2023 Local Government Community Satisfaction Survey

Whitehorse City Council

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

Contents

Background and objectives

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

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

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

- councils' overall performance, with benchmarking against State-wide and council group results

- value for money in services and infrastructure

- community consultation and engagement

- decisions made in the interest of the community

- customer service, local infrastructure, facilities, services and

- overall council direction.

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

Serving Victoria for 24 years

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

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

Key findings and recommendations

Whitehorse City Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Whitehorse 66

Metropolitan 62

State-wide 56

Council performance compared to group average

Top performing areas	
Art centres & libraries	▬ on par
Waste management	▲ higher
Recreational facilities	▬ on par

Lowest performing areas	
Planning & building permits	▬ on par
Lobbying	▬ on par
Consultation & engagement	▬ on par

Customer service	▬ on par

Summary of core measures

Index scores

Overall Performance **Value for money** **Community Consultation** **Making Community Decisions** **Sealed Local Roads** **Waste management** **Customer Service** **Overall Council Direction**
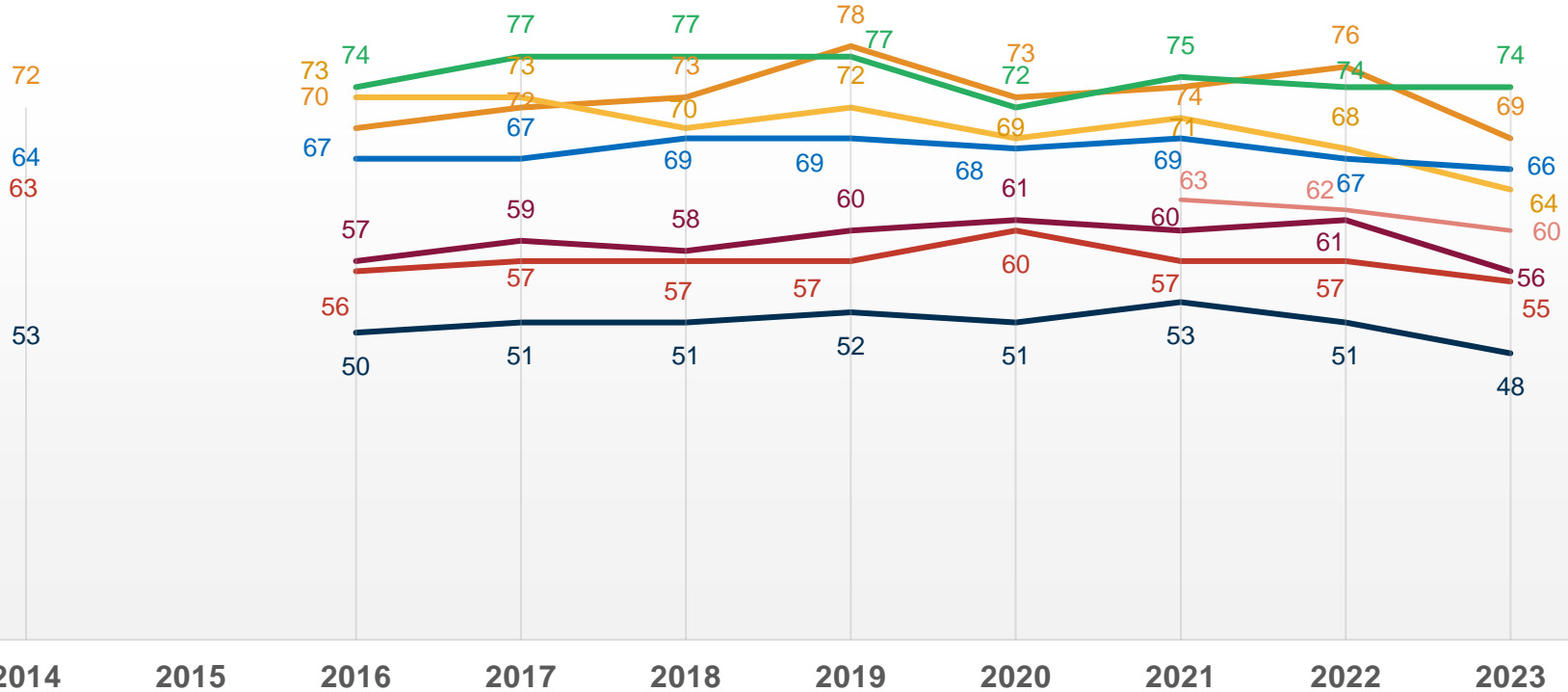
Summary of core measures

Core measures summary results (%)
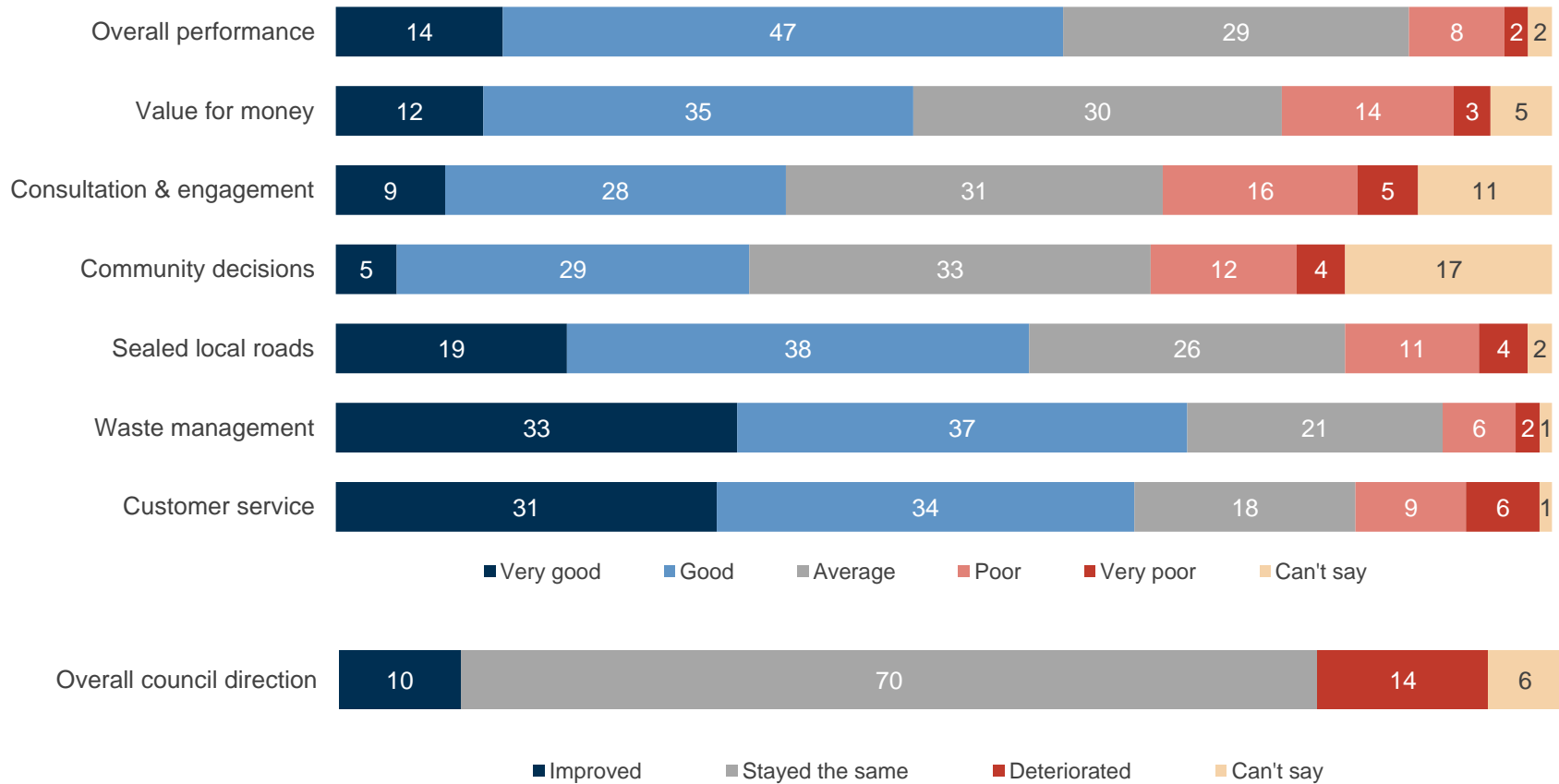
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	14	47	29	8	2	2
Value for money	12	35	30	14	3	5
Consultation & engagement	9	28	31	16	5	11
Community decisions	5	29	33	12	4	17
Sealed local roads	19	38	26	11	4	2
Waste management	33	37	21	6	2	1
Customer service	31	34	18	9	6	1

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

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	10	70	14	6

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

Summary of Whitehorse City Council performance

Services		Whitehorse 2023	Whitehorse 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	66	67	62	56	Box Hill residents	Aged 50-64 years
	Value for money	60	62	56	49	Box Hill residents	Aged 50-64 years
	Overall council direction	48	51	49	46	Aged 35-49 years	Aged 50-64 years
	Customer service	69	76	71	67	Aged 65+ years	Aged 18-34 years
	Art centres & libraries	75	74	75	73	Aged 65+ years	Aged 18-34 years
	Waste management	74	74	68	66	Aged 65+ years	Aged 50-64 years
	Recreational facilities	73	73	72	68	Aged 65+ years	Box Hill residents
	Appearance of public areas	71	74	68	67	Aged 65+ years	Aged 18-34 years, Aged 50-64 years, Box Hill residents
	Community & cultural	69	64	67	66	Aged 65+ years	Aged 50-64 years
	Sealed local roads	64	68	61	48	Aged 18-34 years, Nunawading East residents	Aged 50-64 years

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

Summary of Whitehorse City Council performance

Services		Whitehorse 2023	Whitehorse 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Family support services	**63**	68	65	63	Aged 50-64 years, Nunawading West residents	Men, Aged 18-34 years
	Environmental sustainability	**63**	64	62	60	Women, Nunawading East residents, Aged 35-49 years	Aged 50-64 years, Men
	Enforcement of local laws	**62**	64	62	61	Box Hill residents, Aged 18-34 years	Aged 50-64 years
	Informing the community	**58**	60	60	57	Aged 65+ years, Women, Box Hill residents	Aged 50-64 years
	Community decisions	**56**	61	55	51	Aged 65+ years	Aged 18-34 years
	Consultation & engagement	**55**	57	55	52	Box Hill residents	Men, Nunawading West residents
	Lobbying	**54**	57	53	51	Aged 65+ years, Nunawading East residents	Nunawading West residents
	Planning & building permits	**51**	54	50	47	Aged 50-64 years	Aged 18-34 years

Significantly higher / lower than Whitehorse 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

Council's overall performance index score experienced a (not significant) one-point decline in 2023. Despite being fairly stable over time, two consecutive years of small, incremental declines has seen Council reach its lowest overall performance rating in eight years. Ratings held steady across most individual service areas in the last year, but significantly declined in customer service, community decisions, family support services and sealed local roads. Promisingly, ratings of community and cultural activities significantly improved.

Key influences on perceptions of overall performance

Community decisions, and consultation and engagement, have the strongest influence on overall perceptions of Council and are among Council's lowest rated service areas, making them a priority for improvement. Planning and building permits is Council's lowest rated area with a more moderate influence on perceptions, so attention here too is warranted. The appearance of public areas, waste management and recreational facilities also impact perceptions, but Council currently performs well in these and should maintain these efforts.

Comparison to state and area grouping

Positively, Council continues to rate significantly higher than the State-wide result in most service areas evaluated, and significantly higher than <u>both</u> the State-wide and Metropolitan group averages on the appearance of public areas, waste management, the condition of sealed local roads and, importantly, overall performance. There are no service areas where Council's performance is rated significantly lower than either group average. This is a positive result for Council.

Opportunity to engage with key cohorts

Further endeavours should be made to improve perceptions among 50 to 64 year olds, who remain more critical of Council in most service areas. Council must also ensure perceptions among 18 to 34 year olds do not slip further in the next 12 months, given their perceptions have declined significantly in many areas. Rate of contact with Council is higher than ever among this age group, so there may be an opportunity to improve perceptions by delivering a positive customer service experience, hearing and conciliating their concerns and views.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 66 for Whitehorse City Council represents a marginal one-point decline on the 2022 result. However, after a steady trend of relative stability, two consecutive years of decline has resulted in Council's lowest overall performance rating in eight years.

- This follows the State-wide trend of decline in perceptions over the last two years.

That said, Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than both the State-wide and Metropolitan group averages (index scores of 56 and 62 respectively).

- Overall performance ratings experienced a significant six-point decline among Nunawading East residents. In the previous evaluation, this group provided Council's highest overall performance rating. Now, ratings among these residents are at a series low.

- This year instead, Box Hill residents rate Council's overall performance the highest, having regained some ground after a significant decline in 2022.

Almost half of residents (47%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. A further three in ten (30%) rate Council as 'average', while 17% rate it as 'very poor' or 'poor'.

Overall performance
Results shown are index scores out of 100.
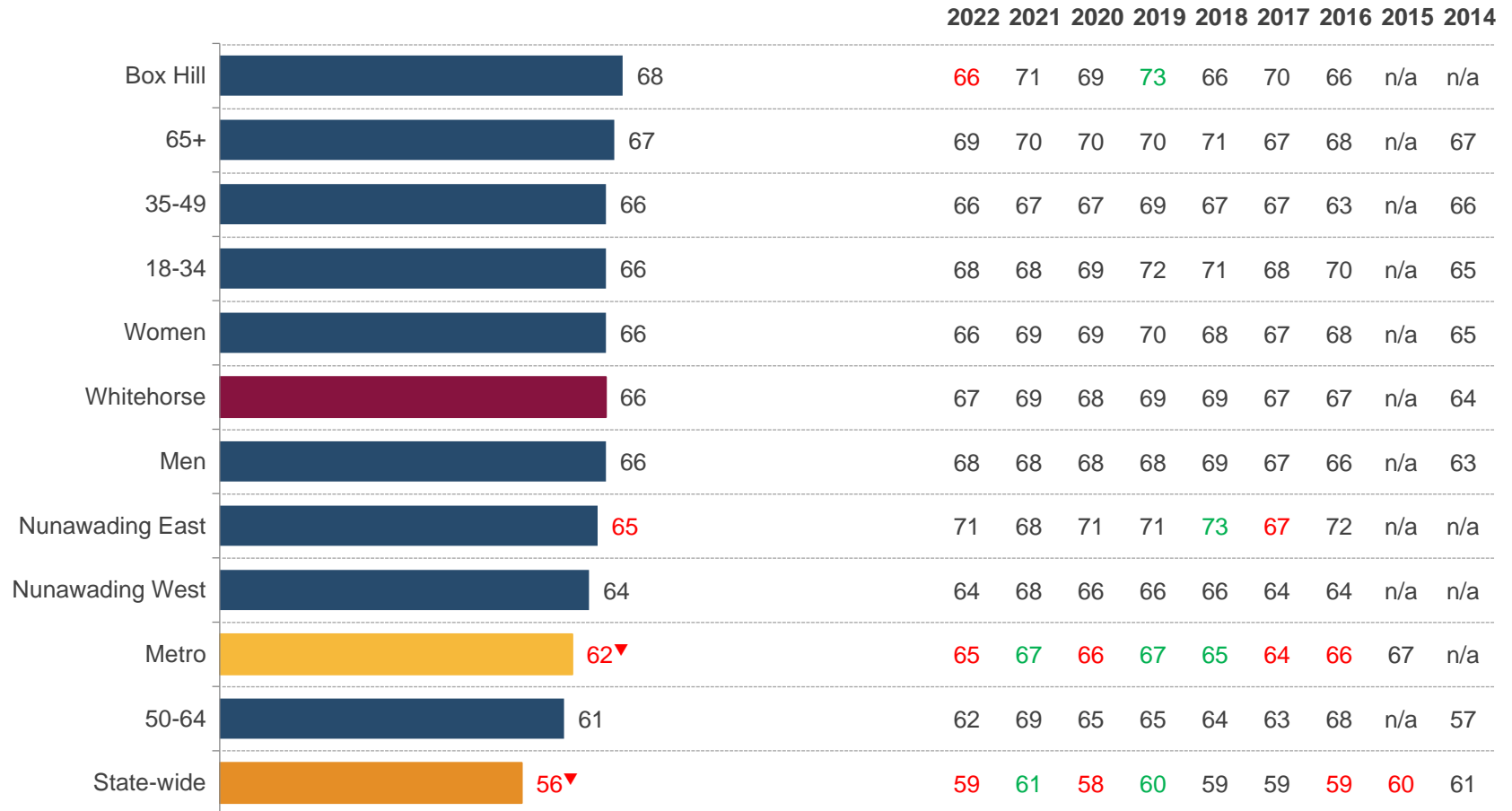
Whitehorse 66

State-wide 56

Metropolitan 62

✓ Box Hill residents rate overall performance highest (68)

✗ Aged 50-64 years rate overall performance lowest (61)

Overall performance

2023 overall performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Box Hill	68	66	71	69	73	66	70	66	n/a	n/a
65+	67	69	70	70	70	71	67	68	n/a	67
35-49	66	66	67	67	69	67	67	63	n/a	66
18-34	66	68	68	69	72	71	68	70	n/a	65
Women	66	66	69	69	70	68	67	68	n/a	65
Whitehorse	66	67	69	68	69	69	67	67	n/a	64
Men	66	68	68	68	68	69	67	66	n/a	63
Nunawading East	65	71	68	71	71	73	67	72	n/a	n/a
Nunawading West	64	64	68	66	66	66	64	64	n/a	n/a
Metro	62▼	65	67	66	67	65	64	66	67	n/a
50-64	61	62	69	65	65	64	63	68	n/a	57
State-wide	56▼	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 Whitehorse City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2023 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	14	47	29	8	2	2
2022 Whitehorse	16	43	34	4	2	1
2021 Whitehorse	16	46	32	4		3
2020 Whitehorse	15	51	28	2	3	1
2019 Whitehorse	17	49	27	4	1	2
2018 Whitehorse	15	54	23	6	1	1
2017 Whitehorse	12	50	30	4	2	2
2016 Whitehorse	14	50	29	5	2	1
2014 Whitehorse	8	46	35	7	1	3
State-wide	9	33	36	13	7	1
Metro	12	41	32	9	4	2
Nunawading West	12	45	32	7	2	2
Box Hill	17	46	31			5
Nunawading East	13	47	25	9	3	3
Men	15	42	33	7	1	1
Women	12	50	25	8	2	3
18-34	9	54	28	6	2	1
35-49	14	49	27	7	2	2
50-64	18	27	39	12		3
65+	16	45	27	7	1	3

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

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

Value for money in services and infrastructure

2023 value for money (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Box Hill	63	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	64	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	62	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	63	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Whitehorse	60	62	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Nunawading East	60	65	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	60	63	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Nunawading West	58	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	56▼	61	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	55	60	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	49▼	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Whitehorse City Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 15
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure

2023 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	12	35	30	14	3	5
2022 Whitehorse	12	37	29	11	3	8
2021 Whitehorse	13	35	33	8	3	8
State-wide	7	26	34	18	12	4
Metro	9	32	33	14	7	6
Nunawading West	9	32	35	12	5	8
Box Hill	16	36	30	13	2	3
Nunawading East	13	37	26	17	3	4
Men	12	35	29	16	3	5
Women	12	36	30	12	4	6
18-34	8	42	27	15	2	7
35-49	13	38	28	11	5	5
50-64	12	26	33	20	6	3
65+	16	31	32	13	2	6

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

Q3b. How would you rate Whitehorse City Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 15

Top performing service areas

Art centres and libraries (index score of 75) is where Council performs best. Council performs in line with the State-wide and Metropolitan group averages in this area.

- Perceptions of Council's art centres and libraries performance improved significantly among Box Hill residents in the last 12 months.

Waste management and recreational facilities are Council's next highest rated service areas (index scores of 74 and 73 respectively).

- Council performs significantly higher than the State-wide average on both of these areas, and significantly higher than the Metropolitan group average on waste management.

Waste management is consistently rated as the most important service area (importance index of 85), and has a positive influence on the overall performance rating, so maintaining these positive results should remain a focus.

- In each of the aforementioned areas, residents aged 65 years and over provide the highest performance ratings (significantly so for art centres and libraries).

In line with these results, 12% of residents volunteer recreational and sporting facilities as the best thing about Council, 11% cite waste management (although 9% believe it is an area for improvement), and 7% cite library facilities / services / staff.
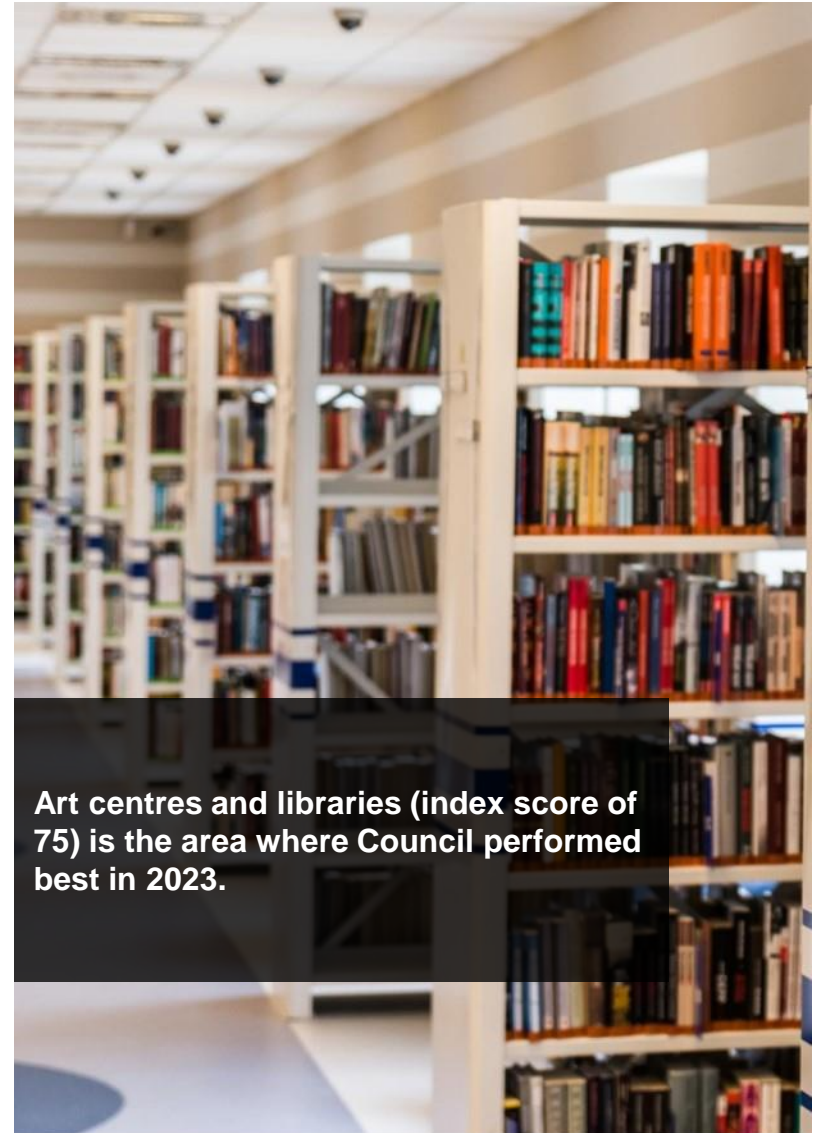
Art centres and libraries (index score of 75) is the area where Council performed best in 2023.

Low performing service areas

Council rates lowest – relative to its performance in other areas – in the area of planning and building permits (index score of 51).

Planning and building permits remains Council's lowest rated service area (index score of 51, down three points on 2022). As with previous evaluations, this service area exhibits the largest disparity between importance and performance perceptions (now a 23-point differential).

Lobbying is Council's next lowest-rated area (index score of 54), followed closely by consultation and engagement (55) and community decisions (56, down a significant five points). In each, ratings have hit an all-time low.

- On many metrics, including the above, ratings deteriorated among 18 to 34 year olds, in most cases significantly. Significant declines also occurred among men for community decisions, and planning and building permits, Nunawading East residents for community decisions, and Nunawading West residents for lobbying.

- Notably, in each of these service areas, perceptions among 50 to 64 year olds remained stable or improved (significantly so for planning and building permits). This demonstrates Council's efforts over the year have been effective among these residents, who historically, were one of the most critical groups of its performance.

Further to these results, town planning / permits / red tape is cited by 11% of residents as most in need of improvement, while 7% say community consultation and 6% say inappropriate / over development.

Individual service area performance

2023 individual service area performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	75	74	73	77	78	77	79	74	n/a	n/a
Waste management	74	74	75	72	77	77	77	74	n/a	n/a
Recreational facilities	73	73	74	75	77	76	76	75	n/a	n/a
Appearance of public areas	71	74	76	73	76	73	77	74	n/a	n/a
Community & cultural	69	64	67	73	74	75	74	73	n/a	n/a
Sealed local roads	64	68	71	69	72	70	73	73	n/a	n/a
Family support services	63	68	67	72	70	69	72	69	n/a	n/a
Environmental sustainability	63	64	63	65	66	65	68	64	n/a	n/a
Enforcement of local laws	62	64	66	66	65	65	65	65	n/a	n/a
Informing the community	58	60	59	63	64	62	61	61	n/a	n/a
Community decisions	56	61	60	61	60	58	59	57	n/a	n/a
Consultation & engagement	55	57	57	60	57	57	57	56	n/a	63
Lobbying	54	57	58	59	56	56	56	57	n/a	60
Planning & building permits	51	54	54	53	52	50	50	50	n/a	n/a

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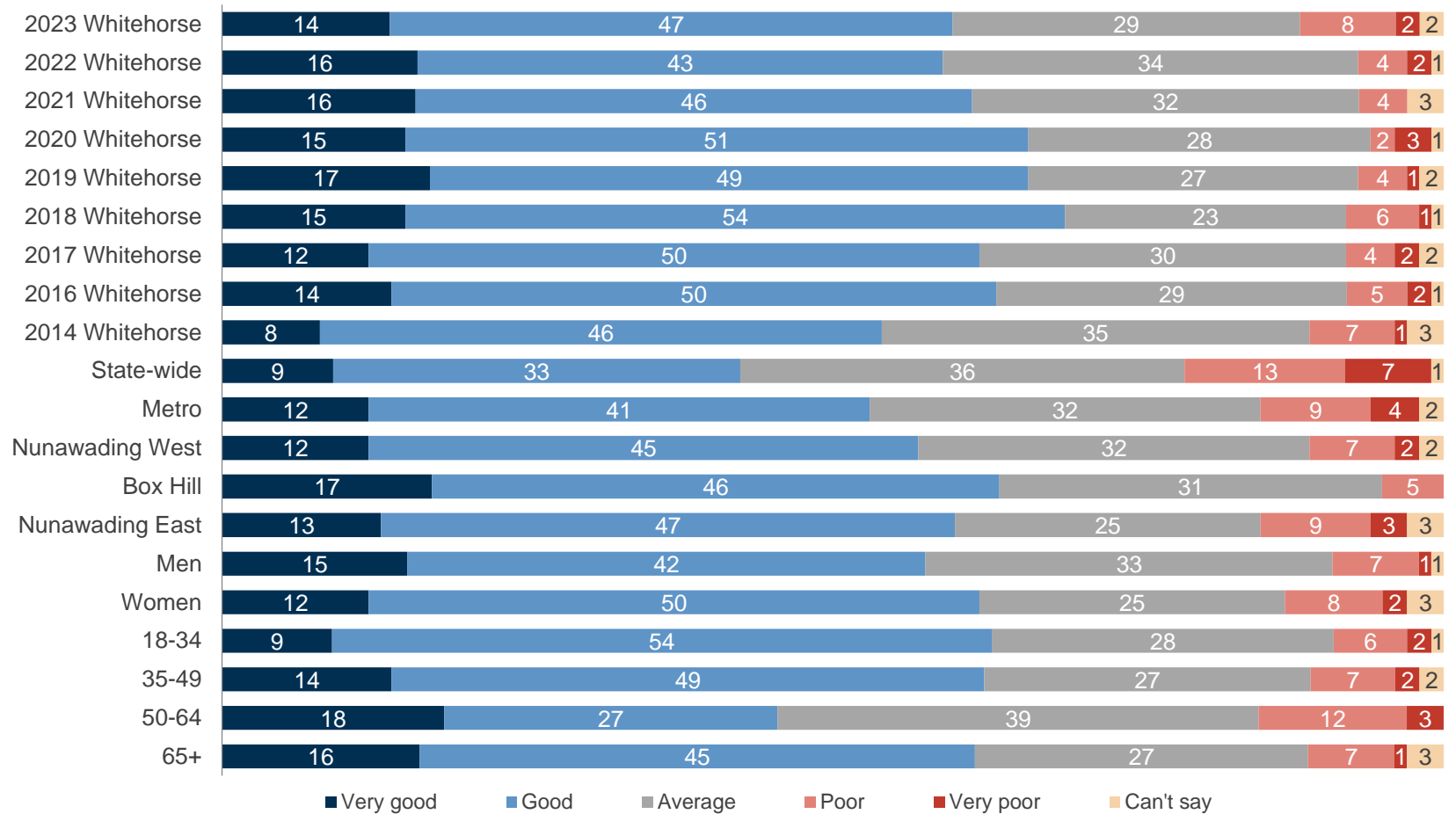*Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2023 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Art centres & libraries	25	38	19	3		14
Waste management	33	37	21	6	2	1
Recreational facilities	24	46	19	5		5
Appearance of public areas	24	46	23	6	1	1
Community & cultural	19	35	27	6		14
Sealed local roads	19	38	26	11	4	2
Family support services	10	27	21	6	2	34
Environmental sustainability	11	36	28	7	3	15
Enforcement of local laws	9	36	27	10	2	16
Informing the community	12	31	36	14	4	4
Community decisions	5	29	33	12	4	17
Consultation & engagement	9	28	31	16	5	11
Lobbying	5	20	32	12	3	28
Planning & building permits	7	19	29	13	8	25

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
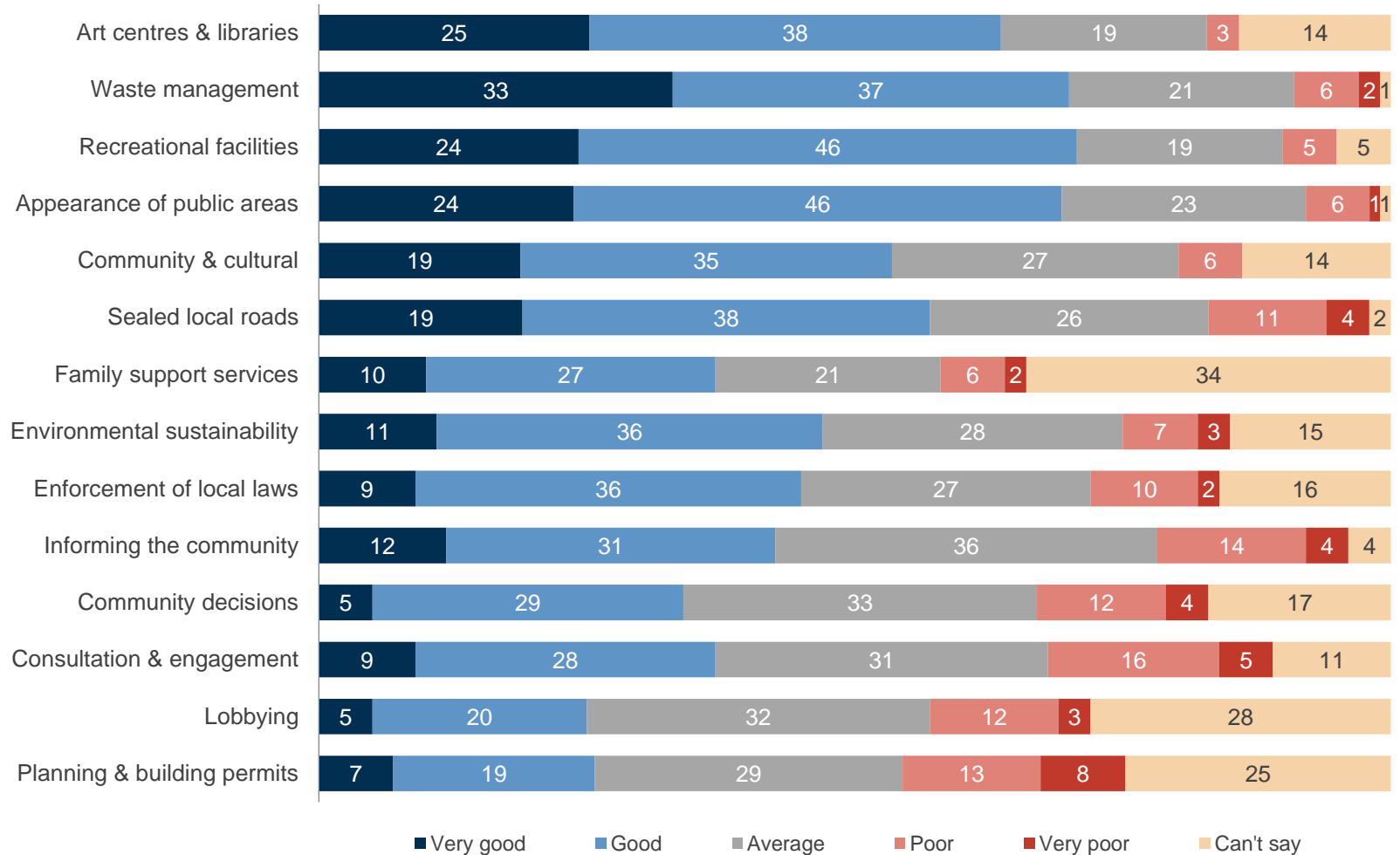
Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

Individual service area importance

2023 individual service area importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Waste management	85	84	85	85	84	84	81	81	n/a	n/a
Sealed local roads	79	80	76	77	77	76	76	76	n/a	n/a
Community decisions	78	78	78	79	76	79	78	78	n/a	n/a
Planning & building permits	74	73	74	75	76	77	76	76	n/a	n/a
Appearance of public areas	74	75	74	73	72	72	75	74	n/a	n/a
Recreational facilities	74	73	74	71	71	72	72	75	n/a	n/a
Family support services	73	73	74	73	73	74	75	73	n/a	n/a
Environmental sustainability	73	75	76	76	73	74	73	74	n/a	n/a
Informing the community	71	73	73	73	71	72	71	74	n/a	n/a
Consultation & engagement	71	71	72	70	71	71	71	75	n/a	n/a
Art centres & libraries	70	70	70	69	68	69	66	69	n/a	n/a
Enforcement of local laws	69	70	69	72	71	71	72	72	n/a	n/a
Lobbying	65	66	66	65	63	64	64	68	n/a	n/a
Community & cultural	59	62	61	60	60	60	59	62	n/a	n/a

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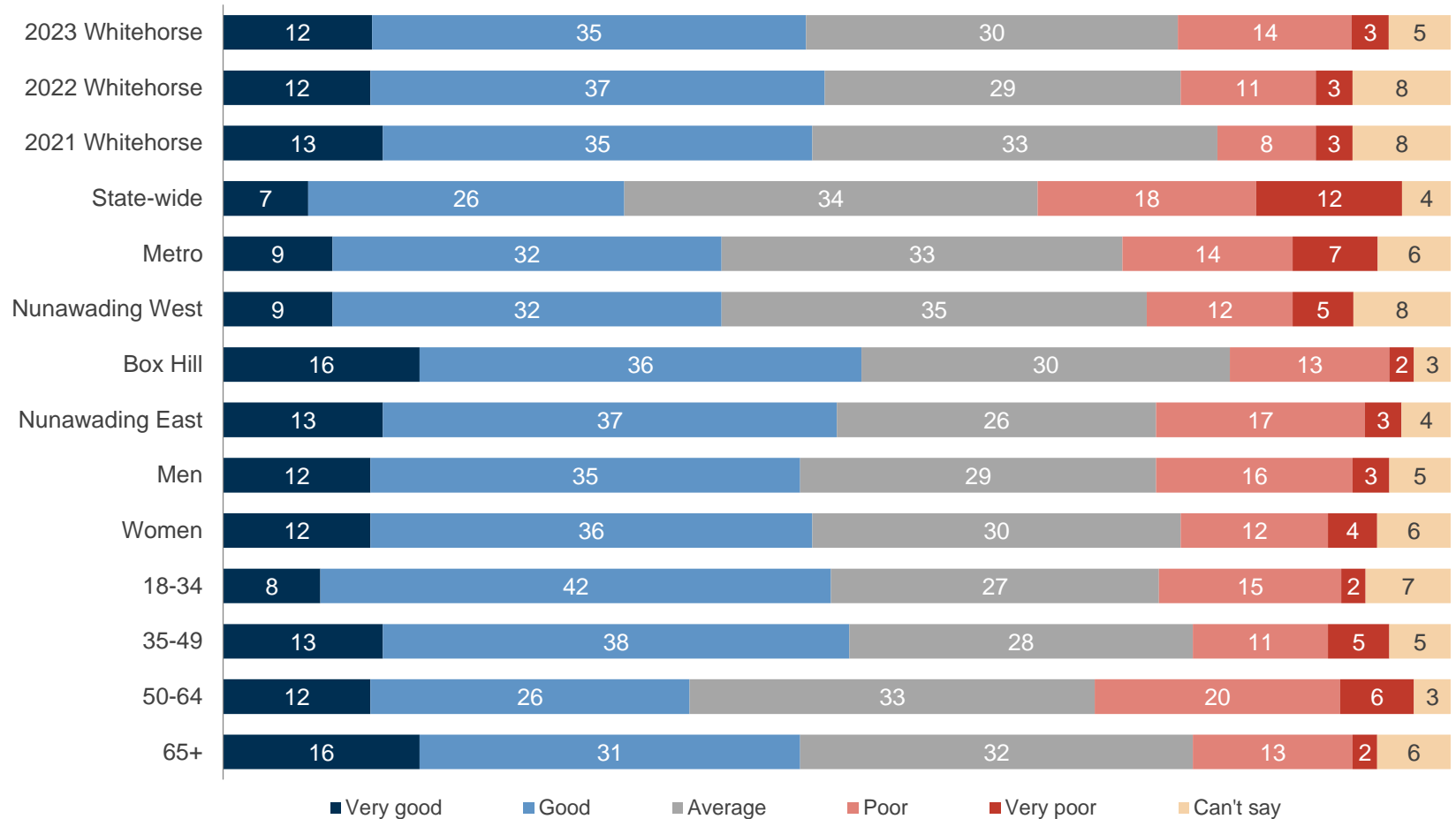*Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10*
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2023 individual service area importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Waste management	51	37	12			
Sealed local roads	36	45	16	1		2
Community decisions	38	37	18	3	1	3
Recreational facilities	26	46	24	3		1
Appearance of public areas	28	44	24	3		1
Family support services	33	36	20	6	2	2
Planning & building permits	33	36	21	6	1	3
Environmental sustainability	33	35	23	7	2	1
Consultation & engagement	27	39	24	7	1	1
Art centres & libraries	22	45	26	5	2	1
Informing the community	25	40	28	5	1	1
Enforcement of local laws	24	39	28	6	2	1
Lobbying	22	31	27	14	2	3
Community & cultural	10	34	41	12	2	1

Legend: ■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say
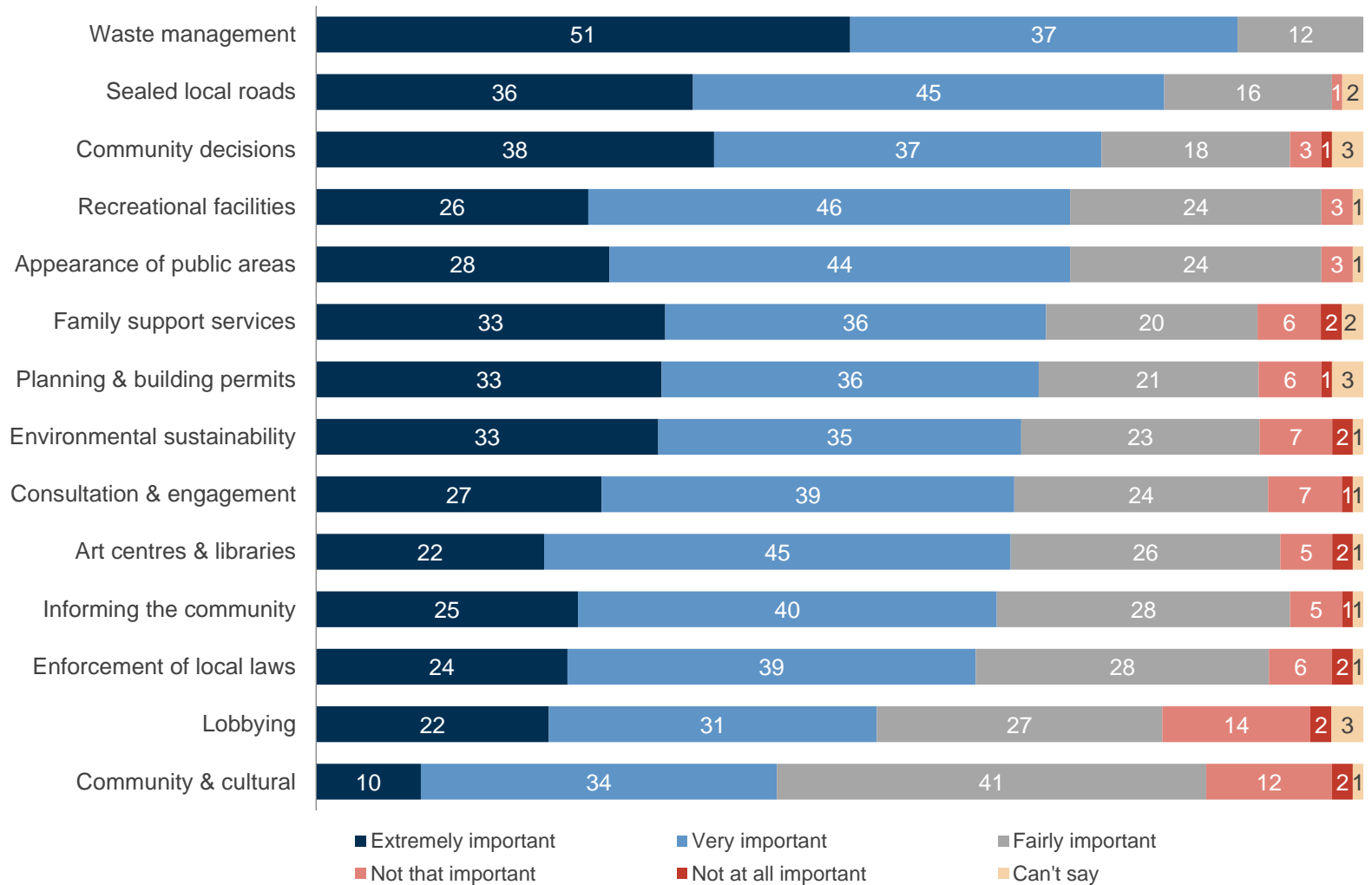
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10

Individual service areas importance vs performance

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

	Importance (index scores)	Performance (index scores)	Net Differential
Planning & building permits	74	51	-23
Community decisions	78	56	-22
Consultation & engagement	71	55	-16
Sealed local roads	79	64	-15
Informing the community	71	58	-13
Lobbying	65	54	-11
Waste management	85	74	-10
Family support services	73	63	-10
Environmental sustainability	73	63	-10
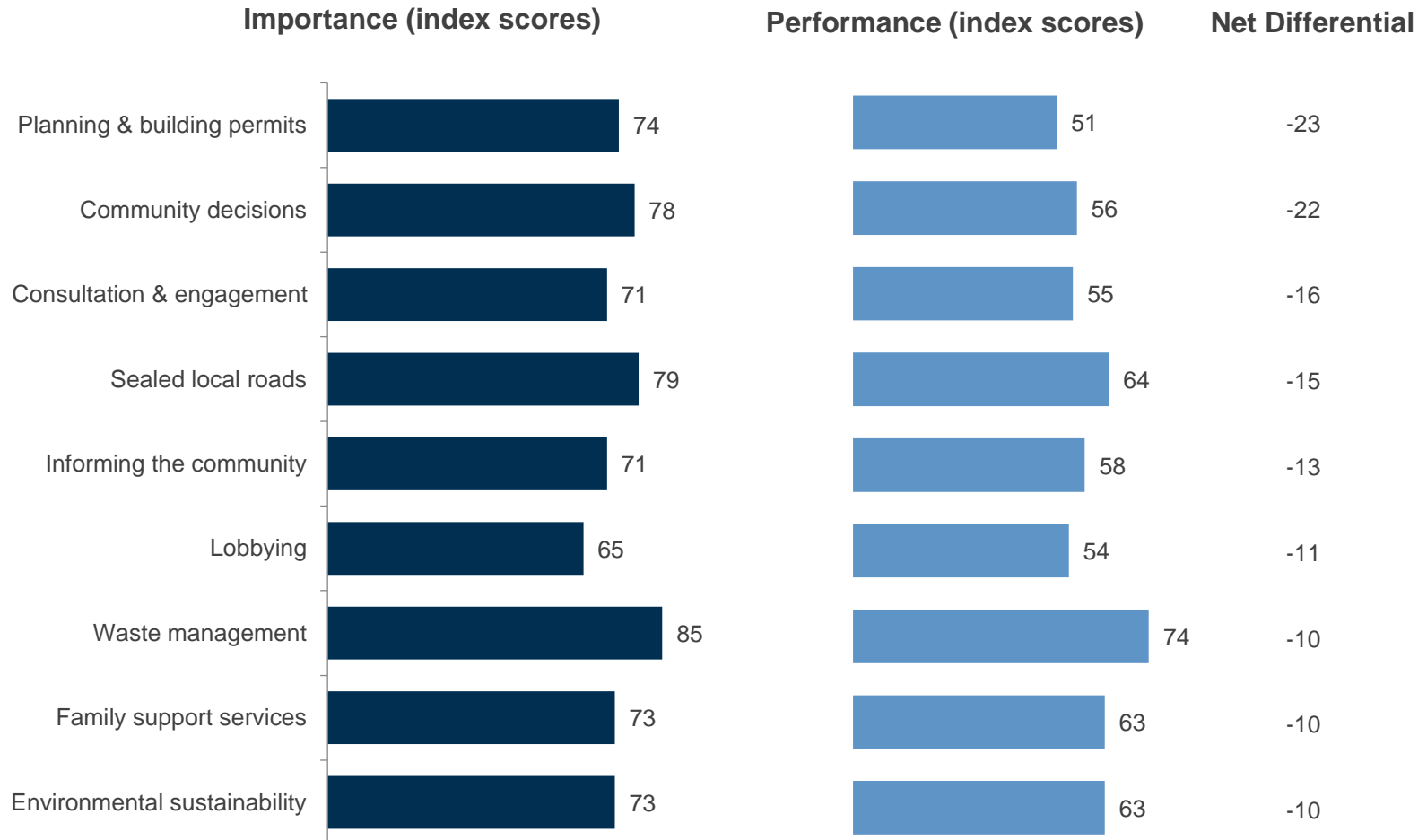
Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Decisions made in the interest of the community

- Community consultation and engagement.

Good communication, consultation and transparency with residents around key local issues and Council decision making provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- The appearance of public areas

- Waste management

- Planning and building permits

- The condition of sealed local roads

- Recreational facilities

- The enforcement of local laws.

Looking at these key service areas only, Council's waste management and the appearance of its public areas have a high performance index (74 and 71

respectively) and a moderate influence on the overall performance rating.

Council also performs very well on recreational facilities (index of 73), which is a lesser influence on the overall performance rating.

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

Council performs relatively less well on its planning and building permits, which are rated just above average (index of 51) and have a moderate influence on overall perceptions of Council performance.

Ensuring Council's approach to planning and building permits is in line with community expectations can also help to shore up positive overall perceptions 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

2023 regression analysis (all service areas)
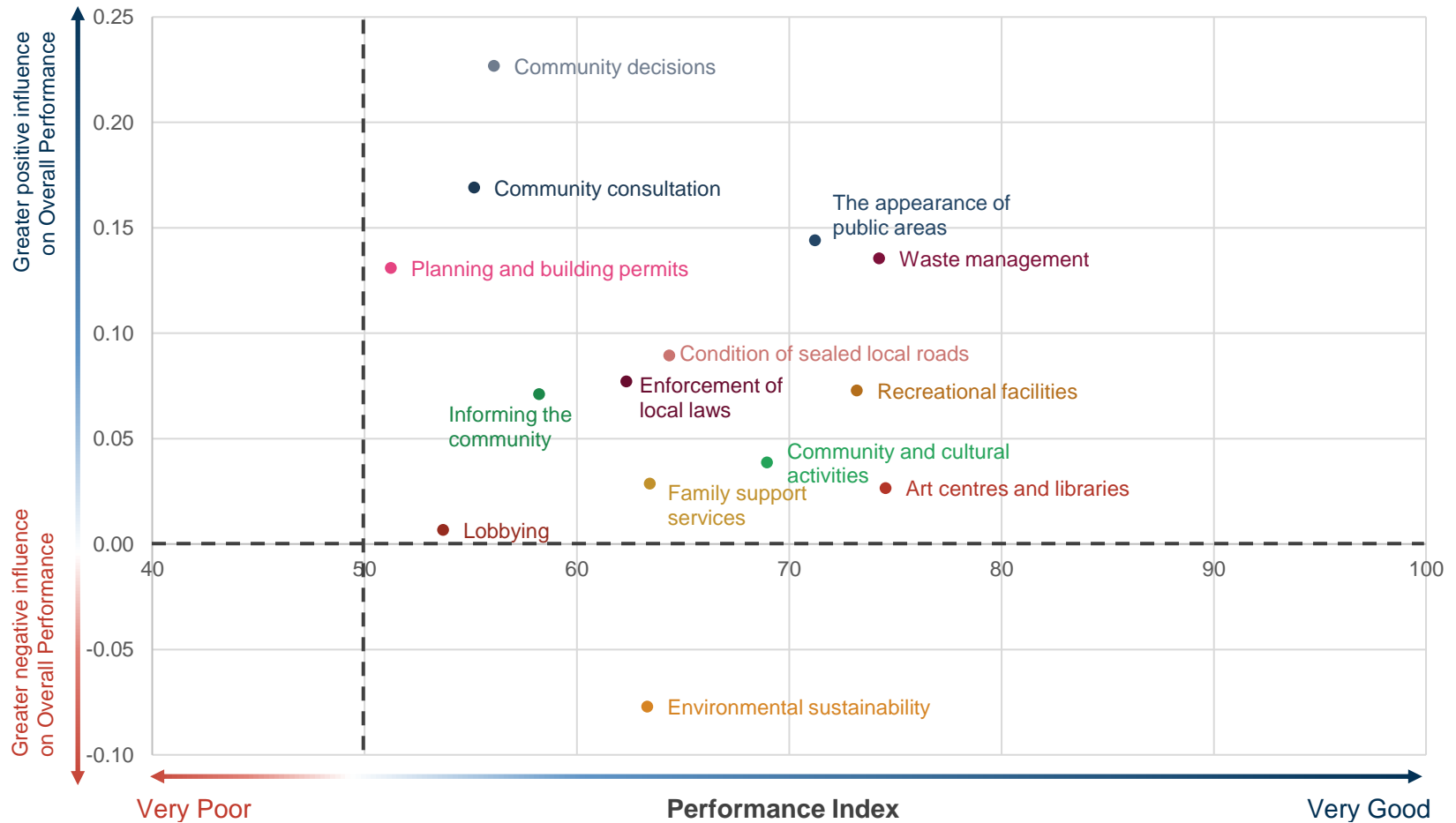
The multiple regression analysis model above (all service areas) has an R² value of 0.586 and adjusted R² value of 0.574, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 49.11. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

Influence on overall performance: key service areas

2023 regression analysis (key service areas)

- **Community decisions** / **Community consultation**: Should remain a focus as changes will have a *stronger* influence on overall perceptions.
- **The appearance of public areas** / **Waste management** / **Recreational facilities**: Key positive influences on overall rating and should remain a focus – but currently performing 'well' here. Improvements will have a more moderate influence on overall perceptions.
- **Planning and building permits** / **Condition of sealed local roads** / **Enforcement of local laws**: Focus on this area satisfactorily to ensure negative perceptions do not have an overly negative impact on community perceptions of overall performance.

Y-axis: Greater positive influence on Overall Performance / Greater negative influence on Overall Performance (0.25, 0.20, 0.15, 0.10, 0.05, 0.00, -0.05)

X-axis: Performance Index (40, 50, 60, 70, 80, 90, 100) — Very Poor to Very Good

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.578 and adjusted R² value of 0.571, which means that 57% 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 = 84.18.

Best things about Council and areas for improvement

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

Category	%
Parks And Gardens	16
Recreational/Sporting Facilities	12
Waste Management	11
Customer Service	9
Library/Libraries/Mobile Library/Facilities/Services/Staff	7
Road/Street Maintenance/Streetscape	7
Community Engagement/Involvement/Consultation/Approachable	5
Generally Good - Overall/No Complaints	5
Public Areas/Spaces	4
Environmental	4

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

Category	%
Town Planning/Permits/Red Tape	11
Informing The Community	9
Waste Management	9
Community Consultation	7
Development - Inappropriate/Over Development	6
Public Areas - General Maintenance	6
Environmental Issues	6
Sealed Road Maintenance	6
Local Law/Local Law Enforcement	6
Nothing	12

Q16. Please tell me what is the ONE BEST thing about Whitehorse 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 Whitehorse 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

About three in five households (59%) have had contact with Council in the last 12 months. Rate of contact is four percentage points higher than last year.

Rate of contact is highest among women (65%) and lowest among men (53%). Rate of contact among 18 to 34 year olds significantly increased to a record high for this cohort (56% compared to 39% in 2022).

Among those residents who have had contact with Council, 65% provide a positive customer service rating of 'very good' or 'good', including 31% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 69 represents a significant seven-point decline on the 2022 result, and is the lowest customer service result in a decade. Despite the decline, Council's customer service is still rated in line with the State-wide and Metropolitan group averages (index scores of 67 and 71 respectively).

Among those who had contact with Council, a majority (65%) provide a positive customer service rating, compared to just 15% who provide a rating of 'poor' or 'very poor'. Additionally, 9% of residents nominate customer service as the best thing about Council.

- Customer service perceptions did however decline across all demographic and geographic cohorts over the last 12 months, significantly so among Box Hill and Nunawading East residents, men, and those aged 18 to 34 years. Customer service ratings among each have reached or returned to a record low.

- Extra attention should be paid to interactions with 18 to 34 year olds in the year ahead. Rate of contact with Council is higher than ever among residents in this age group, yet their rating of customer service is significantly lower compared to the Council average. There is opportunity to engage with this group and improve their perceptions.

Contact with council

2023 contact with council (%)
Have had contact

Q5. Over the last 12 months, have you or any member of your household had any contact with Whitehorse City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or
social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 8

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Contact with council

2023 contact with council (%)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	65	57	62	61	56	65	66	47	n/a	58
35-49	63	66	68	61	62	68	74	56	n/a	70
State-wide	62	60	61	63	61	61	58	58	60	61
Nunawading West	62	52	54	54	48	61	64	49	n/a	n/a
50-64	62	70	64	67	75	64	67	64	n/a	67
Whitehorse	59	55	58	59	52	60	64	49	n/a	57
Metro	59	57	62	60	56	57	57	58	60	n/a
Nunawading East	58	62	63	70	55	63	63	43	n/a	n/a
65+	58	58	61	64	55	58	70	57	n/a	52
Box Hill	57	51	59	52	53	54	66	59	n/a	n/a
18-34	56	39	46	50	32	51	50	31	n/a	44
Men	53	53	54	57	48	54	62	52	n/a	56

Q5. Over the last 12 months, have you or any member of your household had any contact with Whitehorse City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social
media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2023 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	76	79	78	79	80	77	72	76	n/a	74
Nunawading West	72	74	74	77	74	67	71	70	n/a	n/a
35-49	72	73	71	76	75	69	71	69	n/a	73
Women	71	78	77	77	78	71	72	73	n/a	74
Metro	71	72	74	74	76	72	71	73	73	n/a
50-64	69	72	74	74	75	77	73	71	n/a	72
Whitehorse	69	76	74	73	78	73	72	70	n/a	72
Nunawading East	67	78	76	73	81	77	73	75	n/a	n/a
State-wide	67	68	70	70	71	70	69	69	70	72
Box Hill	66	76	73	69	78	74	73	66	n/a	n/a
Men	65	74	70	69	77	75	72	68	n/a	69
18-34	59▼	79	73	66	80	70	73	61	n/a	68

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

Customer service rating

2023 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	31	34	18	9	6	1
2022 Whitehorse	42	33	11	9	3	2
2021 Whitehorse	34	39	14	6	4	3
2020 Whitehorse	37	34	13	6	6	3
2019 Whitehorse	40	36	15	5	2	2
2018 Whitehorse	37	31	15	8	5	4
2017 Whitehorse	35	33	19	6	5	2
2016 Whitehorse	31	39	15	10	5	1
2014 Whitehorse	31	41	13	9	4	1
State-wide	29	34	19	9	8	1
Metro	34	34	17	8	6	2
Nunawading West	36	34	19	8	4	
Box Hill	30	29	22	14	5	
Nunawading East	28	38	14	8	9	2
Men	21	42	19	9	7	1
Women	39	28	17	10	6	1
18-34	21	29	24	13	12	2
35-49	30	41	17	5	5	2
50-64	30	37	19	11	5	
65+	44	32	11	10	4	

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

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

Communication

Communication

The preferred form of communication from Whitehorse City Council about news and information and upcoming events is a Council newsletter sent via email (39%) or mail (30%).

In the last 12 months, preference for emailed newsletters has increased by five percentage points, overtaking the mail format, which declined by eight percentage points.

The next most preferred formats of communication are text message (10%, up four percentage points on 2022) or social media (9%, down five percentage points on 2022), though they trail some way behind emailed or mailed newsletters.

- Among residents aged <u>under 50 years</u>, newsletters via email (40%, up seven percentage points) are preferred, followed by mail (26%, down six percentage points). There is also an increased preference for text message updates (14%, up six percentage points) and decreased appetite for social media (11%, down 10 percentage points).

- Among those aged <u>over 50 years</u>, for the first time, newsletters via email (37%) are now slightly preferred over mail, with interest in the latter sharply declining over the last 12 months (34%, down 14 points). There is little interest in any other forms of communication among this group.

Best form of communication

2023 best form of communication (%)

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

Council Newspaper Displayed in Shops and Council Facilities

2014 2015 2016 2017 2018 2019 2020 2021 2022 2023

Q13. If Whitehorse 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. 'Council newspaper displayed in shops and council facilities' was included in 2022.

Best form of communication: under 50s

2023 under 50s best form of communication (%)

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

Council Newspaper Displayed in Shops and Council Facilities
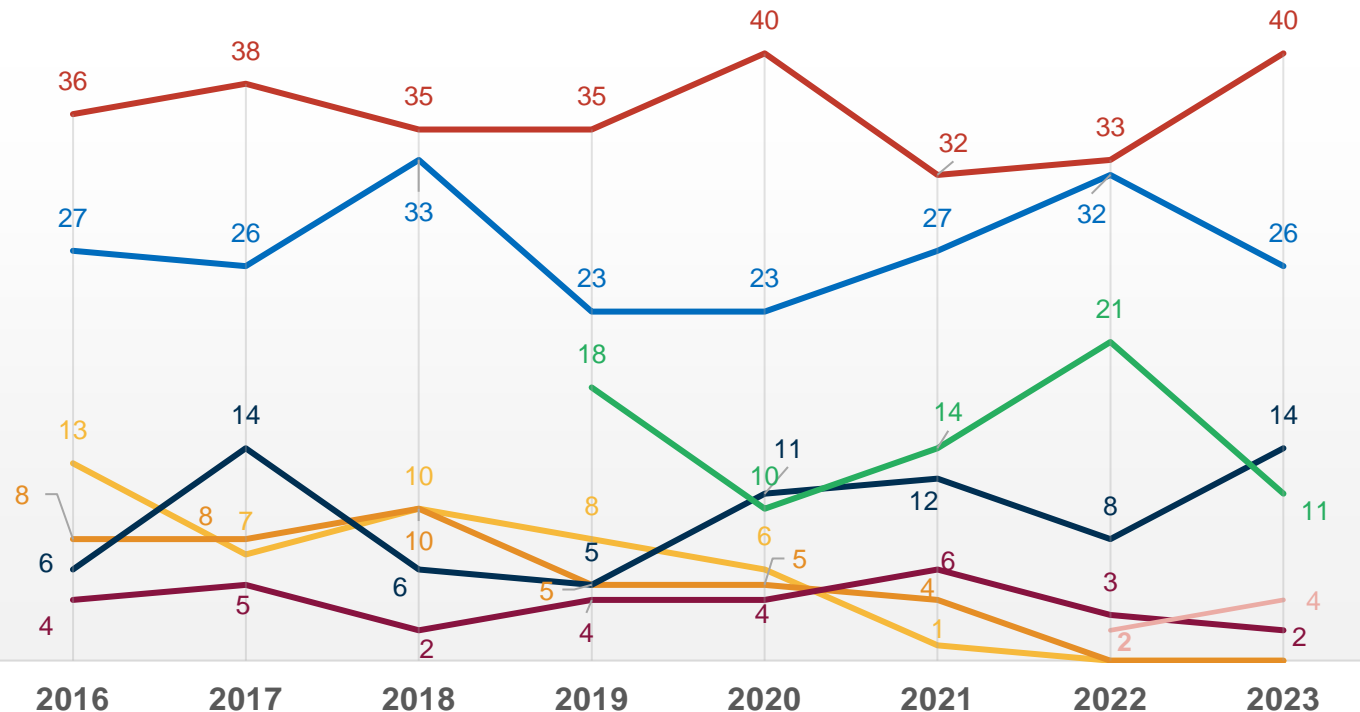
Q13. If Whitehorse City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 10
Note: 'Social Media' was included in 2019. 'Council newspaper displayed in shops and council facilities' was included in 2022.

Best form of communication: over 50s

2023 over 50s best form of communication (%)

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

Council Newspaper Displayed in Shops and Council Facilities
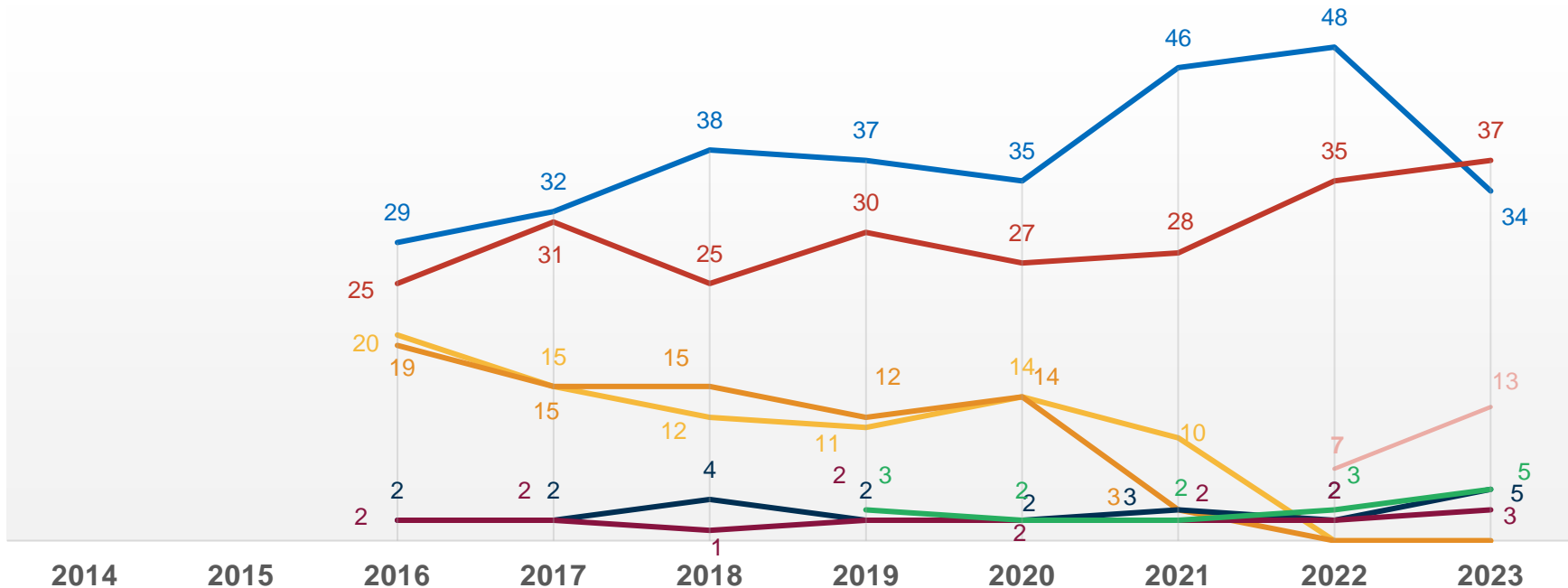
Q13. If Whitehorse City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged over 50. Councils asked State-wide: 40 Councils asked group: 10
Note: 'Social Media' was included in 2019. 'Council newspaper displayed in shops and council facilities' was included in 2022.

Council direction

Council direction

Over the last 12 months, perceptions of the direction of Whitehorse City Council's overall performance have declined by three index points to a score of 48. While this is not a significant change, two consecutive years of decline have taken Council's overall direction index to its lowest result to date.

- Council's overall direction is however rated in line with the Metropolitan and State-wide group averages.

- The <u>most</u> satisfied with council direction are 35 to 49 year olds (index score of 50). This is the only demographic cohort where ratings did not decline in the current evaluation.

- The <u>least</u> satisfied with council direction are 50 to 64 year olds (index score of 43).

- Of note, perceptions among 18 to 34 year olds and Box Hill residents deteriorated significantly in the last year. Until now, these residents held the most positive perceptions of Council's overall performance direction, dating back to 2017.

Seven in ten residents (70%) think the direction of Council's overall performance has stayed the same over the last 12 months (down six percentage points on 2022), and 10% believe the direction has improved (unchanged). However, an increased proportion believe the direction has deteriorated (14%, up six points).
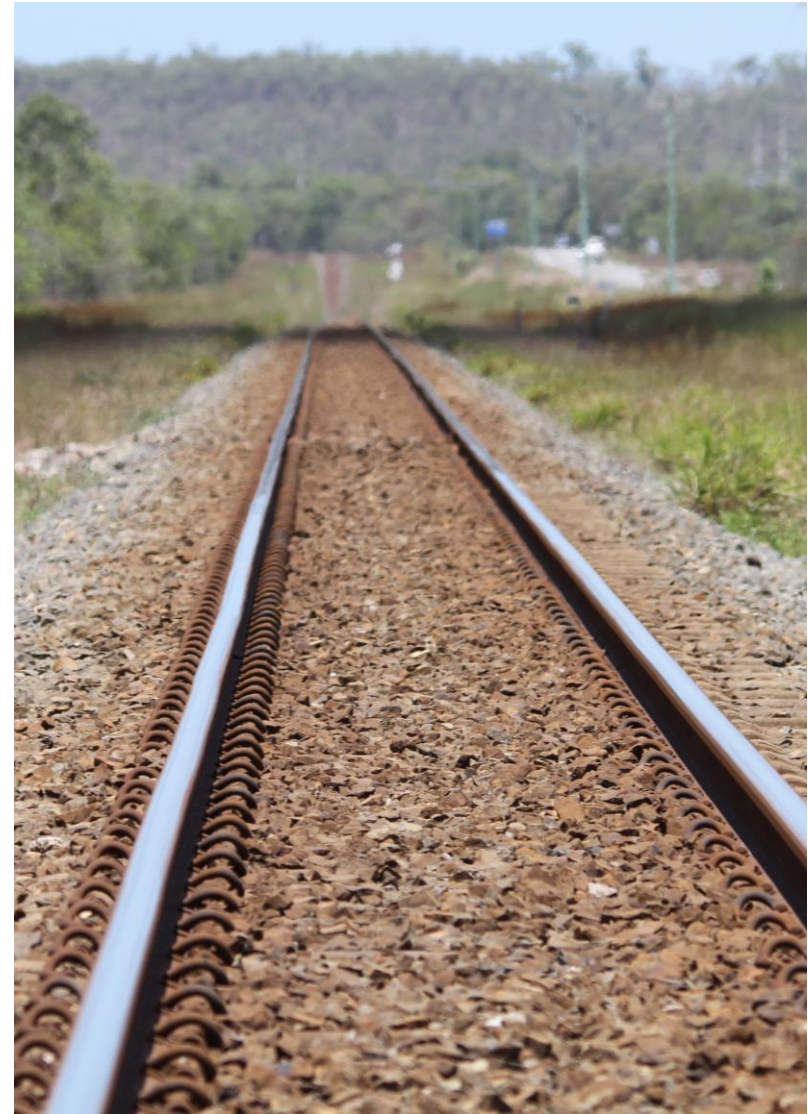
Overall council direction last 12 months

2023 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	50	50	48	49	50	52	48	43	n/a	53
Metro	49	53	55	54	55	54	54	55	56	n/a
Women	49	51	52	52	51	51	51	50	n/a	56
Nunawading East	49	51	51	52	52	52	51	54	n/a	n/a
18-34	48	54	58	53	58	54	56	59	n/a	59
65+	48	51	52	53	52	51	51	46	n/a	49
Box Hill	48	54	54	54	55	55	54	46	n/a	n/a
Whitehorse	48	51	53	51	52	51	51	50	n/a	53
Nunawading West	47	48	53	48	51	47	48	48	n/a	n/a
Men	47	51	53	50	54	51	50	49	n/a	50
State-wide	46	50	53	51	53	52	53	51	53	53
50-64	43	45	50	47	46	44	45	48	n/a	47

Q6. Over the last 12 months, what is your view of the direction of Whitehorse City Council's overall performance?
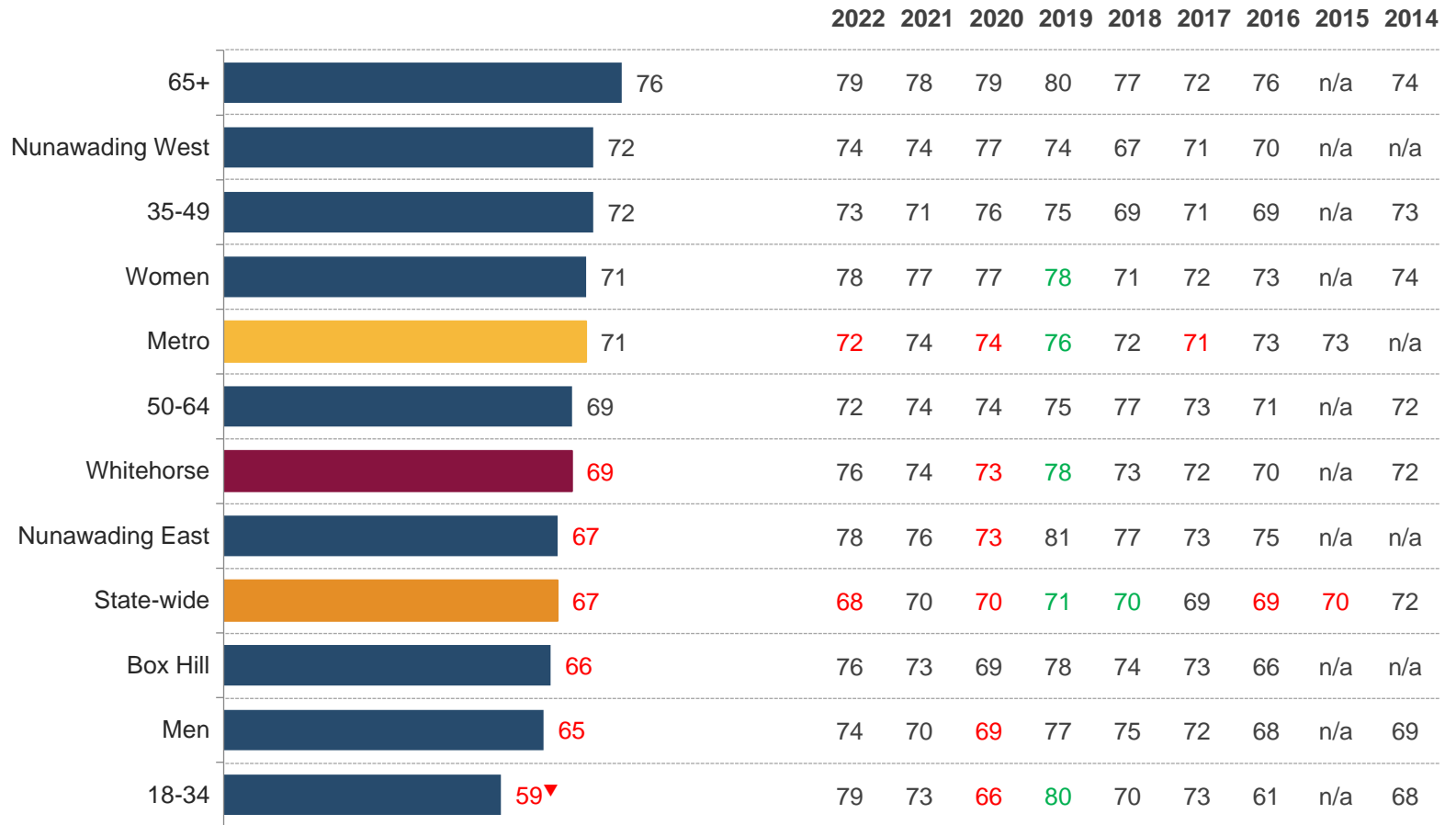*Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2023 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2023 Whitehorse	10	70	14	6
2022 Whitehorse	10	76	8	6
2021 Whitehorse	12	70	7	10
2020 Whitehorse	11	71	9	8
2019 Whitehorse	15	66	11	8
2018 Whitehorse	13	68	11	9
2017 Whitehorse	13	68	11	8
2016 Whitehorse	12	68	12	8
2014 Whitehorse	15	67	10	8
State-wide	13	61	21	5
Metro	14	66	15	5
Nunawading West	9	70	15	5
Box Hill	8	74	12	6
Nunawading East	12	68	15	6
Men	8	73	15	4
Women	12	67	14	7
18-34	11	69	14	6
35-49	11	71	12	6
50-64	8	66	21	5
65+	9	72	12	7

Q6. Over the last 12 months, what is your view of the direction of Whitehorse 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)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	78 ▲	78	75	75	75	78	76	76	n/a	n/a
State-wide	76 ▲	76	75	74	74	74	74	75	74	74
Women	75 ▲	75	75	72	72	72	74	76	n/a	n/a
65+	75	74	76	73	75	73	75	75	n/a	n/a
Metro	73	73	73	72	71	72	72	73	72	n/a
Nunawading East	73	70	74	66	70	67	71	75	n/a	n/a
Whitehorse	71	71	72	70	71	71	71	75	n/a	n/a
Box Hill	70	72	72	72	75	76	70	76	n/a	n/a
35-49	70	74	75	73	73	72	71	79	n/a	n/a
Nunawading West	70	72	72	72	70	70	71	74	n/a	n/a
Men	67	68	70	68	69	69	68	73	n/a	n/a
18-34	66	65	66	62	64	64	65	71	n/a	n/a

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
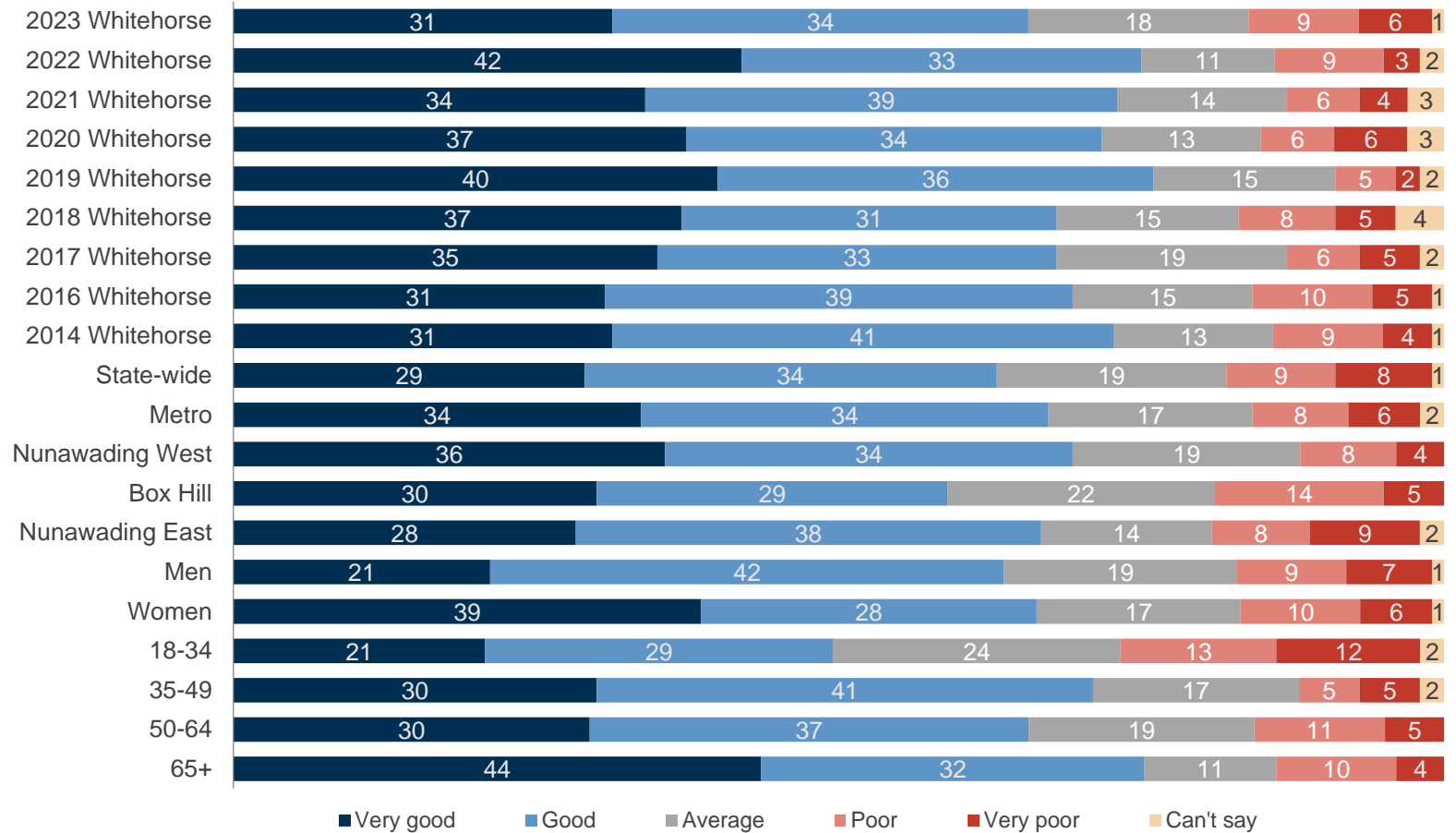*Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement importance

2023 consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	27	39	24	7	1	1
2022 Whitehorse	22	44	29	3		1
2021 Whitehorse	26	42	26	4	1	1
2020 Whitehorse	19	48	25	6	1	1
2019 Whitehorse	23	42	26	6		2
2018 Whitehorse	22	42	31	3	1	2
2017 Whitehorse	24	40	29	4	1	1
2016 Whitehorse	30	44	22	2	2	1
State-wide	33	41	20	3	1	1
Metro	30	40	24	4	1	1
Nunawading West	27	39	23	7	4	1
Box Hill	25	39	28	7		
Nunawading East	29	41	22	7		1
Men	21	42	24	10	2	
Women	33	37	24	4	1	1
18-34	22	34	31	10	3	
35-49	27	35	30	6	2	1
50-64	37	42	15	5		1
65+	29	47	16	6	1	1

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

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

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Community consultation and engagement performance

2023 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Box Hill	58	56	58	59	60	56	58	55	n/a	n/a
Women	57	57	59	62	58	56	58	58	n/a	64
65+	57	57	58	61	59	58	54	55	n/a	65
Metro	55	58	59	58	58	57	57	58	58	n/a
Whitehorse	55	57	57	60	57	57	57	56	n/a	63
35-49	55	58	57	58	58	57	54	54	n/a	64
Nunawading East	54	59	59	58	59	60	57	62	n/a	n/a
18-34	54	58	55	63	58	58	64	60	n/a	64
50-64	54	51	59	55	49	56	53	56	n/a	56
Nunawading West	53	55	55	62	53	56	56	52	n/a	n/a
Men	53	57	55	58	55	59	56	55	n/a	61
State-wide	52▼	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 (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	9	28	31	16	5	11
2022 Whitehorse	8	31	34	12	5	10
2021 Whitehorse	8	28	32	14	3	14
2020 Whitehorse	10	30	35	9	3	13
2019 Whitehorse	8	26	33	14	3	16
2018 Whitehorse	8	26	36	11	3	16
2017 Whitehorse	5	31	34	9	5	15
2016 Whitehorse	4	32	34	12	3	15
2014 Whitehorse	9	40	27	8	3	13
State-wide	7	27	32	17	9	8
Metro	9	29	31	14	6	11
Nunawading West	6	27	32	16	5	14
Box Hill	11	32	27	19	2	9
Nunawading East	9	27	33	15	8	9
Men	8	25	31	19	7	9
Women	9	31	31	14	4	12
18-34	6	27	35	13	6	14
35-49	7	32	29	17	6	10
50-64	10	25	32	24	3	6
65+	12	28	29	16	5	10

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

Lobbying on behalf of the community importance

2023 lobbying importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	69	71	70	68	67	69	67	71	n/a	n/a
State-wide	68 ▲	71	69	68	67	68	69	69	69	70
65+	66	64	66	67	62	64	64	65	n/a	n/a
35-49	66	64	68	66	64	64	63	70	n/a	n/a
Nunawading East	65	67	66	62	65	63	62	67	n/a	n/a
Metro	65	69	67	66	65	66	67	68	67	n/a
Whitehorse	65	66	66	65	63	64	64	68	n/a	n/a
Box Hill	64	64	66	64	63	69	67	71	n/a	n/a
50-64	64	69	64	65	66	67	66	64	n/a	n/a
Nunawading West	64	68	67	69	62	62	65	67	n/a	n/a
18-34	62	69	66	63	64	63	64	72	n/a	n/a
Men	59 ▼	61	62	62	59	60	60	65	n/a	n/a

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community importance

2023 lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	22	31	27	14	2	3
2022 Whitehorse	18	40	31	7	2	2
2021 Whitehorse	19	37	31	8	2	3
2020 Whitehorse	17	39	27	11	2	3
2019 Whitehorse	16	37	31	11	3	3
2018 Whitehorse	18	36	30	10	3	2
2017 Whitehorse	16	38	32	10	3	1
2016 Whitehorse	22	38	30	7	1	2
State-wide	24	36	26	7	3	3
Metro	20	35	28	10	4	3
Nunawading West	27	24	28	16	4	2
Box Hill	18	34	32	12	1	4
Nunawading East	21	34	24	14	2	5
Men	16	28	30	19	3	4
Women	27	34	25	9	2	3
18-34	22	27	29	17	3	1
35-49	23	32	27	12	3	3
50-64	25	30	20	22	1	1
65+	19	34	29	9	2	6

- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say
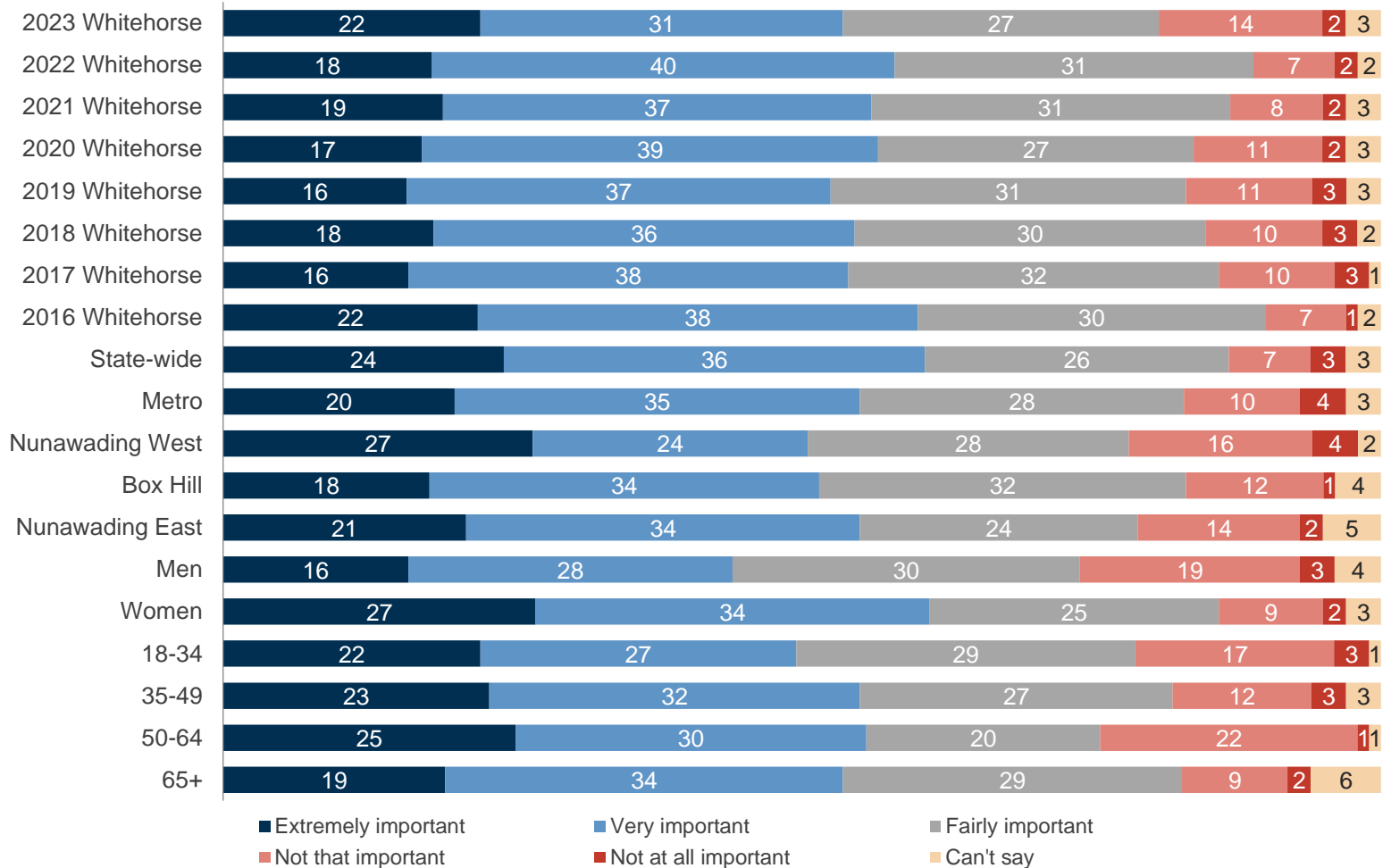
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

Lobbying on behalf of the community performance

2023 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	56	56	60	62	55	58	52	59	n/a	62
Nunawading East	56	58	60	60	58	58	56	59	n/a	n/a
Women	55	57	58	59	56	55	55	59	n/a	62
Box Hill	54	54	57	59	56	56	57	56	n/a	n/a
Whitehorse	54	57	58	59	56	56	56	57	n/a	60
35-49	54	55	59	54	52	55	50	53	n/a	59
Metro	53	55	56	57	57	56	56	56	58	n/a
18-34	52	60	56	61	62	58	63	59	n/a	65
50-64	52	52	56	53	48	53	54	55	n/a	52
Men	52	56	57	59	56	58	56	55	n/a	58
State-wide	51 ▼	53	55	53	54	54	54	53	55	56
Nunawading West	51	59	56	57	54	55	55	55	n/a	n/a

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
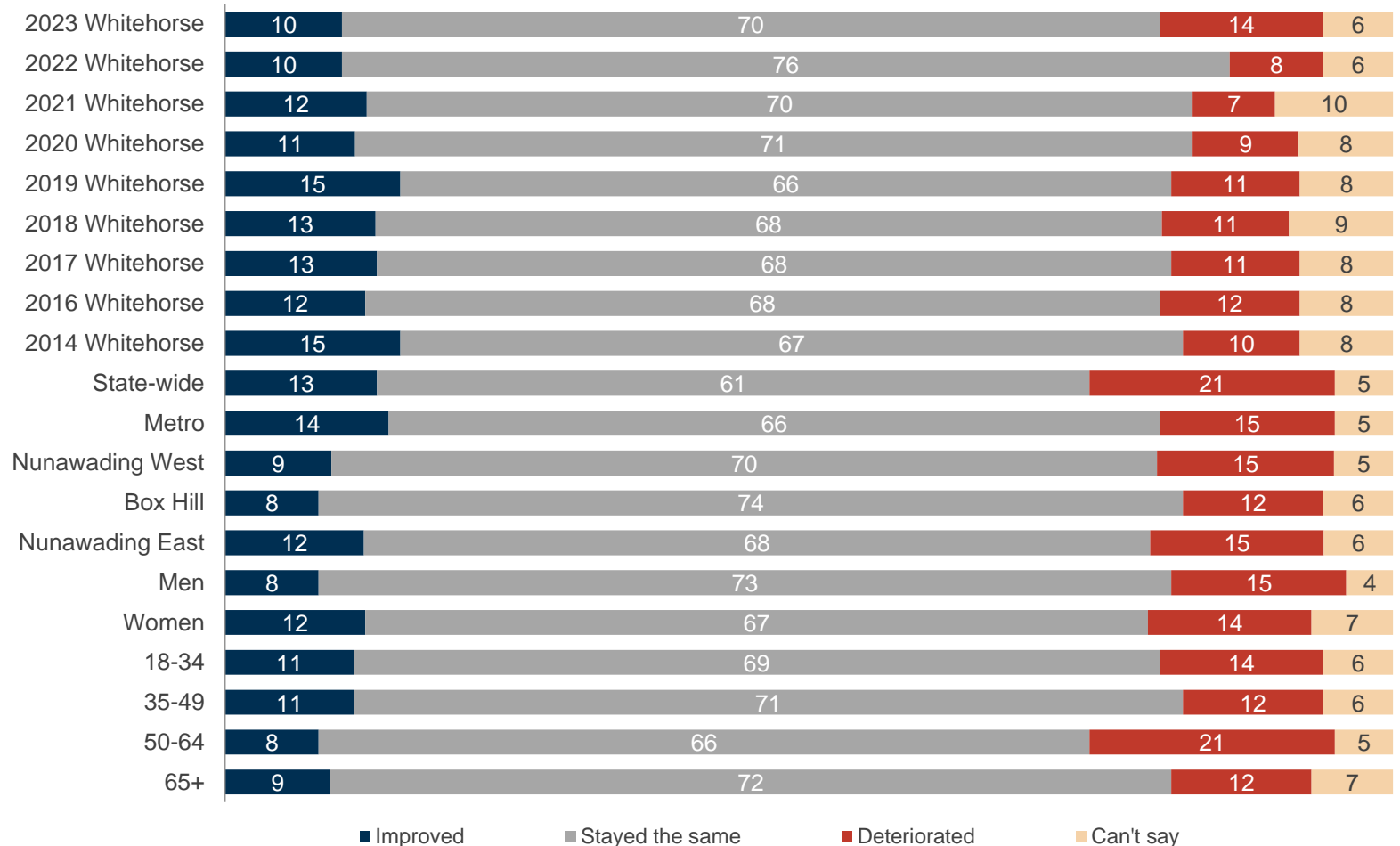Base: All respondents. Councils asked State-wide: 51 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2023 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	5	20	32	12	3	28
2022 Whitehorse	6	24	35	7	4	26
2021 Whitehorse	5	22	28	8	2	35
2020 Whitehorse	6	25	32	7	2	28
2019 Whitehorse	4	23	31	9	3	30
2018 Whitehorse	4	20	34	8	2	32
2017 Whitehorse	3	26	30	10	3	29
2016 Whitehorse	4	25	26	9	3	33
2014 Whitehorse	5	30	33	5	2	25
State-wide	5	21	31	15	7	21
Metro	4	22	30	11	5	28
Nunawading West	3	20	31	17	4	25
Box Hill	4	20	32	11	2	30
Nunawading East	6	21	33	9	4	28
Men	3	20	35	12	4	27
Women	6	21	29	12	3	29
18-34	4	26	29	16	5	20
35-49	6	18	29	11	4	31
50-64	5	15	44	11	3	22
65+	4	19	32	9	1	35
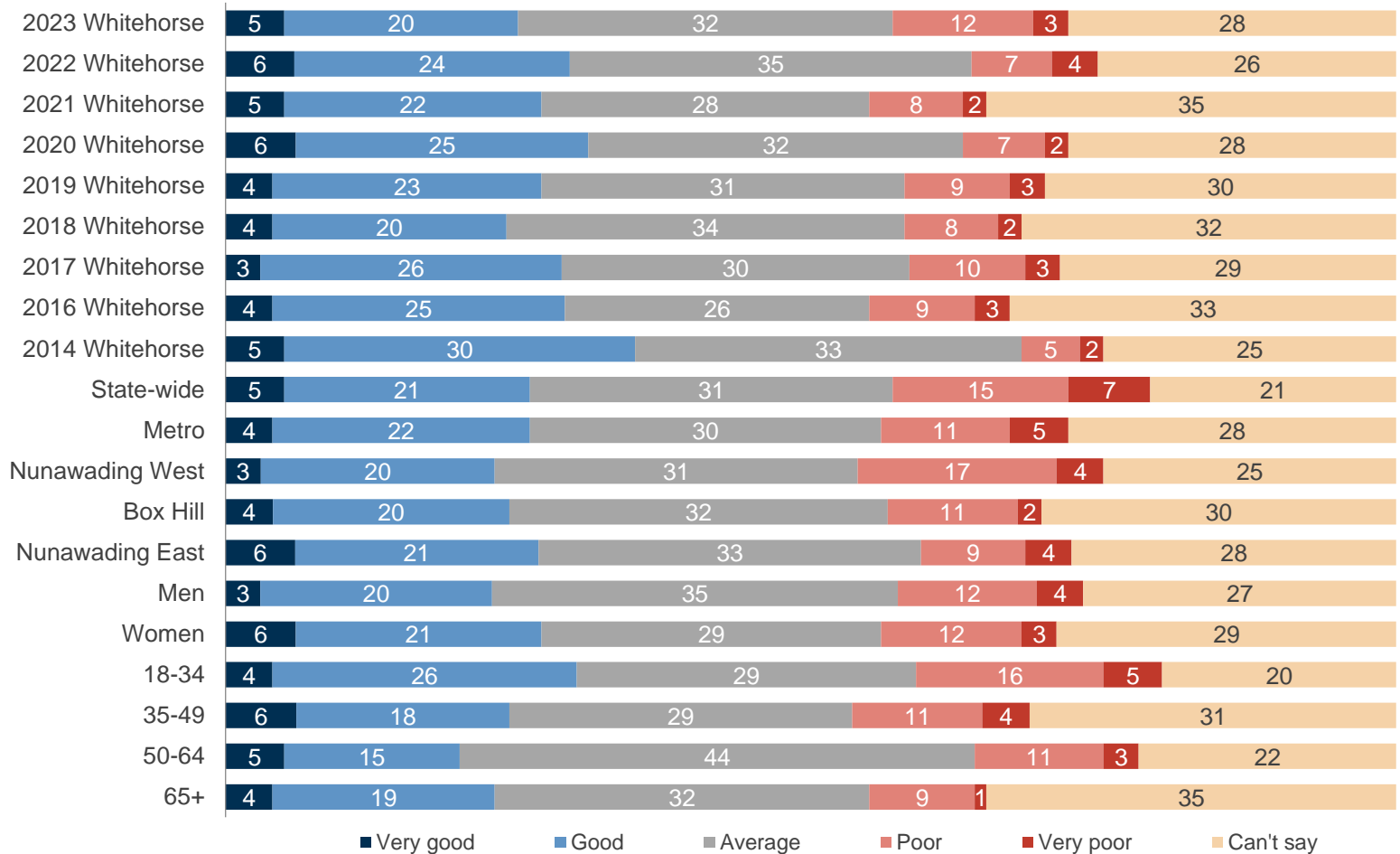
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 51 Councils asked group: 13

Decisions made in the interest of the community importance

2023 community decisions made importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	82 ▲	80	81	80	78	82	79	79	n/a	n/a
35-49	81	76	79	79	76	80	78	81	n/a	n/a
State-wide	80	81	81	80	80	80	79	80	80	79
Nunawading West	79	77	80	79	75	81	78	77	n/a	n/a
Metro	79	80	80	79	78	79	79	79	80	n/a
Nunawading East	78	79	77	78	78	78	78	79	n/a	n/a
Whitehorse	78	78	78	79	76	79	78	78	n/a	n/a
50-64	78	82	77	81	83	83	83	79	n/a	n/a
Box Hill	77	78	75	79	76	79	78	80	n/a	n/a
18-34	77	78	77	78	75	77	75	77	n/a	n/a
65+	76	77	77	78	75	78	77	77	n/a	n/a
Men	74	75	74	77	74	76	76	77	n/a	n/a

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

2023 community decisions made importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	38	37	18	3	1	3
2022 Whitehorse	33	47	15	2	1	2
2021 Whitehorse	34	44	16	2	1	2
2020 Whitehorse	34	44	15	2		5
2019 Whitehorse	32	41	21	2		3
2018 Whitehorse	36	45	17		1	1
2017 Whitehorse	32	48	17		1	1
2016 Whitehorse	35	44	15	2	1	2
State-wide	40	40	14	2	1	3
Metro	38	40	15	3	1	3
Nunawading West	44	34	17	3	2	1
Box Hill	34	40	18	4		3
Nunawading East	36	37	20	1	1	5
Men	32	35	24	4	2	3
Women	43	39	13	1		4
18-34	38	37	20	1	3	1
35-49	45	33	16	3		4
50-64	43	29	19	5	1	3
65+	29	45	19	3		4

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
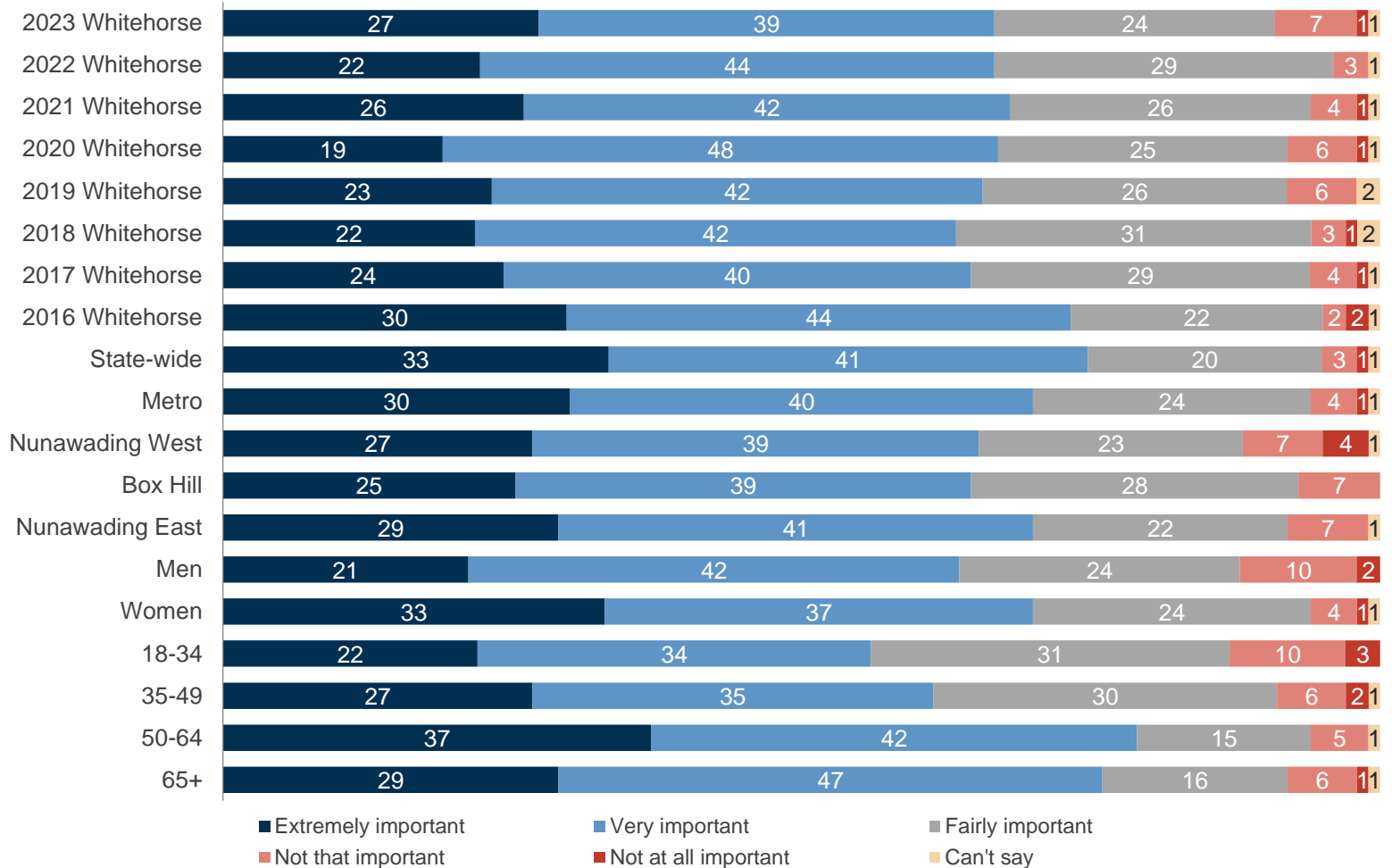Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

Decisions made in the interest of the community performance

2023 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	58	59	61	61	61	59	55	56	n/a	n/a
Box Hill	57	60	61	62	62	57	62	55	n/a	n/a
Women	57	60	62	62	59	55	59	58	n/a	n/a
35-49	56	60	61	59	57	55	56	53	n/a	n/a
Nunawading East	56	62	61	63	62	60	61	63	n/a	n/a
Whitehorse	56	61	60	61	60	58	59	57	n/a	n/a
50-64	56	51	57	54	51	52	54	52	n/a	n/a
Men	56	62	58	60	61	61	58	55	n/a	n/a
Metro	55	59	61	59	60	58	58	59	59	n/a
Nunawading West	55	60	59	60	56	56	54	51	n/a	n/a
18-34	54	65	59	65	65	63	66	62	n/a	n/a
State-wide	51▼	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
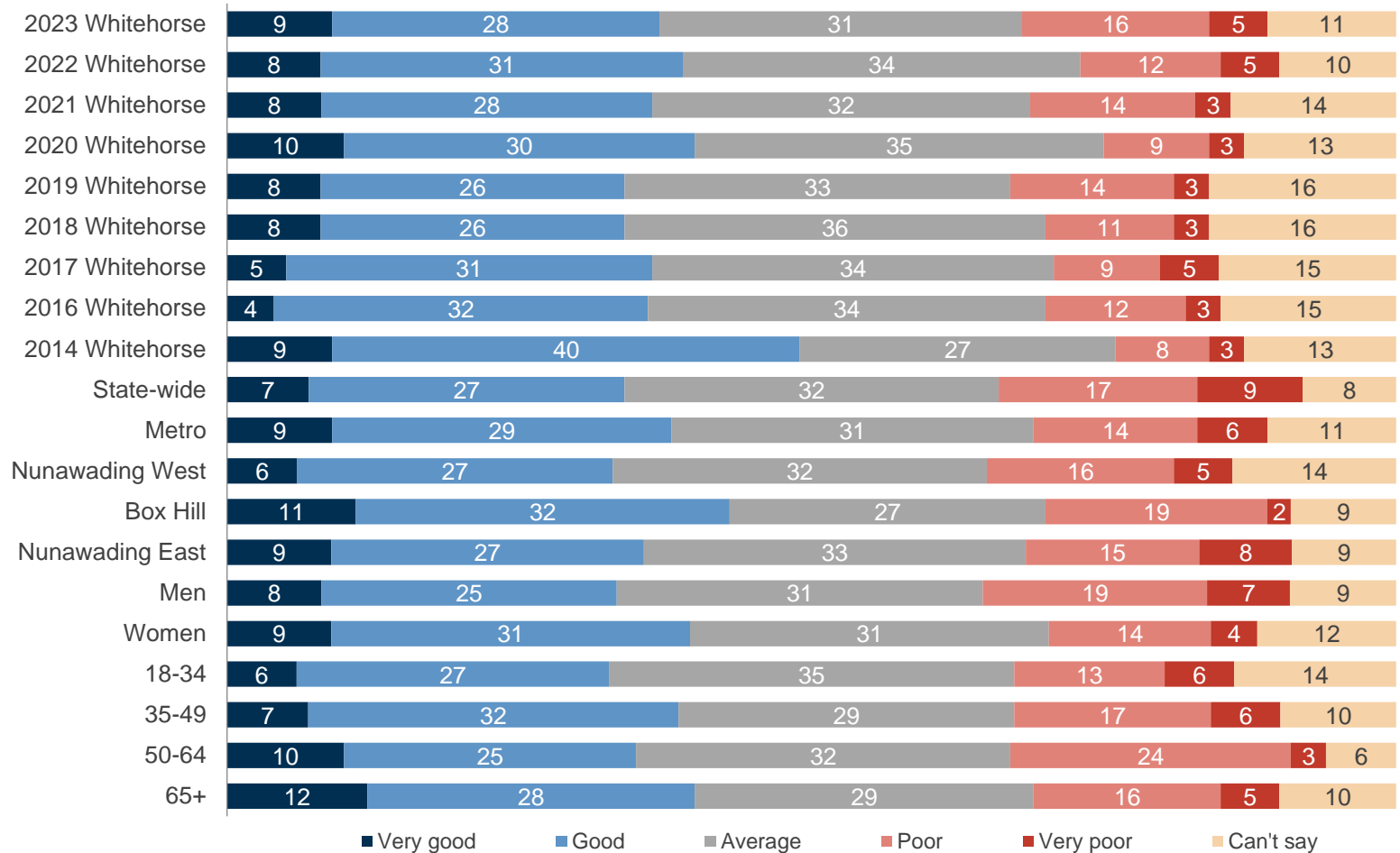*Note: Please see Appendix A for explanation of significant differences.*

Decisions made in the interest of the community performance

JWS

2023 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	5	29	33	12	4	17
2022 Whitehorse	9	33	34	8	3	13
2021 Whitehorse	8	32	28	10	3	20
2020 Whitehorse	8	35	32	6	3	16
2019 Whitehorse	8	33	30	8	4	17
2018 Whitehorse	8	30	31	11	4	17
2017 Whitehorse	7	34	30	10	4	16
2016 Whitehorse	6	29	32	8	6	18
State-wide	6	27	33	16	9	9
Metro	7	30	31	12	7	13
Nunawading West	5	27	30	16	2	19
Box Hill	2	36	32	11	3	16
Nunawading East	8	26	36	9	6	15
Men	5	28	35	11	3	18
Women	6	30	30	13	4	16
18-34	3	31	28	20	2	16
35-49	8	25	34	10	5	17
50-64	6	23	44	9	3	15
65+	5	32	32	7	4	19

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

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)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	84 ▲	80	78	78	77	78	81	73	n/a	n/a
State-wide	82 ▲	81	79	79	79	80	78	78	76	77
Women	81	82	78	81	78	78	78	76	n/a	n/a
Nunawading West	80	80	75	77	75	75	76	77	n/a	n/a
Nunawading East	80	77	76	79	77	78	77	74	n/a	n/a
65+	79	79	80	78	77	77	76	76	n/a	n/a
Metro	79	80	78	77	77	78	77	76	75	n/a
Whitehorse	79	80	76	77	77	76	76	76	n/a	n/a
35-49	78	80	76	79	75	75	75	80	n/a	n/a
Box Hill	78	81	78	75	77	75	76	77	n/a	n/a
18-34	78	80	73	74	77	76	75	73	n/a	n/a
Men	77	77	74	72	75	74	74	75	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

2023 sealed local roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	36	45	16	1		2
2022 Whitehorse	36	48	14	2		
2021 Whitehorse	32	42	24	2		
2020 Whitehorse	32	48	18	3		
2019 Whitehorse	30	47	22		1	
2018 Whitehorse	31	43	23	1		1
2017 Whitehorse	30	47	20	2		
2016 Whitehorse	28	50	19	2	1	1
State-wide	43	42	13	1		1
Metro	36	46	15	2		1
Nunawading West	38	45	13	2	1	1
Box Hill	33	45	20	1		1
Nunawading East	36	45	16	1		2
Men	32	45	19	2	1	1
Women	39	45	14	1		2
18-34	36	42	18	1	1	1
35-49	32	48	18	2		1
50-64	42	52	6			
65+	36	43	17	1		3

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

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

J W S R E S E A R C H   59

The condition of sealed local roads in your area performance

2023 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	66	69	69	65	73	72	74	77	n/a	n/a
Nunawading East	66	68	69	67	71	71	72	75	n/a	n/a
35-49	65	67	74	73	72	67	73	71	n/a	n/a
Men	65	68	69	65	72	73	72	74	n/a	n/a
Whitehorse	64	68	71	69	72	70	73	73	n/a	n/a
Box Hill	64	68	71	67	72	66	71	72	n/a	n/a
65+	64	67	69	69	71	70	70	72	n/a	n/a
Women	64	68	72	72	72	67	73	73	n/a	n/a
Nunawading West	63	68	71	72	72	73	74	73	n/a	n/a
Metro	61 ▼	65	68	67	69	68	66	67	69	n/a
50-64	60	68	72	69	69	72	73	72	n/a	n/a
State-wide	48 ▼	53	57	54	56	53	53	54	55	55

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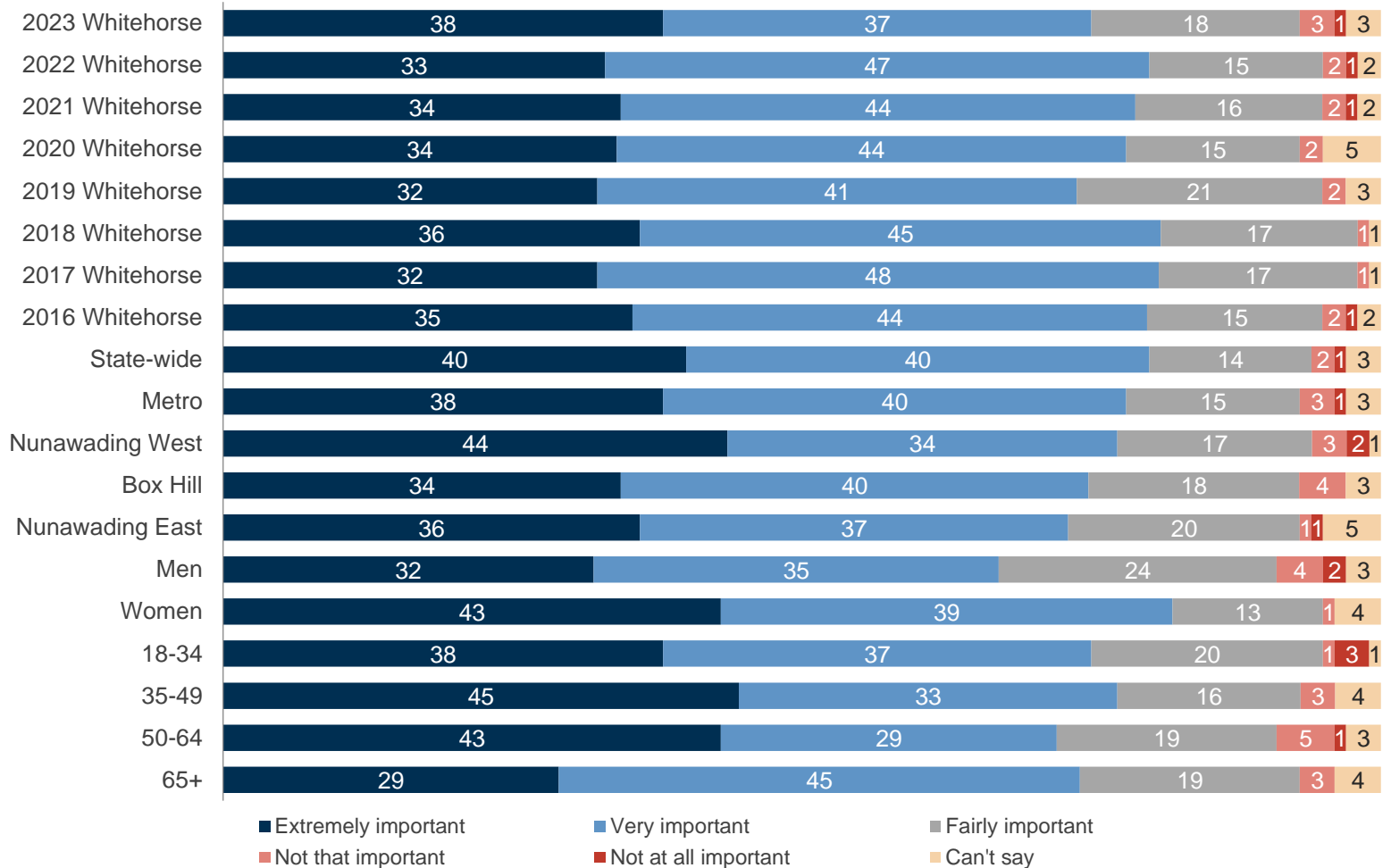*Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2023 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	19	38	26	11	4	2
2022 Whitehorse	19	43	26	7	2	2
2021 Whitehorse	26	44	20	7	3	1
2020 Whitehorse	23	41	24	8	2	2
2019 Whitehorse	27	44	19	6	2	1
2018 Whitehorse	27	40	22	7	3	1
2017 Whitehorse	27	43	21	5	2	2
2016 Whitehorse	26	47	20	4	1	2
State-wide	8	27	28	19	17	1
Metro	15	37	27	13	7	1
Nunawading West	19	38	25	11	6	1
Box Hill	16	44	24	13	3	
Nunawading East	21	35	28	10	3	3
Men	20	38	25	13	3	1
Women	18	39	26	10	6	2
18-34	17	43	22	12	2	3
35-49	21	40	20	11	6	2
50-64	17	31	34	12	6	
65+	19	35	30	11	5	1

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

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)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	76 ▲	77	77	75	75	75	74	76	75	75
Women	76 ▲	78	76	76	72	74	75	79	n/a	n/a
50-64	75	77	73	72	73	72	76	77	n/a	n/a
65+	74	74	78	77	72	73	73	75	n/a	n/a
Nunawading West	74	75	75	76	69	71	70	74	n/a	n/a
Metro	73	74	75	72	73	73	73	74	73	n/a
Whitehorse	71	73	73	73	71	72	71	74	n/a	n/a
35-49	71	68	72	74	71	71	68	70	n/a	n/a
Nunawading East	71	75	72	70	70	71	72	74	n/a	n/a
Box Hill	70	70	72	71	76	74	72	75	n/a	n/a
18-34	67	74	71	69	69	71	70	76	n/a	n/a
Men	67 ▼	68	70	69	70	69	68	70	n/a	n/a

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
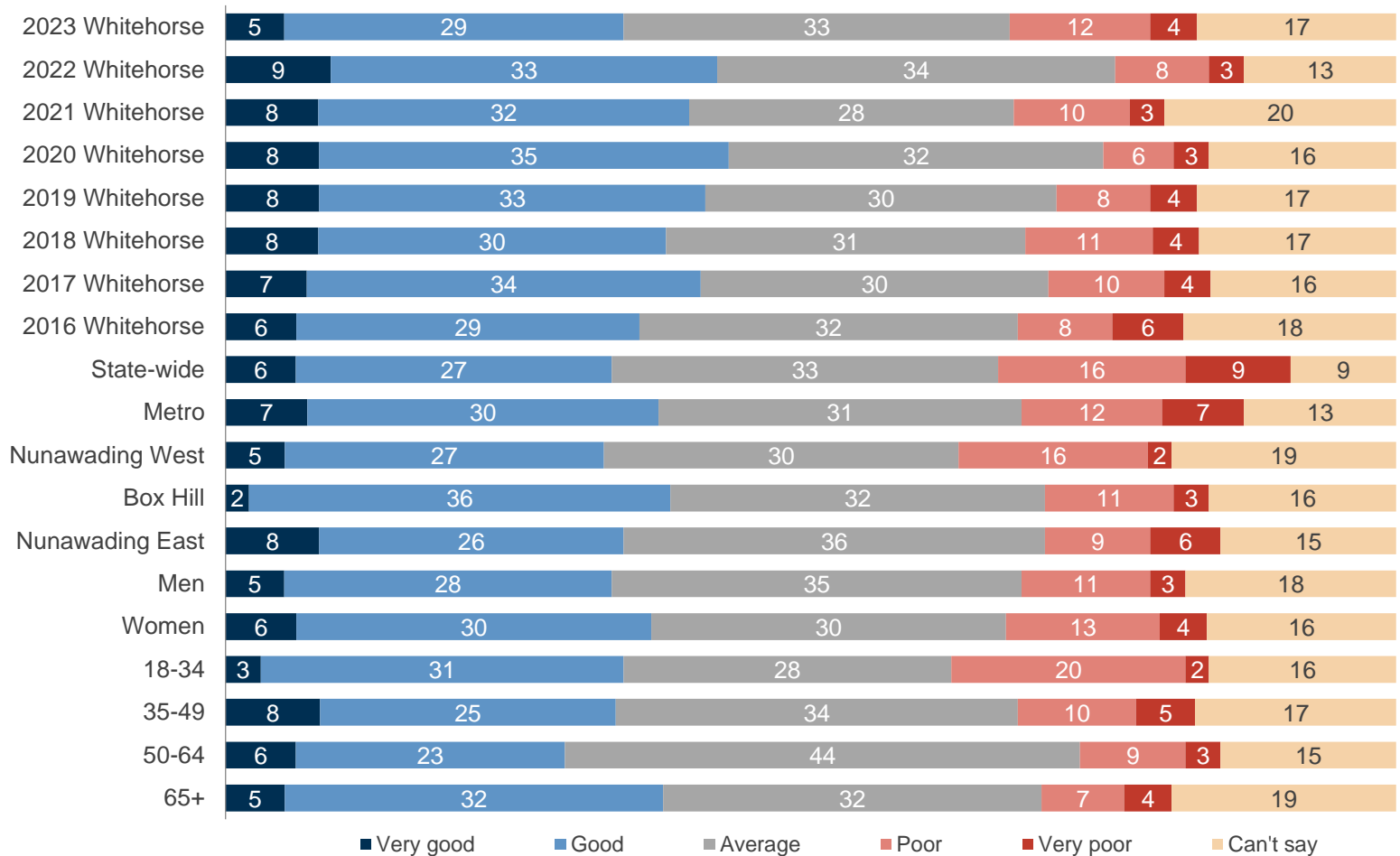*Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Informing the community importance

2023 informing community importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	25	40	28	5		1 1
2022 Whitehorse	26	46	22	4		1
2021 Whitehorse	28	41	25	4		1 1
2020 Whitehorse	26	44	24	5		1
2019 Whitehorse	26	38	28	6		1
2018 Whitehorse	26	42	25	5	2	1
2017 Whitehorse	23	47	24	6		1
2016 Whitehorse	29	46	18	5		1
State-wide	34	41	21	3		1 1
Metro	28	42	24	4		1 1
Nunawading West	32	37	24	5		1 1
Box Hill	20	43	31	5		1
Nunawading East	24	40	30	5		1
Men	19	36	37	6		1
Women	31	44	20	3		1 1
18-34	20	38	34	7		1
35-49	25	39	29	6		1 1
50-64	35	34	27	3		1
65+	27	47	23	3		1 1

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

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)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	60	59	58	66	63	62	63	60	n/a	n/a
Women	60	60	59	65	66	63	63	62	n/a	n/a
Box Hill	60	58	59	64	68	62	61	59	n/a	n/a
Metro	60	62	62	62	62	61	61	63	64	n/a
35-49	59	62	64	61	65	61	62	56	n/a	n/a
Nunawading East	59	64	57	65	64	63	63	67	n/a	n/a
Whitehorse	58	60	59	63	64	62	61	61	n/a	n/a
State-wide	57	59	60	59	60	59	59	59	61	62
Men	57	61	58	62	63	61	58	60	n/a	n/a
18-34	56	62	55	65	68	64	60	66	n/a	n/a
Nunawading West	56	59	60	61	63	61	59	57	n/a	n/a
50-64	55	52	61	59	58	60	58	60	n/a	n/a

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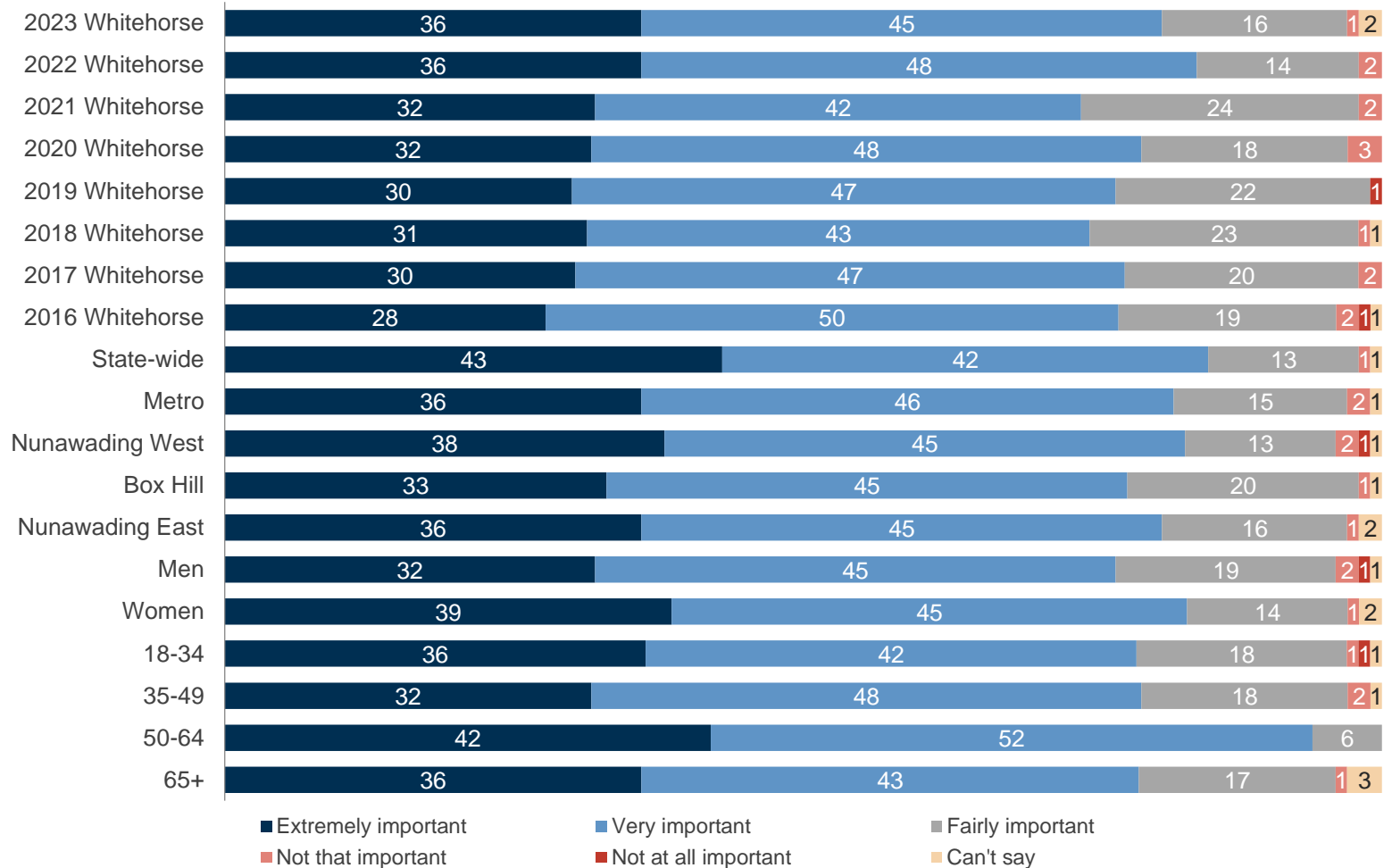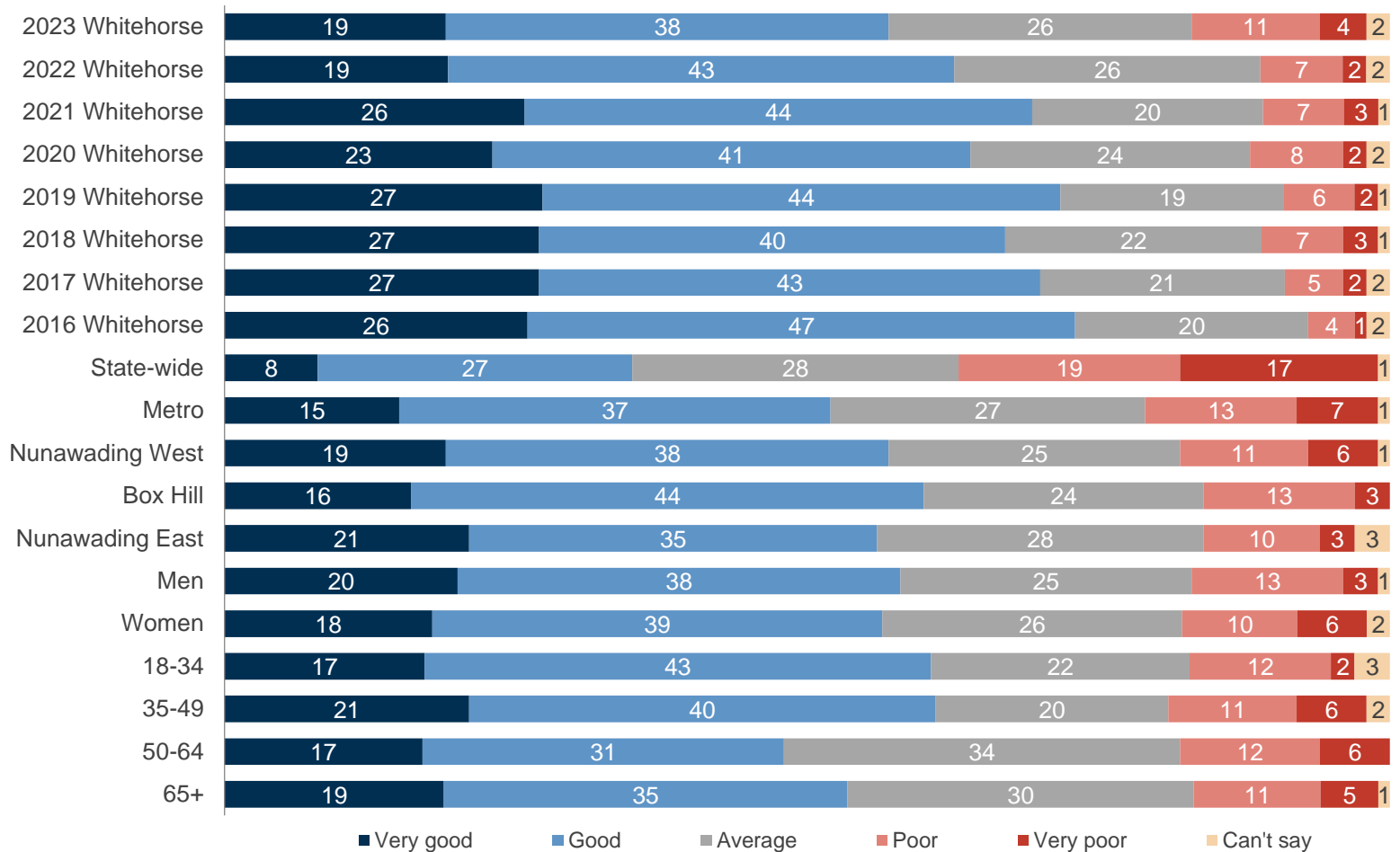*Base: All respondents. Councils asked State-wide: 38 Councils asked group: 12*
Note: Please see Appendix A for explanation of significant differences.

Informing the community performance

2023 informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	12	31	36	14	4	4
2022 Whitehorse	14	31	35	12	4	4
2021 Whitehorse	11	31	34	13	5	6
2020 Whitehorse	14	38	31	9	3	5
2019 Whitehorse	15	36	30	9	2	7
2018 Whitehorse	13	38	32	11	3	3
2017 Whitehorse	11	37	34	10	4	5
2016 Whitehorse	10	40	32	10	3	5
State-wide	11	33	31	15	6	3
Metro	12	36	30	13	5	4
Nunawading West	9	32	35	17	5	3
Box Hill	12	30	33	16	2	7
Nunawading East	14	30	38	12	5	1
Men	12	27	36	19	3	4
Women	12	34	36	10	5	3
18-34	11	24	38	18	3	6
35-49	14	33	34	11	6	2
50-64	7	27	44	15	3	3
65+	12	36	32	13	4	3

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

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

Enforcement of local laws importance

2023 law enforcement importance (index scores)

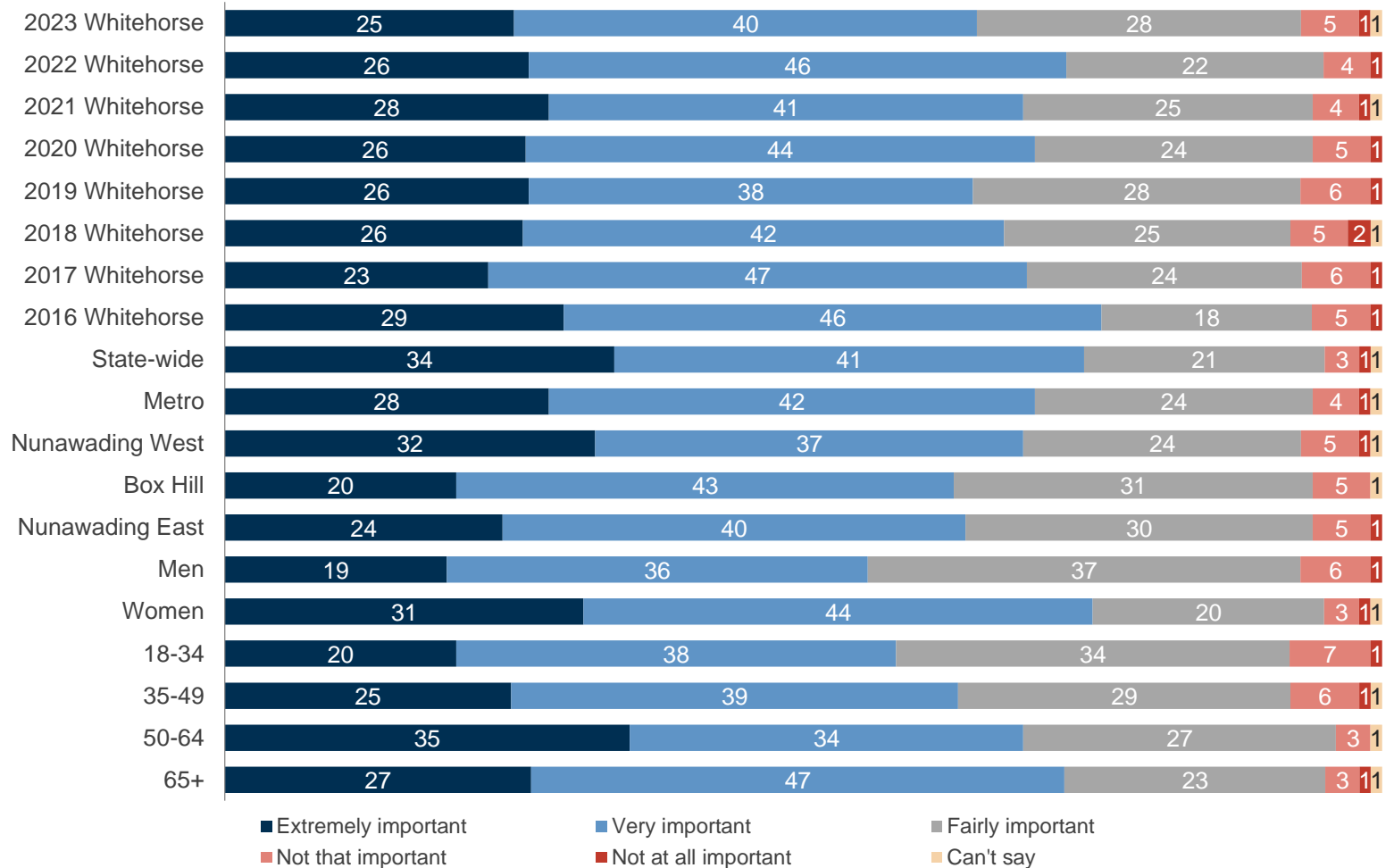|	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Box Hill	73	71	69	71	76	73	69	73	n/a	n/a
65+	72	74	72	77	73	72	75	71	n/a	n/a
Women	71	73	71	76	72	74	74	75	n/a	n/a
Metro	70	70	71	71	73	73	72	71	72	n/a
Whitehorse	69	70	69	72	71	71	72	72	n/a	n/a
Nunawading West	69	72	70	73	71	73	73	74	n/a	n/a
18-34	68	70	67	66	70	72	72	75	n/a	n/a
Men	68	67	66	67	70	68	69	70	n/a	n/a
State-wide	68	68	70	70	71	71	71	70	71	70
50-64	67	69	67	75	71	73	70	74	n/a	n/a
35-49	67	64	68	71	70	68	69	71	n/a	n/a
Nunawading East	67	66	68	71	68	69	72	71	n/a	n/a

Q1. Firstly, how important should 'Enforcement of local laws' 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.

Enforcement of local laws importance

2023 law enforcement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	24	39	28	6	2	1
2022 Whitehorse	23	43	25	7	2	2
2021 Whitehorse	21	40	29	6	1	2
2020 Whitehorse	26	42	23	6	1	2
2019 Whitehorse	28	36	26	7	1	1
2018 Whitehorse	24	43	28	5		1
2017 Whitehorse	25	43	25	6		1
2016 Whitehorse	26	44	22	5	1	1
State-wide	23	36	29	8	3	1
Metro	25	39	25	8	2	1
Nunawading West	25	38	27	7	3	
Box Hill	27	41	26	4	1	1
Nunawading East	21	39	30	8	2	1
Men	23	39	26	9	3	1
Women	25	40	29	4		1
18-34	24	37	30	6	3	
35-49	23	35	30	7	3	1
50-64	25	33	32	9		1
65+	23	48	22	5	1	1

■ Extremely important　　■ Very important　　■ Fairly important
■ Not that important　　■ Not at all important　　■ Can't say
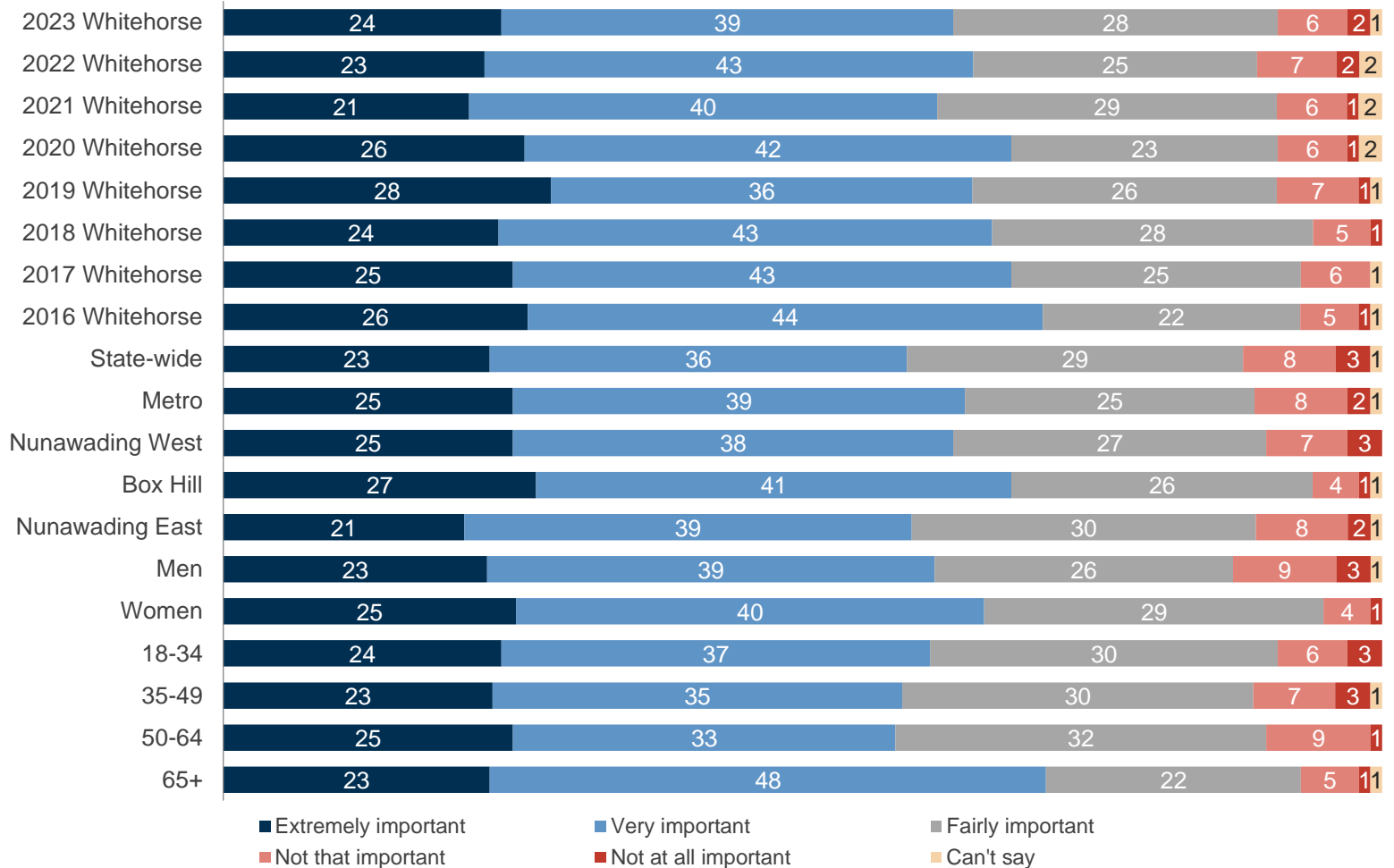
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

Enforcement of local laws performance

2023 law enforcement performance (index scores)

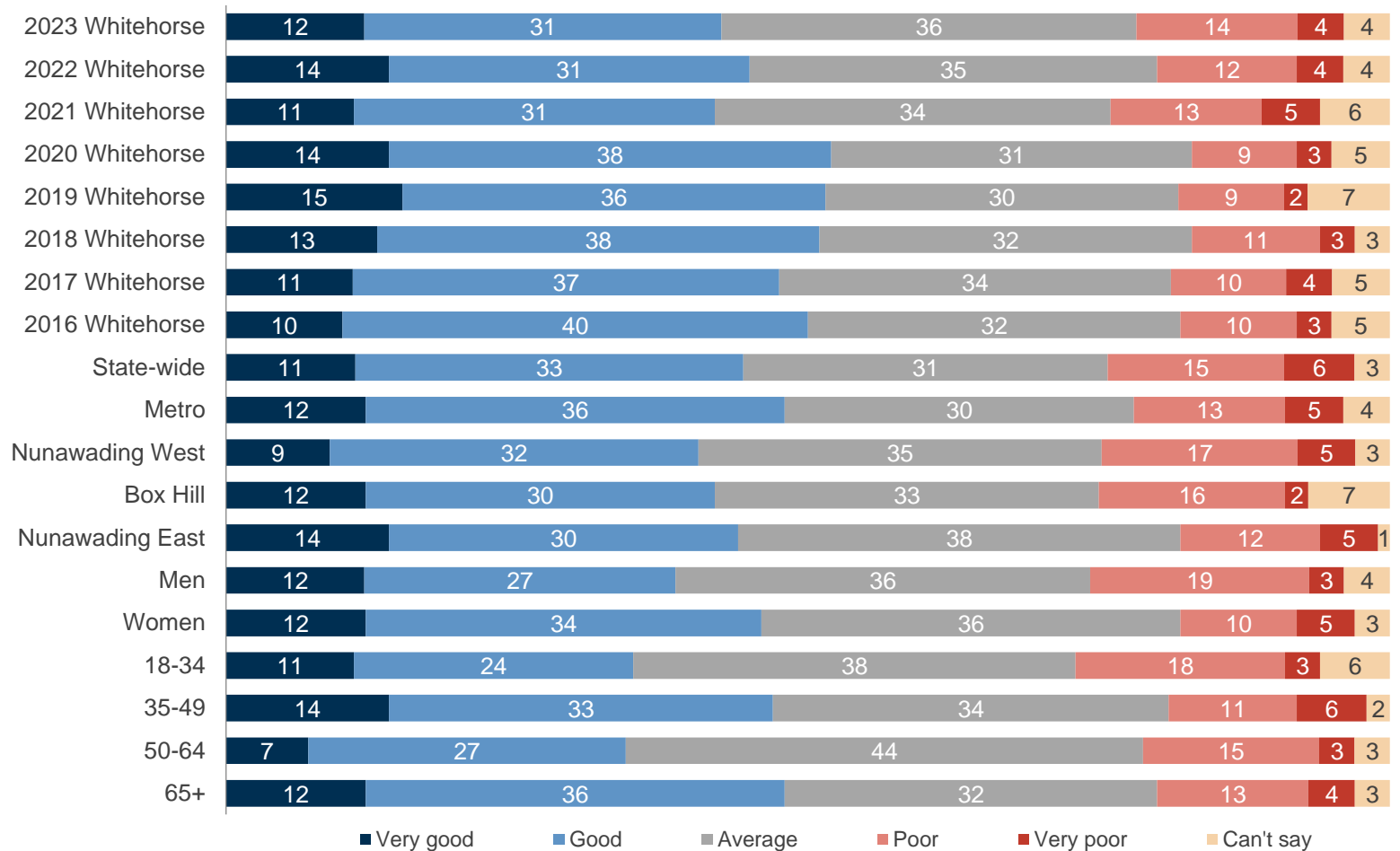|	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Box Hill	65	64	67	64	68	63	59	65	n/a	n/a
18-34	65	66	67	67	71	69	70	71	n/a	n/a
Women	64	65	70	67	68	65	65	65	n/a	n/a
Whitehorse	62	64	66	66	65	65	65	65	n/a	n/a
35-49	62	62	67	66	62	62	62	56	n/a	n/a
65+	62	64	64	66	64	66	60	64	n/a	n/a
Metro	62	65	66	65	64	64	64	64	66	n/a
Nunawading West	61	64	66	66	64	65	66	64	n/a	n/a
State-wide	61	63	64	63	64	64	64	63	66	66
Nunawading East	61	65	66	68	66	68	67	65	n/a	n/a
Men	61	63	63	66	63	65	64	64	n/a	n/a
50-64	57	63	68	65	61	62	65	66	n/a	n/a

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

Enforcement of local laws performance

2023 law enforcement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	9	36	27	10	2	16
2022 Whitehorse	13	34	27	10	1	15
2021 Whitehorse	12	38	26	5	2	17
2020 Whitehorse	14	36	27	6	2	15
2019 Whitehorse	12	40	26	5	3	14
2018 Whitehorse	11	41	23	6	3	16
2017 Whitehorse	14	38	21	9	3	14
2016 Whitehorse	12	33	25	5	3	22
State-wide	10	35	28	8	4	15
Metro	9	36	26	8	4	17
Nunawading West	10	36	29	10	3	13
Box Hill	10	43	22	9	1	16
Nunawading East	9	31	28	11	2	19
Men	8	37	30	11	2	13
Women	11	35	23	9	2	19
18-34	8	47	24	8	1	13
35-49	11	33	24	10	3	19
50-64	10	26	37	16	2	9
65+	10	33	27	9	2	20
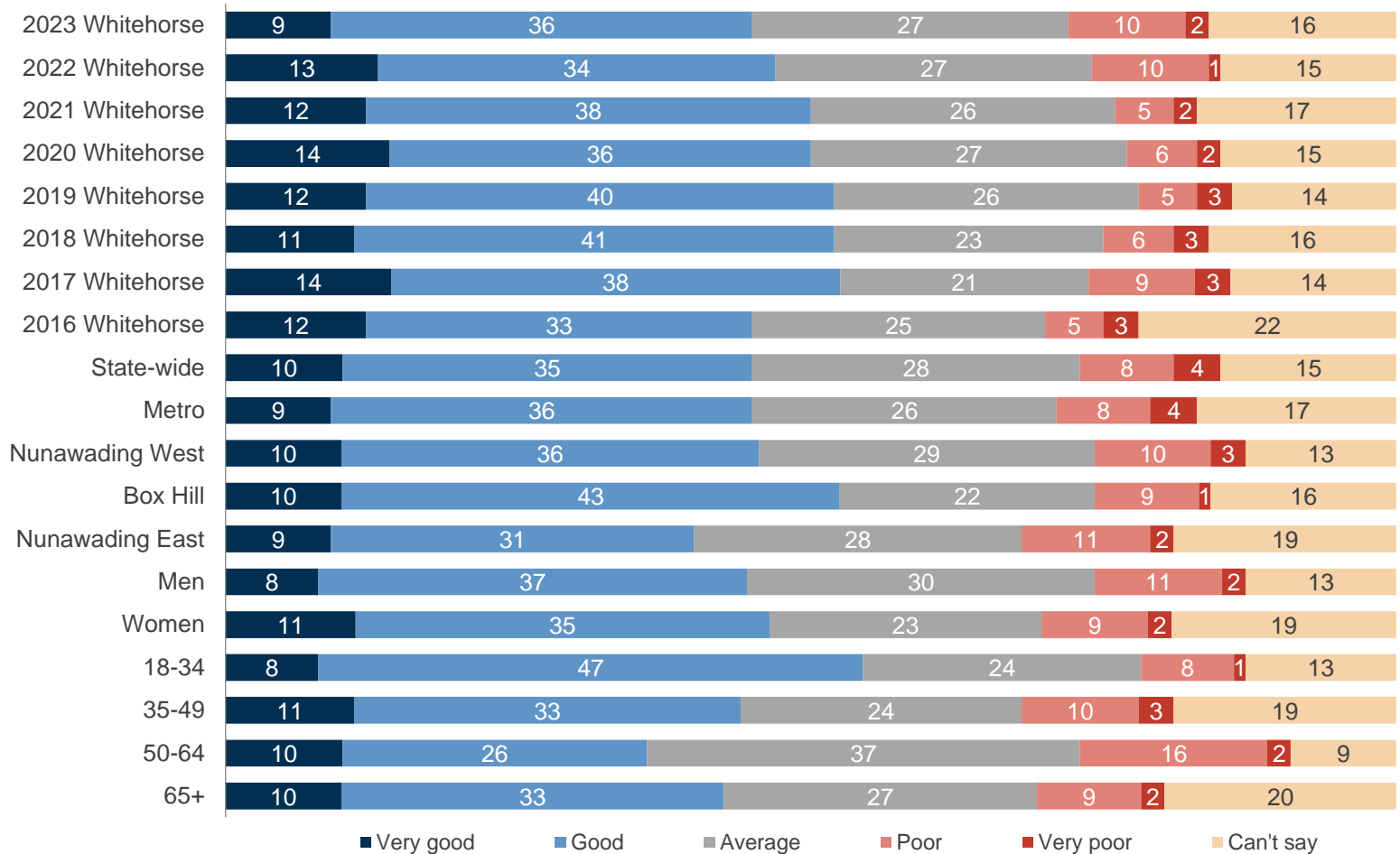
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

Family support services importance

2023 family support importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	80 ▲	77	76	79	77	78	78	78	n/a	n/a
18-34	77	73	75	73	74	77	81	77	n/a	n/a
State-wide	75	76	76	75	74	74	73	73	73	72
Metro	75	76	76	75	75	75	73	73	72	n/a
Box Hill	74	75	75	71	78	73	77	71	n/a	n/a
Nunawading East	74	73	74	73	74	74	74	76	n/a	n/a
35-49	73	71	74	72	74	72	71	73	n/a	n/a
Whitehorse	73	73	74	73	73	74	75	73	n/a	n/a
Nunawading West	72	72	74	76	69	75	75	73	n/a	n/a
65+	72	74	76	76	72	74	72	70	n/a	n/a
50-64	69	77	70	71	73	72	73	74	n/a	n/a
Men	66 ▼	69	73	68	69	70	72	69	n/a	n/a

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Family support services importance

2023 family support importance (%)

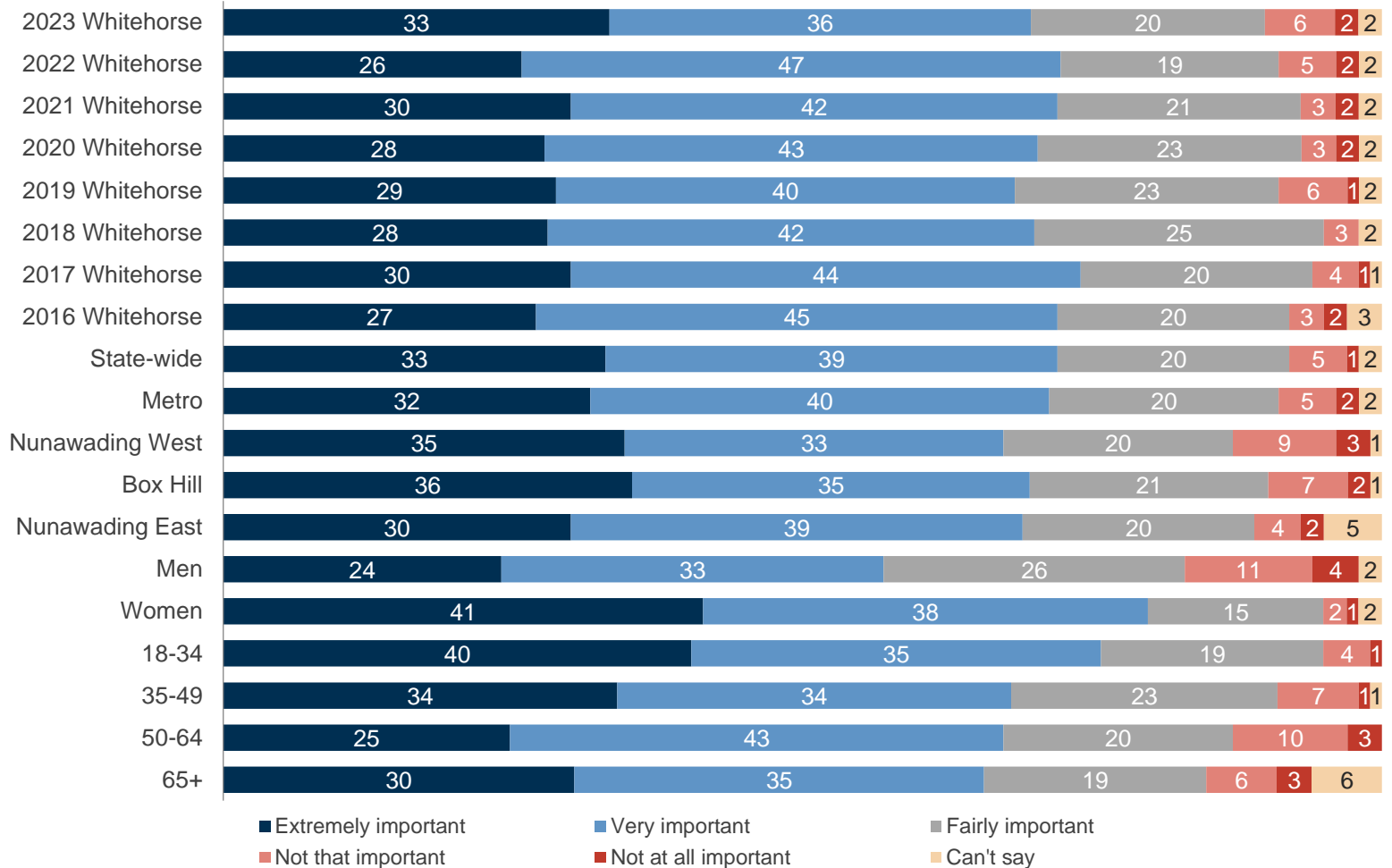|	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	33	36	20	6	2	2
2022 Whitehorse	26	47	19	5	2	2
2021 Whitehorse	30	42	21	3	2	2
2020 Whitehorse	28	43	23	3	2	2
2019 Whitehorse	29	40	23	6	1	2
2018 Whitehorse	28	42	25		3	2
2017 Whitehorse	30	44	20	4	1	1
2016 Whitehorse	27	45	20	3	2	3
State-wide	33	39	20	5	1	2
Metro	32	40	20	5	2	2
Nunawading West	35	33	20	9	3	1
Box Hill	36	35	21	7	2	1
Nunawading East	30	39	20	4	2	5
Men	24	33	26	11	4	2
Women	41	38	15	2	1	2
18-34	40	35	19	4		1
35-49	34	34	23	7	1	1
50-64	25	43	20	10	3	
65+	30	35	19	6	3	6

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5

Family support services performance

2023 family support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	67	66	68	68	67	66	70	66	n/a	n/a
Nunawading West	67	66	66	70	70	65	69	70	n/a	n/a
Women	66	68	70	72	72	71	73	71	n/a	n/a
Metro	65	66	67	69	69	68	68	69	68	n/a
35-49	64	70	67	72	70	70	69	70	n/a	n/a
Whitehorse	63	68	67	72	70	69	72	69	n/a	n/a
65+	63	69	72	73	71	70	70	73	n/a	n/a
State-wide	63	65	66	66	67	66	67	66	67	68
Nunawading East	62	73	71	77	70	72	73	71	n/a	n/a
Box Hill	62	65	64	67	69	71	74	66	n/a	n/a
18-34	61	66	63	72	69	69	75	67	n/a	n/a
Men	61	67	64	71	68	67	70	68	n/a	n/a

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2023 family support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	10	27	21	6	2	34
2022 Whitehorse	9	31	22	1	1	34
2021 Whitehorse	10	26	21	3	1	39
2020 Whitehorse	15	32	17	2	1	34
2019 Whitehorse	13	30	18	4		36
2018 Whitehorse	13	25	20	2	1	40
2017 Whitehorse	13	30	17	2		38
2016 Whitehorse	10	34	17	2	1	36
State-wide	9	27	22	6	3	34
Metro	9	27	20	4	2	38
Nunawading West	8	27	19	5		41
Box Hill	8	29	25	6	3	28
Nunawading East	12	25	19	8	4	32
Men	9	26	25	9	2	29
Women	11	28	17	4	3	39
18-34	9	26	23	9	2	32
35-49	10	29	26	4	3	29
50-64	12	30	25	3	1	29
65+	9	25	13	7	3	43

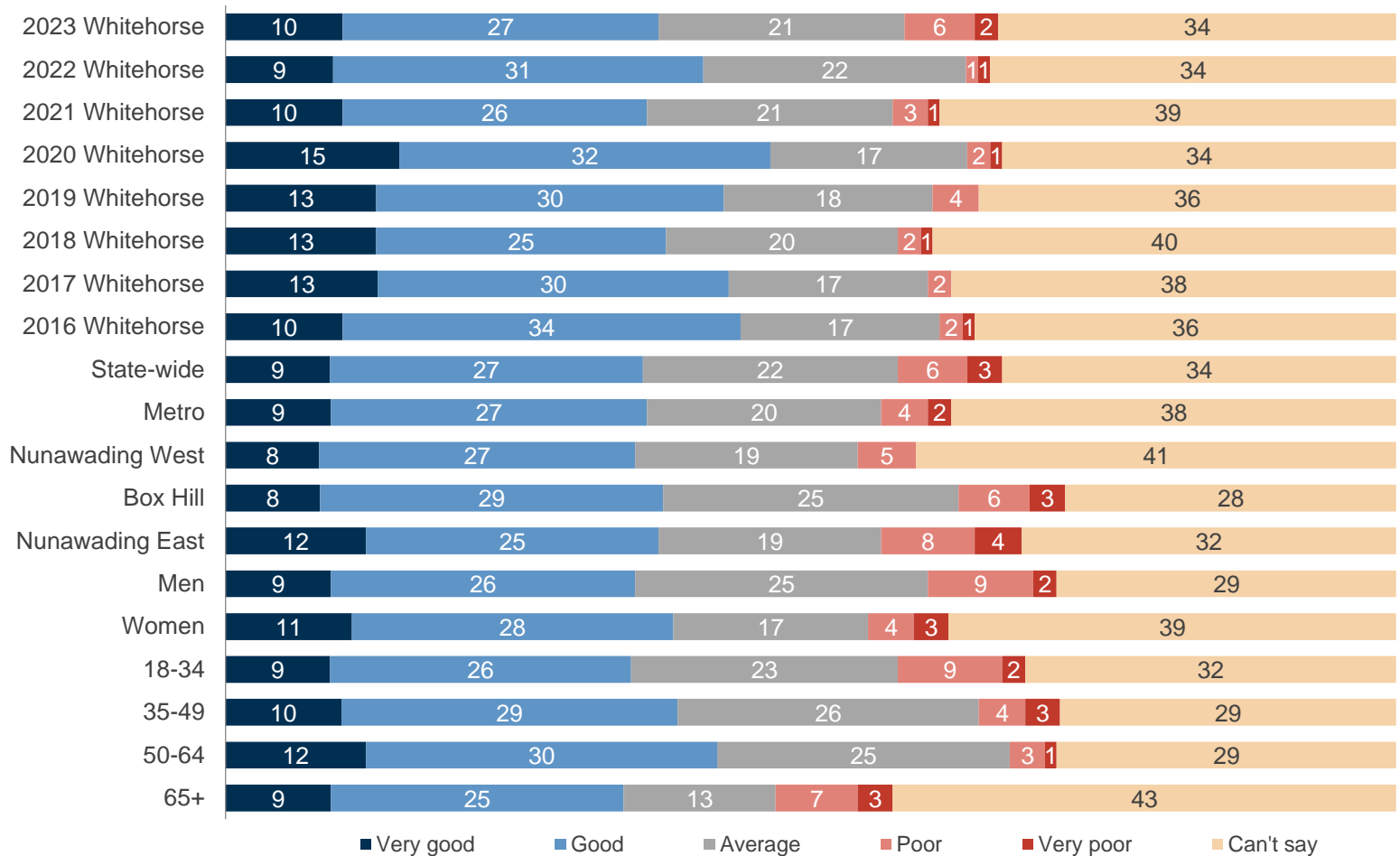■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

Recreational facilities importance

2023 recreational facilities importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	79	75	79	78	77	76	75	76	n/a	n/a
Women	77	75	76	72	72	72	72	77	n/a	n/a
Nunawading West	76	74	74	74	71	74	72	71	n/a	n/a
35-49	75	74	79	76	72	73	74	77	n/a	n/a
Whitehorse	74	73	74	71	71	72	72	75	n/a	n/a
Metro	74	74	74	72	72	73	73	73	72	n/a
65+	74	73	75	72	70	70	73	71	n/a	n/a
State-wide	73	74	74	72	72	73	72	73	72	72
Nunawading East	73	72	73	66	71	69	73	77	n/a	n/a
Box Hill	72	72	74	72	71	74	72	76	n/a	n/a
Men	71	70	71	70	70	72	72	72	n/a	n/a
18-34	71	71	67	64	68	71	68	75	n/a	n/a

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 (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	26	46	24	3		1
2022 Whitehorse	22	51	23	2		1
2021 Whitehorse	26	45	26	3		
2020 Whitehorse	23	45	26	5	1	1
2019 Whitehorse	21	46	28	4		
2018 Whitehorse	20	50	26	1	1	1
2017 Whitehorse	22	47	28	2		
2016 Whitehorse	29	45	23	3		1
State-wide	26	45	25	3	1	1
Metro	26	47	23	3	1	1
Nunawading West	30	45	23			1 1
Box Hill	24	44	28	3		1
Nunawading East	24	47	23	4		
Men	24	42	29	5		
Women	28	50	20	1		1
18-34	26	37	32	6		
35-49	27	49	22	1	1	1
50-64	37	45	13	5		
65+	21	53	23	1		1

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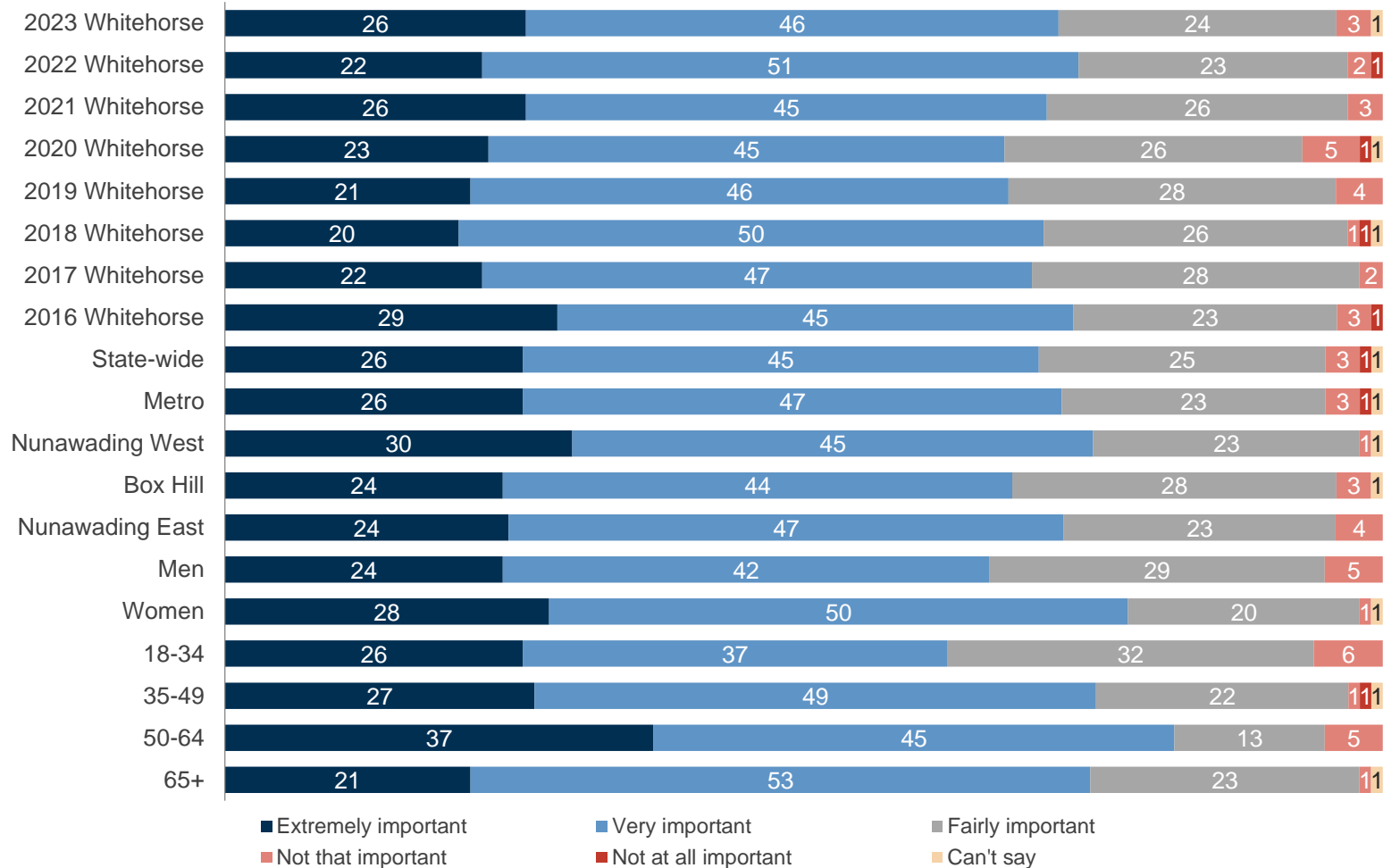■ Not that important　　■ Not at all important　　■ Can't say

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)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	76	77	78	79	81	78	78	80	n/a	n/a
Nunawading East	75	77	74	75	74	79	75	78	n/a	n/a
Men	73	72	71	72	76	78	75	74	n/a	n/a
Whitehorse	73	73	74	75	77	76	76	75	n/a	n/a
Women	73	75	78	77	78	74	76	77	n/a	n/a
Nunawading West	73	73	74	76	78	72	78	75	n/a	n/a
50-64	72	78	77	75	76	76	79	76	n/a	n/a
35-49	72	73	73	74	74	75	79	71	n/a	n/a
Metro	72	73	75	74	75	74	73	73	74	n/a
18-34	72	69	71	72	77	75	70	76	n/a	n/a
Box Hill	71	70	74	73	79	77	74	73	n/a	n/a
State-wide	68▼	69	71	70	70	69	70	69	70	71

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

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Recreational facilities performance

2023 recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	24	46	19	5		5
2022 Whitehorse	26	42	21	4	1	6
2021 Whitehorse	27	43	22	3	1	5
2020 Whitehorse	27	45	21	2	1	4
2019 Whitehorse	30	46	15	2	1	6
2018 Whitehorse	26	47	17	1	1	7
2017 Whitehorse	27	49	16	4		5
2016 Whitehorse	27	46	17	3	1	6
State-wide	21	42	23	8	3	4
Metro	25	44	20	6	2	4
Nunawading West	19	55	17	6		3
Box Hill	23	41	23	8		4
Nunawading East	28	43	18	3	1	6
Men	25	47	19	5	1	4
Women	24	46	19	5		6
18-34	19	51	21	5		5
35-49	26	44	18	7	1	4
50-64	27	45	16	11		1
65+	27	45	19	2	1	7

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
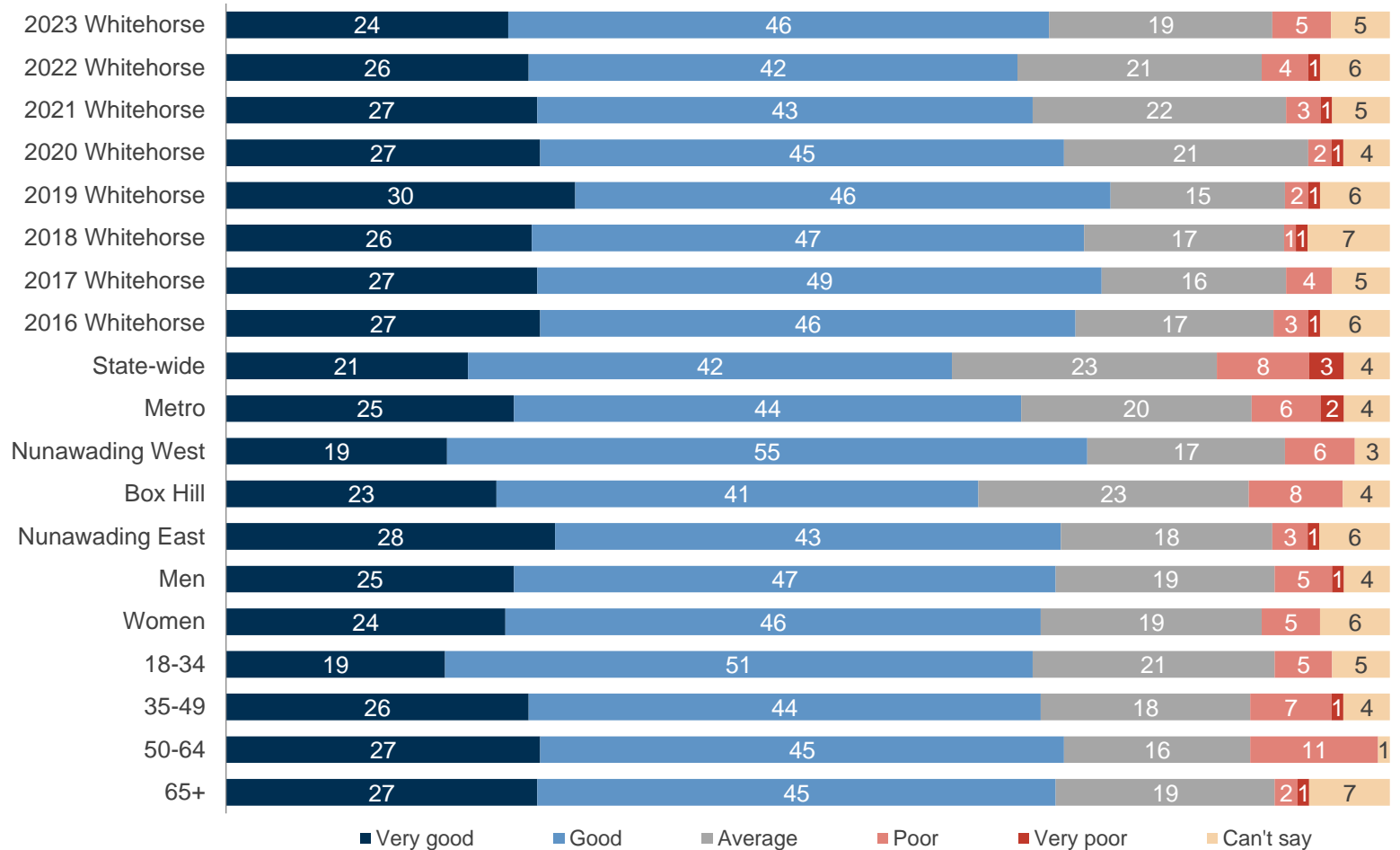
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12

The appearance of public areas importance

2023 public areas importance (index scores)

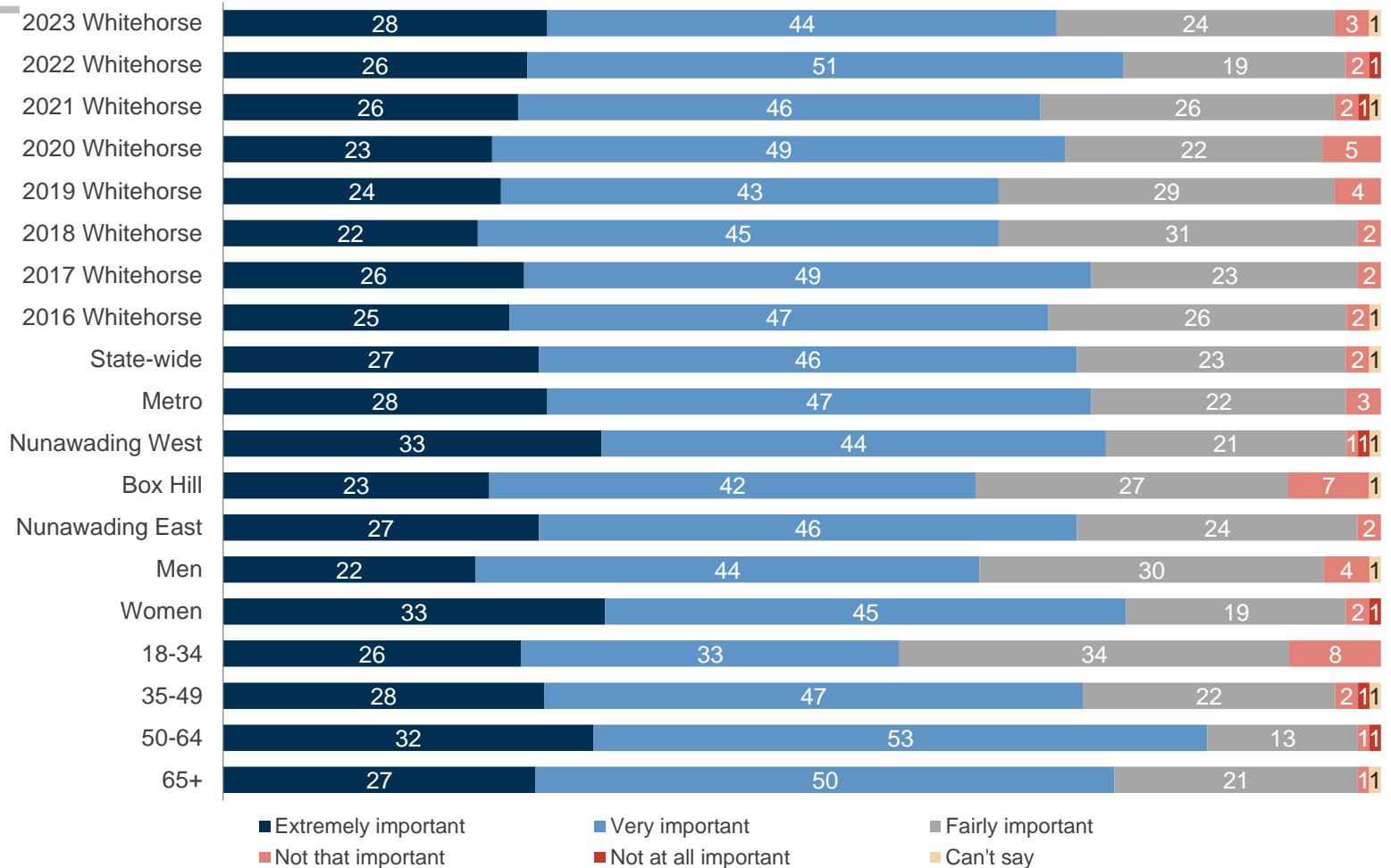|	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	78	77	77	77	76	77	75	74	n/a	n/a
Nunawading West	77	77	76	76	72	74	74	74	n/a	n/a
Women	77	77	75	74	73	74	74	76	n/a	n/a
65+	76	75	76	75	73	73	77	74	n/a	n/a
35-49	75	75	76	73	72	71	74	74	n/a	n/a
Metro	75	76	76	73	74	74	75	74	73	n/a
State-wide	74	75	75	74	73	74	74	74	73	73
Nunawading East	74	74	73	71	69	71	76	72	n/a	n/a
Whitehorse	74	75	74	73	72	72	75	74	n/a	n/a
Men	71	73	72	71	71	70	76	71	n/a	n/a
Box Hill	71	74	72	72	77	70	73	75	n/a	n/a
18-34	69 ▼	74	70	69	70	69	73	72	n/a	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 (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	28	44	24	3		1
2022 Whitehorse	26	51	19	2		1
2021 Whitehorse	26	46	26	2	1	1
2020 Whitehorse	23	49	22	5		
2019 Whitehorse	24	43	29	4		
2018 Whitehorse	22	45	31	2		
2017 Whitehorse	26	49	23	2		
2016 Whitehorse	25	47	26	2		1
State-wide	27	46	23	2		1
Metro	28	47	22	3		
Nunawading West	33	44	21	1	1	1
Box Hill	23	42	27	7		1
Nunawading East	27	46	24	2		
Men	22	44	30	4		1
Women	33	45	19	2		1
18-34	26	33	34	8		
35-49	28	47	22	2	1	1
50-64	32	53	13	1	1	
65+	27	50	21	1		1

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)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	74	72	76	75	74	74	74	74	n/a	n/a
Nunawading East	73	77	77	76	77	75	78	80	n/a	n/a
35-49	73	73	76	74	75	71	79	70	n/a	n/a
Men	72	75	74	72	76	75	76	73	n/a	n/a
Whitehorse	71	74	76	73	76	73	77	74	n/a	n/a
Nunawading West	71	76	77	73	74	73	76	72	n/a	n/a
Women	71	73	78	74	76	72	78	74	n/a	n/a
Box Hill	69	70	75	70	78	71	76	69	n/a	n/a
50-64	69	74	78	69	75	73	73	75	n/a	n/a
18-34	69	77	77	72	79	74	79	76	n/a	n/a
Metro	68▼	72	74	73	74	73	72	72	73	n/a
State-wide	67▼	71	73	72	72	71	71	71	72	72

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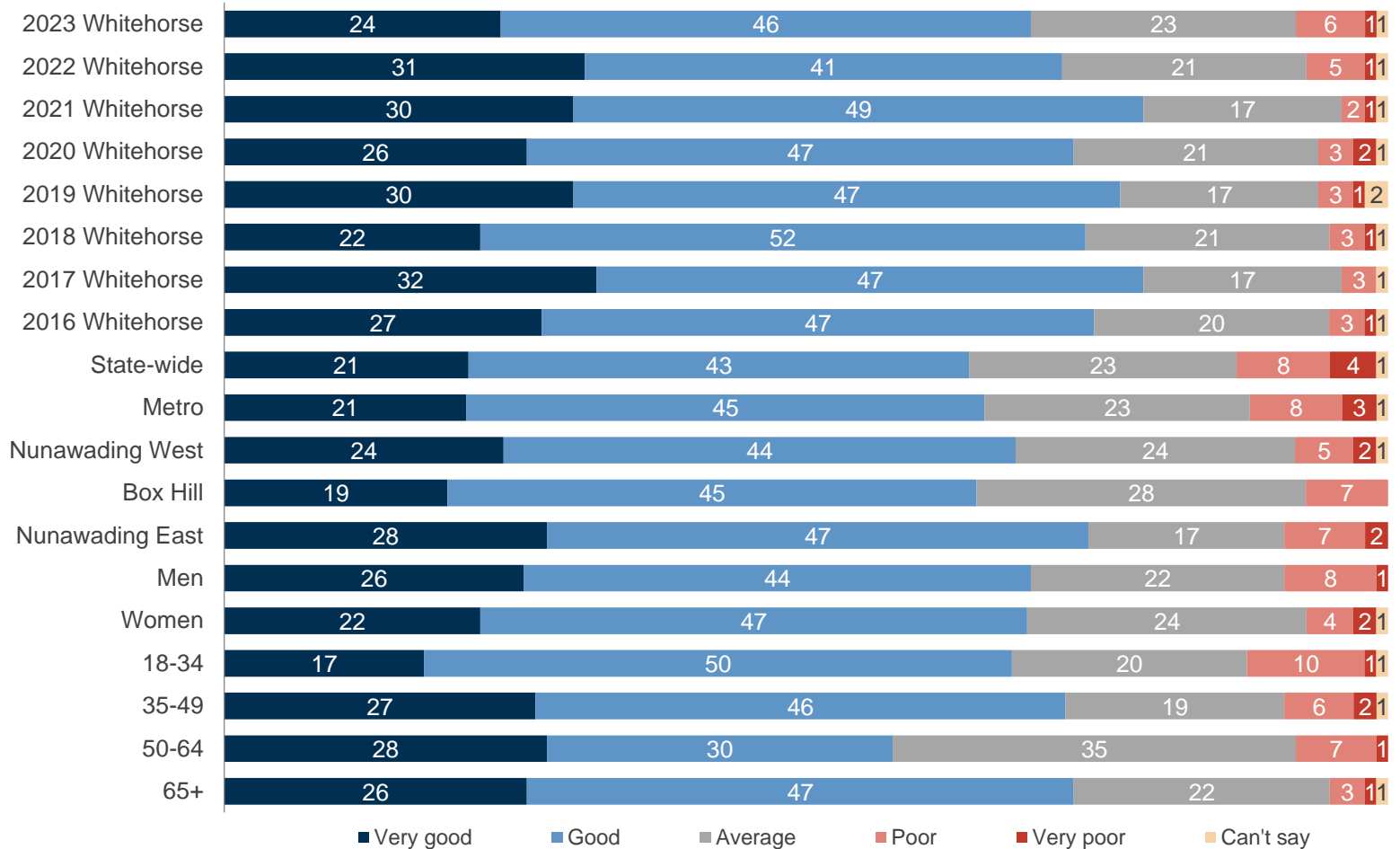*Base: All respondents. Councils asked State-wide: 45 Councils asked group: 11*
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2023 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	24	46	23	6	1	1
2022 Whitehorse	31	41	21	5	1	1
2021 Whitehorse	30	49	17	2	1	1
2020 Whitehorse	26	47	21	3	2	1
2019 Whitehorse	30	47	17	3	1	2
2018 Whitehorse	22	52	21	3	1	1
2017 Whitehorse	32	47	17	3		1
2016 Whitehorse	27	47	20	3	1	1
State-wide	21	43	23	8	4	1
Metro	21	45	23	8	3	1
Nunawading West	24	44	24	5	2	1
Box Hill	19	45	28	7		
Nunawading East	28	47	17	7	2	
Men	26	44	22	8		1
Women	22	47	24	4	2	1
18-34	17	50	20	10	1	1
35-49	27	46	19	6	2	1
50-64	28	30	35	7		1
65+	26	47	22	3	1	1

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

Art centres and libraries importance

2023 art centres and libraries importance (index scores)

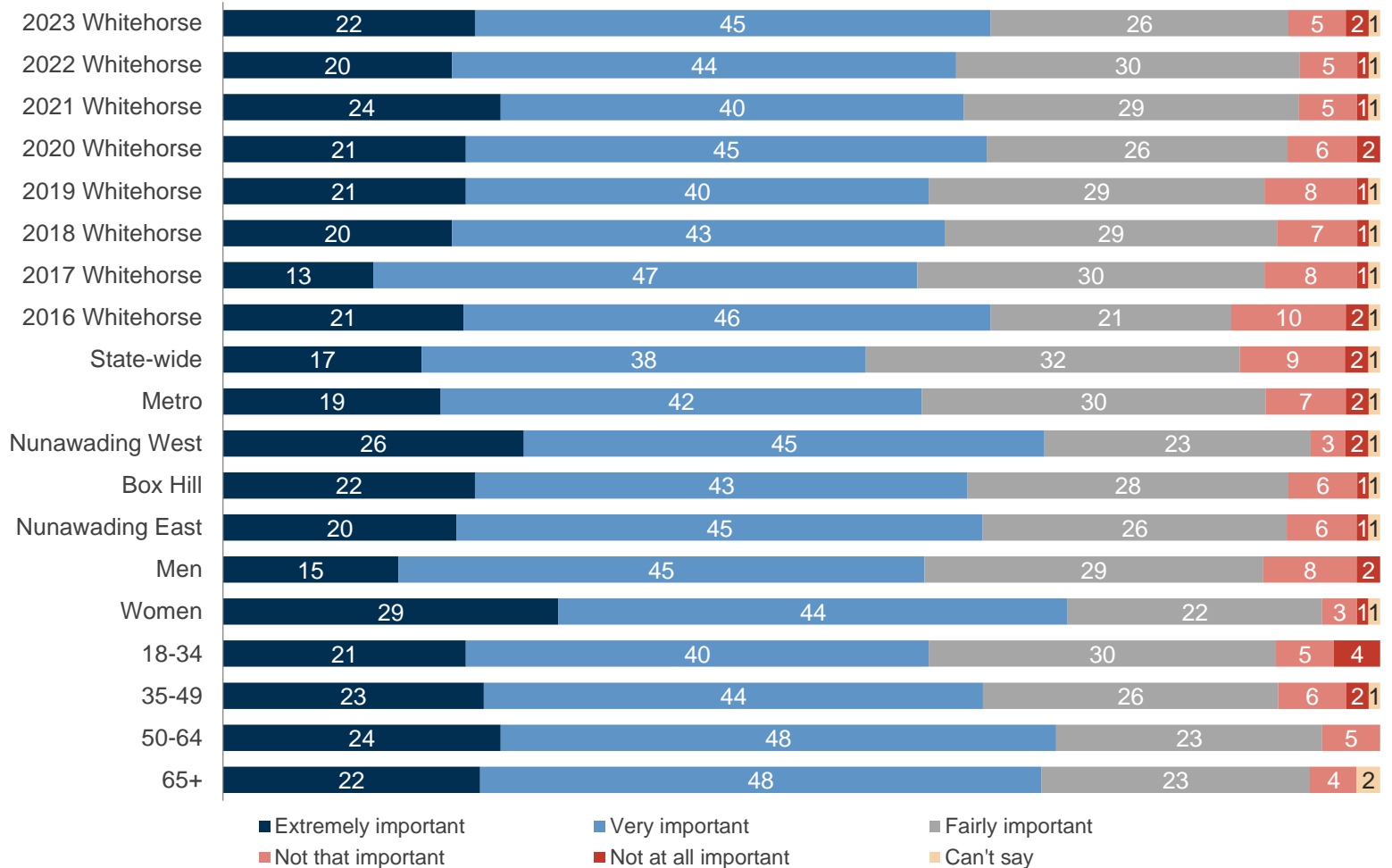|	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women 75▲	73	75	72	72	74	70	74	n/a	n/a
50-64 73	70	70	71	72	67	66	67	n/a	n/a
65+ 73	70	70	74	67	70	68	68	n/a	n/a
Nunawading West 73	72	73	72	68	71	68	68	n/a	n/a
Whitehorse 70	70	70	69	68	69	66	69	n/a	n/a
35-49 70	71	73	73	66	67	67	68	n/a	n/a
Box Hill 70	69	68	70	68	70	66	69	n/a	n/a
Nunawading East 69	68	69	65	69	65	65	69	n/a	n/a
Metro 68	70	70	68	67	67	67	68	69	n/a
18-34 67	68	69	61	69	69	65	71	n/a	n/a
Men 66▼	66	66	65	64	63	62	64	n/a	n/a
State-wide 65▼	67	67	65	65	65	64	66	65	66

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries importance

2023 art centres and libraries importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	22	45	26	5	2	1
2022 Whitehorse	20	44	30	5	1	1
2021 Whitehorse	24	40	29	5	1	1
2020 Whitehorse	21	45	26	6	2	
2019 Whitehorse	21	40	29	8	1	1
2018 Whitehorse	20	43	29	7	1	1
2017 Whitehorse	13	47	30	8	1	1
2016 Whitehorse	21	46	21	10	2	1
State-wide	17	38	32	9	2	1
Metro	19	42	30	7	2	1
Nunawading West	26	45	23	3	2	1
Box Hill	22	43	28	6	1	1
Nunawading East	20	45	26	6	1	1
Men	15	45	29	8	2	
Women	29	44	22	3	1	1
18-34	21	40	30	5	4	
35-49	23	44	26	6	2	1
50-64	24	48	23	5		
65+	22	48	23	4		2

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

Art centres and libraries performance

2023 art centres and libraries performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	79▲	79	81	81	81	81	80	78	n/a	n/a
Women	77	76	74	78	81	79	78	77	n/a	n/a
Nunawading East	76	78	75	76	80	79	82	77	n/a	n/a
Box Hill	75	69	77	79	79	78	75	71	n/a	n/a
Whitehorse	75	74	73	77	78	77	79	74	n/a	n/a
Metro	75	73	73	75	76	75	75	74	75	n/a
35-49	74	74	73	77	74	75	79	72	n/a	n/a
State-wide	73	73	73	74	74	74	73	72	73	75
50-64	73	74	77	79	81	74	78	72	n/a	n/a
Men	72	71	73	75	76	76	79	71	n/a	n/a
Nunawading West	72	74	70	76	76	75	78	74	n/a	n/a
18-34	71	70	67	73	78	78	78	73	n/a	n/a

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

Art centres and libraries performance

2023 art centres and libraries performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	25	38	19	3		14
2022 Whitehorse	24	39	20	3	1	14
2021 Whitehorse	23	39	19	3	1	16
2020 Whitehorse	28	43	17	1	1	10
2019 Whitehorse	31	42	15	2		10
2018 Whitehorse	28	42	15	2	1	13
2017 Whitehorse	30	47	12	2		10
2016 Whitehorse	24	42	20	2	1	11
State-wide	23	41	18	4	1	12
Metro	25	42	18	3	1	12
Nunawading West	24	30	25	5		16
Box Hill	26	41	16	4		12
Nunawading East	25	41	17	2	1	14
Men	19	40	20	4	1	16
Women	31	36	18	3		12
18-34	20	38	24	5		14
35-49	27	37	18	4	1	13
50-64	22	37	20	5		17
65+	30	38	16		1	15

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
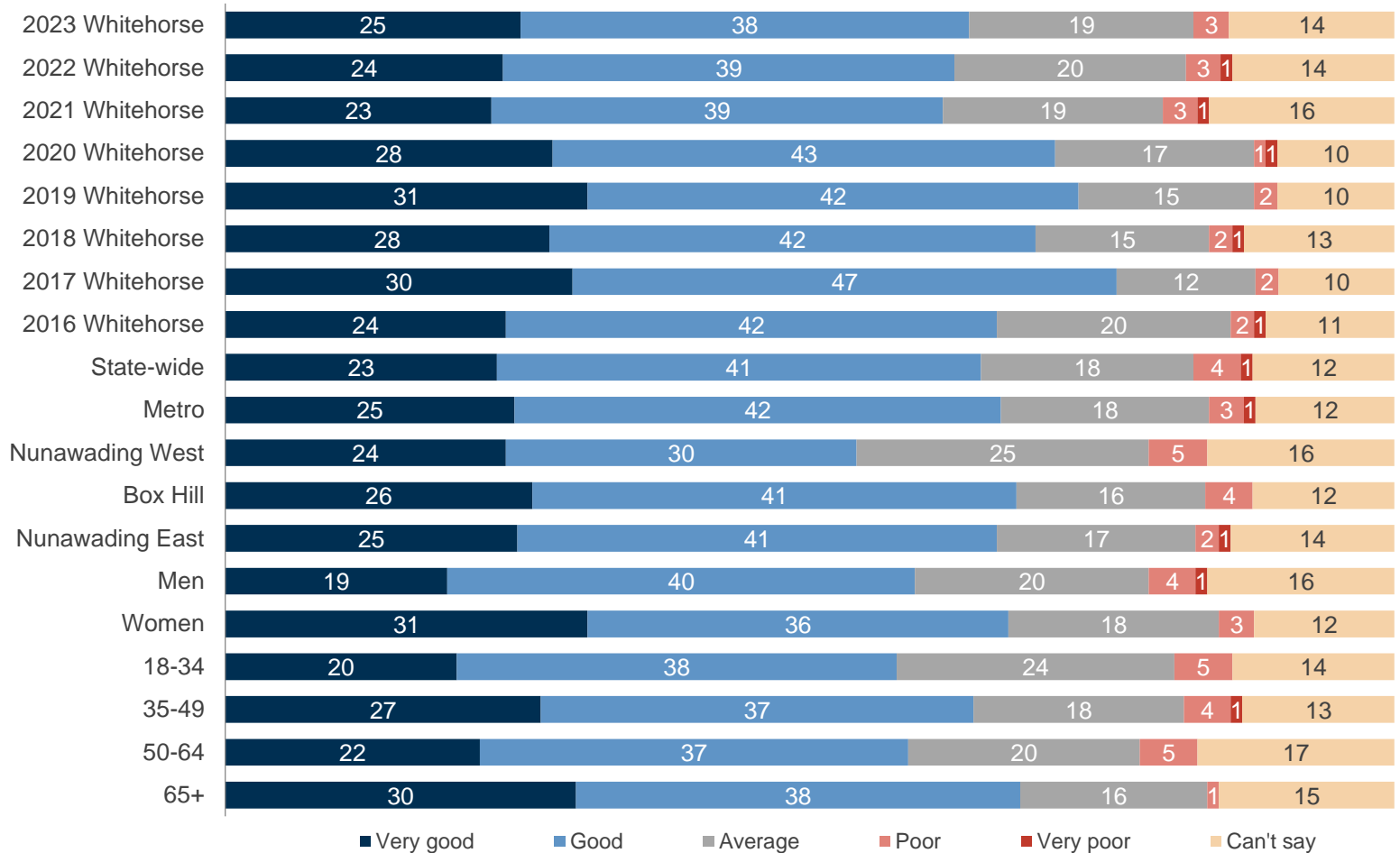
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

Community and cultural activities importance

2023 community and cultural activities importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	65 ▲	66	64	63	62	64	63	66	n/a	n/a
State-wide	62 ▲	64	64	62	61	61	61	62	62	62
Metro	62 ▲	64	64	61	60	61	61	62	62	n/a
Nunawading West	61	63	62	65	57	59	61	61	n/a	n/a
35-49	61	62	61	63	62	54	62	58	n/a	n/a
65+	60	59	62	62	57	60	58	61	n/a	n/a
Whitehorse	59	62	61	60	60	60	59	62	n/a	n/a
Nunawading East	58	62	61	56	61	60	58	62	n/a	n/a
Box Hill	58	63	60	58	64	61	59	65	n/a	n/a
50-64	57	61	57	59	61	60	57	66	n/a	n/a
18-34	57	66	62	57	61	64	60	66	n/a	n/a
Men	53 ▼	59	59	57	58	56	55	58	n/a	n/a

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
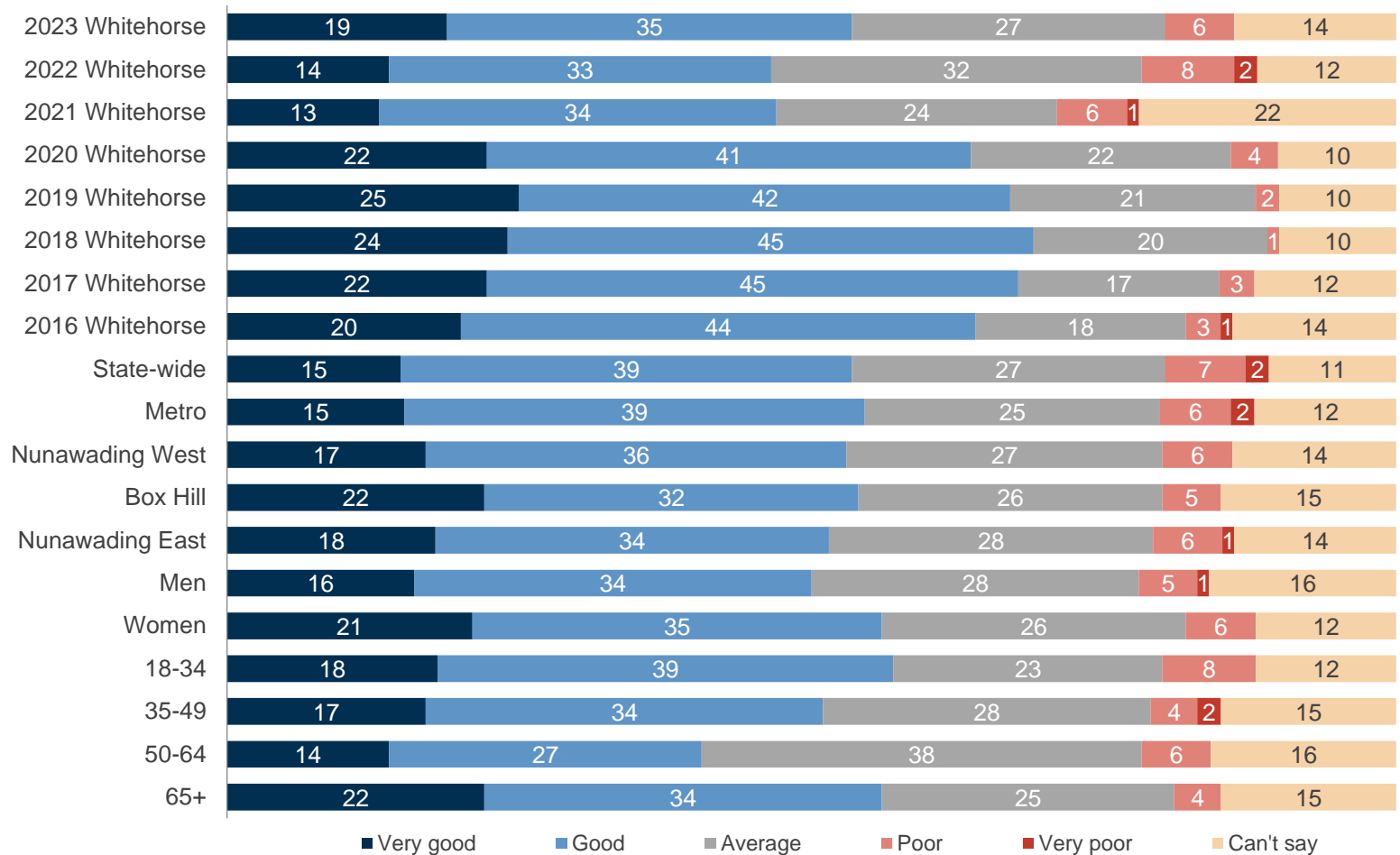*Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities importance

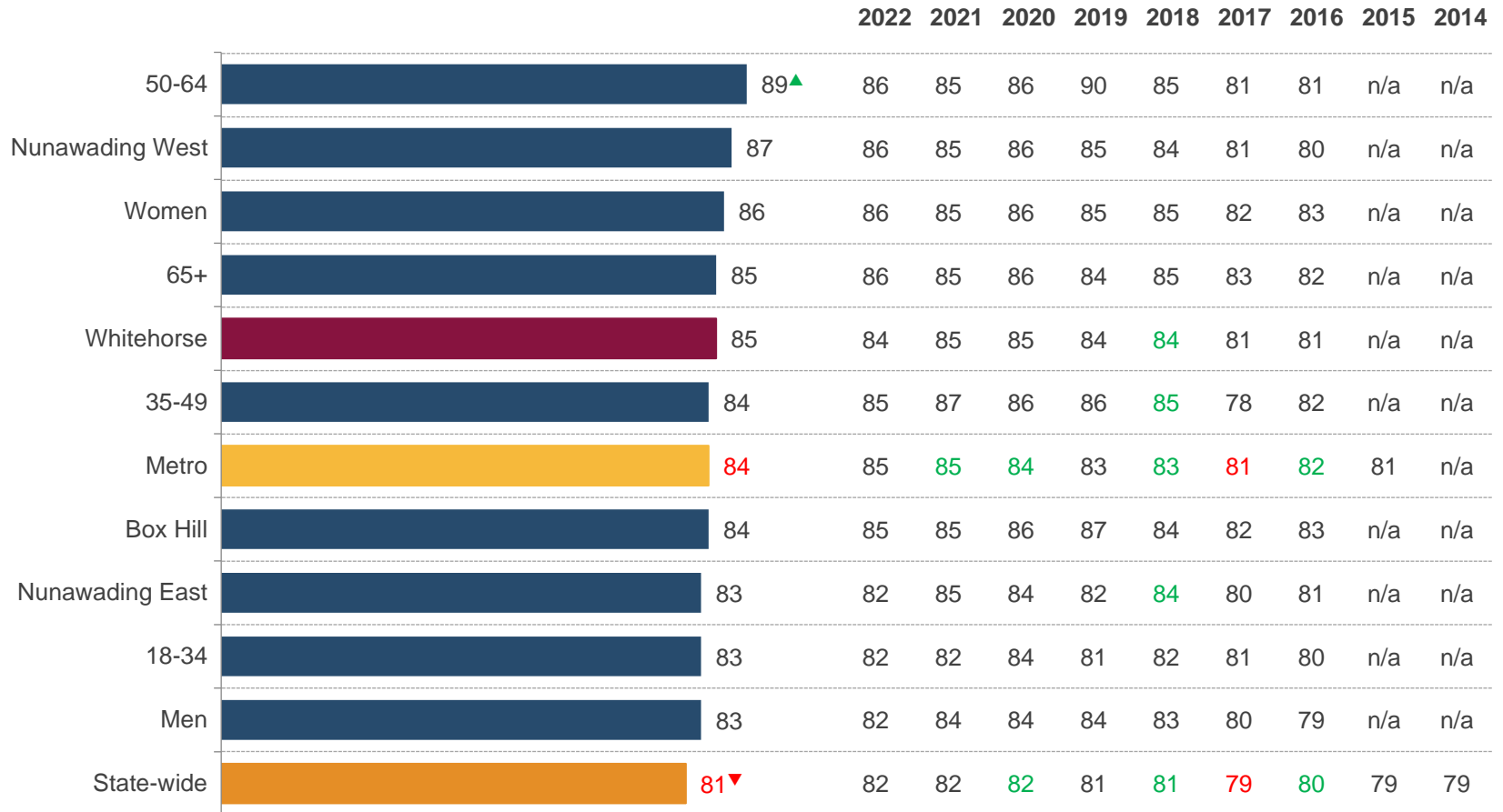## 2023 community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	10	34	41	12	2	1
2022 Whitehorse	12	40	37	8	3	
2021 Whitehorse	13	33	41	10	2	1
2020 Whitehorse	10	39	34	14	2	1
2019 Whitehorse	11	34	41	12	1	2
2018 Whitehorse	12	30	45	11		1
2017 Whitehorse	8	37	40	11	2	1
2016 Whitehorse	12	37	41	7	2	1
State-wide	13	35	37	10	3	1
Metro	13	36	36	11	3	1
Nunawading West	10	39	39	8	3	1
Box Hill	9	32	43	16		1
Nunawading East	10	32	41	12	3	1
Men	5	32	39	19	5	1
Women	14	37	43	6		
18-34	6	38	38	15	3	
35-49	11	37	39	10	2	1
50-64	12	24	50	11	3	
65+	11	33	41	11	2	2

Legend: Extremely important · Very important · Fairly important · Not that important · Not at all important · Can't say
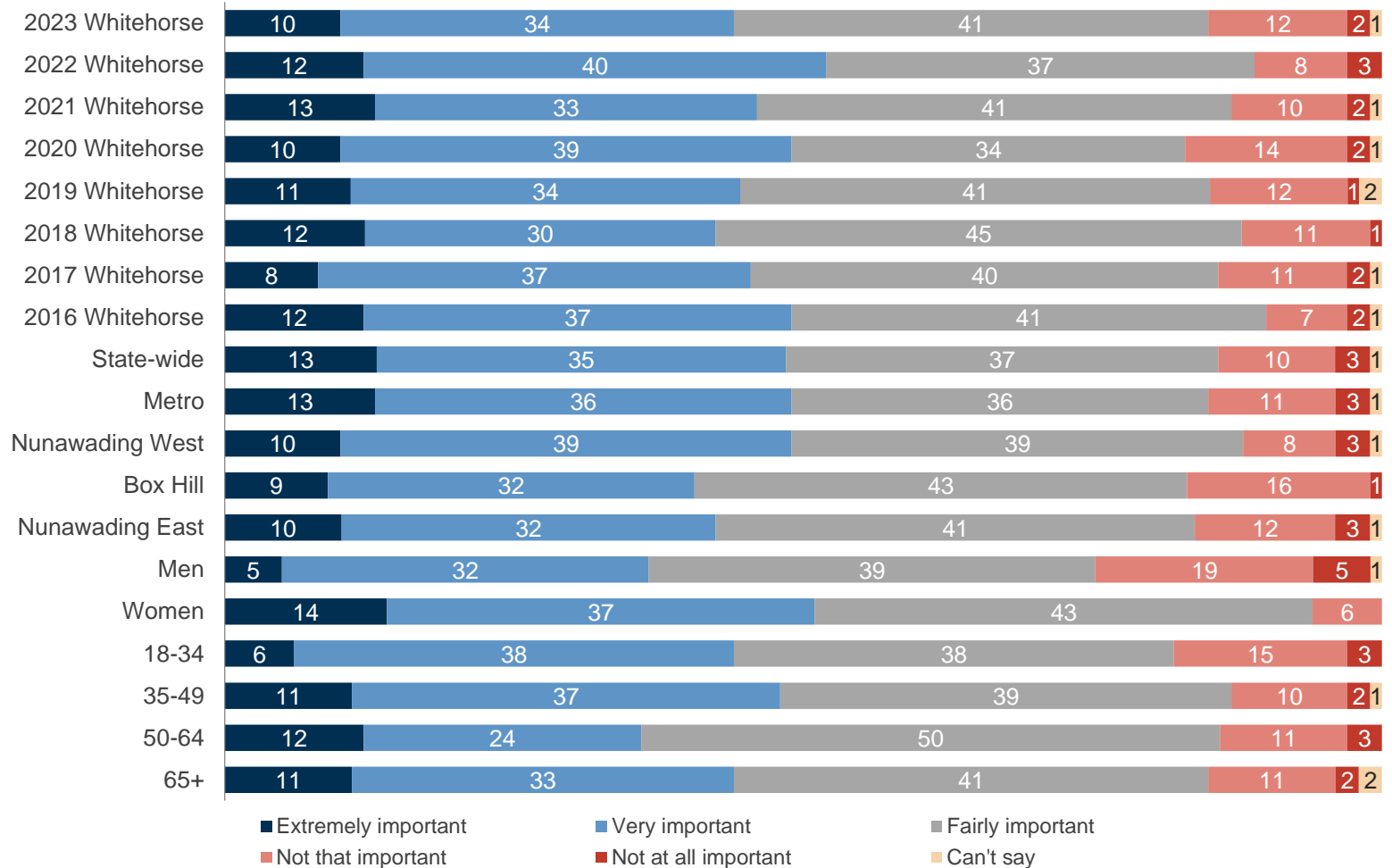
Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

Community and cultural activities performance

2023 community and cultural activities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	72	71	72	75	76	74	74	72	n/a	n/a
Box Hill	71	60	68	72	75	76	74	74	n/a	n/a
Women	70	65	69	76	75	78	76	76	n/a	n/a
18-34	69	59	62	70	73	74	74	74	n/a	n/a
Whitehorse	69	64	67	73	74	75	74	73	n/a	n/a
Nunawading West	68	64	65	72	73	73	74	72	n/a	n/a
35-49	68	64	68	74	77	78	75	71	n/a	n/a
Nunawading East	68	68	67	74	75	77	75	73	n/a	n/a
Men	67	63	64	69	74	73	73	70	n/a	n/a
Metro	67	65	66	70	70	70	70	71	71	n/a
State-wide	66 ▼	65	65	68	69	69	69	69	69	70
50-64	64	63	65	74	71	75	74	76	n/a	n/a

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities performance

2023 community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	19	35	27	6		14
2022 Whitehorse	14	33	32	8	2	12
2021 Whitehorse	13	34	24	6	1	22
2020 Whitehorse	22	41	22	4		10
2019 Whitehorse	25	42	21	2		10
2018 Whitehorse	24	45	20	1		10
2017 Whitehorse	22	45	17	3		12
2016 Whitehorse	20	44	18	3	1	14
State-wide	15	39	27	7	2	11
Metro	15	39	25	6	2	12
Nunawading West	17	36	27	6		14
Box Hill	22	32	26	5		15
Nunawading East	18	34	28	6	1	14
Men	16	34	28	5	1	16
Women	21	35	26	6		12
18-34	18	39	23	8		12
35-49	17	34	28	4	2	15
50-64	14	27	38	6		16
65+	22	34	25	4		15

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

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

Waste management importance

2023 waste management importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	89 ▲	86	85	86	90	85	81	81	n/a	n/a
Nunawading West	87	86	85	86	85	84	81	80	n/a	n/a
Women	86	86	85	86	85	85	82	83	n/a	n/a
65+	85	86	85	86	84	85	83	82	n/a	n/a
Whitehorse	85	84	85	85	84	84	81	81	n/a	n/a
35-49	84	85	87	86	86	85	78	82	n/a	n/a
Metro	84	85	85	84	83	83	81	82	81	n/a
Box Hill	84	85	85	86	87	84	82	83	n/a	n/a
Nunawading East	83	82	85	84	82	84	80	81	n/a	n/a
18-34	83	82	82	84	81	82	81	80	n/a	n/a
Men	83	82	84	84	84	83	80	79	n/a	n/a
State-wide	81 ▼	82	82	82	81	81	79	80	79	79

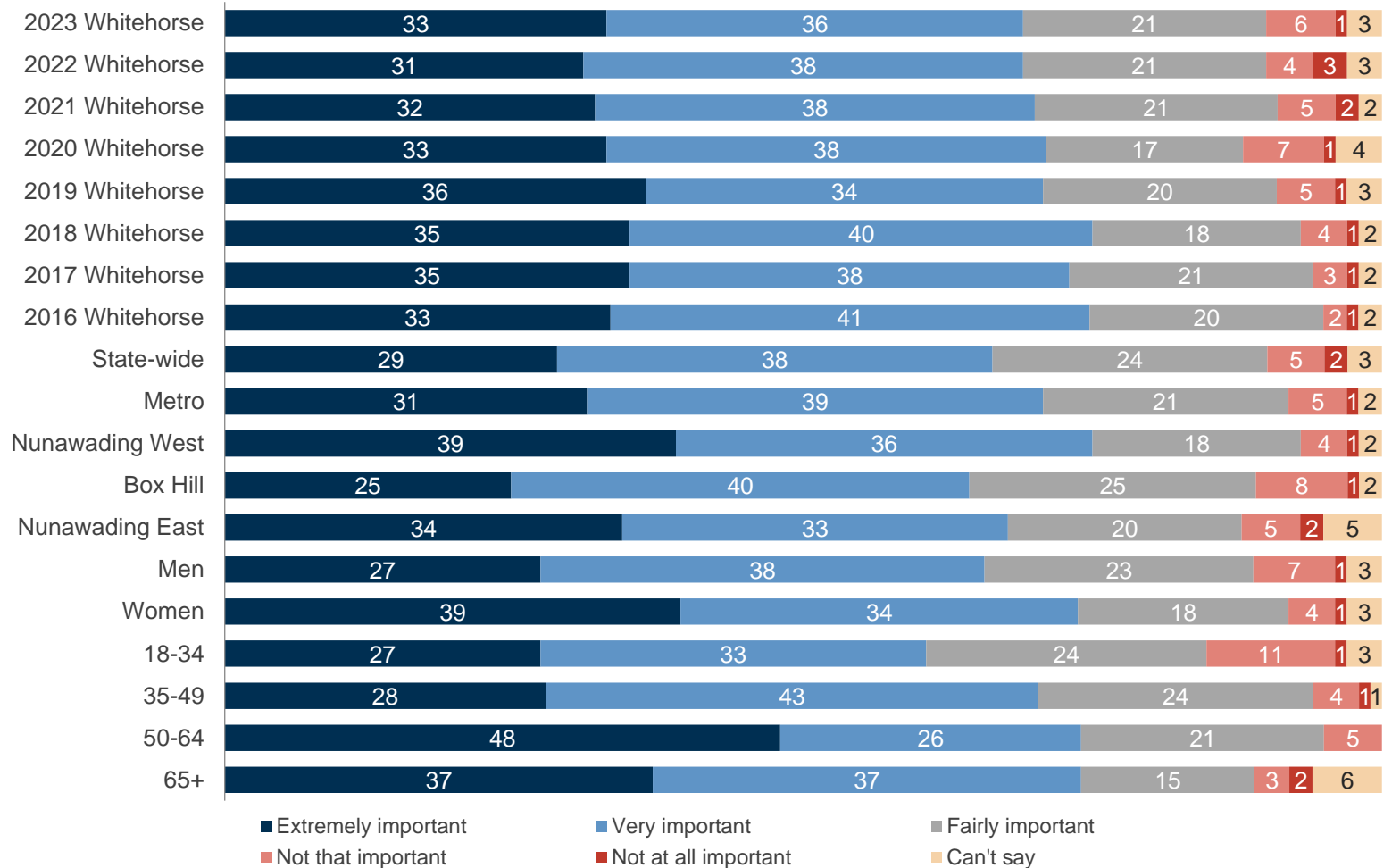*Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?*
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Waste management importance

2023 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	51	37	12			
2022 Whitehorse	47	44	8	1		
2021 Whitehorse	50	39	10	1		
2020 Whitehorse	49	42	8	1	1	
2019 Whitehorse	48	42	10	1		
2018 Whitehorse	46	44	10			
2017 Whitehorse	40	44	15	1		
2016 Whitehorse	38	50	11	1		
State-wide	42	43	13	1	1	
Metro	48	40	10	1	1	
Nunawading West	59	29	12			
Box Hill	48	39	12			1
Nunawading East	46	41	11	1		
Men	49	34	16			
Women	53	39	7			1
18-34	50	32	18			
35-49	49	40	9	1	1	
50-64	56	43	2			
65+	51	36	11	1	1	

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

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

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Waste management performance

2023 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	78	77	77	77	78	81	78	77	n/a	n/a
Nunawading East	76	77	77	74	79	79	78	76	n/a	n/a
Women	75	73	74	72	76	76	77	74	n/a	n/a
Whitehorse	74	74	75	72	77	77	77	74	n/a	n/a
18-34	74	73	74	69	80	75	76	76	n/a	n/a
Nunawading West	74	73	74	71	74	77	75	74	n/a	n/a
Men	74	76	76	73	78	78	78	75	n/a	n/a
35-49	73	74	72	71	75	77	80	69	n/a	n/a
Box Hill	73	74	74	72	79	76	79	72	n/a	n/a
50-64	69	73	79	73	72	77	75	72	n/a	n/a
Metro	68▼	71	72	70	73	75	75	76	77	n/a
State-wide	66▼	68	69	65	68	70	71	70	72	73

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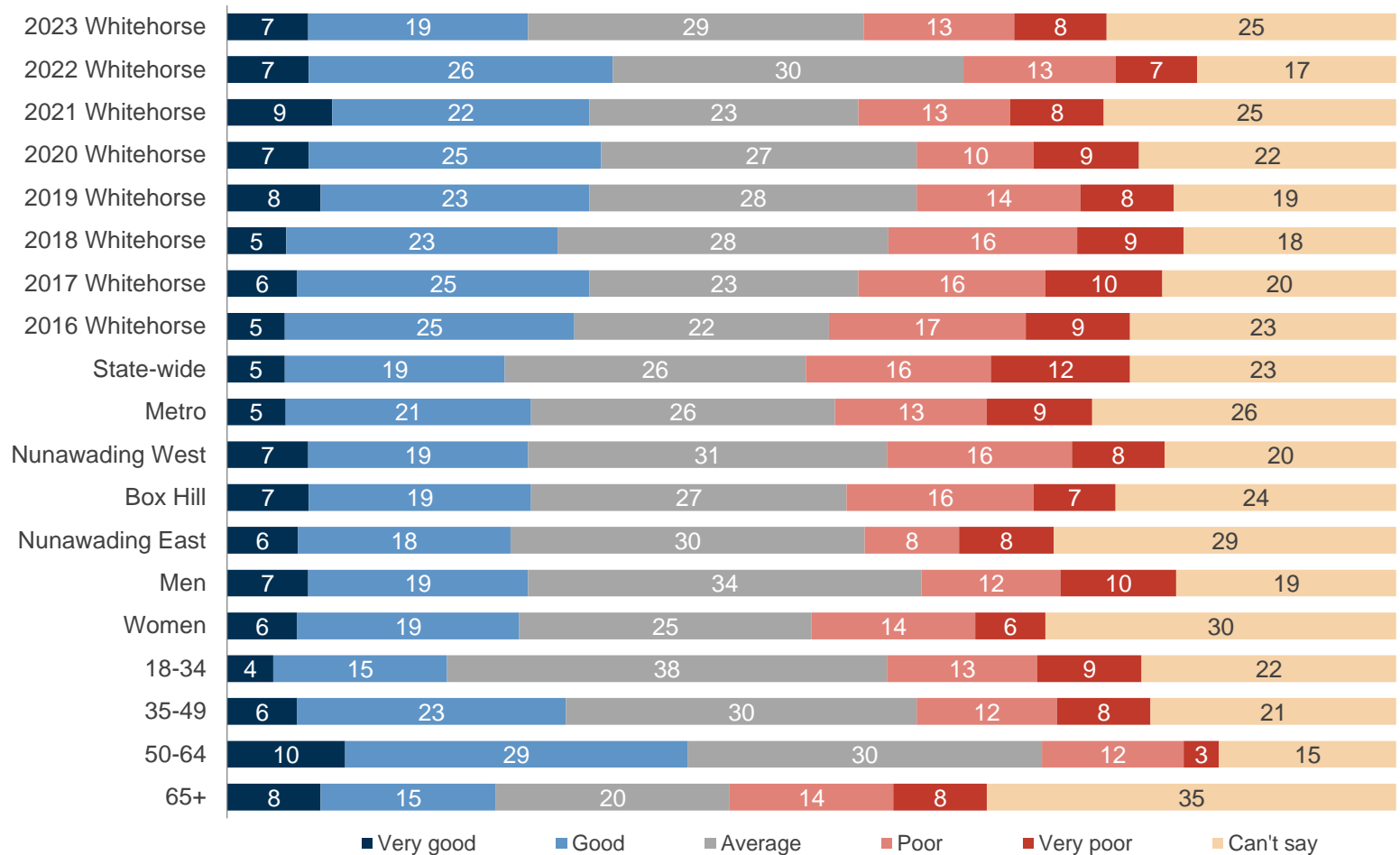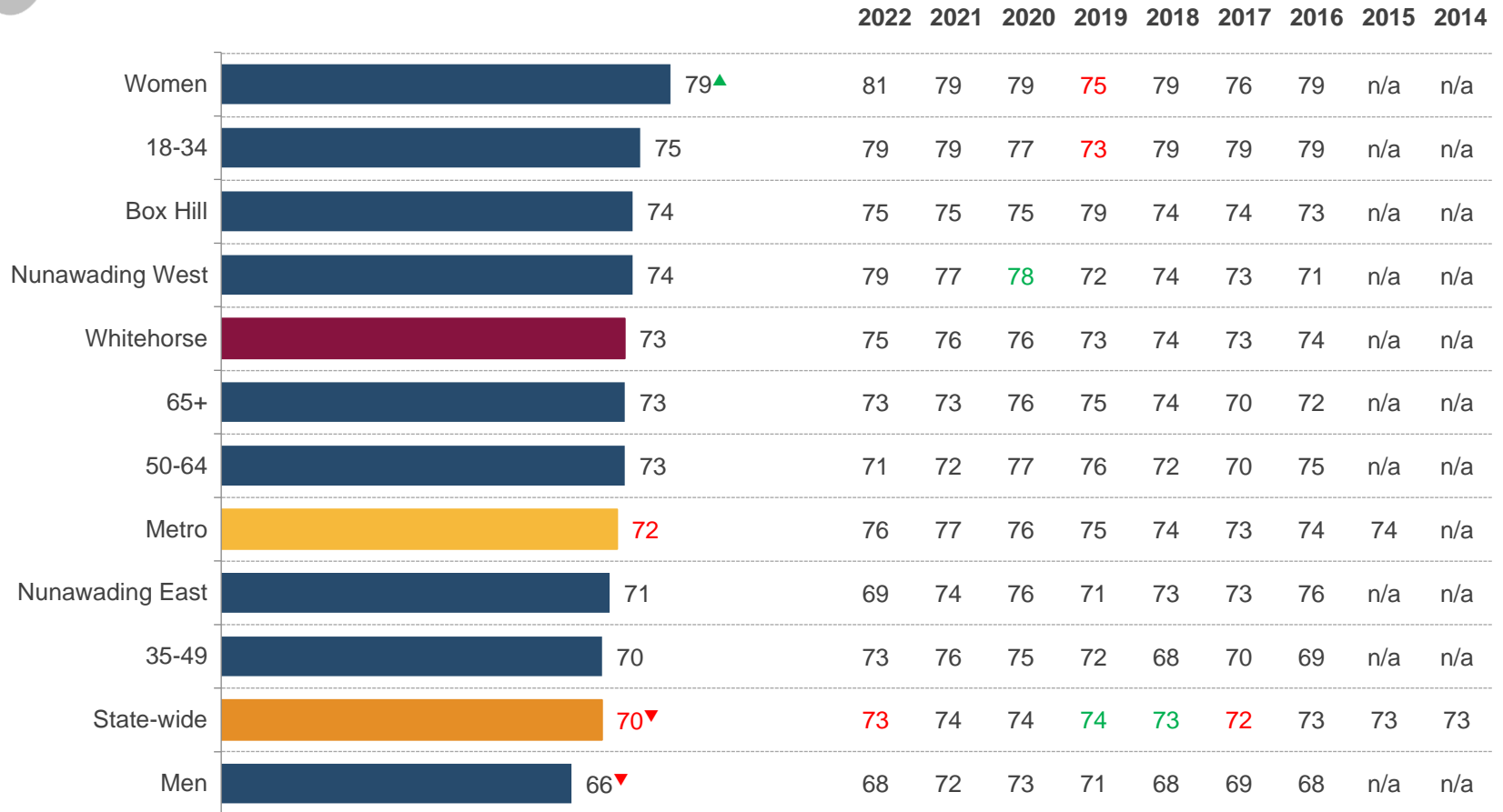*Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2023 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	33	37	21	6	2	1
2022 Whitehorse	30	44	21	4		1
2021 Whitehorse	31	44	14	6	2	2
2020 Whitehorse	28	42	20	6	2	2
2019 Whitehorse	36	42	16	4	1	2
2018 Whitehorse	32	49	14	2	1	1
2017 Whitehorse	34	44	16	4	1	2
2016 Whitehorse	29	44	21	5	1	1
State-wide	20	41	22	9	5	3
Metro	24	41	21	8	5	1
Nunawading West	32	36	21	6	2	3
Box Hill	31	37	24	7		
Nunawading East	36	38	18	4	2	1
Men	33	36	22	6	1	1
Women	34	39	19	5	2	1
18-34	31	40	21	4	2	2
35-49	32	39	20	5	3	1
50-64	29	34	24	12		2
65+	40	35	19	5		1

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
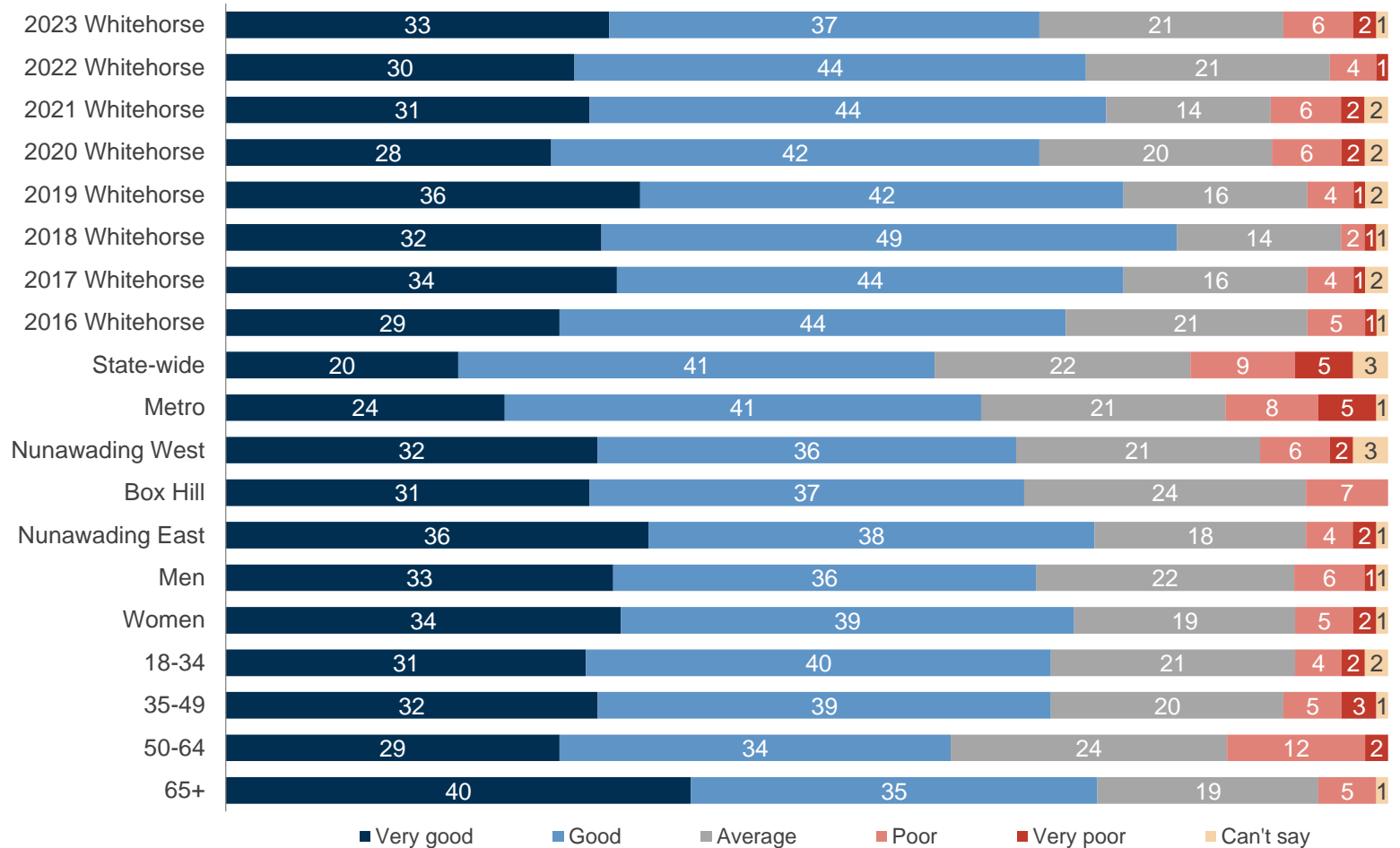
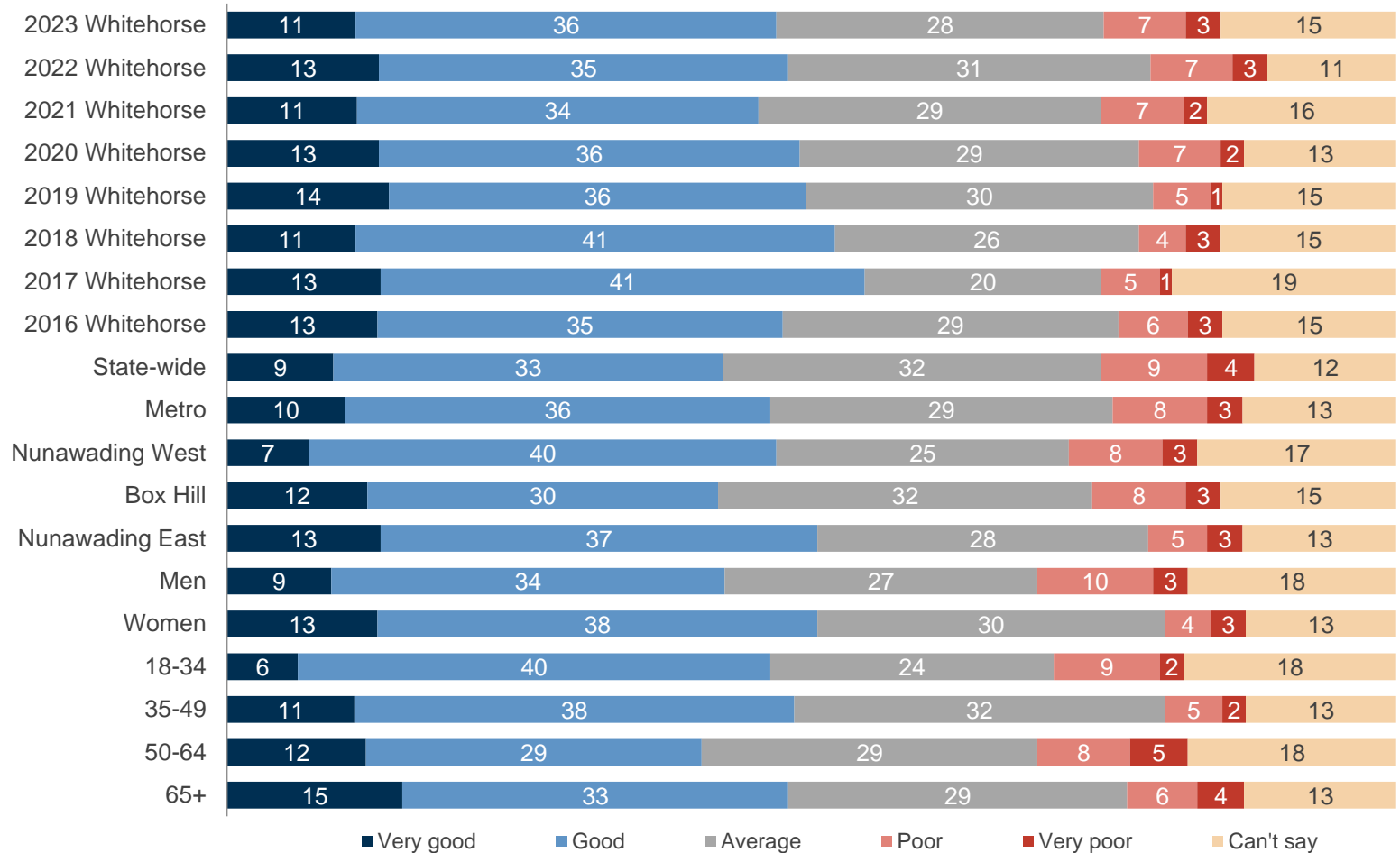*Q2. How has Council performed on 'Waste management' over the last 12 months?*
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

Planning and building permits importance

2023 planning and building permits importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	80	79	79	83	81	81	84	80	n/a	n/a
65+	78	78	80	83	81	79	79	79	n/a	n/a
Nunawading West	77	78	75	78	78	77	77	79	n/a	n/a
Women	77	78	77	77	78	80	78	78	n/a	n/a
Nunawading East	75	70	73	73	70	77	72	75	n/a	n/a
Whitehorse	74	73	74	75	76	77	76	76	n/a	n/a
Metro	74	75	75	74	74	74	76	74	74	n/a
35-49	74	72	76	78	77	77	75	80	n/a	n/a
State-wide	72	73	73	71	71	71	72	71	71	71
Men	71	69	71	72	73	74	73	74	n/a	n/a
Box Hill	70	71	74	71	81	77	81	74	n/a	n/a
18-34	69	69	66	62	68	73	69	70	n/a	n/a

Q1. Firstly, how important should 'Planning and building permits' 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.

Planning and building permits importance

2023 planning and building permits importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	33	36	21	6	1	3
2022 Whitehorse	31	38	21	4	3	3
2021 Whitehorse	32	38	21	5	2	2
2020 Whitehorse	33	38	17	7	1	4
2019 Whitehorse	36	34	20	5	1	3
2018 Whitehorse	35	40	18	4	1	2
2017 Whitehorse	35	38	21	3	1	2
2016 Whitehorse	33	41	20	2	1	2
State-wide	29	38	24	5	2	3
Metro	31	39	21	5	1	2
Nunawading West	39	36	18	4	1	2
Box Hill	25	40	25	8	1	2
Nunawading East	34	33	20	5	2	5
Men	27	38	23	7	1	3
Women	39	34	18	4	1	3
18-34	27	33	24	11	1	3
35-49	28	43	24	4	1	1
50-64	48	26	21			5
65+	37	37	15	3	2	6

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

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

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Planning and building permits performance

2023 planning and building permits performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	60 ▲	42	53	46	41	48	51	48	n/a	n/a
Women	52	52	53	55	51	49	47	48	n/a	n/a
35-49	52	57	52	54	51	43	46	39	n/a	n/a
Nunawading East	52	58	55	54	56	53	54	55	n/a	n/a
Box Hill	51	53	53	54	51	50	51	54	n/a	n/a
Whitehorse	51	54	54	53	52	50	50	50	n/a	n/a
Nunawading West	50	52	53	53	50	46	46	42	n/a	n/a
Men	50	56	55	52	54	51	53	52	n/a	n/a
65+	50	49	52	53	52	52	45	51	n/a	n/a
Metro	50	54	54	54	53	51	49	50	53	n/a
18-34	47	59	57	57	59	55	57	59	n/a	n/a
State-wide	47 ▼	50	51	51	52	52	51	50	54	53

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2023 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	7	19	29	13	8	25
2022 Whitehorse	7	26	30	13	7	17
2021 Whitehorse	9	22	23	13	8	25
2020 Whitehorse	7	25	27	10	9	22
2019 Whitehorse	8	23	28	14	8	19
2018 Whitehorse	5	23	28	16	9	18
2017 Whitehorse	6	25	23	16	10	20
2016 Whitehorse	5	25	22	17	9	23
State-wide	5	19	26	16	12	23
Metro	5	21	26	13	9	26
Nunawading West	7	19	31	16	8	20
Box Hill	7	19	27	16	7	24
Nunawading East	6	18	30	8	8	29
Men	7	19	34	12	10	19
Women	6	19	25	14	6	30
18-34	4	15	38	13	9	22
35-49	6	23	30	12	8	21
50-64	10	29	30	12	3	15
65+	8	15	20	14	8	35

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

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

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Environipment sustainability importance

2023 environmental sustainability importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	79 ▲	81	79	79	75	79	76	79	n/a	n/a
18-34	75	79	79	77	73	79	79	79	n/a	n/a
Box Hill	74	75	75	75	79	74	74	73	n/a	n/a
Nunawading West	74	79	77	78	72	74	73	71	n/a	n/a
Whitehorse	73	75	76	76	73	74	73	74	n/a	n/a
65+	73	73	73	76	75	74	70	72	n/a	n/a
50-64	73	71	72	77	76	72	70	75	n/a	n/a
Metro	72	76	77	76	75	74	73	74	74	n/a
Nunawading East	71	69	74	76	71	73	73	76	n/a	n/a
35-49	70	73	76	75	72	68	70	69	n/a	n/a
State-wide	70 ▼	73	74	74	74	73	72	73	73	73
Men	66 ▼	68	72	73	71	68	69	68	n/a	n/a

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 (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2023 Whitehorse	33	35	23	7	2	1
2022 Whitehorse	38	36	17	6	4	1
2021 Whitehorse	38	36	17	6	2	1
2020 Whitehorse	38	37	19	3	3	1
2019 Whitehorse	32	39	20	6	2	1
2018 Whitehorse	30	40	23	4	1	1
2017 Whitehorse	30	42	20	6	2	
2016 Whitehorse	31	42	19	5	2	
State-wide	29	35	24	7	4	1
Metro	32	37	21	6	3	1
Nunawading West	37	33	19	8	2	2
Box Hill	34	36	23	6		1
Nunawading East	29	36	26	7		1
Men	25	31	30	12	2	
Women	40	39	16	3	1	1
18-34	36	39	18	4	3	
35-49	28	36	26	7	2	1
50-64	38	26	24	10	1	
65+	31	35	24	8		2

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

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)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	65	62	64	64	66	66	66	66	n/a	n/a
Nunawading East	65	68	65	66	67	68	70	67	n/a	n/a
35-49	65	63	62	64	67	66	66	62	n/a	n/a
65+	64	66	64	68	66	68	67	66	n/a	n/a
Whitehorse	63	64	63	65	66	65	68	64	n/a	n/a
Box Hill	62	63	62	65	69	64	70	63	n/a	n/a
Metro	62	63	64	62	64	64	64	64	65	n/a
Nunawading West	62	61	63	64	64	64	66	62	n/a	n/a
18-34	62	64	64	64	69	64	72	64	n/a	n/a
Men	61	65	63	65	67	65	71	63	n/a	n/a
50-64	61	59	63	60	60	65	66	67	n/a	n/a
State-wide	60▼	61	62	60	62	63	64	63	64	64

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 (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Whitehorse	11	36	28	7	3	15
2022 Whitehorse	13	35	31	7	3	11
2021 Whitehorse	11	34	29	7	2	16
2020 Whitehorse	13	36	29	7	2	13
2019 Whitehorse	14	36	30	5	1	15
2018 Whitehorse	11	41	26	4	3	15
2017 Whitehorse	13	41	20	5	1	19
2016 Whitehorse	13	35	29	6	3	15
State-wide	9	33	32	9	4	12
Metro	10	36	29	8	3	13
Nunawading West	7	40	25	8	3	17
Box Hill	12	30	32	8	3	15
Nunawading East	13	37	28	5	3	13
Men	9	34	27	10	3	18
Women	13	38	30	4	3	13
18-34	6	40	24	9	2	18
35-49	11	38	32	5	2	13
50-64	12	29	29	8	5	18
65+	15	33	29	6	4	13

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

Detailed demographics

Gender and age profile

2023 gender

Whitehorse
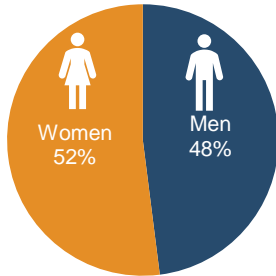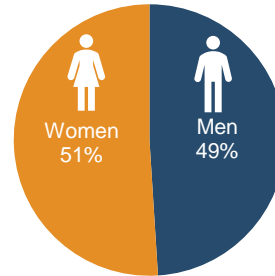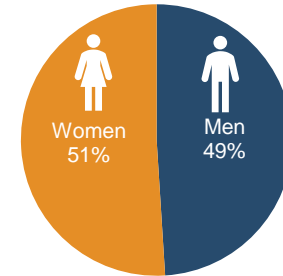
Women 52%
Men 48%

Metro

Women 51%
Men 49%

State-wide

Women 51%
Men 49%

2023 age

Whitehorse

6%
24%
26%
13%
31%

Metro

4%
28%
26%
14%
27%

State-wide

3%
22%
23%
17%
36%
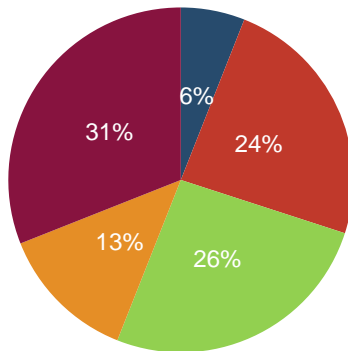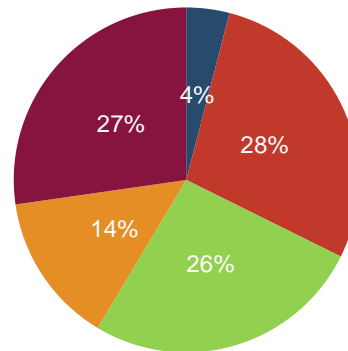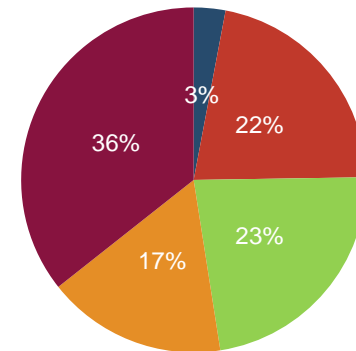
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+   ■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+   ■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

Household structure

2023 household structure (%)

Category	Value
Single person living alone	14
Single living with friends or housemates	11
Single living with children 16 or under	3
Single with children but none 16 or under living at home	3
Married or living with partner, no children	21
Married or living with partner with children 16 or under at home	28
Married or living with partner with children but none 16 or under at home	18
Do not wish to answer	3

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

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Years lived in area

2023 years lived in area (%)

	0-5 years	5-10 years	10-20 years	20-30 years	30+ years
2023 Whitehorse	12	13	24	20	31
2022 Whitehorse	17	15	18	20	30
2021 Whitehorse	17	16	18	20	29
2020 Whitehorse	20	15	22	21	23
2019 Whitehorse	21	13	20	18	28
2018 Whitehorse	13	14	25	23	25
2017 Whitehorse	18	18	22	20	21
2016 Whitehorse	12	15	31	19	24
State-wide	14	12	22	19	33
Metro	18	15	24	18	26
Nunawading West	11	11	25	29	24
Box Hill	17	15	20	17	31
Nunawading East	9	13	25	15	37
Men	12	17	21	18	31
Women	12	9	26	22	30
18-34	24	23	28	19	7
35-49	16	19	36	17	11
50-64	3	7	19	44	28
65+	2	2	11	15	70

Legend: ■ 0-5 years ■ 5-10 years ■ 10-20 years ■ 20-30 years ■ 30+ years ■ Can't say

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

2023 languages spoken at home (%)

- Top mentions only -

English only
75%

Languages other
than English
25%

CHINESE	11
GREEK	2
FRENCH	1
GERMAN	1
HINDI	1
ITALIAN	1
JAPANESE	1
SPANISH	1
ARABIC	<1
DUTCH	<1
KOREAN	<1
RUSSIAN	<1
VIETNAMESE	<1
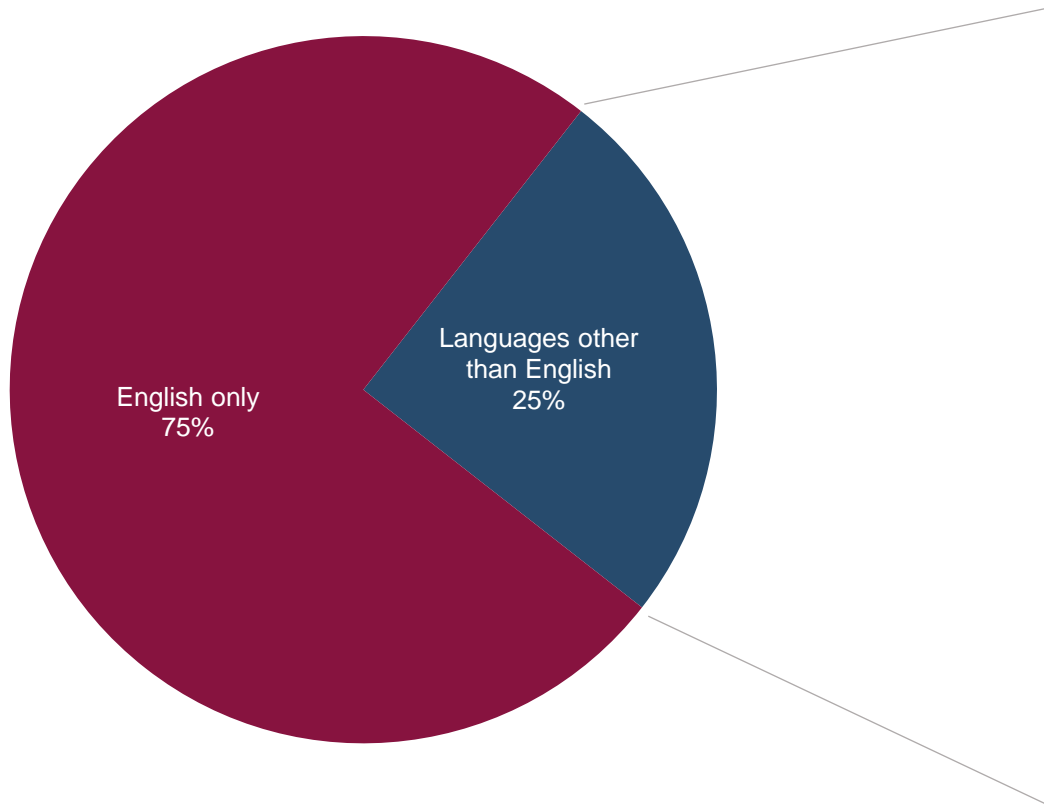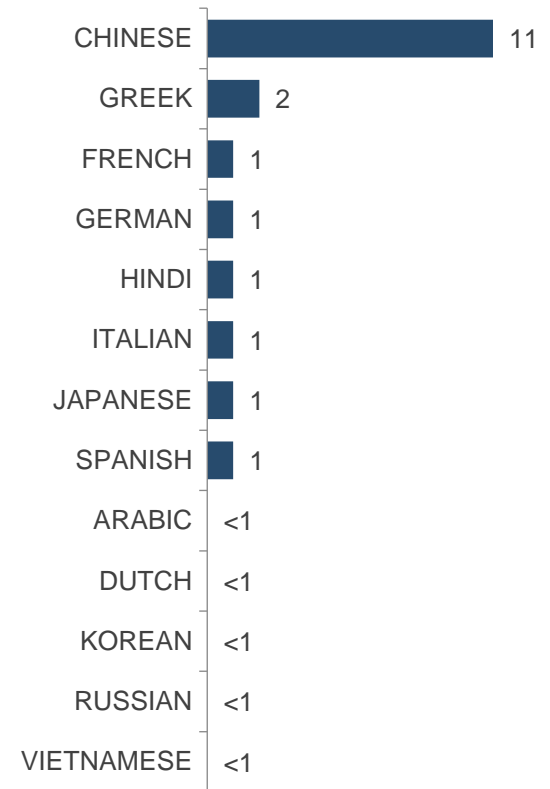
Q11. What languages, other than English, are spoken regularly in your home?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 6
Note: Respondents could name multiple languages so responses may add to more than 100%

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Country of birth

2023 country of birth (%)

- Top mentions only -

Country	Value
CHINA	7
UNITED KINGDOM	5
INDIA	2
GREECE	1
UNITED STATES	1
NEW ZEALAND	1
FRANCE	<1
GERMANY	<1
HUNGARY	<1
CANADA	<1

Australia 70%

Countries other than Australia 30%
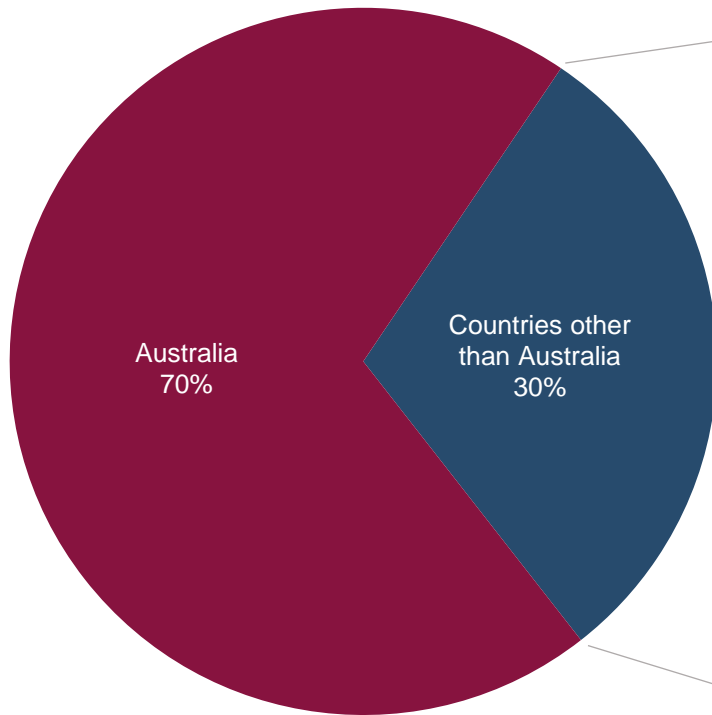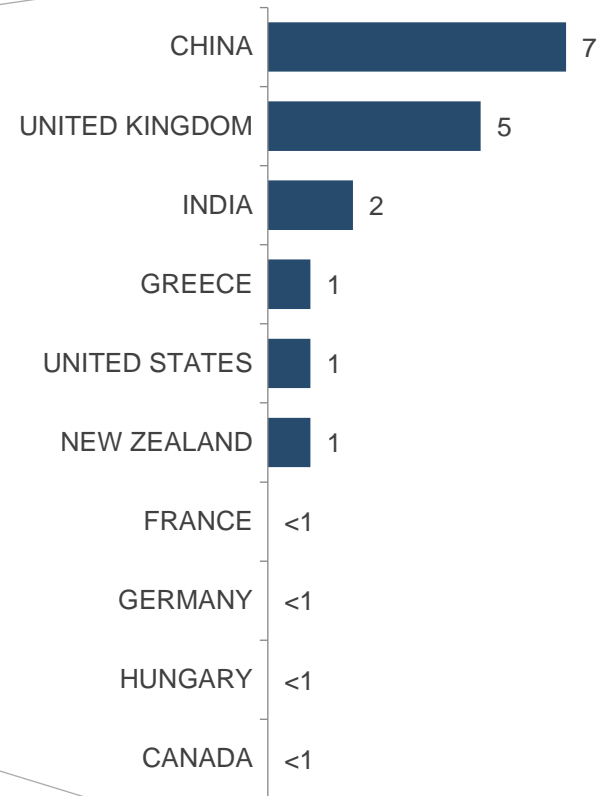
Q12. Could you please tell me which country you were born in?
Base: All respondents. Councils asked State-wide: 5 Councils asked group: 4

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

Appendix A:
Index Scores

Index Scores

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

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

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

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

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

Appendix A:
Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Whitehorse 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 137,400 people aged 18 years or over for Whitehorse City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Whitehorse City Council	500	400	+/-4.4
Men	218	192	+/-6.6
Women	282	208	+/-5.8
Nunawading West	160	127	+/-7.8
Box Hill	134	112	+/-8.5
Nunawading East	203	158	+/-6.9
18-34 years	88	120	+/-10.5
35-49 years	192	102	+/-7.1
50-64 years	66	53	+/-12.2
65+ years	154	124	+/-7.9

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)**

	Index score
State-wide	67 ▲
18-34	66
Whitehorse	60
Metro	58
35-49	57
50-64	54 ▼
65+	58
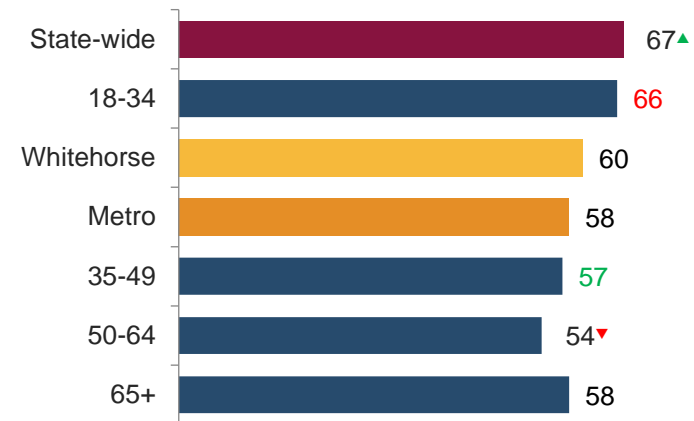
Appendix A:
Index score significant difference calculation

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=501 completed interviews, conducted in the period of 27th January – 24th March.

- 2021, n=500 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=400 completed interviews, conducted in the period of 1st February – 30th March.

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

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

- 2014, n=400 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 Whitehorse 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 Whitehorse City Council.

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

A total of n=500 completed interviews were achieved in Whitehorse City Council. Survey fieldwork was conducted in the period of 27th January – 19th March, 2023.

Appendix B:
Analysis and reporting

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

Council Groups

Whitehorse 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 Whitehorse 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 Whitehorse City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.

- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

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

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

- Overall performance last 12 months (Overall performance)

- Value for money in services and infrastructure (Value for money)

- Contact in last 12 months (Contact)

- Rating of contact (Customer service)

- Overall council direction last 12 months (Council direction)

- Community consultation and engagement (Consultation)

- Decisions made in the interest of the community (Making community decisions)

- Condition of sealed local roads (Sealed local roads)

- Waste management

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

Appendix B:
Analysis and reporting

Reporting

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

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

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

Appendix B:
Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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