2023 Local Government Community Satisfaction Survey

Boroondara City Council

(including tailored questions)

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

JWS RESEARCH

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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-fourth 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 24 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

Key findings and recommendations

Boroondara City Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Boroondara 67

Metropolitan 62

State-wide 56

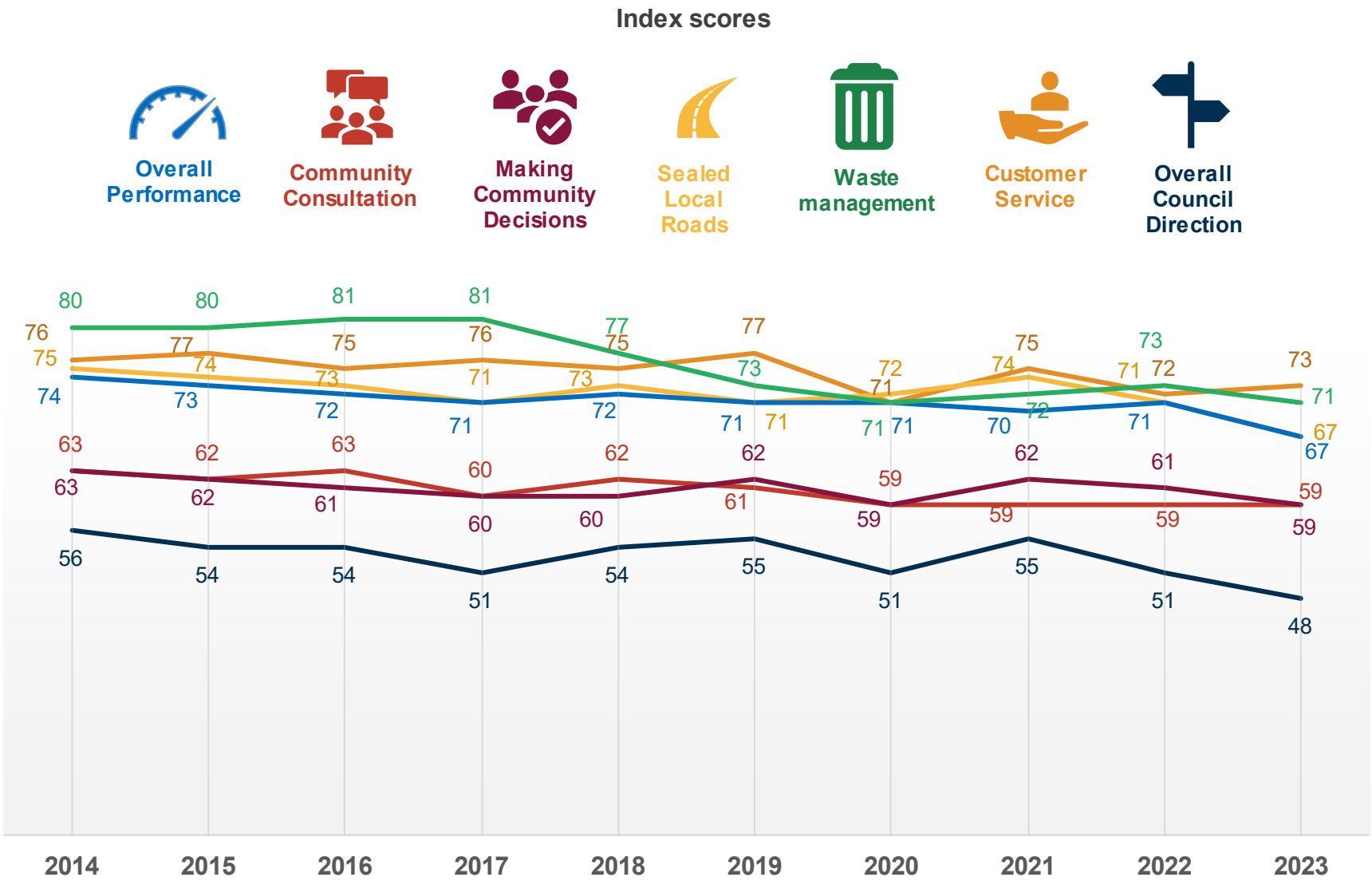
Council performance compared to group average

Top 3 performing areas	
Appearance of public areas	▲ higher
Recreational facilities	= on par
Waste management	▲ higher

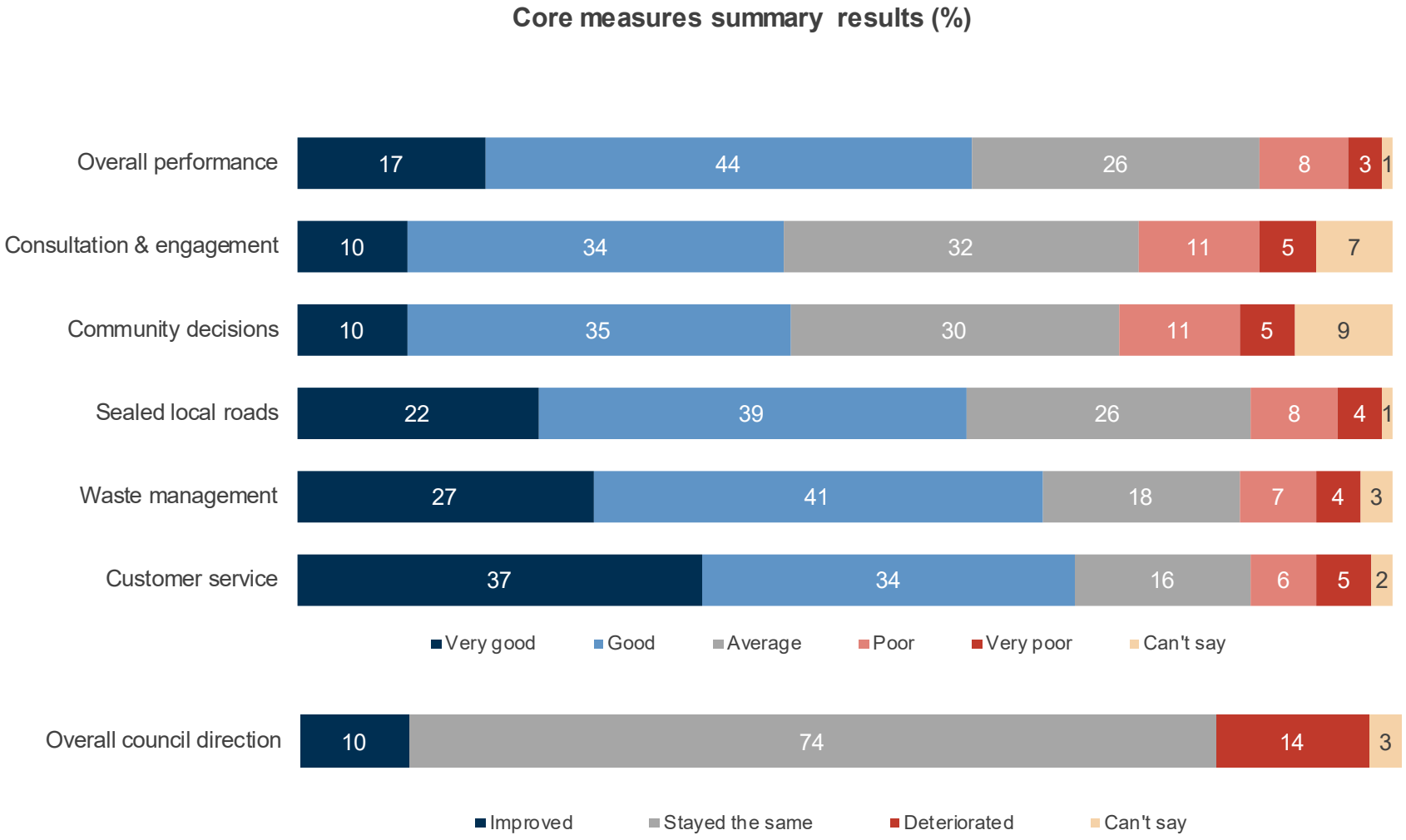
Lowest 3 performing areas	
Consultation & engagement	▲ higher
Community decisions	▲ higher
Local streets & footpaths	▲ higher

Customer service	= on par

Summary of core measures



Summary of core measures



Summary of Boroondara City Council performance

Services	Boroondara 2023	Boroondara 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
Overall performance	**67**	71	62	56	Aged 18-34 years	Men, Aged 50-64 years
Overall council direction	**48**	51	49	46	Aged 18-34 years	Aged 35-49 years
Customer service	**73**	72	71	67	Women	Men
Appearance of public areas	**72**	79	68	67	Aged 65+ years, South residents	Aged 50-64 years
Recreational facilities	**72**	76	72	68	Aged 65+ years	North residents
Waste management	**71**	73	68	66	Aged 65+ years	Aged 50-64 years
Sealed local roads	**67**	71	61	48	North residents	Central residents
Informing the community	**65**	65	60	57	Users, Aged 50-64 years, Women	Aged 35-49 years
Environmental sustainability	**64**	65	62	60	Users, Aged 65+ years	Aged 50-64 years
Local streets & footpaths	**61**	70	57	52	South residents, Aged 18-34 years	Aged 50-64 years
Community decisions	**59**	61	55	51	Aged 18-34 years, South residents	Aged 50-64 years
Consultation & engagement	**59**	59	55	52	Users, Women	Men

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

Focus areas for the next 12 months

Overview

Boroondara City Council's overall performance rating has remained fairly consistent over the last nine years, but experienced a significant four-point decline to an all-time low in the current result. It is important to note that the current result mirrors a decline in perceptions State-wide. For Council, the decline in overall performance is reflected across most individual service areas, as well as the direction of Council's overall performance, where perceptions have declined significantly and also are at the lowest levels recorded.

Focus areas

Community decisions, and consultation and engagement, remain areas that warrant further attention in the next 12 months. Council consistently rates lowest in these areas relative to other areas evaluated. In particular, Council should look to improve perceptions among men and 50 to 64 year-olds, who return the lowest ratings on most metrics. It will also be important for Council to monitor and boost its performance among Central residents, where ratings significantly declined across several measures, to below average.

Comparison to state and area grouping

Importantly, Council continues to perform 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.

Abate declines on stronger performing areas

In the year ahead, Council should endeavor to shore up its relatively strong performance in the appearance of public areas and recreational facilities, and put a halt to the emerging decline in perceptions. While both of these services areas remain relatively well regarded, Council has performed more strongly in both of these areas in the past.

DETAILED FINDINGS

Overall performance

Overall performance

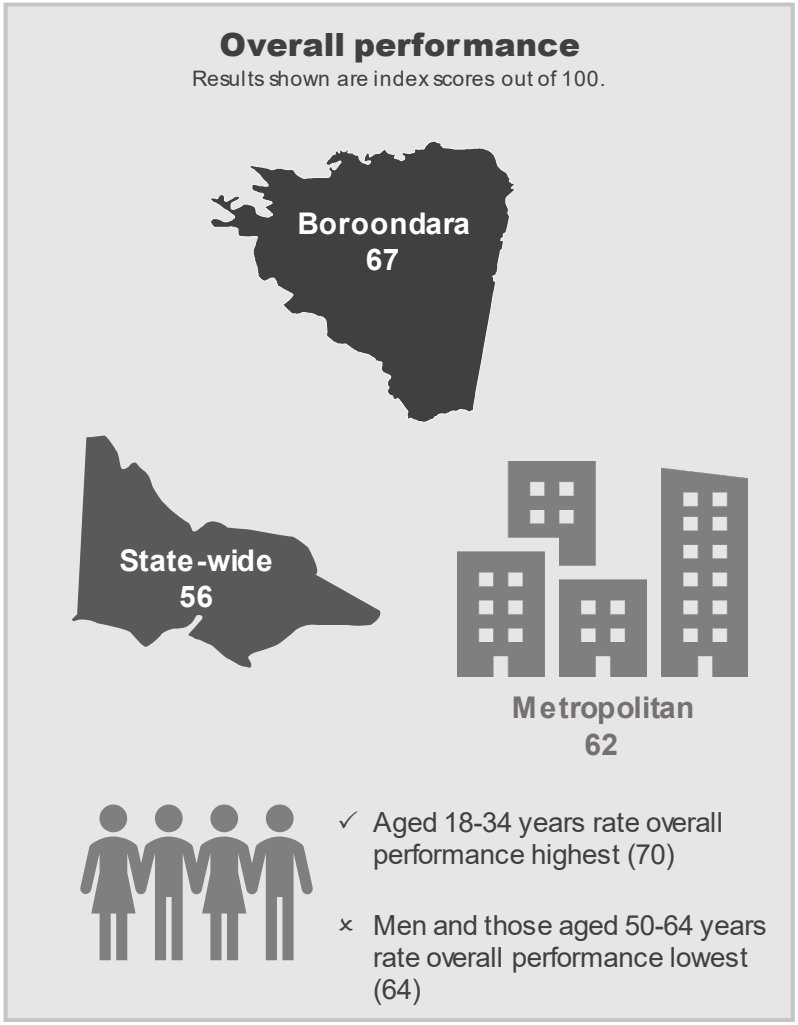
The overall performance index score of 67 for Boroondara City Council represents a significant four-point decline on the 2022 result, and Council's lowest rating to-date.

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

Positively, Council's overall performance continues to rate statistically significantly higher (at the 95% confidence interval) than the State-wide average for councils and the Metropolitan group (index scores of 56 and 62 respectively).

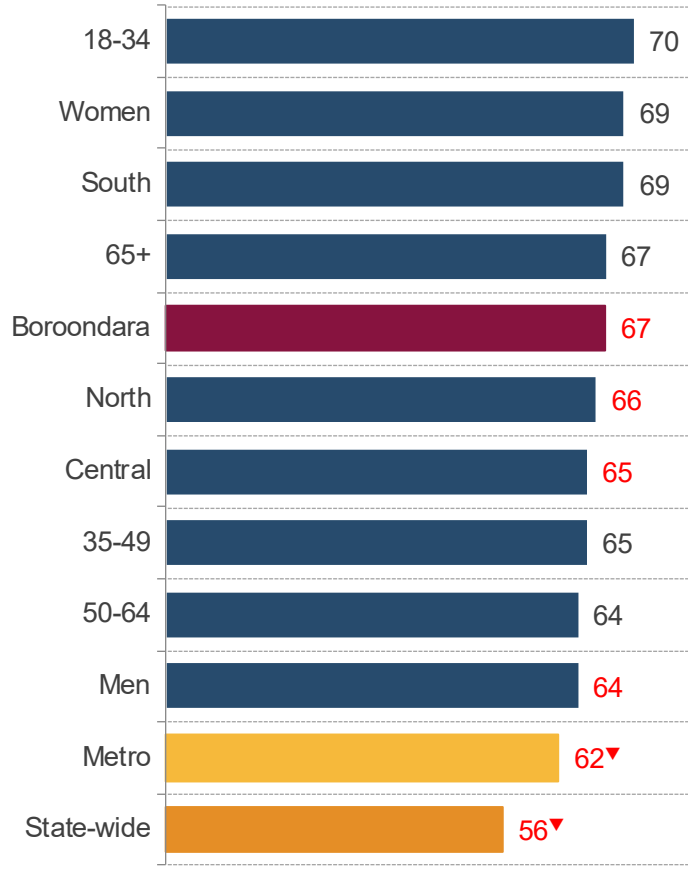
- While perceptions of Council's overall performance do not differ significantly among demographic cohorts, ratings are highest among residents aged 18 to 34 years (index score of 70) and lowest among those aged 50 to 64 years and men (both 64).
- Since the previous evaluation, overall performance ratings saw a significant five-point decline among men and North residents, and a seven-point decline among Central residents.

More than five times as many residents rate Council's overall performance as 'very good' or 'good' (62%) as those who rate it as 'very poor' or 'poor' (11%). A further 26% sit mid-scale, rating Council's overall performance as 'average'.



Overall performance

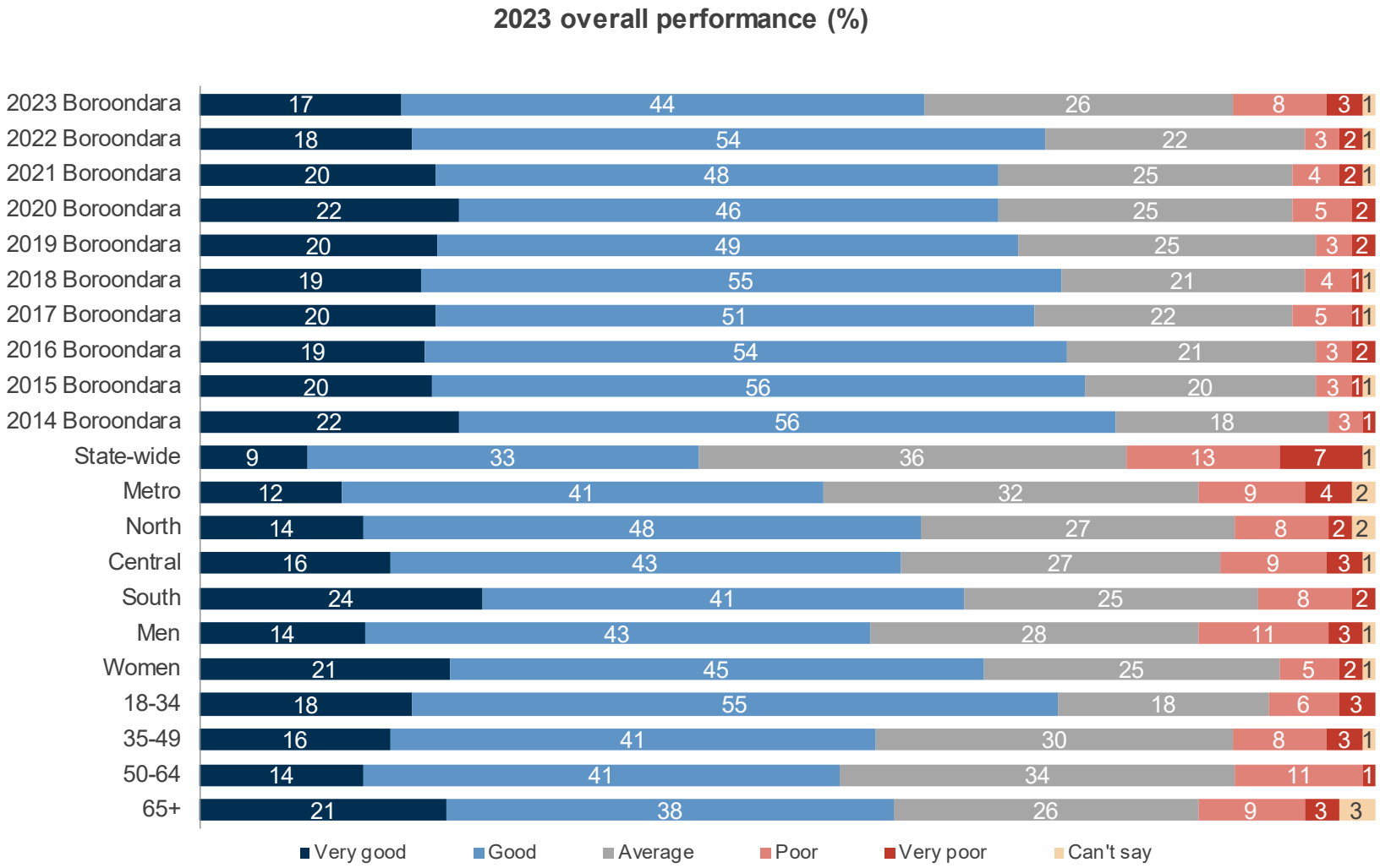
2023 overall performance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	73	72	75	71	74	72	77	73	74
Women	72	72	72	74	73	74	71	74	76
South	70	72	71	70	72	73	71	74	n/a
65+	71	73	72	72	71	71	71	76	75
Boroondara	71	70	71	71	72	71	72	73	74
North	71	69	71	72	72	70	71	73	n/a
Central	72	70	70	70	72	71	72	72	n/a
35-49	70	69	66	71	74	72	69	70	75
50-64	65	65	67	67	66	70	66	73	71
Men	69	68	70	67	71	69	72	73	72
Metro	65	67	66	67	65	64	66	67	n/a
State-wide	59	61	58	60	59	59	59	60	61

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: 16
Note: Please see Appendix A for explanation of significant differences.

Overall performance



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

Top performing service areas

The appearance of public areas and recreational facilities (each with an index score of 72) are Council's strongest performing areas in 2023. This is despite perceptions of performance in both areas declining significantly in the last 12 months to a 10-year low.

In the area of the appearance of public areas, perceptions of performance declined by seven index points. Nevertheless, Council continues to perform significantly higher than both the State-wide and Metropolitan group averages in this service area.

- Indeed, 20% of residents cite parks and gardens as one of the best things about Council.
- Ratings of this service area declined significantly this year among 18 to 34 year olds (down 13 index points). In all other age groups, ratings are down but are not significantly different to last year.

Perceptions of Council's performance in the area of recreational facilities have been relatively stable between 2014 and 2021 and sit among Council's higher performing service areas. However, views have declined significantly for two years running (from an index score of 79 in 2021 to 72 currently).

- Ratings of this service area declined significantly this year among residents in the North (down six index points), meaning attention should first be focussed in this geographic area if perceptions are to improve.

The appearance of public areas and recreational facilities (each with an index score of 72) are the areas where Council performed best in 2023.

Low performing service areas

Council rates lowest in the areas of consultation and engagement, and decisions made in the interest of the community (both with an index score of 59).

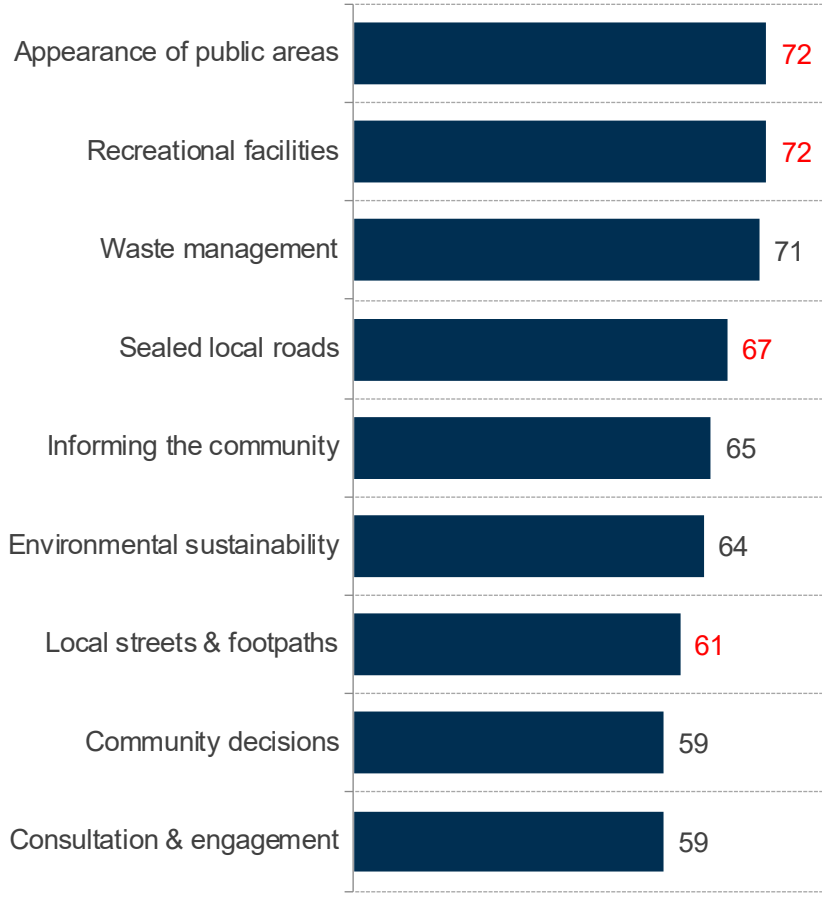
- In line with these results, community consultation (6%) remains among the areas most frequently mentioned as needing improvement.
- Men provide the lowest ratings of consultation and engagement (index score of 55 – a historic-low result among this cohort). Given they also have the least positive perceptions of Council's overall performance and customer service, Council should give precedence to shoring up perceptions of its community consultation efforts among men in the year ahead, with the aim of emulating the more positive perceptions of female residents (62).

In the last 12 months, Council's performance rating in the area of decisions made in the interest of the community experienced a (not significant) two-point decline.

- Performance ratings in this area are lowest among residents aged 50 to 64 years (index score of 54). Given they also have the least positive perceptions of Council's overall performance, these residents warrant extra attention in the coming 12 months in order to boost overall performance perceptions.

Individual service area performance

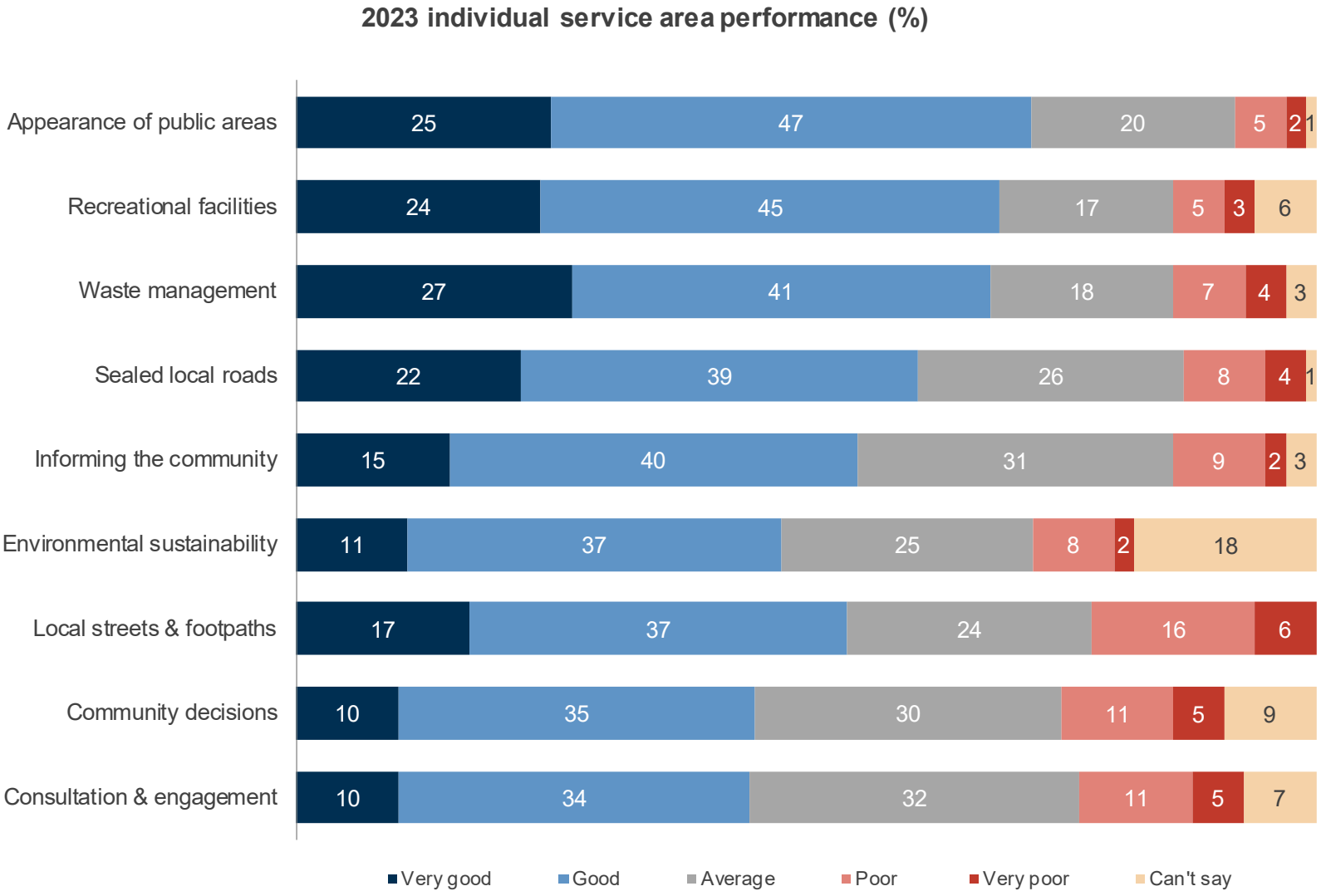
2023 individual service area performance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Appearance of public areas	79	79	80	80	78	78	80	79	81
Recreational facilities	76	79	79	79	78	80	78	79	80
Waste management	73	72	71	73	77	81	81	80	80
Sealed local roads	71	74	72	71	73	71	73	74	75
Informing the community	65	64	61	63	65	65	68	65	68
Environmental sustainability	65	67	61	64	65	66	66	67	68
Local streets & footpaths	70	70	67	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	61	62	59	62	60	60	61	62	63
Consultation & engagement	59	59	59	61	62	60	63	62	63

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

Individual service area performance



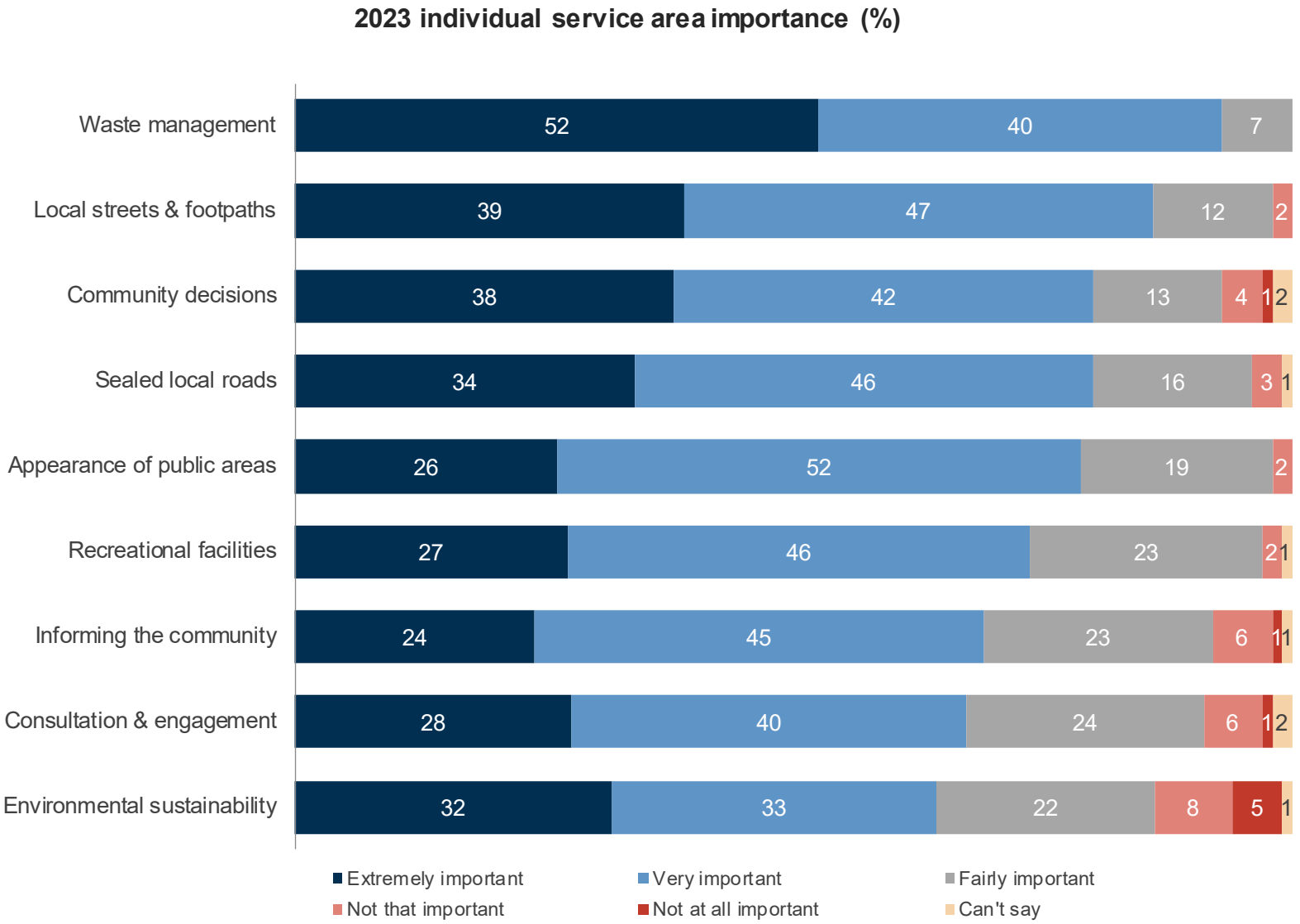
Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

Individual service area importance

2023 individual service area importance (index scores)

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

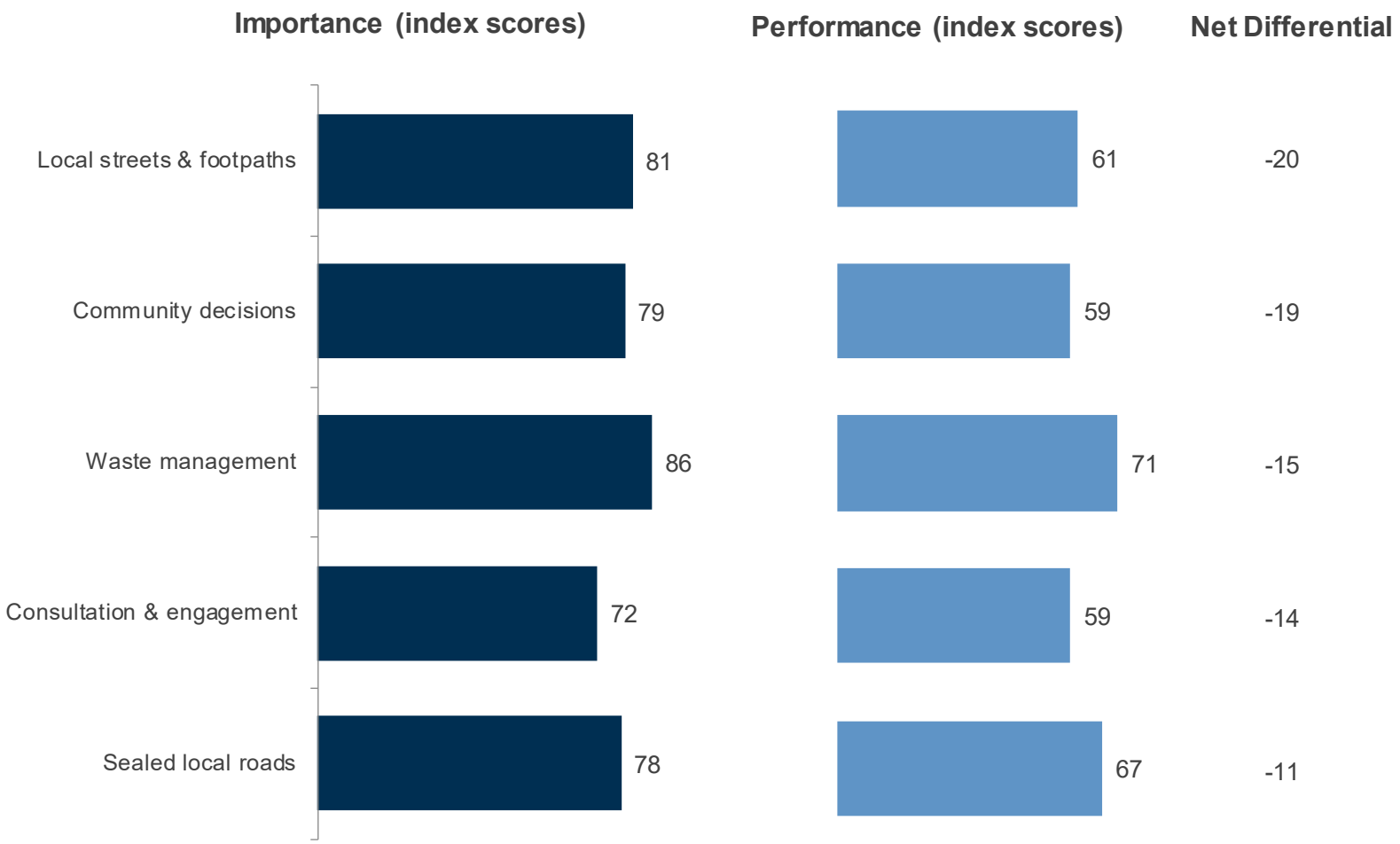
Individual service area importance



Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10

Individual service areas importance vs performance

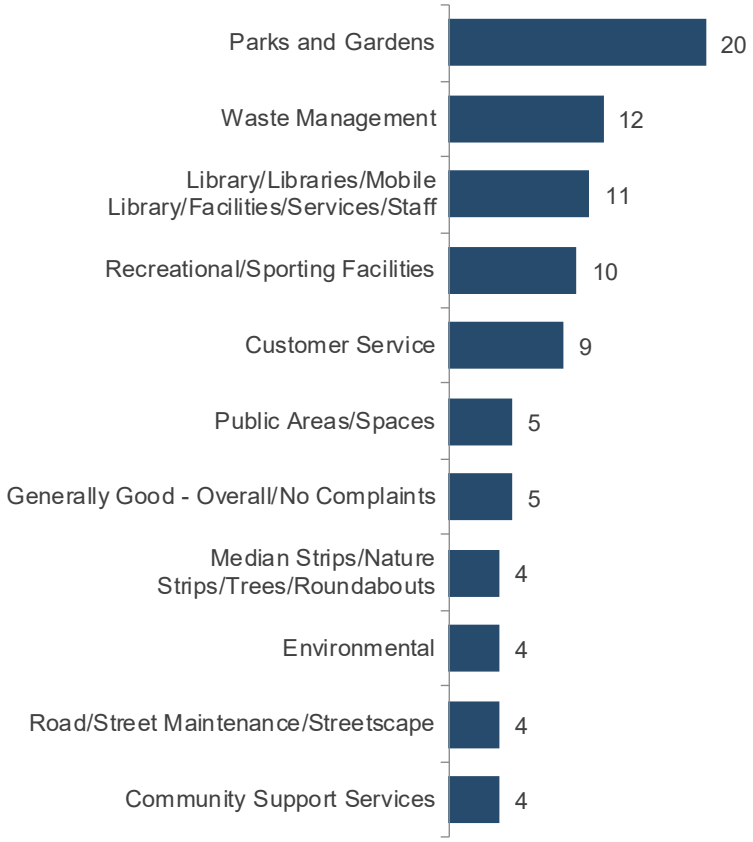
Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary.



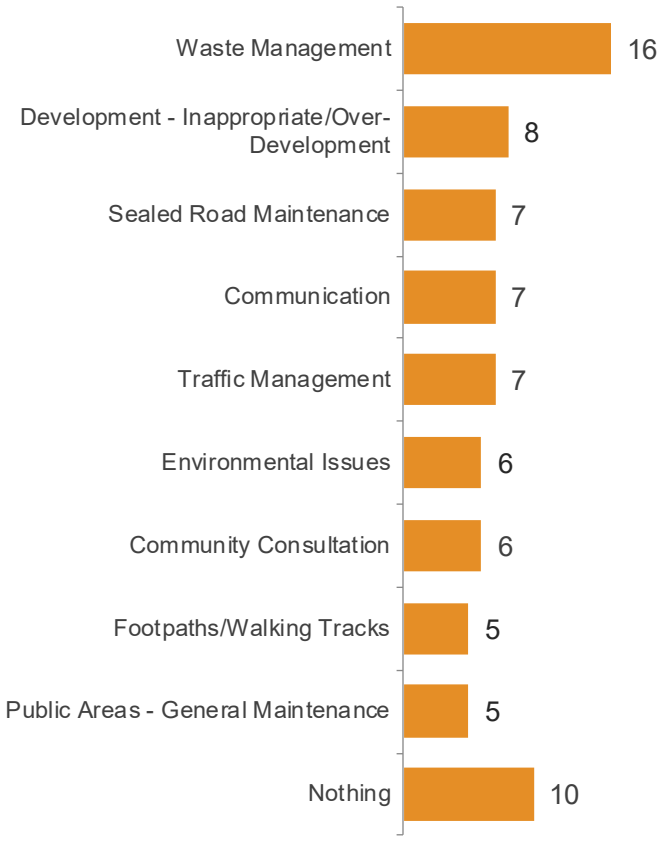
Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

Best things about Council and areas for improvement

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



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



Q16. Please tell me what is the ONE BEST thing about 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: 33 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: 53 Councils asked group: 13
A verbatim listing of responses to these questions can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Two thirds of households (66%) have had contact with Council in the last 12 months, similar to 2022.

Telephone (36%) and email (25%) remain the most common methods of contact with Council, however contact via telephone has increased slightly since last year, while email contact has decreased slightly.

Other key forms of contact continue to be via the Council website (17%) and in person (16%), while contact in writing has fallen off sharply in recent years.

Customer service

Council's customer service index of 73 is one point higher than 2022. Customer service is rated in line with the Metropolitan group and significantly higher than the State-wide average for councils (index scores of 71 and 67 respectively).

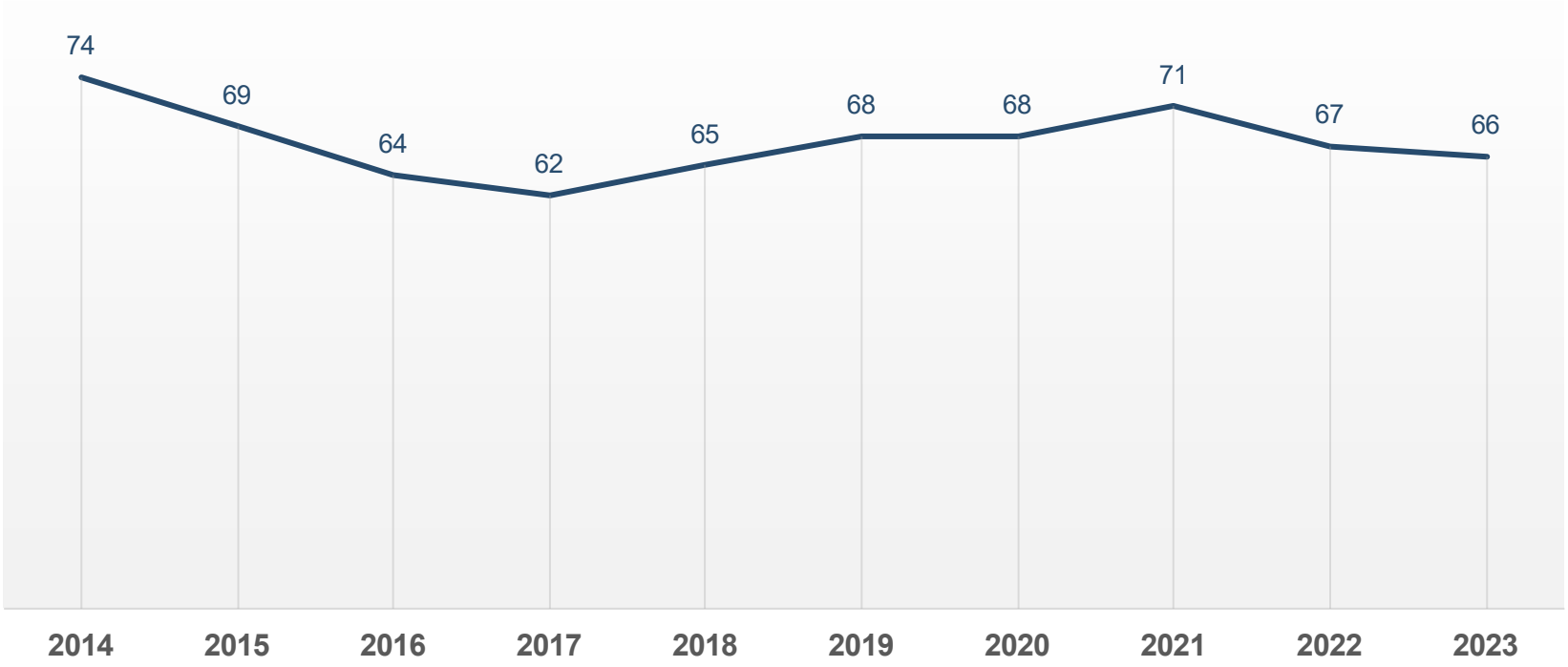
Almost three-quarters of residents who have had contact with Council (71%) continue to provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of Council's customer service are most positive among women (index score of 78), and least positive among men (68).
- Since the previous evaluation, customer service ratings improved significantly among women but declined slightly among men to a new low point.
- Customer service ratings are highest among residents who contacted Council via its website (index score of 84).

Council should focus on bolstering perceptions of its customer service among men in the year ahead, given they currently have the least positive perceptions of its customer service and overall performance.

Contact with council

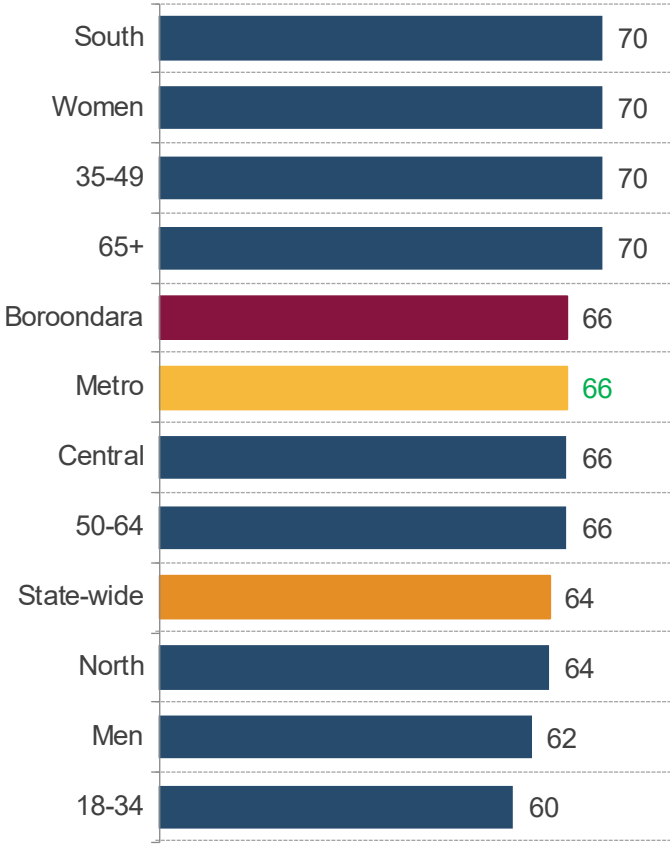
2023 contact with council (%)
Have had contact



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

2023 contact with council (%)

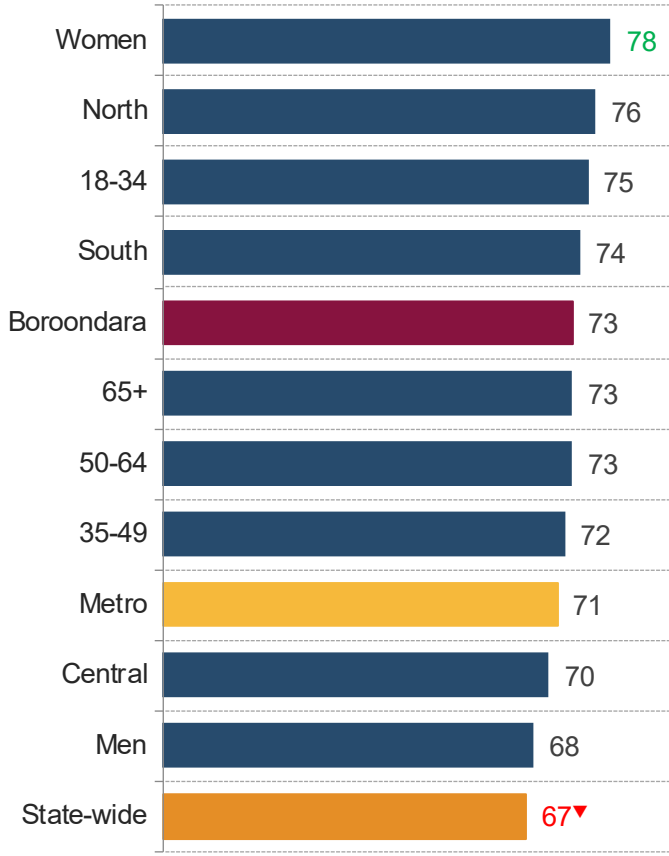


	2022	2021	2020	2019	2018	2017	2016	2015	2014
South	72	64	71	70	68	66	68	79	n/a
Women	65	71	71	66	65	65	65	73	74
35-49	73	75	79	77	77	73	73	83	82
65+	66	67	72	75	70	68	64	70	67
Boroondara	67	71	68	68	65	62	64	69	74
Metro	63	60	62	62	64	57	58	60	n/a
Central	68	75	66	63	67	61	65	56	n/a
50-64	76	79	80	73	79	72	70	74	83
State-wide	63	62	64	63	63	58	58	63	61
North	64	75	68	73	63	59	59	70	n/a
Men	70	72	65	71	65	58	62	65	73
18-34	60	69	51	54	44	43	52	55	64

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.

Customer service rating

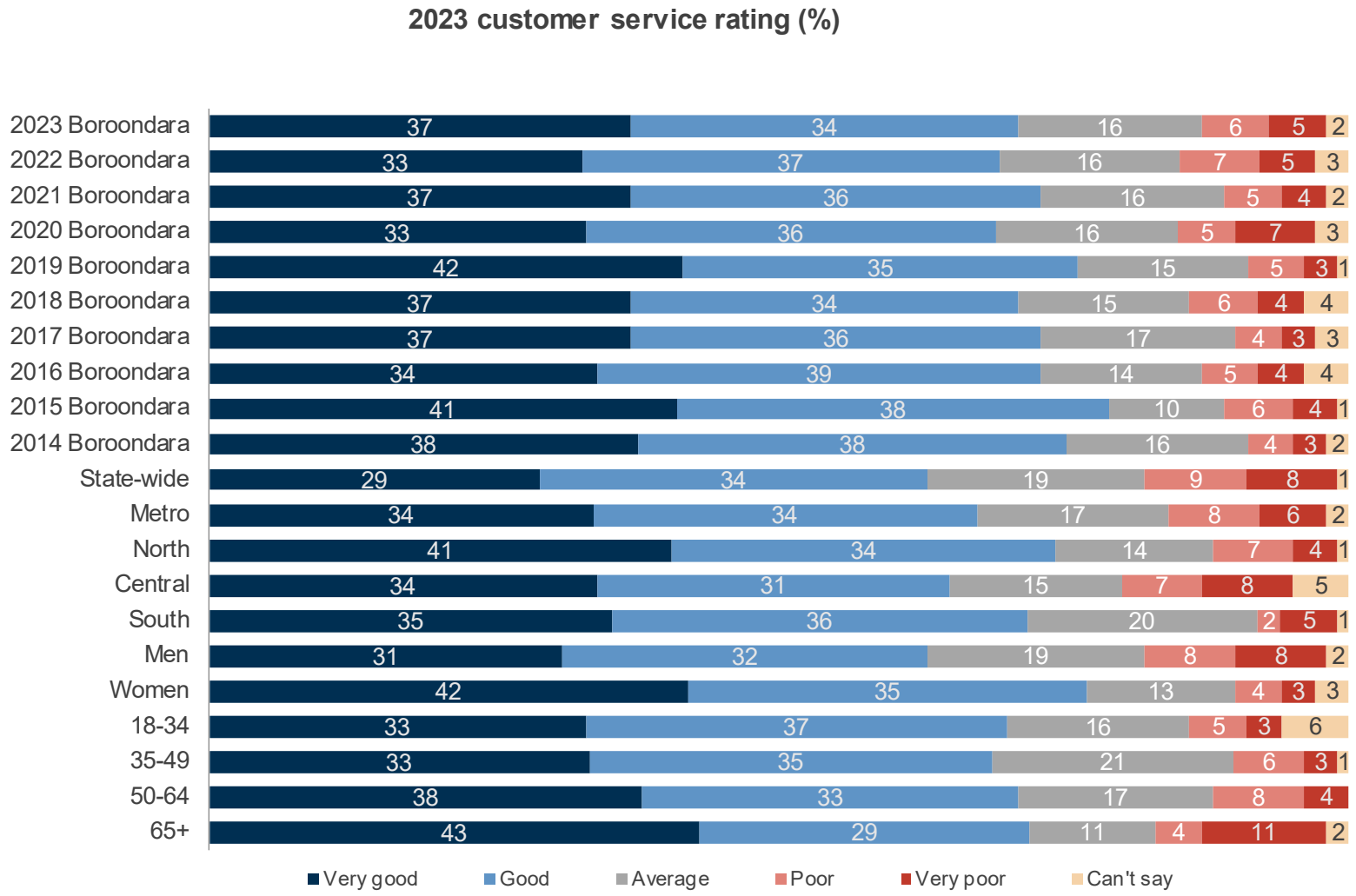
2023 customer service rating (index scores)



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

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: 16
Note: Please see Appendix A for explanation of significant differences.

Customer service rating



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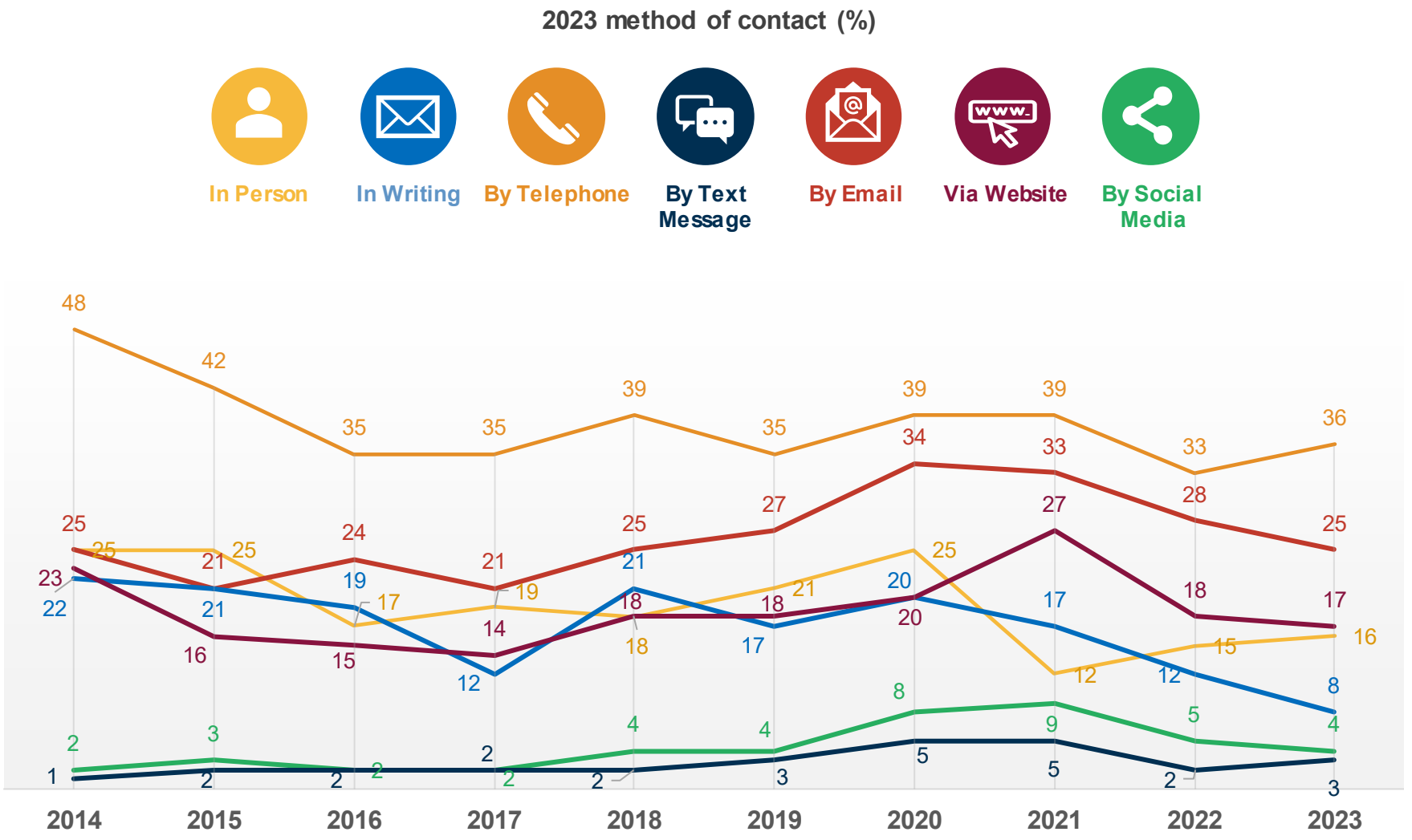
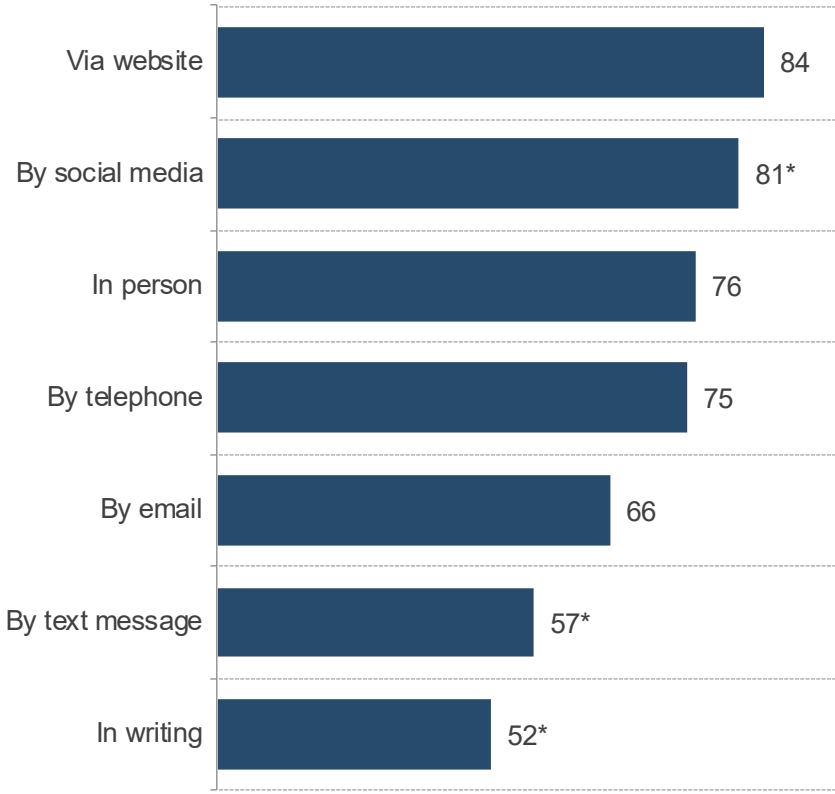
Method of contact with council



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

Customer service rating by method of last contact

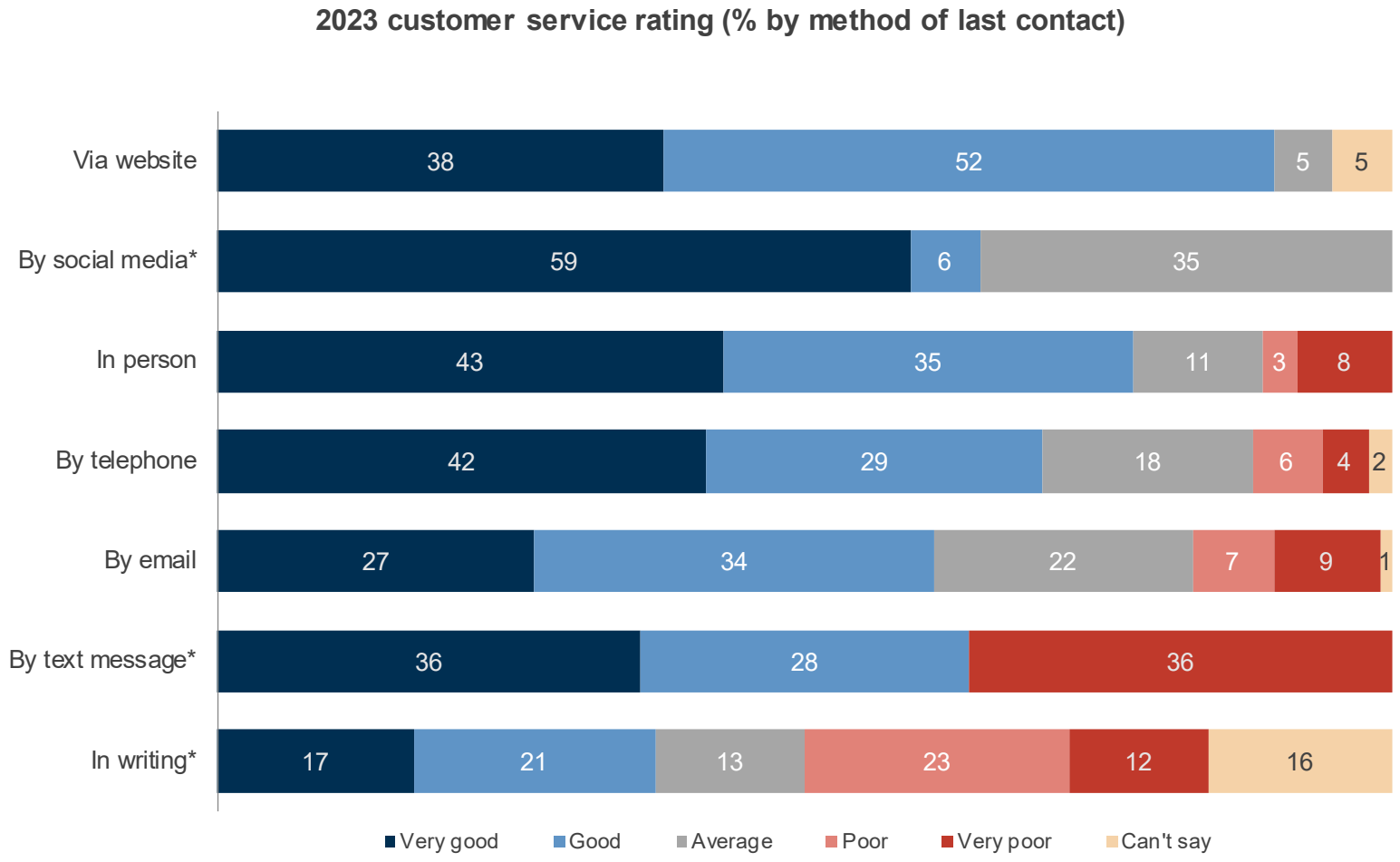
2023 customer service rating (index score by method of last contact)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Via website	84	83	74	80	79	82	81	82	78
By social media	72	68	66	60	58	78	65	63	75
In person	66	81	78	83	78	78	81	78	80
By telephone	71	76	73	80	79	77	72	78	80
By email	68	70	68	73	59	71	76	78	69
By text message	70	86	100	87	93	100	50	n/a	n/a
In writing	70	75	54	66	79	62	68	70	71

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



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Councils asked State-wide: 25 Councils asked group: 8
**Caution: small sample size < n=30*

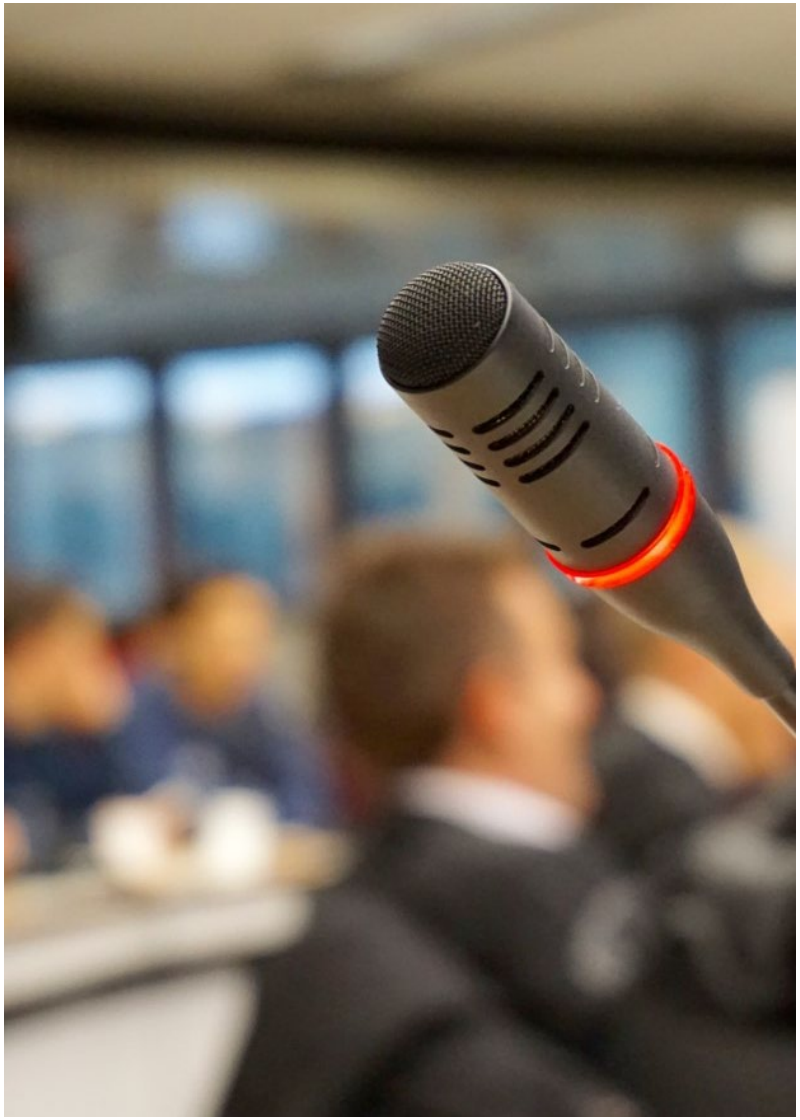
Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is now newsletters sent via email (40%) or mail (35%), far ahead of other communication forms.

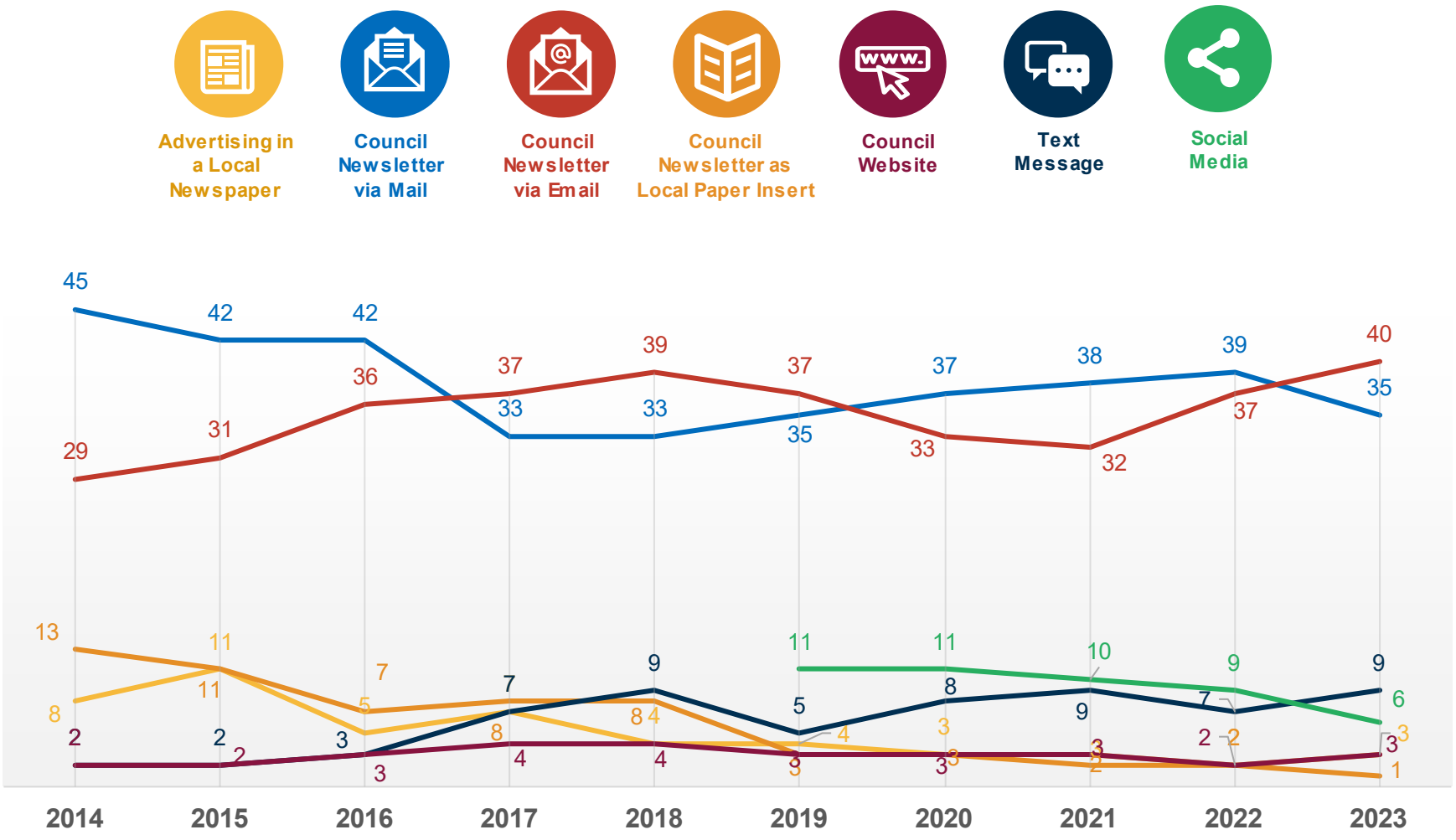
Emailed newsletters have continued to gain in popularity, reaching peak levels, while mailed newsletters have lost some appeal with a drop from 39% to 35% over the last year.

- Among residents aged under 50 years, newsletters via email (42%) are preferred, followed by mail (30%), while social media is on the decline (down four points to 10% since 2022 and down eight points since 18% preference in 2019).
- Among those aged over 50 years, newsletters via mail (40%) or email (39%) are preferred almost exclusively.



Best form of communication

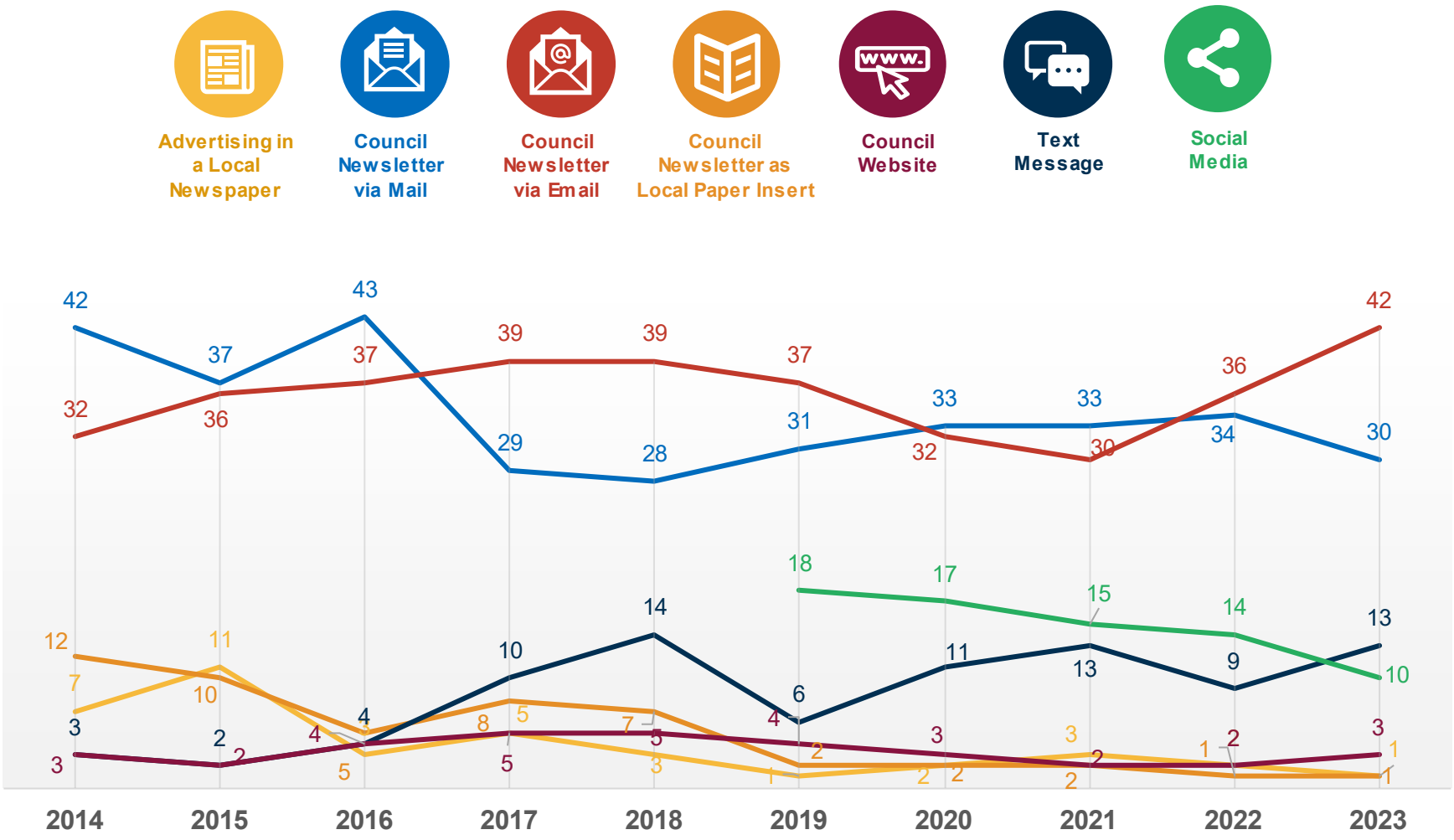
2023 best form of communication (%)



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

Best form of communication: under 50s

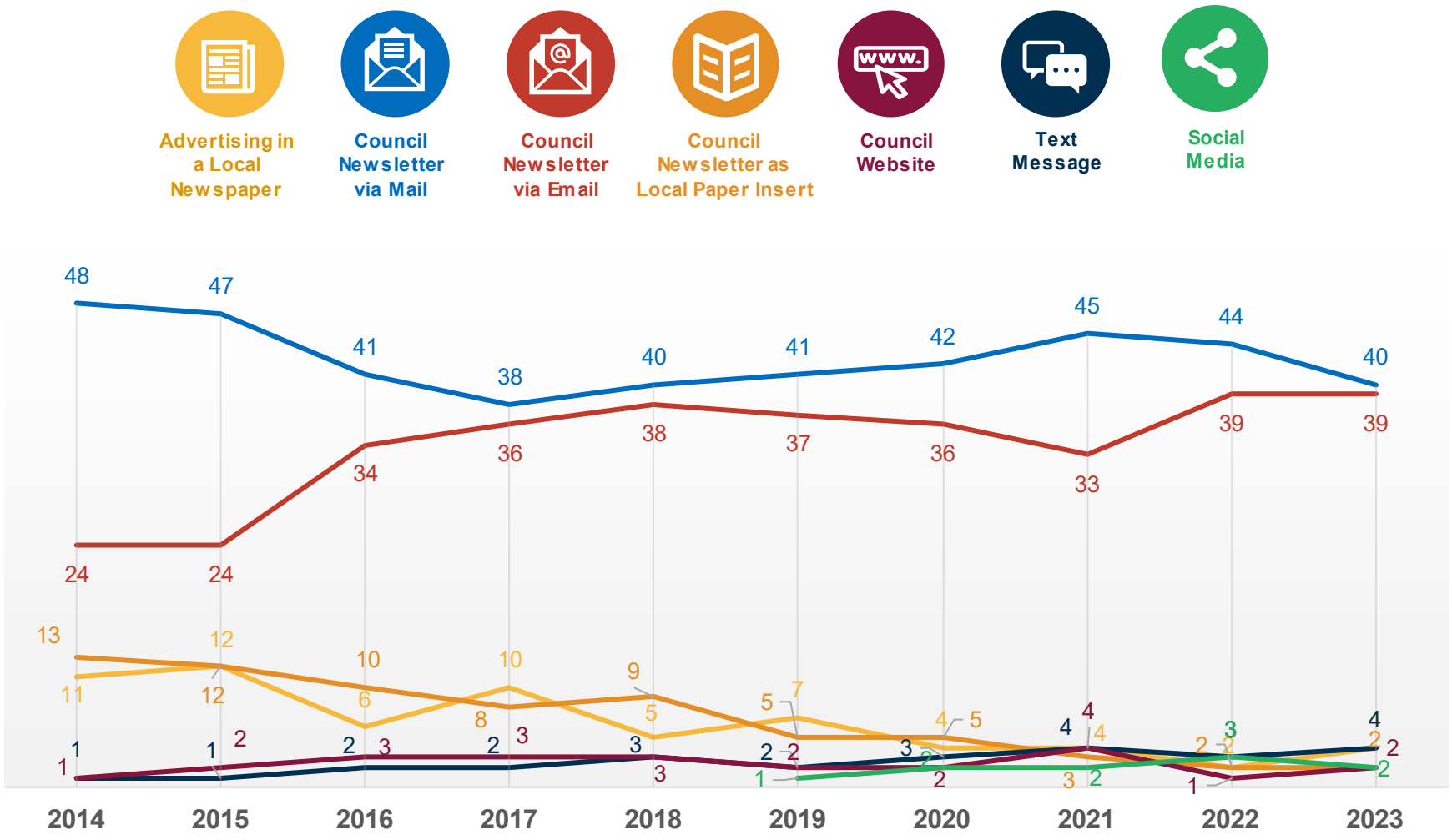
2023 under 50s best form of communication (%)



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

Best form of communication: over 50s

2023 over 50s best form of communication (%)



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

Council direction

Council direction

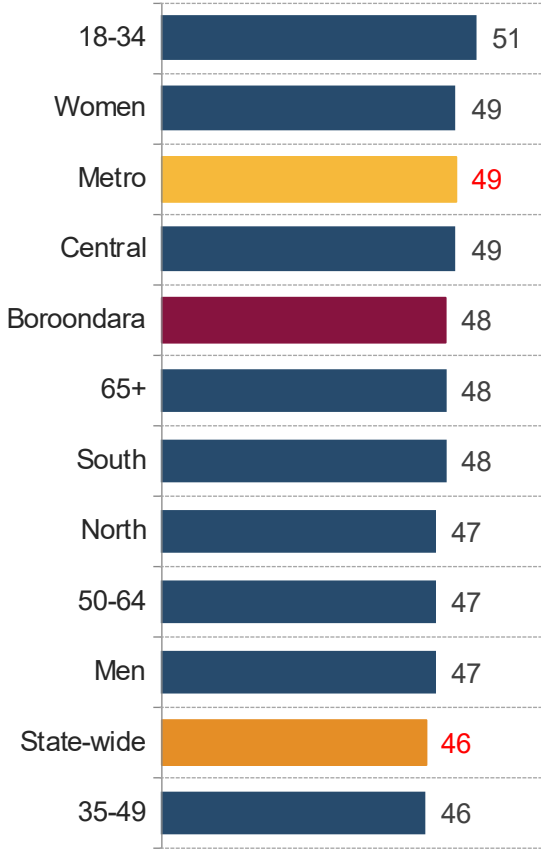
Over the last 12 months, perceptions of the direction of Boroondara City Council's overall performance have declined by three index points to a score of 48. Following a significant decline in the previous evaluation, this marks Council's lowest result to date.

Almost three quarters of residents think Council's overall performance has stayed the same over the last 12 months (74%, down four points on 2022), and 10% believe the direction has improved (unchanged from 2022). However, the proportion who believe the direction has deteriorated is up six points from 2022, to 14% and its highest mark in the last decade.

- The most satisfied with council direction are 18 to 34 year olds. Unlike other cohorts, more residents in this demographic think Council's overall performance has improved in the last year than think it has deteriorated.
- The least satisfied with council direction are 35 to 49 year olds. Of these residents, almost twice as many think Council's overall performance has deteriorated in the last year as those who think it has improved.

Overall council direction last 12 months

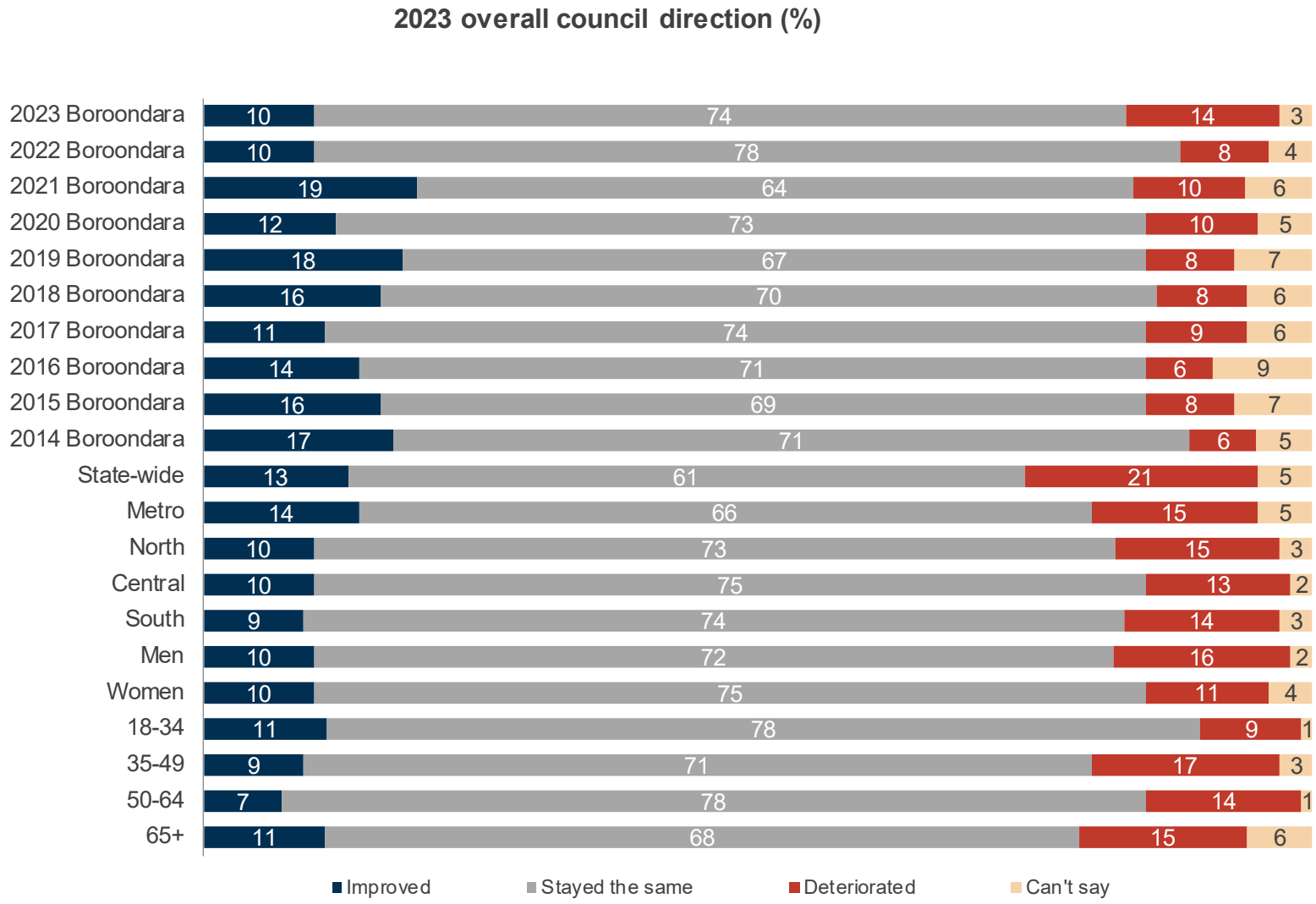
2023 overall council direction (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	55	57	54	61	59	51	58	58	58
Women	53	56	50	58	56	52	54	55	56
Metro	53	55	54	55	54	54	55	56	n/a
Central	53	55	51	55	54	50	53	56	n/a
Boroondara	51	55	51	55	54	51	54	54	56
65+	52	58	54	53	52	51	56	57	59
South	51	57	51	53	54	50	54	56	n/a
North	49	53	51	57	55	53	55	52	n/a
50-64	46	49	46	52	50	52	48	54	51
Men	49	53	52	52	52	50	55	54	56
State-wide	50	53	51	53	52	53	51	53	53
35-49	47	52	48	53	55	51	53	47	54

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: 16
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

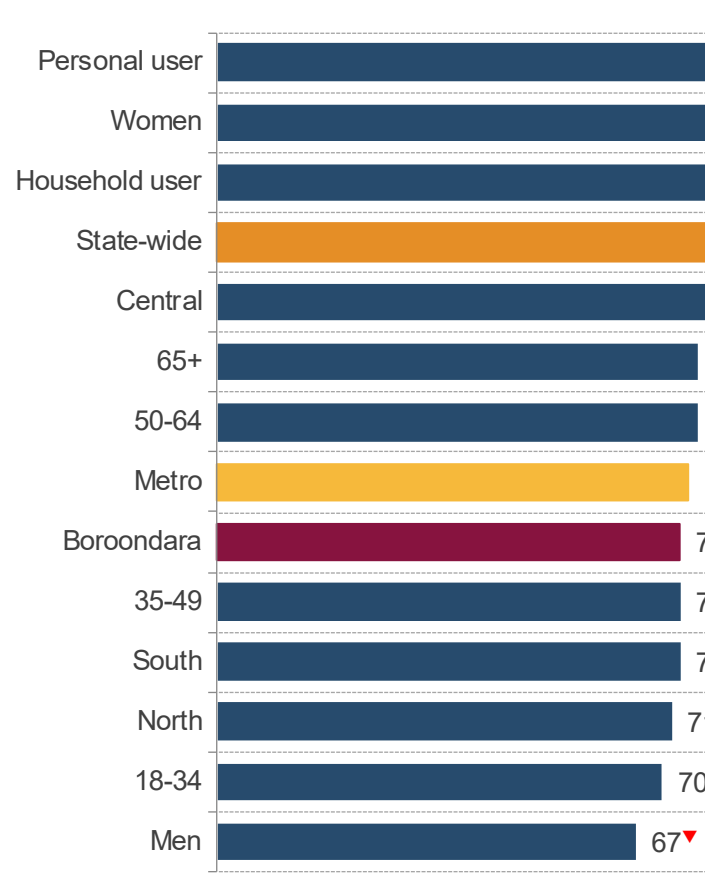


Q6. Over the last 12 months, what is your view of the direction of Boroondara City Council's overall performance?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

Individual service areas

Community consultation and engagement importance

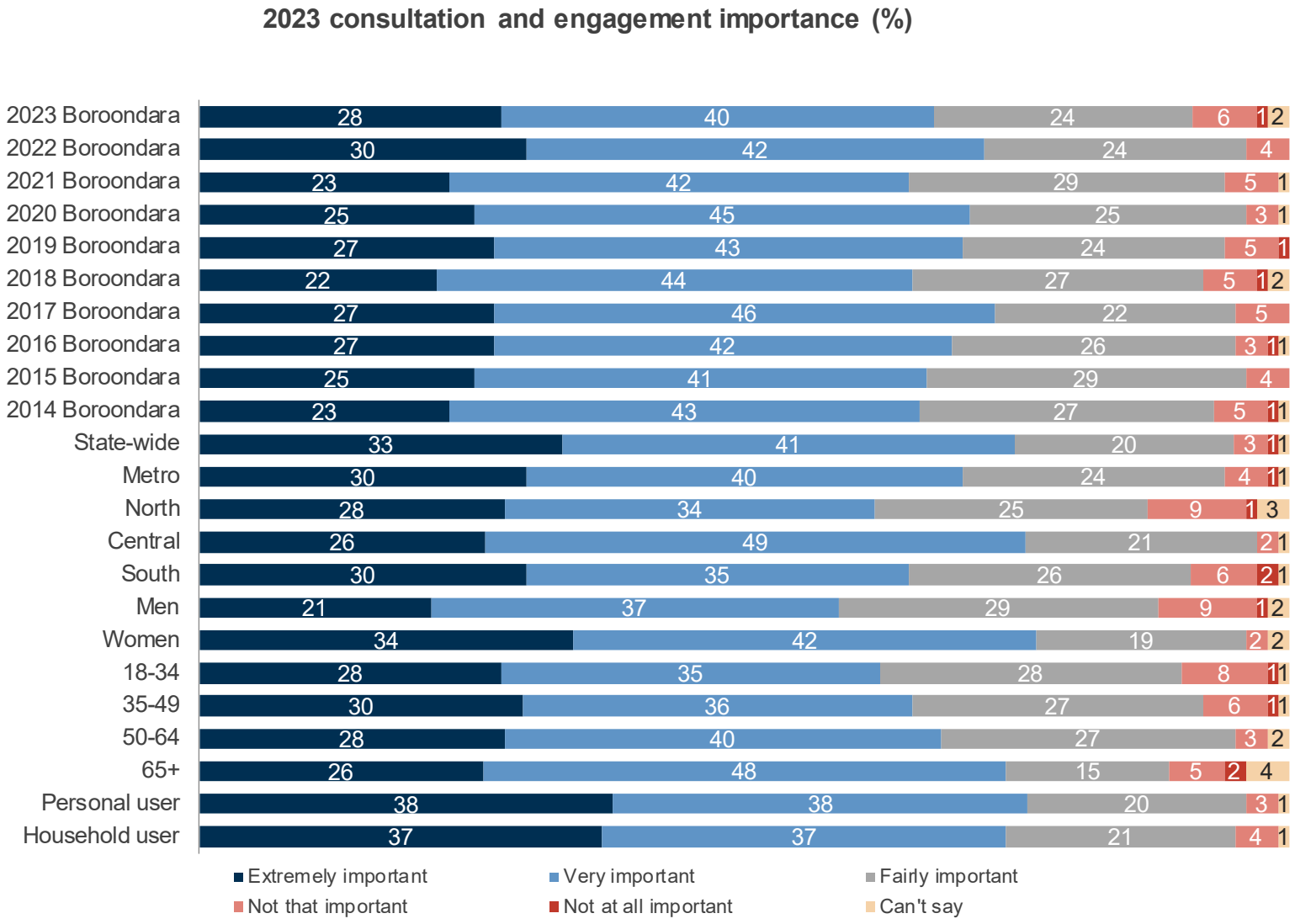
2023 consultation and engagement importance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
Personal user	81	78	77	78	78	75	76	78	75
Women	78	73	75	76	74	76	75	73	73
Household user	79	78	77	78	77	77	75	79	74
State-wide	76	75	74	74	74	74	75	74	74
Central	74	71	70	73	74	73	73	69	n/a
65+	76	75	74	73	76	75	74	72	70
50-64	76	76	77	79	72	77	78	75	77
Metro	73	73	72	71	72	72	73	72	n/a
Boroondara	74	71	73	73	71	73	73	72	71
35-49	75	69	76	74	75	74	74	74	72
South	75	71	76	73	68	74	73	74	n/a
North	75	71	74	72	75	73	72	72	n/a
18-34	72	66	68	68	63	69	67	68	67
Men	71	68	71	69	68	71	70	70	68

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.

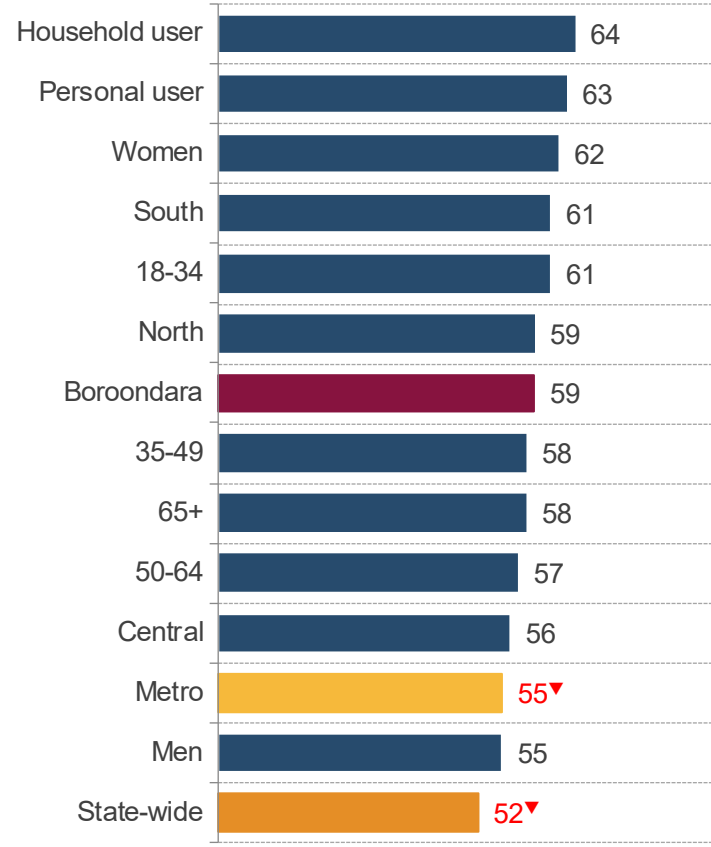
Community consultation and engagement importance



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

Community consultation and engagement performance

2023 consultation and engagement performance (index scores)

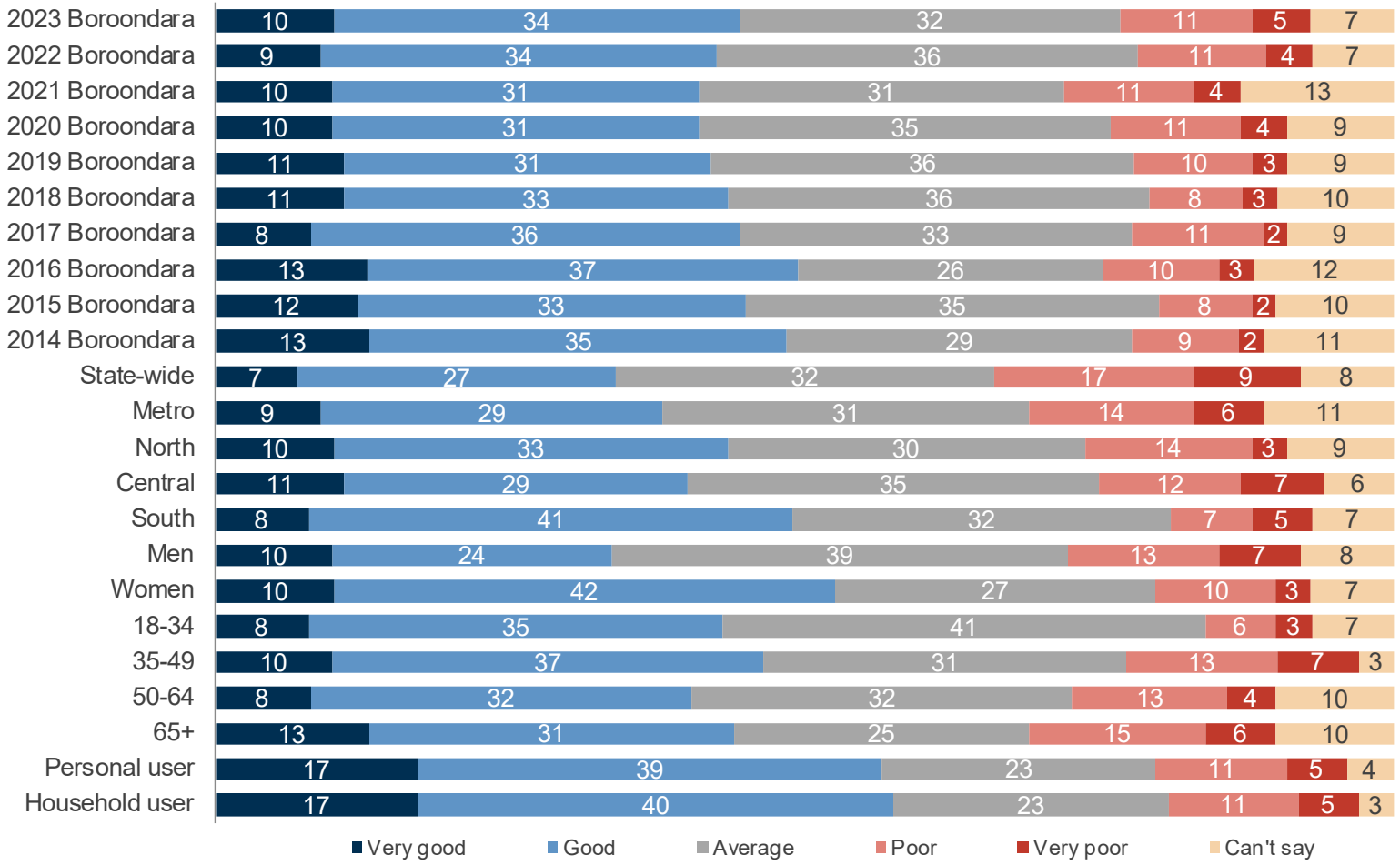


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Household user	60	61	63	68	70	66	66	66	66
Personal user	59	61	61	69	70	65	66	67	68
Women	59	60	59	62	63	61	65	63	66
South	59	60	57	57	60	60	63	62	n/a
18-34	57	60	59	63	62	58	64	59	63
North	58	59	57	63	64	59	62	64	n/a
Boroondara	59	59	59	61	62	60	63	62	63
35-49	58	59	55	61	65	60	62	61	62
65+	61	61	63	61	61	62	65	68	67
50-64	60	55	57	55	59	61	63	62	62
Central	60	60	63	62	63	61	66	60	n/a
Metro	58	59	58	58	57	57	58	58	n/a
Men	58	59	58	59	60	59	62	62	60
State-wide	54	56	55	56	55	55	54	56	57

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

Community consultation and engagement performance

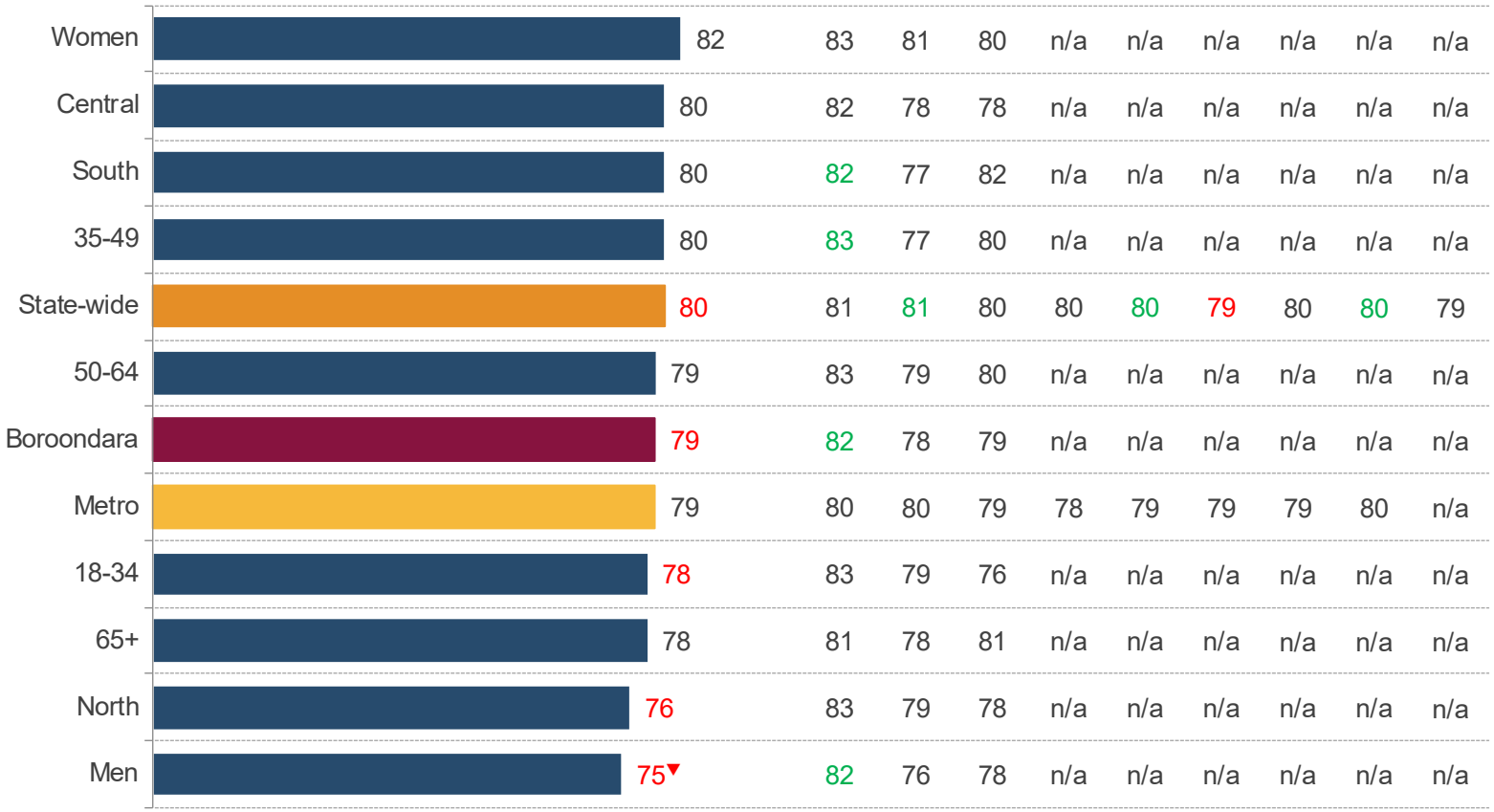
2023 consultation and engagement performance (%)



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

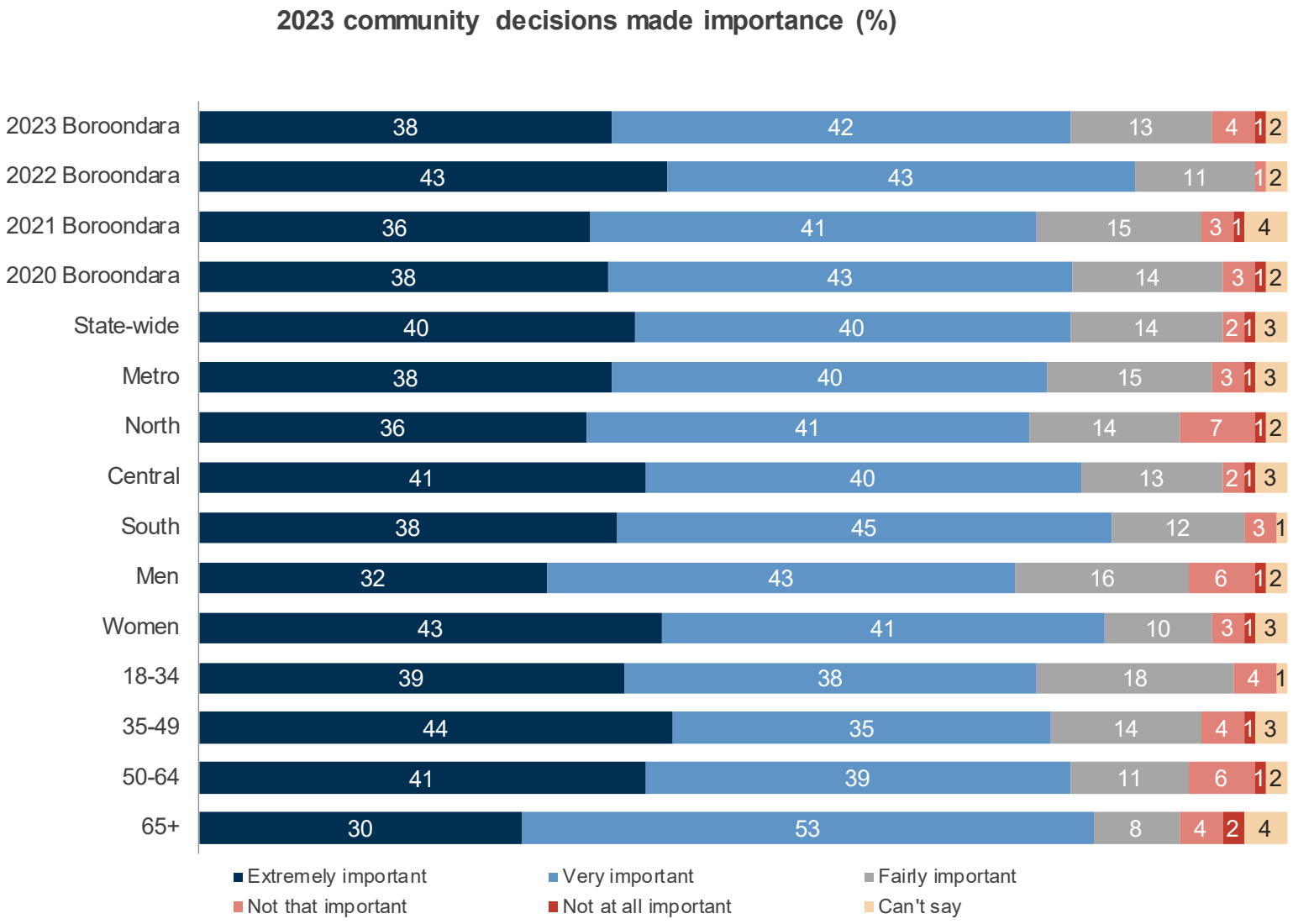
Decisions made in the interest of the community importance

2023 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.

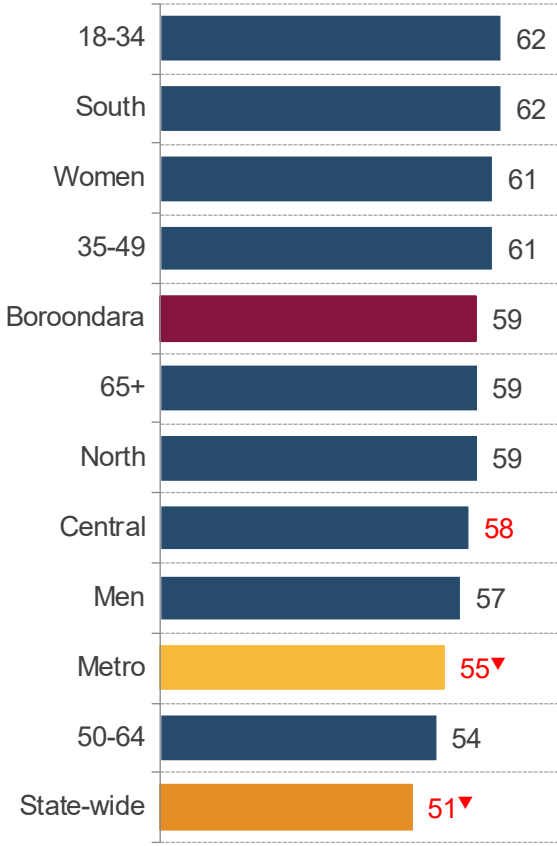
Decisions made in the interest of the community importance



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

Decisions made in the interest of the community performance

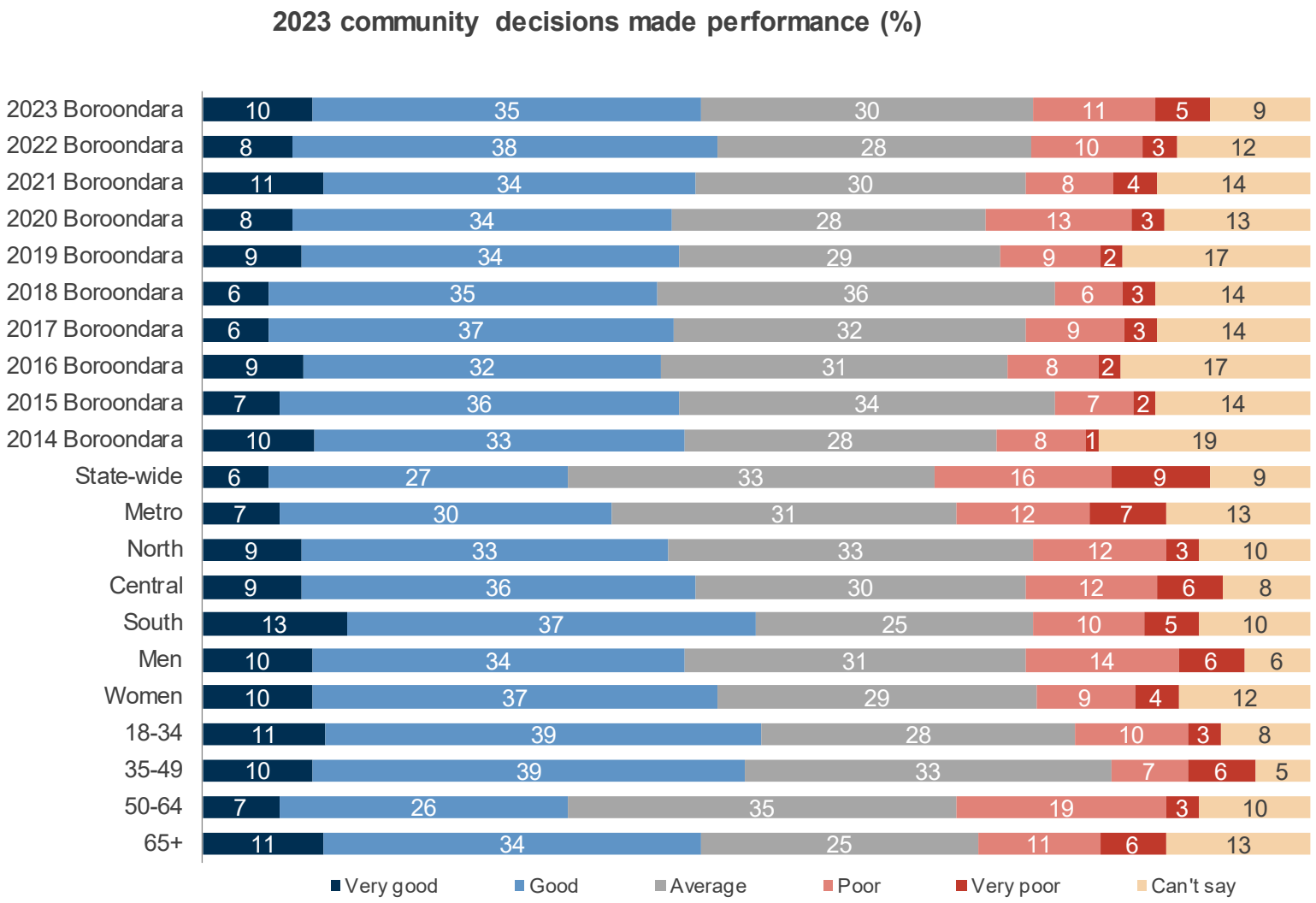
2023 community decisions made performance (index scores)



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

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

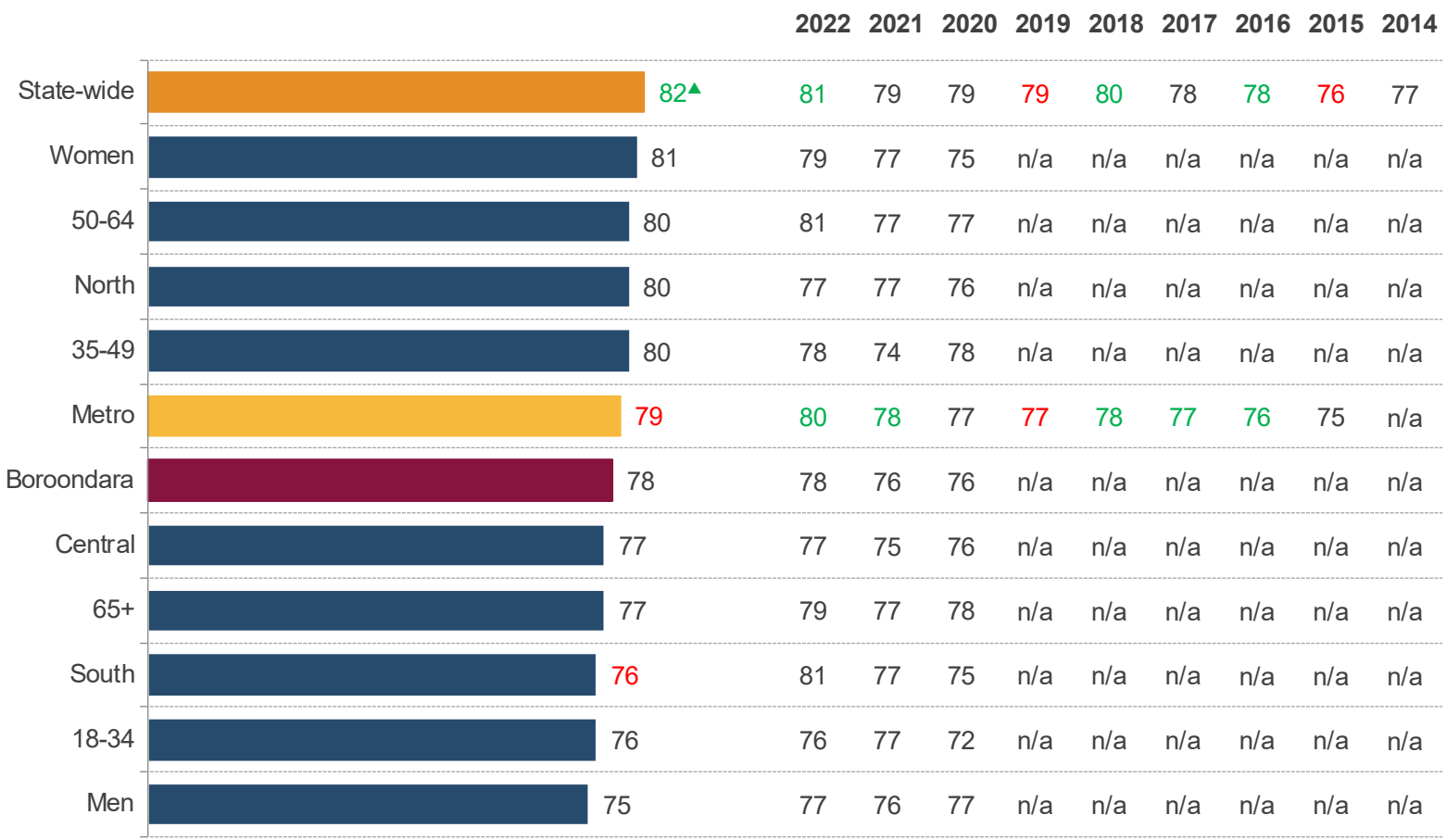
Decisions made in the interest of the community performance



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

The condition of sealed local roads in your area importance

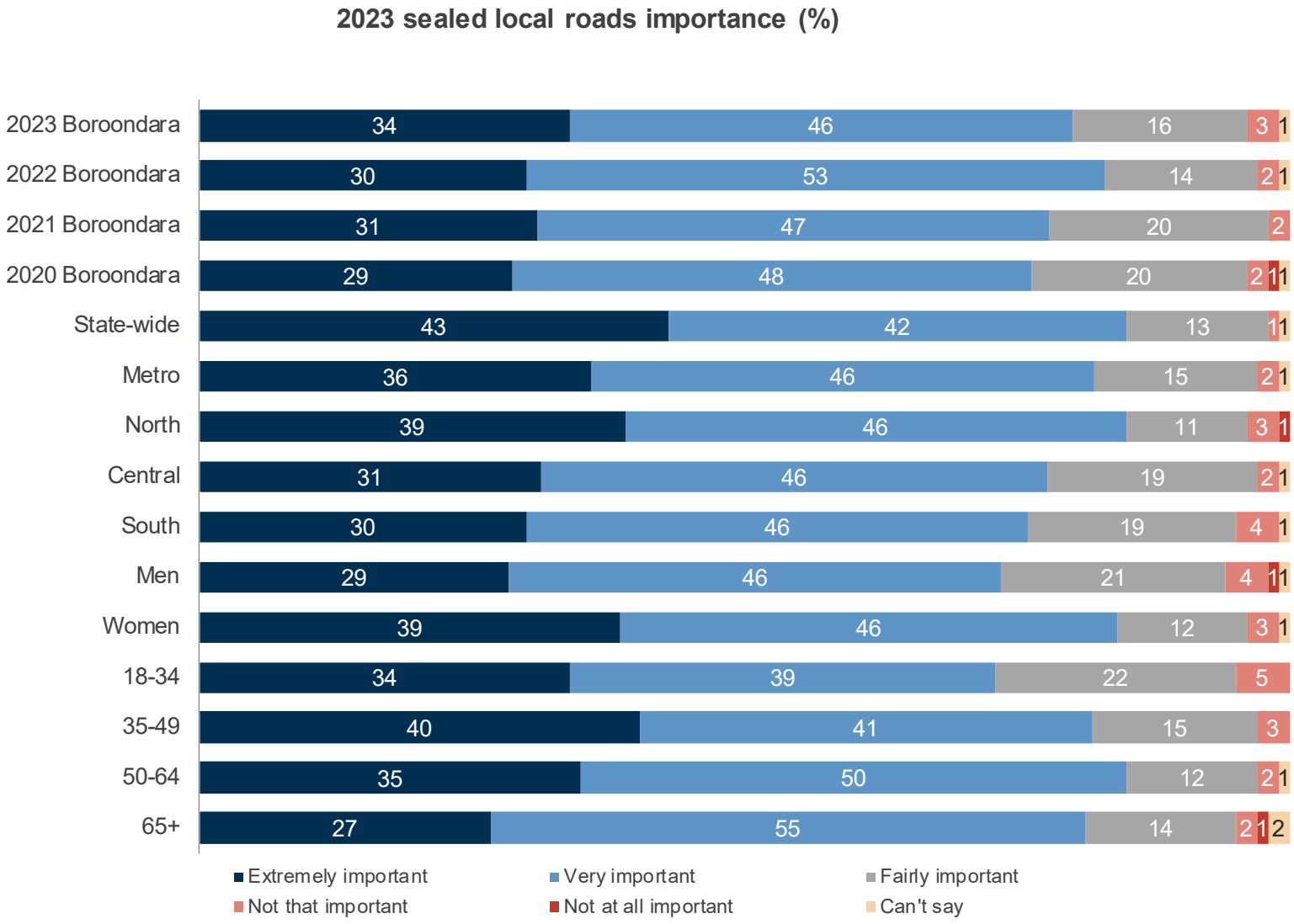
2023 sealed local roads importance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	81	79	79	79	80	78	78	76	77
Women	79	77	75	n/a	n/a	n/a	n/a	n/a	n/a
50-64	81	77	77	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
35-49	78	74	78	n/a	n/a	n/a	n/a	n/a	n/a
Metro	80	78	77	77	78	77	76	75	n/a
Boroondara	78	76	76	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
65+	79	77	78	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
18-34	76	77	72	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

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.

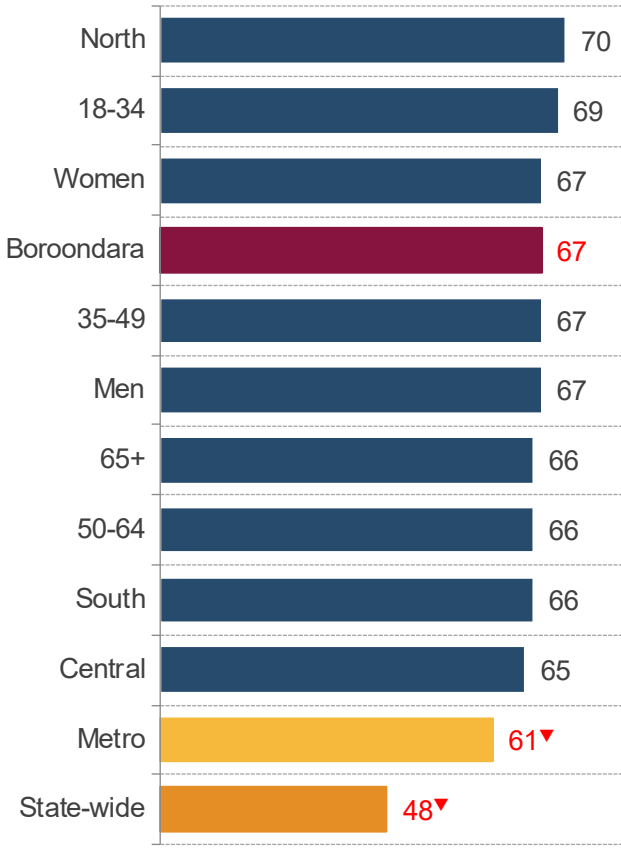
The condition of sealed local roads in your area importance



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

The condition of sealed local roads in your area performance

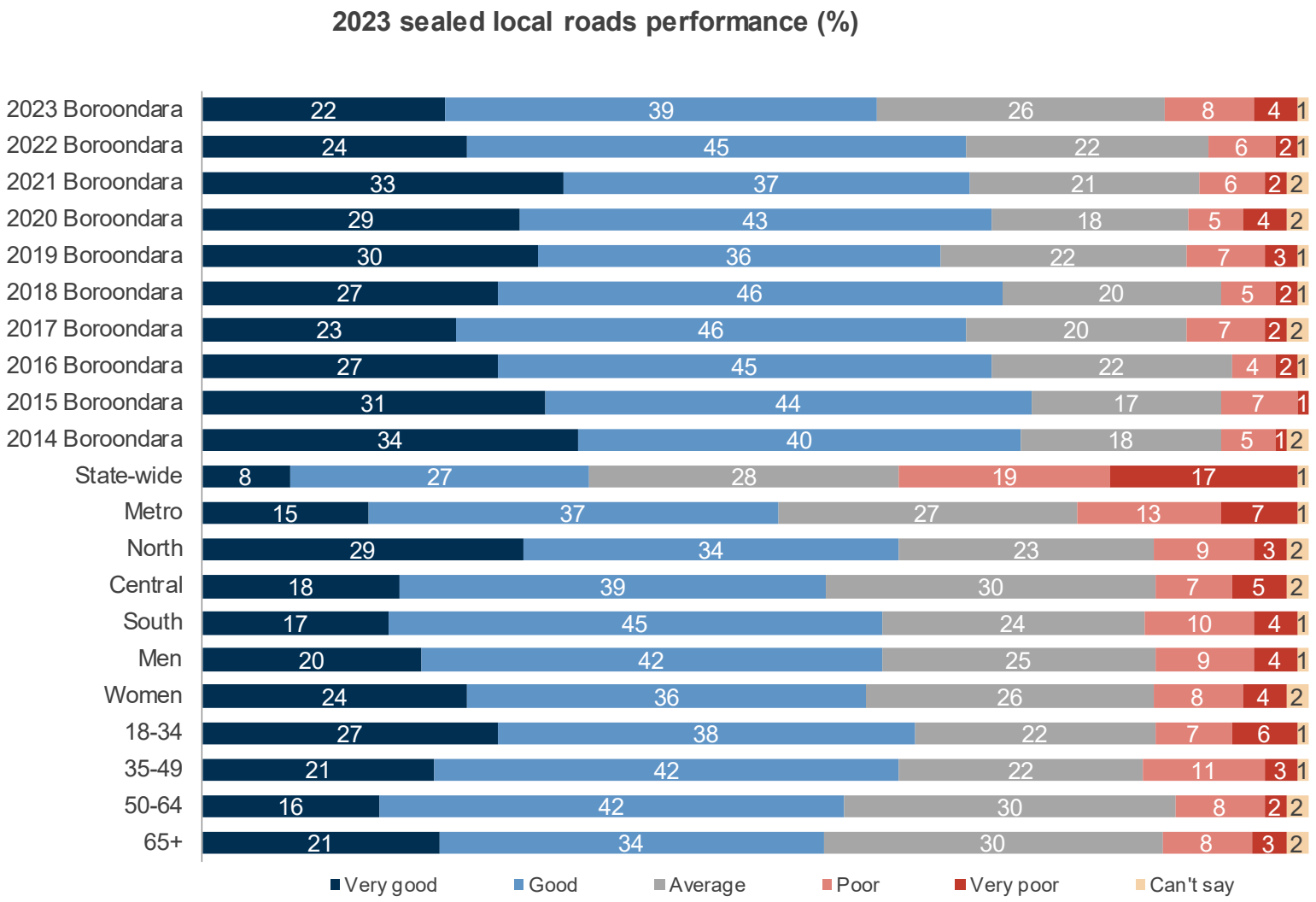
2023 sealed local roads performance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
North	72	72	76	69	72	72	72	76	n/a
18-34	74	78	75	71	76	68	75	78	77
Women	71	71	71	72	71	71	74	73	76
Boroondara	71	74	72	71	73	71	73	74	75
35-49	70	73	69	72	74	74	72	69	77
Men	71	76	74	70	74	70	72	75	75
65+	70	71	73	72	70	70	71	74	74
50-64	69	70	70	68	68	71	73	75	72
South	71	75	71	74	73	73	76	74	n/a
Central	71	75	69	70	73	65	70	73	n/a
Metro	65	68	67	69	68	66	67	69	n/a
State-wide	53	57	54	56	53	53	54	55	55

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.

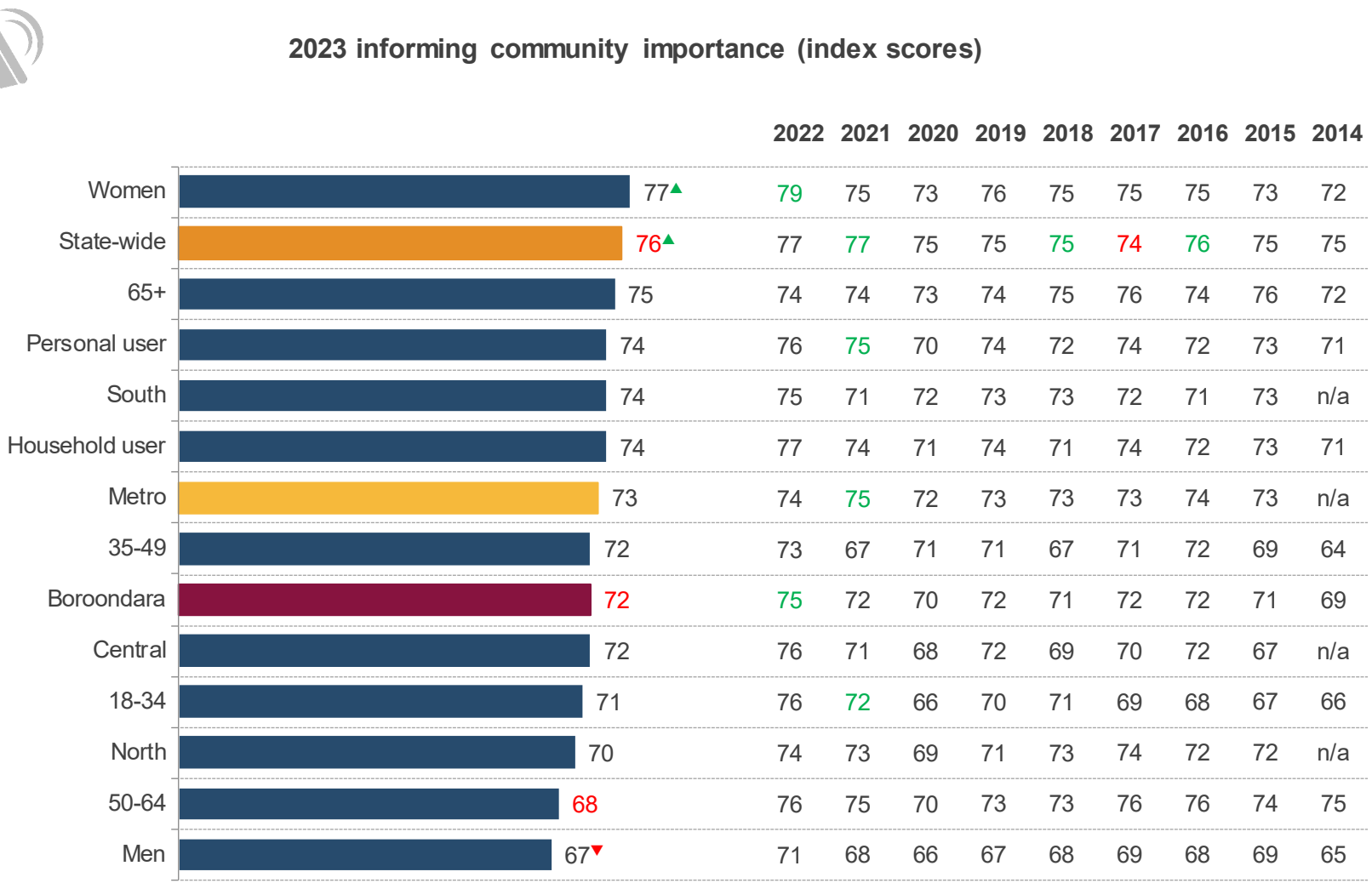
The condition of sealed local roads in your area performance



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

Informing the community importance

2023 informing community importance (index scores)

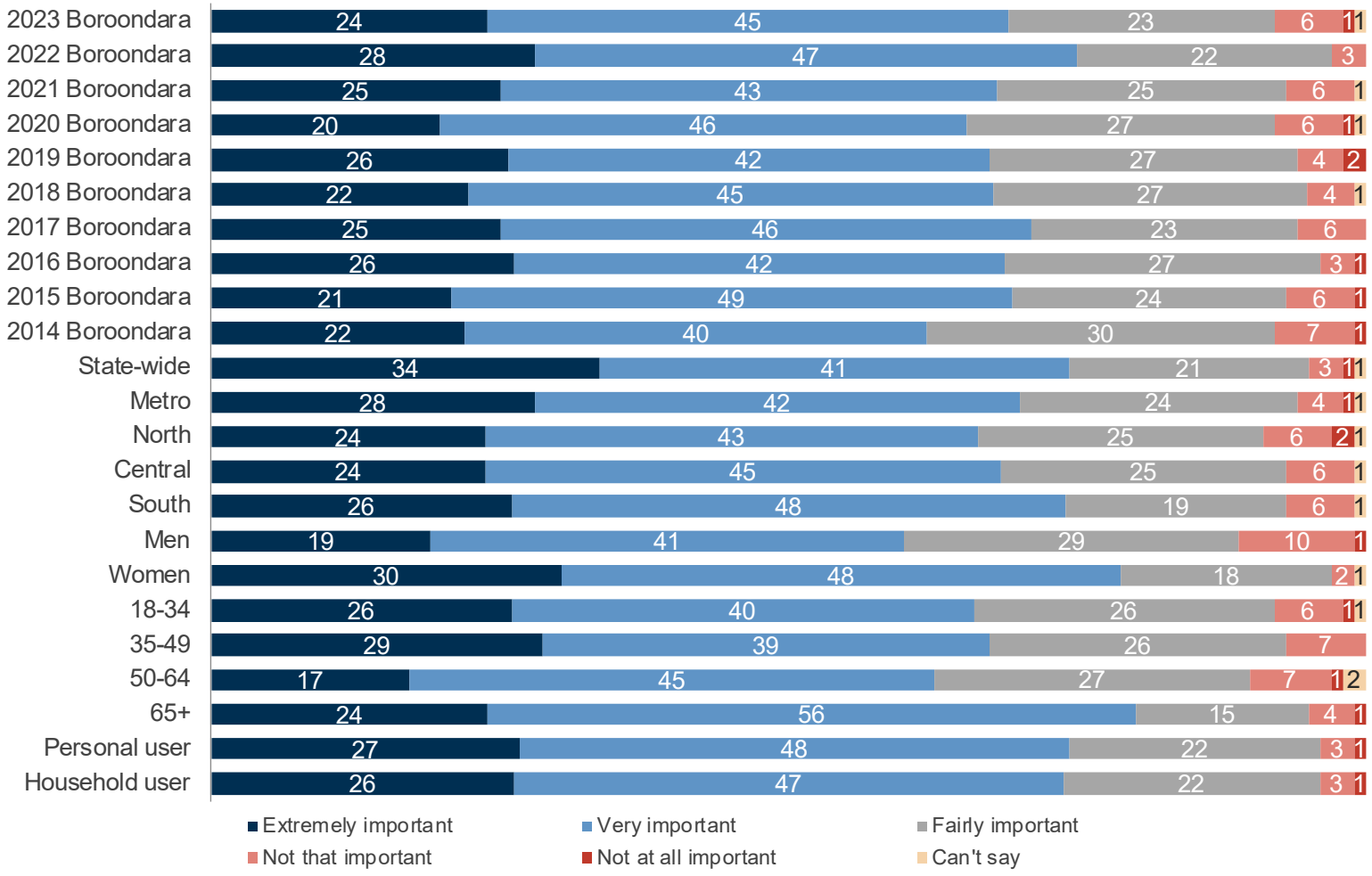


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	79	75	73	76	75	75	75	73	72
State-wide	77	77	75	75	75	74	76	75	75
65+	74	74	73	74	75	76	74	76	72
Personal user	76	75	70	74	72	74	72	73	71
South	75	71	72	73	73	72	71	73	n/a
Household user	77	74	71	74	71	74	72	73	71
Metro	74	75	72	73	73	73	74	73	n/a
35-49	73	67	71	71	67	71	72	69	64
Boroondara	75	72	70	72	71	72	72	71	69
Central	76	71	68	72	69	70	72	67	n/a
18-34	76	72	66	70	71	69	68	67	66
North	74	73	69	71	73	74	72	72	n/a
50-64	76	75	70	73	73	76	76	74	75
Men	71	68	66	67	68	69	68	69	65

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: 9
Note: Please see Appendix A for explanation of significant differences.

Informing the community importance

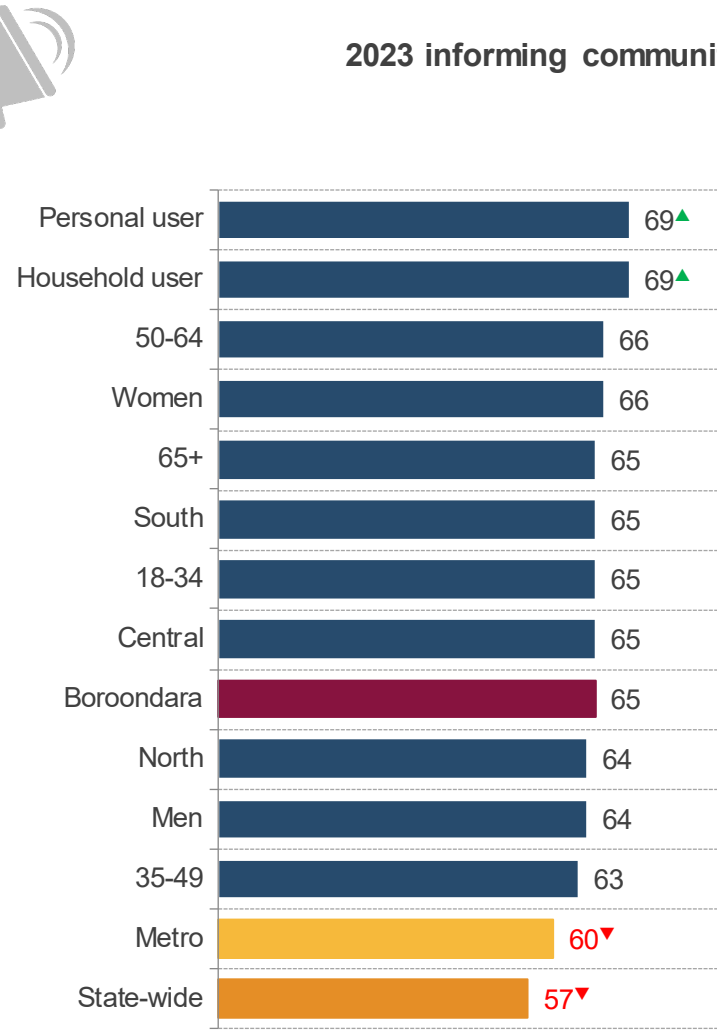
2023 informing community importance (%)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9

Informing the community performance

2023 informing community performance (index scores)

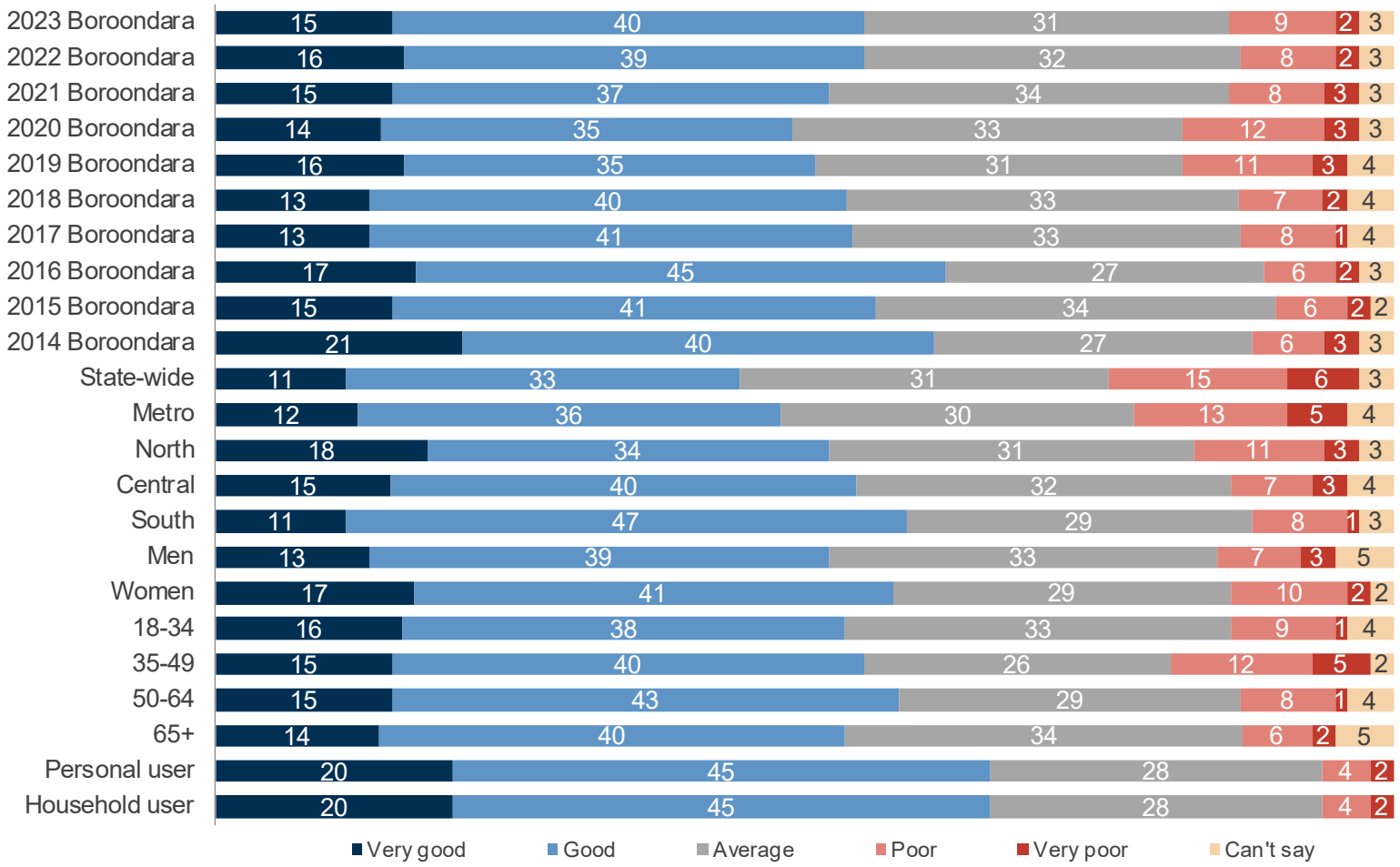


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Personal user	68	70	64	67	67	68	71	69	73
Household user	67	70	65	68	67	69	70	69	73
50-64	66	63	61	61	63	64	65	65	65
Women	67	64	63	66	66	66	69	66	71
65+	67	67	65	65	64	66	69	73	70
South	67	65	61	61	62	64	67	65	n/a
18-34	65	63	60	65	66	65	70	61	68
Central	67	62	61	62	69	68	68	63	n/a
Boroondara	65	64	61	63	65	65	68	65	68
North	63	65	62	67	66	63	68	68	n/a
Men	63	64	60	61	63	64	66	64	66
35-49	62	62	59	60	65	65	66	64	71
Metro	62	62	62	62	61	61	63	64	n/a
State-wide	59	60	59	60	59	59	59	61	62

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

Informing the community performance

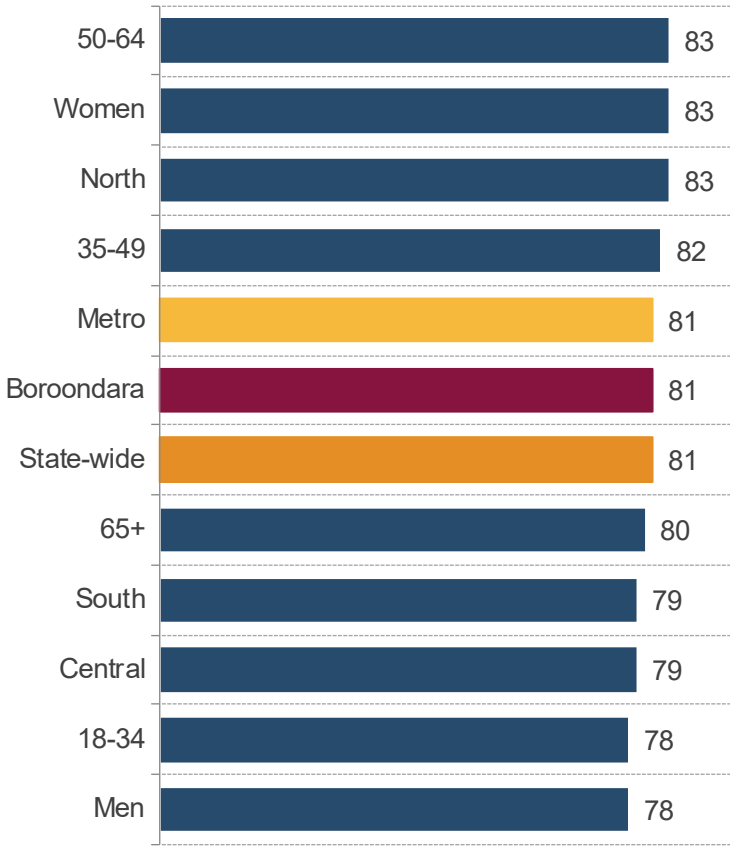
2023 informing community performance (%)



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

The condition of local streets and footpaths in your area importance

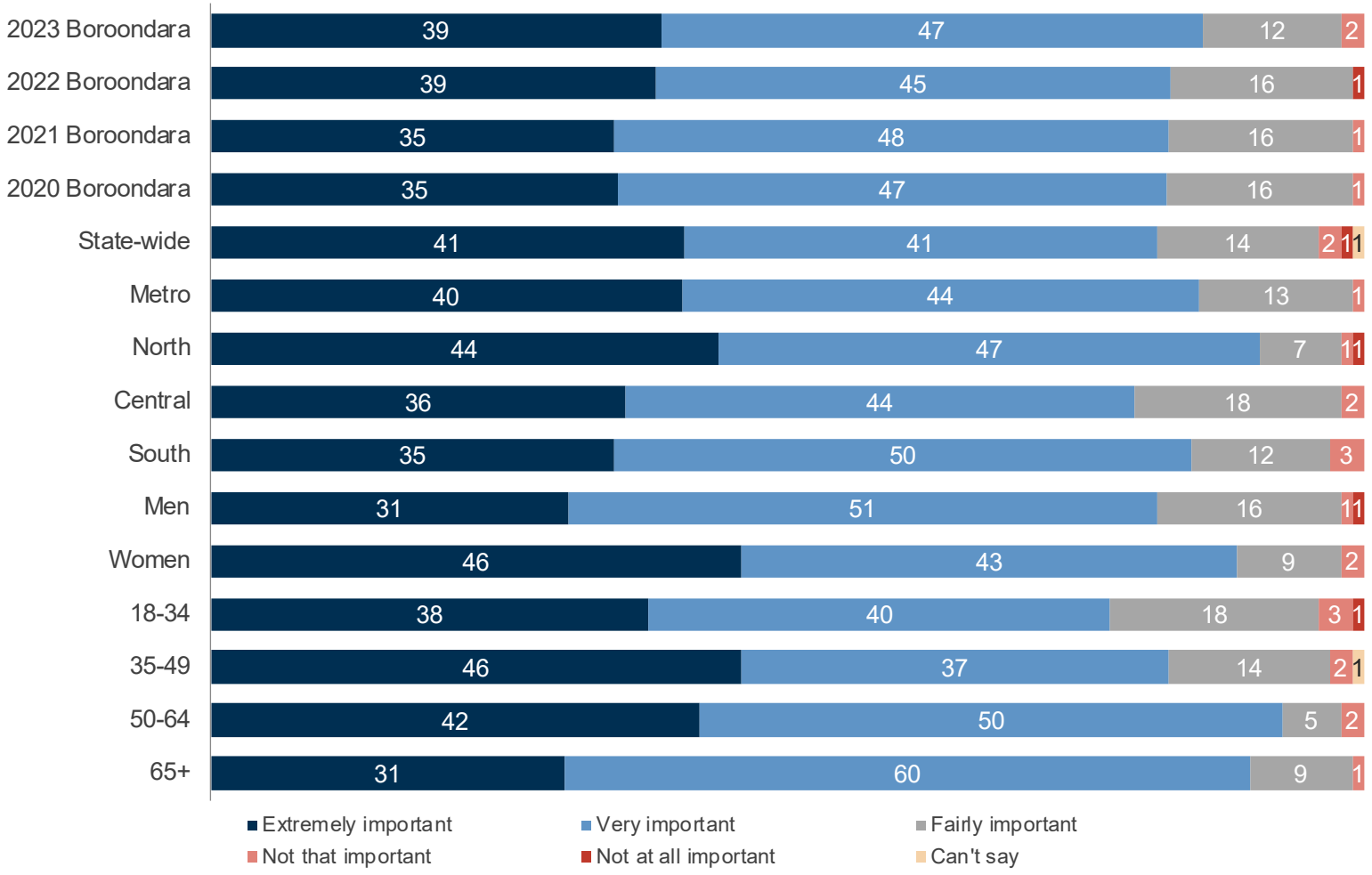
2023 streets and footpaths importance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	85	79	81	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
North	79	80	80	n/a	n/a	n/a	n/a	n/a	n/a
35-49	80	79	80	n/a	n/a	n/a	n/a	n/a	n/a
Metro	81	80	78	78	79	78	78	77	n/a
Boroondara	80	79	79	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	79	78	77	78	77	77	77	77
65+	83	81	80	n/a	n/a	n/a	n/a	n/a	n/a
South	81	80	79	n/a	n/a	n/a	n/a	n/a	n/a
Central	81	75	78	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
Men	79	77	77	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: 7
Note: Please see Appendix A for explanation of significant differences.

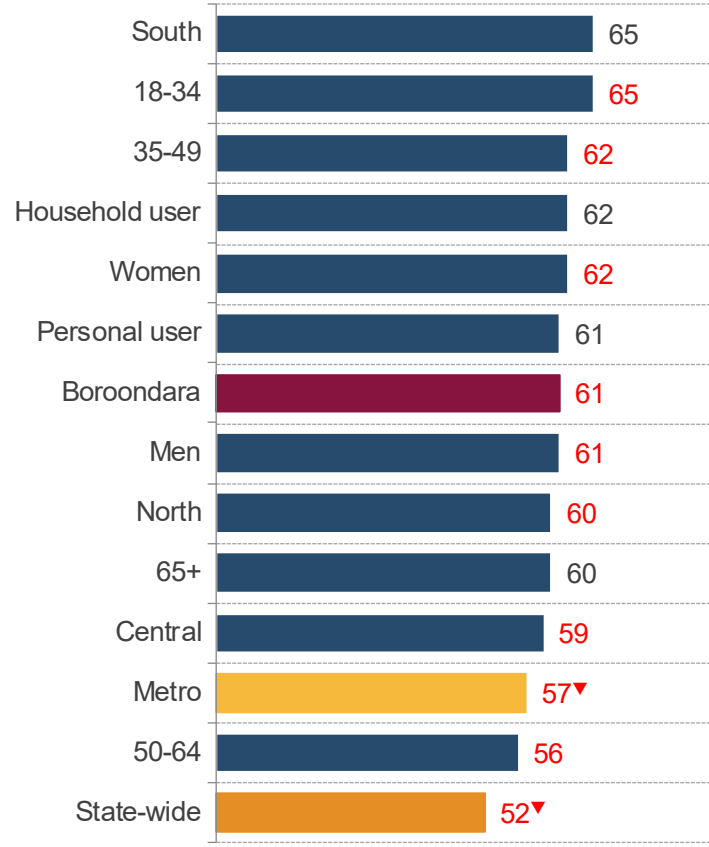
The condition of local streets and footpaths in your area importance



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

The condition of local streets and footpaths in your area performance

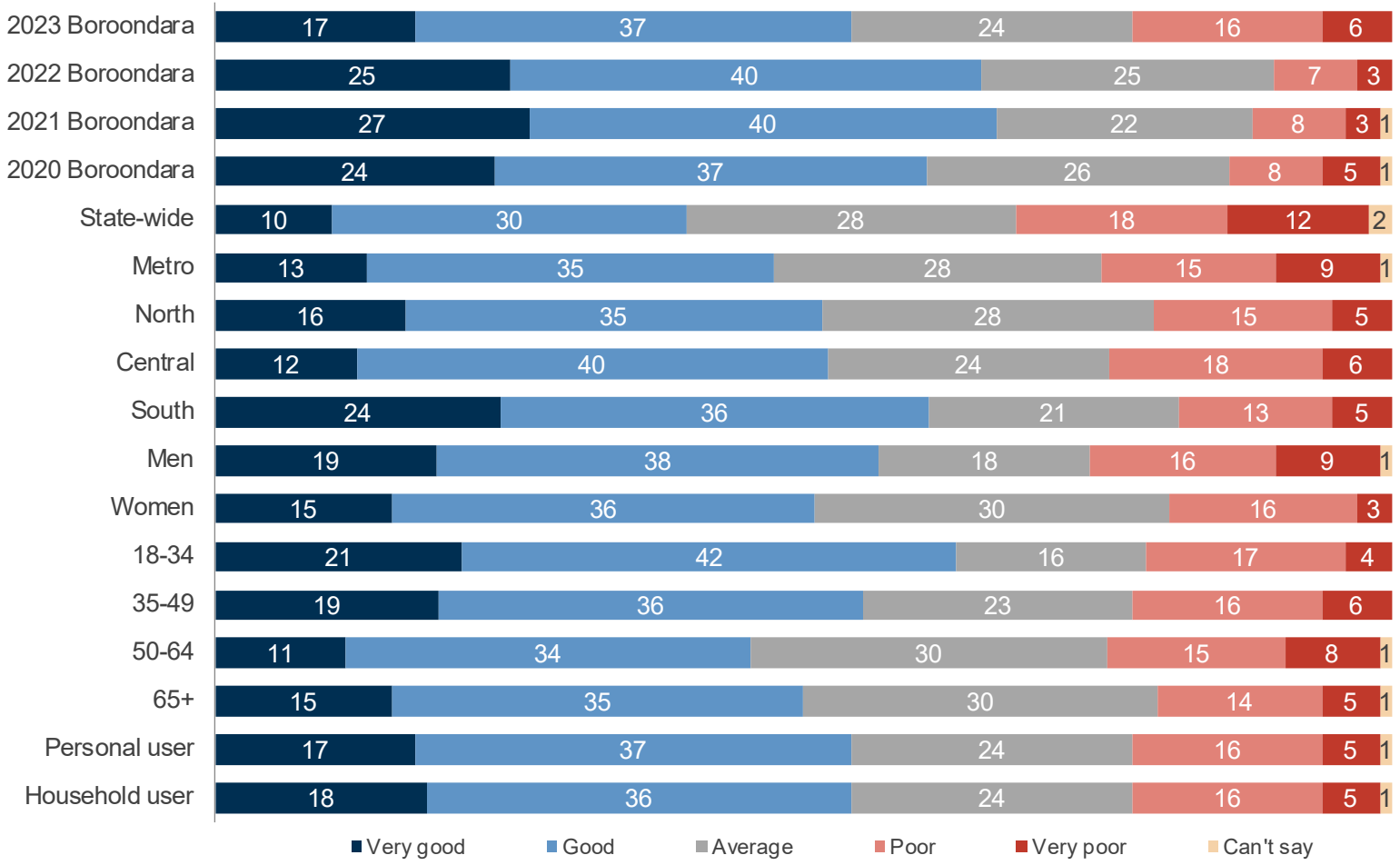
2023 streets and footpaths performance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
South	67	70	66	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	78	73	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
Household user	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70	69	66	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Boroondara	70	70	67	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
North	69	70	70	n/a	n/a	n/a	n/a	n/a	n/a
65+	64	66	64	n/a	n/a	n/a	n/a	n/a	n/a
Central	72	71	65	n/a	n/a	n/a	n/a	n/a	n/a
Metro	63	65	64	65	64	62	63	64	n/a
50-64	66	66	64	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	57	59	58	59	58	57	57	58	58

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: 8
Note: Please see Appendix A for explanation of significant differences.

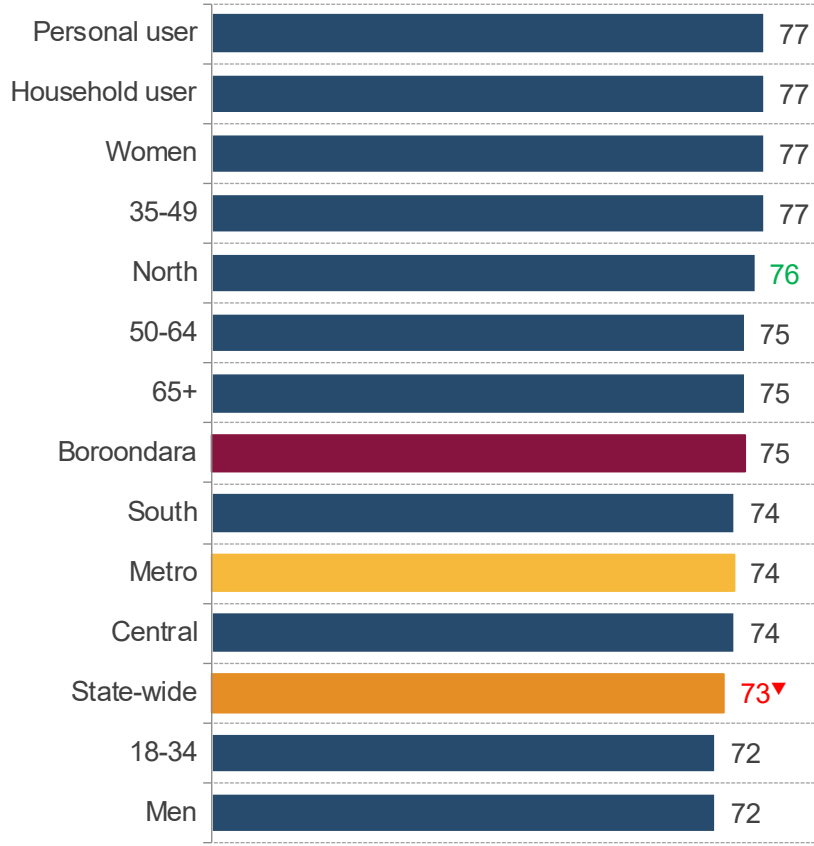
The condition of local streets and footpaths in your area performance



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: 8

Recreational facilities importance

2023 recreational facilities importance (index scores)

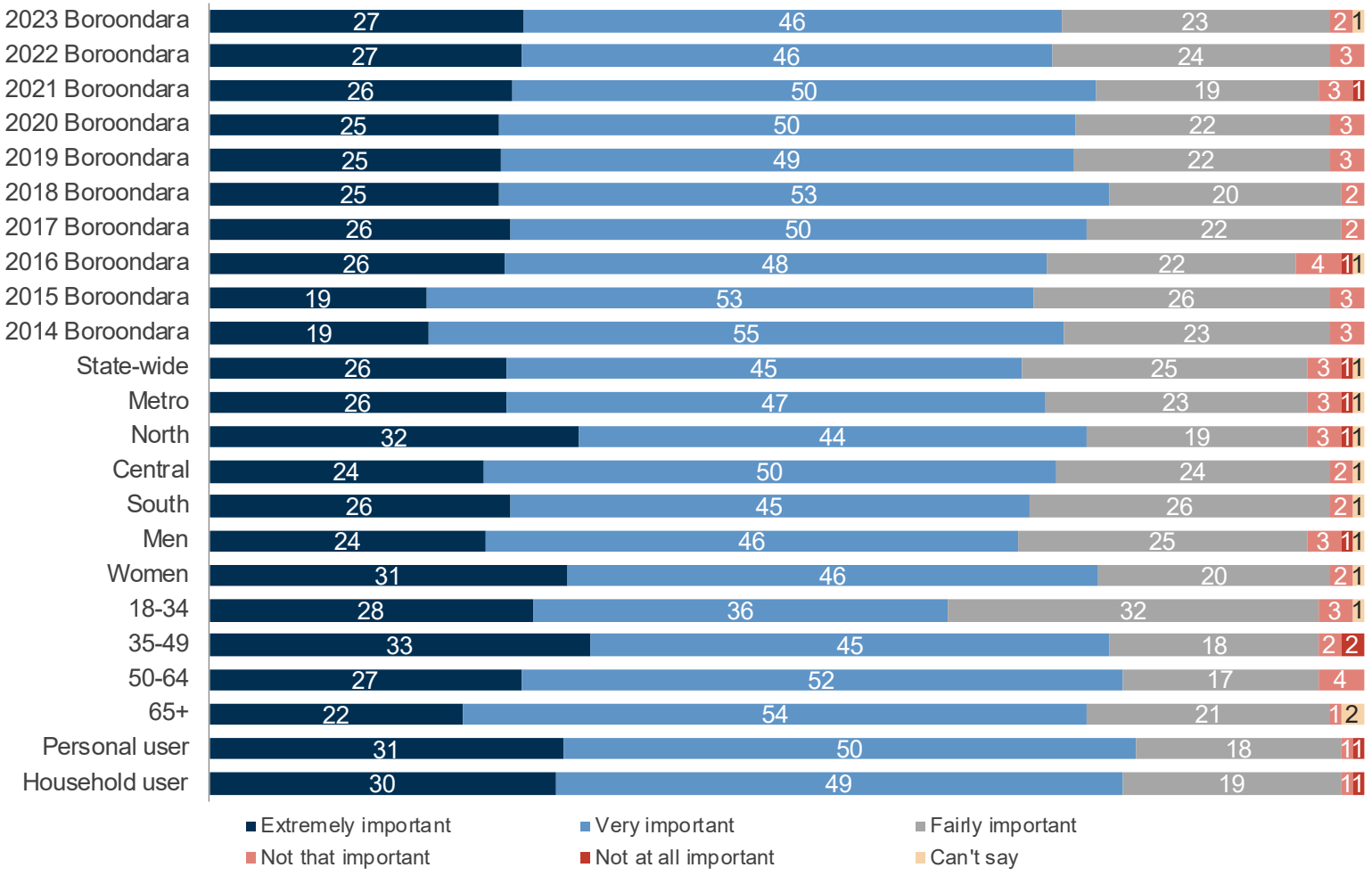


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Personal user	77	77	77	76	76	77	75	73	74
Household user	77	77	76	76	76	77	75	73	74
Women	76	75	75	75	76	77	75	72	74
35-49	79	78	78	80	76	75	74	76	72
North	71	76	75	75	77	75	74	71	n/a
50-64	76	74	78	75	75	76	77	74	78
65+	72	72	73	74	74	76	74	73	72
Boroondara	74	75	74	74	75	75	74	72	72
South	76	73	75	78	75	76	74	72	n/a
Metro	74	74	72	72	73	73	73	72	n/a
Central	76	75	73	70	72	73	73	72	n/a
State-wide	74	74	72	72	73	72	73	72	72
18-34	72	75	71	69	75	74	72	67	69
Men	72	74	73	72	74	72	72	71	70

Q1. Firstly, how important should 'Recreational facilities' 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.

Recreational facilities importance

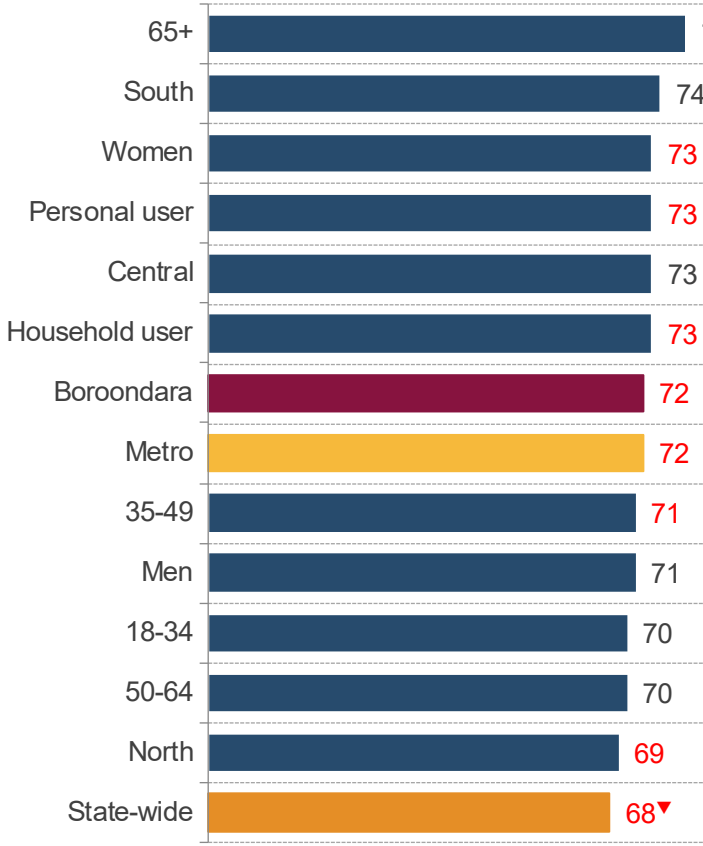
2023 recreational facilities importance (%)



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

Recreational facilities performance

2023 recreational facilities performance (index scores)

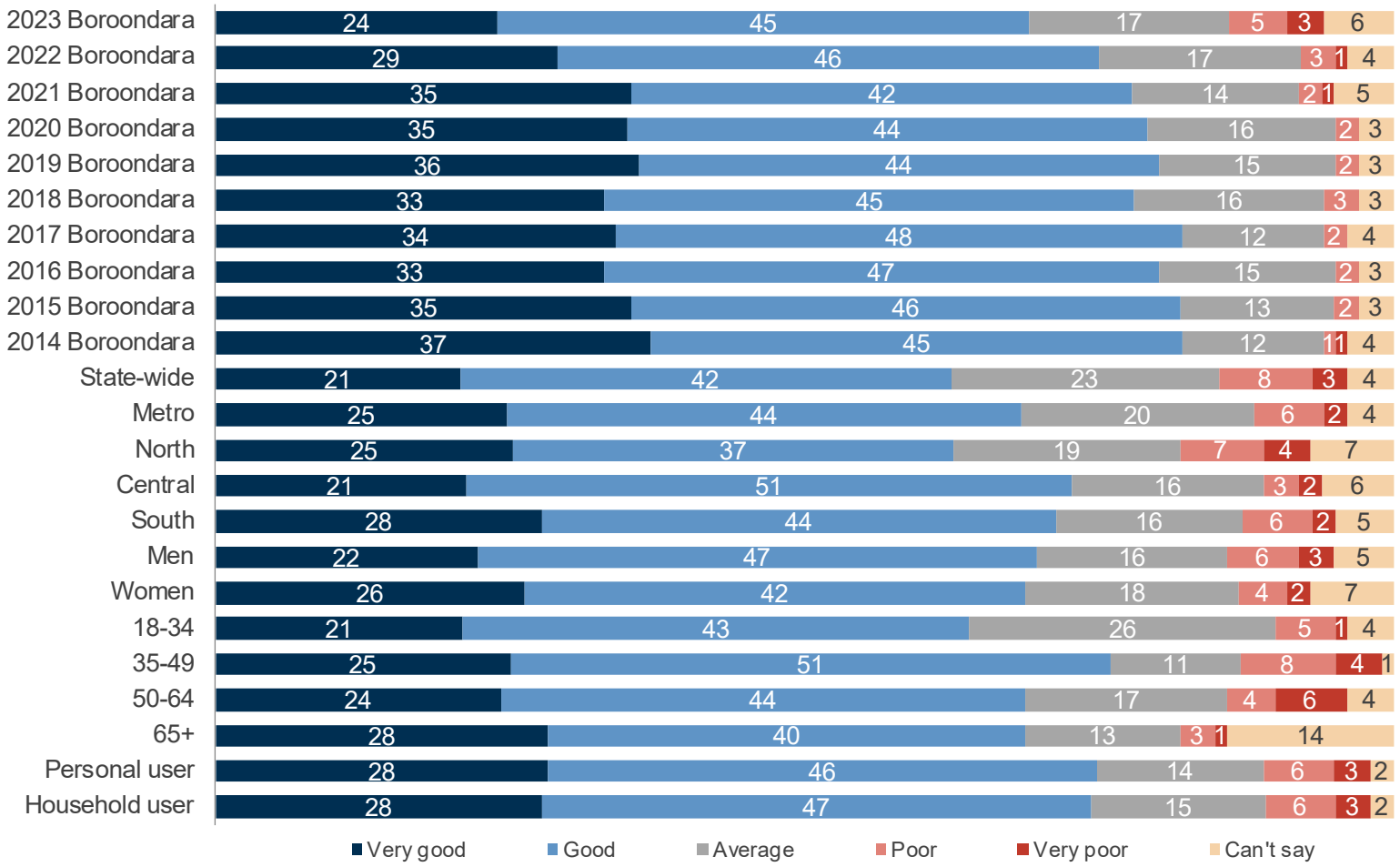


	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	78	79	81	81	78	80	79	82	80
South	78	82	78	81	79	80	81	80	n/a
Women	78	78	78	81	80	81	78	78	81
Personal user	77	81	81	81	80	82	79	81	82
Central	76	77	80	77	76	77	77	77	n/a
Household user	78	80	81	81	80	81	79	80	82
Boroondara	76	79	79	79	78	80	78	79	80
Metro	73	75	74	75	74	73	73	74	n/a
35-49	78	76	78	76	77	82	77	78	82
Men	74	79	79	77	75	79	78	81	79
18-34	73	80	77	80	77	77	80	77	78
50-64	77	78	80	82	79	81	76	82	80
North	75	77	78	80	79	81	77	81	n/a
State-wide	69	71	70	70	69	70	69	70	71

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

Recreational facilities performance

2023 recreational facilities performance (%)



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

The appearance of public areas importance

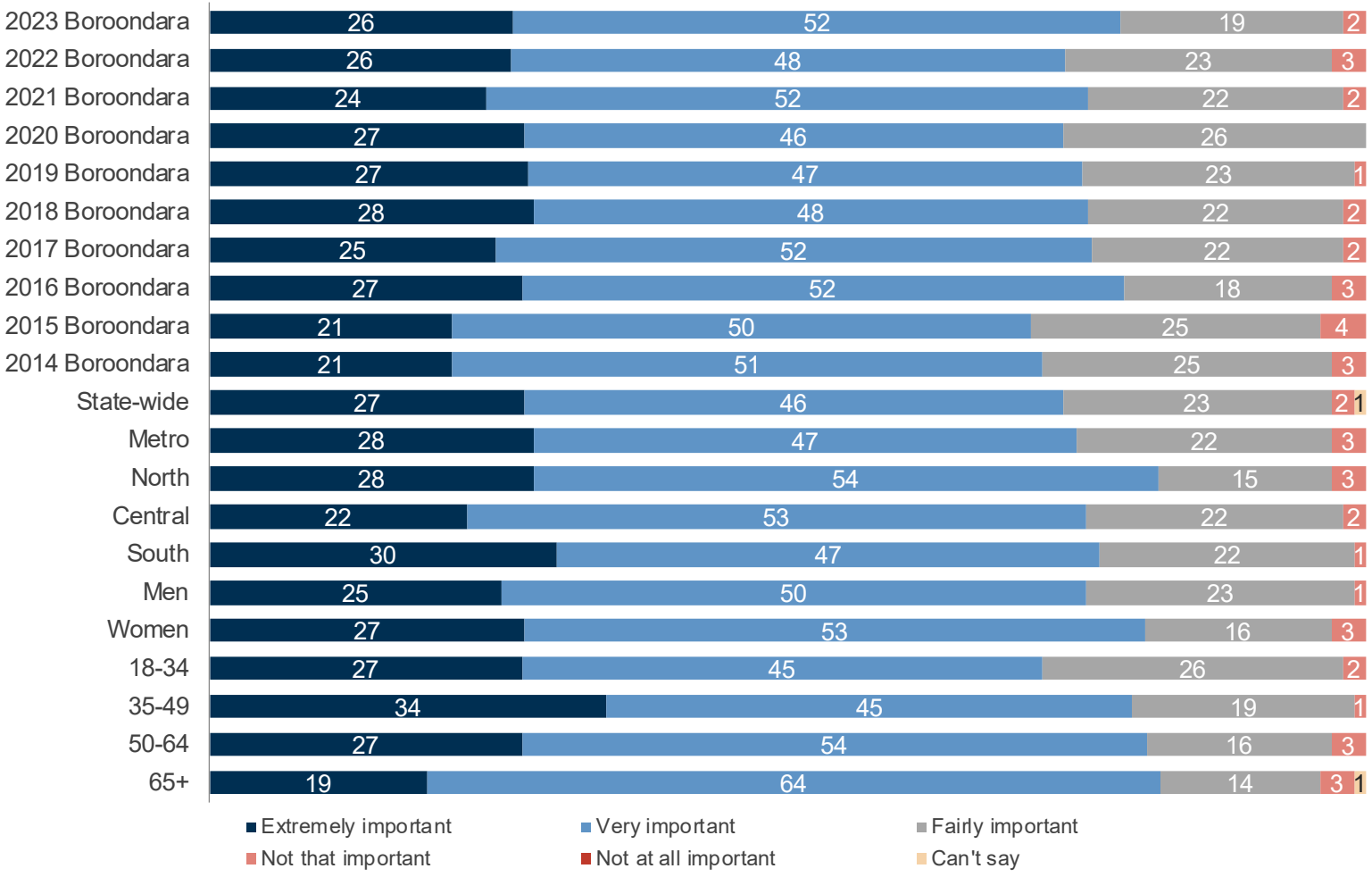
2023 public areas importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	78	76	73	77	79	77	74	76	74	75
North	77	73	75	75	74	77	74	75	71	n/a
South	77	76	74	74	78	74	76	74	74	n/a
Women	76	76	76	77	77	77	79	77	72	75
50-64	76	78	73	76	77	77	77	79	76	77
Boroondara	76	74	74	75	75	75	75	76	72	72
Metro	75	76	76	73	74	74	75	74	73	n/a
Men	75	72	72	73	73	73	71	75	72	69
65+	75	76	76	75	75	77	78	77	76	74
State-wide	74▼	75	75	74	73	74	74	74	73	73
18-34	74	69	74	73	71	73	72	73	65	65
Central	74	74	74	76	73	75	75	78	70	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: 9
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance

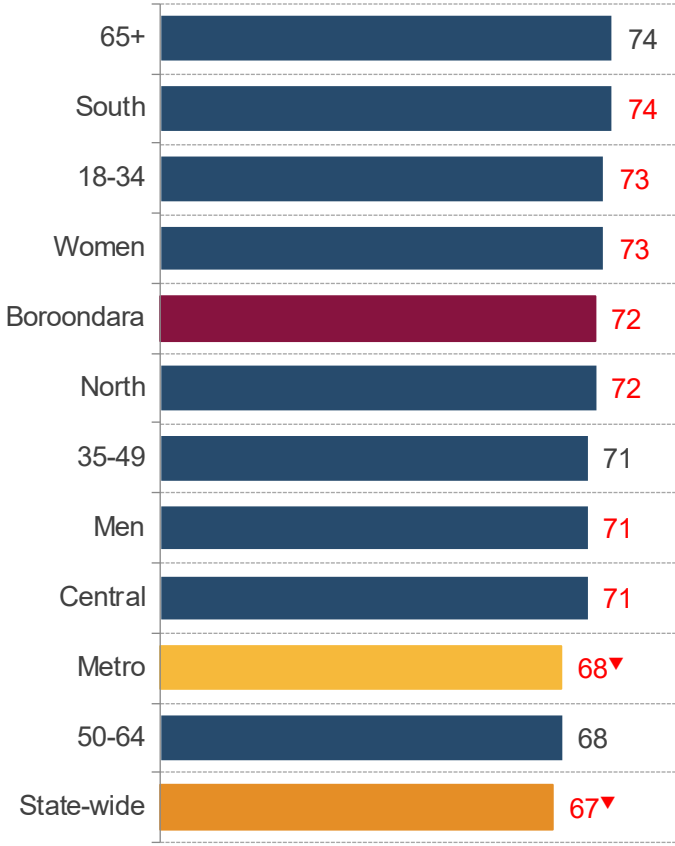
2023 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9

The appearance of public areas performance

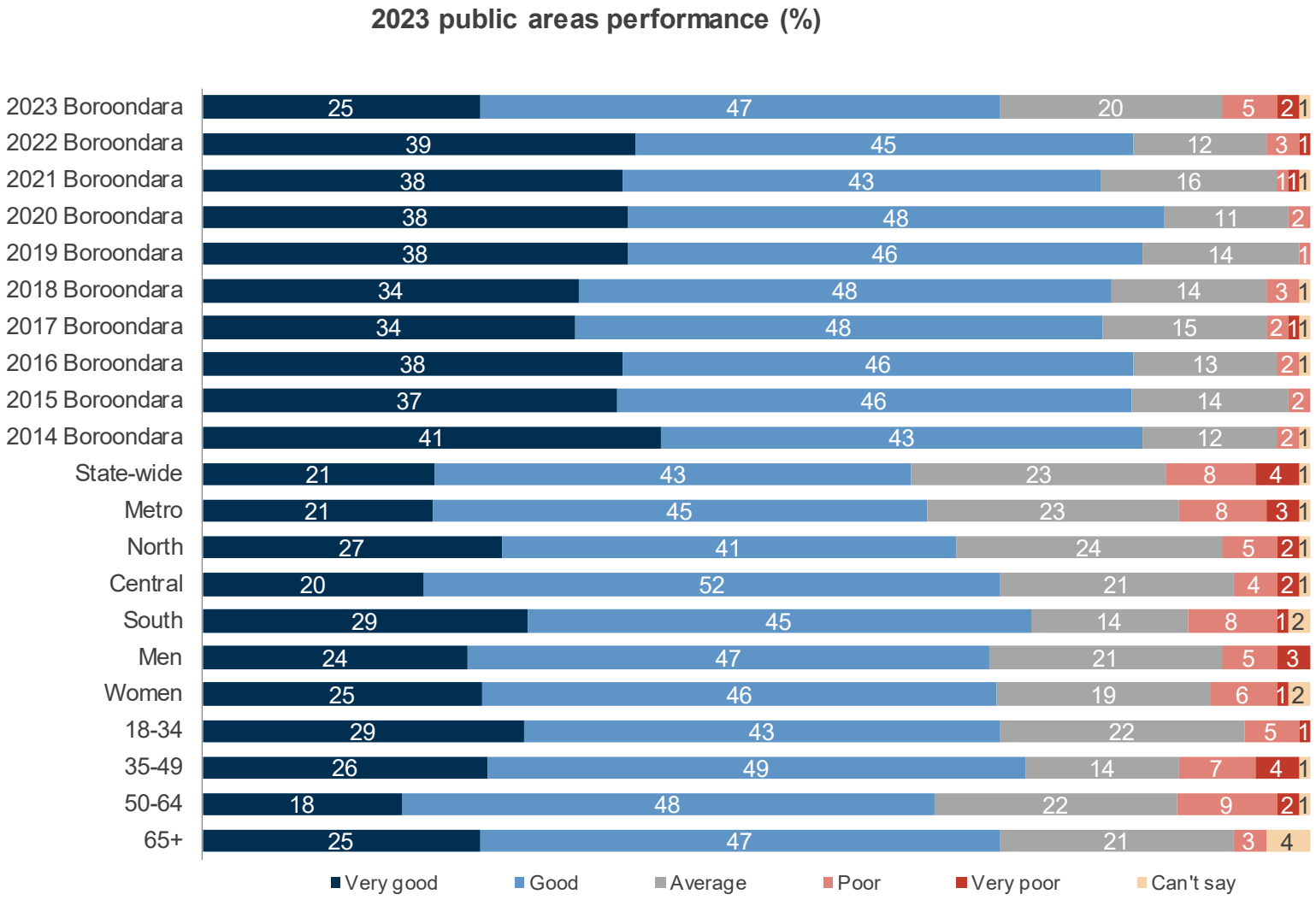
2023 public areas performance (index scores)



	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	77	78	79	79	76	78	79	79	78
South	82	81	78	80	79	79	81	79	n/a
18-34	86	82	84	82	77	77	84	85	83
Women	79	81	82	81	80	80	80	80	82
Boroondara	79	79	80	80	78	78	80	79	81
North	78	78	83	82	80	76	80	80	n/a
35-49	77	77	79	79	84	82	79	75	83
Men	79	77	79	78	77	76	79	79	80
Central	78	78	79	77	77	80	78	78	n/a
Metro	72	74	73	74	73	72	72	73	n/a
50-64	74	76	78	78	76	75	75	78	79
State-wide	71	73	72	72	71	71	71	72	72

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 45 Councils asked group: 11
Note: Please see Appendix A for explanation of significant differences.

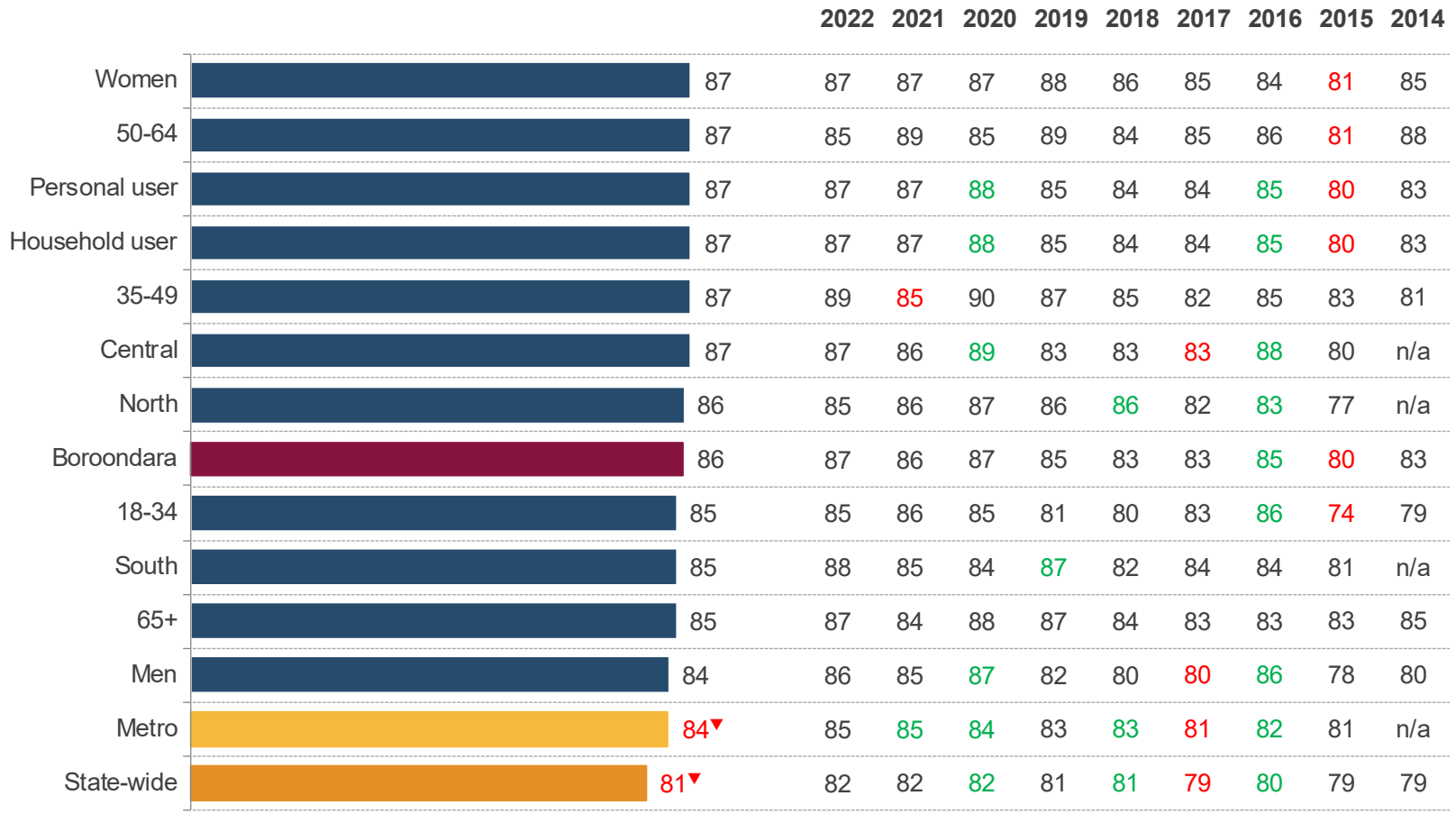
The appearance of public areas performance



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

Waste management importance

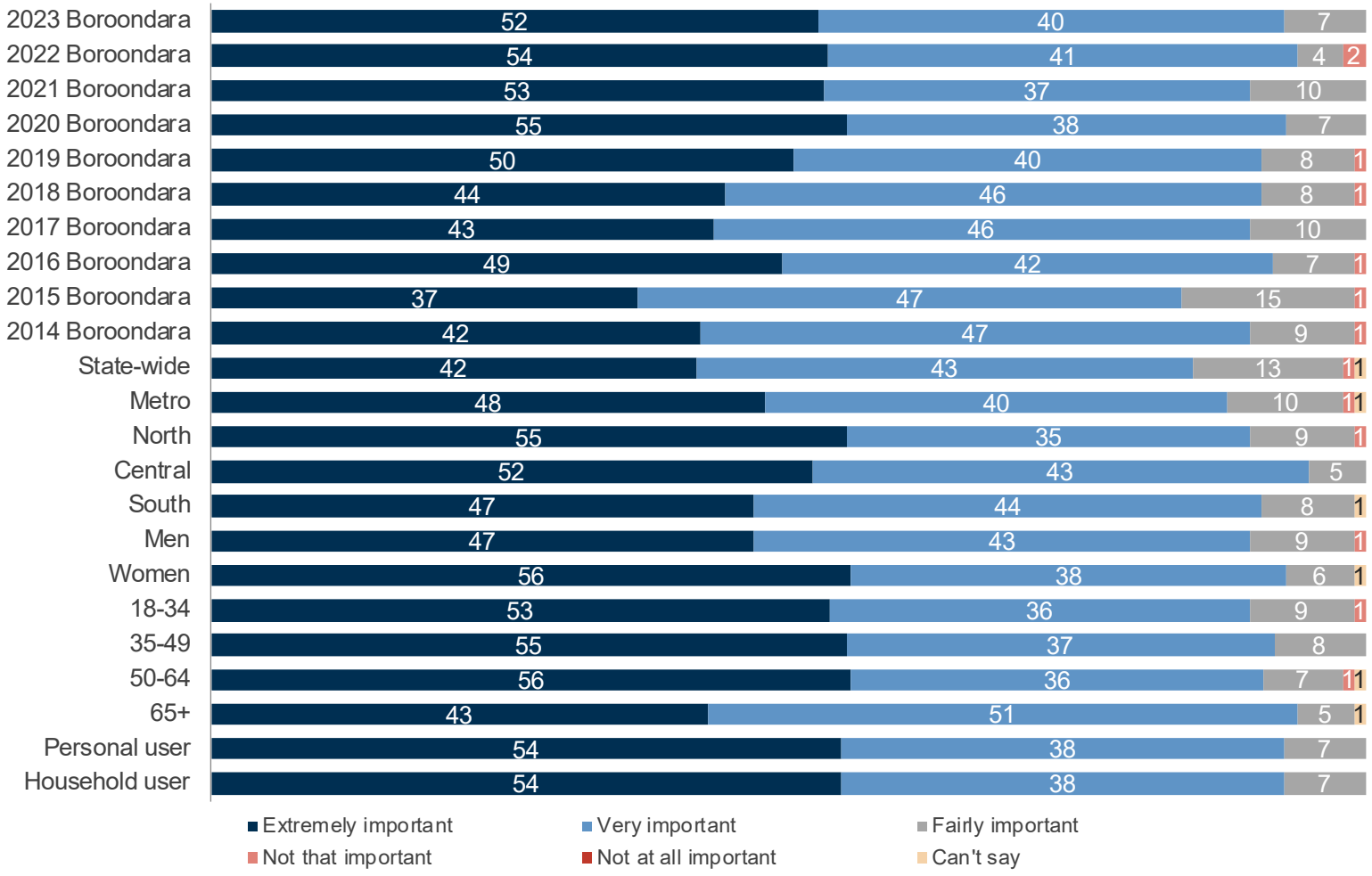
2023 waste management importance (index scores)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Waste management importance

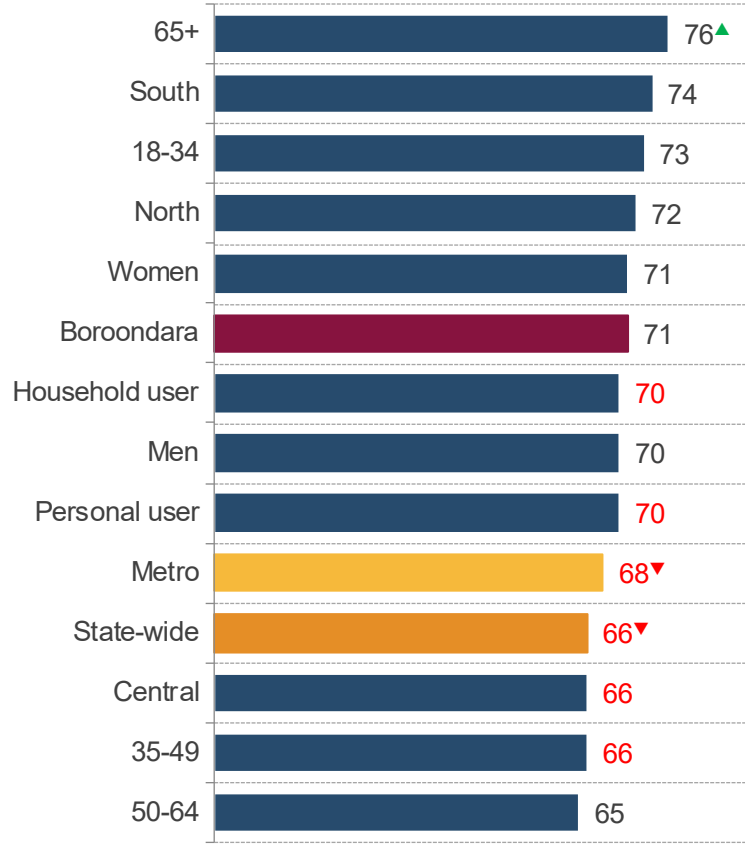
2023 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10

Waste management performance

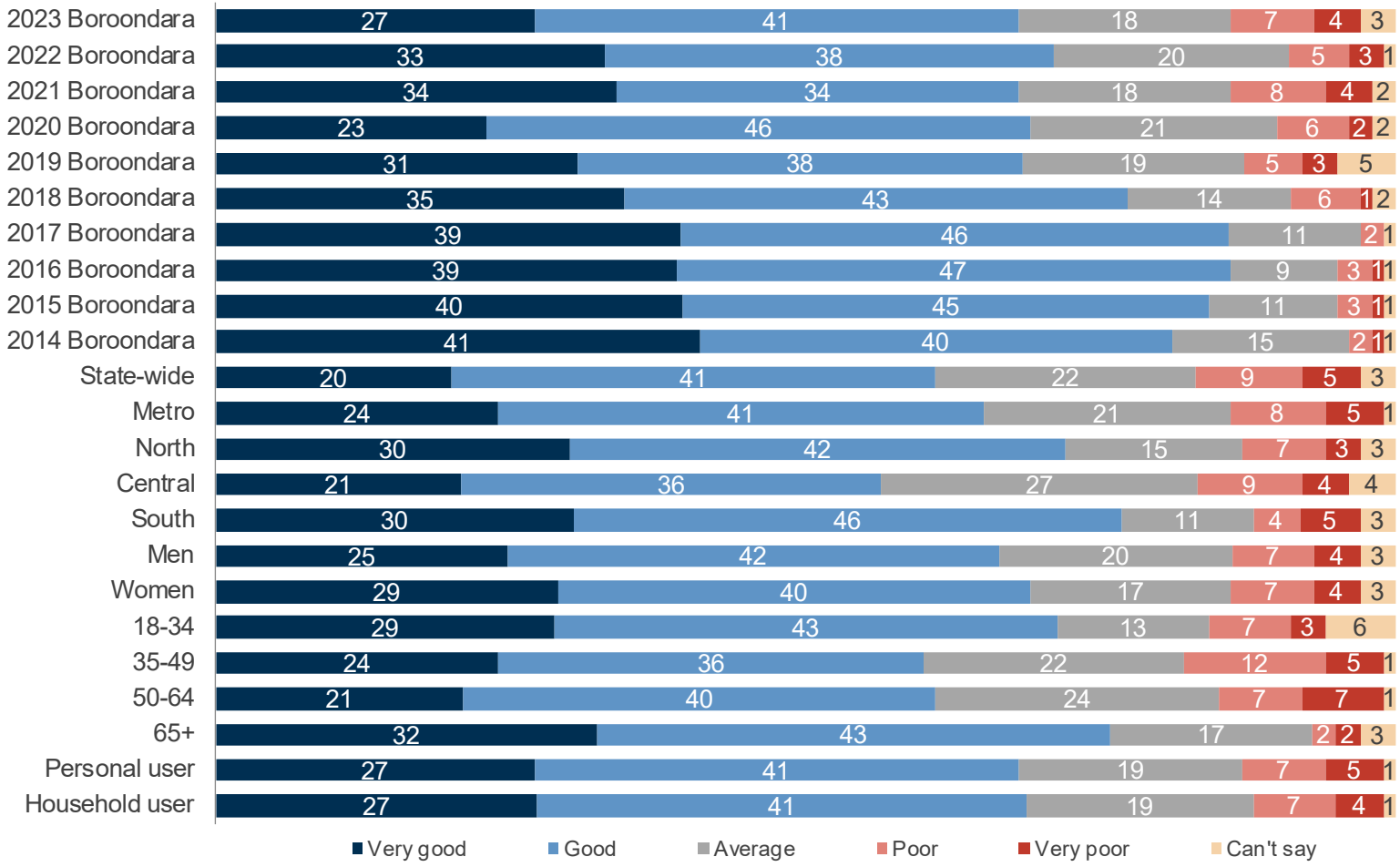
2023 waste management performance (index scores)



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

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

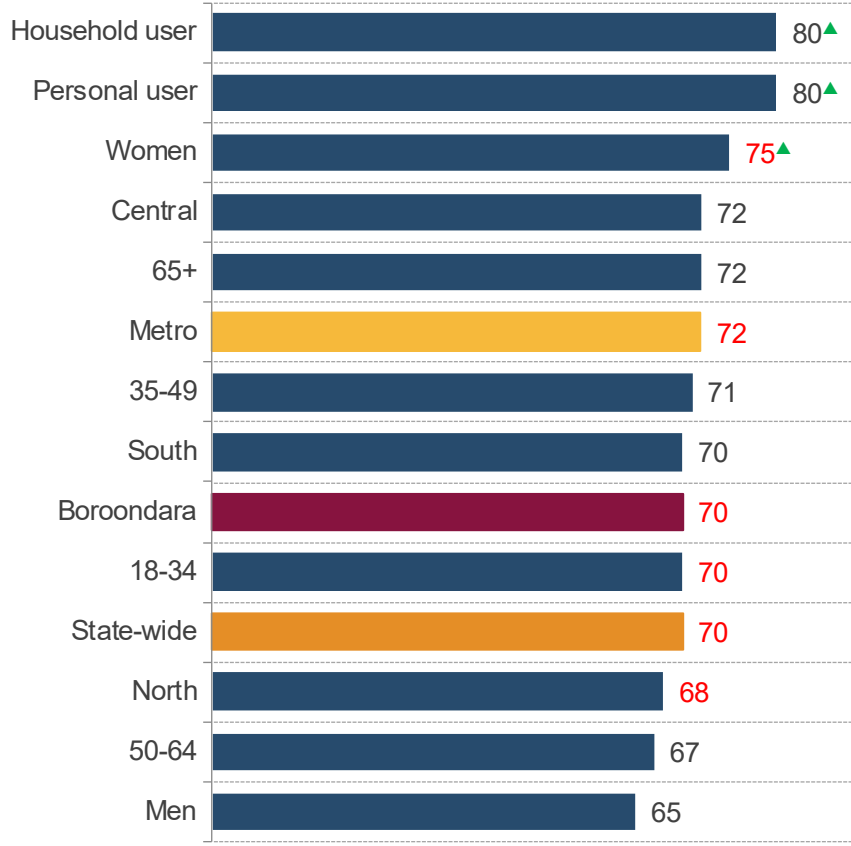
Waste management performance



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

Environmental sustainability importance

2023 environmental sustainability importance (index scores)

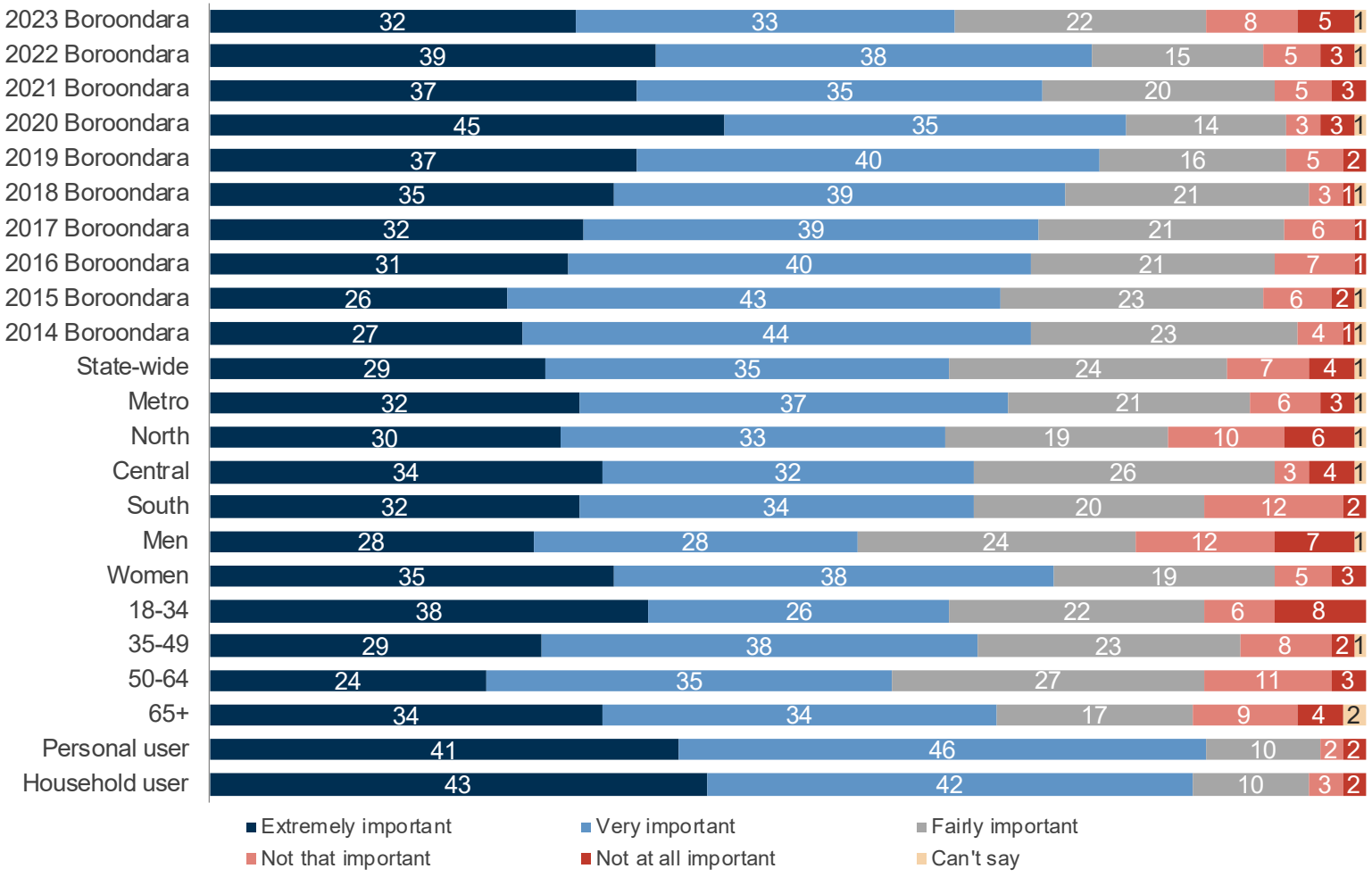


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Household user	82	80	84	82	78	78	79	79	78
Personal user	82	80	84	82	79	78	81	78	77
Women	82	80	83	82	80	79	78	74	78
Central	74	74	78	77	80	72	73	71	n/a
65+	75	74	78	75	76	74	74	72	72
Metro	76	77	76	75	74	73	74	74	n/a
35-49	77	69	79	75	73	72	71	68	71
South	76	73	77	77	76	77	72	72	n/a
Boroondara	76	75	79	77	76	74	74	71	73
18-34	78	80	82	80	79	74	76	72	75
State-wide	73	74	74	74	73	72	73	73	73
North	78	76	80	77	75	72	76	72	n/a
50-64	73	73	75	76	74	74	73	76	75
Men	70	69	74	71	72	68	70	69	68

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability importance

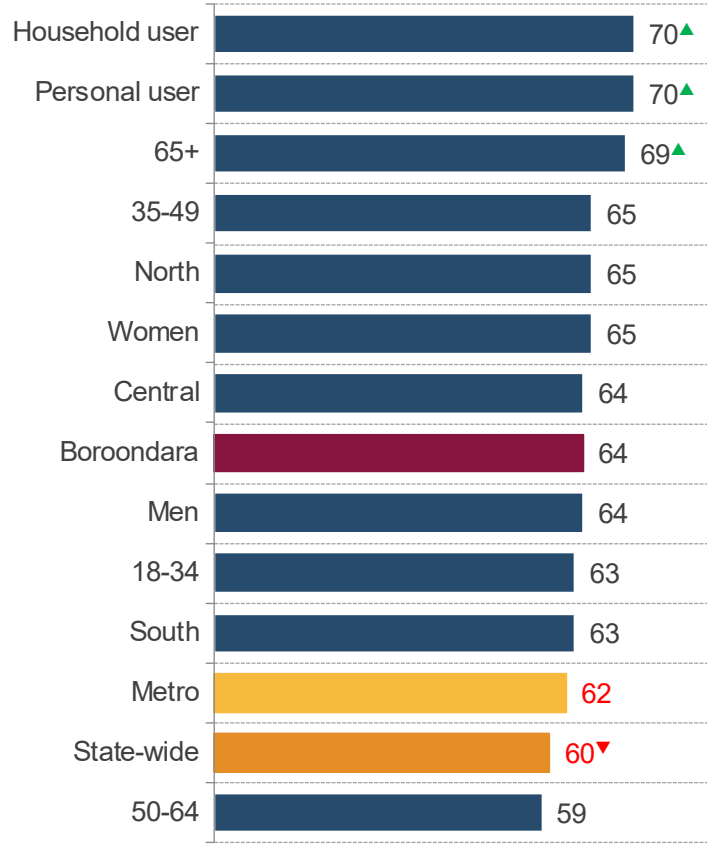
2023 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10

Environmental sustainability performance

2023 environmental sustainability performance (index scores)

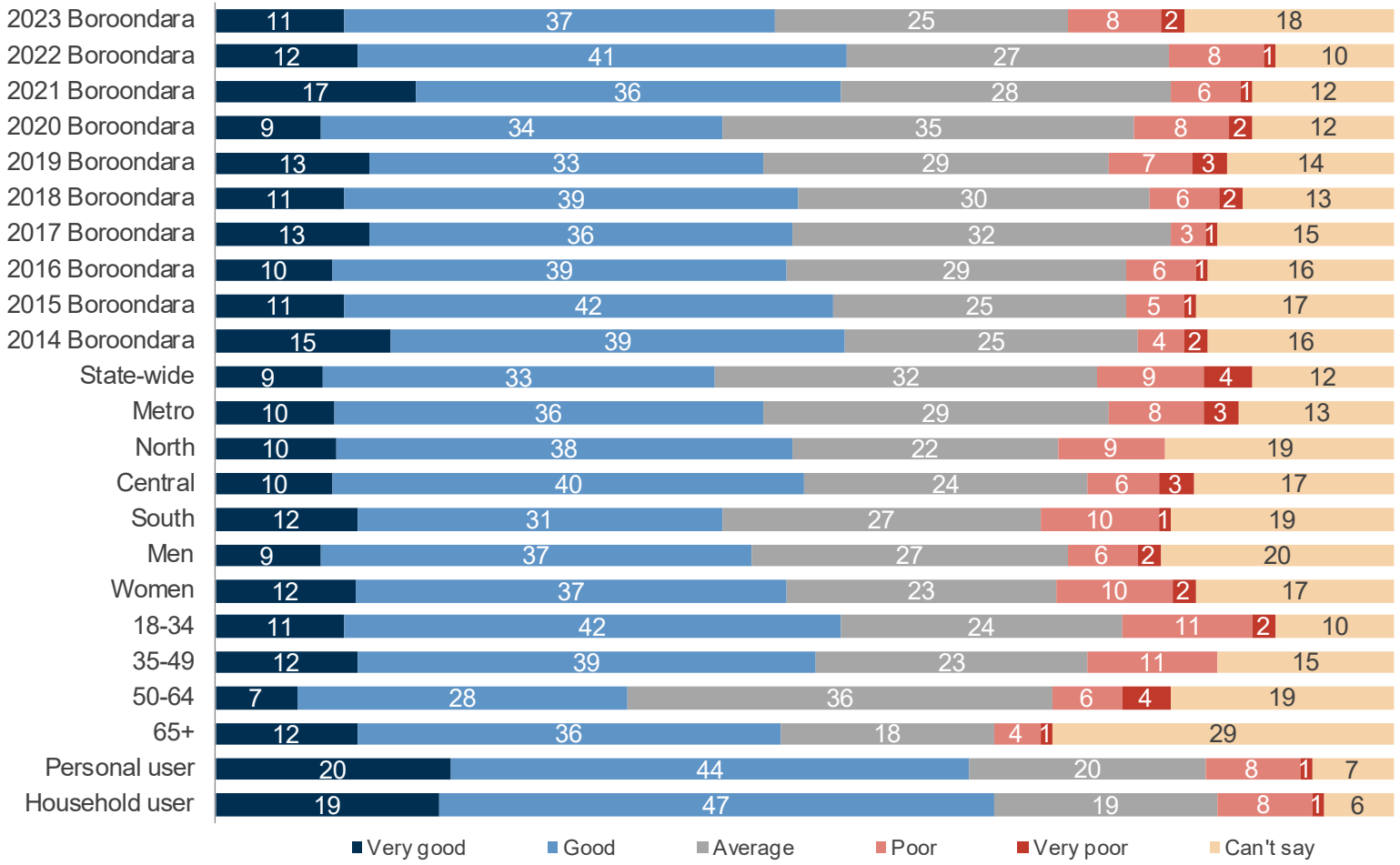


	2022	2021	2020	2019	2018	2017	2016	2015	2014
Household user	68	70	65	69	69	73	67	72	72
Personal user	69	69	65	69	69	72	67	72	73
65+	67	69	65	66	65	67	66	71	70
35-49	68	68	59	62	66	65	65	64	65
North	65	65	59	66	66	66	63	67	n/a
Women	66	68	62	63	63	67	65	68	68
Central	64	67	62	62	62	67	68	67	n/a
Boroondara	65	67	61	64	65	66	66	67	68
Men	64	66	61	64	67	65	67	66	68
18-34	62	65	61	65	65	68	67	66	70
South	67	70	63	63	66	67	66	67	n/a
Metro	63	64	62	64	64	64	64	65	n/a
State-wide	61	62	60	62	63	64	63	64	64
50-64	63	66	59	59	63	66	63	67	67

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2023 environmental sustainability performance (%)



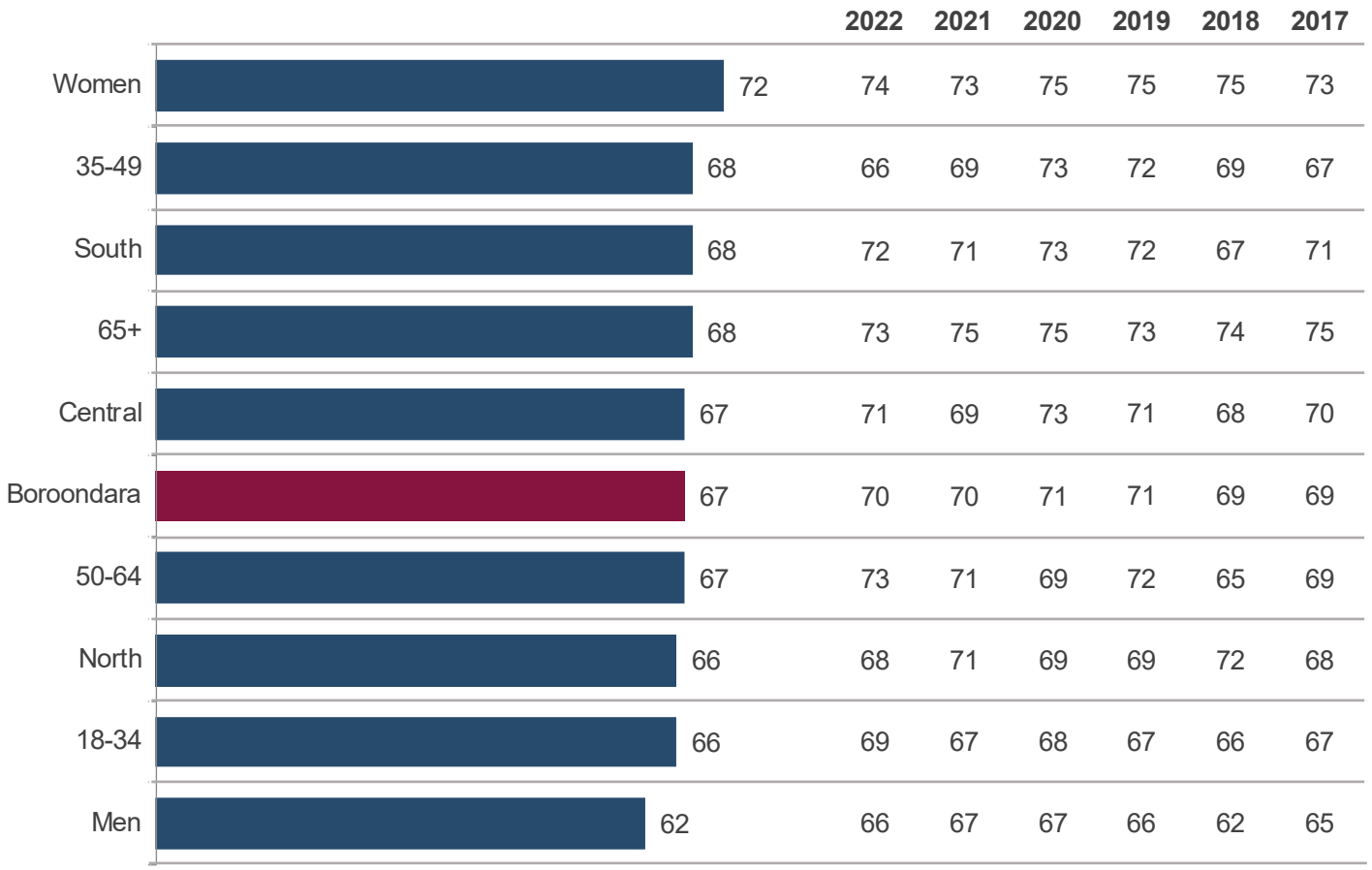
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 13

Tailored Questions

Library services

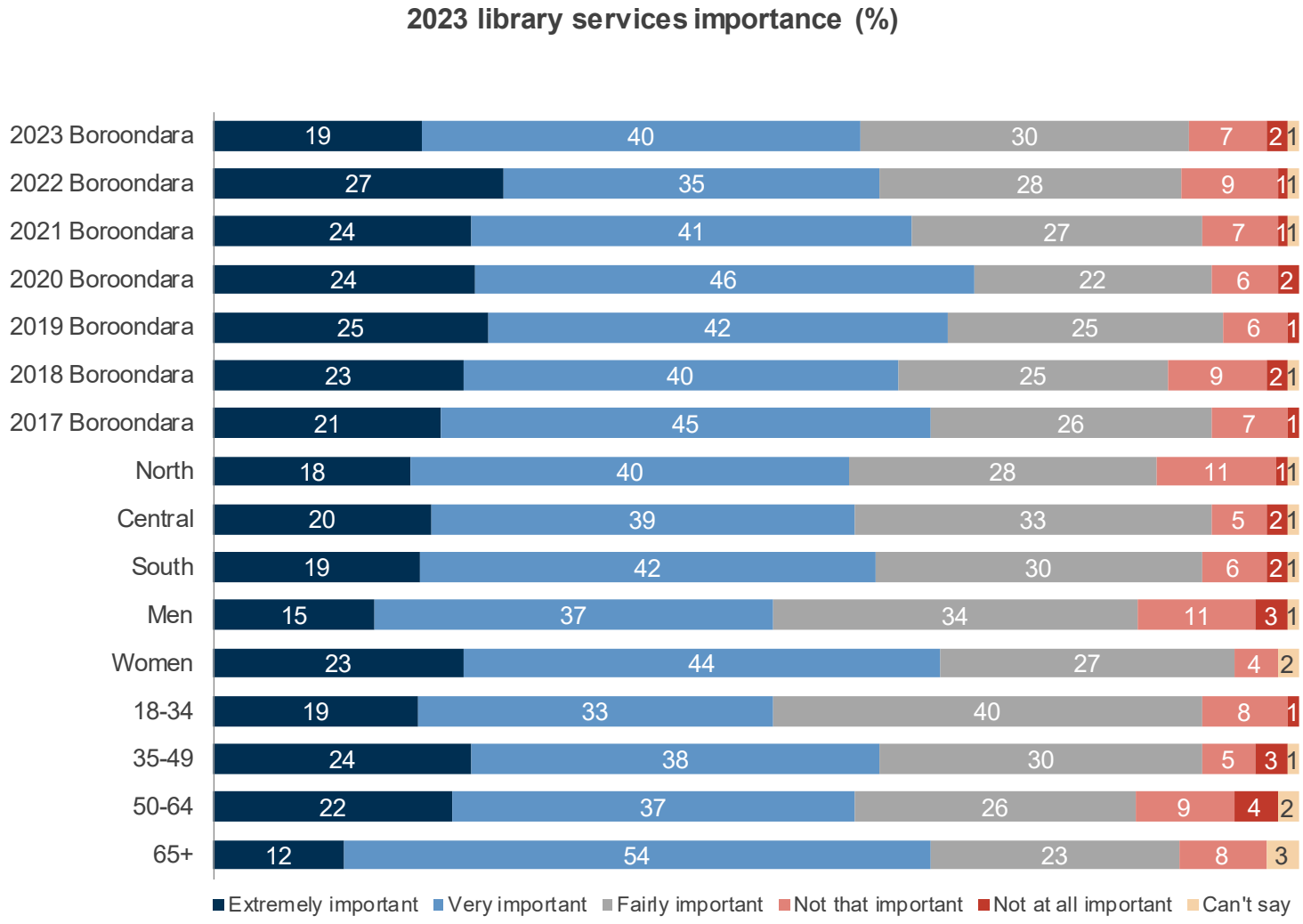
Library services importance

2023 library services importance (index scores)



BD8. And how about Library Services? Would you say that this is an Extremely Important, Very Important, Fairly Important, Not That Important or Not At All Important area of responsibility for Boroondara City Council?
Base: All respondents (n=500).

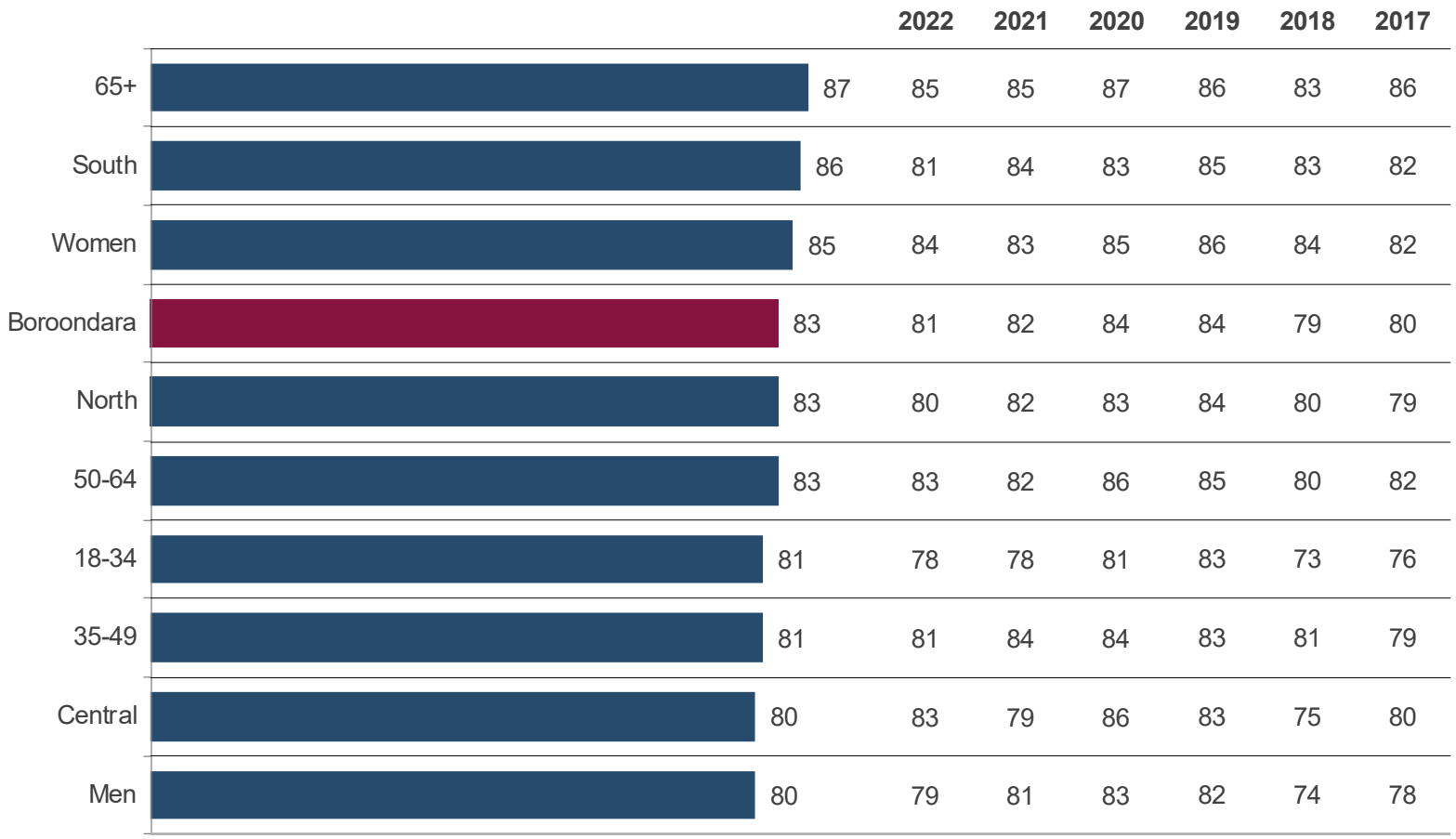
Library services importance



BD8. And how about Library Services? Would you say that this is an Extremely Important, Very Important, Fairly Important, Not That Important or Not At All Important area of responsibility for Boroondara City Council?
Base: All respondents (n=500).

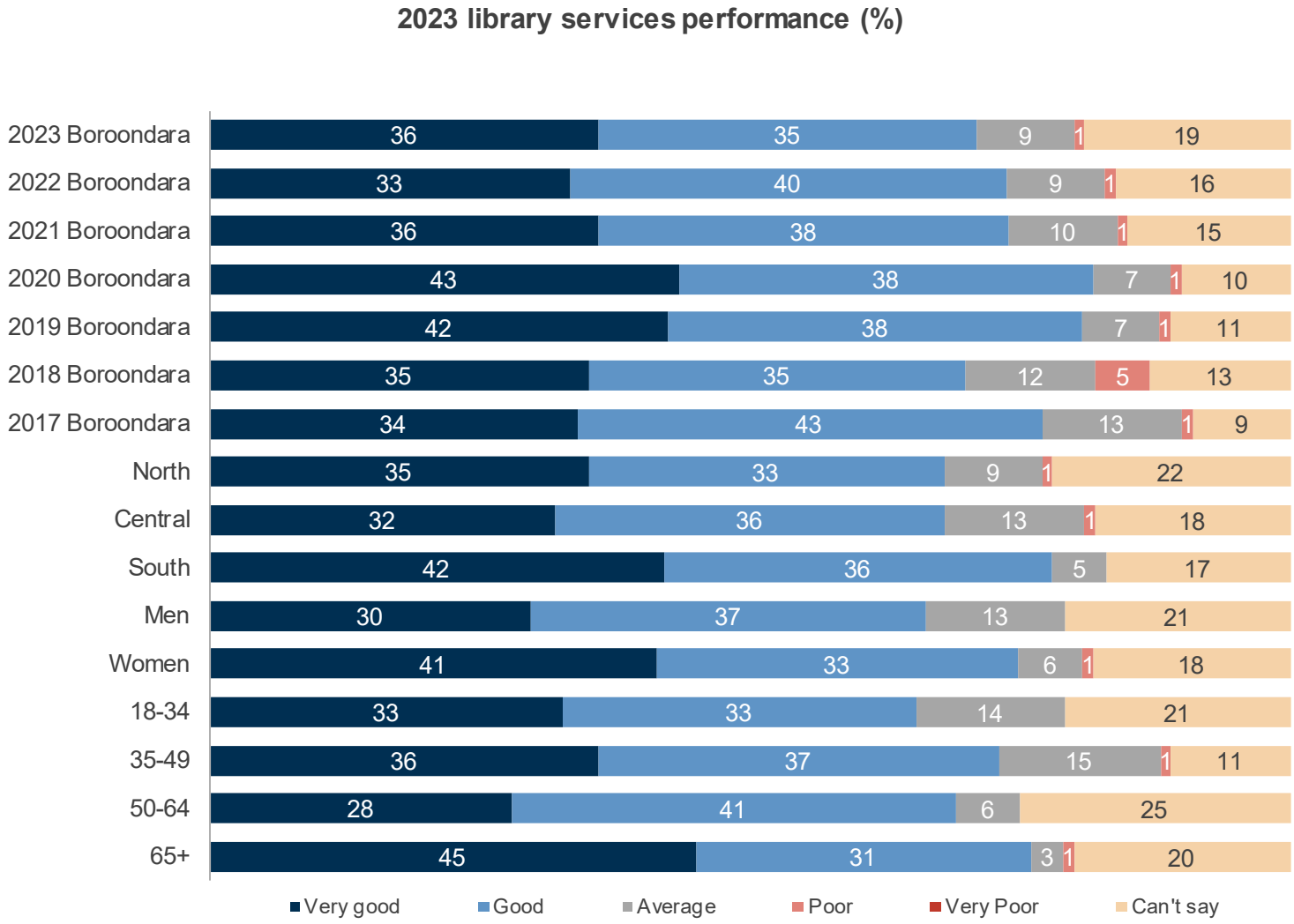
Library services performance

2023 library services performance (index scores)



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=500).

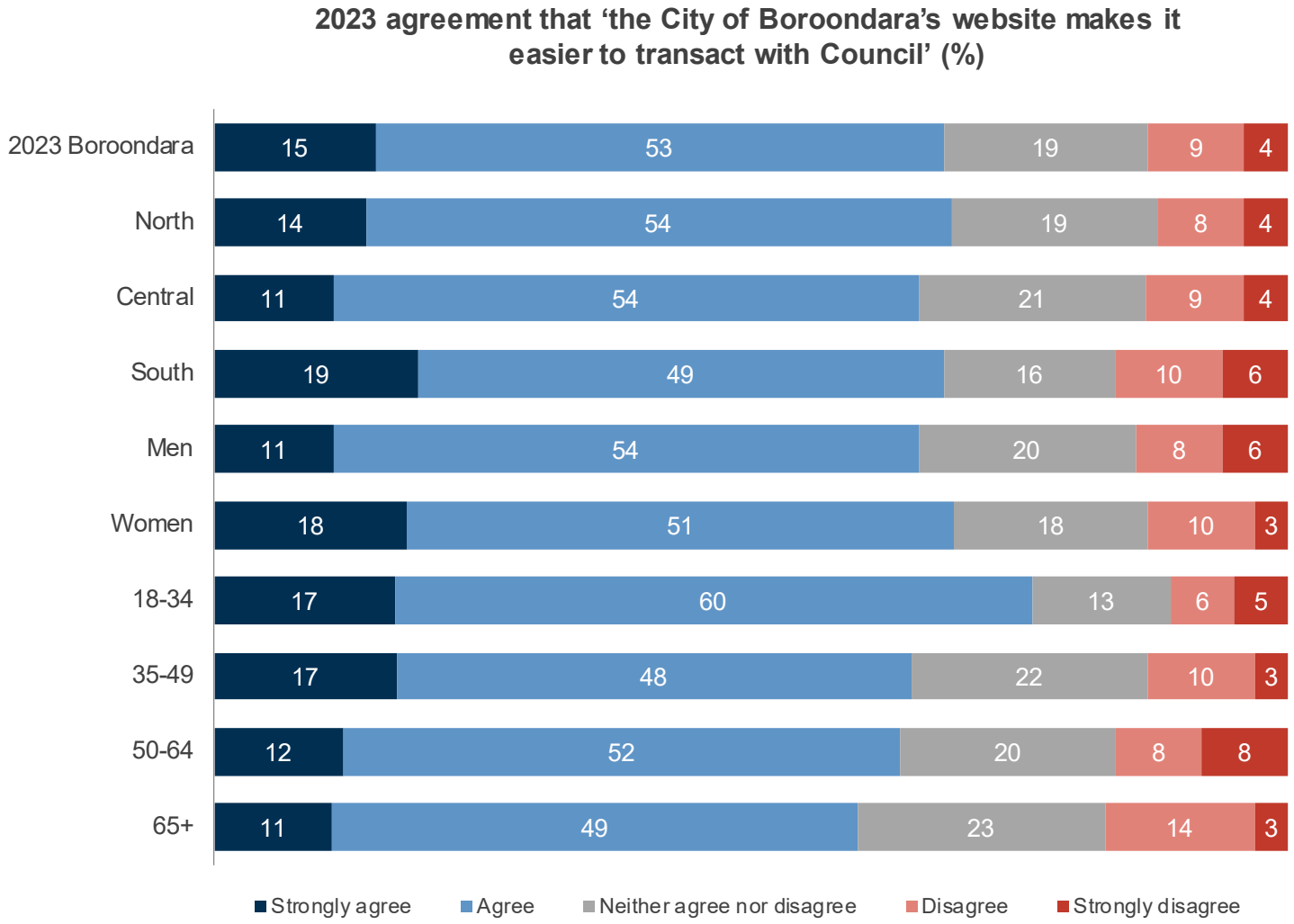
Library services performance



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=500).

Website

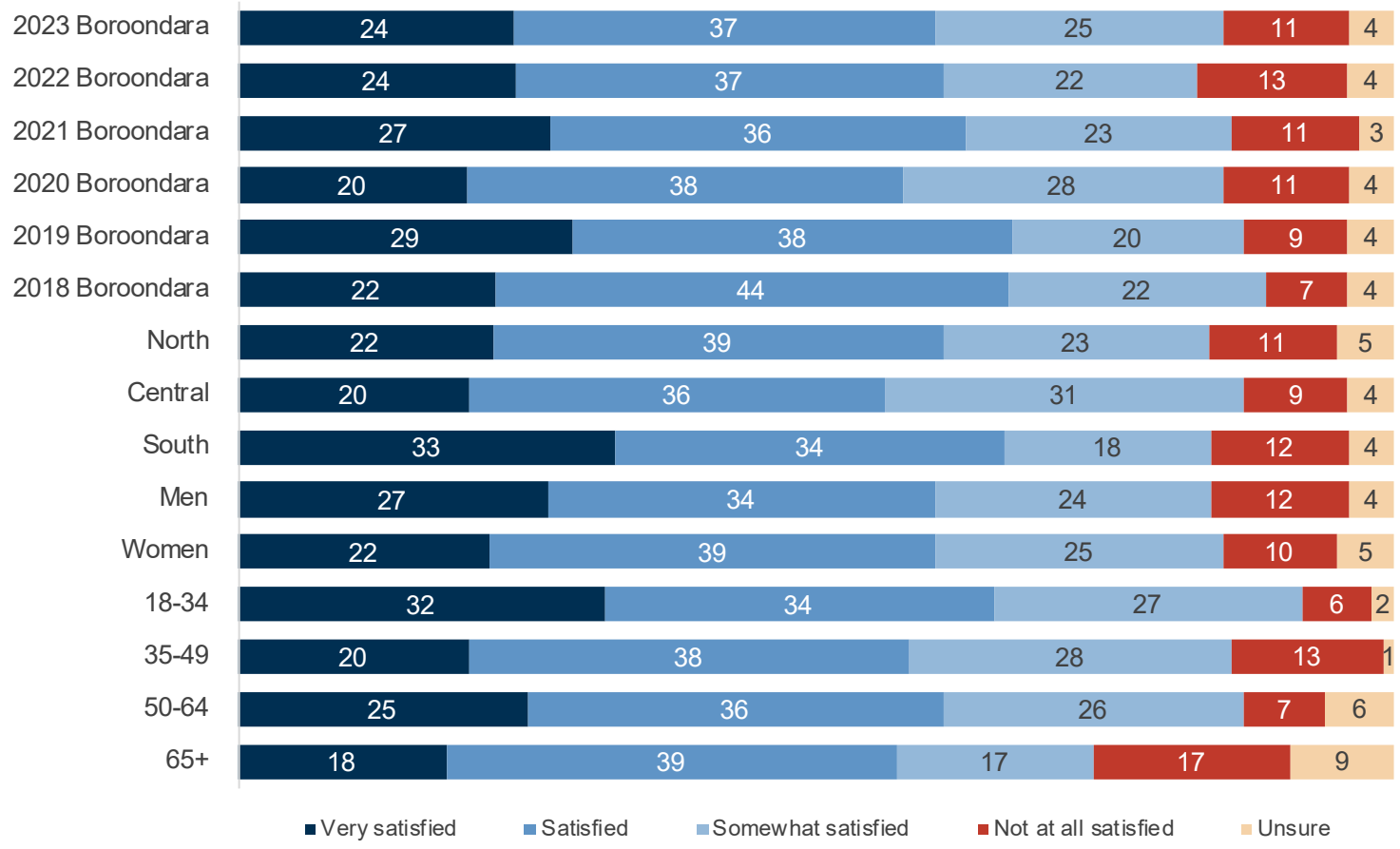
'The City of Boroondara's website makes it easier to transact with Council'



BD34. Do you agree or disagree with the statement – The City of Boroondara's website makes it easier to transact with Council?
Base: All respondents who provided a response (n=418).

Movement around Boroondara

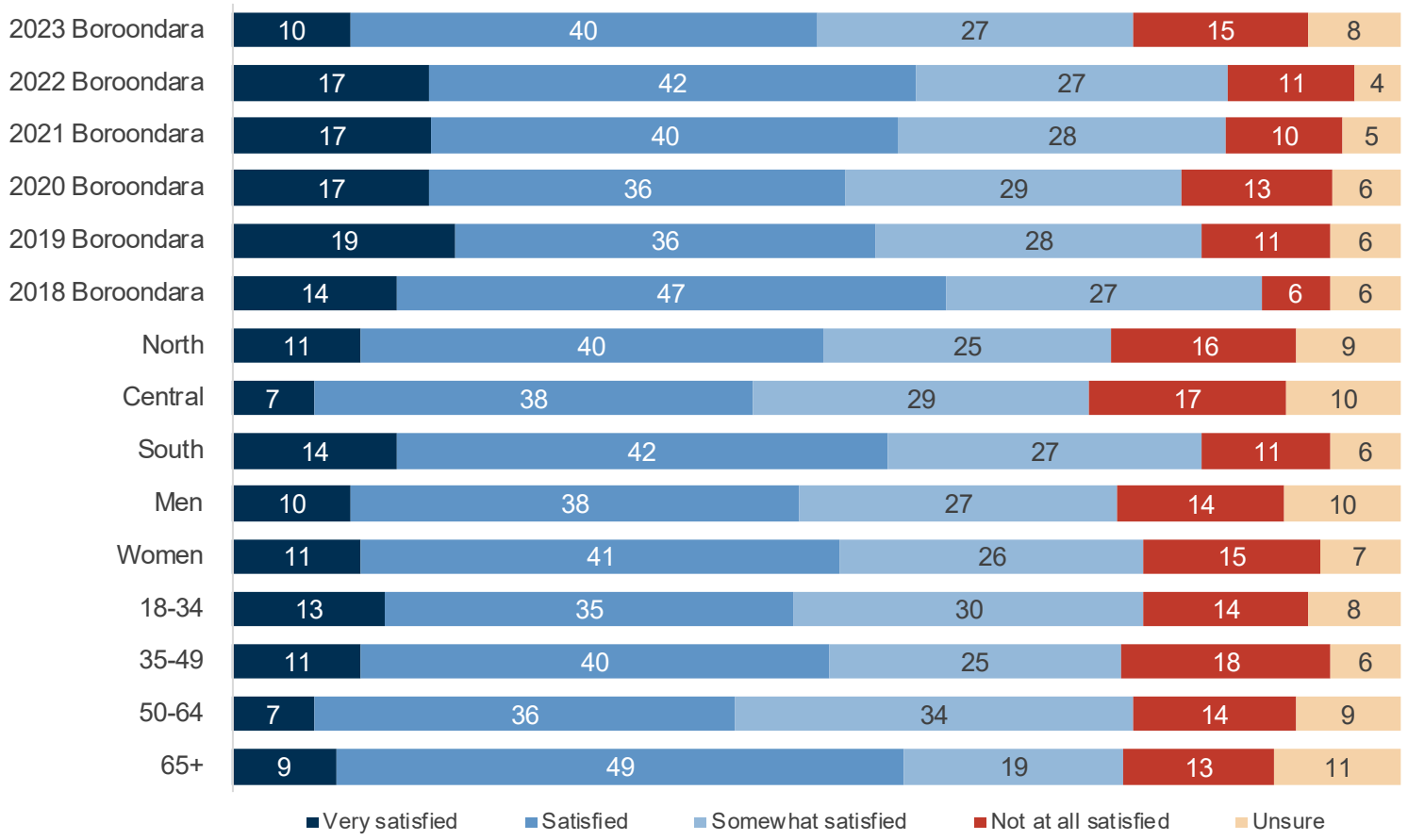
Local shared cycling and walking paths as a way to get around Boroondara



BD36. How satisfied are you with local shared paths for cycling and walking as a way to get around Boroondara?
Base: All respondents (n=500).

Work to improve quality of streetscapes in shopping precincts

2023 satisfaction with work to improve quality of streetscapes in shopping precincts to attract and retain good shops and businesses (%)

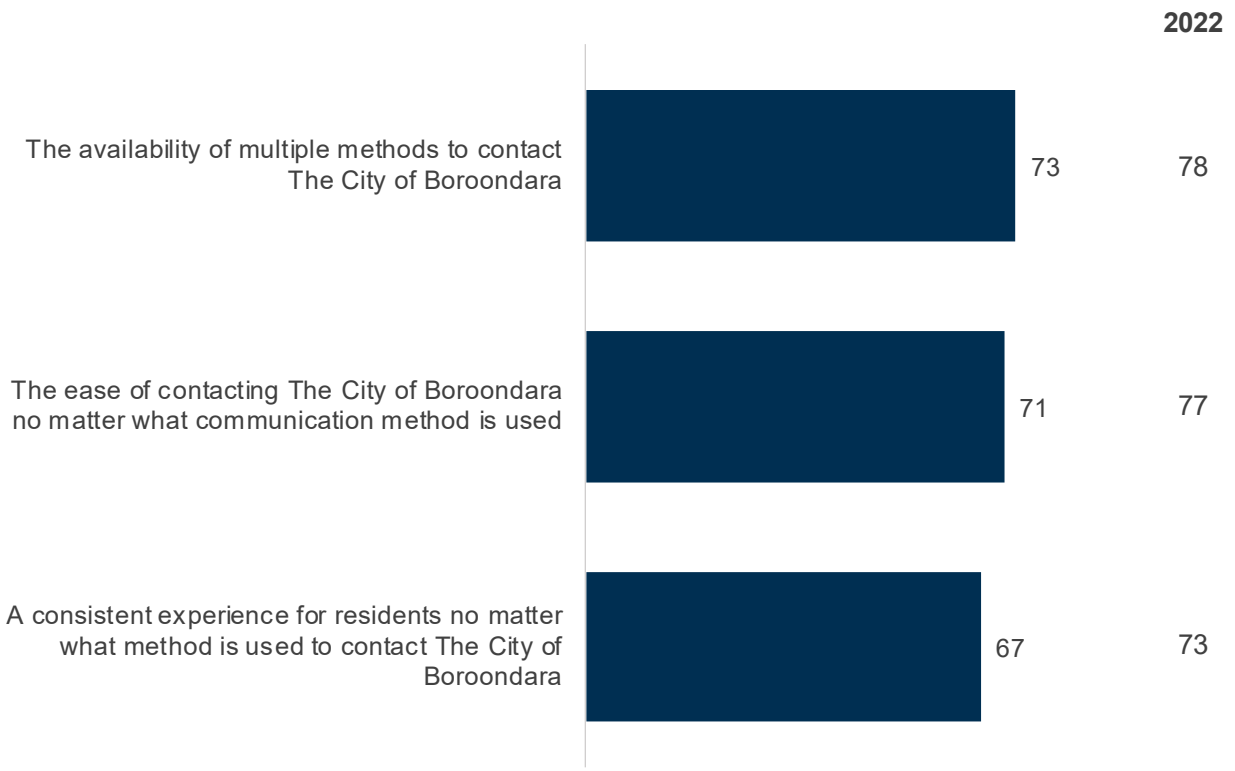


BD37. How satisfied are you with the work being done by the City of Boroondara to improve the quality of streetscapes in shopping precincts to attract and retain good shops and businesses?
Base: All respondents (n=500).

Customer service

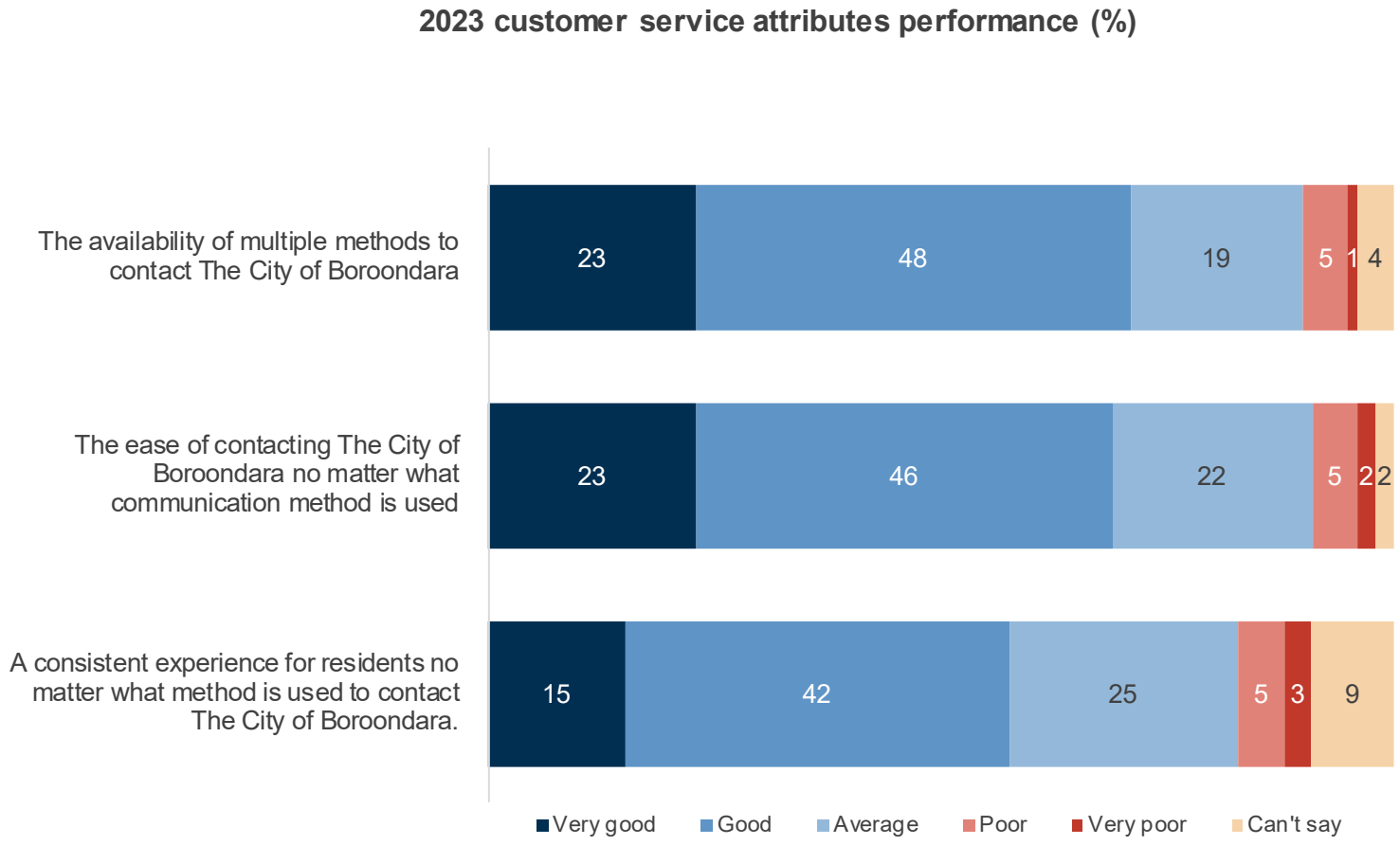
Customer service attributes performance

2023 customer service attributes performance (index scores)



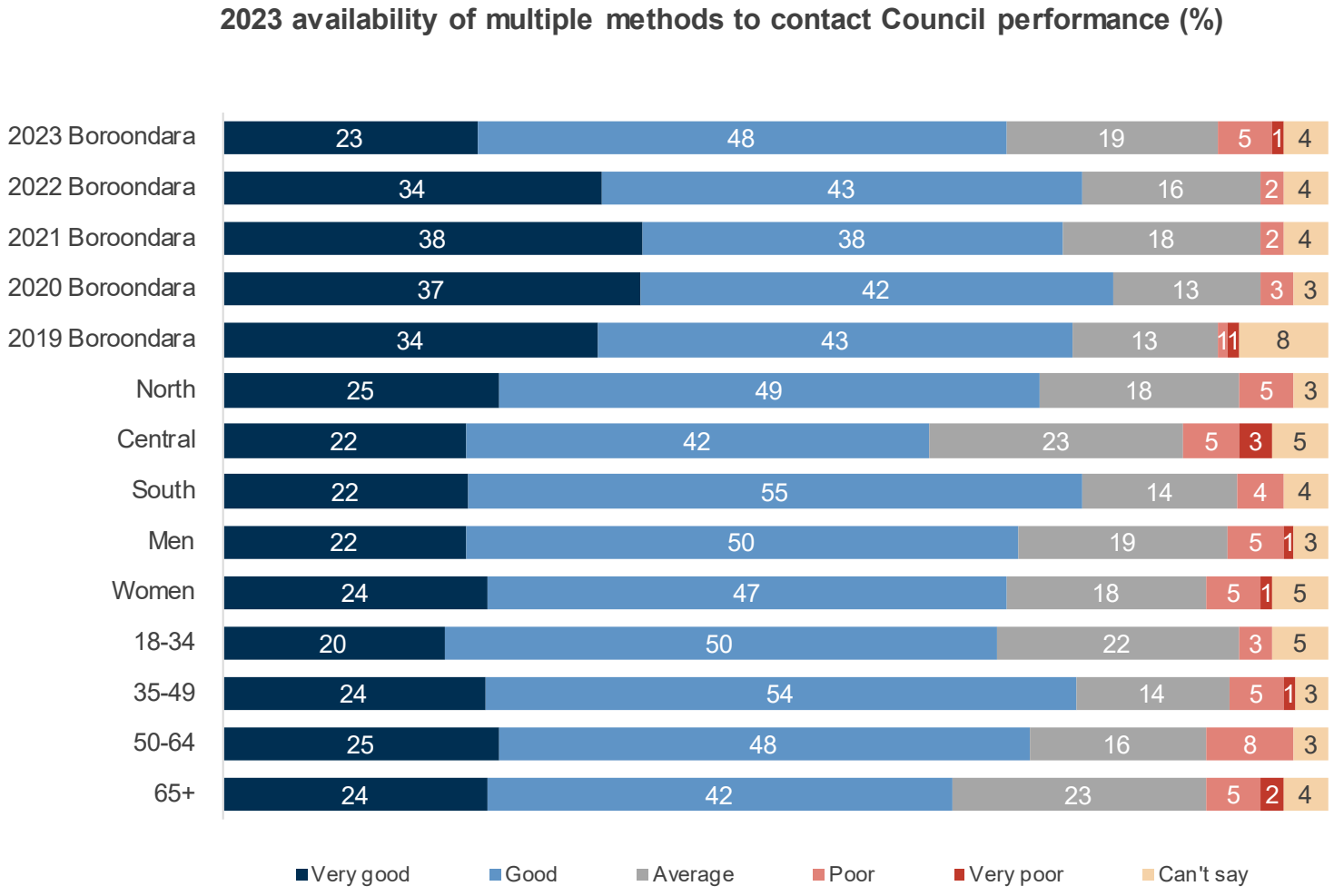
BD42. And how has The City of Boroondara performed on each of these attributes over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
Base: Respondents who have had contact with Council (n=337).

Customer service attributes



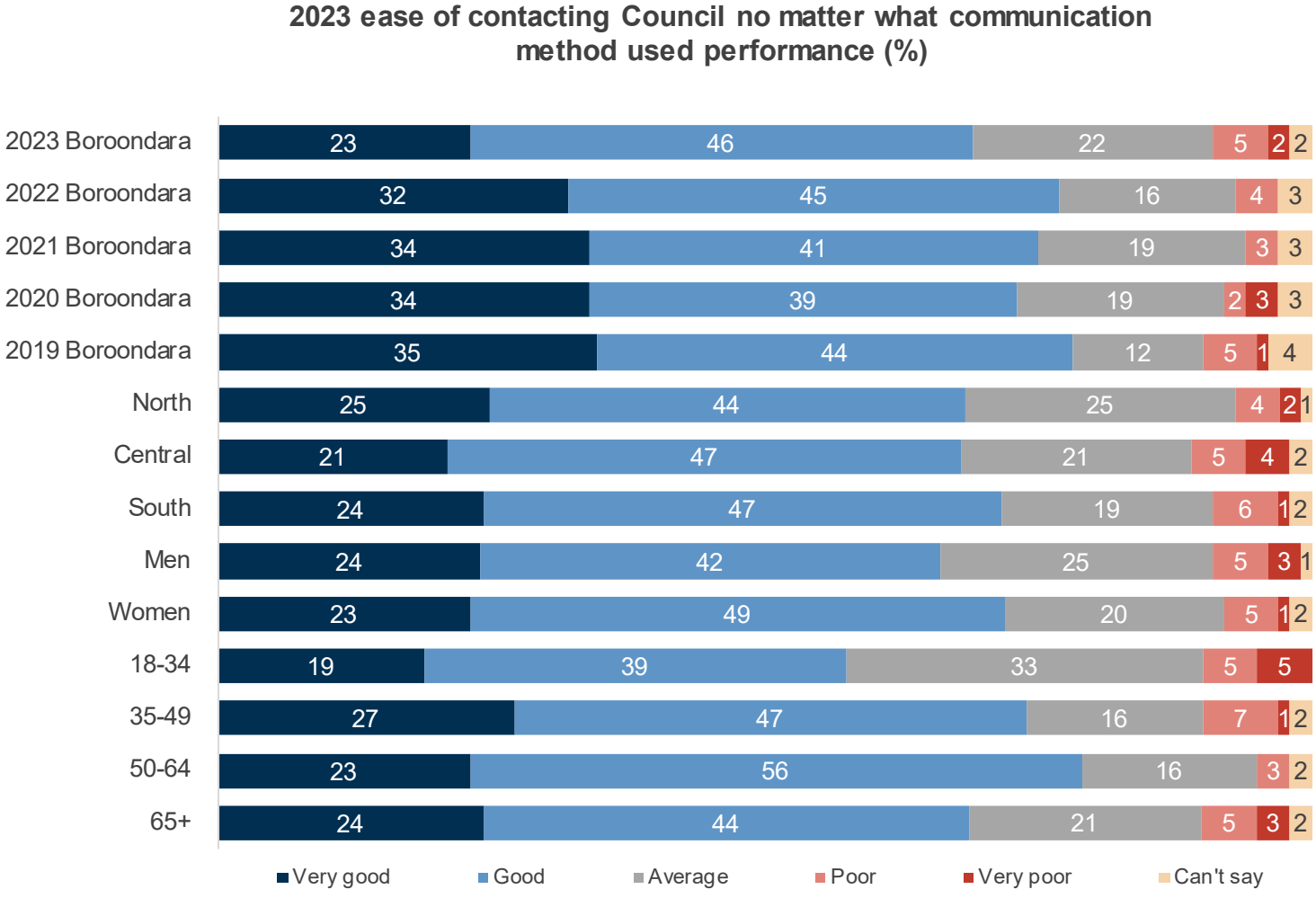
BD42. And how has The City of Boroondara performed on each of these attributes over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
Base: Respondents who have had contact with Council (n=337).

Availability of multiple methods to contact Council



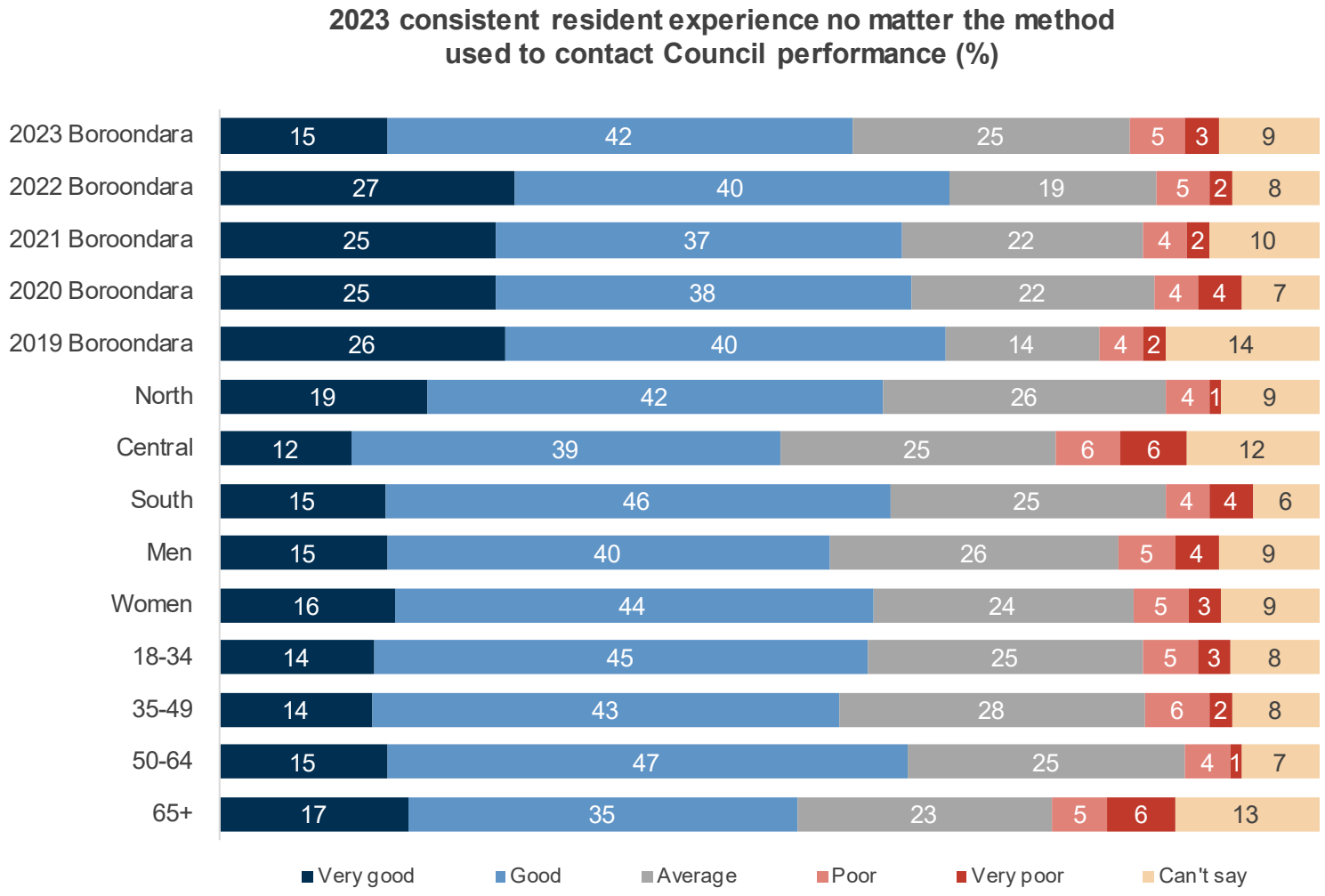
BD42. And how has The City of Boroondara performed on each of these attributes over the last 12 months? Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor?
Base: Respondents who have had contact with Council (n=337).

Ease of contacting Council no matter what communication method used



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?
Base: Respondents who have had contact with Council (n=337).

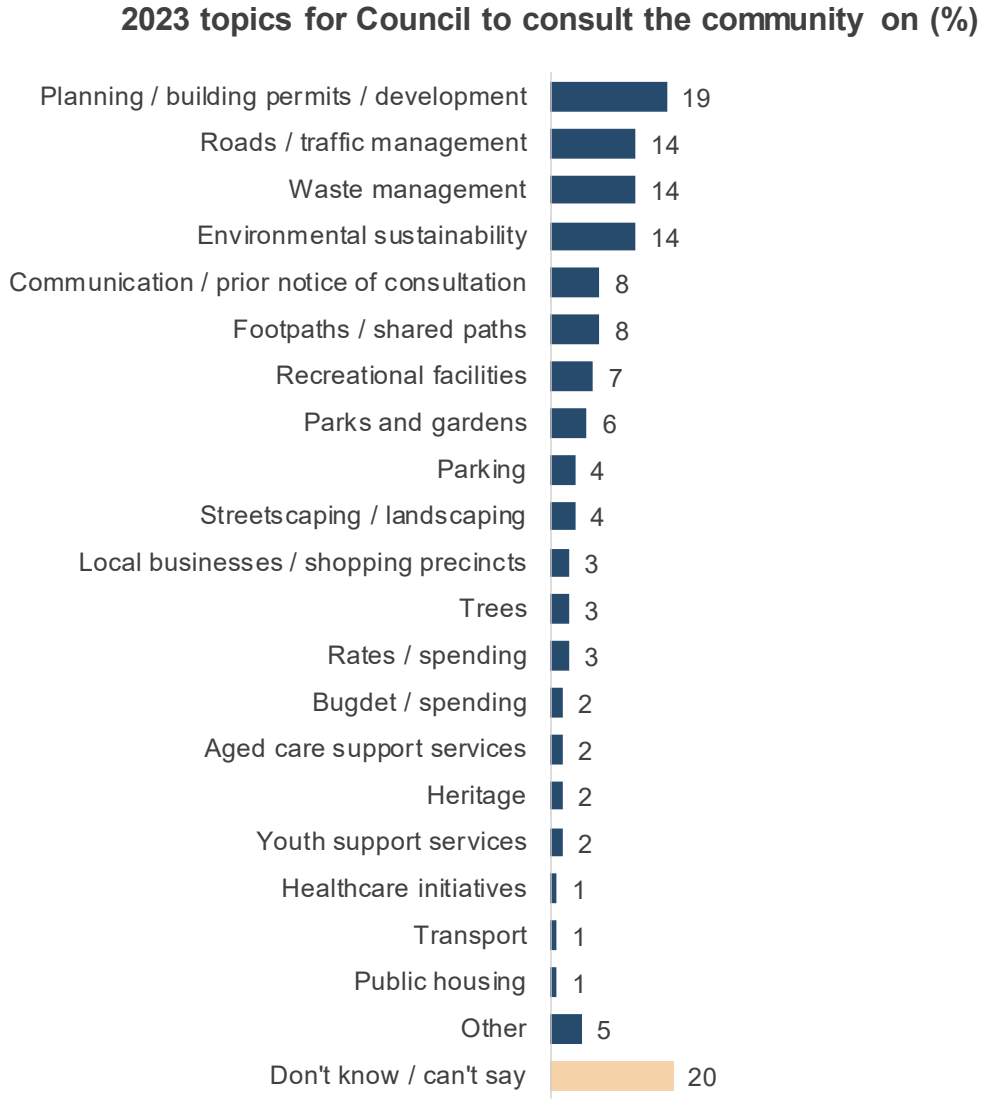
Consistent resident experience no matter the method used to contact Council



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?
Base: Respondents who have had contact with Council (n=337).

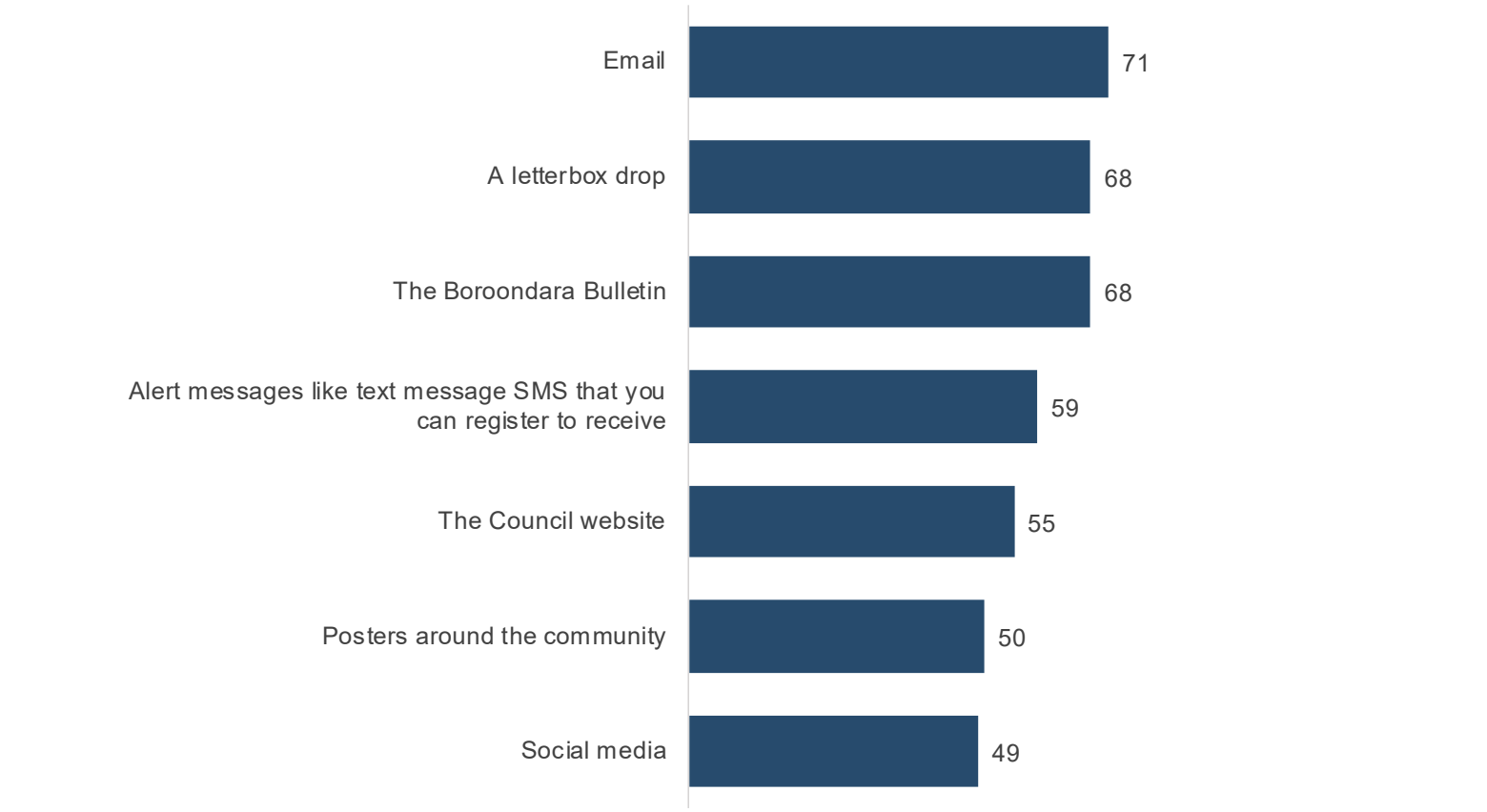
Consultation and engagement communications

Topics for Council to consult the community on



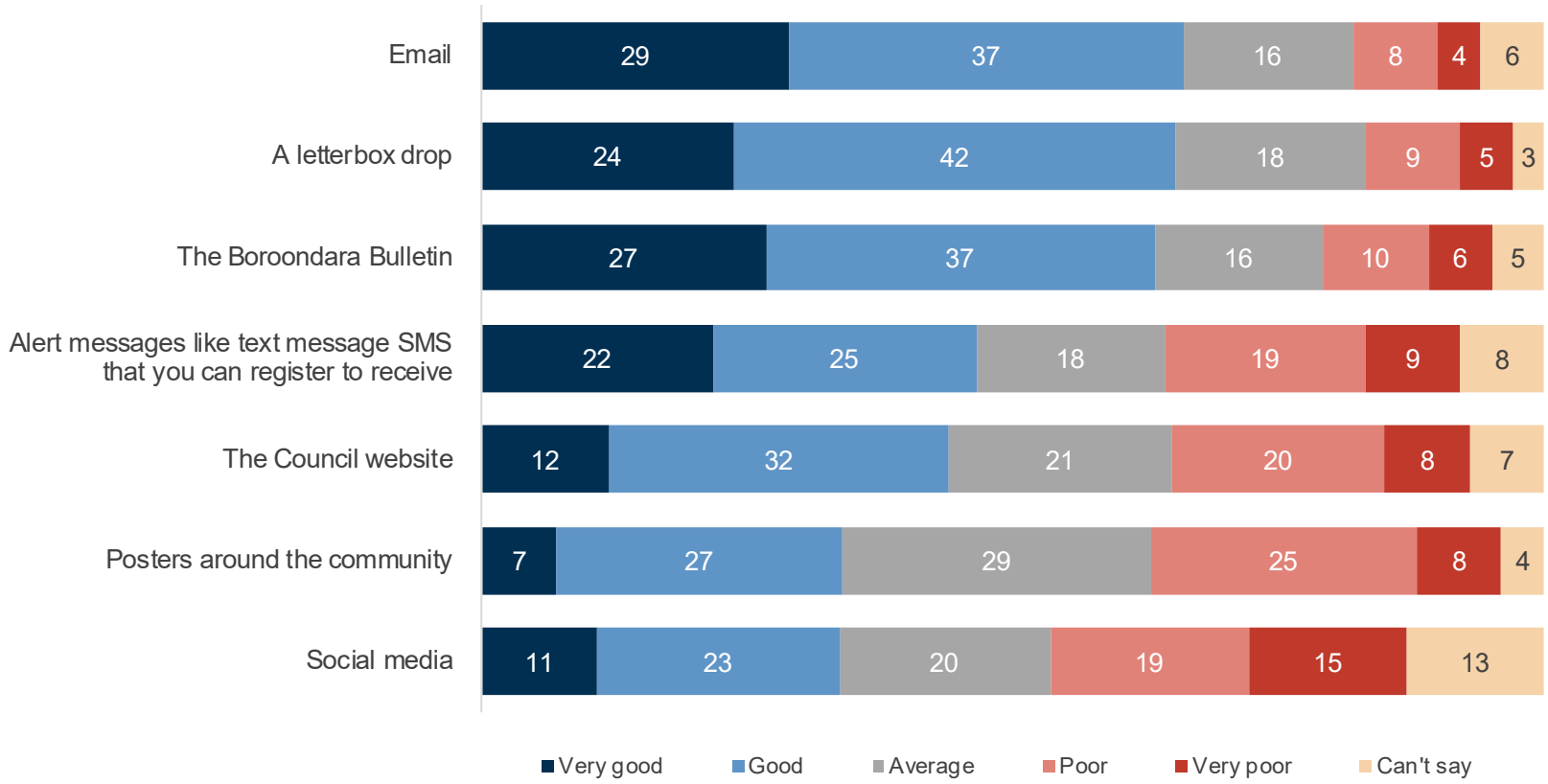
BD48. You rated the City of Boroondara (include answer from Q2 for Consultation and Engagement) for Consultation and Engagement. Council wants to ensure that it consults with its community. Can you please tell me what topic or topics are most important for Council to ask you to provide feedback on? Base: All respondents (n=500).

Effectiveness of communications in informing the community about consultations



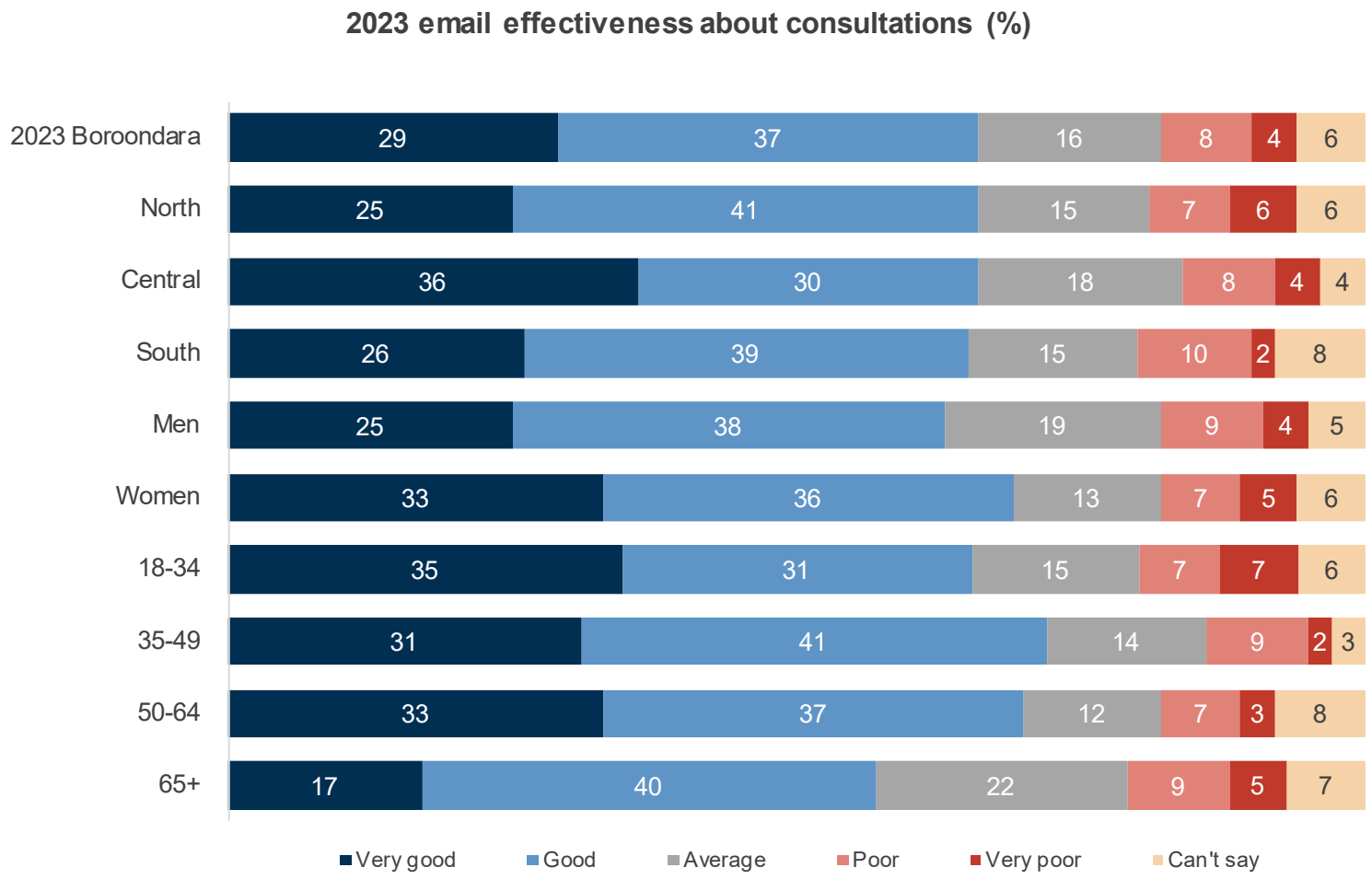
BD49. If the City of Boroondara wanted to tell you about your opportunities for Consultation and Engagement, please rate each of the following using a scale of Very good to Very Poor in terms of how effective each would be in informing you.
Base: All respondents (n=500).

Effectiveness of communications in informing the community about consultations



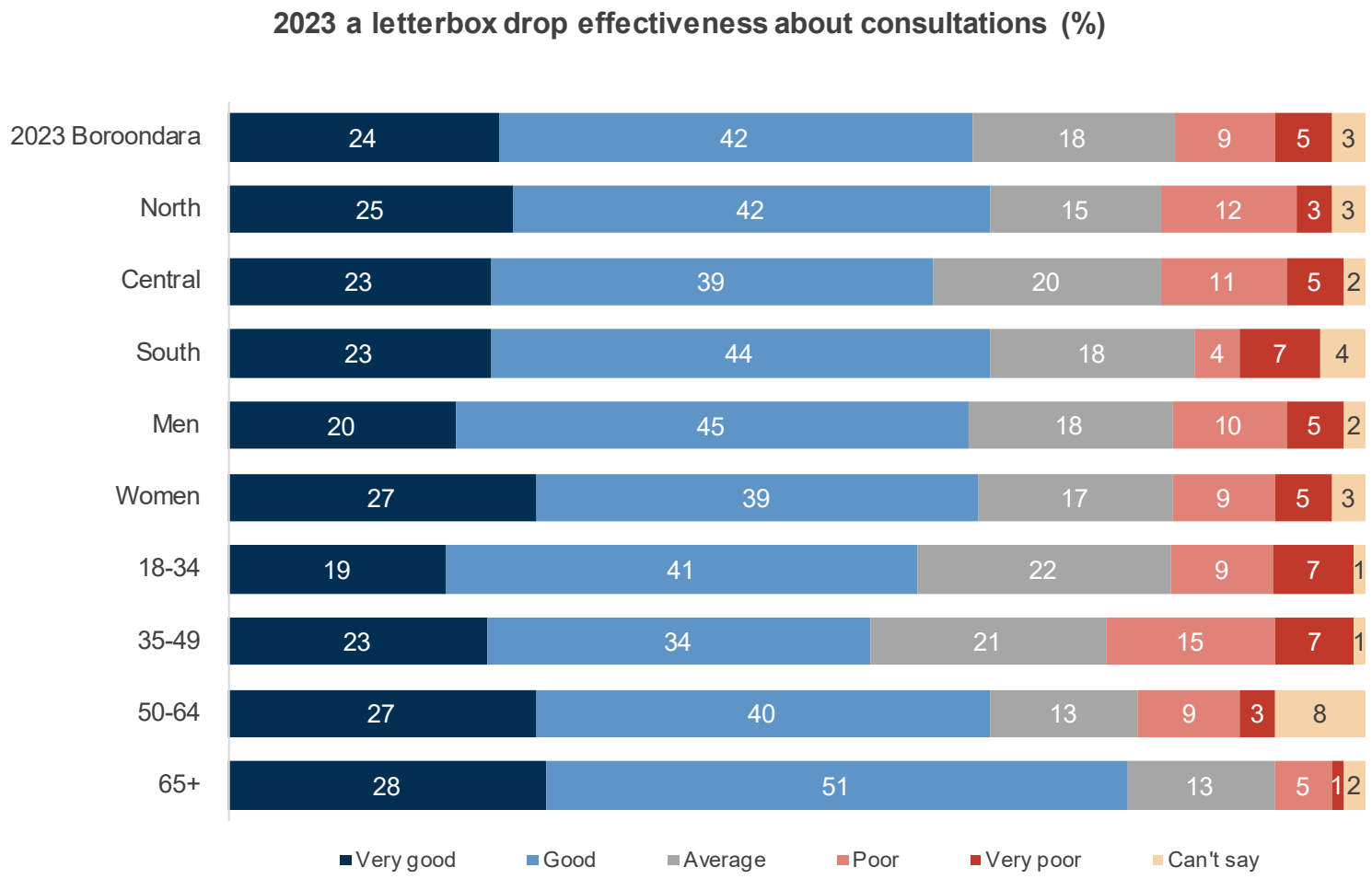
BD49. If the City of Boroondara wanted to tell you about your opportunities for Consultation and Engagement, please rate each of the following using a scale of Very good to Very Poor in terms of how effective each would be in informing you.
Base: All respondents (n=500).

Email effectiveness about consultations



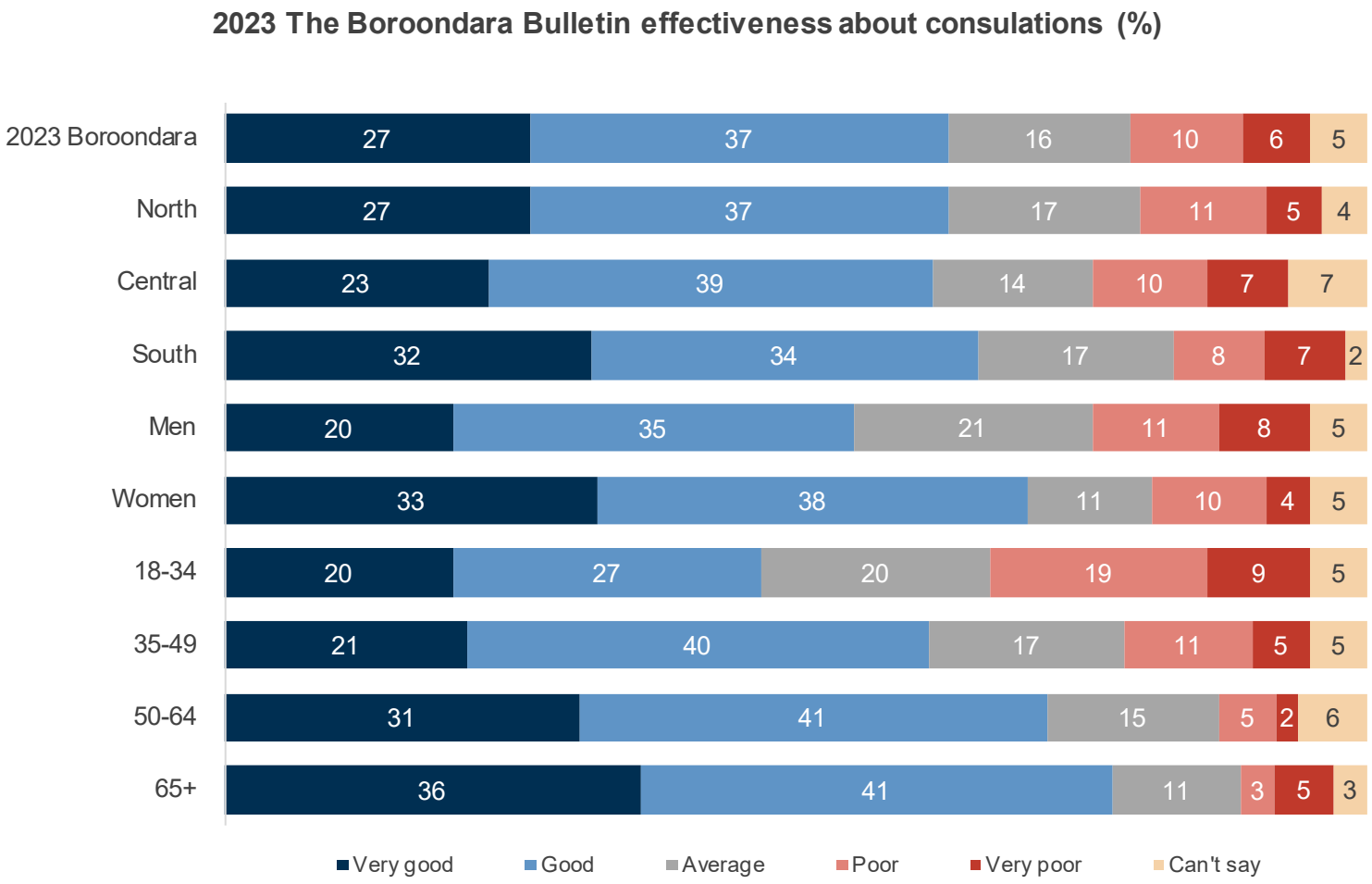
BD49. If the City of Boroondara wanted to tell you about your opportunities for Consultation and Engagement, please rate each of the following using a scale of Very good to Very Poor in terms of how effective each would be in informing you.
Base: All respondents (n=500).

Letterbox drop effectiveness about consultations



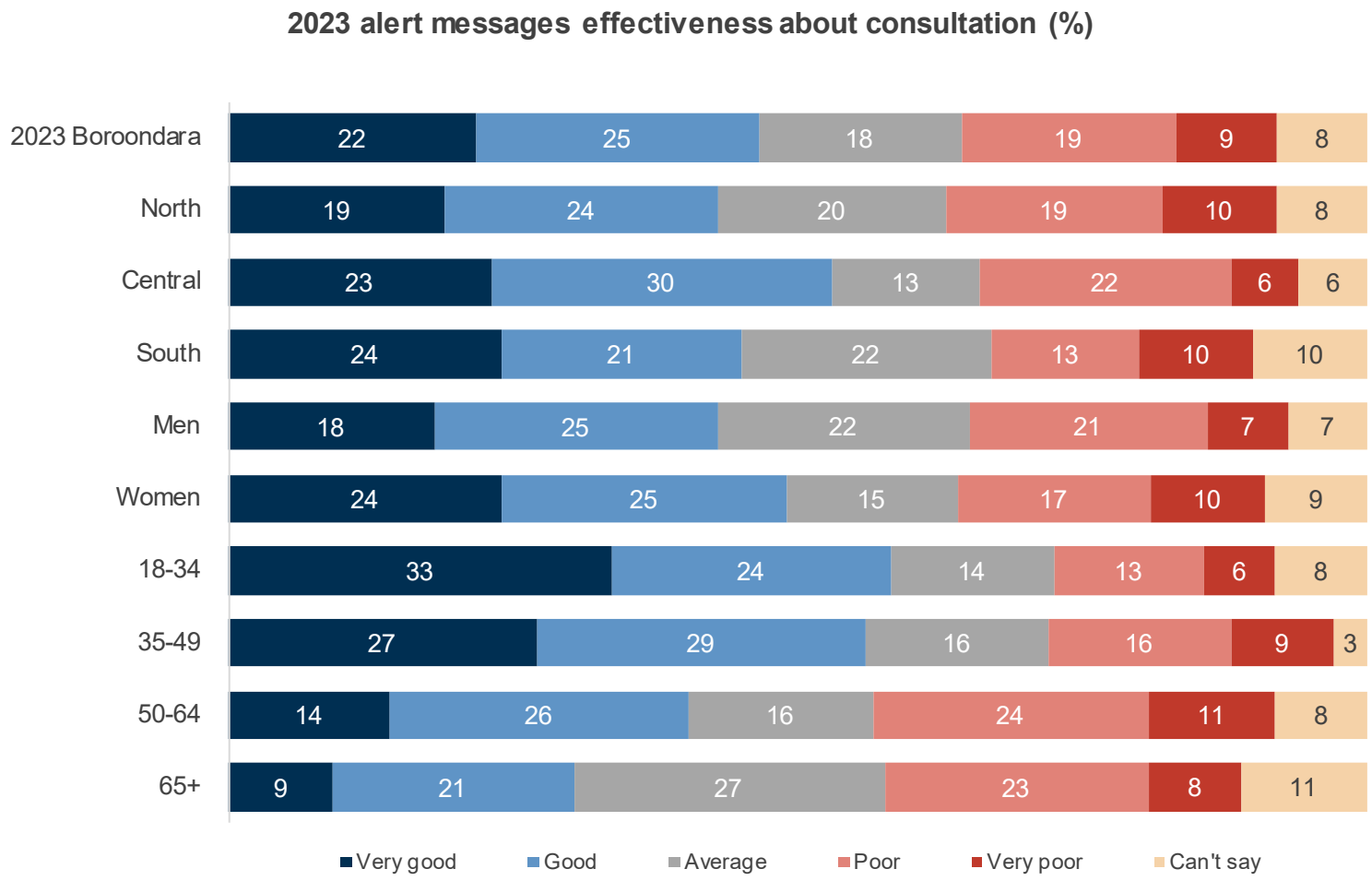
BD49. If the City of Boroondara wanted to tell you about your opportunities for Consultation and Engagement, please rate each of the following using a scale of Very good to Very Poor in terms of how effective each would be in informing you.
Base: All respondents (n=500).

The Boroondara Bulletin effectiveness about consulations



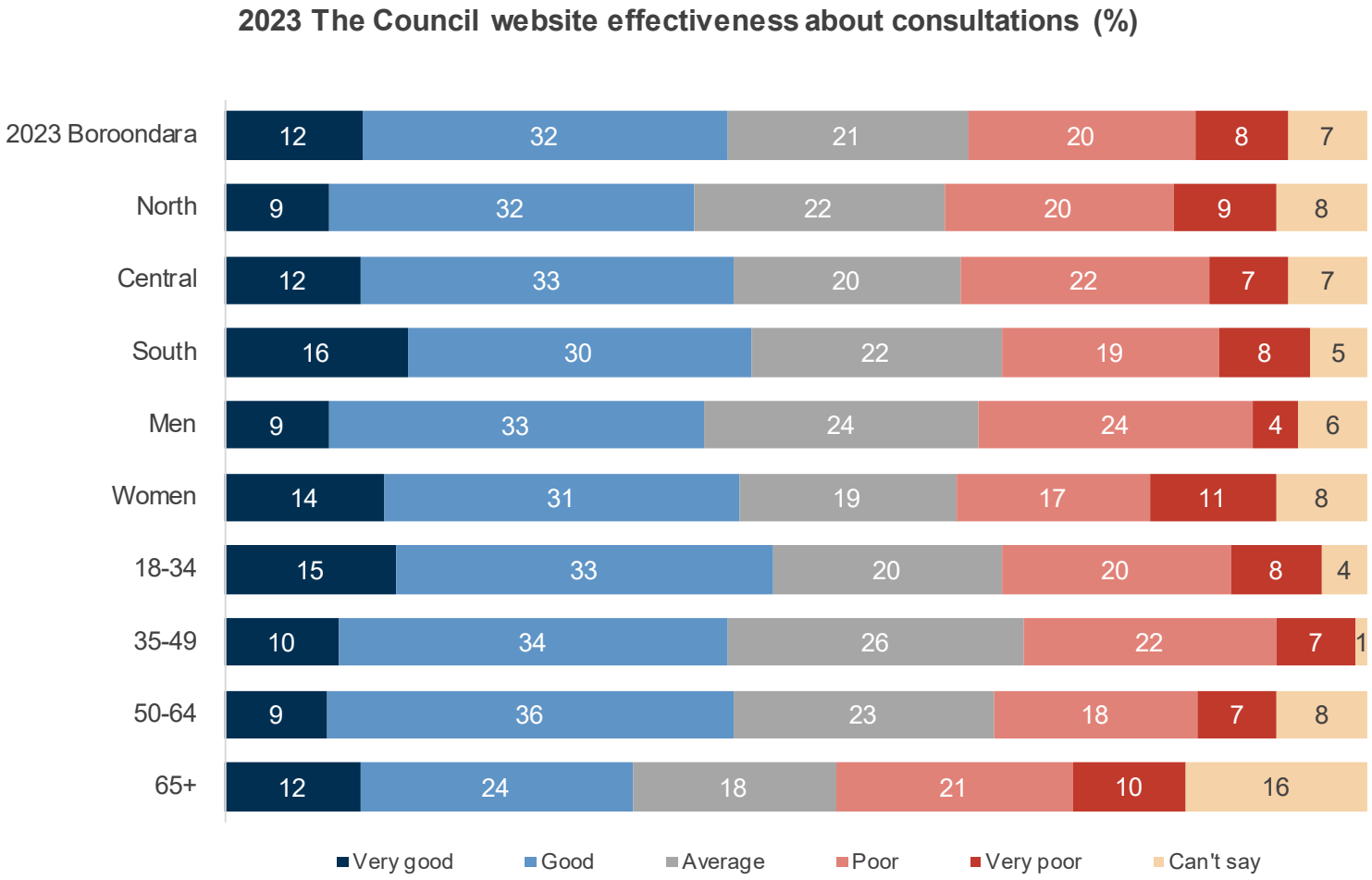
BD49. If the City of Boroondara wanted to tell you about your opportunities for Consultation and Engagement, please rate each of the following using a scale of Very good to Very Poor in terms of how effective each would be in informing you.
Base: All respondents (n=500).

Alert messages effectiveness about consultation



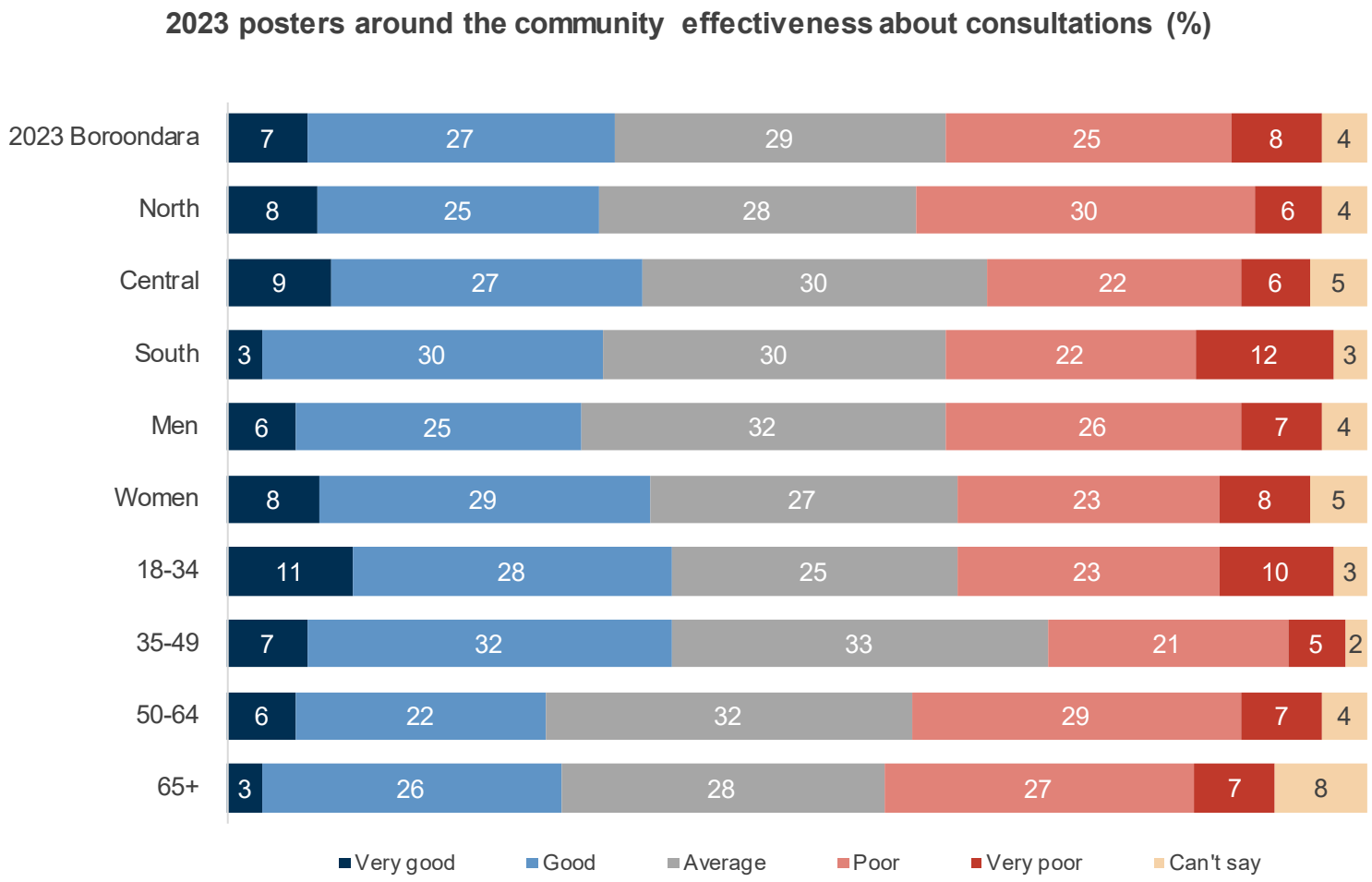
BD49. If the City of Boroondara wanted to tell you about your opportunities for Consultation and Engagement, please rate each of the following using a scale of Very good to Very Poor in terms of how effective each would be in informing you.
Base: All respondents (n=500).

The Council website effectiveness about consultations



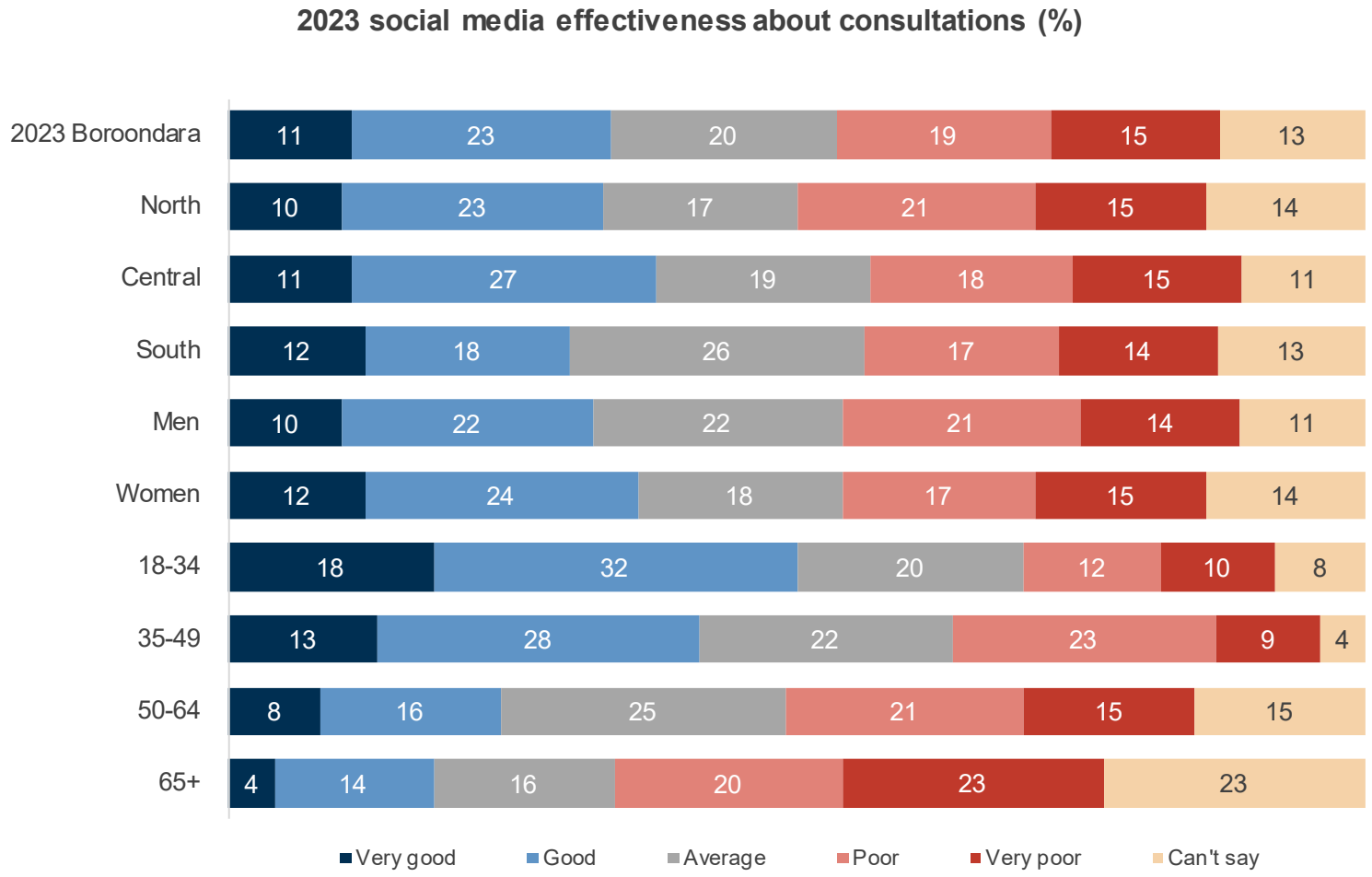
BD49. If the City of Boroondara wanted to tell you about your opportunities for Consultation and Engagement, please rate each of the following using a scale of Very good to Very Poor in terms of how effective each would be in informing you.
Base: All respondents (n=500).

Posters around the community effectiveness about consultations



BD49. If the City of Boroondara wanted to tell you about your opportunities for Consultation and Engagement, please rate each of the following using a scale of Very good to Very Poor in terms of how effective each would be in informing you.
Base: All respondents (n=500).

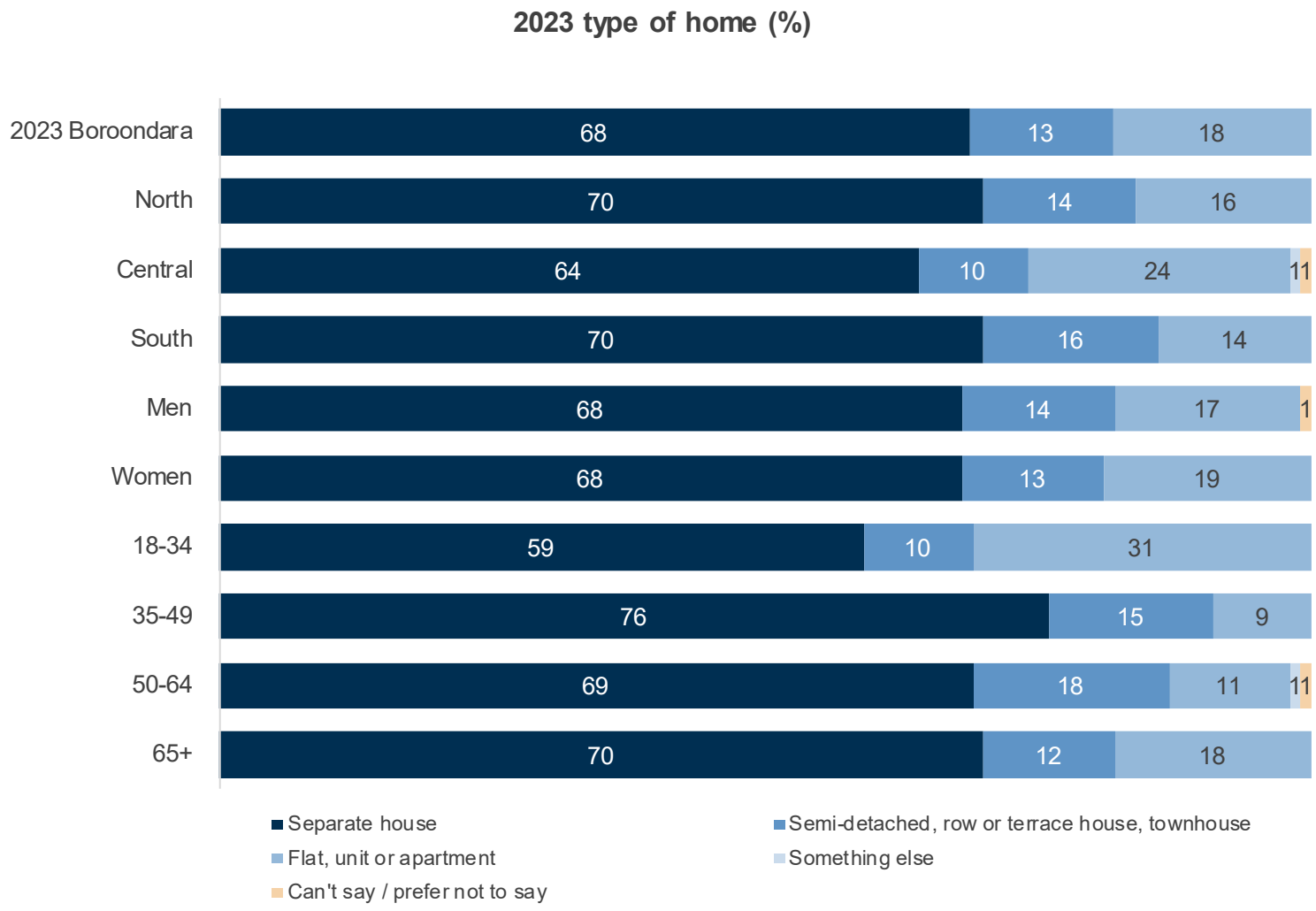
Social media effectiveness about consultations



BD49. If the City of Boroondara wanted to tell you about your opportunities for Consultation and Engagement, please rate each of the following using a scale of Very good to Very Poor in terms of how effective each would be in informing you.
Base: All respondents (n=500).

Type of residence

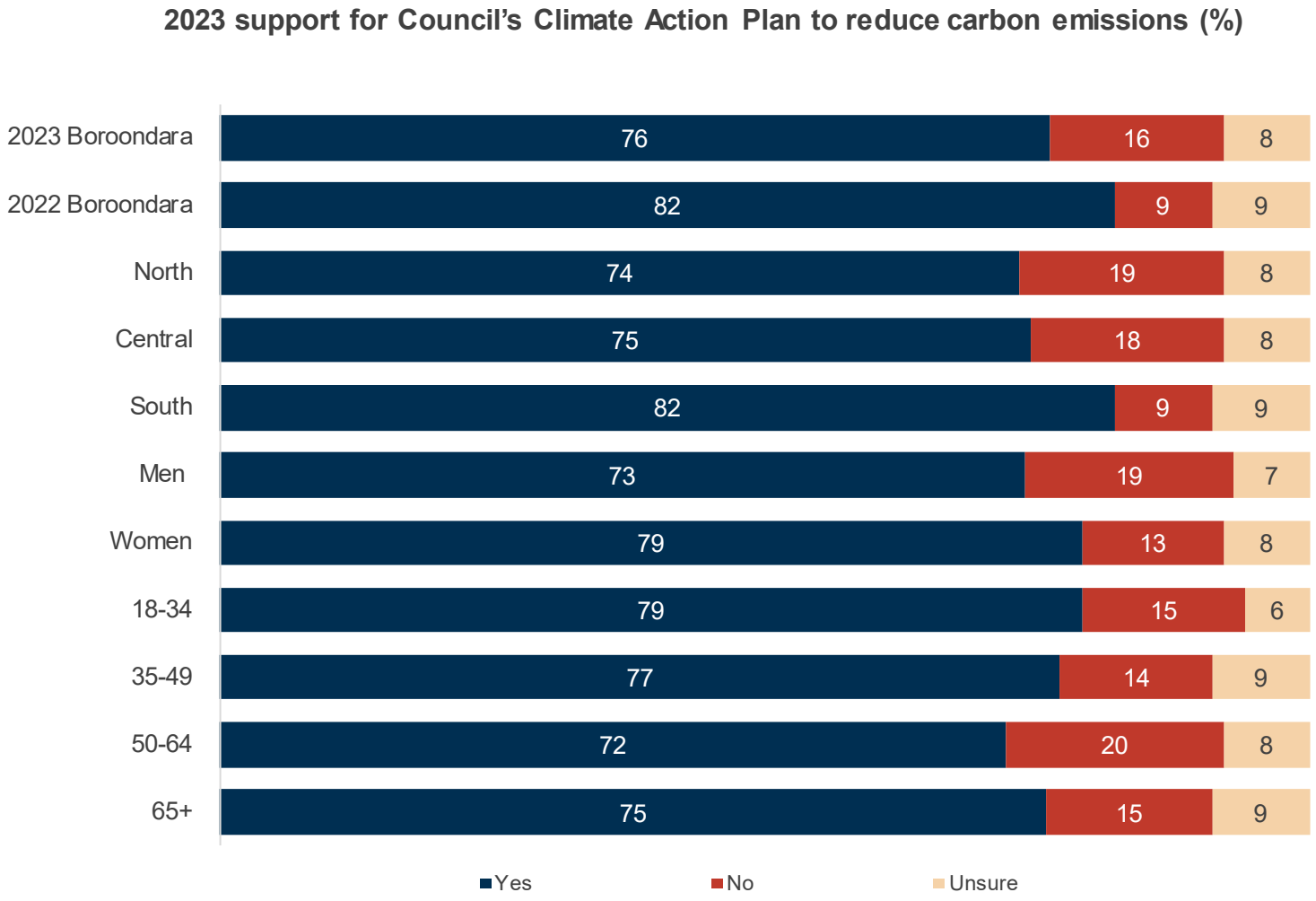
Type of home



BD50. Is your home a… ?
Base: All respondents (n=500).

Climate Action Plan

Support for Council's Climate Action Plan to reduce carbon emissions



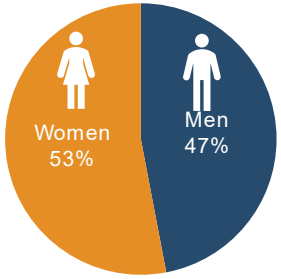
BD45. Council has adopted a Climate Action Plan to assist the community in reducing carbon emissions and to achieve carbon neutrality for its own operations. Do you support Council in taking this initiative?
Base: All respondents (n=500).

Detailed demographics

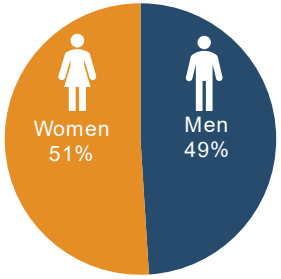
Gender and age profile

2023 gender

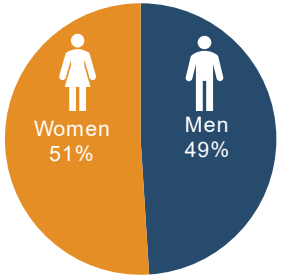
Boroondara



Metro

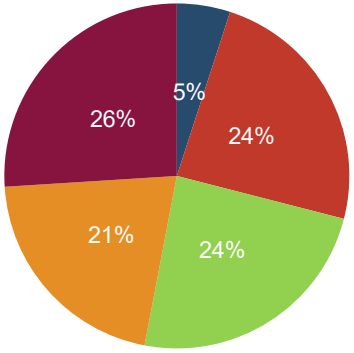


State-wide

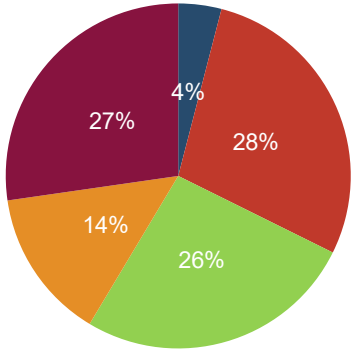


2023 age

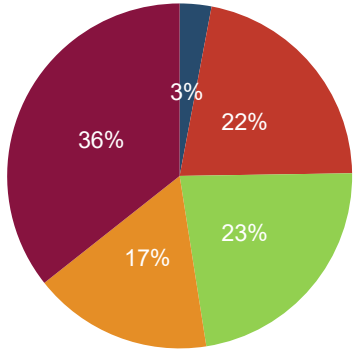
Boroondara



Metro

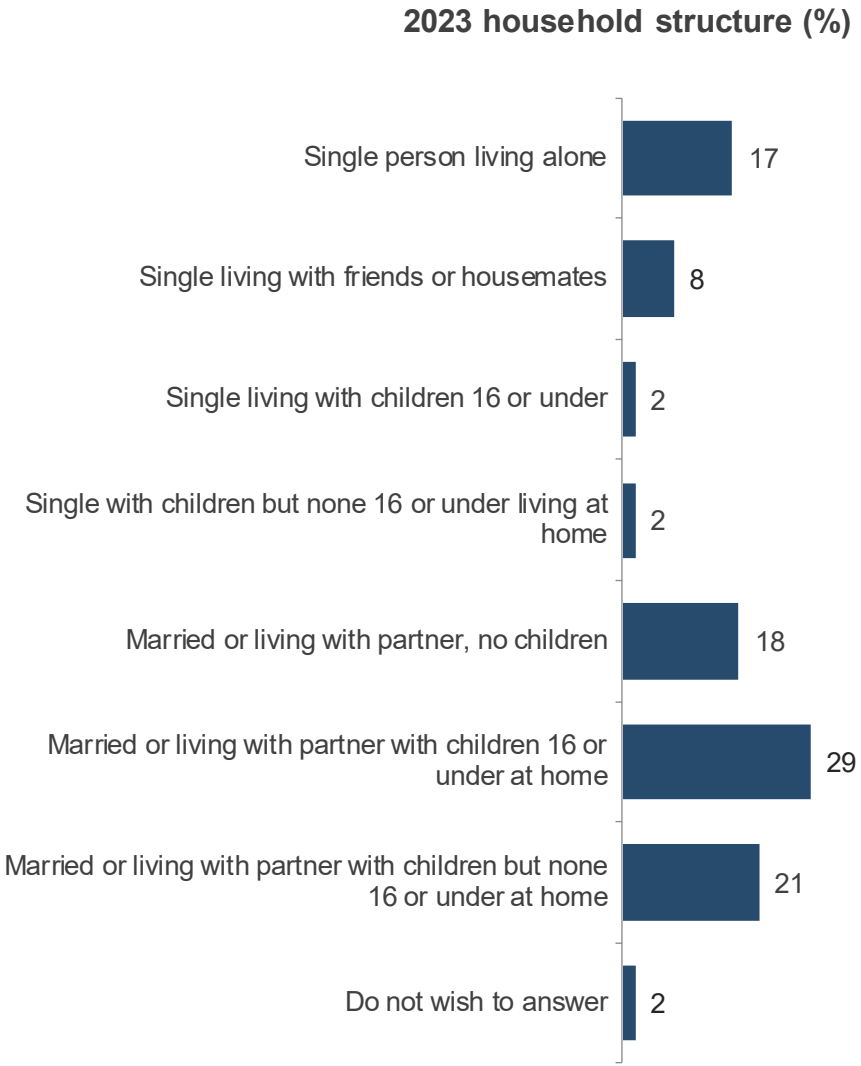


State-wide



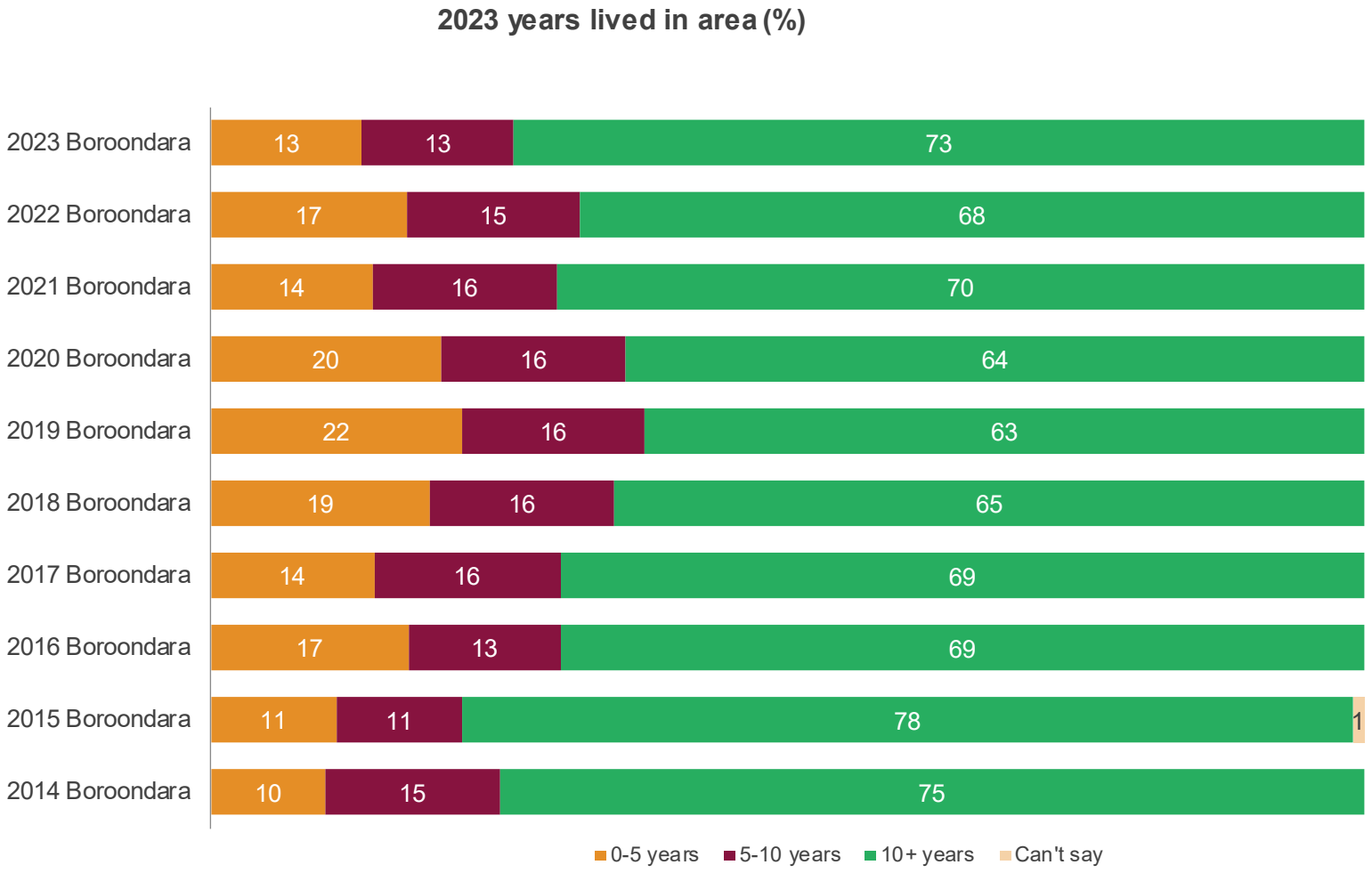
S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking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

Household structure



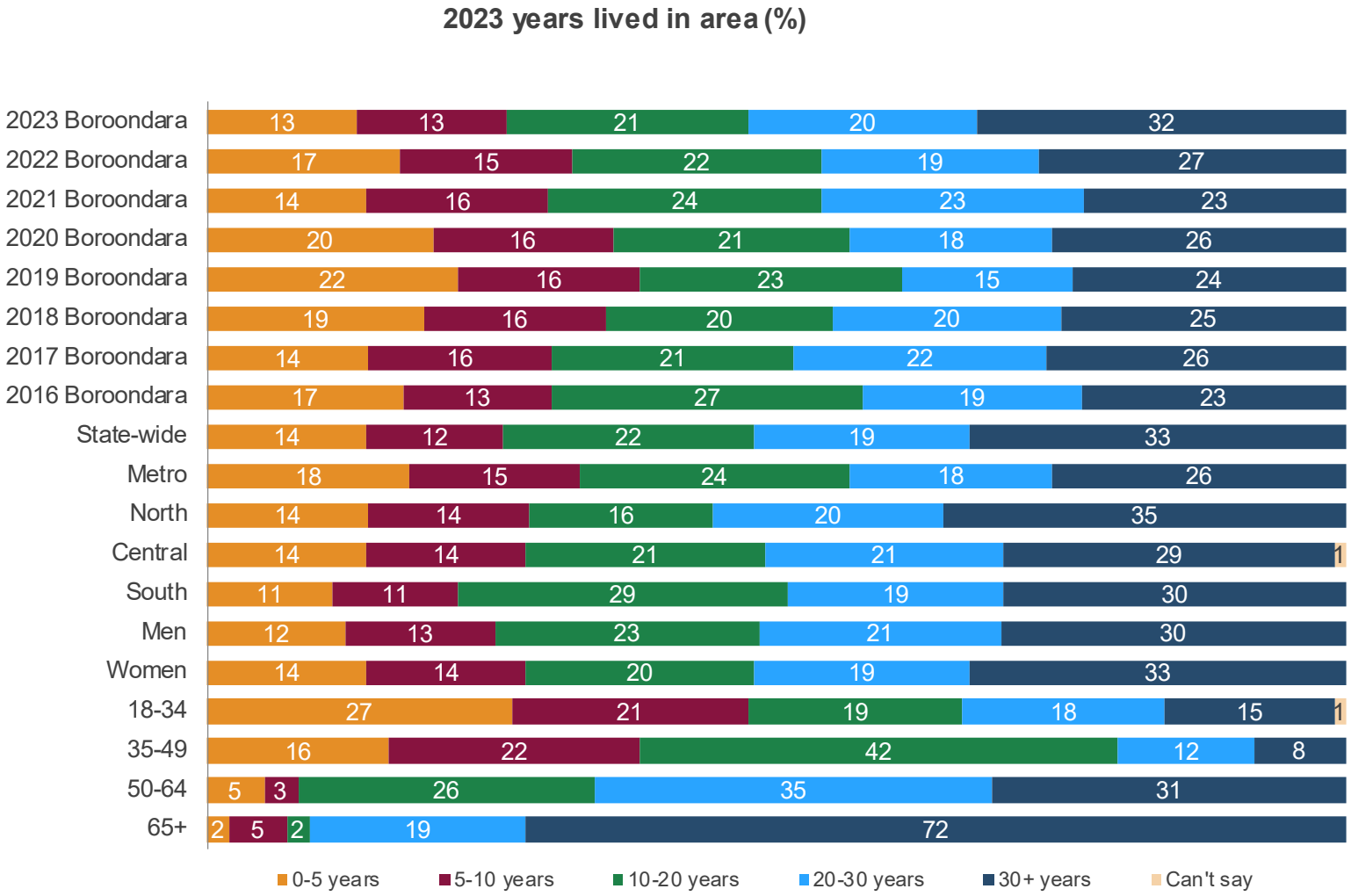
S6. Which of the following BEST describes your household?
Base: All respondents. Councils asked State-wide: 12 Councils asked group: 9

Years lived in area



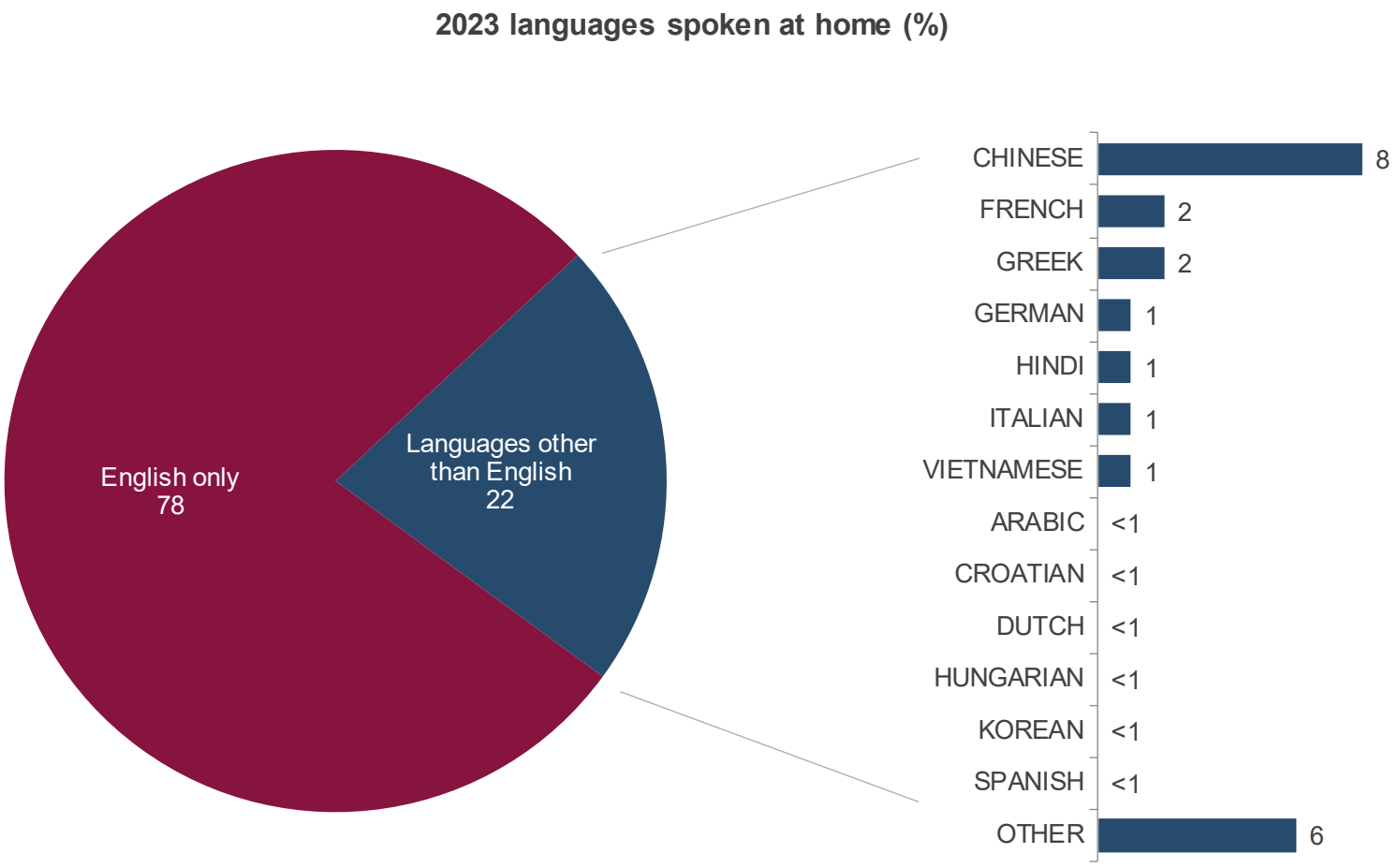
S5. How long have you lived in this area?/How long have you owned a property in this area?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6

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: 14 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 five years of data only.

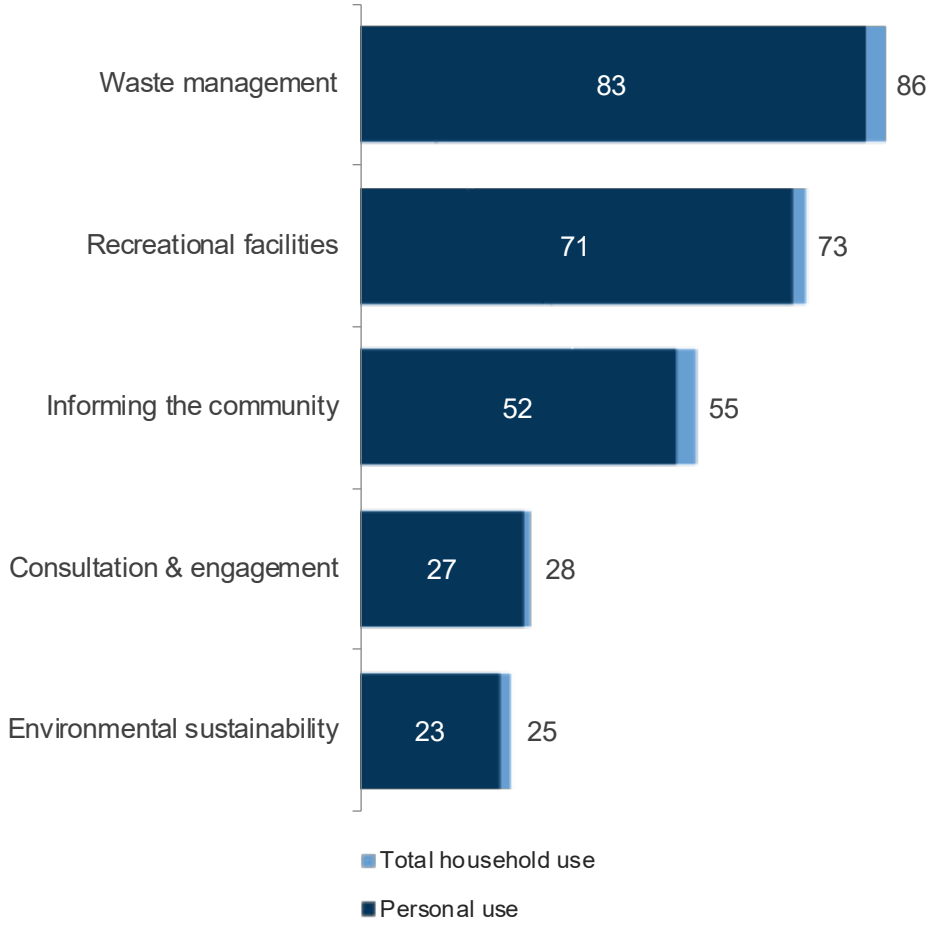
Languages spoken at home



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

Personal and household use and experience of council services

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



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
Base: All respondents. Councils asked State-wide: 11 Councils asked group: 4

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

Appendix A: Index Scores

Index Scores

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

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

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

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

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

Appendix A: Margins of error

The sample size for the 2023 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 134,900 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	500	400	+/-4.4
Men	209	190	+/-6.8
Women	291	210	+/-5.7
North	192	156	+/-7.1
Central	175	138	+/-7.4
South	133	107	+/-8.5
18-34 years	107	116	+/-9.5
35-49 years	176	96	+/-7.4
50-64 years	94	82	+/-10.2
65+ years	123	106	+/-8.9

Appendix A:
Significant difference reporting notation

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

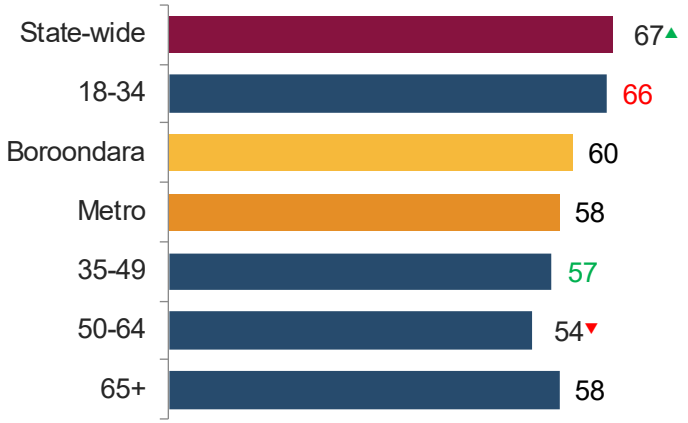
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

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

Further, results shown in green and red indicate significantly higher or lower results than in 2022. Therefore in the example below:

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

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



Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:
admin@jwsresearch.com

Appendix B:
Survey methodology and sampling

The 2023 results are compared with previous years, as detailed below:

- 2022, n=500 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=502 completed interviews, conducted in the period of 28th January – 18th March.
- 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.

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 27th January – 19th March, 2023.

Appendix B:
Survey methodology and sampling

Please note that an additional round of interviewing took place this year to account for five performance measures that Boroondara City Council chose to include once the initial fieldwork period was complete.

These measures included:

- Informing the community
- The condition of local streets and footpaths in your area
- Recreational facilities
- The appearance of public areas
- Environmental sustainability

These additional n=500 completed interviews were achieved in the period of 7th – 8th June, 2023.

Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2023 vary slightly.

Council Groups

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, Merri-Bek, Port Phillip, Stonnington and Whitehorse.

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

Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2023 have been made throughout this report as appropriate.

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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

Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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