LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
GREATER DANDENONG CITY COUNCIL

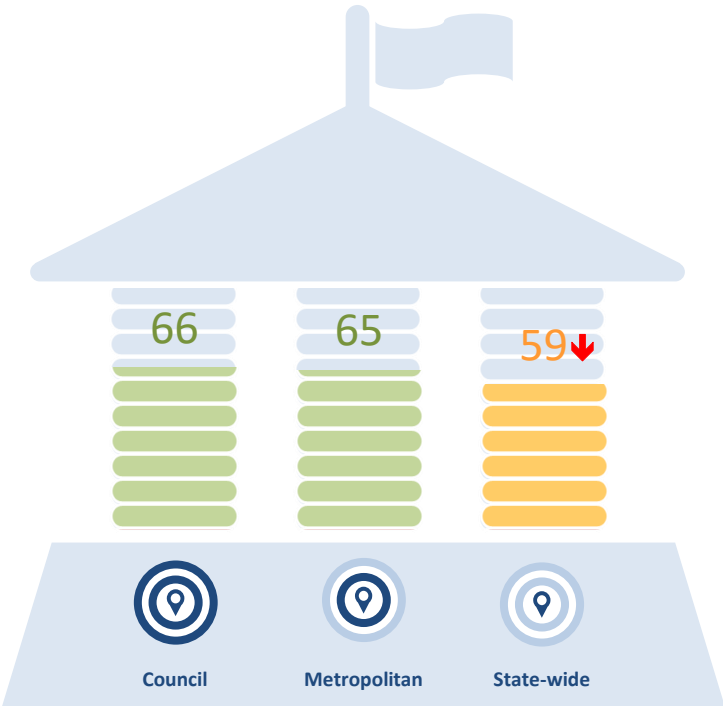# 2018 RESEARCH REPORT

COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND PLANNING ON BEHALF OF VICTORIAN COUNCILS

JWS RESEARCH

CONTENTS

66 **65** **59**↓

Council   Metropolitan   State-wide

OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2018 State-wide Local Government Community Satisfaction Survey for Greater Dandenong City Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

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.

The main objectives of the survey are to assess the performance of Greater Dandenong City Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING

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

Survey sample matched to the demographic profile of Greater Dandenong 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 40% mobile phone numbers to cater to the diversity of residents within Greater Dandenong City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Greater Dandenong City Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2018.

The 2018 results are compared with previous years, as detailed below:

- 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.
- 2015, 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 Greater Dandenong 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.

SURVEY METHODOLOGY AND SAMPLING

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue 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 <u>higher</u> than the overall result for the council.

- The result among 50-64 year olds is significantly <u>lower</u> than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2017. 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 2017.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2017.

Overall Performance – Index Scores (example extract only)

State-wide	67 ⬆
18-34	66
Greater Dandenong	60
Metro	58
35-49	57
50-64	54 ⬇

Note: Details on the calculations used to determine statistically significant differences may be found in Appendix B.
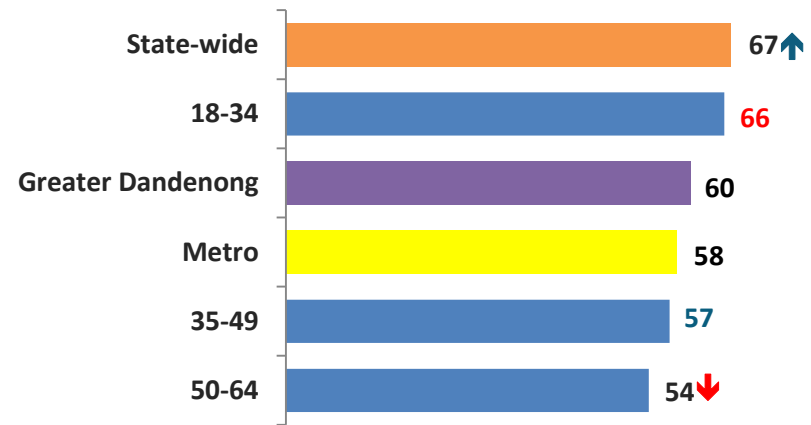
FURTHER INFORMATION

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

➤ **Background and objectives**

➤ **Margins of error**

➤ **Analysis and reporting**

➤ **Glossary of terms**

Contacts

For further queries about the conduct and reporting of the 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

KEY FINDINGS & RECOMMENDATIONS

JWS RESEARCH

OVERALL PERFORMANCE

The **overall performance index score of 66** for Greater Dandenong City Council represents a two-point **improvement** on the 2017 result. Greater Dandenong City Council has recorded its highest overall performance rating since it commenced tracking in 2013.

➢ Greater Dandenong City Council's overall performance is rated statistically *significantly higher* (at the 95% confidence interval) **than the average rating for councils State-wide** (index score of 59). Overall performance ratings are in line with the average for councils in the Metropolitan group (index score of 65).

➢ While most sub-groups improved in their impressions of Council's overall performance in the past year, ratings gains were *most significant* among residents of **Springvale** (index score of 66, an increase of 7 points since 2017) and **Noble Park and Keysborough** (index score of 68, up 6 points since 2017).

Six times as many residents rate Dandenong City Council's overall performance as 'very good' (16%) or 'good' (44%) than those who rate Council as 'poor' (8%) or 'very poor' (2%). A further 27% provide Council an 'average' rating for overall performance.

66	65	59 ↓
Council	Metropolitan	State-wide

OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

OVERVIEW OF CORE PERFORMANCE MEASURES

Review of the core performance measures (as shown on page 19) shows that Greater Dandenong City Council's **performance was either stable or exhibited an *increase*** compared to Council's own results in 2017.

➢ Greater Dandenong City Council's performance ratings *increased significantly* since 2017 in the areas of **sealed local roads** (increase of four index points). The area of **overall council direction** increased by four index points but this was *not significant.*

➢ Of note, the results for Greater Dandenong City Council are *significantly higher* than **State-wide council averages** on all measures with the exception of customer service, where results are in line with both the State-wide and Metropolitan group averages.

➢ Council's results are also *significantly higher* than the **Metropolitan group averages** for the measures of community consultation, lobbying, community decisions and council direction.

There are **some notable differences across geographic cohorts** within Greater Dandenong City Council.

➢ **Dandenong** residents tend to rate Council lower than residents of other geographic areas in the areas of council direction, consultation and engagement, lobbying and the condition of sealed local roads.

➢ Dandenong residents also *decreased significantly* in their perceptions of Council's performance in the areas of **consultation and engagement** and **lobbying** in the past year.

In the area of **customer service** (index score of 71), Greater Dandenong City Council is ***similar*** to the State-wide council (index score of 70) and Metropolitan group (index score of 72) averages. This is also Greater Dandenong City Council's best performing area.

CUSTOMER CONTACT AND SERVICE

More than half (55%) of Greater Dandenong City Council residents have had recent contact with Council, compared to 44% of residents in 2017. Rates of contact *increased significantly* among residents aged 18 to 49 years and women in the past year.

The main method of contacting Council is by telephone (36%), followed distantly by in-person visits (18%). Rates of telephone contact increased by twelve percentage points since 2017 (24%), while use of other methods remains consistent with past results.

Council's strongest performance is in the area of customer service, and with an index score of 71, is a positive result for Council. This is in line with the 2017 result (index score of 72). Results, however, have failed to return to previous levels after experiencing a decline between the 2016 and 2017 surveys.

➢ A third (33%) rate Council's customer service as 'very good', with a further 32% rating customer service as 'good'. One in five (18%) rates customer service as average and 13% as 'very poor' or 'poor'.

➢ Residents of Dandenong, men, and residents aged 18 to 34 years tend to rate Council's customer service lower than other sub-groups. Nonetheless, Council should aim to improve customer service across all groups, not just these particular groups.

AREAS WHERE COUNCIL IS PERFORMING WELL

J W S R E S E A R C H

Customer Service is the area where Greater Dandenong City Council has **performed most strongly** (index score of 71). Indeed, customer service was one of the most frequently mentioned best things about Council (mentioned by 8% of residents).

Another area where Greater Dandenong City Council **is doing well is sealed local roads.** With a performance index score of 69, this service area is rated second highest among residents after customer service. Perceptions of the condition of sealed local roads *improved significantly* – by four index points – since 2017. Perceptions are at their highest level since 2014.

➢ Ratings gains on this measure have largely been driven by significant increases in perceptions among **men** and residents of **Noble Park and Keysborough**. Ratings among both groups increased by seven index points in the past year.

➢ Residents of **Noble Park and Keysborough** are significantly more favourable in their views than residents overall, particularly residents of the Dandenong area.

➢ Council's performance on sealed local roads is rated *significantly higher* than the State-wide average (index score of 53) for councils, but is in line with the average rating for councils in the Metropolitan group (index score of 68).

➢ Two-thirds of residents (65%) rate Council's performance in the area of sealed local roads as 'very good' or 'good'.

➢ A further one in ten (11%) residents name road and street maintenance as one of the **best aspects** of living in Council.

➢ With an index score of 77, the condition of sealed local roads is also considered an important council service.

In addition, residents voluntarily praise Council for its diversity (mentioned by 11% of residents) and waste management services (8%).

AREAS IN NEED OF ATTENTION

The largest decline in 2018 was a three-point drop on the measure of **community consultation** (index score of 60). With index scores of 60, community consultation along with **lobbying** are the lowest-rated measures in 2017.

➢ Performance on consultation and engagement had increased between 2014 and 2017 but the gains achieved during that time have not been maintained in 2018.

➢ Much of this decline can be attributed to much more critical ratings on this issue from men, Dandenong residents, and residents aged 18 to 34 years. (Overall lobbying ratings stayed the same in the past year but also *decreased significantly* among Dandenong residents.)

➢ Generational differences exist in the measure of consultation and engagement. **Residents aged 65+ years** are *significantly more* favourable in their impressions of Council performance in this area, while **residents aged 18 to 34 years** are *significantly less* favourable than residents overall.

Performance ratings on **Lobbying** and **Community Consultation** both had high levels of 'don't know' responses (17% and 11% respectively). This suggests that a lot of the community is not hearing what Council is doing in these areas.

Additional areas for improvement mentioned by residents include public safety (mentioned by 9% of residents), parking (8%), and Council communications (8%).

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FOCUS AREAS FOR COMING 12 MONTHS

Again, perceptions of Council did not experience any *significant declines* in ratings in the past year. This is a positive result for Council, particularly given that Greater Dandenong City Council does not have any service areas that are performing *significantly below* the Metropolitan group and State-wide averages.

In terms of priorities for the coming 12 months, Council should look to areas where current performance is lower than what has been achieved previously, namely **consultation and engagement** and **customer service** (though performance in this area is still positive).

Consideration should also be given to residents aged 50 to 64 years and Dandenong residents, who appear to be most driving negative opinion in 2018.

On the positive side, Council should **maintain its relatively strong performance in the area of sealed local roads**.

It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 65+ years and Noble Park and Keysborough residents, and use these lessons to build performance experience and perceptions in other areas.

FURTHER AREAS OF EXPLORATION

An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.

SNAPSHOT OF KEY FINDINGS

Higher results in 2018
(Significantly <u>higher</u> result than 2017)

- Sealed local roads

Lower results in 2018
(Significantly <u>lower</u> result than 2017)

- *No significant change*

Most favourably disposed towards Council

- Aged 65+ years
- Noble Park and Keysborough

Least favourably disposed towards Council

- Aged 50-64 years
- Dandenong

SUMMARY OF FINDINGS

2018 SUMMARY OF CORE MEASURES
INDEX SCORE RESULTS

Overall Performance · Community Consultation · Advocacy · Making Community Decisions · Sealed Local Roads · Customer Service · Overall Council Direction

	2012	2013	2014	2015	2016	2017	2018
Customer Service		76	77	76	76	72	71
Sealed Local Roads				67	66	65	69
Overall Performance		63	65	65	66	65	66
		62	64	65		64	64
		62	62	61	61	63	63
Advocacy		61	61	61	61	61	60
Community Consultation		61	57			60	60
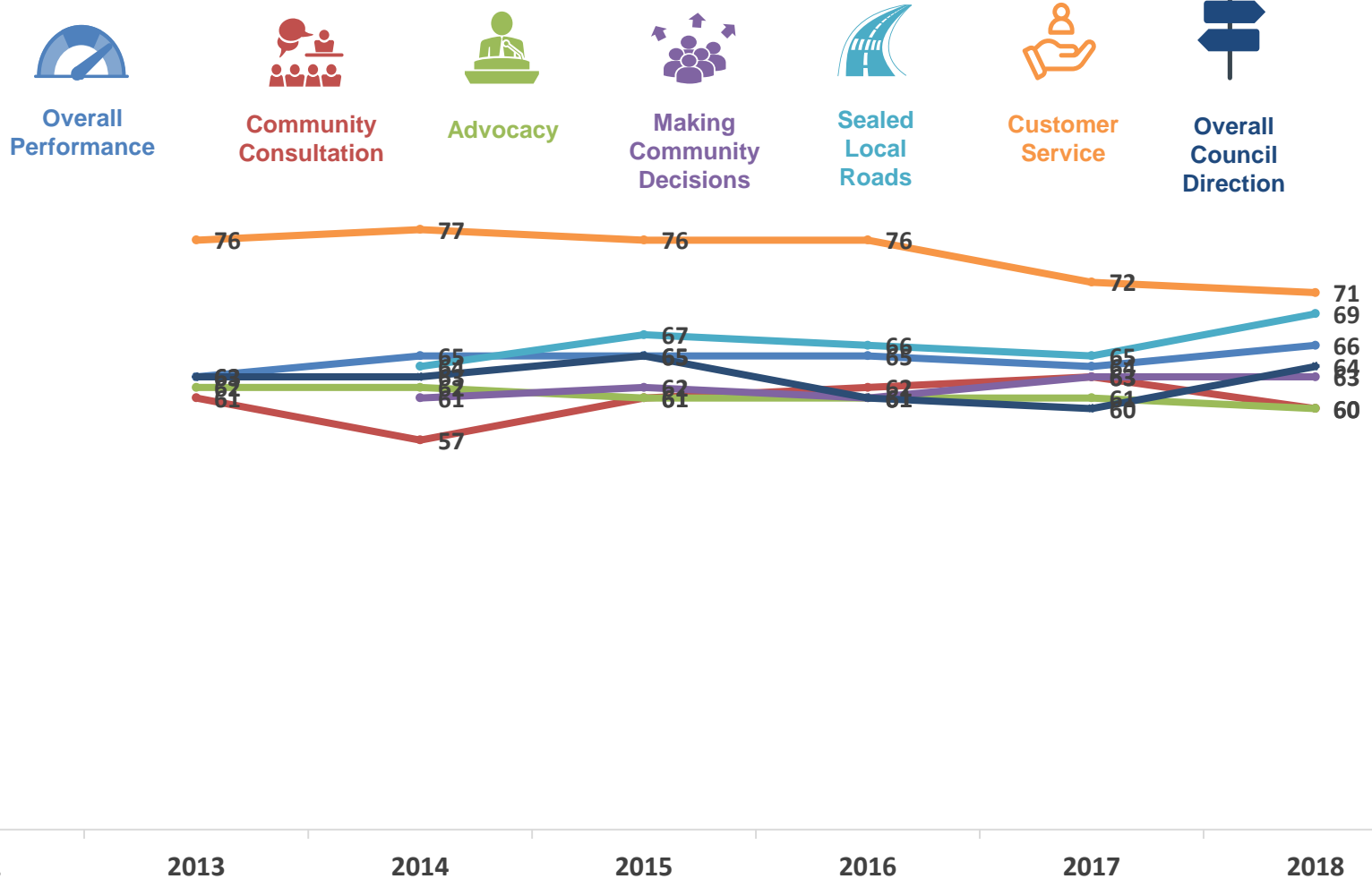
2018 SUMMARY OF CORE MEASURES
DETAILED ANALYSIS

Performance Measures	Greater Dandenong 2018	Greater Dandenong 2017	Metro 2018	State-wide 2018	Highest score	Lowest score
OVERALL PERFORMANCE	**66**	64	65	59	Aged 65+ years	Aged 50-64 years
COMMUNITY CONSULTATION (Community consultation and engagement)	**60**	63	57	55	Aged 65+ years	Aged 18-34 years
ADVOCACY (Lobbying on behalf of the community)	**60**	61	56	54	Women, Aged 65+ years, Noble Park and Keysborough	Dandenong
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	**63**	63	58	54	Aged 65+ years	Aged 50-64 years
SEALED LOCAL ROADS (Condition of sealed local roads)	**69**	65	68	53	Noble Park and Keysborough	Aged 50-64 years
CUSTOMER SERVICE	**71**	72	72	70	Aged 65+ years	Aged 18-34 years, Men
OVERALL COUNCIL DIRECTION	**64**	60	54	52	Aged 18-34 years	Aged 50+ years

2018 SUMMARY OF KEY COMMUNITY SATISFACTION
PERCENTAGE RESULTS

Key Measures Summary Results

Measure	Very good	Good	Average	Poor	Very poor	Can't say
Overall Performance	16	44	27	8	2	2
Community Consultation	13	30	30	11	5	11
Advocacy	10	28	32	9	4	17
Making Community Decisions	12	36	29	7	4	11
Sealed Local Roads	21	44	26	6	2	1
Customer Service	33	32	18	8	5	4

Measure	Improved	Stayed the same	Deteriorated	Can't say
Overall Council Direction	34	54	7	5

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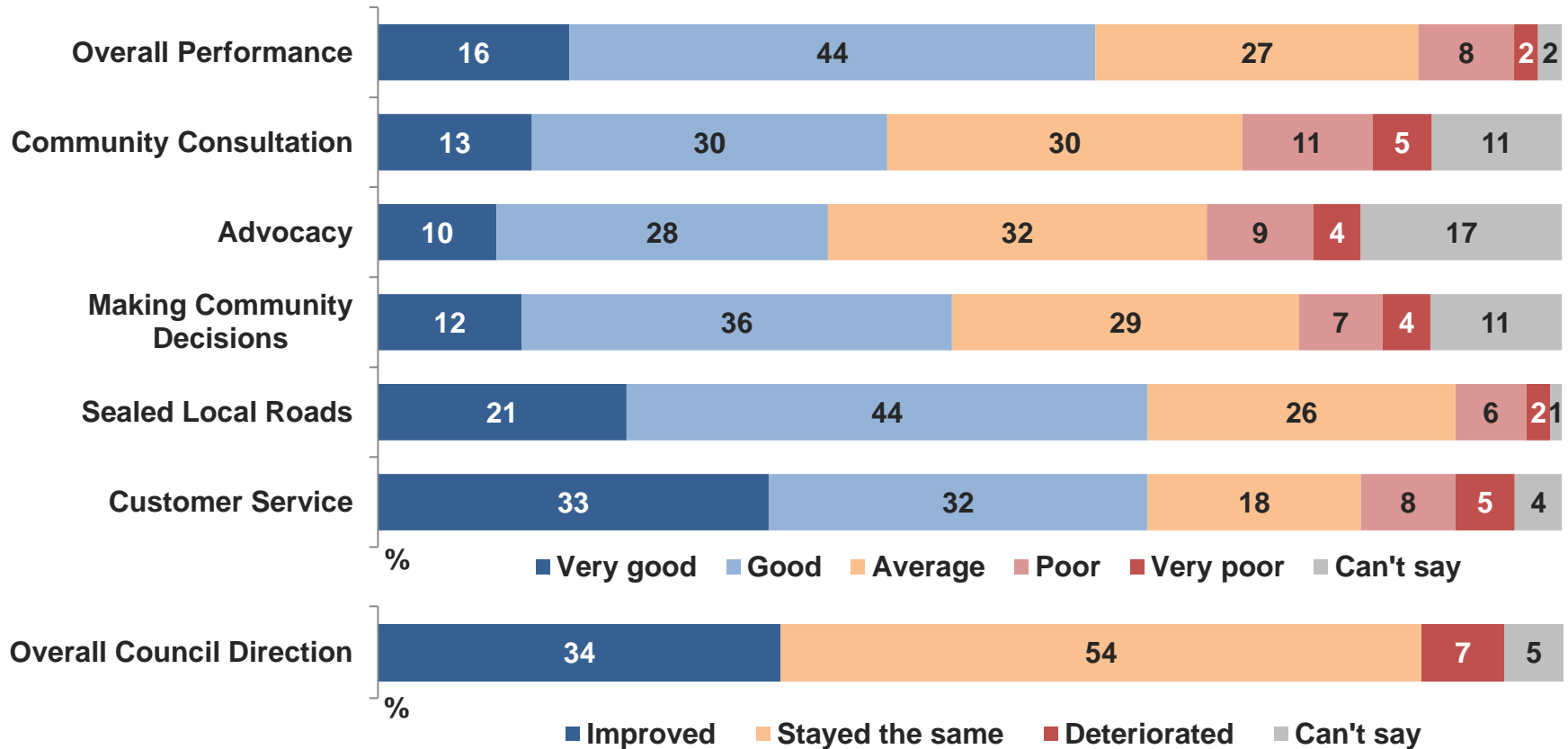
2018 IMPORTANCE SUMMARY
INDEX SCORES OVER TIME

2018 Priority Area Importance

	2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	84	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	82	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	82	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	79	n/a	n/a	n/a	n/a	n/a	n/a
Family support services	78	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	78	n/a	n/a	n/a	n/a	n/a	n/a
Traffic management	77	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	77	n/a	n/a	n/a	n/a	n/a	n/a
Parking facilities	76	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	76	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	74	n/a	n/a	n/a	n/a	n/a	n/a
Disadvantaged support serv.	74	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	72	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	70	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	66	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	65	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	64	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10
Note: Please see page 6 for explanation of significant differences.

Individual Service Areas Importance

Service Area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Elderly support services	43	43	11	2		
Waste management	44	41	14	1		
Emergency & disaster mngt	51	34	10	3	2	
Traffic management	34	46	16	2	1	
Enforcement of local laws	39	40	15	3	1	
Sealed local roads	31	49	17	2	1	
Family support services	35	44	16	1	1	2
Local streets & footpaths	37	41	18	4	1	
Parking facilities	33	40	22	3		
Environmental sustainability	31	43	21	3		
Appearance of public areas	28	45	23	4	1	
Disadvantaged support serv.	28	44	21	3	2	3
Informing the community	28	39	25	5	1	
Recreational facilities	21	43	32	3	1	1
Art centres & libraries	16	42	33	7	1	
Bus/community dev./tourism	16	36	36	8	2	2
Community & cultural	17	34	36	10	1	2

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10

2018 PERFORMANCE SUMMARY
INDEX SCORES OVER TIME

2018 Priority Area Performance

	2017	2016	2015	2014	2013	2012
Sealed local roads — **69**	65	66	67	64	n/a	n/a
Community decisions — 63	63	61	62	61	n/a	n/a
Consultation & engagement — 60	63	62	61	57	61	n/a
Lobbying — 60	61	61	61	62	62	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14
Note: Please see page 6 for explanation of significant differences.

Individual Service Areas Performance

Service Area	Very good	Good	Average	Poor	Very poor	Can't say
Sealed local roads	21	44	26	6	2	1
Community decisions	12	36	29	7	4	11
Consultation & engagement	13	30	30	11	5	11
Lobbying	10	28	32	9	4	17

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14
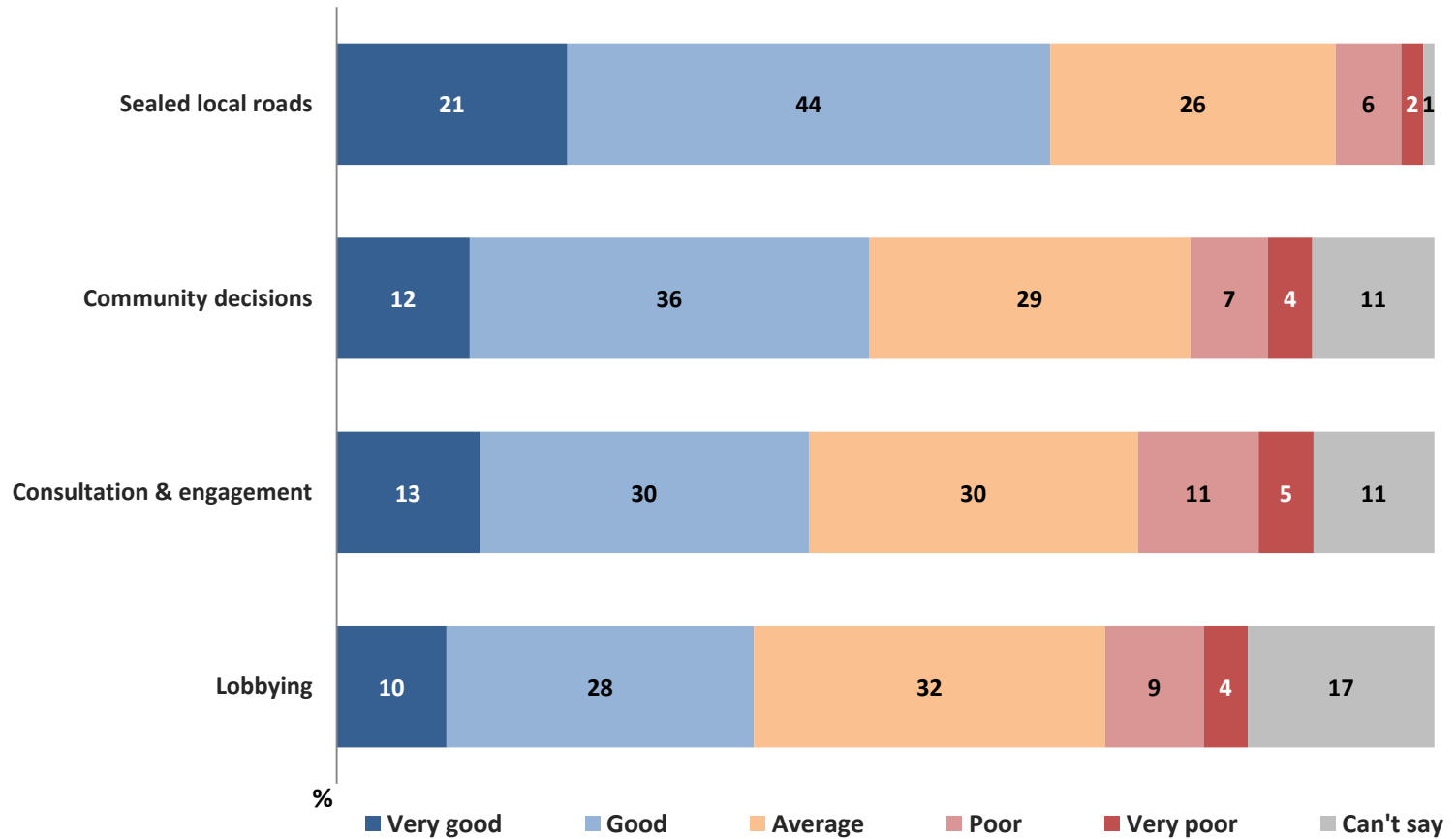
INDIVIDUAL SERVICE AREAS SUMMARY
COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

Significantly <u>Higher</u> than State-wide Average

- Consultation & engagement
- Lobbying
- Making community decisions
- Sealed local roads

Significantly <u>Lower</u> than State-wide Average

- None Applicable

INDIVIDUAL SERVICE AREAS SUMMARY
COUNCIL'S PERFORMANCE VS GROUP AVERAGE

Significantly <u>Higher</u> than Group Average

- Consultation & engagement
- Lobbying
- Making community decisions

Significantly <u>Lower</u> than Group Average

- None Applicable

2018 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES
2018 SERVICES TO IMPROVE DETAILED PERCENTAGES

JWS R E S E A R C H

2018 Best Aspects

Aspect	%
Road/Street Maintenance	11
Diversity	11
Waste Management	8
Customer Service	8
Community Facilities	7
Community/Public Events/Activities	7
Parks and Gardens	6

2018 Areas for Improvement

Area	%
Public Safety	9
Parking Availability	8
Communication	8
Public Areas - General Maintenance	7
Traffic Management	7
Community Consultation	5
Sealed Road Maintenance	5
Nothing	12
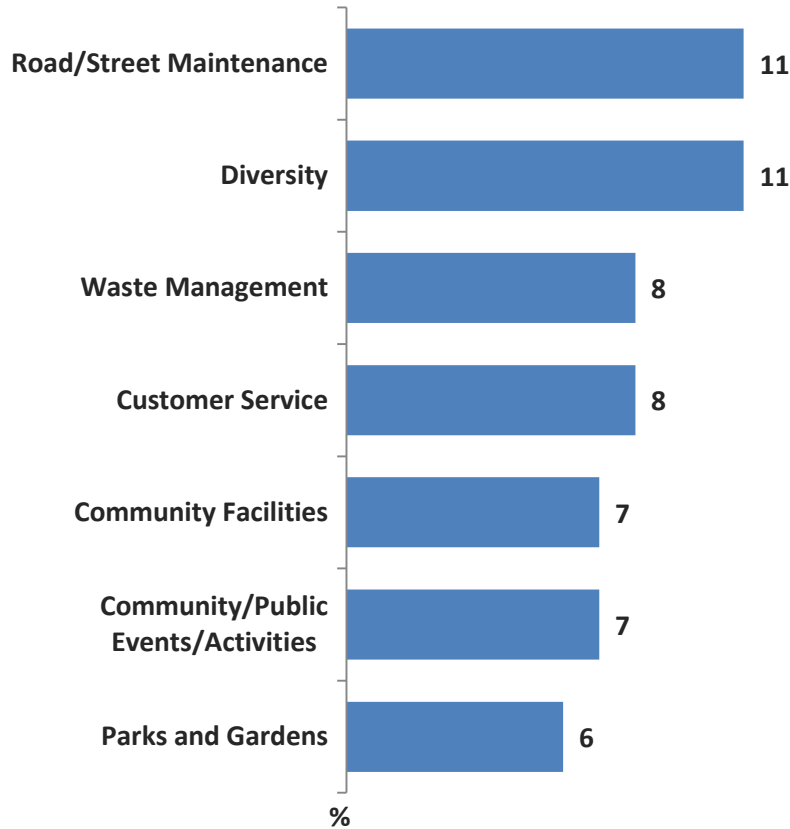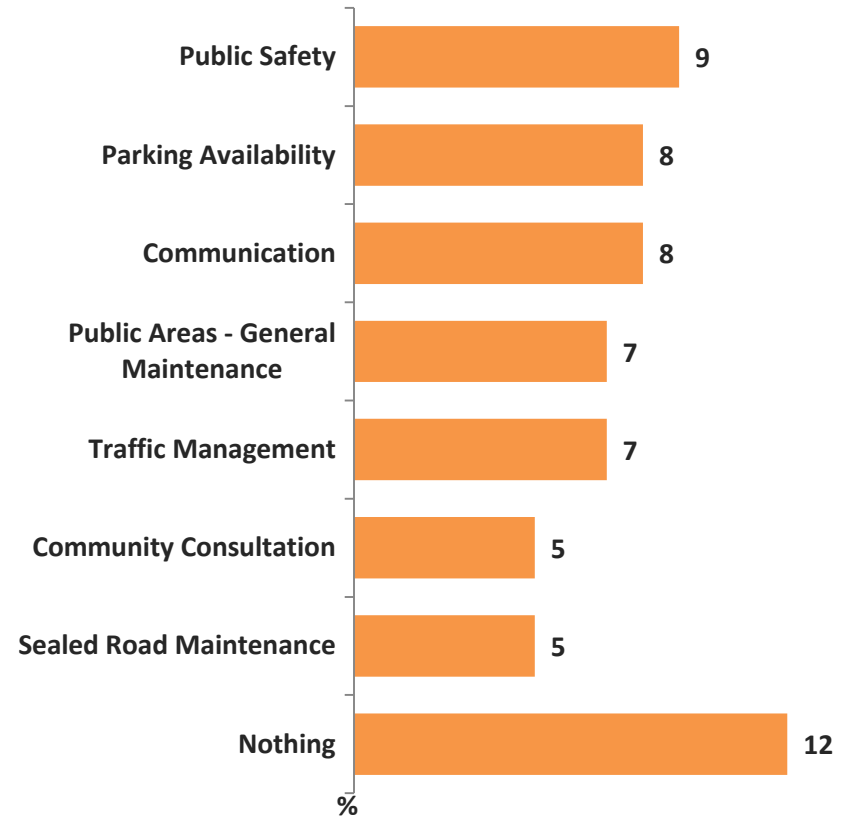
Q16. Please tell me what is the ONE BEST thing about Greater Dandenong City Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 7
Q17. What does Greater Dandenong City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9

POSITIVES AND AREAS FOR IMPROVEMENT
SUMMARY

Best Things

- Road/Street Maintenance: 11% (up 5 points from 2017)

- Diversity: 11% (up 3 points from 2017)

- Waste Management: 8% (up 3 points from 2017)

- Customer Service: 8% (equal points from 2017)

Areas for Improvement

- Public Safety: 9% (equal points from 2017)

- Parking Availability: 8% (up 3 points from 2017)

- Communication: 8% (up 2 points from 2017)

DETAILED FINDINGS

KEY CORE MEASURE
OVERALL PERFORMANCE

OVERALL PERFORMANCE
INDEX SCORES

2018 Overall Performance

	2018	2017	2016	2015	2014	2013	2012
65+	71	64	65	67	61	62	n/a
Women	68	64	66	65	62	65	n/a
Noble Park and Keysborough	68	62	66	64	n/a	n/a	n/a
35-49	66	62	60	59	66	66	n/a
Springvale	66	59	68	66	n/a	n/a	n/a
Greater Dandenong	66	64	65	65	65	63	n/a
Metro	65	64	66	67	n/a	n/a	n/a
18-34	65	67	69	67	68	66	n/a
Dandenong	65	68	62	66	n/a	n/a	n/a
Men	65	64	64	65	67	62	n/a
50-64	63	59	61	66	60	57	n/a
State-wide	59 ↓	59	59	60	61	60	60

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Dandenong 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?
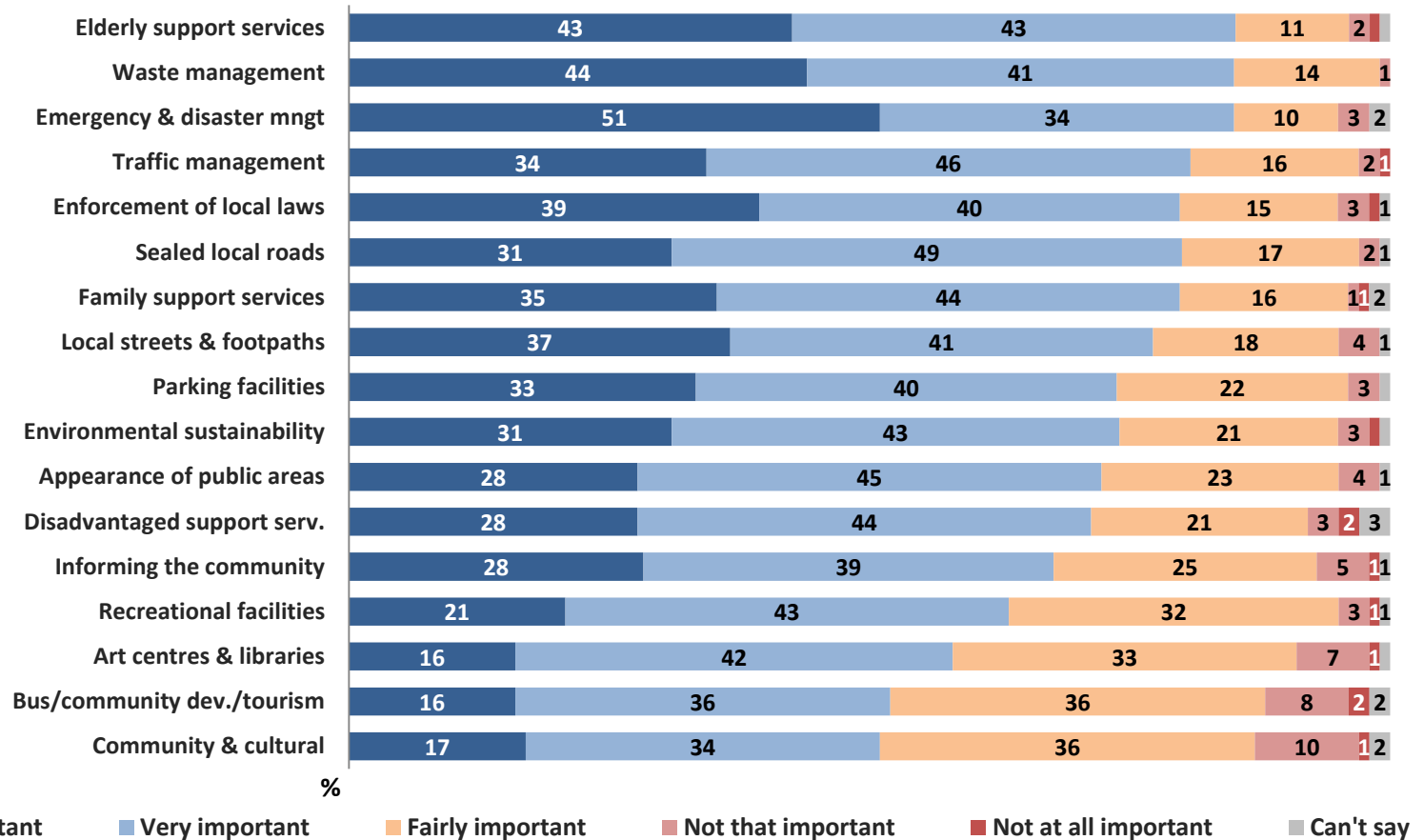*Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14*
Note: Please see page 6 for explanation about significant differences.

2018 Overall Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Greater Dandenong	16	44	27	8	2	2
2017 Greater Dandenong	10	44	38	4	2	2
2016 Greater Dandenong	11	46	32	6	3	2
2015 Greater Dandenong	13	41	33	7	1	5
2014 Greater Dandenong	10	47	33	5	2	3
2013 Greater Dandenong	11	40	36	6	2	5
State-wide	9	37	36	11	5	2
Metro	12	48	29	7	3	1
Springvale	12	45	33	4	2	4
Noble Park and Keysborough	19	43	25	8	2	3
Dandenong	14	46	26	11	2	1
Men	16	42	27	10	3	3
Women	16	47	27	6	1	2
18-34	12	50	23	12	1	1
35-49	12	49	30	6	1	2
50-64	18	33	34	6	5	4
65+	26	38	26	6	2	3

%

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Dandenong 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: 64 Councils asked group: 14

KEY CORE MEASURE CUSTOMER SERVICE

CONTACT LAST 12 MONTHS
SUMMARY

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Overall contact with Greater Dandenong City Council	• 55%, up 11 points on 2017
Most contact with Greater Dandenong City Council	• Aged 35-49 years
Least contact with Greater Dandenong City Council	• Aged 50-64 years
Customer service rating	• Index score of 71, down 1 point on 2017
Most satisfied with customer service	• Aged 65+ years • Women
Least satisfied with customer service	• Aged 18-34 years • Men

2018 CONTACT WITH COUNCIL
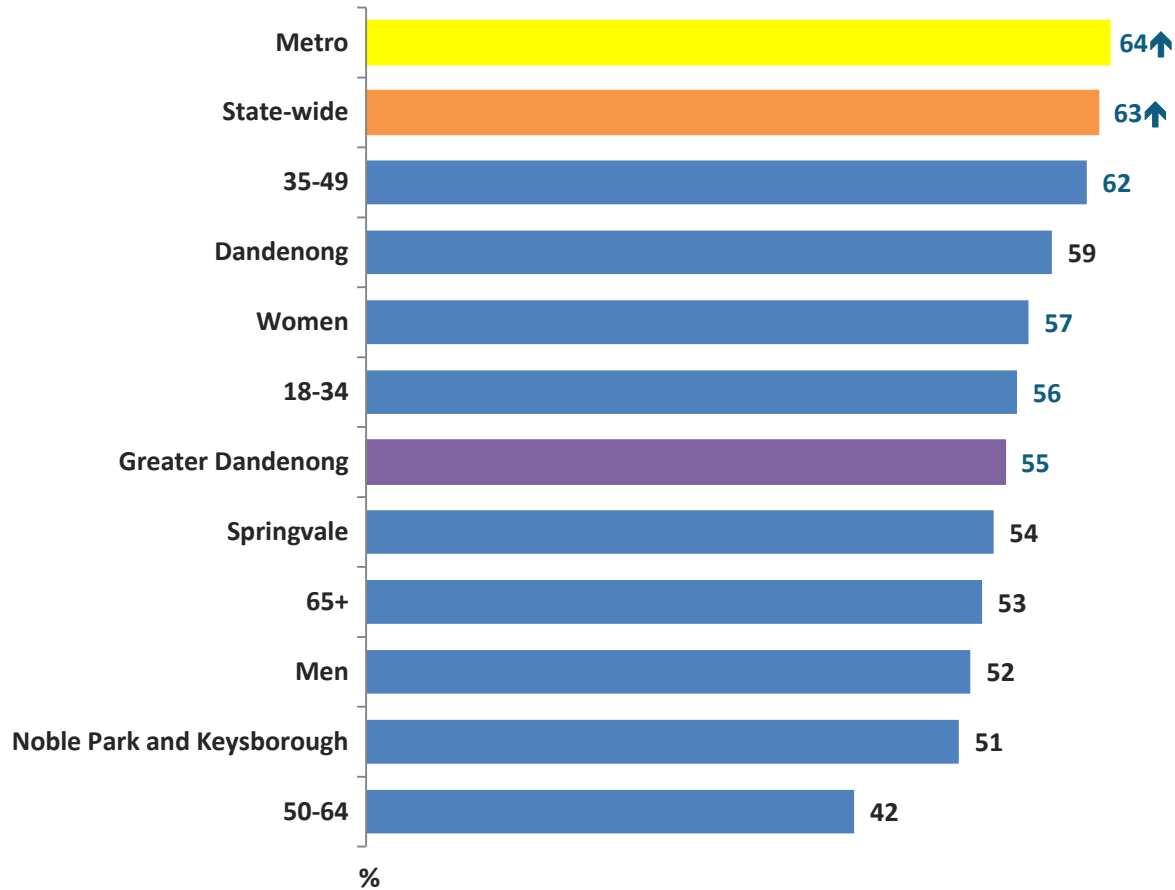
2018 Contact with Council

	%
Metro	64 ↑
State-wide	63 ↑
35-49	62
Dandenong	59
Women	57
18-34	56
Greater Dandenong	55
Springvale	54
65+	53
Men	52
Noble Park and Keysborough	51
50-64	42

Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

2018 CONTACT WITH COUNCIL

2018 Contact with Council

Have had contact

Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

2018 METHOD OF CONTACT WITH COUNCIL

2018 Method of Contact
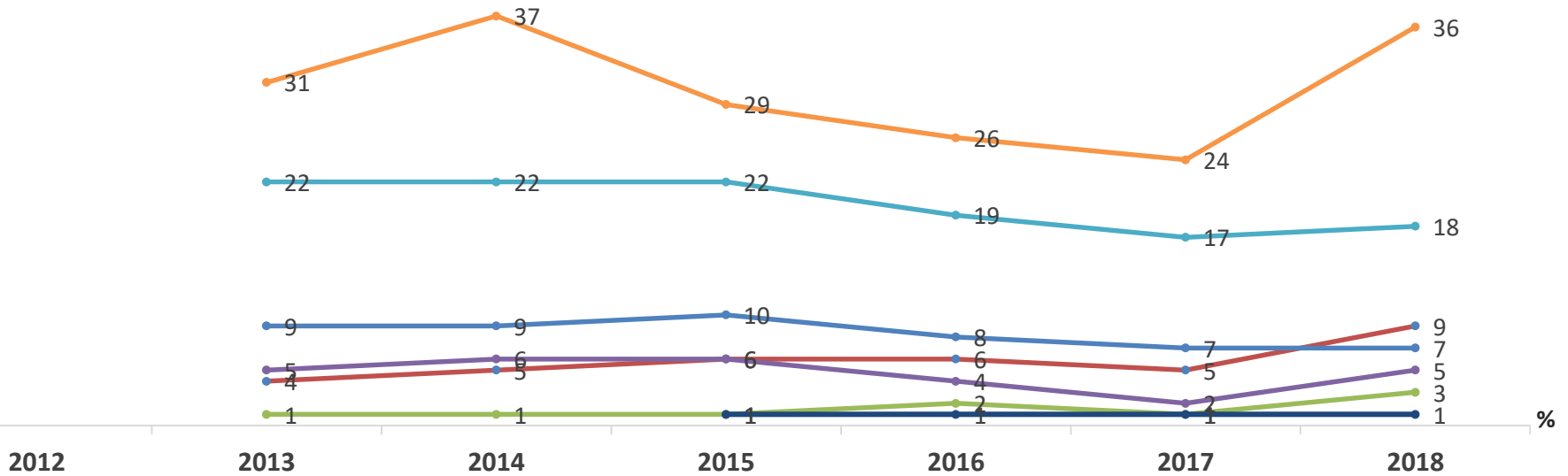
In Person — **In Writing** — **By Telephone** — **By Text Message** — **By Email** — **Via Website** — **By Social Media**

Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

37

2018 MOST RECENT METHOD OF CONTACT WITH COUNCIL

2018 Most Recent Contact

In Person | In Writing | By Telephone | By Text Message | By Email | Via Website | By Social Media
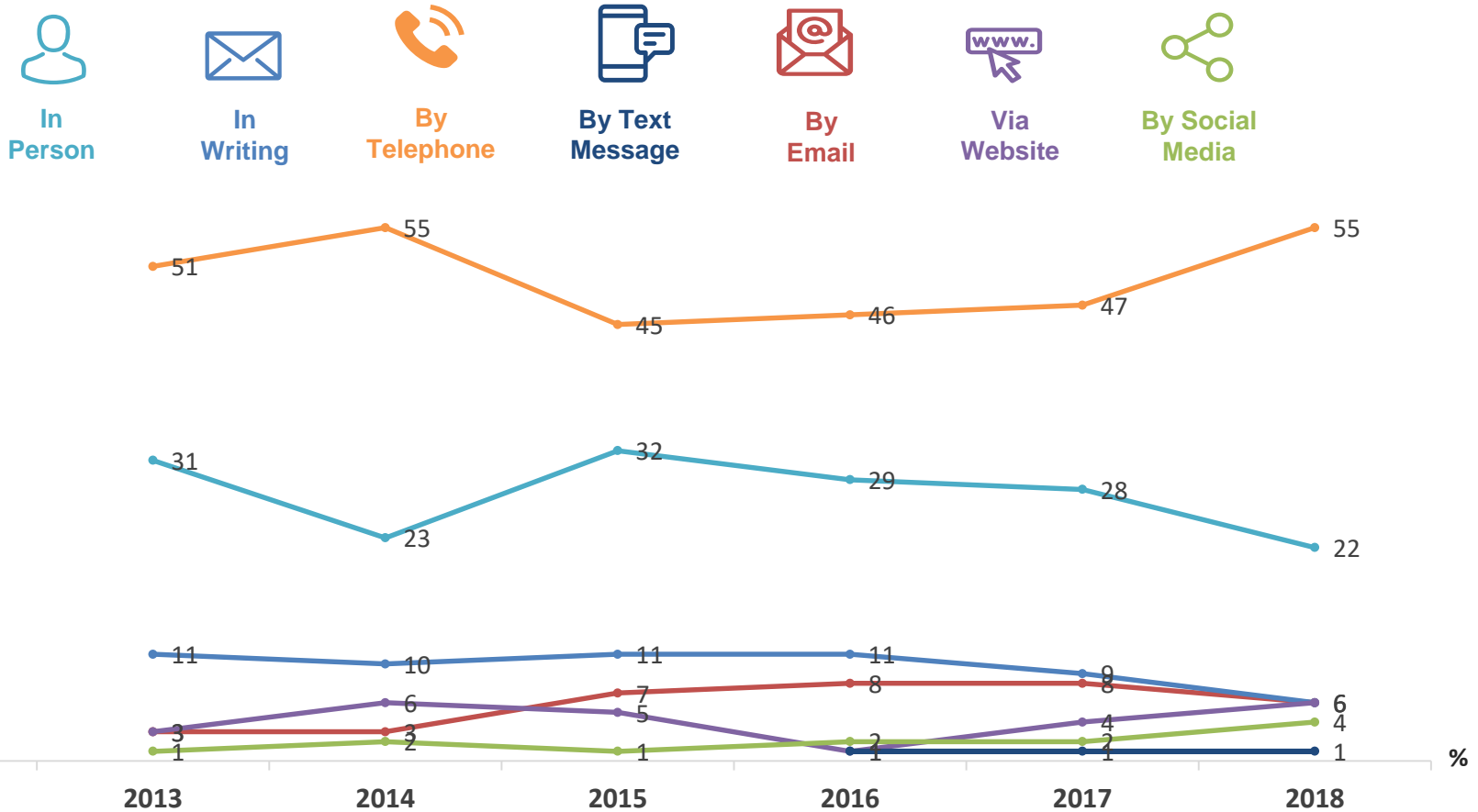
Q5b. What was the method of contact for the most recent contact you had with Greater Dandenong City Council?
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 21 Councils asked group: 6
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

2018 CONTACT CUSTOMER SERVICE
INDEX SCORES

2018 Customer Service Rating

	2018	2017	2016	2015	2014	2013	2012
65+	76	80	77	75	82	78	n/a
50-64	76*	69	77	73	77	72	n/a
Women	75	76	78	76	78	80	n/a
Springvale	74	66	83	73	n/a	n/a	n/a
Noble Park and Keysborough	73	72	78	75	n/a	n/a	n/a
Metro	72	71	73	73	n/a	n/a	n/a
Greater Dandenong	71	72	76	76	77	76	n/a
35-49	71	66	65	74	79	70	n/a
State-wide	70	69	69	70	72	71	71
Dandenong	68	75	70	79	n/a	n/a	n/a
Men	67	68	74	76	76	73	n/a
18-34	67	75	86	82	72	82	n/a

Q5c. Thinking of the most recent contact, how would you rate Greater Dandenong 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: 64 Councils asked group: 14
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 CONTACT CUSTOMER SERVICE
DETAILED PERCENTAGES

2018 Customer Service Rating
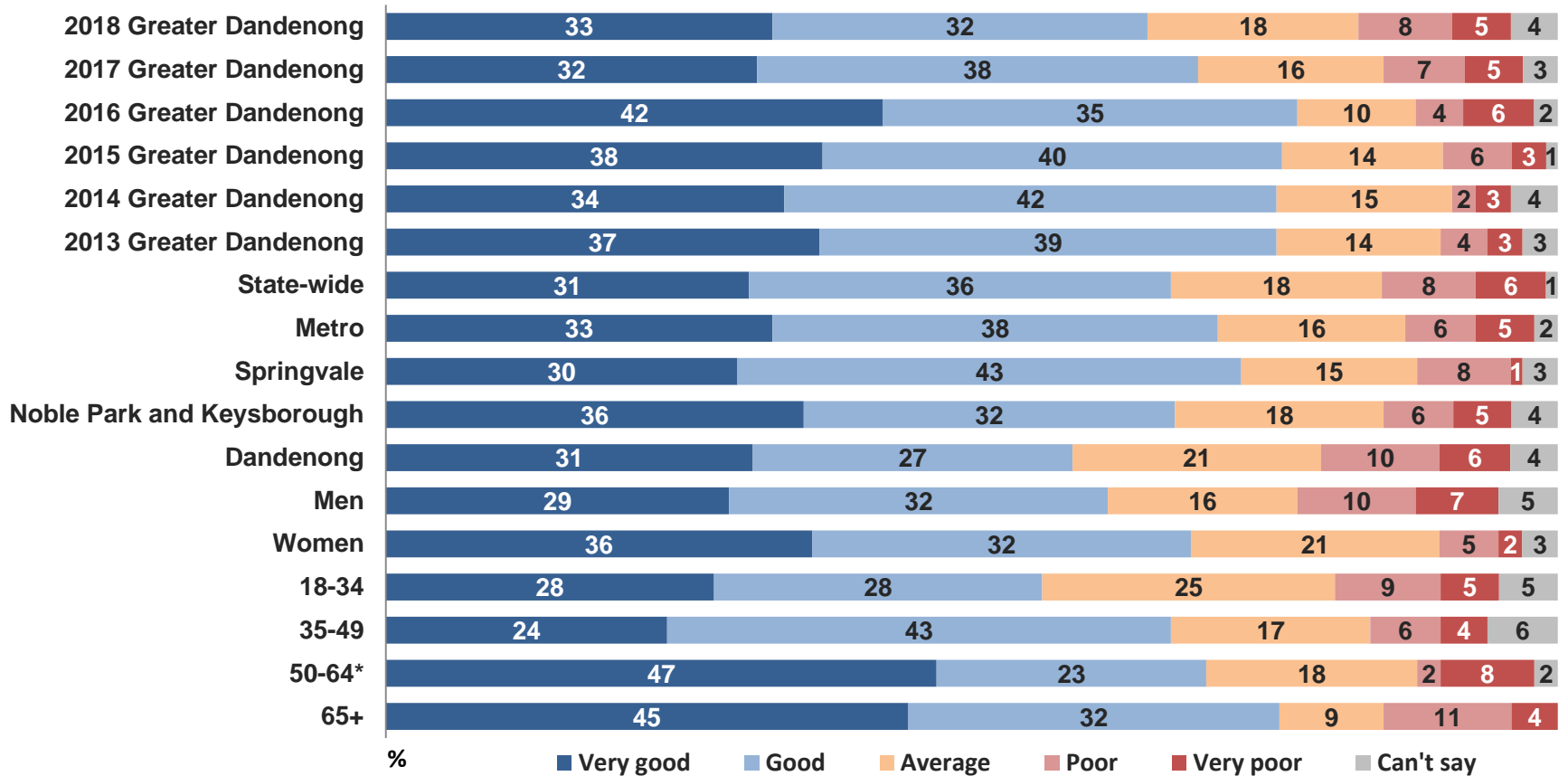
	Very good	Good	Average	Poor	Very poor	Can't say
2018 Greater Dandenong	33	32	18	8	5	4
2017 Greater Dandenong	32	38	16	7	5	3
2016 Greater Dandenong	42	35	10	4	6	2
2015 Greater Dandenong	38	40	14	6	3	1
2014 Greater Dandenong	34	42	15	2	3	4
2013 Greater Dandenong	37	39	14	4	3	3
State-wide	31	36	18	8	6	1
Metro	33	38	16	6	5	2
Springvale	30	43	15	8	1	3
Noble Park and Keysborough	36	32	18	6	5	4
Dandenong	31	27	21	10	6	4
Men	29	32	16	10	7	5
Women	36	32	21	5	2	3
18-34	28	28	25	9	5	5
35-49	24	43	17	6	4	6
50-64*	47	23	18	2	8	2
65+	45	32	9	11		4

%

Q5c. Thinking of the most recent contact, how would you rate Greater Dandenong 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: 64 Councils asked group: 14
*Caution: small sample size < n=30

2018 CONTACT CUSTOMER SERVICE
INDEX SCORES BY METHOD OF LAST CONTACT
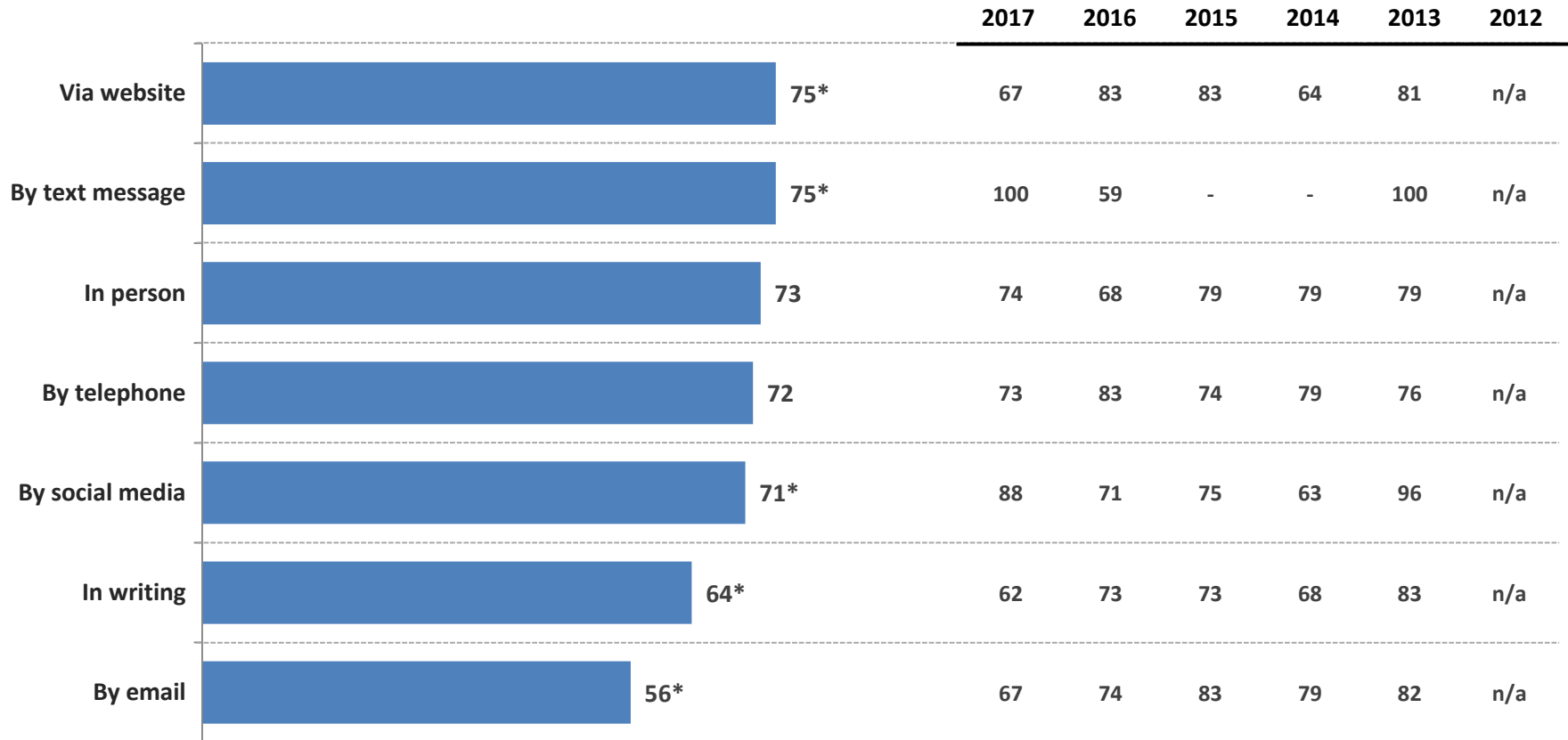
2018 Customer Service Rating

Method	2018	2017	2016	2015	2014	2013	2012
Via website	75*	67	83	83	64	81	n/a
By text message	75*	100	59	-	-	100	n/a
In person	73	74	68	79	79	79	n/a
By telephone	72	73	83	74	79	76	n/a
By social media	71*	88	71	75	63	96	n/a
In writing	64*	62	73	73	68	83	n/a
By email	56*	67	74	83	79	82	n/a

Q5c. Thinking of the most recent contact, how would you rate Greater Dandenong 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.
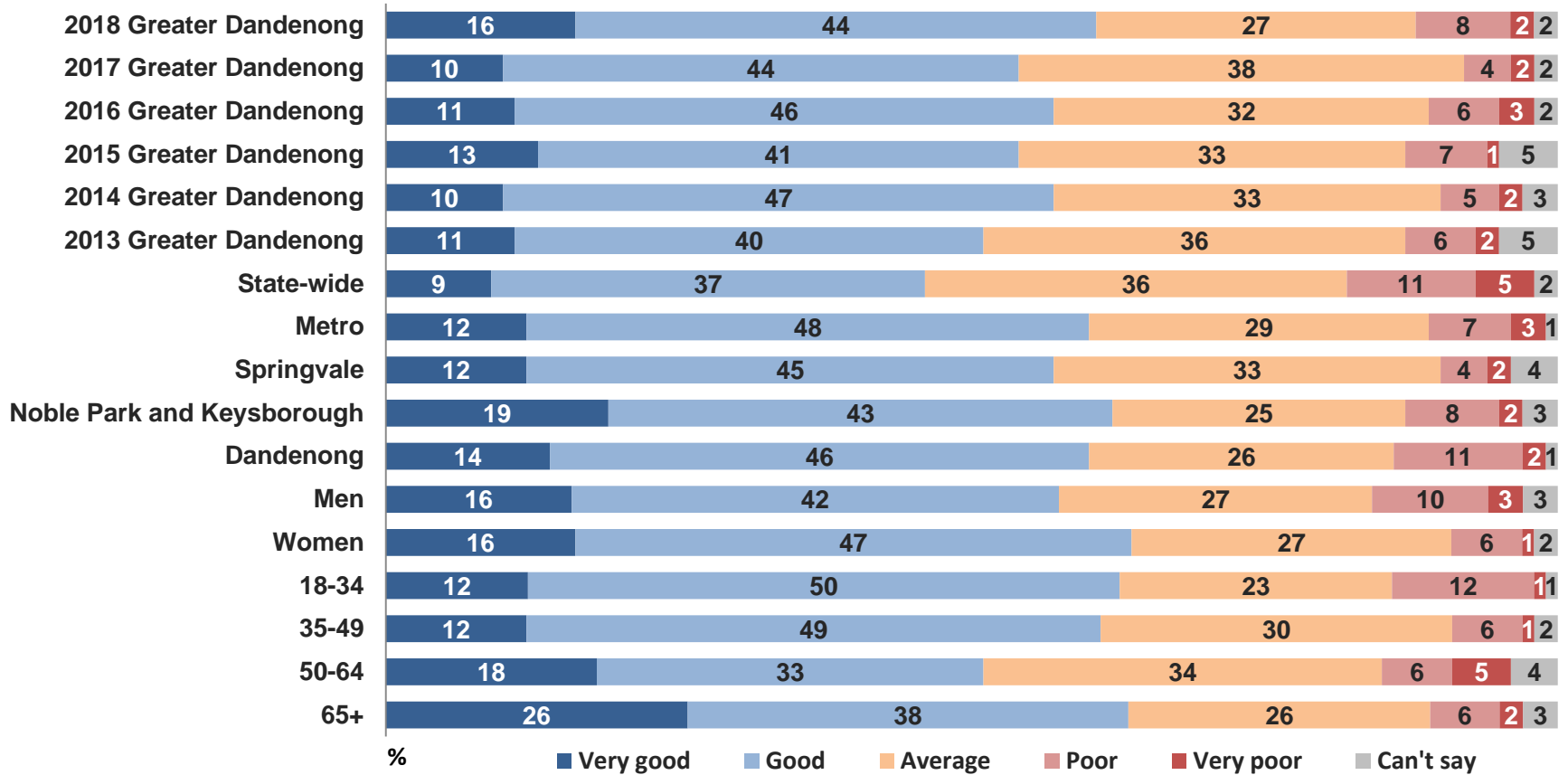Councils asked state-wide: 21 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 CONTACT CUSTOMER SERVICE
DETAILED PERCENTAGES BY METHOD OF LAST CONTACT
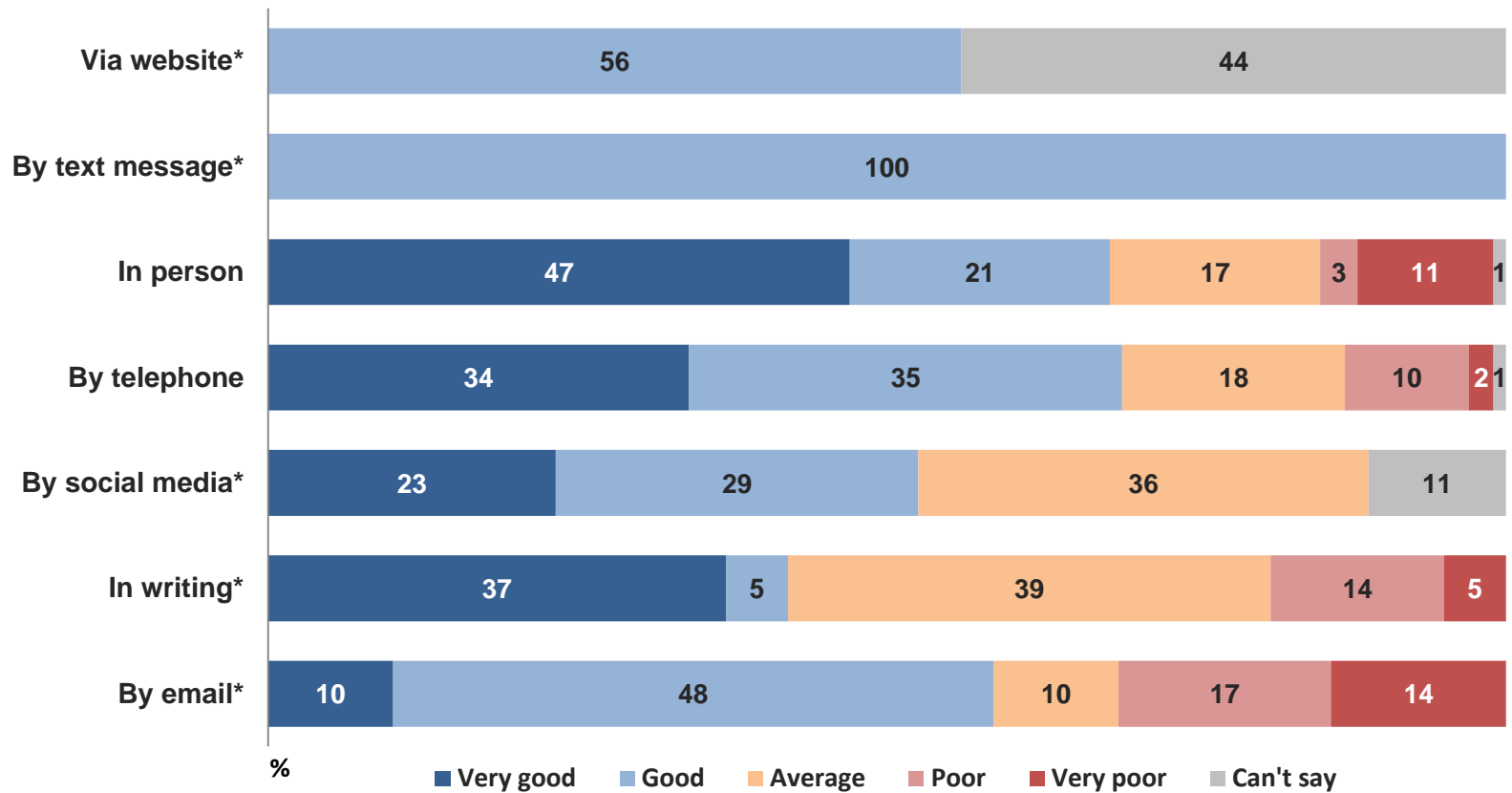
2018 Customer Service Rating

Method	Very good	Good	Average	Poor	Very poor	Can't say
Via website*		56				44
By text message*		100				
In person	47	21	17	3	11	1
By telephone	34	35	18	10	2	1
By social media*	23	29	36			11
In writing*	37	5	39	14	5	
By email*	10	48	10	17	14	

%   ■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

Q5c. Thinking of the most recent contact, how would you rate Greater Dandenong 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: 21 Councils asked group: 6
*Caution: small sample size < n=30

KEY CORE MEASURE
COUNCIL DIRECTION INDICATORS

COUNCIL DIRECTION
SUMMARY

Council direction

- 54% stayed about the same, down 6 points on 2017
- 34% improved, up 10 points on 2017
- 7% deteriorated, equal points on 2017

Most satisfied with council direction

- Aged 18-34 years

Least satisfied with council direction

- Aged 50+ years

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS
INDEX SCORES

2018 Overall Direction
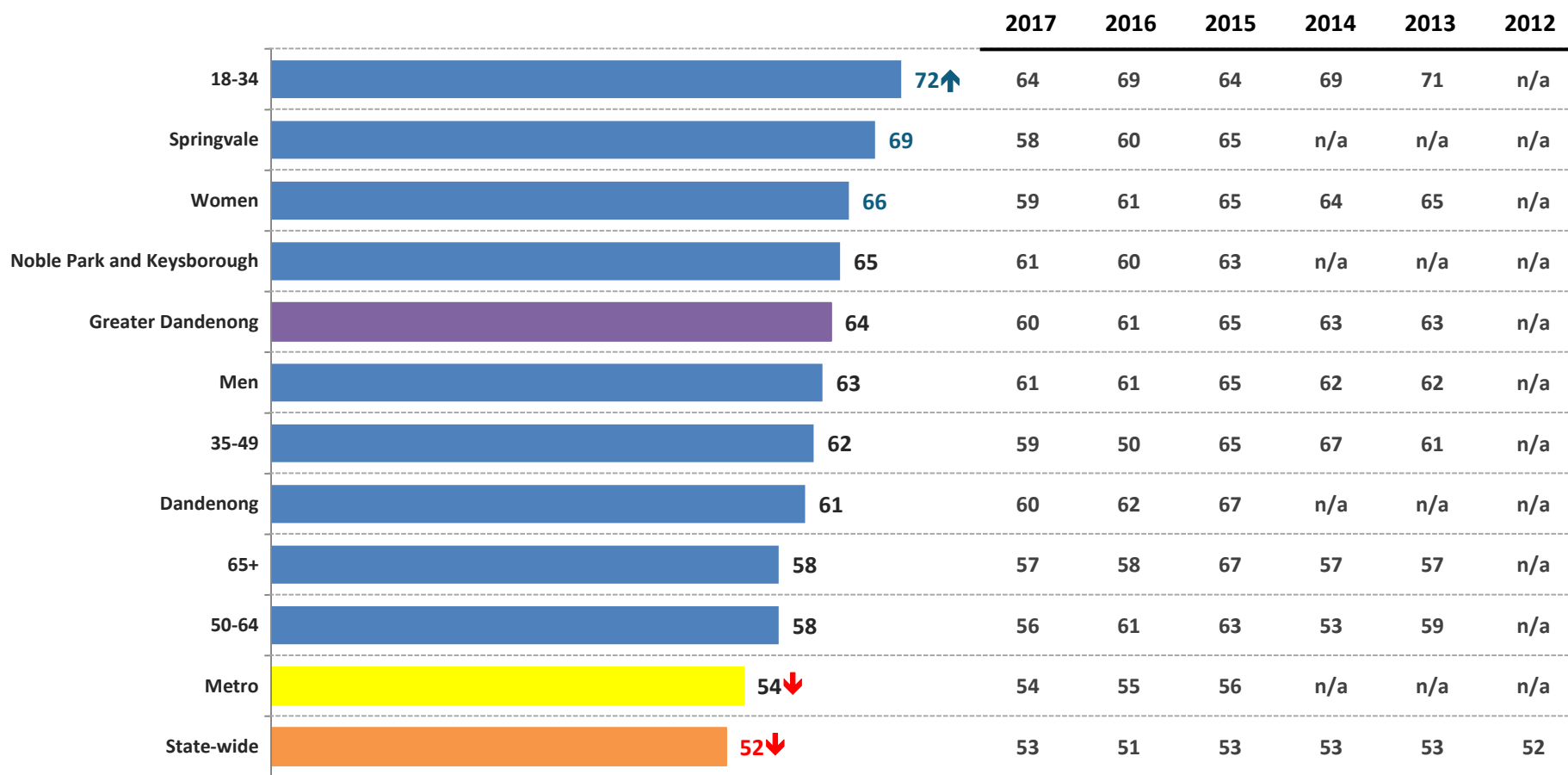
	2018	2017	2016	2015	2014	2013	2012
18-34	72↑	64	69	64	69	71	n/a
Springvale	69	58	60	65	n/a	n/a	n/a
Women	66	59	61	65	64	65	n/a
Noble Park and Keysborough	65	61	60	63	n/a	n/a	n/a
Greater Dandenong	64	60	61	65	63	63	n/a
Men	63	61	61	65	62	62	n/a
35-49	62	59	50	65	67	61	n/a
Dandenong	61	60	62	67	n/a	n/a	n/a
65+	58	57	58	67	57	57	n/a
50-64	58	56	61	63	53	59	n/a
Metro	54↓	54	55	56	n/a	n/a	n/a
State-wide	52↓	53	51	53	53	53	52

Q6. Over the last 12 months, what is your view of the direction of Greater Dandenong City Council's overall performance?
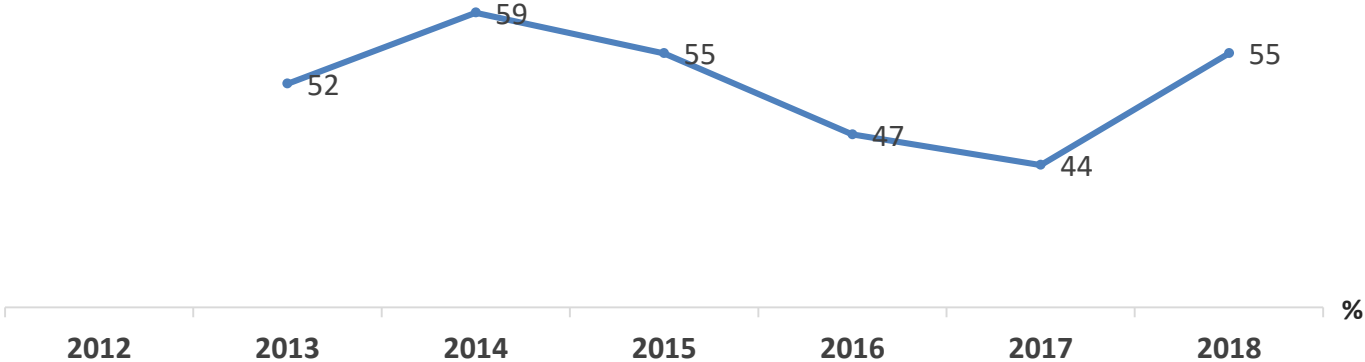*Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14*
Note: Please see page 6 for explanation about significant differences.

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS
DETAILED PERCENTAGES

2018 Overall Direction
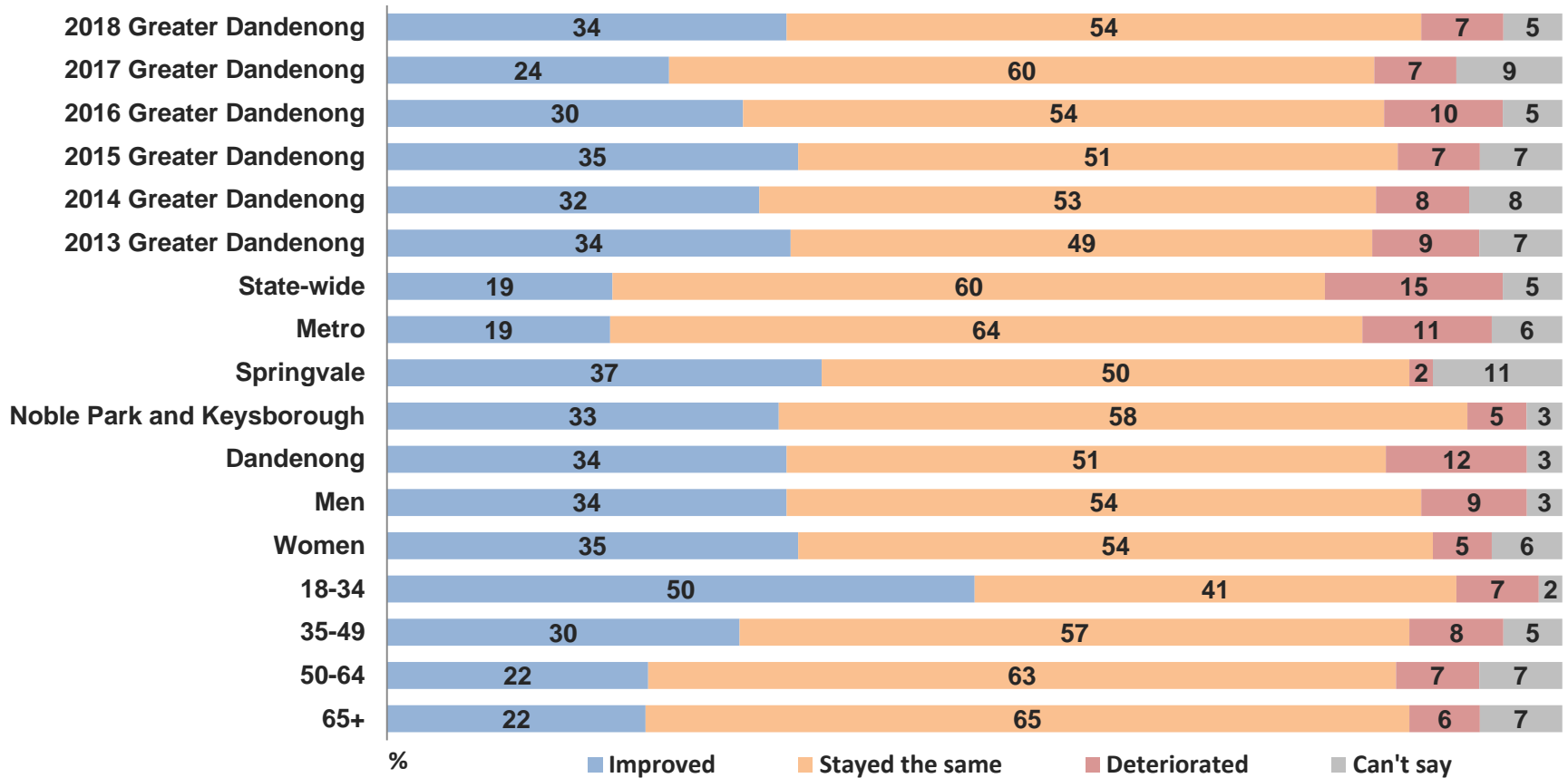
	Improved	Stayed the same	Deteriorated	Can't say
2018 Greater Dandenong	34	54	7	5
2017 Greater Dandenong	24	60	7	9
2016 Greater Dandenong	30	54	10	5
2015 Greater Dandenong	35	51	7	7
2014 Greater Dandenong	32	53	8	8
2013 Greater Dandenong	34	49	9	7
State-wide	19	60	15	5
Metro	19	64	11	6
Springvale	37	50	2	11
Noble Park and Keysborough	33	58	5	3
Dandenong	34	51	12	3
Men	34	54	9	3
Women	35	54	5	6
18-34	50	41	7	2
35-49	30	57	8	5
50-64	22	63	7	7
65+	22	65	6	7

% ■ Improved ■ Stayed the same ■ Deteriorated ■ Can't say

Q6. Over the last 12 months, what is your view of the **direction** of Greater Dandenong City Council's **overall performance?**
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

INDIVIDUAL SERVICE AREAS

2018 COMMUNITY CONSULTATION AND ENGAGEMENT
PERFORMANCE INDEX SCORES

2018 Consultation and Engagement Performance

	2018	2017	2016	2015	2014	2013	2012
65+	66 ↑	60	58	66	57	61	n/a
35-49	64	60	64	55	57	59	n/a
Noble Park and Keysborough	64	60	64	59	n/a	n/a	n/a
Women	63	63	62	62	58	63	n/a
Springvale	61	61	59	69	n/a	n/a	n/a
Greater Dandenong	60	63	62	61	57	61	n/a
50-64	59	61	57	59	56	56	n/a
Men	57	63	62	60	55	59	n/a
Metro	57 ↓	57	58	58	n/a	n/a	n/a
Dandenong	55	66	61	59	n/a	n/a	n/a
State-wide	55 ↓	55	54	56	57	57	57
18-34	54 ↓	67	66	62	57	65	n/a

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14
Note: Please see page 6 for explanation about significant differences.

JWS RESEARCH

2018 Consultation and Engagement Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Greater Dandenong	13	30	30	11	5	11
2017 Greater Dandenong	9	37	25	8	3	18
2016 Greater Dandenong	13	33	26	8	5	15
2015 Greater Dandenong	7	35	26	9	3	19
2014 Greater Dandenong	5	28	39	8	4	16
2013 Greater Dandenong	6	40	28	8	3	14
State-wide	8	30	32	15	7	9
Metro	9	29	32	13	5	11
Springvale	7	36	33	10	1	13
Noble Park and Keysborough	18	32	27	5	6	12
Dandenong	11	26	31	18	5	8
Men	10	34	27	15	7	8
Women	16	27	33	7	3	13
18-34	8	24	40	11	7	11
35-49	15	40	25	7	5	8
50-64	12	31	26	14	5	12
65+	21	31	22	13	1	12

%

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

2018 LOBBYING ON BEHALF OF THE COMMUNITY
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Lobbying Performance

	2018	2017	2016	2015	2014	2013	2012
Women	63	60	61	61	61	63	n/a
65+	63	63	57	60	55	56	n/a
Noble Park and Keysborough	63	60	64	57	n/a	n/a	n/a
35-49	61	61	59	56	64	62	n/a
Greater Dandenong	60	61	61	61	62	62	n/a
Springvale	60	60	59	65	n/a	n/a	n/a
18-34	58	61	68	66	66	68	n/a
50-64	57	59	53	60	58	57	n/a
Men	57	61	62	61	63	61	n/a
Metro	56 ⬇	56	56	58	n/a	n/a	n/a
Dandenong	56	62	58	63	n/a	n/a	n/a
State-wide	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: 64 Councils asked group: 14
Note: Please see page 6 for explanation about significant differences.

2018 Lobbying Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Greater Dandenong	10	28	32	9	4	17
2017 Greater Dandenong	7	27	31	7	1	27
2016 Greater Dandenong	9	29	28	7	3	24
2015 Greater Dandenong	5	31	27	6	2	29
2014 Greater Dandenong	6	35	32	6	1	20
2013 Greater Dandenong	7	36	27	6	3	21
State-wide	5	24	32	13	5	20
Metro	5	24	31	10	4	26
Springvale	6	30	36	7	2	20
Noble Park and Keysborough	13	32	27	7	4	18
Dandenong	9	22	37	13	3	15
Men	8	27	35	12	5	14
Women	12	28	30	6	3	21
18-34	8	31	36	10	4	10
35-49	8	27	31	5	2	27
50-64	10	27	33	11	5	15
65+	17	24	27	10	3	19

%
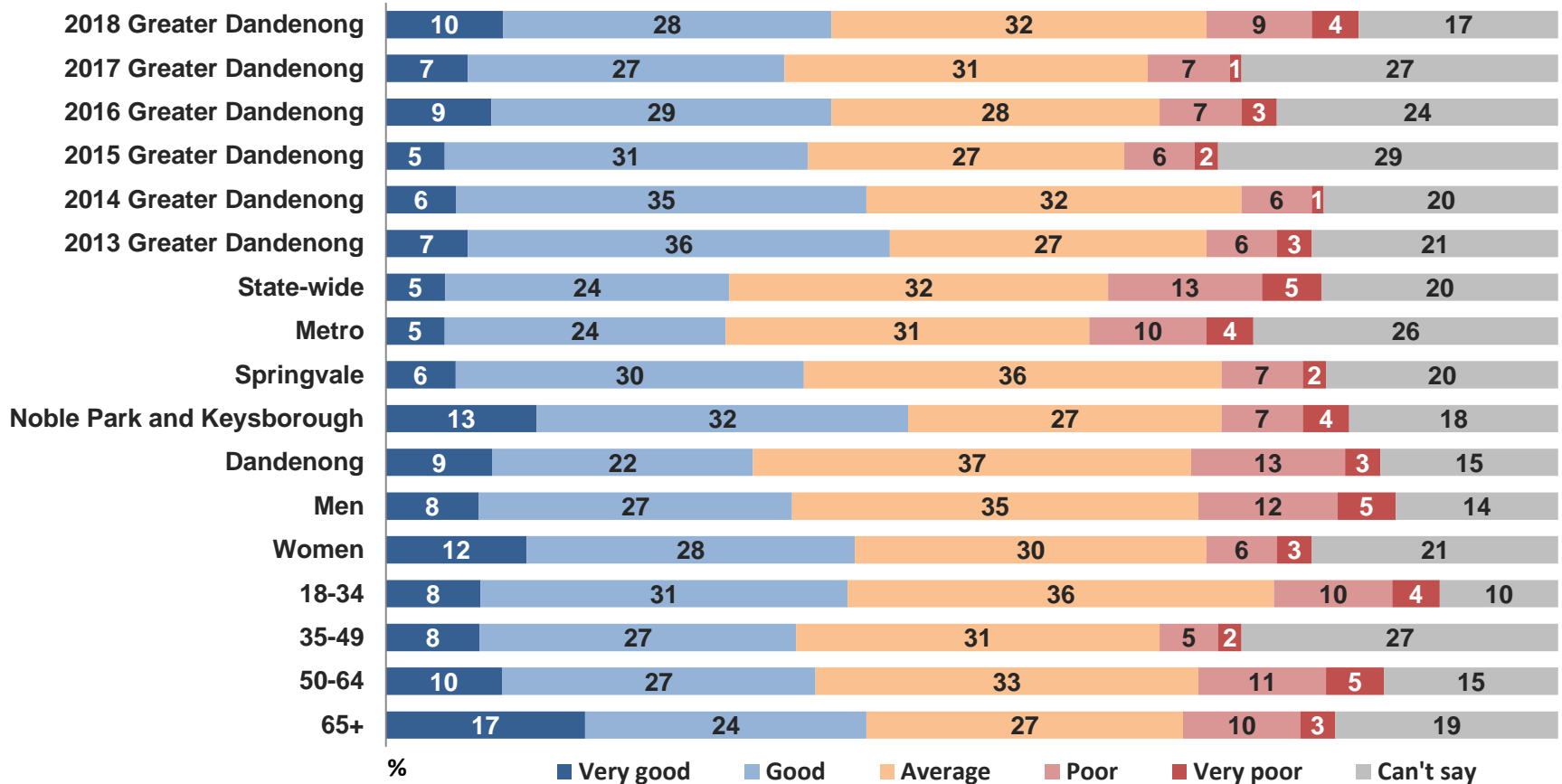
Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY
PERFORMANCE INDEX SCORES

2018 Community Decisions Made Performance
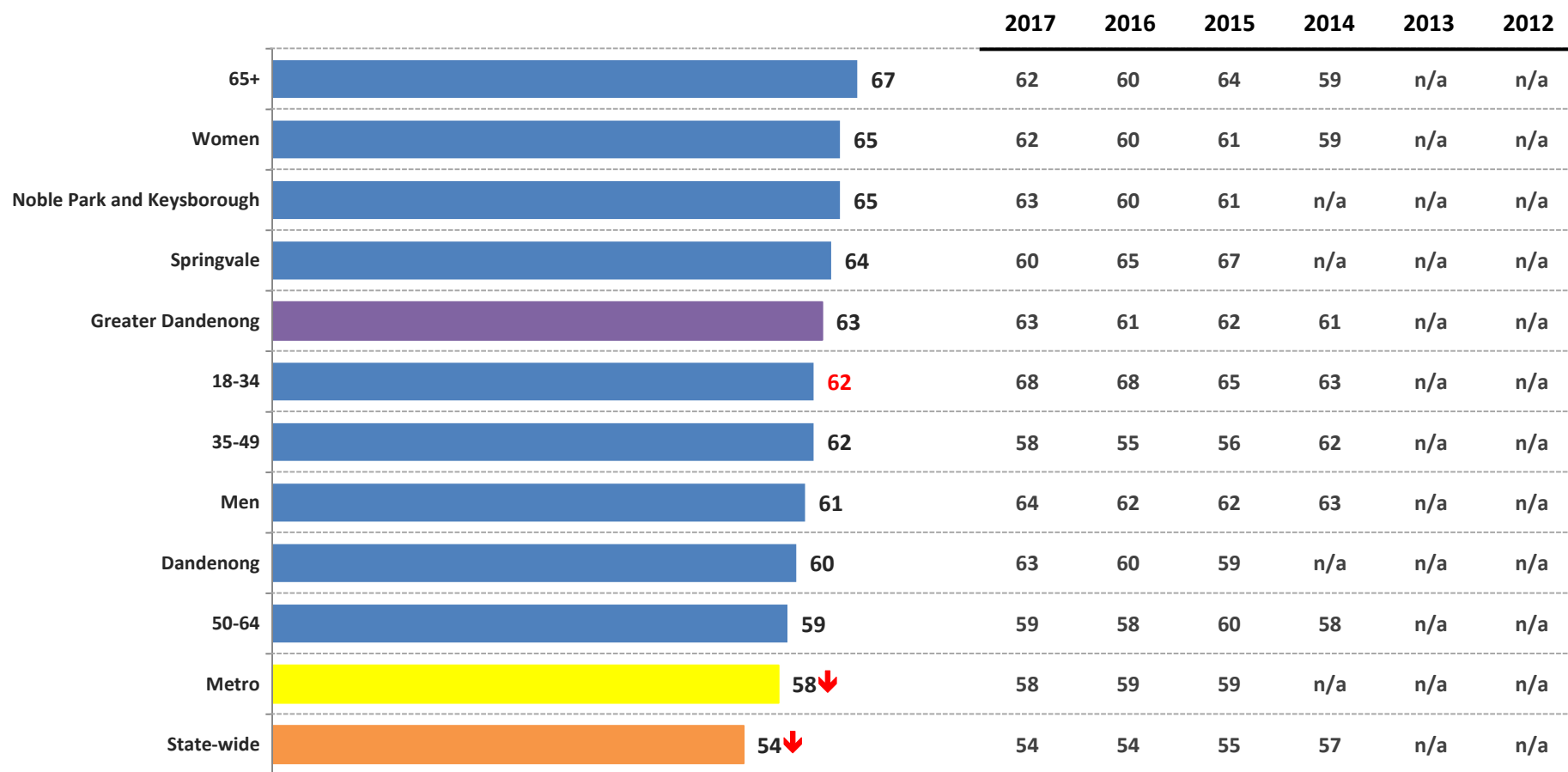
	2018	2017	2016	2015	2014	2013	2012
65+	67	62	60	64	59	n/a	n/a
Women	65	62	60	61	59	n/a	n/a
Noble Park and Keysborough	65	63	60	61	n/a	n/a	n/a
Springvale	64	60	65	67	n/a	n/a	n/a
Greater Dandenong	63	63	61	62	61	n/a	n/a
18-34	62	68	68	65	63	n/a	n/a
35-49	62	58	55	56	62	n/a	n/a
Men	61	64	62	62	63	n/a	n/a
Dandenong	60	63	60	59	n/a	n/a	n/a
50-64	59	59	58	60	58	n/a	n/a
Metro	58 ⬇	58	59	59	n/a	n/a	n/a
State-wide	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: 64 Councils asked group: 14
Note: Please see page 6 for explanation about significant differences.

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY
PERFORMANCE DETAILED PERCENTAGES
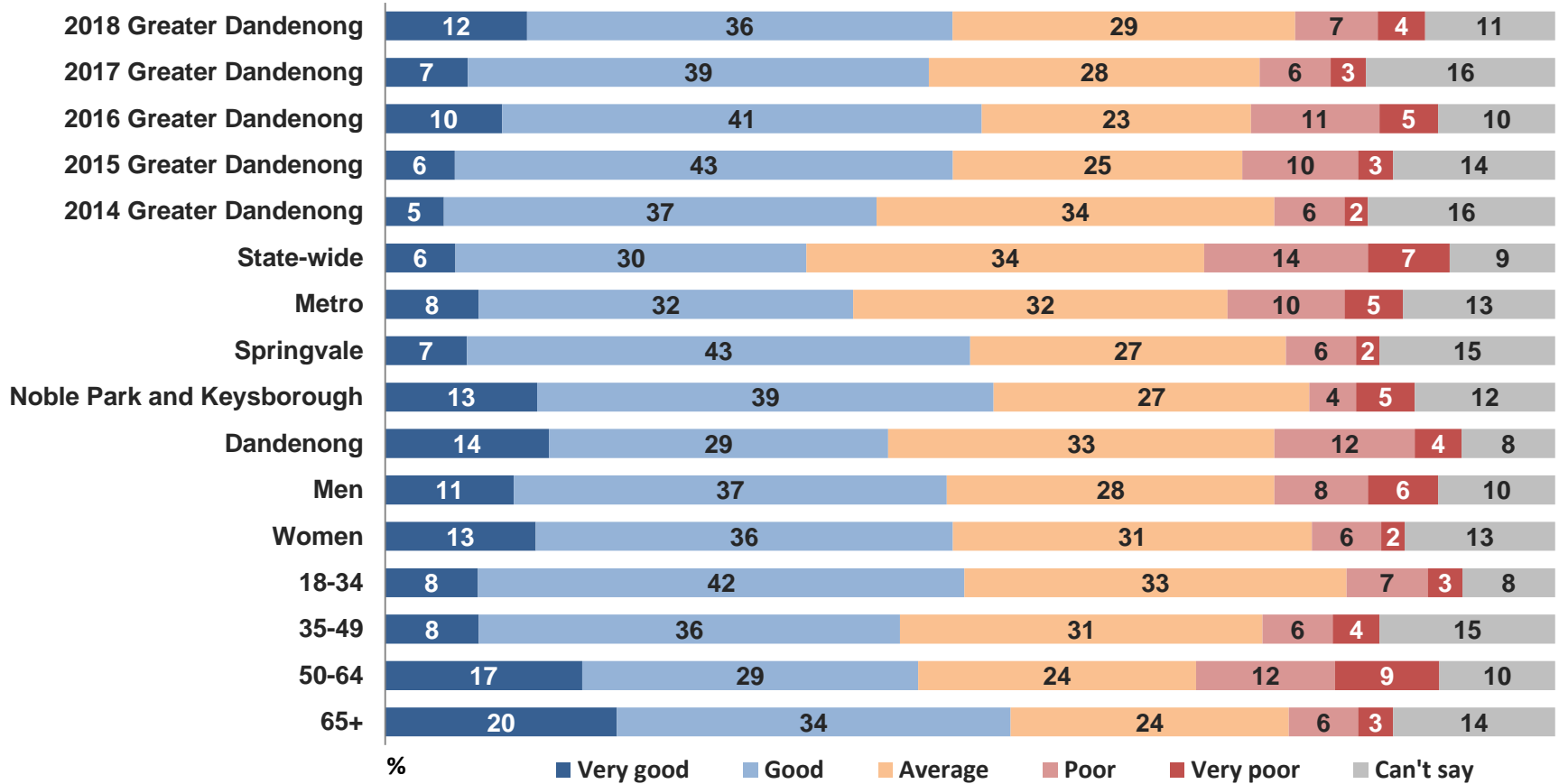
JWS RESEARCH

2018 Community Decisions Made Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Greater Dandenong	12	36	29	7	4	11
2017 Greater Dandenong	7	39	28	6	3	16
2016 Greater Dandenong	10	41	23	11	5	10
2015 Greater Dandenong	6	43	25	10	3	14
2014 Greater Dandenong	5	37	34	6	2	16
State-wide	6	30	34	14	7	9
Metro	8	32	32	10	5	13
Springvale	7	43	27	6	2	15
Noble Park and Keysborough	13	39	27	4	5	12
Dandenong	14	29	33	12	4	8
Men	11	37	28	8	6	10
Women	13	36	31	6	2	13
18-34	8	42	33	7	3	8
35-49	8	36	31	6	4	15
50-64	17	29	24	12	9	10
65+	20	34	24	6	3	14

%   ■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

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: 64 Councils asked group: 14

JWS RESEARCH

2018 Sealed Local Roads Importance

	2018	2017	2016	2015	2014	2013	2012
50-64	82	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	80↑	78	78	76	77	n/a	n/a
35-49	79	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	79	n/a	n/a	n/a	n/a	n/a	n/a
65+	79	n/a	n/a	n/a	n/a	n/a	n/a
Metro	78	77	76	75	n/a	n/a	n/a
Greater Dandenong	77	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	77	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	76	n/a	n/a	n/a	n/a	n/a	n/a
Men	75	n/a	n/a	n/a	n/a	n/a	n/a
18-34	74	n/a	n/a	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: 17 Councils asked group: 7
Note: Please see page 6 for explanation about significant differences.

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2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Sealed Local Roads Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	31	49	17	2	1	
State-wide	38	44	15	2		
Metro	33	46	18	2	1	
Springvale	34	41	25			
Noble Park and Keysborough	28	49	16	4		3
Dandenong	32	54	13	1		
Men	26	49	19	4		2
Women	36	50	14			
18-34	24	51	18	6		1
35-49	32	53	14			1
50-64	46	34	17	1		2
65+	31	53	16			

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

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: 17 Councils asked group: 7

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Sealed Local Roads Performance

	2018	2017	2016	2015	2014	2013	2012
Noble Park and Keysborough	73↑	66	67	67	n/a	n/a	n/a
18-34	71	67	72	68	67	n/a	n/a
65+	71	67	64	69	61	n/a	n/a
Men	70	63	66	70	67	n/a	n/a
Greater Dandenong	69	65	66	67	64	n/a	n/a
Women	68	66	65	64	61	n/a	n/a
35-49	68	63	61	64	65	n/a	n/a
Springvale	68	63	70	68	n/a	n/a	n/a
Metro	68	66	67	69	n/a	n/a	n/a
Dandenong	66	65	61	67	n/a	n/a	n/a
50-64	64	61	60	68	59	n/a	n/a
State-wide	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: 64 Councils asked group: 14
Note: Please see page 6 for explanation about significant differences.

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2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Sealed Local Roads Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Greater Dandenong	21	44	26	6	2	1
2017 Greater Dandenong	15	42	31	7	4	2
2016 Greater Dandenong	18	40	32	8	3	
2015 Greater Dandenong	16	48	24	8	2	1
2014 Greater Dandenong	17	38	29	12	3	2
State-wide	11	31	28	17	12	1
Metro	20	44	23	8	4	1
Springvale	18	44	28	7	2	2
Noble Park and Keysborough	27	43	24	4	1	
Dandenong	15	46	27	7	4	2
Men	19	53	21	5	2	
Women	23	35	31	6	2	2
18-34	20	48	27	4	1	
35-49	16	51	25	2	5	1
50-64	22	32	29	12	4	1
65+	26	40	24	8	1	1

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: 64 Councils asked group: 14

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J00643 Community Satisfaction Survey 2018 - Greater Dandenong City Council

2018 INFORMING THE COMMUNITY
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Informing Community Importance

	2018	2017	2016	2015	2014	2013	2012
State-wide	75 ↑	74	76	75	75	75	75
50-64	74	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	74	n/a	n/a	n/a	n/a	n/a	n/a
Metro	73	73	74	73	n/a	n/a	n/a
65+	73	n/a	n/a	n/a	n/a	n/a	n/a
Women	73	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	72	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	71	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	69	n/a	n/a	n/a	n/a	n/a	n/a

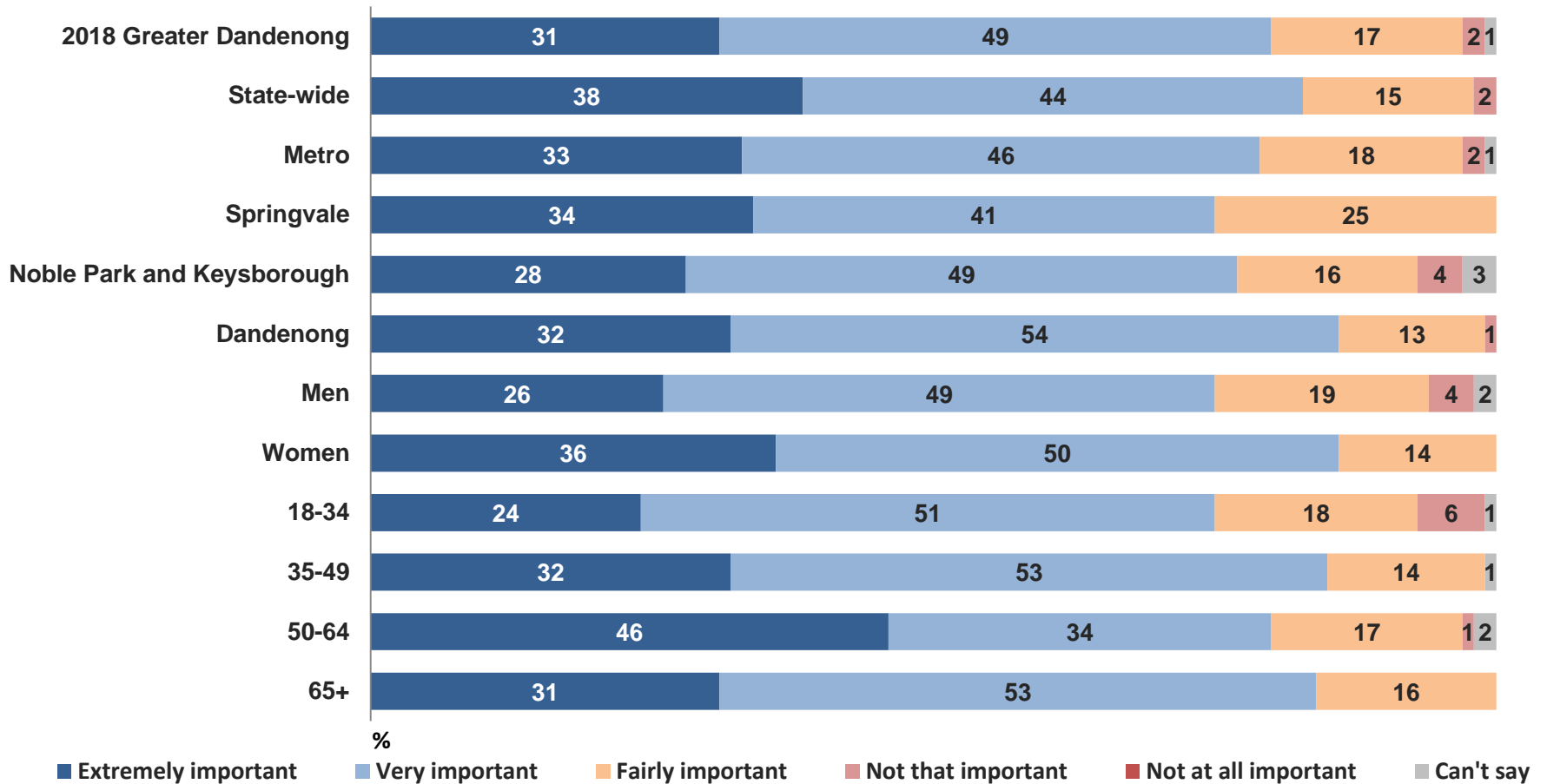*Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

2018 INFORMING THE COMMUNITY
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Informing Community Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	28	39	25	5	1	1
State-wide	32	41	22	4	1	
Metro	29	41	24	5	1	
Springvale	24	36	34	4	2	
Noble Park and Keysborough	27	45	20	4	1	2
Dandenong	31	35	25	8	1	
Men	28	40	24	6	3	1
Women	28	39	26	5	1	
18-34	27	36	28	8	1	
35-49	27	37	27	6	1	1
50-64	33	41	18	4	3	1
65+	26	46	22	2	3	

%

■ Extremely important   ■ Very important   ■ Fairly important   ■ Not that important   ■ Not at all important   ■ Can't say

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

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J00643 Community Satisfaction Survey 2018 - Greater Dandenong City Council

2018 Streets and Footpaths Importance

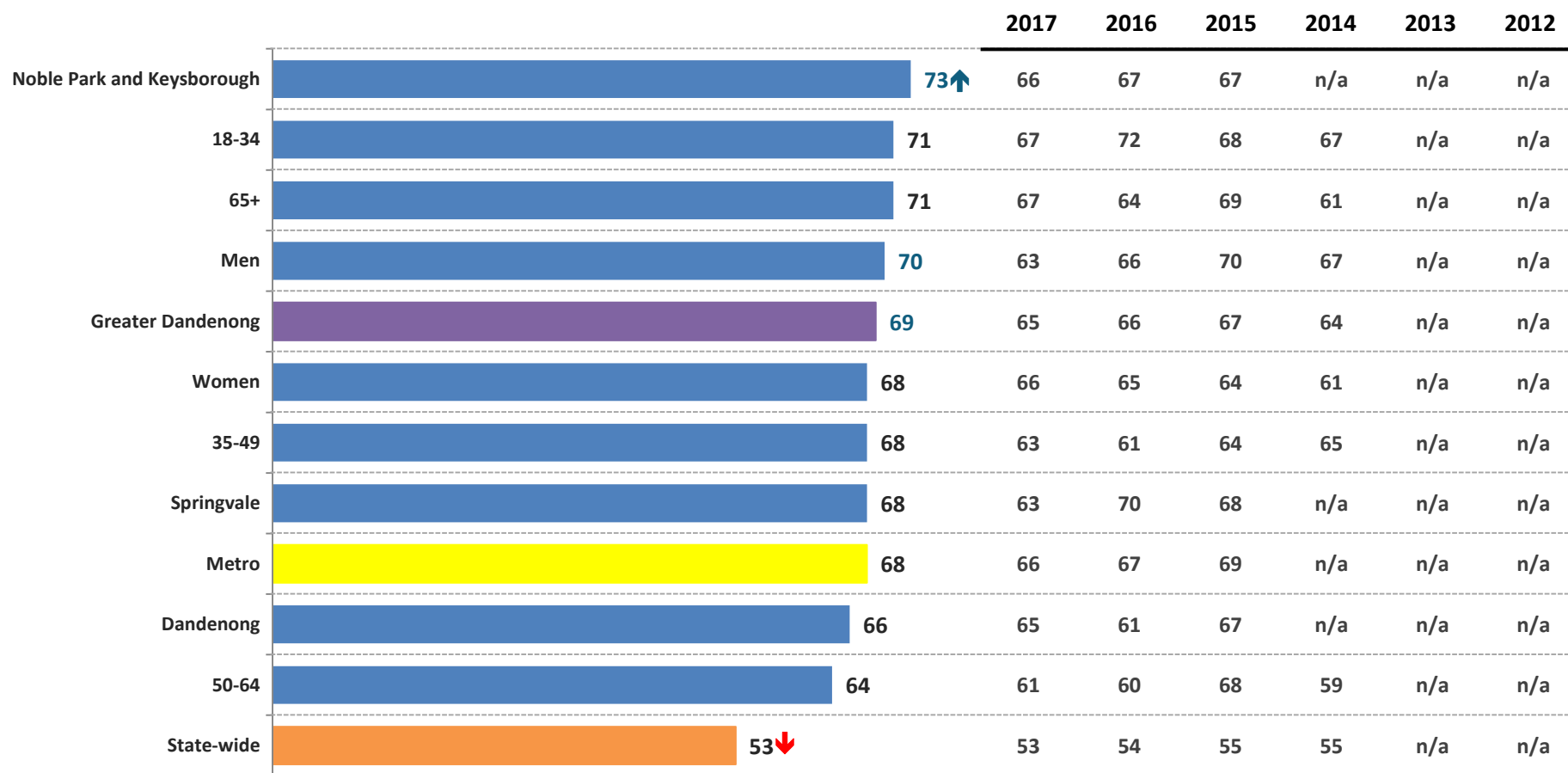|	2018	2017	2016	2015	2014	2013	2012
50-64	86 ↑	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	n/a	n/a	n/a	n/a	n/a	n/a
35-49	79	n/a	n/a	n/a	n/a	n/a	n/a
Metro	79	78	78	77	n/a	n/a	n/a
65+	78	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	78	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	78	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	78	77	77	77	77	78	77
Greater Dandenong	78	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	75	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73 ↓	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Streets and Footpaths Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	37	41	18	4		1
State-wide	35	43	18	3		1
Metro	36	44	17	2		
Springvale	29	43	23	4		1
Noble Park and Keysborough	38	40	18	3		1
Dandenong	39	40	16	4		
Men	34	39	22	4		1
Women	39	42	15	3		
18-34	31	39	21	9		
35-49	36	42	19	1		1
50-64	57	30	13	1		
65+	32	50	16	1	1	

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

2018 Traffic Management Importance
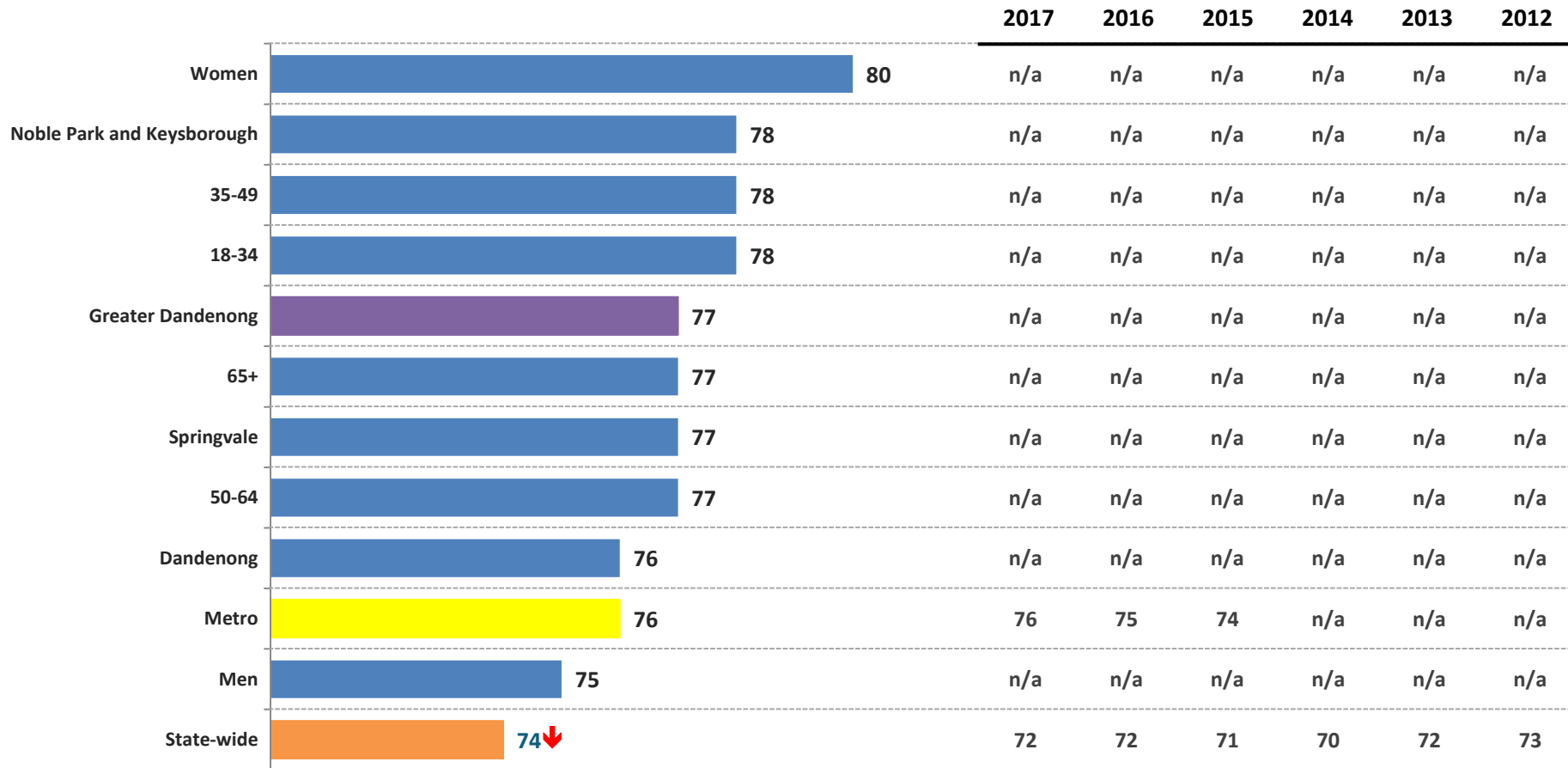
	2018	2017	2016	2015	2014	2013	2012
Women	80	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	78	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	n/a	n/a	n/a	n/a	n/a	n/a
18-34	78	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	77	n/a	n/a	n/a	n/a	n/a	n/a
65+	77	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	77	n/a	n/a	n/a	n/a	n/a	n/a
50-64	77	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	76	n/a	n/a	n/a	n/a	n/a	n/a
Metro	76	76	75	74	n/a	n/a	n/a
Men	75	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74 ⬇	72	72	71	70	72	73

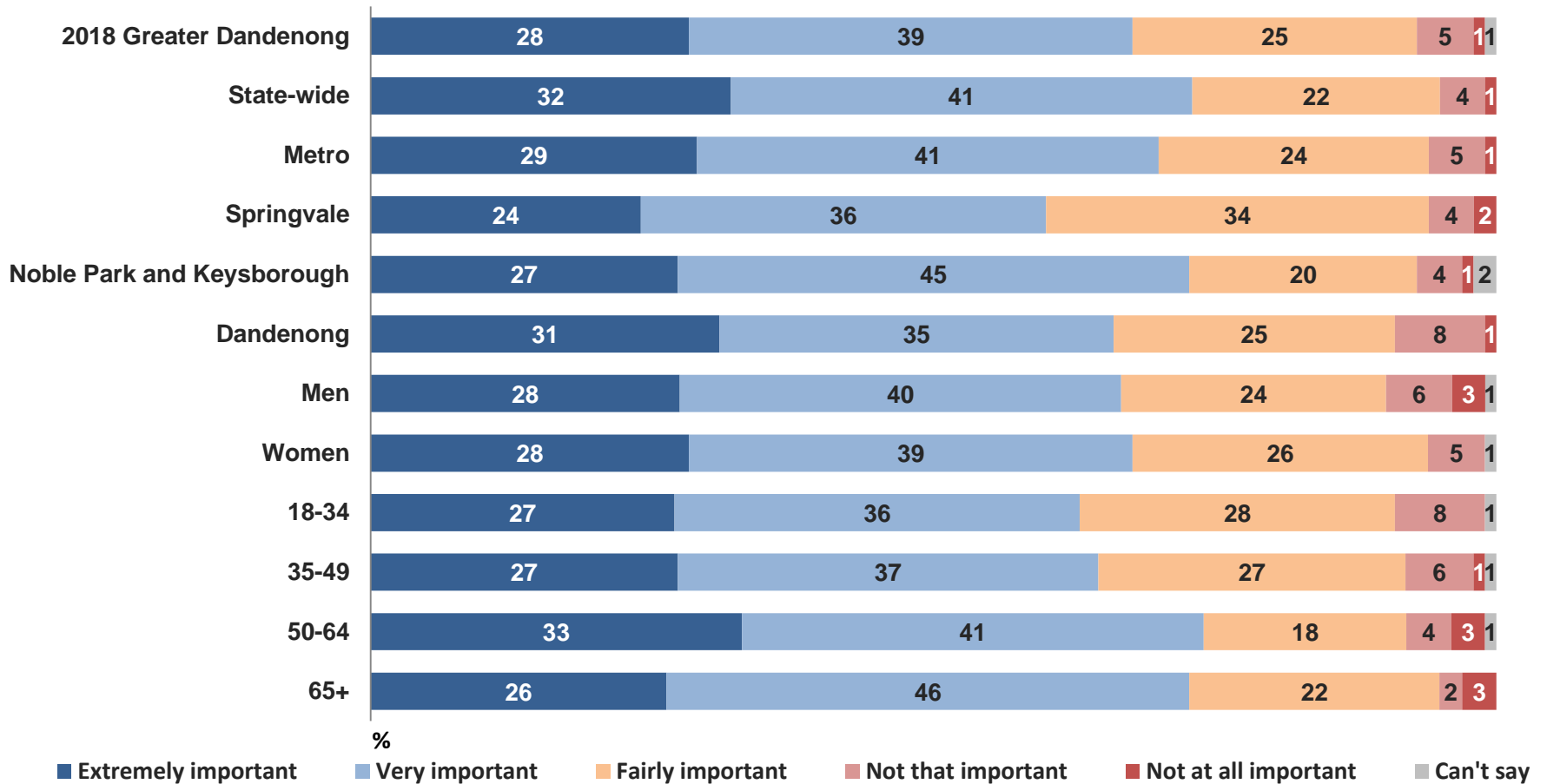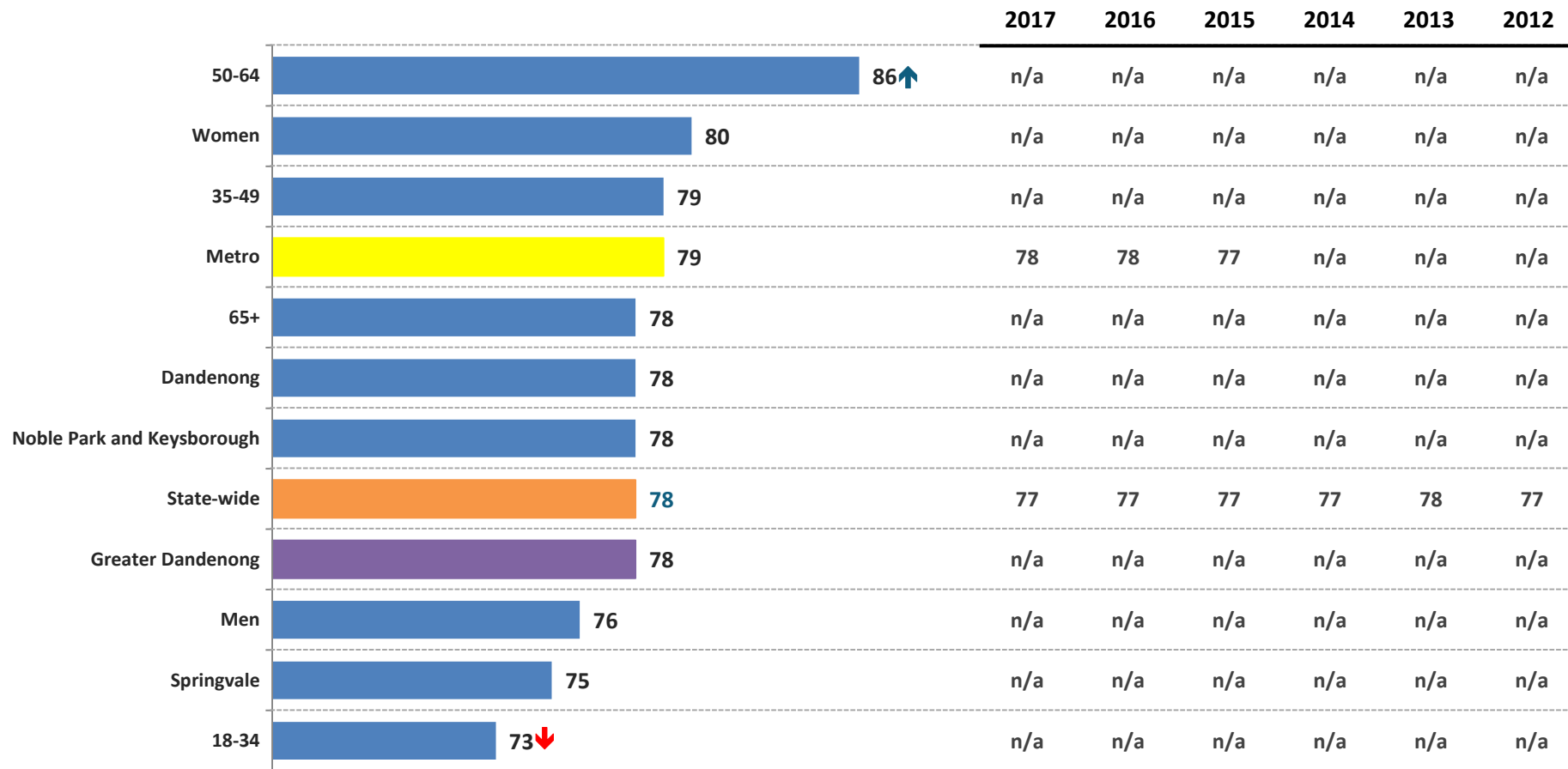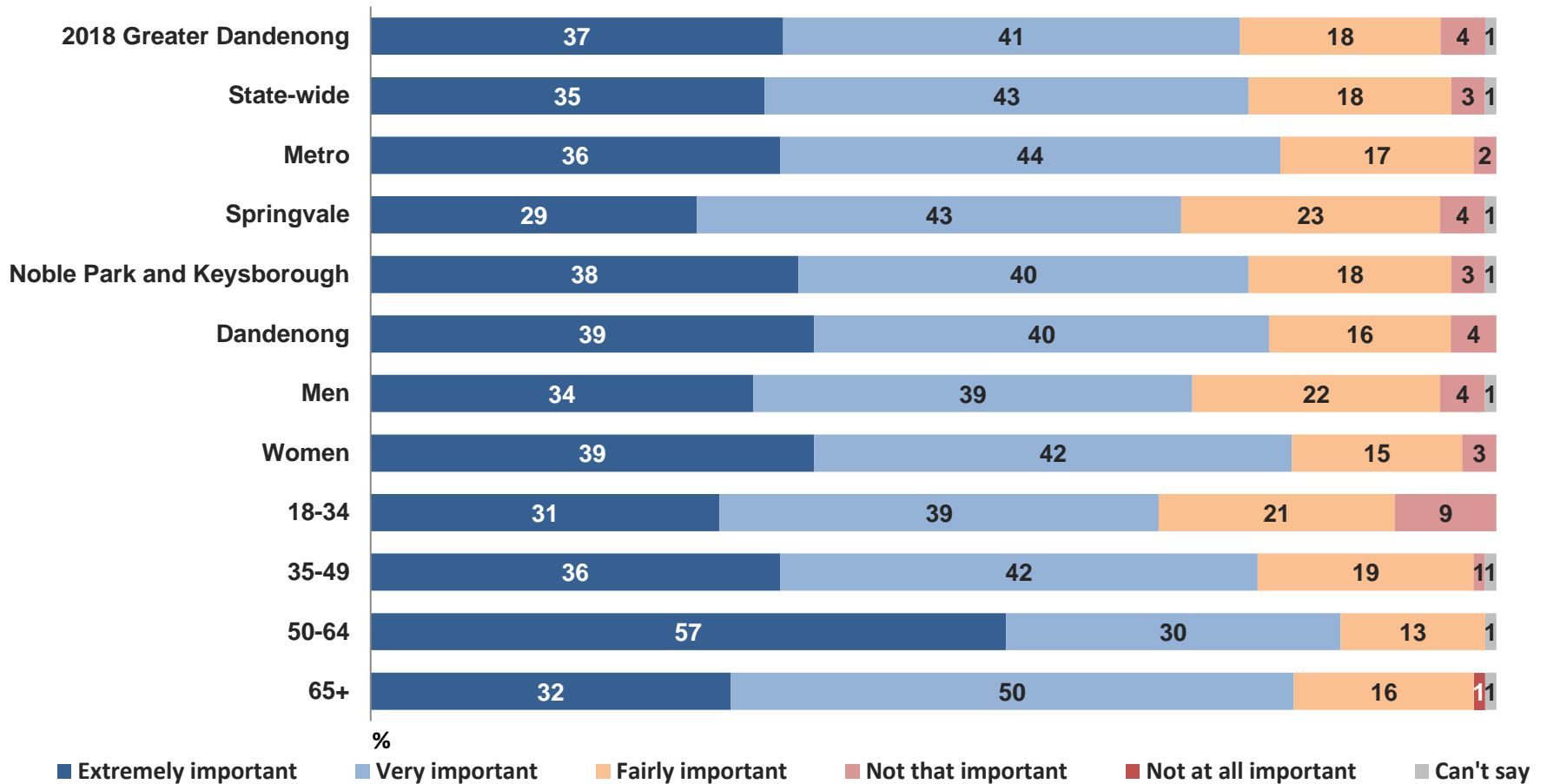*Q1. Firstly, how important should 'traffic management' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

2018 Traffic Management Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	34	46	16	2		1
State-wide	31	40	22	5	1	1
Metro	34	42	20	3	1	1
Springvale	31	51	15	1	2	
Noble Park and Keysborough	37	43	17	1	2	1
Dandenong	32	48	15	4		1
Men	29	50	18	2	2	
Women	40	42	14	2	1	1
18-34	38	41	16	4		1
35-49	31	49	18	1		1
50-64	35	45	15	4		1
65+	31	52	15	1		1

%

Q1. Firstly, how important should 'traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 6

JWS RESEARCH

2018 Parking Importance

	2018	2017	2016	2015	2014	2013	2012
50-64	81	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	78	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	76	n/a	n/a	n/a	n/a	n/a	n/a
35-49	76	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	75	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	75	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	n/a	n/a	n/a	n/a	n/a	n/a
Metro	73 ↓	73	72	72	n/a	n/a	n/a
State-wide	71 ↓	70	70	70	70	71	71

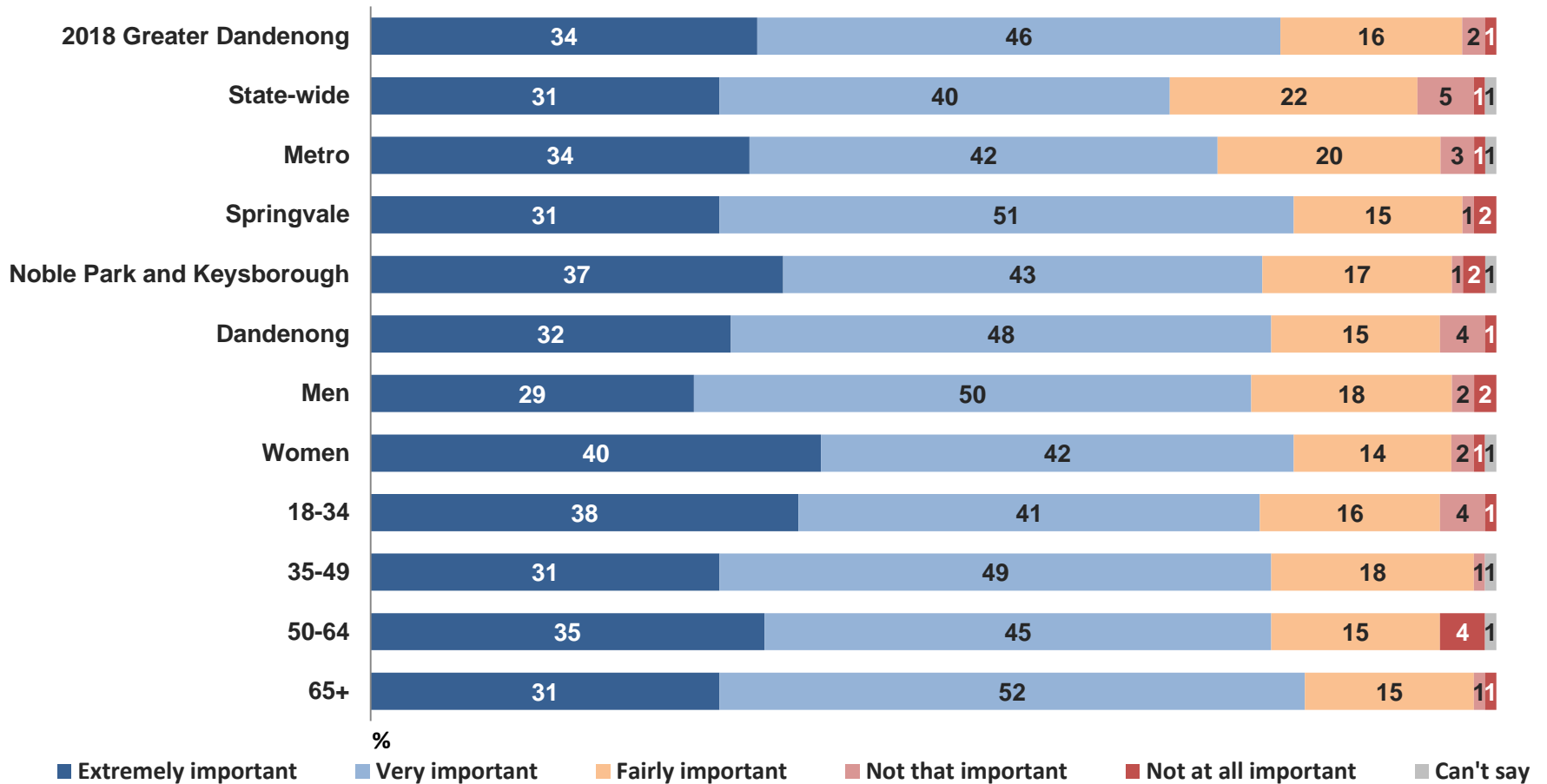*Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7
Note: Please see page 6 for explanation about significant differences.

2018 Parking Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	33	40	22	3		1
State-wide	27	39	27	6	1	1
Metro	29	40	25	4	1	1
Springvale	37	33	23	6		2
Noble Park and Keysborough	30	43	22	3		1
Dandenong	35	41	21	2		1
Men	32	41	24	3		1
Women	35	40	20	3		1
18-34	30	39	30			1
35-49	33	43	17	6		1
50-64	43	36	16	2		3
65+	32	43	19	4	1	2

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say
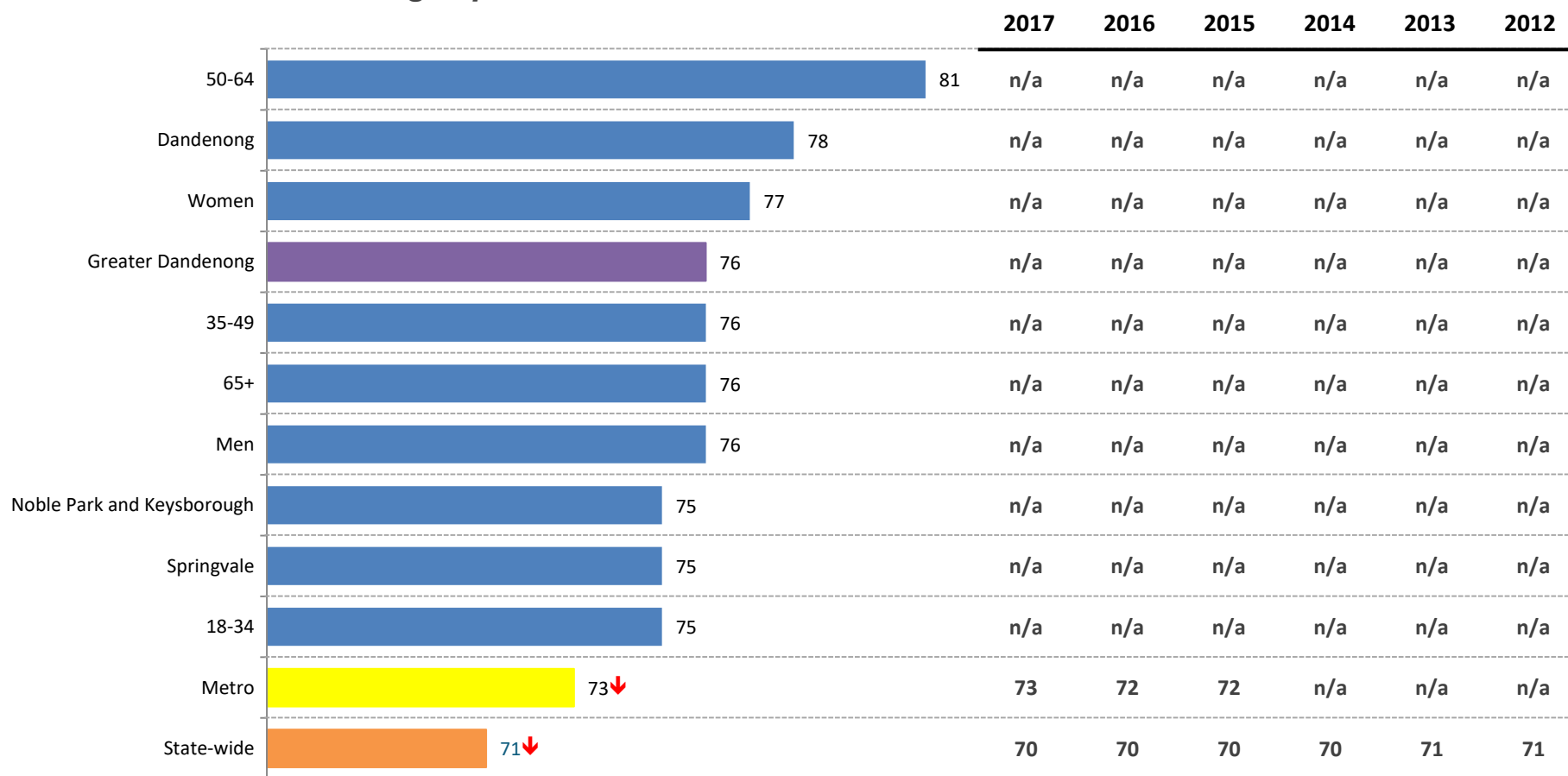
Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

2018 ENFORCEMENT OF LOCAL LAWS
IMPORTANCE INDEX SCORES

2018 Law Enforcement Importance

	2018	2017	2016	2015	2014	2013	2012
50-64	82	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	81	n/a	n/a	n/a	n/a	n/a	n/a
Women	81	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	79	n/a	n/a	n/a	n/a	n/a	n/a
35-49	79	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	79	n/a	n/a	n/a	n/a	n/a	n/a
65+	78	n/a	n/a	n/a	n/a	n/a	n/a
18-34	78	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	74	n/a	n/a	n/a	n/a	n/a	n/a
Metro	73 ⬇	72	71	72	n/a	n/a	n/a
State-wide	71 ⬇	71	70	71	70	71	70

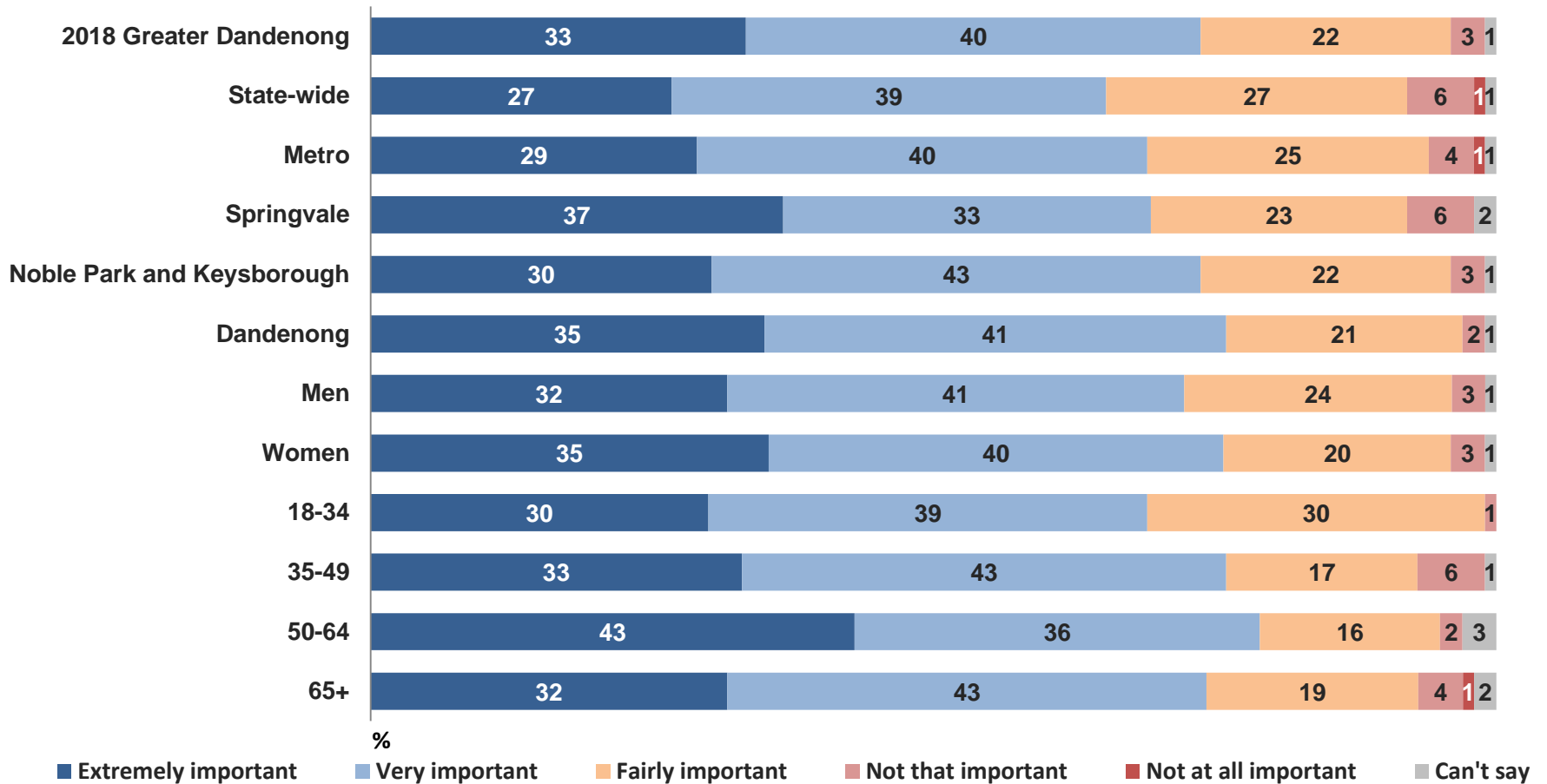*Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

2018 ENFORCEMENT OF LOCAL LAWS
IMPORTANCE DETAILED PERCENTAGES

2018 Law Enforcement Importance

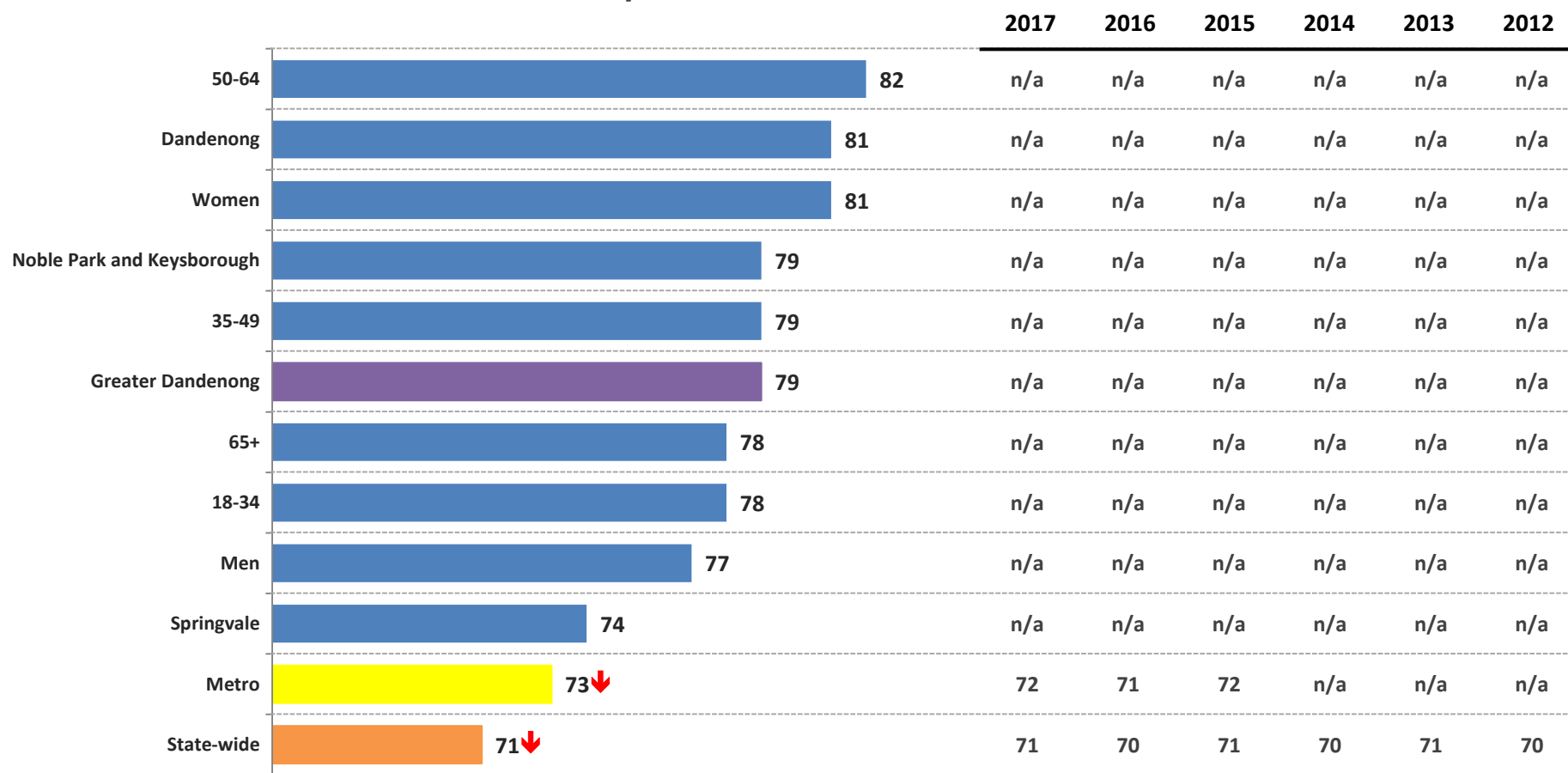|	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	39	40	15	3	1	1
State-wide	27	37	27	6	2	1
Metro	30	39	24	6	1	1
Springvale	27	40	26	1	1	5
Noble Park and Keysborough	38	45	14	2	1	
Dandenong	47	35	11	7		
Men	37	41	15	5	1	1
Women	42	40	15	2	1	
18-34	36	44	13	4	1	1
35-49	40	40	14	5		1
50-64	48	30	19	1		2
65+	36	43	18	3		1

%

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8

2018 FAMILY SUPPORT SERVICES
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Family Support Importance

	2018	2017	2016	2015	2014	2013	2012
35-49	81	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	80	n/a	n/a	n/a	n/a	n/a	n/a
50-64	79	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	79	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	78	n/a	n/a	n/a	n/a	n/a	n/a
65+	78	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	75	n/a	n/a	n/a	n/a	n/a	n/a
Metro	75 ⬇	73	73	72	n/a	n/a	n/a
State-wide	74 ⬇	73	73	73	72	73	73

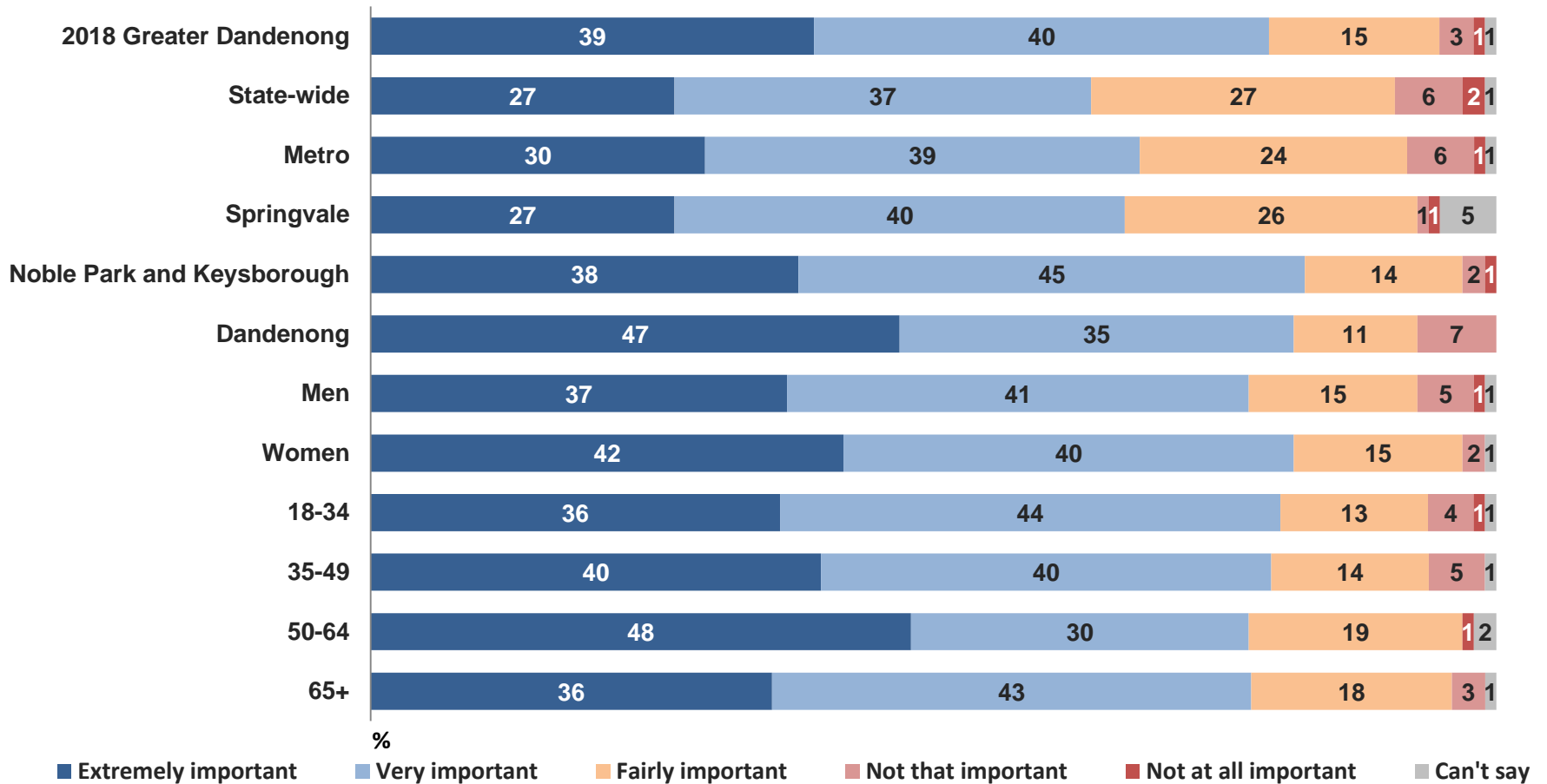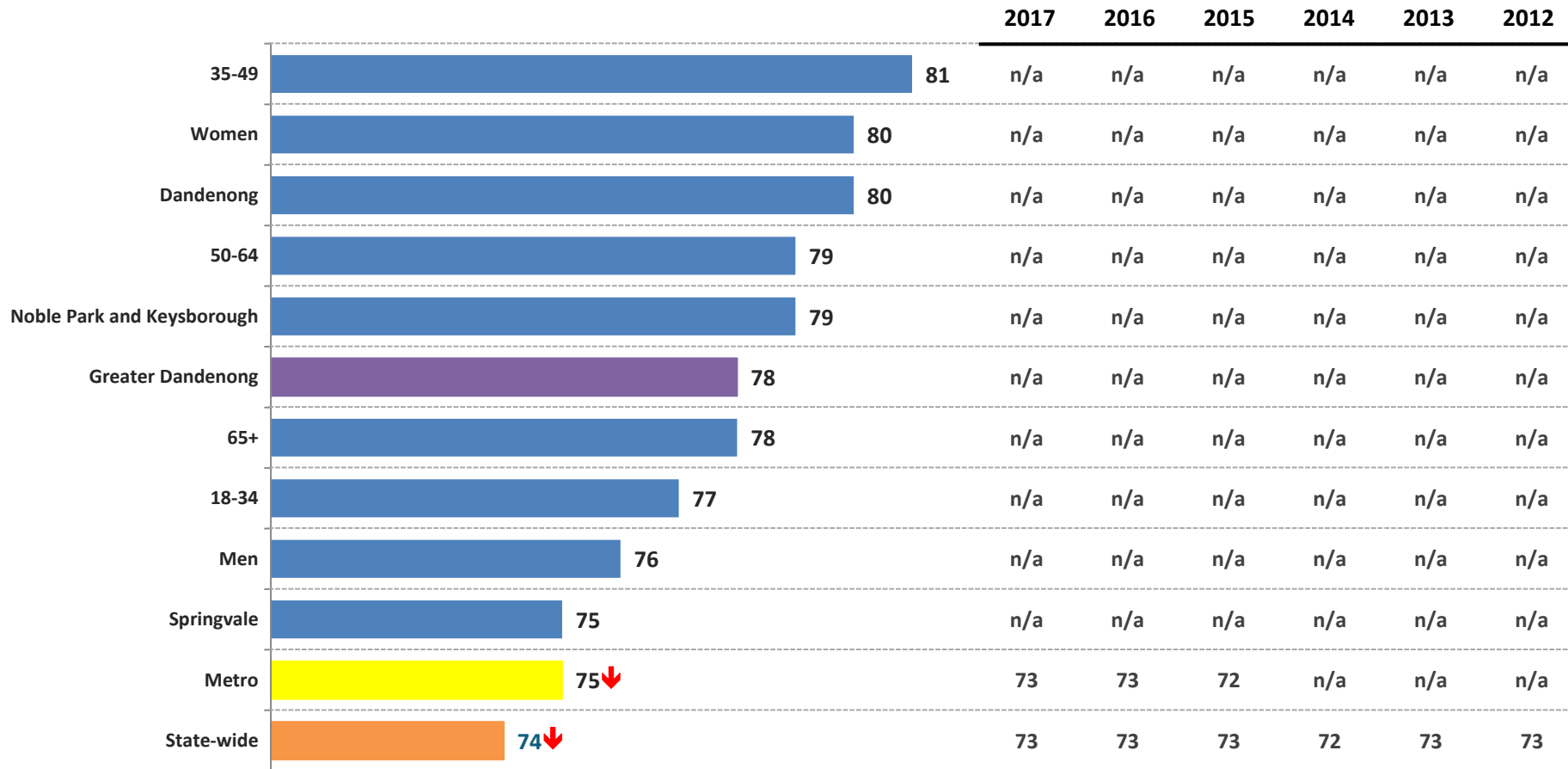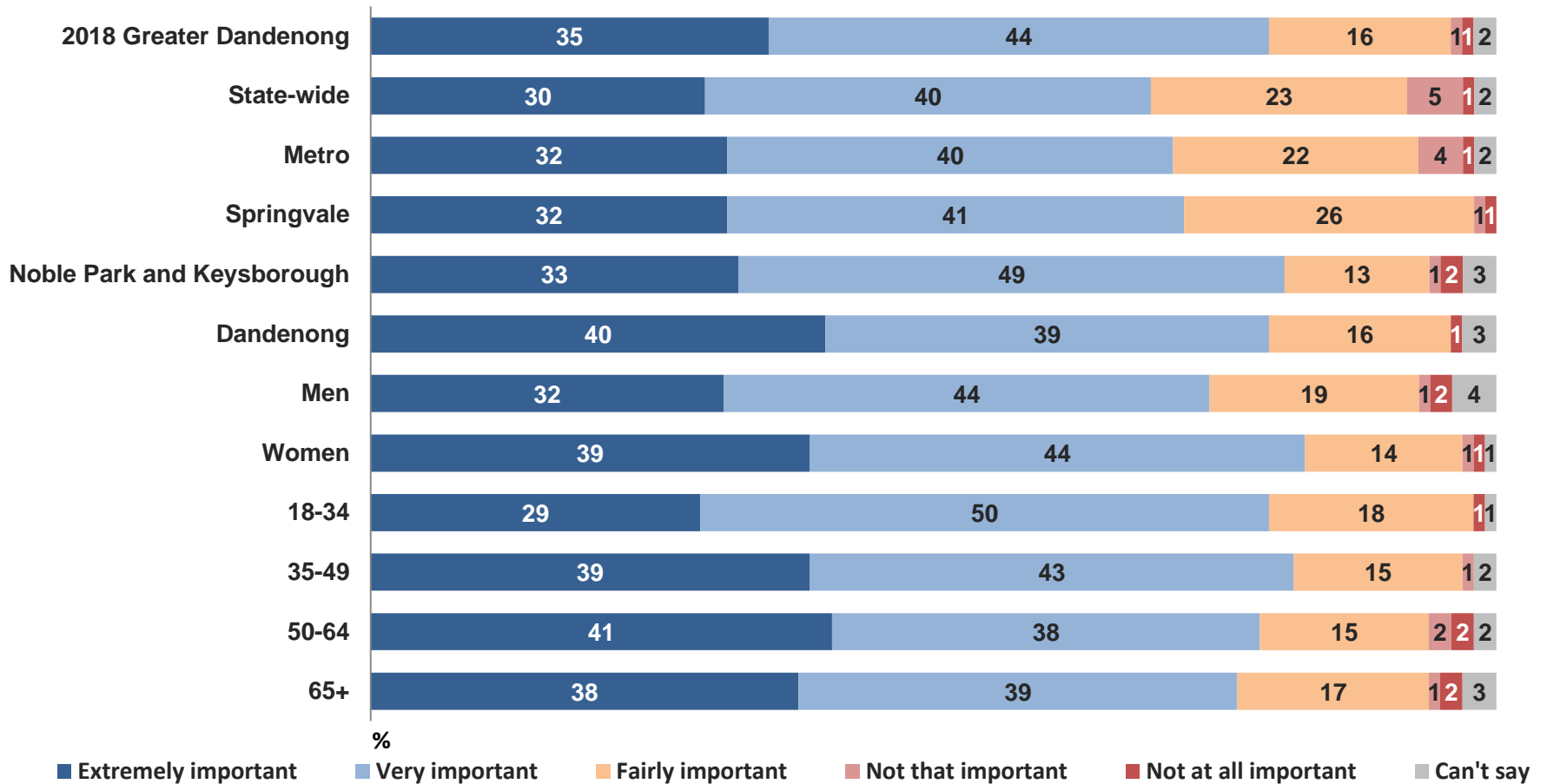*Q1. Firstly, how important should 'family support services' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 7
Note: Please see page 6 for explanation about significant differences.

2018 Family Support Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	35	44	16	1	1	2
State-wide	30	40	23	5	1	2
Metro	32	40	22	4	1	2
Springvale	32	41	26		1	1
Noble Park and Keysborough	33	49	13	1	2	3
Dandenong	40	39	16		1	3
Men	32	44	19	1	2	4
Women	39	44	14	1	1	1
18-34	29	50	18		1	1
35-49	39	43	15	1		2
50-64	41	38	15	2	2	2
65+	38	39	17	1	2	3

%

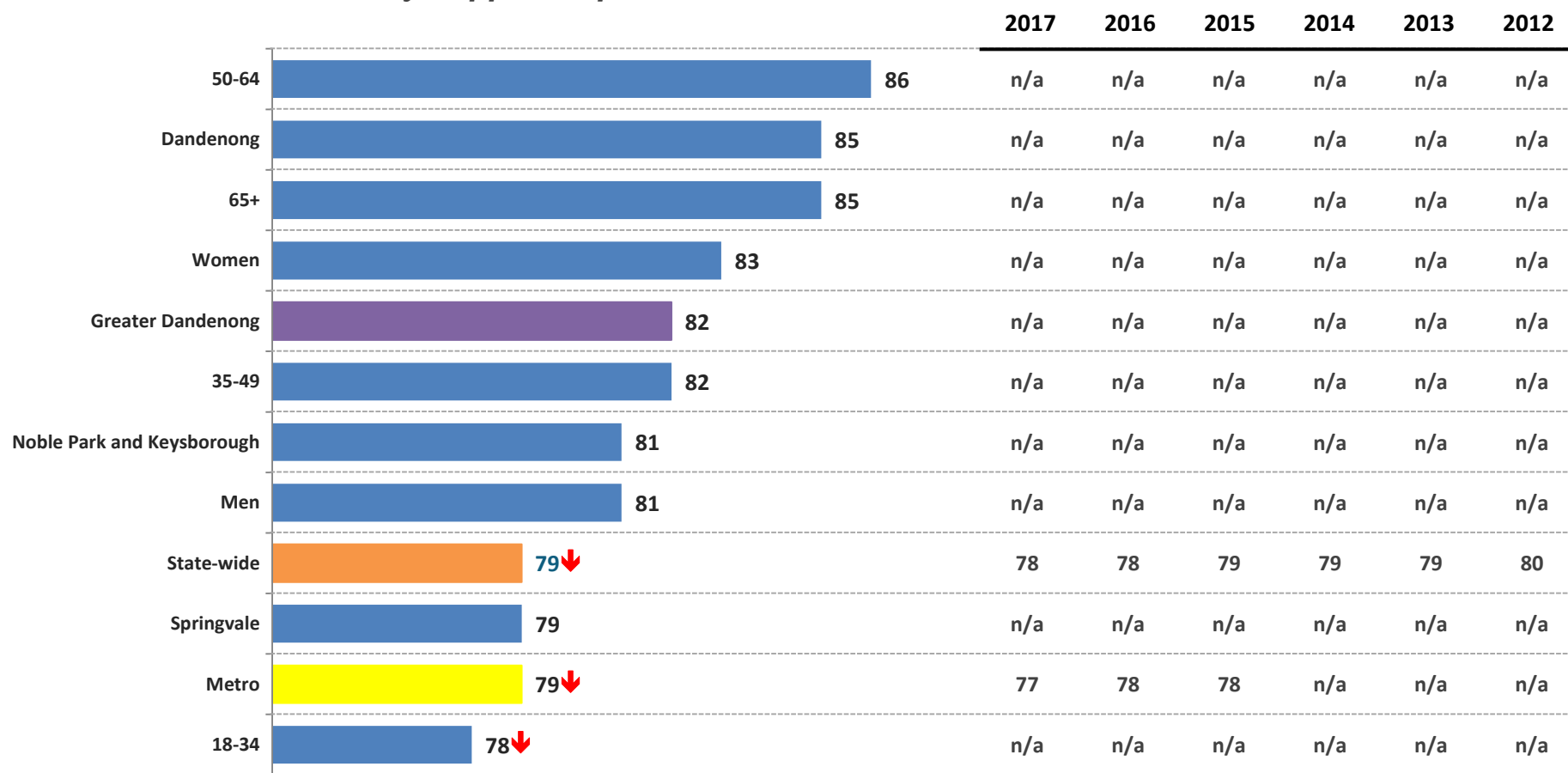■ Extremely important   ■ Very important   ■ Fairly important   ■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'family support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 7

2018 ELDERLY SUPPORT SERVICES
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Elderly Support Importance

	2018	2017	2016	2015	2014	2013	2012
50-64	86	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	85	n/a	n/a	n/a	n/a	n/a	n/a
65+	85	n/a	n/a	n/a	n/a	n/a	n/a
Women	83	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	82	n/a	n/a	n/a	n/a	n/a	n/a
35-49	82	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	81	n/a	n/a	n/a	n/a	n/a	n/a
Men	81	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	79 ⬇	78	78	79	79	79	80
Springvale	79	n/a	n/a	n/a	n/a	n/a	n/a
Metro	79 ⬇	77	78	78	n/a	n/a	n/a
18-34	78 ⬇	n/a	n/a	n/a	n/a	n/a	n/a

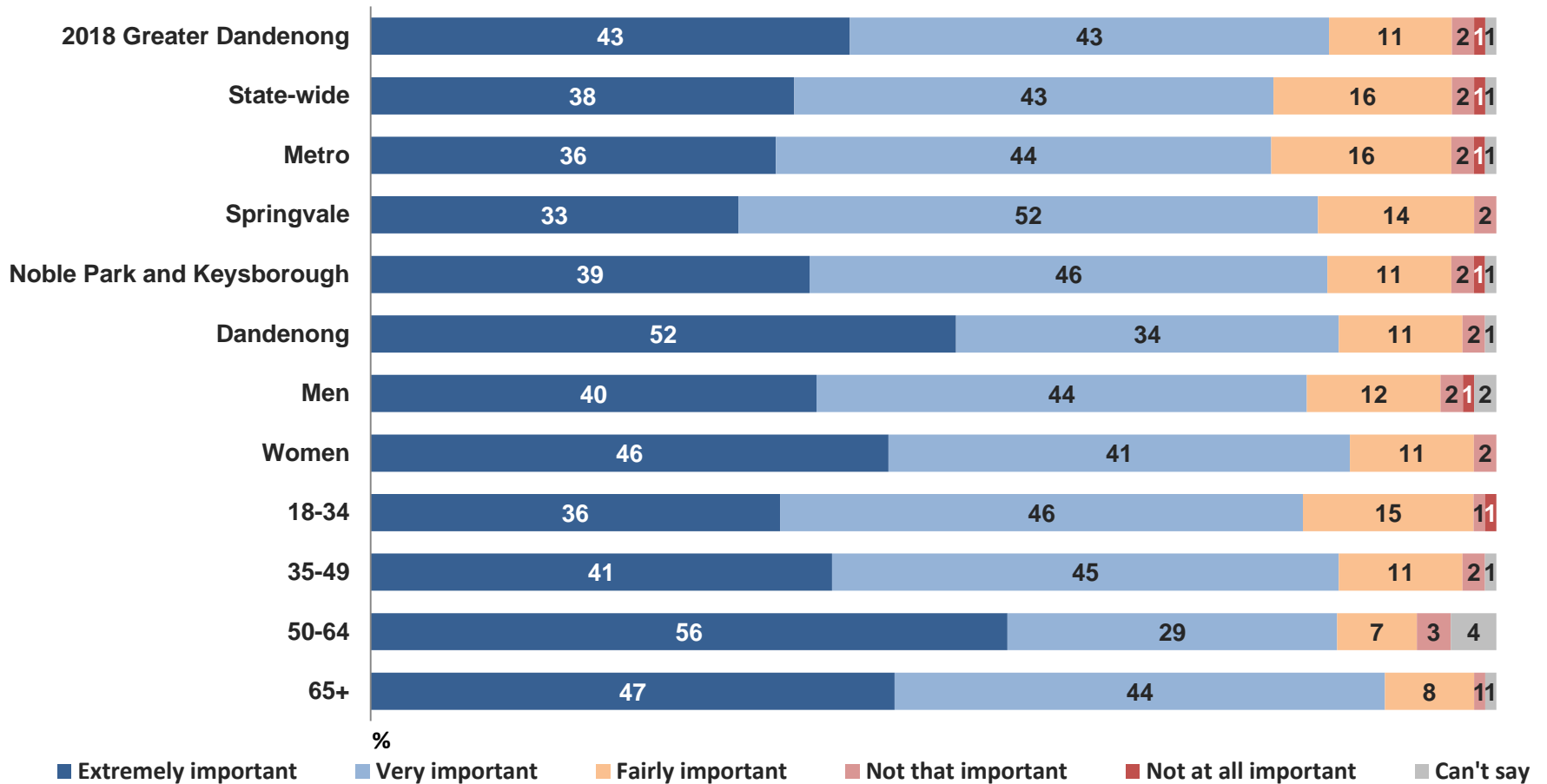*Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

2018 ELDERLY SUPPORT SERVICES
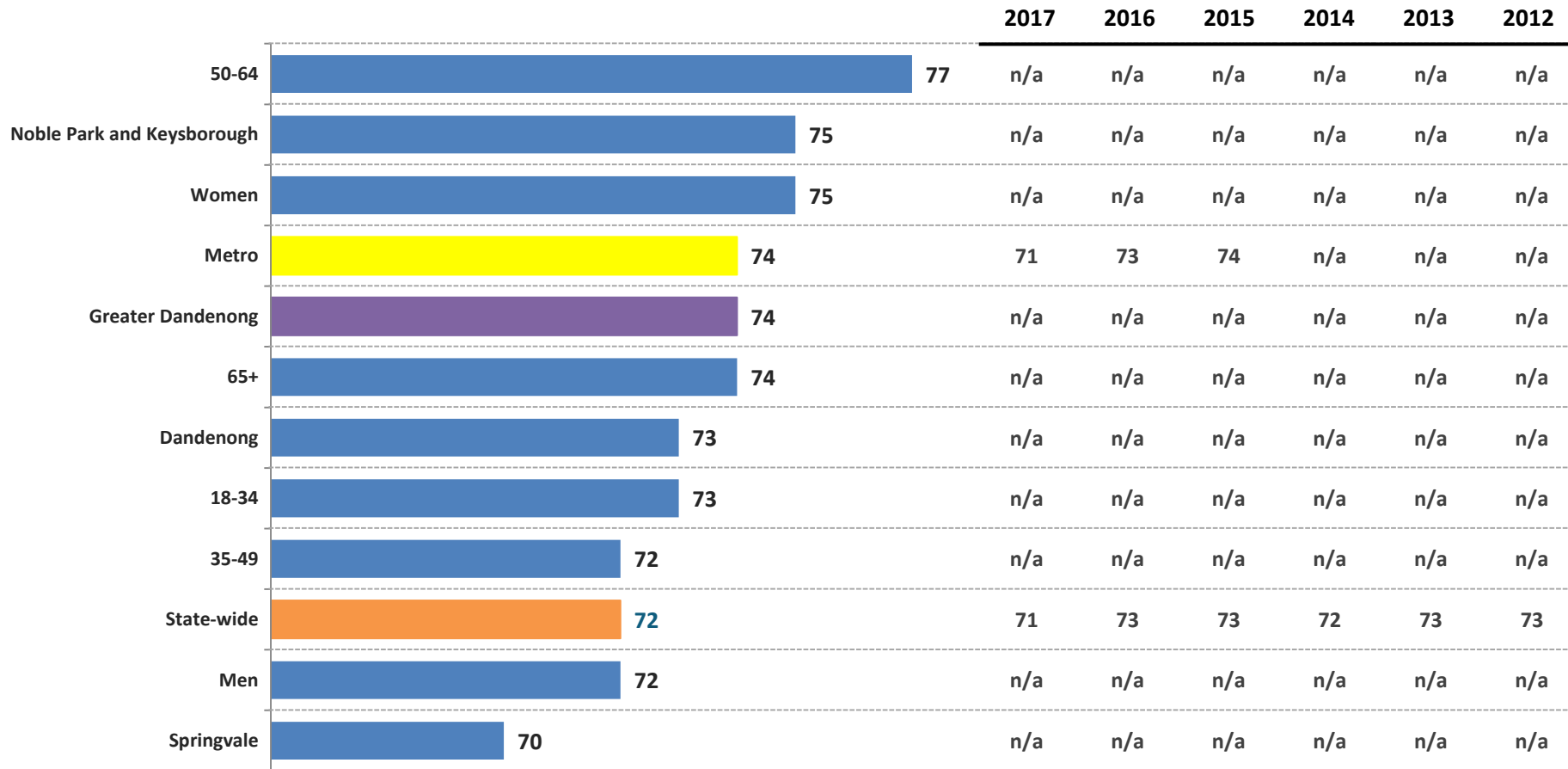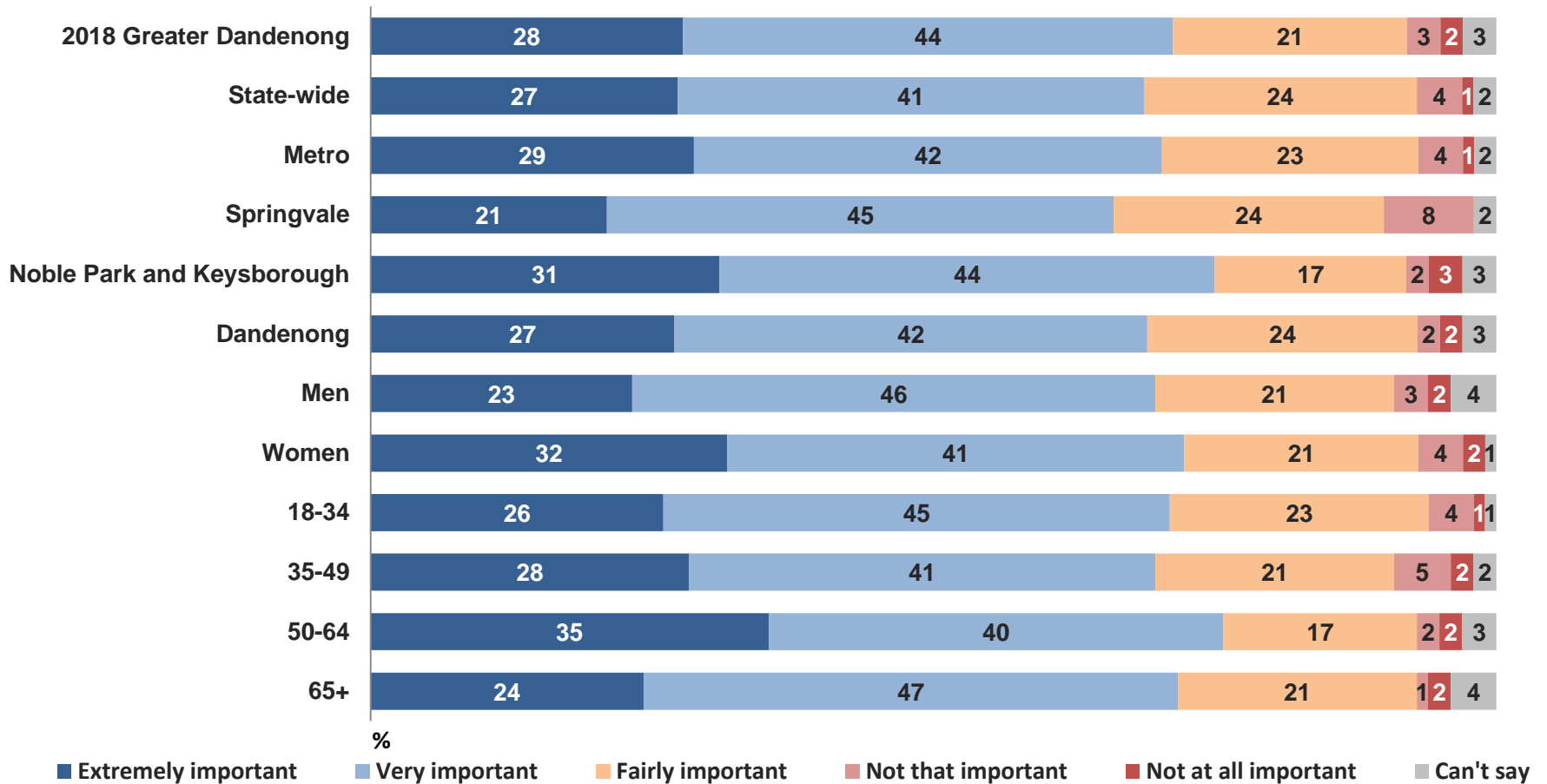## IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Elderly Support Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	43	43	11	2	1	1
State-wide	38	43	16	2	1	1
Metro	36	44	16	2	1	1
Springvale	33	52	14	2		
Noble Park and Keysborough	39	46	11	2	1	1
Dandenong	52	34	11	2	1	
Men	40	44	12	2	1	2
Women	46	41	11	2		
18-34	36	46	15		1	1
35-49	41	45	11	2	1	
50-64	56	29	7	3		4
65+	47	44	8	1		1

Legend: ■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

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

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2018 Disadvantaged Support Importance

	2018	2017	2016	2015	2014	2013	2012
50-64	77	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	75	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	n/a	n/a	n/a	n/a	n/a	n/a
Metro	74	71	73	74	n/a	n/a	n/a
Greater Dandenong	74	n/a	n/a	n/a	n/a	n/a	n/a
65+	74	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	73	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73	n/a	n/a	n/a	n/a	n/a	n/a
35-49	72	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	72	71	73	73	72	73	73
Men	72	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	70	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

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2018 Disadvantaged Support Importance

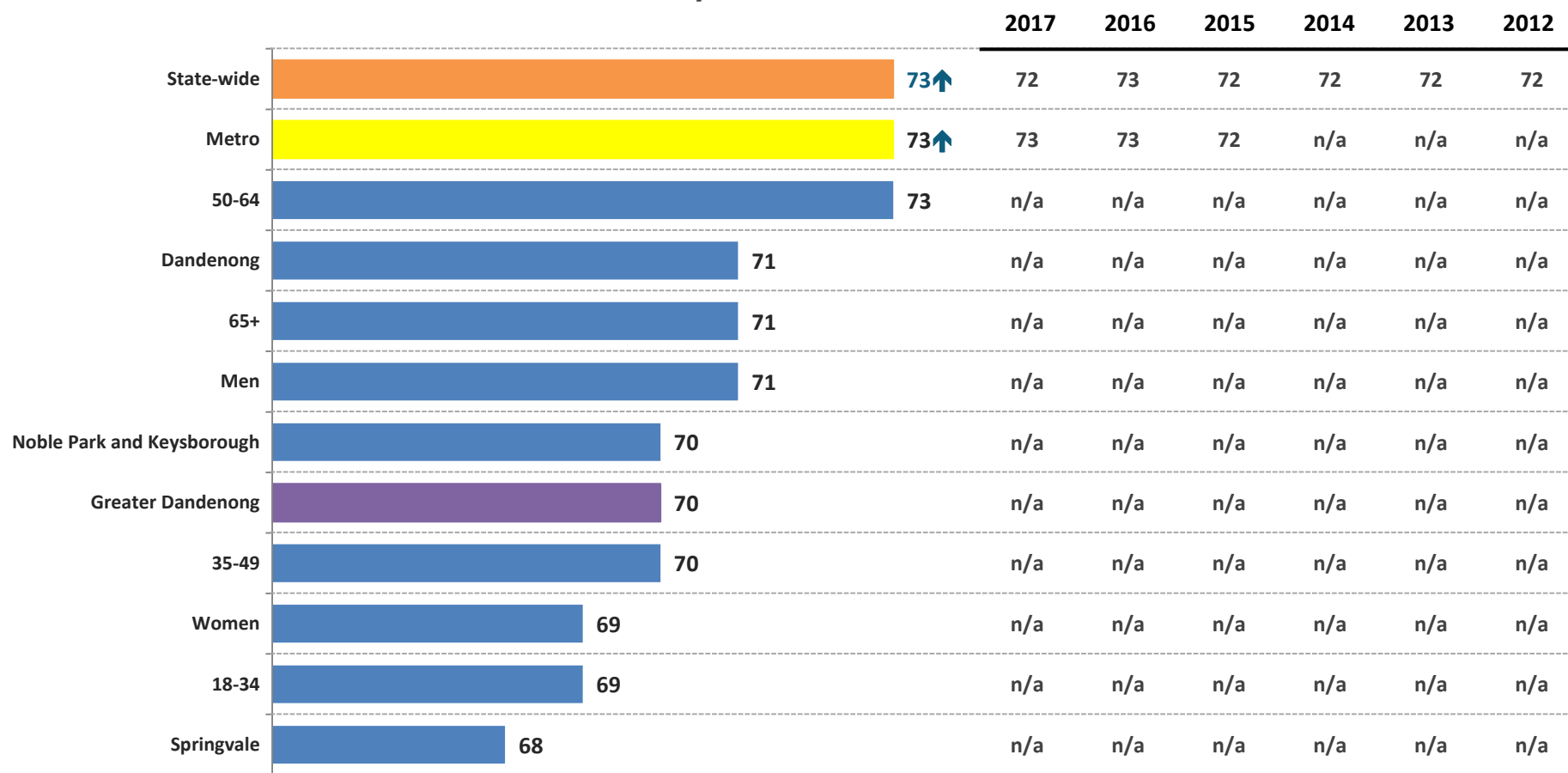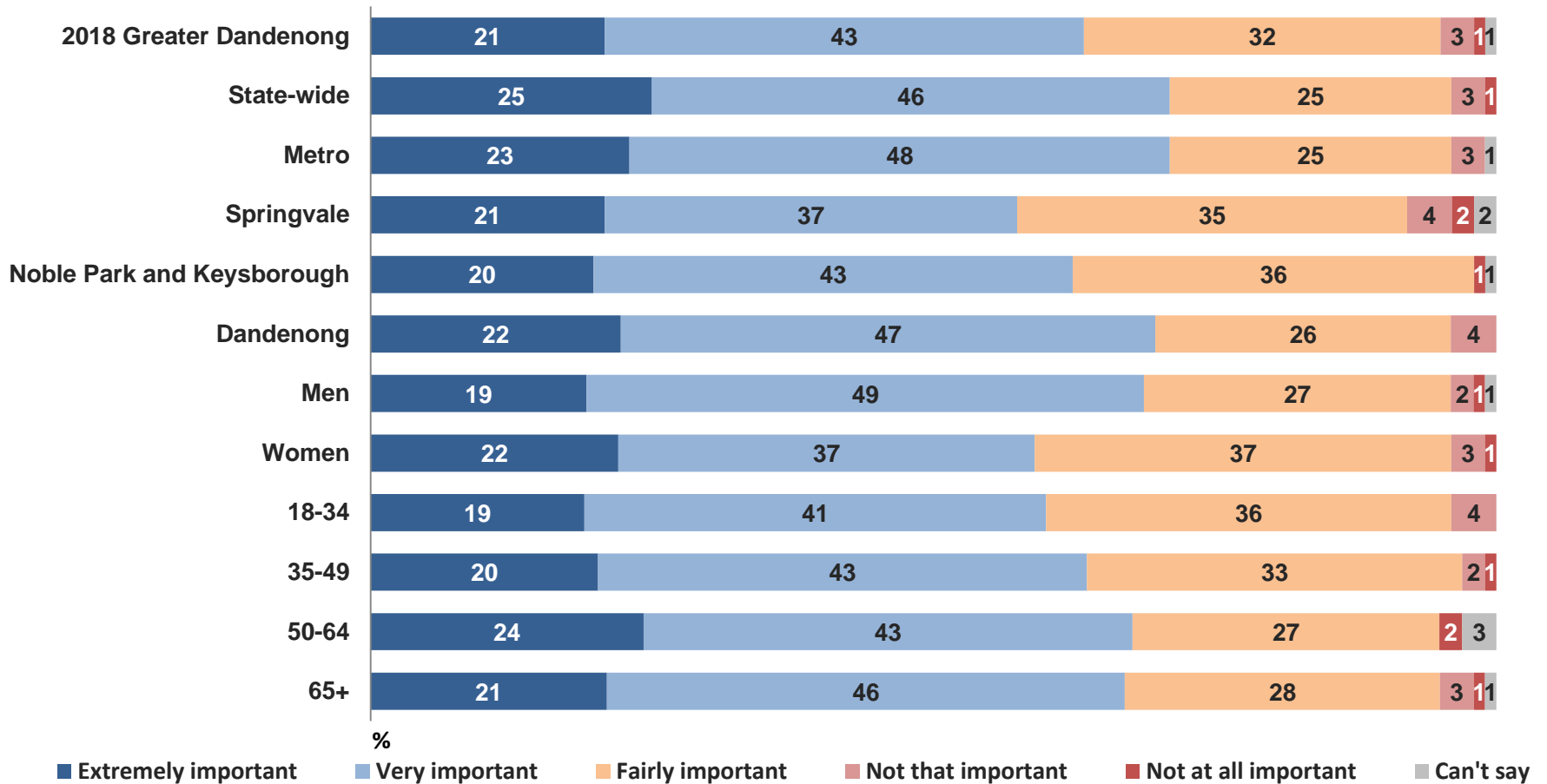|	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	28	44	21	3	2	3
State-wide	27	41	24	4	1	2
Metro	29	42	23	4	1	2
Springvale	21	45	24	8		2
Noble Park and Keysborough	31	44	17	2	3	3
Dandenong	27	42	24	2	2	3
Men	23	46	21	3	2	4
Women	32	41	21	4	2	1
18-34	26	45	23	4	1	1
35-49	28	41	21	5	2	2
50-64	35	40	17	2	2	3
65+	24	47	21	1	2	4

%

■ Extremely important   ■ Very important   ■ Fairly important   ■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 6

2018 RECREATIONAL FACILITIES
IMPORTANCE INDEX SCORES

JWS R E S E A R C H

2018 Recreational Facilities Importance

	2017	2016	2015	2014	2013	2012
State-wide	73⬆ 72	73	72	72	72	72
Metro	73⬆ 73	73	72	n/a	n/a	n/a
50-64	73 n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	71 n/a	n/a	n/a	n/a	n/a	n/a
65+	71 n/a	n/a	n/a	n/a	n/a	n/a
Men	71 n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	70 n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	70 n/a	n/a	n/a	n/a	n/a	n/a
35-49	70 n/a	n/a	n/a	n/a	n/a	n/a
Women	69 n/a	n/a	n/a	n/a	n/a	n/a
18-34	69 n/a	n/a	n/a	n/a	n/a	n/a
Springvale	68 n/a	n/a	n/a	n/a	n/a	n/a

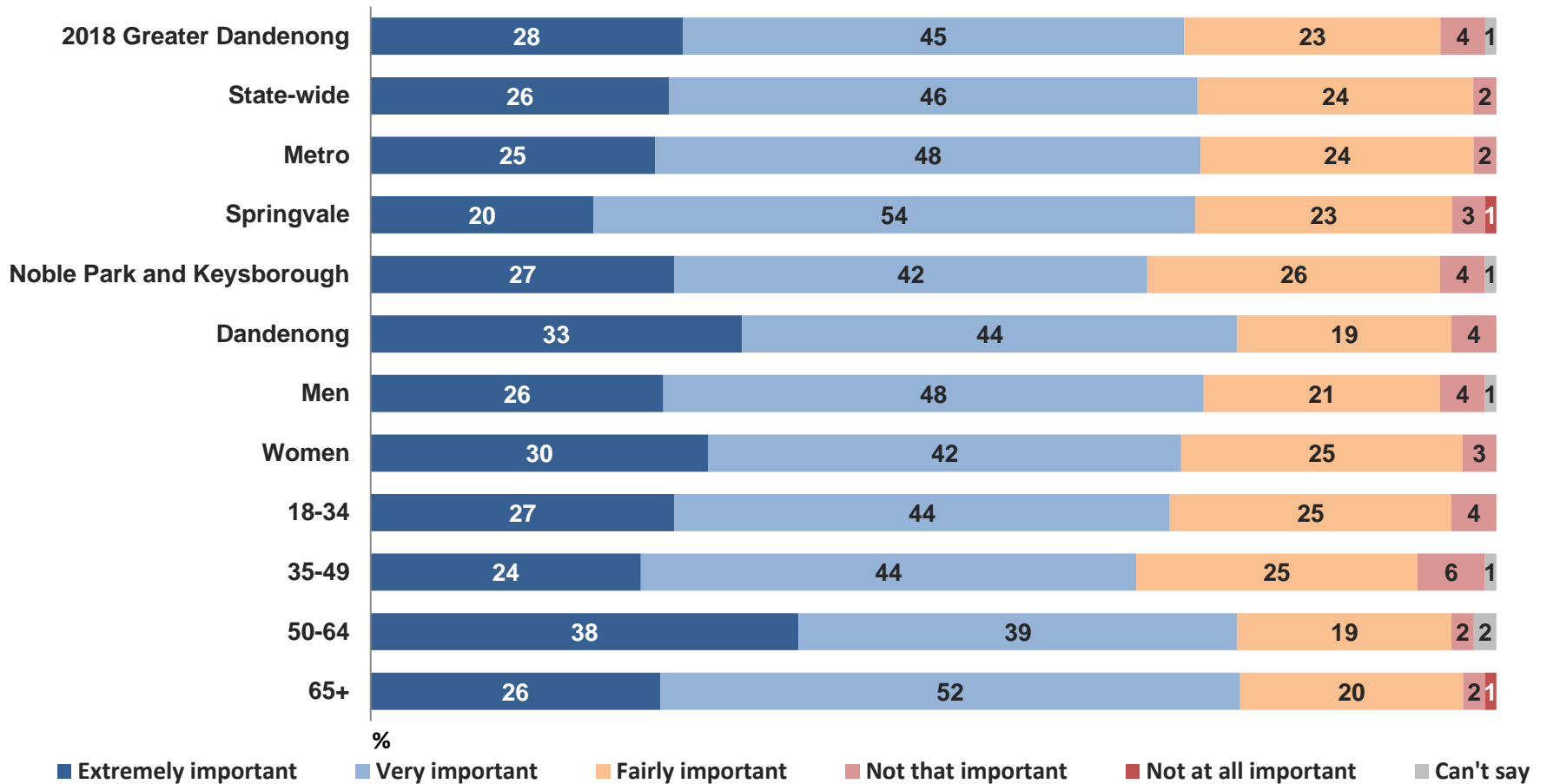*Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9
Note: Please see page 6 for explanation about significant differences.

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2018 RECREATIONAL FACILITIES
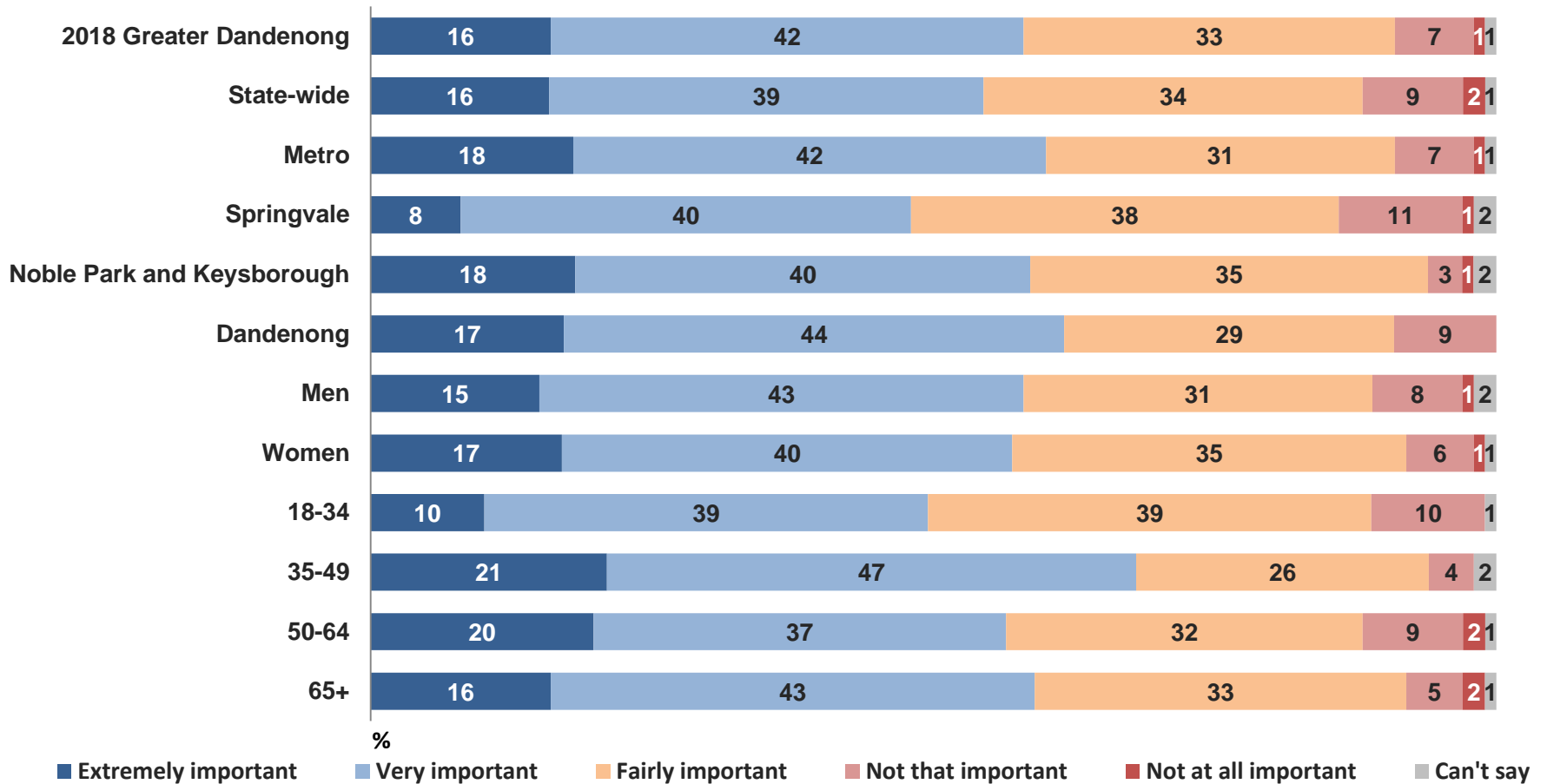## IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Recreational Facilities Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	21	43	32	3	1	1
State-wide	25	46	25	3		1
Metro	23	48	25	3		1
Springvale	21	37	35	4	2	2
Noble Park and Keysborough	20	43	36		1	1
Dandenong	22	47	26	4		
Men	19	49	27	2	1	1
Women	22	37	37	3	1	
18-34	19	41	36	4		
35-49	20	43	33	2	1	
50-64	24	43	27		2	3
65+	21	46	28	3	1	1

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9

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J00643 Community Satisfaction Survey 2018 - Greater Dandenong City Council

2018 Public Areas Importance

	2018	2017	2016	2015	2014	2013	2012
50-64	79	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	77	n/a	n/a	n/a	n/a	n/a	n/a
65+	75	n/a	n/a	n/a	n/a	n/a	n/a
Women	74	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	74	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74	74	74	73	73	74	73
Men	74	n/a	n/a	n/a	n/a	n/a	n/a
Metro	74	75	74	73	n/a	n/a	n/a
18-34	74	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	73	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	72	n/a	n/a	n/a	n/a	n/a	n/a
35-49	72	n/a	n/a	n/a	n/a	n/a	n/a

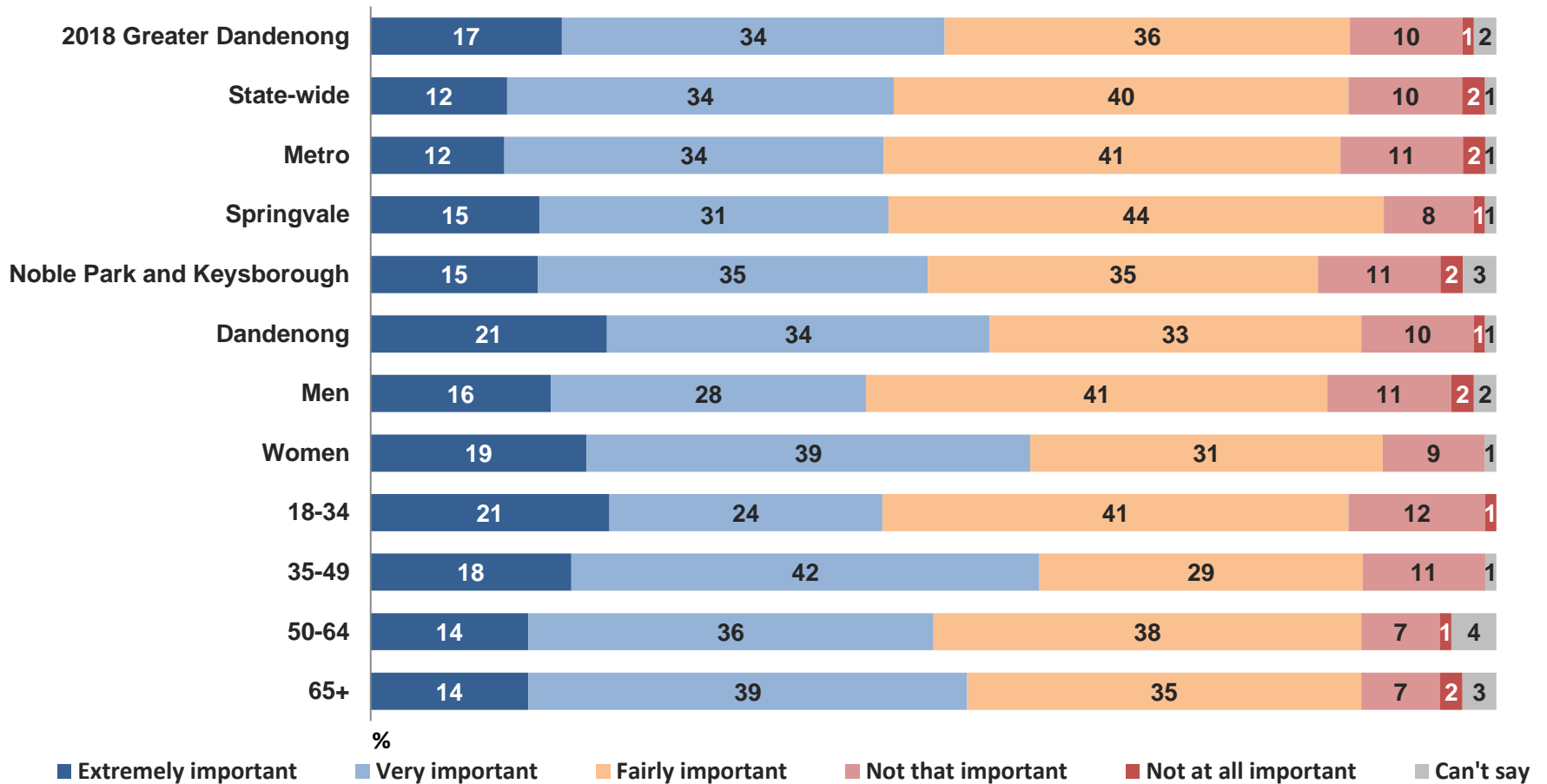*Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9
Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Public Areas Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	28	45	23	4		1
State-wide	26	46	24	2		
Metro	25	48	24	2		
Springvale	20	54	23	3	1	
Noble Park and Keysborough	27	42	26	4		1
Dandenong	33	44	19	4		
Men	26	48	21	4		1
Women	30	42	25	3		
18-34	27	44	25	4		
35-49	24	44	25	6		1
50-64	38	39	19	2		2
65+	26	52	20	2	1	

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say
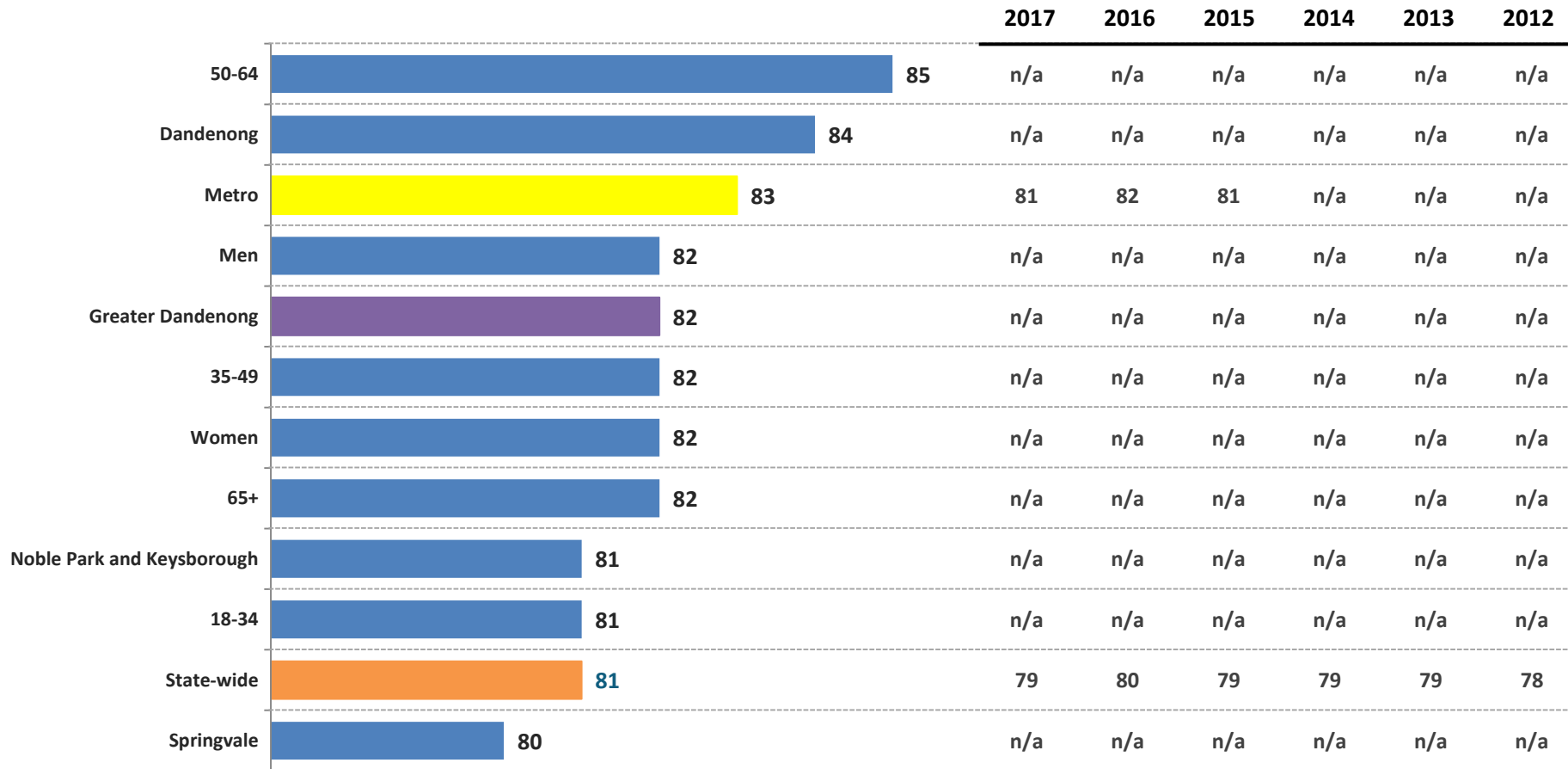
Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9

77

2018 Art Centres & Libraries Importance

	2018	2017	2016	2015	2014	2013	2012
35-49	72 ↑	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	68	n/a	n/a	n/a	n/a	n/a	n/a
Metro	67	67	68	69	n/a	n/a	n/a
Dandenong	67	n/a	n/a	n/a	n/a	n/a	n/a
Women	67	n/a	n/a	n/a	n/a	n/a	n/a
65+	67	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	66	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	64	66	65	66	66	66
18-34	63	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	61	n/a	n/a	n/a	n/a	n/a	n/a
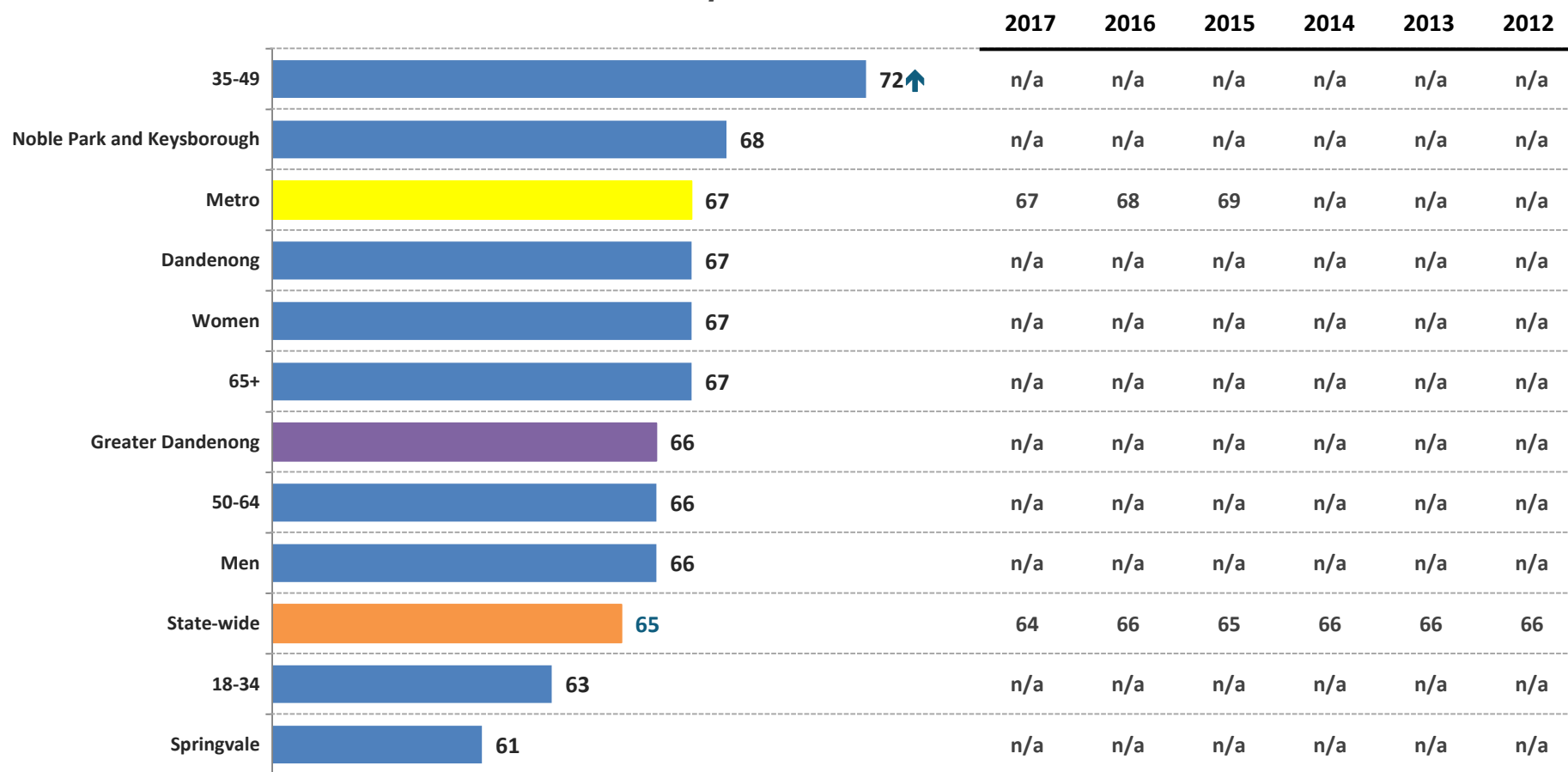
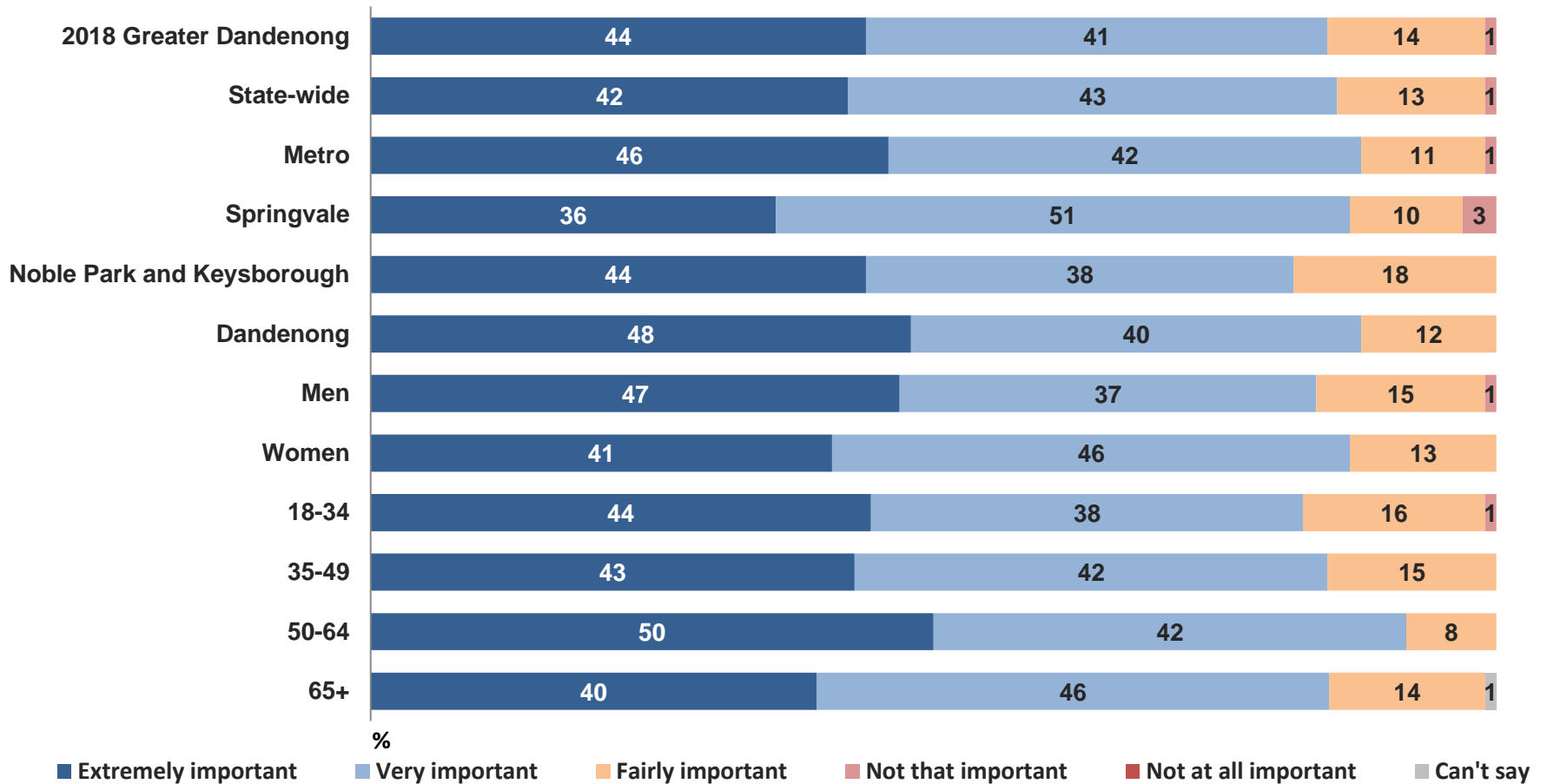*Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

2018 Art Centres & Libraries Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	16	42	33	7	1	1
State-wide	16	39	34	9	2	1
Metro	18	42	31	7	1	1
Springvale	8	40	38	11	1	2
Noble Park and Keysborough	18	40	35	3	1	2
Dandenong	17	44	29	9		
Men	15	43	31	8	1	2
Women	17	40	35	6	1	1
18-34	10	39	39	10		1
35-49	21	47	26	4		2
50-64	20	37	32	9	2	1
65+	16	43	33	5	2	1

Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 8

2018 Community Activities Importance

	2018	2017	2016	2015	2014	2013	2012
Women	67	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	66	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	64	n/a	n/a	n/a	n/a	n/a	n/a
65+	64	n/a	n/a	n/a	n/a	n/a	n/a
50-64	64	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	63	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	63	n/a	n/a	n/a	n/a	n/a	n/a
18-34	63	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	n/a	n/a	n/a	n/a	n/a	n/a
Metro	61 ⬇	61	62	62	n/a	n/a	n/a
State-wide	61 ⬇	61	62	62	62	62	62

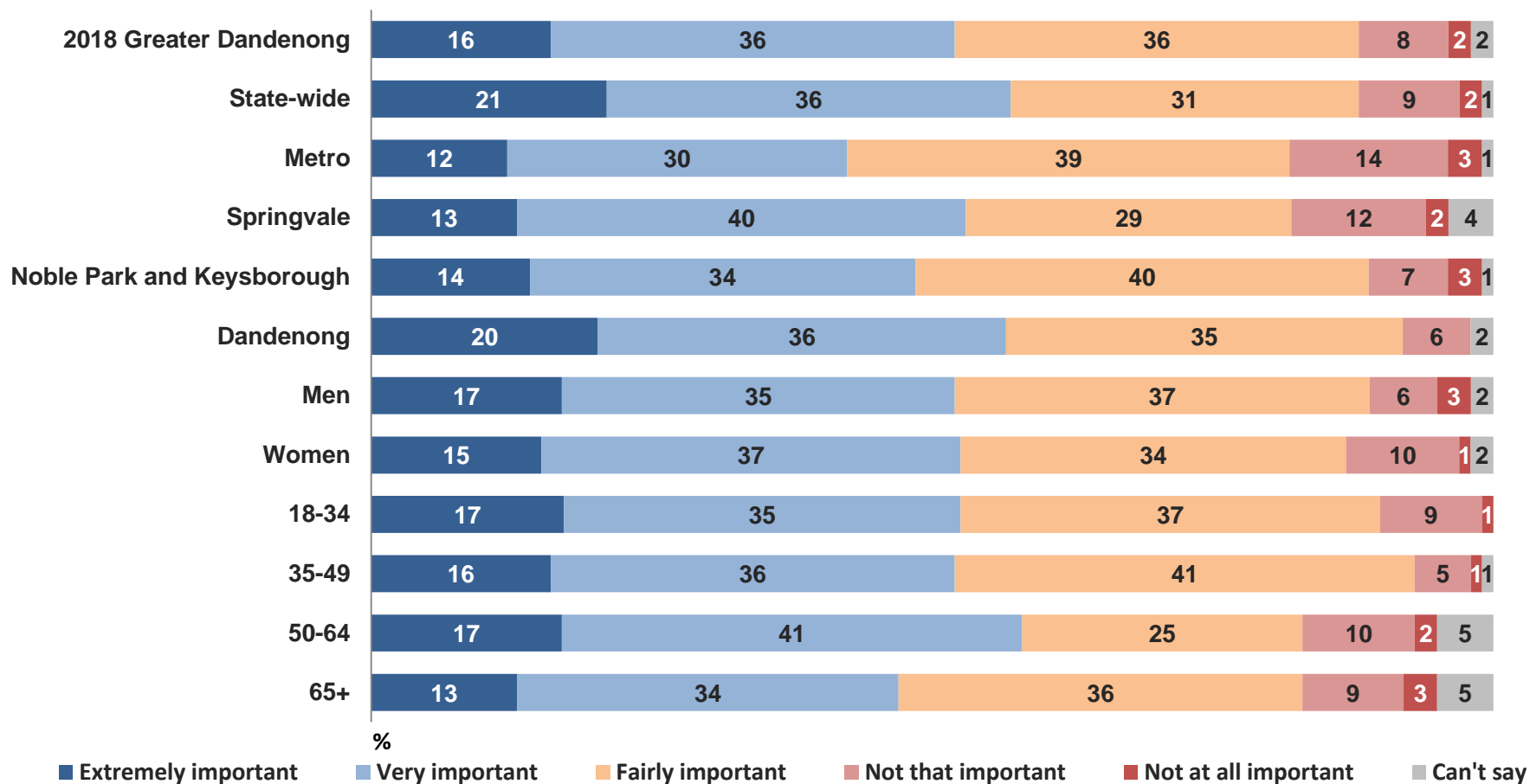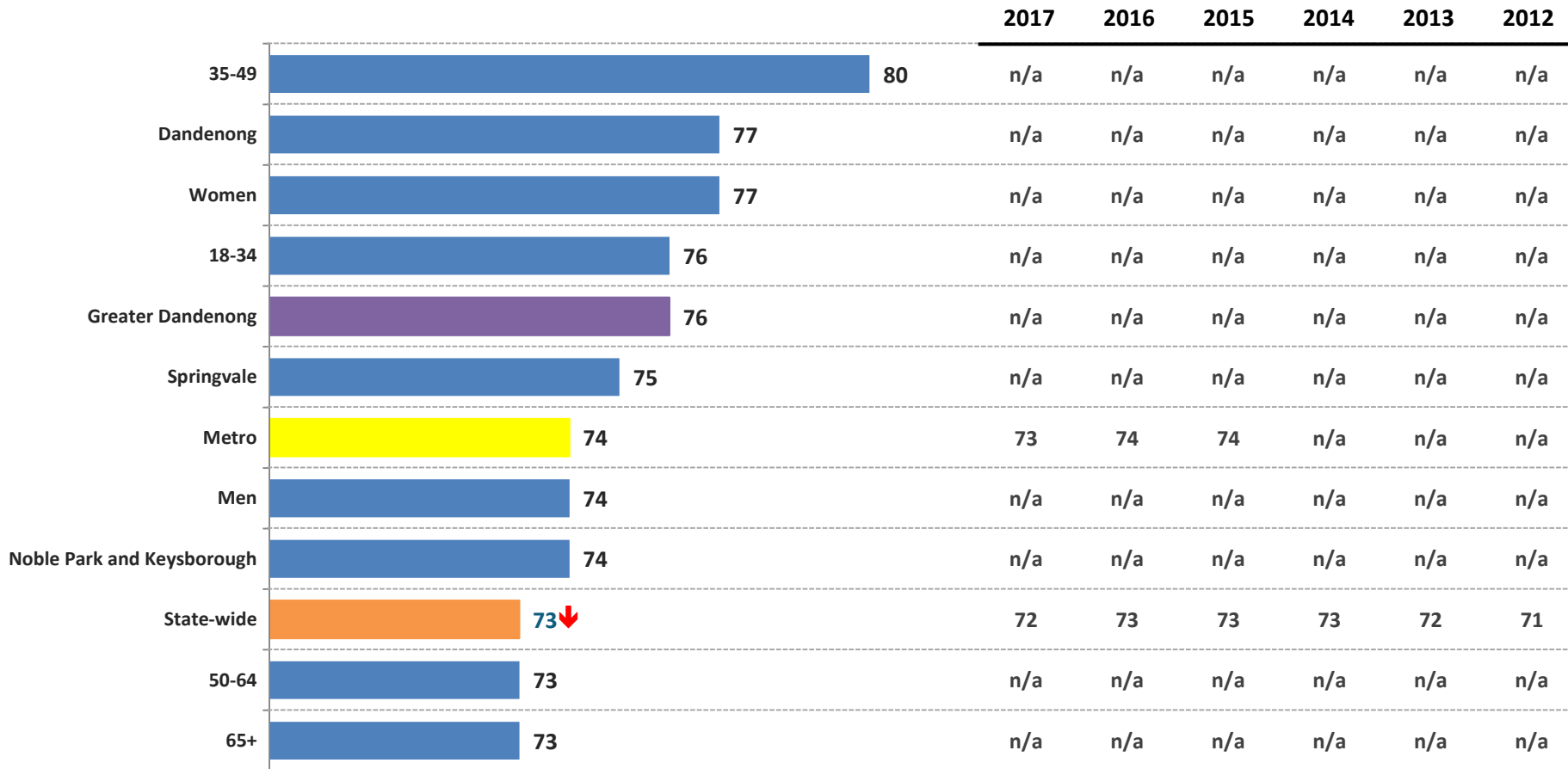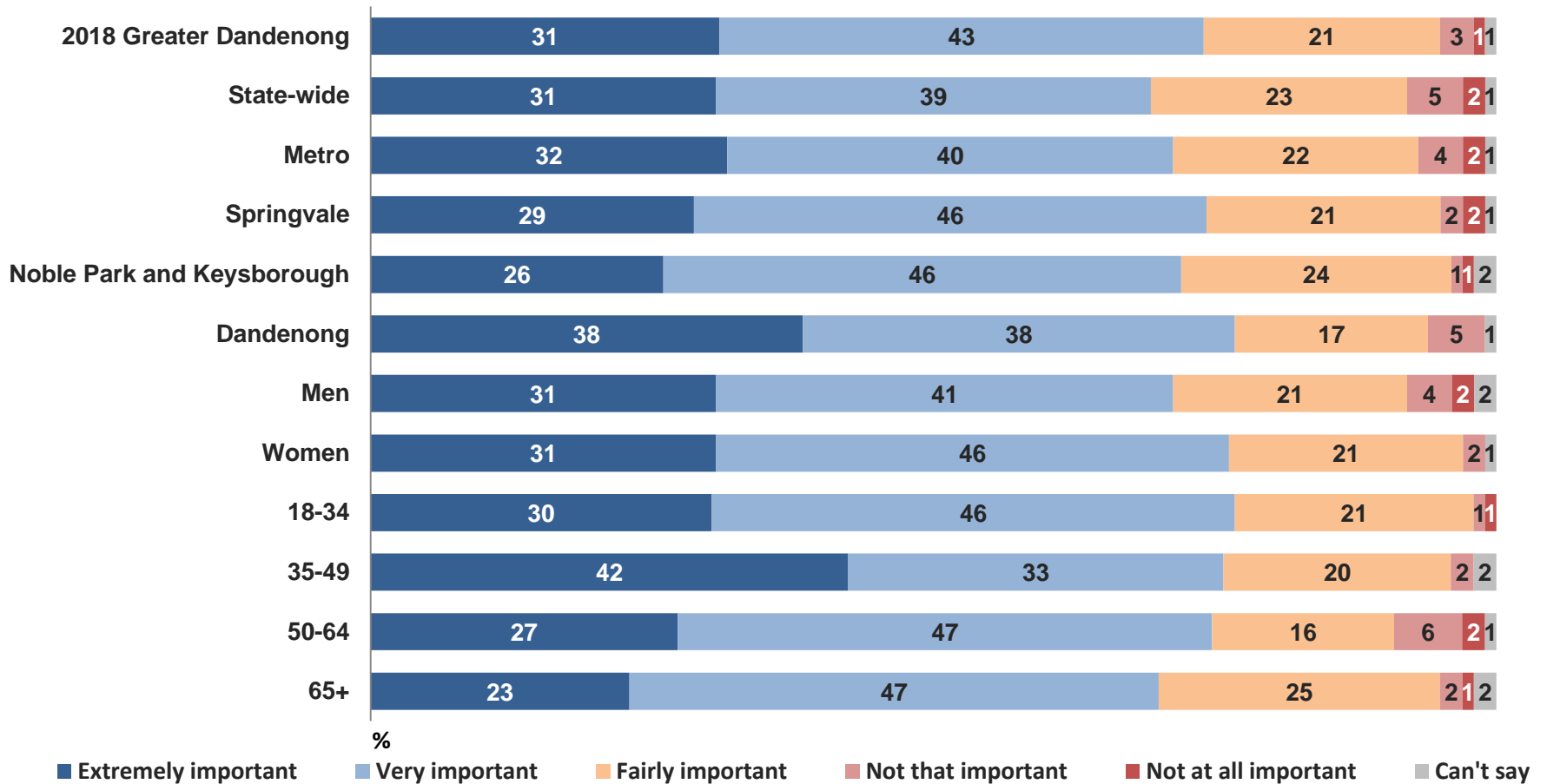*Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8
Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY AND CULTURAL ACTIVITIES
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Community Activities Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	17	34	36	10	1	2
State-wide	12	34	40	10	2	1
Metro	12	34	41	11	2	1
Springvale	15	31	44	8	1	1
Noble Park and Keysborough	15	35	35	11	2	3
Dandenong	21	34	33	10	1	1
Men	16	28	41	11	2	2
Women	19	39	31	9		1
18-34	21	24	41	12	1	
35-49	18	42	29	11		1
50-64	14	36	38	7	1	4
65+	14	39	35	7	2	3

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8

2018 WASTE MANAGEMENT
IMPORTANCE INDEX SCORES

2018 Waste Management Importance

	2018	2017	2016	2015	2014	2013	2012
50-64	85	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	84	n/a	n/a	n/a	n/a	n/a	n/a
Metro	83	81	82	81	n/a	n/a	n/a
Men	82	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	82	n/a	n/a	n/a	n/a	n/a	n/a
35-49	82	n/a	n/a	n/a	n/a	n/a	n/a
Women	82	n/a	n/a	n/a	n/a	n/a	n/a
65+	82	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	81	n/a	n/a	n/a	n/a	n/a	n/a
18-34	81	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	79	80	79	79	79	78
Springvale	80	n/a	n/a	n/a	n/a	n/a	n/a

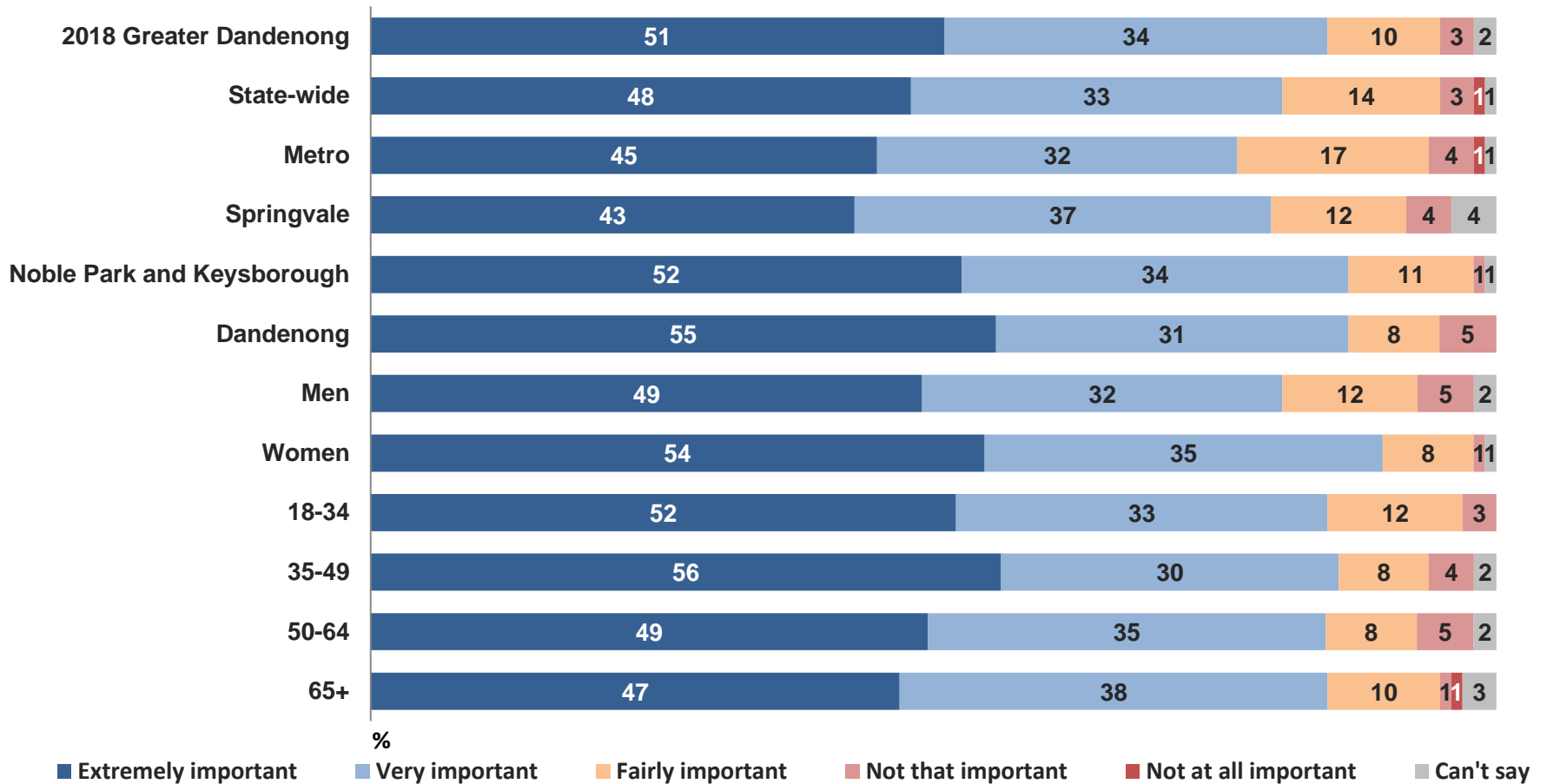*Q1. Firstly, how important should 'waste management' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9
Note: Please see page 6 for explanation about significant differences.

2018 WASTE MANAGEMENT
IMPORTANCE DETAILED PERCENTAGES

2018 Waste Management Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	44	41	14	1		
State-wide	42	43	13	1		
Metro	46	42	11	1		
Springvale	36	51	10	3		
Noble Park and Keysborough	44	38	18			
Dandenong	48	40	12			
Men	47	37	15	1		
Women	41	46	13			
18-34	44	38	16	1		
35-49	43	42	15			
50-64	50	42	8			
65+	40	46	14	1		

%

■ Extremely important   ■ Very important   ■ Fairly important   ■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES

2018 Business/Development/Tourism Importance
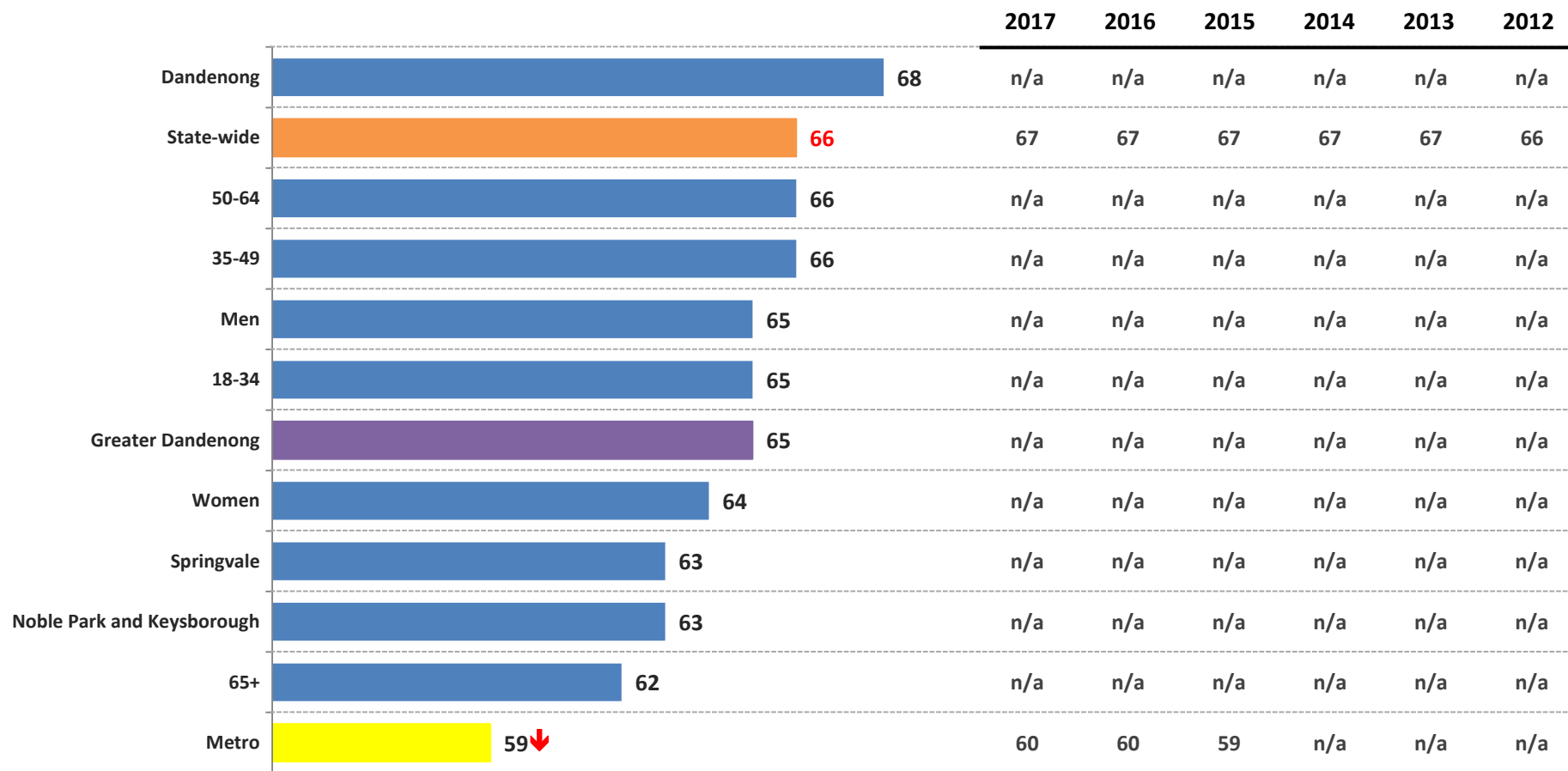
	2017	2016	2015	2014	2013	2012
Dandenong — 68	n/a	n/a	n/a	n/a	n/a	n/a
State-wide — 66	67	67	67	67	67	66
50-64 — 66	n/a	n/a	n/a	n/a	n/a	n/a
35-49 — 66	n/a	n/a	n/a	n/a	n/a	n/a
Men — 65	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 65	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong — 65	n/a	n/a	n/a	n/a	n/a	n/a
Women — 64	n/a	n/a	n/a	n/a	n/a	n/a
Springvale — 63	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough — 63	n/a	n/a	n/a	n/a	n/a	n/a
65+ — 62	n/a	n/a	n/a	n/a	n/a	n/a
Metro — 59 ⬇	60	60	59	n/a	n/a	n/a

Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

2018 Business/Development/Tourism Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	16	36	36	8	2	2
State-wide	21	36	31	9	2	1
Metro	12	30	39	14	3	1
Springvale	13	40	29	12	2	4
Noble Park and Keysborough	14	34	40	7	3	1
Dandenong	20	36	35	6		2
Men	17	35	37	6	3	2
Women	15	37	34	10	1	2
18-34	17	35	37	9	1	
35-49	16	36	41	5	1	1
50-64	17	41	25	10	2	5
65+	13	34	36	9	3	5

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 6

2018 ENVIRONMENTAL SUSTAINABILITY
IMPORTANCE INDEX SCORES

2018 Environmental Sustainability Importance

	2018	2017	2016	2015	2014	2013	2012
35-49	80	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	77	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	76	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	75	n/a	n/a	n/a	n/a	n/a	n/a
Metro	74	73	74	74	n/a	n/a	n/a
Men	74	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	74	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73 ⬇	72	73	73	73	72	71
50-64	73	n/a	n/a	n/a	n/a	n/a	n/a
65+	73	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 9
Note: Please see page 6 for explanation about significant differences.

2018 Environmental Sustainability Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	31	43	21	3	1	1
State-wide	31	39	23	5	2	1
Metro	32	40	22	4	2	1
Springvale	29	46	21	2	2	1
Noble Park and Keysborough	26	46	24	1	1	2
Dandenong	38	38	17	5		1
Men	31	41	21	4	2	2
Women	31	46	21		2	1
18-34	30	46	21		1	1
35-49	42	33	20	2		2
50-64	27	47	16	6	2	1
65+	23	47	25	2	1	2

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 9

2018 EMERGENCY AND DISASTER MANAGEMENT
IMPORTANCE INDEX SCORES

2018 Disaster Management Importance

	2018	2017	2016	2015	2014	2013	2012
Women	86	n/a	n/a	n/a	n/a	n/a	n/a
35-49	85	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	85	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	85	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	84	n/a	n/a	n/a	n/a	n/a	n/a
18-34	84	n/a	n/a	n/a	n/a	n/a	n/a
65+	83	n/a	n/a	n/a	n/a	n/a	n/a
50-64	83	n/a	n/a	n/a	n/a	n/a	n/a
Men	82	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81 ⬇	80	80	80	80	80	80
Springvale	81	n/a	n/a	n/a	n/a	n/a	n/a
Metro	80 ⬇	77	76	77	n/a	n/a	n/a

Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 EMERGENCY AND DISASTER MANAGEMENT
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Disaster Management Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Greater Dandenong	51	34	10	3		2
State-wide	48	33	14	3	1	1
Metro	45	32	17	4	1	1
Springvale	43	37	12	4		4
Noble Park and Keysborough	52	34	11	1		1
Dandenong	55	31	8	5		
Men	49	32	12	5		2
Women	54	35	8	1		1
18-34	52	33	12	3		
35-49	56	30	8	4		2
50-64	49	35	8	5		2
65+	47	38	10	1	1	3

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4

DETAILED DEMOGRAPHICS

2018 GENDER AND AGE PROFILE

Gender

- Men
- Women

49% 51%

Age

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

15% 23% 22% 25% 15%
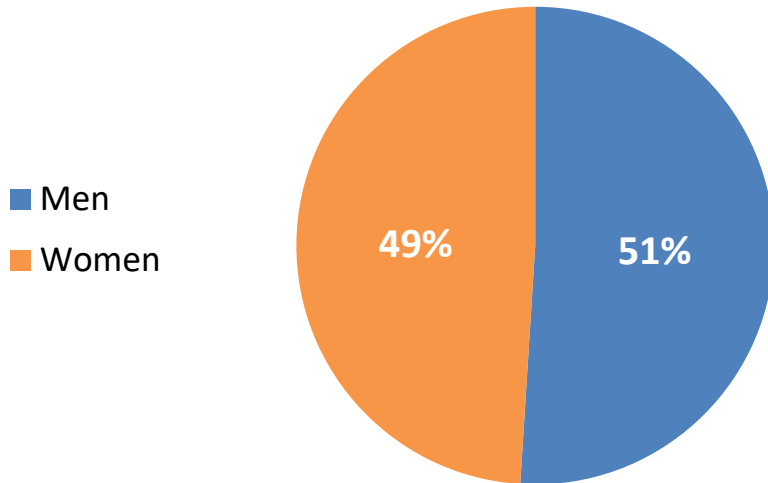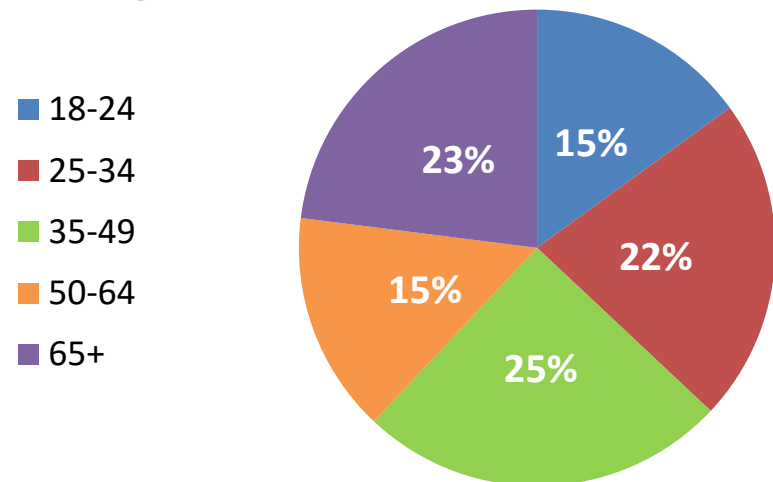
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 14

2018 LANGUAGES SPOKEN AT HOME
2018 COUNTRIES OF BIRTH

JWS RESEARCH

2018 Languages Spoken

Language	%
English only	48
Languages other than English	51
VIETNAMESE	9
CHINESE	5
ARABIC	3
FRENCH	3
GREEK	3
HINDI	3
ITALIAN	2
CROATIAN	1
RUSSIAN	1
SPANISH	1
OTHER	24

%

2018 Countries of Birth

Country	%
Australia	49
Countries other than Australia	51
INDIA	7
OTHER ASIAN	3
UNITED KINGDOM	3
NEW ZEALAND	2
CHINA	1
GREECE	1
OTHER EUROPEAN	1
OTHER AMERICAS	1
OTHER	31

%
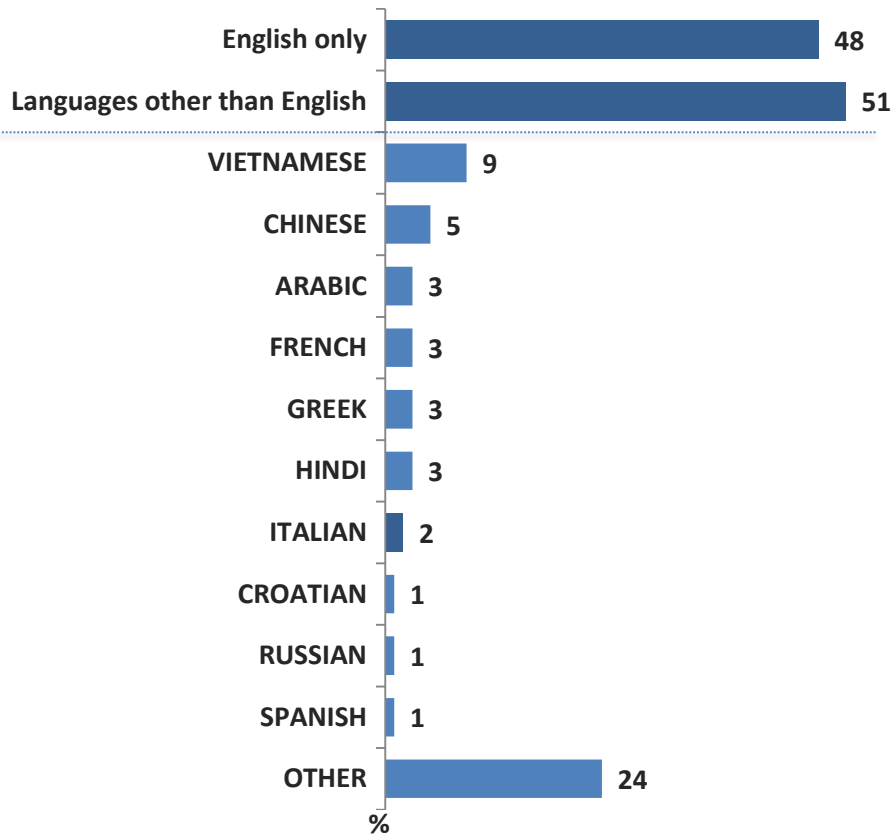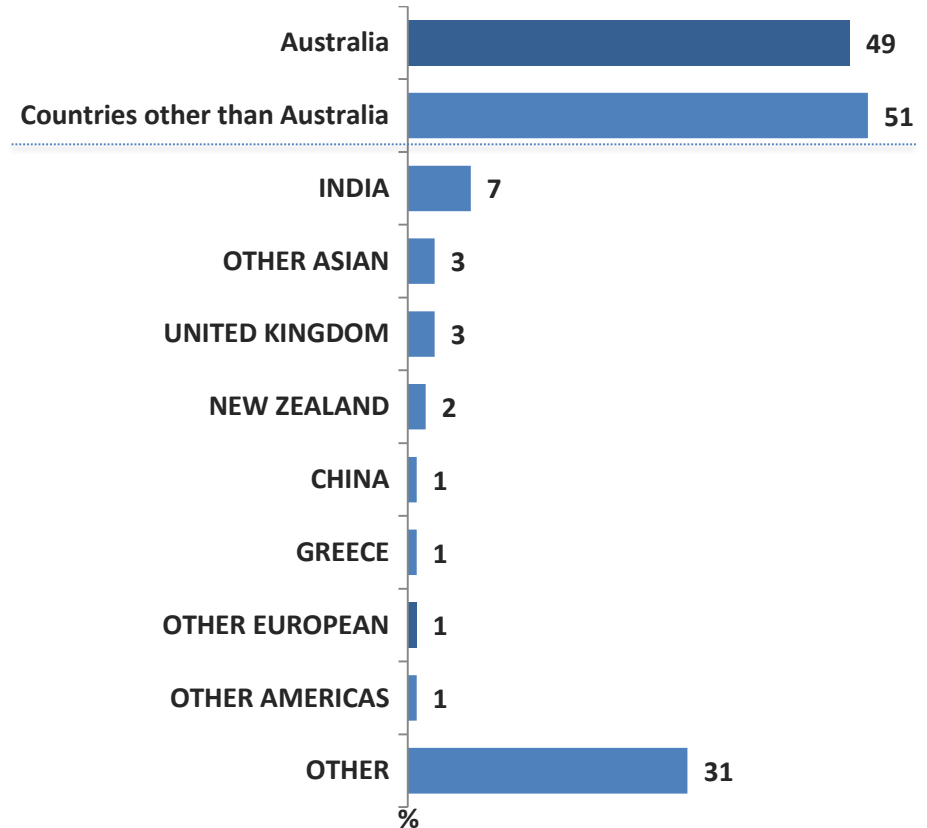
Q11. What languages, other than English, are spoken regularly in your home?
Base: All respondents. Councils asked state-wide: 4 Councils asked group: 4
Note: Respondents could name multiple languages so responses may add to more than 100%
Q12. Could you please tell me which country you were born in?
Base: All respondents. Councils asked state-wide: 3 Councils asked group: 3

APPENDIX A:
DETAILED SURVEY TABULATIONS
AVAILABLE IN SUPPLIED EXCEL FILE

JWS RESEARCH

APPENDIX B:
FURTHER PROJECT INFORMATION

JWS RESEARCH

APPENDIX B:
BACKGROUND AND OBJECTIVES

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 Greater Dandenong 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 2012-2018 have been made throughout this report as appropriate.**

APPENDIX B:
MARGINS OF ERROR

The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Greater Dandenong City Council was 400. 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 400 interviews is +/-4.9% 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 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 126,000 people aged 18 years or over for Greater Dandenong City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Greater Dandenong City Council	400	400	+/-4.9
Men	192	205	+/-7.1
Women	208	195	+/-6.8
Springvale	80	81	+/-11.0
Noble Park and Keysborough	172	174	+/-7.5
Dandenong	148	145	+/-8.1
18-34 years	77	148	+/-11.2
35-49 years	85	99	+/-10.7
50-64 years	95	61	+/-10.1
65+ years	143	92	+/-8.2

APPENDIX B:
ANALYSIS AND REPORTING

All participating councils are listed in the State-wide report published on the DELWP website. In 2018, 64 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 2012-2018 vary slightly.

Council Groups

Greater Dandenong 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 Greater Dandenong City Council for this 2018 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.

JWS RESEARCH

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.

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**

APPENDIX B:
ANALYSIS AND REPORTING

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

APPENDIX B:
INDEX SCORE IMPLICATIONS

Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

a) how well council is seen to be performing in a particular service area; or

b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing **very well** in this service area	This service area is seen to be **extremely important**
60 – 75	Council is performing **well** in this service area, but there is room for improvement	This service area is seen to be **very important**
50 – 60	Council is performing **satisfactorily** in this service area but needs to improve	This service area is seen to be **fairly important**
40 – 50	Council is performing **poorly** in this service area	This service area is seen to be **somewhat important**
0 – 40	Council is performing **very poorly** in this service area	This service area is seen to be **not that important**

APPENDIX B:
INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

Z Score = ($1 - $2) / Sqrt (($3*2 / $5) + ($4*2 / $6))

Where:

➢$1 = Index Score 1

➢$2 = Index Score 2

➢$3 = unweighted sample count 1

➢$4 = unweighted sample count 1

➢$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:
ANALYSIS AND REPORTING

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 2018 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 2018 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 2018 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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.

The overall State-wide Local Government Community Satisfaction Report is available at http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey.

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

CSS: 2018 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.