

2020 Local Government Community Satisfaction Survey

Greater Dandenong City Council

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





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Background and objectives

The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.

Now in its twenty-first 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 nine years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 21 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.



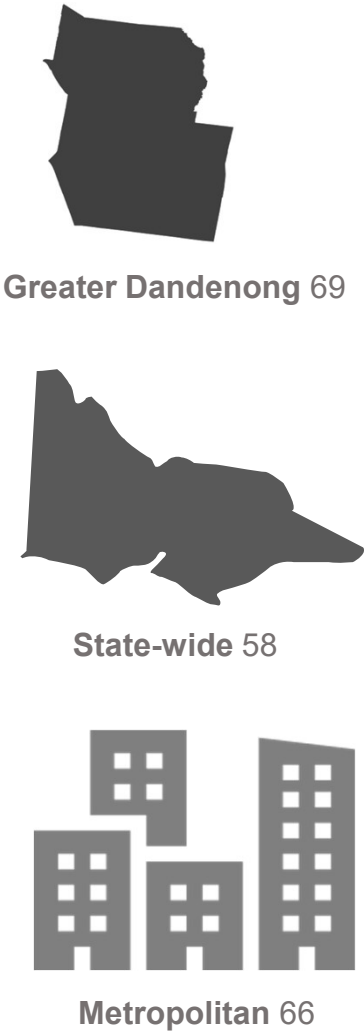
**Key findings and
recommendations**



Greater Dandenong City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



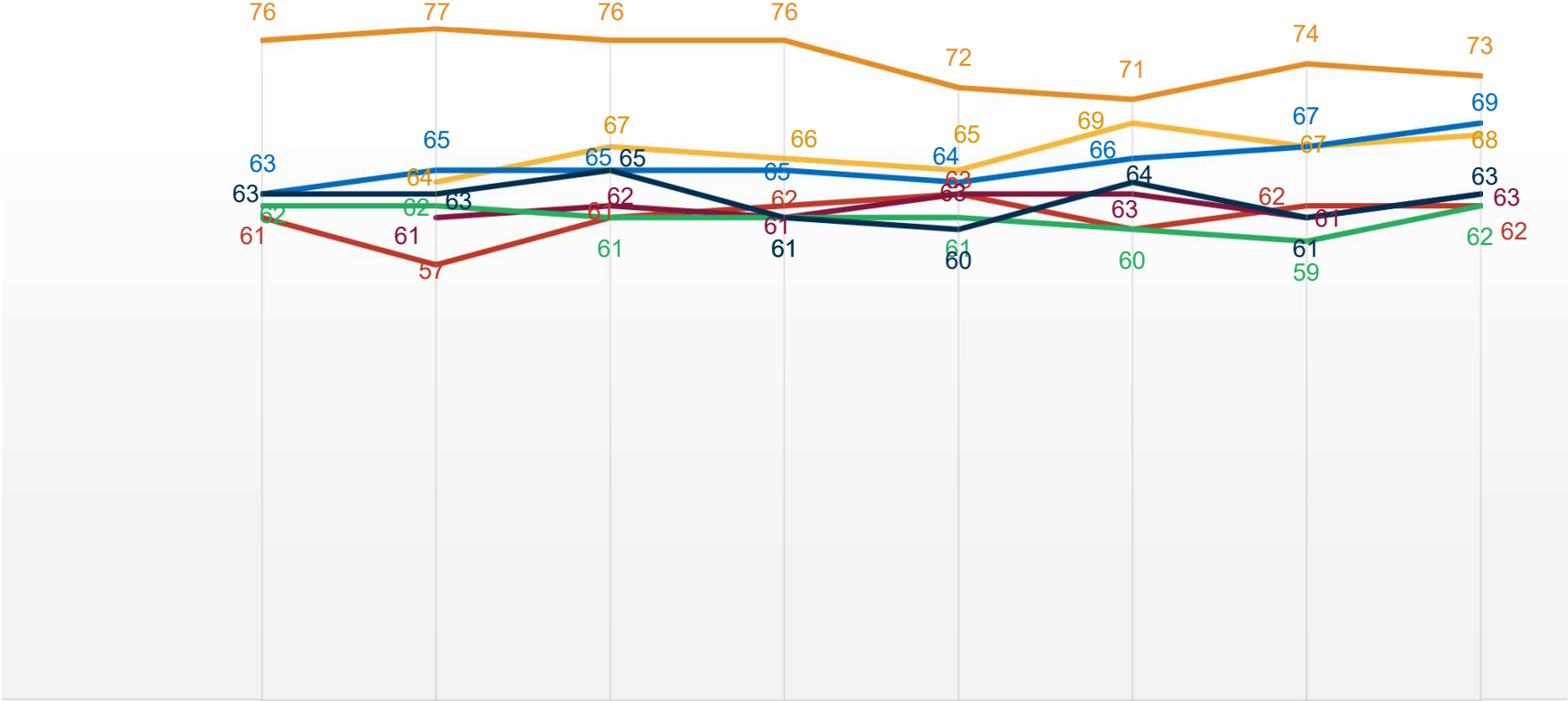
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	<ul style="list-style-type: none"> Sealed local roads Community decisions Lobbying 	None
Compared to group average	<ul style="list-style-type: none"> Lobbying Community decisions Consultation & engagement 	None



Summary of core measures

Index scores

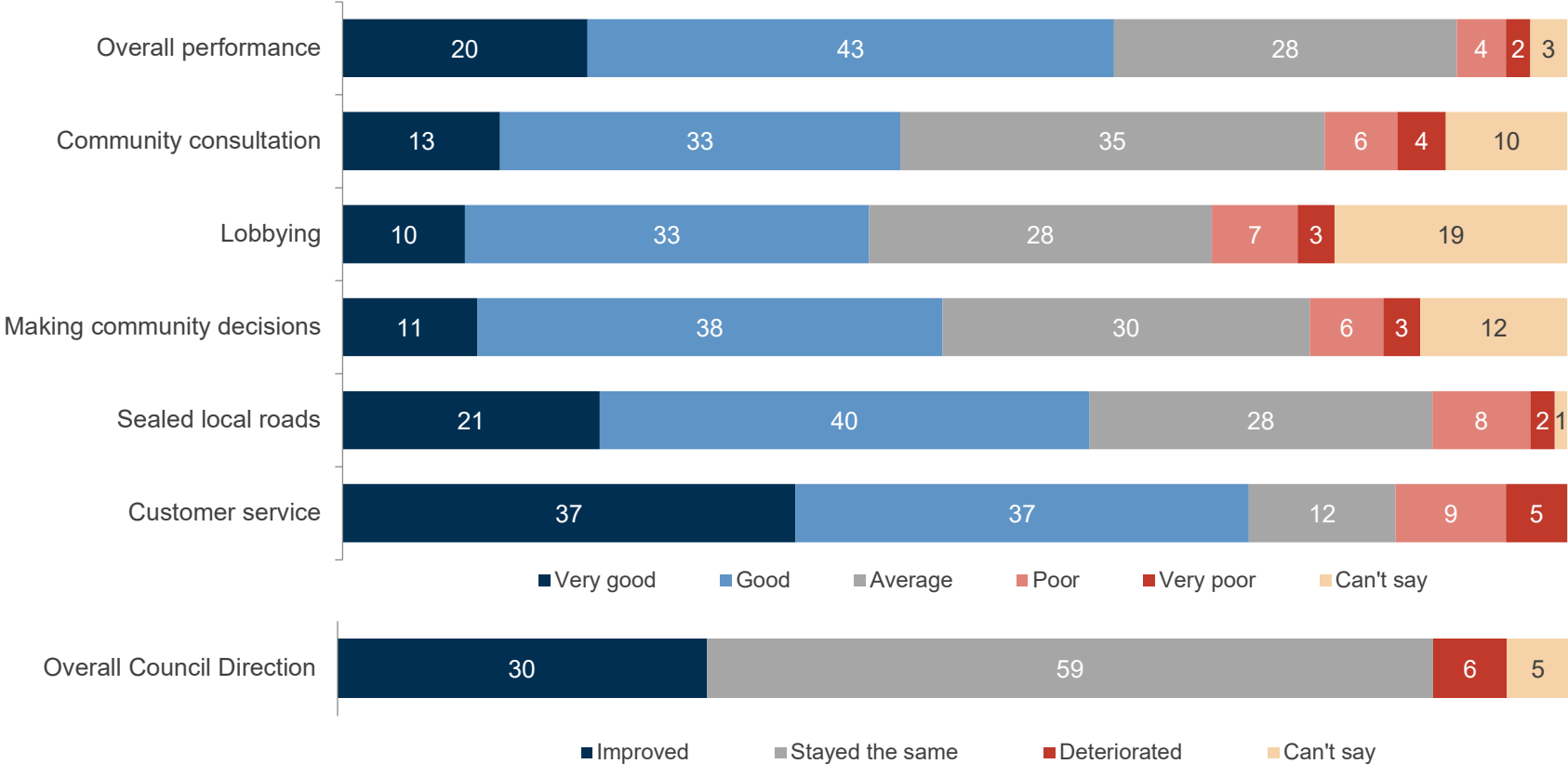


2012 2013 2014 2015 2016 2017 2018 2019 2020










Summary of core measures

Core measures summary results (%)





Summary of Greater Dandenong City Council performance

Services		Greater Dandenong 2020	Greater Dandenong 2019	Metro 2020	State-wide 2020	Highest score	Lowest score
	Overall performance	69	67	66	58	Aged 65+ years, Aged 18-34 years	Aged 35-49 years
	Overall council direction	63	61	54	51	Aged 18-34 years	Aged 50-64 years
	Customer service	73	74	74	70	Aged 65+ years	Aged 35-49 years
	Sealed local roads	68	67	67	54	Aged 65+ years	Aged 35-49 years
	Community decisions	63	61	59	53	Aged 65+ years	Aged 35-49 years
	Consultation & engagement	62	62	58	55	Aged 65+ years	Aged 35-49 years, Aged 50-64 years
	Lobbying	62	59	57	53	Aged 65+ years	Aged 50-64 years

Significantly higher / lower than Greater Dandenong City Council 2020 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.



Focus areas for the next 12 months

Overview

Perceptions of Council performance on most service areas evaluated have modestly improved or held firm over the past year. This is a positive result for Council, evidenced by Council's overall performance rating increasing to its highest level recorded on the back of a third successive year of incremental improvement.

Focus areas

Greater Dandenong City Council should focus on maintaining and improving performance in some of their lower rated service areas. Attention should also be paid to further building positive perceptions of sealed local roads. While Council is performing relatively well in this area, it is deemed by residents as one of the most important services and perceived importance is currently exceeding performance by more than ten points.

Comparison to state and area grouping

Importantly, Council performs significantly higher than the State-wide and Metropolitan Council averages on almost all service areas. The exception to this is sealed local roads, where Council's performance is rated in-line with the Metropolitan group average, and customer service which is in-line with Metropolitan and State-wide group averages.

Maintain gains achieved to date

Council should look to maintain and build upon its improved performance over the next 12 months. While ratings tend to increase or hold firm over time, over the coming year Council could aim to build steady trends of improvement among some of its lower performing service areas. Aside from this, Council may also benefit from an increased focus on sealed local roads, in an effort to close the gap between perceived importance and performance.

DETAILED FINDINGS





**Overall
performance**



Overall performance

The overall performance index score of 69 for Greater Dandenong City Council represents a (not significant) two-point improvement on the 2019 result, building on a multi-year trend of improvement.

- Overall performance is at its highest recorded level to date.

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 in the Metropolitan group (index scores of 58 and 66 respectively).

- Many demographic and geographic cohorts improved in their perceptions of overall performance in the past year, although none significantly.
- Ratings among residents aged 35 to 49 years old (index score of 63) are significantly lower than the Council average.

Over ten times as many residents rate Greater Dandenong City Council's overall performance as 'very good' or 'good' (63%) as those who rate it as 'very poor' or 'poor' (6%). A further 28% sit mid-scale, rating Council's overall performance as 'average'.





Overall performance

2020 overall performance (index scores)

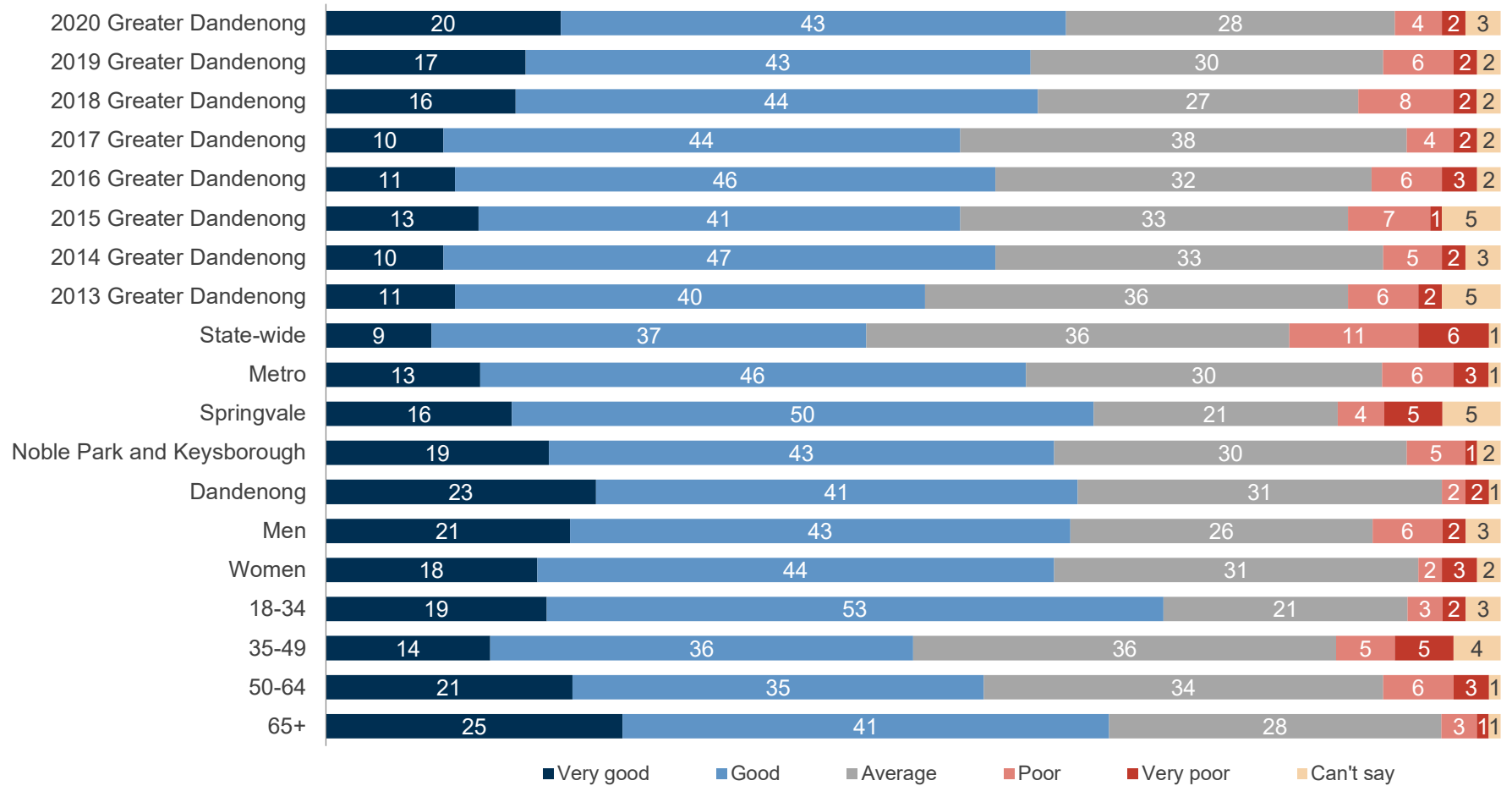
		2019	2018	2017	2016	2015	2014	2013	2012
65+	72	70	71	64	65	67	61	62	n/a
18-34	72	69	65	67	69	67	68	66	n/a
Dandenong	70	66	65	68	62	66	n/a	n/a	n/a
Men	69	69	65	64	64	65	67	62	n/a
Greater Dandenong	69	67	66	64	65	65	65	63	n/a
Women	69	65	68	64	66	65	62	65	n/a
Noble Park and Keysborough	68	69	68	62	66	64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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Dandenong City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2020 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Dandenong City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14



Top performing service area

Sealed local roads (index score of 68) is the area where Council performed best in 2020, with a one-point improvement on the 2019 result.

- Since making significant gains in this area in 2018, Council's performance has been relatively steady.
- Council performs in line with the Metropolitan group average and significantly higher than the State-wide average in this service area.
- Considering sealed local roads is deemed one of the most important service areas, Council should continue to focus on and improve ratings in this area. While Council is currently performing well here, perceived importance exceeds performance by 11 points.
- Notably, on an unpromoted basis, almost one in ten residents (9%) nominate sealed road maintenance as an area Council needs to focus on to improve its performance.
- Residents of Springvale area (index score of 70) rate the condition of sealed local roads higher compared to those who reside in Noble Park and Keysborough and also the Dandenong area (both with an index score of 67)



Sealed local roads (index score of 68) is the area where Council performed best in 2020.



Lower performing service areas



Council rates lower – relative to its performance in other areas – in the areas of lobbying, consultation and engagement (index scores of 62) and community decisions (index score of 63).

Council rates lower – relative to its performance in other areas – in the areas of lobbying, consultation and engagement (index scores of 62) and community decisions (index score of 63).

- Despite this, Council rates significantly higher than State-wide and Metropolitan group averages for each of the above stated service areas.

In the case of community decisions, ratings among residents aged 35 to 49 years old (index score of 57) are significantly lower than the Council average. However, 65+ year olds (index score of 68) are significantly higher than the Council average and Springvale residents have improved significantly since 2019 (up nine points to an index score of 67).

When it comes to perceptions of Council's lobbying performance, ratings among older residents aged 65 years and over (index score of 67) are significantly higher than the Council average.

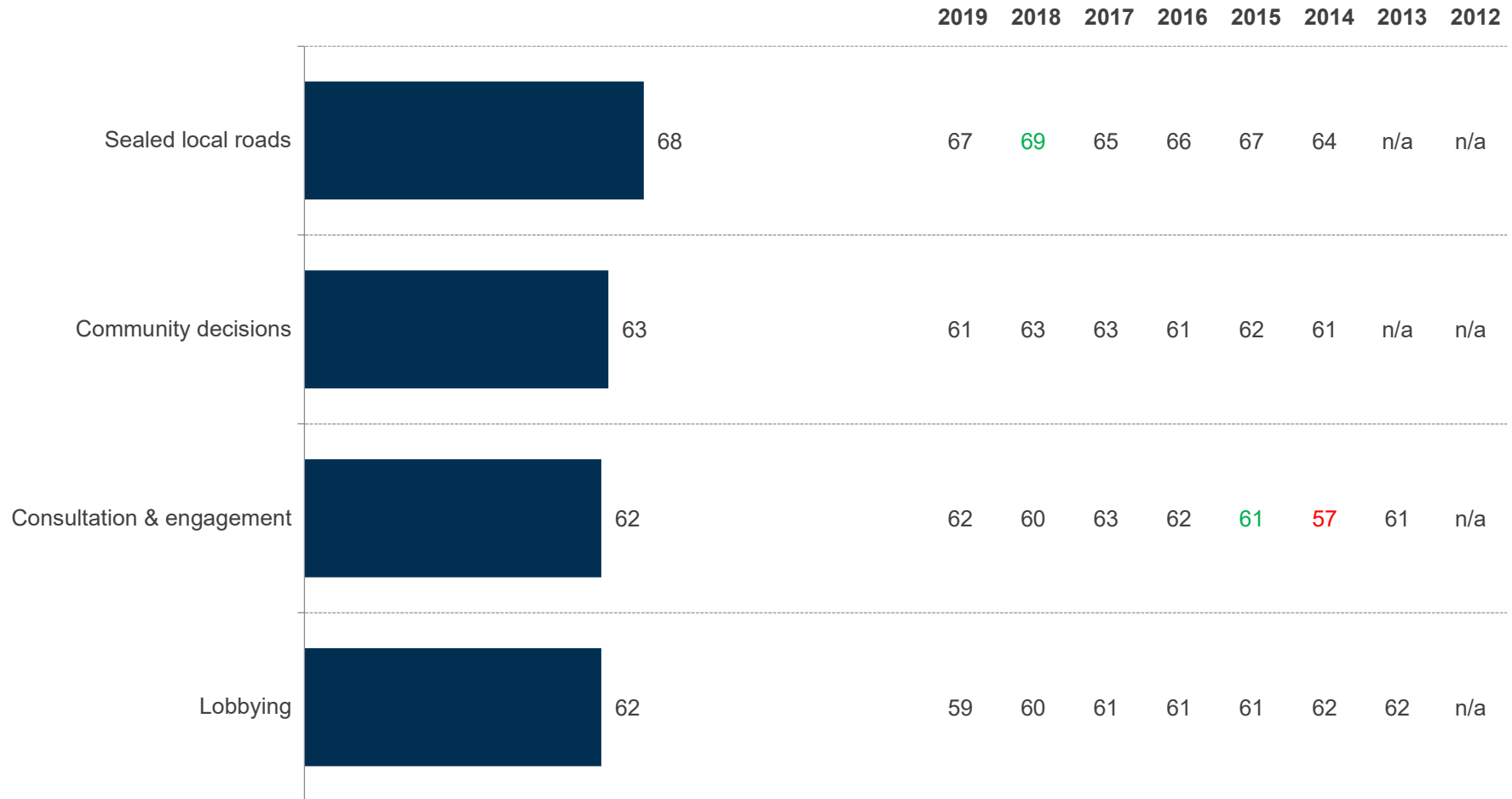
- Views of this service area among women and residents in the Dandenong area have significantly improved over the past 12 months.

Council's performance rating on consultation and engagement remains unchanged from 2019, with no significant differences apparent among demographic and geographic cohorts.



Individual service area performance

2020 individual service area performance (index scores)

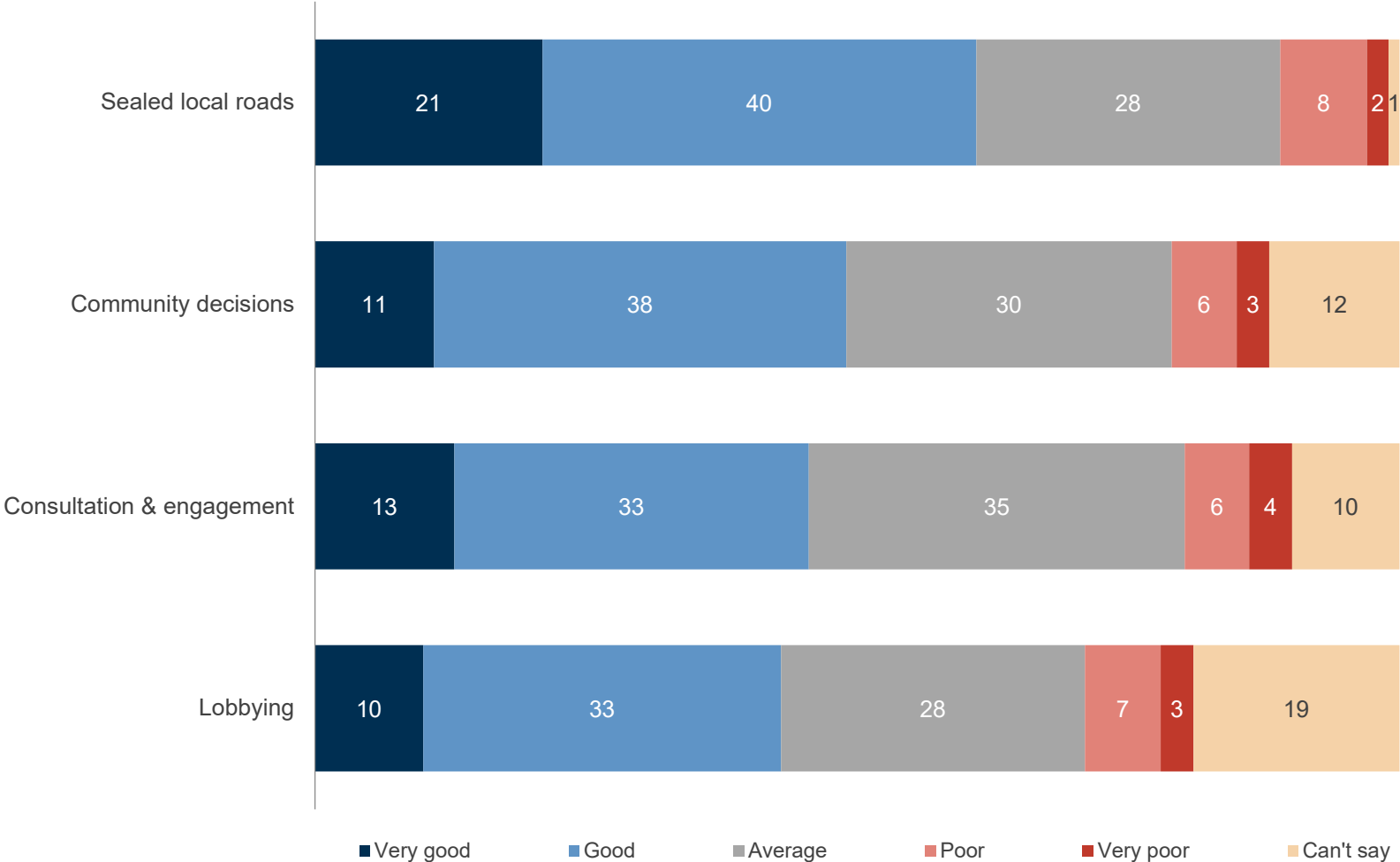


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2020 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14



Individual service area importance

2020 individual service area importance (index scores)

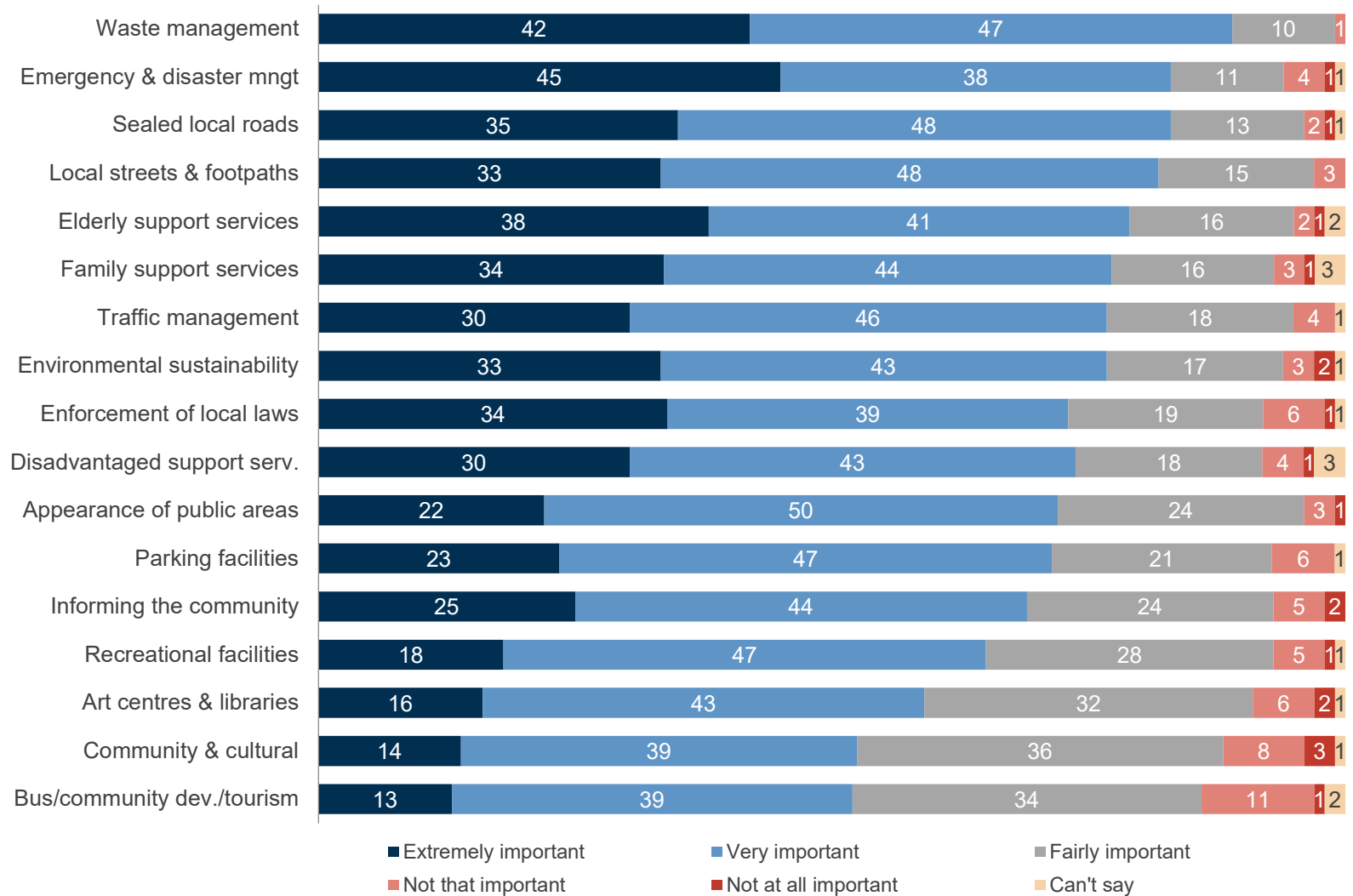
		2019	2018	2017	2016	2015	2014	2013	2012
Waste management	82	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	81	84	84	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	79	80	82	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	79	80	77	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	78	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Family support services	78	78	78	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	76	77	76	n/a	n/a	n/a	n/a	n/a	n/a
Traffic management	75	78	77	n/a	n/a	n/a	n/a	n/a	n/a
Disadvantaged support serv.	75	77	74	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	75	79	79	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	73	74	74	n/a	n/a	n/a	n/a	n/a	n/a
Parking facilities	72	74	76	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	71	73	72	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	69	71	70	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	67	66	66	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	63	63	64	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	63	63	65	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Individual service area importance

2020 individual service area importance (%)

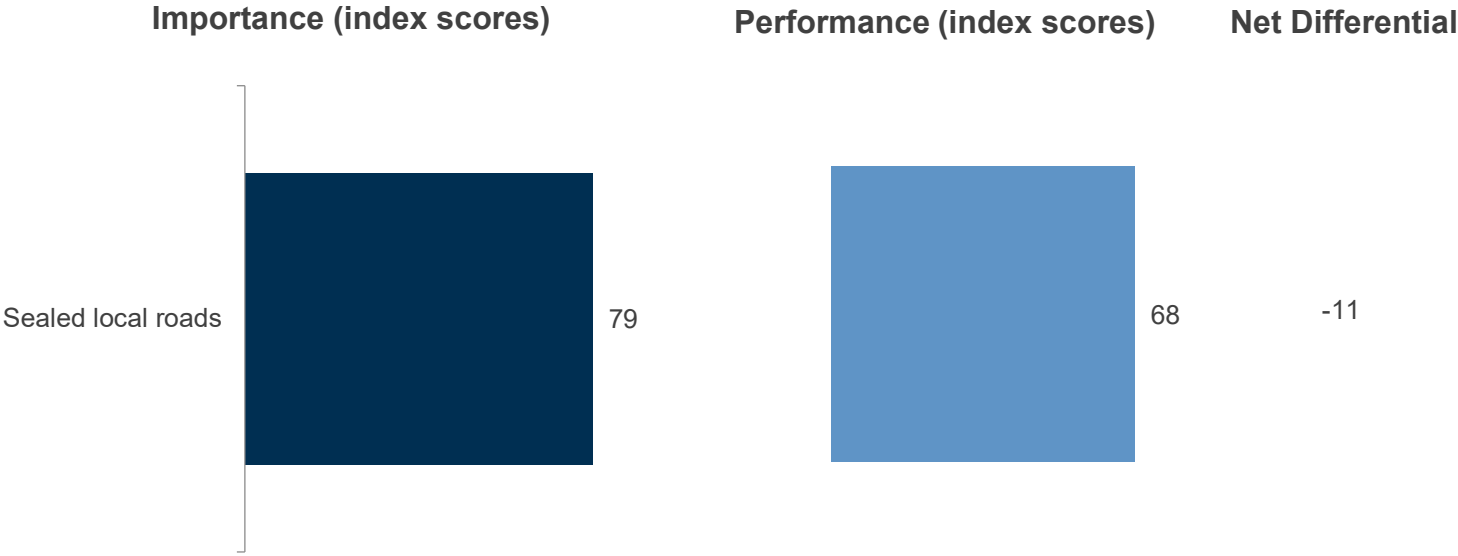


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 10



Individual service areas importance vs performance

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

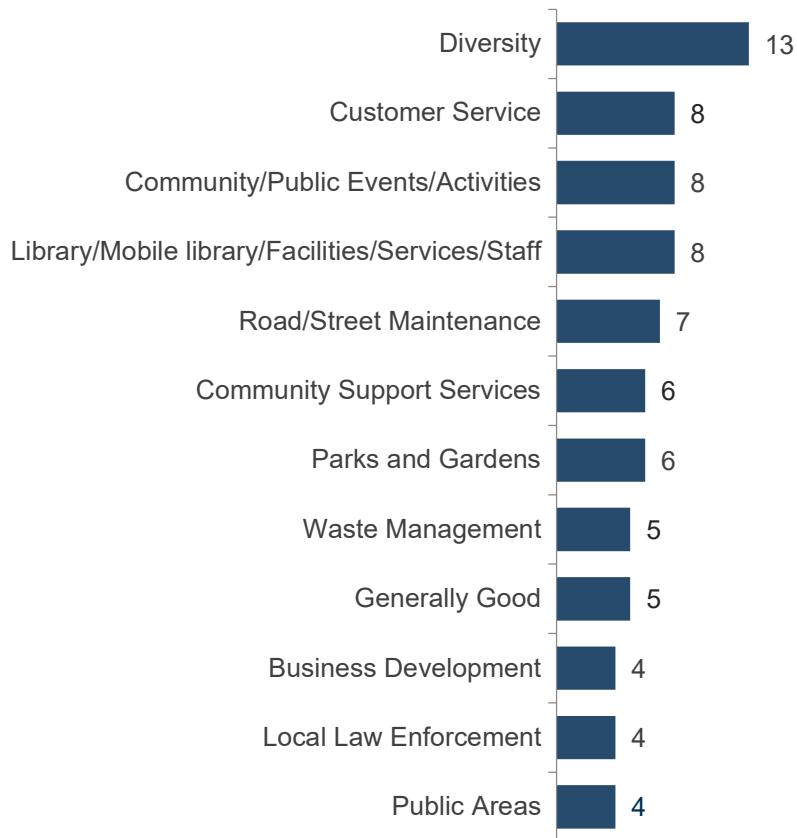


Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.

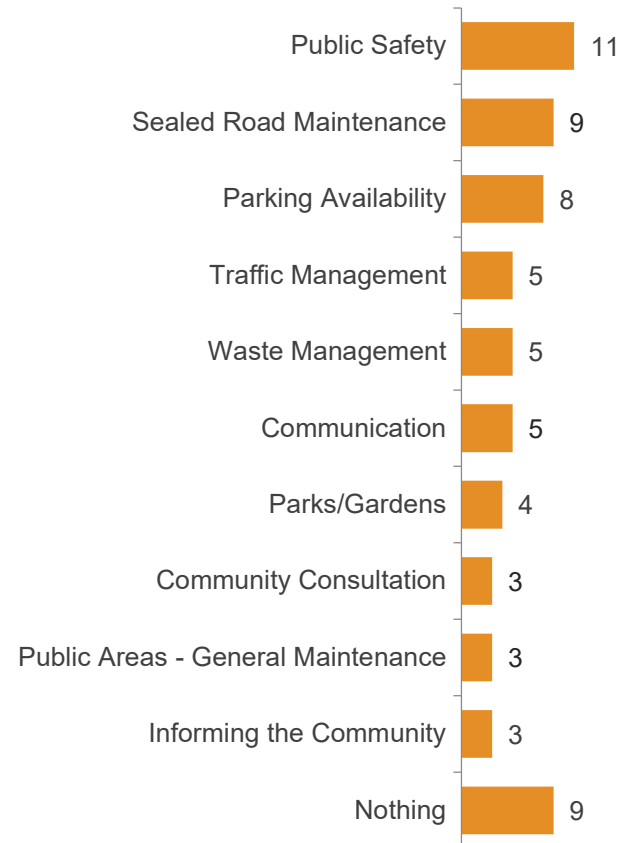


Best things about Council and areas for improvement

2020 best things about Council (%)
- Top mentions only -



2020 areas for improvement (%)
- Top mentions only -



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: 25 Councils asked group: 9

Q17. What does Greater Dandenong City Council MOST need to do to improve its performance?

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11

A verbatim listing of responses to these questions can be found in the accompanying dashboard.

Customer service





Contact with council and customer service

Contact with council

Just under half of Council residents (48%) have had contact with Council in the last 12 months. Rate of contact is four percentage points lower than last year.

By telephone (26%) and in person (17%) are the main method of contacting Council. The rate of contact via telephone declined by nine points over the past year, while contact via all other methods remains relatively stable.



Among those who have had contact with Council, 74% provide a positive customer service rating of 'very good' or 'good', including 37% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 73 is one point lower than 2019. Customer service is rated in line with the State-wide and Metropolitan group averages (index scores of 70 and 74 respectively, both of which experienced significant declines).

Among those residents who have had contact with Council, more than seven in ten (74%) provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service among residents aged 50 to 64 years declined significantly (down 16 points to an index score of 67) over the past year (noting this is based on a small sample size, so caution should be exercised in interpreting results).

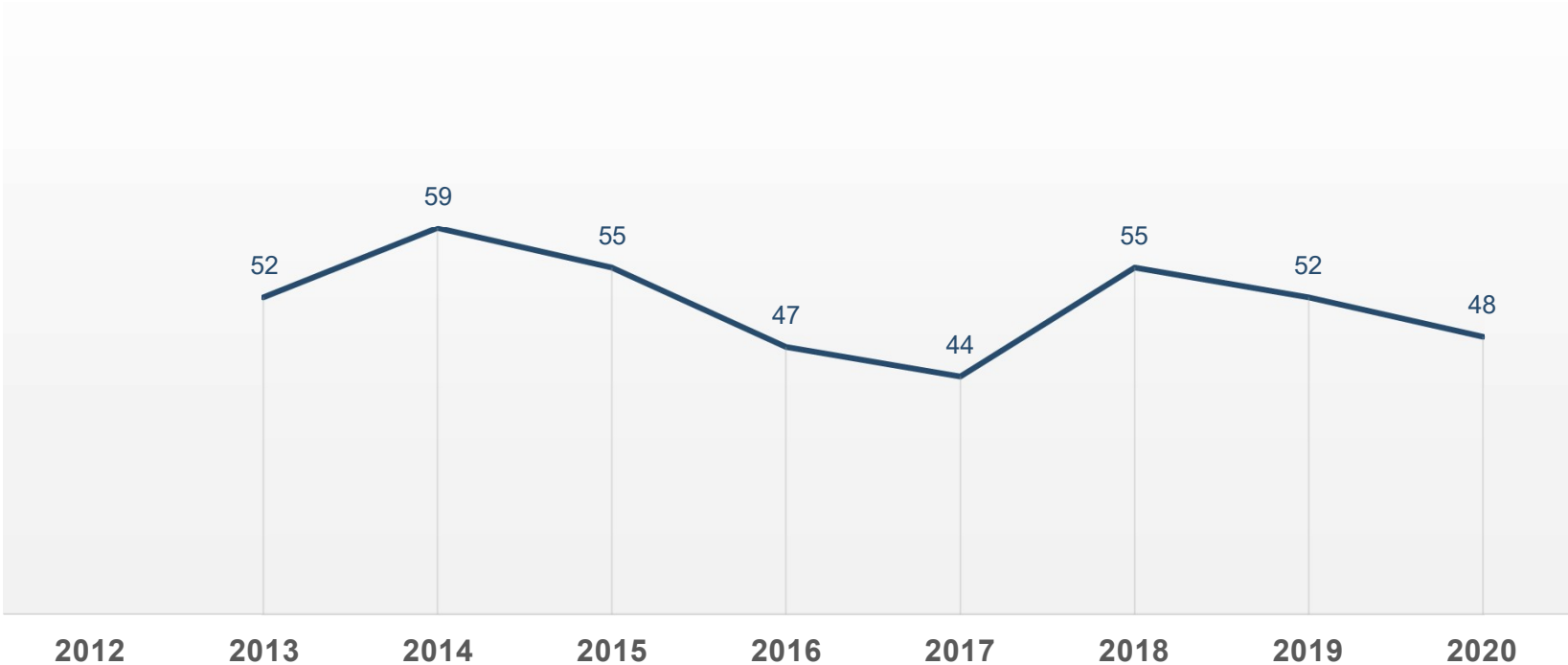
Customer service ratings are highest among residents who communicated with Council in-person (index score of 78), unchanged from last year.

Notably, almost one in ten residents (8%) nominate customer service as the best thing about Council.



Contact with council

2020 contact with council (%)
Have had contact

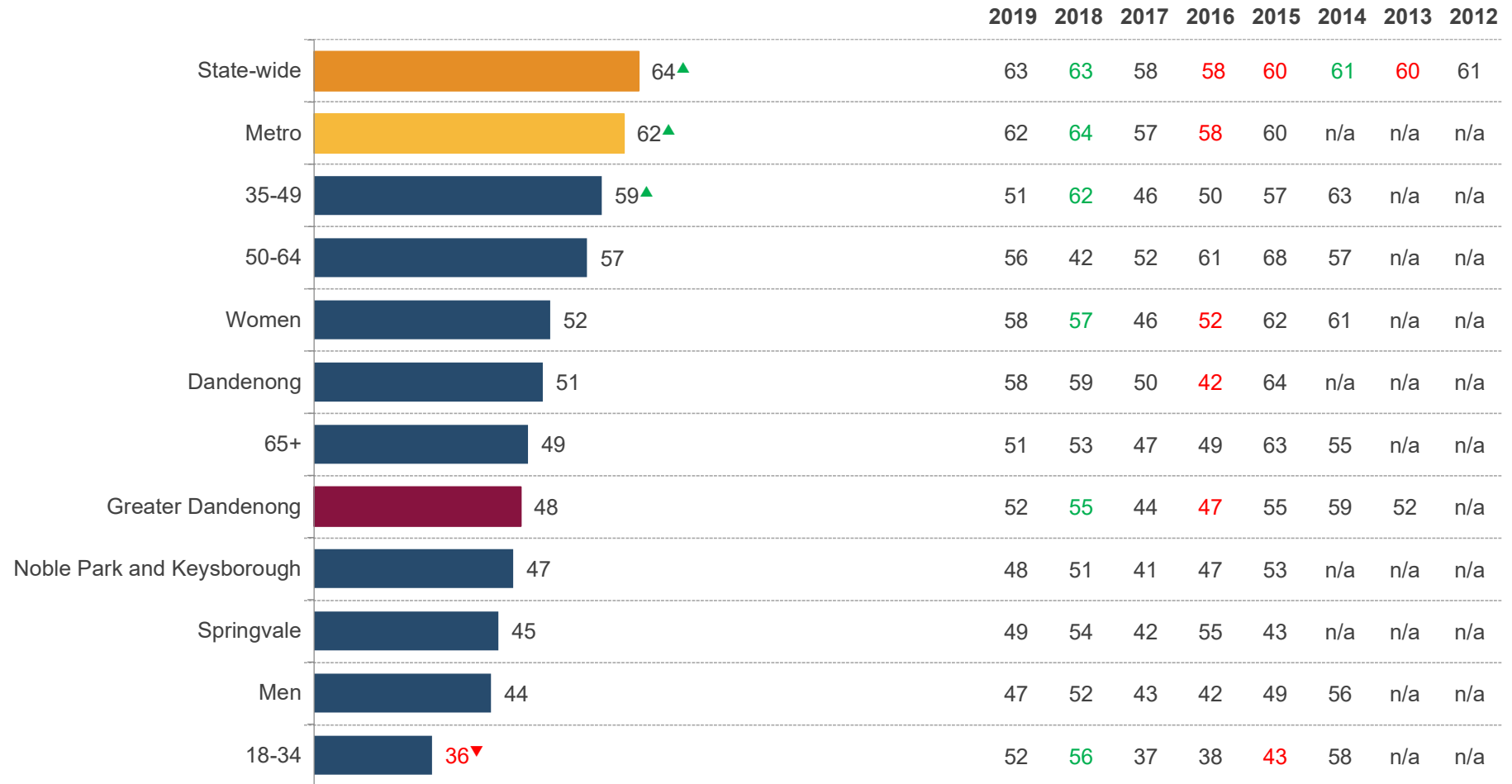


Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7



Contact with council

2020 contact with council (%)

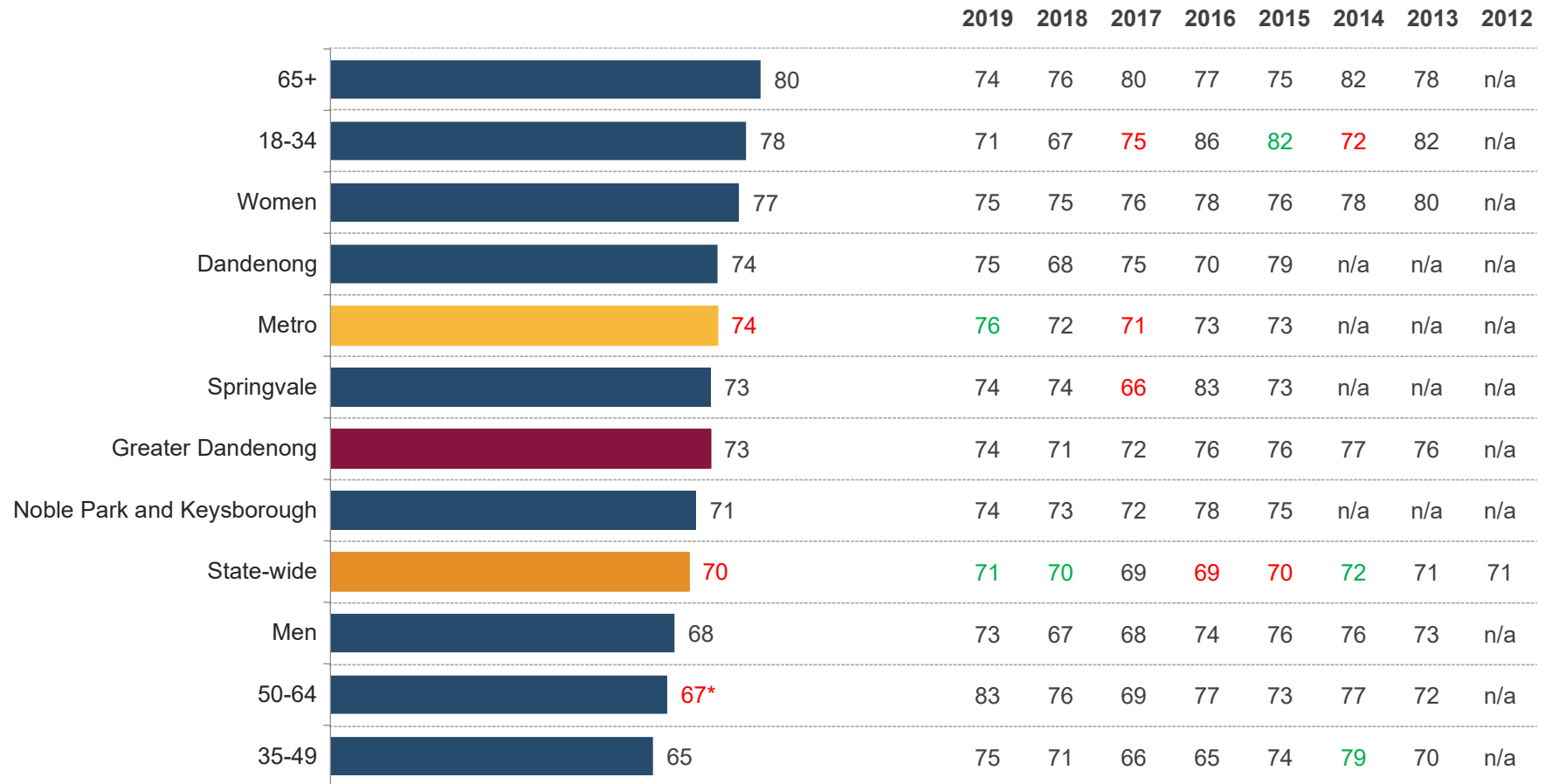


Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.
 Note that some data may be missing from 2013 due to a change in demographic analysis.



Customer service rating

2020 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate Greater Dandenong City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 62 Councils asked group: 14

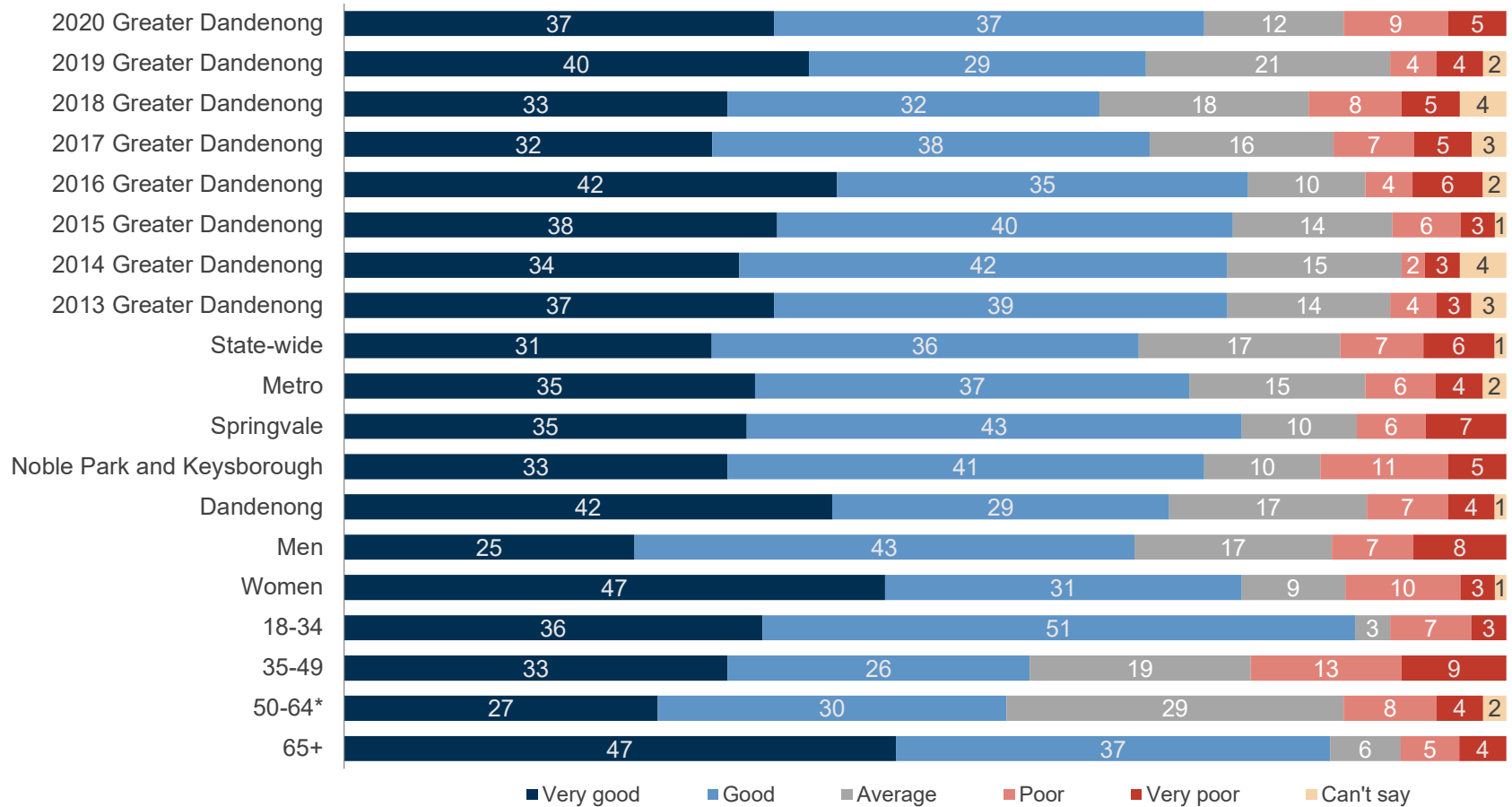
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2020 customer service rating (%)

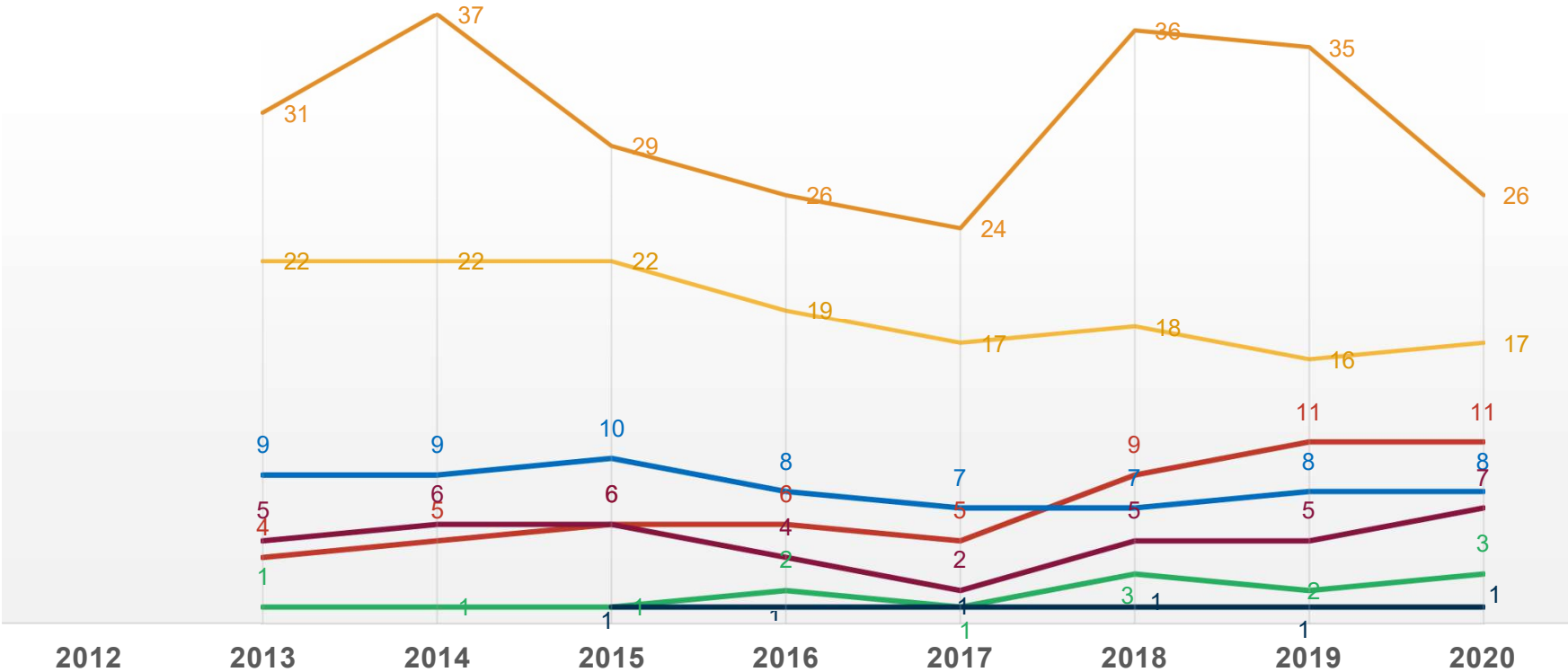
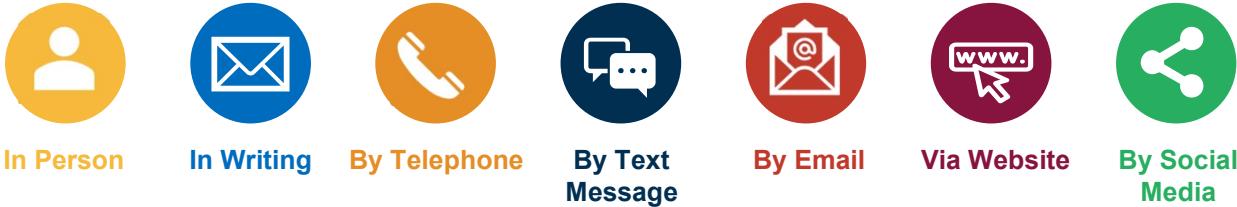


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 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 62 Councils asked group: 14
 *Caution: small sample size < n=30



Method of contact with council

2020 method of contact (%)



Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7
 Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2020 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Greater Dandenong City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 26 Councils asked group: 7

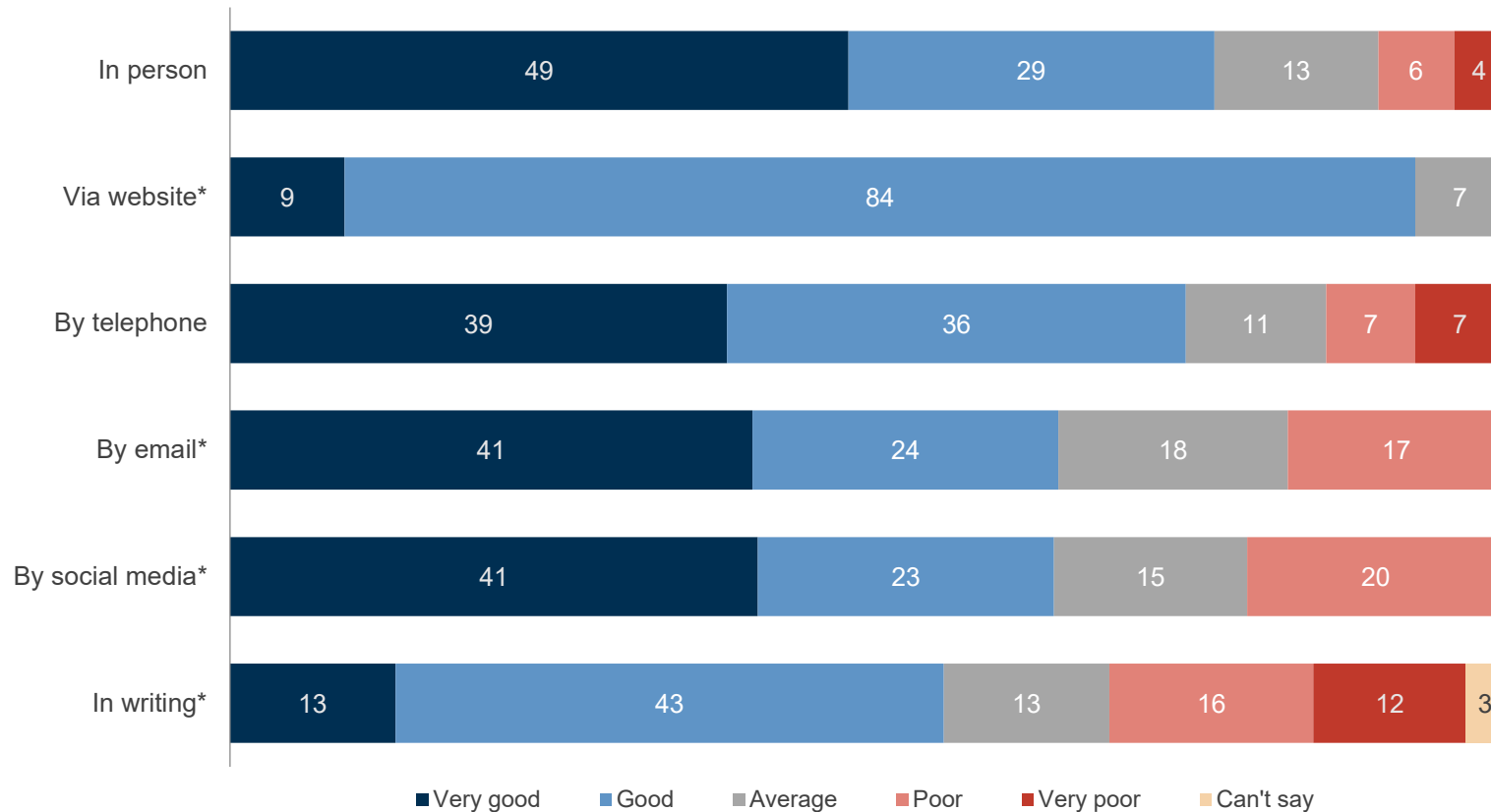
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2020 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Greater Dandenong City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 26 Councils asked group: 7
 *Caution: small sample size < n=30



Council direction



Council direction

Perceptions of Council's overall direction have improved by two points to an index score of 63.

Over the last 12 months, 59% of residents believe the direction of Council's overall performance has stayed the same, up two percentage points on 2019.

- 30% believe the direction has improved (up one point on 2019) in the last 12 months.
- 6% believe it has deteriorated, down three points on 2019.
- The most satisfied with council direction are younger residents aged 18 to 34 years (index score of 69). Ratings among this cohort are significantly higher than the Council average.
- The least satisfied with council direction are those aged 50-64 years (index score of 54). Ratings among this cohort are significantly lower than the Council average and have significantly declined since 2019.
- Conversely, perceptions of Council's overall direction have significantly improved among women over the past year (up 6 points to an index score of 63, although still lower than the index score of 66 recorded in 2018).





Overall council direction last 12 months

2020 overall direction (index scores)

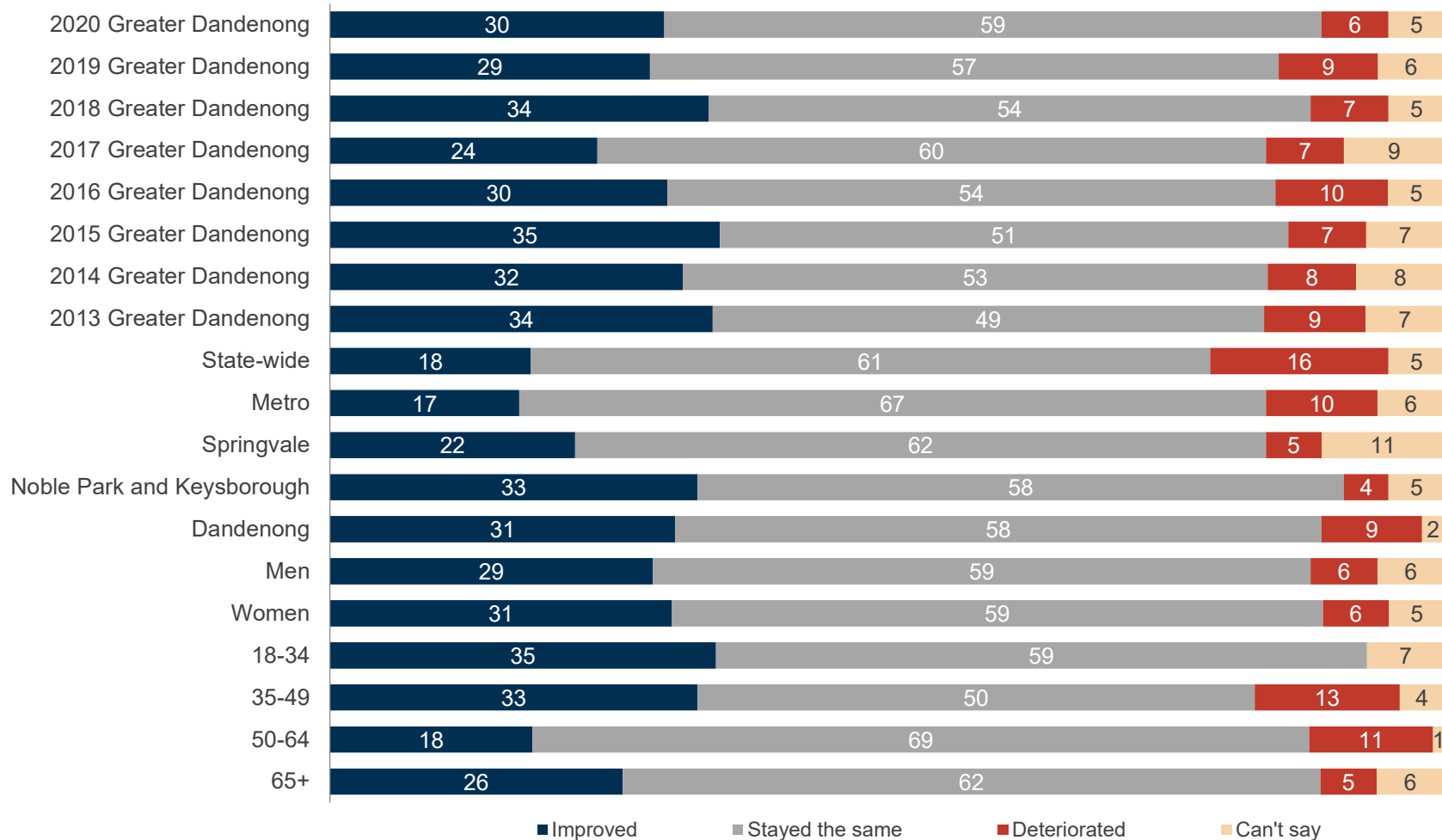
		2019	2018	2017	2016	2015	2014	2013	2012
18-34	69▲	66	72	64	69	64	69	71	n/a
Noble Park and Keysborough	65	65	65	61	60	63	n/a	n/a	n/a
Women	63	57	66	59	61	65	64	65	n/a
Greater Dandenong	63	61	64	60	61	65	63	63	n/a
Men	62	65	63	61	61	65	62	62	n/a
Dandenong	61	59	61	60	62	67	n/a	n/a	n/a
65+	61	54	58	57	58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

Q6. Over the last 12 months, what is your view of the direction of Greater Dandenong City Council's overall performance?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2020 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Greater Dandenong City Council's overall performance?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14



Individual service areas



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

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

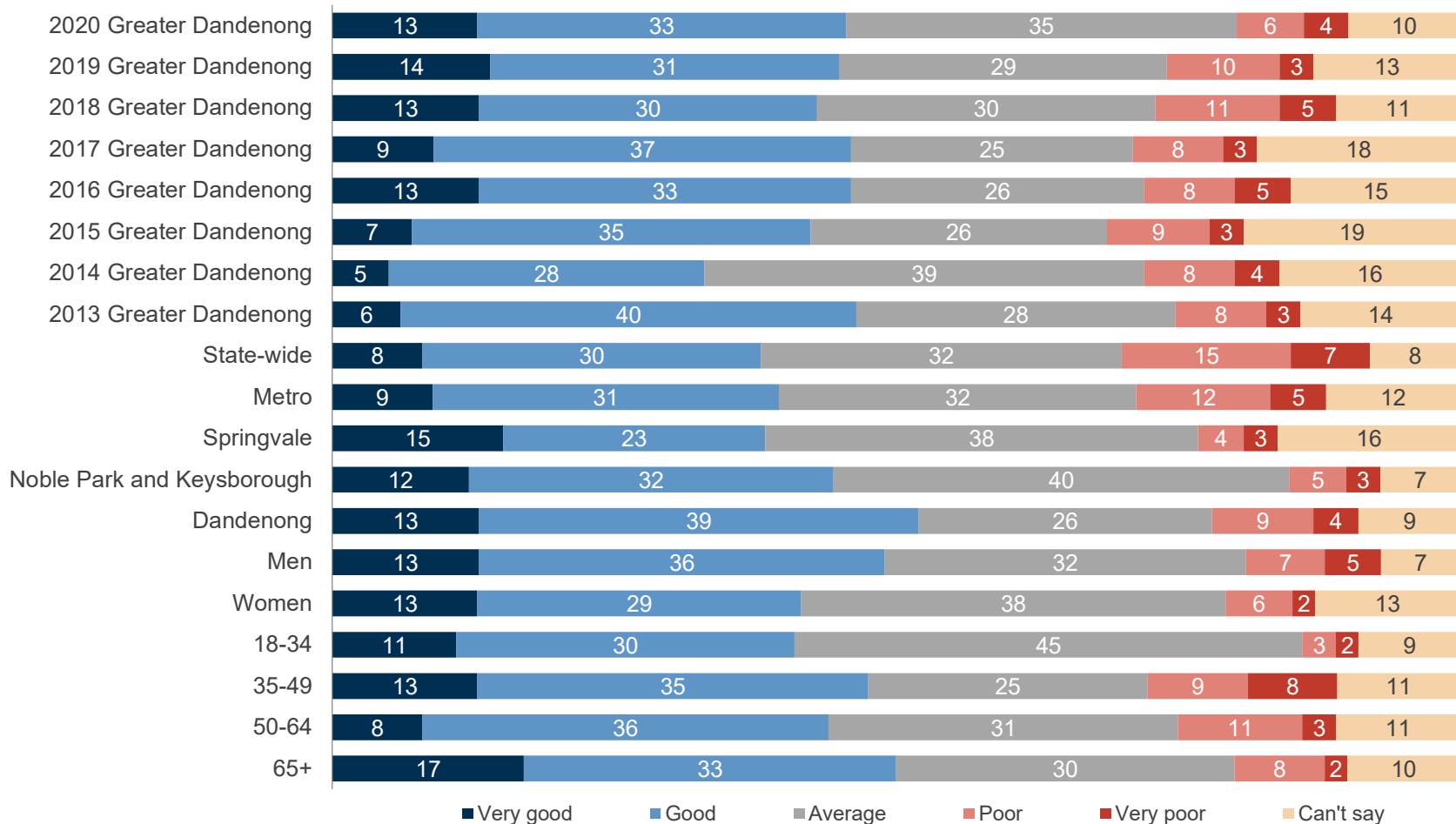
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2020 consultation and engagement performance (%)



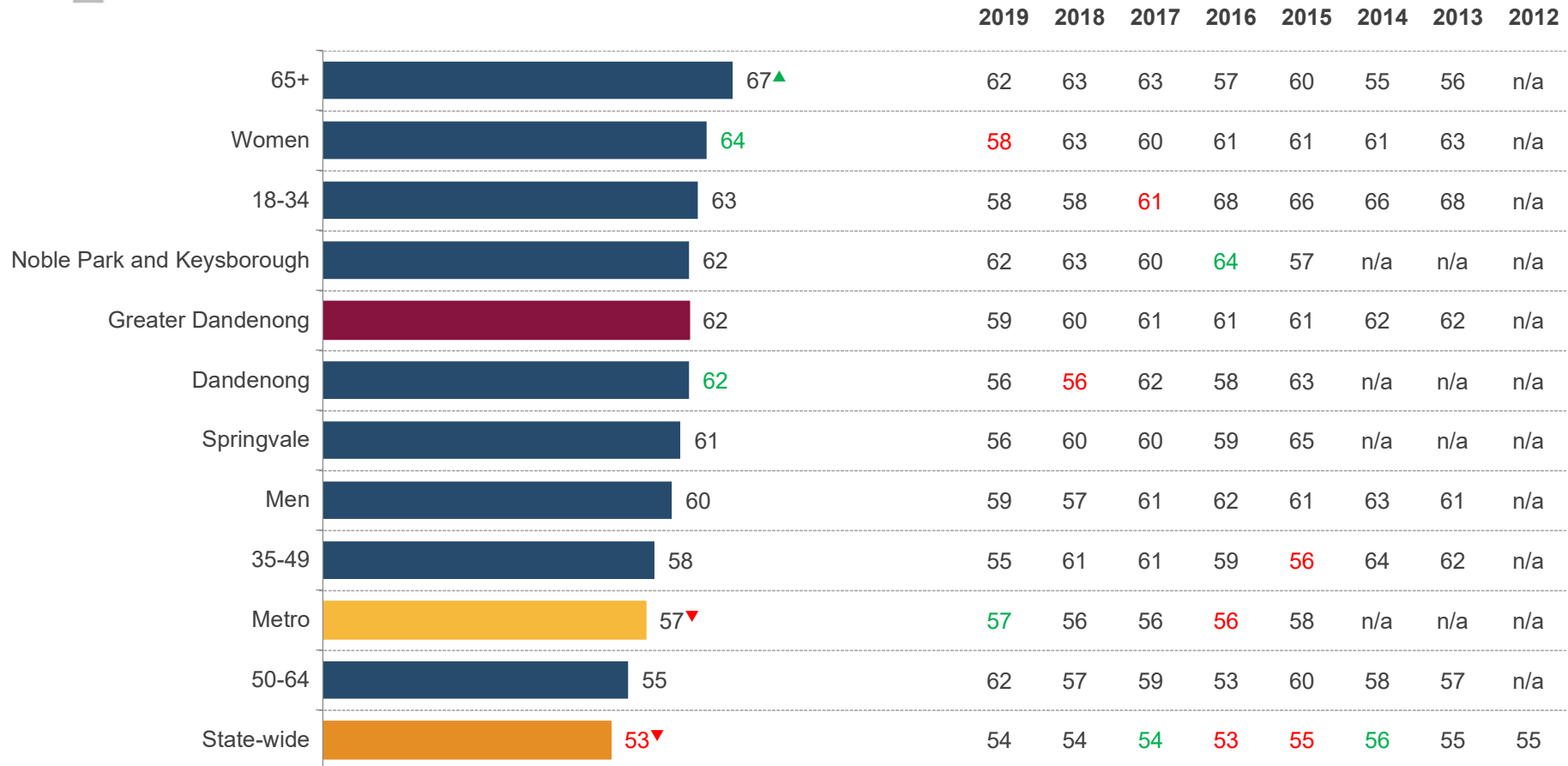
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14



Lobbying on behalf of the community performance



2020 lobbying performance (index scores)



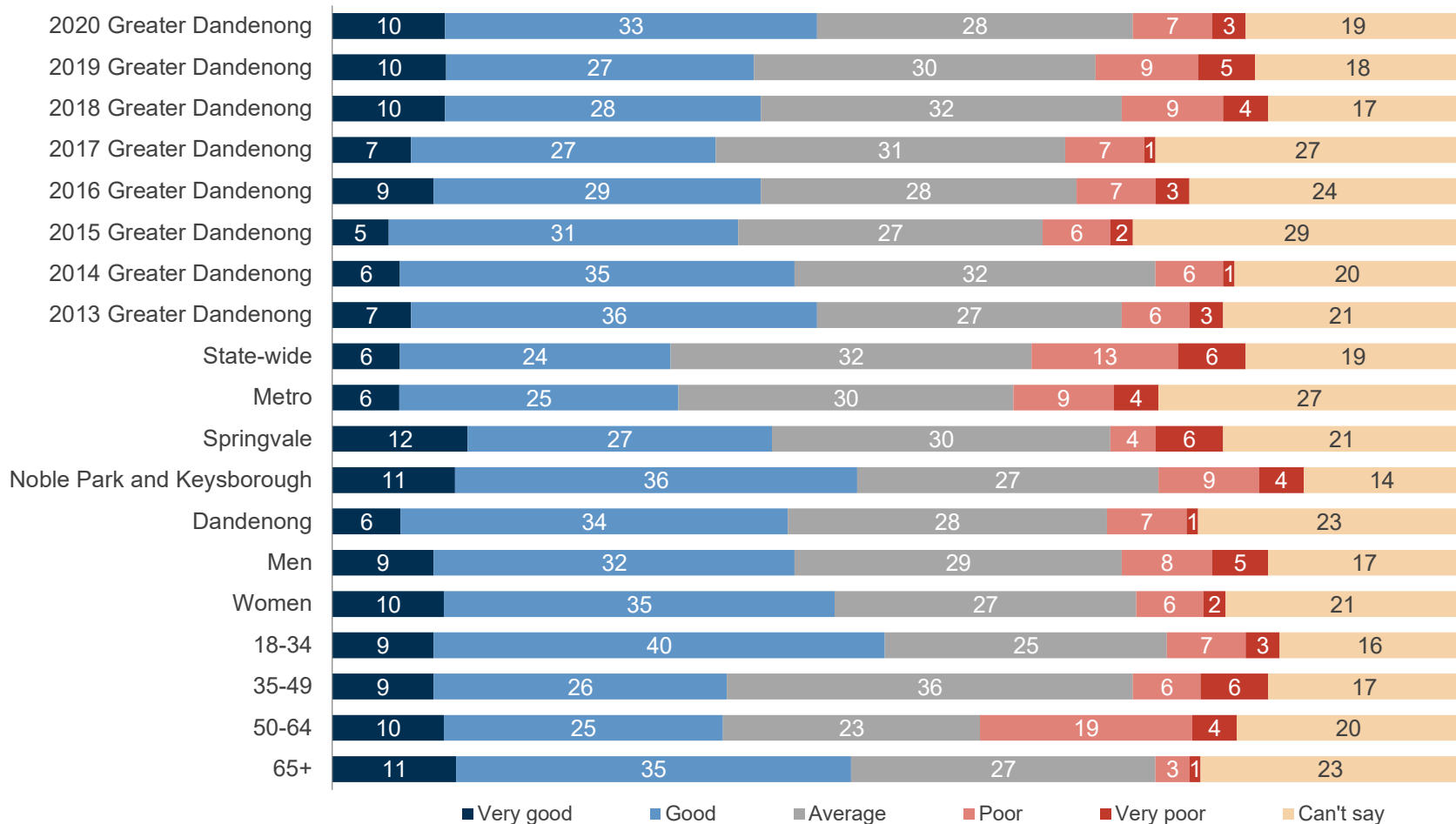
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2020 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

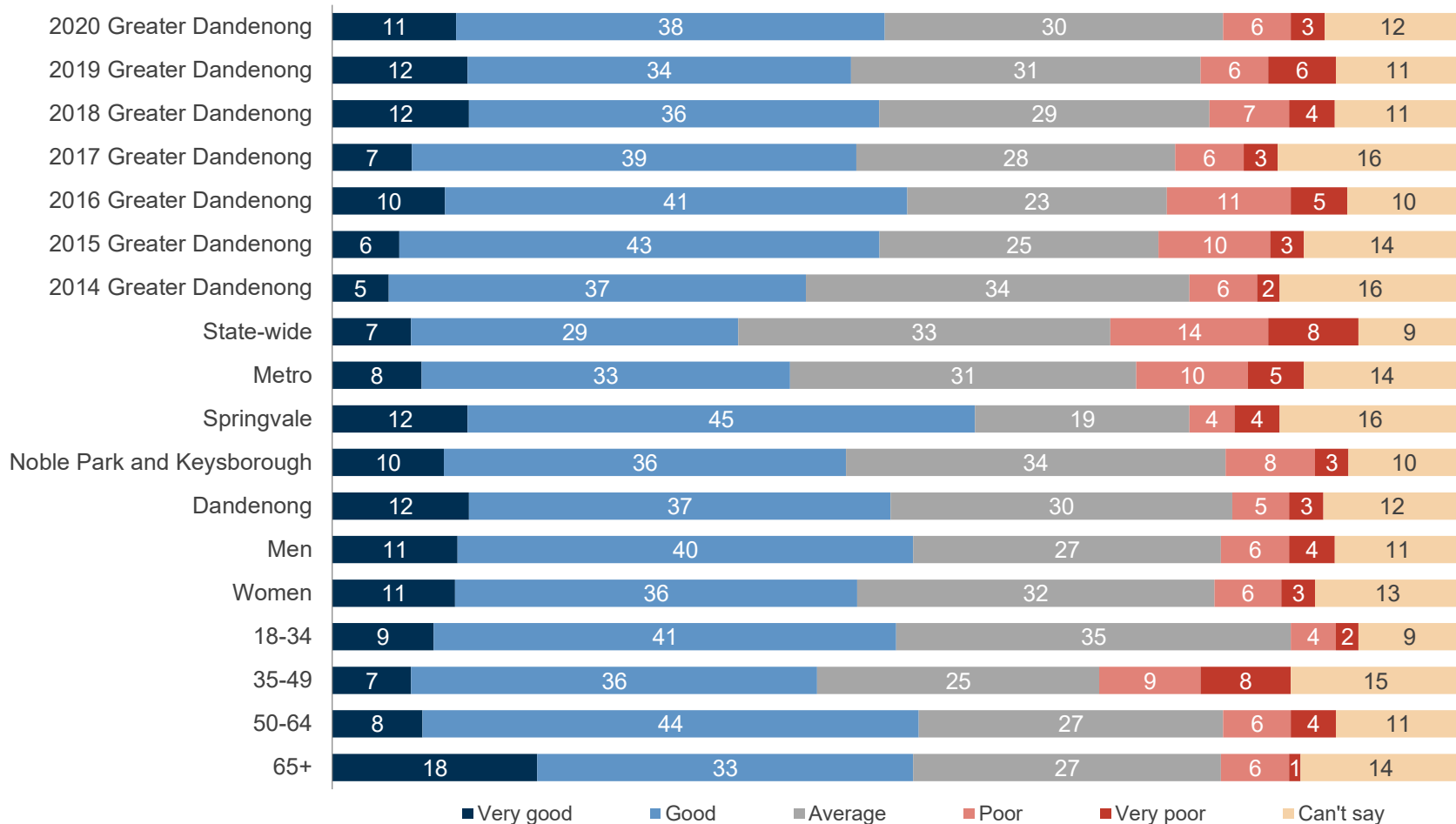
	2019	2018	2017	2016	2015	2014	2013	2012	
65+	68▲	62	67	62	60	64	59	n/a	n/a
Springvale	67	58	64	60	65	67	n/a	n/a	n/a
18-34	64	63	62	68	68	65	63	n/a	n/a
Dandenong	64	59	60	63	60	59	n/a	n/a	n/a
Men	64	63	61	64	62	62	63	n/a	n/a
Greater Dandenong	63	61	63	63	61	62	61	n/a	n/a
Women	63	59	65	62	60	61	59	n/a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

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



2020 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14

The condition of sealed local roads in your area importance



2020 sealed local roads importance (index scores)

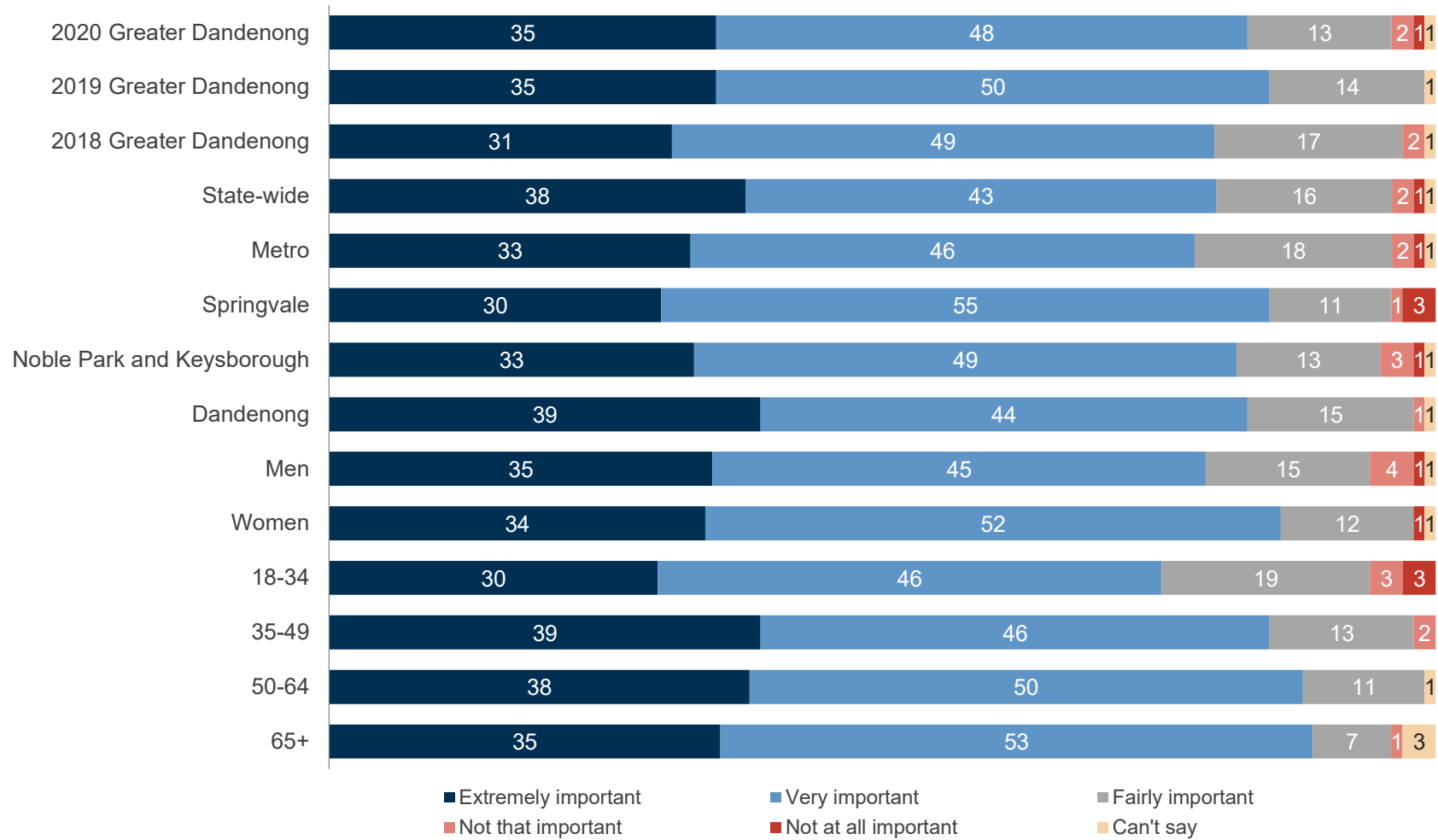
		2019	2018	2017	2016	2015	2014	2013	2012
50-64	82	83	82	n/a	n/a	n/a	n/a	n/a	n/a
65+	82	78	79	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	81	79	79	n/a	n/a	n/a	n/a	n/a	n/a
35-49	80	79	79	n/a	n/a	n/a	n/a	n/a	n/a
Women	79	82	80	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	79	79	80	78	78	76	77	n/a	n/a
Greater Dandenong	79	80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

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance



2020 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

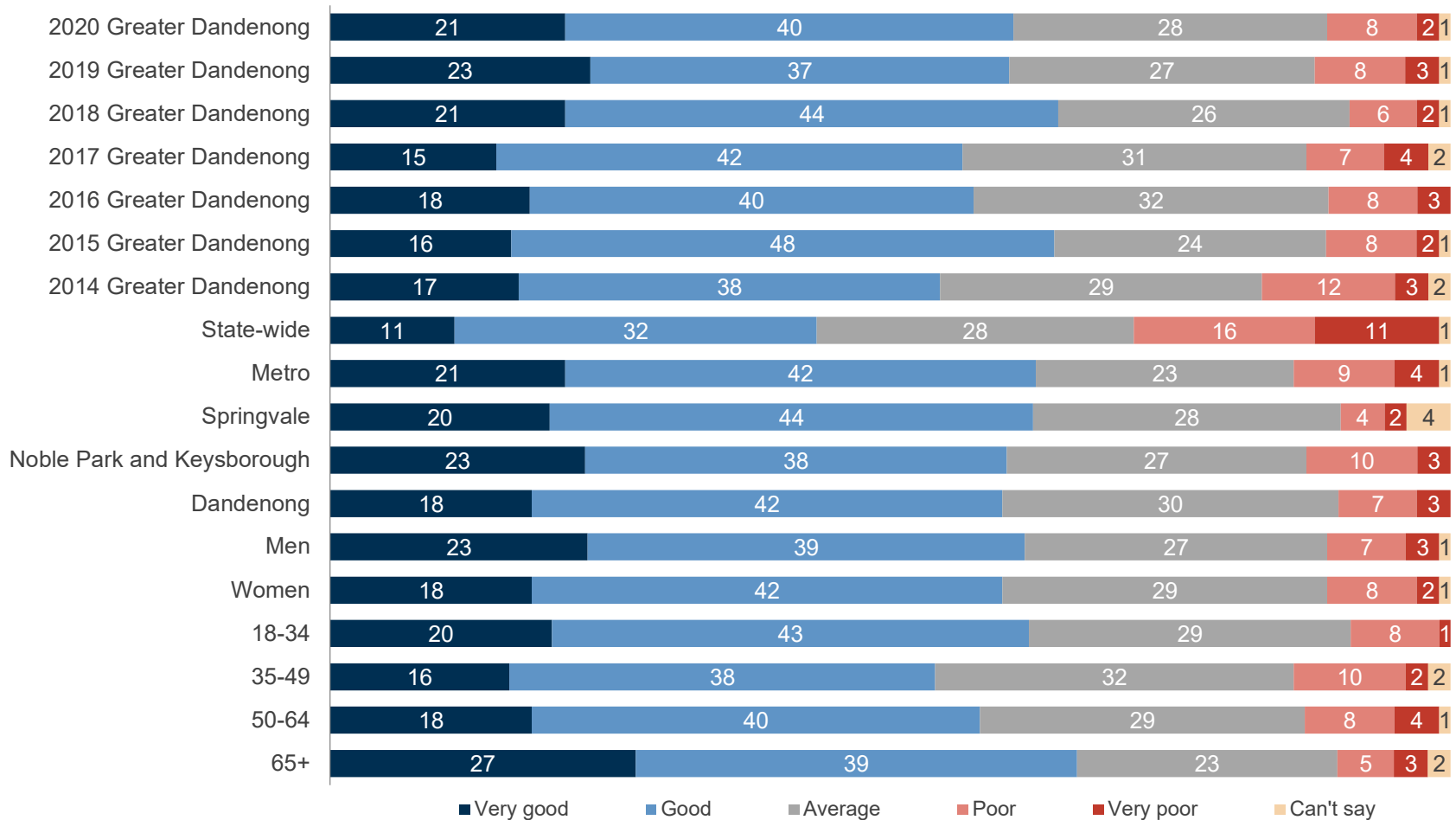
	2019	2018	2017	2016	2015	2014	2013	2012	
65+	71	70	71	67	64	69	61	n/a	n/a
Springvale	70	65	68	63	70	68	n/a	n/a	n/a
18-34	68	68	71	67	72	68	67	n/a	n/a
Men	68	71	70	63	66	70	67	n/a	n/a
Greater Dandenong	68	67	69	65	66	67	64	n/a	n/a
Noble Park and Keysborough	67	71	73	66	67	67	n/a	n/a	n/a
Women	67	64	68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

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)



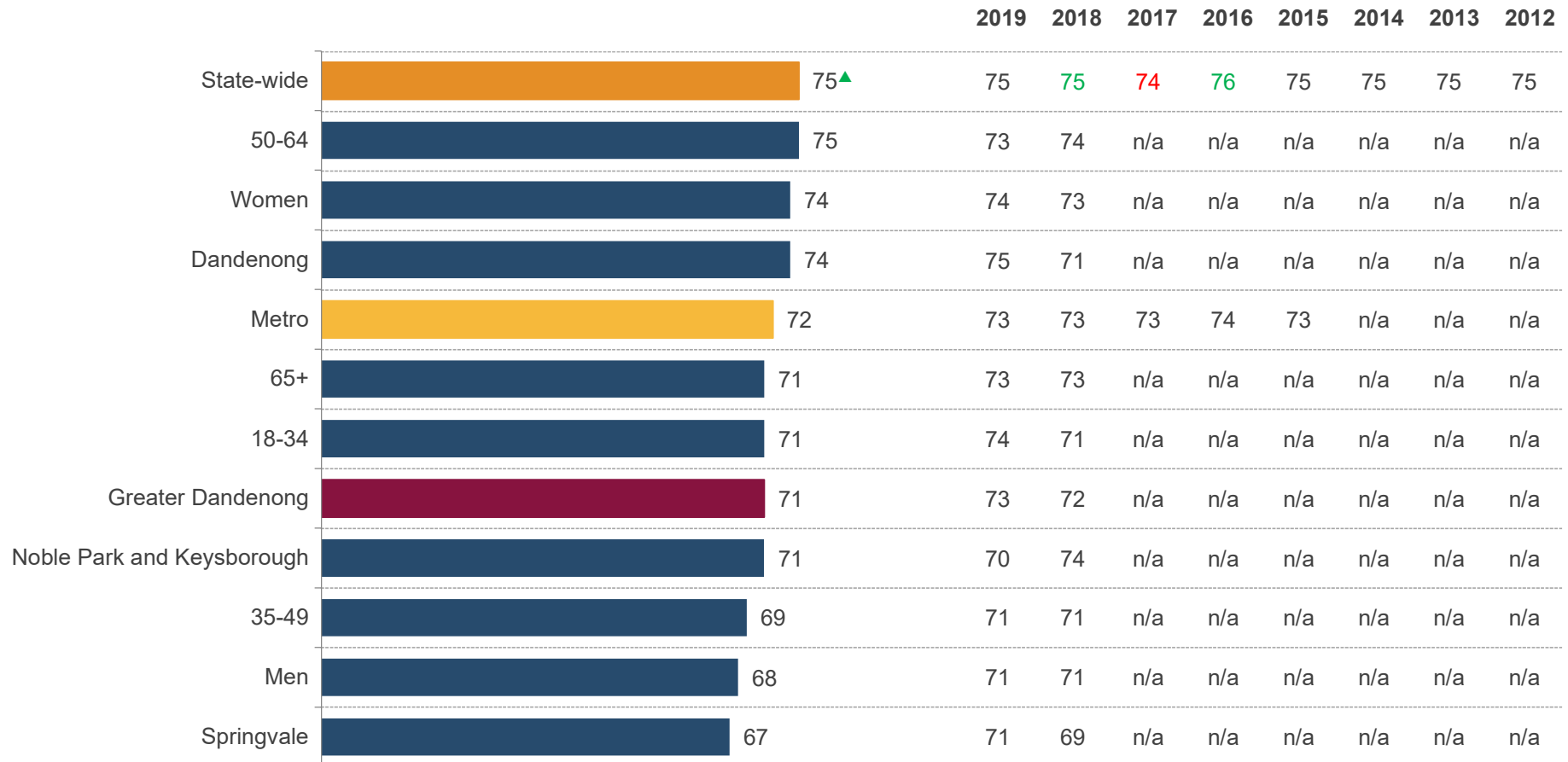
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 14



Informing the community importance



2020 informing community importance (index scores)



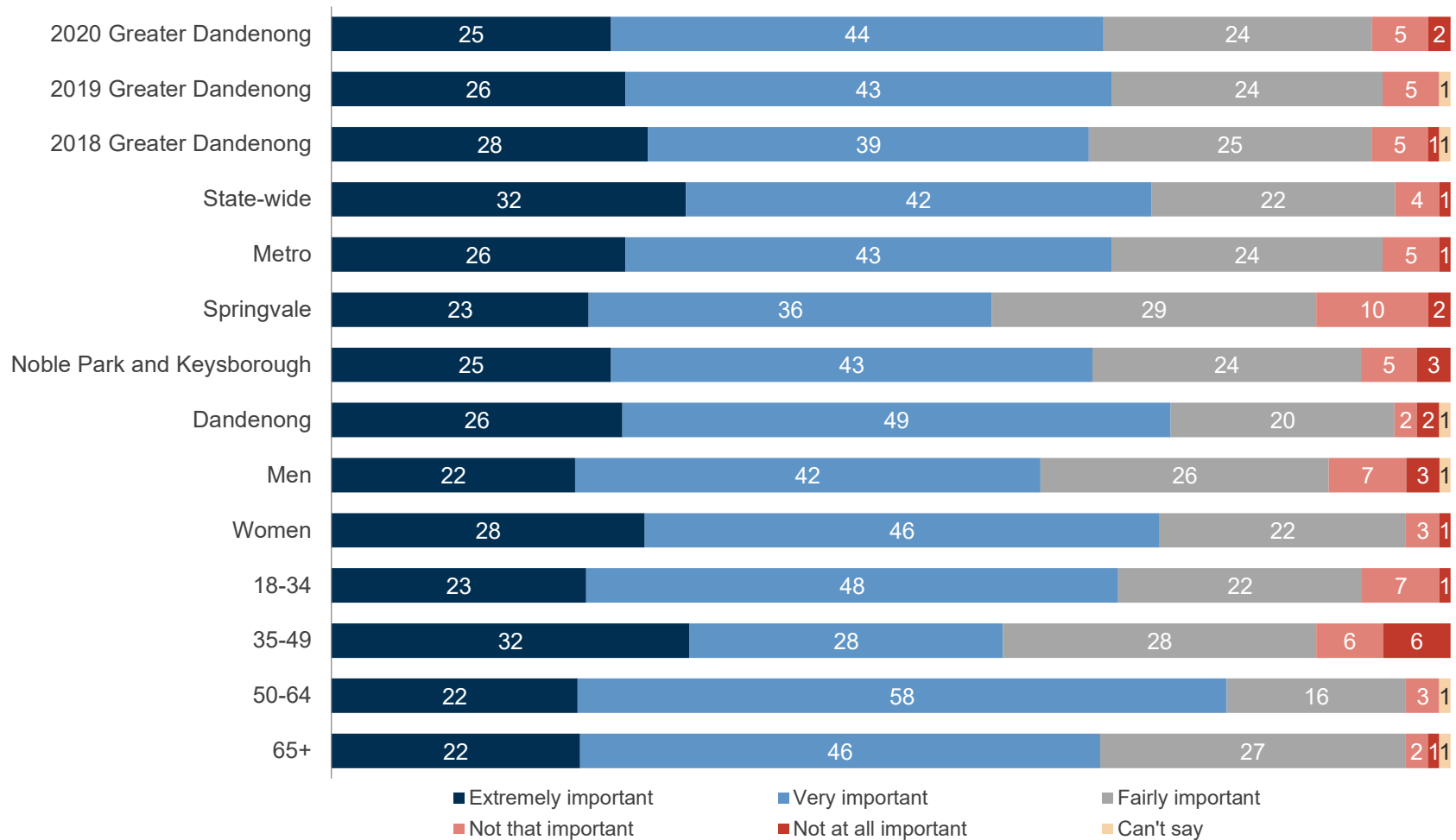
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2020 informing community importance (%)



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



2020 streets and footpaths importance (index scores)

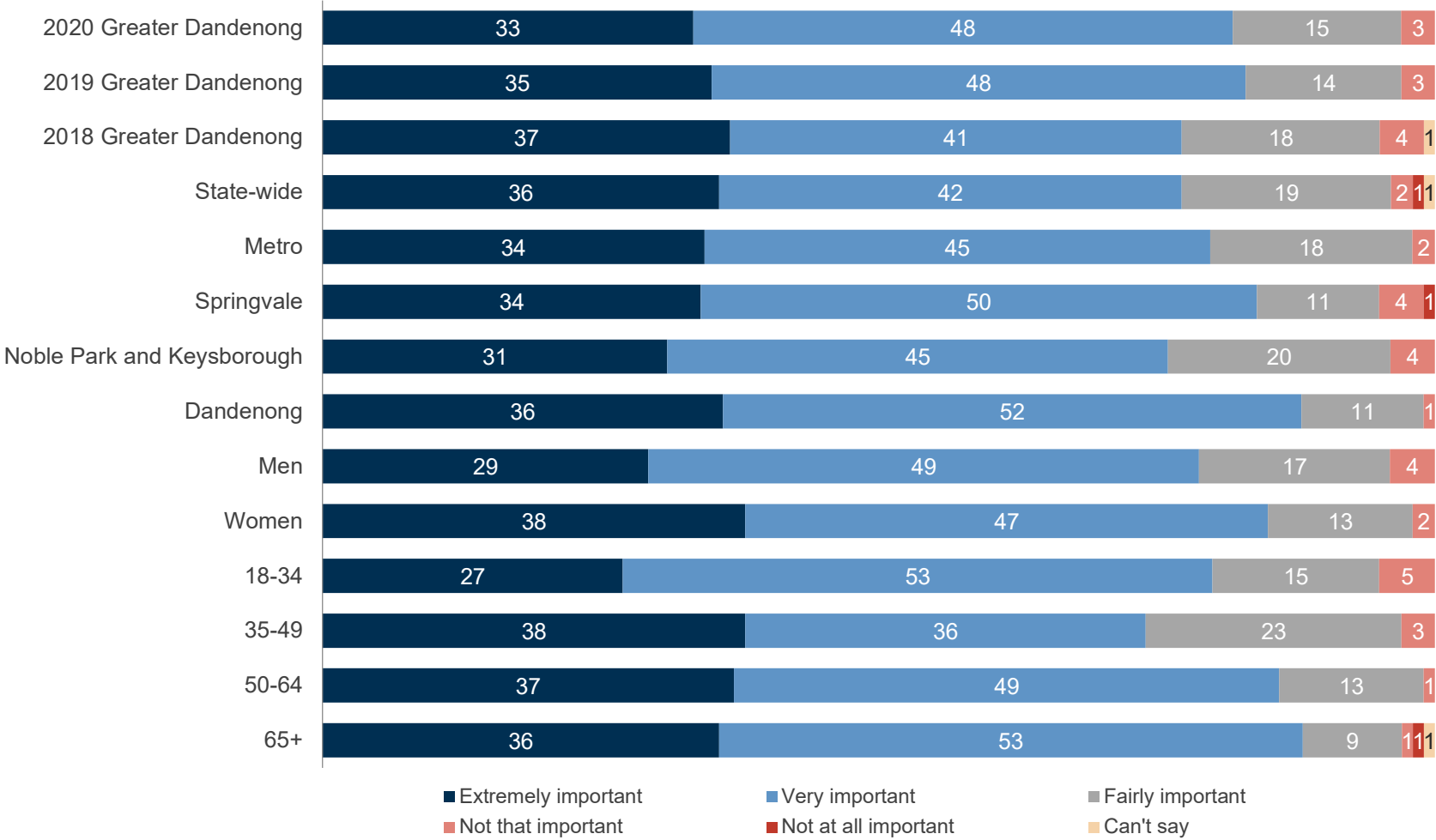
		2019	2018	2017	2016	2015	2014	2013	2012
65+	81	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	81	80	78	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	81	80	n/a	n/a	n/a	n/a	n/a	n/a
50-64	80	84	86	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	78	82	75	n/a	n/a	n/a	n/a	n/a	n/a
Metro	78	78	79	78	78	77	n/a	n/a	n/a
Greater Dandenong	78	79	78	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	78	77	78	77	77	77	77	78	77
35-49	77	75	79	n/a	n/a	n/a	n/a	n/a	n/a
Men	76	77	76	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	79	73	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	76	76	78	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: 23 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 7



Traffic management importance



2020 traffic management importance (index scores)

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

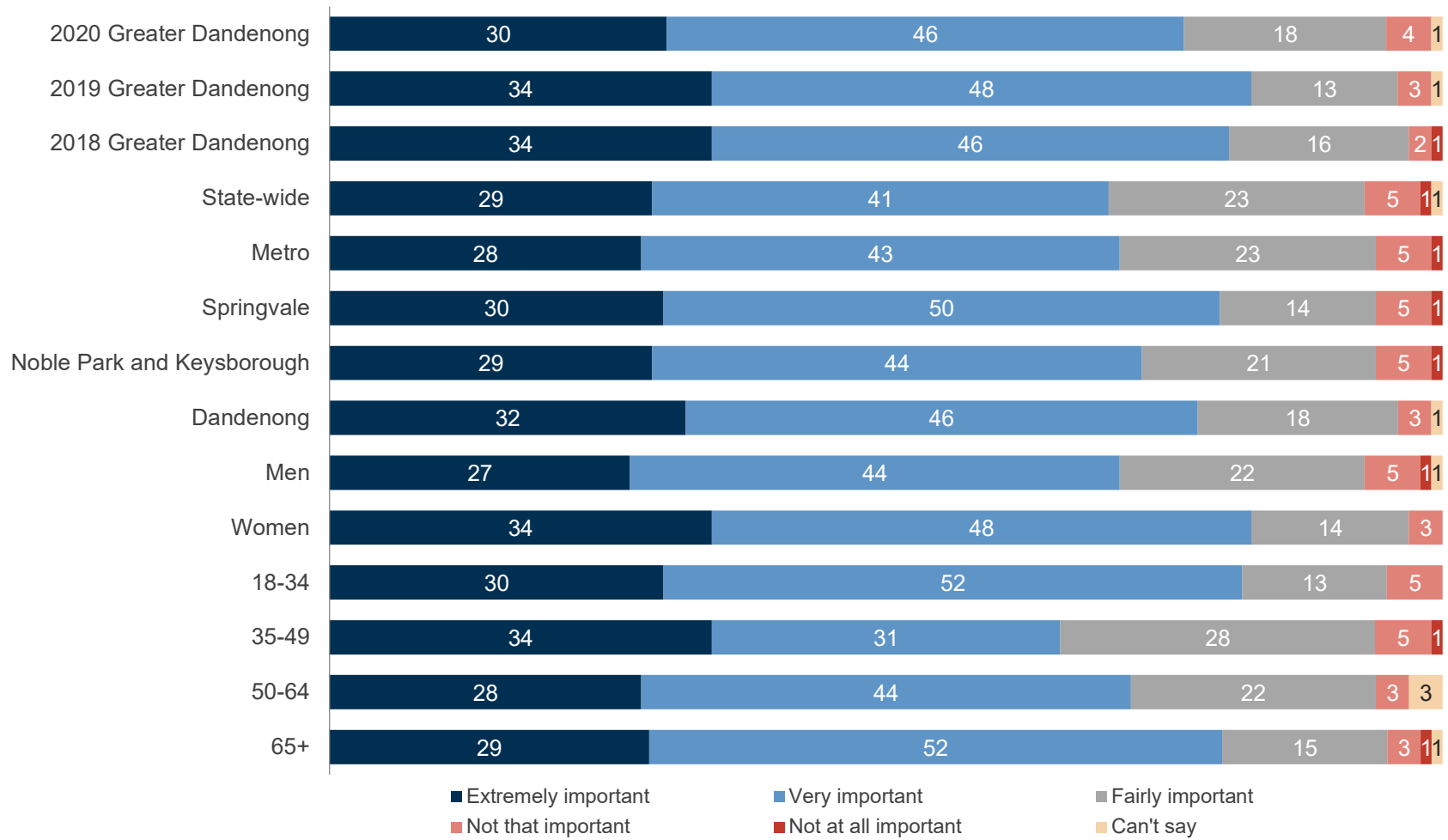
Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 10 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2020 traffic management importance (%)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 10 Councils asked group: 6



Parking facilities importance



2020 parking importance (index scores)

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

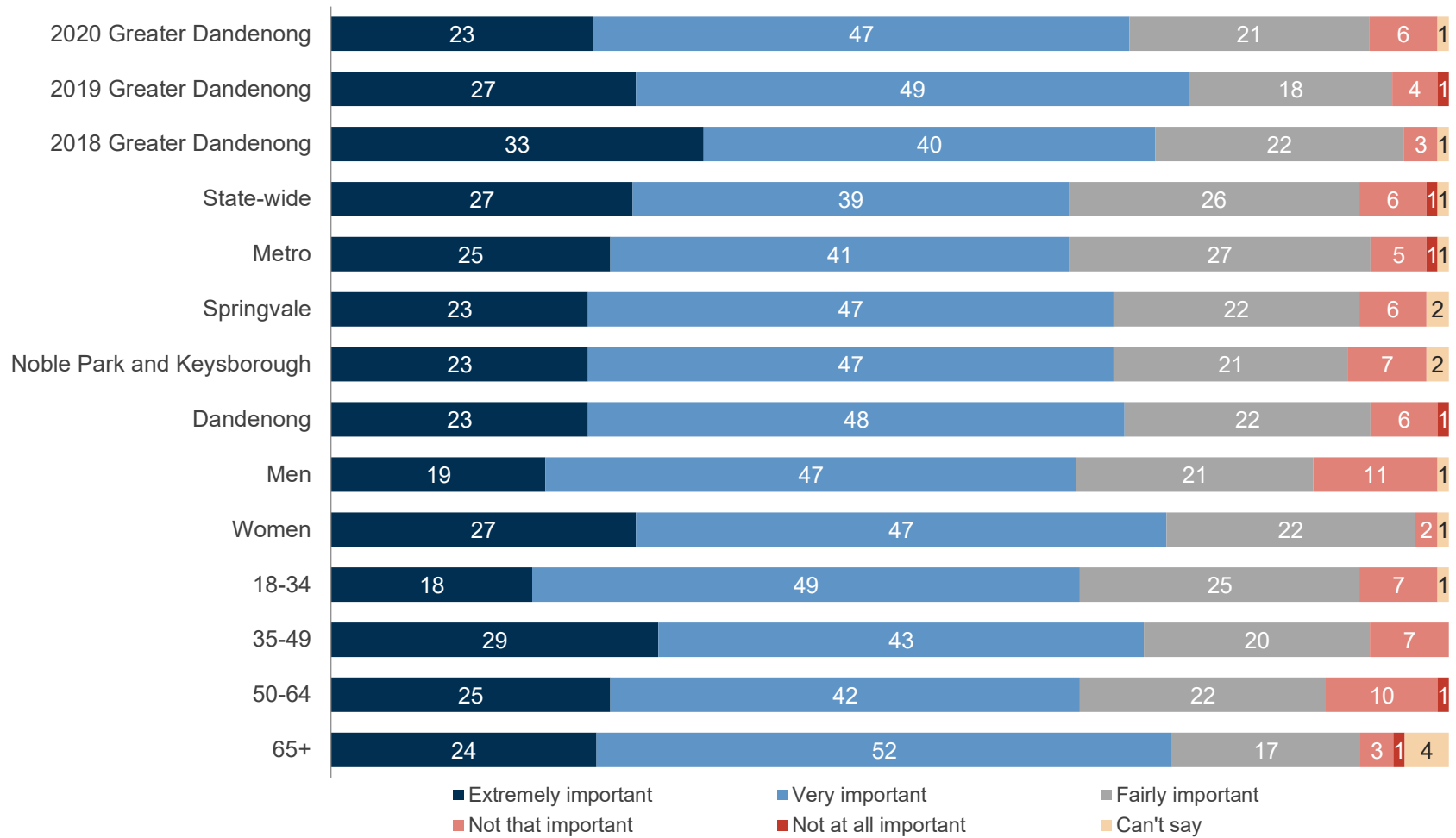
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2020 parking importance (%)



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



Enforcement of local laws importance



2020 law enforcement importance (index scores)

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

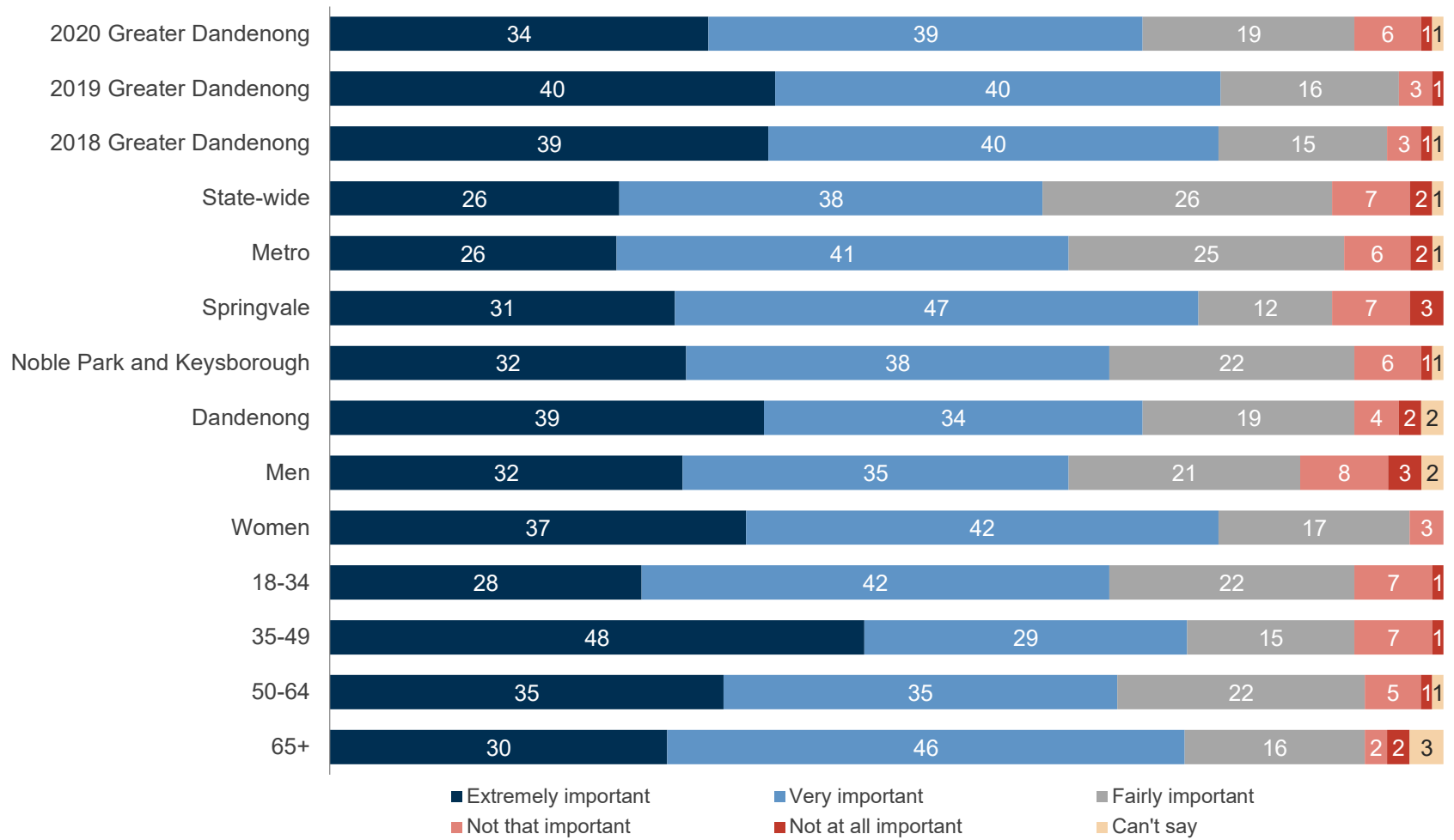
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2020 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8



Family support services importance



2020 family support importance (index scores)

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

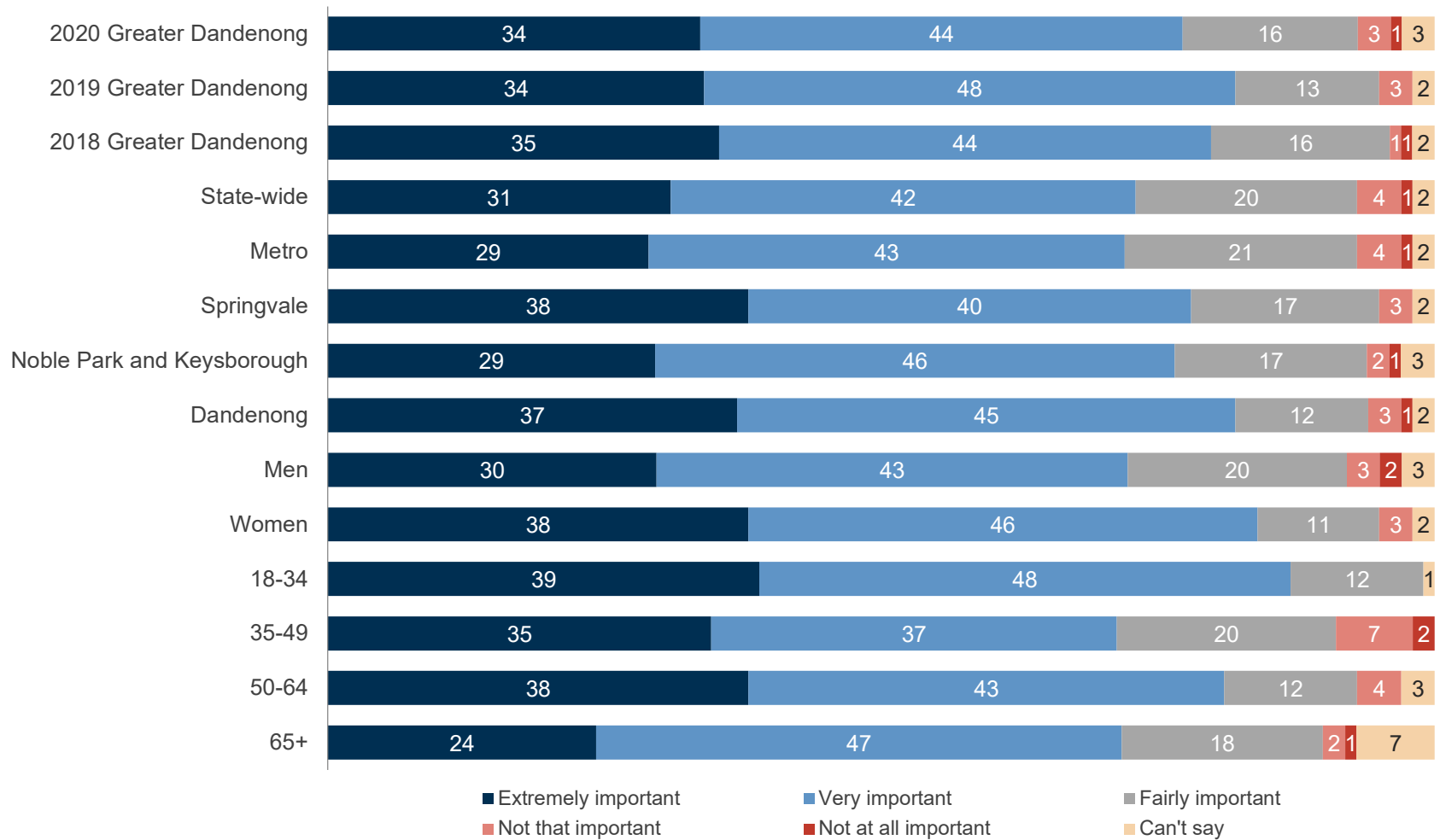
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2020 family support importance (%)



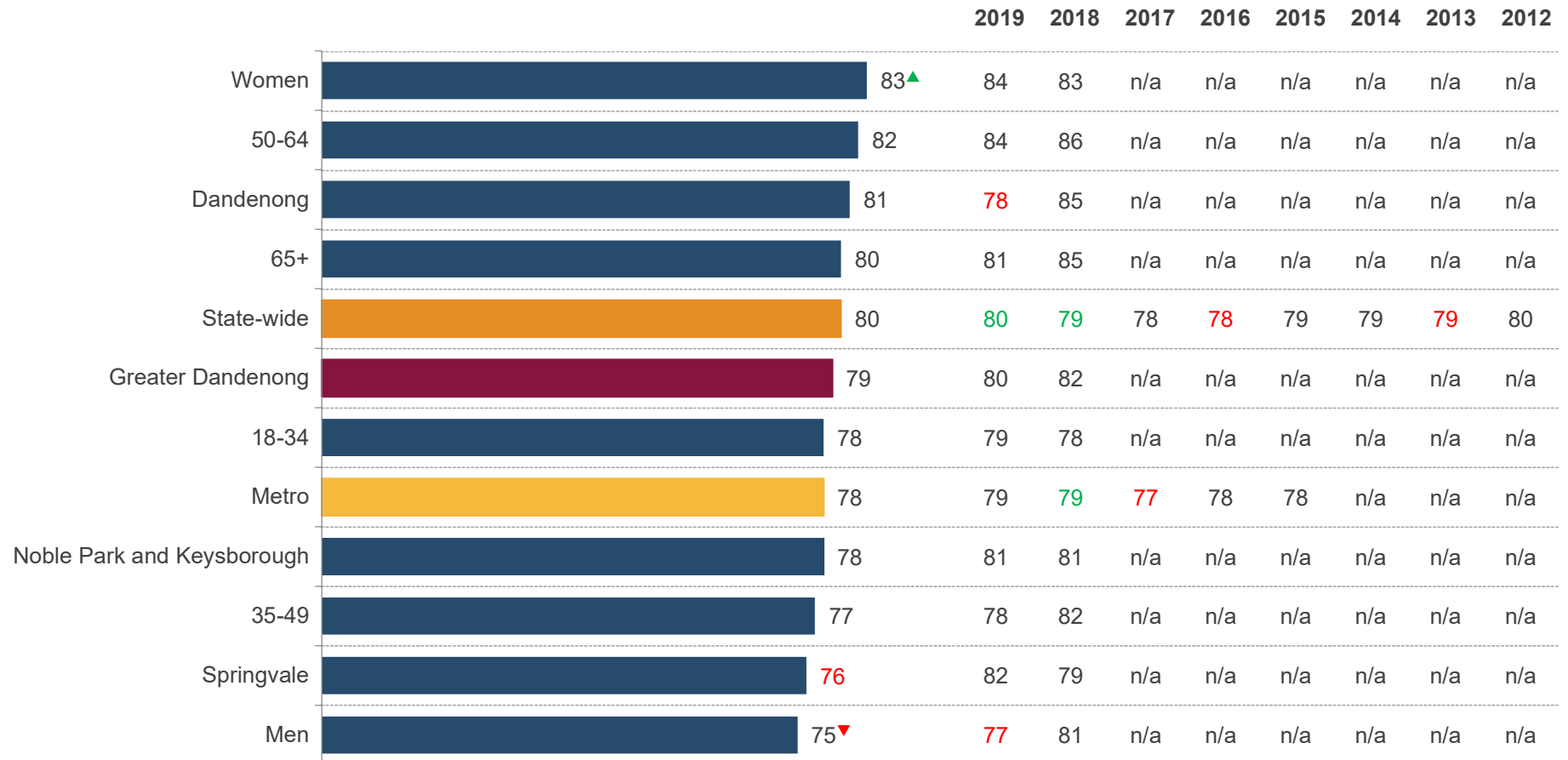
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7



Elderly support services importance



2020 elderly support importance (index scores)



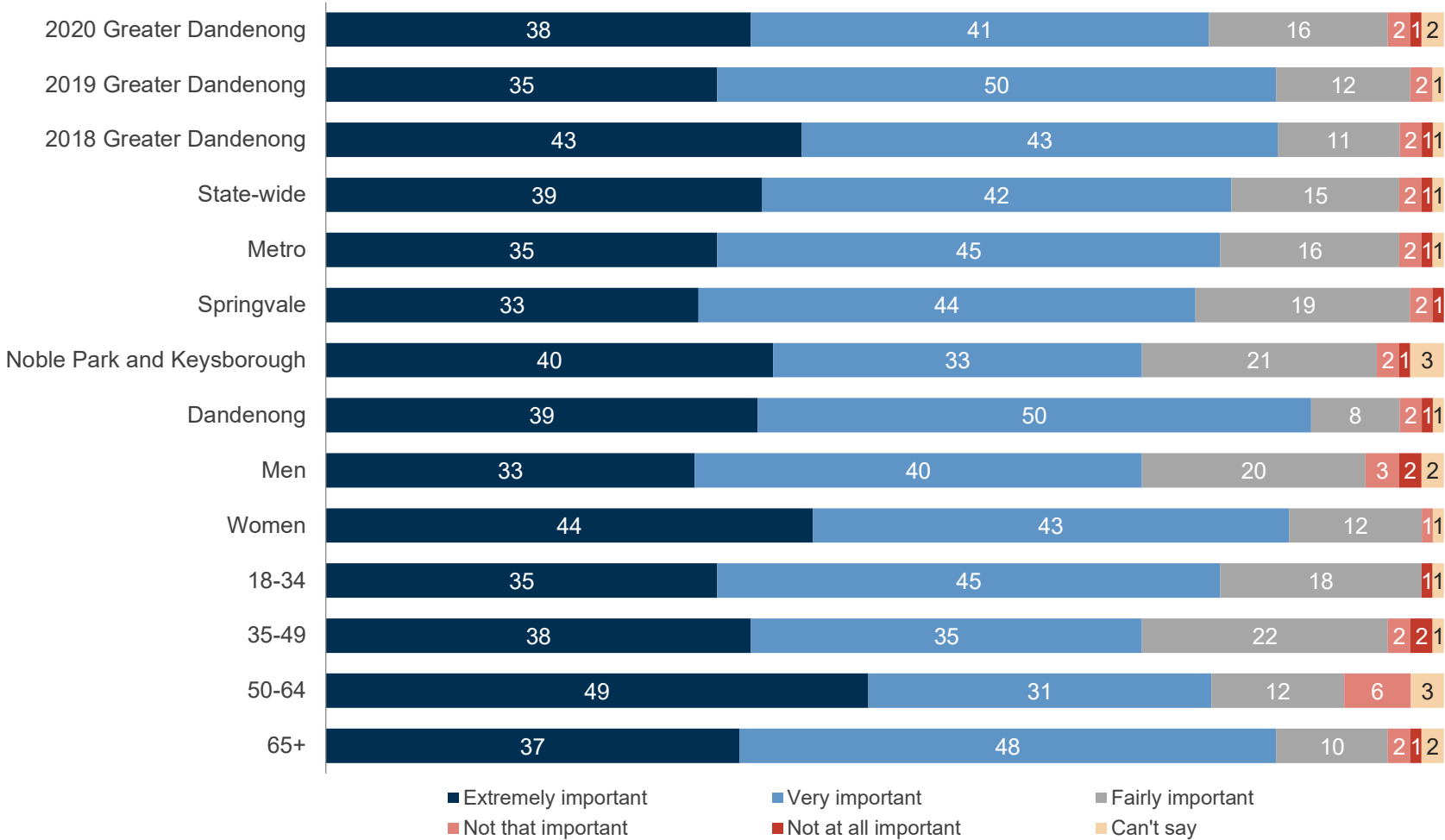
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2020 elderly support importance (%)



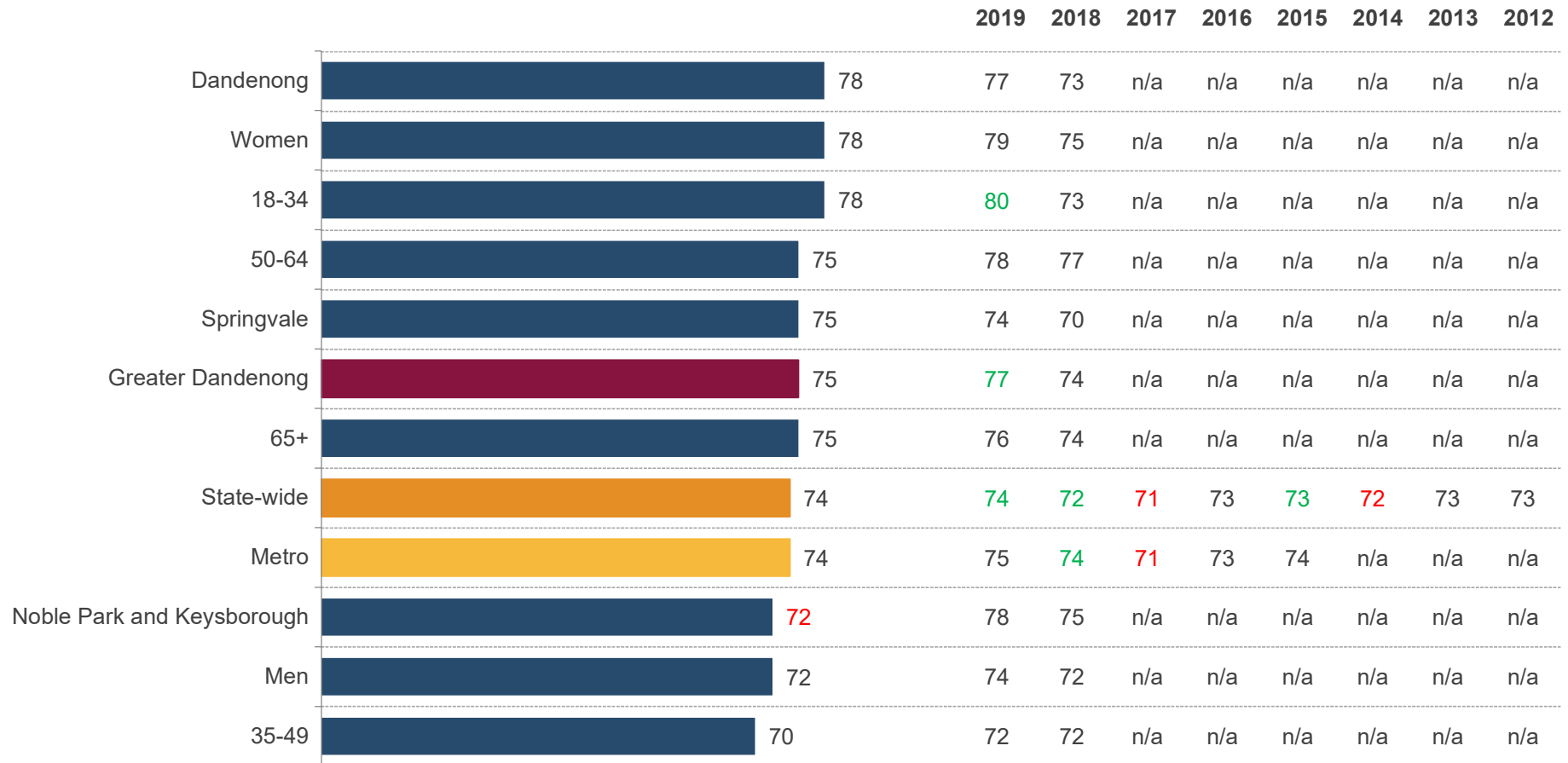
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7



Disadvantaged support services importance



2020 disadvantaged support importance (index scores)



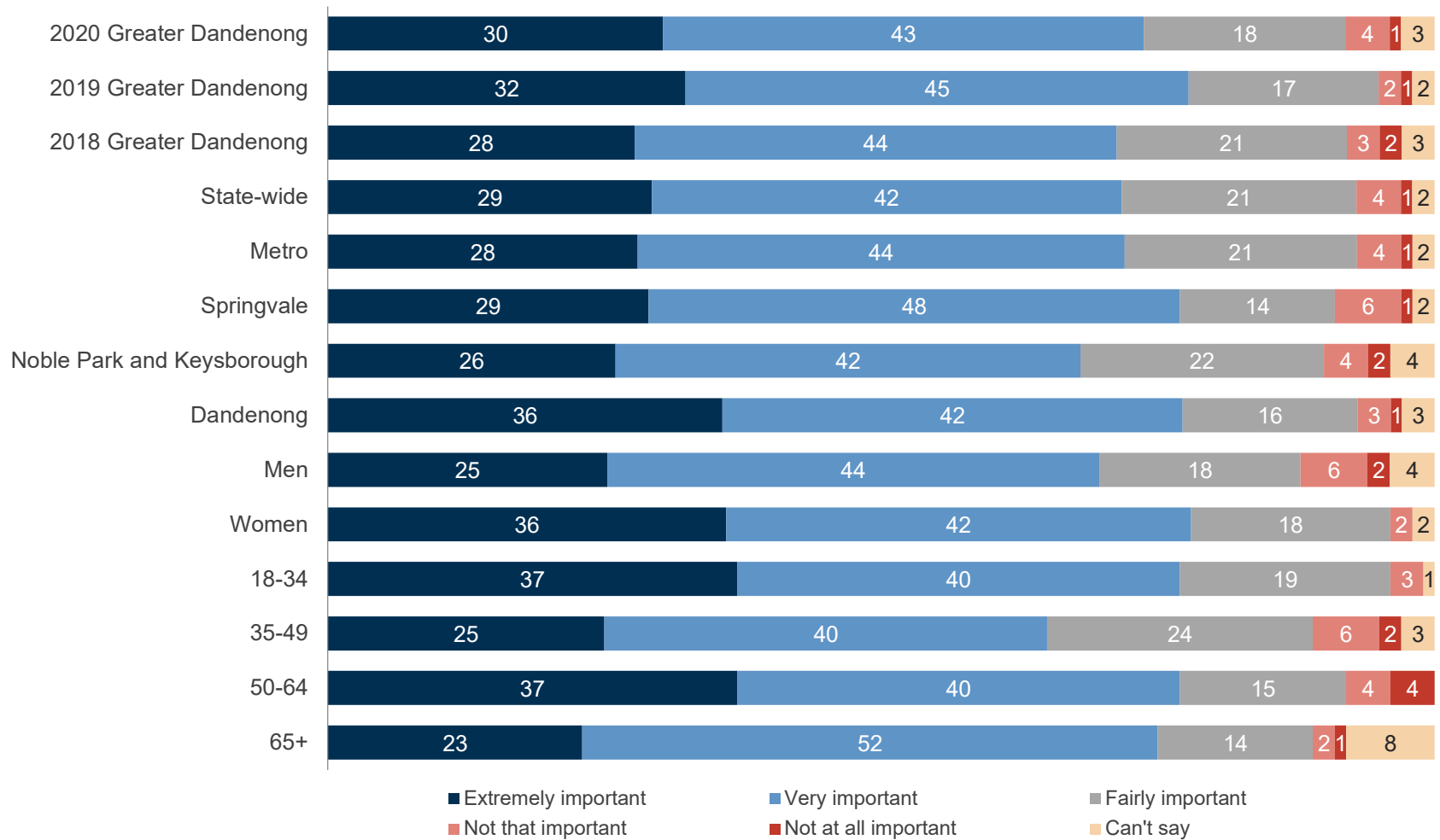
Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 9 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2020 disadvantaged support importance (%)



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



Recreational facilities importance



2020 recreational facilities importance (index scores)

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

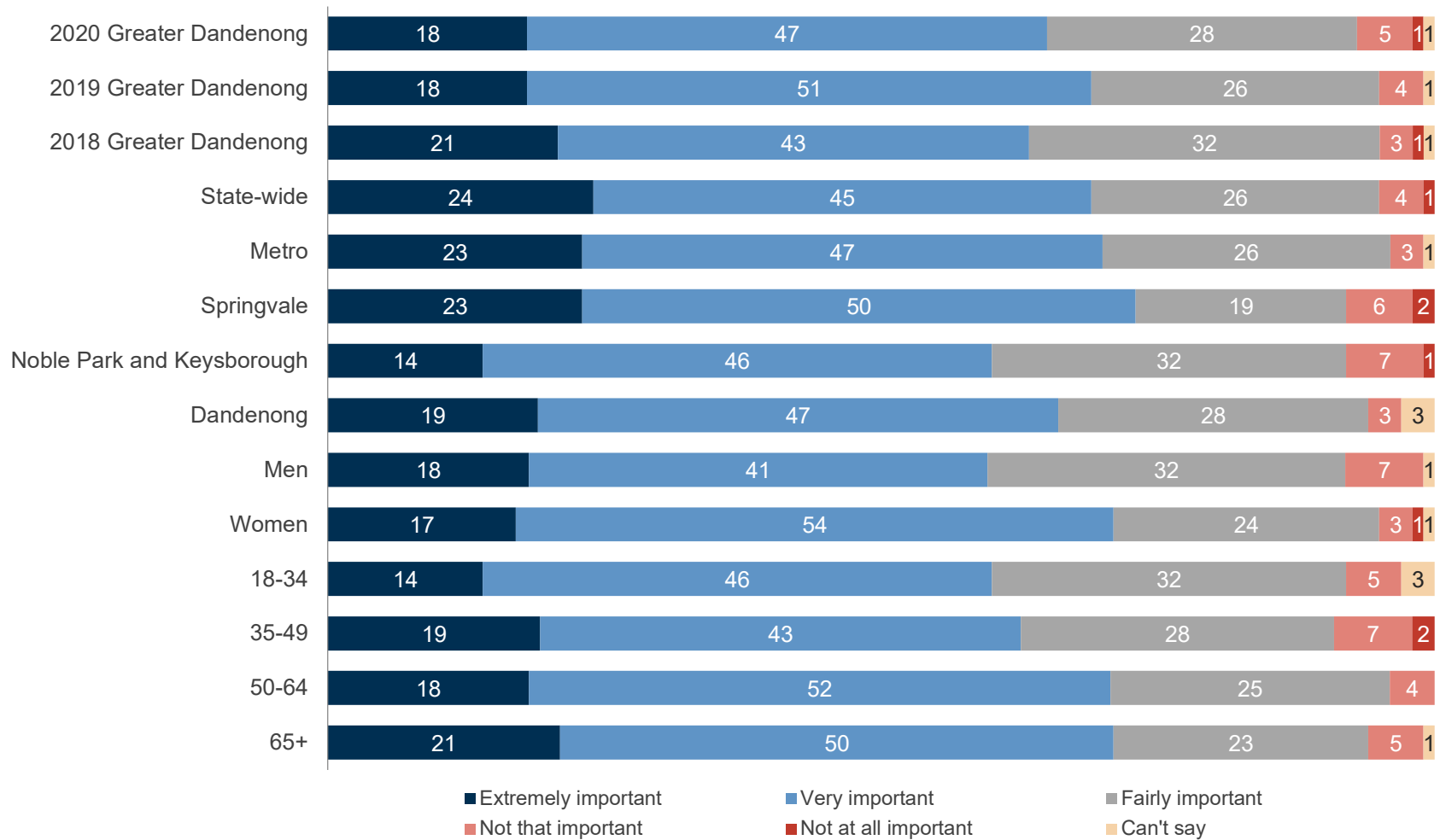
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2020 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10



The appearance of public areas importance



2020 public areas importance (index scores)

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

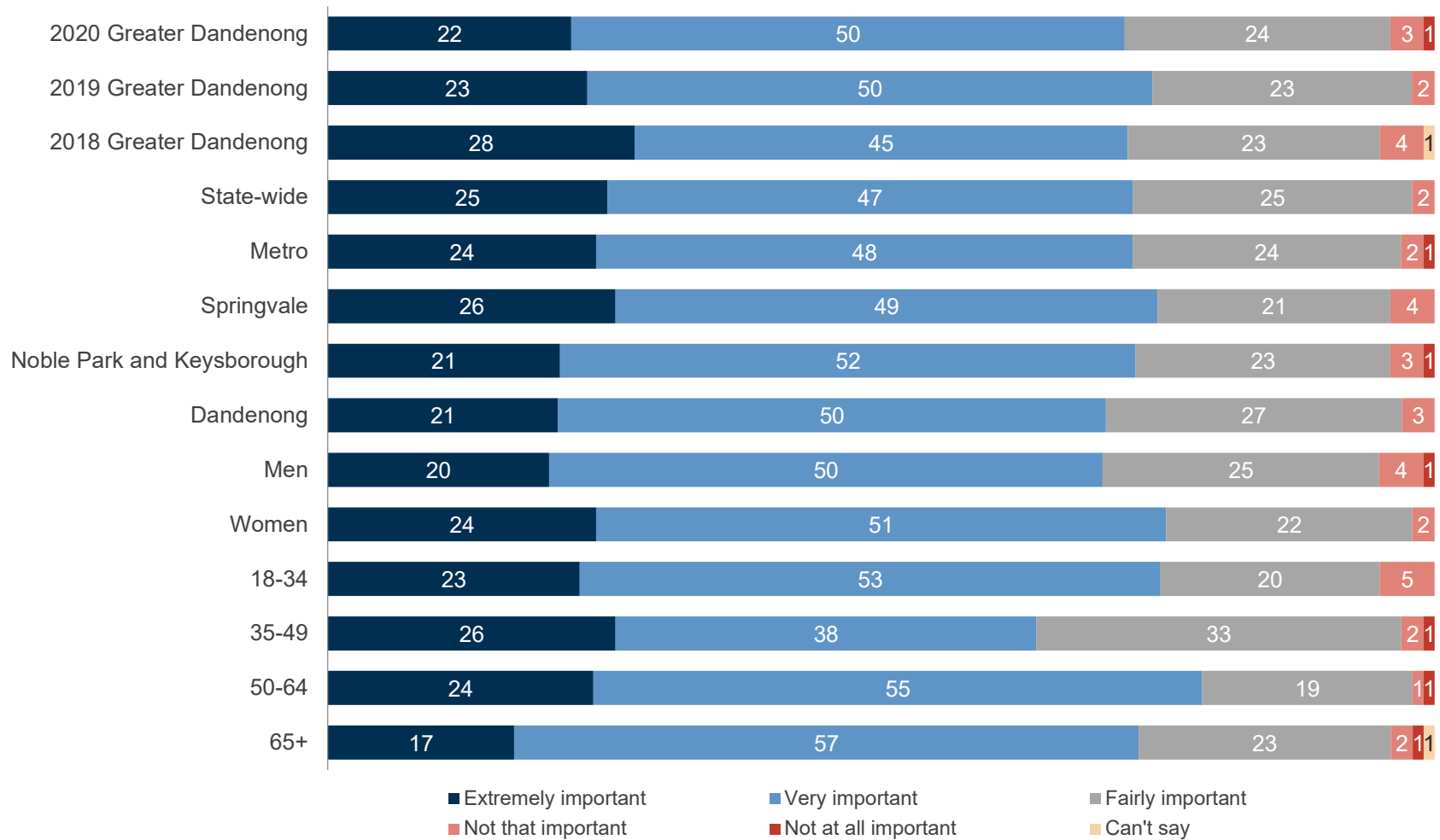
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2020 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9



Art centres and libraries importance



2020 art centres and libraries importance (index scores)

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

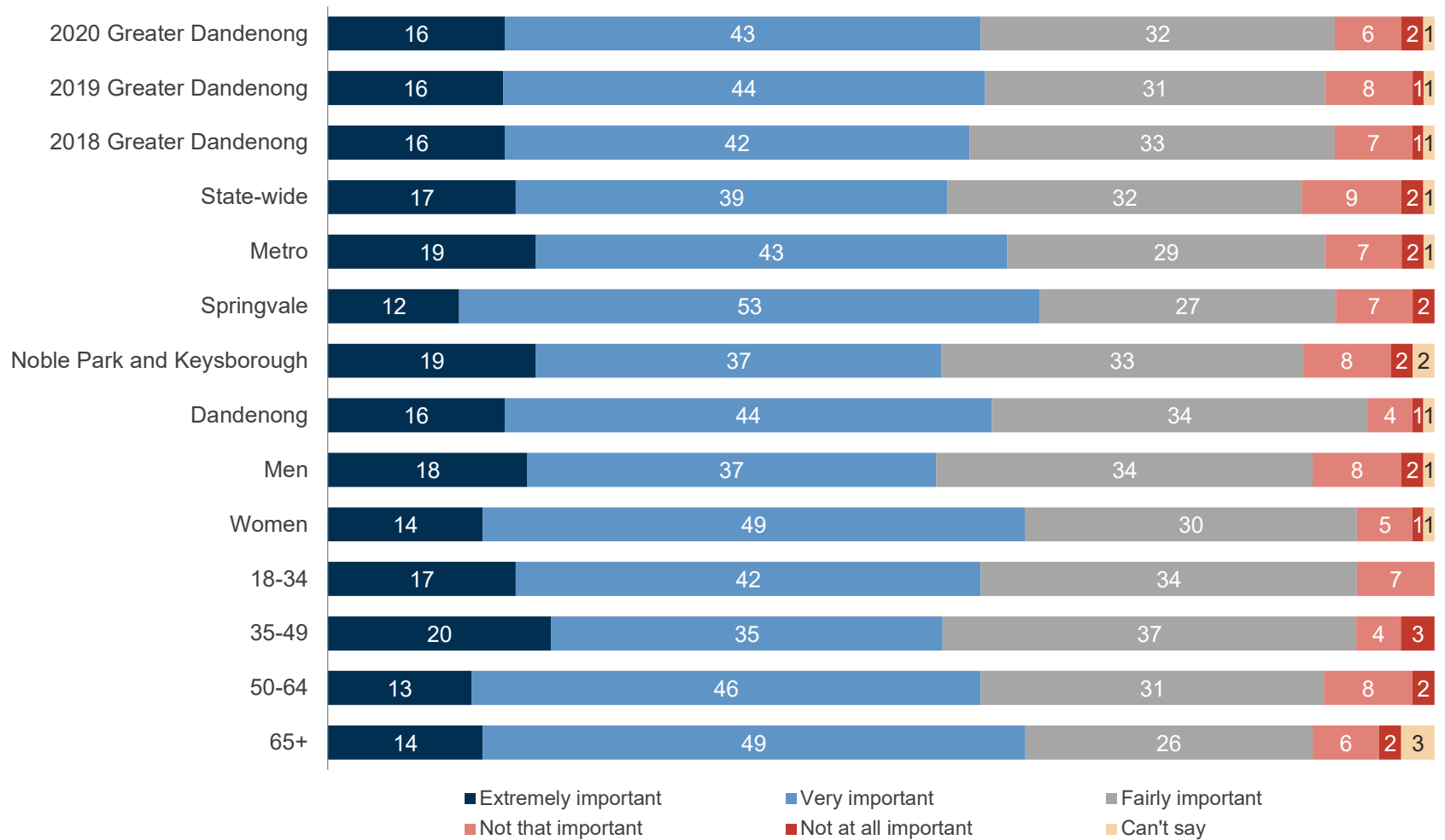
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2020 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 8



Community and cultural activities importance



2020 community and cultural activities importance (index scores)

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

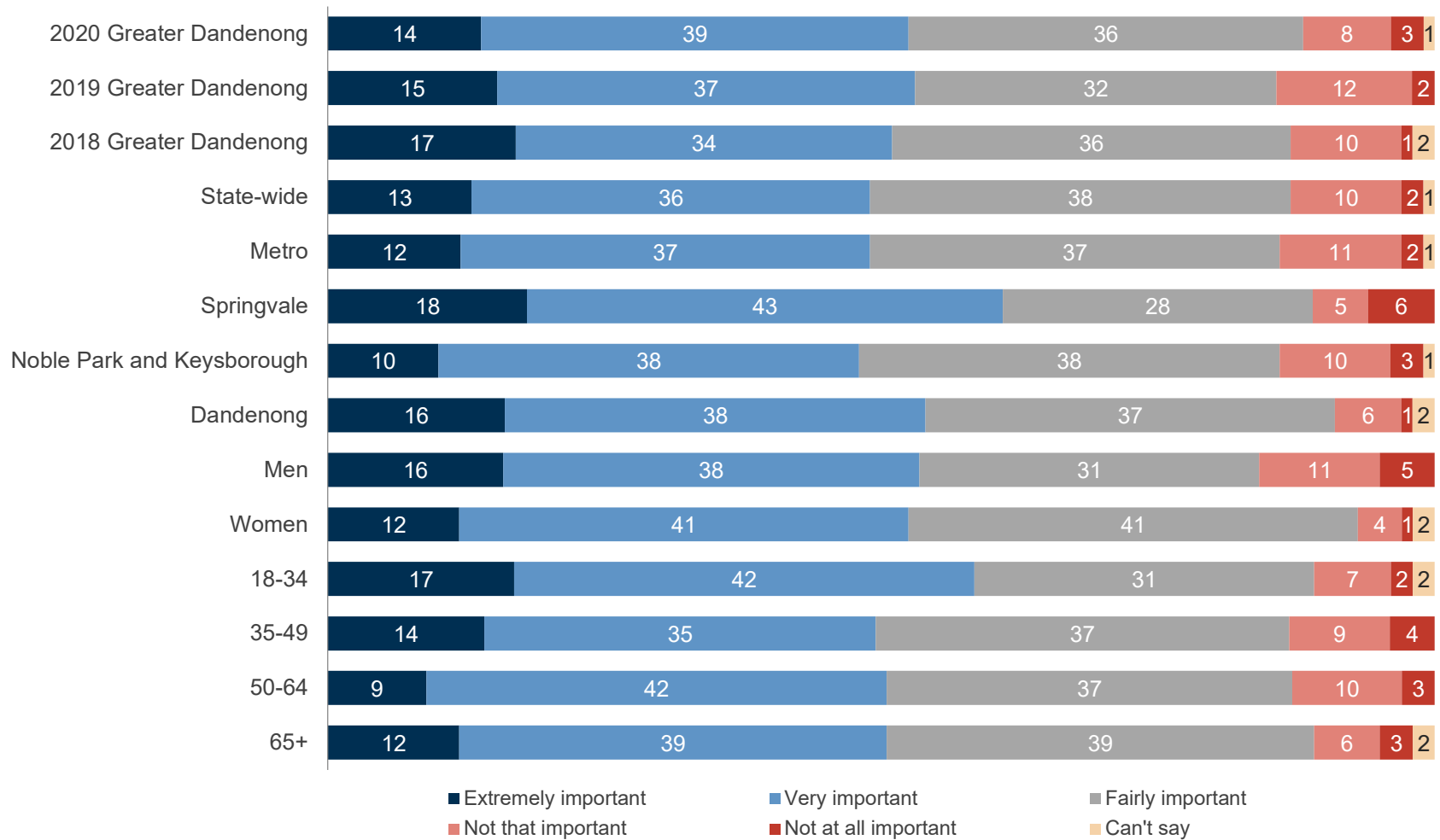
Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2020 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9



Waste management importance



2020 waste management importance (index scores)

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

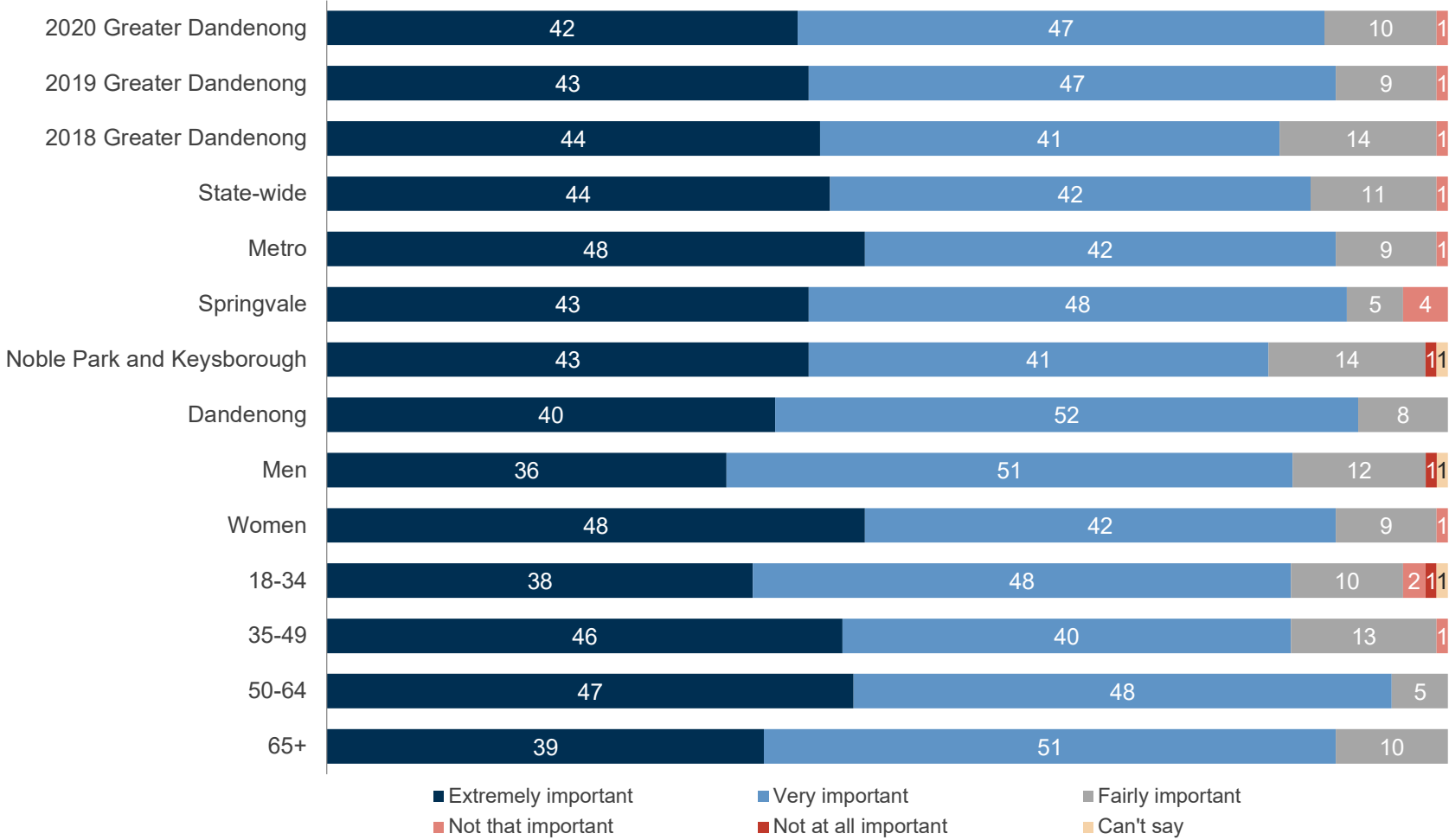
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2020 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10

Business and community development and tourism importance



2020 business/development/tourism importance (index scores)

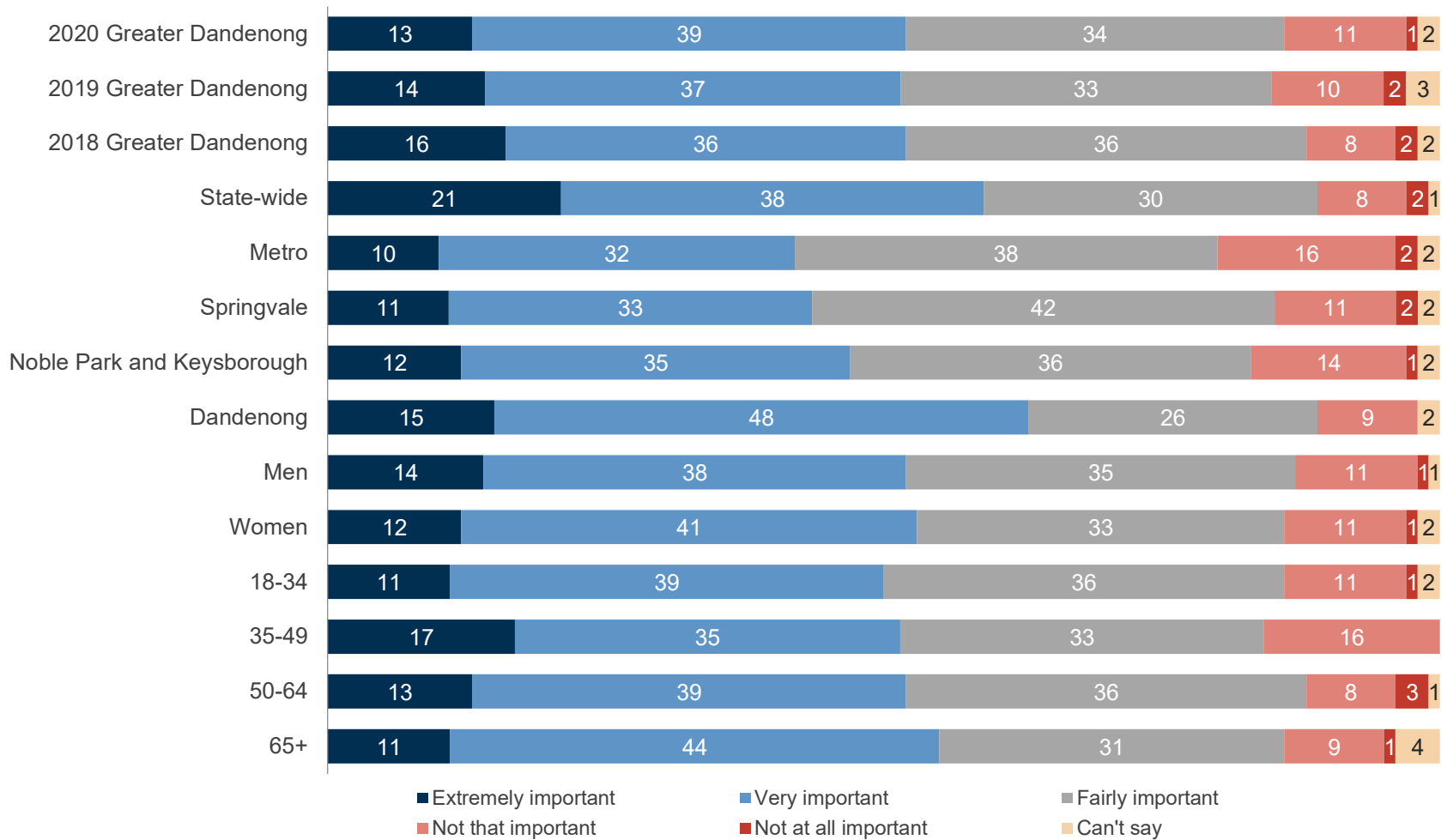
	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	65	66	67	67	67	67	67	66
Dandenong	65	68	n/a	n/a	n/a	n/a	n/a	n/a
65+	64	62	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	64	n/a	n/a	n/a	n/a	n/a	n/a
50-64	67	66	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	66	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	63	65	n/a	n/a	n/a	n/a	n/a	n/a
Men	62	65	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	65	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
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: 6
 Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance



2020 business/development/tourism importance (%)



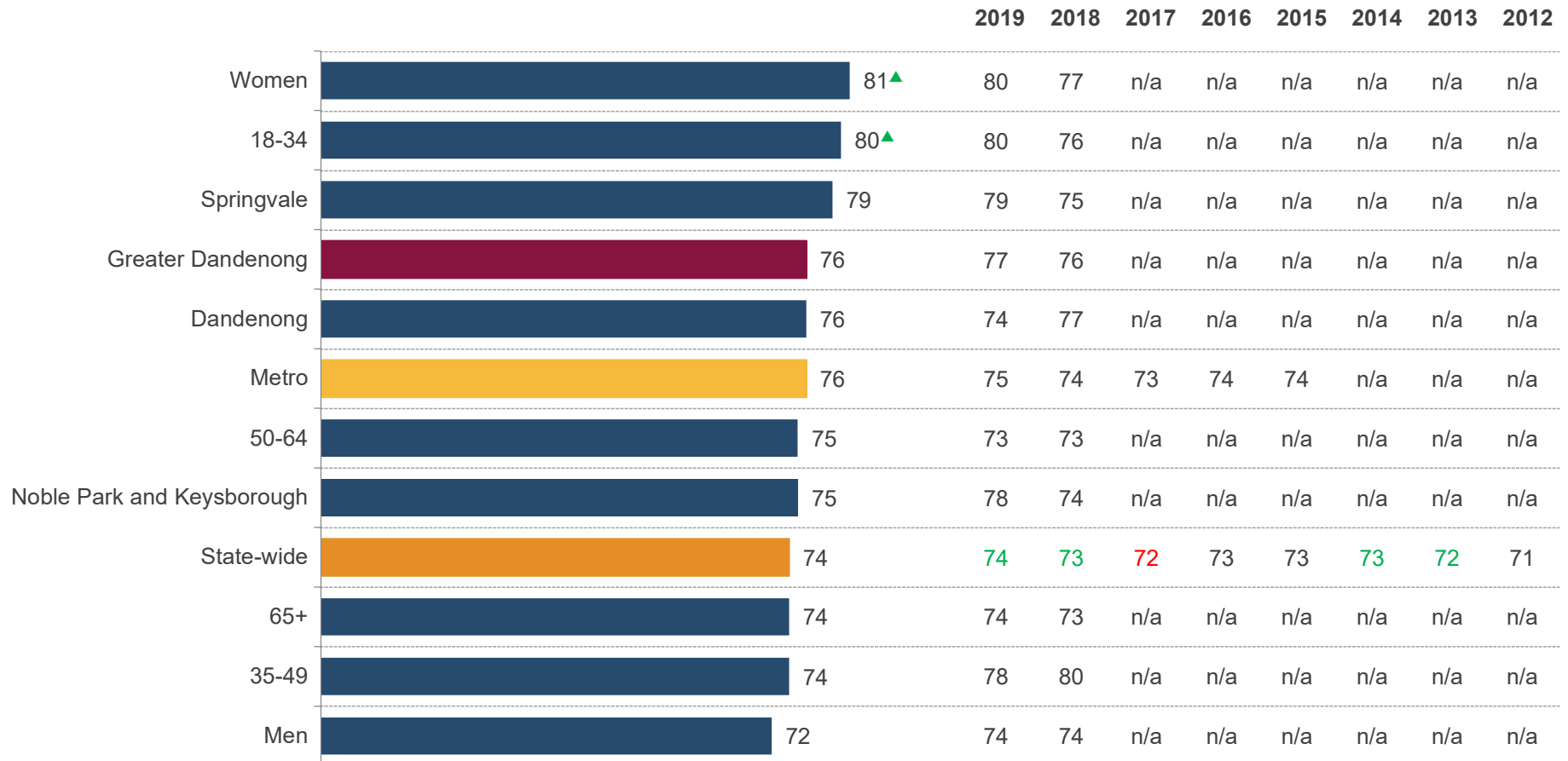
Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 6



Environmental sustainability importance



2020 environmental sustainability importance (index scores)



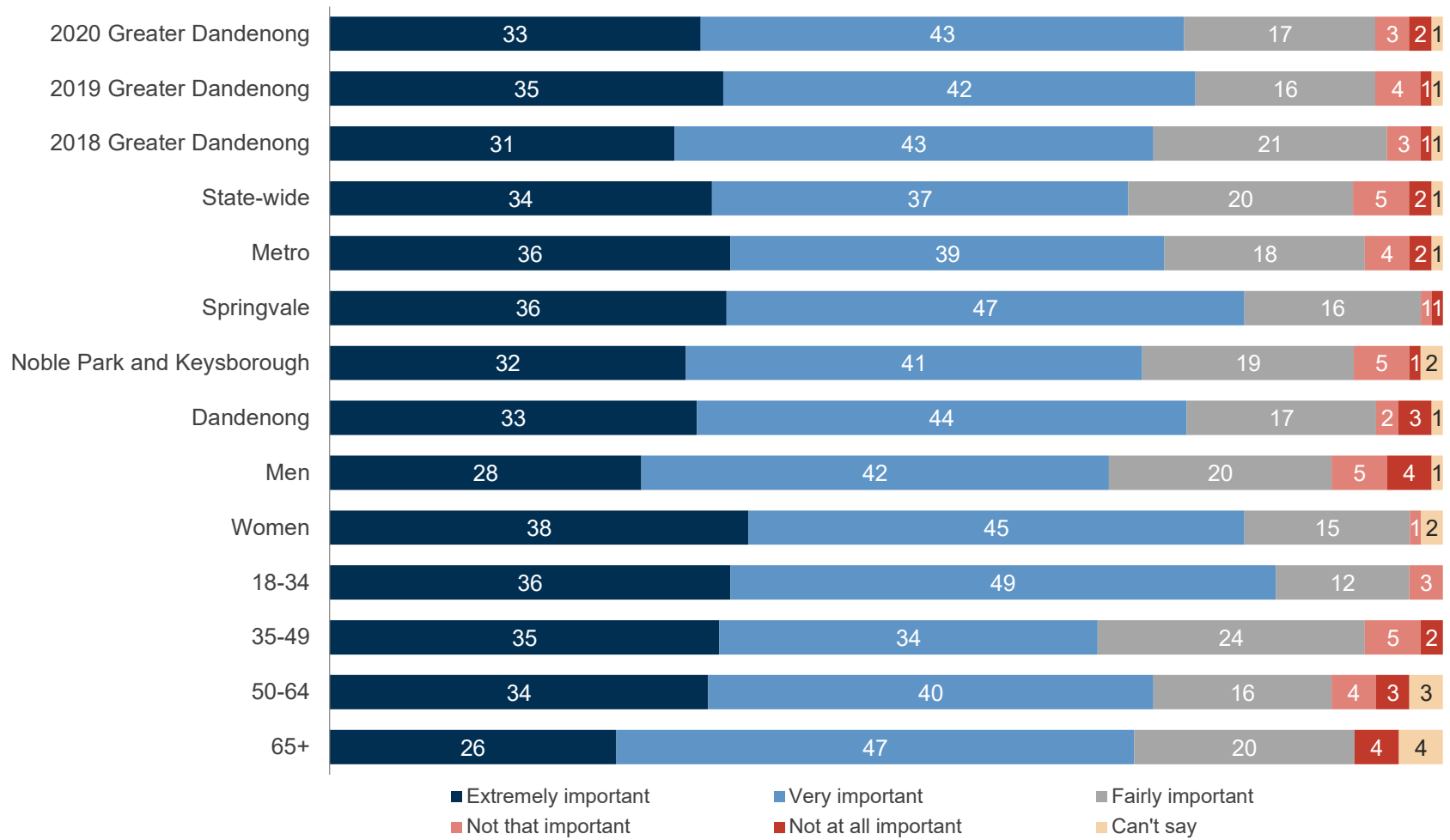
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2020 environmental sustainability importance (%)



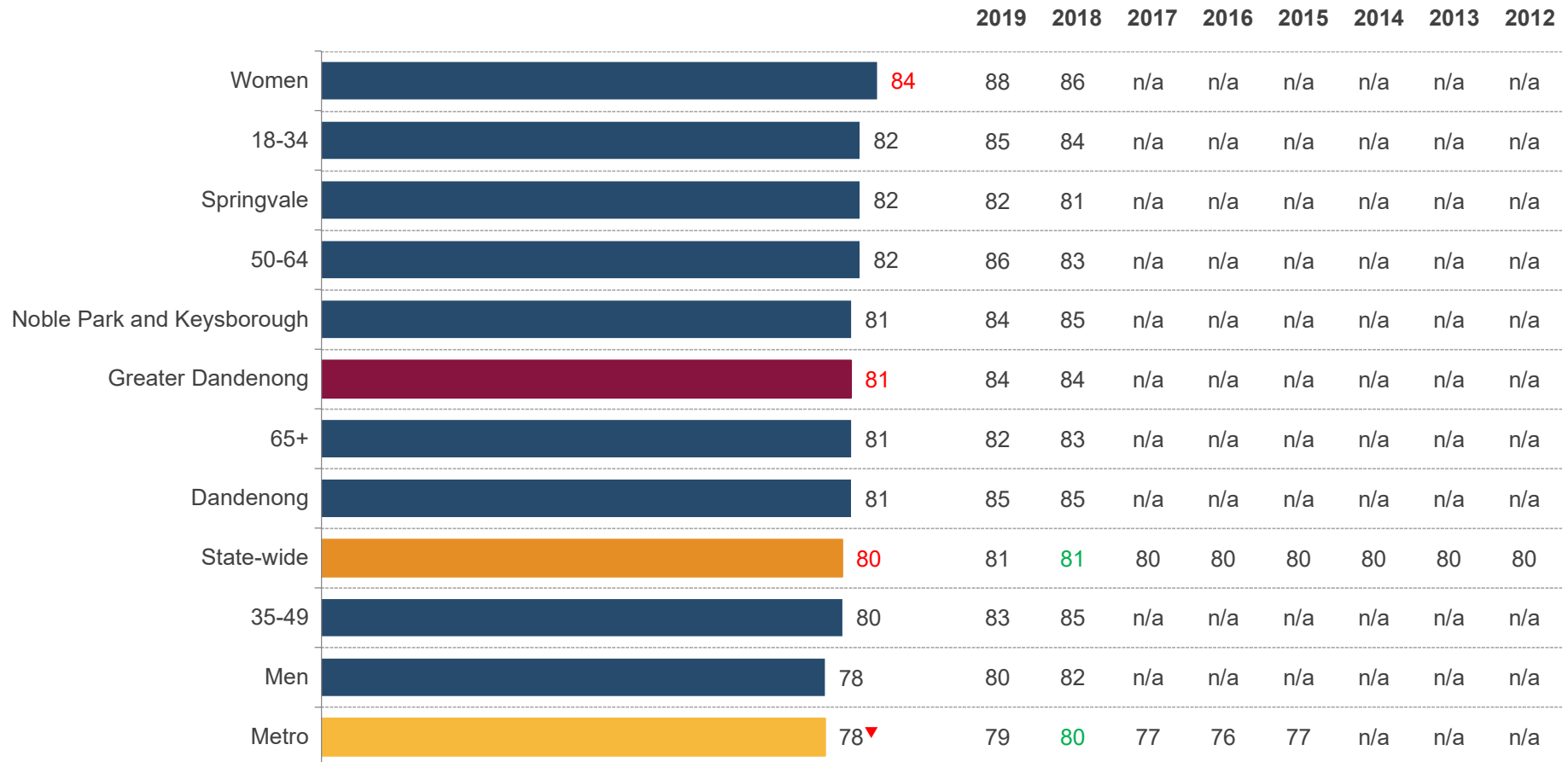
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 10



Emergency and disaster management importance



2020 emergency and disaster management importance (index scores)



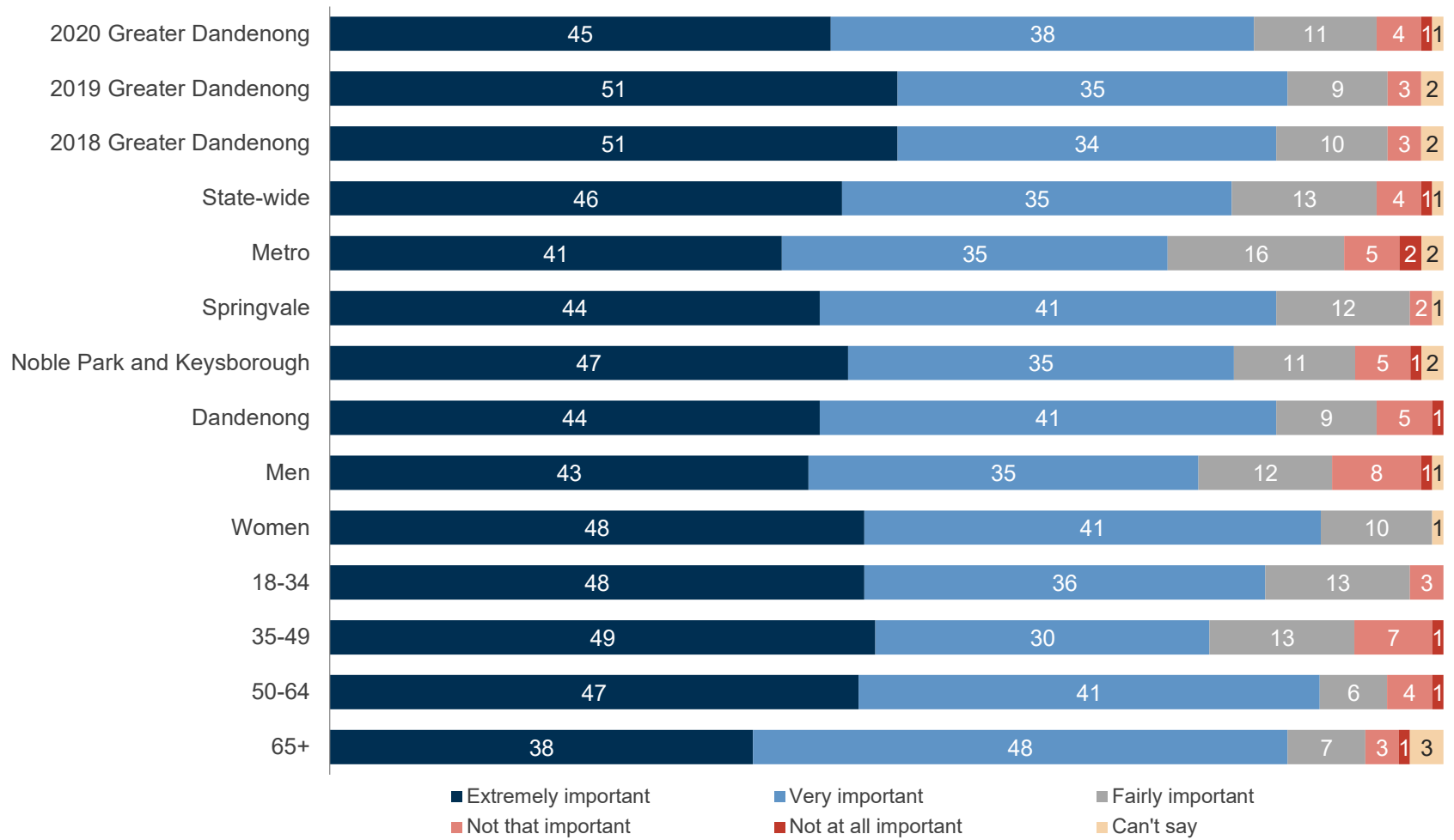
Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2020 emergency and disaster management importance (%)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 5



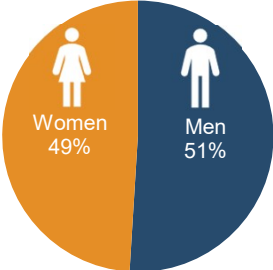
**Detailed
demographics**



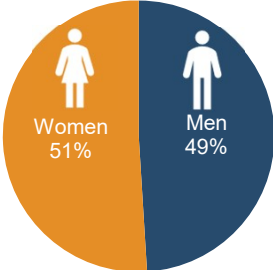
Gender and age profile

2020 gender

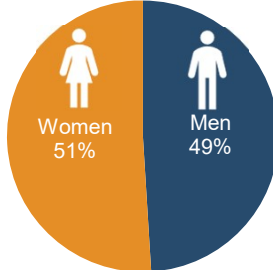
Greater Dandenong



Metro

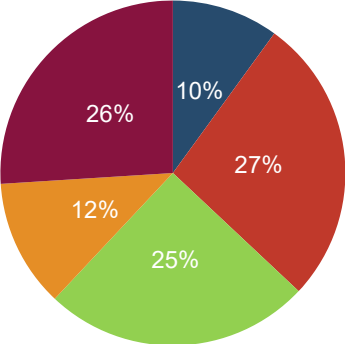


State-wide

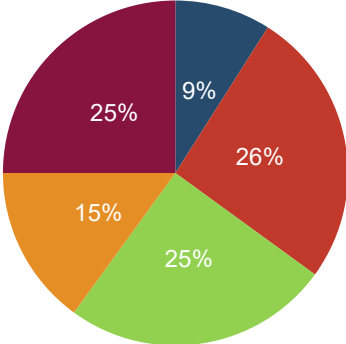


2020 age

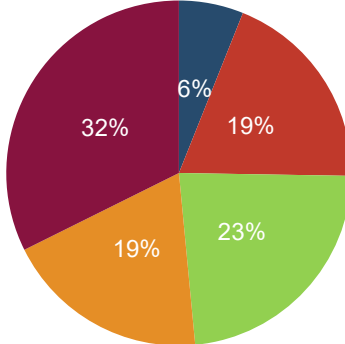
Greater Dandenong



Metro



State-wide



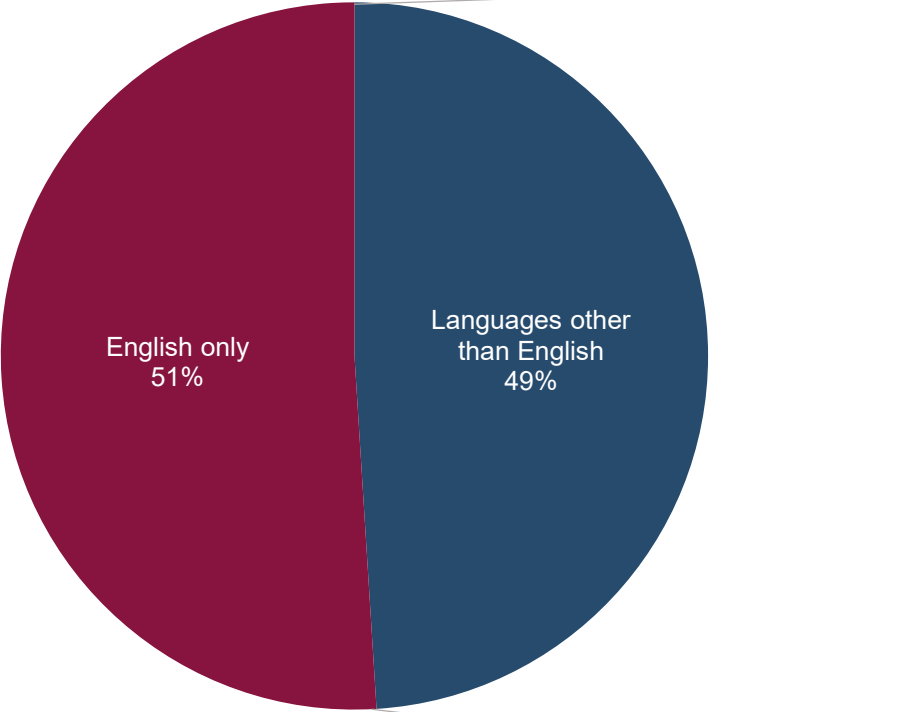
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+ ■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+ ■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked state-wide: 62 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.

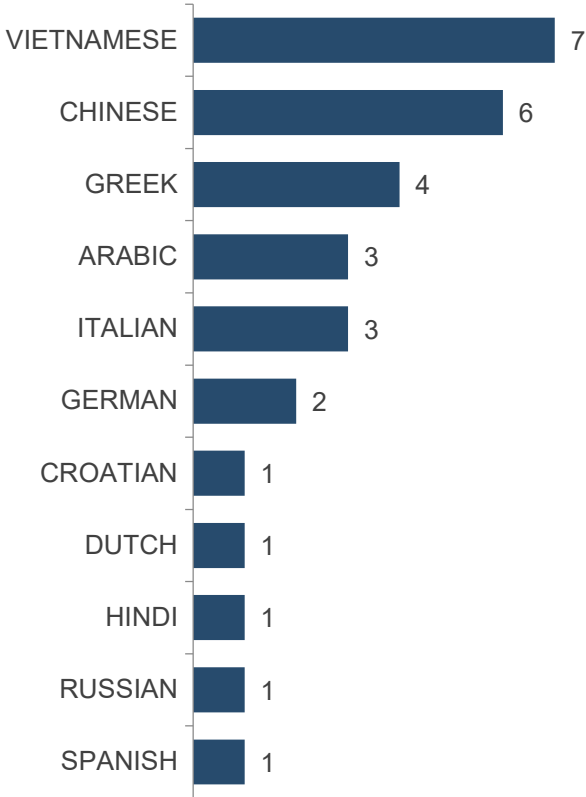


Languages spoken at home

2020 languages spoken at home (%)



- Top mentions only -

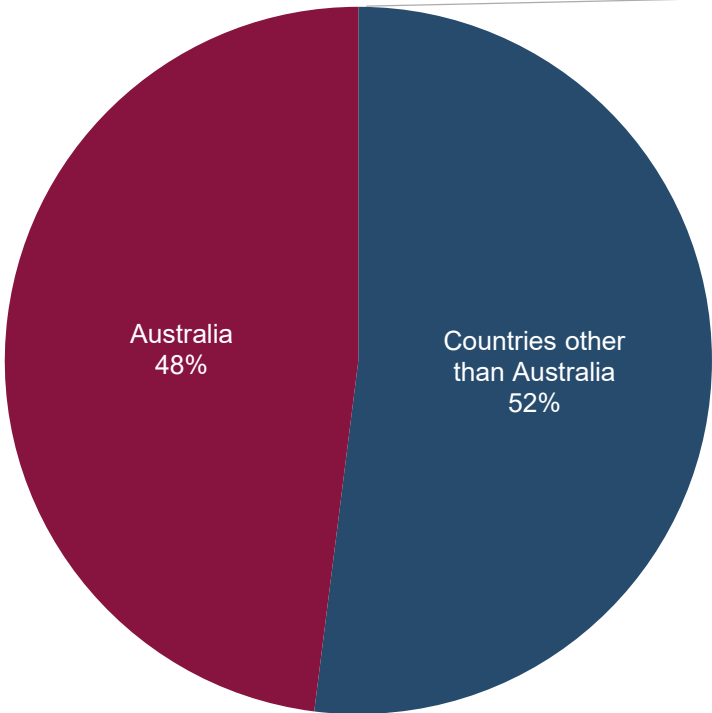


Q11. What languages, other than English, are spoken regularly in your home?
 Base: All respondents. Councils asked state-wide: 7 Councils asked group: 5
 Note: Respondents could name multiple languages so responses may add to more than 100%

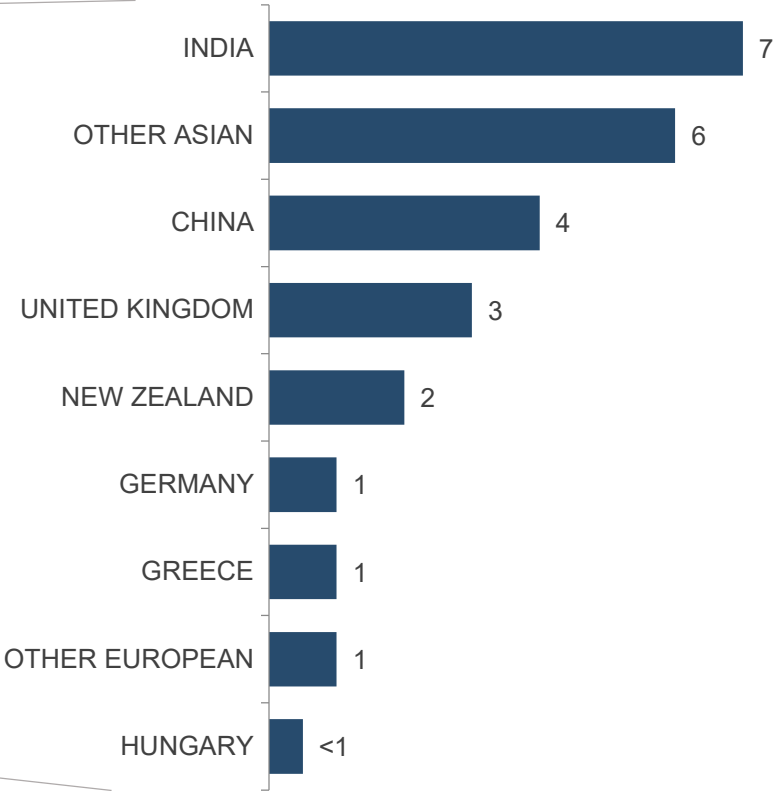


Country of birth

2020 country of birth (%)



- Top mentions only -



Q12. Could you please tell me which country you were born in?
Base: All respondents. Councils asked state-wide: 3 Councils asked group: 2



**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 2020 State-wide Local Government Community Satisfaction Survey for Greater Dandenong City Council was n=402. 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=402 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 130,200 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	402	400	+/-4.9
Men	204	205	+/-6.9
Women	198	195	+/-7.0
Springvale	78	83	+/-11.2
Noble Park and Keysborough	170	175	+/-7.5
Dandenong	154	143	+/-7.9
18-34 years	82	147	+/-10.9
35-49 years	88	100	+/-10.5
50-64 years	75	50	+/-11.4
65+ years	157	103	+/-7.8



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:

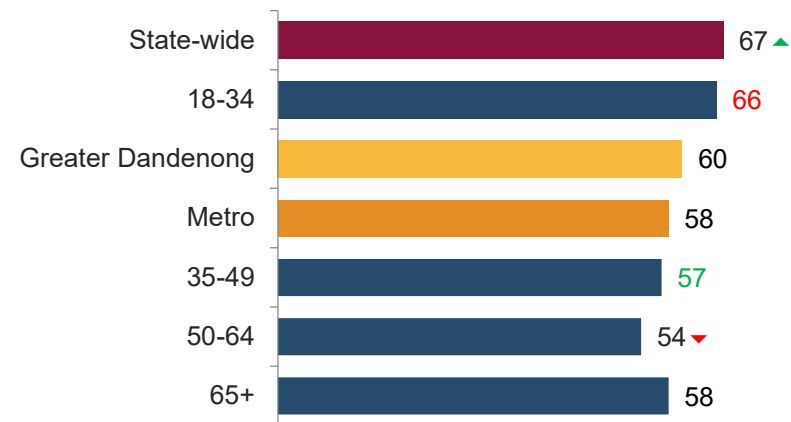
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2019.

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 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

**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:

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



**Appendix B:
Further project
information**



Appendix B: Further information

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

- Background and objectives
- Analysis and reporting
- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2020 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 2020 results are compared with previous years, as detailed below:

- 2020, n=402 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.

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

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

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

Survey sample matched to the demographic profile of Greater Dandenong City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Greater Dandenong City Council, particularly younger people.

A total of n=402 completed interviews were achieved in Greater Dandenong City Council. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2020 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 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Greater Dandenong City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2020 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2020 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 2020 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 2020 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

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



Appendix B: Glossary of terms

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

CSS: 2020 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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