2024 Local Government Community Satisfaction Survey

Greater Dandenong City Council

Coordinated by the Department of Government Services 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-fifth 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 25 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 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

How to read index score charts in this report

Main chart shows the results among the total sample, subgroups, group average and State-wide average

2024 overall performance (index scores)

Chart title explains the data shown in the chart

Previous results

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	70	73	73	75	71	74	72	77	73
Women	69	72	72	72	74	73	74	71	74
Area 1	69	70	72	71	70	72	73	71	74
65+	67	71	73	72	72	71	71	71	76
Area 2					72	72	70	71	73
Greater Dandenong					71	72	71	72	73
Area 3					70	72	71	72	72
Men			67	71	69	72	73		
35-49			71	74	72	69	70		
50-64			67	66	70	66	73		
Metro	62	65	67	66	67	65	64	66	67
State-wide	56	59	61	58	60	59	59	59	60

18-34 — 75 ▲
Women — 71
Area 1 — 71
65+ — 70
Area 2 — 69
Greater Dandenong — 69
Area 3 — 68
Men — 67
35-49 — 64
50-64 — 63
Metro — 63 ▼
State-wide — 54 ▼

EXAMPLE DATA ONLY

A green arrow indicates the result is significantly higher than the overall council average and a red arrow indicates significantly lower than the council average, at the 95% confidence interval.

Green text indicates the result is significantly higher than the previous year's result and red text indicates significantly lower than the previous year's result, at the 95% confidence interval.

Question asked and base size(s)

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: 62 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

How to read stacked bar charts in this report
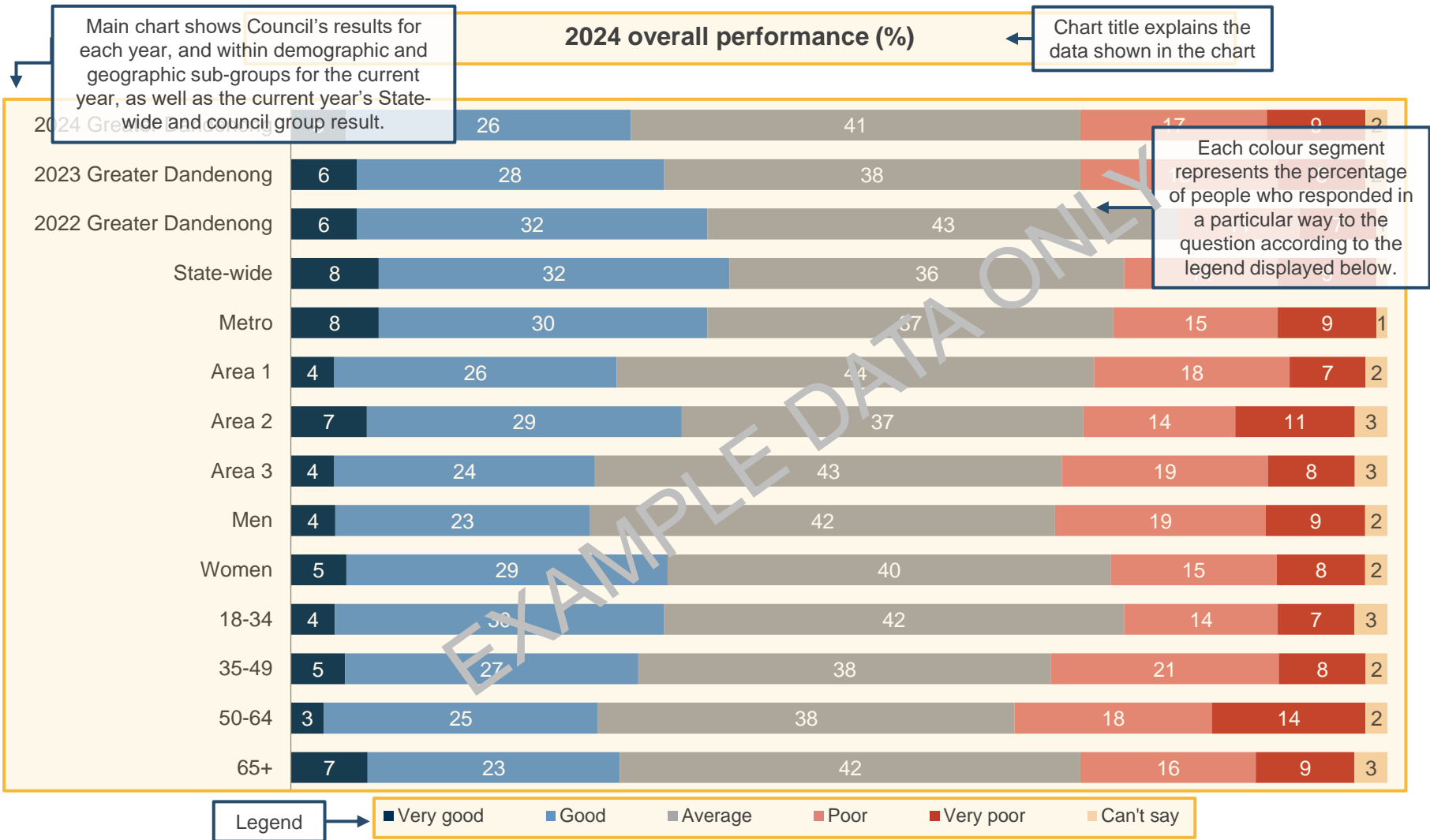
Main chart shows Council's results for each year, and within demographic and geographic sub-groups for the current year, as well as the current year's State-wide and council group result.

Chart title explains the data shown in the chart

2024 overall performance (%)

Each colour segment represents the percentage of people who responded in a particular way to the question according to the legend displayed below.

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Greater Dandenong		26	41	17	9	2
2023 Greater Dandenong	6	28	38			
2022 Greater Dandenong	6	32	43			
State-wide	8	32	36			
Metro	8	30	37	15	9	1
Area 1	4	26	44	18	7	2
Area 2	7	29	37	14	11	3
Area 3	4	24	43	19	8	3
Men	4	23	42	19	9	2
Women	5	29	40	15	8	2
18-34	4	33	42	14	7	3
35-49	5	27	38	21	8	2
50-64	3	25	38	18	14	2
65+	7	23	42	16	9	3

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

EXAMPLE DATA ONLY

JWS RESEARCH

Key findings and recommendations

Greater Dandenong City Council – at a glance

Overall council performance

Results shown are index scores out of 100.

Greater Dandenong 62

Metropolitan 63

State-wide 54

Council performance compared to group average

Top performing area	
Waste management	▲ higher

Lowest performing area	
Consultation & engagement	= on par
Customer service	▼ lower

Summary of core measures

Index scores

Overall Performance | **Value for money** | **Community Consultation** | **Making Community Decisions** | **Sealed Local Roads** | **Waste management** | **Customer Service** | **Overall Council Direction**

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Overall Performance	65	65	64	64	67	69	68	68	67	62
Value for money	67	66	65	66	62	63	66	64	61	61
Community Consultation	61	62	63	60	61	62	63	62	60	59
Making Community Decisions	65	61	63	63	61	63	63	62	59	59
Sealed Local Roads			63	69			69	66	63	61
Waste management							75	76	72	75
Customer Service	76	76	72	71	74	73	74	73	71	66
Overall Council Direction	62	61	60	60	61	62	62	61	53	55
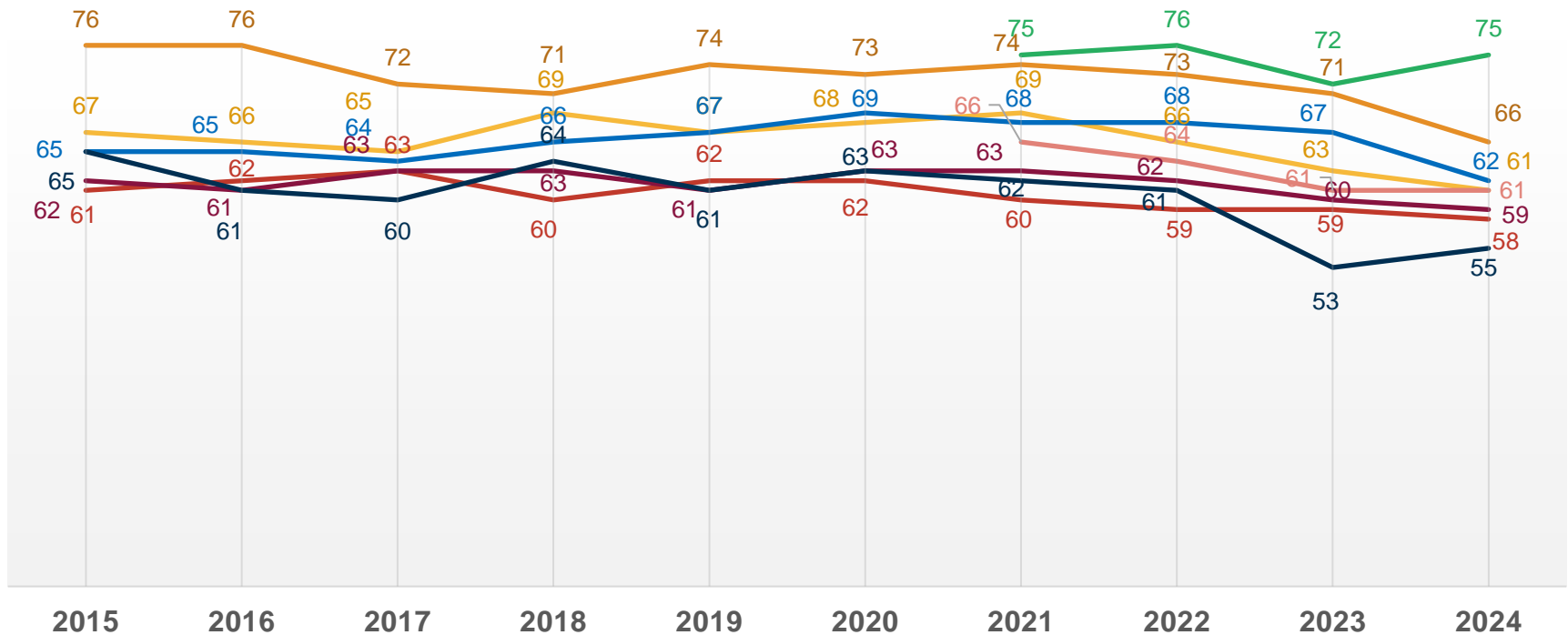
Summary of core measures

Core measures summary results (%)

	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	16	33	36	5	7	3
Value for money	15	37	25	11	7	5
Consultation & engagement	13	28	27	14	6	13
Community decisions	12	31	29	10	7	12
Sealed local roads	17	33	29	13	6	1
Waste management	35	36	21	3	2	3
Customer service	31	32	17	9	10	

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

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	21	59	13	7

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

Summary of Greater Dandenong City Council performance

Services		Greater Dandenong 2024	Greater Dandenong 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	**62**	67	63	54	Men, 65+ years	Women, 18-34 years
	Value for money	**61**	61	57	48	65+ years, Noble Park and Keysborough residents	Dandenong residents, Women
	Overall council direction	**55**	53	49	45	18-34 years	35-49 years
	Customer service	**66**	71	71	67	50-64 years, Springvale residents	35-49 years
	Waste management	**75**	72	70	67	65+ years	35-49 years
	Sealed local roads	**61**	63	61	45	Men	Women
	Community decisions	**59**	60	57	50	65+ years	18-34 years
	Consultation & engagement	**58**	59	56	51	65+ years	35-49 years

Significantly higher / lower than Greater Dandenong City Council 2024 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 Council's overall performance declined significantly from 2023 after almost a decade of stability. On other areas evaluated, performance ratings are largely unchanged compared to a year ago, with just one exception – customer service – which declined five points (not considered statistically significant) from 2023. Slight increases in ratings of waste management and overall Council direction have resulted in Council ratings that are now significantly higher than Metropolitan group and State-wide averages.

Focus areas

The condition of sealed local roads is one of the most important service areas evaluated, second only in importance to waste management. Ratings in this area have declined in small increments each year since 2021, and Council's rating is now at its lowest level in a decade. Attention should be given to Dandenong in particular where 28% of residents rate the condition of sealed local roads as 'very poor' or 'poor'. Further, 12% of all residents volunteer sealed road maintenance as an area in need of improvement.

Comparison to state and area grouping

Council rates on par with, or significantly higher than, Metropolitan group and State-wide averages for councils in all areas eva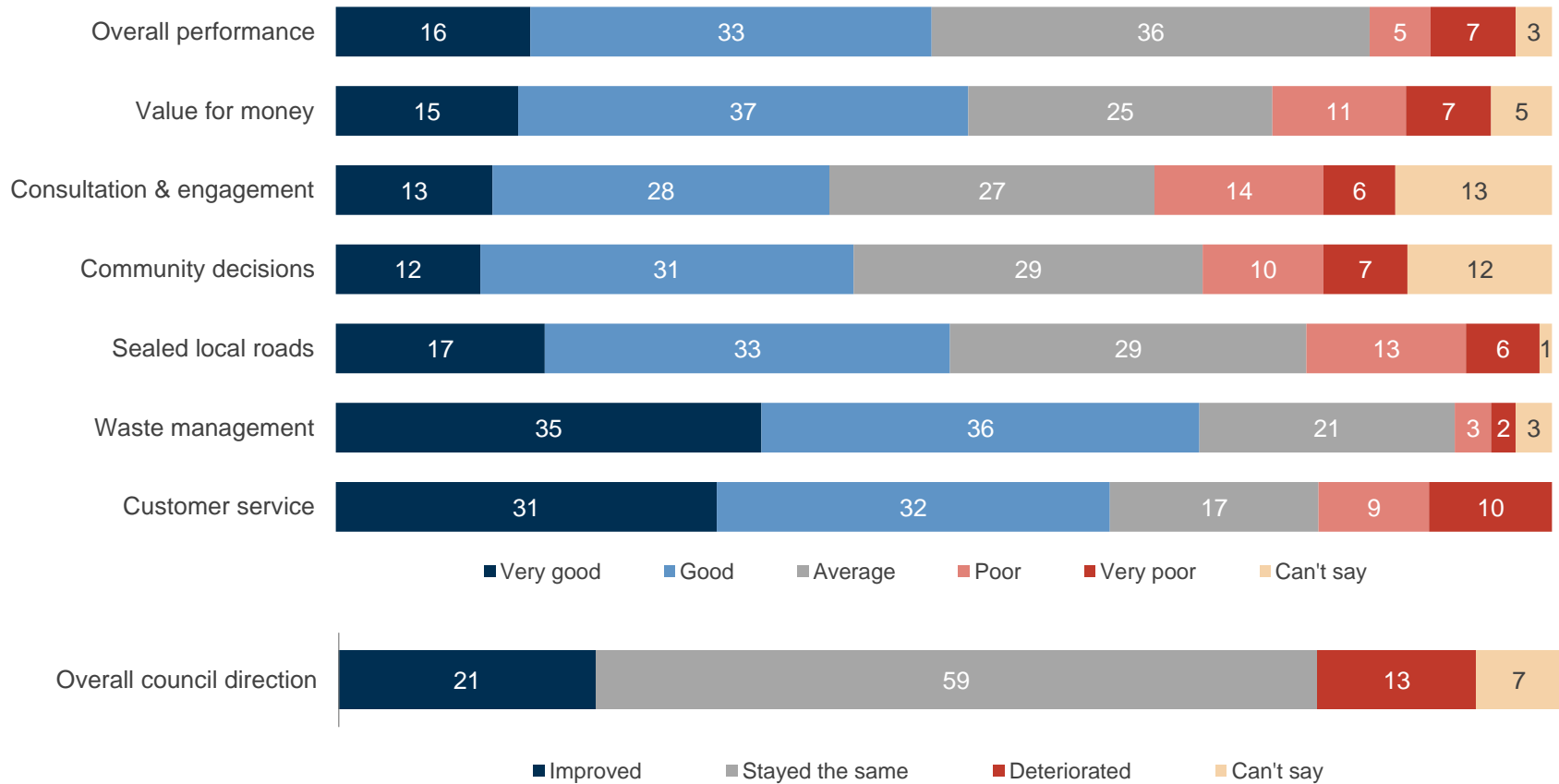luated with the exception of customer service. At present, Council rates significantly lower than the group average for customer service (but in line with the State). This is a positive result for Council despite experiencing some challenges this year.

Fostering a sense that the community is front and centre of decision making

Perceptions of consultation and engagement, and decisions made in the interest of the community, while not significantly different to last year, are trending downward and are at their lowest levels in a decade. That said, Council ratings are in line with the Metropolitan group average. Good communication and transparency with residents in Council decision making is important to ensure residents feel heard on key local issues. Information provision is important to ensure the community are aware of the actions Council is taking.

DETAILED FINDINGS

Overall performance

Overall performance

Greater Dandenong City Council's overall performance rating (index score of 62) declined by a significant five points in the past year after almost a decade of consistent ratings. Overall performance is now at its lowest level since 2015.

Despite the decline, Greater Dandenong City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils State-wide and is rated in line with the Metropolitan group average (index scores of 54 and 63 respectively).

- Declining impressions among residents of Dandenong (index score of 59, down eight index points from 2023) and Springvale (62, down six index points, not statistically significant) are behind the decline. Residents of Noble Park and Keysborough (index score of 65) rate Council in line with the previous year's results

- Overall performance ratings also declined significantly from 2023 among women (index score of 58, down 10 points) and residents aged 18 to 34 years (58, down seven points).

Half of residents (52%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good', almost three times as many as those who rate Council as 'very poor' or 'poor' (18%).

Overall performance
Results shown are index scores out of 100.
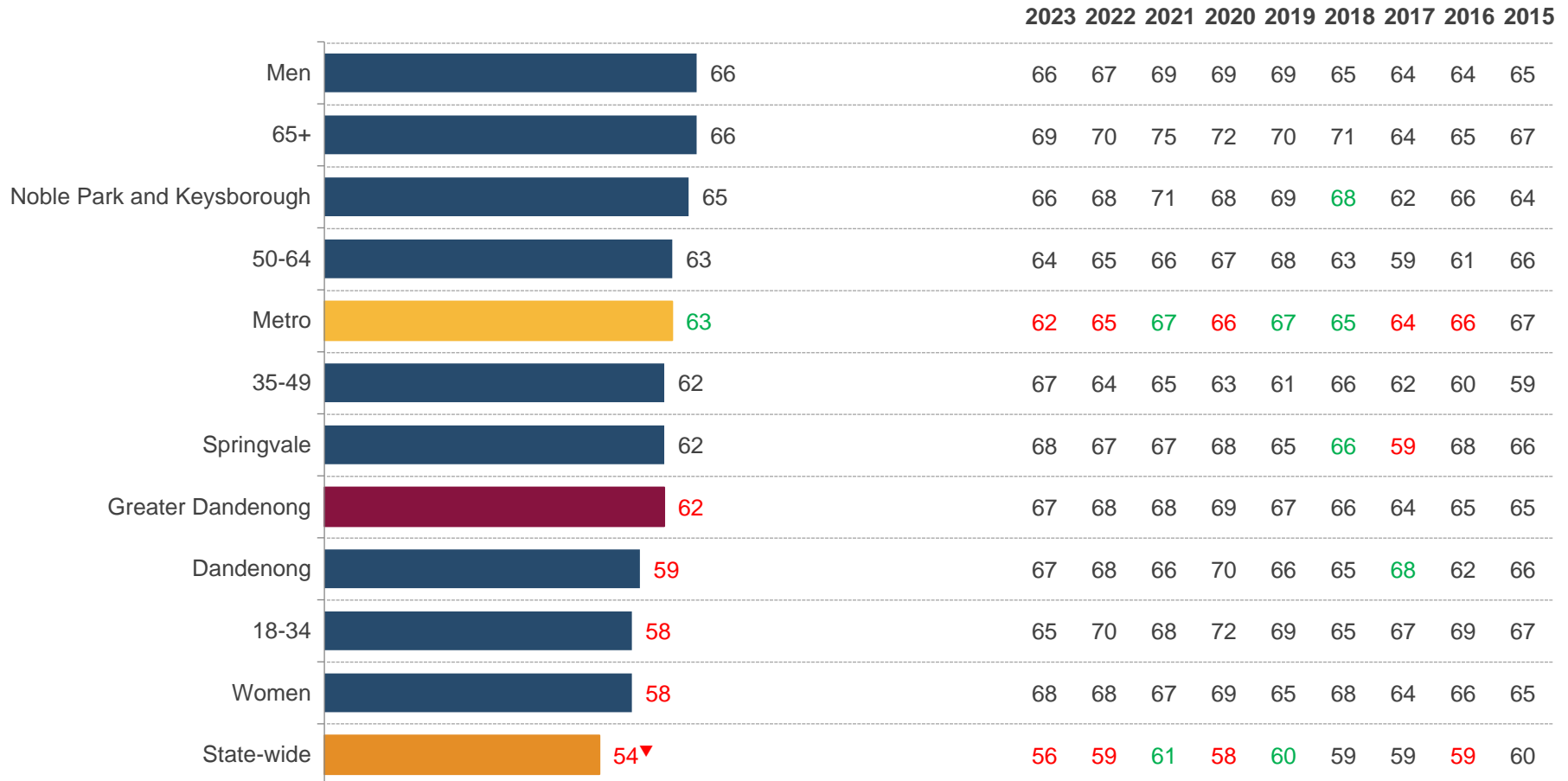
Greater
Dandenong
62

State-wide
54

Metropolitan
63

✓ Men and residents aged 65+ years rate overall performance highest (66)

✗ Women and residents aged 18 to 34 years rate overall performance lowest (58)

Overall performance

2024 overall performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Men	66	66	67	69	69	69	65	64	64	65
65+	66	69	70	75	72	70	71	64	65	67
Noble Park and Keysborough	65	66	68	71	68	69	68	62	66	64
50-64	63	64	65	66	67	68	63	59	61	66
Metro	63	62	65	67	66	67	65	64	66	67
35-49	62	67	64	65	63	61	66	62	60	59
Springvale	62	68	67	67	68	65	66	59	68	66
Greater Dandenong	62	67	68	68	69	67	66	64	65	65
Dandenong	59	67	68	66	70	66	65	68	62	66
18-34	58	65	70	68	72	69	65	67	69	67
Women	58	68	68	67	69	65	68	64	66	65
State-wide	54▼	56	59	61	58	60	59	59	59	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: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2024 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Greater Dandenong	16	33	36	5	7	3
2023 Greater Dandenong	21	38	27	7	4	3
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
State-wide	8	32	36	14	9	1
Metro	12	42	31	8	4	1
Springvale	18	33	32	3	10	4
Noble Park and Keysborough	16	37	34	5	4	4
Dandenong	14	30	40	5	9	1
Men	18	38	36	4	4	1
Women	13	29	37	6	10	5
18-34	10	32	41	5	8	3
35-49	18	32	33	6	8	4
50-64	24	30	30	5	11	1
65+	16	38	36	4	3	3

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Dandenong City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

Value for money in services and infrastructure

2024 value for money (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	64	66	67	73	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	64	62	63	69	n/a	n/a	n/a	n/a	n/a	n/a
Men	63	61	64	68	n/a	n/a	n/a	n/a	n/a	n/a
50-64	62	62	60	60	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	61	61	64	66	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	60	62	68	65	n/a	n/a	n/a	n/a	n/a	n/a
35-49	59	56	62	64	n/a	n/a	n/a	n/a	n/a	n/a
18-34	59	60	65	67	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	61	65	64	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	58	59	64	64	n/a	n/a	n/a	n/a	n/a	n/a
Metro	57 ▼	56	61	62	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	48 ▼	49	53	54	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: 61 Councils asked group: 12
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure

2024 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Greater Dandenong	15	37	25	11	7	5
2023 Greater Dandenong	16	31	33	13	4	3
2022 Greater Dandenong	16	37	31	8	3	5
2021 Greater Dandenong	18	43	25	10	2	3
State-wide	6	25	33	19	13	4
Metro	9	34	32	13	7	5
Springvale	15	36	30	8	9	3
Noble Park and Keysborough	15	39	24	11	4	7
Dandenong	14	34	23	12	10	5
Men	15	42	24	10	5	3
Women	15	31	26	11	9	8
18-34	9	43	22	10	10	7
35-49	17	33	26	15	8	2
50-64	23	33	18	14	8	4
65+	16	34	31	7	4	8

■ 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: 61 Councils asked group: 12

Top performing service areas

Waste management (index score of 75) remains Council's top performing service area, improving slightly – by three index points – from 2023 (noting this is not a statistically significant increase).

- Perceptions of waste management are consistent across geographic regions.

- Council performs significantly higher than the Metropolitan group average, as well as the State-wide average for councils, in this service area (index scores of 70 and 67 respectively).

Sealed local roads is Council's next highest rated service area (index score of 61). Nonetheless, Council's rating in this area has eroded slightly each year since 2021. Council's rating for sealed local roads is now at its lowest point in a decade, though it continues to rate in line with the Metropolitan group average (index score of 61).

- Ratings are down from previously achieved peak levels across the Council area, but they are lowest in Dandenong (index score of 57, down six index points from 2023) compared to Springvale (index score of 63) and Noble Park and Keysborough (64).

Waste management and sealed local roads have the highest importance ratings of the 18 service areas evaluated (importance index scores of 82 and 81 respectively).

Waste management (index score of 75) is the area where Council performed best in 2024.

Low performing service areas

Council rates lowest in the areas of consultation and engagement (index score of 58) and community decisions (index score of 59).

Council did not experience any significant declines in performance ratings of individual service areas in 2024.

Council rates lowest in the areas of consultation and engagement (index score of 58) and making decisions in the interest of the community (index score of 59), though ratings are within three index points of the next highest rated service area – sealed local roads.

- Council's ratings have been largely consistent in both areas over the course of the past decade, moving at most by a couple of points in either a positive or negative direction.

- Dandenong and Springvale residents (index scores of 56 and 55 respectively) are less likely to believe Council has made decisions in their best interests than residents of Noble Park and Keysborough (index score of 62).

- Ratings on community decisions have also fluctuated more over the years in Springvale than in other geographic locations.

- Nonetheless, Council rates significantly higher than the State-wide average and in line with Metropolitan group averages for both measures.

Individual service area performance

2024 individual service area performance (index scores)

Service area	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Waste management	75	72	76	75	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	61	63	66	69	68	67	69	65	66	67
Community decisions	59	60	62	63	63	61	63	63	61	62
Consultation & engagement	58	59	59	60	62	62	60	63	62	61

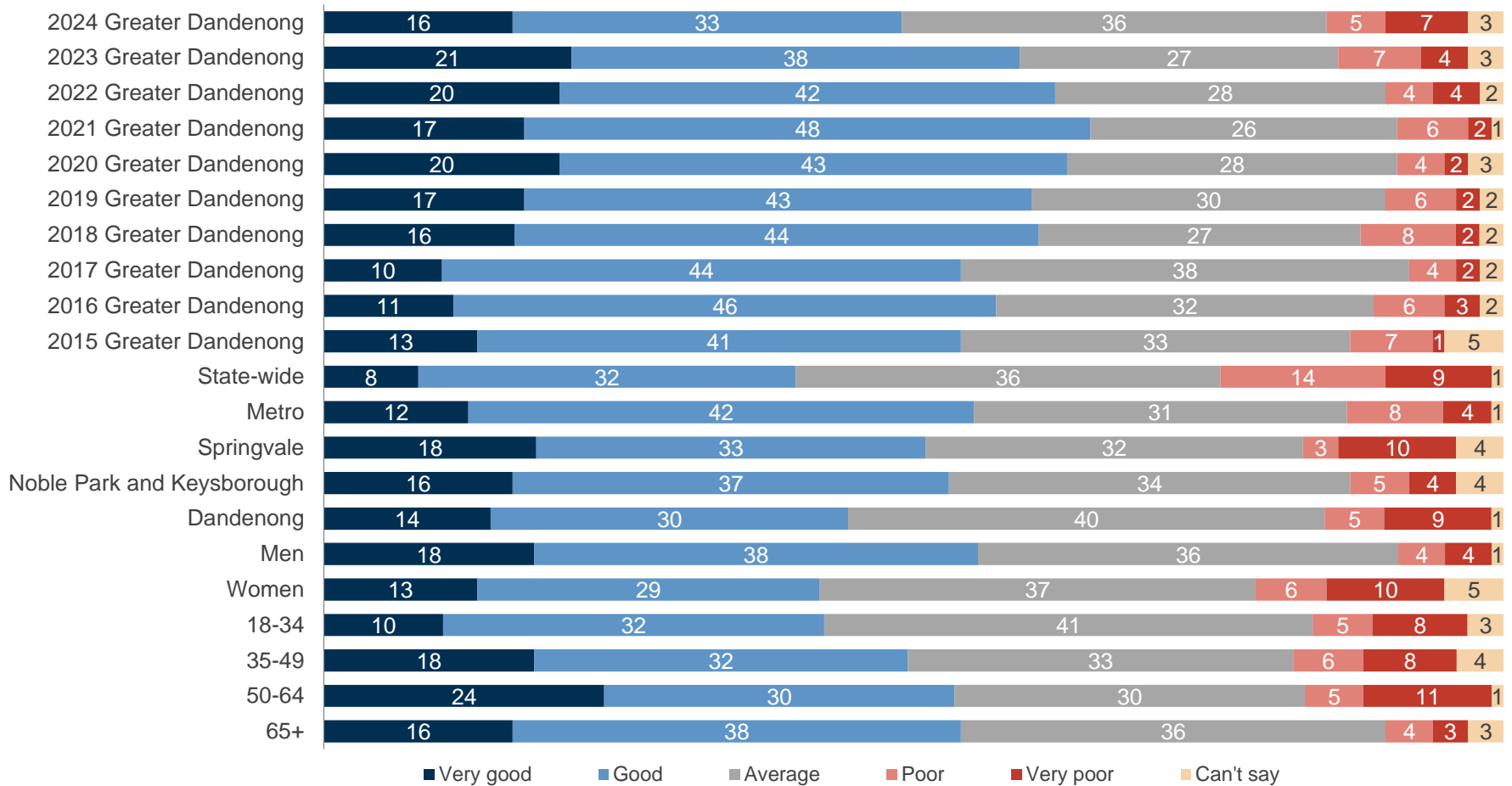*Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?*
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.
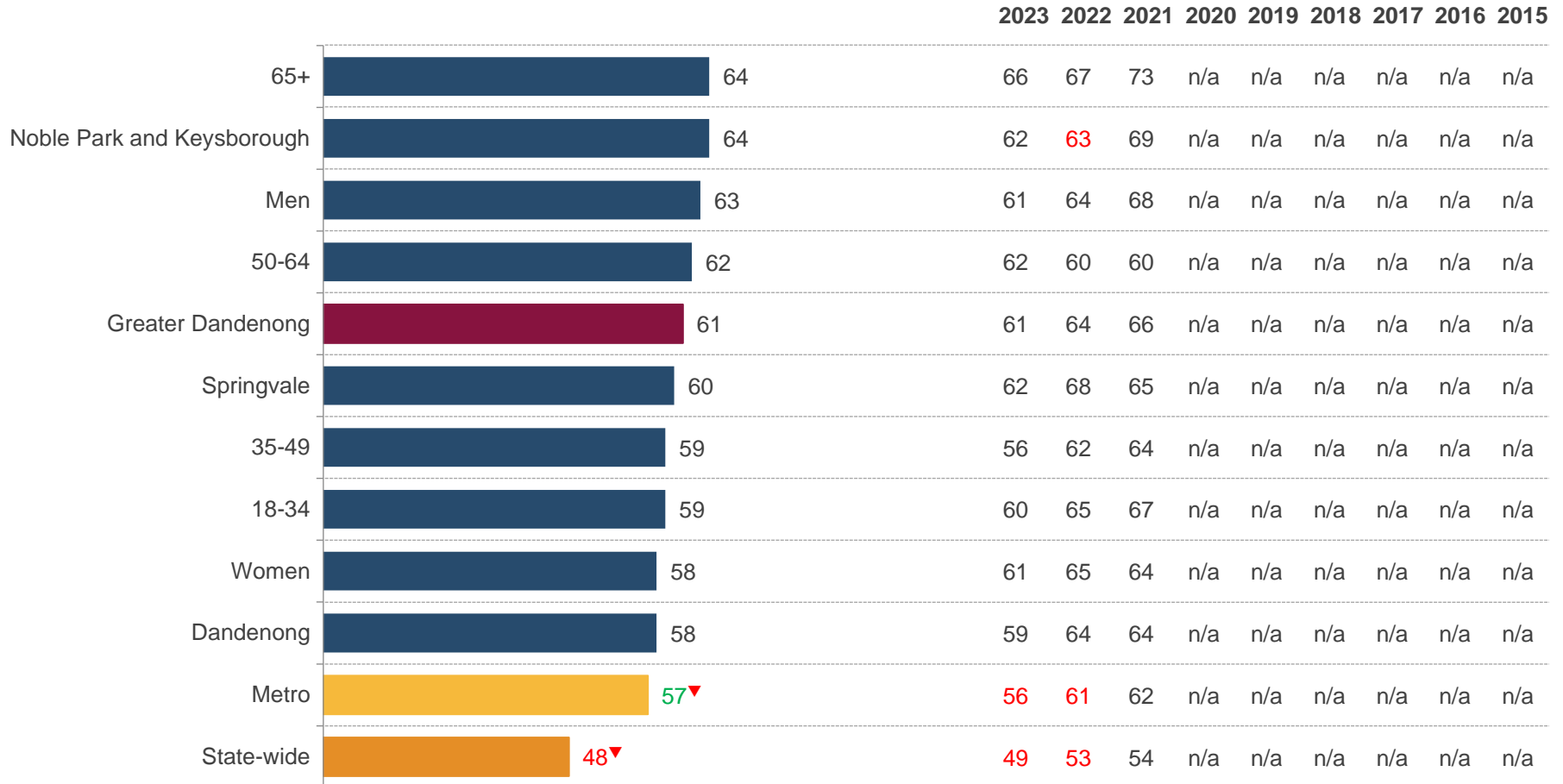
Individual service area performance

2024 individual service area performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
Waste management	35	36	21	3	2	3
Sealed local roads	17	33	29	13	6	1
Community decisions	12	31	29	10	7	12
Consultation & engagement	13	28	27	14	6	13

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
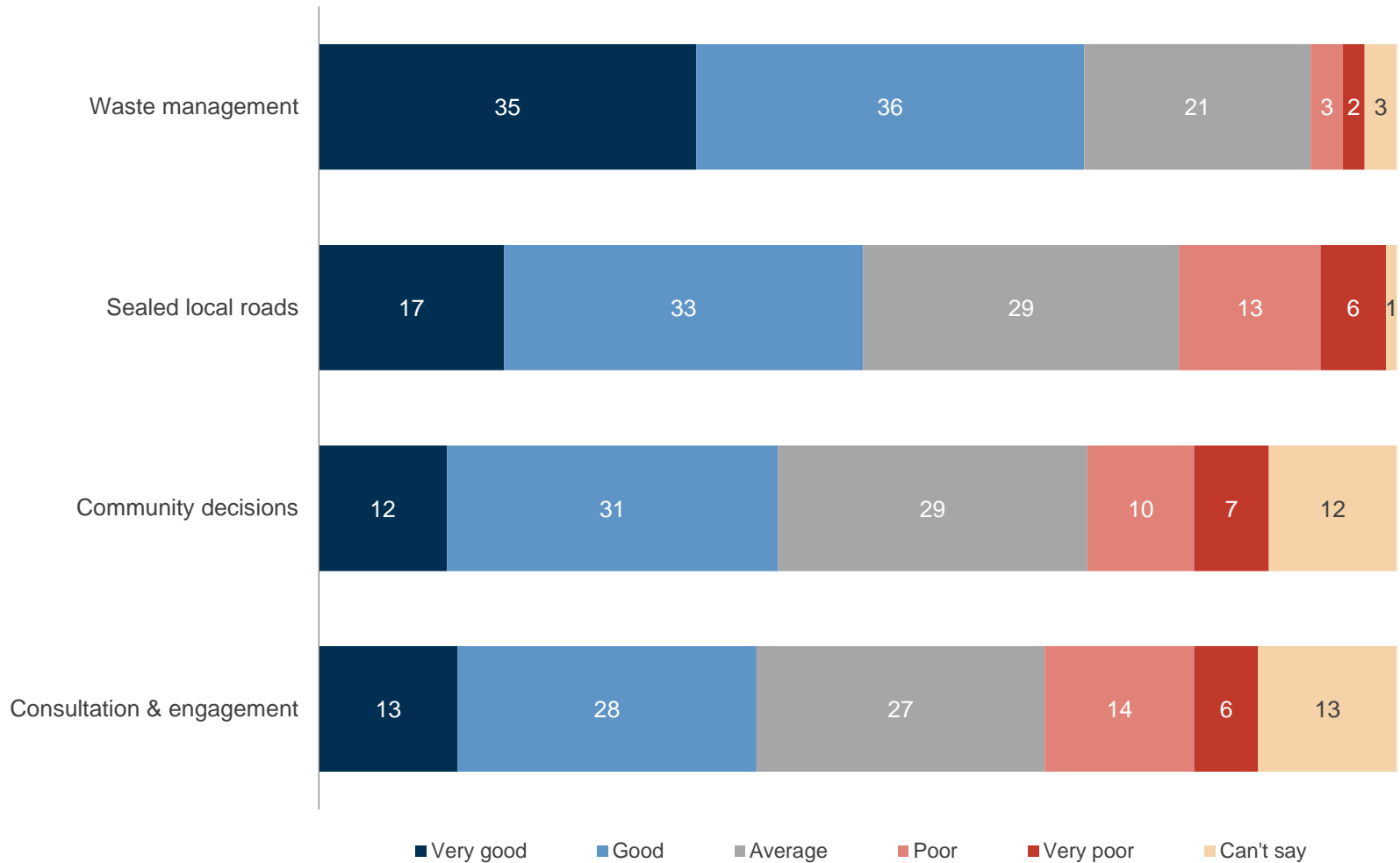
Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

Individual service area importance

2024 individual service area importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Waste management	82	82	85	85	82	83	82	n/a	n/a	n/a
Sealed local roads	81	79	83	80	79	80	77	n/a	n/a	n/a
Local streets & footpaths	81	81	81	81	78	79	78	n/a	n/a	n/a
Elderly support services	80	81	81	82	79	80	82	n/a	n/a	n/a
Emergency & disaster mngt	79	78	83	83	81	84	84	n/a	n/a	n/a
Family support services	78	78	80	80	78	78	78	n/a	n/a	n/a
Traffic management	76	74	76	74	75	78	77	n/a	n/a	n/a
Enforcement of local laws	75	72	76	77	75	79	79	n/a	n/a	n/a
Appearance of public areas	74	73	77	76	73	74	74	n/a	n/a	n/a
Disadvantaged support serv.	74	74	80	78	75	77	74	n/a	n/a	n/a
Parking facilities	72	70	74	73	72	74	76	n/a	n/a	n/a
Informing the community	71	71	76	76	71	73	72	n/a	n/a	n/a
Recreational facilities	69	70	72	72	69	71	70	n/a	n/a	n/a
Environmental sustainability	68	72	76	78	76	77	76	n/a	n/a	n/a
Lobbying	66	64	71	67	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	63	64	65	66	63	63	65	n/a	n/a	n/a
Art centres & libraries	63	65	71	69	67	66	66	n/a	n/a	n/a
Community & cultural	59	62	66	67	63	63	64	n/a	n/a	n/a

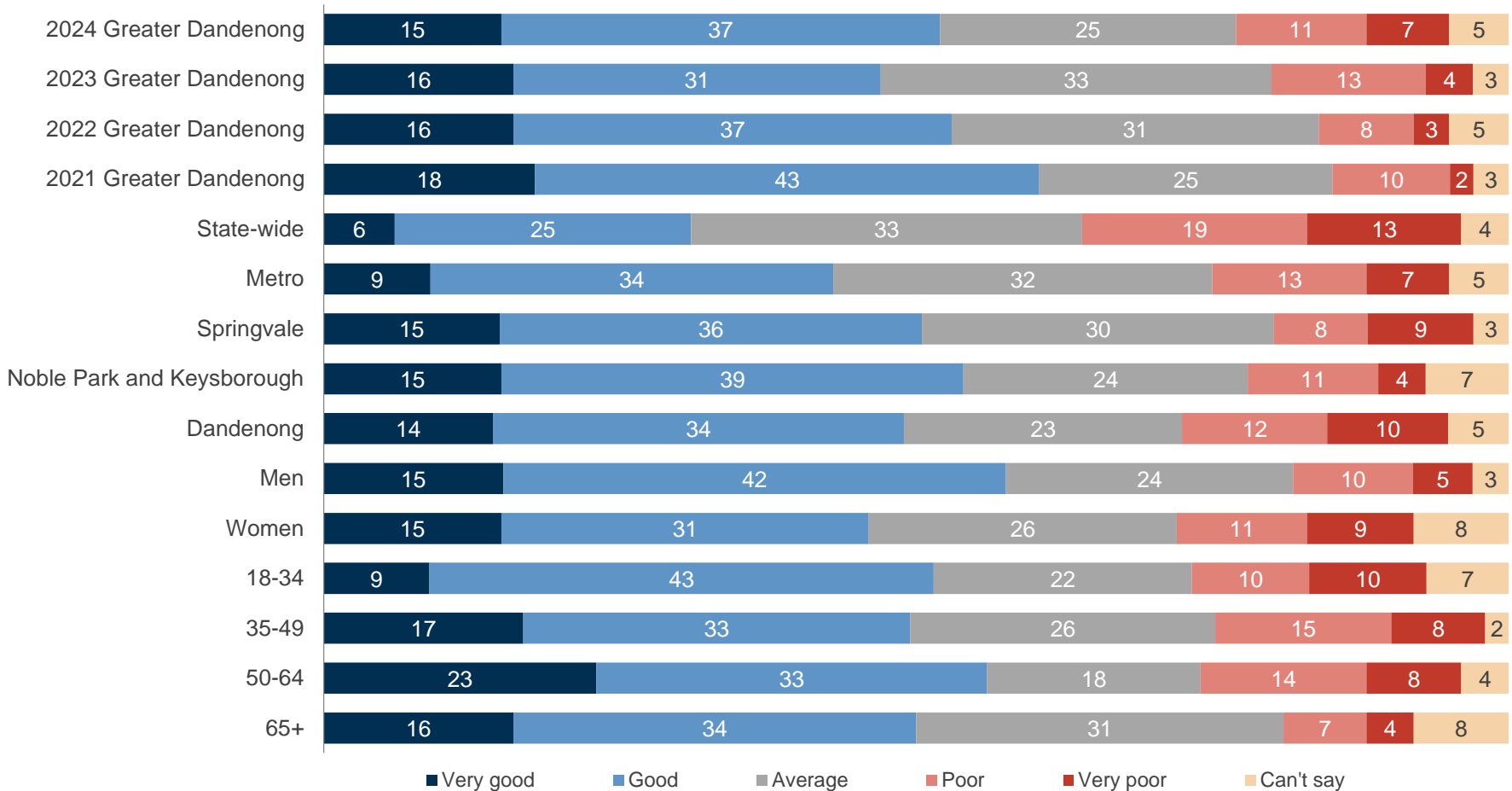*Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?*
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2024 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Local streets & footpaths	37	51	11	1		
Sealed local roads	36	51	11	1	1	
Waste management	43	42	12	1	1	
Elderly support services	40	43	14	1	1	1
Family support services	36	43	15	2	2	3
Emergency & disaster mngt	44	35	13	5	1	2
Traffic management	29	48	18	3	1	1
Enforcement of local laws	35	38	18	5	2	2
Disadvantaged support serv.	24	49	21	3	1	3
Appearance of public areas	28	44	25	2	1	1
Parking facilities	25	45	24	4	1	1
Informing the community	26	42	22	7	2	1
Recreational facilities	18	45	31	4	1	1
Environmental sustainability	23	40	23	7	5	2
Lobbying	19	37	28	8	3	5
Bus/community dev./tourism	12	42	30	9	3	4
Art centres & libraries	16	35	35	8	3	2
Community & cultural	12	33	38	11	5	1

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

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 7

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   81   61   -20
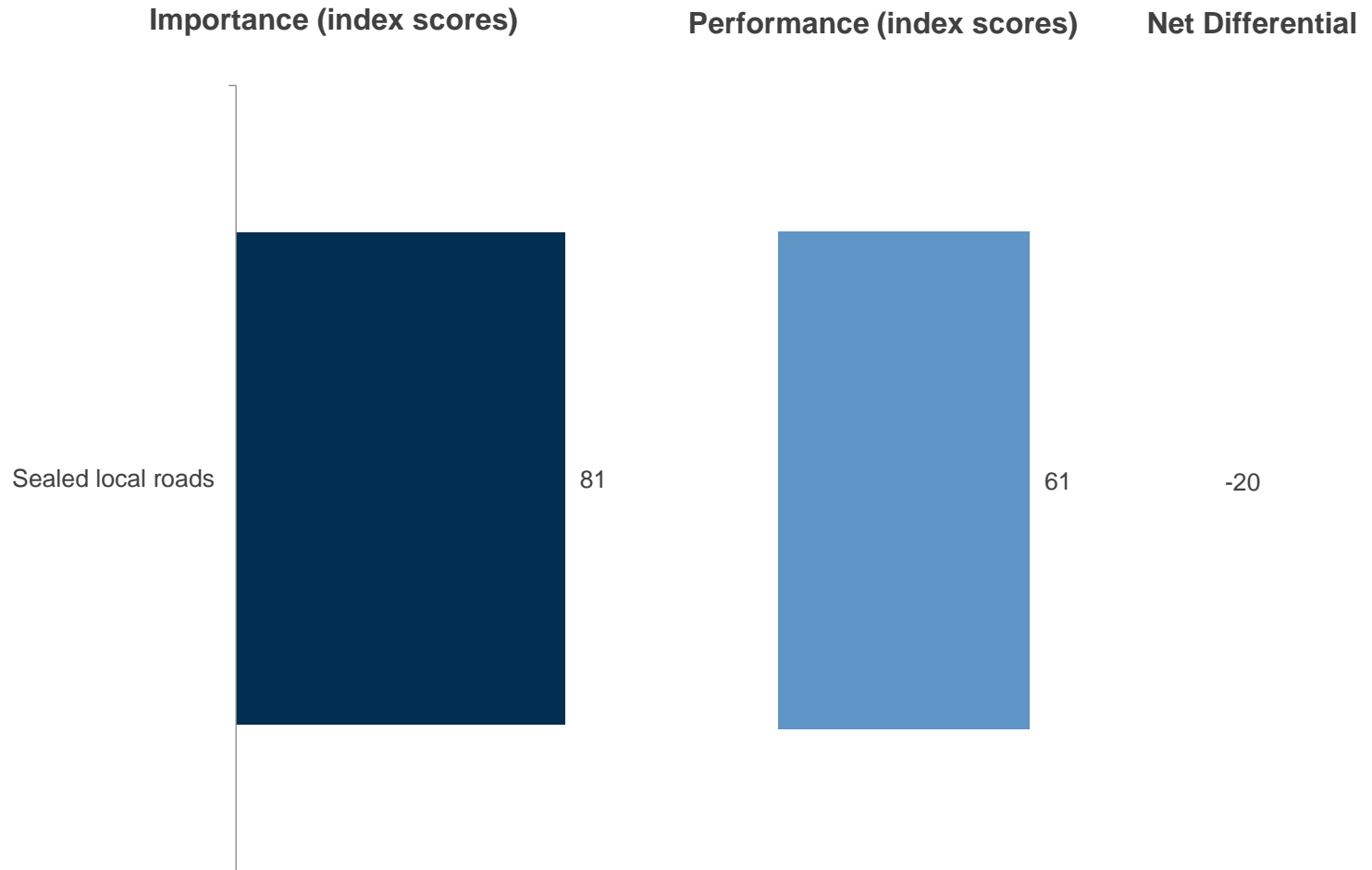
Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

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Best things about Council and areas for improvement

2024 best things about Council (%)
- Top mentions only -

Category	%
Library/Libraries/Mobile Library/Facilities/ Services/Staff	10
Diversity	10
Waste Management inc Hard Waste & Tip	9
Parks and Gardens	6
Customer Service	6
Road/Street Maintenance/Streetscape	6
Generally Good - Overall/No Complaints	5
Recreational/Sporting Facilities	5
Community/Public Events/Activities/Australia Day Mentions	4
Cultural Activities	4
Aged Support Services	4

2024 areas for improvement (%)
- Top mentions only -

Category	%
Sealed Road Maintenance	12
Public Areas - General Maintenance	8
Parking Availability	8
Public Safety	7
Community Consultation	7
Traffic Management	5
Footpaths/Walking Tracks	5
Waste Management	5
Informing The Community	5
Nothing	16

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: 31 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: 49 Councils asked group: 10
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 residents (53%) have had contact with Council in the last 12 months. Rate of contact is in line with 2023 rates.

The most common methods of contact were by telephone (28%), in-person (16%) and by email (13%). Rates of in-person contact doubled from 2023, returning to pre-pandemic levels. Rate of telephone contact declined slightly but not nearly to the extent of the increases seen with in-person contacts.

Among those residents who have had contact with Council, 63% provide a positive customer service rating of 'very good' or 'good', including 31% of residents who rate Council's customer service as 'very good'.

Customer service

Perceptions of customer service (index score of 66) declined by (a not significant) five index points among those who had contact with Council in the past year.

- Residents who had the greatest level of contact with Council in 2023 – residents aged 65+ years (index score of 71) – rated their customer service experiences a significant 10 index points lower in 2024 than in 2023.

- Residents of Dandenong (index score of 63, down 13 index points) also rated Council significantly lower for its customer service than in 2023. Customer service ratings in Dandenong trail ratings in Springvale, where they are highest, by 10 index points. (Rates of contact are similar across Council areas, perceptions of service less so.)

- Council's customer service rating is significantly lower than the Metropolitan group and in line with the State-wide average for councils (index scores of 71 and 67 respectively).

Customer service ratings are lowest for email (index score of 50) compared to telephone (71) or in-person (68). Council should first focus attention on improving the email service experience given its lower rating and the fact that it is the third most used method of contact.

Contact with council

2024 contact with council (%)
Have had contact
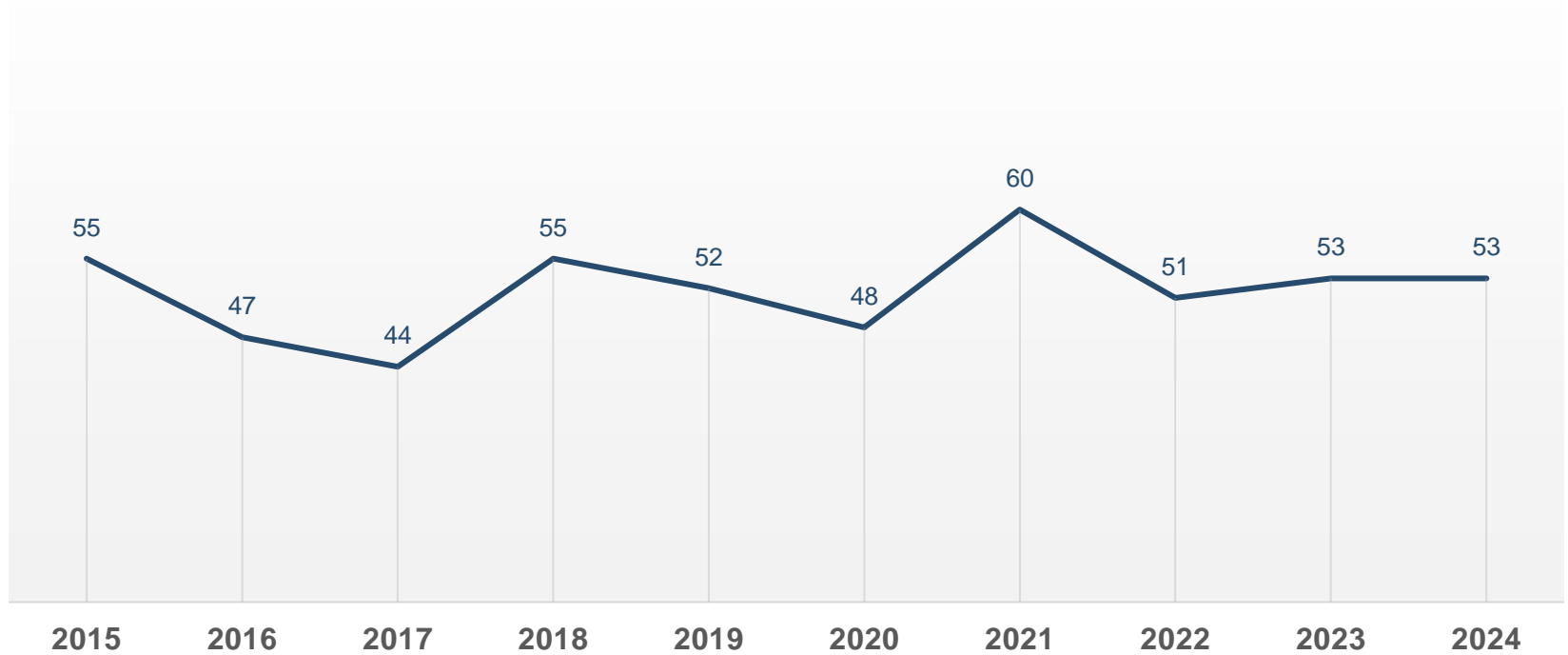
*Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of
the following ways?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7*

Contact with council
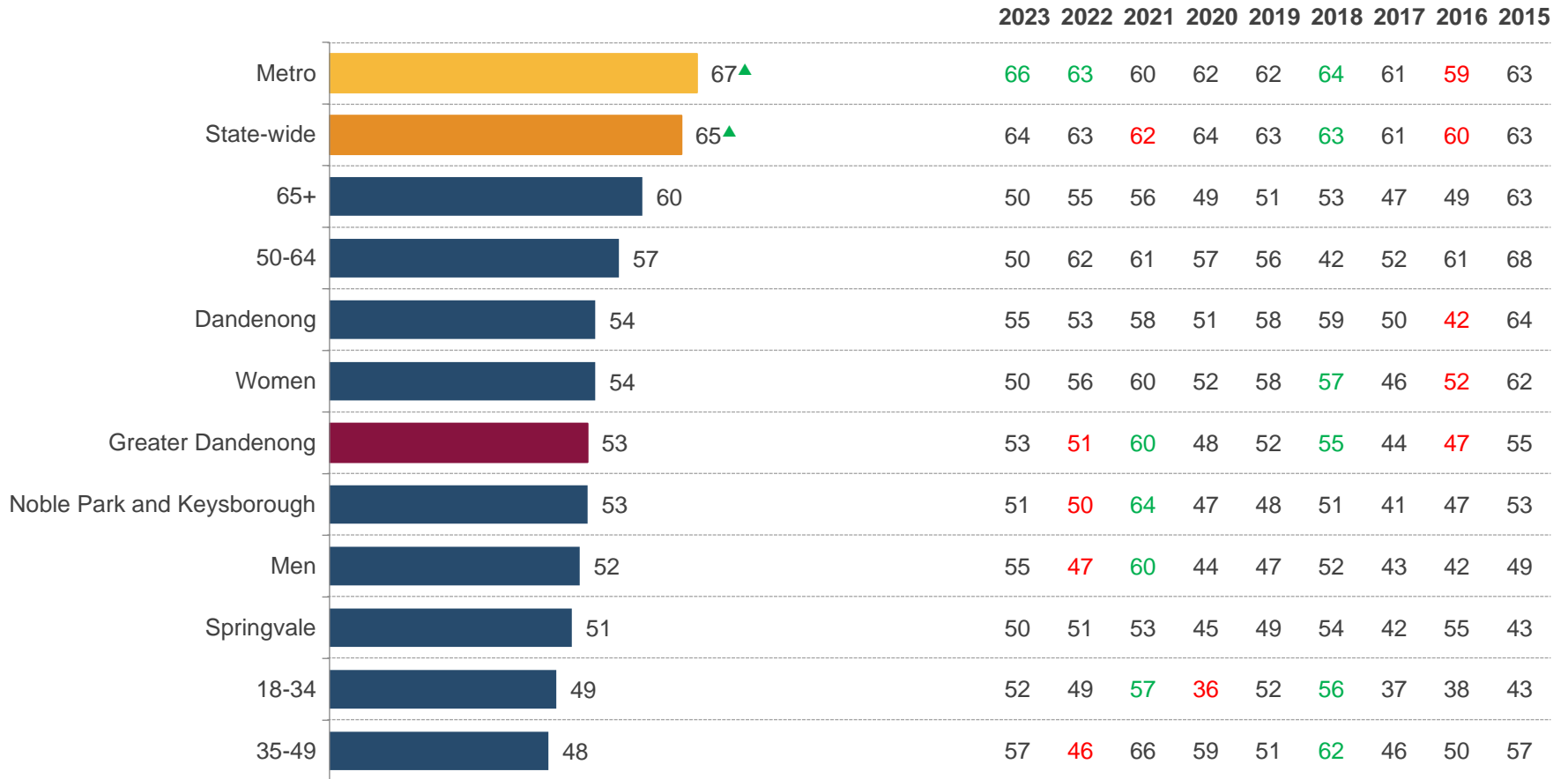
2024 contact with council (%)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Metro — 67▲	66	63	60	62	62	64	61	59	63
State-wide — 65▲	64	63	62	64	63	63	61	60	63
65+ — 60	50	55	56	49	51	53	47	49	63
50-64 — 57	50	62	61	57	56	42	52	61	68
Dandenong — 54	55	53	58	51	58	59	50	42	64
Women — 54	50	56	60	52	58	57	46	52	62
Greater Dandenong — 53	53	51	60	48	52	55	44	47	55
Noble Park and Keysborough — 53	51	50	64	47	48	51	41	47	53
Men — 52	55	47	60	44	47	52	43	42	49
Springvale — 51	50	51	53	45	49	54	42	55	43
18-34 — 49	52	49	57	36	52	56	37	38	43
35-49 — 48	57	46	66	59	51	62	46	50	57

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: 26 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2024 customer service rating (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	80*▲	69	70	71	67	83	76	69	77	73
Springvale	73	75	76	69	73	74	74	66	83	73
65+	71	81	75	79	80	74	76	80	77	75
Metro	71▲	71	72	74	74	76	72	71	73	73
Women	70	72	73	73	77	75	75	76	78	76
Noble Park and Keysborough	67	64	70	81	71	74	73	72	78	75
State-wide	67	67	68	70	70	71	70	69	69	70
Greater Dandenong	66	71	73	74	73	74	71	72	76	76
18-34	65	65	74	74	78	71	67	75	86	82
Men	63	70	74	74	68	73	67	68	74	76
Dandenong	63	76	75	66	74	75	68	75	70	79
35-49	55	68	72	71	65	75	71	66	65	74

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: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating

2024 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Greater Dandenong	31	32	17	9	10	
2023 Greater Dandenong	38	26	22	5	8	2
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
State-wide	29	34	18	9	8	1
Metro	32	36	16	7	7	2
Springvale	31	45	13	9	2	
Noble Park and Keysborough	41	16	23	11	9	
Dandenong	20	45	13	11	11	
Men	29	27	22	11	11	
Women	33	38	13	7	8	1
18-34	19	40	25	12	3	
35-49	22	31	14	11	23	
50-64*	58	27	6	8		
65+	38	28	20	6	8	1

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: 62 Councils asked group: 13
*Caution: small sample size < n=30

Method of contact with council

2024 method of contact (%)

In Person **In Writing** **By Telephone** **By Text Message** **By Email** **Via Website** **By Social Media**
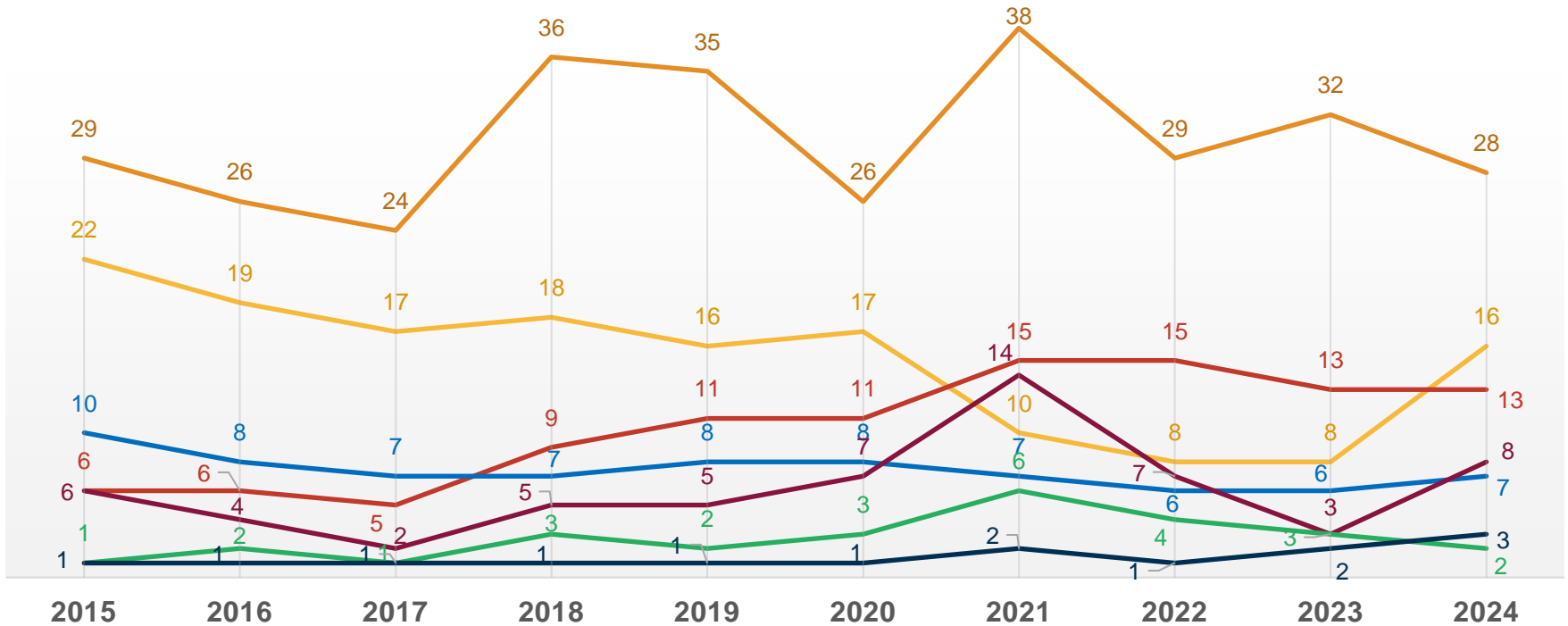
	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
By Telephone	29	26	24	36	35	26	38	29	32	28
In Person	22	19	17	18	16	17	10	8	8	16
By Email	6	6	5	9	11	11	14	15	13	13
In Writing	10	8	7	7	8	8	7	6	3	7
Via Website	6	4	2	5	5	7	15	7	3	8
By Social Media	1	2	1	3	2	3	6	4	3	2
By Text Message	1	1	1	1	1	1	2	1	2	3

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: 26 Councils asked group: 7
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Customer service rating by method of last contact

2024 customer service rating (index score by method of last contact)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Via website	78*	38	81	66	76	90	75	67	83	83
By social media	76*	81	49	58	71	79	71	88	71	75
By telephone	71	75	77	76	73	75	72	73	83	74
In person	68	73	77	81	78	78	73	74	68	79
In writing	65*	56	59	64	58	65	64	62	73	73
By text message	54*	91	100	100	n/a	75	75	100	59	n/a
By email	50	62	68	74	72	63	56	67	74	83

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: 26 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating by method of last contact

2024 customer service rating (% by method of last contact)

Method	Very good	Good	Average	Poor	Very poor	Can't say
Via website*	38	42	15	6		
By social media*	34	34	32			
By telephone	39	30	13	8	9	1
In person	35	31	13	12	9	
In writing*	8	52	35	4		
By text message*	18	64	18			
By email	12	31	22	15	20	

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: 26 Councils asked group: 7
*Caution: small sample size < n=30

Communication

Communication

A Council newsletter sent by mail (50%) remains by far the preferred form of communication from Council about news and information and upcoming events. Another 20% of residents prefer a newsletter sent by email and 10% prefer social media updates.

• Residents under 50 years of age are driving interest in social media channels, though they too prefer a newsletter sent by mail (45%) to all other forms of communication. One in five residents under 50 years of age (22%) prefer a newsletter sent by email, and 14% prefer social media updates.

• Residents aged 50 years and older have a strong and clear preference for a Council newsletter sent via mail (56%) to a newsletter sent via email (18%) – by almost a 40-point margin. Interest in social media updates (4%) is lacking among this cohort.

The preference for newsletters sent by mail rebounded by nine percentage points from 2023 among residents overall and 12 percentage points among residents under 50 years of age. Preference for newsletters sent by mail as a method of communication is unchanged among residents aged 50 years and older.

Best form of communication

2024 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

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
								47	41	50
								24	23	20
								11	11	10
								7	9	8
								5	5	4
								2	4	2
								2	2	2

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. Councils asked State-wide: 38 Councils asked group: 10

Best form of communication: under 50s

2024 under 50s best form of communication (%)
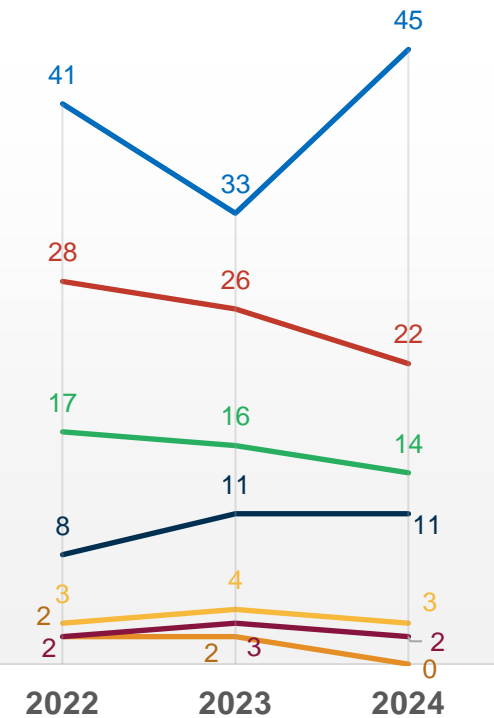
Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Social Media

| 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 |

Social Media: 41 → 33 → 45

Council Newsletter via Email: 28 → 26 → 22

Text Message: 17 → 16 → 14

Council Website: 8 → 11 → 11

Council Newsletter via Mail: 3 → 4 → 3

Council Website (maroon): 2 → 3 → 2

Council Newsletter as Local Paper Insert: 2 → 2 → 0

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: 38 Councils asked group: 10

Best form of communication: 50+ years

2024 50+ years 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

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Council Newsletter via Mail								55	53	56
Council Newsletter via Email								19	19	18
Council Newsletter as Local Paper Insert								7	8	6
Text Message								5	5	5
Advertising in a Local Newspaper								4	6	4
Social Media								3	3	4
Council Website								1	1	1

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 50+ years. Councils asked State-wide: 38 Councils asked group: 10

Council direction

Council direction

Perceptions of the direction of Council's overall performance (that is, whether it improved or declined over the previous 12 months) are in line with 2023 results, having increased just slightly from 53 to 55 index points. Ratings of overall direction in both 2023 and 2024 are however at their lowest point in a decade.

- For the most part, Council direction is viewed as having stayed the same (59%).

- Just 21% believe Council direction improved over the last 12 months (compared to 18% in 2023).

- One in ten residents (13%) believe it deteriorated, the same as last year.

Responses are similar across geographic and demographic groups compared to the average with just slight variations.

- The most satisfied with Council direction are residents aged 18 to 34 years and men. Perceptions of Council's overall direction increased significantly this year.

- The least satisfied with Council direction are residents aged 35 to 49 years and women

On the measure of overall direction, Council performs significantly higher than both the Metropolitan group and State-wide averages.
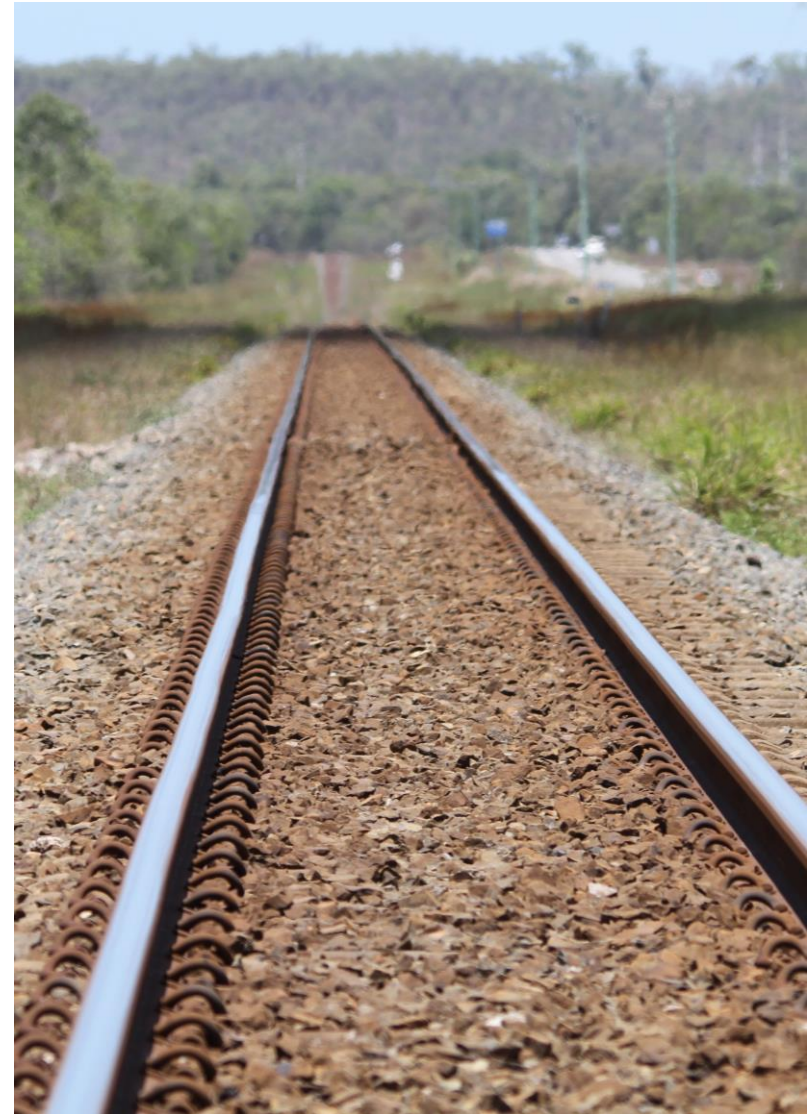
Overall council direction last 12 months

2024 overall council direction (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	60	53	64	66	69	66	72	64	69	64
Men	58	52	62	67	62	65	63	61	61	65
Noble Park and Keysborough	56	53	59	63	65	65	65	61	60	63
50-64	56	50	60	54	54	66	58	56	61	63
Greater Dandenong	55	53	61	62	63	61	64	60	61	65
Dandenong	54	49	61	61	61	59	61	60	62	67
Springvale	53	61	65	63	59	55	69	58	60	65
65+	53	53	61	63	61	54	58	57	58	67
Women	51	54	60	58	63	57	66	59	61	65
35-49	49	53	56	62	60	57	62	59	50	65
Metro	49 ▼	49	53	55	54	55	54	54	55	56
State-wide	45 ▼	46	50	53	51	53	52	53	51	53

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: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2024 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2024 Greater Dandenong	21	59	13	7
2023 Greater Dandenong	18	64	13	5
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
State-wide	12	60	23	5
Metro	13	66	15	6
Springvale	23	53	17	7
Noble Park and Keysborough	21	60	10	9
Dandenong	21	61	14	5
Men	24	65	7	4
Women	19	53	18	10
18-34	28	57	10	5
35-49	14	65	15	6
50-64	24	55	13	8
65+	18	58	13	11

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

Q6. Over the last 12 months, what is your view of the direction of Greater Dandenong City Council's overall performance?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

Individual service areas

Community consultation and engagement performance

2024 consultation and engagement performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	62	62	60	69	65	64	66	60	58	66
Noble Park and Keysborough	60	56	59	61	62	64	64	60	64	59
Springvale	60	65	61	56	63	62	61	61	59	69
Men	59	58	60	60	62	64	57	63	62	60
18-34	58	60	62	56	63	65	54	67	66	62
Greater Dandenong	58	59	59	60	62	62	60	63	62	61
Women	57	60	58	59	63	60	63	63	62	62
Metro	56	55	58	59	58	58	57	57	58	58
50-64	56	53	56	56	60	62	59	61	57	59
Dandenong	56	61	59	60	63	61	55	66	61	59
35-49	54	56	57	60	60	58	64	60	64	55
State-wide	51▼	52	54	56	55	56	55	55	54	56

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2024 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Greater Dandenong	13	28	27	14	6	13
2023 Greater Dandenong	15	27	29	12	6	11
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
State-wide	7	26	31	17	10	8
Metro	9	30	30	14	6	11
Springvale	14	26	28	13	4	15
Noble Park and Keysborough	12	32	25	13	5	13
Dandenong	13	24	29	16	7	11
Men	14	28	31	13	5	8
Women	12	27	23	15	6	17
18-34	11	31	31	11	6	11
35-49	14	21	21	24	6	15
50-64	17	23	27	13	11	9
65+	12	33	28	10	3	15

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: 62 Councils asked group: 13

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Lobbying on behalf of the community importance

2024 lobbying importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	70	63	74	68	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	69	60	73	69	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	68	71	69	68	67	68	69	69	69
Women	67	68	72	69	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	66	64	71	67	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	65	68	72	65	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	64	73	66	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	64	68	65	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	60	71	65	n/a	n/a	n/a	n/a	n/a	n/a
Metro	64	65	69	67	66	65	66	67	68	67
Noble Park and Keysborough	63	65	70	66	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	63	68	70	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: 21 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community importance

2024 lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	19	37	28	8	3	5
2023 Greater Dandenong	16	40	25	9	6	4
2022 Greater Dandenong	25	40	25	4	1	4
2021 Greater Dandenong	20	38	30	8	2	2
State-wide	23	37	26	7	3	3
Metro	18	36	29	10	4	3
Springvale	21	36	27	10	4	2
Noble Park and Keysborough	16	32	33	9	3	6
Dandenong	20	43	22	6	3	6
Men	19	36	27	9	5	5
Women	19	39	28	8	2	6
18-34	20	34	31	9	3	3
35-49	22	38	30	6		5
50-64	19	34	20	11	12	3
65+	14	42	25	8	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: 21 Councils asked group: 6

Decisions made in the interest of the community performance

2024 community decisions made performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	64	62	63	70	68	62	67	62	60	64
Noble Park and Keysborough	62	60	62	64	61	65	65	63	60	61
Men	62	58	63	64	64	63	61	64	62	62
50-64	61	58	60	59	63	62	59	59	58	60
Greater Dandenong	59	60	62	63	63	61	63	63	61	62
35-49	57	55	61	63	57	58	62	58	55	56
Metro	57	55	59	61	59	60	58	58	59	59
Dandenong	56	59	61	62	64	59	60	63	60	59
Women	55	62	61	62	63	59	65	62	60	61
Springvale	55	62	63	62	67	58	64	60	65	67
18-34	54	62	62	61	64	63	62	68	68	65
State-wide	50▼	51	54	56	53	55	54	54	54	55

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
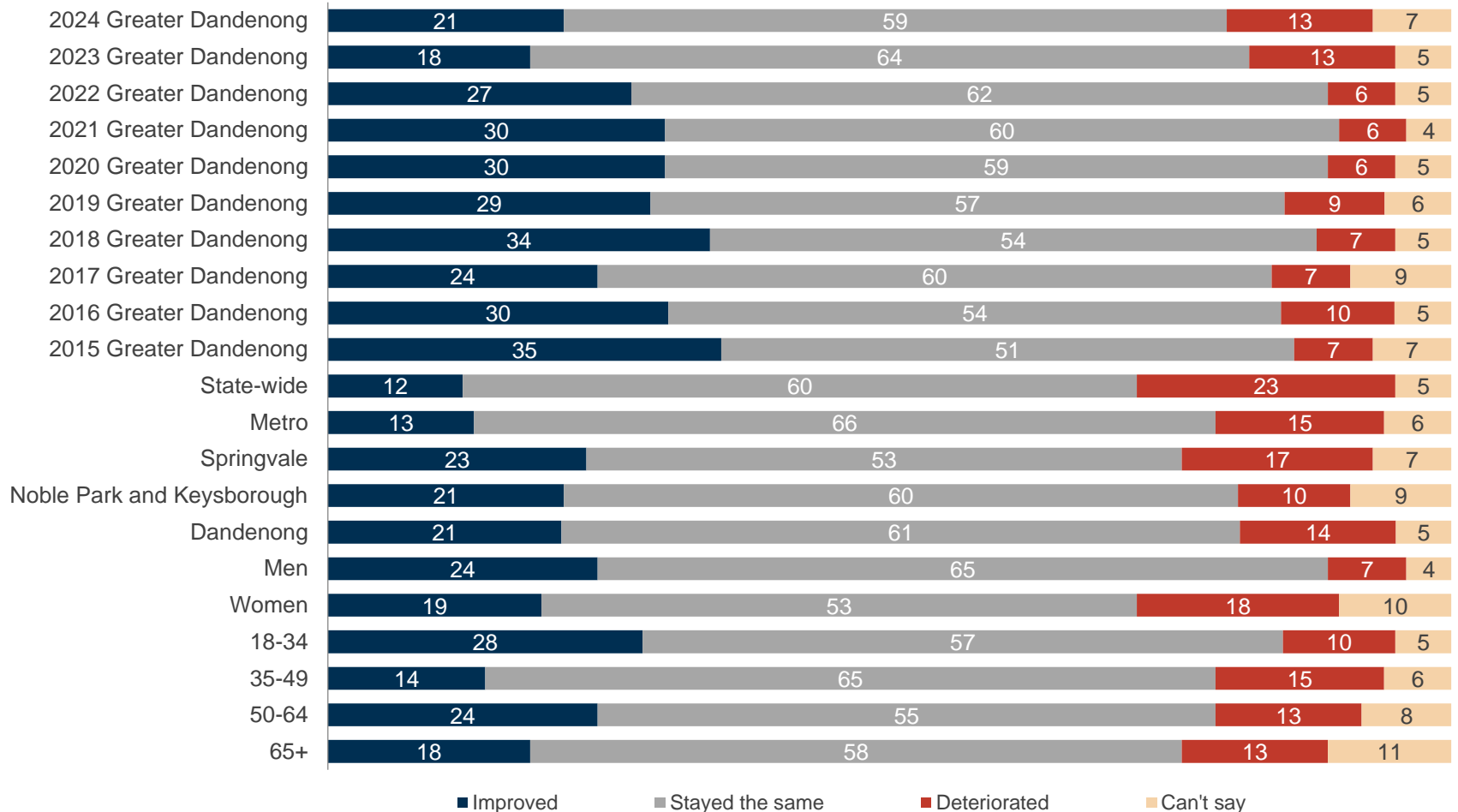*Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13*
Note: Please see Appendix A for explanation of significant differences.

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Decisions made in the interest of the community performance

2024 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Greater Dandenong	12	31	29	10	7	12
2023 Greater Dandenong	13	30	32	7	7	11
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
State-wide	6	26	33	17	11	9
Metro	7	31	31	12	6	13
Springvale	12	29	29	9	13	7
Noble Park and Keysborough	11	36	25	8	4	16
Dandenong	12	26	34	12	7	9
Men	13	35	29	11	4	8
Women	10	26	29	8	11	15
18-34	6	31	33	9	10	11
35-49	9	33	30	9	8	11
50-64	24	18	30	7	10	12
65+	16	34	23	12	3	13

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

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

The condition of sealed local roads in your area importance

2024 sealed local roads importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	83	79	87	79	80	79	79	n/a	n/a	n/a
State-wide	83▲	82	81	79	79	79	80	78	78	76
Noble Park and Keysborough	82	79	81	79	78	81	76	n/a	n/a	n/a
18-34	81	78	82	79	74	80	74	n/a	n/a	n/a
Women	81	81	85	83	79	82	80	n/a	n/a	n/a
Dandenong	81	79	83	81	81	79	79	n/a	n/a	n/a
Greater Dandenong	81	79	83	80	79	80	77	n/a	n/a	n/a
Men	80	77	82	78	78	78	75	n/a	n/a	n/a
50-64	80	79	84	80	82	83	82	n/a	n/a	n/a
Metro	80	79	80	78	77	77	78	77	76	75
65+	79	80	79	83	82	78	79	n/a	n/a	n/a
Springvale	78	80	86	80	77	81	77	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: 20 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance

2024 sealed local roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	36	51	11	1	1	
2023 Greater Dandenong	36	47	14	2	1	
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	45	41	12	1	1	
Metro	37	46	15	1	1	
Springvale	26	59	14	1		
Noble Park and Keysborough	40	47	11	1	1	
Dandenong	36	52	9	1	1	
Men	37	49	12	1	1	1
Women	35	54	9	1	1	
18-34	36	53	10			
35-49	40	49	9	2		
50-64	39	45	13	1	1	
65+	31	53	12	2	1	2

■ 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: 20 Councils asked group: 6

The condition of sealed local roads in your area performance

2024 sealed local roads performance (index scores)

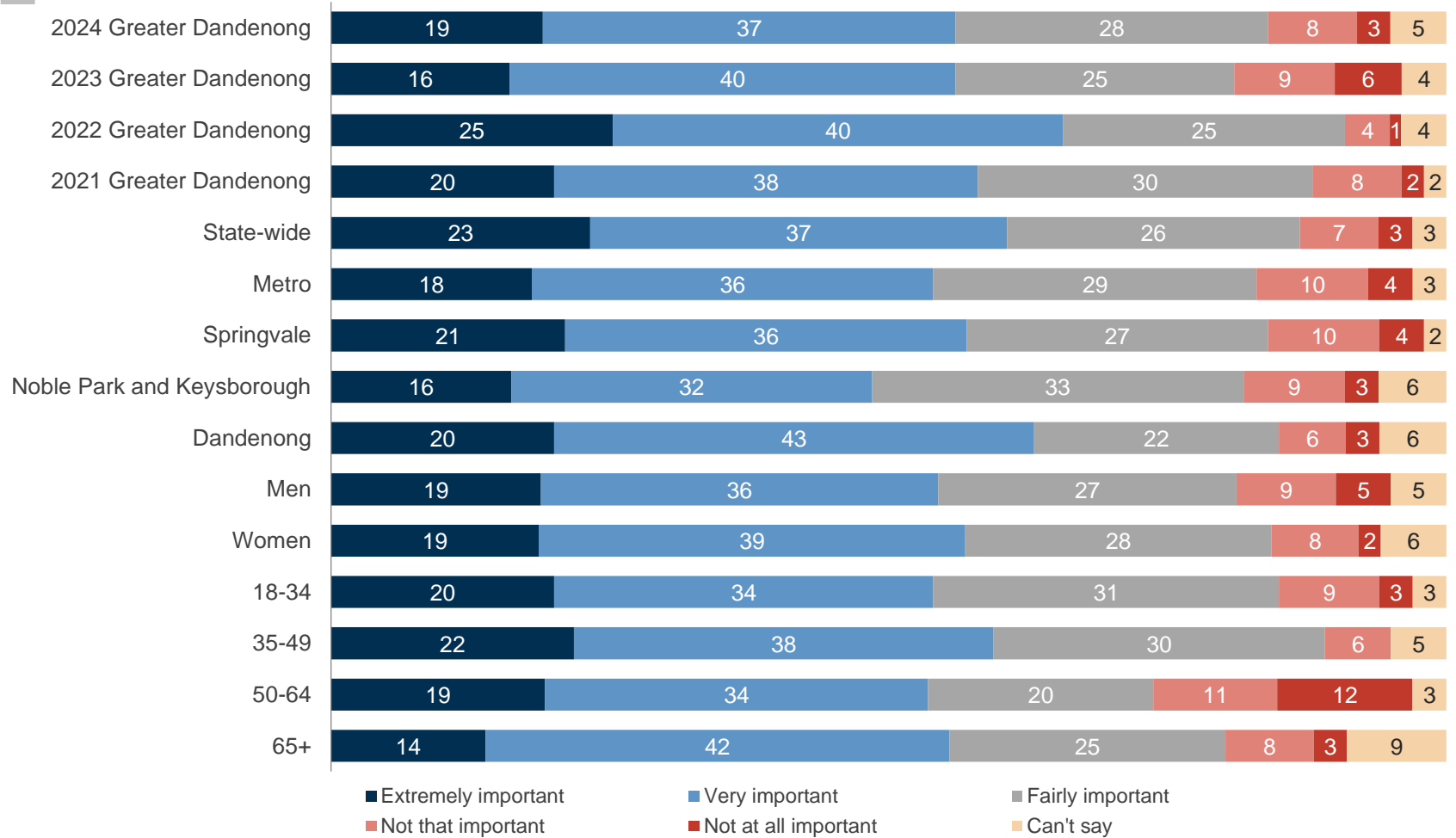|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Men	66 ▲	66	68	71	68	71	70	63	66	70
65+	65	62	69	73	71	70	71	67	64	69
Noble Park and Keysborough	64	63	65	72	67	71	73	66	67	67
Springvale	63	63	68	67	70	65	68	63	70	68
Metro	61	61	65	68	67	69	68	66	67	69
Greater Dandenong	61	63	66	69	68	67	69	65	66	67
35-49	61	60	67	66	64	64	68	63	61	64
50-64	60	60	62	69	65	69	64	61	60	68
18-34	58	67	66	68	68	68	71	67	72	68
Dandenong	57	63	66	65	67	65	66	65	61	67
Women	56 ▼	60	64	67	67	64	68	66	65	64
State-wide	45 ▼	48	53	57	54	56	53	53	54	55

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2024 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Greater Dandenong	17	33	29	13	6	1
2023 Greater Dandenong	22	31	30	13	5	1
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
State-wide	8	24	27	20	19	1
Metro	15	39	27	13	6	1
Springvale	17	35	34	10	3	2
Noble Park and Keysborough	17	38	30	8	6	2
Dandenong	18	28	26	21	7	1
Men	20	38	29	8	4	1
Women	15	28	29	19	8	1
18-34	12	39	21	21	5	1
35-49	17	29	38	9	6	
50-64	21	30	26	8	13	1
65+	22	32	31	10	3	3

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

Informing the community importance

2024 informing community importance (index scores)
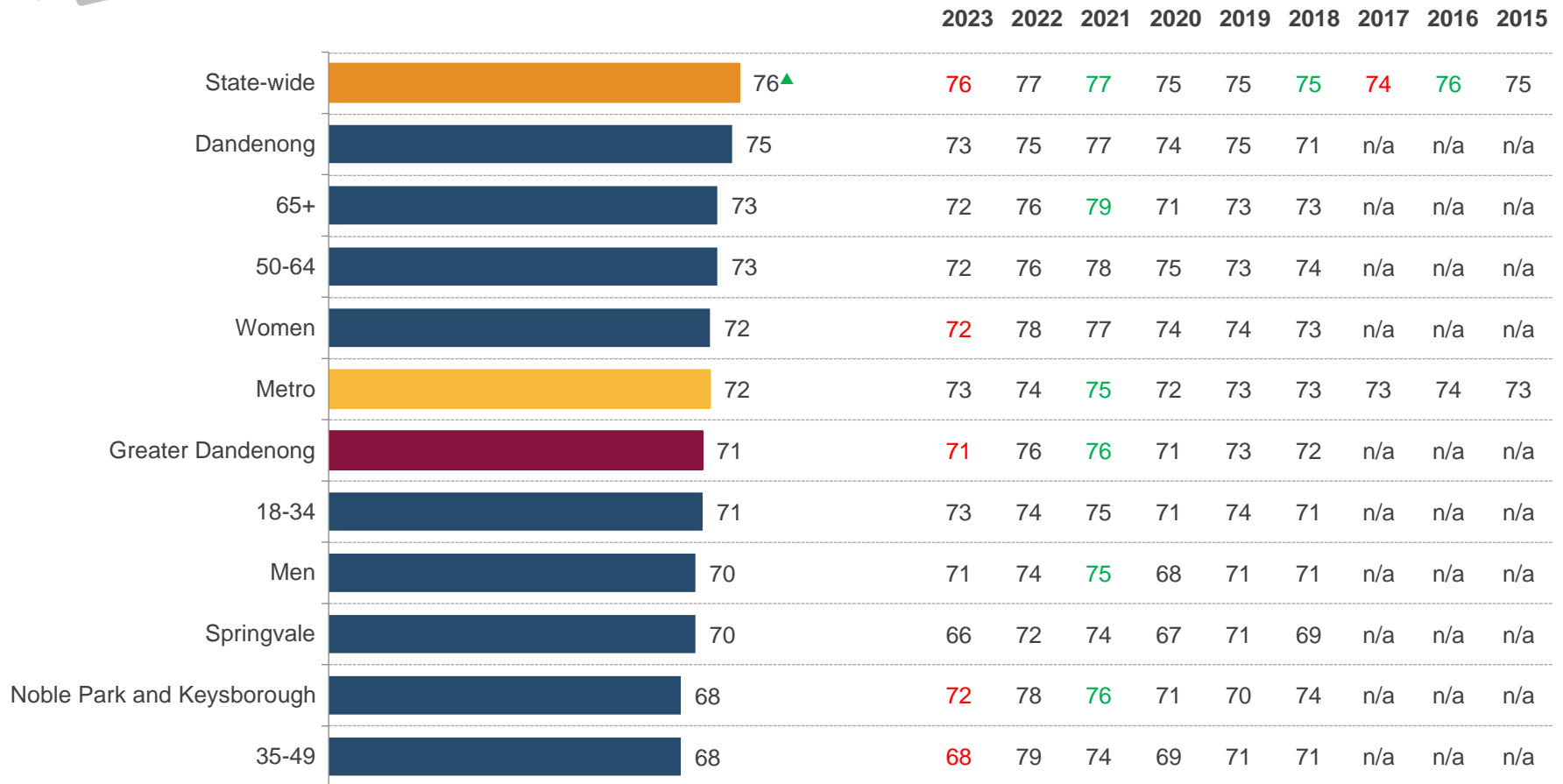
	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	76 ▲	76	77	77	75	75	75	74	76	75
Dandenong	75	73	75	77	74	75	71	n/a	n/a	n/a
65+	73	72	76	79	71	73	73	n/a	n/a	n/a
50-64	73	72	76	78	75	73	74	n/a	n/a	n/a
Women	72	72	78	77	74	74	73	n/a	n/a	n/a
Metro	72	73	74	75	72	73	73	73	74	73
Greater Dandenong	71	71	76	76	71	73	72	n/a	n/a	n/a
18-34	71	73	74	75	71	74	71	n/a	n/a	n/a
Men	70	71	74	75	68	71	71	n/a	n/a	n/a
Springvale	70	66	72	74	67	71	69	n/a	n/a	n/a
Noble Park and Keysborough	68	72	78	76	71	70	74	n/a	n/a	n/a
35-49	68	68	79	74	69	71	71	n/a	n/a	n/a

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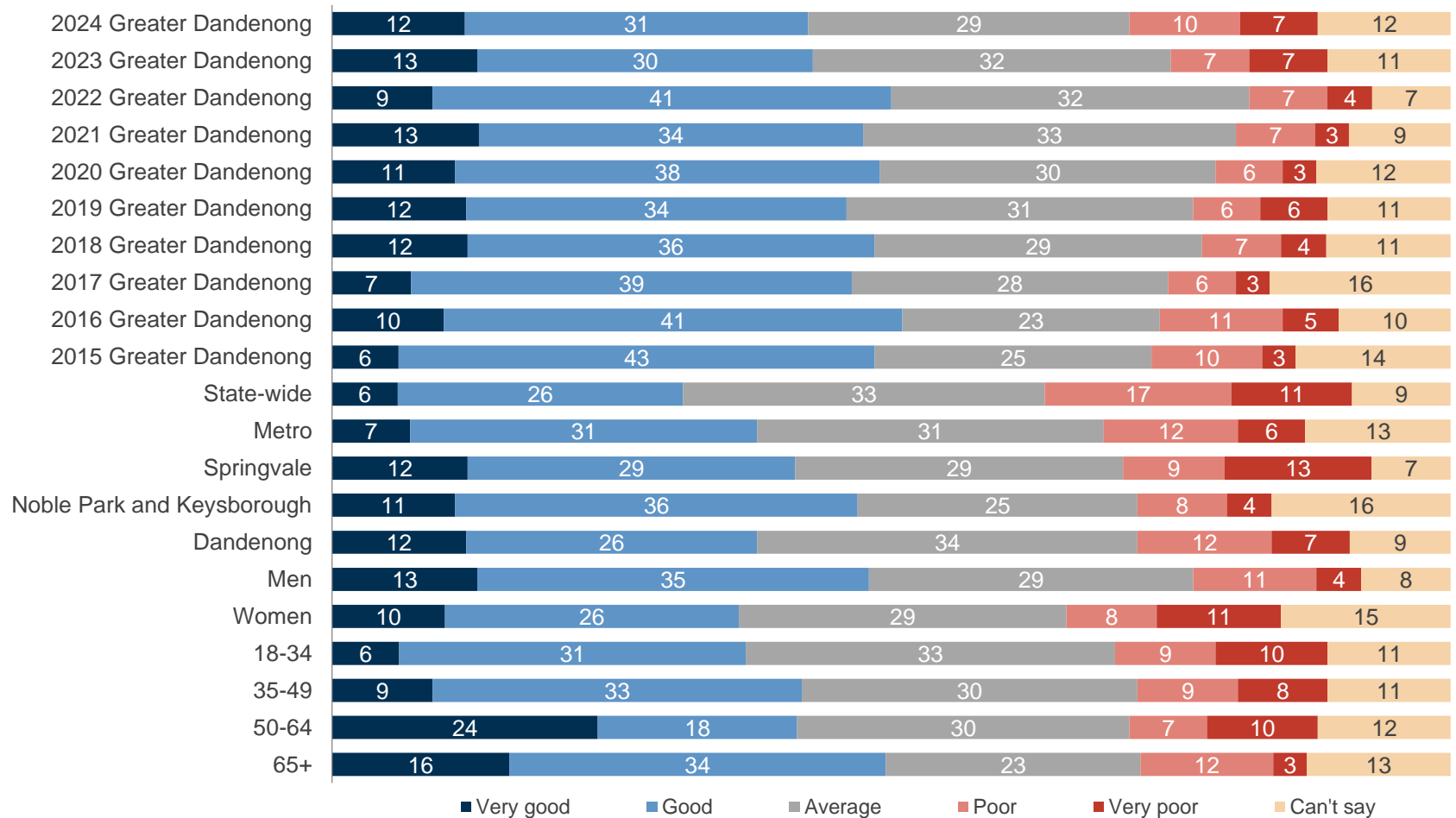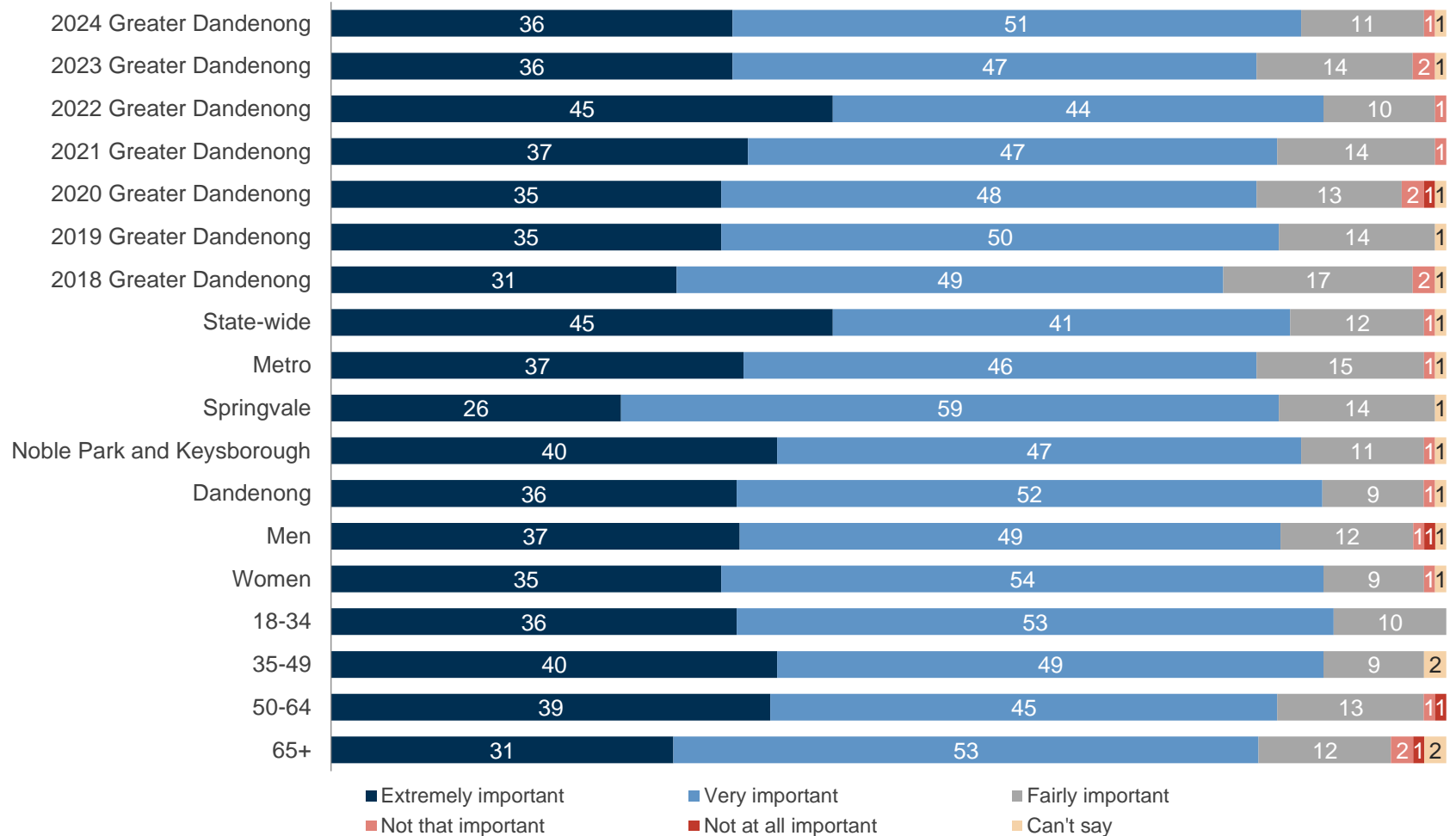*Base: All respondents. Councils asked State-wide: 18 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Informing the community importance

2024 informing community importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	26	42	22	7	2	1
2023 Greater Dandenong	23	46	23	5	1	1
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	34	42	20	3	1	
Metro	26	42	25	5	1	1
Springvale	27	40	22	9	3	
Noble Park and Keysborough	23	39	26	10	1	1
Dandenong	30	45	18	3	3	1
Men	24	43	23	6	2	1
Women	29	40	21	8	2	1
18-34	27	39	27	6		1
35-49	25	40	17	13	4	2
50-64	28	45	21	2	4	
65+	26	45	22	5		2

■ 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: 18 Councils asked group: 5

The condition of local streets and footpaths in your area importance

2024 streets and footpaths importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	84	80	86	80	80	84	86	n/a	n/a	n/a
Dandenong	83	81	79	83	81	80	78	n/a	n/a	n/a
Women	82	83	83	83	80	81	80	n/a	n/a	n/a
35-49	82	81	85	82	77	75	79	n/a	n/a	n/a
Greater Dandenong	81	81	81	81	78	79	78	n/a	n/a	n/a
65+	81	81	80	82	81	79	78	n/a	n/a	n/a
Metro	80	81	81	80	78	78	79	78	78	77
State-wide	80	81	81	79	78	77	78	77	77	77
Springvale	80	82	84	77	78	82	75	n/a	n/a	n/a
Men	80	79	78	78	76	77	76	n/a	n/a	n/a
Noble Park and Keysborough	80	80	81	81	76	76	78	n/a	n/a	n/a
18-34	79	81	76	79	76	79	73	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?
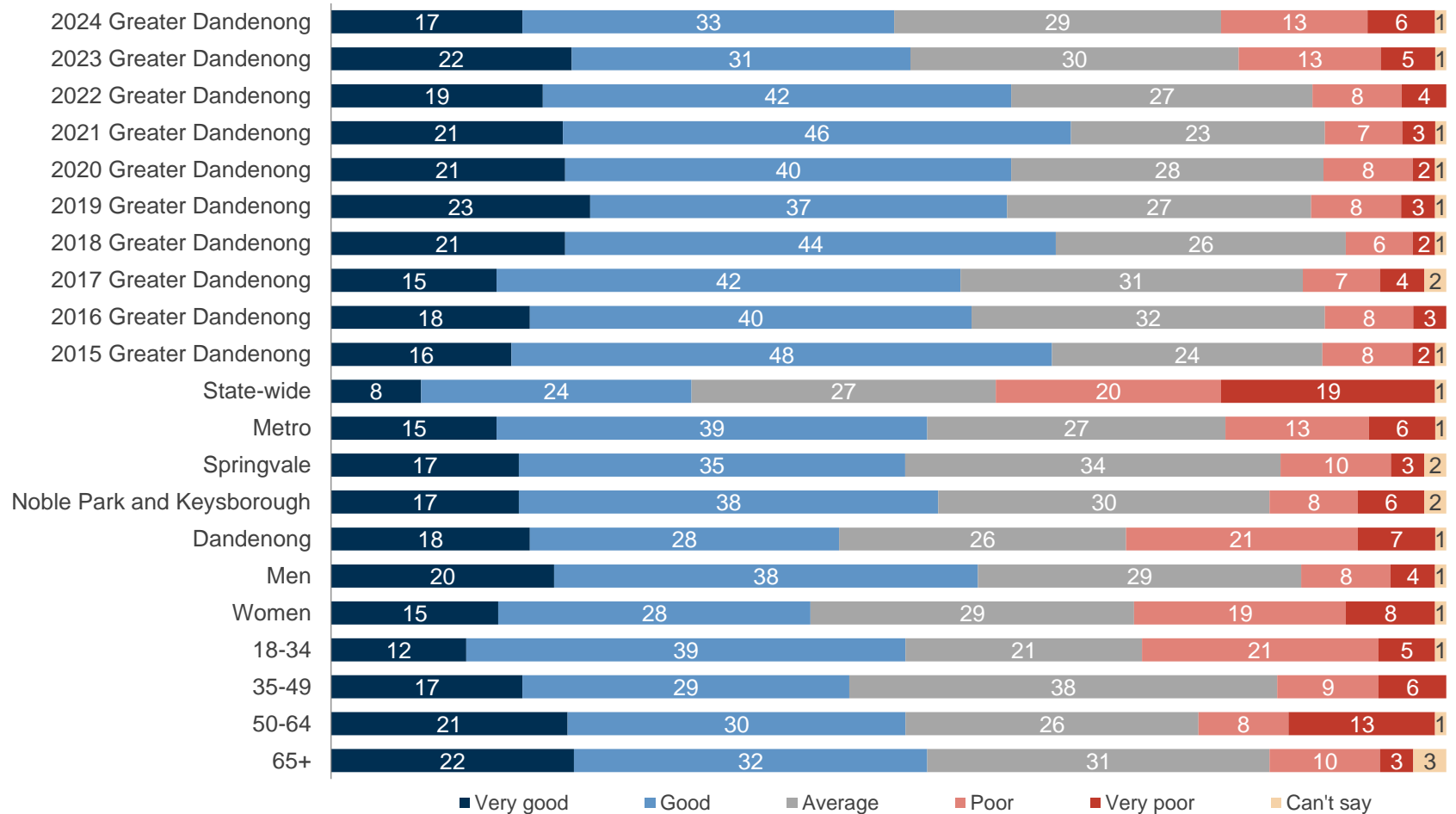*Base: All respondents. Councils asked State-wide: 20 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance

2024 streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	37	51	11	1		
2023 Greater Dandenong	40	46	13	1		
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	40	42	15	1	1	
Metro	39	45	14	1		
Springvale	34	52	13		1	
Noble Park and Keysborough	34	53	11	2		
Dandenong	42	48	10			
Men	36	49	14	2		
Women	38	53	7		1	
18-34	30	55	15			
35-49	39	52	7	2		
50-64	46	44	8	1		
65+	40	47	10		2	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: 20 Councils asked group: 5

Traffic management importance
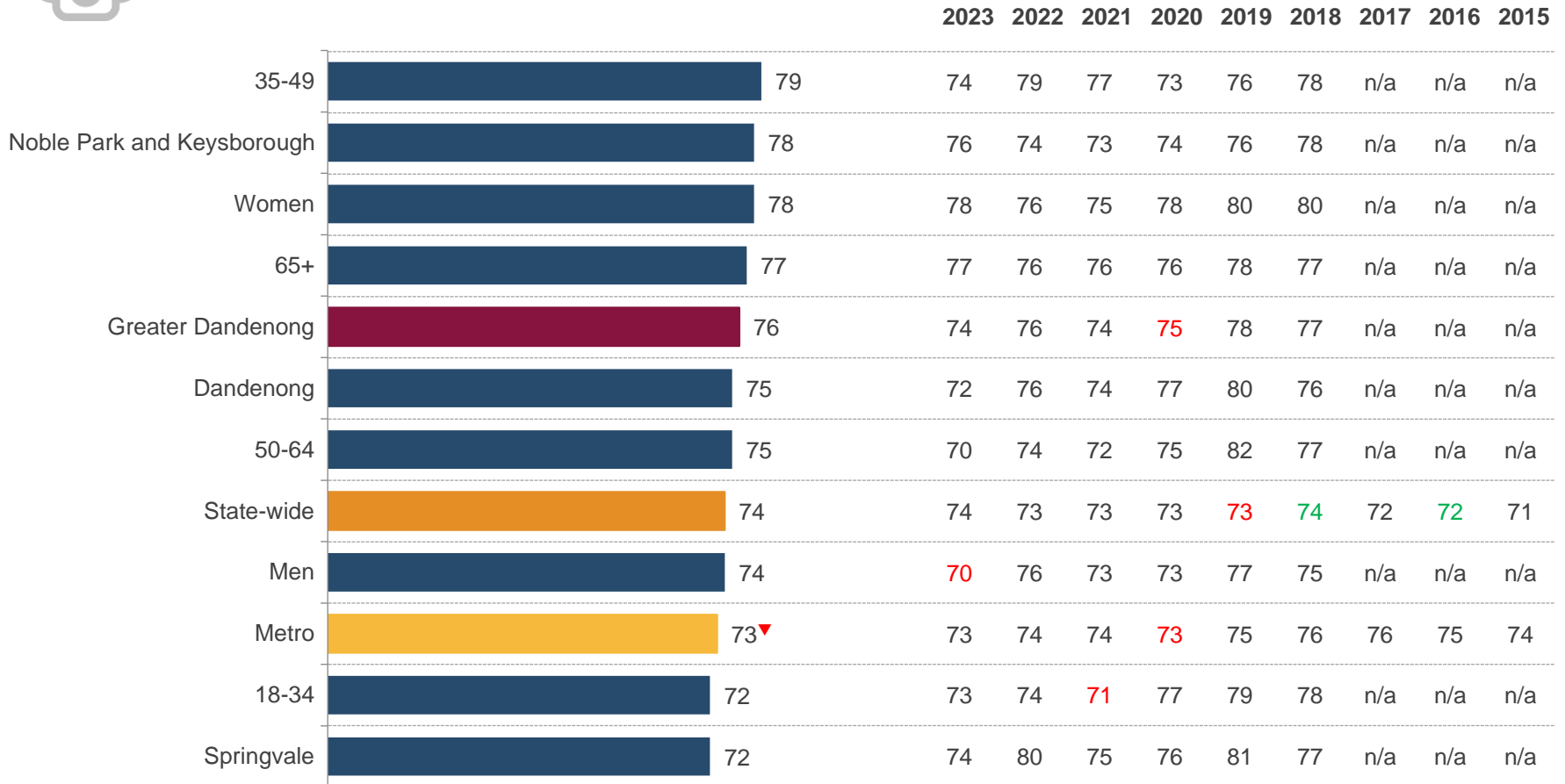
2024 traffic management importance (index scores)

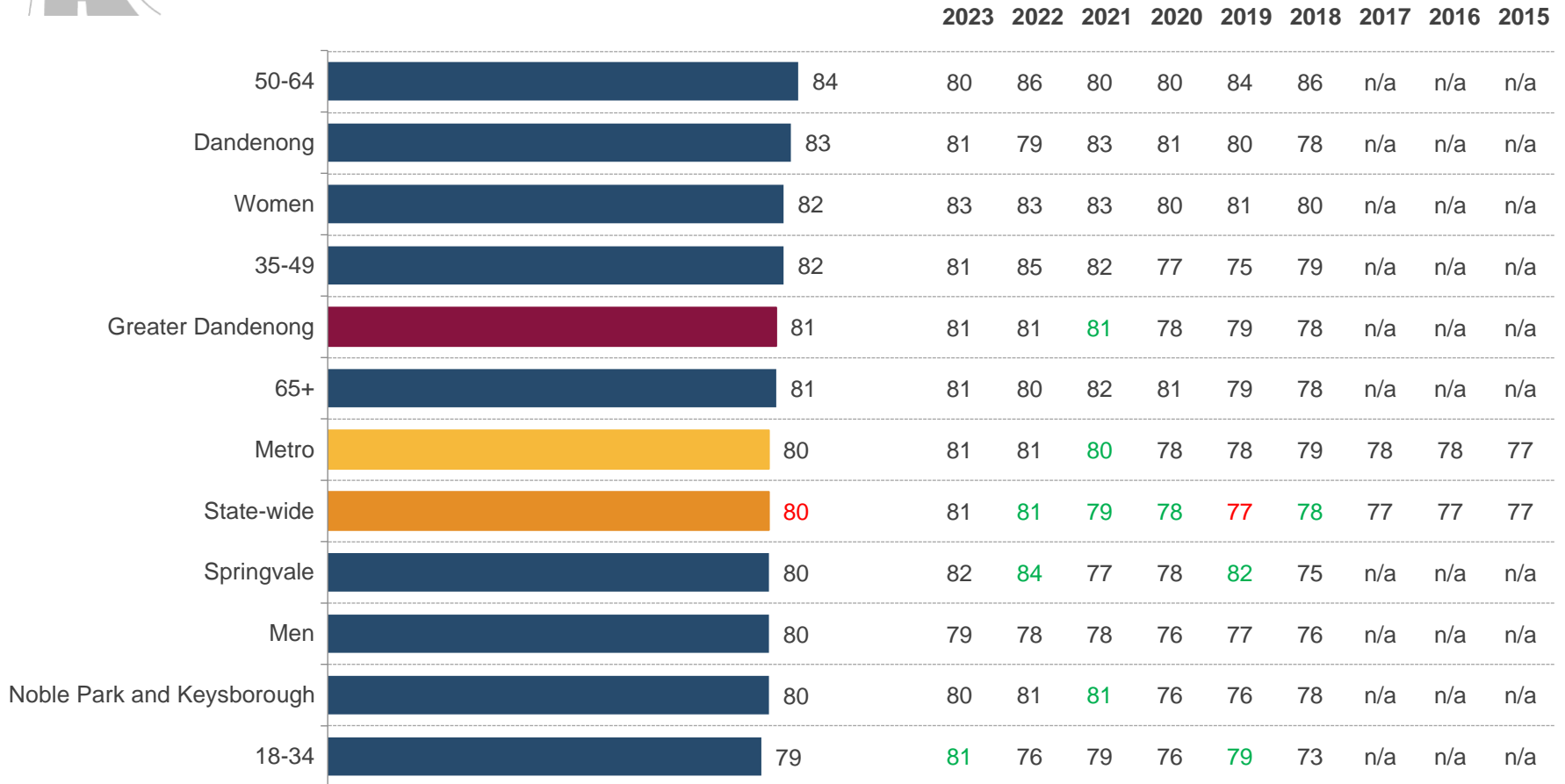|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	79	74	79	77	73	76	78	n/a	n/a	n/a
Noble Park and Keysborough	78	76	74	73	74	76	78	n/a	n/a	n/a
Women	78	78	76	75	78	80	80	n/a	n/a	n/a
65+	77	77	76	76	76	78	77	n/a	n/a	n/a
Greater Dandenong	76	74	76	74	75	78	77	n/a	n/a	n/a
Dandenong	75	72	76	74	77	80	76	n/a	n/a	n/a
50-64	75	70	74	72	75	82	77	n/a	n/a	n/a
State-wide	74	74	73	73	73	73	74	72	72	71
Men	74	70	76	73	73	77	75	n/a	n/a	n/a
Metro	73▼	73	74	74	73	75	76	76	75	74
18-34	72	73	74	71	77	79	78	n/a	n/a	n/a
Springvale	72	74	80	75	76	81	77	n/a	n/a	n/a

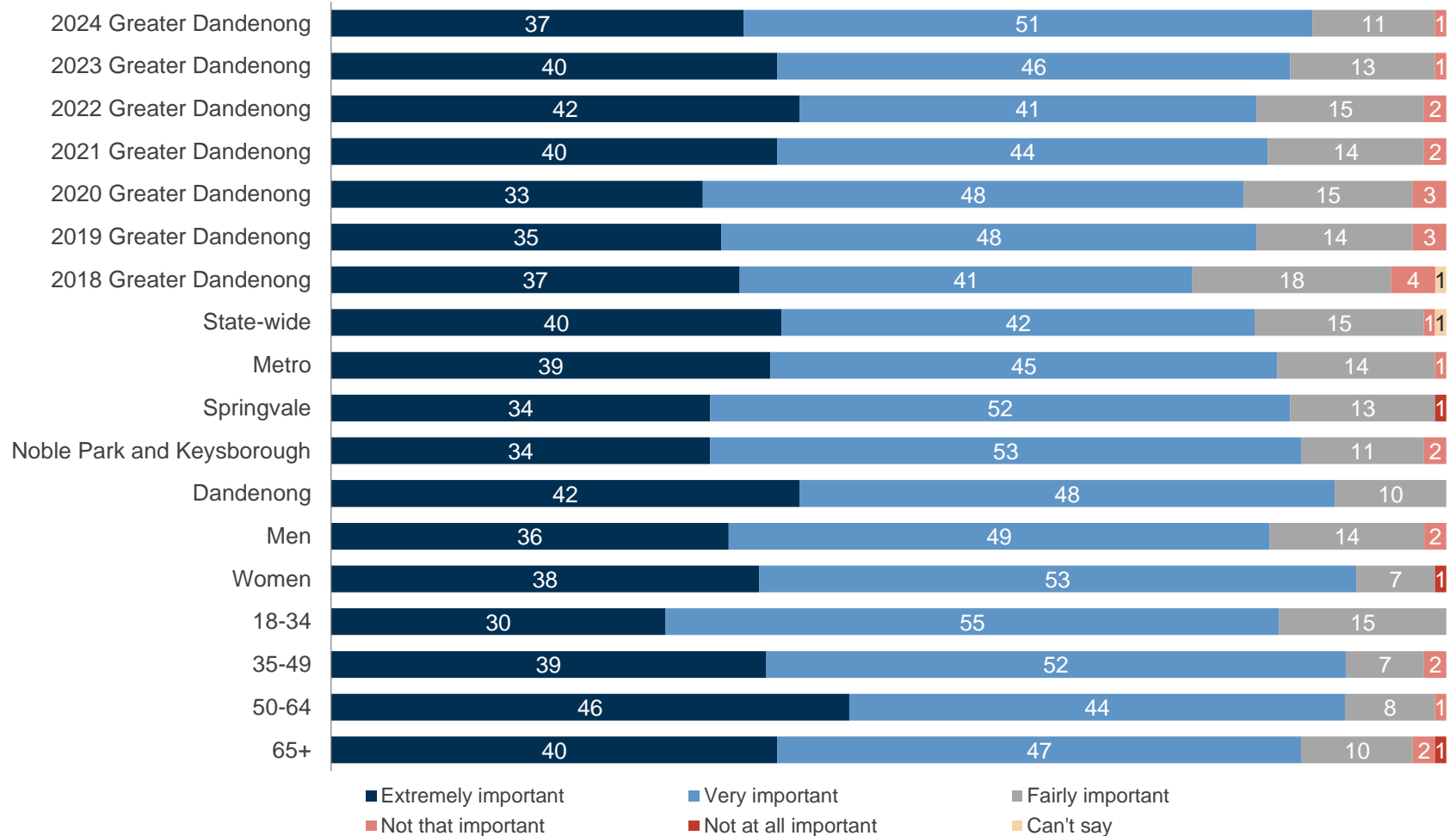*Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?*
Base: All respondents. Councils asked State-wide: 5 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Traffic management importance

2024 traffic management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	29	48	18	3	1	1
2023 Greater Dandenong	30	42	22	5	1	1
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	29	42	22	4	1	1
Metro	26	46	21	4	1	1
Springvale	21	51	20	3	3	2
Noble Park and Keysborough	34	46	18		1	1
Dandenong	28	49	18	3	1	1
Men	28	46	18	4	2	1
Women	30	50	18		1	1
18-34	23	49	24	3		1
35-49	37	47	11	3		2
50-64	29	43	20	4	1	2
65+	29	50	17	1	1	2

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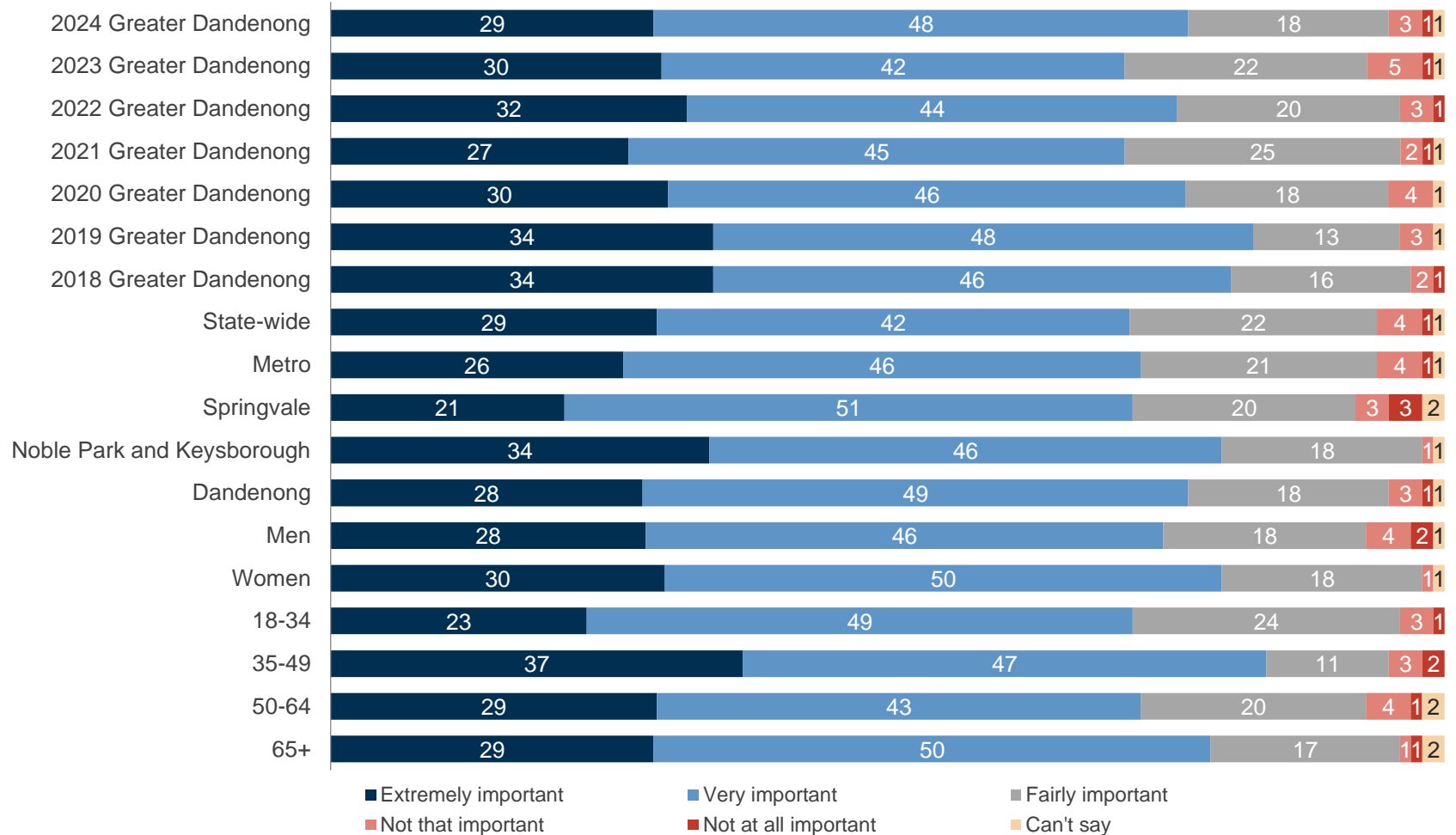- Not that important
- Not at all important
- Can't say

Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide; 5 Councils asked group: 3

Parking facilities importance

2024 parking importance (index scores)

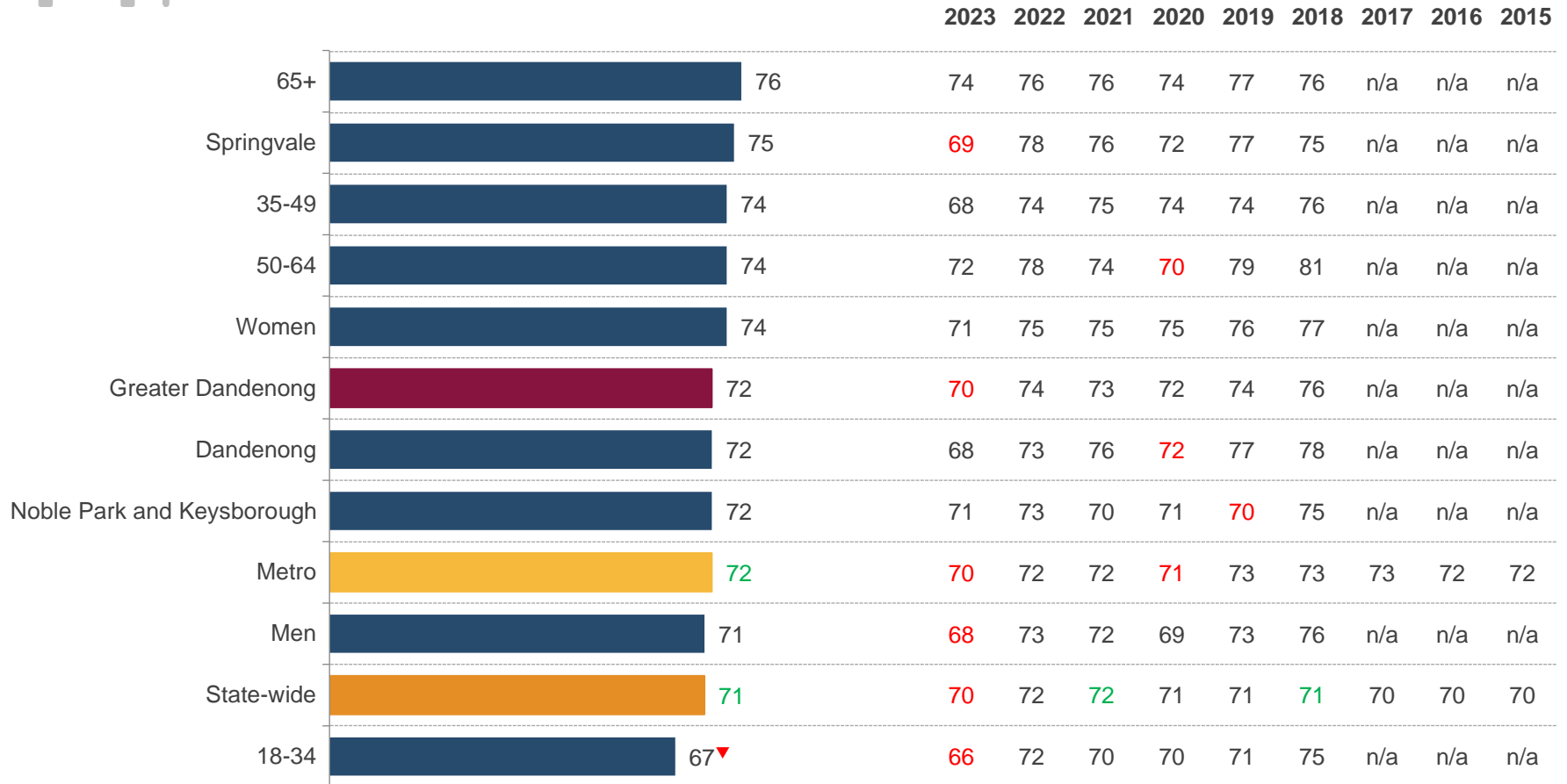|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	76	74	76	76	74	77	76	n/a	n/a	n/a
Springvale	75	69	78	76	72	77	75	n/a	n/a	n/a
35-49	74	68	74	75	74	74	76	n/a	n/a	n/a
50-64	74	72	78	74	70	79	81	n/a	n/a	n/a
Women	74	71	75	75	75	76	77	n/a	n/a	n/a
Greater Dandenong	72	70	74	73	72	74	76	n/a	n/a	n/a
Dandenong	72	68	73	76	72	77	78	n/a	n/a	n/a
Noble Park and Keysborough	72	71	73	70	71	70	75	n/a	n/a	n/a
Metro	72	70	72	72	71	73	73	73	72	72
Men	71	68	73	72	69	73	76	n/a	n/a	n/a
State-wide	71	70	72	72	71	71	71	70	70	70
18-34	67▼	66	72	70	70	71	75	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: 9 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Parking facilities importance

2024 parking importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	25	45	24	4	1	1
2023 Greater Dandenong	24	40	28	6	1	1
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	24	41	27	6	1	1
Metro	24	44	26	5	1	1
Springvale	32	44	17	6		1
Noble Park and Keysborough	26	40	29	5		
Dandenong	21	51	21	3	2	2
Men	24	44	25	6	1	1
Women	26	46	22	3	1	1
18-34	14	51	27	6		2
35-49	31	40	24	5		
50-64	30	42	24	3		1
65+	31	44	18	3	1	3

■ Extremely important ■ Very important ■ Fairly important
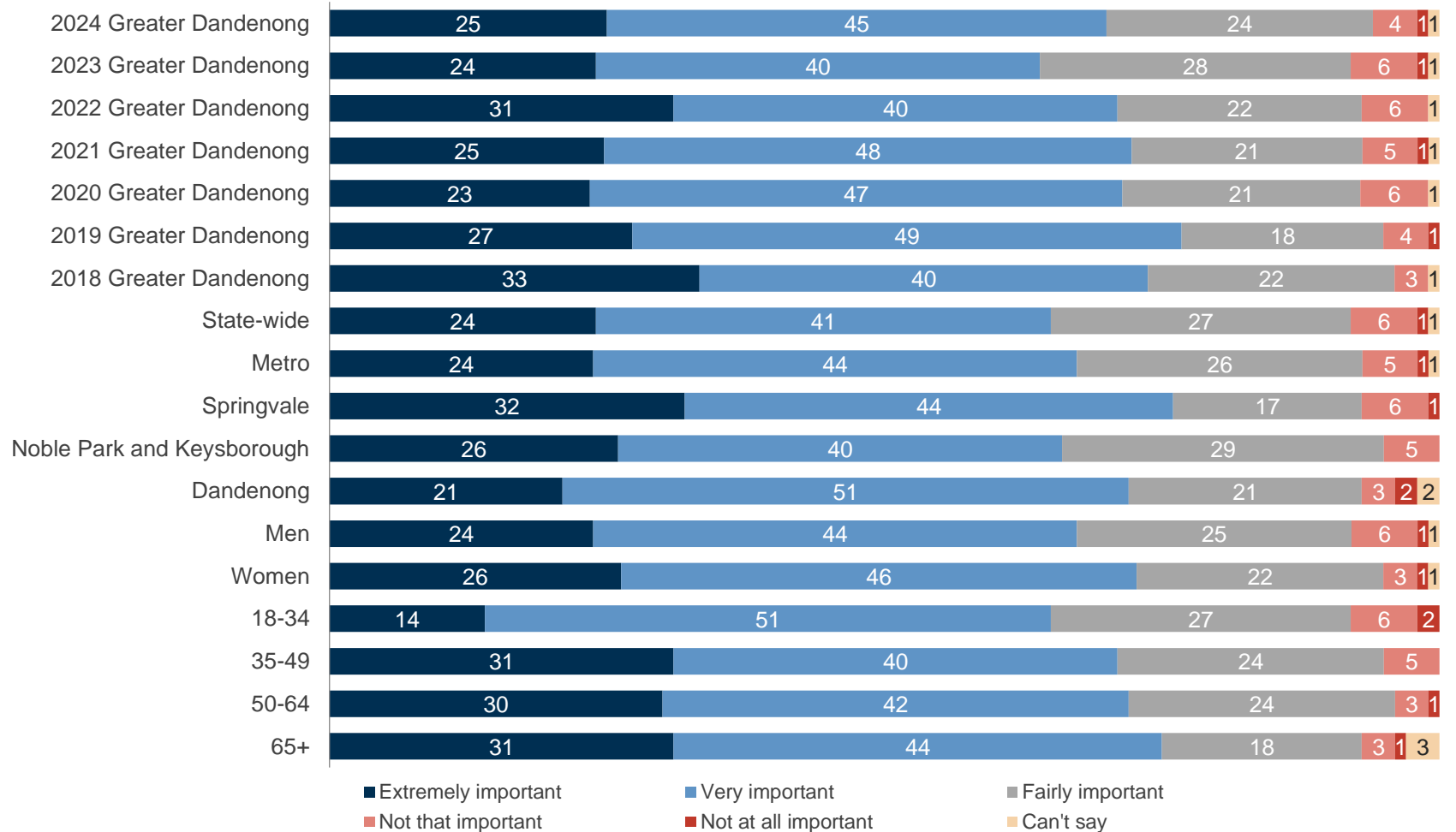■ Not that important ■ Not at all important ■ Can't say
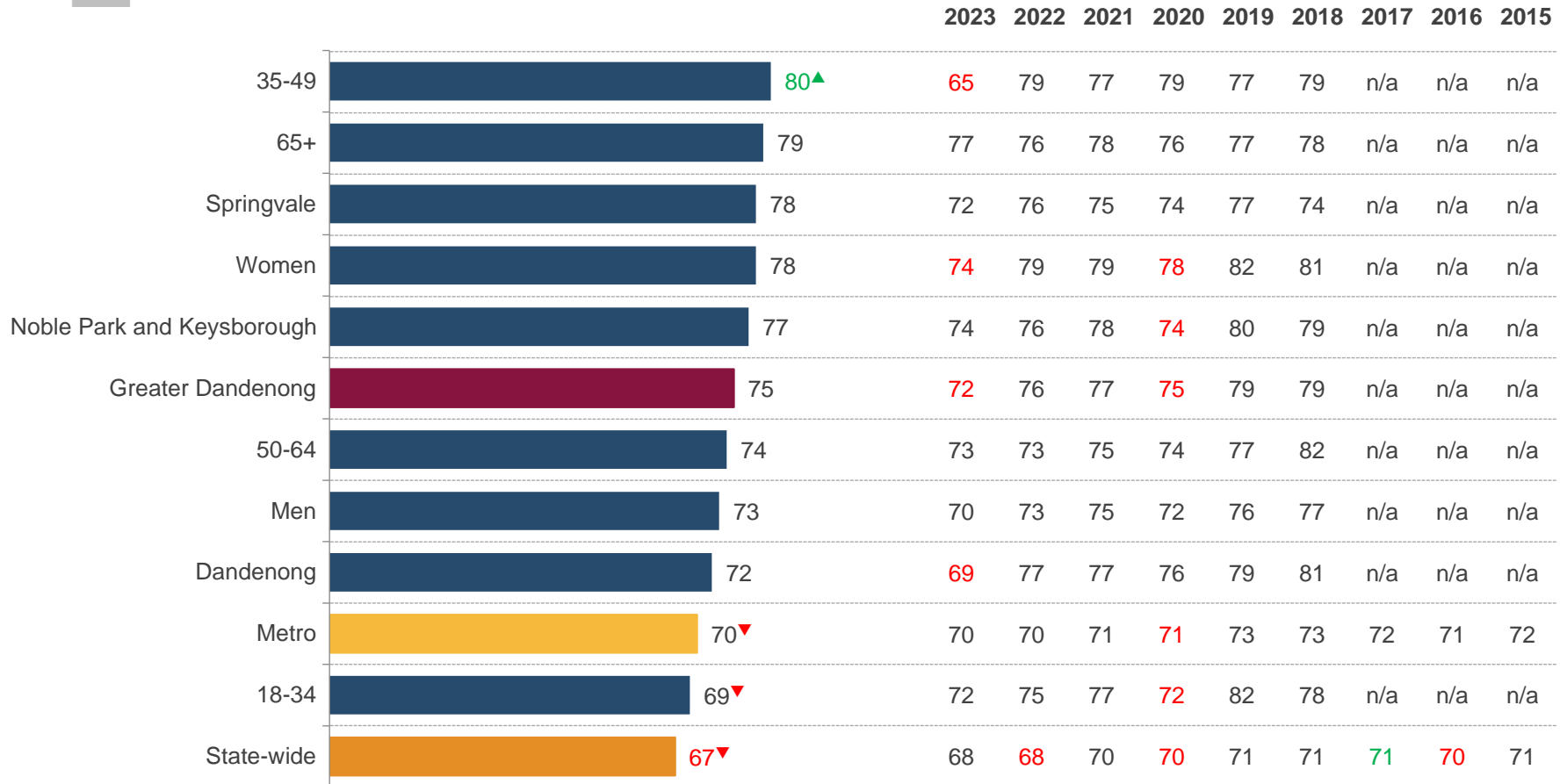
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3

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Enforcement of local laws importance

2024 law enforcement importance (index scores)

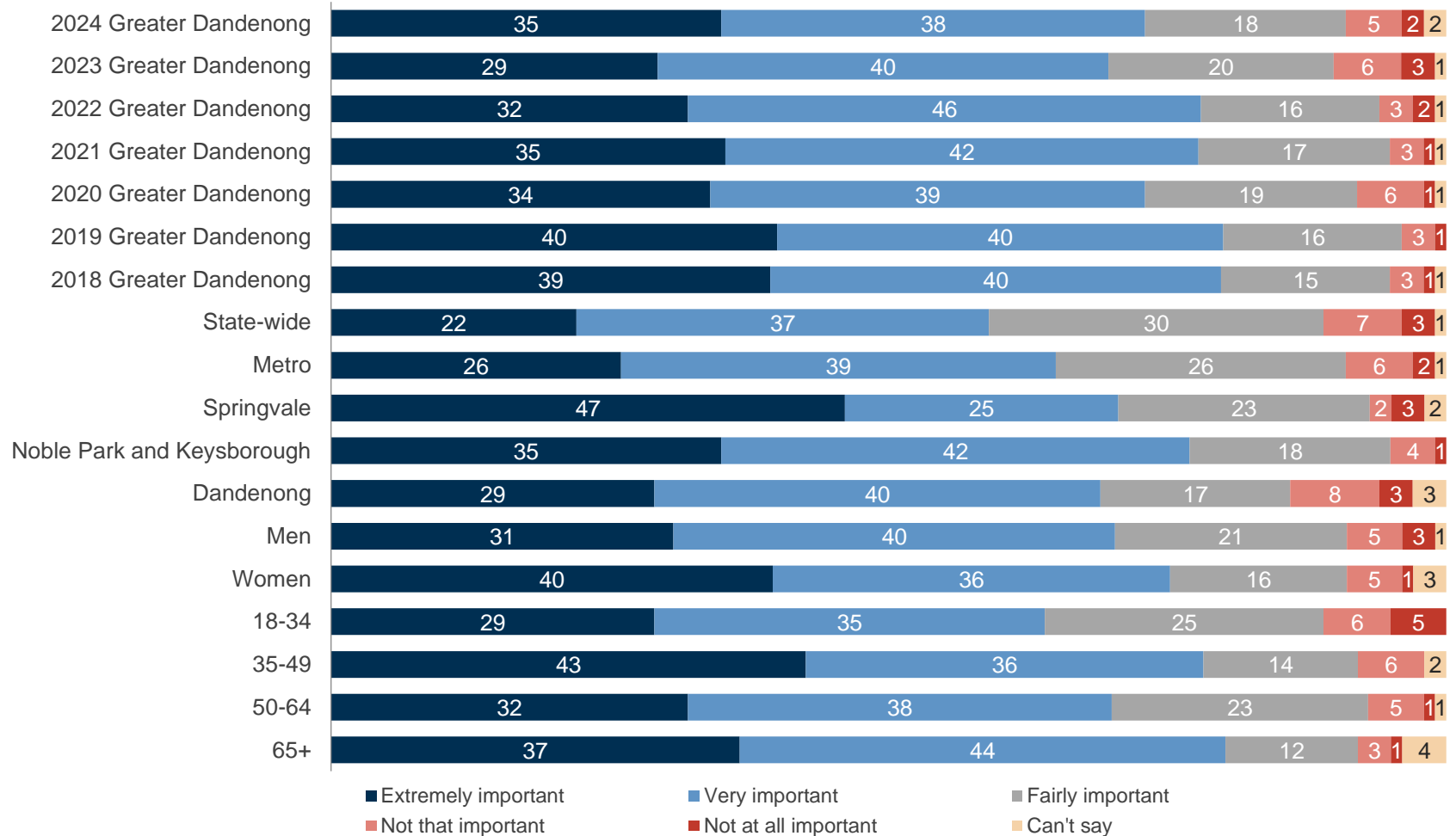|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	80▲	65	79	77	79	77	79	n/a	n/a	n/a
65+	79	77	76	78	76	77	78	n/a	n/a	n/a
Springvale	78	72	76	75	74	77	74	n/a	n/a	n/a
Women	78	74	79	79	78	82	81	n/a	n/a	n/a
Noble Park and Keysborough	77	74	76	78	74	80	79	n/a	n/a	n/a
Greater Dandenong	75	72	76	77	75	79	79	n/a	n/a	n/a
50-64	74	73	73	75	74	77	82	n/a	n/a	n/a
Men	73	70	73	75	72	76	77	n/a	n/a	n/a
Dandenong	72	69	77	77	76	79	81	n/a	n/a	n/a
Metro	70▼	70	70	71	71	73	73	72	71	72
18-34	69▼	72	75	77	72	82	78	n/a	n/a	n/a
State-wide	67▼	68	68	70	70	71	71	71	70	71

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws importance

2024 law enforcement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	35	38	18	5	2	2
2023 Greater Dandenong	29	40	20	6	3	1
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	37	30	7	3	1
Metro	26	39	26	6	2	1
Springvale	47	25	23	2	3	2
Noble Park and Keysborough	35	42	18	4		1
Dandenong	29	40	17	8	3	3
Men	31	40	21	5	3	1
Women	40	36	16	5	1	3
18-34	29	35	25	6	5	
35-49	43	36	14	6		2
50-64	32	38	23	5	1	1
65+	37	44	12	3	1	4

Legend:
- ■ 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: 17 Councils asked group: 4

JWS RESEARCH   65

Family support services importance

2024 family support importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	81	83	84	83	80	80	80	n/a	n/a	n/a
Noble Park and Keysborough	80	80	81	80	76	78	79	n/a	n/a	n/a
65+	79	78	78	77	74	77	78	n/a	n/a	n/a
35-49	79	77	84	79	74	76	81	n/a	n/a	n/a
18-34	79	79	81	82	82	81	77	n/a	n/a	n/a
Greater Dandenong	78	78	80	80	78	78	78	n/a	n/a	n/a
Dandenong	78	76	78	79	79	79	80	n/a	n/a	n/a
Men	76	74	77	77	75	77	76	n/a	n/a	n/a
Springvale	75	78	82	80	79	78	75	n/a	n/a	n/a
State-wide	74 ▼	75	76	76	75	74	74	73	73	73
Metro	74 ▼	75	76	76	75	75	75	73	73	72
50-64	74	80	76	81	79	78	79	n/a	n/a	n/a

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
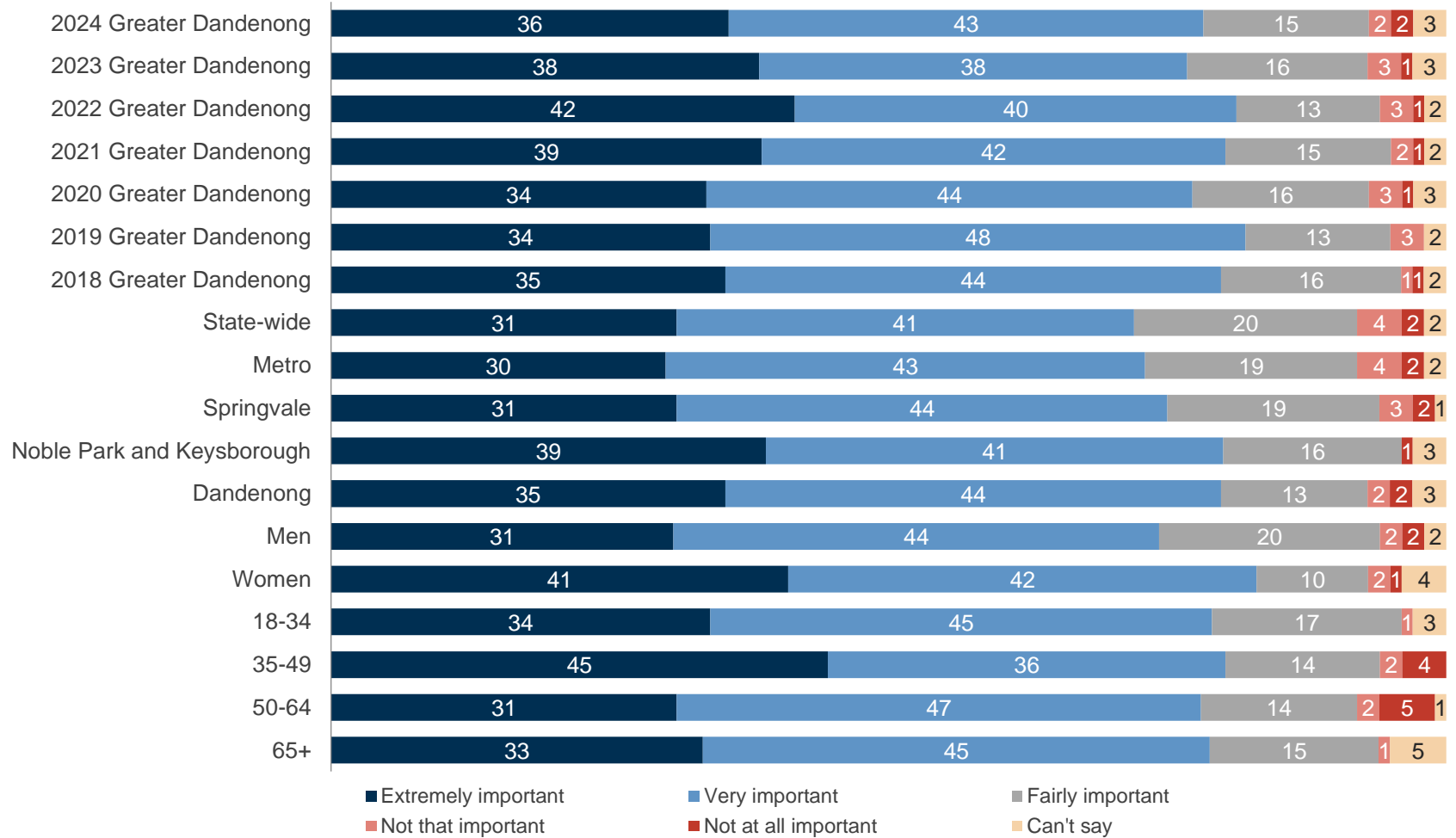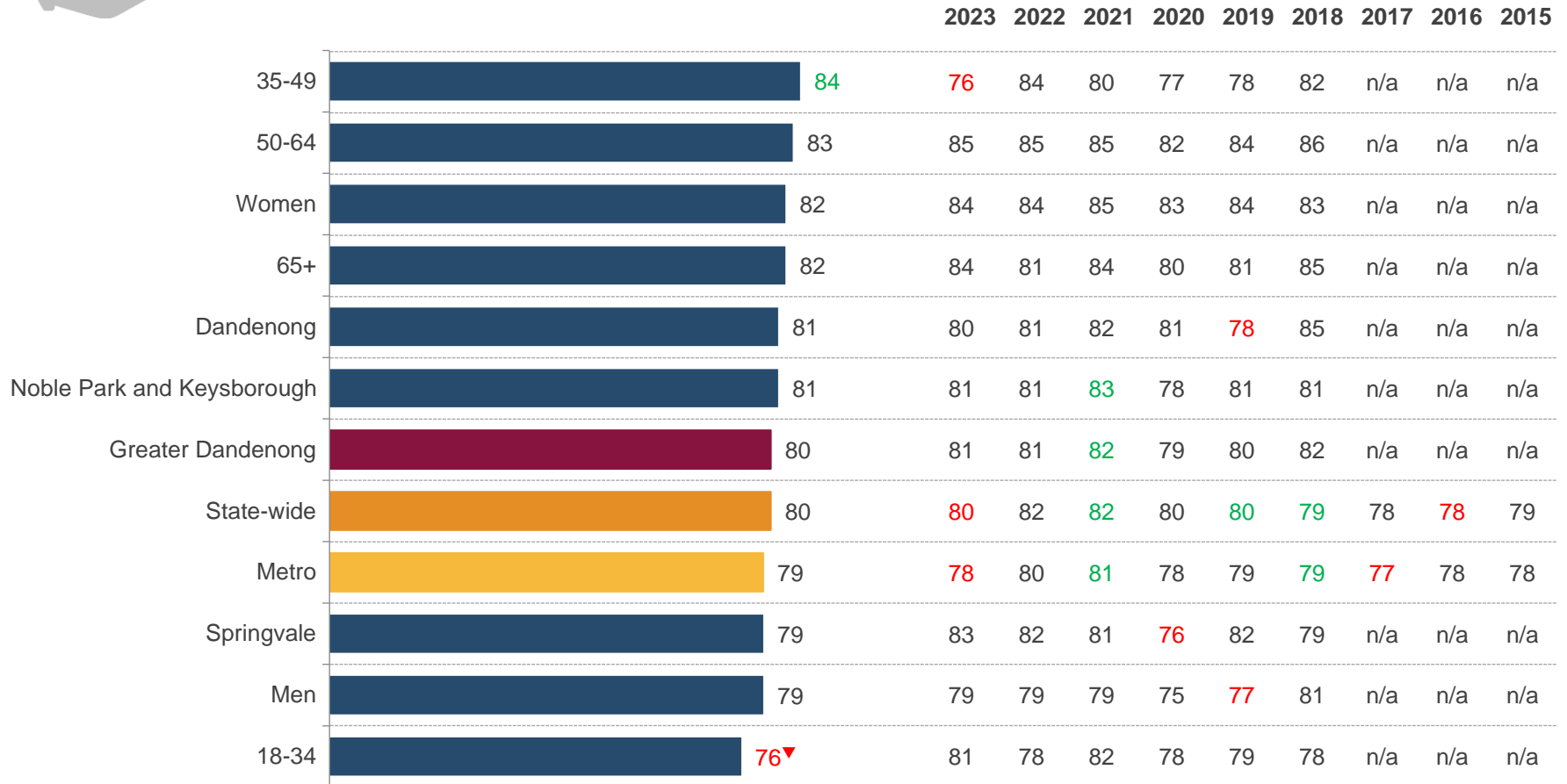*Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

Family support services importance

2024 family support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	36	43	15	2	2	3
2023 Greater Dandenong	38	38	16	3	1	3
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	31	41	20	4	2	2
Metro	30	43	19	4	2	2
Springvale	31	44	19	3	2	1
Noble Park and Keysborough	39	41	16	1		3
Dandenong	35	44	13	2	2	3
Men	31	44	20	2	2	2
Women	41	42	10	2	1	4
18-34	34	45	17	1		3
35-49	45	36	14	2	4	
50-64	31	47	14	2	5	1
65+	33	45	15	1		5

- ■ 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: 13 Councils asked group: 4

Elderly support services importance

2024 elderly support importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	84	76	84	80	77	78	82	n/a	n/a	n/a
50-64	83	85	85	85	82	84	86	n/a	n/a	n/a
Women	82	84	84	85	83	84	83	n/a	n/a	n/a
65+	82	84	81	84	80	81	85	n/a	n/a	n/a
Dandenong	81	80	81	82	81	78	85	n/a	n/a	n/a
Noble Park and Keysborough	81	81	81	83	78	81	81	n/a	n/a	n/a
Greater Dandenong	80	81	81	82	79	80	82	n/a	n/a	n/a
State-wide	80	80	82	82	80	80	79	78	78	79
Metro	79	78	80	81	78	79	79	77	78	78
Springvale	79	83	82	81	76	82	79	n/a	n/a	n/a
Men	79	79	79	79	75	77	81	n/a	n/a	n/a
18-34	76▼	81	78	82	78	79	78	n/a	n/a	n/a

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
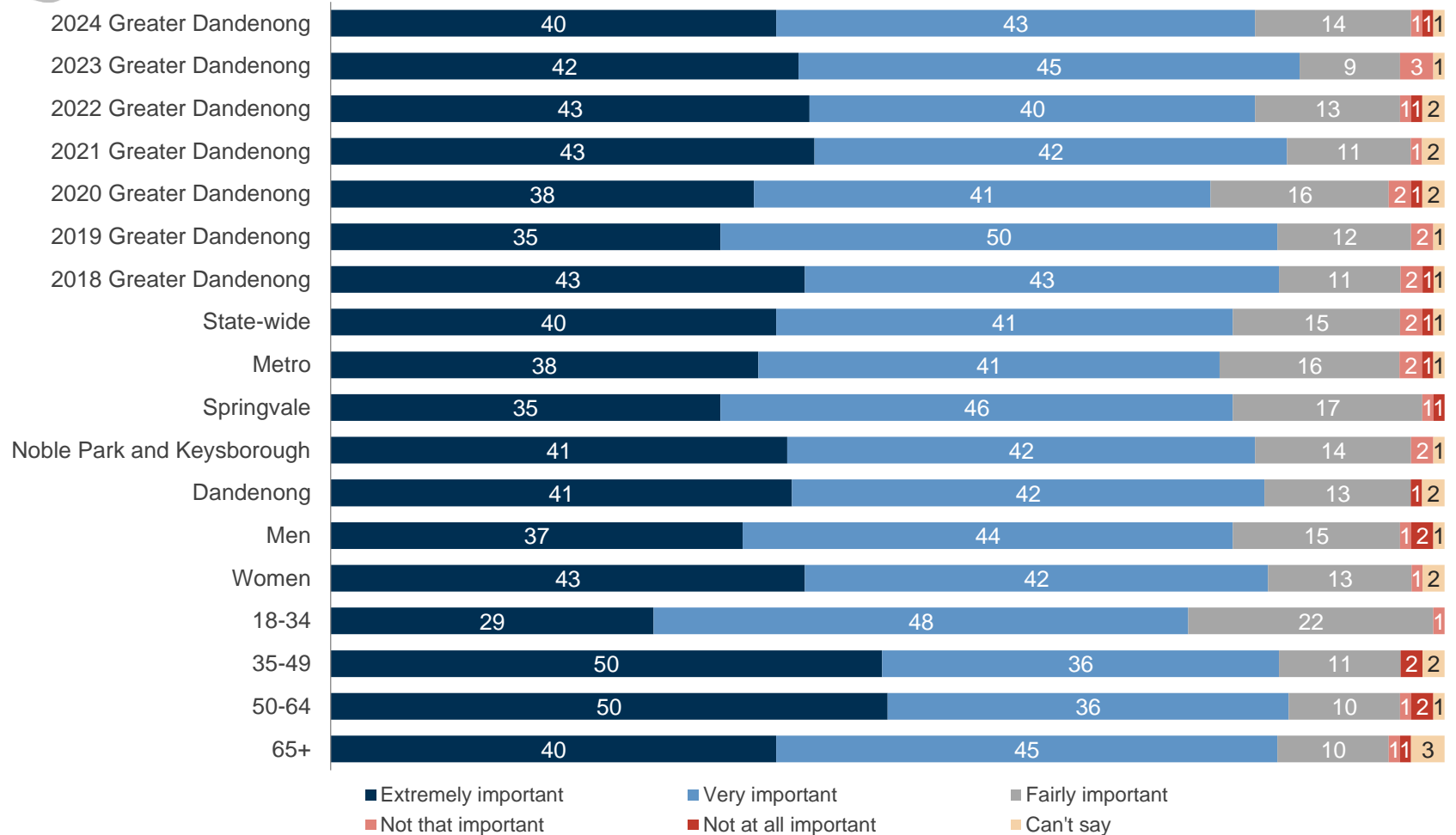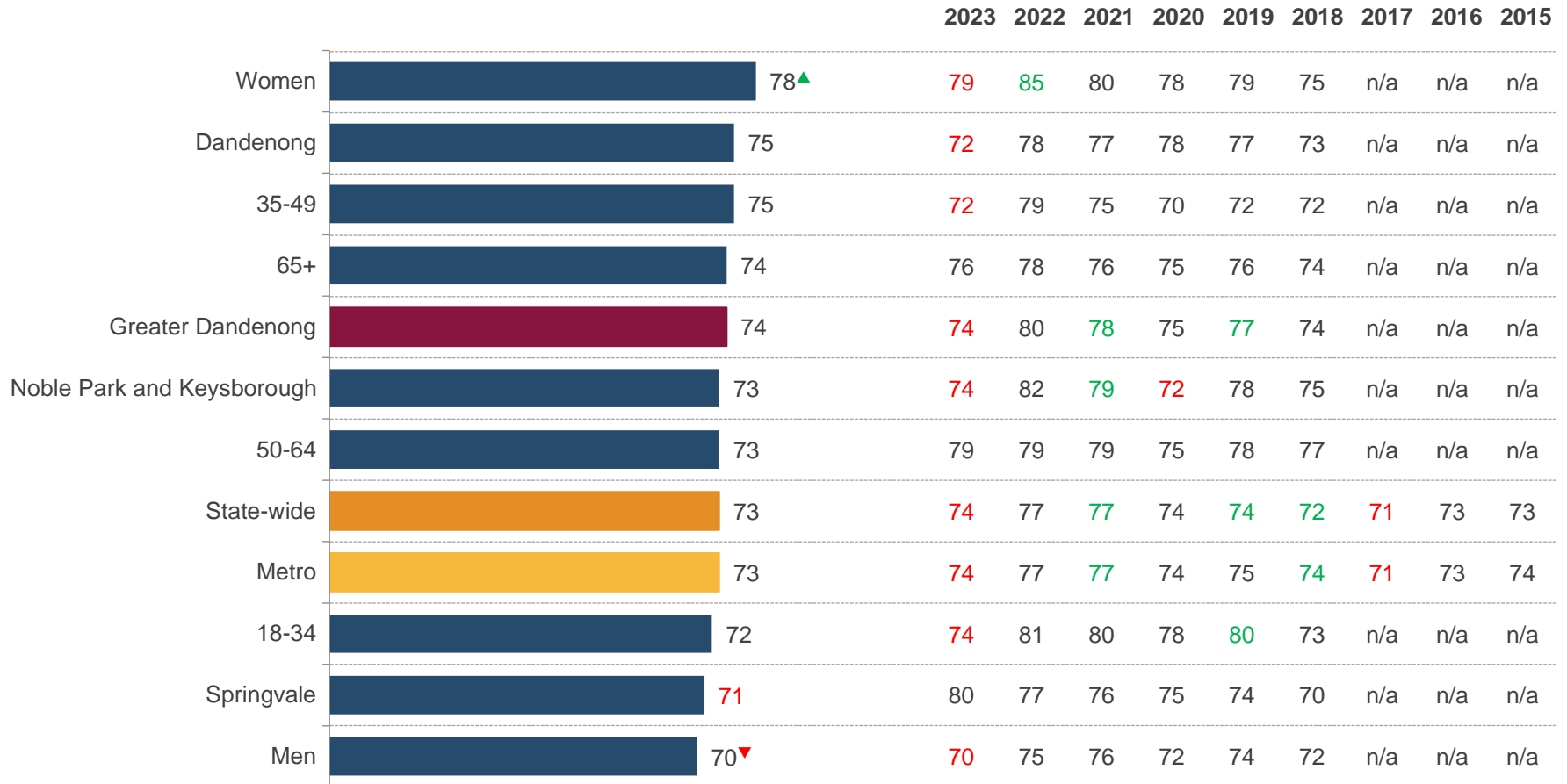*Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3*
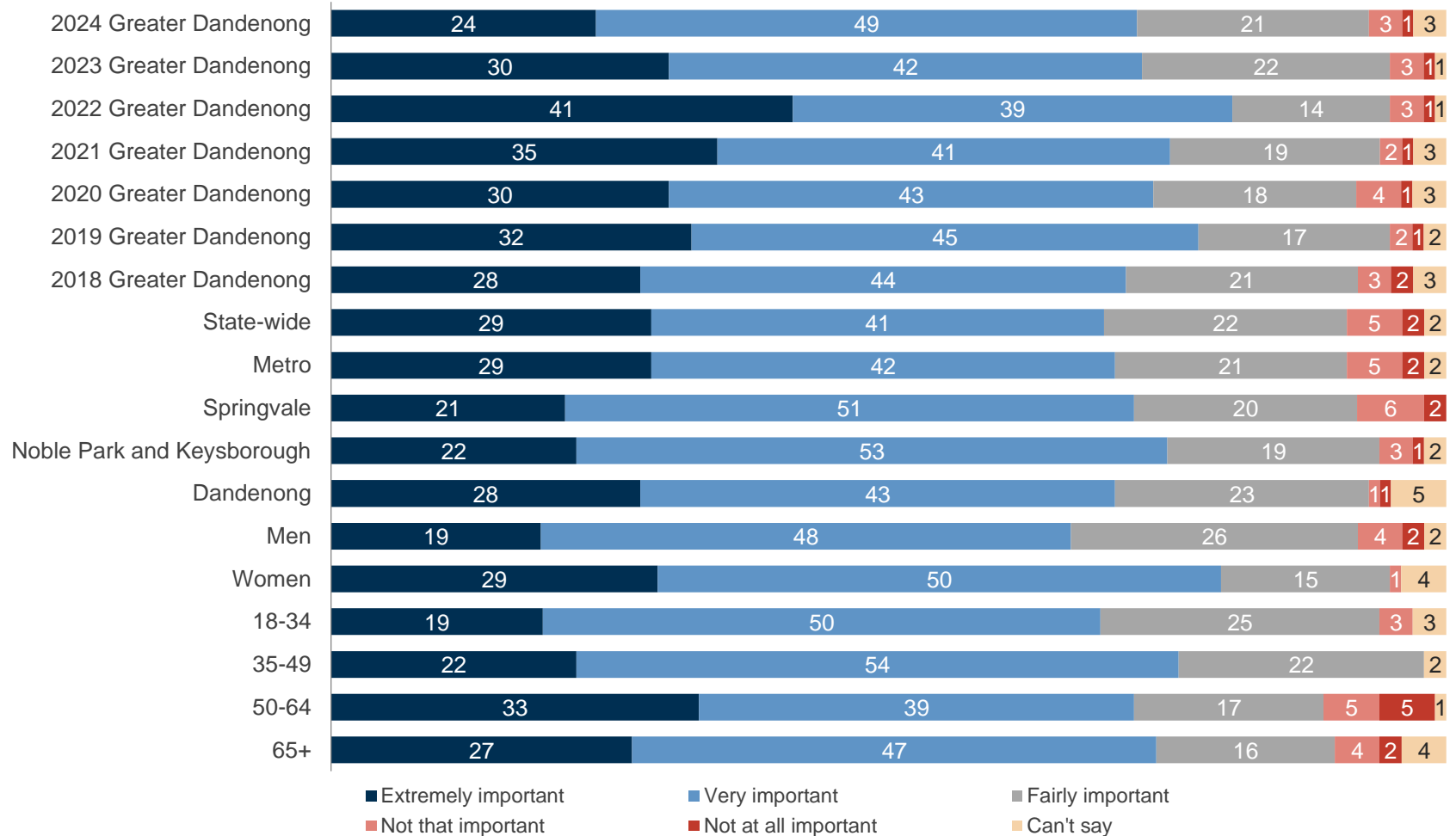*Note: Please see Appendix A for explanation of significant differences.*

Elderly support services importance

2024 elderly support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	40	43	14	1	1	1
2023 Greater Dandenong	42	45	9	3		1
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	40	41	15	2	1	1
Metro	38	41	16	2	1	1
Springvale	35	46	17		1	1
Noble Park and Keysborough	41	42	14	2		1
Dandenong	41	42	13	1		2
Men	37	44	15	1	2	1
Women	43	42	13	1		2
18-34	29	48	22			1
35-49	50	36	11	2		2
50-64	50	36	10	1	2	1
65+	40	45	10	1	1	3

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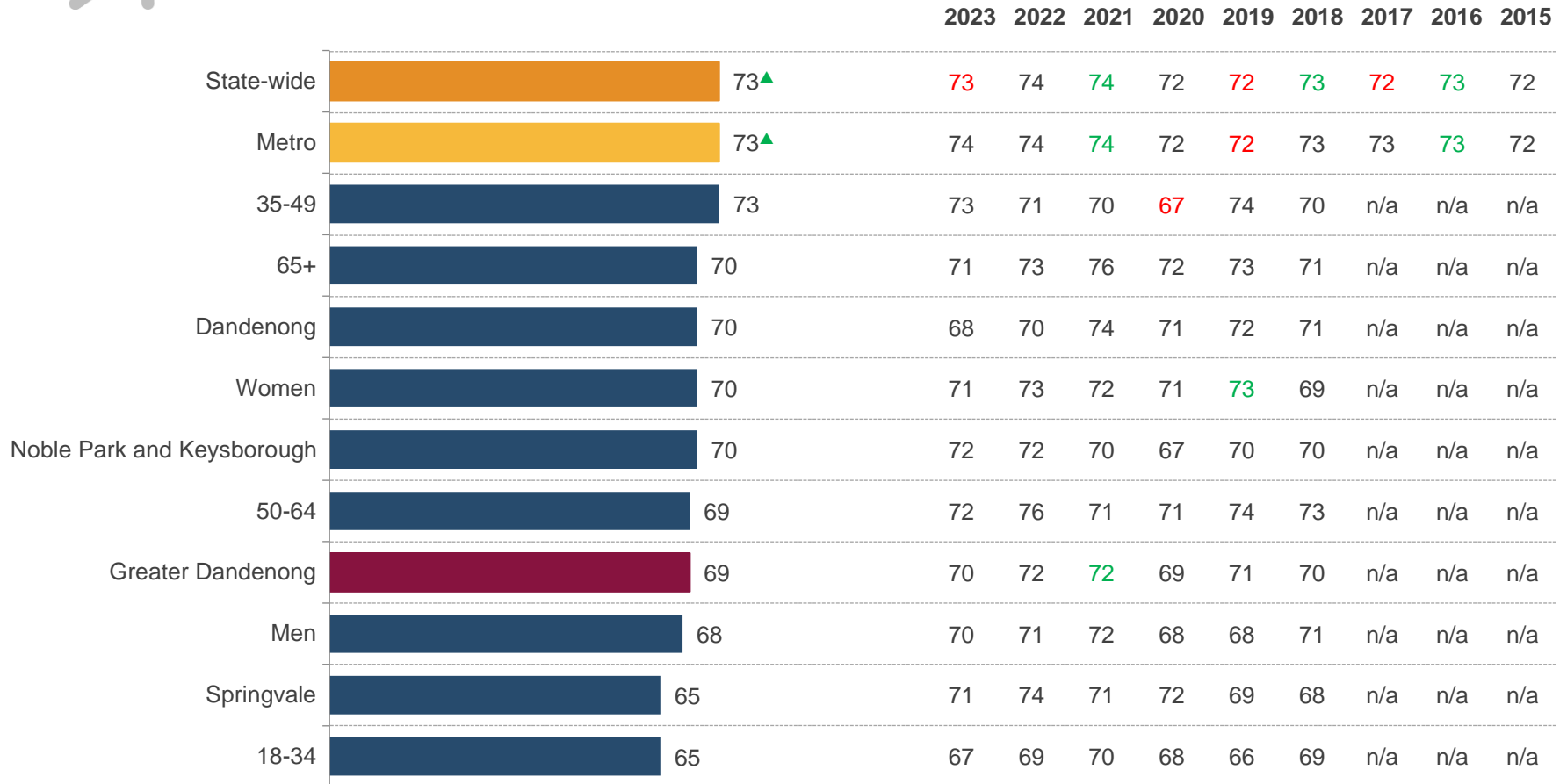- ■ Not that important
- ■ Not at all important
- ■ Can't say

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3

Disadvantaged support services importance

2024 disadvantaged support importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	78 ▲	79	85	80	78	79	75	n/a	n/a	n/a
Dandenong	75	72	78	77	78	77	73	n/a	n/a	n/a
35-49	75	72	79	75	70	72	72	n/a	n/a	n/a
65+	74	76	78	76	75	76	74	n/a	n/a	n/a
Greater Dandenong	74	74	80	78	75	77	74	n/a	n/a	n/a
Noble Park and Keysborough	73	74	82	79	72	78	75	n/a	n/a	n/a
50-64	73	79	79	79	75	78	77	n/a	n/a	n/a
State-wide	73	74	77	77	74	74	72	71	73	73
Metro	73	74	77	77	74	75	74	71	73	74
18-34	72	74	81	80	78	80	73	n/a	n/a	n/a
Springvale	71	80	77	76	75	74	70	n/a	n/a	n/a
Men	70 ▼	70	75	76	72	74	72	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: 6 Councils asked group: 4
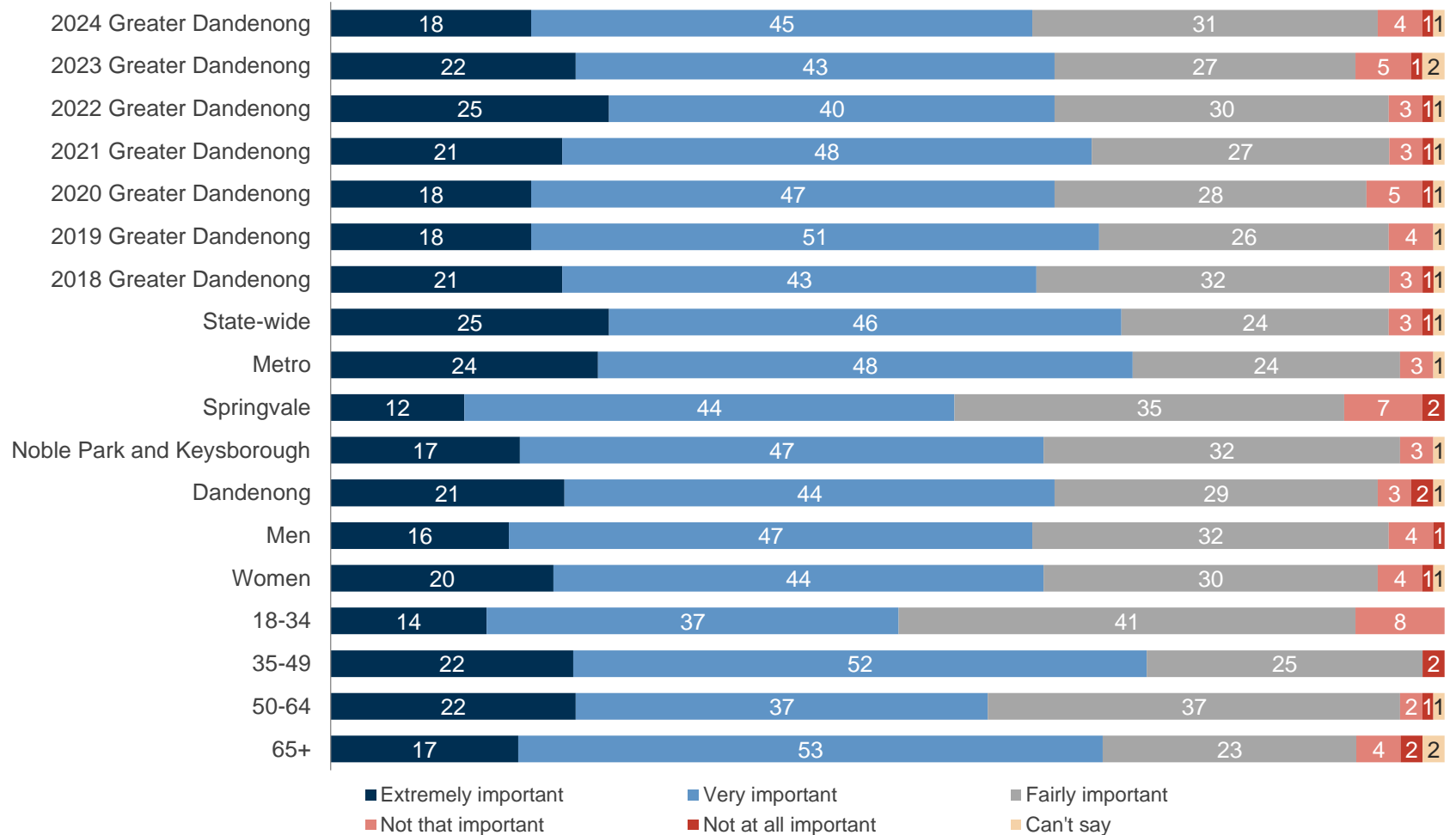*Note: Please see Appendix A for explanation of significant differences.*

Disadvantaged support services importance

2024 disadvantaged support importance (%)

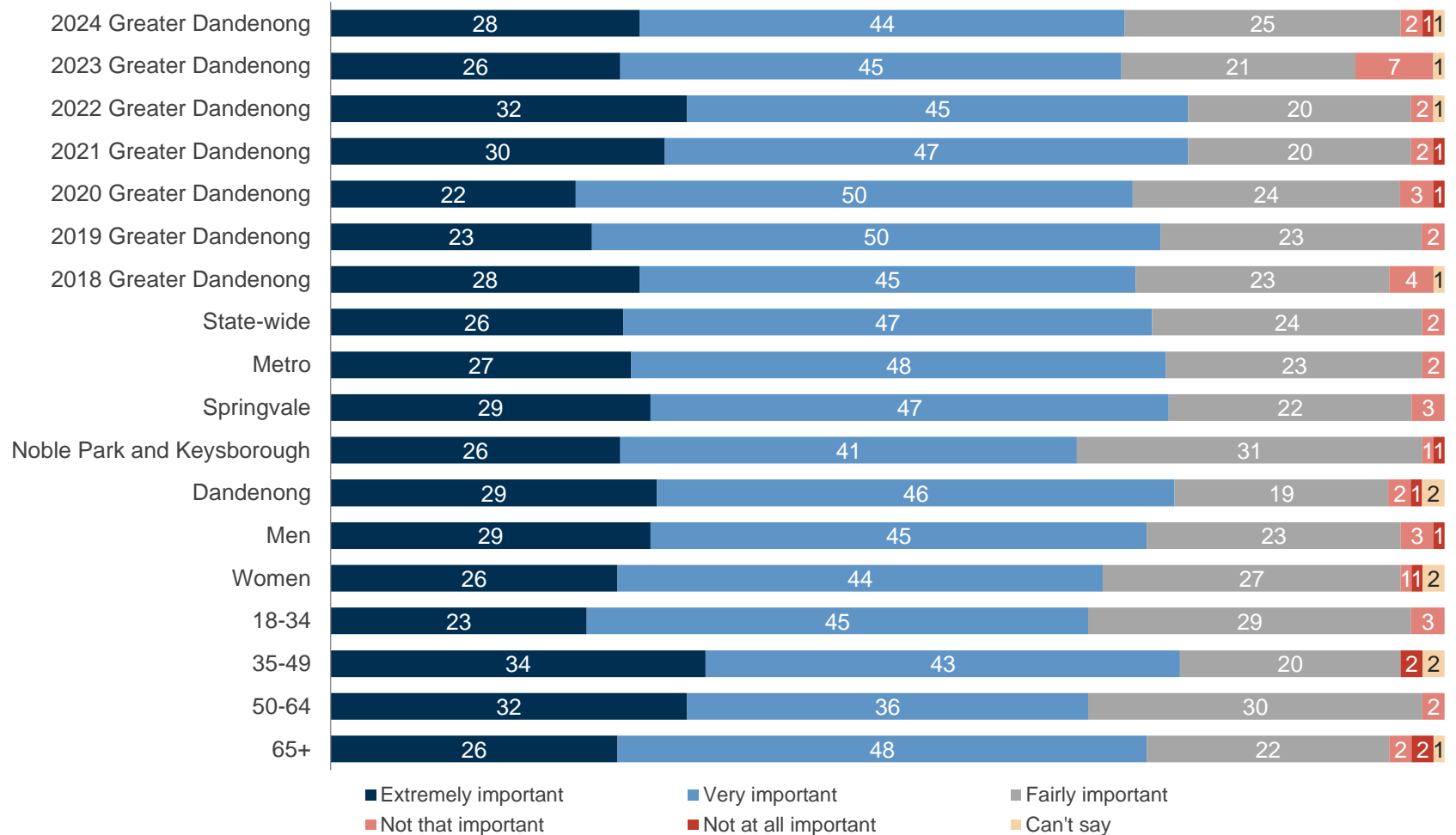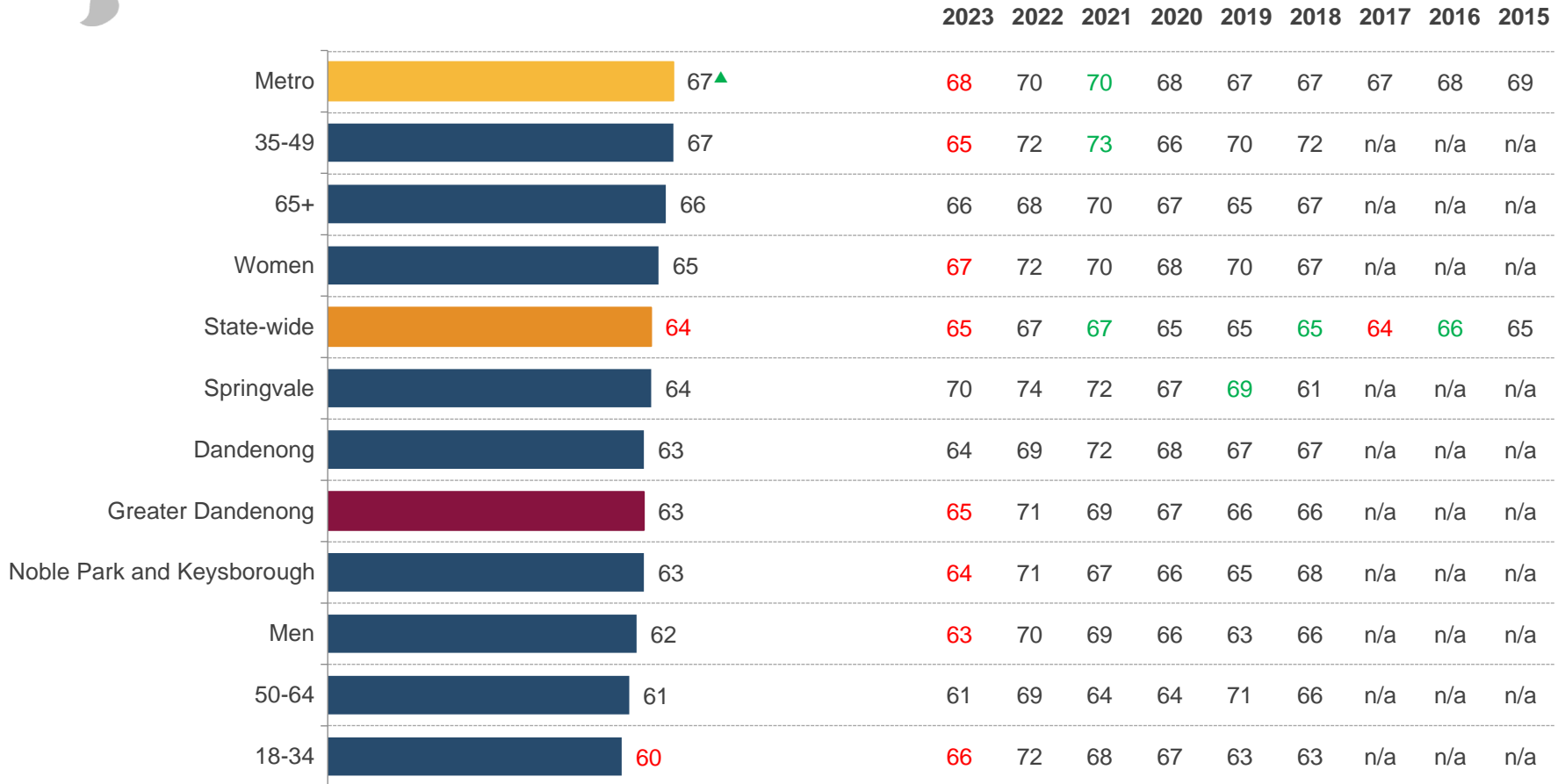|	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	24	49	21	3	1	3
2023 Greater Dandenong	30	42	22	3	1	1
2022 Greater Dandenong	41	39	14	3	1	1
2021 Greater Dandenong	35	41	19	2	1	3
2020 Greater Dandenong	30	43	18	4	1	3
2019 Greater Dandenong	32	45	17	2	1	2
2018 Greater Dandenong	28	44	21	3	2	3
State-wide	29	41	22	5	2	2
Metro	29	42	21	5	2	2
Springvale	21	51	20	6		2
Noble Park and Keysborough	22	53	19	3	1	2
Dandenong	28	43	23	1	1	5
Men	19	48	26	4	2	2
Women	29	50	15	1		4
18-34	19	50	25	3		3
35-49	22	54	22			2
50-64	33	39	17	5	5	1
65+	27	47	16	4	2	4

Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 6 Councils asked group: 4

Recreational facilities importance

2024 recreational facilities importance (index scores)

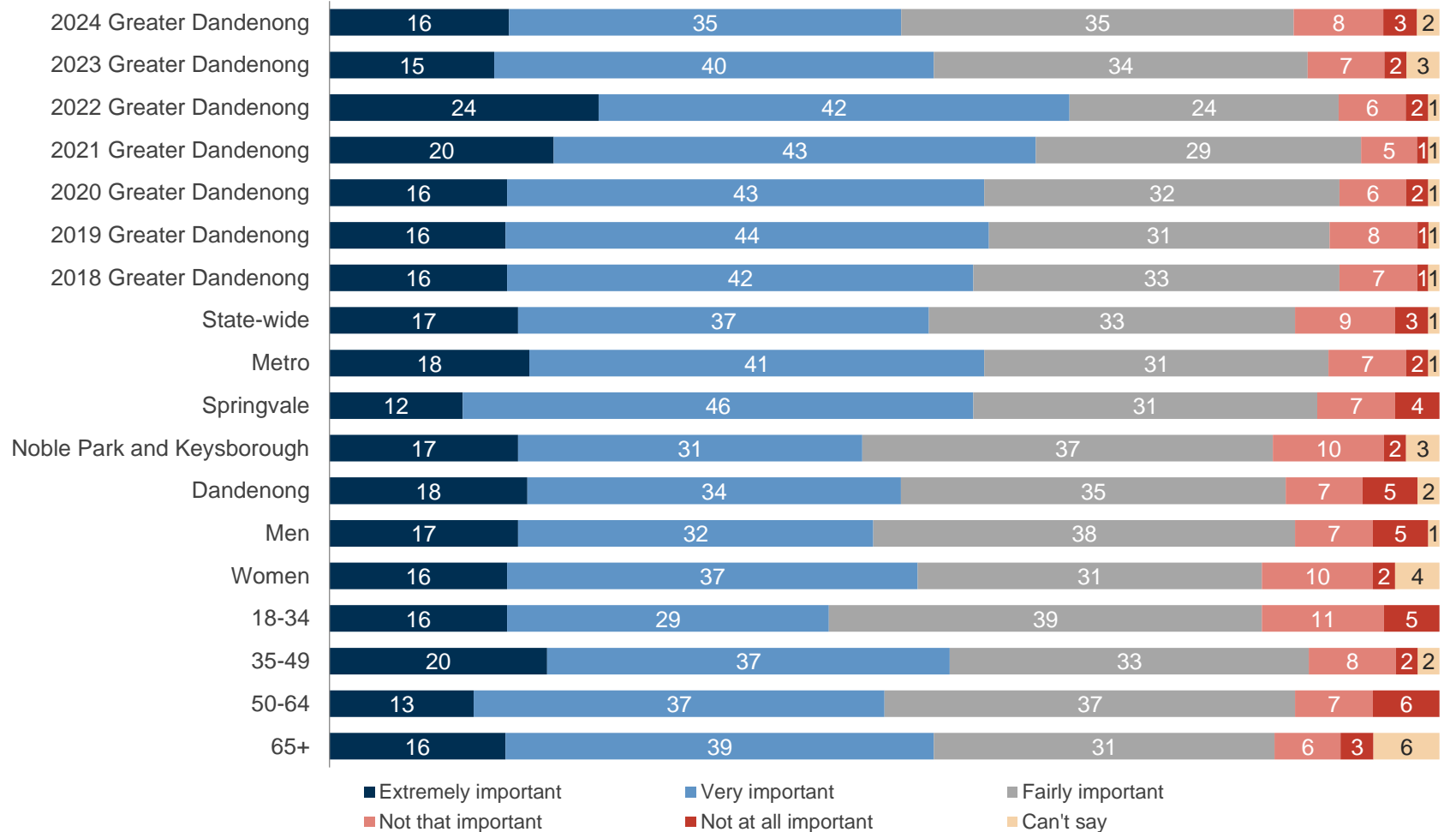|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	73 ▲	73	74	74	72	72	73	72	73	72
Metro	73 ▲	74	74	74	72	72	73	73	73	72
35-49	73	73	71	70	67	74	70	n/a	n/a	n/a
65+	70	71	73	76	72	73	71	n/a	n/a	n/a
Dandenong	70	68	70	74	71	72	71	n/a	n/a	n/a
Women	70	71	73	72	71	73	69	n/a	n/a	n/a
Noble Park and Keysborough	70	72	72	70	67	70	70	n/a	n/a	n/a
50-64	69	72	76	71	71	74	73	n/a	n/a	n/a
Greater Dandenong	69	70	72	72	69	71	70	n/a	n/a	n/a
Men	68	70	71	72	68	68	71	n/a	n/a	n/a
Springvale	65	71	74	71	72	69	68	n/a	n/a	n/a
18-34	65	67	69	70	68	66	69	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: 25 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities importance

2024 recreational facilities importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	18	45	31	4	1	1
2023 Greater Dandenong	22	43	27	5	1	2
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	25	46	24	3	1	1
Metro	24	48	24	3		1
Springvale	12	44	35	7		2
Noble Park and Keysborough	17	47	32	3		1
Dandenong	21	44	29	3	2	1
Men	16	47	32	4		1
Women	20	44	30	4	1	1
18-34	14	37	41	8		
35-49	22	52	25			2
50-64	22	37	37	2	1	1
65+	17	53	23	4	2	2

Legend: ■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say
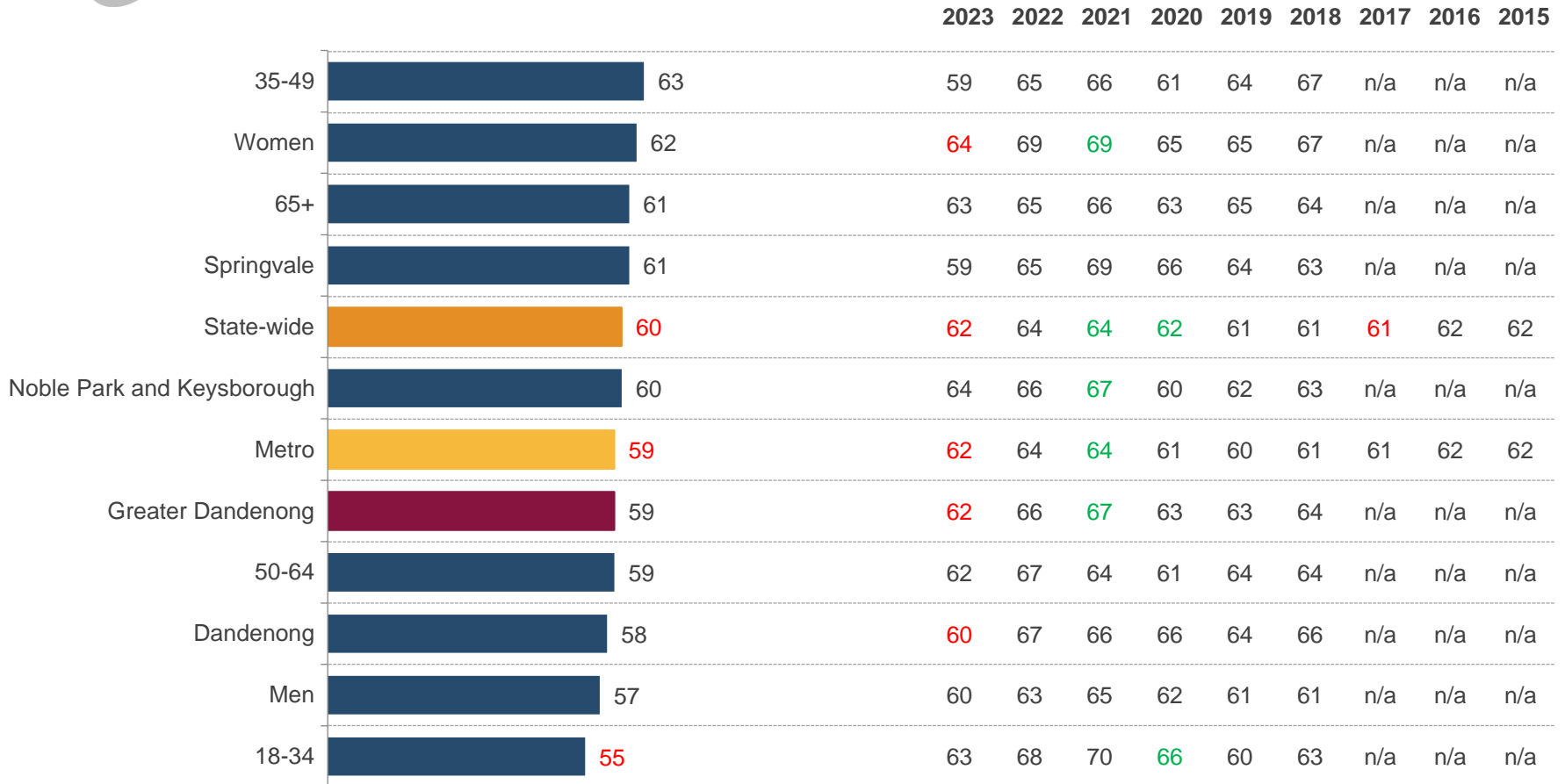
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6

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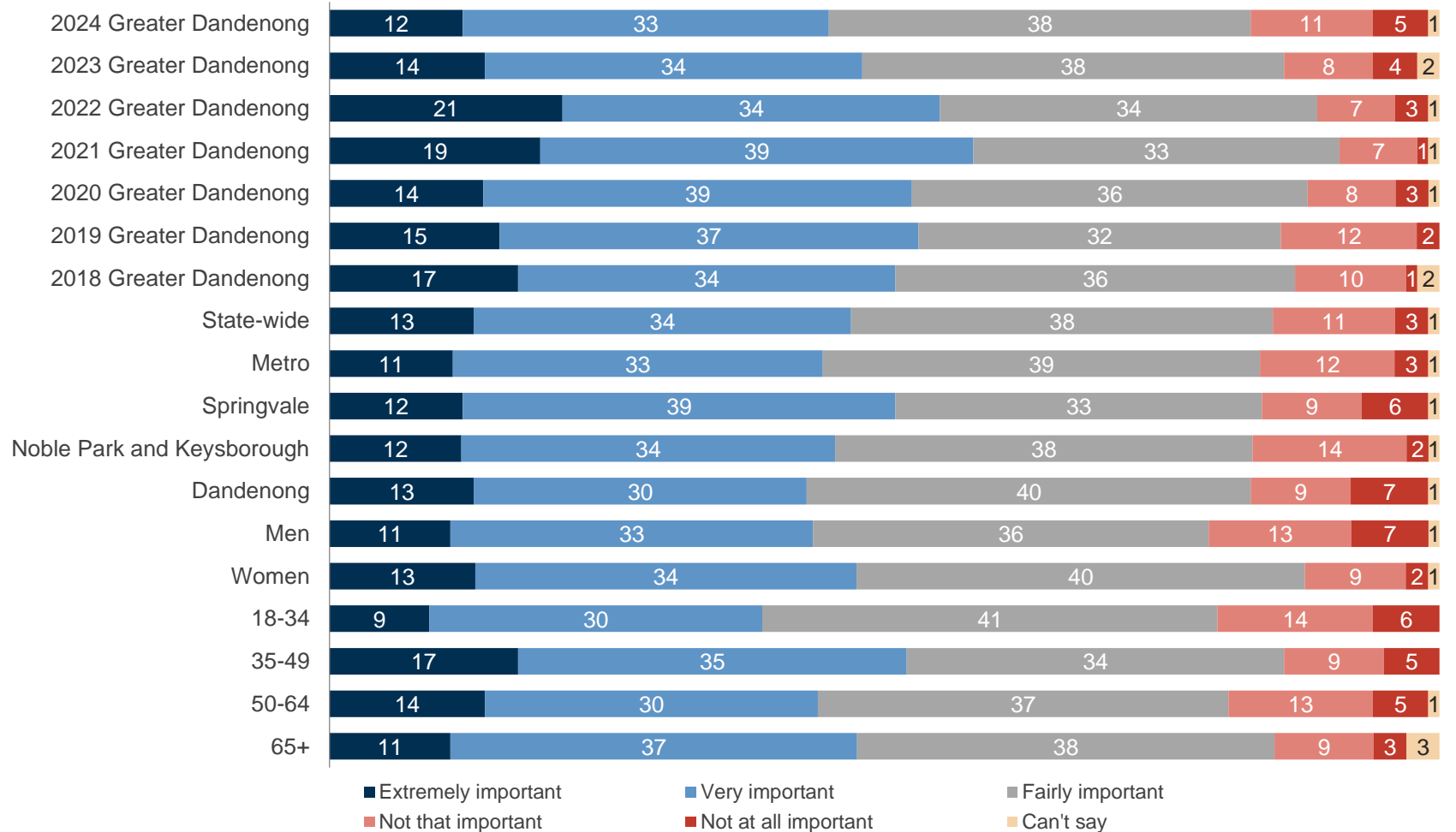
The appearance of public areas importance

2024 public areas importance (index scores)

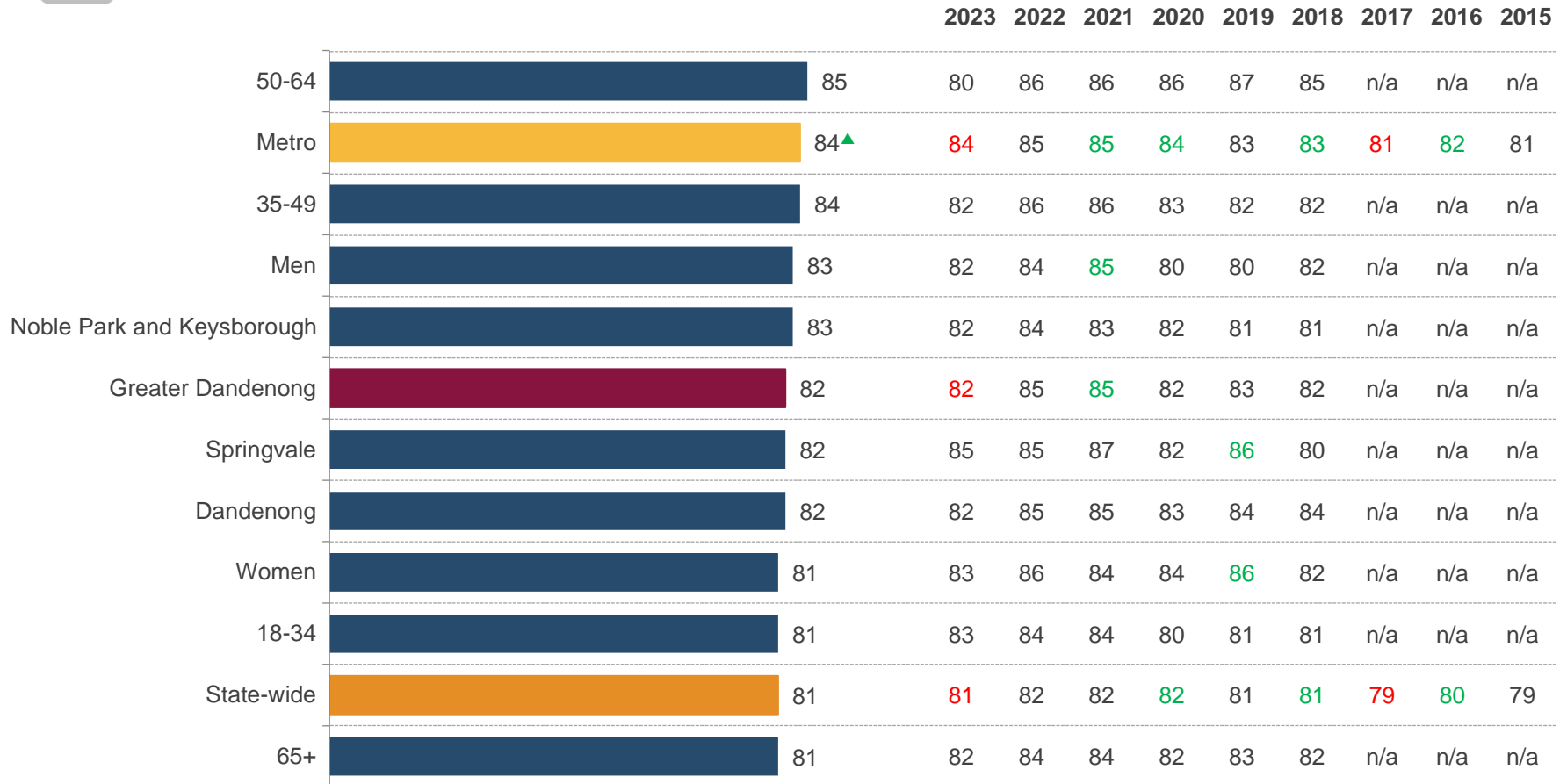|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	77	76	83	75	71	72	72	n/a	n/a	n/a
Dandenong	75	73	77	77	72	76	77	n/a	n/a	n/a
Springvale	75	74	81	74	75	73	72	n/a	n/a	n/a
Metro	75	75	76	76	73	74	74	75	74	73
Men	75	72	76	76	71	71	74	n/a	n/a	n/a
50-64	74	74	80	76	75	76	79	n/a	n/a	n/a
State-wide	74	74	75	75	74	73	74	74	74	73
Greater Dandenong	74	73	77	76	73	74	74	n/a	n/a	n/a
65+	74	75	75	80	72	74	75	n/a	n/a	n/a
Women	74	74	78	76	74	76	74	n/a	n/a	n/a
Noble Park and Keysborough	73	72	75	75	72	72	73	n/a	n/a	n/a
18-34	72	68	73	74	73	74	74	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: 24 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance

2024 public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	28	44	25	2	1	1
2023 Greater Dandenong	26	45	21	7		1
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	26	47	24		2	
Metro	27	48	23		2	
Springvale	29	47	22		3	
Noble Park and Keysborough	26	41	31		1	1
Dandenong	29	46	19	2	1	2
Men	29	45	23		3	1
Women	26	44	27	1	1	2
18-34	23	45	29		3	
35-49	34	43	20		2	2
50-64	32	36	30			2
65+	26	48	22	2	2	1

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

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
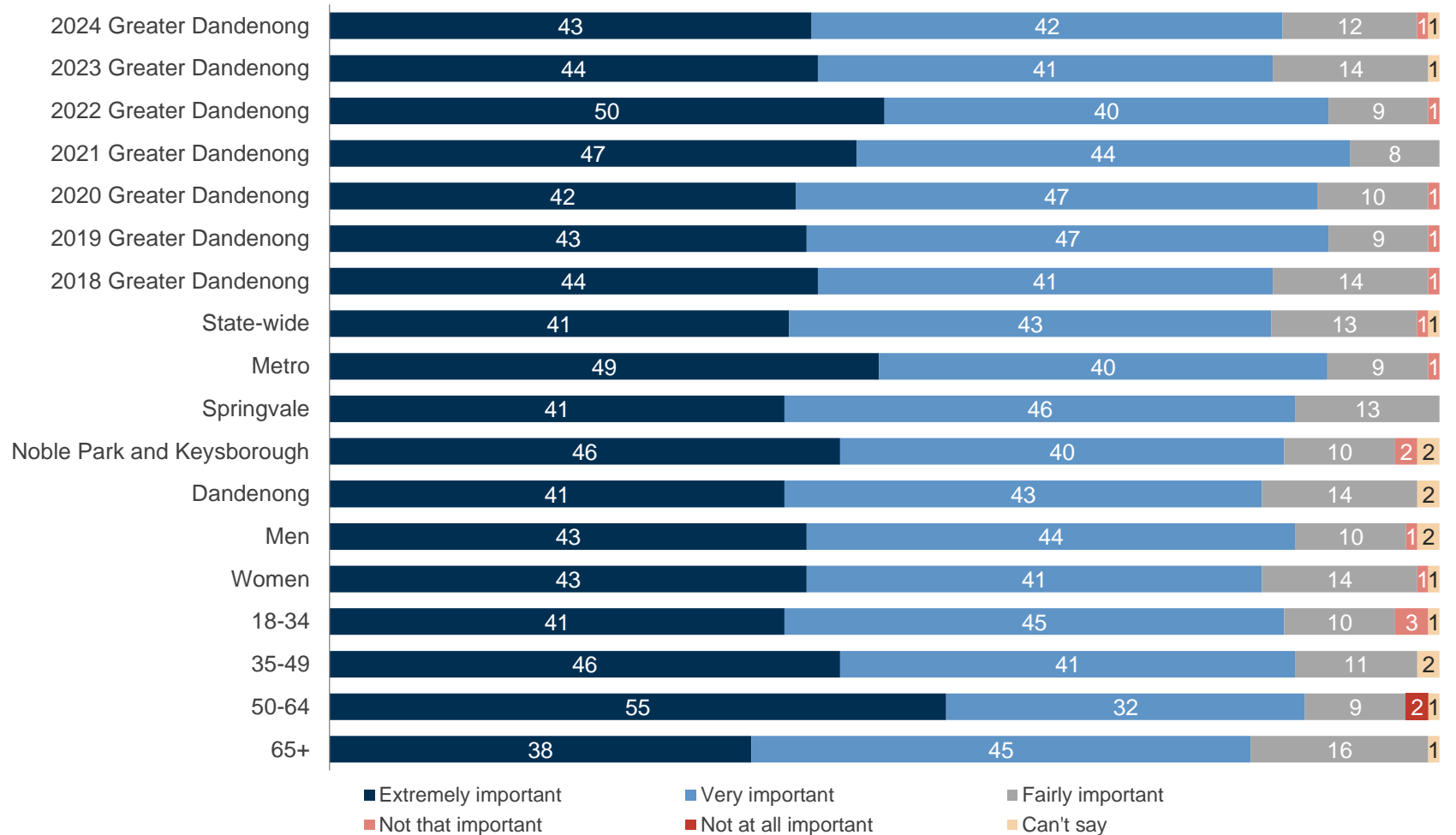Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5

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Art centres and libraries importance

2024 art centres and libraries importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Metro	67 ▲	68	70	70	68	67	67	67	68	69
35-49	67	65	72	73	66	70	72	n/a	n/a	n/a
65+	66	66	68	70	67	65	67	n/a	n/a	n/a
Women	65	67	72	70	68	70	67	n/a	n/a	n/a
State-wide	64	65	67	67	65	65	65	64	66	65
Springvale	64	70	74	72	67	69	61	n/a	n/a	n/a
Dandenong	63	64	69	72	68	67	67	n/a	n/a	n/a
Greater Dandenong	63	65	71	69	67	66	66	n/a	n/a	n/a
Noble Park and Keysborough	63	64	71	67	66	65	68	n/a	n/a	n/a
Men	62	63	70	69	66	63	66	n/a	n/a	n/a
50-64	61	61	69	64	64	71	66	n/a	n/a	n/a
18-34	60	66	72	68	67	63	63	n/a	n/a	n/a

Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries importance

2024 art centres and libraries importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	16	35	35	8	3	2
2023 Greater Dandenong	15	40	34	7	2	3
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	17	37	33	9	3	1
Metro	18	41	31	7	2	1
Springvale	12	46	31	7	4	
Noble Park and Keysborough	17	31	37	10	2	3
Dandenong	18	34	35	7	5	2
Men	17	32	38	7	5	1
Women	16	37	31	10	2	4
18-34	16	29	39	11	5	
35-49	20	37	33	8	2	2
50-64	13	37	37	7	6	
65+	16	39	31	6	3	6

■ 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: 17 Councils asked group: 5

Community and cultural activities importance

2024 community and cultural activities importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	63	59	65	66	61	64	67	n/a	n/a	n/a
Women	62	64	69	69	65	65	67	n/a	n/a	n/a
65+	61	63	65	66	63	65	64	n/a	n/a	n/a
Springvale	61	59	65	69	66	64	63	n/a	n/a	n/a
State-wide	60	62	64	64	62	61	61	61	62	62
Noble Park and Keysborough	60	64	66	67	60	62	63	n/a	n/a	n/a
Metro	59	62	64	64	61	60	61	61	62	62
Greater Dandenong	59	62	66	67	63	63	64	n/a	n/a	n/a
50-64	59	62	67	64	61	64	64	n/a	n/a	n/a
Dandenong	58	60	67	66	66	64	66	n/a	n/a	n/a
Men	57	60	63	65	62	61	61	n/a	n/a	n/a
18-34	55	63	68	70	66	60	63	n/a	n/a	n/a

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
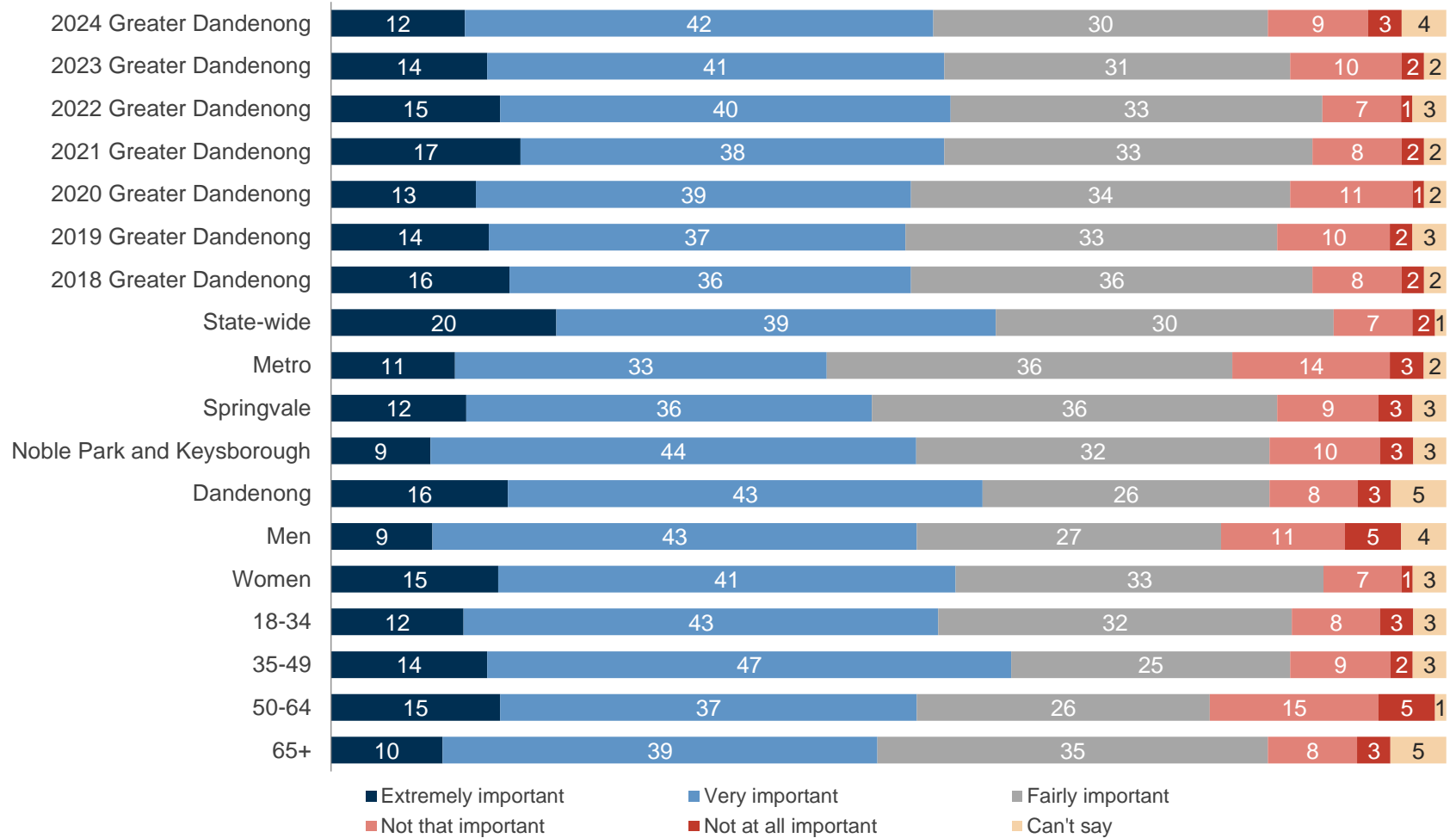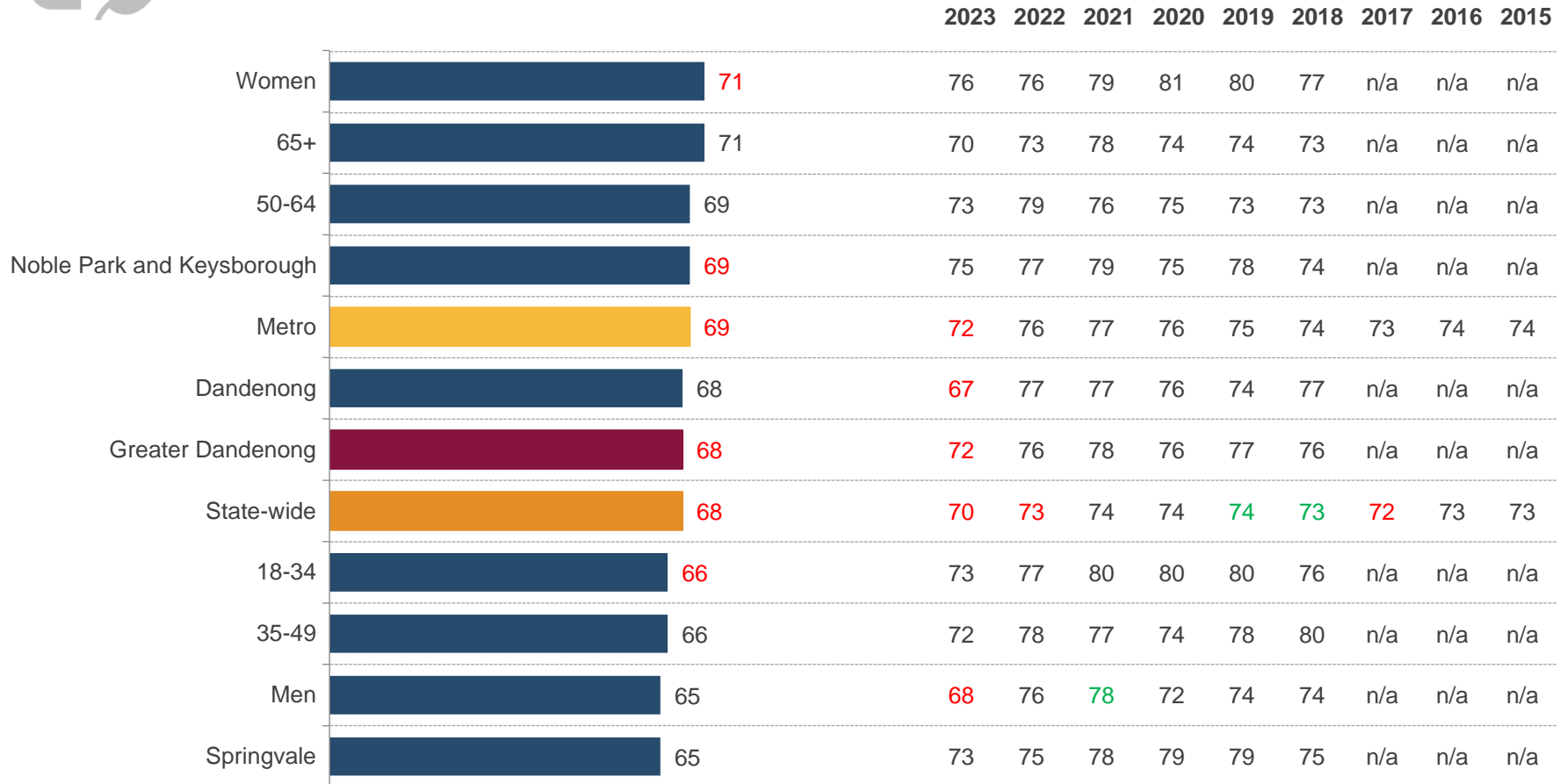*Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities importance

2024 community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	12	33	38	11	5	1
2023 Greater Dandenong	14	34	38	8	4	2
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	13	34	38	11	3	1
Metro	11	33	39	12	3	1
Springvale	12	39	33	9	6	1
Noble Park and Keysborough	12	34	38	14	2	1
Dandenong	13	30	40	9	7	1
Men	11	33	36	13	7	1
Women	13	34	40	9	2	1
18-34	9	30	41	14	6	
35-49	17	35	34	9	5	
50-64	14	30	37	13	5	1
65+	11	37	38	9	3	3

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 5

Waste management importance
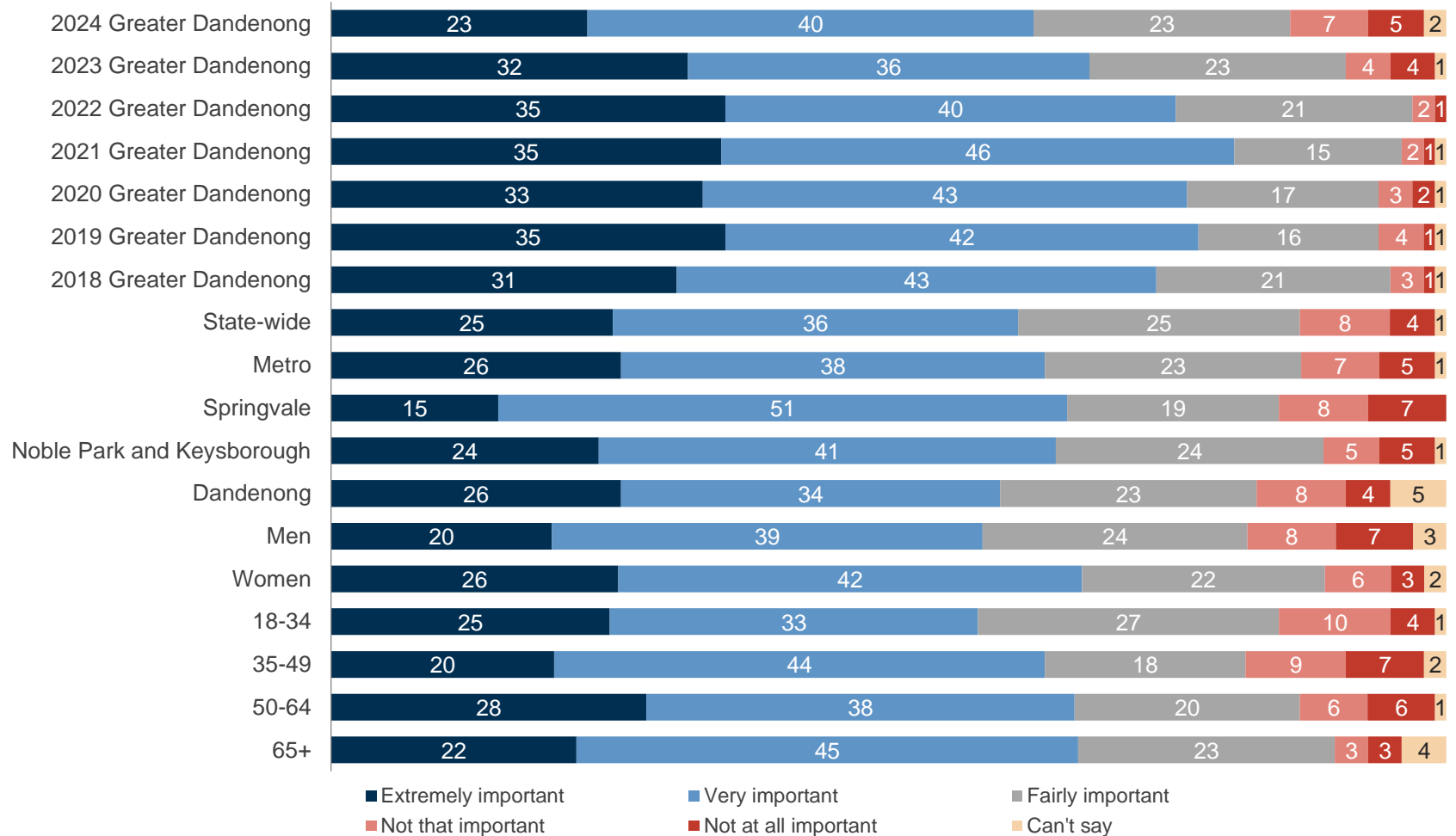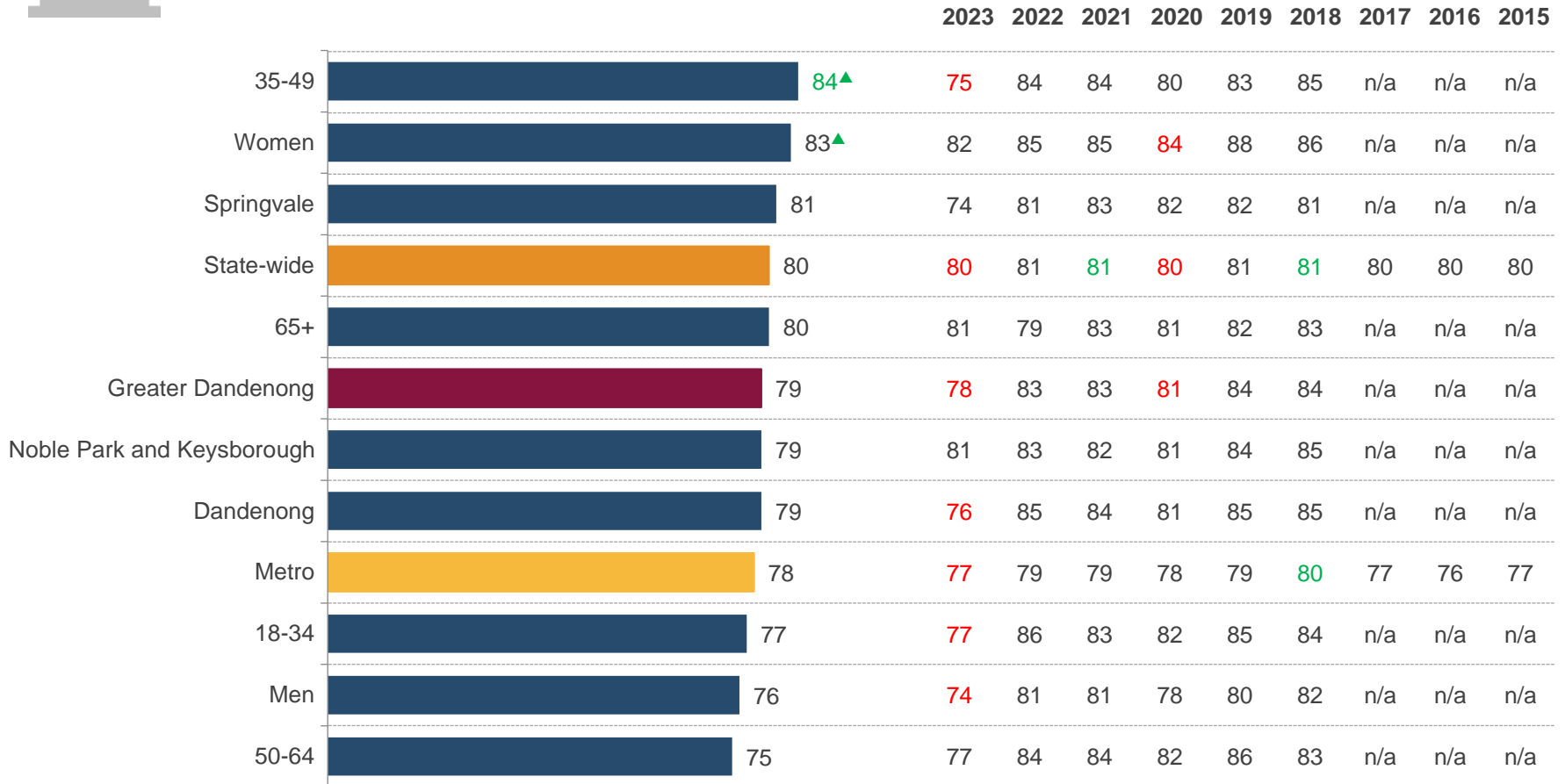
2024 waste management importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	85	80	86	86	86	87	85	n/a	n/a	n/a
Metro	84▲	84	85	85	84	83	83	81	82	81
35-49	84	82	86	86	83	82	82	n/a	n/a	n/a
Men	83	82	84	85	80	80	82	n/a	n/a	n/a
Noble Park and Keysborough	83	82	84	83	82	81	81	n/a	n/a	n/a
Greater Dandenong	82	82	85	85	82	83	82	n/a	n/a	n/a
Springvale	82	85	85	87	82	86	80	n/a	n/a	n/a
Dandenong	82	82	85	85	83	84	84	n/a	n/a	n/a
Women	81	83	86	84	84	86	82	n/a	n/a	n/a
18-34	81	83	84	84	80	81	81	n/a	n/a	n/a
State-wide	81	81	82	82	82	81	81	79	80	79
65+	81	82	84	84	82	83	82	n/a	n/a	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
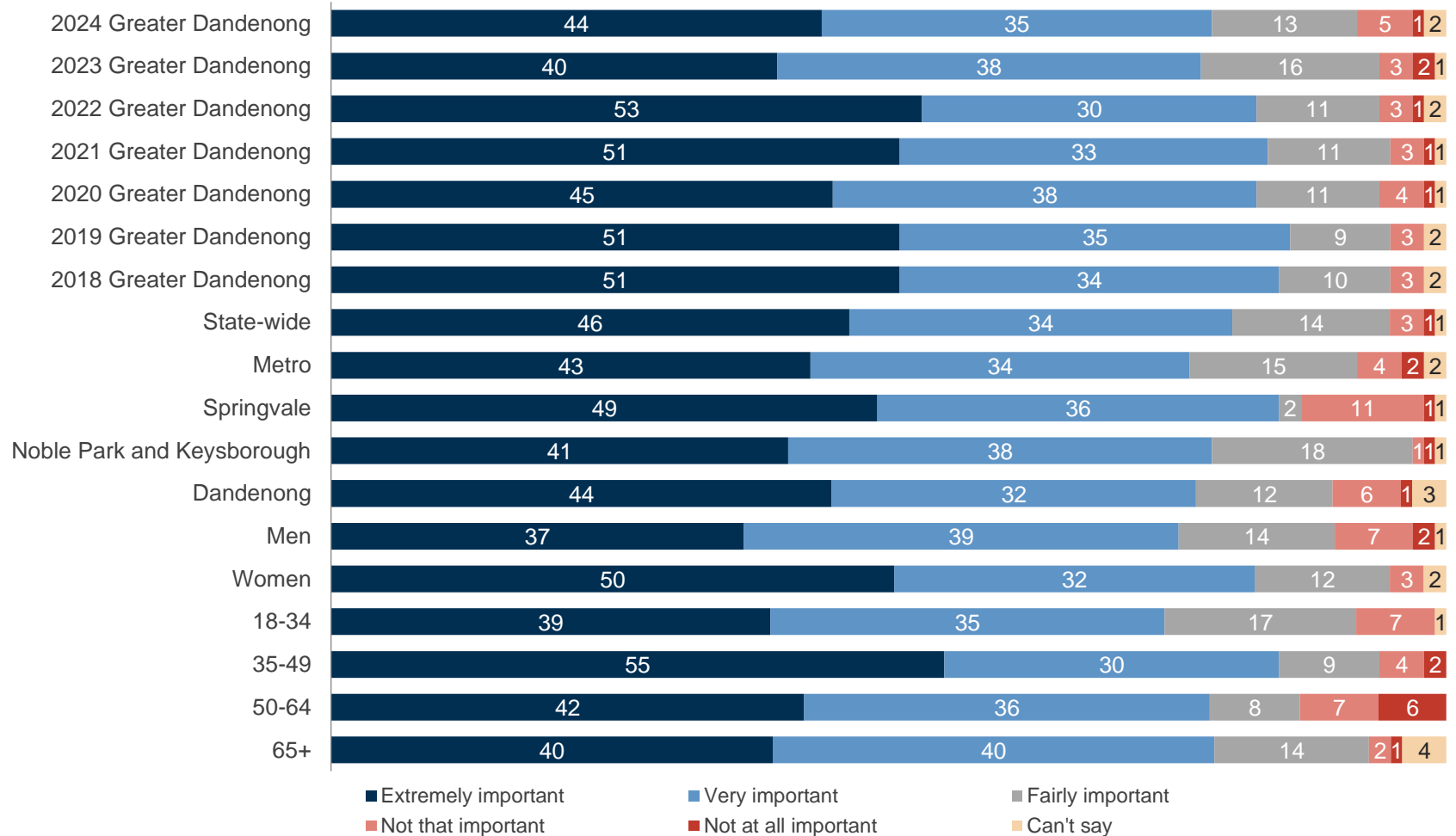*Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6*
Note: Please see Appendix A for explanation of significant differences.

Waste management importance

2024 waste management importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	43	42	12	1	1	
2023 Greater Dandenong	44	41	14			1
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	41	43	13	1	1	
Metro	49	40	9	1		
Springvale	41	46	13			
Noble Park and Keysborough	46	40	10	2		2
Dandenong	41	43	14			2
Men	43	44	10	1		2
Women	43	41	14	1		1
18-34	41	45	10	3		1
35-49	46	41	11			2
50-64	55	32	9		2	1
65+	38	45	16			1

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

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
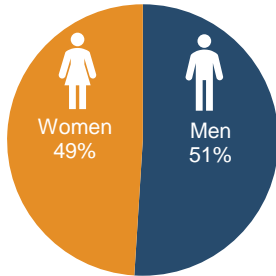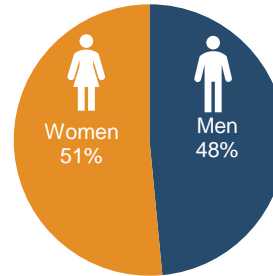*Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6*

Waste management performance

2024 waste management performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	79	76	80	82	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	77	73	73	76	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	73	76	79	n/a	n/a	n/a	n/a	n/a	n/a
50-64	76	74	75	75	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	75	72	76	75	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	74	73	75	68	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	74	72	79	77	n/a	n/a	n/a	n/a	n/a	n/a
Women	74	72	75	71	n/a	n/a	n/a	n/a	n/a	n/a
18-34	74	70	72	71	n/a	n/a	n/a	n/a	n/a	n/a
35-49	73	71	76	75	n/a	n/a	n/a	n/a	n/a	n/a
Metro	70 ▼	68	71	72	70	73	75	75	76	77
State-wide	67 ▼	66	68	69	65	68	70	71	70	72

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2024 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Greater Dandenong	35	36	21	3	2	3
2023 Greater Dandenong	31	37	23	4	3	2
2022 Greater Dandenong	36	40	16	5	3	1
2021 Greater Dandenong	31	44	17	5	1	1
State-wide	21	42	21	8	5	3
Metro	26	43	19	7	4	2
Springvale	38	34	17	7	4	1
Noble Park and Keysborough	34	39	24		1	3
Dandenong	35	33	19	4	4	4
Men	37	37	19	3	2	2
Women	33	35	23	3	3	4
18-34	31	35	24	1	3	5
35-49	34	34	23	6	2	2
50-64	40	33	19	5	2	1
65+	39	40	16	3	1	2
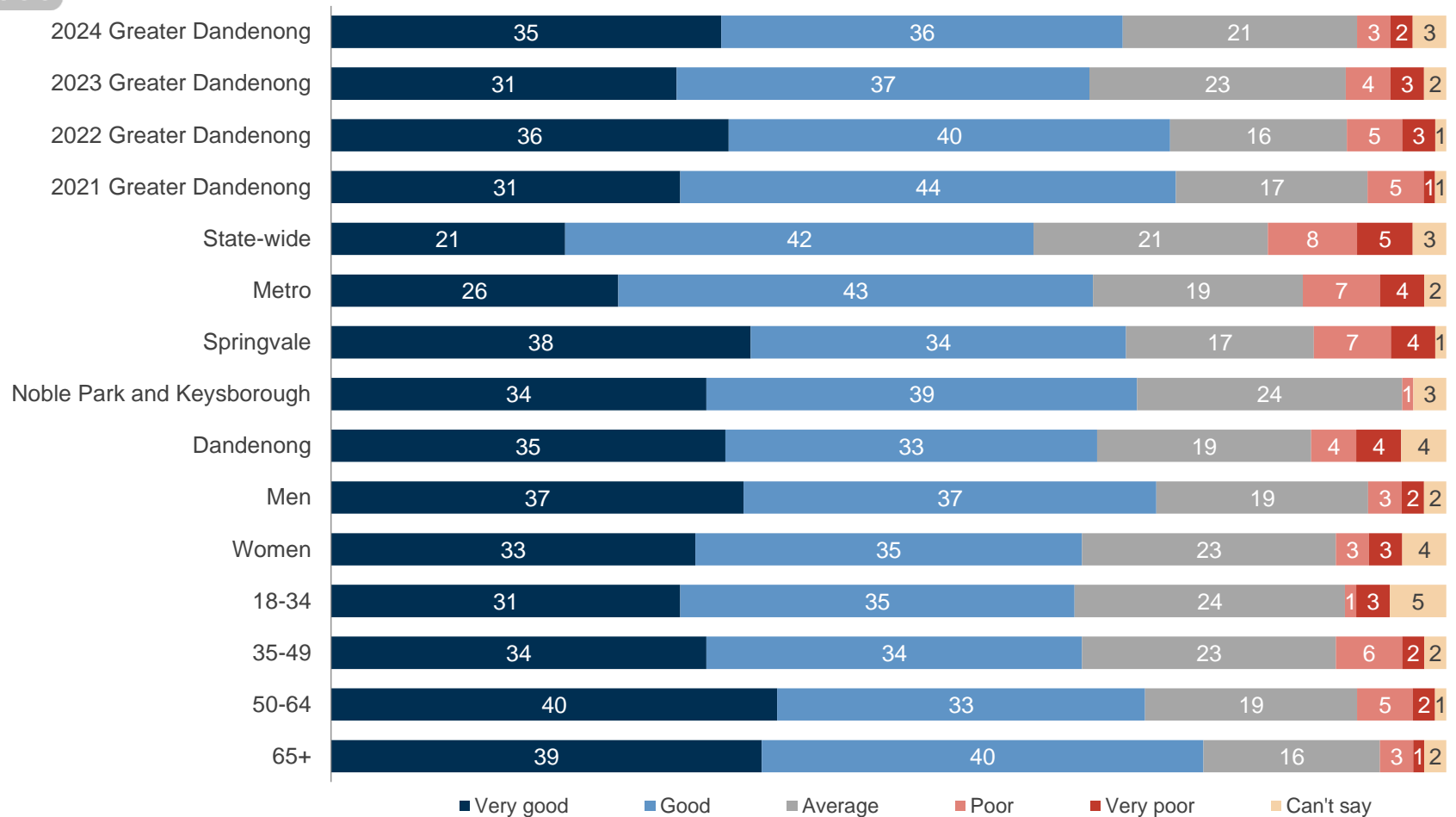
Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

Business and community development and tourism importance

2024 business/development/tourism importance (index scores)
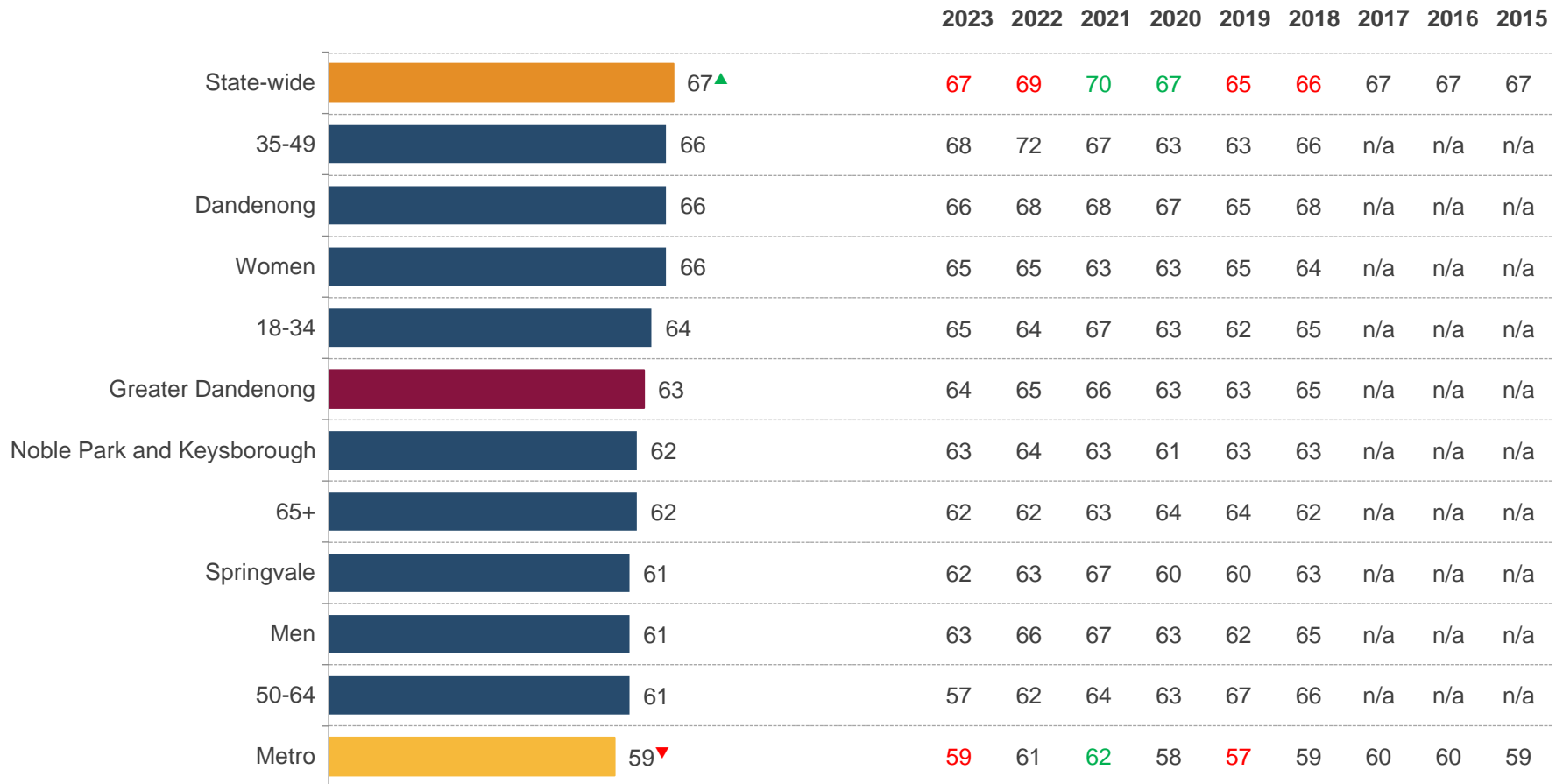
	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	67 ▲	67	69	70	67	65	66	67	67	67
35-49	66	68	72	67	63	63	66	n/a	n/a	n/a
Dandenong	66	66	68	68	67	65	68	n/a	n/a	n/a
Women	66	65	65	63	63	65	64	n/a	n/a	n/a
18-34	64	65	64	67	63	62	65	n/a	n/a	n/a
Greater Dandenong	63	64	65	66	63	63	65	n/a	n/a	n/a
Noble Park and Keysborough	62	63	64	63	61	63	63	n/a	n/a	n/a
65+	62	62	62	63	64	64	62	n/a	n/a	n/a
Springvale	61	62	63	67	60	60	63	n/a	n/a	n/a
Men	61	63	66	67	63	62	65	n/a	n/a	n/a
50-64	61	57	62	64	63	67	66	n/a	n/a	n/a
Metro	59 ▼	59	61	62	58	57	59	60	60	59

Q1. Firstly, how important should 'Business and community development and tourism' 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.

Business and community development and tourism importance

2024 business/development/tourism importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	12	42	30	9	3	4
2023 Greater Dandenong	14	41	31	10	2	2
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	20	39	30	7	2	1
Metro	11	33	36	14	3	2
Springvale	12	36	36	9	3	3
Noble Park and Keysborough	9	44	32	10	3	3
Dandenong	16	43	26	8	3	5
Men	9	43	27	11	5	4
Women	15	41	33	7	1	3
18-34	12	43	32	8	3	3
35-49	14	47	25	9	2	3
50-64	15	37	26	15	5	1
65+	10	39	35	8	3	5

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: 19 Councils asked group: 4

Environmental sustainability importance

2024 environmental sustainability importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	71	76	76	79	81	80	77	n/a	n/a	n/a
65+	71	70	73	78	74	74	73	n/a	n/a	n/a
50-64	69	73	79	76	75	73	73	n/a	n/a	n/a
Noble Park and Keysborough	69	75	77	79	75	78	74	n/a	n/a	n/a
Metro	69	72	76	77	76	75	74	73	74	74
Dandenong	68	67	77	77	76	74	77	n/a	n/a	n/a
Greater Dandenong	68	72	76	78	76	77	76	n/a	n/a	n/a
State-wide	68	70	73	74	74	74	73	72	73	73
18-34	66	73	77	80	80	80	76	n/a	n/a	n/a
35-49	66	72	78	77	74	78	80	n/a	n/a	n/a
Men	65	68	76	78	72	74	74	n/a	n/a	n/a
Springvale	65	73	75	78	79	79	75	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: 22 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability importance

2024 environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	23	40	23	7	5	2
2023 Greater Dandenong	32	36	23	4	4	1
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	25	36	25	8	4	1
Metro	26	38	23	7	5	1
Springvale	15	51	19	8	7	
Noble Park and Keysborough	24	41	24	5	5	1
Dandenong	26	34	23	8	4	5
Men	20	39	24	8	7	3
Women	26	42	22	6	3	2
18-34	25	33	27	10	4	1
35-49	20	44	18	9	7	2
50-64	28	38	20	6	6	1
65+	22	45	23	3	3	4

- 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: 22 Councils asked group: 6

Emergency and disaster management importance

2024 emergency and disaster management importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	84 ▲	75	84	84	80	83	85	n/a	n/a	n/a
Women	83 ▲	82	85	85	84	88	86	n/a	n/a	n/a
Springvale	81	74	81	83	82	82	81	n/a	n/a	n/a
State-wide	80	80	81	81	80	81	81	80	80	80
65+	80	81	79	83	81	82	83	n/a	n/a	n/a
Greater Dandenong	79	78	83	83	81	84	84	n/a	n/a	n/a
Noble Park and Keysborough	79	81	83	82	81	84	85	n/a	n/a	n/a
Dandenong	79	76	85	84	81	85	85	n/a	n/a	n/a
Metro	78	77	79	79	78	79	80	77	76	77
18-34	77	77	86	83	82	85	84	n/a	n/a	n/a
Men	76	74	81	81	78	80	82	n/a	n/a	n/a
50-64	75	77	84	84	82	86	83	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: 15 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management importance

2024 emergency and disaster management importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Greater Dandenong	44	35	13	5	1	2
2023 Greater Dandenong	40	38	16	3	2	1
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	43	34	15	4	2	2
Springvale	49	36	2	11		1 1
Noble Park and Keysborough	41	38	18	1	1	1
Dandenong	44	32	12	6	1	3
Men	37	39	14	7	2	1
Women	50	32	12	3		2
18-34	39	35	17	7		1
35-49	55	30	9	4		2
50-64	42	36	8	7	6	
65+	40	40	14	2	1	4

- ■ 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: 15 Councils asked group: 3

Detailed demographics

Gender and age profile

2024 gender

Greater Dandenong

Women 49%
Men 51%

Metro

Women 51%
Men 48%

State-wide

Women 50%
Men 49%
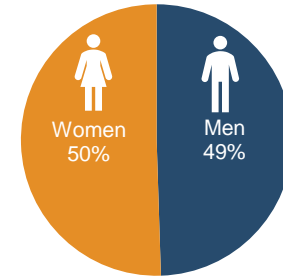
2024 age

Greater Dandenong

- 18-24: 4%
- 25-34: 30%
- 35-49: 26%
- 50-64: 12%
- 65+: 28%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

Metro

- 18-24: 4%
- 25-34: 29%
- 35-49: 26%
- 50-64: 16%
- 65+: 26%

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

State-wide

- 18-24: 3%
- 25-34: 21%
- 35-49: 22%
- 50-64: 18%
- 65+: 36%
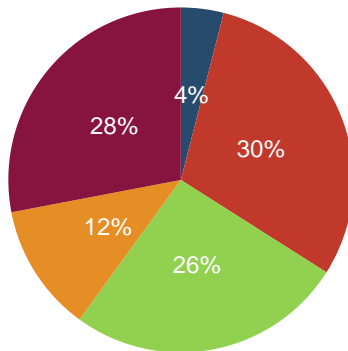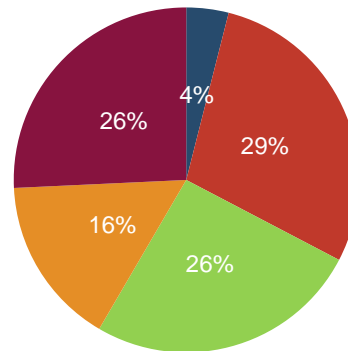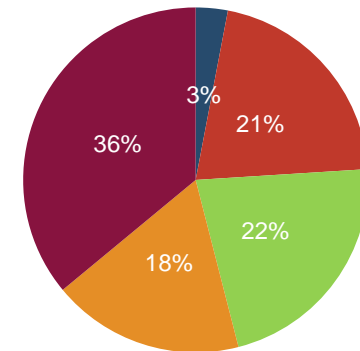
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
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. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Metro gender results may not add to 100%.

Languages spoken at home

2024 languages spoken at home (%)

- Top mentions only -

Pie chart:
- English only 58%
- Languages other than English 42%

Bar chart (Top mentions only):
- VIETNAMESE 6
- CHINESE 4
- GREEK 4
- ARABIC 2
- ITALIAN 2
- CROATIAN 1
- FRENCH 1
- HUNGARIAN 1
- SPANISH 1
- DUTCH <1
- GERMAN <1
- HINDI <1
- JAPANESE <1
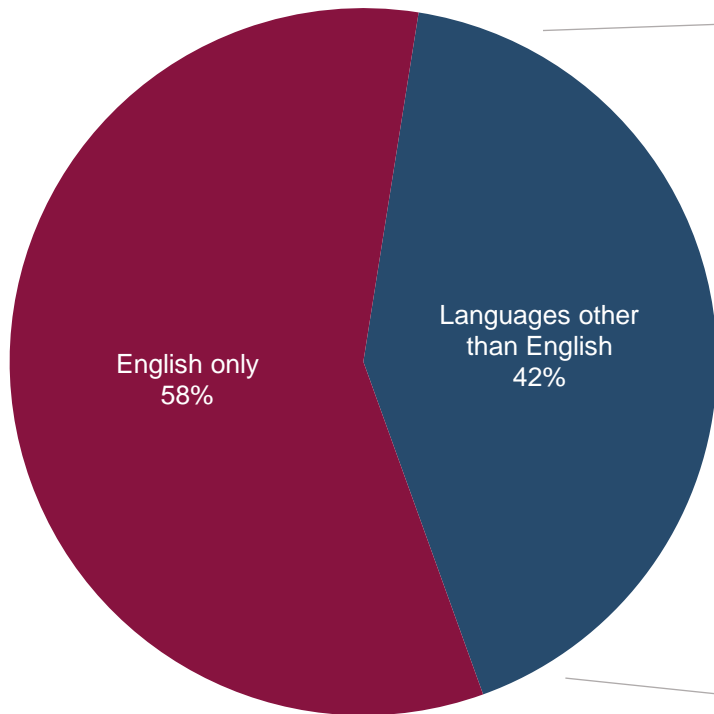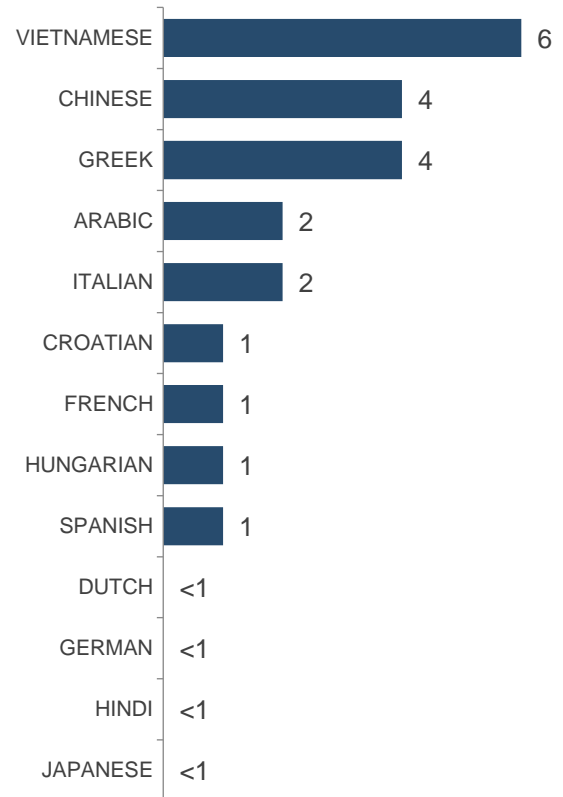
Q11. What languages, other than English, are spoken regularly in your home?
Base: All respondents. Councils asked State-wide: 8 Councils asked group: 5
Note: Respondents could name multiple languages so responses may add to more than 100%

Country of birth

2024 country of birth (%)

- Top mentions only -

Country	%
INDIA	6
CHINA	3
UNITED KINGDOM	3
GREECE	2
NEW ZEALAND	1
JAPAN	<1
FRANCE	<1
GERMANY	<1
HUNGARY	<1
UNITED STATES	<1

Australia
55%

Countries other
than Australia
45%
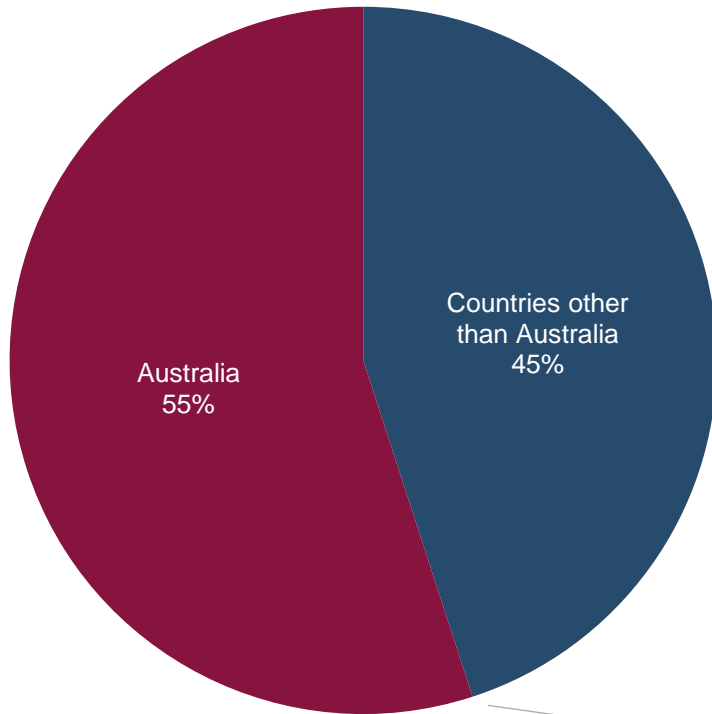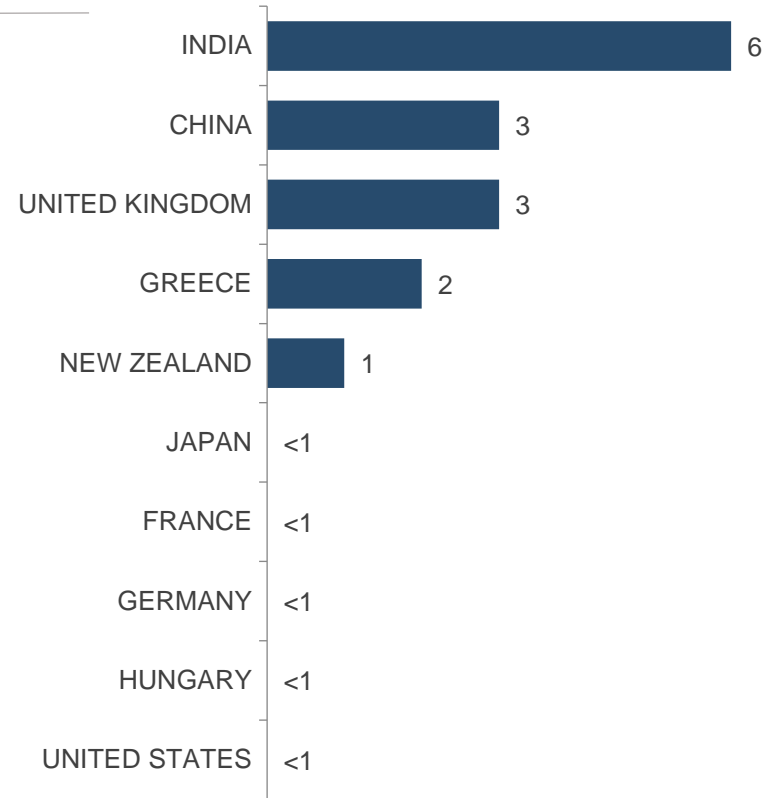
Q12. Could you please tell me which country you were born in?
Base: All respondents. Councils asked State-wide: 5 Councils asked group: 4

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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**

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.

Appendix A:
Margins of error

The sample size for the 2024 State-wide Local Government Community Satisfaction Survey for Greater Dandenong City Council was n=401. 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=401 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 126,400 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	401	400	+/-4.9
Men	199	203	+/-7.0
Women	202	197	+/-6.9
Springvale	74	72	+/-11.5
Noble Park and Keysborough	182	173	+/-7.3
Dandenong	145	155	+/-8.2
18-34 years	64	136	+/-12.3
35-49 years	56	103	+/-13.2
50-64 years	84	48	+/-10.8
65+ years	197	112	+/-7.0

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 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=402 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 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.

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=401 completed interviews were achieved in Greater Dandenong City Council. Survey fieldwork was conducted across four quarters from 1st June 2023 – 18th March 2024.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2024 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, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Manningham, Maroondah, Melbourne, Moonee Valley, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Greater Dandenong City Council for this 2024 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 cannot be made within the reported charts.

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 2024 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 2024 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 2024 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: 2024 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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