2022 Local Government Community Satisfaction Survey

Greater Dandenong City Council

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

JWS RESEARCH

Contents

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-third year, this survey provides insight into the community's views on:

• councils' overall performance, with benchmarking against State-wide and council group results

• value for money in services and infrastructure

• community consultation and engagement

• decisions made in the interest of the community

• customer service, local infrastructure, facilities, services and

• overall council direction.

When coupled with previous data, the survey provides a reliable historical source of the community's views since 1998. A selection of results from the last ten years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 23 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 23 years of results, the CSS offers councils a consistent, long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

Key findings and recommendations

Greater Dandenong City Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Greater Dandenong 68

State-wide 59

Metropolitan 65

Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	Sealed local roads Waste management Community decisions	None
Compared to group average	Waste management Community decisions	None

Summary of core measures
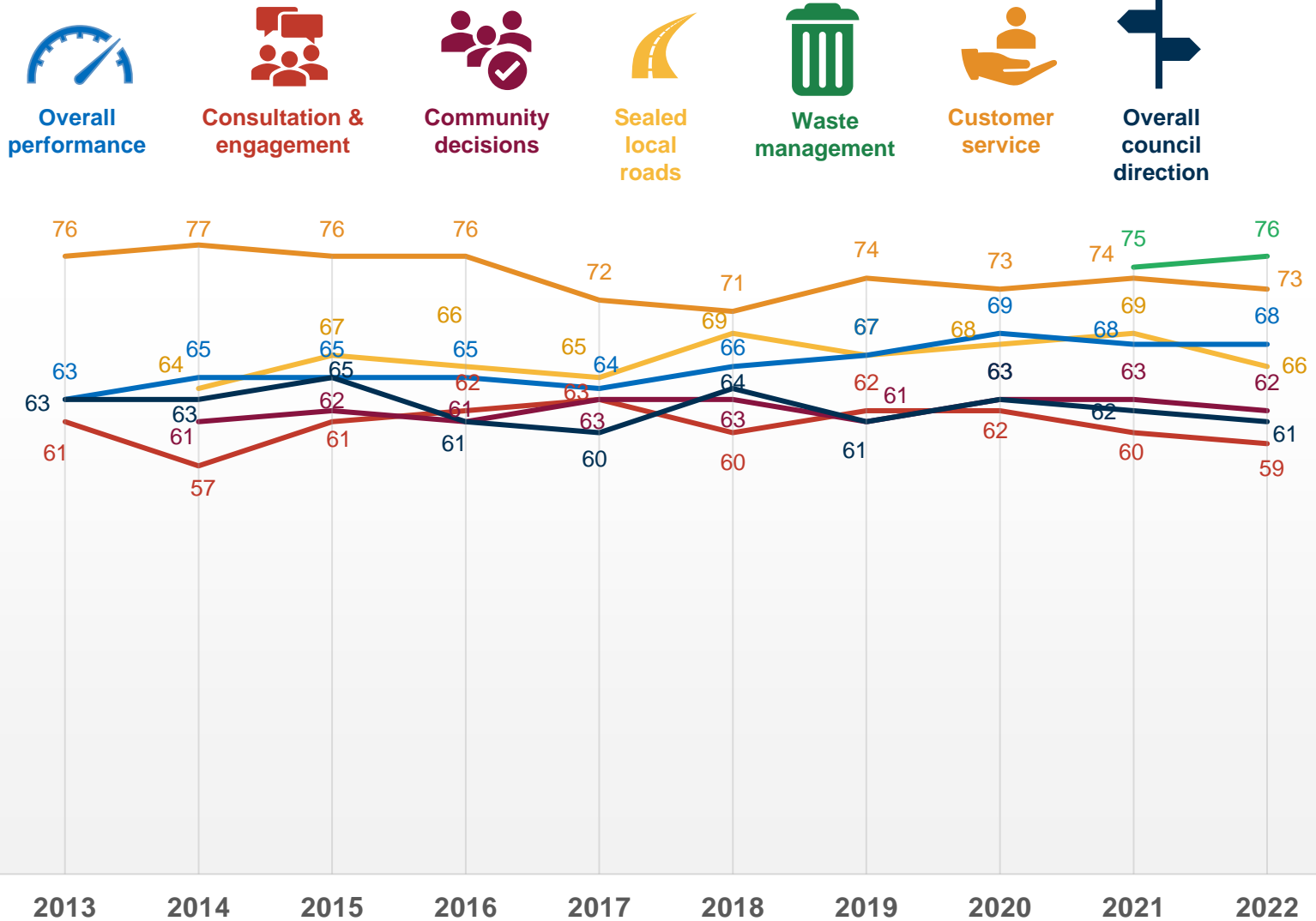
Summary of core measures

Core measures summary results (%)

	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	20	42	28	4	4	2
Consultation & engagement	11	34	31	11	5	8
Community decisions	9	41	32	7	4	7
Sealed local roads	19	42	27	8	4	
Waste management	36	40	16	5	3	1
Customer service	40	28	22	4	5	1

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

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	27	62	6	5

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

JWS RESEARCH   7

Summary of Greater Dandenong City Council performance

Services	Greater Dandenong 2022	Greater Dandenong 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
Overall performance	**68**	68	65	59	Aged 18-34 years, Aged 65+ years	Aged 35-49 years
Value for money	**64**	66	61	53	Springvale residents	Aged 50-64 years
Overall council direction	**61**	62	53	50	Springvale residents	Aged 35-49 years
Customer service	**73**	74	72	68	Springvale residents	Noble Park and Keysborough residents, Aged 50-64 years
Waste management	**76**	75	71	68	Aged 65+ years	Aged 18-34 years
Sealed local roads	**66**	69	65	53	Aged 65+ years	Aged 50-64 years
Community decisions	**62**	63	59	54	Springvale residents, Aged 65+ years, Men	Aged 50-64 years
Consultation & engagement	**59**	60	58	54	Aged 18-34 years	Aged 50-64 years

Significantly higher / lower than Greater Dandenong City Council 2022 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Focus areas for the next 12 months

Overview

Perceptions of Greater Dandenong City Council's overall performance has remained stable over the last 12 months, following the slight decline in the previous evaluation. Performance perceptions on individual service areas are not significantly different to 2021.

Focus areas

Community consultation and engagement is an area that will warrant greater attention moving forward. Not only does Council rate lowest in this area relative to its performance in other areas, but it also rates below the peak performance rating achieved in 2017. Following this, Council should endeavour to restore positive perceptions among Noble Park and Keysborough residents, namely in the areas of customer service and sealed local roads, where performance ratings among this cohort declined significantly in the last year.

Comparison to state and area grouping

Importantly, Council performs significantly higher than the State-wide average on all service areas. Council's performance is also rated significantly higher than the Metropolitan group average in waste management and community decisions, and in line with the group average on all other service areas.

Opportunity to engage with key cohorts

In the year ahead, Council should look to maintain and build upon its strong and improved performance in waste management, particularly among Springvale residents. Residents aged 50 to 64 years are more critical of Council's performance in most areas evaluated, so it is recommended that extra attention be paid to interactions with this cohort over the next year. Residents in this age group have the highest rate of contact with Council, so there is opportunity to engage with them and improve their perceptions.

DETAILED FINDINGS

Overall
performance

Overall performance

The overall performance index score of 68 for Greater Dandenong City Council is unchanged from the 2021 result, which marked a break to the multi-year trend of improvement from 2017.

Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the State-wide and Metropolitan group averages for councils (index scores of 59 and 65 respectively).

- Overall performance ratings are highest among residents aged 18 to 34 years and 65 years and over, and remain lowest among those aged 35 to 49 years.

More than half of residents (53%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is almost five times as many as those who rate Council as 'very poor' or 'poor' (11%). A further 31% rate Council as 'average' in terms of providing value for money.

- Springvale residents have the most favourable perceptions of Council's value for money, while 50 to 64 year old residents continue to be less positive in their assessment of Council in this area.

- Ratings among Noble Park and Keysborough residents are significantly lower than last year.
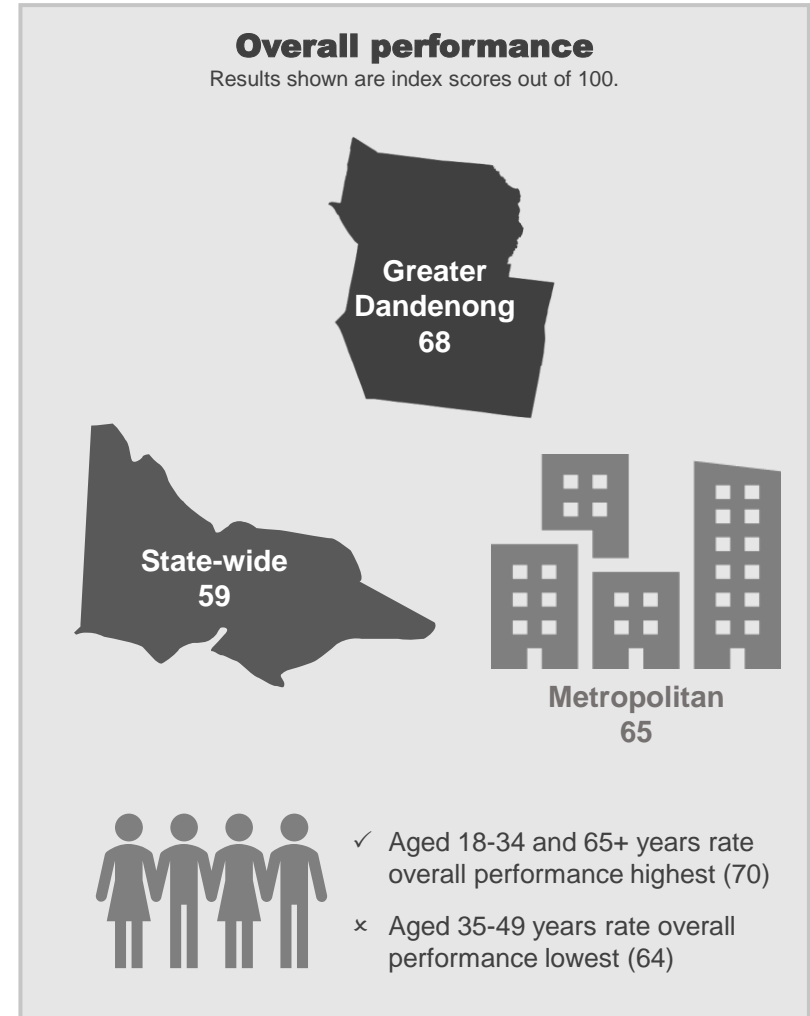
Overall performance

Results shown are index scores out of 100.

Greater Dandenong
68

State-wide
59

Metropolitan
65

✓ Aged 18-34 and 65+ years rate overall performance highest (70)

✗ Aged 35-49 years rate overall performance lowest (64)

Overall performance

2022 overall performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	70	68	72	69	65	67	69	67	68	66	n/a
65+	70	75	72	70	71	64	65	67	61	62	n/a
Women	68	67	69	65	68	64	66	65	62	65	n/a
Dandenong	68	66	70	66	65	68	62	66	n/a	n/a	n/a
Noble Park and Keysborough	68	71	68	69	68	62	66	64	n/a	n/a	n/a
Greater Dandenong	68	68	69	67	66	64	65	65	65	63	n/a
Springvale	67	67	68	65	66	59	68	66	n/a	n/a	n/a
Men	67	69	69	69	65	64	64	65	67	62	n/a
Metro	65▼	67	66	67	65	64	66	67	n/a	n/a	n/a
50-64	65	66	67	68	63	59	61	66	60	57	n/a
35-49	64	65	63	61	66	62	60	59	66	66	n/a
State-wide	59▼	61	58	60	59	59	59	60	61	60	60

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of 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: 67 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2022 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Greater Dandenong	20	42	28	4	4	2
2021 Greater Dandenong	17	48	26	6	2	1
2020 Greater Dandenong	20	43	28	4	2	3
2019 Greater Dandenong	17	43	30	6	2	2
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	10	37	35	11	6	2
Metro	13	47	29	6	3	1
Springvale	17	36	41	3		2
Noble Park and Keysborough	21	46	23	3	7	1
Dandenong	20	42	26	5	4	3
Men	20	44	26	2	7	1
Women	20	41	31	5	2	2
18-34	20	47	26	1	4	2
35-49	14	45	29	5	7	1
50-64	24	28	39	4	5	
65+	23	40	26	6	2	3

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

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: 67 Councils asked group: 16

Value for money in services and infrastructure

2022 value for money (index scores)
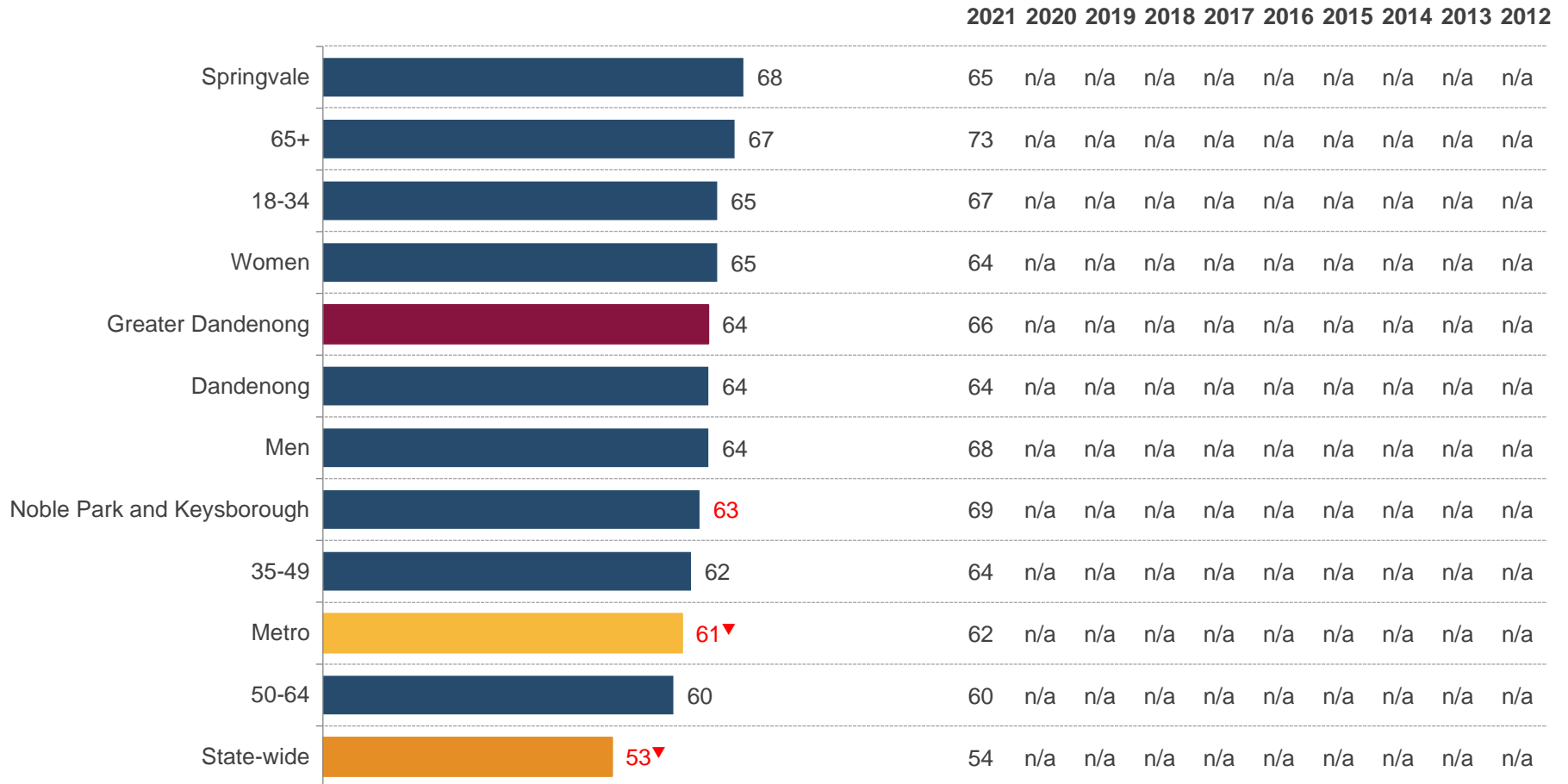
		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Springvale	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	67	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	64	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	63	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	61▼	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53▼	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Greater Dandenong City Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 15
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure

2022 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Greater Dandenong	16	37	31	8	3	5
2021 Greater Dandenong	18	43	25	10	2	3
State-wide	7	29	34	16	9	4
Metro	10	39	31	10	4	5
Springvale	20	36	31	6	2	5
Noble Park and Keysborough	14	36	34	7	4	5
Dandenong	16	38	29	10	3	5
Men	15	40	27	9	5	5
Women	17	33	36	7	2	5
18-34	16	37	34	3	4	6
35-49	11	44	27	12	4	1
50-64	17	27	32	16	3	6
65+	20	33	30	8	2	7

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

Q3b. How would you rate Greater Dandenong City Council at providing good value for money in infrastructure and services provided to your community?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 15

Top performing service areas

Waste management (index score of 76) is the area where Council performed best in 2022 – this is not significantly different from 2021.

Council performs significantly higher than both the Metropolitan group and State-wide averages in this service area.

- Notably, ratings improved significantly among Springvale residents, up seven index points.

Sealed local roads is Council's next highest rated service area (index score of 66). Despite experiencing a (not significant) three-point decline on the 2021 result, Council continues to perform in line with the Metropolitan group and significantly higher than the State-wide average.

Ratings of sealed local roads declined significantly among Noble Park and Keysborough residents this year – also reflected in their perceptions of value for money received from Council. This suggests Council should prioritise boosting performance perceptions in this locality.

Given waste management and sealed local roads remain the most important service areas, Council should continue to focus its attention on these areas.

Waste management (index score of 76) is the area where Council performed best in 2022.

Low performing service areas
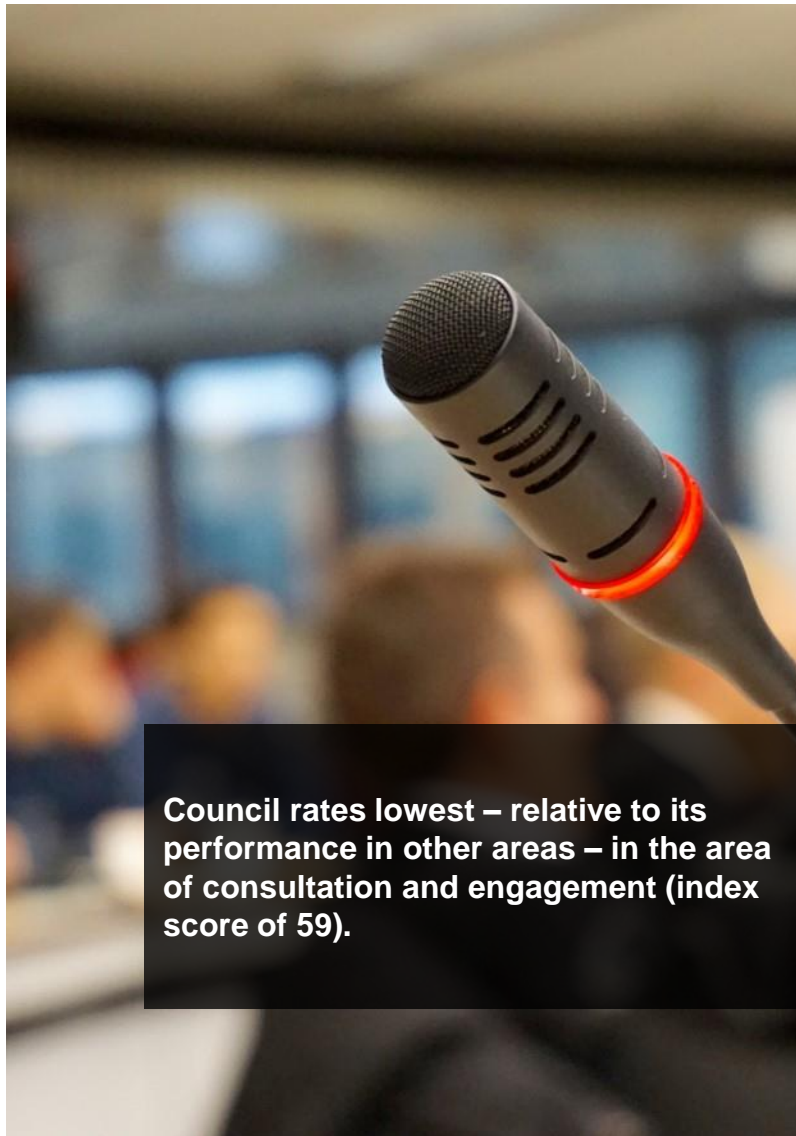
Council rates lowest – relative to its performance in other areas – in the area of consultation and engagement (index score of 59).

Council rates lowest in the area of consultation and engagement (index score of 59). Council's performance in this service area has declined for two years running (albeit not significantly).

Council continues to rate significantly higher than the State-wide average in this service area and in line with Metropolitan group average.

Decisions made in the interest of the community is Council's next lowest rated service area (index score of 62). Ratings in this service area have not changed over time. Council continues to rate significantly higher than the State-wide and Metropolitan group averages for its performance in this service area.

In both of the aforementioned service areas, performance perceptions are lowest among 50 to 64 year olds, who also rate Council lowest on value for money.

Performance perceptions in both of these service areas declined significantly among residents aged 65 years and over.

The need for Council to recover its performance in these service areas is also underpinned by the fact that community consultation (7%) is among the areas most commonly cited by residents as being in need of improvement.

Individual service area performance

2022 individual service area performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management — 76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads — 66	69	68	67	69	65	66	67	64	n/a	n/a
Community decisions — 62	63	63	61	63	63	61	62	61	n/a	n/a
Consultation & engagement — 59	60	62	62	60	63	62	61	57	61	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
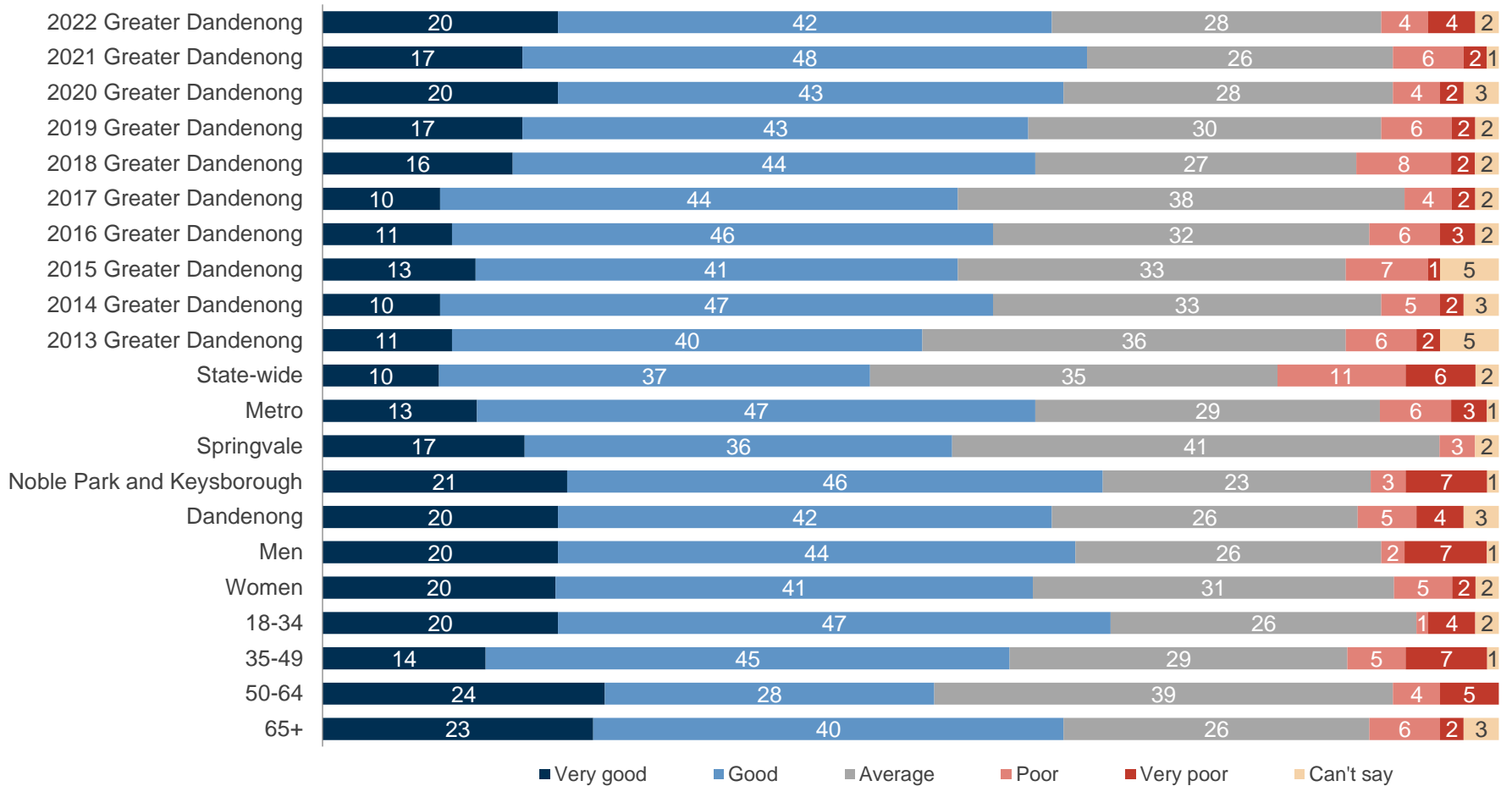*Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance
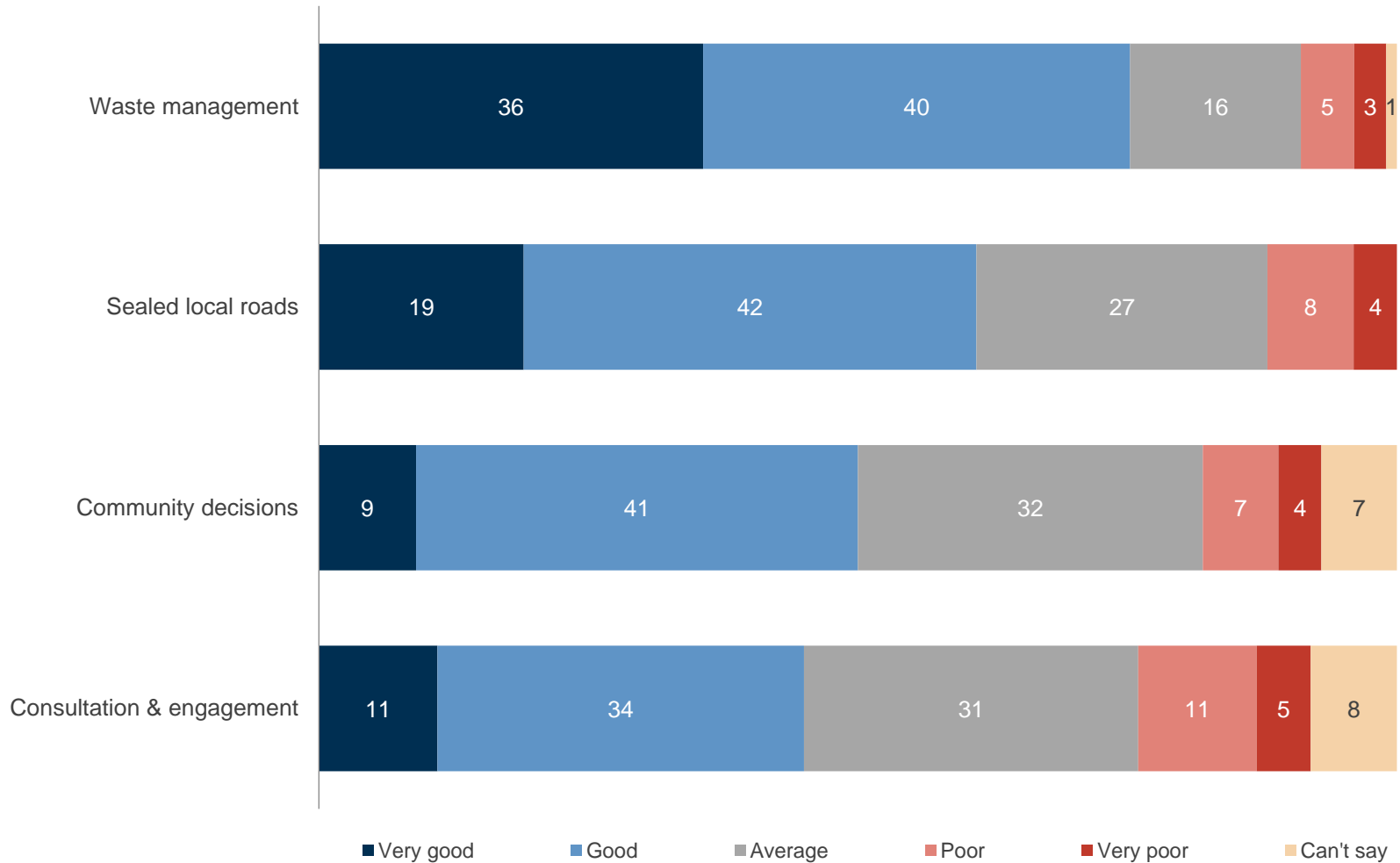
2022 individual service area performance (%)

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

Waste management: Very good 36, Good 40, Average 16, Poor 5, Very poor 3, Can't say 1

Sealed local roads: Very good 19, Good 42, Average 27, Poor 8, Very poor 4

Community decisions: Very good 9, Good 41, Average 32, Poor 7, Very poor 4, Can't say 7

Consultation & engagement: Very good 11, Good 34, Average 31, Poor 11, Very poor 5, Can't say 8

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

Individual service area importance

2022 individual service area importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	85	85	82	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	83	83	81	84	84	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	83	80	79	80	77	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	81	82	79	80	82	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	81	81	78	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Family support services	80	80	78	78	78	n/a	n/a	n/a	n/a	n/a	n/a
Disadvantaged support serv.	80	78	75	77	74	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	77	76	73	74	74	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	76	78	76	77	76	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	76	77	75	79	79	n/a	n/a	n/a	n/a	n/a	n/a
Traffic management	76	74	75	78	77	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	76	76	71	73	72	n/a	n/a	n/a	n/a	n/a	n/a
Parking facilities	74	73	72	74	76	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	72	72	69	71	70	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	71	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	71	69	67	66	66	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	66	67	63	63	64	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	65	66	63	63	65	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: 34 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.
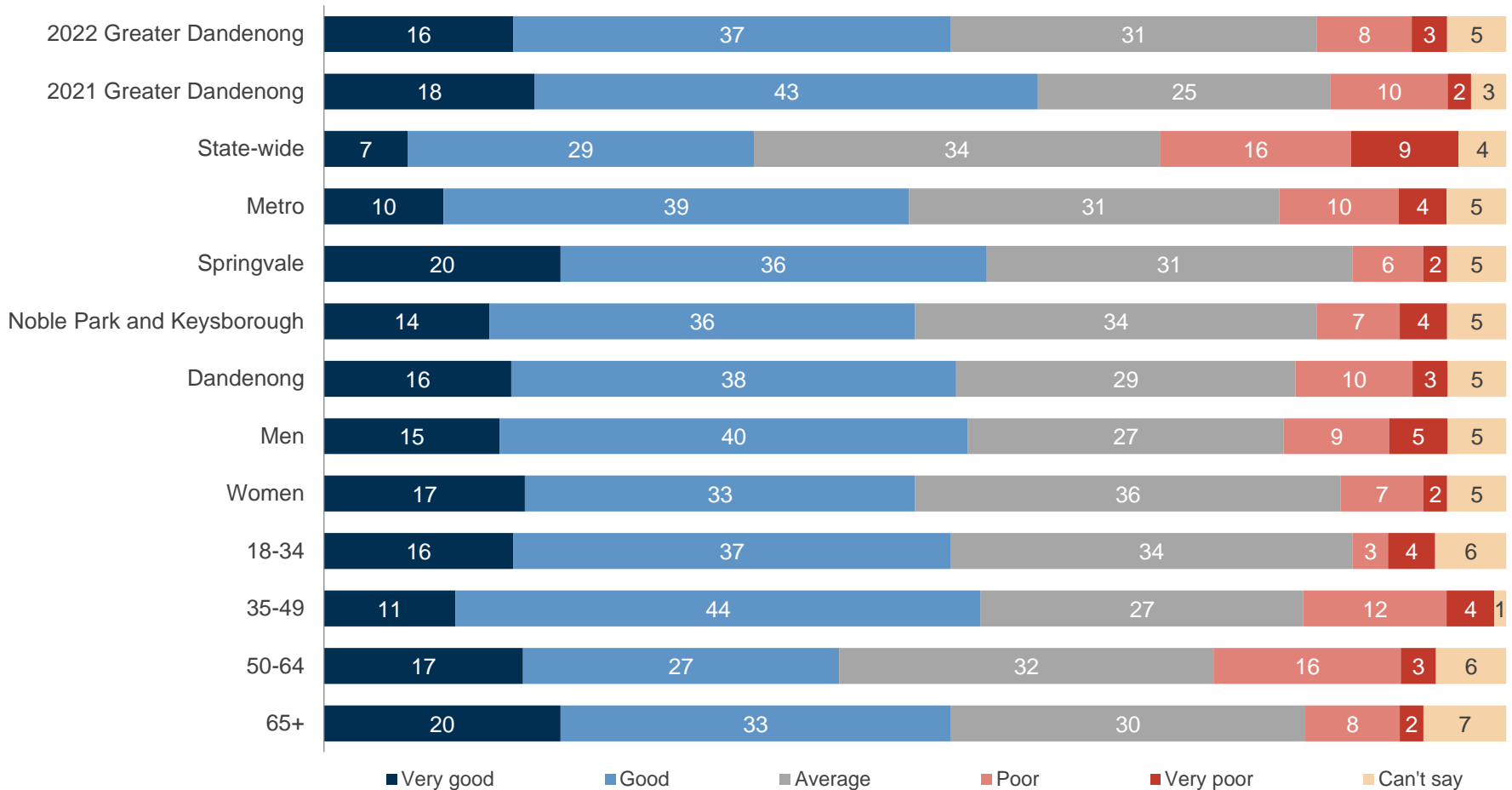
J W S R E S E A R C H   21

Individual service area importance

2022 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Waste management	50	40	9			1
Sealed local roads	45	44	10			1
Local streets & footpaths	42	41	15			2
Elderly support services	43	40	13	1	1	2
Emergency & disaster mngt	53	30	11	3	1	2
Family support services	42	40	13	3	1	2
Disadvantaged support serv.	41	39	14	3	1	1
Enforcement of local laws	32	46	16	3	2	1
Informing the community	29	47	20	3		
Appearance of public areas	32	45	20	2		1
Traffic management	32	44	20	3		1
Environmental sustainability	35	40	21	2		1
Parking facilities	31	40	22	6		1
Art centres & libraries	24	42	24	6	2	1
Recreational facilities	25	40	30	3	1	1
Lobbying	25	40	25	4	1	4
Community & cultural	21	34	34	7	3	1
Bus/community dev./tourism	15	40	33	7	1	3

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

Individual service areas importance vs performance

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary.
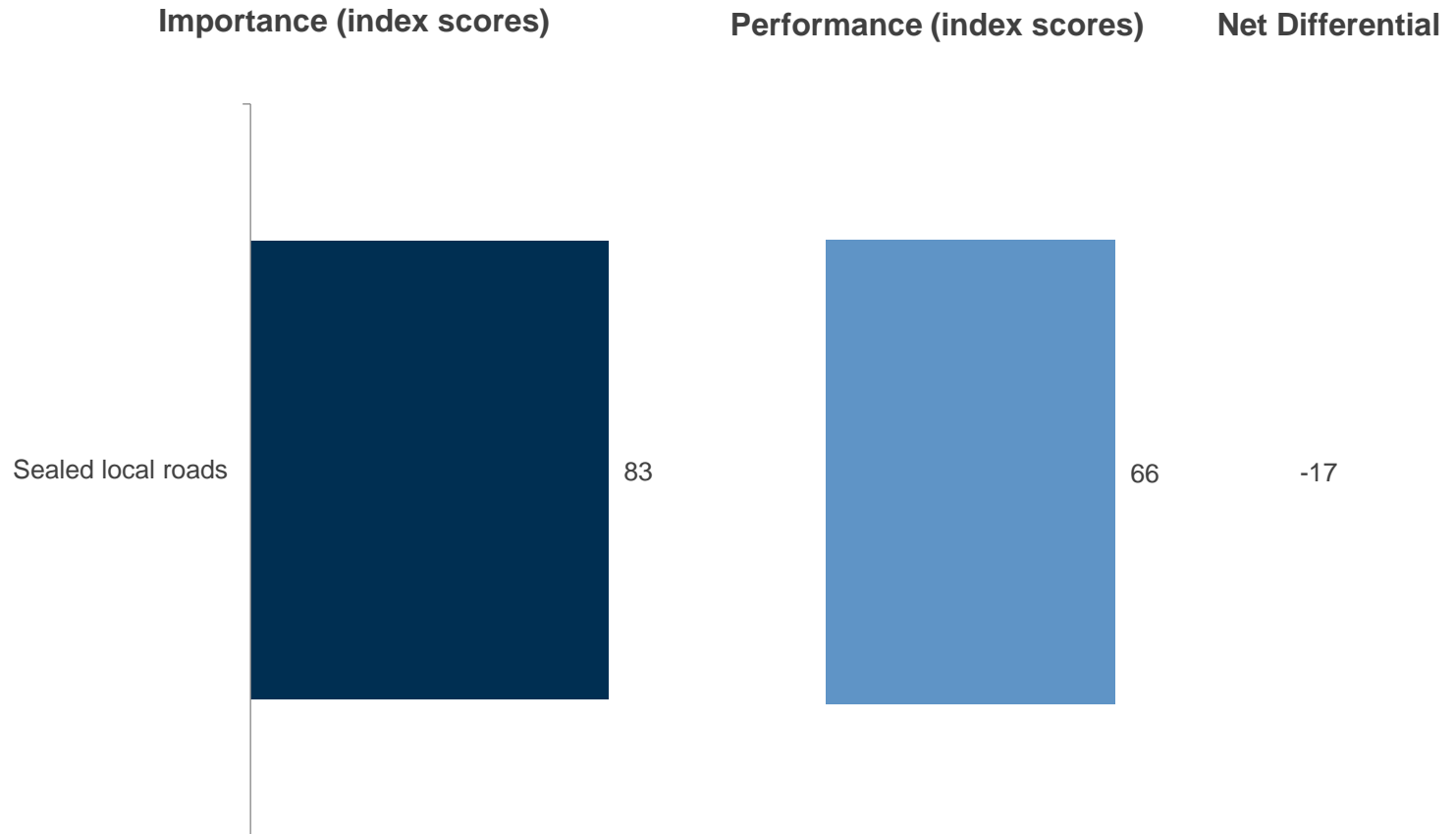
Importance (index scores) **Performance (index scores)** **Net Differential**

Sealed local roads   83   66   -17

Best things about Council and areas for improvement

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

Parks and Gardens	11
Customer Service	11
Diversity	10
Generally Good - Overall/No Complaints	9
Waste Management	8
Library/Mobile Library/Facilities/Services/Staff	8
Recreational/Sporting Facilities	7
Road/Street Maintenance	5
Community Facilities	4
Community Support Services	4
Community/Public Events/Activities	4

2022 areas for improvement (%)
- Top mentions only -

Sealed Road Maintenance	10
Public Areas - General Maintenance	8
Parking Availability	8
Traffic Management	7
Waste Management	7
Community Consultation	7
Public Safety	7
Communication	5
Informing the Community	5
Nothing	9

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: 30 Councils asked group: 8
Q17. What does Greater Dandenong City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 47 Councils asked group: 12
A verbatim listing of responses to these questions can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Half of Council households (51%) had contact with Council in the last 12 months – down a significant nine percentage points on 2021, and significantly lower than the State-wide and Metropolitan group averages. Noble Park and Keysborough residents, men and 35 to 49 year olds had significantly less contact with Council than in 2021. Telephone (39%) contact decreased in the last year, but remains the main method of contact with Council, followed by email (15%).

Among those residents who have had contact with Council, 68% provide a positive customer service rating of 'very good' or 'good', including 40% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 73 is not dissimilar to the 2021 result, and has remained relatively stable over time. Nonetheless, Council's customer service is rated significantly higher than the State-wide average and in line with the Metropolitan group average (index scores of 68 and 72 respectively).

Moreover, 11% of residents cite customer service as one of the best things about Council.

Among those who have had contact with Council, 68% provide a positive customer service rating of 'very good' or 'good'.

• Perceptions of customer service are most positive among Springvale residents (index score of 76), and least positive among Noble Park and Keysborough residents and 35 to 54 year olds (the latter of whom have the highest rate of contact with Council).

Since last year, customer service ratings among Noble Park and Keysborough residents experienced a significant 11-point decline – from a record-high rating to a record-low rating.

Though a small sample size, perceptions of customer service transactions that occurred through Council's website improved (66 in 2021, up to 81 in 2022).

Contact with council

2022 contact with council (%)
Have had contact
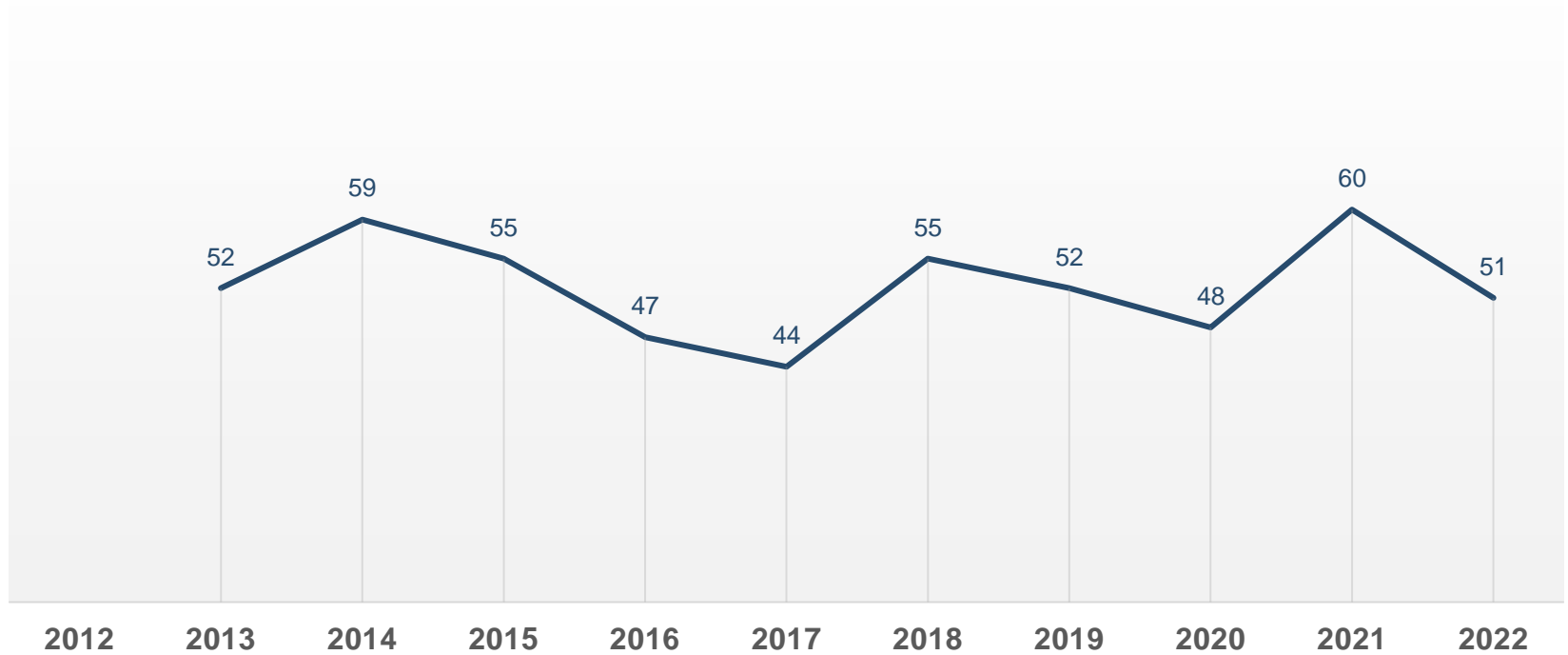
Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

J W S R E S E A R C H   27

Contact with council

2022 contact with council (%)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	63 ▲	62	64	63	63	58	58	60	61	60	61
Metro	63 ▲	60	62	62	64	57	58	60	n/a	n/a	n/a
50-64	62	61	57	56	42	52	61	68	57	n/a	n/a
Women	56	60	52	58	57	46	52	62	61	n/a	n/a
65+	55	56	49	51	53	47	49	63	55	n/a	n/a
Dandenong	53	58	51	58	59	50	42	64	n/a	n/a	n/a
Greater Dandenong	51	60	48	52	55	44	47	55	59	n/a	n/a
Springvale	51	53	45	49	54	42	55	43	n/a	n/a	n/a
Noble Park and Keysborough	50	64	47	48	51	41	47	53	n/a	n/a	n/a
18-34	49	57	36	52	56	37	38	43	58	n/a	n/a
Men	47	60	44	47	52	43	42	49	56	n/a	n/a
35-49	46	66	59	51	62	46	50	57	63	n/a	n/a
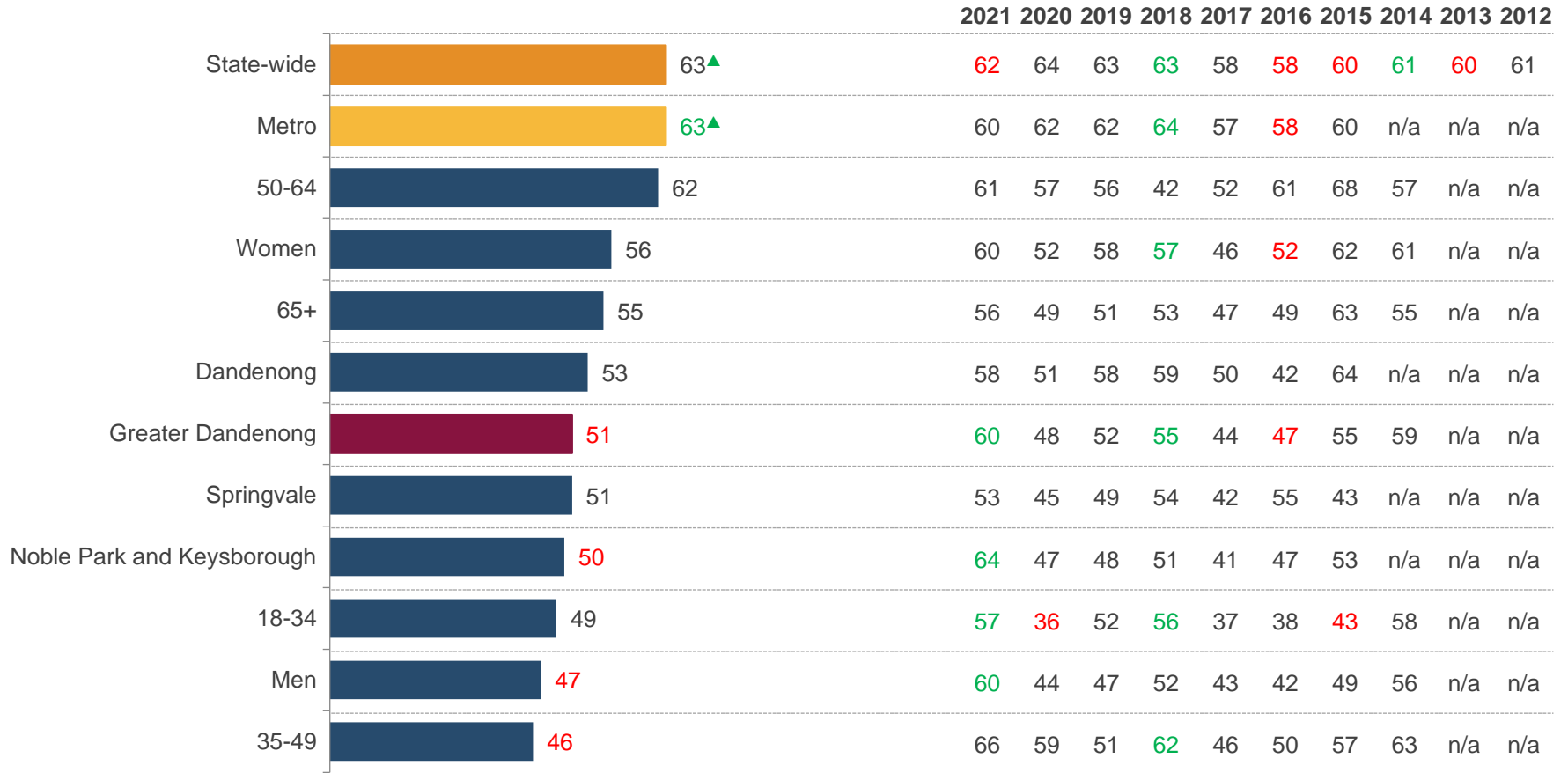
Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
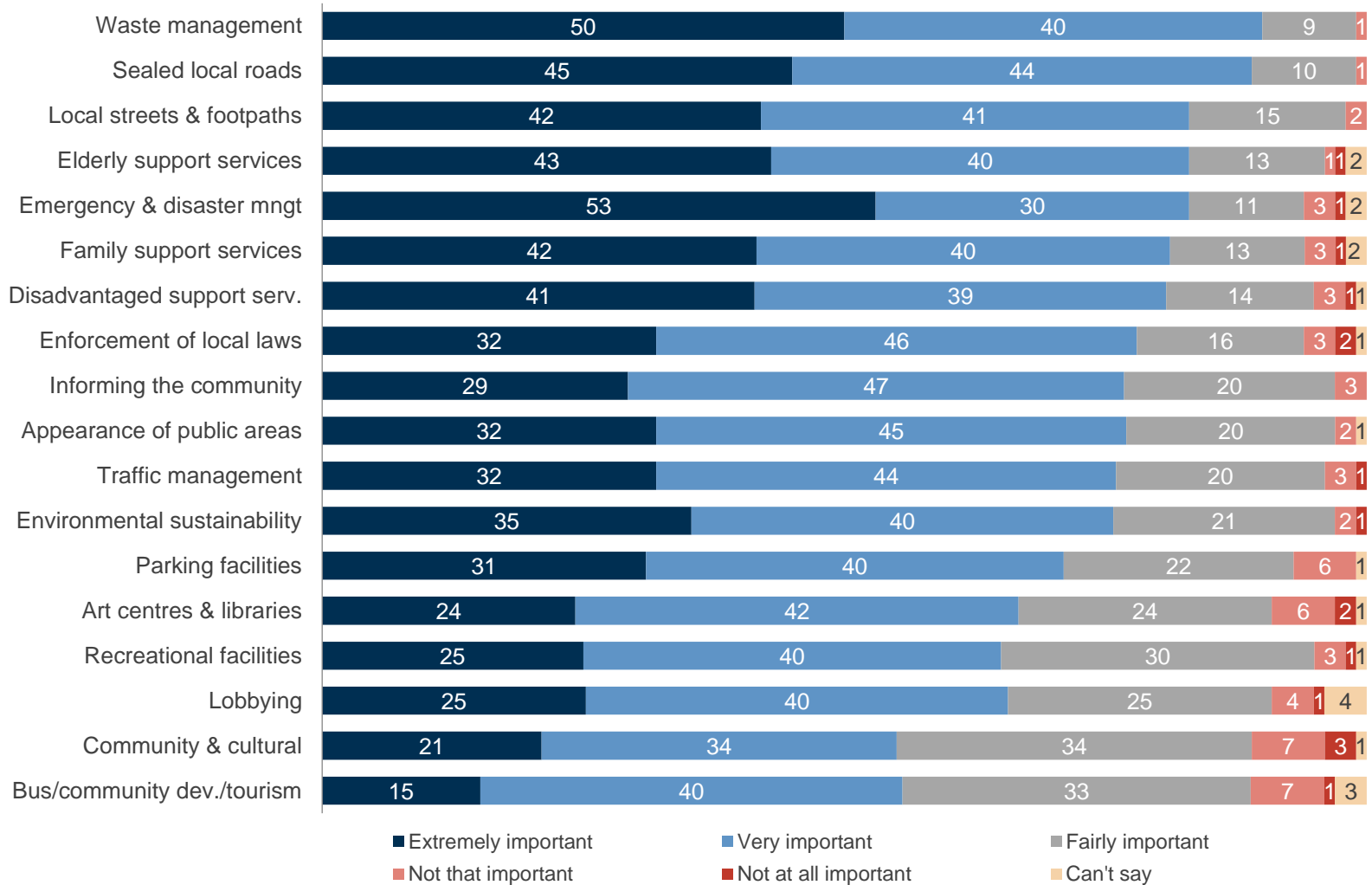Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.
Note that some data may be missing from 2013 due to a change in demographic analysis.

Customer service rating

2022 customer service rating (index scores)
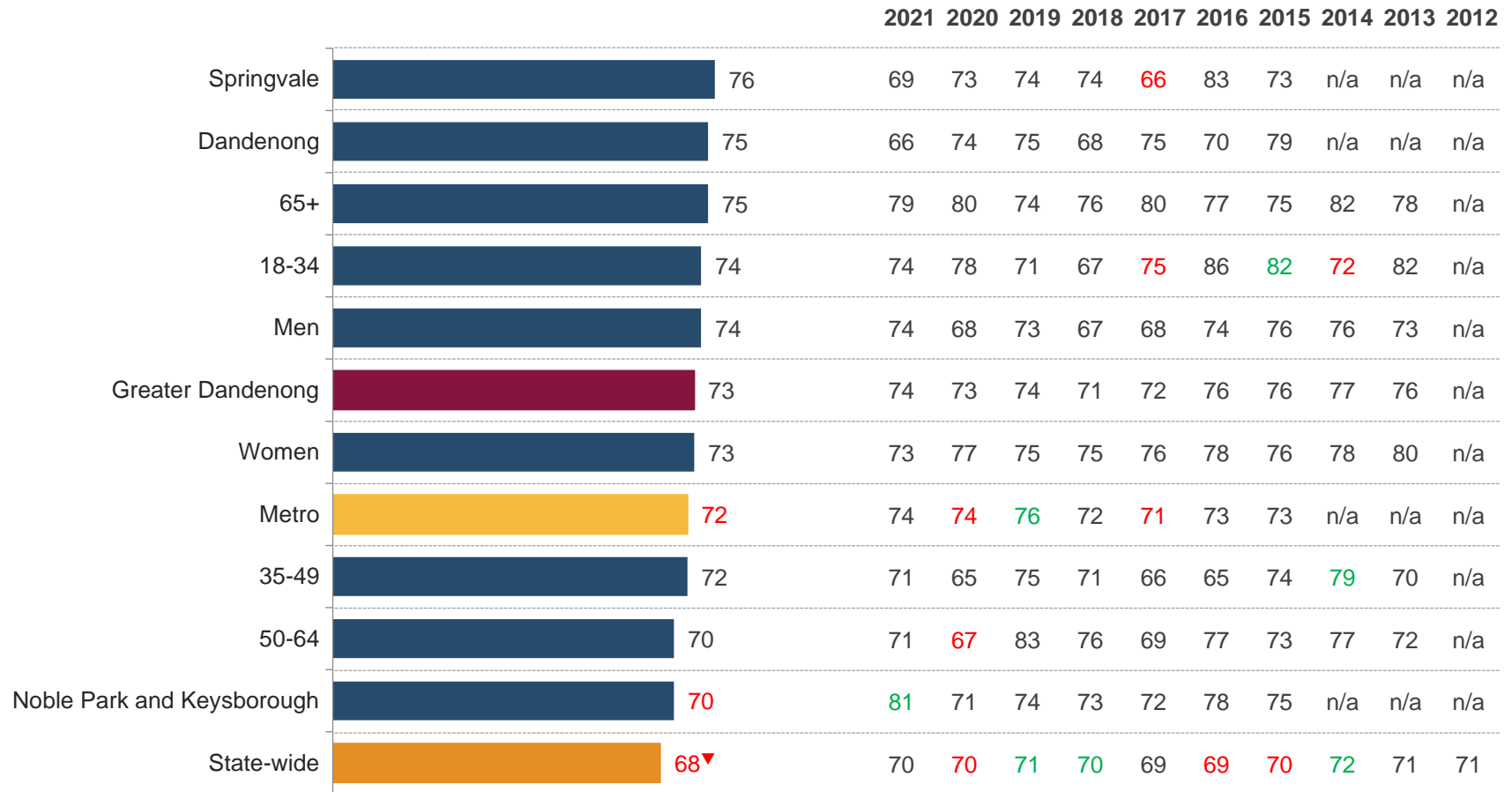
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Springvale	76	69	73	74	74	66	83	73	n/a	n/a	n/a
Dandenong	75	66	74	75	68	75	70	79	n/a	n/a	n/a
65+	75	79	80	74	76	80	77	75	82	78	n/a
18-34	74	74	78	71	67	75	86	82	72	82	n/a
Men	74	74	68	73	67	68	74	76	76	73	n/a
Greater Dandenong	73	74	73	74	71	72	76	76	77	76	n/a
Women	73	73	77	75	75	76	78	76	78	80	n/a
Metro	72	74	74	76	72	71	73	73	n/a	n/a	n/a
35-49	72	71	65	75	71	66	65	74	79	70	n/a
50-64	70	71	67	83	76	69	77	73	77	72	n/a
Noble Park and Keysborough	70	81	71	74	73	72	78	75	n/a	n/a	n/a
State-wide	68▼	70	70	71	70	69	69	70	72	71	71

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: 67 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2022 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Greater Dandenong	40	28	22	4	5	1
2021 Greater Dandenong	39	32	17	6	5	1
2020 Greater Dandenong	37	37	12	9	5	
2019 Greater Dandenong	40	29	21	4	4	2
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	30	35	18	9	7	1
Metro	35	35	16	7	5	1
Springvale	47	25	17	4	6	
Noble Park and Keysborough	33	31	24	5	6	1
Dandenong	43	26	21	3	5	2
Men	40	30	17	6	5	2
Women	39	27	26	2	6	1
18-34	42	20	30	4	2	2
35-49	36	33	21	2	7	
50-64	34	39	14	2	11	
65+	43	30	16	6	5	1

■ 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: 67 Councils asked group: 16

Method of contact with council

2022 method of contact (%)

In Person | In Writing | By Telephone | By Text Message | By Email | Via Website | By Social Media
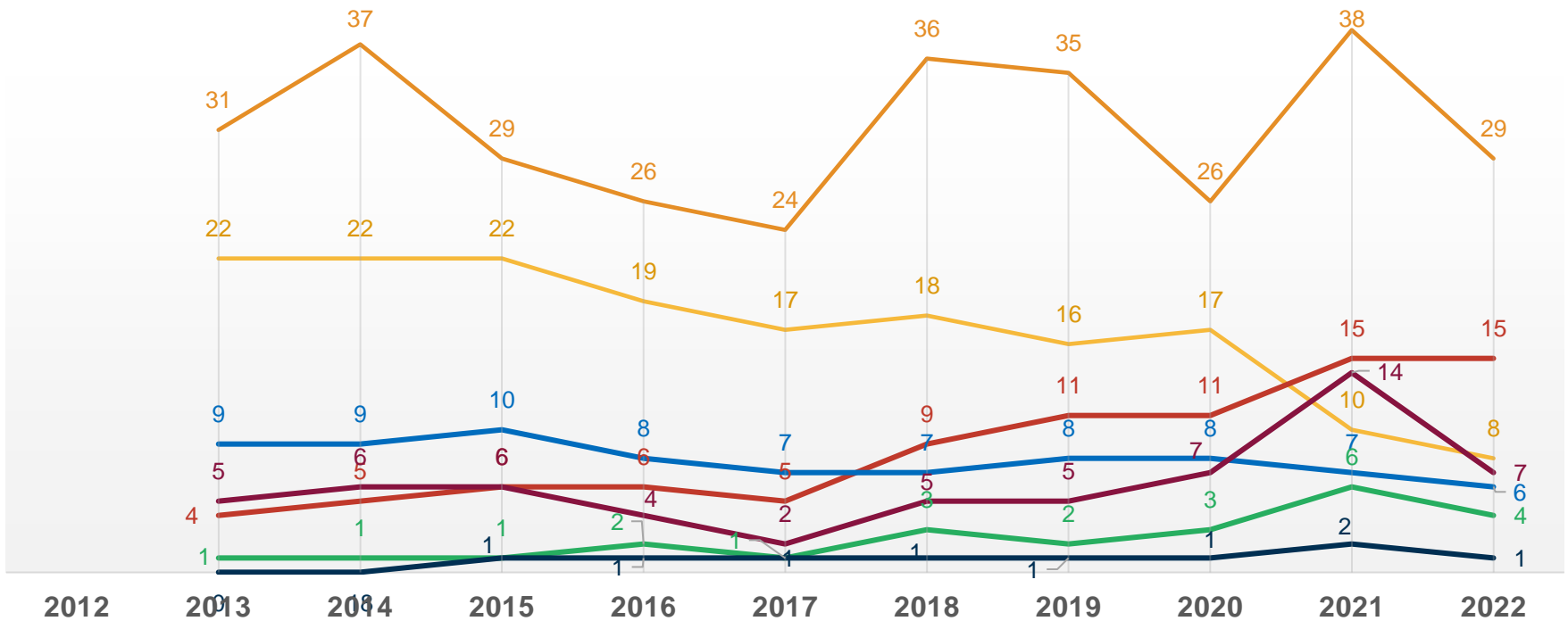
Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

J W S R E S E A R C H   31

Customer service rating by method of last contact

2022 customer service rating (index score by method of last contact)
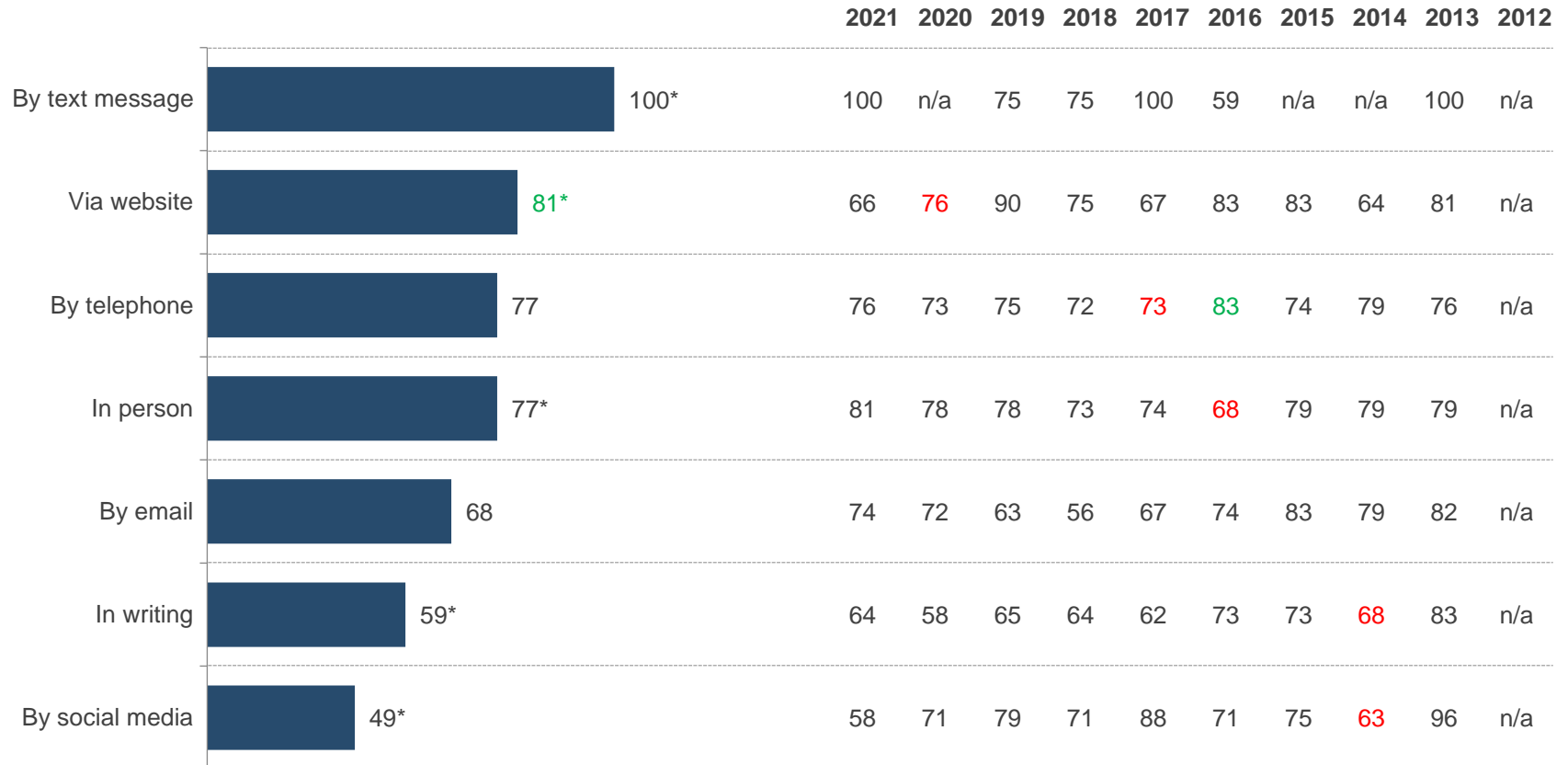
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
By text message	100*	100	n/a	75	75	100	59	n/a	n/a	100	n/a
Via website	81*	66	76	90	75	67	83	83	64	81	n/a
By telephone	77	76	73	75	72	73	83	74	79	76	n/a
In person	77*	81	78	78	73	74	68	79	79	79	n/a
By email	68	74	72	63	56	67	74	83	79	82	n/a
In writing	59*	64	58	65	64	62	73	73	68	83	n/a
By social media	49*	58	71	79	71	88	71	75	63	96	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: 25 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating by method of last contact

2022 customer service rating (% by method of last contact)

Method	Very good	Good	Average	Poor	Very poor	Can't say
By text message*	100					
Via website*	45	34	20			
By telephone	45	31	15	5	4	
In person*	42	26	29		2	
By email	31	28	27	4	8	2
In writing*	25	17	23	15	10	10
By social media*	15	11	51		23	

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
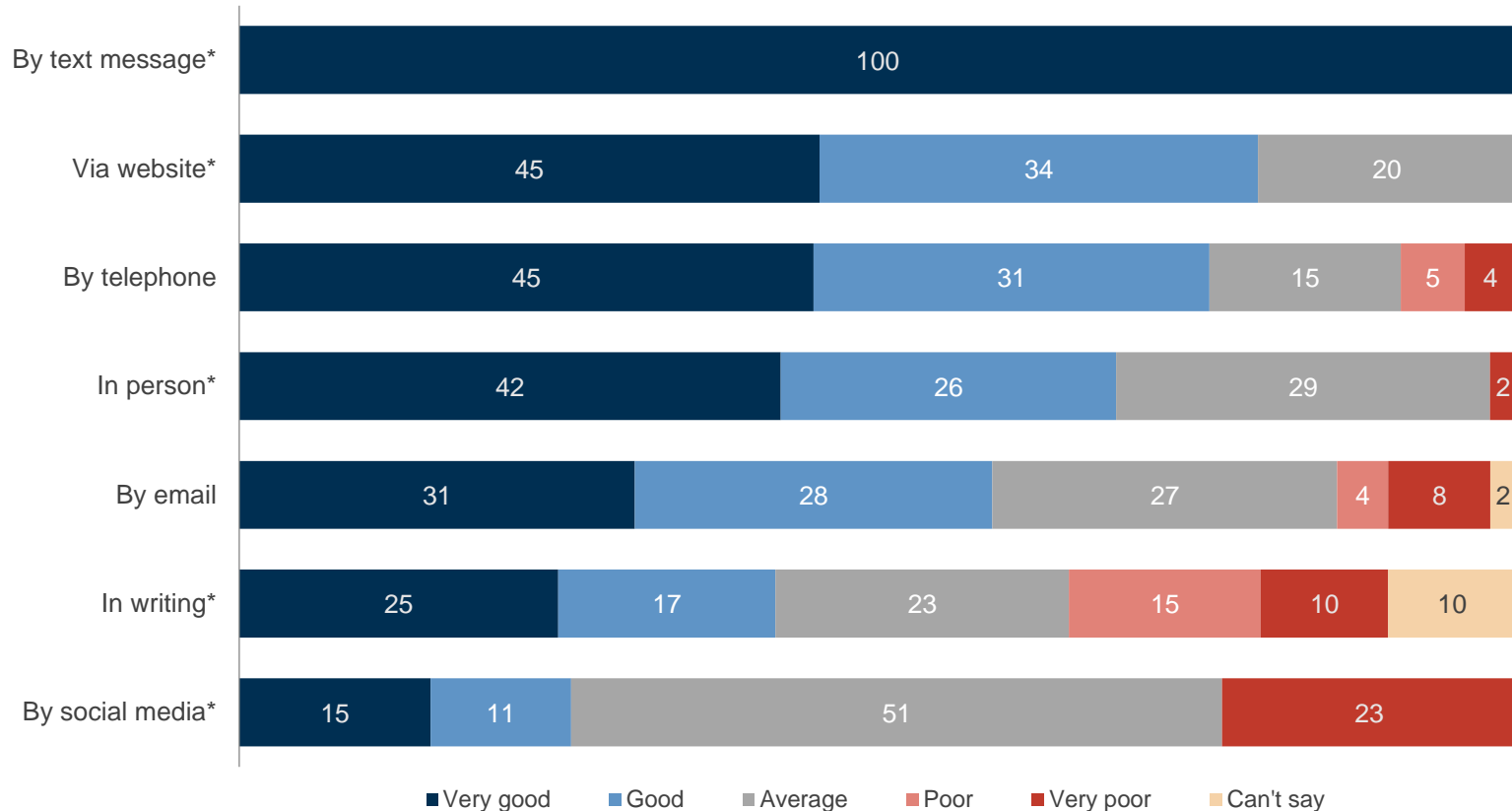
Q5c. Thinking of the most recent contact, how would you rate Greater Dandenong City Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 25 Councils asked group: 8
*Caution: small sample size < n=30

Communication

Communication

The preferred form of communication from Council is newsletters sent via mail (47%), followed by newsletters sent via email (24%). Social media is preferred by 11% of residents.

• Among residents aged <u>under 50 years</u>, the same pattern holds true. Newsletters sent via mail (41%) are preferred over email (28%), with social media preferred by 17%.

• Among residents aged <u>over 50 years</u>, there is a clear preference for mailed newsletters (55%), ahead of emailed newsletters (19%), and other forms of communication from Council. Here, social media (3%) is one of the least-preferred communication channels.

Best form of communication

2022 best form of communication (%)
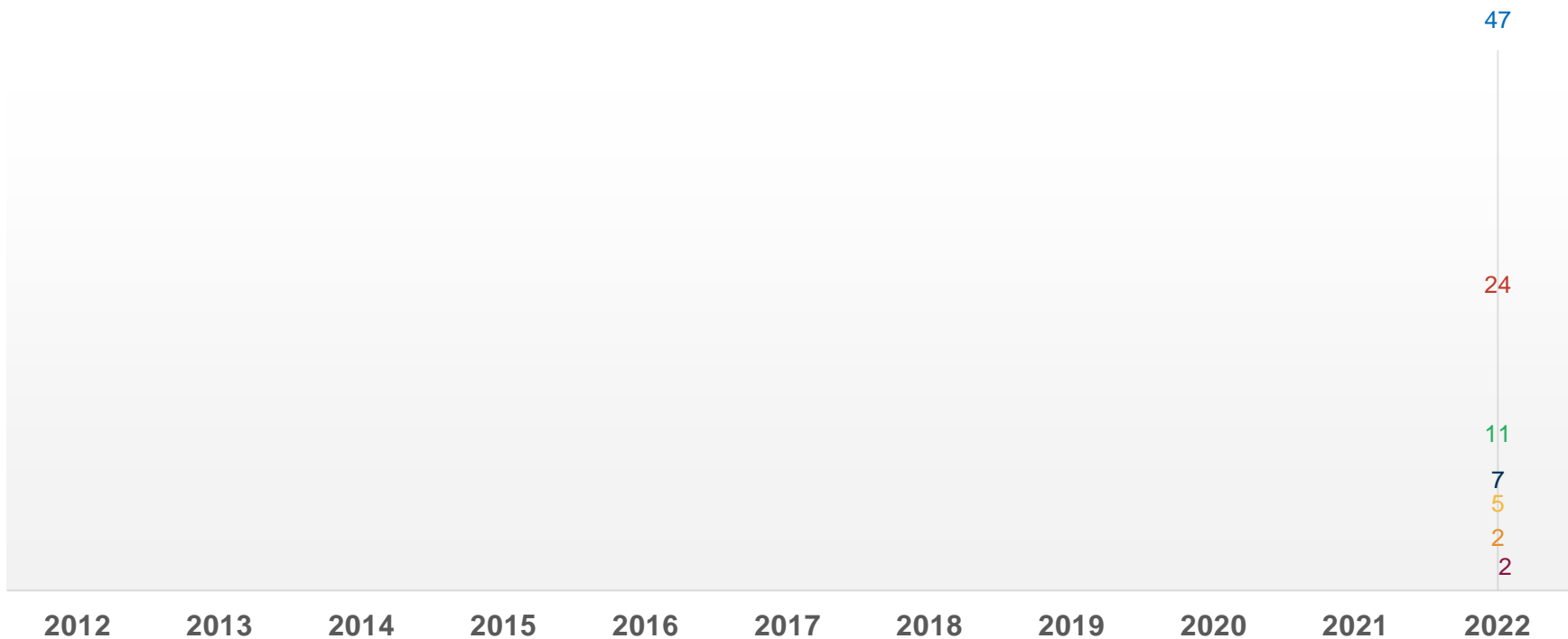
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

47

24

11

7

5

2

2

2012   2013   2014   2015   2016   2017   2018   2019   2020   2021   **2022**

JWS RESEARCH

Best form of communication: under 50s

2022 under 50s best form of communication (%)
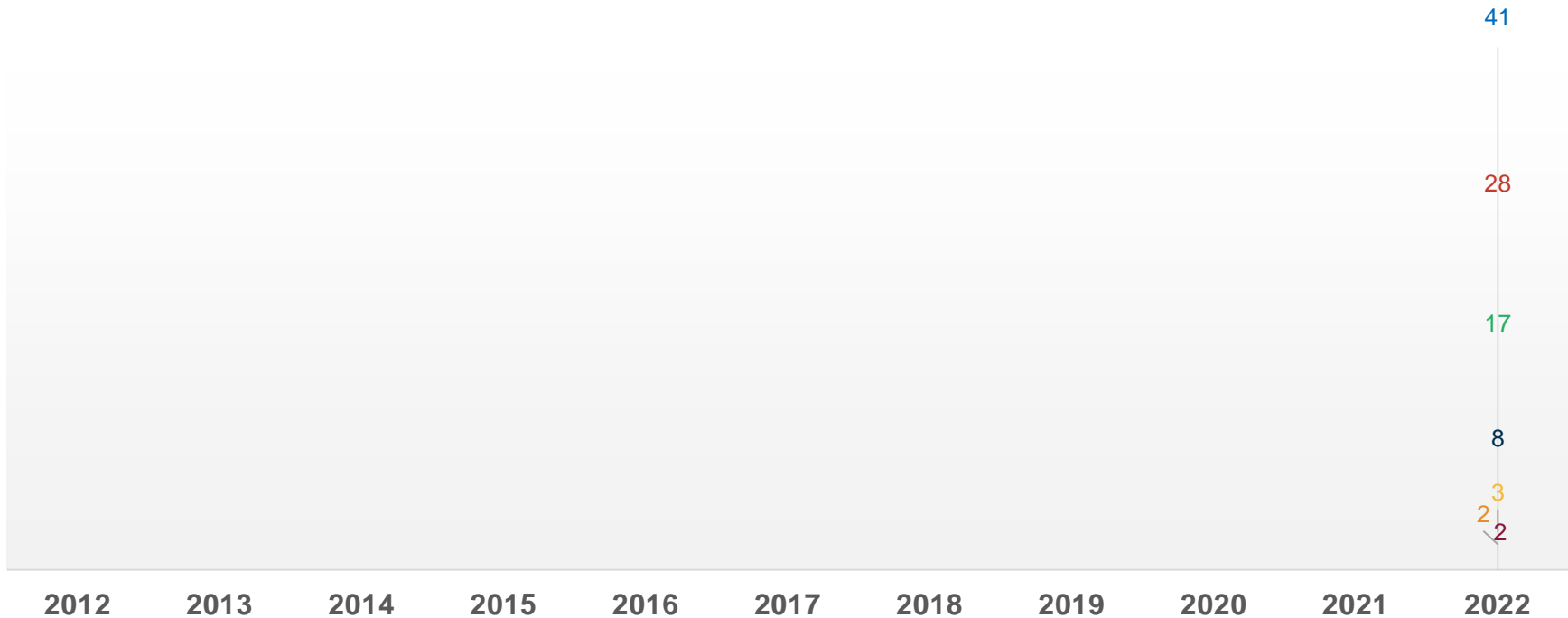
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

41

28

17

8

3
2
2

| 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |

Q13. If Greater Dandenong City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?.
Base: All respondents aged under 50. Councils asked State-wide: 39 Councils asked group: 10

JWS RESEARCH   37

Best form of communication: over 50s

2022 over 50s best form of communication (%)

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

55

19

7

5

4

3

1

| 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |

Q13. If Greater Dandenong City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged over 50. Councils asked State-wide: 39 Councils asked group: 10

JWSRESEARCH

38

Council direction

Council direction

Perceptions of the direction of Greater Dandenong City Council's overall performance is similar to recent years.

More than a quarter of residents (27%) believe the direction of Council's overall performance has improved over the last 12 months (compared to 30% in 2021).

An increased majority of residents think it has stayed the same (62%, up two percentage points), while a further 6% believe it has deteriorated (unchanged since 2020).

- The <u>most</u> satisfied with council direction are Springvale residents (index score of 65).

- The <u>least</u> satisfied with council direction are residents aged 35 to 49 years (index score of 56).
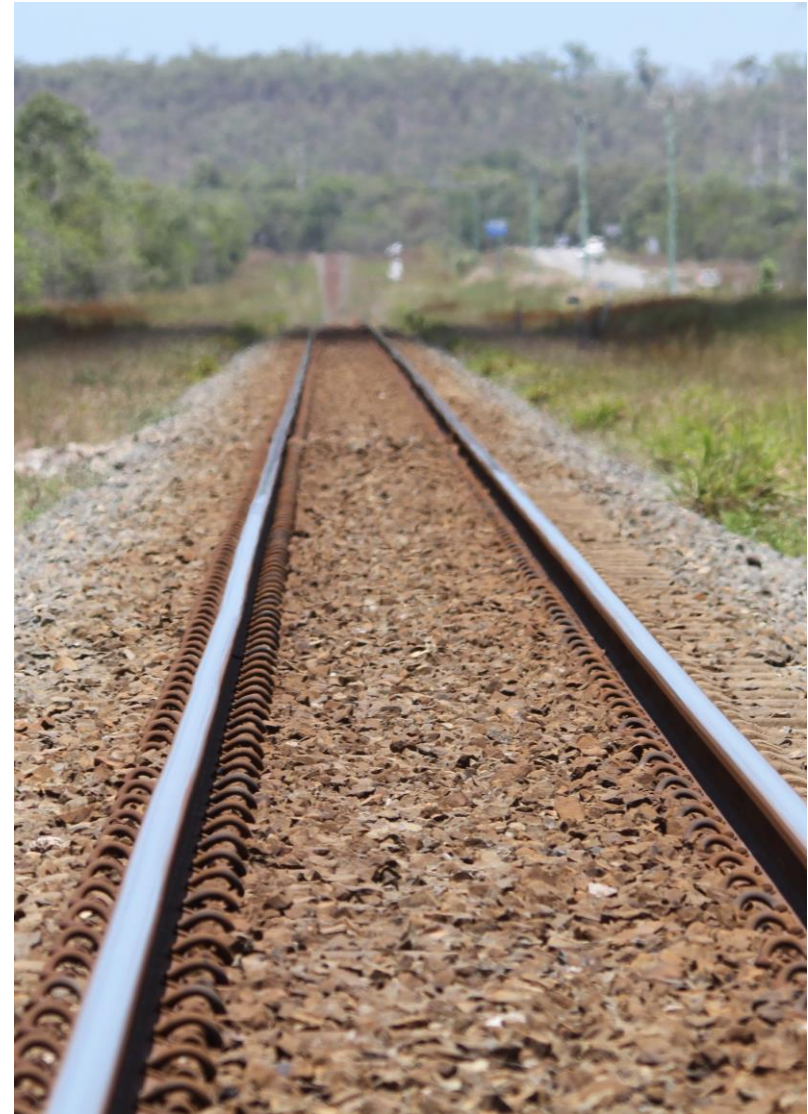
Overall council direction last 12 months

2022 overall council direction (index scores)
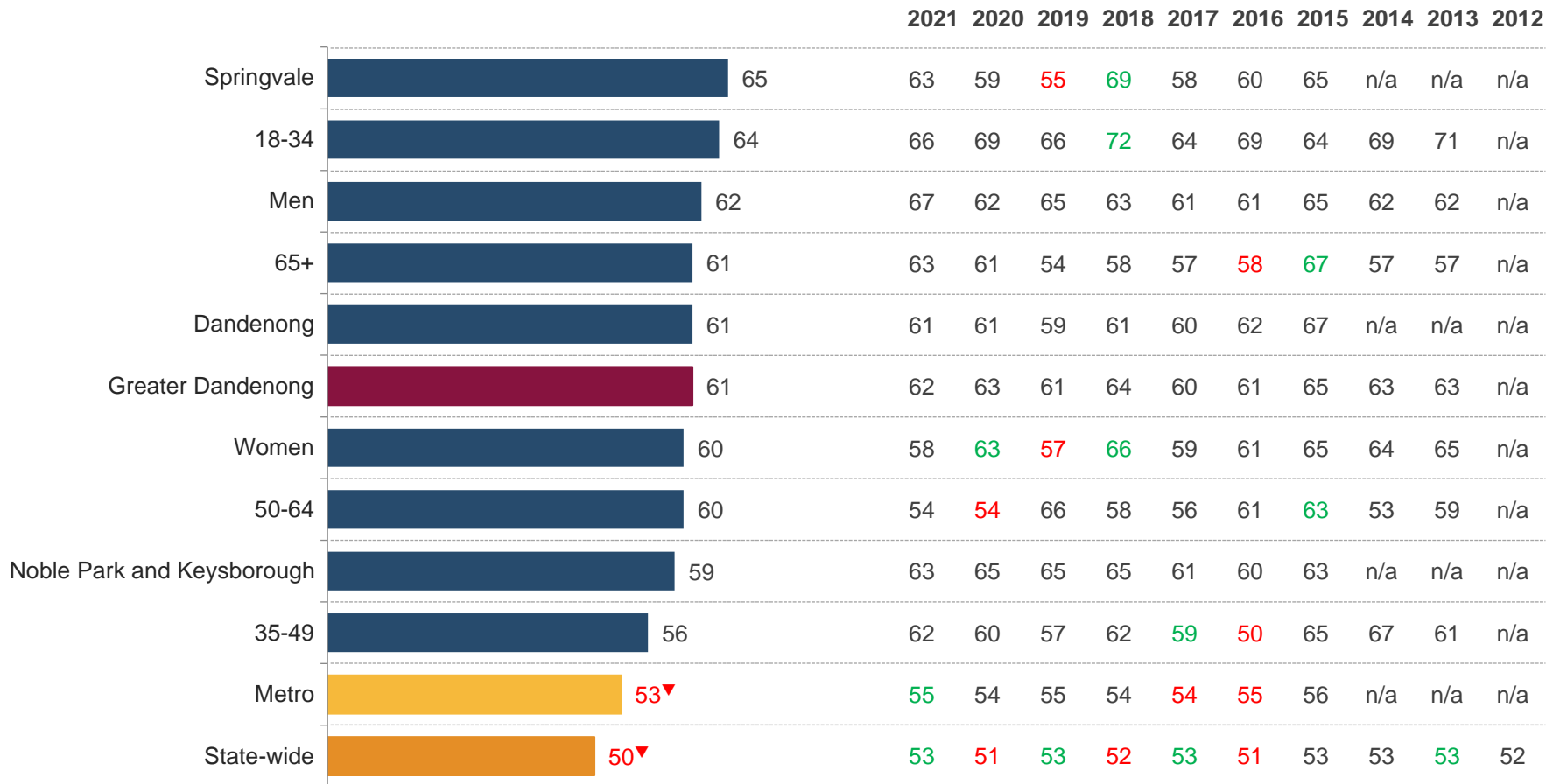
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Springvale	65	63	59	55	69	58	60	65	n/a	n/a	n/a
18-34	64	66	69	66	72	64	69	64	69	71	n/a
Men	62	67	62	65	63	61	61	65	62	62	n/a
65+	61	63	61	54	58	57	58	67	57	57	n/a
Dandenong	61	61	61	59	61	60	62	67	n/a	n/a	n/a
Greater Dandenong	61	62	63	61	64	60	61	65	63	63	n/a
Women	60	58	63	57	66	59	61	65	64	65	n/a
50-64	60	54	54	66	58	56	61	63	53	59	n/a
Noble Park and Keysborough	59	63	65	65	65	61	60	63	n/a	n/a	n/a
35-49	56	62	60	57	62	59	50	65	67	61	n/a
Metro	53▼	55	54	55	54	54	55	56	n/a	n/a	n/a
State-wide	50▼	53	51	53	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?
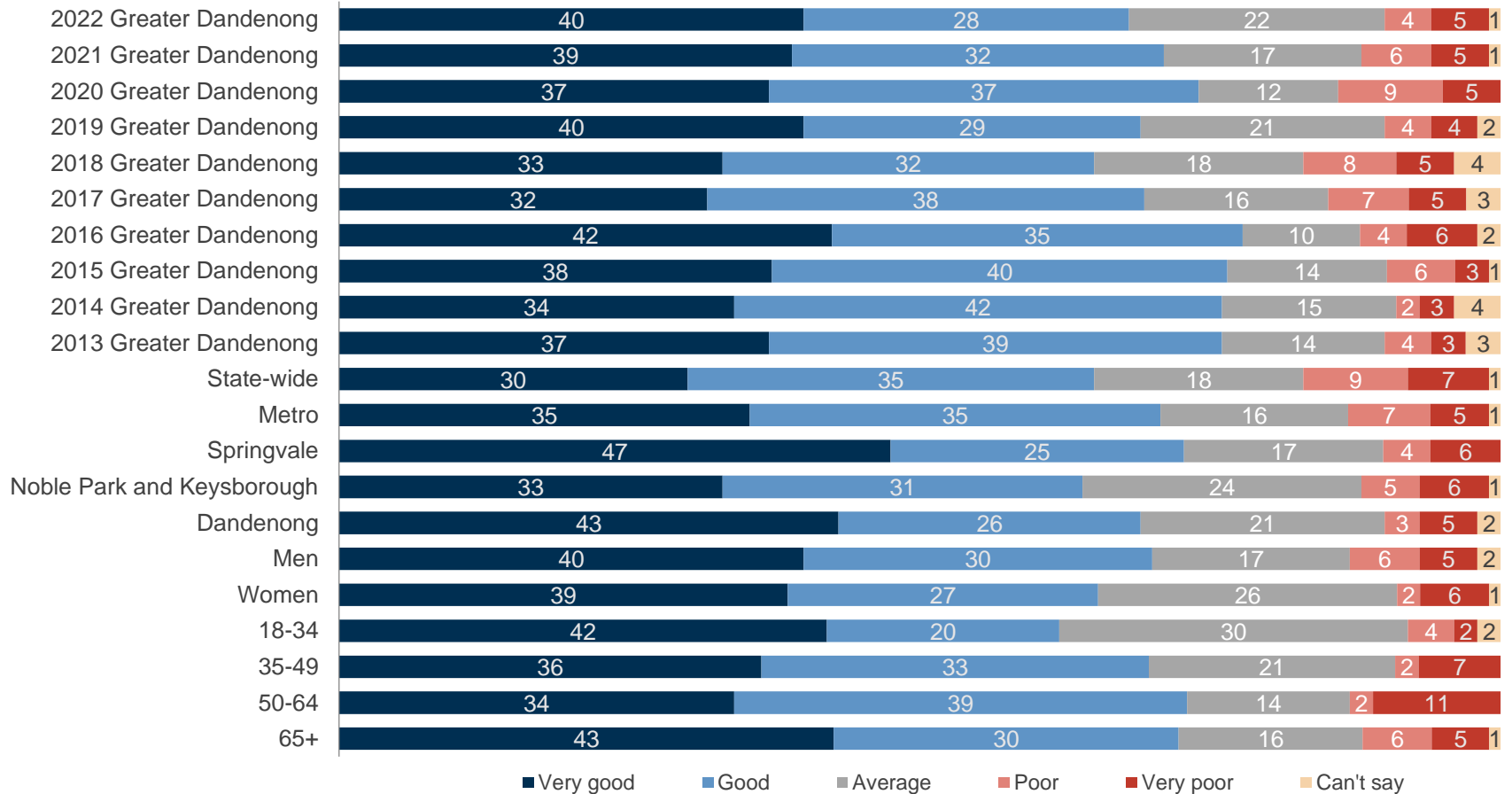*Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2022 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2022 Greater Dandenong	27	62	6	5
2021 Greater Dandenong	30	60	6	4
2020 Greater Dandenong	30	59	6	5
2019 Greater Dandenong	29	57	9	6
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	17	62	16	5
Metro	16	68	11	6
Springvale	32	54	5	9
Noble Park and Keysborough	24	65	7	4
Dandenong	28	62	6	4
Men	30	58	7	5
Women	24	66	5	5
18-34	30	65	3	1
35-49	22	62	10	7
50-64	26	60	8	7
65+	28	57	7	8

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: 67 Councils asked group: 16

Individual service areas

Community consultation and engagement performance

2022 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	62	56	63	65	54	67	66	62	57	65	n/a
Springvale	61	56	63	62	61	61	59	69	n/a	n/a	n/a
Men	60	60	62	64	57	63	62	60	55	59	n/a
65+	60	69	65	64	66	60	58	66	57	61	n/a
Greater Dandenong	59	60	62	62	60	63	62	61	57	61	n/a
Dandenong	59	60	63	61	55	66	61	59	n/a	n/a	n/a
Noble Park and Keysborough	59	61	62	64	64	60	64	59	n/a	n/a	n/a
Women	58	59	63	60	63	63	62	62	58	63	n/a
Metro	58	59	58	58	57	57	58	58	n/a	n/a	n/a
35-49	57	60	60	58	64	60	64	55	57	59	n/a
50-64	56	56	60	62	59	61	57	59	56	56	n/a
State-wide	54 ▼	56	55	56	55	55	54	56	57	57	57

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2022 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Greater Dandenong	11	34	31	11	5	8
2021 Greater Dandenong	12	31	31	13	4	9
2020 Greater Dandenong	13	33	35	6	4	10
2019 Greater Dandenong	14	31	29	10	3	13
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	29	32	16	8	8
Metro	9	32	32	12	5	10
Springvale	16	33	28	15	5	2
Noble Park and Keysborough	9	34	33	9	5	8
Dandenong	10	33	30	11	5	11
Men	16	34	24	11	8	7
Women	6	33	39	12	2	9
18-34	12	36	36	8	3	6
35-49	7	36	28	14	6	8
50-64	11	33	29	12	10	6
65+	14	28	29	13	4	11

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

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

JWS RESEARCH

Lobbying on behalf of the community importance

2022 lobbying importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	74	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	73	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	72	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	72	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	71	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71	69	68	67	68	69	69	69	70	70	70
Noble Park and Keysborough	70	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	69	67	66	65	66	67	68	67	n/a	n/a	n/a
65+	68	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	70	n/a	n/a	n/a	n/a	n/a	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: 25 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community importance
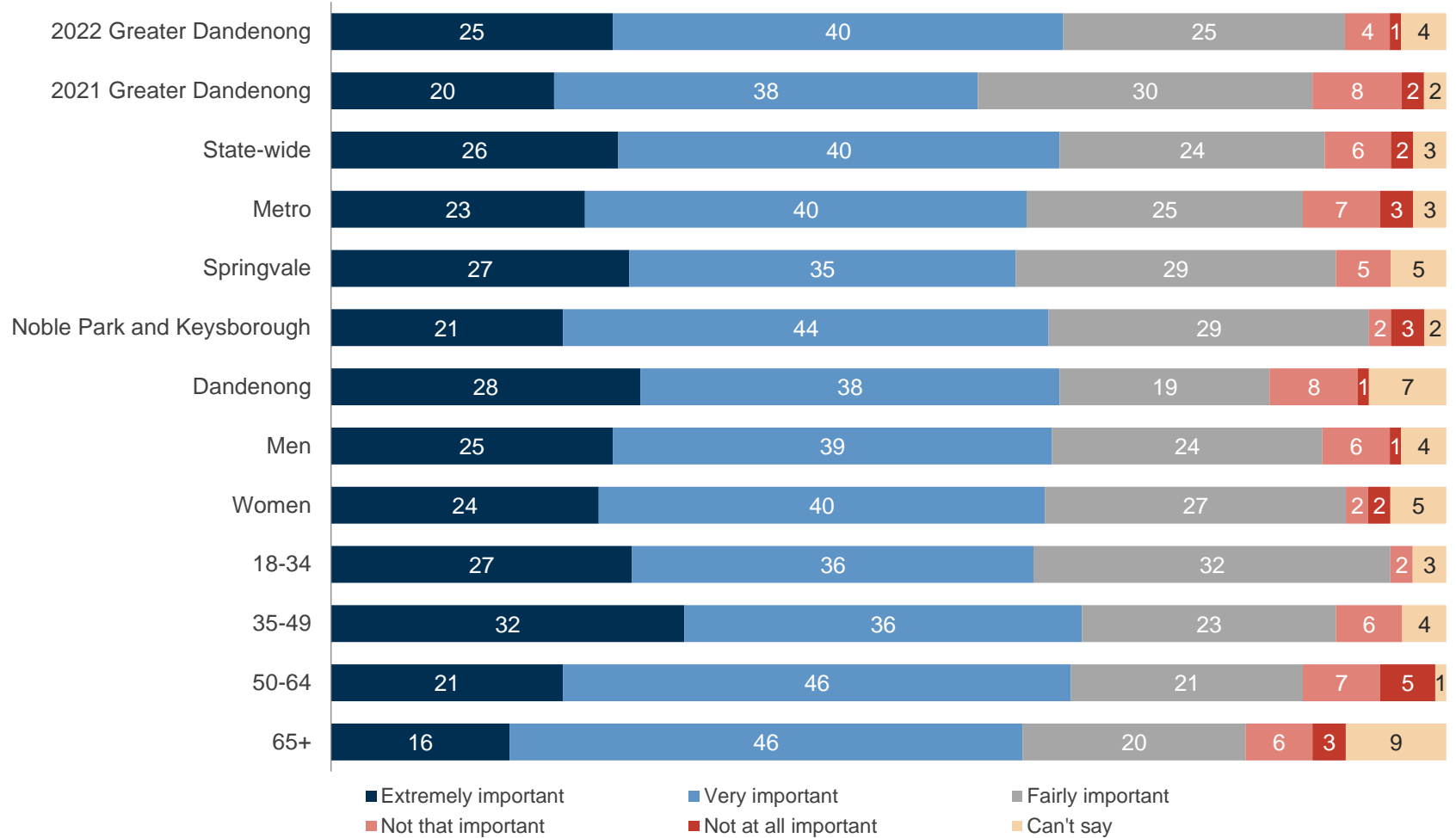
2022 lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	25	40	25	4	1	4
2021 Greater Dandenong	20	38	30	8	2	2
State-wide	26	40	24	6	2	3
Metro	23	40	25	7	3	3
Springvale	27	35	29	5		5
Noble Park and Keysborough	21	44	29	2	3	2
Dandenong	28	38	19	8	1	7
Men	25	39	24	6	1	4
Women	24	40	27	2	2	5
18-34	27	36	32		2	3
35-49	32	36	23	6		4
50-64	21	46	21	7	5	1
65+	16	46	20	6	3	9

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

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

Decisions made in the interest of the community performance

2022 community decisions made performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Springvale	63	62	67	58	64	60	65	67	n/a	n/a	n/a
65+	63	70	68	62	67	62	60	64	59	n/a	n/a
Men	63	64	64	63	61	64	62	62	63	n/a	n/a
18-34	62	61	64	63	62	68	68	65	63	n/a	n/a
Greater Dandenong	62	63	63	61	63	63	61	62	61	n/a	n/a
Noble Park and Keysborough	62	64	61	65	65	63	60	61	n/a	n/a	n/a
Dandenong	61	62	64	59	60	63	60	59	n/a	n/a	n/a
35-49	61	63	57	58	62	58	55	56	62	n/a	n/a
Women	61	62	63	59	65	62	60	61	59	n/a	n/a
50-64	60	59	63	62	59	59	58	60	58	n/a	n/a
Metro	59 ▼	61	59	60	58	58	59	59	n/a	n/a	n/a
State-wide	54 ▼	56	53	55	54	54	54	55	57	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
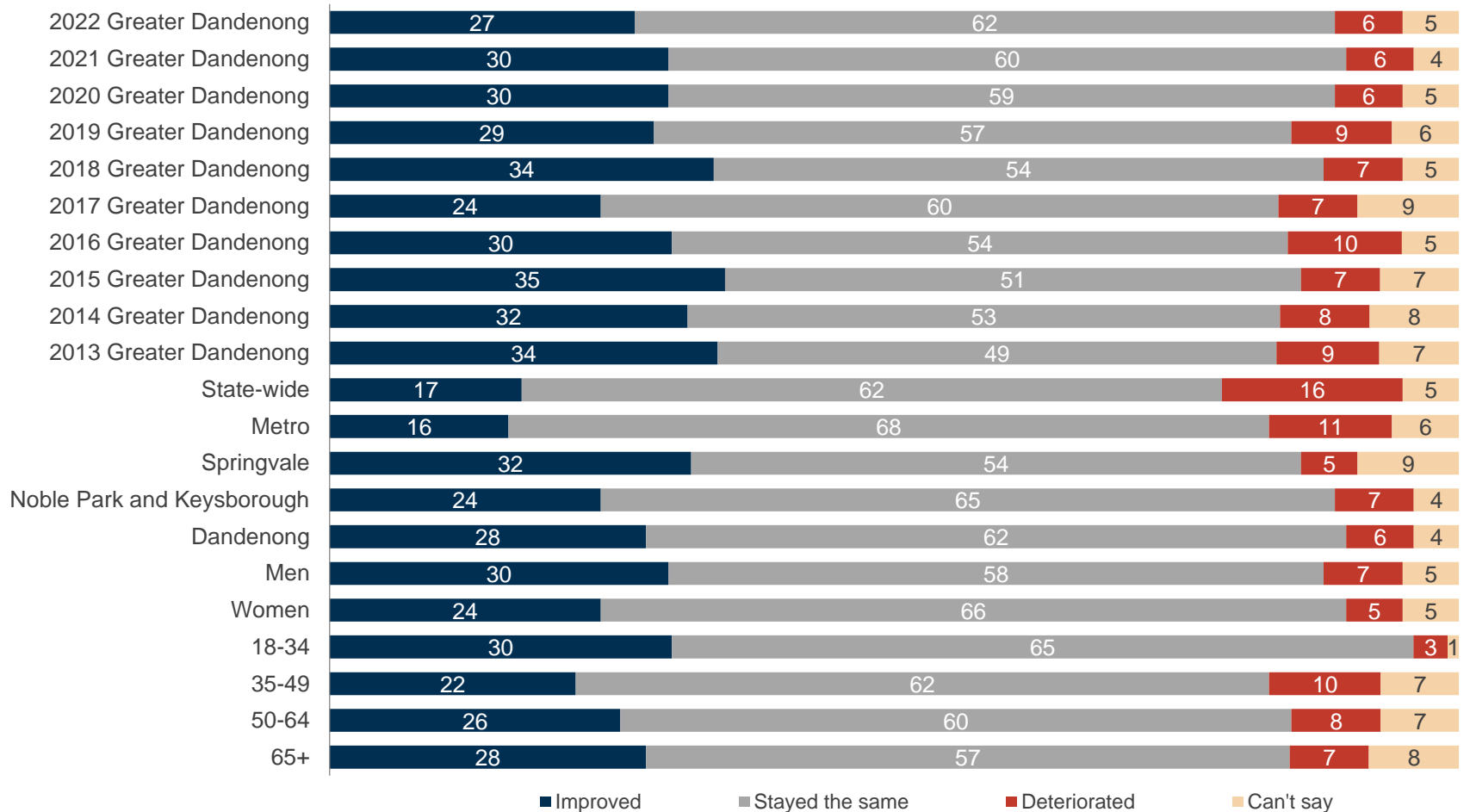*Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2022 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Greater Dandenong	9	41	32	7	4	7
2021 Greater Dandenong	13	34	33	7	3	9
2020 Greater Dandenong	11	38	30	6	3	12
2019 Greater Dandenong	12	34	31	6	6	11
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	7	30	33	14	8	9
Metro	8	35	31	10	5	11
Springvale	11	35	38	8	1	7
Noble Park and Keysborough	9	46	26	6	7	5
Dandenong	7	37	36	6	3	11
Men	12	37	32	7	4	7
Women	5	44	33	6	4	7
18-34	5	49	35	2	5	4
35-49	10	39	28	11	4	8
50-64	13	31	32	11	5	9
65+	11	35	33	7	3	11

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

The condition of sealed local roads in your area importance

2022 sealed local roads importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	87▲	79	80	79	79	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	86	80	77	81	77	n/a	n/a	n/a	n/a	n/a	n/a
Women	85	83	79	82	80	n/a	n/a	n/a	n/a	n/a	n/a
50-64	84	80	82	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	83	80	79	80	77	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	83	81	81	79	79	n/a	n/a	n/a	n/a	n/a	n/a
18-34	82	79	74	80	74	n/a	n/a	n/a	n/a	n/a	n/a
Men	82	78	78	78	75	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81▼	79	79	79	80	78	78	76	77	n/a	n/a
Noble Park and Keysborough	81	79	78	81	76	n/a	n/a	n/a	n/a	n/a	n/a
Metro	80▼	78	77	77	78	77	76	75	n/a	n/a	n/a
65+	79▼	83	82	78	79	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: 23 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance

2022 sealed local roads importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	45	44	10	1		
2021 Greater Dandenong	37	47	14	1		
2020 Greater Dandenong	35	48	13	2	1	1
2019 Greater Dandenong	35	50	14			1
2018 Greater Dandenong	31	49	17	2		1
State-wide	42	42	13	1		
Metro	37	46	14	2		
Springvale	56	33	11			
Noble Park and Keysborough	38	51	10	2		
Dandenong	45	43	10	1		
Men	41	45	13	1		
Women	49	43	7	2		
18-34	45	42	10	3		
35-49	57	35	8			
50-64	44	47	9			
65+	32	53	14	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 sealed local roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

J W S R E S E A R C H   51

The condition of sealed local roads in your area performance

2022 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	69	73	71	70	71	67	64	69	61	n/a	n/a
Springvale	68	67	70	65	68	63	70	68	n/a	n/a	n/a
Men	68	71	68	71	70	63	66	70	67	n/a	n/a
35-49	67	66	64	64	68	63	61	64	65	n/a	n/a
Greater Dandenong	66	69	68	67	69	65	66	67	64	n/a	n/a
Dandenong	66	65	67	65	66	65	61	67	n/a	n/a	n/a
18-34	66	68	68	68	71	67	72	68	67	n/a	n/a
Metro	65	68	67	69	68	66	67	69	n/a	n/a	n/a
Noble Park and Keysborough	65	72	67	71	73	66	67	67	n/a	n/a	n/a
Women	64	67	67	64	68	66	65	64	61	n/a	n/a
50-64	62	69	65	69	64	61	60	68	59	n/a	n/a
State-wide	53 ▼	57	54	56	53	53	54	55	55	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
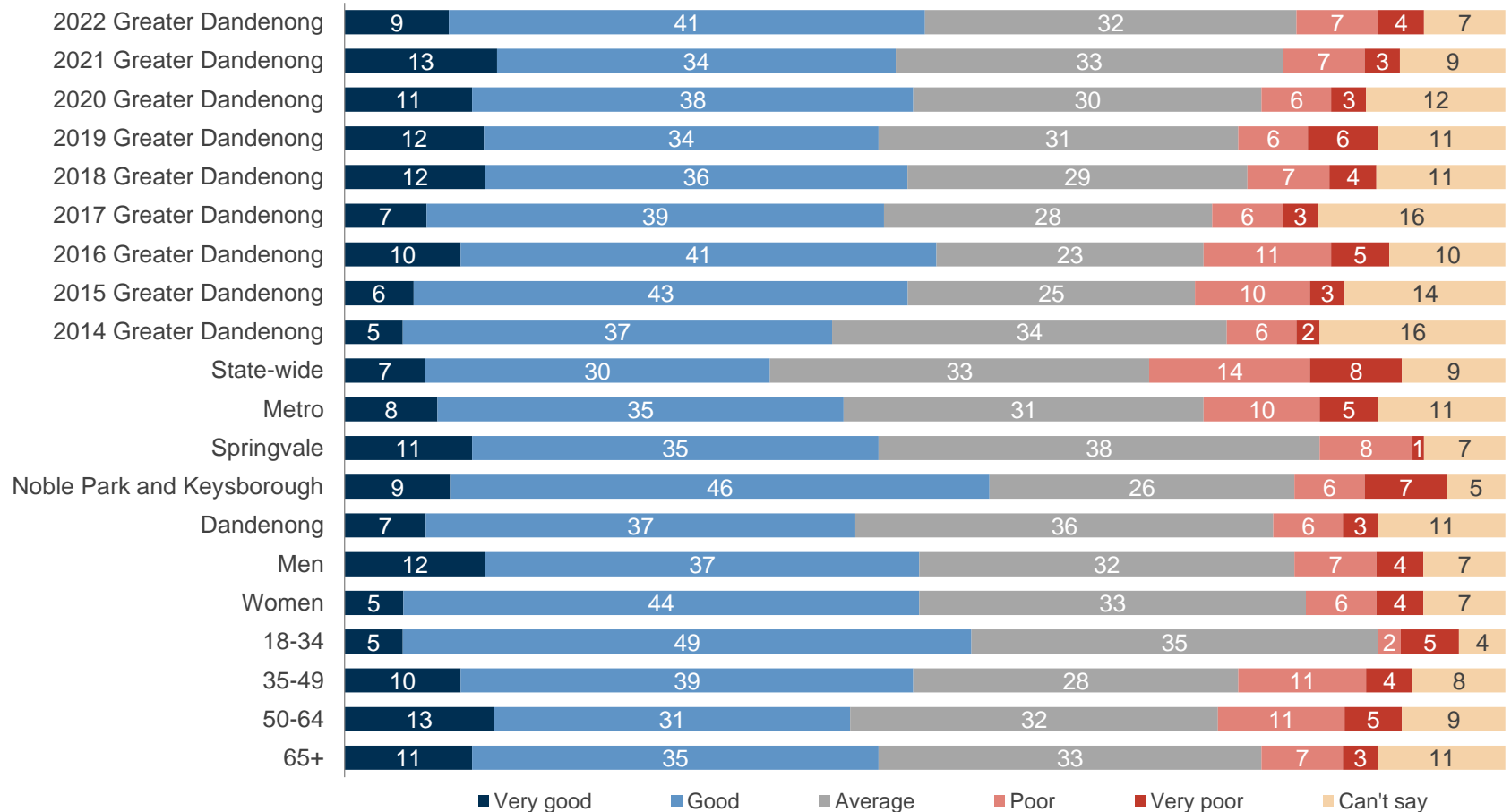*Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16*
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2022 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2022 Greater Dandenong	19	42	27	8	4	
2021 Greater Dandenong	21	46	23	7	3	1
2020 Greater Dandenong	21	40	28	8	2	1
2019 Greater Dandenong	23	37	27	8	3	1
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	10	31	29	17	12	1
Metro	17	43	25	9	4	1
Springvale	25	37	28	9		1
Noble Park and Keysborough	17	41	30	8	4	1
Dandenong	17	47	22	7	6	
Men	21	46	24	5	5	
Women	17	39	30	11	3	1
18-34	16	47	24	9	4	
35-49	18	44	29	6	4	
50-64	20	35	24	11	9	1
65+	23	38	30	5	2	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: 67 Councils asked group: 16

JWS RESEARCH 53

Informing the community importance

2022 informing community importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	79	74	69	71	71	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	78	76	71	70	74	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	77	74	74	73	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	77	77	75	75	75	74	76	75	75	75	75
50-64	76	78	75	73	74	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	76	76	71	73	72	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	79	71	73	73	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	75	77	74	75	71	n/a	n/a	n/a	n/a	n/a	n/a
Metro	74	75	72	73	73	73	74	73	n/a	n/a	n/a
Men	74	75	68	71	71	n/a	n/a	n/a	n/a	n/a	n/a
18-34	74	75	71	74	71	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	72	74	67	71	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?
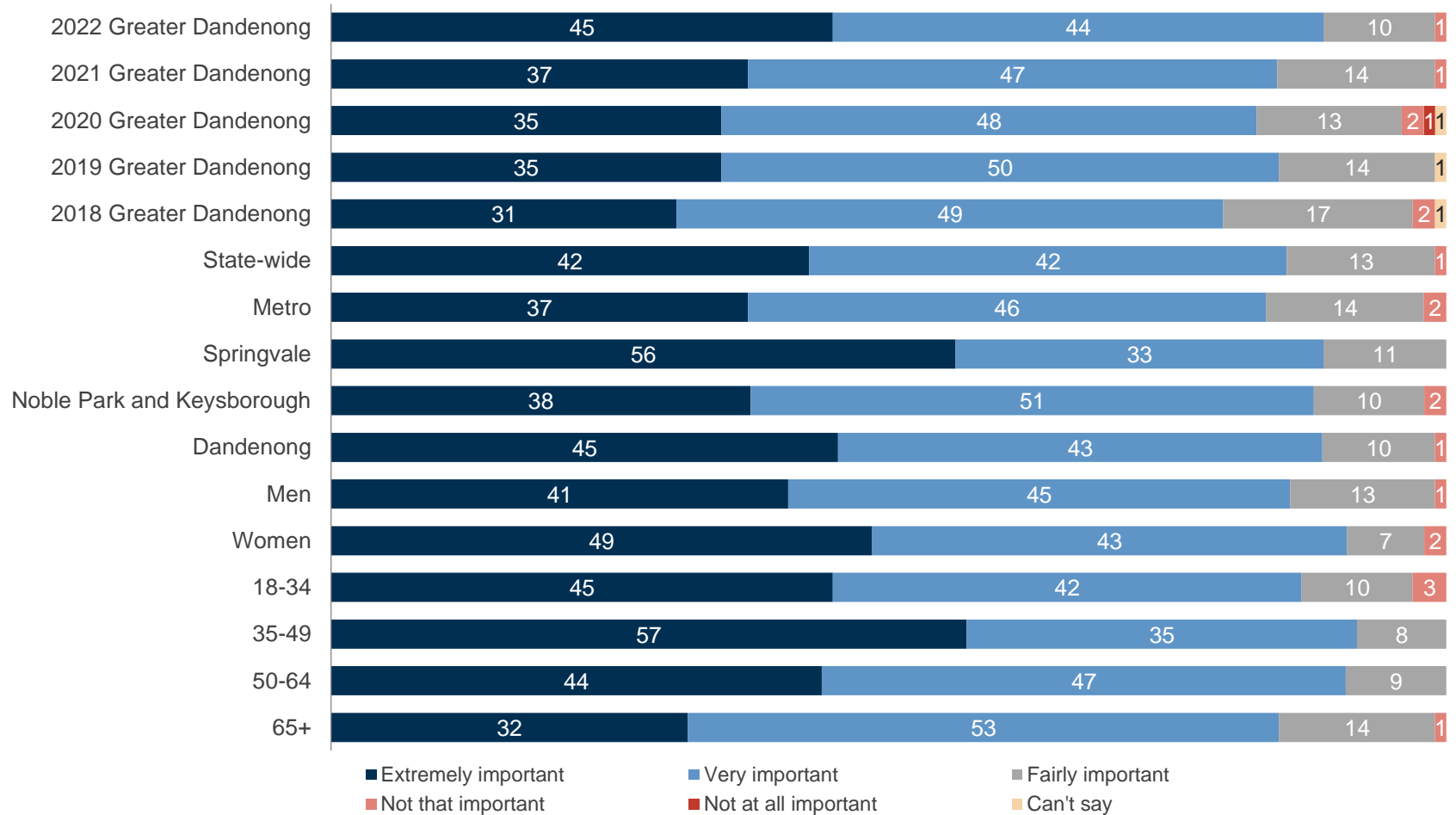*Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Informing the community importance

2022 informing community importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	29	47	20	3		
2021 Greater Dandenong	31	43	22	3		1
2020 Greater Dandenong	25	44	24	5	2	
2019 Greater Dandenong	26	43	24	5		1
2018 Greater Dandenong	28	39	25	5	1	1
State-wide	35	42	19	3	1	1
Metro	29	44	21	4		1
Springvale	28	39	28	5		
Noble Park and Keysborough	32	51	14	2		
Dandenong	27	47	24	2		
Men	22	55	20	2		
Women	37	39	21	3		
18-34	27	47	21	6		
35-49	39	37	23	1		
50-64	28	49	20	3		
65+	24	56	18	1	1	

Legend:
- ■ 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: 25 Councils asked group: 8

The condition of local streets and footpaths in your area importance

2022 streets and footpaths importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	86	80	80	84	86	n/a	n/a	n/a	n/a	n/a	n/a
35-49	85	82	77	75	79	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	84	77	78	82	75	n/a	n/a	n/a	n/a	n/a	n/a
Women	83	83	80	81	80	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	81	81	76	76	78	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	81	81	78	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Metro	81	80	78	78	79	78	78	77	n/a	n/a	n/a
State-wide	81	79	78	77	78	77	77	77	77	78	77
65+	80	82	81	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	79	83	81	80	78	n/a	n/a	n/a	n/a	n/a	n/a
Men	78	78	76	77	76	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76 ▼	79	76	79	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?
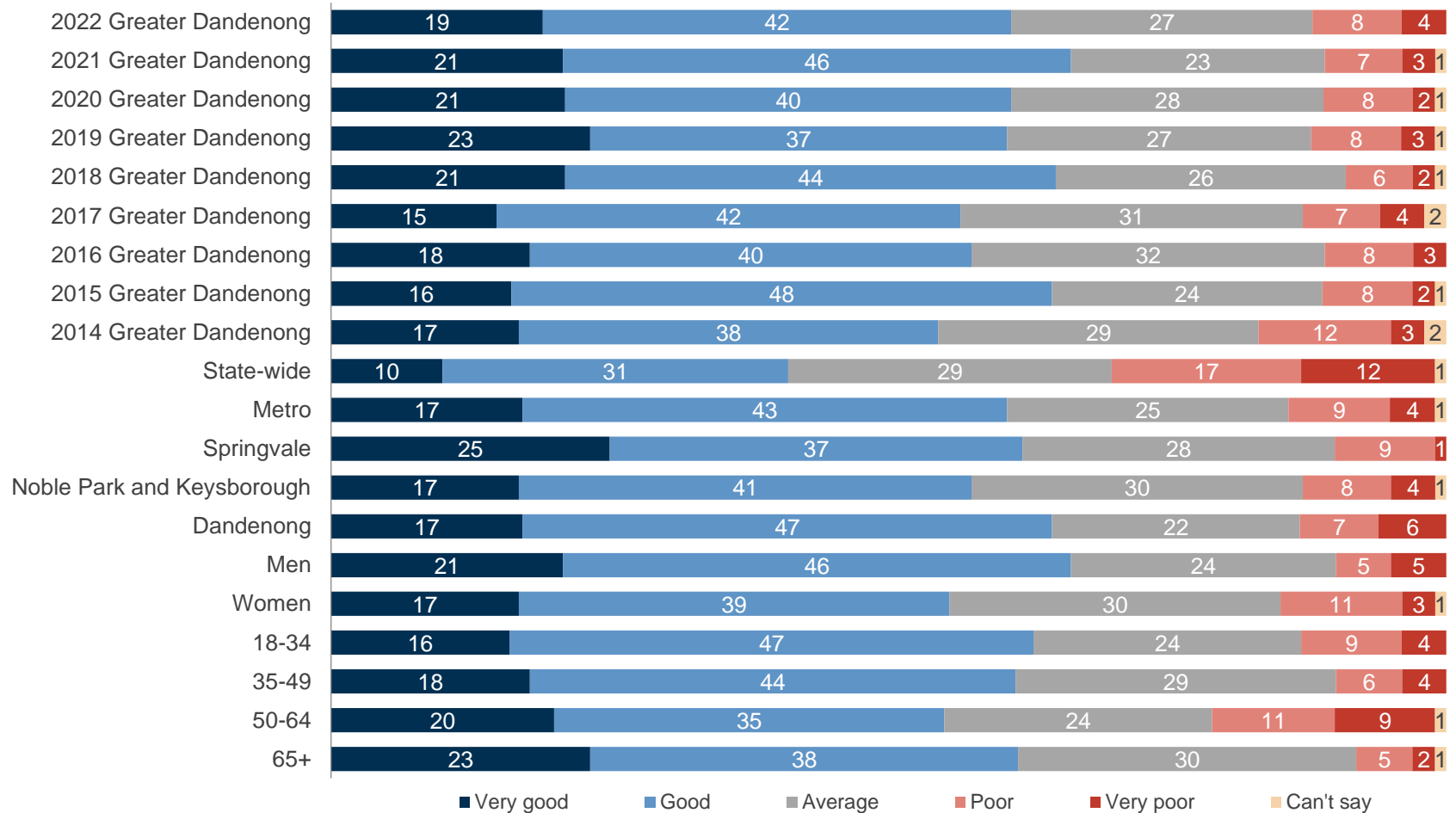*Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance

2022 streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	42	41	15	2		
2021 Greater Dandenong	40	44	14	2		
2020 Greater Dandenong	33	48	15	3		
2019 Greater Dandenong	35	48	14	3		
2018 Greater Dandenong	37	41	18	4		1
State-wide	41	41	14	2		1
Metro	41	43	14	2		
Springvale	48	41	9	2		
Noble Park and Keysborough	43	41	15	2		
Dandenong	39	41	18	2	1	
Men	37	43	17	2	1	
Women	48	39	12	1		
18-34	34	43	20	3	1	
35-49	56	30	12	1		
50-64	53	40	7	1		
65+	36	50	13	1		

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: 25 Councils asked group: 7

JWS RESEARCH   57

Traffic management importance

2022 traffic management importance (index scores)

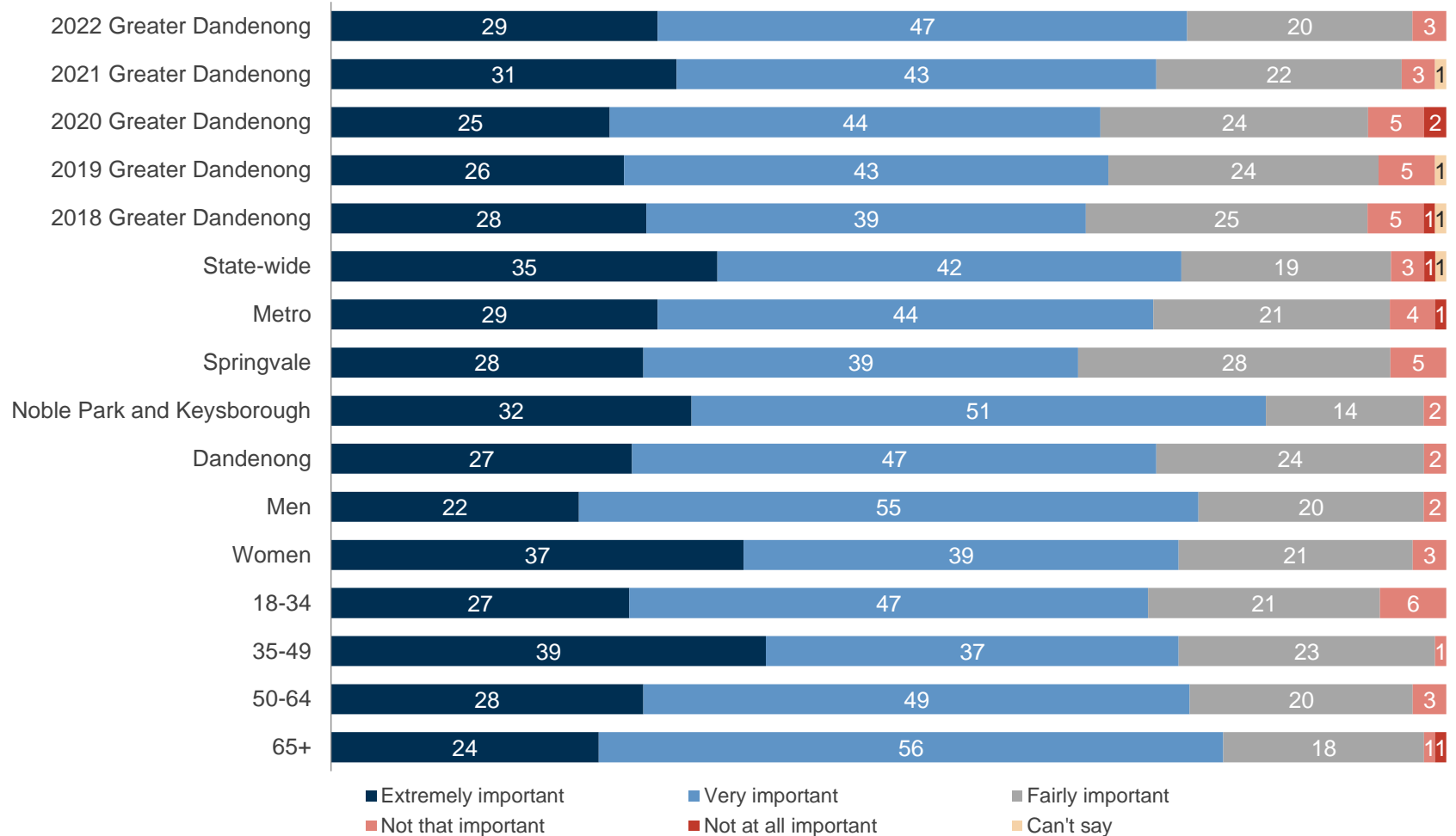|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Springvale	80	75	76	81	77	n/a	n/a	n/a	n/a	n/a	n/a
35-49	79	77	73	76	78	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	76	76	78	77	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	75	78	80	80	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	76	74	75	78	77	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	73	73	77	75	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	76	74	77	80	76	n/a	n/a	n/a	n/a	n/a	n/a
Metro	74	74	73	75	76	76	75	74	n/a	n/a	n/a
18-34	74	71	77	79	78	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	72	75	82	77	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	74	73	74	76	78	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73▼	73	73	73	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: 8 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Traffic management importance

2022 traffic management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	32	44	20	3	1	
2021 Greater Dandenong	27	45	25	2	1	1
2020 Greater Dandenong	30	46	18	4		1
2019 Greater Dandenong	34	48	13	3		1
2018 Greater Dandenong	34	46	16	2		1
State-wide	30	39	23	5	1	1
Metro	31	41	22	5	1	1
Springvale	41	43	14	2		1
Noble Park and Keysborough	24	49	23	1	2	1
Dandenong	35	38	20	6		1
Men	32	44	19	3		1
Women	32	44	20	3	1	1
18-34	26	49	22	3		1
35-49	41	36	20	3		
50-64	34	37	21	5		2
65+	30	49	16	3	1	2

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

Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 8 Councils asked group: 4

Parking facilities importance

2022 parking importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Springvale	78	76	72	77	75	n/a	n/a	n/a	n/a	n/a	n/a
50-64	78	74	70	79	81	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	76	74	77	76	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	75	75	76	77	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	74	73	72	74	76	n/a	n/a	n/a	n/a	n/a	n/a
35-49	74	75	74	74	76	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	73	76	72	77	78	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	72	69	73	76	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	73	70	71	70	75	n/a	n/a	n/a	n/a	n/a	n/a
18-34	72	70	70	71	75	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	72	72	71	71	71	70	70	70	70	71	71
Metro	72	72	71	73	73	73	72	72	n/a	n/a	n/a

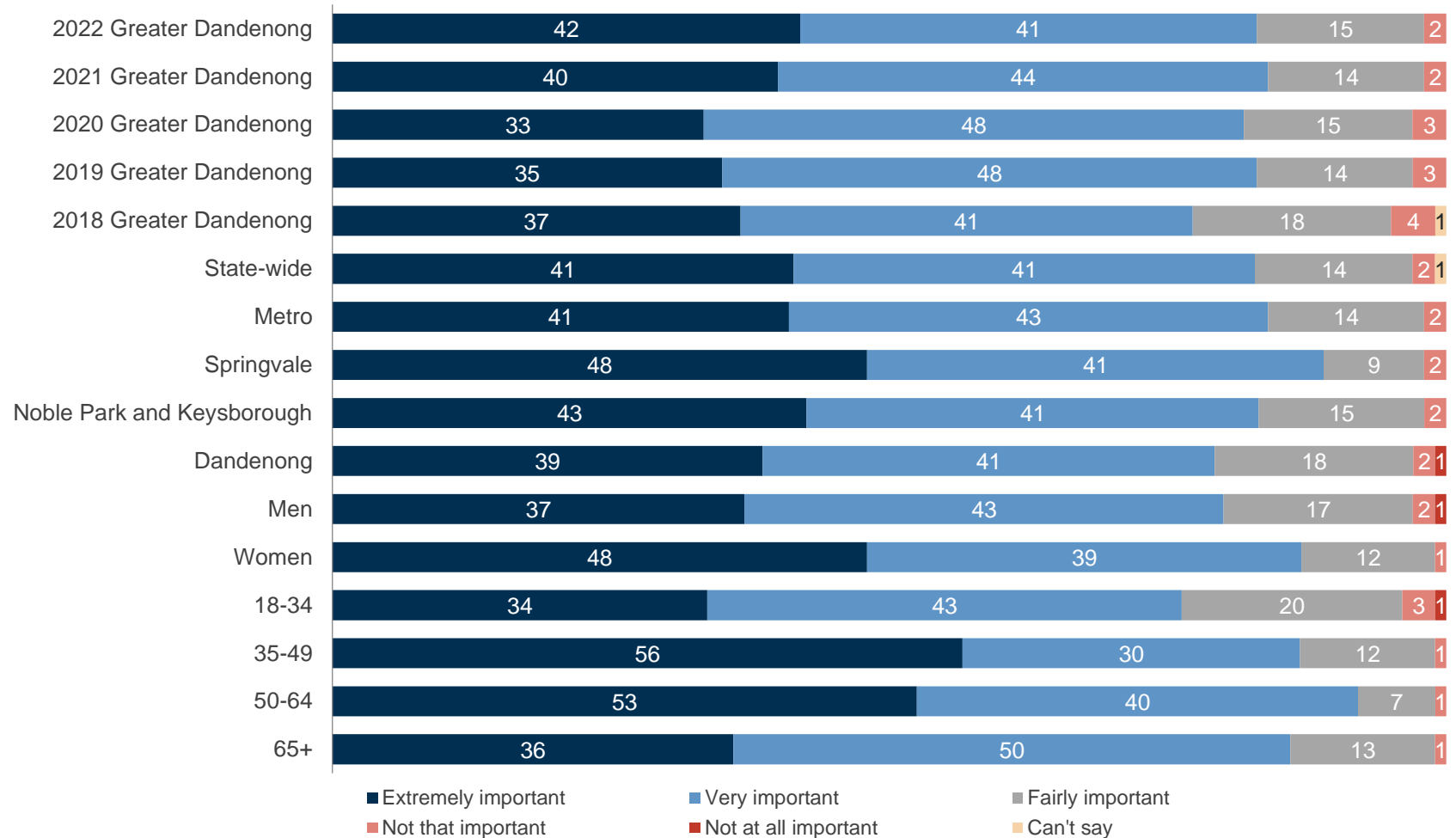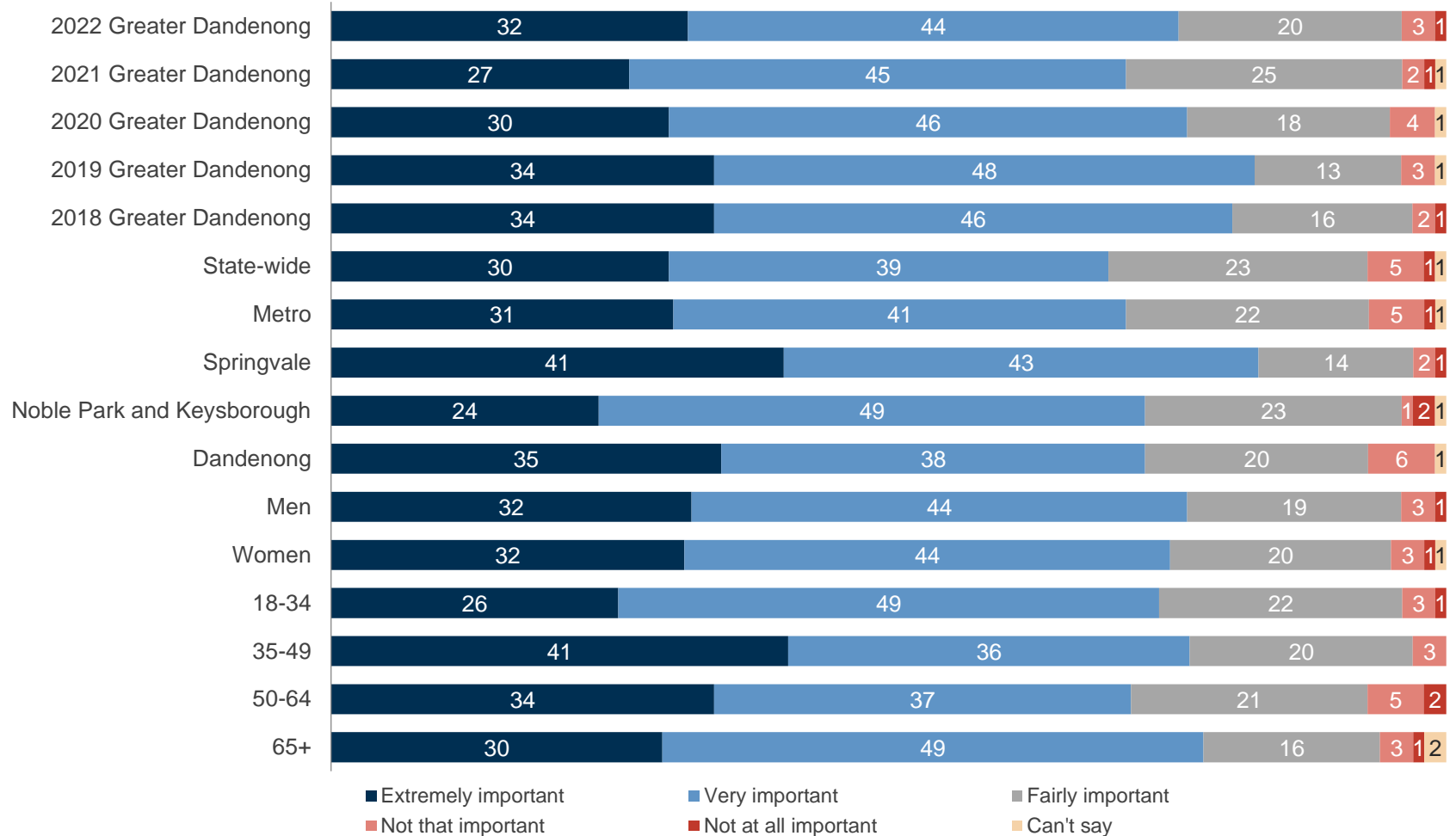*Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?*
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Parking facilities importance

2022 parking importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	31	40	22	6		1
2021 Greater Dandenong	25	48	21	5	1	1
2020 Greater Dandenong	23	47	21	6		1
2019 Greater Dandenong	27	49	18	4		1
2018 Greater Dandenong	33	40	22	3		1
State-wide	27	39	26	6	1	1
Metro	26	41	26	5	1	1
Springvale	33	52	9	5		1
Noble Park and Keysborough	29	40	24	5		1
Dandenong	32	33	28	6		1
Men	27	43	21	7		1
Women	35	37	24	4		
18-34	30	37	25	9		
35-49	34	33	27	6		
50-64	34	46	15	4		1
65+	28	50	17	2	1	3

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

Enforcement of local laws importance

2022 law enforcement importance (index scores)

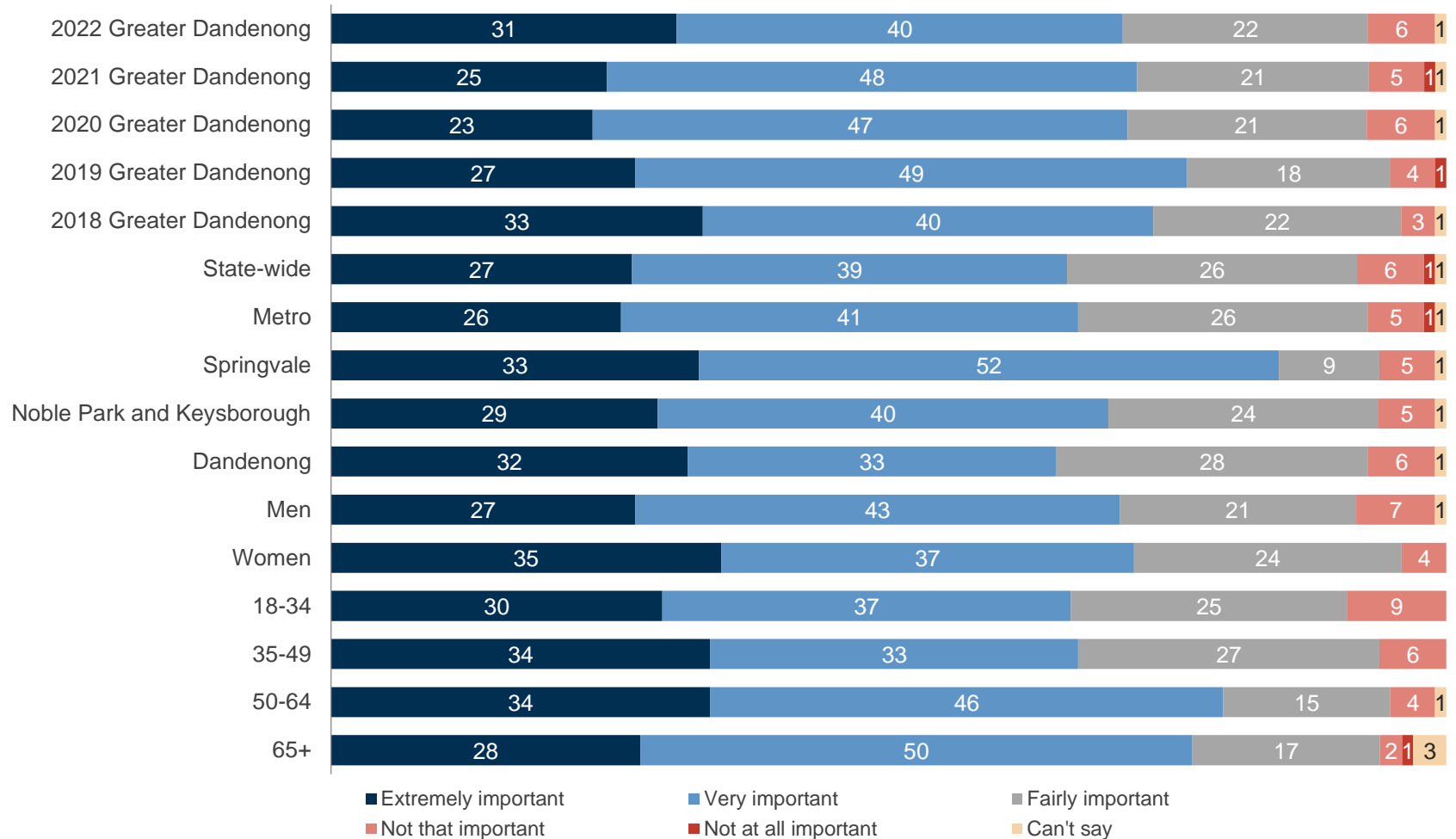|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	79	79	78	82	81	n/a	n/a	n/a	n/a	n/a	n/a
35-49	79	77	79	77	79	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	77	77	76	79	81	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	78	76	77	78	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	76	77	75	79	79	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	76	75	74	77	74	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	76	78	74	80	79	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	77	72	82	78	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	75	72	76	77	n/a	n/a	n/a	n/a	n/a	n/a
50-64	73	75	74	77	82	n/a	n/a	n/a	n/a	n/a	n/a
Metro	70▼	71	71	73	73	72	71	72	n/a	n/a	n/a
State-wide	68▼	70	70	71	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: 24 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws importance

2022 law enforcement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	32	46	16	3	2	1
2021 Greater Dandenong	35	42	17	3	1	1
2020 Greater Dandenong	34	39	19	6	1	1
2019 Greater Dandenong	40	40	16	3	1	
2018 Greater Dandenong	39	40	15	3	1	1
State-wide	22	38	28	7	2	1
Metro	25	41	25	6	2	1
Springvale	24	54	19		1	2
Noble Park and Keysborough	30	50	15		1	3
Dandenong	39	36	17	5	1	2
Men	25	50	19	3	2	1
Women	39	42	14	3	2	1
18-34	29	50	15	2	3	1
35-49	40	39	16		3	1
50-64	30	42	21	5	3	
65+	29	49	16	3	1	3

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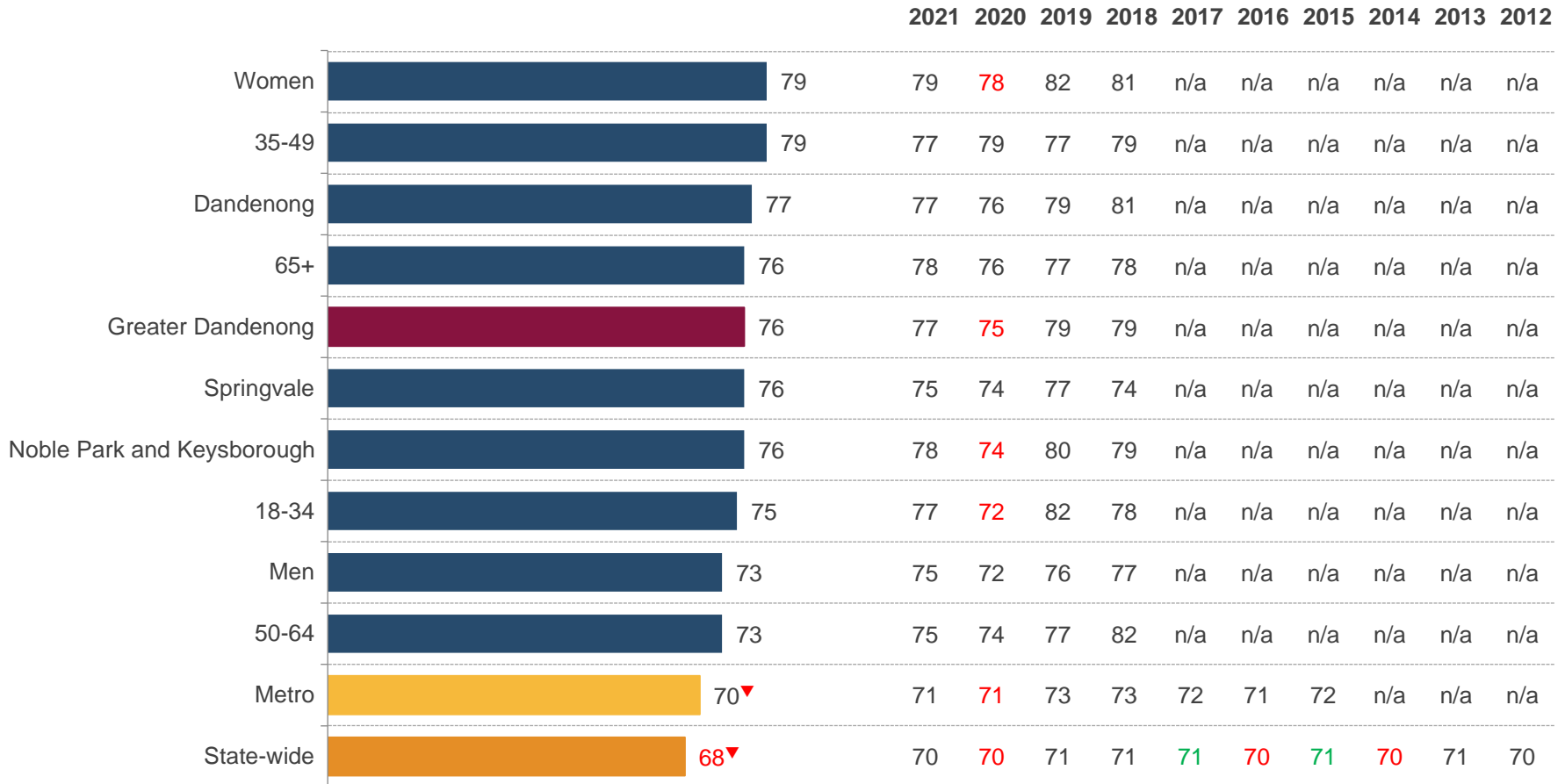- Not that important
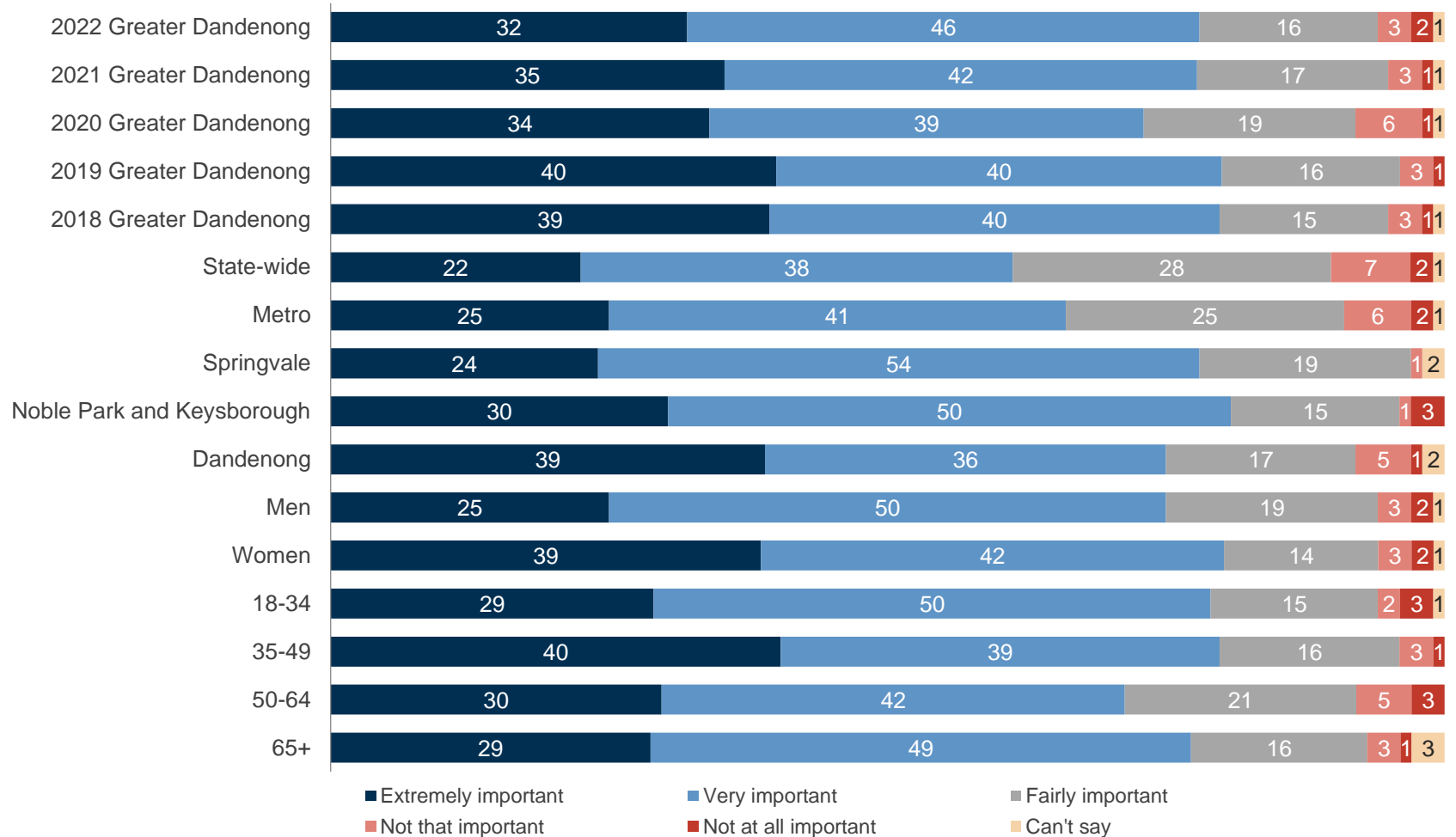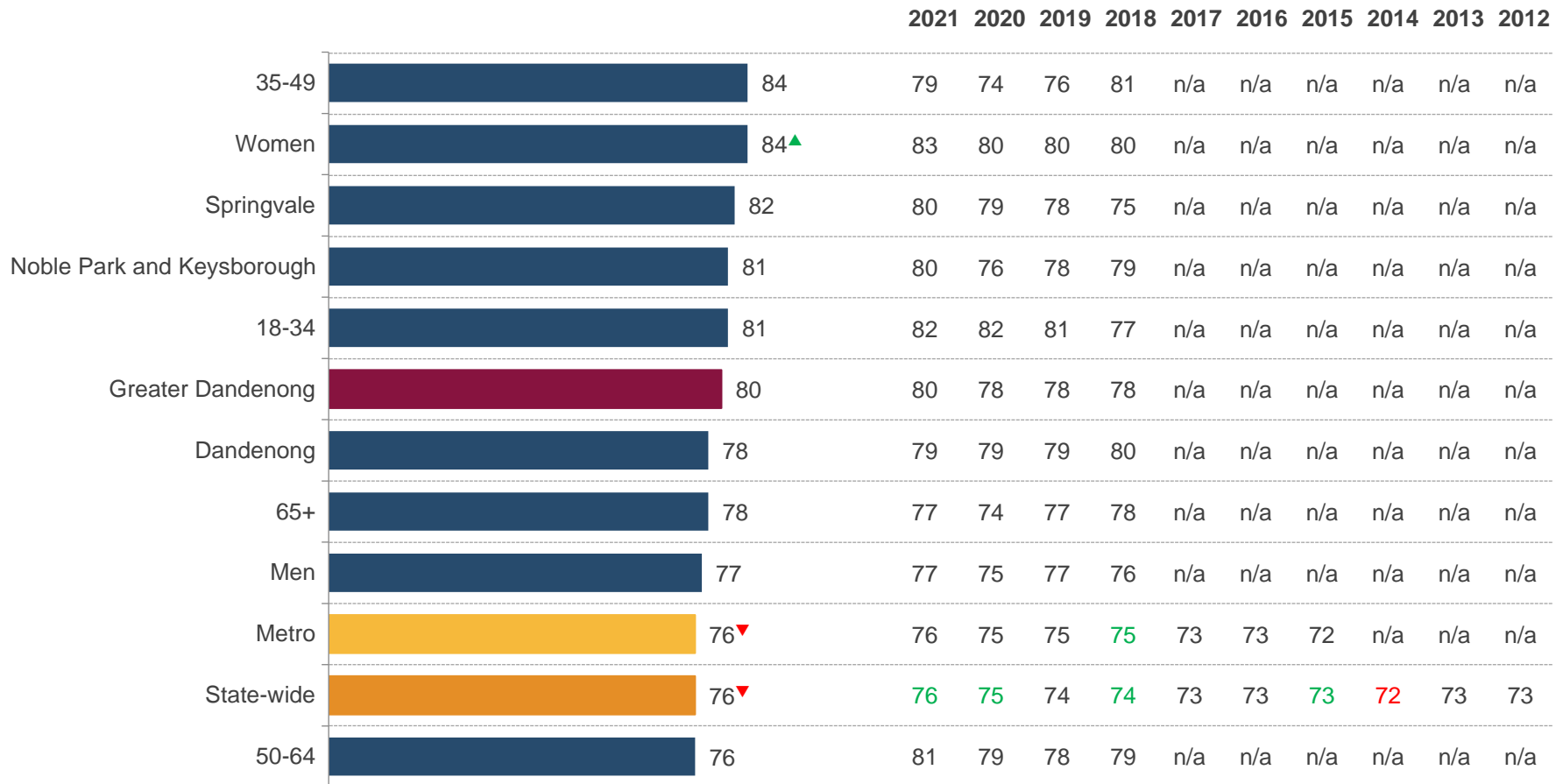- Not at all important
- Can't say

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

Family support services importance

2022 family support importance (index scores)

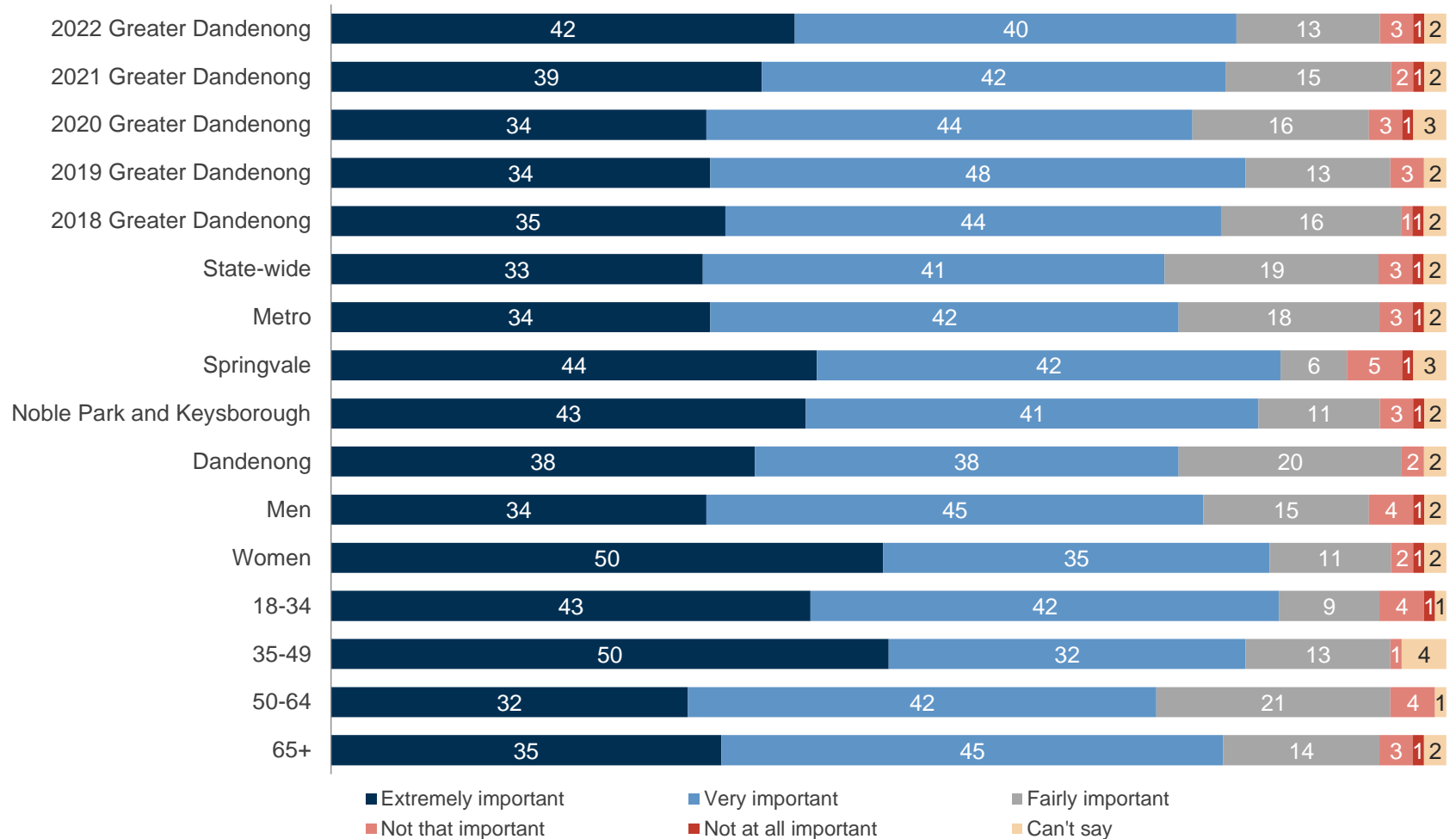|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	84	79	74	76	81	n/a	n/a	n/a	n/a	n/a	n/a
Women	84 ▲	83	80	80	80	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	82	80	79	78	75	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	81	80	76	78	79	n/a	n/a	n/a	n/a	n/a	n/a
18-34	81	82	82	81	77	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	80	80	78	78	78	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	78	79	79	79	80	n/a	n/a	n/a	n/a	n/a	n/a
65+	78	77	74	77	78	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	77	75	77	76	n/a	n/a	n/a	n/a	n/a	n/a
Metro	76 ▼	76	75	75	75	73	73	72	n/a	n/a	n/a
State-wide	76 ▼	76	75	74	74	73	73	73	72	73	73
50-64	76	81	79	78	79	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Family support services importance

2022 family support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	42	40	13	3	1	2
2021 Greater Dandenong	39	42	15	2	1	2
2020 Greater Dandenong	34	44	16	3	1	3
2019 Greater Dandenong	34	48	13	3		2
2018 Greater Dandenong	35	44	16	1	1	2
State-wide	33	41	19	3	1	2
Metro	34	42	18	3	1	2
Springvale	44	42	6	5	1	3
Noble Park and Keysborough	43	41	11	3	1	2
Dandenong	38	38	20		2	2
Men	34	45	15	4	1	2
Women	50	35	11	2	1	2
18-34	43	42	9	4	1	1
35-49	50	32	13	1		4
50-64	32	42	21	4		1
65+	35	45	14	3	1	2

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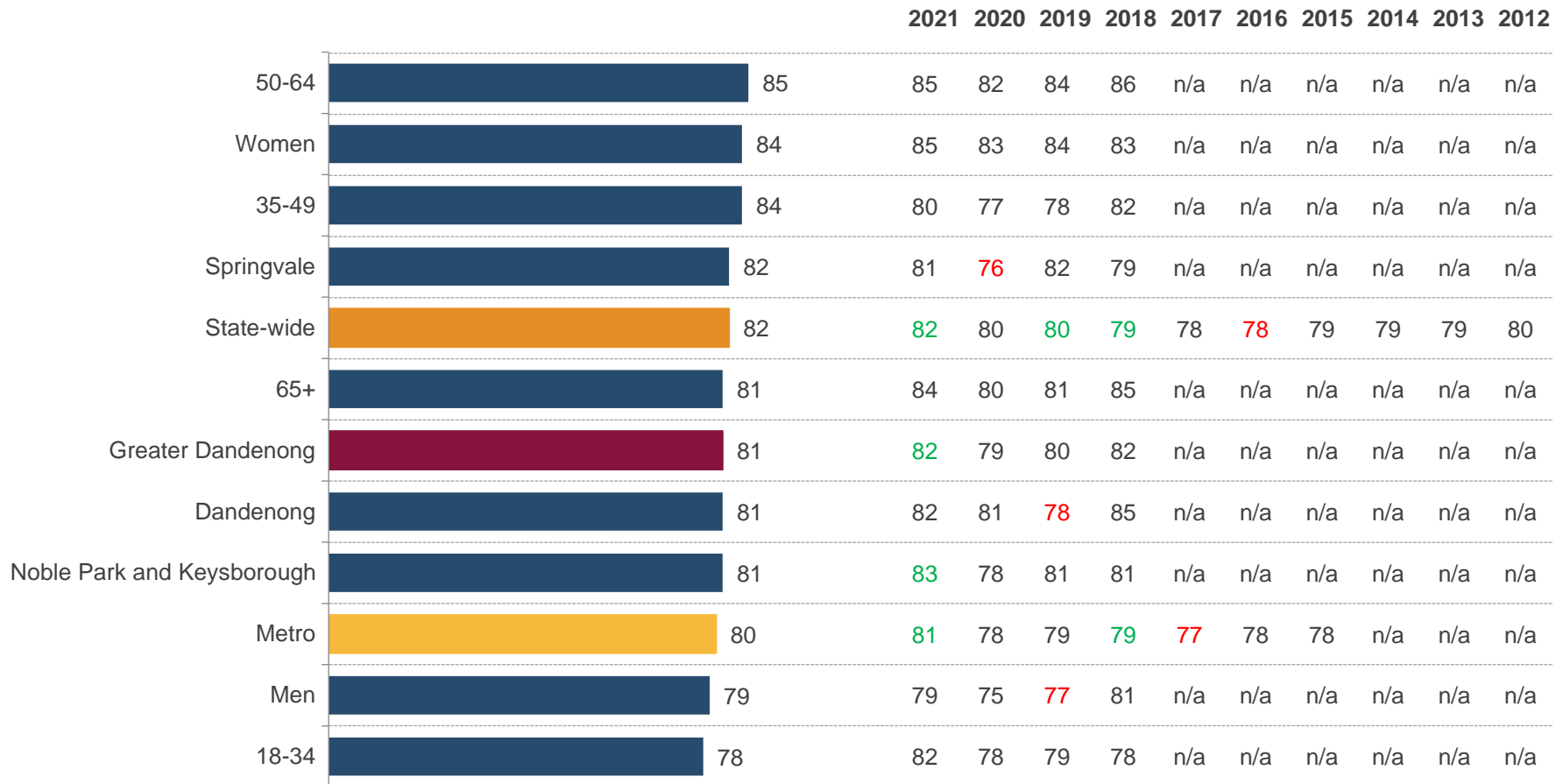■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5

Elderly support services importance

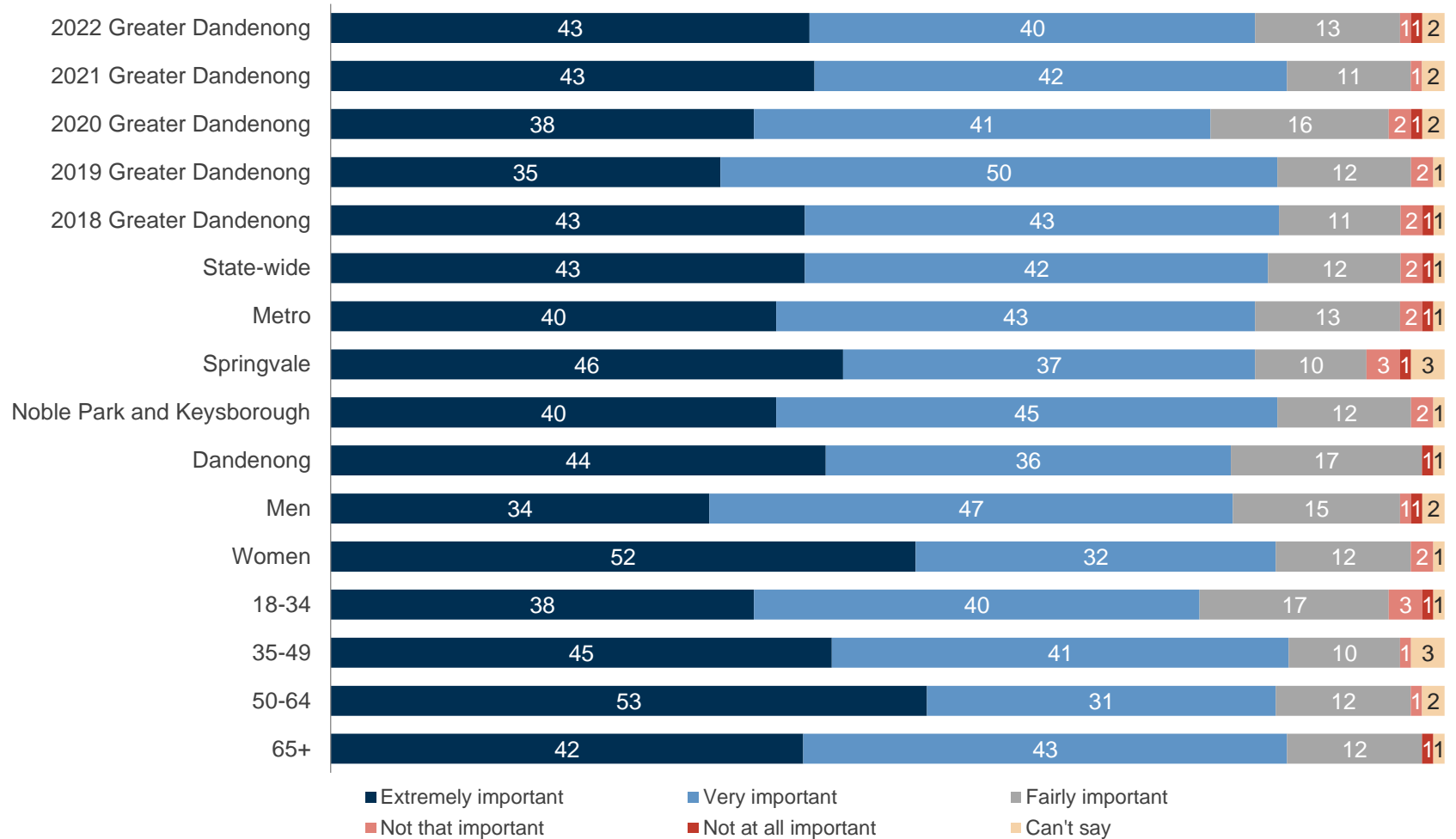## 2022 elderly support importance (index scores)

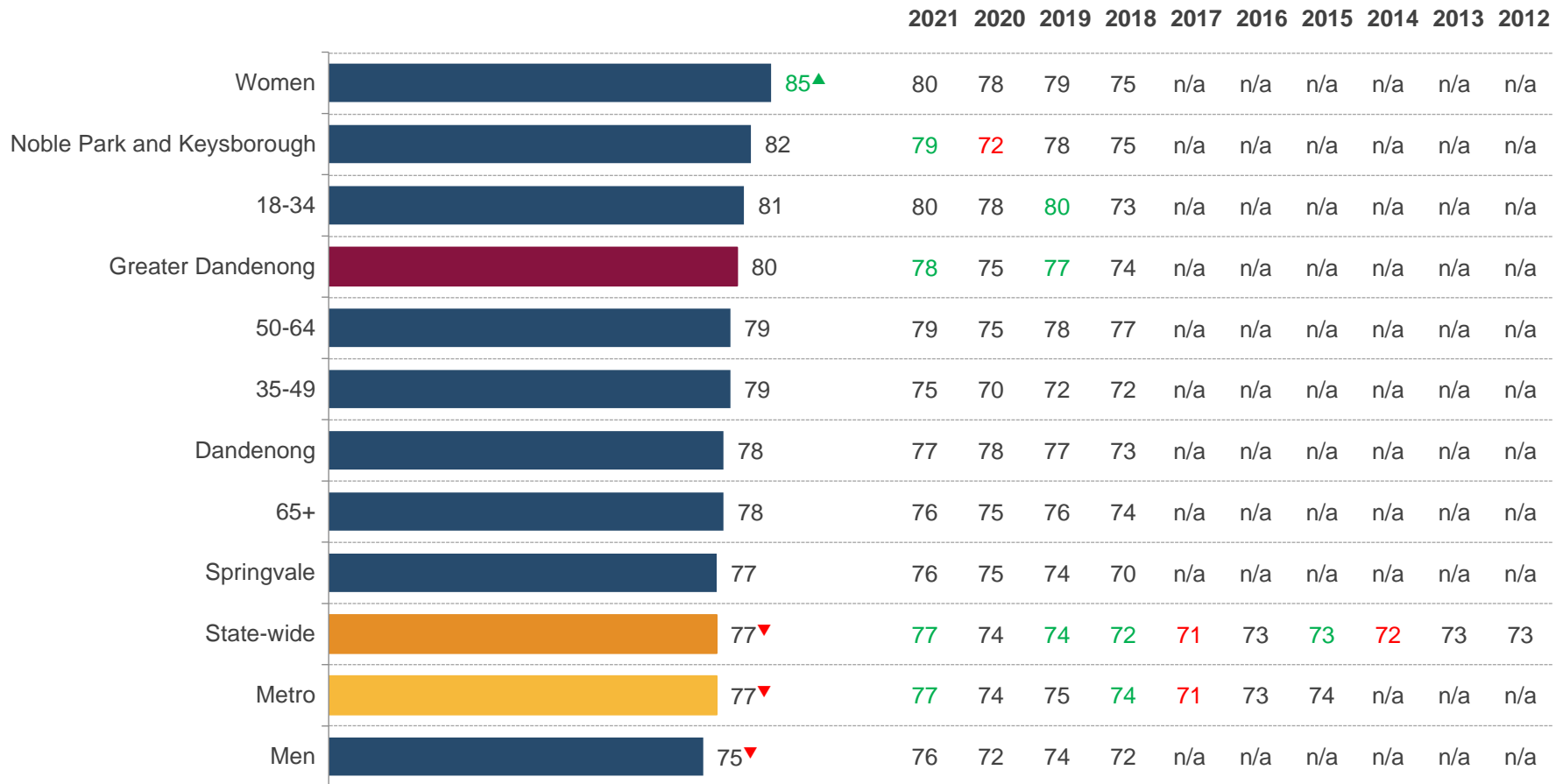|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	85	85	82	84	86	n/a	n/a	n/a	n/a	n/a	n/a
Women	84	85	83	84	83	n/a	n/a	n/a	n/a	n/a	n/a
35-49	84	80	77	78	82	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	82	81	76	82	79	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	82	82	80	80	79	78	78	79	79	79	80
65+	81	84	80	81	85	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	81	82	79	80	82	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	81	82	81	78	85	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	81	83	78	81	81	n/a	n/a	n/a	n/a	n/a	n/a
Metro	80	81	78	79	79	77	78	78	n/a	n/a	n/a
Men	79	79	75	77	81	n/a	n/a	n/a	n/a	n/a	n/a
18-34	78	82	78	79	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: 20 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Elderly support services importance

2022 elderly support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	43	40	13	1	1	2
2021 Greater Dandenong	43	42	11	1		2
2020 Greater Dandenong	38	41	16	2	1	2
2019 Greater Dandenong	35	50	12	2		1
2018 Greater Dandenong	43	43	11	2	1	1
State-wide	43	42	12	2	1	1
Metro	40	43	13	2	1	1
Springvale	46	37	10	3	1	3
Noble Park and Keysborough	40	45	12	2		1
Dandenong	44	36	17		1	1
Men	34	47	15	1	1	2
Women	52	32	12	2		1
18-34	38	40	17	3	1	1
35-49	45	41	10	1		3
50-64	53	31	12	1		2
65+	42	43	12	1	1	

■ 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: 20 Councils asked group: 6

Disadvantaged support services importance

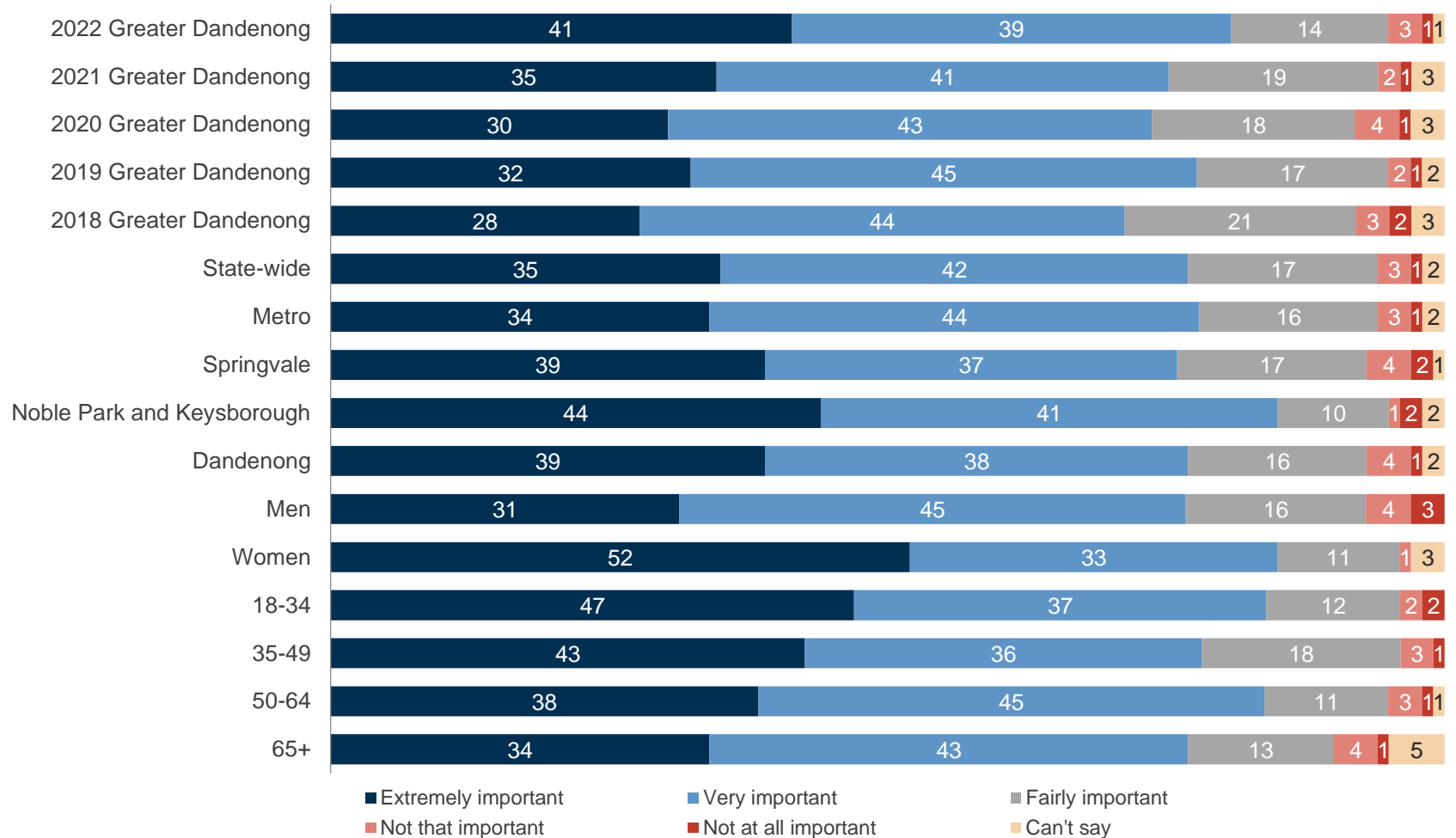**2022 disadvantaged support importance (index scores)**

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	85▲	80	78	79	75	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	82	79	72	78	75	n/a	n/a	n/a	n/a	n/a	n/a
18-34	81	80	78	80	73	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	80	78	75	77	74	n/a	n/a	n/a	n/a	n/a	n/a
50-64	79	79	75	78	77	n/a	n/a	n/a	n/a	n/a	n/a
35-49	79	75	70	72	72	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	78	77	78	77	73	n/a	n/a	n/a	n/a	n/a	n/a
65+	78	76	75	76	74	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	77	76	75	74	70	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	77▼	77	74	74	72	71	73	73	72	73	73
Metro	77▼	77	74	75	74	71	73	74	n/a	n/a	n/a
Men	75▼	76	72	74	72	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: 9 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Disadvantaged support services importance

2022 disadvantaged support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	41	39	14	3	1	1
2021 Greater Dandenong	35	41	19	2	1	3
2020 Greater Dandenong	30	43	18	4	1	3
2019 Greater Dandenong	32	45	17	2	1	2
2018 Greater Dandenong	28	44	21	3	2	3
State-wide	35	42	17	3	1	2
Metro	34	44	16	3	1	2
Springvale	39	37	17	4	2	1
Noble Park and Keysborough	44	41	10	1	2	2
Dandenong	39	38	16	4	1	2
Men	31	45	16	4		3
Women	52	33	11	1		3
18-34	47	37	12	2		2
35-49	43	36	18	3	1	
50-64	38	45	11	3	1	1
65+	34	43	13	4	1	5

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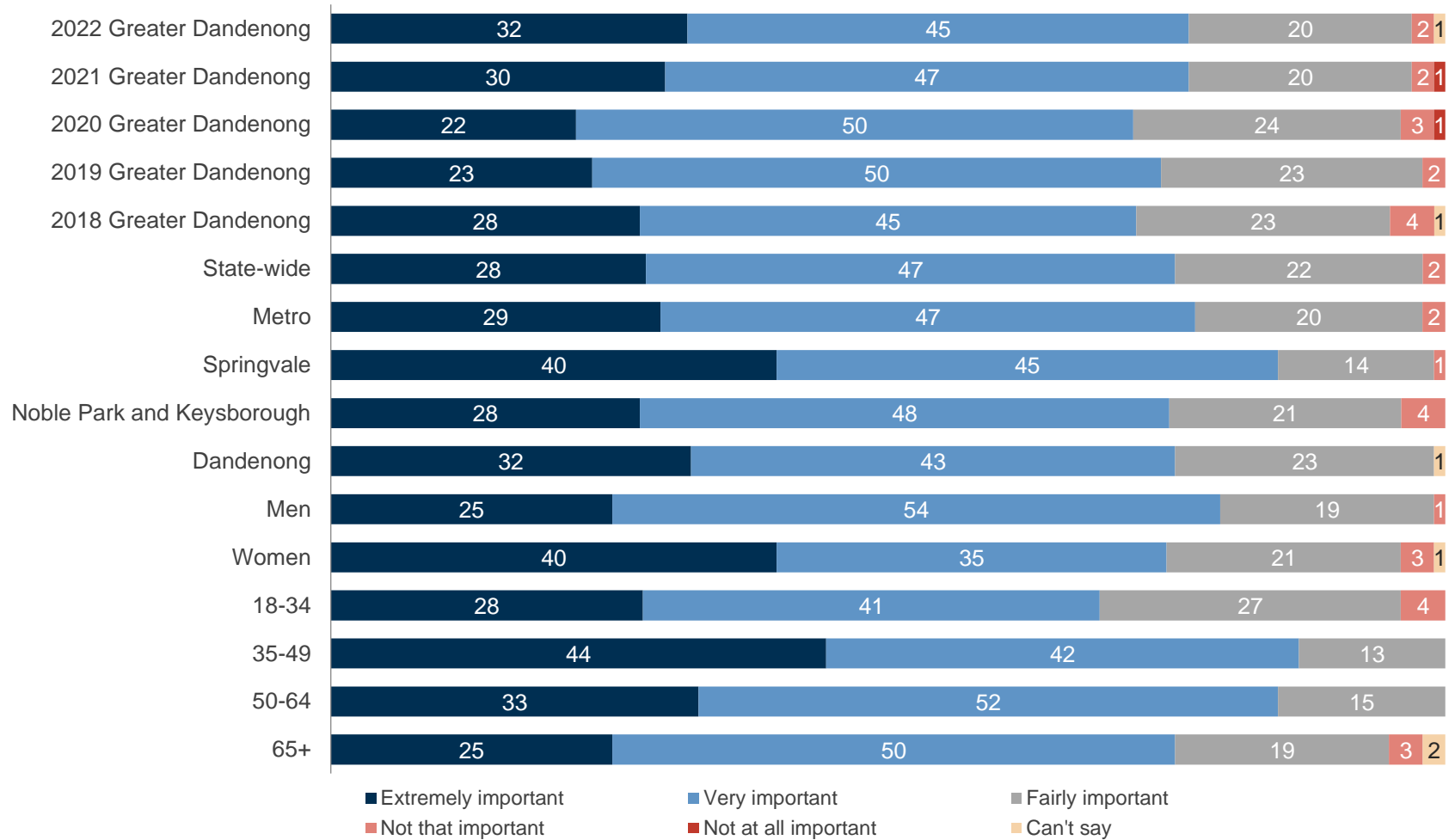- Not at all important
- Can't say

Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 5

Recreational facilities importance

2022 recreational facilities importance (index scores)

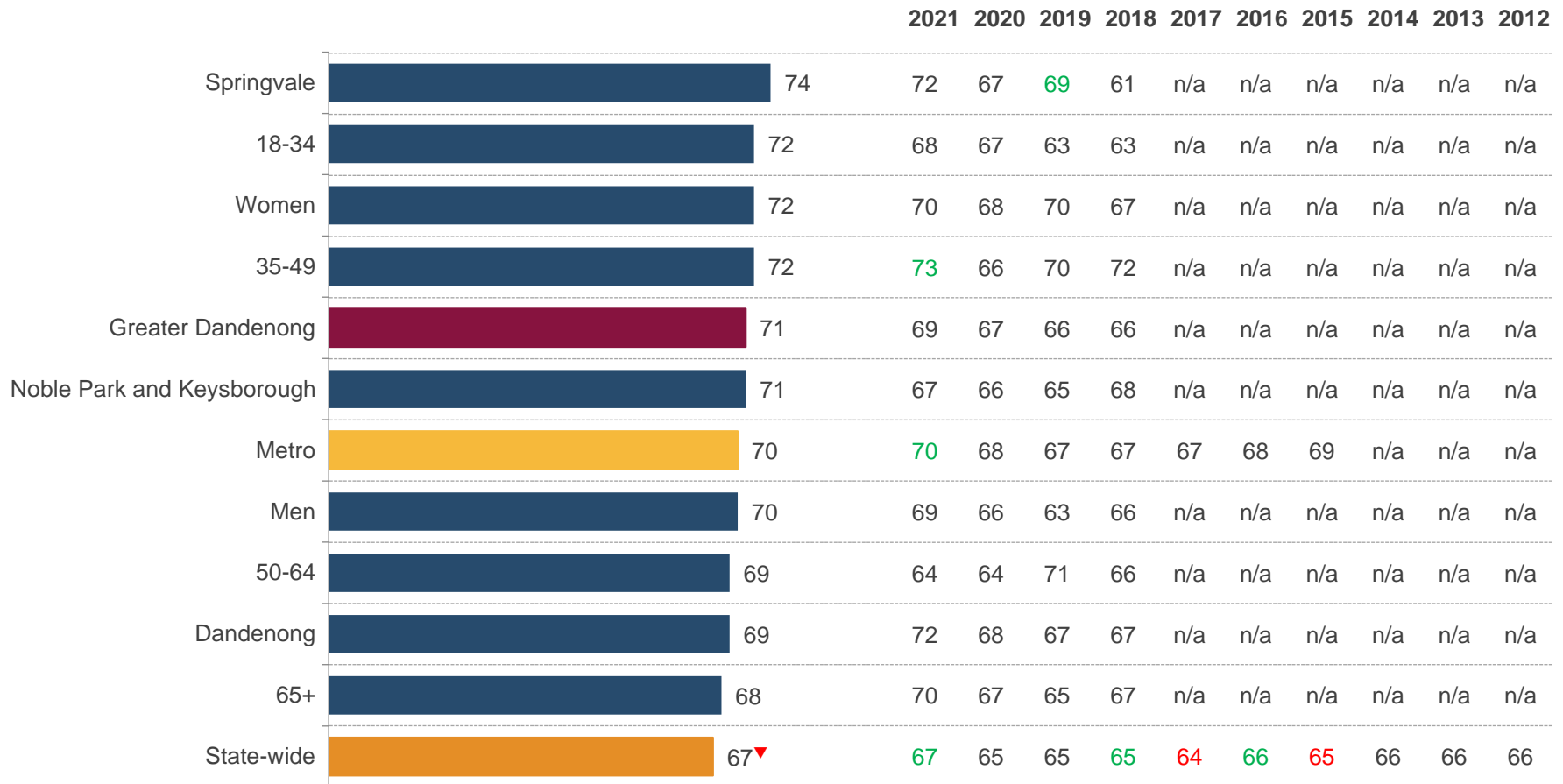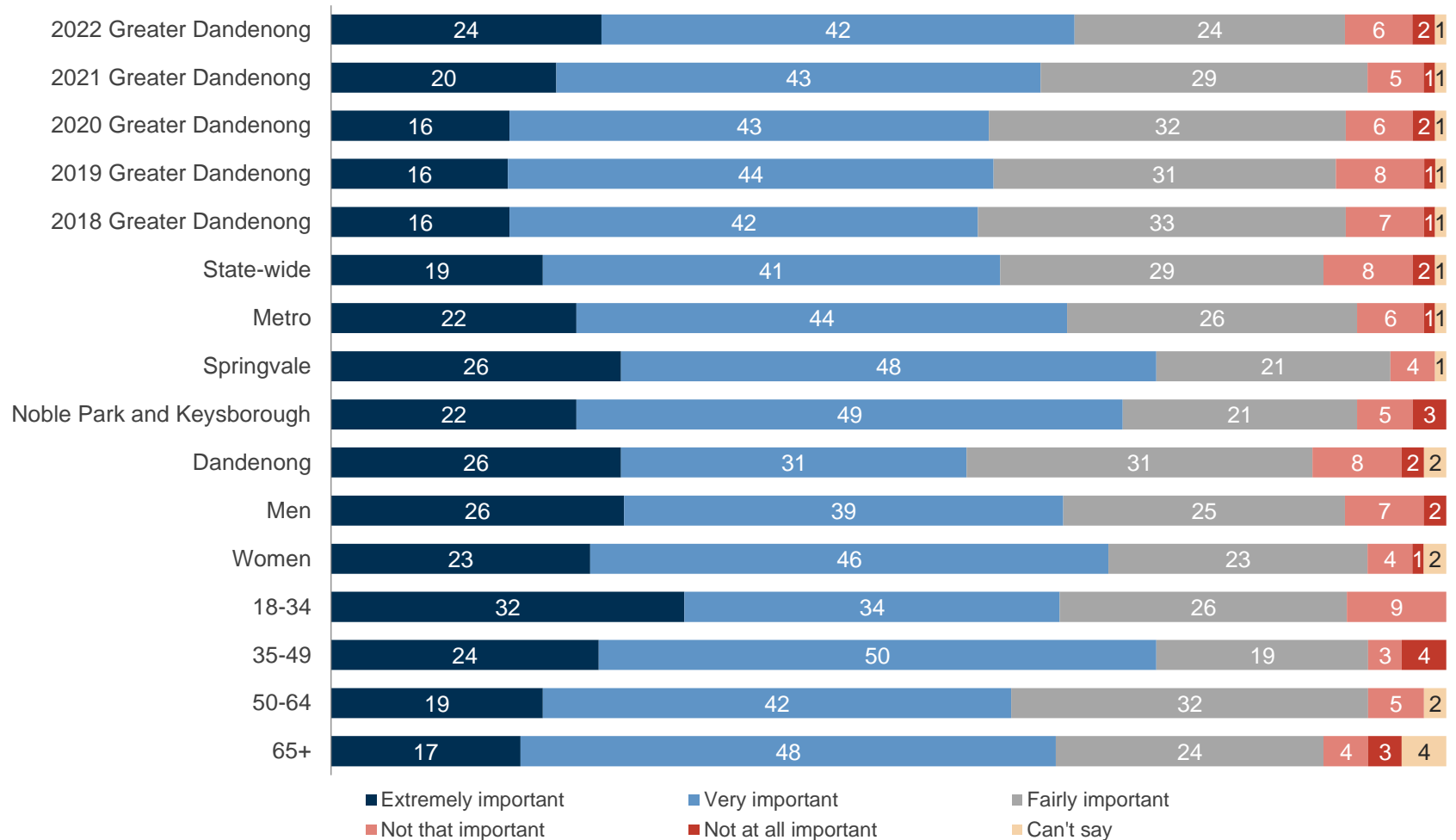|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	76	71	71	74	73	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74	74	72	72	73	72	73	72	72	72	72
Metro	74	74	72	72	73	73	73	72	n/a	n/a	n/a
Springvale	74	71	72	69	68	n/a	n/a	n/a	n/a	n/a	n/a
65+	73	76	72	73	71	n/a	n/a	n/a	n/a	n/a	n/a
Women	73	72	71	73	69	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	72	70	67	70	70	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	72	72	69	71	70	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	70	67	74	70	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	72	68	68	71	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	70	74	71	72	71	n/a	n/a	n/a	n/a	n/a	n/a
18-34	69	70	68	66	69	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: 33 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities importance

2022 recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	25	40	30	3	1	1
2021 Greater Dandenong	21	48	27	3	1	1
2020 Greater Dandenong	18	47	28	5	1	1
2019 Greater Dandenong	18	51	26	4		1
2018 Greater Dandenong	21	43	32	3	1	1
State-wide	27	46	23	3	1	1
Metro	27	47	23	3		1
Springvale	30	45	20	2	3	
Noble Park and Keysborough	24	41	34			1
Dandenong	24	36	33	6		2
Men	25	40	30	4		1
Women	26	40	31	2		1
18-34	23	34	40	2		1
35-49	27	37	32	3		1
50-64	32	45	19	4		
65+	23	48	22	4		3

- 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: 33 Councils asked group: 10

JWS RESEARCH 71

The appearance of public areas importance

2022 public areas importance (index scores)

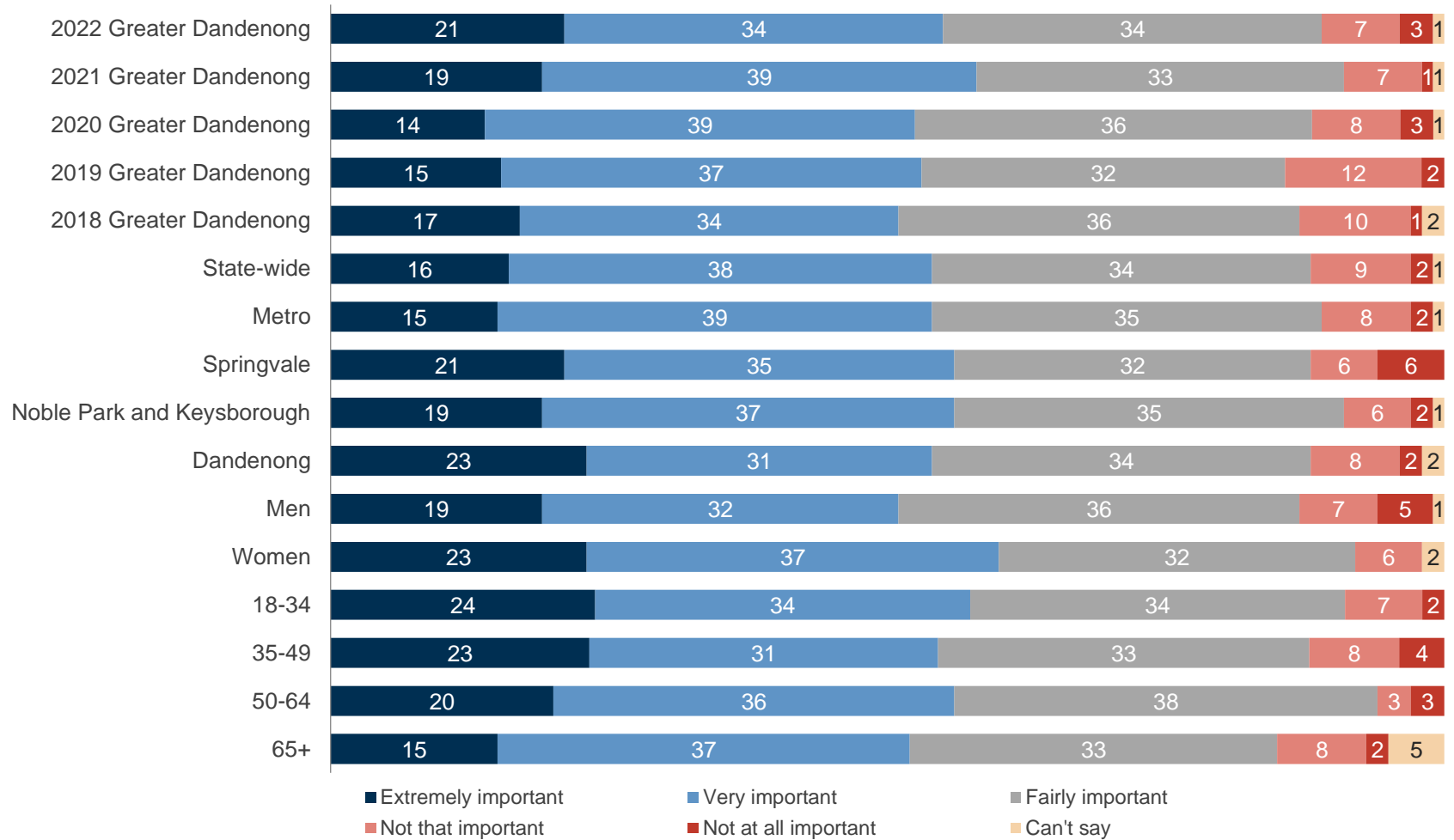|	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	83 ▲	75	71	72	72	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	81	74	75	73	72	n/a	n/a	n/a	n/a	n/a	n/a
50-64	80	76	75	76	79	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	76	74	76	74	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	77	77	72	76	77	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	77	76	73	74	74	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	76	71	71	74	n/a	n/a	n/a	n/a	n/a	n/a
Metro	76	76	73	74	74	75	74	73	n/a	n/a	n/a
State-wide	75 ▼	75	74	73	74	74	74	73	73	74	73
65+	75	80	72	74	75	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	75	75	72	72	73	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73 ▼	74	73	74	74	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: 32 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance

2022 public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	32	45	20	2	1	
2021 Greater Dandenong	30	47	20	2	1	
2020 Greater Dandenong	22	50	24	3	1	
2019 Greater Dandenong	23	50	23	2		
2018 Greater Dandenong	28	45	23	4	1	
State-wide	28	47	22	2		
Metro	29	47	20	2		
Springvale	40	45	14	1		
Noble Park and Keysborough	28	48	21	4		
Dandenong	32	43	23			1
Men	25	54	19			1
Women	40	35	21	3		1
18-34	28	41	27	4		
35-49	44	42	13			
50-64	33	52	15			
65+	25	50	19	3		2

Legend: ■ 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: 32 Councils asked group: 9

JWS RESEARCH   73

Art centres and libraries importance

2022 art centres and libraries importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Springvale	74	72	67	69	61	n/a	n/a	n/a	n/a	n/a	n/a
18-34	72	68	67	63	63	n/a	n/a	n/a	n/a	n/a	n/a
Women	72	70	68	70	67	n/a	n/a	n/a	n/a	n/a	n/a
35-49	72	73	66	70	72	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	71	69	67	66	66	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	71	67	66	65	68						
Metro	70	70	68	67	67	67	68	69	n/a	n/a	n/a
Men	70	69	66	63	66	n/a	n/a	n/a	n/a	n/a	n/a
50-64	69	64	64	71	66	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	69	72	68	67	67	n/a	n/a	n/a	n/a	n/a	n/a
65+	68	70	67	65	67	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67 ▼	67	65	65	65	64	66	65	66	66	66

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
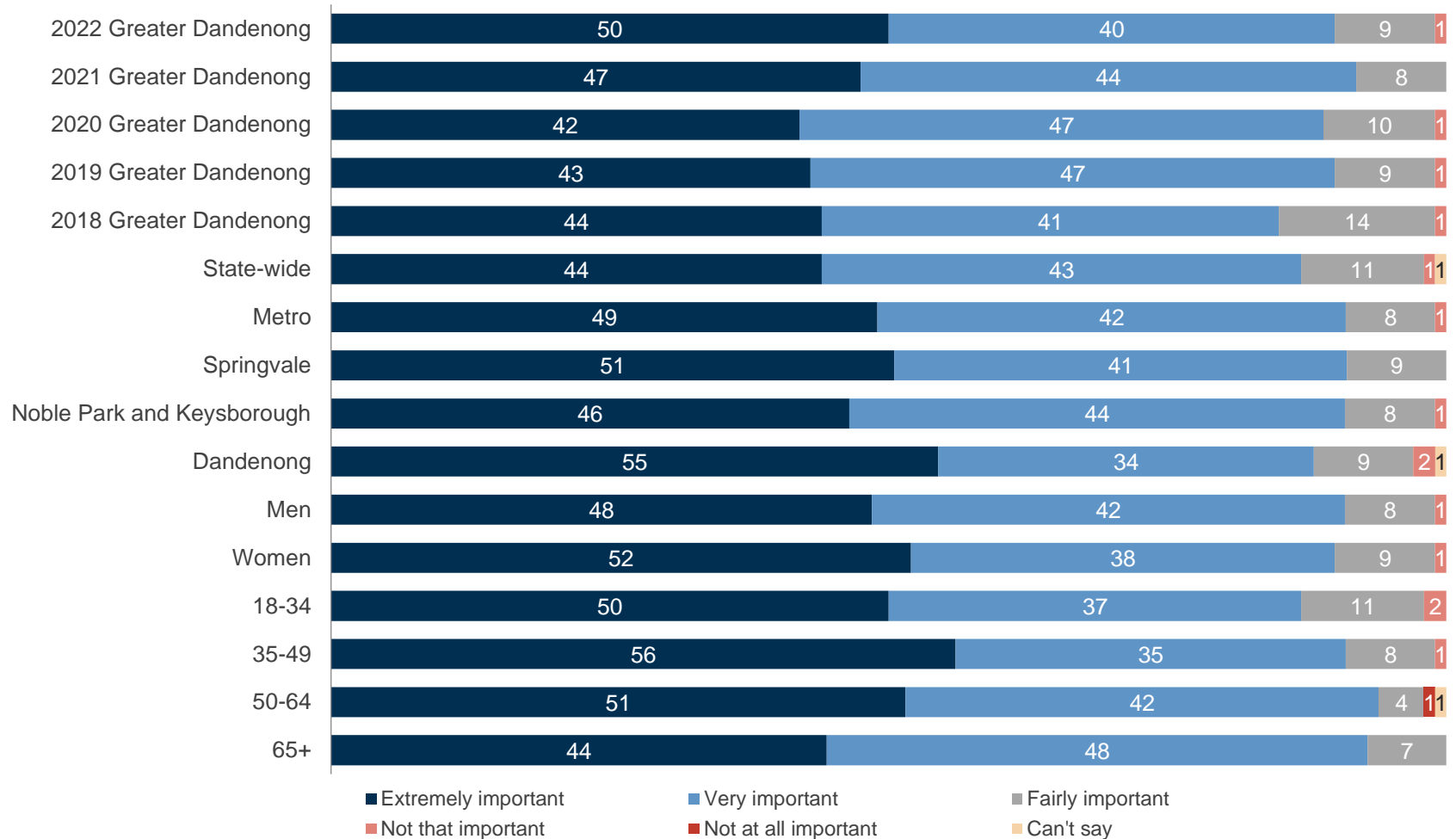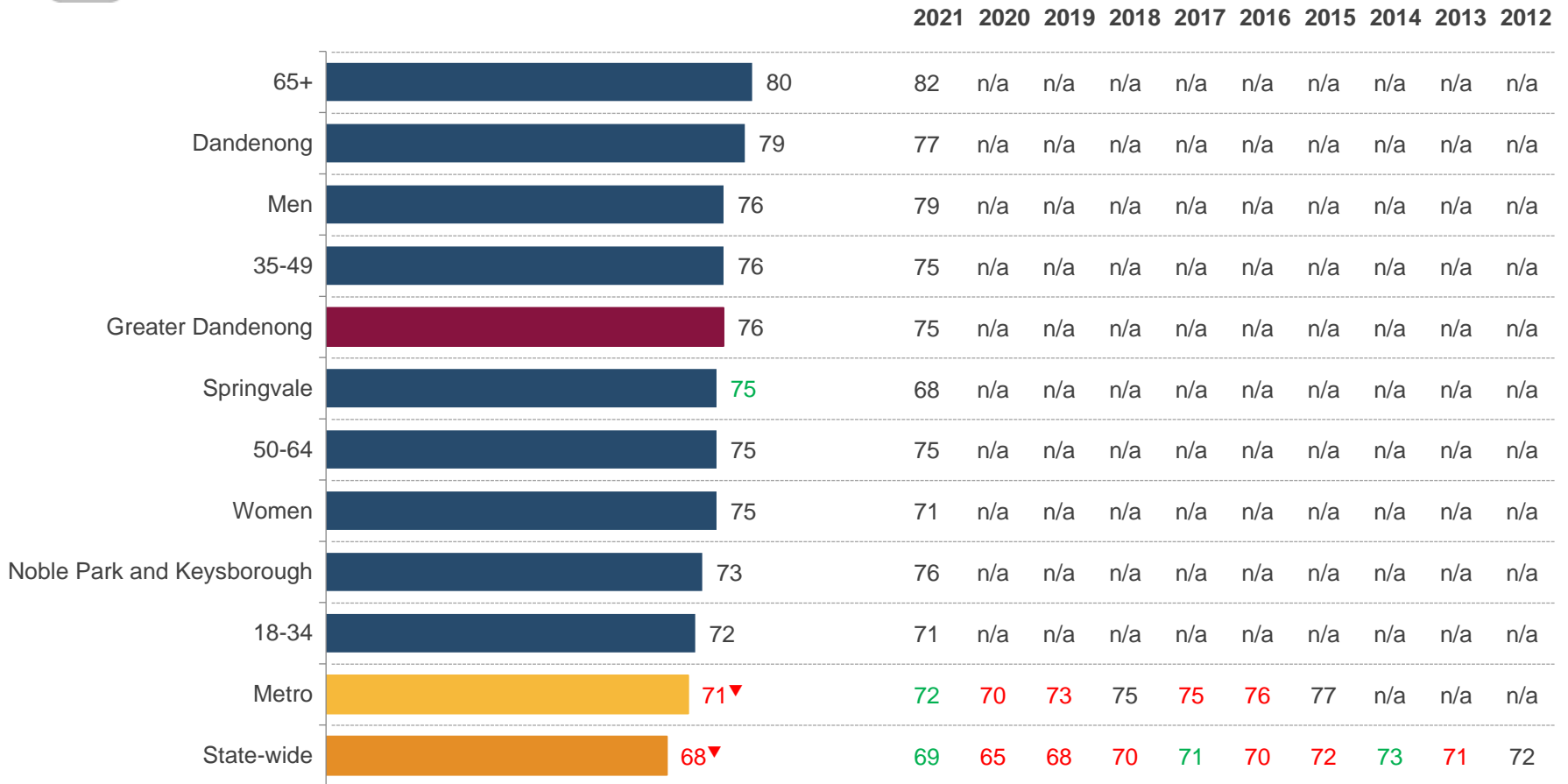*Base: All respondents. Councils asked State-wide: 23 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries importance

2022 art centres and libraries importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	24	42	24	6	2	1
2021 Greater Dandenong	20	43	29	5	1	1
2020 Greater Dandenong	16	43	32	6	2	1
2019 Greater Dandenong	16	44	31	8	1	1
2018 Greater Dandenong	16	42	33	7	1	1
State-wide	19	41	29	8	2	1
Metro	22	44	26	6	1	1
Springvale	26	48	21	4		1
Noble Park and Keysborough	22	49	21	5	3	
Dandenong	26	31	31	8	2	2
Men	26	39	25	7		2
Women	23	46	23	4	1	2
18-34	32	34	26	9		
35-49	24	50	19	3	4	
50-64	19	42	32	5		2
65+	17	48	24	4	3	4

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

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 9

Community and cultural activities importance

2022 community and cultural activities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	69	69	65	65	67	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68	70	66	60	63	n/a	n/a	n/a	n/a	n/a	n/a
50-64	67	64	61	64	64	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	67	66	66	64	66	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	66	67	60	62	63	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	66	67	63	63	64	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	65	69	66	64	63	n/a	n/a	n/a	n/a	n/a	n/a
35-49	65	66	61	64	67	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	66	63	65	64	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	64	64	62	61	61	61	62	62	62	62	62
Metro	64	64	61	60	61	61	62	62	n/a	n/a	n/a
Men	63	65	62	61	61	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
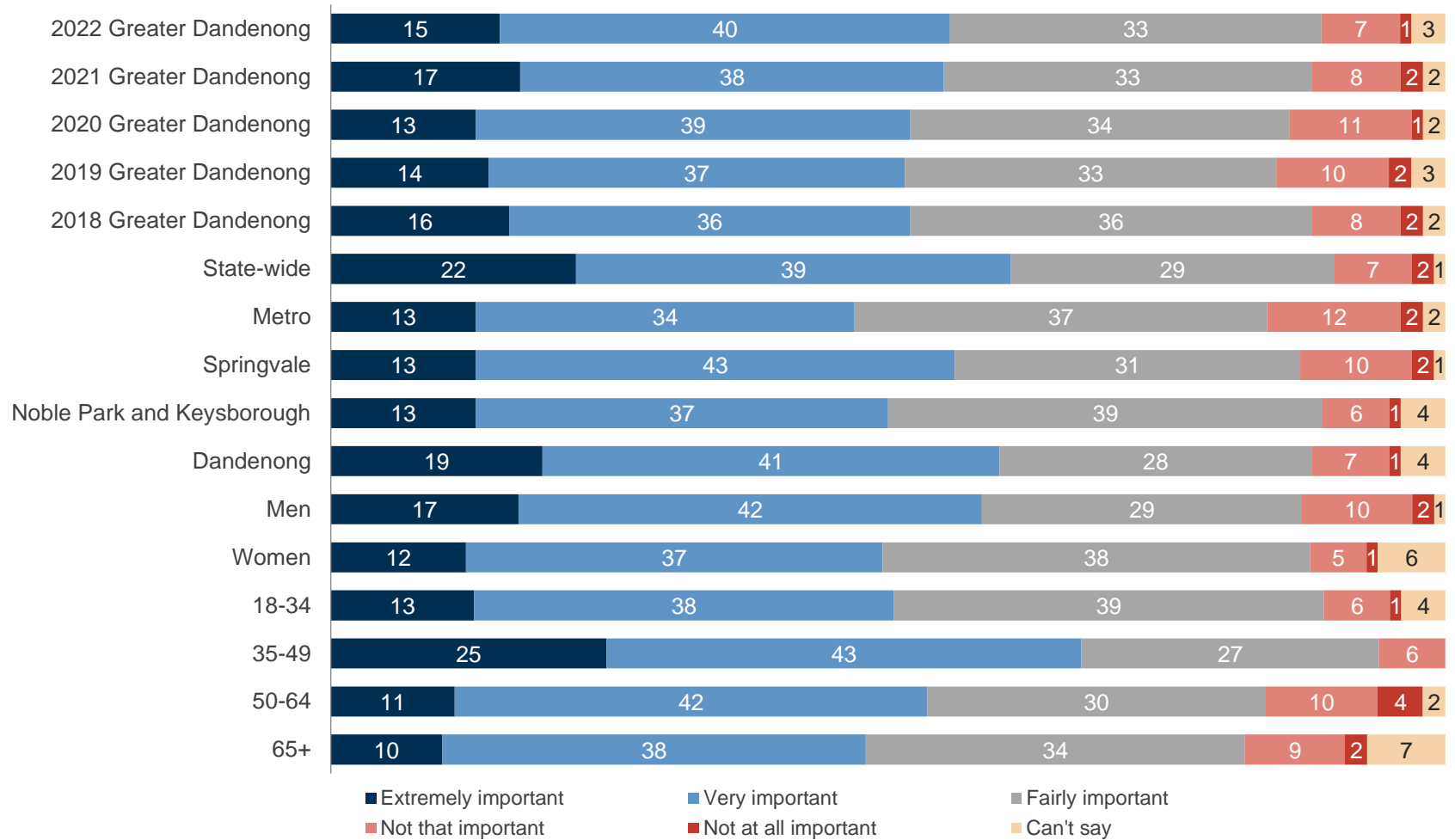*Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities importance

2022 community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	21	34	34	7	3	1
2021 Greater Dandenong	19	39	33	7	1	1
2020 Greater Dandenong	14	39	36	8	3	1
2019 Greater Dandenong	15	37	32	12		2
2018 Greater Dandenong	17	34	36	10	1	2
State-wide	16	38	34	9	2	1
Metro	15	39	35	8	2	1
Springvale	21	35	32	6	6	
Noble Park and Keysborough	19	37	35	6	2	1
Dandenong	23	31	34	8	2	2
Men	19	32	36	7	5	1
Women	23	37	32	6		2
18-34	24	34	34	7		2
35-49	23	31	33	8	4	
50-64	20	36	38	3	3	
65+	15	37	33	8	2	5

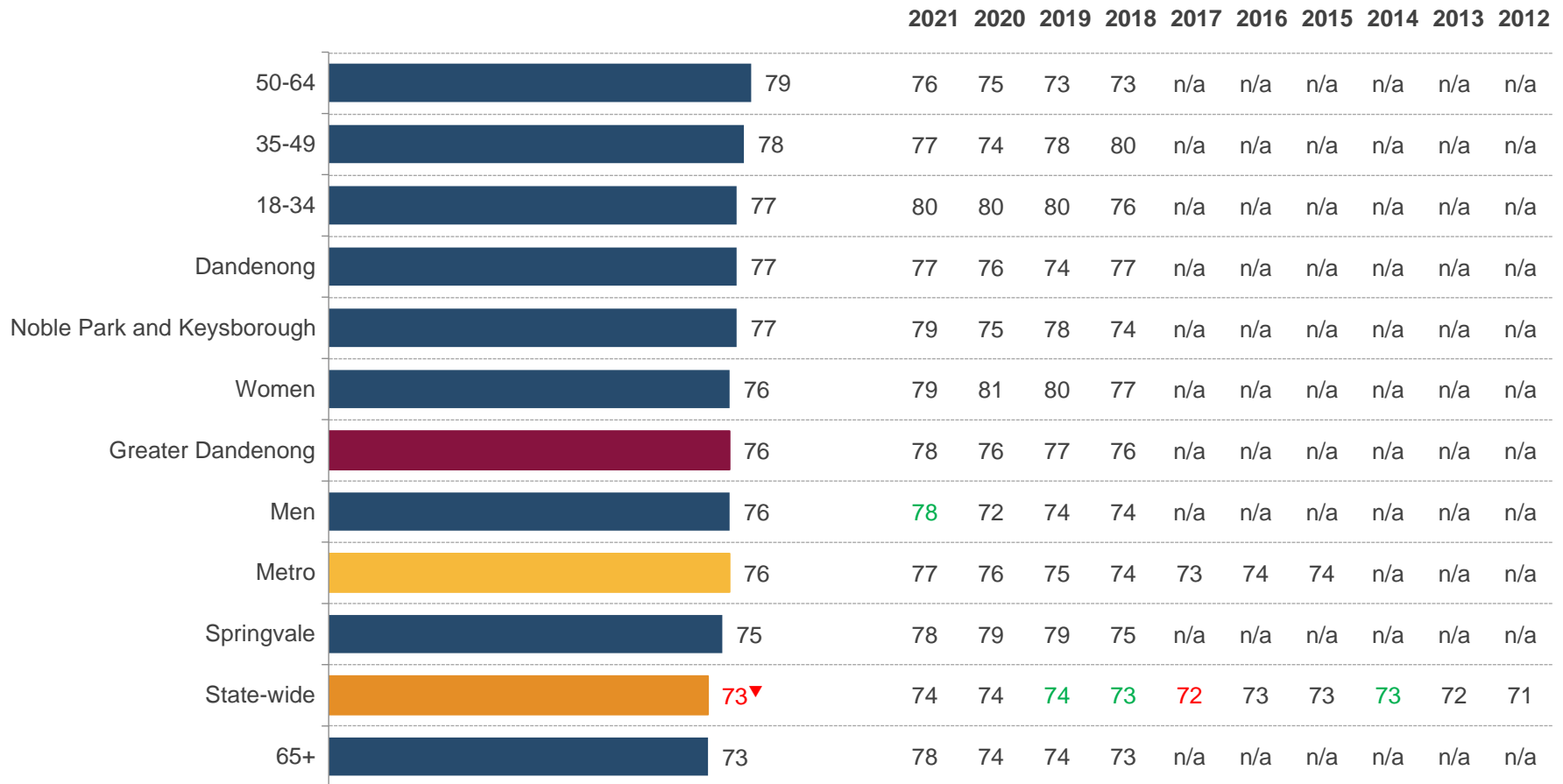Legend: ■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9

Waste management importance

2022 waste management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	86	86	83	82	82	n/a	n/a	n/a	n/a	n/a	n/a
50-64	86	86	86	87	85	n/a	n/a	n/a	n/a	n/a	n/a
Women	86	84	84	86	82	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	85	85	83	84	84	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	85	87	82	86	80	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	85	85	82	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Metro	85	85	84	83	83	81	82	81	n/a	n/a	n/a
65+	84	84	82	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Men	84	85	80	80	82	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	84	83	82	81	81	n/a	n/a	n/a	n/a	n/a	n/a
18-34	84	84	80	81	81	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	82 ▼	82	82	81	81	79	80	79	79	79	78

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10
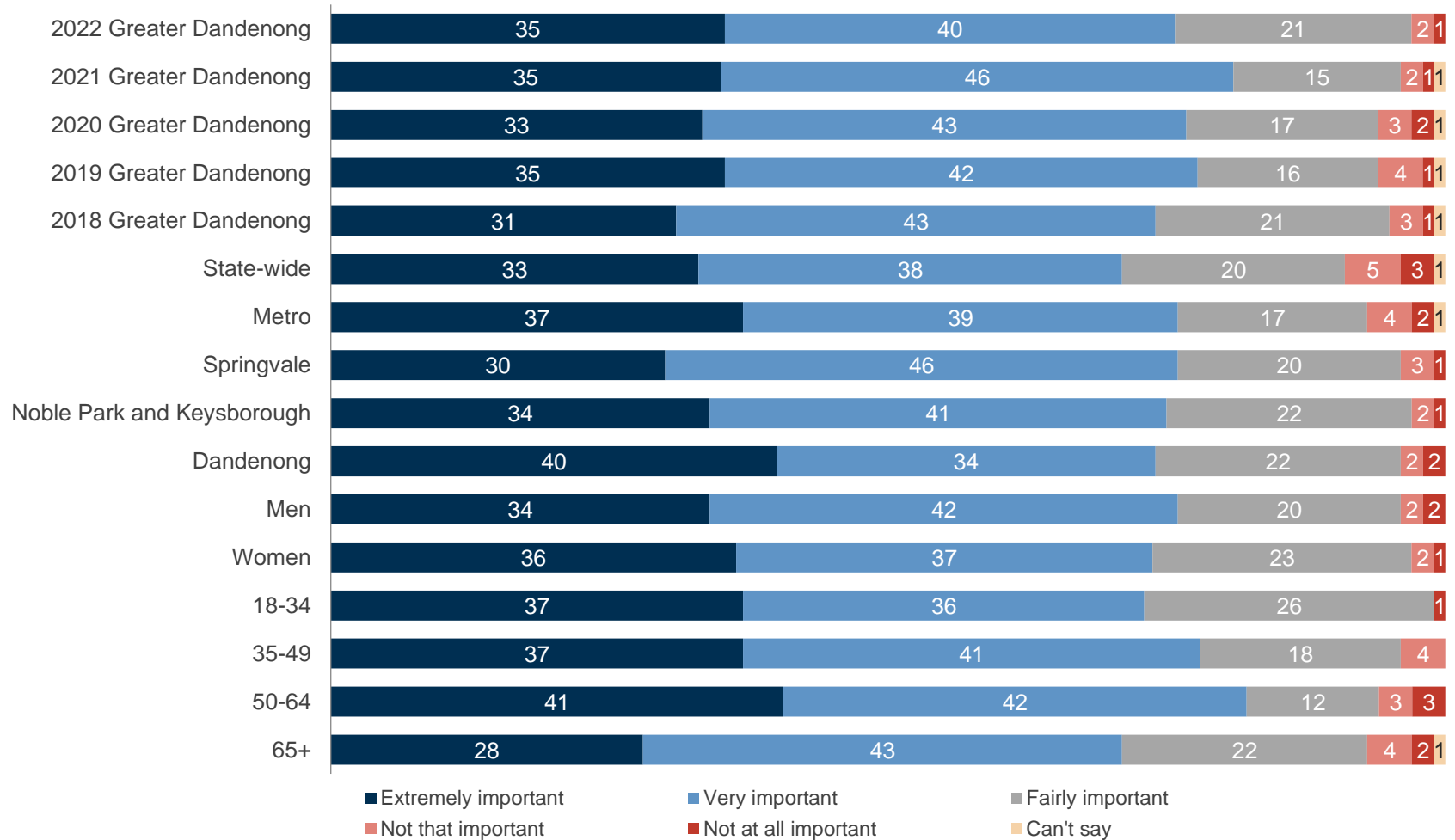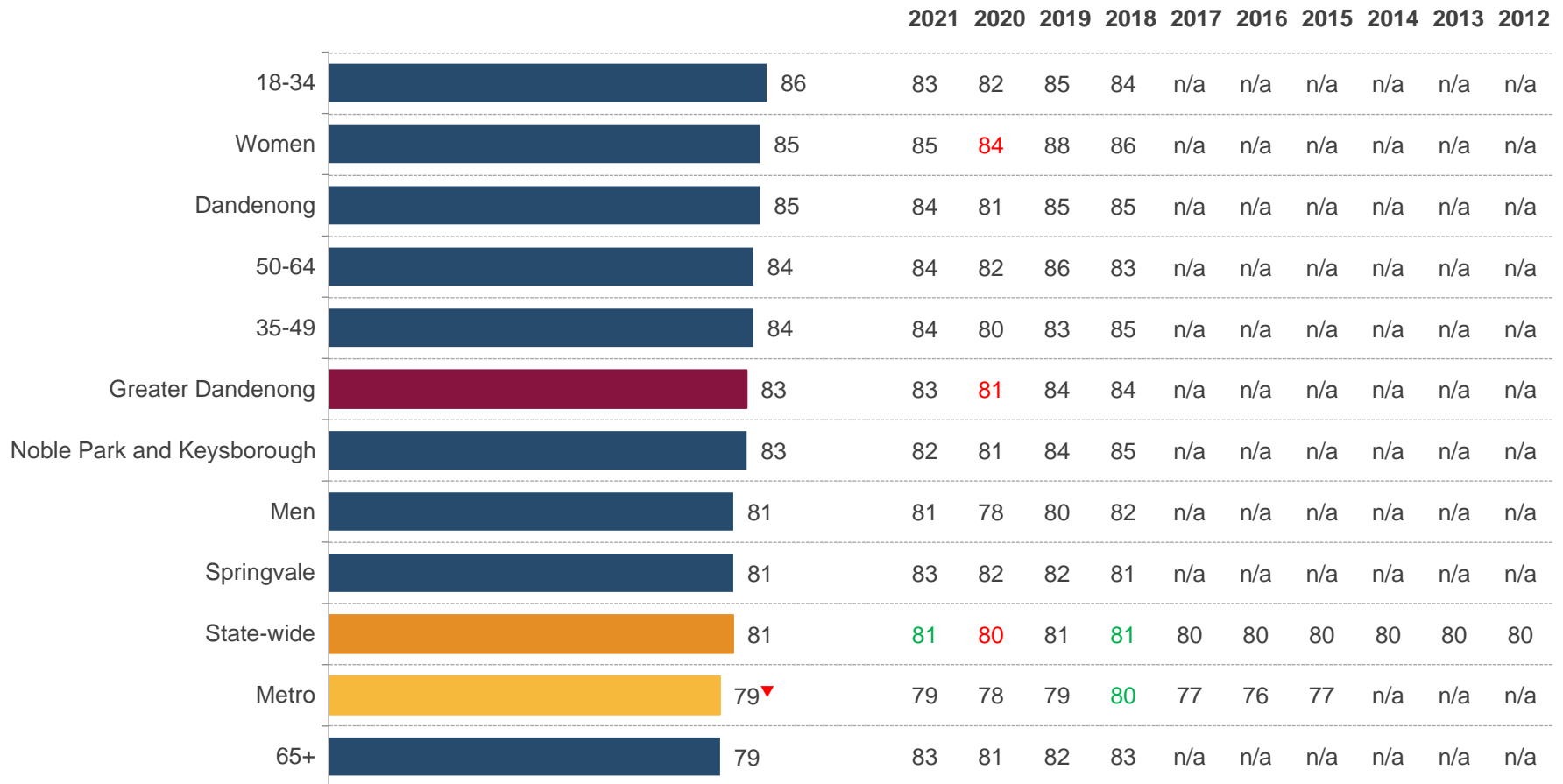*Note: Please see Appendix A for explanation of significant differences.*

Waste management importance

2022 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	50	40	9	1		
2021 Greater Dandenong	47	44	8			
2020 Greater Dandenong	42	47	10	1		
2019 Greater Dandenong	43	47	9	1		
2018 Greater Dandenong	44	41	14	1		
State-wide	44	43	11	1		1
Metro	49	42	8	1		
Springvale	51	41	9			
Noble Park and Keysborough	46	44	8	1		
Dandenong	55	34	9	2		1
Men	48	42	8	1		
Women	52	38	9	1		
18-34	50	37	11	2		
35-49	56	35	8	1		
50-64	51	42	4	1	1	1
65+	44	48	7			

Legend:
- ■ 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?
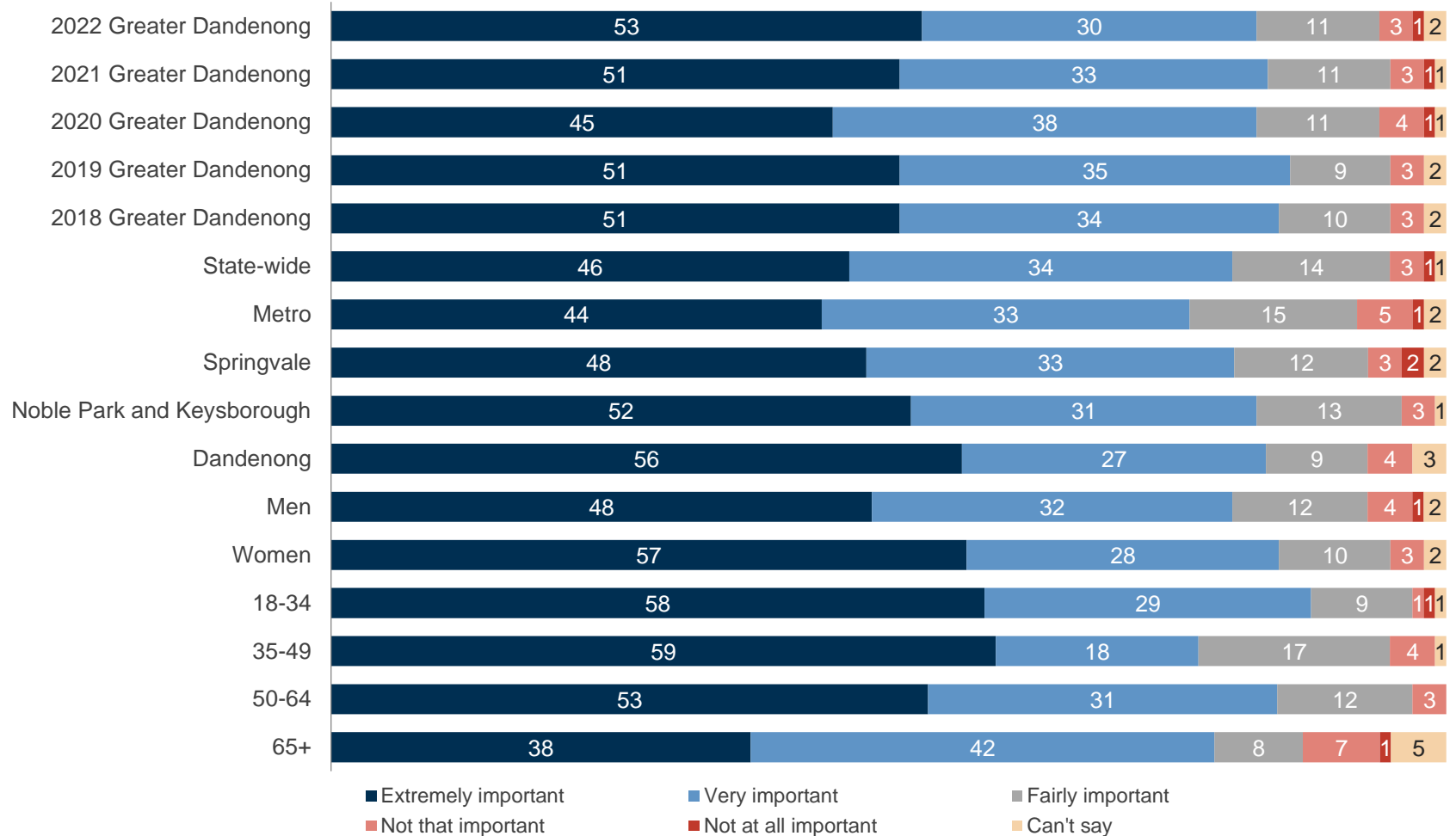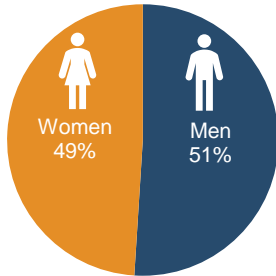*Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10*

Waste management performance
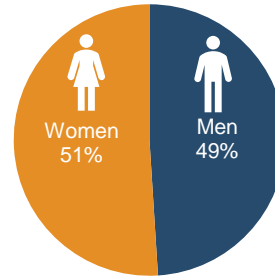
2022 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	80	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	79	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	76	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	75	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	75	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	73	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	72	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	71▼	72	70	73	75	75	76	77	n/a	n/a	n/a
State-wide	68▼	69	65	68	70	71	70	72	73	71	72

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2022 waste management performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2022 Greater Dandenong	36	40	16	5	3	1
2021 Greater Dandenong	31	44	17	5	1	1
State-wide	23	42	21	8	4	2
Metro	26	43	20	7	3	1
Springvale	36	34	21	7		2
Noble Park and Keysborough	32	41	18	5	4	
Dandenong	41	41	10	3	3	1
Men	36	40	16	4	2	1
Women	37	39	16	5	4	
18-34	32	39	19	5	5	1
35-49	32	48	15	3	2	
50-64	39	34	17	5	4	1
65+	45	35	11	6	1	1

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

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

Business and community development and tourism importance

2022 business/development/tourism importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	72 ▲	67	63	63	66	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	69 ▲	70	67	65	66	67	67	67	67	67	66
Dandenong	68	68	67	65	68	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	67	63	62	65	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	65	66	63	63	65	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	63	63	65	64	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64	67	63	62	65	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	64	63	61	63	63	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	63	67	60	60	63	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	63	64	64	62	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	64	63	67	66	n/a	n/a	n/a	n/a	n/a	n/a
Metro	61 ▼	62	58	57	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: 23 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

JWS RESEARCH   82

Business and community development and tourism importance

2022 business/development/tourism importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	15	40	33	7	1	3
2021 Greater Dandenong	17	38	33	8	2	2
2020 Greater Dandenong	13	39	34	11	1	2
2019 Greater Dandenong	14	37	33	10	2	3
2018 Greater Dandenong	16	36	36	8	2	2
State-wide	22	39	29	7	2	1
Metro	13	34	37	12	2	2
Springvale	13	43	31	10	2	1
Noble Park and Keysborough	13	37	39	6	1	4
Dandenong	19	41	28	7	1	4
Men	17	42	29	10	2	1
Women	12	37	38	5	1	6
18-34	13	38	39	6	1	4
35-49	25	43	27	6		
50-64	11	42	30	10	4	2
65+	10	38	34	9	2	7

Legend: ■ 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: 23 Councils asked group: 6

Environmental sustainability importance

2022 environmental sustainability importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	79	76	75	73	73	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	77	74	78	80	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	80	80	80	76	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	77	77	76	74	77	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	77	79	75	78	74	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	79	81	80	77	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	76	78	76	77	76	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	78	72	74	74	n/a	n/a	n/a	n/a	n/a	n/a
Metro	76	77	76	75	74	73	74	74	n/a	n/a	n/a
Springvale	75	78	79	79	75	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73▼	74	74	74	73	72	73	73	73	72	71
65+	73	78	74	74	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: 27 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability importance

2022 environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	35	40	21	2	1	
2021 Greater Dandenong	35	46	15	2	1	1
2020 Greater Dandenong	33	43	17	3	2	1
2019 Greater Dandenong	35	42	16	4	1	1
2018 Greater Dandenong	31	43	21	3	1	1
State-wide	33	38	20	5	3	1
Metro	37	39	17	4	2	1
Springvale	30	46	20	3	1	
Noble Park and Keysborough	34	41	22	2	1	
Dandenong	40	34	22	2	2	
Men	34	42	20	2	2	
Women	36	37	23	2	1	
18-34	37	36	26		1	
35-49	37	41	18	4		
50-64	41	42	12	3	3	
65+	28	43	22	4	2	1

■ 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: 27 Councils asked group: 10

Emergency and disaster management importance

2022 emergency and disaster management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	86	83	82	85	84	n/a	n/a	n/a	n/a	n/a	n/a
Women	85	85	84	88	86	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	85	84	81	85	85	n/a	n/a	n/a	n/a	n/a	n/a
50-64	84	84	82	86	83	n/a	n/a	n/a	n/a	n/a	n/a
35-49	84	84	80	83	85	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	83	83	81	84	84	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	83	82	81	84	85	n/a	n/a	n/a	n/a	n/a	n/a
Men	81	81	78	80	82	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	81	83	82	82	81	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	81	80	81	81	80	80	80	80	80	80
Metro	79 ▼	79	78	79	80	77	76	77	n/a	n/a	n/a
65+	79	83	81	82	83	n/a	n/a	n/a	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: 19 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management importance

2022 emergency and disaster management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2022 Greater Dandenong	53	30	11	3	1	2
2021 Greater Dandenong	51	33	11	3	1	1
2020 Greater Dandenong	45	38	11	4	1	1
2019 Greater Dandenong	51	35	9	3		2
2018 Greater Dandenong	51	34	10	3		2
State-wide	46	34	14	3	1	1
Metro	44	33	15	5	1	2
Springvale	48	33	12	3	2	2
Noble Park and Keysborough	52	31	13	3		1
Dandenong	56	27	9	4		3
Men	48	32	12	4	1	2
Women	57	28	10	3		2
18-34	58	29	9	1	1	1
35-49	59	18	17	4		1
50-64	53	31	12			3
65+	38	42	8	7	1	5

■ 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: 19 Councils asked group: 4

Detailed demographics

Gender and age profile

2022 gender

Greater Dandenong

Women 49%
Men 51%

Metro

Women 51%
Men 49%

State-wide

Women 51%
Men 49%
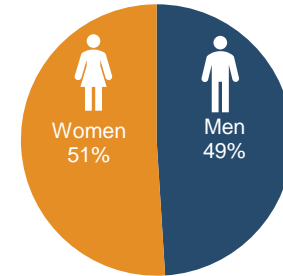
2022 age

Greater Dandenong

7%
30%
25%
13%
25%

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

Metro

7%
28%
25%
14%
25%

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

State-wide

5%
20%
23%
18%
34%
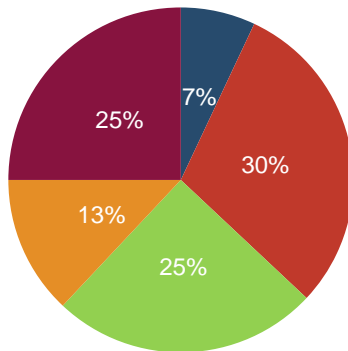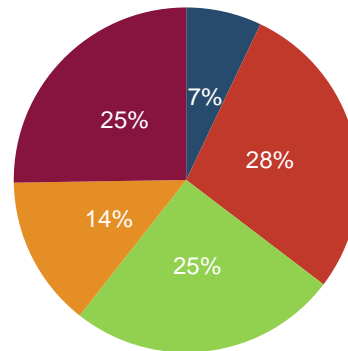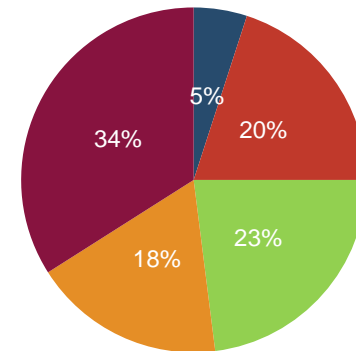
- 18-24
- 25-34
- 35-49
- 50-64
- 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

Languages spoken at home

2022 languages spoken at home (%)

Language	%
VIETNAMESE	8
CHINESE	5
GREEK	2
HINDI	2
ITALIAN	2
ARABIC	1
GERMAN	1
SPANISH	1
CROATIAN	<1
DUTCH	<1
FRENCH	<1
HUNGARIAN	<1
JAPANESE	<1
KOREAN	<1
RUSSIAN	<1
OTHER	27

English only
51%

Languages other than English
49%
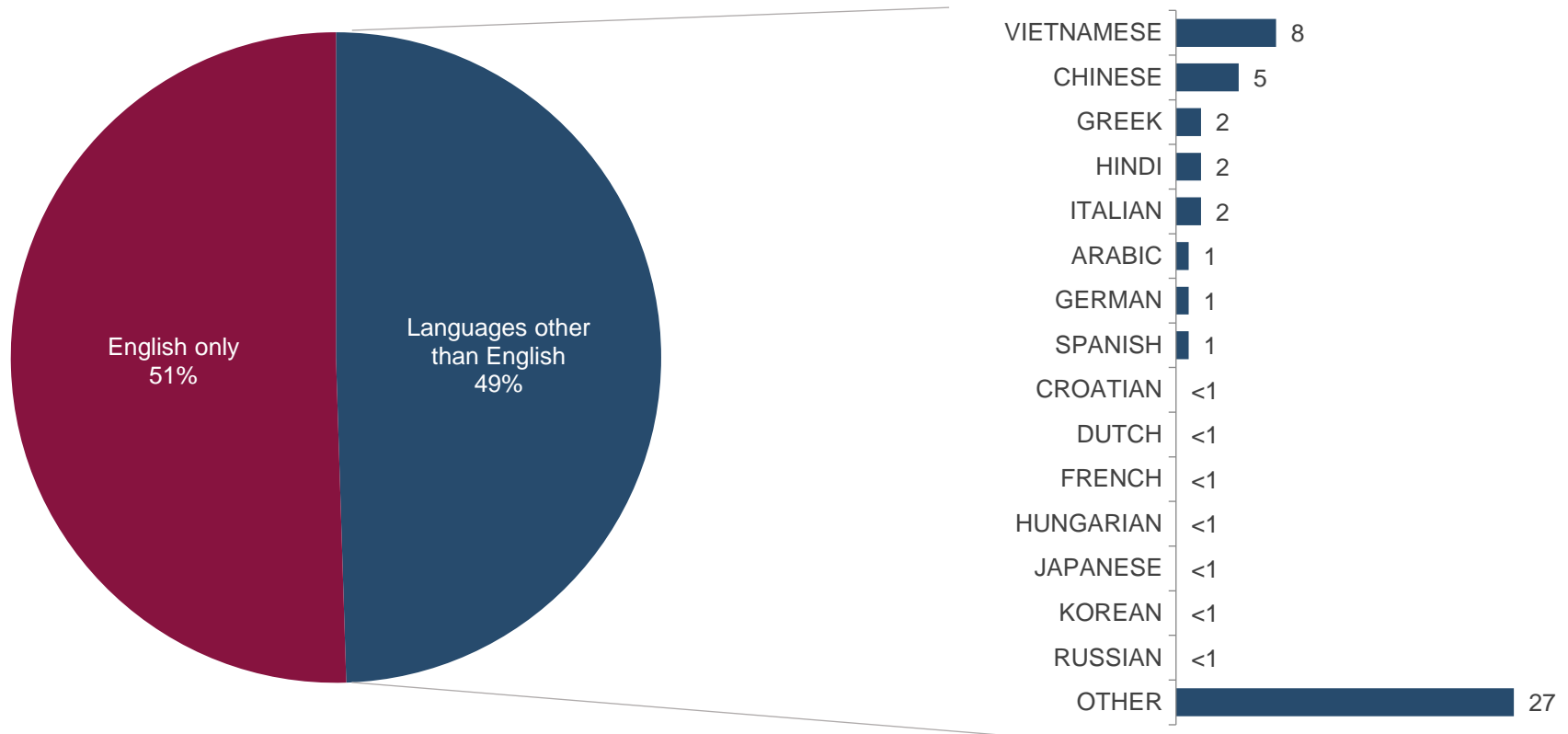
Q11. What languages, other than English, are spoken regularly in your home?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 7
Note: Respondents could name multiple languages so responses may add to more than 100%

Country of birth

2022 country of birth (%)

Australia 48%	Countries other than Australia 52%

Country	Value
INDIA	9
CHINA	3
UNITED KINGDOM	2
NEW ZEALAND	2
GERMANY	1
GREECE	1
CANADA	1
JAPAN	<1
KOREA	<1
FRANCE	<1
HUNGARY	<1
UNITED STATES	<1
OTHER	25
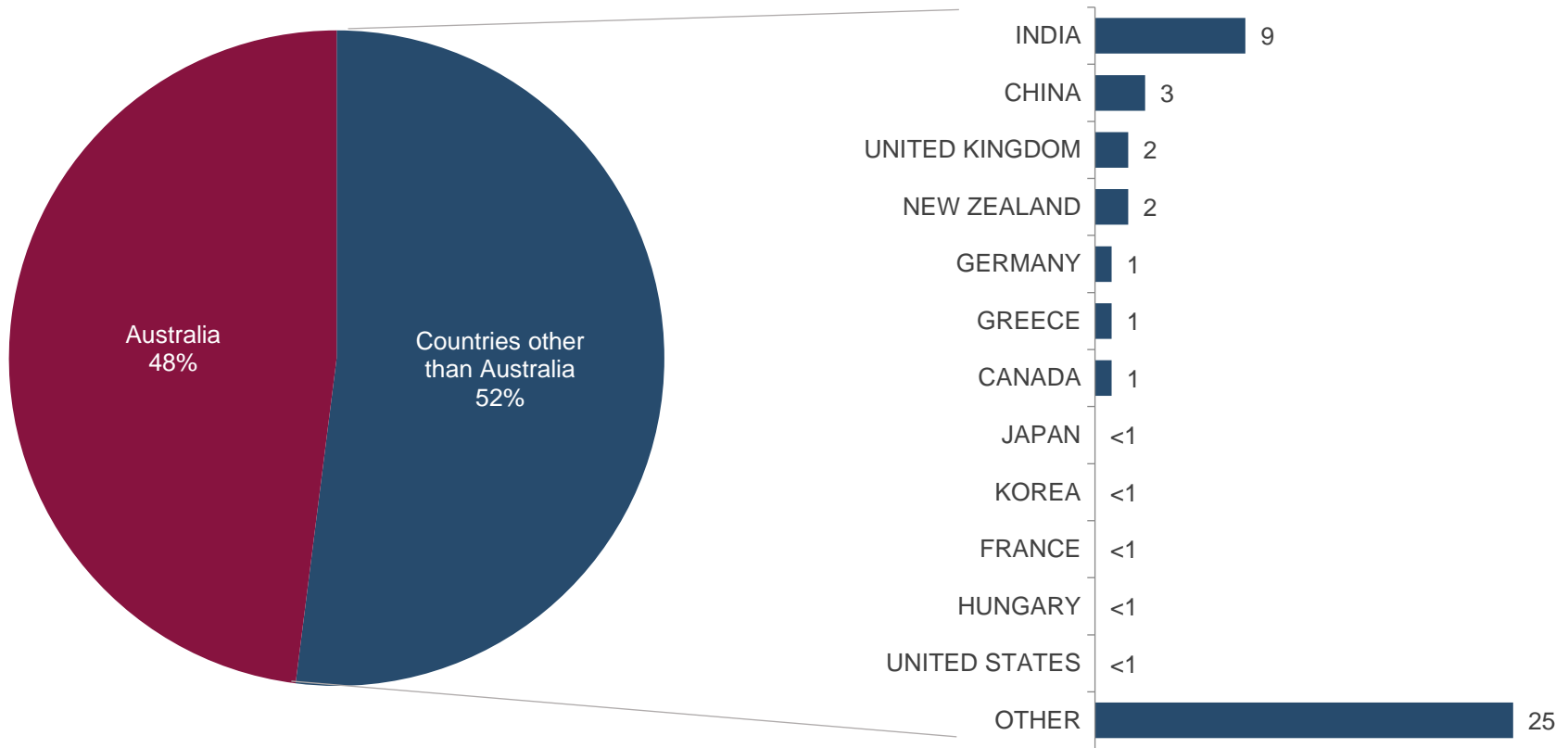
Q12. Could you please tell me which country you were born in?
Base: All respondents. Councils asked State-wide: 4 Councils asked group: 4

J W S R E S E A R C H   91

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

Appendix A:
Index Scores

Index Scores

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

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

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

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

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

Appendix A:
Margins of error

The sample size for the 2022 State-wide Local Government Community Satisfaction Survey for Greater Dandenong City Council was n=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 n=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 131,300 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	193	205	+/-7.1
Women	207	195	+/-6.8
Springvale	83	88	+/-10.8
Noble Park and Keysborough	173	170	+/-7.5
Dandenong	144	141	+/-8.2
18-34 years	79	146	+/-11.1
35-49 years	77	100	+/-11.2
50-64 years	80	52	+/-11.0
65+ years	164	102	+/-7.7

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 2021. Therefore in the example below:

*   The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2021.

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

**2022 overall performance (index scores)
(example extract only)**
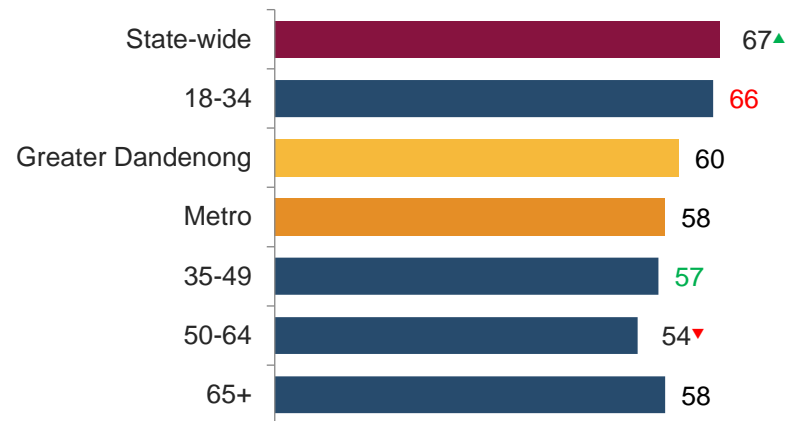
Appendix A:
Index score significant difference calculation

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

Z Score = ($1 - $2) / 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 2022 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 2022 results are compared with previous years, as detailed below:

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.

- 2019, n=402 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.

- 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.

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 60% 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 27th January – 24th March, 2022.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2022 vary slightly.

Council Groups

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, Hobsons Bay, Kingston, Knox, Manningham, Maroondah, Melbourne, Moonee Valley, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Greater Dandenong City Council for this 2022 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B:
2012 survey revision

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 2012-2022 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 2022 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)

- Value for money in services and infrastructure (Value for money)

- Contact in last 12 months (Contact)

- Rating of contact (Customer service)

- Overall council direction last 12 months (Council direction)

- Community consultation and engagement (Consultation)

- Decisions made in the interest of the community (Making community decisions)

- Condition of sealed local roads (Sealed local roads)

- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2022 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Appendix B:
Analysis and reporting

Reporting

Every council that participated in the 2022 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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

Appendix B:
Glossary of terms

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

CSS: 2022 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

THERE ARE OVER 6 MILLION PEOPLE IN VICTORIA...

FIND OUT WHAT THEY'RE THINKING.

Contact us
03 8685 8555

Follow us
@JWSResearch

John Scales
Founder
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzuker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

JWS RESEARCH