



# **2022 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-third 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 23 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 23 years of results, the CSS offers councils a consistent, 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. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, 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 67



State-wide 59



Metropolitan 65

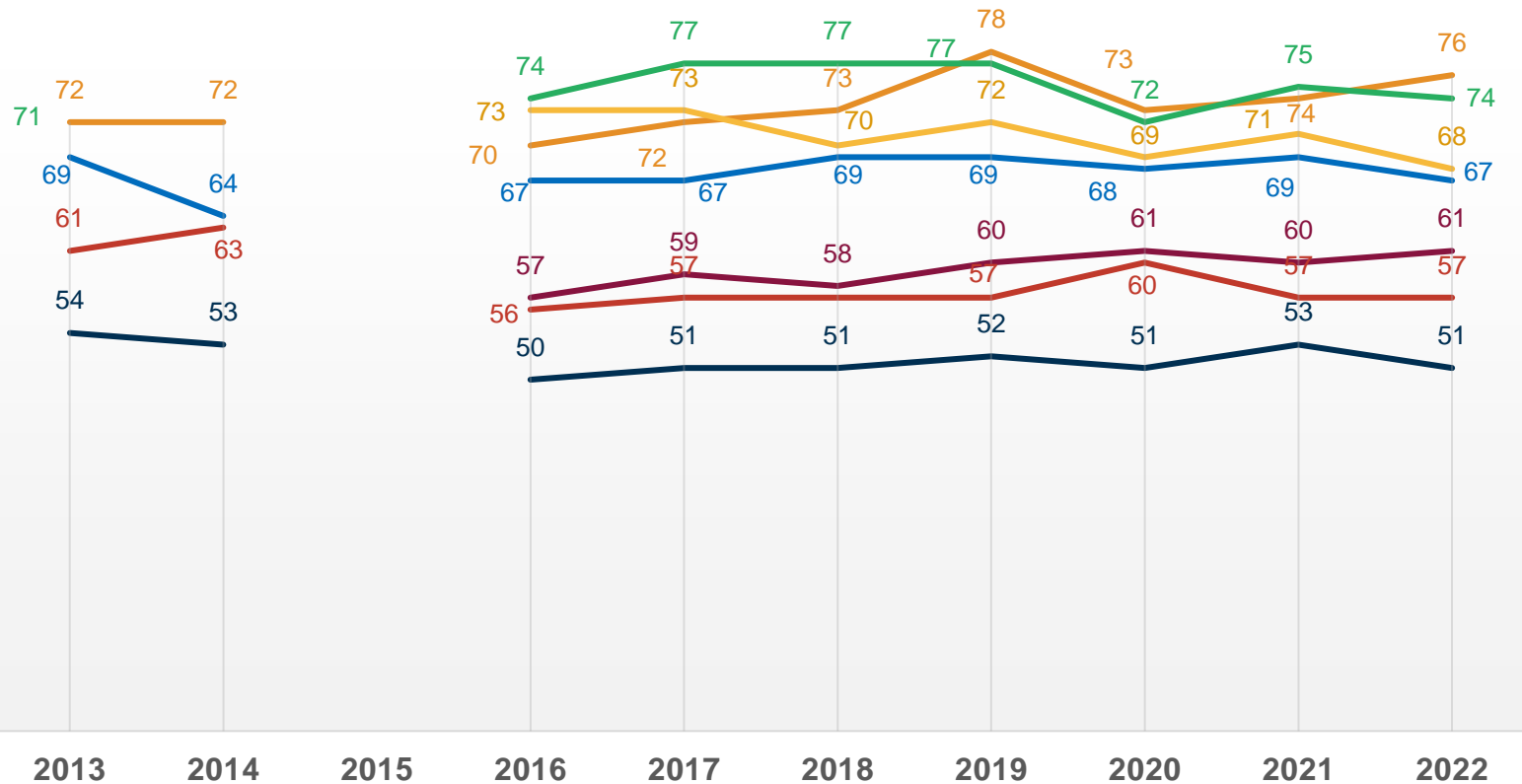
## Council performance compared to State-wide and group averages

	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	 Sealed local roads  Community decisions  Waste management	None
Compared to group average	 Elderly support services  Waste management  Sealed local roads	None



# Summary of core measures

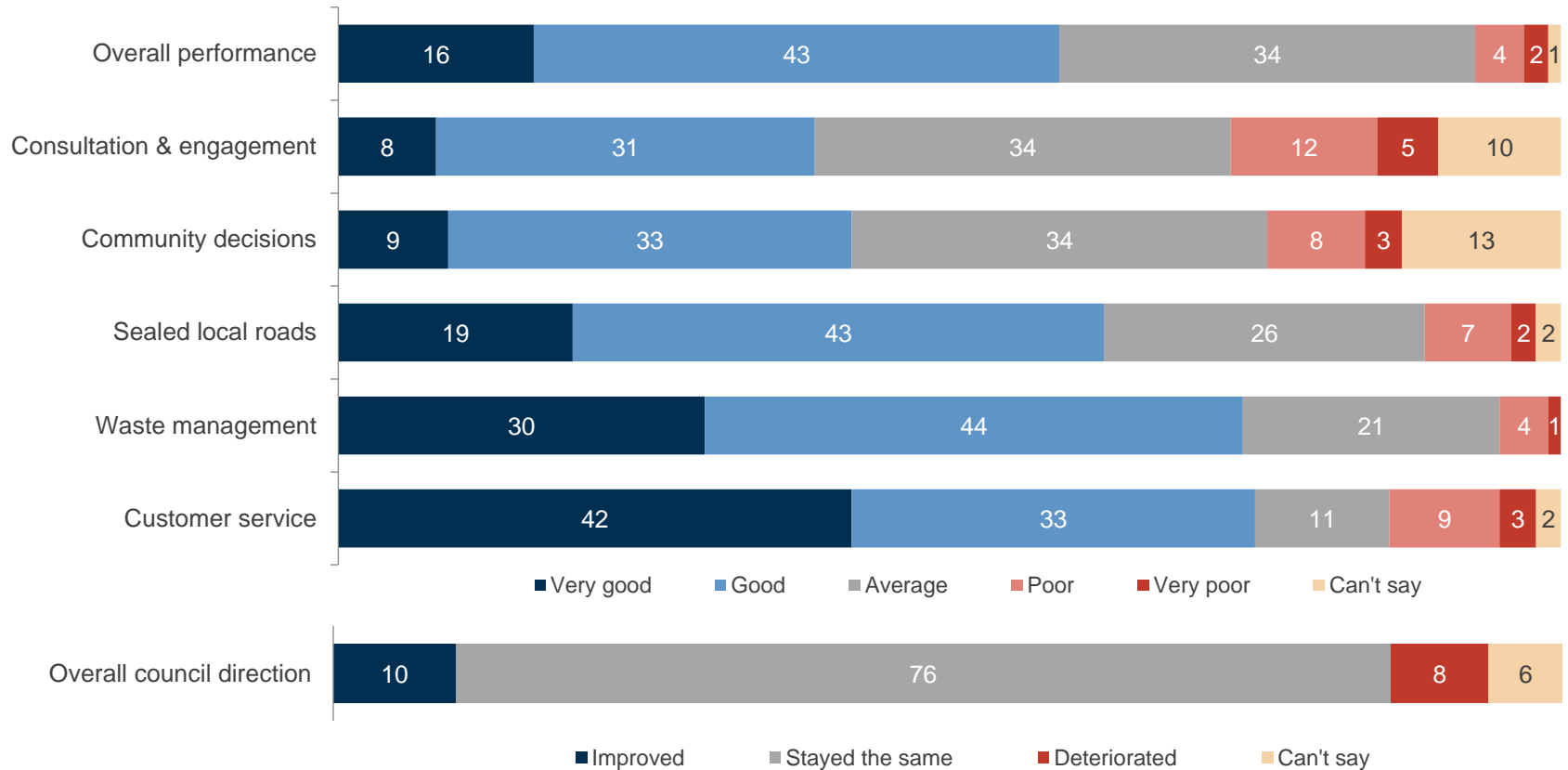
## Index scores














## Summary of core measures

Core measures summary results (%)














# Summary of Whitehorse City Council performance

Services		Whitehorse 2022	Whitehorse 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	67	69	65	59	Nunawading East residents	Aged 50-64 years
	Value for money	62	63	61	53	Nunawading East residents	Aged 50-64 years
	Overall council direction	51	53	53	50	Aged 18-34 years, Box Hill residents	Aged 50-64 years
	Customer service	76	74	72	68	Aged 18-34 years, Aged 65+ years	Aged 50-64 years
	Waste management	74	75	71	68	Nunawading East residents, Aged 65+ years	Nunawading West residents, Aged 50-64 years
	Appearance of public areas	74	76	72	71	Nunawading East residents, Aged 18-34 years	Box Hill residents
	Art centres & libraries	74	73	73	73	Aged 65+ years	Box Hill residents
	Recreational facilities	73	74	73	69	Aged 50-64 years	Aged 18-34 years
	Elderly support services	68	70	65	67	Nunawading East residents	Nunawading West residents
	Sealed local roads	68	71	65	53	Aged 18-34 years	Aged 65+ years, Aged 35-49 years





# Summary of Whitehorse City Council performance

Services		Whitehorse 2022	Whitehorse 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
	Family support services	68	67	66	65	Nunawading East residents	Box Hill residents
	Enforcement of local laws	64	66	65	63	Aged 18-34 years	Aged 35-49 years
	Community & cultural	64	67	65	65	Aged 65+ years	Aged 18-34 years
	Environmental sustainability	64	63	63	61	Nunawading East residents	Aged 50-64 years
	Community decisions	61	60	59	54	Aged 18-34 years	Aged 50-64 years
	Informing the community	60	59	62	59	Nunawading East residents	Aged 50-64 years
	Lobbying	57	58	55	53	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	57	57	58	54	Nunawading East residents	Aged 50-64 years
	Planning & building permits	54	54	54	50	Aged 18-34 years	Aged 50-64 years



## Focus areas for the next 12 months

### Overview

Perceptions of Whitehorse City Council's overall performance have remained relatively stable over time. The current index score of 67 is the result of a (not significant) two-point decline from last year. Perceptions of Council's performance across the individual service areas evaluated have not changed significantly in the last 12 months.

### 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 continues to have the strongest influence on overall performance ratings, and Council performs relatively well here. Of particular importance is community consultation and engagement – this has a moderate to strong influence on overall performance perceptions but Council currently performs relatively less well in this service area.

### Comparison to state and area grouping

Positively, Council rates significantly higher than the State-wide result in most service areas evaluated, and significantly higher than both the State-wide and Metropolitan group averages on waste management, sealed local roads and customer service. Council also rates significantly higher than the Metropolitan group average in the area of elderly support services. On other service areas, Council performs in line with the Metropolitan group average.

### Shore up and build upon consistent performance ratings

Moving forward, Council should continue to focus on maintaining the local road network, and endeavour to demonstrate that it consults and engages with residents on relevant matters, to help shore up community perceptions. Extra attention should be paid to interactions with 50 to 64 year-olds in the year ahead. Residents in this age group tend to be more critical of Council's performance and currently have the highest rate of contact with Council, so there is opportunity to engage with them and improve their perceptions.

# DETAILED FINDINGS

# Overall performance



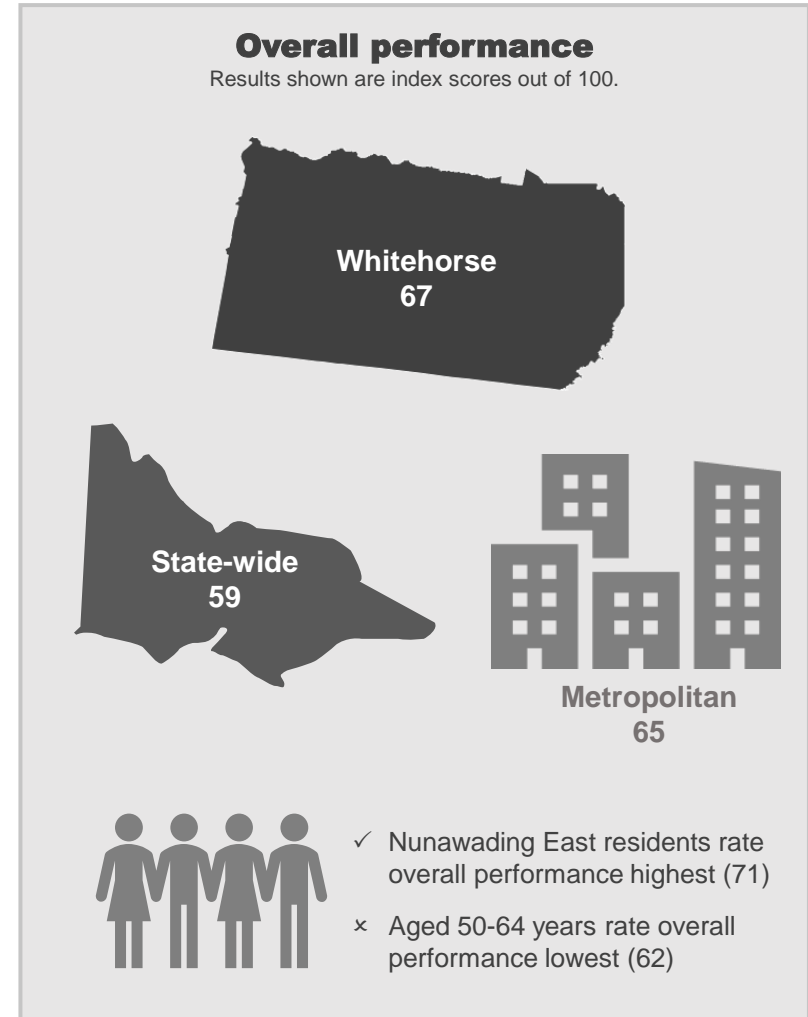
## Overall performance

The overall performance index score of 67 for Whitehorse City Council represents a (not significant) two-point decline on the 2021 result, and Council's lowest overall performance rating since 2017.

Positively, 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 (index scores of 59 and 65 respectively).

- Overall performance is rated highest among Nunawading East residents and lowest among 50 to 64 year olds (index scores of 71 and 62 respectively).
- Since the previous evaluation, overall performance ratings saw a significant five-point decline among Box Hill residents, and a seven-point decline among 50 to 64 year olds. While the decline among the latter cohort is not statistically significant, it marks a reversal on the gains made throughout 2014 to 2021.

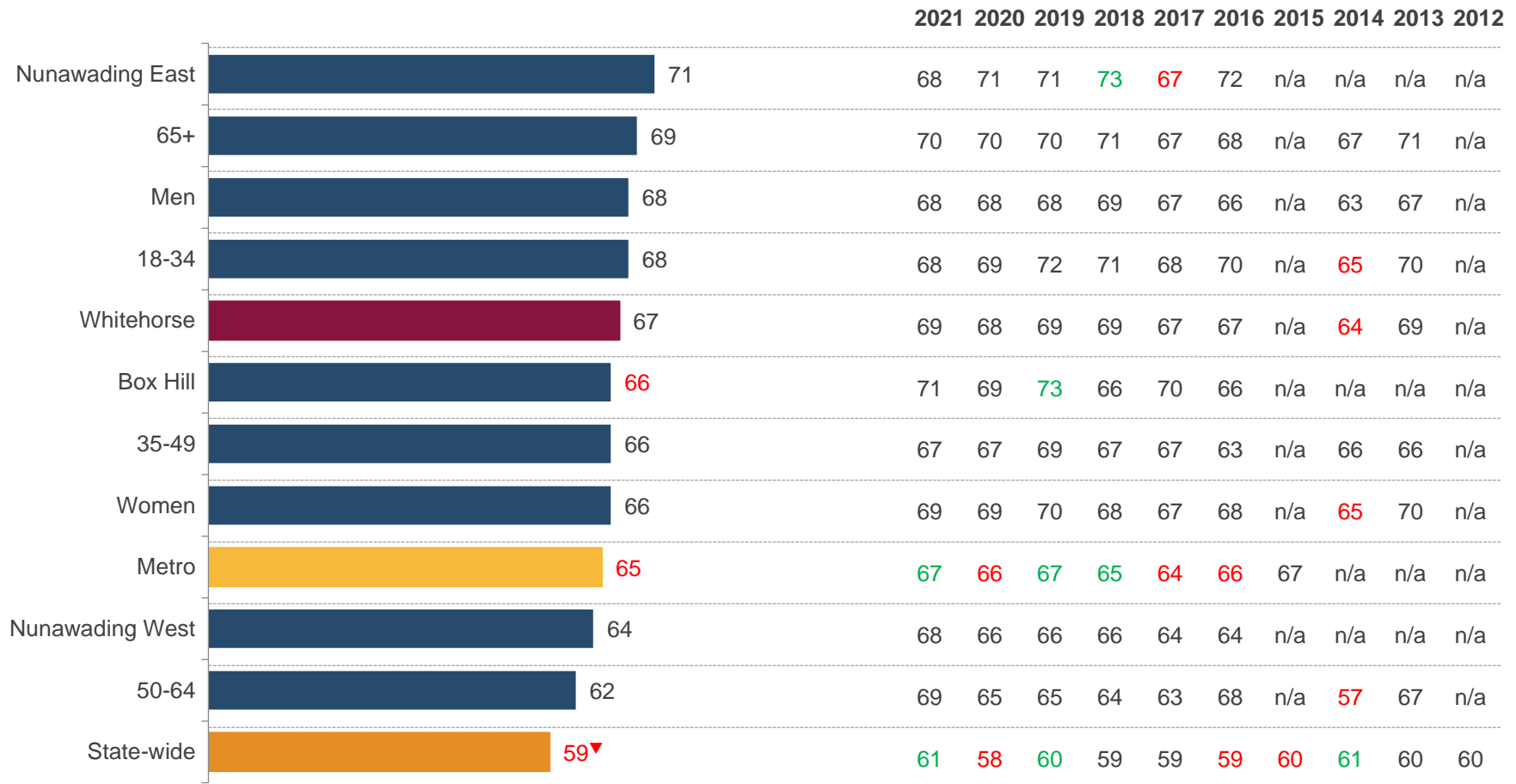
Almost half of residents (49%) rate the value for money they receive from Council for services and infrastructure provided to their community as 'very good' or 'good'. This is more than three times as many as those who rate Council as 'very poor' or 'poor' (14%). A further 29% rate Council as 'average' in providing value for money.





# Overall performance

## 2022 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?

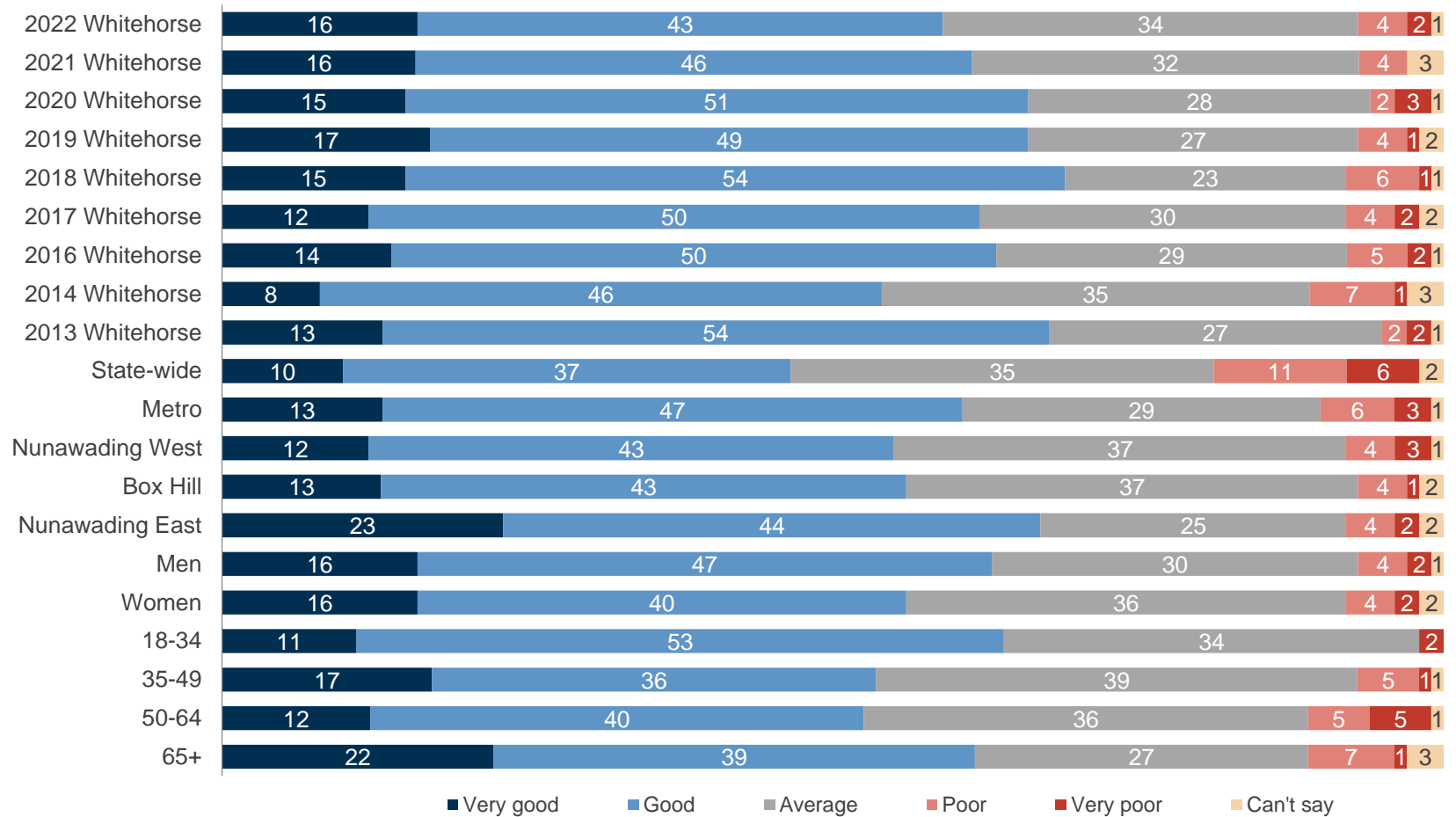
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



# Overall performance

## 2022 overall performance (%)



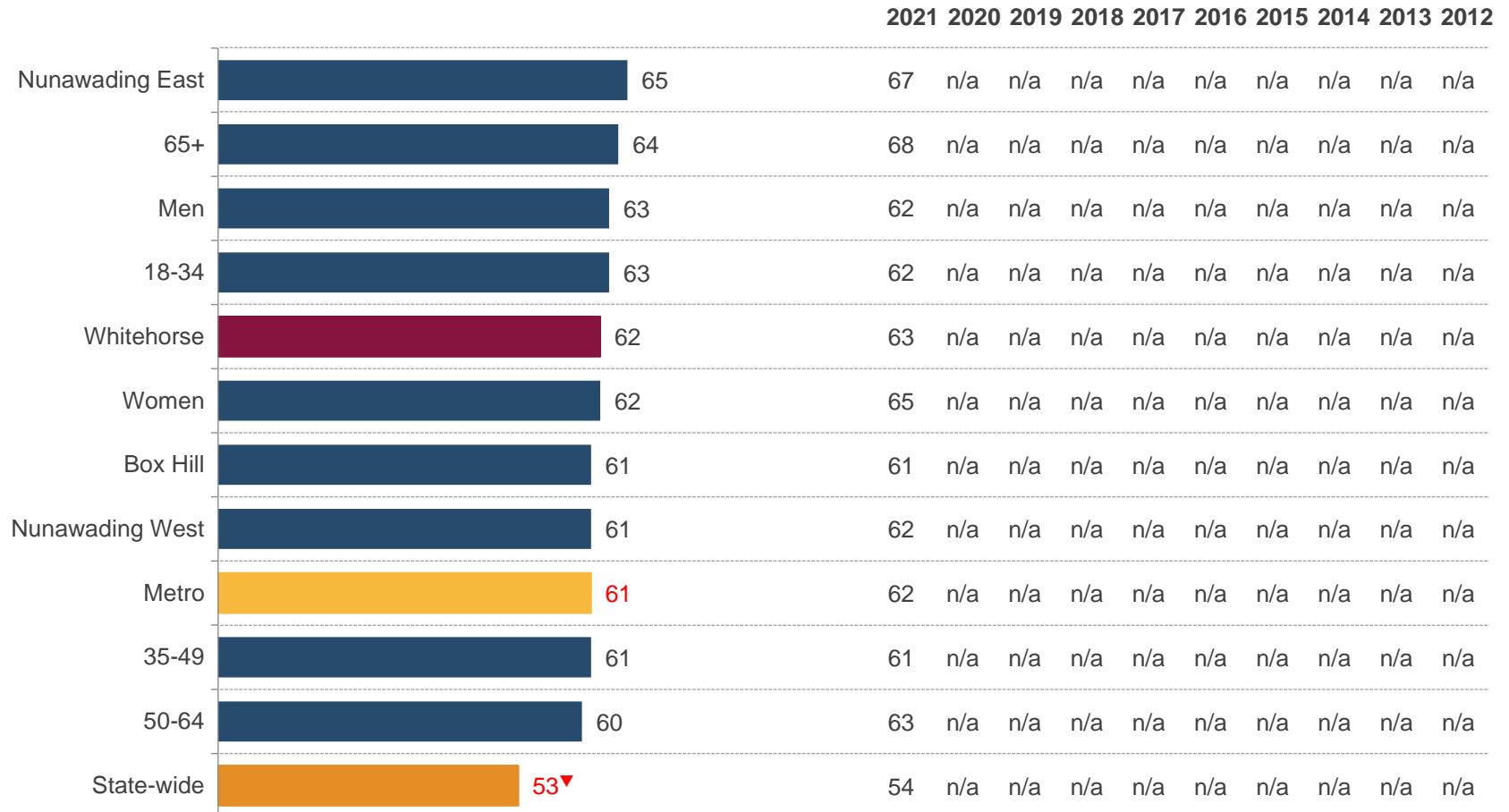
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Whitehorse City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16



# Value for money in services and infrastructure

## 2022 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

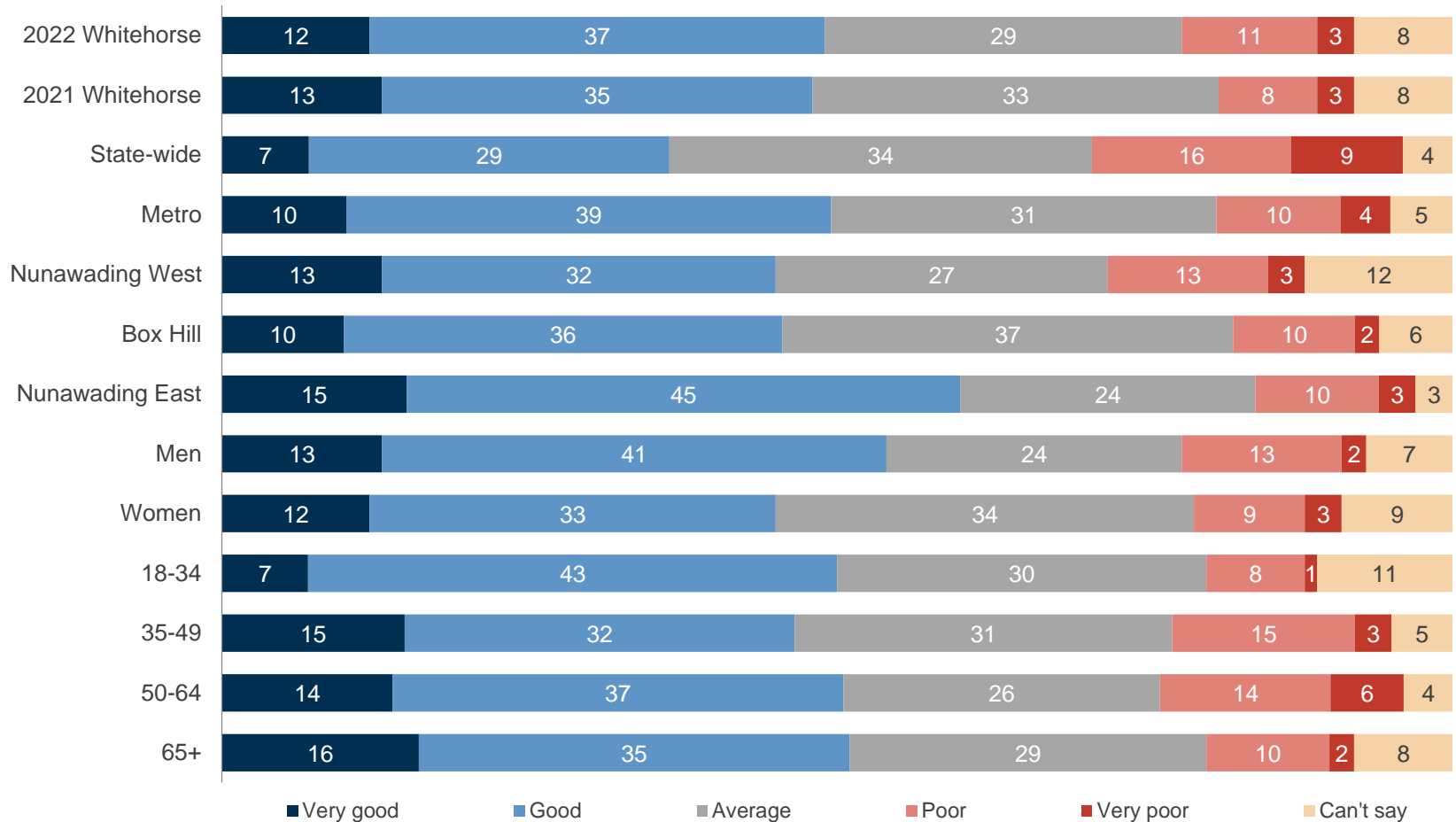
Note: Please see Appendix A for explanation of significant differences.





## Value for money in services and infrastructure

### 2022 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

Waste management, the appearance of public areas, and arts centres and libraries (index score of 74 each) are the areas where Council performed best in 2022.

- Council continues to rate significantly higher than the State-wide average on appearance of public areas, and significantly higher than both the State-wide and Metropolitan group averages on waste management.

Recreational facilities (index score of 73) is Council's next highest rated service area. Here, Council again rates significantly higher than the State-wide average.

In almost all service areas, performance ratings among Nunawading East residents are among the highest provided (although not necessarily significantly higher than average).

Council's strong performance in each of these areas is further affirmed by the fact that 17% of residents volunteer parks and gardens as the best thing about Council, 13% cite recreational and sporting facilities, and 9% cite waste management (noting that 14% identify this as the area most in need of improvement).

Waste management and recreational facilities are shown to have a positive influence on perceptions of Council's overall performance, so maintaining high ratings in these service areas should remain a focus for Council.



**Waste management, the appearance of public areas, and arts centres and libraries (index score of 74 each) are the areas where Council performed best in 2022.**



## Low performing service areas



Council continues to rate lowest in the area of planning and building permits (index score of 54). Consistent with previous evaluations, this service area exhibits the largest disparity between importance and performance perceptions (19-point differential).

Consultation and engagement, and lobbying on behalf of the community (both with an index score of 57) remain Council's next lowest-rated service areas.

Inappropriate development or over-development and town planning / permits / red tape continue to be two of the most frequently mentioned areas in need of improvement (by 7% and 6% of residents respectively). Slightly more residents cite communication (10%) or informing the community (10%).

Community consultation and engagement is a service area shown to have a moderate-to-strong influence on perceptions of overall performance – so it will be important for Council to demonstrate that it engages and consults with its residents on relevant matters in the year ahead to shore up overall performance ratings.

- In each of the aforementioned service areas, perceptions are least positive among residents aged 50 to 64 years. Given they also have the least positive perceptions of Council's overall performance, these residents warrant extra attention in the year ahead.



# Individual service area performance

## 2022 individual service area performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	74	75	72	77	77	77	74	n/a	n/a	71	n/a
Appearance of public areas	74	76	73	76	73	77	74	n/a	n/a	74	n/a
Art centres & libraries	74	73	77	78	77	79	74	n/a	n/a	77	n/a
Recreational facilities	73	74	75	77	76	76	75	n/a	n/a	74	n/a
Elderly support services	68	70	71	70	70	69	70	n/a	n/a	72	n/a
Sealed local roads	68	71	69	72	70	73	73	n/a	n/a	n/a	n/a
Family support services	68	67	72	70	69	72	69	n/a	n/a	71	n/a
Enforcement of local laws	64	66	66	65	65	65	65	n/a	n/a	66	n/a
Community & cultural	64	67	73	74	75	74	73	n/a	n/a	72	n/a
Environmental sustainability	64	63	65	66	65	68	64	n/a	n/a	66	n/a
Community decisions	61	60	61	60	58	59	57	n/a	n/a	n/a	n/a
Informing the community	60	59	63	64	62	61	61	n/a	n/a	n/a	n/a
Lobbying	57	58	59	56	56	56	57	n/a	60	56	n/a
Consultation & engagement	57	57	60	57	57	57	56	n/a	63	61	n/a
Planning & building permits	54	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?

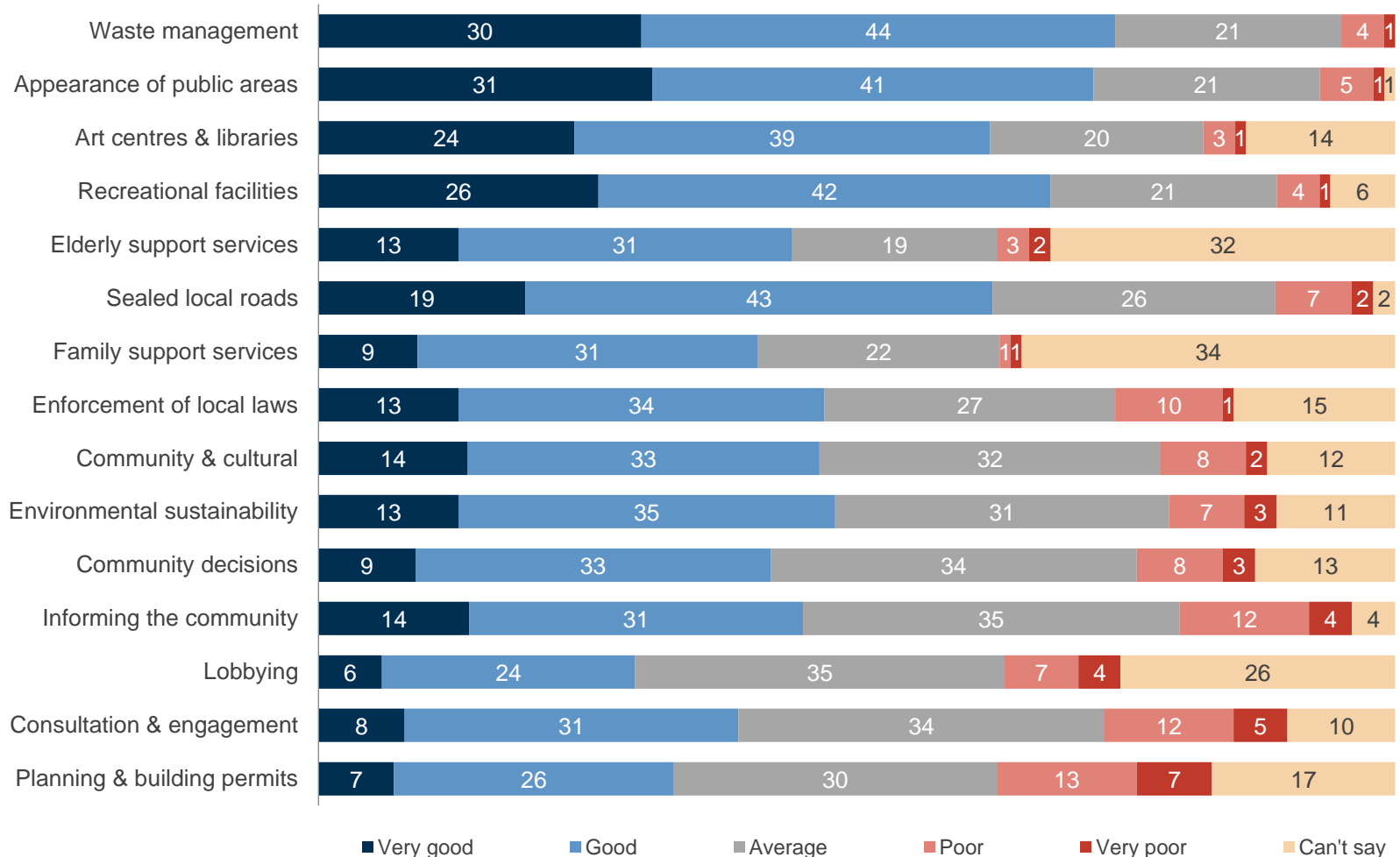
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



# Individual service area performance

## 2022 individual service area performance (%)





# Individual service area importance

## 2022 individual service area importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	84	85	85	84	84	81	81	n/a	n/a	80	n/a
Sealed local roads	80	76	77	77	76	76	76	n/a	n/a	n/a	n/a
Community decisions	78	78	79	76	79	78	78	n/a	n/a	n/a	n/a
Elderly support services	77	78	76	78	78	79	79	n/a	n/a	77	n/a
Appearance of public areas	75	74	73	72	72	75	74	n/a	n/a	73	n/a
Environmental sustainability	75	76	76	73	74	73	74	n/a	n/a	71	n/a
Planning & building permits	73	74	75	76	77	76	76	n/a	n/a	n/a	n/a
Family support services	73	74	73	73	74	75	73	n/a	n/a	69	n/a
Informing the community	73	73	73	71	72	71	74	n/a	n/a	n/a	n/a
Recreational facilities	73	74	71	71	72	72	75	n/a	n/a	71	n/a
Consultation & engagement	71	72	70	71	71	71	75	n/a	n/a	n/a	n/a
Art centres & libraries	70	70	69	68	69	66	69	n/a	n/a	66	n/a
Enforcement of local laws	70	69	72	71	71	72	72	n/a	n/a	71	n/a
Lobbying	66	66	65	63	64	64	68	n/a	n/a	n/a	n/a
Community & cultural	62	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?

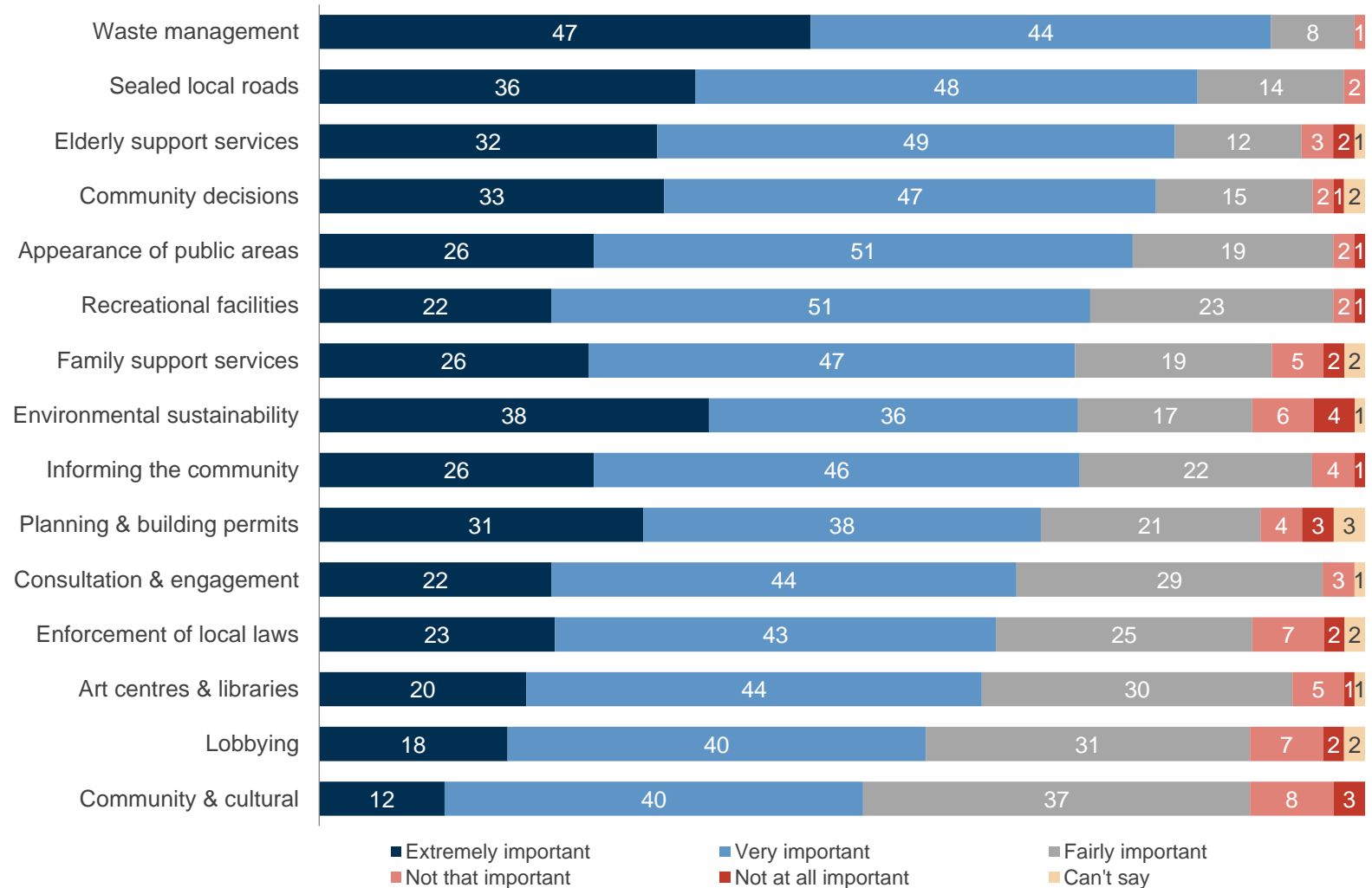
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

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



# Individual service area importance

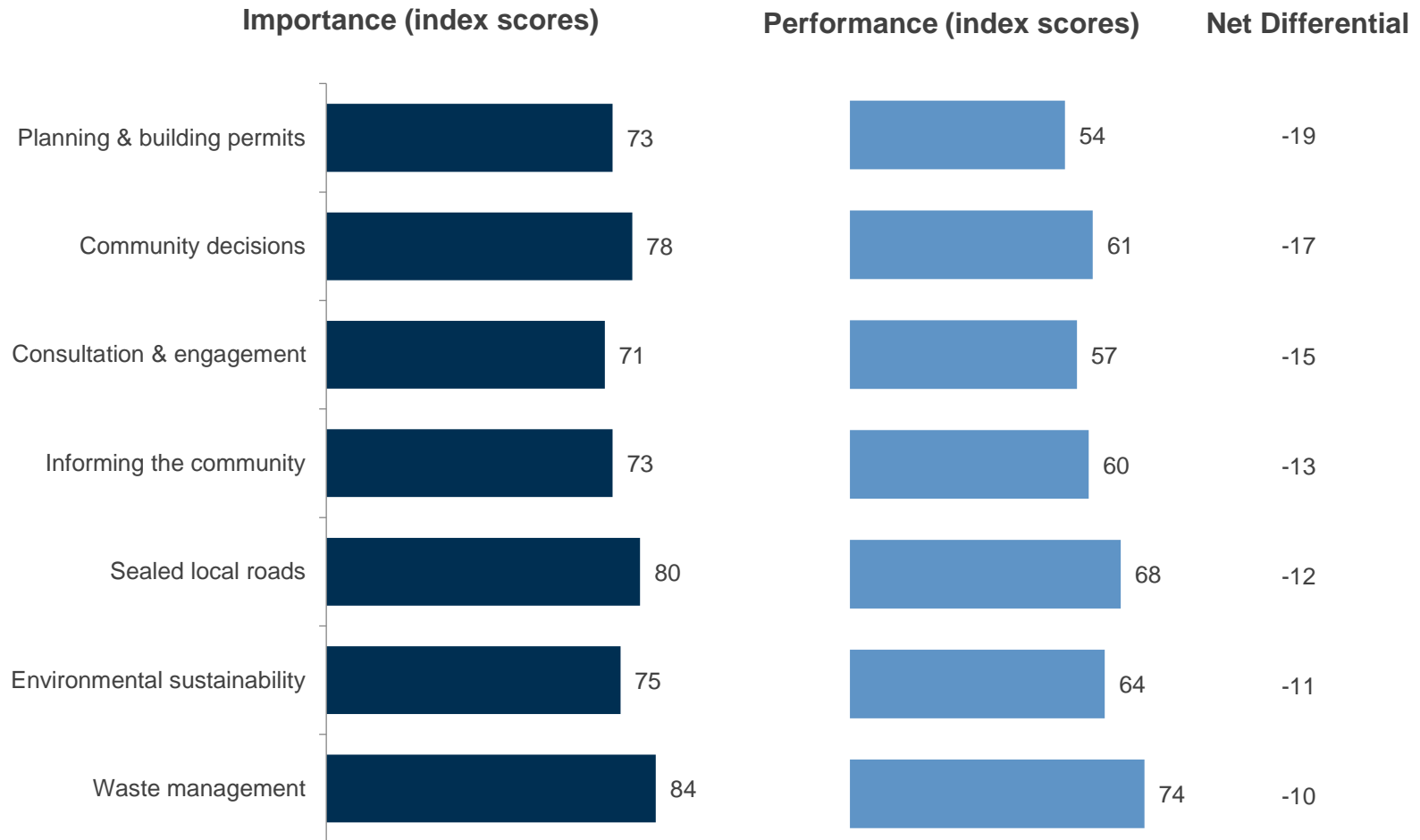
2022 individual service area importance (%)





# 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

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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.

**Ensuring the local road network is well maintained provides the greatest opportunity to drive up overall opinion of Council's performance.**

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

- Recreational facilities
- Waste management
- Community consultation and engagement
- Elderly support services
- Decisions made in the interest of the community
- Community and cultural activities
- Environmental sustainability.

Looking at these key service areas only, waste management and recreational facilities have a high performance index (74 and 73 respectively) and a moderate to strong influence on the overall performance rating.

Council also performs well on its elderly support services, community and cultural activities, and sustainability initiatives (index of 68, 64 and 64 respectively).

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

Council performs less well on its community consultation and the related area of making decisions in the community interest (index of 57 and 61 respectively).

**Good communication and consultation with residents about key local issues and Council activities, and transparency in Council decision making, can also help shore up positive overall community perceptions.**



## Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

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

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



# Influence on overall performance: all service areas

## 2022 regression analysis (all service areas)

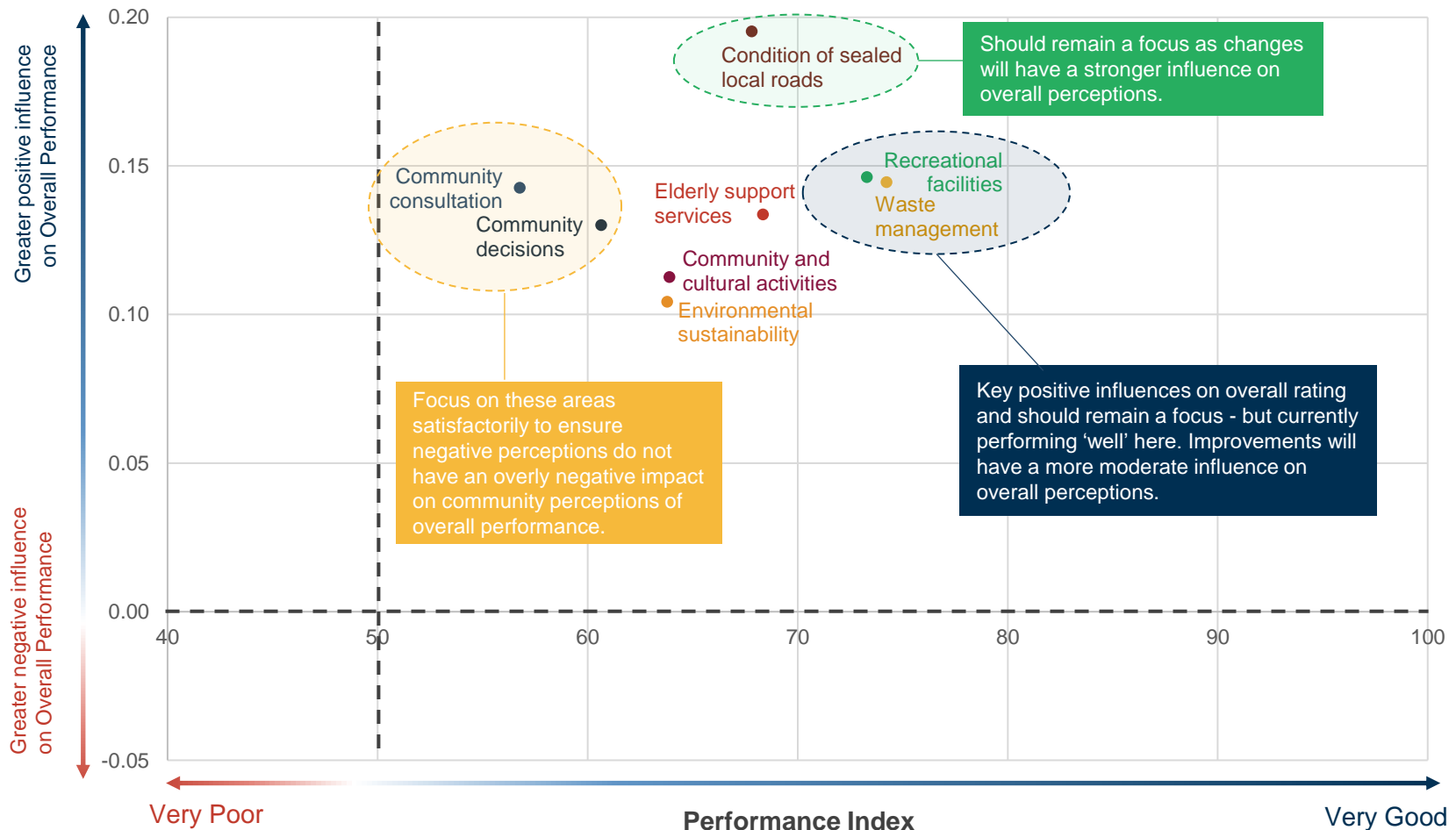


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.563 and adjusted  $R^2$  value of 0.550, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 41.73$ . 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

## 2022 regression analysis (key service areas)

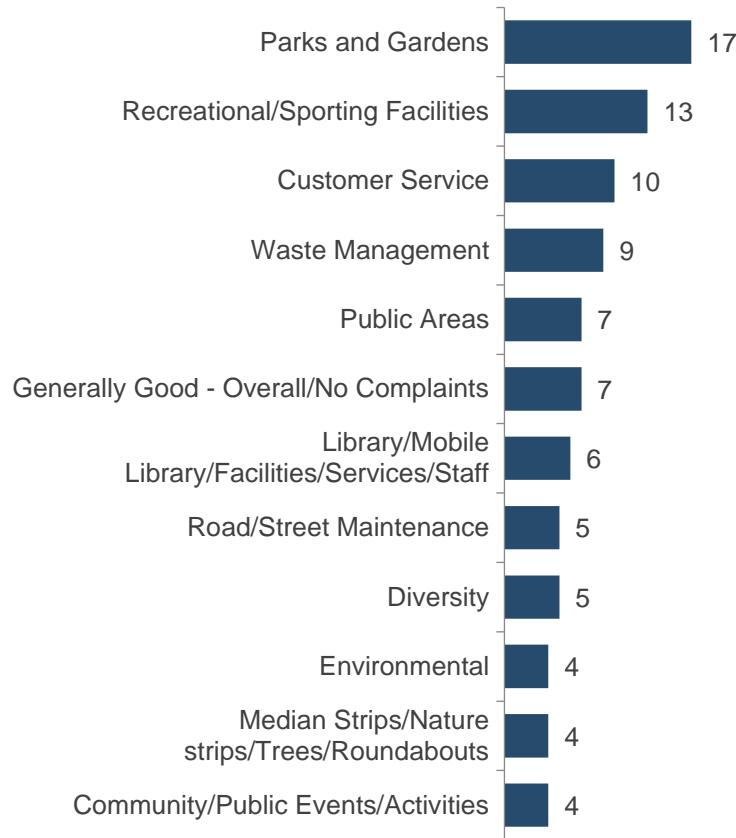


The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.555 and adjusted  $R^2$  value of 0.547, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 76.55$ .



# Best things about Council and areas for improvement

**2022 best things about Council (%)**  
- Top mentions only -



**2022 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: 30 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: 47 Councils asked group: 12

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 half of households (55%) have had contact with Whitehorse City Council in the last 12 months. Rate of contact is three percentage points lower than last year.

Rate of contact is significantly higher among residents aged 50 to 64 years and 35 to 49 years (70% and 66% respectively) and remains significantly lower among 18 to 34 year olds (39%).



**Among those residents who have had contact with Council, 75% provide a positive customer service rating of 'very good' or 'good', including 42% of residents who rate Council's customer service as 'very good'.**

### Customer service

Council's customer service index of 76 marks a two-point increase on 2021. Customer service is now rated significantly higher than both the State-wide and Metropolitan group averages (index scores of 68 and 72 respectively).

Furthermore, one in ten residents (10%) cite customer service as the best thing about Whitehorse City Council.

Among those who have had contact with Council, three quarters (75%) provide a positive customer service rating.

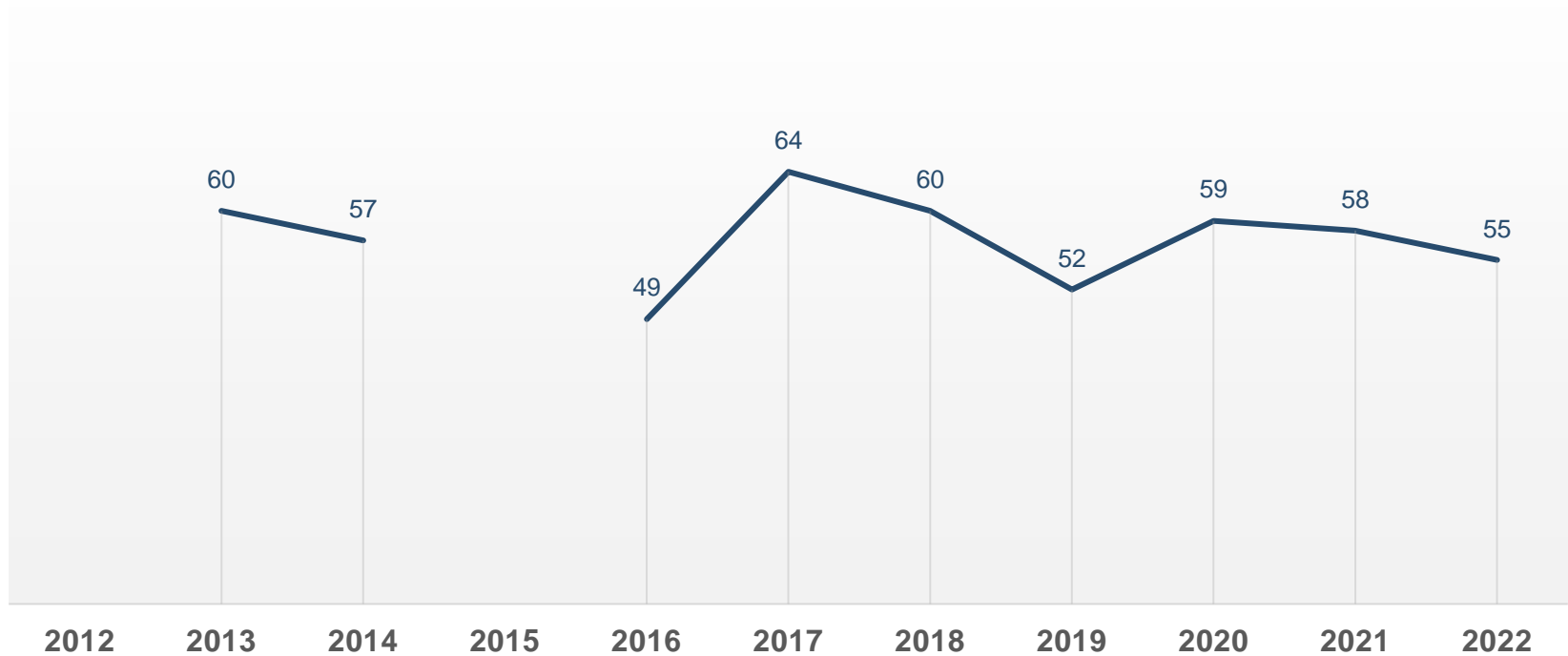
- Perceptions of Council's customer service are most positive among residents aged 18 to 34 years and 65 years and over (both with an index score of 79), and least positive among those aged 55 to 64 years (72).
- Since the previous evaluation, customer service ratings did not change significantly among any of the demographic or geographic cohorts evaluated.

Council should focus on bolstering perceptions of its customer service among 50 to 64 year olds residents in the year ahead, given they currently have the highest rate of contact with Council but the least positive perceptions of its customer service and overall performance.



## Contact with council

**2022 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?

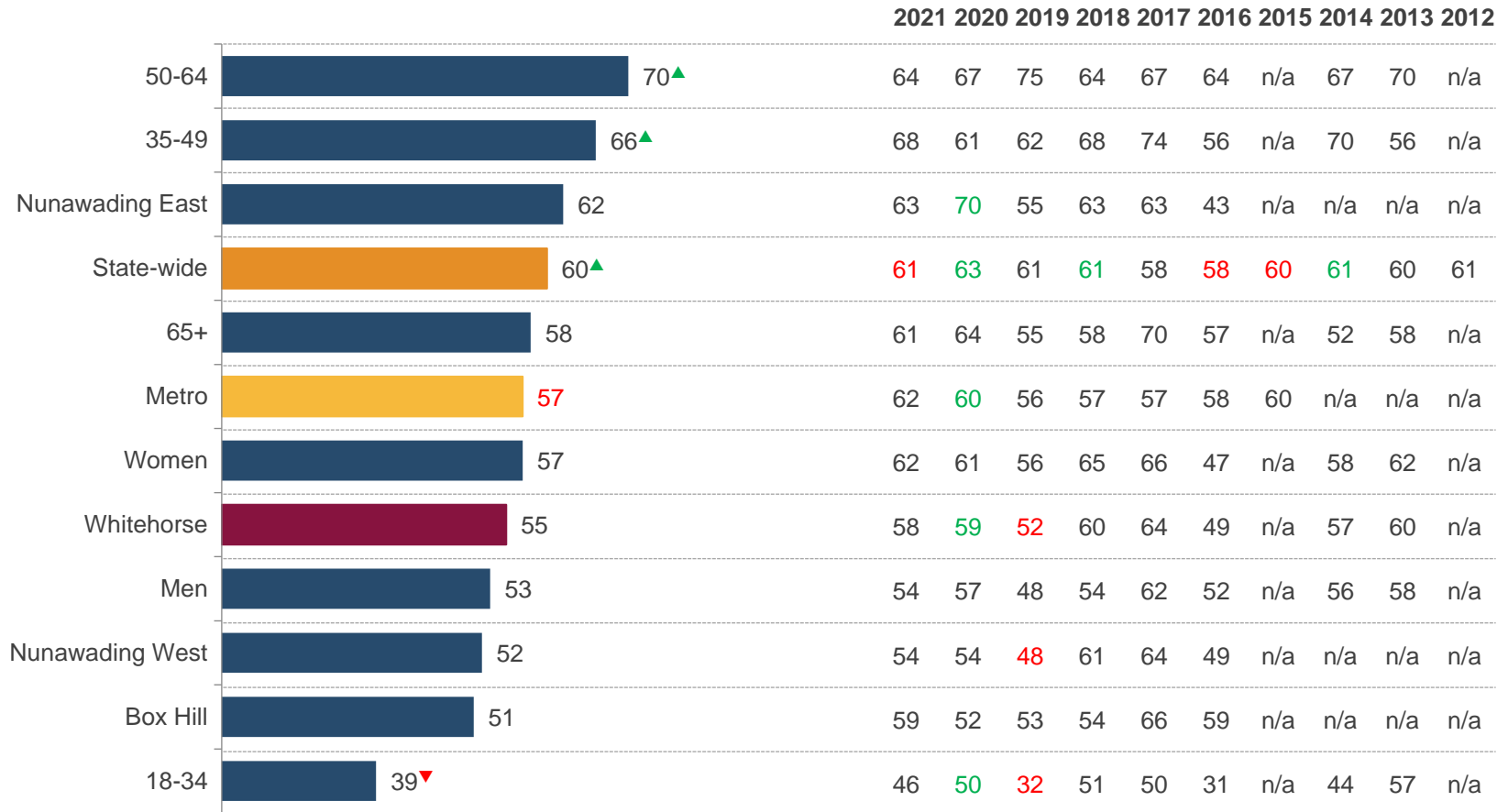
Base: All respondents. Councils asked State-wide: 42 Councils asked group: 8





## Contact with council

### 2022 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?

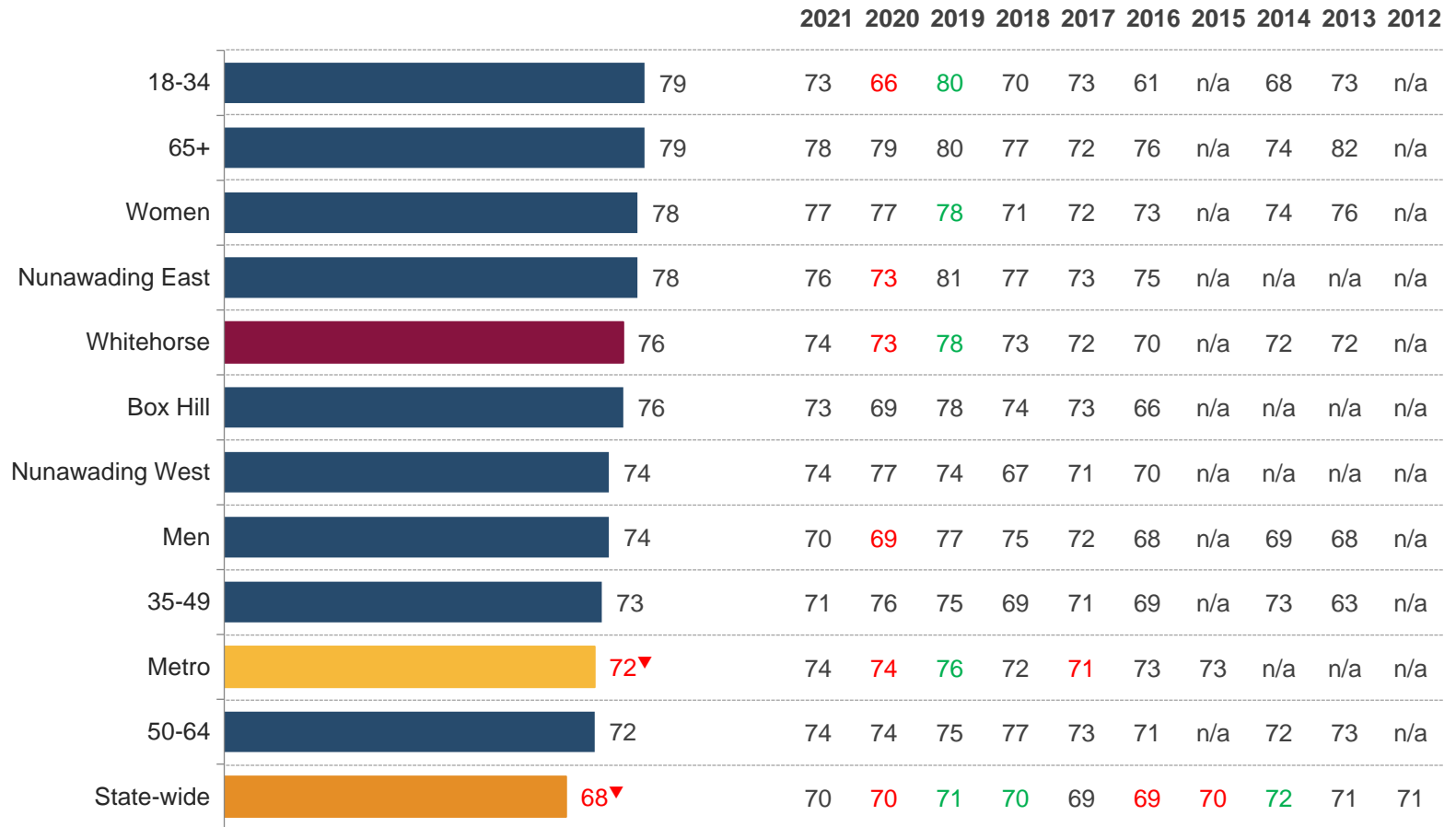
Base: All respondents. Councils asked State-wide: Councils asked group: 8

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



# Customer service rating

## 2022 customer service rating (index scores)



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.

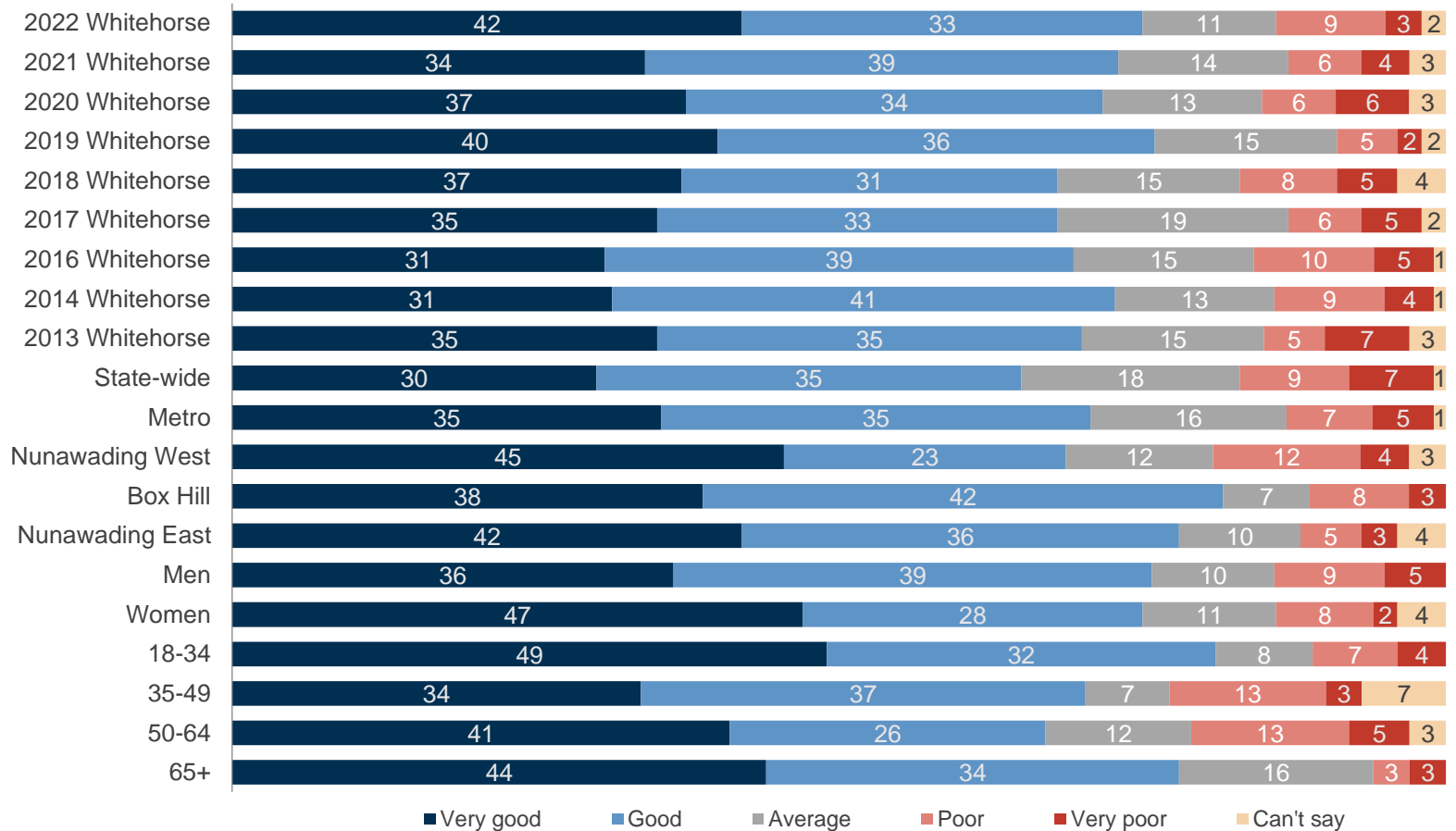
Councils asked State-wide: 67 Councils asked group: 16

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



# Customer service rating

## 2022 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: 67 Councils asked group: 16



# Communication

## Communication

The most preferred form of communication from Whitehorse City Council about news and information and upcoming events continues to be newsletters sent via mail (38%) and by email (34%). Social media (14%), the next preferred channel, is a long way behind these.

- Among residents aged under 50 years, newsletters via email (33%) are preferred but almost on par with mail (32%), and an increased proportion prefer social media (21%) communication.
- Among those aged over 50 years, mailed newsletters (48%) continue to be preferred over email newsletters (35%), however preference for the email format has increased by seven percentage points in the past year. Preference for other channels has declined.

Interest in advertising and Council newsletter inserts in local newspapers is at an all time-low in 2022 – virtually no residents prefer these as forms of communication.





# Best form of communication

2022 best form of communication (%)



Advertising  
in a Local  
Newspaper



Council  
Newsletter  
via Mail



Council  
Newsletter  
via Email



Council Newsletter  
as Local Paper  
Insert



Council  
Website



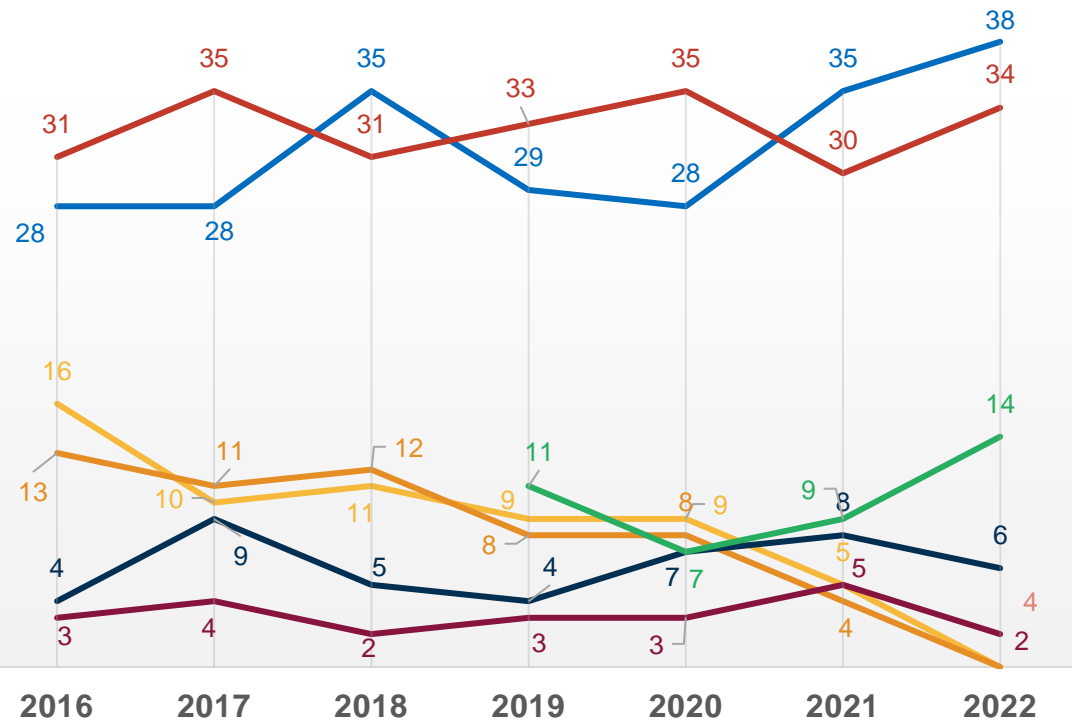
Text Message



Social  
Media



Council Newspaper  
Displayed in Shops  
and Council Facilities



Q13. If Whitehorse City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked State-wide: 39 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

2022 under 50s best form of communication (%)



Advertising  
in a Local  
Newspaper



Council  
Newsletter  
via Mail



Council  
Newsletter  
via Email



Council Newsletter  
as Local Paper  
Insert



Council  
Website



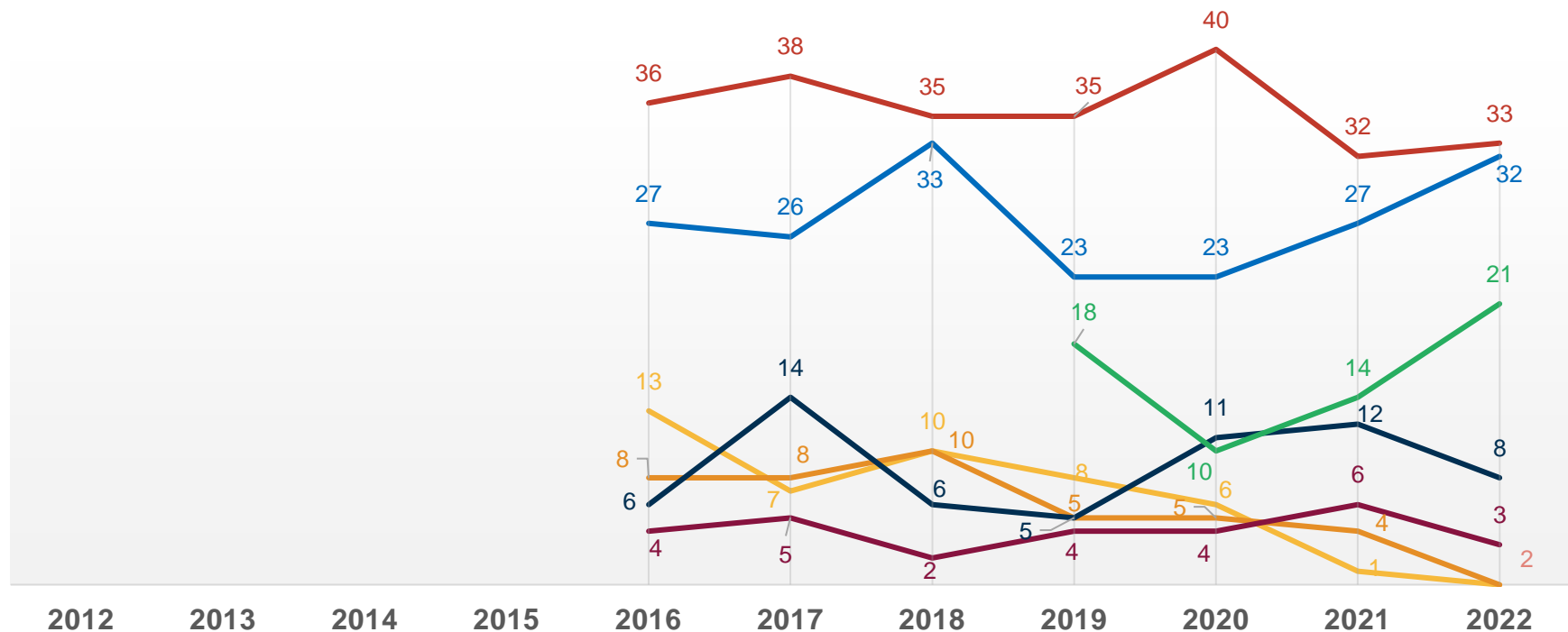
Text Message



Social  
Media



Council Newspaper  
Displayed in Shops  
and Council Facilities



Q13. If Whitehorse City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 10

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



## Best form of communication: over 50s

2022 over 50s best form of communication (%)



Advertising  
in a Local  
Newspaper



Council  
Newsletter  
via Mail



Council  
Newsletter  
via Email



Council Newsletter  
as Local Paper  
Insert



Council  
Website



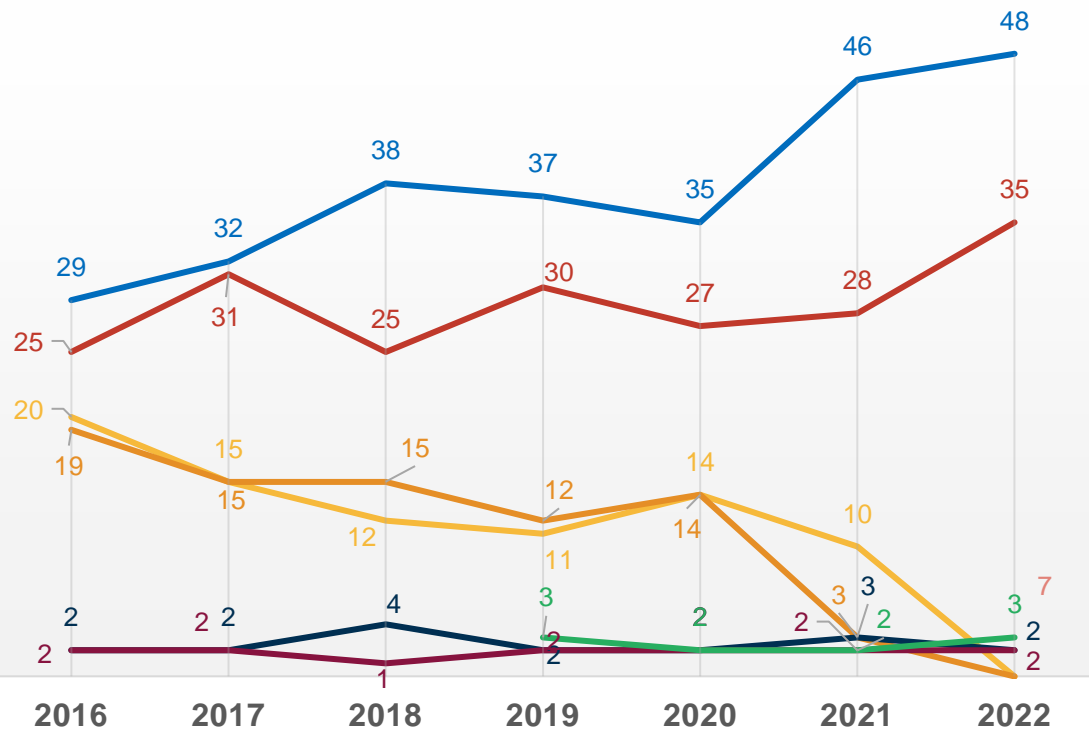
Text Message



Social  
Media



Council Newspaper  
Displayed in Shops  
and Council Facilities



Q13. If Whitehorse City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged over 50. Councils asked State-wide: 39 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**



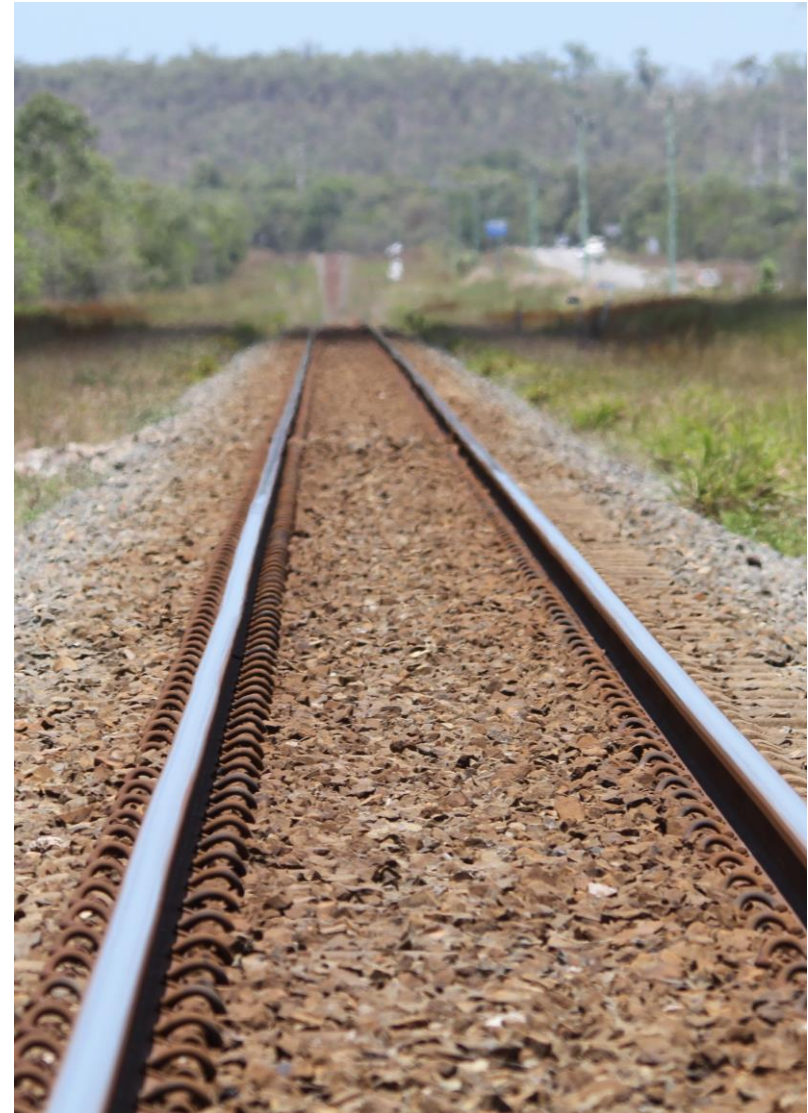
## Council direction

Perceptions of the direction of Whitehorse City Council's overall performance have declined slightly by two index points (index score of 51).

Over the last 12 months, fewer residents believe the direction of Council's overall performance has improved – 10% down two percentage points.

An increased majority (76%, up six percentage points) believe it has stayed the same, and 8% believe it has deteriorated (compared to 7% in 2021).

- The most satisfied with council direction are 18 to 34 year olds and Box Hill residents. Of these residents, more than twice as many think Council's overall performance has improved in the last year than think it has deteriorated.
- The least satisfied with council direction are 50 to 64 year-old residents. More than three times as many in this age group think Council's overall performance has deteriorated since last year as those who think it has improved.





## Overall council direction last 12 months

### 2022 overall council direction (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	54	58	53	58	54	56	59	n/a	59	61	n/a
Box Hill	54	54	54	55	55	54	46	n/a	n/a	n/a	n/a
Metro	53	55	54	55	54	54	55	56	n/a	n/a	n/a
Men	51	53	50	54	51	50	49	n/a	50	52	n/a
Whitehorse	51	53	51	52	51	51	50	n/a	53	54	n/a
Nunawading East	51	51	52	52	52	51	54	n/a	n/a	n/a	n/a
Women	51	52	52	51	51	51	50	n/a	56	55	n/a
65+	51	52	53	52	51	51	46	n/a	49	55	n/a
State-wide	50	53	51	53	52	53	51	53	53	53	52
35-49	50	48	49	50	52	48	43	n/a	53	45	n/a
Nunawading West	48	53	48	51	47	48	48	n/a	n/a	n/a	n/a
50-64	45	50	47	46	44	45	48	n/a	47	52	n/a

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

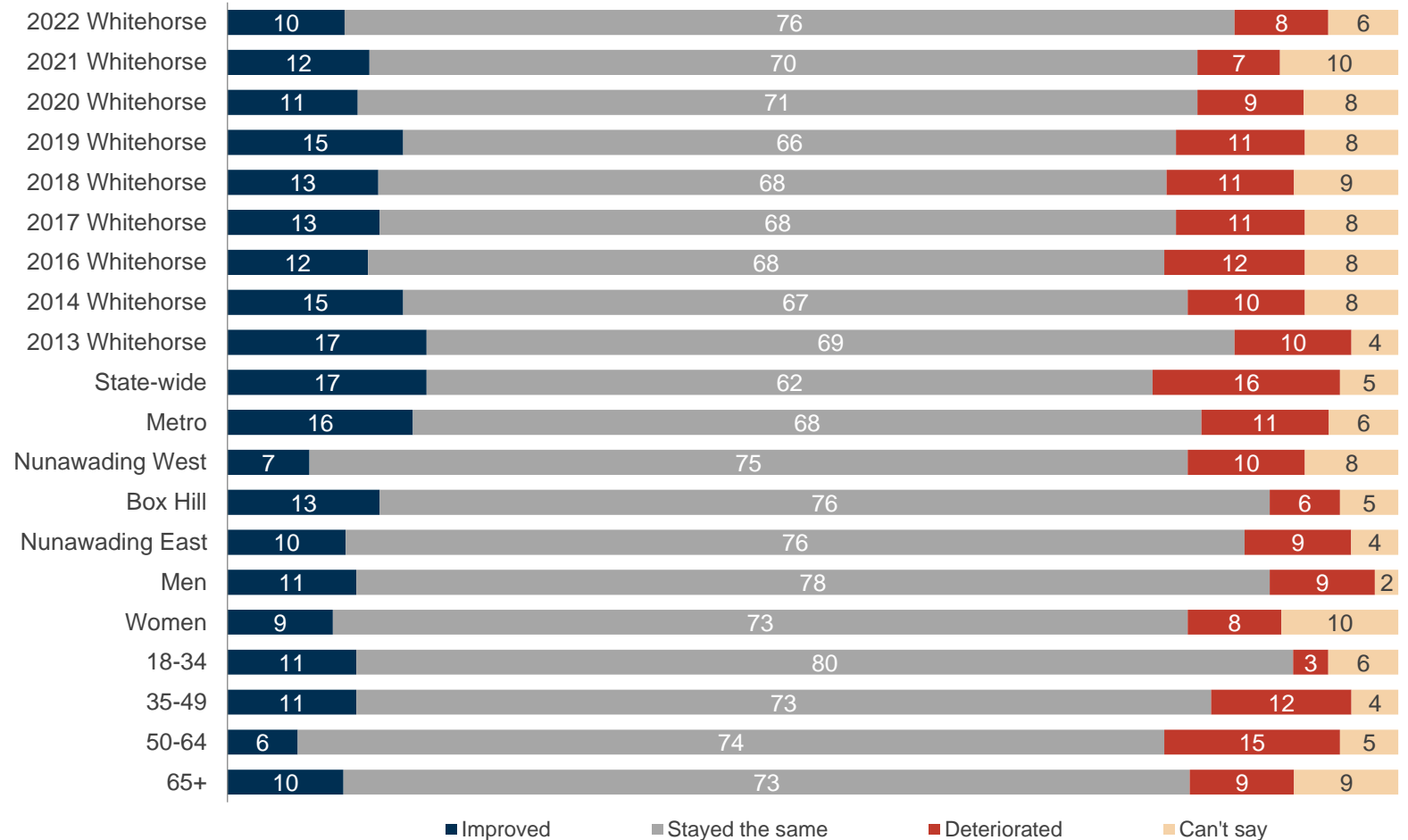
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



## Overall council direction last 12 months

### 2022 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.

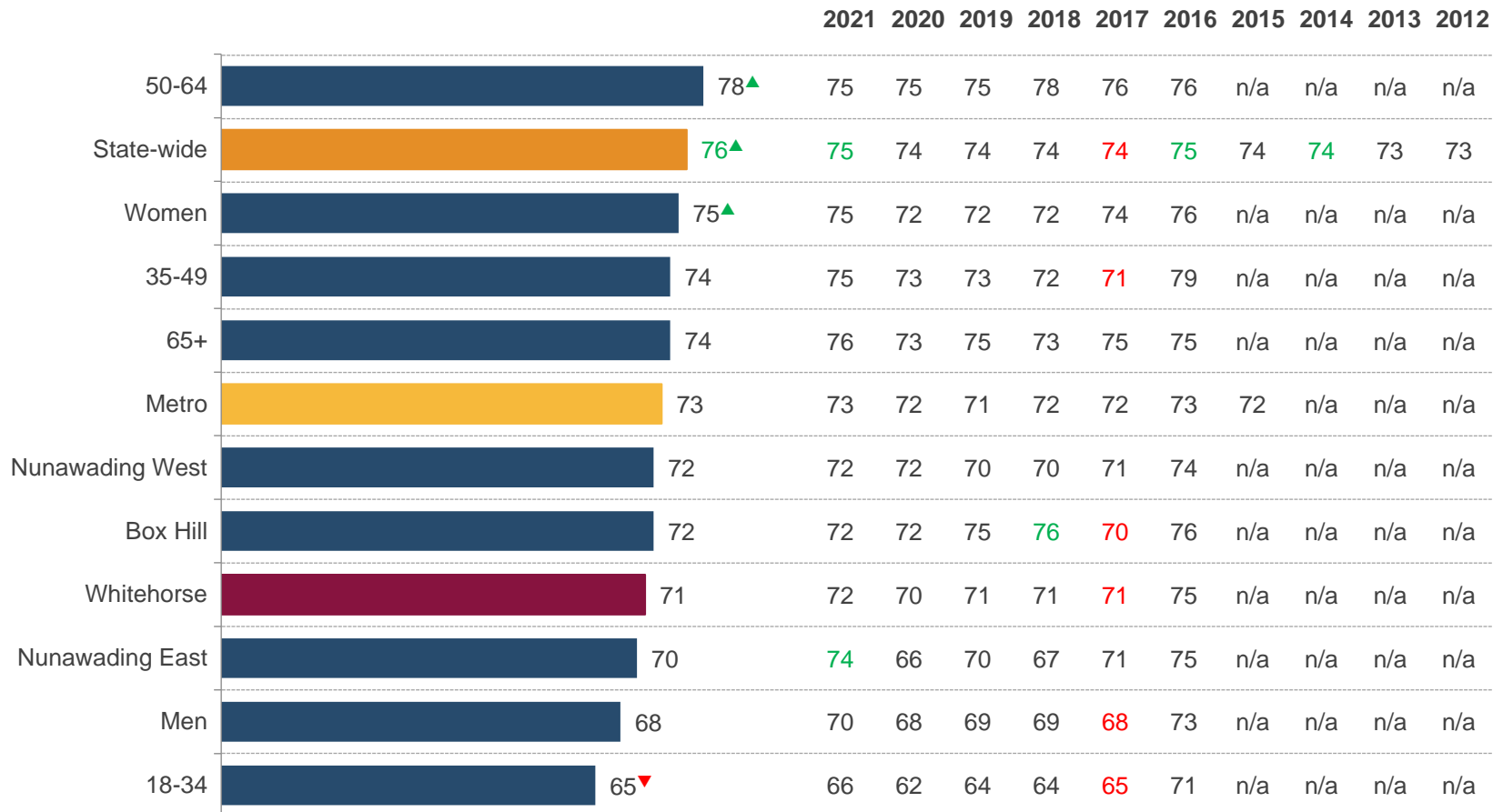
# **Individual service areas**



# Community consultation and engagement importance



## 2022 consultation and engagement importance (index scores)



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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

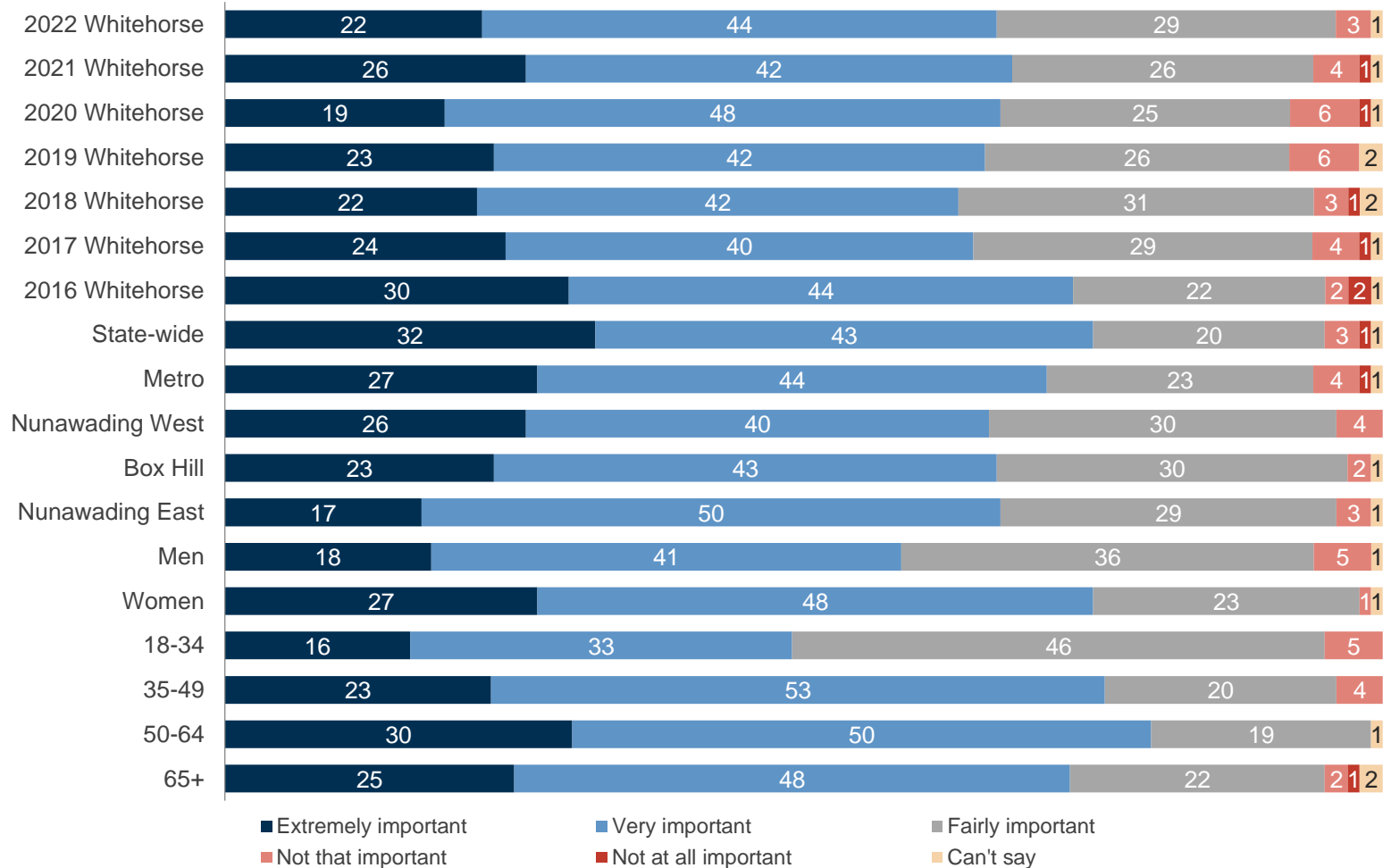
Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement importance



## 2022 consultation and engagement importance (%)







# Community consultation and engagement performance



## 2022 consultation and engagement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Nunawading East	59	59	58	59	60	57	62	n/a	n/a	n/a	n/a
18-34	58	55	63	58	58	64	60	n/a	64	59	n/a
Metro	58	59	58	58	57	57	58	58	n/a	n/a	n/a
35-49	58	57	58	58	57	54	54	n/a	64	62	n/a
Men	57	55	58	55	59	56	55	n/a	61	58	n/a
Whitehorse	57	57	60	57	57	57	56	n/a	63	61	n/a
65+	57	58	61	59	58	54	55	n/a	65	63	n/a
Women	57	59	62	58	56	58	58	n/a	64	63	n/a
Box Hill	56	58	59	60	56	58	55	n/a	n/a	n/a	n/a
Nunawading West	55	55	62	53	56	56	52	n/a	n/a	n/a	n/a
State-wide	54▼	56	55	56	55	55	54	56	57	57	57
50-64	51	59	55	49	56	53	56	n/a	56	59	n/a

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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

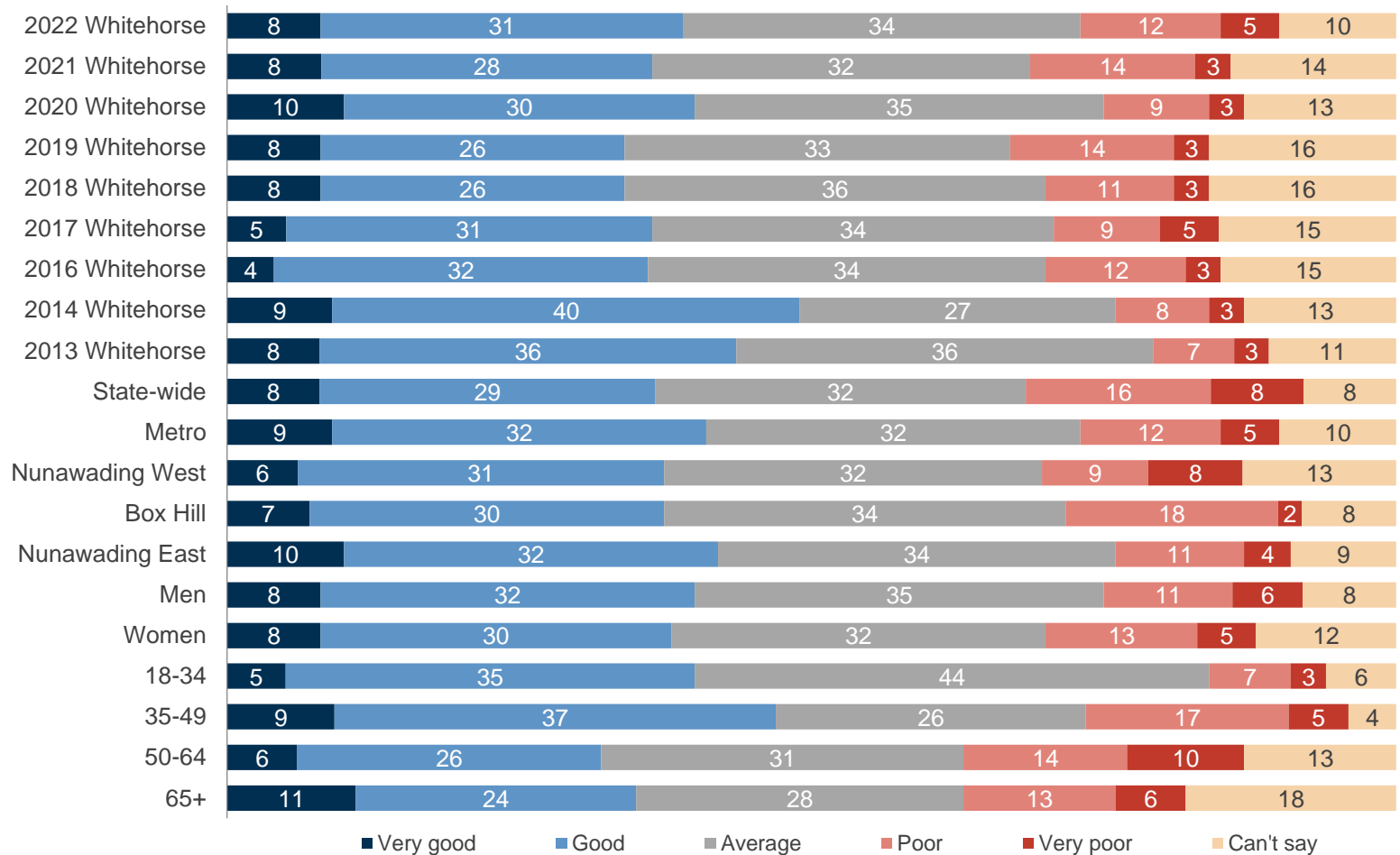




# Community consultation and engagement performance



## 2022 consultation and engagement performance (%)

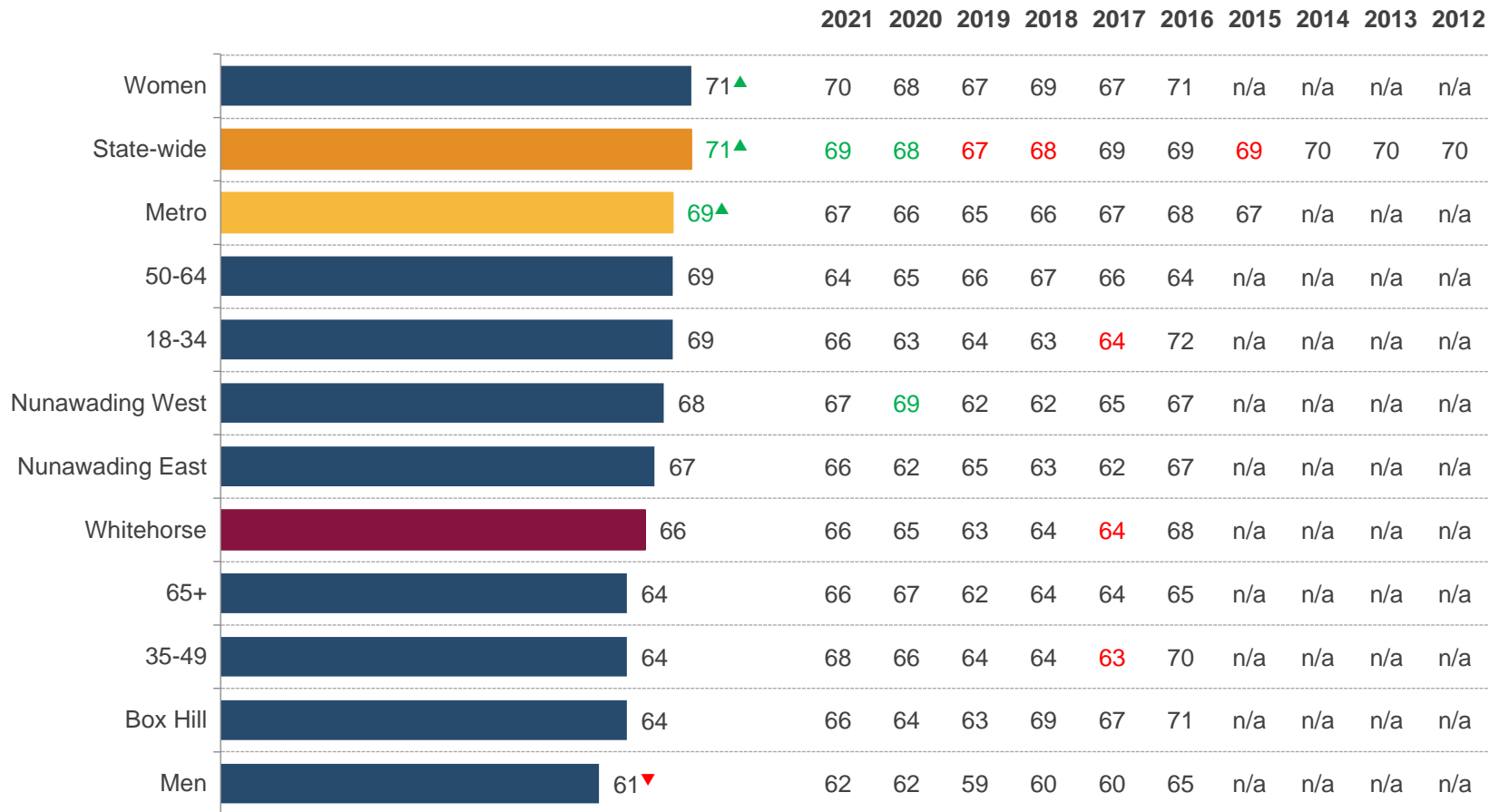




# Lobbying on behalf of the community importance



## 2022 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: 25 Councils asked group: 7

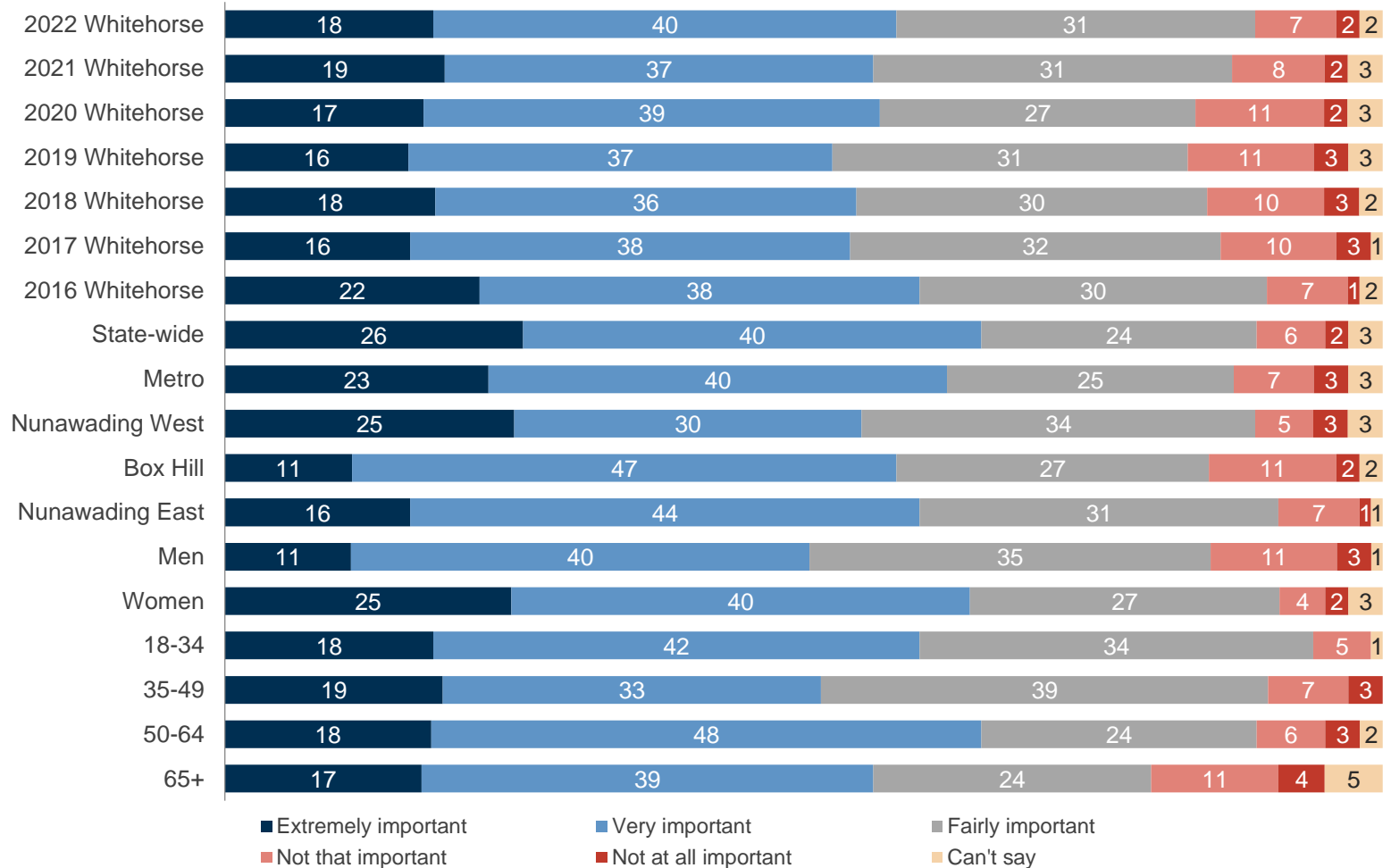
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community importance



## 2022 lobbying importance (%)





# Lobbying on behalf of the community performance



## 2022 lobbying performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60	56	61	62	58	63	59	n/a	65	59	n/a
Nunawading West	59	56	57	54	55	55	55	n/a	n/a	n/a	n/a
Nunawading East	58	60	60	58	58	56	59	n/a	n/a	n/a	n/a
Women	57	58	59	56	55	55	59	n/a	62	58	n/a
Whitehorse	57	58	59	56	56	56	57	n/a	60	56	n/a
Men	56	57	59	56	58	56	55	n/a	58	55	n/a
65+	56	60	62	55	58	52	59	n/a	62	59	n/a
Metro	55	56	57	57	56	56	56	58	n/a	n/a	n/a
35-49	55	59	54	52	55	50	53	n/a	59	55	n/a
Box Hill	54	57	59	56	56	57	56	n/a	n/a	n/a	n/a
State-wide	53▼	55	53	54	54	54	53	55	56	55	55
50-64	52	56	53	48	53	54	55	n/a	52	51	n/a

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 12

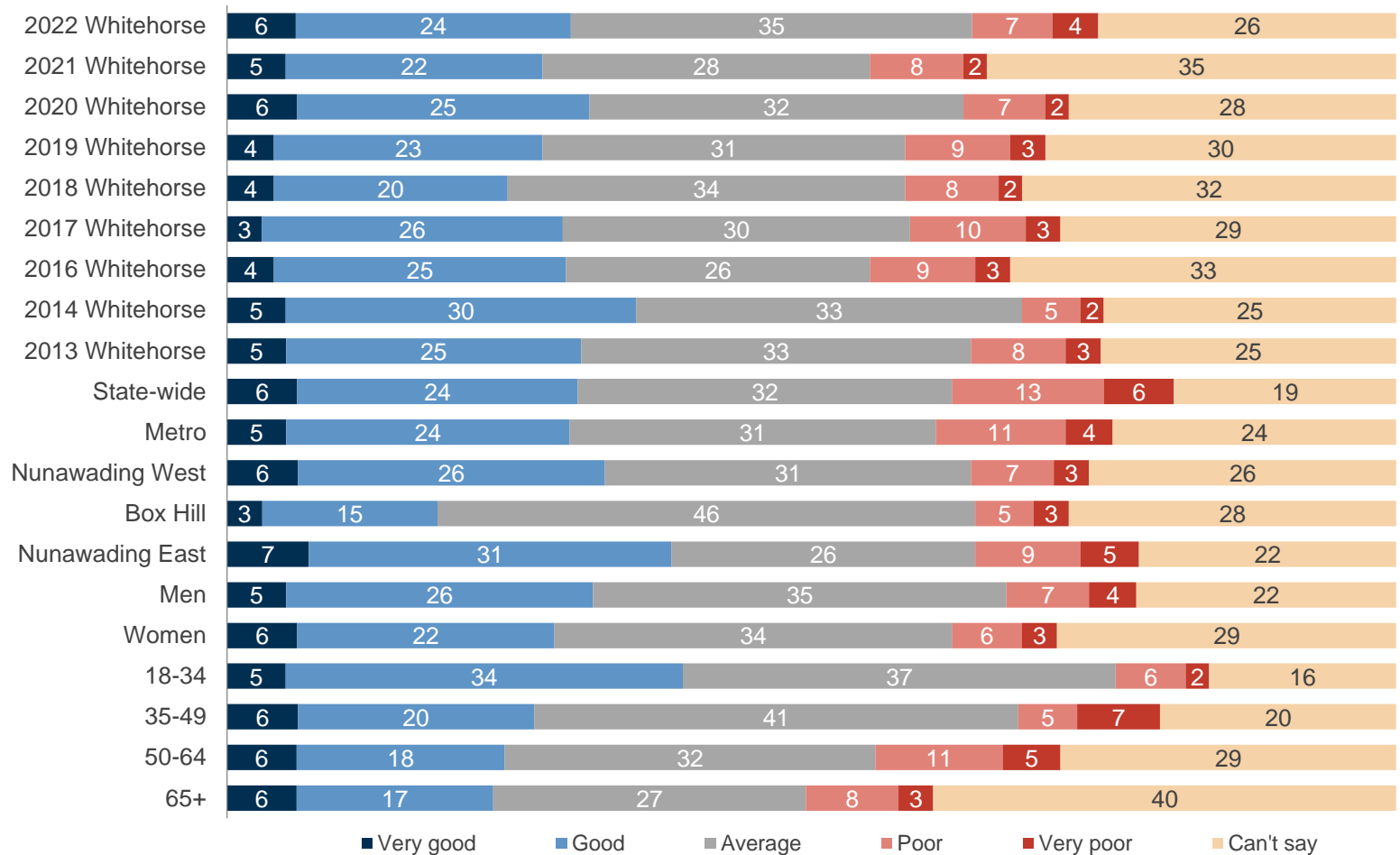
Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



## 2022 lobbying performance (%)



# Decisions made in the interest of the community importance



## 2022 community decisions made importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	82	77	81	83	83	83	79	n/a	n/a	n/a	n/a
State-wide	81▲	81	80	80	80	79	80	80	79	n/a	n/a
Metro	80	80	79	78	79	79	79	80	n/a	n/a	n/a
Women	80	81	80	78	82	79	79	n/a	n/a	n/a	n/a
Nunawading East	79	77	78	78	78	78	79	n/a	n/a	n/a	n/a
Box Hill	78	75	79	76	79	78	80	n/a	n/a	n/a	n/a
18-34	78	77	78	75	77	75	77	n/a	n/a	n/a	n/a
Whitehorse	78	78	79	76	79	78	78	n/a	n/a	n/a	n/a
65+	77	77	78	75	78	77	77	n/a	n/a	n/a	n/a
Nunawading West	77	80	79	75	81	78	77	n/a	n/a	n/a	n/a
35-49	76	79	79	76	80	78	81	n/a	n/a	n/a	n/a
Men	75	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?

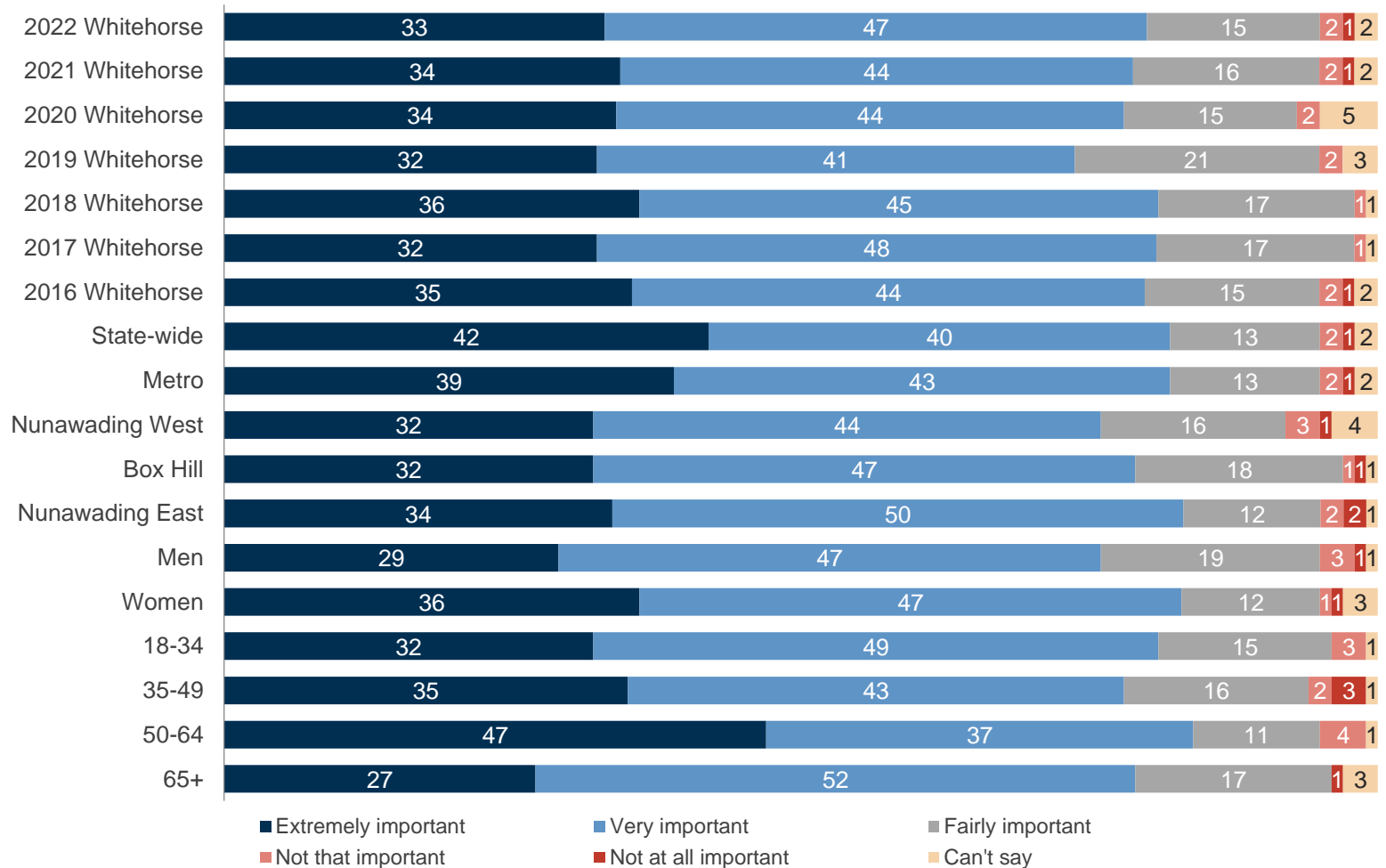
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

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

# Decisions made in the interest of the community importance



## 2022 community decisions made importance (%)



# Decisions made in the interest of the community performance



## 2022 community decisions made performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	65▲	59	65	65	63	66	62	n/a	n/a	n/a	n/a
Nunawading East	62	61	63	62	60	61	63	n/a	n/a	n/a	n/a
Men	62	58	60	61	61	58	55	n/a	n/a	n/a	n/a
Whitehorse	61	60	61	60	58	59	57	n/a	n/a	n/a	n/a
Nunawading West	60	59	60	56	56	54	51	n/a	n/a	n/a	n/a
Box Hill	60	61	62	62	57	62	55	n/a	n/a	n/a	n/a
35-49	60	61	59	57	55	56	53	n/a	n/a	n/a	n/a
Women	60	62	62	59	55	59	58	n/a	n/a	n/a	n/a
65+	59	61	61	61	59	55	56	n/a	n/a	n/a	n/a
Metro	59	61	59	60	58	58	59	59	n/a	n/a	n/a
State-wide	54▼	56	53	55	54	54	54	55	57	n/a	n/a
50-64	51▼	57	54	51	52	54	52	n/a	n/a	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: 67 Councils asked group: 16

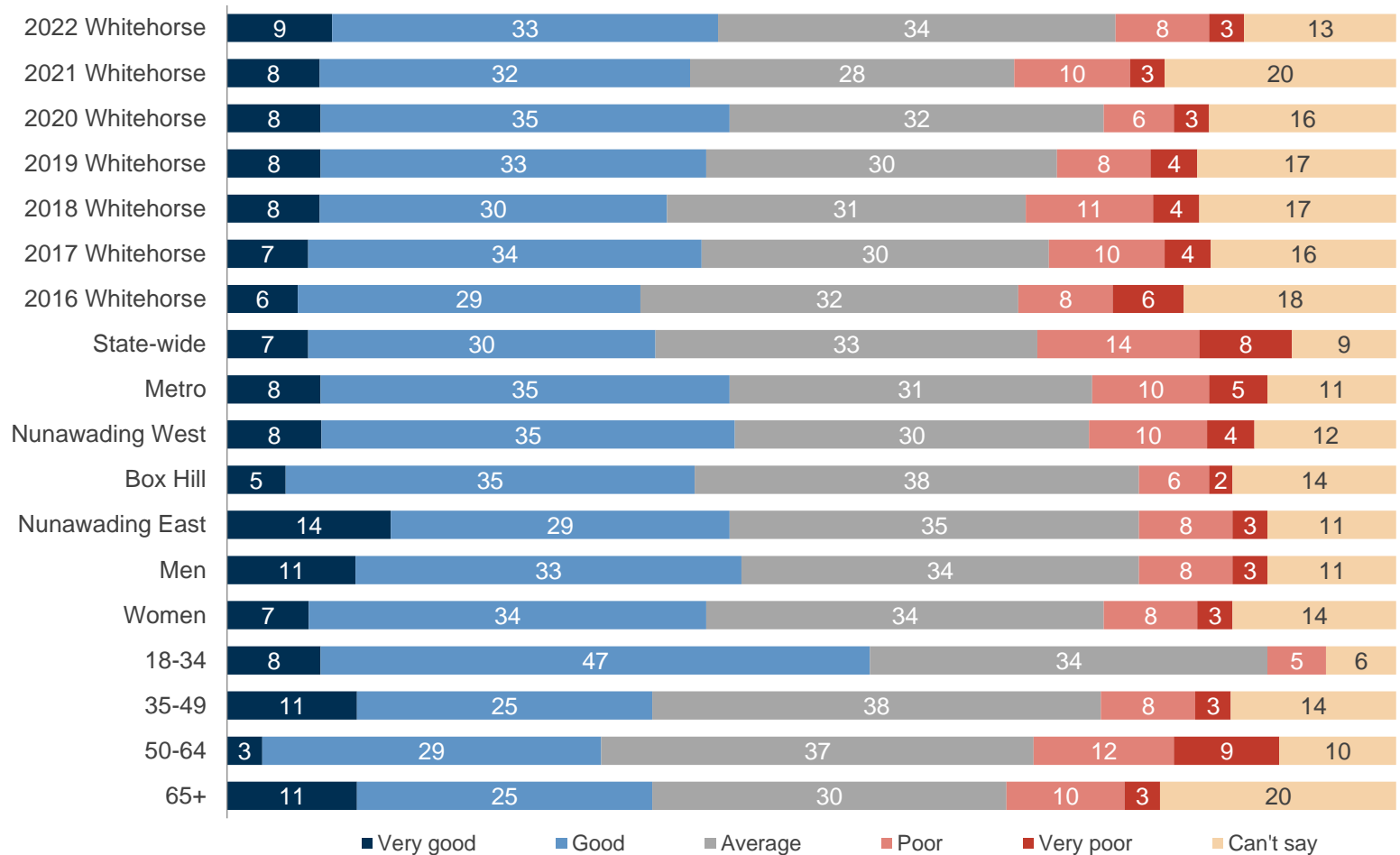
Note: Please see Appendix A for explanation of significant differences.



# Decisions made in the interest of the community performance



2022 community decisions made performance (%)



# The condition of sealed local roads in your area importance



## 2022 sealed local roads importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	82	78	81	78	78	78	76	n/a	n/a	n/a	n/a
State-wide	81	79	79	79	80	78	78	76	77	n/a	n/a
Box Hill	81	78	75	77	75	76	77	n/a	n/a	n/a	n/a
Nunawading West	80	75	77	75	75	76	77	n/a	n/a	n/a	n/a
18-34	80	73	74	77	76	75	73	n/a	n/a	n/a	n/a
50-64	80	78	78	77	78	81	73	n/a	n/a	n/a	n/a
Whitehorse	80	76	77	77	76	76	76	n/a	n/a	n/a	n/a
35-49	80	76	79	75	75	75	80	n/a	n/a	n/a	n/a
Metro	80	78	77	77	78	77	76	75	n/a	n/a	n/a
65+	79	80	78	77	77	76	76	n/a	n/a	n/a	n/a
Nunawading East	77	76	79	77	78	77	74	n/a	n/a	n/a	n/a
Men	77	74	72	75	74	74	75	n/a	n/a	n/a	n/a

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

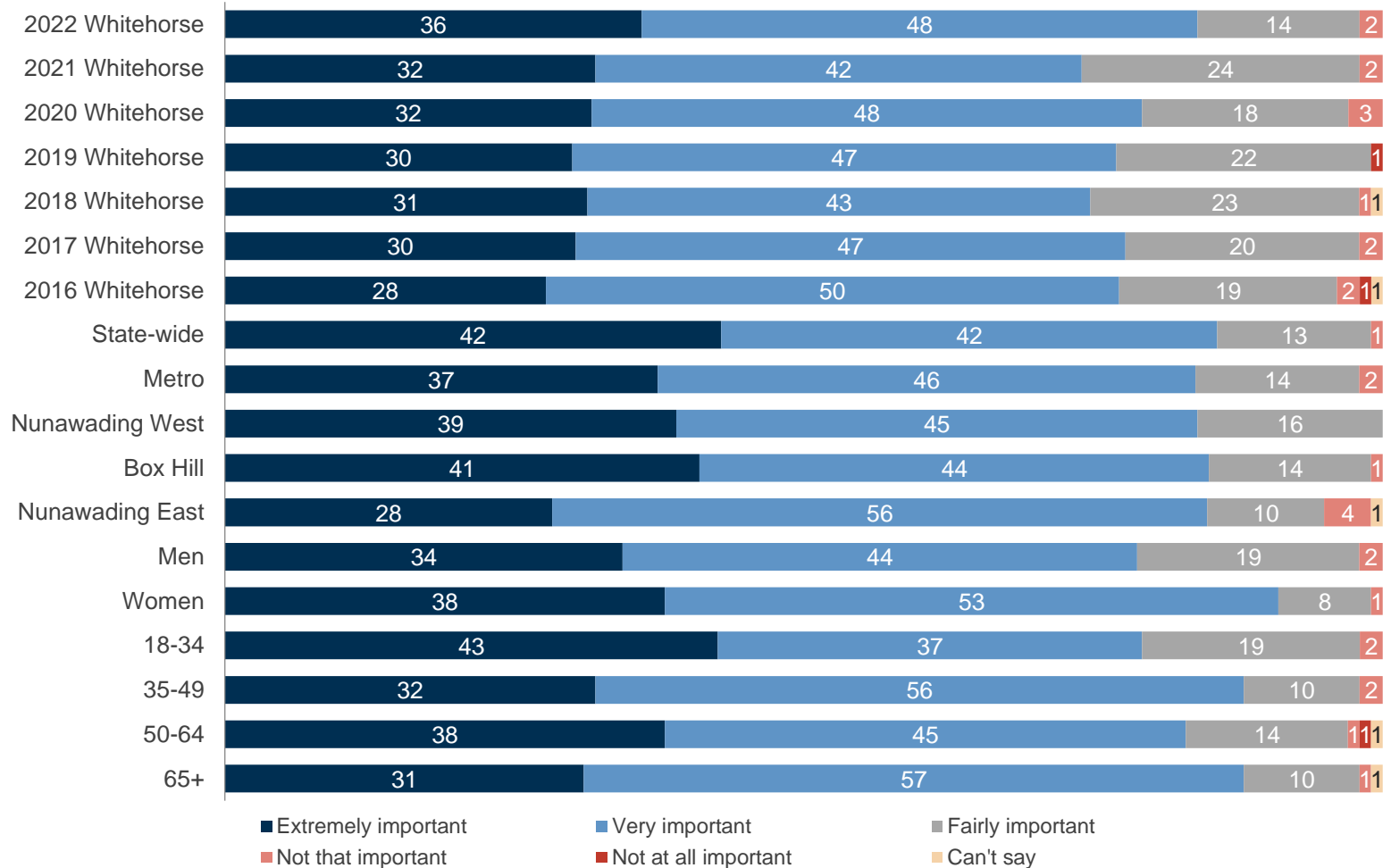
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

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

# The condition of sealed local roads in your area importance



## 2022 sealed local roads importance (%)



# The condition of sealed local roads in your area performance



## 2022 sealed local roads performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	69	69	65	73	72	74	77	n/a	n/a	n/a	n/a
Nunawading West	68	71	72	72	73	74	73	n/a	n/a	n/a	n/a
Men	68	69	65	72	73	72	74	n/a	n/a	n/a	n/a
50-64	68	72	69	69	72	73	72	n/a	n/a	n/a	n/a
Whitehorse	68	71	69	72	70	73	73	n/a	n/a	n/a	n/a
Box Hill	68	71	67	72	66	71	72	n/a	n/a	n/a	n/a
Nunawading East	68	69	67	71	71	72	75	n/a	n/a	n/a	n/a
Women	68	72	72	72	67	73	73	n/a	n/a	n/a	n/a
35-49	67	74	73	72	67	73	71	n/a	n/a	n/a	n/a
65+	67	69	69	71	70	70	72	n/a	n/a	n/a	n/a
Metro	65▼	68	67	69	68	66	67	69	n/a	n/a	n/a
State-wide	53▼	57	54	56	53	53	54	55	55	n/a	n/a

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

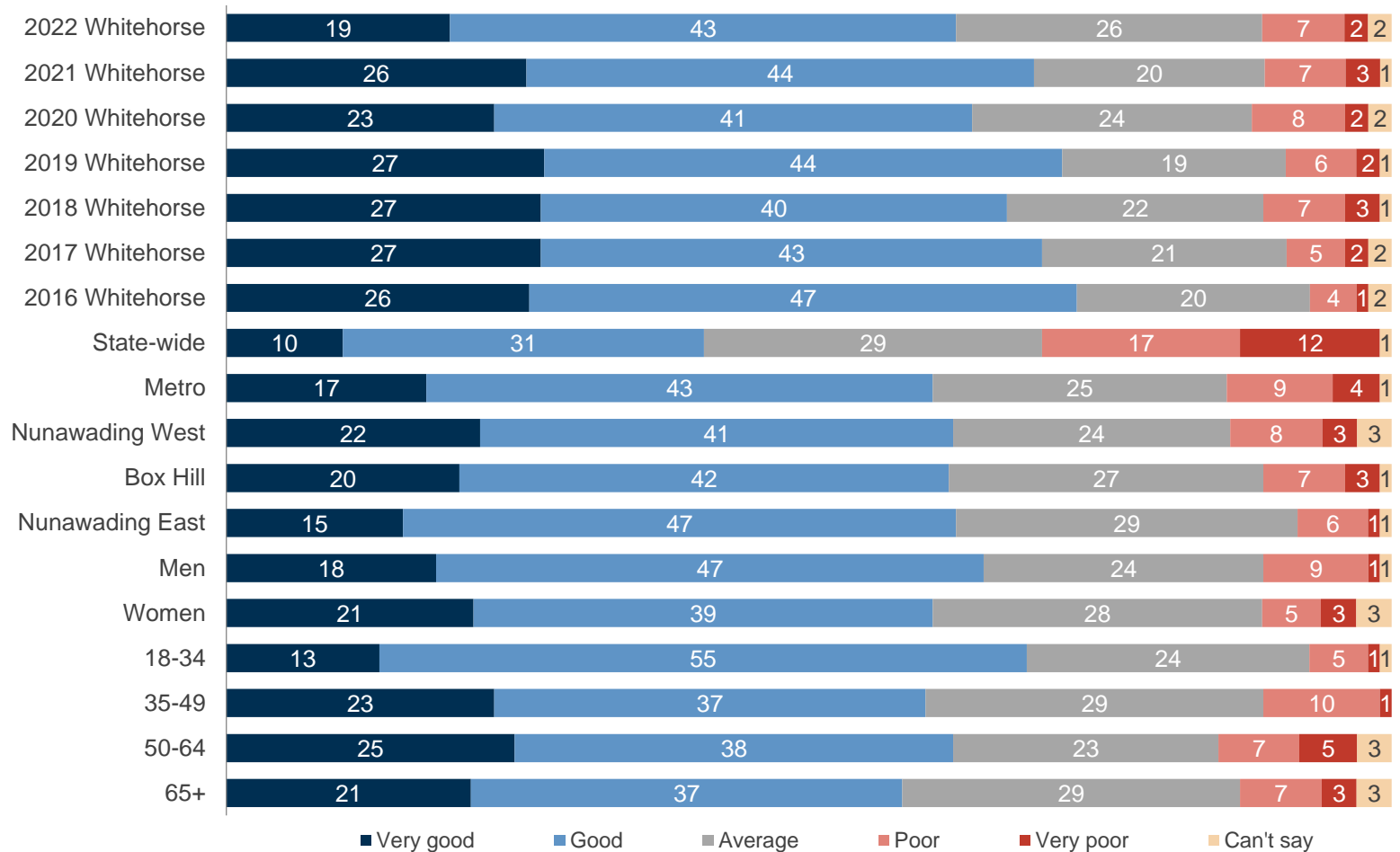
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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

# The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)

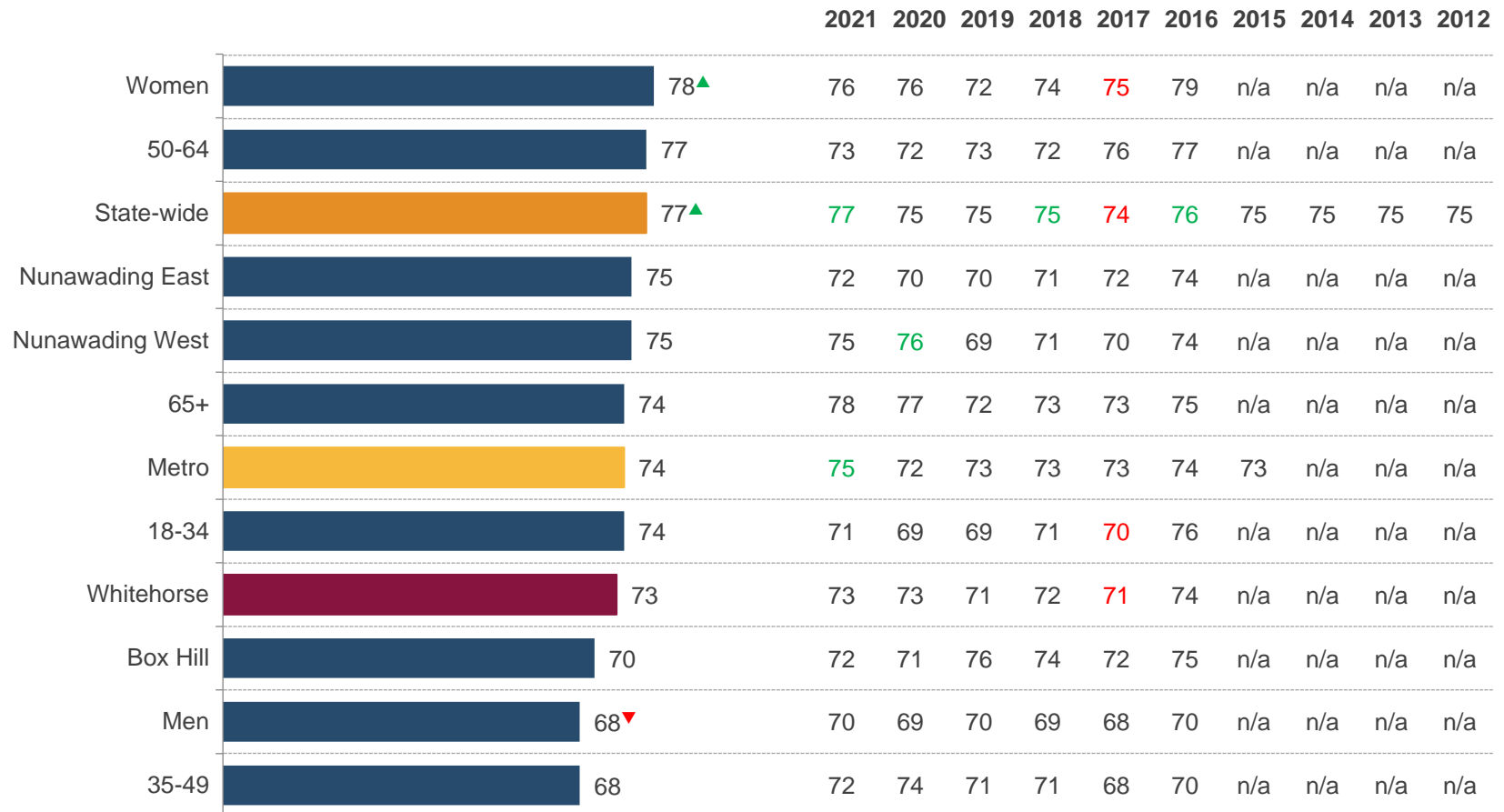




# Informing the community importance



## 2022 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: 25 Councils asked group: 8

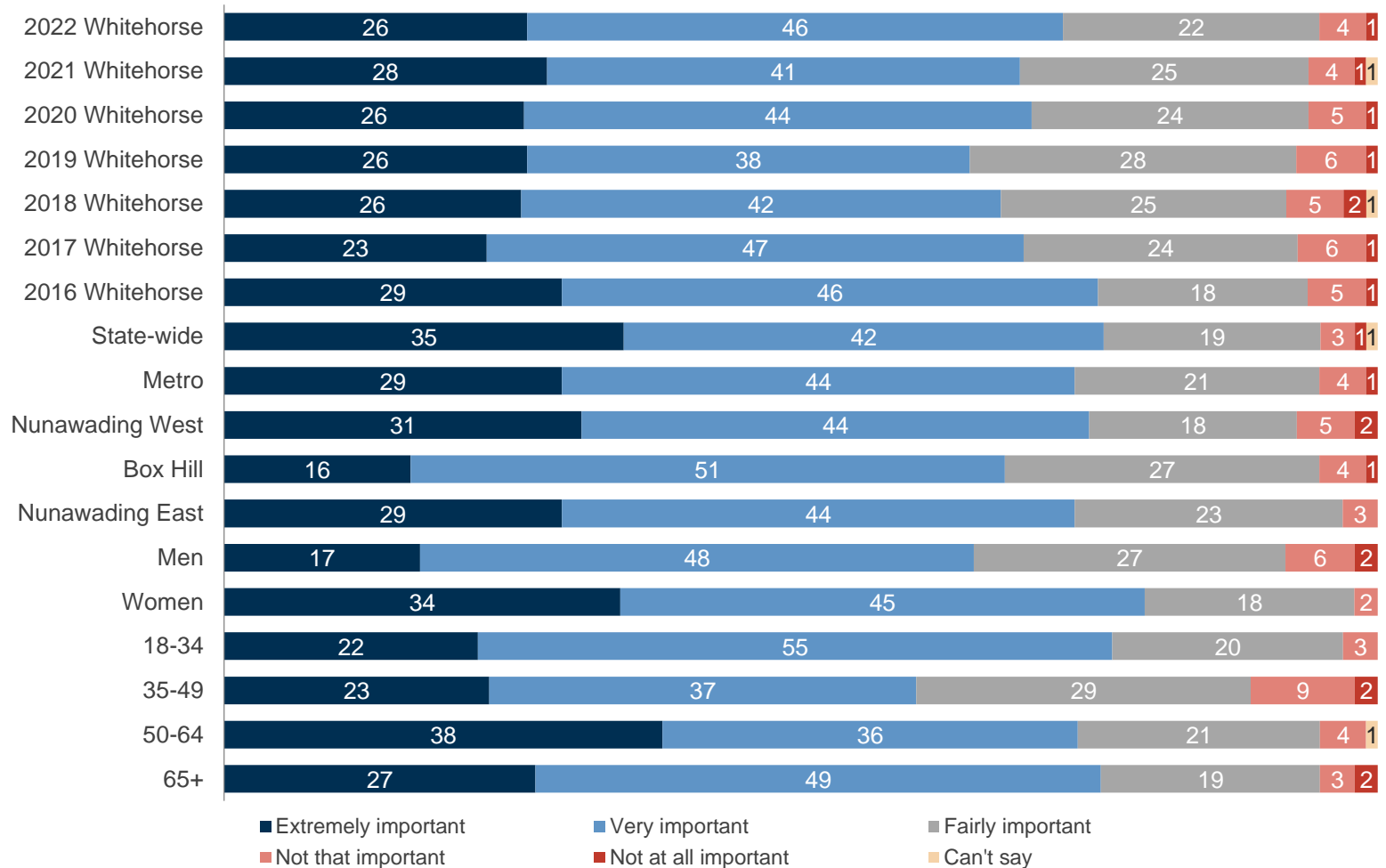
Note: Please see Appendix A for explanation of significant differences.



# Informing the community importance



## 2022 informing community importance (%)





# Informing the community performance



## 2022 informing community performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Nunawading East	64	57	65	64	63	63	67	n/a	n/a	n/a	n/a
18-34	62	55	65	68	64	60	66	n/a	n/a	n/a	n/a
35-49	62	64	61	65	61	62	56	n/a	n/a	n/a	n/a
Metro	62	62	62	61	61	63	64	n/a	n/a	n/a	n/a
Men	61	58	62	63	61	58	60	n/a	n/a	n/a	n/a
Whitehorse	60	59	63	64	62	61	61	n/a	n/a	n/a	n/a
Women	60	59	65	66	63	63	62	n/a	n/a	n/a	n/a
State-wide	59	60	59	60	59	59	59	61	62	61	60
Nunawading West	59	60	61	63	61	59	57	n/a	n/a	n/a	n/a
65+	59	58	66	63	62	63	60	n/a	n/a	n/a	n/a
Box Hill	58	59	64	68	62	61	59	n/a	n/a	n/a	n/a
50-64	52	61	59	58	60	58	60	n/a	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: 36 Councils asked group: 11

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

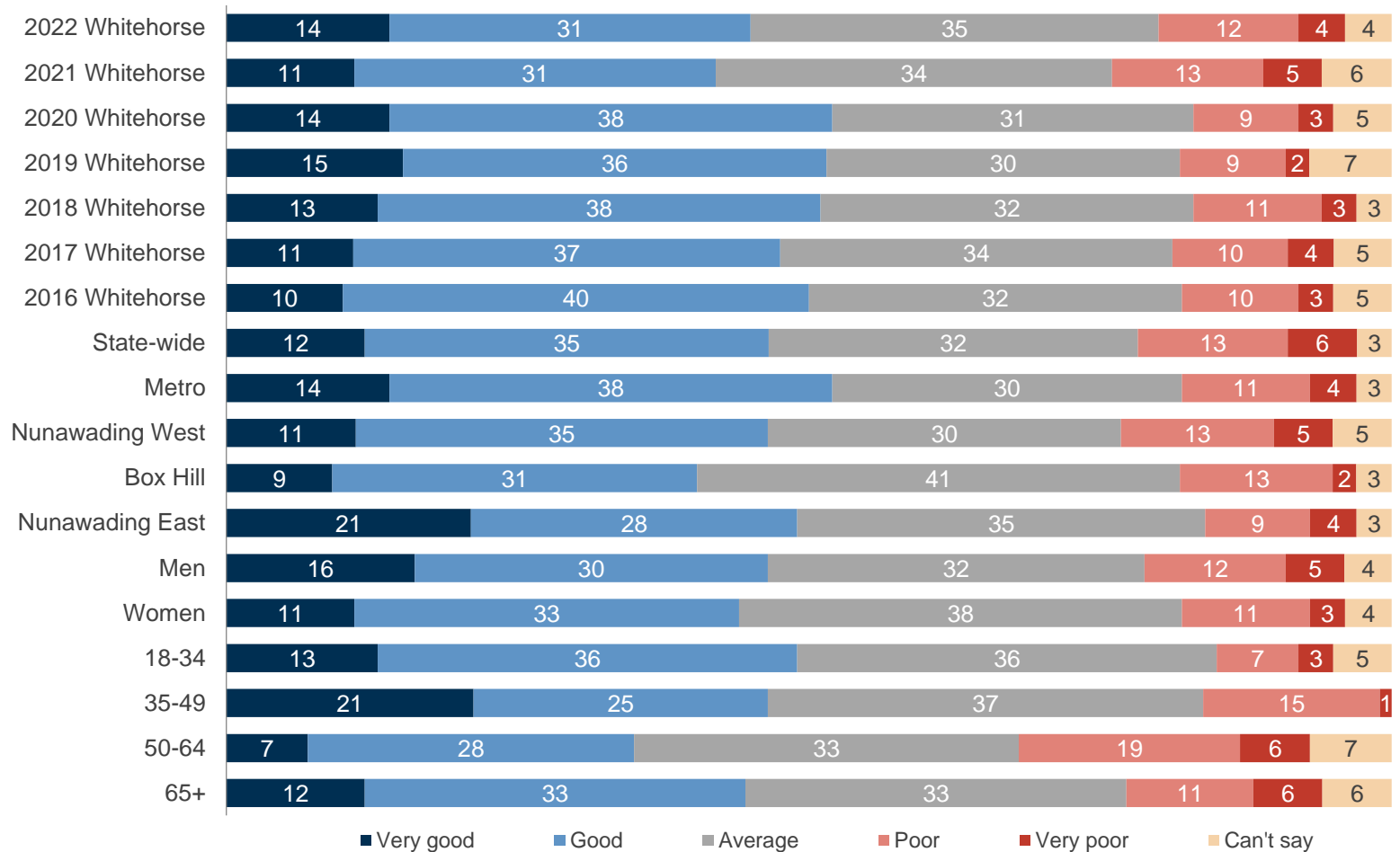




# Informing the community performance



## 2022 informing community performance (%)

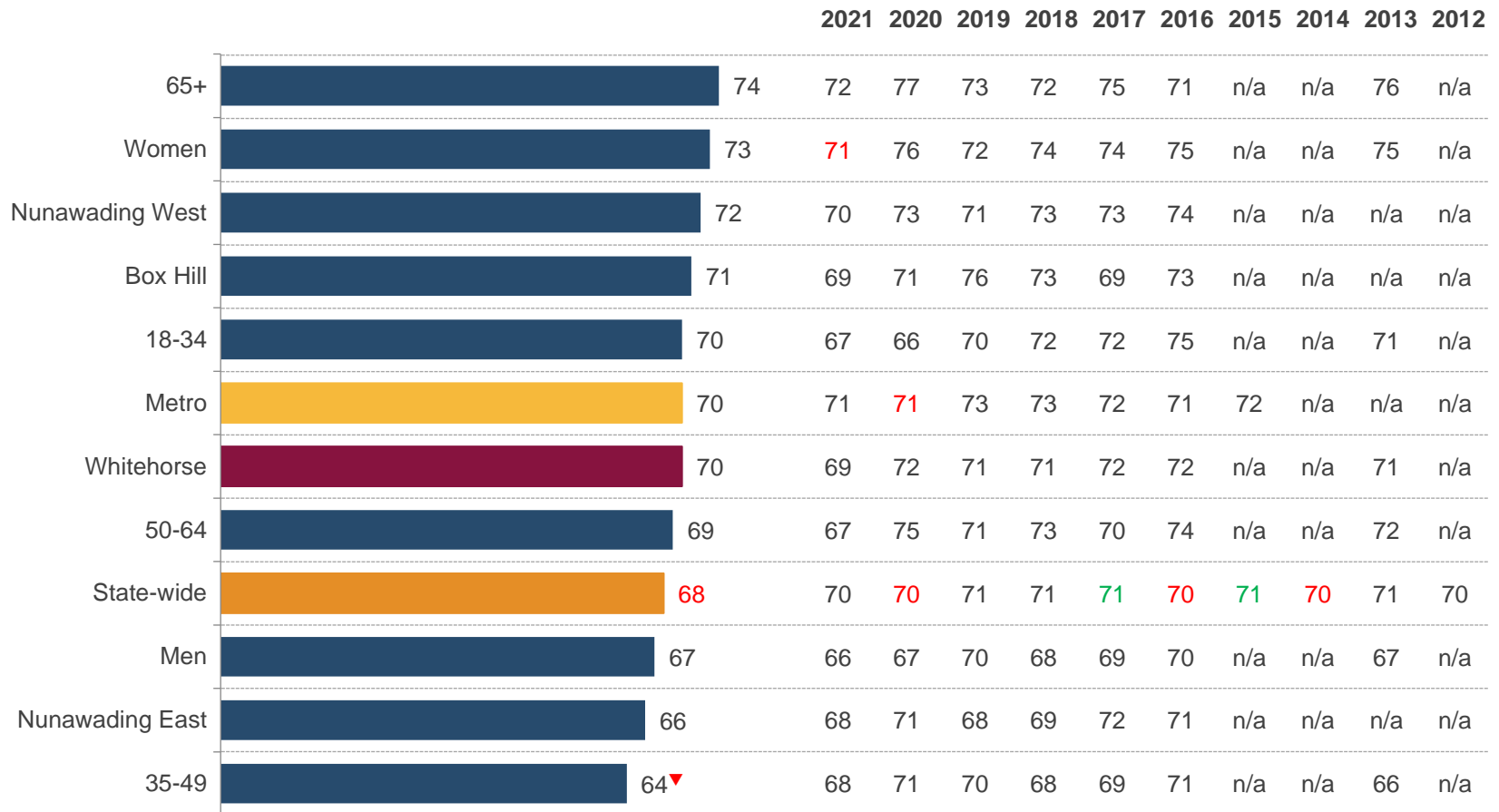




# Enforcement of local laws importance



## 2022 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: 24 Councils asked group: 7

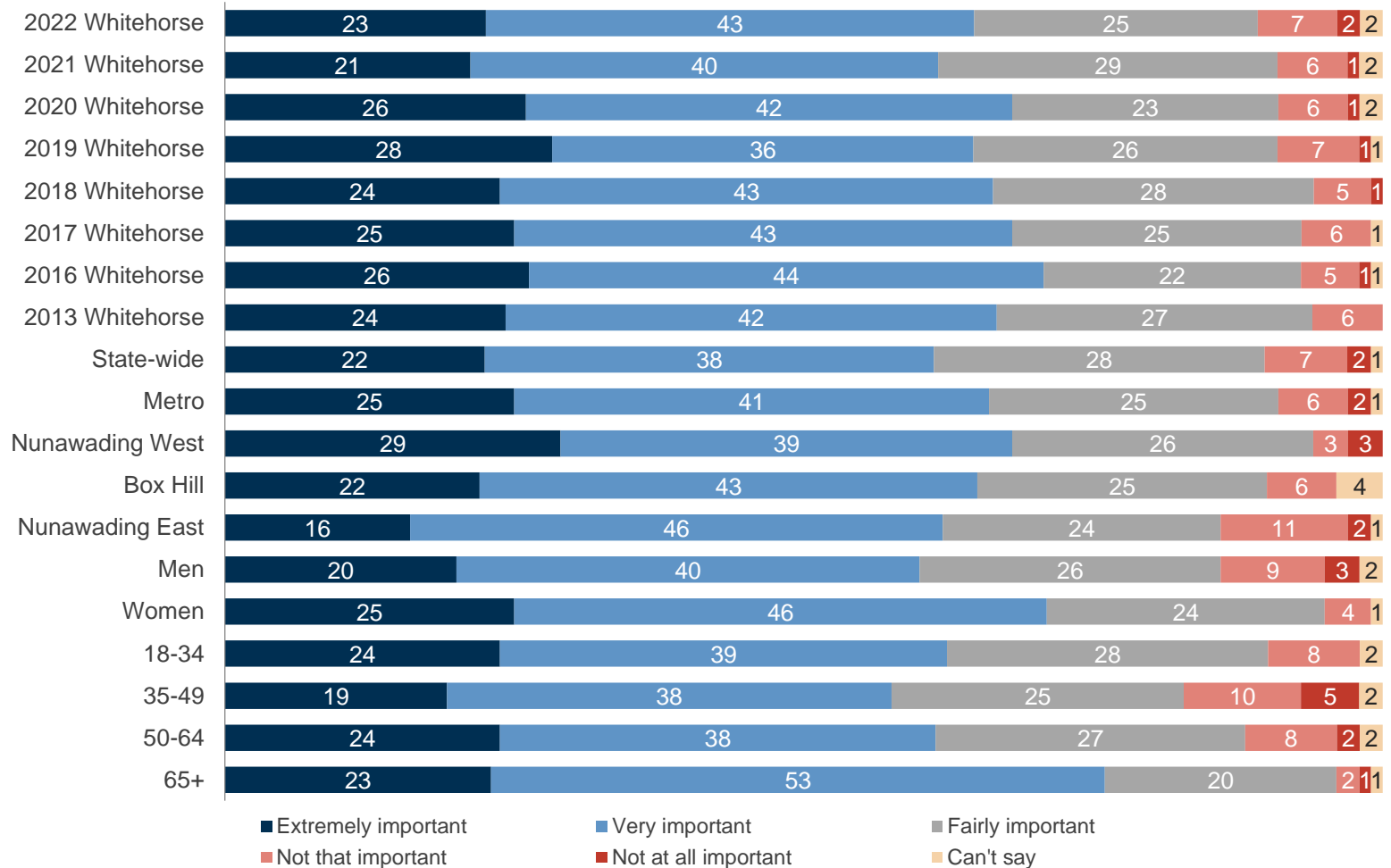
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws importance



## 2022 law enforcement importance (%)





## Enforcement of local laws performance



### 2022 law enforcement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	66	67	67	71	69	70	71	n/a	n/a	69	n/a
Women	65	70	67	68	65	65	65	n/a	n/a	68	n/a
Metro	65	66	65	64	64	64	64	66	n/a	n/a	n/a
Nunawading East	65	66	68	66	68	67	65	n/a	n/a	n/a	n/a
65+	64	64	66	64	66	60	64	n/a	n/a	68	n/a
Whitehorse	64	66	66	65	65	65	65	n/a	n/a	66	n/a
Nunawading West	64	66	66	64	65	66	64	n/a	n/a	n/a	n/a
Box Hill	64	67	64	68	63	59	65	n/a	n/a	n/a	n/a
State-wide	63	64	63	64	64	64	63	66	66	65	65
50-64	63	68	65	61	62	65	66	n/a	n/a	64	n/a
Men	63	63	66	63	65	64	64	n/a	n/a	65	n/a
35-49	62	67	66	62	62	62	56	n/a	n/a	63	n/a

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

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

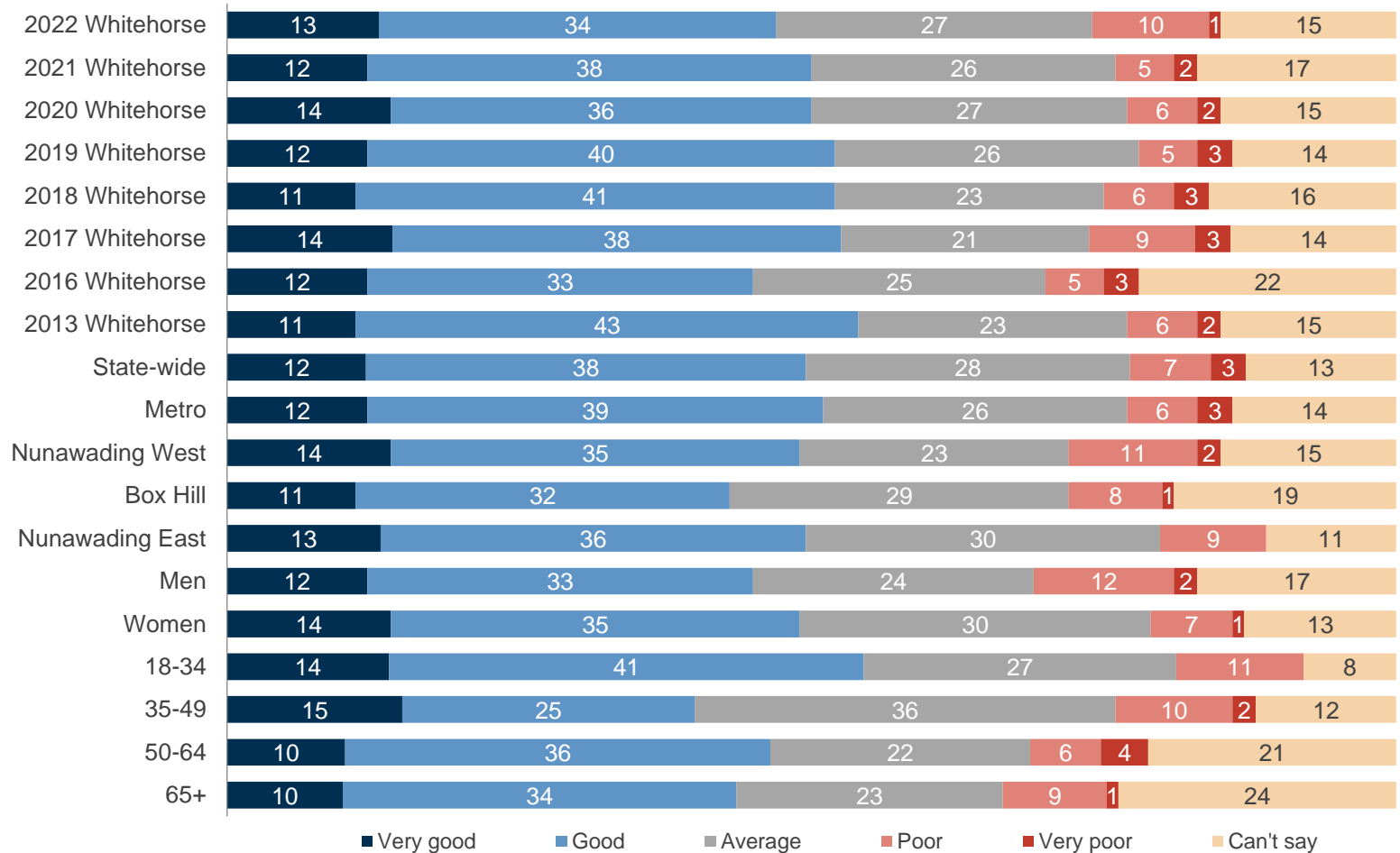
Note: Please see Appendix A for explanation of significant differences.



# Enforcement of local laws performance



## 2022 law enforcement performance (%)

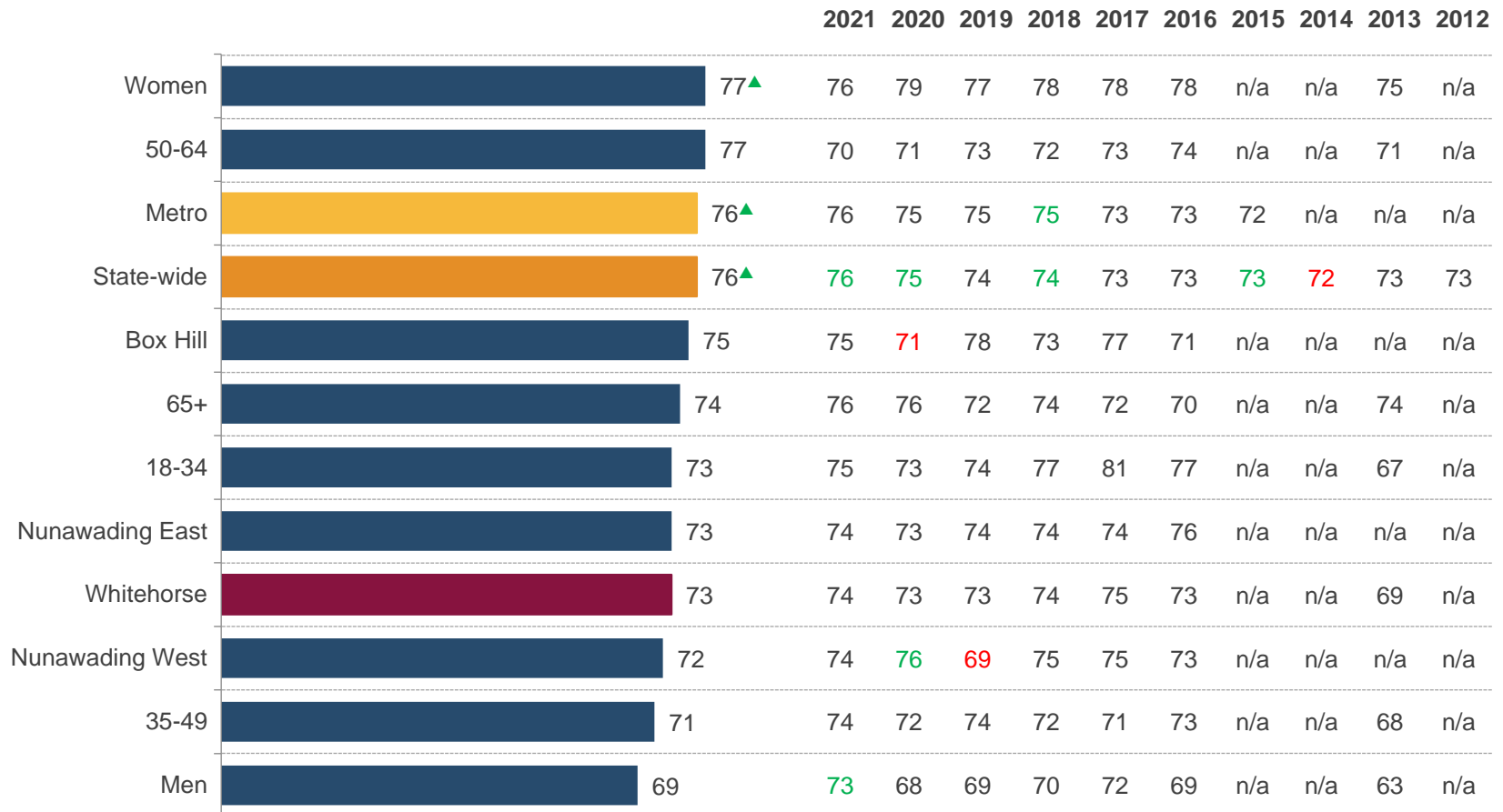




# Family support services importance



## 2022 family support importance (index scores)



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

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5

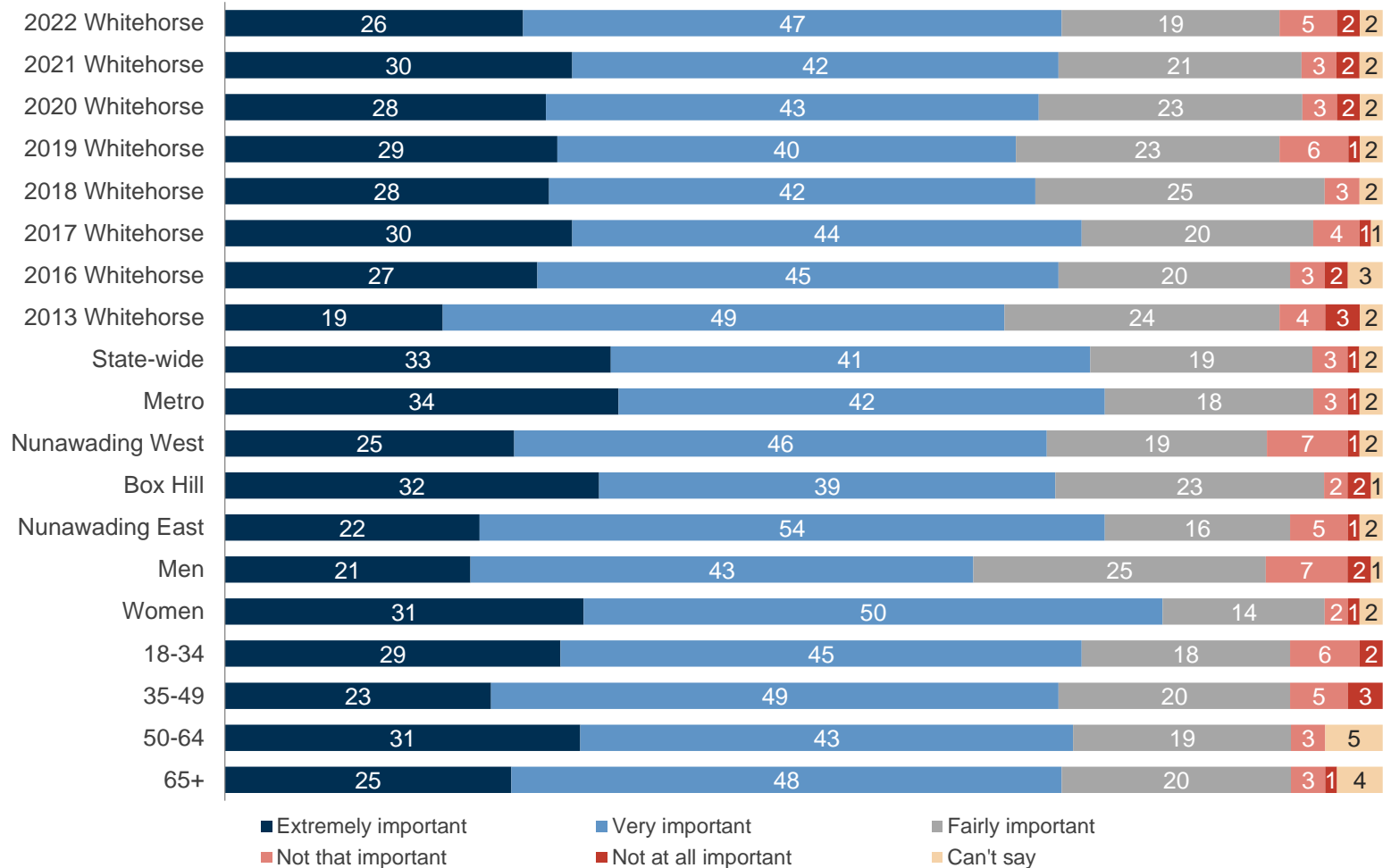
Note: Please see Appendix A for explanation of significant differences.



# Family support services importance



## 2022 family support importance (%)





# Family support services performance



## 2022 family support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Nunawading East	73▲	71	77	70	72	73	71	n/a	n/a	n/a	n/a
35-49	70	67	72	70	70	69	70	n/a	n/a	73	n/a
65+	69	72	73	71	70	70	73	n/a	n/a	74	n/a
Women	68	70	72	72	71	73	71	n/a	n/a	73	n/a
Whitehorse	68	67	72	70	69	72	69	n/a	n/a	71	n/a
Men	67	64	71	68	67	70	68	n/a	n/a	69	n/a
Metro	66	67	69	69	68	68	69	68	n/a	n/a	n/a
18-34	66	63	72	69	69	75	67	n/a	n/a	72	n/a
Nunawading West	66	66	70	70	65	69	70	n/a	n/a	n/a	n/a
50-64	66	68	68	67	66	70	66	n/a	n/a	67	n/a
State-wide	65▼	66	66	67	66	67	66	67	68	67	67
Box Hill	65	64	67	69	71	74	66	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7

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

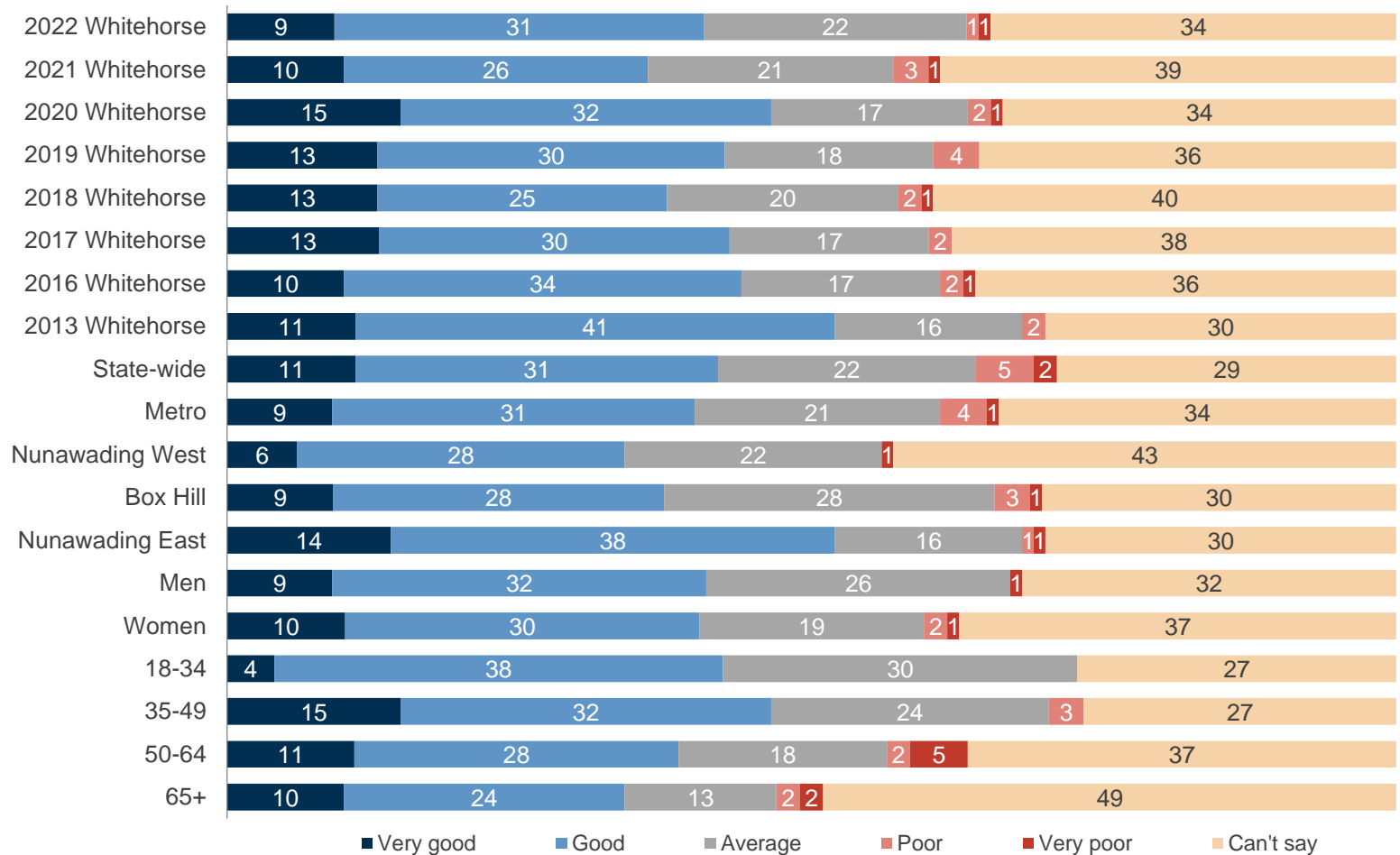




# Family support services performance



## 2022 family support performance (%)

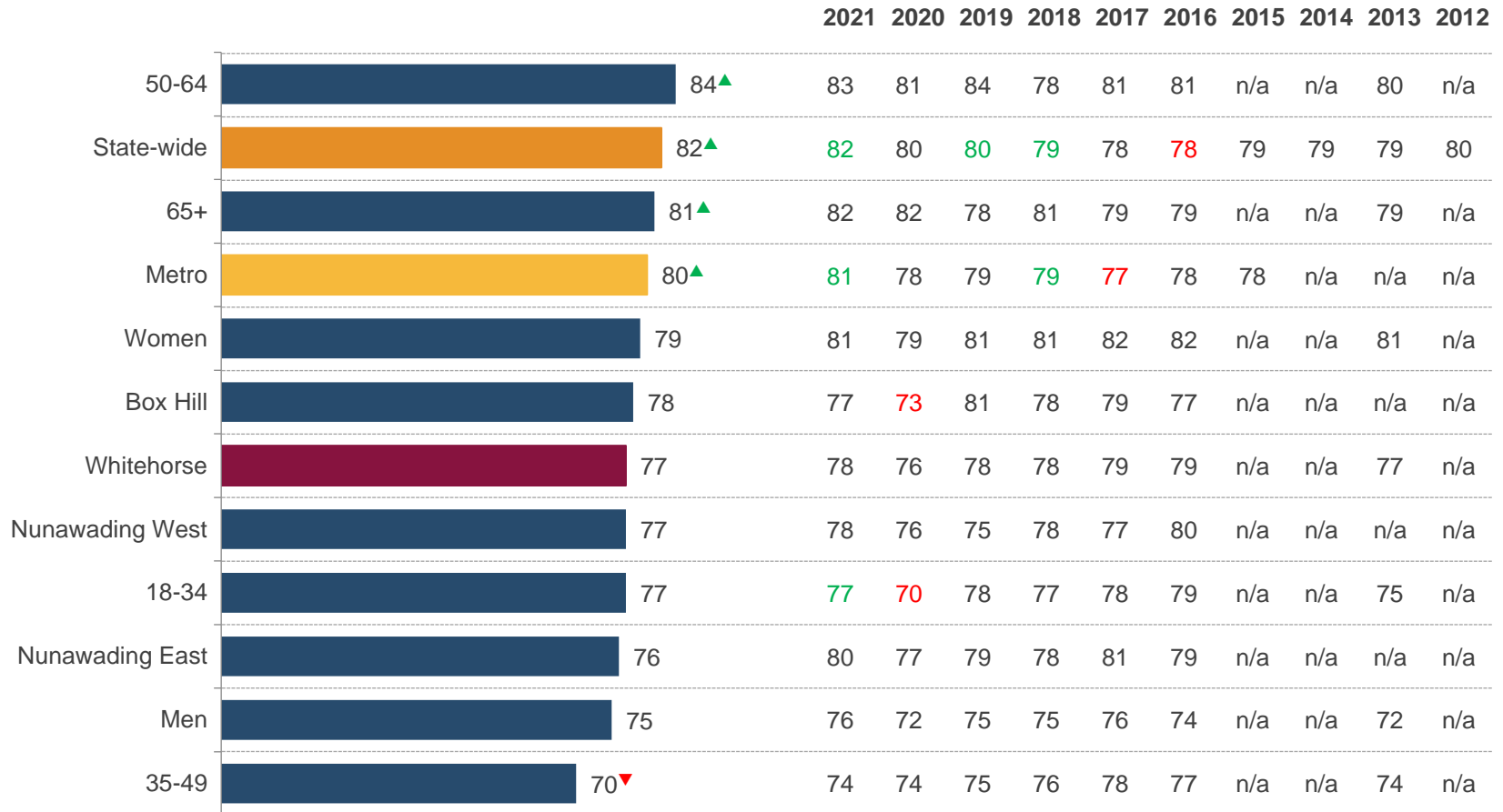




# Elderly support services importance



## 2022 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: 20 Councils asked group: 6

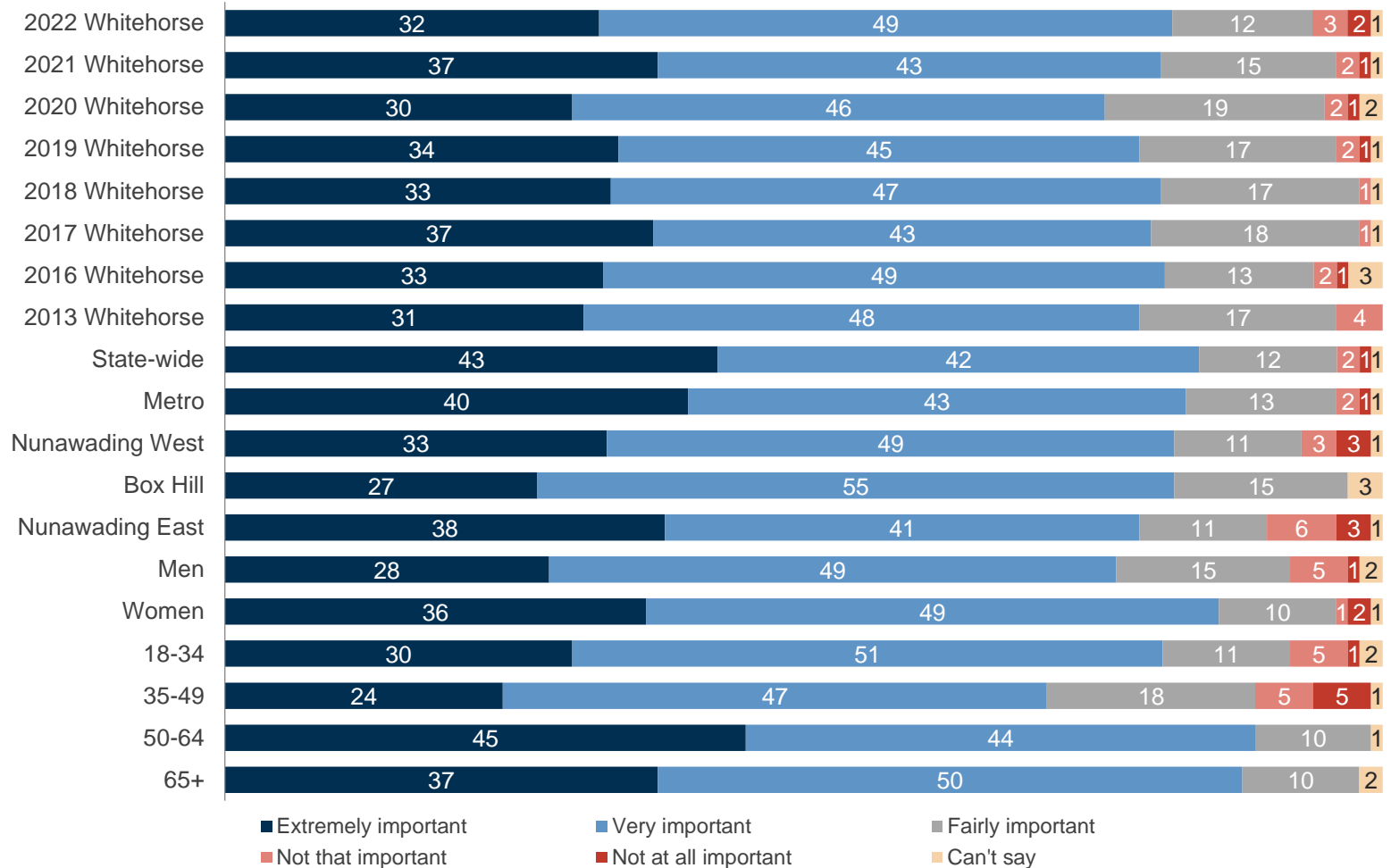
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services importance



## 2022 elderly support importance (%)





# Elderly support services performance



## 2022 elderly support performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Nunawading East	73▲	70	73	70	73	71	73	n/a	n/a	n/a	n/a
65+	70	75	77	73	73	73	75	n/a	n/a	77	n/a
50-64	69	72	70	69	66	67	72	n/a	n/a	69	n/a
Men	69	67	69	70	70	70	67	n/a	n/a	69	n/a
Whitehorse	68	70	71	70	70	69	70	n/a	n/a	72	n/a
Women	68	72	73	70	71	68	73	n/a	n/a	74	n/a
35-49	68	71	68	67	73	66	60	n/a	n/a	68	n/a
18-34	67	64	68	70	70	68	70	n/a	n/a	71	n/a
Box Hill	67	71	71	73	70	70	70	n/a	n/a	n/a	n/a
State-wide	67	69	68	68	68	68	68	69	70	69	69
Nunawading West	65	68	70	69	68	66	68	n/a	n/a	n/a	n/a
Metro	65▼	66	67	67	67	67	69	69	n/a	n/a	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

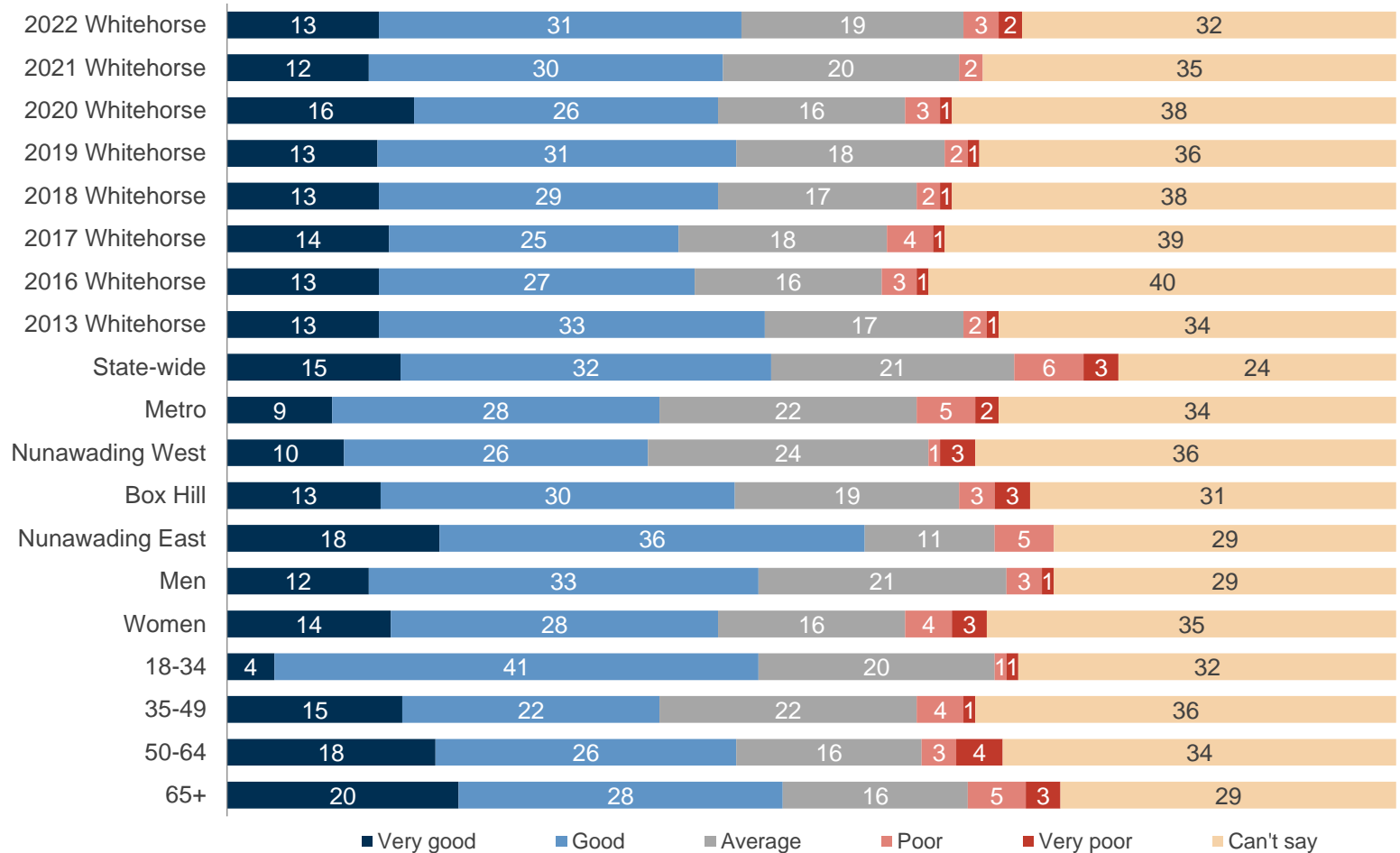
Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



## 2022 elderly support performance (%)





## Recreational facilities importance



### 2022 recreational facilities importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	75	76	72	72	72	72	77	n/a	n/a	75	n/a
50-64	75	79	78	77	76	75	76	n/a	n/a	74	n/a
State-wide	74	74	72	72	73	72	73	72	72	72	72
35-49	74	79	76	72	73	74	77	n/a	n/a	71	n/a
Metro	74	74	72	72	73	73	73	72	n/a	n/a	n/a
Nunawading West	74	74	74	71	74	72	71	n/a	n/a	n/a	n/a
65+	73	75	72	70	70	73	71	n/a	n/a	71	n/a
Whitehorse	73	74	71	71	72	72	75	n/a	n/a	71	n/a
Nunawading East	72	73	66	71	69	73	77	n/a	n/a	n/a	n/a
Box Hill	72	74	72	71	74	72	76	n/a	n/a	n/a	n/a
18-34	71	67	64	68	71	68	75	n/a	n/a	68	n/a
Men	70	71	70	70	72	72	72	n/a	n/a	66	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

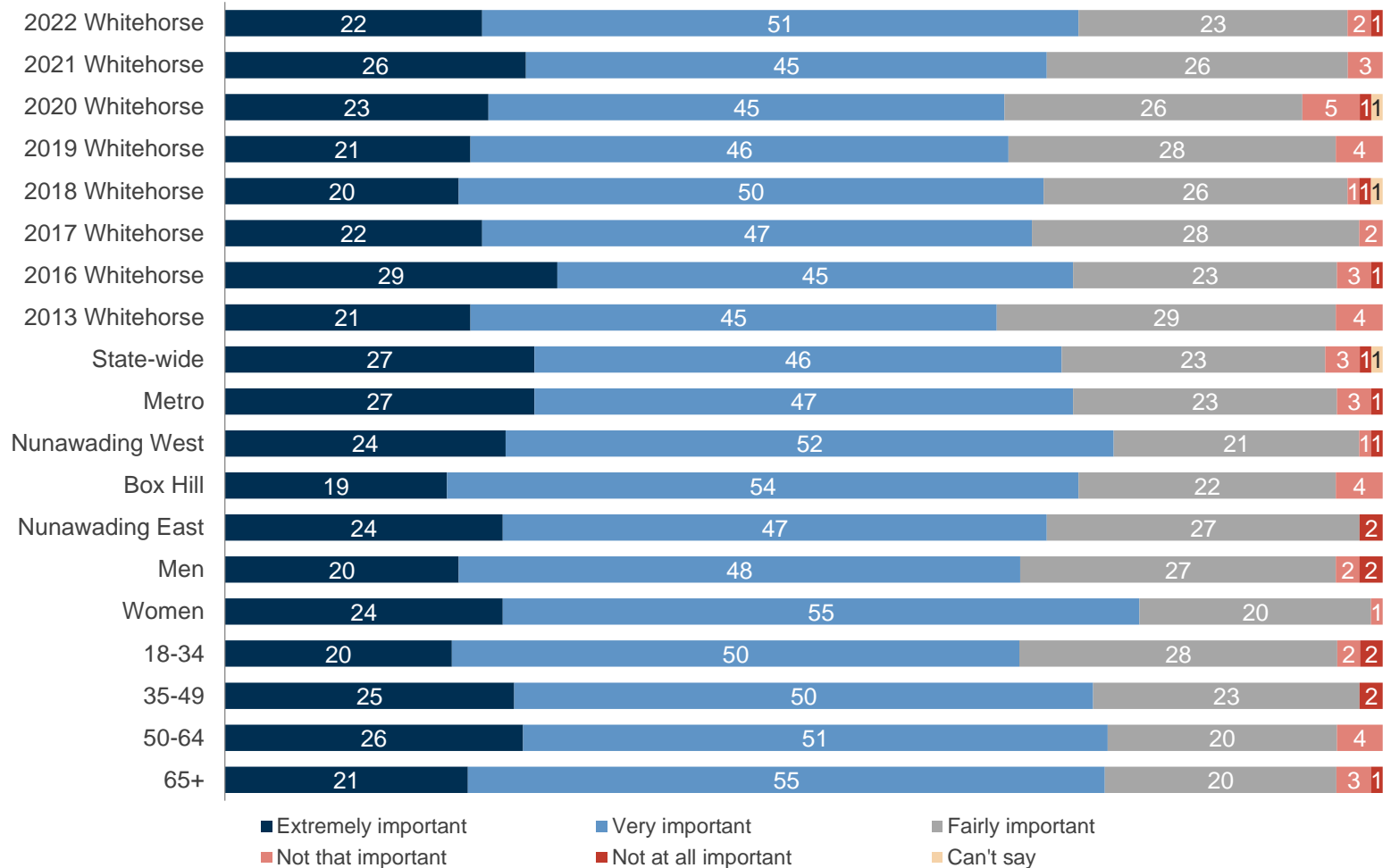
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities importance



2022 recreational facilities importance (%)





## Recreational facilities performance



### 2022 recreational facilities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	78	77	75	76	76	79	76	n/a	n/a	74	n/a
Nunawading East	77	74	75	74	79	75	78	n/a	n/a	n/a	n/a
65+	77	78	79	81	78	78	80	n/a	n/a	79	n/a
Women	75	78	77	78	74	76	77	n/a	n/a	75	n/a
Whitehorse	73	74	75	77	76	76	75	n/a	n/a	74	n/a
Nunawading West	73	74	76	78	72	78	75	n/a	n/a	n/a	n/a
35-49	73	73	74	74	75	79	71	n/a	n/a	72	n/a
Metro	73	75	74	75	74	73	73	74	n/a	n/a	n/a
Men	72	71	72	76	78	75	74	n/a	n/a	73	n/a
Box Hill	70	74	73	79	77	74	73	n/a	n/a	n/a	n/a
State-wide	69▼	71	70	70	69	70	69	70	71	70	70
18-34	69▼	71	72	77	75	70	76	n/a	n/a	74	n/a

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

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12

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

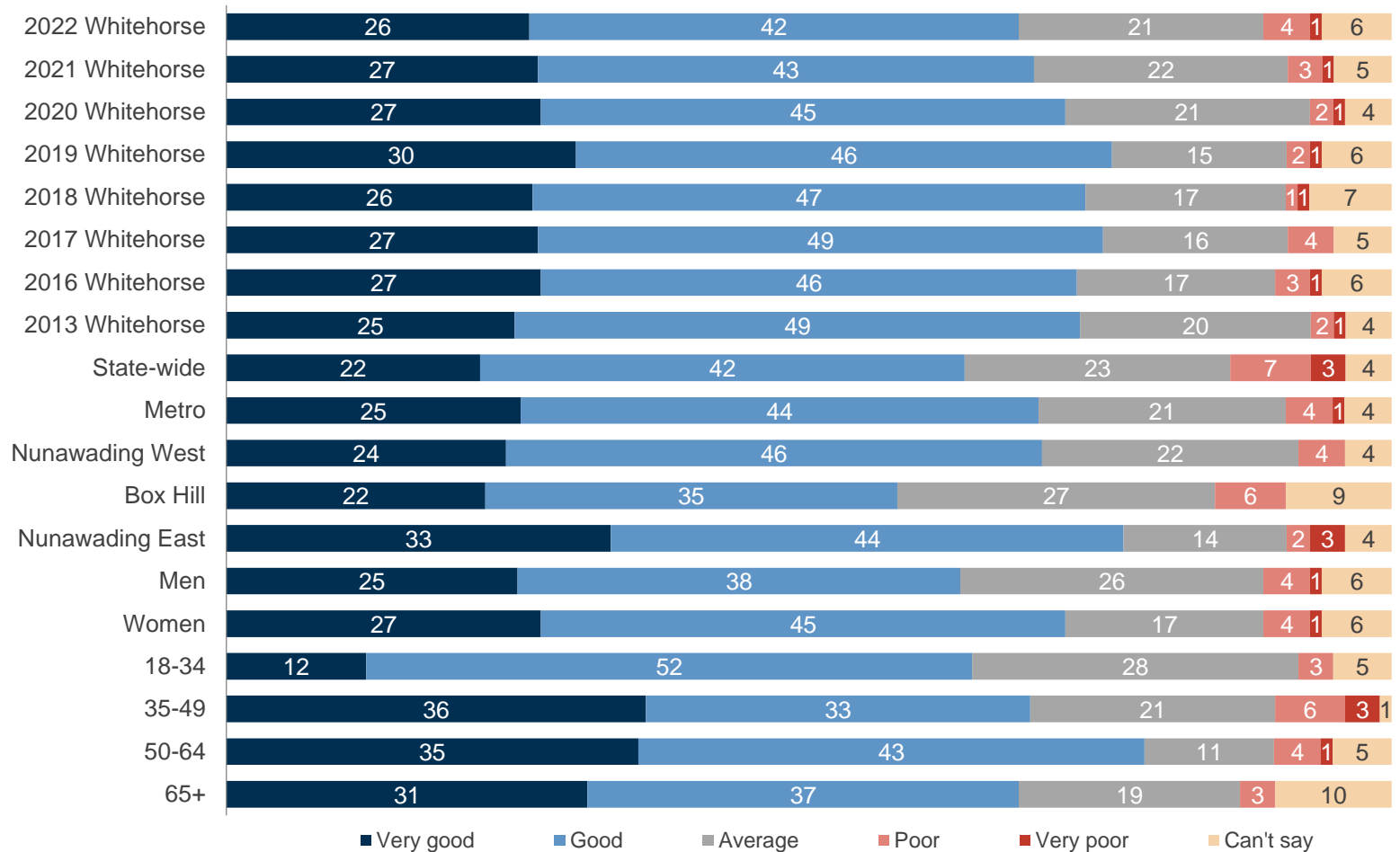




## Recreational facilities performance



2022 recreational facilities performance (%)





# The appearance of public areas importance



## 2022 public areas importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	77	75	74	73	74	74	76	n/a	n/a	75	n/a
Nunawading West	77	76	76	72	74	74	74	n/a	n/a	n/a	n/a
50-64	77	77	77	76	77	75	74	n/a	n/a	77	n/a
Metro	76	76	73	74	74	75	74	73	n/a	n/a	n/a
State-wide	75	75	74	73	74	74	74	73	73	74	73
35-49	75	76	73	72	71	74	74	n/a	n/a	73	n/a
Whitehorse	75	74	73	72	72	75	74	n/a	n/a	73	n/a
65+	75	76	75	73	73	77	74	n/a	n/a	75	n/a
18-34	74	70	69	70	69	73	72	n/a	n/a	69	n/a
Box Hill	74	72	72	77	70	73	75	n/a	n/a	n/a	n/a
Nunawading East	74	73	71	69	71	76	72	n/a	n/a	n/a	n/a
Men	73	72	71	71	70	76	71	n/a	n/a	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: 32 Councils asked group: 9

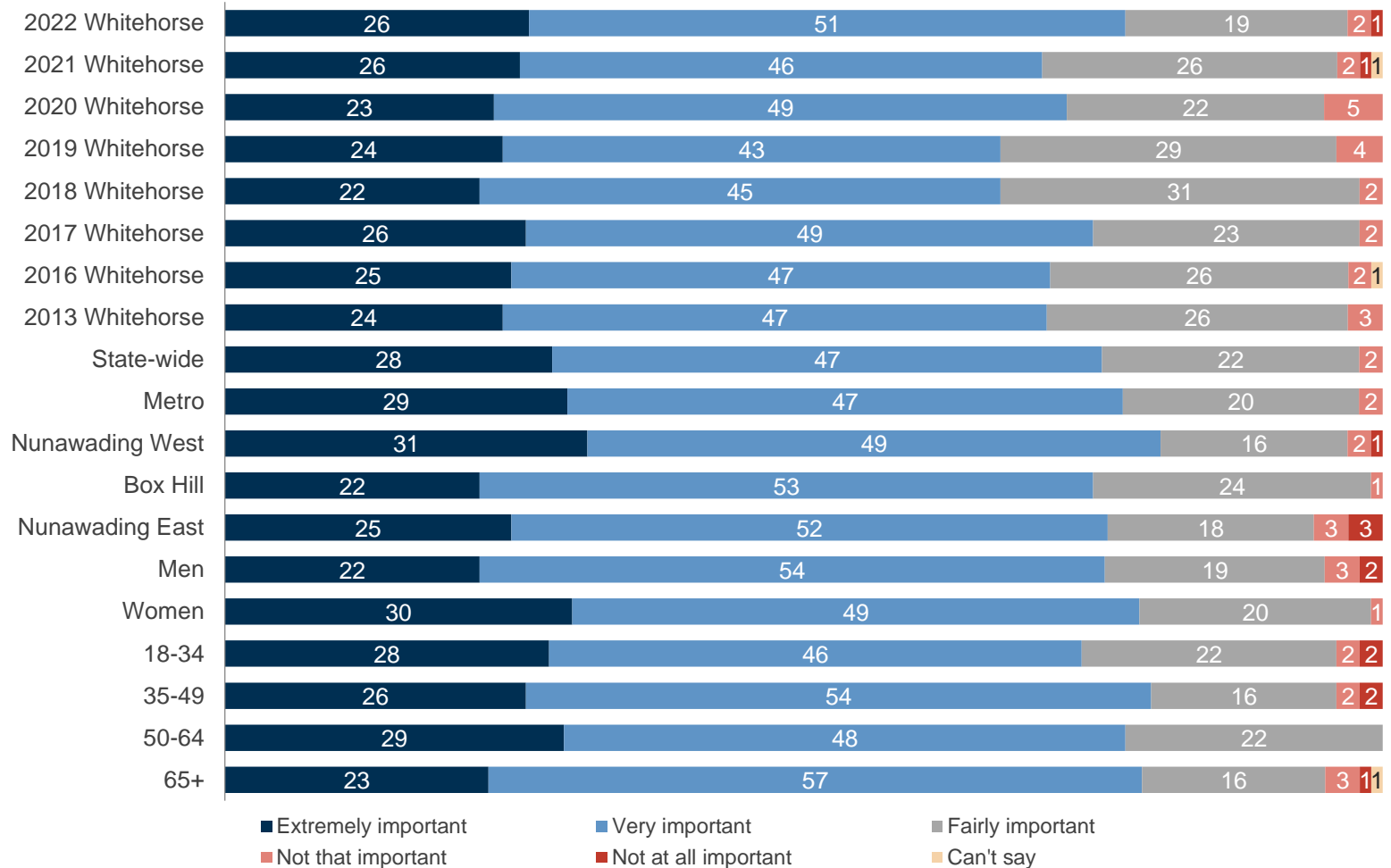
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas importance



## 2022 public areas importance (%)





# The appearance of public areas performance



## 2022 public areas performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Nunawading East	77	77	76	77	75	78	80	n/a	n/a	n/a	n/a
18-34	77	77	72	79	74	79	76	n/a	n/a	76	n/a
Nunawading West	76	77	73	74	73	76	72	n/a	n/a	n/a	n/a
Men	75	74	72	76	75	76	73	n/a	n/a	73	n/a
Whitehorse	74	76	73	76	73	77	74	n/a	n/a	74	n/a
50-64	74	78	69	75	73	73	75	n/a	n/a	70	n/a
Women	73	78	74	76	72	78	74	n/a	n/a	74	n/a
35-49	73	76	74	75	71	79	70	n/a	n/a	72	n/a
65+	72	76	75	74	74	74	74	n/a	n/a	77	n/a
Metro	72	74	73	74	73	72	72	73	n/a	n/a	n/a
State-wide	71▼	73	72	72	71	71	71	72	72	71	71
Box Hill	70	75	70	78	71	76	69	n/a	n/a	n/a	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: 43 Councils asked group: 11

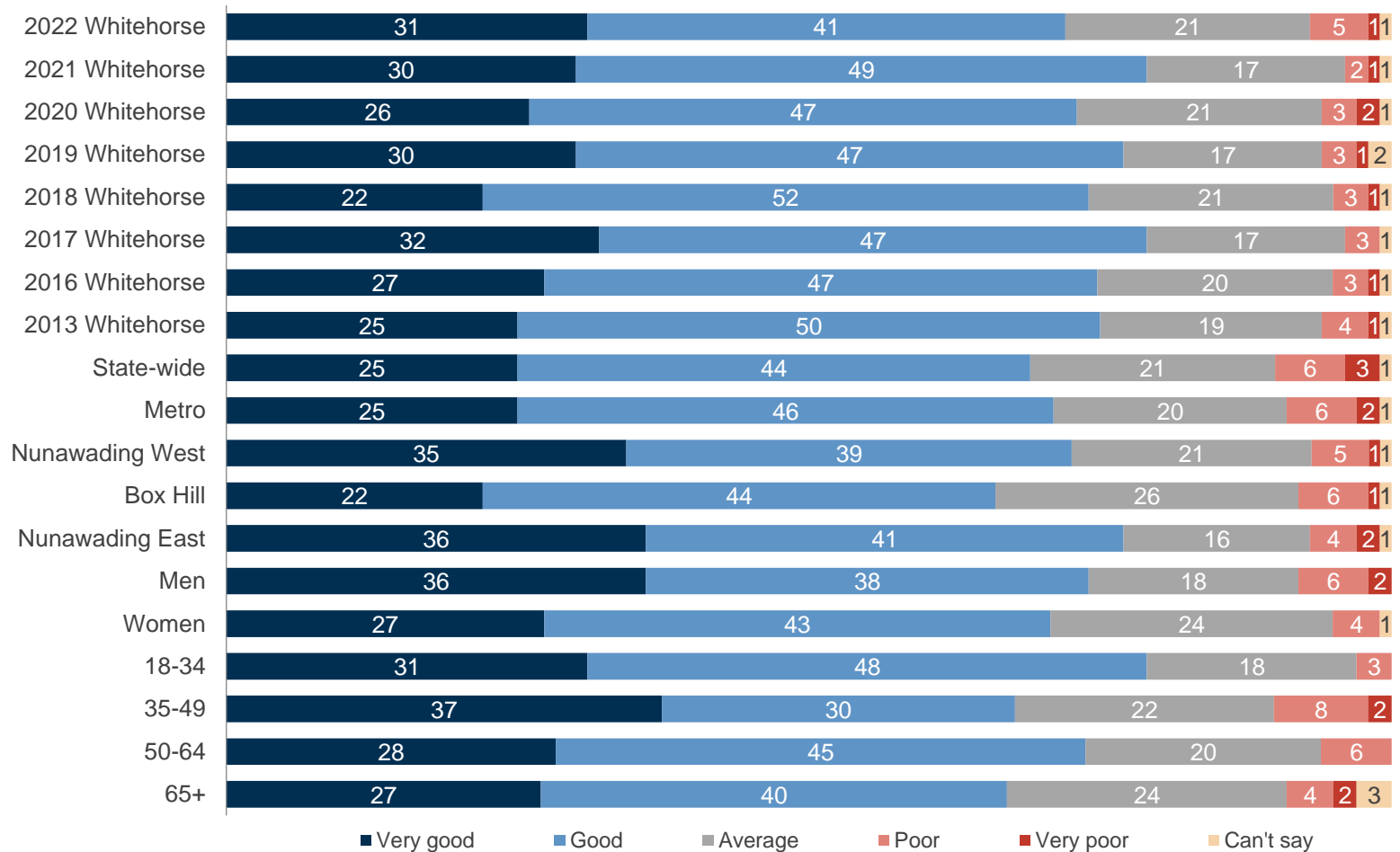
Note: Please see Appendix A for explanation of significant differences.



# The appearance of public areas performance



2022 public areas performance (%)

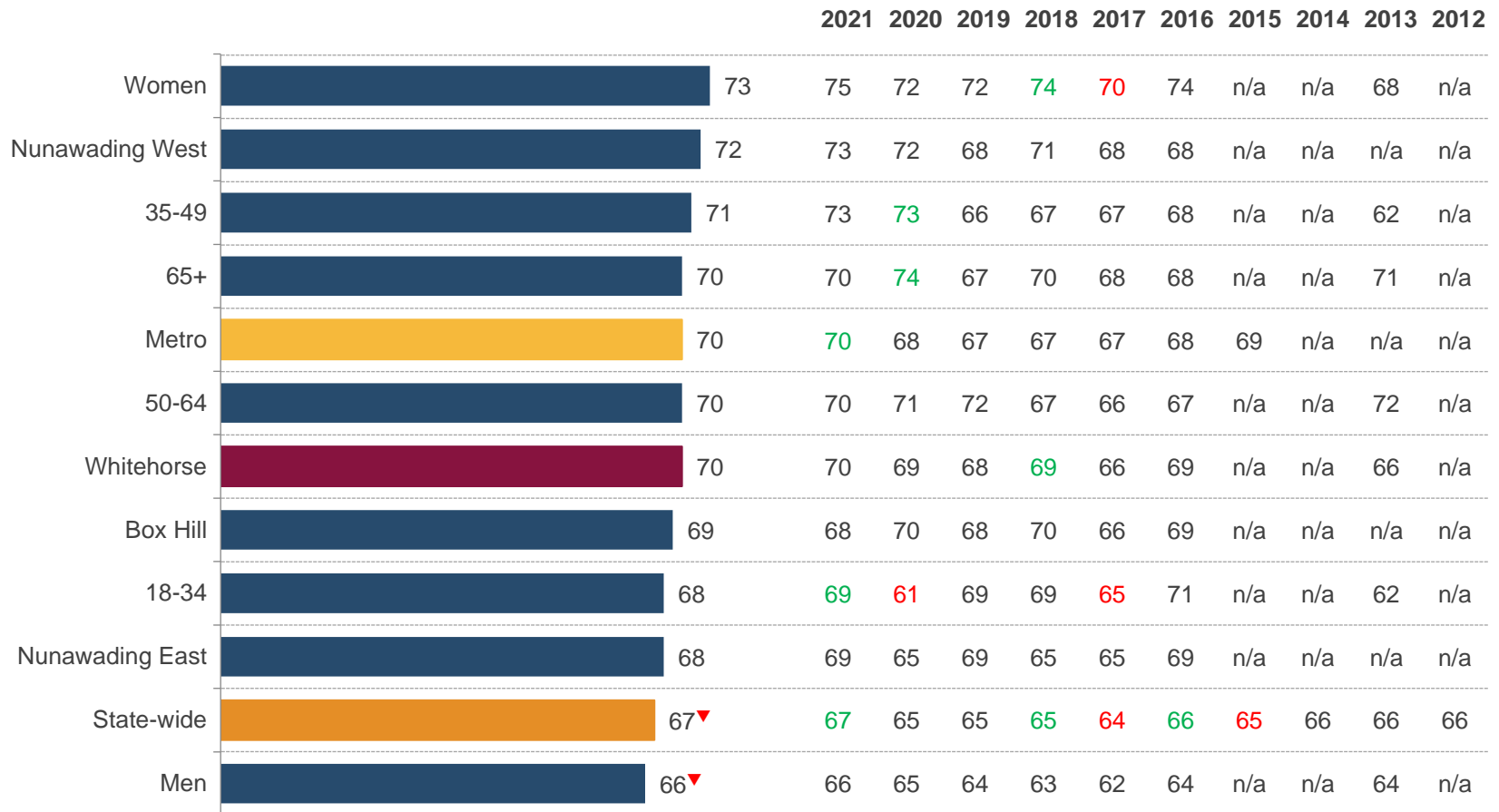




# Art centres and libraries importance



## 2022 art centres and libraries importance (index scores)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 23 Councils asked group: 9

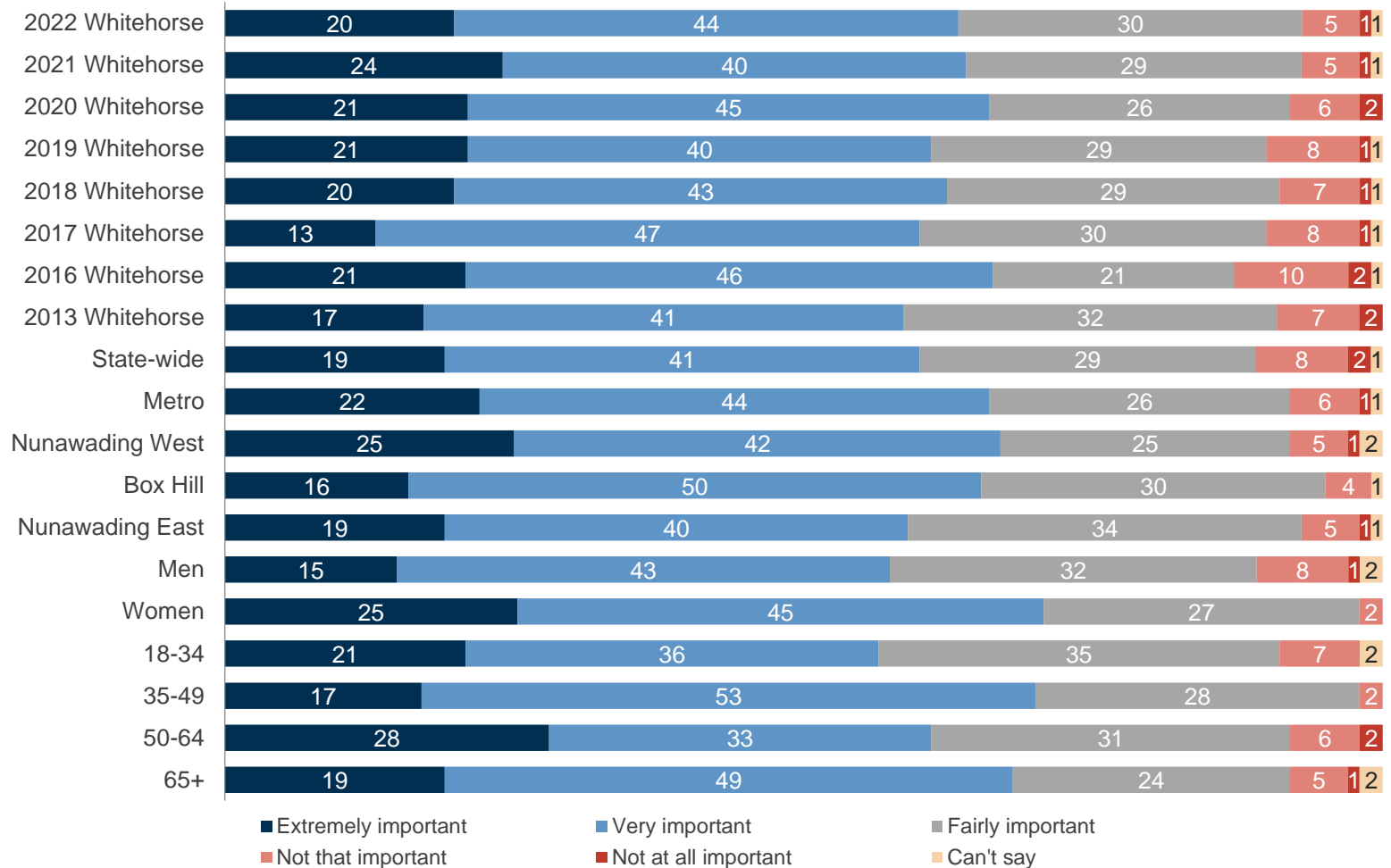
Note: Please see Appendix A for explanation of significant differences.



# Art centres and libraries importance



## 2022 art centres and libraries importance (%)





# Art centres and libraries performance



## 2022 art centres and libraries performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	79▲	81	81	81	81	80	78	n/a	n/a	81	n/a
Nunawading East	78▲	75	76	80	79	82	77	n/a	n/a	n/a	n/a
Women	76	74	78	81	79	78	77	n/a	n/a	79	n/a
35-49	74	73	77	74	75	79	72	n/a	n/a	72	n/a
Nunawading West	74	70	76	76	75	78	74	n/a	n/a	n/a	n/a
50-64	74	77	79	81	74	78	72	n/a	n/a	78	n/a
Whitehorse	74	73	77	78	77	79	74	n/a	n/a	77	n/a
Metro	73	73	75	76	75	75	74	75	n/a	n/a	n/a
State-wide	73	73	74	74	74	73	72	73	75	73	73
Men	71	73	75	76	76	79	71	n/a	n/a	75	n/a
18-34	70	67	73	78	78	78	73	n/a	n/a	78	n/a
Box Hill	69▼	77	79	79	78	75	71	n/a	n/a	n/a	n/a

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

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

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

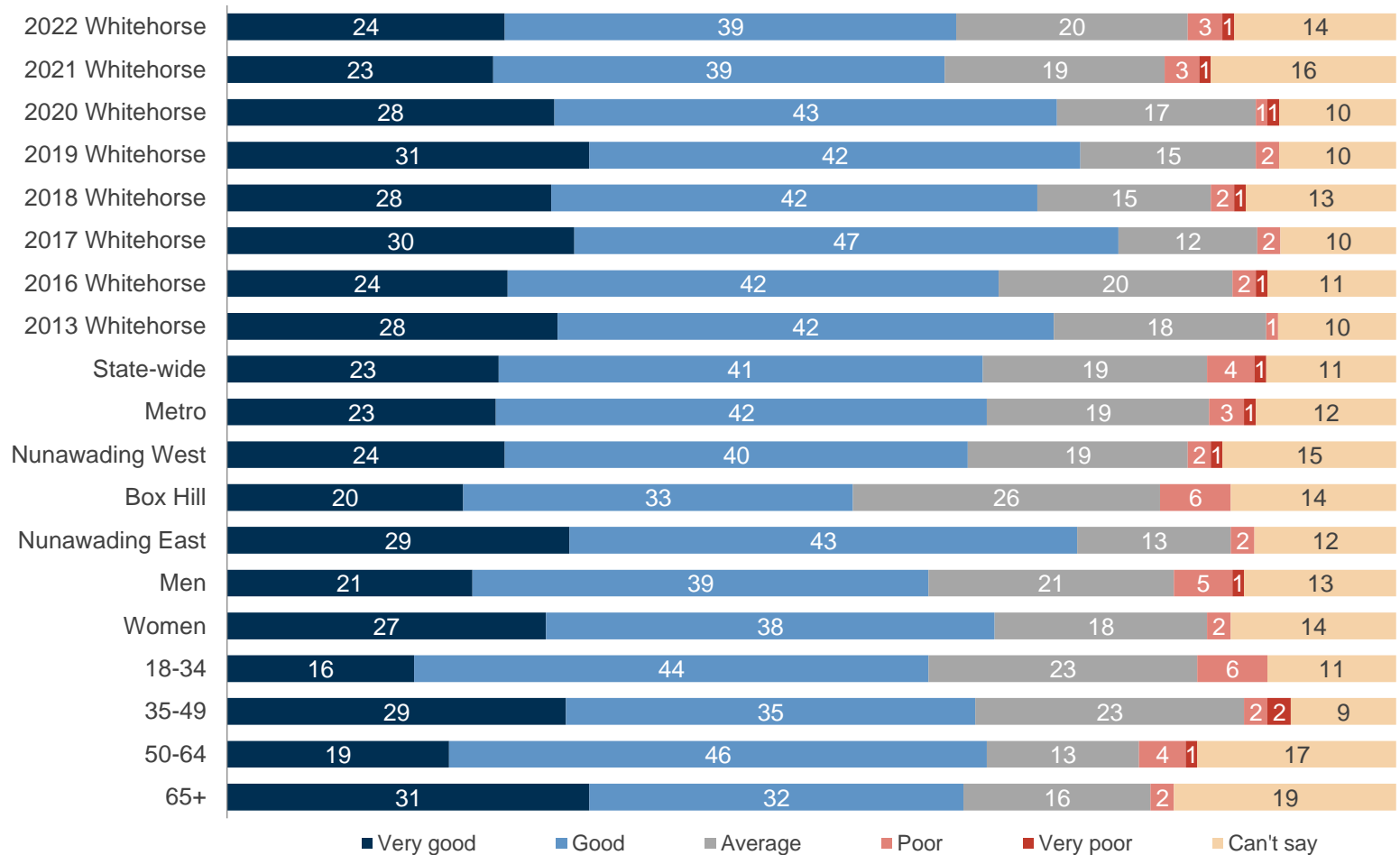




# Art centres and libraries performance



2022 art centres and libraries performance (%)





# Community and cultural activities importance



## 2022 community and cultural activities importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	66	62	57	61	64	60	66	n/a	n/a	60	n/a
Women	66▲	64	63	62	64	63	66	n/a	n/a	63	n/a
State-wide	64	64	62	61	61	61	62	62	62	62	62
Metro	64	64	61	60	61	61	62	62	n/a	n/a	n/a
Nunawading West	63	62	65	57	59	61	61	n/a	n/a	n/a	n/a
Box Hill	63	60	58	64	61	59	65	n/a	n/a	n/a	n/a
Whitehorse	62	61	60	60	60	59	62	n/a	n/a	60	n/a
35-49	62	61	63	62	54	62	58	n/a	n/a	56	n/a
Nunawading East	62	61	56	61	60	58	62	n/a	n/a	n/a	n/a
50-64	61	57	59	61	60	57	66	n/a	n/a	61	n/a
65+	59	62	62	57	60	58	61	n/a	n/a	63	n/a
Men	59	59	57	58	56	55	58	n/a	n/a	56	n/a

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

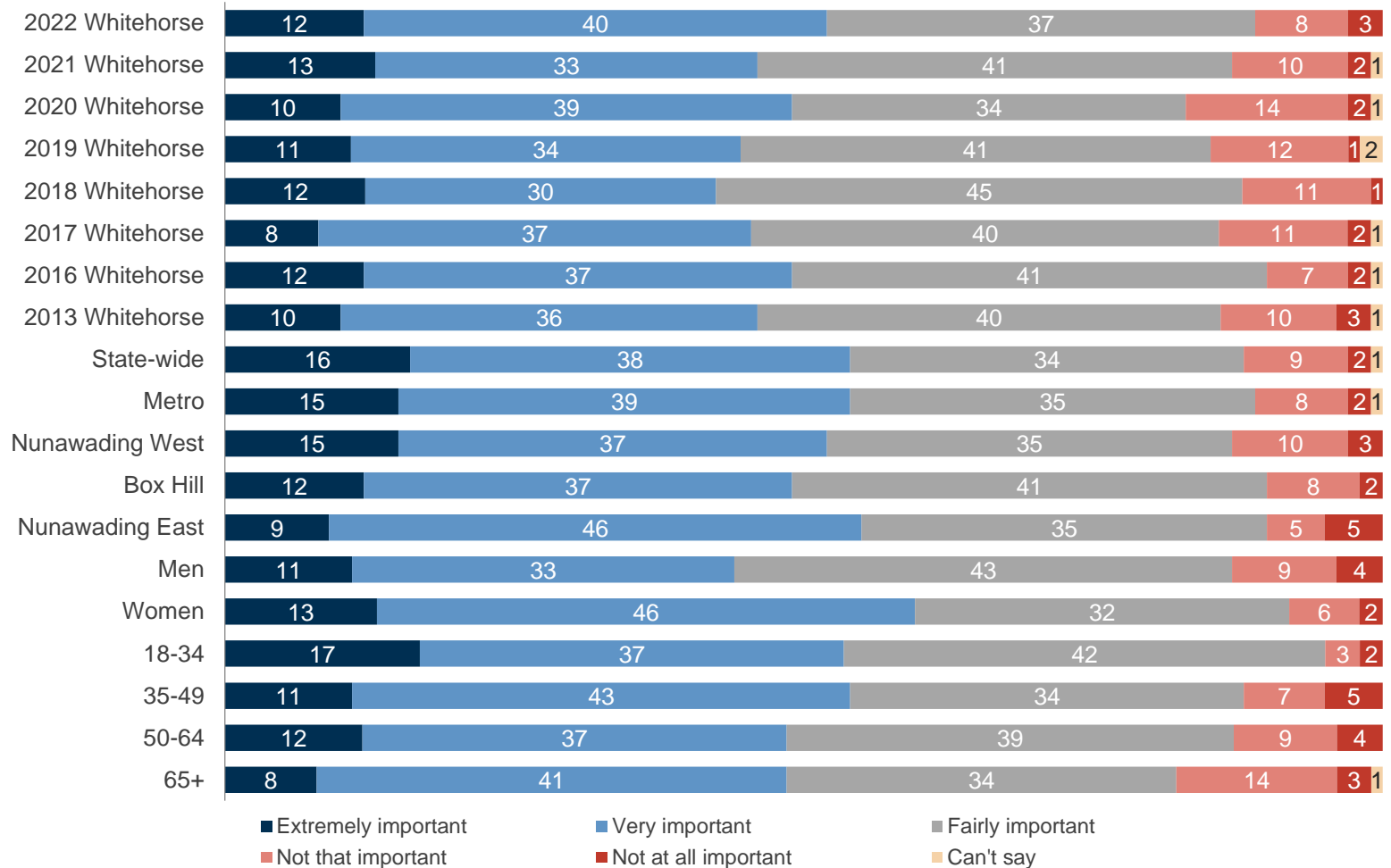
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities importance



2022 community and cultural activities importance (%)





# Community and cultural activities performance



## 2022 community and cultural activities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	71▲	72	75	76	74	74	72	n/a	n/a	79	n/a
Nunawading East	68	67	74	75	77	75	73	n/a	n/a	n/a	n/a
Metro	65	66	70	70	70	70	71	71	n/a	n/a	n/a
State-wide	65	65	68	69	69	69	69	69	70	69	68
Women	65	69	76	75	78	76	76	n/a	n/a	74	n/a
35-49	64	68	74	77	78	75	71	n/a	n/a	72	n/a
Nunawading West	64	65	72	73	73	74	72	n/a	n/a	n/a	n/a
Whitehorse	64	67	73	74	75	74	73	n/a	n/a	72	n/a
50-64	63	65	74	71	75	74	76	n/a	n/a	72	n/a
Men	63	64	69	74	73	73	70	n/a	n/a	69	n/a
Box Hill	60	68	72	75	76	74	74	n/a	n/a	n/a	n/a
18-34	59▼	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: 30 Councils asked group: 12

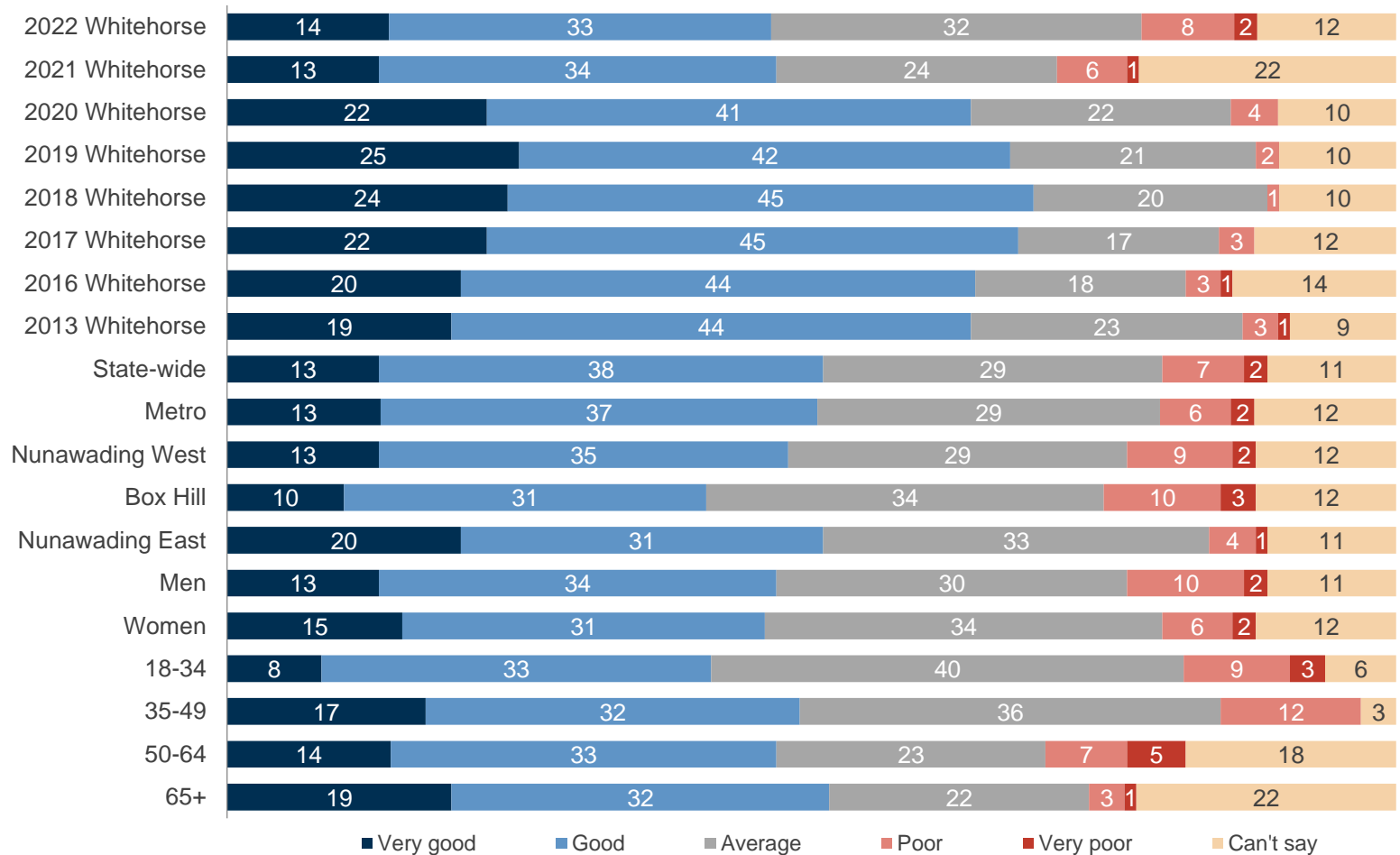
Note: Please see Appendix A for explanation of significant differences.



# Community and cultural activities performance



2022 community and cultural activities performance (%)





# Waste management importance



## 2022 waste management importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	86	85	86	85	85	82	83	n/a	n/a	82	n/a
50-64	86	85	86	90	85	81	81	n/a	n/a	86	n/a
Nunawading West	86	85	86	85	84	81	80	n/a	n/a	n/a	n/a
65+	86	85	86	84	85	83	82	n/a	n/a	82	n/a
Box Hill	85	85	86	87	84	82	83	n/a	n/a	n/a	n/a
Metro	85	85	84	83	83	81	82	81	n/a	n/a	n/a
35-49	85	87	86	86	85	78	82	n/a	n/a	80	n/a
Whitehorse	84	85	85	84	84	81	81	n/a	n/a	80	n/a
State-wide	82	82	82	81	81	79	80	79	79	79	78
Men	82	84	84	84	83	80	79	n/a	n/a	78	n/a
18-34	82	82	84	81	82	81	80	n/a	n/a	76	n/a
Nunawading East	82	85	84	82	84	80	81	n/a	n/a	n/a	n/a

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

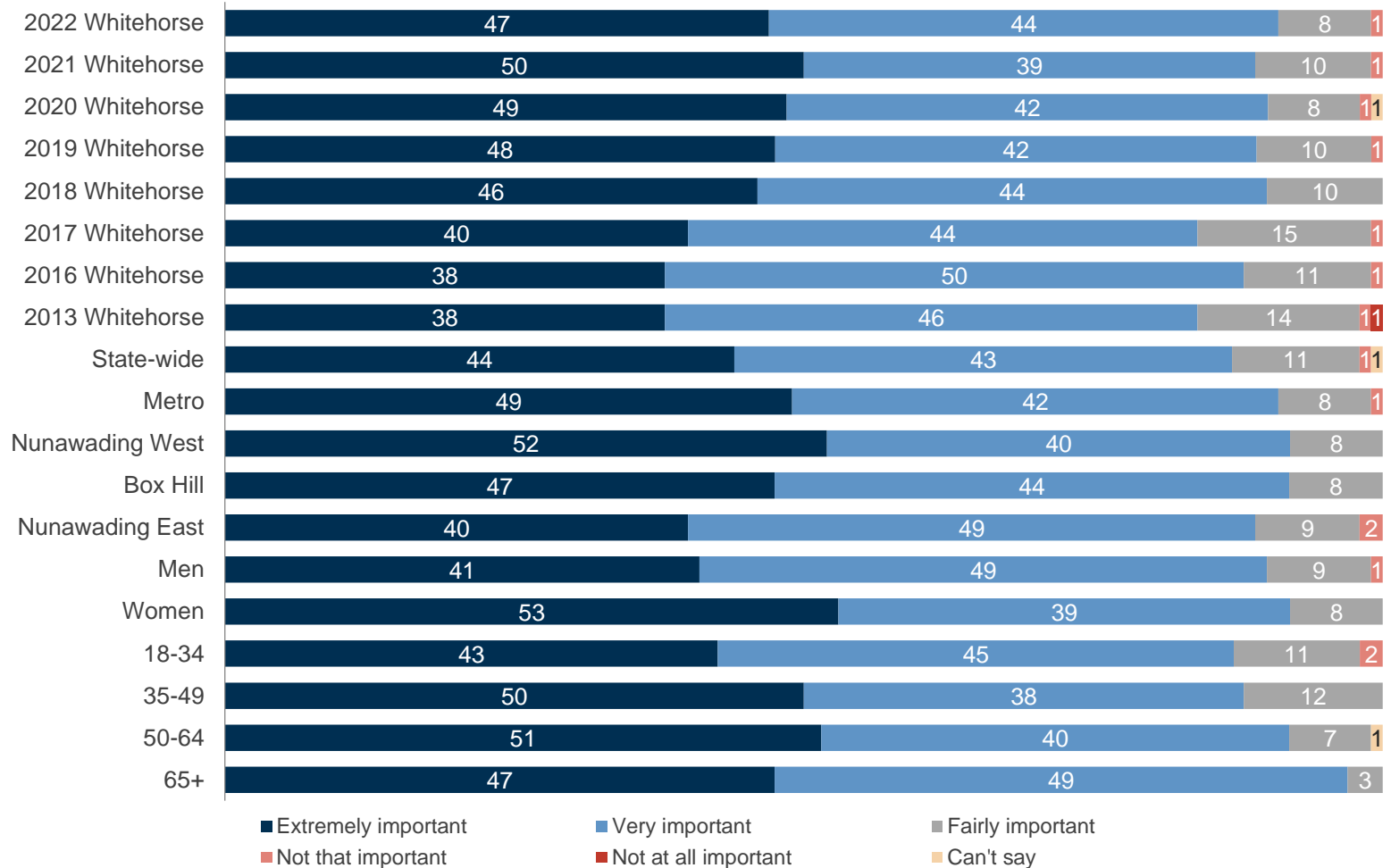
Note: Please see Appendix A for explanation of significant differences.



# Waste management importance



## 2022 waste management importance (%)





# Waste management performance



## 2022 waste management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Nunawading East	77	77	74	79	79	78	76	n/a	n/a	n/a	n/a
65+	77	77	77	78	81	78	77	n/a	n/a	72	n/a
Men	76	76	73	78	78	78	75	n/a	n/a	74	n/a
Whitehorse	74	75	72	77	77	77	74	n/a	n/a	71	n/a
35-49	74	72	71	75	77	80	69	n/a	n/a	70	n/a
Box Hill	74	74	72	79	76	79	72	n/a	n/a	n/a	n/a
18-34	73	74	69	80	75	76	76	n/a	n/a	77	n/a
Women	73	74	72	76	76	77	74	n/a	n/a	69	n/a
50-64	73	79	73	72	77	75	72	n/a	n/a	65	n/a
Nunawading West	73	74	71	74	77	75	74	n/a	n/a	n/a	n/a
Metro	71▼	72	70	73	75	75	76	77	n/a	n/a	n/a
State-wide	68▼	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: 67 Councils asked group: 16

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

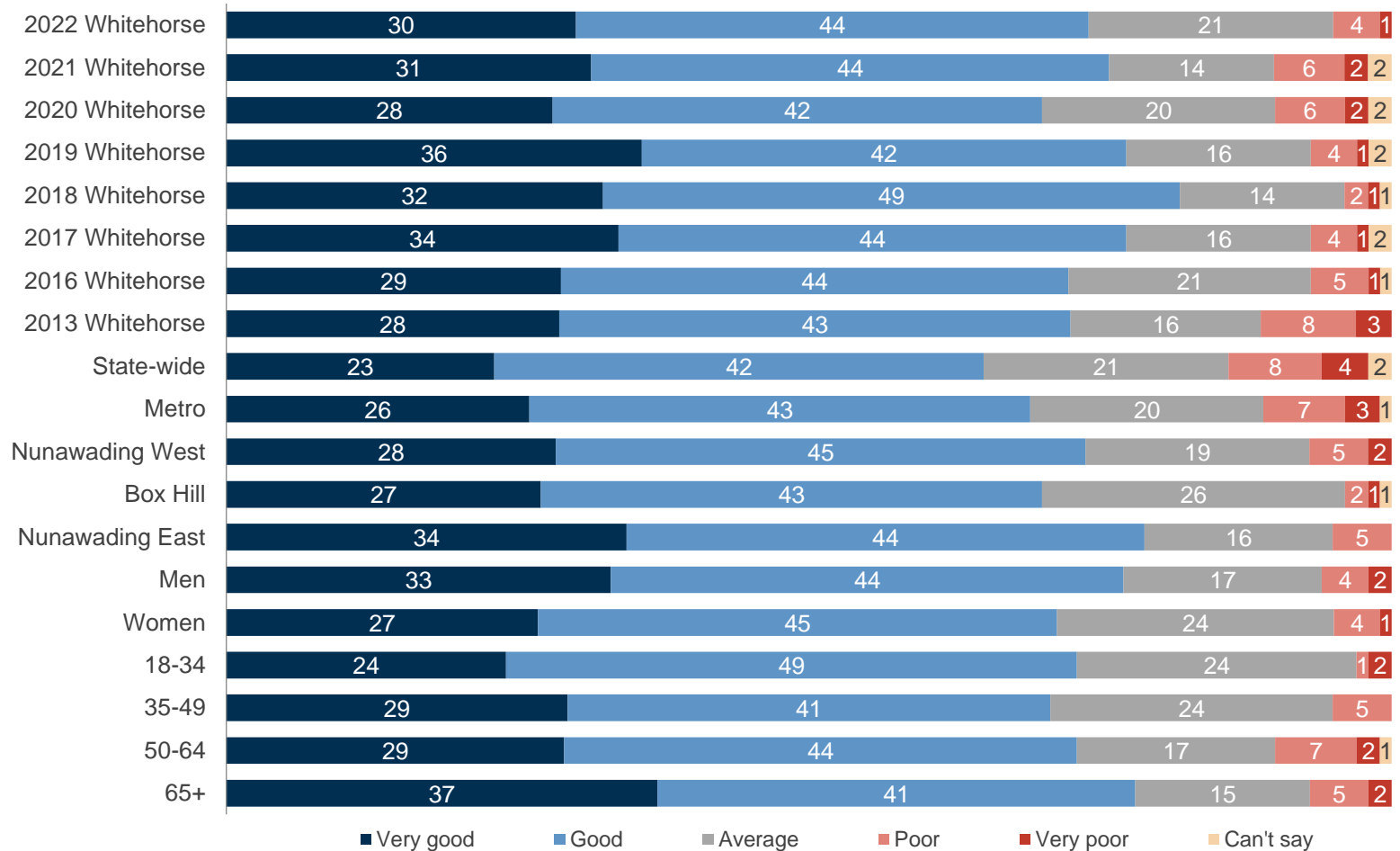




# Waste management performance



## 2022 waste management performance (%)

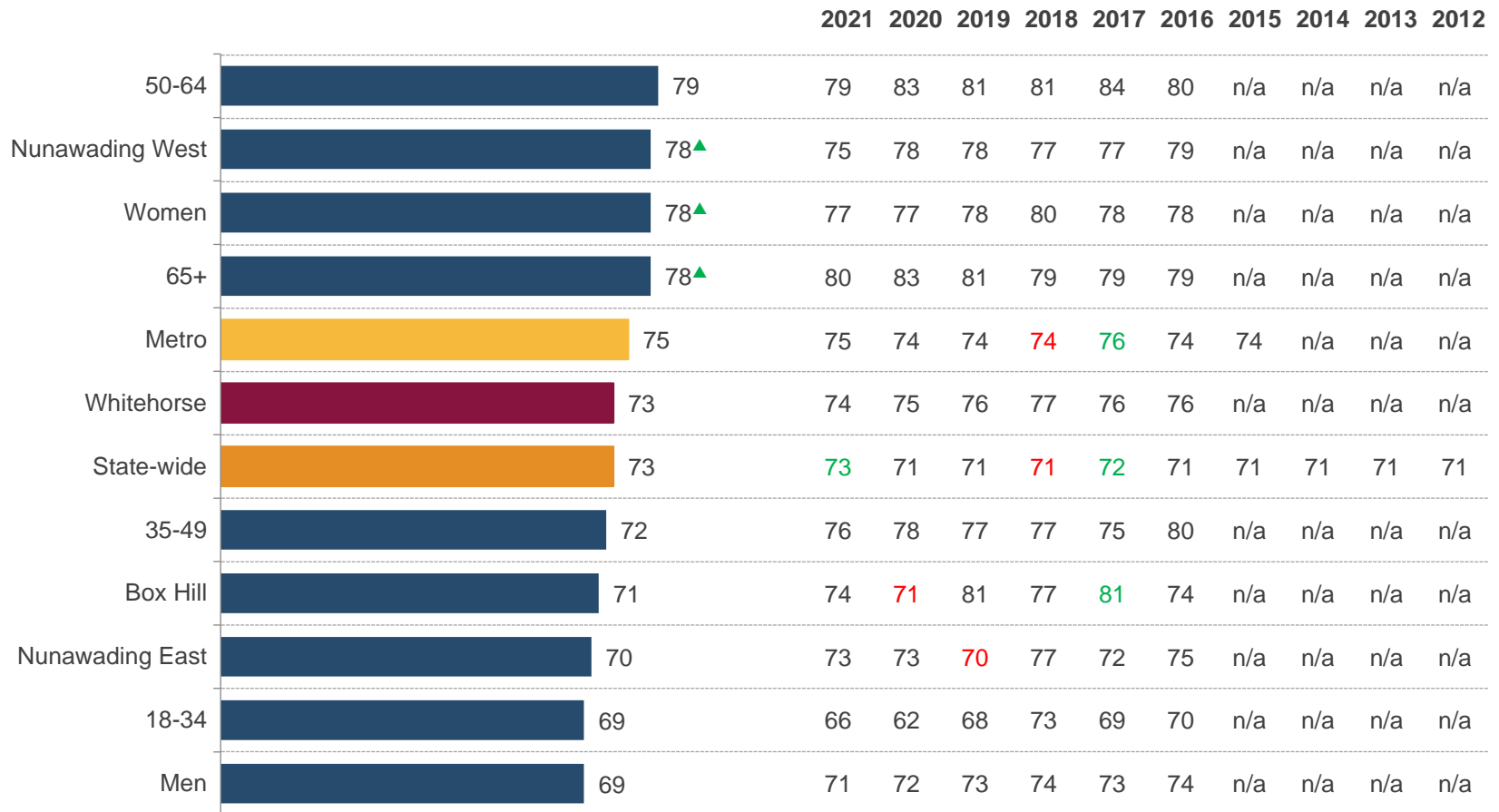




# Planning and building permits importance



## 2022 planning and building permits importance (index scores)



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

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

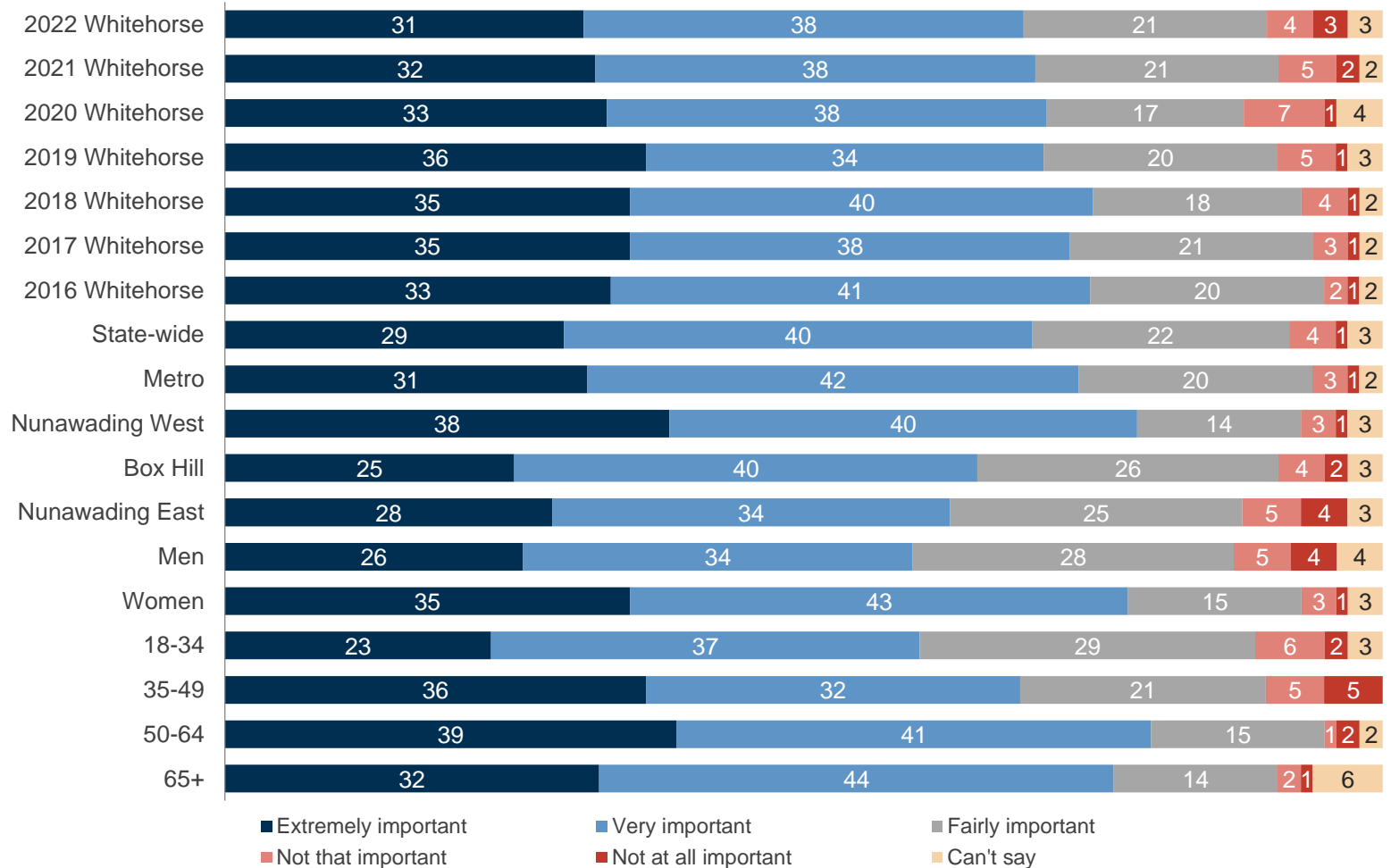
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits importance



## 2022 planning and building permits importance (%)

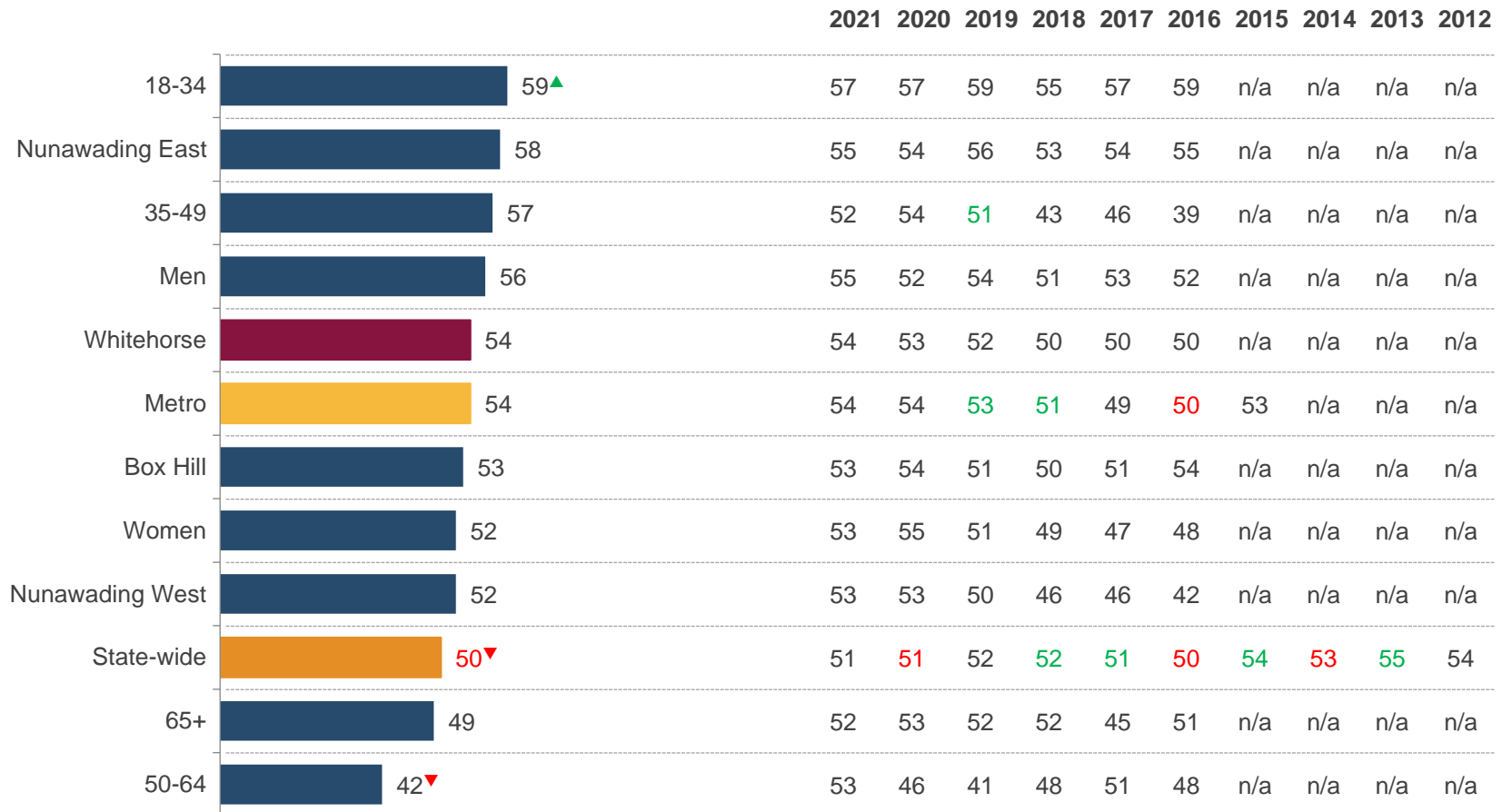




# Planning and building permits performance



## 2022 planning and building permits performance (index scores)



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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

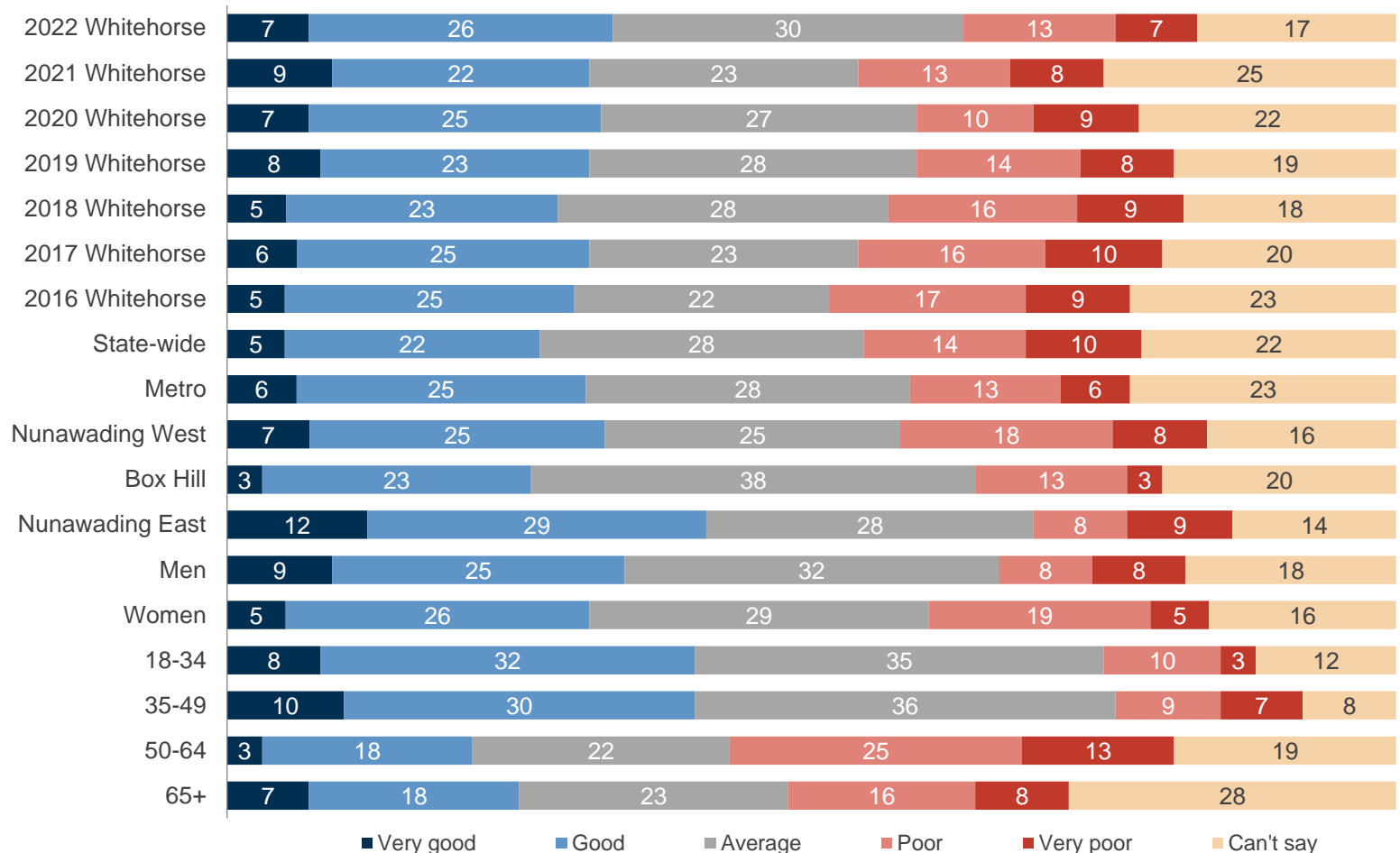
Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2022 planning and building permits performance (%)

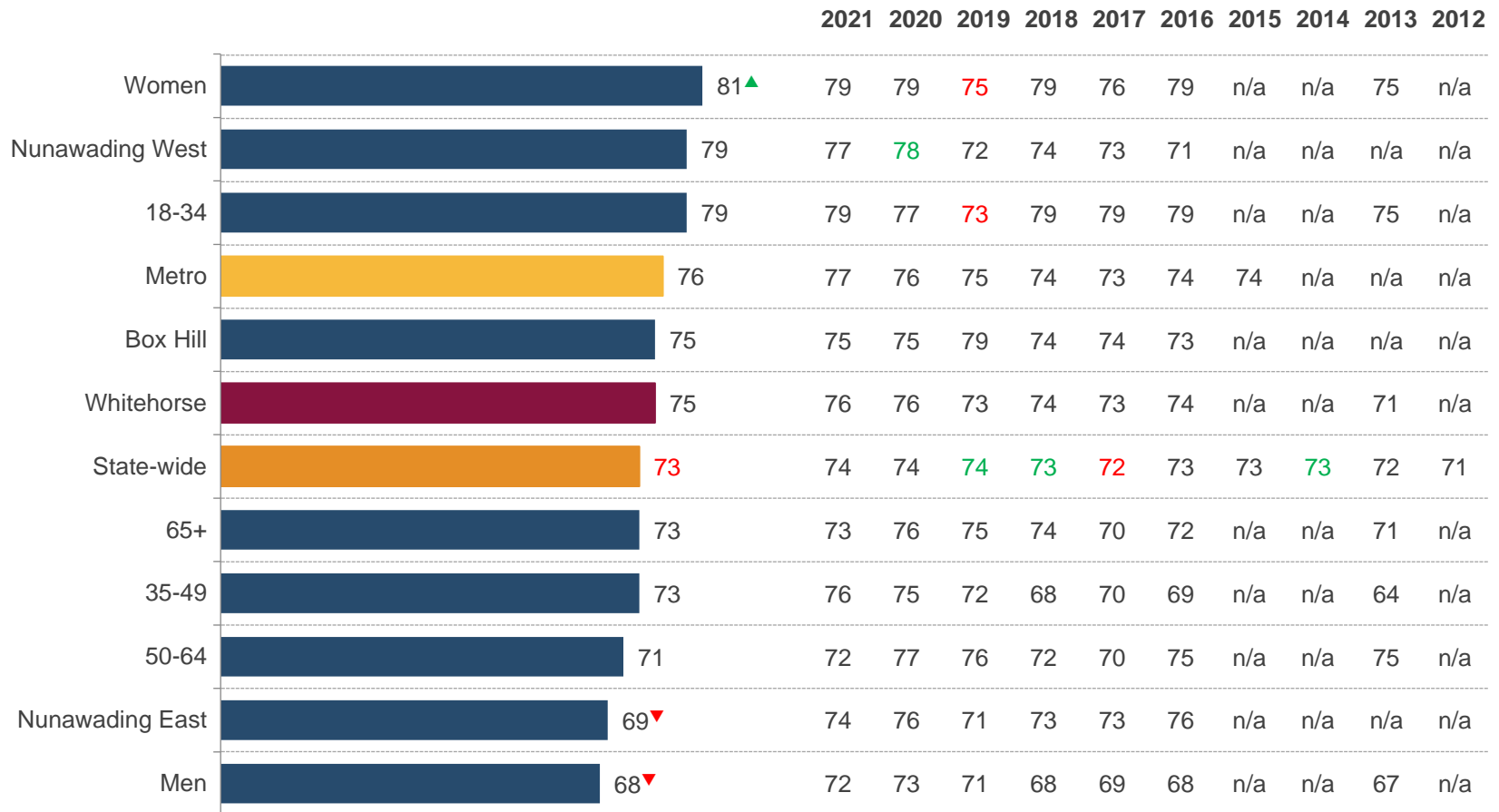




# Environmental sustainability importance



## 2022 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: 27 Councils asked group: 10

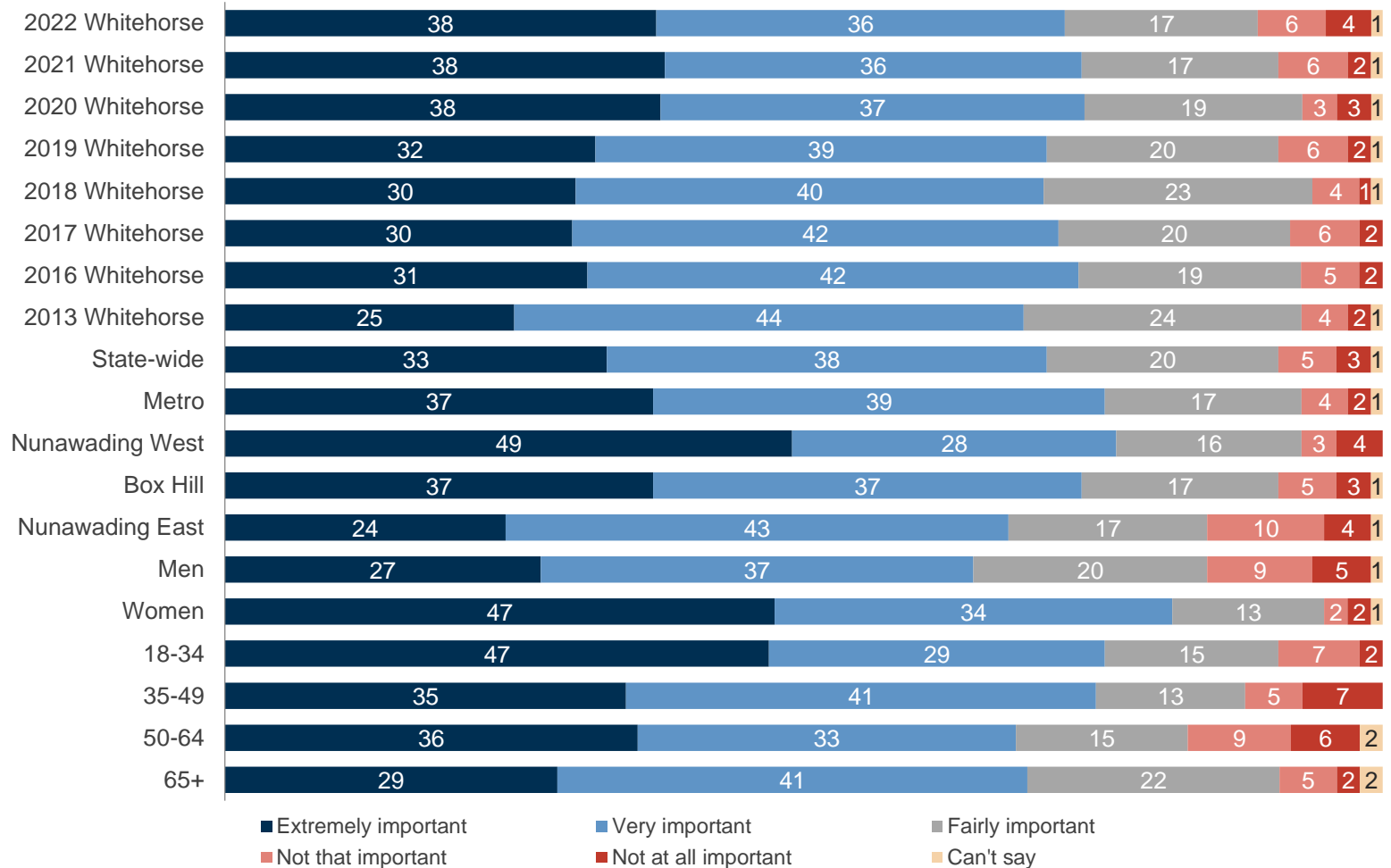
Note: Please see Appendix A for explanation of significant differences.



# Environmental sustainability importance



## 2022 environmental sustainability importance (%)





# Environmental sustainability performance



## 2022 environmental sustainability performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Nunawading East	68	65	66	67	68	70	67	n/a	n/a	n/a	n/a
65+	66	64	68	66	68	67	66	n/a	n/a	69	n/a
Men	65	63	65	67	65	71	63	n/a	n/a	67	n/a
18-34	64	64	64	69	64	72	64	n/a	n/a	65	n/a
Whitehorse	64	63	65	66	65	68	64	n/a	n/a	66	n/a
Metro	63	64	62	64	64	64	64	65	n/a	n/a	n/a
Box Hill	63	62	65	69	64	70	63	n/a	n/a	n/a	n/a
35-49	63	62	64	67	66	66	62	n/a	n/a	66	n/a
Women	62	64	64	66	66	66	66	n/a	n/a	66	n/a
Nunawading West	61	63	64	64	64	66	62	n/a	n/a	n/a	n/a
State-wide	61▼	62	60	62	63	64	63	64	64	64	64
50-64	59	63	60	60	65	66	67	n/a	n/a	66	n/a

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

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 13

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

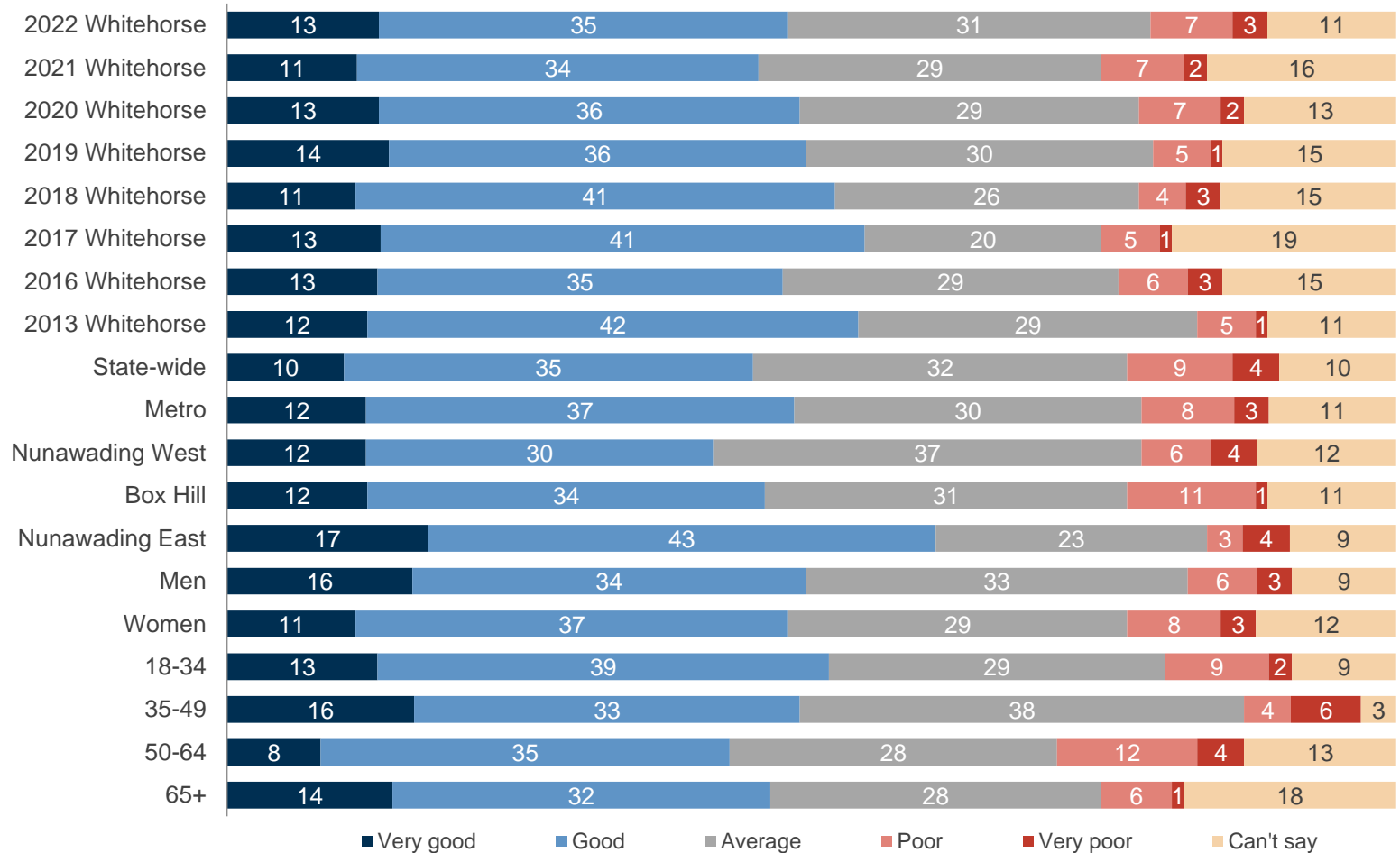




# Environmental sustainability performance



## 2022 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, high-angle photograph of a crowd of people, likely at a sporting event or festival, wearing various hats and clothing.

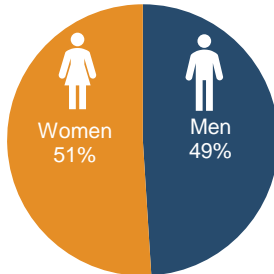
# **Detailed demographics**



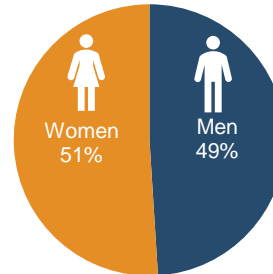
## Gender and age profile

### 2022 gender

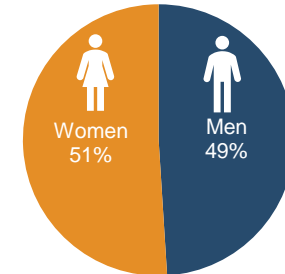
Whitehorse



Metro

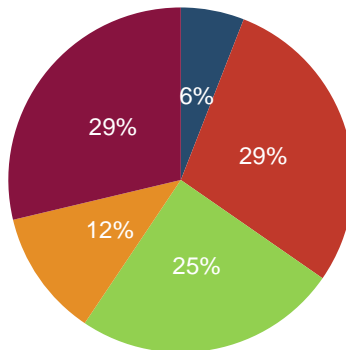


State-wide

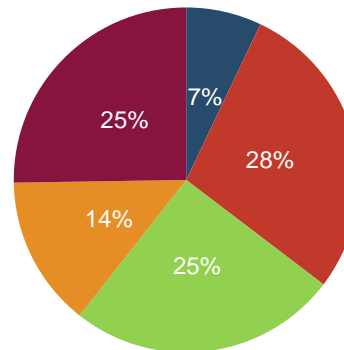


### 2022 age

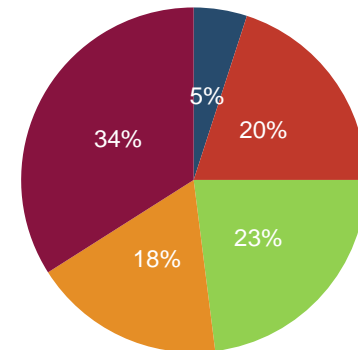
Whitehorse



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?

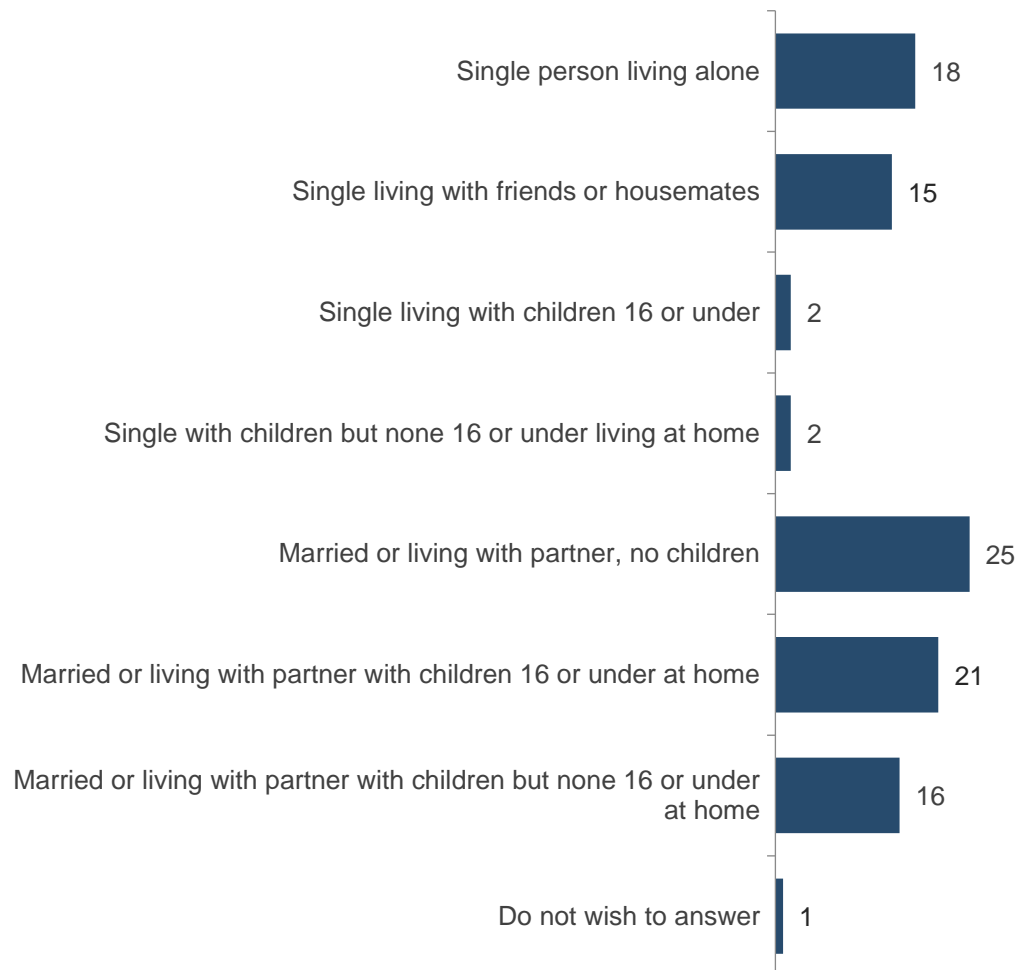
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



# Household structure

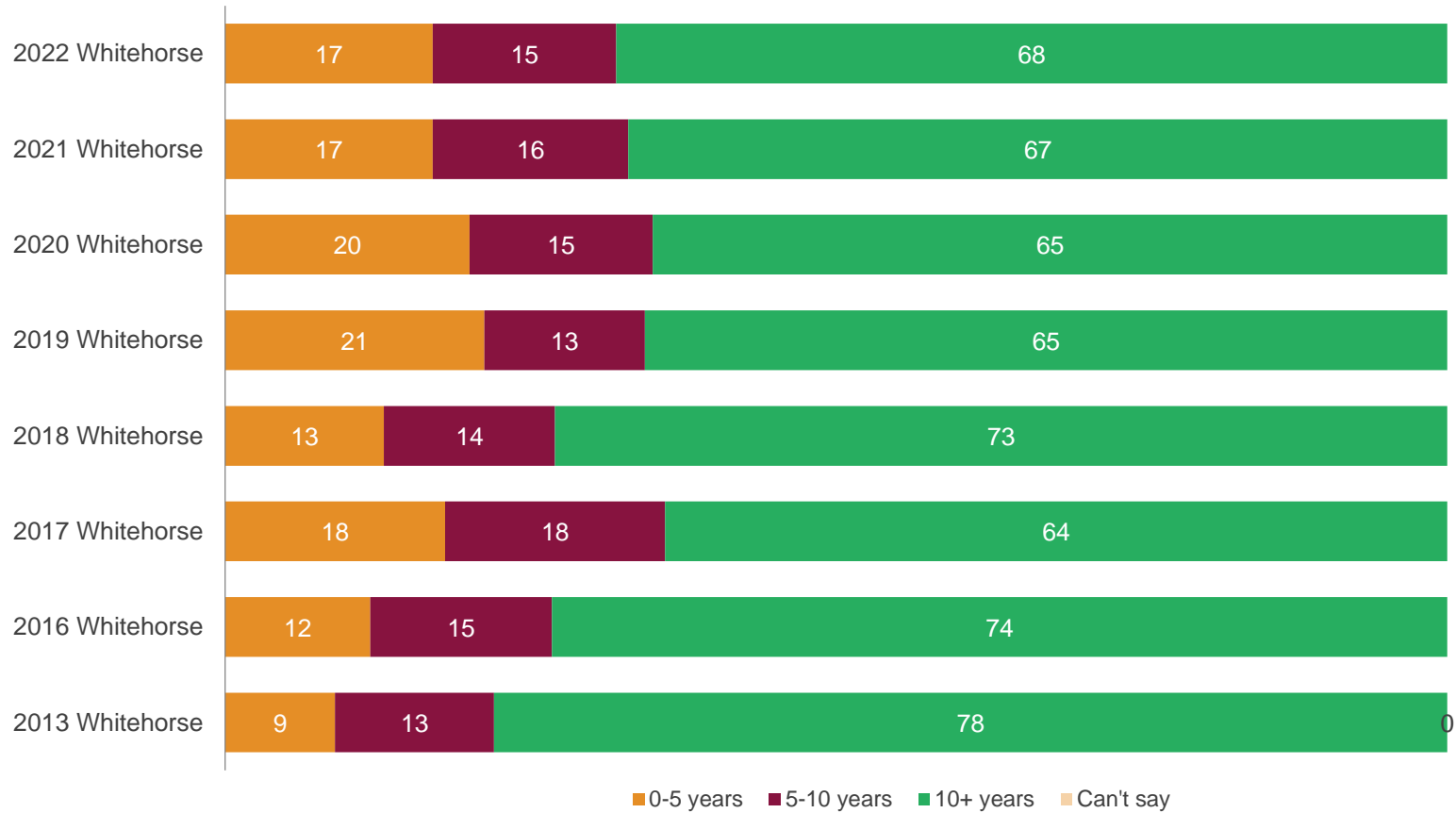
## 2022 household structure (%)





## Years lived in area

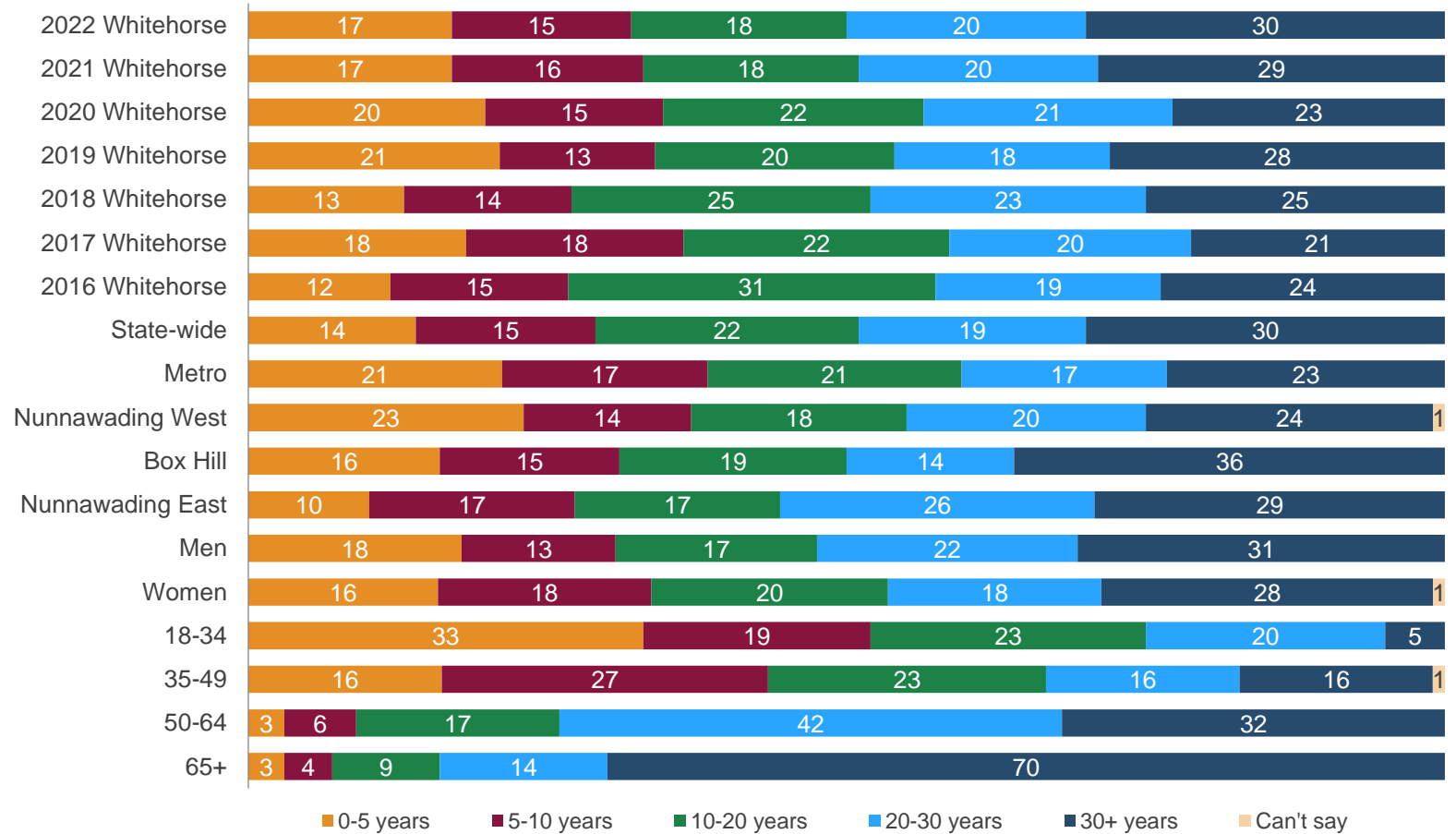
2022 years lived in area (%)





## Years lived in area

2022 years lived in area (%)



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

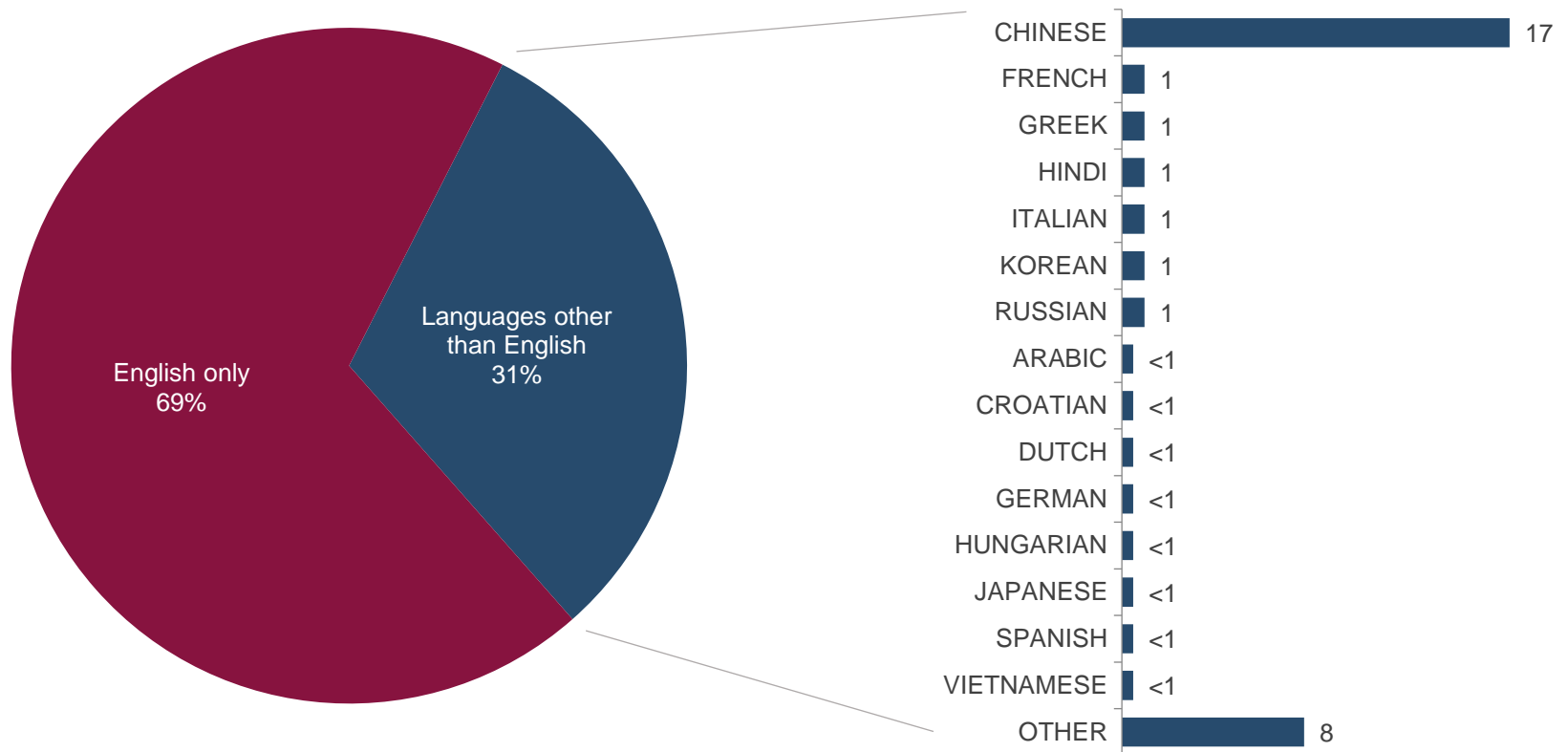
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 6

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



# Languages spoken at home

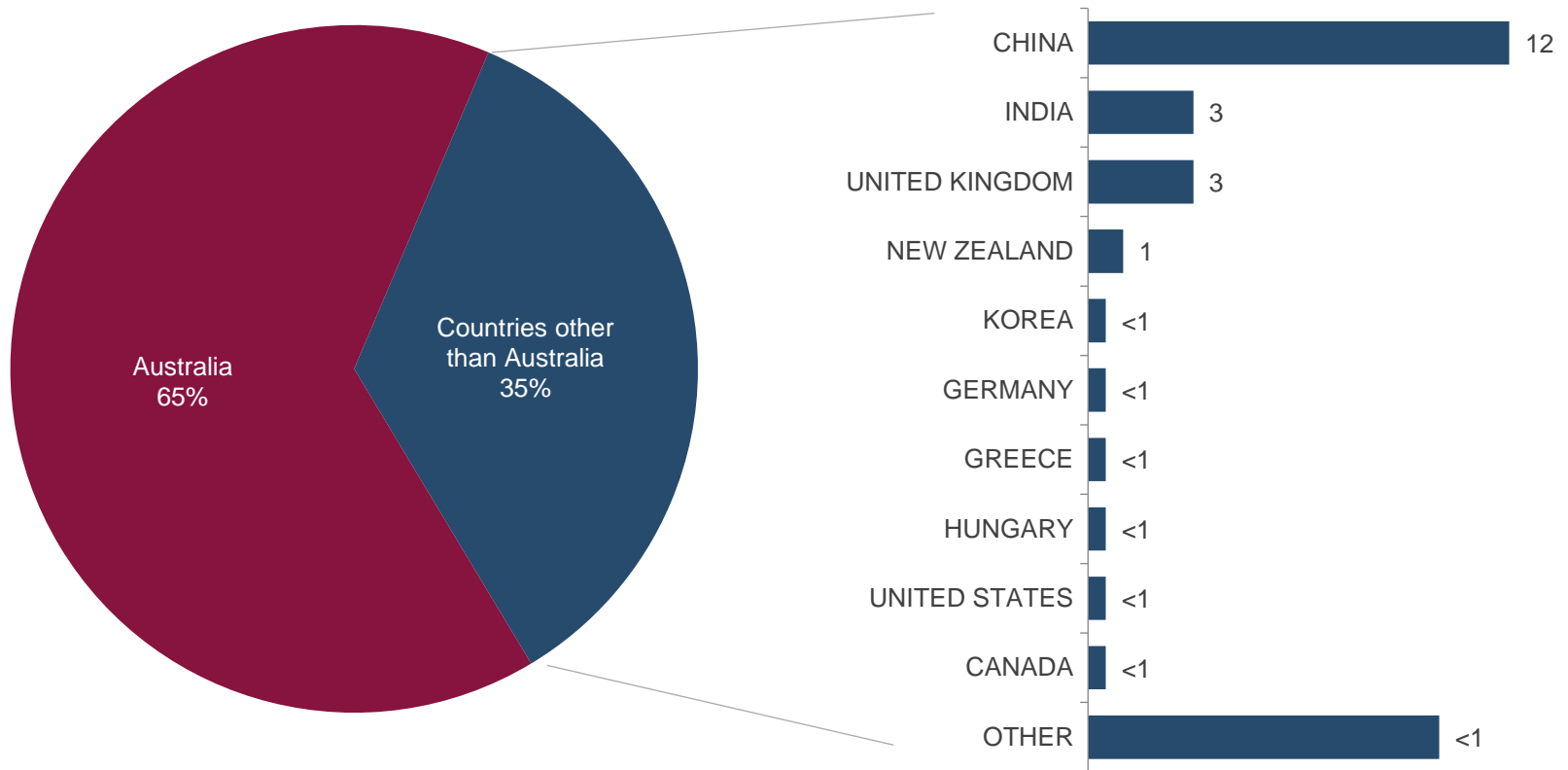
2022 languages spoken at home (%)






## Country of birth

2022 country of birth (%)







# **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 2022 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 143,800 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	220	194	+/-6.6
Women	281	206	+/-5.9
Nunawading West	180	147	+/-7.3
Box Hill	166	129	+/-7.6
Nunawading East	153	123	+/-7.9
18-34 years	66	138	+/-12.2
35-49 years	62	99	+/-12.5
50-64 years	108	47	+/-9.5
65+ years	265	116	+/-6.0



## 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:

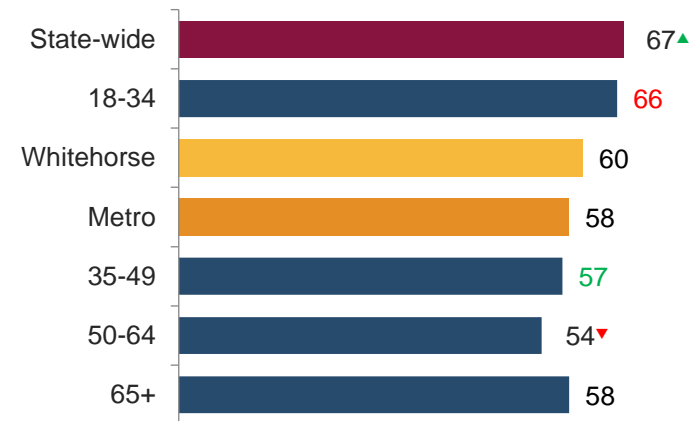
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

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 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

**2022 overall performance (index scores)  
(example extract only)**





## Appendix A: Index score significant difference calculation

---

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

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

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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Within the negative space of the 'W', there are faint, light blue background graphics: a line graph with an upward trend on the left, and a bar chart with several bars of varying heights on the right.

## **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 2022 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

The 2022 results are compared with previous years, as detailed below:

- 2021, n=501 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 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=500 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.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<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=501 completed interviews were achieved in Whitehorse City Council. Survey fieldwork was conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March, 2022.





## 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 2022, 67 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 2012-2022 vary slightly.

### Council Groups

Whitehorse City Council is classified as a Metropolitan council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural.

Councils participating in the Metropolitan group are:

- Banyule, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Knox, Manningham, Maroondah, Melbourne, Moonee Valley, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Whitehorse City Council for this 2022 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 2012-2022 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 2022 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 2022 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 2022 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:** 2022 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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