



# COMMUNITY SATISFACTION SURVEY 2019

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Results Summary



# Table of Contents

<b>SNAPSHOT OF KEY RESULTS</b> .....	<b>2</b>
<b>BACKGROUND</b> .....	<b>3</b>
Methodology .....	3
<b>PERFORMANCE SUMMARY</b> .....	<b>4</b>
Changes from 2018.....	5
High and low performance .....	6
Focus areas .....	7
Communications .....	8
Rates v services .....	8
The best and most in need of improvement .....	10
<b>DEMOGRAPHICS</b> .....	<b>11</b>
Survey respondents .....	11
Performance by region .....	12
Performance by age group .....	13
Performance by diversity.....	13
<b>INDIVIDUAL SERVICE AREAS</b> .....	<b>14</b>
<b>APPENDIX 1: DETAILED PERFORMANCE BY DEMOGRAPHIC</b> .....	<b>23</b>
<b>APPENDIX 2: WHAT ARE PEOPLE SAYING</b> .....	<b>25</b>

# Community Satisfaction Survey 2019

71% respondents born in Australia

22% family, no children

63 of 79 Victorian Councils participated

52% FEMALE  
48% MALE

1 of 14 Councils in Metropolitan grouping

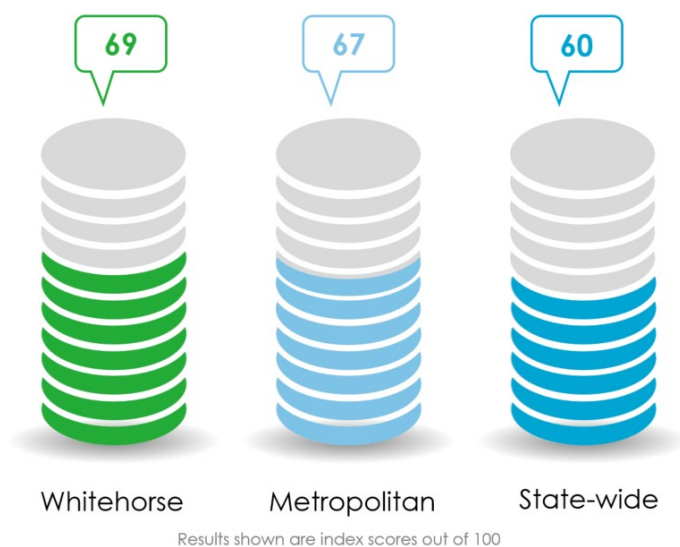
20% single living alone

65% respondents lived in Whitehorse 10+ years

13% Chinese speaking

## SNAPSHOT OF KEY RESULTS

### Overall Council Performance



Whitehorse City Council's overall performance index score of 69 is unchanged from the 2018 result.

Whitehorse City Council's overall performance is rated statistically **significantly higher** than the average rating for councils state wide.

Two-thirds of residents rate Whitehorse City Council's overall performance as

	2019		2018
'very good'	17%	↑	15%
'good'	49%	↔	54%
'poor' or 'very poor'	5%	↓	7%
'average'	27%	↔	23%

#### Top areas of performance

- Customer service (core) 78
- Arts centres and libraries 78
- Waste management 77
- Recreational facilities 77
- Appearance of public areas 76

#### Top areas for improvement

- Planning and building permits 52
- Lobbying (advocacy) 56
- Community consultation and engagement 57

#### Influences on overall performance

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
- Informing the community
- Waste management
- Community consultation and engagement.

Looking at key service areas only, waste management has a strong positive performance index and a moderately positive influence on the overall performance rating as we are currently performing **very well** in this area.

Community consultation and engagement, planning and building permits and informing the community have lower (though still positive) performance ratings overall. Improved efforts in these areas has the capacity to lift Council's overall performance rating.

Improvements on making decisions in the interests of the community has the single greatest potential to improve perceptions of overall performance as it has the strongest influence.

## BACKGROUND

Each year, Local Government Victoria coordinates and auspices the state-wide Local Government Community Satisfaction Survey. The main objectives are to assess the performance of Whitehorse City Council across a range of measures and seek insight into ways to provide improved or more effective service delivery. The survey also provides Council with a means to fulfil some of the statutory reporting requirements as per the Local Government Performance Reporting Framework.

## METHODOLOGY

- The survey was conducted by Computer Assisted Telephone Interviewing (CATI)
- Random probability survey of residents aged 18 years +
- Survey sample matched to demographic profile from most recent ABS population estimates
- Includes up to 40% mobile numbers
- 500 interviews
- Minimum quotas of gender within each age group applied
- Reasonable comparisons can be made for survey results from 2012-2019

**Note:** A Community Satisfaction Survey was not conducted in 2015, as a result, trend data relates to 2013, 2014, 2016, 2017, 2018 and 2019.

**METROPOLITAN GROUPING:** Banyule, Booroondara, Brimbank, Glen Eira, Greater Dandenong, Frankston, Kingston, Knox, Manningham, Maroondah, Melbourne, Port Phillip, Stonnington & Whitehorse

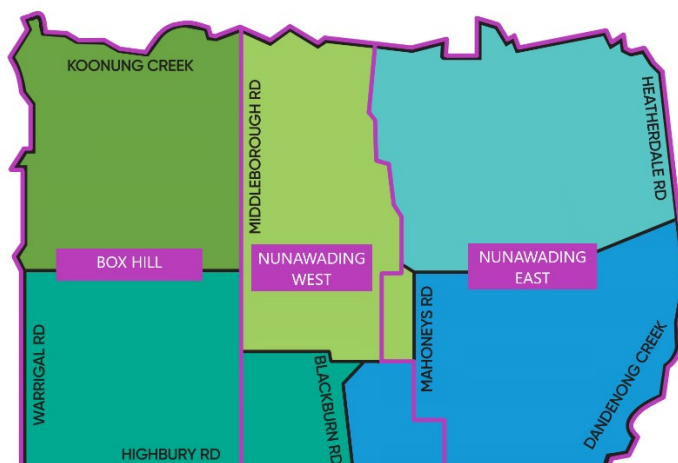
## WHITEHORSE REGIONS

Regions of Whitehorse as previously linked to Australian Bureau of Statistics Census regions (Statistical Local Area 3)

**BOX HILL GROUPING:** 3125, 3127, 3128, 3129  
Burwood, Surrey Hills, Mont Albert, Box Hill, Box Hill South, Box Hill North, Mont Albert North

**NUNAWADING WEST GROUPING:** 3130, 3151  
Blackburn, Blackburn North, Blackburn South, Burwood East

**NUNAWADING EAST GROUPING:** 3131, 3132, 3133  
Nunawading, Forest Hill, Mitcham, Vermont, Vermont South



# PERFORMANCE SUMMARY

Compared with Whitehorse 2018, state and metropolitan group results

● greater than metro group ● equal to metro group ● less than metro group

WHITEHORSE 2019	WHITEHORSE 2018		METROPOLITAN GROUP	STATEWIDE
69	69	OVERALL PERFORMANCE	67	60
78	73	CUSTOMER SERVICE	76	71
52	51	OVERALL COUNCIL DIRECTION	55	53
57	57	CONSULTATION & ENGAGEMENT	58	56
56	56	LOBBYING / ADVOCACY	57	54
60	58	MAKING COMMUNITY DECISIONS	60	55
72	70	SEALED ROADS	69	56
64	62	INFORMING THE COMMUNITY	62	60
65	65	ENFORCEMENT OF LOCAL LAWS	64	64
70	69	FAMILY SUPPORT SERVICES	69	67
70	70	ELDERLY SUPPORT SERVICES	68	67
77	76	RECREATIONAL FACILITIES	76	74
78	77	ARTS CENTRES & LIBRARIES	79	74
76	73	PUBLIC AREAS APPEARANCE	74	72
74	75	COMMUNITY & CULTURAL ACTIVITIES	70	69
52	50	PLANNING & BUILDING PERMITS	53	52
66	65	ENVIRONMENTAL SUSTAINABILITY	64	62
77	77	WASTE MANAGEMENT	73	68

## CHANGES FROM 2018

### Significantly higher

Perceptions of customer service increased five points to an index score of 78. This increased amongst almost every demographic sub-group in the past year and influenced by positive interactions with customer service officers.

### Significantly lower

There are no areas where Council performs significantly lower than state-wide or Metropolitan group averages.

### Results by demographics

In general, higher scores were given by respondents who are:

- aged 18-34, and
- residents of Nunawading West

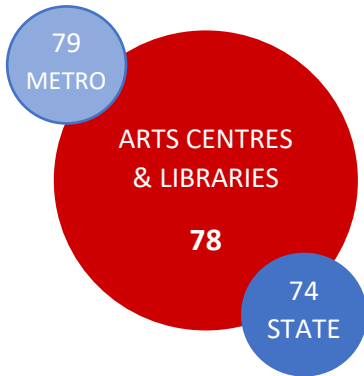
Performance Measure	Whitehorse Index Score 2019	Whitehorse Index Score 2018	Change from 2018 to 2019
CORE/COMPULSORY			
Overall Performance	69	69	0
Customer Service	78	73	+5
Community Consultation	57	57	0
Lobbying / Advocacy	56	56	0
Overall Council Direction	52	51	+1
Making Community Decisions	60	58	+2
Sealed Local Roads	72	70	+2
SERVICE AREAS			
Community and Cultural Activities	74	75	-1
Elderly Support Services	70	70	0
Informing the Community	64	62	+2
Waste Management	77	77	0
Recreational Facilities	77	76	+1
Enforcement of Local Laws	65	65	0
Planning and Building Permits	52	50	+2
Arts Centres and Libraries	78	77	+1
Environmental Sustainability	66	65	+1
Family Support Services	70	69	+1
Appearance of Public Areas	76	73	+3

**Green** = Improved from 2018   **Yellow** = Equal to 2018   **Red** = Less than 2018

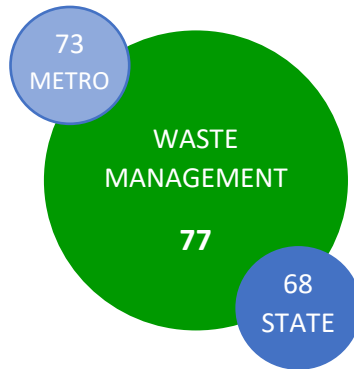


# HIGH AND LOW PERFORMANCE

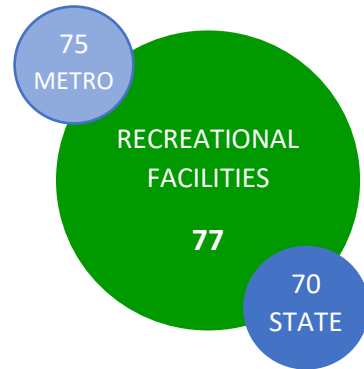
## AREAS WHERE COUNCIL IS PERFORMING WELL



- Highest service performer
- 70% rate performance as good or very good
- Performance is higher than importance (68)

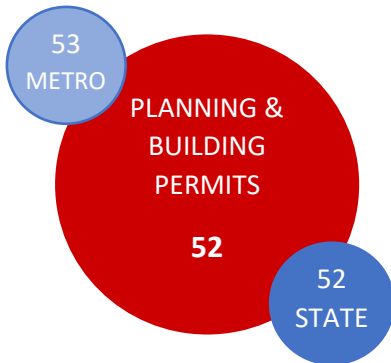


- 78% rate performance as good or very good
- Highest rated service area in terms of importance (84)

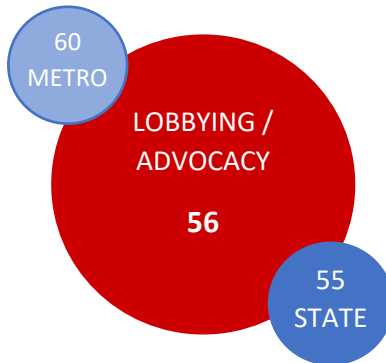


- Perceptions increased significantly in the last 12 months among Nunawading West residents
- Rated highest by Nunawading West residents (33%)

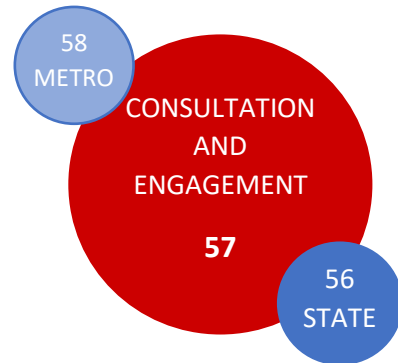
## AREAS OF LOW PERFORMANCE



- Lowest rated service area
- Performance is consistent with state (52) and metro (53)
- 70% residents rate service importance as extremely or very important
- Significant decline with residents aged 50-64



- Importance (76) exceeds performance (60) by 17 points
- 38% residents rate decisions made as average or poor while 17% 'can't say'

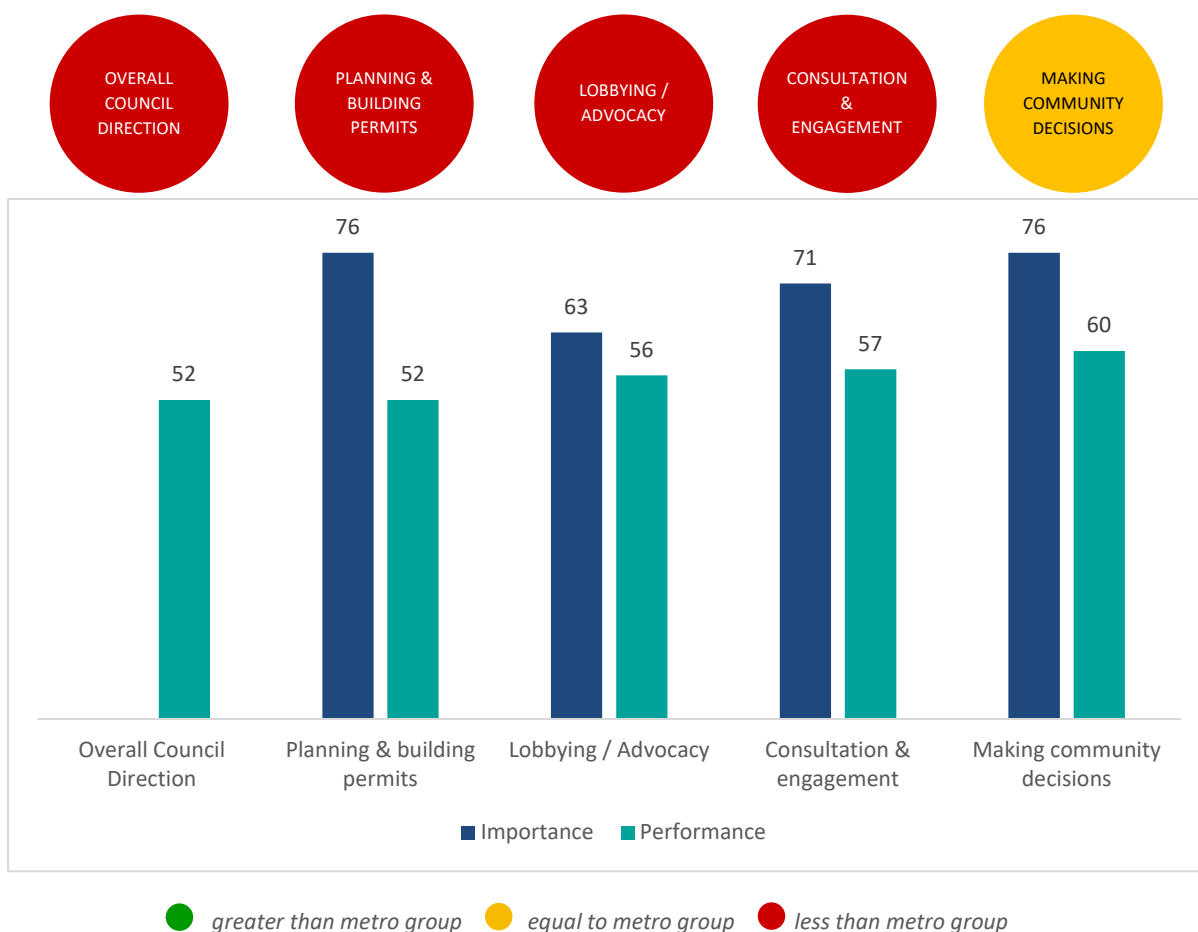


- Significant decline with residents aged 50-64
- Importance (71) exceeds performance (57) by 14 points
- No change in the index score of 57 for three consecutive years

● greater than metro group   ● equal to metro group   ● less than metro group

## FOCUS AREAS

Service areas in which importance exceeds rated performance by 10 points and/or received an index score 60 or less are identified as focus areas:



Relative to other services evaluated, respondents rate planning and building permits the lowest, though performance in this area has stayed consistent three years in a row. Those Australian born, aged 50-64, and those from the Box Hill region rate this area the lowest.

Decisions in the interest of the community, community consultation and engagement, and informing the community are strongly linked areas. They are all rated very important and performance is rated significantly lower. Residents aged 50-64 rate all three areas lower than other age groups. These areas relate closely to perceptions of the overall council direction, which is the only core performance area where Whitehorse rates lower than other Metro or state-wide councils (52, compared to 55 and 53 respectively).

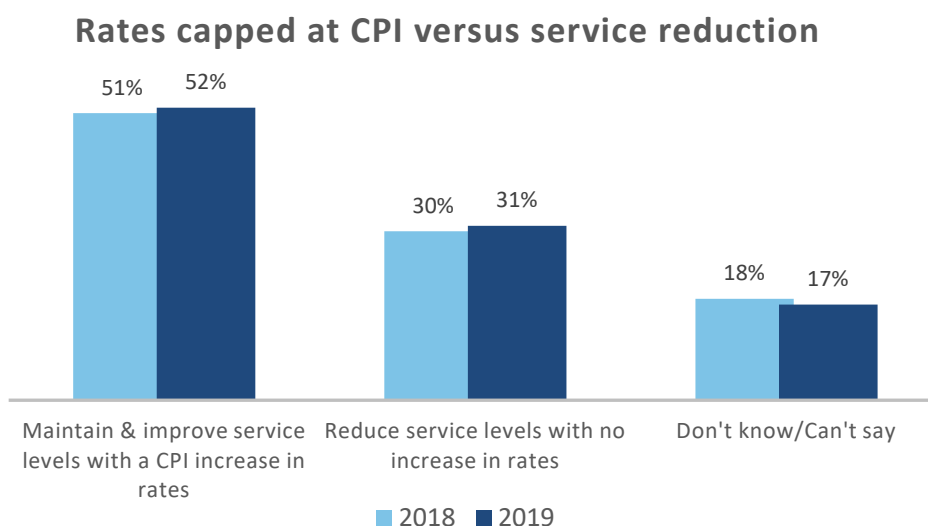
Making community decisions, consultation and engagement, and informing the community relate to communication to and with the community. Results in relation to communication preferences are outlined below.

## COMMUNICATIONS

Newsletters, sent via mail (29%) and email (33%), remain the preferred way for Council to inform residents about news, information and upcoming events. Demand for emailed newsletters are steady, while preferences for mailed newsletters decreased (by 6 percentage points) in the last we months but still high than previous years. For the first time, preferences for social media specifically were captured rated as the third preferred form of communication with all respondents.

- Since 2016 the popularity of mailed communications has increased among residents over 50 years of age (from 29% to 37%)
- Younger adults (under fifty years of age) dropped a significant 10 percentage points to reveal their lowest result for newsletters via mail (from 33% to 23%).
- Overall, advertising in the local newspaper or a council newsletter as a local paper insert has seen a steady decrease since 2016 recording its lowest results yet.
- Social media as a form of communication rated well however, was fifth preferred form of communication for those over fifty years of age.

## RATES V SERVICES



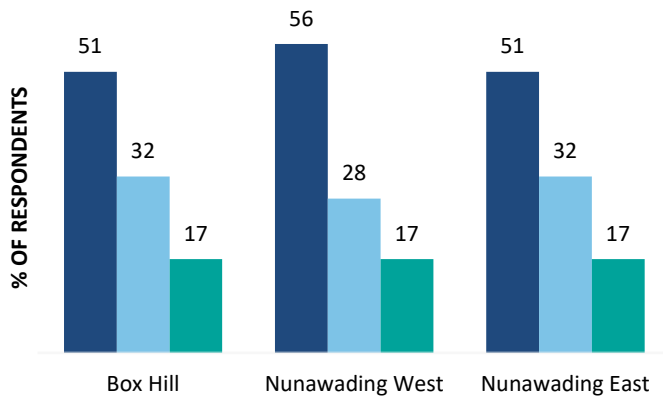
A tailored question has been included in the Community Satisfaction Survey since the introduction of rate capping.

Responses to this question remain comparable with 52% of respondents preferring to maintain and improve service levels with a CPI increase in rates.

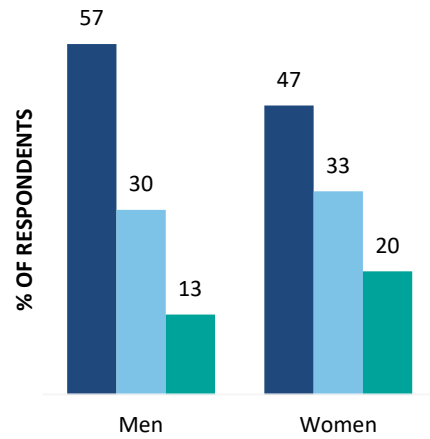
### Tailored question:

*“Over the last few years, the State Government has implemented legislation that caps council rate increases at CPI. Council believes that to maintain or improve current levels of local services, it would need to increase rates by the CPI amount. With this in mind, would you prefer council to maintain and improve current service levels by implementing a CPI increase to council rates OR hold rates with no increase at their current level but with reduced service levels?”*

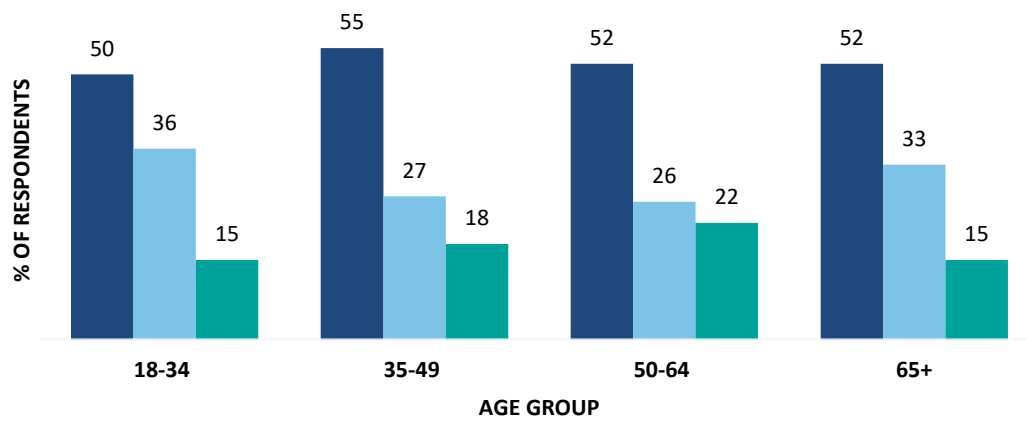
Rates versus services trade-off by region



Rates versus services trade-off by gender

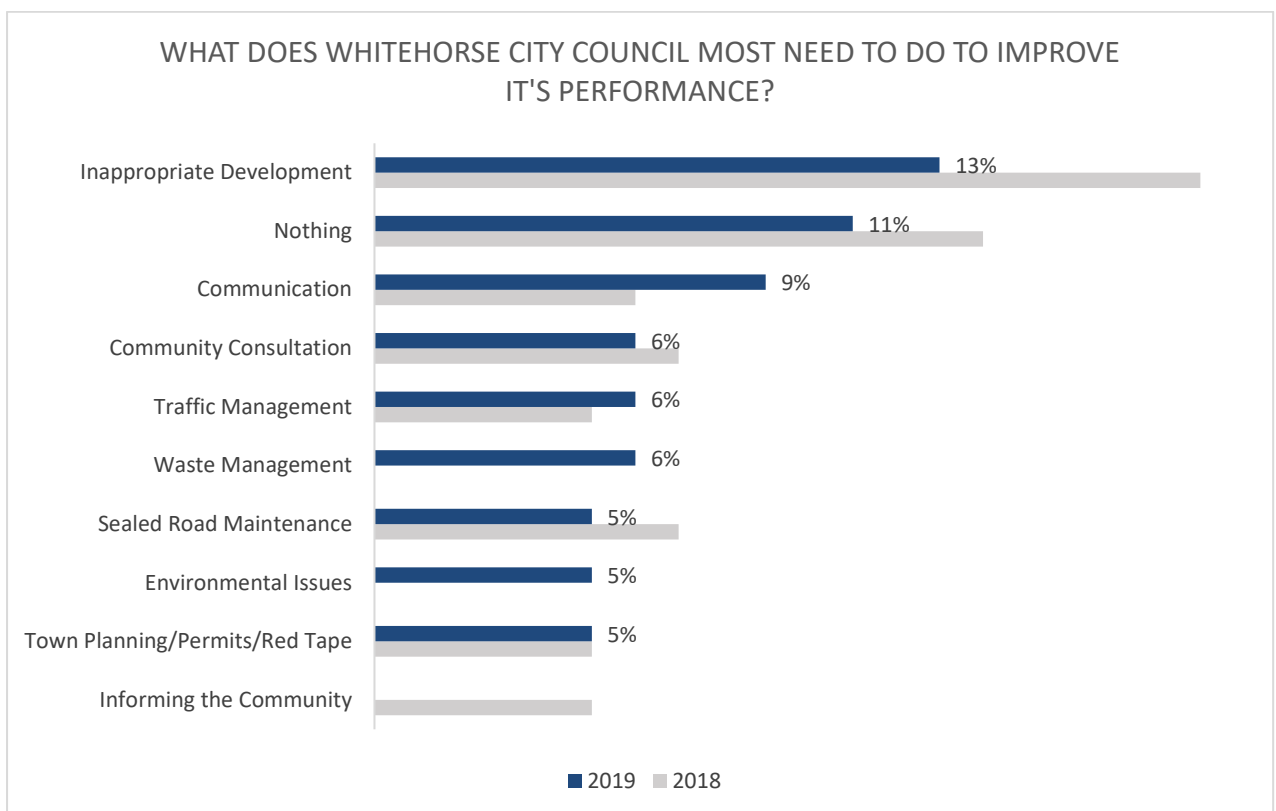
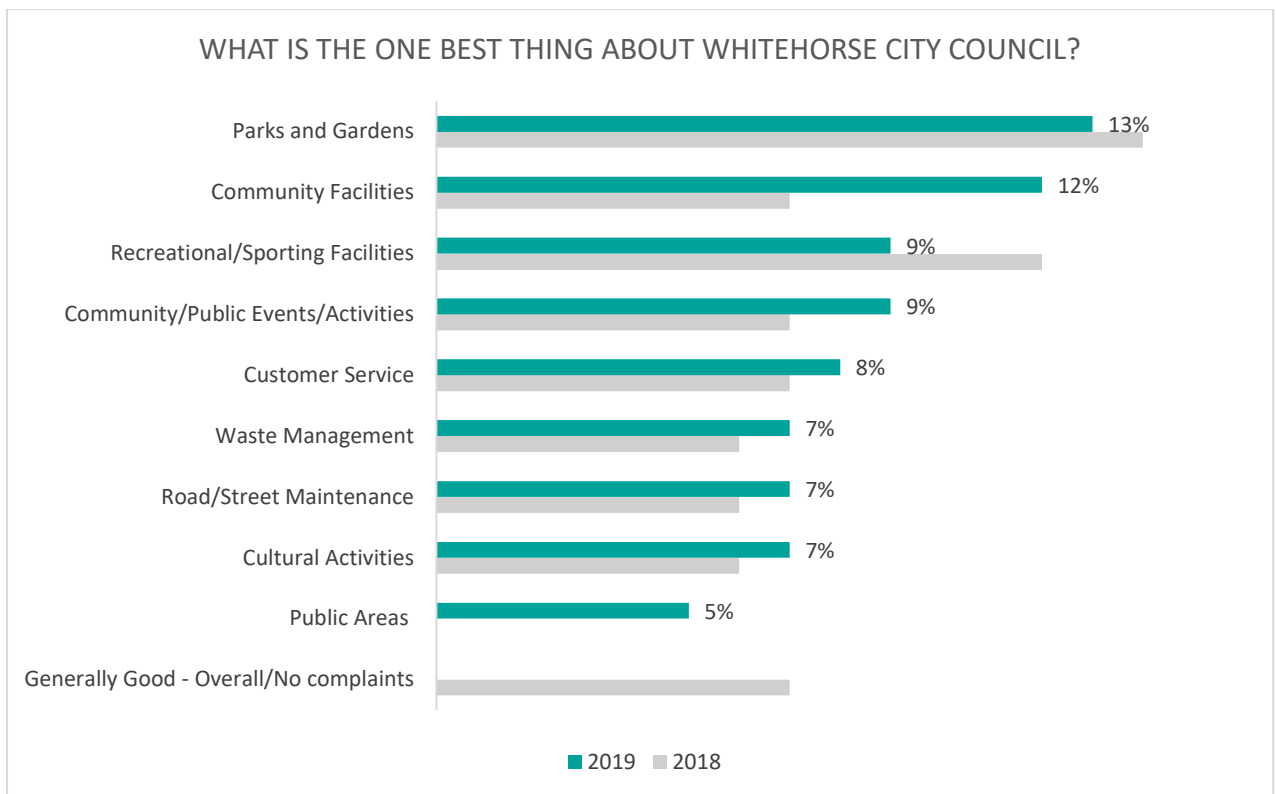


Rate versus services trade-off by age group



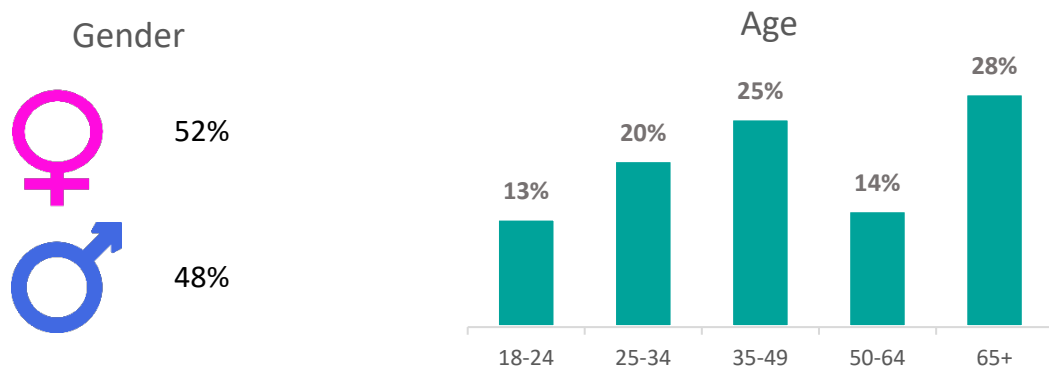
- Maintain & improve service levels with a CPI increase in rates
- Reduce service levels with no increase in rates
- Don't know/Can't say

## THE BEST AND MOST IN NEED OF IMPROVEMENT



# DEMOGRAPHICS

## SURVEY RESPONDENTS



The survey captured a reasonably even distribution of gender and age cohorts.

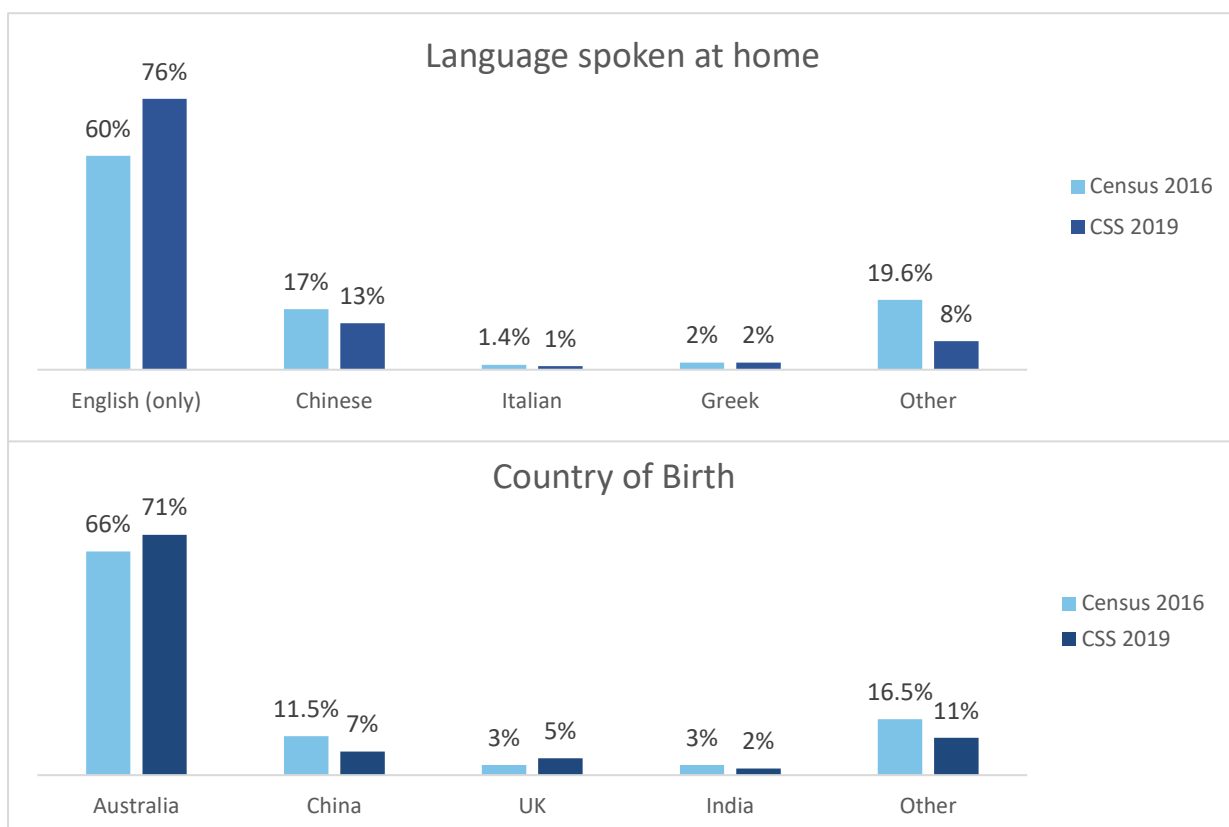
### HOUSEHOLDS

22% of respondent’s household structure is a married or living with partner, no children.

The majority of respondents have lived in Whitehorse for more than 10 years (65% in 2019, 73% in 2018) but there is a growth in residents having lived in Whitehorse less than 5 years (21% in 2019 up from 13% in 2018).

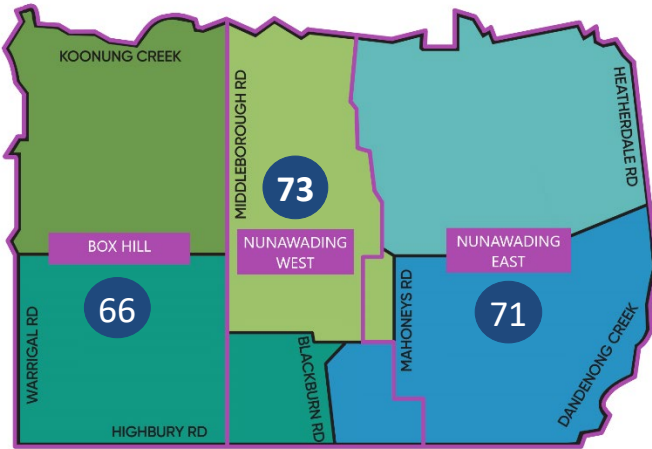
### DIVERSITY

For the 2019 Community Satisfaction Survey we continued with two optional cultural diversity questions first asked last year (top mentions only).

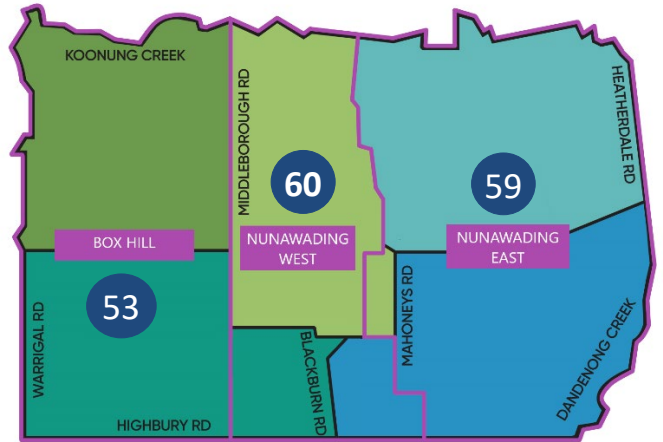


# PERFORMANCE BY REGION

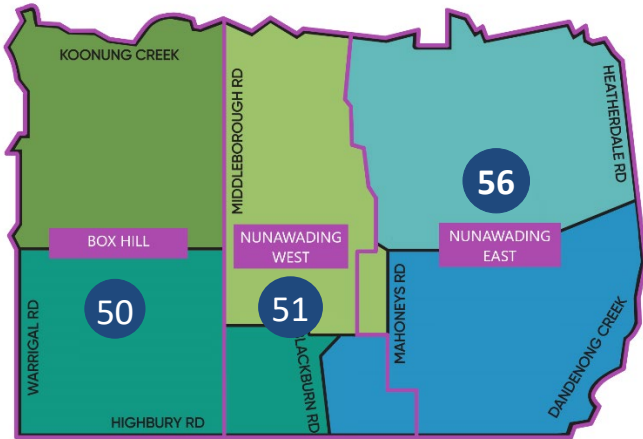
Overall Performance



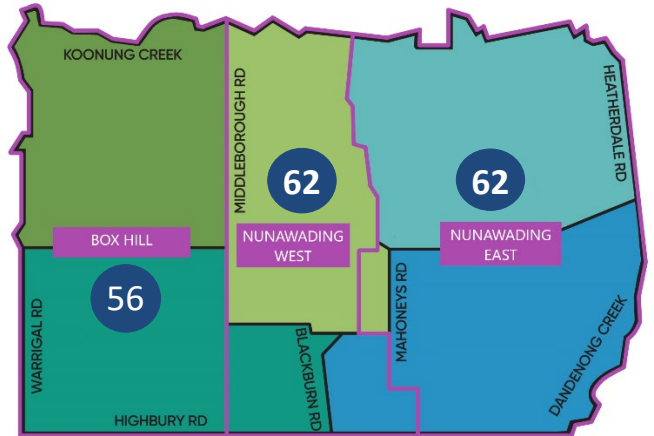
Community Consultation & Engagement



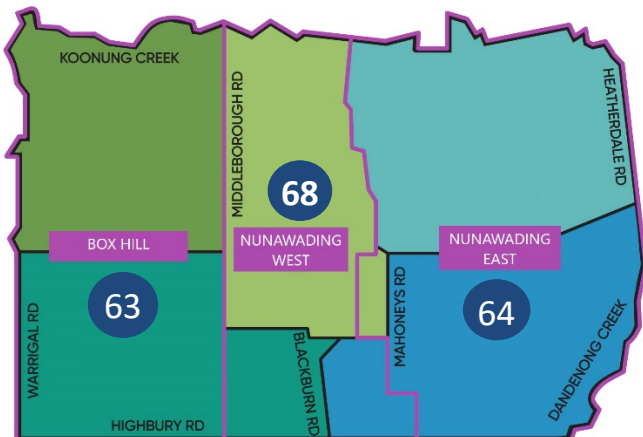
Planning & Building Permits



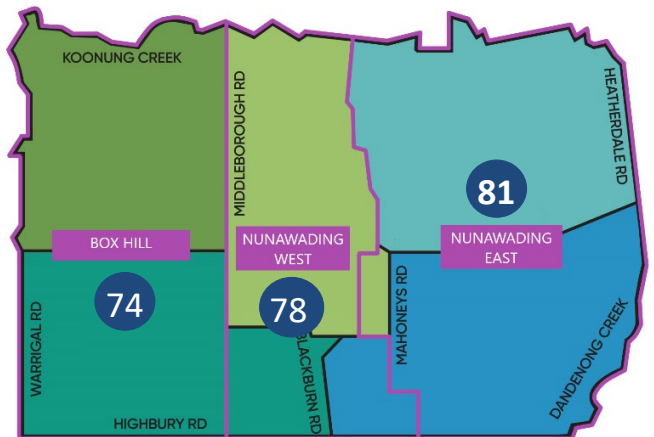
Decisions in the interest of the community







Informing the community



Customer Service (rating)



## PERFORMANCE BY AGE GROUP

	18-34 	35-49 	50-64 	65+ 
Overall performance	<b>72</b> (71)	69 (67)	<b>65</b> (64)	70 (71)
Overall direction	<b>58</b> (54)	50 (52)	<b>46</b> (44)	52 (51)
Decisions in the interest of the community	<b>65</b> (63)	57 (55)	<b>51</b> (52)	61 (59)
Planning and building permits	<b>59</b> (55)	51 (43)	<b>41</b> (48)	52 (52)
Recreational facilities	77 (74)	<b>74</b> (75)	76 (76)	<b>81</b> (78)

**Green** = Highest score for this area **Red** = Lowest score for this area (XX) = 2018 results

## PERFORMANCE BY DIVERSITY



### Born in Australia



### Born overseas

Overall performance	<b>69</b> (68)	<b>69</b> (71)
Overall direction	50 (49)	<b>56</b> (58)
Decisions in the interest of the community	<b>60</b> (56)	57 (62)
Planning and building permits	52 (48)	<b>53</b> (56)
Recreational facilities	76 (77)	<b>77</b> (74)

**Green** = Highest score for this area (XX) = 2018 results



### Only speak English



### Speak other languages

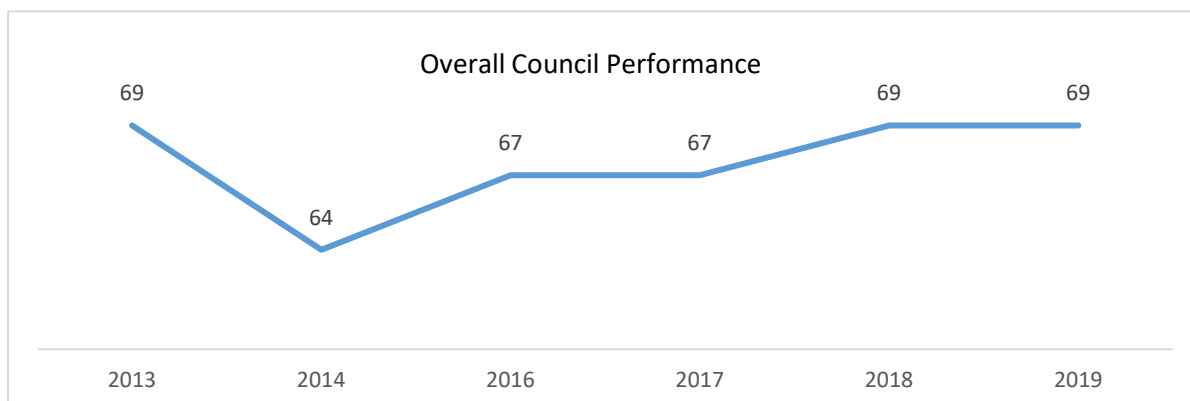
Overall performance	<b>70</b> (68)	67 (71)
Overall direction	<b>52</b> (49)	<b>52</b> (59)
Decisions in the interest of the community	<b>60</b> (56)	58 (64)
Planning and building permits	50 (48)	<b>57</b> (57)
Recreational facilities	<b>78</b> (76)	72 (74)

**Green** = Highest score for this area (XX) = 2018 results



# INDIVIDUAL SERVICE AREAS

## OVERALL PERFORMANCE



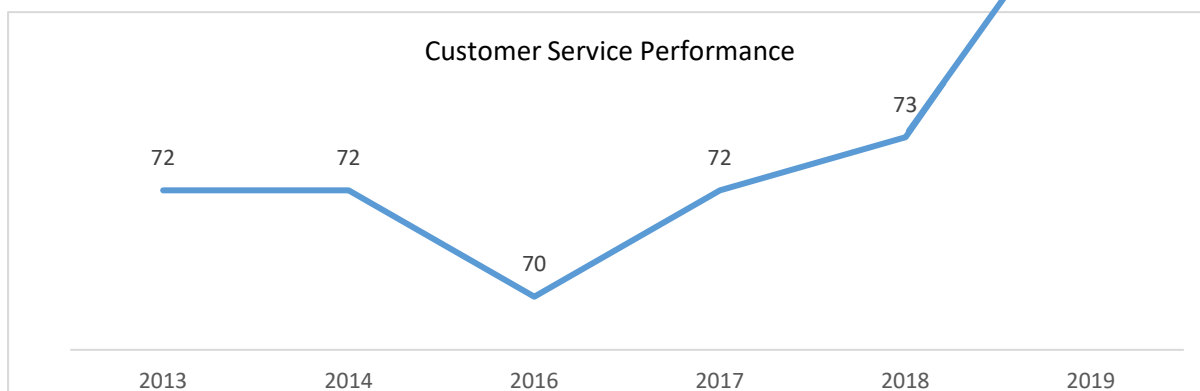
**Performance:** Overall performance ratings have been largely stable over the past 5 years, dipping temporarily in 2014.

Nunawading West group rate the Council performance higher than other groups and also increased **significantly** from an index score of 66 in 2018 to 73 in 2019.

Overall performance ratings are largely consistent across demographic groups.

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## CUSTOMER SERVICE



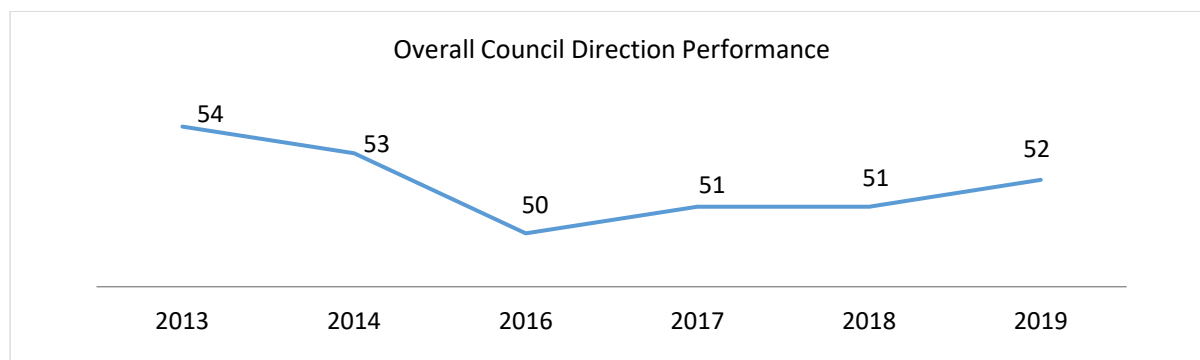
**Performance:** Perceptions of customer service increased **significantly** from 2018 (up 5 index points) to a score of 78.

During the past year, half (52%) of respondents had recent contact with Council. This is a **significant decrease** from 2018 which reported a 60% contact rate.

Residents aged 50 to 64 years (75%) are **most likely** to have had contact with Council, those aged 18 to 34 are **least likely** to have done so (32%). Residents over 50 years old were less satisfied than residents under 35 years.

- More women than men contact Council (56% v 48%)
- Nunawading East is the most satisfied with customer service (Nunawading, Forest Hill, Mitcham, Vermont, Vermont South)

## OVERALL COUNCIL DIRECTION



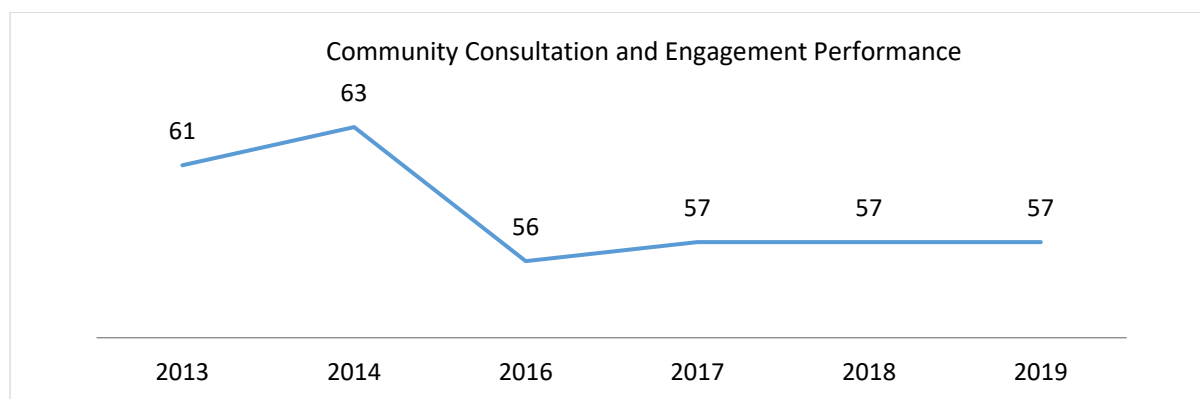
**Performance:** Whitehorse City Council's performance index for overall council direction is **lower** than the Metropolitan group average (by 3 points). This is one of three core measures whose results were below Metropolitan group averages.

In summary, 66% of respondents perceive council direction stayed about the same, 15% perceived improvement and 11% perceived deterioration and therefore consistent with the previous 2 years.

- Residents aged 18 to 34 years and those living in Box Hill are **most satisfied** with council direction.
- Residents 65+ years and those living in Nunawading East are **least satisfied** with council direction.

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## COMMUNITY CONSULTATION AND ENGAGEMENT



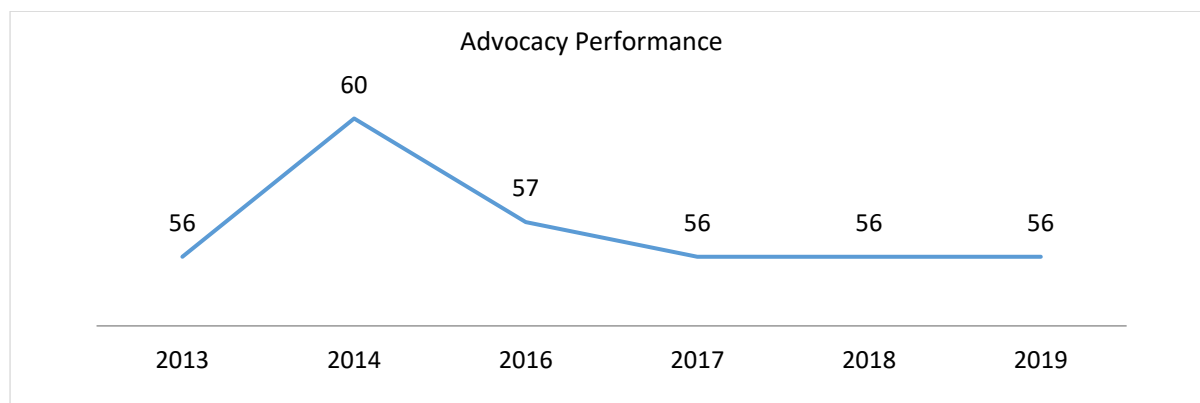
**Performance:** This was the only core measure whose current rating (index score 57) remains **significantly lower** than a previously achieved result (index score 63 in 2014).

Rated among the top 3 areas for improvement for 2018 and 2019, its performance remains 14 points lower than importance (index score 71).

- Nunawading West was **most satisfied** with consultation.
- The performance rating among 50-64 year olds is **significantly lower** than 2018.

**Importance:** Older age groups place **higher** importance on this area, with 74% of 50-64 year olds and the 65+ age groups responding with 'very' to 'extremely important'.

## ADVOCACY



**Performance:** Advocacy/lobbying was rated among the lowest performing service areas. Lowest scores were received from those aged 50-64 years. 18-34 year olds ratings appear to fluctuate the most year on year.

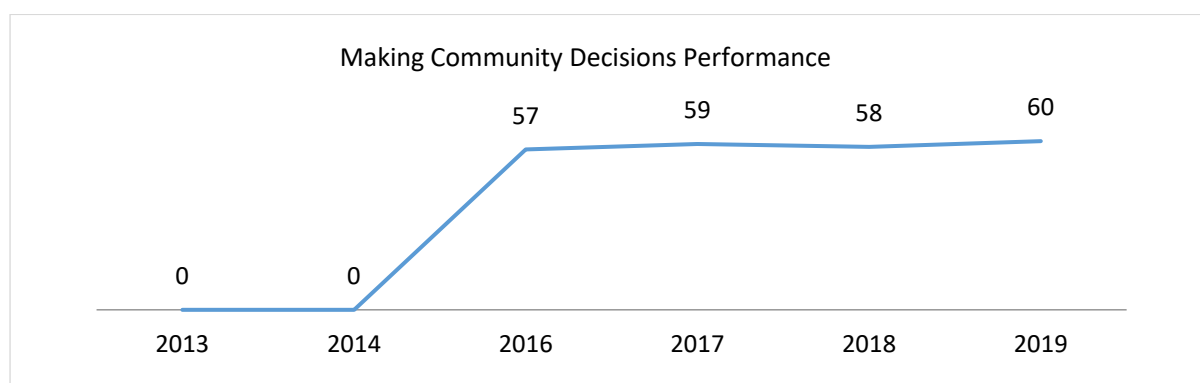
Highest scores were given by Nunawading East residents, and those aged 18-34.

### Importance:

- Lobbying on behalf of the community is rated as one of the least important areas, and **lower** than state-wide scores.
- Woman place **significantly more** importance on advocacy than men (index scores: 67 vs 59).
- Nunawading East rates the importance of advocacy **significantly higher** than the rest of Whitehorse.

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## MAKING COMMUNITY DECISIONS



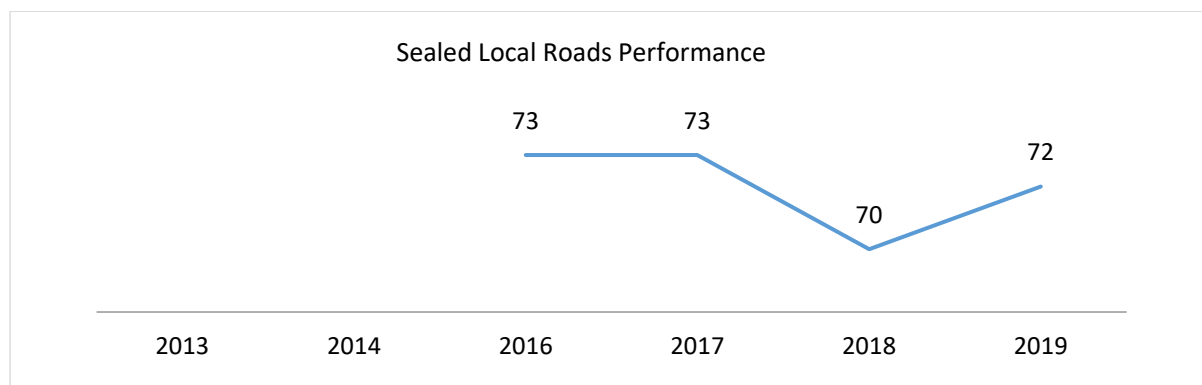
**Performance:** Council **significantly exceeds** state-wide averages on the measure of decisions made in the interest of the community (five points higher).

- 18-34 year olds rate community decisions **highest**, while 50-64 year olds rated it the **lowest**.

### Importance:

- The importance of community decisions **exceeded** the rated performance by a significant margin of 17 points indicating this is an important focus for Whitehorse.
- Making community decisions was rated **most important** by 50-64 year olds

## SEALED LOCAL ROADS



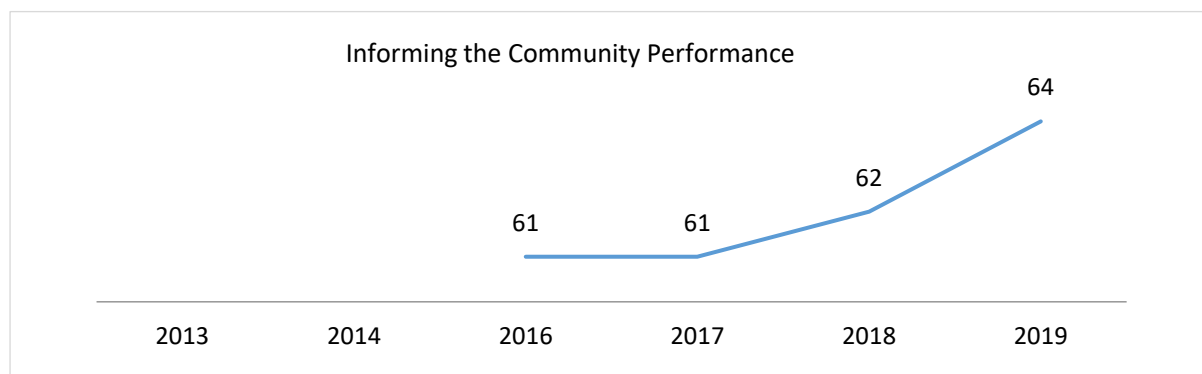
**Performance:** Whitehorse **significantly exceeds** the state-wide council average (16 points higher).

- Sealed local roads performance **increased** by 2 index points in the past year.
- Most cohorts rated Whitehorse **similarly** in this area with the exception of those aged 50-64 (three points **lower**).

**Importance:** Whitehorse rates the importance of sealed local roads **equal** with the metro group yet lower than state-wide scores.

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## INFORMING THE COMMUNITY



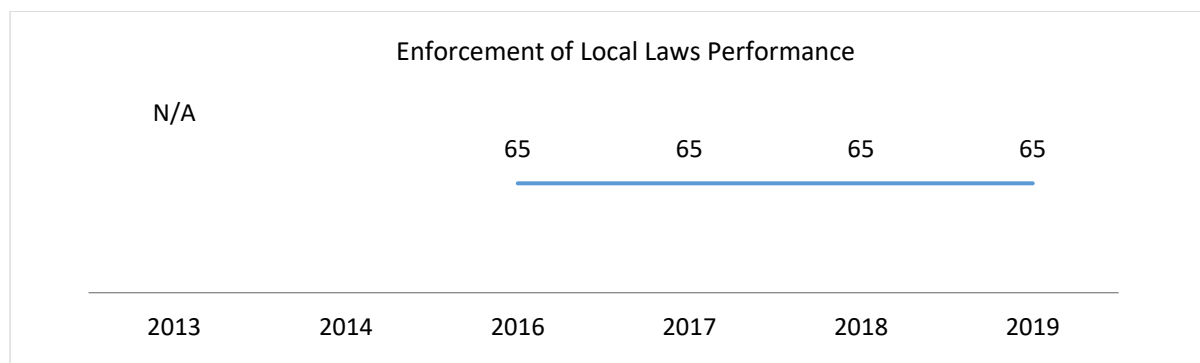
**Performance:** Whitehorse performance informing the community is **significantly higher** than state-wide performance.

Nunawading West residents and those aged 18-34 rated Council performance the **highest** (68 points) which is a 6 and 4 point increase (respectively) from 2018. Those aged 50-64 continue to rate council performance the **lowest**.

**Importance:**

- Whitehorse rates the importance of informing the community **significantly lower** than the state.
- The importance of informing the community is **highest** for those aged 50-64, and **lowest** for 18-34 year olds.

## ENFORCEMENT OF LOCAL LAWS



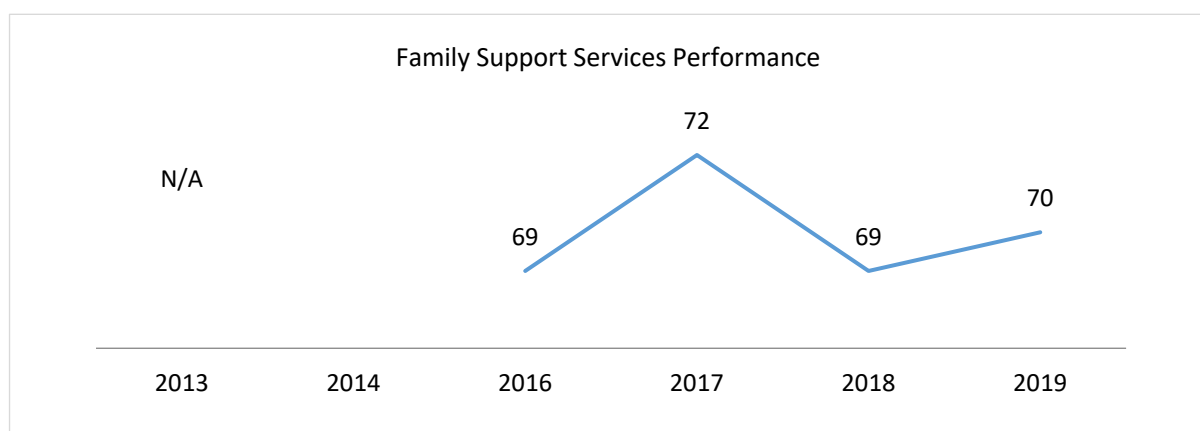
**Performance:** Performance scores were **significantly higher** than 2018 for Nunawading West residents (index score 68 v 63)

- The age group **most** satisfied with performance of enforcement of local laws over the last 12 months was 18-34 year olds, while 50-64 year olds were the **least** satisfied.

**Importance:** **Significantly more** Nunawading West residents perceive enforcement of local laws as very or extremely important than Nunawading East residents (71% vs 59%).

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## FAMILY SUPPORT SERVICES



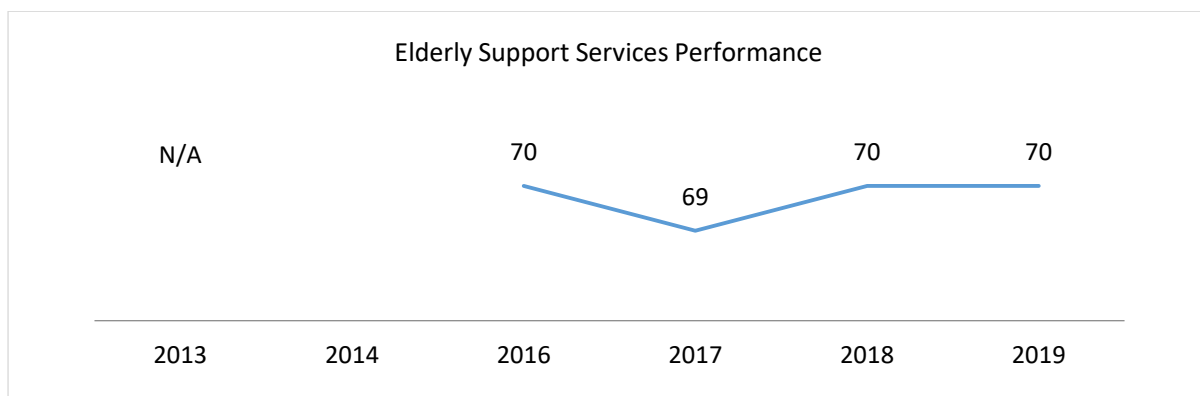
**Performance:** Whitehorse performs **higher** than the state-wide result in all years.

- Whitehorse performance ratings declined in 2018 (three points lower), but **declined significantly** for residents aged 18 to 34 years (from 75 in 2017 to 69 points in 2018) and has not increased.

**Importance:**

- Residents aged 18 to 34 and 35 to 49 years rate family support as **more important** than other age groups.
- Women rate family support **significantly higher** while men rate it **significantly lower** than Whitehorse overall (77 v 69).

## ELDERLY SUPPORT SERVICES



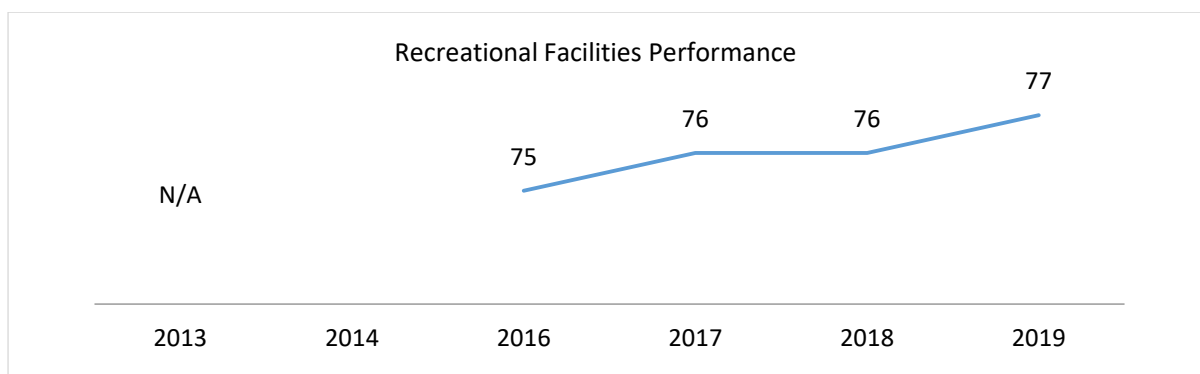
**Performance:** Council's performance remains **higher** than the metropolitan and state-wide groups.

- **Highest** scores were from age group 65+ and Nunawading West (equal 73 index points).

**Importance:** Elderly support services are considered the second **most important** service area (index score of 78).

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## RECREATIONAL FACILITIES



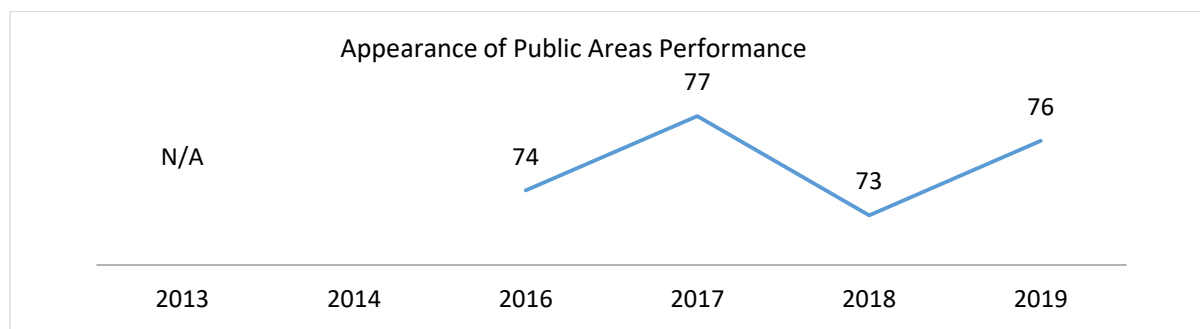
**Performance:** Recreational facilities is an area rated more highly compared to other service areas, and Whitehorse performance is **significantly higher** than the state-wide group average.

- Performance of this service area continues to see a **steady increase** among residents aged 18 to 34 years (from a performance index score of 70 in 2017 to 77 in 2019).

**Importance:** Parks and gardens (13%), community facilities (12%) and recreational and sporting facilities (9%) are among the **most frequently** mentioned best things about living in the council area.

This is a service which played a key positive influence on the overall satisfaction ratings however, Council should continue to develop in service areas that are rating higher than others, including recreational facilities.

## APPEARANCE OF PUBLIC AREAS



**Performance:** While Council's performance ratings declined significantly in 2018 for appearance of public areas, we have seen a **significant improvement**. Much of the decline **and** improvement can be attributed to more critical ratings from residents aged 18 to 49 years and women.

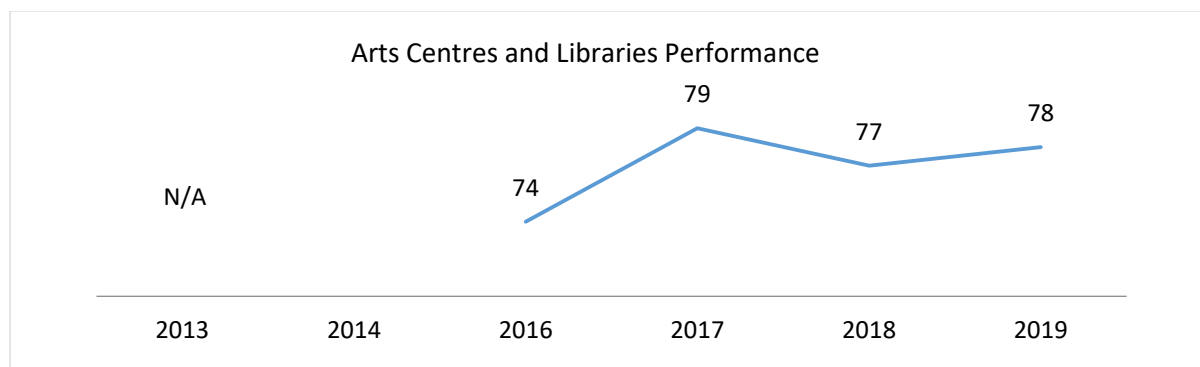
Performance for Whitehorse remains **significantly higher** than the state-wide scores as a whole.

### Importance:

- The appearance of public areas was considered **most important** by residents in Nunawading East (77 points).
- Whitehorse view this area as **less important** than the metropolitan group and state-wide results.

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## ARTS CENTRES AND LIBRARIES



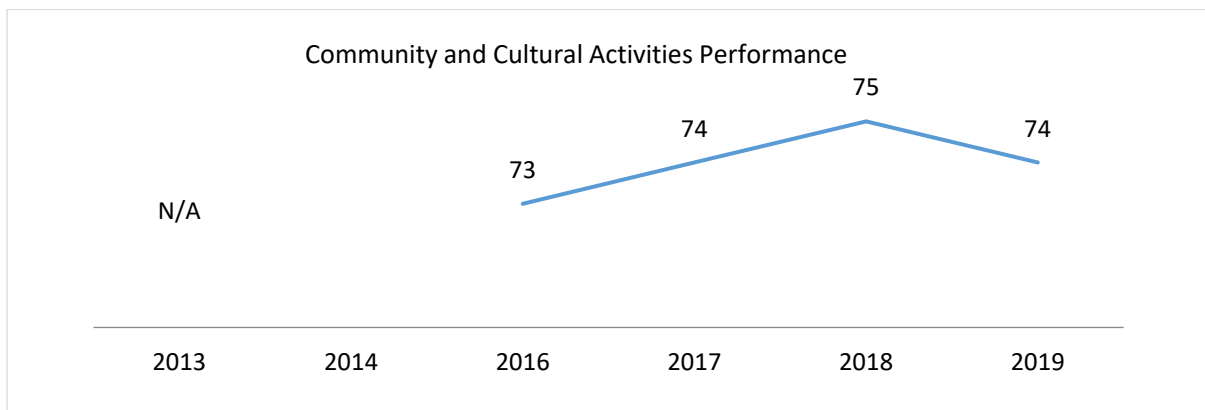
**Performance:** Art centres and libraries is one of the **strongest performing** areas (index score of 78), and have been rated **highest** relative to other service areas for the past three years.

- Seven in ten residents (73%) rates Council's performance in the area of art centres and libraries as 'very good' or 'good'.
- Council continues to perform above the Metropolitan group (index score of 76) and **significantly higher** than the state-wide average for councils (index score of 74) in this area.

### Importance:

- Women and those aged 50-64 years rate art centres and libraries **the most important**, and men **the least** (72 and 64).
- Art centres and libraries is considered one of the three **least** important service areas surveyed.

## COMMUNITY AND CULTURAL ACTIVITIES

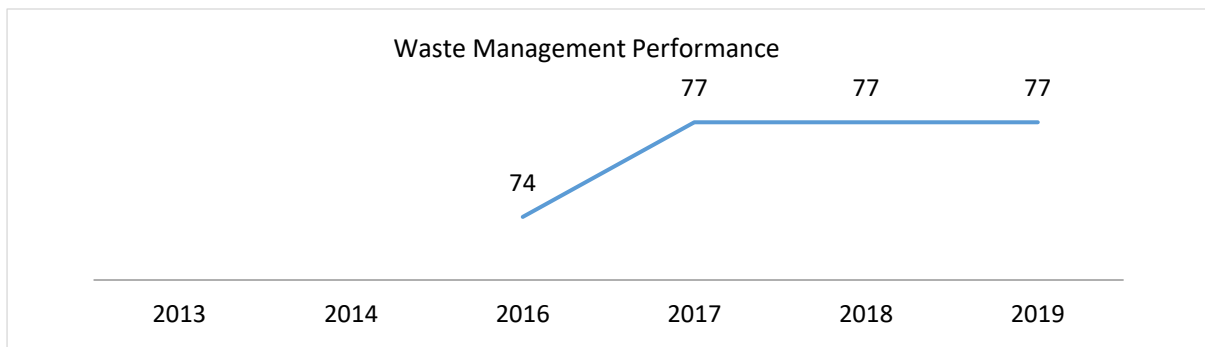


**Performance:** Council’s performance is **significantly higher** than metro or state-wide groups (70 and 69 index points respectively) and rated highest by those aged 35-49 years old (77 index points).

**Importance:** Box Hill residents and those aged 65+ rated community and cultural activities as **significantly less** important than all other groups. Nunawading West residents rated it **the most** important.

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## WASTE MANAGEMENT



**Performance:** Waste Management is one of **the strongest** performing areas (index score of 77).

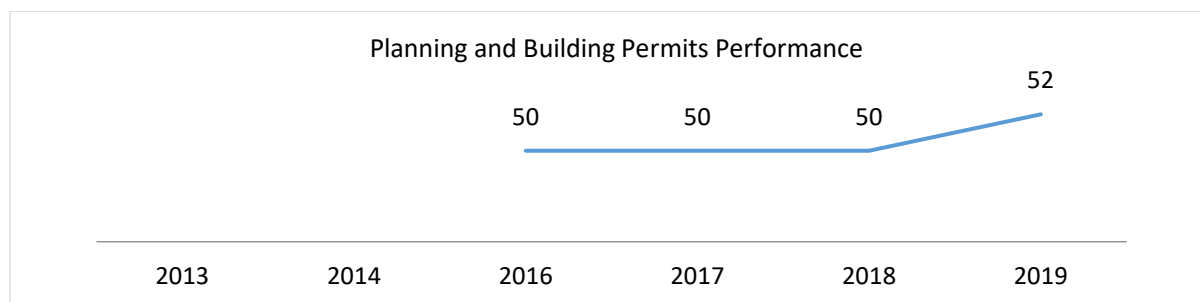
- Most residents (78%) rate Council’s performance in the area of waste management as ‘very good’ or ‘good’.
- Council performs above the Metropolitan group (index score of 73) and **significantly higher** than the state-wide average (index score of 68) for councils in this area.

Council should continue to support service areas that are currently rated higher than others, including **waste management**.

**Importance:** Waste management is considered the **most important** service area (index score of 84).



## PLANNING AND BUILDING PERMITS



**Performance:** With a performance index score of 52, residents rate planning and building permits **lowest** of all services evaluated. Council's performance in this area has **increased** for the first time in three years.

- Performance ratings from age group 35 to 49 **increased significantly** (by 8 index points) but saw a **significant decrease** from those aged 50 to 63 (drop of 7 index points).
- Council's performance remains **in line** with both the Metropolitan group and state-wide average for councils (index scores of 53 and 52 respectively).

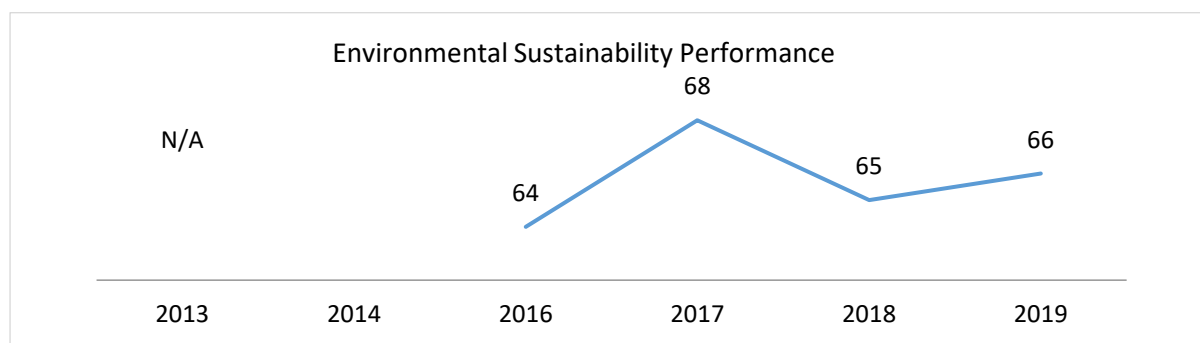
### Importance:

- Whitehorse resident rated planning and building permits as the **fifth most important** service area (index score of 76).
- Feedback from residents on what they consider Council most needs to do to improve its performance in the next 12 months **supports** this finding, with 13% identifying "inappropriate development" and town planning/ permits /red tape mentioned by 5% of residents as another area.

Whitehorse City Council should pay particular attention to this service area as the rated importance exceeds performance by a significant 23 points.

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## ENVIRONMENTAL SUSTAINABILITY



**Performance:** **Highest scores** were from those aged 18-34 years and residents of Nunawading West.

The performance ratings from age group 50-64 years were **significantly lower** than they were in 2018 (5 index points).

### Importance:

- Residents in Nunawading West place **significantly more** importance on environmental sustainability.
- Men and Nunawading East residents placed **significantly less** importance on this area.

# APPENDIX 1: DETAILED PERFORMANCE BY DEMOGRAPHIC

## PERFORMANCE BY DIVERSITY

	Language		Country of Birth		All
	English only	Other Language	Australia	Overseas	
<b>Overall performance</b>	<b>70.1</b>	<b>67.6</b>	<b>69.5</b>	<b>69.5</b>	<b>69.4</b>
Overall direction	52.2	52.7	50.8	56.6	52.3
Community consultation and engagement	57.8	54.1	56.7	57.7	56.9
Informing the community	64.3	65.2	63.5	67.3	64.5
Lobbying on behalf of the community	55.3	58.1	55.5	57.3	56.0
Decisions in the interest of the community	60.3	58.8	60.8	57.7	59.9
Family support services	71.6	64.8	69.6	70.4	69.8
Elderly support services	70.9	68.3	71.7	66.8	70.2
Art centres and libraries	78.7	76.8	78.9	76.6	78.2
Recreational facilities	78.5	72.9	77.0	77.4	77.1
Community and cultural activities	75.2	72.0	74.5	74.3	74.4
Waste management	77.6	75.6	77.4	76.7	77.1
Enforcement of local laws	66.5	62.4	65.2	66.2	65.4
<b>The appearance of public areas</b>	<b>76.4</b>	<b>75.0</b>	<b>76.5</b>	<b>75.1</b>	<b>76.0</b>
Planning and building permits	50.9	57.1	52.2	53.8	52.5
Sealed local roads	72.4	70.6	72.4	70.8	71.9
Environmental sustainability	65.7	68.8	64.9	70.0	66.4
<i>% of people surveyed (weighted)</i>	<i>76%</i>	<i>24%</i>	<i>71%</i>	<i>27%</i>	

*Darkest green indicates the highest result for this measure*

## PERFORMANCE BY AGE GROUP

	18-34 years	35-49 years	50-64 years	65+ years	All
<b>Overall performance</b>	<b>71.7</b>	<b>68.8</b>	64.5	<b>69.7</b>	<b>69.4</b>
Overall direction	57.7	49.9	46.1	51.5	52.3
Community consultation and engagement	57.9	57.9	49.0	59.0	56.9
Informing the community	68.0	64.6	58.0	63.4	64.5
Lobbying on behalf of the community	62.3	51.8	48.1	55.5	56.0
Decisions in the interest of the community	64.8	57.1	51.4	60.9	59.9
Family support services	69.2	70.5	67.4	71.4	69.8
Elderly support services	70.1	67.3	69.5	73.0	70.2
Art centres and libraries	78.2	74.0	81.2	80.8	78.2

	<b>18-34 years</b>	<b>35-49 years</b>	<b>50-64 years</b>	<b>65+ years</b>	<b>All</b>
Recreational facilities	76.7	74.2	75.8	81.1	77.1
Community and cultural activities	72.8	76.8	71.3	76.0	74.4
Waste management	79.6	75.4	72.2	78.0	77.1
Enforcement of local laws	70.6	61.7	61.2	64.4	65.4
The appearance of public areas	78.8	74.6	75.0	74.4	76.0
Planning and building permits	58.8	51.4	41.3	51.6	52.5
Sealed local roads	73.5	71.8	69.4	71.2	71.9
Environmental sustainability	68.6	66.8	60.2	66.4	66.4
<i>% of people surveyed (weighted)</i>	33%	25%	14%	28%	

*Darkest green indicates the highest result for this measure*

## PERFORMANCE BY REGION

	<b>Box Hill</b>	<b>Nunawading West</b>	<b>Nunawading East</b>	<b>All</b>
<b>Overall performance</b>	65.9	72.9	70.7	69.4
Overall direction	50.5	54.9	52.3	52.3
Community consultation and engagement	53.3	60.0	58.7	56.9
Informing the community	62.8	68.4	63.9	64.5
Lobbying on behalf of the community	54.2	56.1	57.6	56.0
Decisions in the interest of the community	56.3	62.5	61.6	59.9
Family support services	70.0	68.8	70.2	69.8
Elderly support services	69.1	72.6	69.8	70.2
Art centres and libraries	75.9	78.8	80.0	78.2
Recreational facilities	78.2	79.3	74.5	77.1
Community and cultural activities	73.3	75.5	75.0	74.4
Waste management	74.0	78.9	79.1	77.1
Enforcement of local laws	63.5	67.9	65.9	65.4
The appearance of public areas	73.6	78.2	77.1	76.0
Planning and building permits	49.8	50.5	56.2	52.5
Sealed local roads	71.9	72.4	71.5	71.9
Environmental sustainability	64.1	68.9	67.3	66.4
<i>% of people surveyed (weighted)</i>	39%	24%	38%	

*Darkest green indicates the highest result for this measure*

# APPENDIX 2: WHAT ARE PEOPLE SAYING

