2019 Local Government Community Satisfaction Survey

Greater Dandenong City Council

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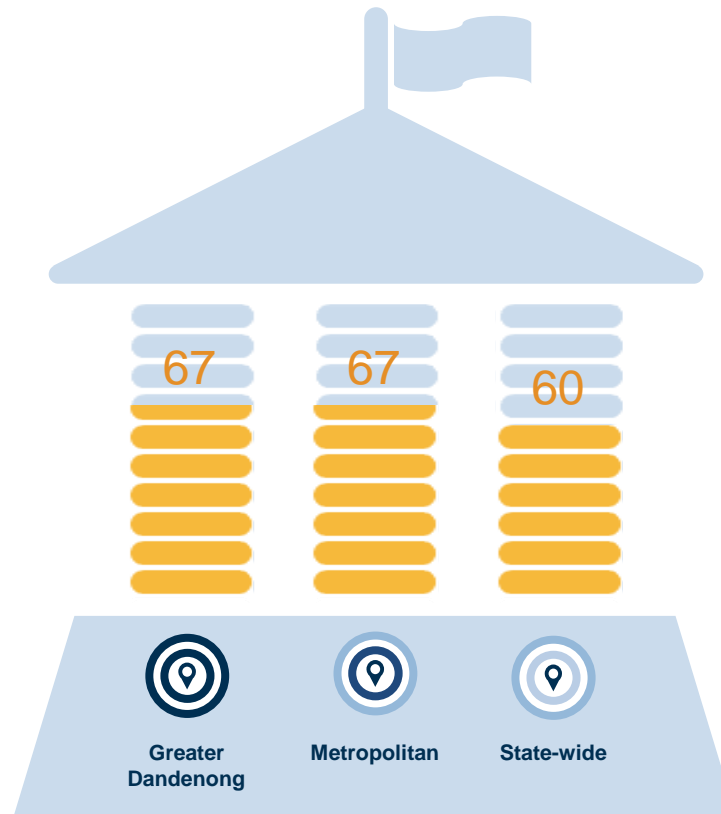
JWS RESEARCH

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Greater Dandenong Council – at a glance

67   67   60

Greater Dandenong   **Metropolitan**   **State-wide**

Overall Council performance

Results shown are index scores out of 100.

Background and objectives

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

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

- community consultation and engagement

- advocacy and lobbying on behalf of the community

- customer service, local infrastructure, facilities and

- overall council direction.

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

Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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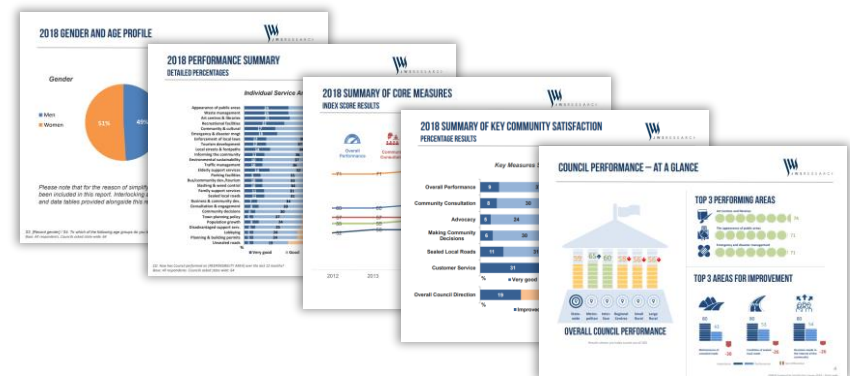
Key findings and recommendations

Overall performance

The overall performance index score of 67 for Greater Dandenong City Council represents a one-point improvement on the 2018 result. Although this is not a significant improvement, Council's overall performance rating has reached its highest level to date. Council's overall performance rating has been largely stable since 2013, ranging from a low of 63 in 2013 to a high of 67 currently.

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 the same as councils in the Metropolitan group (index scores of 60 and 67 respectively).

- Residents aged 35 to 49 years (index score of 61) rate Council's overall performance significantly lower than average.

Three in five residents rate Greater Dandenong City Council's overall performance as 'very good' (17%) or 'good' (43%) compared to only 8% who rate it as 'very poor' or 'poor'. A further 30% sit mid-scale, rating Council's overall performance as 'average'.

Overall Council performance

67	67	60
Greater Dandenong	Metro	State-wide
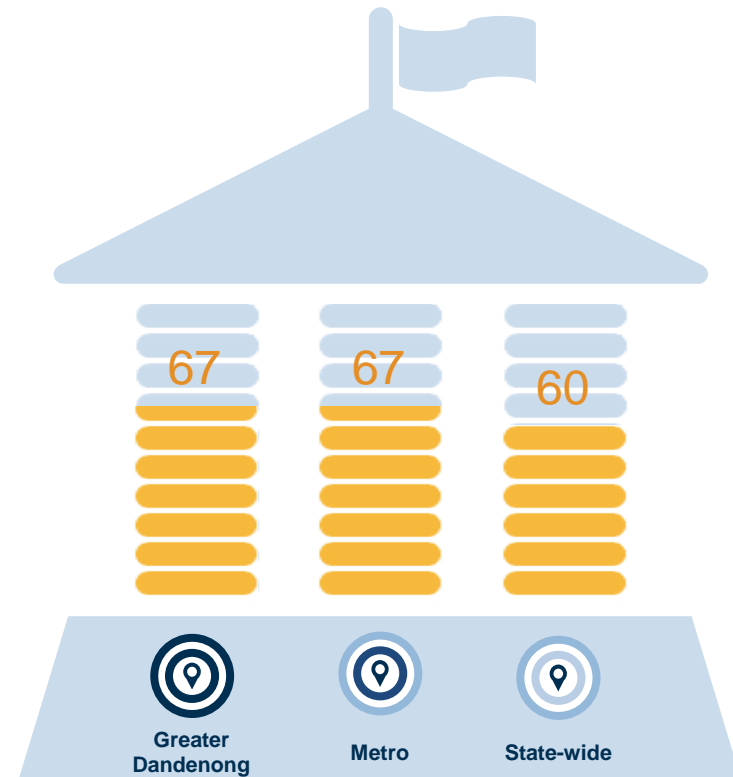
Results shown are index scores out of 100.

Customer contact and service

Contact with council

Half of Greater Dandenong City Council residents (52%) have had contact with Council in the last 12 months. This is not significantly different to 2018 (55%).

Greater Dandenong City Council's contact rates are though significantly lower than the State-wide and metropolitan group averages (63% and 62% respectively).

- Residents of Dandenong (58%) and women (58%) had the most contact with Council in 2019.

- Men (47%) and Noble Park and Keysborough residents (48%) have had the least contact with Council in 2019.

- There are no significant differences across demographic and geographic cohorts compared to the council average.

The main methods of contacting Council are still by telephone (35%) and in person (16%). Methods of contact remain largely unchanged from 2018.

Customer service

Greater Dandenong City Council's customer service index of 74 is three points higher than the 2018 results, though the increase is not considered significant. Nonetheless, the increase reversed a trend of decline that occurred between 2016 and 2018 on the measure. Performance on this measure is rated statistically similar to the State-wide and Metropolitan group council averages (index scores of 71 and 76 respectively).

Two in five residents (40%, up seven percentage points from 2018) rate Council's customer service as 'very good', with another 29% rating it as 'good'. One in five (21%) provide an 'average' rating, and only 8% rate Council's customer service as 'very poor' or 'poor'.

- While there are no significant differences across the demographic and geographic cohorts compared to the 2018 council average, perceptions of customer service are considerably higher among residents aged 50 to 64 years (index score of 83) than residents aged 18 to 34 years (index score of 71).

Perceptions of customer service improved across all methods of contact used.

Top performing areas

Top performing areas

Customer service is the area where Greater Dandenong City Council has performed most strongly overall (index score of 74), with this area performing at a similar level to the State-wide and Metropolitan group council averages.

The next top performing service area for Greater Dandenong City Council is sealed local roads (index score of 67).

In addition, Council's performance rating in the area of consultation and engagement (62) significantly exceeds both the Metropolitan group and State-wide averages for councils (index scores of 58 and 56 respectively).

• While Council's overall index score in the area of consultation and engagement improved by a slight two index points, ratings on this measure increased significantly among residents aged 18 to 34 years (index score of 65, up 11 index points from 2018), men (64, up seven points), and residents of Dandenong (61, up six points).

In addition, residents in particular acknowledge diversity (14%) and community facilities (10%) as the best things about Greater Dandenong City Council.

Areas for improvement

The areas cited as requiring improvement by Greater Dandenong City Council include public safety (10%) and parking availability (9%).

Focus areas for coming 12 months

Perceptions of Council have remained largely steady over the years and did not experience any significant declines in performance index scores from 2018. Moreover, Council performance is in line with or higher than Metropolitan group and State-wide averages for councils on all measures evaluated. This is a positive result for Council.

In terms of priorities for the year ahead, Greater Dandenong City Council should focus on service areas where:

- performance levels are lowest relative to other service areas – lobbying (index score of 59); and

- where stated importance exceeds performance by a wide margin – sealed local roads (margin of 12 points).

Notably, there have been two significant increases in the importance of service areas.

- The importance of sealed local roads has increased significantly – index score of 80 up from 77 in 2018.

- The importance of disadvantaged supported services has also increased significantly – index score of 77 up from 74 in 2018.

Public safety and parking availability are also areas requiring further investigation.

While ratings on overall council direction for Greater Dandenong City Council are significantly higher than for the Metropolitan group and State-wide averages, the percentage of residents who believe council direction has improved over the last 12 months has dropped 5 points from 2018 (29% improved down from 34% in 2018).

- Perceptions decreased significantly from 2018 among women (index score of 57, down nine index points) and Springvale residents (index score of 55, down 14 index points from 2018).

- Council direction ratings among residents aged over 65 years (index score of 54) are significantly lower than average (index score of 61).

Focusing on good communication and transparency with residents about decisions Council has made in the community's interest, along with community consultation and engagement, could help drive up opinion of Council's overall direction.

More generally, consideration should also be given to residents aged 35 to 49 years, who appear to be driving negative opinion in a number of areas in 2019.

On the positive side, Council should look to build upon its steady performance over the past seven years since tracking began in 2013.

Further areas of exploration

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

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

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

03 8685 8555

Summary of findings

Summary of core measures

Index scores

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

	2012	2013	2014	2015	2016	2017	2018	2019
Customer Service (orange)		76	77	76	76	72	71	74
Overall Performance (light blue)		63	65	65	65	63	66	67
Sealed Local Roads (yellow)		61	62	67	62	65	63	67
Making Community Decisions (maroon)		61	62	64	64	63	63	62
Overall Council Direction (dark navy)		63	63	65	61	60	64	61
Advocacy (green)		62	64	61	61	61	60	59
Community Consultation (red)		63	57	64	64	64	63	61

Summary of core measures

Performance Measures	Greater Dandenong 2019	Greater Dandenong 2018	Metro 2019	State-wide 2019	Highest score	Lowest score
Overall Performance	**67**	66	67	60	Aged 65+ years	Aged 35-49 years
Community Consultation (Community consultation and engagement)	**62**	60	58	56	Aged 18-34 years	Aged 35-49 years
Advocacy (Lobbying on behalf of the community)	**59**	60	57	54	Noble Park and Keysborough, Aged 50+ years	Aged 35-49 years
Making Community Decisions (Decisions made in the interest of the community)	**61**	63	60	55	Noble Park and Keysborough	Aged 35-49 years, Springvale
Sealed Local Roads (Condition of sealed local roads)	**67**	69	69	56	Men, Noble Park and Keysborough	Aged 35-49 years, Women
Customer Service	**74**	71	76	71	Aged 50-64 years	Aged 18-34 years
Overall Council Direction	**61**	64	55	53	Aged 18 to 34 and 50-64 years	Aged 65+ years

Summary of key community satisfaction

Key measures summary results (%)

	Very good	Good	Average	Poor	Very poor	Can't say
Overall Performance	17	43	30	6	2	2
Community Consultation	14	31	29	10	3	13
Advocacy	10	27	30	9	5	18
Making Community Decisions	12	34	31	6	6	11
Sealed Local Roads	23	37	27	8	3	1
Customer Service	40	29	21	4	4	2

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

	Improved	Stayed the same	Deteriorated	Can't say
Overall Council Direction	29	57	9	6

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

Individual service areas importance vs performance

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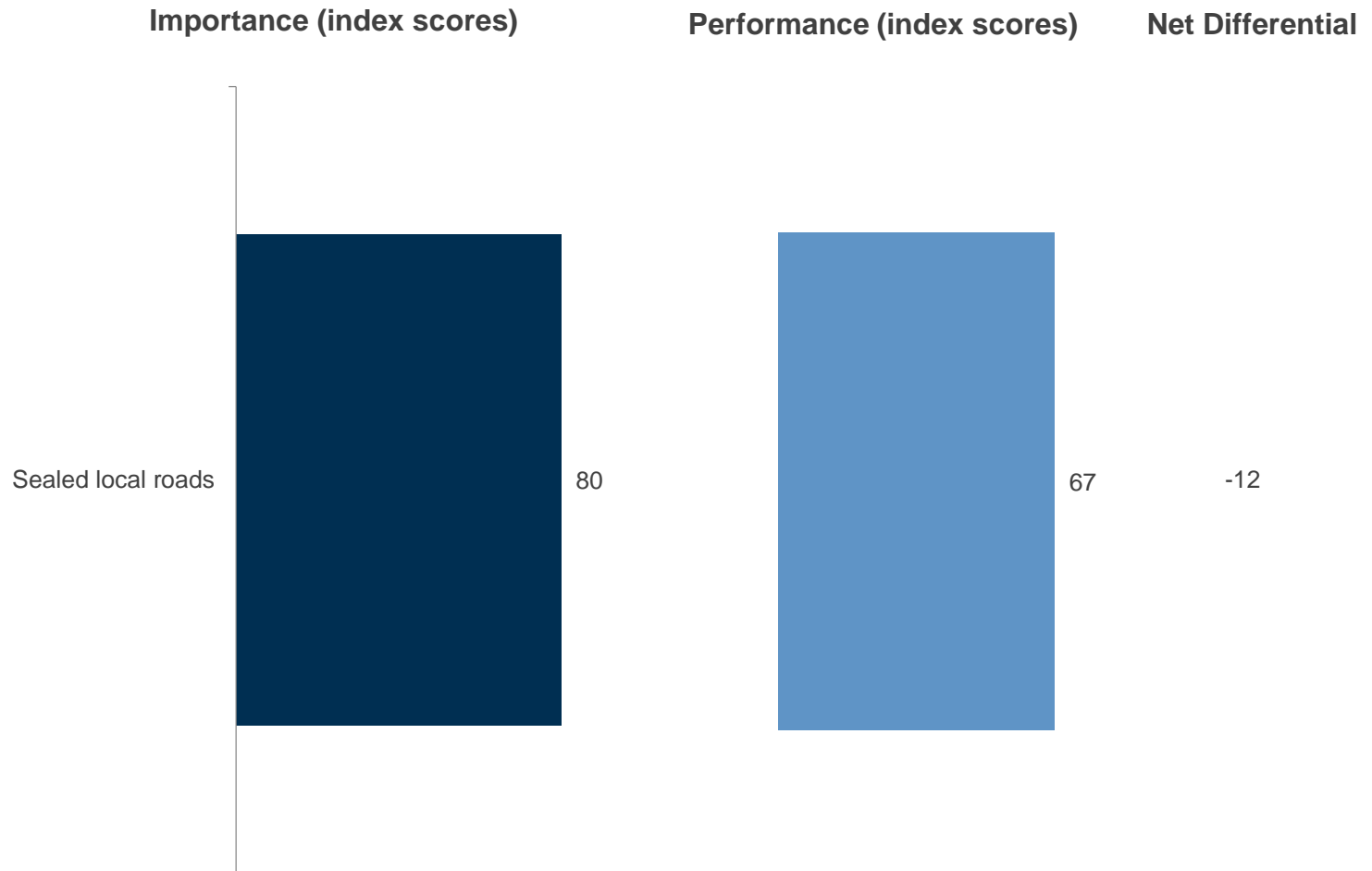
Importance (index scores)	Performance (index scores)	Net Differential

Sealed local roads — 80 — 67 — -12

Individual service area importance

2019 individual service area importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	84	84	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	80	82	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	80	77	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	79	79	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Traffic management	78	77	n/a	n/a	n/a	n/a	n/a	n/a
Family support services	78	78	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	77	76	n/a	n/a	n/a	n/a	n/a	n/a
Disadvantaged support serv.	77	74	n/a	n/a	n/a	n/a	n/a	n/a
Parking facilities	74	76	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	74	74	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	73	72	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	71	70	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	66	66	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	63	65	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	63	64	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Individual service area importance

2019 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Waste management	43	47	9	1		
Elderly support services	35	50	12	2	1	
Emergency & disaster mngt	51	35	9	3		2
Sealed local roads	35	50	14	1		
Local streets & footpaths	35	48	14	3		
Traffic management	34	48	13	3		1
Family support services	34	48	13	3		2
Enforcement of local laws	40	40	16	3		1
Environmental sustainability	35	42	16	4	1	1
Disadvantaged support serv.	32	45	17	2	1	2
Parking facilities	27	49	18	4		1
Appearance of public areas	23	50	23			2
Informing the community	26	43	24	5		1
Recreational facilities	18	51	26	4		1
Art centres & libraries	16	44	31	8	1	1
Community & cultural	15	37	32	12		2
Bus/community dev./tourism	14	37	33	10	2	3

Legend: ■ 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: 31 Councils asked group: 10

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Individual service area performance

2019 individual service area performance (index scores)

	2018	2017	2016	2015	2014	2013	2012
Sealed local roads — 67	69	65	66	67	64	n/a	n/a
Consultation & engagement — 62	60	63	62	61	57	61	n/a
Community decisions — 61	63	63	61	62	61	n/a	n/a
Lobbying — 59	60	61	61	61	62	62	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2019 individual service area performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
Sealed local roads	23	37	27	8	3	1
Community decisions	12	34	31	6	6	11
Consultation & engagement	14	31	29	10	3	13
Lobbying	10	27	30	9	5	18

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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Individual service area performance vs State-wide average

Significantly Higher than State-wide Average

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

Significantly Lower than State-wide Average

- Not applicable

Individual service area performance vs group average

Significantly Higher than Group Average

• Consultation & engagement

Significantly Lower than Group Average

• Not applicable

Best things about Council

2019 best things about Council (%)
- Top mentions only -

	2019	2018	2017	2016	2015	2014	2013	2012
Diversity	14	11	8	9	9	7	n/a	n/a
Community Facilities	10	7	5	7	10	3	n/a	n/a
Customer Service	9	8	8	4	n/a	n/a	n/a	n/a
Community/Public Events/Activities	9	7	6	5	6	5	n/a	n/a
Waste Management	8	8	5	4	7	7	n/a	n/a
Community Support Services	7	5	7	4	5	4	n/a	n/a
Parks and Gardens	7	6	4	8	9	7	n/a	n/a
Generally Good	6	5	5	5	n/a	n/a	n/a	n/a
Road/Street Maintenance	5	11	6	6	9	11	n/a	n/a
Recreational/Sporting Facilities	4	5	2	4	5	4	n/a	n/a

*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: 21 Councils asked group: 8
Note: Significant differences have not been applied to this chart.
A verbatim listing of responses to this question can be found in the accompanying dashboard.*

Areas for improvement

2019 areas for improvement (%)
- Top mentions only -

	2019	2018	2017	2016	2015	2014	2013	2012
Public Safety	10	9	9	7	8	6	n/a	n/a
Parking Availability	9	8	5	7	3	4	n/a	n/a
Sealed Road Maintenance	7	5	6	7	6	10	n/a	n/a
Public Areas	6	7	4	4	n/a	n/a	n/a	n/a
Communication	6	8	6	9	10	5	n/a	n/a
Traffic Management	5	7	6	6	4	5	n/a	n/a
Community Consultation	4	5	7	4	5	8	n/a	n/a
Waste Management	4	3	4	3	4	4	n/a	n/a
Nothing	13	12	19	18	16	23	n/a	n/a

Q17. What does Greater Dandenong City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 43 Councils asked group: 10
Note: Significant differences have not been applied to this chart.
A verbatim listing of responses to this question can be found in the accompanying dashboard.

DETAILED FINDINGS

Overall performance

Overall performance

2019 overall performance (index scores)

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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Dandenong City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
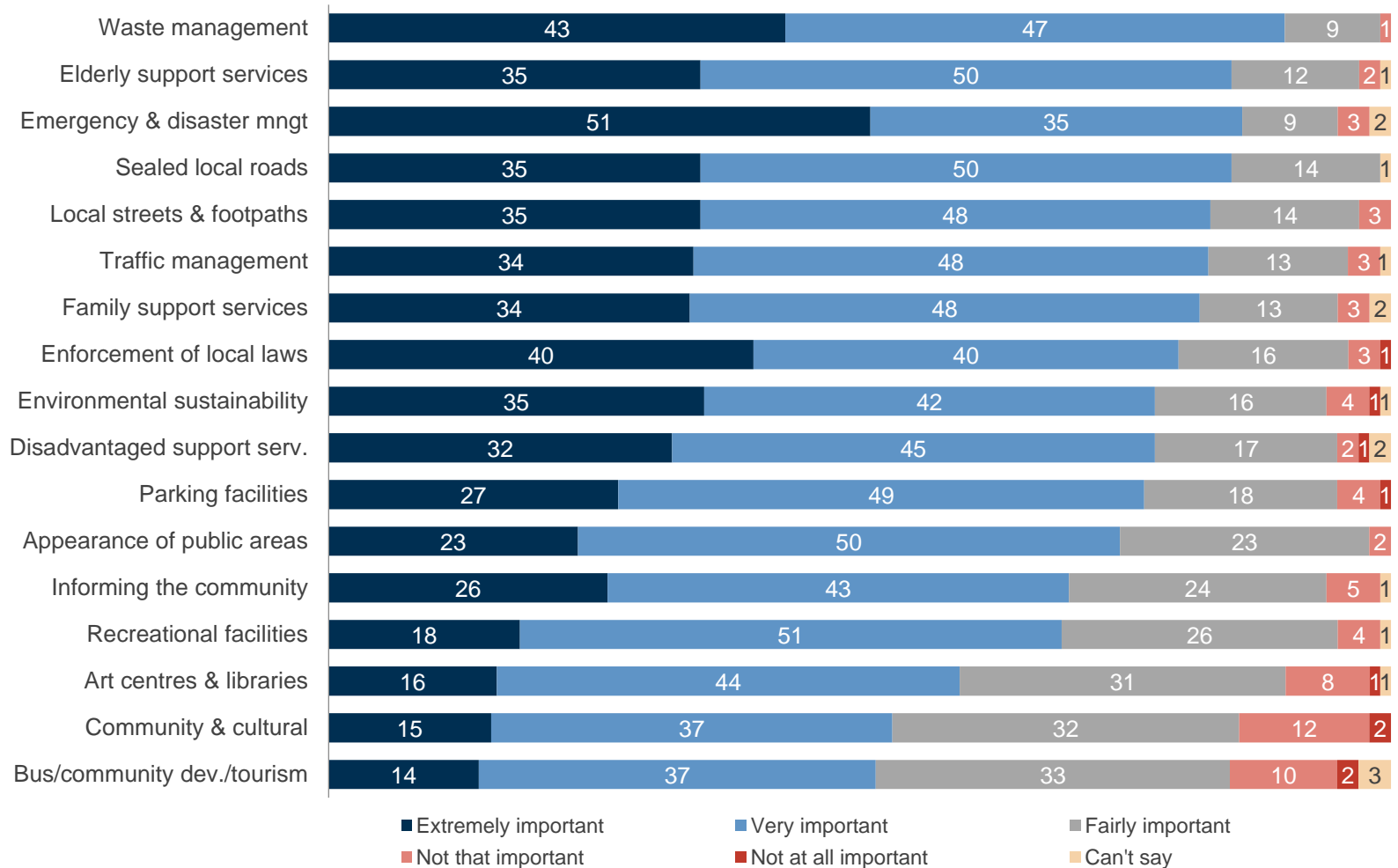*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14*
Note: Please see Appendix A for explanation of significant differences.

Overall performance

Overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Greater Dandenong	17	43	30	6	2	2
2018 Greater Dandenong	16	44	27	8	2	2
2017 Greater Dandenong	10	44	38	4	2	2
2016 Greater Dandenong	11	46	32	6	3	2
2015 Greater Dandenong	13	41	33	7	1	5
2014 Greater Dandenong	10	47	33	5	2	3
2013 Greater Dandenong	11	40	36	6	2	5
State-wide	10	39	35	10	5	1
Metro	14	48	29	6	2	1
Springvale	19	31	42	3	3	2
Noble Park and Keysborough	17	49	25	6	2	2
Dandenong	15	44	28	7	3	3
Men	18	48	26	4	2	2
Women	16	38	34	7	2	3
18-34	15	46	32	4		4
35-49	16	36	26	14	6	2
50-64	15	50	29	2		3
65+	21	43	30	2	1	2

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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Dandenong City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

Customer service

Contact with council

2019 contact with council (%)
Have had contact
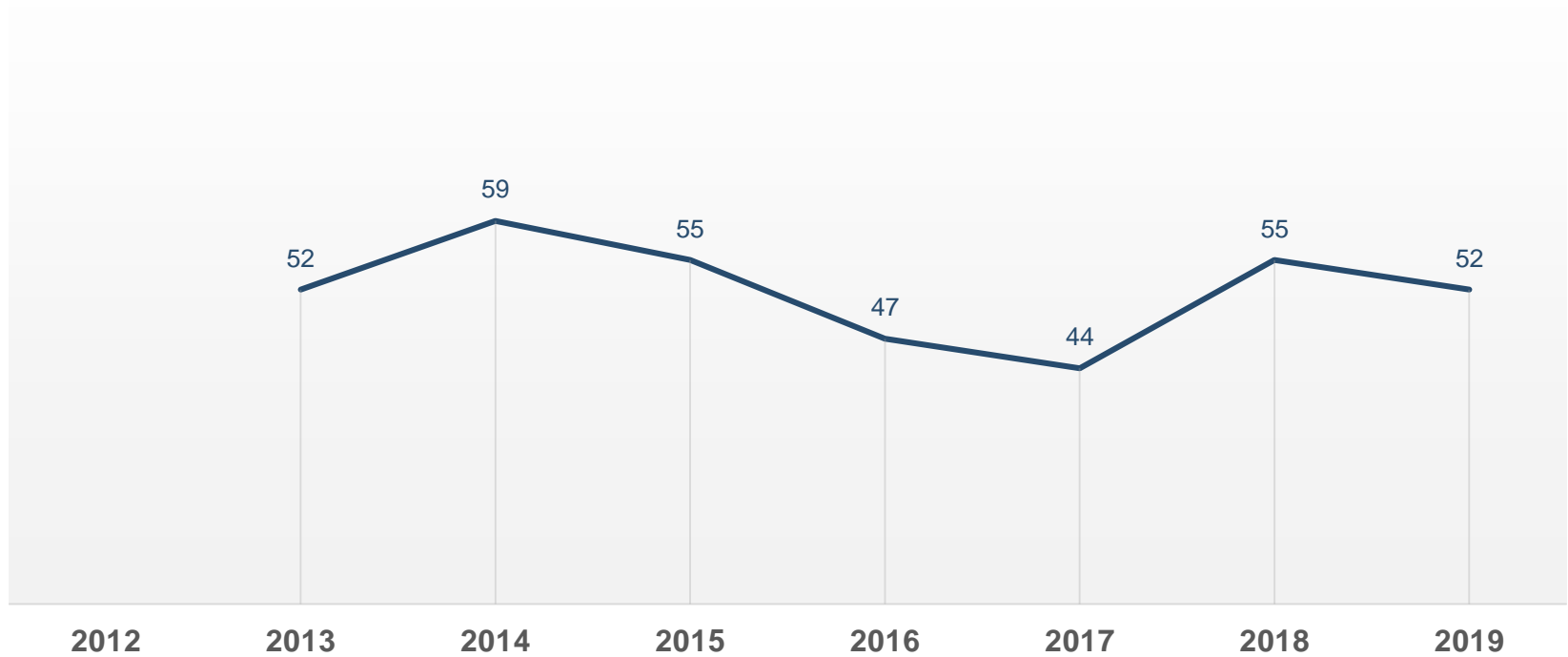
2012	2013	2014	2015	2016	2017	2018	2019
	52	59	55	47	44	55	52

Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

J W S R E S E A R C H   30

Contact with council

2019 contact with council (%)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	63 ▲	63	58	58	60	61	60	61
Metro	62 ▲	64	57	58	60	n/a	n/a	n/a
Dandenong	58	59	50	42	64	n/a	n/a	n/a
Women	58	57	46	52	62	61	n/a	n/a
50-64	56	42	52	61	68	57	n/a	n/a
Greater Dandenong	52	55	44	47	55	59	n/a	n/a
18-34	52	56	37	38	43	58	n/a	n/a
35-49	51	62	46	50	57	63	n/a	n/a
65+	51	53	47	49	63	55	n/a	n/a
Springvale	49	54	42	55	43	n/a	n/a	n/a
Noble Park and Keysborough	48	51	41	47	53	n/a	n/a	n/a
Men	47	52	43	42	49	56	n/a	n/a

Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.
Some data may be missing from 2012 or 2013 due to a change in demographic analysis.
Note that some data may be missing from 2013 due to a change in demographic analysis.

Customer service rating

2019 customer service rating (index scores)

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

Q5c. Thinking of the most recent contact, how would you rate Greater Dandenong City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 63 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

Customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Greater Dandenong	40	29	21	4	4	2
2018 Greater Dandenong	33	32	18	8	5	4
2017 Greater Dandenong	32	38	16	7	5	3
2016 Greater Dandenong	42	35	10	4	6	2
2015 Greater Dandenong	38	40	14	6	3	1
2014 Greater Dandenong	34	42	15	2	3	4
2013 Greater Dandenong	37	39	14	4	3	3
State-wide	33	36	17	7	6	1
Metro	39	35	15	5	4	2
Springvale	40	25	23	6	3	2
Noble Park and Keysborough	39	31	19	7		4
Dandenong	40	30	22	1	5	3
Men	38	31	19	4	6	3
Women	41	28	23	4	3	1
18-34	33	30	31		2	5
35-49	47	29	9	11		5
50-64	51	29	9	4		7
65+	36	28	28	2	3	3

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: 63 Councils asked group: 14

Method of contact with council

2019 method of contact (%)
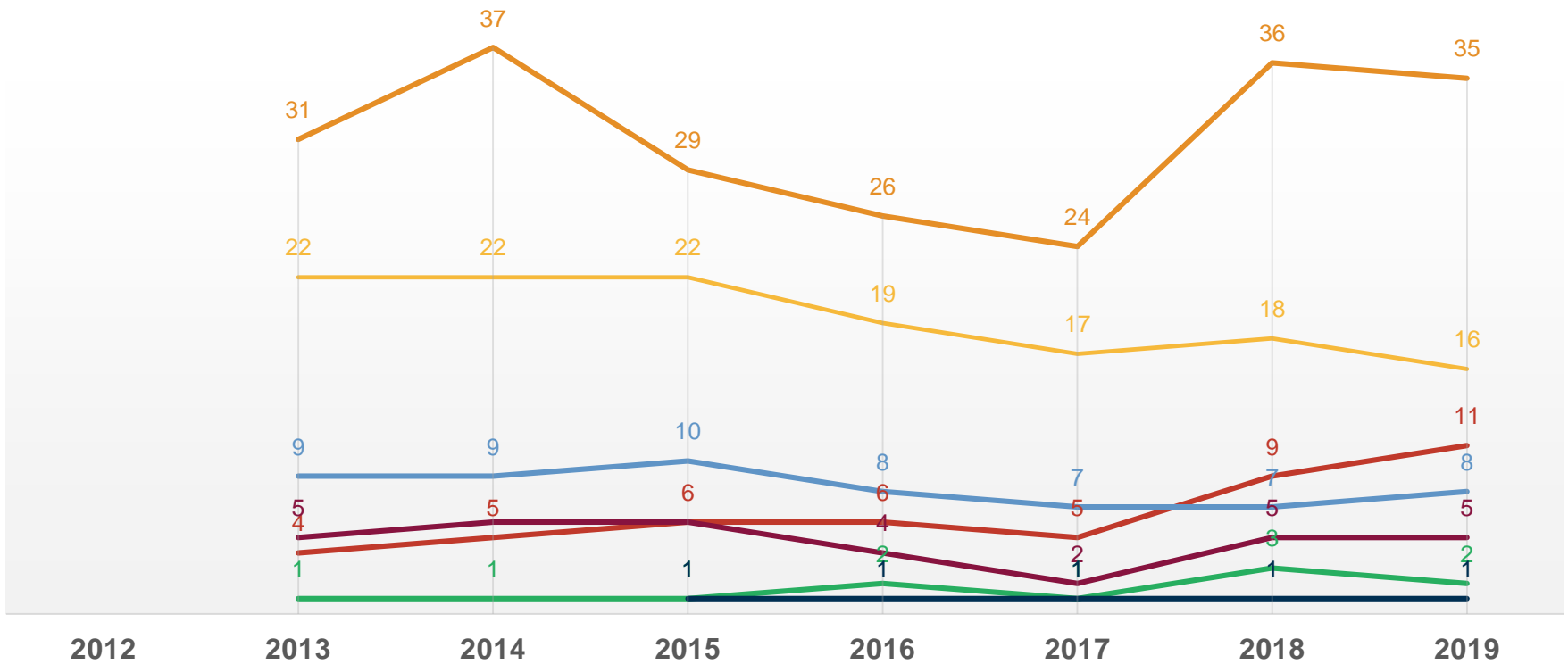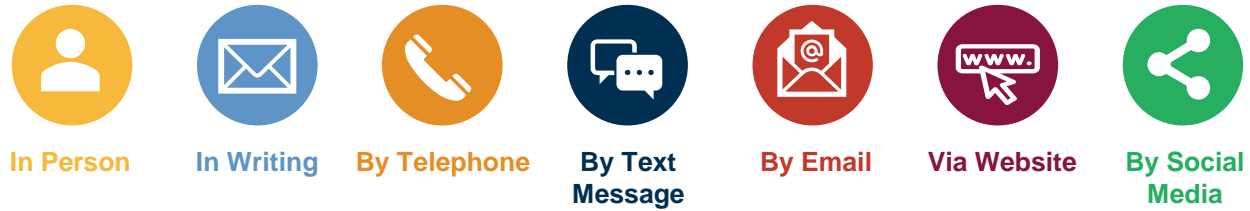
In Person   In Writing   By Telephone   By Text Message   By Email   Via Website   By Social Media

2012   2013   2014   2015   2016   2017   2018   2019

Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Customer service rating by method of last contact

2019 customer service rating (index score by method of last contact)

	2019	2018	2017	2016	2015	2014	2013	2012
Via website	90*	75	67	83	83	64	81	n/a
By social media	79*	71	88	71	75	63	96	n/a
In person	78	73	74	68	79	79	79	n/a
By telephone	75	72	73	83	74	79	76	n/a
By text message	75*	75	100	59	n/a	n/a	100	n/a
In writing	65*	64	62	73	73	68	83	n/a
By email	63*	56	67	74	83	79	82	n/a

Q5c. Thinking of the most recent contact, how would you rate Greater Dandenong City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
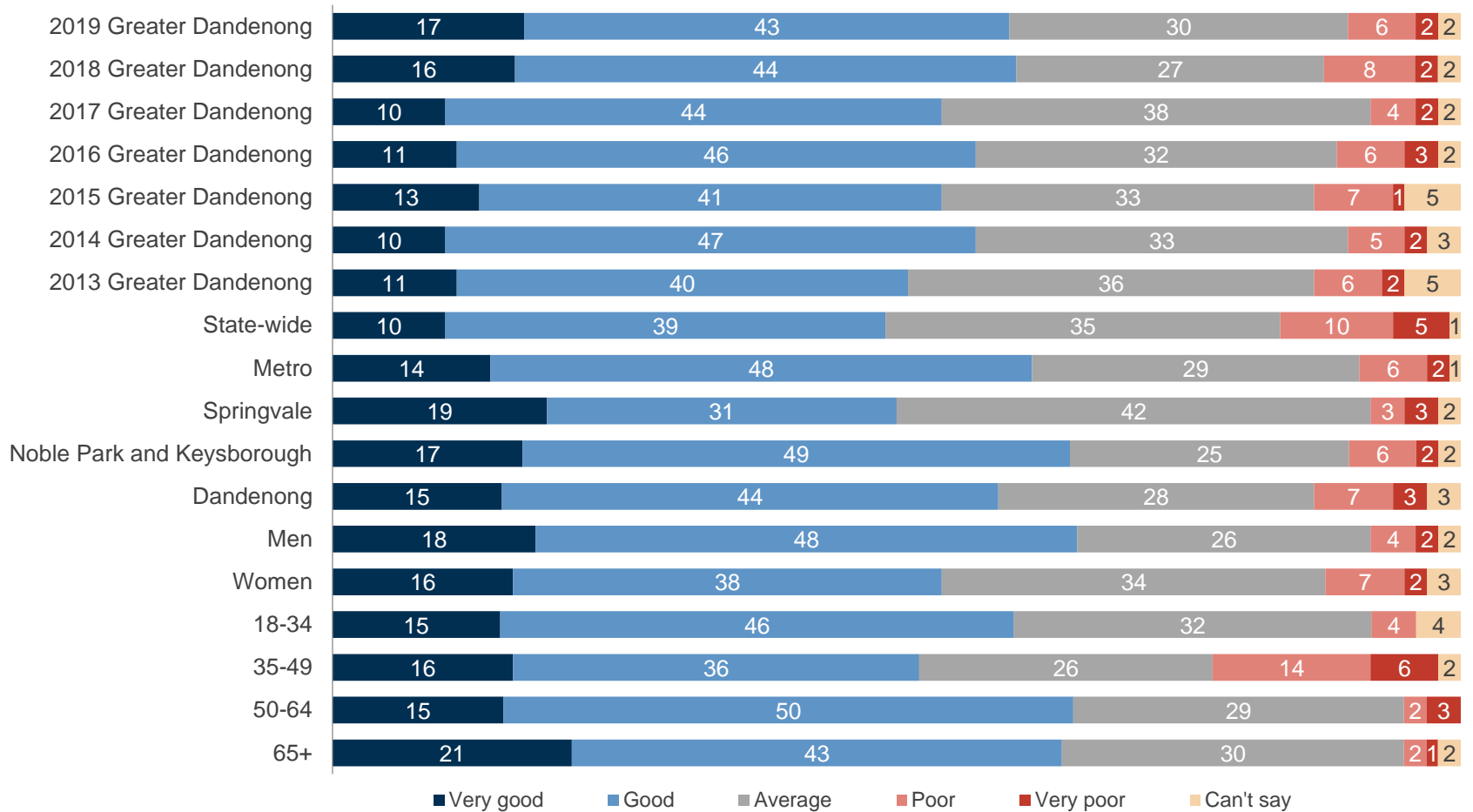*Councils asked state-wide: 63 Councils asked group: 14*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating by method of last contact

2019 customer service rating (% by method of last contact)

Method	Very good	Good	Average	Poor	Very poor	Can't say
Via website*	61	39				
By social media*	57	22		21		
In person	43	22	29		1	4
By telephone	42	28	20		3	1
By text message*		100				
In writing*	8	45	40	4		4
By email*	27	39	11	5	18	

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
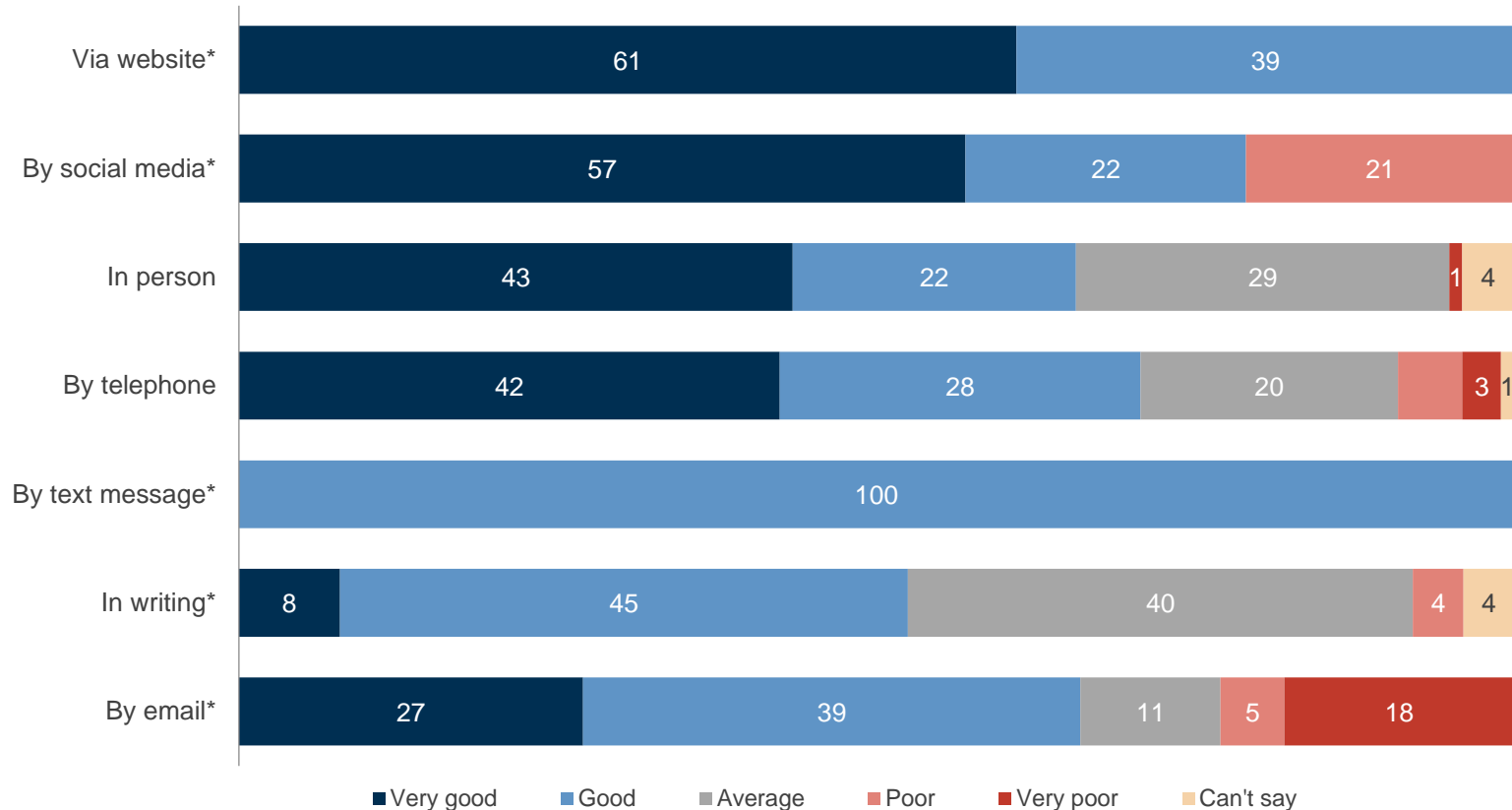
Q5c. Thinking of the most recent contact, how would you rate Greater Dandenong City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 25 Councils asked group: 6
*Caution: small sample size < n=30

Council direction

Council direction summary

Council direction	• 57% stayed about the same, up 3 points on 2018 • 29% improved, down 5 points on 2018 • 9% deteriorated, up 2 points on 2018
Most satisfied with Council direction	• Aged 50-64 years • Aged 18-34 years
Least satisfied with Council direction	• Aged 65+ years

Overall council direction last 12 months

2019 overall direction (index scores)
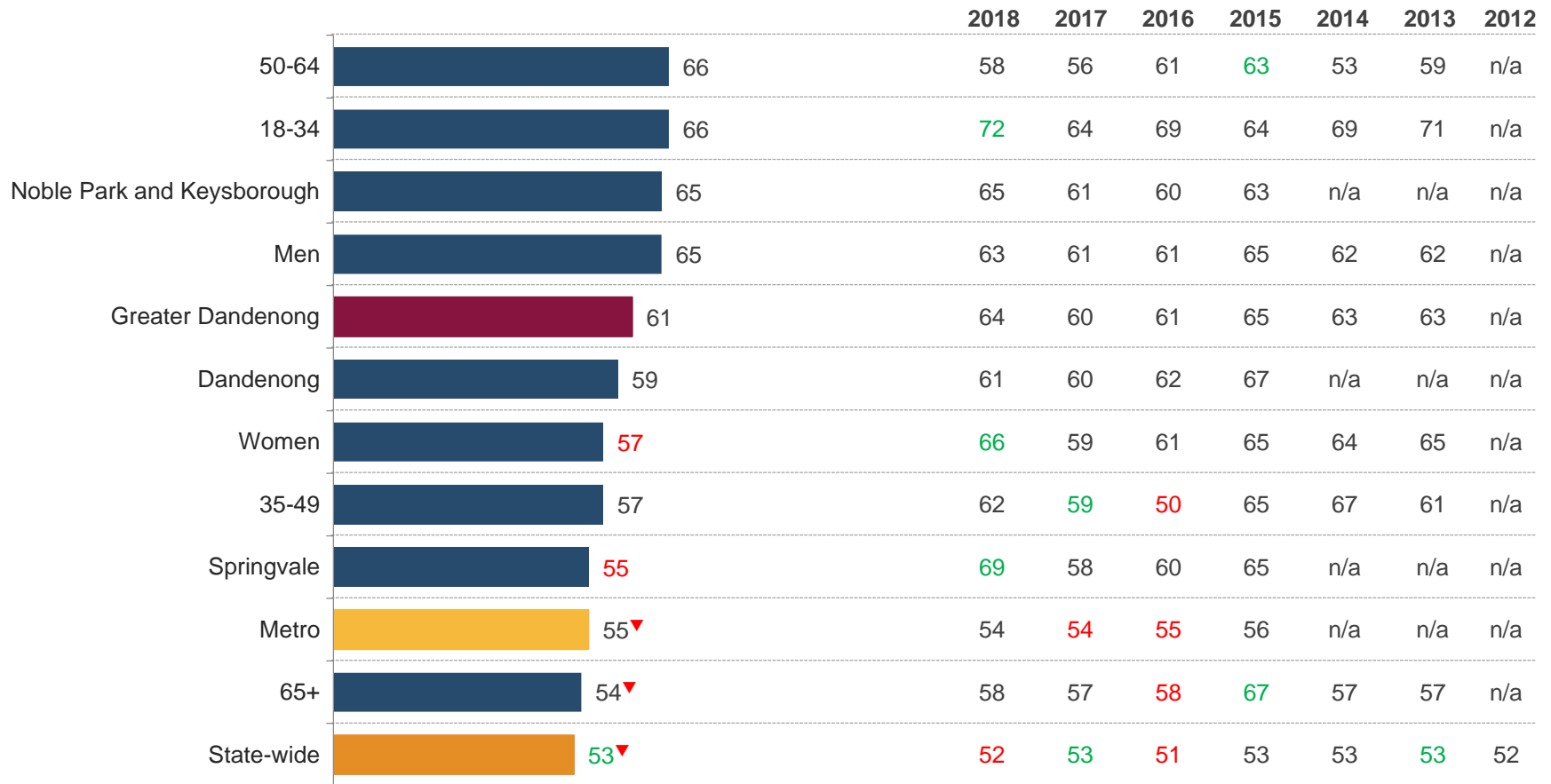
	2019	2018	2017	2016	2015	2014	2013	2012
50-64	66	58	56	61	63	53	59	n/a
18-34	66	72	64	69	64	69	71	n/a
Noble Park and Keysborough	65	65	61	60	63	n/a	n/a	n/a
Men	65	63	61	61	65	62	62	n/a
Greater Dandenong	61	64	60	61	65	63	63	n/a
Dandenong	59	61	60	62	67	n/a	n/a	n/a
Women	57	66	59	61	65	64	65	n/a
35-49	57	62	59	50	65	67	61	n/a
Springvale	55	69	58	60	65	n/a	n/a	n/a
Metro	55 ▼	54	54	55	56	n/a	n/a	n/a
65+	54 ▼	58	57	58	67	57	57	n/a
State-wide	53 ▼	52	53	51	53	53	53	52

Q6. Over the last 12 months, what is your view of the direction of Greater Dandenong City Council's overall performance?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14
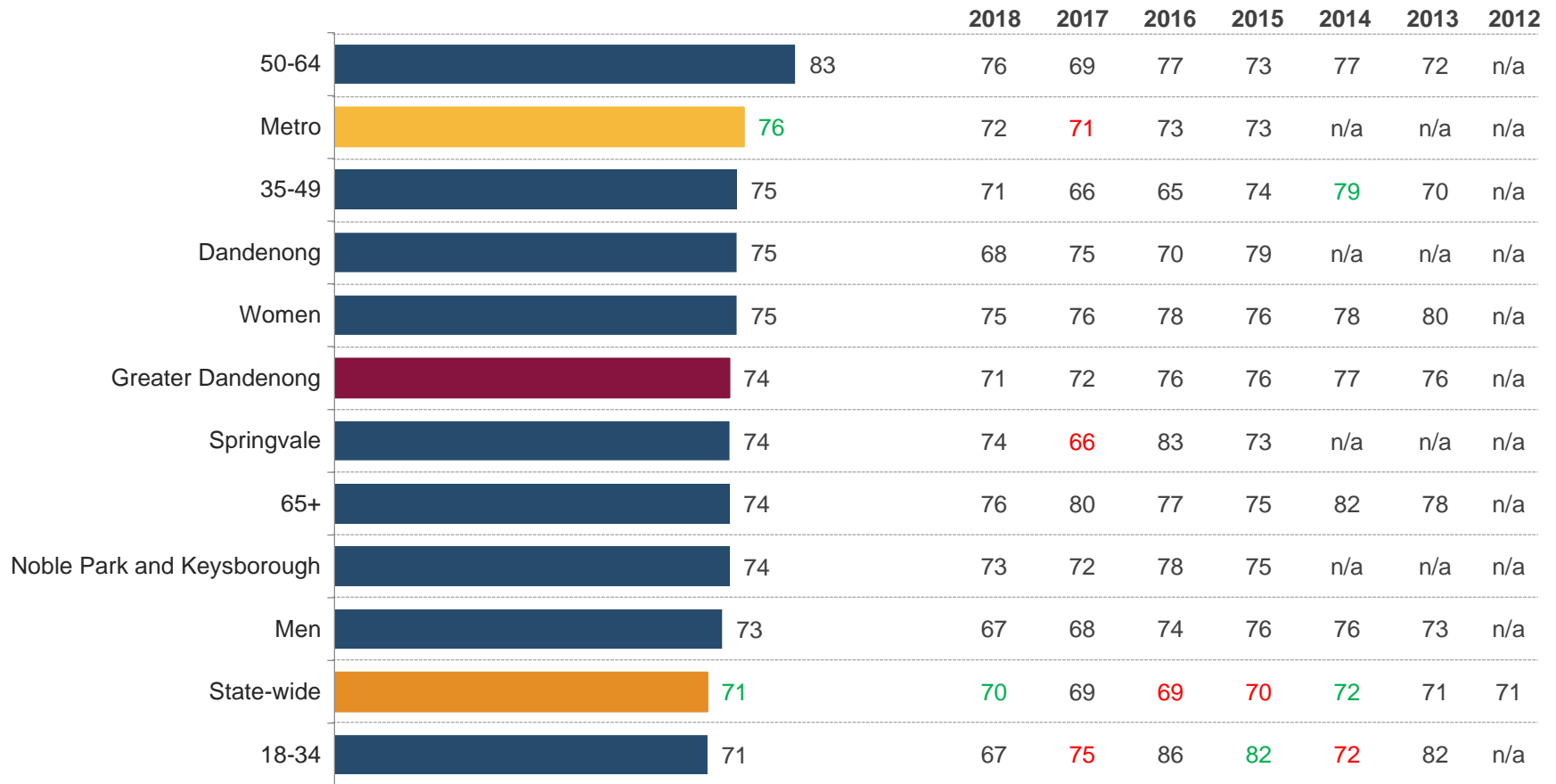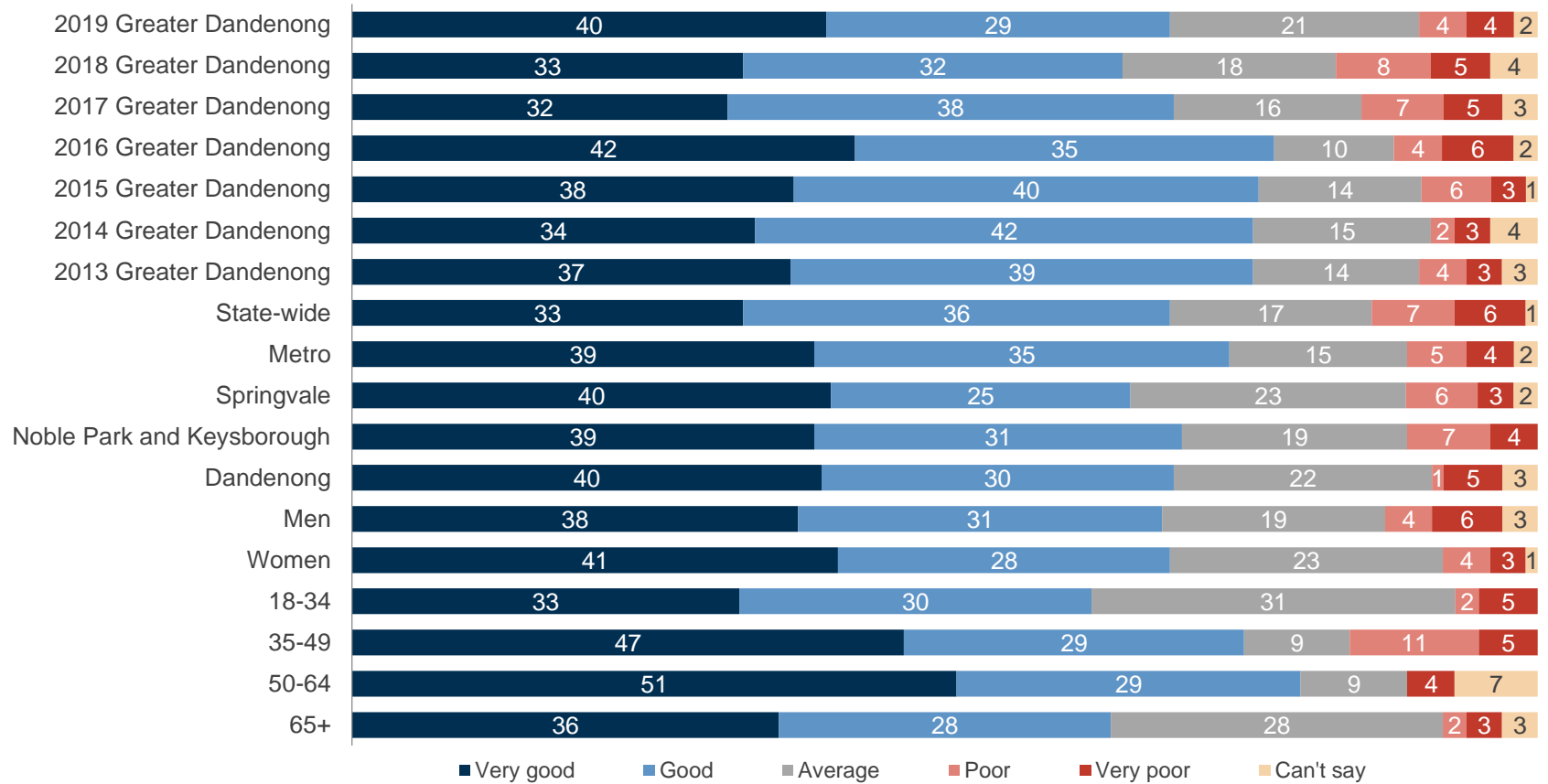*Note: Please see Appendix A for explanation of significant differences.*

Overall council direction last 12 months

2019 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2019 Greater Dandenong	29	57	9	6
2018 Greater Dandenong	34	54	7	5
2017 Greater Dandenong	24	60	7	9
2016 Greater Dandenong	30	54	10	5
2015 Greater Dandenong	35	51	7	7
2014 Greater Dandenong	32	53	8	8
2013 Greater Dandenong	34	49	9	7
State-wide	19	62	14	5
Metro	19	66	9	7
Springvale	19	60	10	11
Noble Park and Keysborough	35	52	6	6
Dandenong	28	59	10	3
Men	33	53	6	7
Women	25	60	11	4
18-34	34	58	4	5
35-49	28	52	15	6
50-64	37	54	5	4
65+	19	61	12	9

■ 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: 63 Councils asked group: 14

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Individual service areas

Community consultation and engagement performance

2019 Consultation and engagement performance (index scores)

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

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2019 Consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Greater Dandenong	14	31	29	10	3	13
2018 Greater Dandenong	13	30	30	11	5	11
2017 Greater Dandenong	9	37	25	8	3	18
2016 Greater Dandenong	13	33	26	8	5	15
2015 Greater Dandenong	7	35	26	9	3	19
2014 Greater Dandenong	5	28	39	8	4	16
2013 Greater Dandenong	6	40	28	8	3	14
State-wide	9	30	31	15	6	9
Metro	9	31	32	12	4	12
Springvale	15	25	34	7	4	15
Noble Park and Keysborough	15	33	25	10	3	15
Dandenong	13	31	31	11	3	11
Men	15	35	29	9	2	9
Women	13	26	29	10	4	17
18-34	13	34	28	10		15
35-49	16	24	31	13	7	9
50-64	10	34	32	7	2	14
65+	16	30	28	7	4	14

■ 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: 63 Councils asked group: 14

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Lobbying on behalf of the community performance

2019 Lobbying performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Noble Park and Keysborough	62	63	60	64	57	n/a	n/a	n/a
50-64	62	57	59	53	60	58	57	n/a
65+	62	63	63	57	60	55	56	n/a
Men	59	57	61	62	61	63	61	n/a
Greater Dandenong	59	60	61	61	61	62	62	n/a
18-34	58	58	61	68	66	66	68	n/a
Women	58	63	60	61	61	61	63	n/a
Metro	57	56	56	56	58	n/a	n/a	n/a
Springvale	56	60	60	59	65	n/a	n/a	n/a
Dandenong	56	56	62	58	63	n/a	n/a	n/a
35-49	55	61	61	59	56	64	62	n/a
State-wide	54 ▼	54	54	53	55	56	55	55

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2019 Lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Greater Dandenong	10	27	30	9	5	18
2018 Greater Dandenong	10	28	32	9	4	17
2017 Greater Dandenong	7	27	31	7	1	27
2016 Greater Dandenong	9	29	28	7	3	24
2015 Greater Dandenong	5	31	27	6	2	29
2014 Greater Dandenong	6	35	32	6	1	20
2013 Greater Dandenong	7	36	27	6	3	21
State-wide	6	25	31	13	5	20
Metro	6	25	30	10	3	27
Springvale	10	23	27	10	6	24
Noble Park and Keysborough	12	30	29	6	3	19
Dandenong	8	27	33	12	5	15
Men	12	29	28	11	5	15
Women	8	26	33	8	4	22
18-34	10	27	34	12	4	14
35-49	12	21	25	10	9	23
50-64	7	37	29	8	2	16
65+	9	29	31	5	3	22

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

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14

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Decisions made in the interest of the community performance

2019 Community decisions made performance (index scores)

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

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
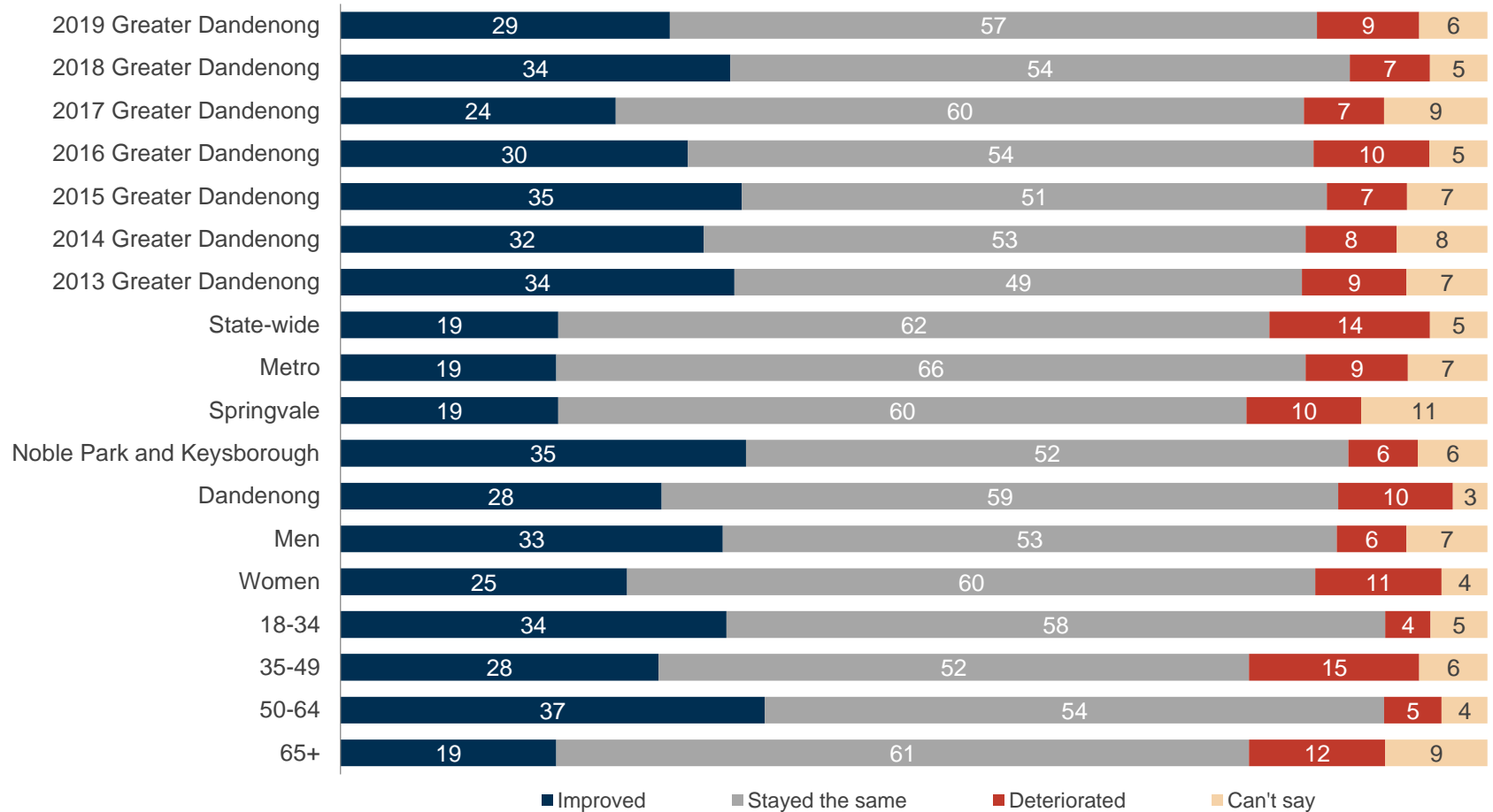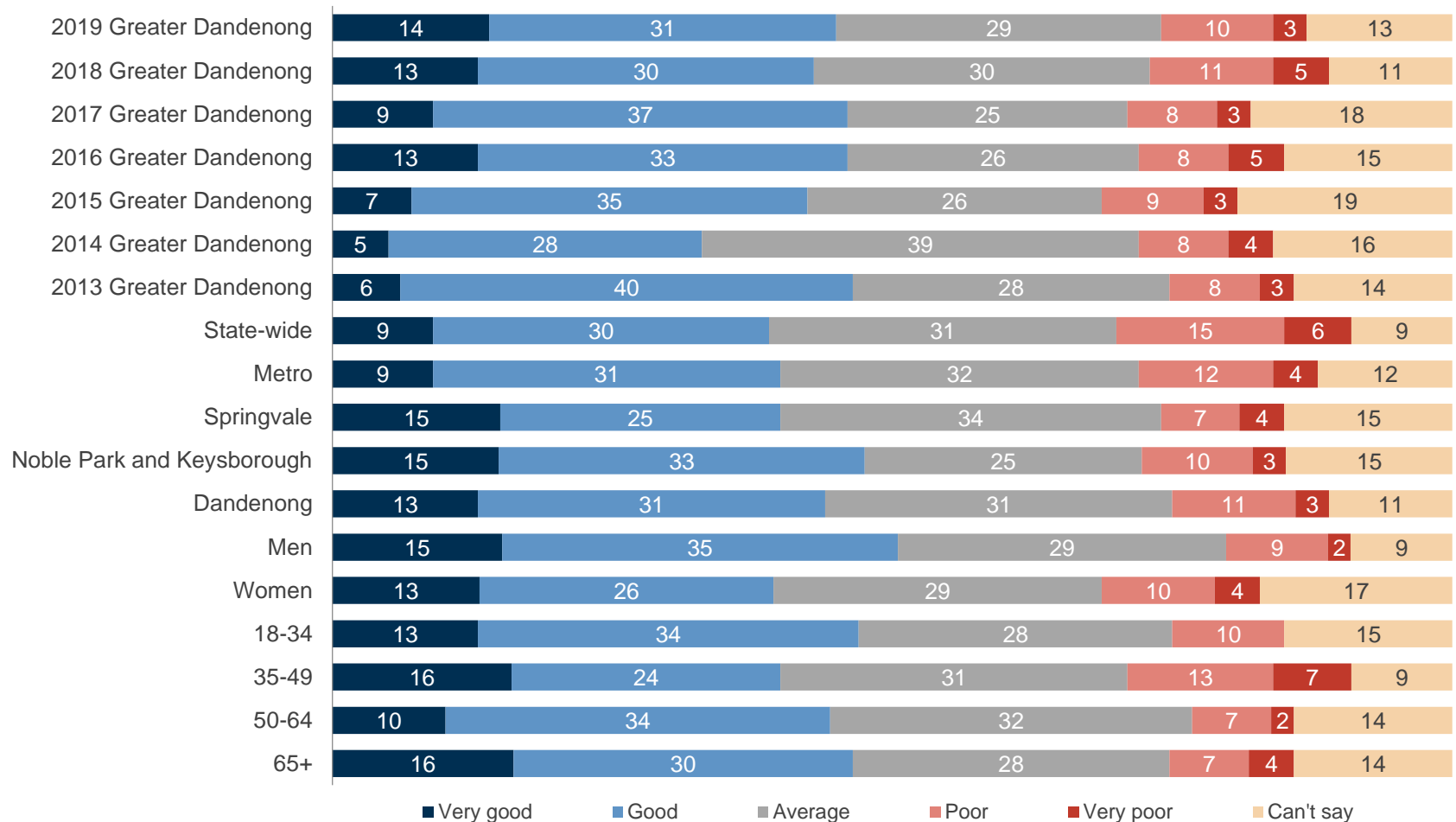*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14*
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2019 Community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Greater Dandenong	12	34	31	6	6	11
2018 Greater Dandenong	12	36	29	7	4	11
2017 Greater Dandenong	7	39	28	6	3	16
2016 Greater Dandenong	10	41	23	11	5	10
2015 Greater Dandenong	6	43	25	10	3	14
2014 Greater Dandenong	5	37	34	6	2	16
State-wide	7	30	33	14	7	10
Metro	9	33	30	9	4	14
Springvale	11	25	32	4	9	19
Noble Park and Keysborough	16	39	24	7	5	9
Dandenong	9	33	38	5	6	10
Men	13	37	32	4	5	9
Women	12	30	30	8	7	14
18-34	10	41	28	5	5	11
35-49	15	25	31	7	10	11
50-64	10	37	37	5	3	9
65+	14	28	33	6	5	14

Legend: ■ 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: 63 Councils asked group: 14

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The condition of sealed local roads in your area importance

2019 Sealed local roads importance (index scores)

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

The condition of sealed local roads in your area importance

2019 Sealed local roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	35	50	14			1
2018 Greater Dandenong	31	49	17	2		1
State-wide	37	45	16	2		
Metro	31	49	18	2		
Springvale	38	47	15			
Noble Park and Keysborough	35	51	13			1
Dandenong	33	50	15	1	1	1
Men	31	50	17	1	1	
Women	38	49	11			1
18-34	37	46	18			
35-49	33	52	13	1	1	
50-64	43	47	10			
65+	28	57	12	2		1

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

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

The condition of sealed local roads in your area performance

2019 Sealed local roads performance (index scores)

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

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
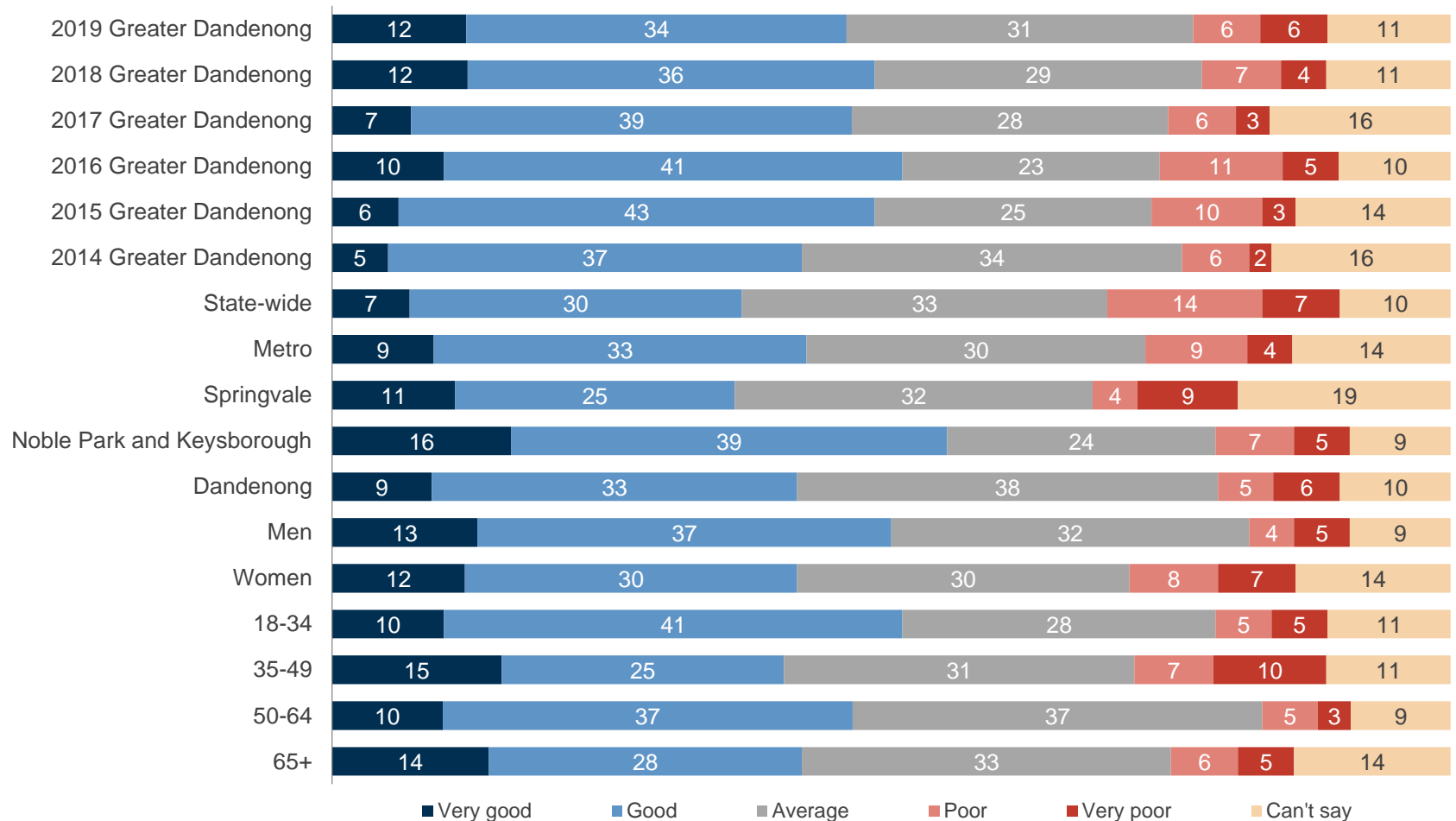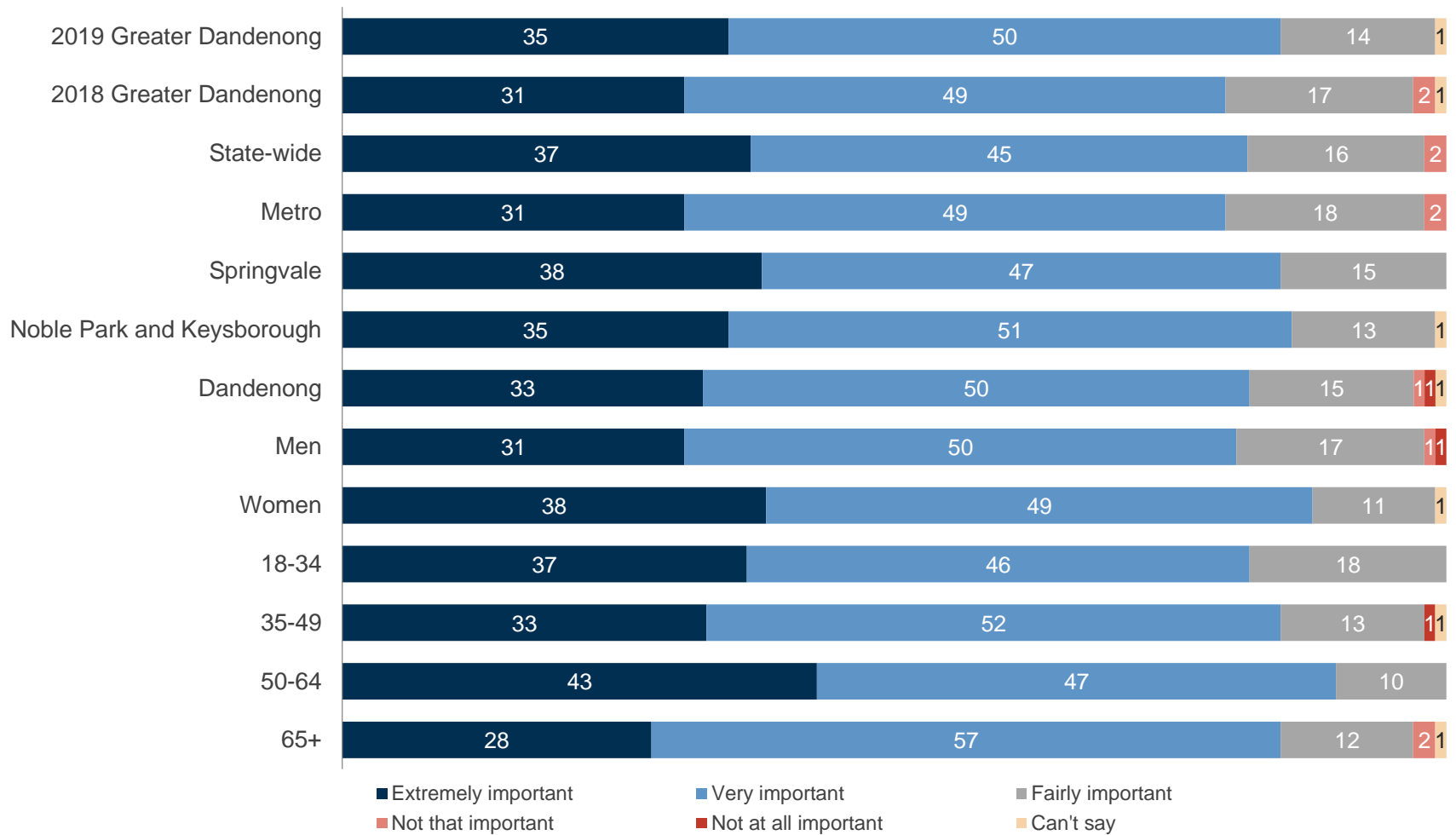*Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14*
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2019 Sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2019 Greater Dandenong	23	37	27	8	3	1
2018 Greater Dandenong	21	44	26	6	2	1
2017 Greater Dandenong	15	42	31	7	4	2
2016 Greater Dandenong	18	40	32	8	3	
2015 Greater Dandenong	16	48	24	8	2	1
2014 Greater Dandenong	17	38	29	12	3	2
State-wide	13	33	28	16	10	1
Metro	23	43	22	8	3	1
Springvale	23	32	32	7	5	1
Noble Park and Keysborough	28	38	24	5	4	
Dandenong	18	40	27	11	2	2
Men	27	40	23	5	4	
Women	19	35	31	11	3	2
18-34	23	38	28	10		1
35-49	24	32	24	10	8	1
50-64	18	45	28	6	1	1
65+	25	37	27	4	4	2

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

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: 63 Councils asked group: 14

Informing the community importance

2019 Informing community importance (index scores)
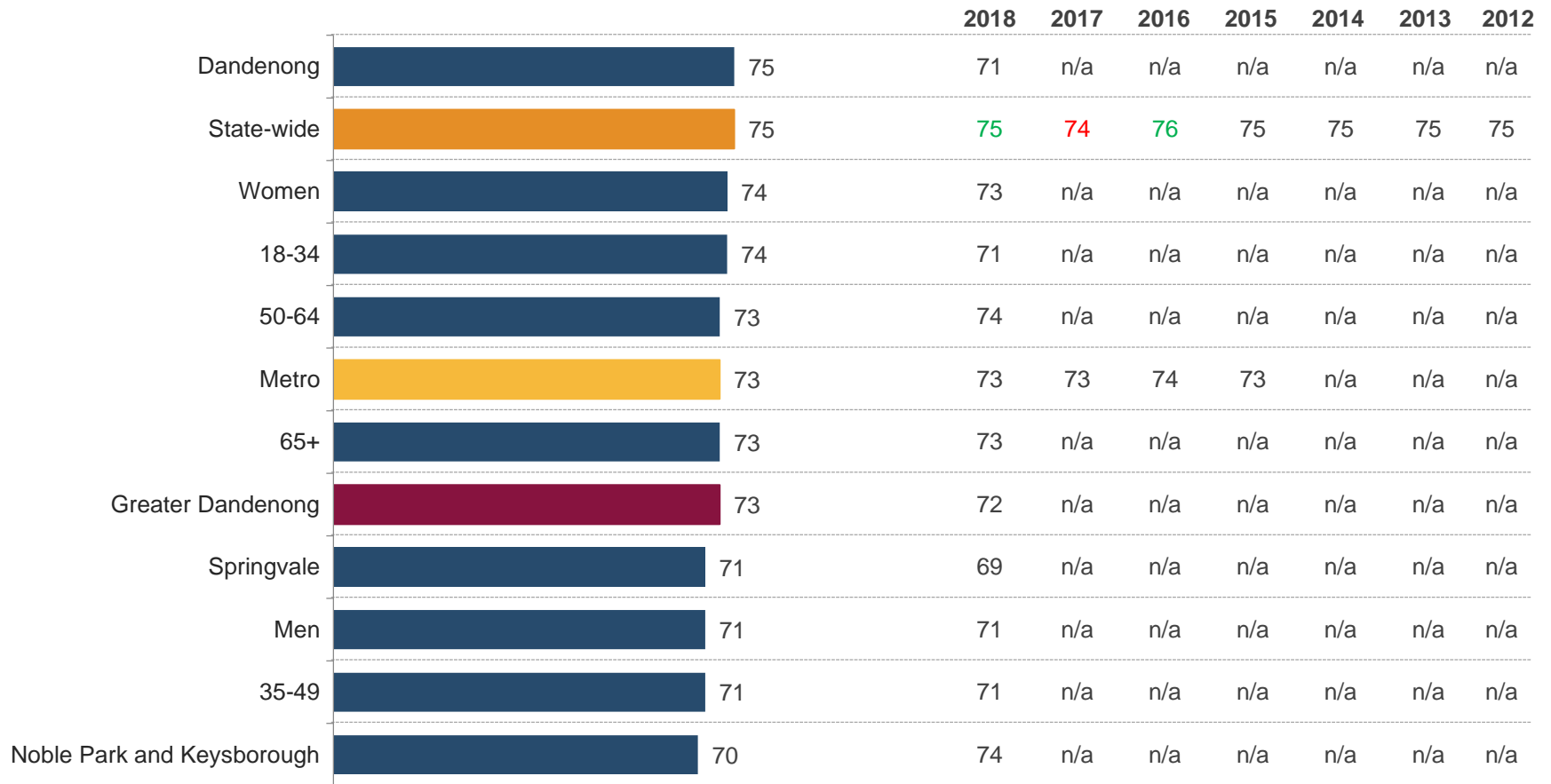
	2019	2018	2017	2016	2015	2014	2013	2012
Dandenong	75	71	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	75	75	74	76	75	75	75	75
Women	74	73	n/a	n/a	n/a	n/a	n/a	n/a
18-34	74	71	n/a	n/a	n/a	n/a	n/a	n/a
50-64	73	74	n/a	n/a	n/a	n/a	n/a	n/a
Metro	73	73	73	74	73	n/a	n/a	n/a
65+	73	73	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	73	72	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	71	69	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	71	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	71	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	70	74	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
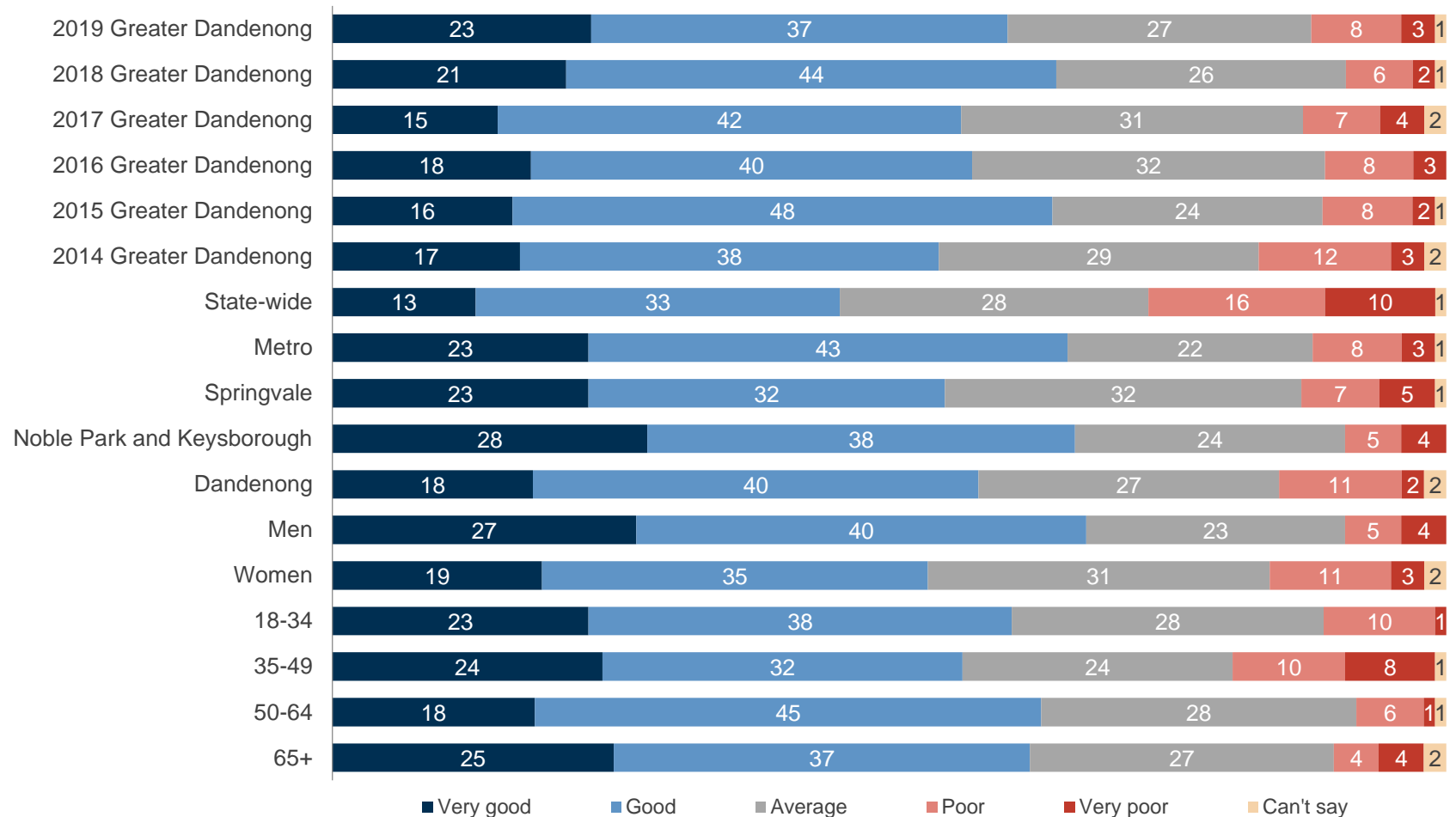*Base: All respondents. Councils asked state-wide: 21 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Informing the community importance

2019 Informing community importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	26	43	24	5		1
2018 Greater Dandenong	28	39	25	5	1	1
State-wide	32	41	22	4		1
Metro	28	41	25	5	1	1
Springvale	28	35	25	9		3
Noble Park and Keysborough	22	45	27	6		1
Dandenong	30	46	20	3		1
Men	24	43	25	6		1
Women	28	44	22	5		2
18-34	32	36	25	6		1
35-49	22	46	25	7		
50-64	24	50	23	2	1	
65+	23	49	21	4	1	1

- ■ 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: 21 Councils asked group: 8

The condition of local streets and footpaths in your area importance

2019 Streets and footpaths importance (index scores)
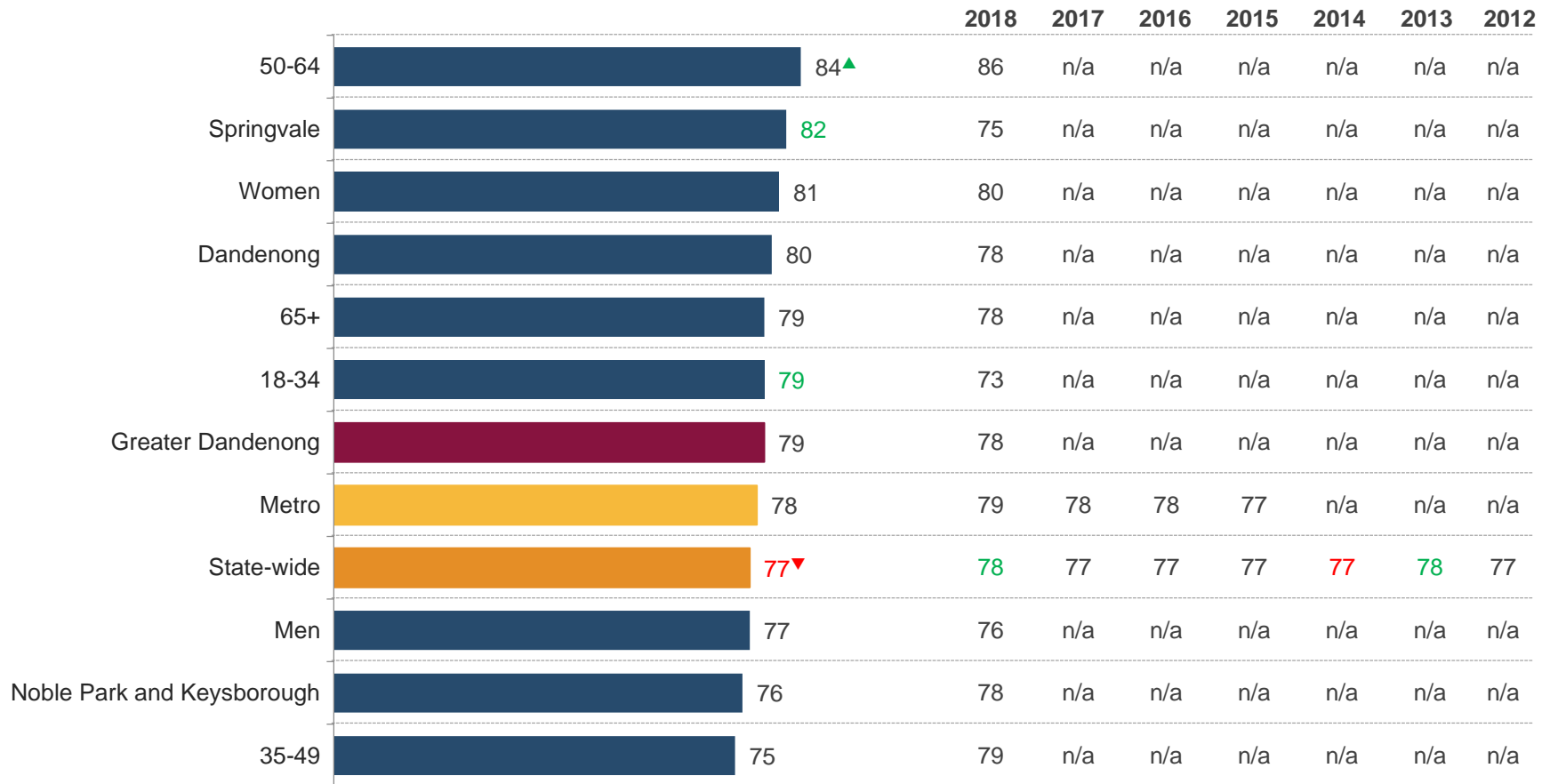
	2019	2018	2017	2016	2015	2014	2013	2012
50-64	84 ▲	86	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	82	75	n/a	n/a	n/a	n/a	n/a	n/a
Women	81	80	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	80	78	n/a	n/a	n/a	n/a	n/a	n/a
65+	79	78	n/a	n/a	n/a	n/a	n/a	n/a
18-34	79	73	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Metro	78	79	78	78	77	n/a	n/a	n/a
State-wide	77 ▼	78	77	77	77	77	78	77
Men	77	76	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	76	78	n/a	n/a	n/a	n/a	n/a	n/a
35-49	75	79	n/a	n/a	n/a	n/a	n/a	n/a

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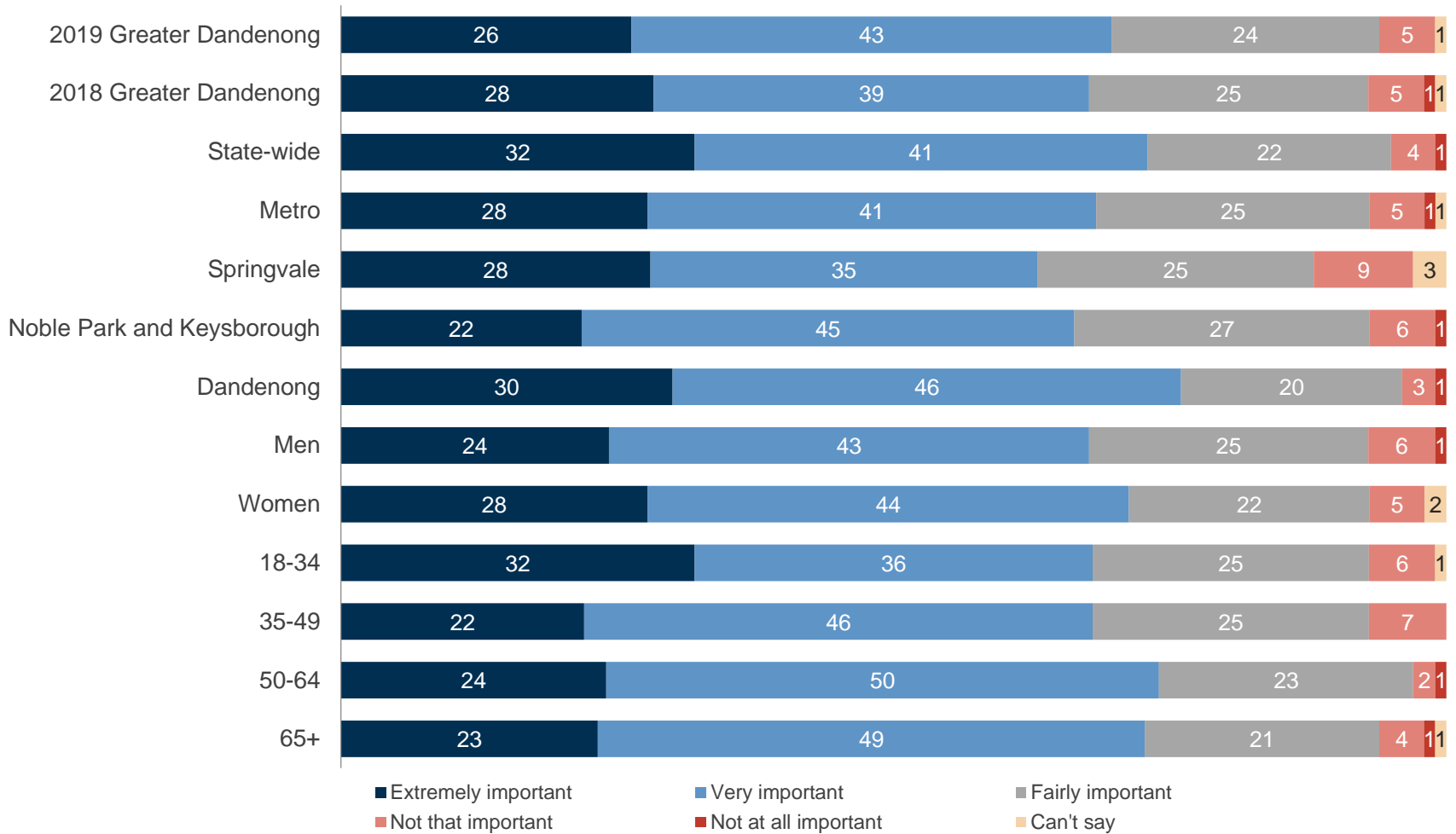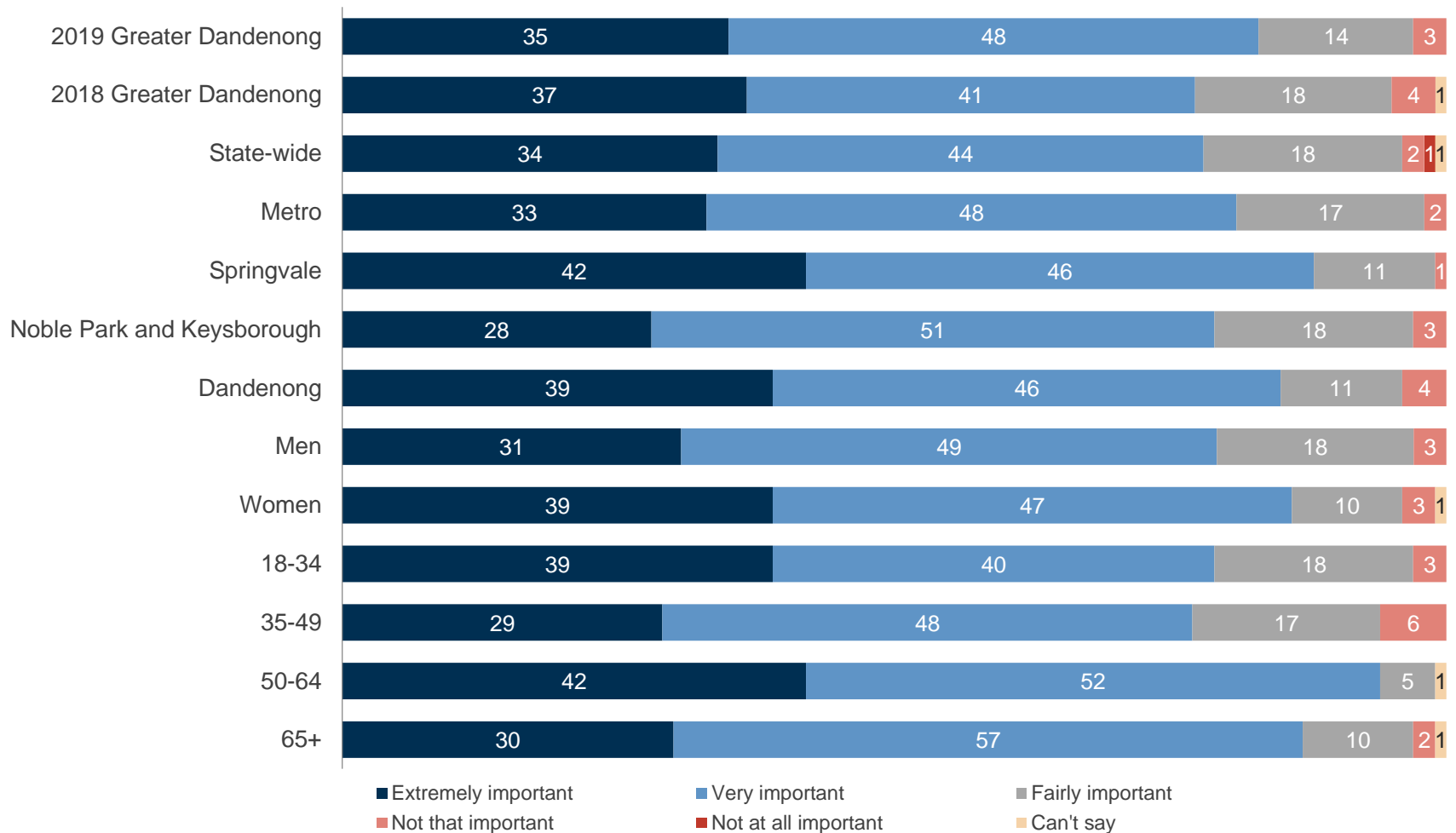*Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance

2019 Streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	35	48	14	3		
2018 Greater Dandenong	37	41	18	4		1
State-wide	34	44	18	2	1	1
Metro	33	48	17	2		
Springvale	42	46	11	1		
Noble Park and Keysborough	28	51	18	3		
Dandenong	39	46	11	4		
Men	31	49	18	3		
Women	39	47	10	3		1
18-34	39	40	18	3		
35-49	29	48	17	6		
50-64	42	52	5			1
65+	30	57	10	2		1

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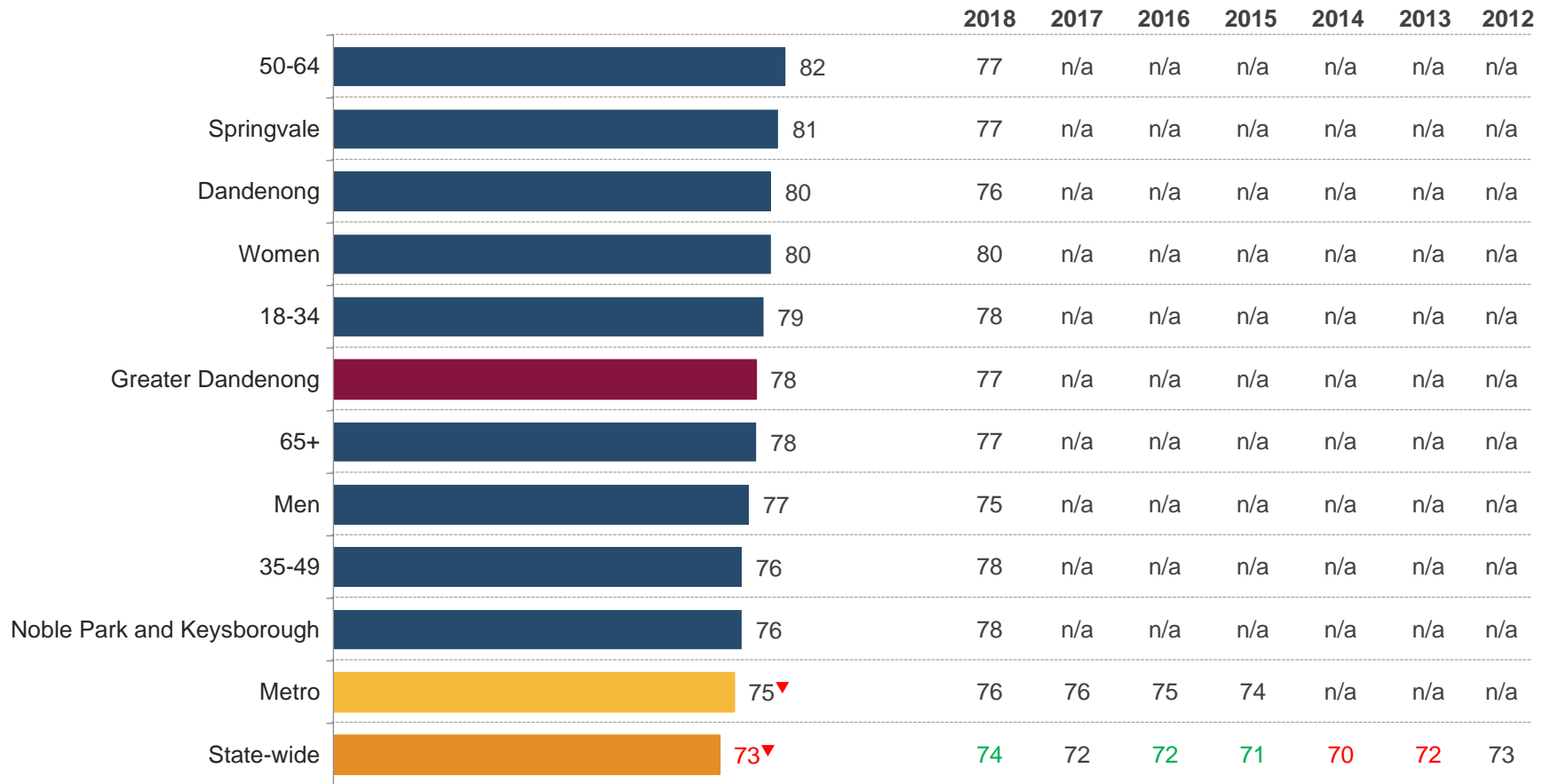■ Not that important   ■ Not at all important   ■ Can't say

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

Traffic management importance

2019 Traffic management importance (index scores)

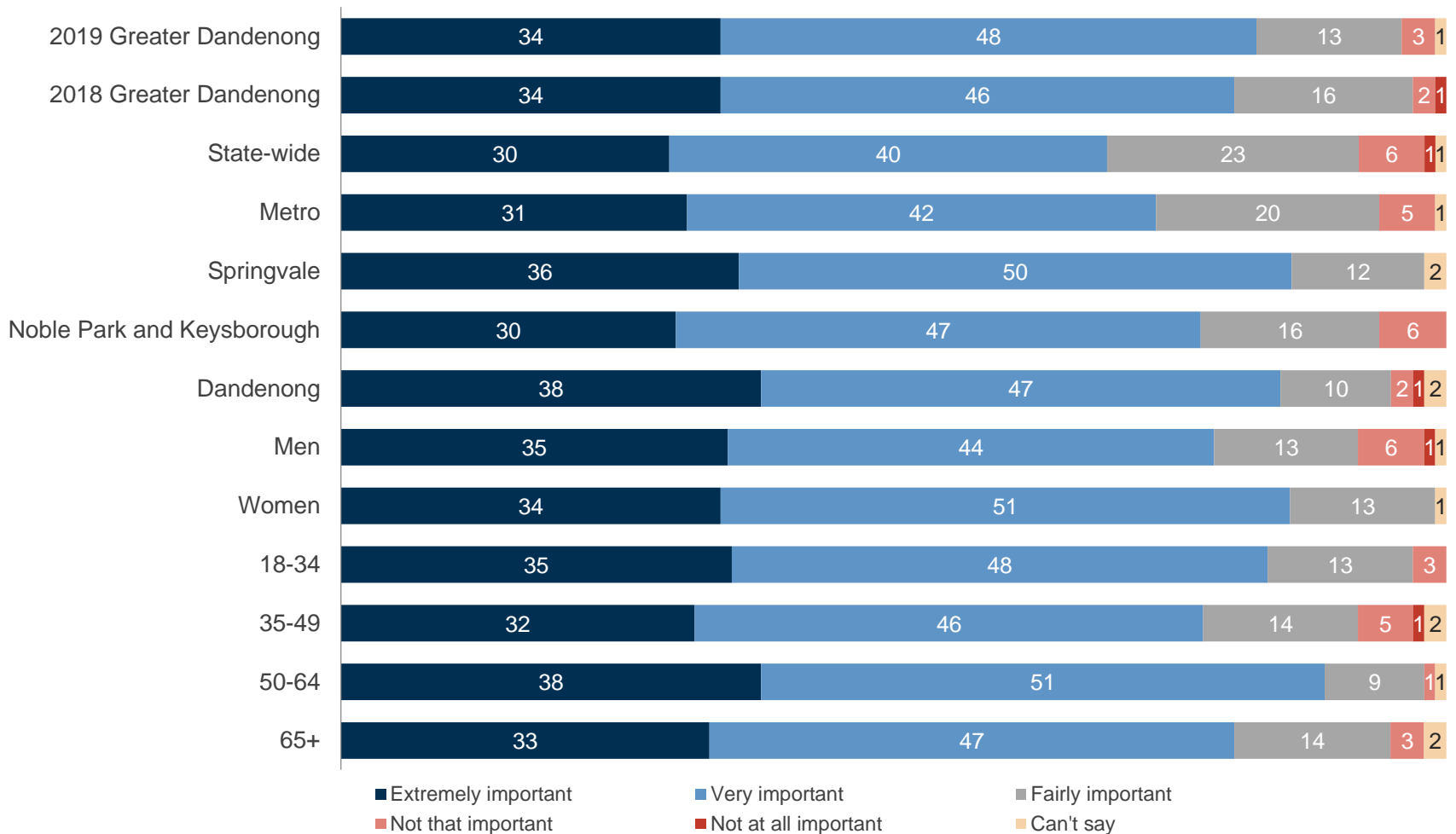|	2019	2018	2017	2016	2015	2014	2013	2012
50-64	82	77	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	81	77	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	80	76	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	80	n/a	n/a	n/a	n/a	n/a	n/a
18-34	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	78	77	n/a	n/a	n/a	n/a	n/a	n/a
65+	78	77	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	75	n/a	n/a	n/a	n/a	n/a	n/a
35-49	76	78	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	76	78	n/a	n/a	n/a	n/a	n/a	n/a
Metro	75▼	76	76	75	74	n/a	n/a	n/a
State-wide	73▼	74	72	72	71	70	72	73

Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Traffic management importance

2019 Traffic management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	34	48	13	3		1
2018 Greater Dandenong	34	46	16	2		1
State-wide	30	40	23	6	1	1
Metro	31	42	20	5		1
Springvale	36	50	12			2
Noble Park and Keysborough	30	47	16	6		
Dandenong	38	47	10	2	1	2
Men	35	44	13	6	1	1
Women	34	51	13			1
18-34	35	48	13	3		
35-49	32	46	14	5	1	2
50-64	38	51	9	1		1
65+	33	47	14	3		2

Legend: ■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say
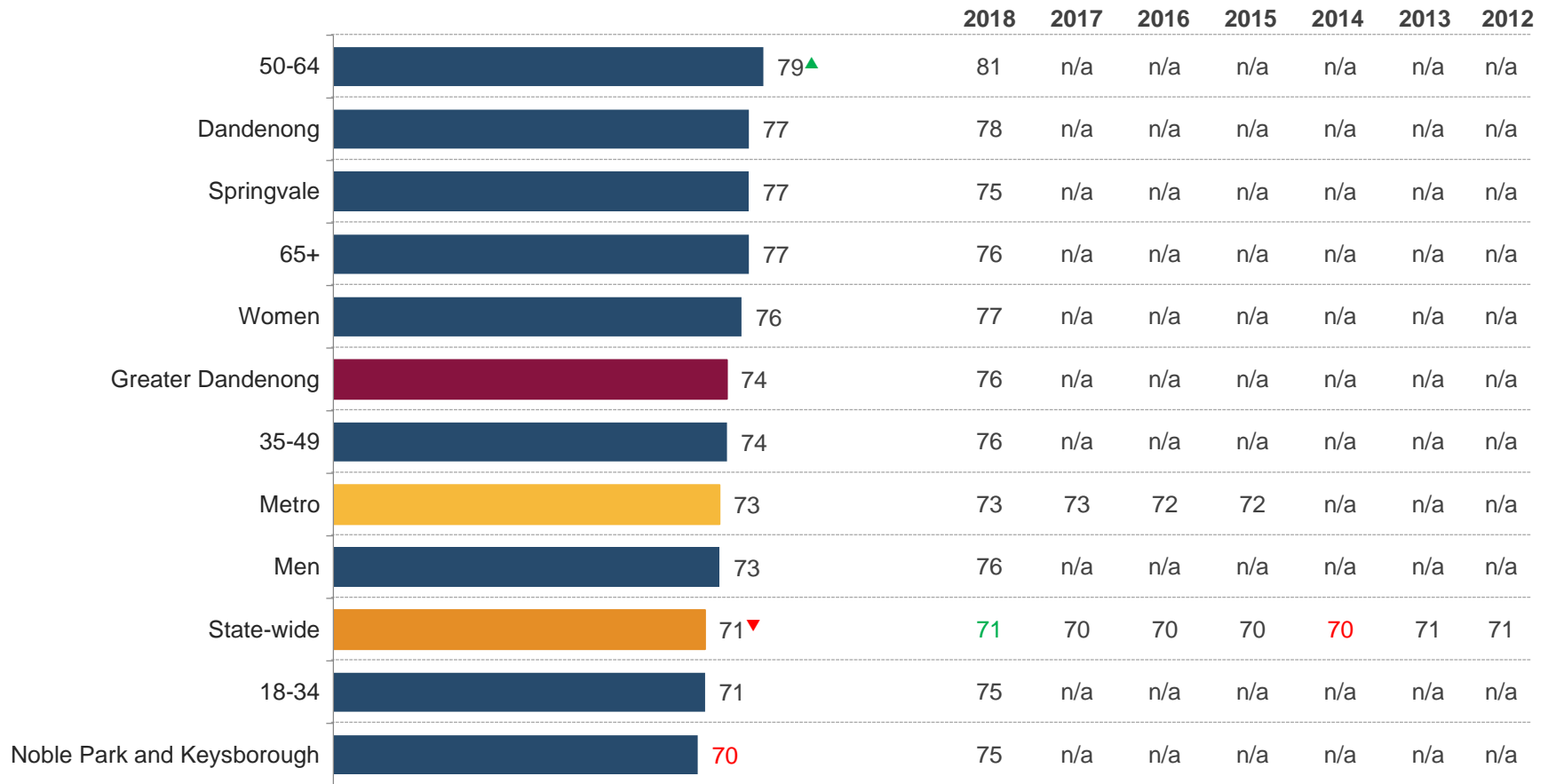
Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 7

Parking facilities importance

2019 Parking importance (index scores)

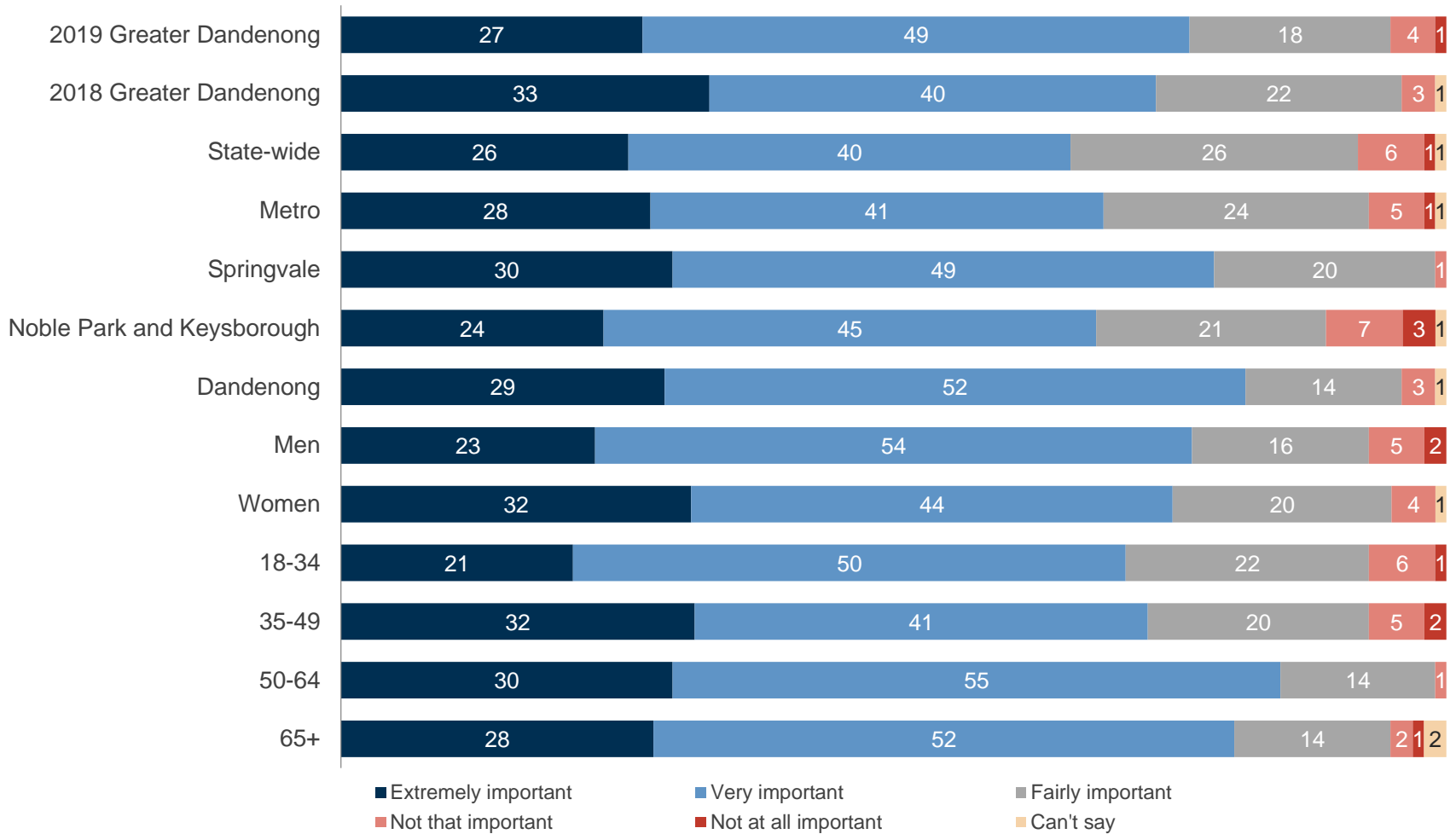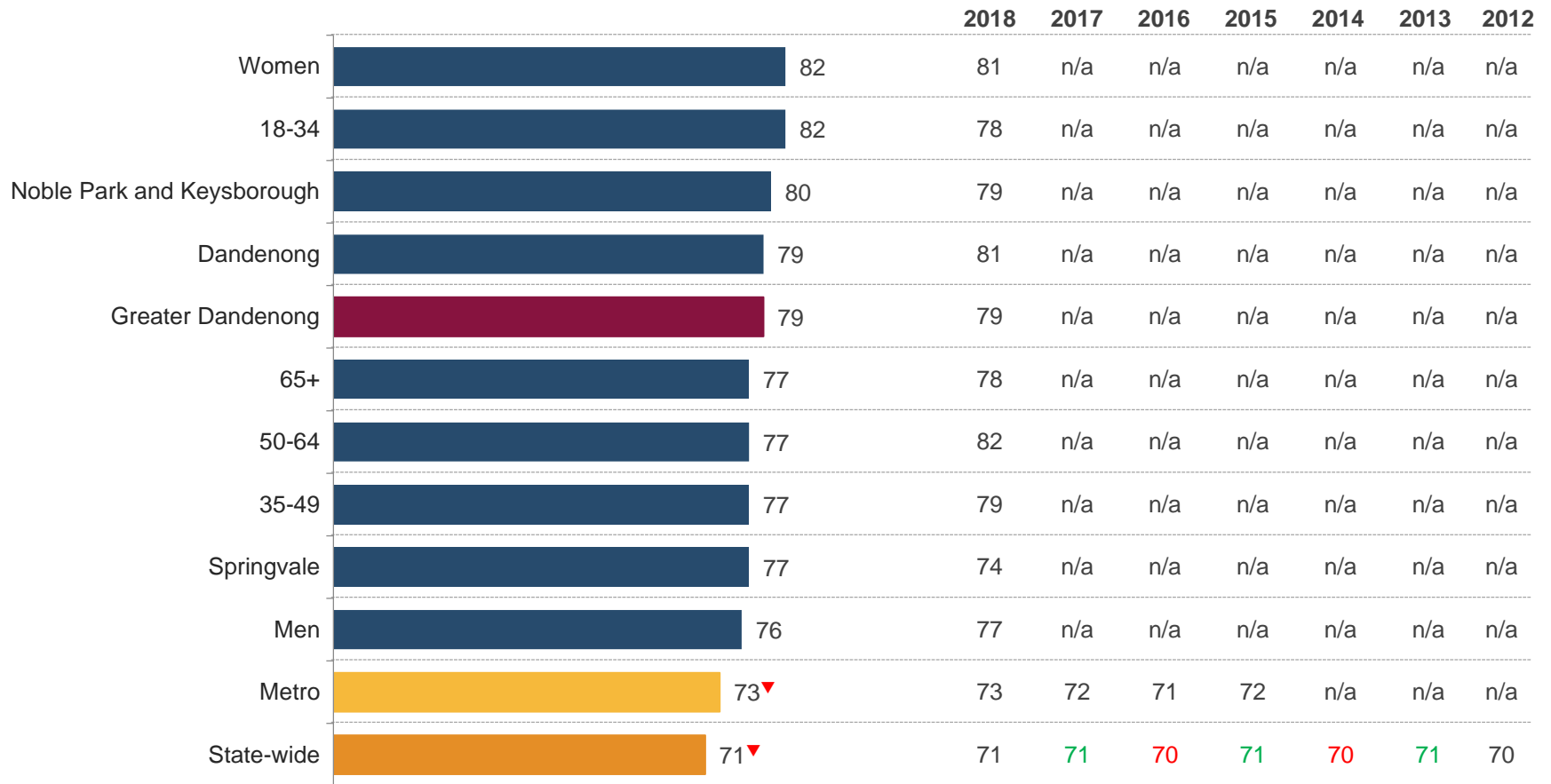|	2019	2018	2017	2016	2015	2014	2013	2012
50-64	79 ▲	81	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	77	78	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	77	75	n/a	n/a	n/a	n/a	n/a	n/a
65+	77	76	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	77	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	74	76	n/a	n/a	n/a	n/a	n/a	n/a
35-49	74	76	n/a	n/a	n/a	n/a	n/a	n/a
Metro	73	73	73	72	72	n/a	n/a	n/a
Men	73	76	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71 ▼	71	70	70	70	70	71	71
18-34	71	75	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	70	75	n/a	n/a	n/a	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: 17 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Parking facilities importance

2019 Parking importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	27	49	18	4	1	
2018 Greater Dandenong	33	40	22	3		1
State-wide	26	40	26	6	1	1
Metro	28	41	24	5	1	1
Springvale	30	49	20			1
Noble Park and Keysborough	24	45	21	7	3	1
Dandenong	29	52	14	3		1
Men	23	54	16	5	2	
Women	32	44	20	4		1
18-34	21	50	22	6	1	
35-49	32	41	20	5	2	
50-64	30	55	14			1
65+	28	52	14	2	1	2

■ Extremely important ■ Very important ■ Fairly important

■ Not that important ■ Not at all important ■ Can't say

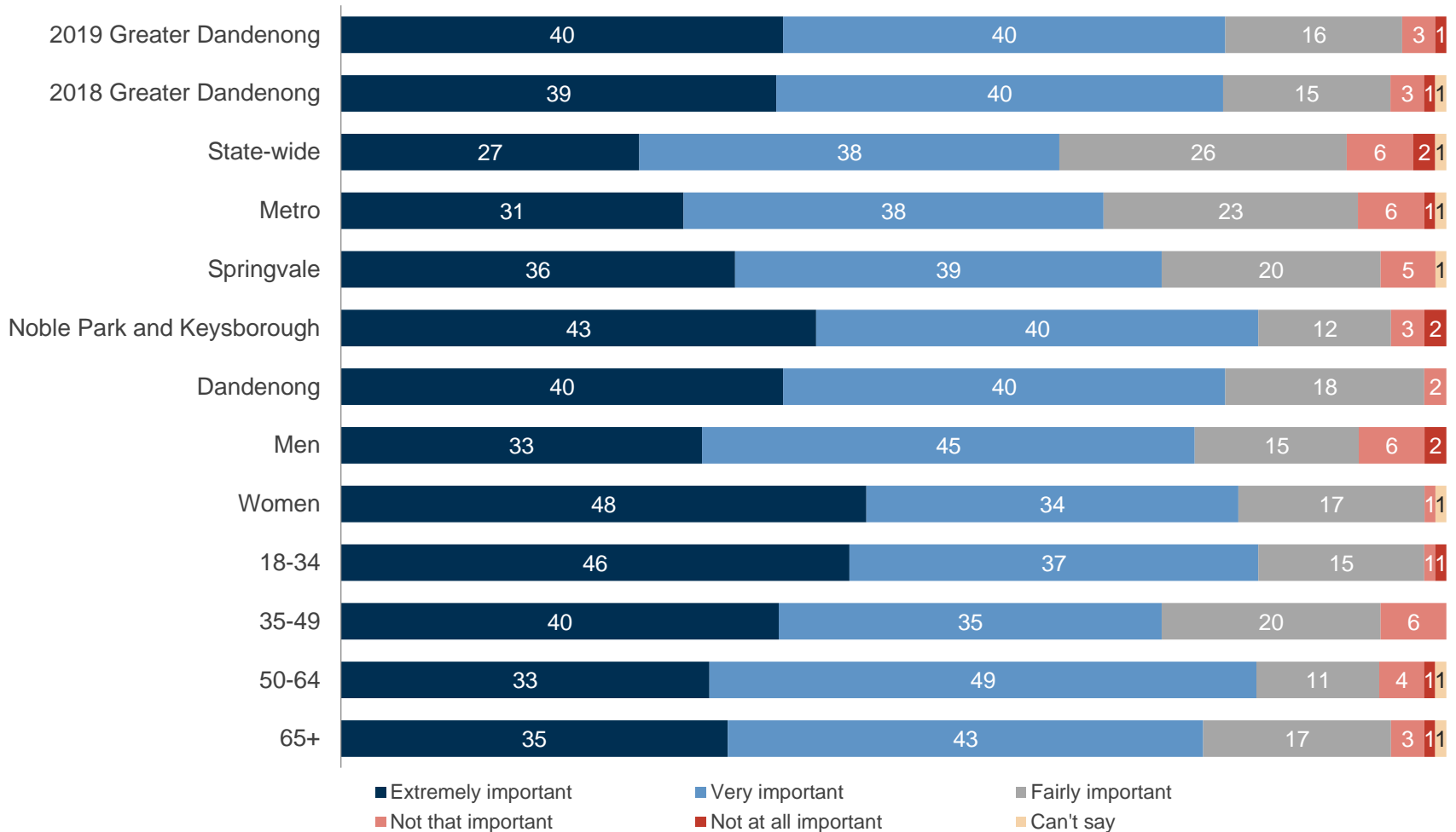*Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?*
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 8

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Enforcement of local laws importance

2019 Law enforcement importance (index scores)

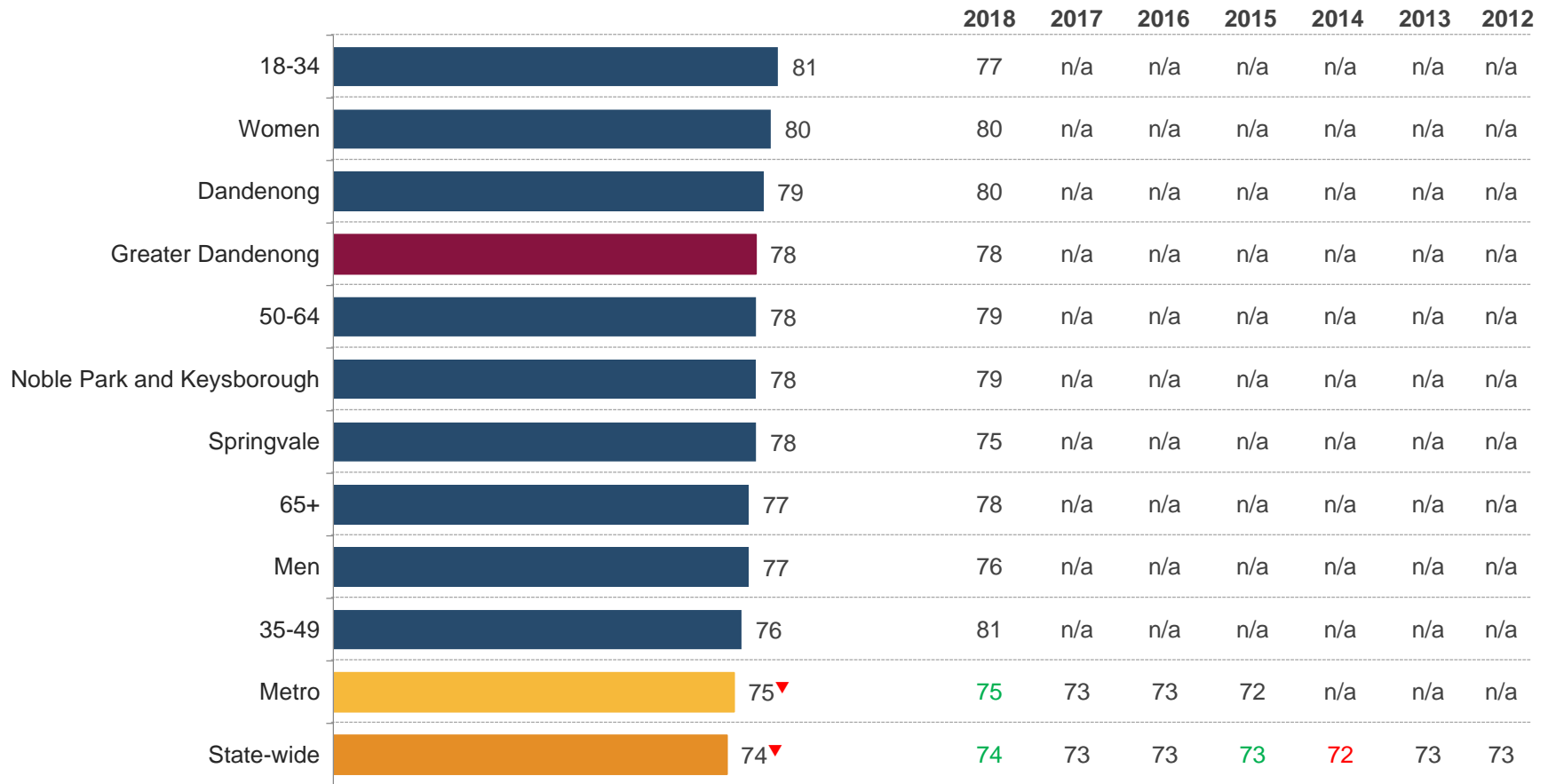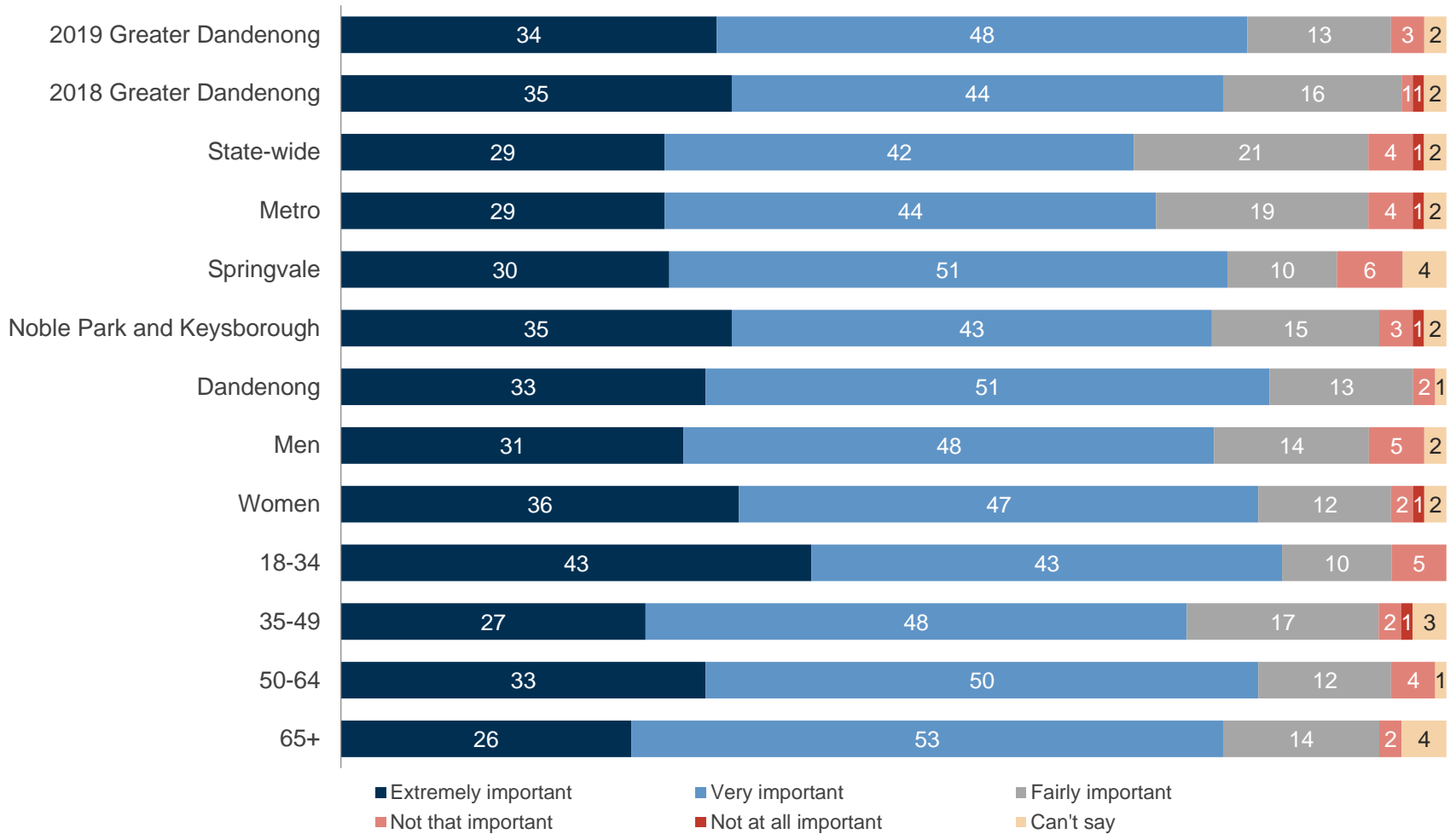|	2019	2018	2017	2016	2015	2014	2013	2012
Women	82	81	n/a	n/a	n/a	n/a	n/a	n/a
18-34	82	78	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	80	79	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	79	81	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	79	79	n/a	n/a	n/a	n/a	n/a	n/a
65+	77	78	n/a	n/a	n/a	n/a	n/a	n/a
50-64	77	82	n/a	n/a	n/a	n/a	n/a	n/a
35-49	77	79	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	77	74	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	77	n/a	n/a	n/a	n/a	n/a	n/a
Metro	73 ▼	73	72	71	72	n/a	n/a	n/a
State-wide	71 ▼	71	71	70	71	70	71	70

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws importance

2019 Law enforcement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	40	40	16	3	1	
2018 Greater Dandenong	39	40	15	3	1	1
State-wide	27	38	26	6	2	1
Metro	31	38	23	6	1	1
Springvale	36	39	20	5		1
Noble Park and Keysborough	43	40	12	3	2	
Dandenong	40	40	18		2	
Men	33	45	15	6	2	
Women	48	34	17		1	1
18-34	46	37	15		1	1
35-49	40	35	20	6		
50-64	33	49	11	4	1	1
65+	35	43	17	3	1	1

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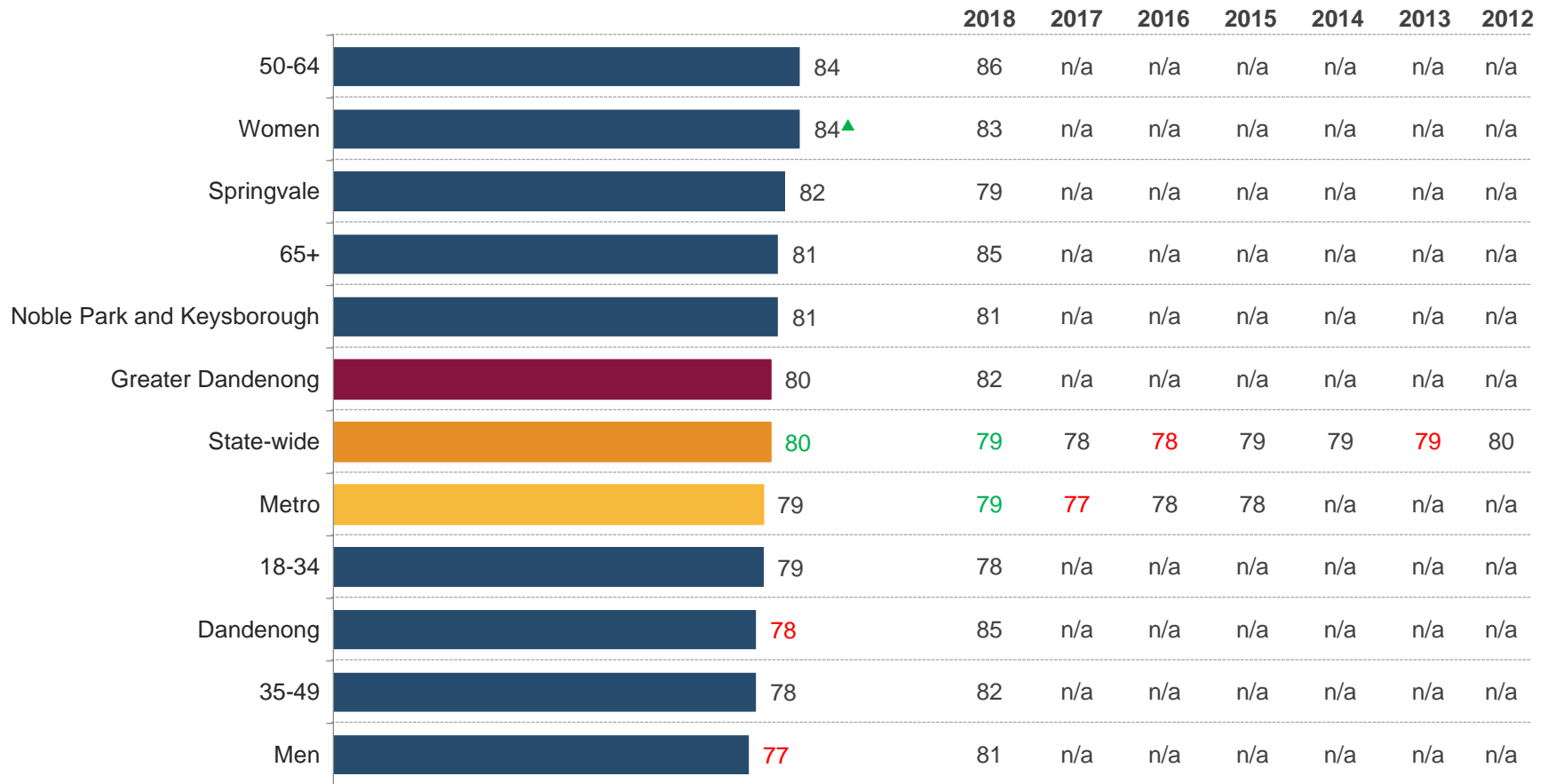- ■ Not that important
- ■ Not at all important
- ■ Can't say

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 8

Family support services importance

2019 Family support importance (index scores)

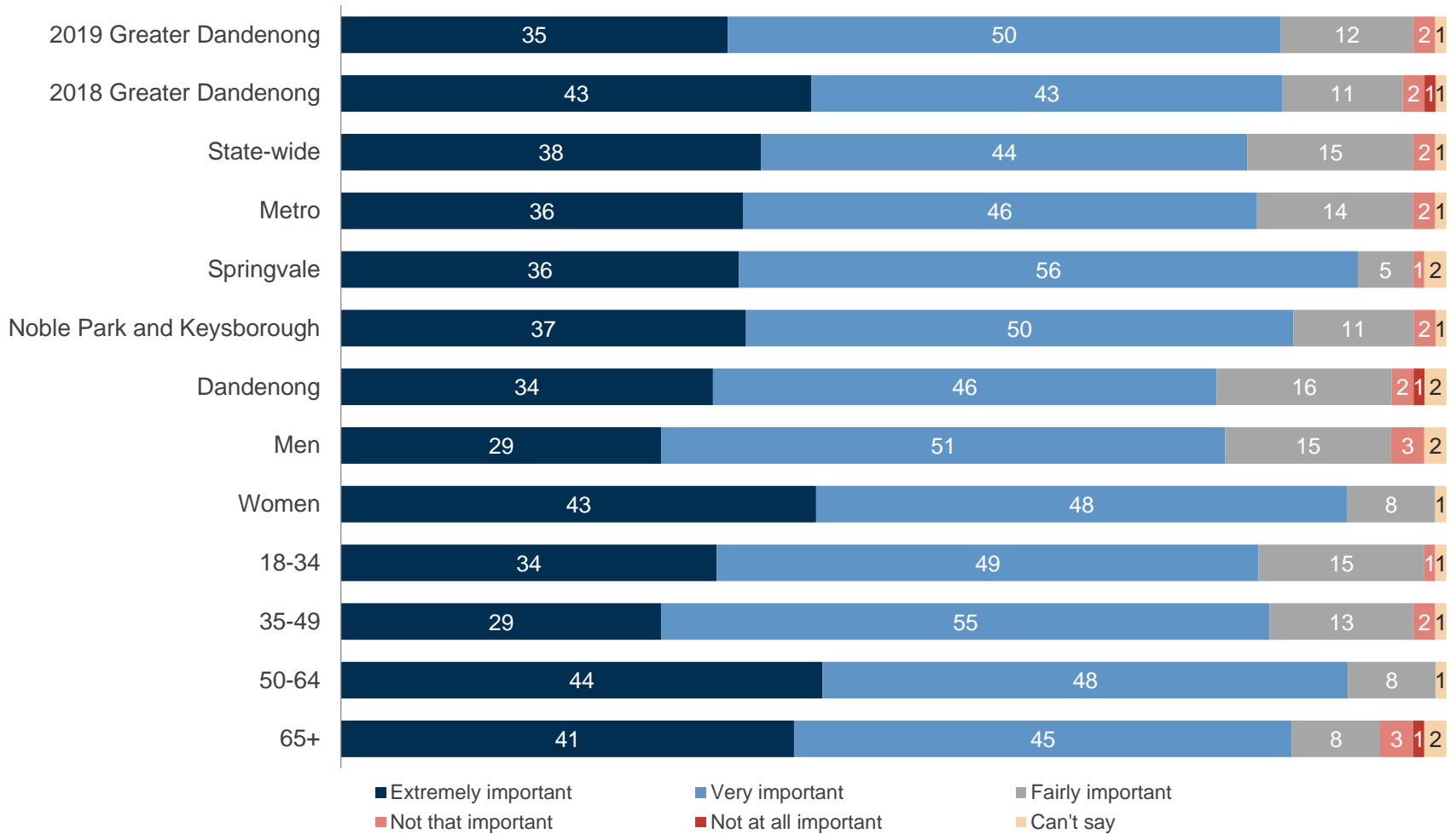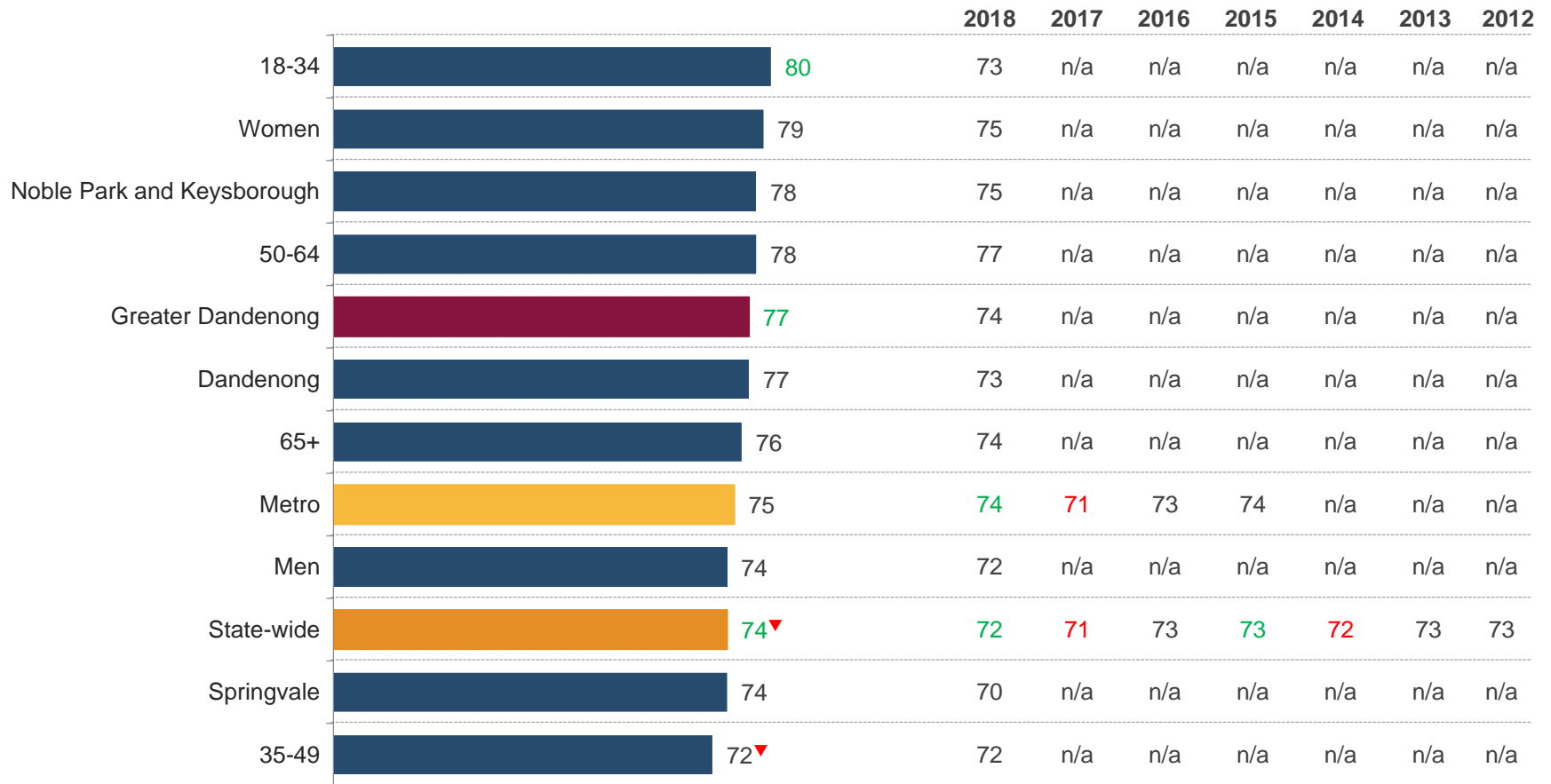|	2019	2018	2017	2016	2015	2014	2013	2012
18-34	81	77	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	80	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	79	80	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	78	78	n/a	n/a	n/a	n/a	n/a	n/a
50-64	78	79	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	78	79	n/a	n/a	n/a	n/a	n/a	n/a
Springvale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

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Family support services importance

2019 Family support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	34	48	13	3		2
2018 Greater Dandenong	35	44	16	1	1	2
State-wide	29	42	21	4	1	2
Metro	29	44	19	4	1	2
Springvale	30	51	10	6		4
Noble Park and Keysborough	35	43	15	3	1	2
Dandenong	33	51	13		2	1
Men	31	48	14	5		2
Women	36	47	12	2	1	2
18-34	43	43	10	5		
35-49	27	48	17	2	1	3
50-64	33	50	12	4		1
65+	26	53	14	2		4

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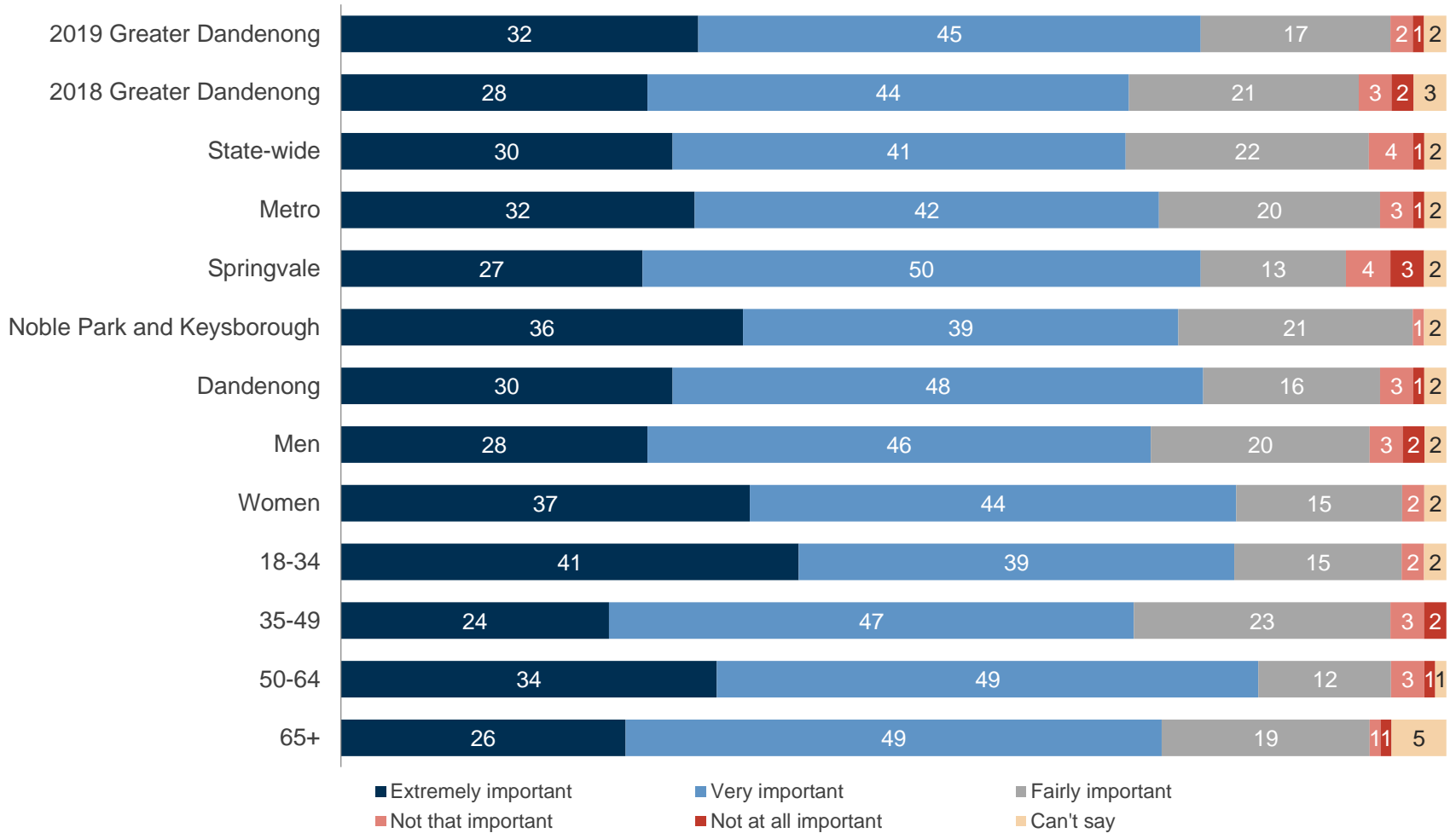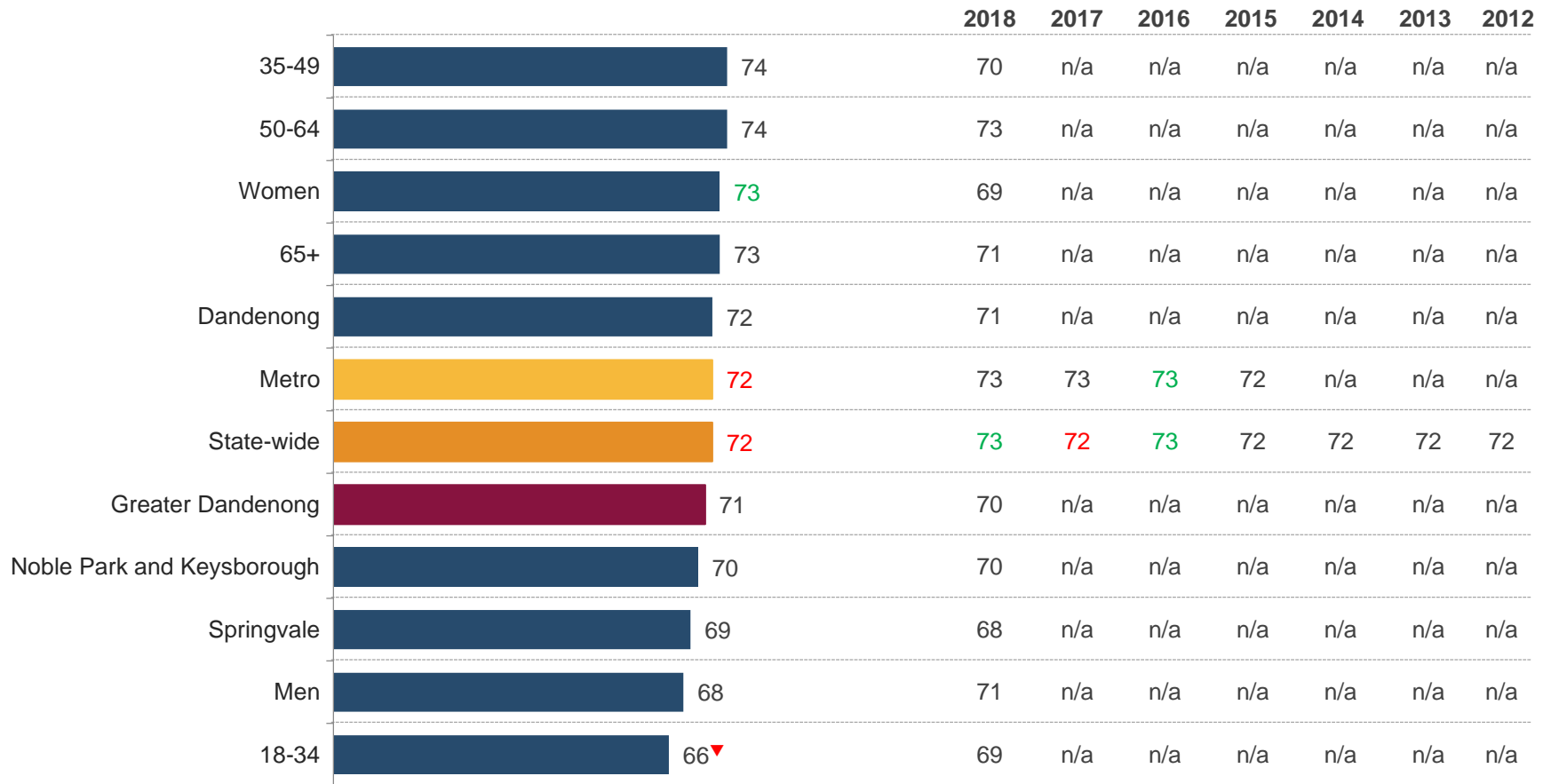■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

Elderly support services importance

2019 Elderly support importance (index scores)

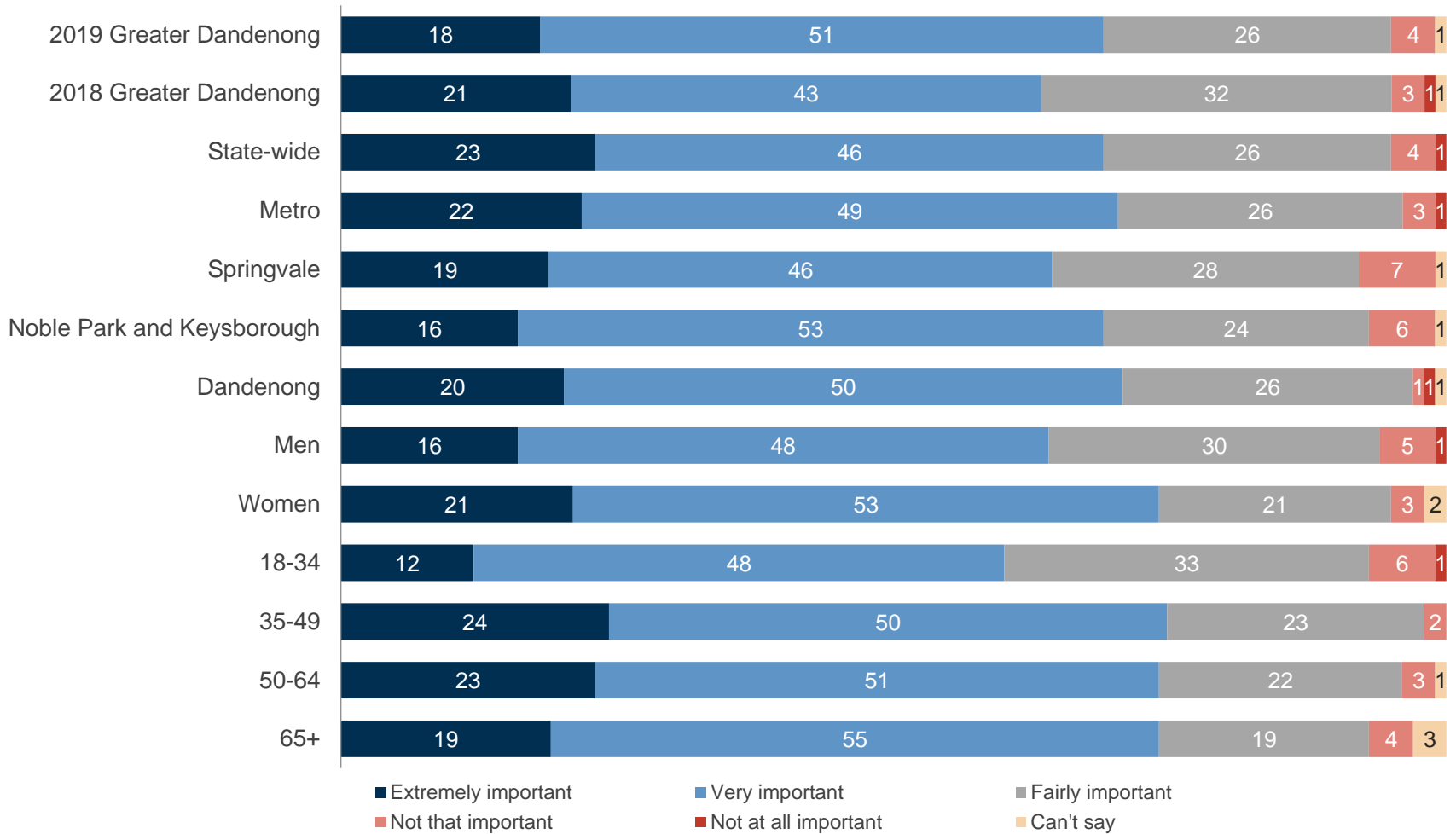|	2019	2018	2017	2016	2015	2014	2013	2012
50-64	84	86	n/a	n/a	n/a	n/a	n/a	n/a
Women	84 ▲	83	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	82	79	n/a	n/a	n/a	n/a	n/a	n/a
65+	81	85	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	81	81	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	80	82	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	80	79	78	78	79	79	79	80
Metro	79	79	77	78	78	n/a	n/a	n/a
18-34	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	78	85	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	82	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	81	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Elderly support services importance

2019 Elderly support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	35	50	12	2		1
2018 Greater Dandenong	43	43	11	2	1	1
State-wide	38	44	15	2		1
Metro	36	46	14	2		1
Springvale	36	56	5	1		2
Noble Park and Keysborough	37	50	11	2		1
Dandenong	34	46	16	2	1	2
Men	29	51	15	3		2
Women	43	48	8			1
18-34	34	49	15	1		1
35-49	29	55	13	2		1
50-64	44	48	8			1
65+	41	45	8	3	1	2

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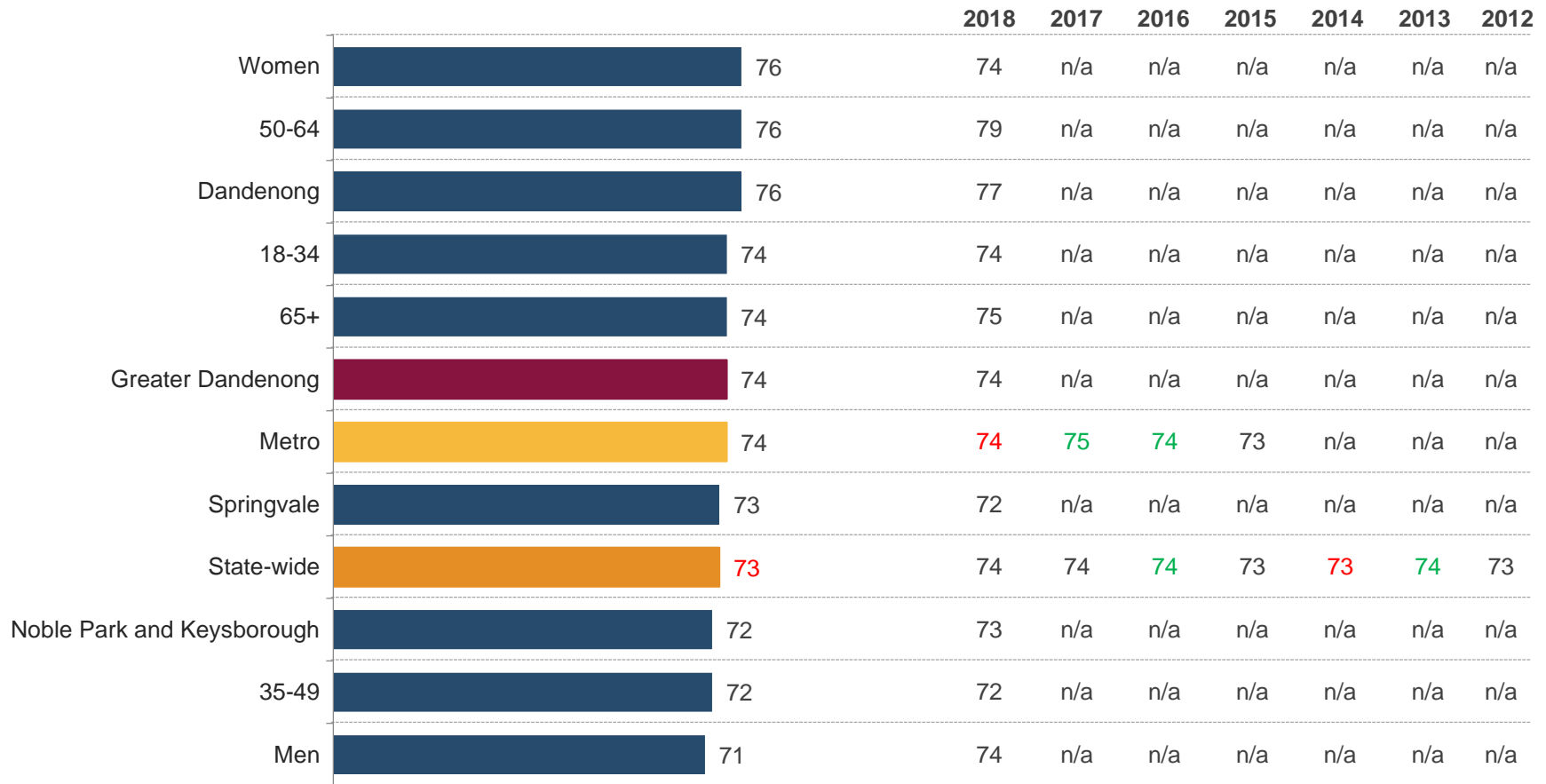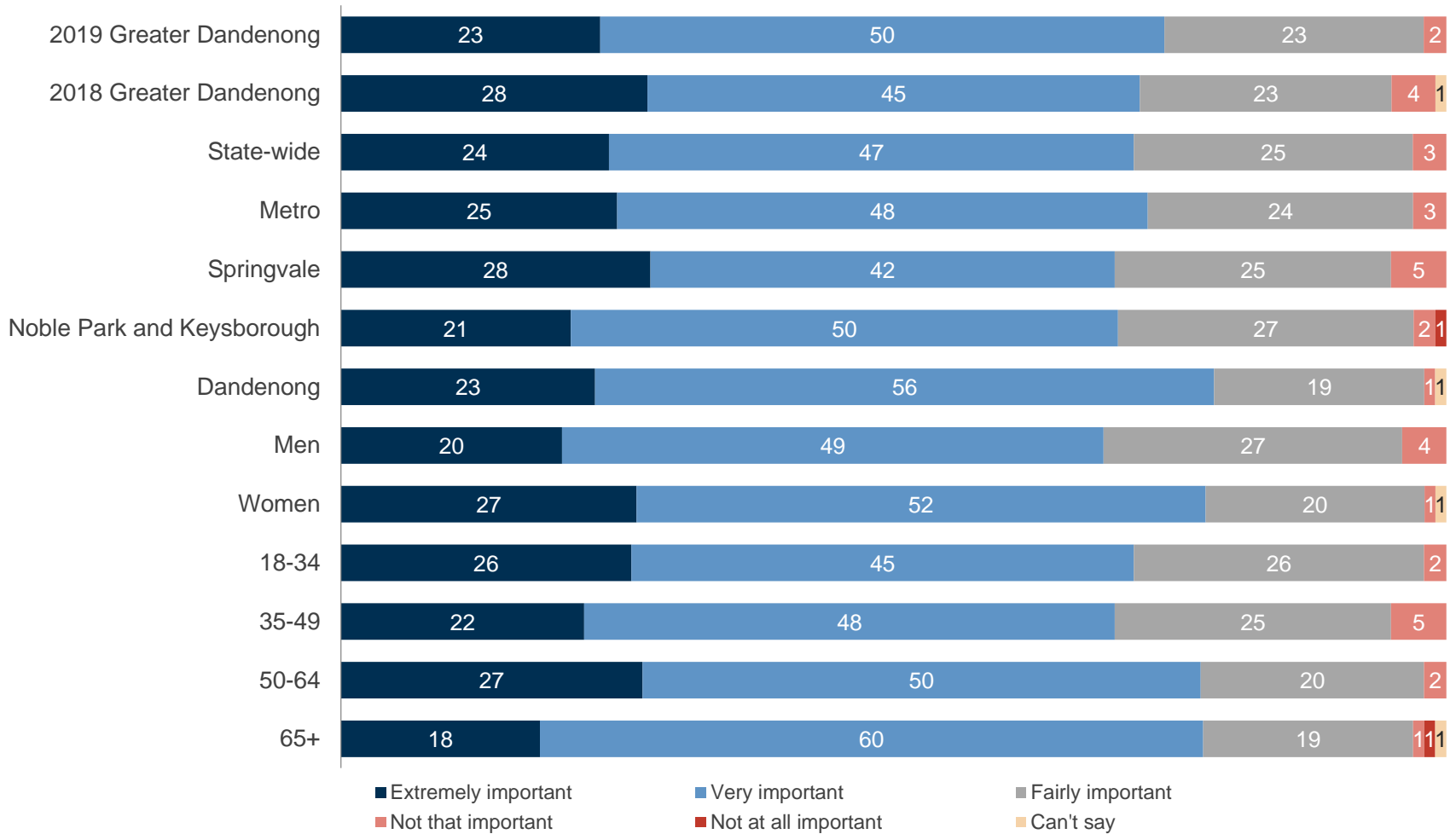■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7

Disadvantaged support services importance

2019 Disadvantaged support importance (index scores)

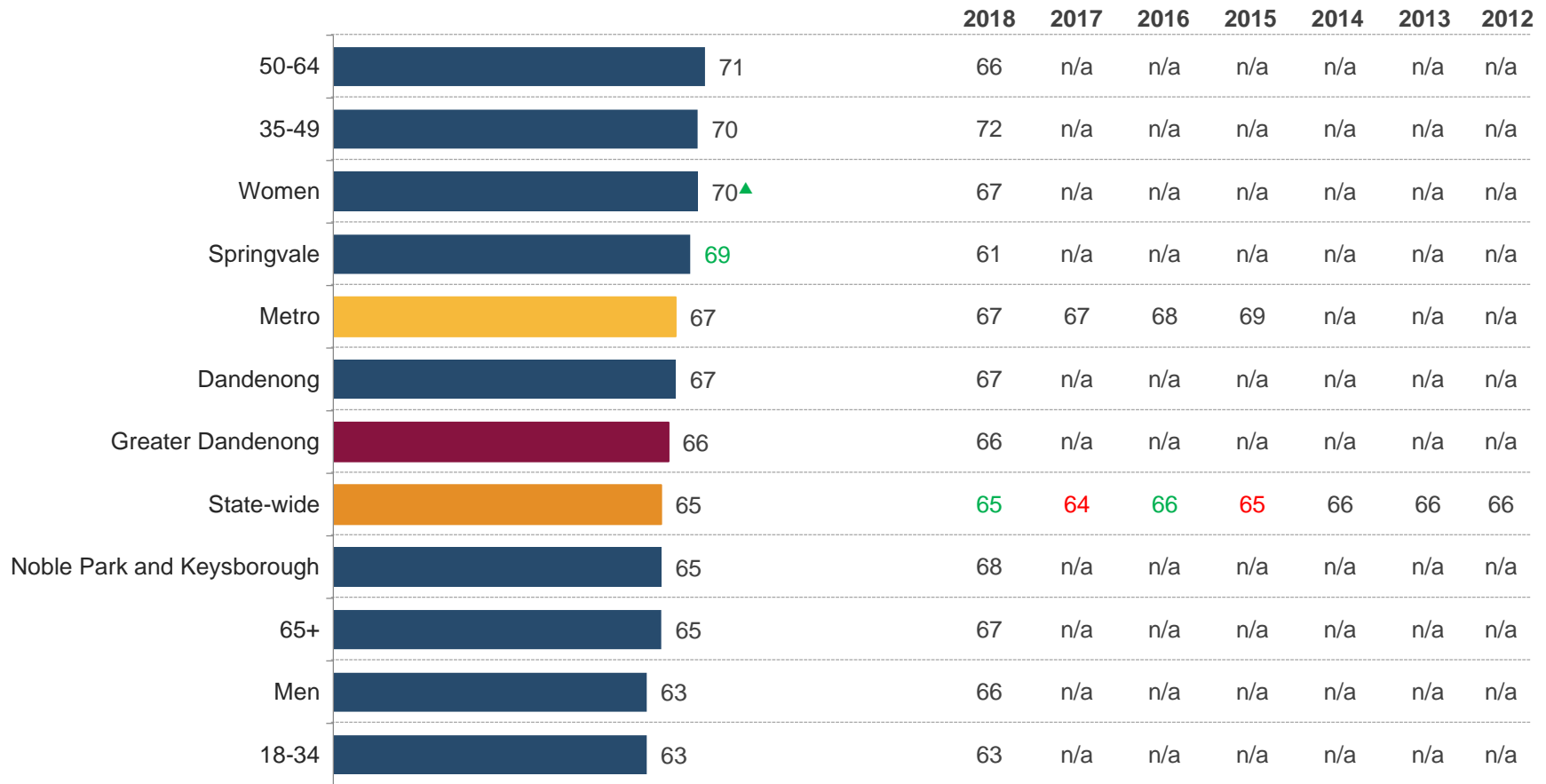|	2019	2018	2017	2016	2015	2014	2013	2012
18-34	80	73	n/a	n/a	n/a	n/a	n/a	n/a
Women	79	75	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	78	75	n/a	n/a	n/a	n/a	n/a	n/a
50-64	78	77	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	77	74	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	77	73	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	74	n/a	n/a	n/a	n/a	n/a	n/a
Metro	75	74	71	73	74	n/a	n/a	n/a
Men	74	72	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74 ▼	72	71	73	73	72	73	73
Springvale	74	70	n/a	n/a	n/a	n/a	n/a	n/a
35-49	72 ▼	72	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 9 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Disadvantaged support services importance

2019 Disadvantaged support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	32	45	17	2	1	2
2018 Greater Dandenong	28	44	21	3	2	3
State-wide	30	41	22	4	1	2
Metro	32	42	20	3	1	2
Springvale	27	50	13	4	3	2
Noble Park and Keysborough	36	39	21		1	2
Dandenong	30	48	16	3	1	2
Men	28	46	20	3	2	2
Women	37	44	15		2	2
18-34	41	39	15		2	2
35-49	24	47	23		3	2
50-64	34	49	12	3	1	1
65+	26	49	19	1	1	5

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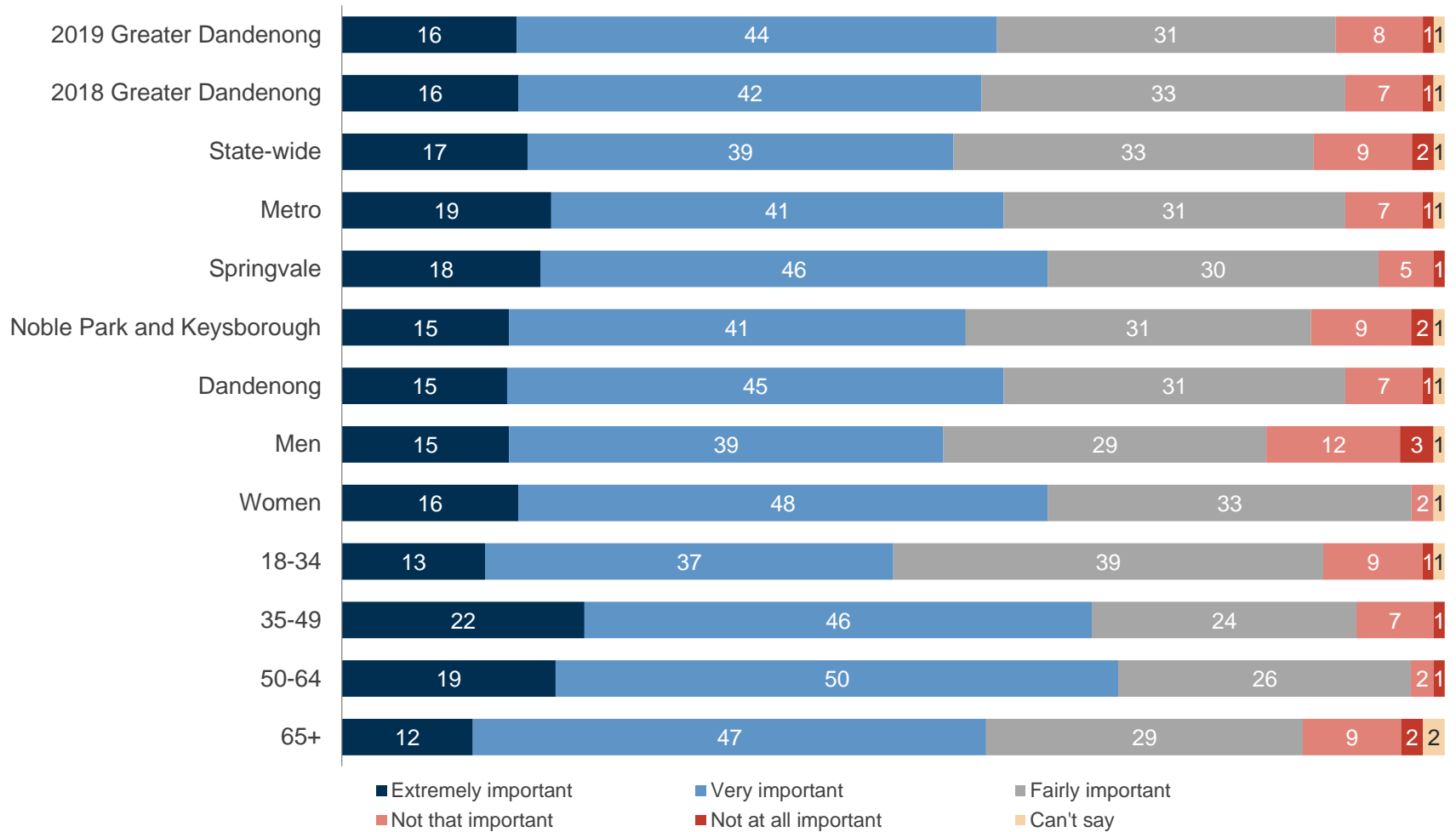■ Not that important　■ Not at all important　■ Can't say

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

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Recreational facilities importance

2019 Recreational facilities importance (index scores)

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

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities importance

2019 Recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	18	51	26	4		1
2018 Greater Dandenong	21	43	32	3	1	1
State-wide	23	46	26	4		1
Metro	22	49	26	3		1
Springvale	19	46	28	7		1
Noble Park and Keysborough	16	53	24	6		1
Dandenong	20	50	26	1	1	1
Men	16	48	30	5		1
Women	21	53	21	3		2
18-34	12	48	33	6		1
35-49	24	50	23			2
50-64	23	51	22	3		1
65+	19	55	19	4		3

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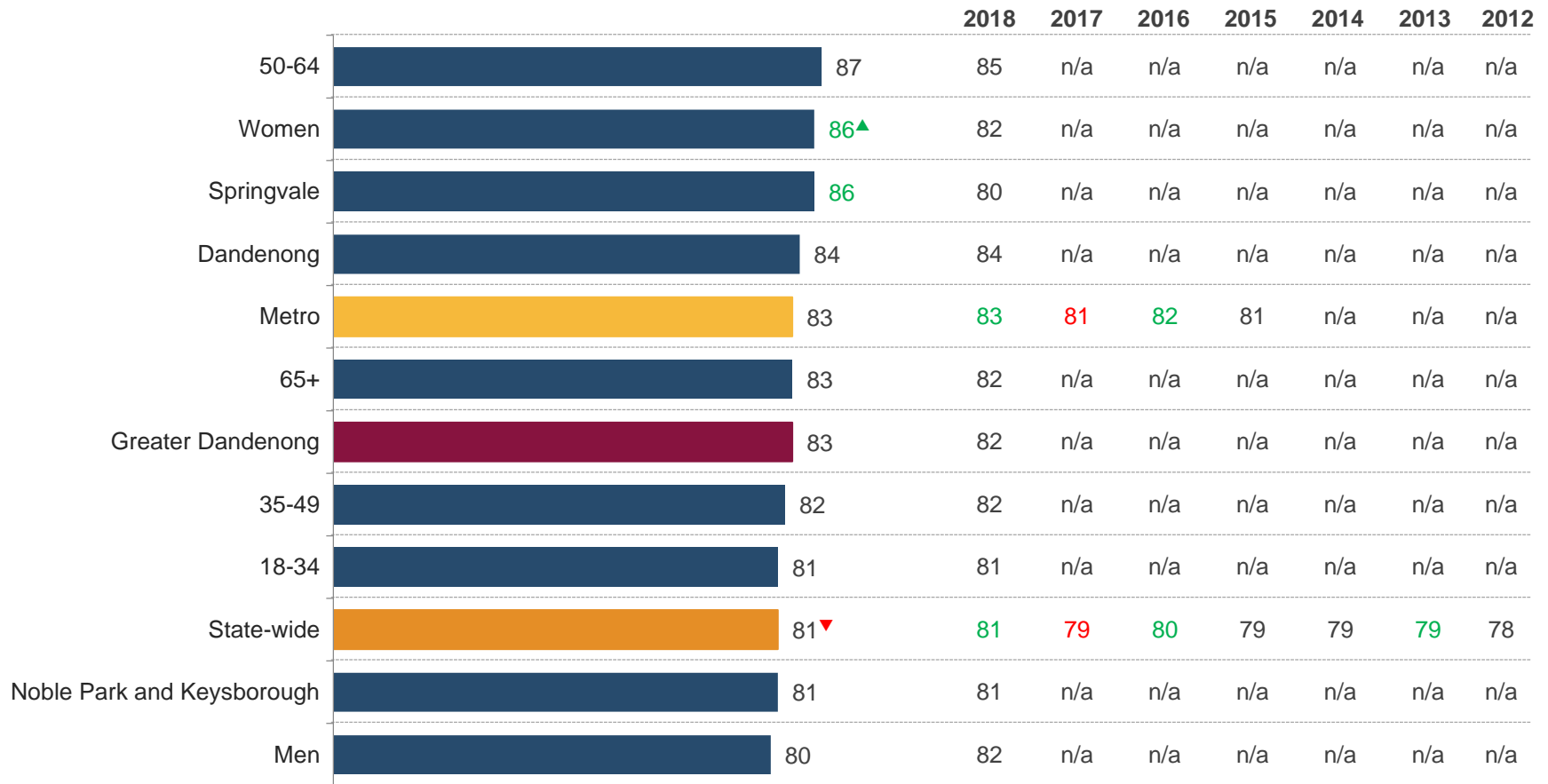■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 10

The appearance of public areas importance

2019 Public areas importance (index scores)

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

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance

2019 Public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	23	50	23	2		
2018 Greater Dandenong	28	45	23	4		1
State-wide	24	47	25	3		
Metro	25	48	24	3		
Springvale	28	42	25	5		
Noble Park and Keysborough	21	50	27	2	1	
Dandenong	23	56	19	1		1
Men	20	49	27	4		
Women	27	52	20	1		1
18-34	26	45	26	2		
35-49	22	48	25	5		
50-64	27	50	20	2		
65+	18	60	19	1	1	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: 28 Councils asked group: 9

Art centres and libraries importance

2019 Art centres and libraries importance (index scores)

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

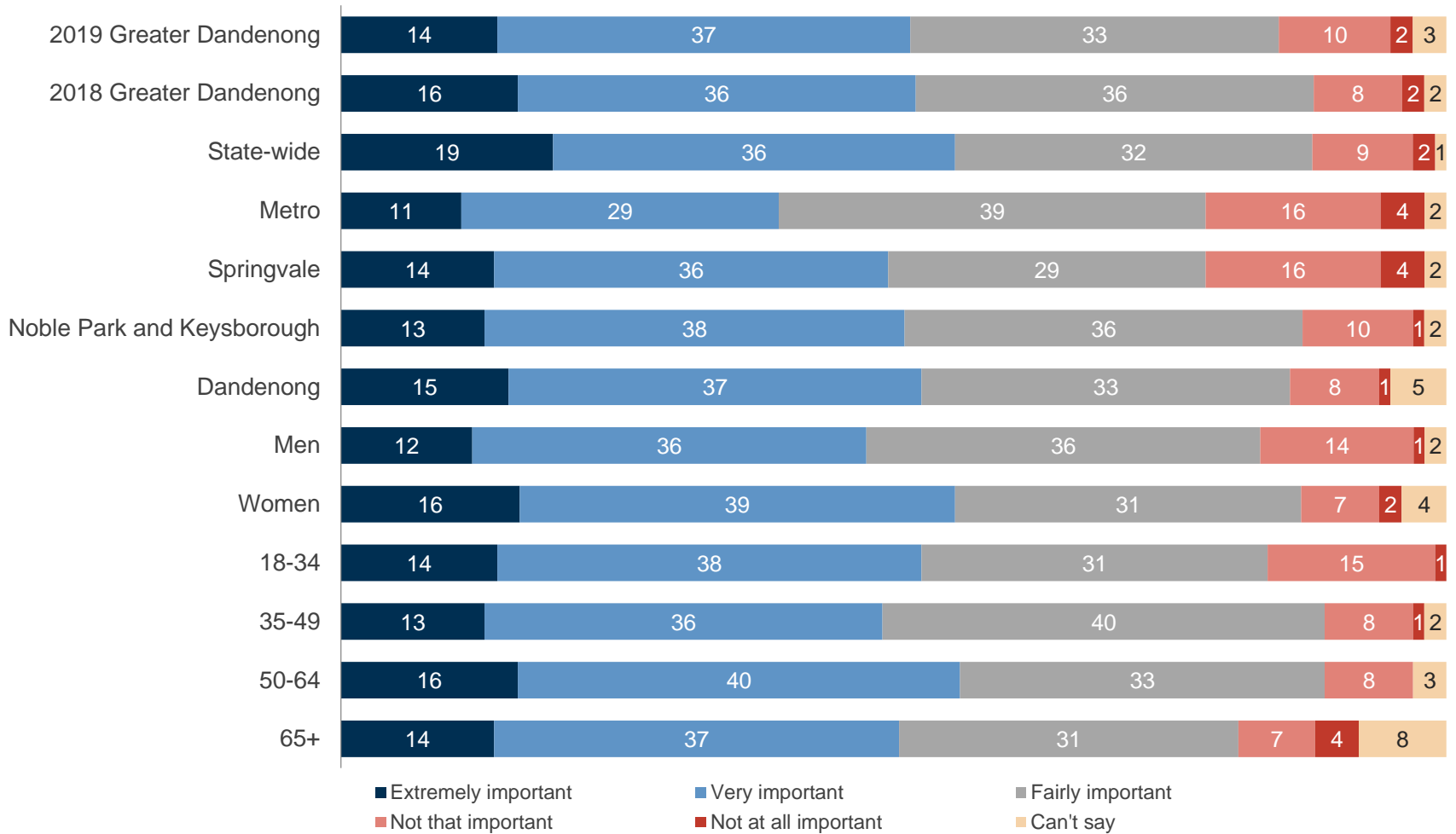*Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?*
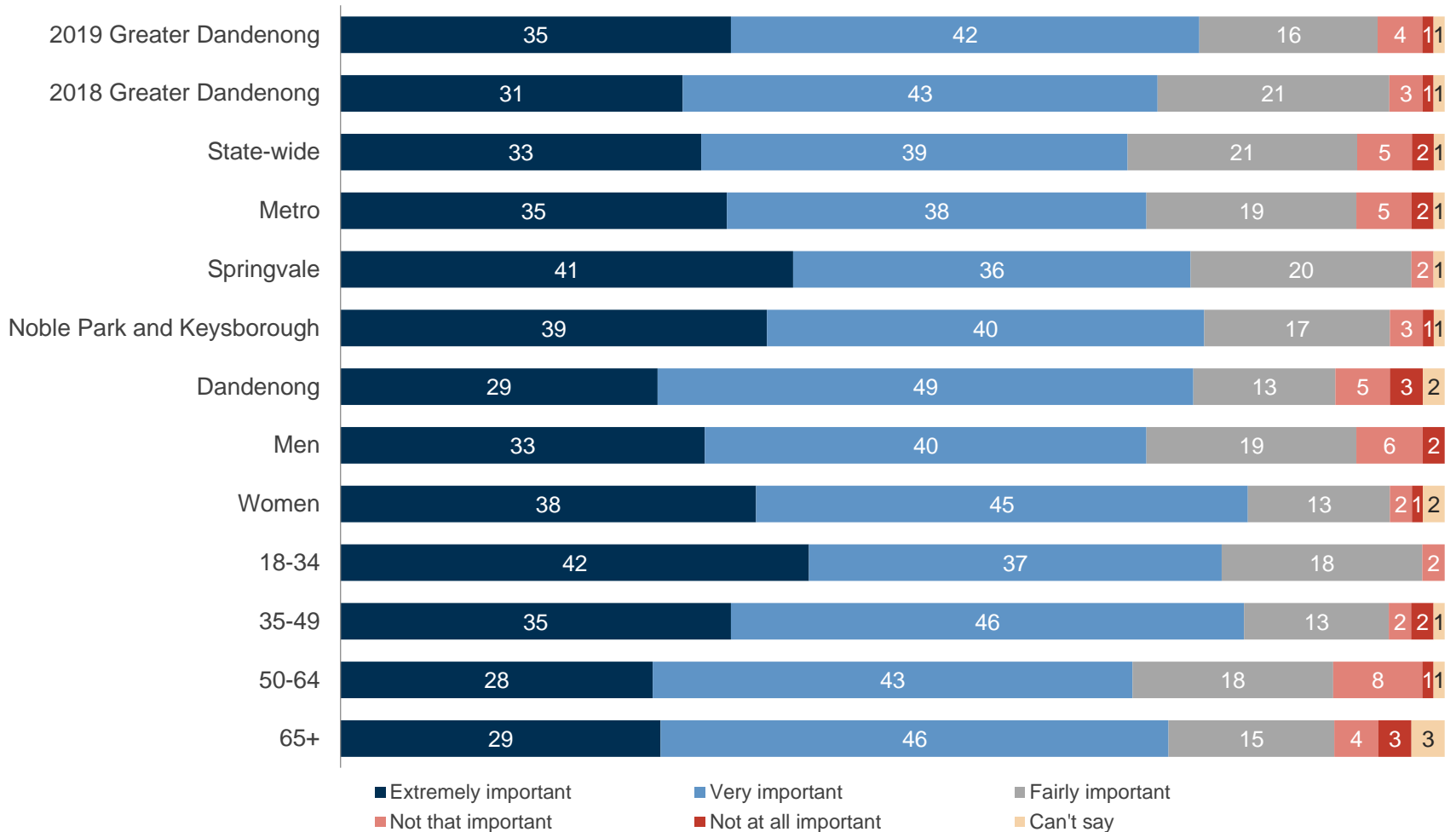*Base: All respondents. Councils asked state-wide: 18 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries importance

2019 Art centres and libraries importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	16	44	31	8	1	1
2018 Greater Dandenong	16	42	33	7	1	1
State-wide	17	39	33	9	2	1
Metro	19	41	31	7	1	1
Springvale	18	46	30	5		1
Noble Park and Keysborough	15	41	31	9	2	1
Dandenong	15	45	31	7	1	1
Men	15	39	29	12	3	1
Women	16	48	33	2		1
18-34	13	37	39	9	1	1
35-49	22	46	24	7		1
50-64	19	50	26	2	2	1
65+	12	47	29	9	2	2

- 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: 18 Councils asked group: 8

Community and cultural activities importance

2019 Community and cultural activities importance (index scores)

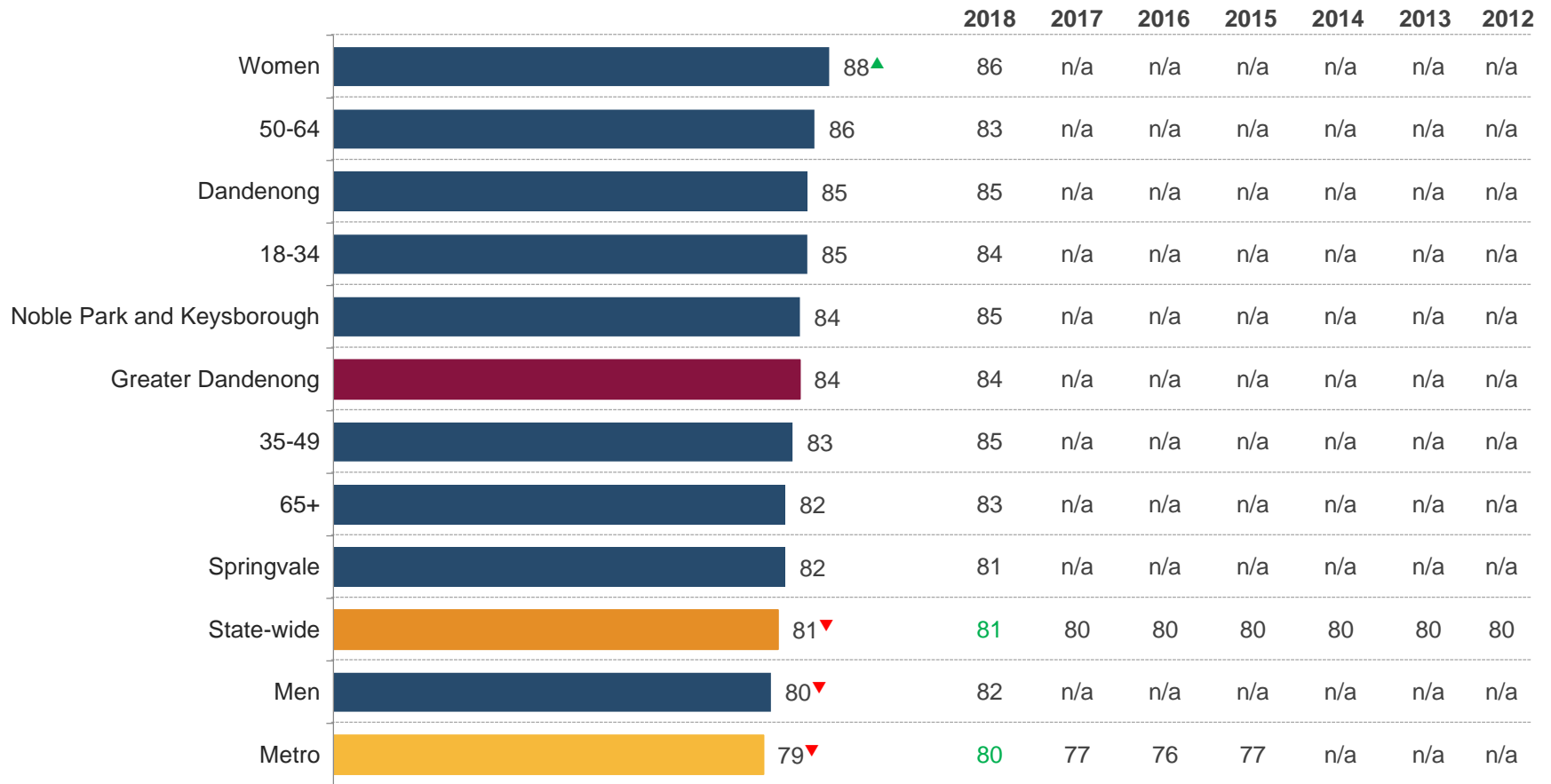|	Score	2018	2017	2016	2015	2014	2013	2012
Women	65	67	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	64	n/a	n/a	n/a	n/a	n/a	n/a
35-49	64	67	n/a	n/a	n/a	n/a	n/a	n/a
50-64	64	64	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	64	63	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	64	66	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	63	64	n/a	n/a	n/a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

Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities importance

2019 Community and cultural activities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	15	37	32	12	2	
2018 Greater Dandenong	17	34	36	10	1	2
State-wide	12	35	40	10	2	1
Metro	11	35	41	10	2	1
Springvale	16	40	30	10	4	
Noble Park and Keysborough	14	36	35	11	3	1
Dandenong	16	37	31	14	1	
Men	12	39	32	12	5	
Women	18	36	33	12	1	
18-34	16	32	34	16	3	
35-49	18	37	32	9	3	
50-64	13	45	27	14	1	
65+	14	43	34	8	1	1
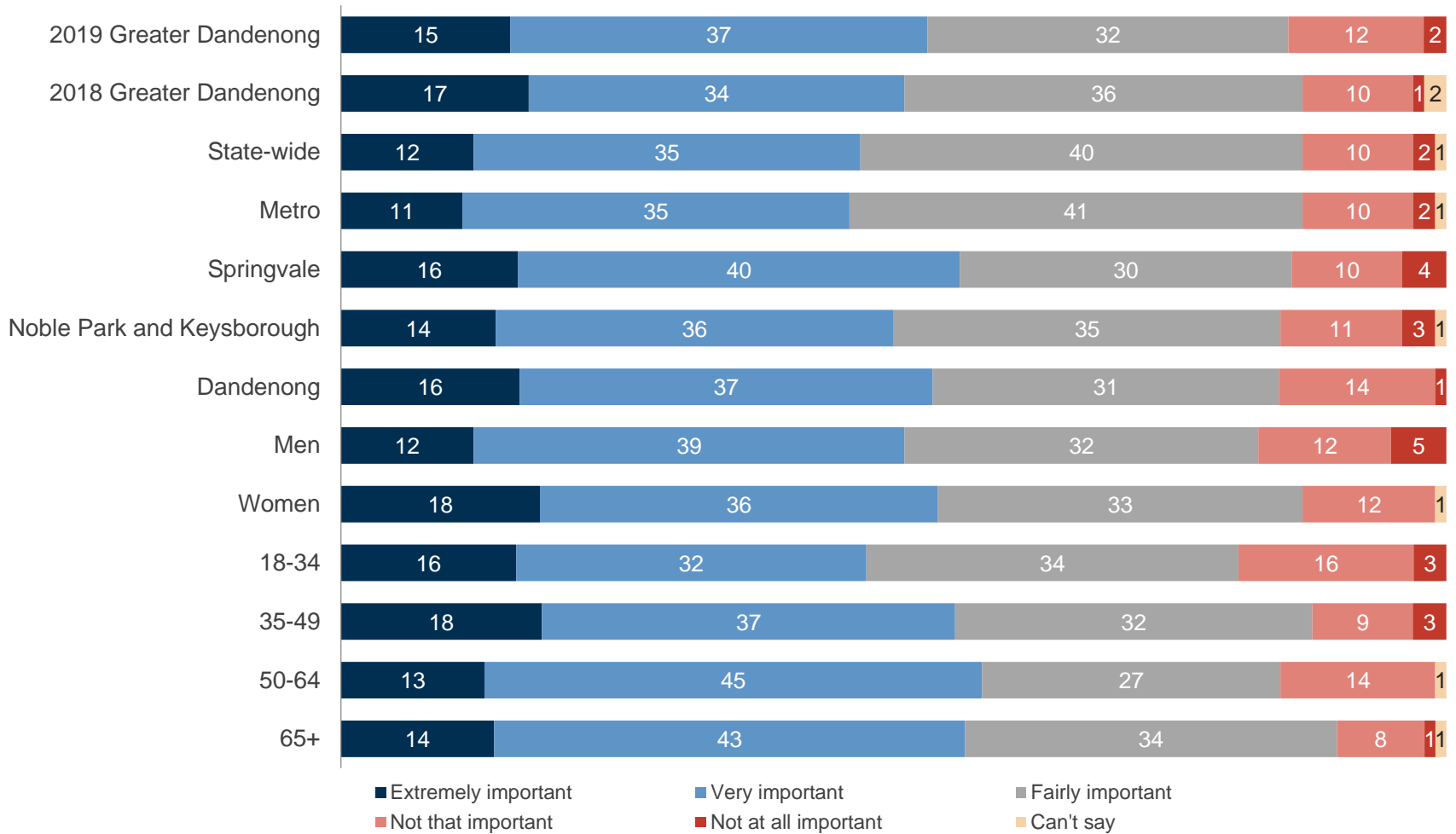
Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 9

Waste management importance

2019 Waste management importance (index scores)

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

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
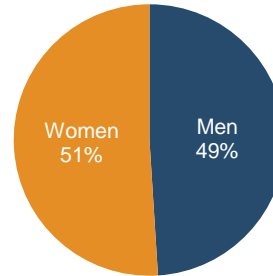*Base: All respondents. Councils asked state-wide: 29 Councils asked group: 10*
Note: Please see Appendix A for explanation of significant differences.

Waste management importance
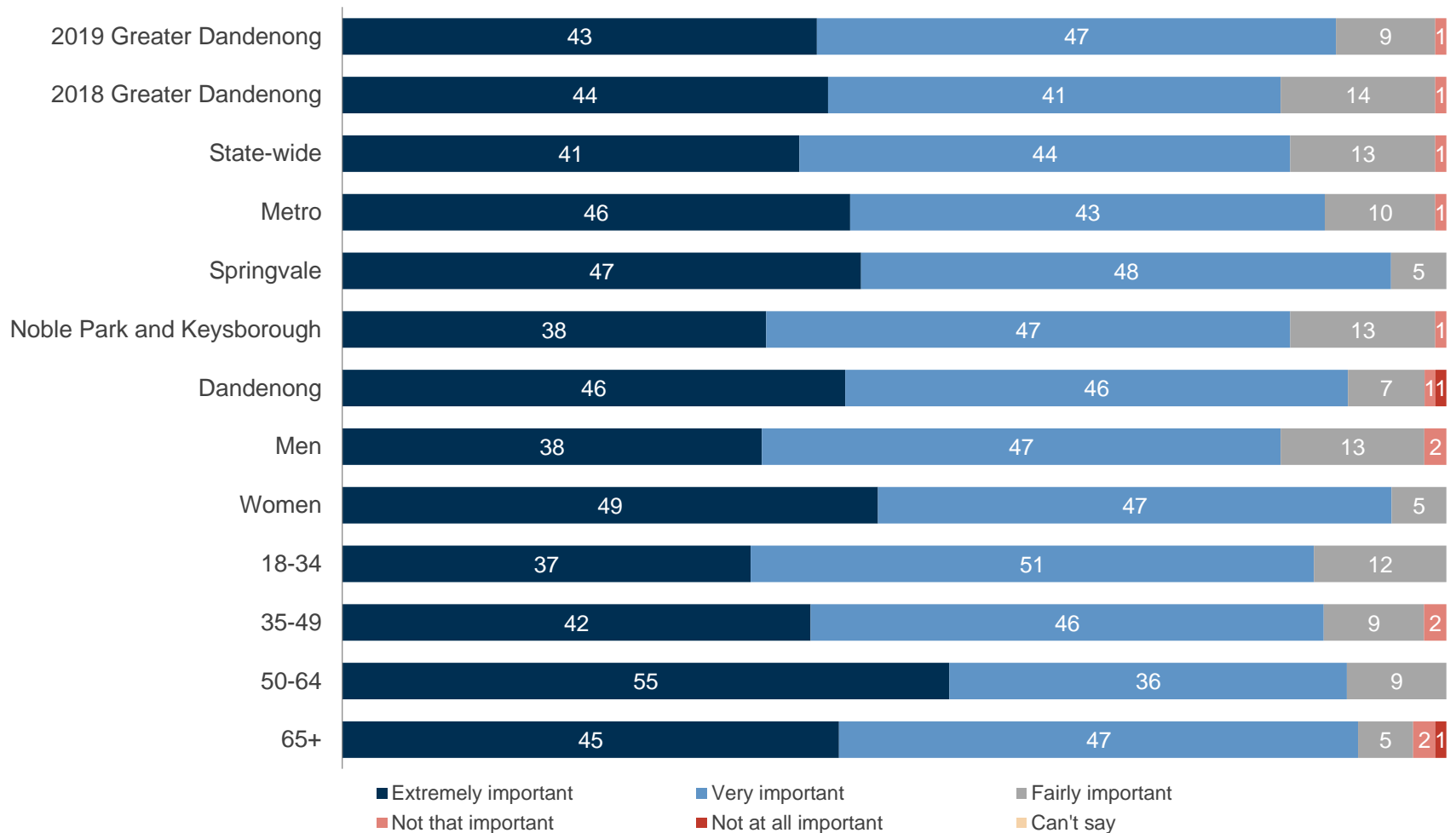
2019 Waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important
2019 Greater Dandenong	43	47	9	1	
2018 Greater Dandenong	44	41	14	1	
State-wide	41	44	13	1	
Metro	46	43	10	1	
Springvale	47	48	5		
Noble Park and Keysborough	38	47	13	1	
Dandenong	46	46	7	1	1
Men	38	47	13	2	
Women	49	47	5		
18-34	37	51	12		
35-49	42	46	9	2	
50-64	55	36	9		
65+	45	47	5	2	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: 29 Councils asked group: 10

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Business and community development and tourism importance

2019 Business/development/tourism importance (index scores)

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

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance

2019 Business/development/tourism importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	14	37	33	10	2	3
2018 Greater Dandenong	16	36	36	8	2	2
State-wide	19	36	32	9	2	1
Metro	11	29	39	16	4	2
Springvale	14	36	29	16	4	2
Noble Park and Keysborough	13	38	36	10	1	2
Dandenong	15	37	33	8	1	5
Men	12	36	36	14	1	2
Women	16	39	31	7	2	4
18-34	14	38	31	15		1
35-49	13	36	40	8	1	2
50-64	16	40	33	8		3
65+	14	37	31	7	4	8

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

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

Environmental sustainability importance

2019 Environmental sustainability importance (index scores)
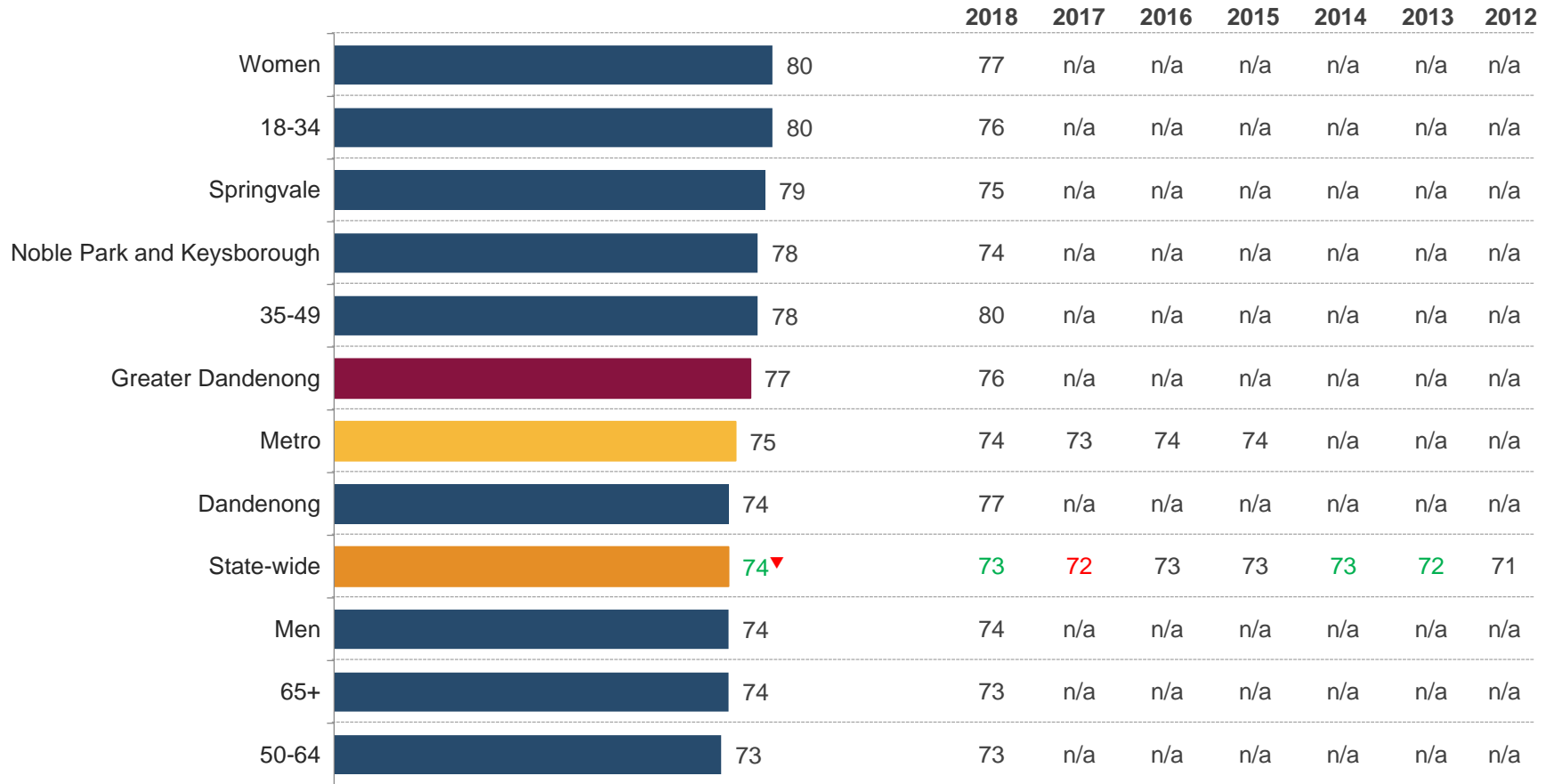
	2019	2018	2017	2016	2015	2014	2013	2012
Women	80	77	n/a	n/a	n/a	n/a	n/a	n/a
18-34	80	76	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	79	75	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	78	74	n/a	n/a	n/a	n/a	n/a	n/a
35-49	78	80	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	77	76	n/a	n/a	n/a	n/a	n/a	n/a
Metro	75	74	73	74	74	n/a	n/a	n/a
Dandenong	74	77	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74 ▼	73	72	73	73	73	72	71
Men	74	74	n/a	n/a	n/a	n/a	n/a	n/a
65+	74	73	n/a	n/a	n/a	n/a	n/a	n/a
50-64	73	73	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability importance

2019 Environmental sustainability importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	35	42	16	4	1	1
2018 Greater Dandenong	31	43	21	3	1	1
State-wide	33	39	21	5	2	1
Metro	35	38	19	5	2	1
Springvale	41	36	20		2	1
Noble Park and Keysborough	39	40	17	3	1	1
Dandenong	29	49	13	5	3	2
Men	33	40	19	6		2
Women	38	45	13	2	1	2
18-34	42	37	18			2
35-49	35	46	13	2	2	1
50-64	28	43	18	8	1	1
65+	29	46	15	4	3	3

■ 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: 9

Emergency and disaster management importance

2019 Emergency and disaster management importance (index scores)

	2018	2017	2016	2015	2014	2013	2012
Women	88 ▲ / 86	n/a	n/a	n/a	n/a	n/a	n/a
50-64	86 / 83	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	85 / 85	n/a	n/a	n/a	n/a	n/a	n/a
18-34	85 / 84	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	84 / 85	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	84 / 84	n/a	n/a	n/a	n/a	n/a	n/a
35-49	83 / 85	n/a	n/a	n/a	n/a	n/a	n/a
65+	82 / 83	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	82 / 81	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81 ▼ / 81	80	80	80	80	80	80
Men	80 ▼ / 82	n/a	n/a	n/a	n/a	n/a	n/a
Metro	79 ▼ / 80	77	76	77	n/a	n/a	n/a

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management importance

2019 Emergency and disaster management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2019 Greater Dandenong	51	35	9	3		2
2018 Greater Dandenong	51	34	10	3		2
State-wide	47	35	13	3	1	1
Metro	43	36	15	4	1	2
Springvale	45	36	11	4		3
Noble Park and Keysborough	52	34	11	2		1
Dandenong	52	35	7	2	1	3
Men	44	38	13	4	1	1
Women	58	32	6	1		3
18-34	53	34	9	2		1
35-49	50	33	13	2		1
50-64	56	32	7	3		2
65+	44	39	7	3	2	5

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

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5

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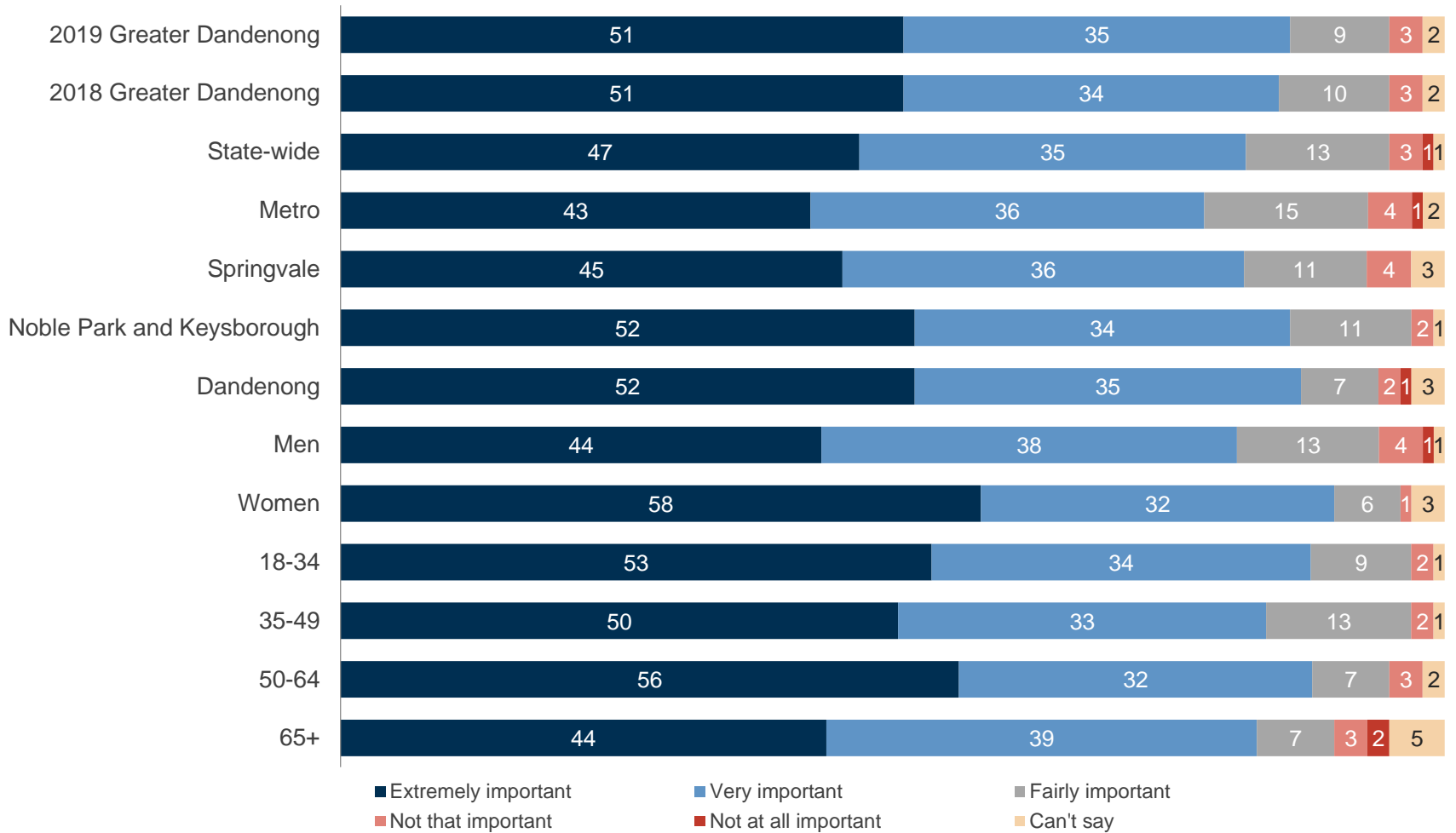
Detailed demographics

Gender and age profile

2019 gender

Greater Dandenong

Women 49%
Men 51%

Metro

Women 51%
Men 49%

State-wide

Women 51%
Men 49%
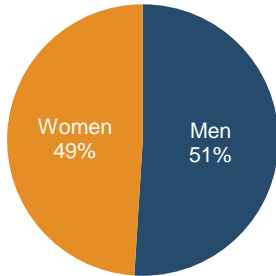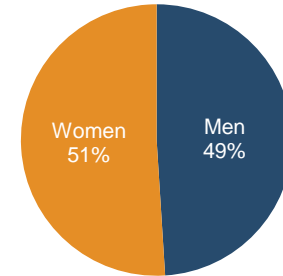
2019 age

Greater Dandenong

10%
27%
25%
14%
24%

Metro

10%
25%
25%
16%
24%

State-wide

8%
18%
23%
21%
30%
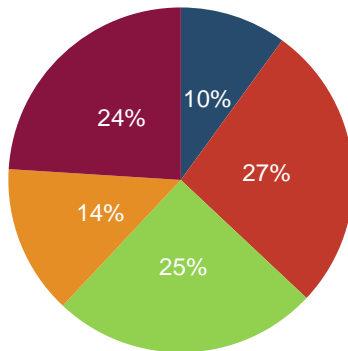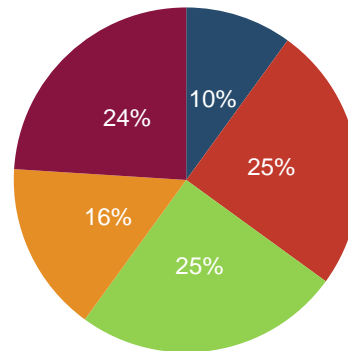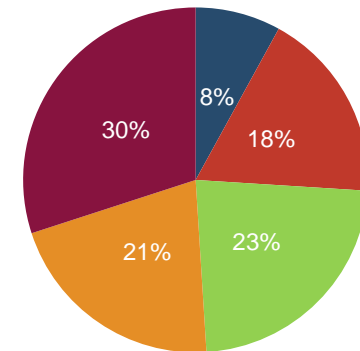
■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+   ■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 14
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report.
Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

Languages spoken at home

2019 languages spoken at home (%)

English only 53%	Languages other than English 47%

Language	%
CHINESE	4
HINDI	3
ITALIAN	3
VIETNAMESE	3
ARABIC	2
GREEK	2
CROATIAN	1
FRENCH	1
RUSSIAN	1
SPANISH	1
DUTCH	<1
GERMAN	<1
HUNGARIAN	<1
JAPANESE	<1
KOREAN	<1
OTHER	25
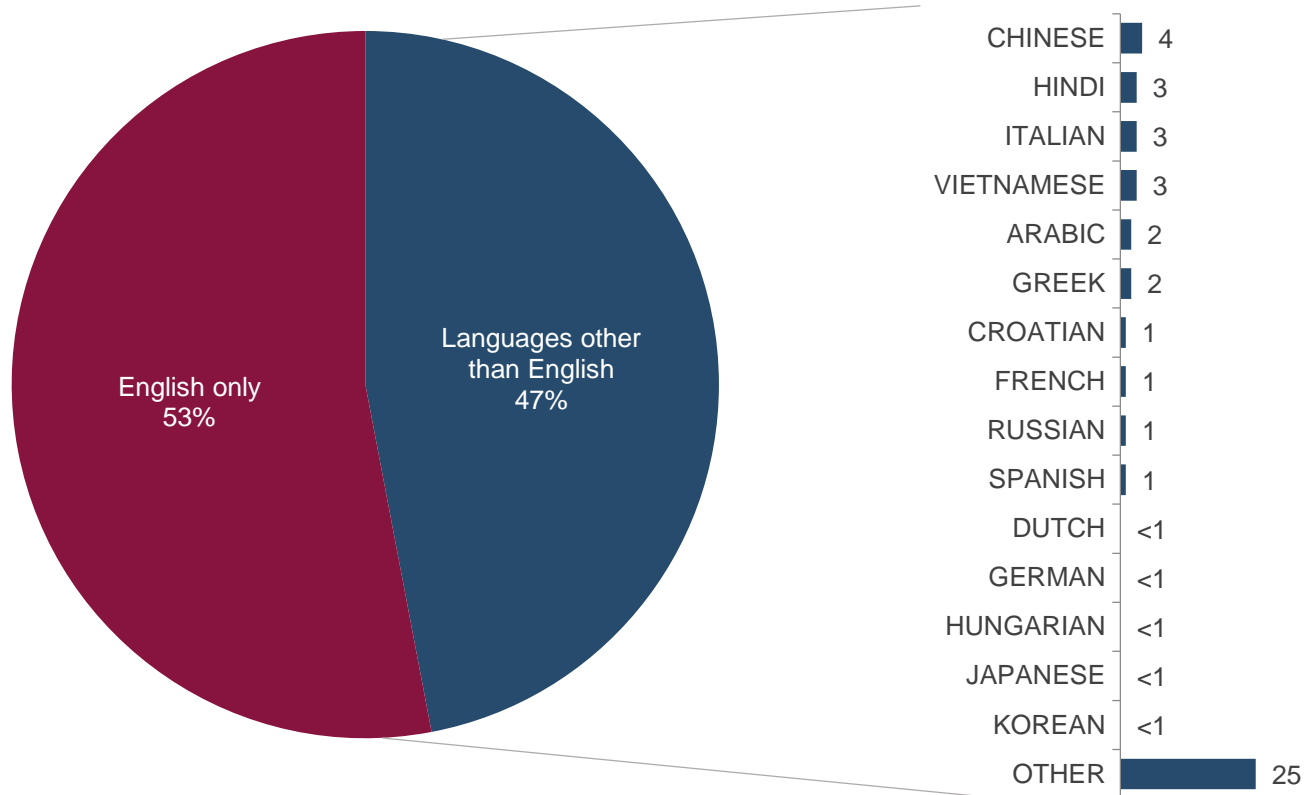
Q11. What languages, other than English, are spoken regularly in your home?
Base: All respondents. Councils asked state-wide: 5 Councils asked group: 4
Note: Respondents could name multiple languages so responses may add to more than 100%
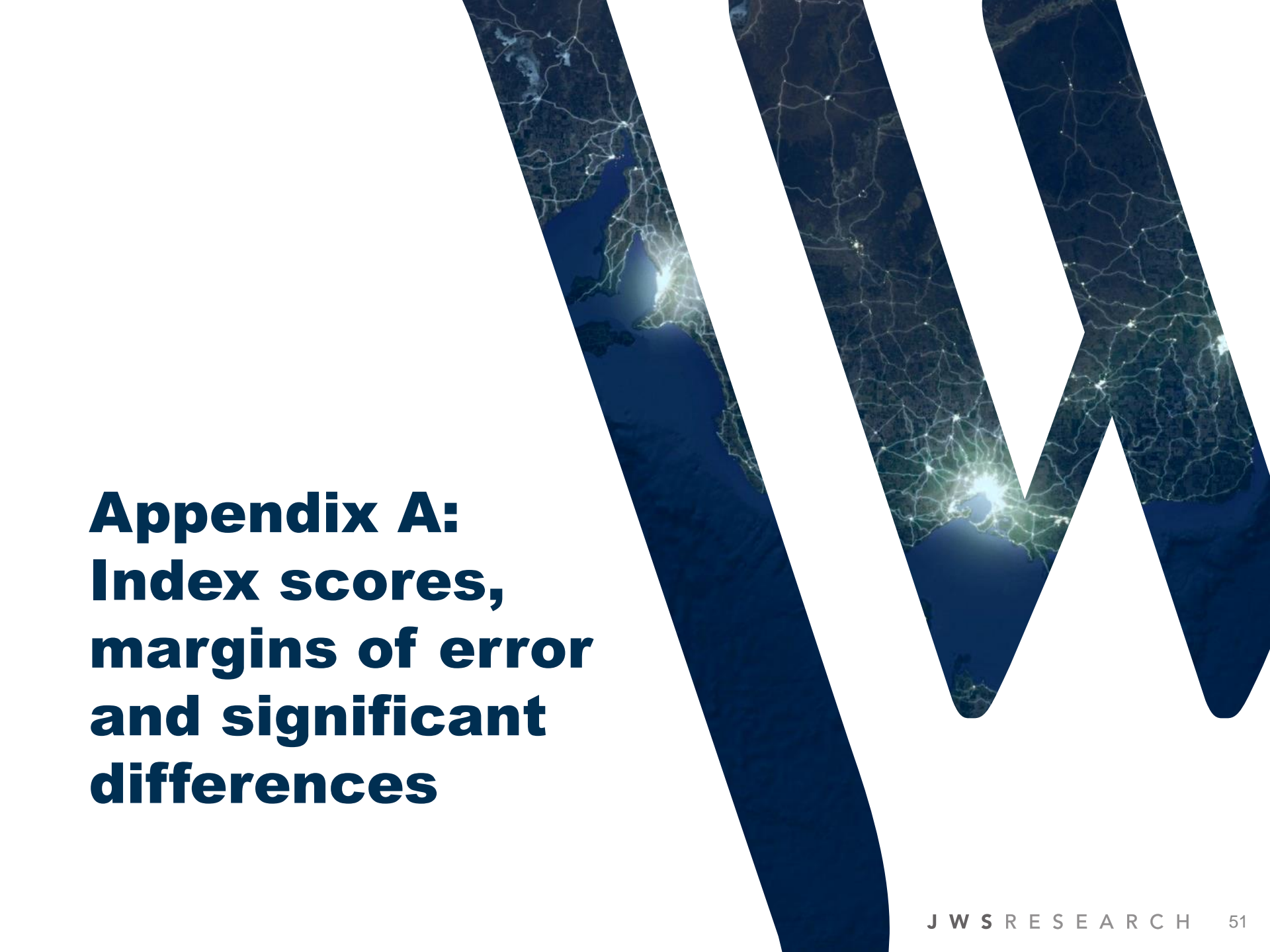
Country of birth

2019 country of birth (%)

- Top mentions only -

INDIA	9
NEW ZEALAND	3
UNITED KINGDOM	2
CHINA	1
GERMANY	1
GREECE	1

Australia
46%

Countries other
than Australia
54%
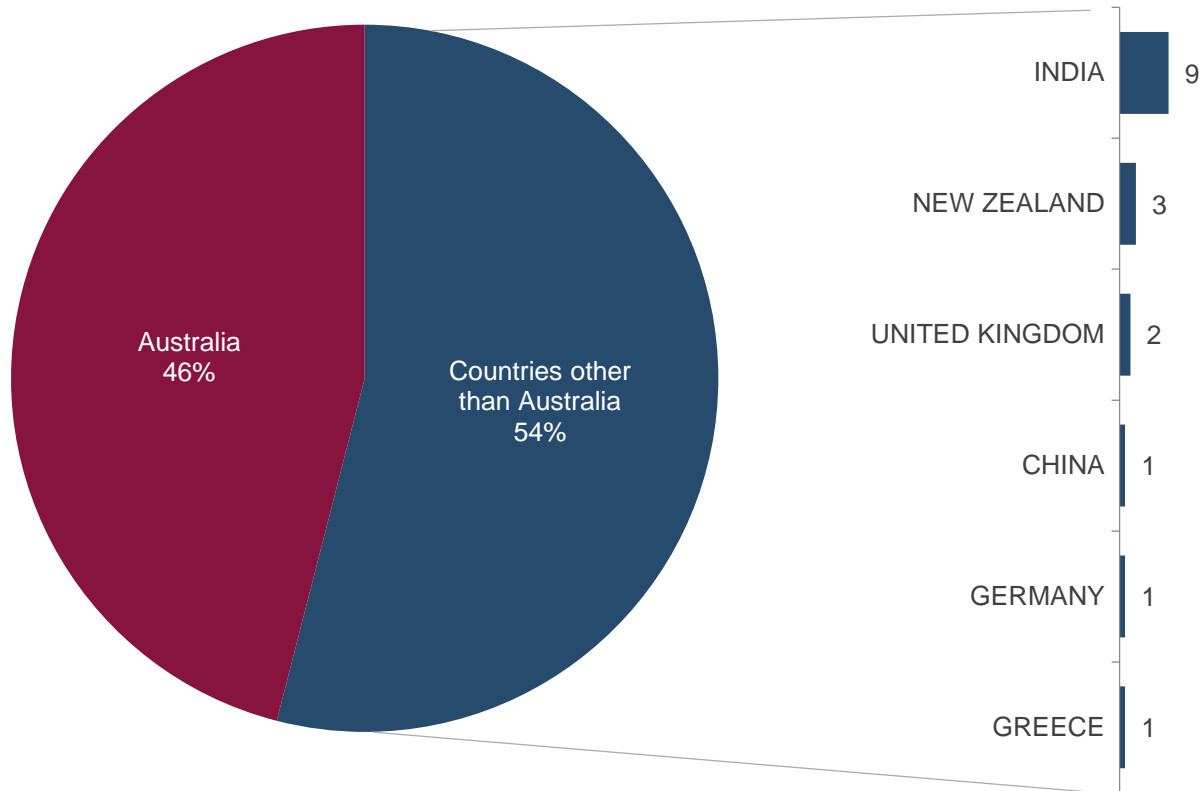
Q12. Could you please tell me which country you were born in?
Base: All respondents. Councils asked state-wide: 3 Councils asked group: 3

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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

Appendix A:
Margins of error

The sample size for the 2019 State-wide Local Government Community Satisfaction Survey for Greater Dandenong City Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 128,000 people aged 18 years or over for Greater Dandenong City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Greater Dandenong City Council	400	400	+/-4.9
Men	182	205	+/-7.3
Women	218	195	+/-6.6
Springvale	75	79	+/-11.4
Noble Park and Keysborough	165	166	+/-7.6
Dandenong	160	155	+/-7.8
18-34 years	84	148	+/-10.8
35-49 years	87	99	+/-10.6
50-64 years	84	58	+/-10.8
65+ years	145	95	+/-8.2

Appendix A:
Significant difference reporting notation

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

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

- ▲ The state-wide result is significantly higher than the overall result for the council.

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

Further, results shown in green and red indicate significantly higher or lower results than in 2018. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2018.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2018.

**Overall Performance – Index Scores
(example extract only)**
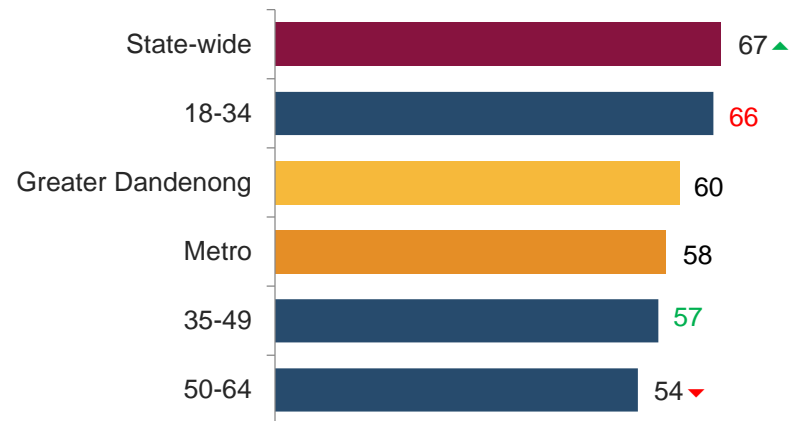
Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B:
Further information

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

- Survey methodology and sampling

- 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 2019 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 2019 results are compared with previous years, as detailed below:

- 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.

- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.

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

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

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

Survey sample matched to the demographic profile of Greater Dandenong City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 40% mobile phone numbers to cater to the diversity of residents within Greater Dandenong City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Greater Dandenong City Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2019.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 vary slightly.

Council Groups

Greater Dandenong City Council is classified as a Metropolitan council according to the following classification list:

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

Councils participating in the Metropolitan group are: Banyule, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Frankston, Kingston, Knox, Manningham, Maroondah, Melbourne, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Greater Dandenong City Council for this 2019 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B:
Analysis and reporting

2012 survey revision

The survey was revised in 2012. As a result:

• The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.

• As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Greater Dandenong City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.

• The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2019 have been made throughout this report as appropriate.

Appendix B:
Analysis and reporting

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2019 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)

- Lobbying on behalf of community (Advocacy)

- Community consultation and engagement (Consultation)

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

- Condition of sealed local roads (Sealed local roads)

- Contact in last 12 months (Contact)

- Rating of contact (Customer service)

- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2019 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 2019 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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

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

Appendix B:
Glossary of terms

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

CSS: 2019 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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