



# **2021 Local Government Community Satisfaction Survey**

## **Whitehorse City Council**

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



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## Background and objectives

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

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

Now in its twenty-second 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 22 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 22 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a dark blue gradient.

# **Key findings and recommendations**



# Whitehorse City Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Whitehorse 69



State-wide 61



Metropolitan 67

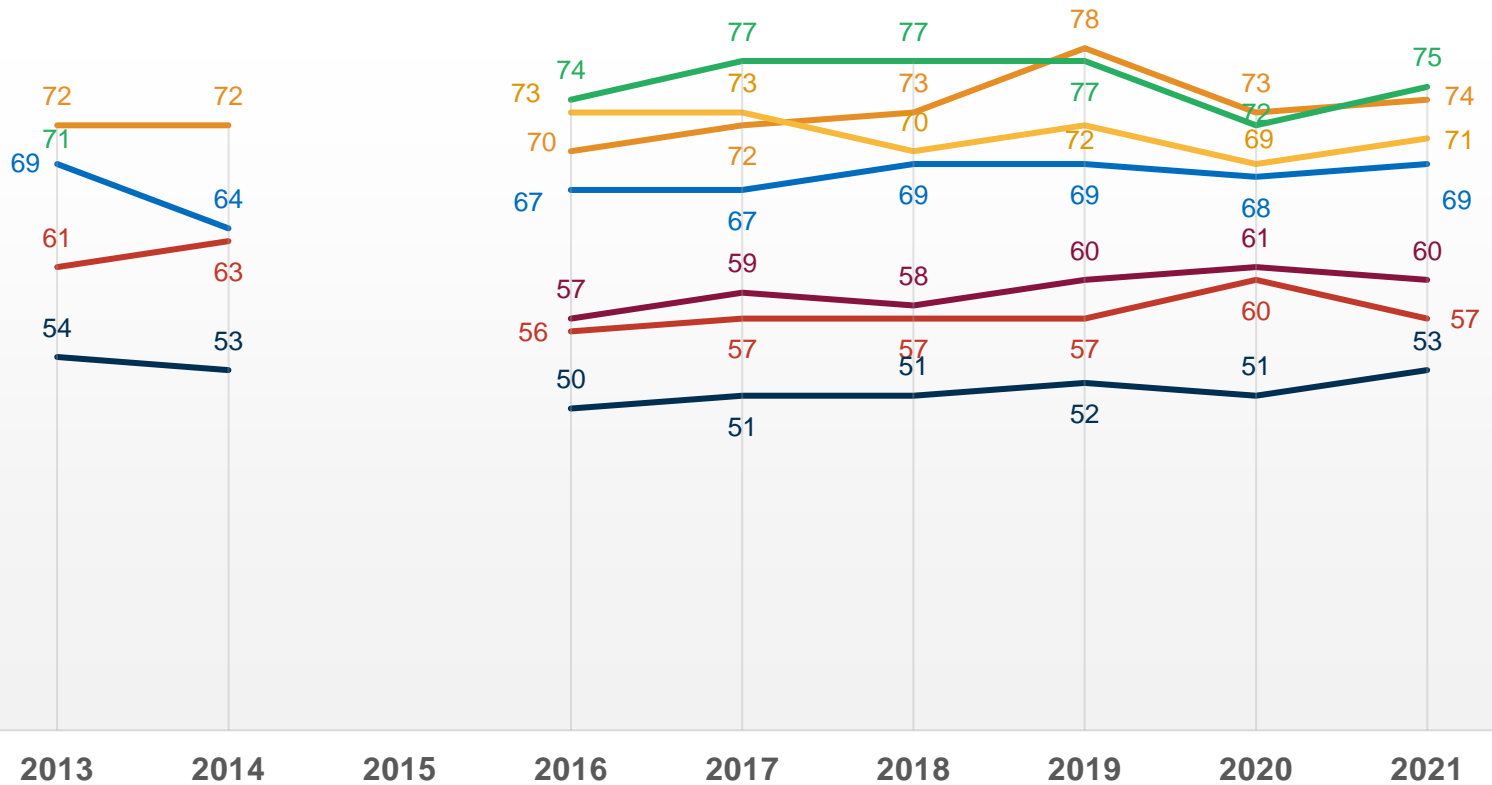
## Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	<ul style="list-style-type: none"> <li> Sealed local roads</li> <li> Waste management</li> <li> Community decisions</li> </ul>	None
Compared to group average	<ul style="list-style-type: none"> <li> Elderly support services</li> <li> Sealed local roads</li> <li> Waste management</li> </ul>	<ul style="list-style-type: none"> <li> Informing the community</li> </ul>



# Summary of core measures

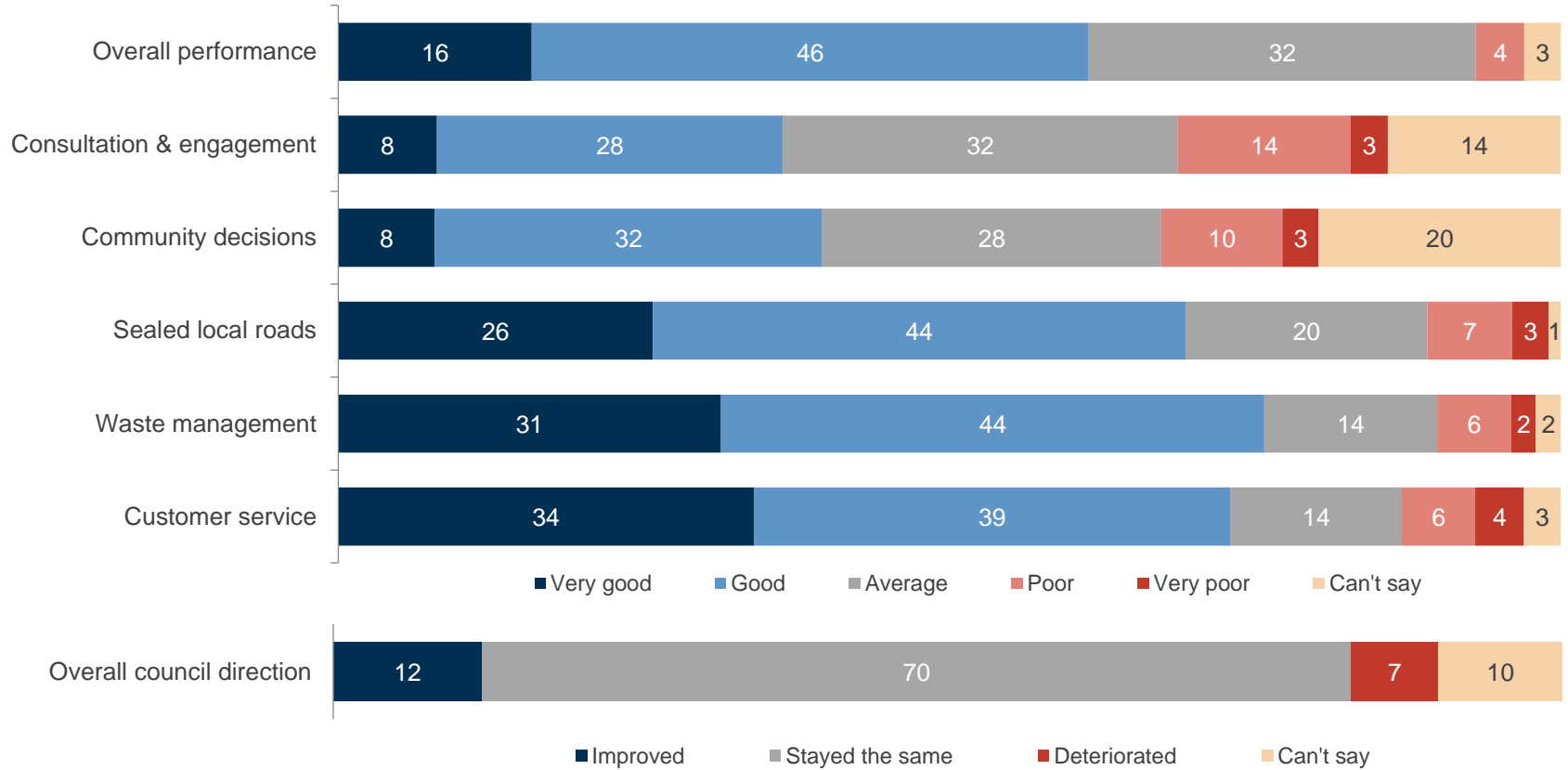
## Index scores















# Summary of core measures

Core measures summary results (%)





## Summary of Whitehorse City Council performance

Services		Whitehorse 2021	Whitehorse 2020	Metro 2021	State-wide 2021	Highest score	Lowest score
	Overall performance	69	68	67	61	Box Hill residents	Aged 35-49 years
	Value for money	63	-	62	54	Aged 65+ years	Aged 35-49 years, Box Hill residents
	Overall council direction	53	51	55	53	Aged 18-34 years	Aged 35-49 years
	Customer service	74	73	74	70	Aged 65+ years	Men
	Appearance of public areas	76	73	74	73	Women, Aged 50-64 years	Men
	Waste management	75	72	72	69	Aged 50-64 years	Aged 35-49 years
	Recreational facilities	74	75	75	71	Aged 65+ years, Women	Men, Aged 18-34 years
	Art centres & libraries	73	77	73	73	Aged 65+ years	Aged 18-34 years
	Sealed local roads	71	69	68	57	Aged 35-49 years	Aged 65+ years, Aged 18-34 years, Men, Nunawading East residents
	Elderly support services	70	71	66	69	Aged 65+ years	Aged 18-34 years





## Summary of Whitehorse City Council performance

Services		Whitehorse 2021	Whitehorse 2020	Metro 2021	State-wide 2021	Highest score	Lowest score
	Family support services	67	72	67	66	Aged 65+ years	Aged 18-34 years
	Community & cultural	67	73	66	65	Aged 65+ years	Aged 18-34 years
	Enforcement of local laws	66	66	66	64	Women	Men
	Environmental sustainability	63	65	64	62	Nunawading East residents	Aged 35-49 years, Box Hill
	Community decisions	60	61	61	56	Women	Aged 50-64 years
	Informing the community	59	63	62	60	Aged 35-49 years	Aged 18-34 years
	Lobbying	58	59	56	55	Nunawading East residents, Aged 65+ years	Aged 50-64 years, Aged 18-34 years, Men, Nunawading West residents
	Consultation & engagement	57	60	59	56	Aged 50-64 years, Women, Nunawading East residents	Nunawading West residents, Men, Aged 18-34 years
	Building & planning permits	54	53	54	51	Aged 18-34 years	Aged 65+ years, Aged 35-49 years



## Focus areas for the next 12 months

### Overview

Whitehorse City Council's overall performance index experienced a one-point increase over the last 12 months, returning to the peak rating last seen in 2019. While performance ratings remained steady across most individual service areas, significant declines occurred in the areas of community and cultural activities, family support services, art centres and libraries and informing the community. Importantly, performance ratings of the appearance of public areas increased significantly.

### Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in the individual service areas that most influence overall performance perceptions. The condition of sealed local roads is shown to have the strongest influence on Council's overall performance rating and Council performs relatively well here. Most in need of attention is decisions made in the interests of the community and informing the community, as these service areas are rated less well, but are among the service areas that are more influential on overall perceptions.

### Comparison to state and area grouping

Positively, Whitehorse City Council performs significantly higher than the State-wide and Metropolitan group averages on waste management and sealed local roads. Council also rates significantly higher than the Metropolitan group average in the area of elderly support services but significantly lower in informing the community. On other service areas, it is on par with the Metropolitan group average.

### Maintain gains achieved to date

Council should look to consolidate and build upon its strong and improved performance on the appearance of public areas, waste management and the condition of sealed local roads. Demonstrating that Council consults and engages with residents on relevant matters, particularly those regarding its approach to building and planning permits – which is showing incremental improvement over time – will also help to bolster perceptions of its overall performance in the year ahead.

# DETAILED FINDINGS



# Overall performance



## Overall performance

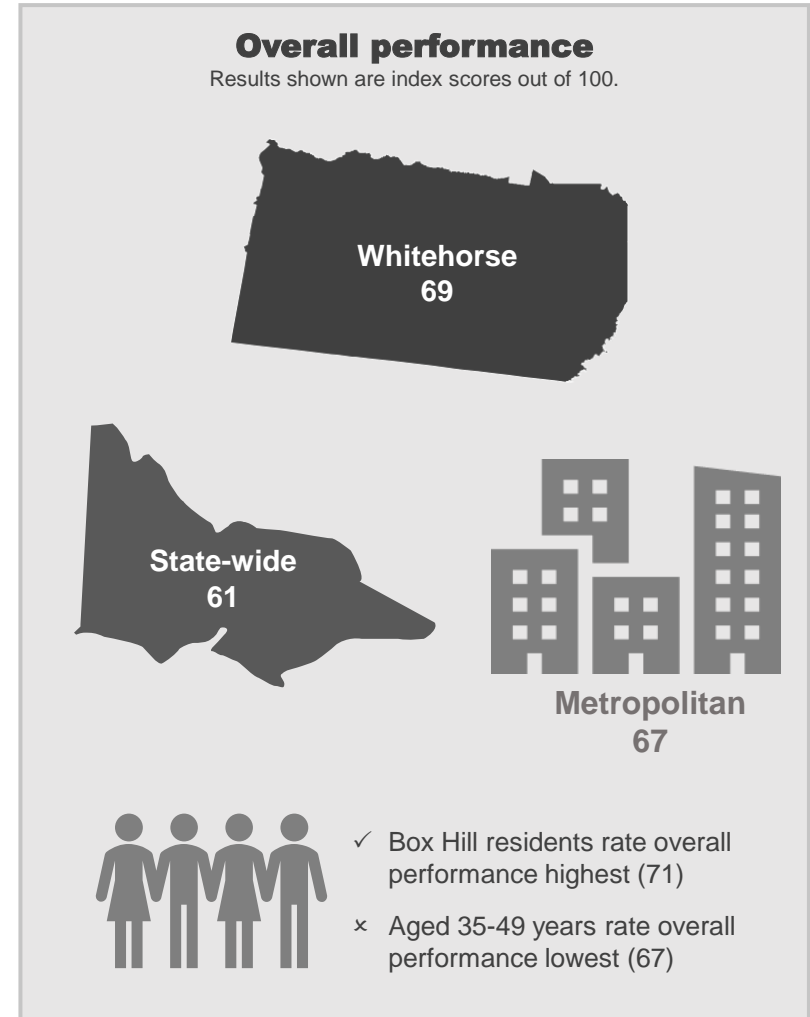
The overall performance index score of 69 for Whitehorse City Council marks a marginal improvement on the 2020 result and a return to the peak rating.

Council's overall performance continues to rate statistically significantly higher (at the 95% confidence interval) than the State-wide average for councils, and in line with the Metropolitan group average.

- Overall performance is rated highest among Box Hill residents and lowest among 35 to 49 year-olds (index scores of 71 and 67 respectively).
- Notably, the most improved ratings are among residents aged 50 to 64 years (index score of 69 – up four points). While this is not a significant increase, it marks an all-time high rating among this cohort, who in the previous evaluation had been most critical of Council's overall performance.

Almost half of residents (48%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. A further one in three (33%) rate Council as 'average', while 11% rate it as 'very poor' or 'poor'.

- Residents aged 65 years and over have significantly more positive perceptions of Council's value for money, whereas 35 to 49 year-olds and Box Hill residents have the least positive perceptions.





# Overall performance

## 2021 overall performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Box Hill	71	69	73	66	70	66	n/a	n/a	n/a	n/a
65+	70	70	70	71	67	68	n/a	67	71	n/a
50-64	69	65	65	64	63	68	n/a	57	67	n/a
Women	69	69	70	68	67	68	n/a	65	70	n/a
Whitehorse	69	68	69	69	67	67	n/a	64	69	n/a
18-34	68	69	72	71	68	70	n/a	65	70	n/a
Men	68	68	68	69	67	66	n/a	63	67	n/a
Nunawading West	68	66	66	66	64	64	n/a	n/a	n/a	n/a
Nunawading East	68	71	71	73	67	72	n/a	n/a	n/a	n/a
35-49	67	67	69	67	67	63	n/a	66	66	n/a
Metro	67	66	67	65	64	66	67	n/a	n/a	n/a
State-wide	61	58	60	59	59	59	60	61	60	60

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

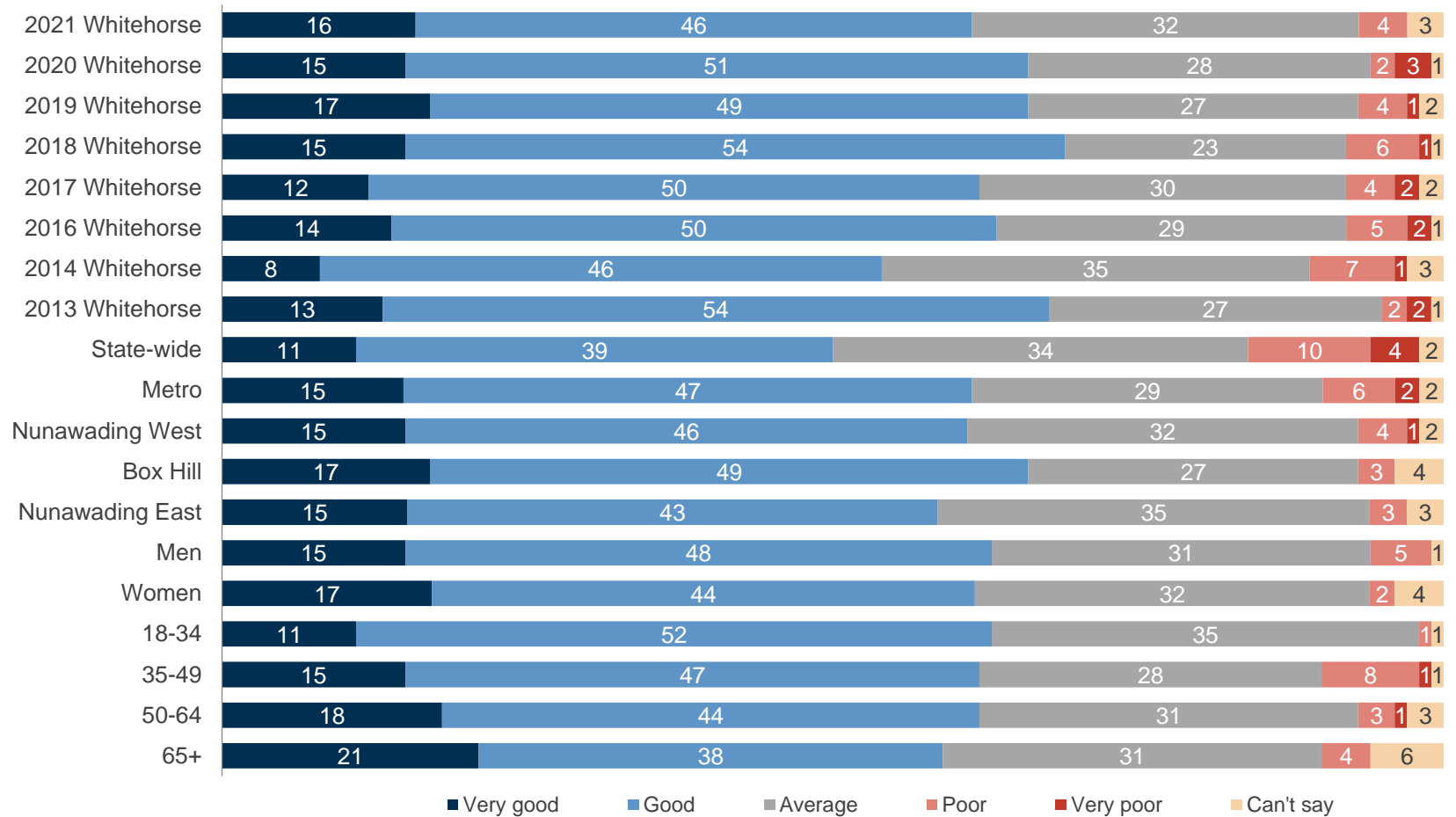
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



# Overall performance

2021 overall performance (%)

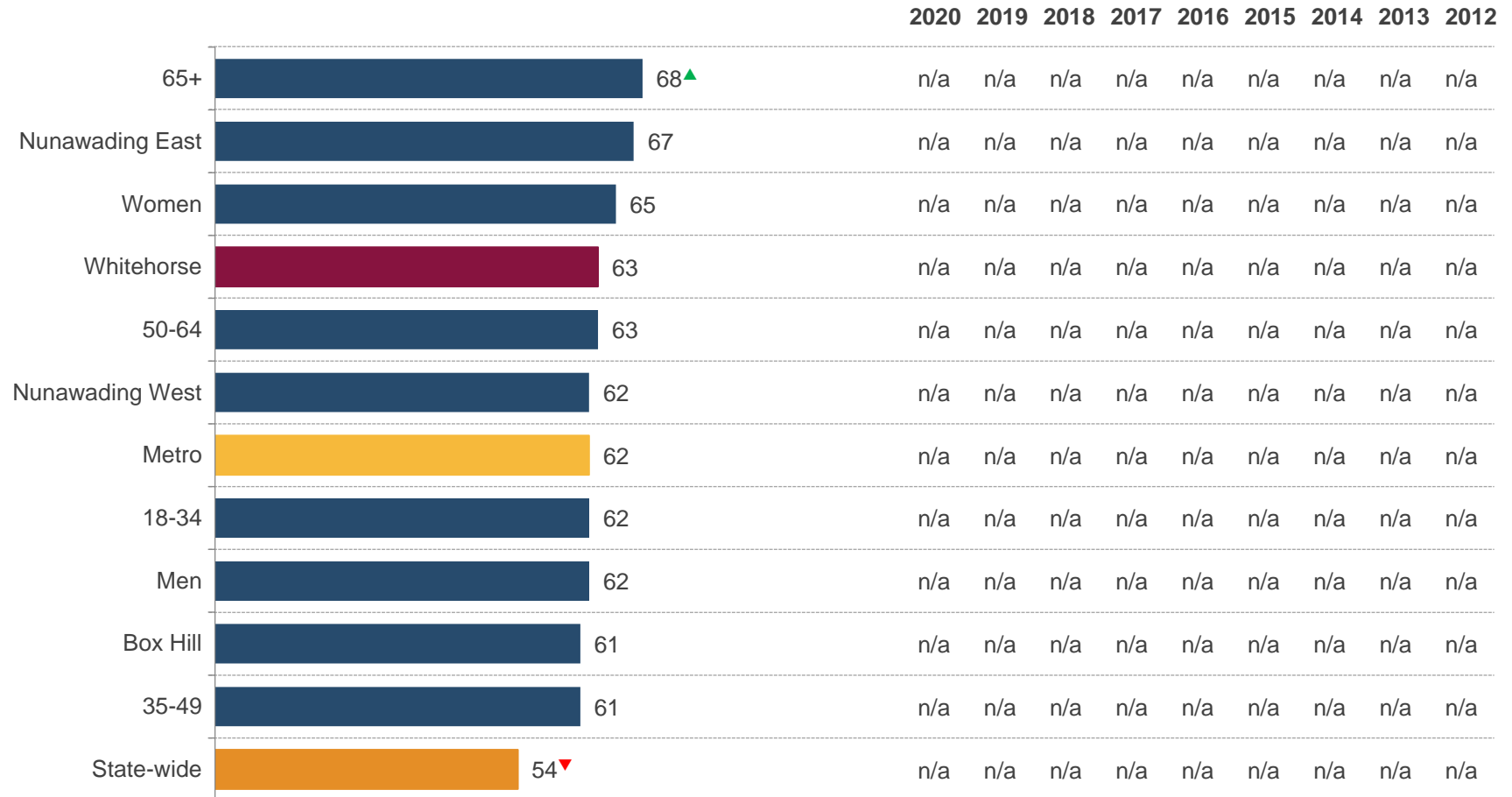


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Whitehorse City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



# Value for money in services and infrastructure

2021 value for money (index scores)



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: 66 Councils asked group: 15

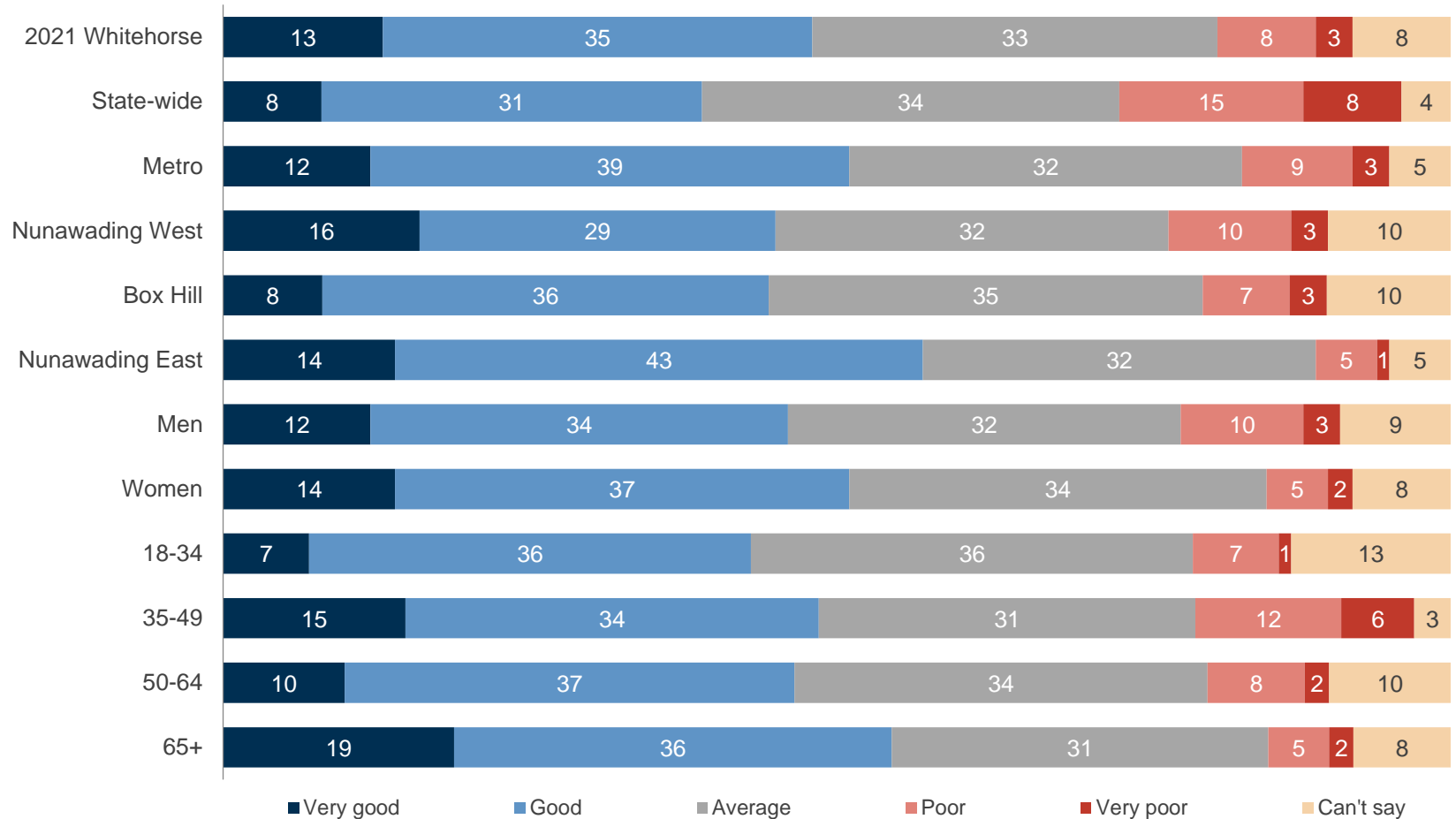
Note: Please see Appendix A for explanation of significant differences.





# Value for money in services and infrastructure

2021 value for money (%)



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: 66 Councils asked group: 15



## Top performing service areas

Appearance of public areas is where Council performed best in 2021 (index score of 76). Since the previous evaluation, performance perceptions of this service area improved significantly by three-points, marking a full recovery from the significant decline in 2020.

- Key contributors to this increase are significant improvements in performance perceptions among residents aged 18 to 34 and 50 to 64 years (both up nine points on the previous result).

Waste management is Council's next highest rated service area (index score of 75), followed by recreational facilities (74), art centres and libraries (73 – a significant four-point decrease) and sealed local roads (71).

Of note, Council performs significantly higher than both the State-wide and Metropolitan group averages in the areas of waste management and sealed local roads.

The appearance of public areas, waste management and sealed local roads all have a positive influence on perceptions of Council's overall performance. Maintaining these high ratings should remain a focus for Council.

Council's strong performance in the aforementioned areas is further highlighted by the fact that 18% of residents volunteer parks and gardens as the best thing about Council. One in ten (10%) nominate recreational/ sporting facilities, and 8% cite waste management (noting that 13% cite this as an area most in need of improvement).



**Appearance of public areas (index score of 76) is the area where Council performed best in 2021.**



## 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 54).**

Council continues to rate lowest in the area of planning and building permits (index score of 54), despite a one-point improvement on the 2020 result. Consistent with previous evaluations, this service area exhibits the largest disparity between importance and performance perceptions (20-point differential).

- Perceptions do not differ significantly from the average across demographic and geographic cohorts.
- Planning and building permits is one of the service areas that influences perceptions of overall performance – so efforts to address resident concerns here should be considered.

Furthermore, inappropriate or over-development and town planning/ permits /red tape are two of the most frequently mentioned areas as in need of improvement (by 8% and 6% of residents respectively).

Community consultation and engagement is Council's next lowest rated service area (index score of 57, the equal lowest rating for Council on this measure).

- Perceptions declined significantly among 18 to 34 year-old residents and those in Nunawading West.

Council also performs relatively less well in lobbying (index score of 58) and informing the community (59 – significantly lower than the Metropolitan group average and a significant four-point decline on the 2020 result).



# Individual service area performance

## 2021 individual service area performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Appearance of public areas	76	73	76	73	77	74	n/a	n/a	74	n/a
Waste management	75	72	77	77	77	74	n/a	n/a	71	n/a
Recreational facilities	74	75	77	76	76	75	n/a	n/a	74	n/a
Art centres & libraries	73	77	78	77	79	74	n/a	n/a	77	n/a
Sealed local roads	71	69	72	70	73	73	n/a	n/a	n/a	n/a
Elderly support services	70	71	70	70	69	70	n/a	n/a	72	n/a
Family support services	67	72	70	69	72	69	n/a	n/a	71	n/a
Community & cultural	67	73	74	75	74	73	n/a	n/a	72	n/a
Enforcement of local laws	66	66	65	65	65	65	n/a	n/a	66	n/a
Environmental sustainability	63	65	66	65	68	64	n/a	n/a	66	n/a
Community decisions	60	61	60	58	59	57	n/a	n/a	n/a	n/a
Informing the community	59	63	64	62	61	61	n/a	n/a	n/a	n/a
Lobbying	58	59	56	56	56	57	n/a	60	56	n/a
Consultation & engagement	57	60	57	57	57	56	n/a	63	61	n/a
Planning & building permits	54	53	52	50	50	50	n/a	n/a	n/a	n/a

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

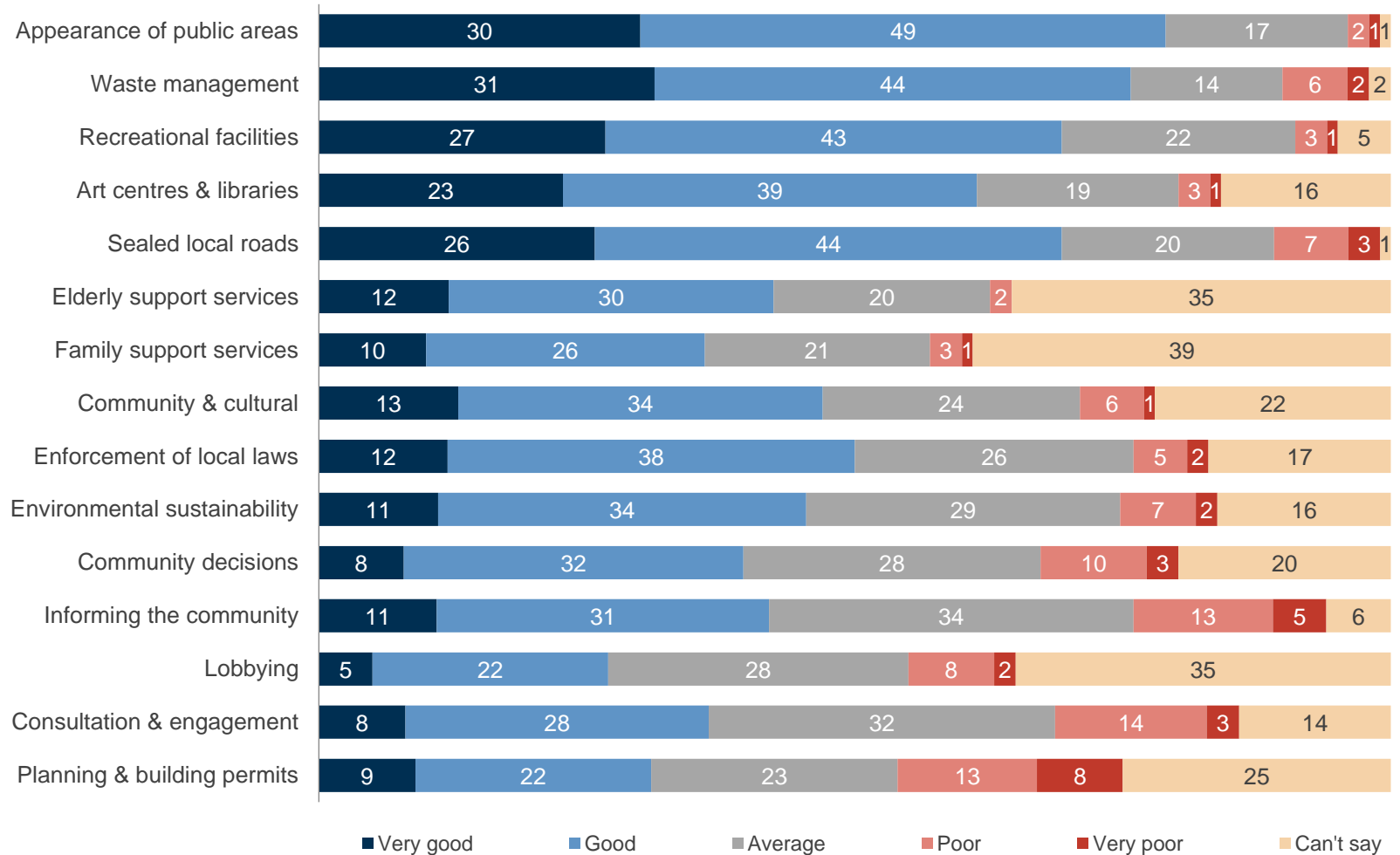
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



# Individual service area performance

2021 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



# Individual service area importance

## 2021 individual service area importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	85	85	84	84	81	81	n/a	n/a	80	n/a
Elderly support services	78	76	78	78	79	79	n/a	n/a	77	n/a
Community decisions	78	79	76	79	78	78	n/a	n/a	n/a	n/a
Sealed local roads	76	77	77	76	76	76	n/a	n/a	n/a	n/a
Environmental sustainability	76	76	73	74	73	74	n/a	n/a	71	n/a
Family support services	74	73	73	74	75	73	n/a	n/a	69	n/a
Planning & building permits	74	75	76	77	76	76	n/a	n/a	n/a	n/a
Appearance of public areas	74	73	72	72	75	74	n/a	n/a	73	n/a
Recreational facilities	74	71	71	72	72	75	n/a	n/a	71	n/a
Informing the community	73	73	71	72	71	74	n/a	n/a	n/a	n/a
Consultation & engagement	72	70	71	71	71	75	n/a	n/a	n/a	n/a
Art centres & libraries	70	69	68	69	66	69	n/a	n/a	66	n/a
Enforcement of local laws	69	72	71	71	72	72	n/a	n/a	71	n/a
Lobbying	66	65	63	64	64	68	n/a	n/a	n/a	n/a
Community & cultural	61	60	60	60	59	62	n/a	n/a	60	n/a

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

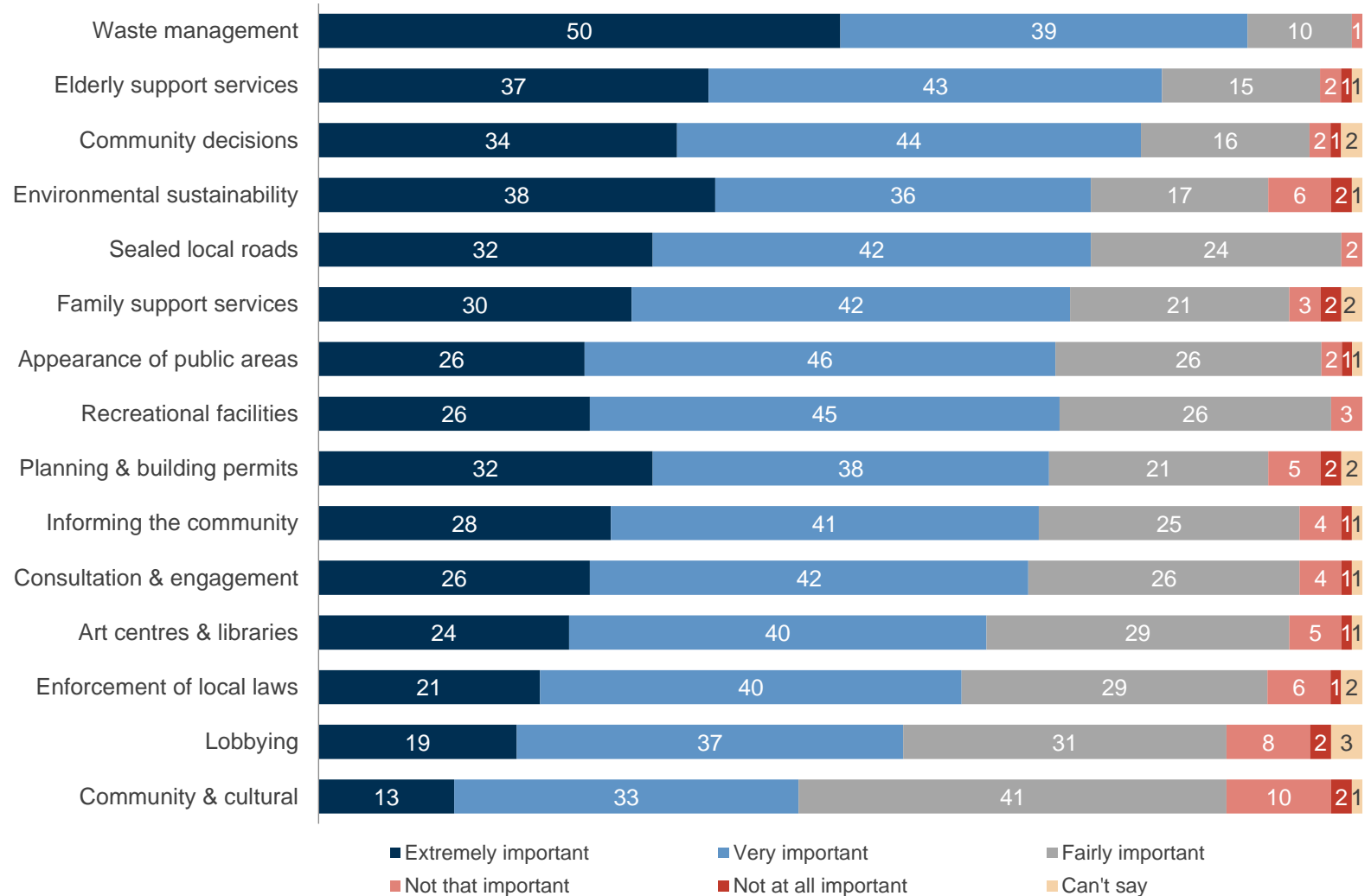
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10

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



# Individual service area importance

2021 individual service area importance (%)

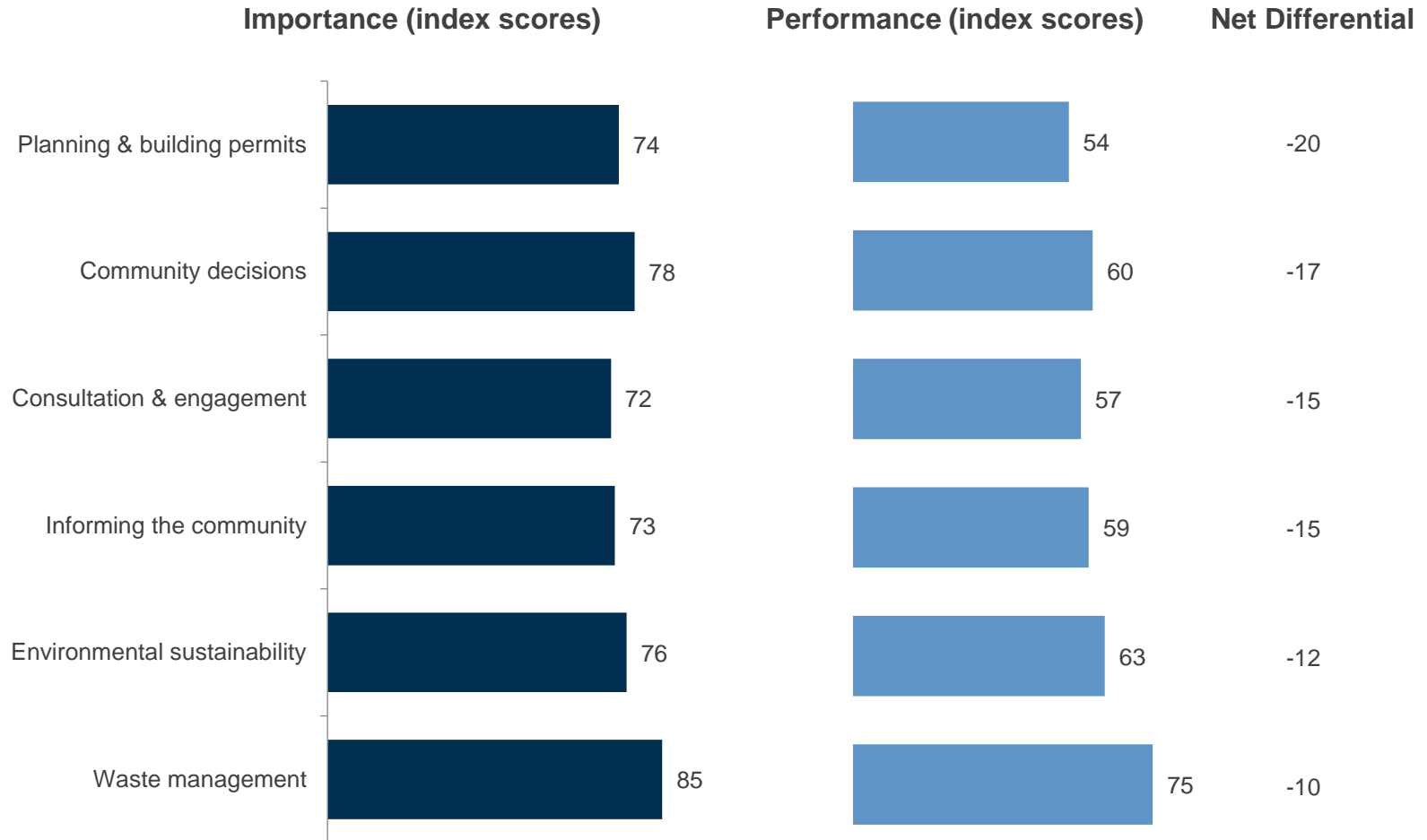


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10



## Individual service areas importance vs performance

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







## Influences on perceptions of overall performance

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

- The condition of sealed local roads.

**Council currently performs very well in this service area (index score of 71) and a continued focus on maintaining the local road network 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:

- Decisions made in the interest of the community
- Informing the community
- The appearance of public areas
- Community consultation and engagement
- Waste management
- Planning and building permits.

The appearance of public areas and waste management are Council's best performing service areas (index score of 76 and 75 respectively) and a moderate influence on the overall performance rating.

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

Other service areas that have a moderate influence on overall perceptions, but perform relatively less well, are planning and building permits, community consultation, informing the community and community decisions (performance index score of 54, 57, 59 and 60 respectively).

**Addressing resident concerns about Council's approach to planning and building permits, and ensuring good communication, consultation and transparency with residents in Council decision making, can also help shore up positive ratings of Council's overall performance.**



## Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

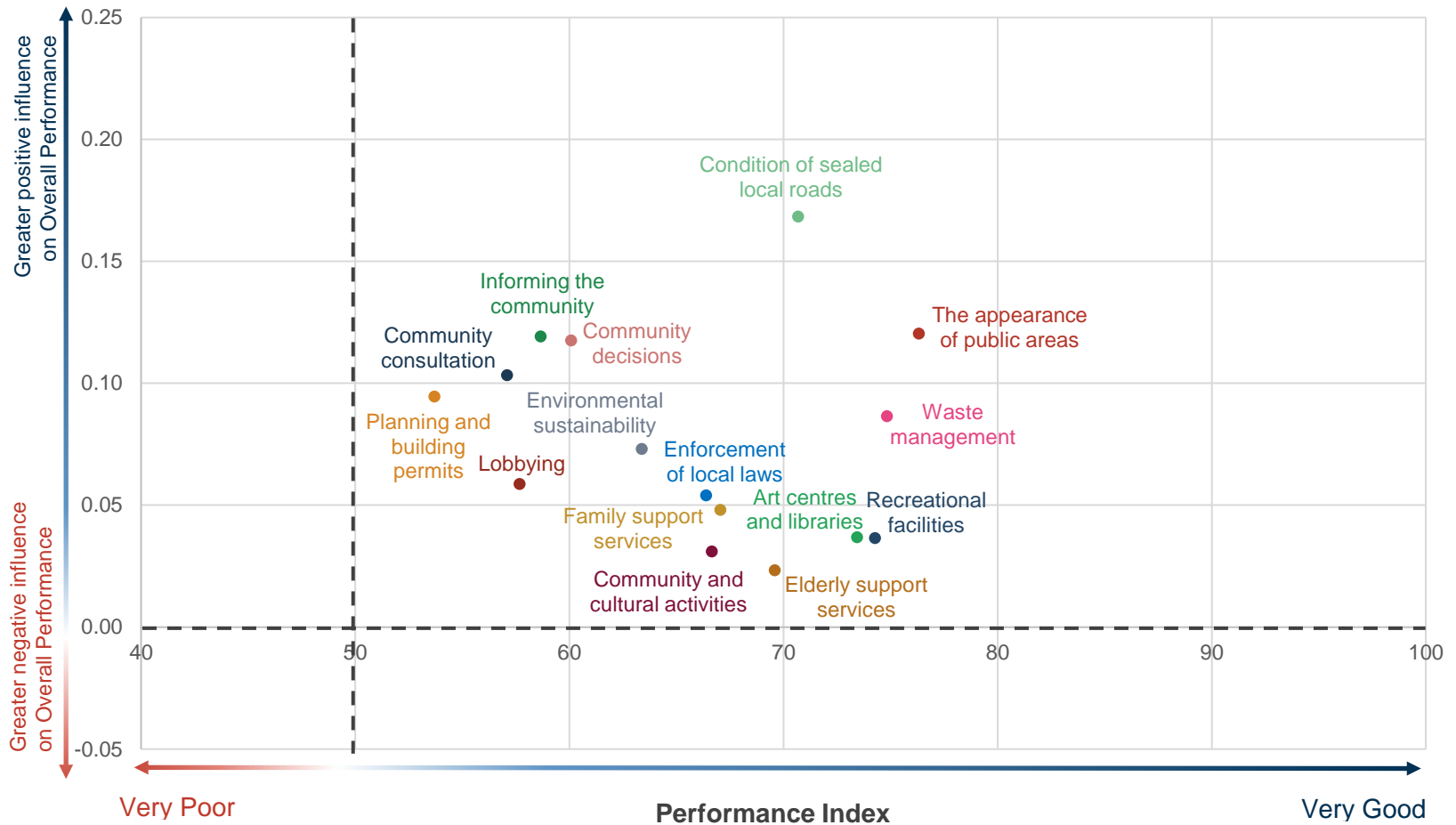
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weaker influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

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



# Influence on overall performance: all service areas

2021 regression analysis (all service areas)

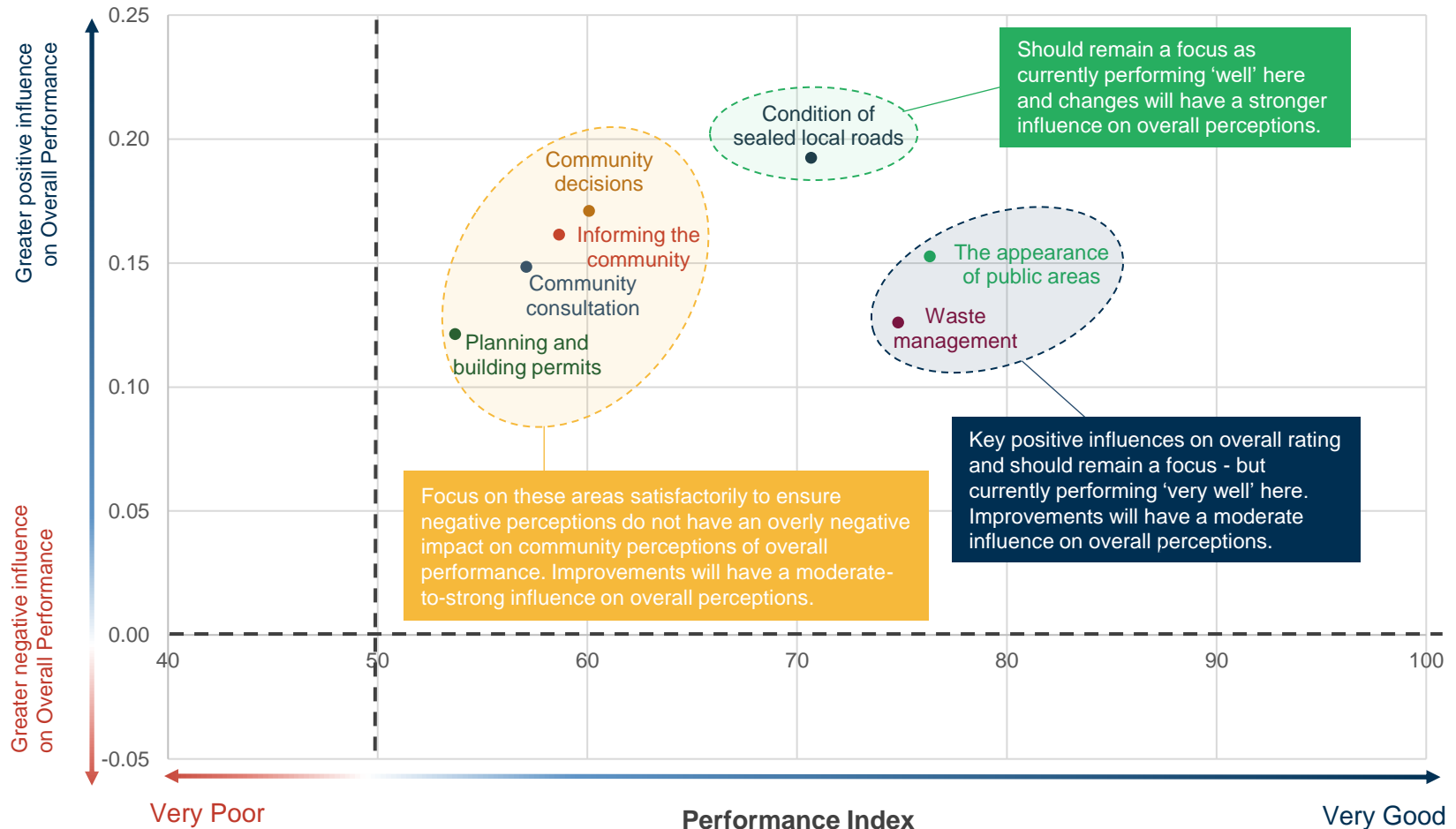


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.529 and adjusted  $R^2$  value of 0.514, which means that 53% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 36.22$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



# Influence on overall performance: key service areas

## 2021 regression analysis (key service areas)

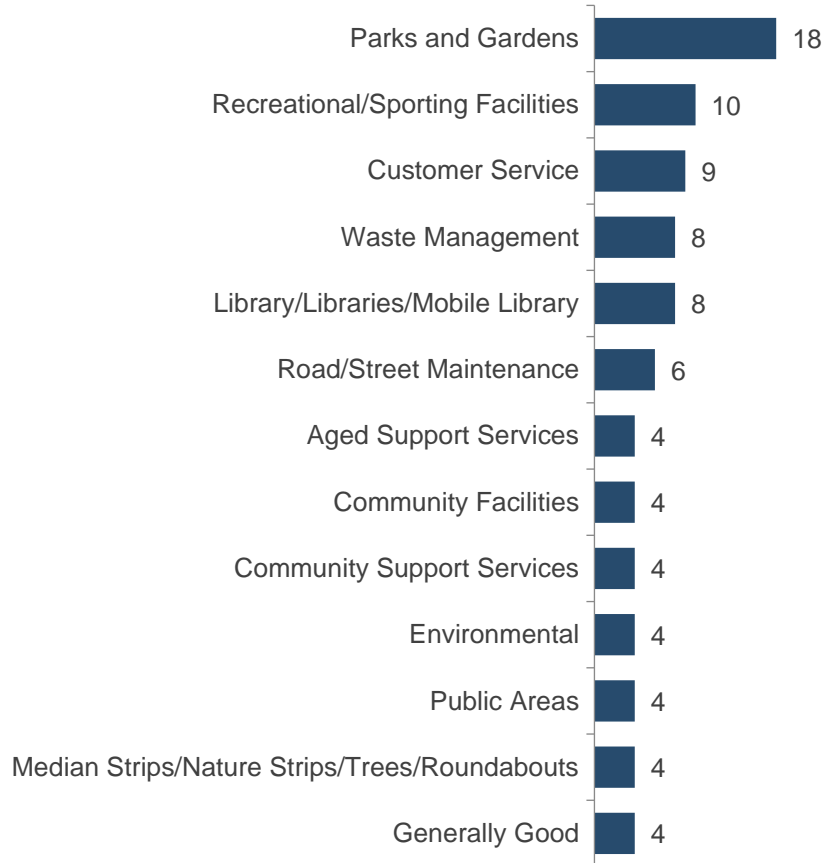


The multiple regression analysis model above (reduced set of service areas) has an R<sup>2</sup> value of 0.507 and adjusted R<sup>2</sup> value of 0.500, which means that 51% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 72.22.

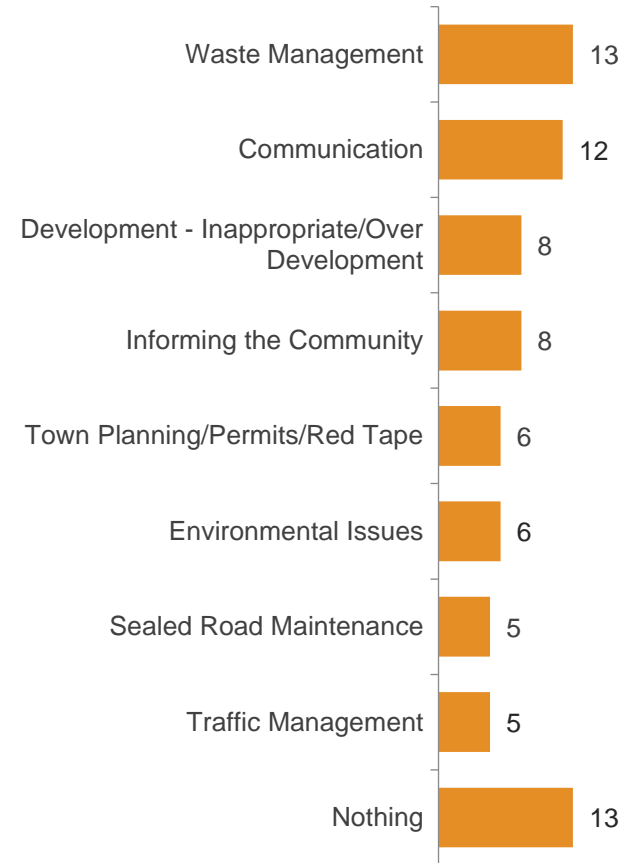


# Best things about Council and areas for improvement

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



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



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

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

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

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



# Customer service



## Contact with council and customer service

### Contact with council

Fewer than three in five households (58%) have had contact with Whitehorse City Council in the last 12 months, similar to last year.

- Rate of contact is highest among 35 to 49 year-old residents (68%) and significantly lower among 18 to 34 year-olds (46%).



**Among those who have had contact with Council, 73% provide a positive customer service rating of 'very good' or 'good', including 34% who rate Council's customer service as 'very good'.**

### Customer service

Whitehorse City Council's customer service index of 74 marks a slight, one-point increase on the 2020 result. Customer service is rated in line with the Metropolitan group and significantly higher than the State-wide average (index scores of 74 and 70 respectively).

Promisingly, among those who had contact with Council, more than seven in ten (73%) provide a positive customer service rating.

Moreover, 9% of residents volunteer customer service as the best thing about Whitehorse City Council.

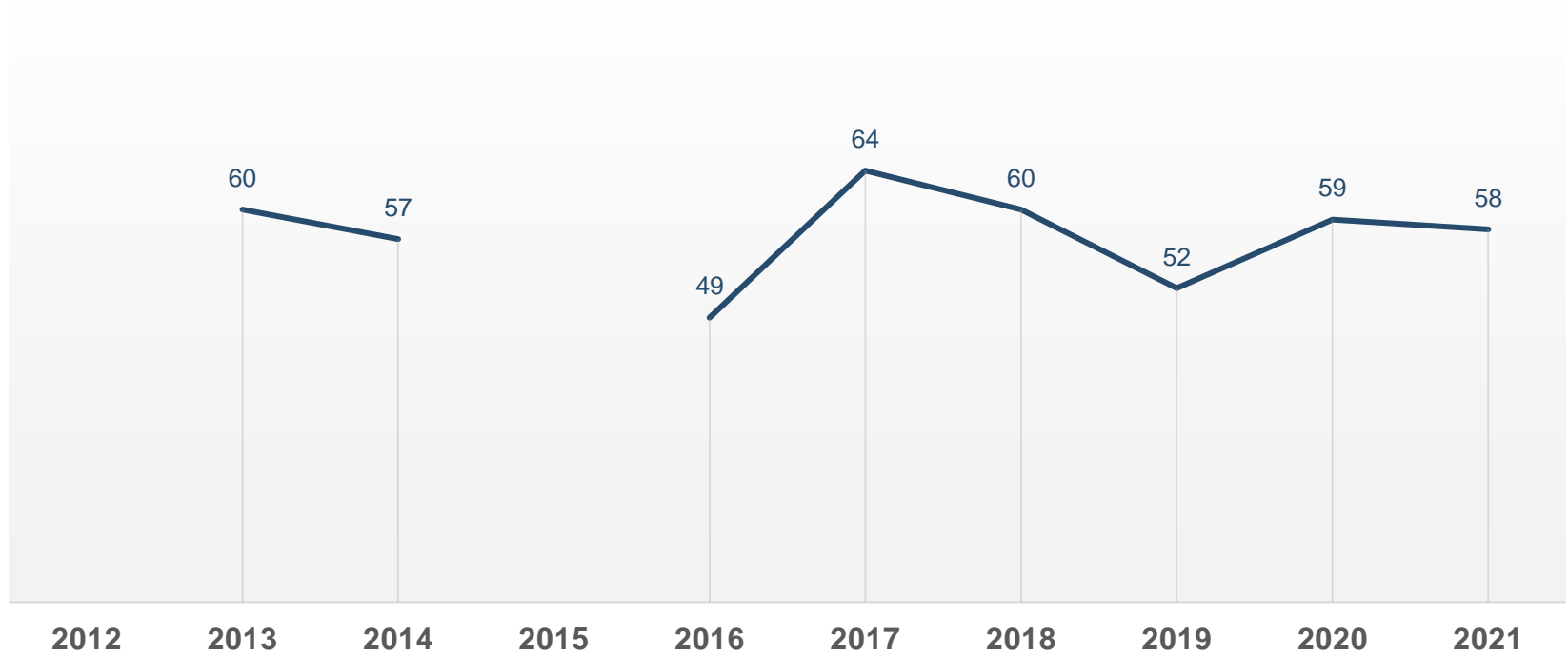
- Like in previous evaluations, perceptions of Council's customer service are most positive among residents aged 65 years and over and women (index scores of 79 and 78 respectively).
- Conversely, perceptions of customer service are least positive among men and 35 to 49 year-olds (index scores of 70 and 71 respectively).

Council should focus on recovering perceptions of its customer service among residents aged 35 to 49 years in the coming 12 months, given they currently have the highest rate of contact with Council but the least positive perceptions of its overall performance.



# Contact with council

2021 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?

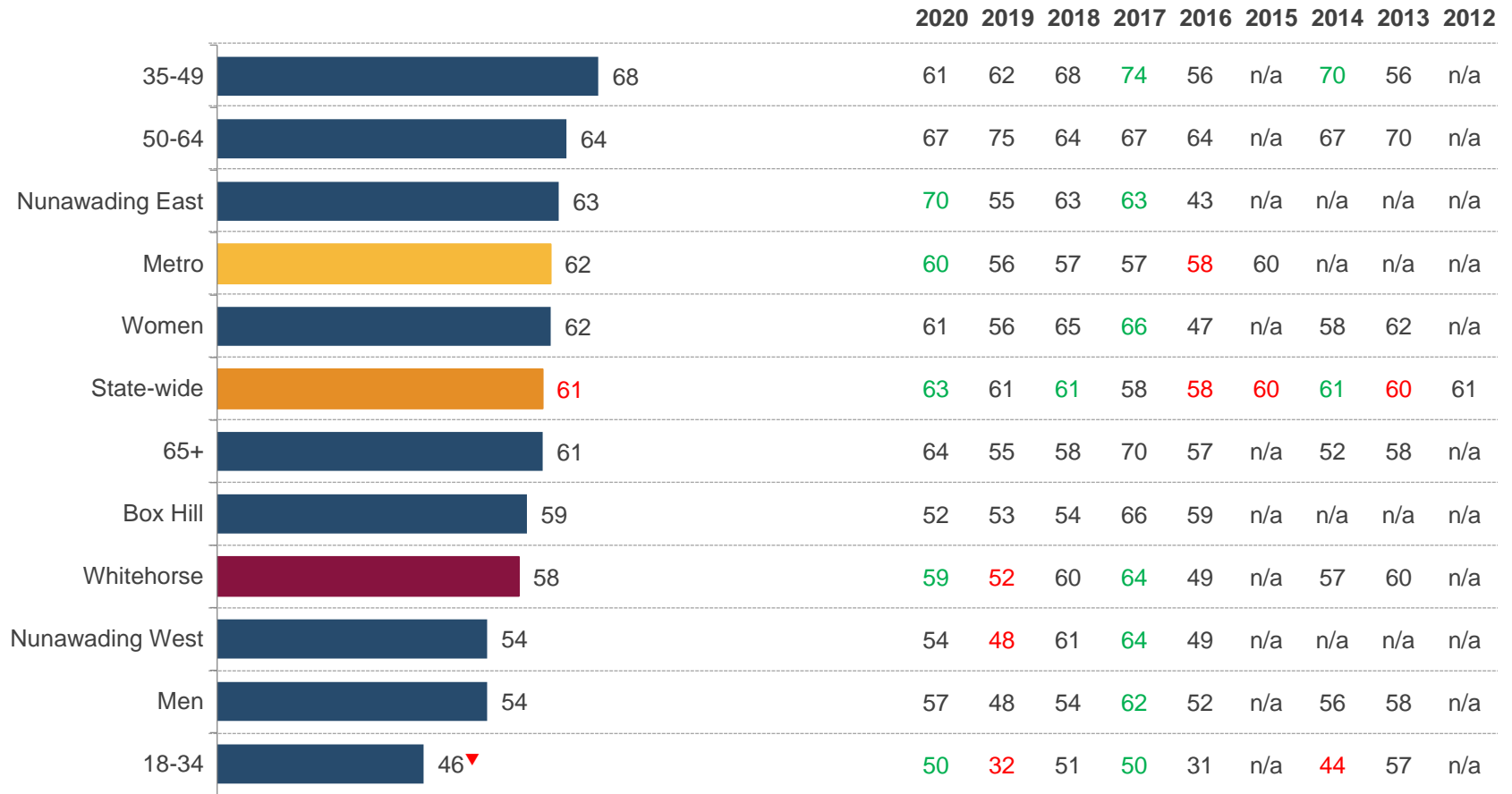
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 6





# Contact with council

2021 contact with council (%)



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: 39 Councils asked group: 6

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



# Customer service rating

## 2021 customer service rating (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	78	79	80	77	72	76	n/a	74	82	n/a
Women	77	77	78	71	72	73	n/a	74	76	n/a
Nunawading East	76	73	81	77	73	75	n/a	n/a	n/a	n/a
50-64	74	74	75	77	73	71	n/a	72	73	n/a
Whitehorse	74	73	78	73	72	70	n/a	72	72	n/a
Metro	74	74	76	72	71	73	73	n/a	n/a	n/a
Nunawading West	74	77	74	67	71	70	n/a	n/a	n/a	n/a
18-34	73	66	80	70	73	61	n/a	68	73	n/a
Box Hill	73	69	78	74	73	66	n/a	n/a	n/a	n/a
35-49	71	76	75	69	71	69	n/a	73	63	n/a
Men	70	69	77	75	72	68	n/a	69	68	n/a
State-wide	70▼	70	71	70	69	69	70	72	71	71

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.

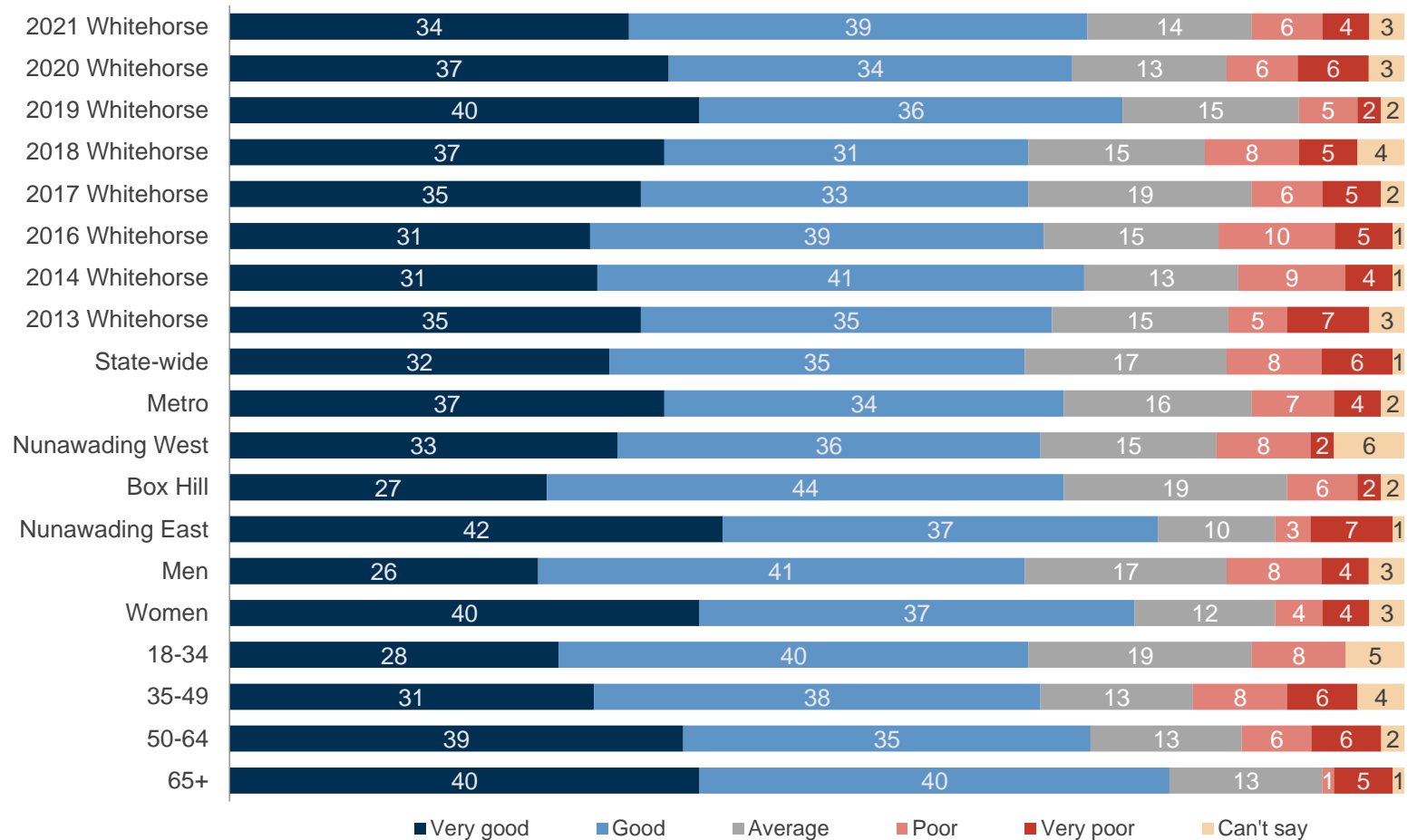
Councils asked state-wide: 66 Councils asked group: 15

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



# Customer service rating

2021 customer service rating (%)



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



# Communication

## Communication

The most preferred form of communication from Whitehorse City Council is newsletters sent via mail (35%) and by email (30%).

- Among residents aged under 50 years, the preference is reversed from the resident base at large. Newsletters via email (32%) and then mail (27%) are the preferred forms of communication from Council.
- Among those aged over 50 years, mailed newsletters (46%) continue to be preferred over email newsletters (28%).

Preference for the mailed newsletters has increased by seven percentage points in the past year, overtaking the email format, which declined by five points. Preference has changed somewhat over time, with a clear pattern yet to be established.

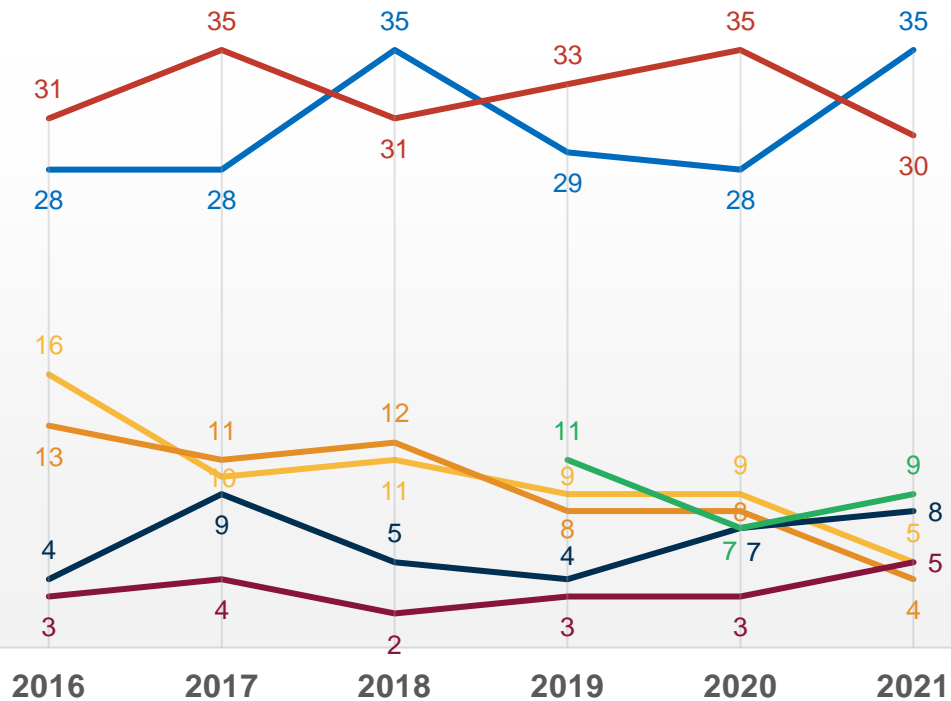
Advertising and Council newsletter inserts in local newspapers continue to have less appeal (preferred by 4% and 5% respectively, a series-low for both).





# Best form of communication

2021 best form of communication (%)

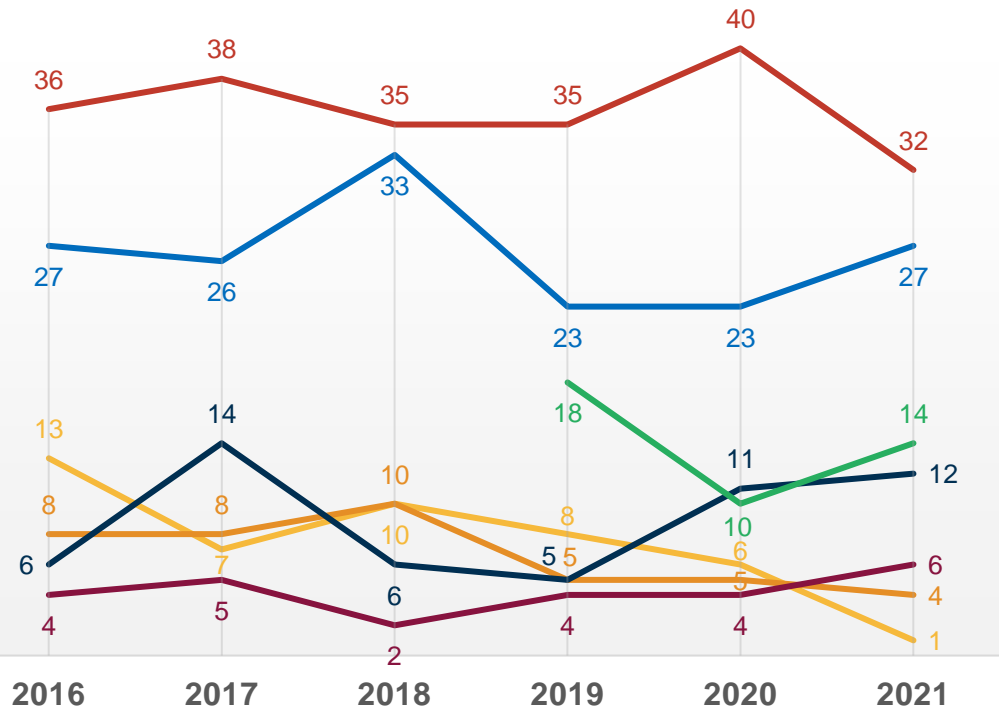


Q13. If Whitehorse City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 7  
 Note: 'Social Media' was included in 2019.



# Best form of communication: under 50s

2021 under 50s best form of communication (%)

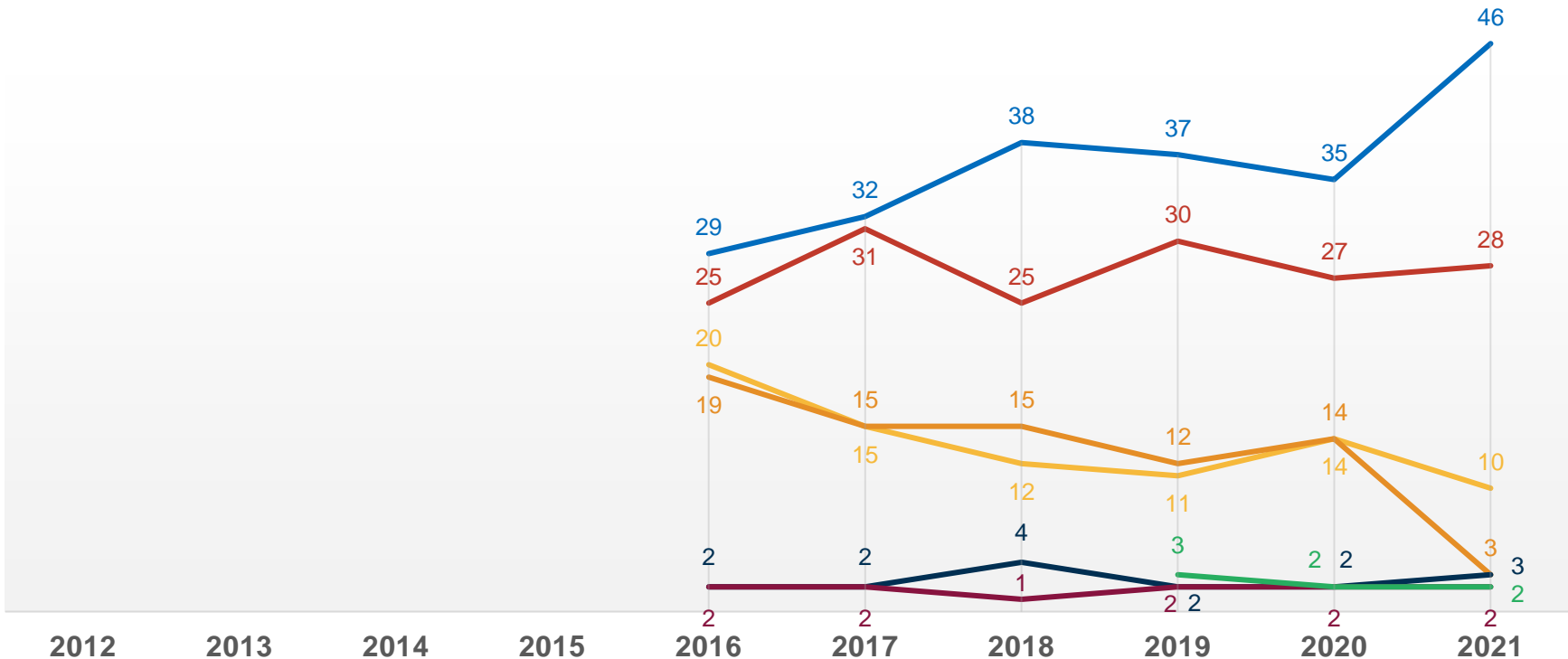


Q13. If Whitehorse City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents aged under 50. Councils asked state-wide: 35 Councils asked group: 7  
 Note: 'Social Media' was included in 2019.



# Best form of communication: over 50s

2021 over 50s best form of communication (%)



Q13. If 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: 35 Councils asked group: 7  
 Note: 'Social Media' was included in 2019.





# Council direction

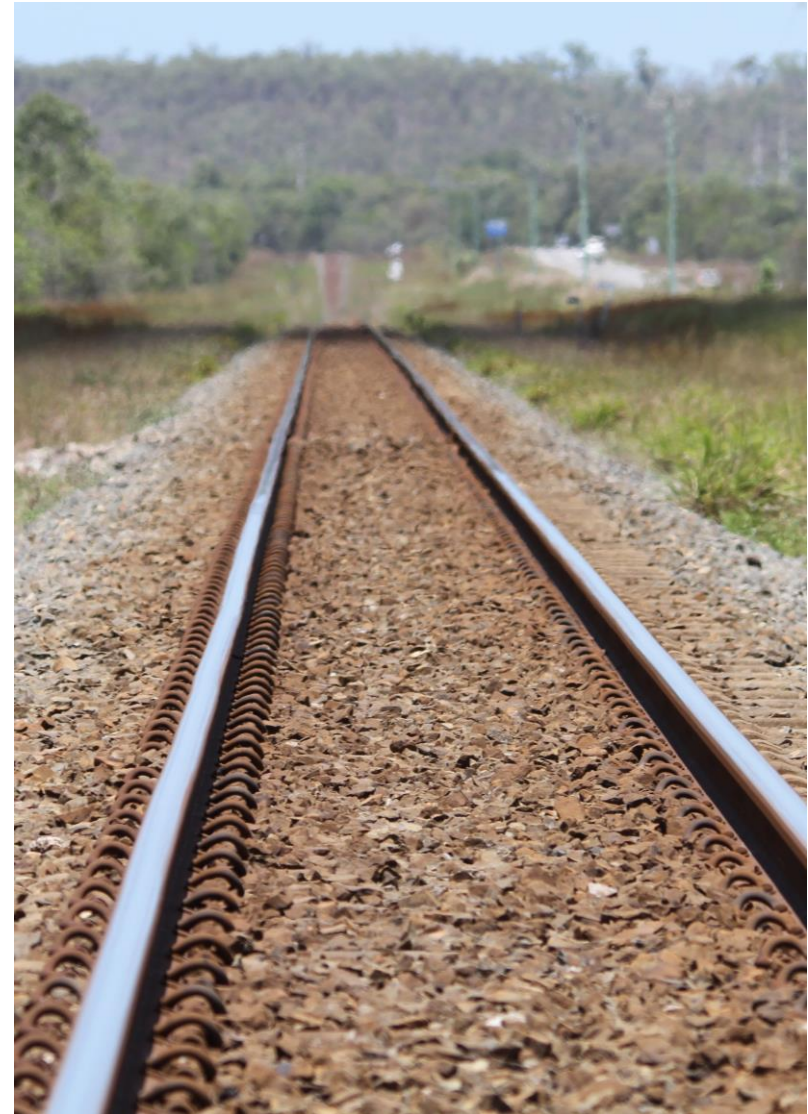
## Council direction

Perceptions of the direction of Whitehorse City Council's overall performance have recovered slightly by two index points (index score of 53 – the highest recorded since 2014).

Over the last 12 months, 12% of residents believe the direction of Council's overall performance has improved (compared to 11% in 2020).

A majority of residents (70%, down one percentage point) believe it has stayed the same, and 7% think it has deteriorated (down two percentage points).

- The most satisfied with council direction are residents aged 18 to 34 years (index score of 58 – significantly higher than the Council-wide average). More than five times as many in this age group think Council's overall performance has improved since the last year as those who think it has deteriorated.
- The least satisfied with council direction are residents aged 35 to 49 years (index score of 48). Of these residents, more think Council's overall performance has deteriorated in the last year than think it has improved.





## Overall council direction last 12 months

### 2021 overall council direction (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	53	58	54	56	59	n/a	59	61	n/a
Metro	54	55	54	54	55	56	n/a	n/a	n/a
Box Hill	54	55	55	54	46	n/a	n/a	n/a	n/a
Nunawading West	48	51	47	48	48	n/a	n/a	n/a	n/a
Men	50	54	51	50	49	n/a	50	52	n/a
Whitehorse	51	52	51	51	50	n/a	53	54	n/a
State-wide	51	53	52	53	51	53	53	53	52
Women	52	51	51	51	50	n/a	56	55	n/a
65+	53	52	51	51	46	n/a	49	55	n/a
Nunawading East	52	52	52	51	54	n/a	n/a	n/a	n/a
50-64	47	46	44	45	48	n/a	47	52	n/a
35-49	49	50	52	48	43	n/a	53	45	n/a

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

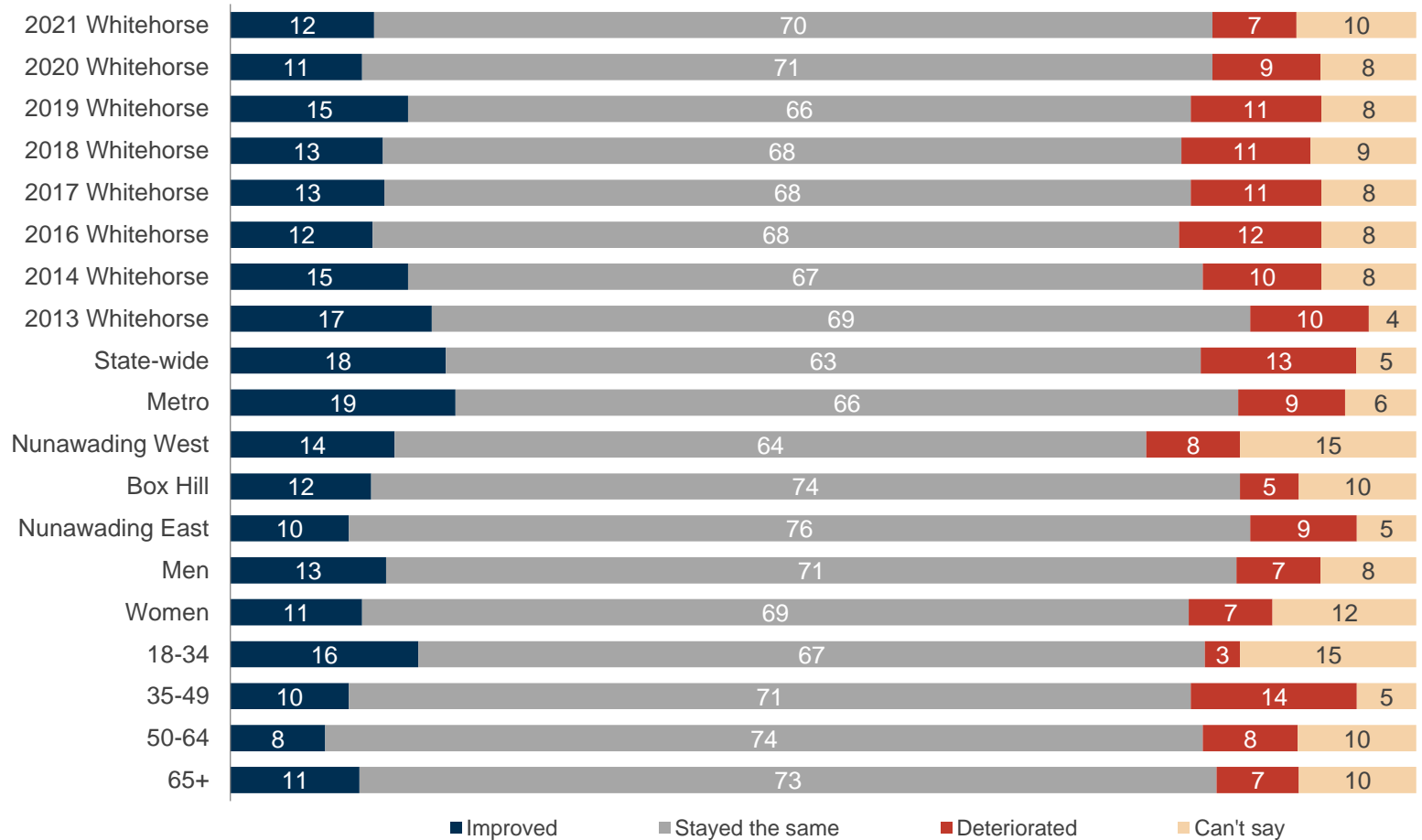
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



# Overall council direction last 12 months

2021 overall council direction (%)



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: 15

A large, stylized letter 'W' graphic that serves as a background element. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a fiber optic or data network. The 'W' is positioned on the right side of the slide, extending from the top to the bottom.

# Individual service areas



# Community consultation and engagement importance



## 2021 consultation and engagement importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	76	73	75	73	75	75	n/a	n/a	n/a
35-49	75	73	73	72	71	79	n/a	n/a	n/a
State-wide	75▲	74	74	74	74	75	74	74	73
Women	75	72	72	72	74	76	n/a	n/a	n/a
50-64	75	75	75	78	76	76	n/a	n/a	n/a
Nunawading East	74	66	70	67	71	75	n/a	n/a	n/a
Metro	73	72	71	72	72	73	72	n/a	n/a
Whitehorse	72	70	71	71	71	75	n/a	n/a	n/a
Box Hill	72	72	75	76	70	76	n/a	n/a	n/a
Nunawading West	72	72	70	70	71	74	n/a	n/a	n/a
Men	70	68	69	69	68	73	n/a	n/a	n/a
18-34	66▼	62	64	64	65	71	n/a	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: 29 Councils asked group: 8

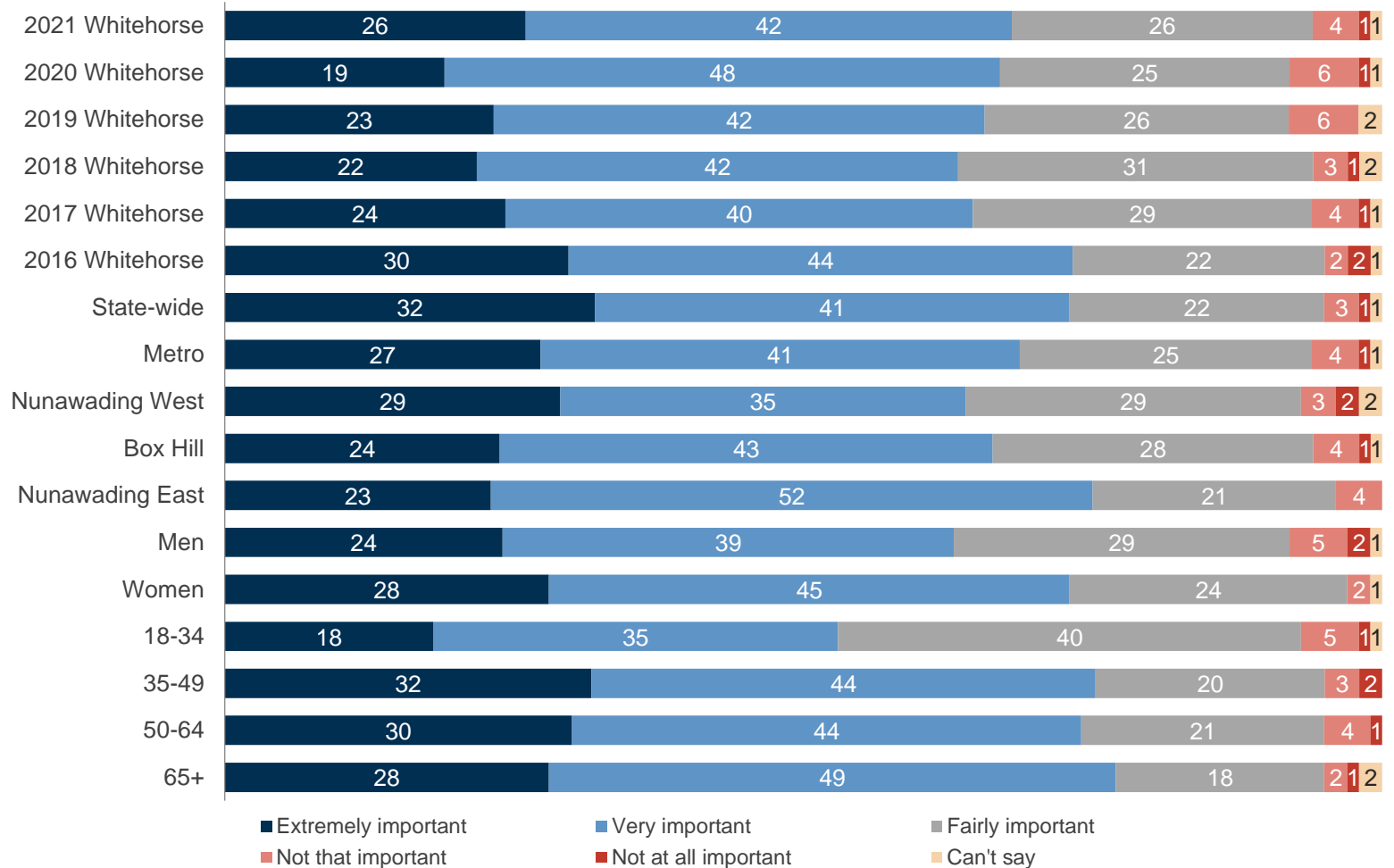
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



2021 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8



# Community consultation and engagement performance



## 2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
50-64	59	55	49	56	53	56	n/a	56	59	n/a
Women	59	62	58	56	58	58	n/a	64	63	n/a
Metro	59	58	58	57	57	58	58	n/a	n/a	n/a
Nunawading East	59	58	59	60	57	62	n/a	n/a	n/a	n/a
Box Hill	58	59	60	56	58	55	n/a	n/a	n/a	n/a
65+	58	61	59	58	54	55	n/a	65	63	n/a
35-49	57	58	58	57	54	54	n/a	64	62	n/a
Whitehorse	57	60	57	57	57	56	n/a	63	61	n/a
State-wide	56	55	56	55	55	54	56	57	57	57
18-34	55	63	58	58	64	60	n/a	64	59	n/a
Men	55	58	55	59	56	55	n/a	61	58	n/a
Nunawading West	55	62	53	56	56	52	n/a	n/a	n/a	n/a

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

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

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

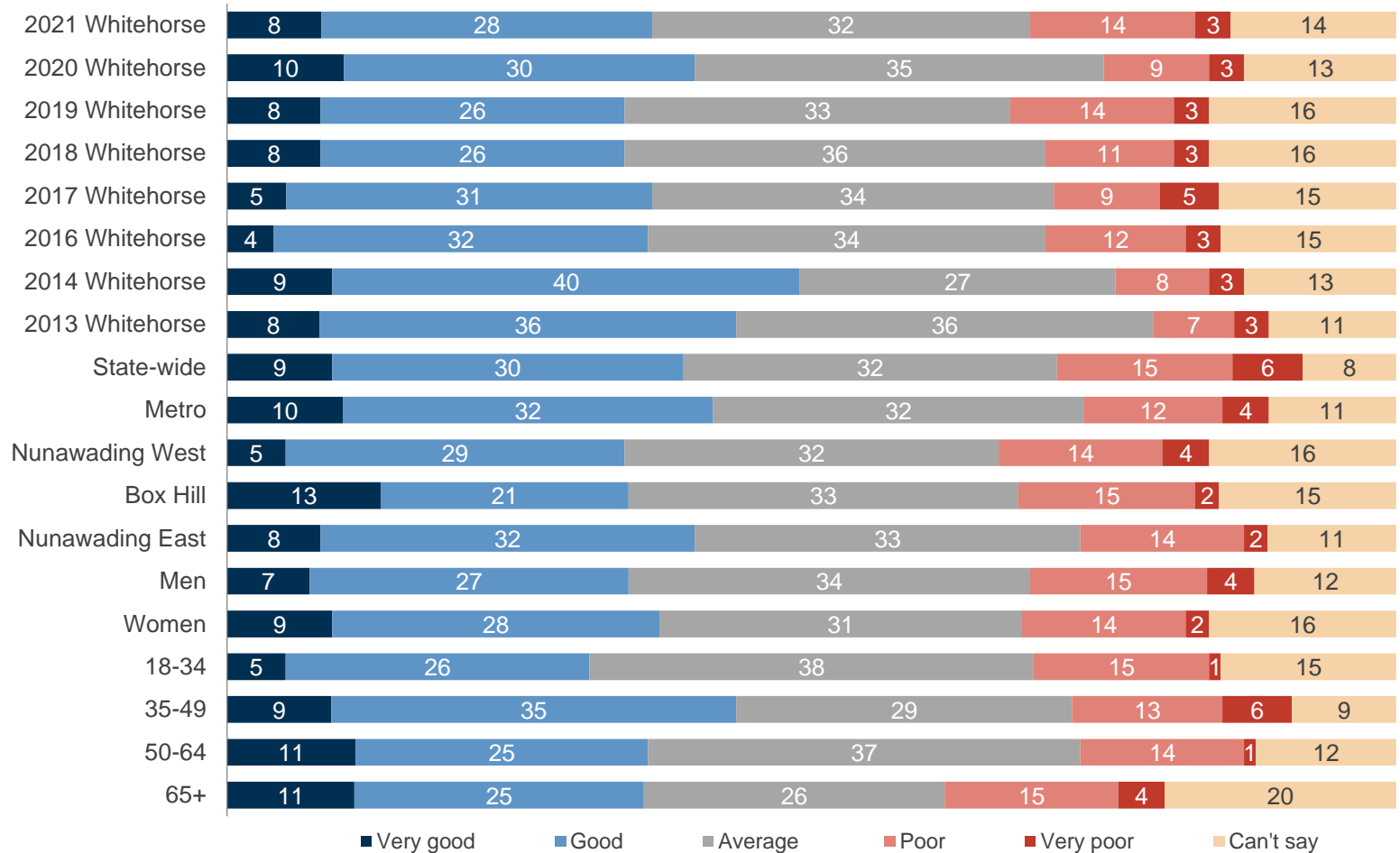




# Community consultation and engagement performance



2021 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



# Lobbying on behalf of the community importance



2021 lobbying importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	70▲	68	67	69	67	71	n/a	n/a	n/a
State-wide	69▲	68	67	68	69	69	69	70	70
35-49	68	66	64	64	63	70	n/a	n/a	n/a
Metro	67	66	65	66	67	68	67	n/a	n/a
Nunawading West	67	69	62	62	65	67	n/a	n/a	n/a
Whitehorse	66	65	63	64	64	68	n/a	n/a	n/a
18-34	66	63	64	63	64	72	n/a	n/a	n/a
Nunawading East	66	62	65	63	62	67	n/a	n/a	n/a
65+	66	67	62	64	64	65	n/a	n/a	n/a
Box Hill	66	64	63	69	67	71	n/a	n/a	n/a
50-64	64	65	66	67	66	64	n/a	n/a	n/a
Men	62	62	59	60	60	65	n/a	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: 9

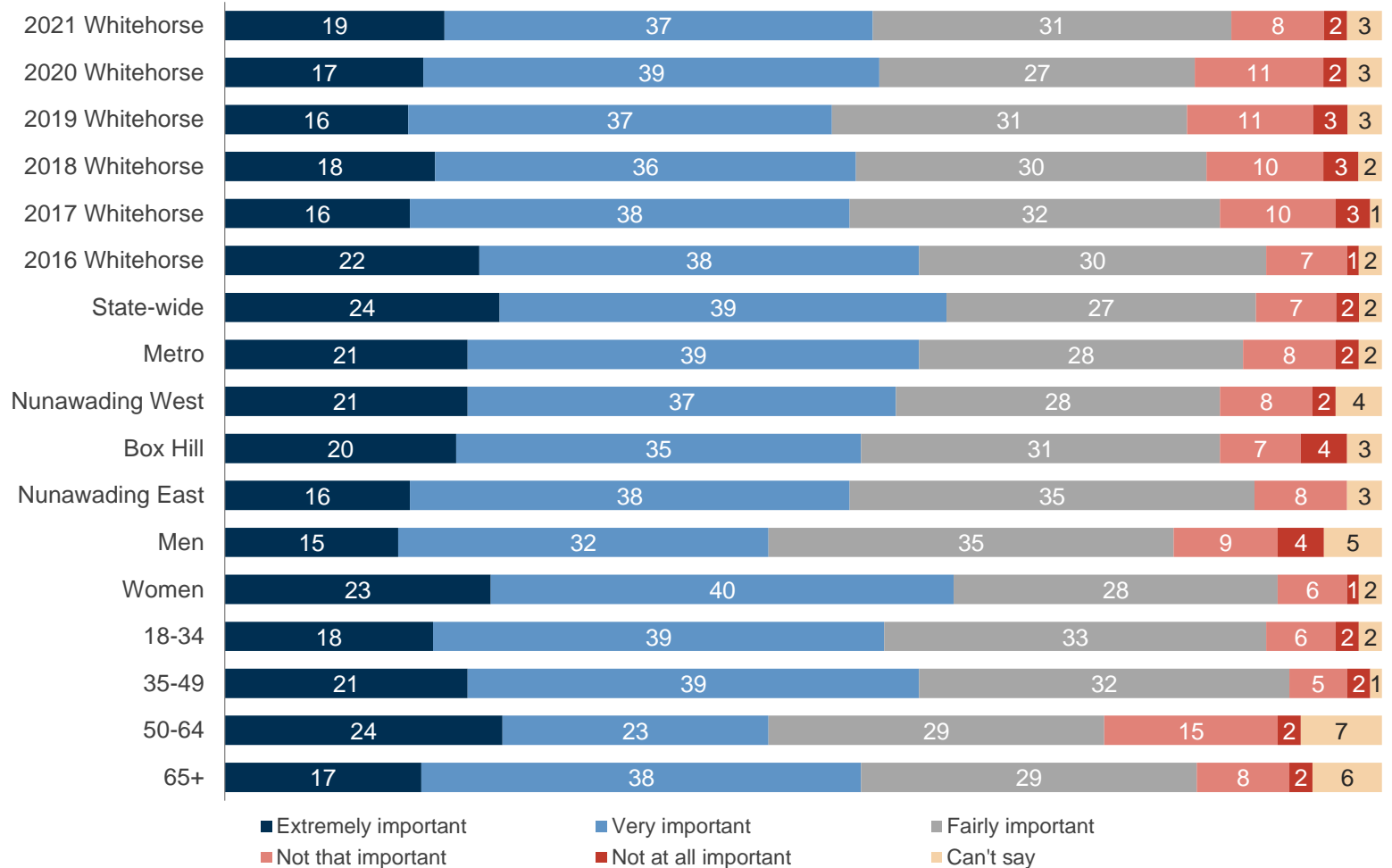
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



2021 lobbying importance (%)



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



# Lobbying on behalf of the community performance



## 2021 lobbying performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Nunawading East	60	58	58	56	59	n/a	n/a	n/a	n/a
65+	62	55	58	52	59	n/a	62	59	n/a
35-49	54	52	55	50	53	n/a	59	55	n/a
Women	59	56	55	55	59	n/a	62	58	n/a
Whitehorse	59	56	56	56	57	n/a	60	56	n/a
Men	59	56	58	56	55	n/a	58	55	n/a
Box Hill	59	56	56	57	56	n/a	n/a	n/a	n/a
Nunawading West	57	54	55	55	55	n/a	n/a	n/a	n/a
18-34	61	62	58	63	59	n/a	65	59	n/a
Metro	57	57	56	56	56	58	n/a	n/a	n/a
50-64	53	48	53	54	55	n/a	52	51	n/a
State-wide	53	54	54	54	53	55	56	55	55

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

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

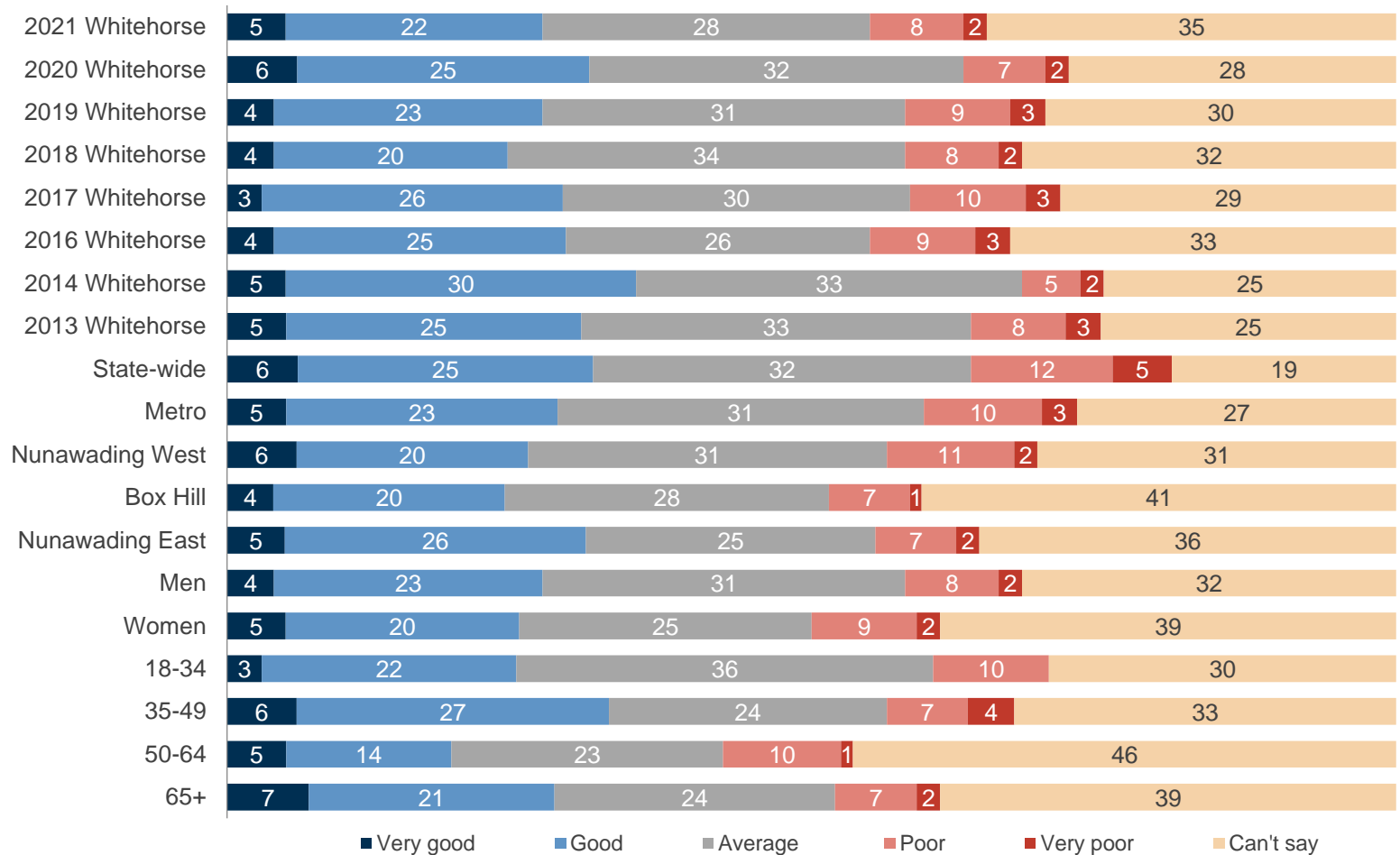
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



2021 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 51 Councils asked group: 12

# Decisions made in the interest of the community importance



## 2021 community decisions made importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	81▲	80	80	80	79	80	80	79	n/a	n/a
Women	81	80	78	82	79	79	n/a	n/a	n/a	n/a
Nunawading West	80	79	75	81	78	77	n/a	n/a	n/a	n/a
Metro	80	79	78	79	79	79	80	n/a	n/a	n/a
35-49	79	79	76	80	78	81	n/a	n/a	n/a	n/a
Whitehorse	78	79	76	79	78	78	n/a	n/a	n/a	n/a
Nunawading East	77	78	78	78	78	79	n/a	n/a	n/a	n/a
50-64	77	81	83	83	83	79	n/a	n/a	n/a	n/a
65+	77	78	75	78	77	77	n/a	n/a	n/a	n/a
18-34	77	78	75	77	75	77	n/a	n/a	n/a	n/a
Box Hill	75	79	76	79	78	80	n/a	n/a	n/a	n/a
Men	74▼	77	74	76	76	77	n/a	n/a	n/a	n/a

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

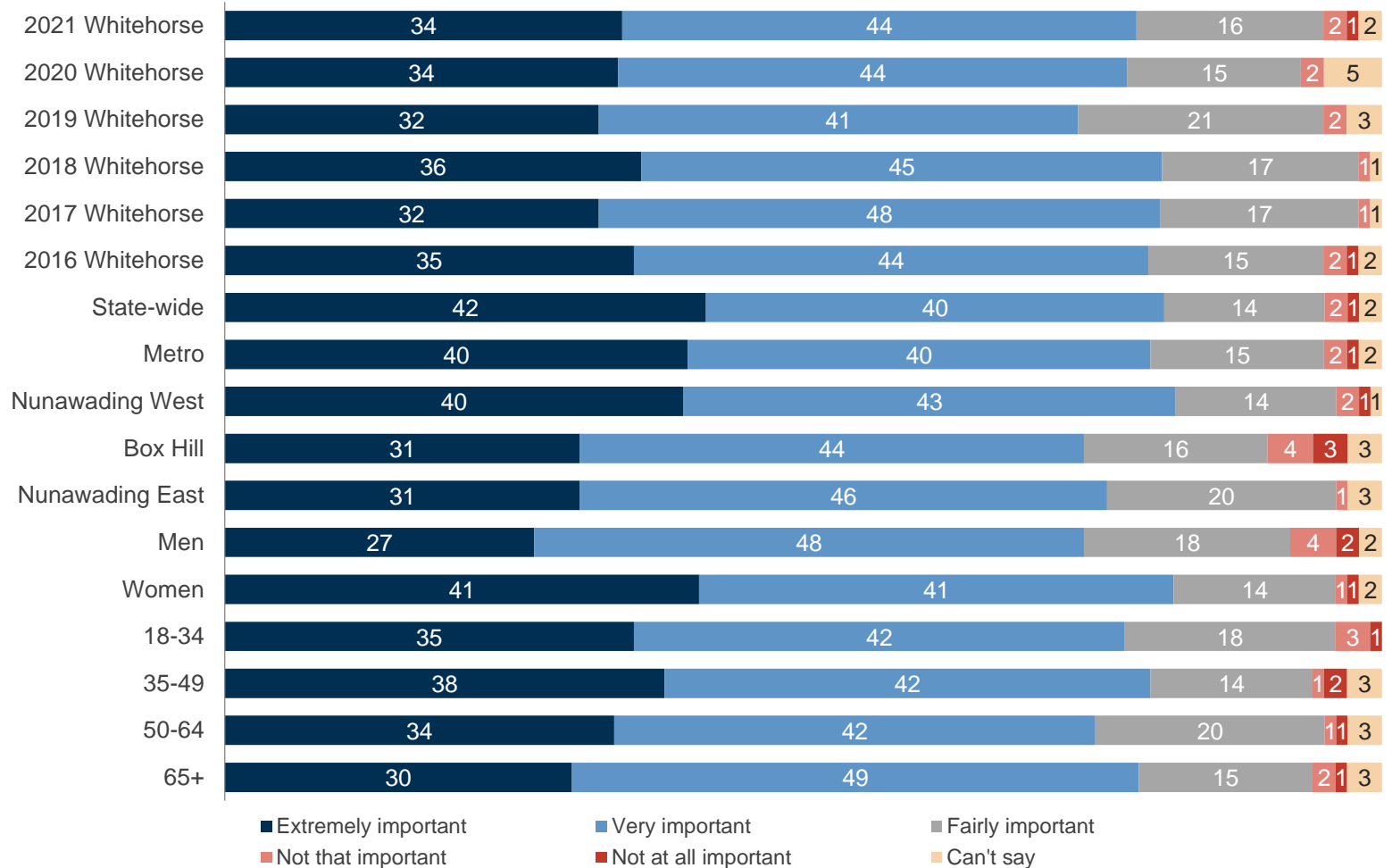
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 7

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

# Decisions made in the interest of the community importance



2021 community decisions made importance (%)



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

# Decisions made in the interest of the community performance



## 2021 community decisions made performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	62	59	55	59	58	n/a	n/a	n/a	n/a
Nunawading East	61	62	60	61	63	n/a	n/a	n/a	n/a
35-49	61	57	55	56	53	n/a	n/a	n/a	n/a
65+	61	61	59	55	56	n/a	n/a	n/a	n/a
Metro	61	60	58	58	59	59	n/a	n/a	n/a
Box Hill	61	62	57	62	55	n/a	n/a	n/a	n/a
Whitehorse	60	60	58	59	57	n/a	n/a	n/a	n/a
18-34	59	65	63	66	62	n/a	n/a	n/a	n/a
Nunawading West	59	56	56	54	51	n/a	n/a	n/a	n/a
Men	58	61	61	58	55	n/a	n/a	n/a	n/a
50-64	57	51	52	54	52	n/a	n/a	n/a	n/a
State-wide	56	55	54	54	54	55	57	n/a	n/a

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

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

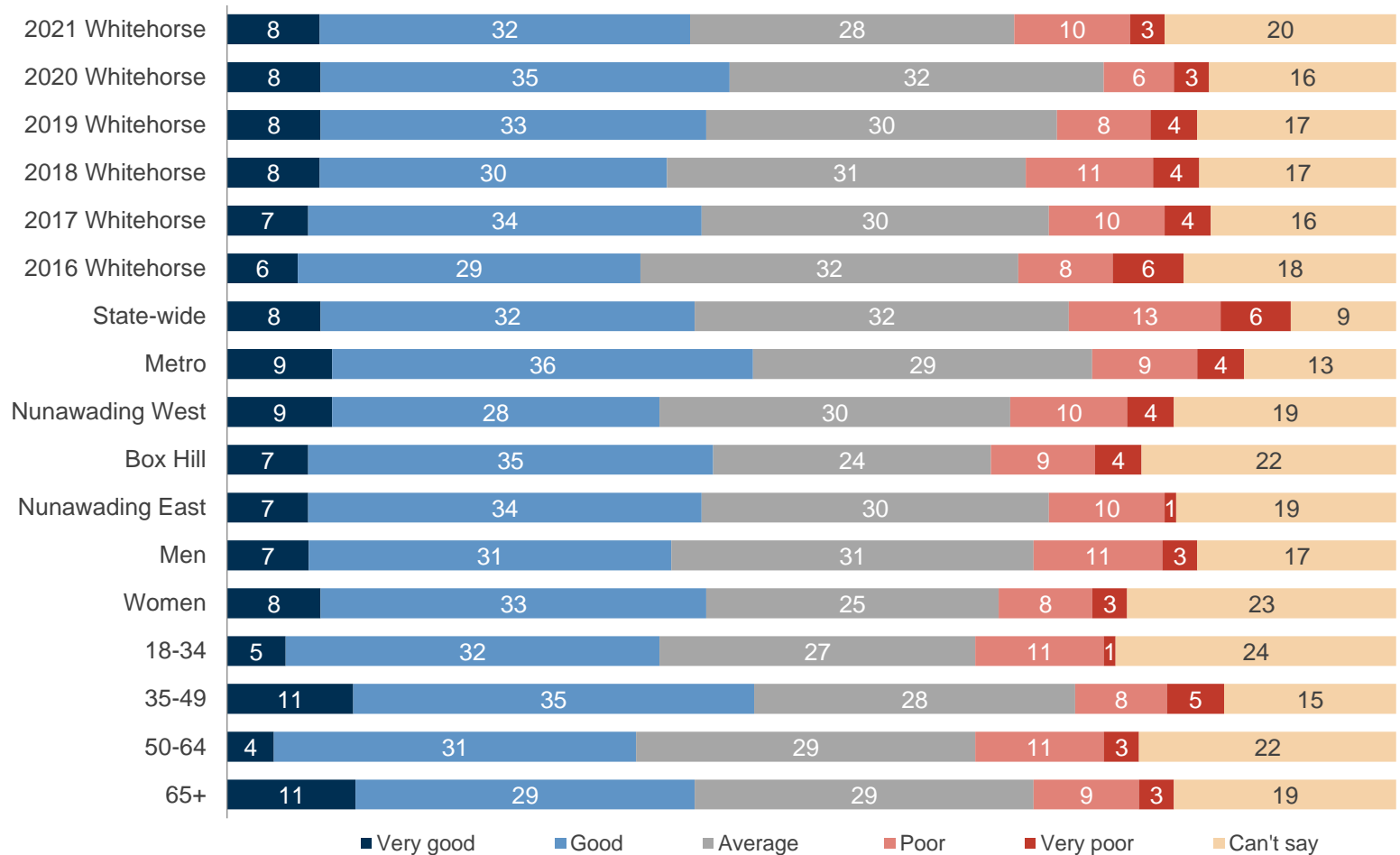
Note: Please see Appendix A for explanation of significant differences.



# Decisions made in the interest of the community performance



2021 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

# The condition of sealed local roads in your area importance



2021 sealed local roads importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	80▲	78	77	77	76	76	n/a	n/a	n/a
State-wide	79▲	79	79	80	78	78	76	77	n/a
Women	78	81	78	78	78	76	n/a	n/a	n/a
50-64	78	78	77	78	81	73	n/a	n/a	n/a
Box Hill	78	75	77	75	76	77	n/a	n/a	n/a
Metro	78	77	77	78	77	76	75	n/a	n/a
Whitehorse	76	77	77	76	76	76	n/a	n/a	n/a
Nunawading East	76	79	77	78	77	74	n/a	n/a	n/a
35-49	76	79	75	75	75	80	n/a	n/a	n/a
Nunawading West	75	77	75	75	76	77	n/a	n/a	n/a
Men	74	72	75	74	74	75	n/a	n/a	n/a
18-34	73	74	77	76	75	73	n/a	n/a	n/a

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

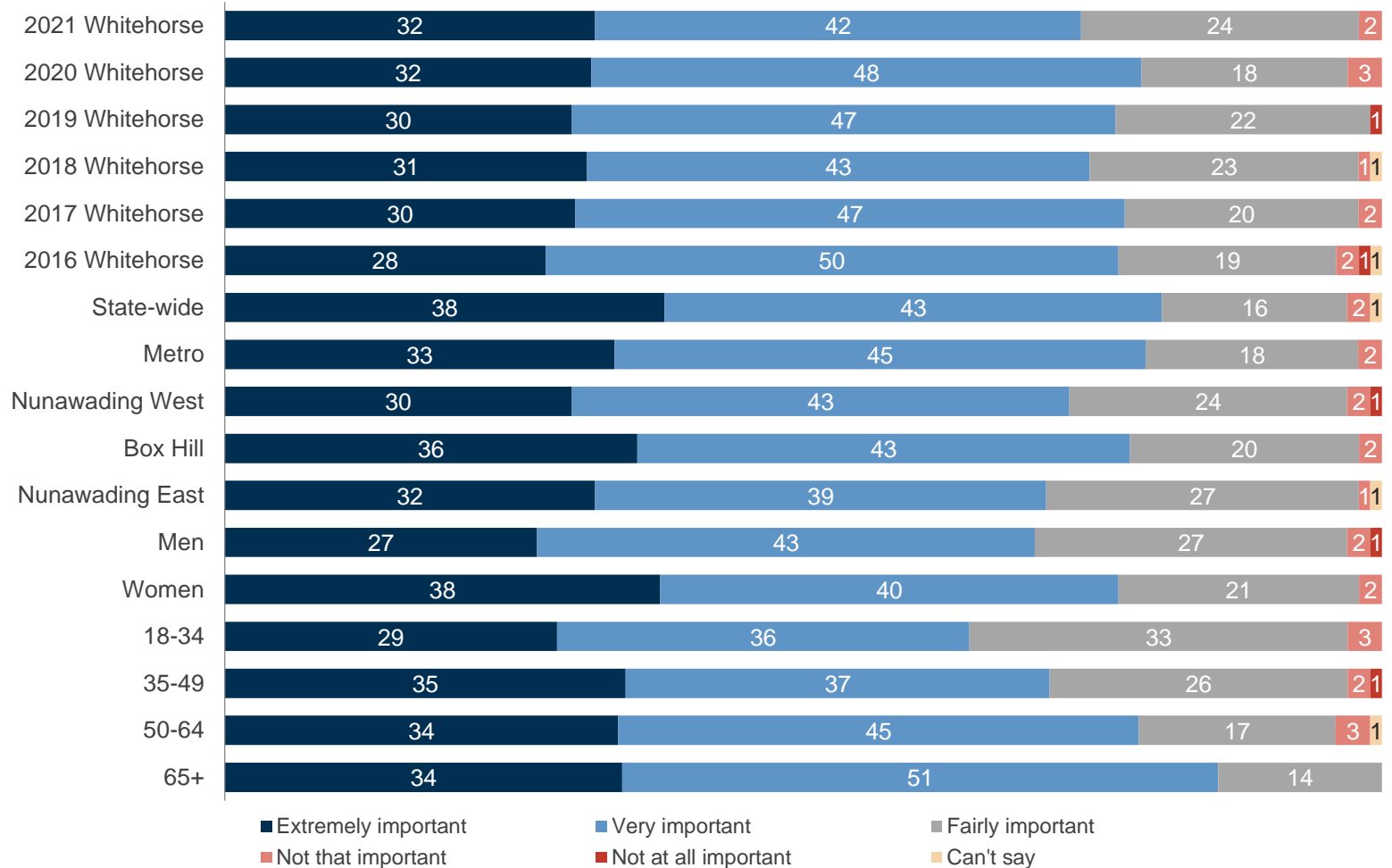
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 8

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

# The condition of sealed local roads in your area importance



2021 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 8

# The condition of sealed local roads in your area performance



## 2021 sealed local roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	74	73	72	67	73	71	n/a	n/a	n/a
50-64	72	69	69	72	73	72	n/a	n/a	n/a
Women	72	72	72	67	73	73	n/a	n/a	n/a
Box Hill	71	67	72	66	71	72	n/a	n/a	n/a
Nunawading West	71	72	72	73	74	73	n/a	n/a	n/a
Whitehorse	71	69	72	70	73	73	n/a	n/a	n/a
Nunawading East	69	67	71	71	72	75	n/a	n/a	n/a
Men	69	65	72	73	72	74	n/a	n/a	n/a
18-34	69	65	73	72	74	77	n/a	n/a	n/a
65+	69	69	71	70	70	72	n/a	n/a	n/a
Metro	68	67	69	68	66	67	69	n/a	n/a
State-wide	57	54	56	53	53	54	55	55	n/a

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

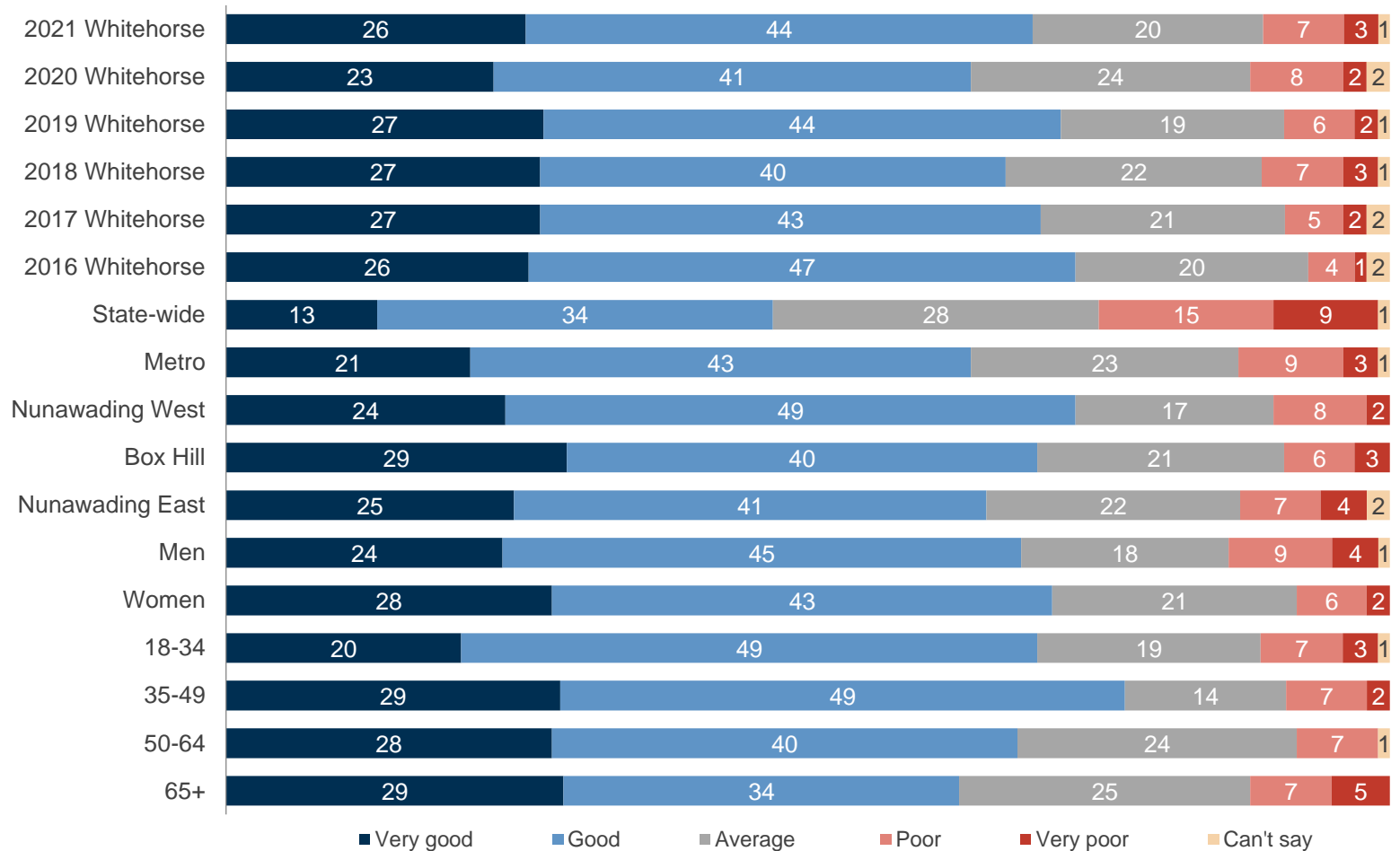
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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

# The condition of sealed local roads in your area performance



2021 sealed local roads performance (%)



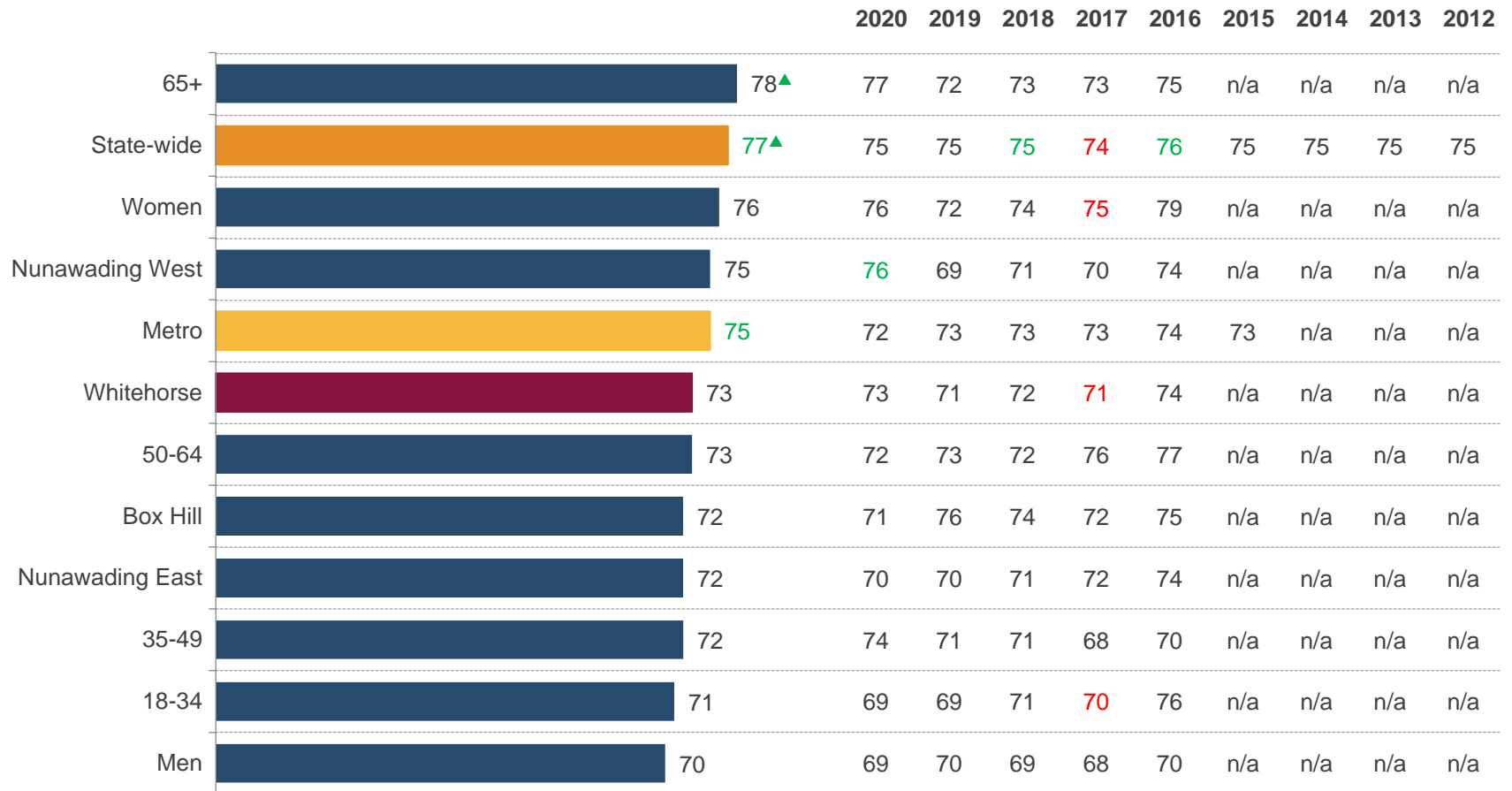
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



# Informing the community importance



2021 informing community importance (index scores)



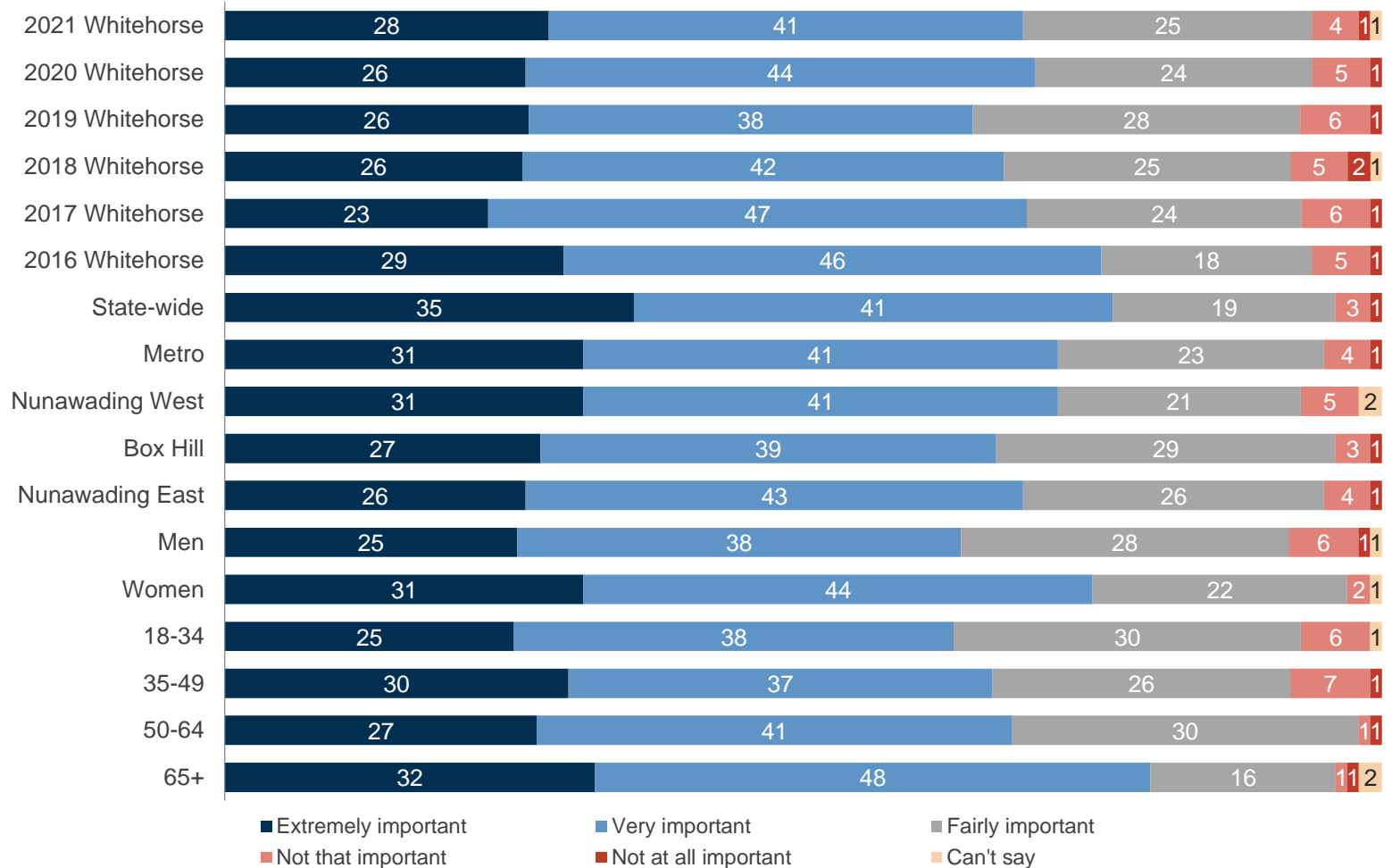
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



2021 informing community importance (%)



Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9



# Informing the community performance



## 2021 informing community performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	64	61	65	61	62	56	n/a	n/a	n/a
Metro	62▲	62	61	61	63	64	n/a	n/a	n/a
50-64	61	59	58	60	58	60	n/a	n/a	n/a
State-wide	60	59	60	59	59	61	62	61	60
Nunawading West	60	61	63	61	59	57	n/a	n/a	n/a
Women	59	65	66	63	63	62	n/a	n/a	n/a
Box Hill	59	64	68	62	61	59	n/a	n/a	n/a
Whitehorse	59	63	64	62	61	61	n/a	n/a	n/a
Men	58	62	63	61	58	60	n/a	n/a	n/a
65+	58	66	63	62	63	60	n/a	n/a	n/a
Nunawading East	57	65	64	63	63	67	n/a	n/a	n/a
18-34	55	65	68	64	60	66	n/a	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: 35 Councils asked group: 10

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

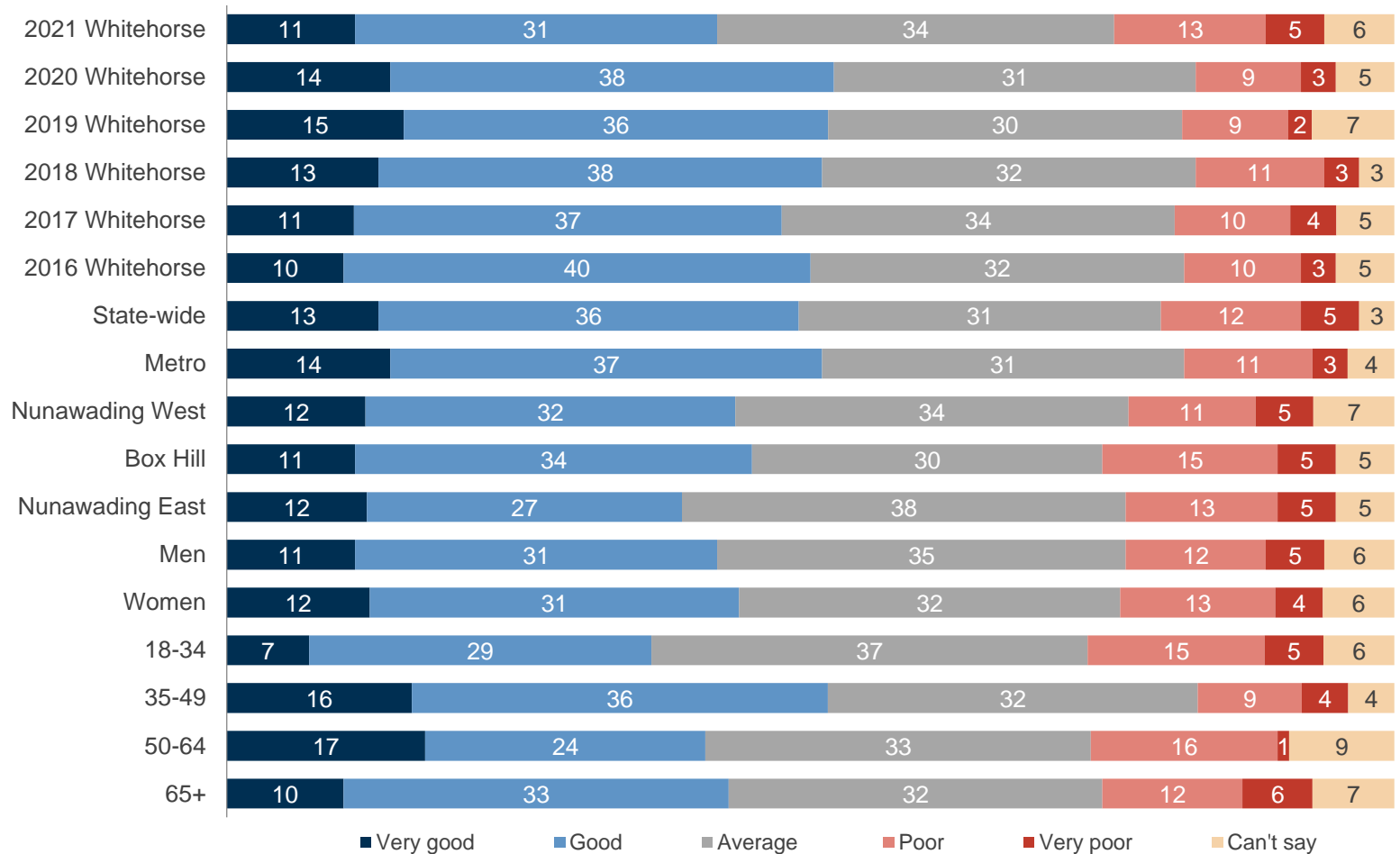




# Informing the community performance



2021 informing community performance (%)



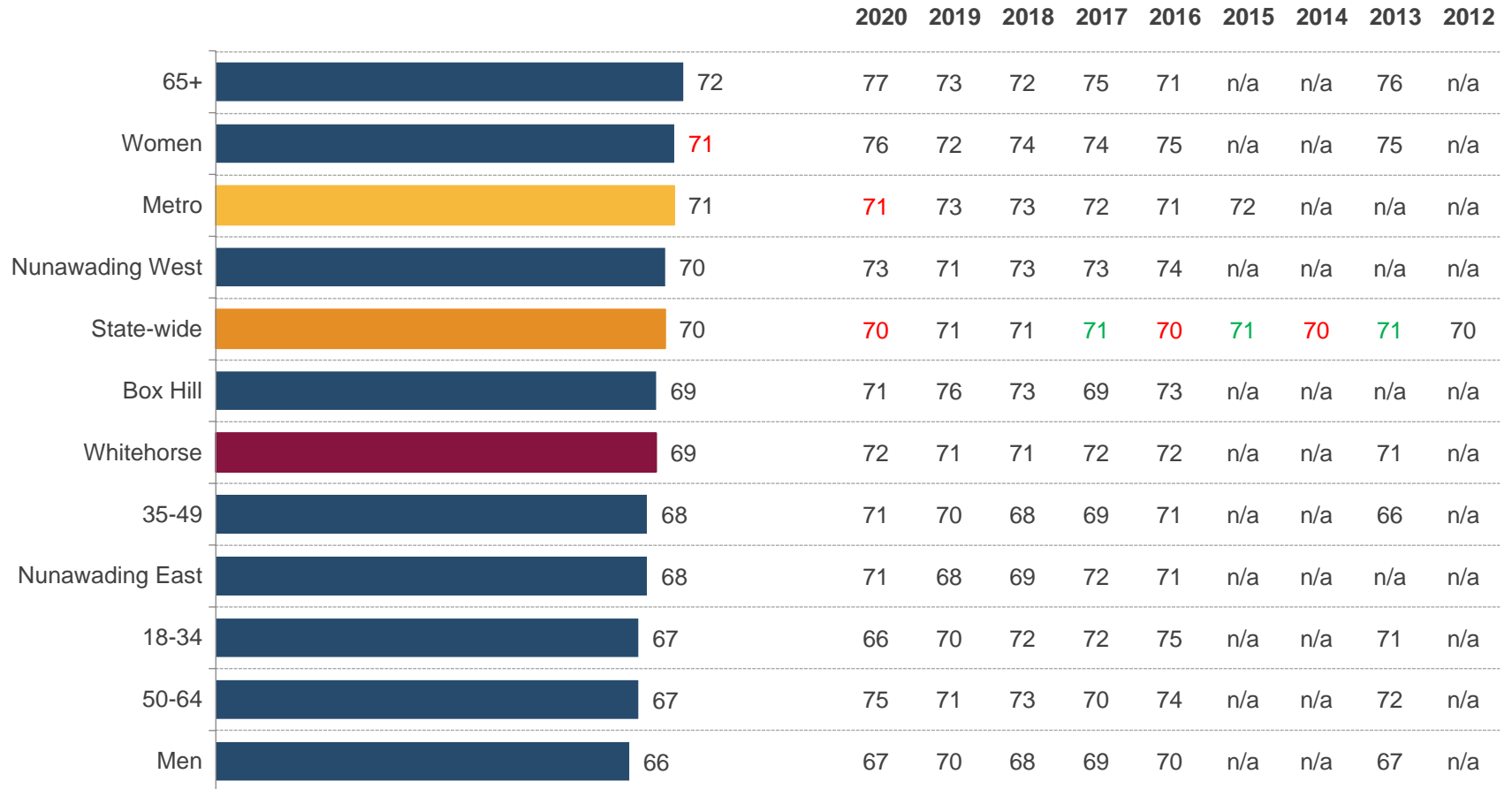
Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10



# Enforcement of local laws importance



2021 law enforcement importance (index scores)



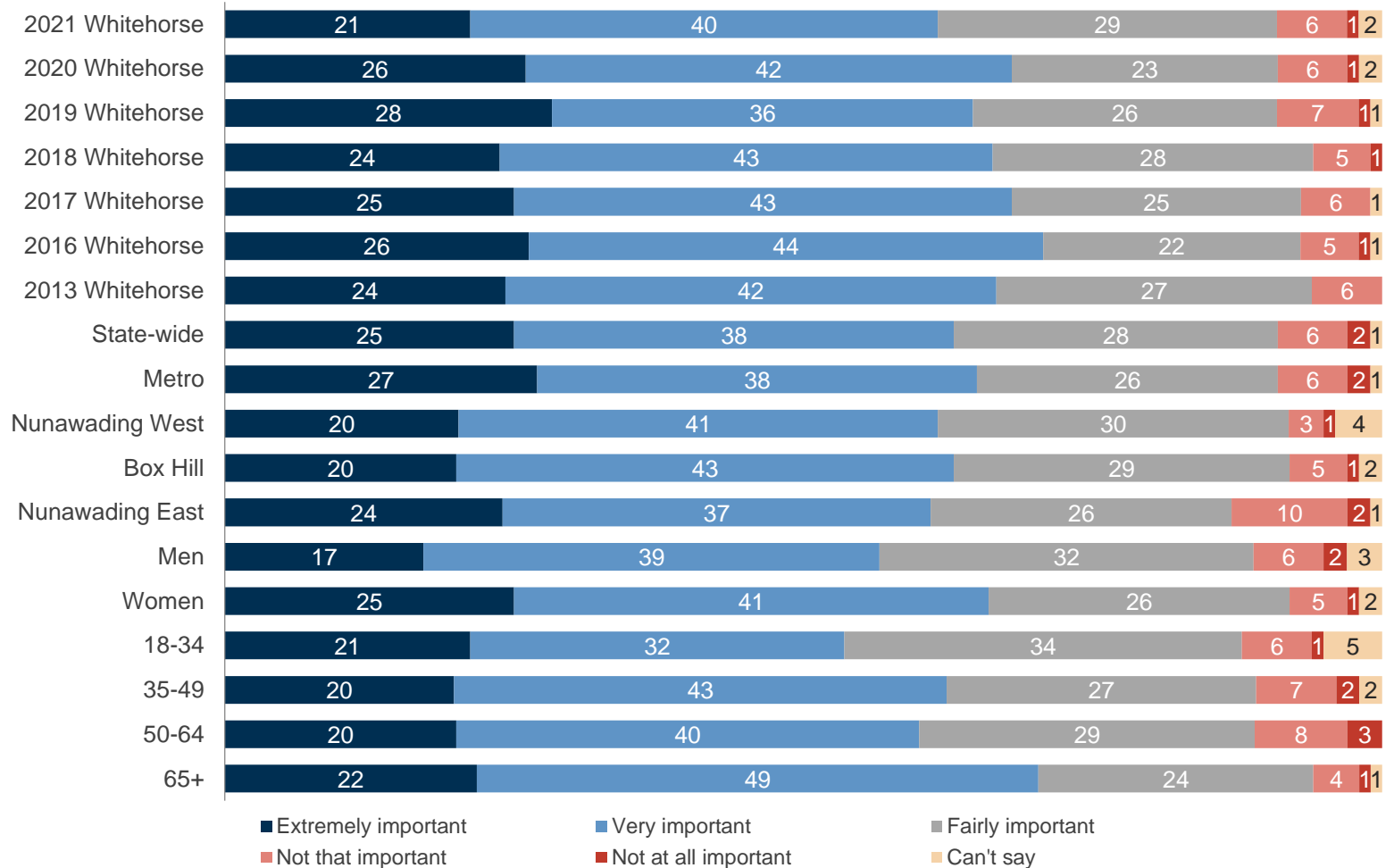
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7  
 Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws importance



2021 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7



# Enforcement of local laws performance



2021 law enforcement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	70▲	67	68	65	65	n/a	n/a	68	n/a
50-64	68	65	61	62	65	66	n/a	n/a	64
18-34	67	67	71	69	70	71	n/a	n/a	69
35-49	67	66	62	62	56	n/a	n/a	63	n/a
Box Hill	67	64	68	63	59	65	n/a	n/a	n/a
Nunawading East	66	68	66	68	67	65	n/a	n/a	n/a
Whitehorse	66	66	65	65	65	n/a	n/a	66	n/a
Nunawading West	66	66	64	65	66	64	n/a	n/a	n/a
Metro	66	65	64	64	64	64	n/a	n/a	n/a
State-wide	64	63	64	64	64	66	66	65	65
65+	64	66	64	66	60	64	n/a	n/a	68
Men	63	66	63	65	64	64	n/a	n/a	65

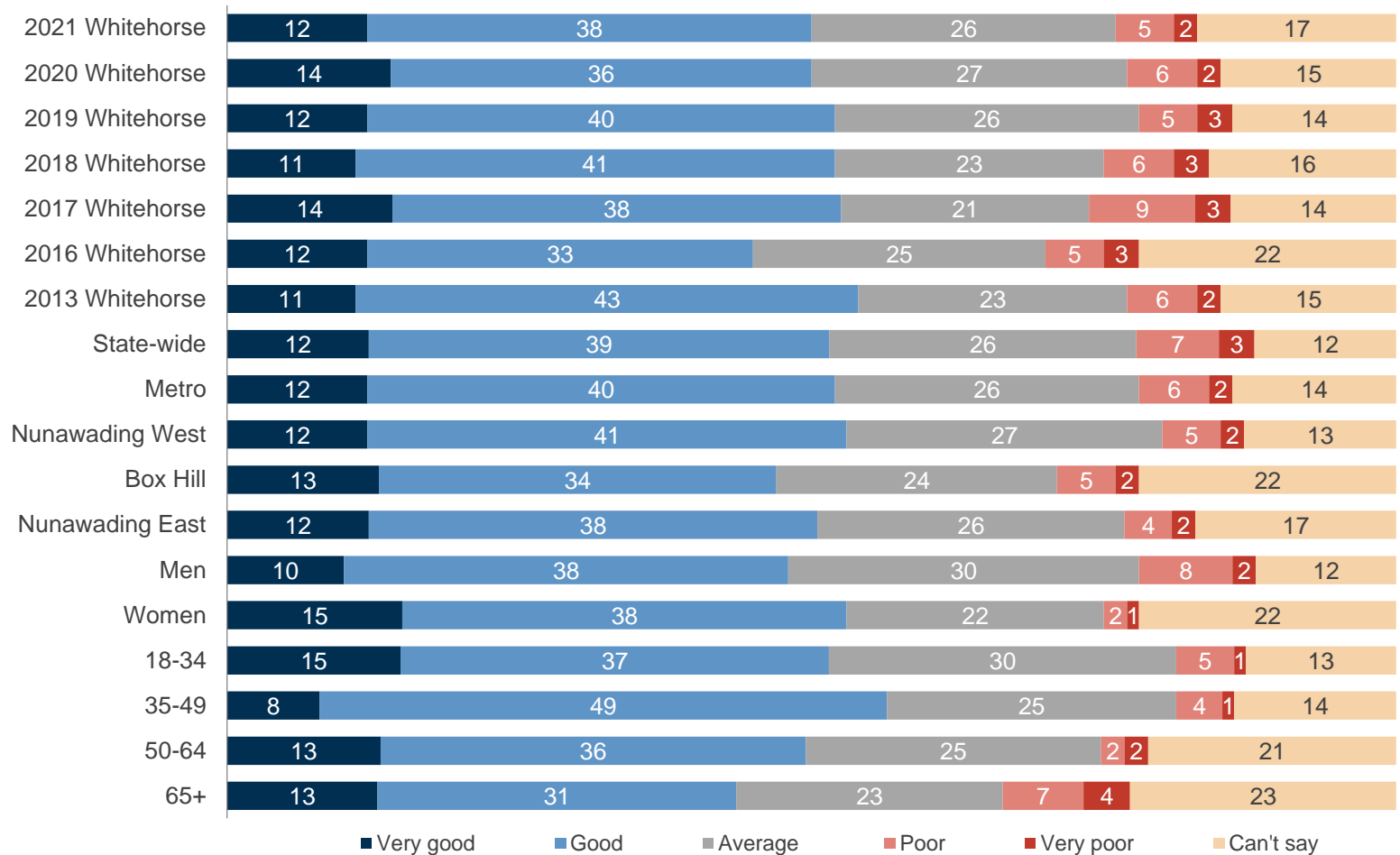
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



2021 law enforcement performance (%)



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: 8



# Family support services importance



2021 family support importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	76	75	74	74	73	73	73	72	73
Metro	76	75	75	75	73	73	72	n/a	n/a
Women	76	79	77	78	78	78	n/a	n/a	75
65+	76	76	72	74	72	70	n/a	n/a	74
18-34	75	73	74	77	81	77	n/a	n/a	67
Box Hill	75	71	78	73	77	71	n/a	n/a	n/a
Nunawading West	74	76	69	75	75	73	n/a	n/a	n/a
Whitehorse	74	73	73	74	75	73	n/a	n/a	69
35-49	74	72	74	72	71	73	n/a	n/a	68
Nunawading East	74	73	74	74	74	76	n/a	n/a	n/a
Men	73	68	69	70	72	69	n/a	n/a	63
50-64	70	71	73	72	73	74	n/a	n/a	71

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 6

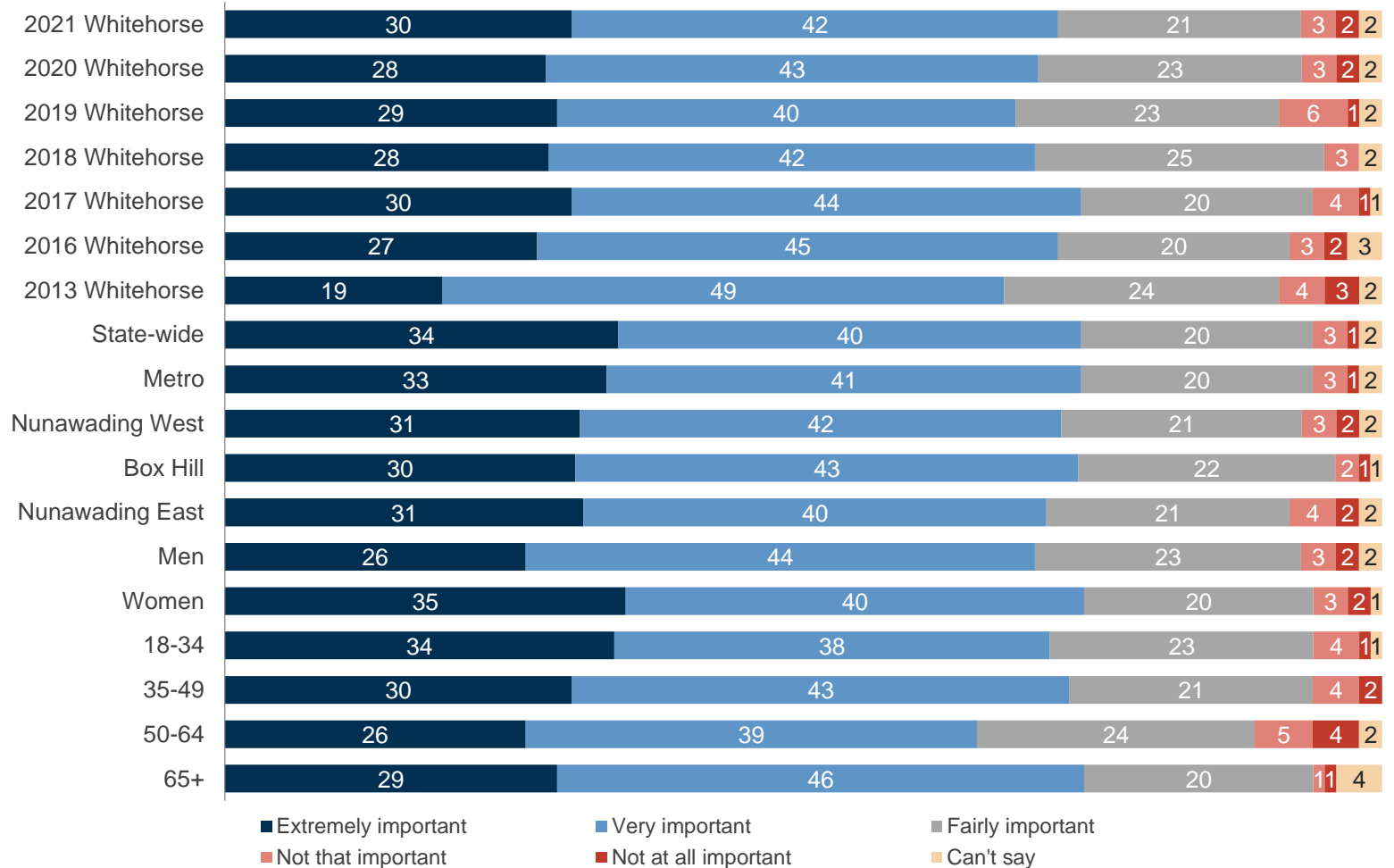
Note: Please see Appendix A for explanation of significant differences.



# Family support services importance



2021 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 6



# Family support services performance



## 2021 family support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	72▲	73	71	70	70	73	n/a	n/a	74	n/a
Nunawading East	71	77	70	72	73	71	n/a	n/a	n/a	n/a
Women	70	72	72	71	73	71	n/a	n/a	73	n/a
50-64	68	68	67	66	70	66	n/a	n/a	67	n/a
Whitehorse	67	72	70	69	72	69	n/a	n/a	71	n/a
35-49	67	72	70	70	69	70	n/a	n/a	73	n/a
Metro	67	69	69	68	68	69	68	n/a	n/a	n/a
State-wide	66	66	67	66	66	67	66	67	68	67
Nunawading West	66	70	70	65	69	70	n/a	n/a	n/a	n/a
Box Hill	64	67	69	71	74	66	n/a	n/a	n/a	n/a
Men	64	71	68	67	70	68	n/a	n/a	69	n/a
18-34	63▼	72	69	69	75	67	n/a	n/a	72	n/a

Q2. How has Council performed on 'Family support services' over the last 12 months?

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6

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

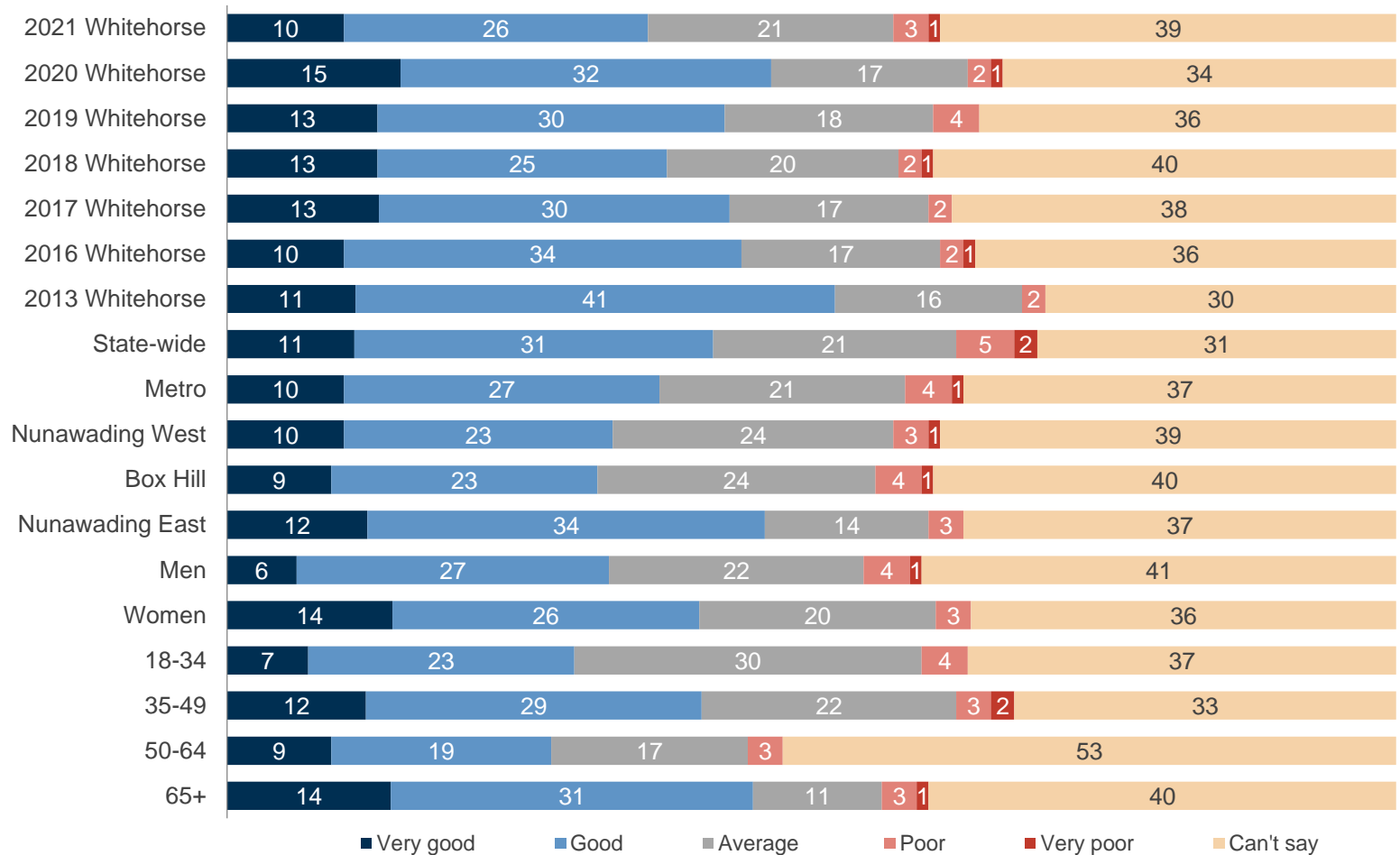




# Family support services performance



2021 family support performance (%)



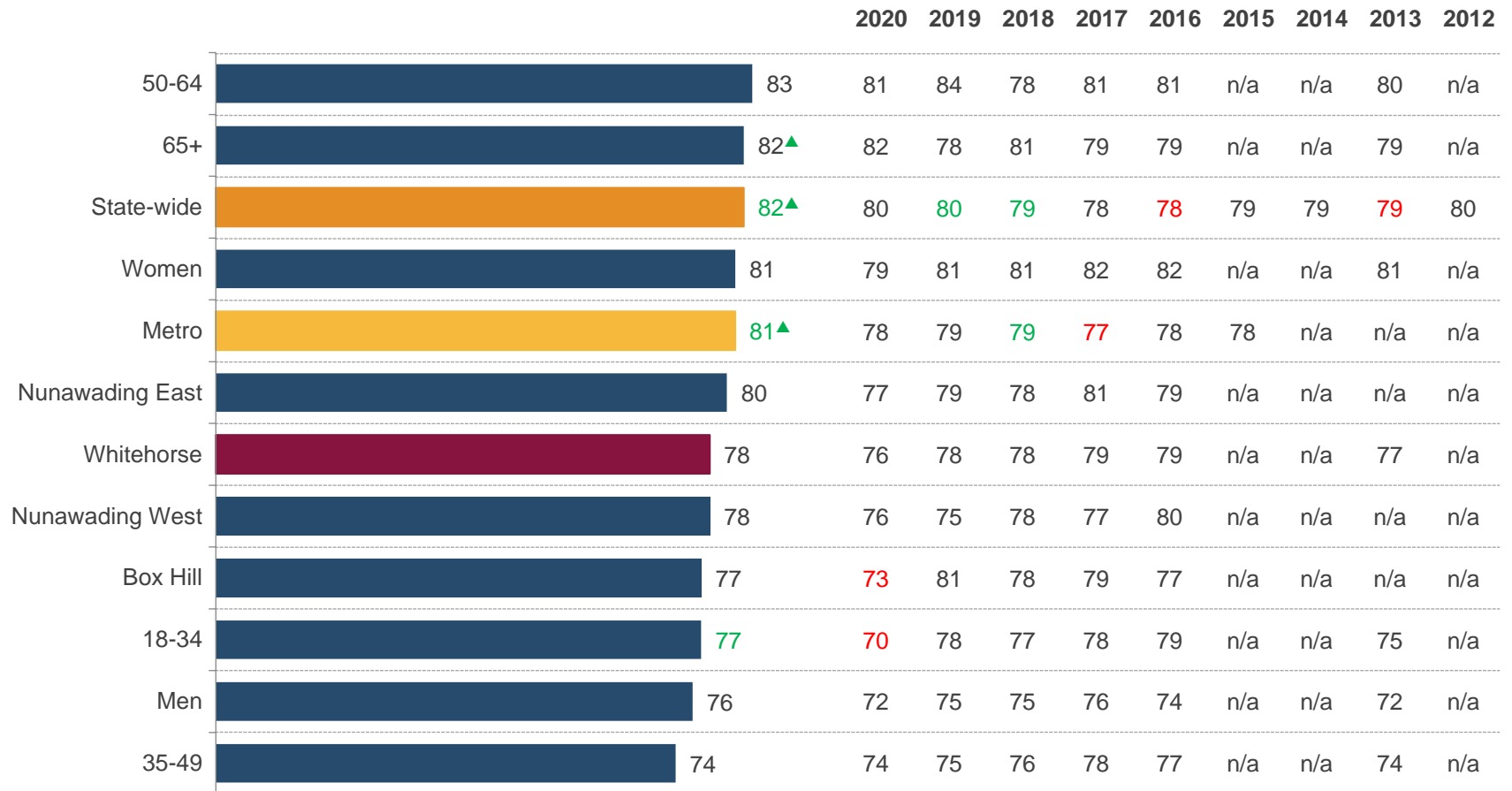
Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6



# Elderly support services importance



2021 elderly support importance (index scores)



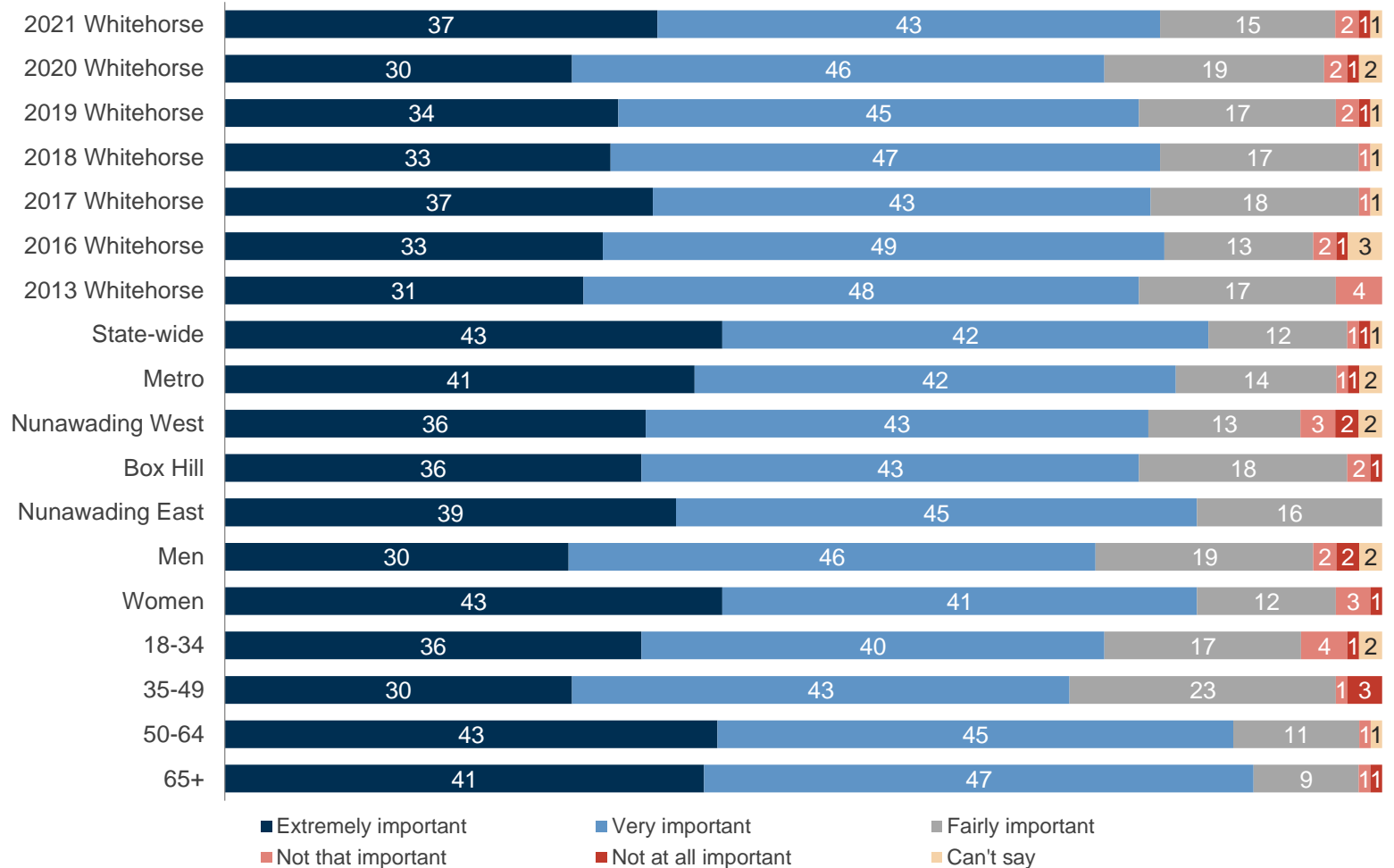
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7  
 Note: Please see Appendix A for explanation of significant differences.



# Elderly support services importance



2021 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7



# Elderly support services performance



## 2021 elderly support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	75▲	77	73	73	73	75	n/a	n/a	77	n/a
50-64	72	70	69	66	67	72	n/a	n/a	69	n/a
Women	72	73	70	71	68	73	n/a	n/a	74	n/a
Box Hill	71	71	73	70	70	70	n/a	n/a	n/a	n/a
35-49	71	68	67	73	66	60	n/a	n/a	68	n/a
Nunawading East	70	73	70	73	71	73	n/a	n/a	n/a	n/a
Whitehorse	70	71	70	70	69	70	n/a	n/a	72	n/a
State-wide	69	68	68	68	68	68	69	70	69	69
Nunawading West	68	70	69	68	66	68	n/a	n/a	n/a	n/a
Men	67	69	70	70	70	67	n/a	n/a	69	n/a
Metro	66▼	67	67	67	67	69	69	n/a	n/a	n/a
18-34	64▼	68	70	70	68	70	n/a	n/a	71	n/a

Q2. How has Council performed on 'Elderly support services' over the last 12 months?

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8

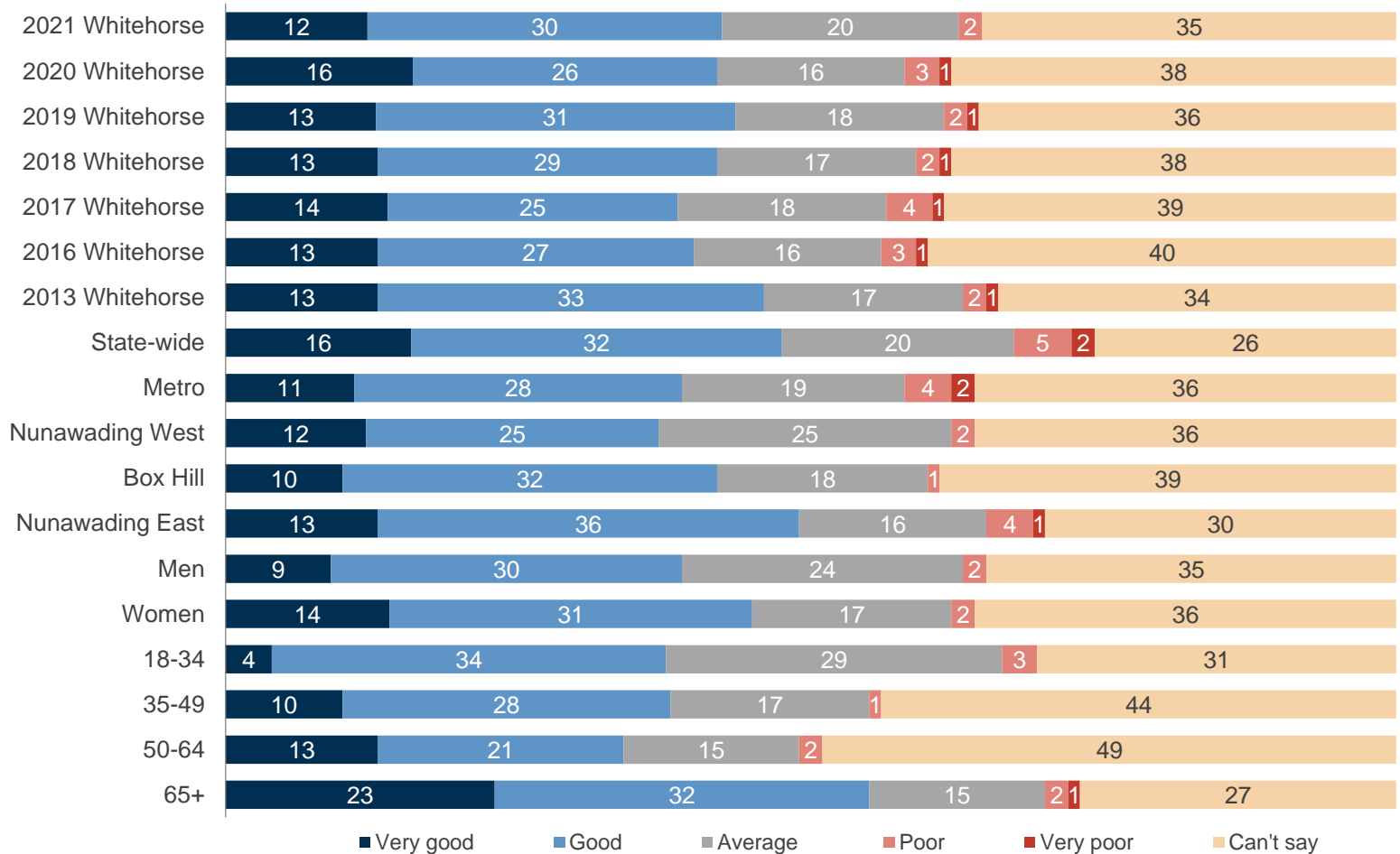
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



2021 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 8



# Recreational facilities importance



2021 recreational facilities importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	79▲	76	72	73	74	77	n/a	n/a	71	n/a
50-64	79	78	77	76	75	76	n/a	n/a	74	n/a
Women	76	72	72	72	72	77	n/a	n/a	75	n/a
65+	75	72	70	70	73	71	n/a	n/a	71	n/a
Metro	74	72	72	73	73	73	72	n/a	n/a	n/a
Box Hill	74	72	71	74	72	76	n/a	n/a	n/a	n/a
Nunawading West	74	74	71	74	72	71	n/a	n/a	n/a	n/a
Whitehorse	74	71	71	72	72	75	n/a	n/a	71	n/a
State-wide	74	72	72	73	72	73	72	72	72	72
Nunawading East	73	66	71	69	73	77	n/a	n/a	n/a	n/a
Men	71	70	70	72	72	72	n/a	n/a	66	n/a
18-34	67▼	64	68	71	68	75	n/a	n/a	68	n/a

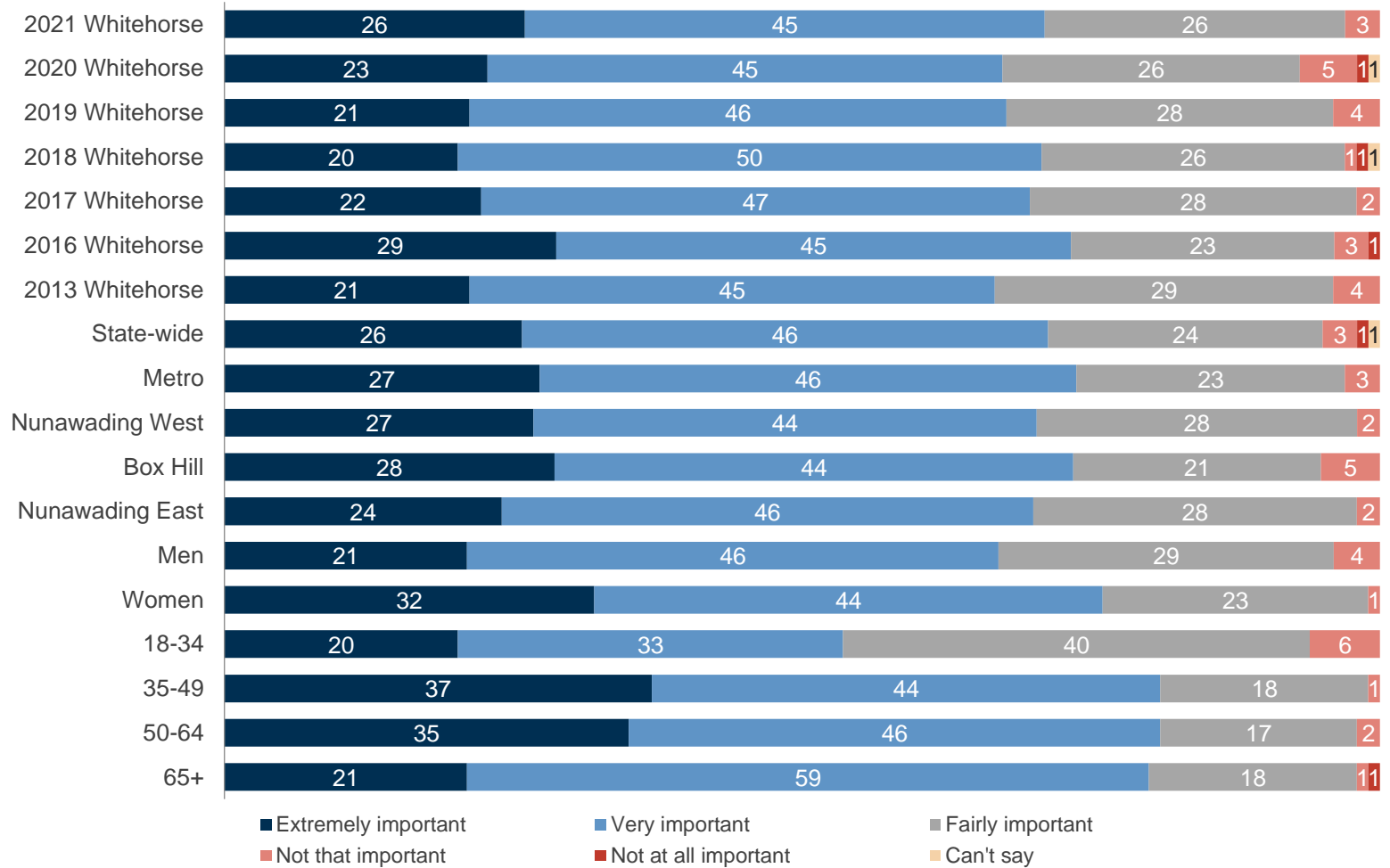
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities importance



2021 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10



## Recreational facilities performance



### 2021 recreational facilities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	78	79	81	78	78	80	n/a	n/a	79	n/a
Women	78▲	77	78	74	76	77	n/a	n/a	75	n/a
50-64	77	75	76	76	79	76	n/a	n/a	74	n/a
Metro	75	74	75	74	73	73	74	n/a	n/a	n/a
Nunawading East	74	75	74	79	75	78	n/a	n/a	n/a	n/a
Box Hill	74	73	79	77	74	73	n/a	n/a	n/a	n/a
Whitehorse	74	75	77	76	76	75	n/a	n/a	74	n/a
Nunawading West	74	76	78	72	78	75	n/a	n/a	n/a	n/a
35-49	73	74	74	75	79	71	n/a	n/a	72	n/a
18-34	71	72	77	75	70	76	n/a	n/a	74	n/a
Men	71	72	76	78	75	74	n/a	n/a	73	n/a
State-wide	71▼	70	70	69	70	69	70	71	70	70

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

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

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

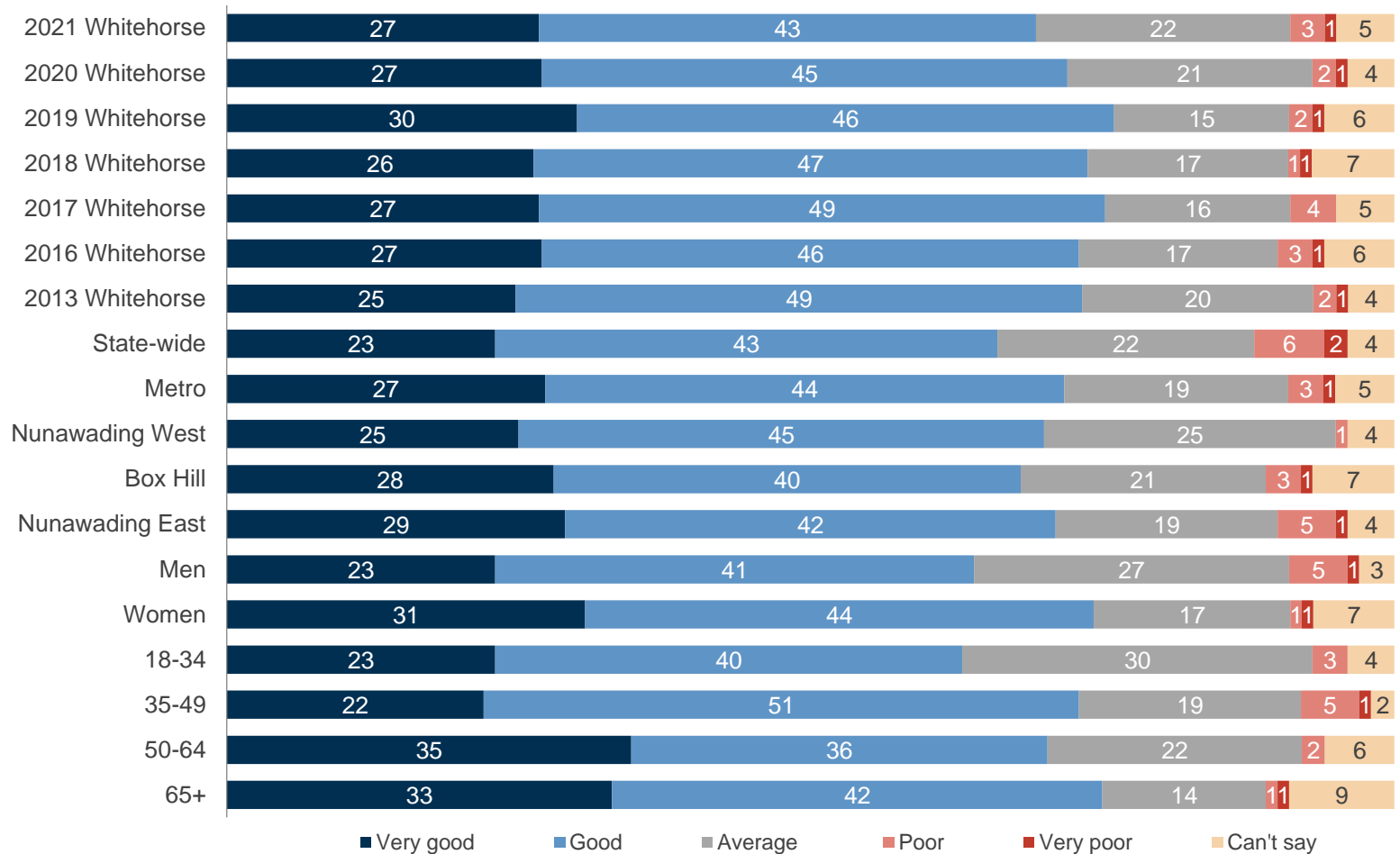




# Recreational facilities performance



2021 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 11



# The appearance of public areas importance



2021 public areas importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
50-64	77	77	76	77	75	74	n/a	n/a	77	n/a
Metro	76	73	74	74	75	74	73	n/a	n/a	n/a
Nunawading West	76	76	72	74	74	74	n/a	n/a	n/a	n/a
65+	76	75	73	73	77	74	n/a	n/a	75	n/a
35-49	76	73	72	71	74	74	n/a	n/a	73	n/a
Women	75	74	73	74	74	76	n/a	n/a	75	n/a
State-wide	75	74	73	74	74	74	73	73	74	73
Whitehorse	74	73	72	72	75	74	n/a	n/a	73	n/a
Nunawading East	73	71	69	71	76	72	n/a	n/a	n/a	n/a
Men	72	71	71	70	76	71	n/a	n/a	71	n/a
Box Hill	72	72	77	70	73	75	n/a	n/a	n/a	n/a
18-34	70	69	70	69	73	72	n/a	n/a	69	n/a

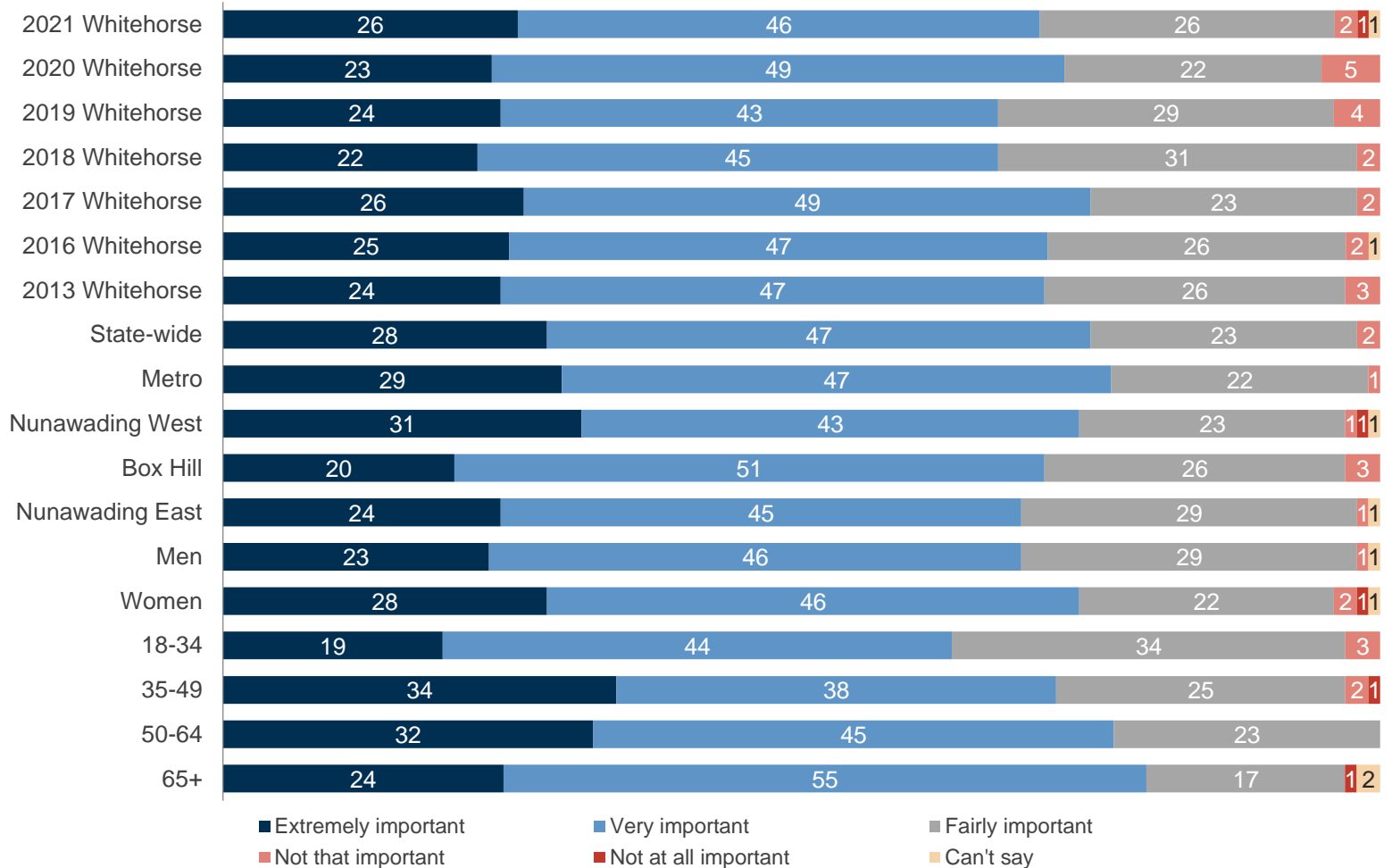
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8  
 Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



2021 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8



# The appearance of public areas performance



## 2021 public areas performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	78	74	76	72	78	74	n/a	n/a	74	n/a
50-64	78	69	75	73	73	75	n/a	n/a	70	n/a
Nunawading East	77	76	77	75	78	80	n/a	n/a	n/a	n/a
18-34	77	72	79	74	79	76	n/a	n/a	76	n/a
Nunawading West	77	73	74	73	76	72	n/a	n/a	n/a	n/a
Whitehorse	76	73	76	73	77	74	n/a	n/a	74	n/a
65+	76	75	74	74	74	74	n/a	n/a	77	n/a
35-49	76	74	75	71	79	70	n/a	n/a	72	n/a
Box Hill	75	70	78	71	76	69	n/a	n/a	n/a	n/a
Metro	74	73	74	73	72	72	73	n/a	n/a	n/a
Men	74	72	76	75	76	73	n/a	n/a	73	n/a
State-wide	73	72	71	71	71	72	72	71	71	71

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

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

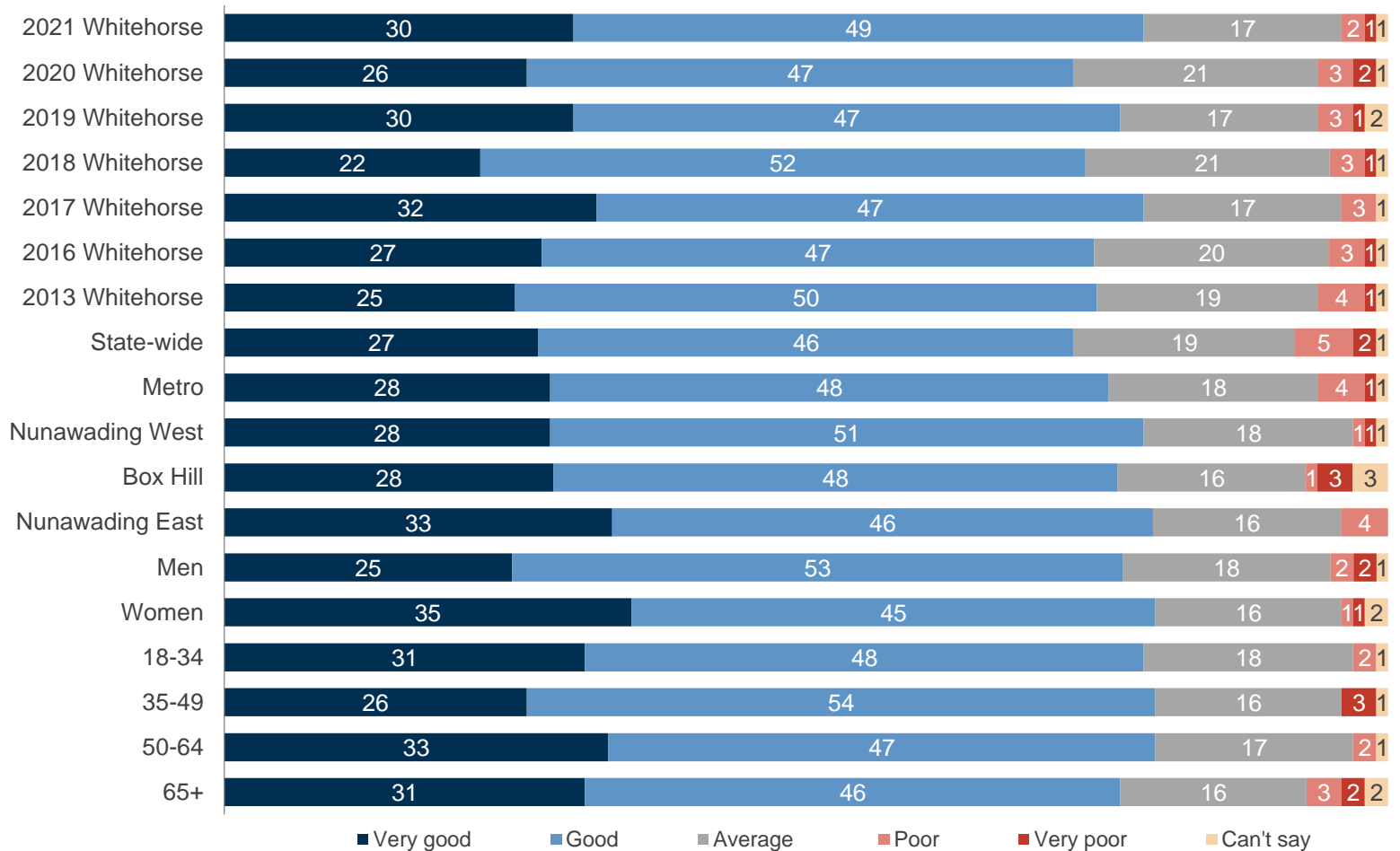
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2021 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8



# Art centres and libraries importance



## 2021 art centres and libraries importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	75▲	72	72	74	70	74	n/a	n/a	68	n/a
35-49	73	73	66	67	67	68	n/a	n/a	62	n/a
Nunawading West	73	72	68	71	68	68	n/a	n/a	n/a	n/a
Whitehorse	70	69	68	69	66	69	n/a	n/a	66	n/a
50-64	70	71	72	67	66	67	n/a	n/a	72	n/a
65+	70	74	67	70	68	68	n/a	n/a	71	n/a
Metro	70	68	67	67	67	68	69	n/a	n/a	n/a
Nunawading East	69	65	69	65	65	69	n/a	n/a	n/a	n/a
18-34	69	61	69	69	65	71	n/a	n/a	62	n/a
Box Hill	68	70	68	70	66	69	n/a	n/a	n/a	n/a
State-wide	67▼	65	65	65	64	66	65	66	66	66
Men	66	65	64	63	62	64	n/a	n/a	64	n/a

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: 8

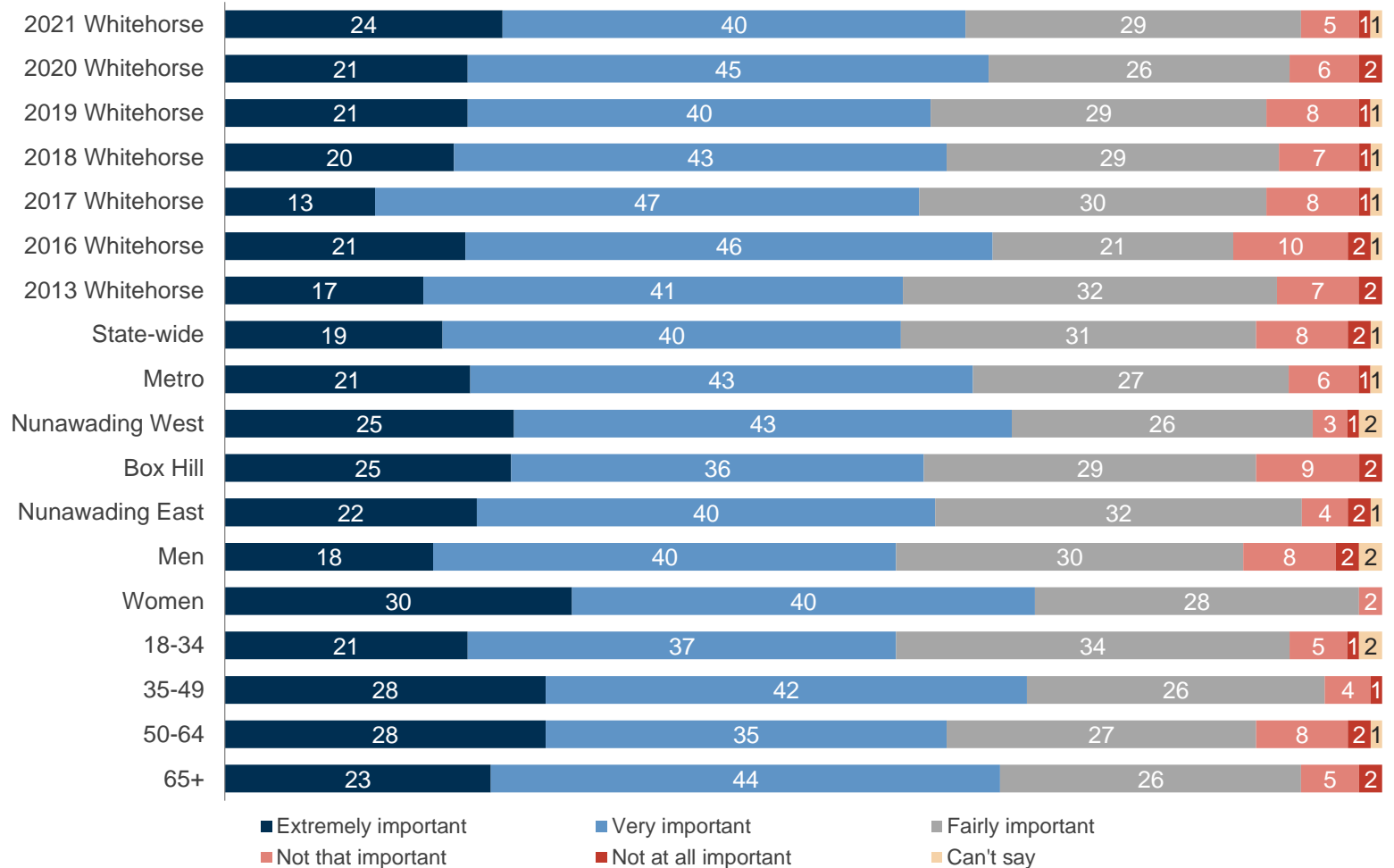
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



2021 art centres and libraries importance (%)



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: 8



## Art centres and libraries performance



### 2021 art centres and libraries performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	81▲	81	81	80	78	n/a	n/a	81	n/a
50-64	77	79	81	74	78	72	n/a	n/a	78
Box Hill	77	79	79	78	75	71	n/a	n/a	n/a
Nunawading East	75	76	80	79	82	77	n/a	n/a	n/a
Women	74	78	81	79	78	77	n/a	n/a	79
Whitehorse	73	77	78	77	79	74	n/a	n/a	77
Metro	73	75	76	75	75	74	75	n/a	n/a
35-49	73	77	74	75	79	72	n/a	n/a	72
State-wide	73	74	74	74	73	72	73	75	73
Men	73	75	76	76	79	71	n/a	n/a	75
Nunawading West	70	76	76	75	78	74	n/a	n/a	n/a
18-34	67▼	73	78	78	78	73	n/a	n/a	78

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

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

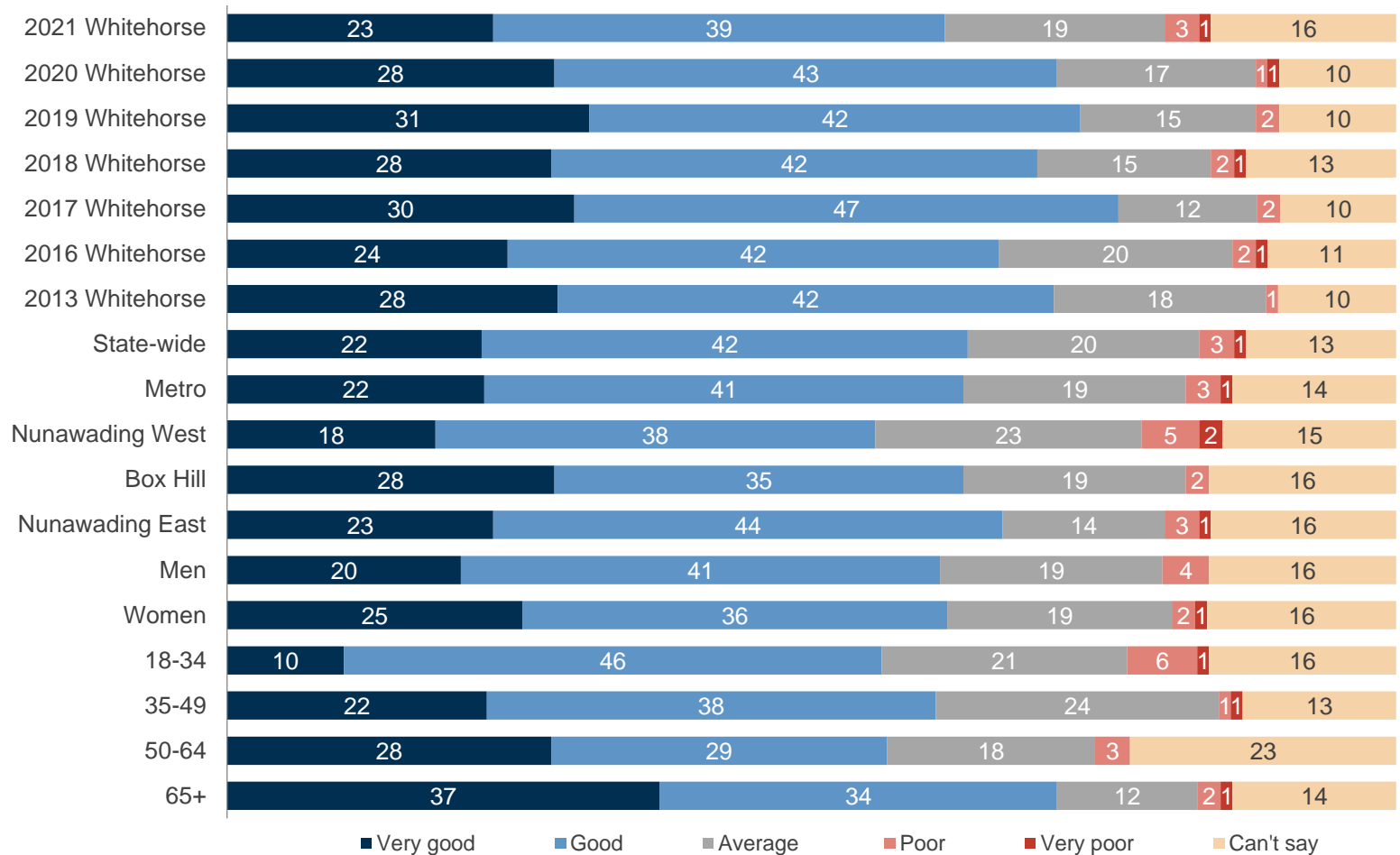




# Art centres and libraries performance



2021 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8



# Community and cultural activities importance



## 2021 community and cultural activities importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	64	63	62	64	63	66	n/a	n/a	63	n/a
Metro	64▲	61	60	61	61	62	62	n/a	n/a	n/a
State-wide	64▲	62	61	61	61	62	62	62	62	62
65+	62	62	57	60	58	61	n/a	n/a	63	n/a
18-34	62	57	61	64	60	66	n/a	n/a	60	n/a
Nunawading West	62	65	57	59	61	61	n/a	n/a	n/a	n/a
Whitehorse	61	60	60	60	59	62	n/a	n/a	60	n/a
Nunawading East	61	56	61	60	58	62	n/a	n/a	n/a	n/a
35-49	61	63	62	54	62	58	n/a	n/a	56	n/a
Box Hill	60	58	64	61	59	65	n/a	n/a	n/a	n/a
Men	59	57	58	56	55	58	n/a	n/a	56	n/a
50-64	57	59	61	60	57	66	n/a	n/a	61	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: 8

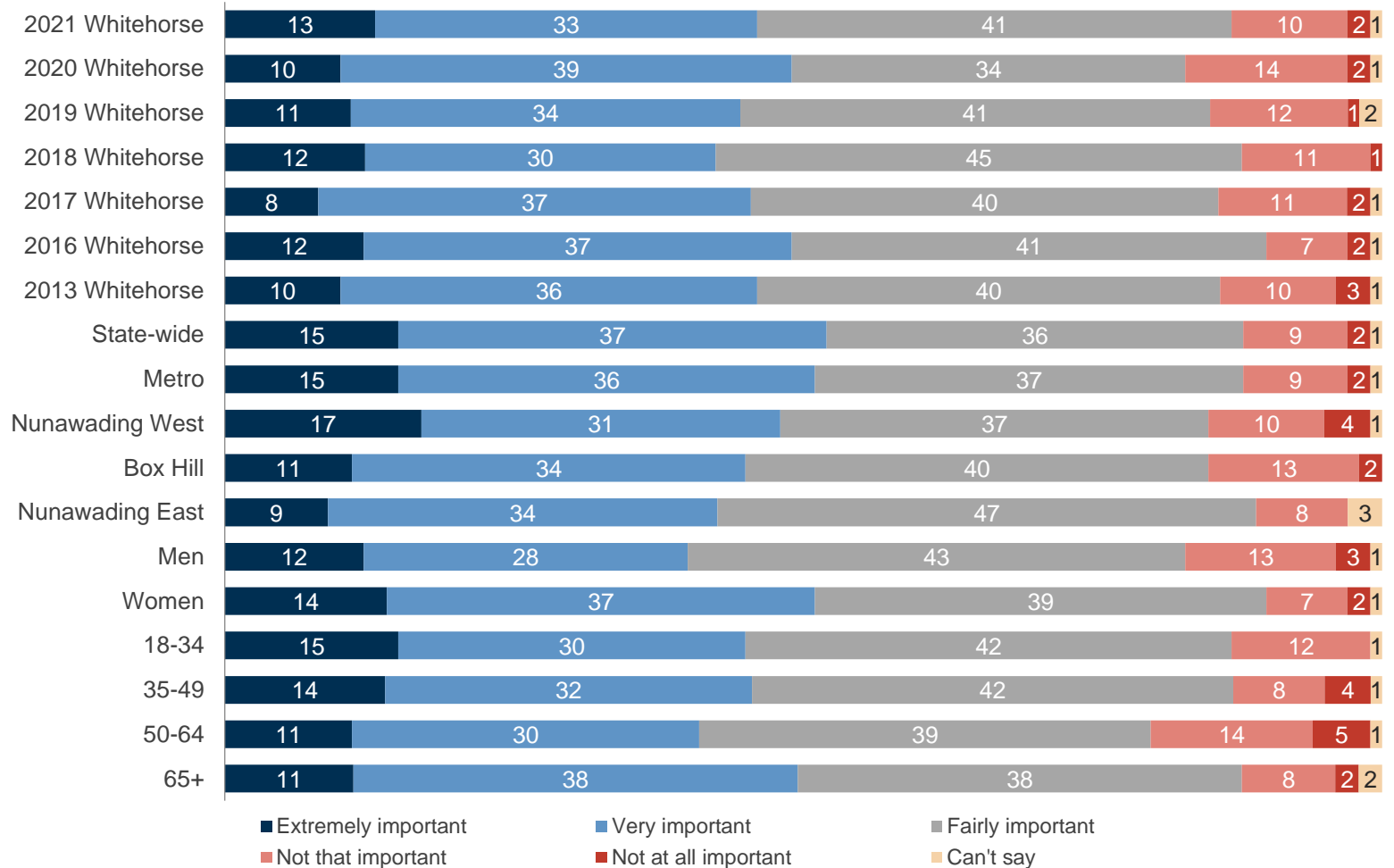
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities importance



2021 community and cultural activities importance (%)



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: 8



# Community and cultural activities performance



2021 community and cultural activities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	72▲	75	76	74	74	72	n/a	n/a	79	n/a
Women	69	76	75	78	76	76	n/a	n/a	74	n/a
Box Hill	68	72	75	76	74	74	n/a	n/a	n/a	n/a
35-49	68	74	77	78	75	71	n/a	n/a	72	n/a
Nunawading East	67	74	75	77	75	73	n/a	n/a	n/a	n/a
Whitehorse	67	73	74	75	74	73	n/a	n/a	72	n/a
Metro	66	70	70	70	70	71	71	n/a	n/a	n/a
Nunawading West	65	72	73	73	74	72	n/a	n/a	n/a	n/a
50-64	65	74	71	75	74	76	n/a	n/a	72	n/a
State-wide	65	68	69	69	69	69	69	70	69	68
Men	64	69	74	73	73	70	n/a	n/a	69	n/a
18-34	62▼	70	73	74	74	74	n/a	n/a	66	n/a

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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 9

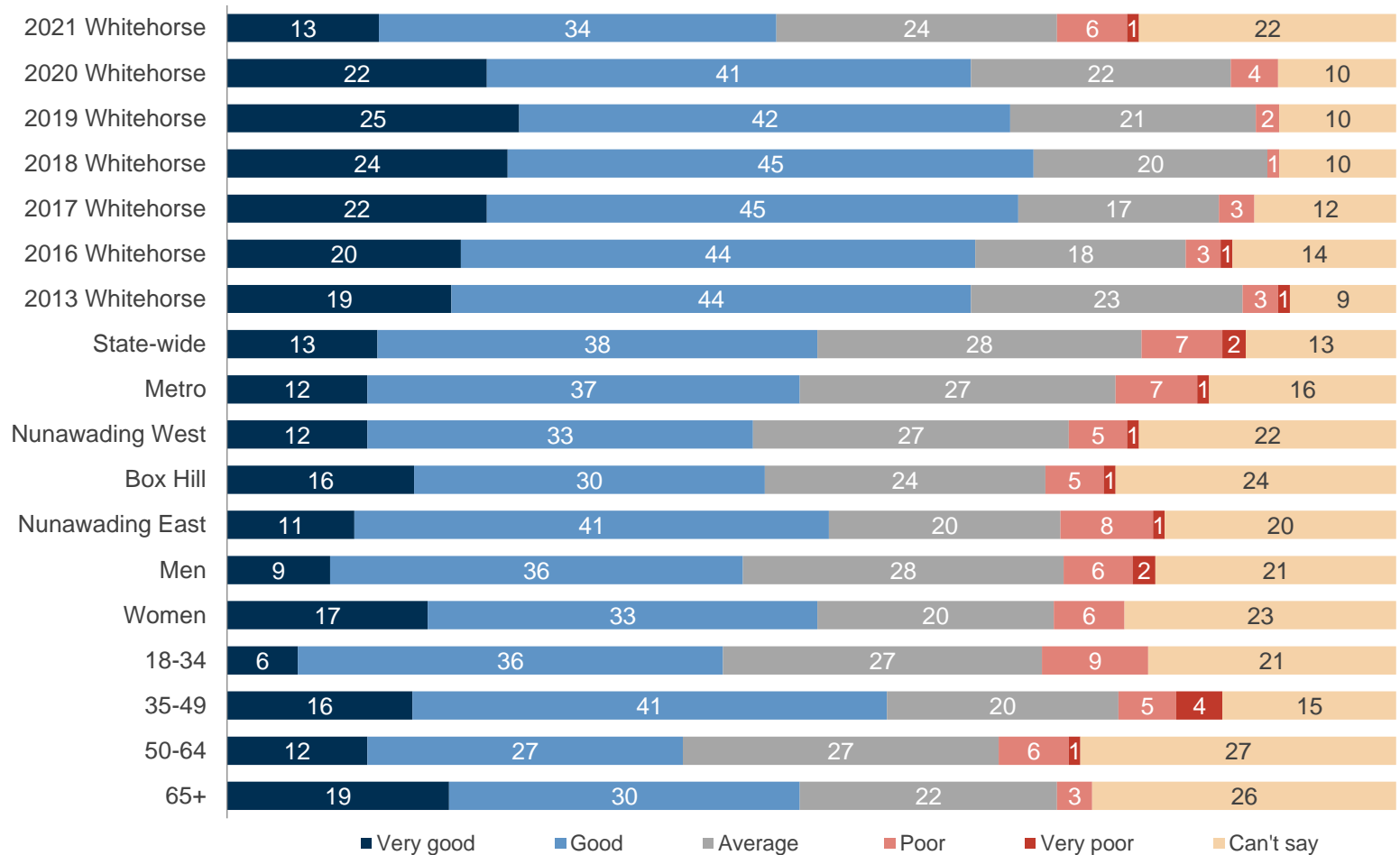
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities performance



2021 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 9



# Waste management importance



## 2021 waste management importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	87	86	86	85	78	82	n/a	n/a	80	n/a
65+	85	86	84	85	83	82	n/a	n/a	82	n/a
Women	85	86	85	85	82	83	n/a	n/a	82	n/a
Box Hill	85	86	87	84	82	83	n/a	n/a	n/a	n/a
Whitehorse	85	85	84	84	81	81	n/a	n/a	80	n/a
Nunawading East	85	84	82	84	80	81	n/a	n/a	n/a	n/a
Metro	85	84	83	83	81	82	81	n/a	n/a	n/a
50-64	85	86	90	85	81	81	n/a	n/a	86	n/a
Nunawading West	85	86	85	84	81	80	n/a	n/a	n/a	n/a
Men	84	84	84	83	80	79	n/a	n/a	78	n/a
18-34	82	84	81	82	81	80	n/a	n/a	76	n/a
State-wide	82▼	82	81	81	79	80	79	79	79	78

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

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

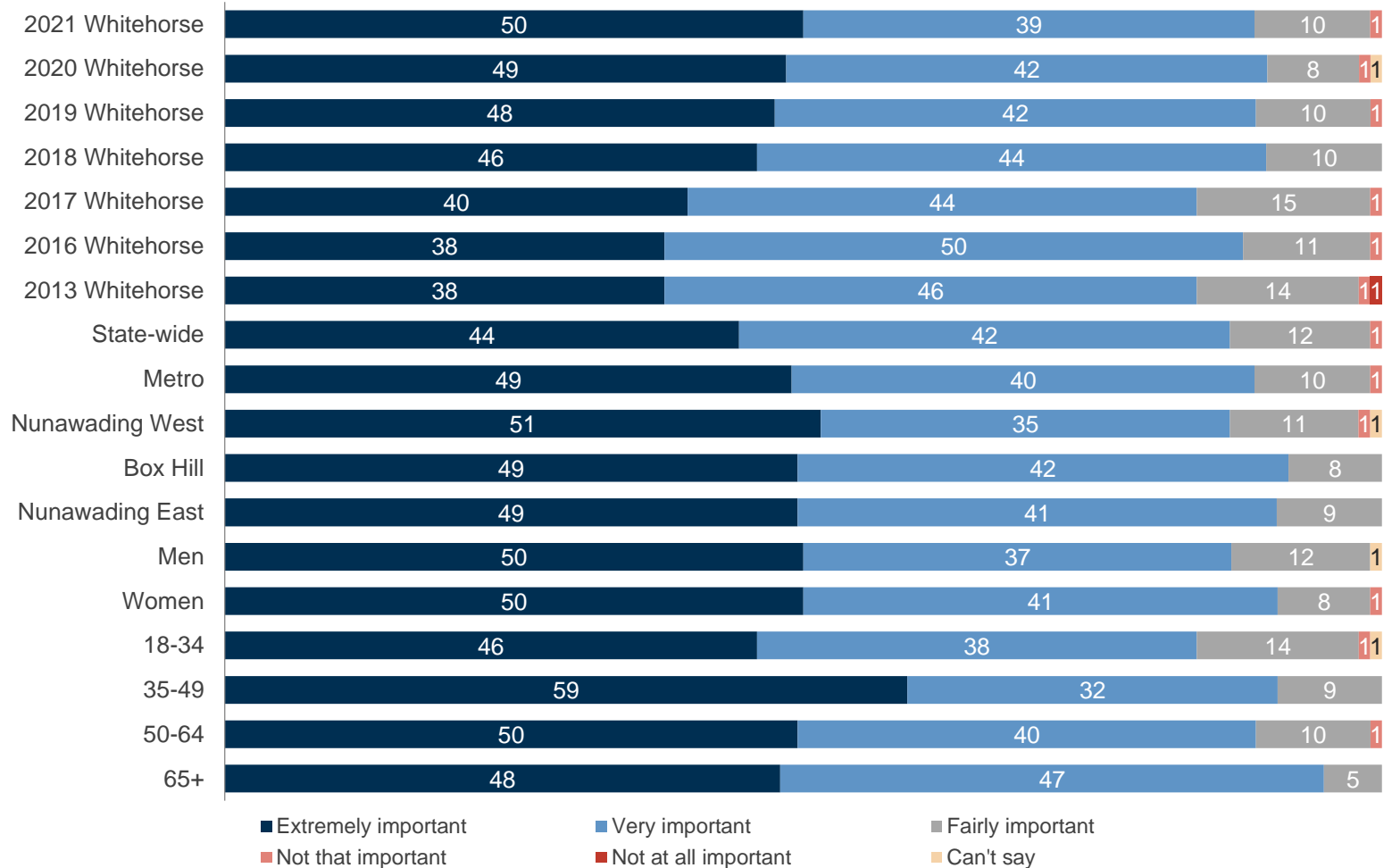
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



2021 waste management importance (%)



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



# Waste management performance



## 2021 waste management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
50-64	79	73	72	77	75	72	n/a	n/a	65	n/a
Nunawading East	77	74	79	79	78	76	n/a	n/a	n/a	n/a
65+	77	77	78	81	78	77	n/a	n/a	72	n/a
Men	76	73	78	78	75	n/a	n/a	74	n/a	
Whitehorse	75	72	77	77	77	74	n/a	n/a	71	n/a
Box Hill	74	72	79	76	79	72	n/a	n/a	n/a	n/a
Women	74	72	76	76	77	74	n/a	n/a	69	n/a
Nunawading West	74	71	74	77	75	74	n/a	n/a	n/a	n/a
18-34	74	69	80	75	76	76	n/a	n/a	77	n/a
35-49	72	71	75	77	80	69	n/a	n/a	70	n/a
Metro	72	70	73	75	75	76	77	n/a	n/a	n/a
State-wide	69	65	68	70	71	70	72	73	71	72

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

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

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

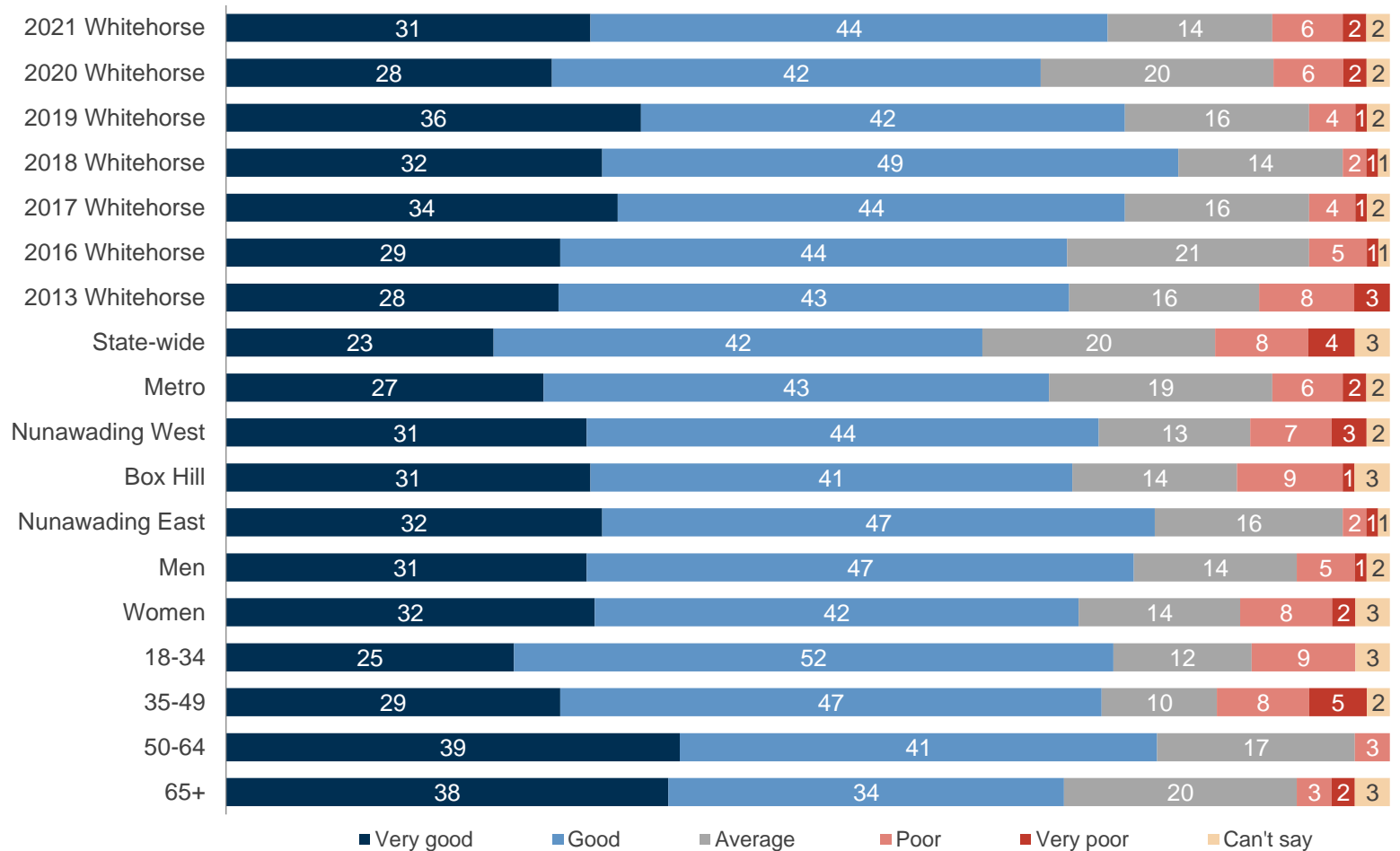




# Waste management performance



2021 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



# Planning and building permits importance



## 2021 planning and building permits importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	80▲	83	81	79	79	79	n/a	n/a	n/a
50-64	79	83	81	81	84	80	n/a	n/a	n/a
Women	77	77	78	80	78	78	n/a	n/a	n/a
35-49	76	78	77	77	75	80	n/a	n/a	n/a
Metro	75	74	74	74	76	74	74	n/a	n/a
Nunawading West	75	78	78	77	77	79	n/a	n/a	n/a
Whitehorse	74	75	76	77	76	76	n/a	n/a	n/a
Box Hill	74	71	81	77	81	74	n/a	n/a	n/a
Nunawading East	73	73	70	77	72	75	n/a	n/a	n/a
State-wide	73	71	71	71	72	71	71	71	71
Men	71	72	73	74	73	74	n/a	n/a	n/a
18-34	66▼	62	68	73	69	70	n/a	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: 23 Councils asked group: 5

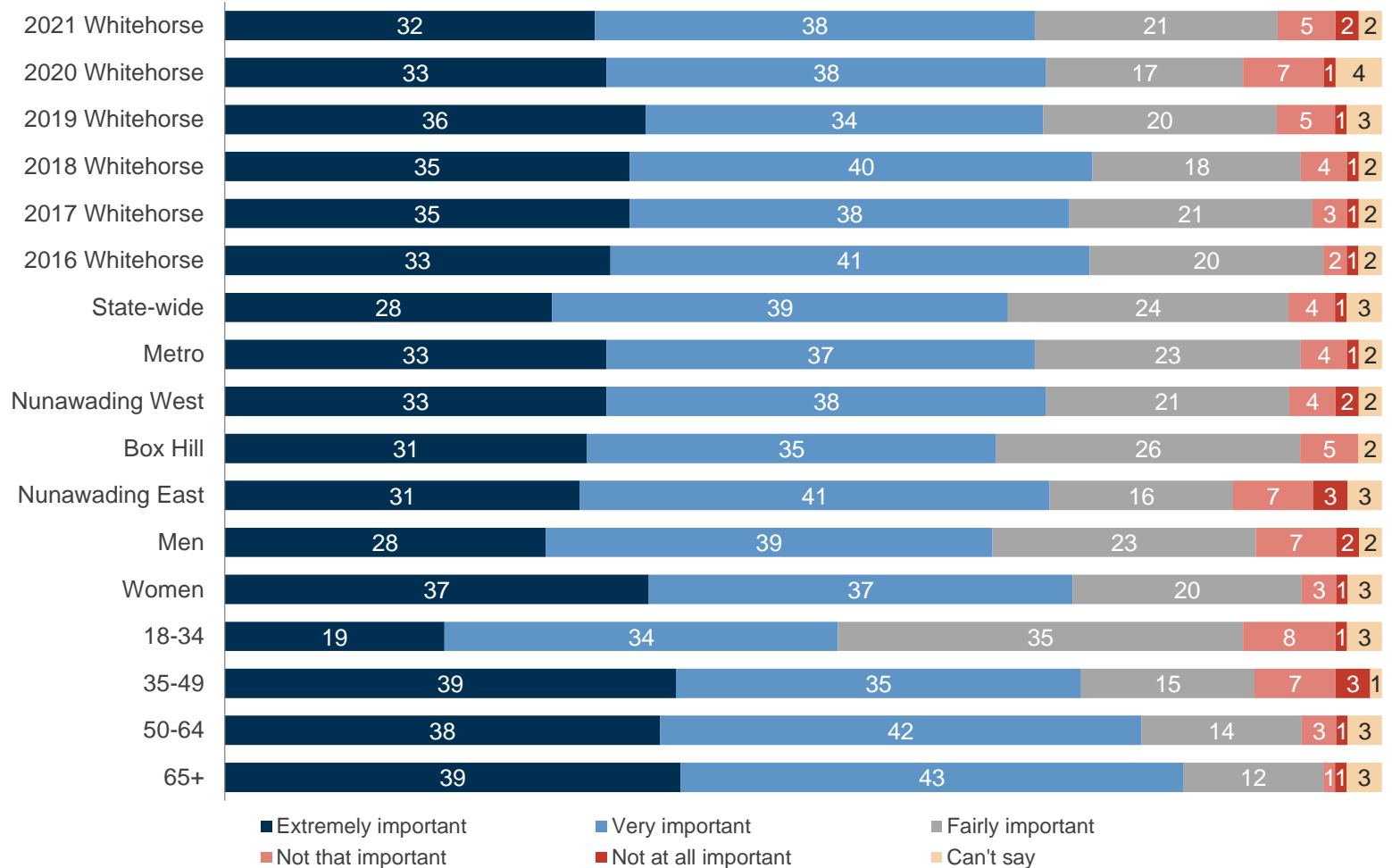
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



2021 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5



## Planning and building permits performance



### 2021 planning and building permits performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	57	59	55	57	59	n/a	n/a	n/a	n/a
Nunawading East	55	56	53	54	55	n/a	n/a	n/a	n/a
Men	55	54	51	53	52	n/a	n/a	n/a	n/a
Whitehorse	54	52	50	50	50	n/a	n/a	n/a	n/a
Metro	54	53	51	49	50	53	n/a	n/a	n/a
Nunawading West	53	50	46	46	42	n/a	n/a	n/a	n/a
Box Hill	53	51	50	51	54	n/a	n/a	n/a	n/a
50-64	53	41	48	51	48	n/a	n/a	n/a	n/a
Women	53	51	49	47	48	n/a	n/a	n/a	n/a
35-49	52	51	43	46	39	n/a	n/a	n/a	n/a
65+	52	52	52	45	51	n/a	n/a	n/a	n/a
State-wide	51	52	52	51	50	54	53	55	54

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6

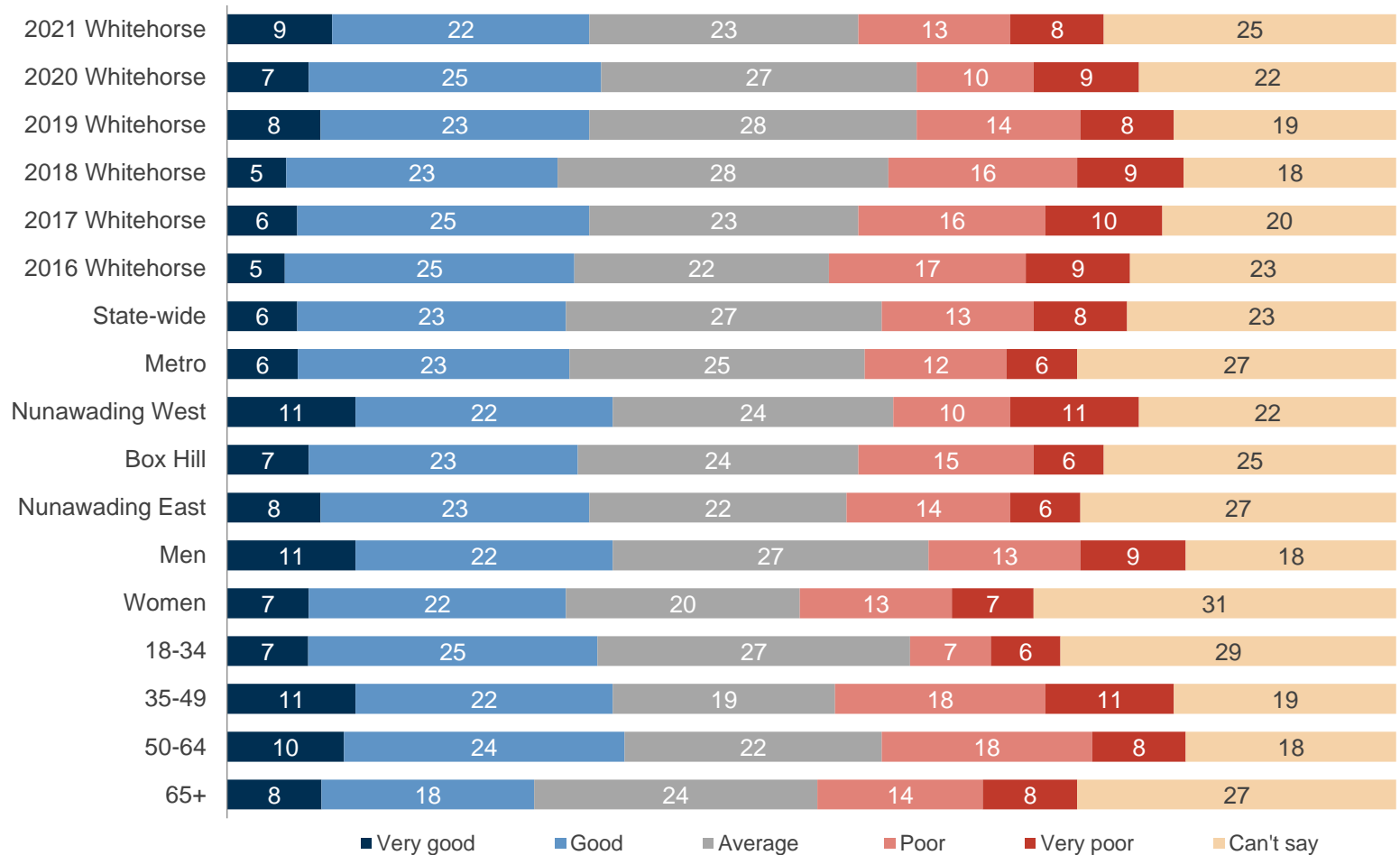
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2021 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6



# Environmental sustainability importance



## 2021 environmental sustainability importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	79	79	75	79	76	79	n/a	n/a	75	n/a
18-34	79	77	73	79	79	79	n/a	n/a	75	n/a
Nunawading West	77	78	72	74	73	71	n/a	n/a	n/a	n/a
Metro	77	76	75	74	73	74	74	n/a	n/a	n/a
35-49	76	75	72	68	70	69	n/a	n/a	64	n/a
Whitehorse	76	76	73	74	73	74	n/a	n/a	71	n/a
Box Hill	75	75	79	74	74	73	n/a	n/a	n/a	n/a
Nunawading East	74	76	71	73	73	76	n/a	n/a	n/a	n/a
State-wide	74	74	74	73	72	73	73	73	72	71
65+	73	76	75	74	70	72	n/a	n/a	71	n/a
50-64	72	77	76	72	70	75	n/a	n/a	75	n/a
Men	72	73	71	68	69	68	n/a	n/a	67	n/a

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

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

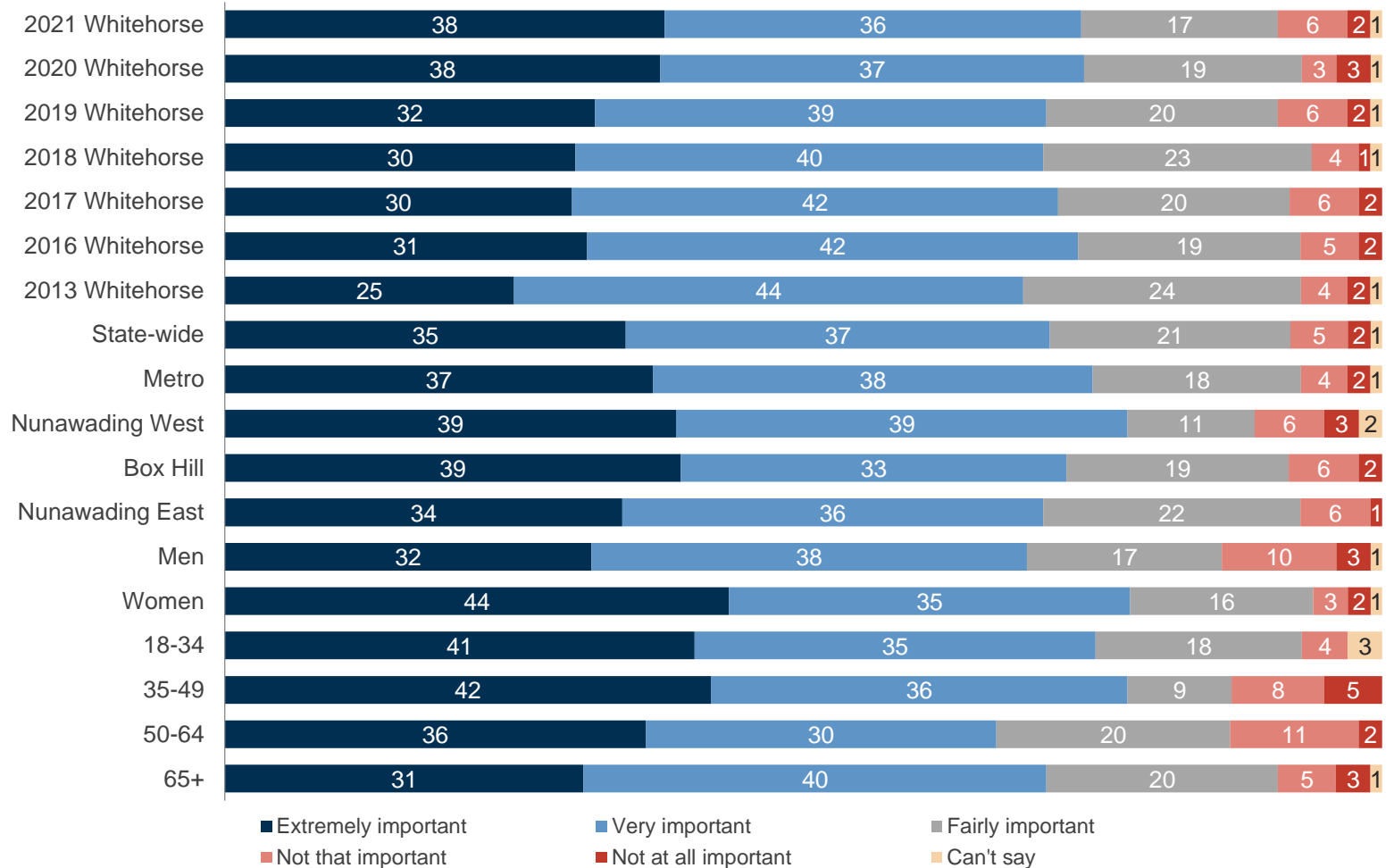
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



2021 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?  
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 10



# Environmental sustainability performance



## 2021 environmental sustainability performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Nunawading East	65	66	67	68	70	67	n/a	n/a	n/a
65+	64	68	66	68	67	66	n/a	n/a	69
Women	64	64	66	66	66	66	n/a	n/a	66
Metro	64	62	64	64	64	64	65	n/a	n/a
18-34	64	64	69	64	72	64	n/a	n/a	65
Whitehorse	63	65	66	65	68	64	n/a	n/a	66
Nunawading West	63	64	64	64	66	62	n/a	n/a	n/a
50-64	63	60	60	65	66	67	n/a	n/a	66
Men	63	65	67	65	71	63	n/a	n/a	67
Box Hill	62	65	69	64	70	63	n/a	n/a	n/a
35-49	62	64	67	66	66	62	n/a	n/a	66
State-wide	62	60	62	63	64	63	64	64	64

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

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

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

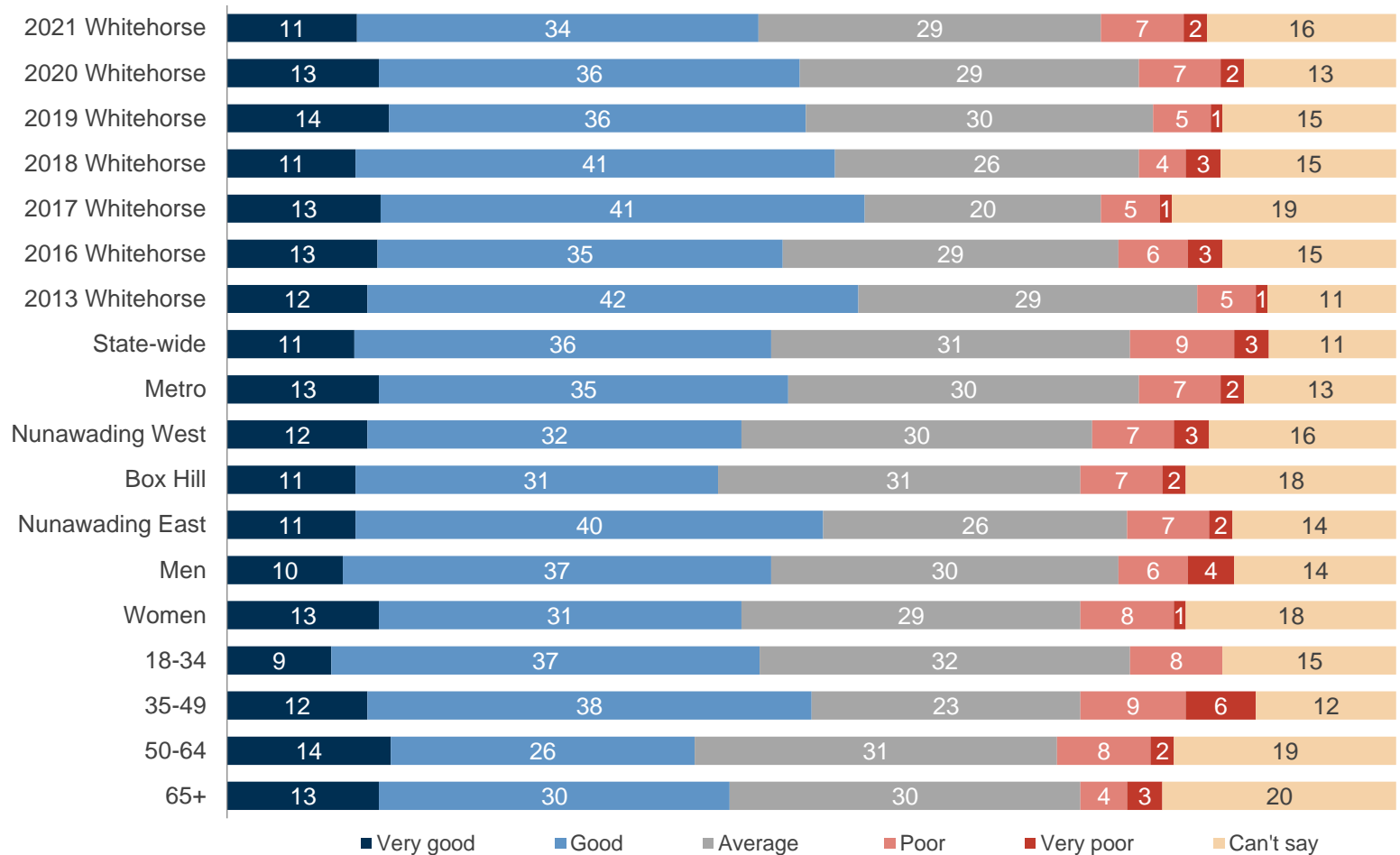




# Environmental sustainability performance



2021 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 11



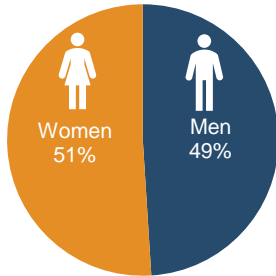
# **Detailed demographics**



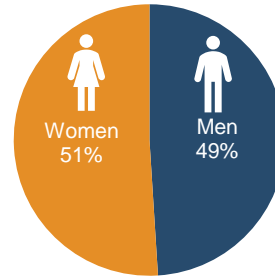
# Gender and age profile

## 2021 gender

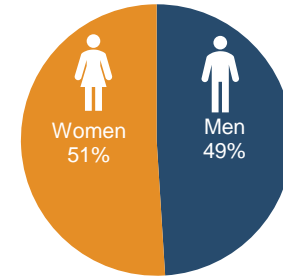
Whitehorse



Metro

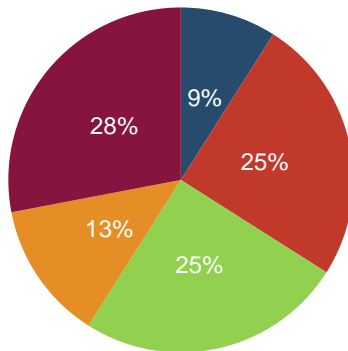


State-wide

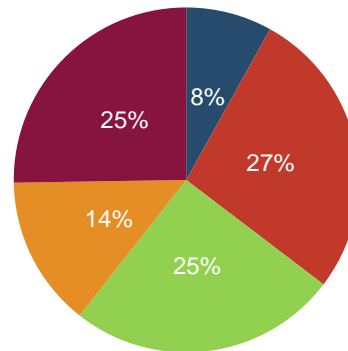


## 2021 age

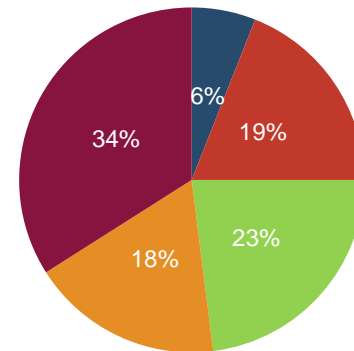
Whitehorse



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

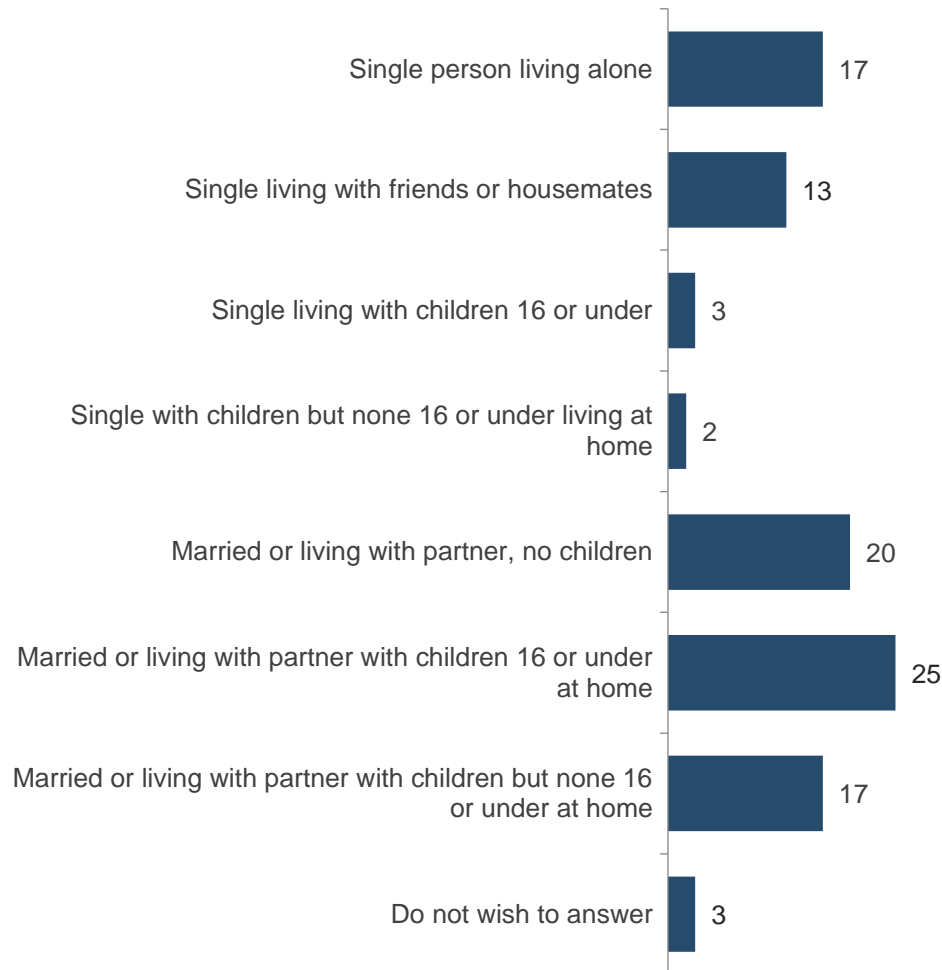
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?  
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15  
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



# Household structure

2021 household structure (%)

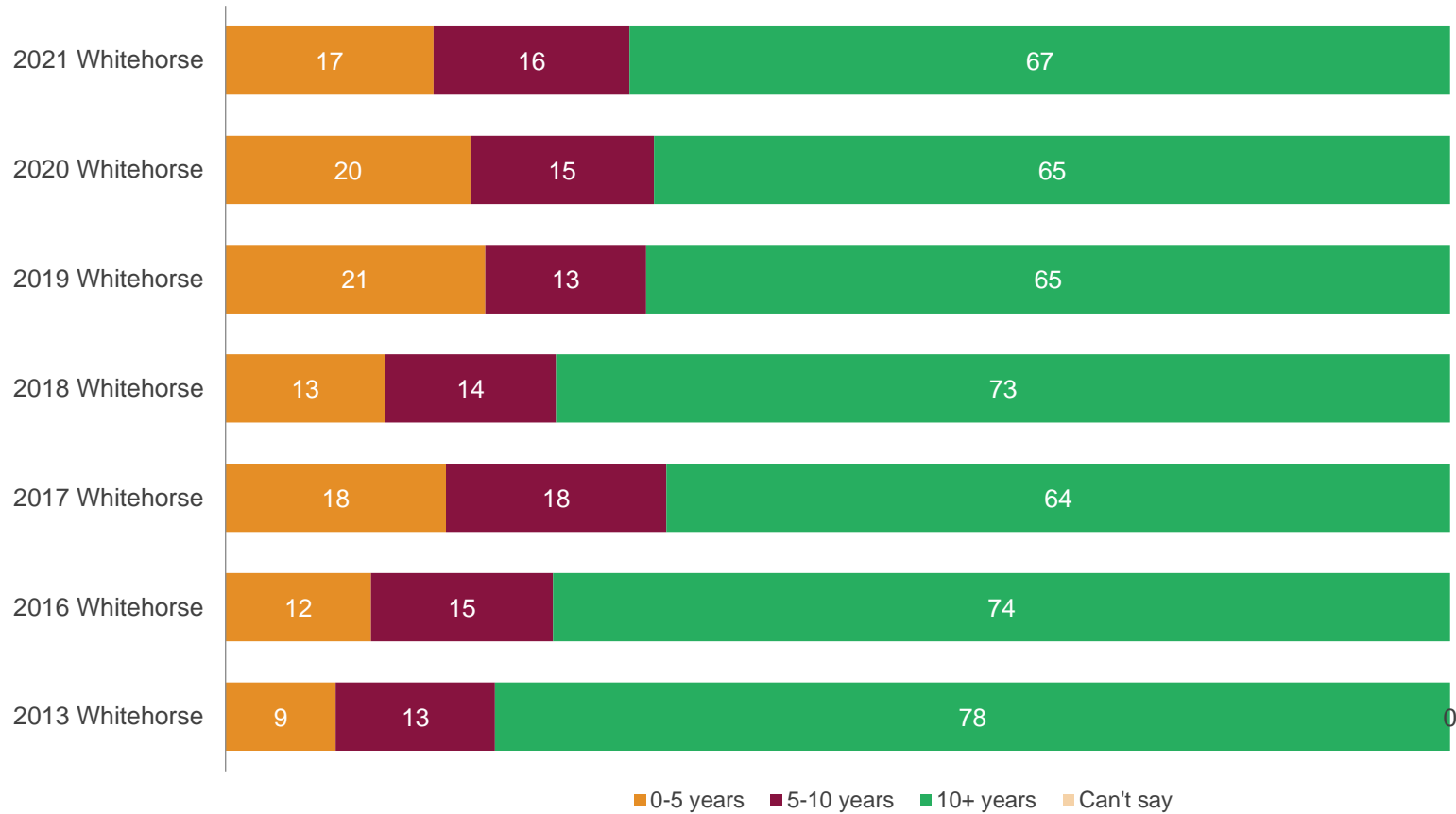


S6. Which of the following BEST describes your household?  
 Base: All respondents. Councils asked state-wide: 11 Councils asked group: 8



# Years lived in area

2021 years lived in area (%)

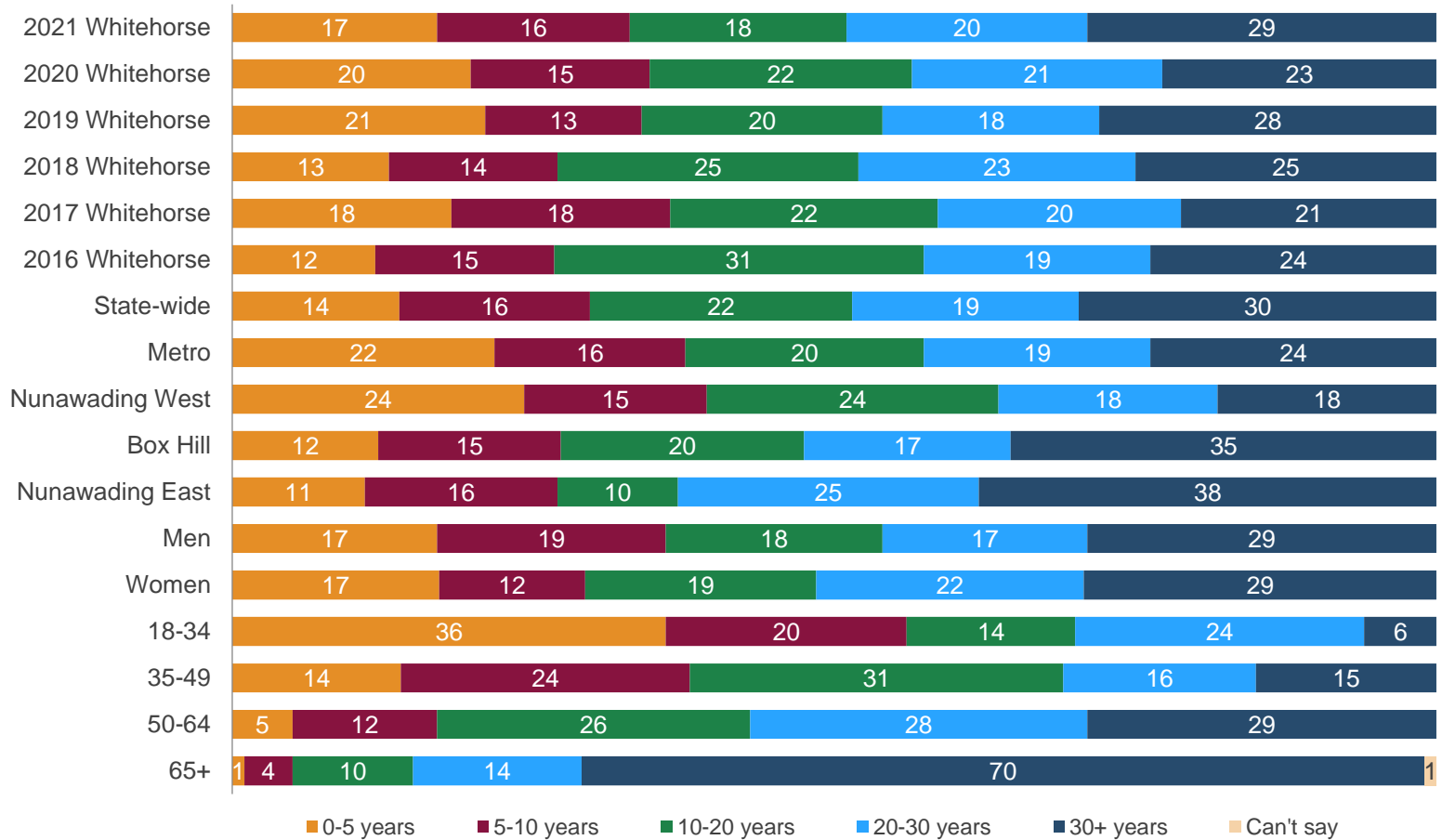


S5. How long have you lived in this area?/How long have you owned a property in this area?  
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 5



# Years lived in area

2021 years lived in area (%)



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

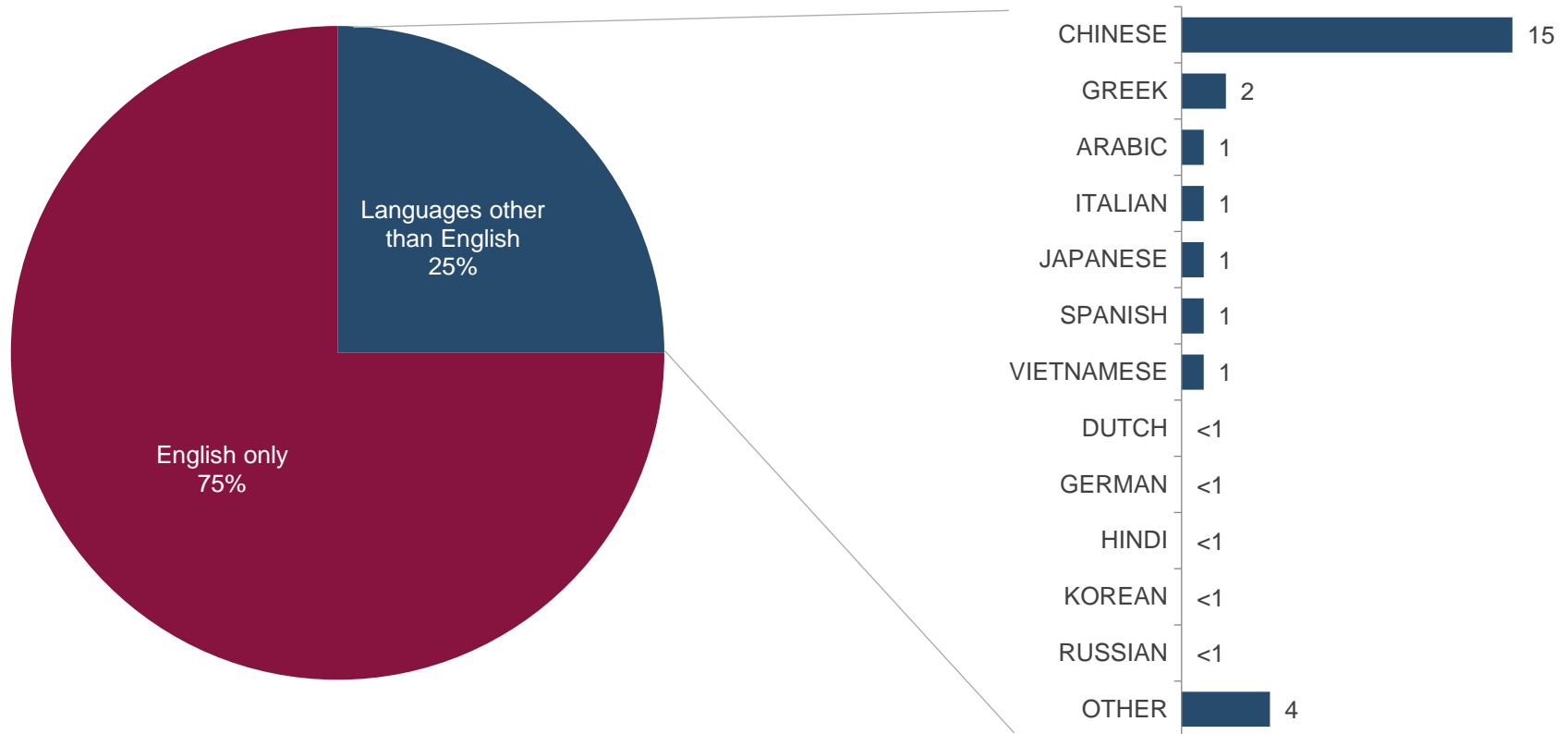
Base: All respondents. Councils asked state-wide: 12 Councils asked group: 5

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



# Languages spoken at home

2021 languages spoken at home (%)

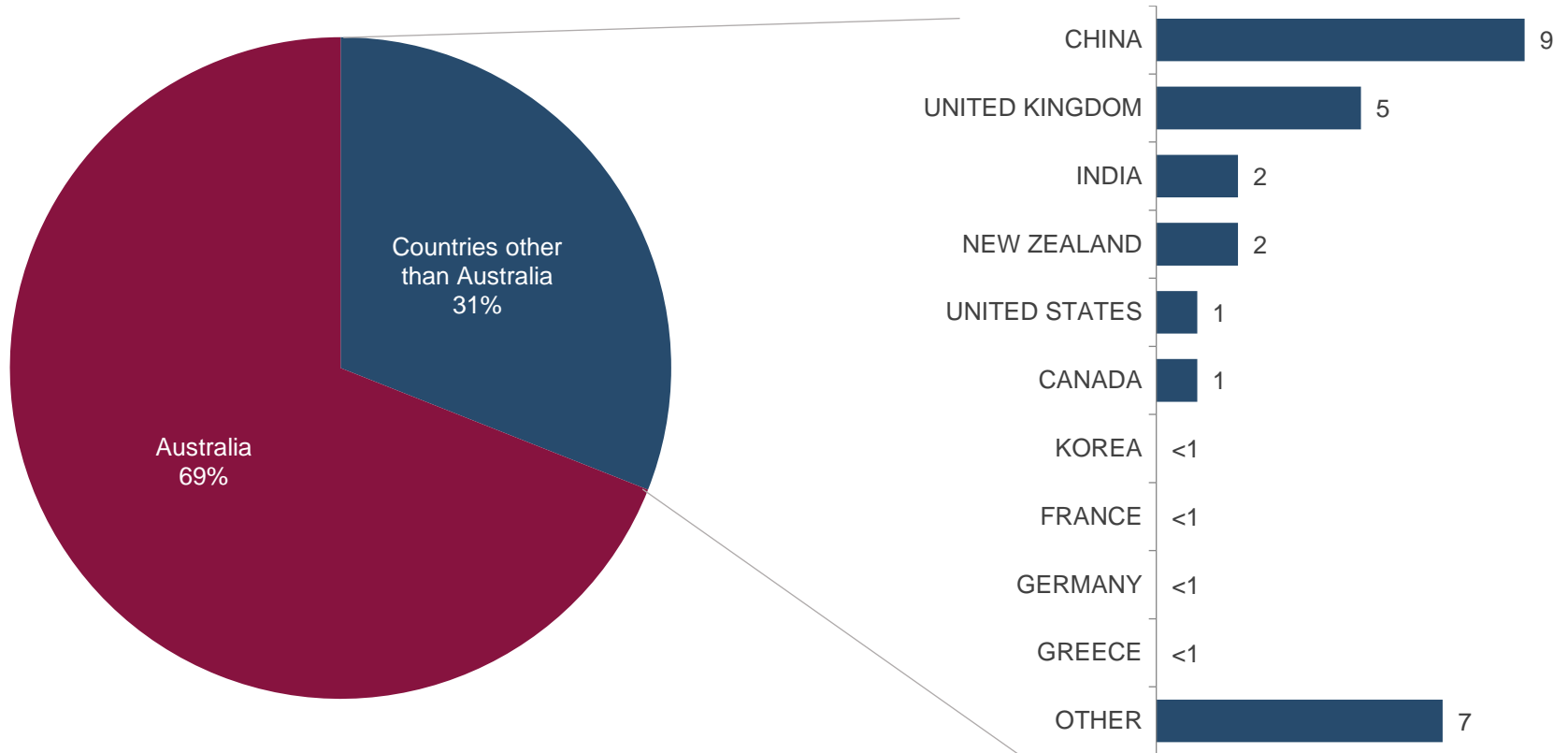


Q11. What languages, other than English, are spoken regularly in your home?  
 Base: All respondents. Councils asked state-wide: 8 Councils asked group: 6  
 Note: Respondents could name multiple languages so responses may add to more than 100%




# Country of birth

2021 country of birth (%)



Q12. Could you please tell me which country you were born in?  
 Base: All respondents. Councils asked state-wide: 4 Councils asked group: 3



A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background images of various data visualization elements: a bar chart, a line graph with a downward trend, and another bar chart with a slight upward trend. The overall aesthetic is professional and data-oriented.

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



## Appendix A: Index Scores

### Index Scores

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

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

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

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

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



## Appendix A: Margins of error

The sample size for the 2021 State-wide Local Government Community Satisfaction Survey for 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 142,900 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	257	194	+/-6.1
Women	243	206	+/-6.3
Nunawading West	188	162	+/-7.2
Box Hill	155	120	+/-7.9
Nunawading East	157	119	+/-7.8
18-34 years	81	138	+/-11.0
35-49 years	104	99	+/-9.7
50-64 years	100	51	+/-9.8
65+ years	215	112	+/-6.7



## Appendix A: Significant difference reporting notation

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

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

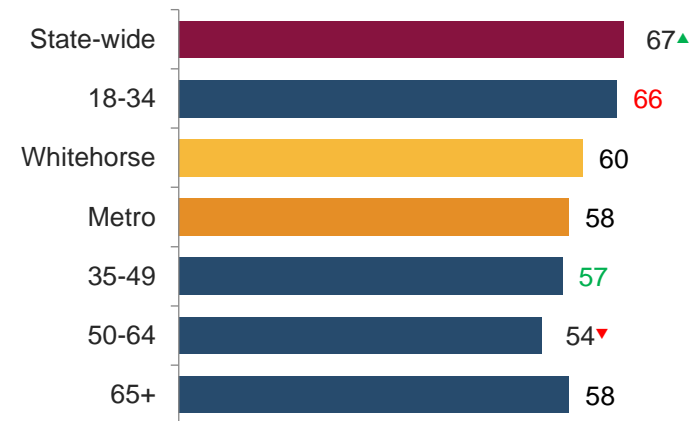
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

2021 overall performance (index scores)  
(example extract only)





## Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



# **Appendix B: Further project information**



## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

For further queries about the conduct and reporting of the 2021 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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

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



## Appendix B: Survey methodology and sampling

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

- 2020, n=500 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=500 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> 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 2<sup>th</sup> February – 15<sup>th</sup> March, 2021.





## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2021 vary slightly.

### Council Groups

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, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Whitehorse City Council for this 2021 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



## Appendix B: 2012 survey revision

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The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of 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 2012-2021 have been made throughout this report as appropriate.



## Appendix B: Core, optional and tailored questions

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### Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2021 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- 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 2021 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



## Appendix B: Analysis and reporting

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### Reporting

Every council that participated in the 2021 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



## Appendix B: Glossary of terms

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

**CSS:** 2021 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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