



2020 Local Government Community Satisfaction Survey

Whitehorse City Council

Coordinated by the Department of
Environment, Land, Water and Planning
on behalf of Victorian councils





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<u>Recreational facilities</u>	<u>76</u>		
<u>Appearance of public areas</u>	<u>80</u>		
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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-first year, this survey provides insight into the community's views on:

- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities 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 nine years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 21 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 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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

A large, dark blue, stylized letter 'W' that serves as a background element. It is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex web. The pattern is denser in some areas and sparser in others, with bright points of light at the intersections.

Key findings and recommendations



Whitehorse City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Whitehorse 68






State-wide 58



Metropolitan 66

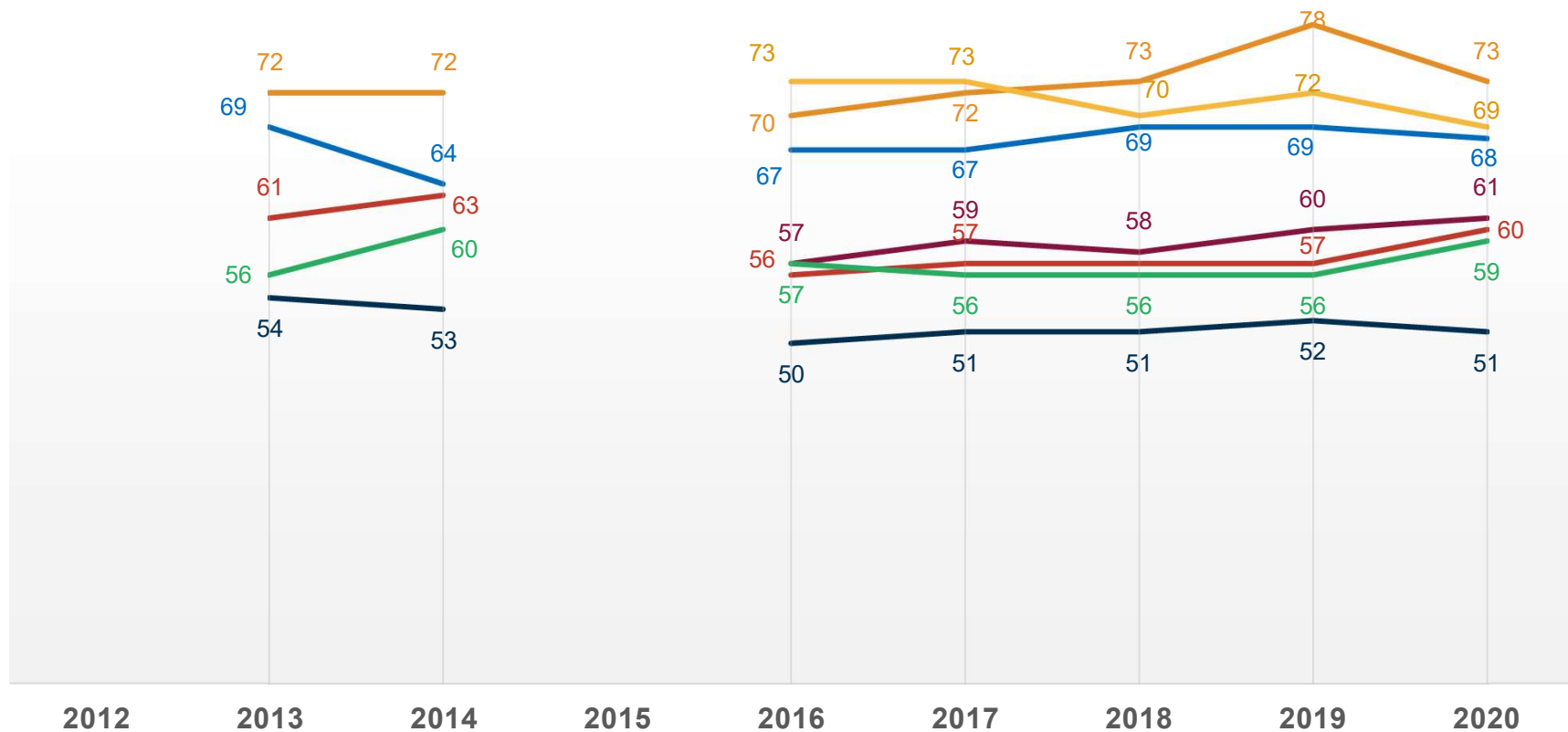
Council performance compared to State-wide and group averages

	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  Family support services  Environmental sustainability	None



Summary of core measures

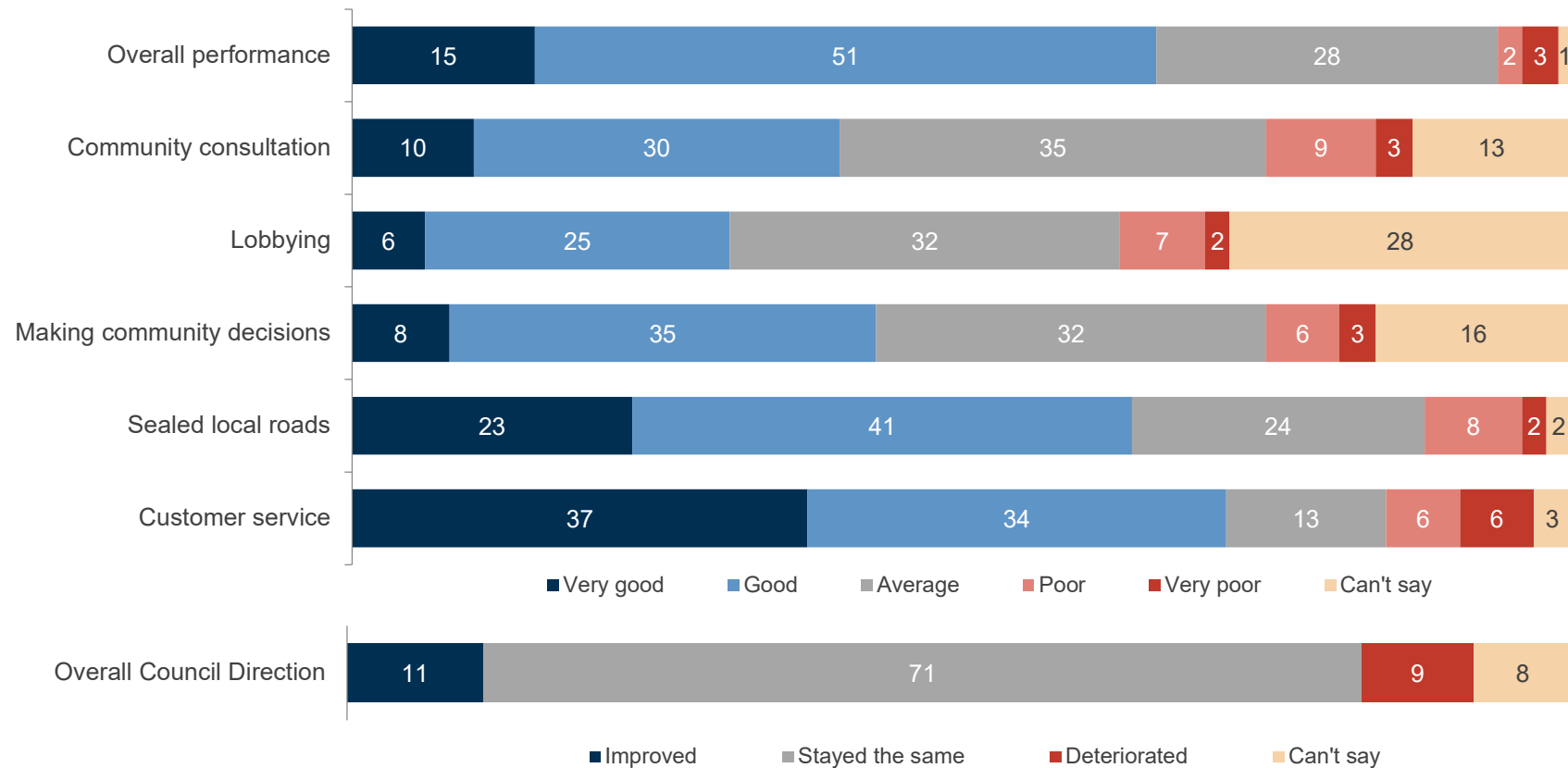
Index scores















Summary of core measures

Core measures summary results (%)













Summary of Whitehorse City Council performance

Services	Whitehorse 2020	Whitehorse 2019	Metro 2020	State-wide 2020	Highest score	Lowest score
 Overall performance	68	69	66	58	Nunawading East residents	Aged 50-64 years
 Overall council direction	51	52	54	51	Box Hill residents	Aged 50-64 years
 Customer service	73	78	74	70	Aged 65+ years	Aged 18-34 years
 Art centres & libraries	77	78	75	74	Aged 65+ years	Aged 18-34 years
 Recreational facilities	75	77	74	70	Aged 65+ years	Aged 18-34 years, Men
 Appearance of public areas	73	76	73	72	Nunawading East residents	Aged 50-64 years
 Community & cultural	73	74	70	68	Women	Men
 Family support services	72	70	69	66	Nunawading East residents	Box Hill residents
 Waste management	72	77	70	65	Aged 65+ years	Aged 18-34 years
 Elderly support services	71	70	67	68	Aged 65+ years	Aged 18-49 years

Significantly **higher** / **lower** than Whitehorse City Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.



Summary of Whitehorse City Council performance

Services		Whitehorse 2020	Whitehorse 2019	Metro 2020	State-wide 2020	Highest score	Lowest score
	Sealed local roads	69	72	67	54	Aged 35-49 years	Men, Aged 18-34 years
	Enforcement of local laws	66	65	65	63	Nunawading East residents	Box Hill residents
	Environmental sustainability	65	66	62	60	Aged 65+ years	Aged 50-64 years
	Informing the community	63	64	62	59	Aged 65+ years	Aged 50-64 years
	Community decisions	61	60	59	53	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	60	57	58	55	Aged 18-34 years	Aged 50-64 years
	Lobbying	59	56	57	53	Aged 65+ years	Aged 50-64 years
	Building & planning permits	53	52	54	51	Aged 18-34 years	Aged 50-64 years

Significantly **higher** / **lower** than Whitehorse City Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.



Focus areas for the next 12 months

Overview

Despite a minor decline, Whitehorse City Council's overall performance rating is still close to its highest level recorded. Perceptions of Council's performance varied across individual service areas over the past year, however, in seven of the fifteen service areas evaluated Council, reached its highest performance ratings recorded. This is a positive result for Council.

Key influences on perceptions of overall performance

Whitehorse City Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance: informing the community, followed by community decisions, waste management, planning and building permits, lobbying and sealed local roads.

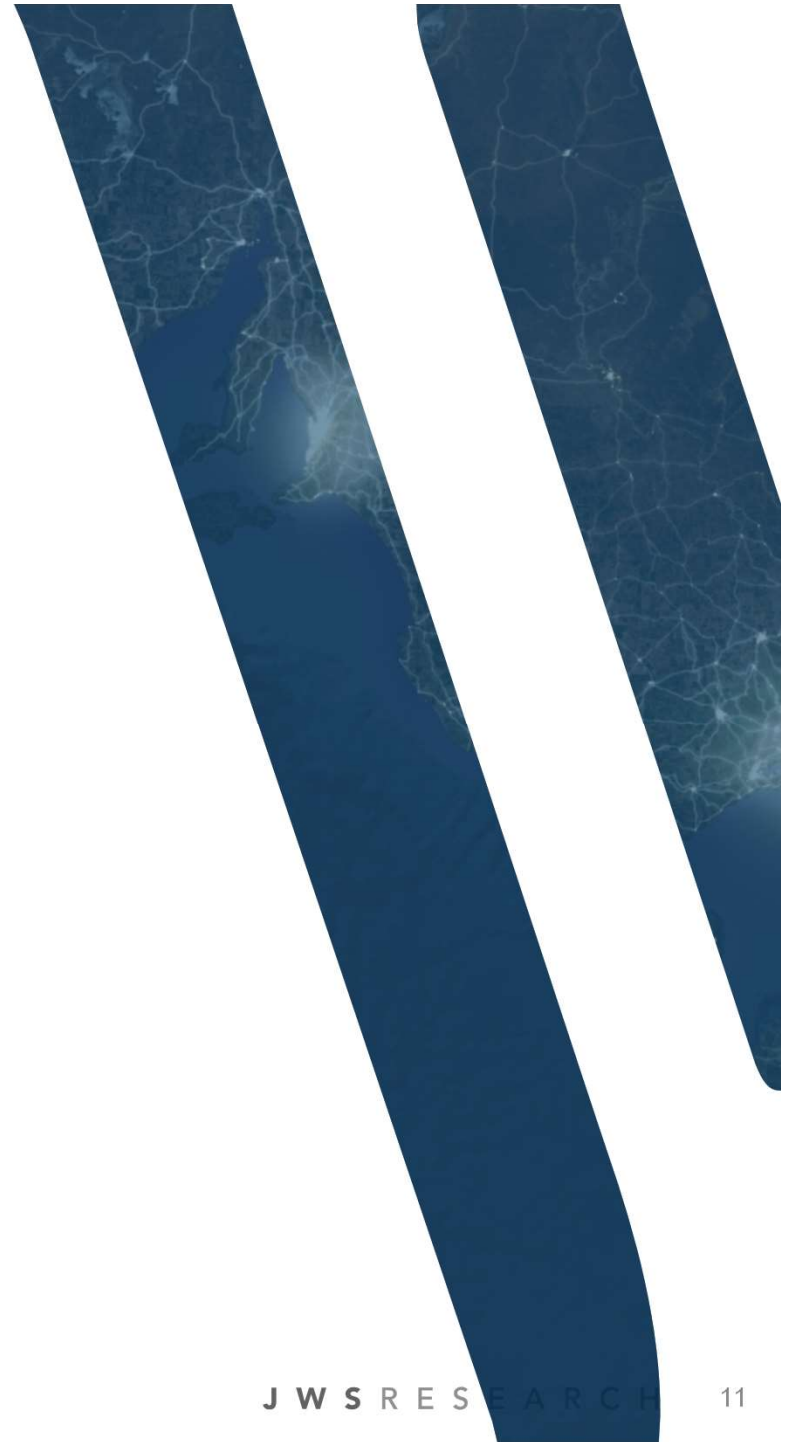
Comparison to state and area grouping

An area that stands out as being most in need of Council attention is planning and building permits which, despite steadily improving since 2019, remains Council's lowest-performing area relative to importance and performance in other areas. Whitehorse Council rates significantly higher than the State-Wide average on overall performance and on almost all service areas evaluated. It rates higher than the Metropolitan group average in four areas.

Maintain gains achieved to date

Council should endeavor to maintain and build upon its improved performance on consultation and engagement, lobbying and community decisions over the next 12 months. As informing the community is a key influencer of overall perceptions, a continued focus on keeping the community informed about Council activities will also help to improve perceptions of Council's overall performance.

DETAILED FINDINGS



Overall performance





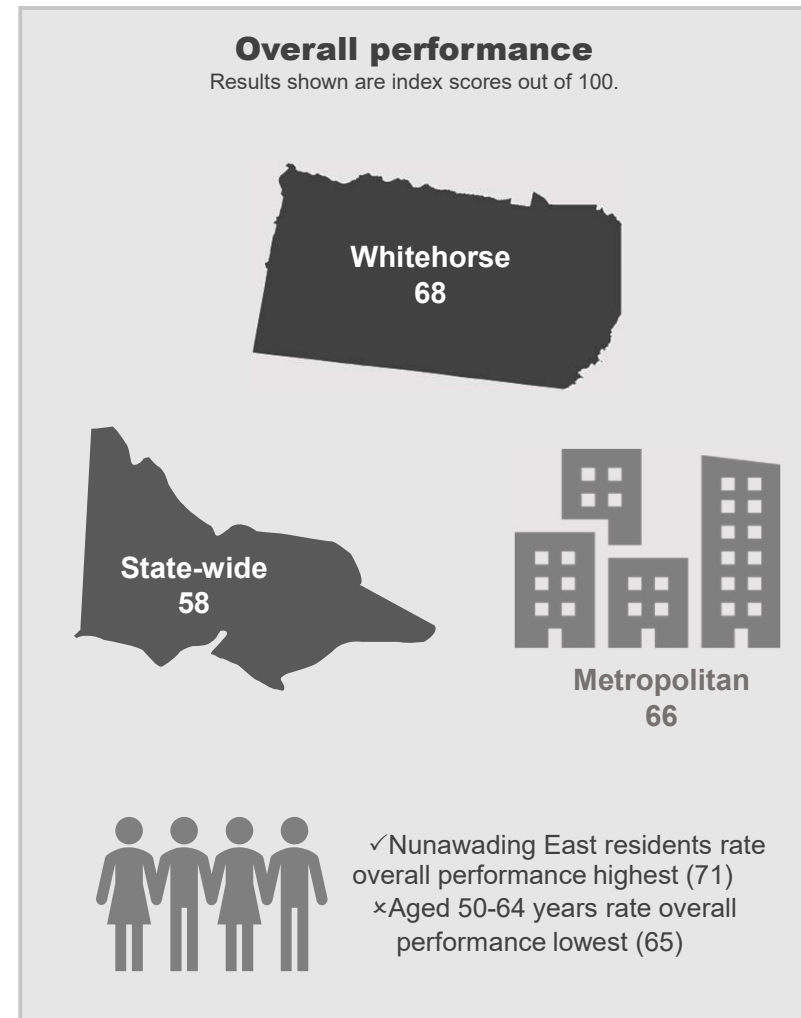
Overall performance

Whitehorse City Council's overall performance index score of 68 in 2020 is lower but comparable to the 2019 result. Despite a one-point decrease, Council's overall performance is still close to its highest level since 2013.

Whitehorse City Council's overall performance is rated 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 58 and 66 respectively).

- Across most demographic and geographic cohorts, perceptions of overall performance are unchanged since last year.
- Perceptions of Council's overall performance is rated highest among residents in Nunawading East (index score of 71, equal to 2019).
- As in most previous years, the lowest overall performance ratings are among residents aged 50-64 years (index score of 65, equal to 2019).

Many more residents rate Whitehorse City Council's overall performance as 'very good' or 'good' (66%) as rate it as 'very poor' or 'poor' (5%). A further 28% sit mid-scale, rating Council's overall performance as 'average'.





Overall performance

2020 overall performance (index scores)

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

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

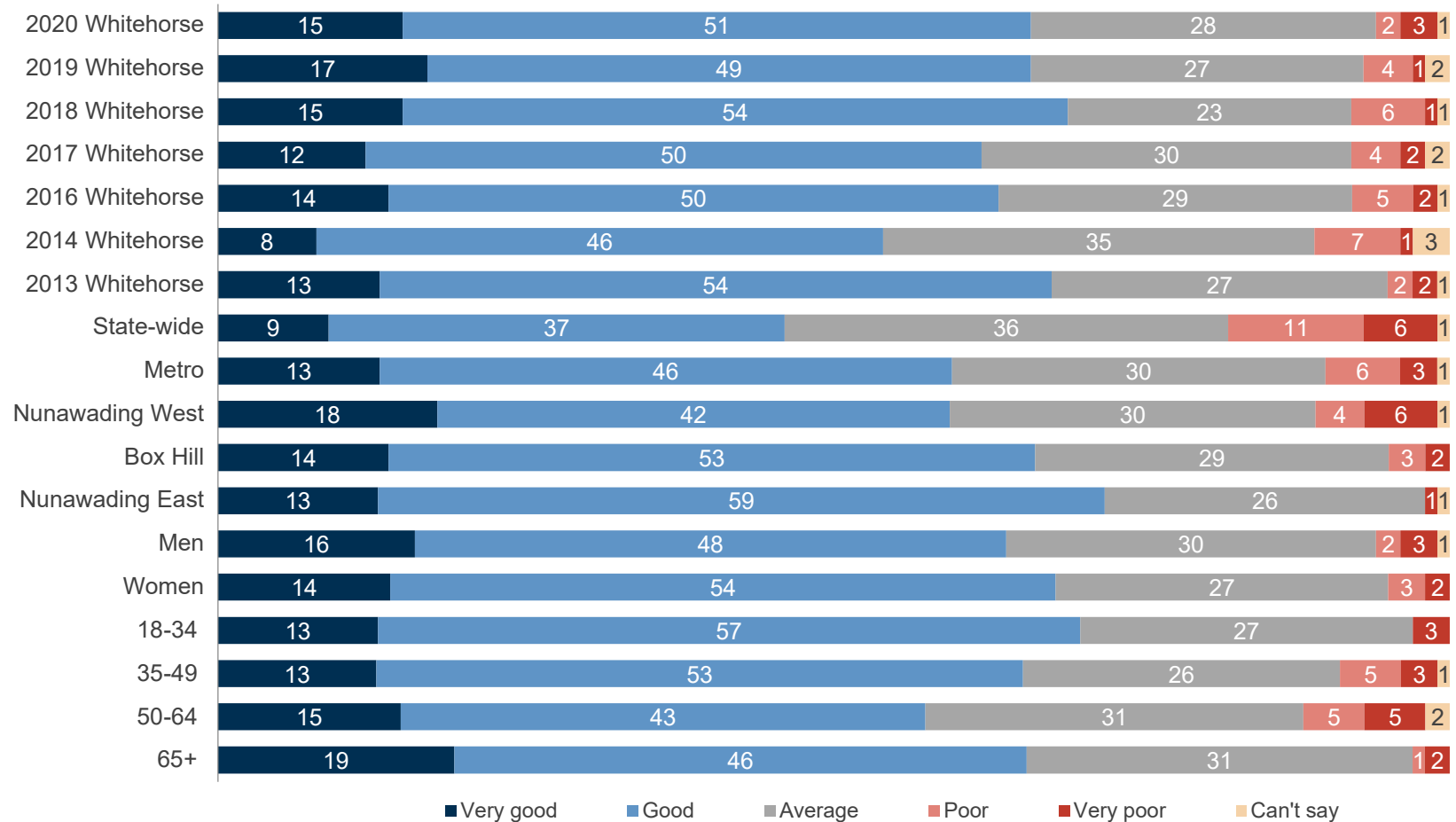
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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



Overall performance

2020 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: 62 Councils asked group: 14



Top performing service areas

Council continues to perform best in art centres and libraries and recreational facilities (index scores of 77 and 75 respectively).

The appearance of public areas and community and cultural activities are Council's next highest rated service areas (both with an index score of 73, although the appearance of public areas declined significantly).

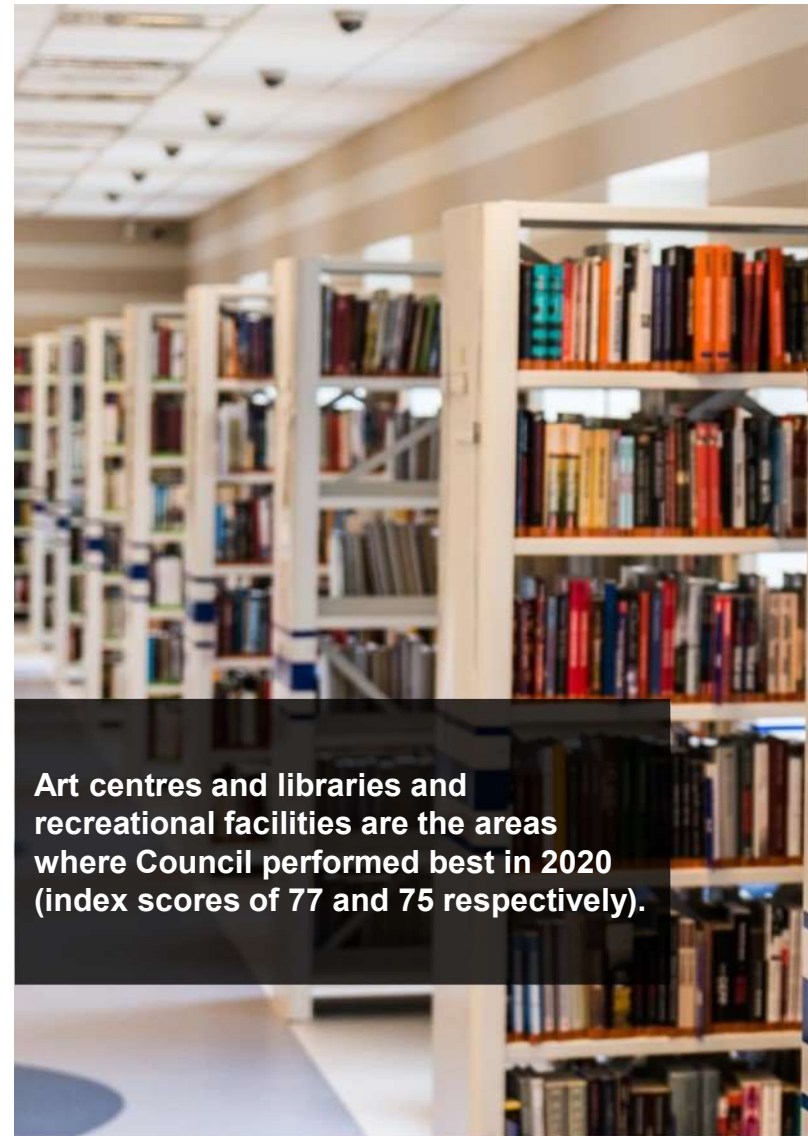
- More than one in ten residents (11%) nominate library facilities, services and staff as the best thing about Whitehorse, and 11% mention parks and gardens.

Remarkably, Whitehorse Council is seen to perform significantly higher than the State-Wide average on almost all service areas evaluated in 2020.

In addition, Council also rates significantly higher than the Metropolitan group average on its performance in community and cultural activities, family and elderly support services and environmental sustainability.

While not significant increases, Council managed to reach its highest performance ratings recorded in seven of the fifteen service areas evaluated.

Council's most improved measures in 2020 are consultation and engagement and lobbying (index scores of 60 and 59 respectively) – both experienced ratings' increases of three index points.



Art centres and libraries and recreational facilities are the areas where Council performed best in 2020 (index scores of 77 and 75 respectively).



Low performing service areas



Council rates lowest – relative to its performance in other service areas – in building and planning permits (index score of 53).

Council rates lowest – relative to its performance in other service areas – in planning and building permits (index score of 53), despite a one-point increase on 2019.

In terms of service importance, perceived importance of planning and building permits (index score of 75) is seen to outweigh Council's performance by a 21-point differential.

Similarly, importance ratings in the areas of community decisions, waste management, environmental sustainability and consultation and engagement all exceed Council's respective performance rating by 10 or more points, suggesting further investigation is necessary.

Council experienced a significant decline in performance ratings on waste management and the appearance of public areas.

- On waste management, key contributors to this decrease were significant declines among residents aged 18 to 34 years, men and those in Box Hill.

The need for Council to recover its performance in the aforementioned areas is also underpinned by the fact that more than one in ten residents cite inappropriate or over-development (13%), waste management (12%) or environmental issues (11%) as the Council area most in need of improvement.



Individual service area performance

2020 individual service area performance (index scores)

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

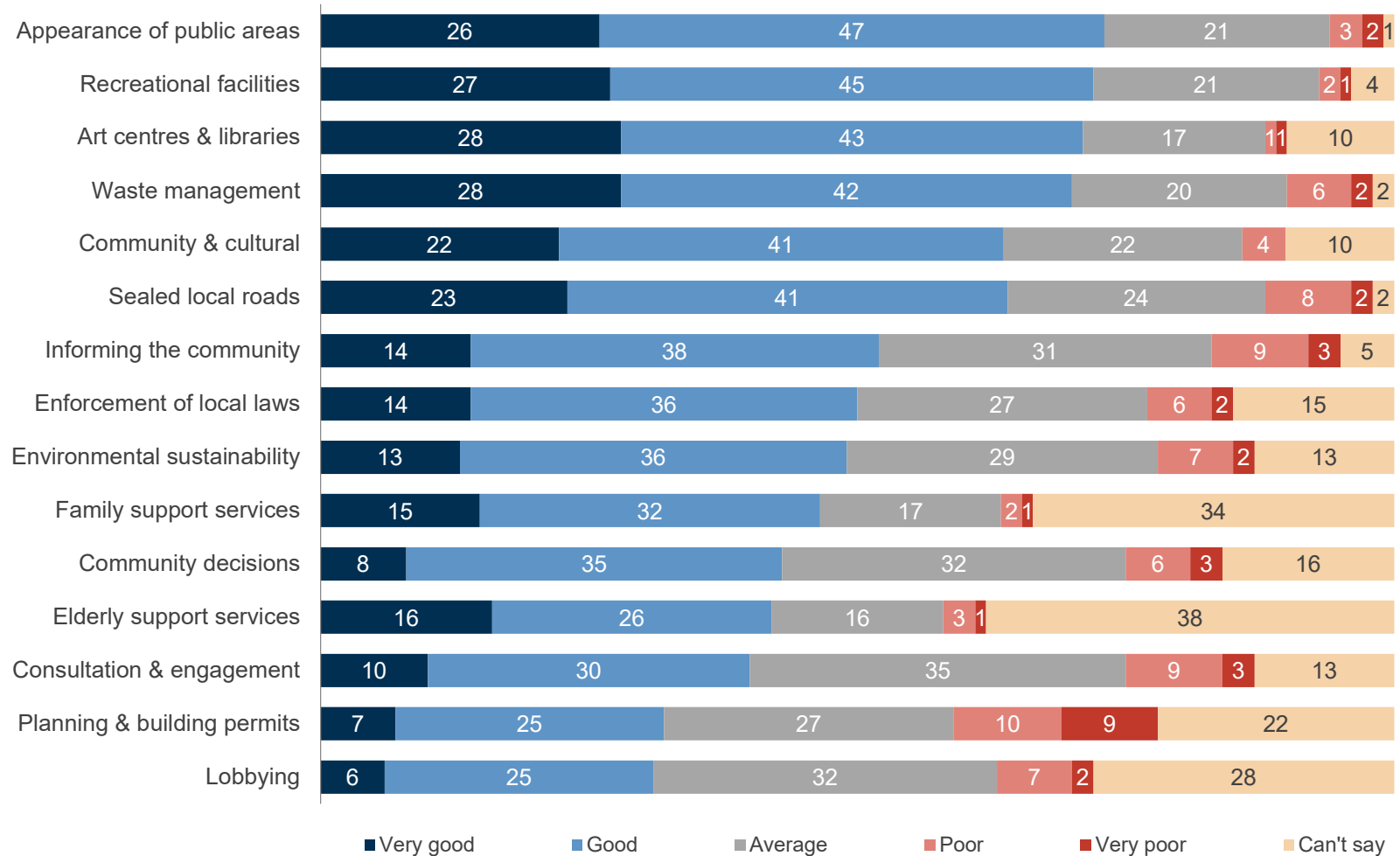
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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



Individual service area performance

2020 individual service area performance (%)





Individual service area importance

2020 individual service area importance (index scores)

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

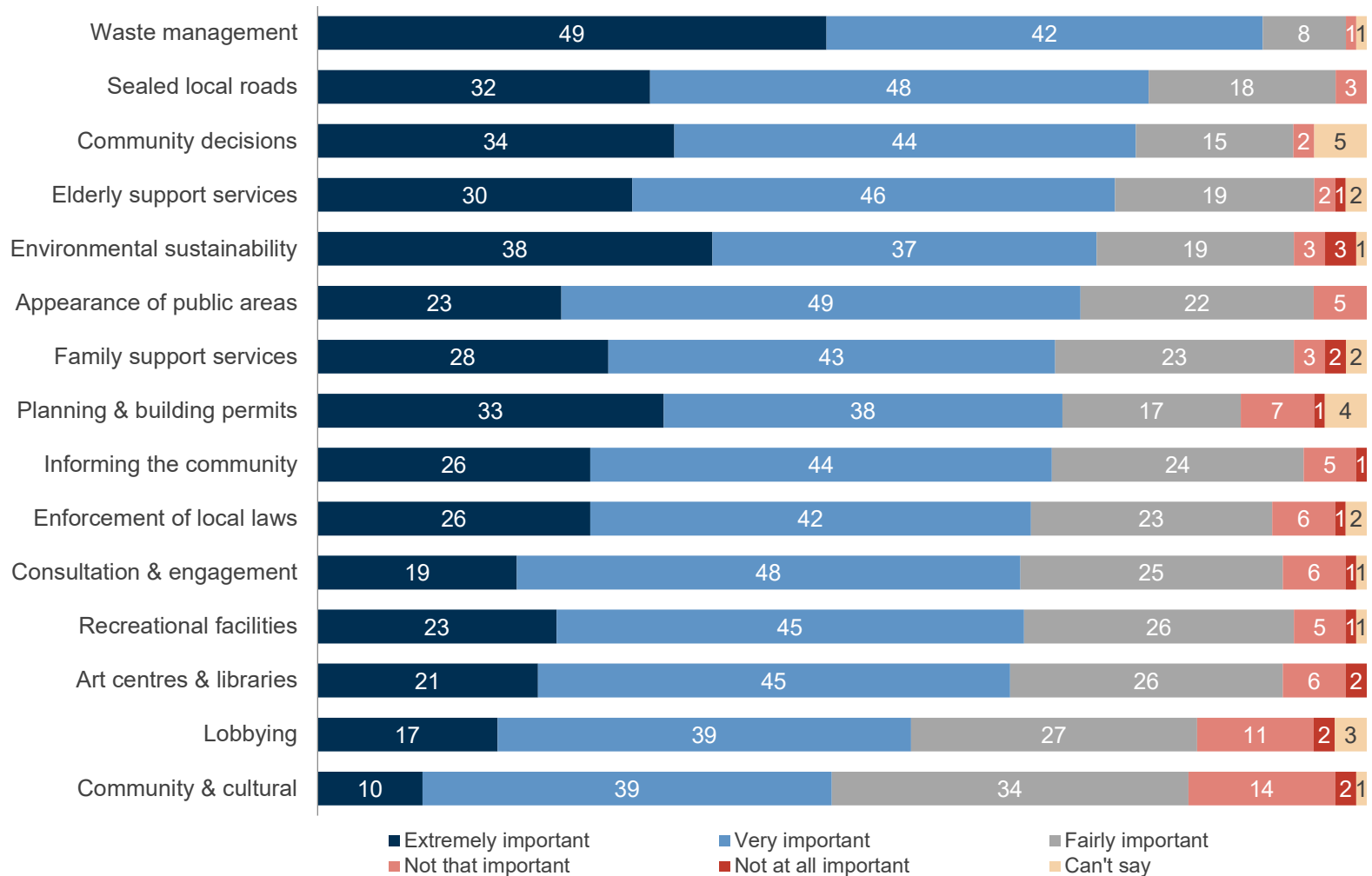
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 10

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



Individual service area importance

2020 individual service area importance (%)

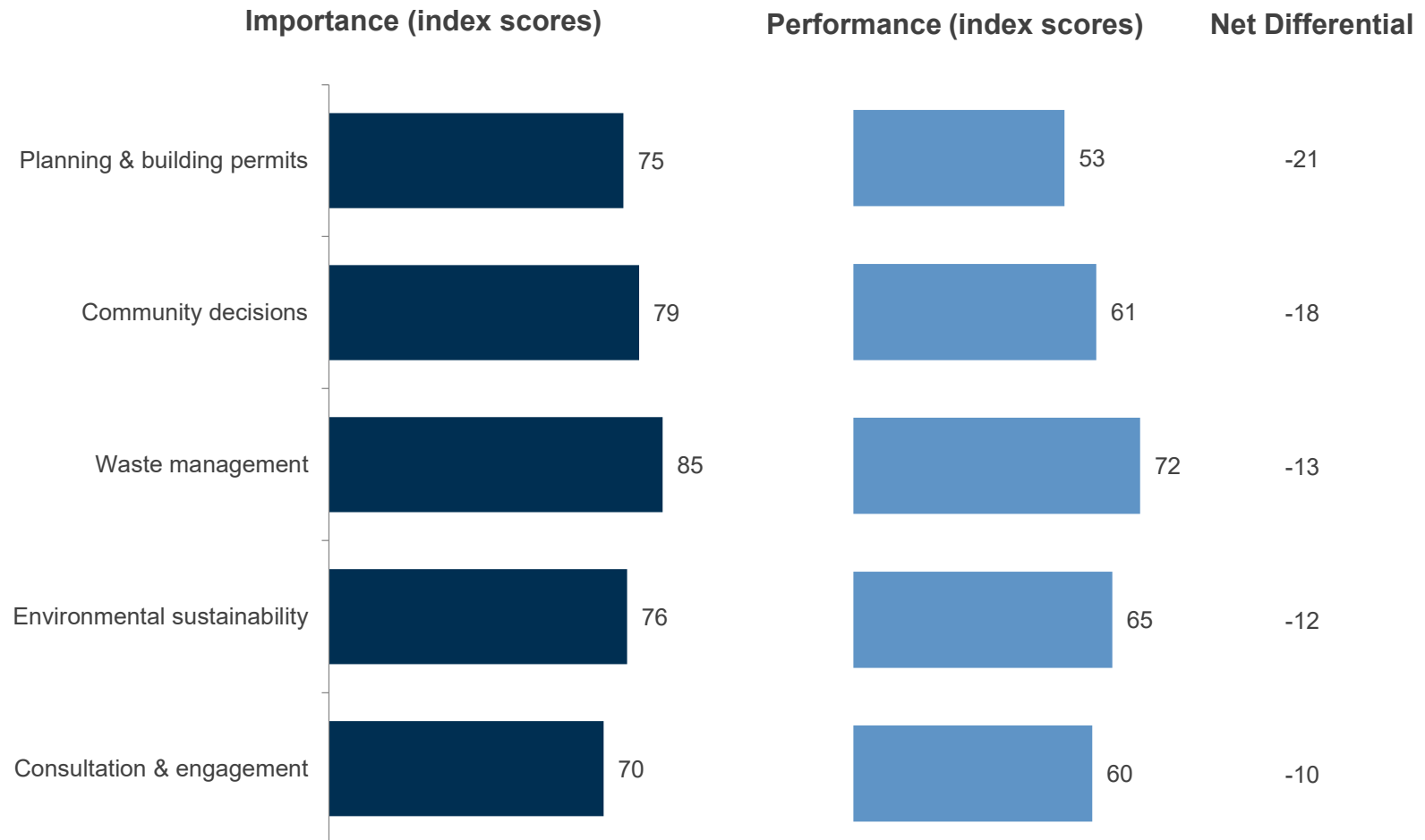


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 10



Individual service areas importance vs performance

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



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.



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:

- Informing the community.

Keeping the community informed about Council activities and decisions is currently among Council's better performing areas and a continued focus will help to increase positive opinion of Council's overall performance.

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

- Decisions made in the interest of the community
- Waste management
- Planning and building permits
- Lobbying on behalf of the community
- Condition of sealed local roads, excluding VicRoads.

Looking at these key service areas, waste management and the condition of sealed local roads have a high performance index (72 and 69 respectively) and a moderate positive influence on the overall performance rating, so maintaining these positive results should remain a focus.

Other service areas that have a positive influence on overall perceptions, but perform relatively less well, are lobbying on behalf of the community and planning and building permits (performance index of 59 and 53 respectively).

It will be important to demonstrate Council's efforts to advance and defend the interests of its residents, and to improve its performance on planning and building permits, to help shore up positive opinion of Council's overall 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 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.

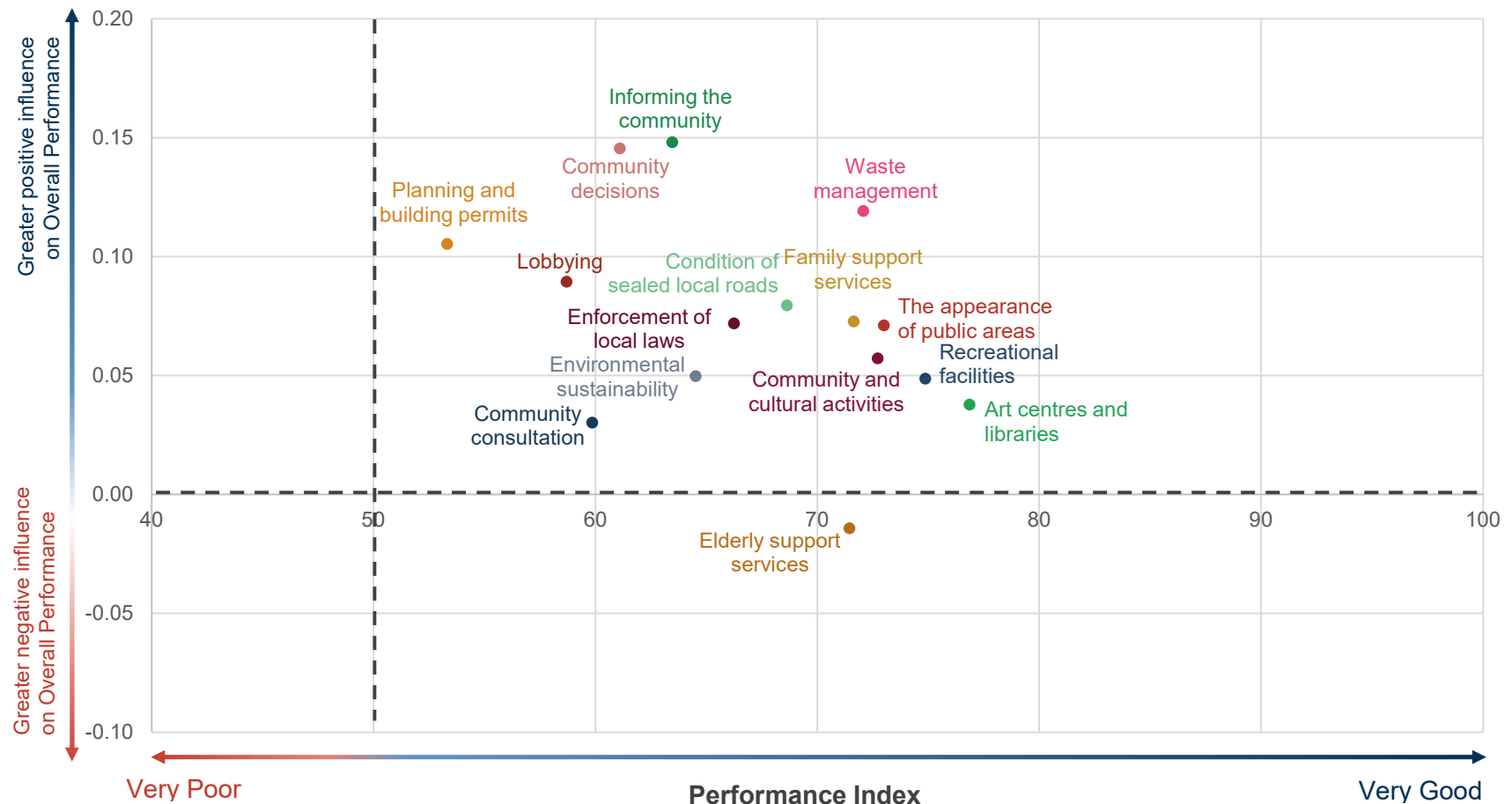
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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

2020 regression analysis (all service areas)

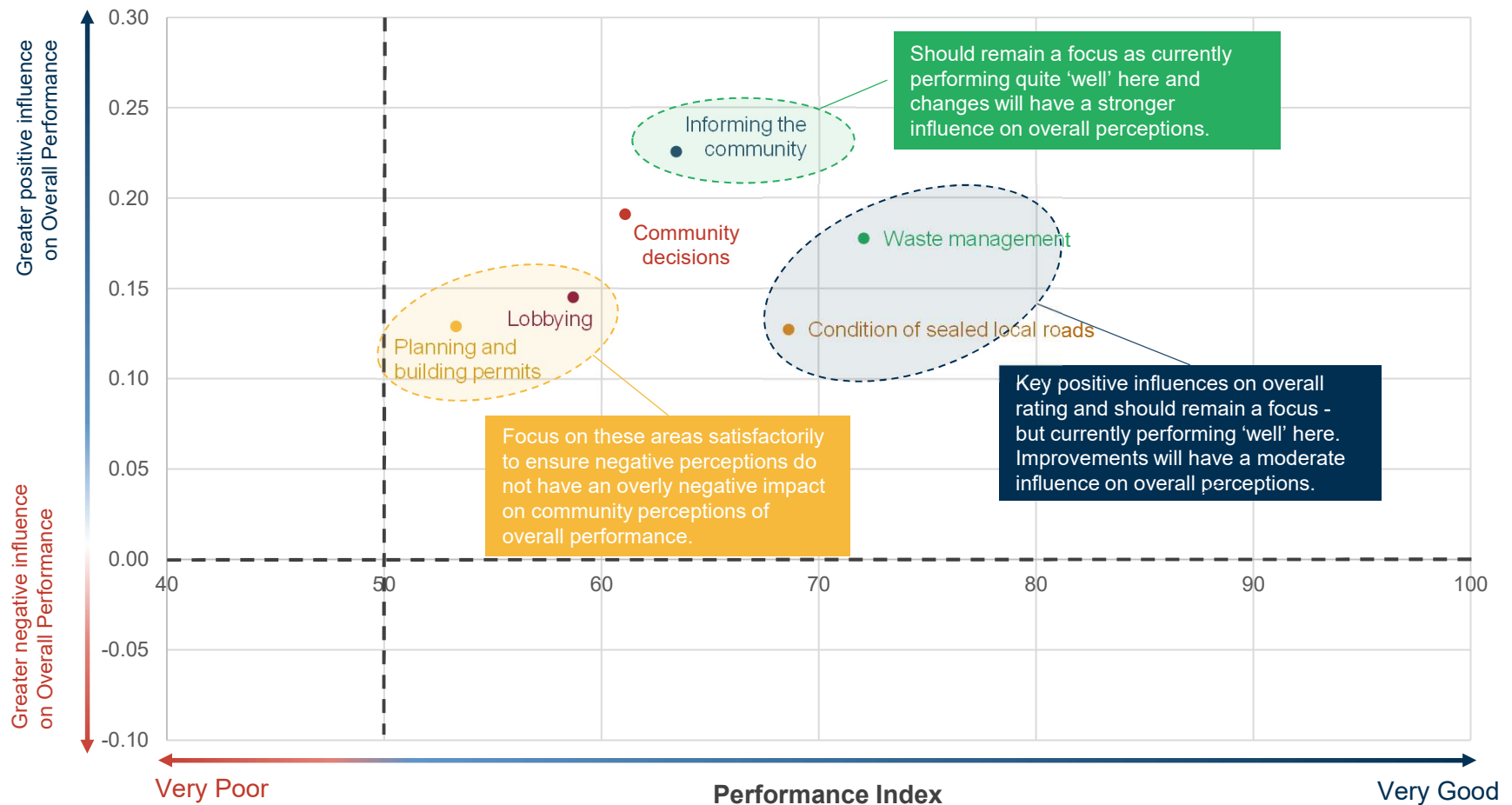


The multiple regression analysis model above (all service areas) has an R-squared value of 0.504 and adjusted R-square value of 0.489, which means that 50% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 32.77$. 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

2020 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.468 and adjusted R-square value of 0.461, which means that 47% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 72.22$.

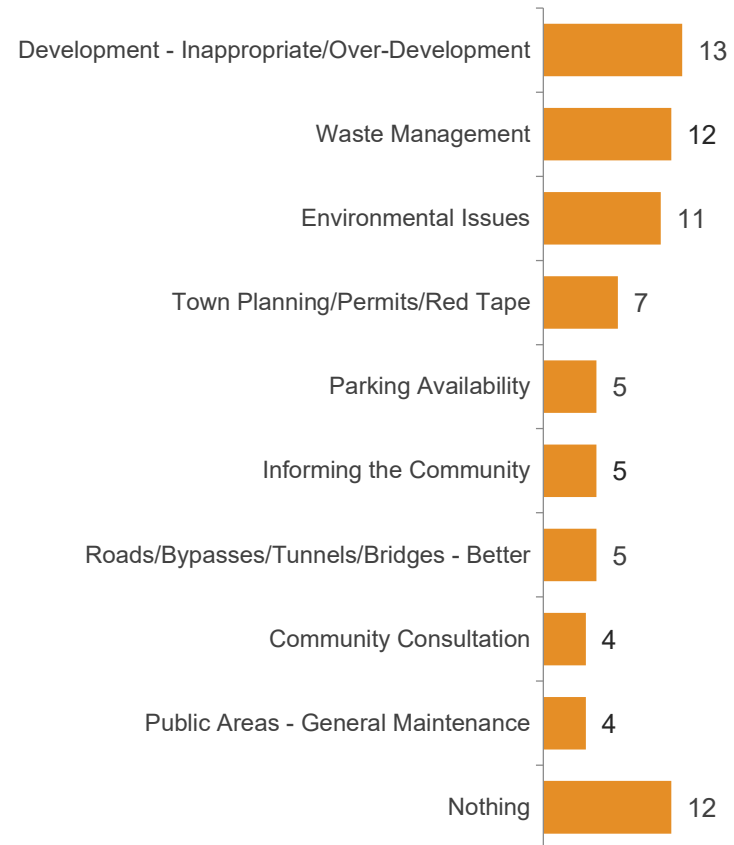


Best things about Council and areas for improvement

2020 best things about Council (%)
- Top mentions only -



2020 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: 25 Councils asked group: 9

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

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11

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

Almost three in five (59%) of households have had contact with Whitehorse City Council in the last 12 months. This is significantly higher among residents in Nunawading East (70%).

Rate of contact increased significantly by seven percentage points, significantly so among residents aged 18 to 34 years (50%, up 18 percentage points) and those in Nunawading East (up 15 percentage points).



Customer service

Council's customer service index of 73 is a significant five-point decline on the 2019 result. Following a significant improvement last year, Council's customer service rating is now comparable to that seen in 2018. However, a similar pattern has also occurred at a Metropolitan group level.

- Customer service is rated in line with the Metropolitan group and slightly higher than the State-wide average (index scores of 74 and 70 respectively).

Positively, seven in ten residents (71%) provide a positive customer service rating of 'very good' or 'good', including 37% who rate it as 'very good'.

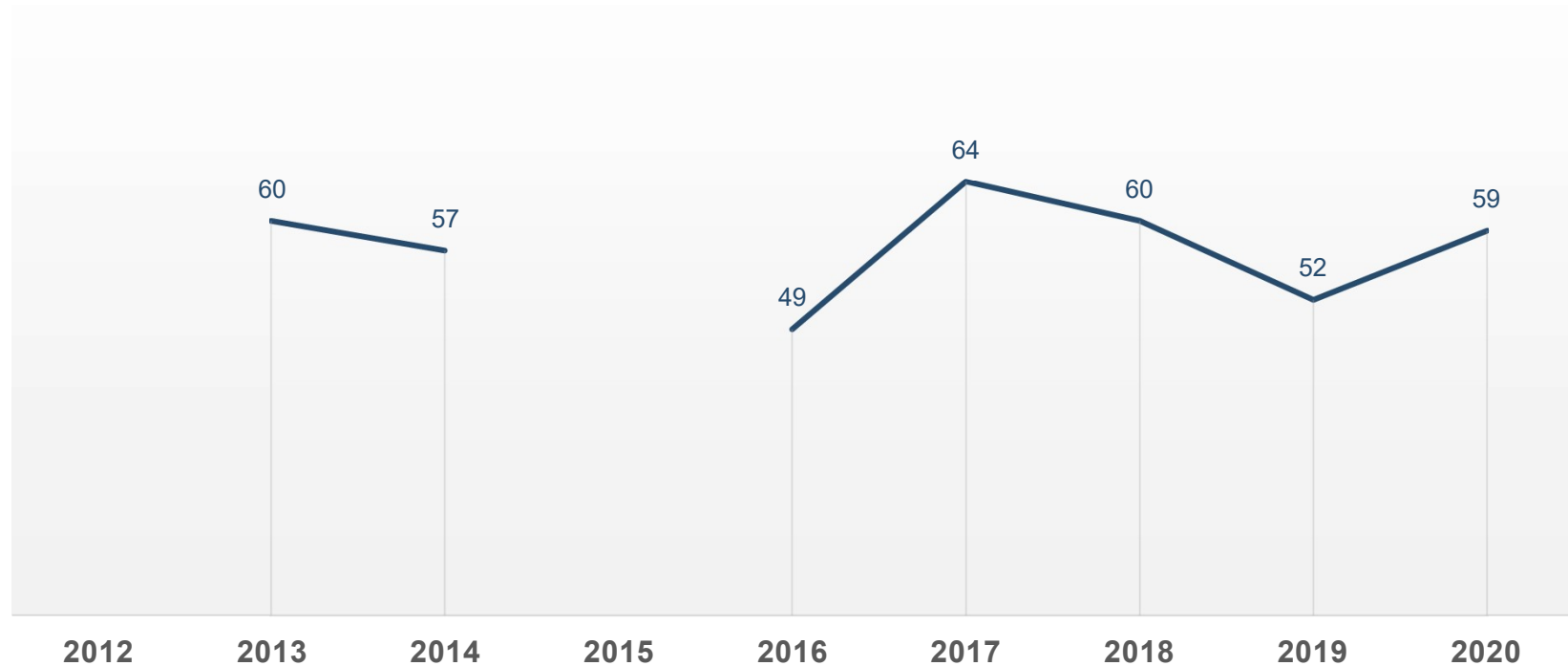
Council's customer service rating declined across most demographic and geographic cohorts over the last 12 months – with exception to residents aged 35 to 49 years and those in Nunawading West, who increased by one and three index points, respectively.

Perceptions of customer service declined significantly among residents aged 18 to 34 years, men and those in Nunawading East. Given Nunawading East residents have the most contact with Council, Council should see to restoring more positive perceptions of customer service in this cohort, to help boost its customer service rating in the coming 12 months.



Contact with council

2020 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: 7



Contact with council

2020 contact with council (%)

		2019	2018	2017	2016	2015	2014	2013	2012
Nunawading East	70▲	55	63	63	43	n/a	n/a	n/a	n/a
50-64	67	75	64	67	64	n/a	67	70	n/a
65+	64	55	58	70	57	n/a	52	58	n/a
State-wide	63	61	61	58	58	60	61	60	61
Women	61	56	65	66	47	n/a	58	62	n/a
35-49	61	62	68	74	56	n/a	70	56	n/a
Metro	60	56	57	57	58	60	n/a	n/a	n/a
Whitehorse	59	52	60	64	49	n/a	57	60	n/a
Men	57	48	54	62	52	n/a	56	58	n/a
Nunawading West	54	48	61	64	49	n/a	n/a	n/a	n/a
Box Hill	52	53	54	66	59	n/a	n/a	n/a	n/a
18-34	50	32	51	50	31	n/a	44	57	n/a

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?

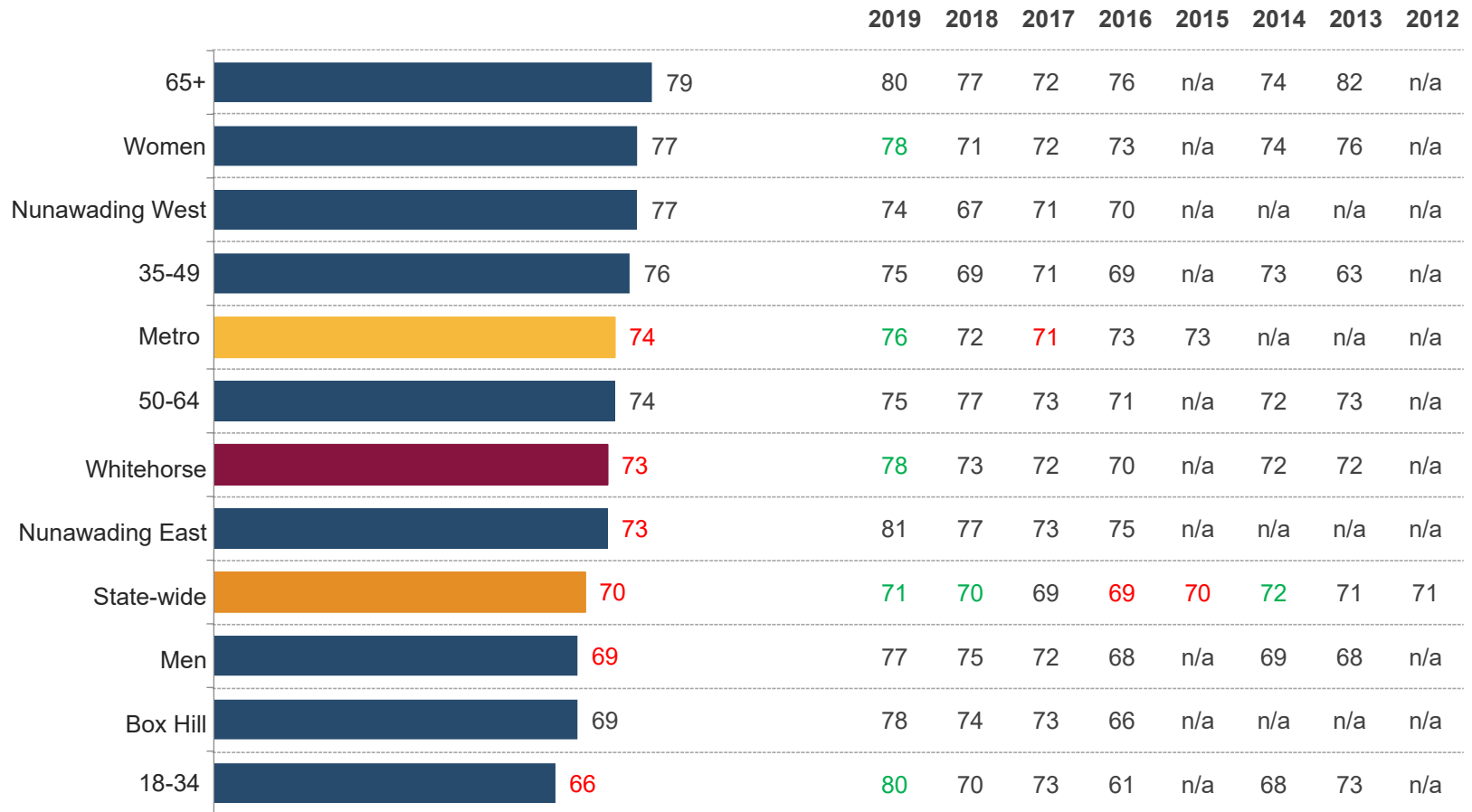
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 7

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



Customer service rating

2020 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.

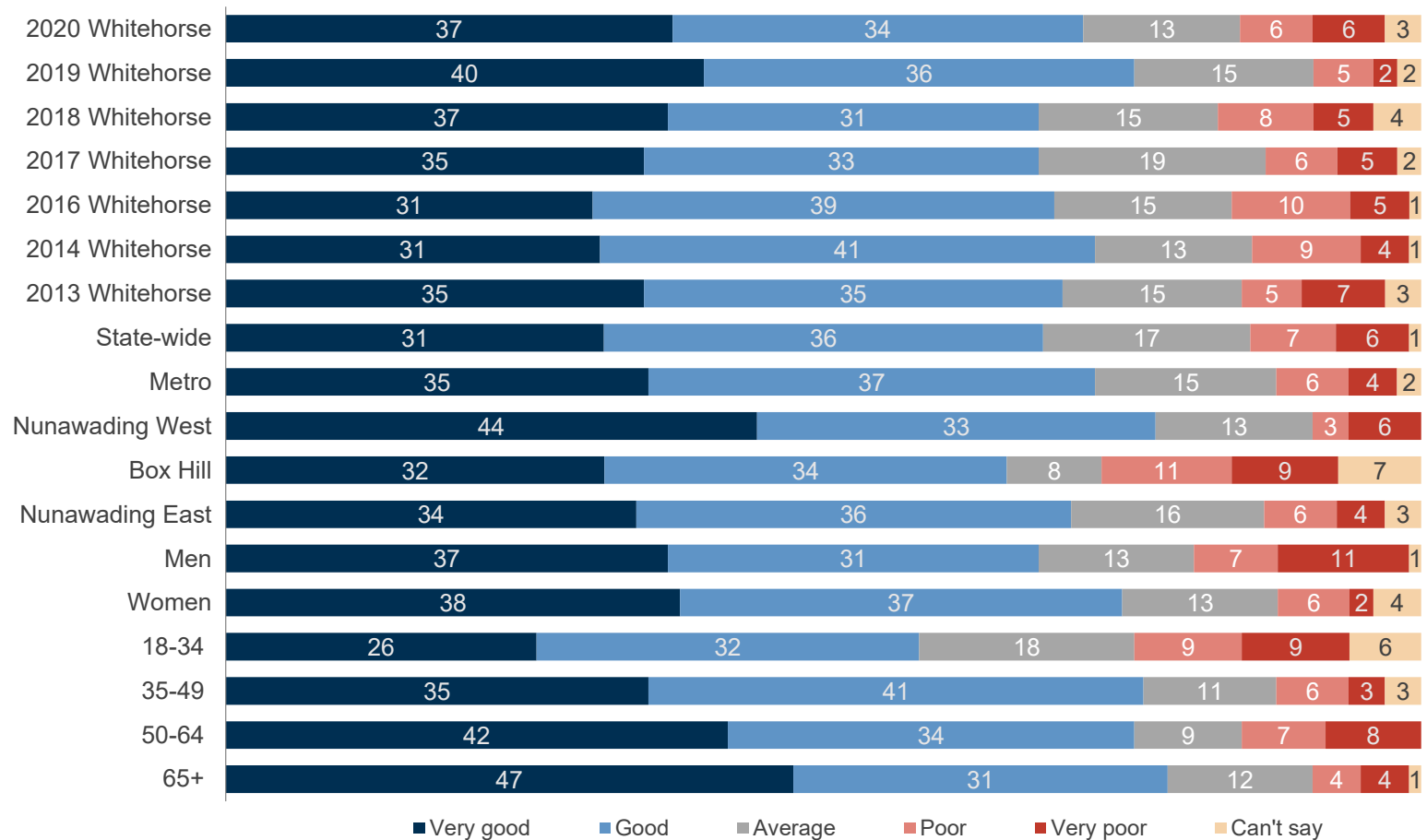
Councils asked state-wide: 62 Councils asked group: 14

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



Customer service rating

2020 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: 14



Communication

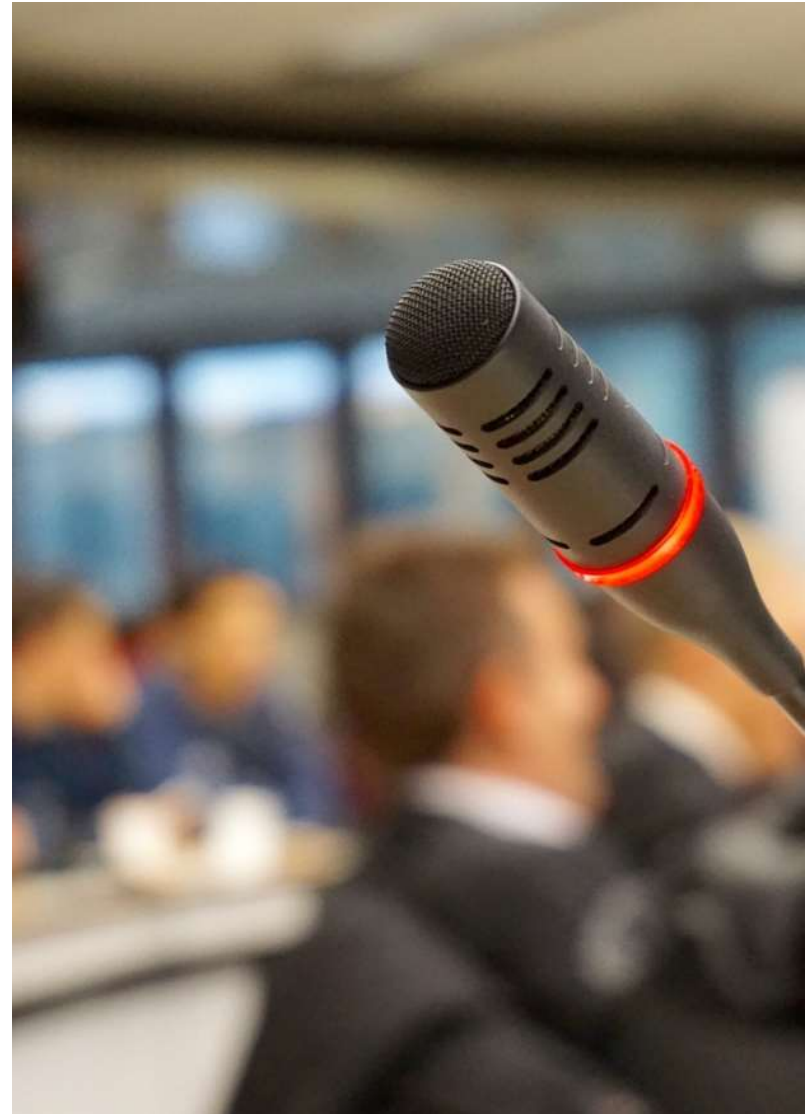


Communication

The most preferred form of communication from Whitehorse City Council is newsletters sent via email (35%) and by mail (28%).

- The most preferred form of communication among residents aged under 50 years is newsletters sent via email (40%), whilst 23% prefer mailed newsletters.
- The most preferred form of communication among residents aged over 50 years is newsletters sent via mail (35%), but there is also reasonably strong preference for emailed newsletters (27%).

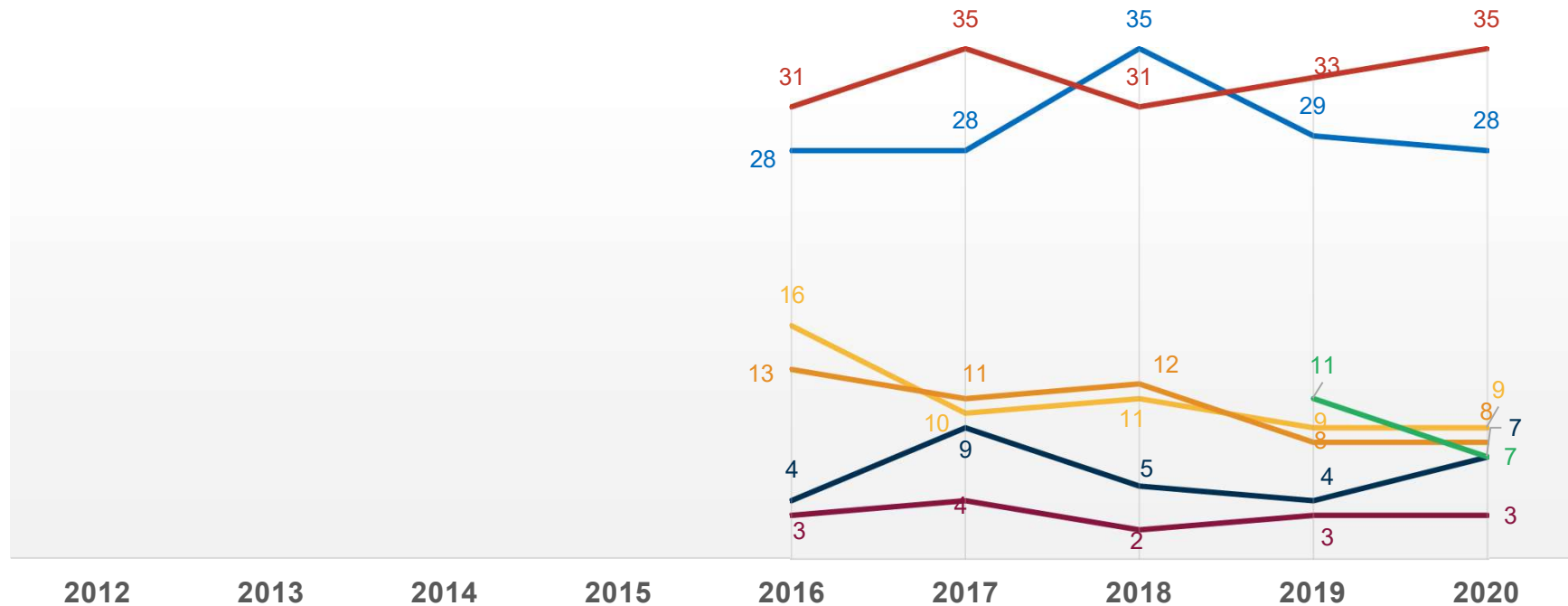
The greatest change since 2019 has been a decreased preference for social media communications (down four percentage points to 7%). This is due mainly to a drop off in preference for this method amongst residents aged under 50 years, in favour of text messages.





Best form of communication

2020 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?

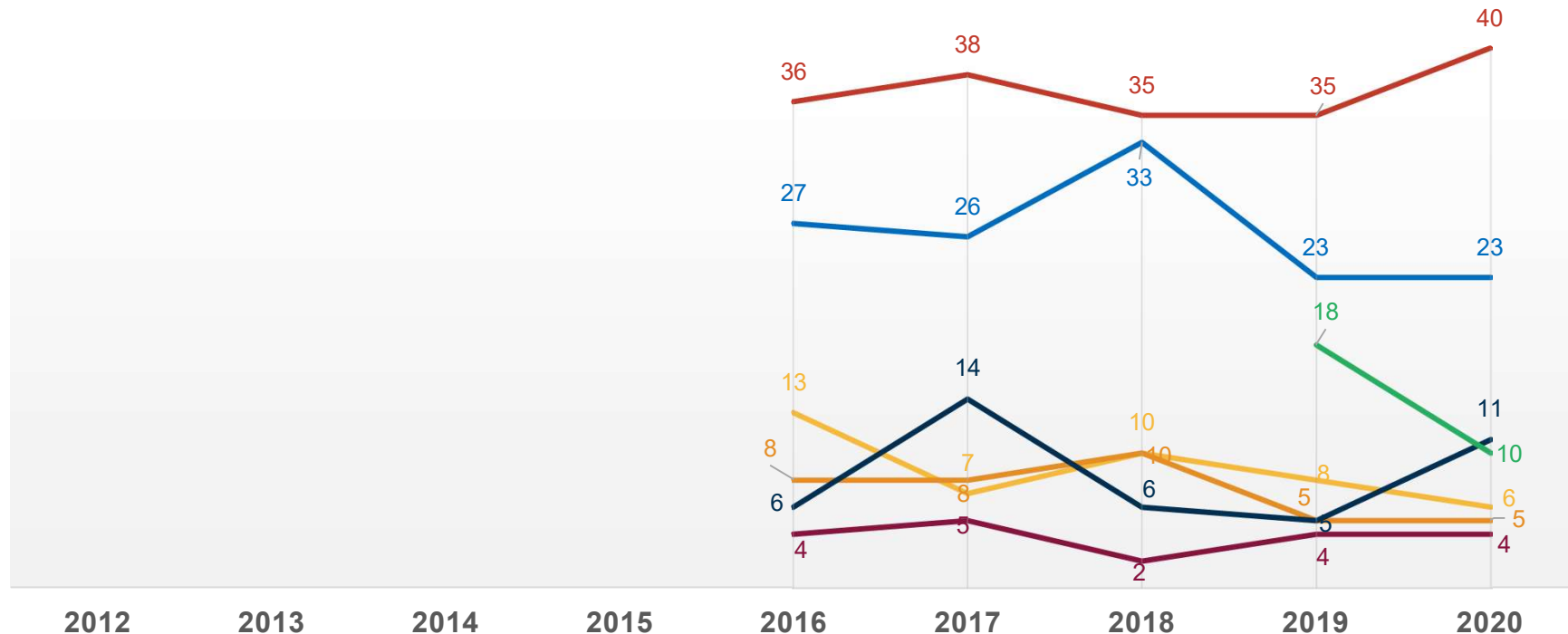
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2020 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?.

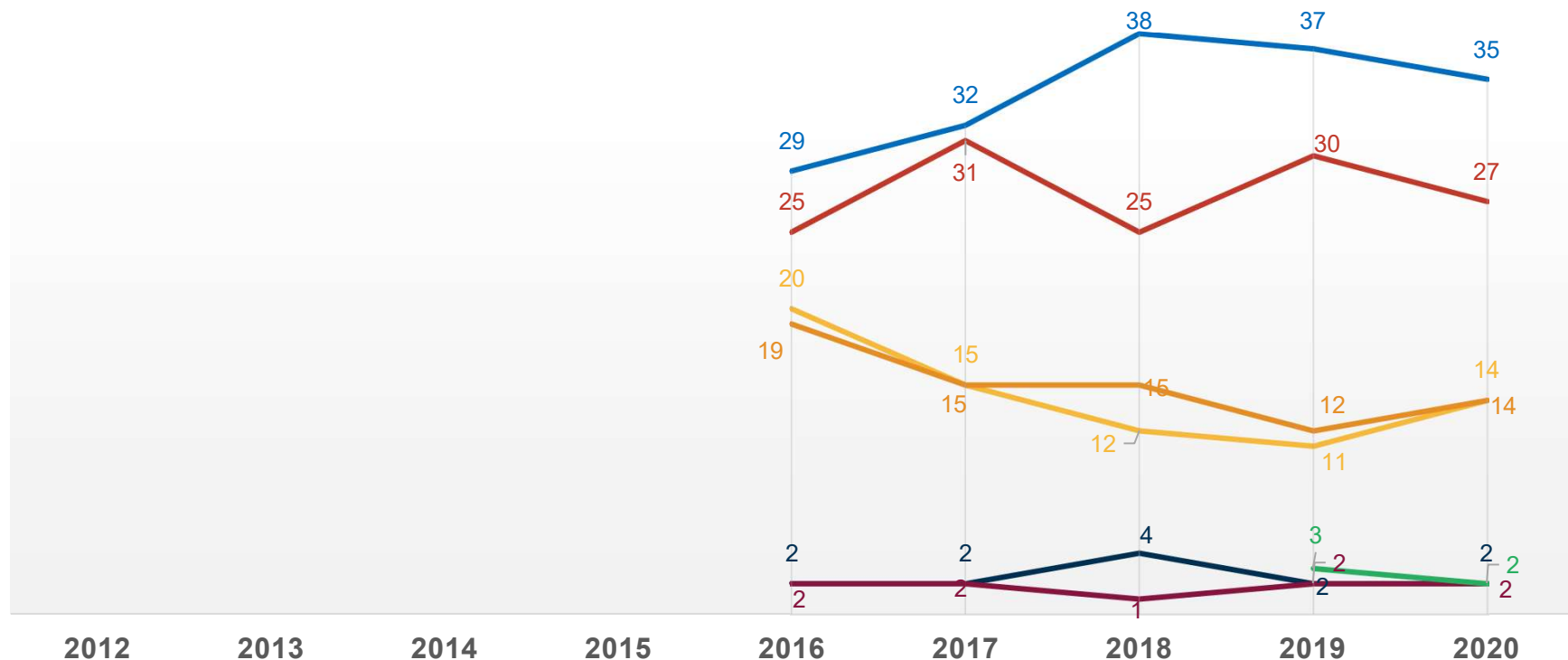
Base: All respondents aged under 50. Councils asked state-wide: 33 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2020 over 50s best form of communication (%)



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

Base: All respondents aged over 50. Councils asked state-wide: 33 Councils asked group: 6

Note: 'Social Media' was included in 2019.



Council direction



Council direction

Perceptions of the direction of Whitehorse City Council's overall performance have declined slightly by one index point (index score of 51). This rates in line with the State-wide average but significantly lower than the Metropolitan Group.

Over the last 12 months, fewer residents believe the direction of Council's overall performance has improved – 11% down four percentage points.

An increased majority (71%, up five percentage points) believe it has stayed the same and 9% believe it has deteriorated (compared to 11% in 2019).

- The most satisfied with council direction are Box Hill residents. Almost twice as many in this region think Council's overall performance has improved since the last year as those who think it has deteriorated.
- The least satisfied with council direction are residents aged between 35-64 years and those in Nunawading West. Of these residents, more think Council's overall performance has deteriorated in the last year than think it has improved.





Overall council direction last 12 months

2020 overall direction (index scores)

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

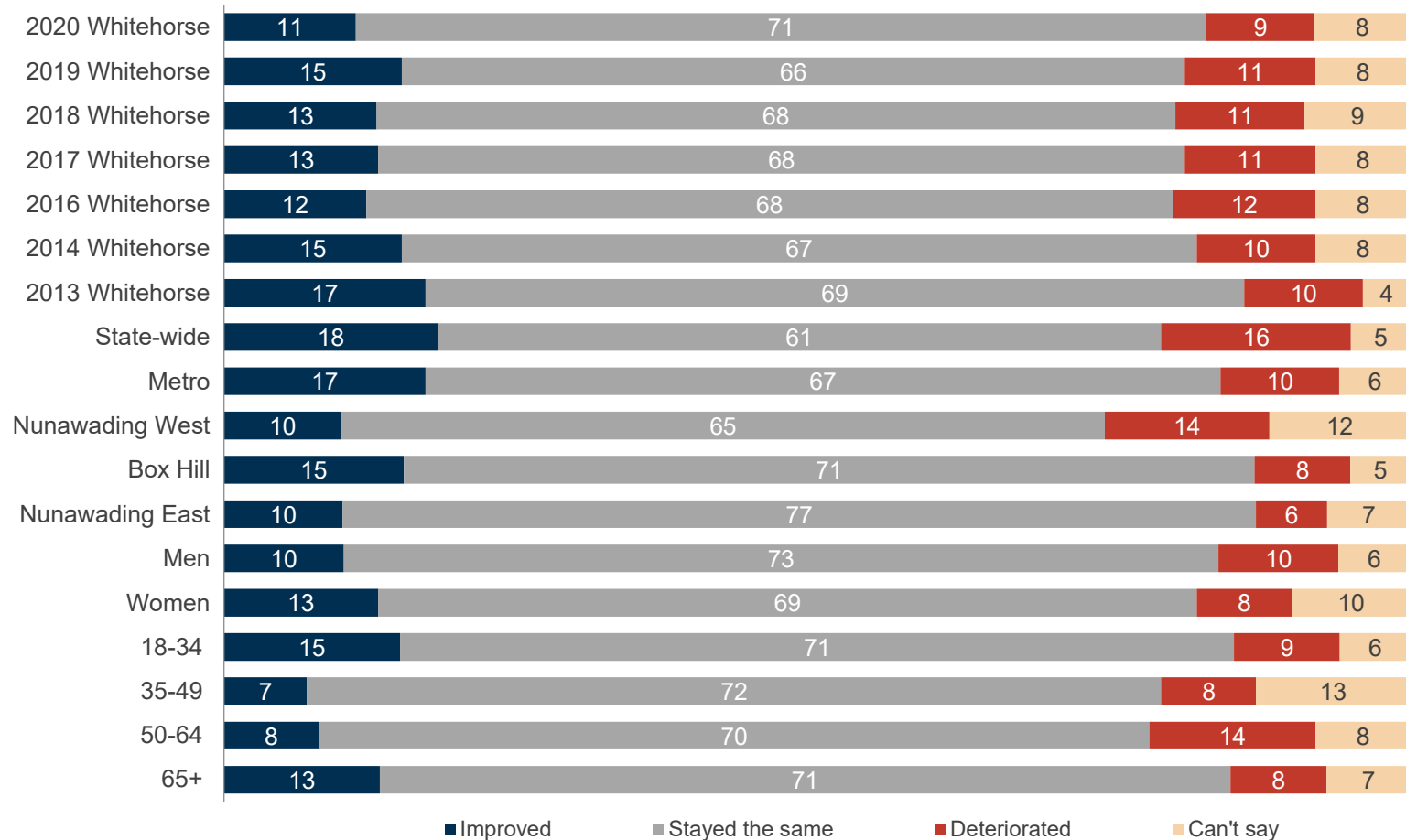
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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



Overall council direction last 12 months

2020 overall council direction (%)





Individual service areas



Community consultation and engagement importance



2020 consultation and engagement importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

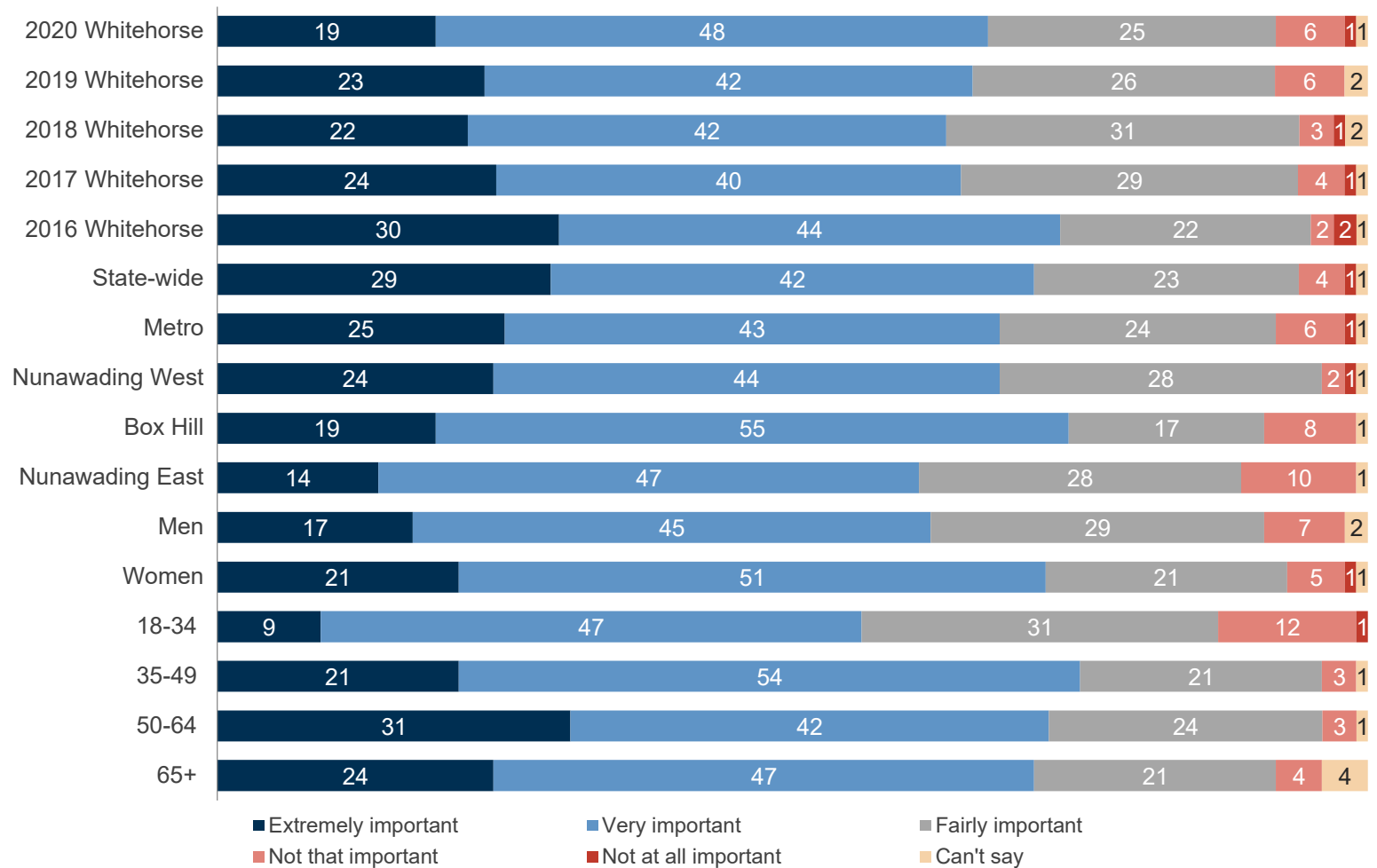
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2020 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
18-34	63	58	58	64	60	n/a	64	59	n/a
Women	62	58	56	58	58	n/a	64	63	n/a
Nunawading West	62	53	56	56	52	n/a	n/a	n/a	n/a
65+	61	59	58	54	55	n/a	65	63	n/a
Whitehorse	60	57	57	57	56	n/a	63	61	n/a
Box Hill	59	60	56	58	55	n/a	n/a	n/a	n/a
Nunawading East	58	59	60	57	62	n/a	n/a	n/a	n/a
35-49	58	58	57	54	54	n/a	64	62	n/a
Metro	58	58	57	57	58	58	n/a	n/a	n/a
Men	58	55	59	56	55	n/a	61	58	n/a
State-wide	55▼	56	55	55	54	56	57	57	57
50-64	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: 62 Councils asked group: 14

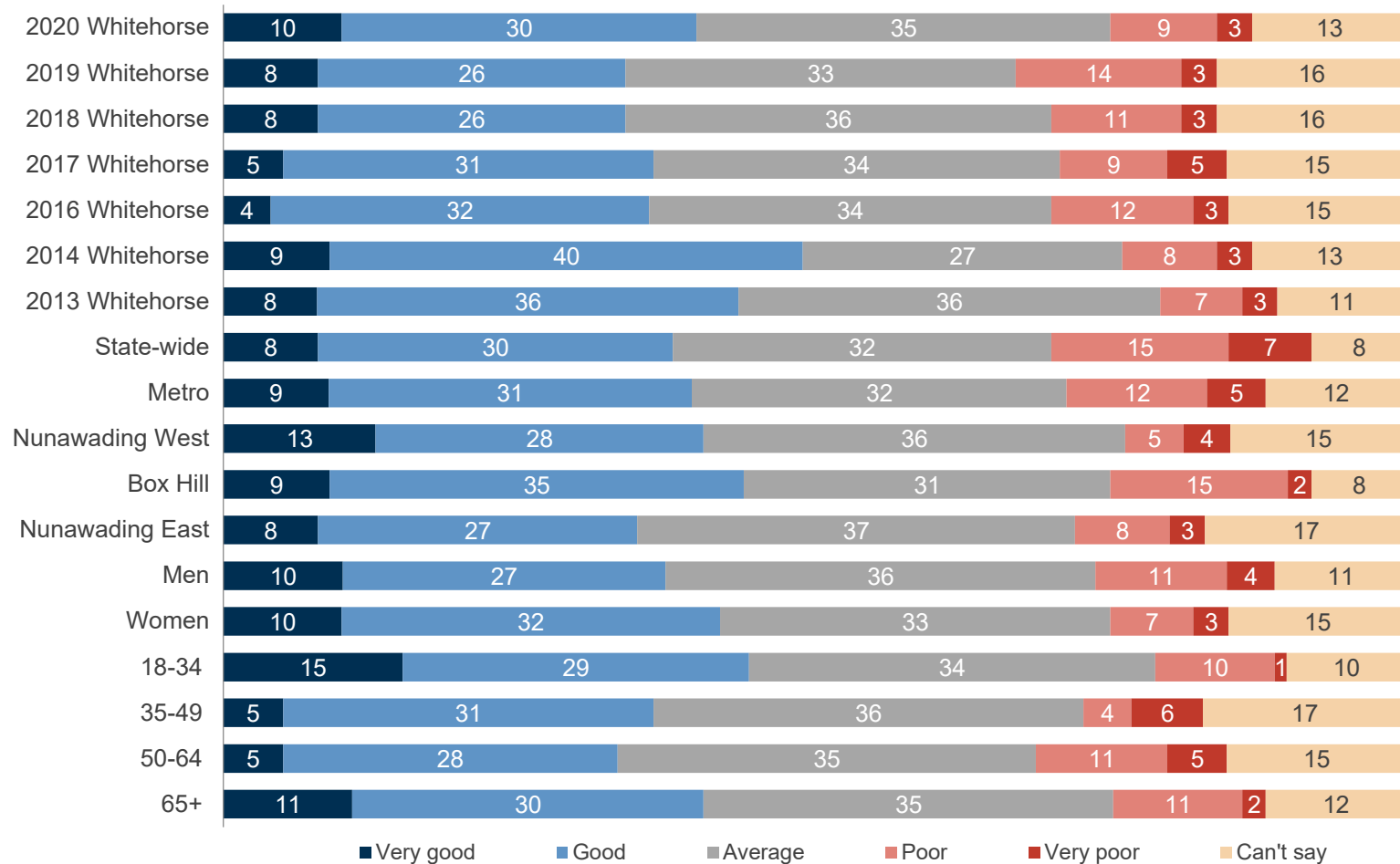
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2020 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14



Lobbying on behalf of the community importance



2020 lobbying importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8

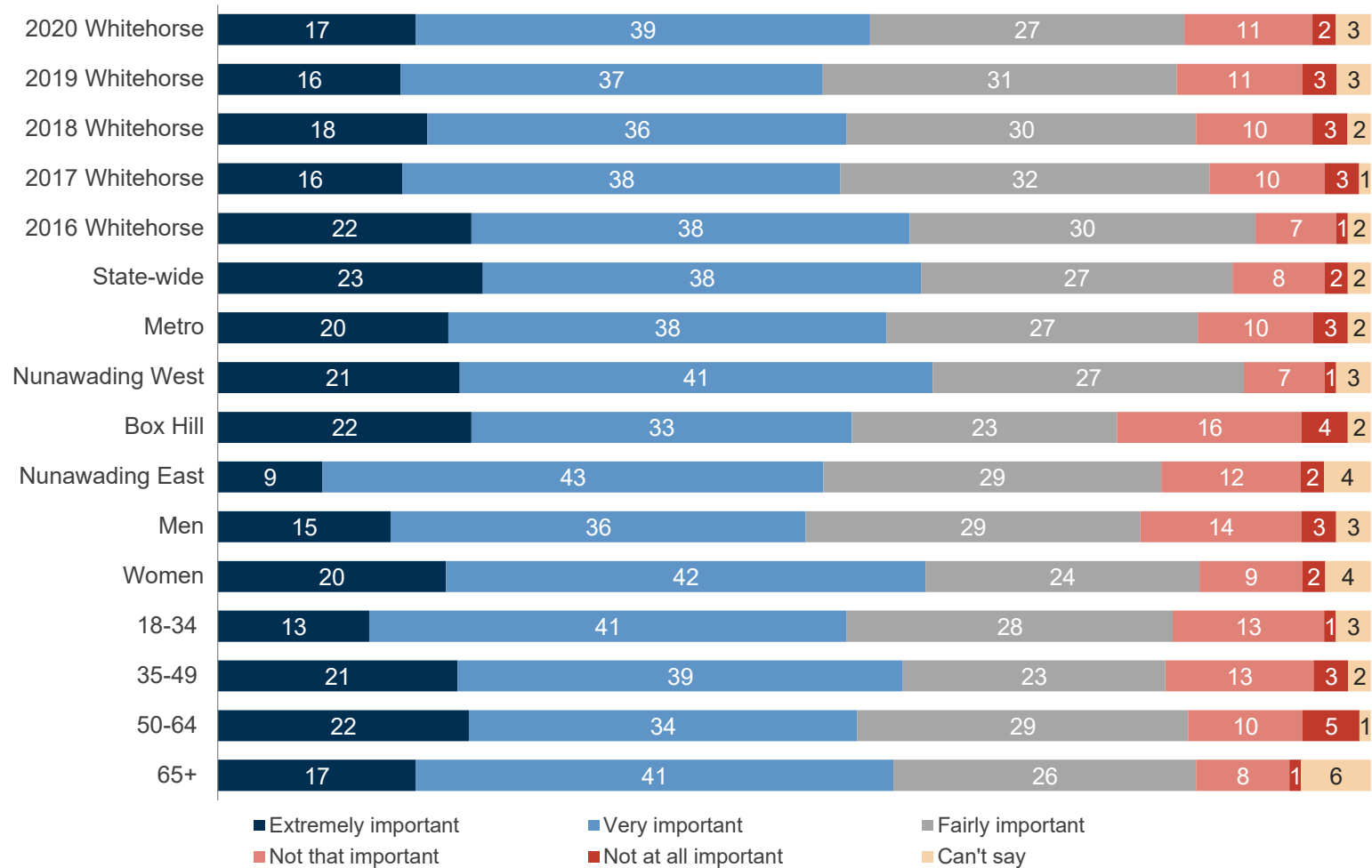
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2020 lobbying importance (%)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8



Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

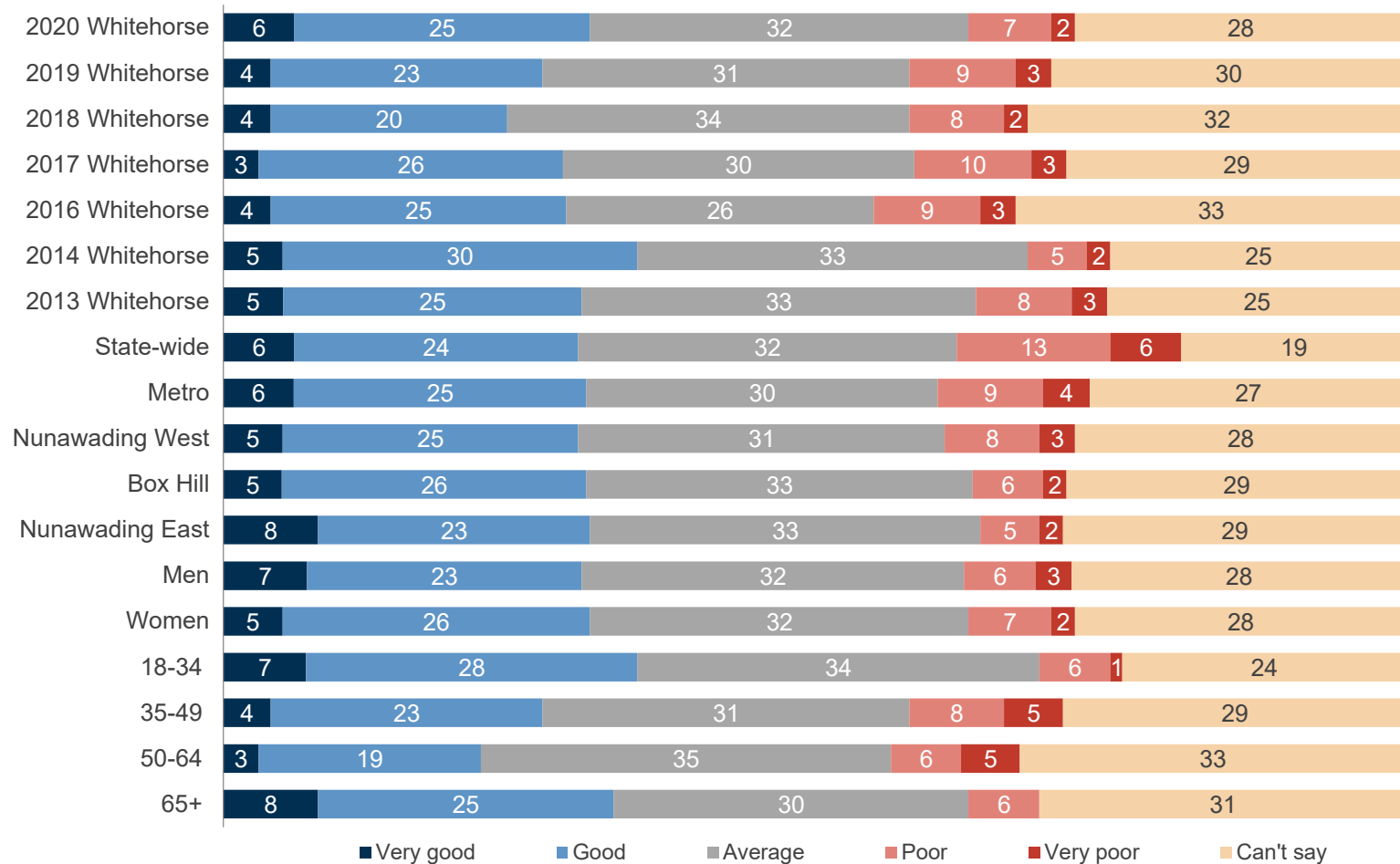
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2020 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

Decisions made in the interest of the community importance



2020 community decisions made importance (index scores)

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

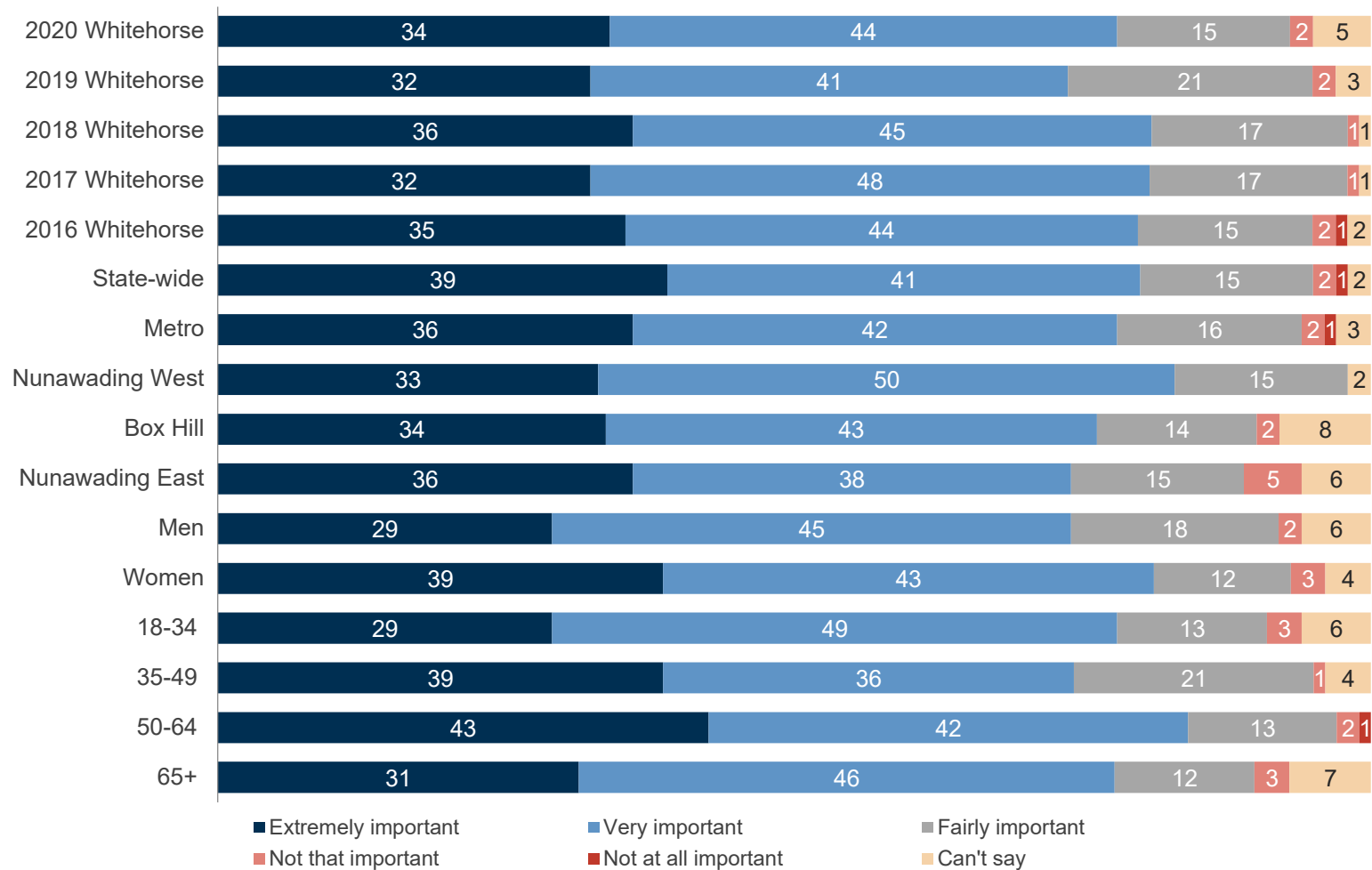
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

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

Decisions made in the interest of the community importance



2020 community decisions made importance (%)



Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

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

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

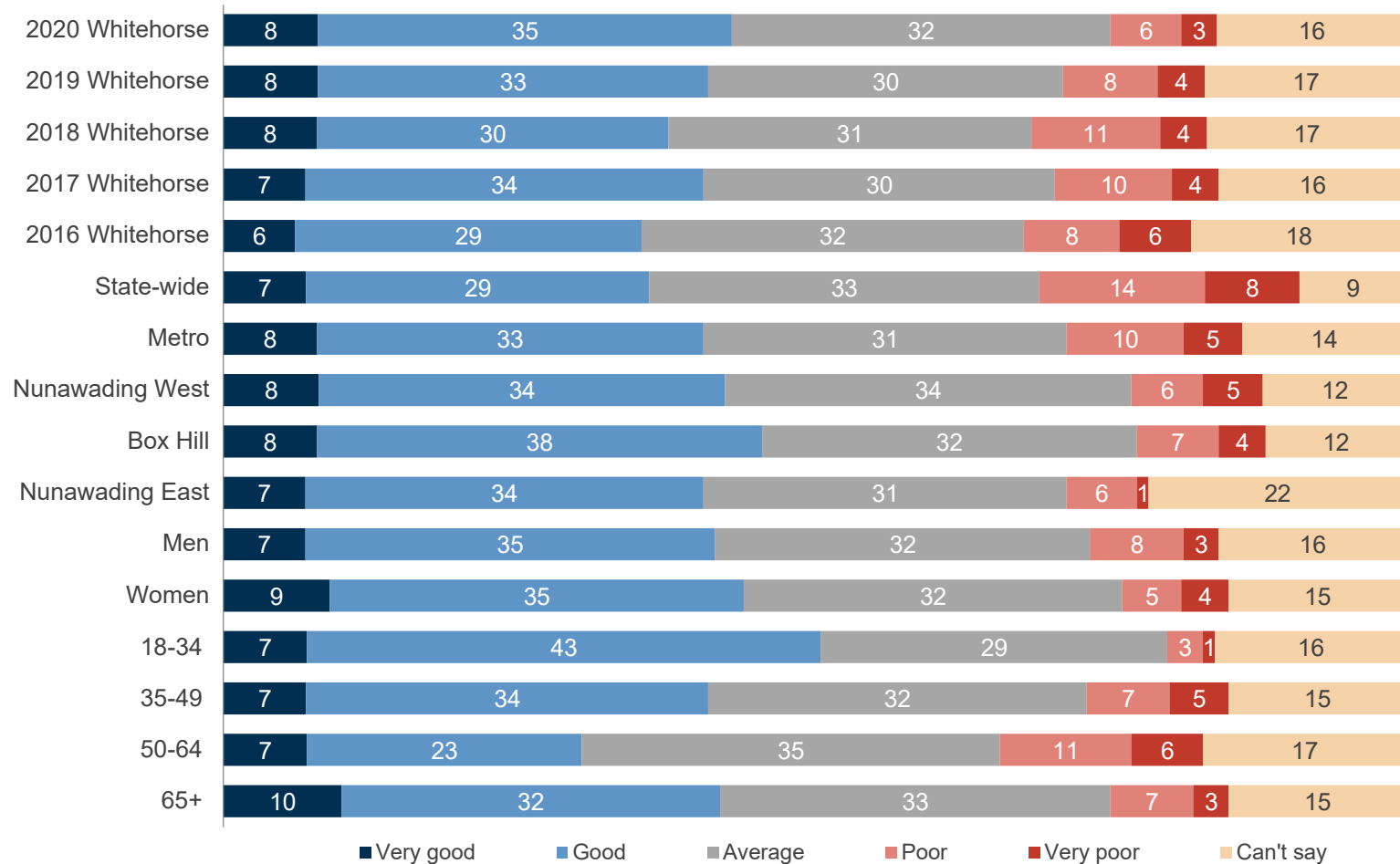
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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

Decisions made in the interest of the community performance



2020 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

The condition of sealed local roads in your area importance



2020 sealed local roads importance (index scores)

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

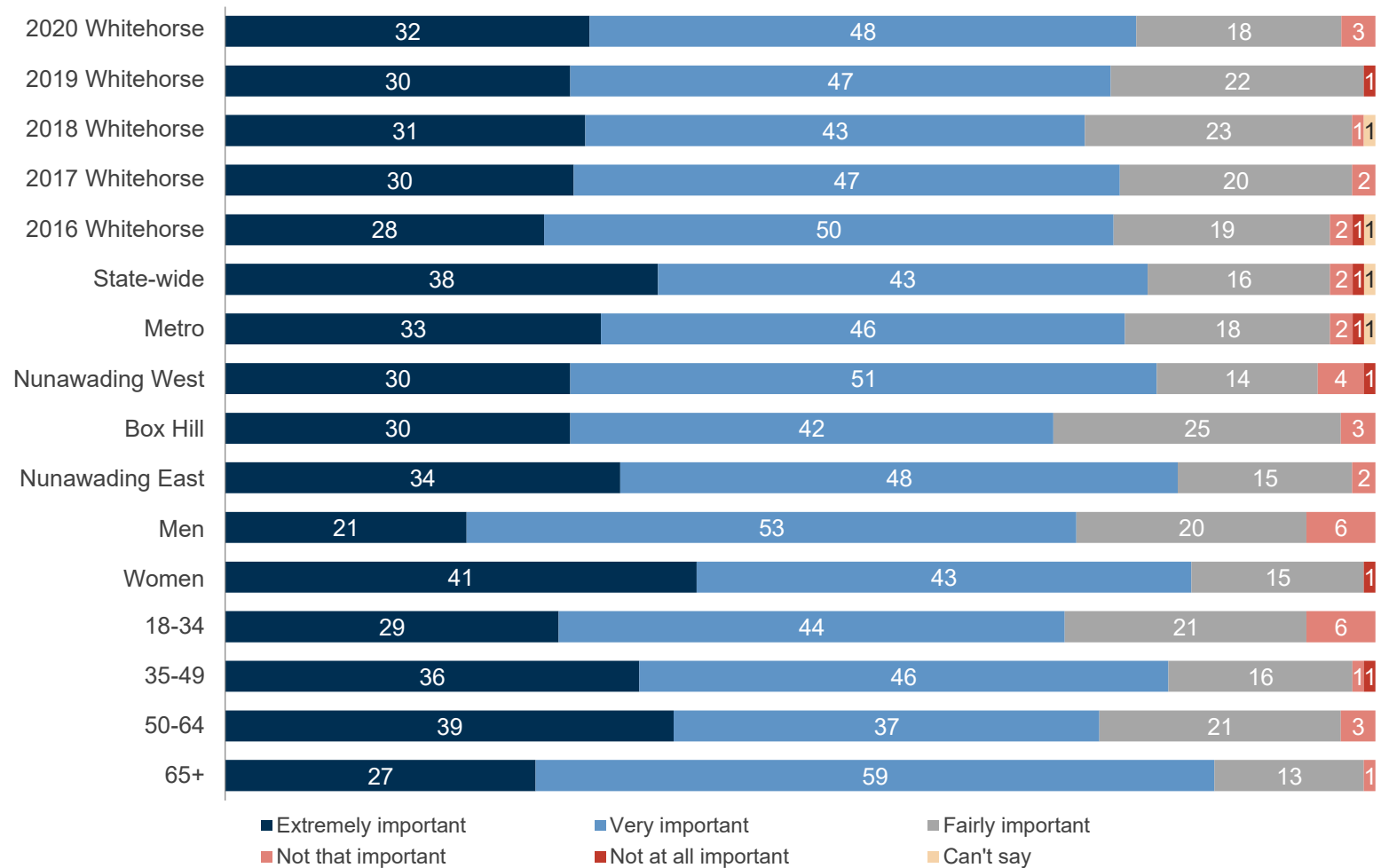
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8

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

The condition of sealed local roads in your area importance



2020 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

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

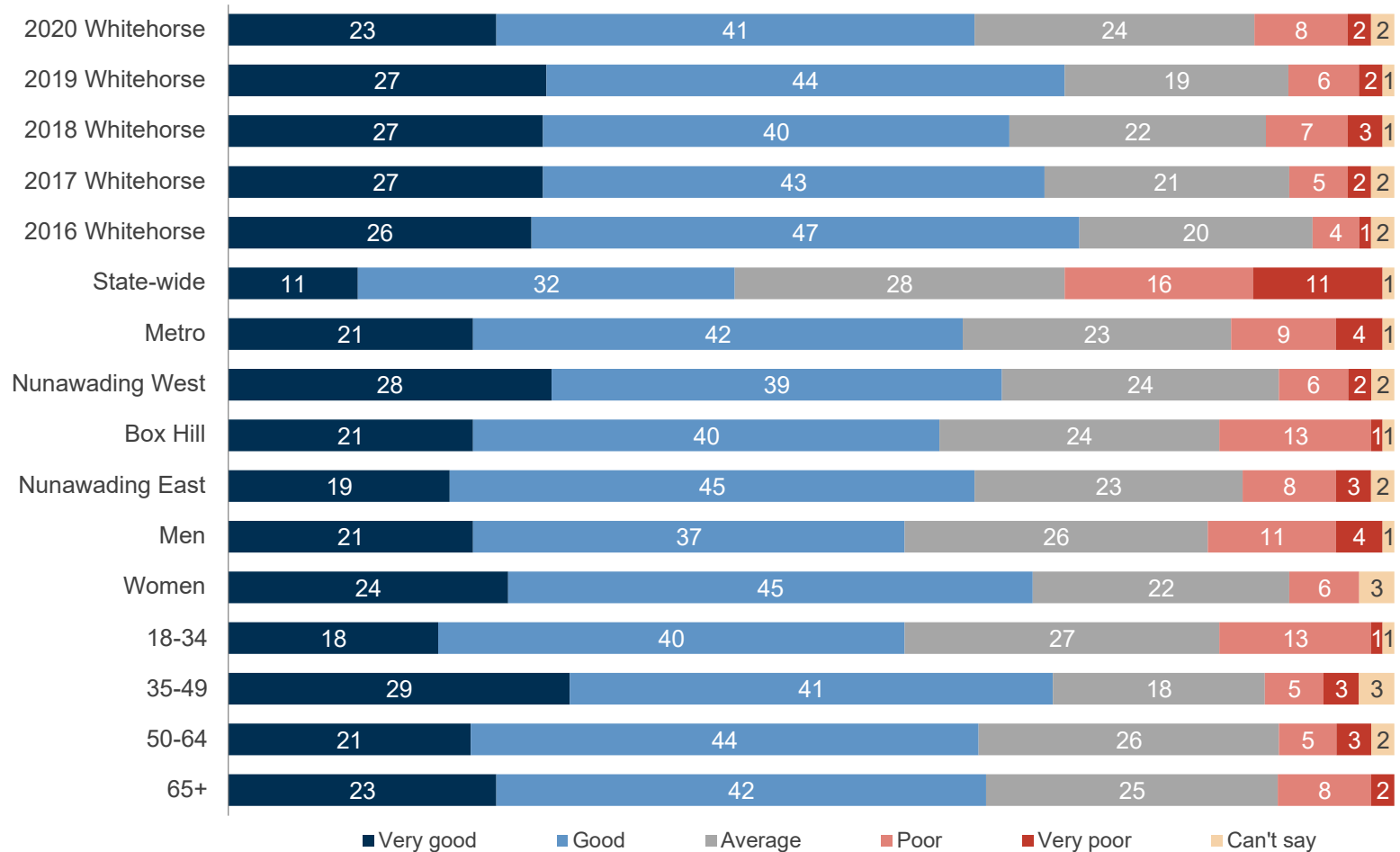
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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

The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14



Informing the community importance



2020 informing community importance (index scores)

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

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 8

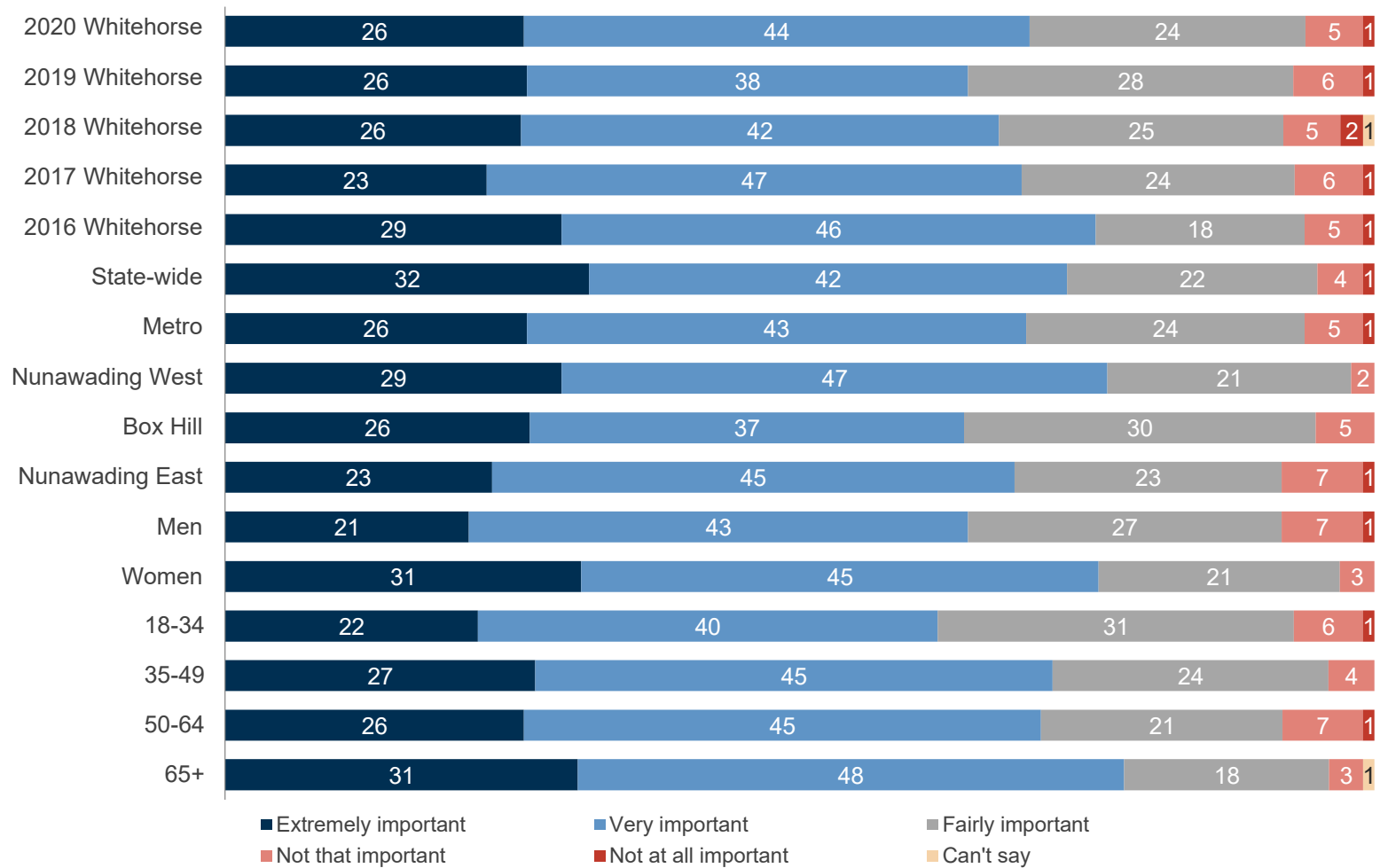
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2020 informing community importance (%)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 8



Informing the community performance



2020 informing community performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 33 Councils asked group: 9

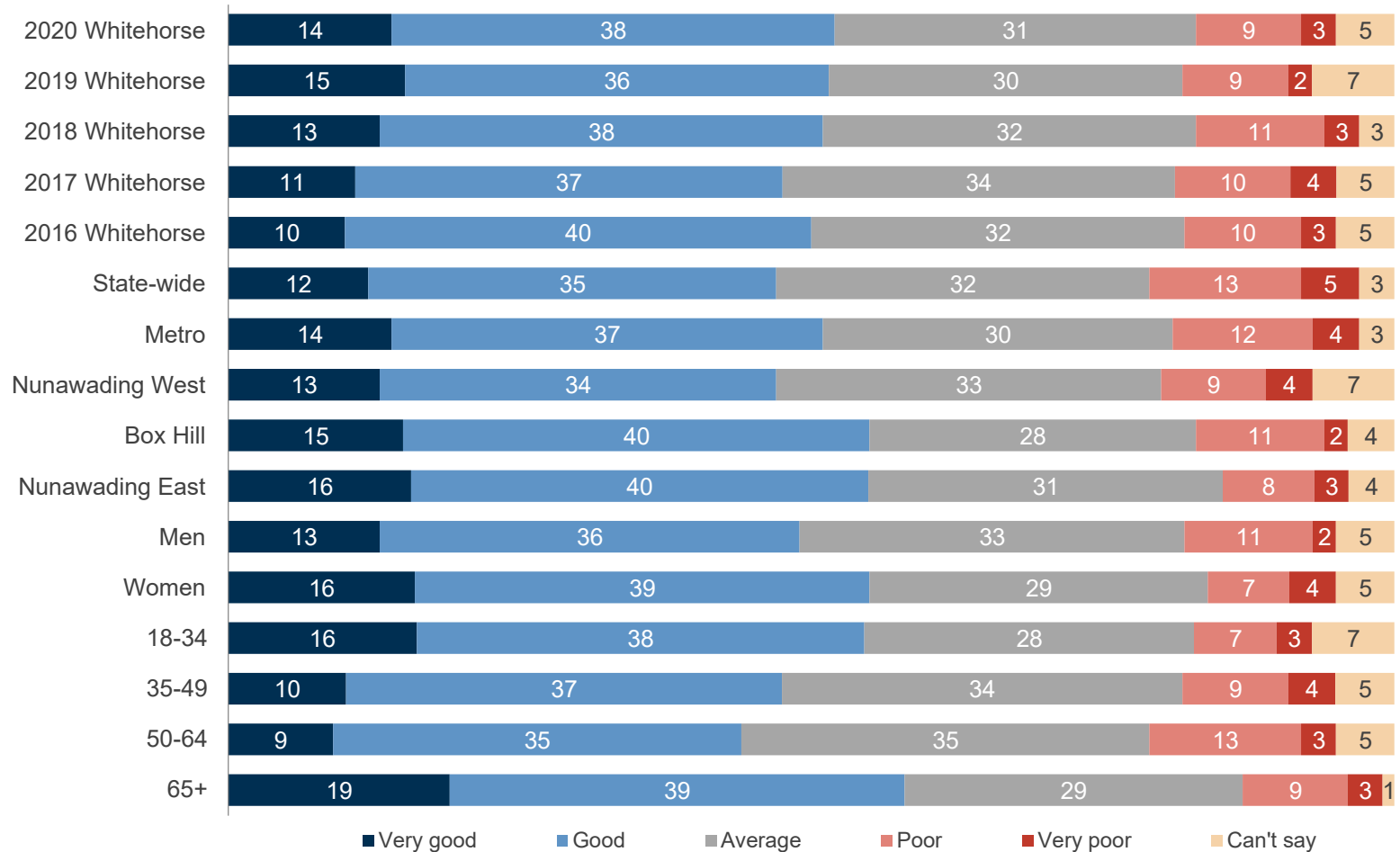
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2020 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 9



Enforcement of local laws importance



2020 law enforcement importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8

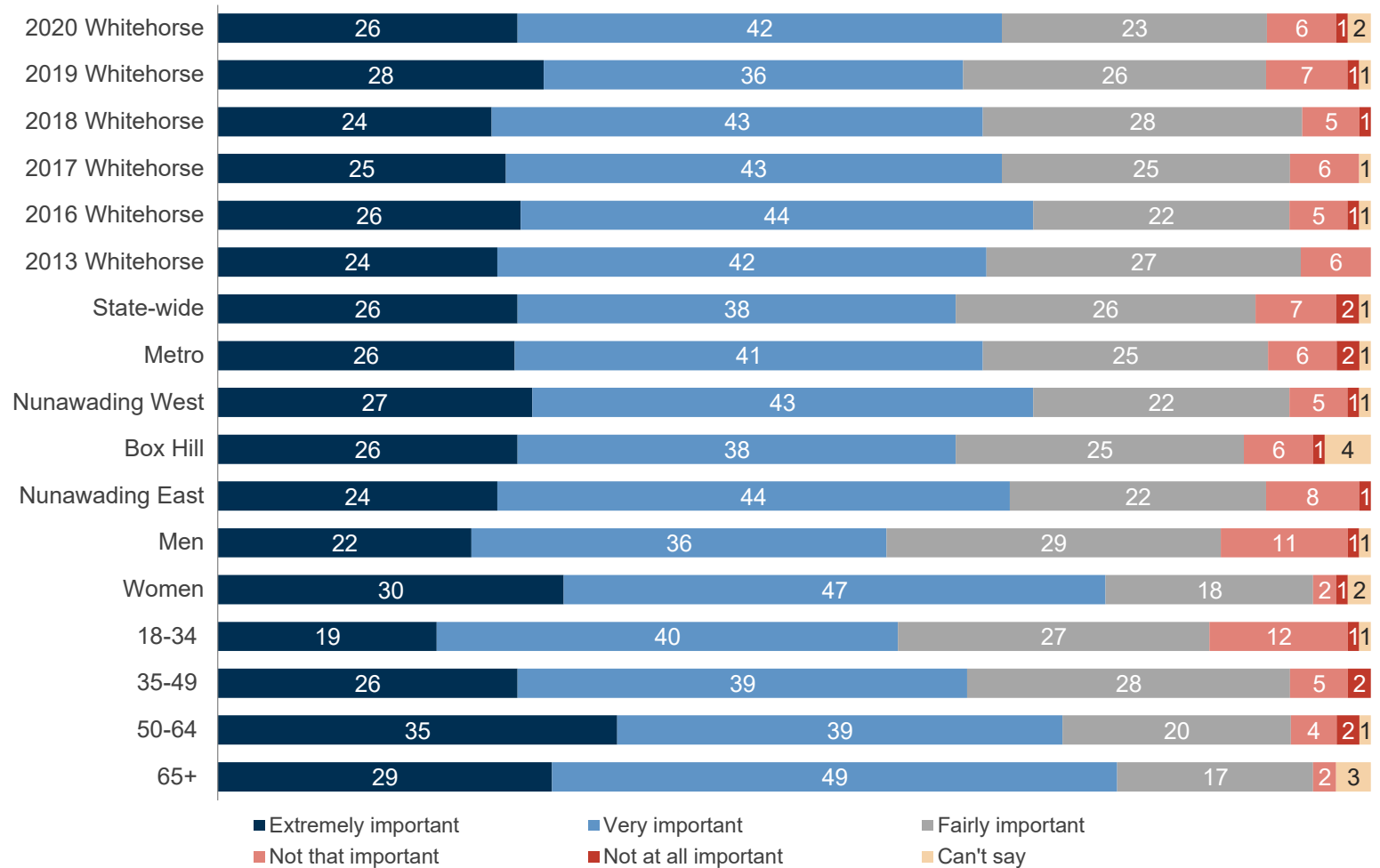
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2020 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8



Enforcement of local laws performance



2020 law enforcement performance (index scores)

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

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

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

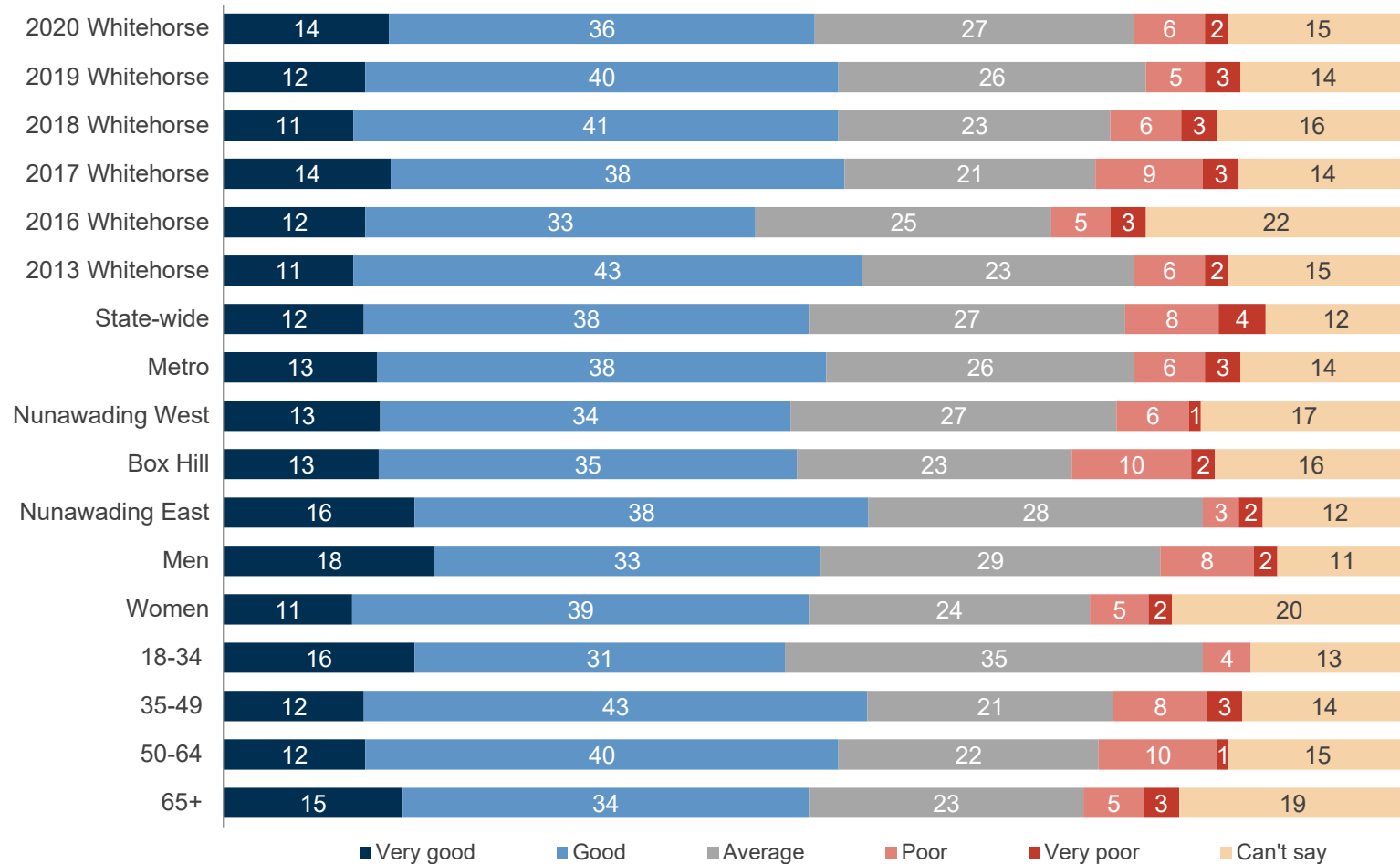
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2020 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 9



Family support services importance



2020 family support importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7

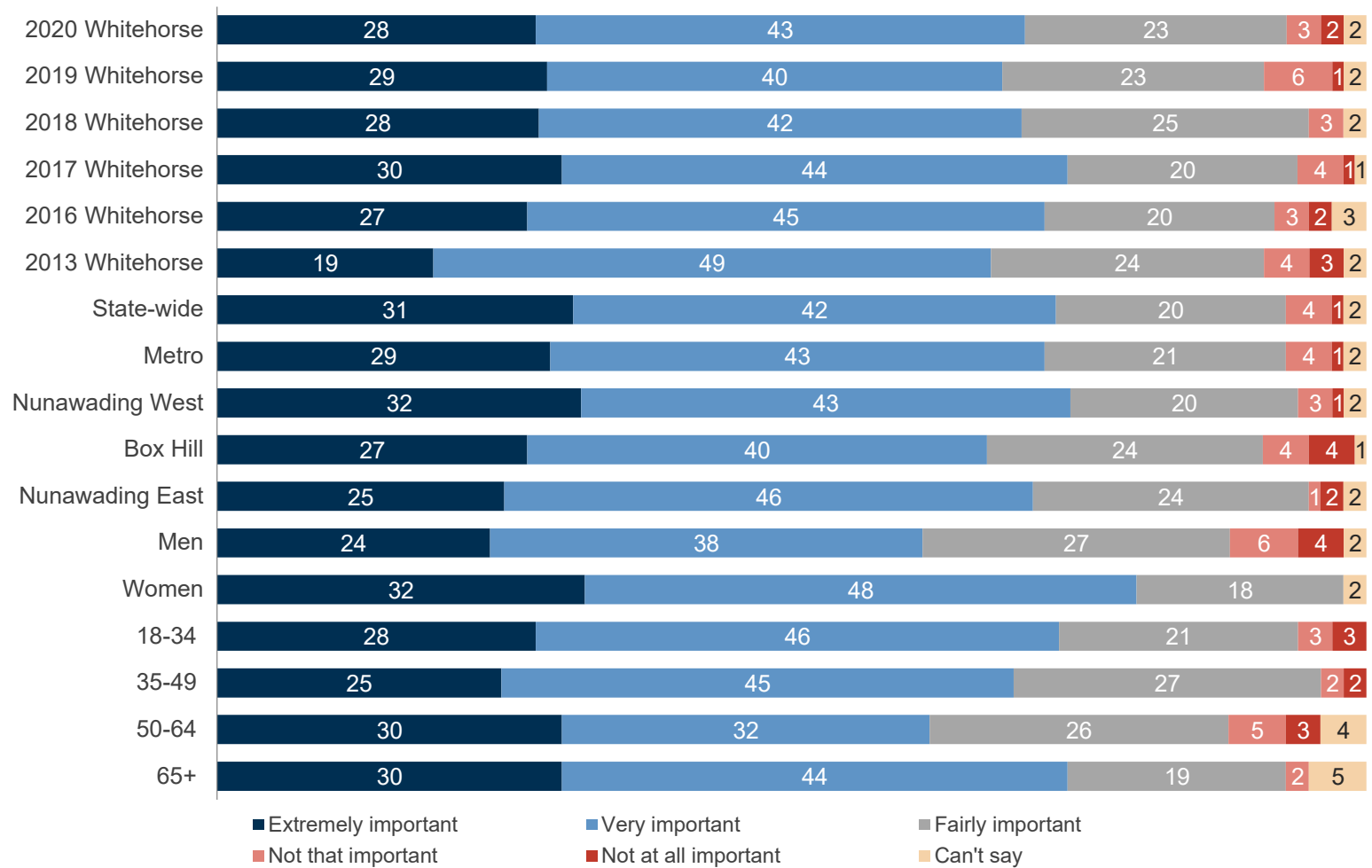
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2020 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7



Family support services performance



2020 family support performance (index scores)

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

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

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

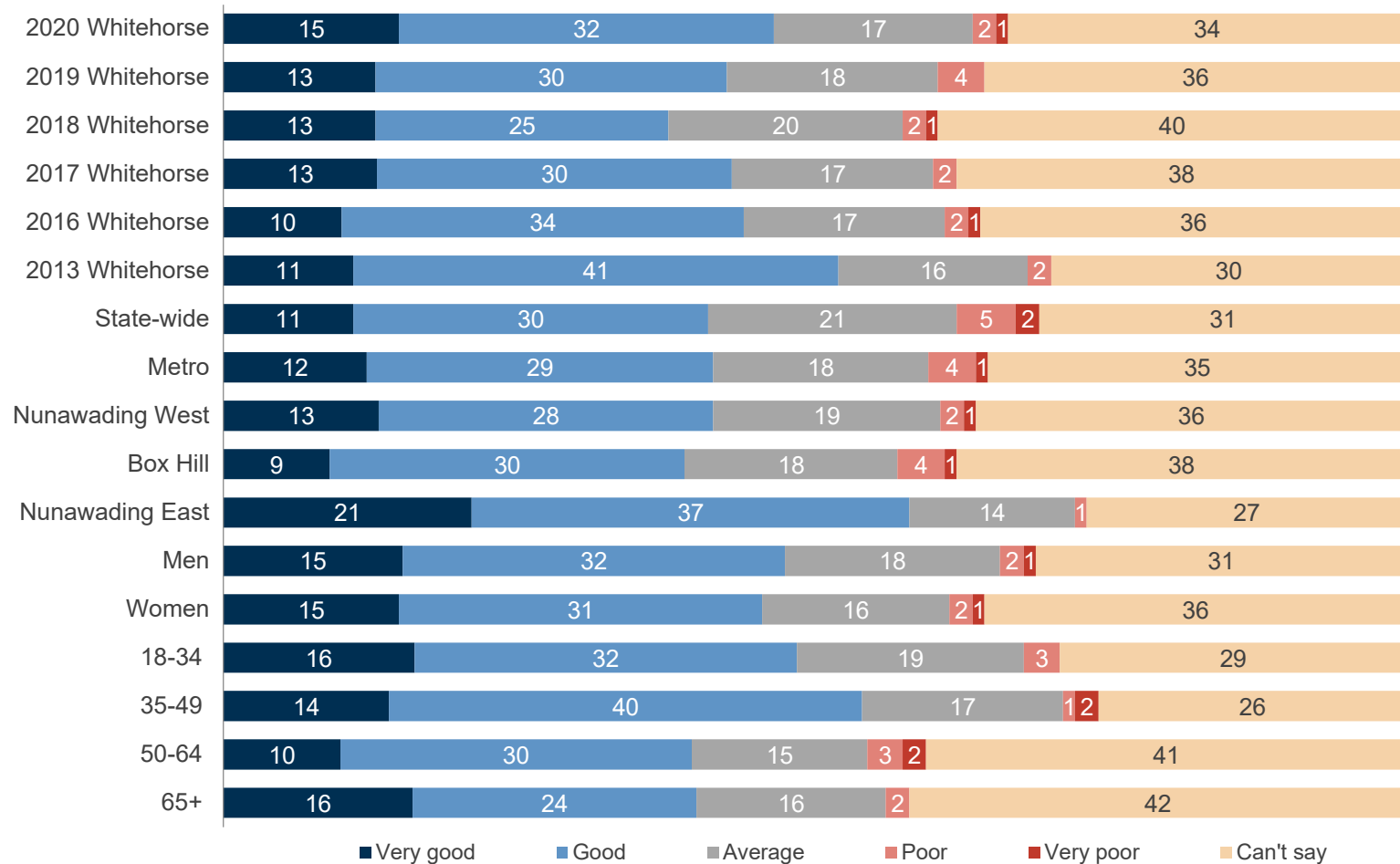
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2020 family support performance (%)



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



Elderly support services importance



2020 elderly support importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	82▲	78	81	79	79	n/a	n/a	79	n/a
50-64	81	84	78	81	81	n/a	n/a	80	n/a
State-wide	80▲	80	79	78	78	79	79	79	80
Women	79	81	81	82	82	n/a	n/a	81	n/a
Metro	78	79	79	77	78	78	n/a	n/a	n/a
Nunawading East	77	79	78	81	79	n/a	n/a	n/a	n/a
Nunawading West	76	75	78	77	80	n/a	n/a	n/a	n/a
Whitehorse	76	78	78	79	79	n/a	n/a	77	n/a
35-49	74	75	76	78	77	n/a	n/a	74	n/a
Box Hill	73	81	78	79	77	n/a	n/a	n/a	n/a
Men	72▼	75	75	76	74	n/a	n/a	72	n/a
18-34	70▼	78	77	78	79	n/a	n/a	75	n/a

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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7

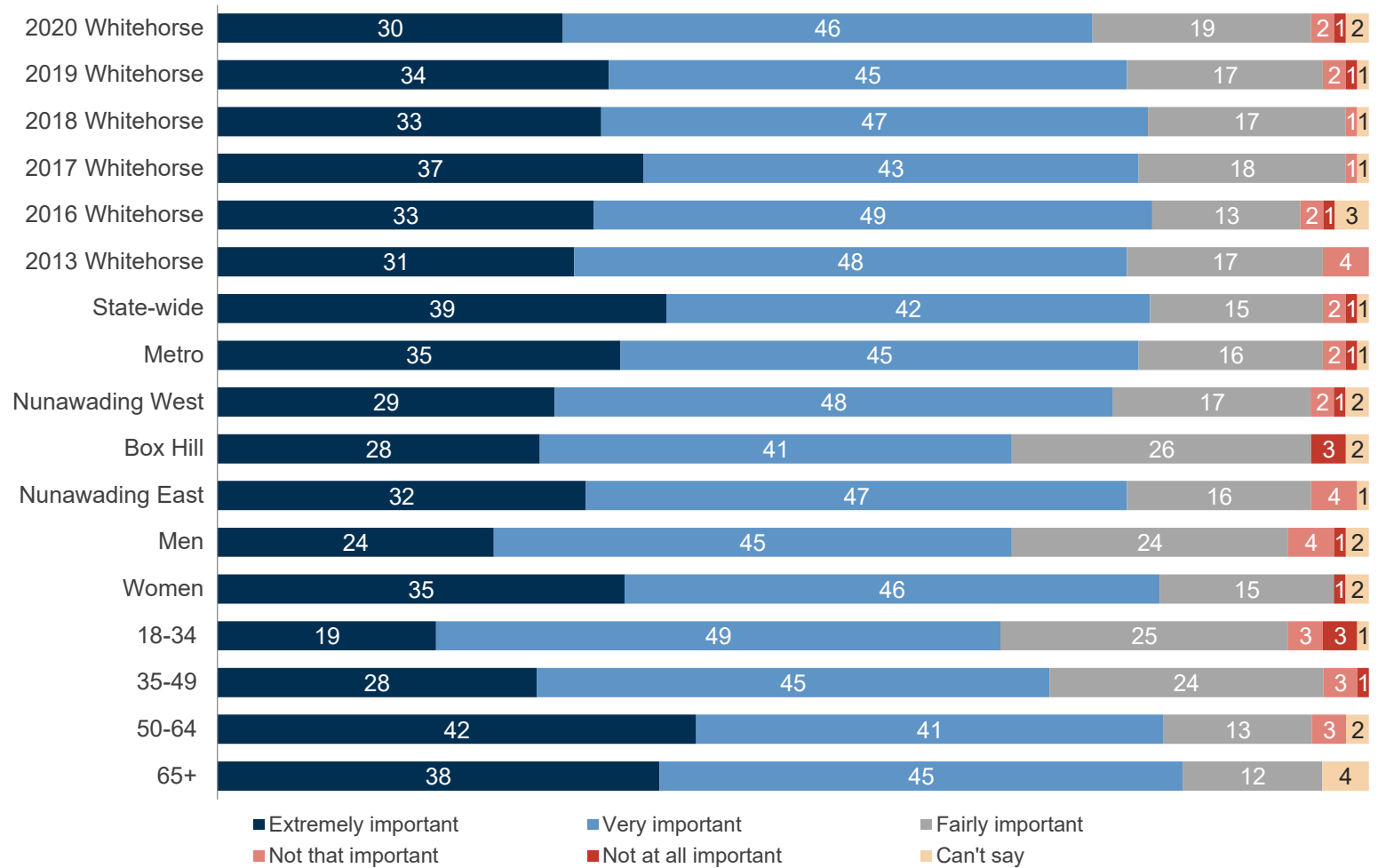
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2020 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7



Elderly support services performance



2020 elderly support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	77▲	73	73	73	75	n/a	n/a	77	n/a
Women	73	70	71	68	73	n/a	n/a	74	n/a
Nunawading East	73	70	73	71	73	n/a	n/a	n/a	n/a
Whitehorse	71	70	70	69	70	n/a	n/a	72	n/a
Box Hill	71	73	70	70	70	n/a	n/a	n/a	n/a
Nunawading West	70	69	68	66	68	n/a	n/a	n/a	n/a
50-64	70	69	66	67	72	n/a	n/a	69	n/a
Men	69	70	70	70	67	n/a	n/a	69	n/a
35-49	68	67	73	66	60	n/a	n/a	68	n/a
18-34	68	70	70	68	70	n/a	n/a	71	n/a
State-wide	68▼	68	68	68	68	69	70	69	69
Metro	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: 30 Councils asked group: 8

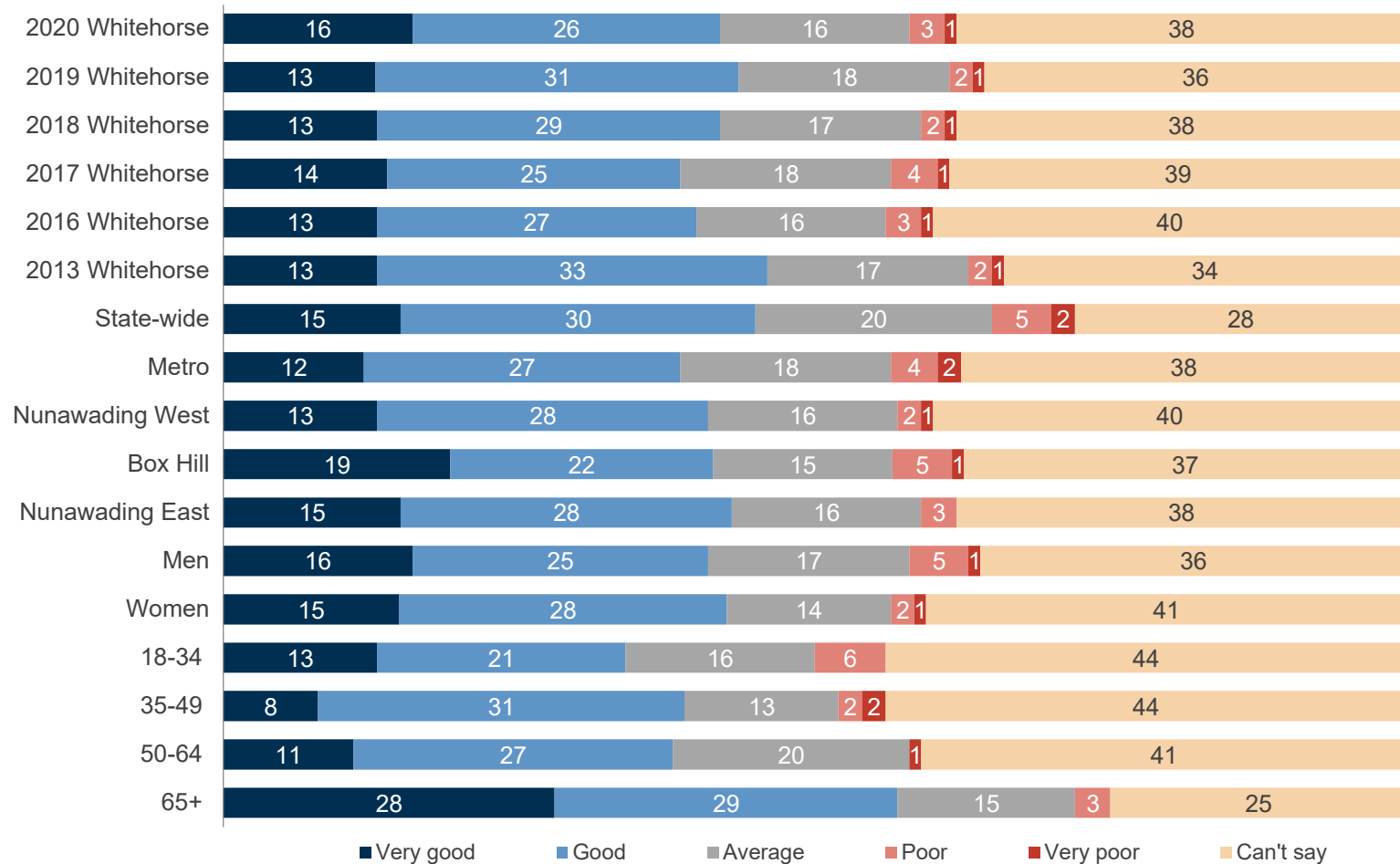
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2020 elderly support performance (%)



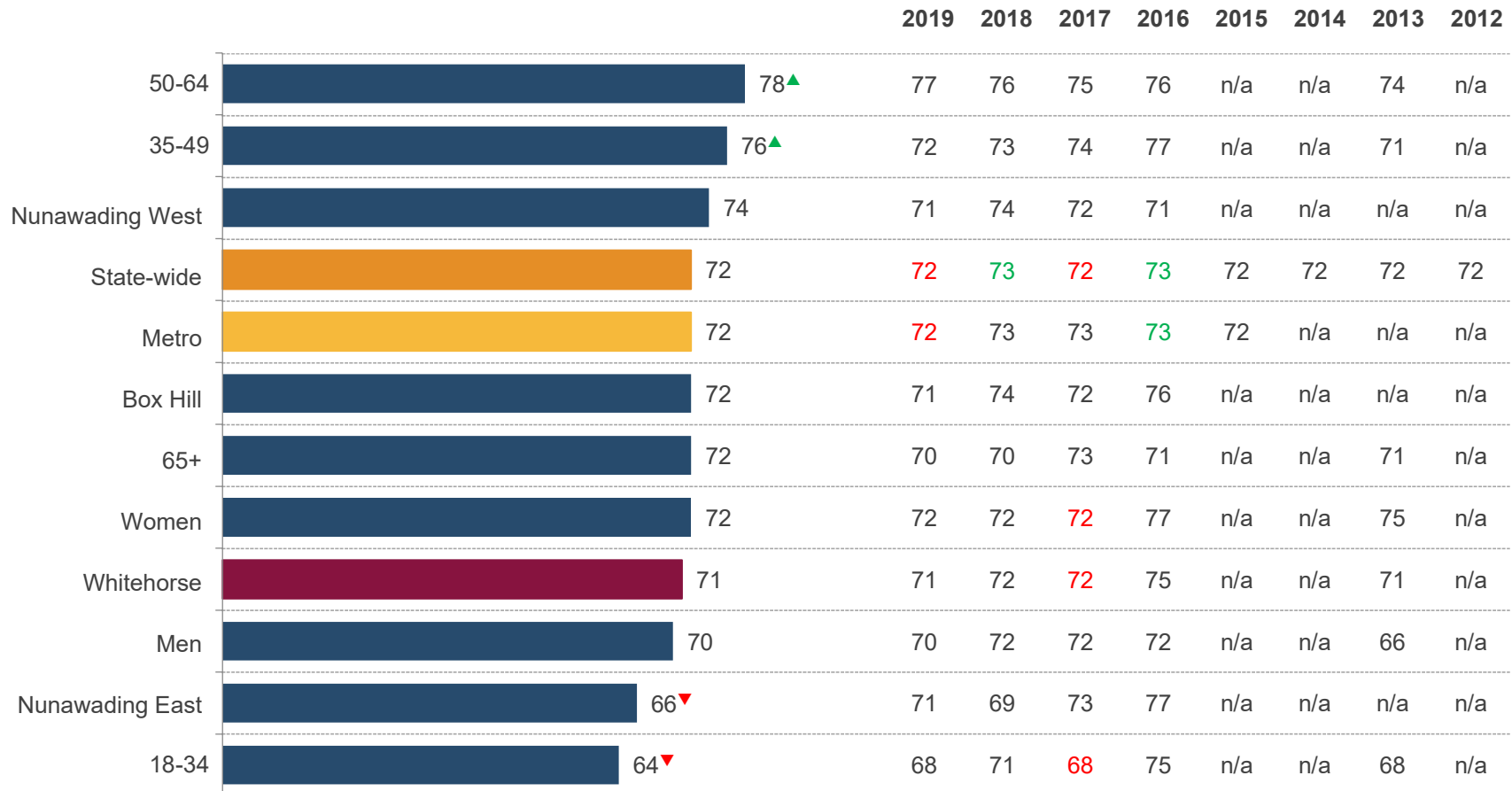
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8



Recreational facilities importance



2020 recreational facilities importance (index scores)



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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10

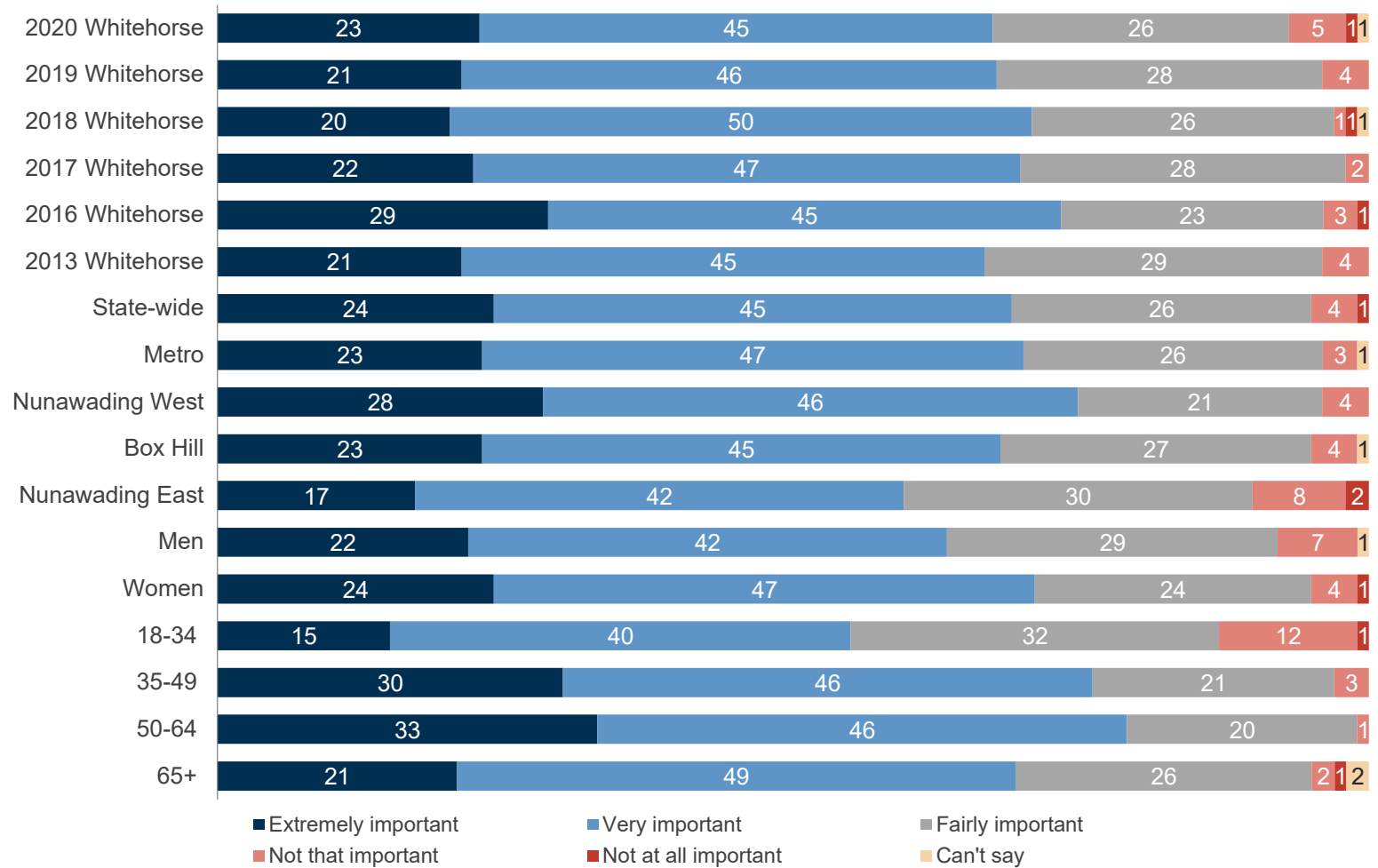
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2020 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10



Recreational facilities performance



2020 recreational facilities performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11

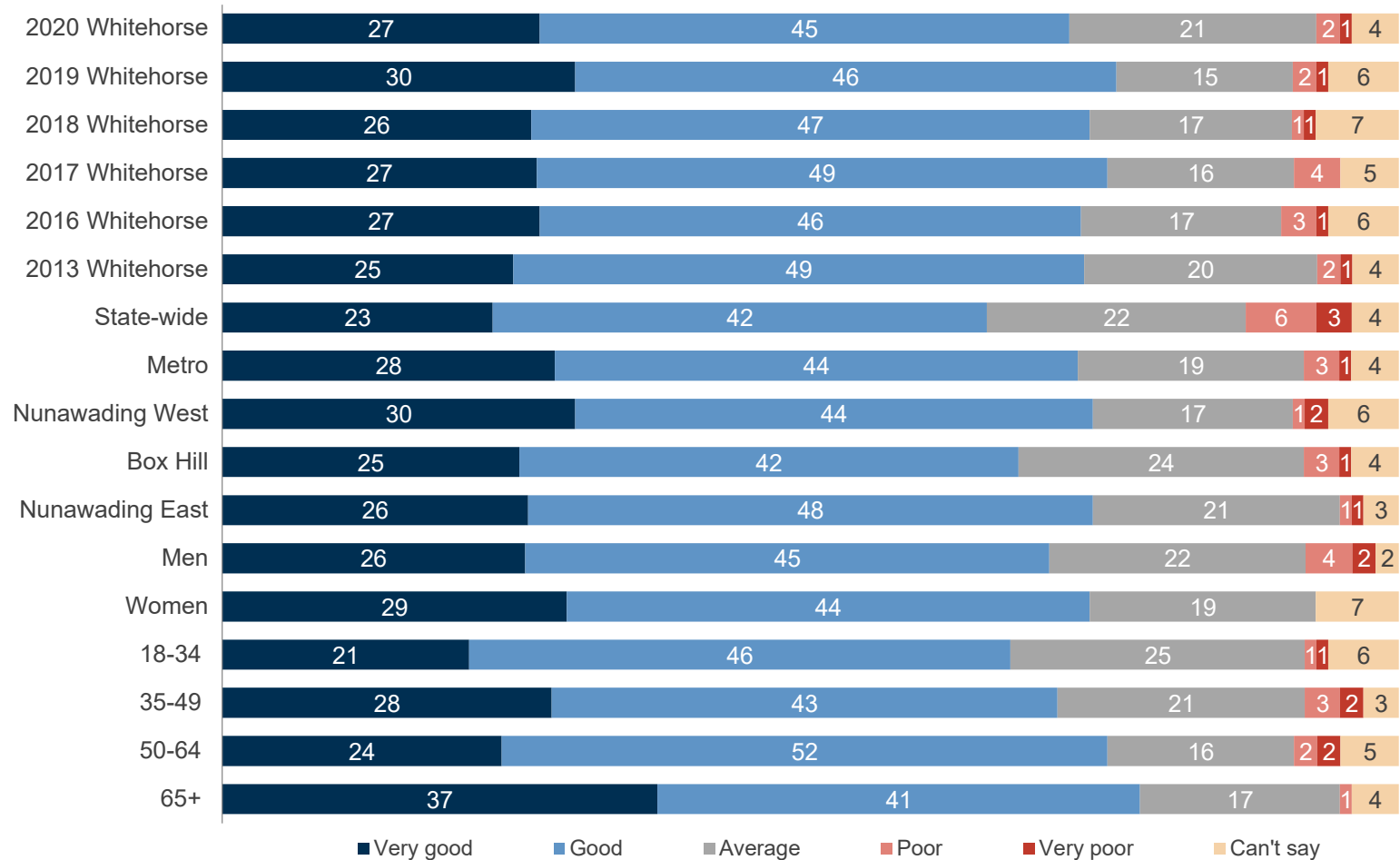
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2020 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11



The appearance of public areas importance



2020 public areas importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

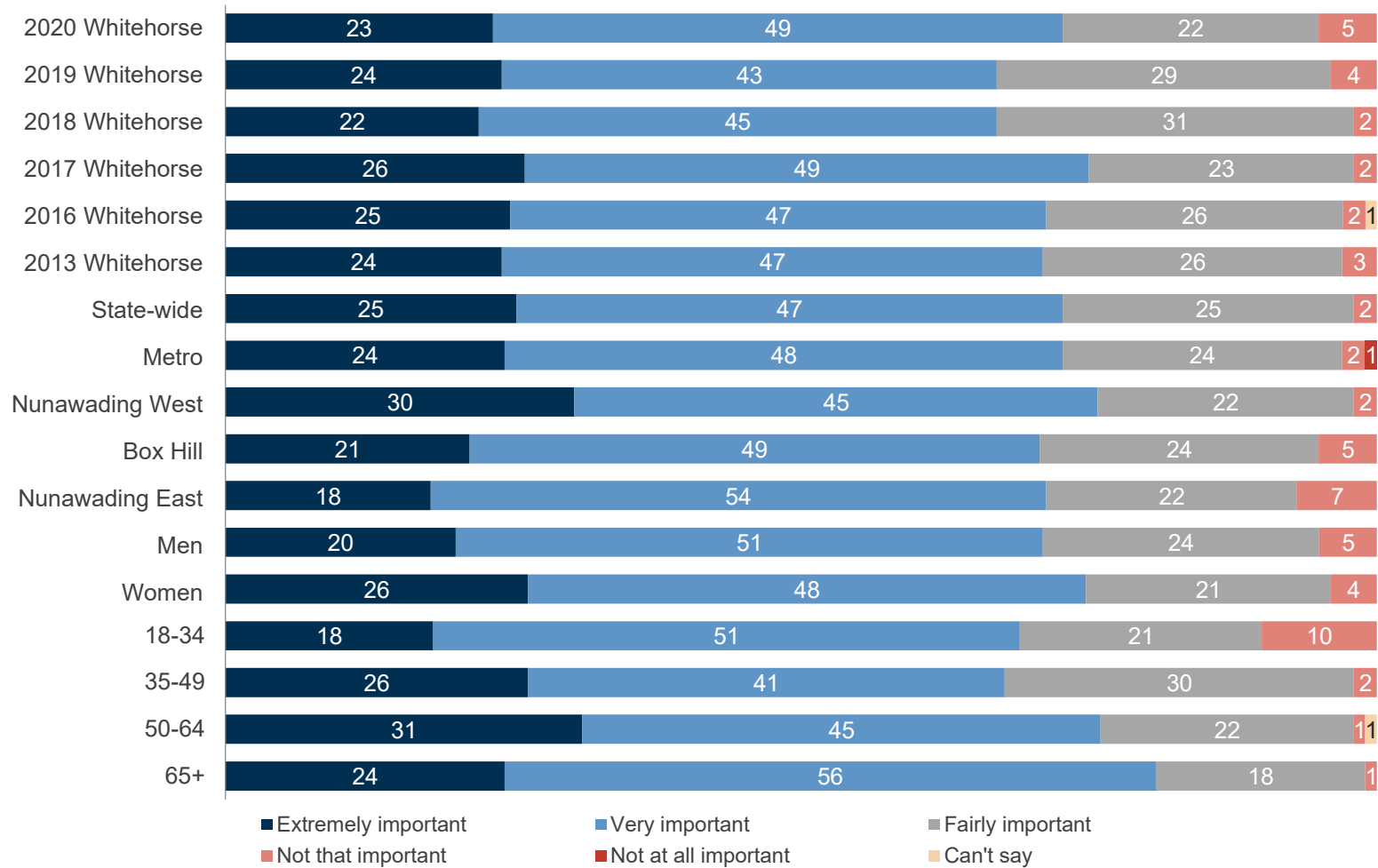
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2020 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9



The appearance of public areas performance



2020 public areas performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Nunawading East	76	77	75	78	80	n/a	n/a	n/a	n/a
65+	75	74	74	74	74	n/a	n/a	77	n/a
Women	74	76	72	78	74	n/a	n/a	74	n/a
35-49	74	75	71	79	70	n/a	n/a	72	n/a
Nunawading West	73	74	73	76	72	n/a	n/a	n/a	n/a
Whitehorse	73	76	73	77	74	n/a	n/a	74	n/a
Metro	73	74	73	72	72	73	n/a	n/a	n/a
18-34	72	79	74	79	76	n/a	n/a	76	n/a
Men	72	76	75	76	73	n/a	n/a	73	n/a
State-wide	72	72	71	71	71	72	72	71	71
Box Hill	70	78	71	76	69	n/a	n/a	n/a	n/a
50-64	69	75	73	73	75	n/a	n/a	70	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: 38 Councils asked group: 10

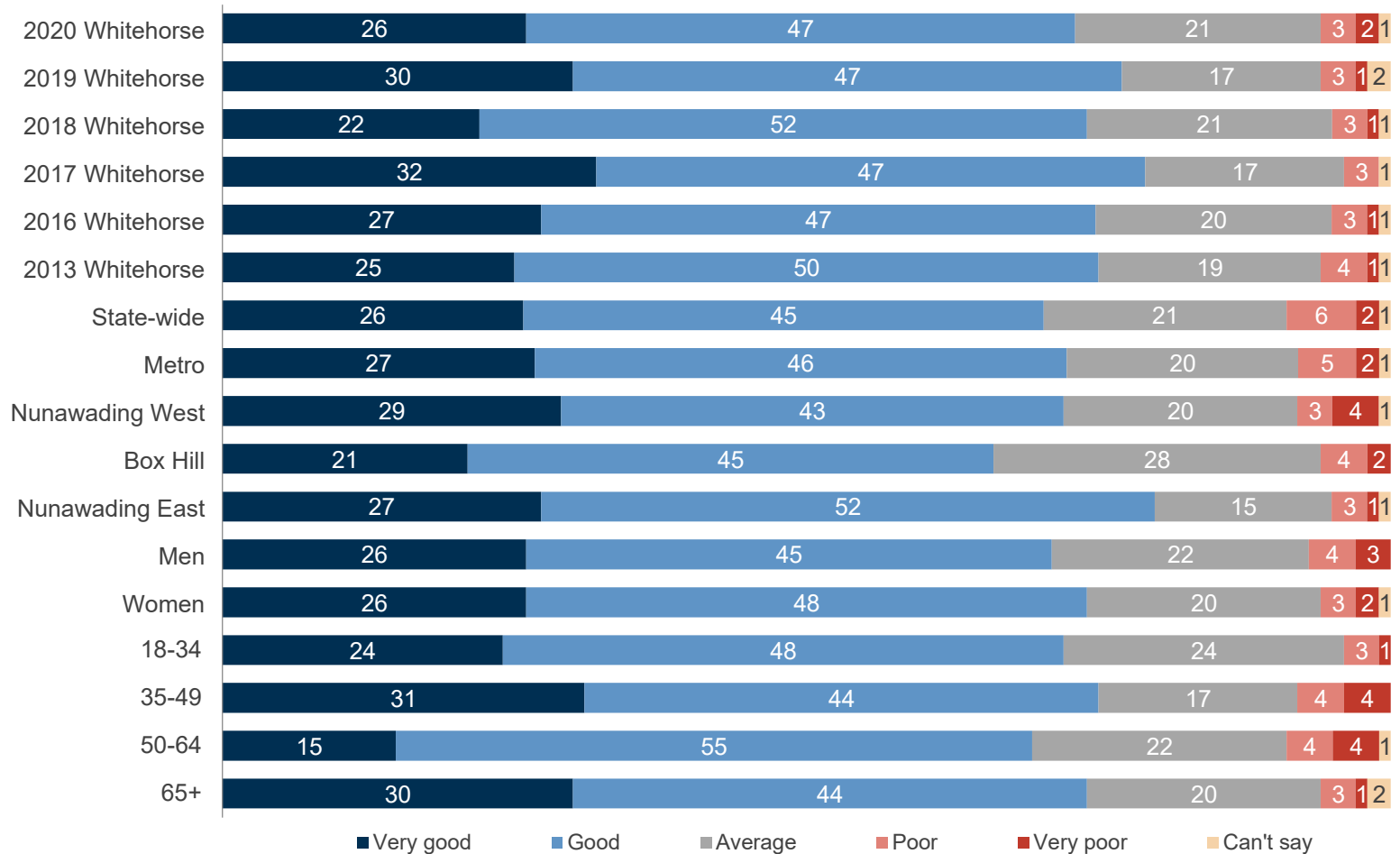
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2020 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 10



Art centres and libraries importance



2020 art centres and libraries importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8

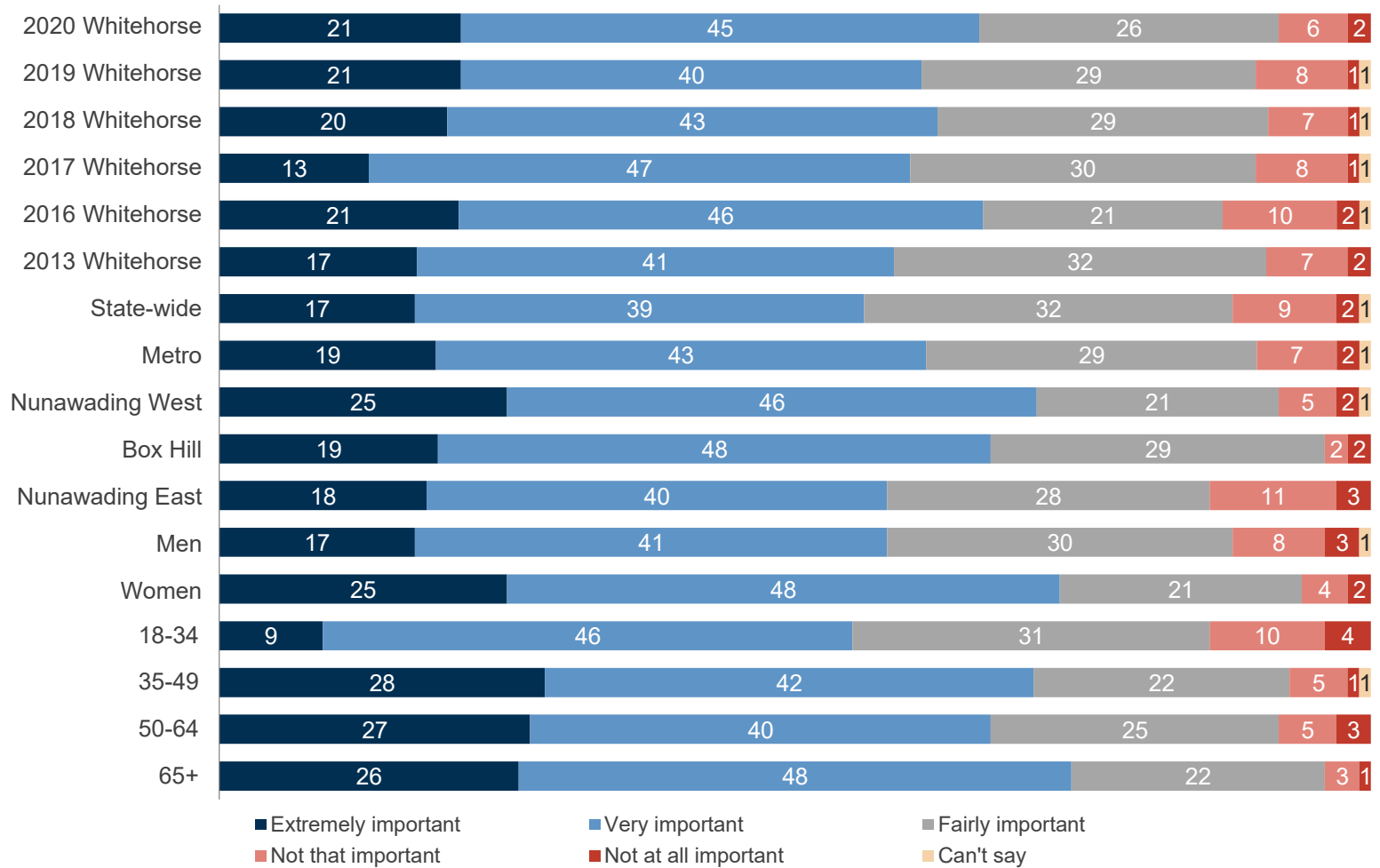
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2020 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8



Art centres and libraries performance



2020 art centres and libraries performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 8

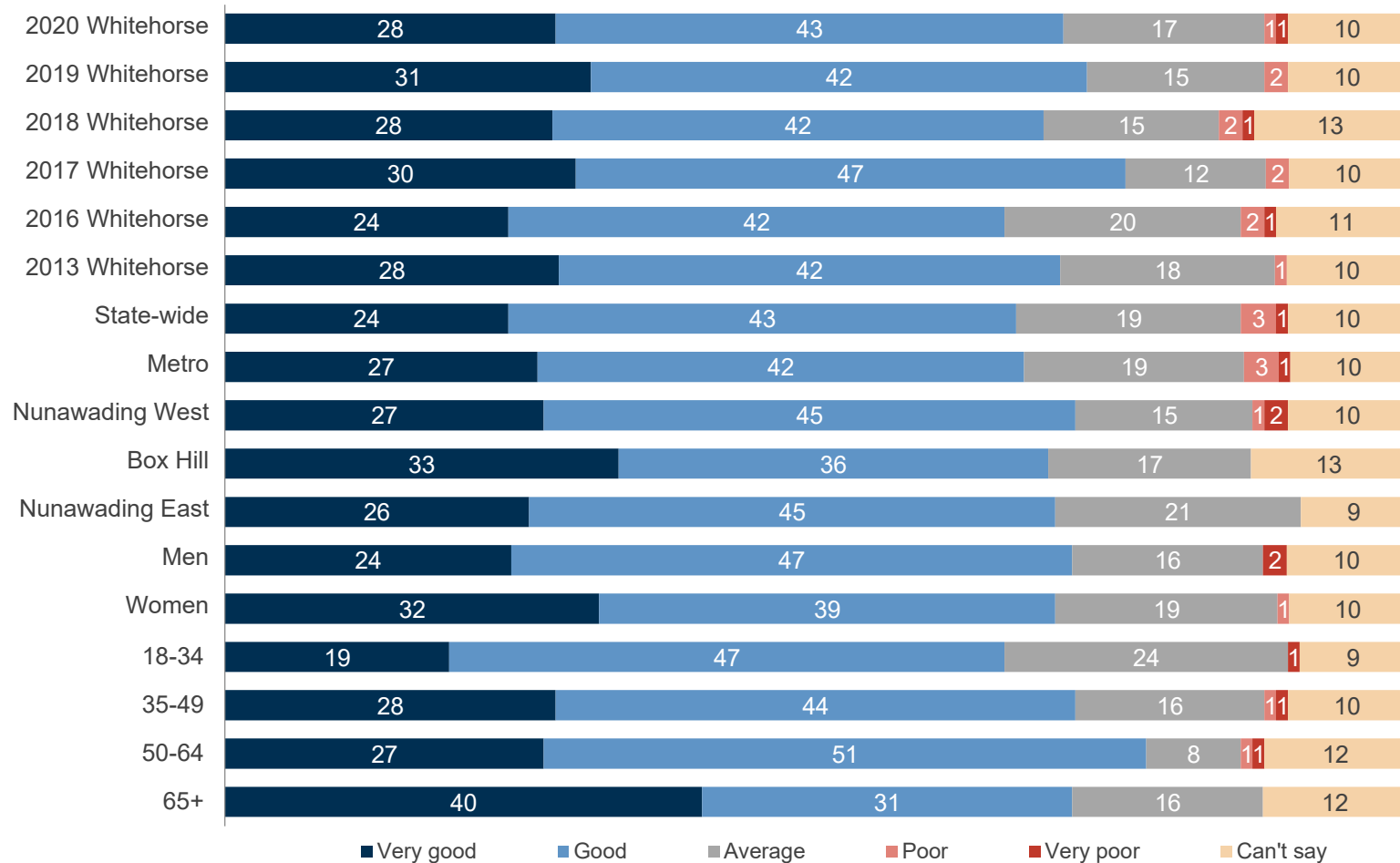
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2020 art centres and libraries performance (%)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 8



Community and cultural activities importance



2020 community and cultural activities importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9

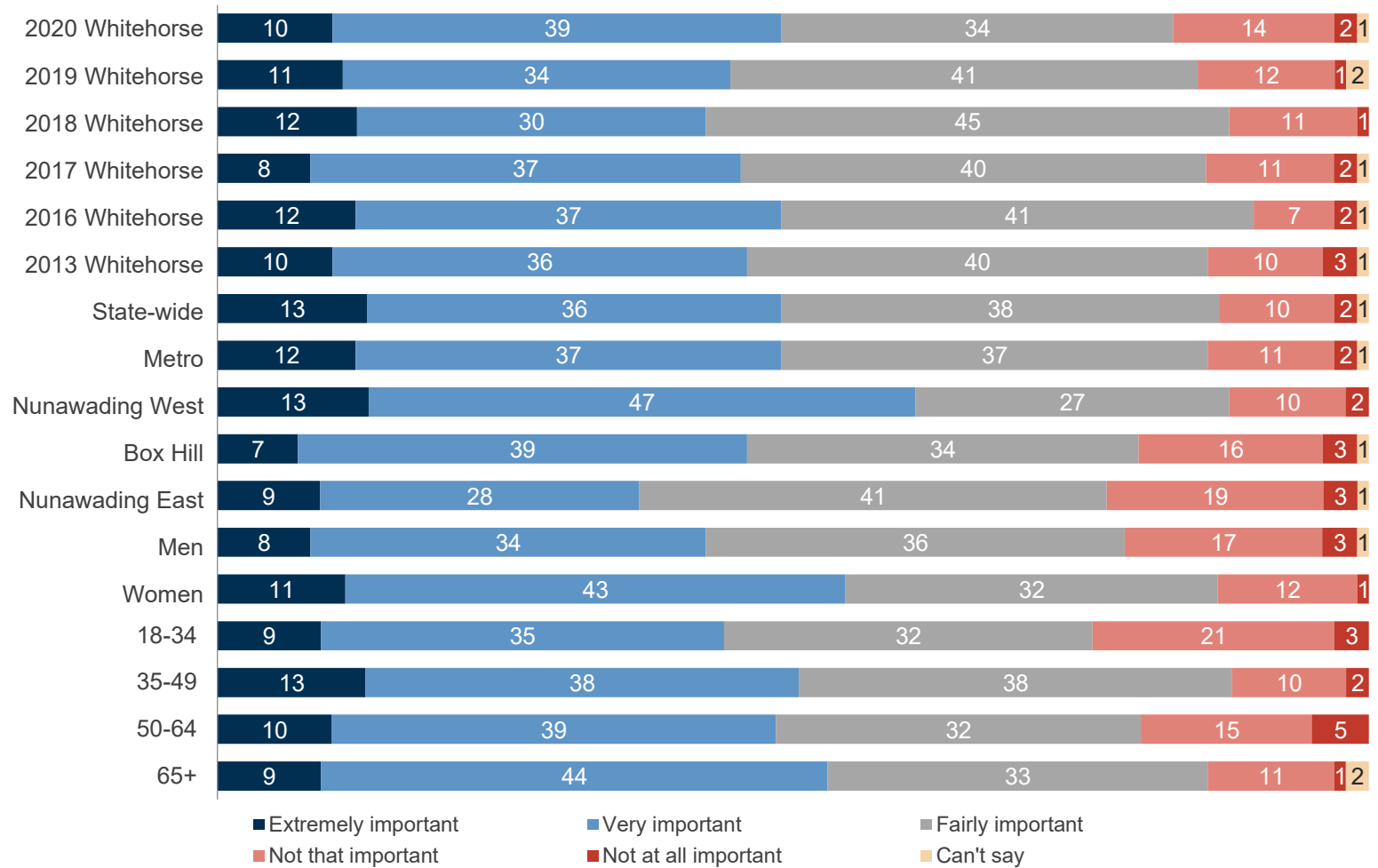
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2020 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9



Community and cultural activities performance



2020 community and cultural activities performance (index scores)

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

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

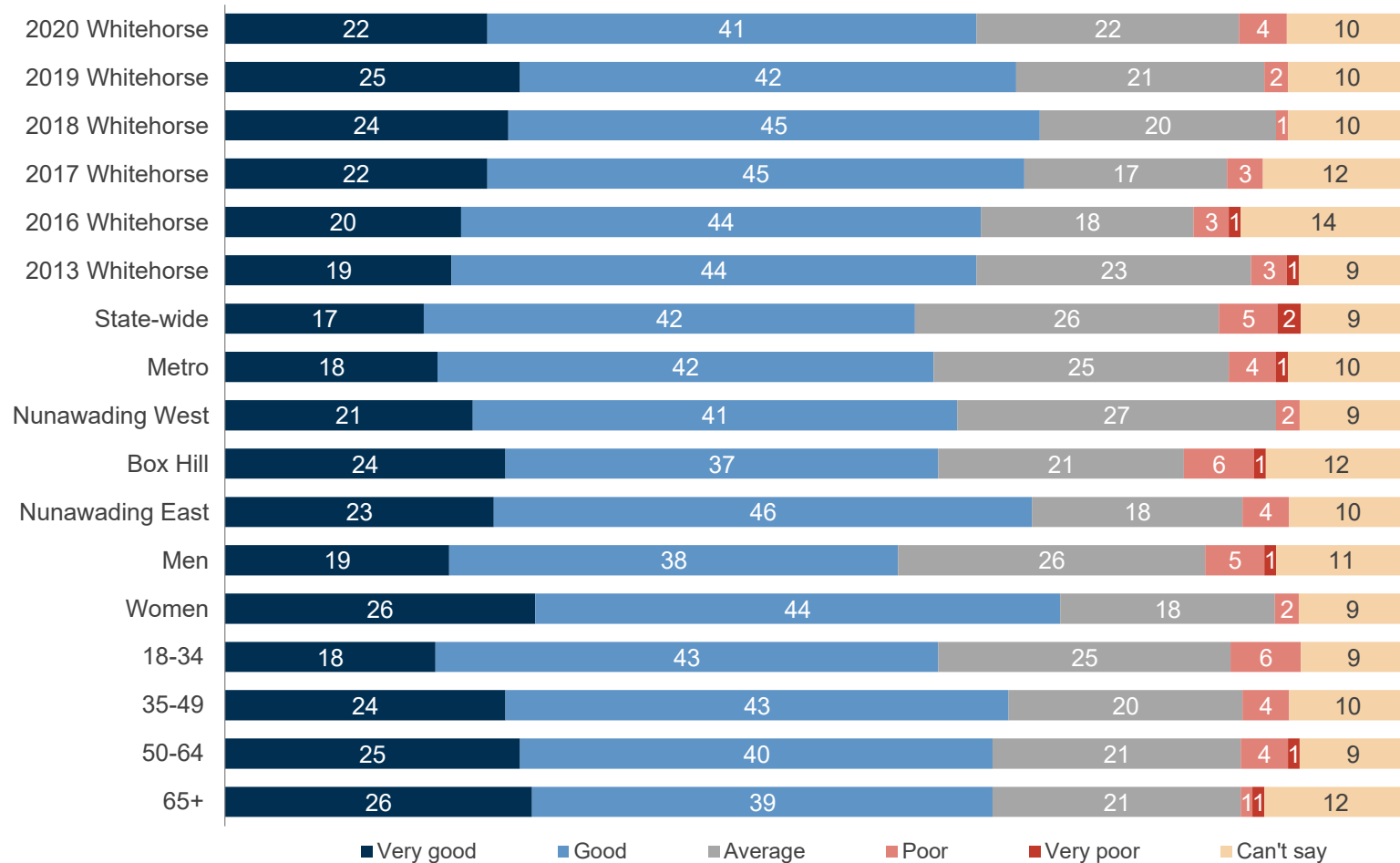
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2020 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9



Waste management importance



2020 waste management importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10

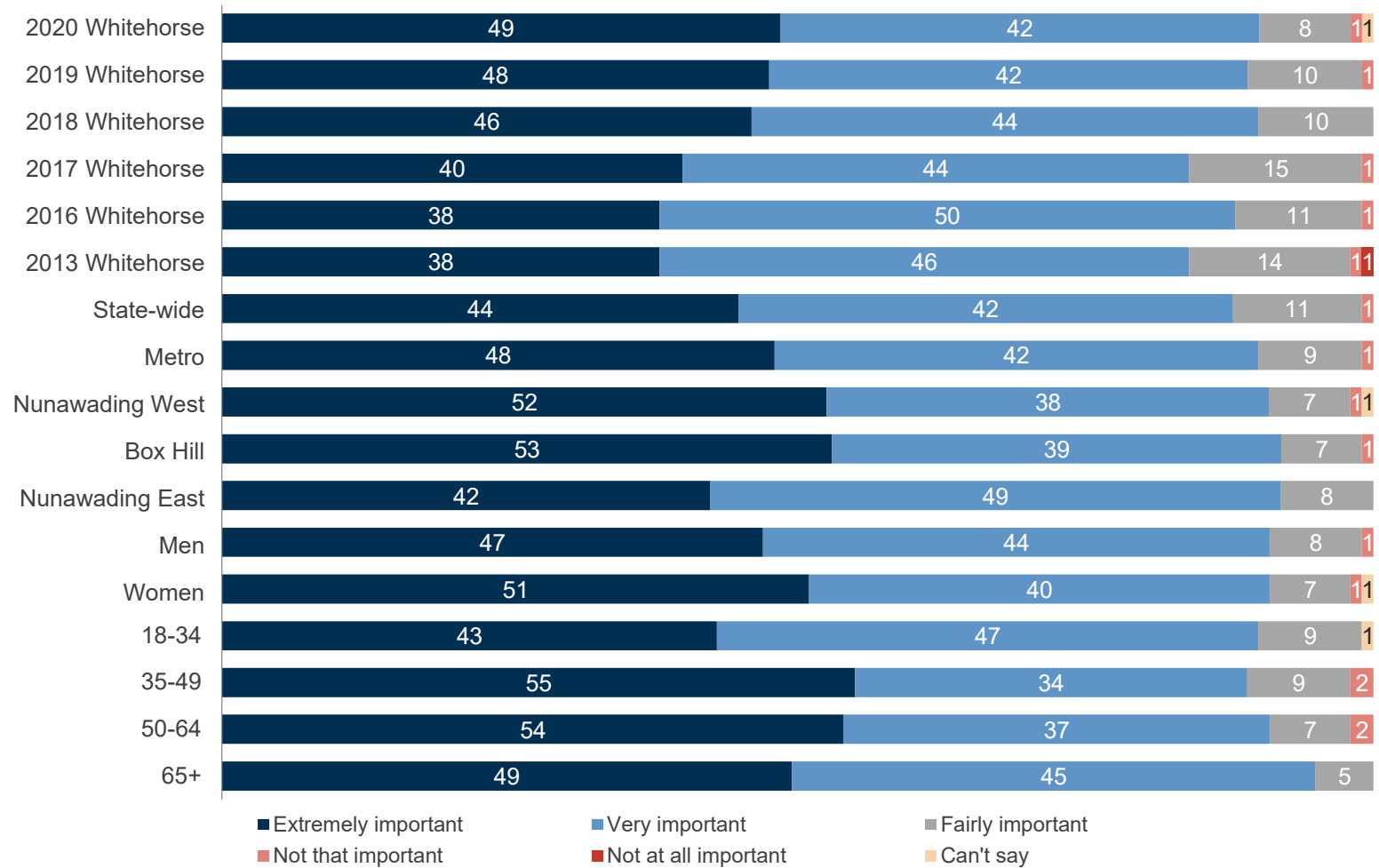
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2020 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10



Waste management performance



2020 waste management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	77	78	81	78	77	n/a	n/a	72	n/a
Nunawading East	74	79	79	78	76	n/a	n/a	n/a	n/a
50-64	73	72	77	75	72	n/a	n/a	65	n/a
Men	73	78	78	78	75	n/a	n/a	74	n/a
Box Hill	72	79	76	79	72	n/a	n/a	n/a	n/a
Whitehorse	72	77	77	77	74	n/a	n/a	71	n/a
Women	72	76	76	77	74	n/a	n/a	69	n/a
35-49	71	75	77	80	69	n/a	n/a	70	n/a
Nunawading West	71	74	77	75	74	n/a	n/a	n/a	n/a
Metro	70	73	75	75	76	77	n/a	n/a	n/a
18-34	69	80	75	76	76	n/a	n/a	77	n/a
State-wide	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: 41 Councils asked group: 11

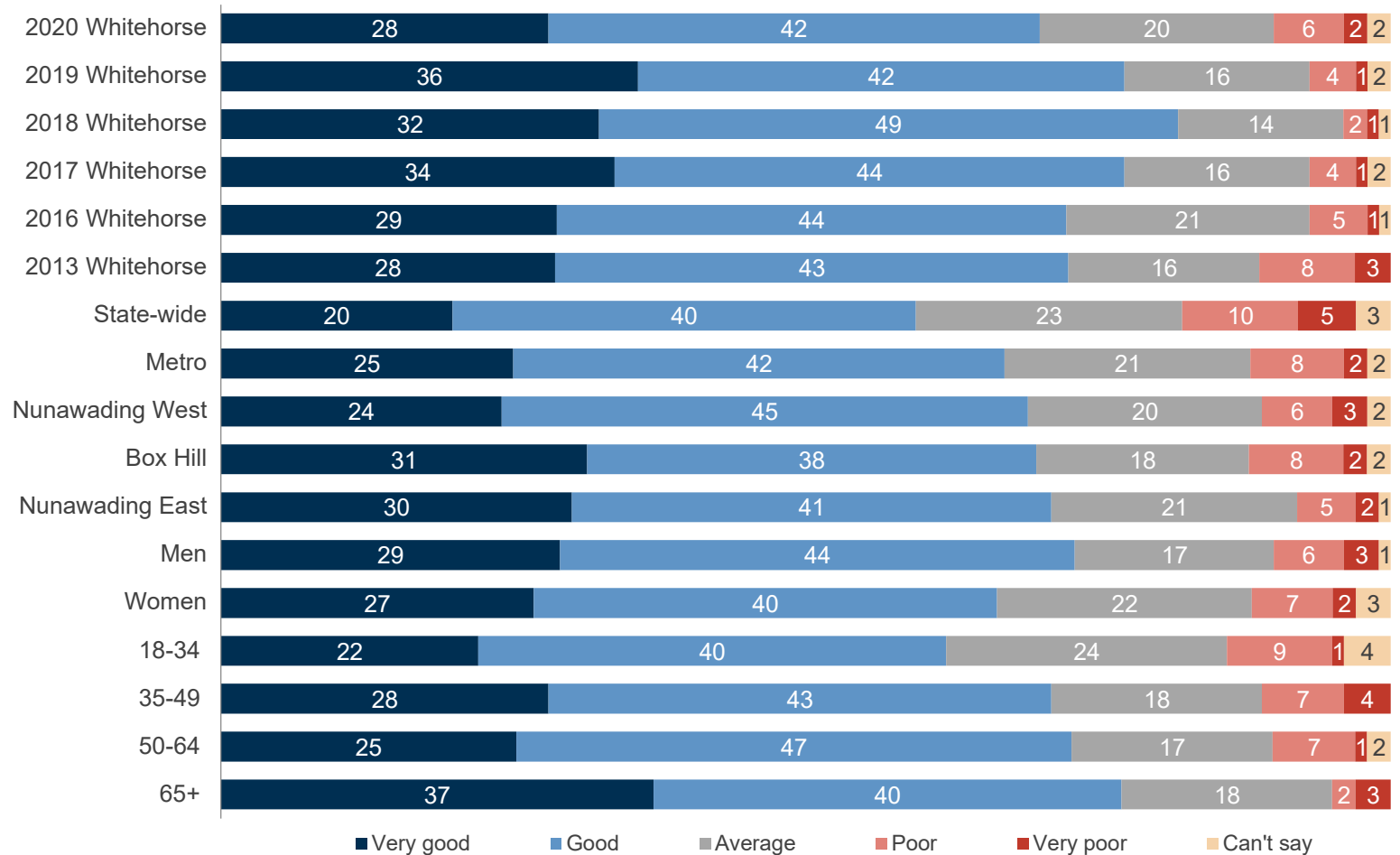
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2020 waste management performance (%)



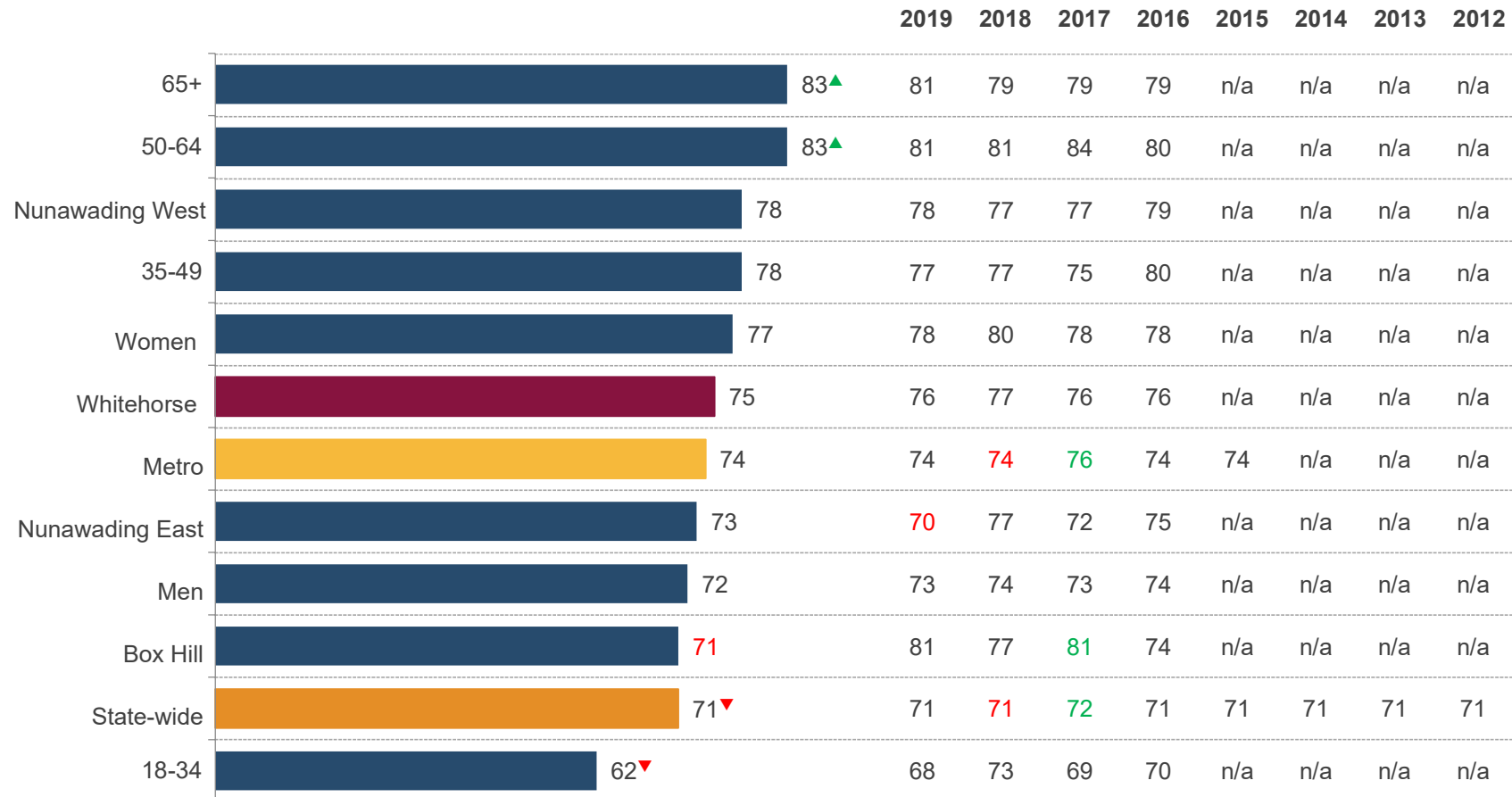
Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 41 Councils asked group: 11



Planning and building permits importance



2020 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: 19 Councils asked group: 6

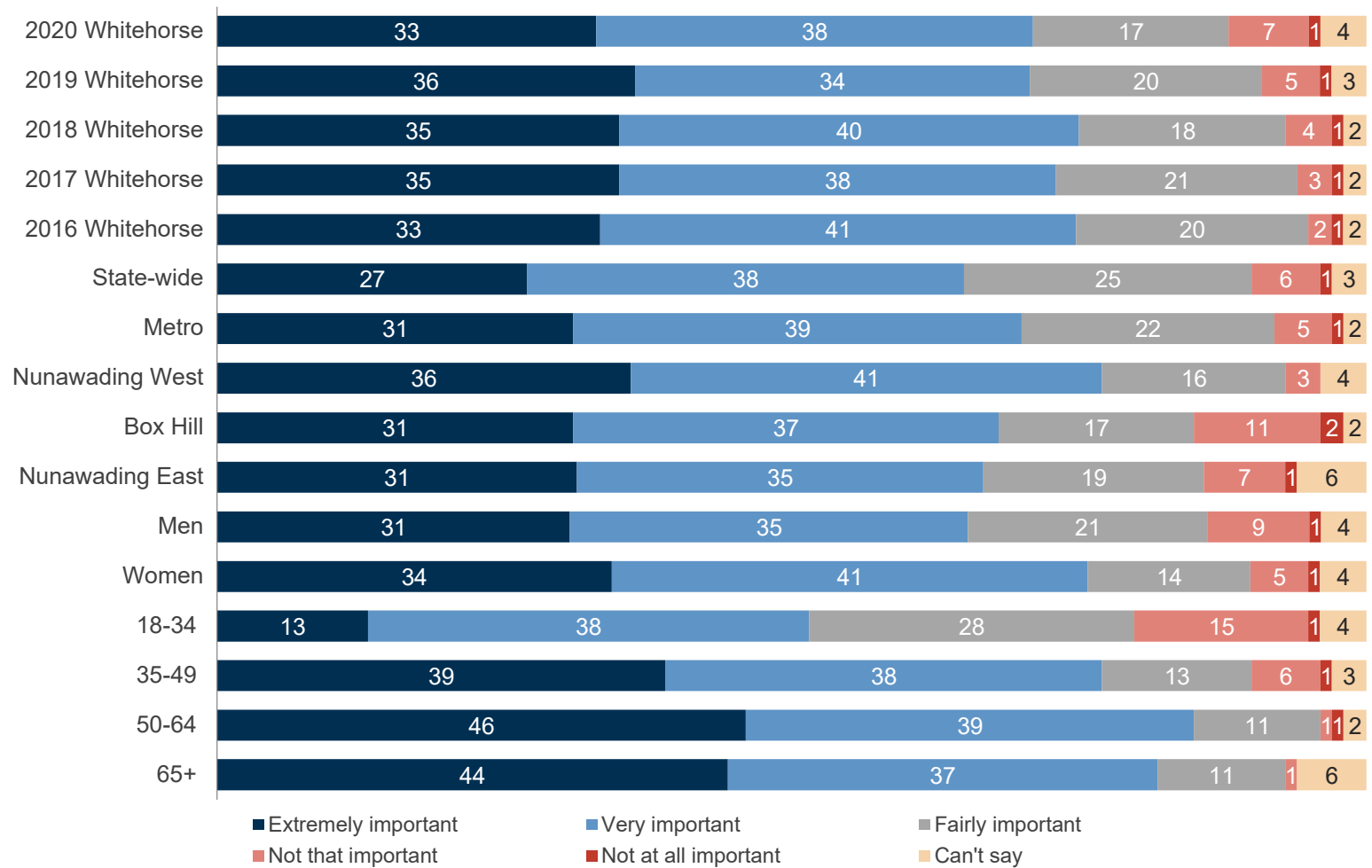
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2020 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 6



Planning and building permits performance



2020 planning and building permits performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7

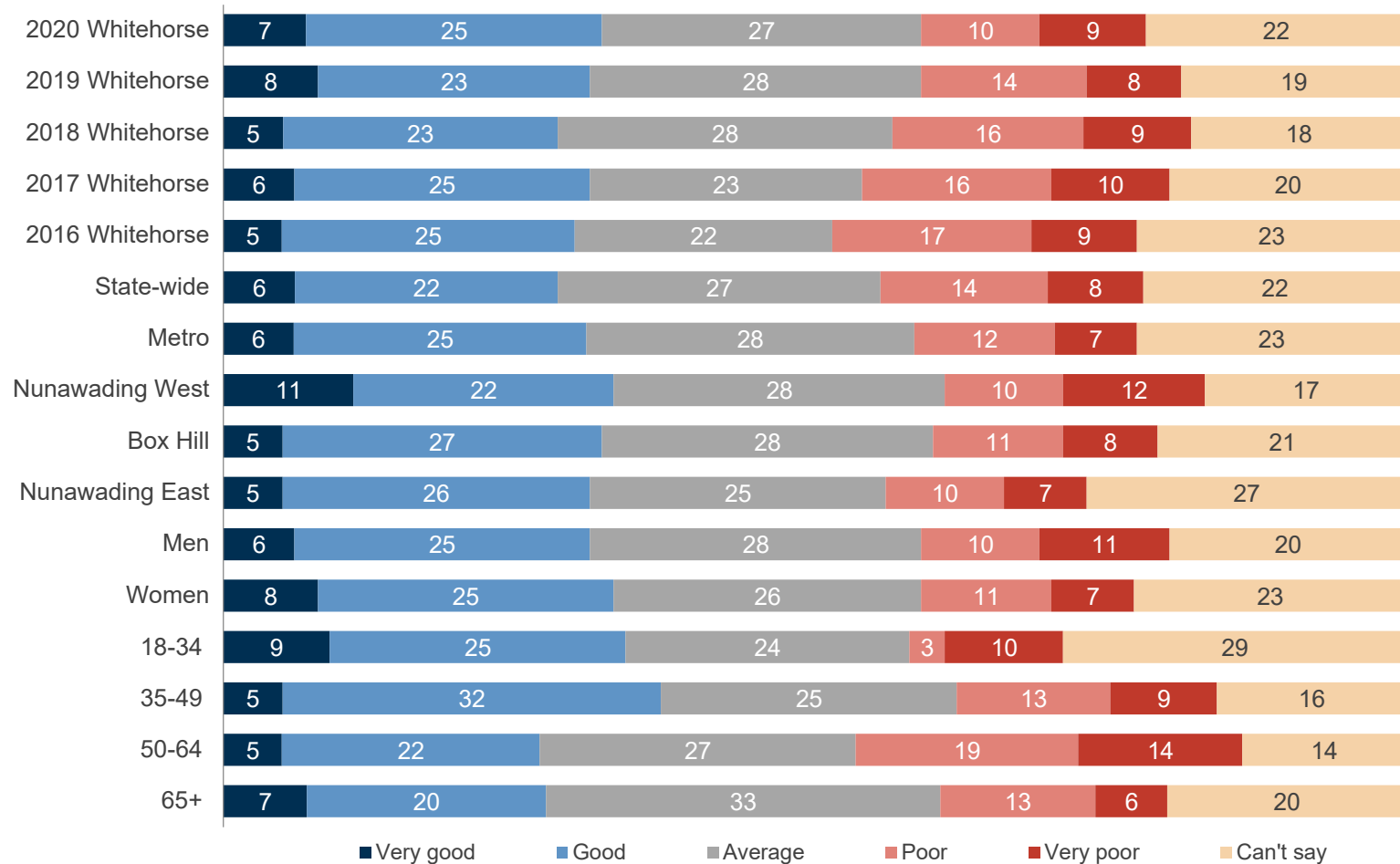
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2020 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7



Environmental sustainability importance



2020 environmental sustainability importance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 10

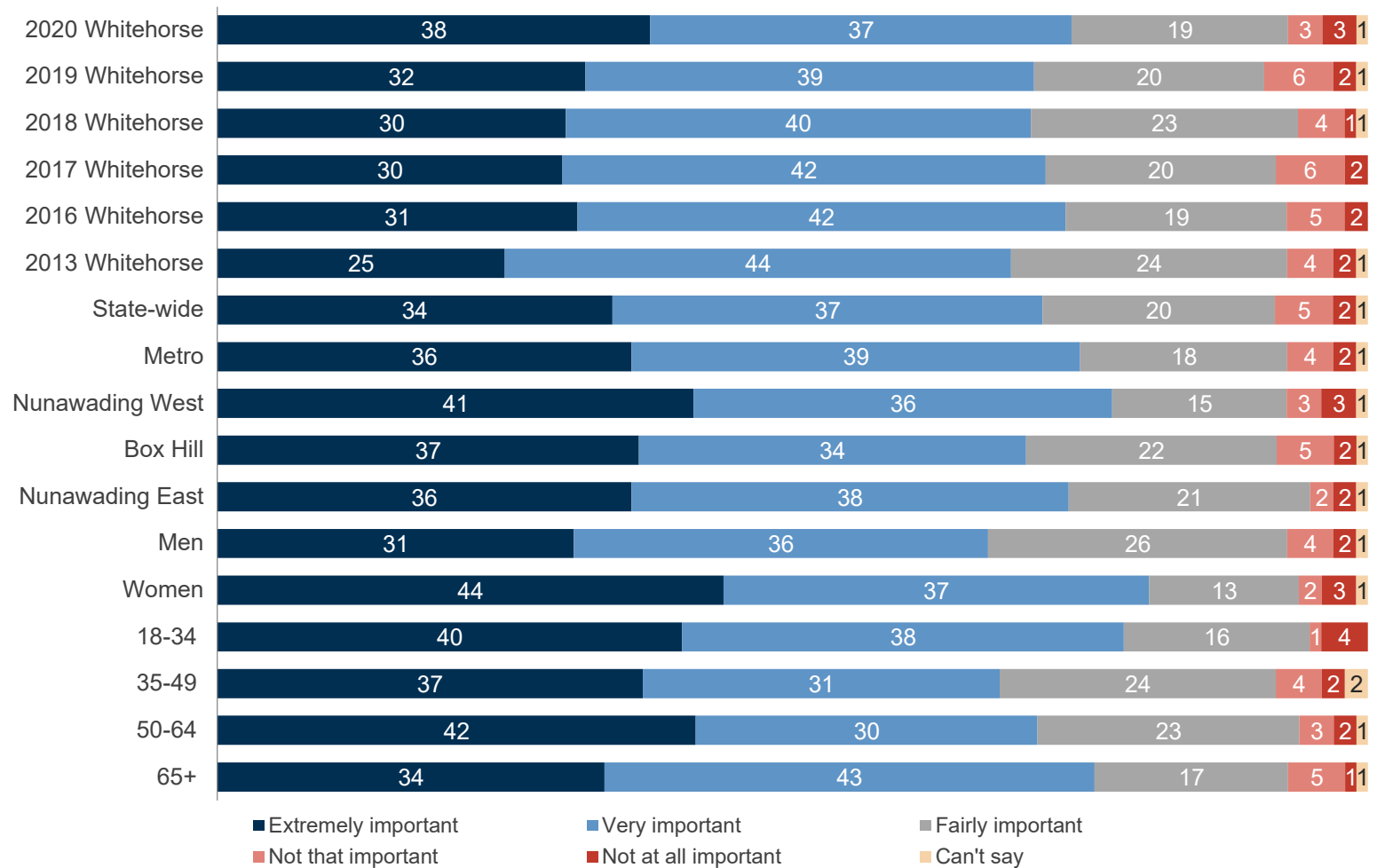
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2020 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 10



Environmental sustainability performance



2020 environmental sustainability performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 11

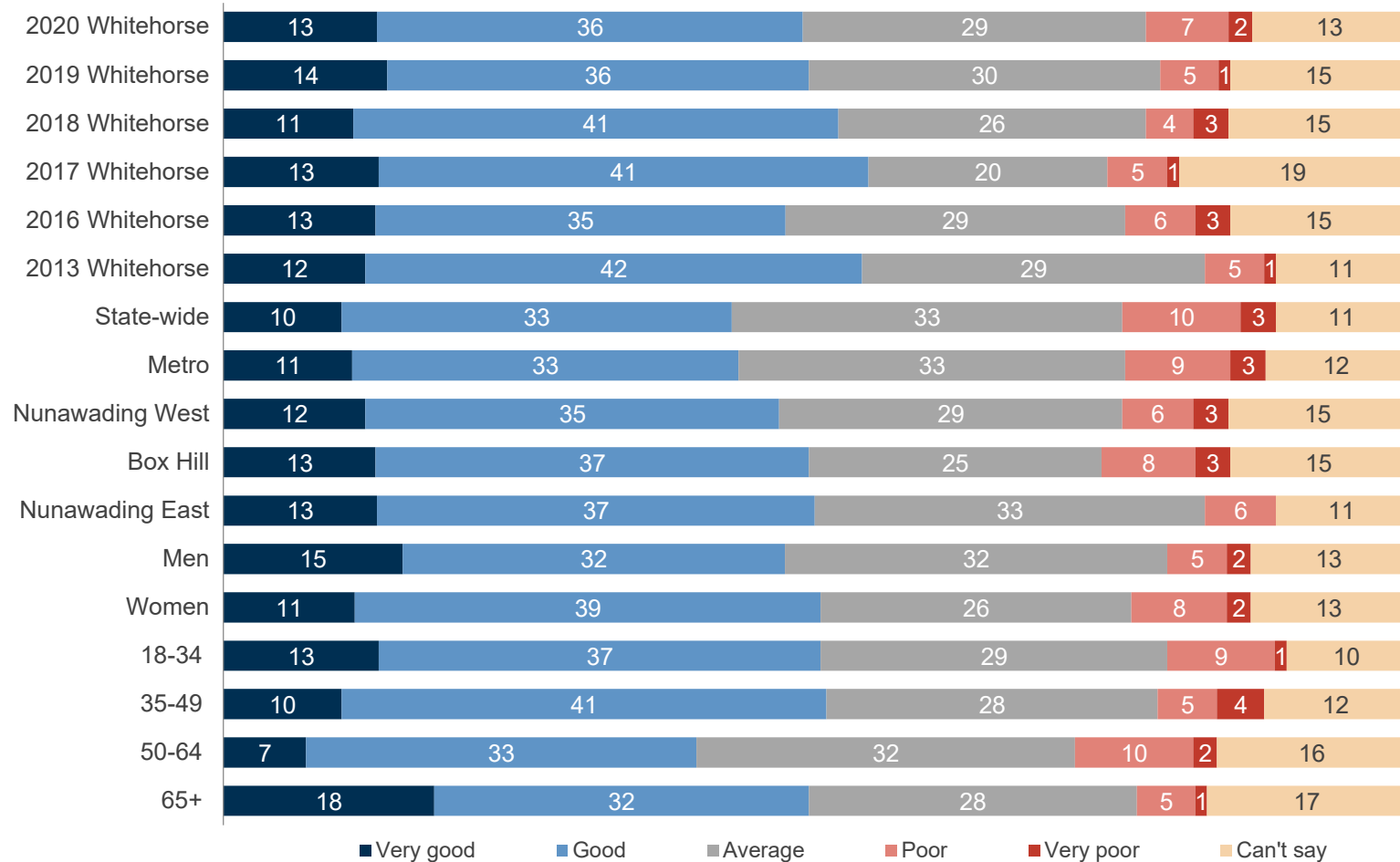
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2020 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 11



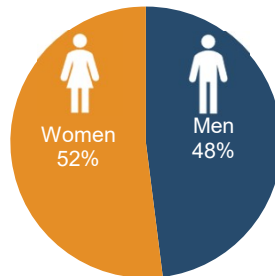
Detailed demographics



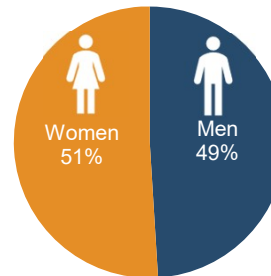
Gender and age profile

2020 gender

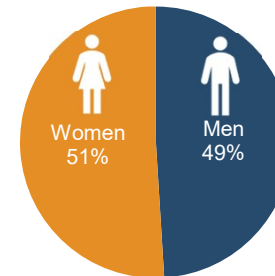
Whitehorse



Metro

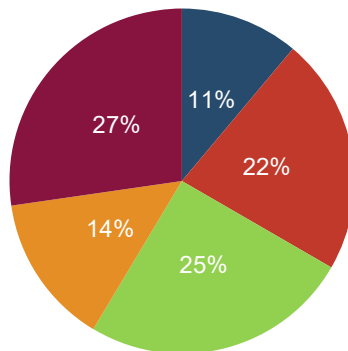


State-wide

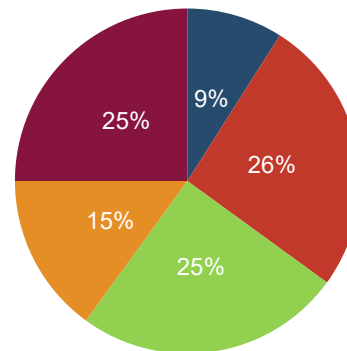


2020 age

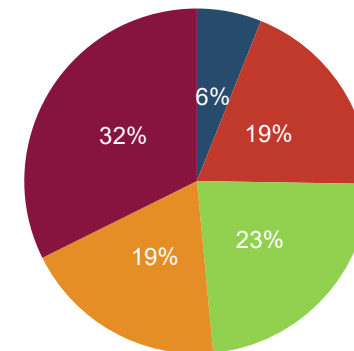
Whitehorse



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?

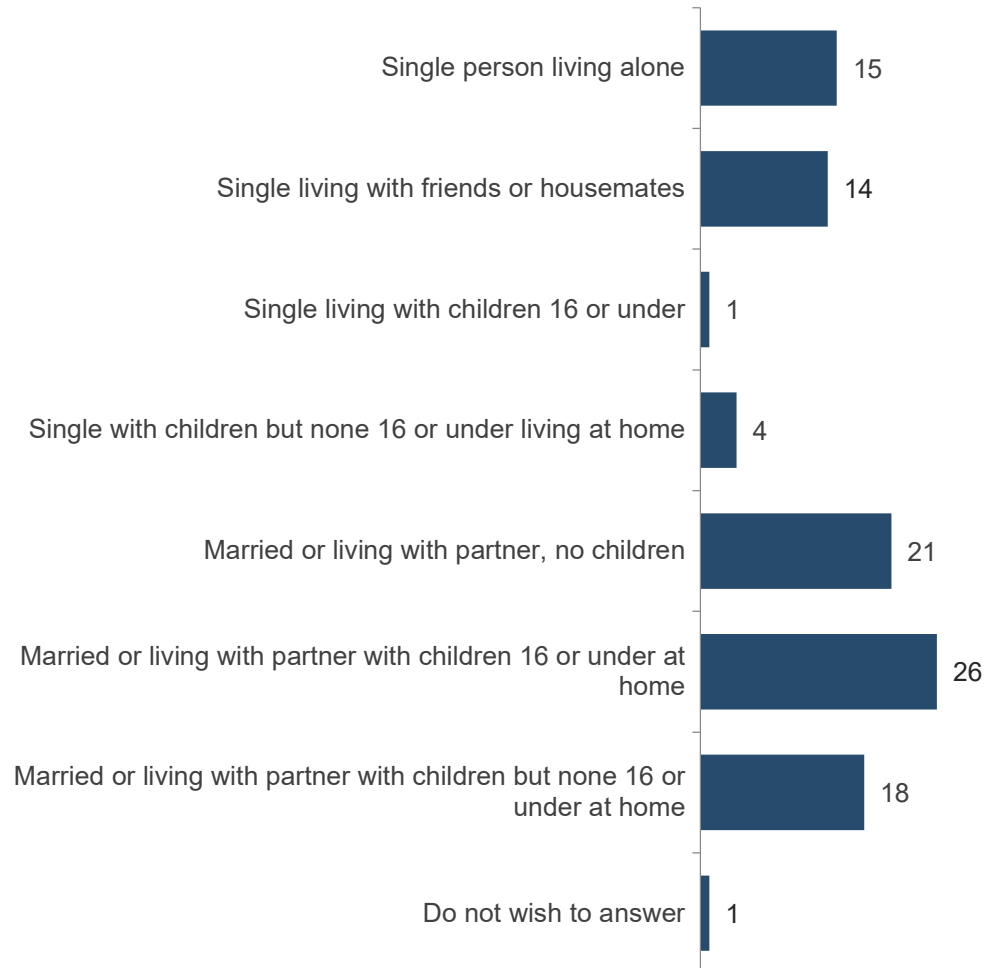
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

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

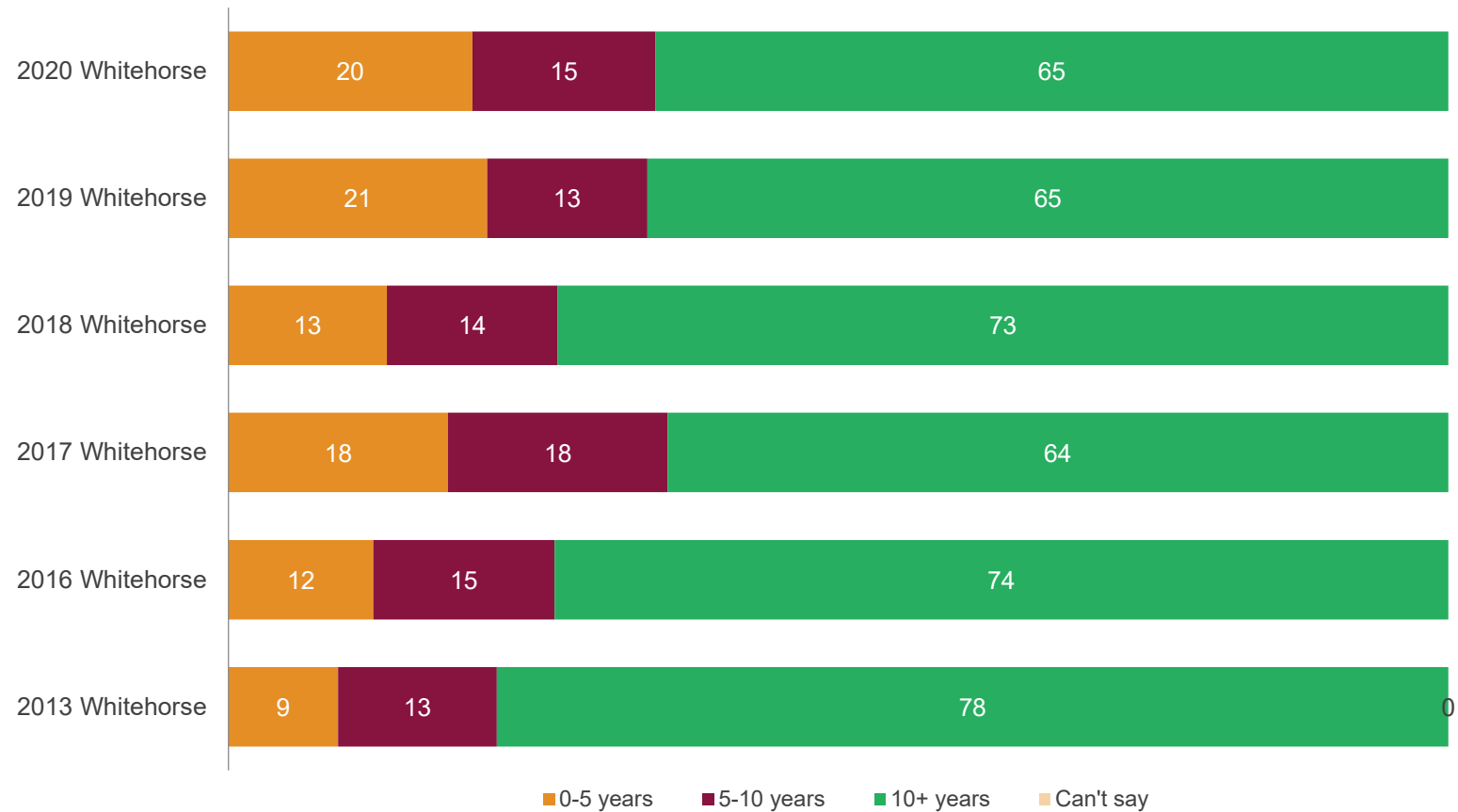
2020 household structure (%)





Years lived in area

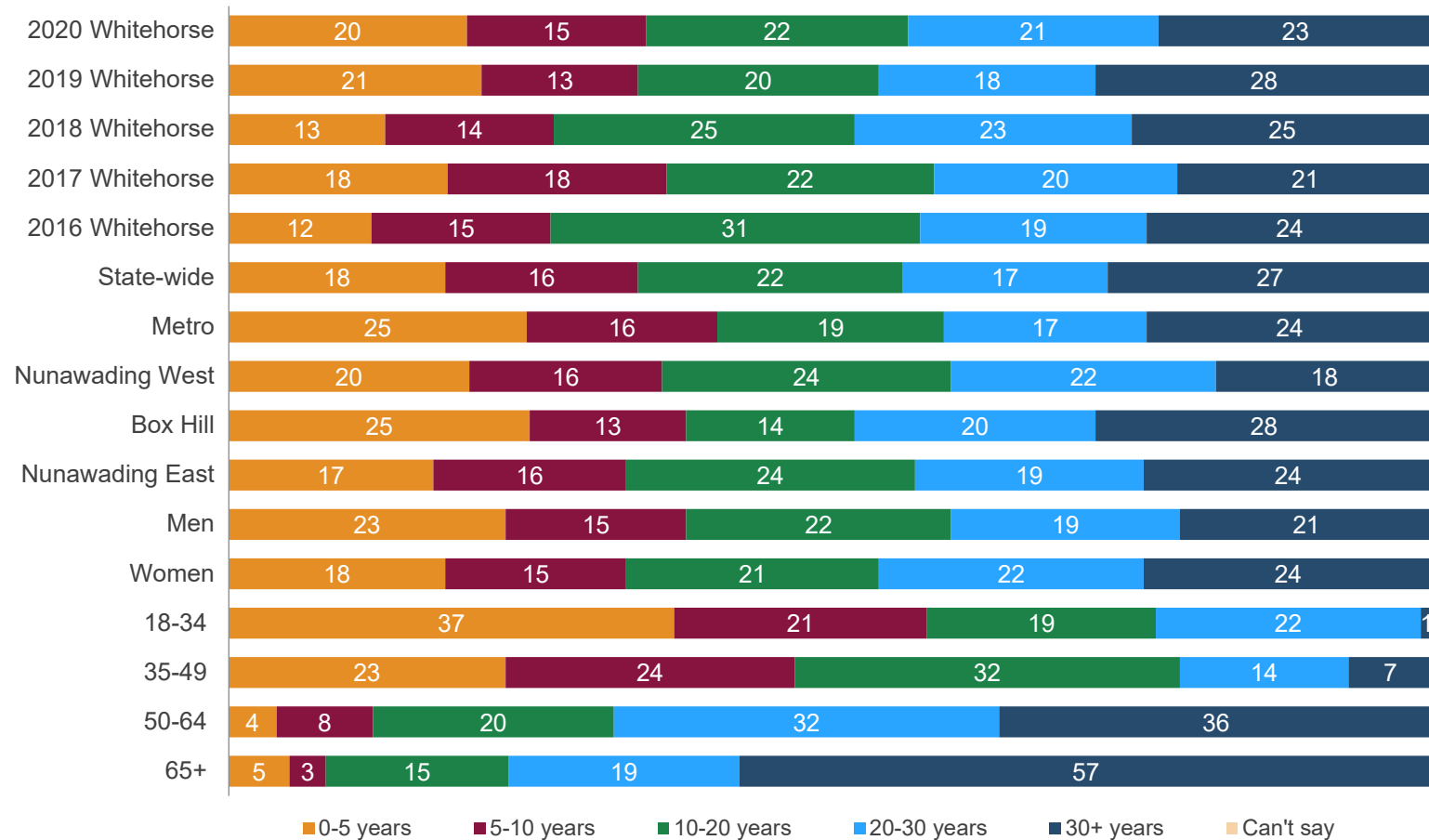
2020 years lived in area (%)





Years lived in area

2020 years lived in area (%)



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

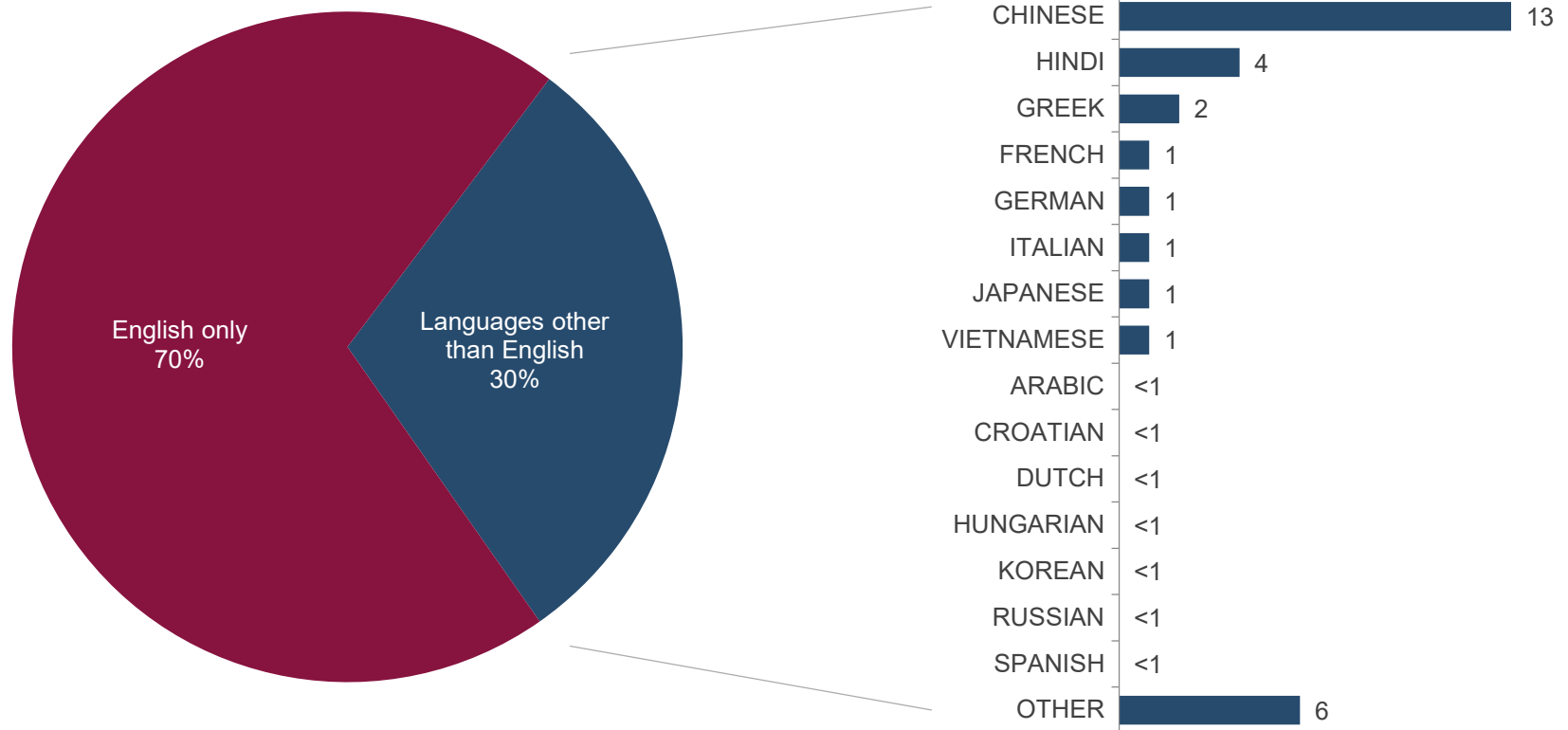
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 5

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

2020 languages spoken at home (%)



Q11. What languages, other than English, are spoken regularly in your home?

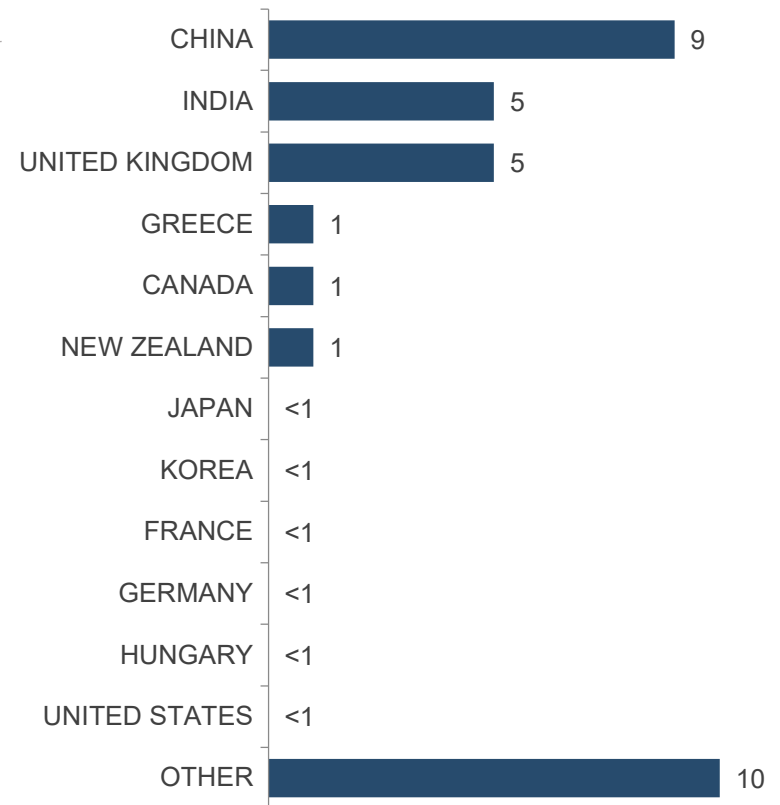
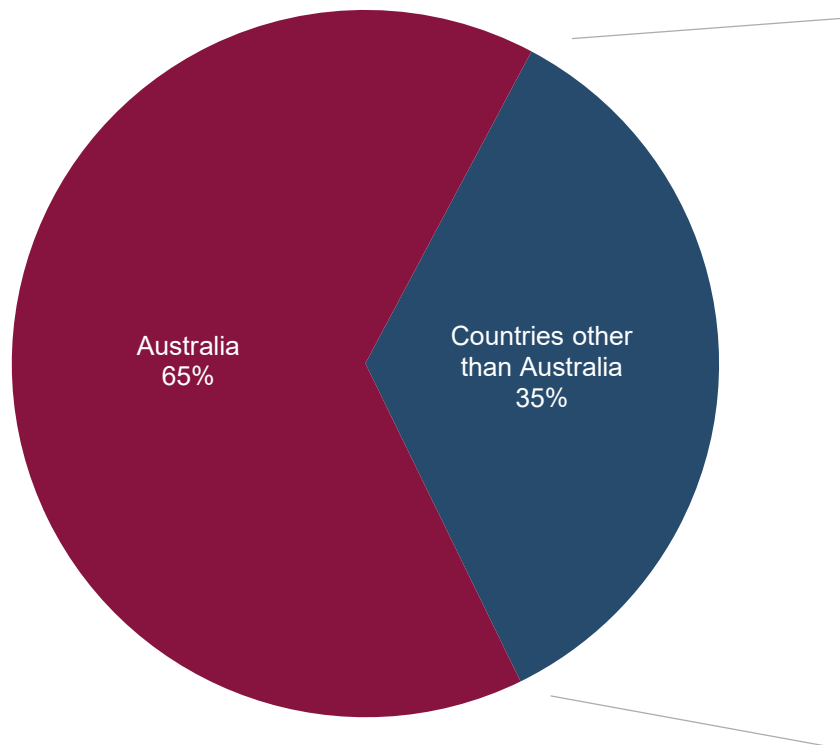
Base: All respondents. Councils asked state-wide: 7 Councils asked group: 5

Note: Respondents could name multiple languages so responses may add to more than 100%




Country of birth

2020 country of birth (%)



Q12. Could you please tell me which country you were born in?
Base: All respondents. Councils asked state-wide: 3 Councils asked group: 2



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 2020 State-wide Local Government Community Satisfaction Survey for Whitehorse City Council was n=500. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=500 interviews is +/-4.4% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.6% - 54.4%.

Maximum margins of error are listed in the table below, based on a population of 140,200 people aged 18 years or over for Whitehorse City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Whitehorse City Council	500	400	+/-4.4
Men	242	194	+/-6.3
Women	258	206	+/-6.1
Nunawading West	188	149	+/-7.2
Box Hill	141	113	+/-8.3
Nunawading East	169	137	+/-7.6
18-34 years	68	135	+/-12.0
35-49 years	106	100	+/-9.6
50-64 years	110	55	+/-9.4
65+ years	216	109	+/-6.7



Appendix A: Significant difference reporting notation

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

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

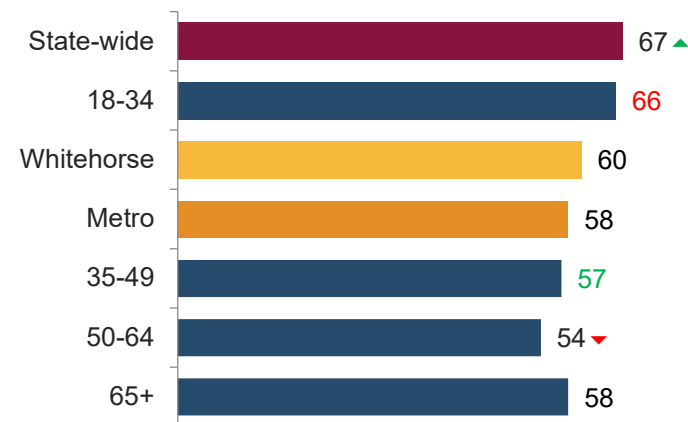
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2019.

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 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

**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.

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 2020 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 2020 results are compared with previous years, as detailed below:

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

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Whitehorse City Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, ‘—’ denotes not mentioned and ‘0%’ denotes mentioned by less than 1% of respondents. ‘Net’ scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Whitehorse City Council.

Survey sample matched to the demographic profile of Whitehorse City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Whitehorse City Council, particularly younger people.

A total of n=500 completed interviews were achieved in Whitehorse City Council. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 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 2012-2020 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, Frankston, Kingston, Knox, Manningham, Maroondah, Melbourne, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Whitehorse City Council for this 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B: 2012 survey revision



The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Whitehorse City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2020 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2020 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)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

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 2020 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 2020 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:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/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: 2020 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.

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

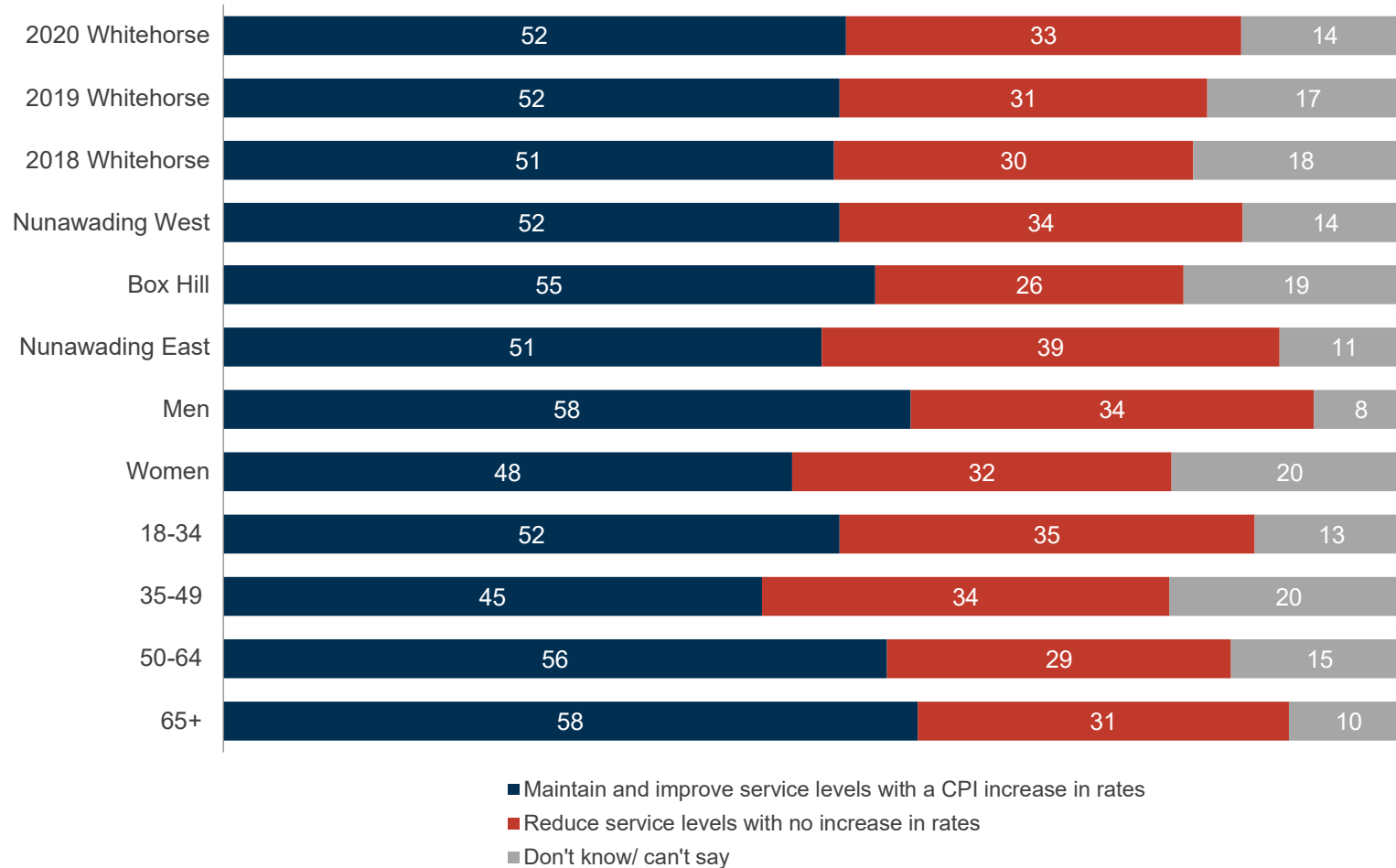
Tailored questions: Individual questions tailored by and only reported to the commissioning council.

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.



Rate and service trade-off

2020 rate and service trade-off (%)



WH1. Over the last few years, the State Government has implemented legislation that caps council rate increases at CPI. Council believes that to maintain or improve current levels of local services, it would need to increase rates by the CPI amount. With this in mind, would you prefer council to maintain and improve current service levels by implementing a CPI increase to council rates OR hold rates with no increase at their current level but with reduced service levels?
 Base: All respondents (n=500).

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