



LOCAL GOVERNMENT community satisfaction survey
Monash City Council

2015 Research Report

Coordinated by THE department of ENVIRONMENT, Land, water and
planning on behalf of Victorian councils



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Background and objectives

Welcome to the report of results and recommendations for the 2015 State-wide Local Government Community Satisfaction Survey for Monash City Council.

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

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

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

Survey methodology and sampling

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

Survey sample matched to the demographic profile of Monash 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 10% mobile phone numbers to cater to the diversity of residents within Monash City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Monash City Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2015.

The 2015 results are compared with previous years, as detailed below:

- 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.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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 Monash City Council area.

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

SURVEY METHODOLOGY AND SAMPLING

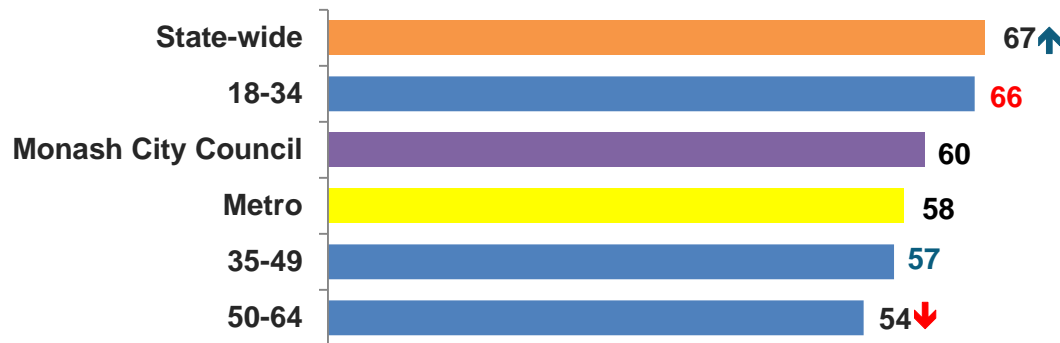
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the ‘Total’ result for the council for that survey question for that year. Therefore in the example below:

- The State-wide result is significantly 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 blue and red indicate significantly higher or lower results than in 2014. 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 2014.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2014.

Overall Performance – Index Scores (example extract only)



Note: For details on the calculations used to determine statistically significant differences, please refer to Appendix B.

Further information

Further Information

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

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

Contacts

For further queries about the conduct and reporting of the 2015 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



KEY FINDINGS & RECOMMENDATIONS

Key findings and recommendations

- Monash City Council **performed strongly** across all core measures in 2015. All results are equivalent to, or in most cases higher than the 2014 results and all are equal to or higher than the Metropolitan and State-wide council averages.
- **Overall performance** by Monash City Council achieved an index score of 68, which is within one point of the 2013 and 2014 results, but still three points shy of the 2012 result. This result is slightly higher than the Metropolitan council average (67) but significantly higher than the State-wide average (60).
 - While the overall performance rating does not represent a significant shift on the 2014 result, there have been significantly improved ratings from men (index score of 69, up six points) and 35-49 year olds (index score of 68, up six points).
- The **most significant improvement** across the core measures is in the area of **decisions made in the interests of the community** (index score of 60, up five points compared with 2014).
 - This improvement can primarily be attributed to much improved performance ratings from residents aged 18-34 years (index score of 65, up nine points), men (61, up nine points) and also residents living in Monash East (59, an increase of eight points).

Key findings and recommendations

- Another of the core issues where performance has **significantly improved** in 2015 is **community consultation and engagement** (index score of 58, an increase of four points compared with 2014).
 - All demographic and geographic cohorts except Monash South-West and 35-49 year olds rated Council more favourably on this measure in 2015, but significantly enhanced performance ratings have been given by residents in both Monash East and Monash West (both up eight points compared with 2014), male residents (an increase of nine points) and residents aged 65 years or older (an increase of seven points).

- Council's performance on **advocacy (index score of 59)**, has also improved compared with 2014, although not significantly (increasing by three points).
 - There have been significant improvements on this measure from male residents, 18-34 years olds and residents of Monash East.

- Rating of **overall council direction** has also **improved slightly** (index score of 57 and two points higher than 2014).
 - Monash South-West residents and also residents aged 18-34 years express the most favourable views of the direction taken by the Council, while residents aged 50-64 and those living in Monash West tend to be more critical.

Key findings and recommendations

- **Customer service** is the area that Monash City Council (and indeed most council's) **performs best** (index score of 73 and unchanged from 2014). This result is equivalent to the Metropolitan council average (73) but ahead of the State-wide average (70).
- Monash City Council is **performing well on most individual service areas**. Of the 21 service areas where performance was evaluated in 2015, Monash City Council received positive ratings (index score of 60 or higher) on 15 issues.
 - While there has been no significant change in the level of performance in 2015, Council continues to **perform best** on **waste management** (77), which is also the issue that residents identify as the most important responsibility for the Council. Other areas of strength include **arts centres and libraries** (75), **recreational facilities** (74), **appearance of public areas** (73), **community and cultural activities** (71) and the **condition of sealed local roads** (71).
 - Performance in the area of **elderly support services** is the one individual service area, beyond the core measures, where Council performance is **rated significantly higher** in 2015 (index score of 68, an increase of six points).
 - **Parking facilities** is the one area where Council performance is **rated significantly lower** in 2015 (index score of 55, a decline of four points). This decline can largely be attributed to much weaker performance ratings in 2015 on this issue from residents of Monash South-West, men and 18-34 year olds.

Key findings and recommendations

- **Communication channels continue to evolve.**
 - While overall preference for unsolicited mail from Council is still via traditional mail, there has been a strong lift in the proportion preferring email contact (29% in 2015 compared with 17% in 2014).
 - A greater proportion of Monash City Council residents aged under 50, now prefer email contact (37% up from 17% in 2014) compared with traditional mail (35% down from 47% in 2014).

- There are four issues residents place **within their top ten priorities for Council** and where residents **stated importance exceeded performance** by more than 10 points, indicating a potential need for greater attention by Council:
 - Planning for population growth (margin of 20 points);
 - Making decisions in the interests of the community (margin of 18 points);
 - Parking facilities (margin of 17 points); and
 - Planning permits (margin of 17 points).

Key findings and recommendations

- An approach we recommend is to **further mine the survey data** to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, or self-mining the SPSS data provided or via the dashboard portal available to the council.
- Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to the responses of the key gender and age groups, especially any target groups identified.
- **A complimentary personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.**

Key findings and recommendations

Higher results in 2015

- Elderly support services
- Making community decisions
- Consultation and engagement
- Advocacy
- Sealed local roads
- Overall council direction
- Overall performance

Lower results in 2015

- Parking facilities

Most favourably disposed towards Council

- Aged 18-34 years
- Monash West

Least favourably disposed towards Council

- Aged 50-64 years
- Monash South-West



SUMMARY OF FINDINGS

2015 Summary of core measures Index Score Results

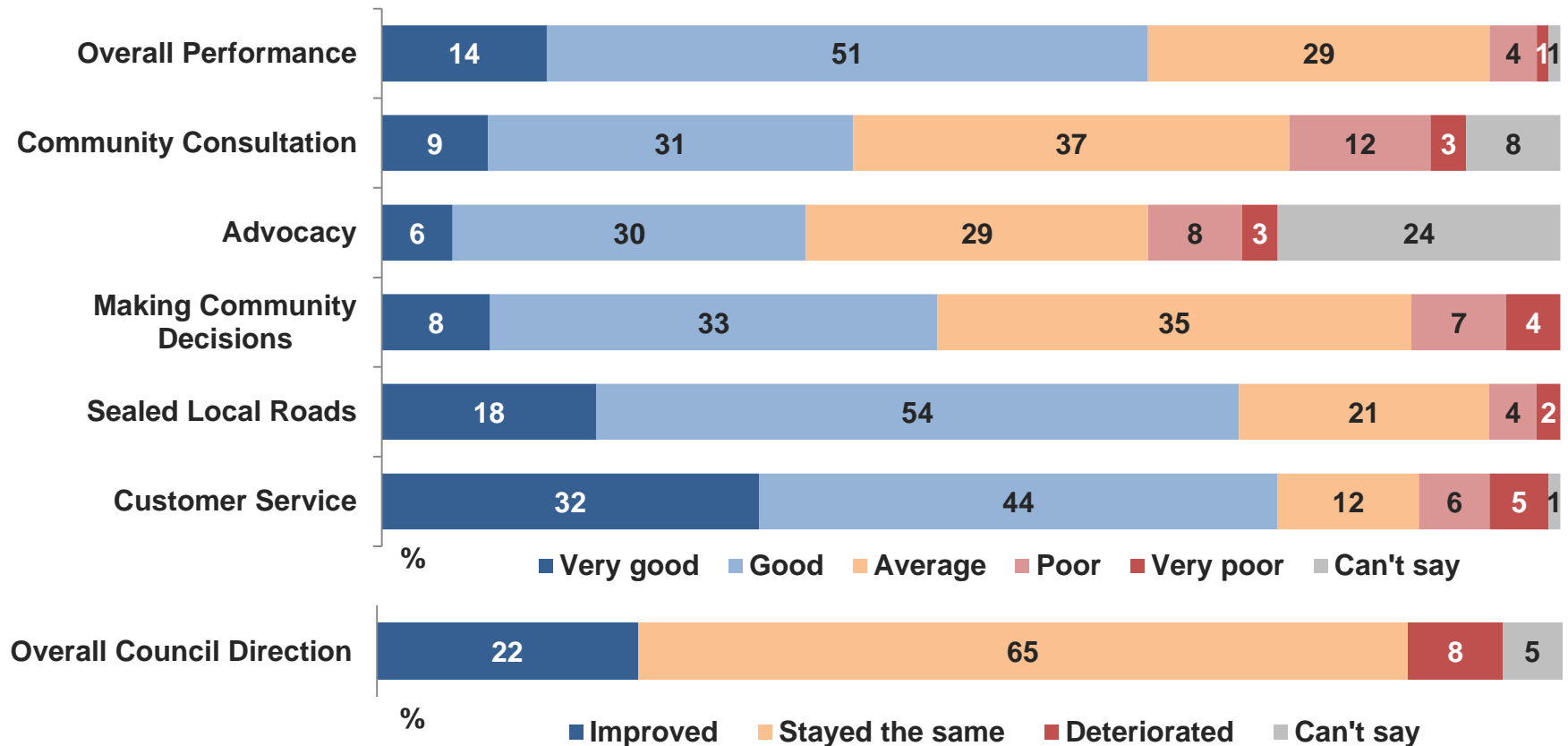
Performance Measures	Monash 2012	Monash 2013	Monash 2014	Monash 2015	Metro 2015	State-wide 2015
OVERALL PERFORMANCE	71	69	67	68	67	60
COMMUNITY CONSULTATION (Community consultation and engagement)	59	56	54	58	58	56
ADVOCACY (Lobbying on behalf of the community)	60	57	56	59	58	55
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	n/a	n/a	55	60	59	55
SEALED LOCAL ROADS (Condition of sealed local roads)	n/a	n/a	69	71	69	55
CUSTOMER SERVICE	71	70	73	73	73	70
OVERALL COUNCIL DIRECTION	54	55	55	57	56	53

2015 Summary of core measures detailed analysis

Performance Measures	Monash 2015	vs Monash 2014	vs Metro 2015	vs State-wide 2015	Highest score	Lowest score
OVERALL PERFORMANCE	68	1 points higher	1 points higher	8 points higher	Monash West	Monash South-West
COMMUNITY CONSULTATION (Community consultation and engagement)	58	4 points higher	Equal	2 points higher	Monash West	Monash South-West
ADVOCACY (Lobbying on behalf of the community)	59	3 points higher	1 points higher	4 points higher	18-34 year olds	50-64 year olds
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	60	5 points higher	1 points higher	5 points higher	18-34 year olds	50-64 year olds
SEALED LOCAL ROADS (Condition of sealed local roads)	71	2 points higher	2 points higher	16 points higher	Monash West	Monash South-West
CUSTOMER SERVICE	73	Equal	Equal	3 points higher	Monash West	18-34 year olds
OVERALL COUNCIL DIRECTION	57	2 points higher	1 points higher	4 points higher	Monash South-West	50-64 year olds

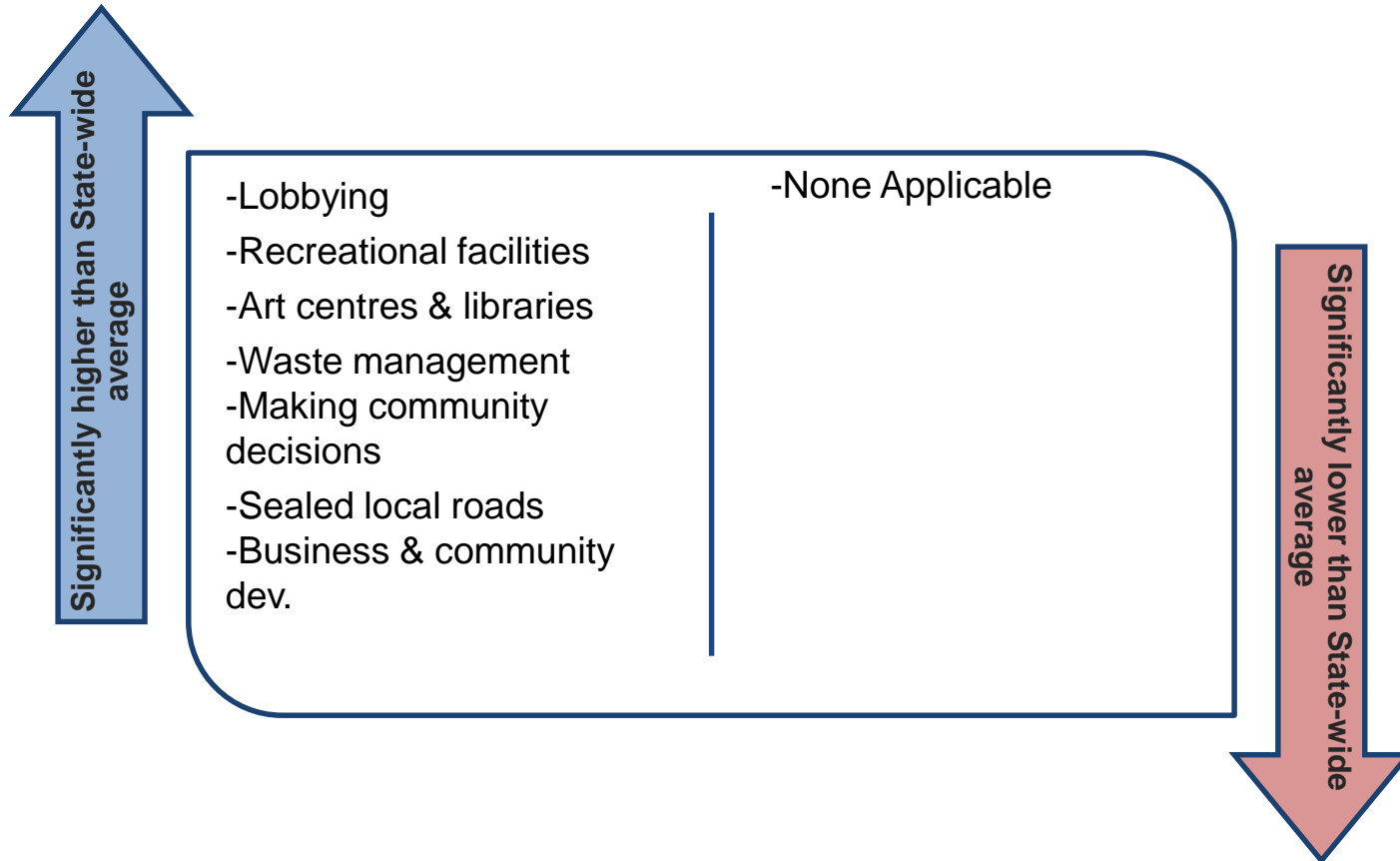
2015 Summary of Key Community Satisfaction Percentage Results

Key Measures Summary Results



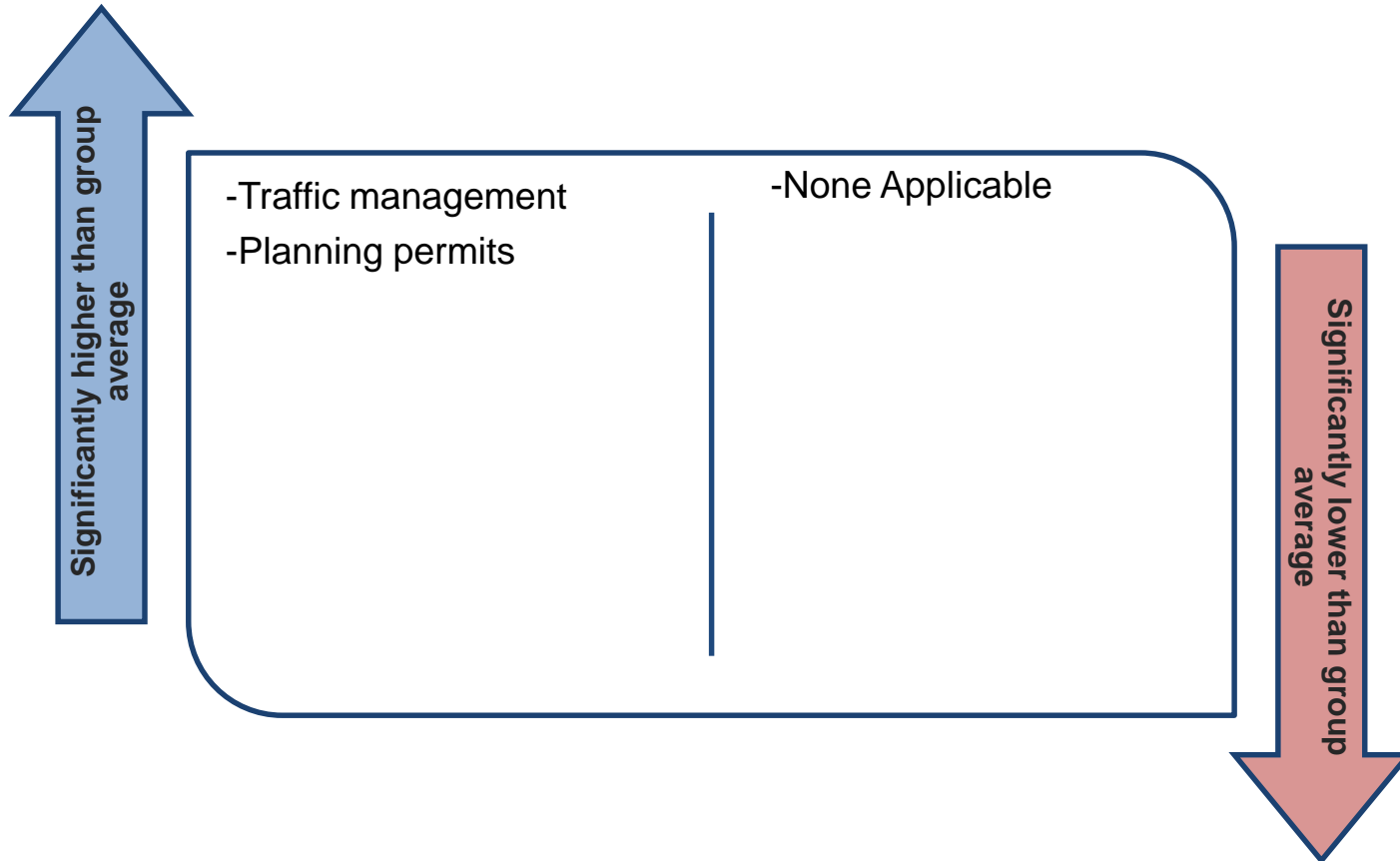
Individual service areas summary

COUNCIL'S PERFORMANCE VS STATE-wide average



Individual service areas summary

COUNCIL'S performance vs group average



Individual Service Area Summary importance Vs performance

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

Service	Importance	Performance	Net differential
Planning for population growth	73	53	-20
Making decisions in the interest of the community	78	60	-18
Parking facilities	72	55	-17
Planning permits	73	56	-17
Town planning policy	72	56	-16
Consultation & engagement	71	58	-13
Traffic management	74	61	-13

2015 Importance summary

	2015 Priority Area Importance	2014	2013	2012
Waste management	79	80	81	81
Community decisions	78	77	n/a	n/a
Local streets & footpaths	76	77	79	76
Elderly support services	76	77	78	78
Sealed roads	75	n/a	n/a	n/a
Traffic management	74	72	74	75
Planning permits	73	71	75	73
Population growth	73	n/a	n/a	n/a
Informing the community	72	72	72	70
Parking facilities	72	71	73	72
Family support services	72	71	74	71
Appearance of public areas	72	72	73	73
Town planning policy	72	72	n/a	n/a
Environmental sustainability	72	72	71	71
Emergency & disaster mngt	72	74	76	78
Consultation & engagement	71	72	71	66
Enforcement of local laws	71	68	73	73
Recreational facilities	71	71	71	73
Art centres & libraries	68	66	68	69
Lobbying	67	68	68	67
Business & community dev.	65	66	n/a	n/a
Community & cultural	60	59	60	61

Base: All respondents Councils asked State-wide: 55
 Note: Please see page 5 for explanation of significant differences

2015 Performance summary

	2015 Priority Area Performance	2014	2013	2012
Waste management	77	78	77	79
Art centres & libraries	75	76	77	78
Recreational facilities	74	73	74	74
Appearance of public areas	73	71	70	71
Community & cultural	71	69	66	69
Sealed roads	71	69	n/a	n/a
Emergency & disaster mngt	69	68	68	71
Elderly support services	68	62	68	71
Enforcement of local laws	67	67	67	68
Family support services	67	69	67	72
Informing the community	63	60	63	65
Environmental sustainability	63	65	65	67
Business & community dev.	63	62	n/a	n/a
Traffic management	61	64	64	66
Community decisions	60	55	n/a	n/a
Lobbying	59	56	57	60
Consultation & engagement	58	54	56	59
Town planning policy	56	59	n/a	n/a
Planning permits	56	56	57	61
Parking facilities	55	59	61	62
Population growth	53	n/a	n/a	n/a

Base: All respondents Councils asked State-wide: 69

Note: Please see page 5 for explanation of significant differences

2015 Importance summary by council group

Top Three Most Important Service Areas (Highest to lowest, i.e. 1. = most important)

Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Waste management 2. Community decisions 3. Elderly support services 	<ol style="list-style-type: none"> 1. Waste management 2. Community decisions 3. Elderly support services 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Waste management 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Elderly support services 3. Waste management 	<ol style="list-style-type: none"> 1. Community decisions 2. Unsealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Community decisions 3. Elderly support services

Bottom Three Most Important Service Areas (Lowest to highest, i.e. 1. = least important)

Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Community & cultural 2. Business & community dev. 3. Lobbying 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Bus/community dev./tourism 	<ol style="list-style-type: none"> 1. Community & cultural 2. Tourism development 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Parking facilities 	<ol style="list-style-type: none"> 1. Traffic management 2. Art centres & libraries 3. Community & cultural

2015 PERFORMANCE summary by council group

Top Three Most Performance Service Areas (Highest to lowest, i.e. 1. = highest performance)

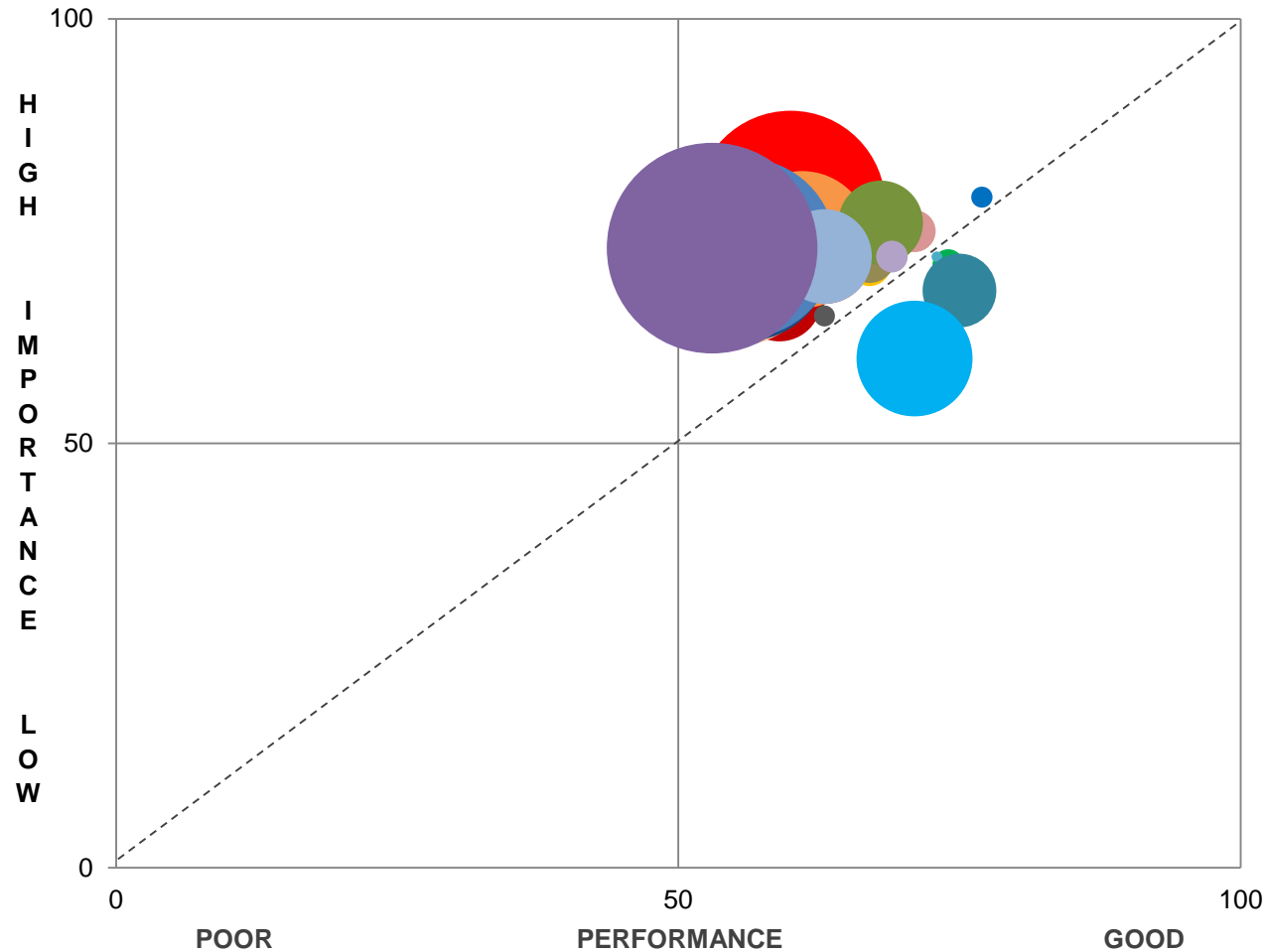
Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Waste management 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Elderly support services 3. Waste management

Bottom Three Most Performance Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Population growth 2. Parking facilities 3. Town planning policy 	<ol style="list-style-type: none"> 1. Planning permits 2. Population growth 3. Town planning policy 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Community decisions 3. Parking facilities 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Population growth 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Slashing & weed control 3. Sealed roads

Service	Importance	Performance
Consultation & engagement	71	58
Lobbying on behalf of the community	67	59
Making community decisions	78	60
Condition of sealed local roads	75	71
Informing the community	72	63
Traffic management	74	61
Parking facilities	72	55
Enforcement of local laws	71	67
Family support services	72	67
Elderly support services	76	68
Recreational facilities	71	74
Appearance of public areas	72	73
Art centres & libraries	68	75
Community & cultural activities	60	71
Waste management	79	77
Town planning policy	72	56
Planning permits	73	56
Environmental sustainability	72	63
Emergency & disaster management	72	69
Planning for pop. growth	73	53
Business & community dev.	65	63

Importance and Performance 2015 Index Scores Grid



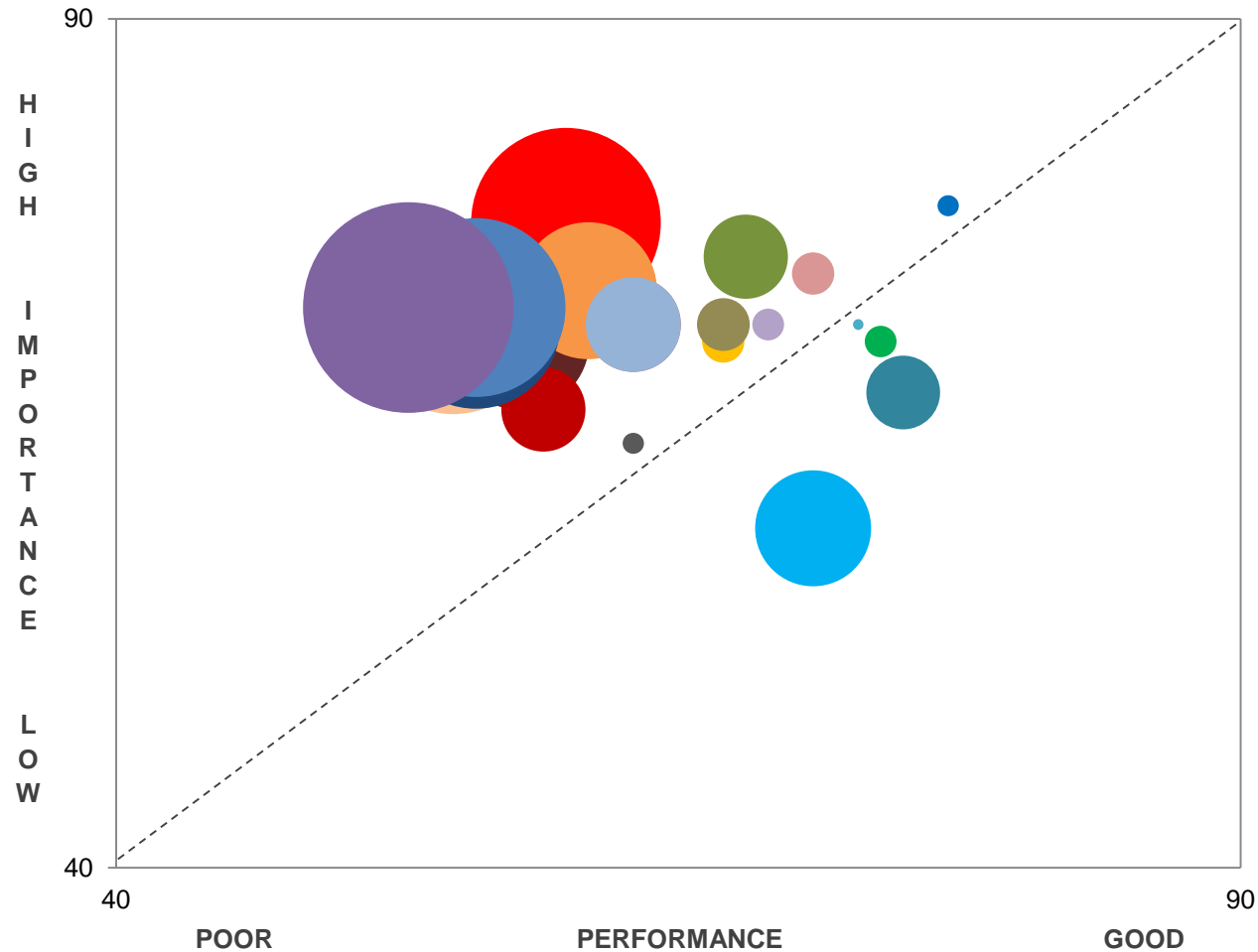
Note: The larger the circle, the larger the gap between importance and performance.

Base: All respondents



Service	Importance	Performance
Consultation & engagement	71	58
Lobbying on behalf of the community	67	59
Making community decisions	78	60
Condition of sealed local roads	75	71
Informing the community	72	63
Traffic management	74	61
Parking facilities	72	55
Enforcement of local laws	71	67
Family support services	72	67
Elderly support services	76	68
Recreational facilities	71	74
Appearance of public areas	72	73
Art centres & libraries	68	75
Community & cultural activities	60	71
Waste management	79	77
Town planning policy	72	56
Planning permits	73	56
Environmental sustainability	72	63
Emergency & disaster management	72	69
Planning for pop. growth	73	53
Business & community dev.	65	63

Importance and Performance 2015 Index Scores Grid (Magnified view)

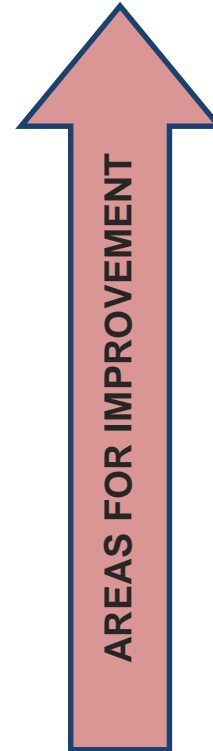


Note: The larger the circle, the larger the gap between importance and performance.

Base: All respondents

Positives and Areas for Improvement Summary

- Traffic management
- Community consultation
- Inappropriate development
- Footpaths



Communications Summary

Overall preferred forms of communication

- Newsletter sent via mail (41)

Preferred forms of communication among over 50s

- Newsletter sent via mail (51)

Preferred forms of communication among under 50s

- Newsletter sent via email (37)

Greatest change since 2014

- Newsletter sent via email (up 12 points)

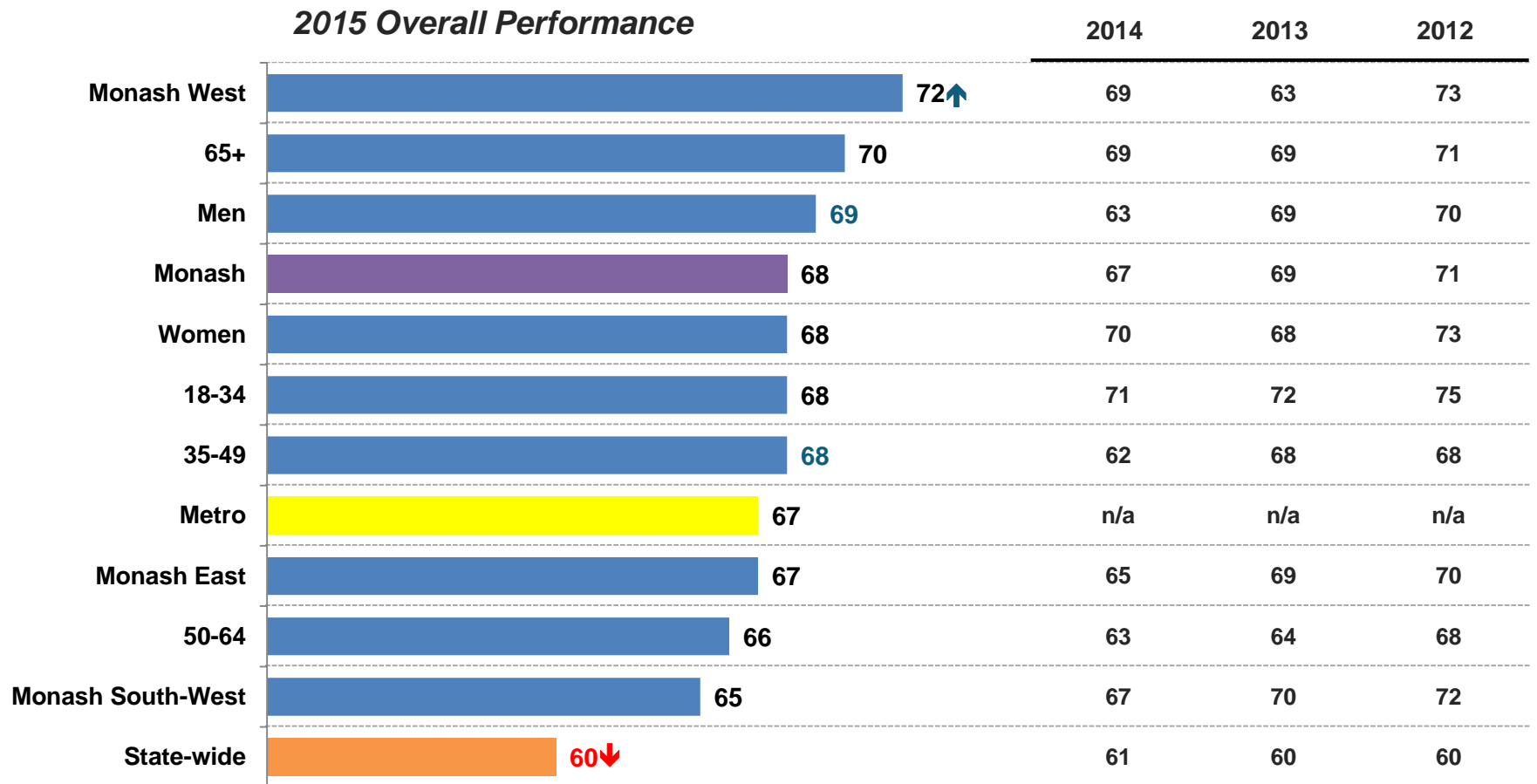


DETAILED FINDINGS



KEY CORE MEASURE
OVERALL PERFORMANCE

Overall performance index scores



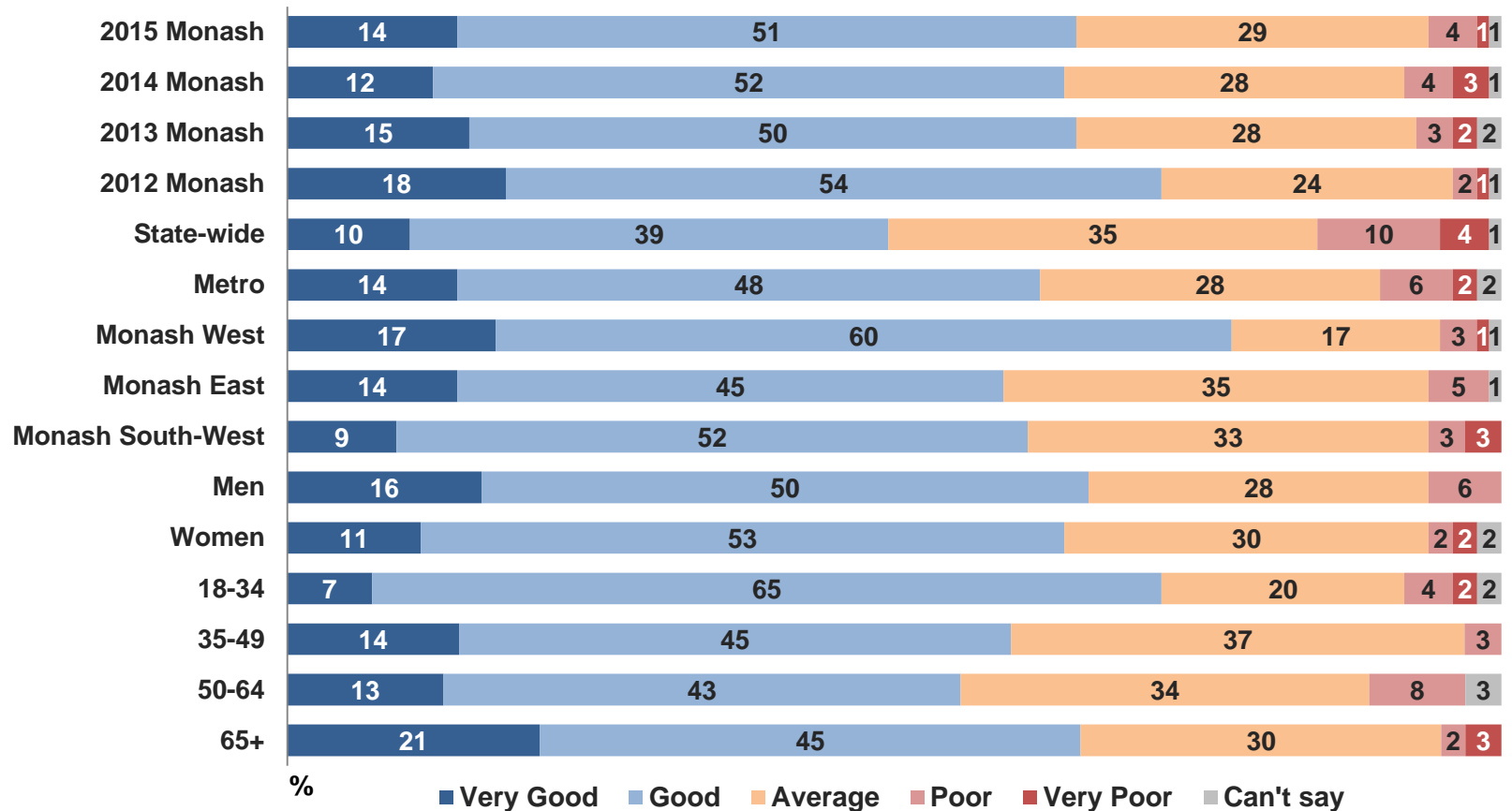
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Monash City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents Councils asked State-wide: 69 Councils asked group: 17

Note: Please see page 5 for explanation about significant differences

Overall performance detailed percentages

2015 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Monash 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: 69 Councils asked group: 17



KEY CORE MEASURE
CUSTOMER SERVICE

Contact last 12 months summary

Overall contact with Monash City Council

- 51%, up 4 points on 2014

Most contact with Monash City Council

- Aged 35-49 years
- Monash East residents

Least contact with Monash City Council

- Females
- Monash West residents

Customer Service rating

- Index score of 73, equal points on 2014

Most satisfied with Customer Service

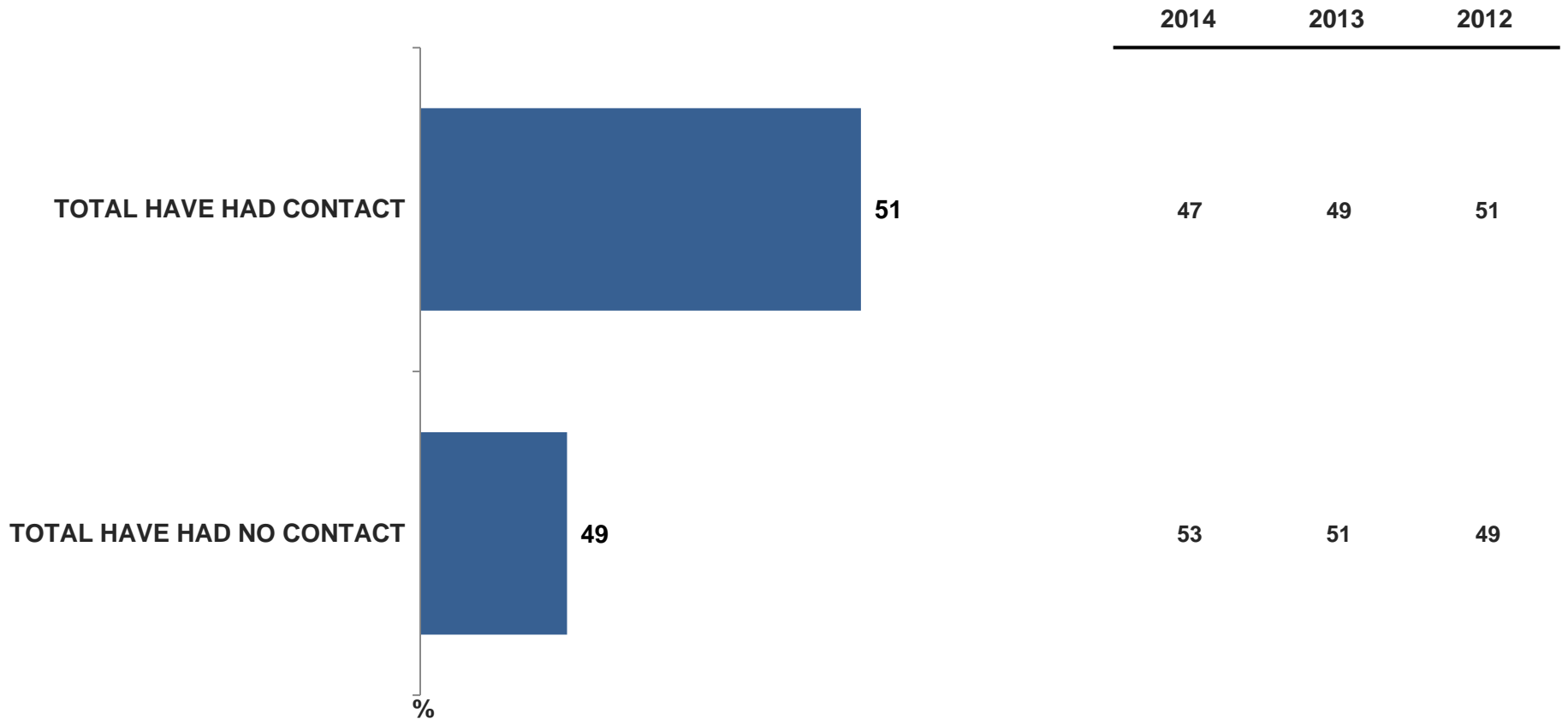
- Monash West

Least satisfied with Customer Service

- Aged 18-34 years

2015 contact with council last 12 months

2015 Method of Contact

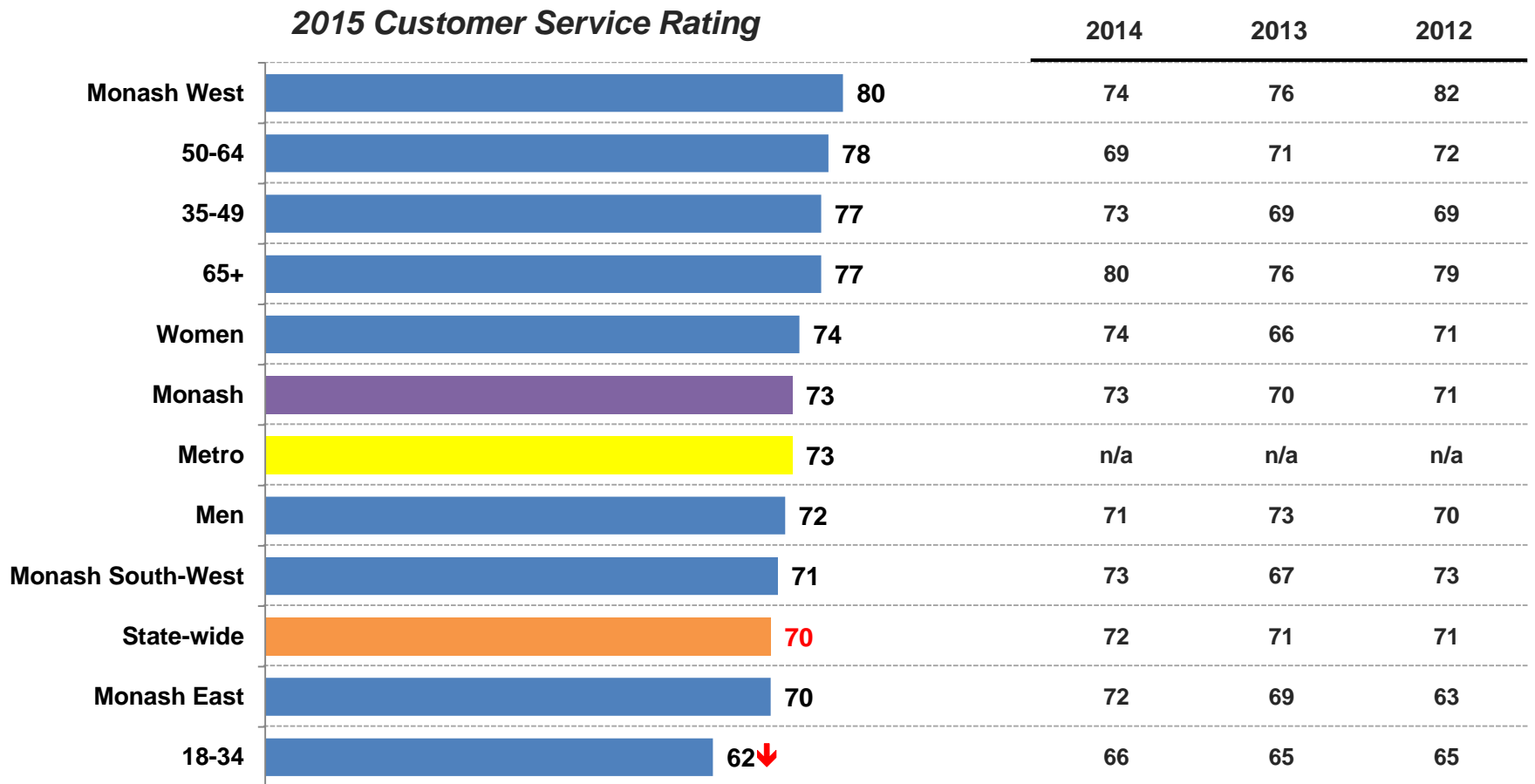


Q5. Over the last 12 months, have you or any member of your household had any contact with Monash City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 53 Councils asked group: 13

Note: Please see page 5 for explanation about significant differences

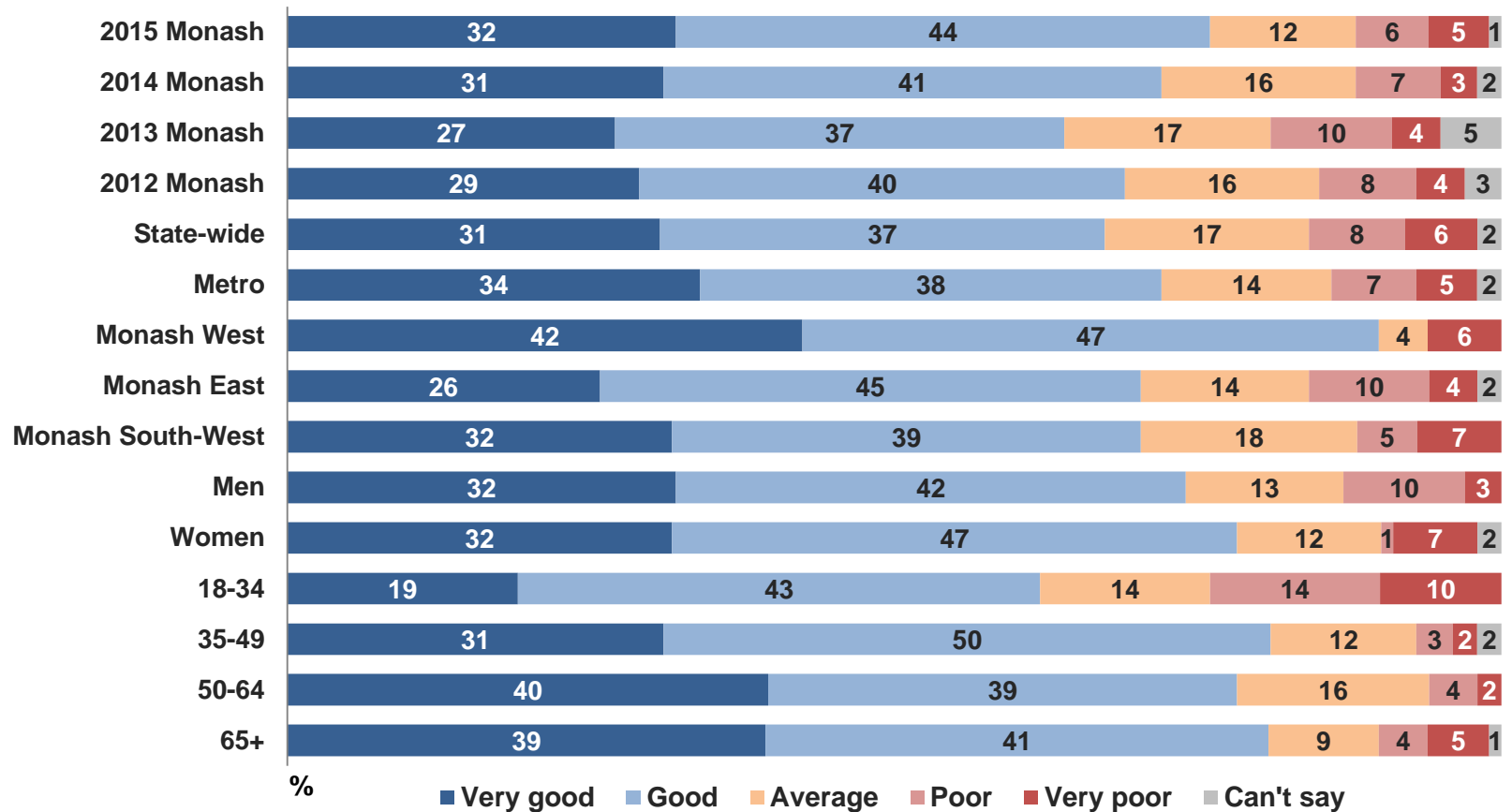
2015 contact customer service index scores



Q5c. Thinking of the most recent contact, how would you rate Monash 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: 69 Councils asked group: 17
 Note: Please see page 5 for explanation about significant differences

2015 contact customer service detailed percentages

2015 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Monash 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: 69 Councils asked group: 17





KEY CORE MEASURE
COUNCIL DIRECTION INDICATORS

Council Direction Summary

Council Direction over last 12 months

- 65% stayed about the same, down 1 point on 2014
- 22% improved, up 5 points on 2014
- 8% deteriorated, down 1 point on 2014

Most satisfied with Council Direction

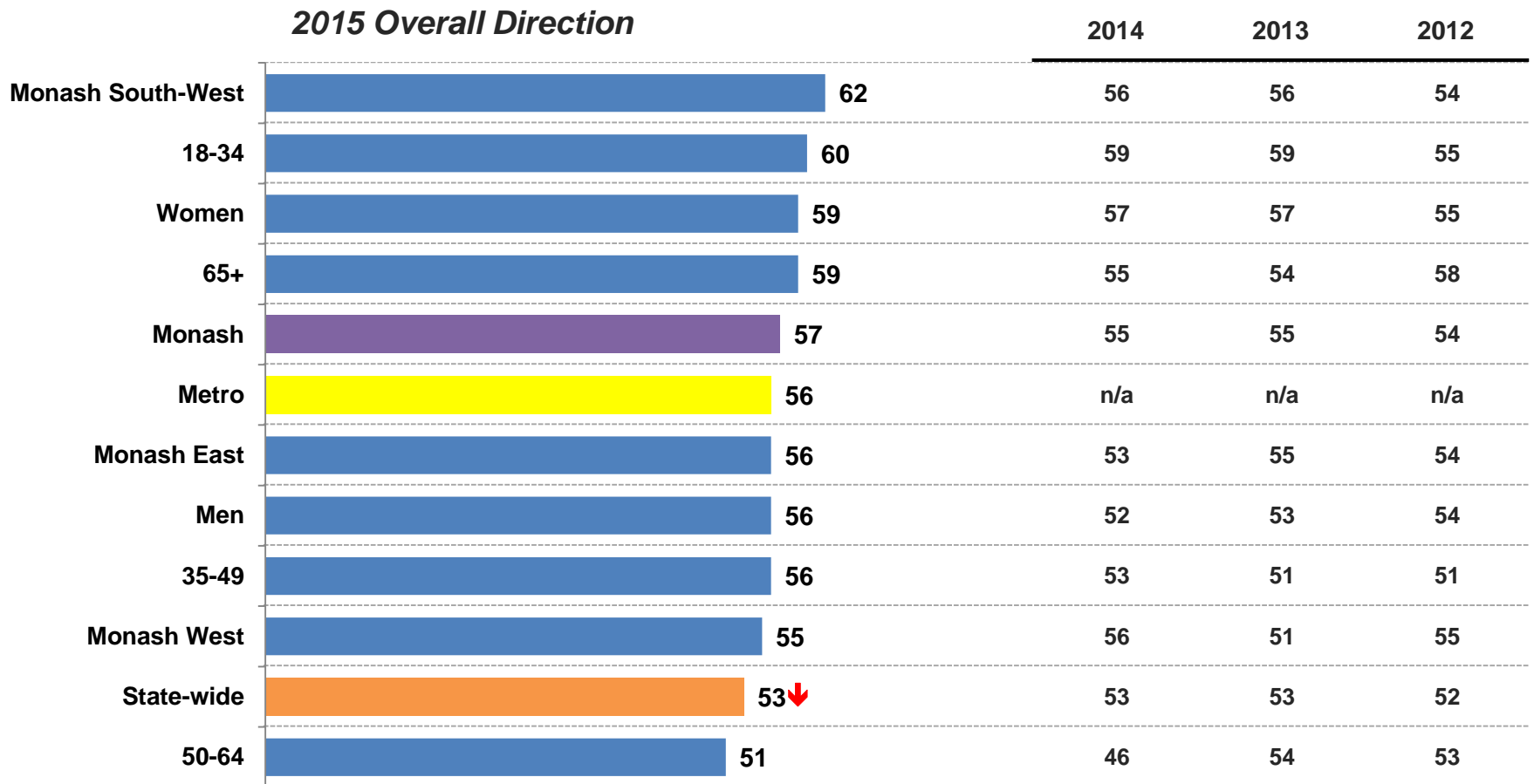
- Monash South-West residents
- Aged 18-34 years

Least satisfied with Council Direction

- Aged 50-64 years

2015 overall COUNCIL direction last 12 months

INDEX SCORES



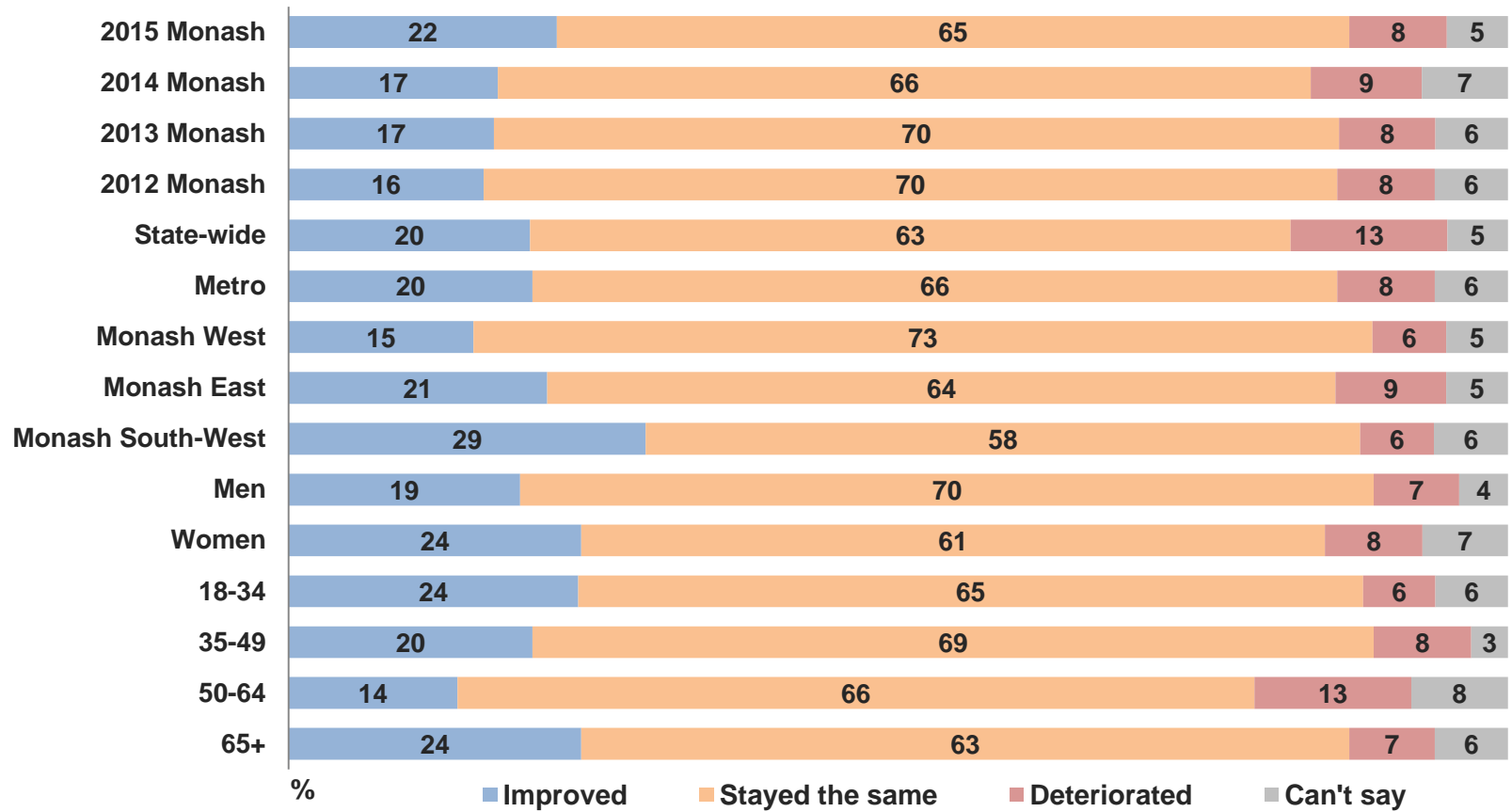
Q6. Over the last 12 months, what is your view of the direction of Monash City Council's overall performance?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

Note: Please see page 5 for explanation about significant differences

2015 overall council direction last 12 months detailed percentages

2015 Overall Direction



Q6. Over the last 12 months, what is your view of the direction of Monash City Council's overall performance?
Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17



AREAS FOR IMPROVEMENT

2015 services to improve detailed percentages

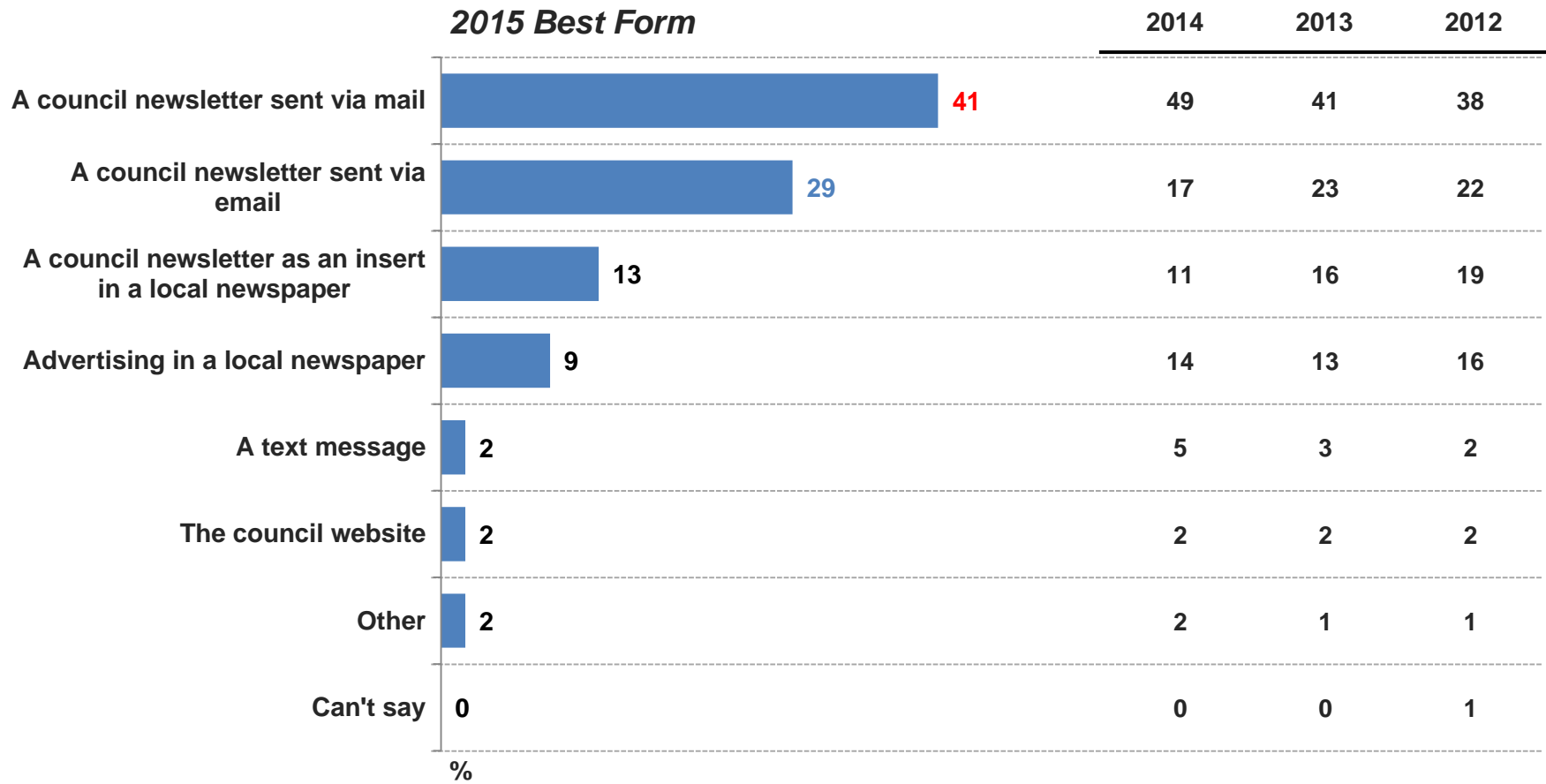
2015 Areas for Improvement





COMMUNICATIONS

2015 best forms of communication



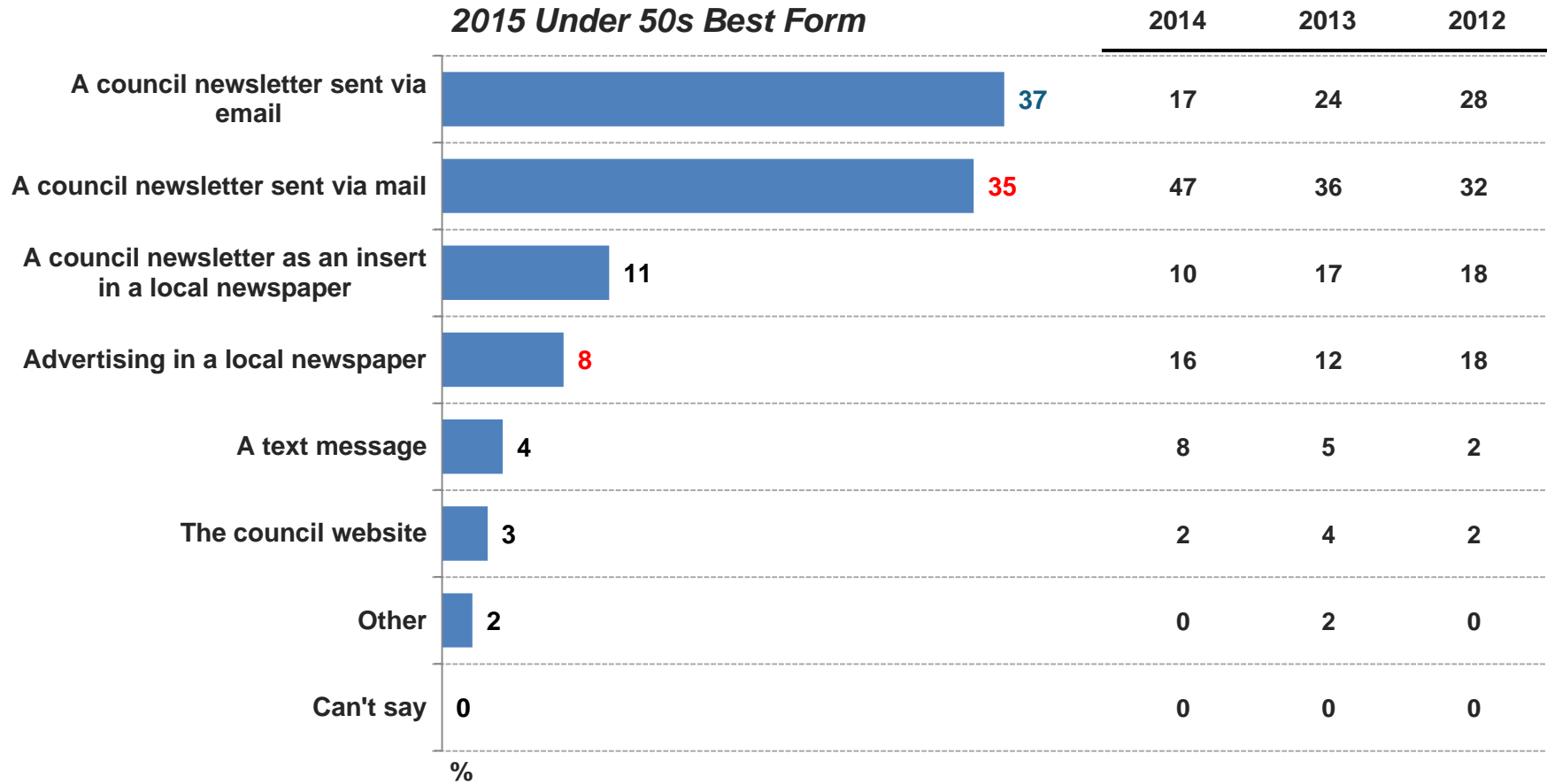
Q13. If Monash City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

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

Note: Please see page 5 for explanation about significant differences

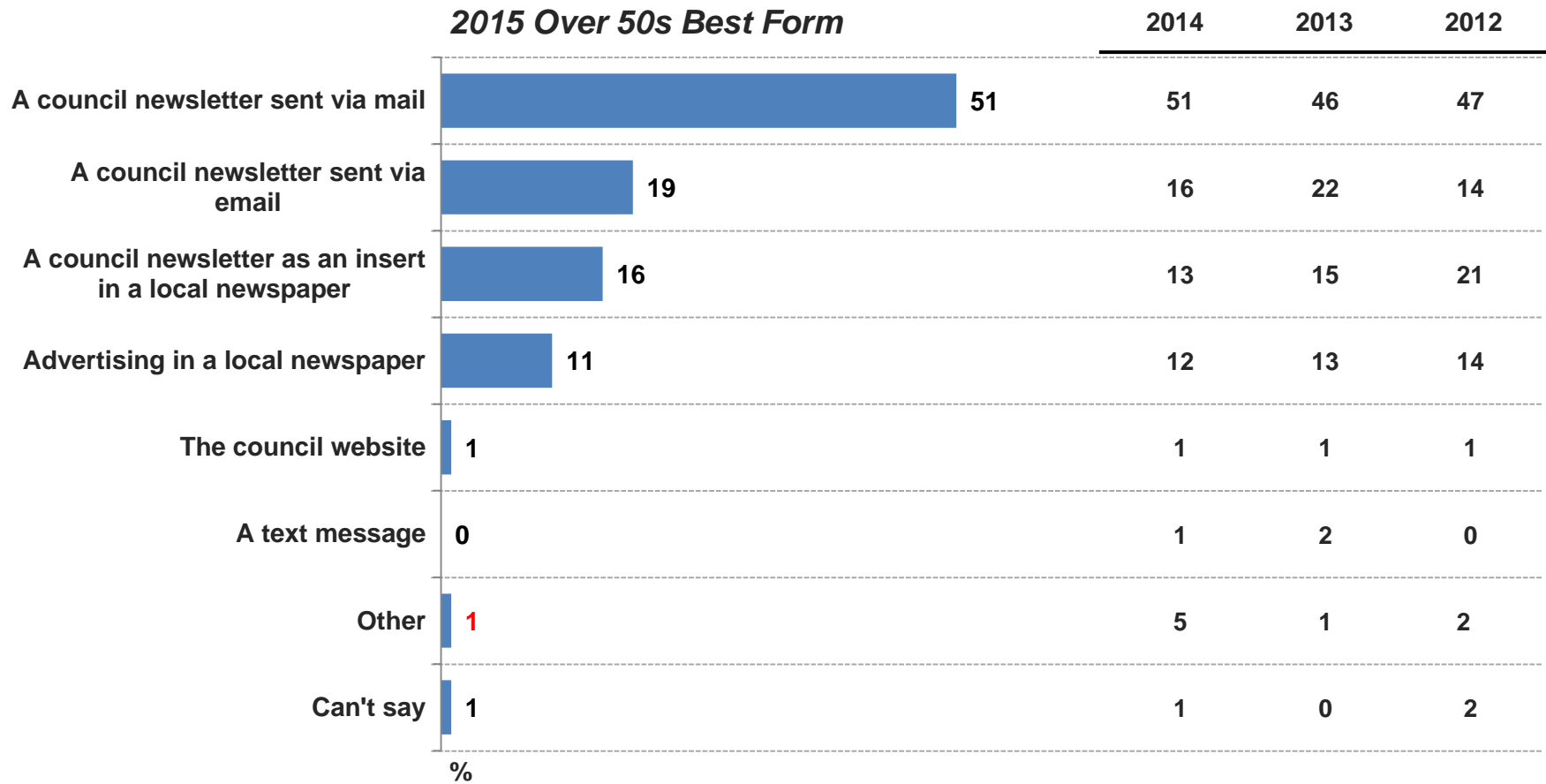
2015 best forms of communication: under 50s

2015 Under 50s Best Form



Q13. If Monash 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: 22 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences

2015 best forms of communication: over 50s



Q13. If Monash 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?

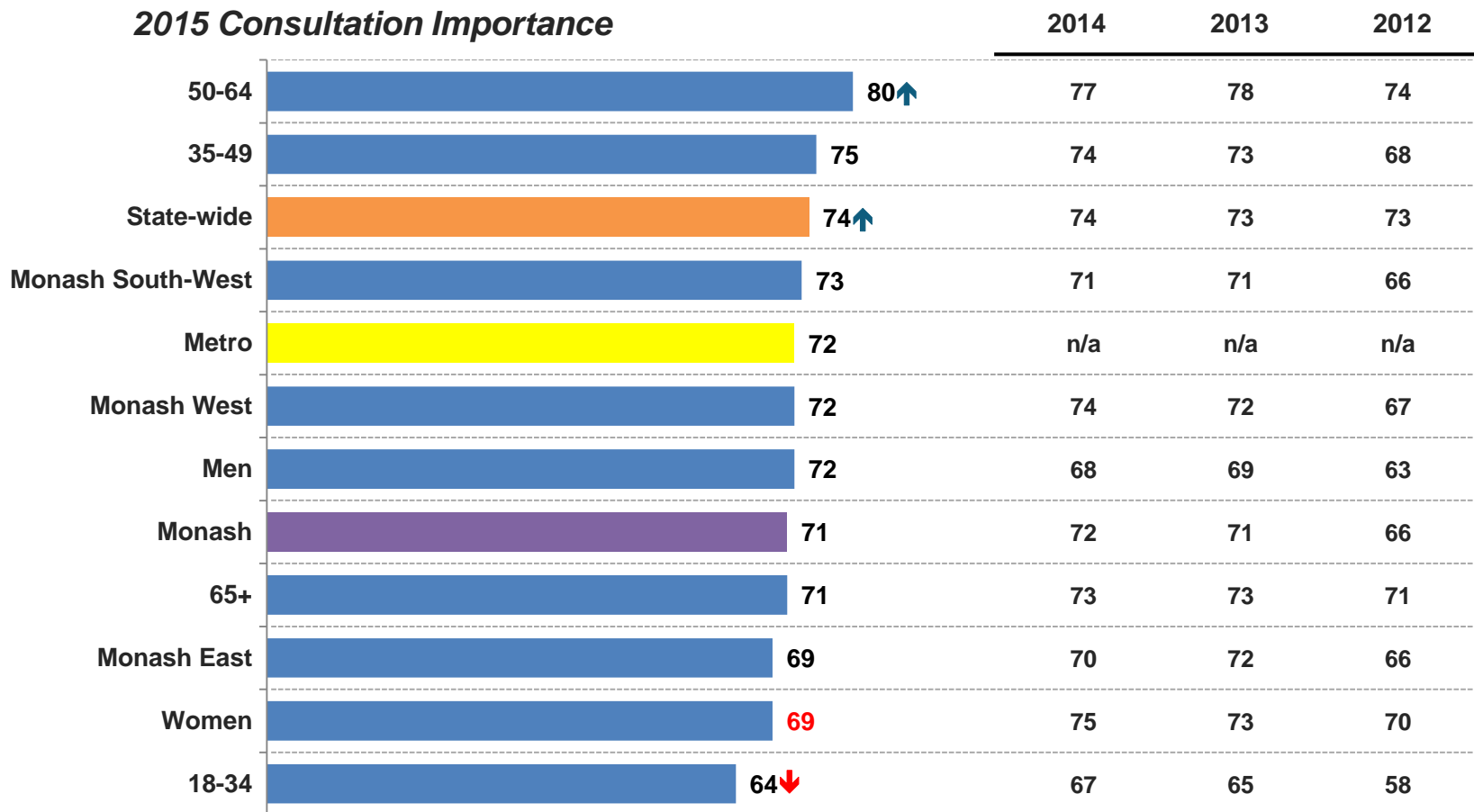
Base: All respondents aged over 50. Councils asked State-wide: 22 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences



INDIVIDUAL SERVICE AREAS

2015 Community Consultation and Engagement importance index scores



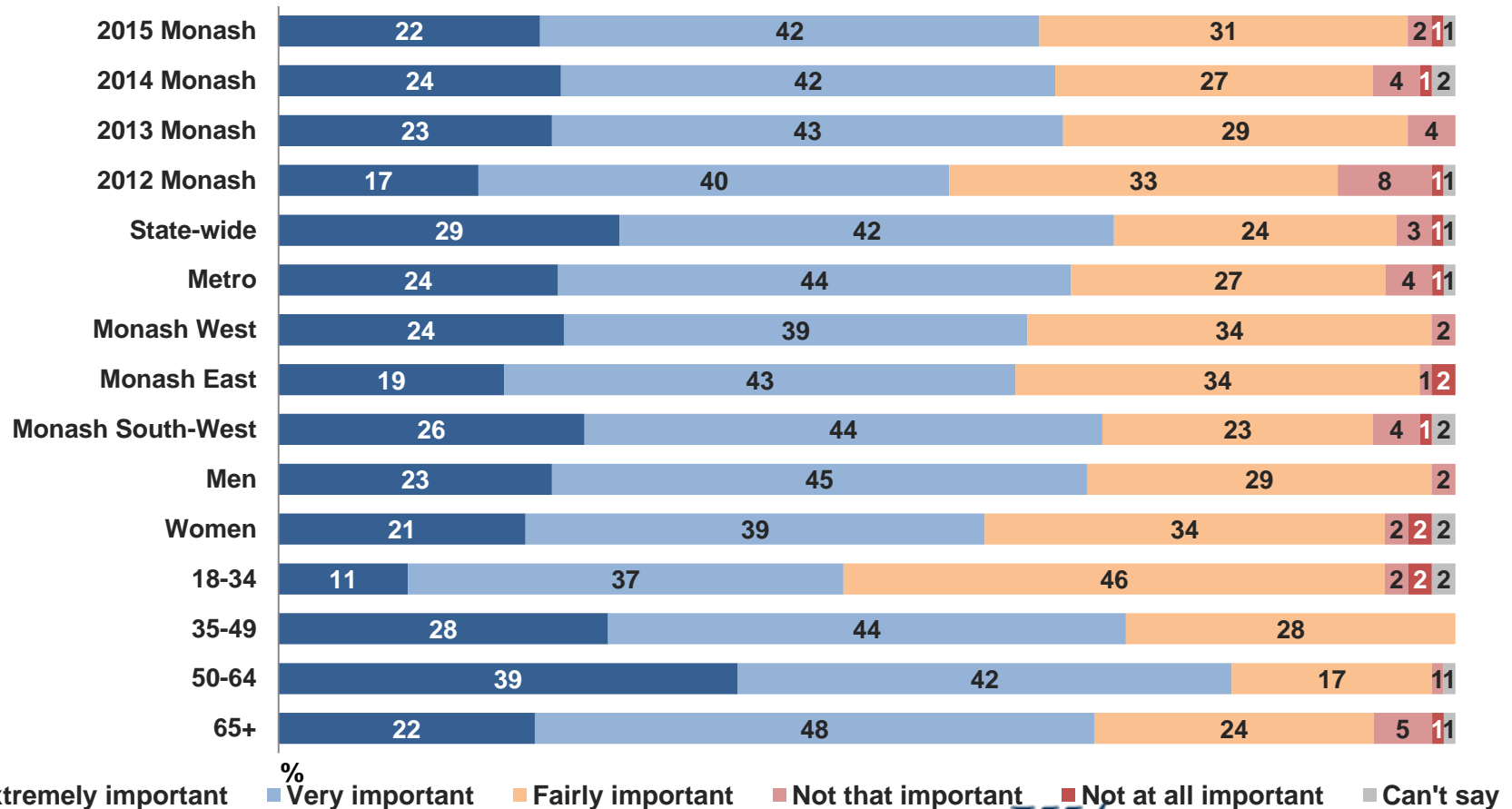
Q1. Firstly, how important should 'Community Consultation and Engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

2015 Community Consultation and Engagement importance detailed percentages

2015 Consultation Importance

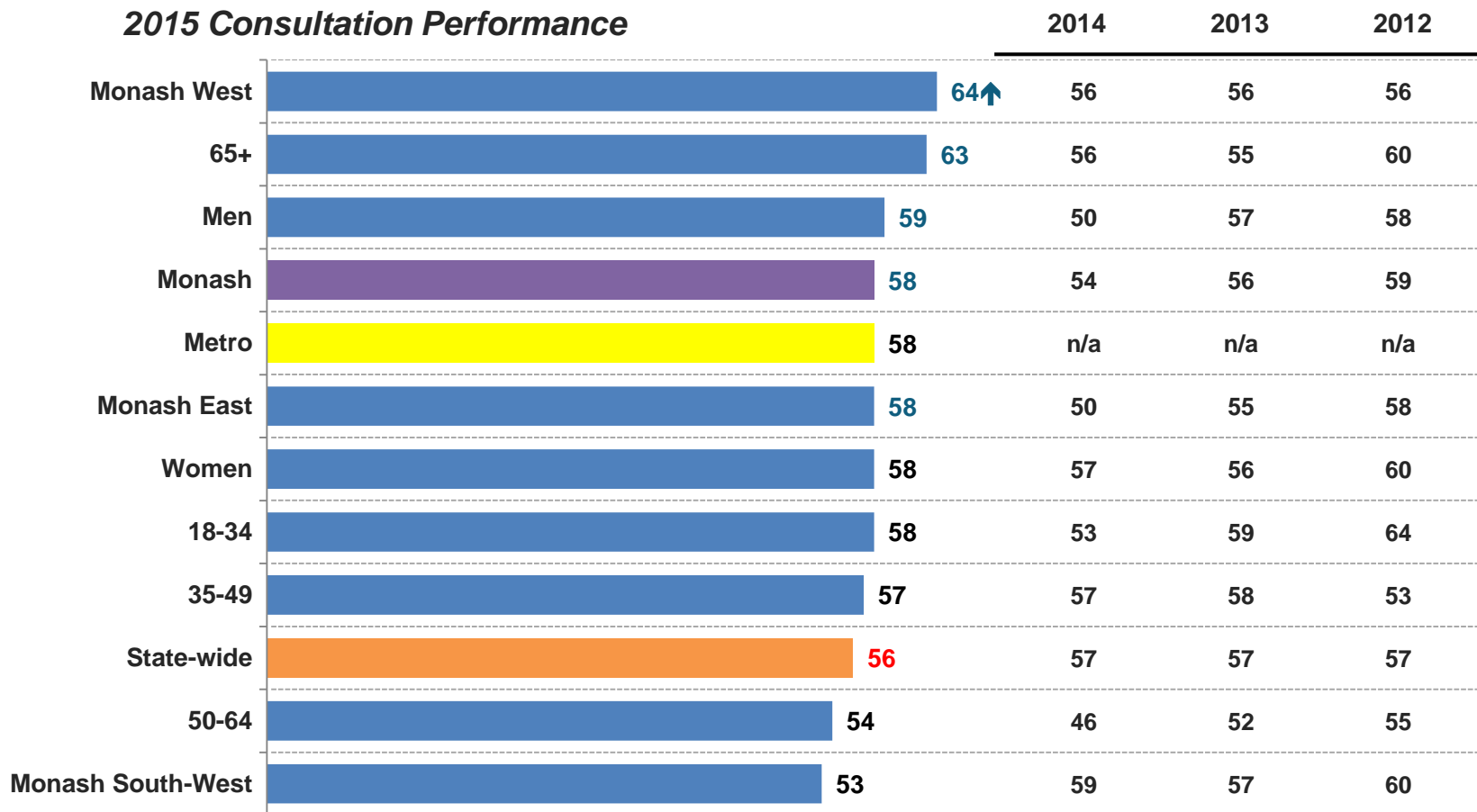


Q1. Firstly, how important should 'Community Consultation and Engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8



2015 Community Consultation and Engagement performance index scores



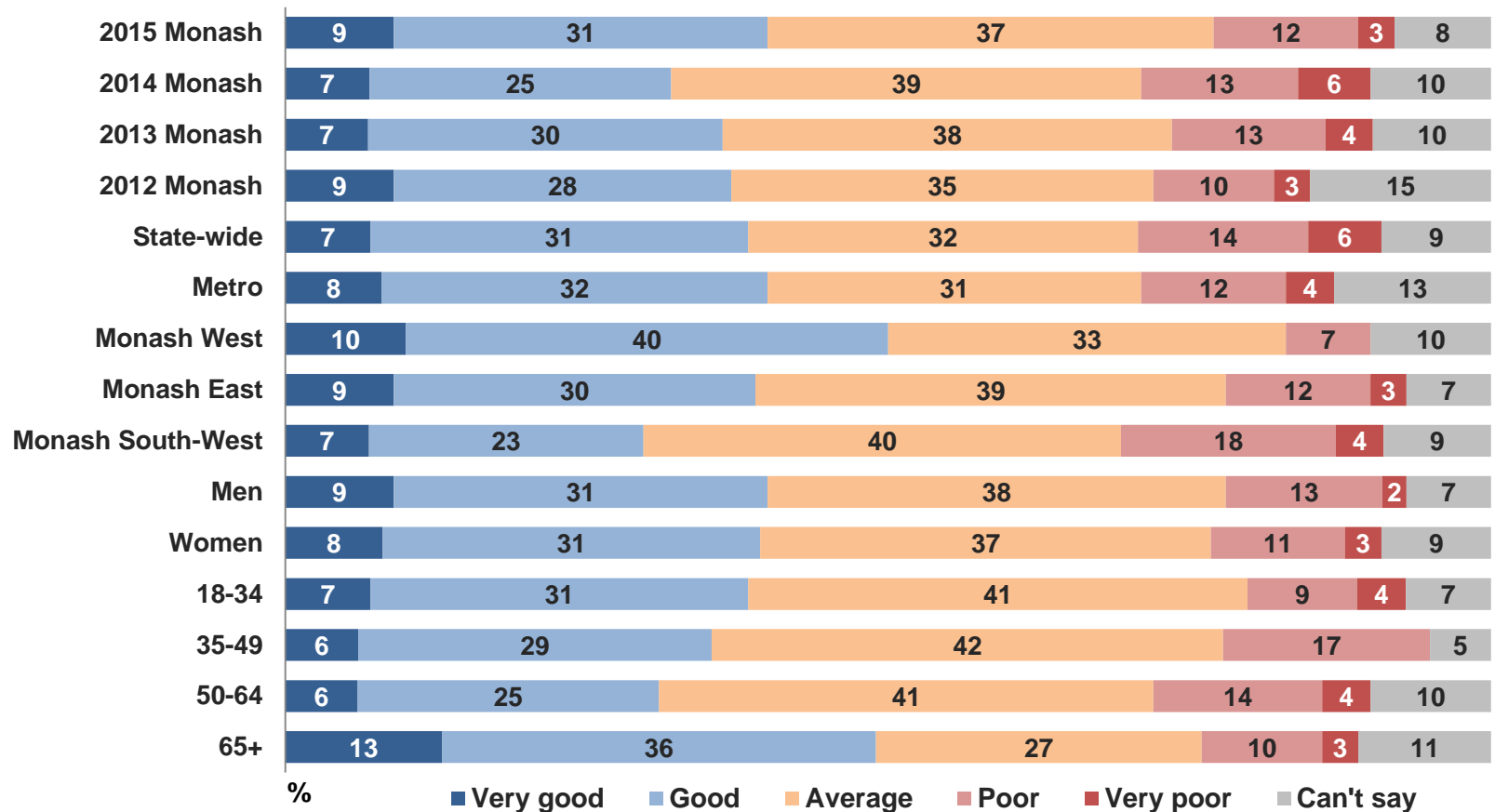
Q2. How has Council performed on 'Community Consultation and Engagement' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

Note: Please see slide 5 for explanation about significant differences

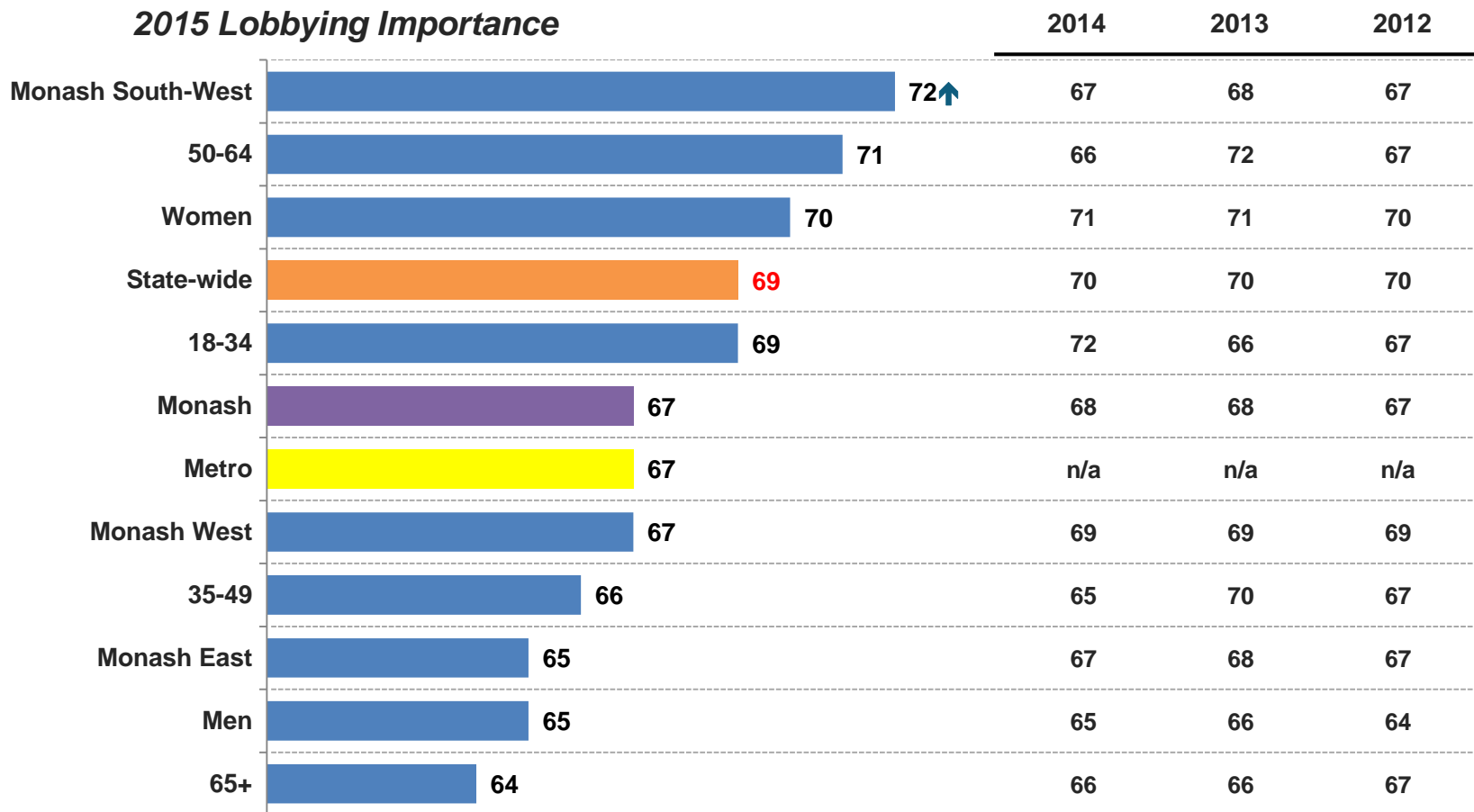
2015 Community Consultation and Engagement performance detailed percentages

2015 Consultation Performance



Q2. How has Council performed on 'Community Consultation and Engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

2015 Lobbying on Behalf of the Community importance index scores



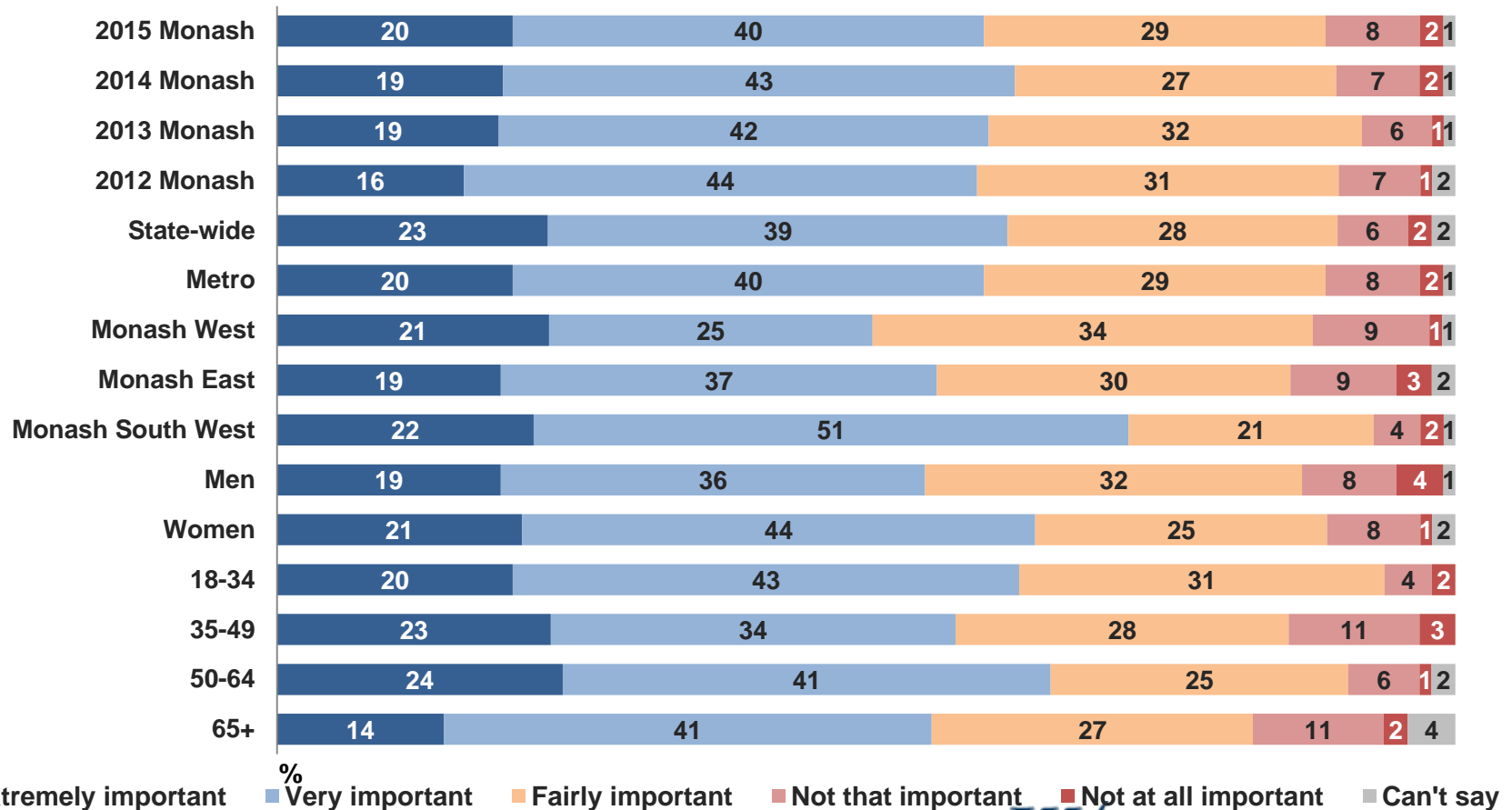
Q1. Firstly, how important should 'Lobbying on Behalf of the Community' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2015 Lobbying on Behalf of the Community importance detailed percentages

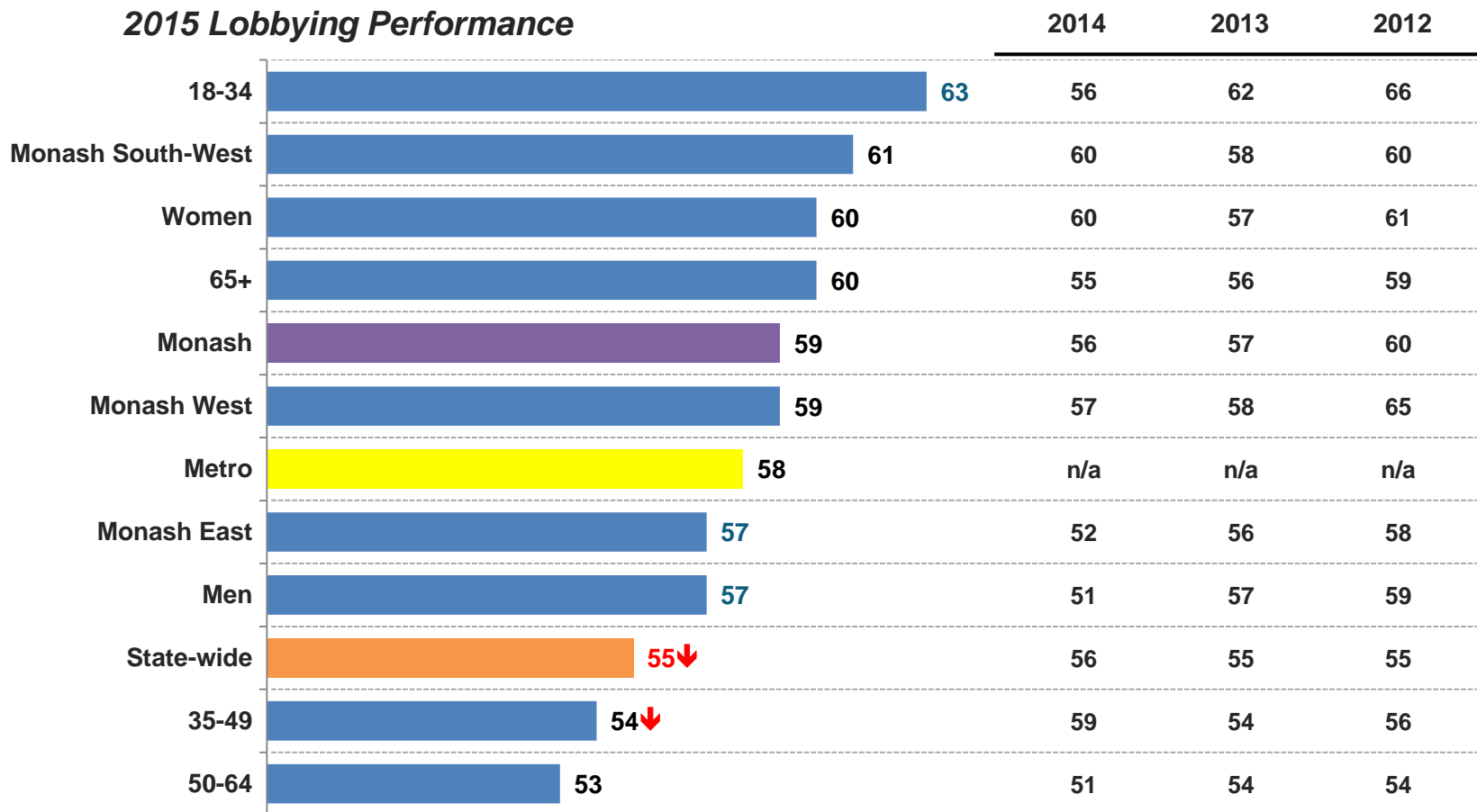
2015 Lobbying Importance



Q1. Firstly, how important should 'Lobbying on Behalf of the Community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 5



2015 Lobbying on Behalf of the Community performance index scores



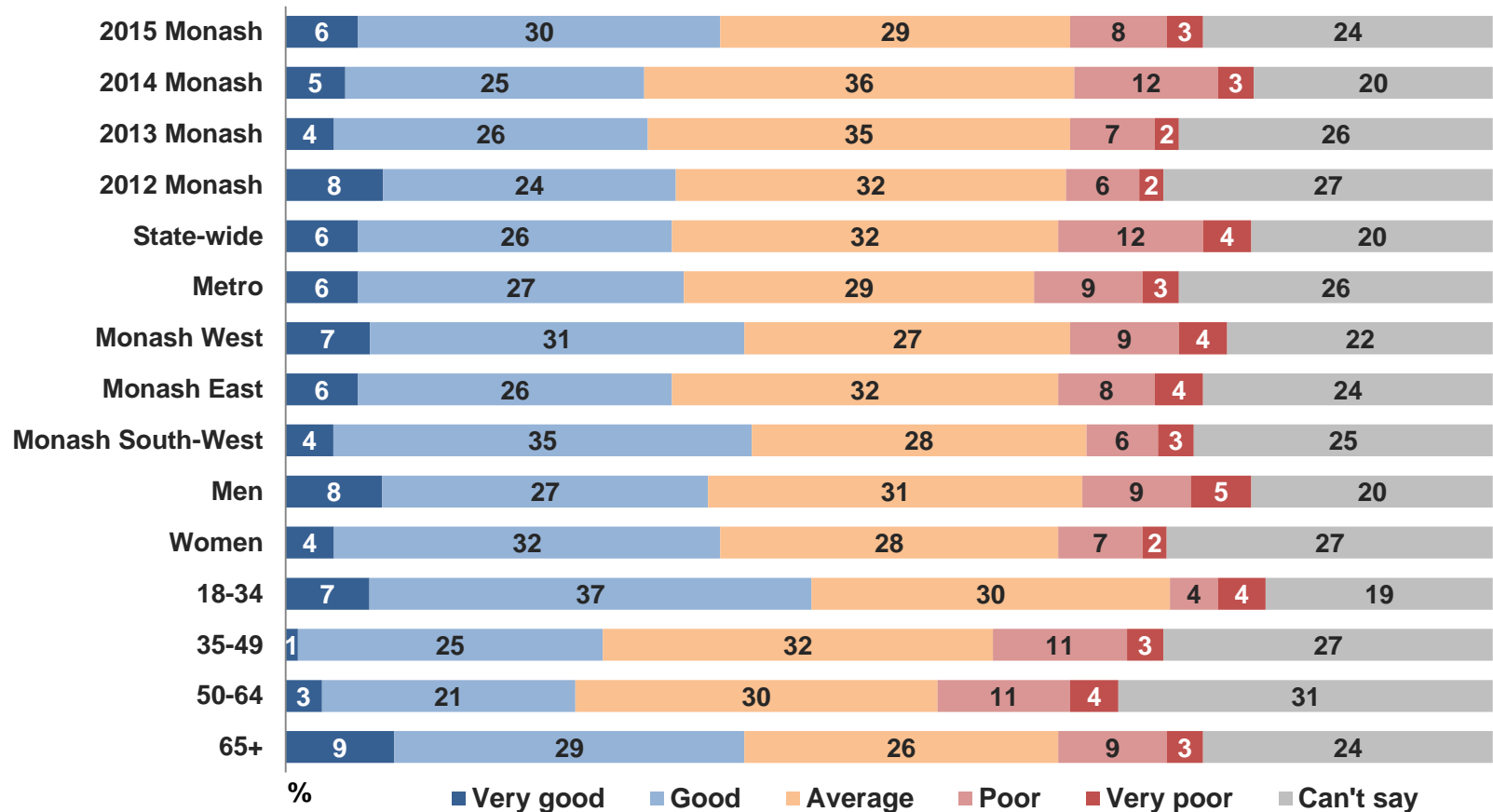
Q2. How has Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

Note: Please see slide 5 for explanation about significant differences

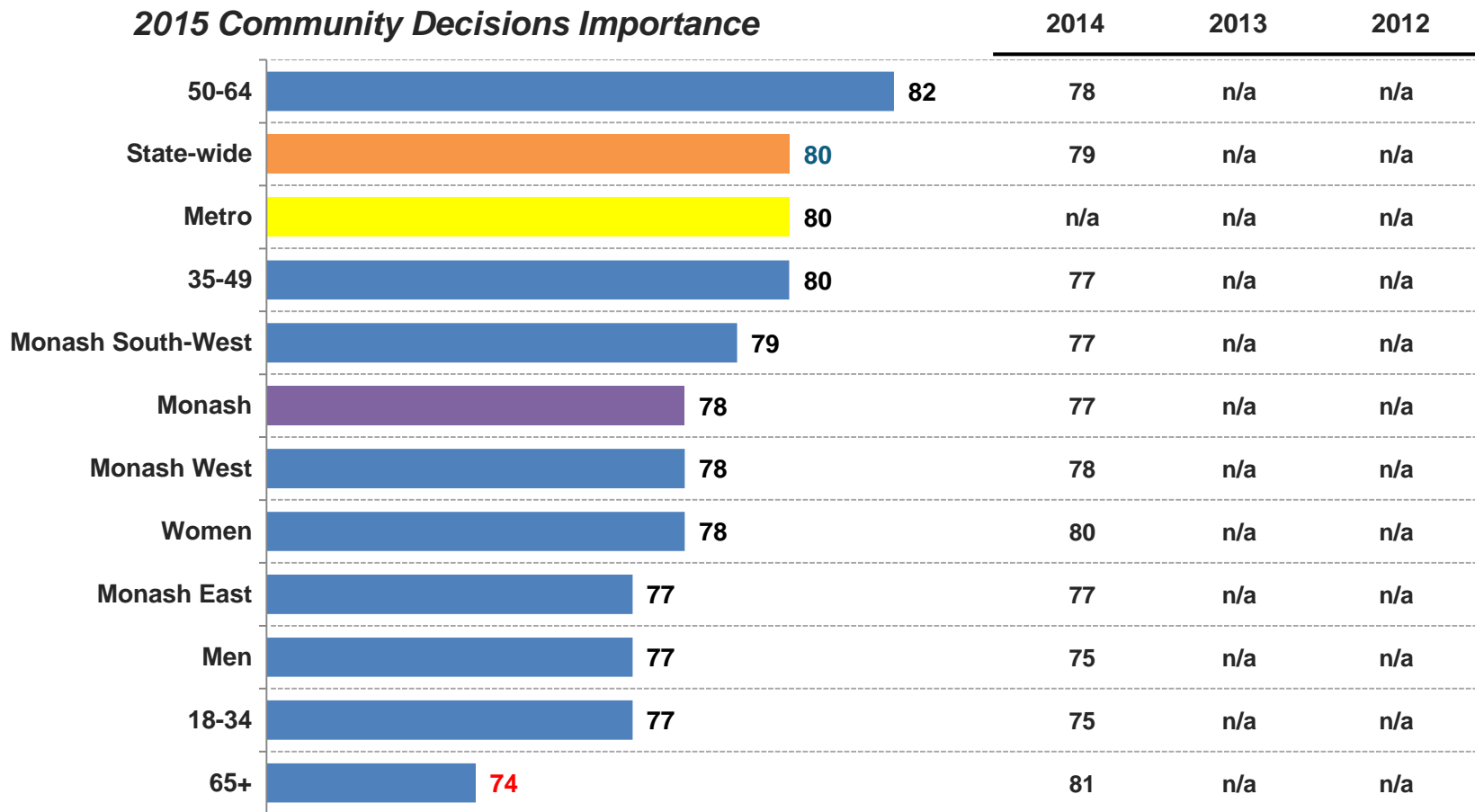
2015 Lobbying on Behalf of the Community performance detailed percentages

2015 Lobbying Performance



Q2. How has Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

2015 Decisions made in the interest of the community importance index scores



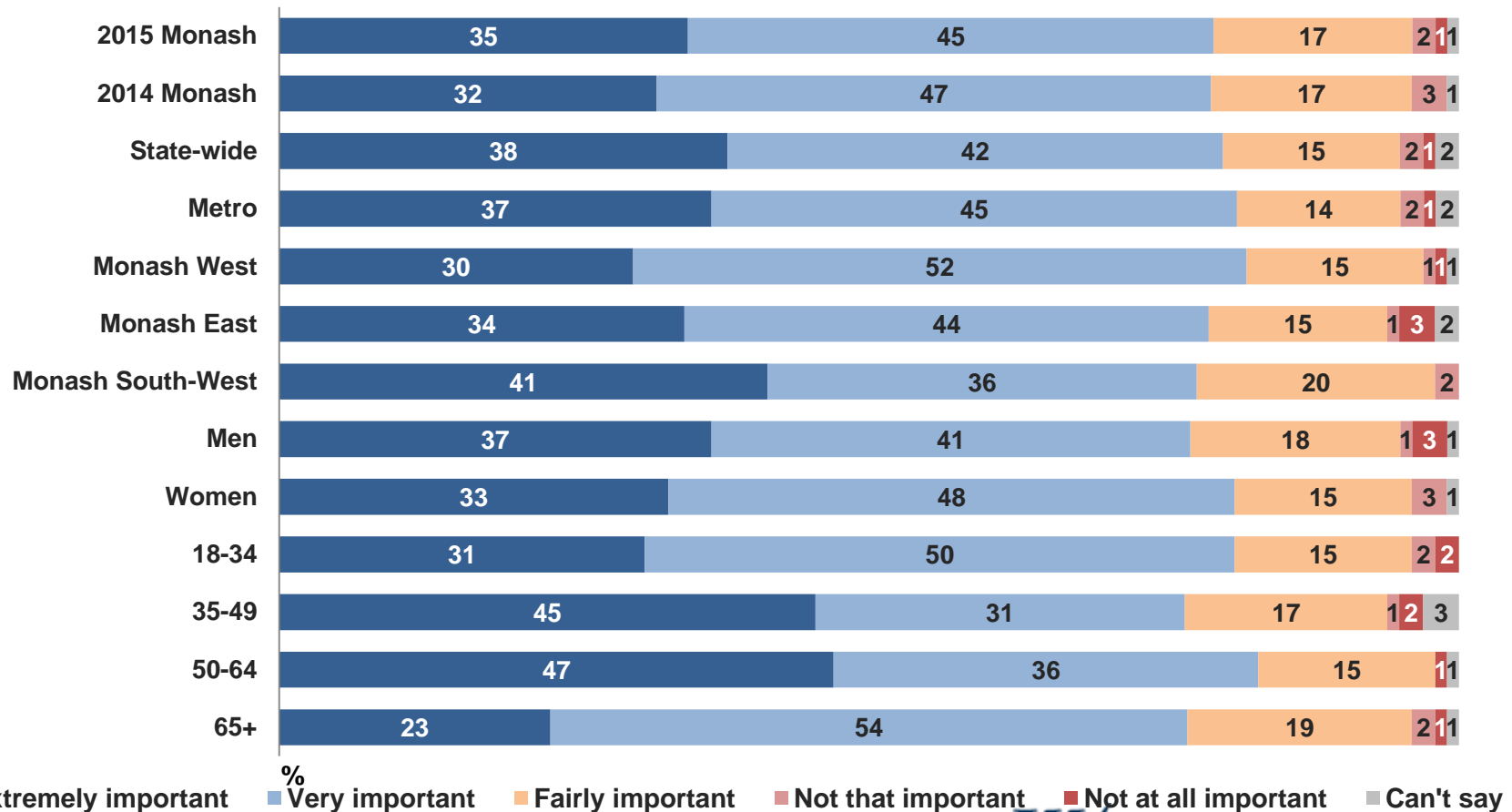
Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7

Note: Please see slide 5 for explanation about significant differences

2015 Decisions made in the interest of the community importance detailed percentages

2015 Community Decisions Importance

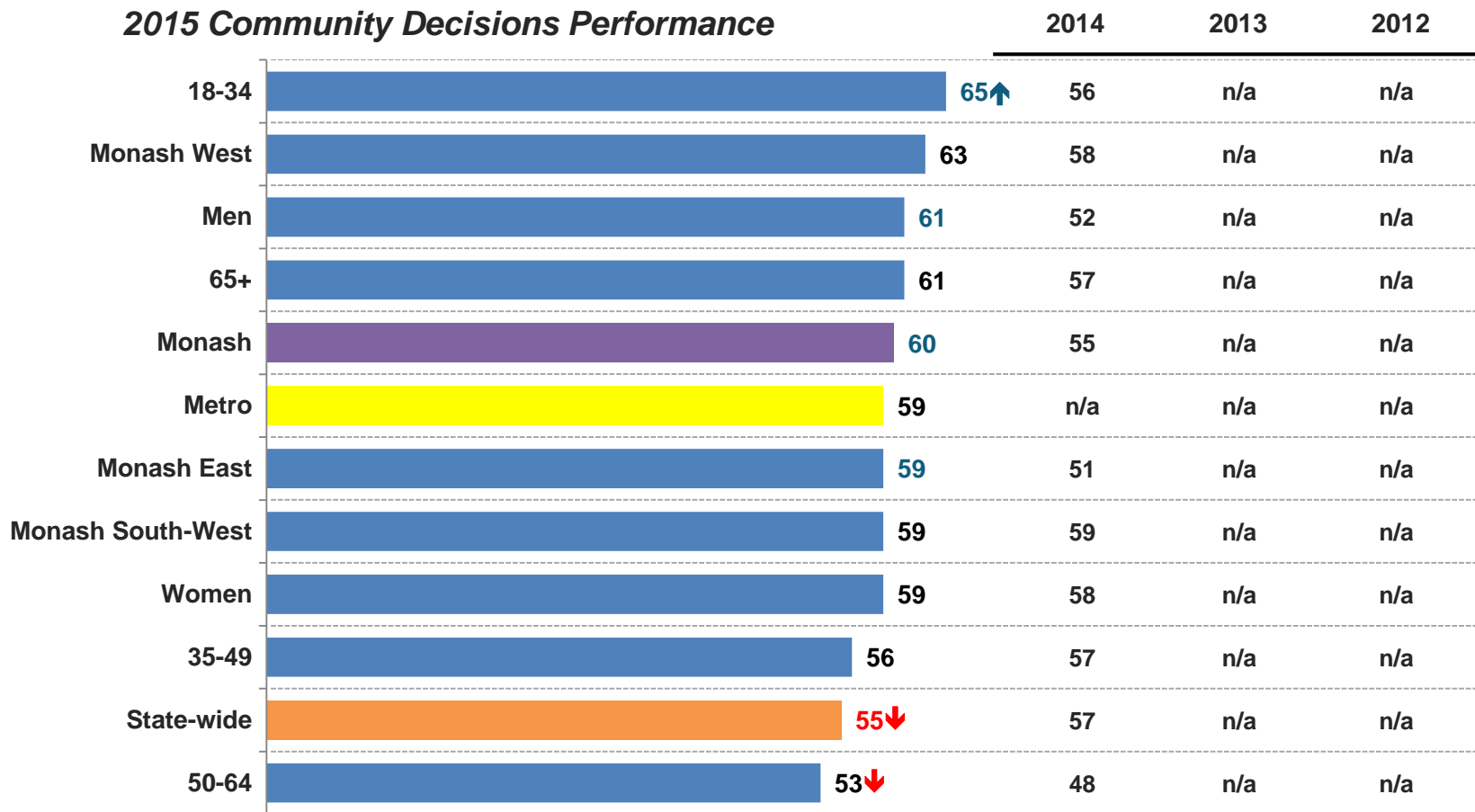


Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7



2015 Decisions made in the interest of the community performance index scores



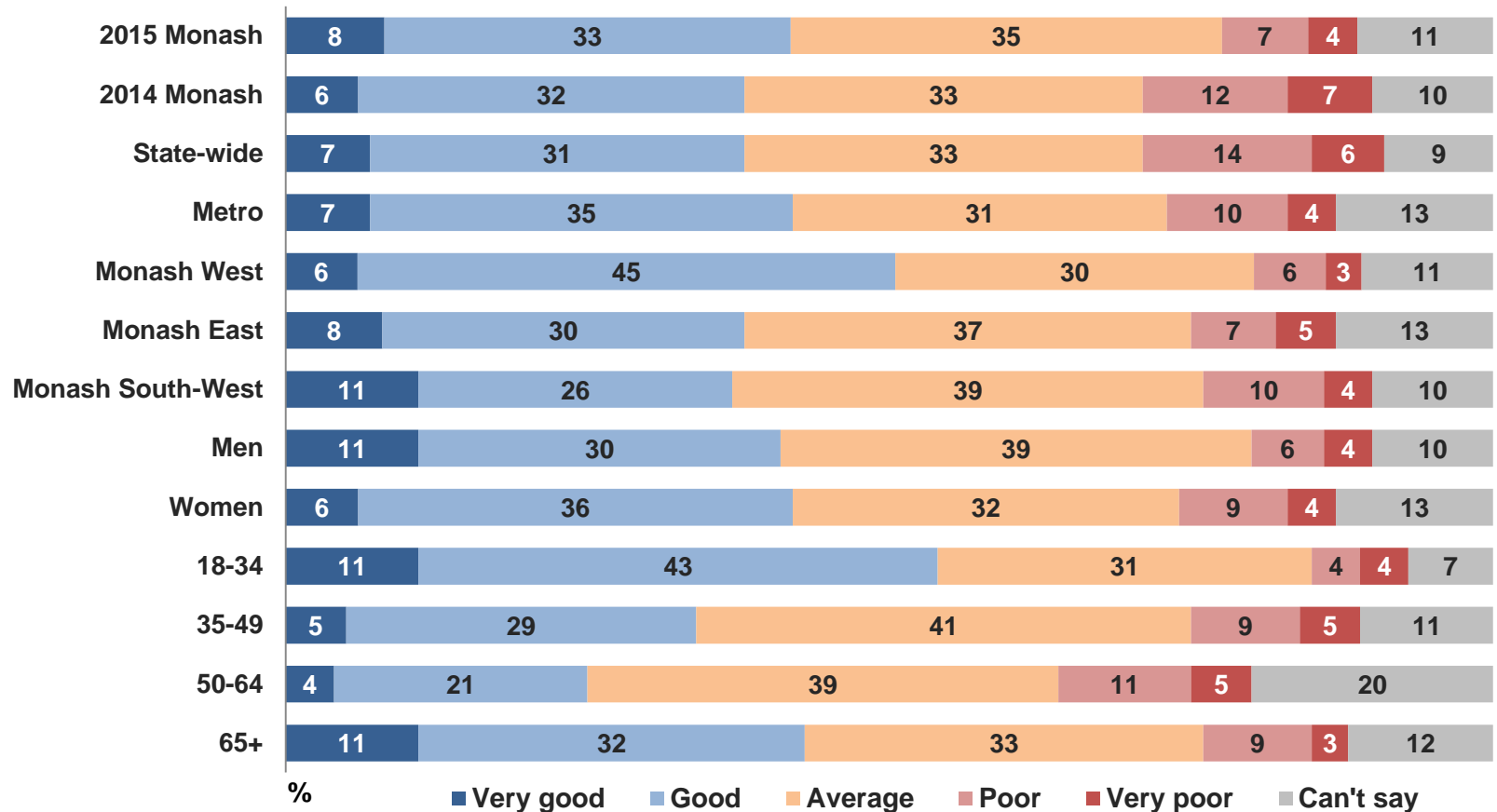
Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

Note: Please see slide 5 for explanation about significant differences

2015 Decisions made in the interest of the community performance detailed percentages

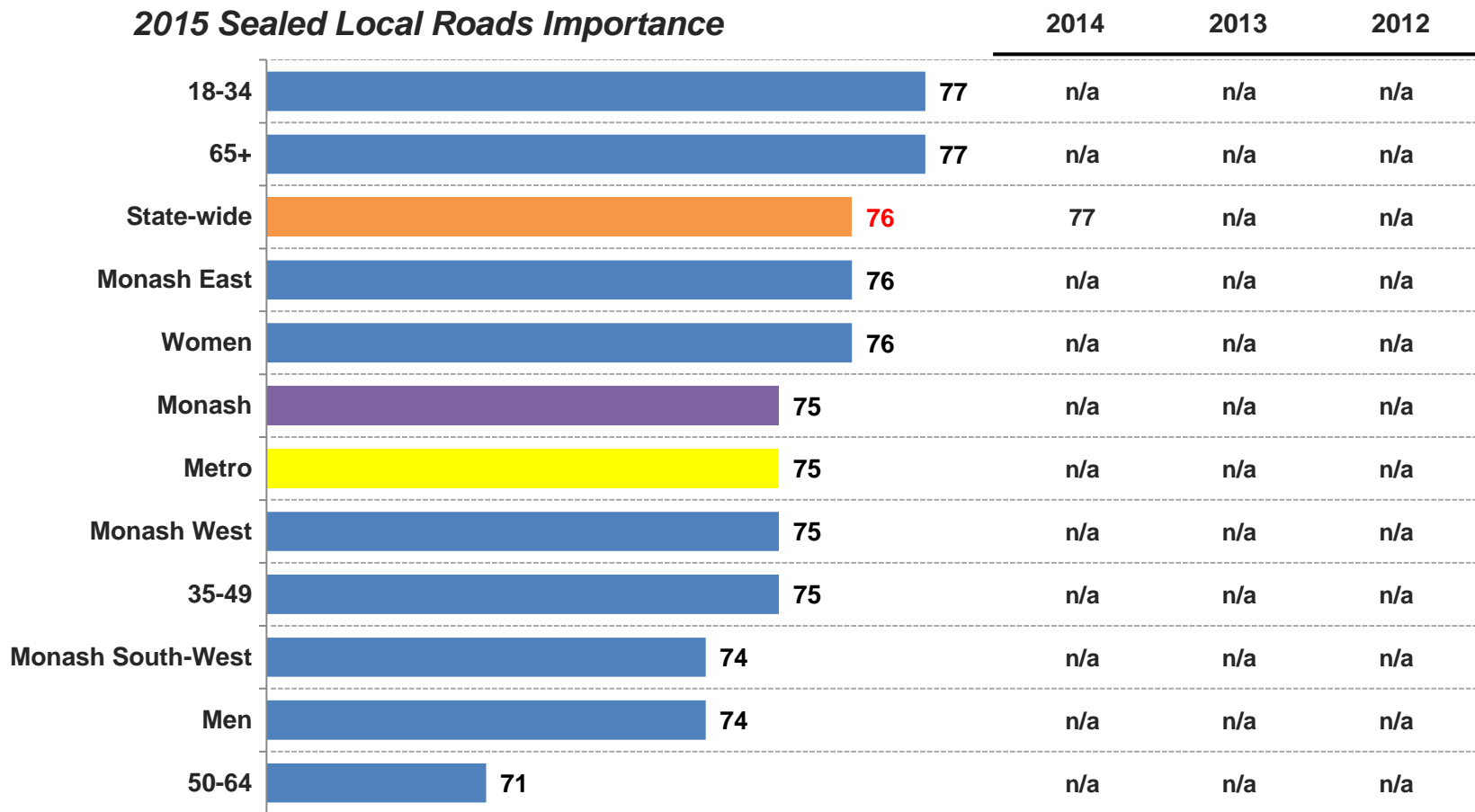
2015 Community Decisions Performance



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

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

2015 The condition of sealed local roads in your area importance index scores



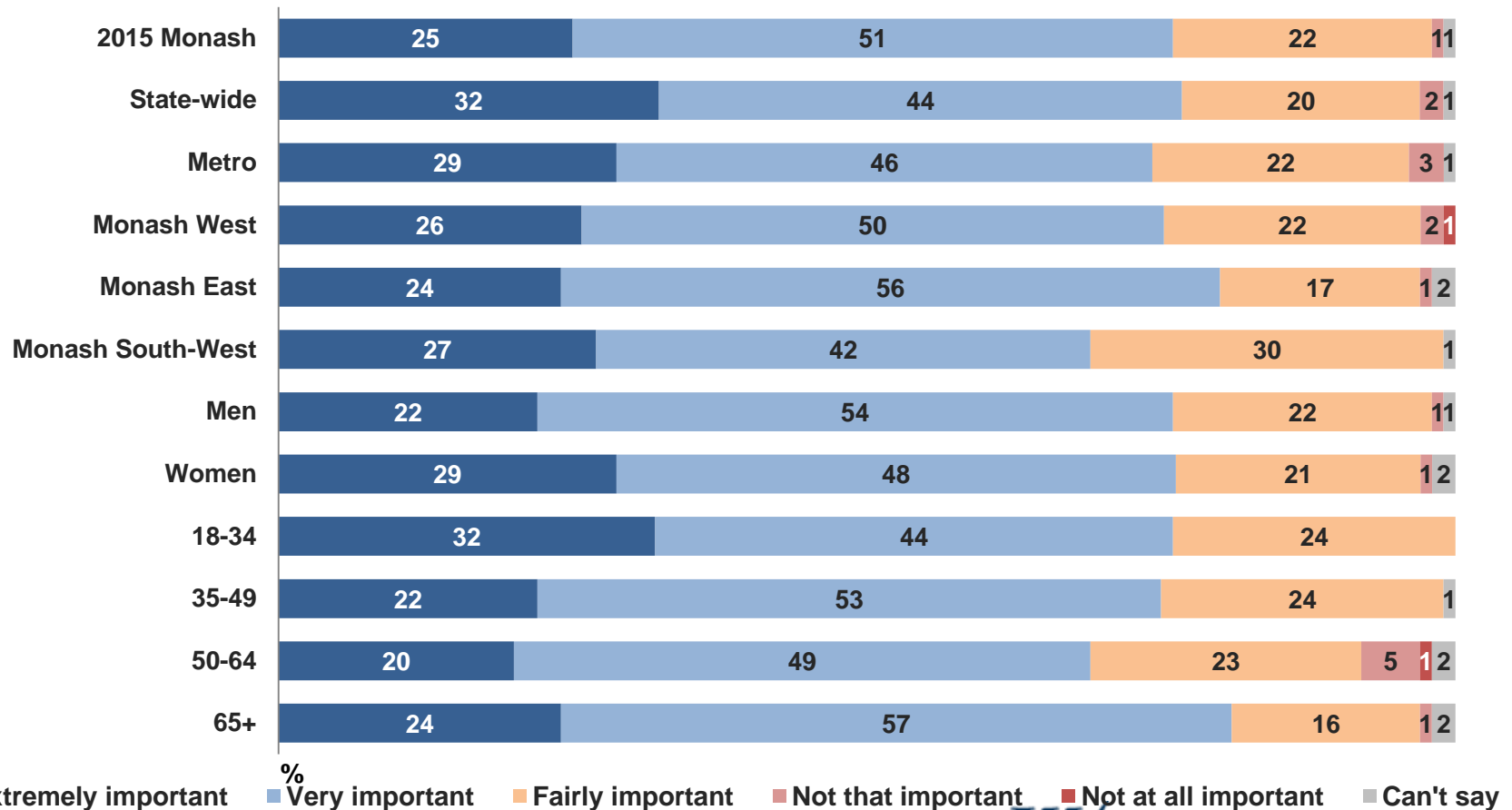
Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

2015 The condition of sealed local roads in your area importance detailed percentages

2015 Sealed Local Roads Importance

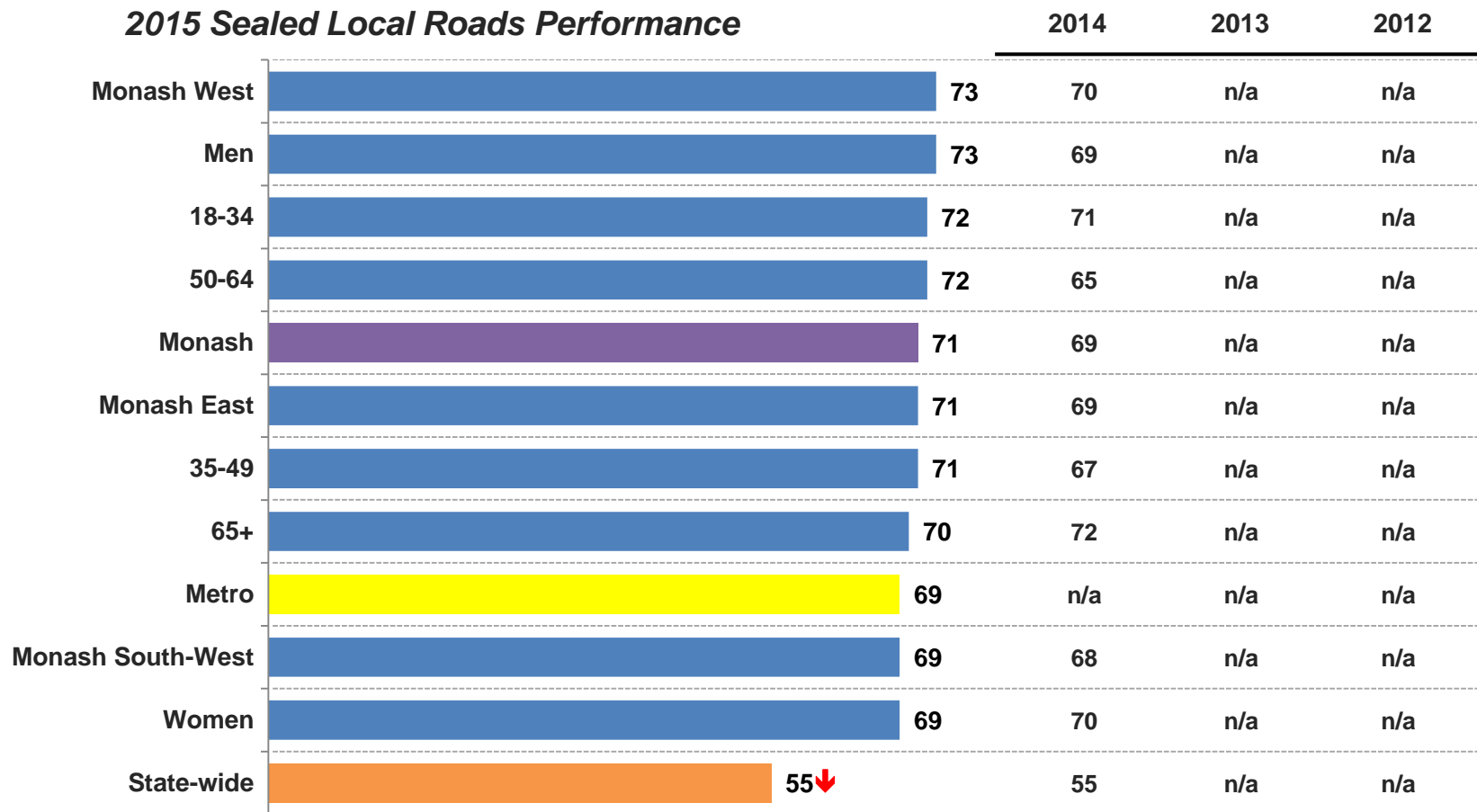


Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 15 Councils asked group: 8



2015 The condition of sealed local roads in your area performance index scores



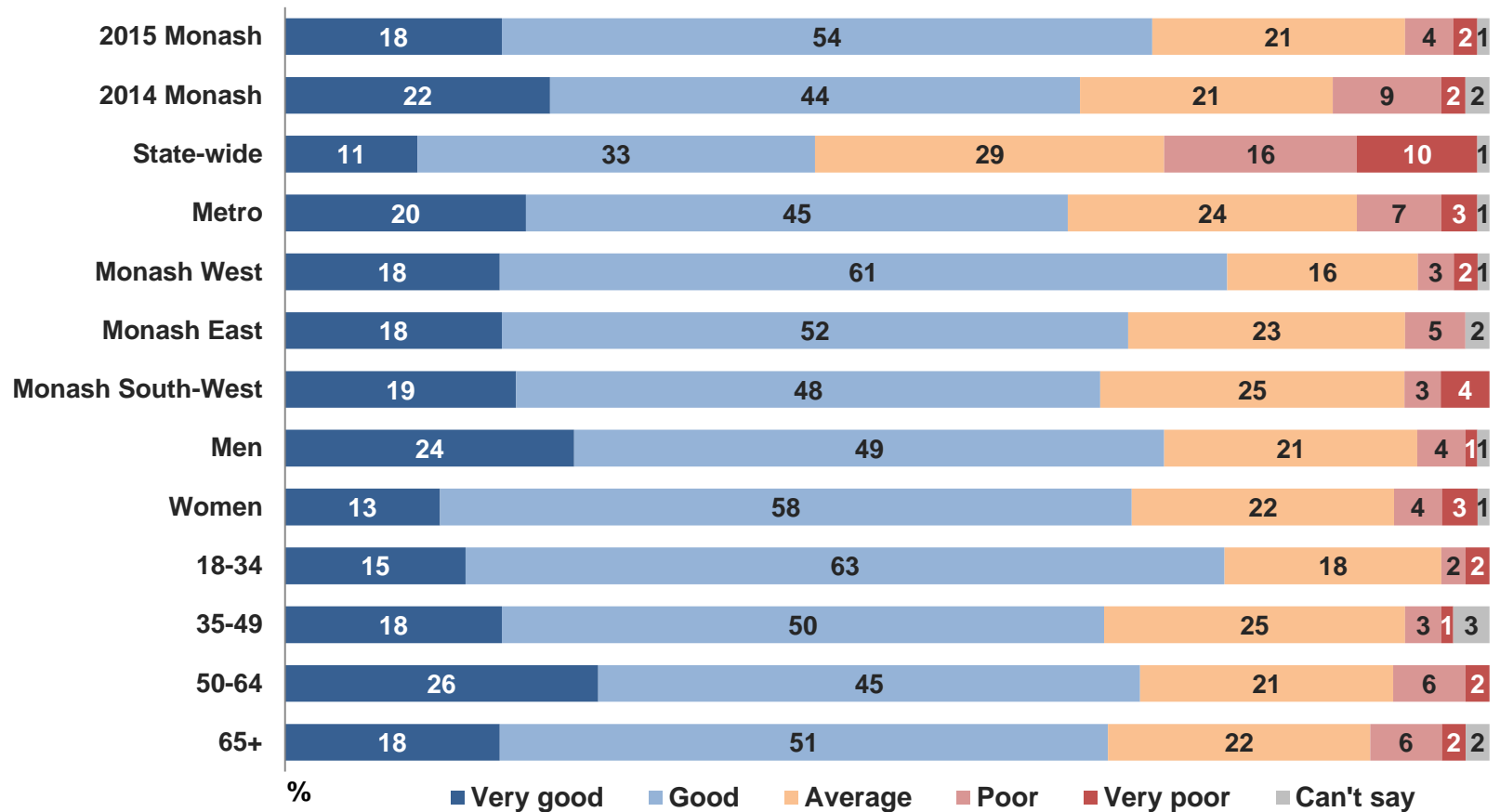
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

Note: Please see slide 5 for explanation about significant differences

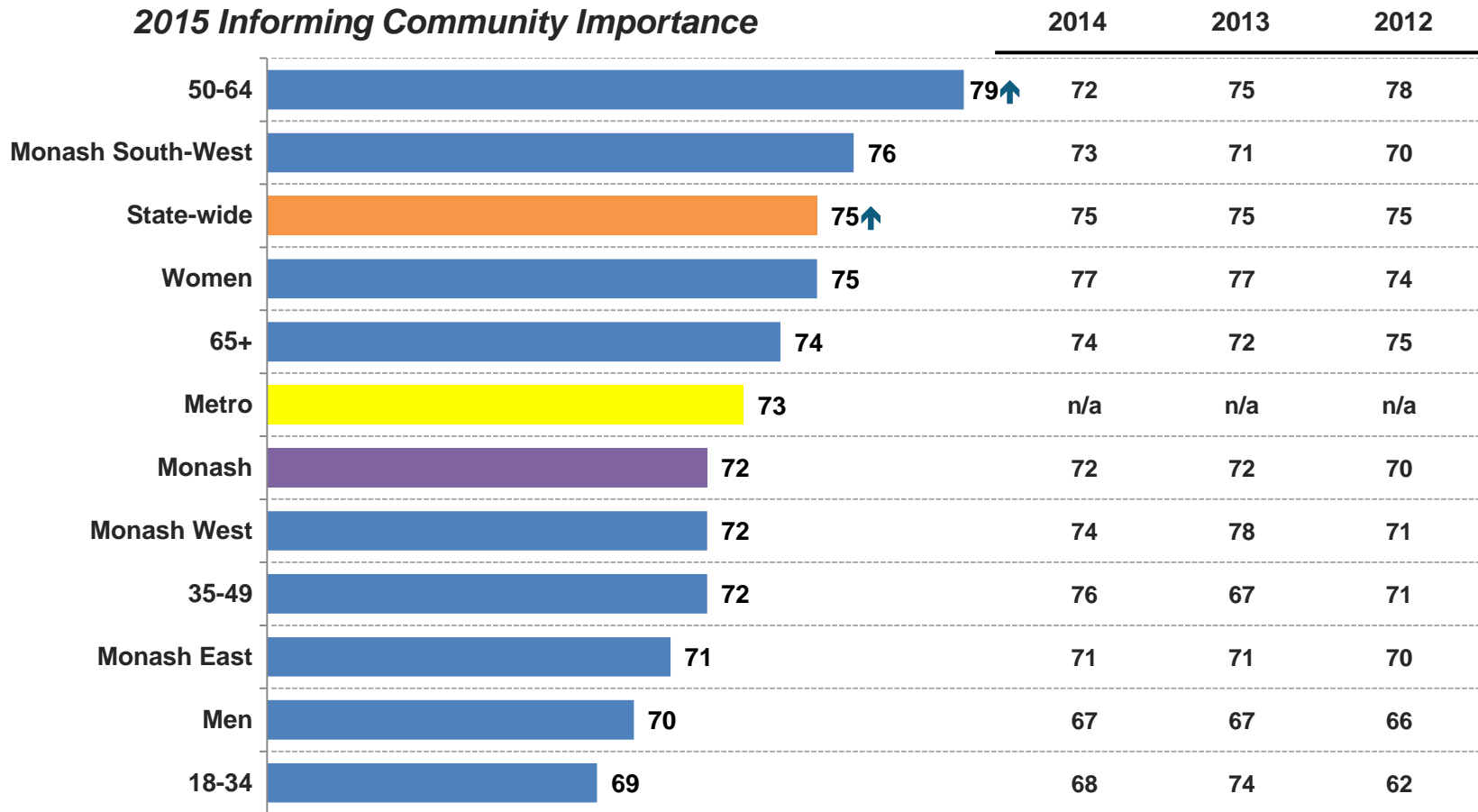
2015 The condition of sealed local roads in your area performance detailed percentages

2015 Sealed Local Roads Performance



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

2015 Informing the Community importance index scores



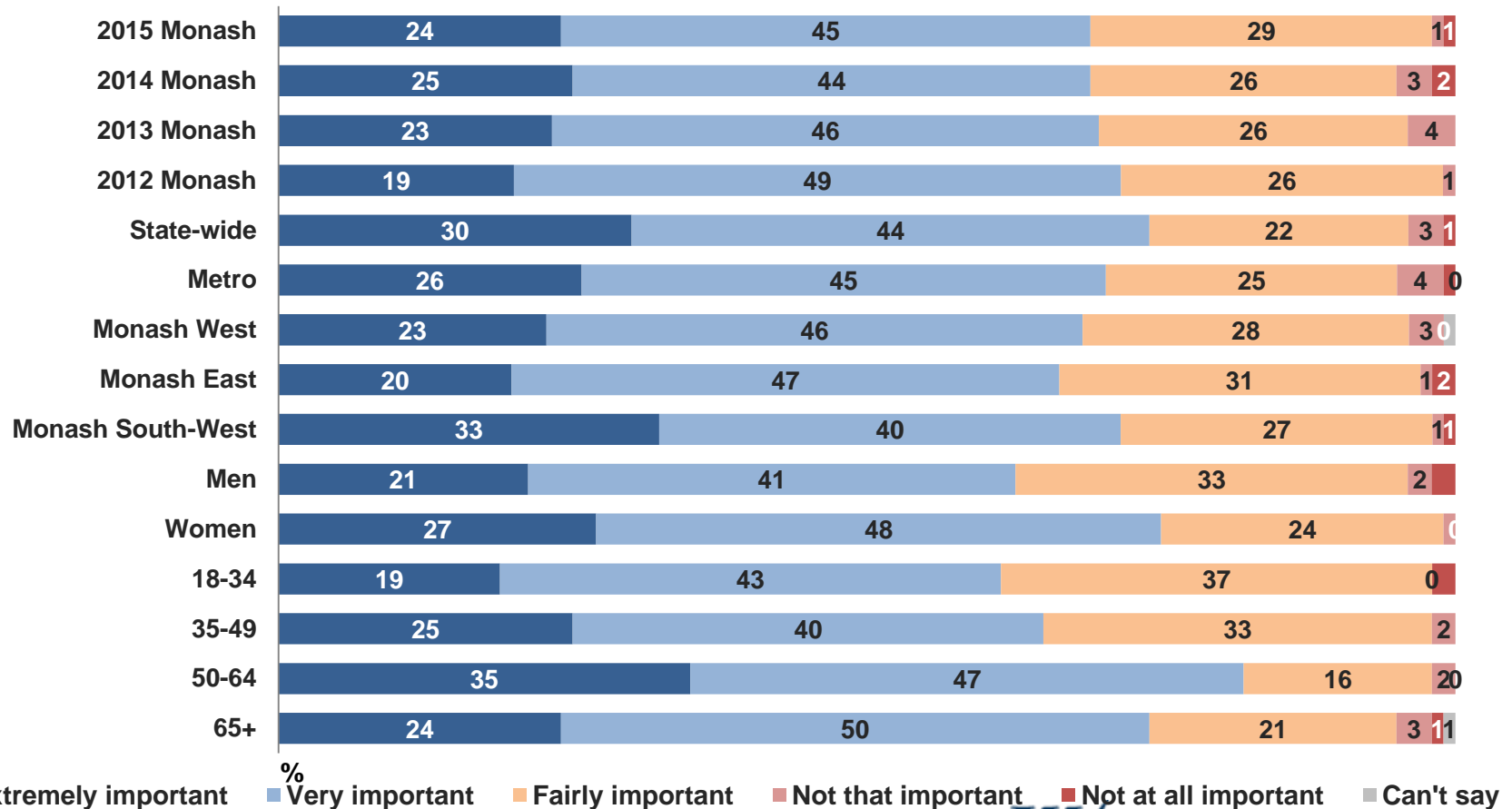
Q1. Firstly, how important should 'Informing the Community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

2015 Informing the Community importance detailed percentages

2015 Informing Community Importance

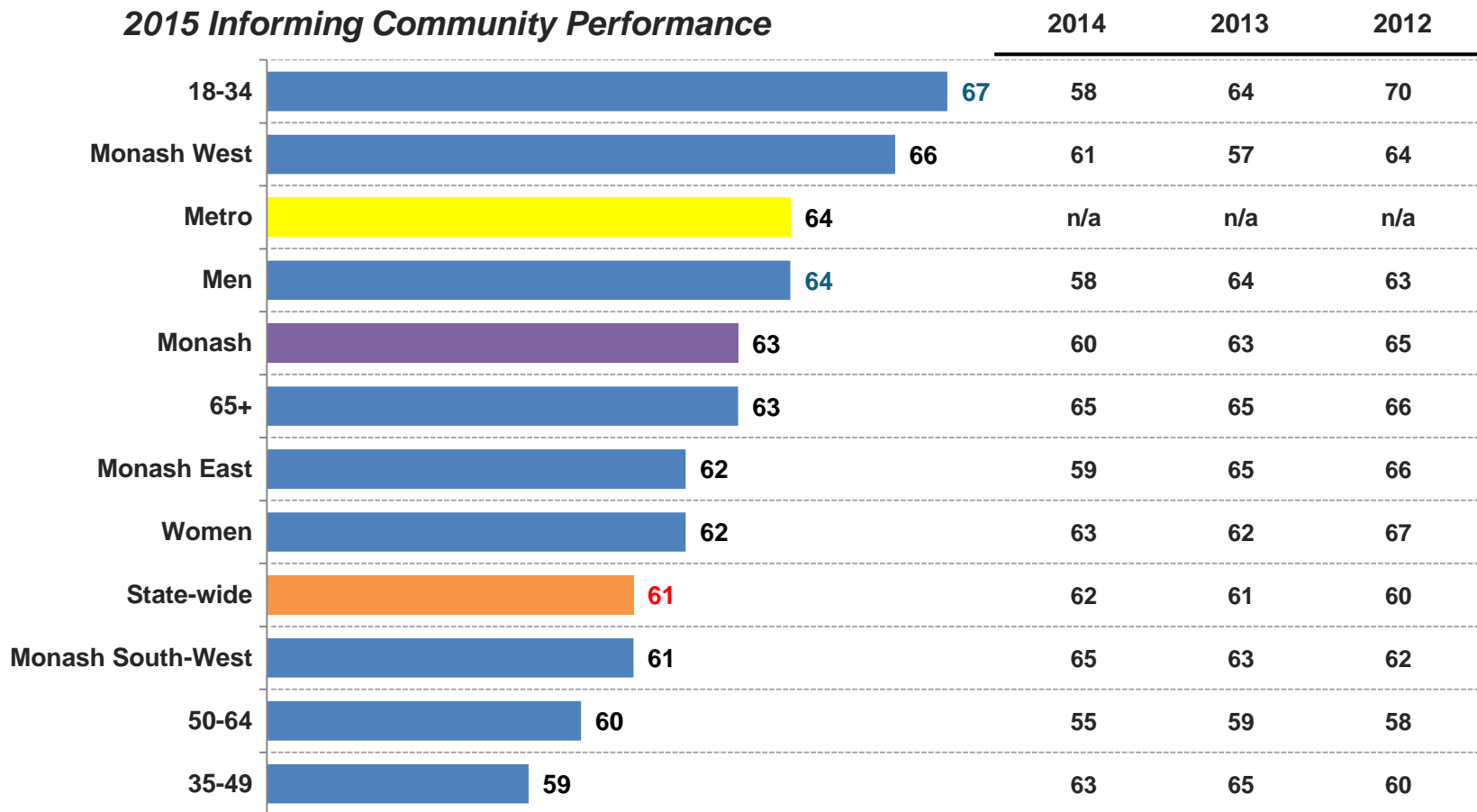


Q1. Firstly, how important should 'Informing the Community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8



2015 Informing the Community performance index scores



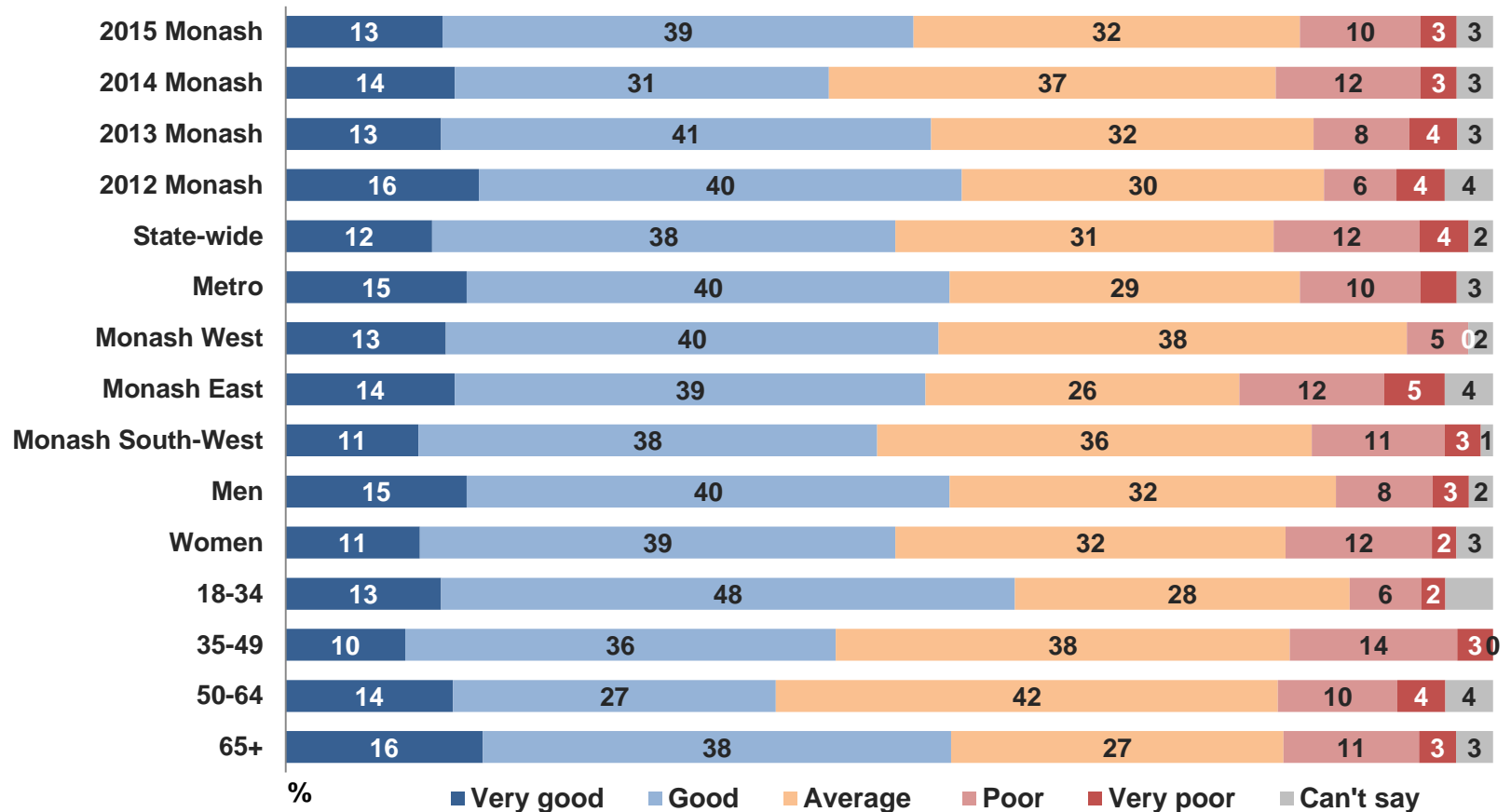
Q2. How has Council performed on 'Informing the Community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 35 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences

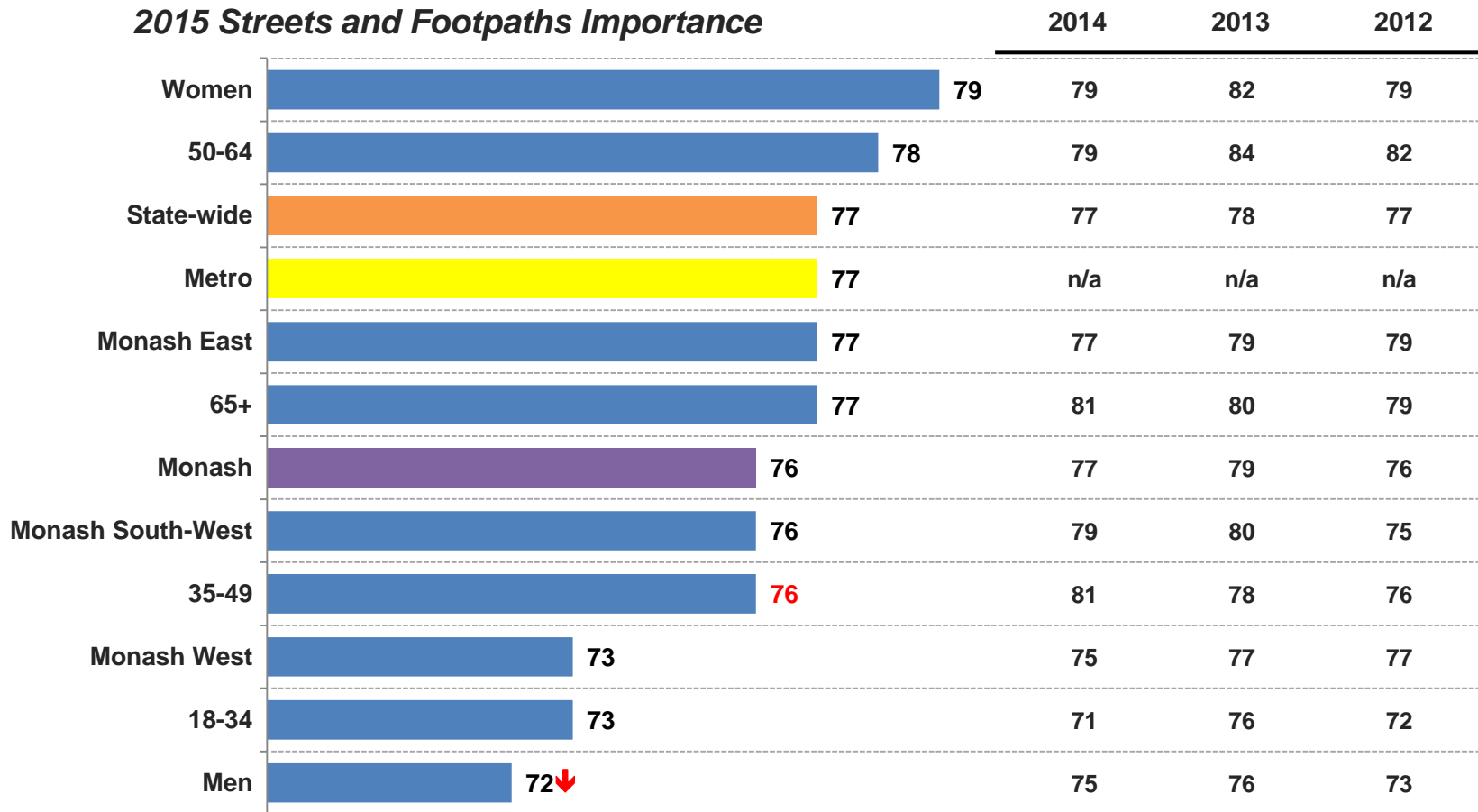
2015 Informing the Community performance detailed percentages

2015 Informing Community Performance



Q2. How has Council performed on 'Informing the Community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 35 Councils asked group: 12

2015 The condition of local streets and footpaths in your area importance index scores



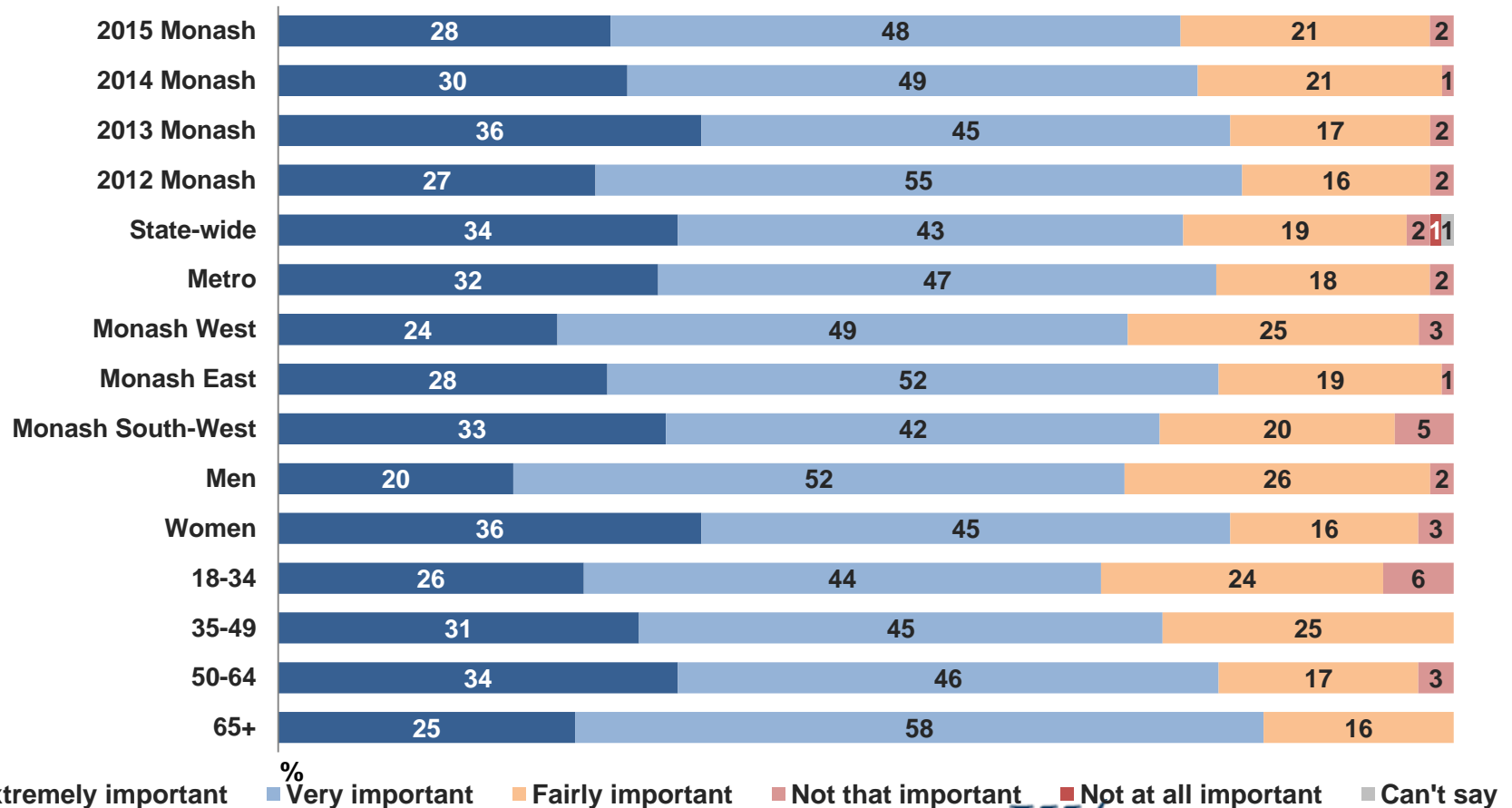
Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6

Note: Please see slide 5 for explanation about significant differences

2015 The condition of local streets and footpaths in your area importance detailed percentages

2015 Streets and Footpaths Importance

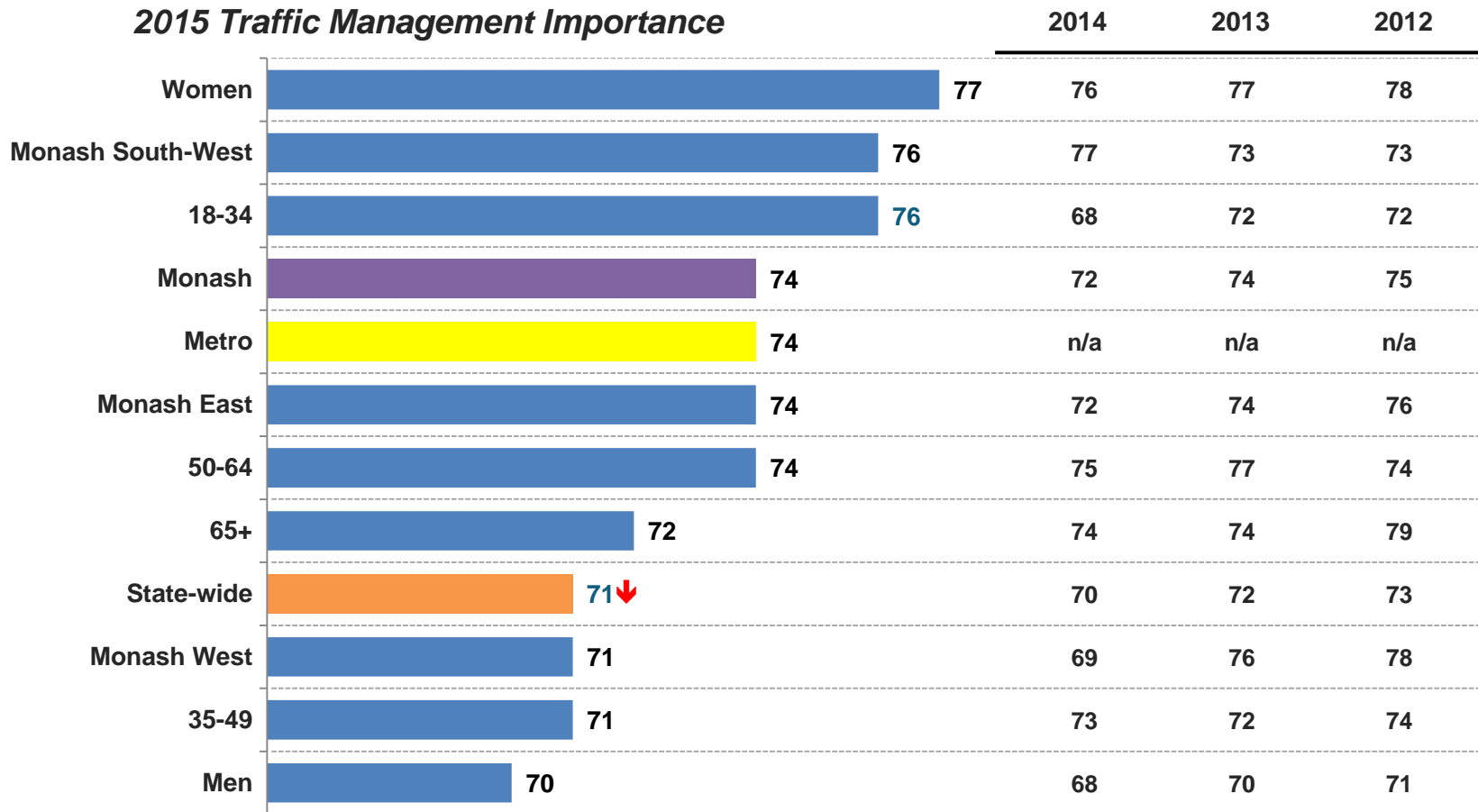


Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6



2015 Traffic Management importance index scores



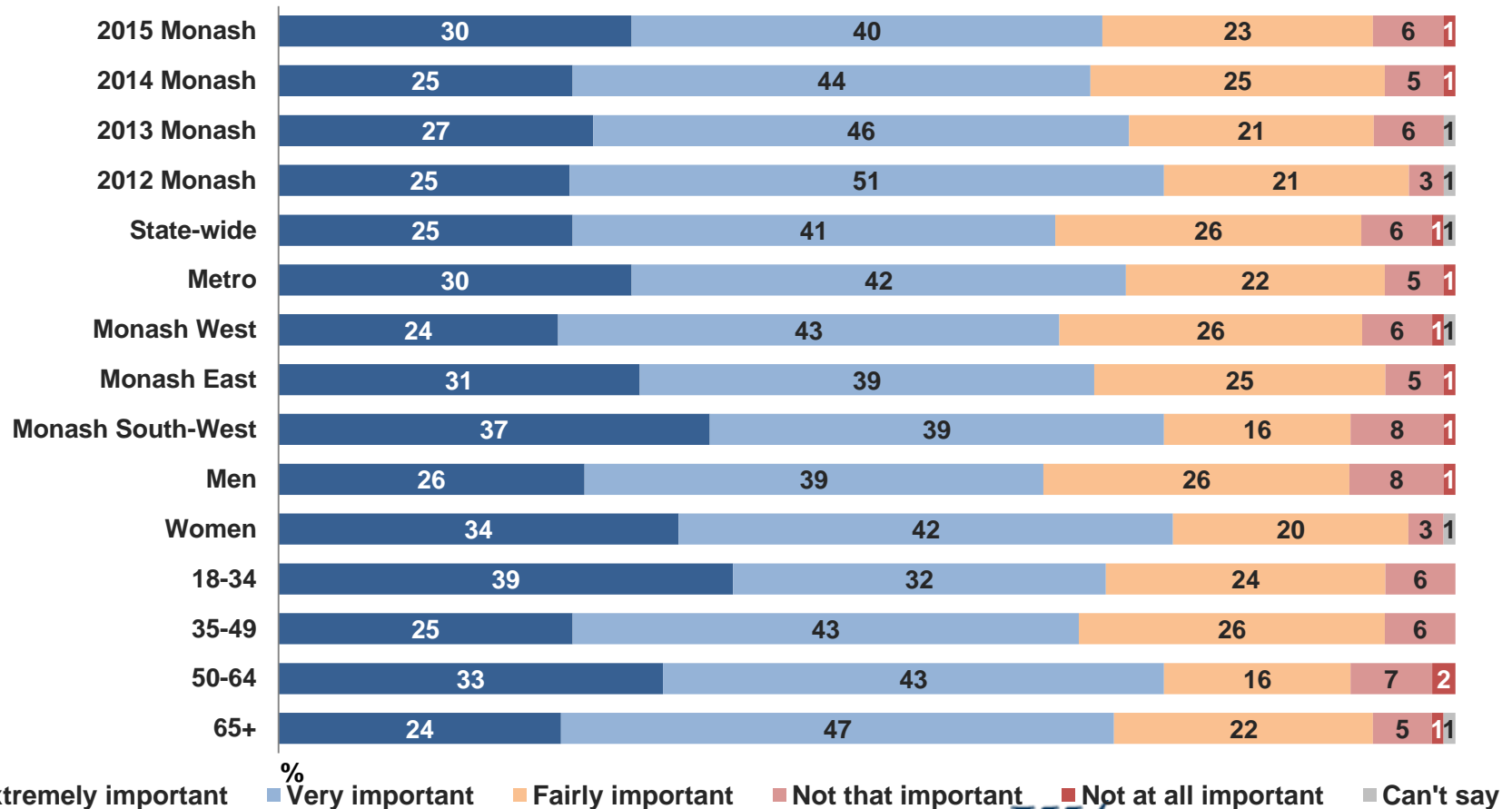
Q1. Firstly, how important should 'Traffic Management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 7

Note: Please see slide 5 for explanation about significant differences

2015 Traffic Management importance detailed percentages

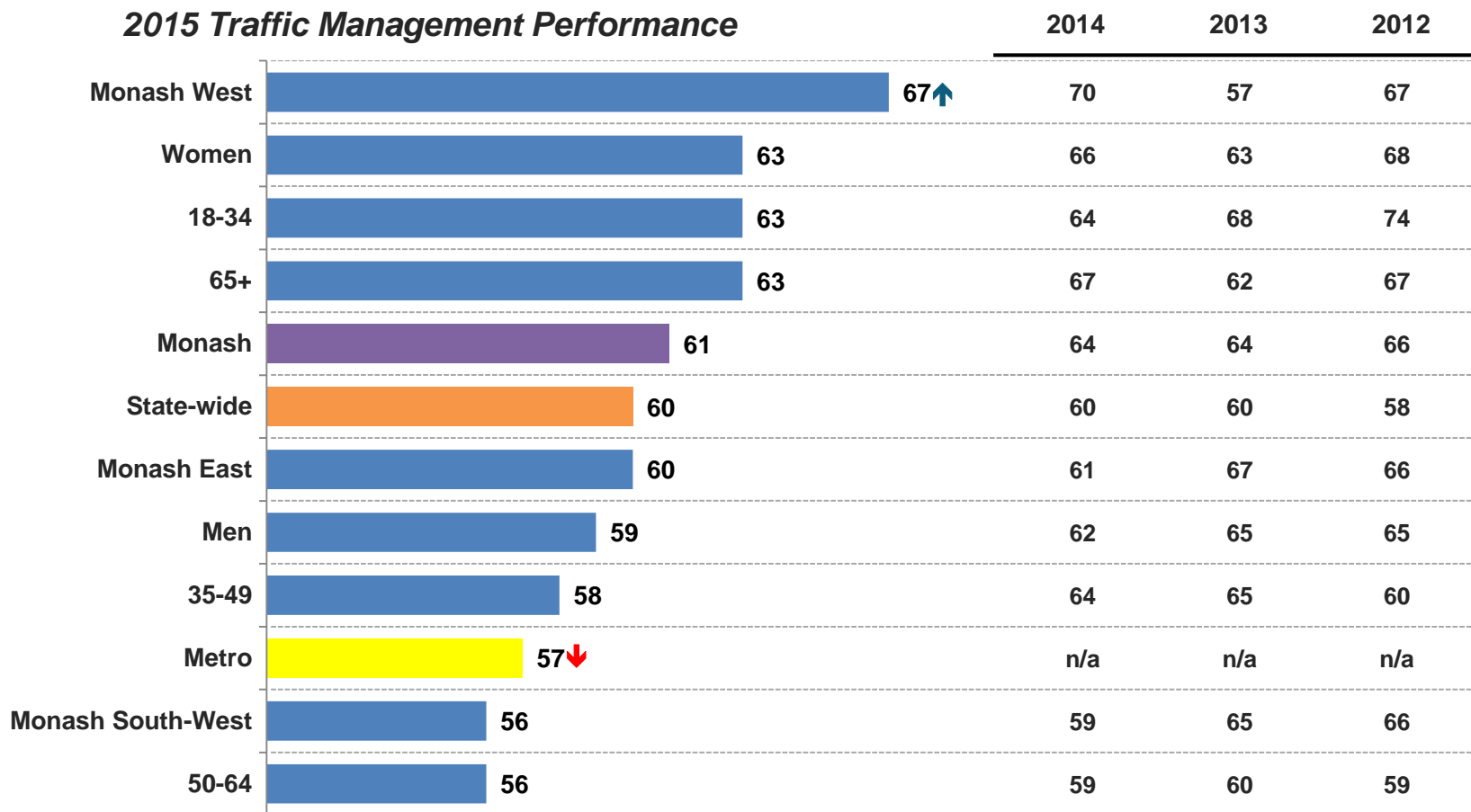
2015 Traffic Management Importance



Q1. Firstly, how important should 'Traffic Management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 7



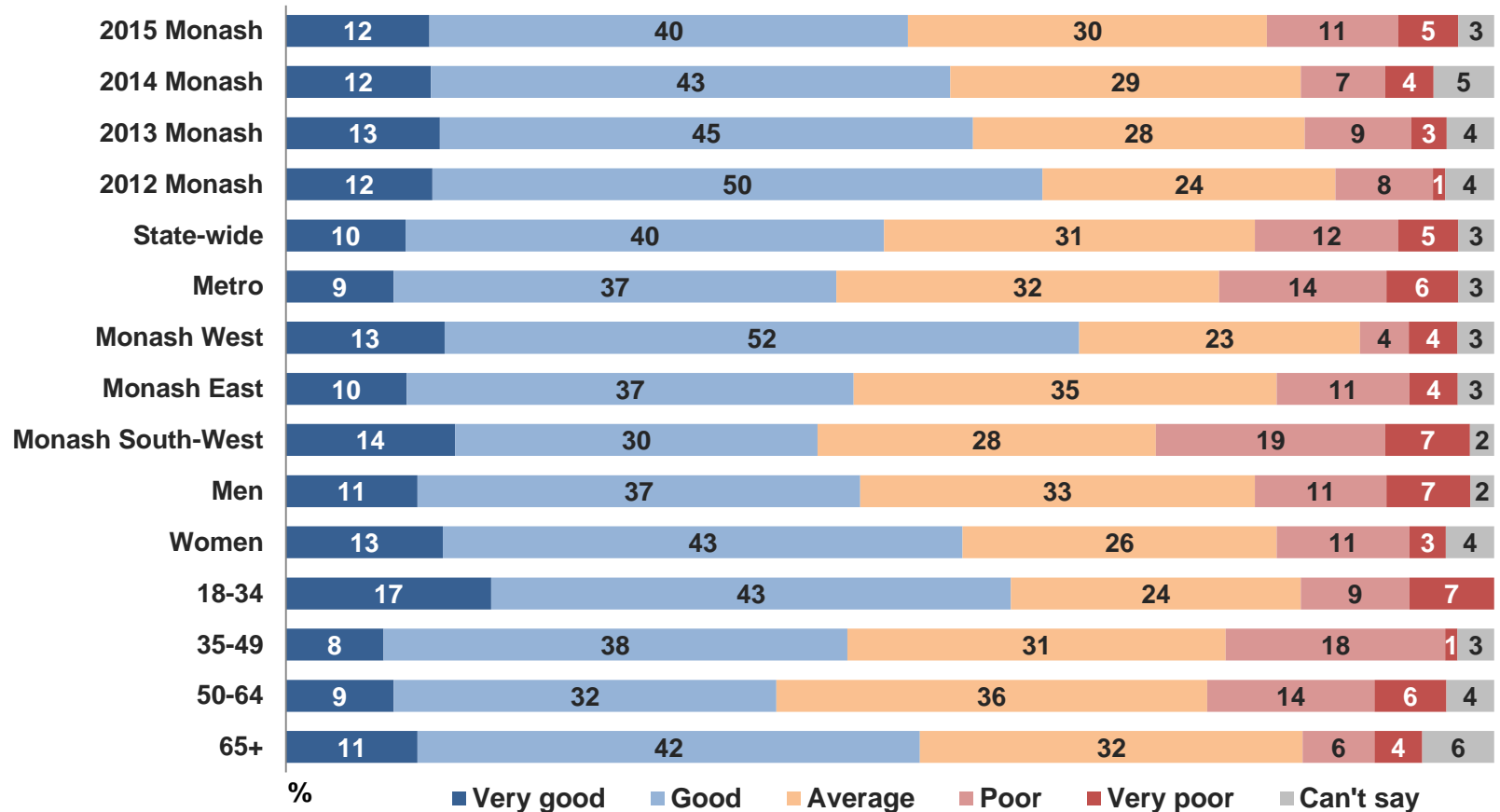
2015 Traffic Management performance index scores



Q2. How has Council performed on 'Traffic Management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 10
 Note: Please see slide 5 for explanation about significant differences

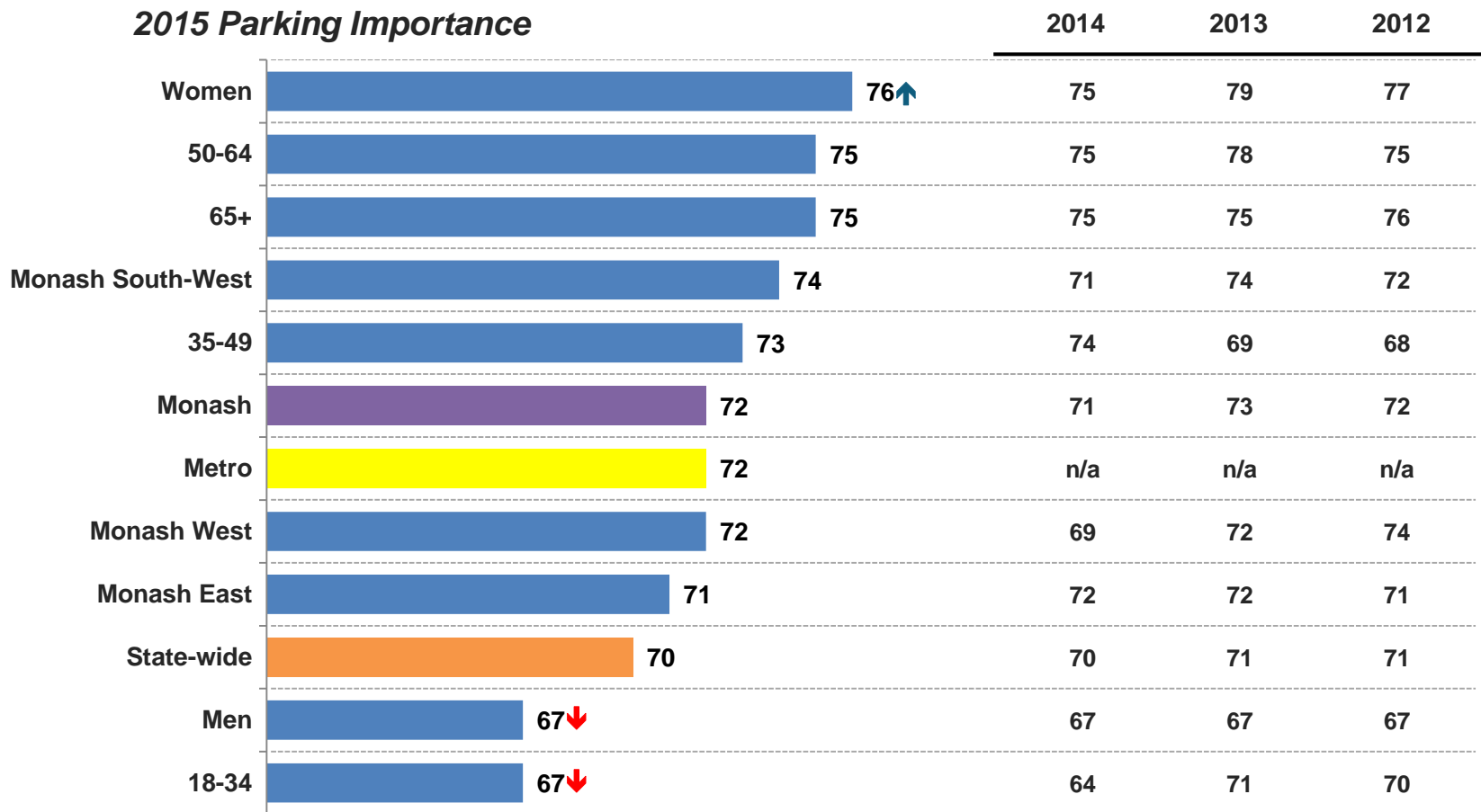
2015 Traffic Management performance detailed percentages

2015 Traffic Management Performance



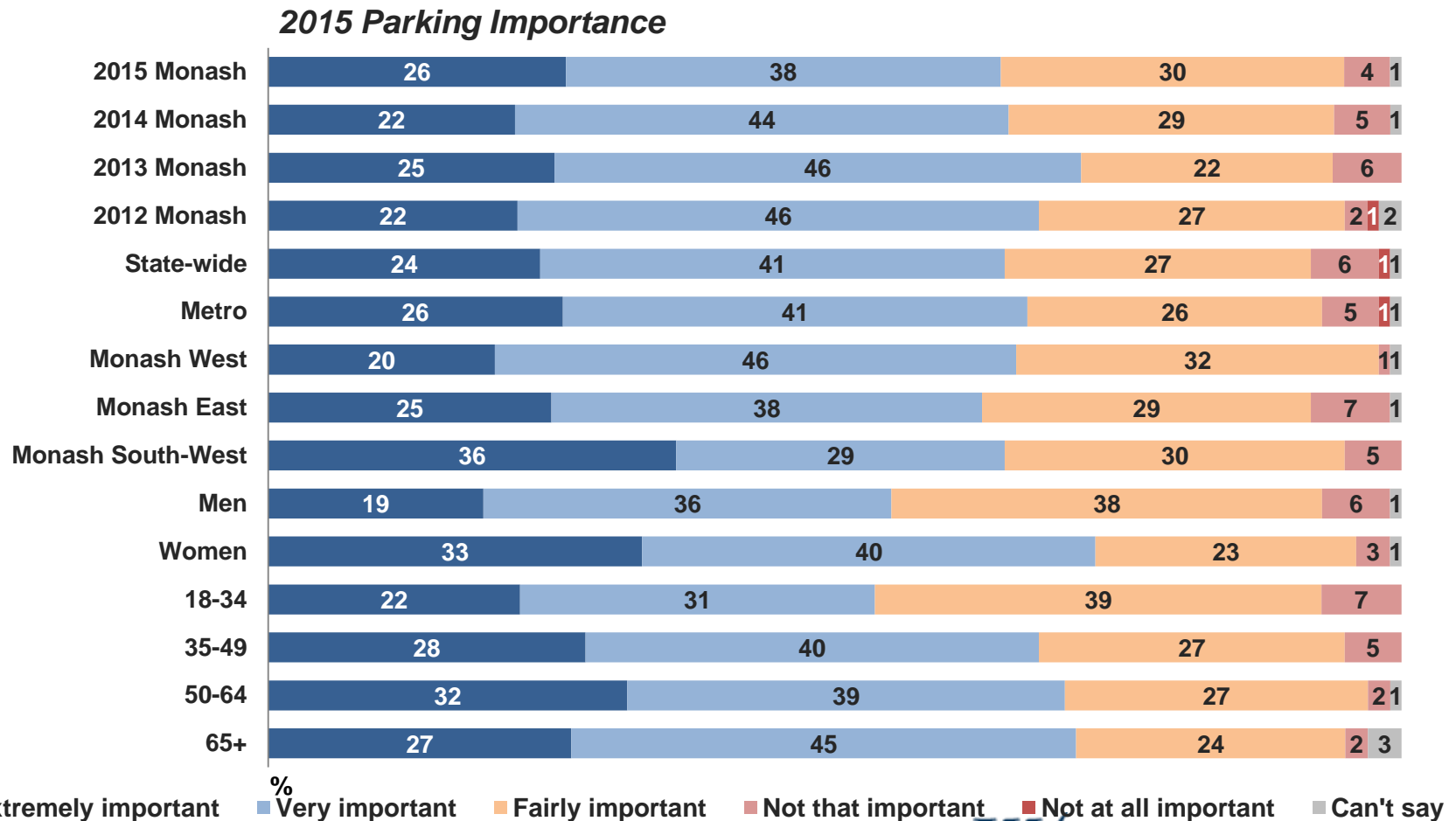
Q2. How has Council performed on 'Traffic Management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 10

2015 Parking Facilities importance index scores



Q1. Firstly, how important should 'Parking Facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8
 Note: Please see slide 5 for explanation about significant differences

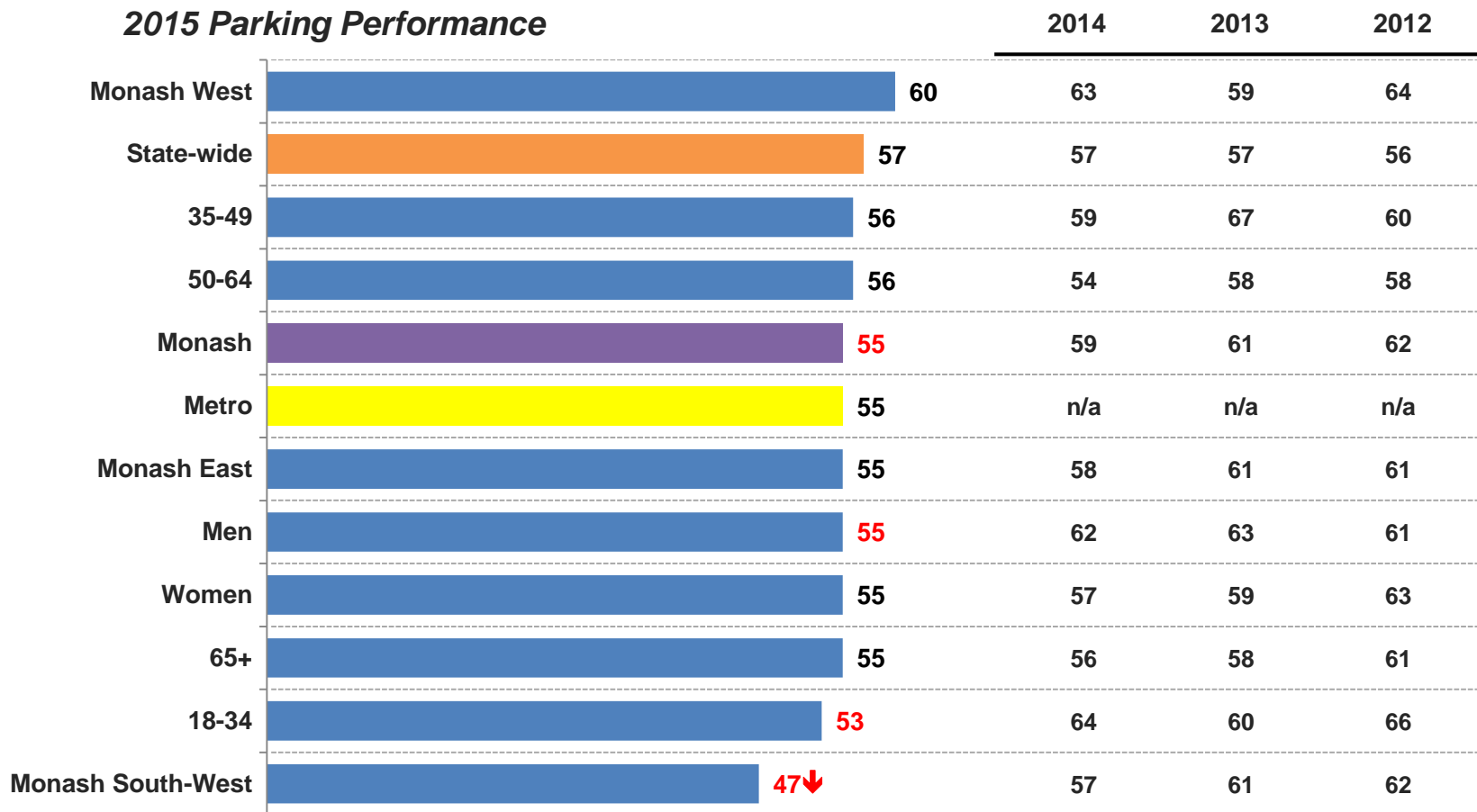
2015 Parking Facilities importance detailed percentages



Q1. Firstly, how important should 'Parking Facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8

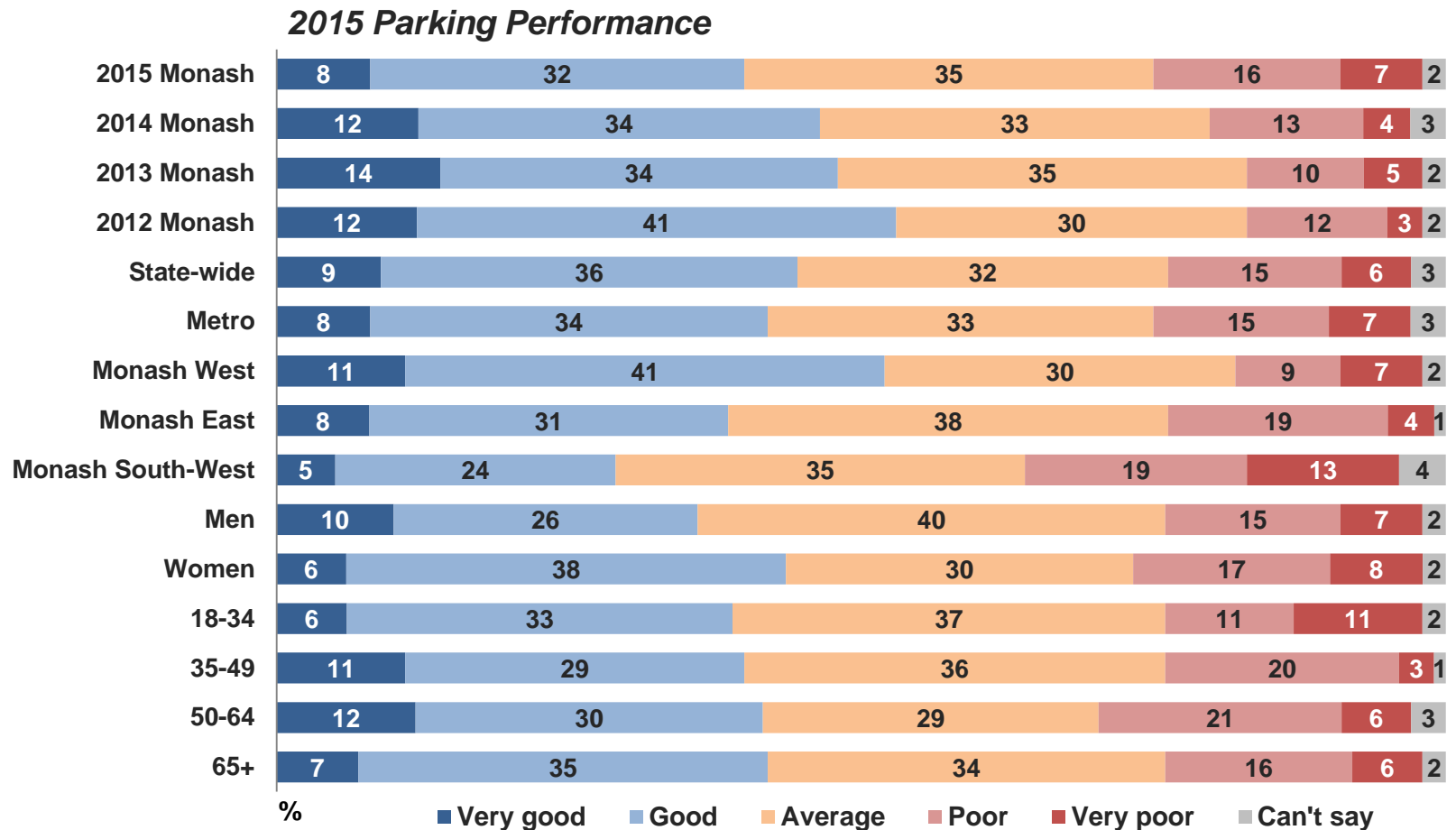


2015 Parking Facilities performance index scores



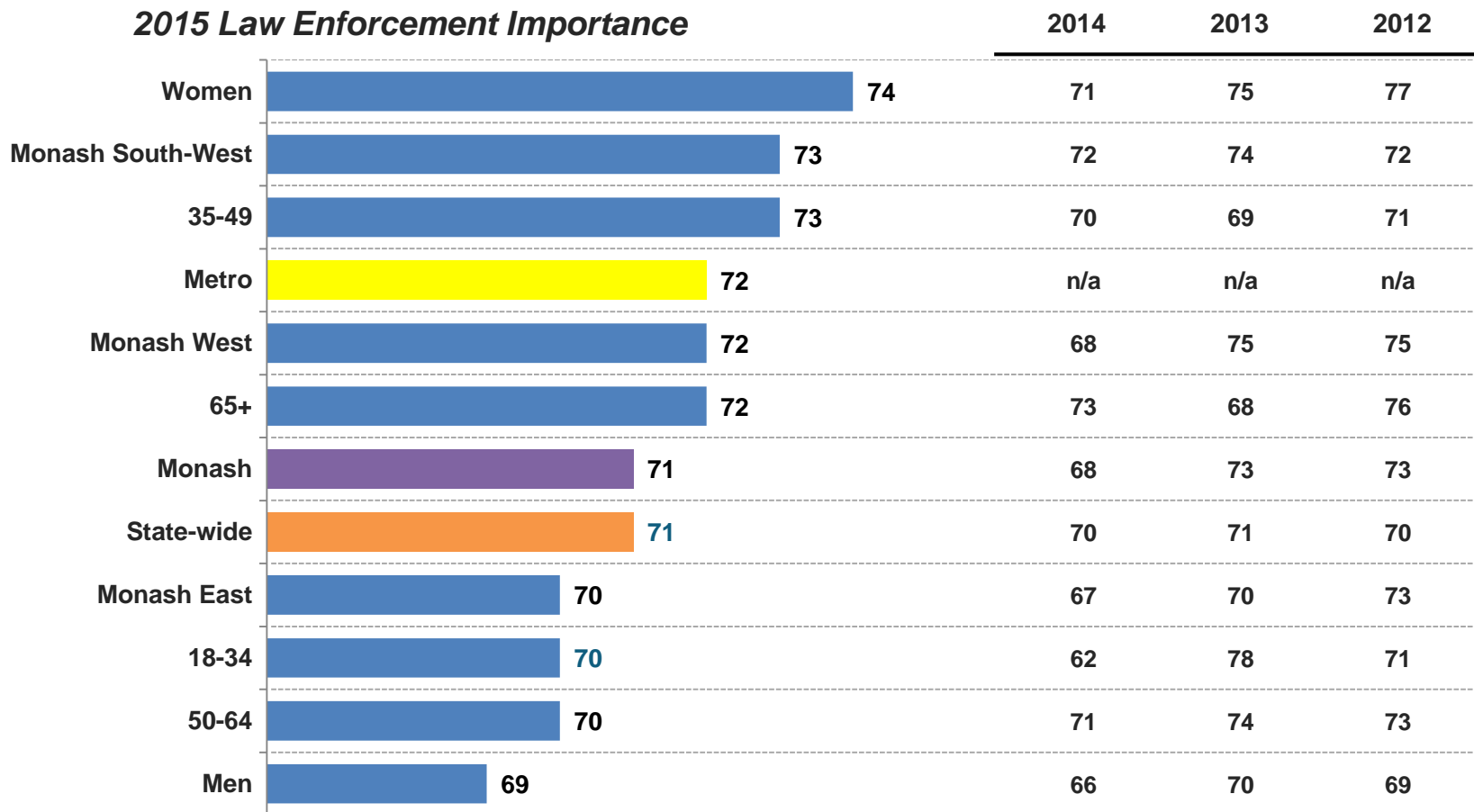
Q2. How has Council performed on 'Parking Facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 11
 Note: Please see slide 5 for explanation about significant differences

2015 Parking Facilities performance detailed percentages



Q2. How has Council performed on 'Parking Facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 11

2015 Enforcement of local laws importance index scores



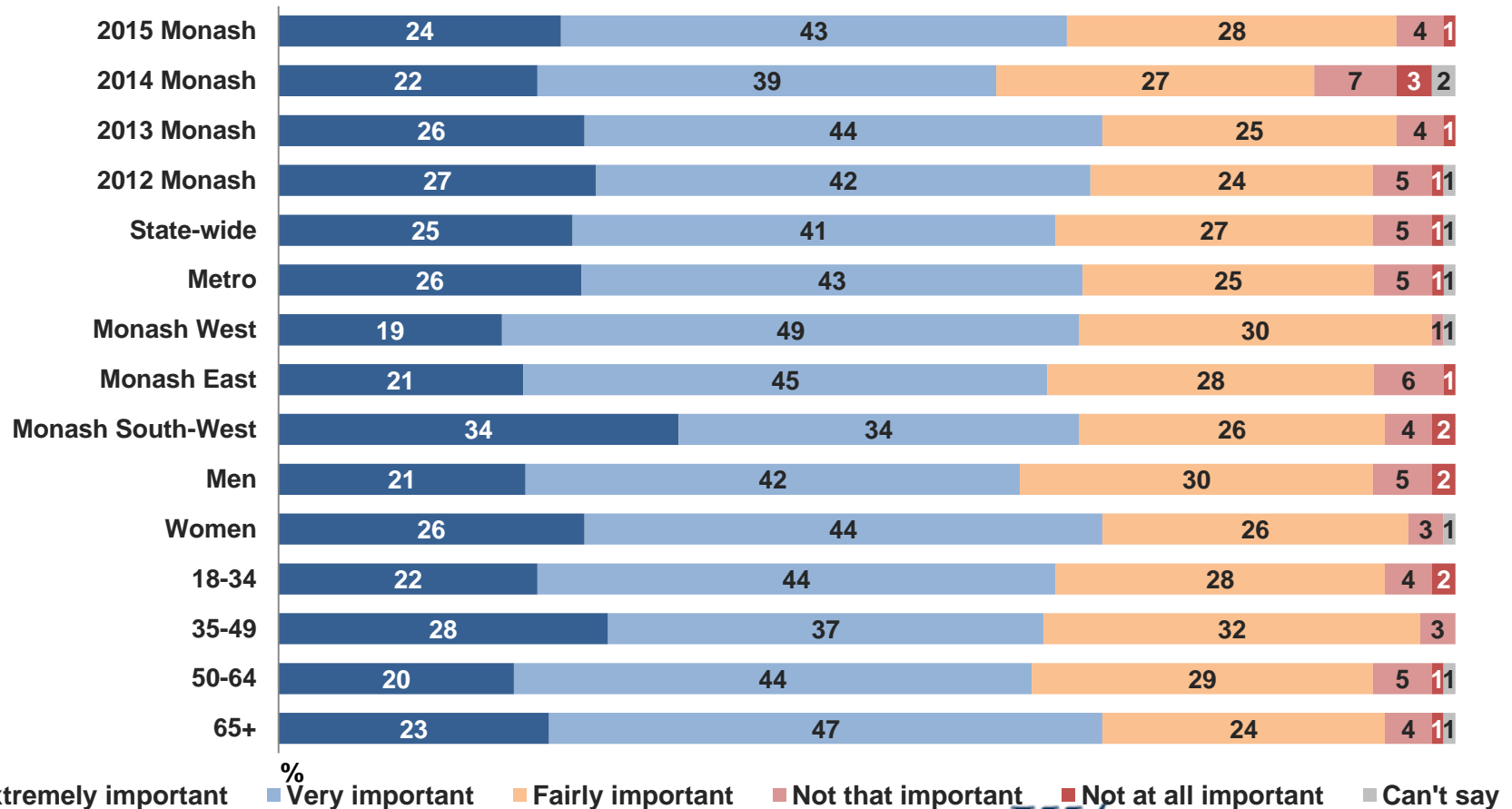
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2015 Enforcement of Local Laws importance detailed percentages

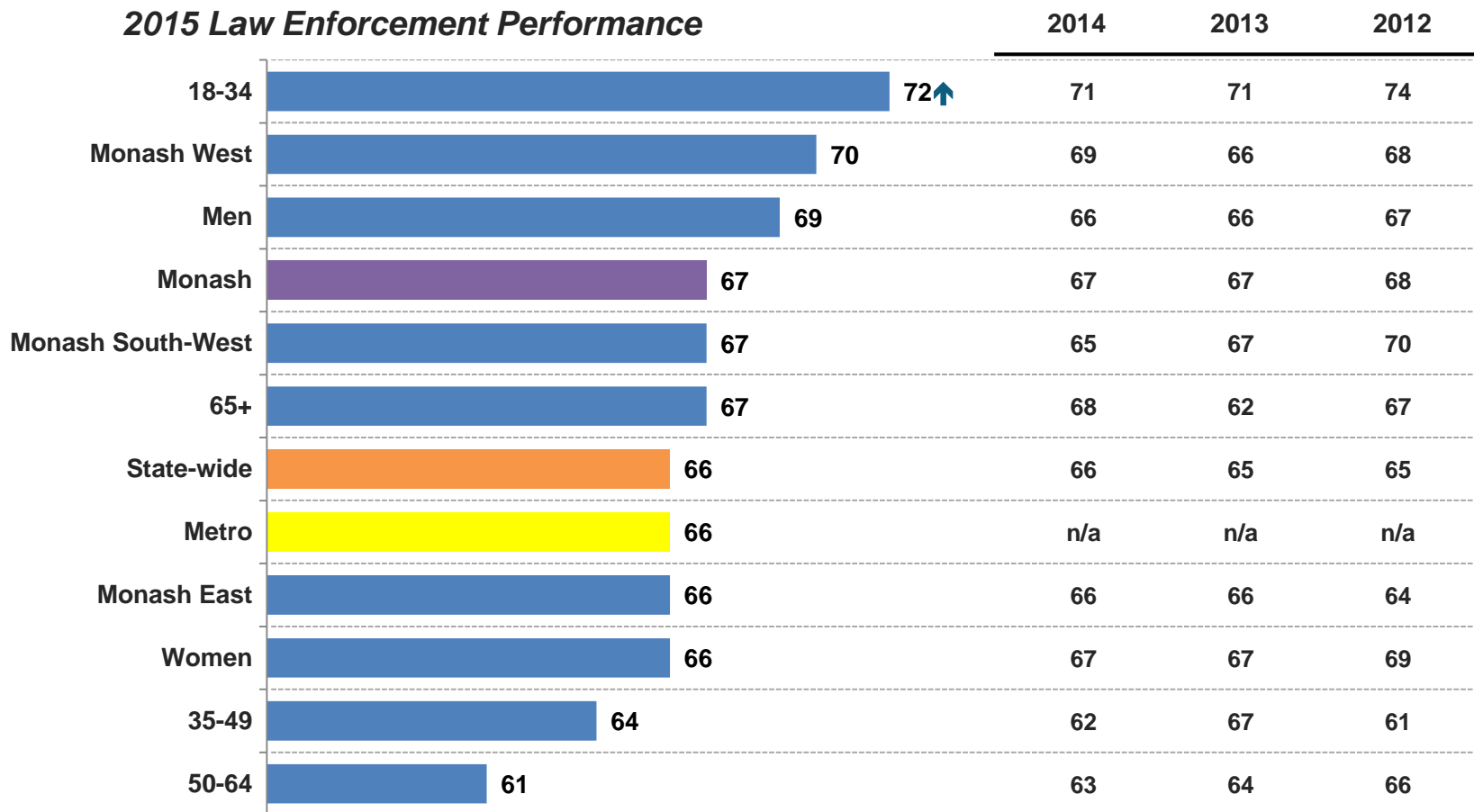
2015 Law Enforcement Importance



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6



2015 Enforcement of local laws performance index scores



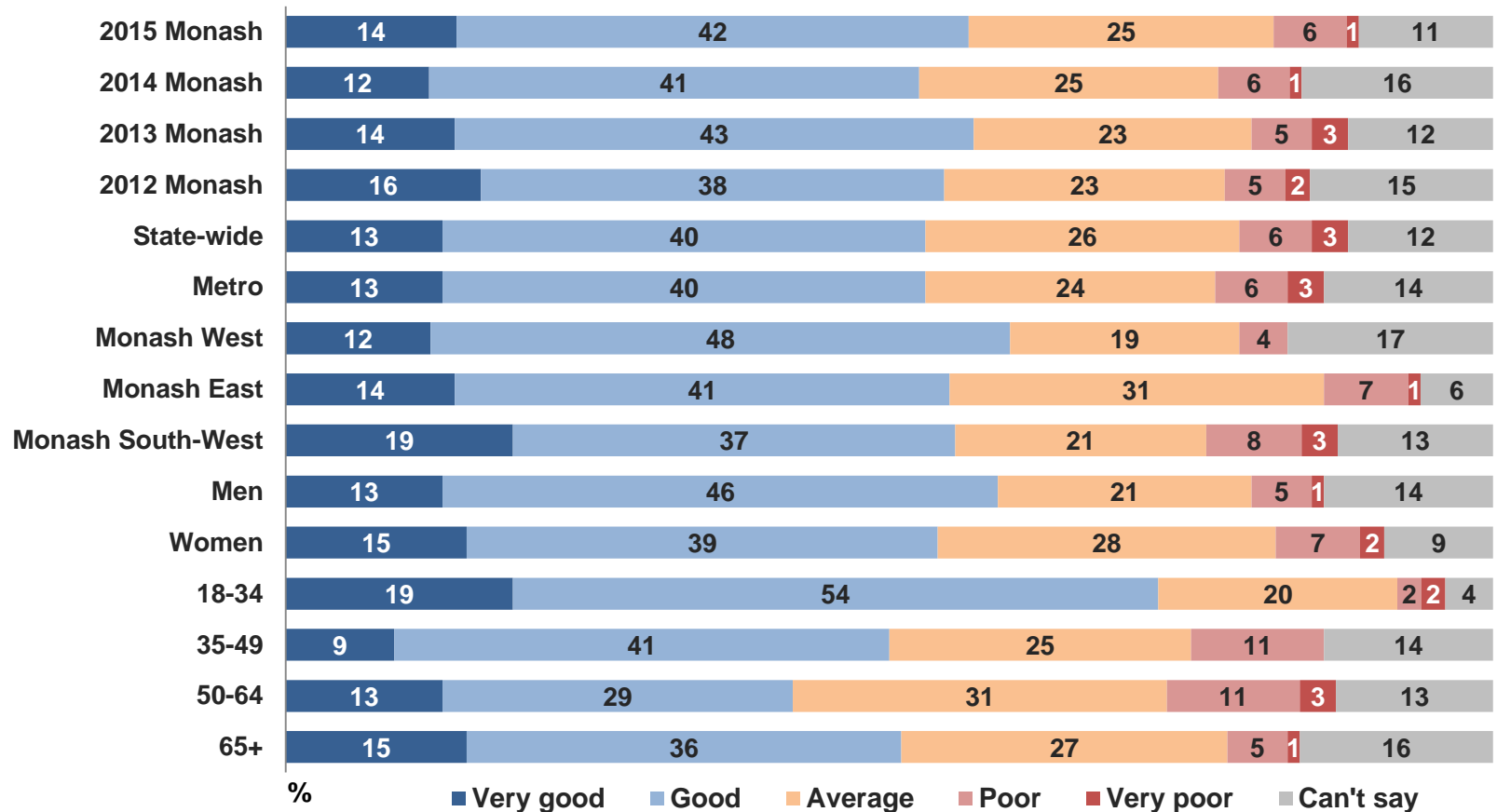
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10

Note: Please see slide 5 for explanation about significant differences

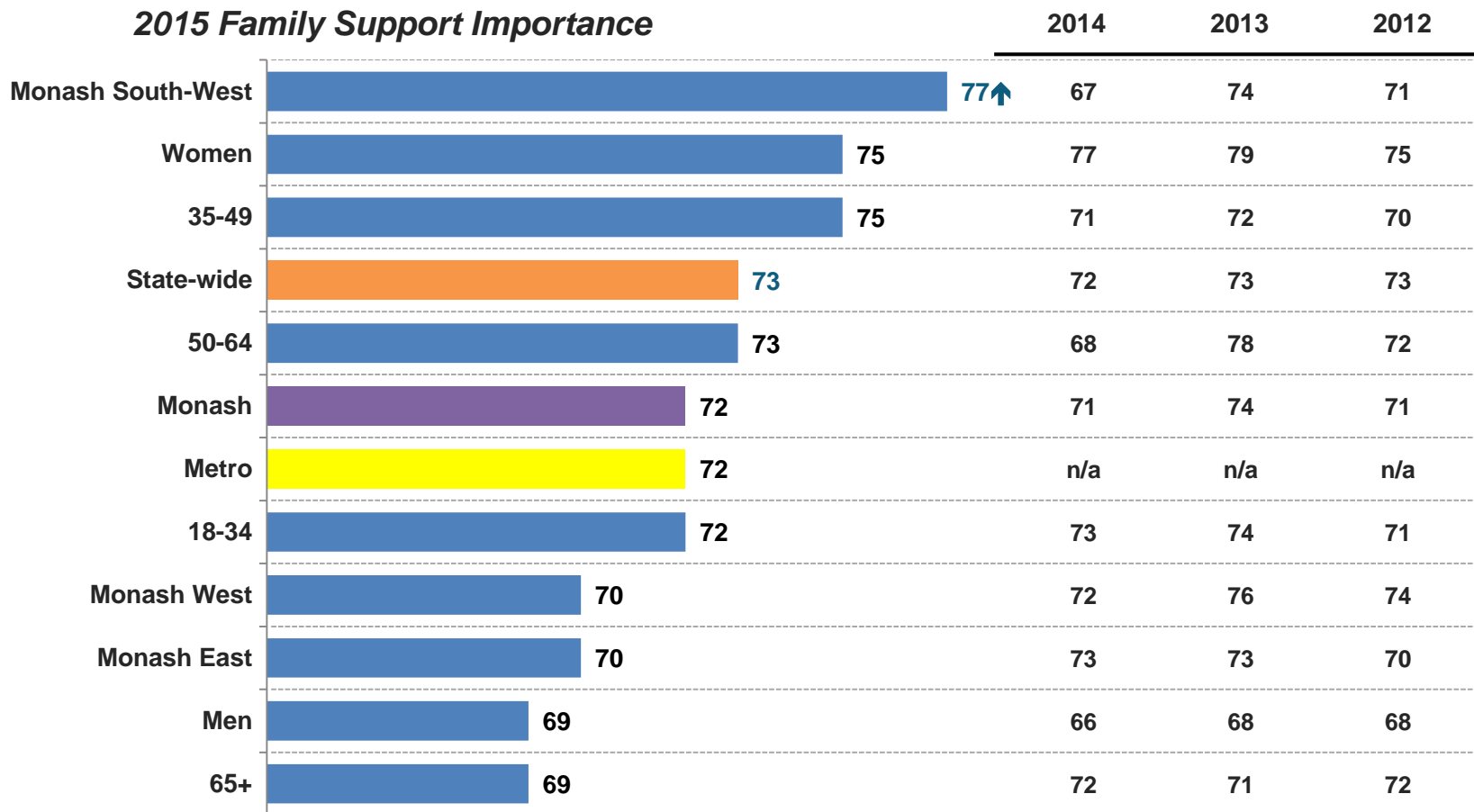
2015 Enforcement of Local Laws performance detailed percentages

2015 Law Enforcement Performance



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10

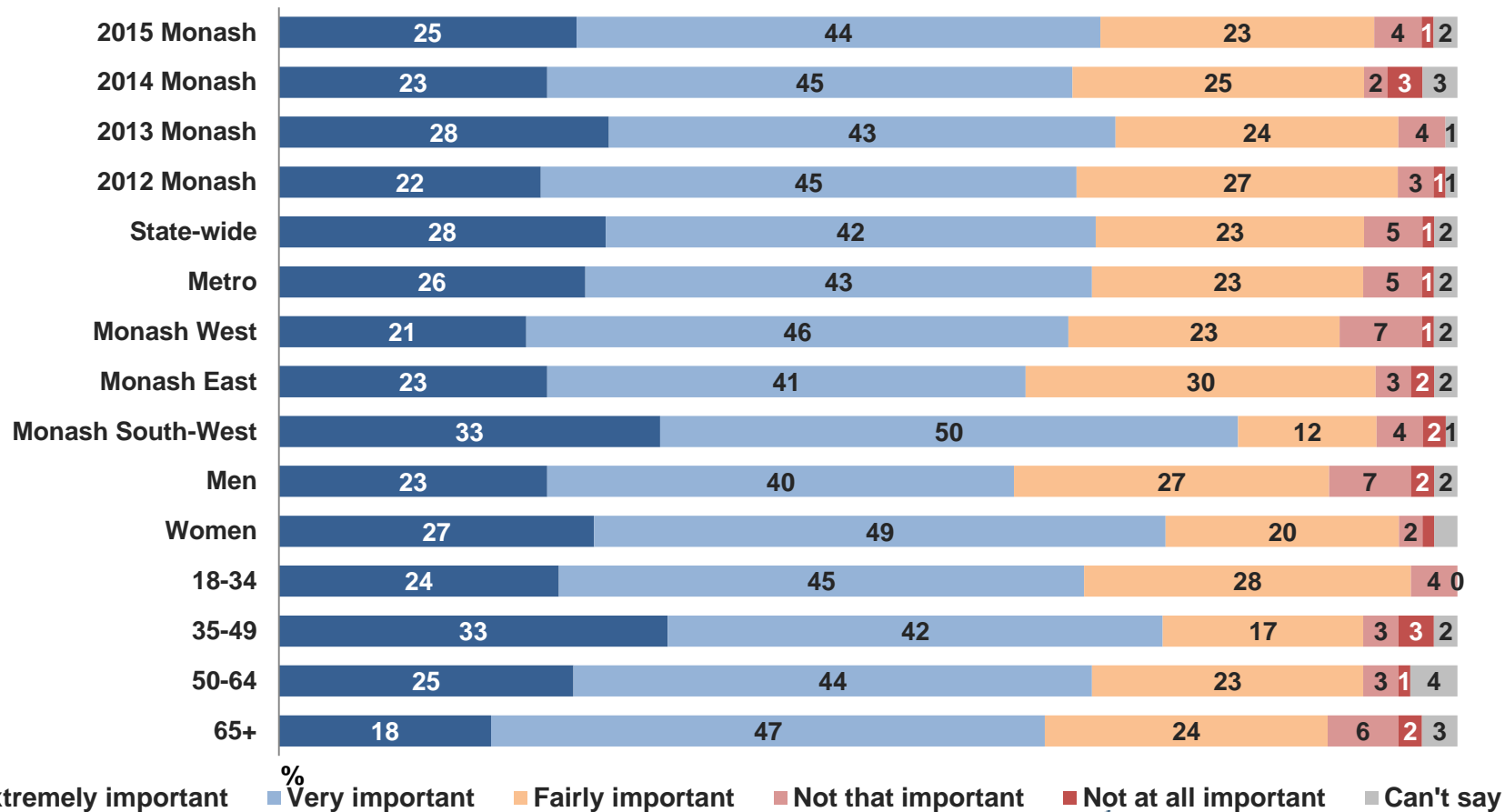
2015 Family Support Services importance index scores



Q1. Firstly, how important should 'Family Support Services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8
 Note: Please see slide 5 for explanation about significant differences

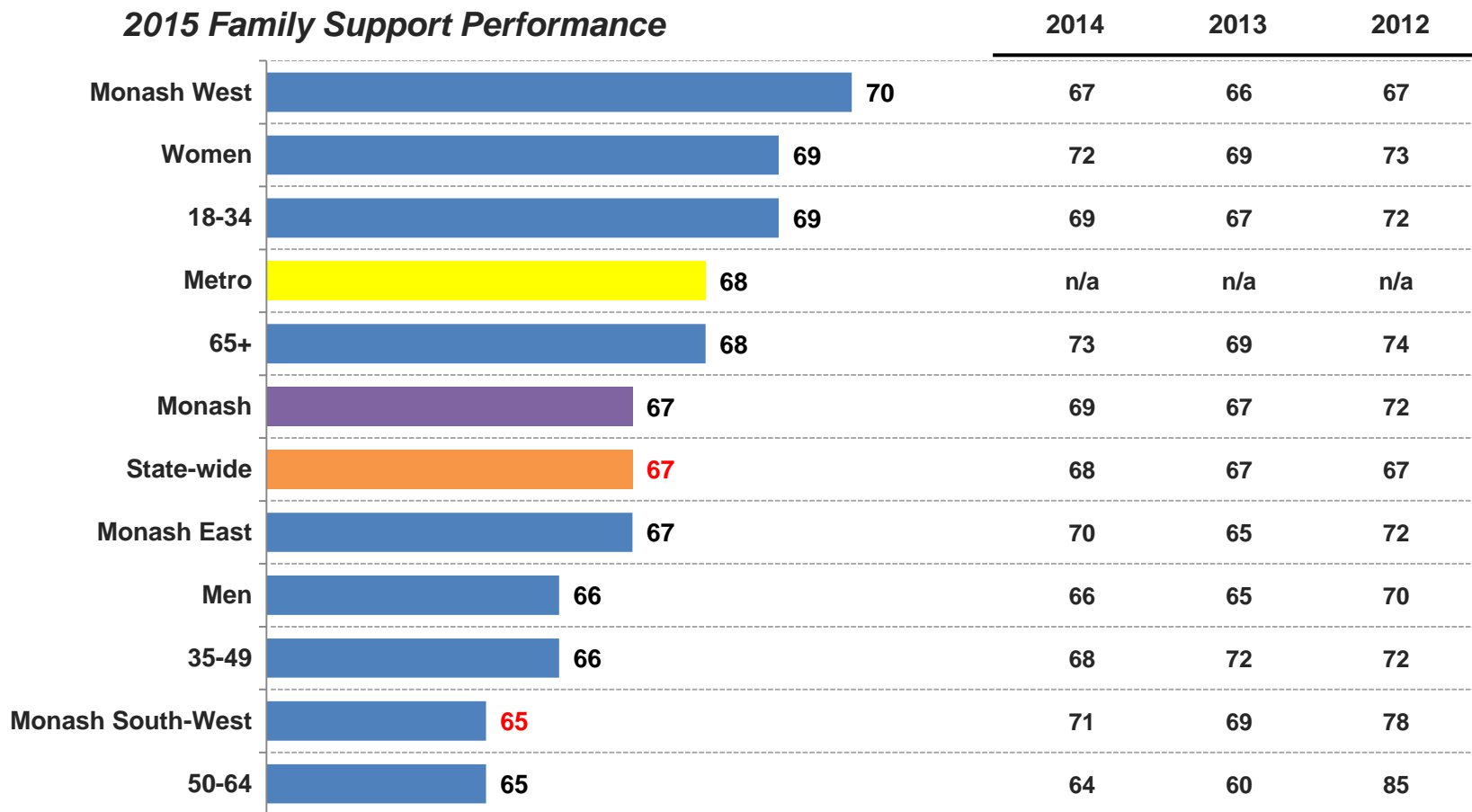
2015 Family Support Services importance detailed percentages

2015 Family Support Importance



Q1. Firstly, how important should 'Family Support Services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

2015 Family Support Services performance index scores



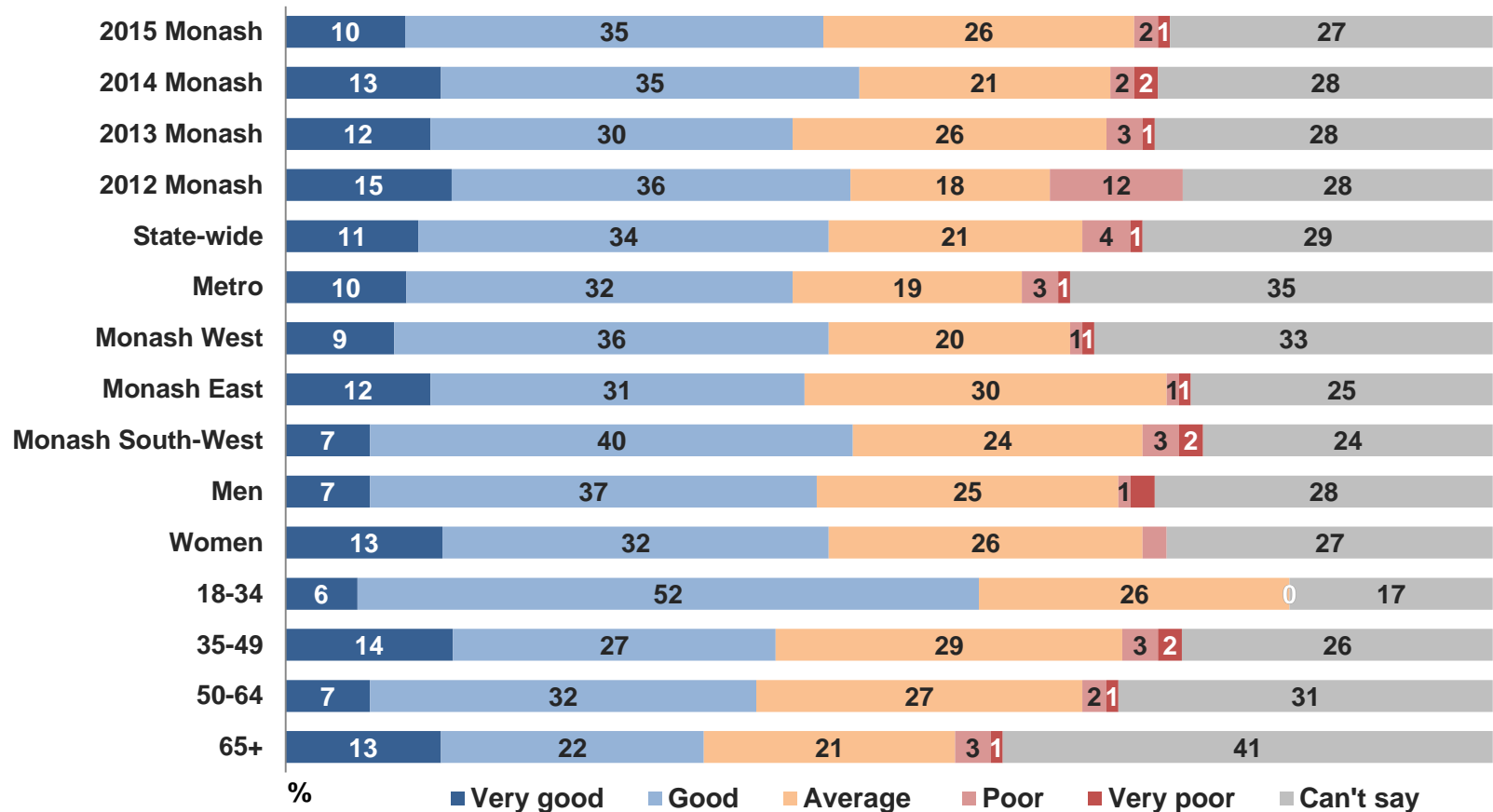
Q2. How has Council performed on 'Family Support Services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 37 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences

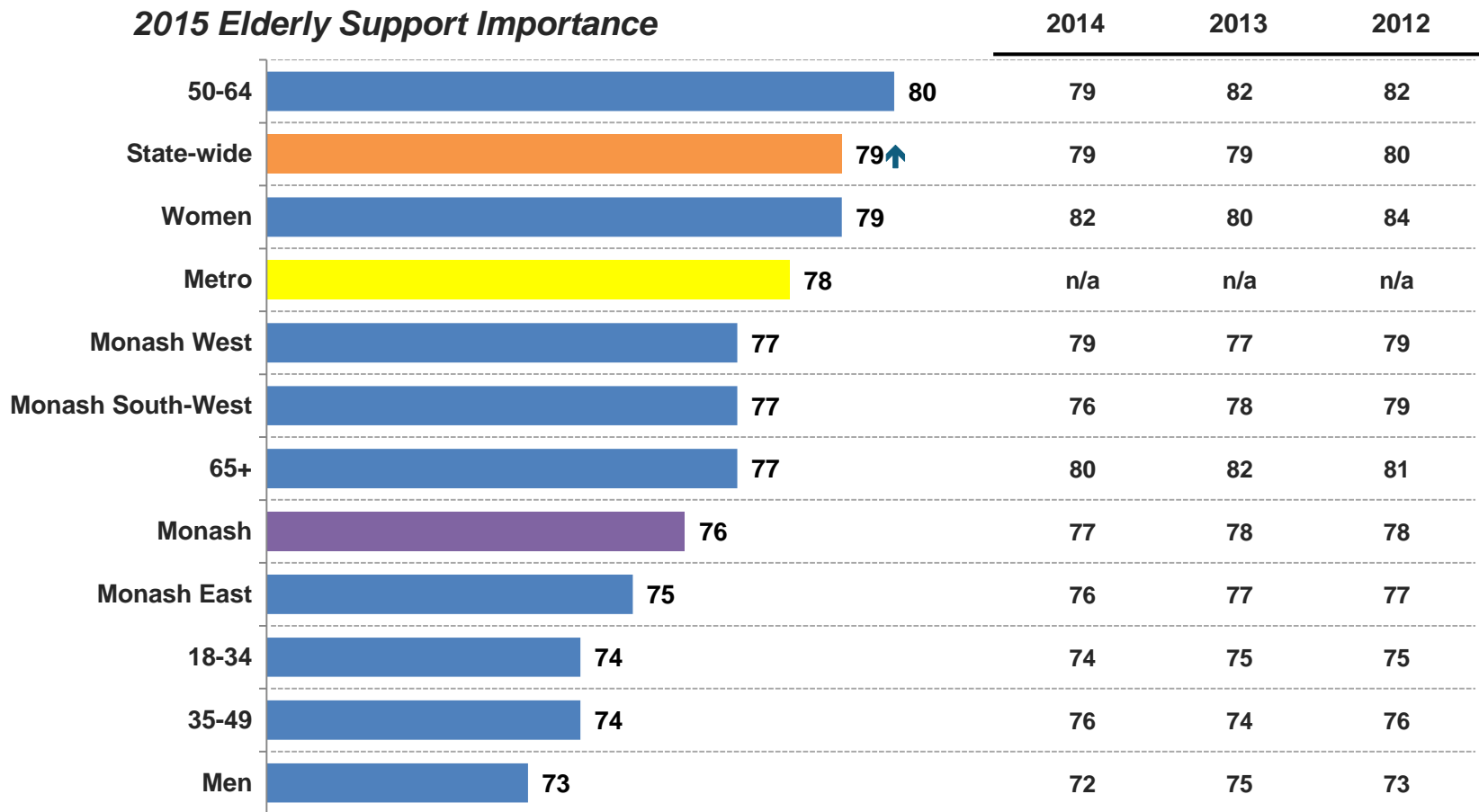
2015 Family Support Services performance detailed percentages

2015 Family Support Performance



Q2. How has Council performed on 'Family Support Services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 37 Councils asked group: 12

2015 Elderly Support Services importance index scores



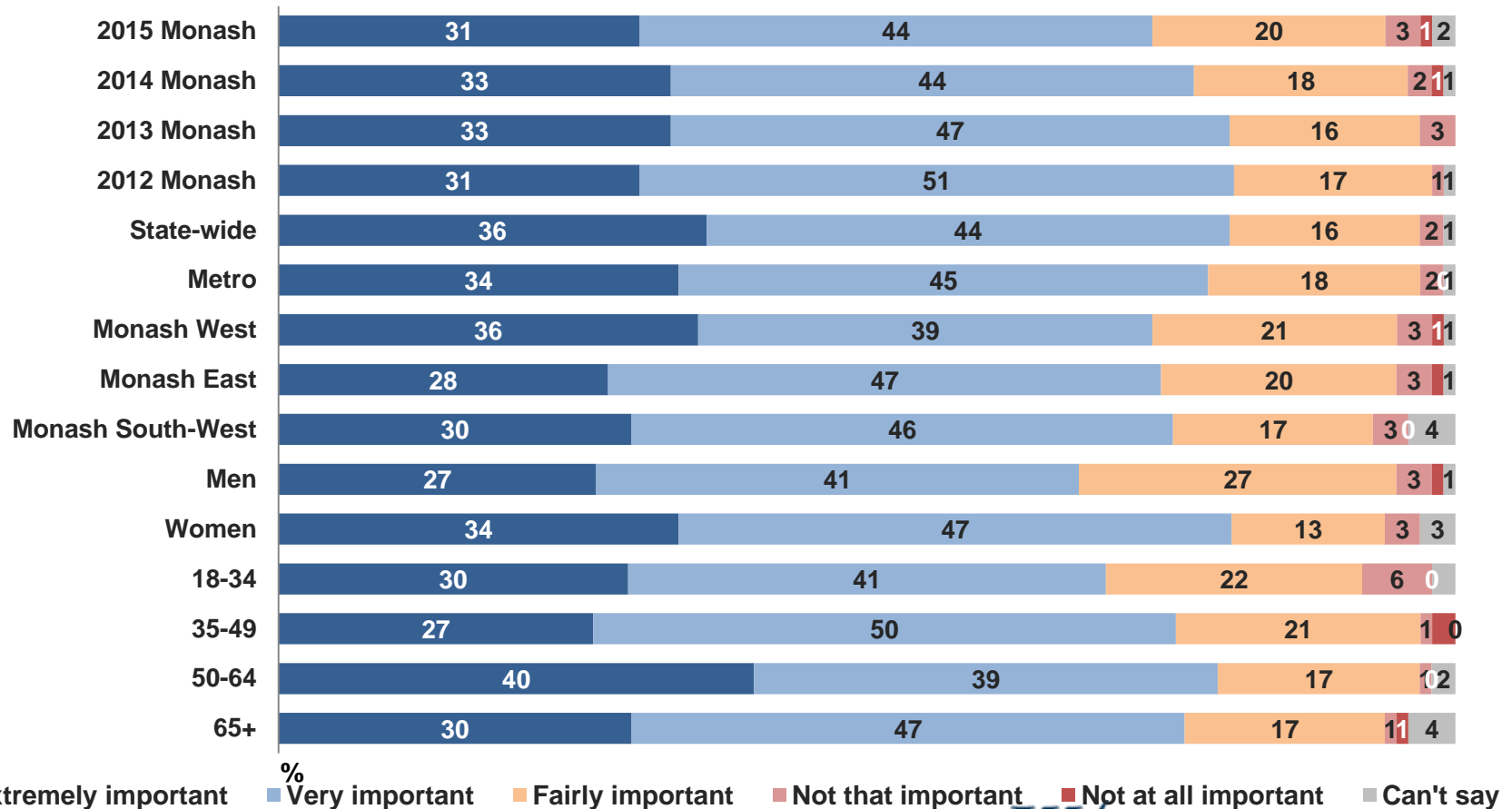
Q1. Firstly, how important should 'Elderly Support Services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

2015 Elderly Support Services importance detailed percentages

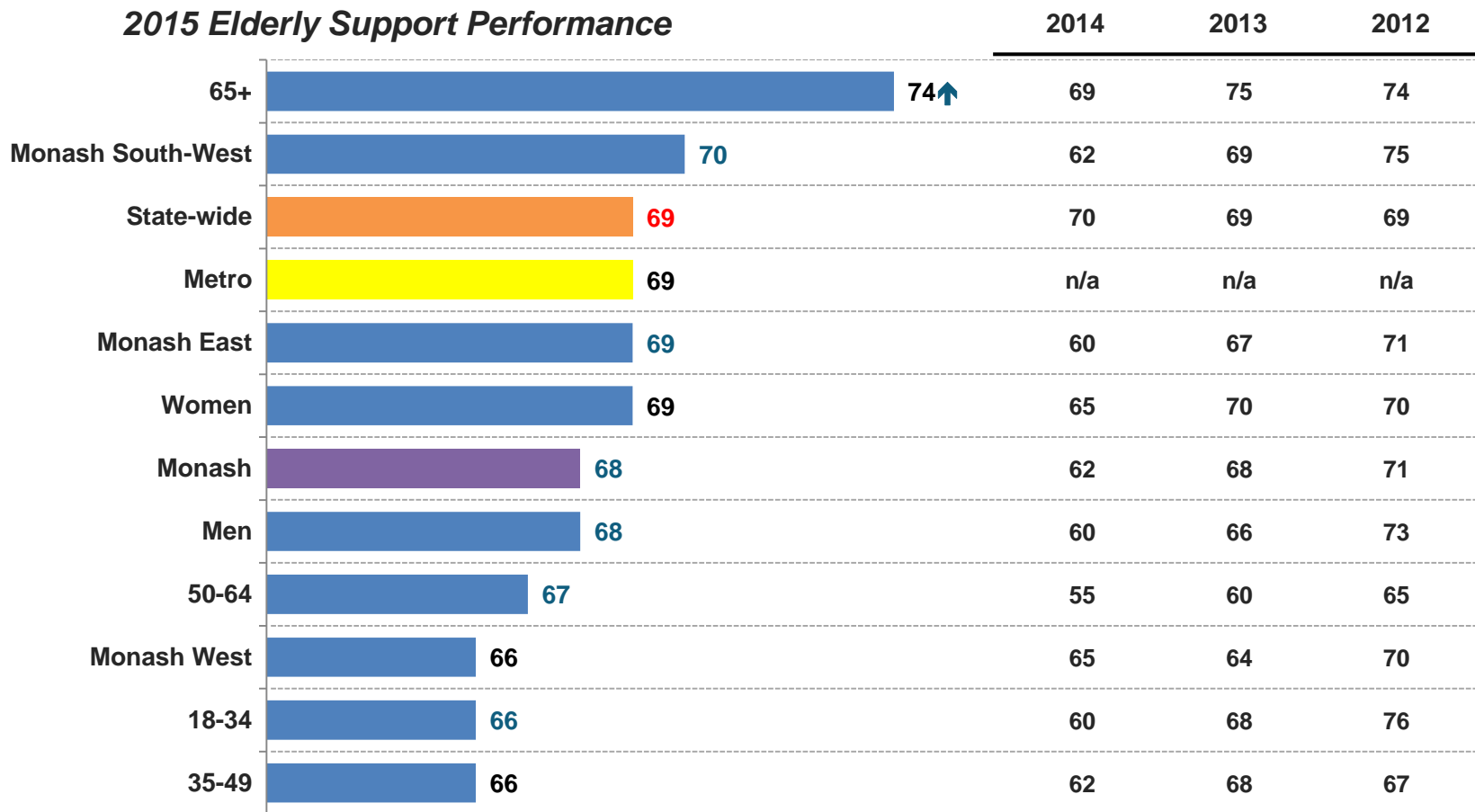
2015 Elderly Support Importance



Q1. Firstly, how important should 'Elderly Support Services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9



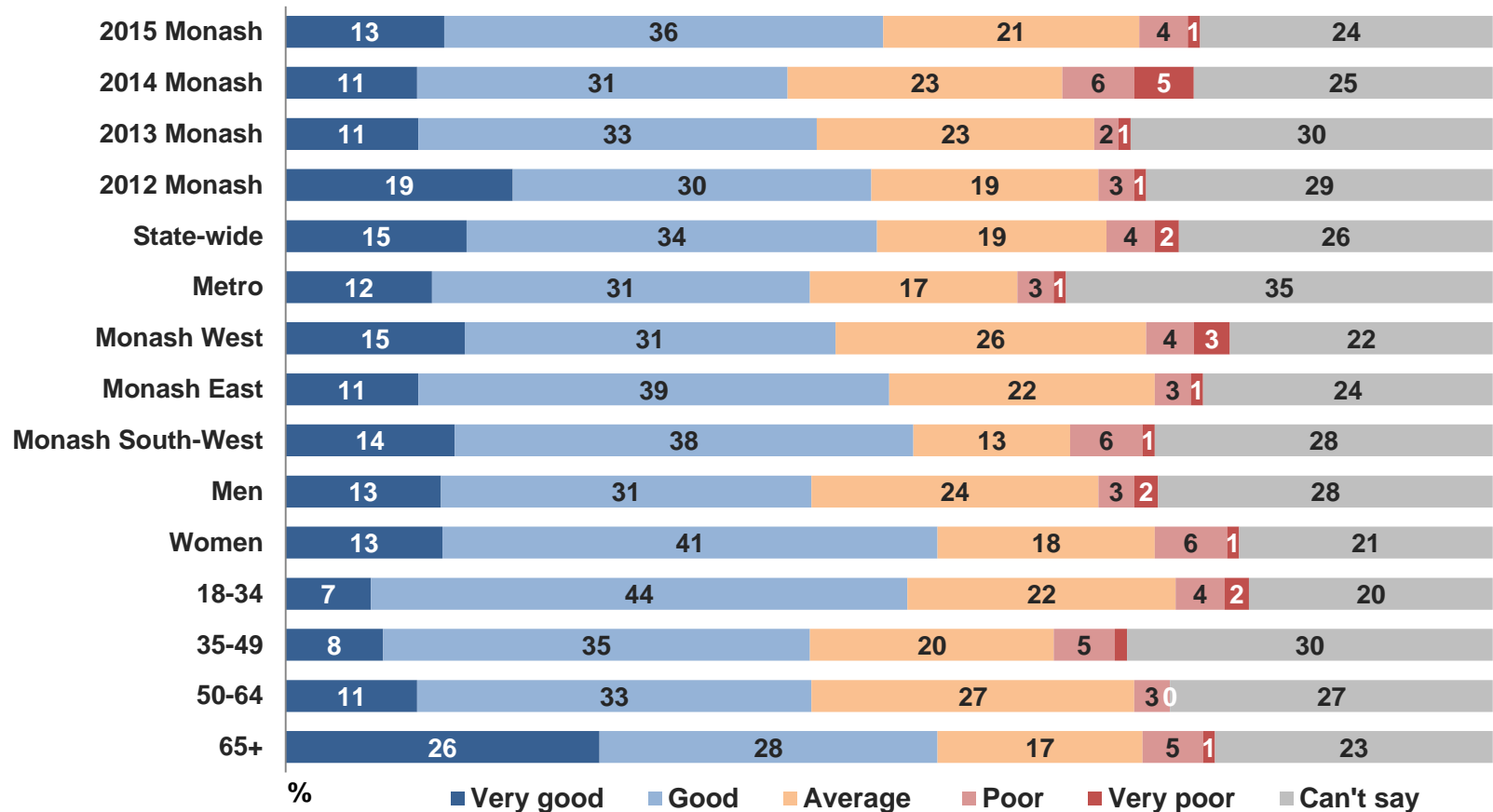
2015 Elderly Support Services performance index scores



Q2. How has Council performed on 'Elderly Support Services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 12
 Note: Please see slide 5 for explanation about significant differences

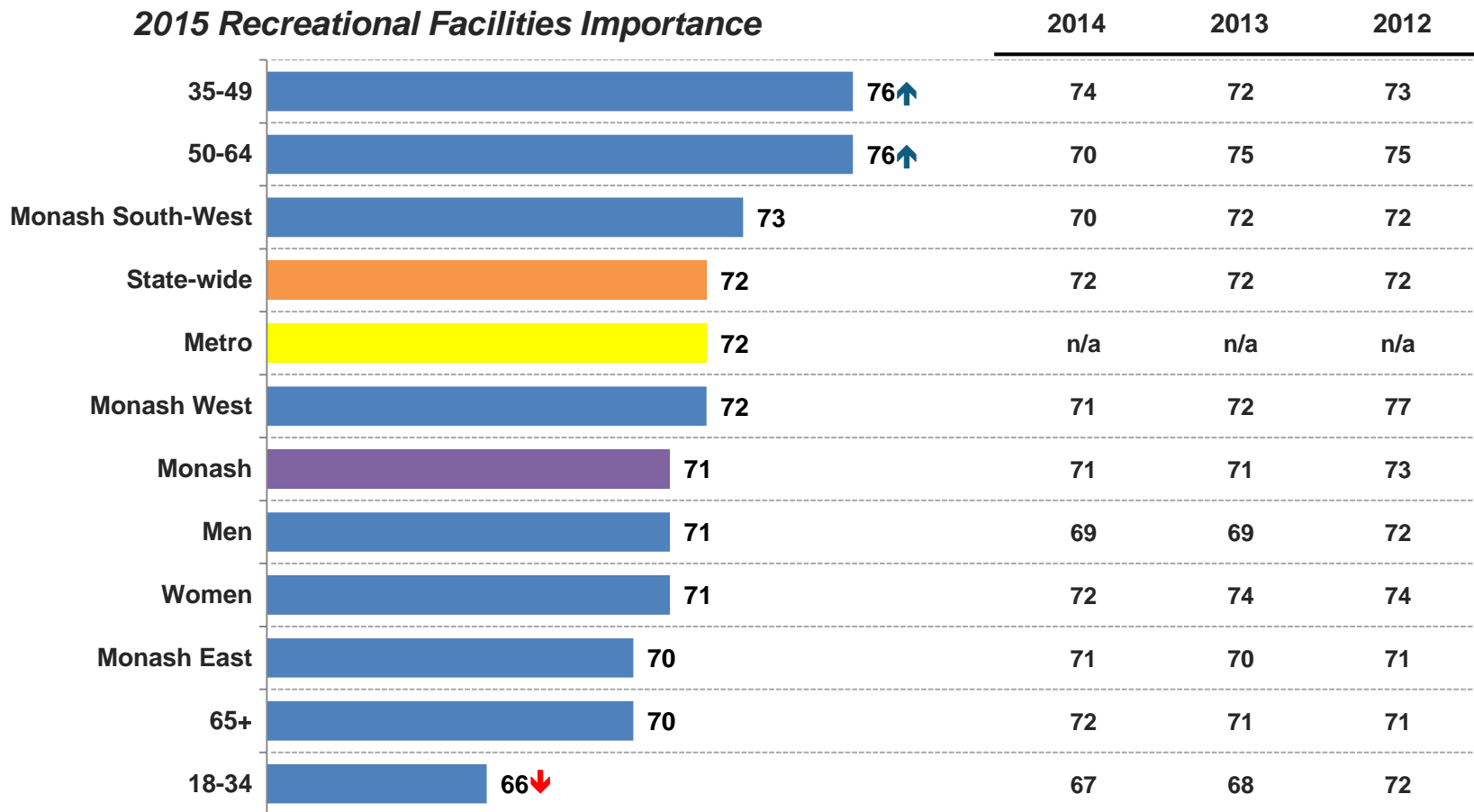
2015 Elderly Support Services performance detailed percentages

2015 Elderly Support Performance



Q2. How has Council performed on 'Elderly Support Services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 12

2015 Recreational Facilities importance index scores



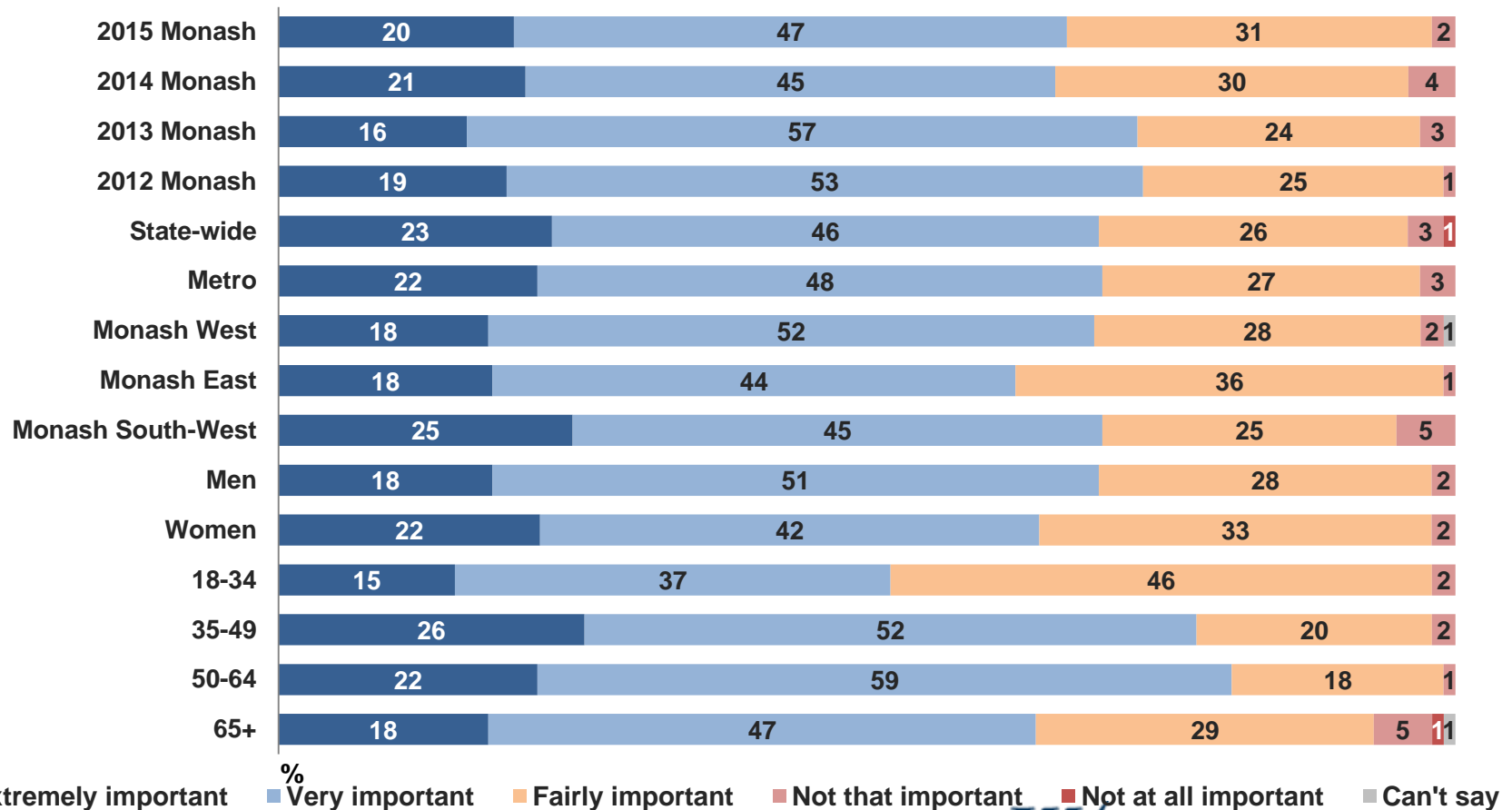
Q1. Firstly, how important should 'Recreational Facilities' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2015 Recreational Facilities importance detailed percentages

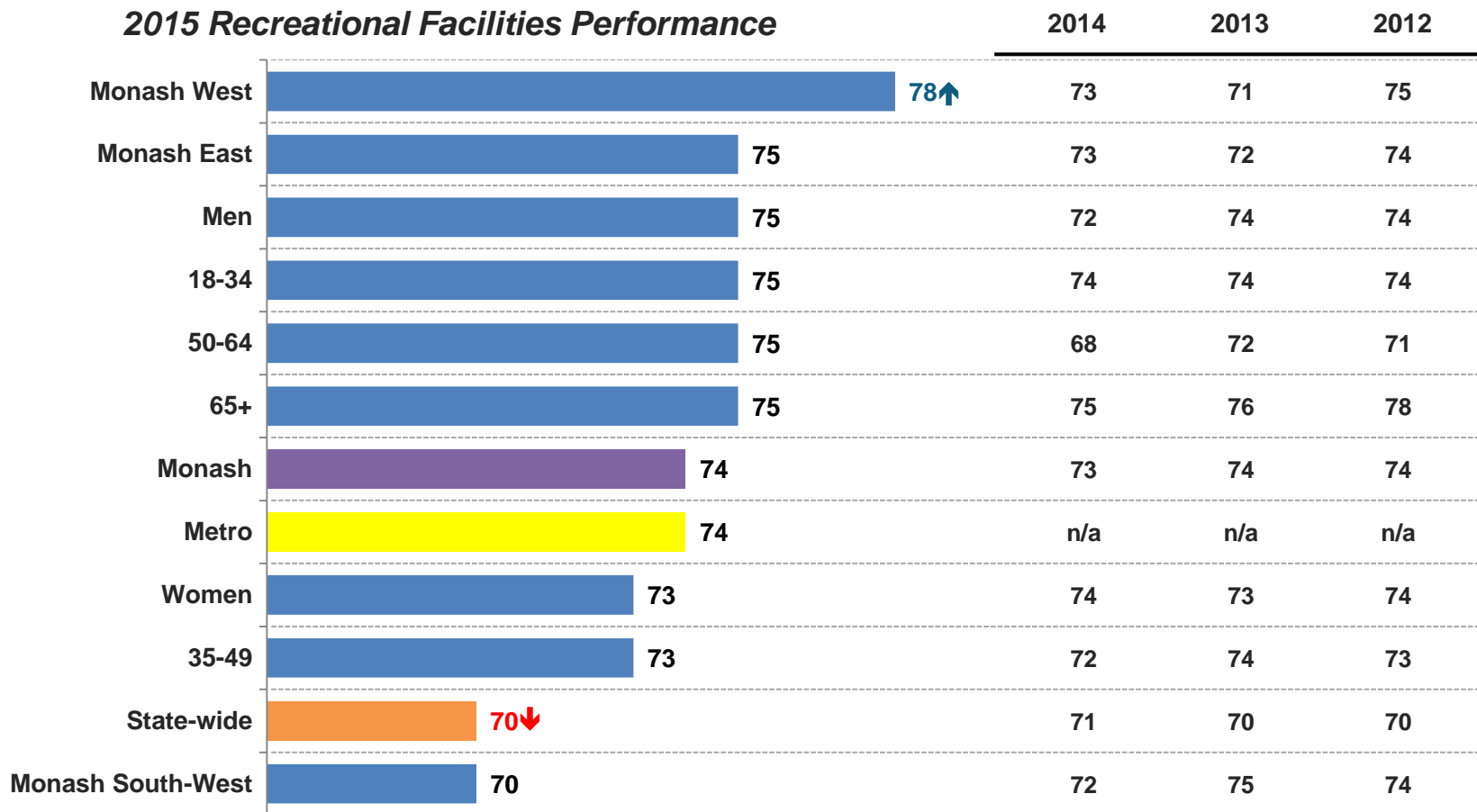
2015 Recreational Facilities Importance



Q1. Firstly, how important should 'Recreational Facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9



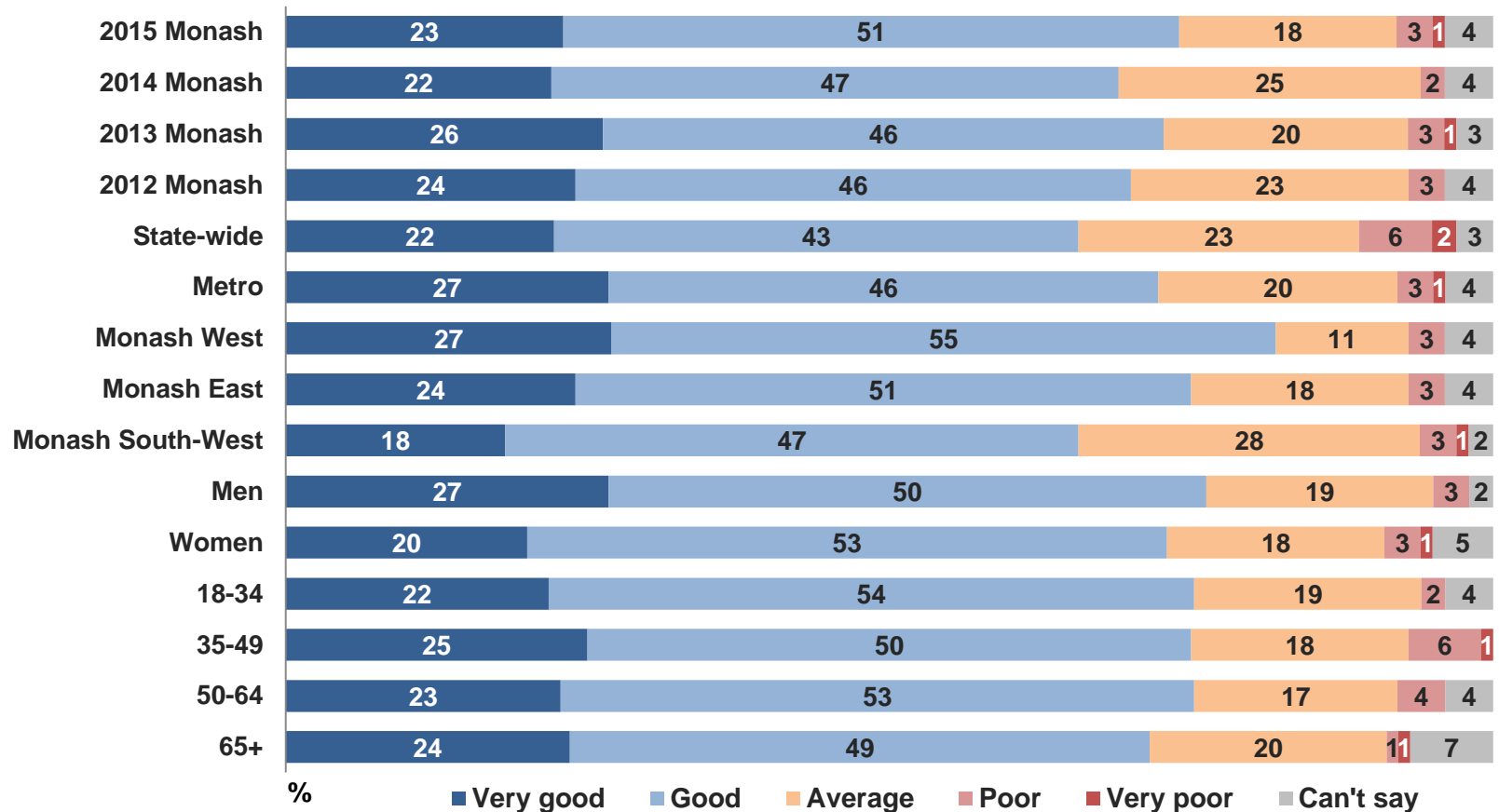
2015 Recreational Facilities performance index scores



Q2. How has Council performed on 'Recreational Facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 47 Councils asked group: 13
 Note: Please see slide 5 for explanation about significant differences

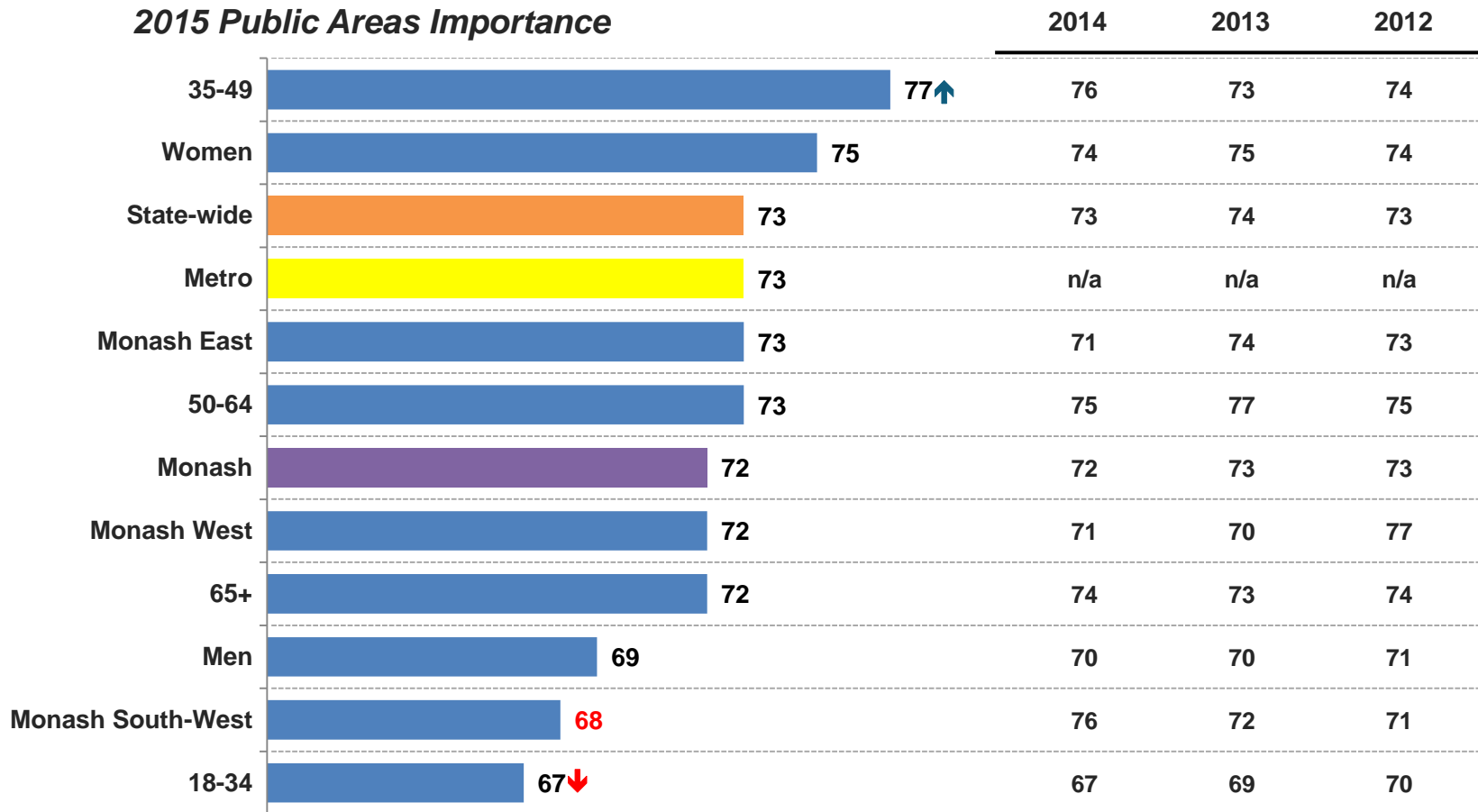
2015 Recreational Facilities performance detailed percentages

2015 Recreational Facilities Performance



Q2. How has Council performed on 'Recreational Facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 47 Councils asked group: 13

2015 The appearance of public areas importance index scores



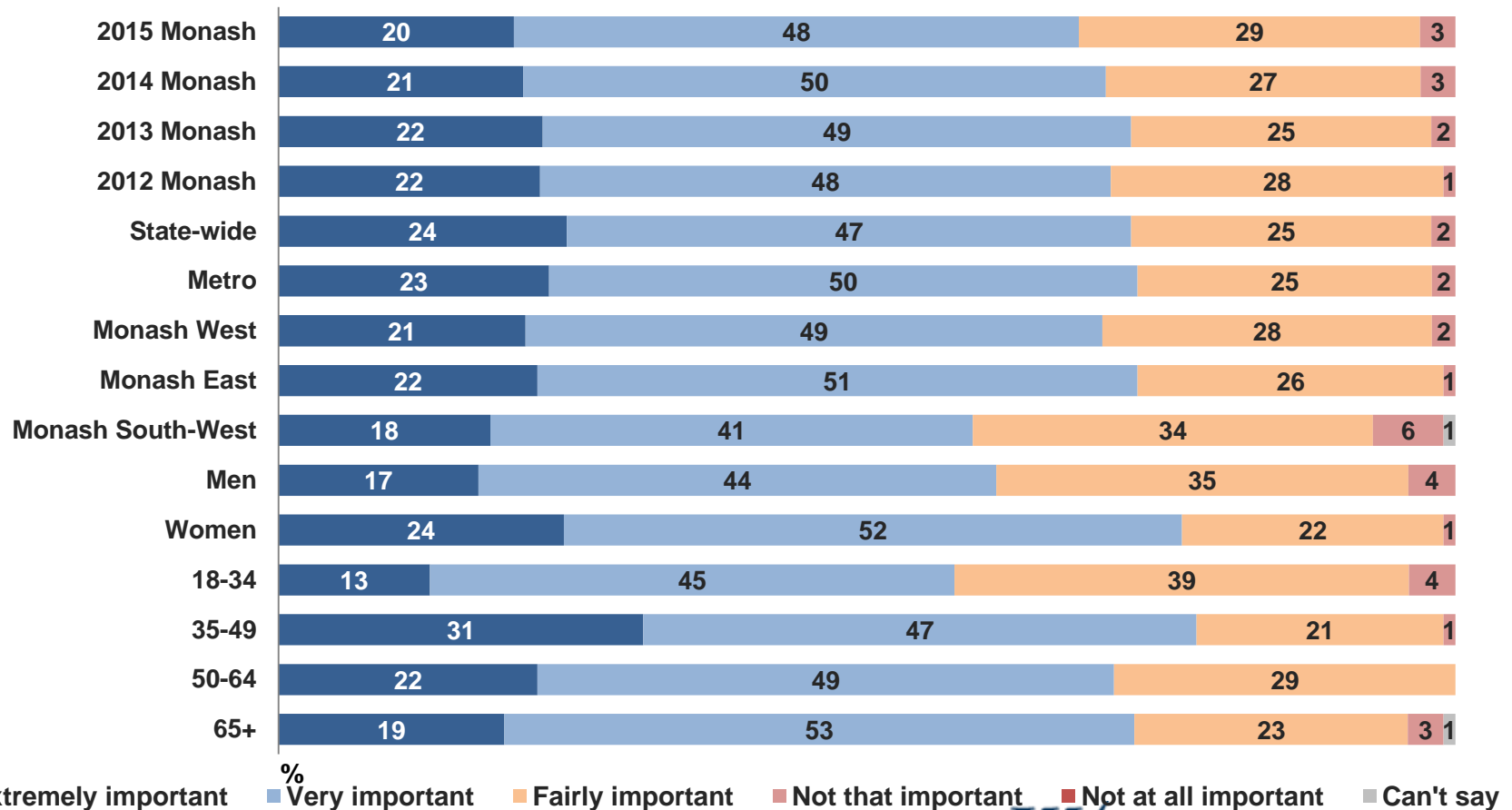
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2015 The appearance of public areas importance detailed percentages

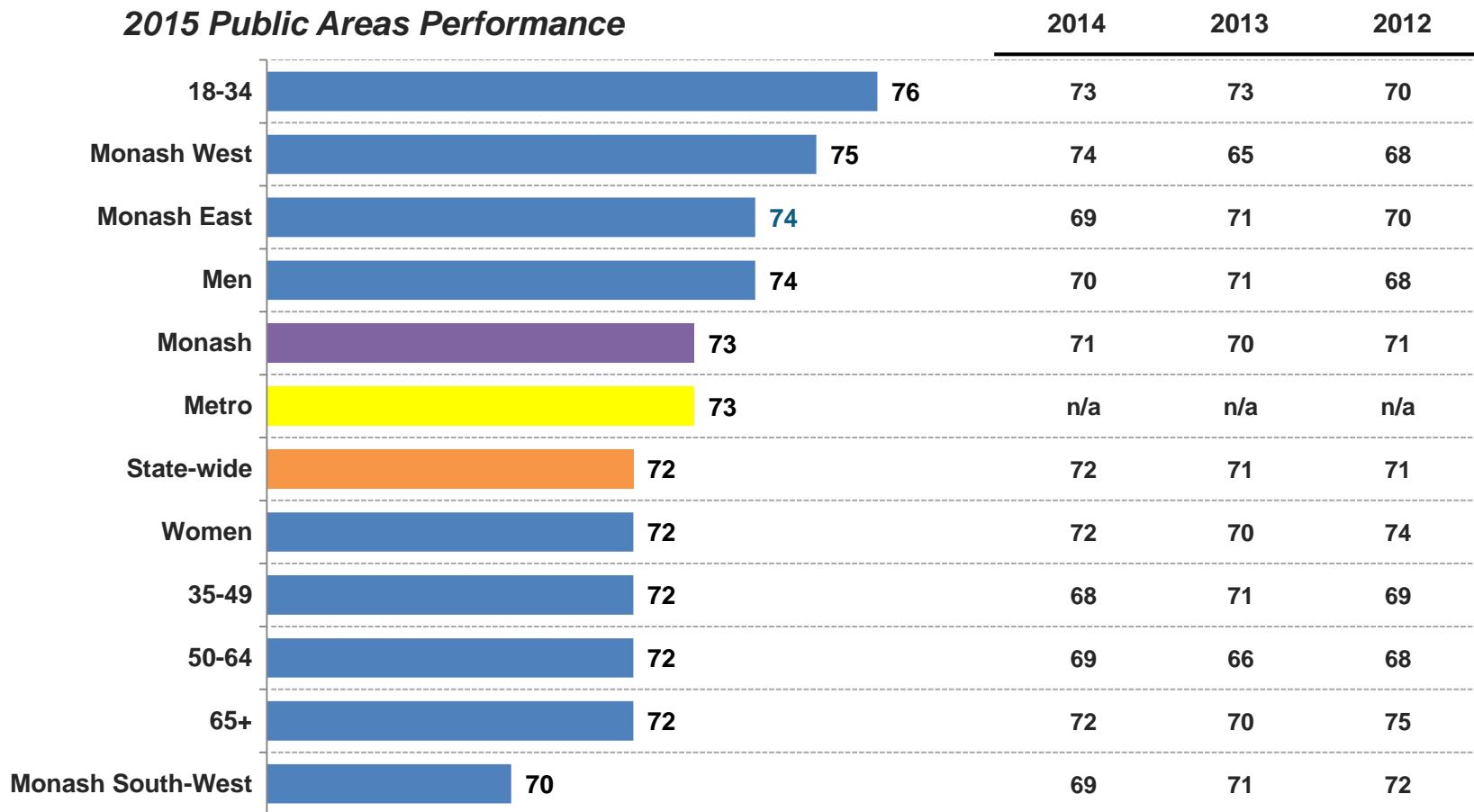
2015 Public Areas Importance



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8



2015 The appearance of public areas performance index scores



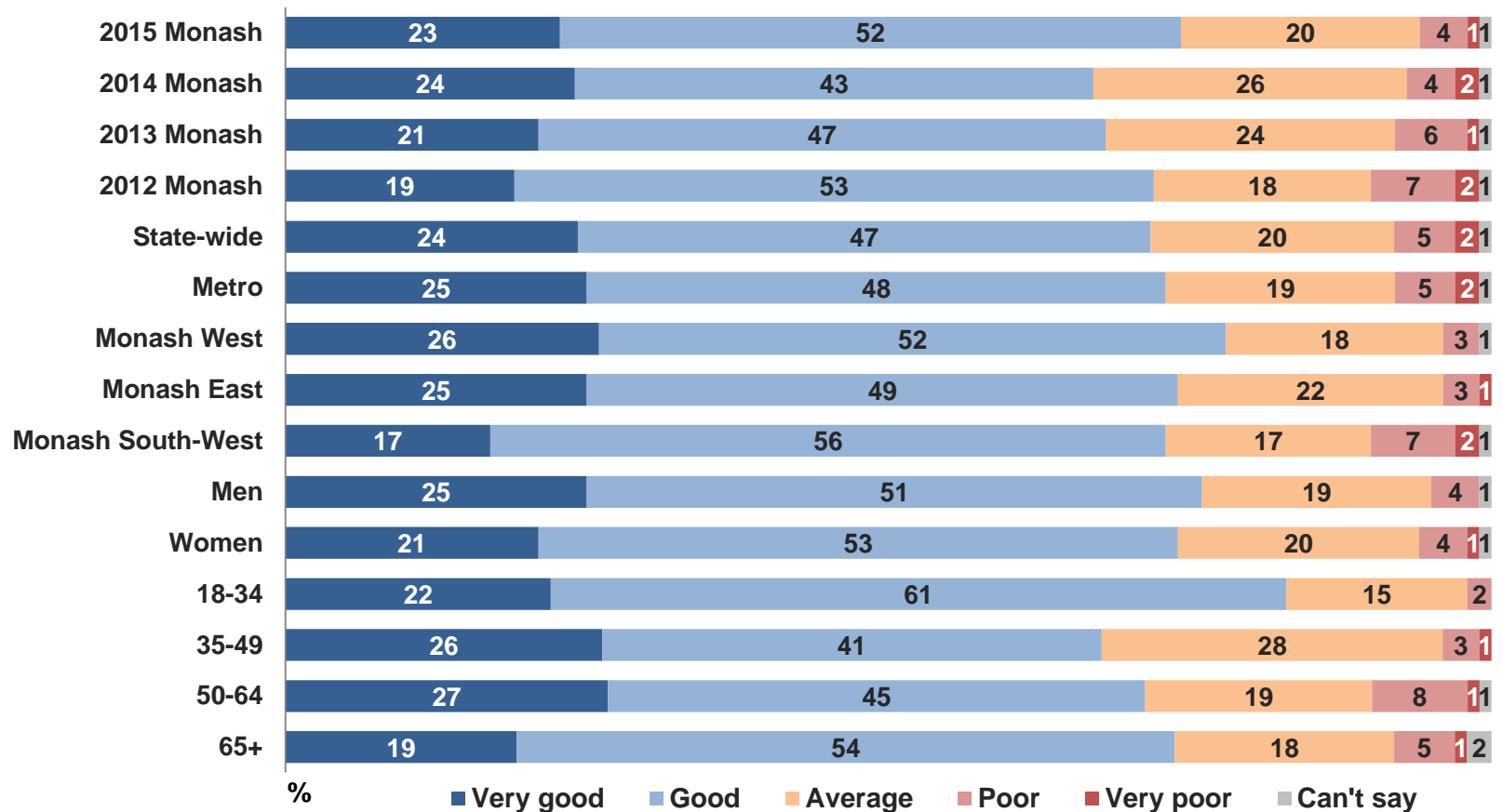
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences

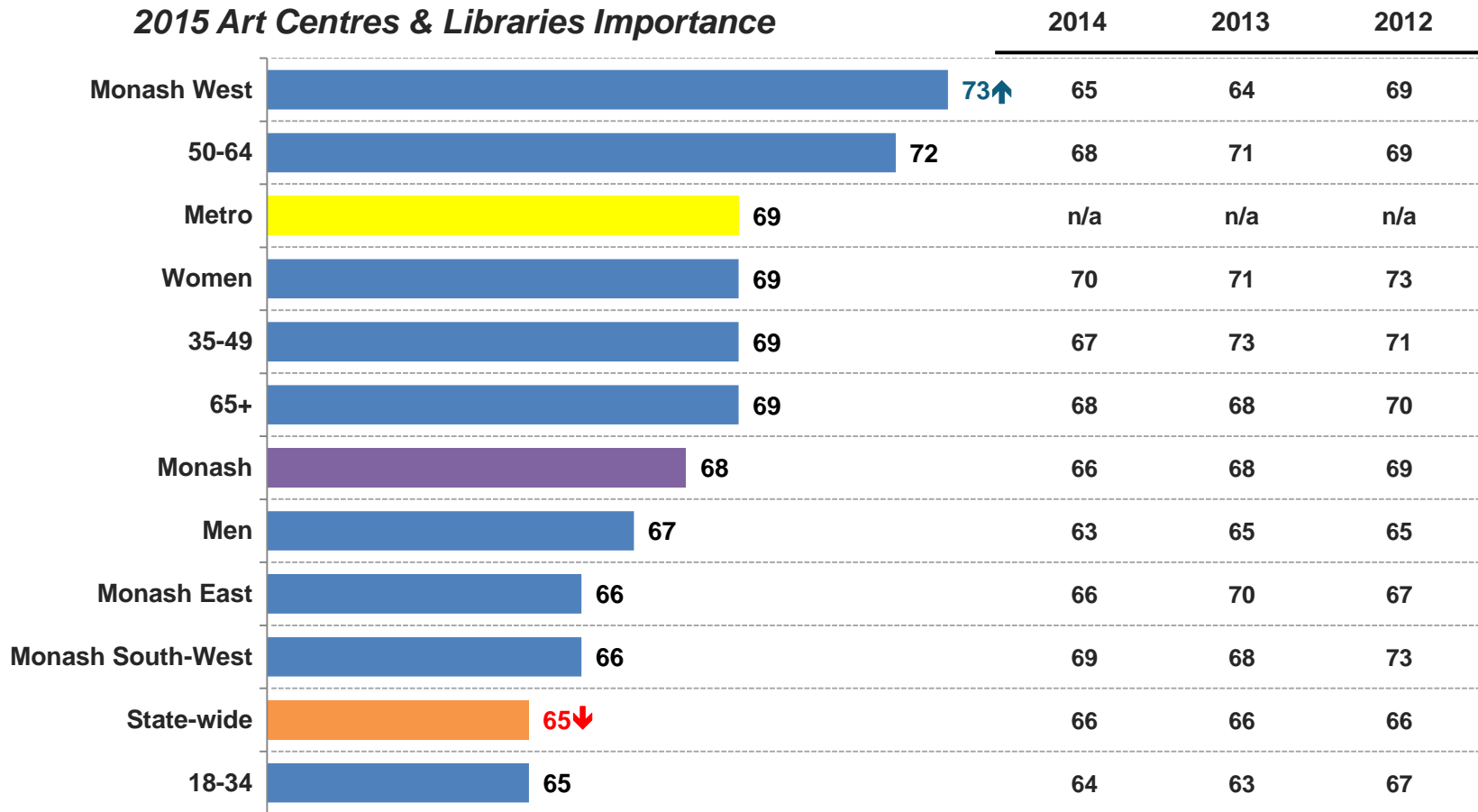
2015 The appearance of public areas performance detailed percentages

2015 Public Areas Performance



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 12

2015 Art Centres and Libraries importance index scores



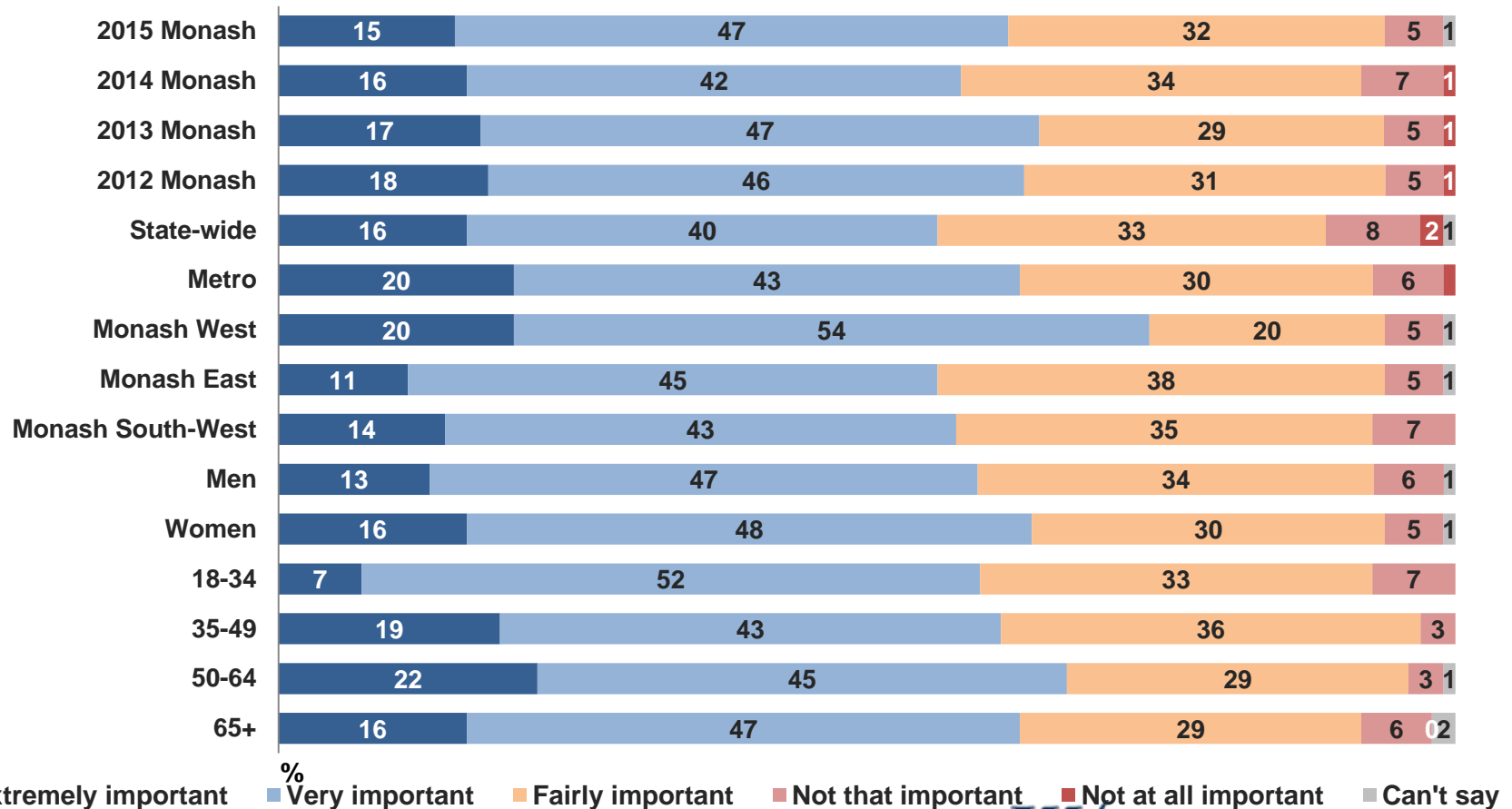
Q1. Firstly, how important should 'Art Centres and Libraries' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 7

Note: Please see slide 5 for explanation about significant differences

2015 Art Centres and Libraries importance detailed percentages

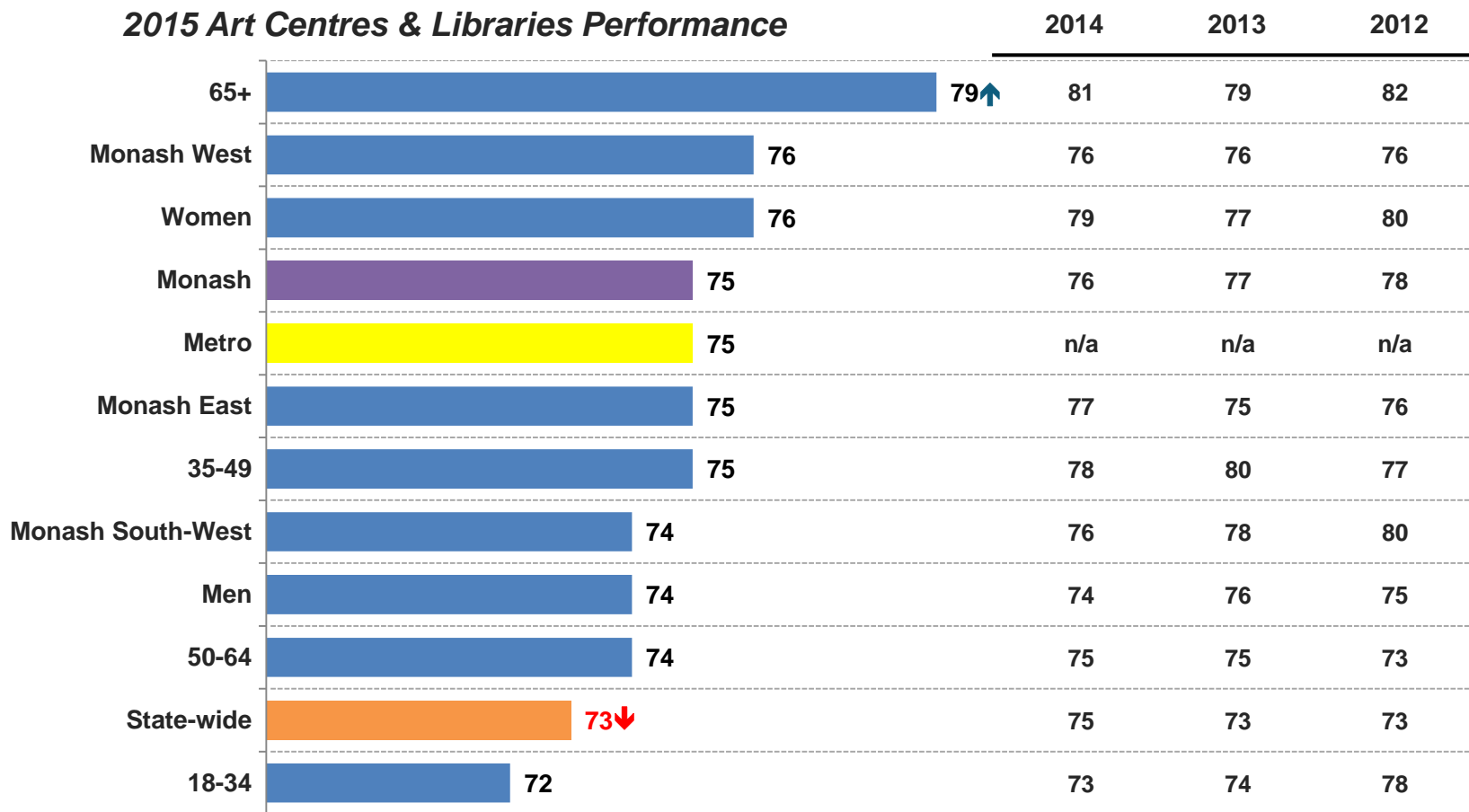
2015 Art Centres & Libraries Importance



Q1. Firstly, how important should 'Art Centres and Libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 21 Councils asked group: 7



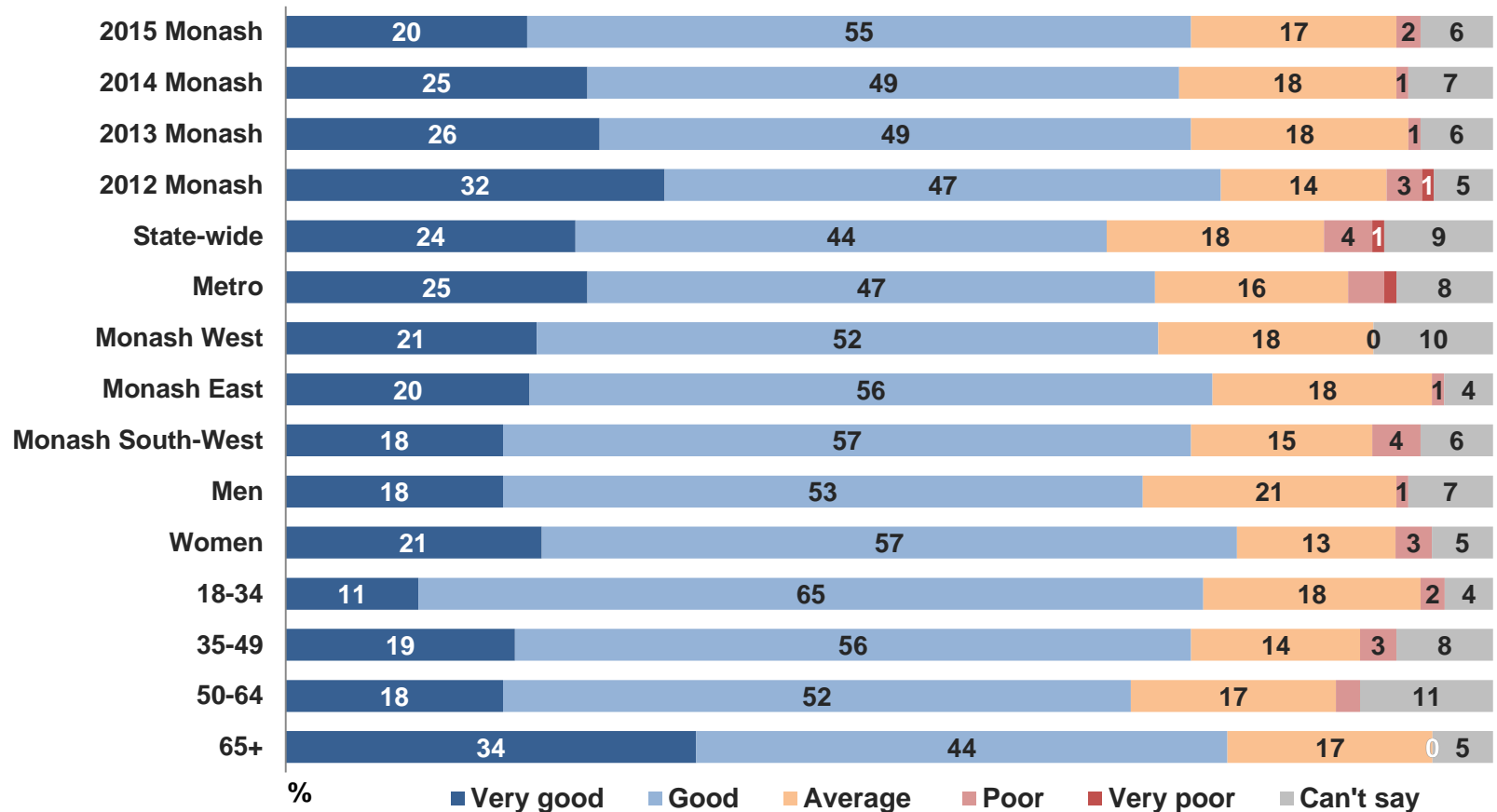
2015 Art Centres and Libraries performance index scores



Q2. How has Council performed on 'Art Centres and Libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 26 Councils asked group: 8
 Note: Please see slide 5 for explanation about significant differences

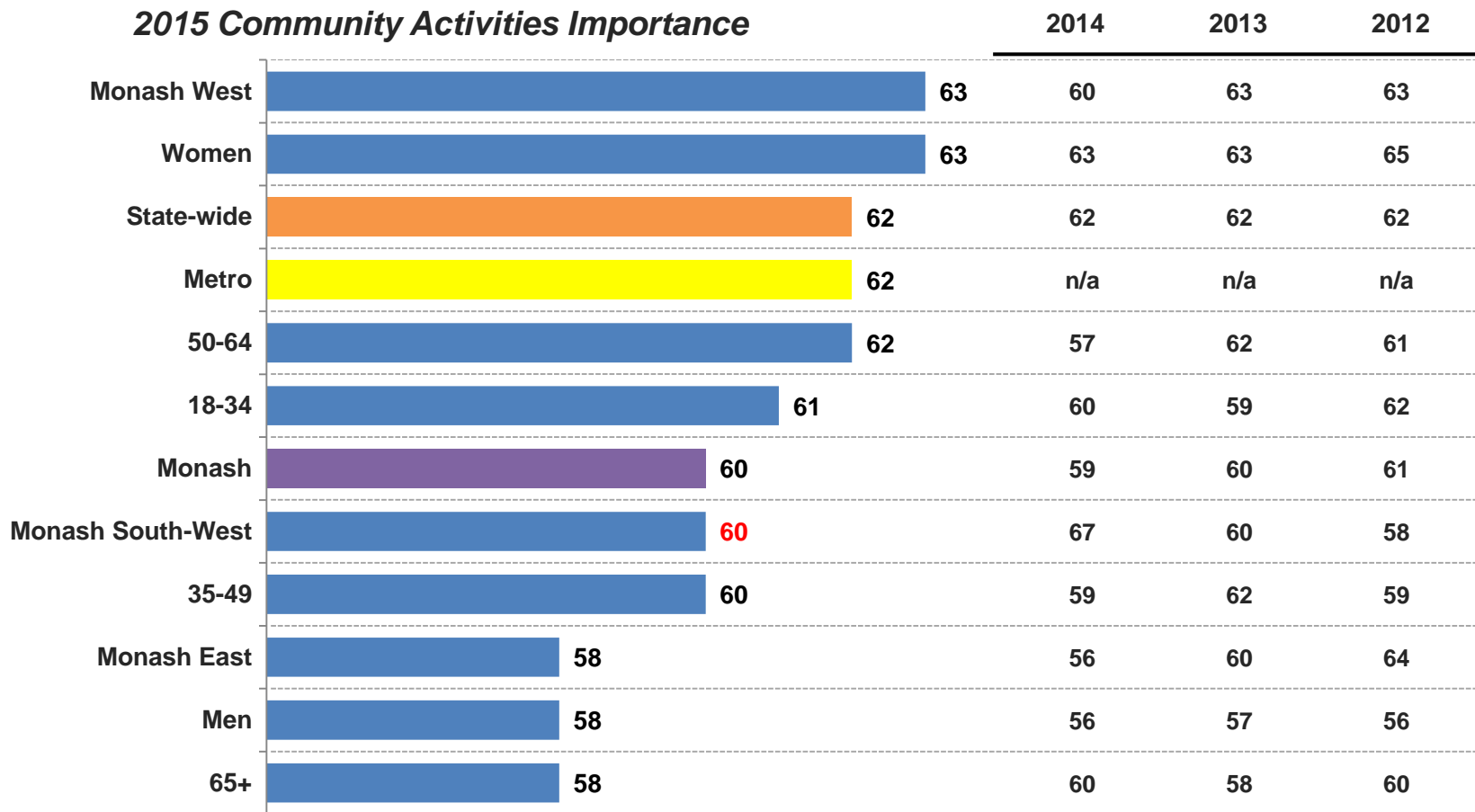
2015 Art Centres and Libraries performance detailed percentages

2015 Art Centres & Libraries Performance



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

2015 Community and Cultural Activities importance index scores



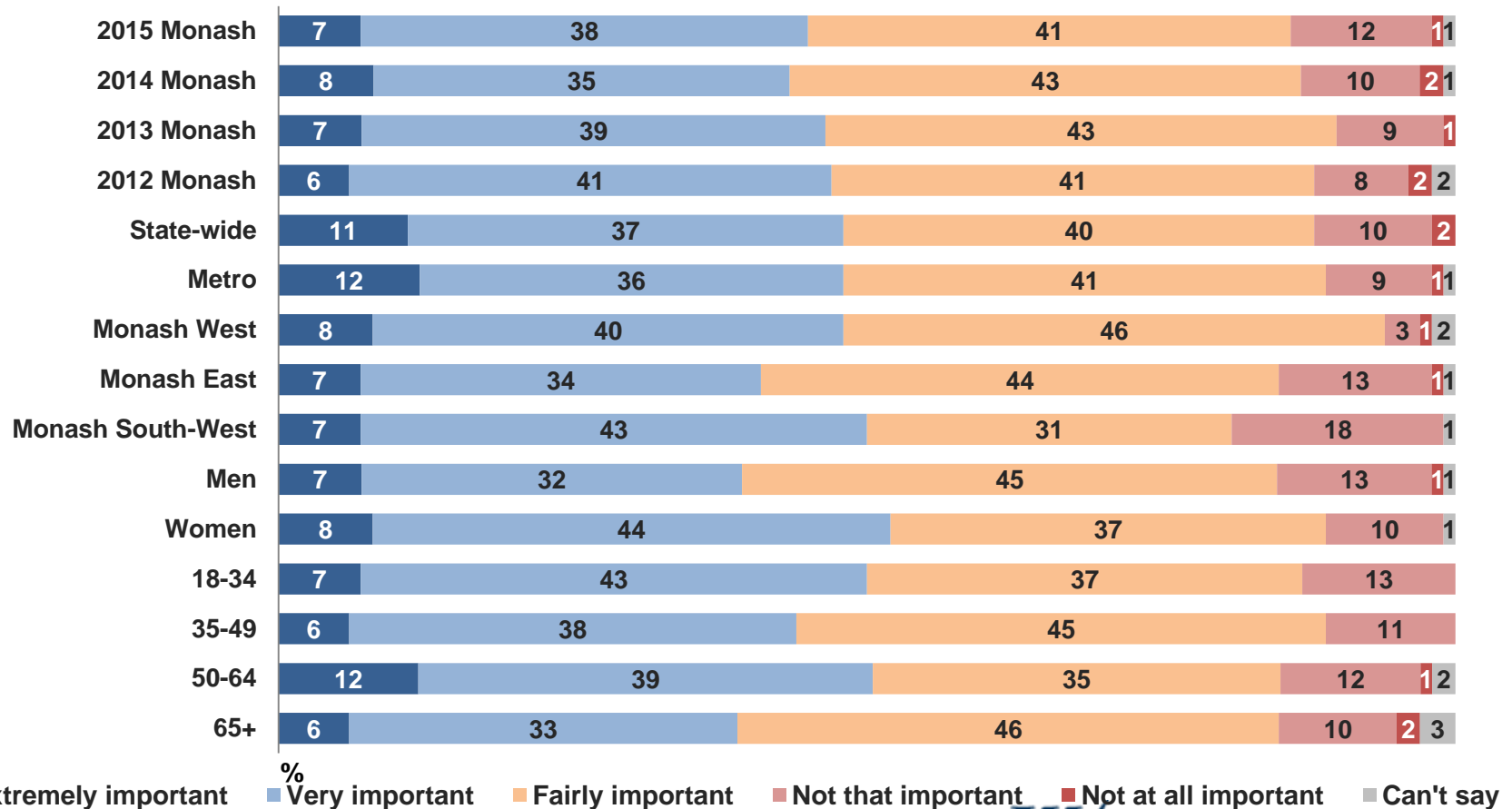
Q1. Firstly, how important should 'Community and Cultural Activities' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2015 Community and Cultural Activities importance detailed percentages

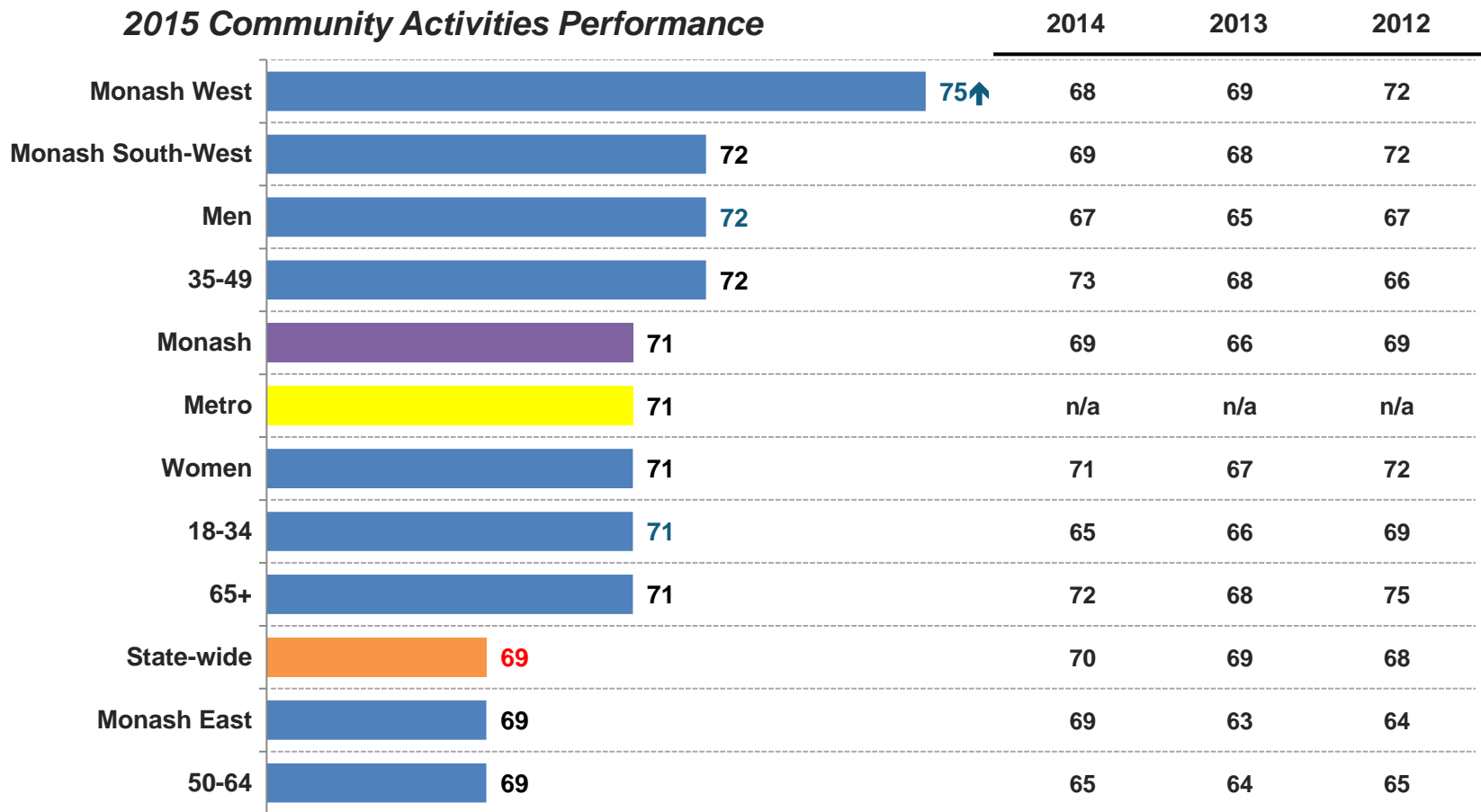
2015 Community Activities Importance



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: 8



2015 Community and Cultural Activities performance index scores



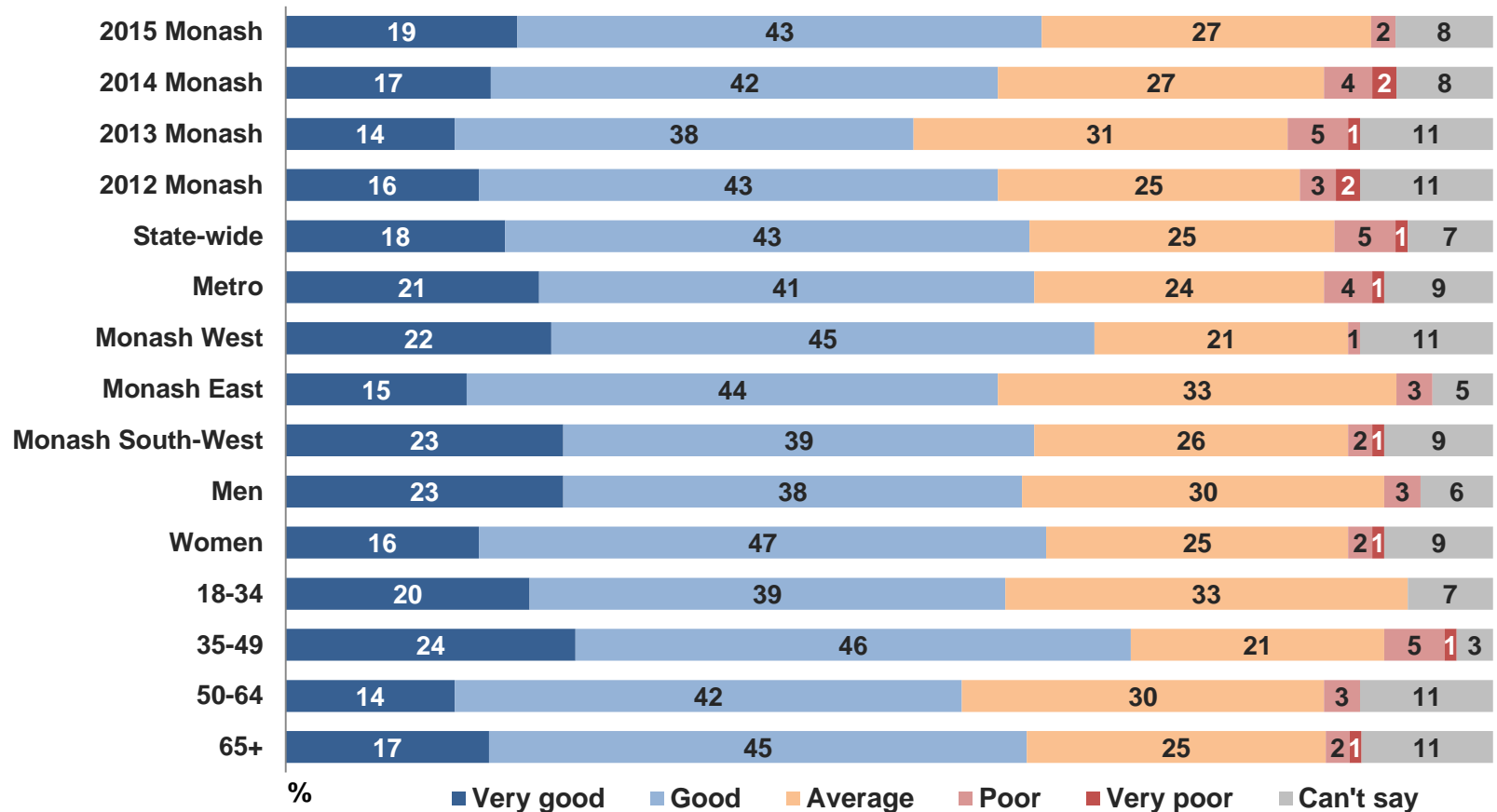
Q2. How has Council performed on 'Community and Cultural Activities' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2015 Community and Cultural Activities performance detailed percentages

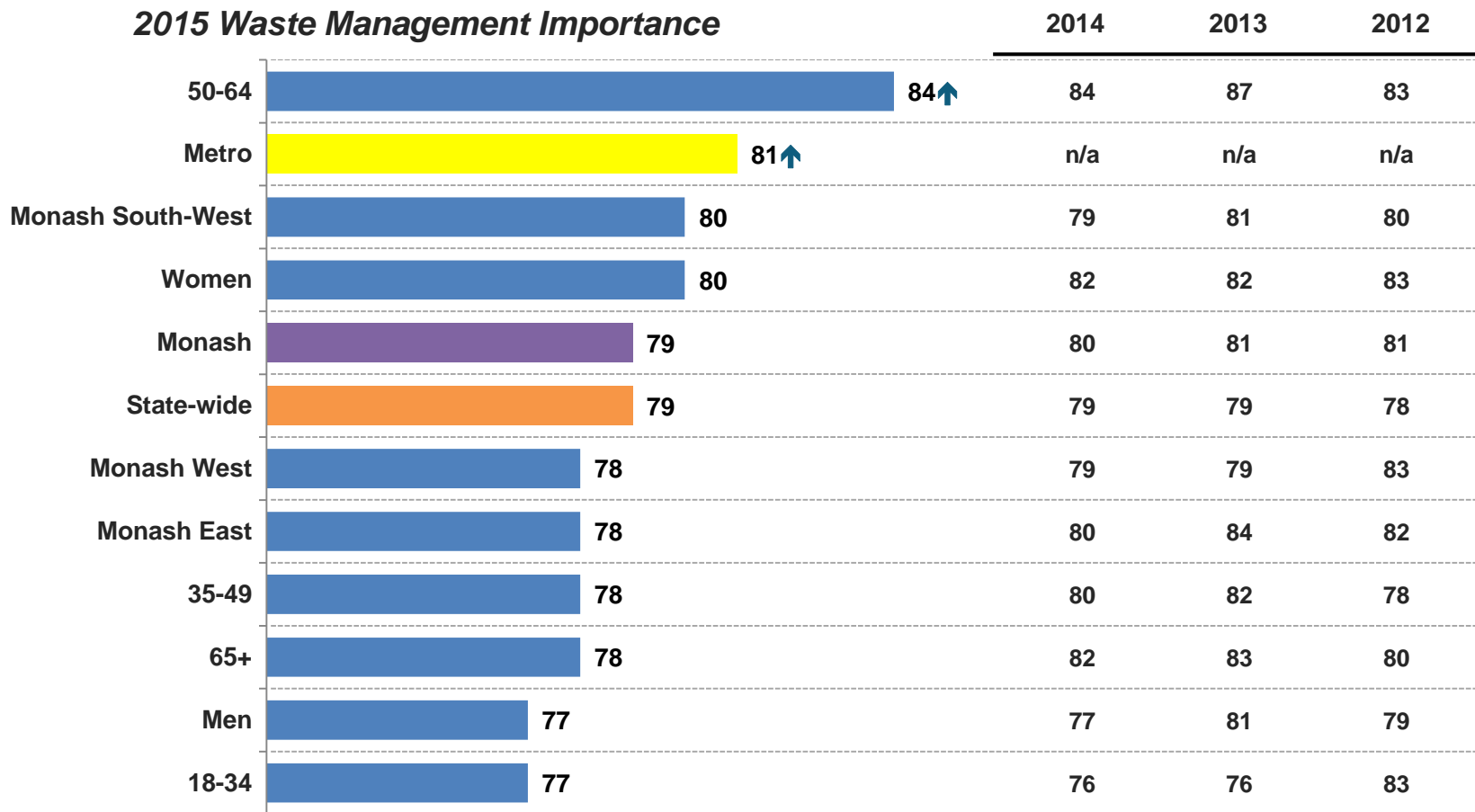
2015 Community Activities Performance



Q2. How has Council performed on 'Community and Cultural Activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10



2015 Waste Management importance index scores



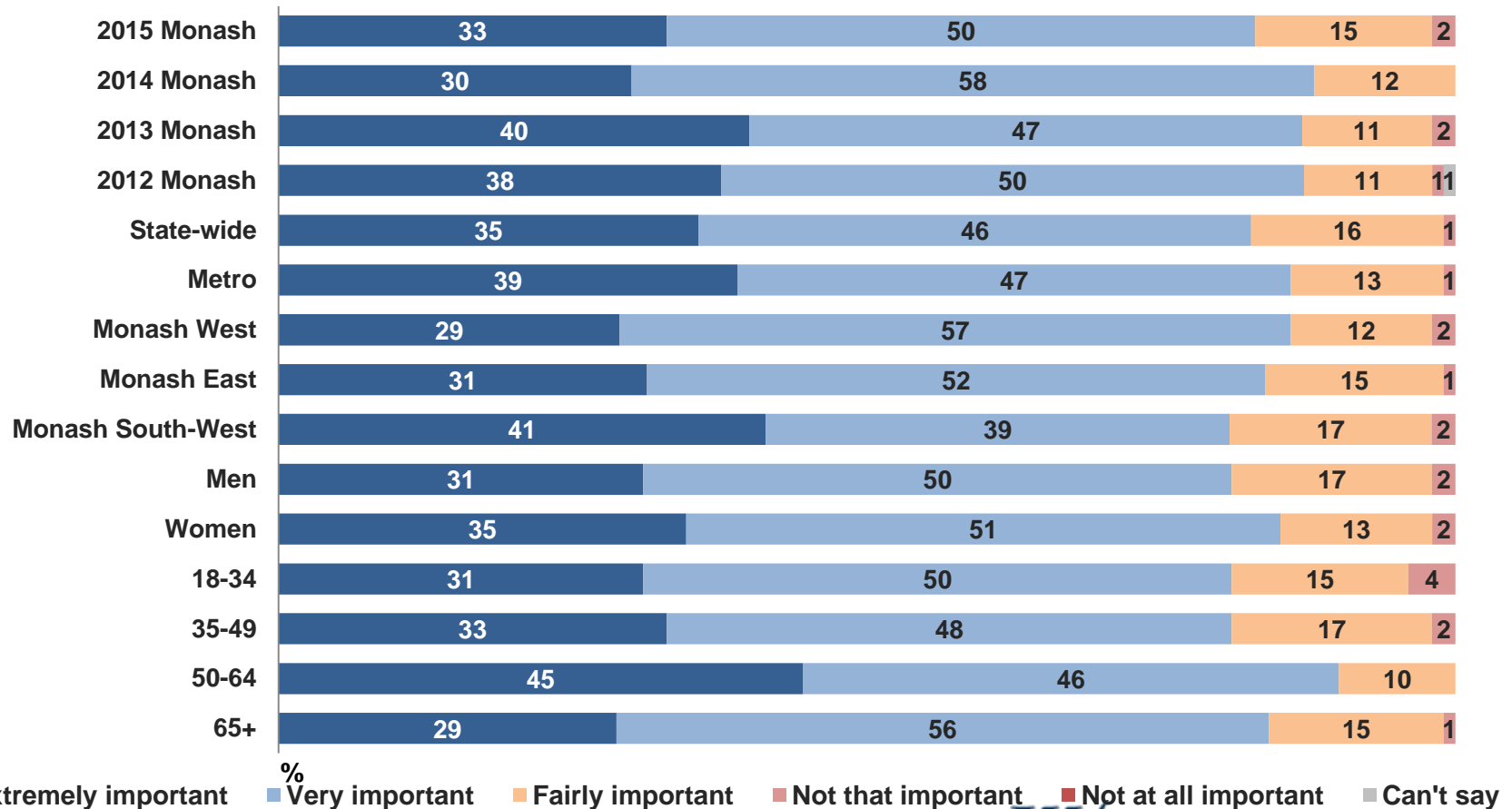
Q1. Firstly, how important should 'Waste Management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10

Note: Please see slide 5 for explanation about significant differences

2015 Waste Management importance detailed percentages

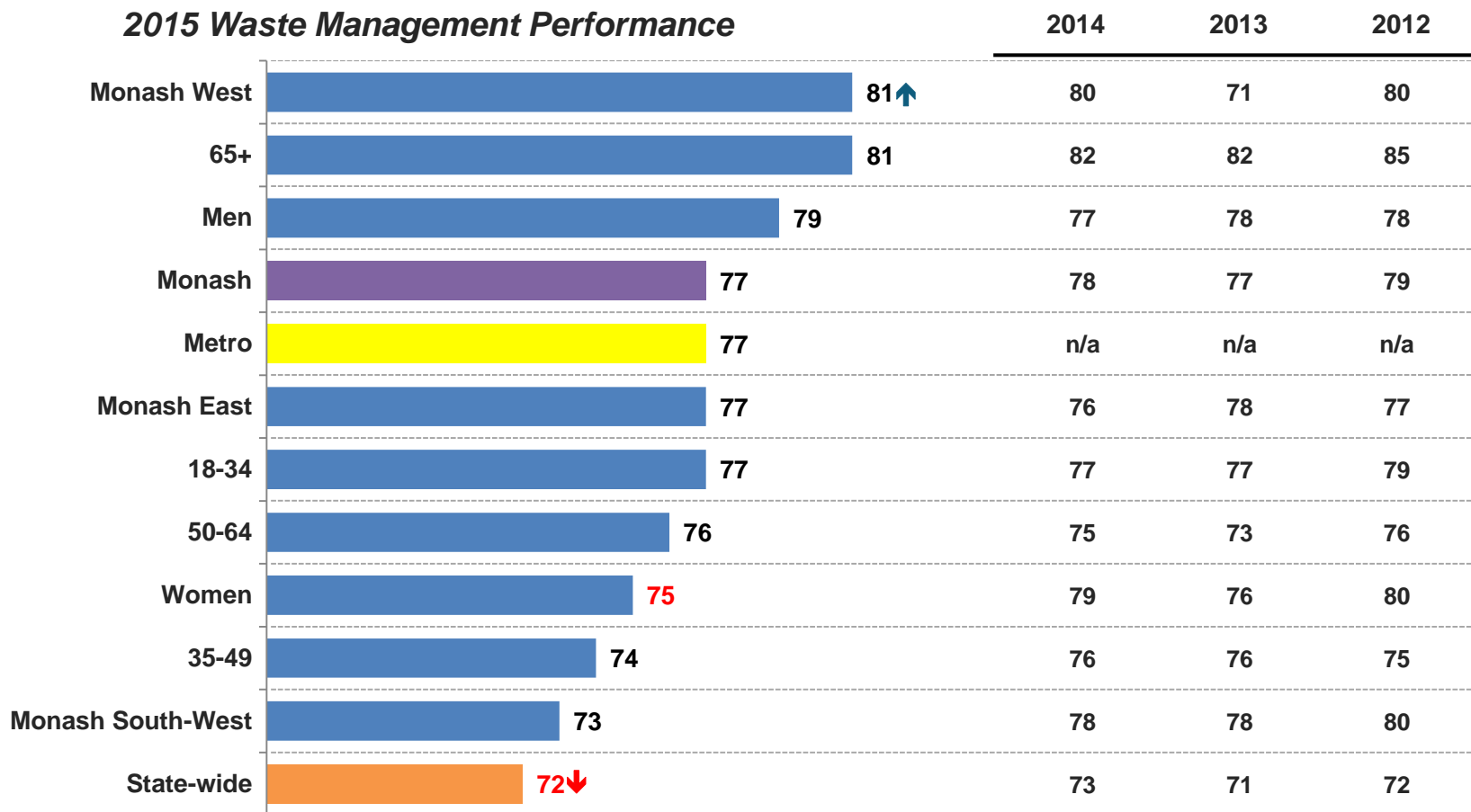
2015 Waste Management Importance



Q1. Firstly, how important should 'Waste Management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10



2015 Waste Management performance index scores



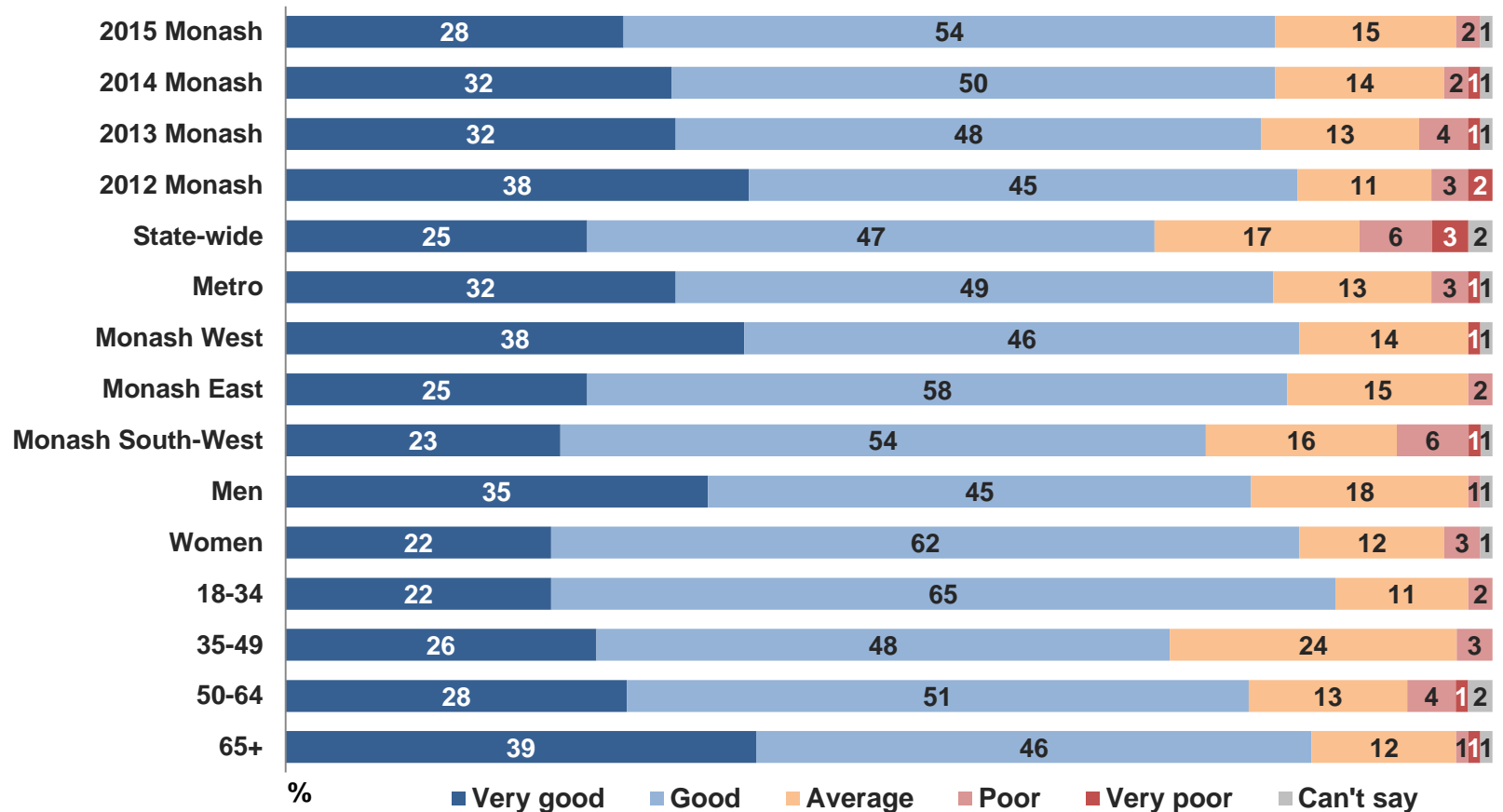
Q2. How has Council performed on 'Waste Management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 13

Note: Please see slide 5 for explanation about significant differences

2015 Waste Management performance detailed percentages

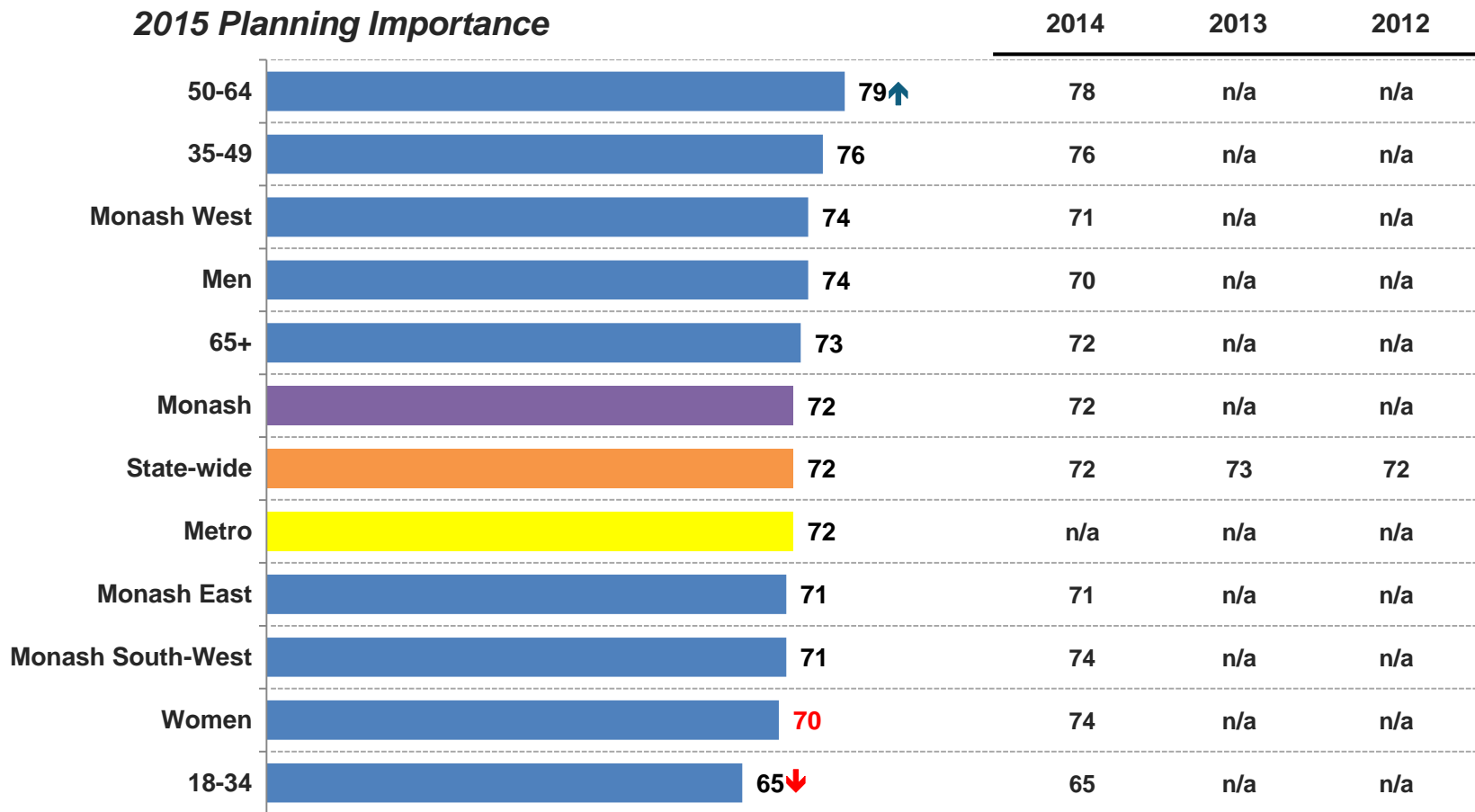
2015 Waste Management Performance



Q2. How has Council performed on 'Waste Management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 13



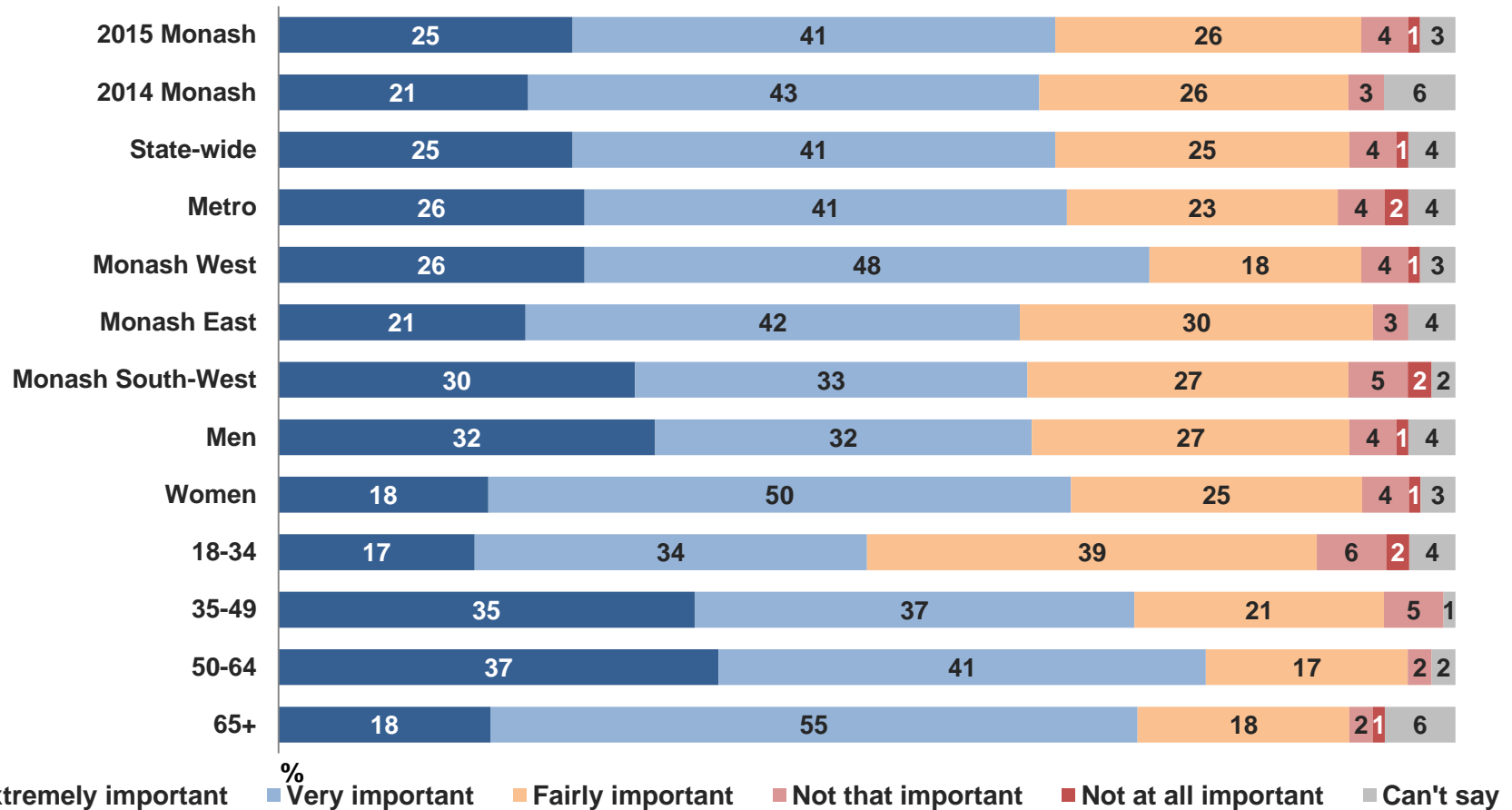
2015 Council's general town planning policy importance index scores



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 6
 Note: Please see slide 5 for explanation about significant differences

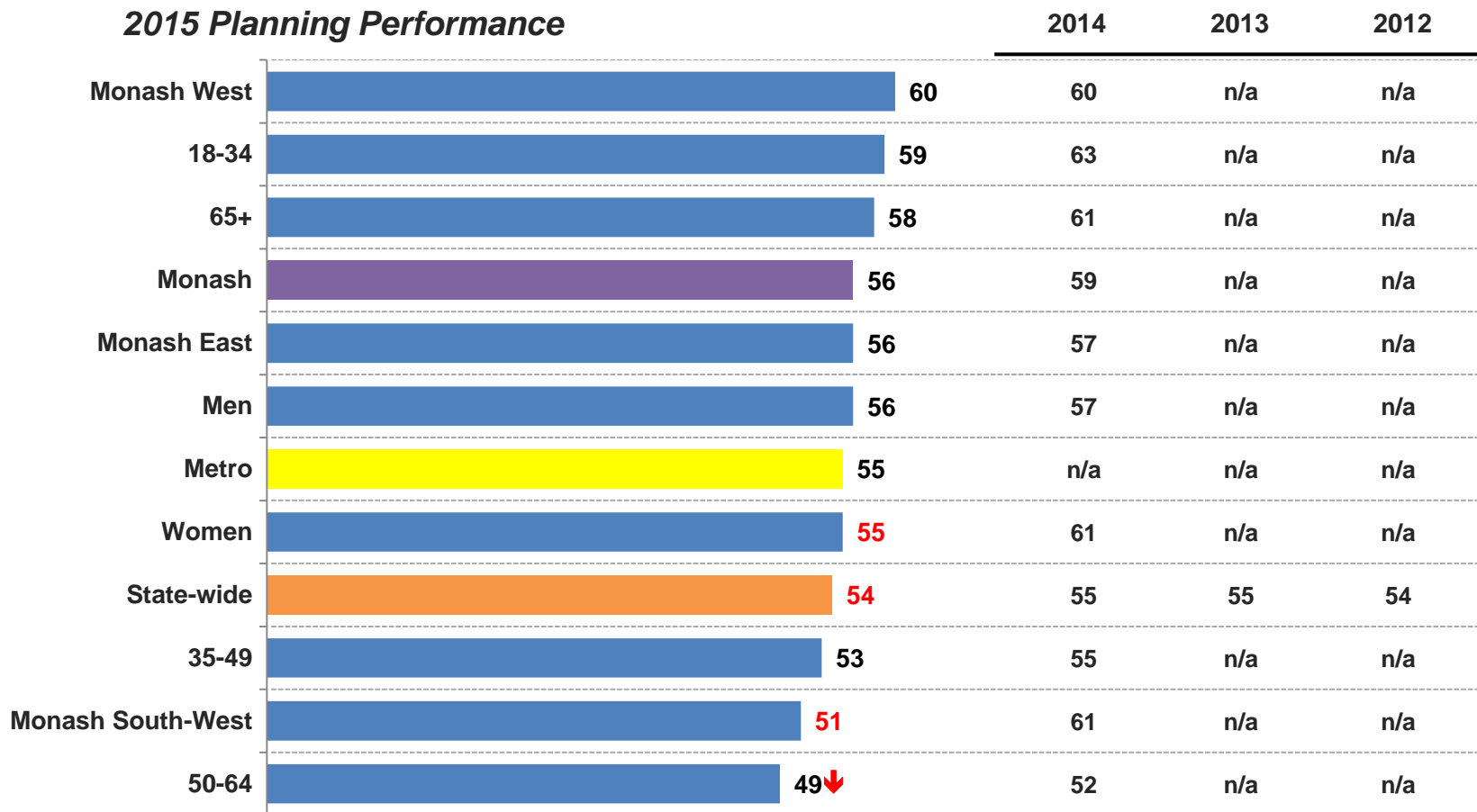
2015 Council's general town planning policy importance detailed percentages

2015 Planning Importance



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 6

2015 Council's general town planning policy performance index scores



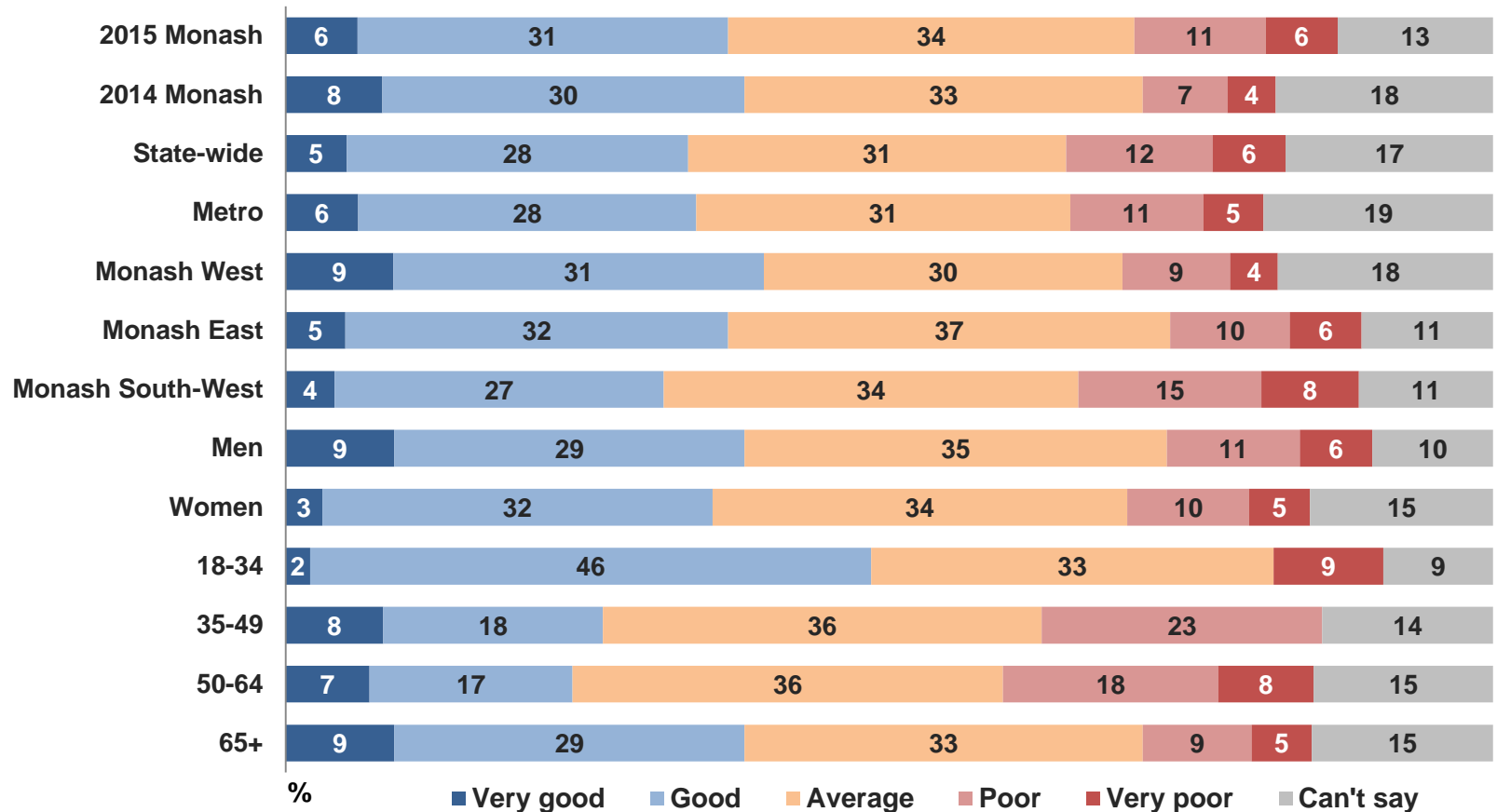
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

2015 Council's general town planning policy performance detailed percentages

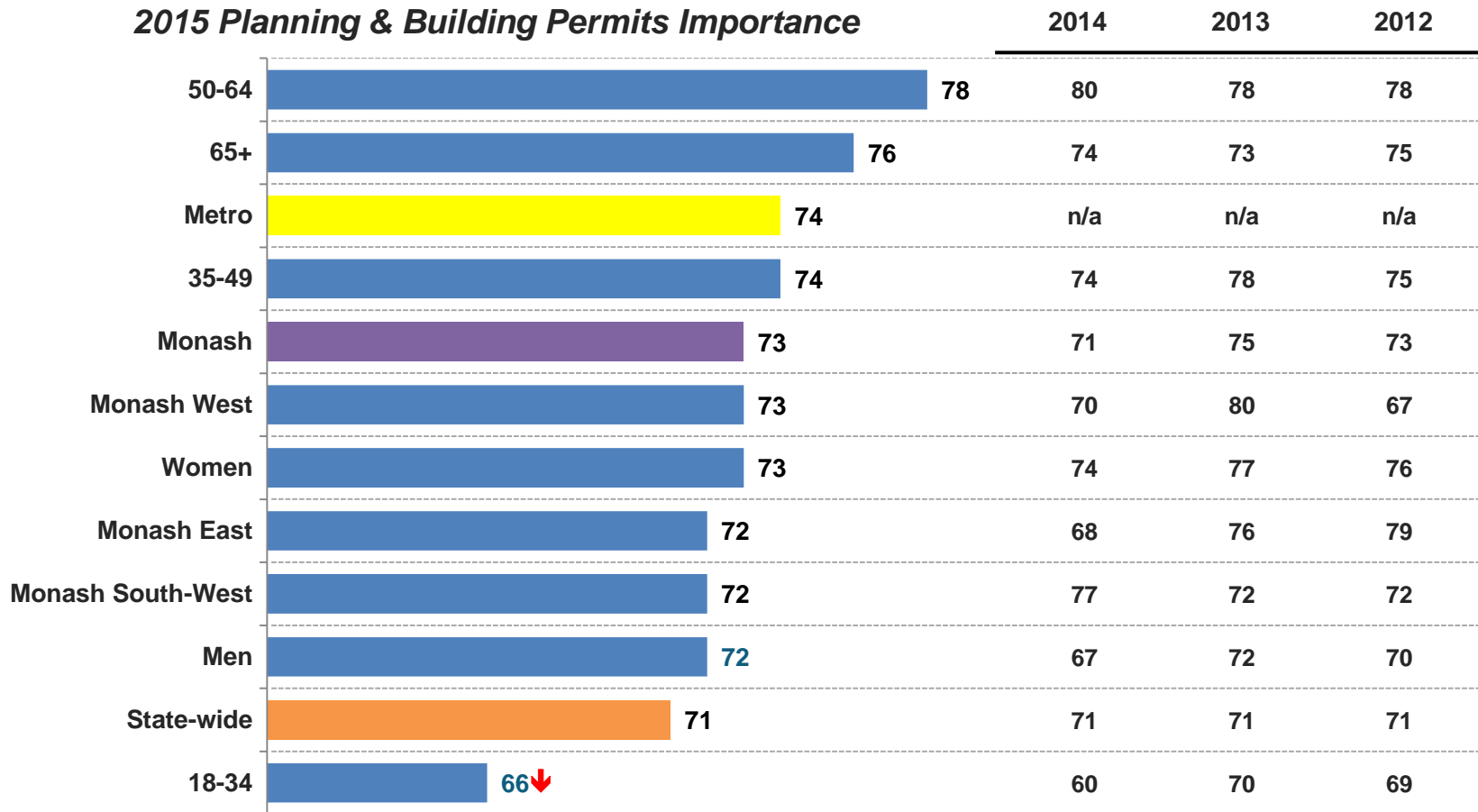
2015 Planning Performance



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9



2015 Planning and Building Permits importance index scores



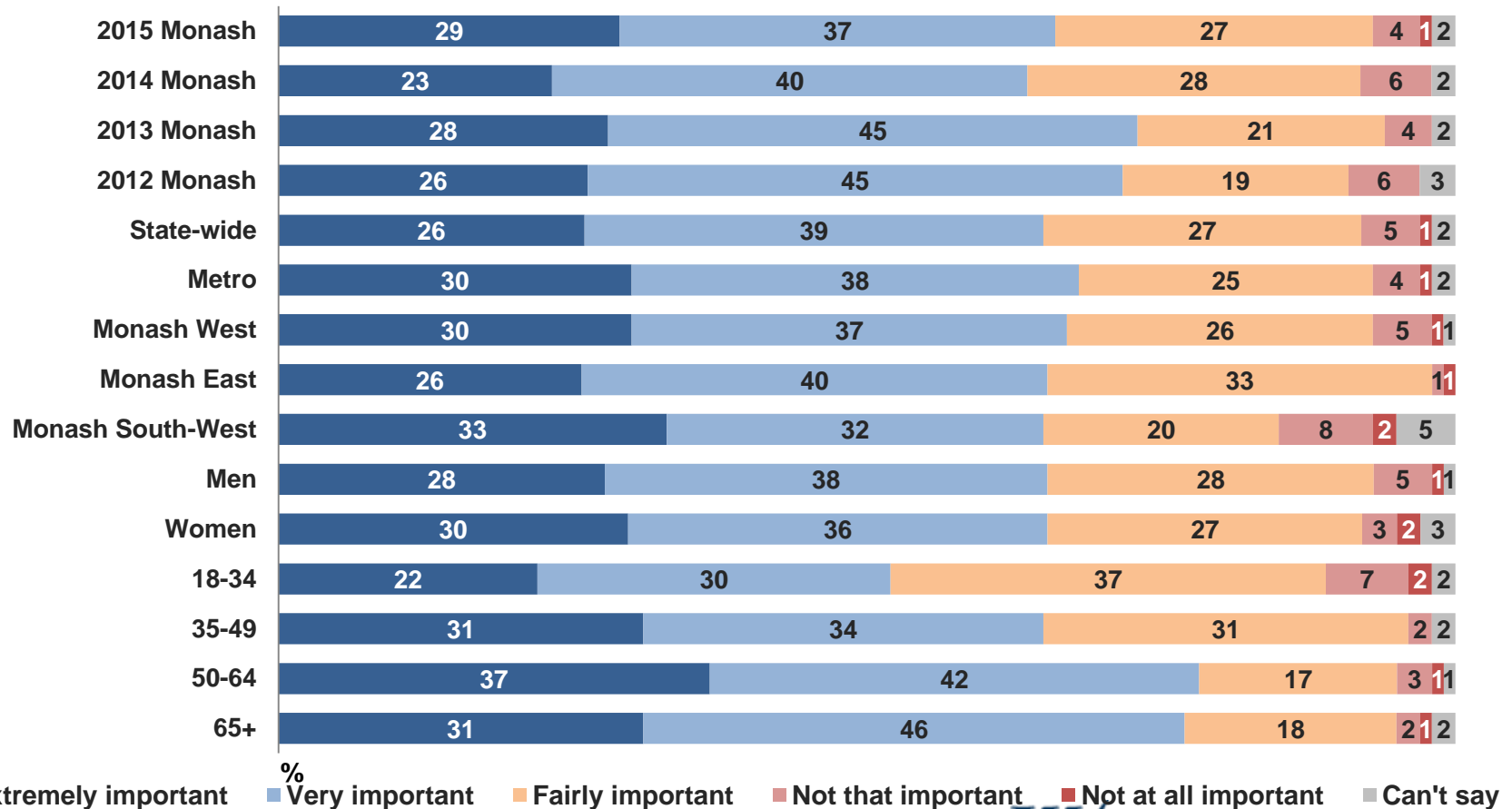
Q1. Firstly, how important should 'Planning and Building Permits' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7

Note: Please see slide 5 for explanation about significant differences

2015 Planning and Building Permits importance detailed percentages

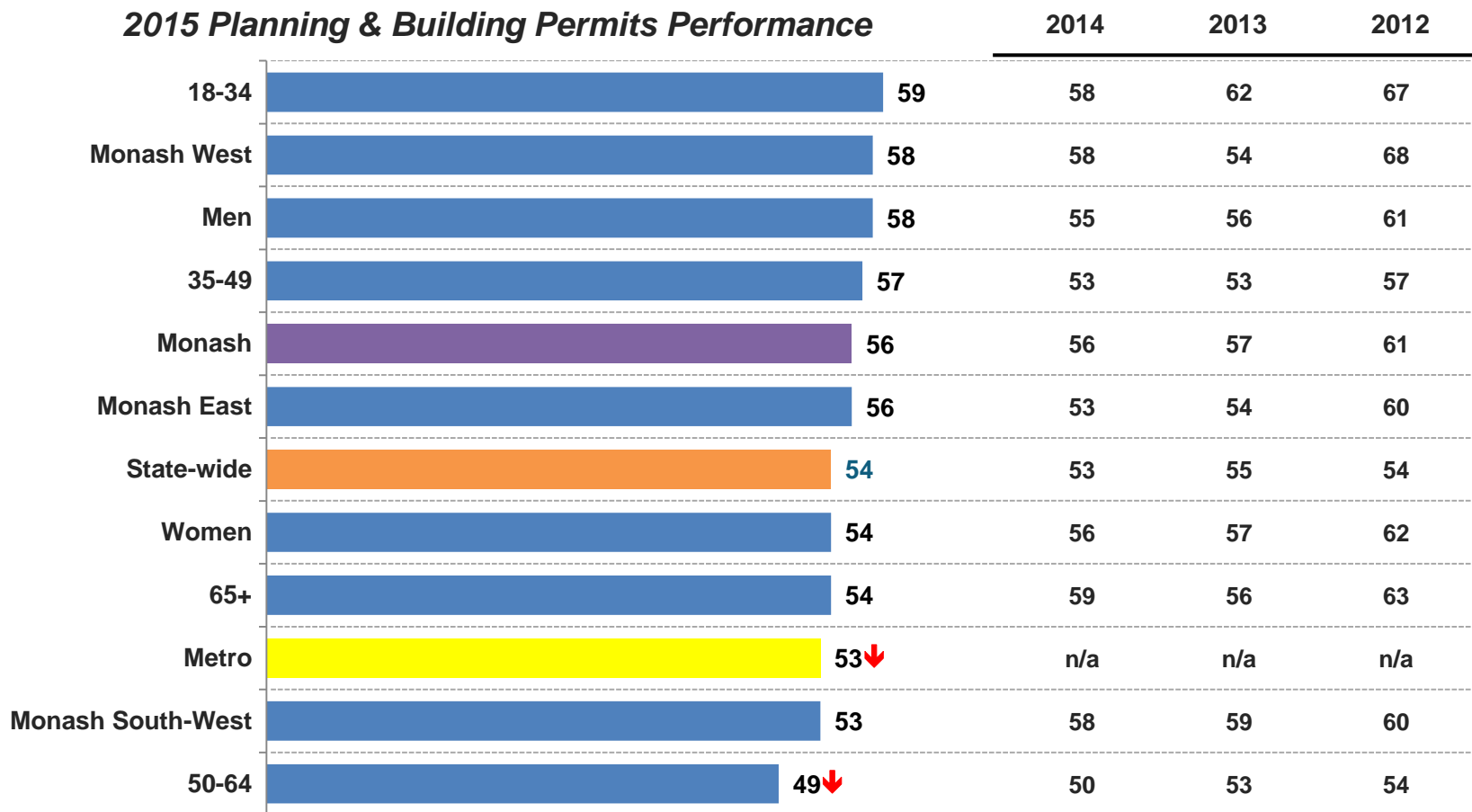
2015 Planning & Building Permits Importance



Q1. Firstly, how important should 'Planning and Building Permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7



2015 Planning and Building Permits performance index scores



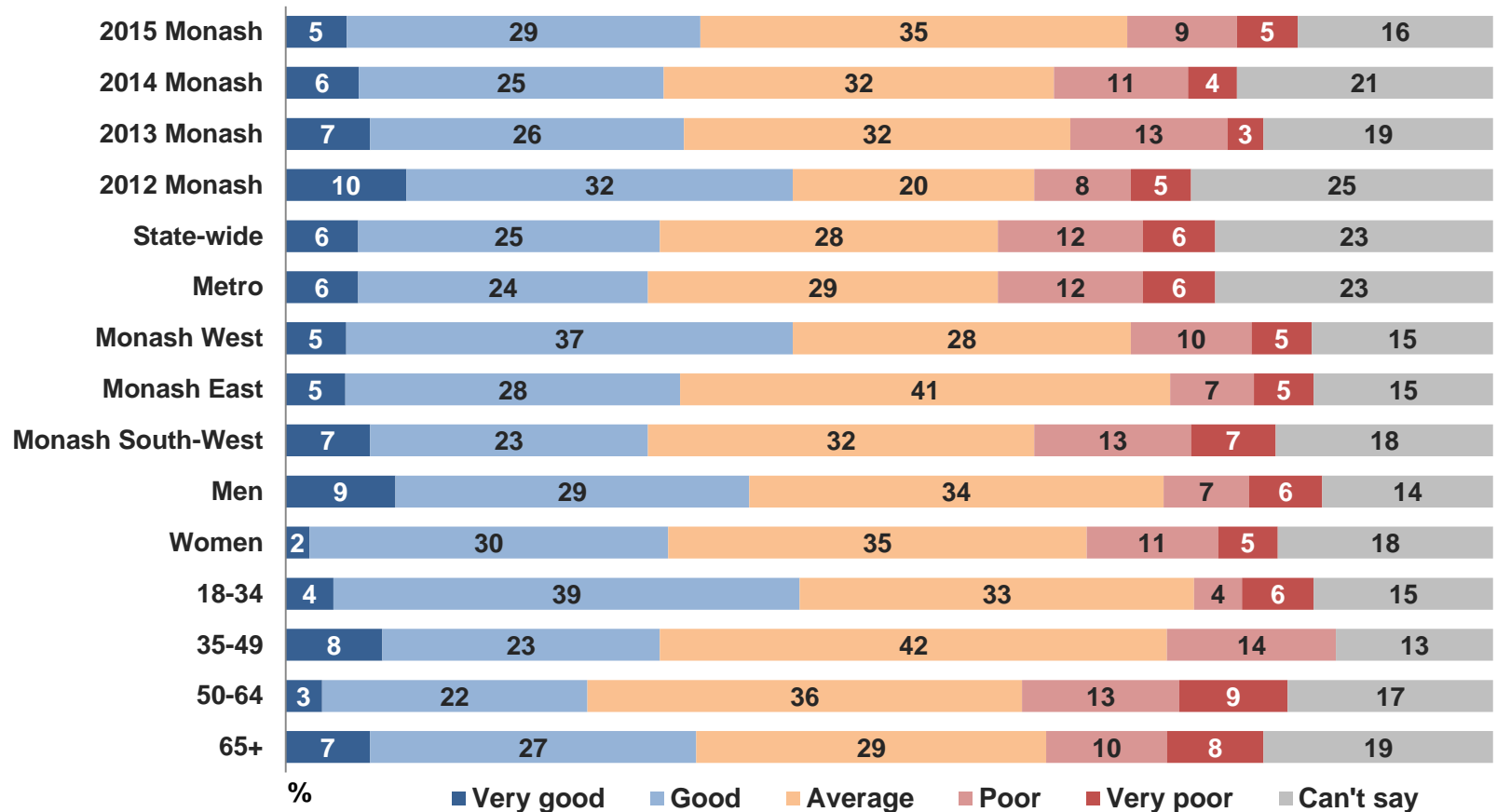
Q2. How has Council performed on 'Planning and Building Permits' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2015 Planning and Building Permits performance detailed percentages

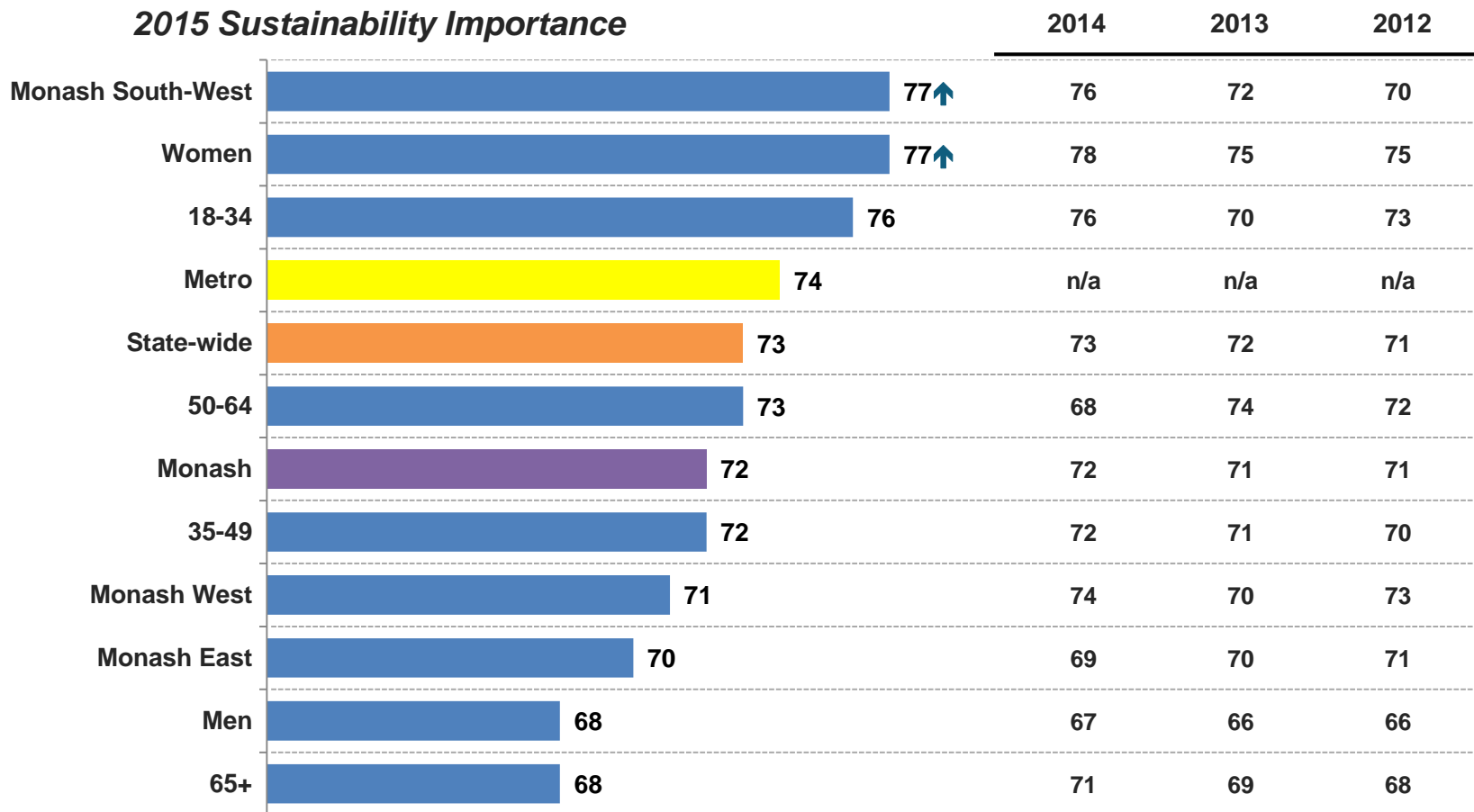
2015 Planning & Building Permits Performance



Q2. How has Council performed on 'Planning and Building Permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 9



2015 Environmental Sustainability importance index scores



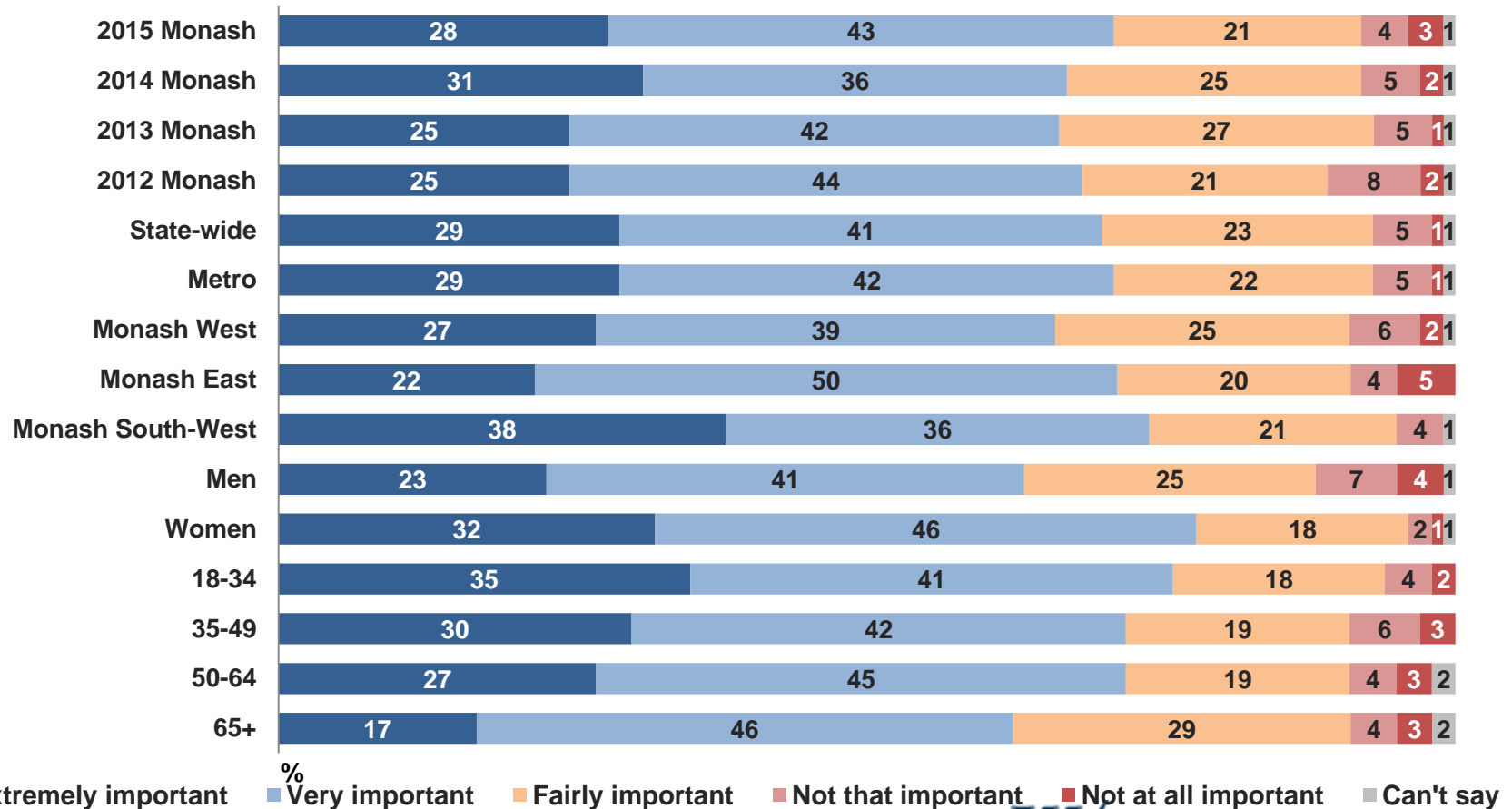
Q1. Firstly, how important should 'Environmental Sustainability' be as a responsibility for Council?

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

Note: Please see slide 5 for explanation about significant differences

2015 Environmental Sustainability importance detailed percentages

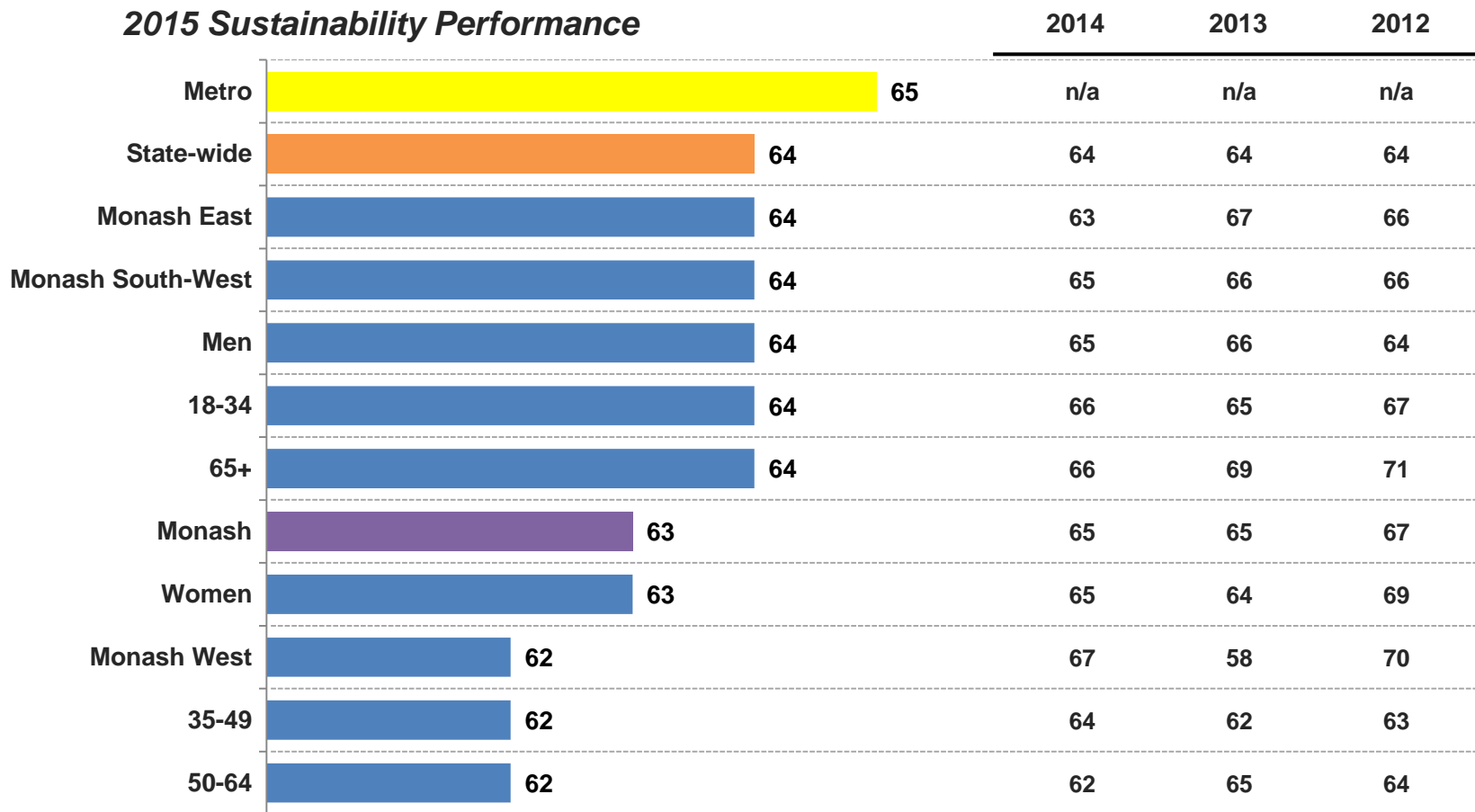
2015 Sustainability Importance



Q1. Firstly, how important should 'Environmental Sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 21 Councils asked group: 9



2015 Environmental Sustainability performance index scores



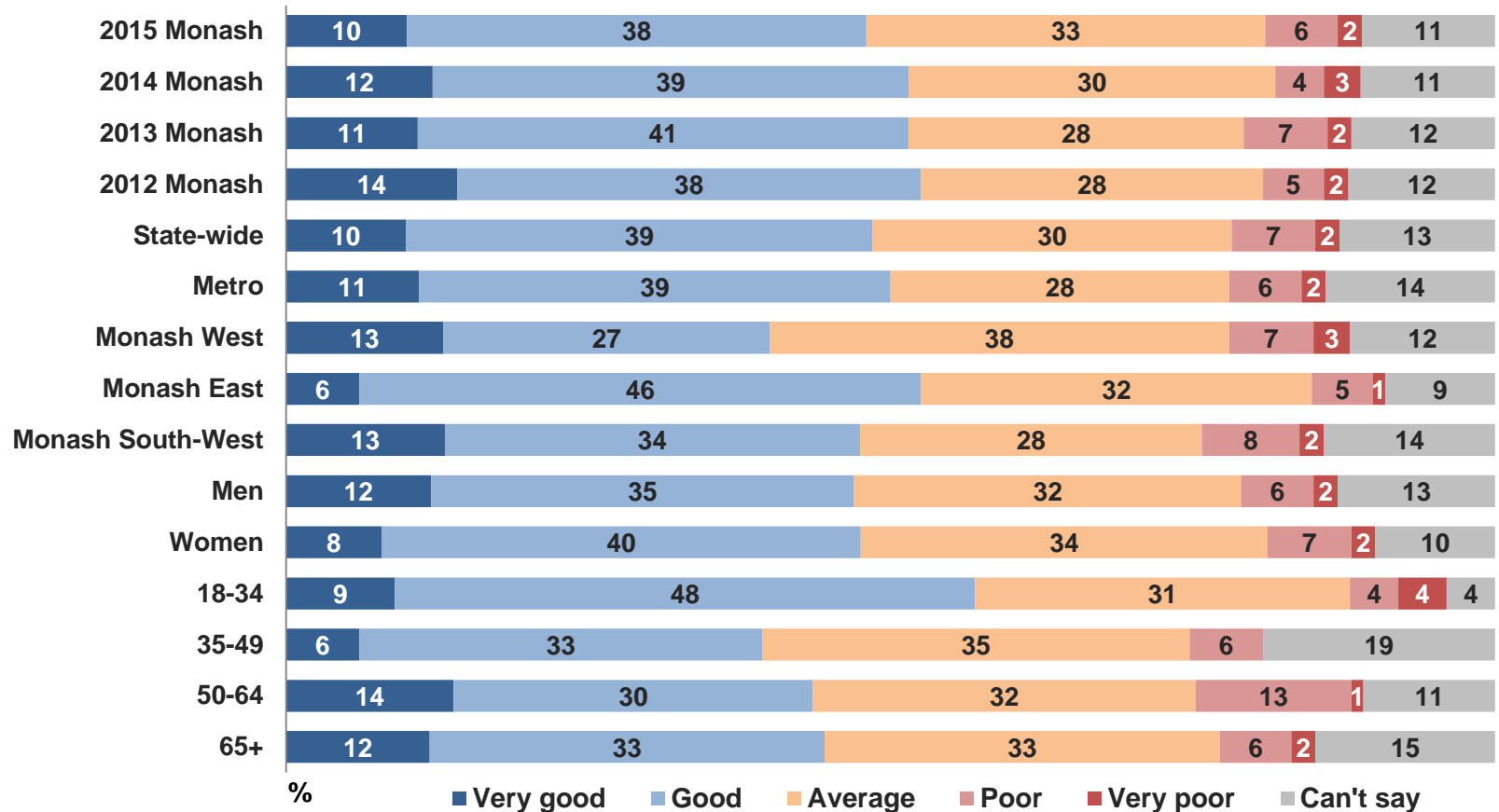
Q2. How has Council performed on 'Environmental Sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences

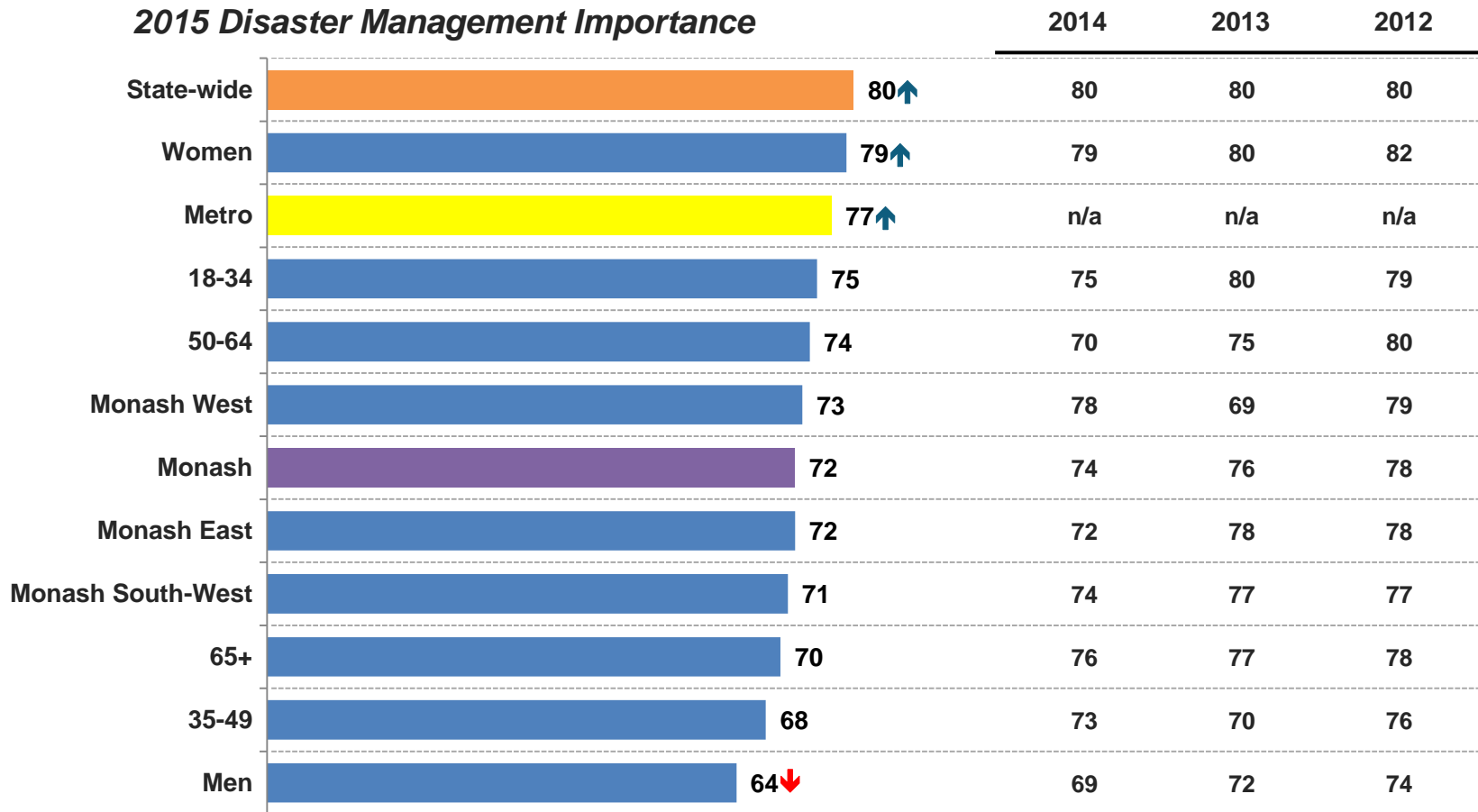
2015 Environmental Sustainability performance detailed percentages

2015 Sustainability Performance



Q2. How has Council performed on 'Environmental Sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 12

2015 Emergency and Disaster Management importance index scores



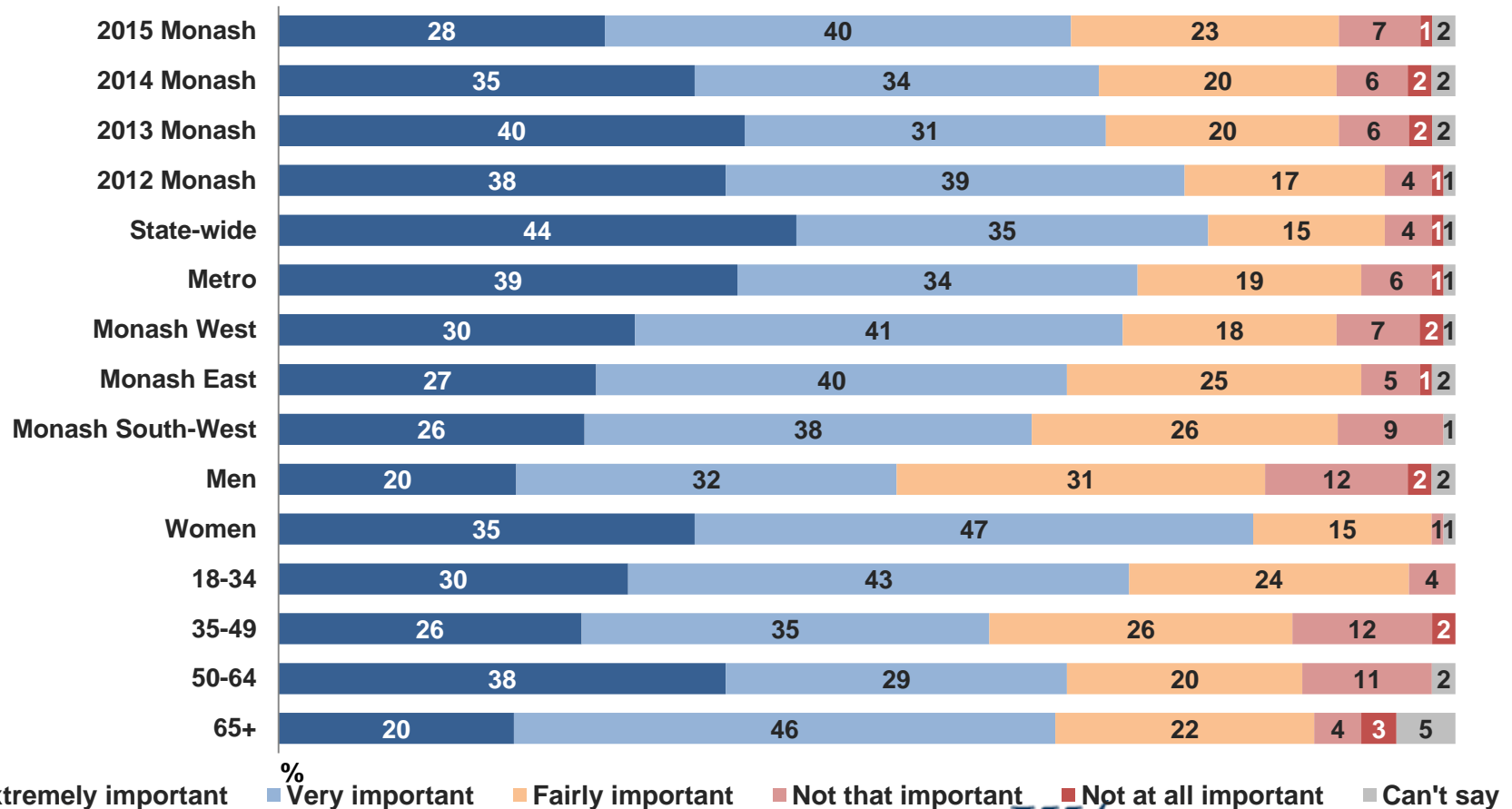
Q1. Firstly, how important should 'Emergency and Disaster Management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4

Note: Please see slide 5 for explanation about significant differences

2015 Emergency and Disaster Management importance detailed percentages

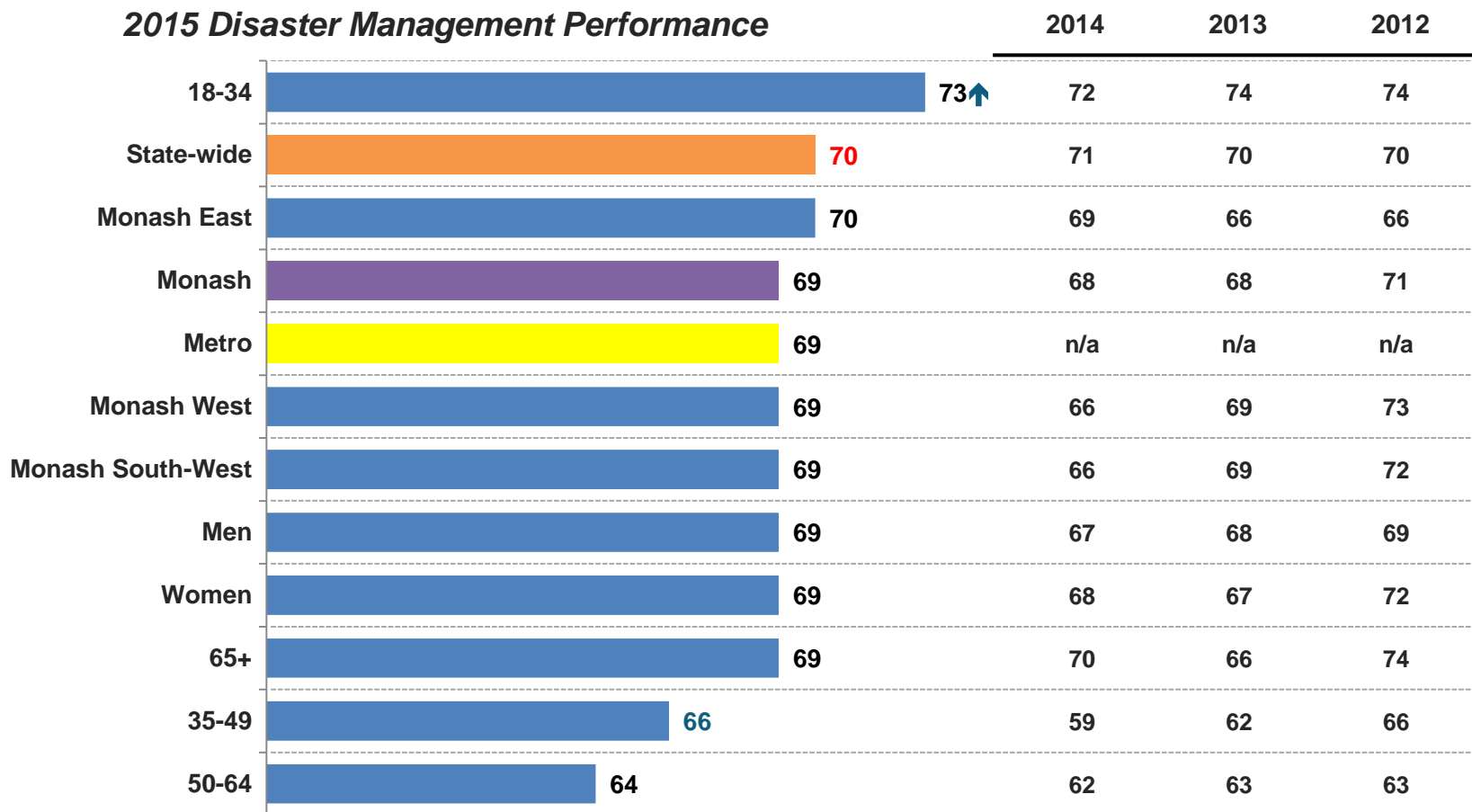
2015 Disaster Management Importance



Q1. Firstly, how important should 'Emergency and Disaster Management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4



2015 Emergency and Disaster Management performance index scores



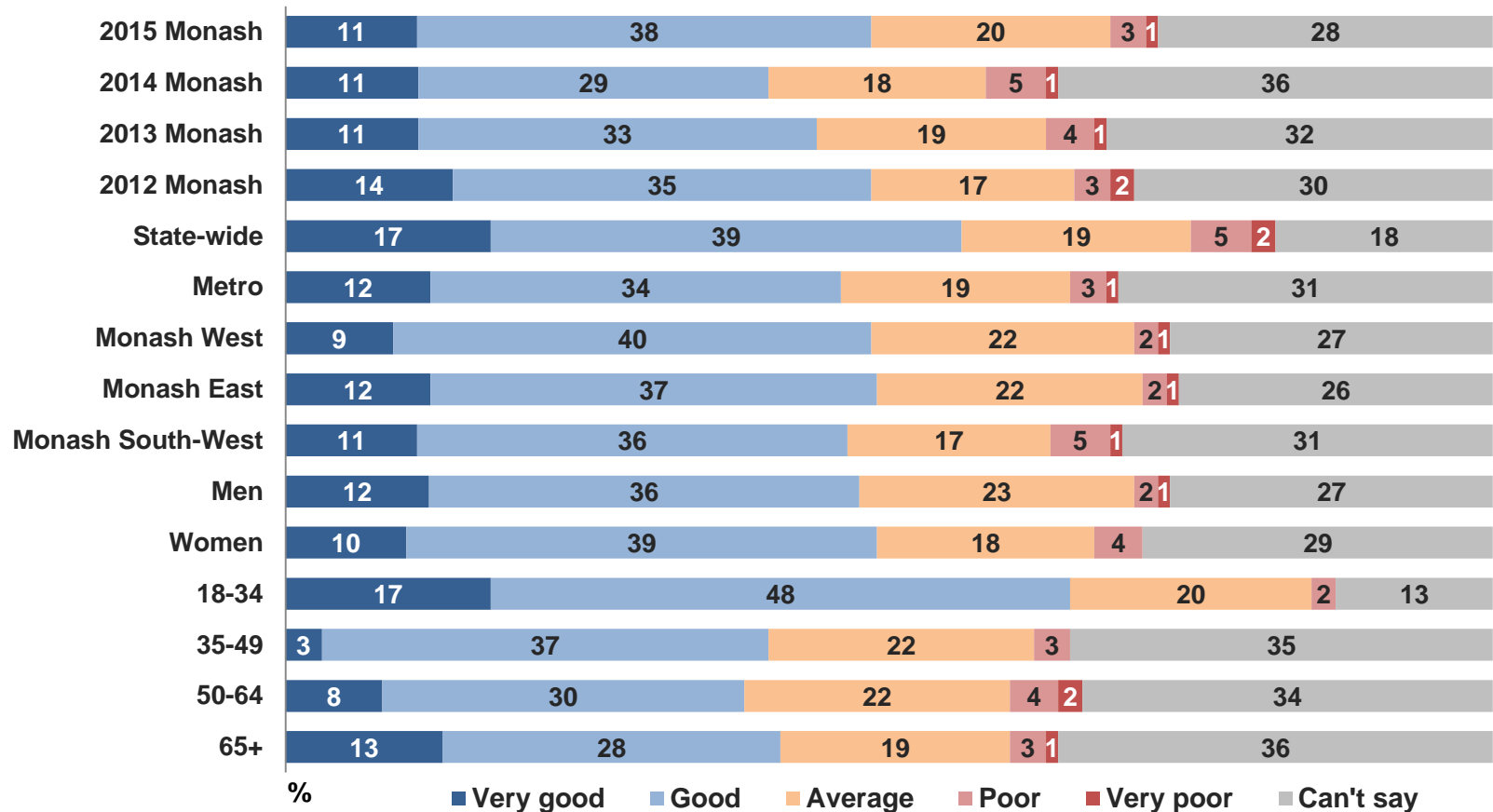
Q2. How has Council performed on 'Emergency and Disaster Management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5

Note: Please see slide 5 for explanation about significant differences

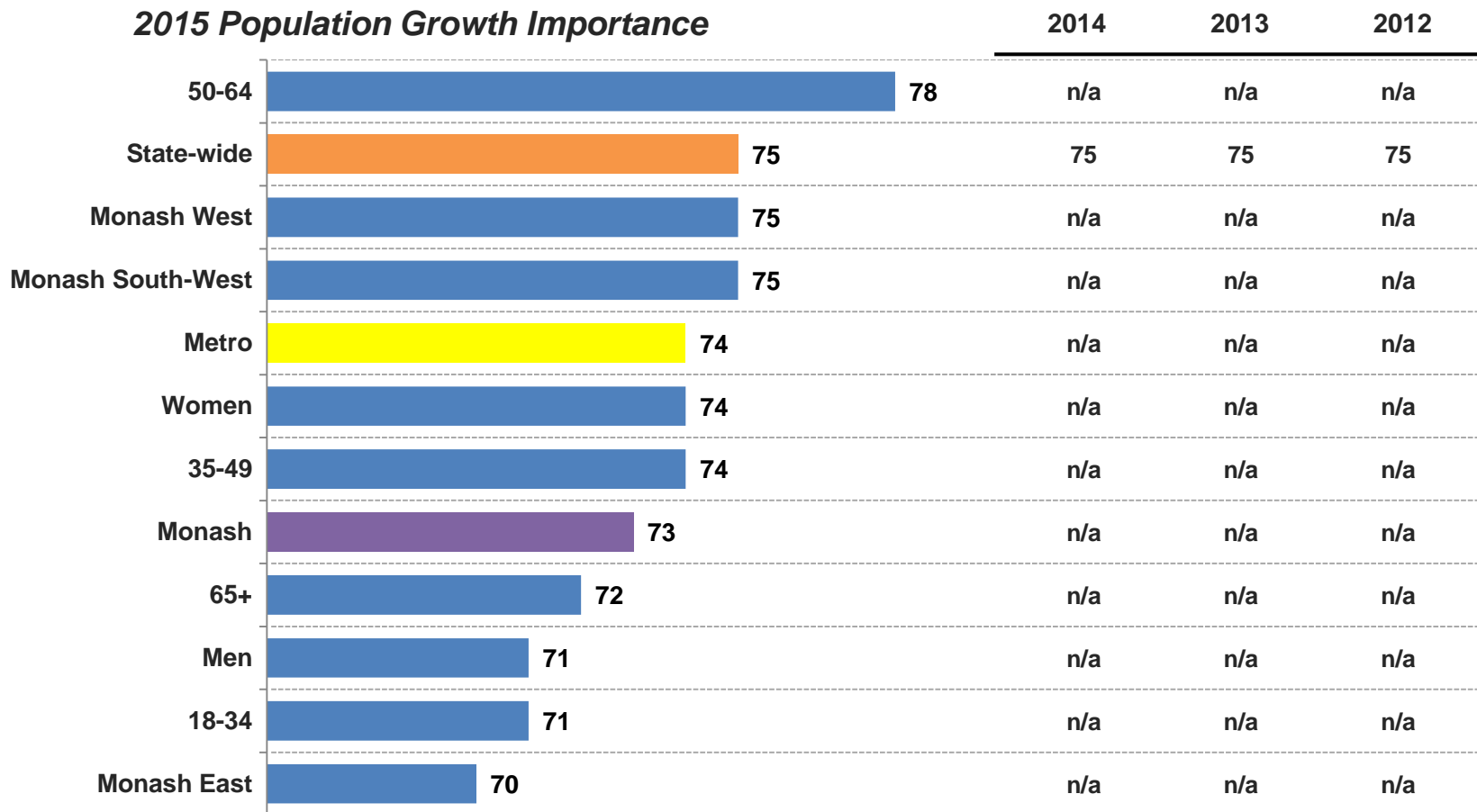
2015 Emergency and Disaster Management performance detailed percentages

2015 Disaster Management Performance



Q2. How has Council performed on 'Emergency and Disaster Management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5

2015 Planning for population growth in the area importance index scores



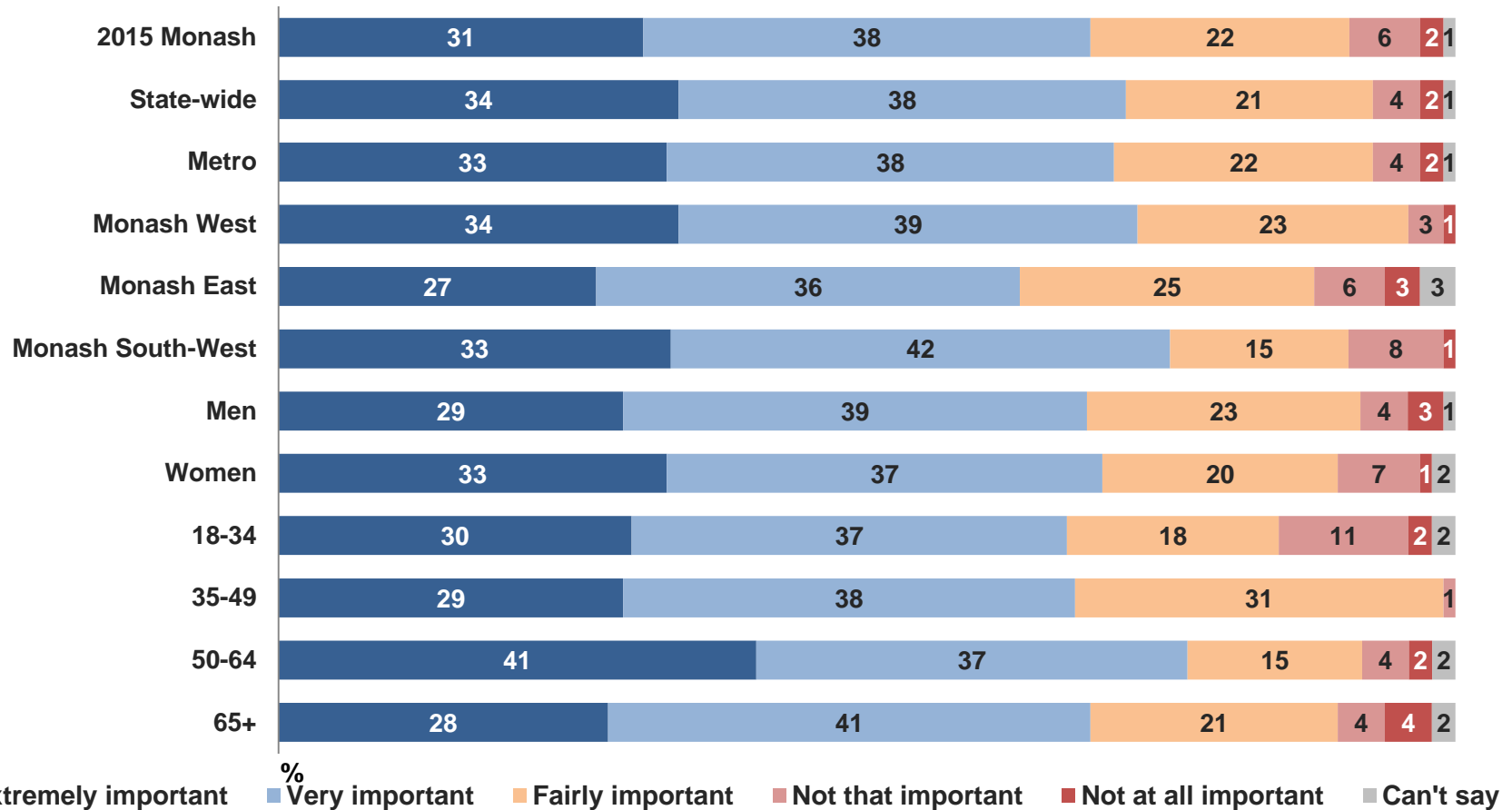
Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

Note: Please see slide 5 for explanation about significant differences

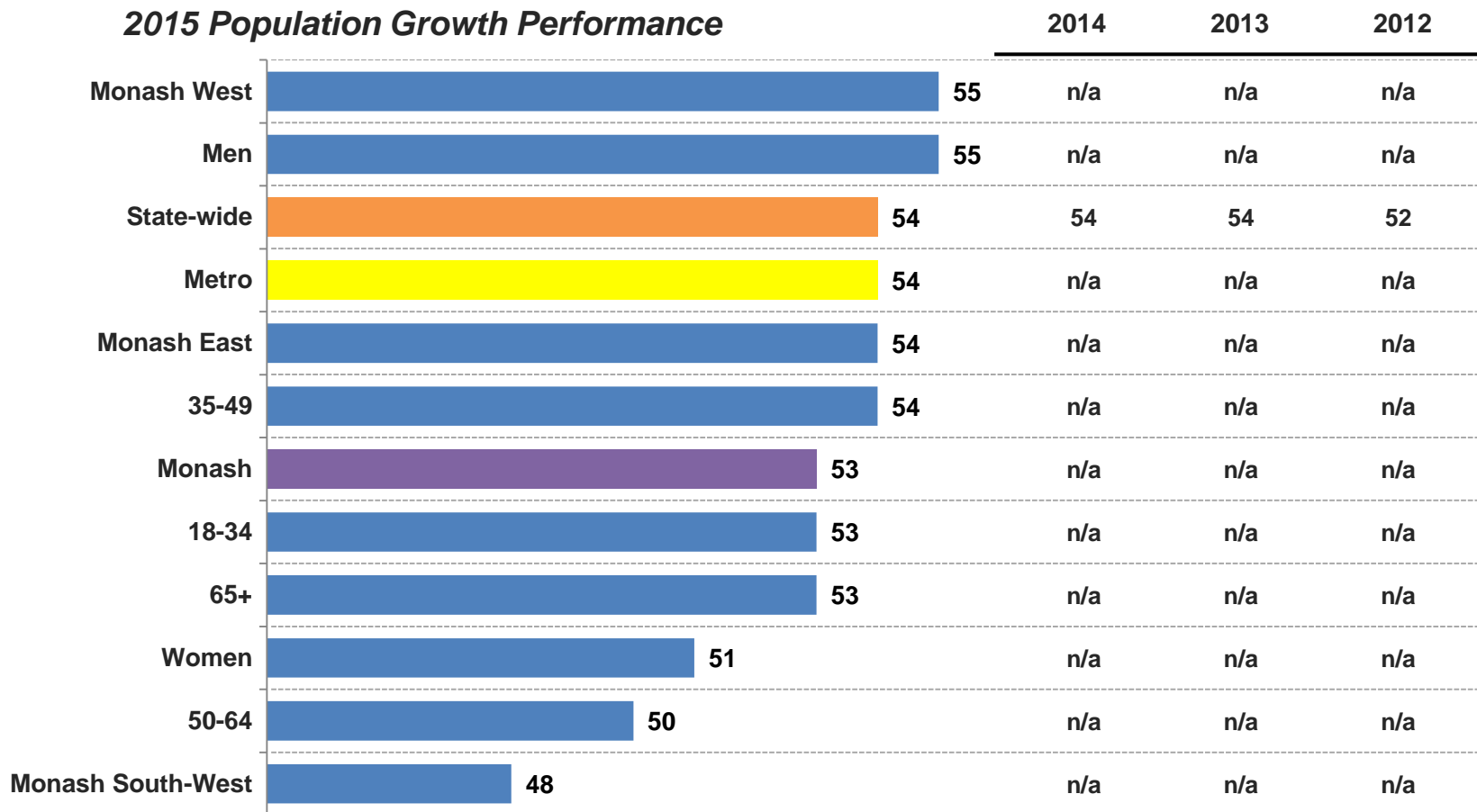
2015 Planning for population growth in the area importance detailed percentages

2015 Population Growth Importance



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

2015 Planning for population growth in the area performance index scores



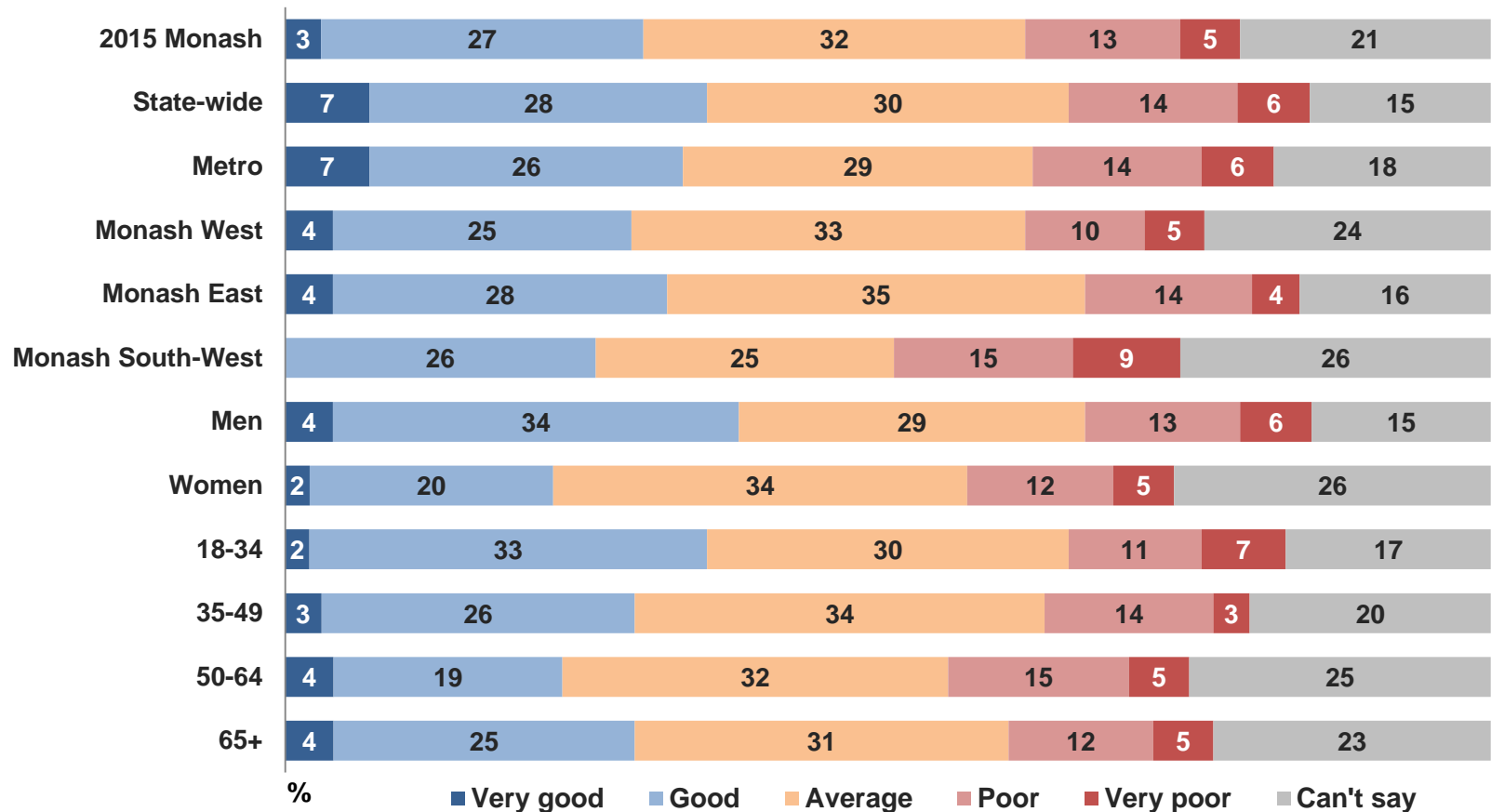
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 16

Note: Please see slide 5 for explanation about significant differences

2015 Planning for population growth in the area performance detailed percentages

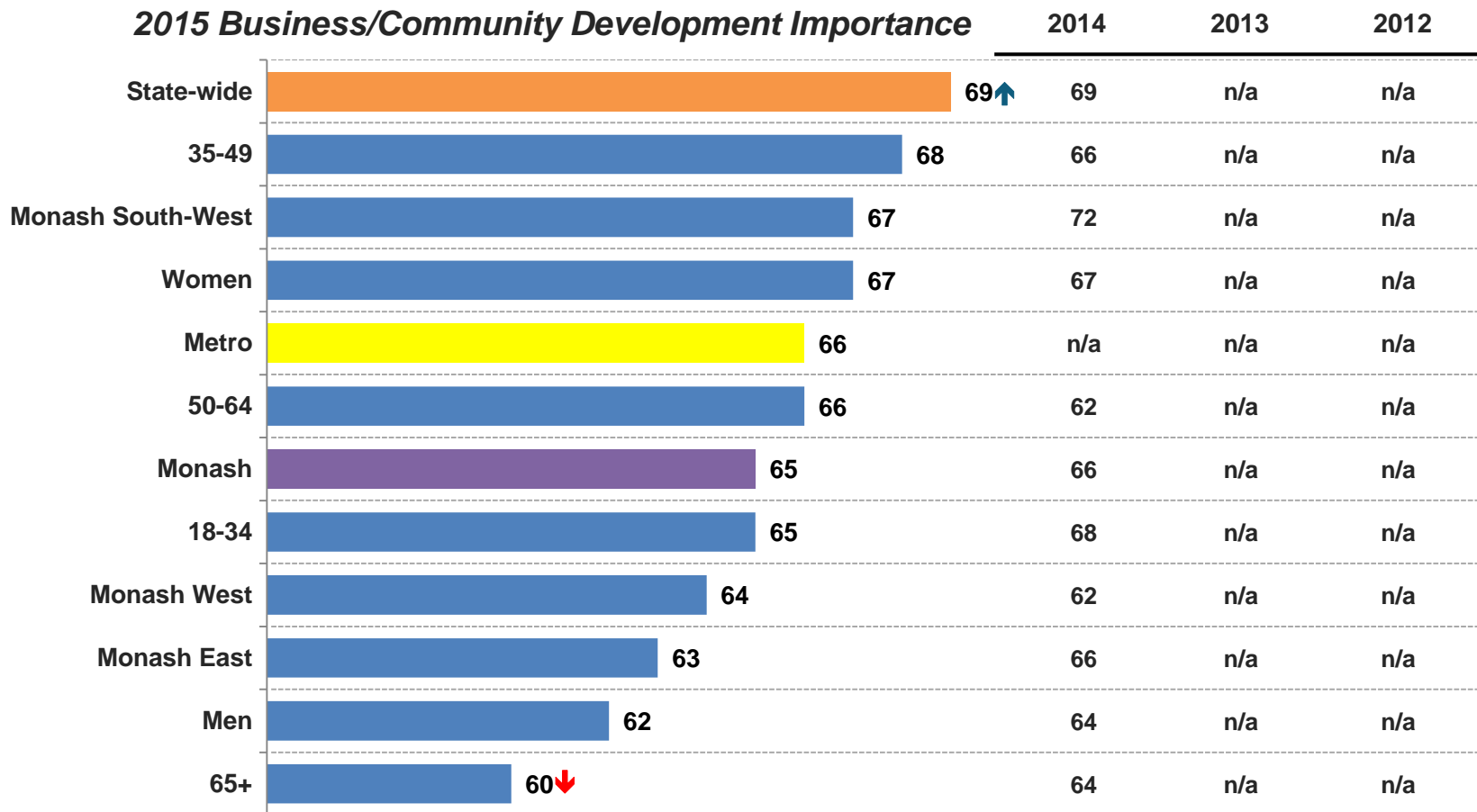
2015 Population Growth Performance



Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 7 Councils asked group: 16



2015 Business and community development importance index scores



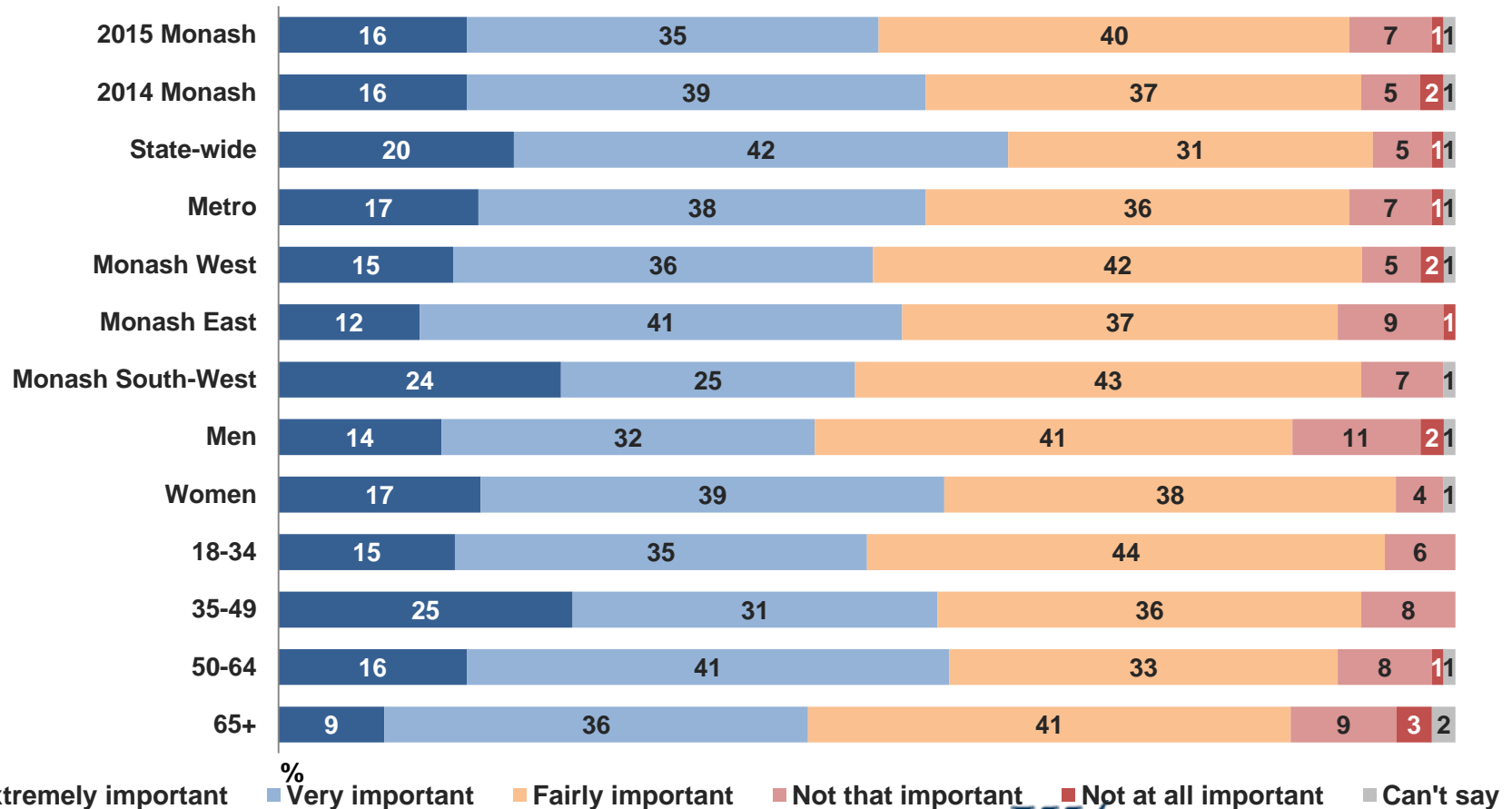
Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 2

Note: Please see slide 5 for explanation about significant differences

2015 Business and community development importance detailed percentages

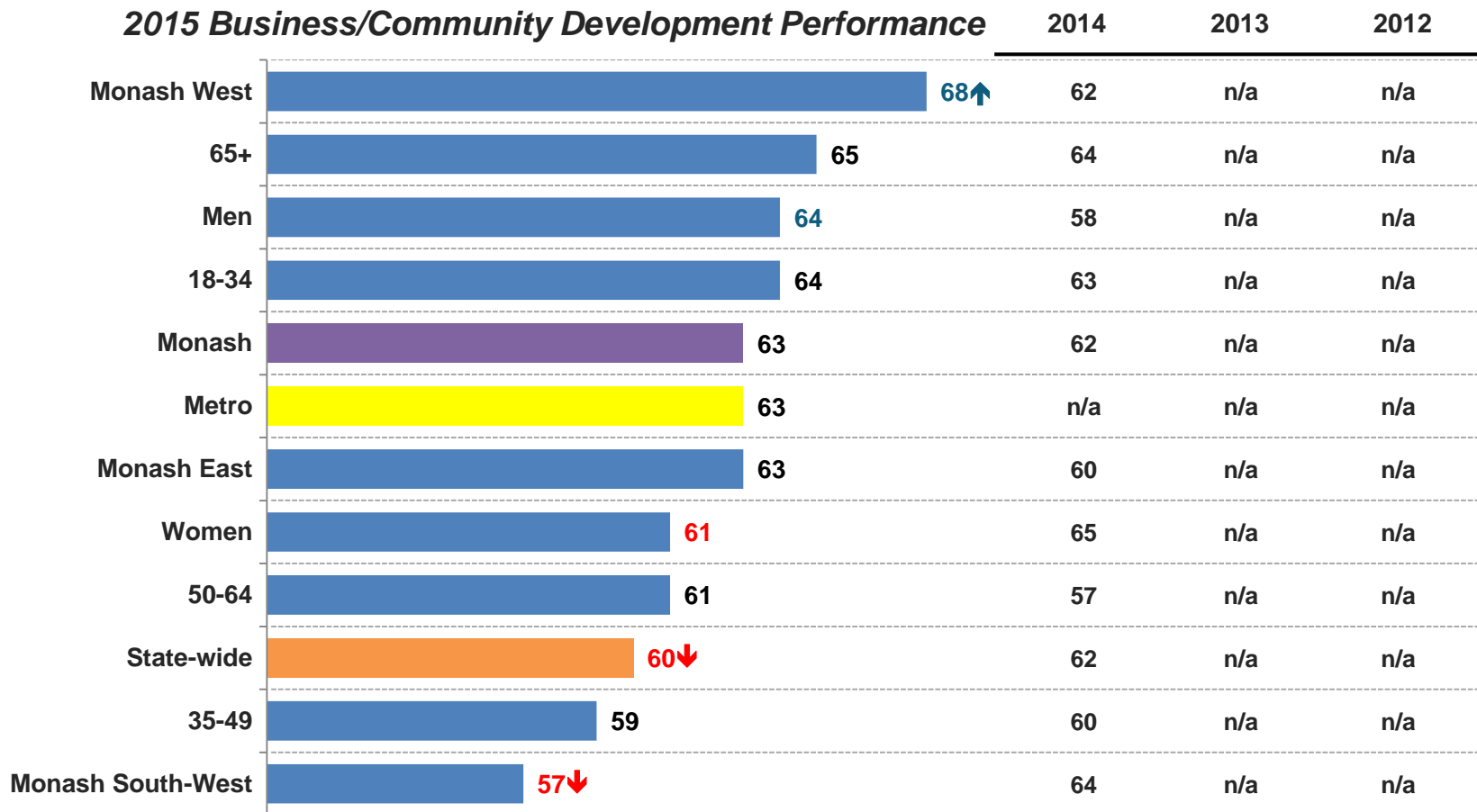
2015 Business/Community Development Importance



Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 7 Councils asked group: 2



2015 Business and community development performance index scores



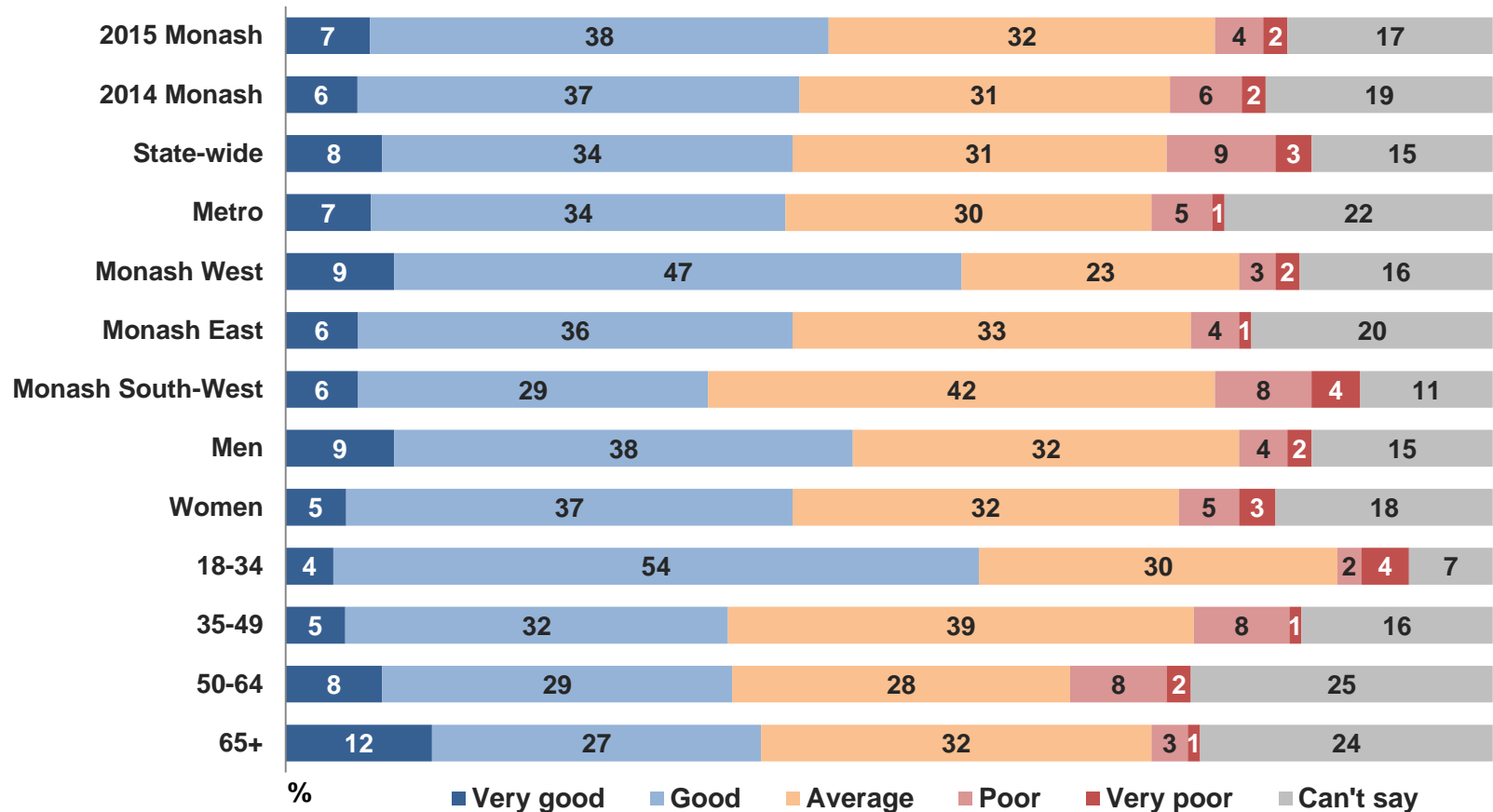
Q2. How has Council performed on 'Business and community development' over the last 12 months?

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

Note: Please see slide 5 for explanation about significant differences

2015 Business and community development performance detailed percentages

2015 Business/Community Development Performance



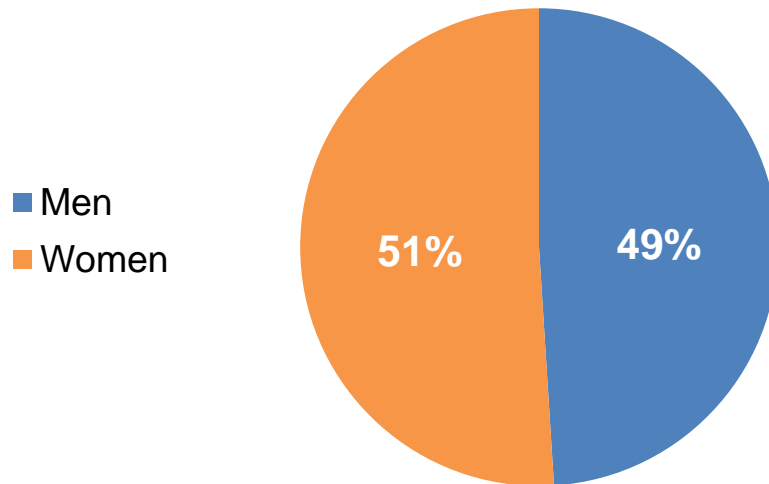
Q2. How has Council performed on 'Business and community development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4



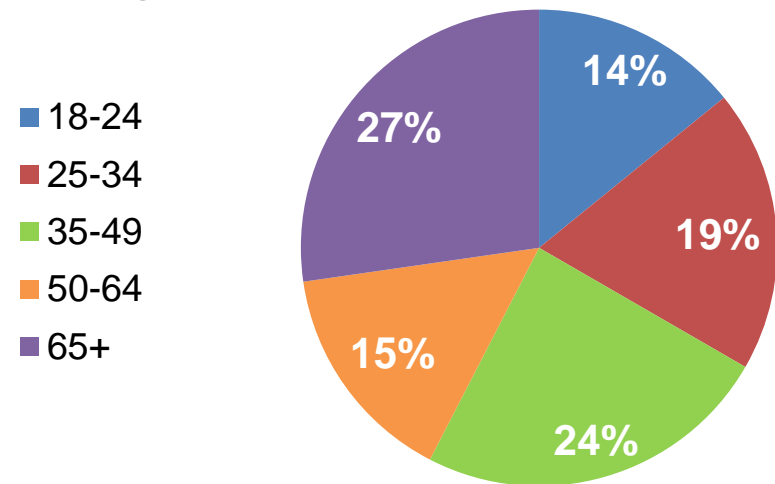
DETAILED DEMOGRAPHICS

2015 GENDER AND AGE profile

Gender



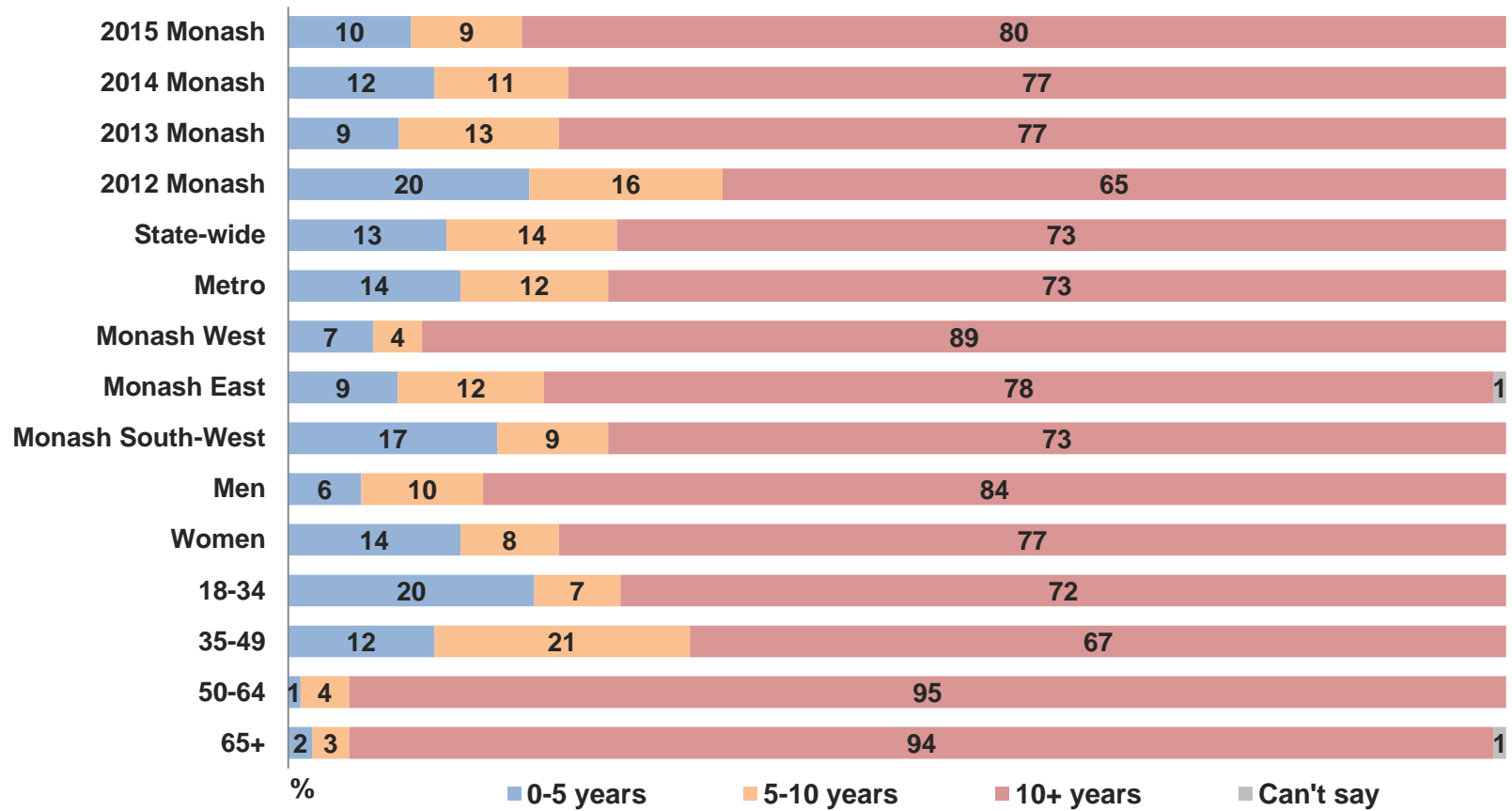
Age



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.

2015 years lived in area

2015 Years Lived in Area

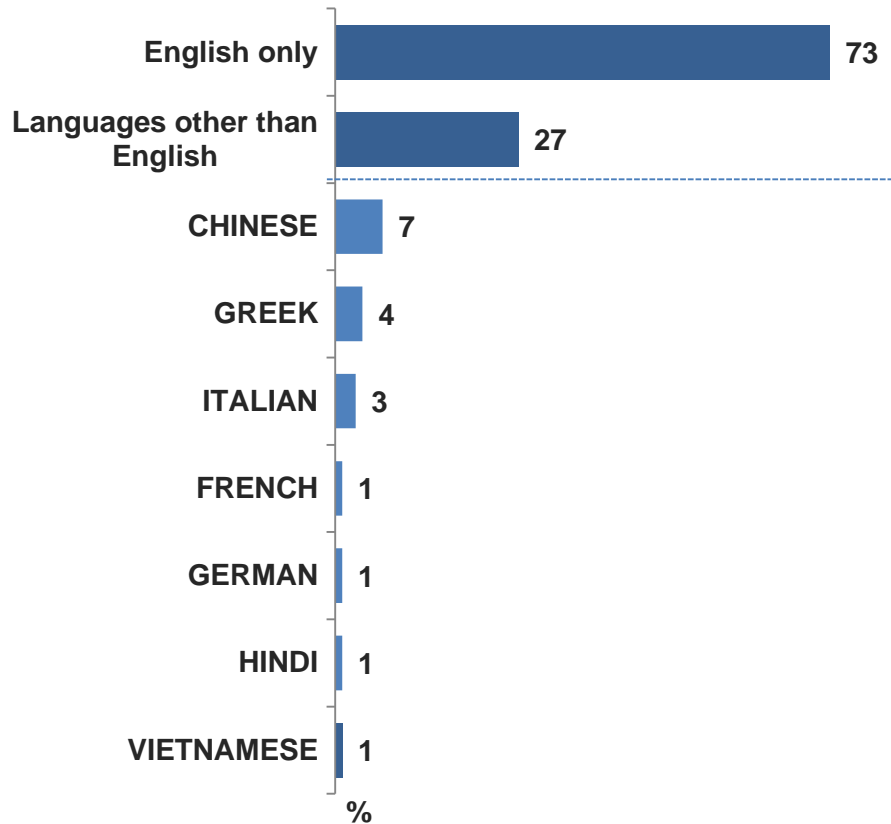


S5. How long have you lived in this area?/How long have you owned a property in this area?
 Base: All respondents. Councils asked State-wide: 18 Councils asked group: 7

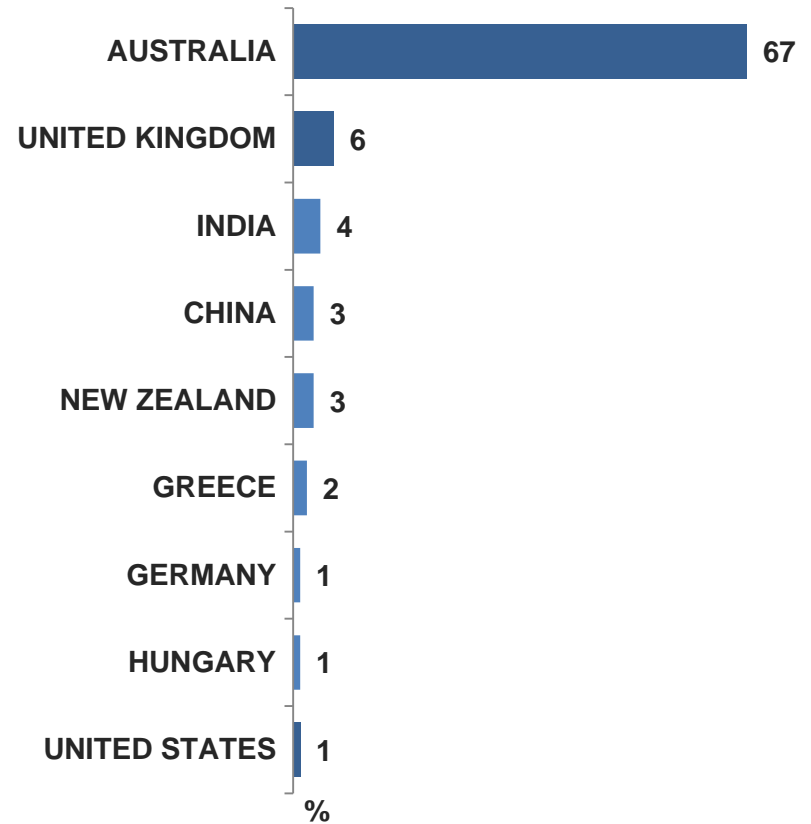
2015 Languages spoken at home

2015 Countries of Birth

2015 Languages Spoken



2015 Countries of Birth



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

Base: All respondents. Councils asked statewide: 3 Councils asked group: 3

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

Q12. Could you please tell me which country you were born in?

Base: All respondents. Councils asked statewide: 2 Councils asked group: 2





APPENDIX A:
DETAILED SURVEY TABULATIONS

AVAILABLE IN SUPPLIED EXCEL FILE

A satellite night view of the United States, showing city lights and a network of glowing lines overlaid on the landmass. The text "APPENDIX B: FURTHER PROJECT INFORMATION" is centered over the map in white, sans-serif font.

APPENDIX B:
FURTHER PROJECT INFORMATION

Appendix b: Background and objectives

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a ‘head of household’ survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Monash 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 2012-2015 have been made throughout this report as appropriate.**

Appendix b: Margins of error

The sample size for the 2015 State-wide Local Government Community Satisfaction Survey for Monash 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 148,000 people aged 18 years or over for Monash City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Monash City Council	400	400	+/-4.9
Men	182	197	+/-7.3
Women	218	203	+/-6.6
Monash West	129	119	+/-8.7
Monash East	190	180	+/-7.1
Monash South-West	81	102	+/-11.0
18-34 years	54	135	+/-13.5
35-49 years	64	97	+/-12.3
50-64 years	103	61	+/-9.7
65+ years	179	106	+/-7.3

Appendix b: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2015, 69 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 in 2012, 2013 and 2014 vary slightly to those participating in 2015.

Council Groups

Monash City Council is classified as a Metro council according to the following classification list:

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

Councils participating in the Metro group are: Banyule, Bayside, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Frankston, Kingston, Knox, Manningham, Maroondah, Melbourne, Monash, Moonee Valley, Moreland, Port Phillip and Stonnington.

Wherever appropriate, results for Monash City Council for this 2015 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metro group and on a State-wide basis. Please note however, that council groupings have changed for 2015. As such, comparisons to previous council group results can not be made within the reported charts. For comparisons with previous groupings, please contact JWS Research.

Appendix b: Analysis and reporting

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 benchmark survey and measured against the State-wide result and the council group, an 'Index Score' has been calculated for such measures.

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

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

Appendix b: Analysis and reporting

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

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

Appendix b: index score significant difference calculation

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

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

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 1
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.

Appendix b: Analysis and reporting

Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2015 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils State-wide. Alternatively, some questions in the 2015 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 2015 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

Monash City Council also commissioned some additional tailored questions, one of which is presented in Appendix C. The responses to the remaining tailored questions have been provided in a separate document, as they involved verbatim responses only.

The Overall State-wide Local Government Community Satisfaction Report is available at www.localgovernment.vic.gov.au.

Appendix b:

Glossary of terms

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

CSS: 2015 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.

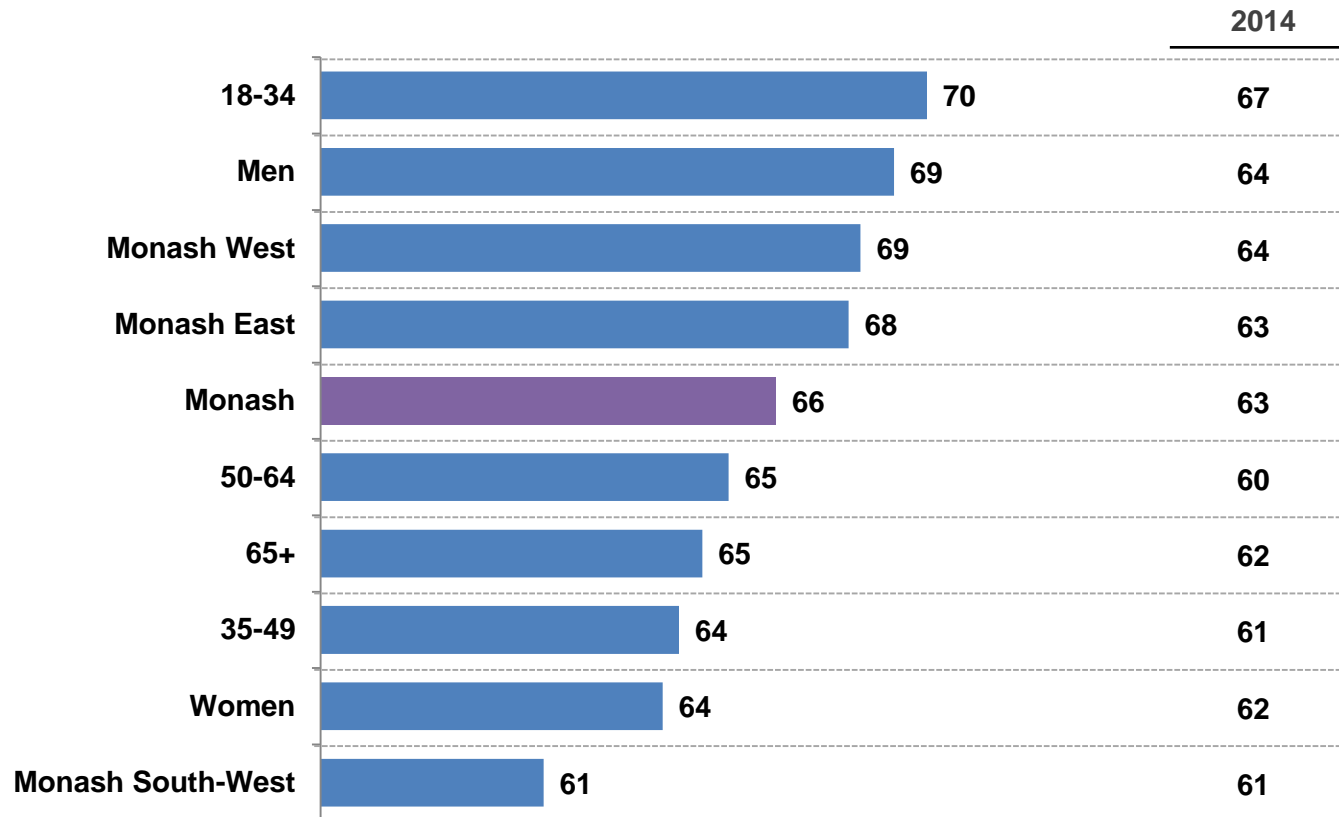
Tailored questions: Individual questions tailored by and only reported to the commissioning council.

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.



APPENDIX C:
TAILORED QUESTION

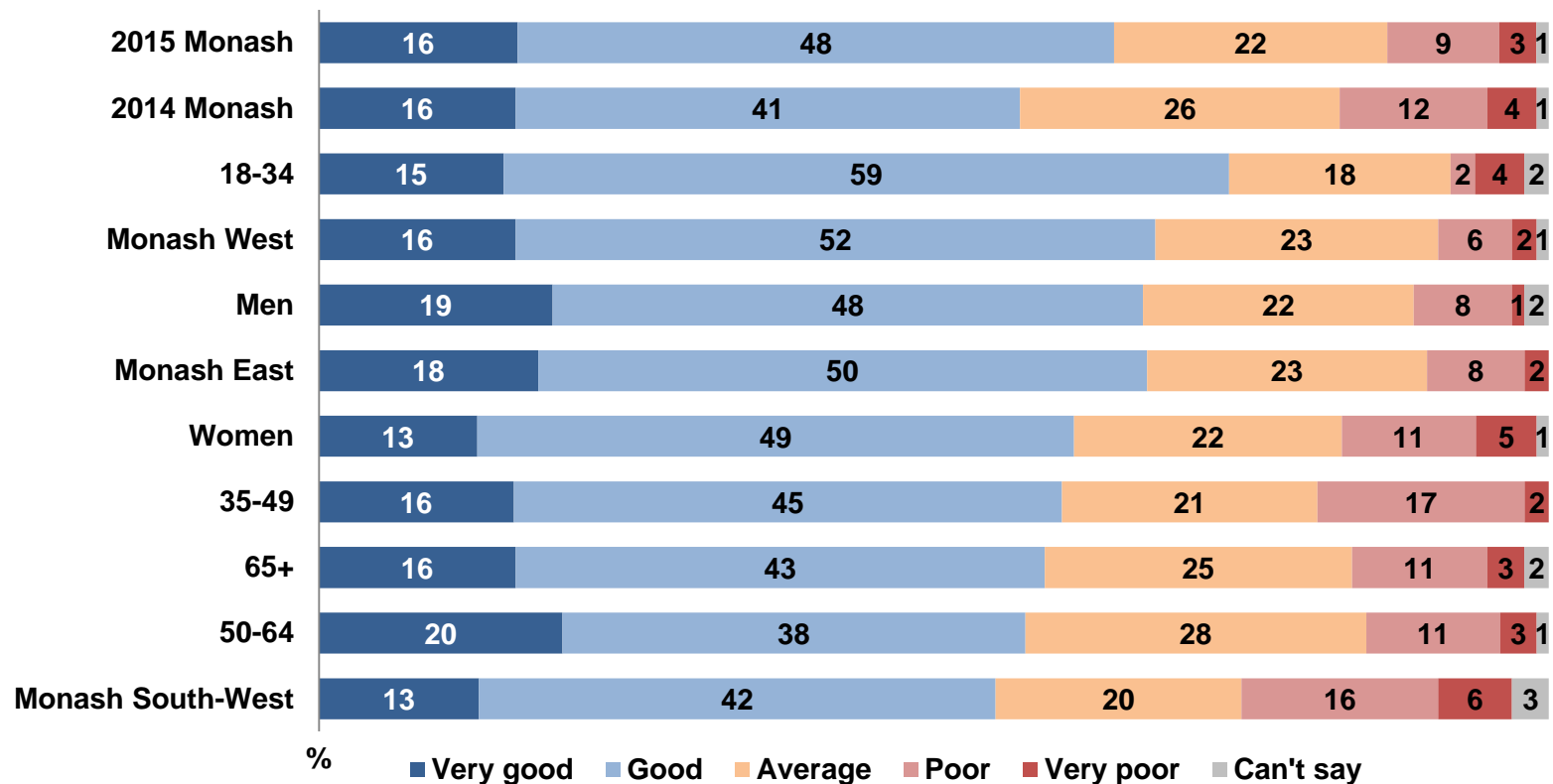
2015 Condition of footpaths performance index scores



MO11. How has Monash City Council performed on 'The condition of footpaths in your area' over the last 12 months?

Base: All respondents.

2015 condition of footpaths performance detailed percentages



MO11. How has Monash City Council performed on 'The condition of footpaths in your area' over the last 12 months?

Base: All respondents.