



2024 Local Government Community Satisfaction Survey

Whitehorse City Council

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



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Waste management</u>	<u>92</u>
<u>Key findings and recommendations</u>	<u>6</u>	<u>Planning and building permits</u>	<u>96</u>
<u>Detailed findings</u>	<u>13</u>	<u>Environmental sustainability</u>	<u>100</u>
<u>Overall performance</u>	<u>14</u>	<u>Detailed demographics</u>	<u>104</u>
<u>Customer service</u>	<u>32</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>110</u>
<u>Communication</u>	<u>38</u>	<u>Appendix B: Further project information</u>	<u>114</u>
<u>Council direction</u>	<u>43</u>		
<u>Individual service areas</u>	<u>47</u>		
<u>Community consultation and engagement</u>	<u>48</u>		
<u>Lobbying on behalf of the community</u>	<u>52</u>		
<u>Decisions made in the interest of the community</u>	<u>56</u>		
<u>Condition of sealed local roads</u>	<u>60</u>		
<u>Informing the community</u>	<u>64</u>		
<u>Enforcement of local laws</u>	<u>68</u>		
<u>Family support services</u>	<u>72</u>		
<u>Recreational facilities</u>	<u>76</u>		
<u>Appearance of public areas</u>	<u>80</u>		
<u>Art centres and libraries</u>	<u>84</u>		
<u>Community and cultural activities</u>	<u>88</u>		



Background and objectives

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

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

Now in its twenty-fifth 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 25 years

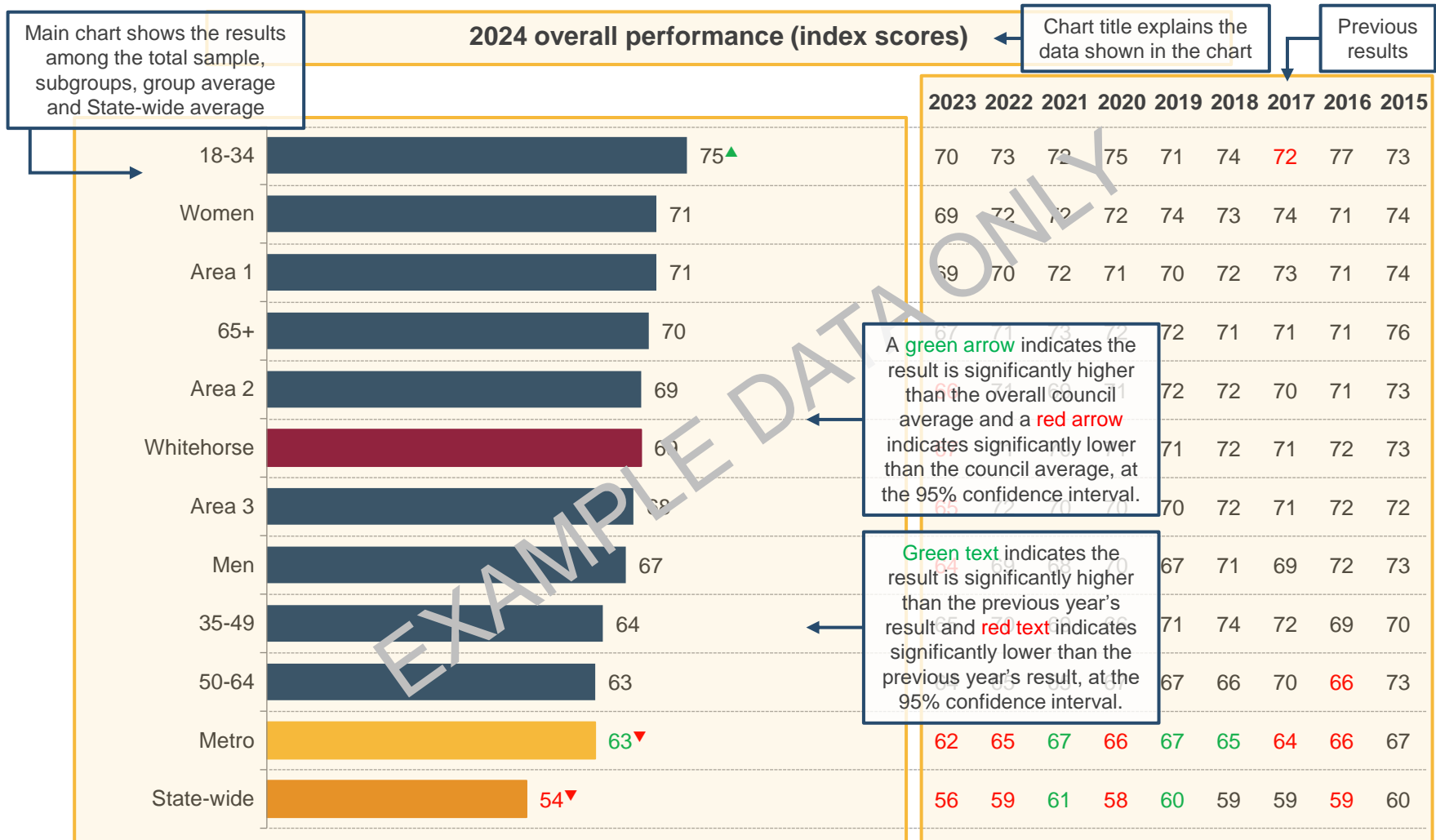
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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.



How to read index score charts in this report



Question asked and base size(s)

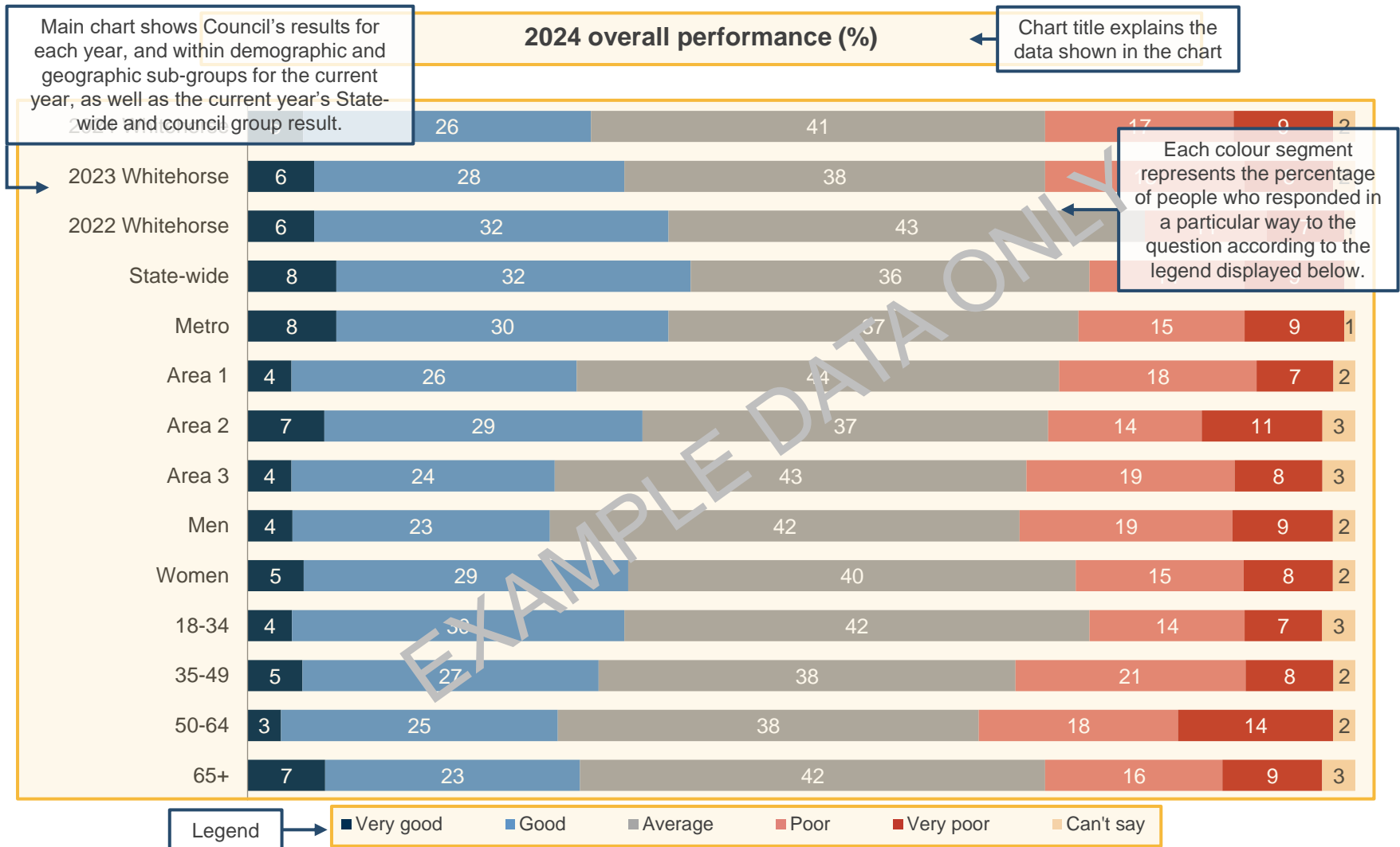
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Whitehorse City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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



How to read stacked bar charts in this report



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: 62 Councils asked group: 9

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

Key findings and recommendations



Whitehorse City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Whitehorse 66



Metropolitan 63



State-wide 54

Council performance compared to group average

Top 3 performing areas



Art centres & libraries

= on par



Recreational facilities

= on par



Waste management

▲ higher

Bottom 3 performing areas



Planning & building permits

= on par



Lobbying

= on par



Consultation & engagement

= on par



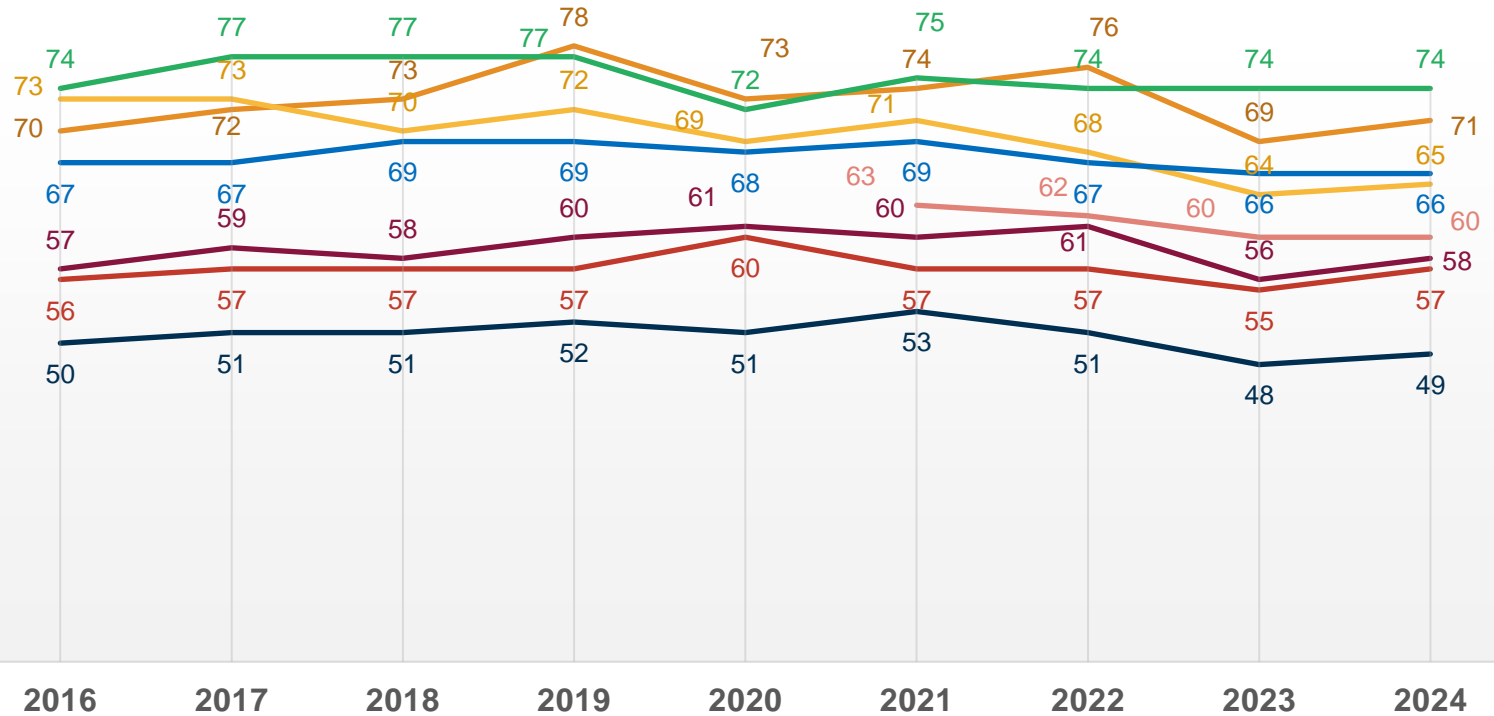
Customer service

= on par



Summary of core measures

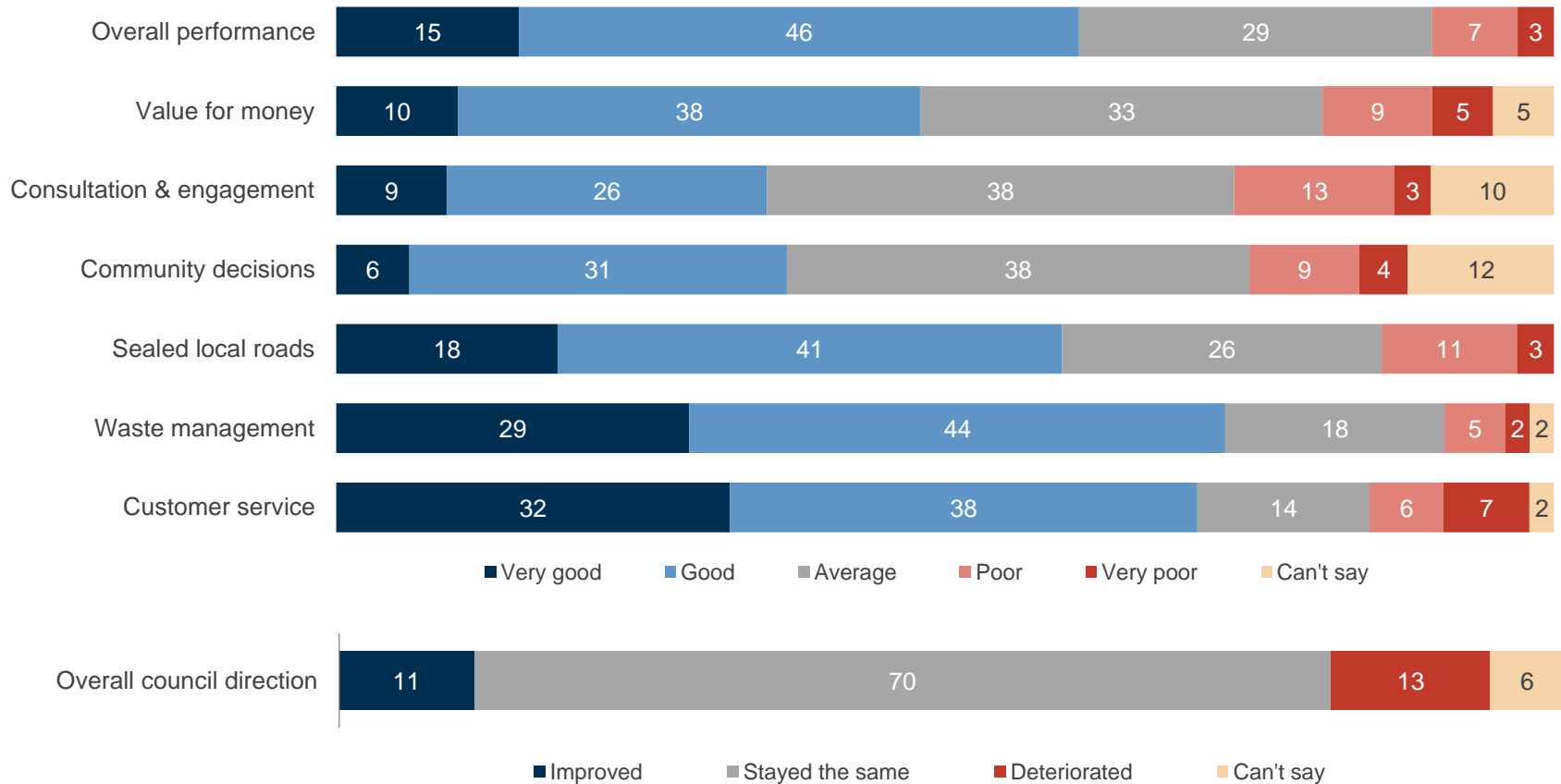
Index scores















Summary of core measures

Core measures summary results (%)













Summary of Whitehorse City Council performance

Services		Whitehorse 2024	Whitehorse 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	66	66	63	54	18-34 years	50-64 years
	Value for money	60	60	57	48	18-34 years	50-64 years
	Overall council direction	49	48	49	45	18-34 years	50-64 years
	Customer service	71	69	71	67	Women, 18-34 years	50-64 years
	Art centres & libraries	76	75	76	73	65+ years	Box Hill residents, Men
	Recreational facilities	75	73	74	68	18-34 years	50-64 years
	Waste management	74	74	70	67	65+ years	50-64 years, Nunawading West residents
	Appearance of public areas	72	71	70	68	18-34 years	50-64 years
	Community & cultural	70	69	69	66	Women	Men
	Environmental sustainability	65	63	65	60	Box Hill residents	Nunawading West residents, Nunawading East residents



Summary of Whitehorse City Council performance

Services		Whitehorse 2024	Whitehorse 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Sealed local roads	65	64	61	45	18-49 years	50+ years, Nunawading East residents
	Family support services	65	63	66	63	18-34 years	65+ years
	Enforcement of local laws	63	62	62	61	18-34 years	Men, 35-64 years
	Informing the community	60	58	62	56	18-34 years	35-64 years, Men
	Community decisions	58	56	57	50	18-34 years	50-64 years
	Consultation & engagement	57	55	56	51	18-34 years, Nunawading East residents	50-64 years
	Lobbying	56	54	54	50	18-34 years	50-64 years
	Planning & building permits	51	51	49	45	18-34 years	50-64 years



Focus areas for the next 12 months

Overview

Community perceptions of Whitehorse City Council's overall performance have stabilised over the last 12 months, following slight declines in the previous two evaluations, and positive perceptions of Council performance across individual service areas have been maintained.

Key influences on perceptions of overall performance

Council should focus on improving performance in the individual service area that most influences perceptions of overall performance, namely, decisions made in the interest of the community. Council should also work to improve perceptions of performance in other related and influential areas, such as planning and building permits, and community consultation and engagement.

Comparison to state and area grouping

Whitehorse City Council performs significantly higher than the State-wide result on most individual service areas evaluated. Council performs largely in line with the Metropolitan group averages but rates significantly higher on waste management and the condition of its sealed local roads.

Shore up and build upon gains achieved to date

Over the next 12 months Council should seek to shore up its significantly improved results among 18 to 34 year olds and to improve perceptions of key service areas among older cohorts, particularly 50 to 64 year olds who remain the most critical of Council. In the coming year, efforts to improve perceptions among this latter cohort around Council's communication, consultation, decision making and lobbying, particularly around planning issues, will help to enhance overall ratings of Council.

DETAILED FINDINGS

Overall performance



Overall performance

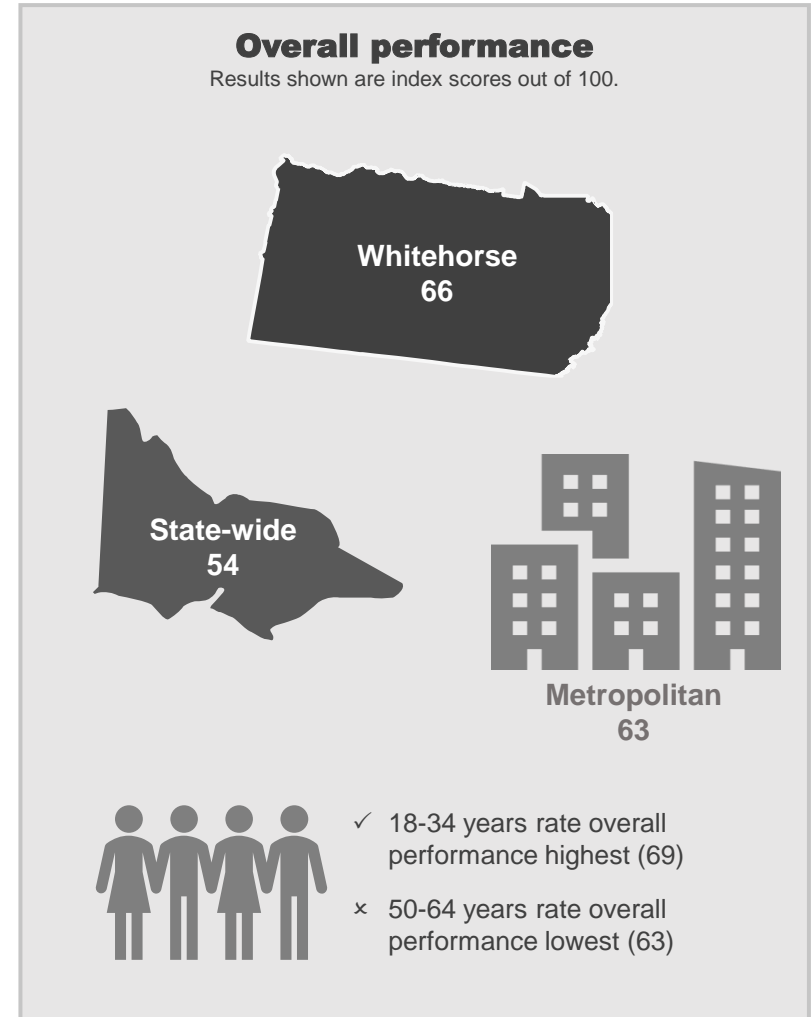
The overall performance index score of 66 for Whitehorse City Council is unchanged from the 2023 result, which was the lowest recorded in this series following a two year decline.

Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than both the State-wide and Metropolitan group averages for councils (index scores of 54 and 63 respectively).

- Performance ratings across demographic and geographic cohorts are not significantly different from the Council average.

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'. This is more than three times those who rate value for money as 'very poor' or 'poor' (14%). However, 33% rate Council as 'average' in providing value for money.

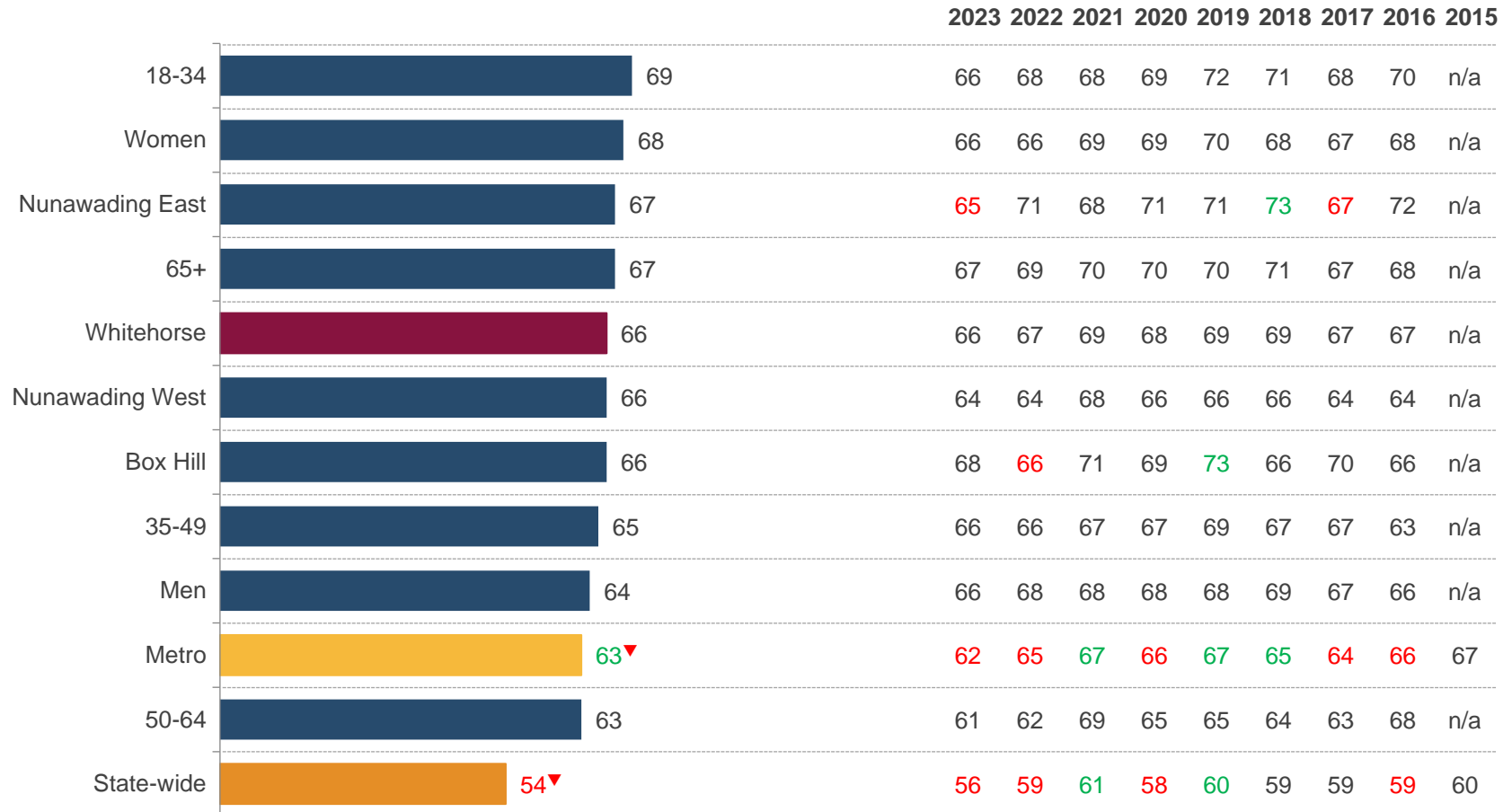
- Perceptions of Council's overall performance and value for money are most positive among residents aged 18 to 34 years and remain least positive among those aged 50 to 64 years.





Overall performance

2024 overall performance (index scores)



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?

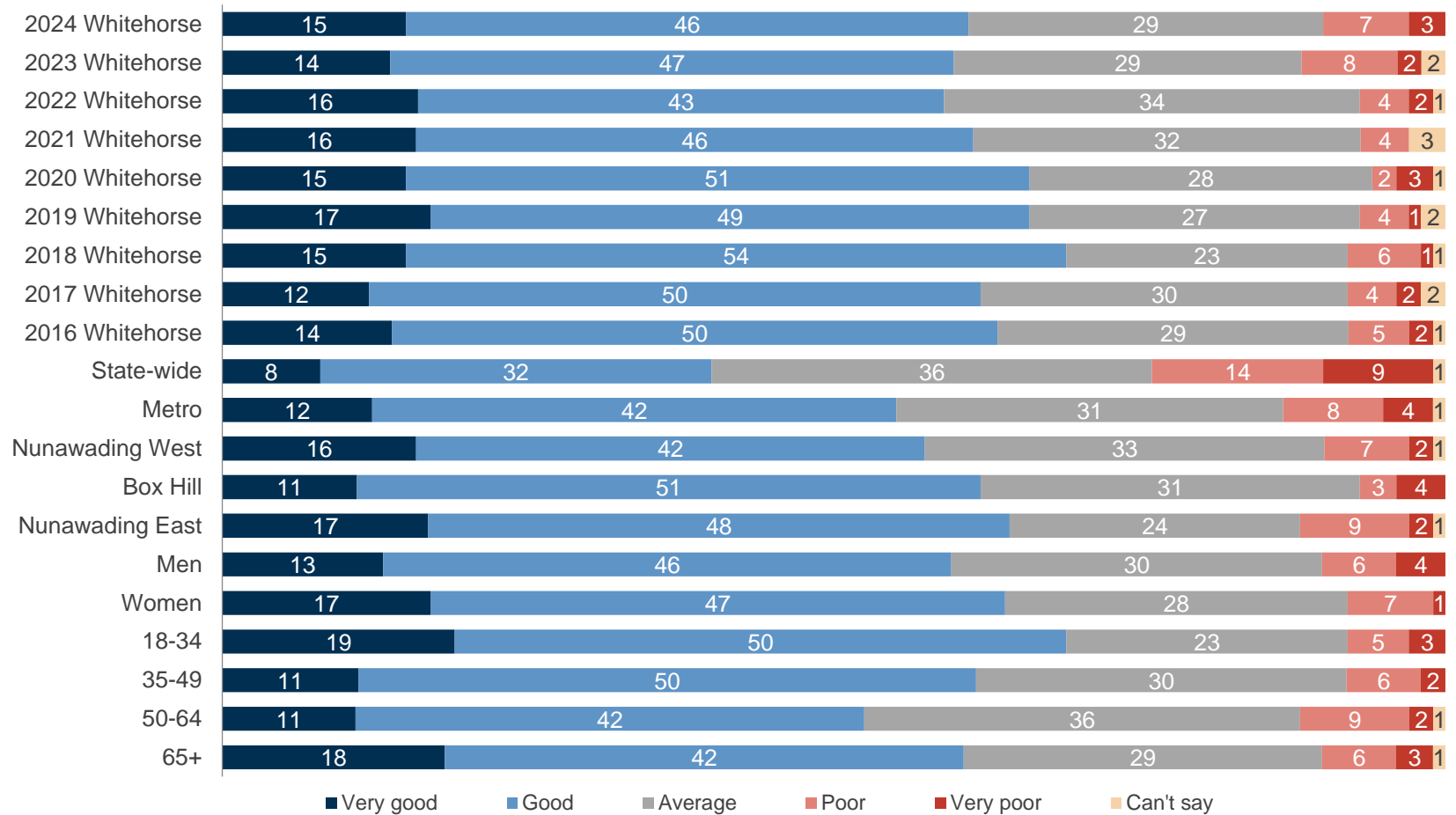
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Overall performance

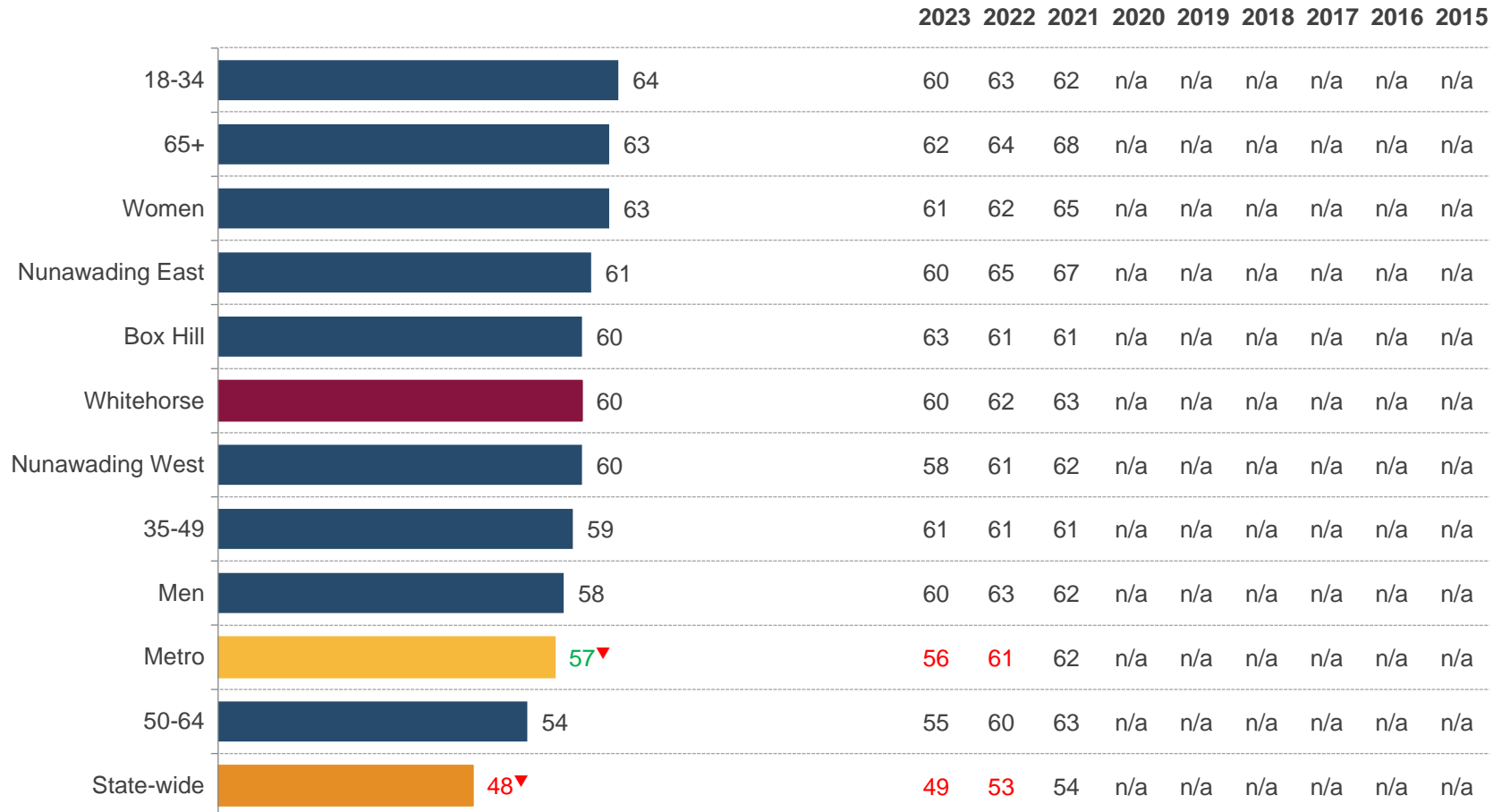
2024 overall performance (%)





Value for money in services and infrastructure

2024 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?

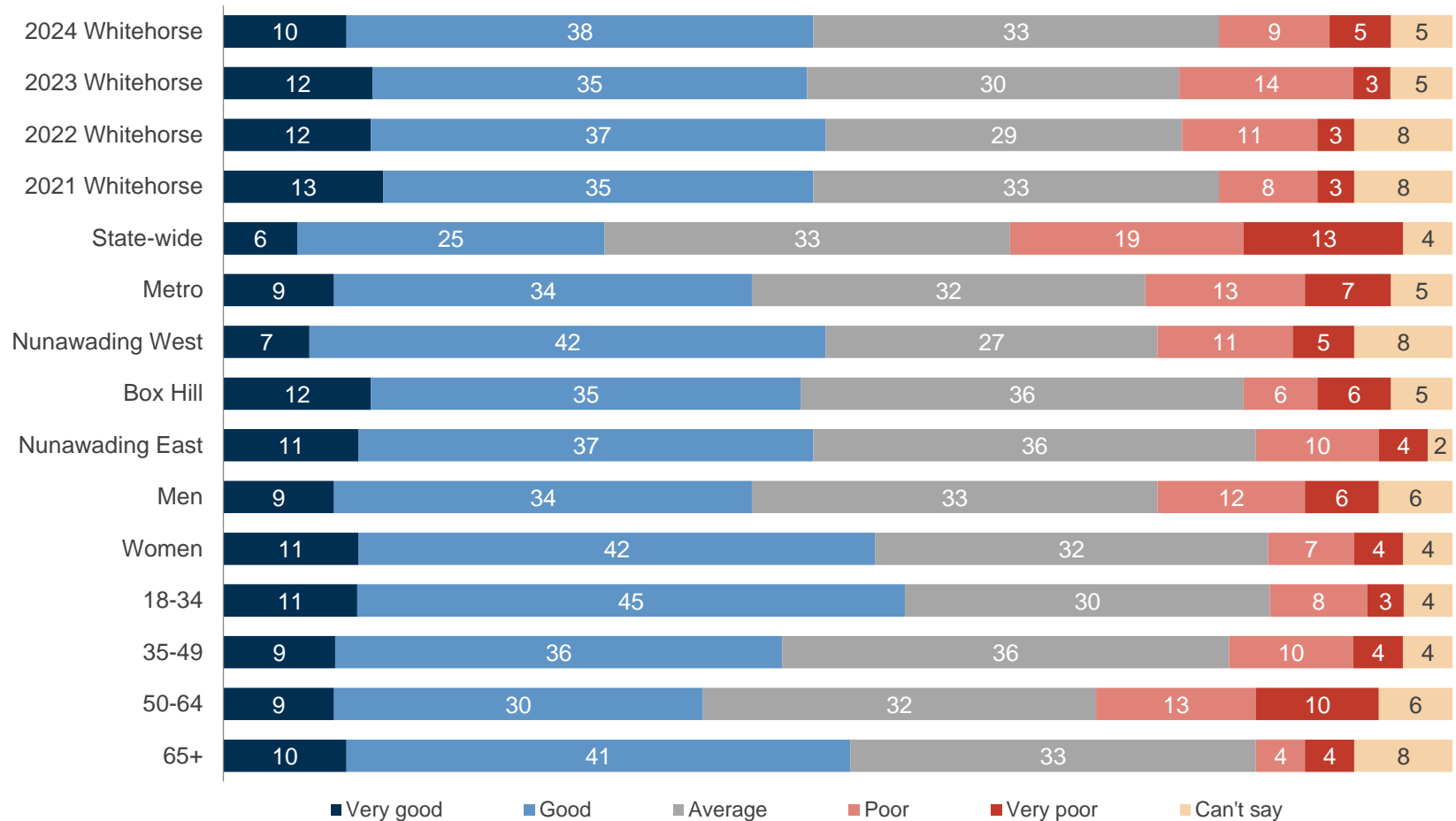
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 12

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



Value for money in services and infrastructure

2024 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: 61 Councils asked group: 12



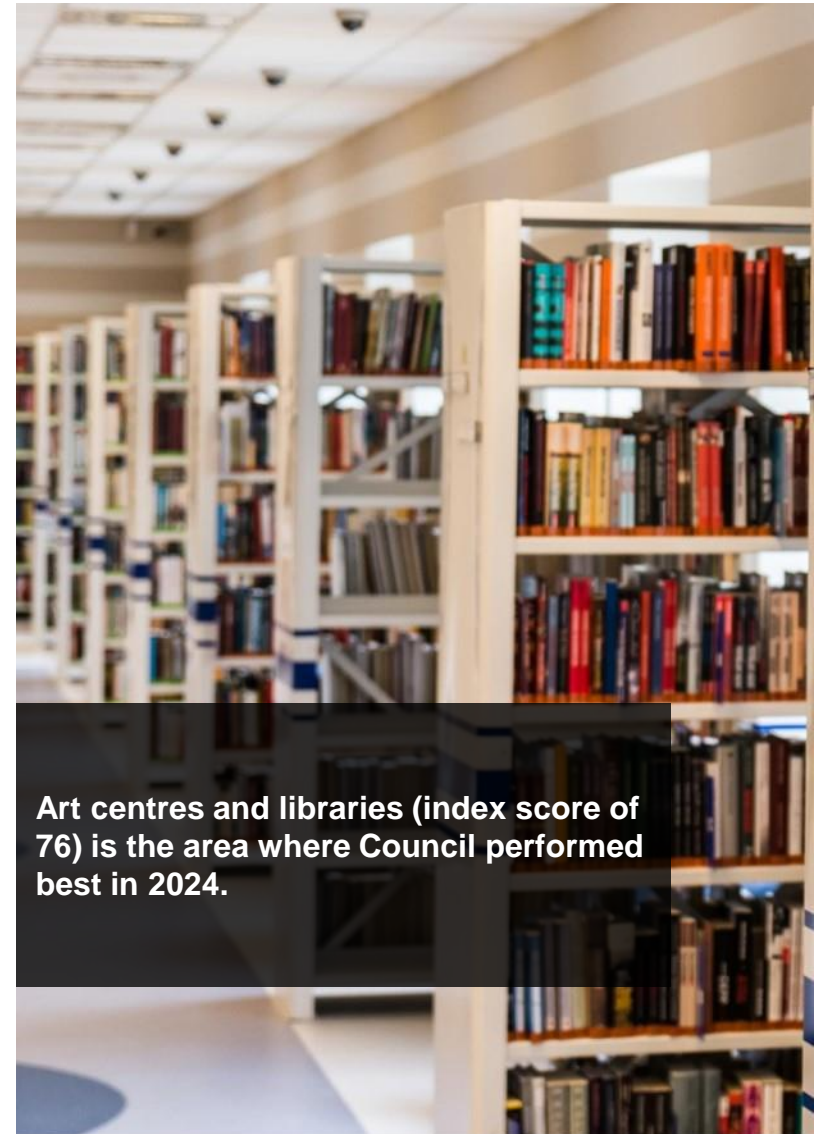
Top performing service areas

Art centres and libraries (index score of 76) remains the area where Council performs best, and ratings are significantly higher than average for Nunawading East residents this year (index score of 80). Council performs in line with the Metropolitan group and significantly higher than the State-wide average for this area.

Recreational facilities is Council's next highest rated service area, followed by waste management and the appearance of public areas (index scores of 75, 74 and 72 respectively). Council continues to perform significantly above the State-wide average in these areas and higher than the Metropolitan group average on waste management. Positively, these areas are key influences on Council's overall performance rating.

Reflecting these strengths, the leading areas nominated by residents as the best thing about Council are parks and gardens (19%), recreational and sporting facilities (12%), waste management (9%) and library facilities / services / staff (7%).

- Of note, ratings of recreational facilities are now significantly higher than average among 18 to 34 year olds (index score of 79), marking a significant seven point improvement and a series high result.
- Ratings have also improved seven points for 18 to 34 year olds on the appearance of public areas (index score of 76) after an eight point decline in 2023.



Art centres and libraries (index score of 76) is the area where Council performed best in 2024.



Low performing service areas



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

Council continues to rate lowest in the area of planning and building permits (index score of 51). In line with previous evaluations, this service area shows the largest disparity between perceptions of performance versus importance to residents (-23 points).

- Inappropriate / over development and town planning / permits / red tape remain among the most frequently cited areas in need of improvement (each mentioned by 7% of residents).

Lobbying is Council's next lowest-rated service area, followed closely by the related areas of consultation and engagement, and decisions made in the interest of the community (index scores of 56, 57 and 58 respectively).

Community decisions is the service area that has the strongest influence on the overall performance rating, and Council should prioritise improvements to boost overall community sentiment.

- In each of these lower performing service areas ratings are lowest among residents aged 50 to 64 years. Given that this group also has the least positive perceptions of Council's overall performance, they warrant extra attention in the year ahead.



Individual service area performance

2024 individual service area performance (index scores)

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

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

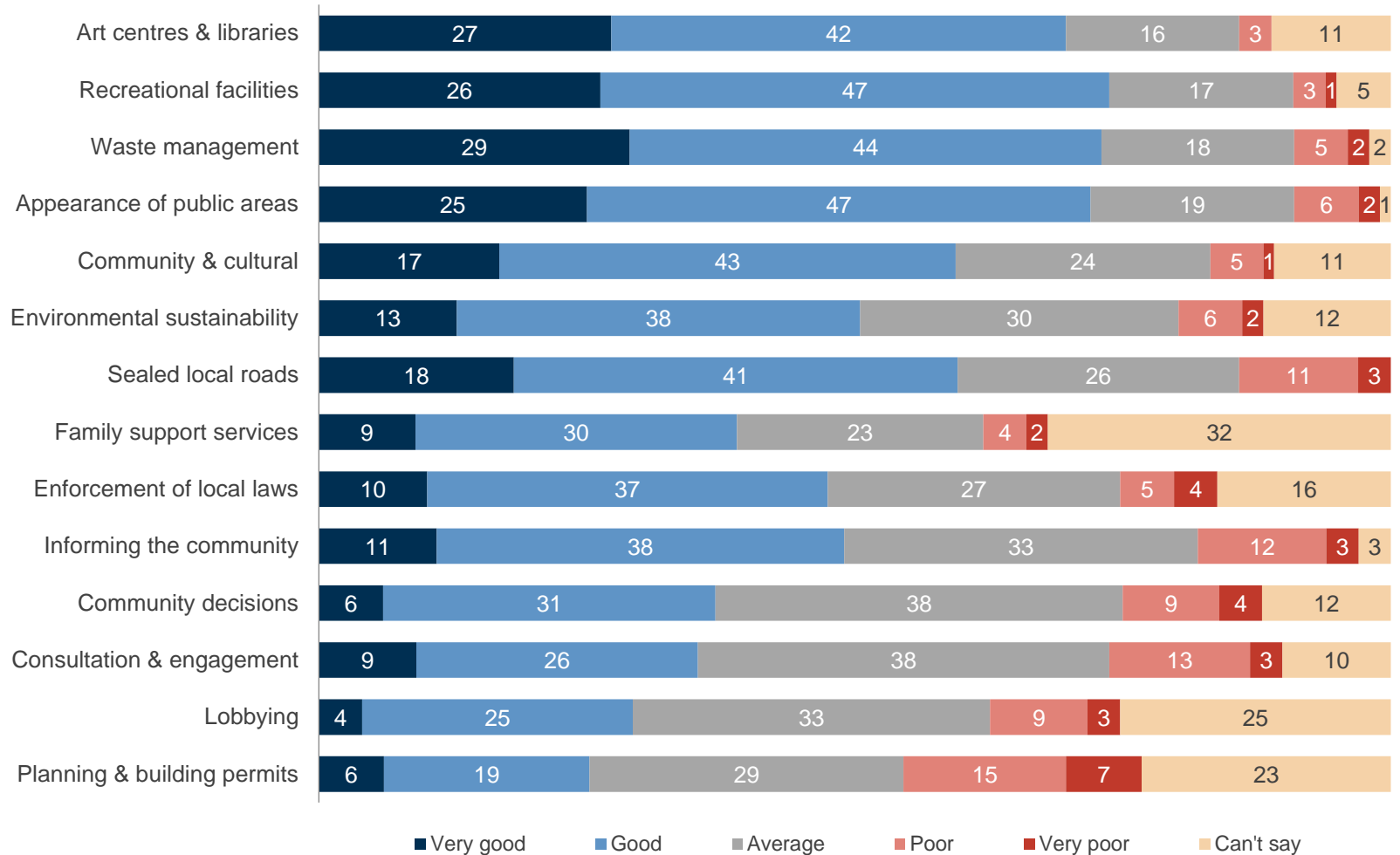
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Individual service area performance

2024 individual service area performance (%)





Individual service area importance

2024 individual service area importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Waste management	84	85	84	85	85	84	84	81	81	n/a
Sealed local roads	81	79	80	76	77	77	76	76	76	n/a
Community decisions	78	78	78	78	79	76	79	78	78	n/a
Appearance of public areas	75	74	75	74	73	72	72	75	74	n/a
Consultation & engagement	74	71	71	72	70	71	71	71	75	n/a
Family support services	74	73	73	74	73	73	74	75	73	n/a
Planning & building permits	74	74	73	74	75	76	77	76	76	n/a
Recreational facilities	74	74	73	74	71	71	72	72	75	n/a
Informing the community	74	71	73	73	73	71	72	71	74	n/a
Environmental sustainability	72	73	75	76	76	73	74	73	74	n/a
Art centres & libraries	68	70	70	70	69	68	69	66	69	n/a
Enforcement of local laws	67	69	70	69	72	71	71	72	72	n/a
Lobbying	65	65	66	66	65	63	64	64	68	n/a
Community & cultural	61	59	62	61	60	60	60	59	62	n/a

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

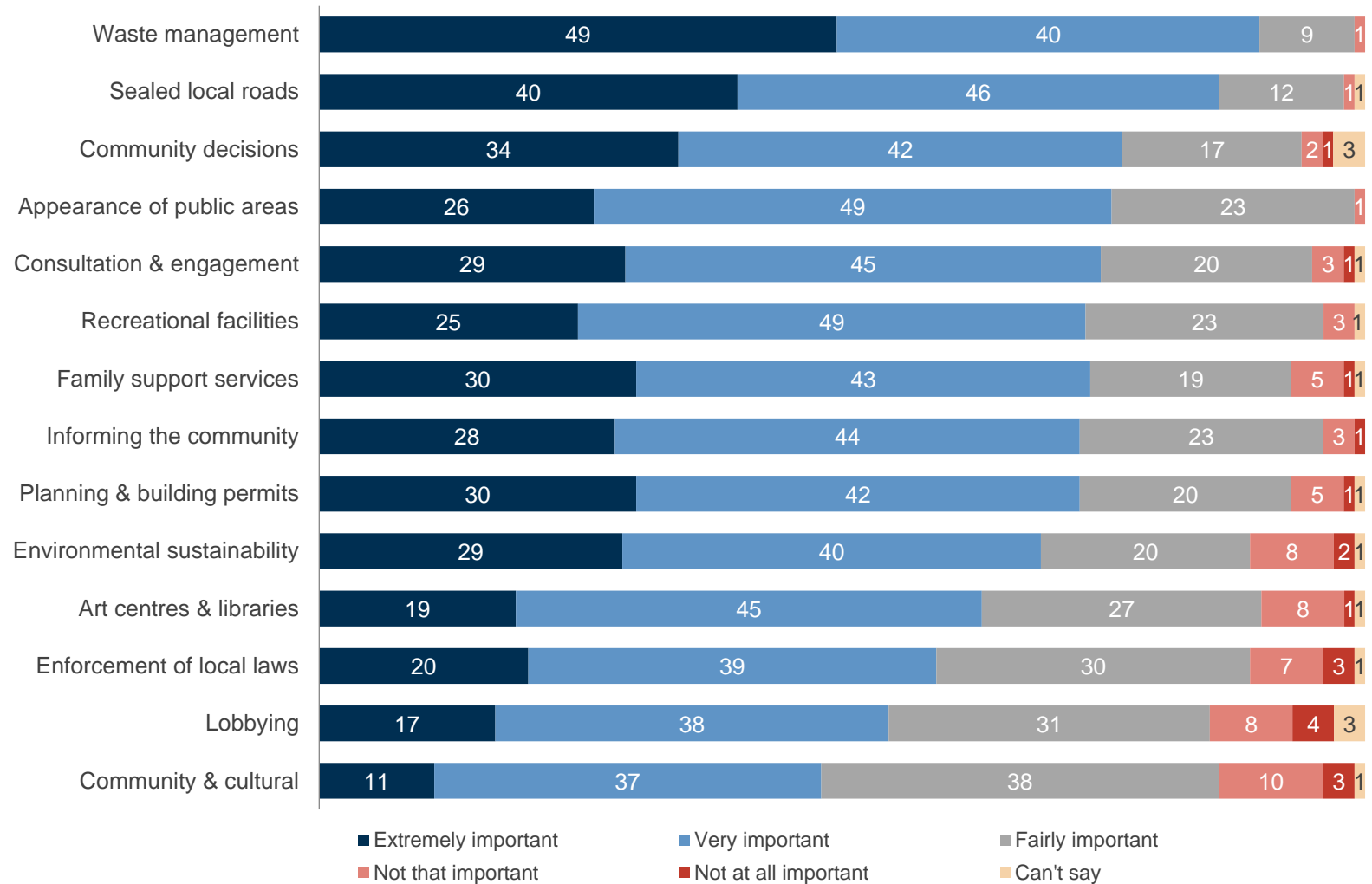
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7

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



Individual service area importance

2024 individual service area importance (%)



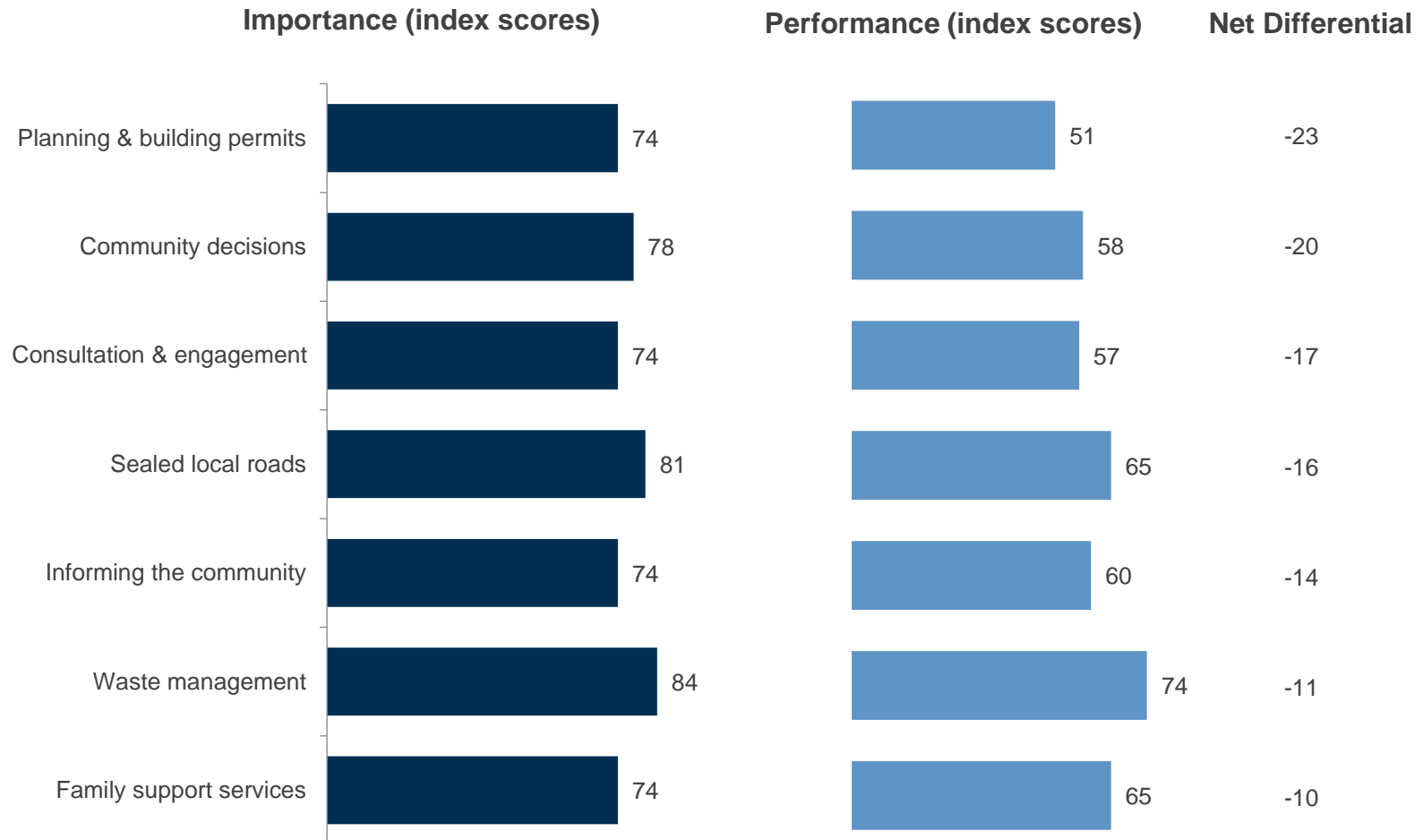
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7



Individual service areas importance vs performance

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



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



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- Enforcement of local laws
- Informing the community
- Recreational facilities
- The condition of sealed local roads
- Waste management
- The appearance of public areas
- Community consultation and engagement
- Planning and building permits.

Looking at these key service areas only, recreational facilities, waste management and the appearance of public areas have high performance index scores (75, 74 and 72 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 with a moderate influence on overall perceptions, but where Council performs relatively less well, are planning and building permits and community consultation (index scores of 51 and 57 respectively).

Addressing resident concerns about Council policies and processes around planning and building permits, and ensuring residents feel heard on key local issues, can also help to shore up positive overall ratings of Council performance.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

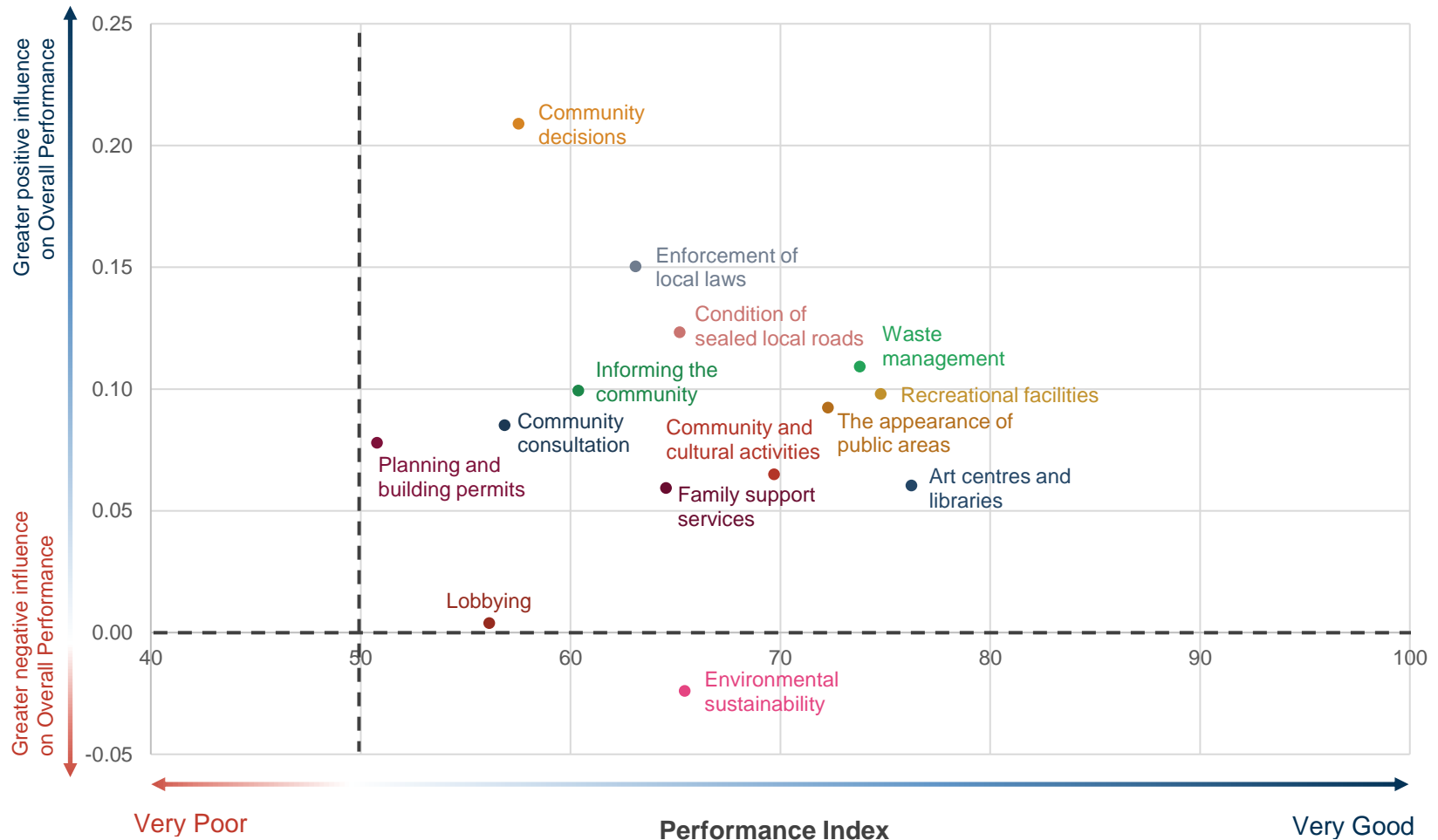
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

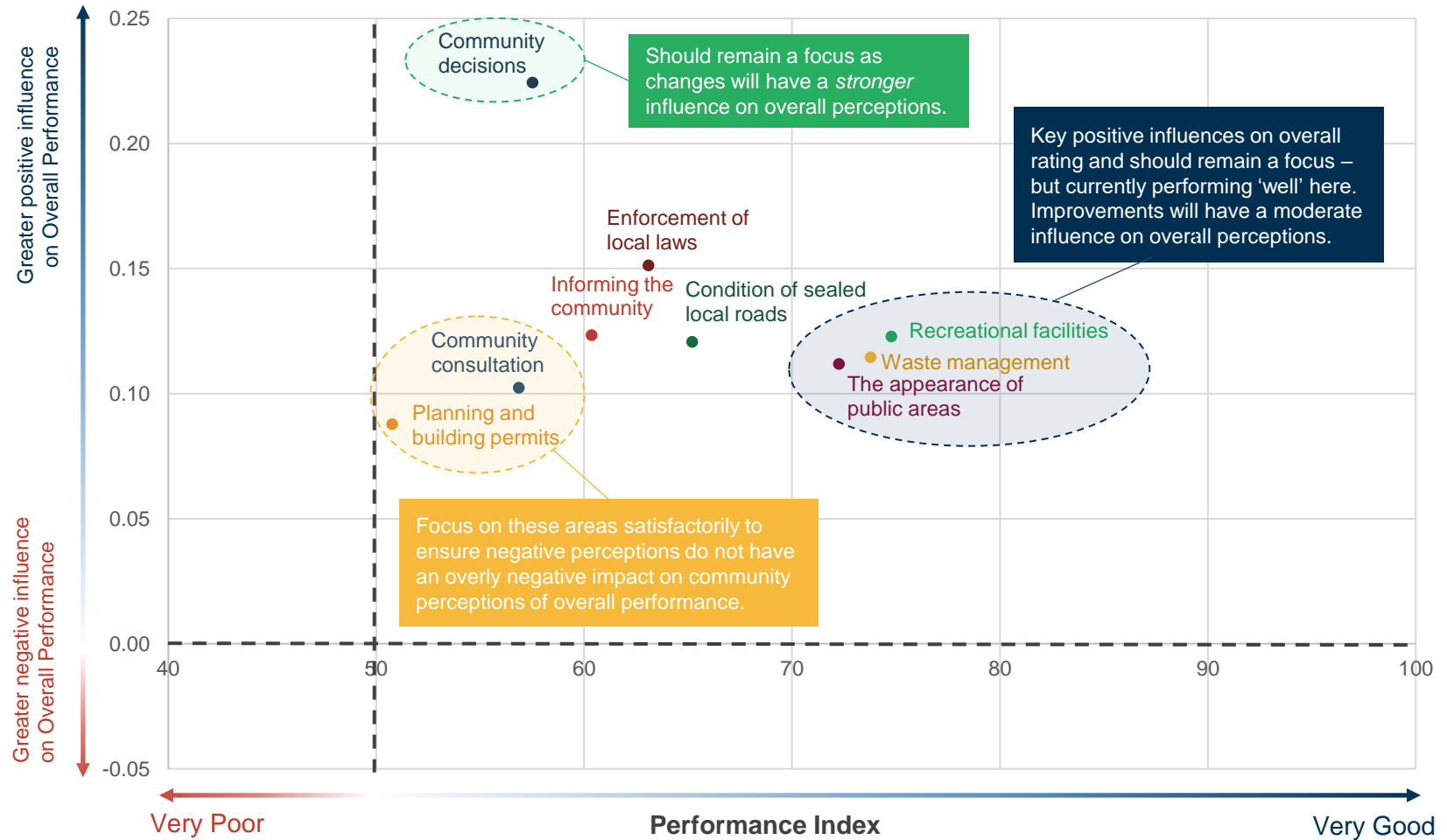
2024 regression analysis (all service areas)



The multiple regression analysis model above (all service areas) has an R^2 value of 0.611 and adjusted R^2 value of 0.600, which means that 60% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 54.56$. 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



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.600 and adjusted R^2 value of 0.592, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 81.78$.

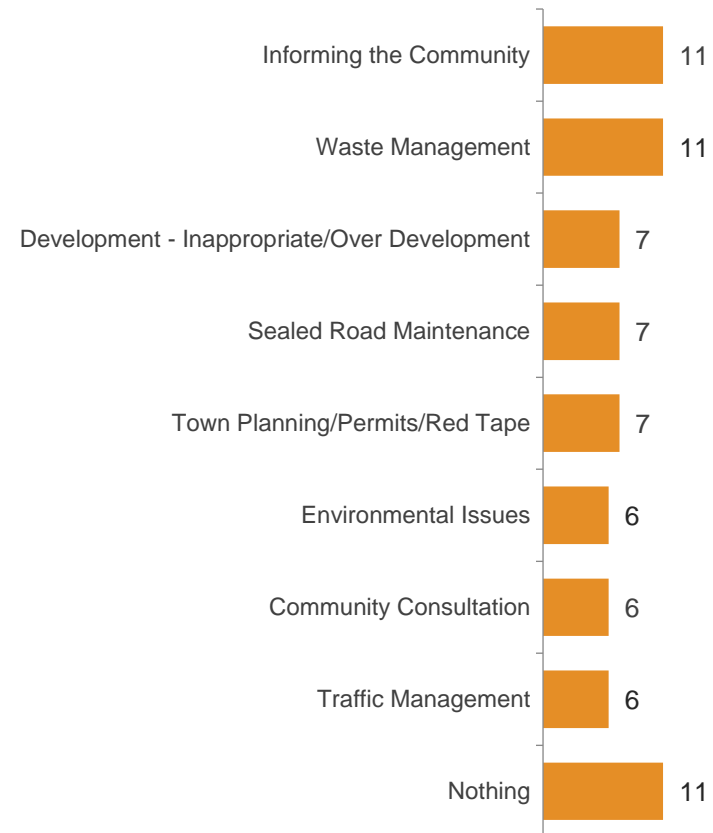


Best things about Council and areas for improvement

2024 best things about Council (%)
- Top mentions only -



2024 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: 31 Councils asked group: 8

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 10

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

More than three in five households (64%) have had contact with Council in the last 12 months. Rate of contact is five percentage points higher than last year, and the highest since 2017.

Rate of contact is highest among 35 to 64 year old residents (67%) and lowest among 18 to 34 year olds (59%). Rate of contact among men significantly increased to a record high for this cohort (65% compared to 53% in 2023).



Customer service

Whitehorse City Council's customer service index score of 71 marks a two-point (not significant) increase from 2023. Customer service is now rated on par with the Metropolitan group and significantly higher than the State-wide average (index scores of 71 and 67 respectively).

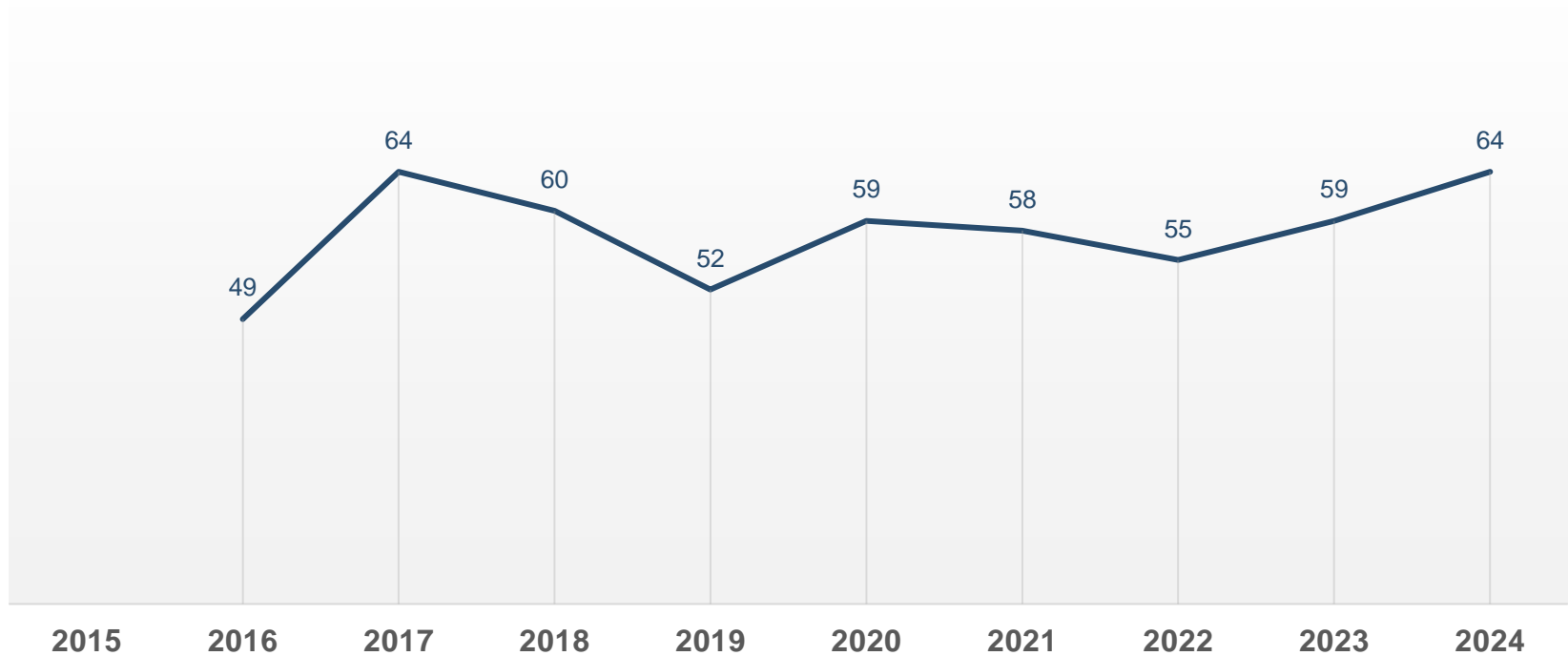
Among those who had contact with Council, seven in ten (70%) provide a positive customer service rating, while just 13% rate it as 'poor' or 'very poor'.

- Perceptions of Council's customer service are most positive among women and 18 to 34 year olds (index score of 74 for each) and least positive among residents aged 50 to 64 years (63 – a series-low result for this cohort).
- Customer service ratings have significantly improved among 18 to 34 year olds, suggesting that recent efforts to enhance interactions with these residents have been effective.
- Council should focus on improving perceptions of its customer service among 50 to 64 year olds over the coming 12 months, as this group has the highest rate of contact with Council but the least positive perceptions of both its customer service and overall performance.



Contact with council

2024 contact with council (%)
Have had contact



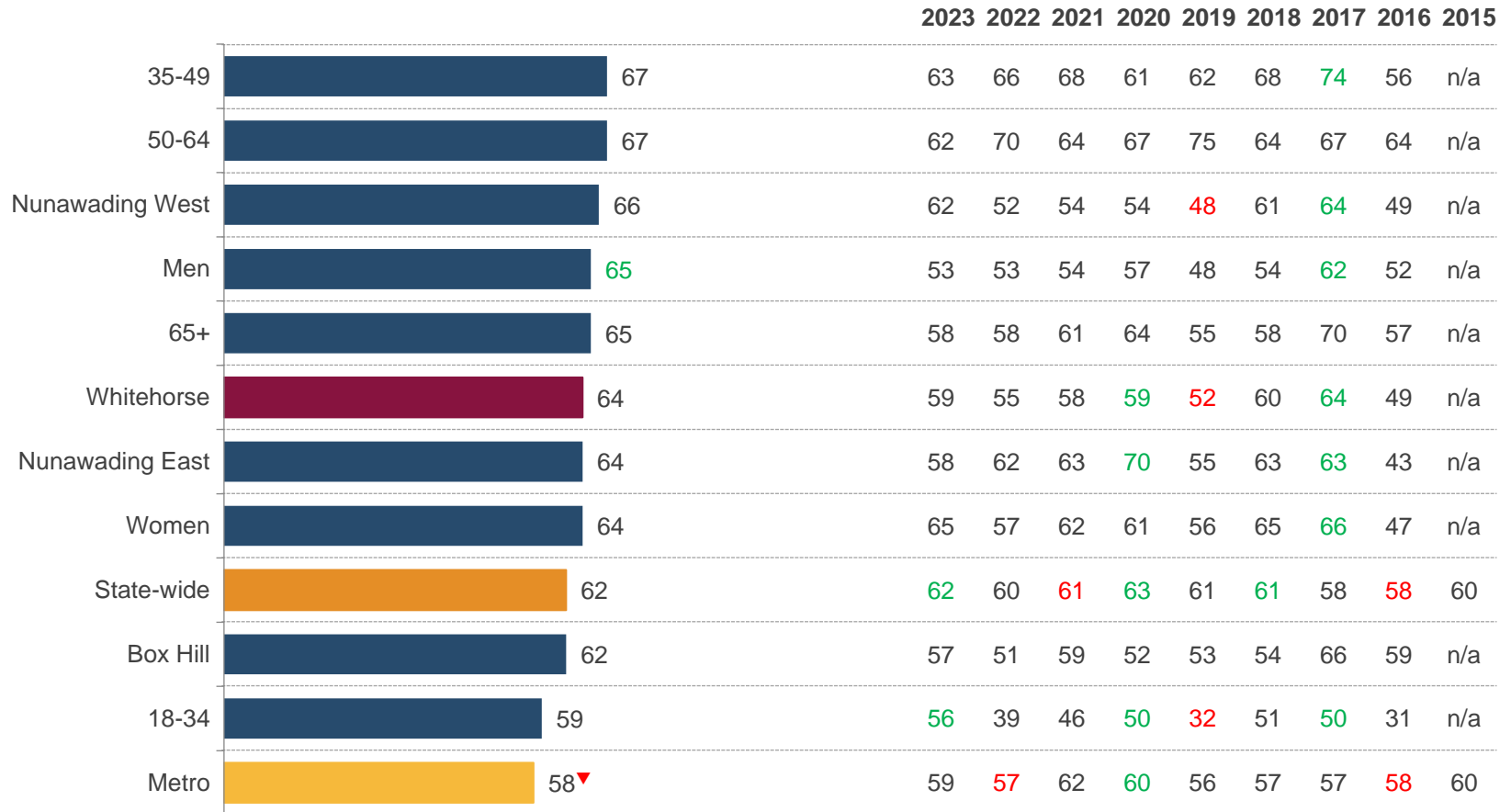
Q5. Over the last 12 months, have you or any member of your household had any contact with Whitehorse City Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 6



Contact with council

2024 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: 36 Councils asked group: 6

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



Customer service rating

2024 customer service rating (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	74	71	78	77	77	78	71	72	73	n/a
18-34	74	59	79	73	66	80	70	73	61	n/a
Nunawading West	73	72	74	74	77	74	67	71	70	n/a
35-49	73	72	73	71	76	75	69	71	69	n/a
Box Hill	73	66	76	73	69	78	74	73	66	n/a
65+	72	76	79	78	79	80	77	72	76	n/a
Whitehorse	71	69	76	74	73	78	73	72	70	n/a
Metro	71	71	72	74	74	76	72	71	73	73
Men	67	65	74	70	69	77	75	72	68	n/a
State-wide	67▼	67	68	70	70	71	70	69	69	70
Nunawading East	67	67	78	76	73	81	77	73	75	n/a
50-64	63	69	72	74	74	75	77	73	71	n/a

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.

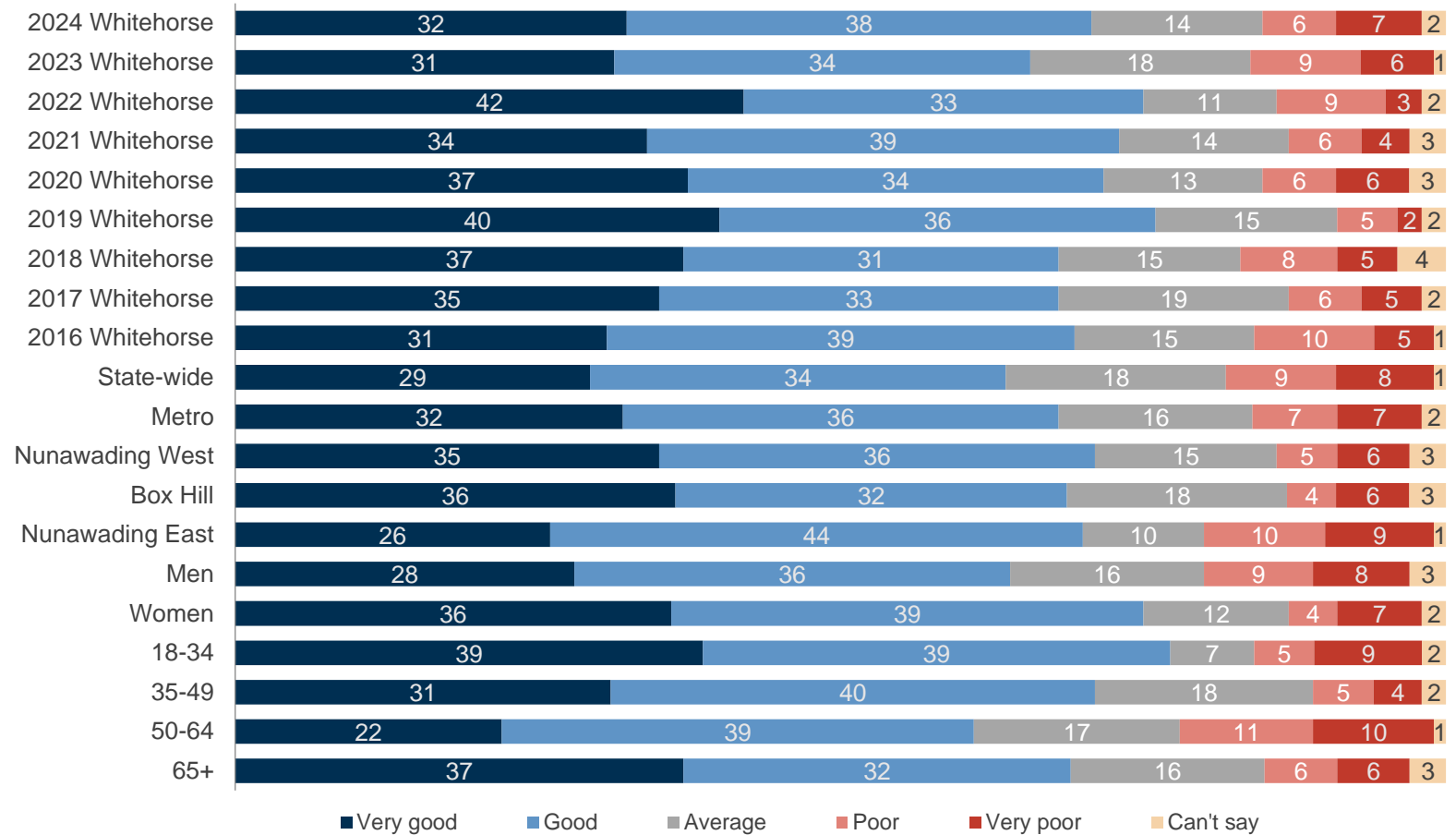
Councils asked State-wide: 62 Councils asked group: 13

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



Customer service rating

2024 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: 62 Councils asked group: 13



Communication

Communication

The preferred form of communication from Whitehorse City Council about news and information and upcoming events is a Council newsletter sent via email or mail (32% for each).

The next most preferred forms of communication are social media (13%, up four percentage points from 2023) and text message (10%), but these continue to trail far behind emailed and mailed newsletters.

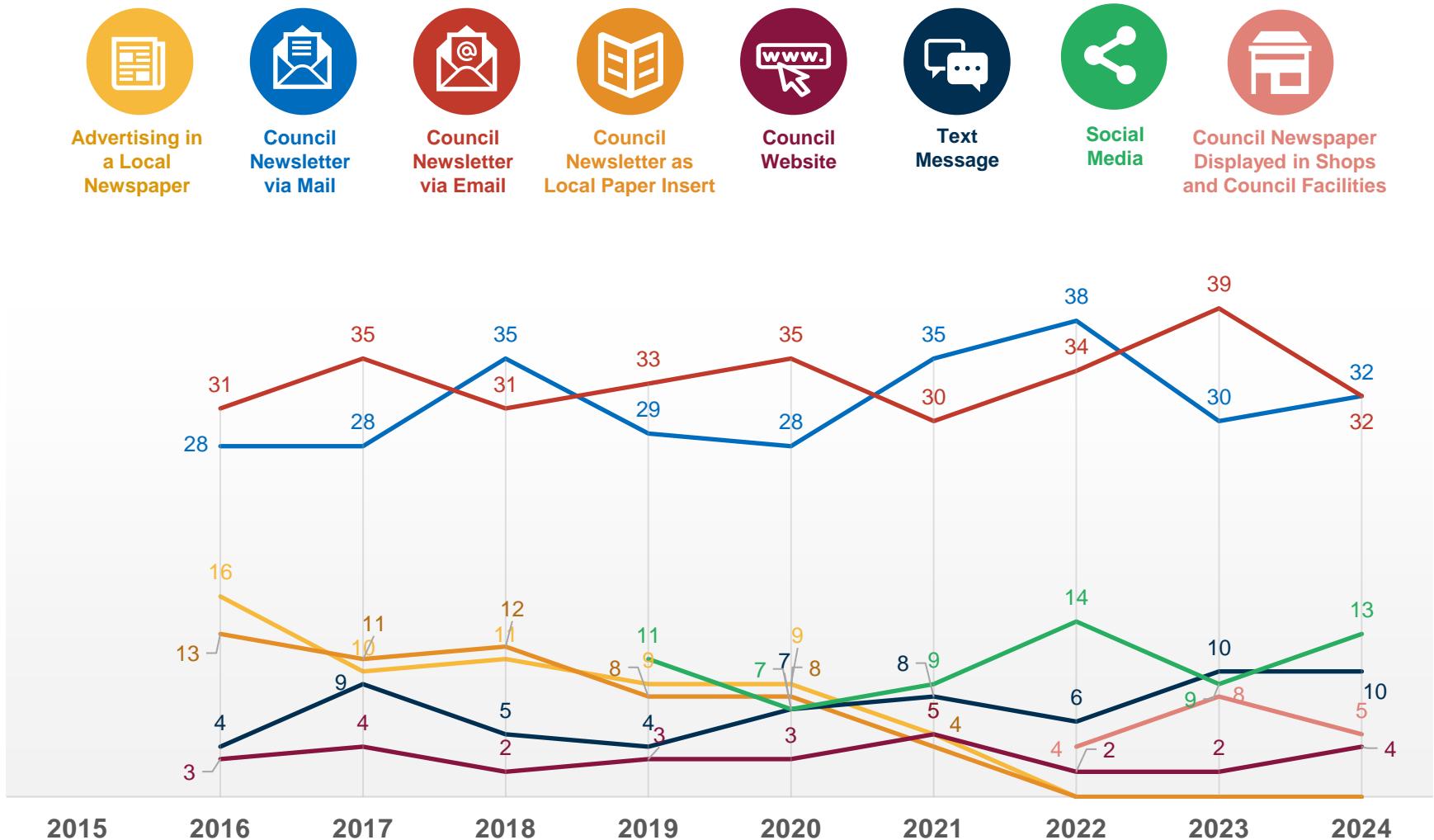
- Among residents aged under 50 years, emailed newsletters (33%) continue to be preferred over mailed newsletters (25%). However, preference for the email format has declined seven percentage points back to 2022 levels after a sharp increase in 2023. Conversely, preference for social media (17%) has increased six percentage points, almost back to 2022 levels after a sharp decline in 2023.
- Among those aged 50 years and over, newsletters via mail (41%, up seven percentage points) are now preferred over email (30%, down seven percentage points). This marks a return to the preference for mail over email, which has been the long term trend for this age group.





Best form of communication

2024 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?

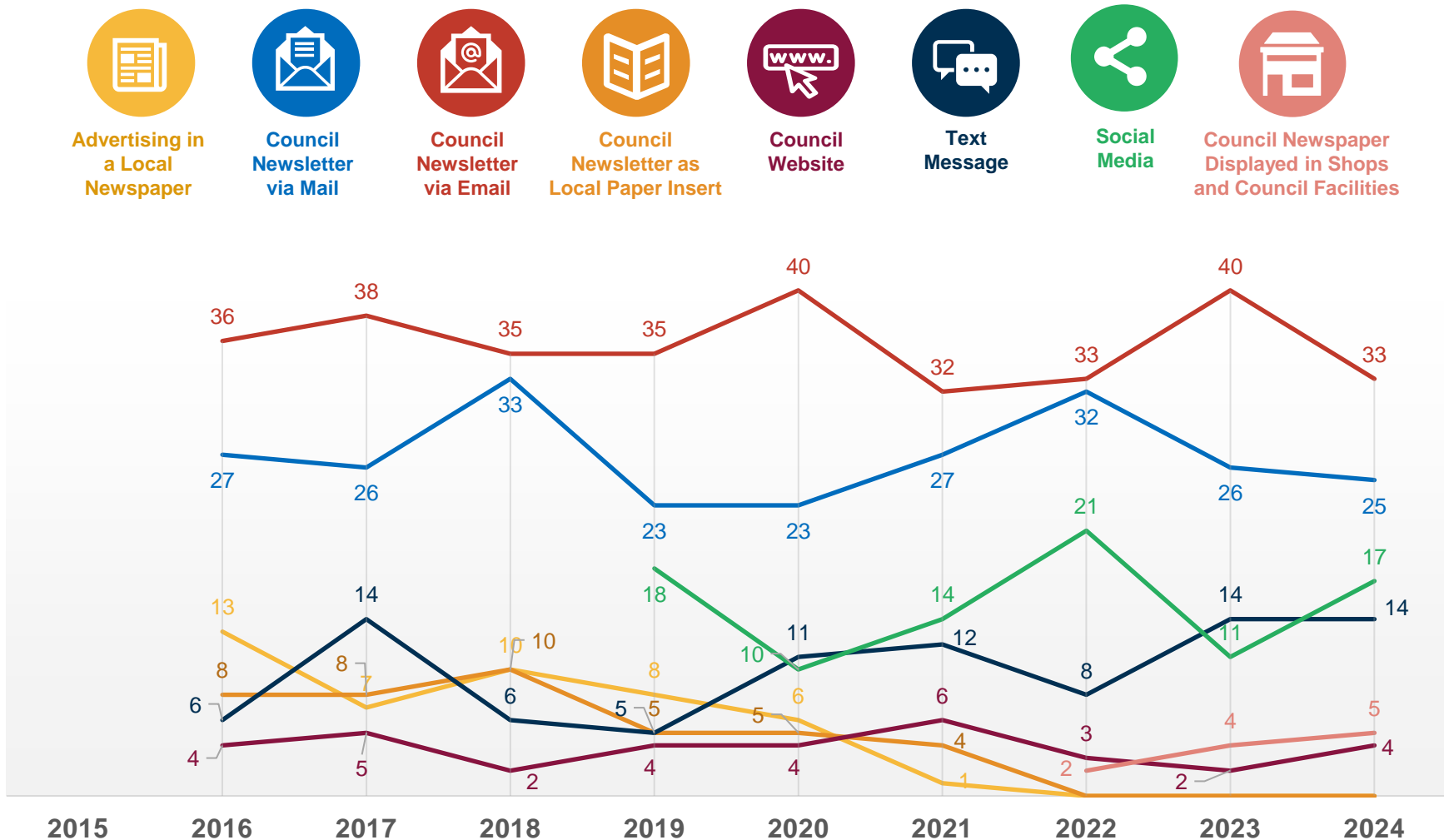
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10

Note: 'Social Media' was included in 2019. 'Council newspaper displayed in shops and council facilities' was included in 2022.



Best form of communication: under 50s

2024 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?

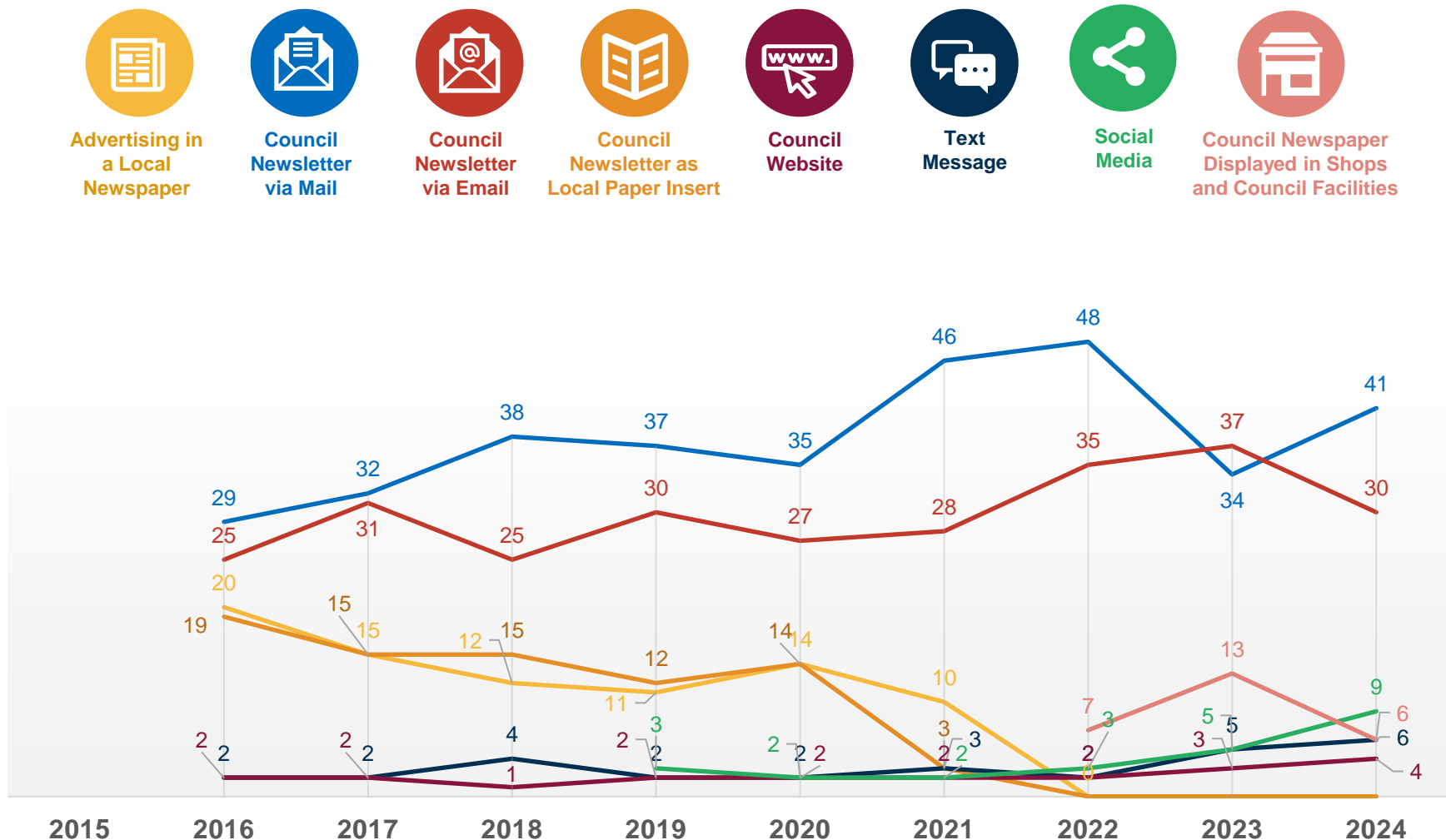
Base: All respondents aged under 50. Councils asked State-wide: 38 Councils asked group: 10

Note: 'Social Media' was included in 2019. 'Council newspaper displayed in shops and council facilities' was included in 2022.



Best form of communication: 50+ years

2024 50+ years 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 50+ years. Councils asked State-wide: 38 Councils asked group: 10

Note: 'Social Media' was included in 2019. 'Council newspaper displayed in shops and council facilities' was included in 2022.



Council direction

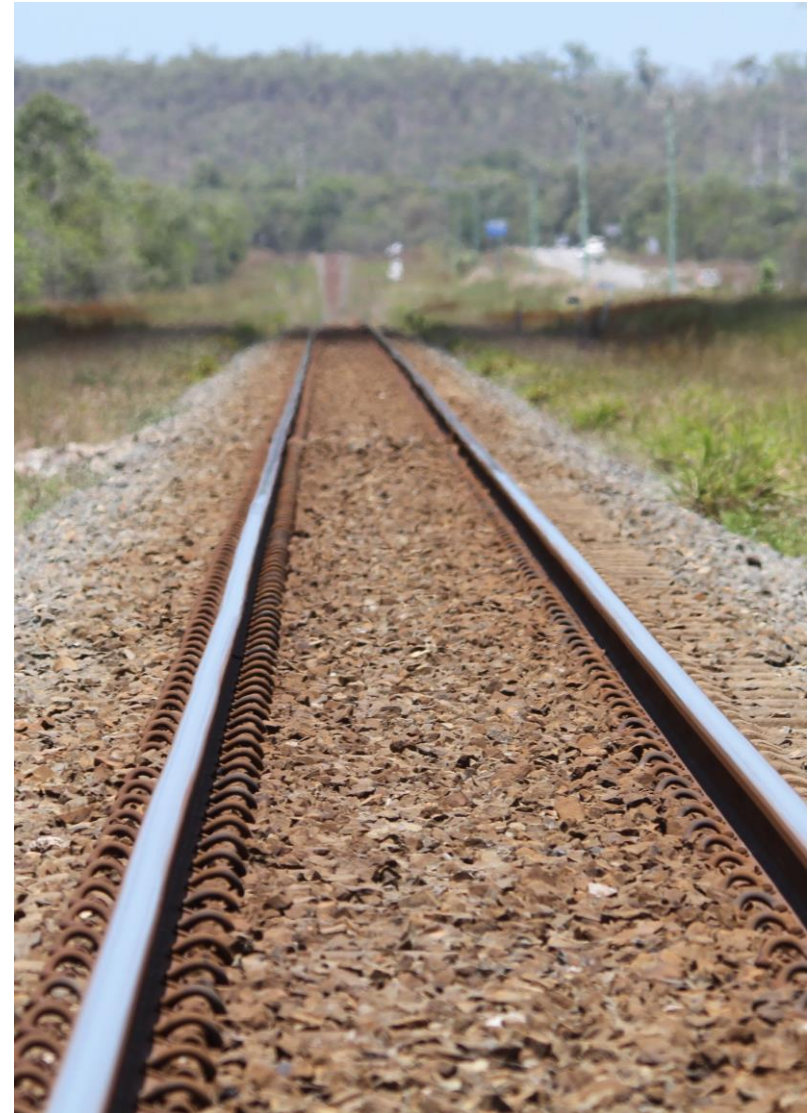


Council direction

Perceptions of the direction of Whitehorse City Council's overall performance (index score of 49) are similar to 2023. This marks an end to the previous decline from a peak result in 2021 (index score of 53) to 2023 (index score of 48).

Over the last 12 months, 11% of residents think the direction of Council's overall performance has improved (similar to 10% in 2023). This is slightly lower than the 13% who believe it has deteriorated (similar to 14% in 2023). However, seven in ten residents (70%) think the direction of Council's overall performance has stayed the same (unchanged from 2023).

- The most satisfied with council direction are 18 to 34 year old residents (index score of 54 – significantly higher than average).
- The least satisfied with council direction are 50 to 64 year old residents (index score of 46).
- Encouragingly, perceptions among 18 to 34 year olds and Box Hill residents have improved after a significant decline in 2023.





Overall council direction last 12 months

2024 overall council direction (index scores)

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

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

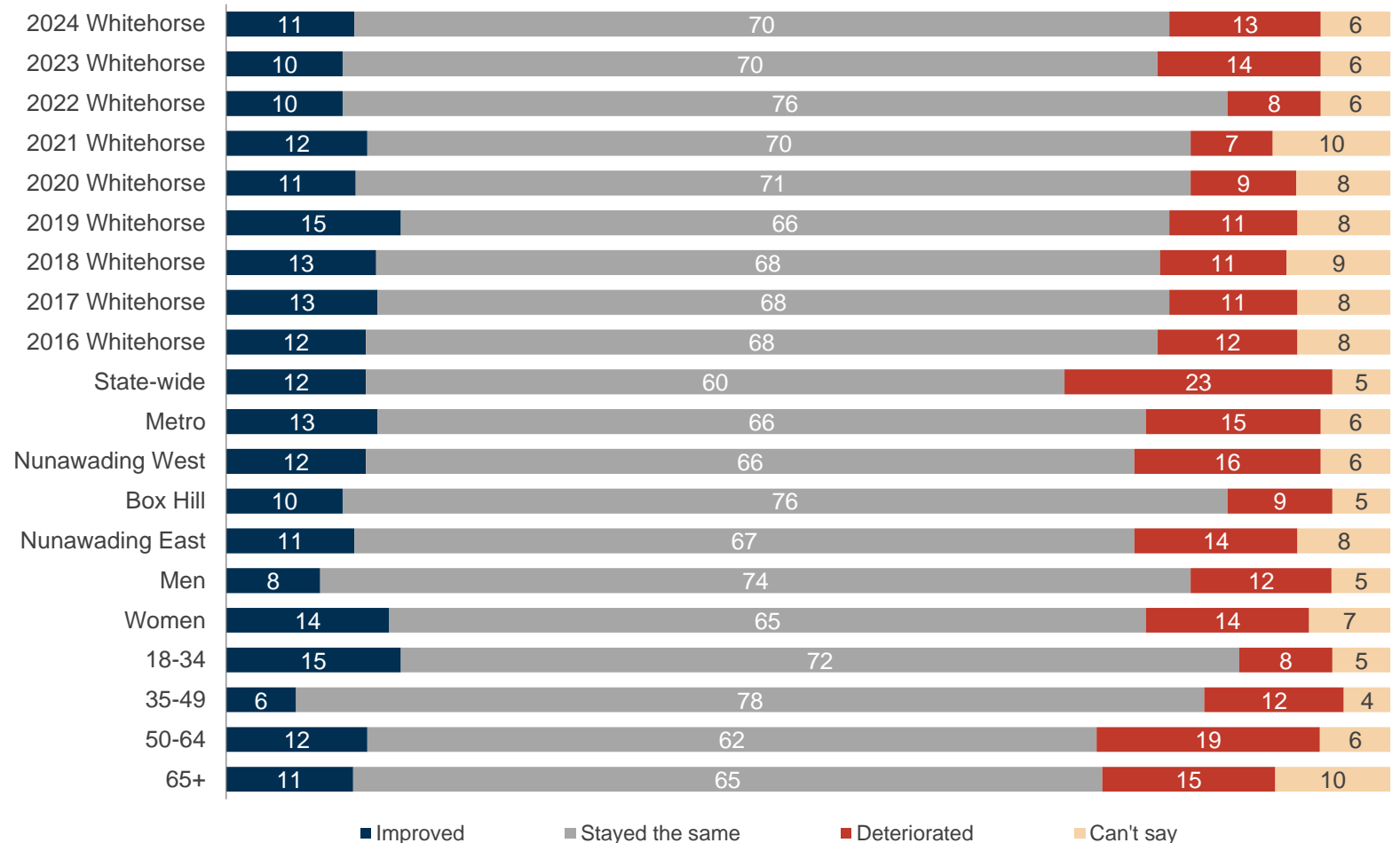
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Overall council direction last 12 months

2024 overall council direction (%)



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

Individual service areas



Community consultation and engagement importance



2024 consultation and engagement importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	77	75	75	75	72	72	72	74	76	n/a
65+	76	75	74	76	73	75	73	75	75	n/a
50-64	76	78	78	75	75	75	78	76	76	n/a
State-wide	76	76	76	75	74	74	74	74	75	74
Nunawading West	75	70	72	72	72	70	70	71	74	n/a
Whitehorse	74	71	71	72	70	71	71	71	75	n/a
Nunawading East	74	73	70	74	66	70	67	71	75	n/a
35-49	74	70	74	75	73	73	72	71	79	n/a
Box Hill	74	70	72	72	72	75	76	70	76	n/a
Metro	73	73	73	73	72	71	72	72	73	72
18-34	72	66	65	66	62	64	64	65	71	n/a
Men	72	67	68	70	68	69	69	68	73	n/a

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6

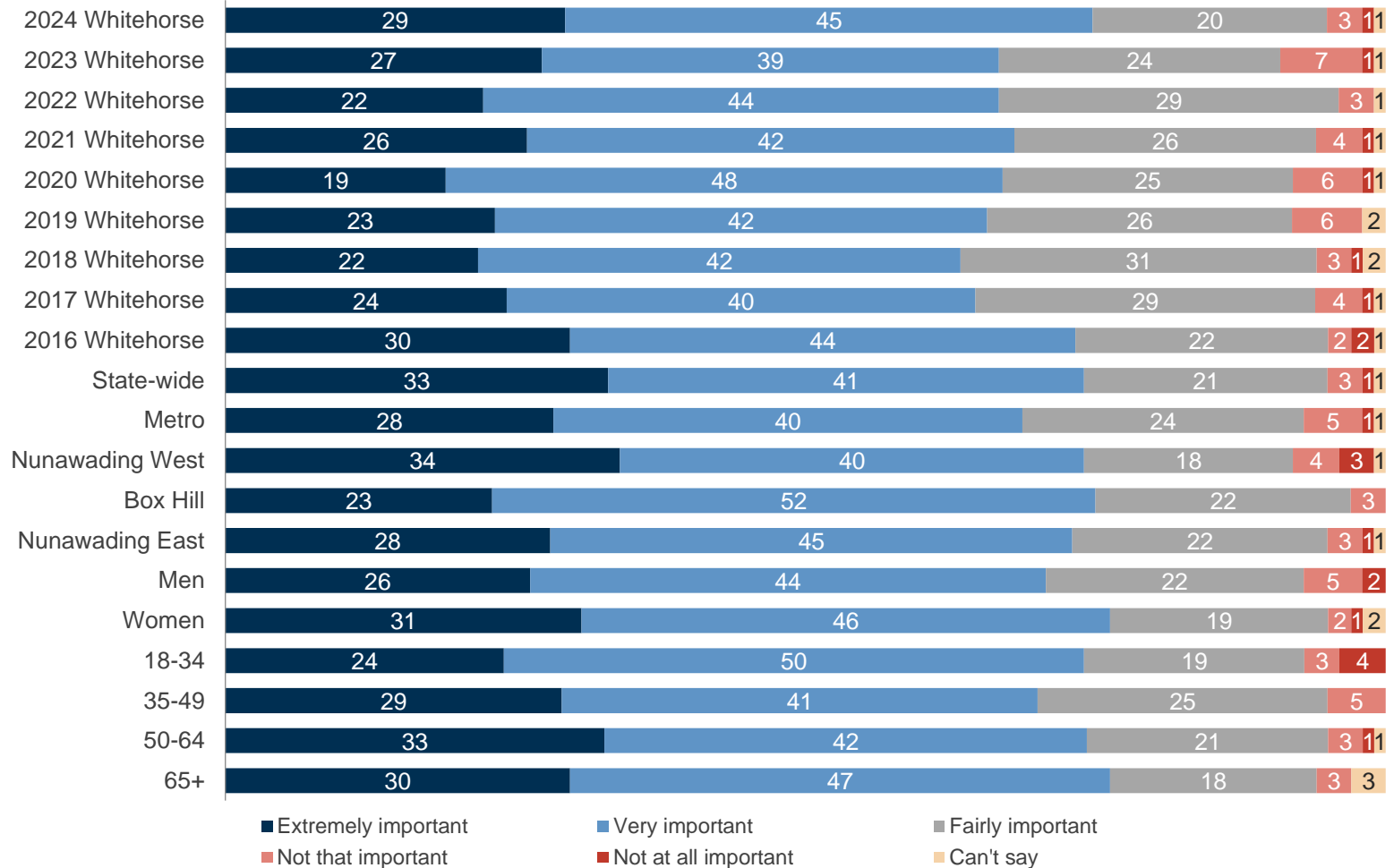
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2024 consultation and engagement importance (%)





Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

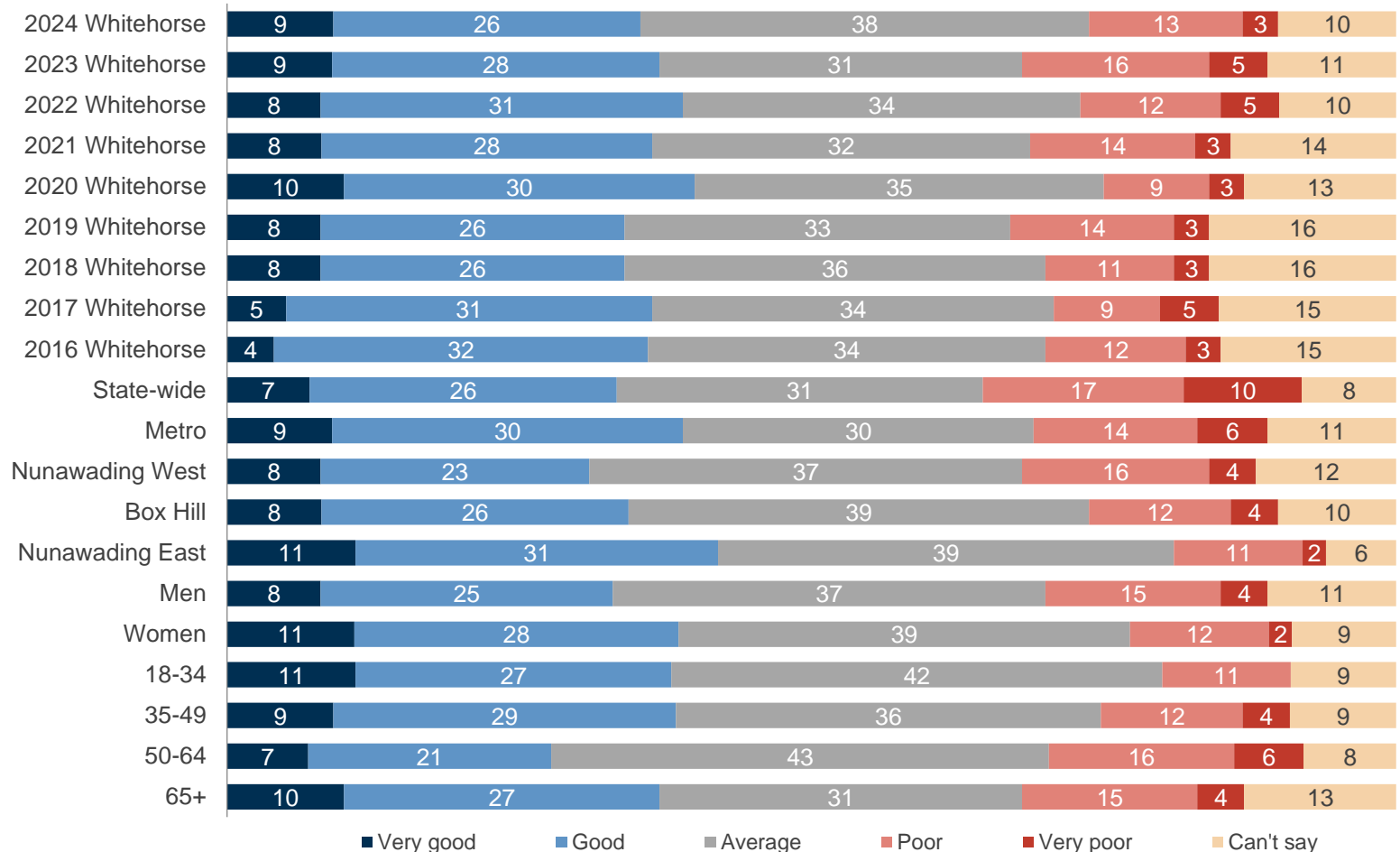
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)

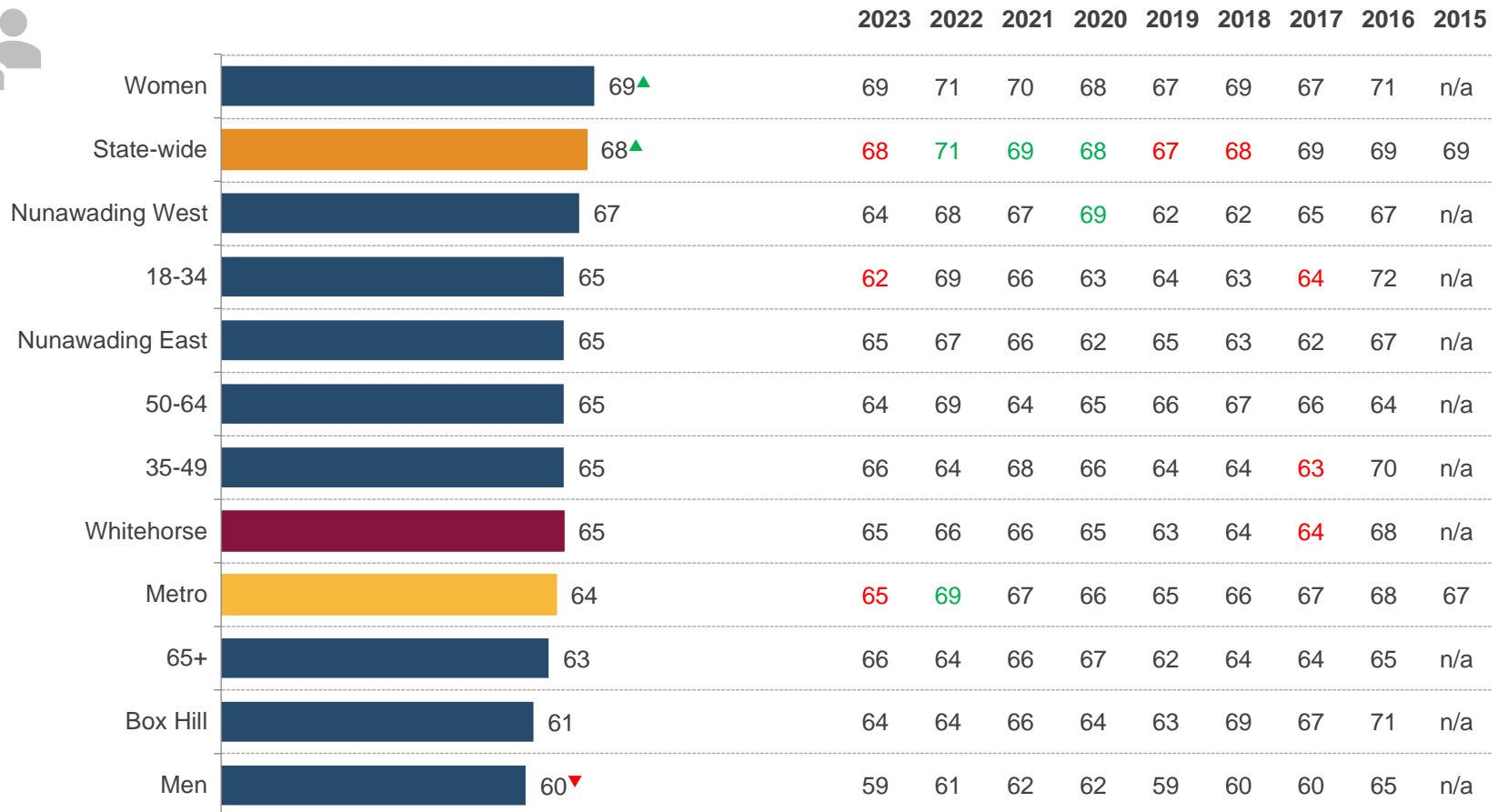




Lobbying on behalf of the community importance



2024 lobbying importance (index scores)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 6

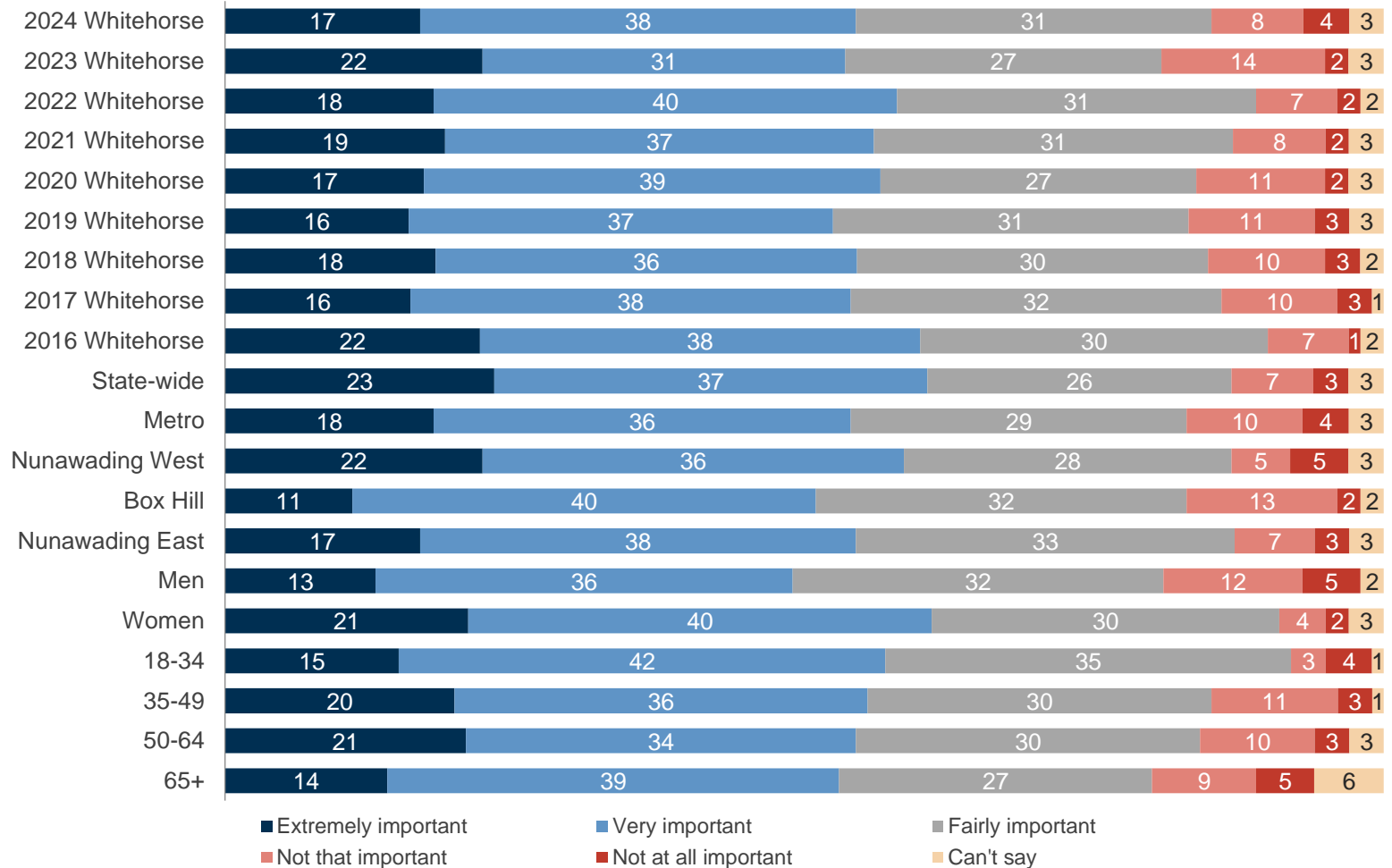
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2024 lobbying importance (%)





Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	58	52	60	56	61	62	58	63	59	n/a
35-49	57	54	55	59	54	52	55	50	53	n/a
Nunawading East	57	56	58	60	60	58	58	56	59	n/a
Women	57	55	57	58	59	56	55	55	59	n/a
Whitehorse	56	54	57	58	59	56	56	56	57	n/a
Box Hill	56	54	54	57	59	56	56	57	56	n/a
Nunawading West	56	51	59	56	57	54	55	55	55	n/a
Men	56	52	56	57	59	56	58	56	55	n/a
65+	55	56	56	60	62	55	58	52	59	n/a
Metro	54	53	55	56	57	57	56	56	56	58
50-64	53	52	52	56	53	48	53	54	55	n/a
State-wide	50▼	51	53	55	53	54	54	54	53	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: 46 Councils asked group: 9

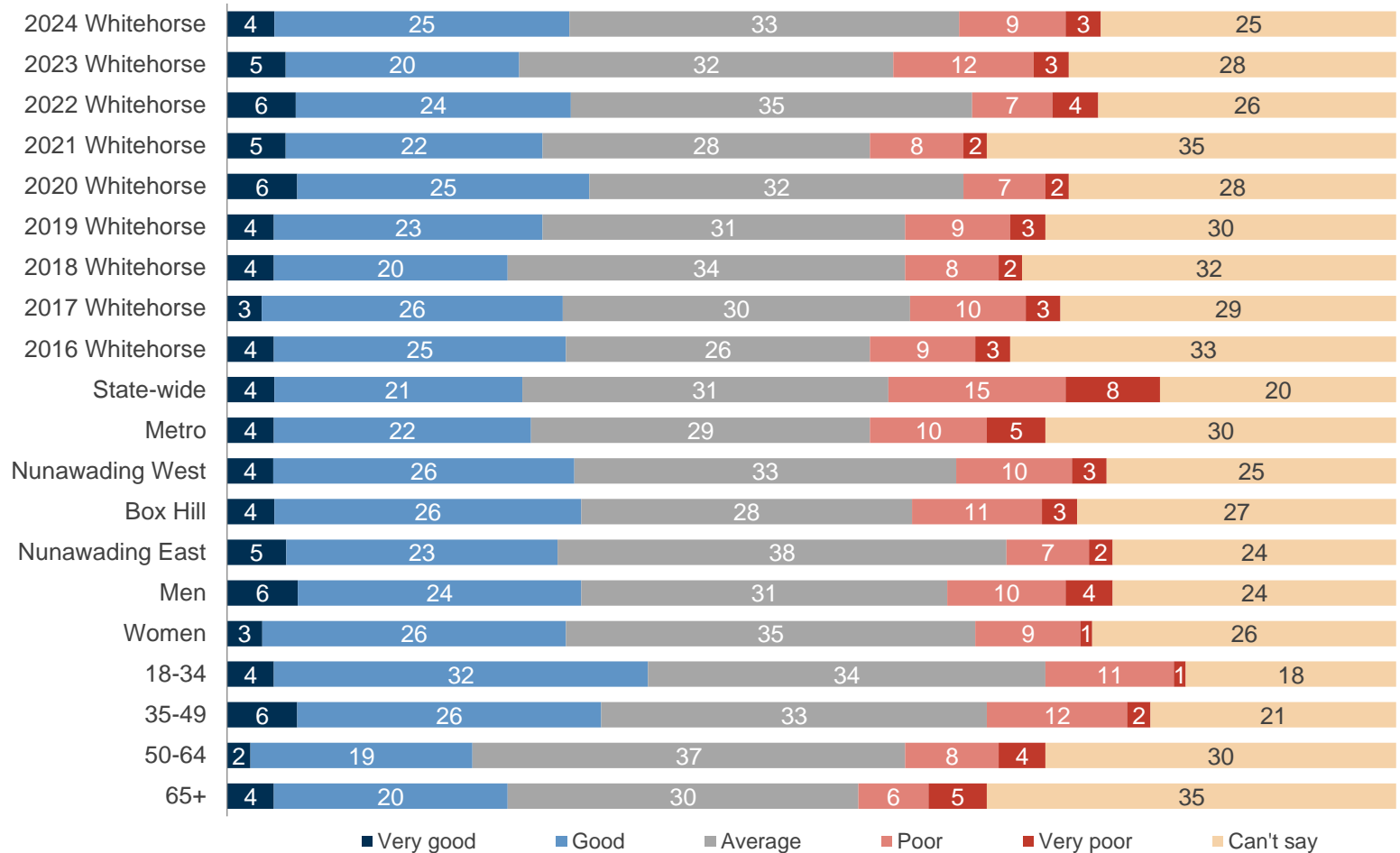
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



Decisions made in the interest of the community importance



2024 community decisions made importance (index scores)

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

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

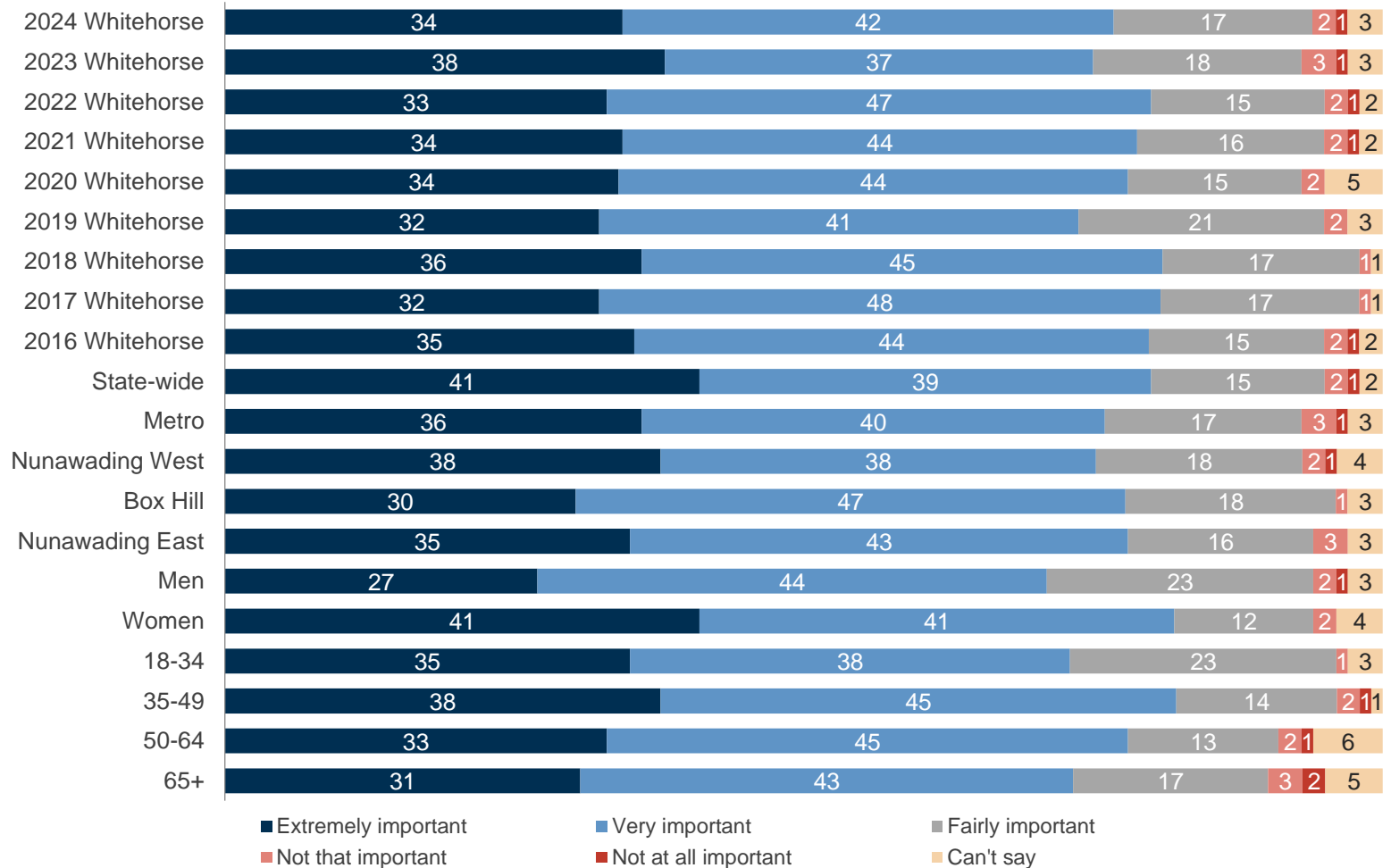
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 5

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

Decisions made in the interest of the community importance



2024 community decisions made importance (%)



Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	61	54	65	59	65	65	63	66	62	n/a
Women	60	57	60	62	62	59	55	59	58	n/a
Box Hill	59	57	60	61	62	62	57	62	55	n/a
Nunawading East	58	56	62	61	63	62	60	61	63	n/a
Whitehorse	58	56	61	60	61	60	58	59	57	n/a
65+	57	58	59	61	61	61	59	55	56	n/a
35-49	57	56	60	61	59	57	55	56	53	n/a
Metro	57	55	59	61	59	60	58	58	59	59
Nunawading West	55	55	60	59	60	56	56	54	51	n/a
Men	55	56	62	58	60	61	61	58	55	n/a
50-64	54	56	51	57	54	51	52	54	52	n/a
State-wide	50▼	51	54	56	53	55	54	54	54	55

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

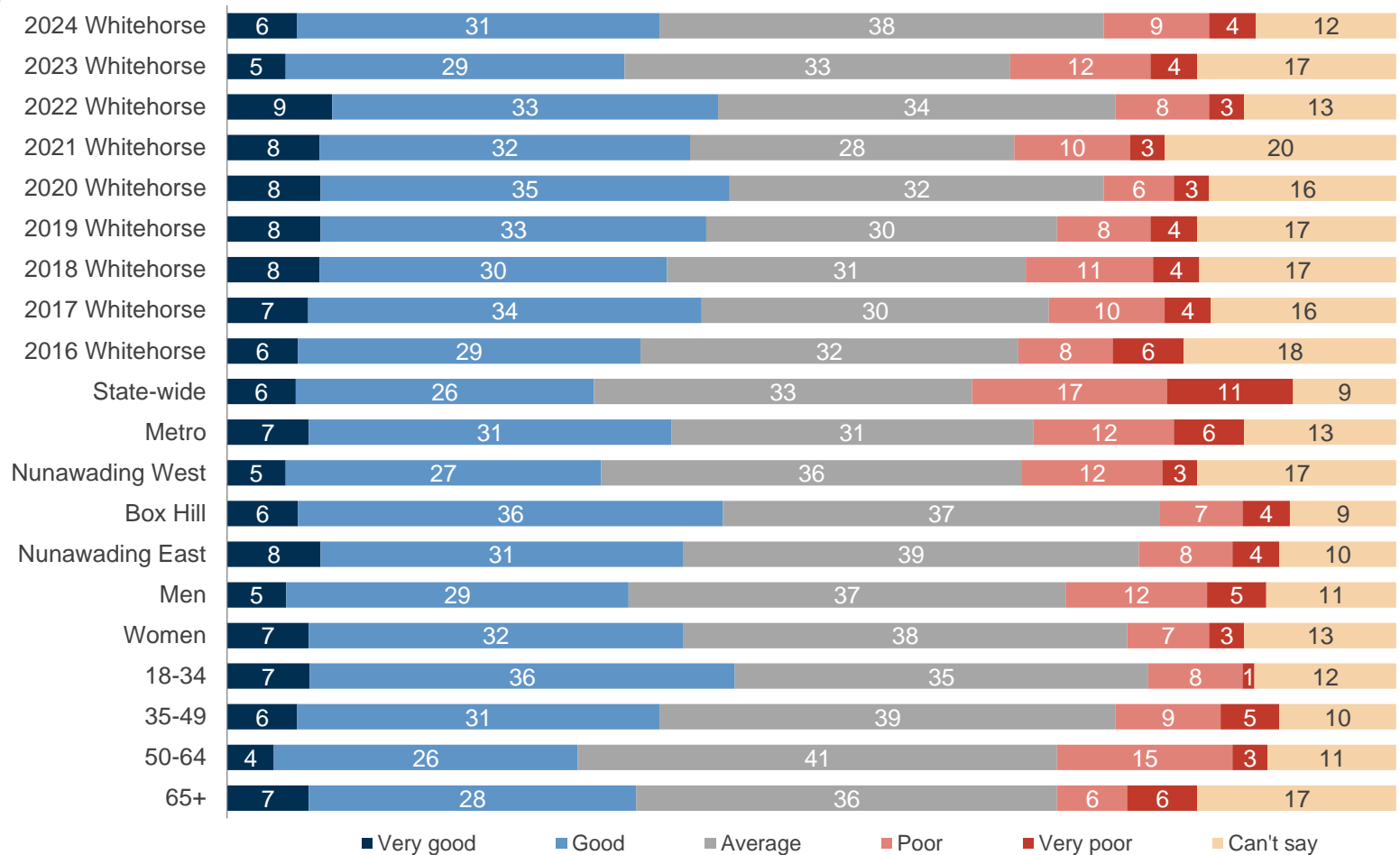
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



The condition of sealed local roads in your area importance



2024 sealed local roads importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	84	78	80	73	74	77	76	75	73	n/a
65+	83	79	79	80	78	77	77	76	76	n/a
State-wide	83▲	82	81	79	79	79	80	78	78	76
Women	82	81	82	78	81	78	78	78	76	n/a
Nunawading West	82	80	80	75	77	75	75	76	77	n/a
Nunawading East	82	80	77	76	79	77	78	77	74	n/a
Whitehorse	81	79	80	76	77	77	76	76	76	n/a
Men	80	77	77	74	72	75	74	74	75	n/a
50-64	80	84	80	78	78	77	78	81	73	n/a
Box Hill	80	78	81	78	75	77	75	76	77	n/a
Metro	80	79	80	78	77	77	78	77	76	75
35-49	78	78	80	76	79	75	75	75	80	n/a

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

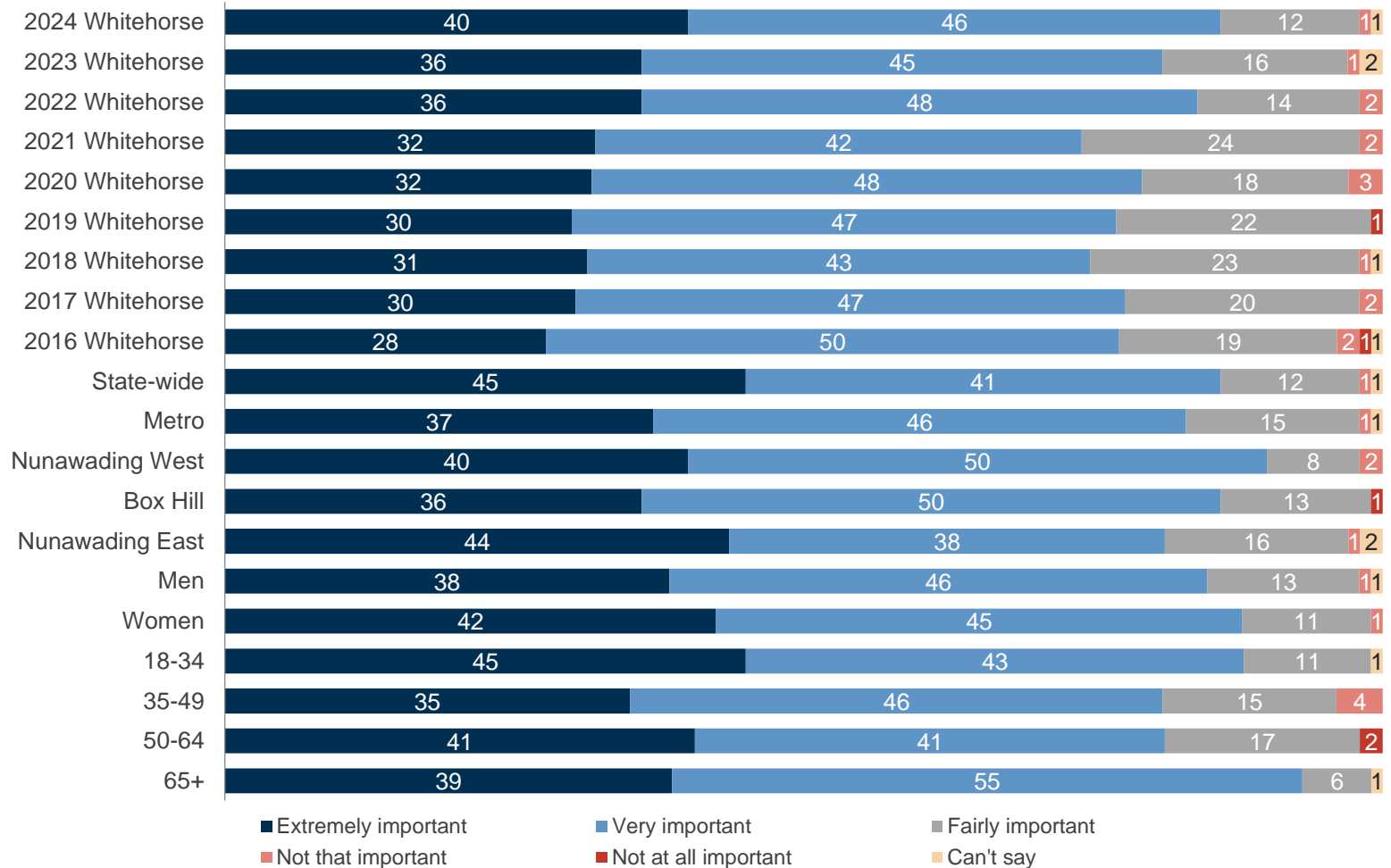
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

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

The condition of sealed local roads in your area importance



2024 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	67	66	69	69	65	73	72	74	77	n/a
35-49	67	65	67	74	73	72	67	73	71	n/a
Box Hill	66	64	68	71	67	72	66	71	72	n/a
Nunawading West	66	63	68	71	72	72	73	74	73	n/a
Men	66	65	68	69	65	72	73	72	74	n/a
Whitehorse	65	64	68	71	69	72	70	73	73	n/a
Women	65	64	68	72	72	72	67	73	73	n/a
Nunawading East	63	66	68	69	67	71	71	72	75	n/a
65+	63	64	67	69	69	71	70	70	72	n/a
50-64	63	60	68	72	69	69	72	73	72	n/a
Metro	61▼	61	65	68	67	69	68	66	67	69
State-wide	45▼	48	53	57	54	56	53	53	54	55

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

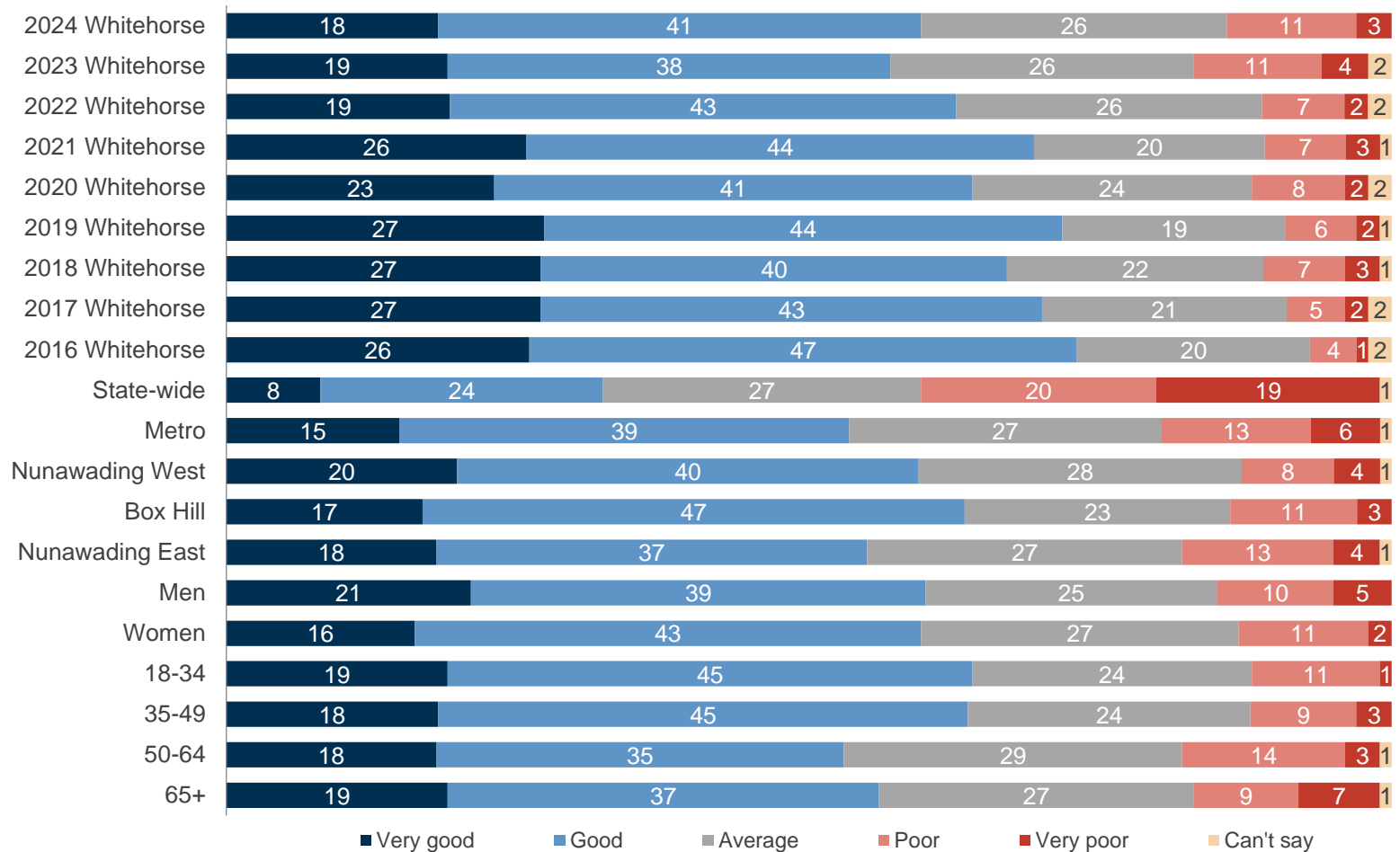
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)

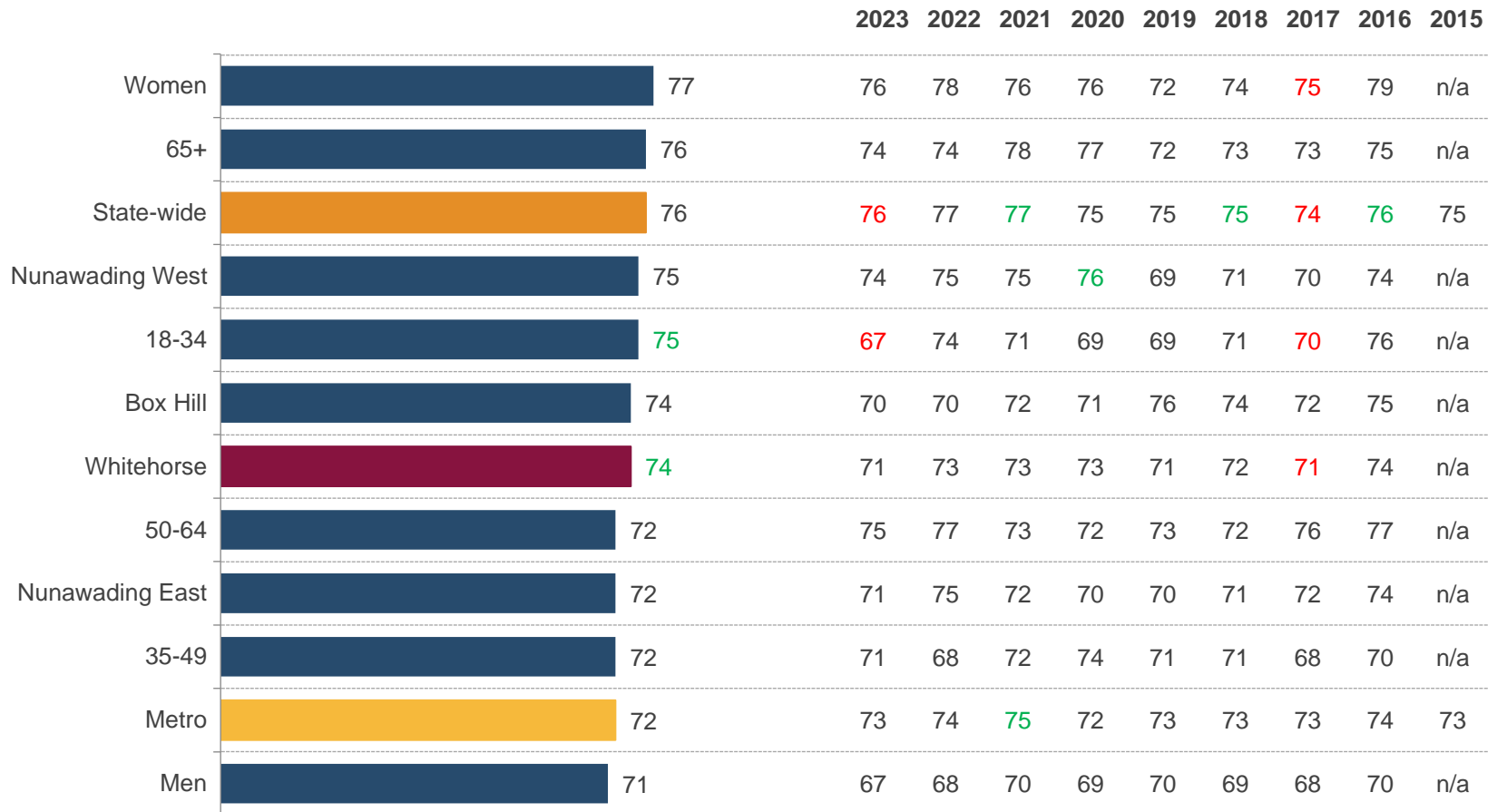




Informing the community importance



2024 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: 18 Councils asked group: 5

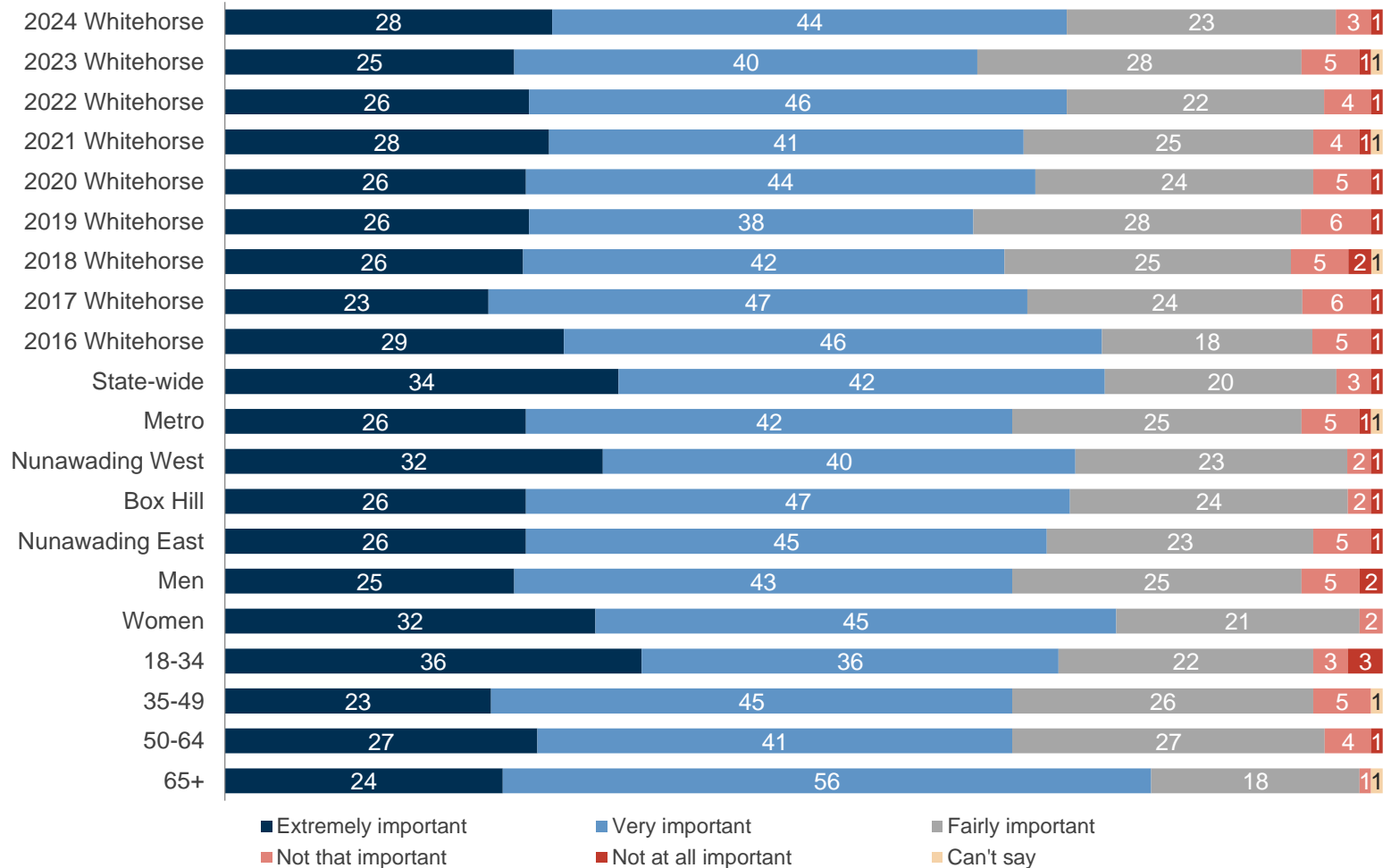
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2024 informing community importance (%)





Informing the community performance



2024 informing community performance (index scores)

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

Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 34 Councils asked group: 9

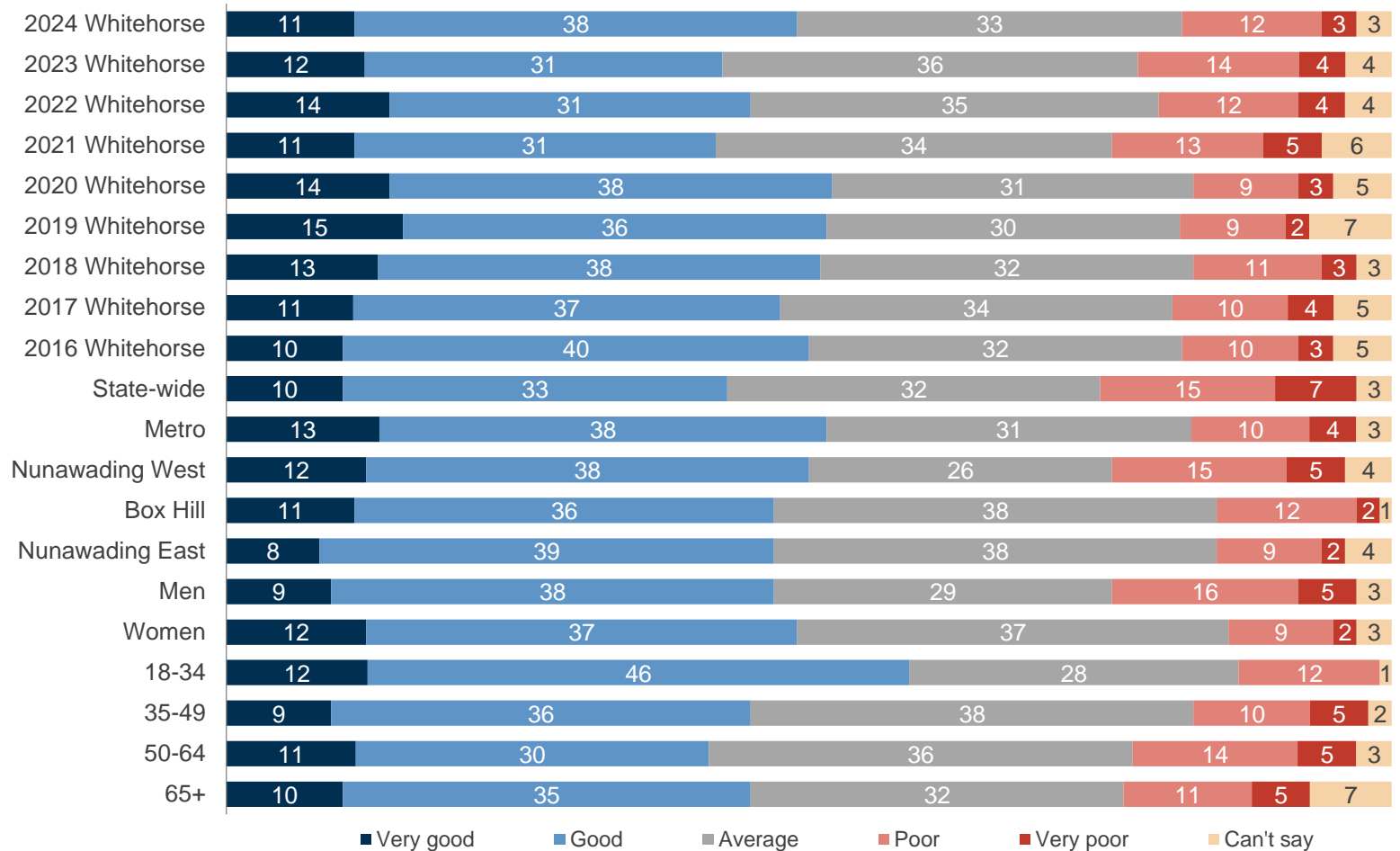
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2024 informing community performance (%)





Enforcement of local laws importance



2024 law enforcement importance (index scores)

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

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4

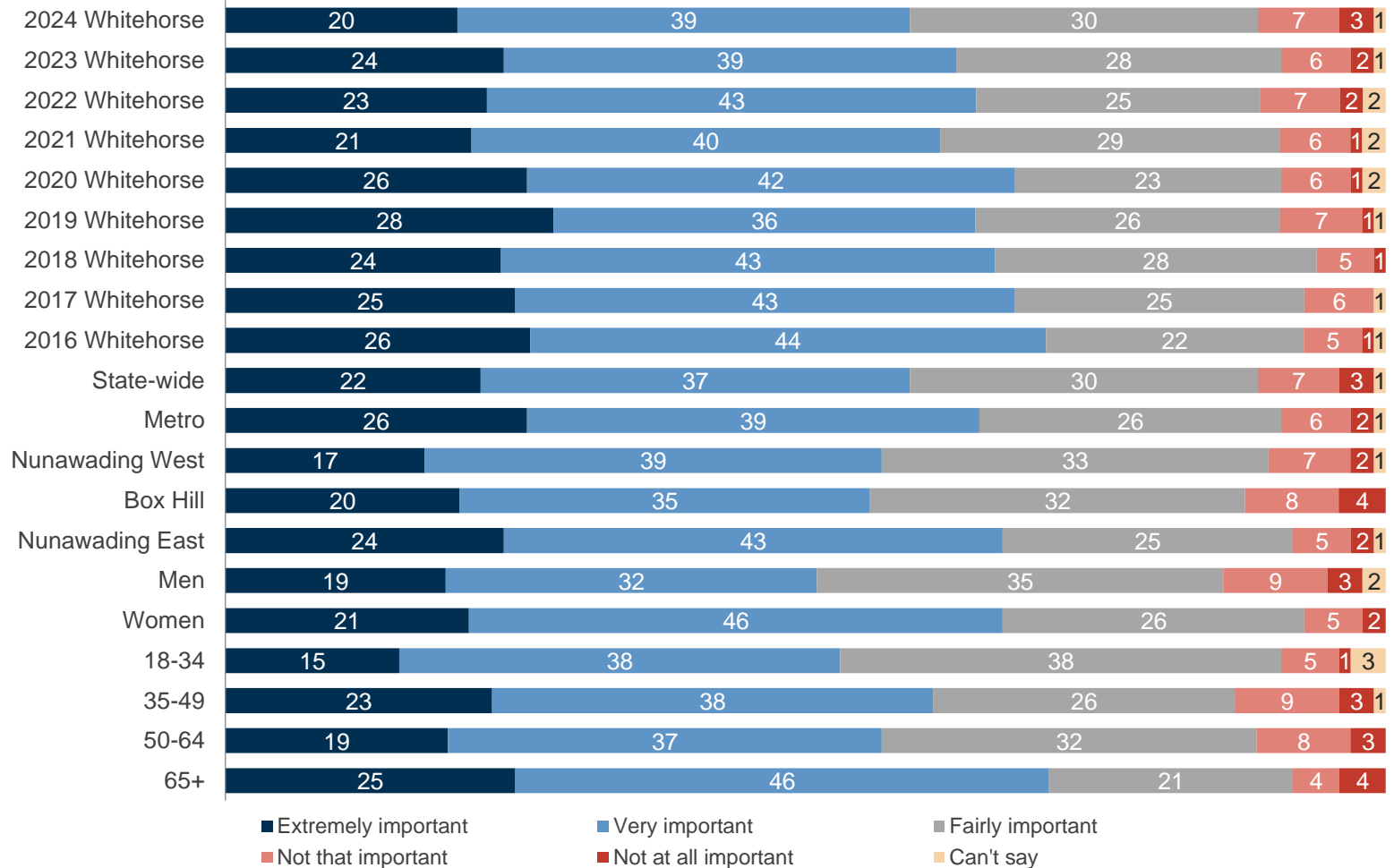
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2024 law enforcement importance (%)





Enforcement of local laws performance



2024 law enforcement performance (index scores)

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

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6

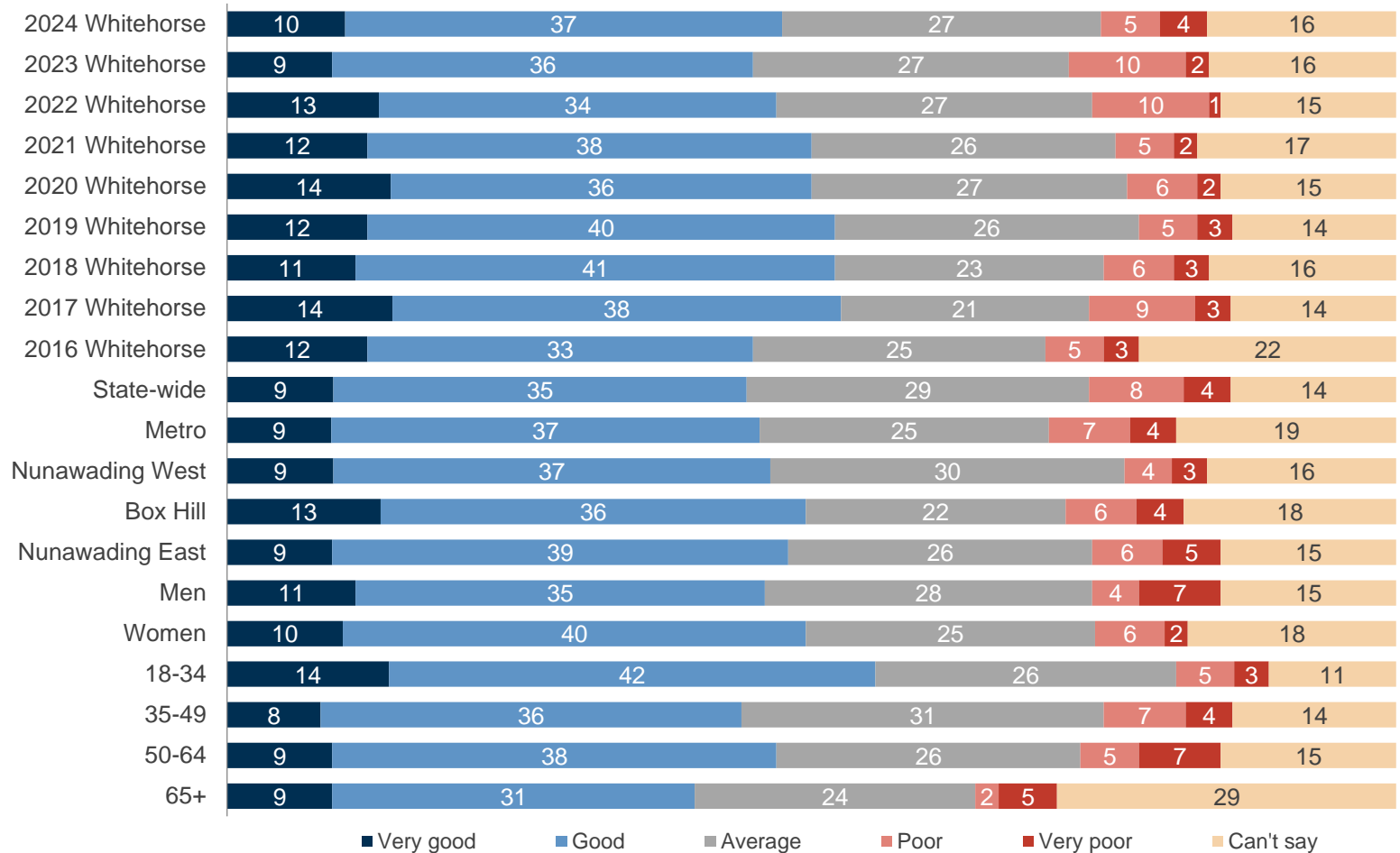
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2024 law enforcement performance (%)





Family support services importance



2024 family support importance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

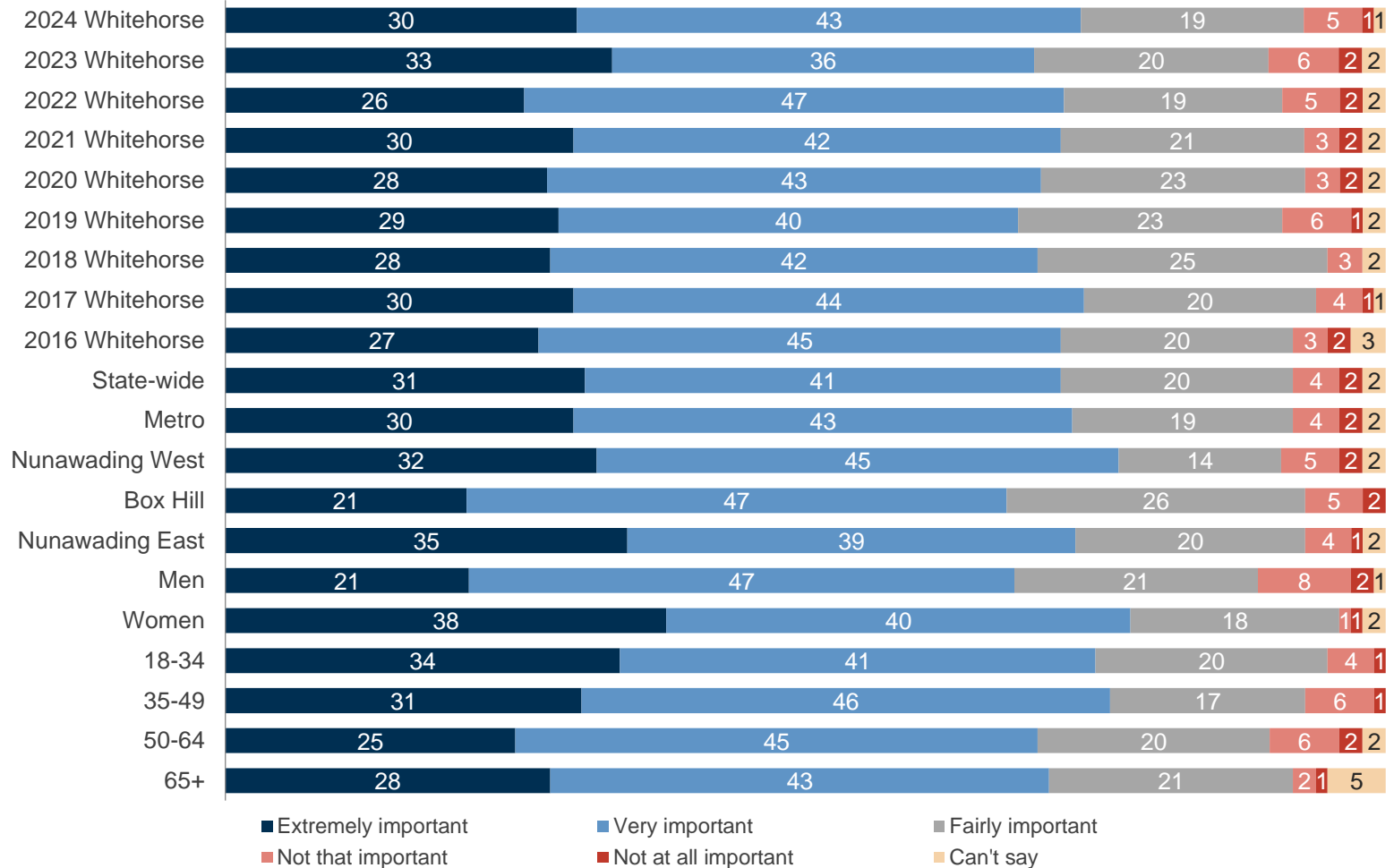
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2024 family support importance (%)





Family support services performance



2024 family support performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 6

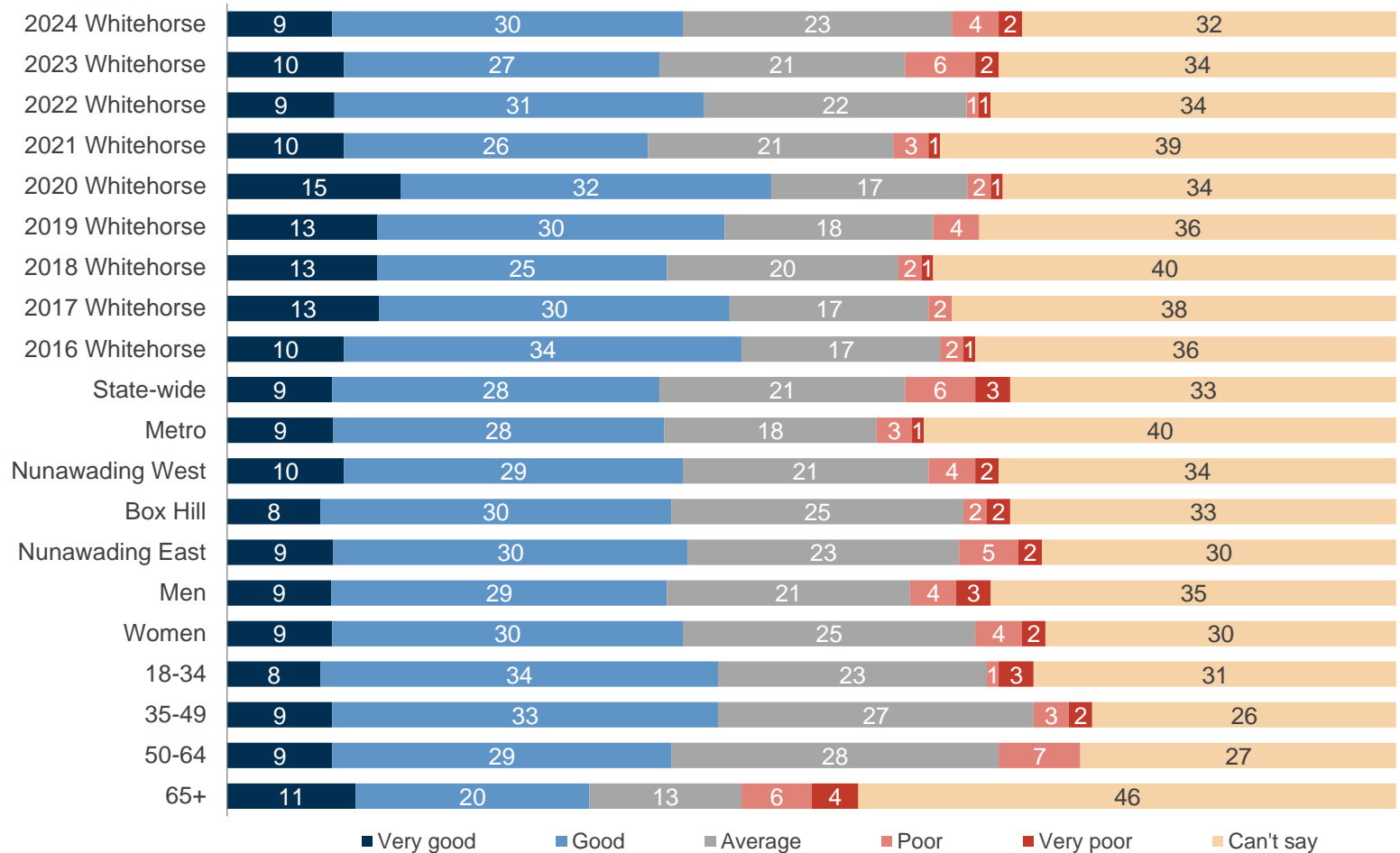
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2024 family support performance (%)





Recreational facilities importance



2024 recreational facilities importance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6

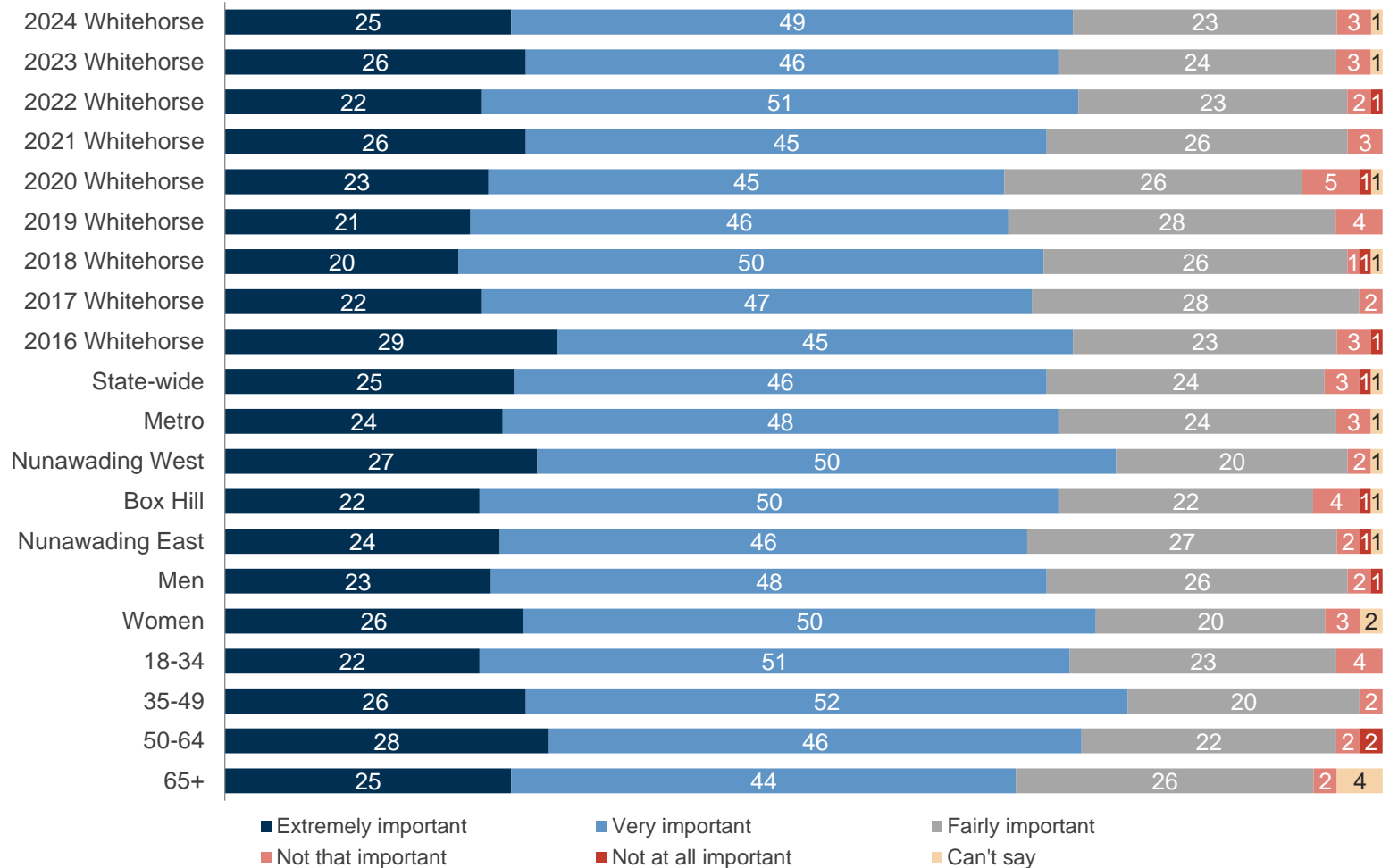
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2024 recreational facilities importance (%)





Recreational facilities performance



2024 recreational facilities performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10

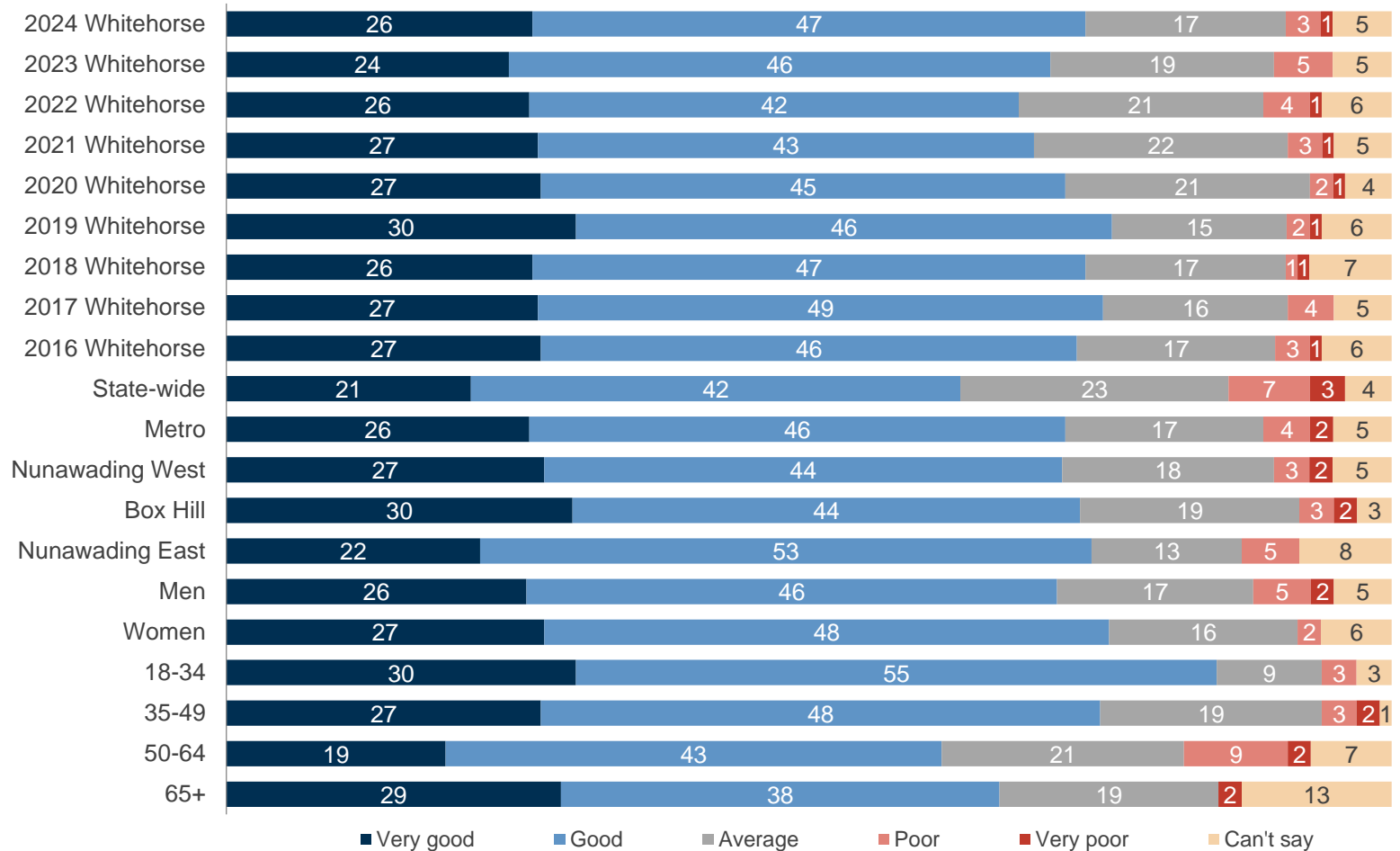
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)





The appearance of public areas importance



2024 public areas importance (index scores)

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

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

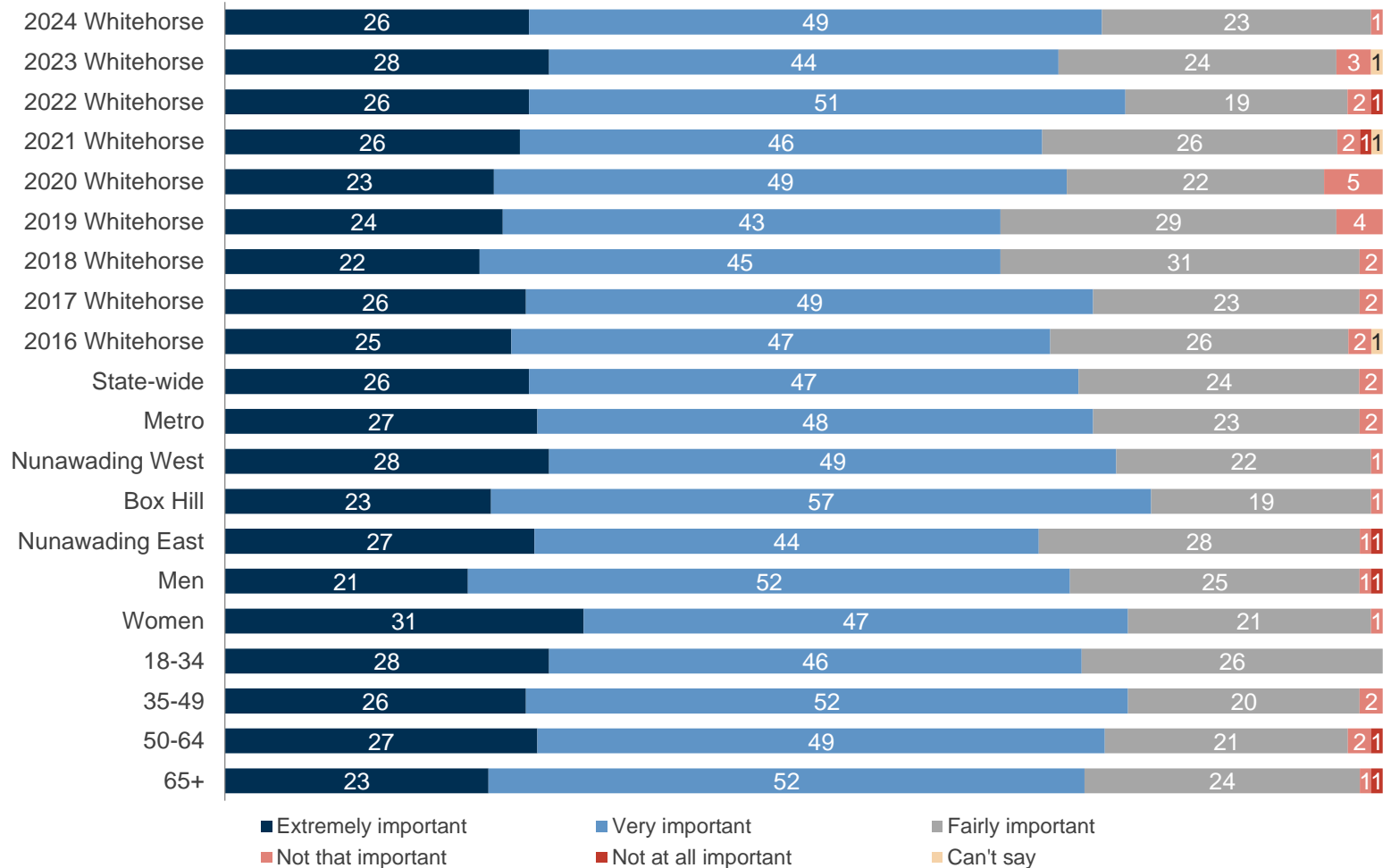
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2024 public areas importance (%)





The appearance of public areas performance



2024 public areas performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 9

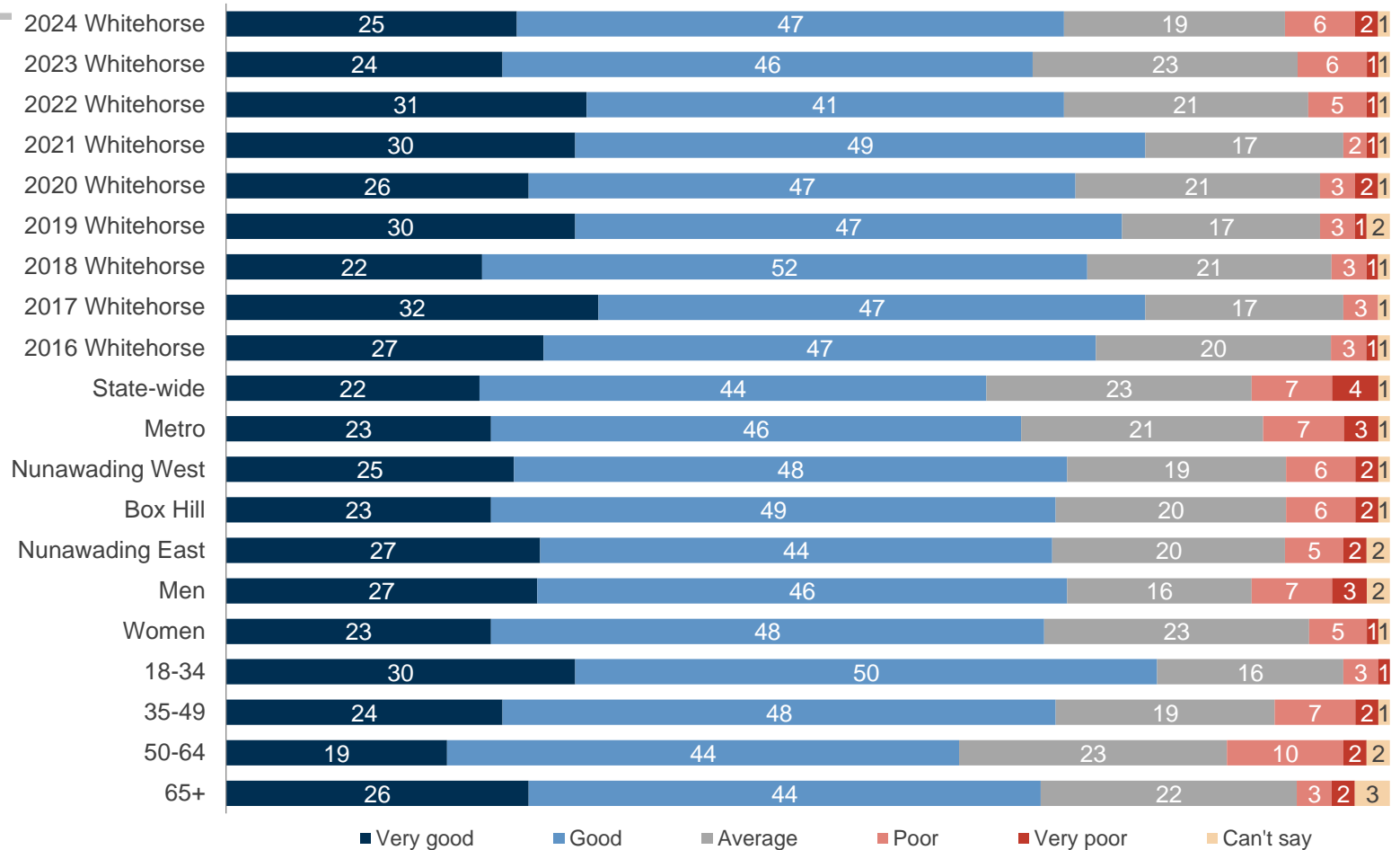
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)





Art centres and libraries importance



2024 art centres and libraries importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	73▲	75	73	75	72	72	74	70	74	n/a
65+	70	73	70	70	74	67	70	68	68	n/a
35-49	69	70	71	73	73	66	67	67	68	n/a
Nunawading West	69	73	72	73	72	68	71	68	68	n/a
Whitehorse	68	70	70	70	69	68	69	66	69	n/a
Nunawading East	68	69	68	69	65	69	65	65	69	n/a
50-64	67	73	70	70	71	72	67	66	67	n/a
Box Hill	67	70	69	68	70	68	70	66	69	n/a
Metro	67	68	70	70	68	67	67	67	68	69
18-34	67	67	68	69	61	69	69	65	71	n/a
State-wide	64▼	65	67	67	65	65	65	64	66	65
Men	63▼	66	66	66	65	64	63	62	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: 17 Councils asked group: 5

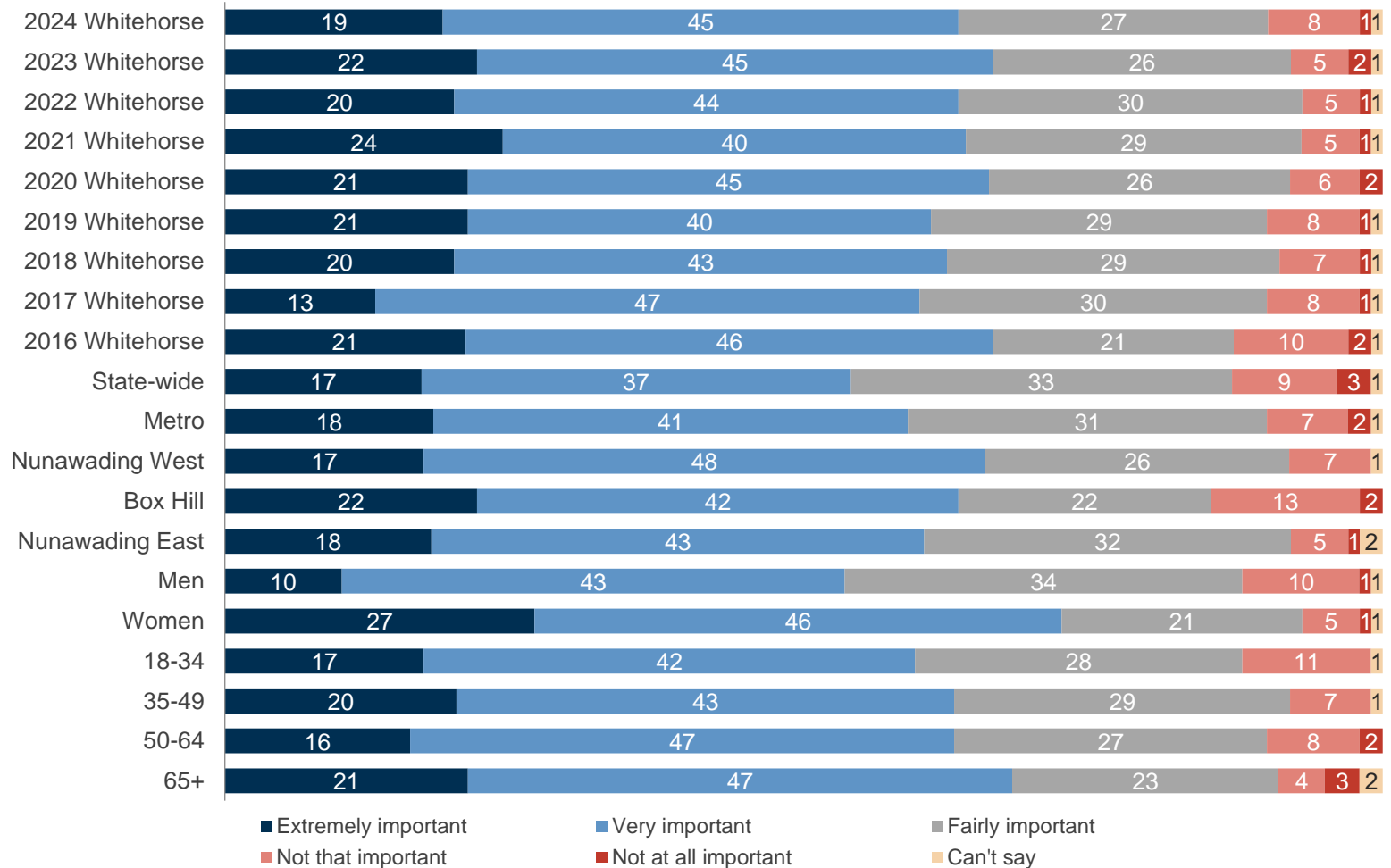
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2024 art centres and libraries importance (%)





Art centres and libraries performance



2024 art centres and libraries performance (index scores)

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

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

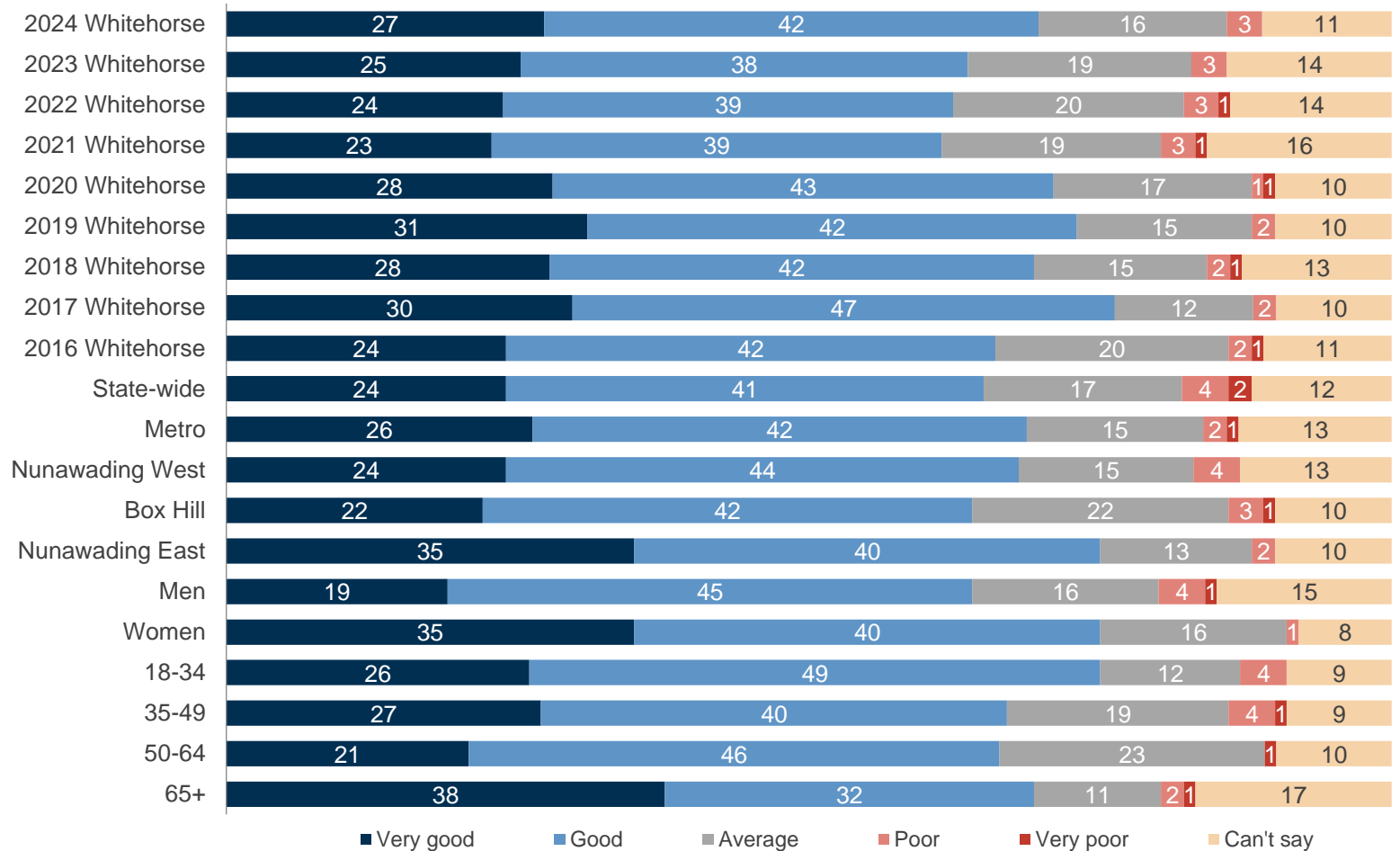
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2024 art centres and libraries performance (%)





Community and cultural activities importance



2024 community and cultural activities importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	67▲	65	66	64	63	62	64	63	66	n/a
Nunawading West	64	61	63	62	65	57	59	61	61	n/a
35-49	62	61	62	61	63	62	54	62	58	n/a
65+	62	60	59	62	62	57	60	58	61	n/a
Whitehorse	61	59	62	61	60	60	60	59	62	n/a
18-34	61	57	66	62	57	61	64	60	66	n/a
Nunawading East	61	58	62	61	56	61	60	58	62	n/a
State-wide	60	62	64	64	62	61	61	61	62	62
50-64	60	57	61	57	59	61	60	57	66	n/a
Metro	59	62	64	64	61	60	61	61	62	62
Box Hill	58	58	63	60	58	64	61	59	65	n/a
Men	56▼	53	59	59	57	58	56	55	58	n/a

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5

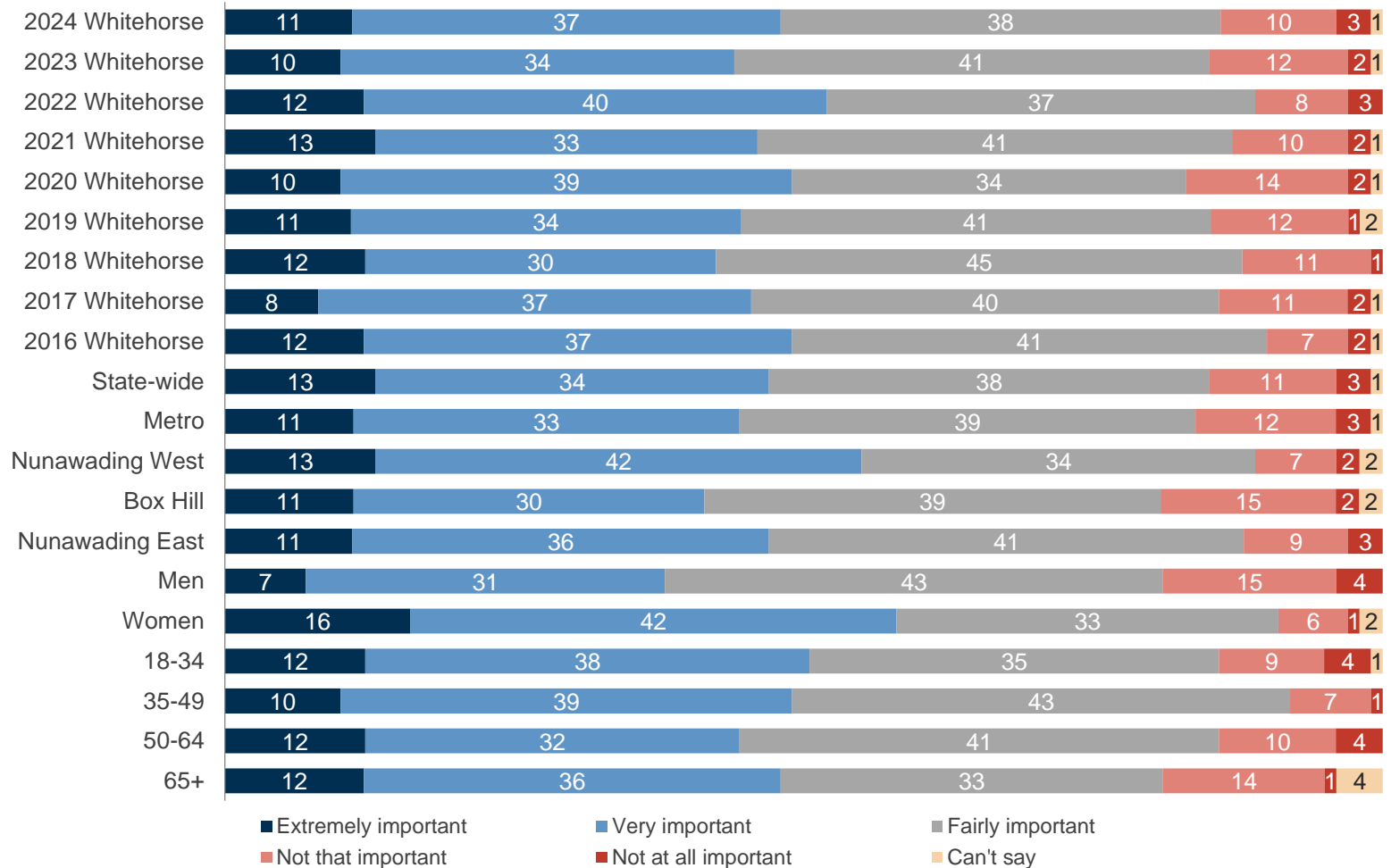
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2024 community and cultural activities importance (%)





Community and cultural activities performance



2024 community and cultural activities performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

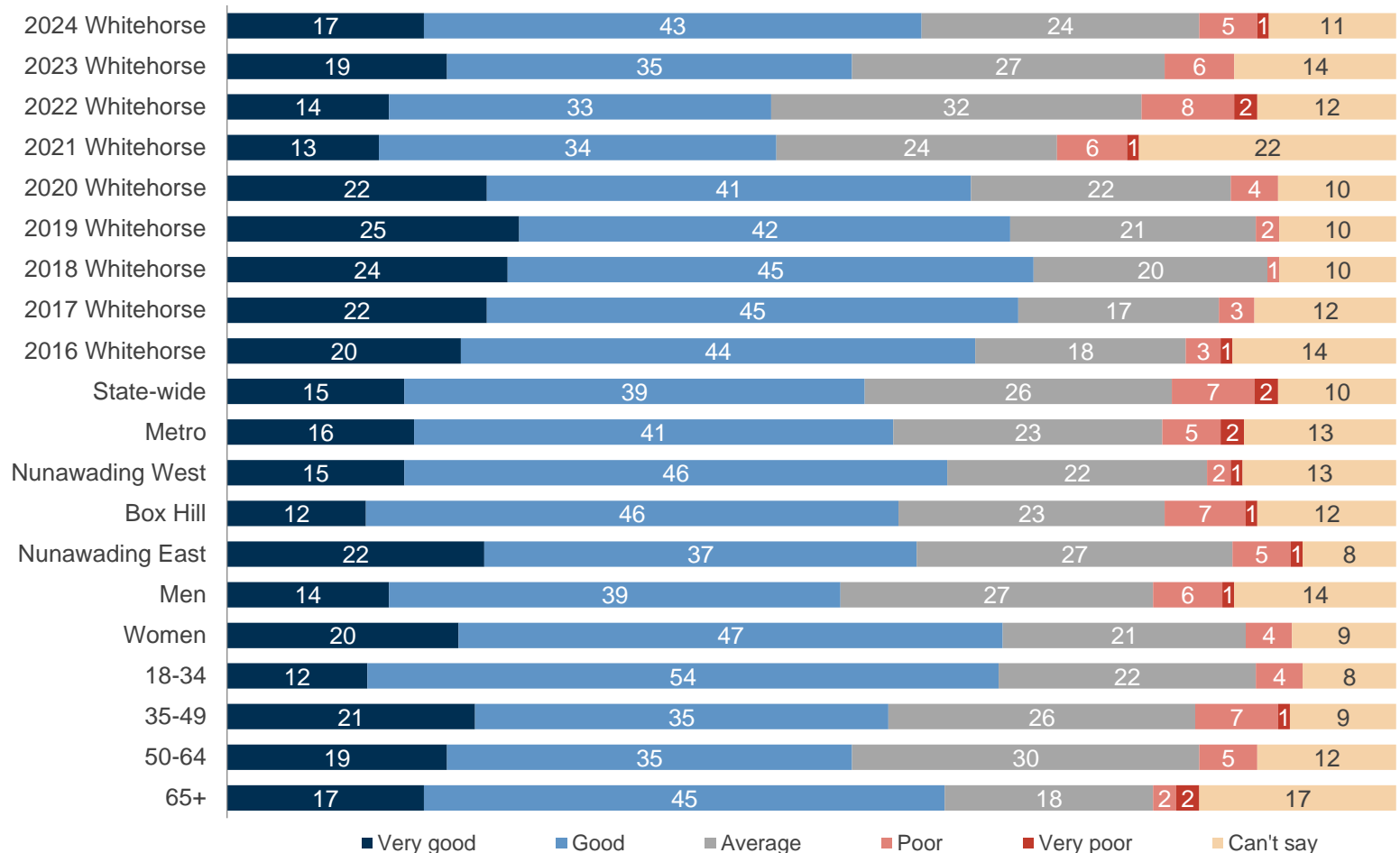
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2024 community and cultural activities performance (%)





Waste management importance



2024 waste management importance (index scores)

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

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

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

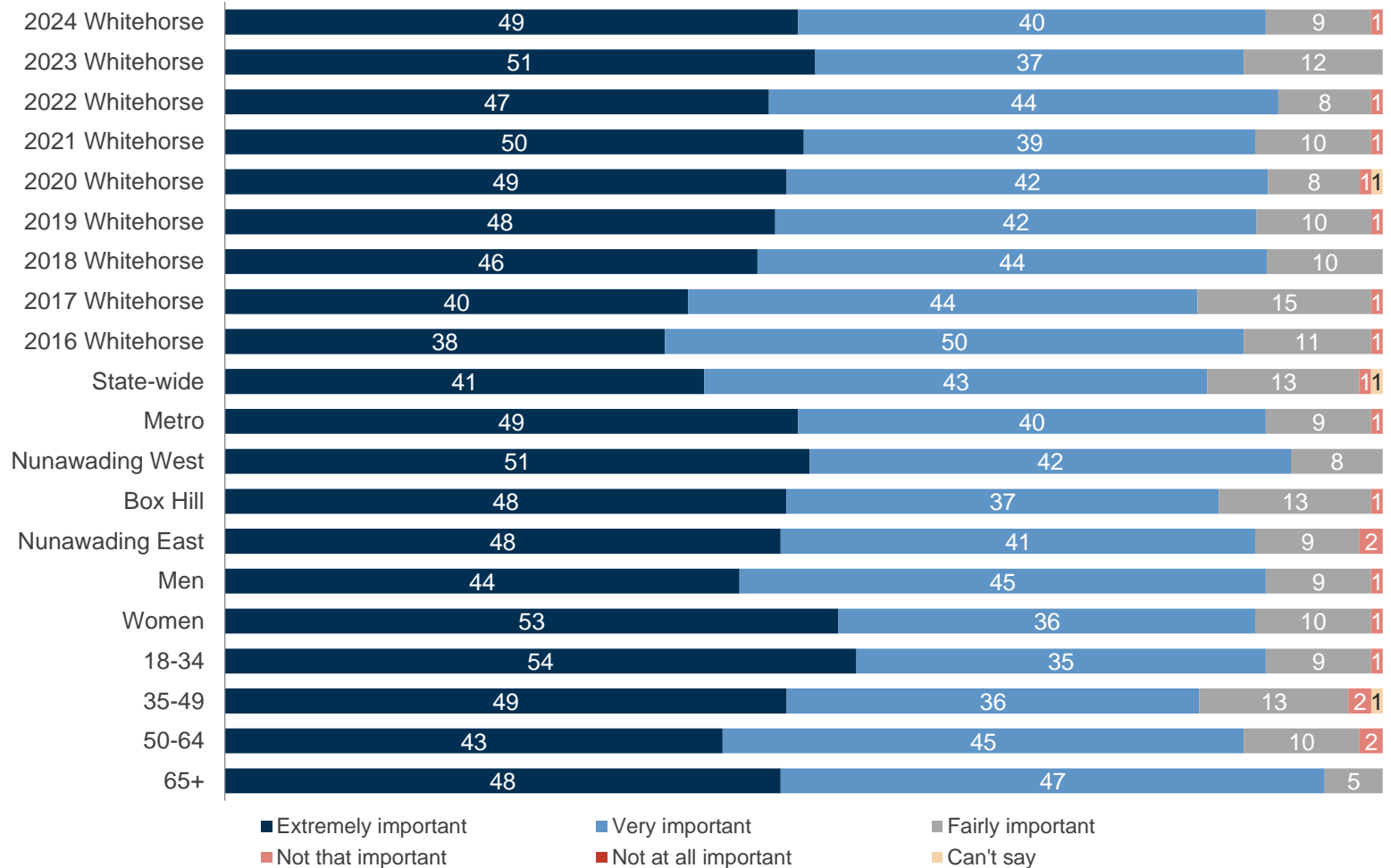
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2024 waste management importance (%)





Waste management performance



2024 waste management performance (index scores)

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

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

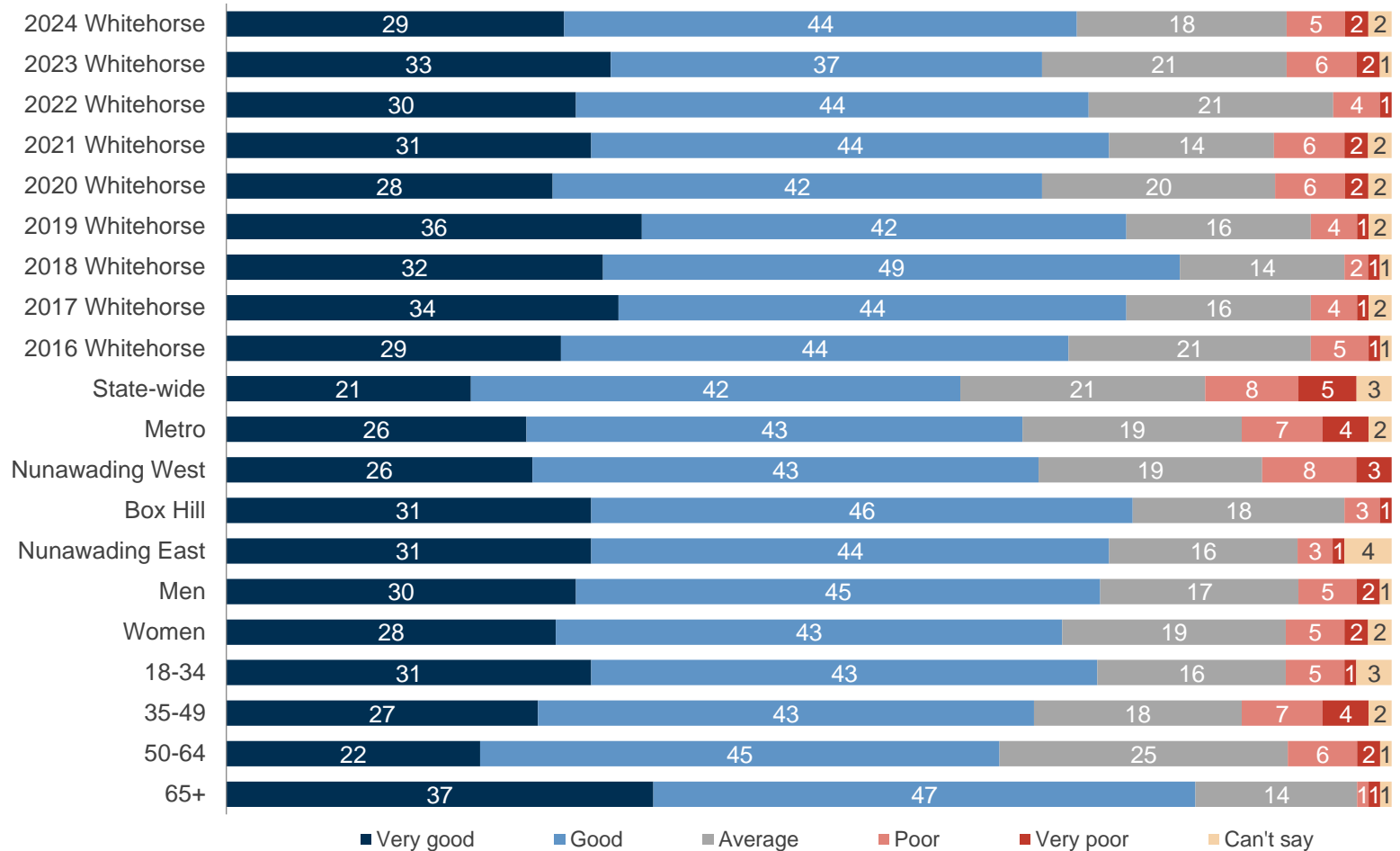
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)





Planning and building permits importance



2024 planning and building permits importance (index scores)

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

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 3

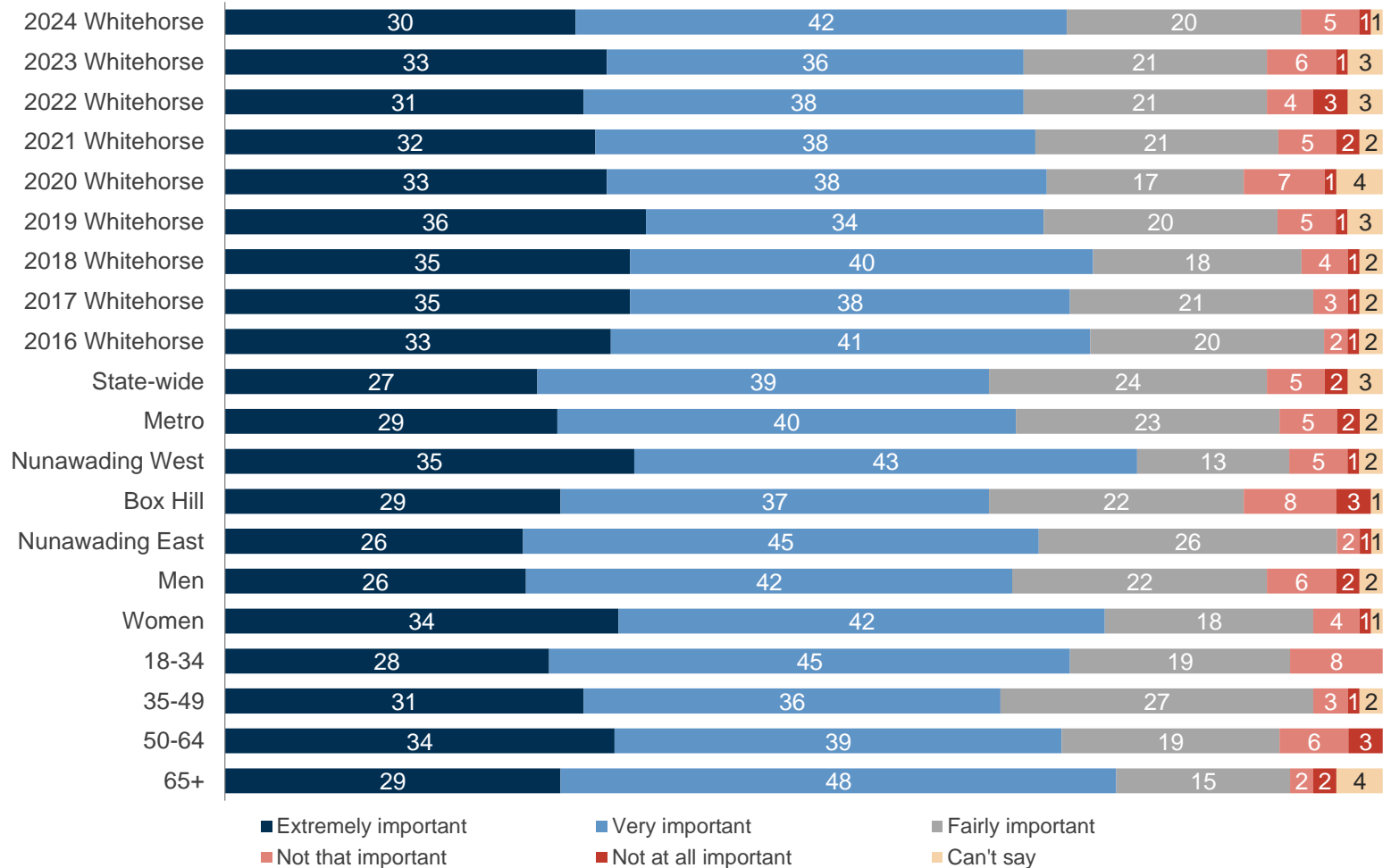
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2024 planning and building permits importance (%)





Planning and building permits performance



2024 planning and building permits performance (index scores)

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

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

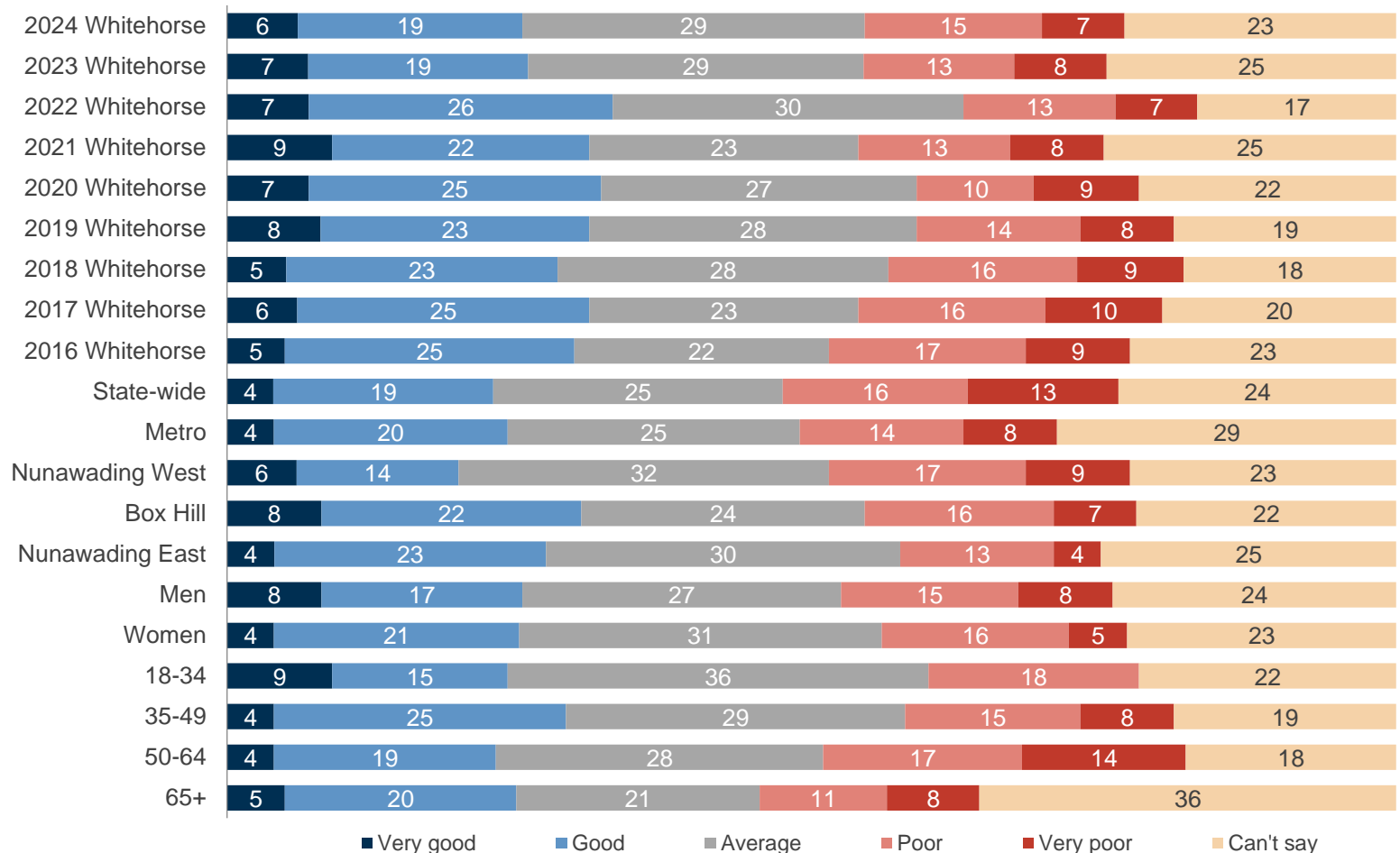
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2024 planning and building permits performance (%)

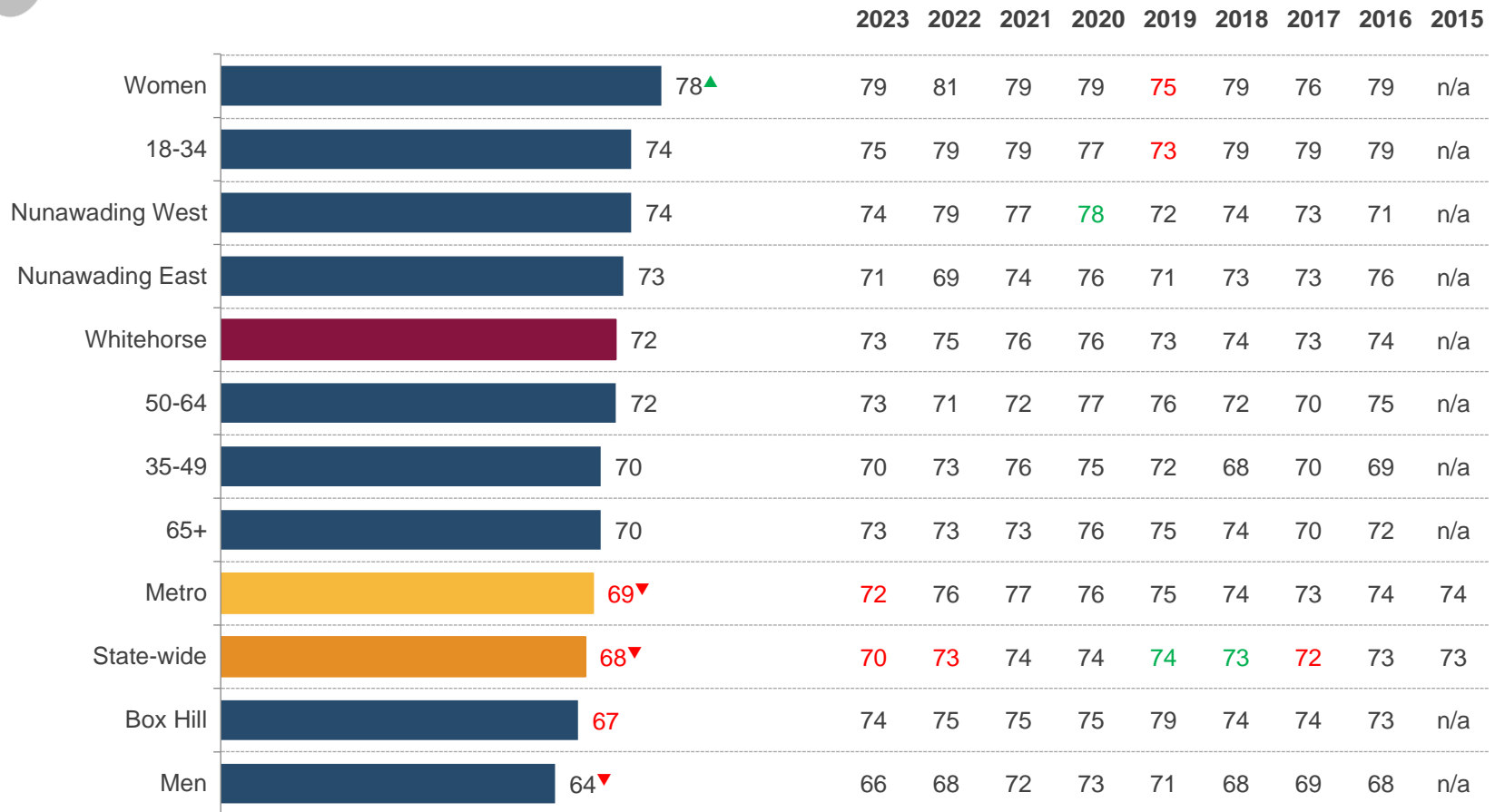




Environmental sustainability importance



2024 environmental sustainability importance (index scores)



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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 6

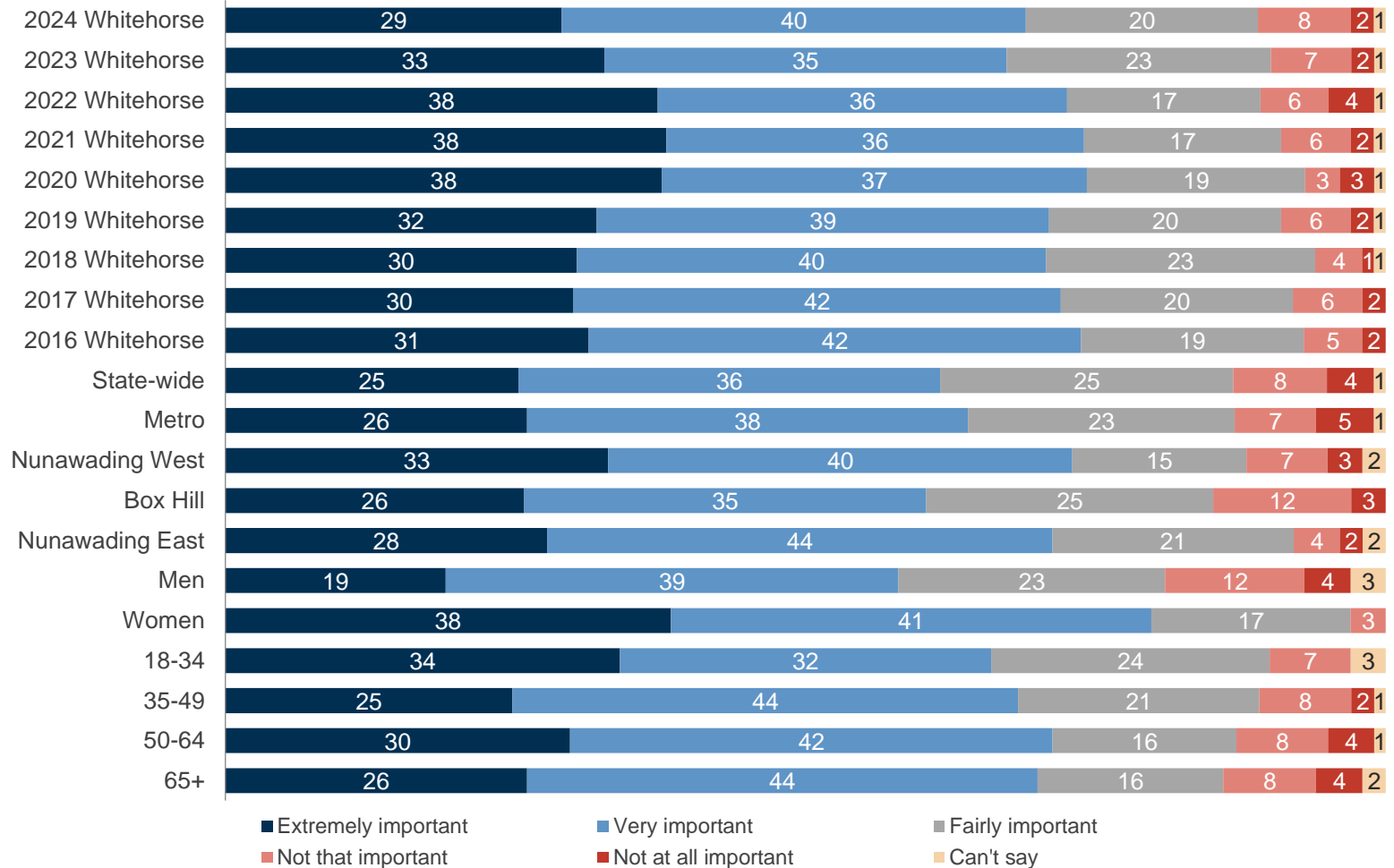
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2024 environmental sustainability importance (%)





Environmental sustainability performance



2024 environmental sustainability performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Box Hill	68	62	63	62	65	69	64	70	63	n/a
18-34	67	62	64	64	64	69	64	72	64	n/a
Women	66	65	62	64	64	66	66	66	66	n/a
Whitehorse	65	63	64	63	65	66	65	68	64	n/a
Men	65	61	65	63	65	67	65	71	63	n/a
65+	65	64	66	64	68	66	68	67	66	n/a
Metro	65	62	63	64	62	64	64	64	64	65
35-49	65	65	63	62	64	67	66	66	62	n/a
50-64	65	61	59	63	60	60	65	66	67	n/a
Nunawading East	64	65	68	65	66	67	68	70	67	n/a
Nunawading West	64	62	61	63	64	64	64	66	62	n/a
State-wide	60▼	60	61	62	60	62	63	64	63	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: 10

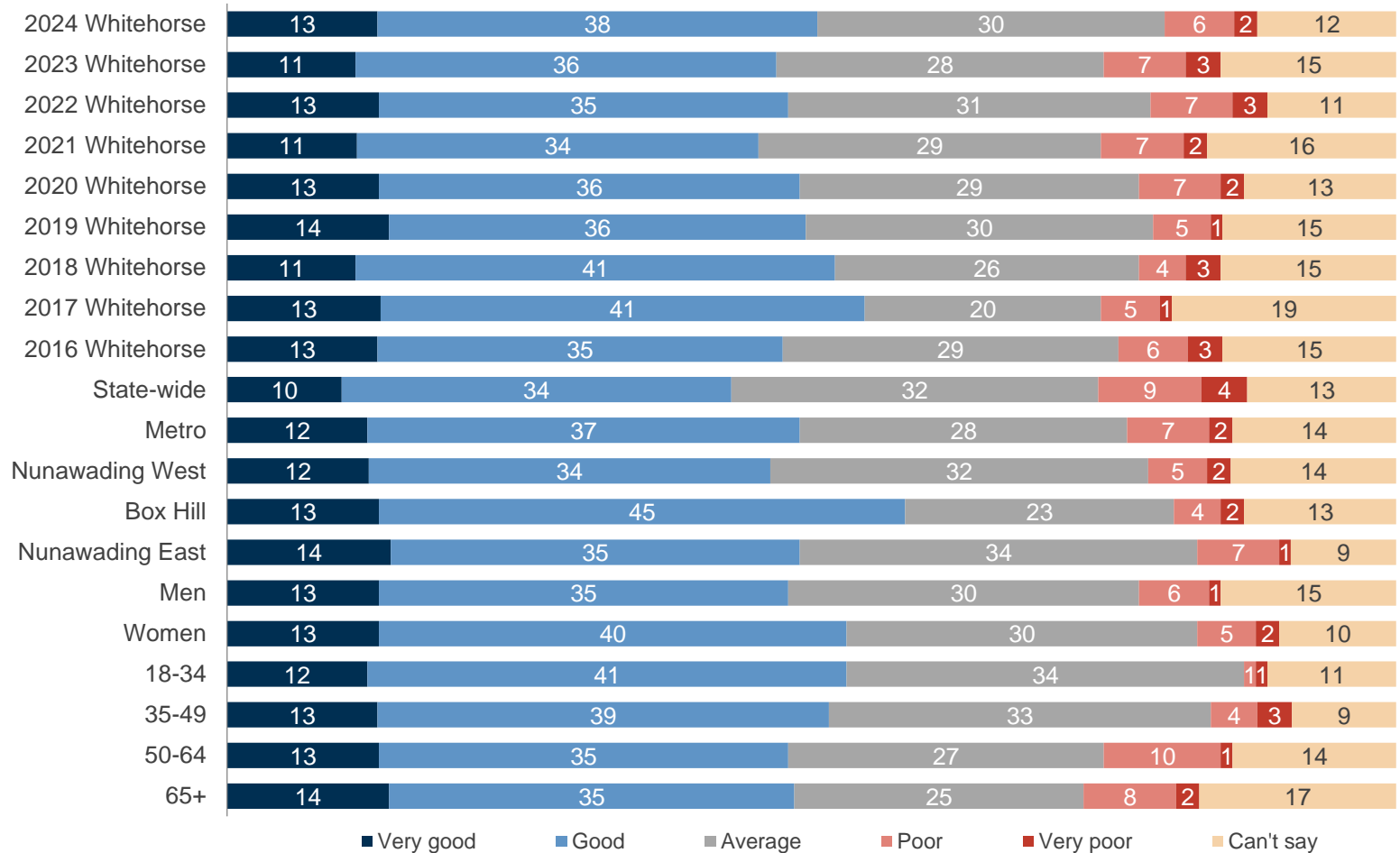
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2024 environmental sustainability performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering, with some individuals wearing red and white clothing.

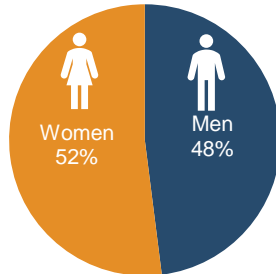
Detailed demographics



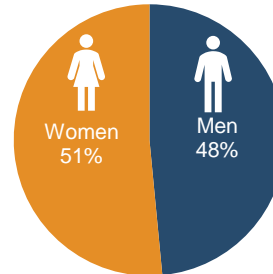
Gender and age profile

2024 gender

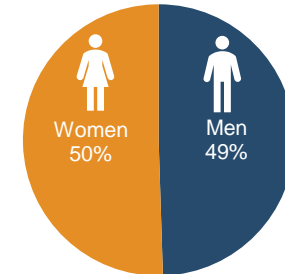
Whitehorse



Metro

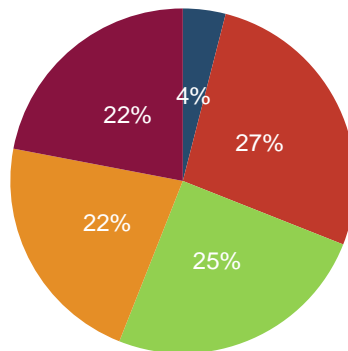


State-wide

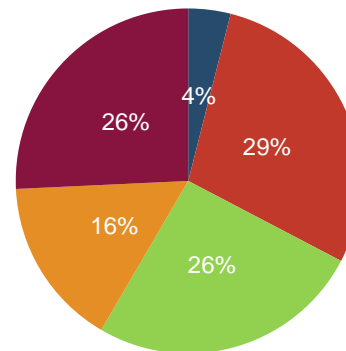


2024 age

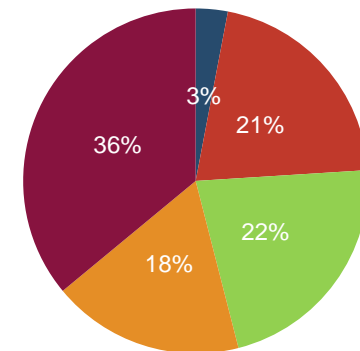
Whitehorse



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?

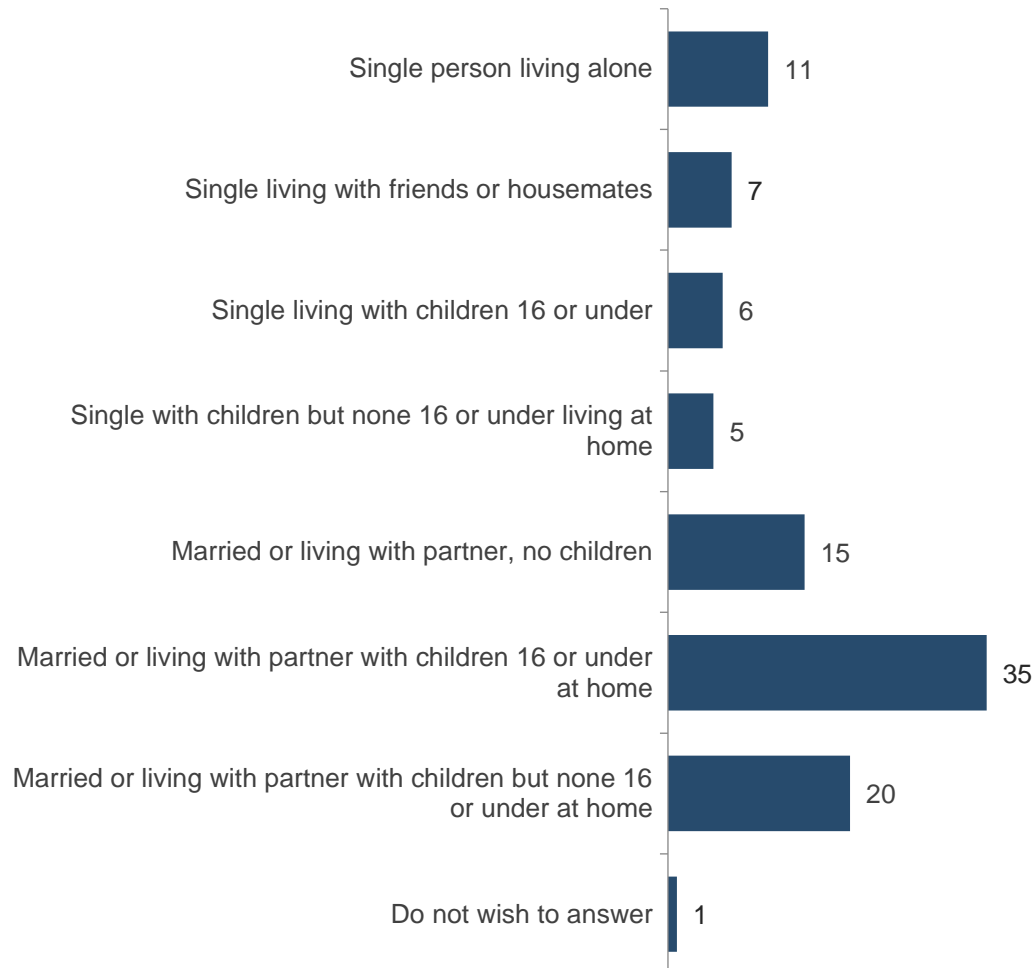
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Metro gender results may not add to 100%.



Household structure

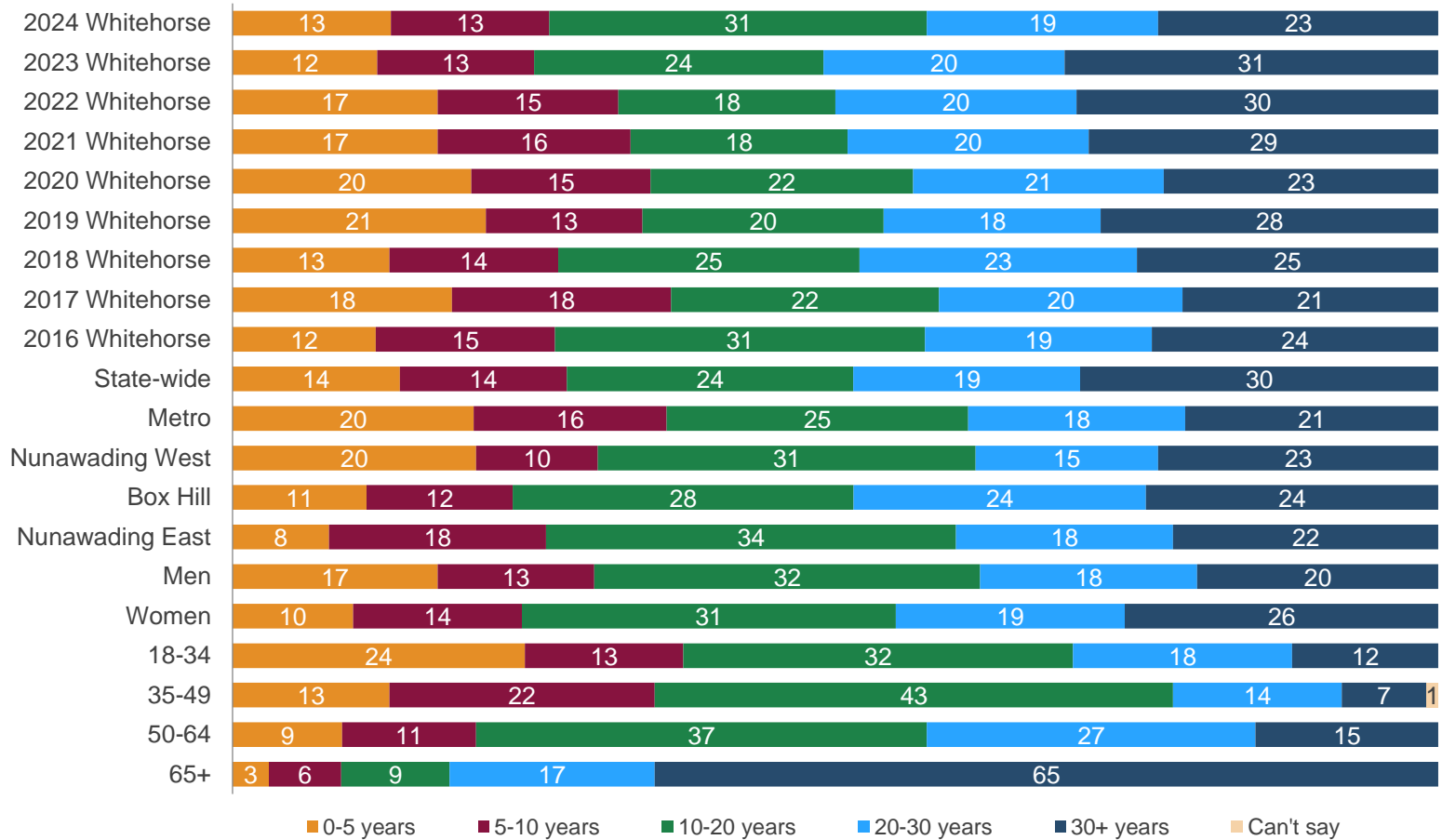
2024 household structure (%)





Years lived in area

2024 years lived in area (%)



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

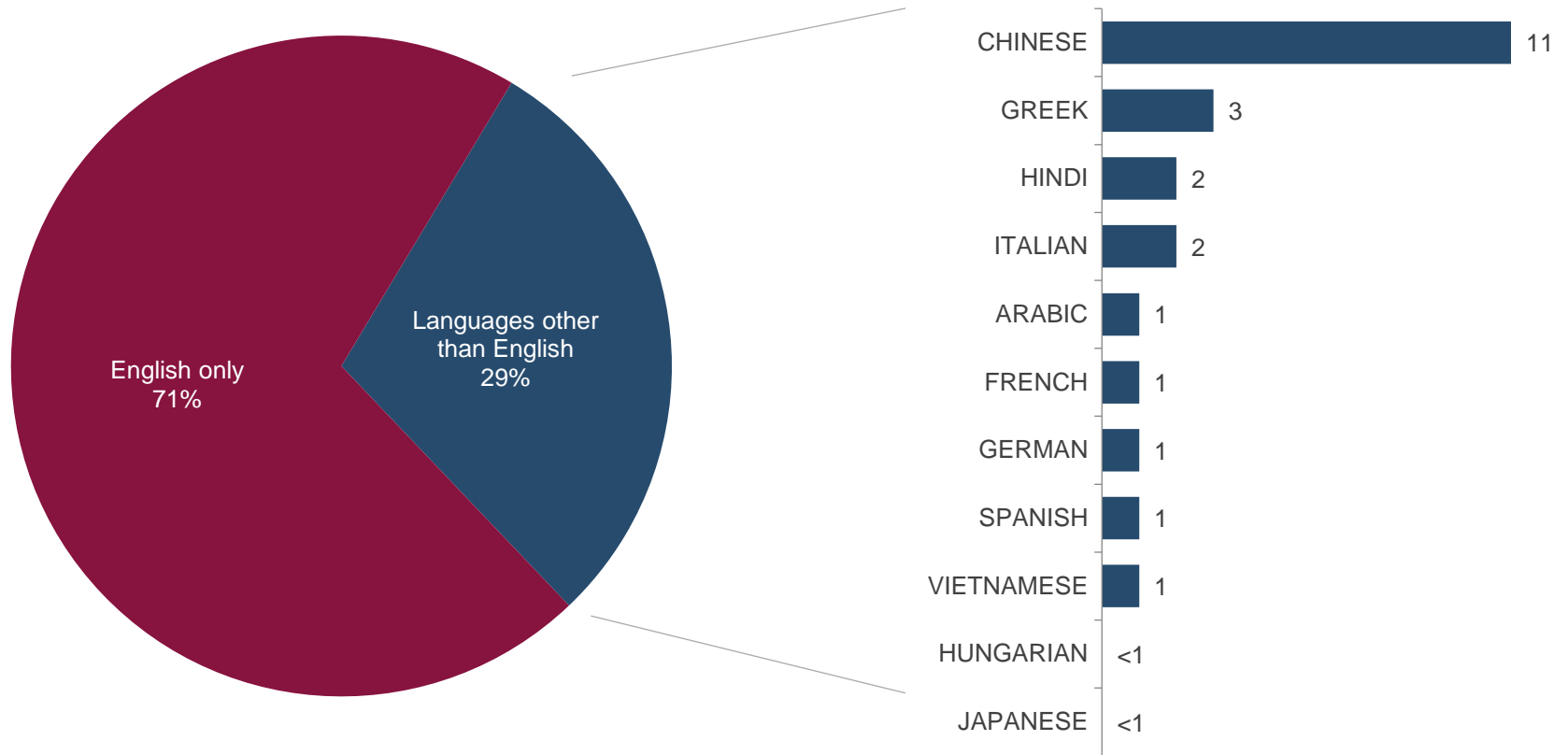
Base: All respondents. Councils asked State-wide: 12 Councils asked group: 5

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

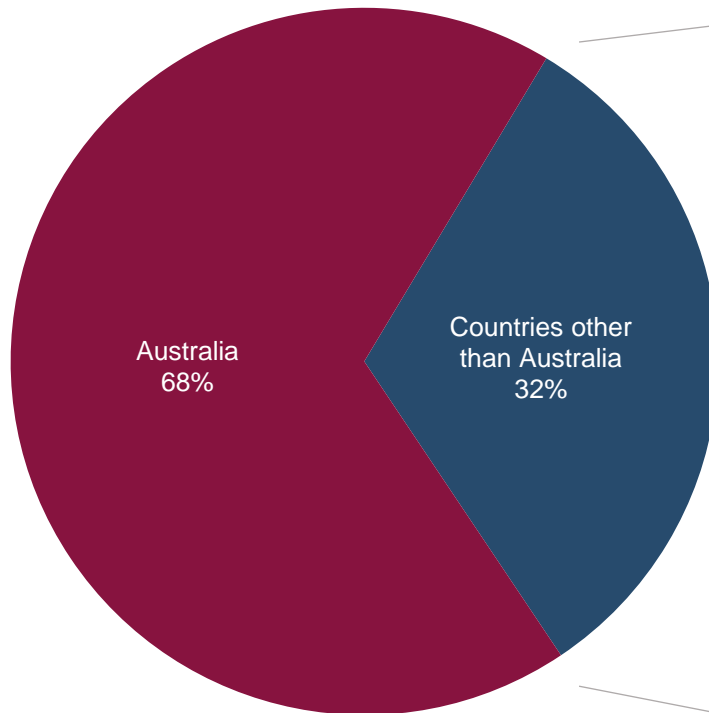
2024 languages spoken at home (%)



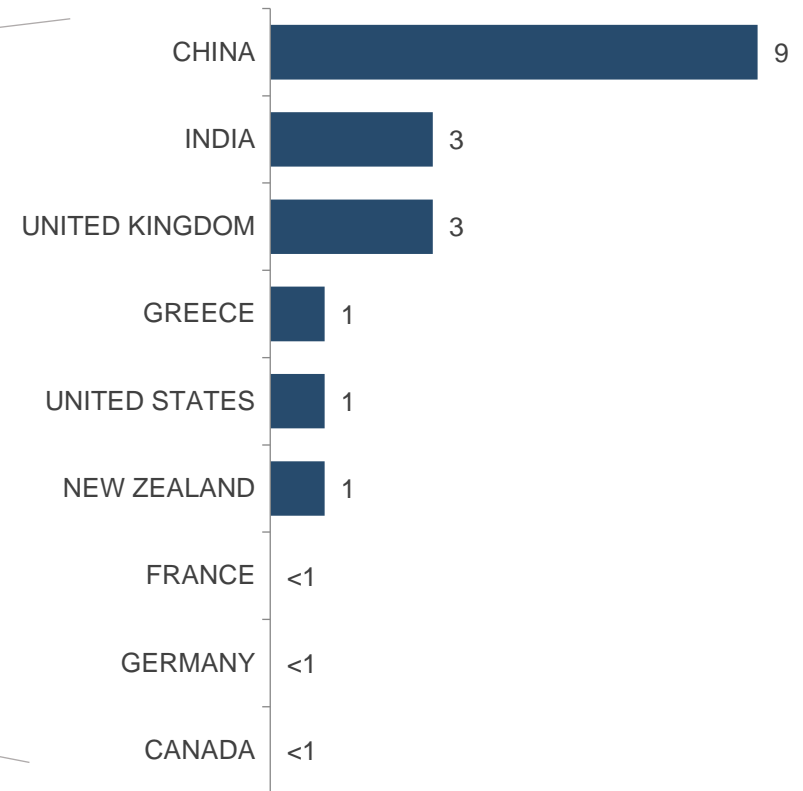



Country of birth

2024 country of birth (%)



- Top mentions only -





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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for Whitehorse City Council was n=501. 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=501 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 138,800 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	501	400	+/-4.4
Men	244	193	+/-6.3
Women	257	207	+/-6.1
Nunawading West	182	151	+/-7.3
Box Hill	143	113	+/-8.2
Nunawading East	176	136	+/-7.4
18-34 years	74	123	+/-11.5
35-49 years	187	101	+/-7.2
50-64 years	123	90	+/-8.9
65+ years	117	87	+/-9.1



Appendix A: Index score significant difference calculation

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

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 2024 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2024 results are compared with previous years, as detailed below:

- 2023, n=500 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=501 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=500 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=500 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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=501 completed interviews were achieved in Whitehorse City Council. Survey fieldwork was conducted across four quarters from 1st June 2023 – 18th March 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 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 2012-2024 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, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Manningham, Maroondah, Melbourne, Moonee Valley, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Whitehorse City Council for this 2024 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 cannot be made within the reported charts.



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2024 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 2024 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2024 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2024 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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