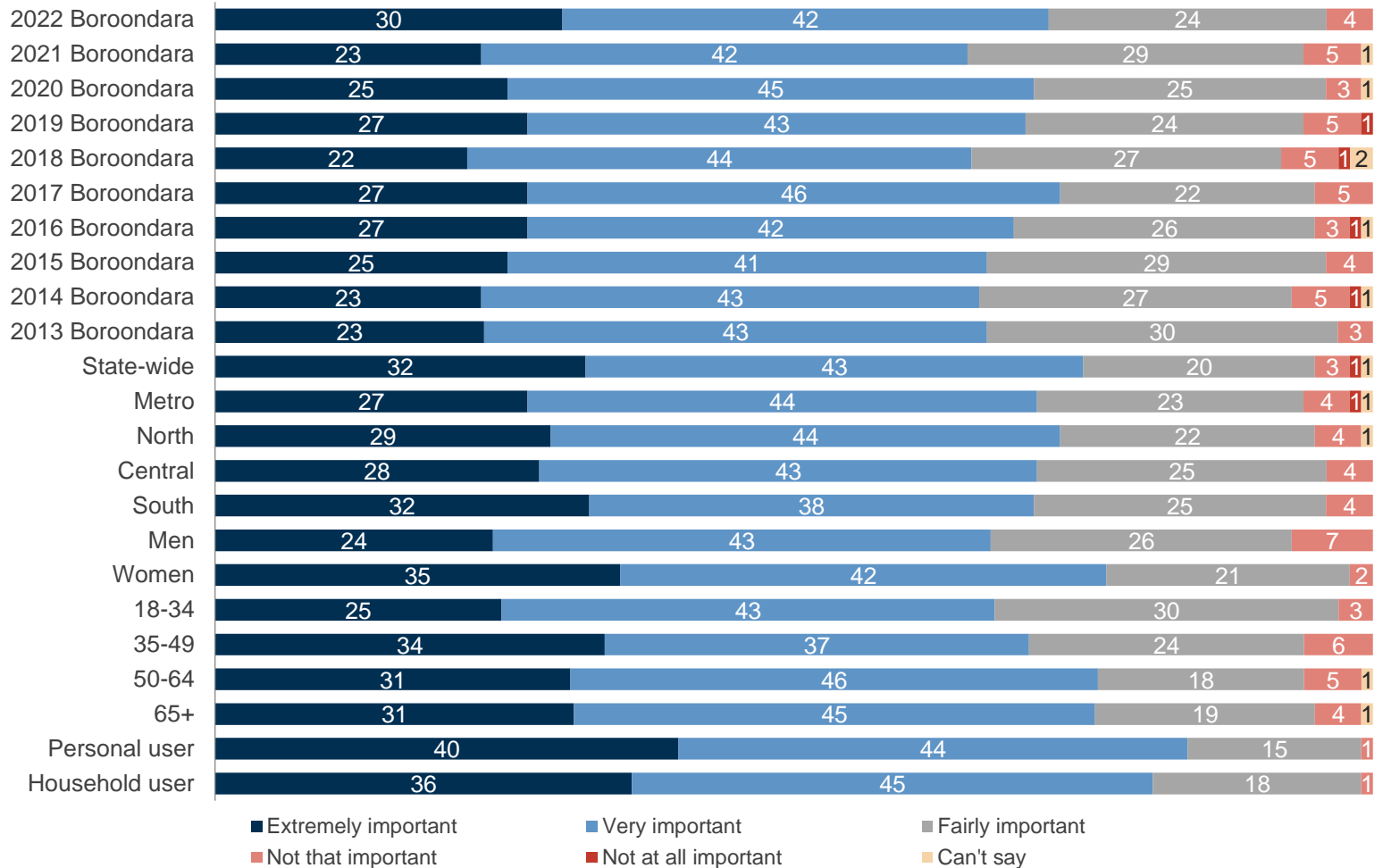




# Community consultation and engagement importance



## 2022 consultation and engagement importance (%)







# Community consultation and engagement performance



## 2022 consultation and engagement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	61	61	63	61	61	62	65	68	67	63	71
50-64	60	55	57	55	59	61	63	62	62	64	61
Household user	60	61	63	68	70	66	66	66	66	64	n/a
Central	60	60	63	62	63	61	66	60	n/a	n/a	n/a
South	59	60	57	57	60	60	63	62	n/a	n/a	n/a
Women	59	60	59	62	63	61	65	63	66	64	67
Boroondara	59	59	59	61	62	60	63	62	63	62	66
Personal user	59	61	61	69	70	65	66	67	68	66	n/a
Men	58	59	58	59	60	59	62	62	60	59	66
35-49	58	59	55	61	65	60	62	61	62	58	65
North	58	59	57	63	64	59	62	64	n/a	n/a	n/a
Metro	58	59	58	58	57	57	58	58	n/a	n/a	n/a
18-34	57	60	59	63	62	58	64	59	63	62	67
State-wide	54▼	56	55	56	55	55	54	56	57	57	57

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

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

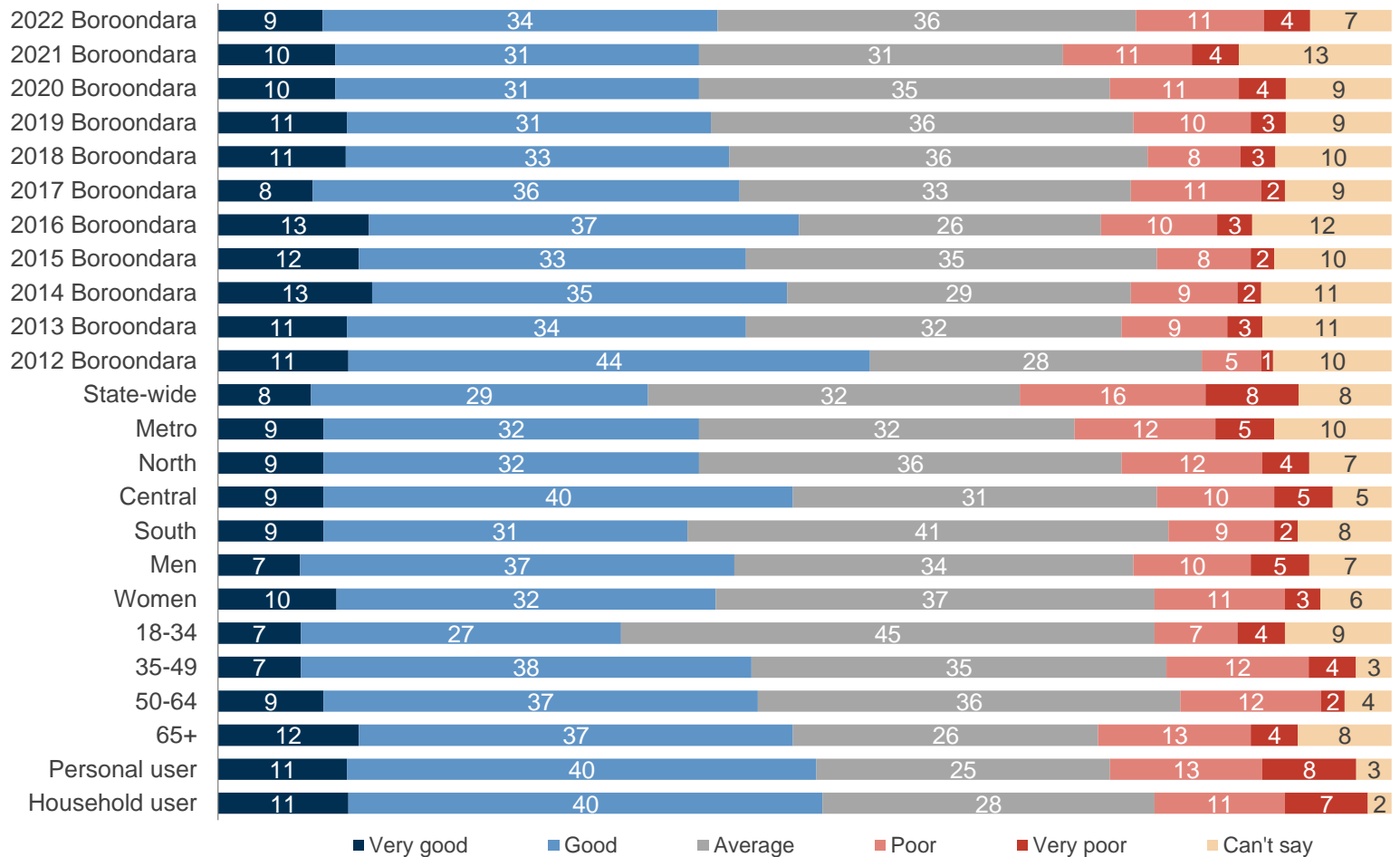
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



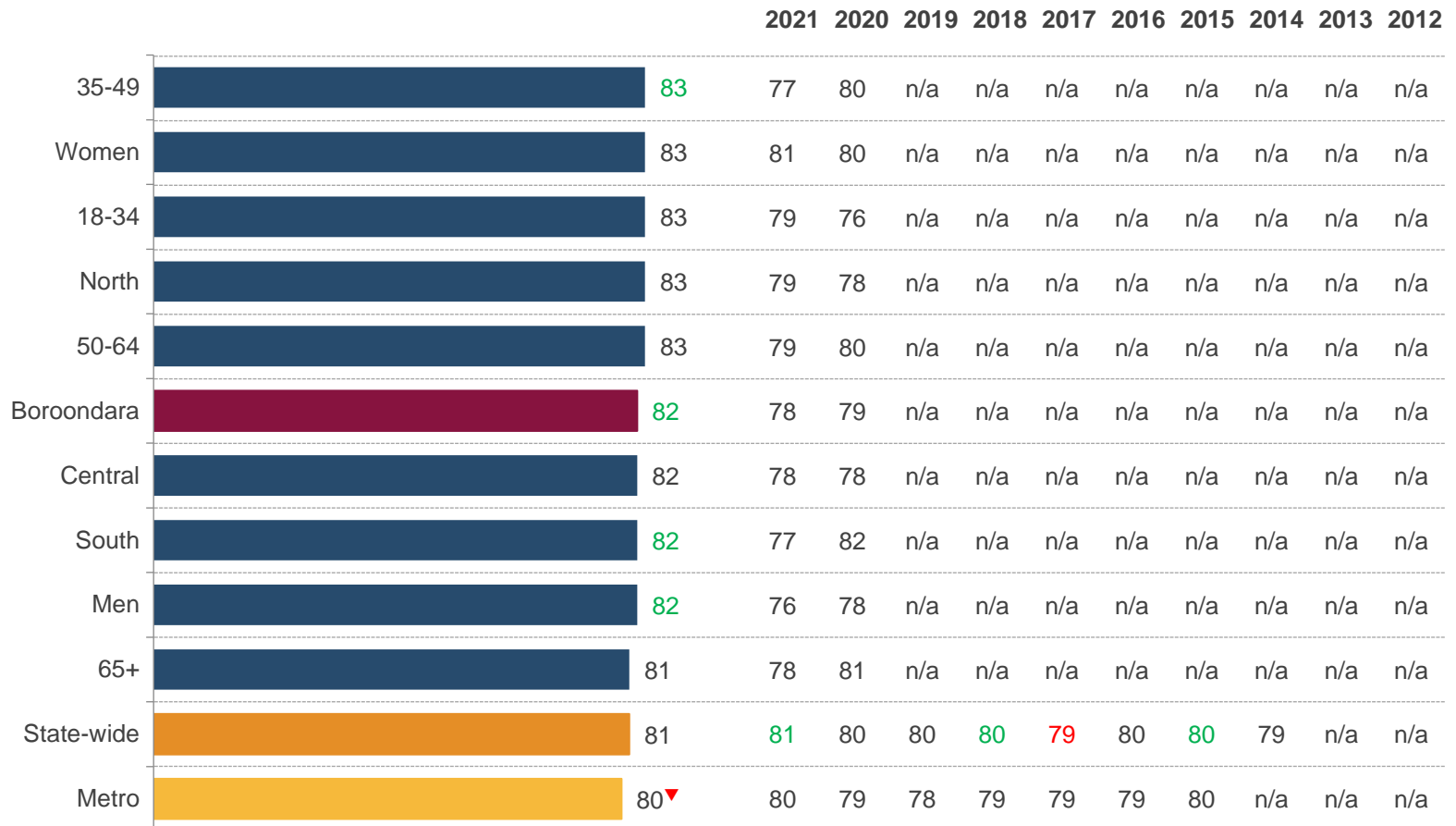
## 2022 consultation and engagement performance (%)



# Decisions made in the interest of the community importance



## 2022 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?

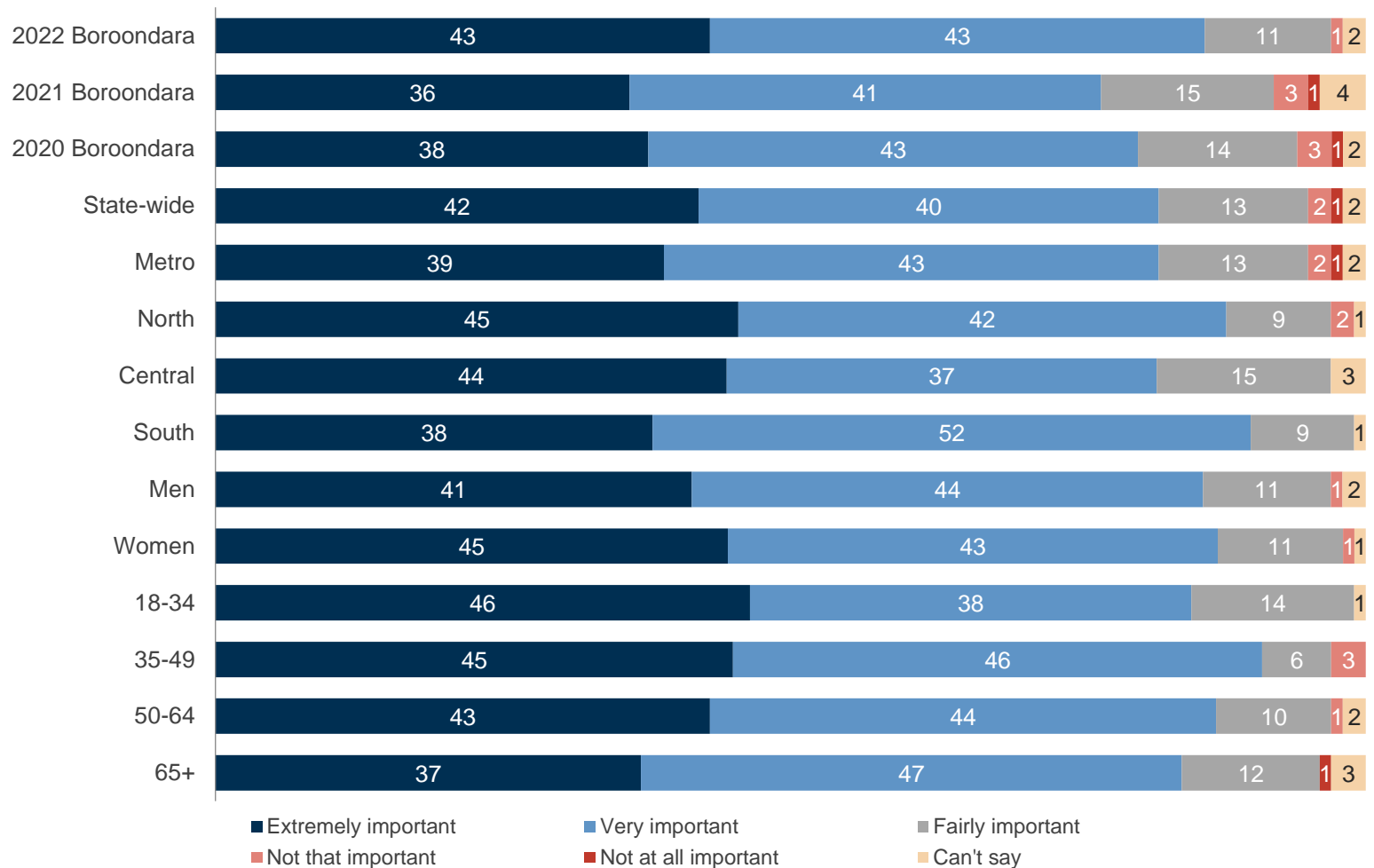
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

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

# Decisions made in the interest of the community importance



2022 community decisions made importance (%)



# Decisions made in the interest of the community performance



## 2022 community decisions made performance (index scores)

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

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

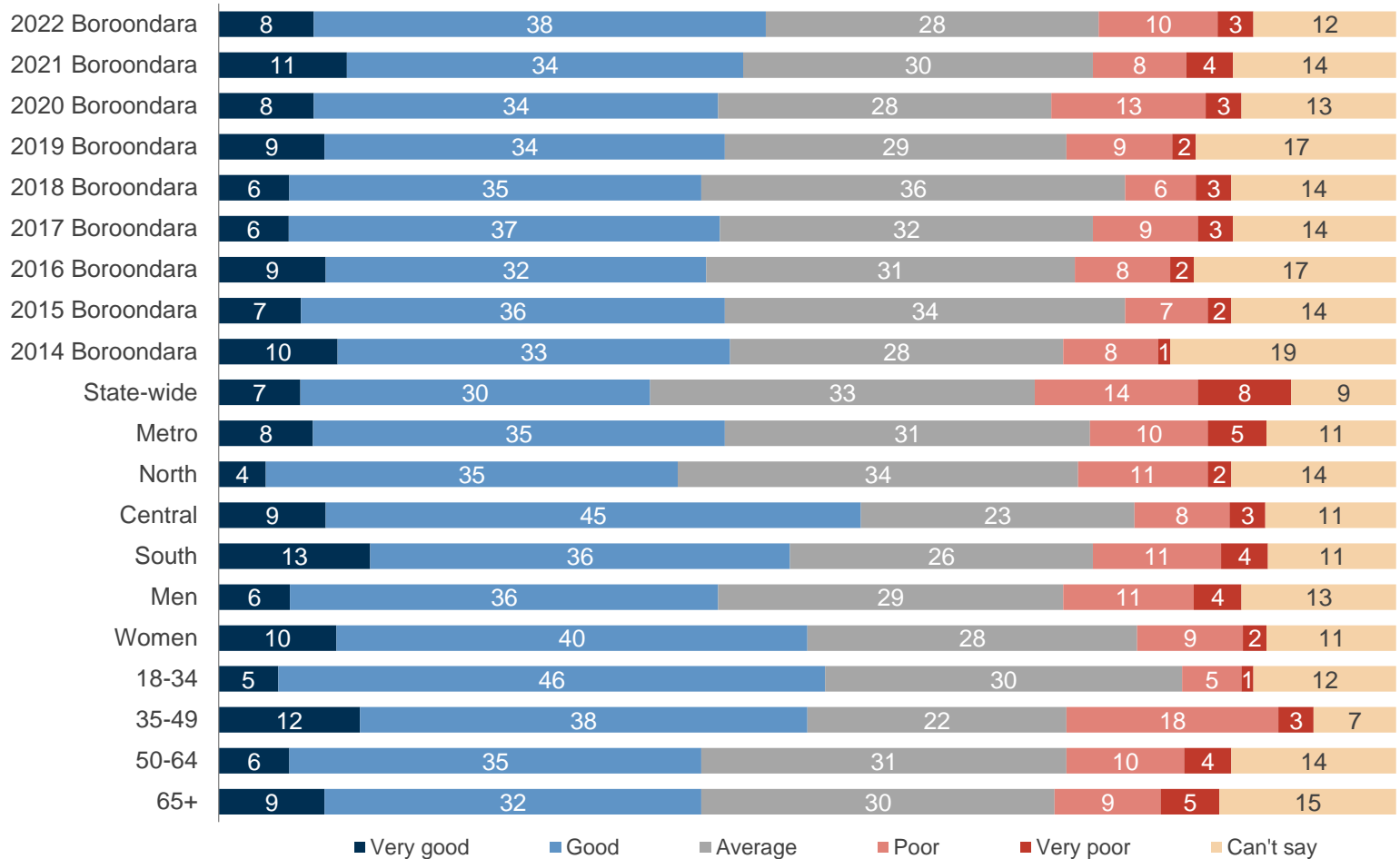
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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

# Decisions made in the interest of the community performance



2022 community decisions made performance (%)



# The condition of sealed local roads in your area importance



## 2022 sealed local roads importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	81▲	79	79	79	80	78	78	76	77	n/a	n/a
50-64	81	77	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South	81	77	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	80▲	78	77	77	78	77	76	75	n/a	n/a	n/a
65+	79	77	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	79	77	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Boroondara	78	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	74	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	76	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	77	75	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North	77	77	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	77	72	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?

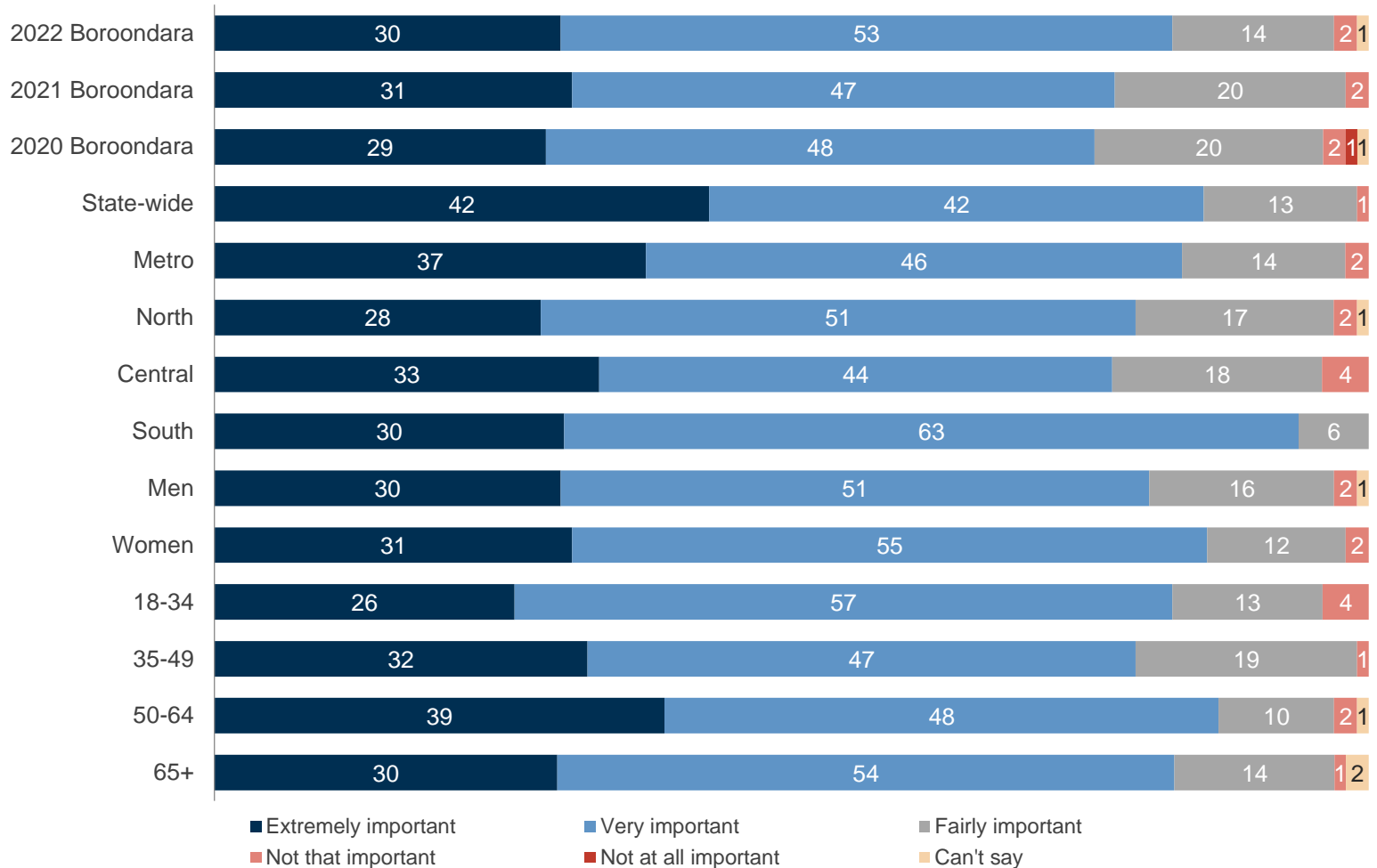
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

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

# The condition of sealed local roads in your area importance



2022 sealed local roads importance (%)





# The condition of sealed local roads in your area performance



## 2022 sealed local roads performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74	78	75	71	76	68	75	78	77	n/a	n/a
North	72	72	76	69	72	72	72	76	n/a	n/a	n/a
Men	71	76	74	70	74	70	72	75	75	n/a	n/a
Boroondara	71	74	72	71	73	71	73	74	75	n/a	n/a
Women	71	71	71	72	71	71	74	73	76	n/a	n/a
South	71	75	71	74	73	73	76	74	n/a	n/a	n/a
Central	71	75	69	70	73	65	70	73	n/a	n/a	n/a
35-49	70	73	69	72	74	74	72	69	77	n/a	n/a
65+	70	71	73	72	70	70	71	74	74	n/a	n/a
50-64	69	70	70	68	68	71	73	75	72	n/a	n/a
Metro	65▼	68	67	69	68	66	67	69	n/a	n/a	n/a
State-wide	53▼	57	54	56	53	53	54	55	55	n/a	n/a

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

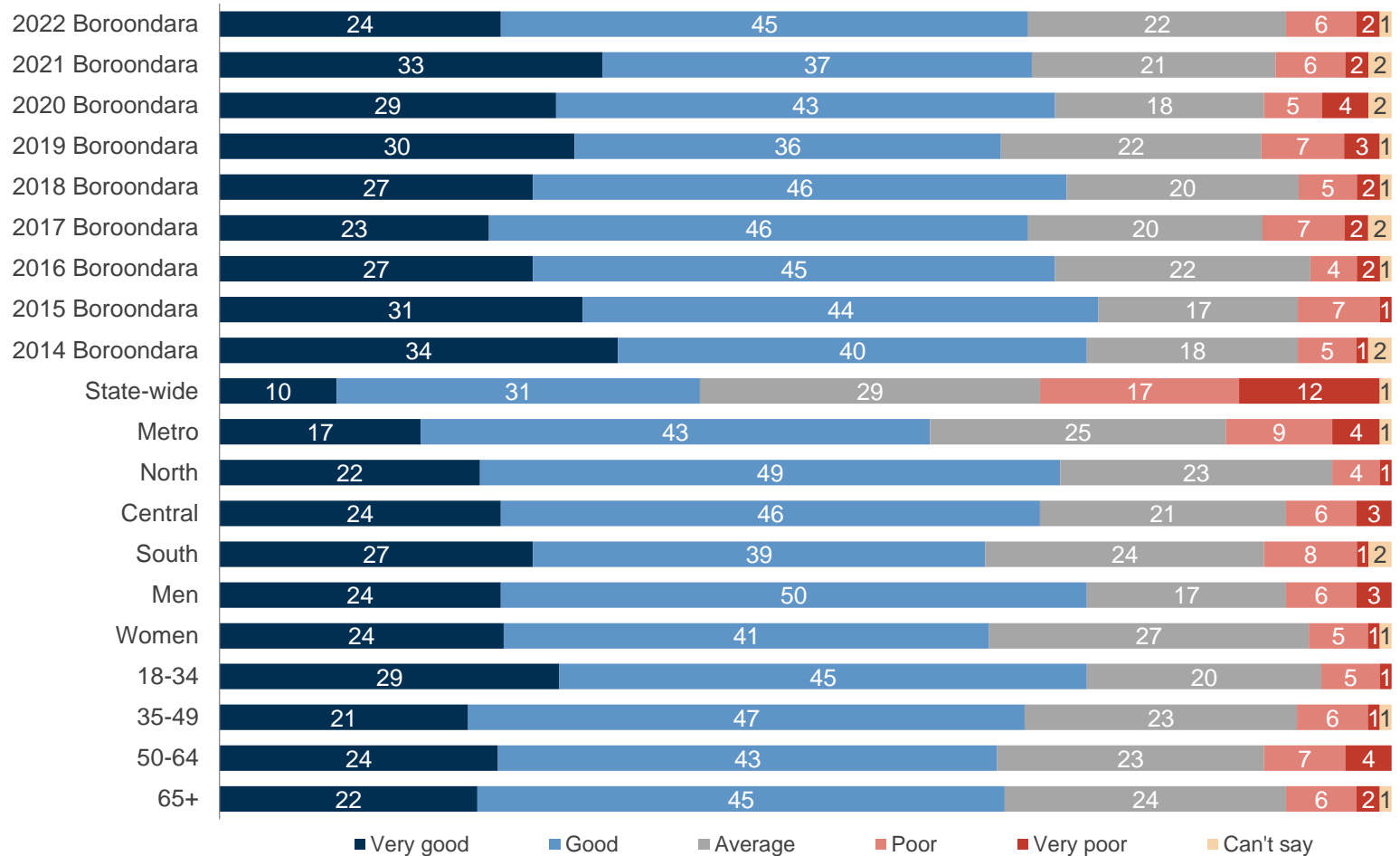
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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

# The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)





# Informing the community importance



## 2022 informing community importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	79▲	75	73	76	75	75	75	73	72	74	n/a
State-wide	77	77	75	75	75	74	76	75	75	75	75
Household user	77	74	71	74	71	74	72	73	71	74	n/a
18-34	76	72	66	70	71	69	68	67	66	70	n/a
Personal user	76	75	70	74	72	74	72	73	71	74	n/a
50-64	76	75	70	73	73	76	76	74	75	73	n/a
Central	76	71	68	72	69	70	72	67	n/a	n/a	n/a
South	75	71	72	73	73	72	71	73	n/a	n/a	n/a
Boroondara	75	72	70	72	71	72	72	71	69	71	n/a
65+	74	74	73	74	75	76	74	76	72	73	n/a
North	74	73	69	71	73	74	72	72	n/a	n/a	n/a
Metro	74	75	72	73	73	73	74	73	n/a	n/a	n/a
35-49	73	67	71	71	67	71	72	69	64	71	n/a
Men	71▼	68	66	67	68	69	68	69	65	69	n/a

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

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

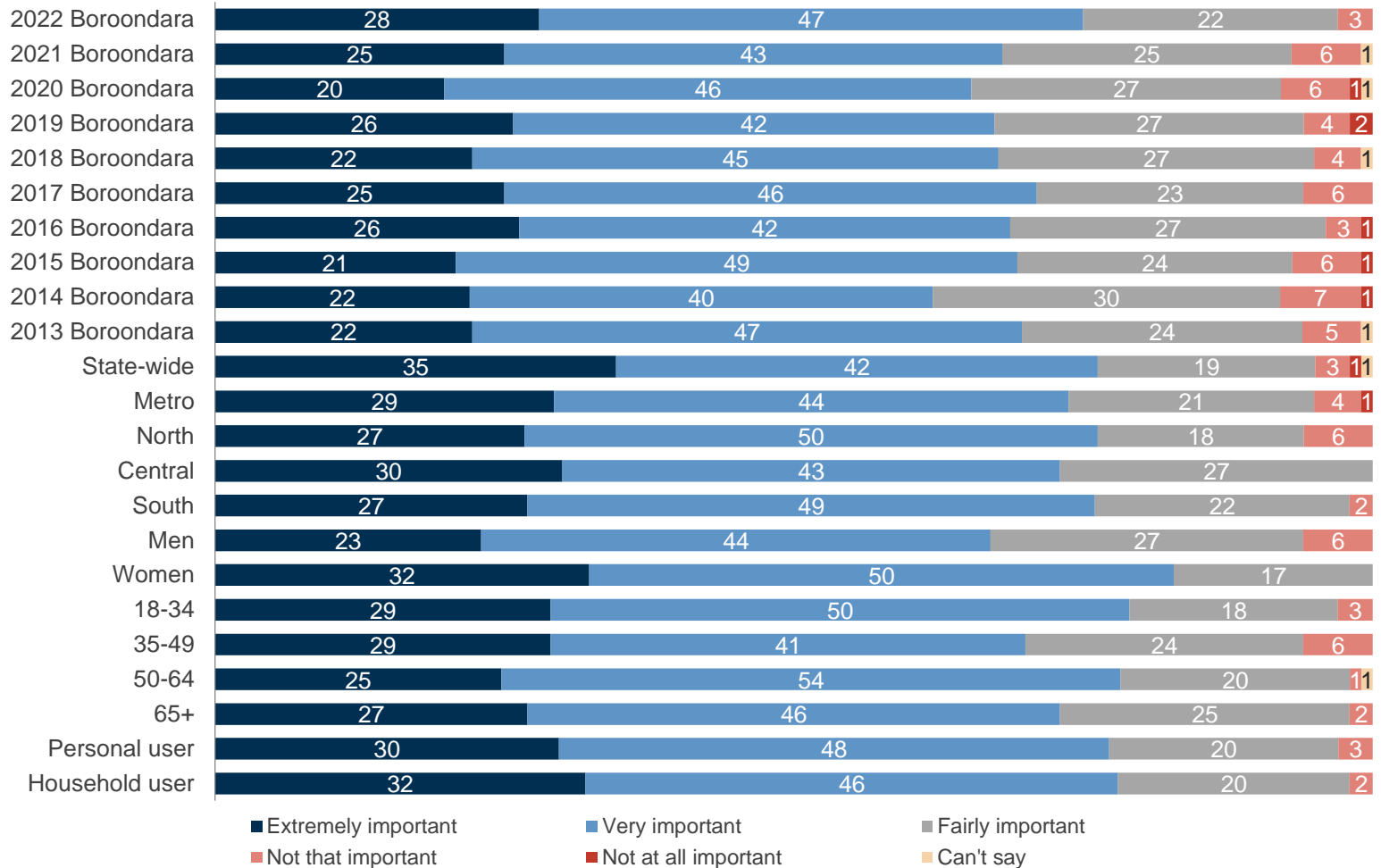
Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



## 2022 informing community importance (%)





# Informing the community performance



## 2022 informing community performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Personal user	68	70	64	67	67	68	71	69	73	69	n/a
Household user	67	70	65	68	67	69	70	69	73	69	n/a
South	67	65	61	61	62	64	67	65	n/a	n/a	n/a
65+	67	67	65	65	64	66	69	73	70	70	n/a
Central	67	62	61	62	69	68	68	63	n/a	n/a	n/a
Women	67	64	63	66	66	66	69	66	71	66	n/a
50-64	66	63	61	61	63	64	65	65	65	67	n/a
18-34	65	63	60	65	66	65	70	61	68	65	n/a
Boroondara	65	64	61	63	65	65	68	65	68	66	n/a
Men	63	64	60	61	63	64	66	64	66	65	n/a
North	63	65	62	67	66	63	68	68	n/a	n/a	n/a
35-49	62	62	59	60	65	65	66	64	71	62	n/a
Metro	62▼	62	62	62	61	61	63	64	n/a	n/a	n/a
State-wide	59▼	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: 36 Councils asked group: 11

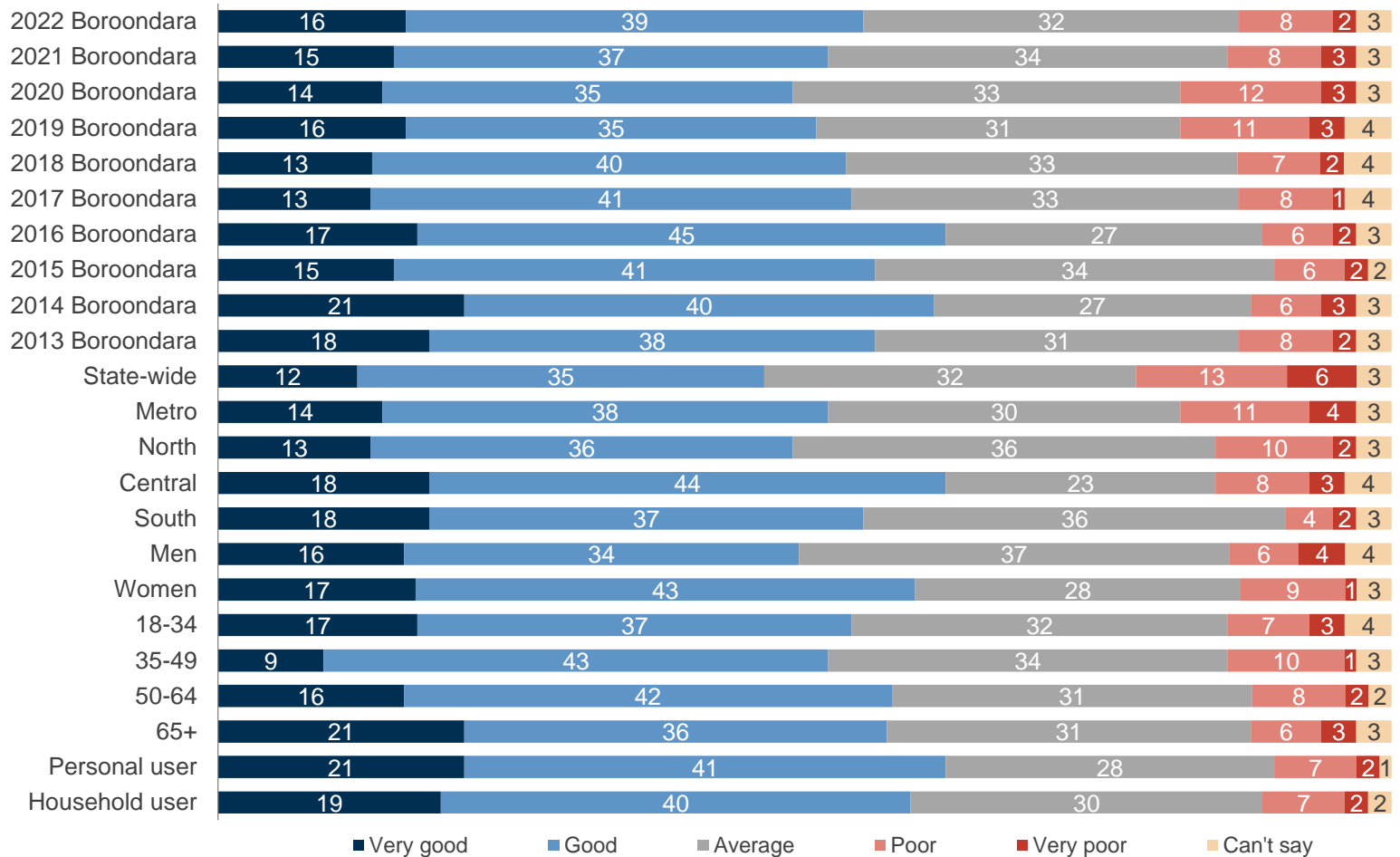
Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



## 2022 informing community performance (%)



# The condition of local streets and footpaths in your area importance



## 2022 streets and footpaths importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	85▲	79	81	n/a	n/a	n/a	n/a	n/a	n/a	84	n/a
65+	83	81	80	n/a	n/a	n/a	n/a	n/a	n/a	80	n/a
South	81	80	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	81	81	81	n/a	n/a	n/a	n/a	n/a	n/a	82	n/a
Metro	81	80	78	78	79	78	78	77	n/a	n/a	n/a
Central	81	75	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	79	78	77	78	77	77	77	77	78	77
Boroondara	80	79	79	n/a	n/a	n/a	n/a	n/a	n/a	79	n/a
35-49	80	79	80	n/a	n/a	n/a	n/a	n/a	n/a	78	n/a
Men	79	77	77	n/a	n/a	n/a	n/a	n/a	n/a	75	n/a
North	79	80	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	77	76	n/a	n/a	n/a	n/a	n/a	n/a	75	n/a

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

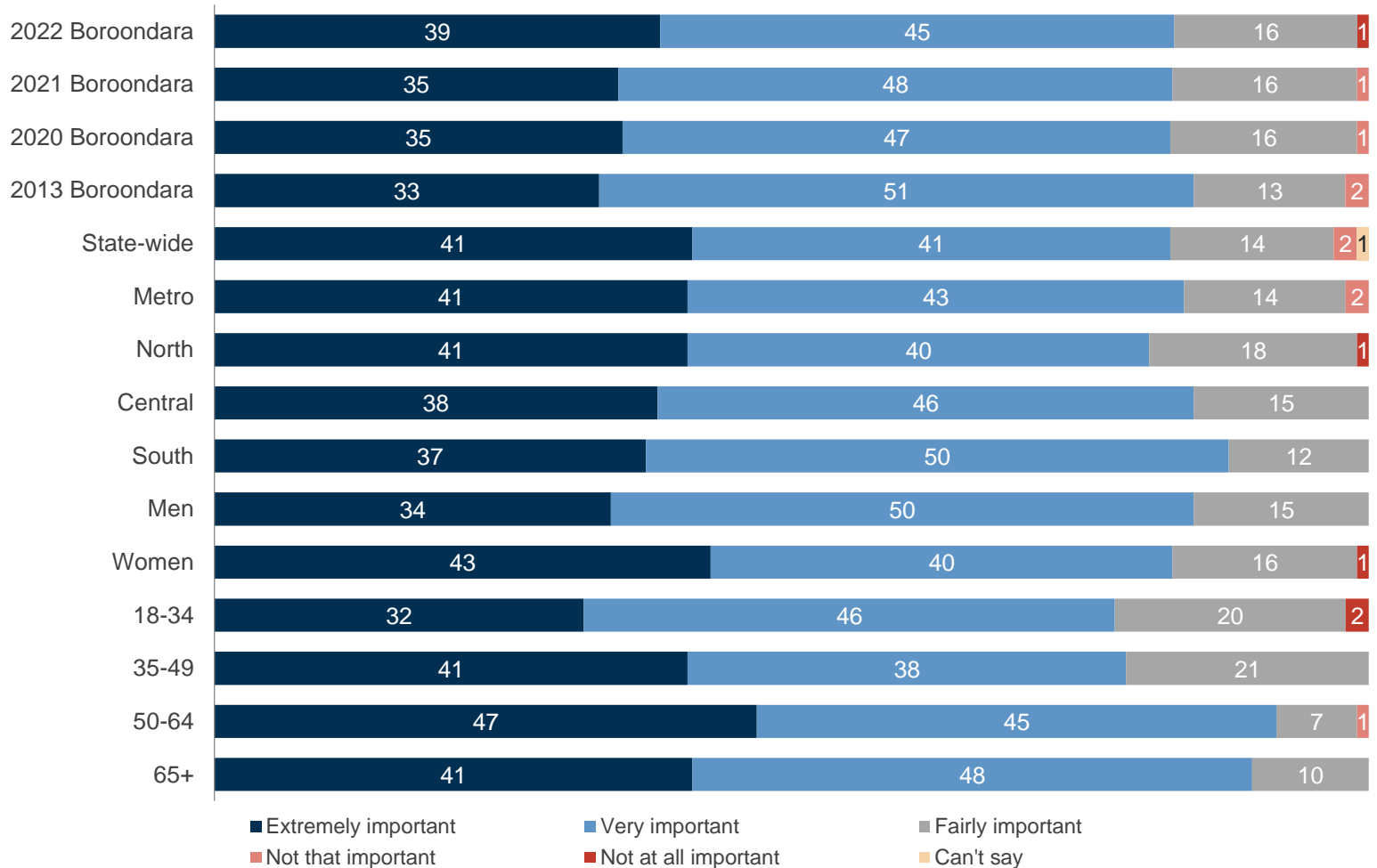
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

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

# The condition of local streets and footpaths in your area importance



## 2022 streets and footpaths importance (%)





# The condition of local streets and footpaths in your area performance



## 2022 streets and footpaths performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	75▲	78	73	n/a	n/a	n/a	n/a	n/a	n/a	82	n/a
Central	72	71	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	68	64	n/a	n/a	n/a	n/a	n/a	n/a	65	n/a
Women	70	69	66	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a
Boroondara	70	70	67	n/a	n/a	n/a	n/a	n/a	n/a	70	n/a
North	69	70	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	73	68	n/a	n/a	n/a	n/a	n/a	n/a	70	n/a
South	67	70	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	66	64	n/a	n/a	n/a	n/a	n/a	n/a	66	n/a
65+	64▼	66	64	n/a	n/a	n/a	n/a	n/a	n/a	64	n/a
Metro	63▼	65	64	65	64	62	63	64	n/a	n/a	n/a
State-wide	57▼	59	58	59	58	57	57	58	58	58	57

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

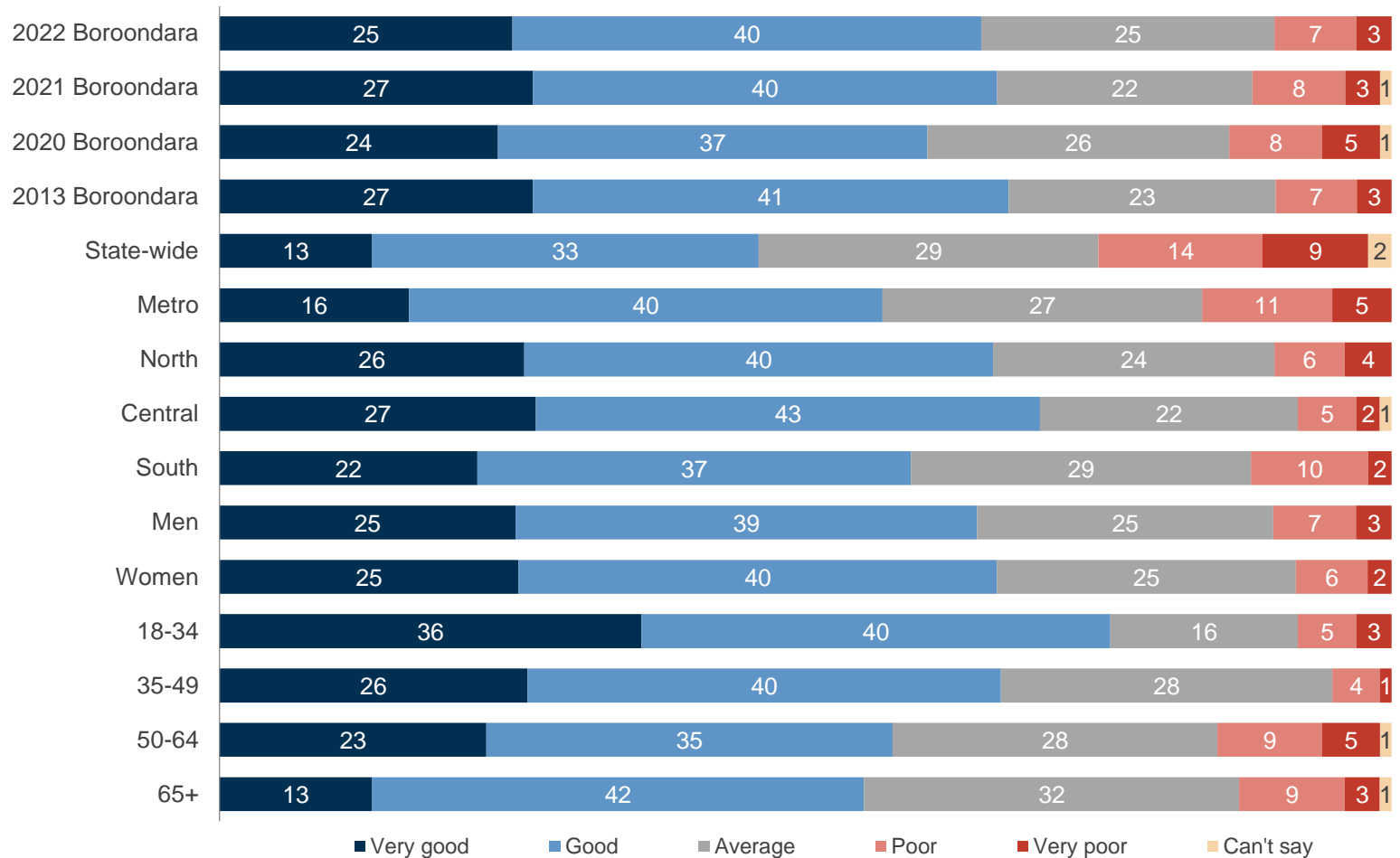
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

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

# The condition of local streets and footpaths in your area performance



## 2022 streets and footpaths performance (%)





## Recreational facilities importance



### 2022 recreational facilities importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	79▲	78	78	80	76	75	74	76	72	74	n/a
Household user	77	77	76	76	76	77	75	73	74	74	n/a
Personal user	77	77	77	76	76	77	75	73	74	74	n/a
50-64	76	74	78	75	75	76	77	74	78	76	n/a
Central	76	75	73	70	72	73	73	72	n/a	n/a	n/a
South	76	73	75	78	75	76	74	72	n/a	n/a	n/a
Women	76	75	75	75	76	77	75	72	74	75	n/a
State-wide	74	74	72	72	73	72	73	72	72	72	72
Boroondara	74	75	74	74	75	75	74	72	72	74	n/a
Metro	74	74	72	72	73	73	73	72	n/a	n/a	n/a
Men	72	74	73	72	74	72	72	71	70	72	n/a
18-34	72	75	71	69	75	74	72	67	69	72	n/a
65+	72	72	73	74	74	76	74	73	72	72	n/a
North	71	76	75	75	77	75	74	71	n/a	n/a	n/a

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

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

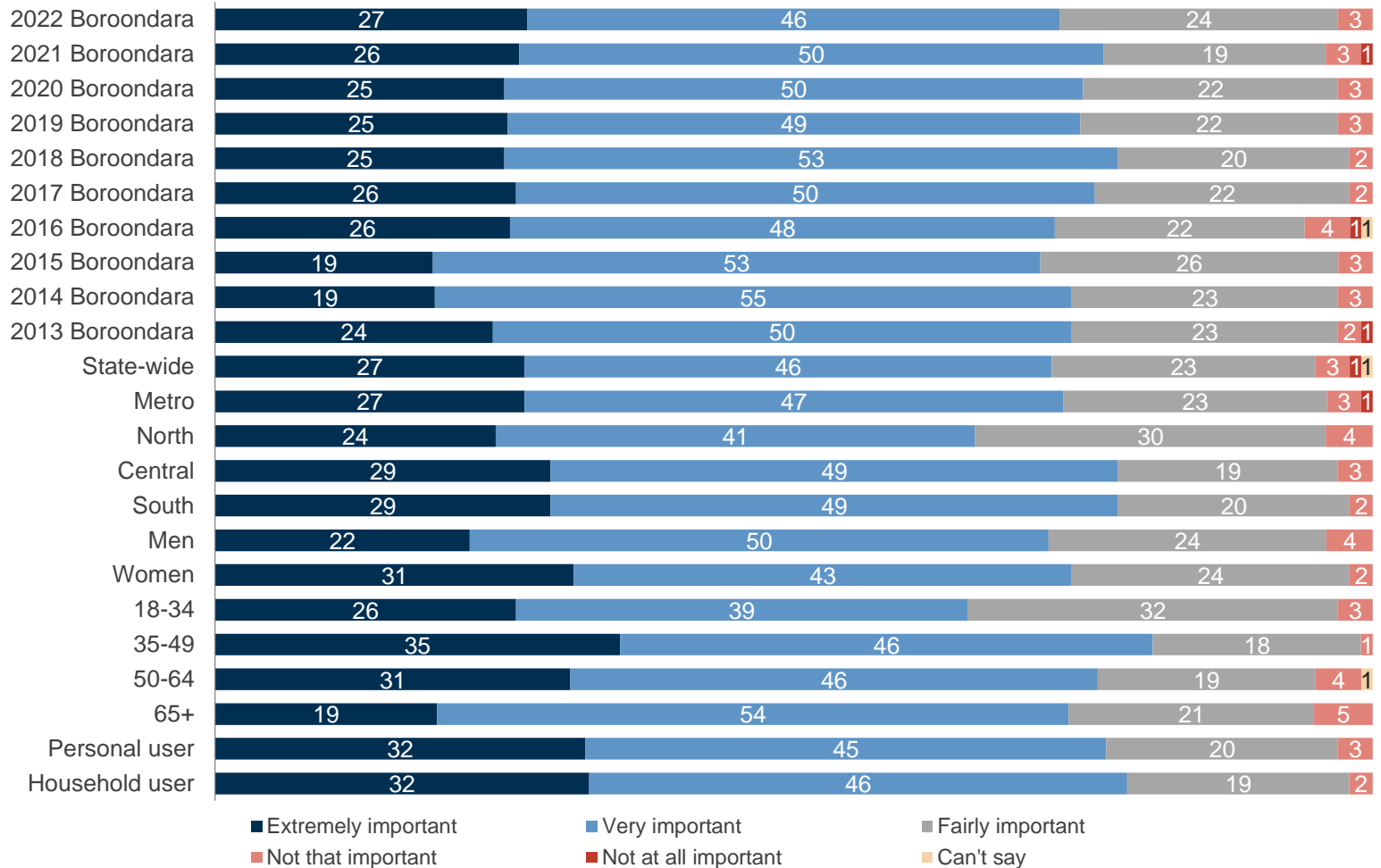
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



## 2022 recreational facilities importance (%)





# Recreational facilities performance



## 2022 recreational facilities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	78	79	81	81	78	80	79	82	80	78	n/a
Women	78	78	78	81	80	81	78	78	81	79	n/a
South	78	82	78	81	79	80	81	80	n/a	n/a	n/a
Household user	78	80	81	81	80	81	79	80	82	79	n/a
35-49	78	76	78	76	77	82	77	78	82	79	n/a
Personal user	77	81	81	81	80	82	79	81	82	80	n/a
50-64	77	78	80	82	79	81	76	82	80	80	n/a
Boroondara	76	79	79	79	78	80	78	79	80	79	n/a
Central	76	77	80	77	76	77	77	77	n/a	n/a	n/a
North	75	77	78	80	79	81	77	81	n/a	n/a	n/a
Men	74	79	79	77	75	79	78	81	79	78	n/a
18-34	73	80	77	80	77	77	80	77	78	78	n/a
Metro	73▼	75	74	75	74	73	73	74	n/a	n/a	n/a
State-wide	69▼	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: 43 Councils asked group: 12

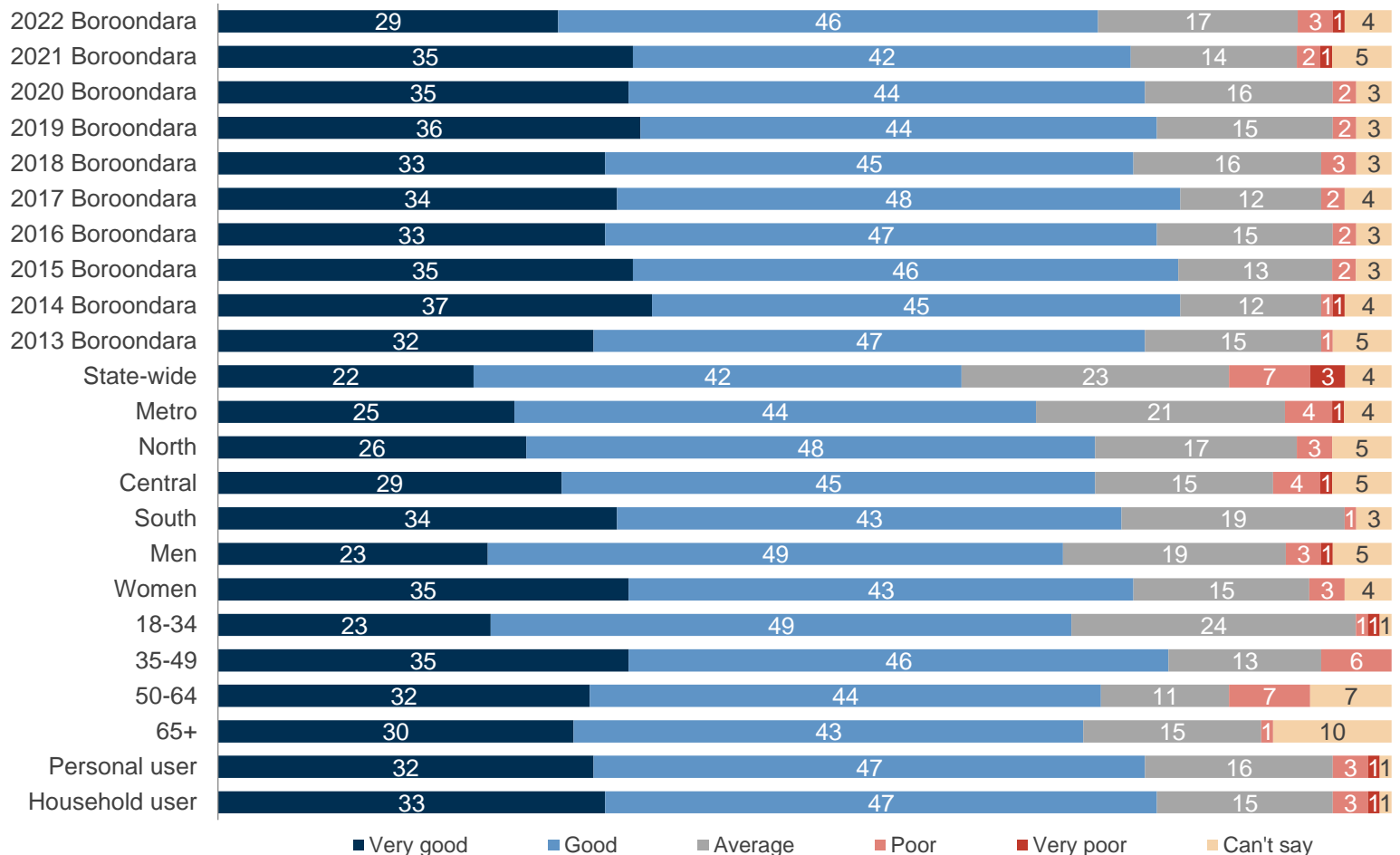
Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



## 2022 recreational facilities performance (%)





# The appearance of public areas importance



## 2022 public areas importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	78	73	76	77	77	77	79	76	77	78	n/a
65+	76	76	75	75	77	78	77	76	74	76	n/a
Women	76	76	77	77	77	79	77	72	75	76	n/a
Metro	76	76	73	74	74	75	74	73	n/a	n/a	n/a
South	76	74	74	78	74	76	74	74	n/a	n/a	n/a
35-49	76	73	77	79	77	74	76	74	75	74	n/a
State-wide	75	75	74	73	74	74	74	73	73	74	73
Boroondara	74	74	75	75	75	75	76	72	72	74	n/a
Central	74	74	76	73	75	75	78	70	n/a	n/a	n/a
North	73	75	75	74	77	74	75	71	n/a	n/a	n/a
Men	72	72	73	73	73	71	75	72	69	73	n/a
18-34	69▼	74	73	71	73	72	73	65	65	71	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: 32 Councils asked group: 9

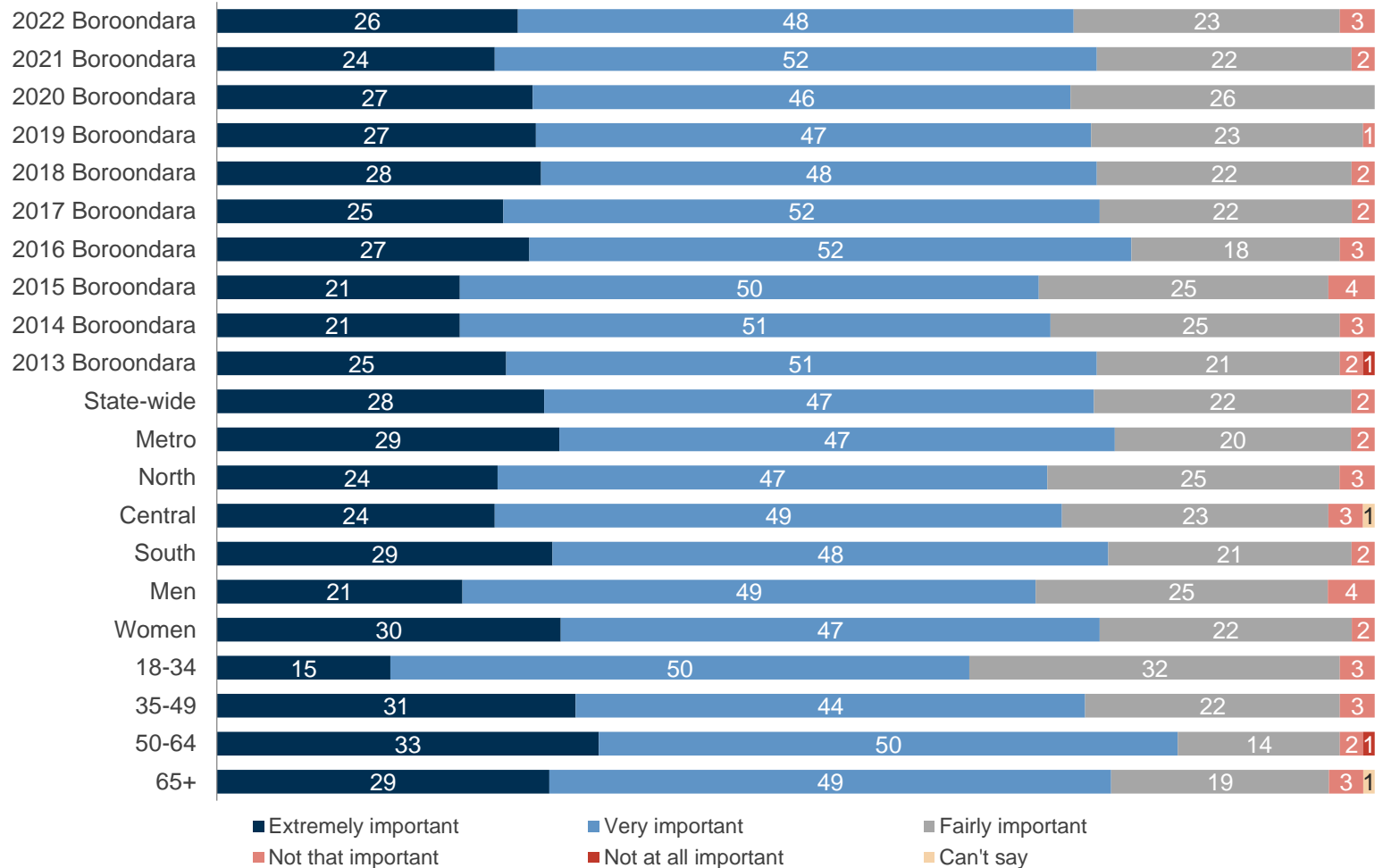
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



## 2022 public areas importance (%)







# The appearance of public areas performance



## 2022 public areas performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	86▲	82	84	82	77	77	84	85	83	84	n/a
South	82	81	78	80	79	79	81	79	n/a	n/a	n/a
Men	79	77	79	78	77	76	79	79	80	79	n/a
Boroondara	79	79	80	80	78	78	80	79	81	79	n/a
Women	79	81	82	81	80	80	80	80	82	79	n/a
North	78	78	83	82	80	76	80	80	n/a	n/a	n/a
Central	78	78	79	77	77	80	78	78	n/a	n/a	n/a
35-49	77	77	79	79	84	82	79	75	83	78	n/a
65+	77	78	79	79	76	78	79	79	78	76	n/a
50-64	74	76	78	78	76	75	75	78	79	76	n/a
Metro	72▼	74	73	74	73	72	72	73	n/a	n/a	n/a
State-wide	71▼	73	72	72	71	71	71	72	72	71	71

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

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

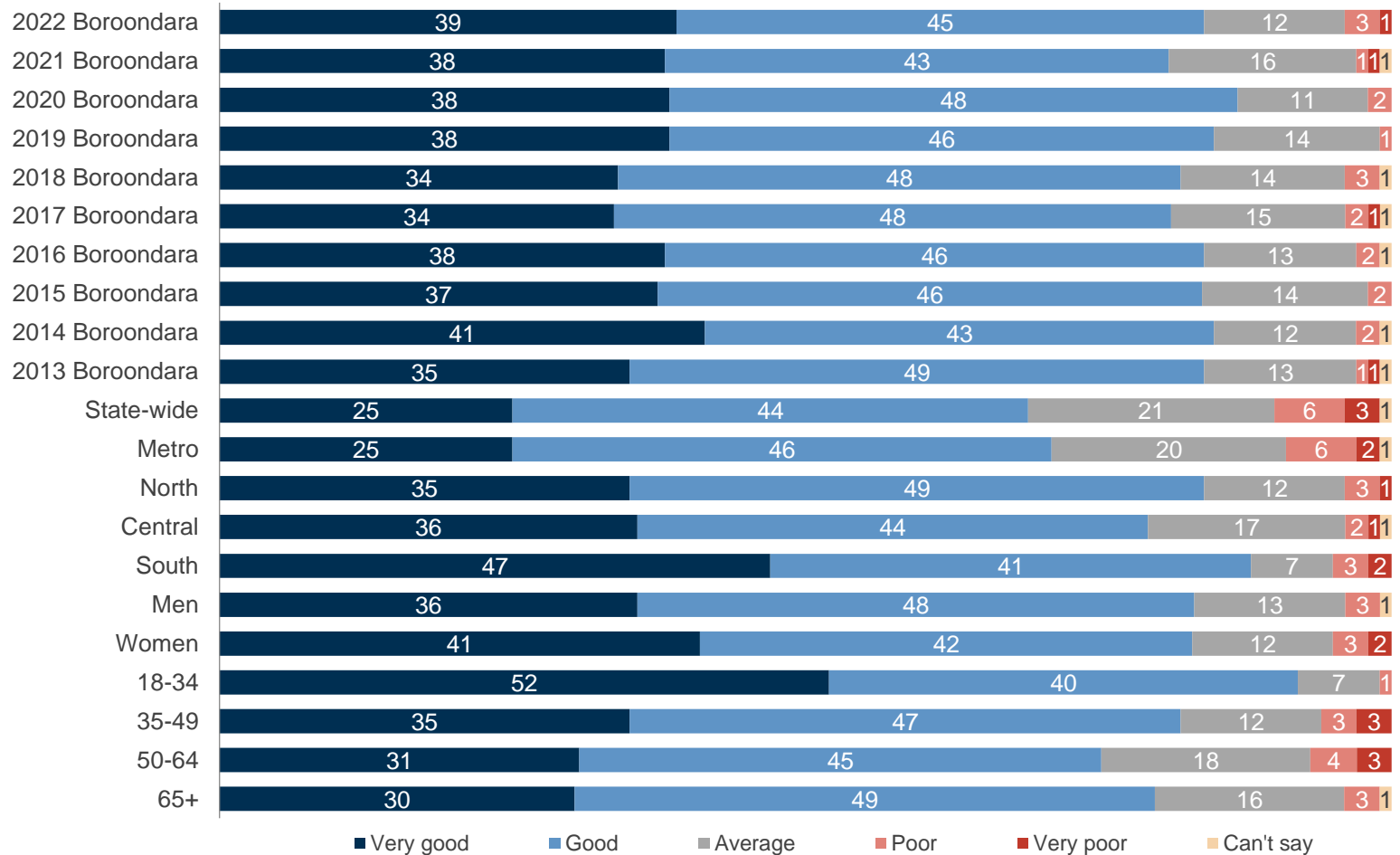
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2022 public areas performance (%)





# Waste management importance



## 2022 waste management importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	89	85	90	87	85	82	85	83	81	83	n/a
South	88	85	84	87	82	84	84	81	n/a	n/a	n/a
Personal user	87	87	88	85	84	84	85	80	83	83	n/a
Household user	87	87	88	85	84	84	85	80	83	83	n/a
Women	87	87	87	88	86	85	84	81	85	84	n/a
Central	87	86	89	83	83	83	88	80	n/a	n/a	n/a
65+	87	84	88	87	84	83	83	83	85	84	n/a
Boroondara	87	86	87	85	83	83	85	80	83	83	n/a
Men	86	85	87	82	80	80	86	78	80	82	n/a
18-34	85	86	85	81	80	83	86	74	79	79	n/a
North	85	86	87	86	86	82	83	77	n/a	n/a	n/a
50-64	85	89	85	89	84	85	86	81	88	87	n/a
Metro	85▼	85	84	83	83	81	82	81	n/a	n/a	n/a
State-wide	82▼	82	82	81	81	79	80	79	79	79	78

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

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

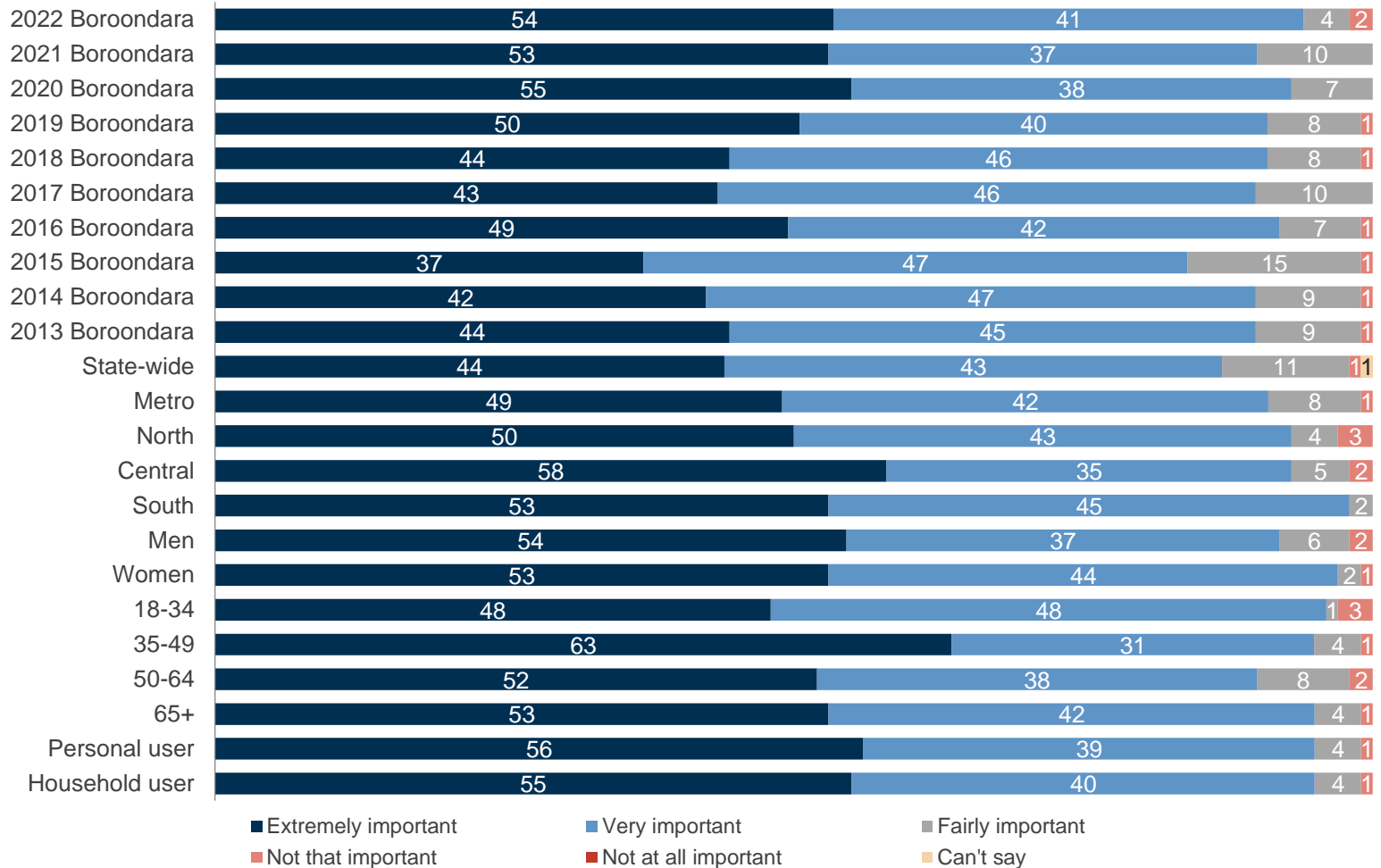
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



## 2022 waste management importance (%)





# Waste management performance



## 2022 waste management performance (index scores)

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

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

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

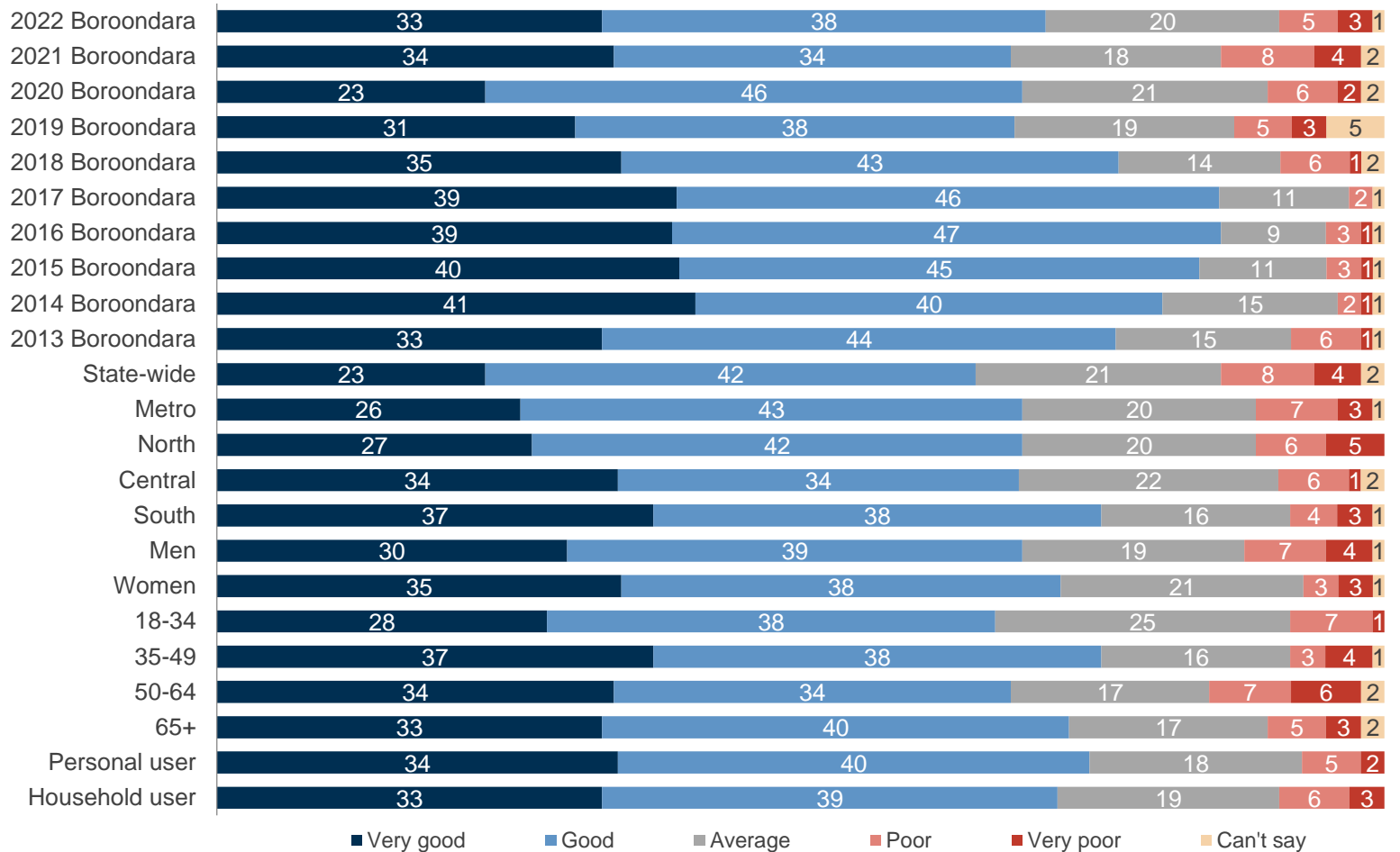
Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



## 2022 waste management performance (%)





# Environmental sustainability importance



## 2022 environmental sustainability importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Personal user	82▲	80	84	82	79	78	81	78	77	79	n/a
Household user	82▲	80	84	82	78	78	79	79	78	80	n/a
Women	82▲	80	83	82	80	79	78	74	78	76	n/a
North	78	76	80	77	75	72	76	72	n/a	n/a	n/a
18-34	78	80	82	80	79	74	76	72	75	76	n/a
35-49	77	69	79	75	73	72	71	68	71	72	n/a
Boroondara	76	75	79	77	76	74	74	71	73	73	n/a
Metro	76	77	76	75	74	73	74	74	n/a	n/a	n/a
South	76	73	77	77	76	77	72	72	n/a	n/a	n/a
65+	75	74	78	75	76	74	74	72	72	70	n/a
Central	74	74	78	77	80	72	73	71	n/a	n/a	n/a
State-wide	73▼	74	74	74	73	72	73	73	73	72	71
50-64	73	73	75	76	74	74	73	76	75	72	n/a
Men	70▼	69	74	71	72	68	70	69	68	70	n/a

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

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10

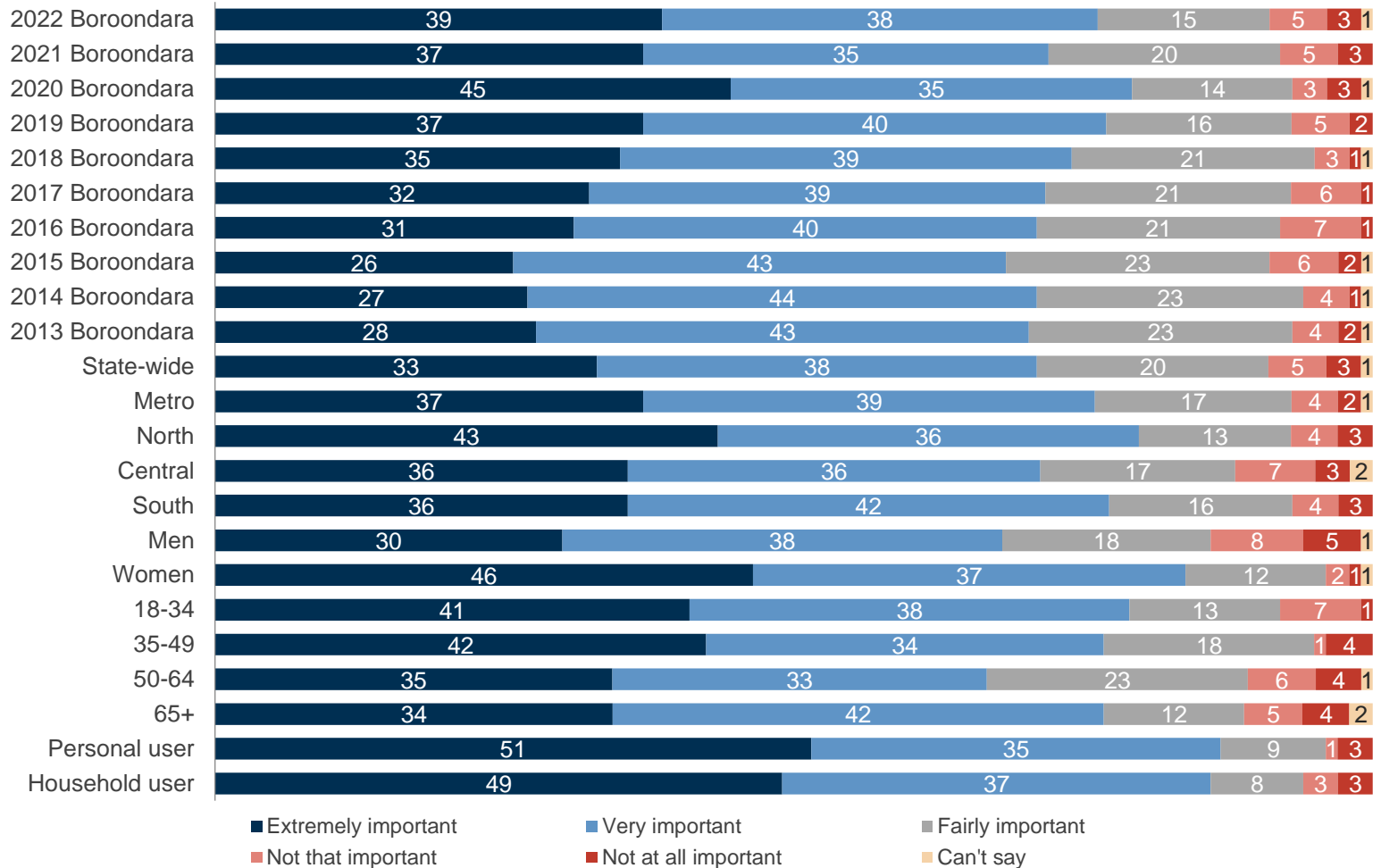
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



## 2022 environmental sustainability importance (%)







# Environmental sustainability performance



## 2022 environmental sustainability performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Personal user	69	69	65	69	69	72	67	72	73	69	n/a
35-49	68	68	59	62	66	65	65	64	65	66	n/a
Household user	68	70	65	69	69	73	67	72	72	68	n/a
65+	67	69	65	66	65	67	66	71	70	68	n/a
South	67	70	63	63	66	67	66	67	n/a	n/a	n/a
Women	66	68	62	63	63	67	65	68	68	70	n/a
Boroondara	65	67	61	64	65	66	66	67	68	67	n/a
North	65	65	59	66	66	66	63	67	n/a	n/a	n/a
Central	64	67	62	62	62	67	68	67	n/a	n/a	n/a
Men	64	66	61	64	67	65	67	66	68	63	n/a
Metro	63	64	62	64	64	64	64	65	n/a	n/a	n/a
50-64	63	66	59	59	63	66	63	67	67	66	n/a
18-34	62	65	61	65	65	68	67	66	70	67	n/a
State-wide	61▼	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: 38 Councils asked group: 13

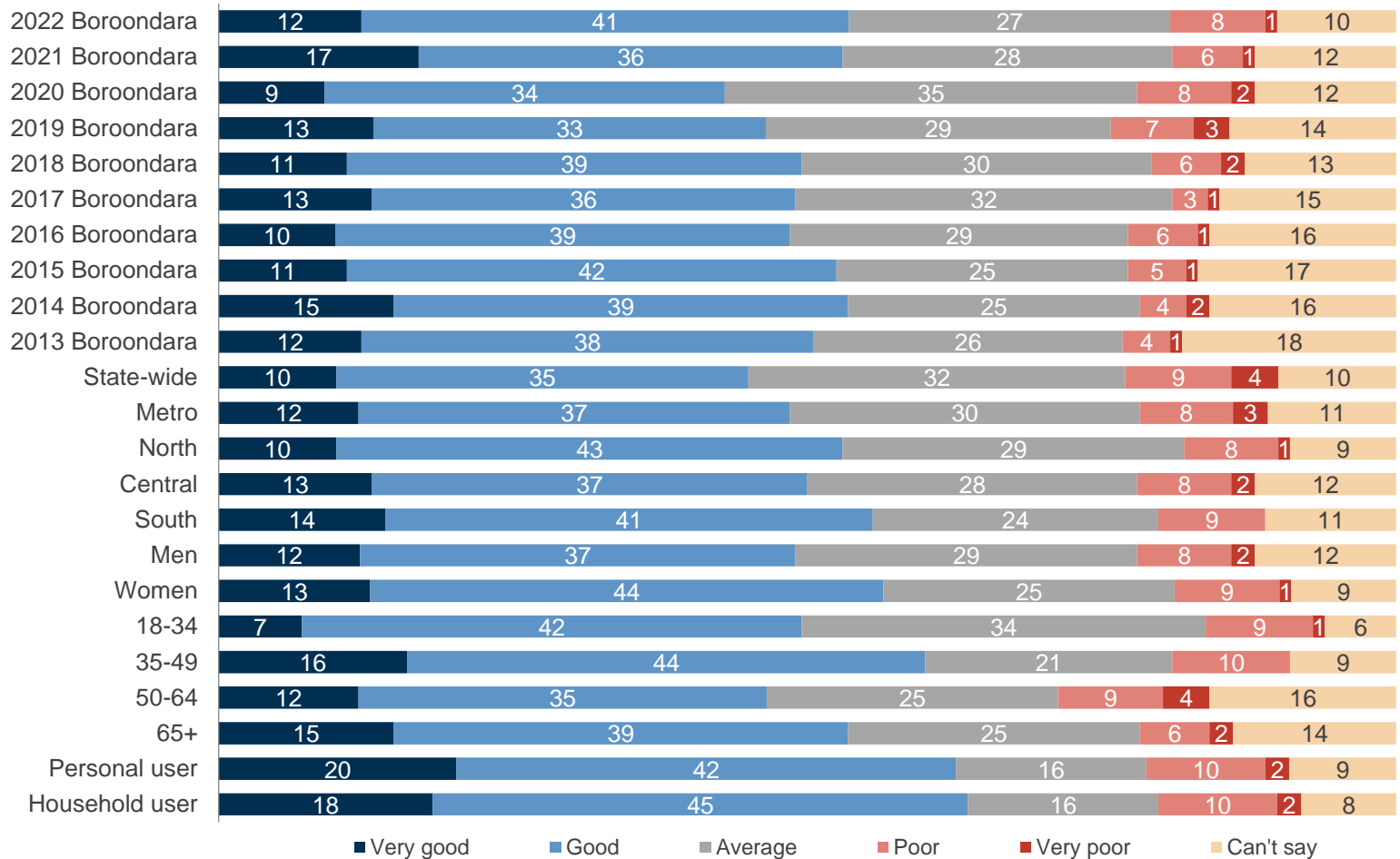
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability performance



## 2022 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, high-angle photograph of a crowd of people, possibly at a sporting event or festival, wearing various hats and clothing.

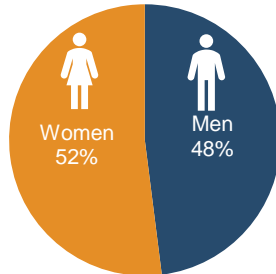
# **Detailed demographics**



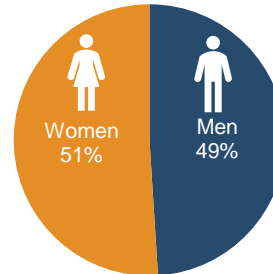
# Gender and age profile

## 2022 gender

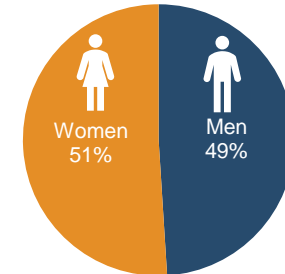
Boroondara



Metro

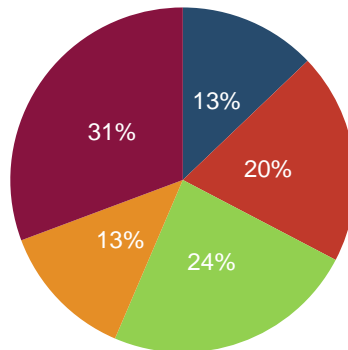


State-wide

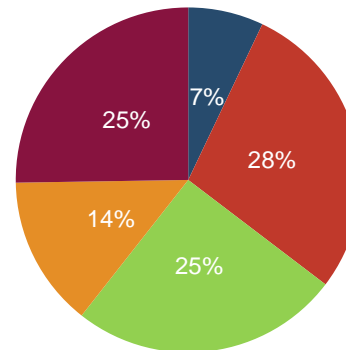


## 2022 age

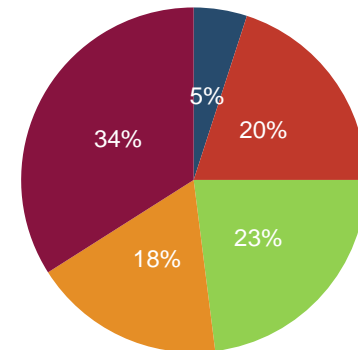
Boroondara



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?

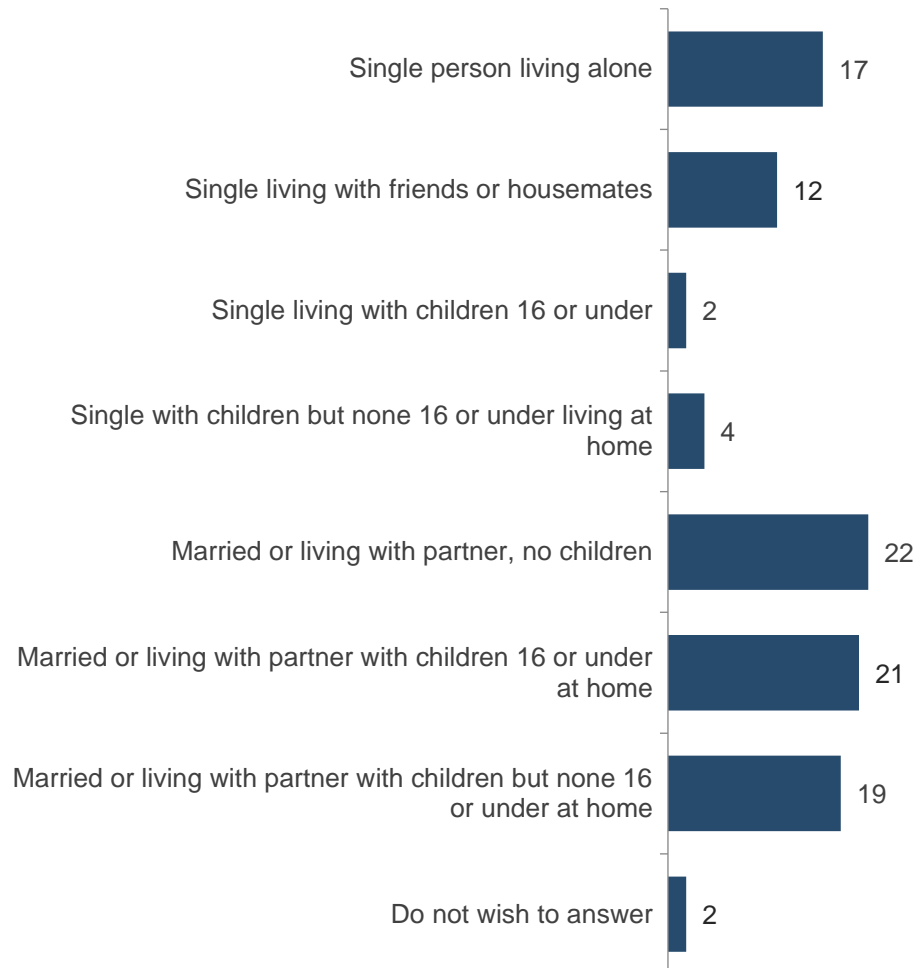
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



# Household structure

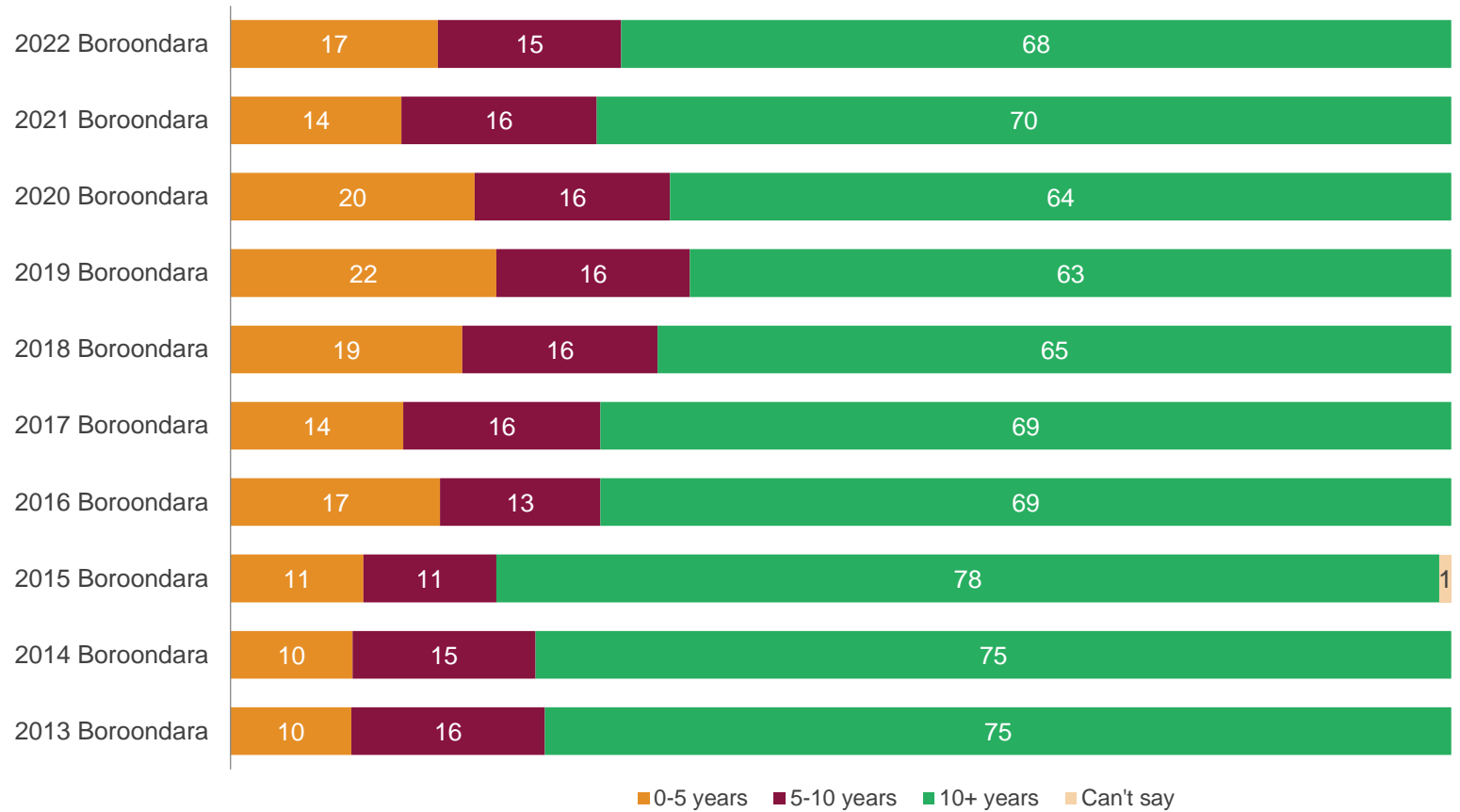
## 2022 household structure (%)





## Years lived in area

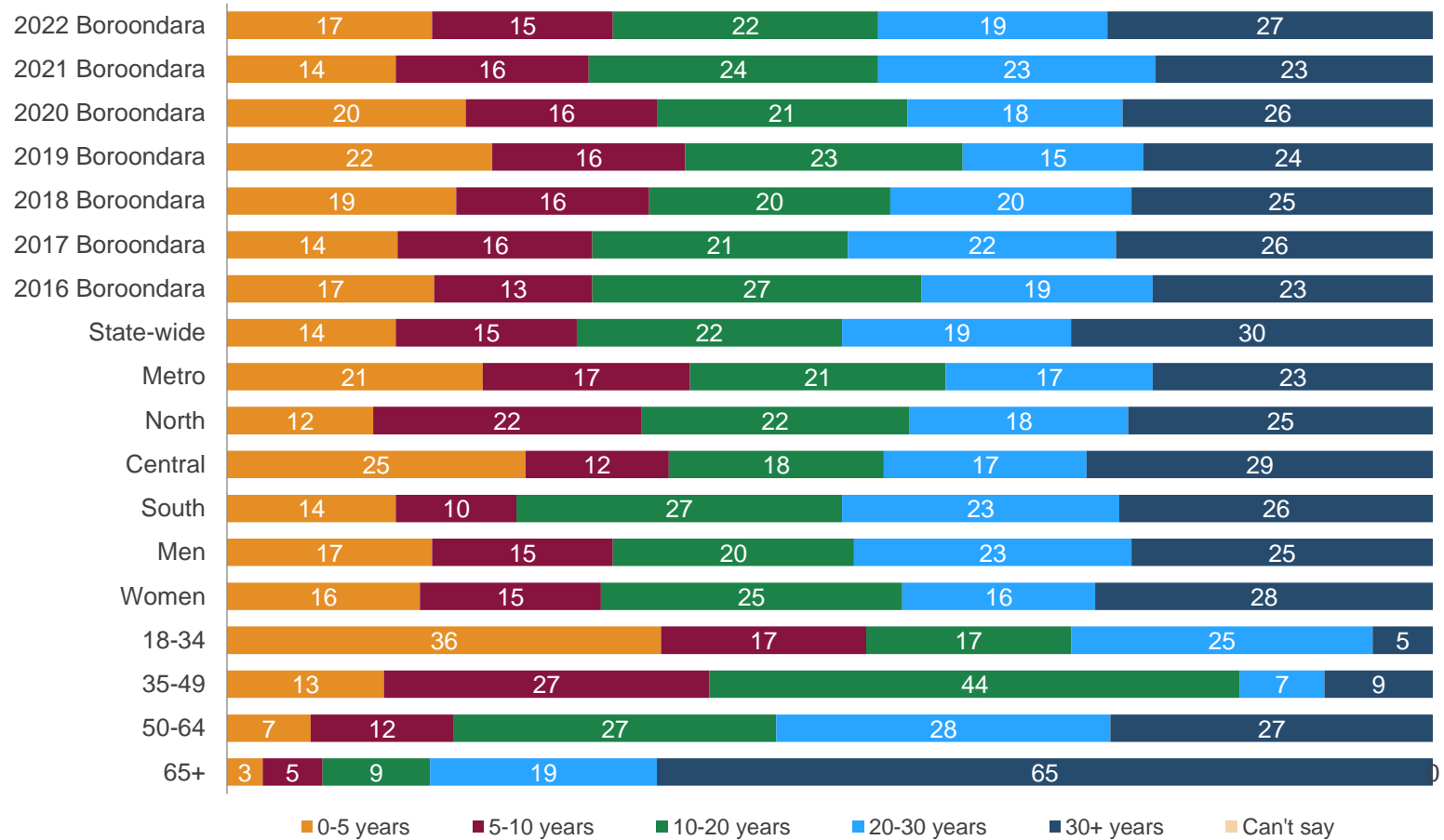
2022 years lived in area (%)





## Years lived in area

2022 years lived in area (%)



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

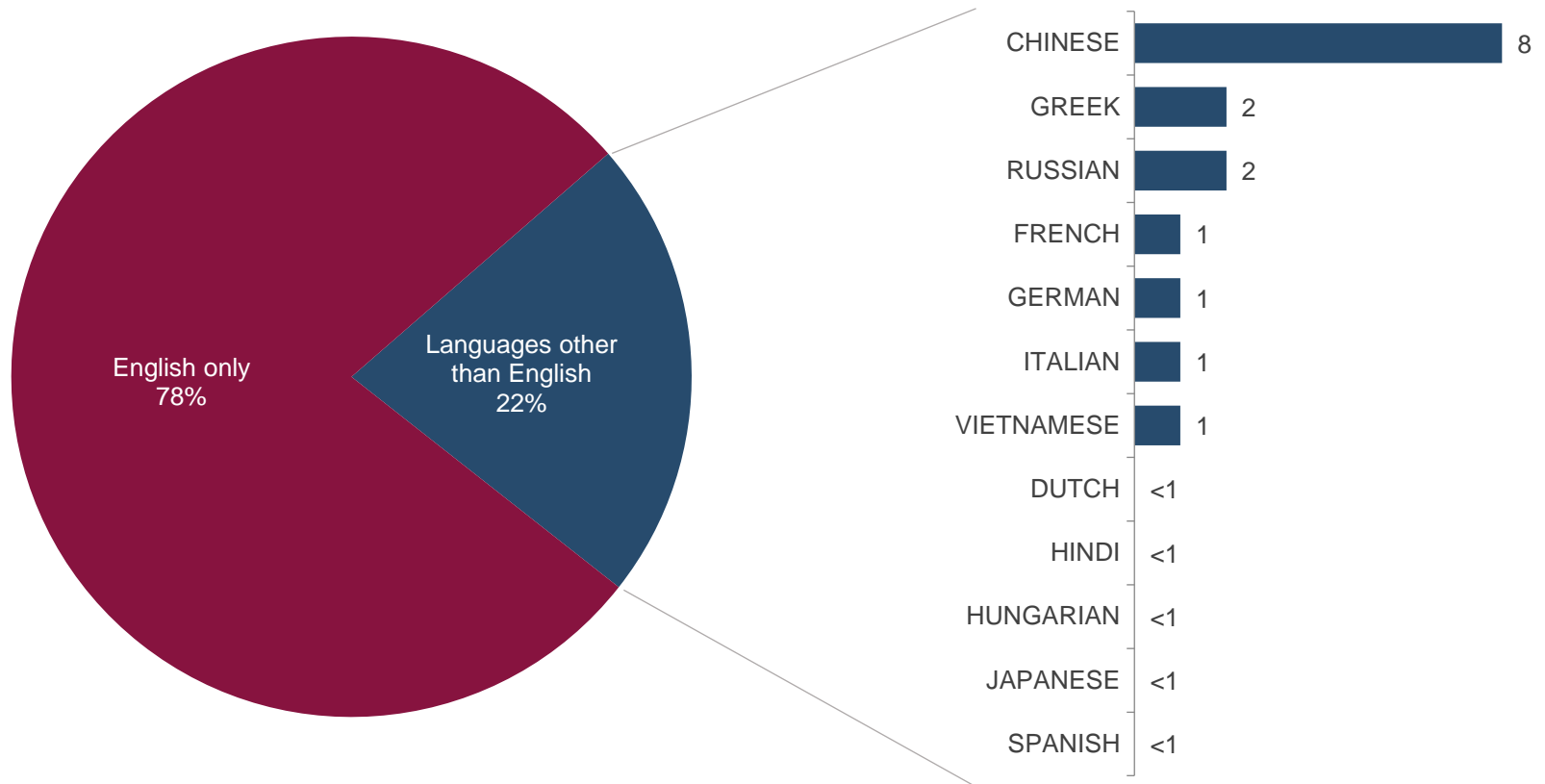
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 6

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 six years of data only.



# Languages spoken at home

2022 languages spoken at home (%)

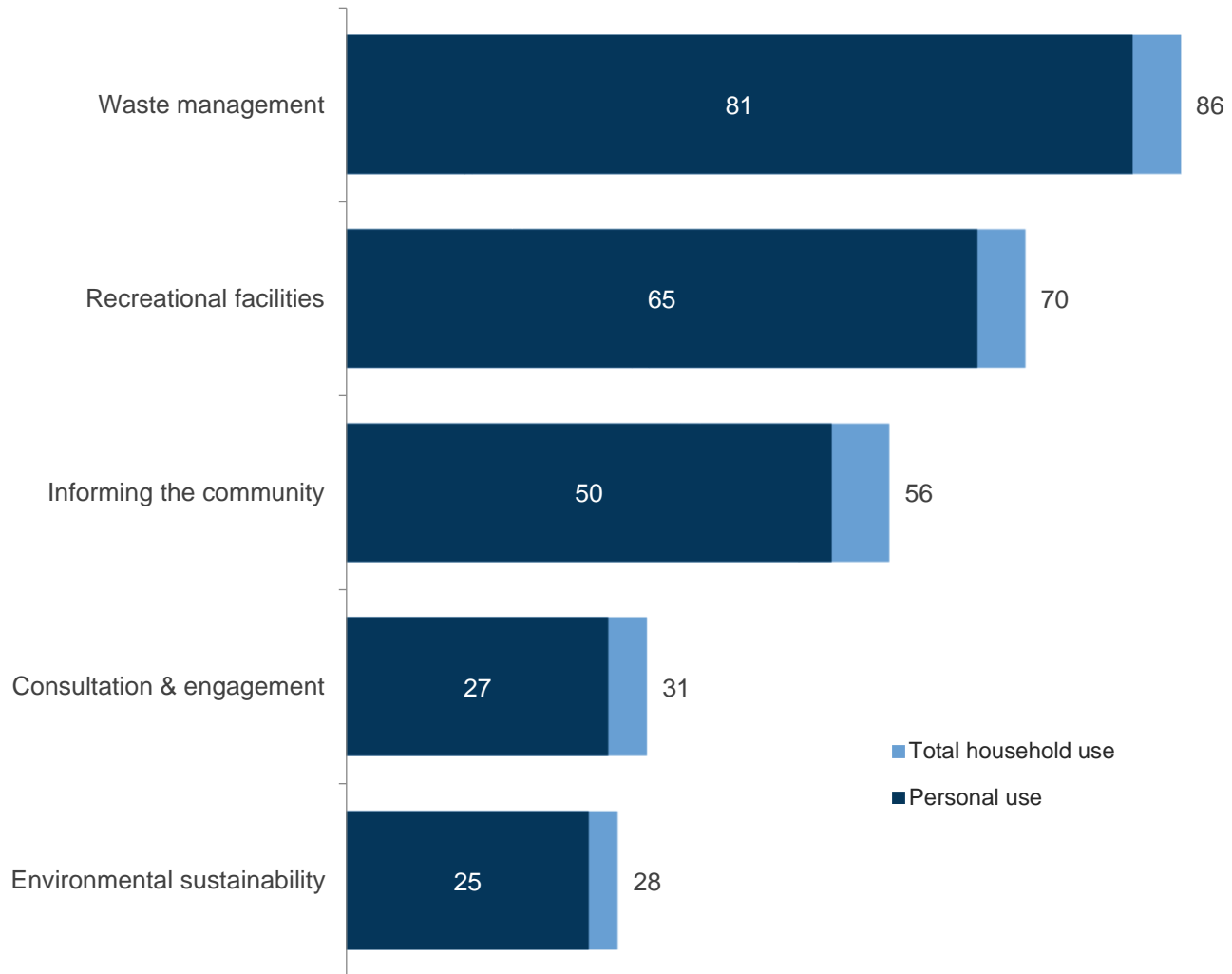




# Personal and household use and experience of council services



## 2022 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 2022 State-wide Local Government Community Satisfaction Survey for Boroondara City Council was n=500. 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=500 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 144,600 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
<b>Boroondara City Council</b>	500	400	+/-4.4
<b>Men</b>	245	191	+/-6.3
<b>Women</b>	255	209	+/-6.1
<b>North</b>	196	155	+/-7.0
<b>Central</b>	147	127	+/-8.1
<b>South</b>	157	118	+/-7.8
<b>18-34 years</b>	70	132	+/-11.8
<b>35-49 years</b>	68	96	+/-12.0
<b>50-64 years</b>	105	50	+/-9.6
<b>65+ years</b>	257	122	+/-6.1



## Appendix A: Significant difference reporting notation

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

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

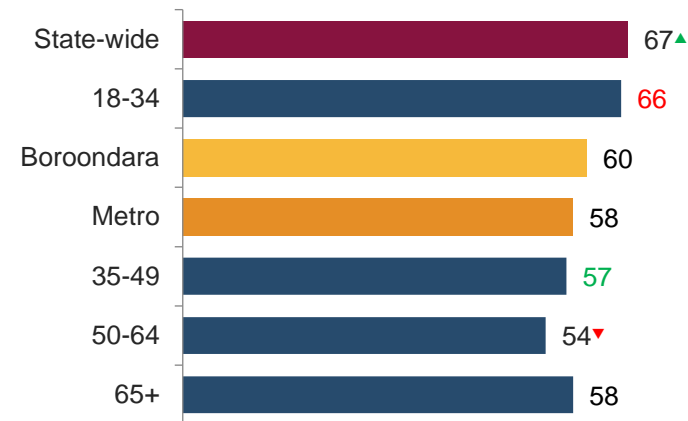
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

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





## Appendix A: Index score significant difference calculation

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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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Within the negative space of the 'W', there are faint, light blue background graphics: a line graph with an upward trend in the top left, a bar chart with three bars of increasing height in the bottom left, and another line graph with an upward trend in the top right.

## **Appendix B: Further project information**



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2022 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**





## Appendix B: Survey methodology and sampling

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

- 2021, n=500 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=502 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=500 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=500 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=500 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=500 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=500 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=500 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=600 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=600 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> 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=500 completed interviews were achieved in Boroondara City Council. Survey fieldwork was conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March, 2022.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2022 vary slightly.

### Council Groups

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, Moonee Valley, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Boroondara City Council for this 2022 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



## Appendix B: 2012 survey revision

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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 2012-2022 have been made throughout this report as appropriate.



## Appendix B:

# Core, optional and tailored questions

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### Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2022 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



## Appendix B: Analysis and reporting

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### Reporting

Every council that participated in the 2022 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



## Appendix B: Glossary of terms

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

**CSS:** 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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