



2021 Local Government Community Satisfaction Survey

Greater Dandenong City Council

Coordinated by the Department of Jobs,
Precincts and Regions 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-second year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

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

Serving Victoria for 22 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 22 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.

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, light blue network pattern of interconnected nodes and lines, resembling a neural network or a data visualization. The background of the 'W' is a solid dark blue color.

Key findings and recommendations



Greater Dandenong City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Greater Dandenong 68



State-wide 61



Metropolitan 67

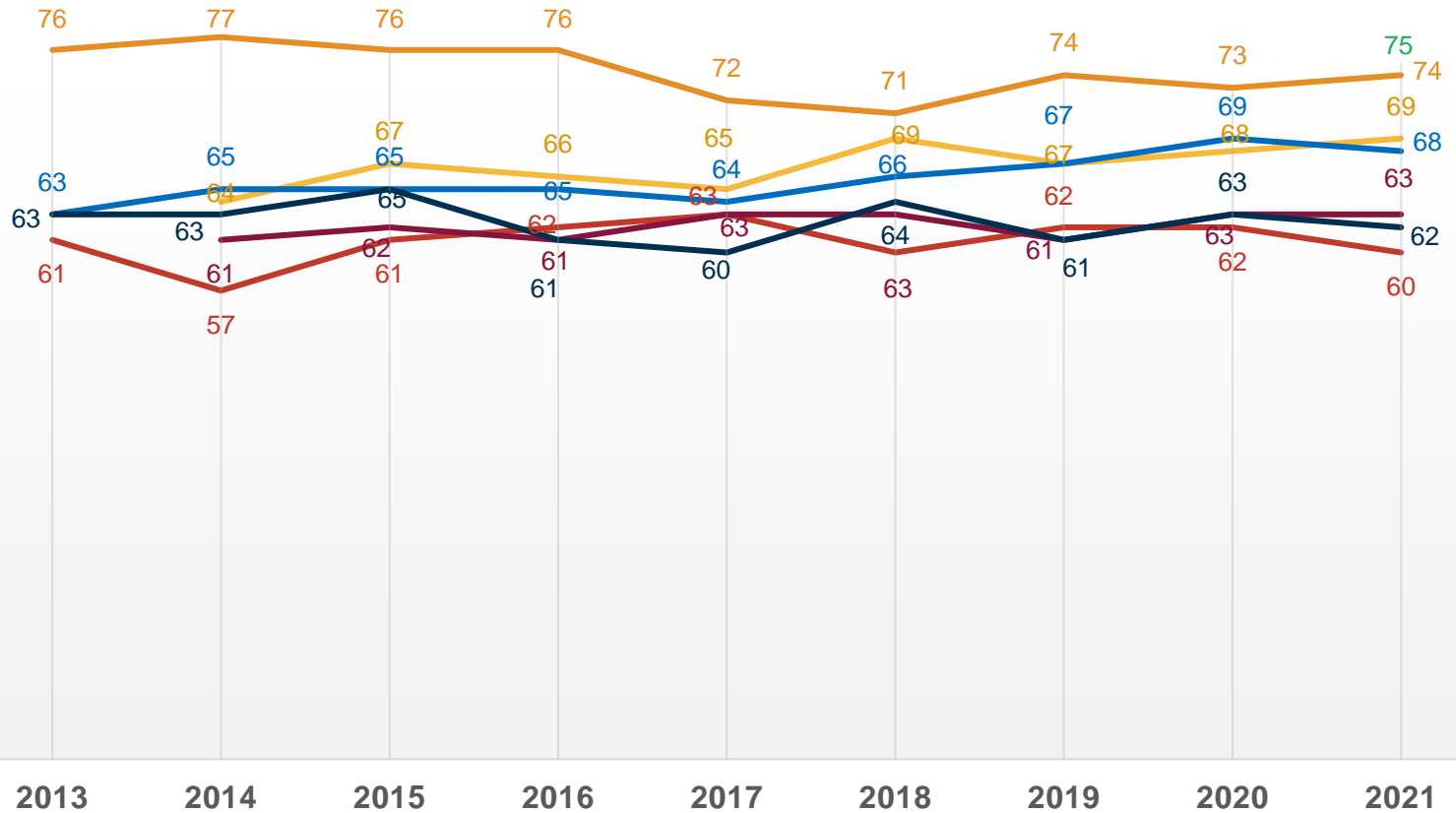
Council performance compared to State-wide and group averages

	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 Waste management 	None
Compared to group average	<ul style="list-style-type: none"> Waste management 	None



Summary of core measures

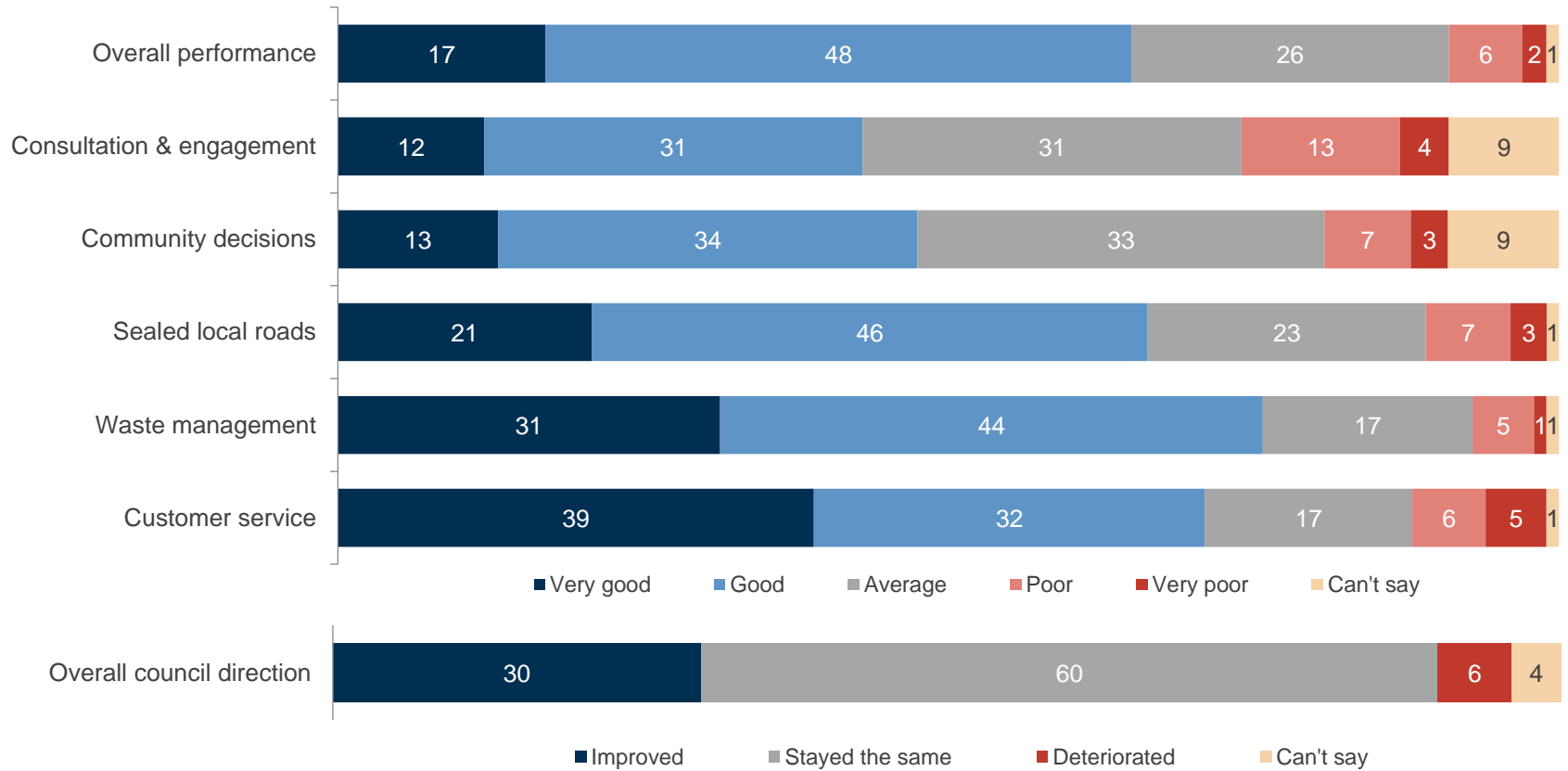
Index scores













Summary of core measures

Core measures summary results (%)





Summary of Greater Dandenong City Council performance

Services	Greater Dandenong 2021	Greater Dandenong 2020	Metro 2021	State-wide 2021	Highest score	Lowest score
 Overall performance	68	69	67	61	Aged 65+ years	Aged 35-49 years
 Value for money	66	-	62	54	Noble Park and Keysborough residents	Aged 50-64 years
 Overall council direction	62	63	55	53	Men	Aged 50-64 years
 Customer service	74	73	74	70	Noble Park and Keysborough residents	Dandenong residents
 Waste management	75	-	72	69	Aged 65+ years, Women	Springvale residents
 Sealed local roads	69	68	68	57	Aged 65+ years	Dandenong residents
 Community decisions	63	63	61	56	Men	Aged 50-64 years
 Consultation & engagement	60	62	59	56	Aged 65+ years	Aged 18-34 years, Aged 50-64 years, Springvale residents



Focus areas for the next 12 months

Overview

Perceptions of Greater Dandenong City Council's overall performance declined marginally by one index point over the past year. Overall performance perceptions had been gradually increasing year on year from 2017, reaching a series-high in 2020 – these gains have now stabilised.

Focus areas

Council should focus on rebuilding performance in consultation and engagement over the coming 12 months – this is the only service area where perceptions declined (albeit not significantly). Council may also benefit from an increased focus on waste management. While Council is performing relatively well in this area, it is deemed by residents as the most important service area (of those evaluated). Perceived importance of waste management currently exceeds perceived performance.

Comparison to state and area grouping

Importantly, Council performs significantly higher than the State-wide average on all service areas. In waste management, Council's performance is also rated significantly higher than the Metropolitan group average.

Maintain gains achieved to date

Over the next 12 months, Council should look to maintain and build upon its performance in community decisions and sealed local roads. On both of these measures, current ratings are the equal highest recorded for Council. Council should endeavour to consolidate and potentially even improve on this favourable result. Residents aged 50 to 64 years are least favourable in their perception of the decisions Council makes in the interest of the community – attention could be focused here on communicating Council's efforts.

DETAILED FINDINGS



Overall performance

Overall performance

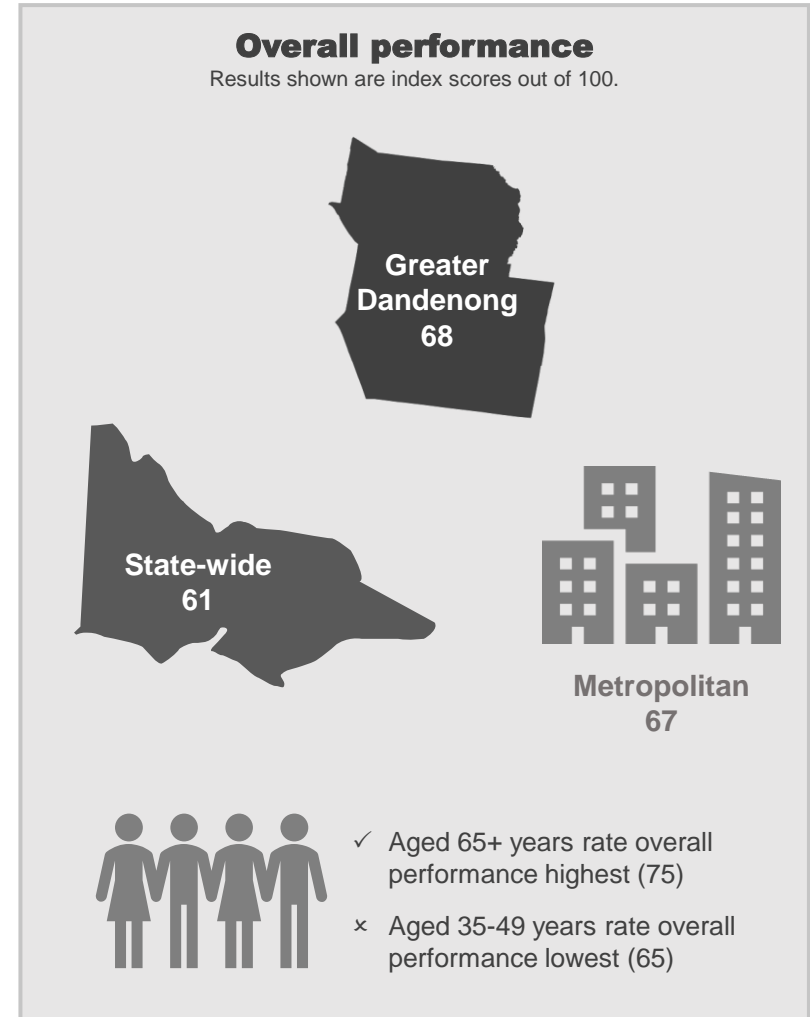
The overall performance index score of 68 for Greater Dandenong City Council represents a one-point decline on the 2020 result, marking a break to the multi-year trend of improvement from 2017.

Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the State-wide average for councils, and in line with the Metropolitan group (index scores of 61 and 67 respectively).

- Residents aged 65 years and over provide the highest rating (index score of 75), significantly higher than the Council average. Conversely, those aged 35 to 49 years provide the lowest rating (65).

More than three in five residents (61%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is five times as many as those who rate Council as 'very poor' or 'poor' (12%). A further 25% rate Council as 'average' in terms of providing value for money.

- Residents aged 65 years and over have significantly more favourable perceptions of Council's value for money. Residents aged 50 to 64 years are the least positive in their assessment of Council's value for money.





Overall performance

2021 overall performance (index scores)

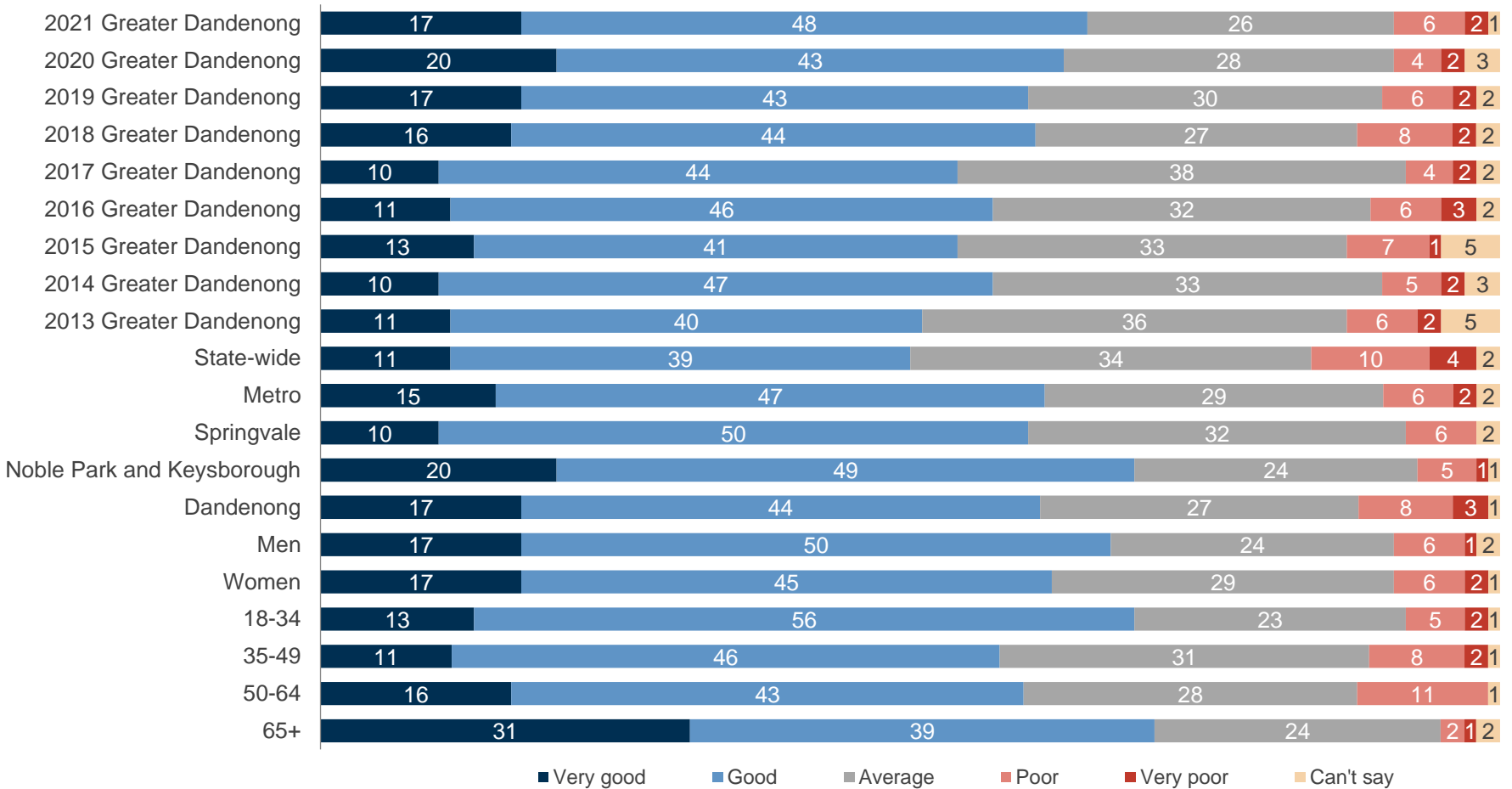
	2020	2019	2018	2017	2016	2015	2014	2013	2012	
65+	75▲	72	70	71	64	65	67	61	62	n/a
Noble Park and Keysborough	71	68	69	68	62	66	64	n/a	n/a	n/a
Men	69	69	69	65	64	64	65	67	62	n/a
Greater Dandenong	68	69	67	66	64	65	65	65	63	n/a
18-34	68	72	69	65	67	69	67	68	66	n/a
Women	67	69	65	68	64	66	65	62	65	n/a
Metro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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Dandenong City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2021 overall performance (%)

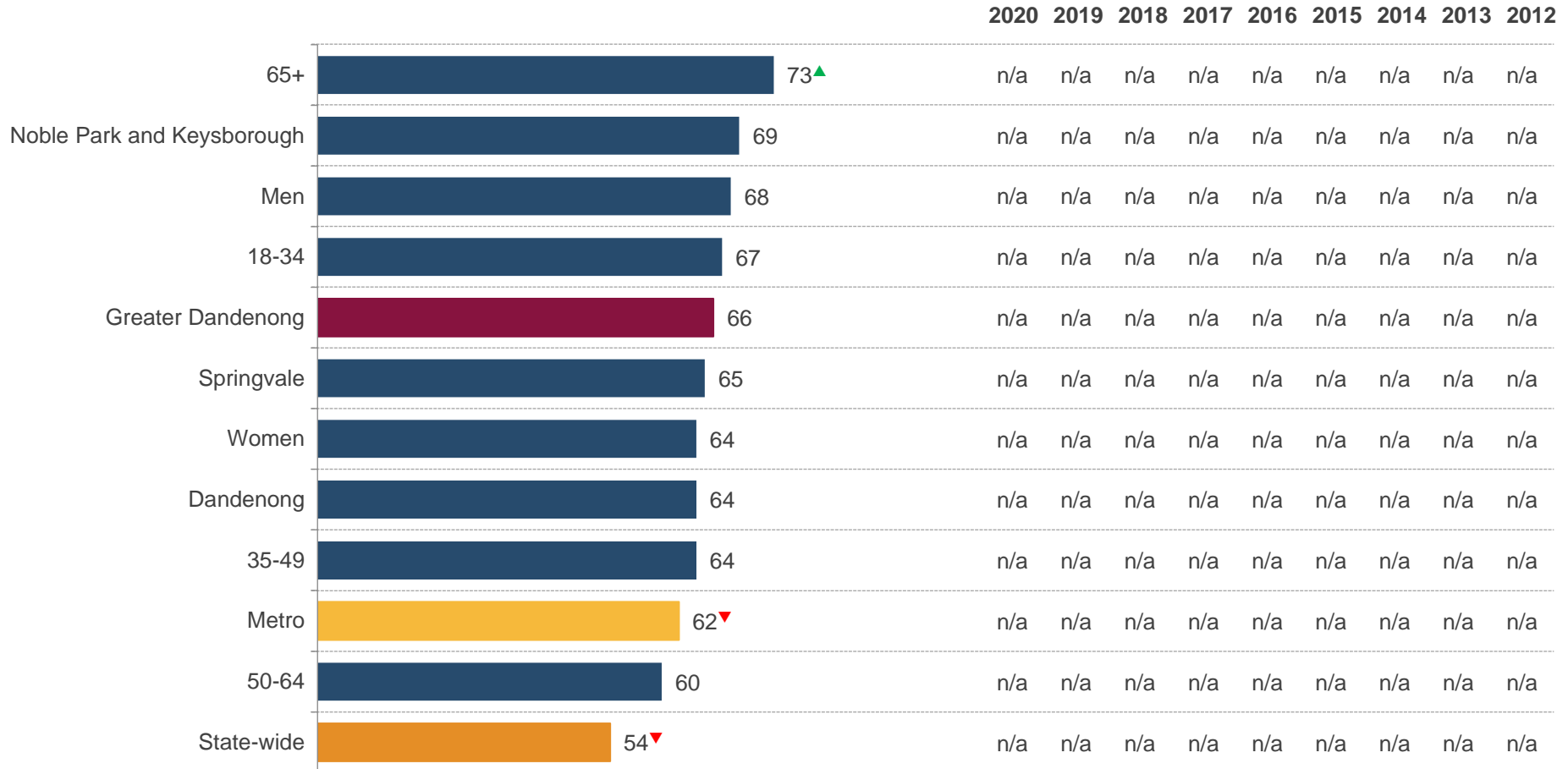


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Dandenong City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



Value for money in services and infrastructure

2021 value for money (index scores)



Q3b. How would you rate Greater Dandenong City Council at providing good value for money in infrastructure and services provided to your community?

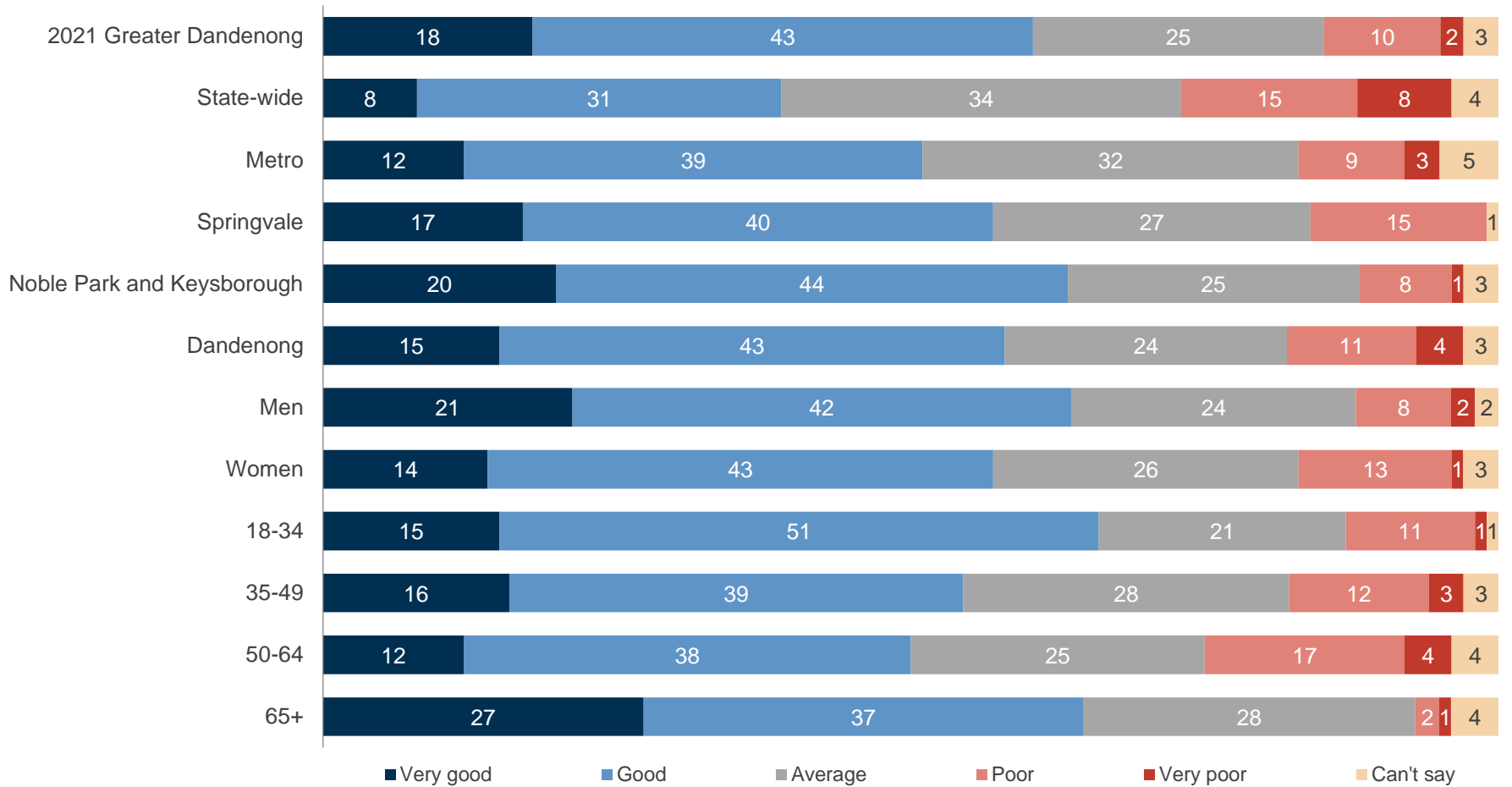
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



Value for money in services and infrastructure

2021 value for money (%)



Q3b. How would you rate Greater Dandenong City Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



Top performing service areas

Waste management (index score of 75) is the area where Council performed best in 2021. Council performs significantly higher than the Metropolitan group and State-wide averages in this service area.

- Performance ratings are significantly higher among residents aged 65 years and over and men (index scores of 82 and 79, respectively).
- Springvale residents are most critical providing Council's lowest rating (index score of 68, significantly lower than average). Council should give precedence to boosting performance perceptions in this location in particular.

Sealed local roads is Council's next highest rated service area (index score of 69, up one point on 2020). Here, Council performs in line with the Metropolitan group average and significantly higher than the State-wide average.

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

While both are cited as some of the best things about Council, these continue to be areas that residents volunteer as areas that Council most needs to address.



Waste management (index score of 75) is the area where Council performed best in 2021.

Lower performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of consultation and engagement (index score of 60) and community decisions (index score of 63).

Council rates lowest – relative to its performance in other areas – in the areas of consultation and engagement and community decisions (index scores of 60 and 63 respectively).

Council rates significantly higher than the State-wide average and in line with Metropolitan group average for these service areas.

- Residents aged 65 years and over are significantly more positive in their assessment of Council in both of these service areas.

Council's performance in the area of consultation and engagement experienced a two-point decline in 2021.

- A key contributor to this decrease is a significant decline in performance perceptions among 18 to 34 year-olds (index score of 56, down seven points).
- Ratings for this service area are lowest among Springvale residents, 50 to 64 year-olds and 18 to 34 year-olds (each with an index score of 56).

Rated performance on community decisions is unchanged from 2020, which was slightly improved on the previous year.

- Here again, residents aged 50 to 64 years rate Council lower (index score of 59), indicating this cohort may warrant extra attention in the next year.



Individual service area performance

2021 individual service area performance (index scores)

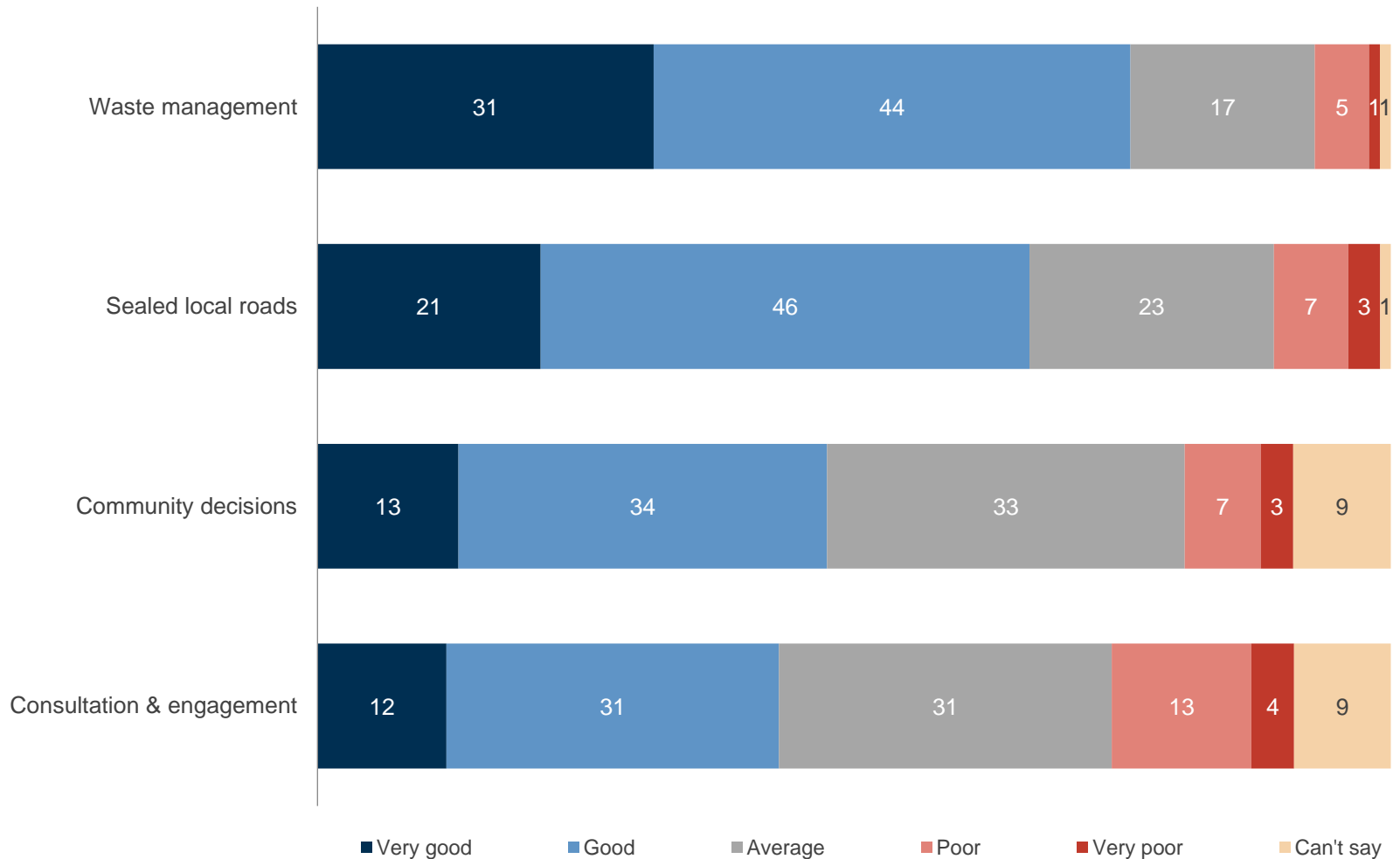


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2021 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



Individual service area importance

2021 individual service area importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	85	82	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	83	81	84	84	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	82	79	80	82	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	81	78	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	80	79	80	77	n/a	n/a	n/a	n/a	n/a	n/a
Family support services	80	78	78	78	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	78	76	77	76	n/a	n/a	n/a	n/a	n/a	n/a
Disadvantaged support serv.	78	75	77	74	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	77	75	79	79	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	76	71	73	72	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	76	73	74	74	n/a	n/a	n/a	n/a	n/a	n/a
Traffic management	74	75	78	77	n/a	n/a	n/a	n/a	n/a	n/a
Parking facilities	73	72	74	76	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	72	69	71	70	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	69	67	66	66	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	67	63	63	64	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	66	63	63	65	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

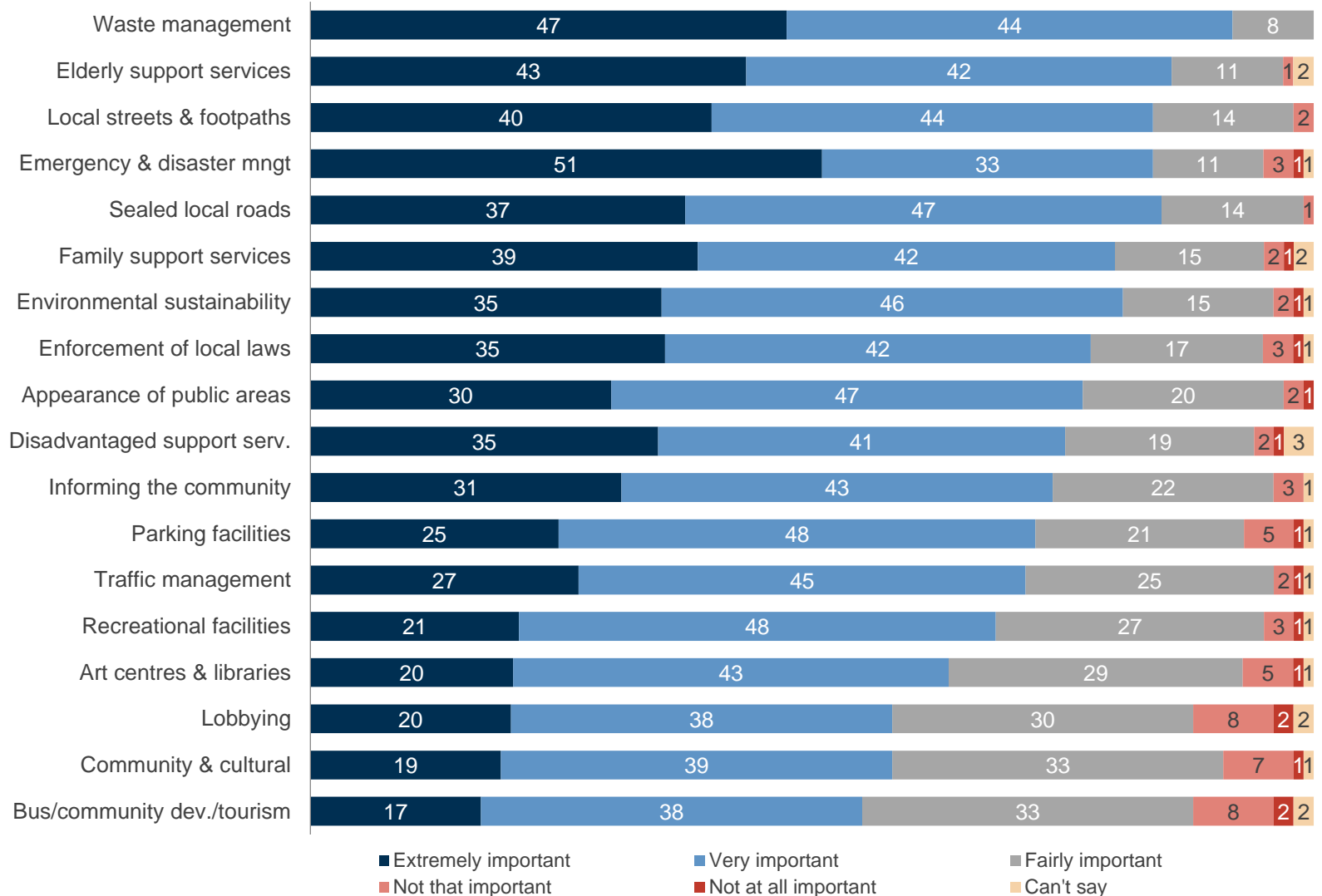
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10

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



Individual service area importance

2021 individual service area importance (%)

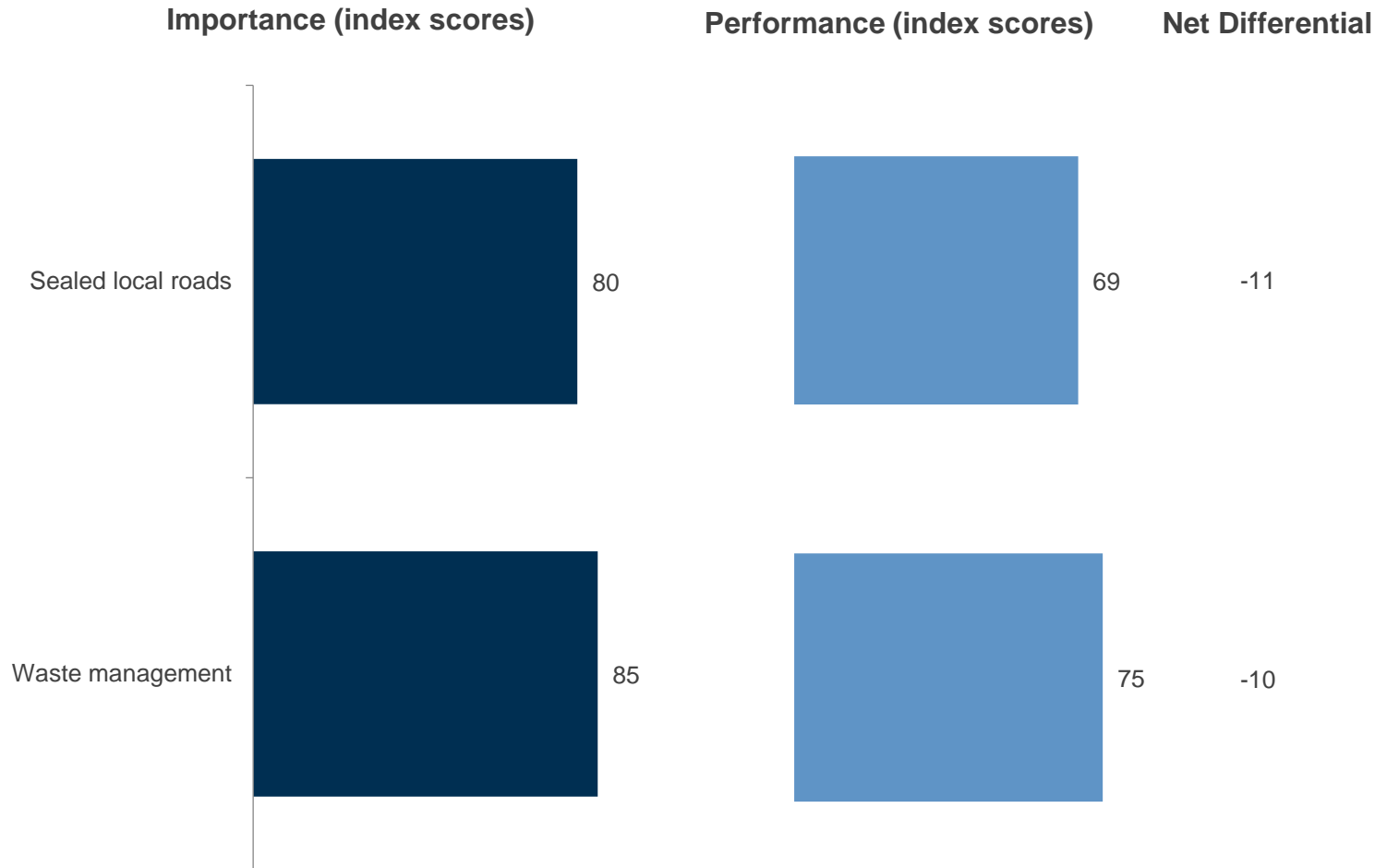


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10



Individual service areas importance vs performance

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

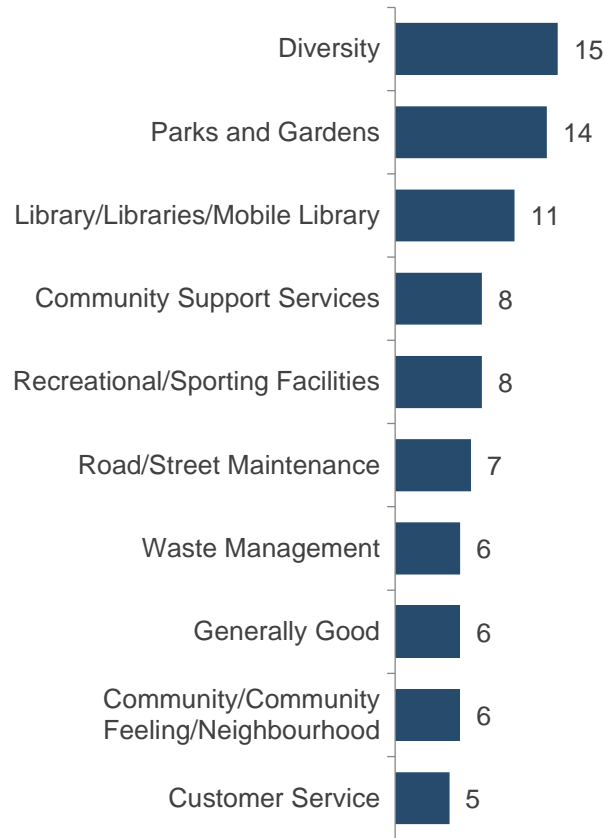


Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

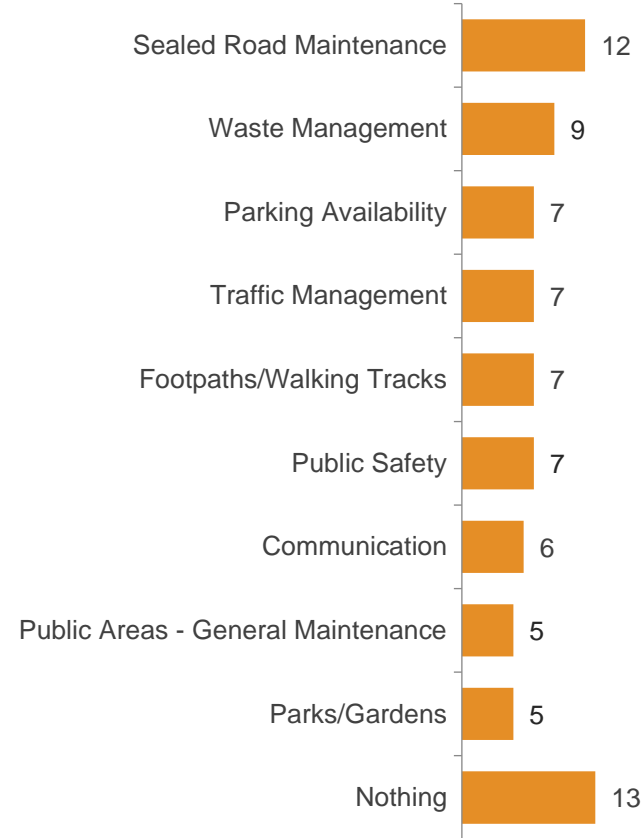


Best things about Council and areas for improvement

2021 best things about Council (%)
- Top mentions only -



2021 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: 28 Councils asked group: 6

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

Base: All respondents. Councils asked state-wide: 45 Councils asked group: 9

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

Three in five Council households (60%) had contact with Council in the last 12 months. Rate of contact increased significantly by 12 percentage points to an all-time series high. Noble Park and Keysborough residents, men and 18 to 34 year-olds had significantly more contact with Council than in 2020.

Telephone (38%) remains the main method of contacting Council. The rate of telephone contact increased by 12 points, while in-person contact declined by seven points.



Among those who have had contact with Council, 71% provide a positive customer service rating of 'very good' or 'good', including 39% of residents who rate Council's customer service as 'very good'.

Customer service

Greater Dandenong City Council's customer service index of 74 is one point higher than 2020. Customer service is rated significantly higher than the State-wide average and in line with the Metropolitan group average (index scores of 70 and 74 respectively).

Among those who have had contact with Council, 71% provide a positive customer service rating of 'very good' or 'good'.

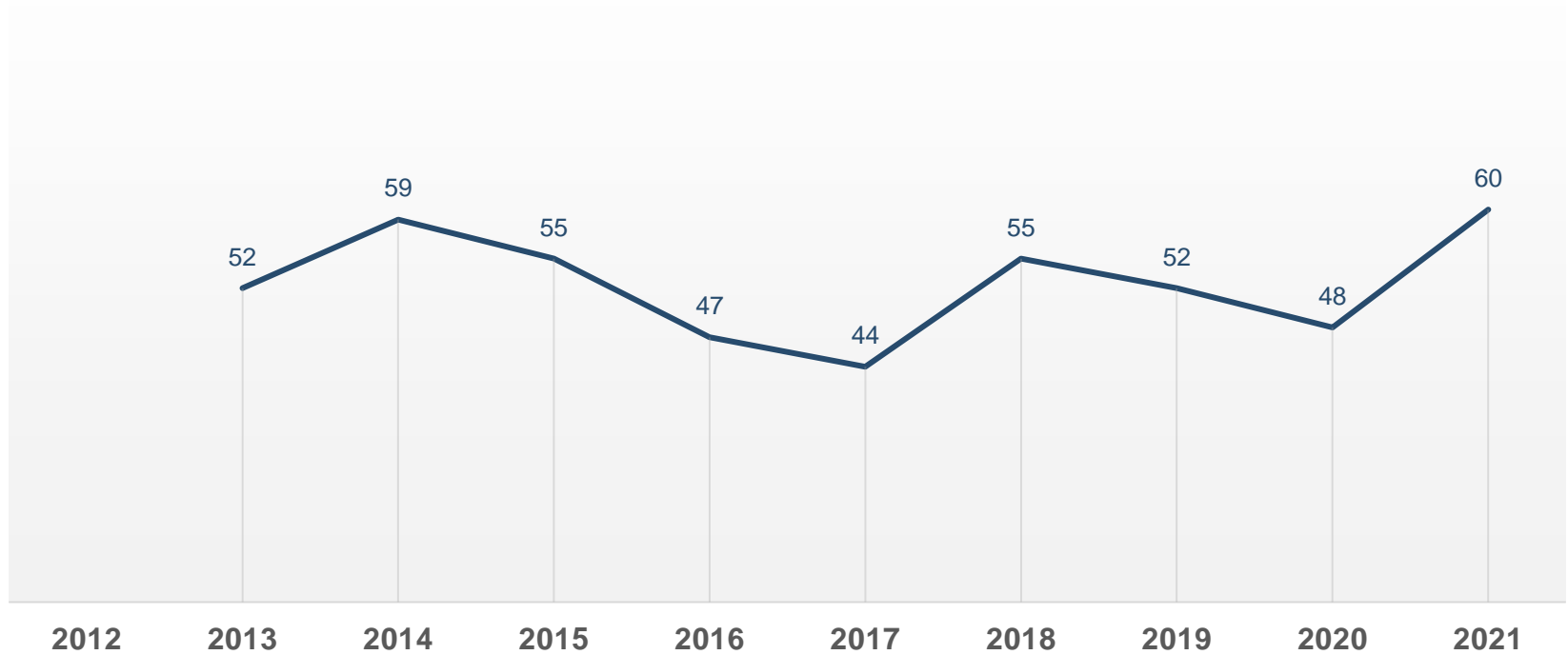
- Customer service ratings among Noble Park and Keysborough residents increased significantly and are now significantly higher than the Council average. These residents also have a relatively high contact rate with Council.
- In contrast, Dandenong residents declined in their customer service ratings to their lowest recorded and are now significantly lower than the Council average.

Though a small sample size, perceptions of customer service transactions that occurred through Council's website declined (index score of 76 in 2020 and 66 in 2021). Importantly, customer service ratings for telephone contact improved, which is the most common contact method among residents (index score of 73 in 2020, up to 76 in 2021).



Contact with council

2021 contact with council (%)
Have had contact



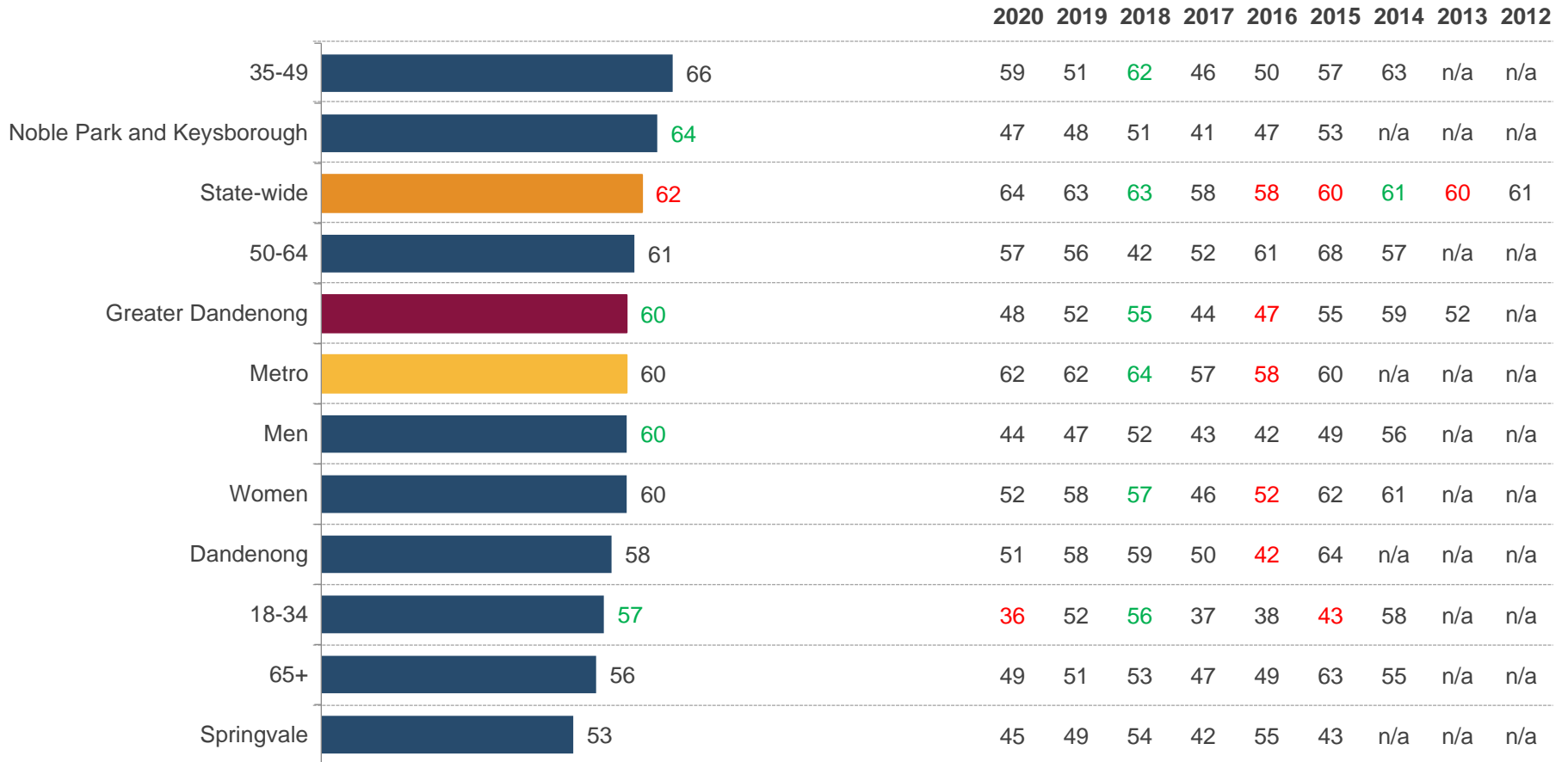
Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9



Contact with council

2021 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: 27 Councils asked group: 9

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

2021 customer service rating (index scores)

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

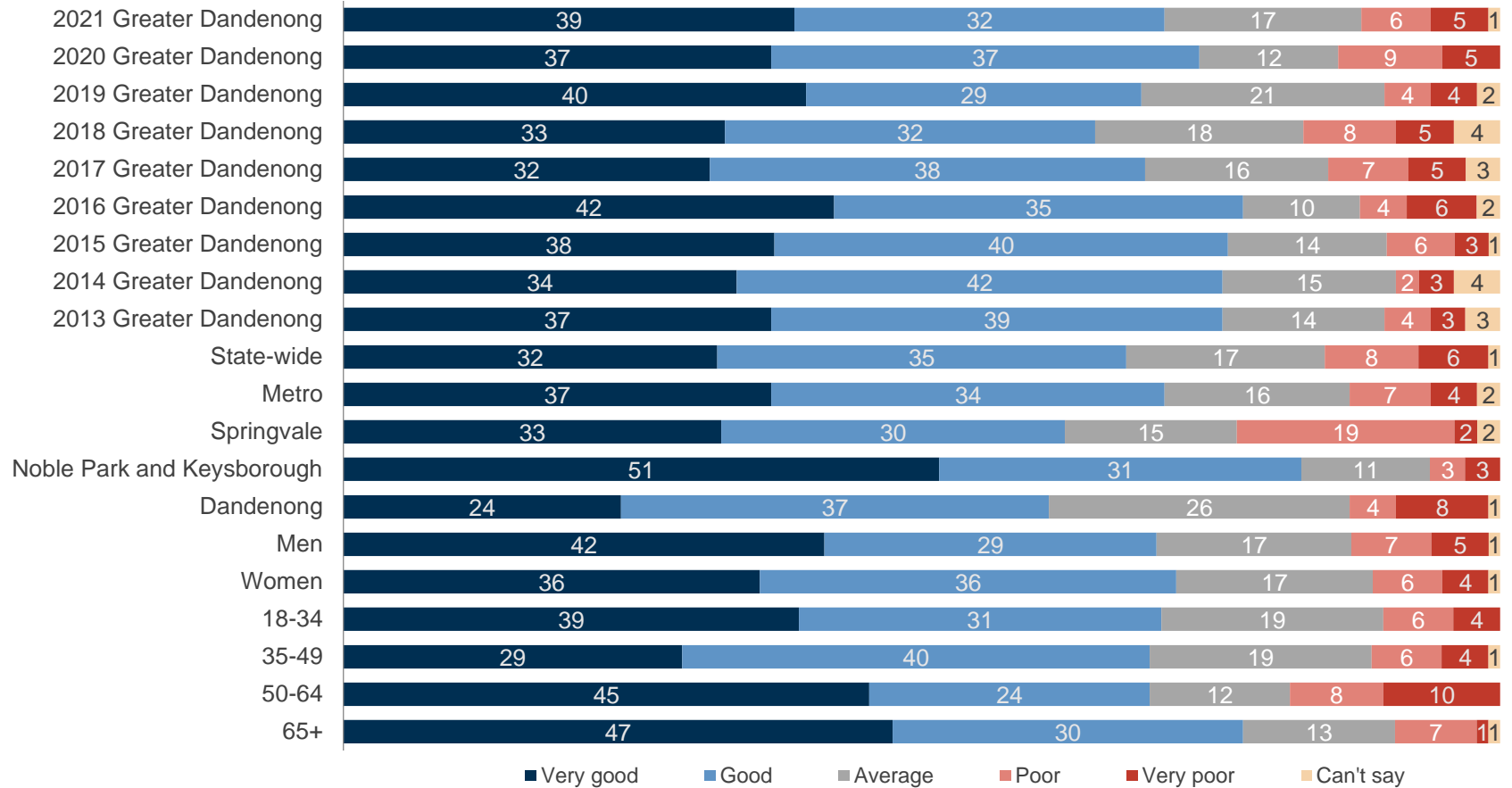
Councils asked state-wide: 66 Councils asked group: 15

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



Customer service rating

2021 customer service rating (%)



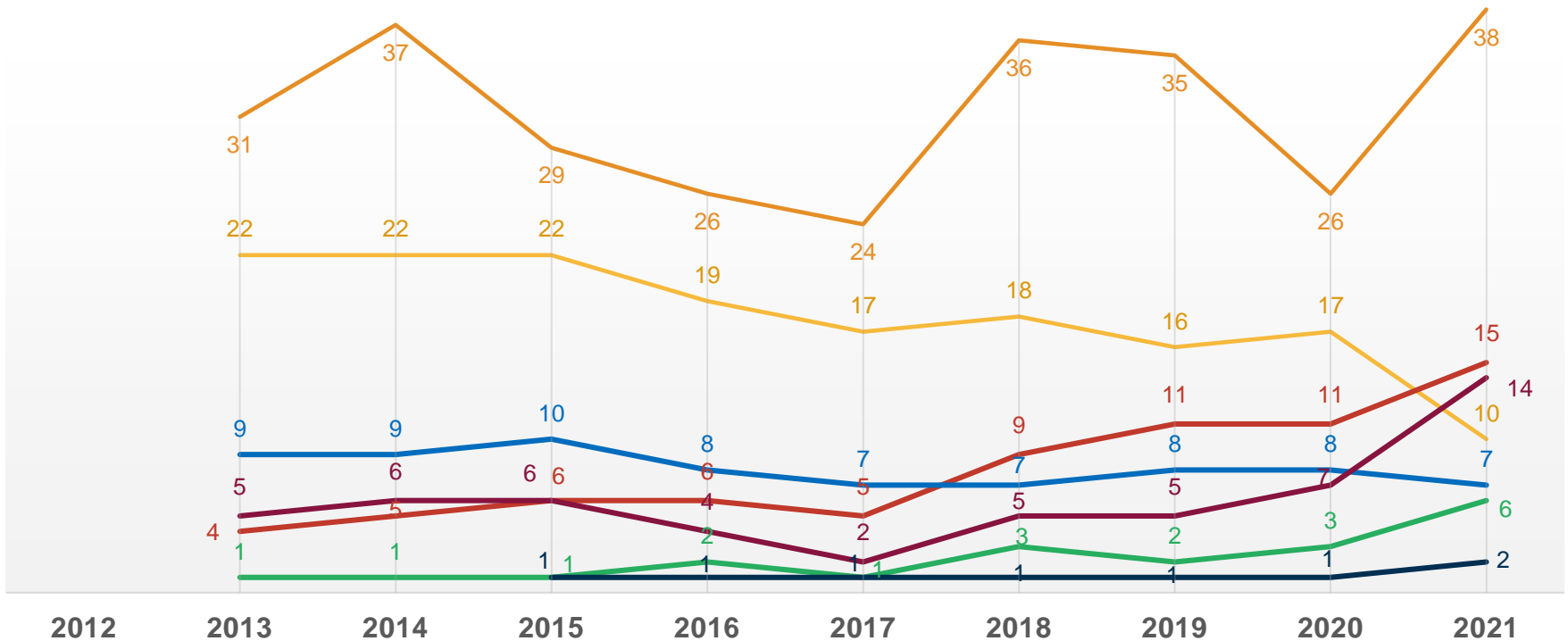
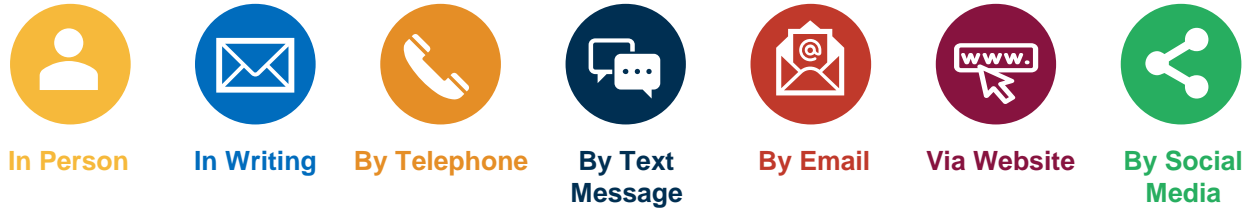
Q5c. Thinking of the most recent contact, how would you rate Greater Dandenong City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.
Councils asked state-wide: 66 Councils asked group: 15



Method of contact with council

2021 method of contact (%)

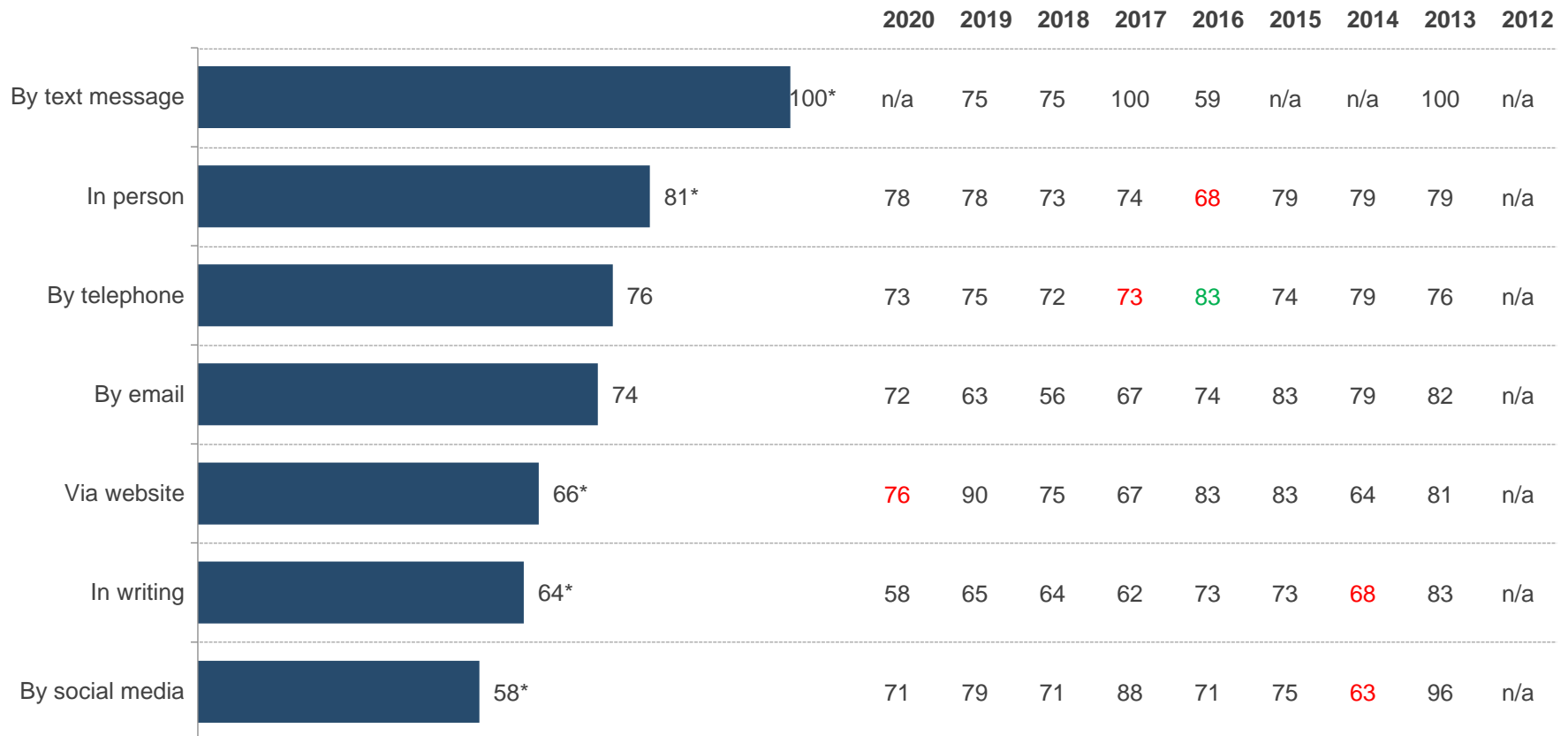


Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9
 Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2021 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: 27 Councils asked group: 9

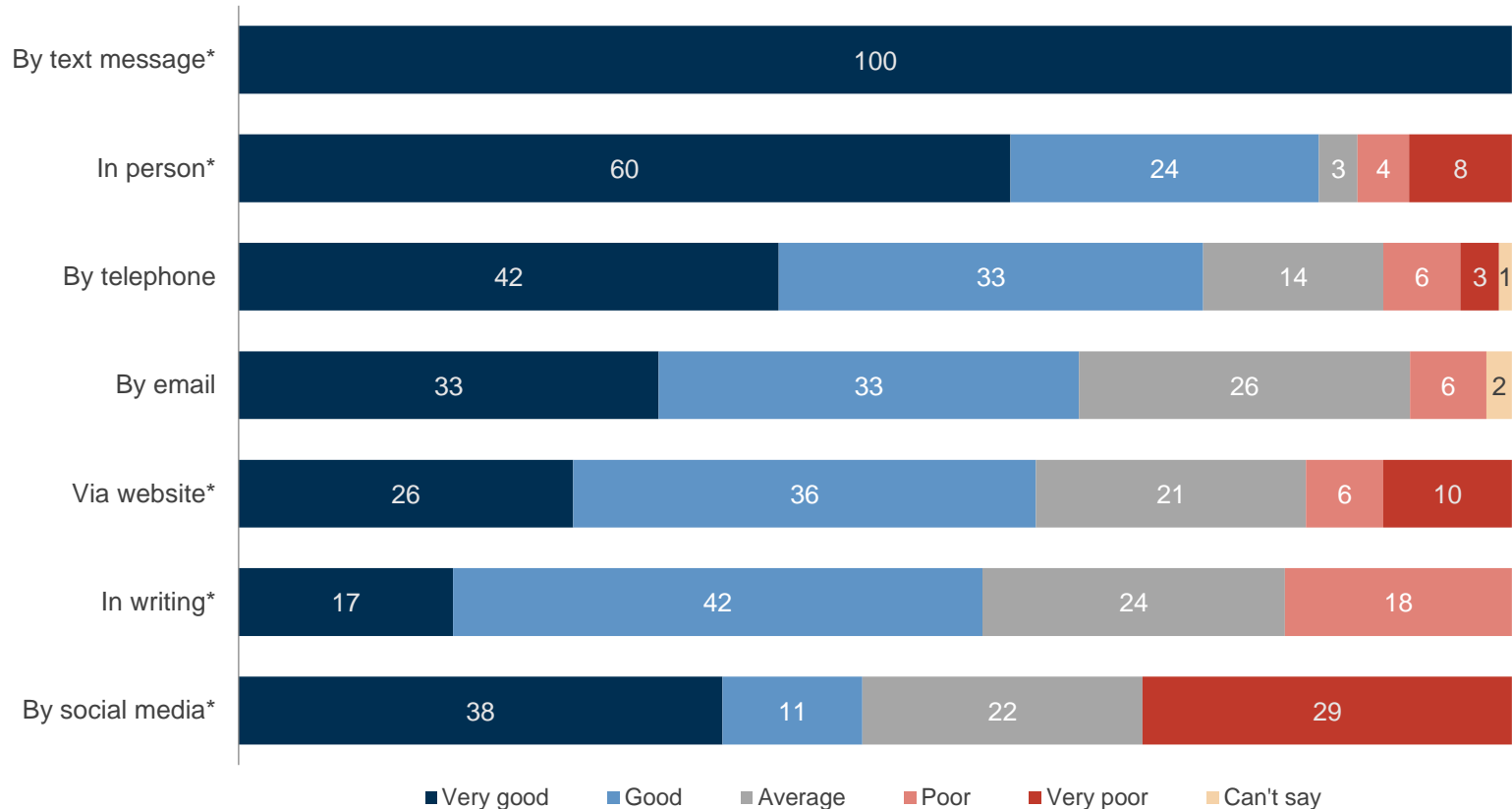
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2021 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: 27 Councils asked group: 9

*Caution: small sample size < n=30



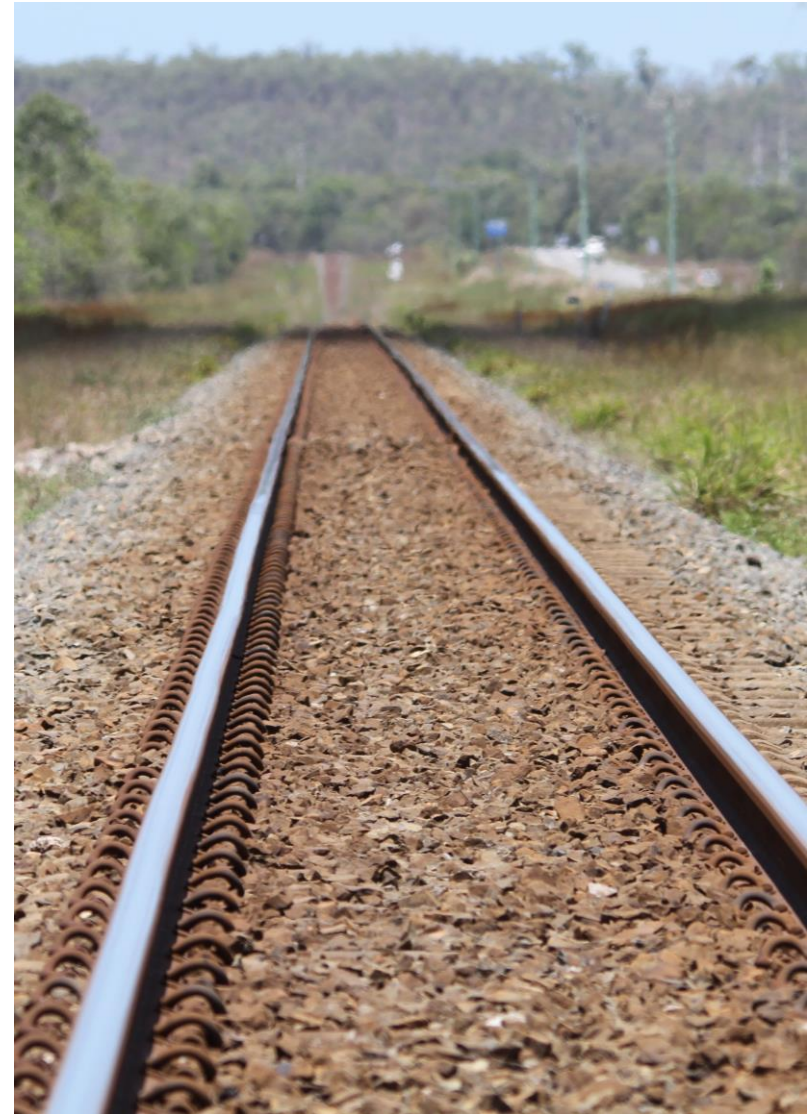
Council direction

Council direction

Perceptions of Council's overall direction are mostly consistent with that seen in 2020.

Over the last 12 months, 60% of residents believe the direction of Council's overall performance has stayed the same, up one percentage point on the previous result.

- 30% believe the direction of Council's overall performance has improved in the last 12 months (unchanged from 2020).
- Only 6% believe it has deteriorated (also unchanged from 2020).
- The most satisfied with council direction are men (index score of 67). Ratings among this cohort are significantly higher than the Council average.
- The least satisfied with council direction are residents aged 50 to 64 years (index score of 54). Ratings among this cohort are significantly lower than the Council average.





Overall council direction last 12 months

2021 overall council direction (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Men	62	65	63	61	61	65	62	62	n/a
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
Springvale	59	55	69	58	60	65	n/a	n/a	n/a
65+	61	54	58	57	58	67	57	57	n/a
Greater Dandenong	63	61	64	60	61	65	63	63	n/a
35-49	60	57	62	59	50	65	67	61	n/a
Dandenong	61	59	61	60	62	67	n/a	n/a	n/a
Women	63	57	66	59	61	65	64	65	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?

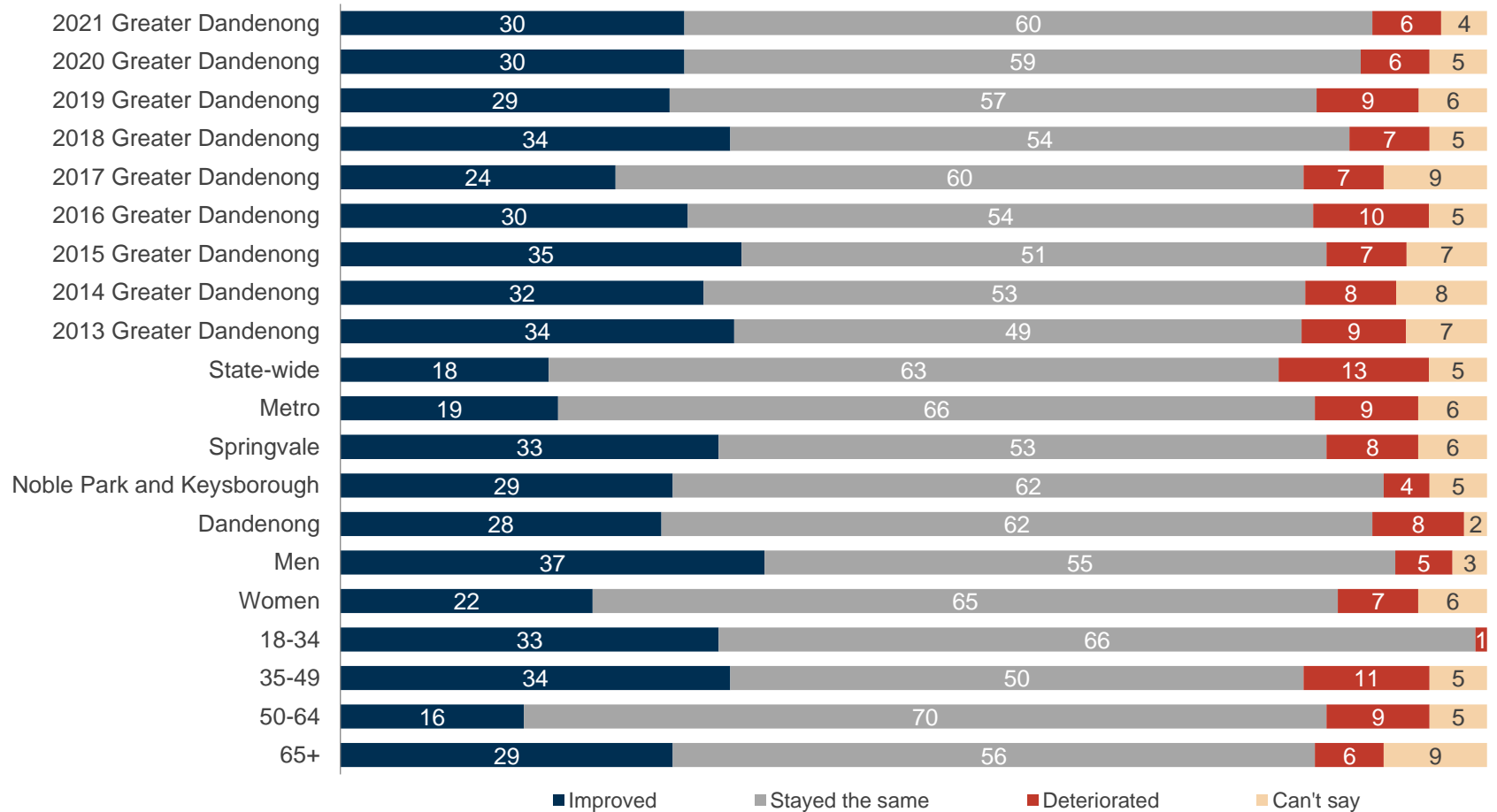
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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



Overall council direction last 12 months

2021 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: 66 Councils asked group: 15

A large, stylized letter 'W' graphic that serves as a background element. The 'W' is filled with a dark blue color and overlaid with a glowing, light blue network pattern of interconnected nodes and lines, resembling a data or communication network. The 'W' is positioned on the right side of the slide, extending from the top to the bottom.

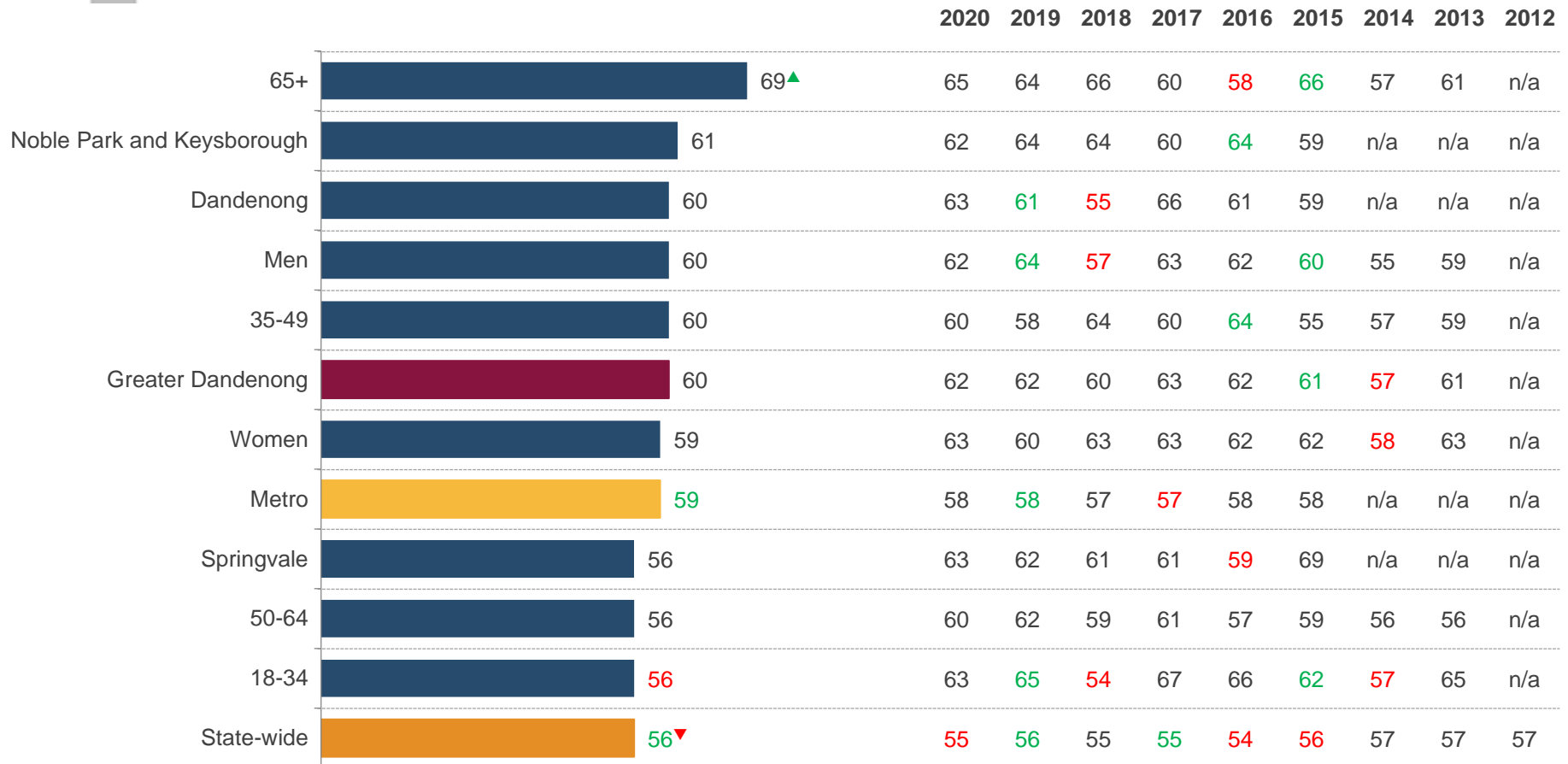
Individual service areas



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)



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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

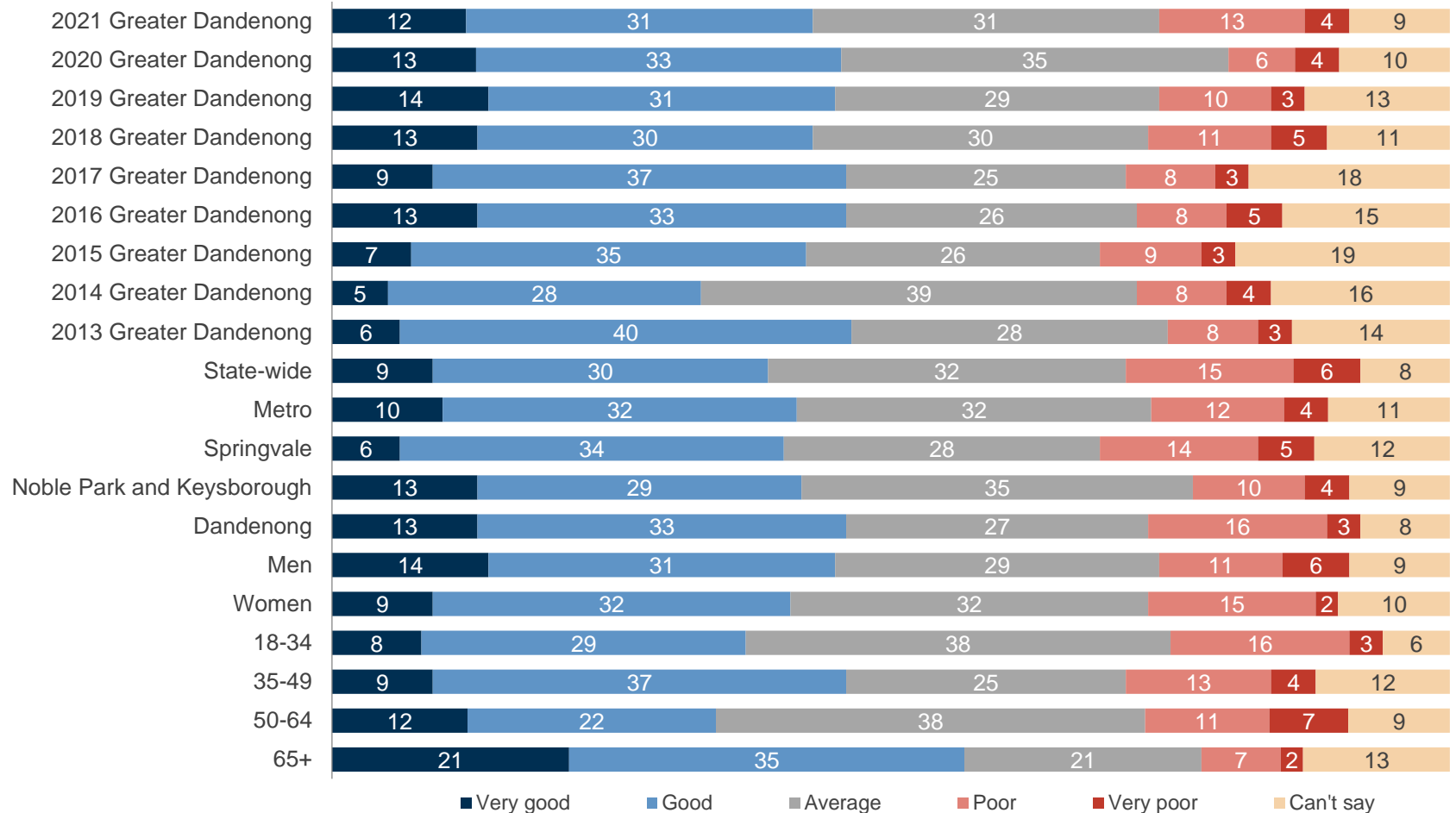
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 consultation and engagement performance (%)



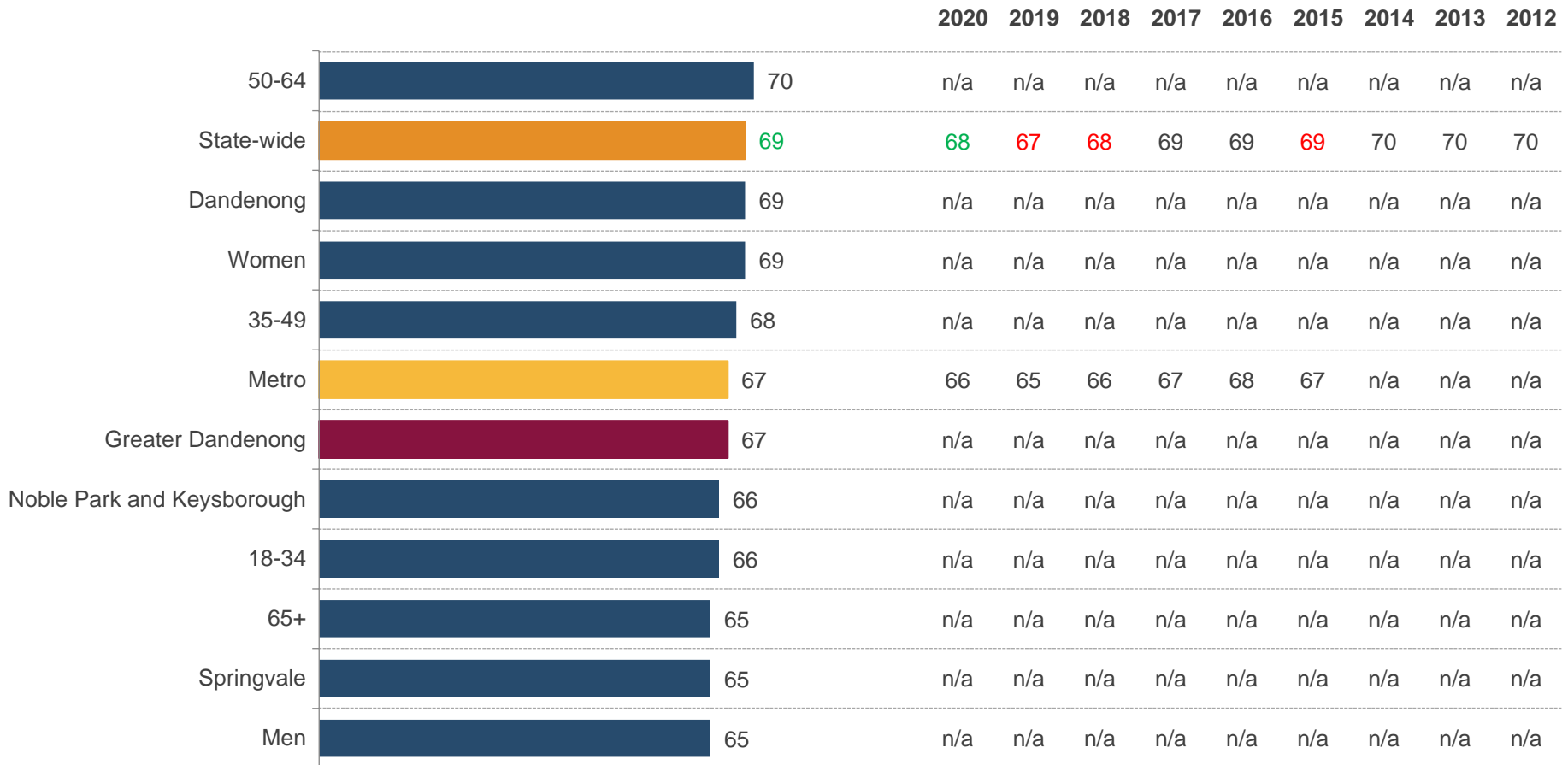
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



Lobbying on behalf of the community importance



2021 lobbying importance (index scores)



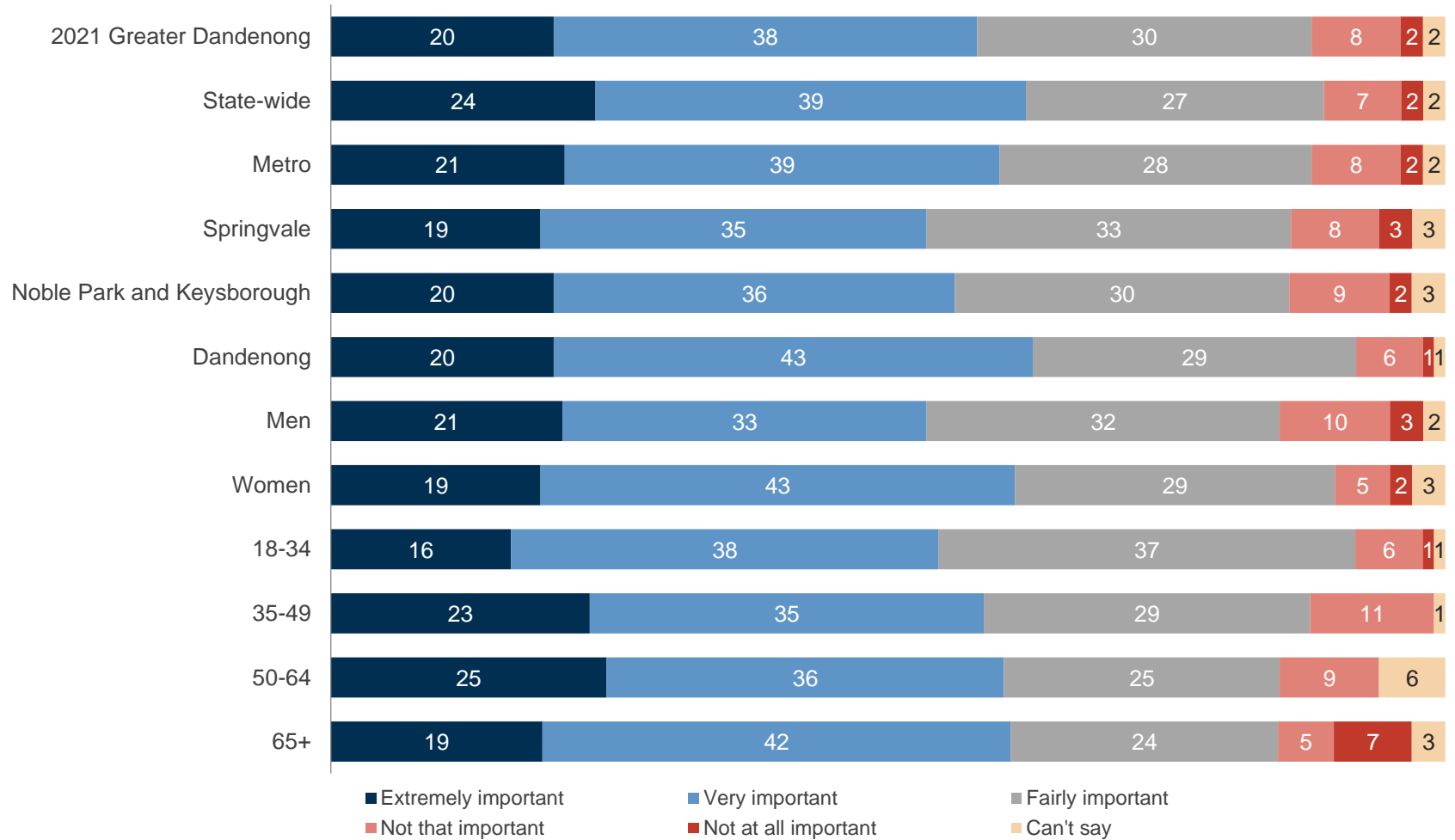
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2021 lobbying importance (%)

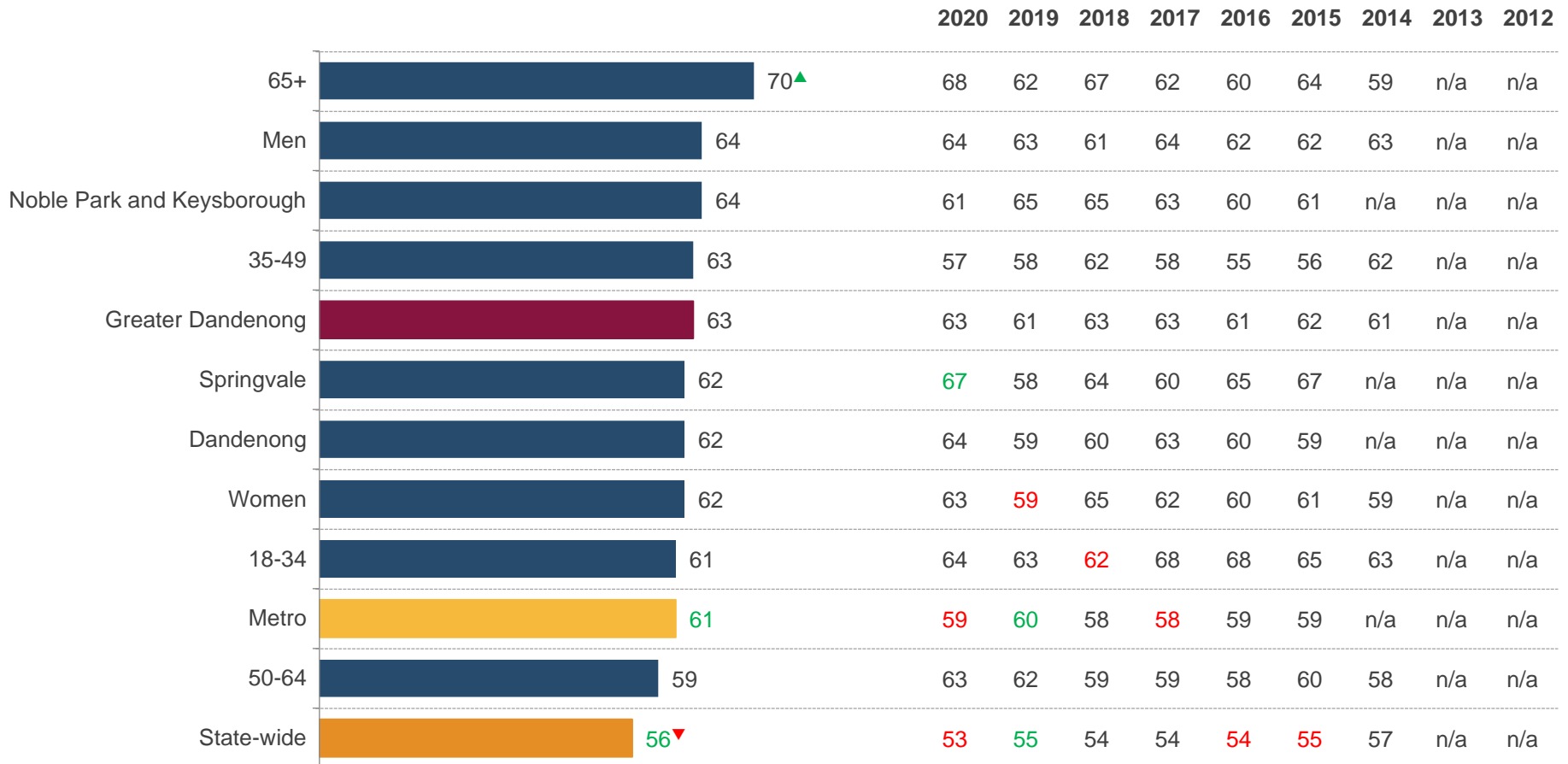


Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 9

Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)



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

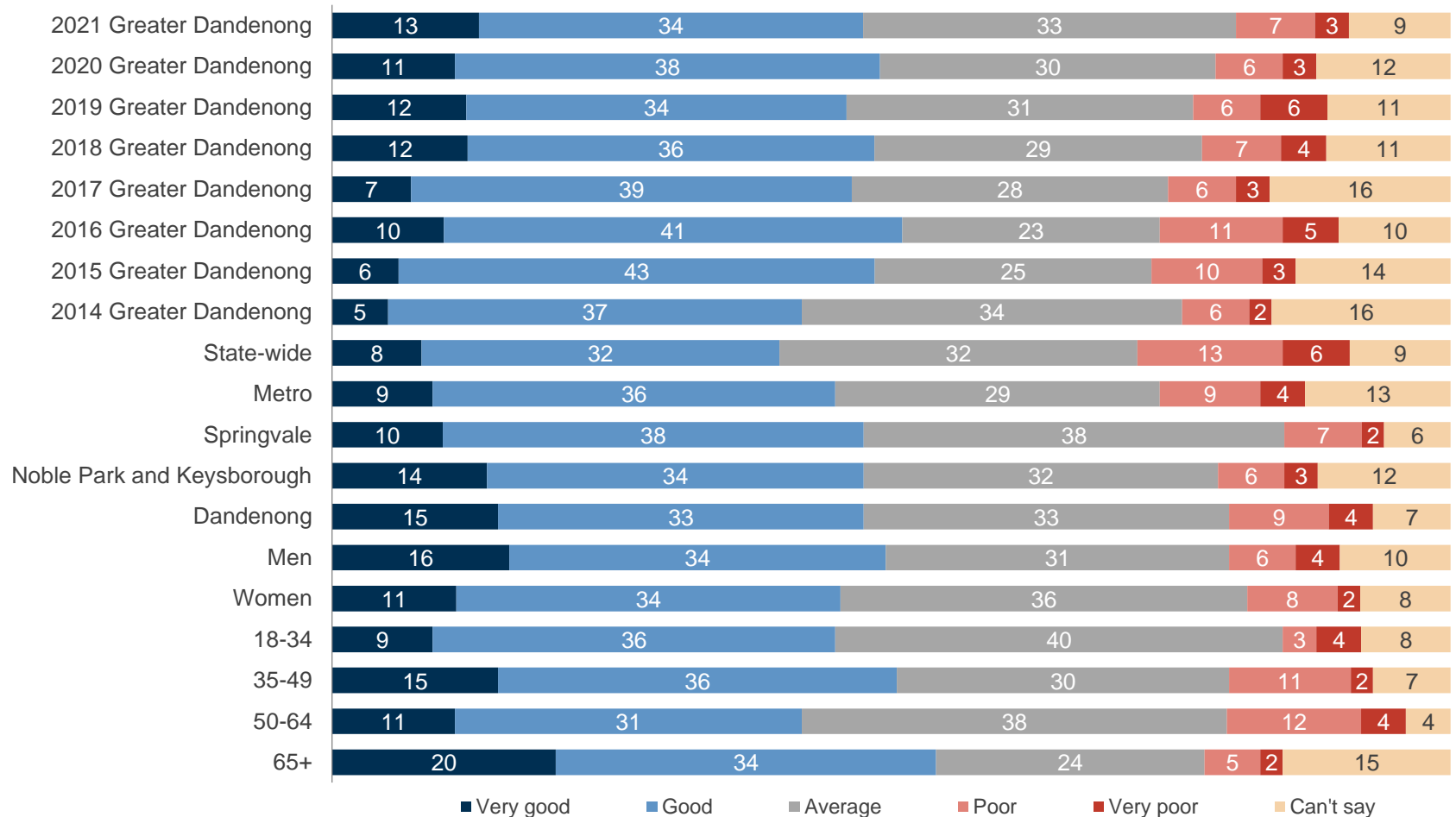
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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

Decisions made in the interest of the community performance



2021 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: 66 Councils asked group: 15

The condition of sealed local roads in your area importance



2021 sealed local roads importance (index scores)

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

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

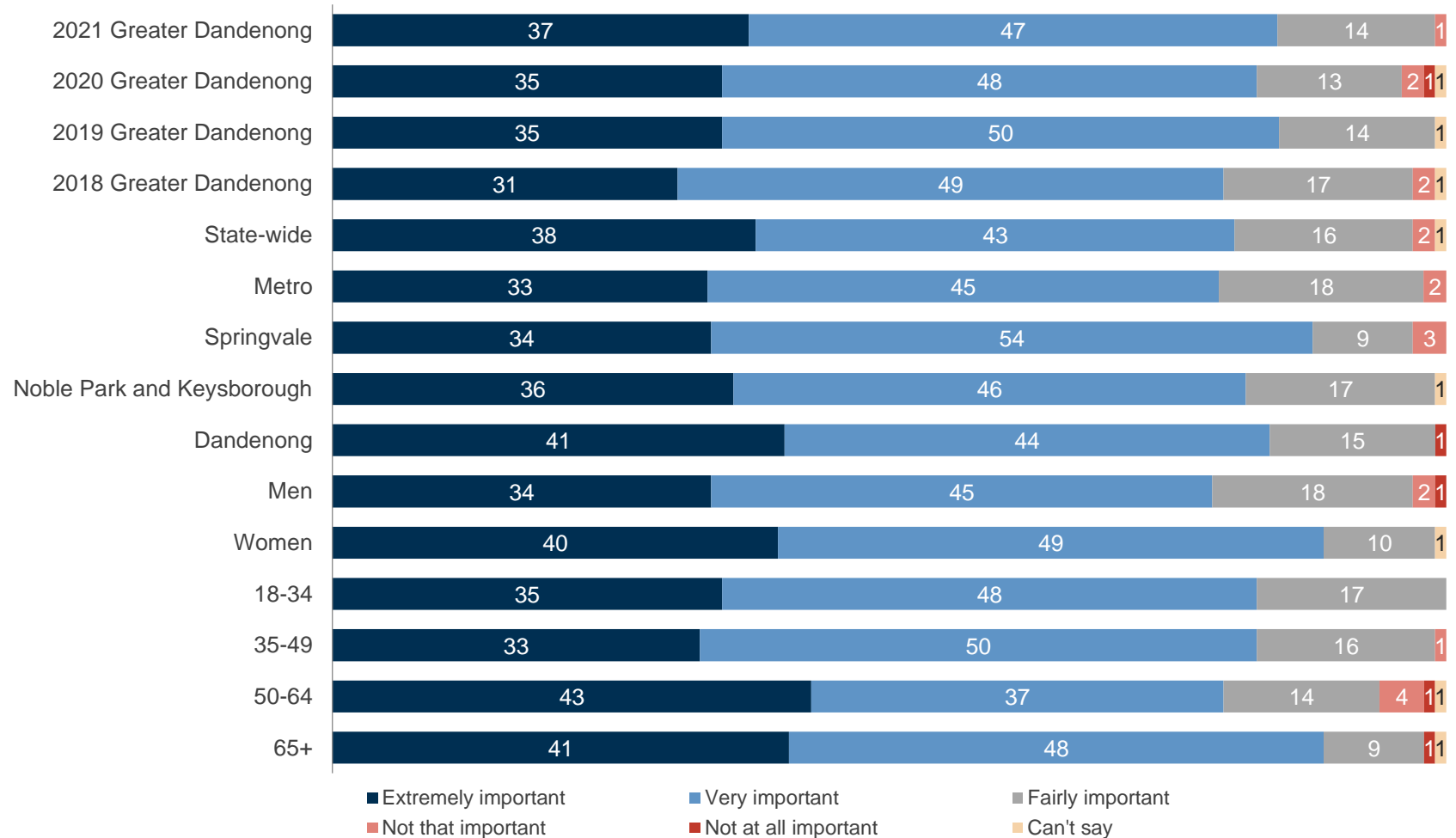
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 8

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

The condition of sealed local roads in your area importance



2021 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: 24 Councils asked group: 8

The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

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

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

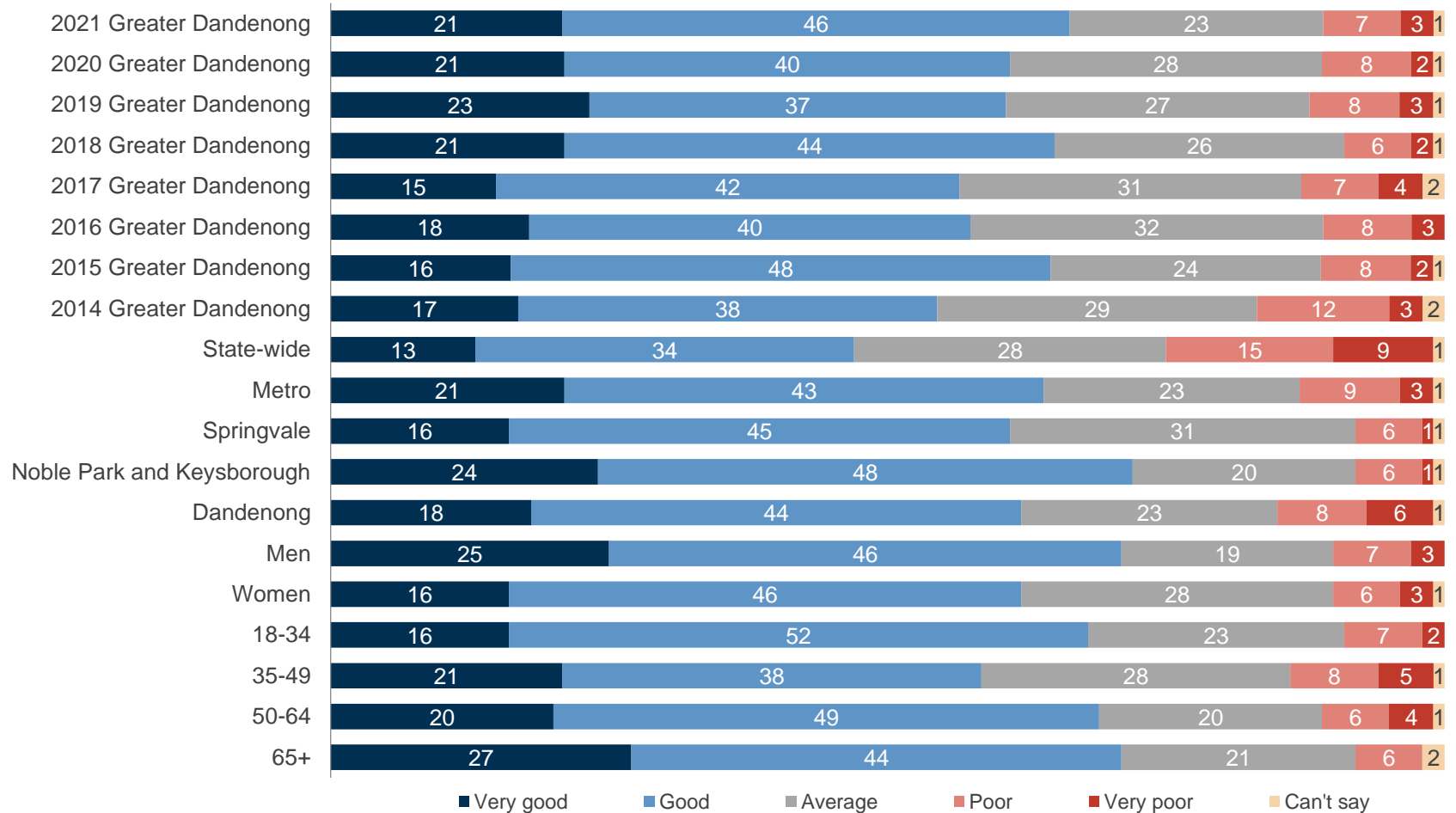
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

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

The condition of sealed local roads in your area performance



2021 sealed local roads performance (%)



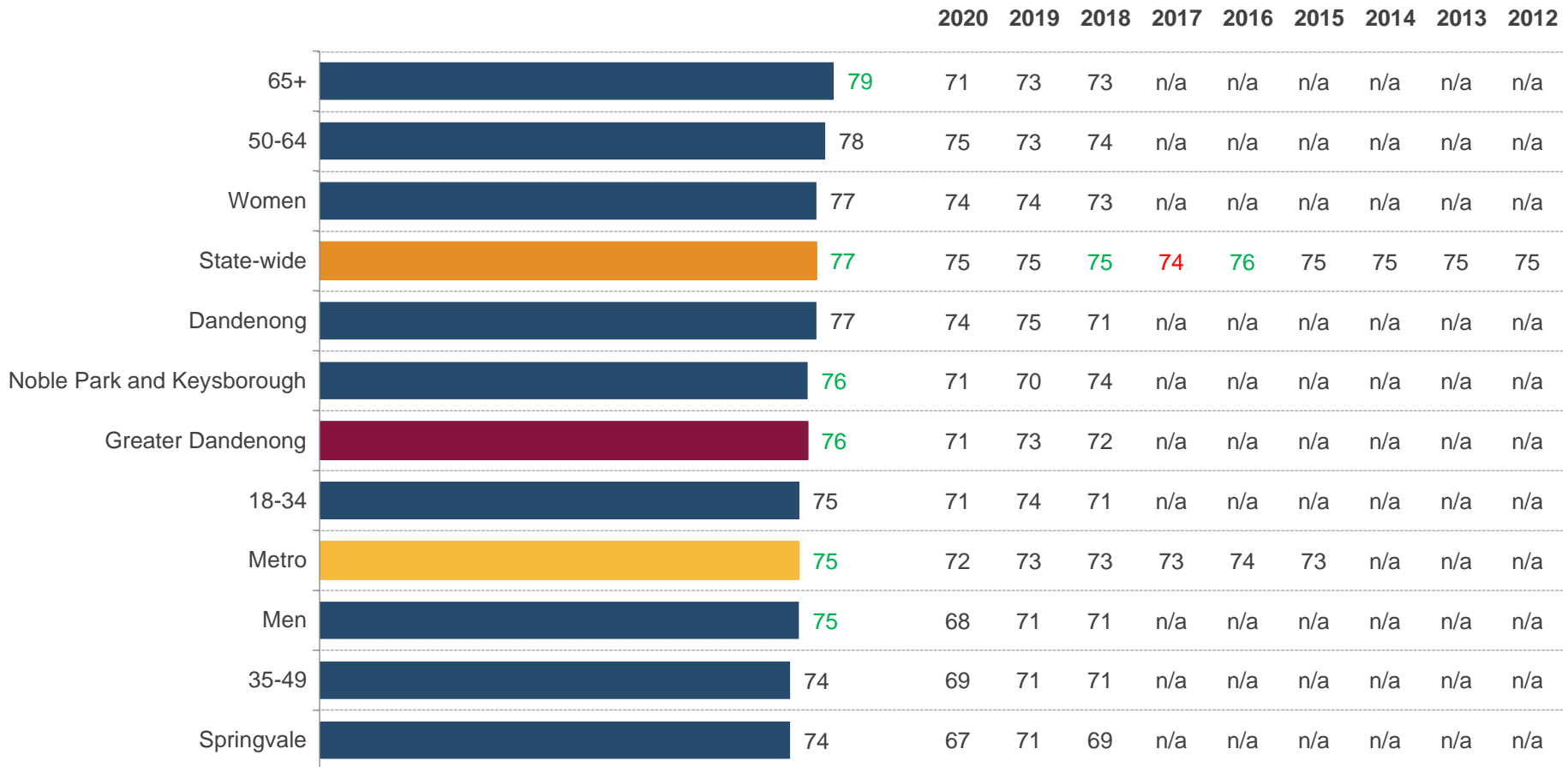
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15



Informing the community importance



2021 informing community importance (index scores)



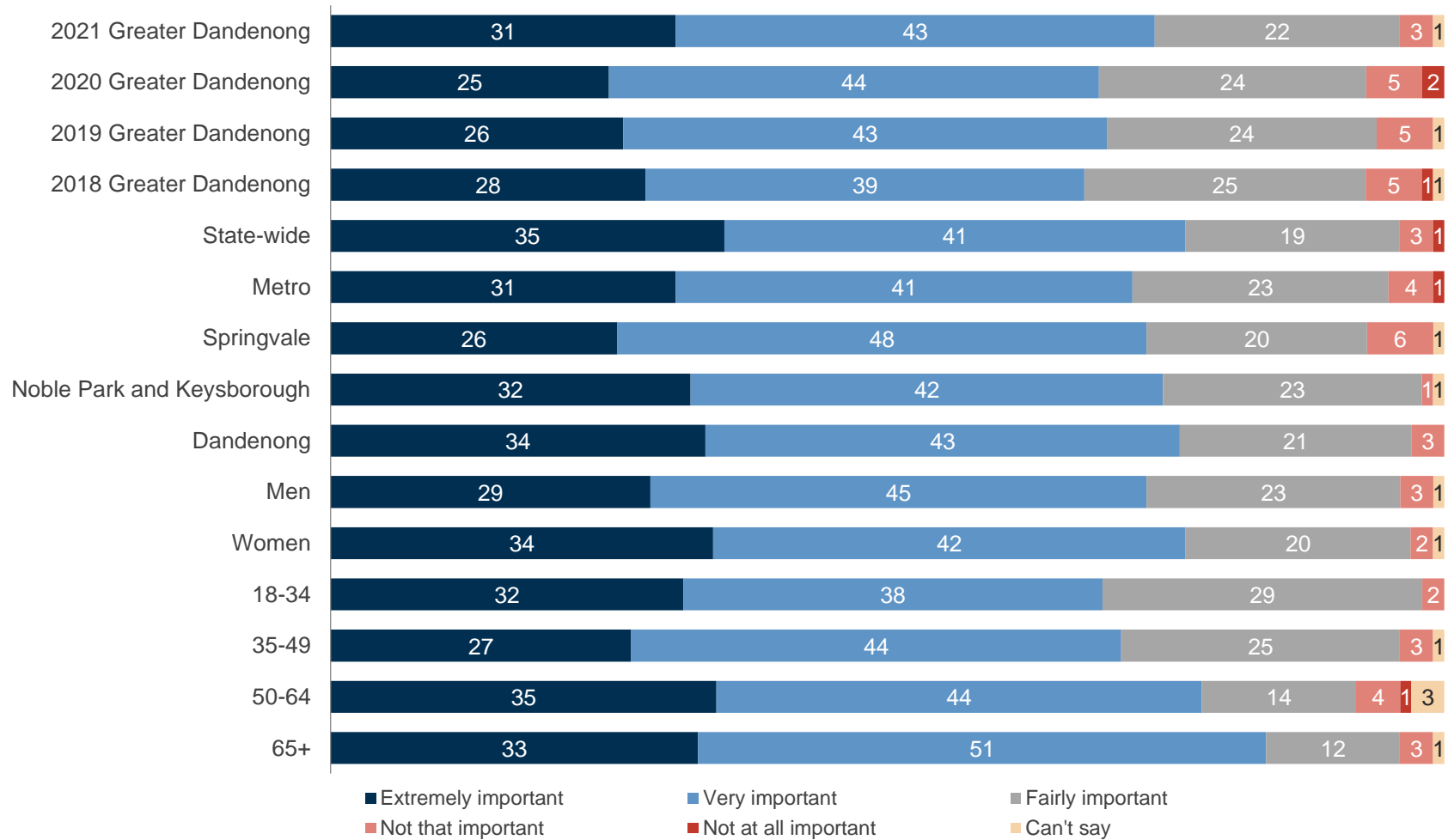
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2021 informing community importance (%)

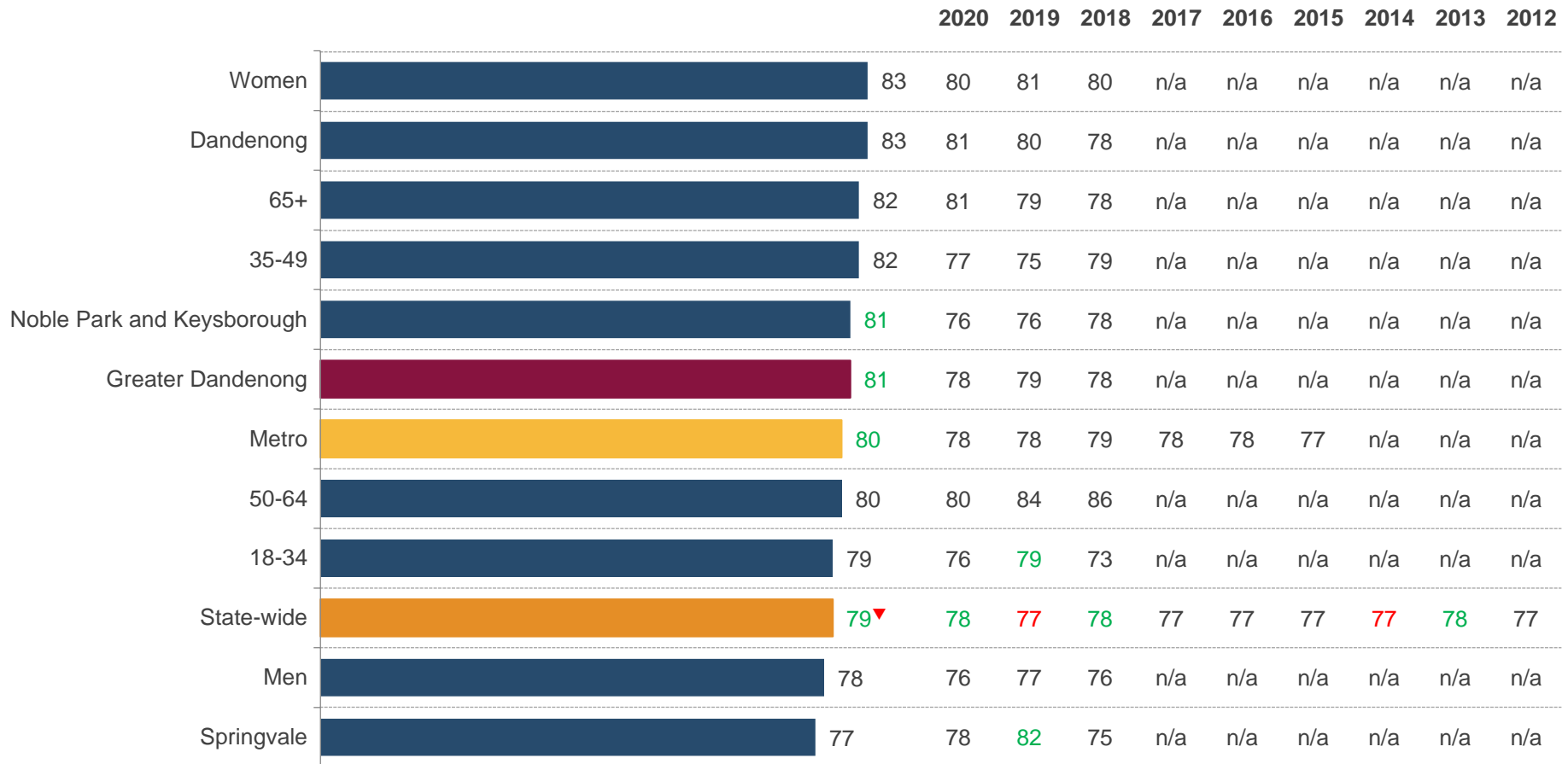


Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

The condition of local streets and footpaths in your area importance



2021 streets and footpaths importance (index scores)



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

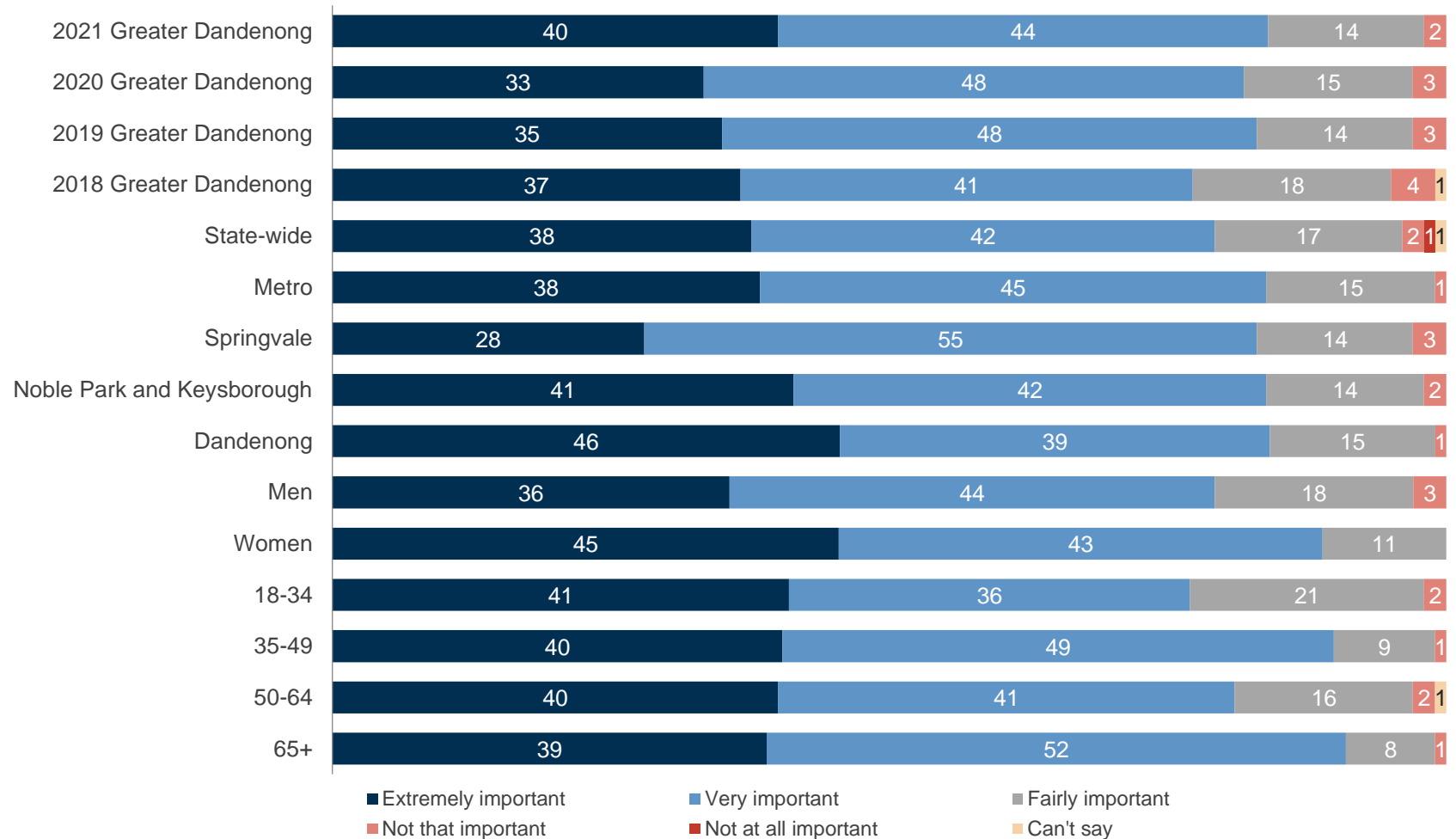
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

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

The condition of local streets and footpaths in your area importance



2021 streets and footpaths importance (%)



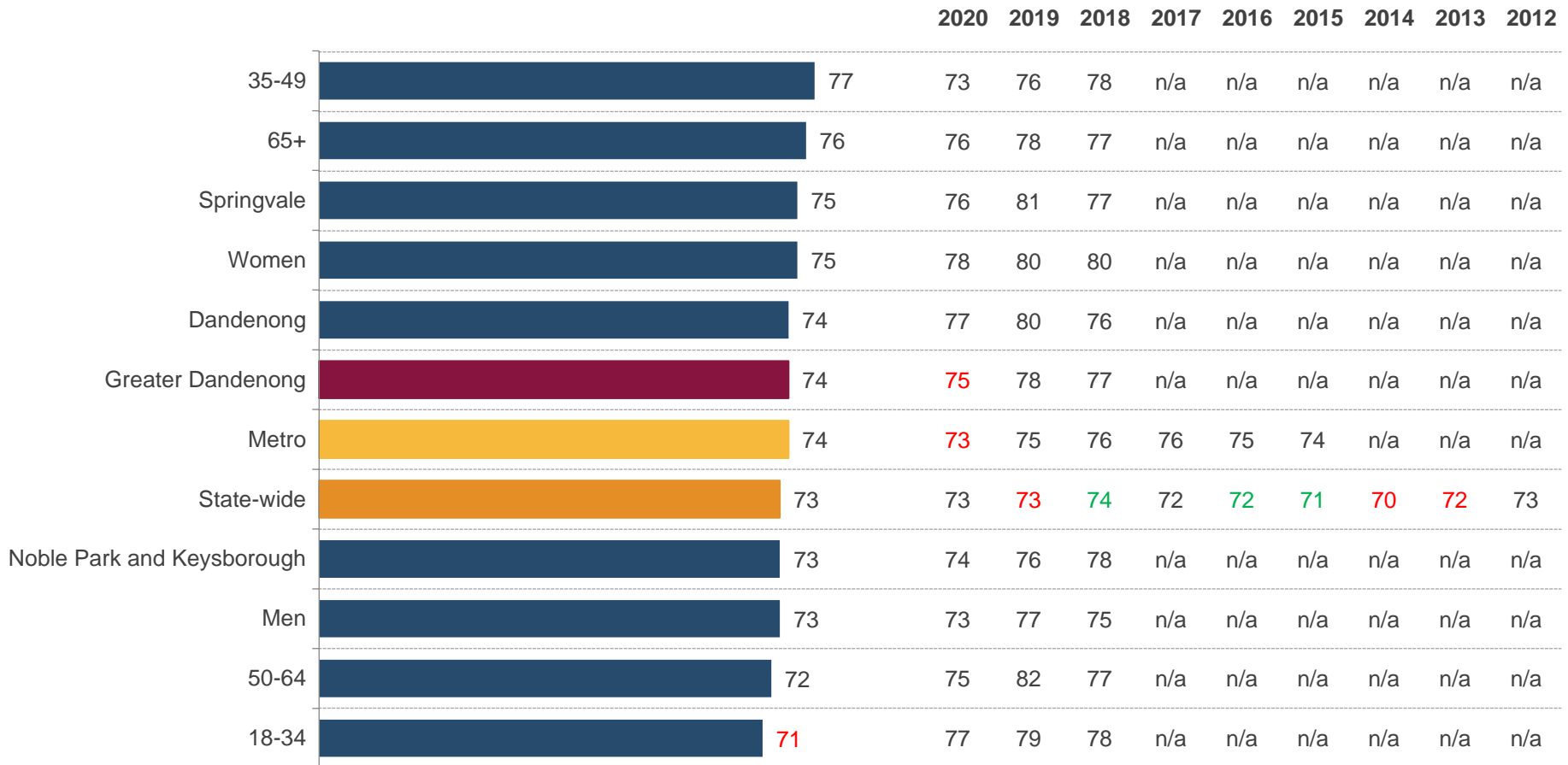
Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6



Traffic management importance



2021 traffic management importance (index scores)



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

Base: All respondents. Councils asked state-wide: 10 Councils asked group: 6

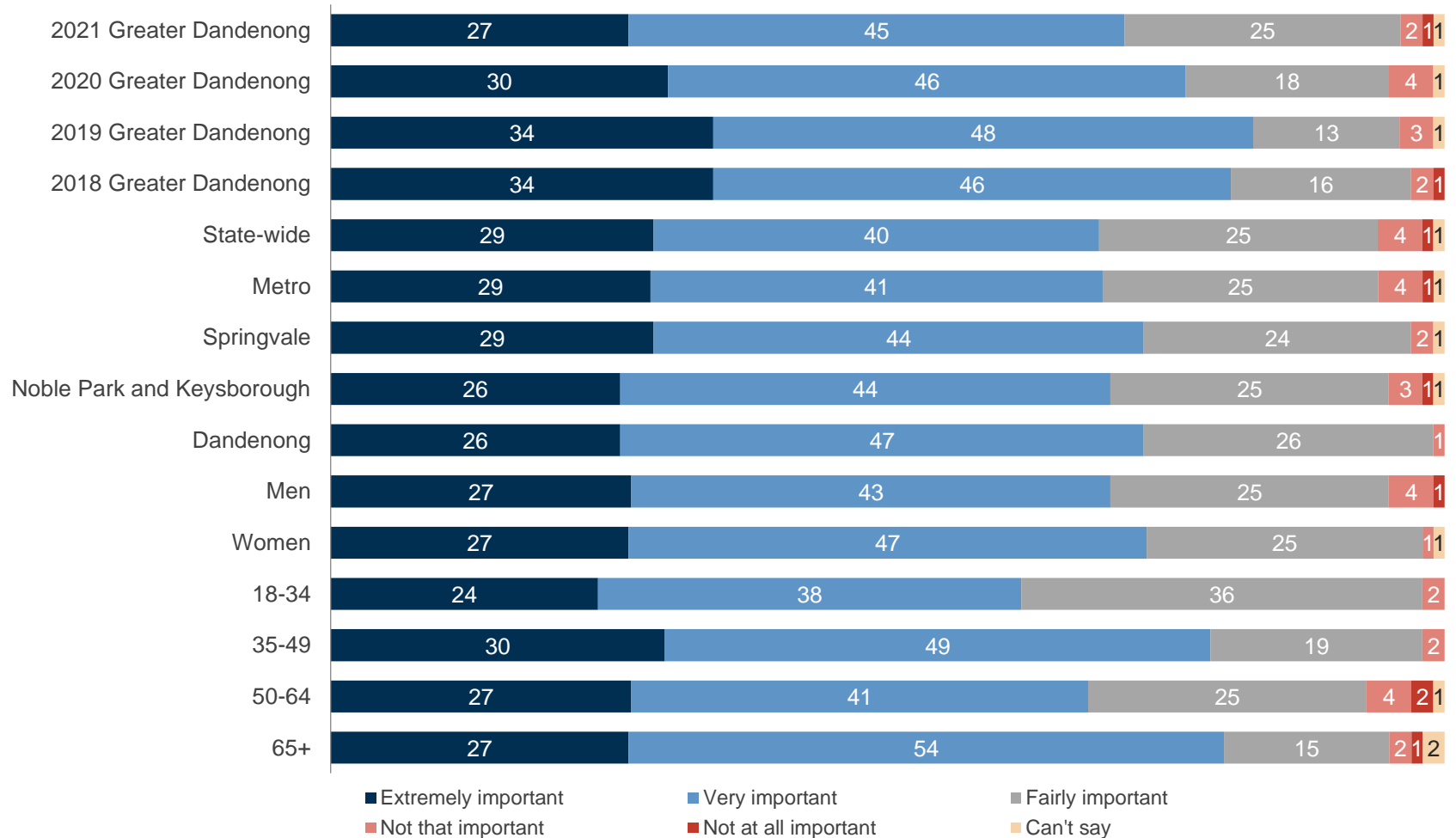
Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2021 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



2021 parking importance (index scores)

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

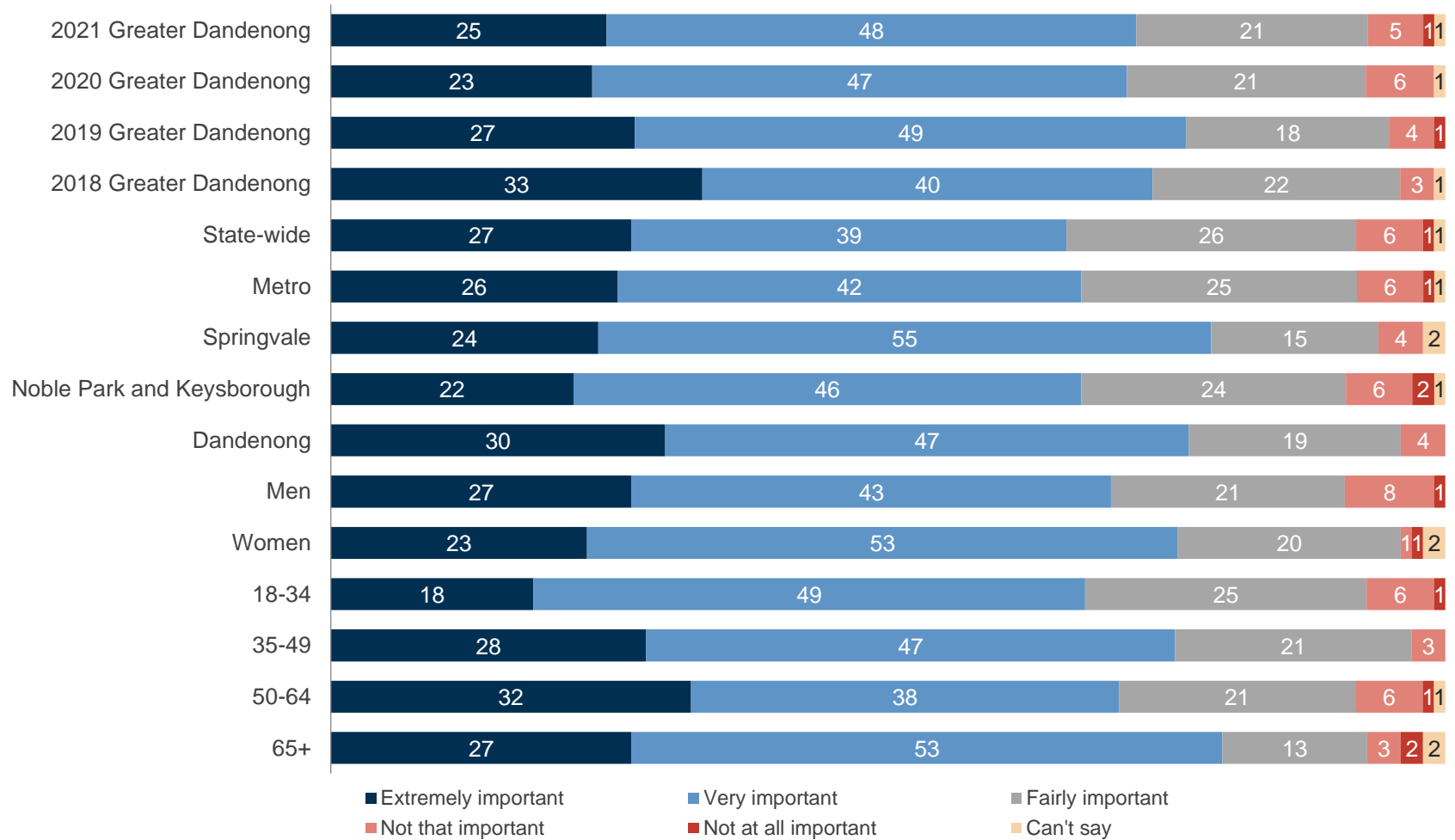
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 15 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2021 parking importance (%)



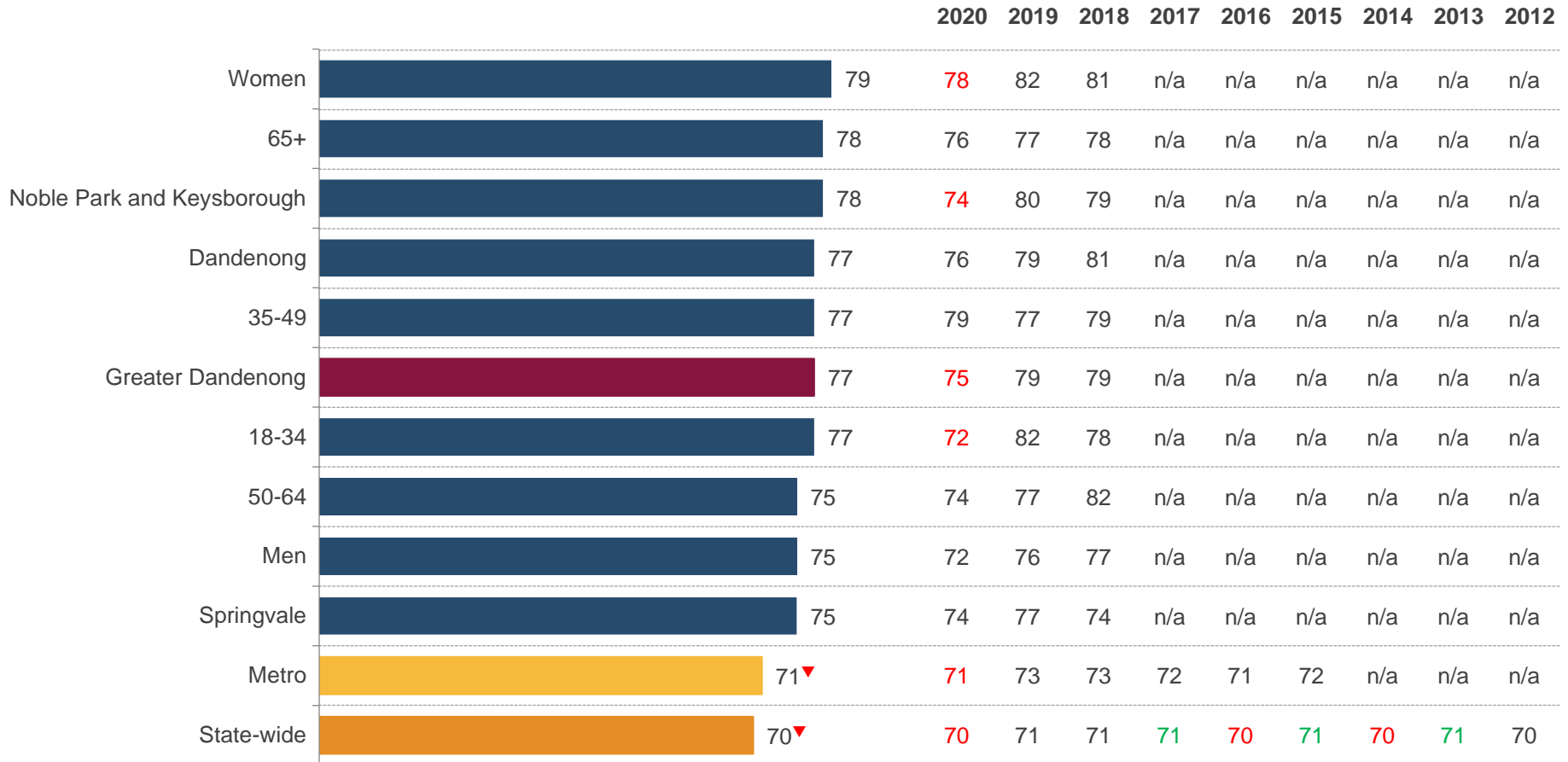
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 15 Councils asked group: 7



Enforcement of local laws importance



2021 law enforcement importance (index scores)



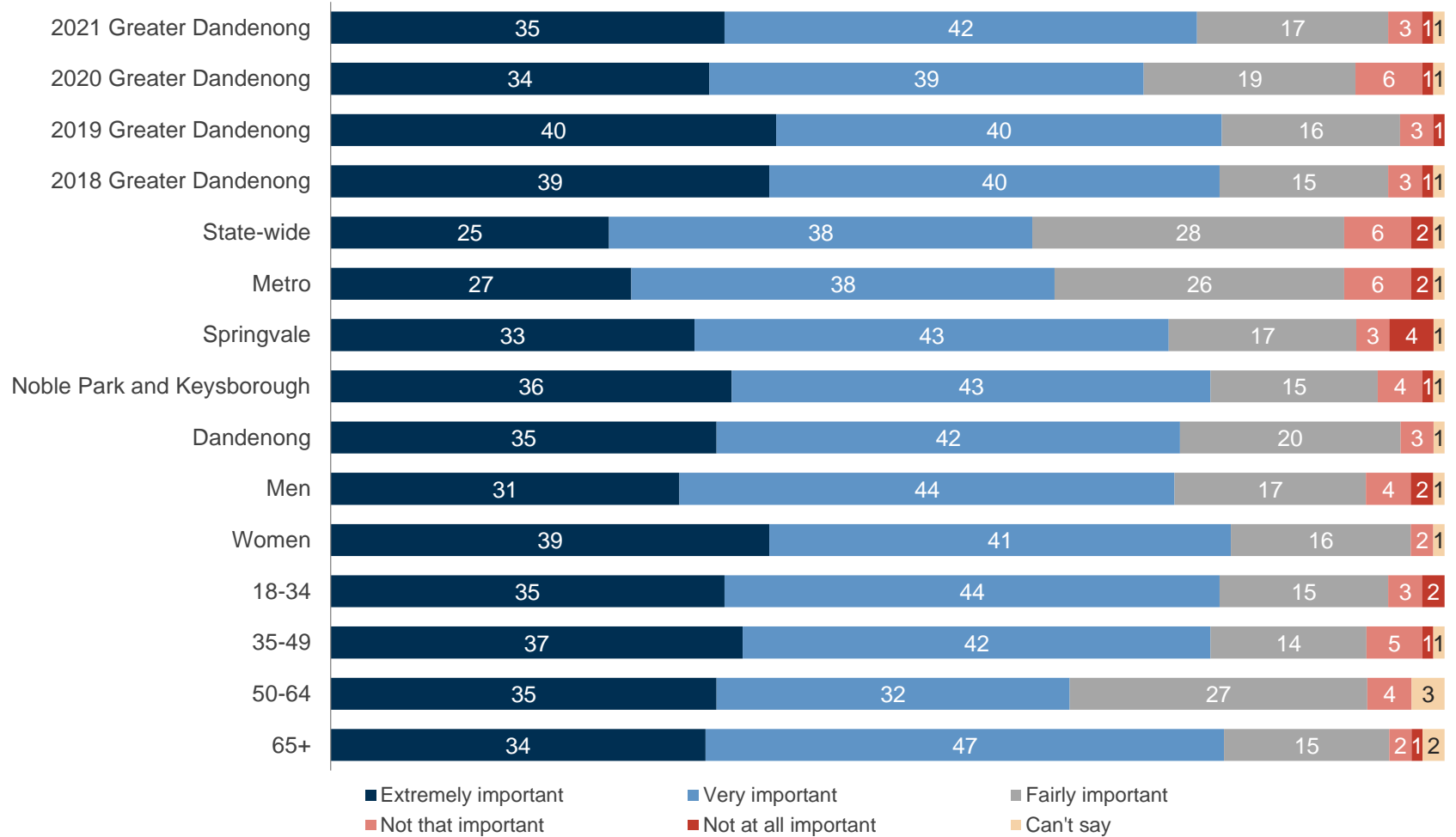
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2021 law enforcement importance (%)



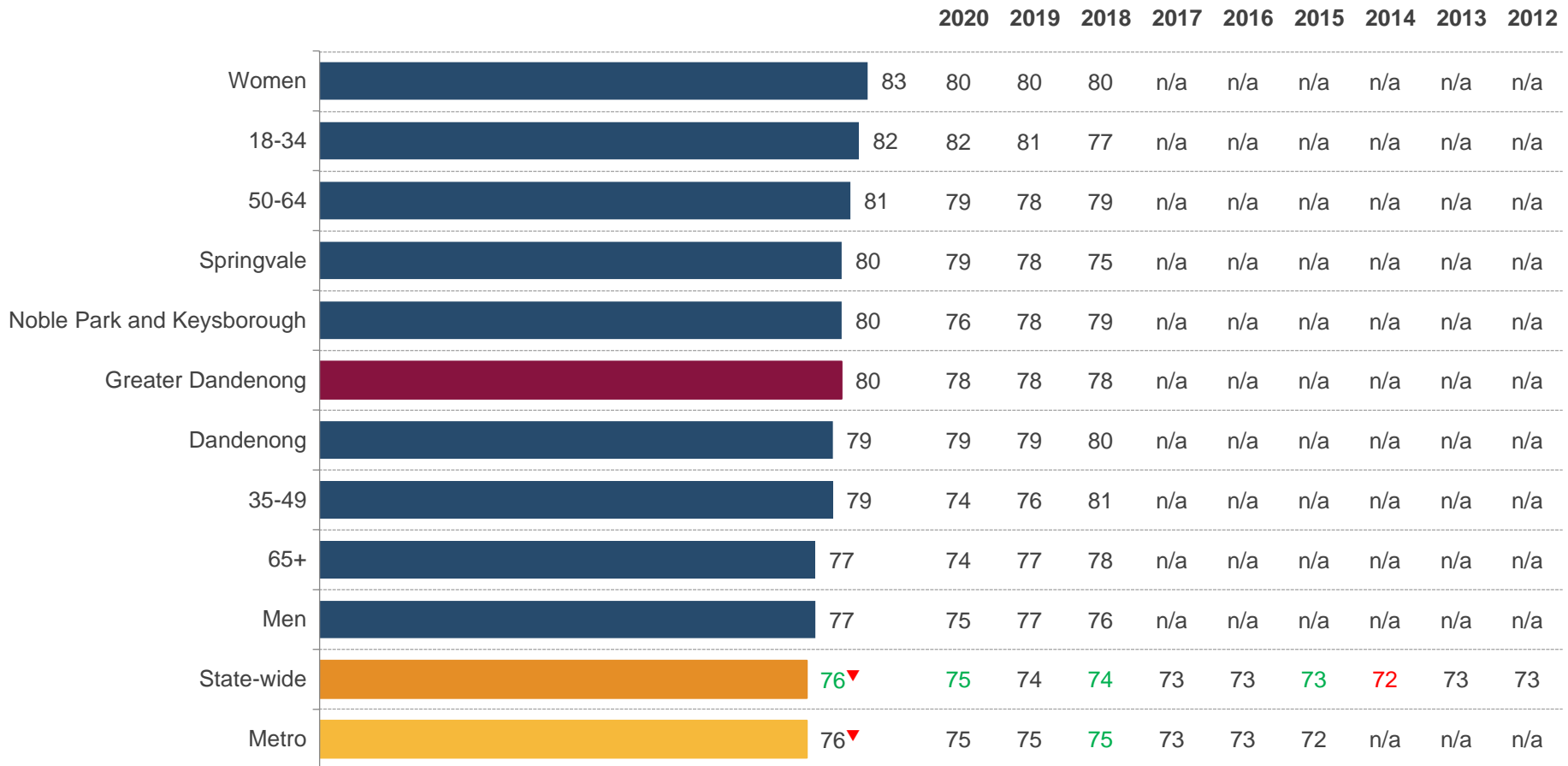
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7



Family support services importance



2021 family support importance (index scores)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 6

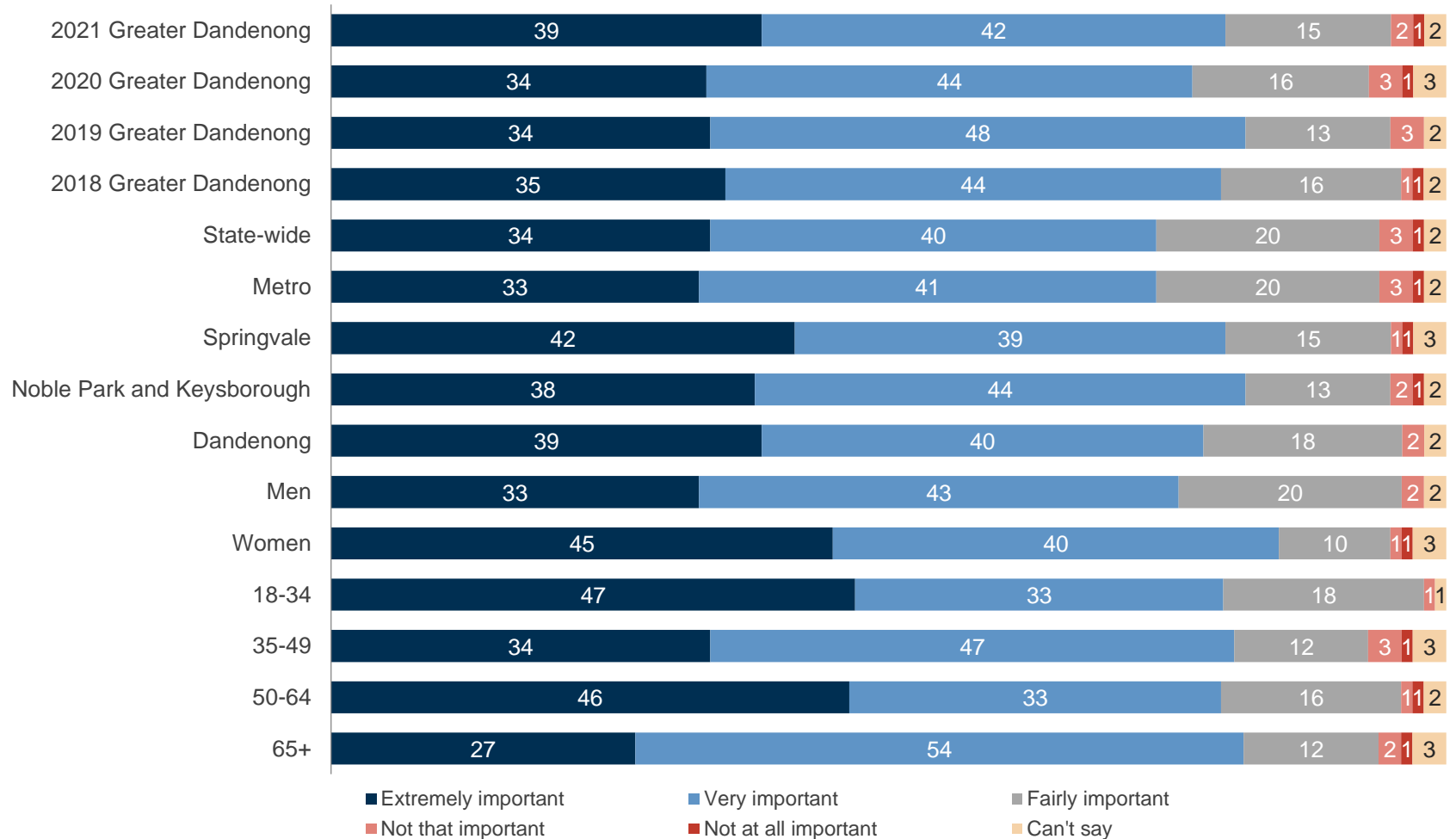
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2021 family support importance (%)



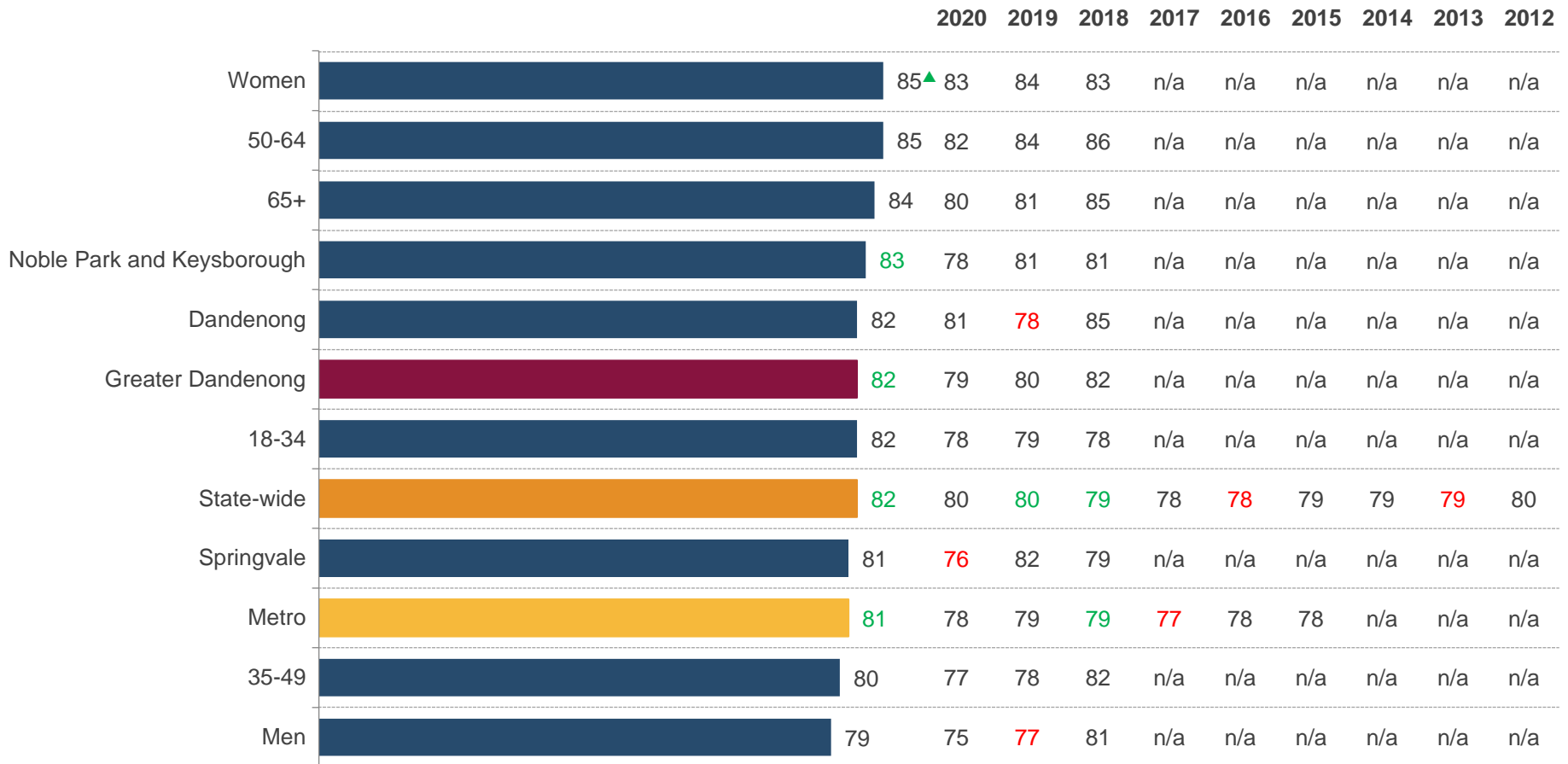
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 6



Elderly support services importance



2021 elderly support importance (index scores)



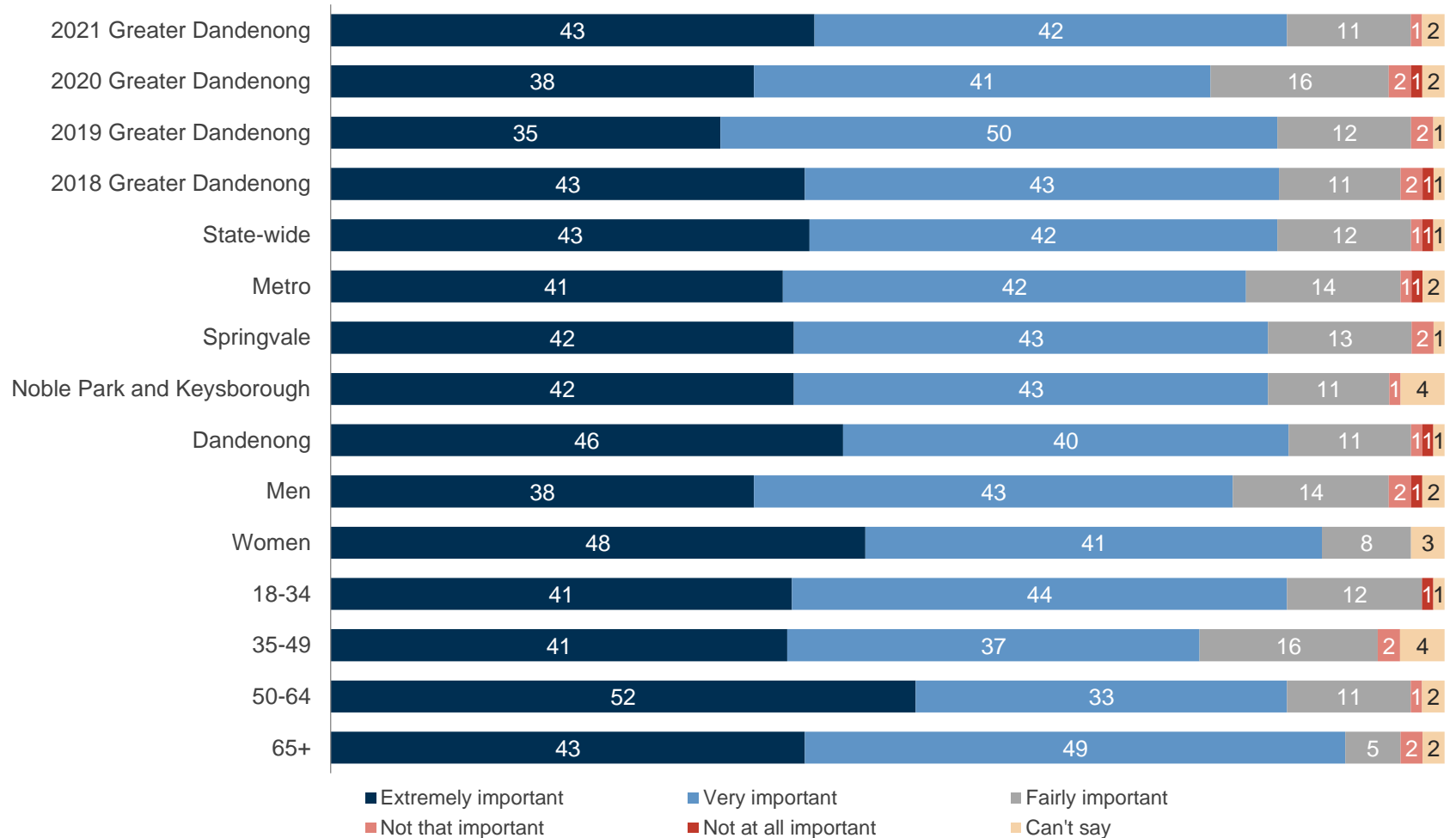
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2021 elderly support importance (%)



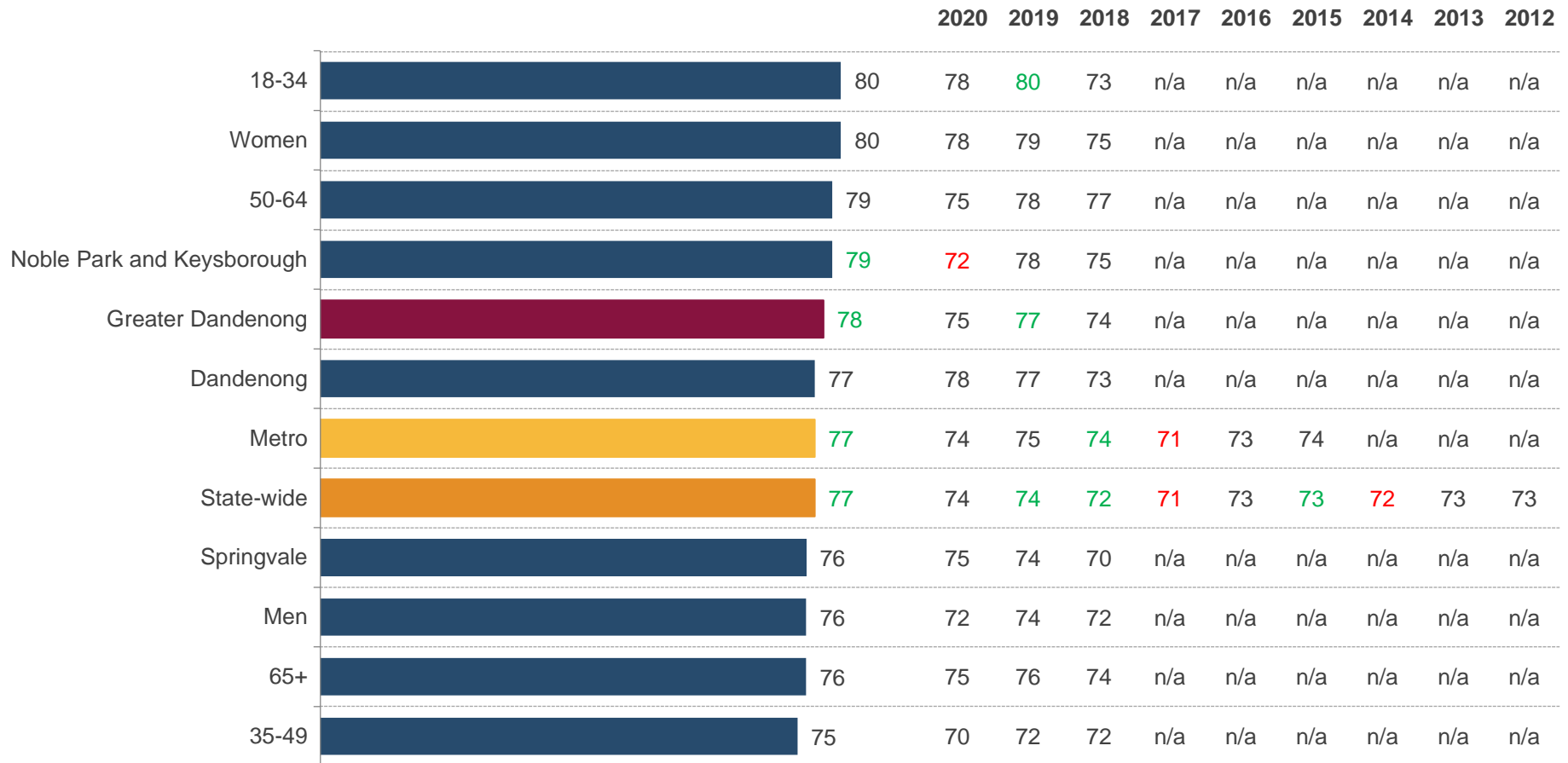
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 7



Disadvantaged support services importance



2021 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: 8 Councils asked group: 4

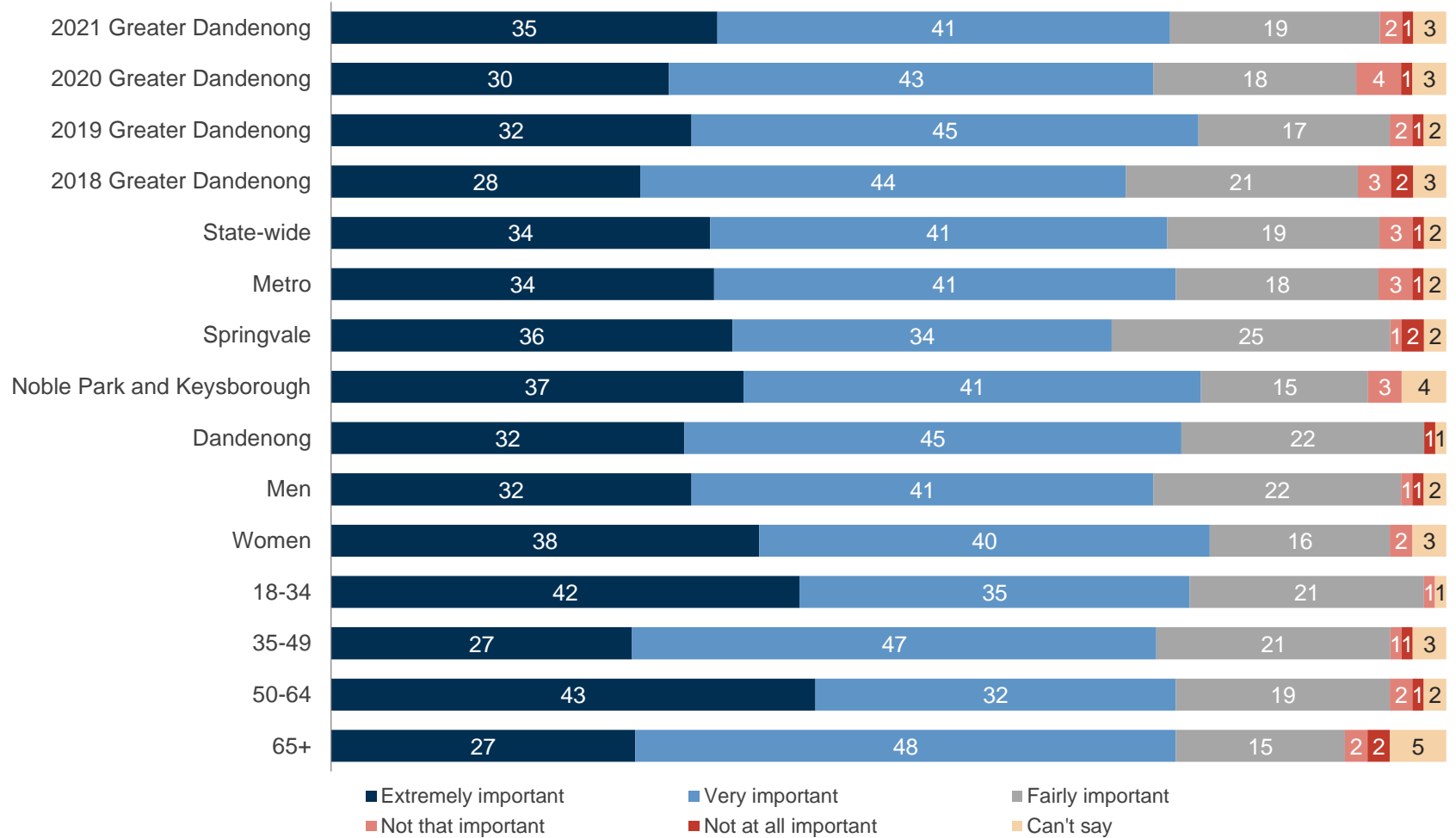
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2021 disadvantaged support importance (%)



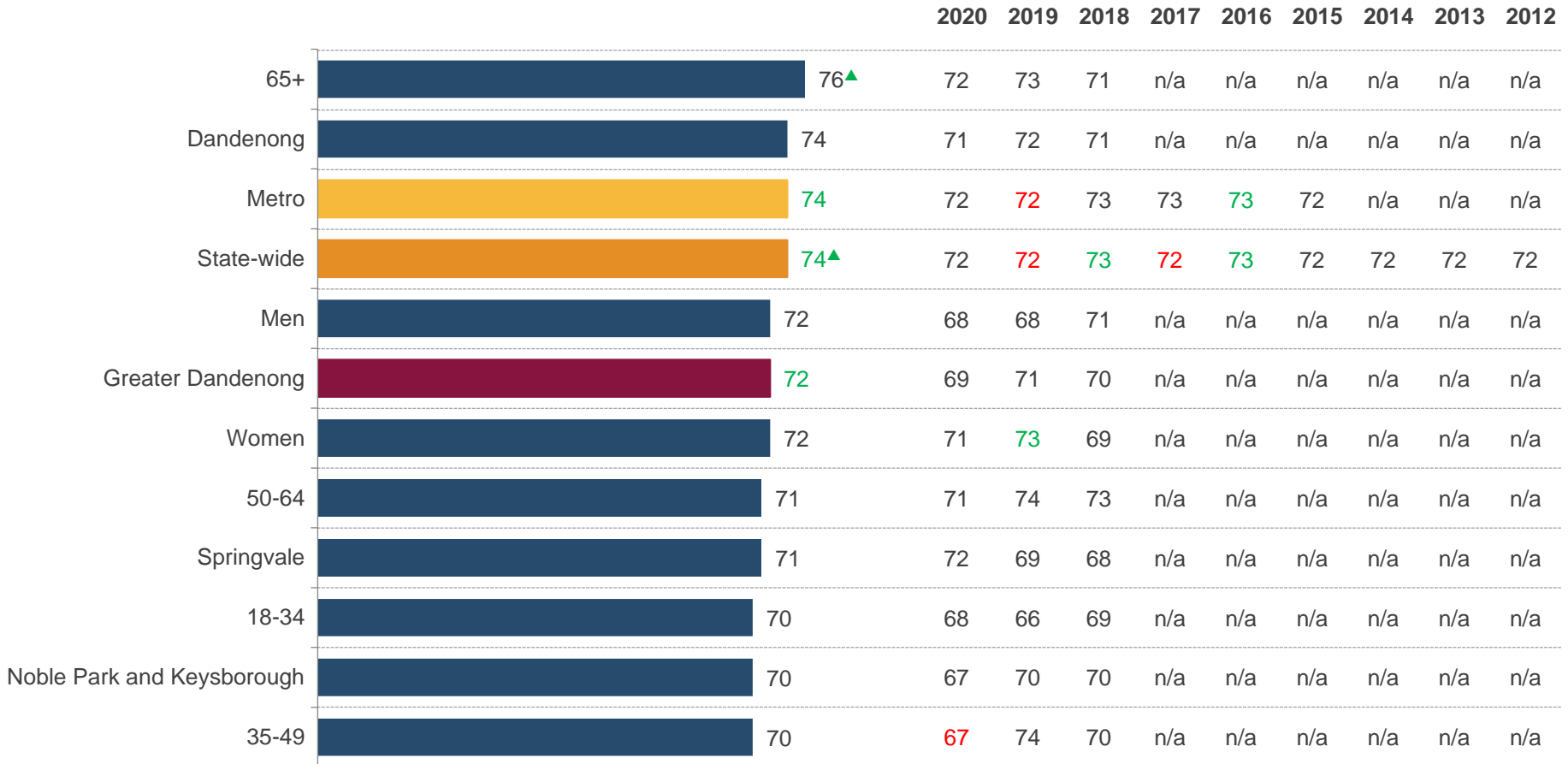
Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 8 Councils asked group: 4



Recreational facilities importance



2021 recreational facilities importance (index scores)



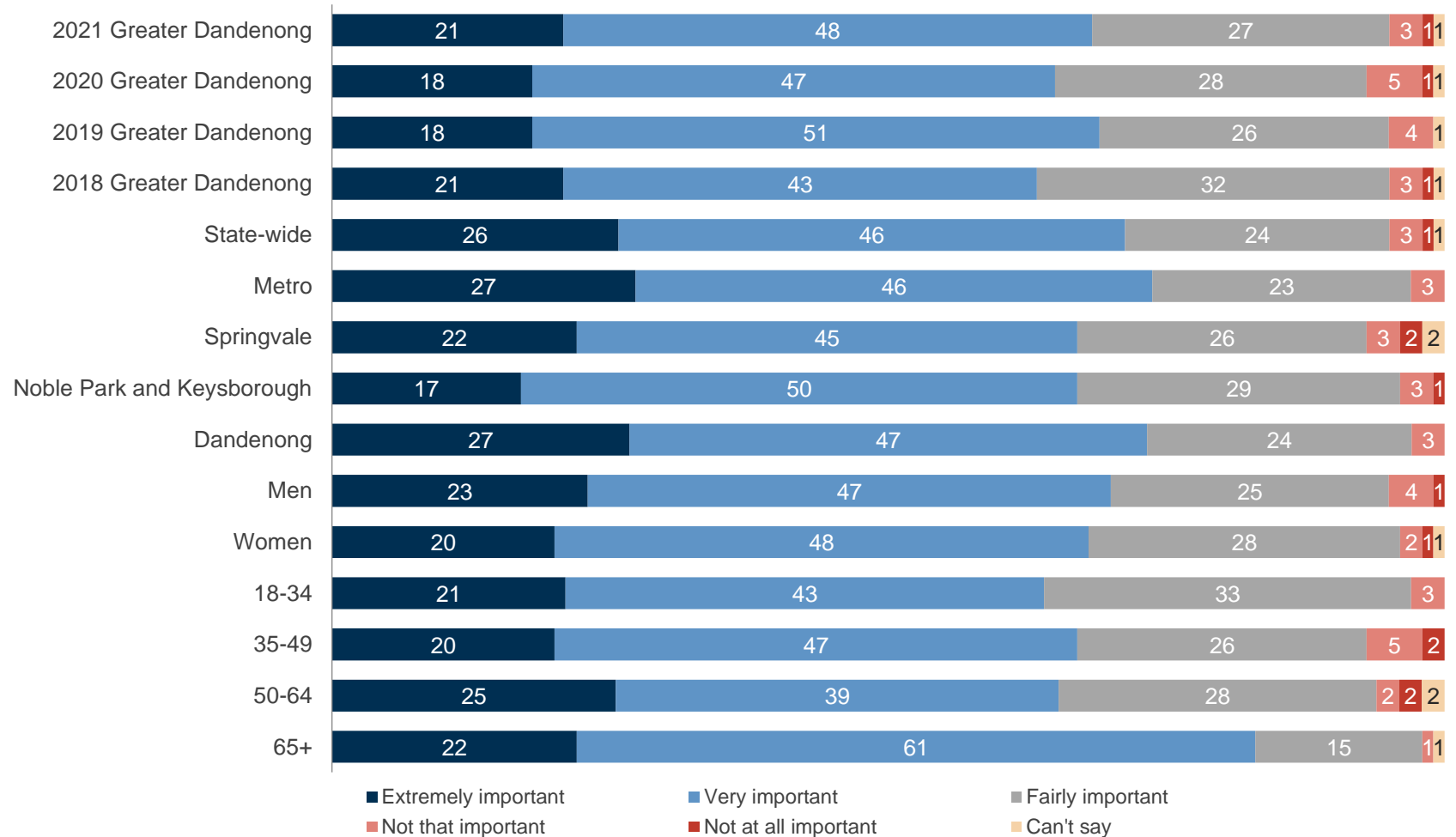
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2021 recreational facilities importance (%)



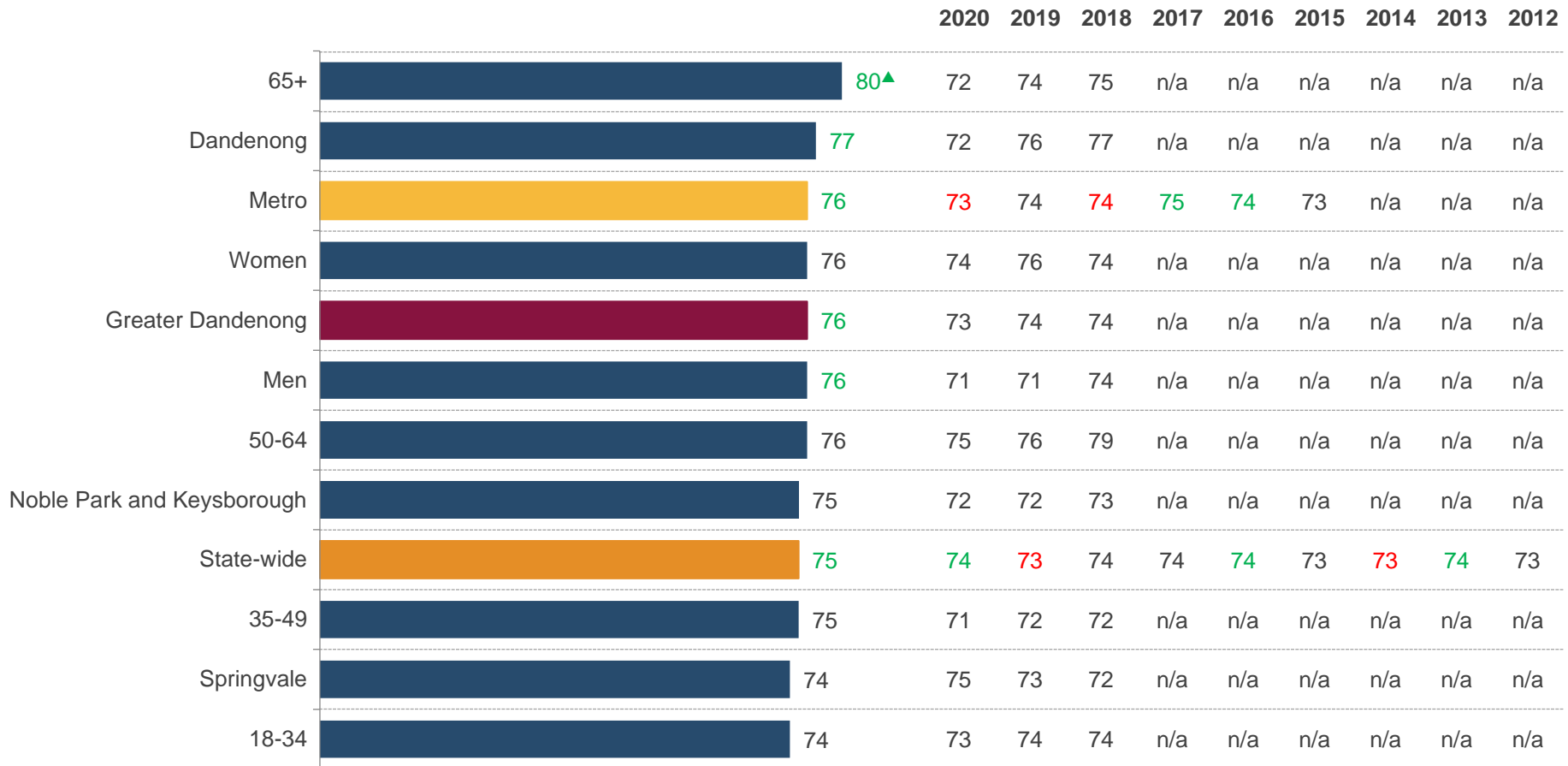
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10



The appearance of public areas importance



2021 public areas importance (index scores)



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

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8

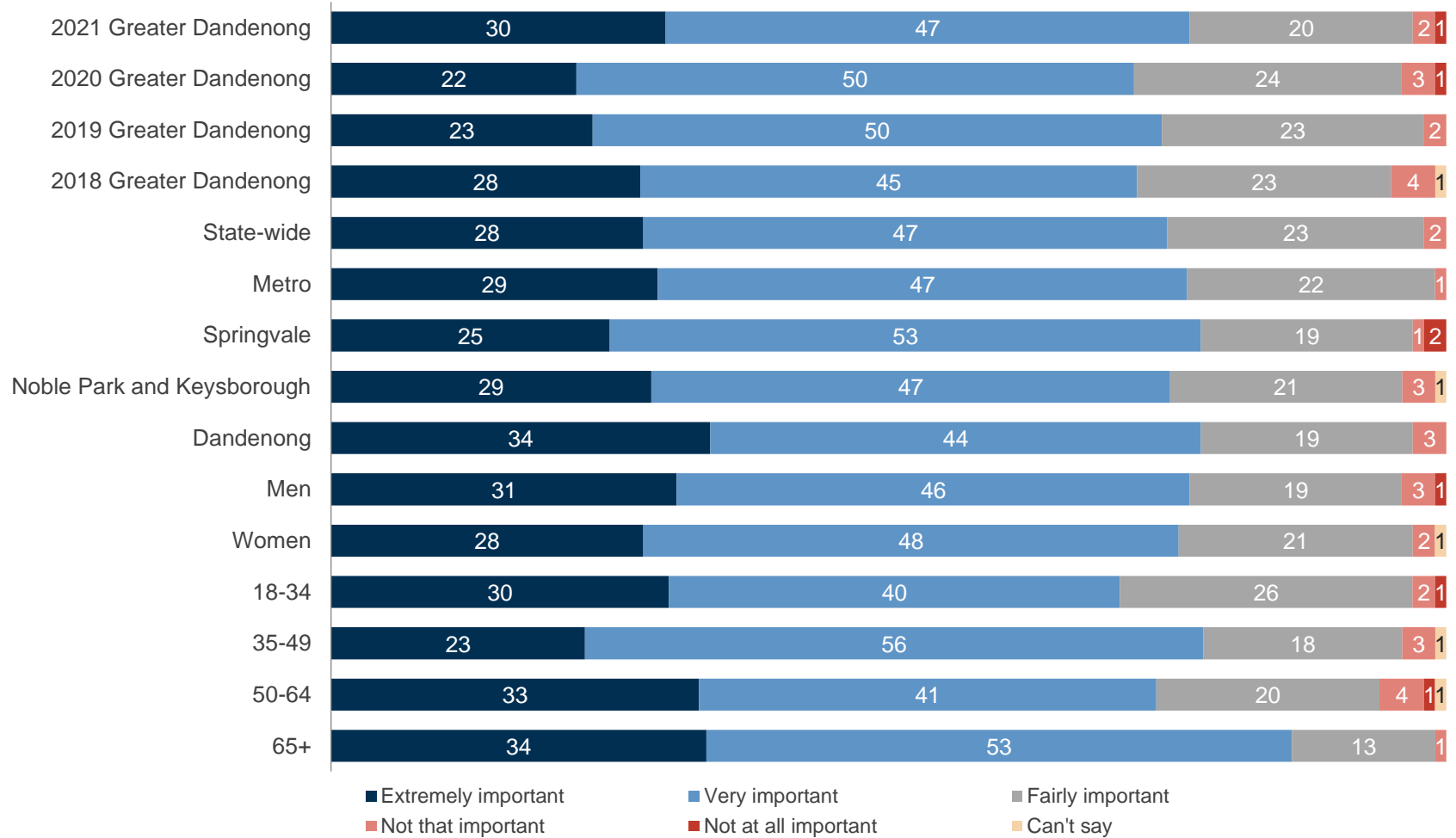
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2021 public areas importance (%)



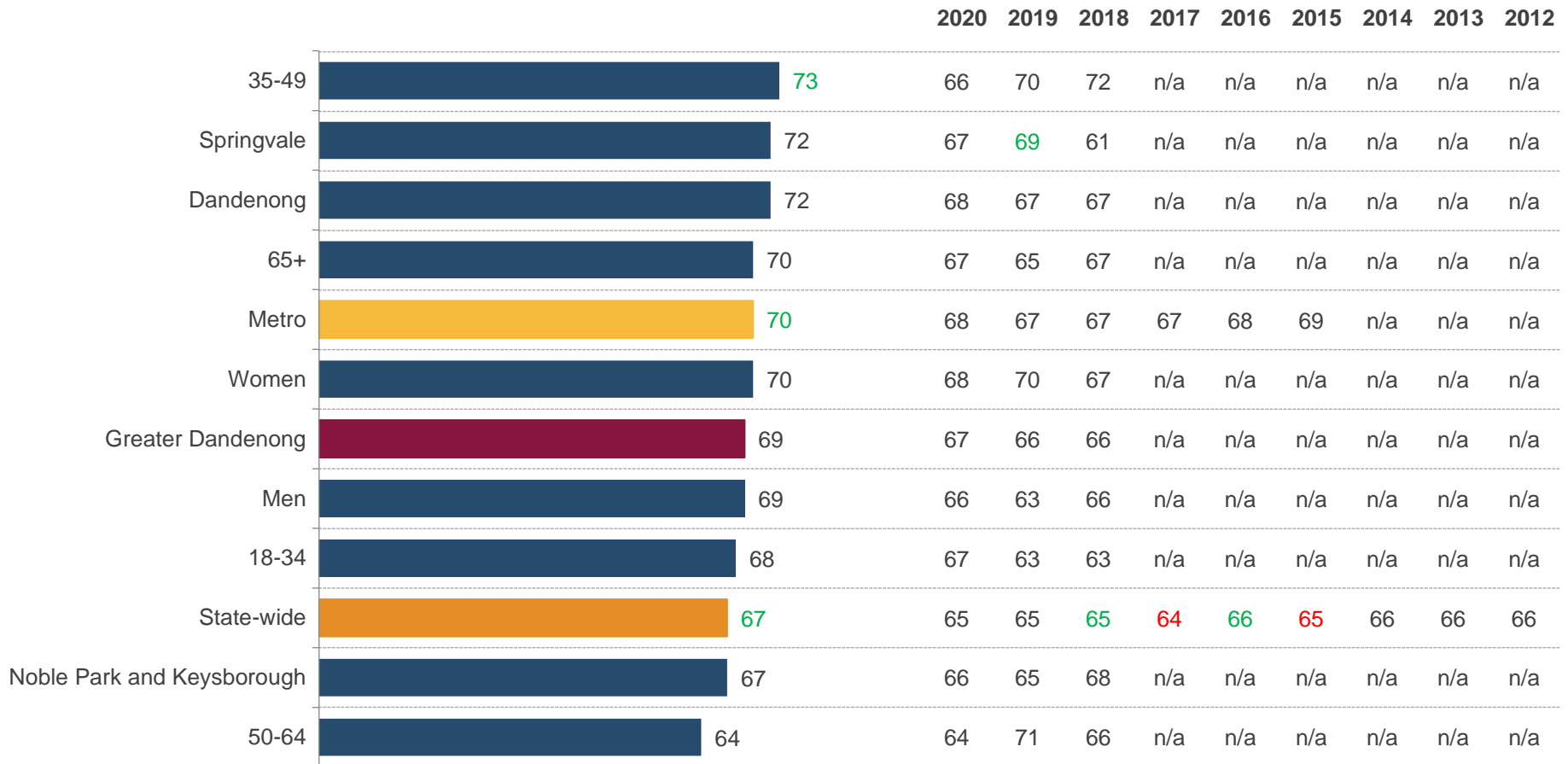
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8



Art centres and libraries importance



2021 art centres and libraries importance (index scores)



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

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

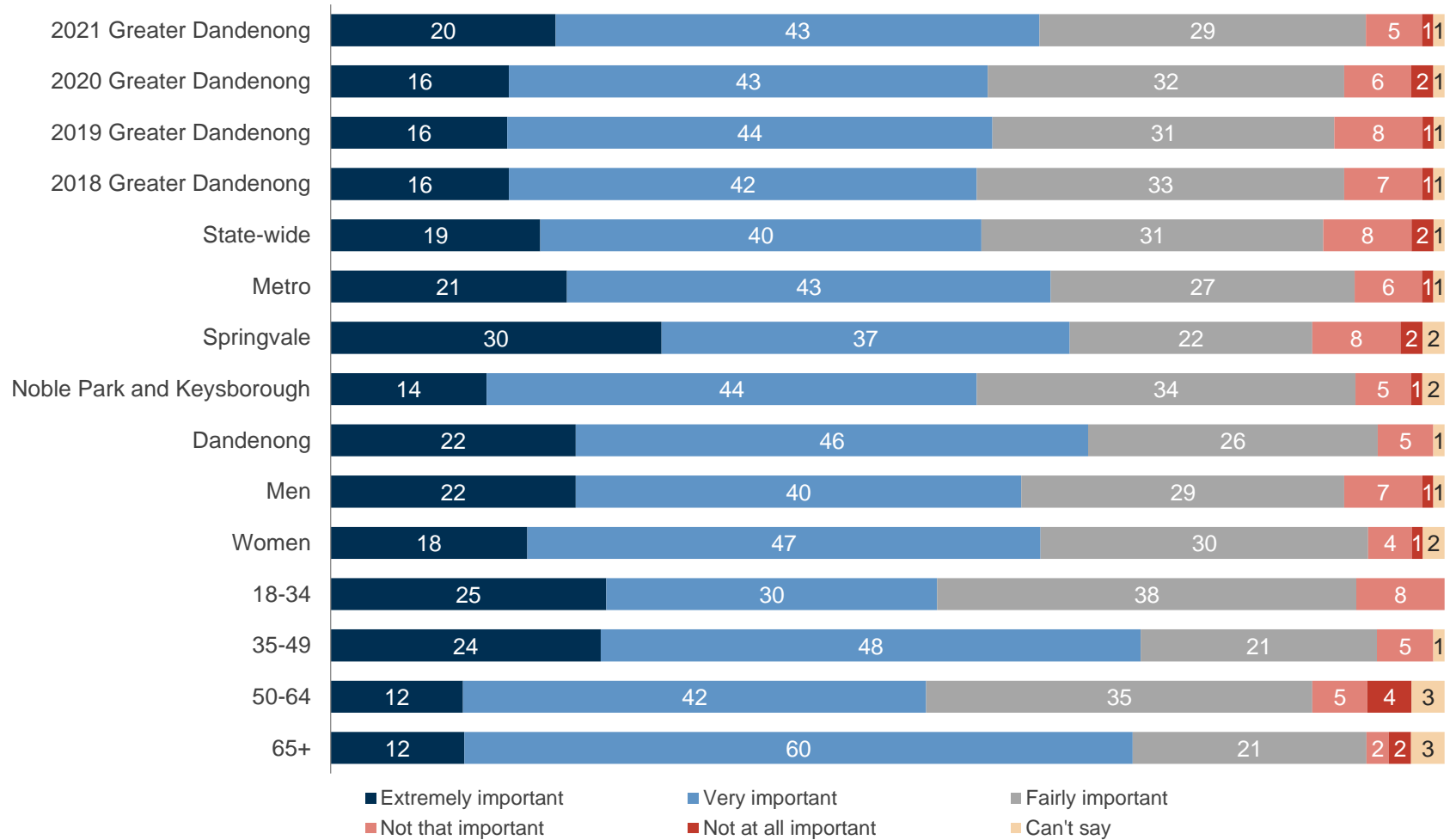
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2021 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: 22 Councils asked group: 8



Community and cultural activities importance



2021 community and cultural activities importance (index scores)

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

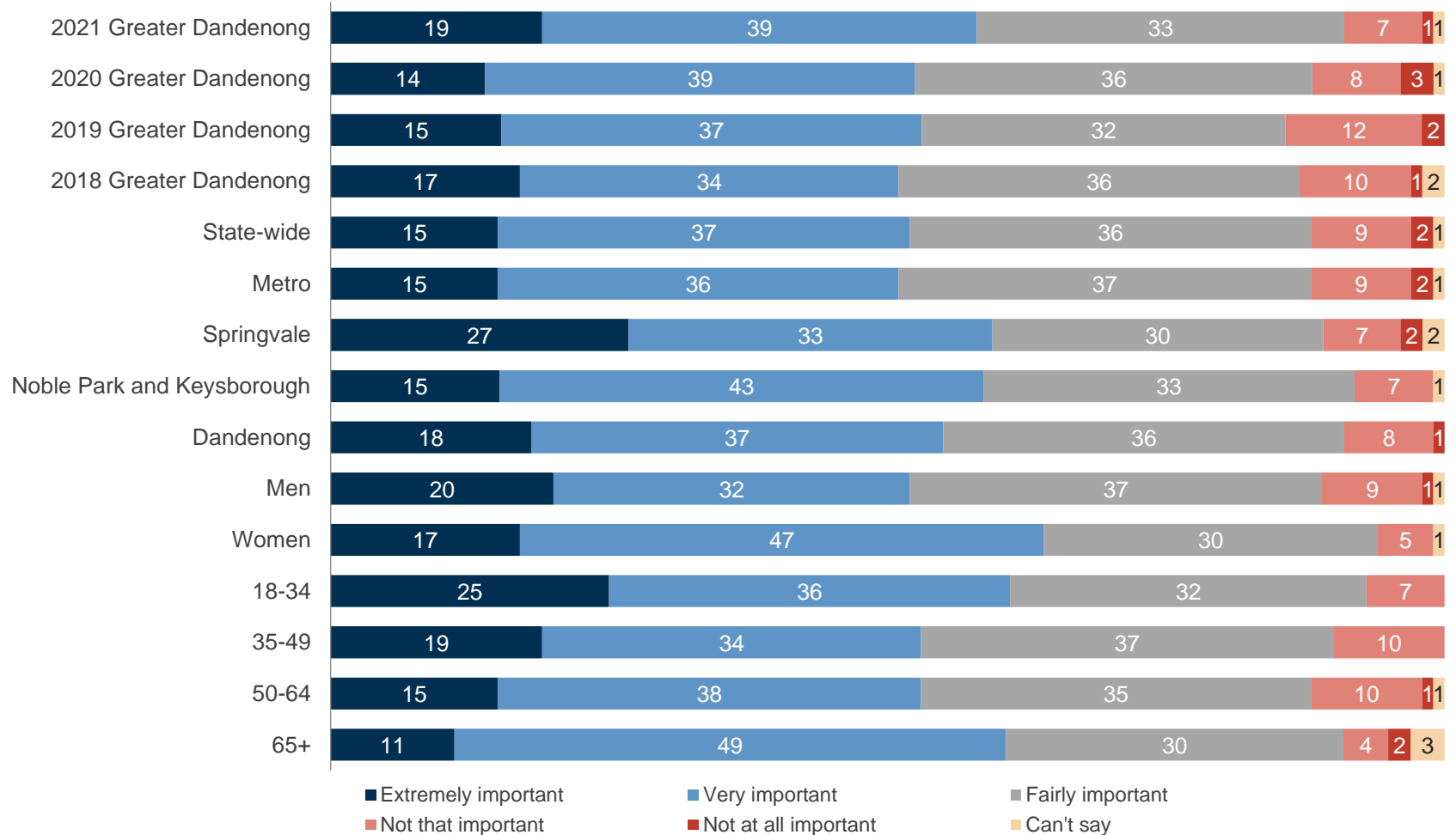
Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2021 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: 22 Councils asked group: 8



Waste management importance



2021 waste management importance (index scores)

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

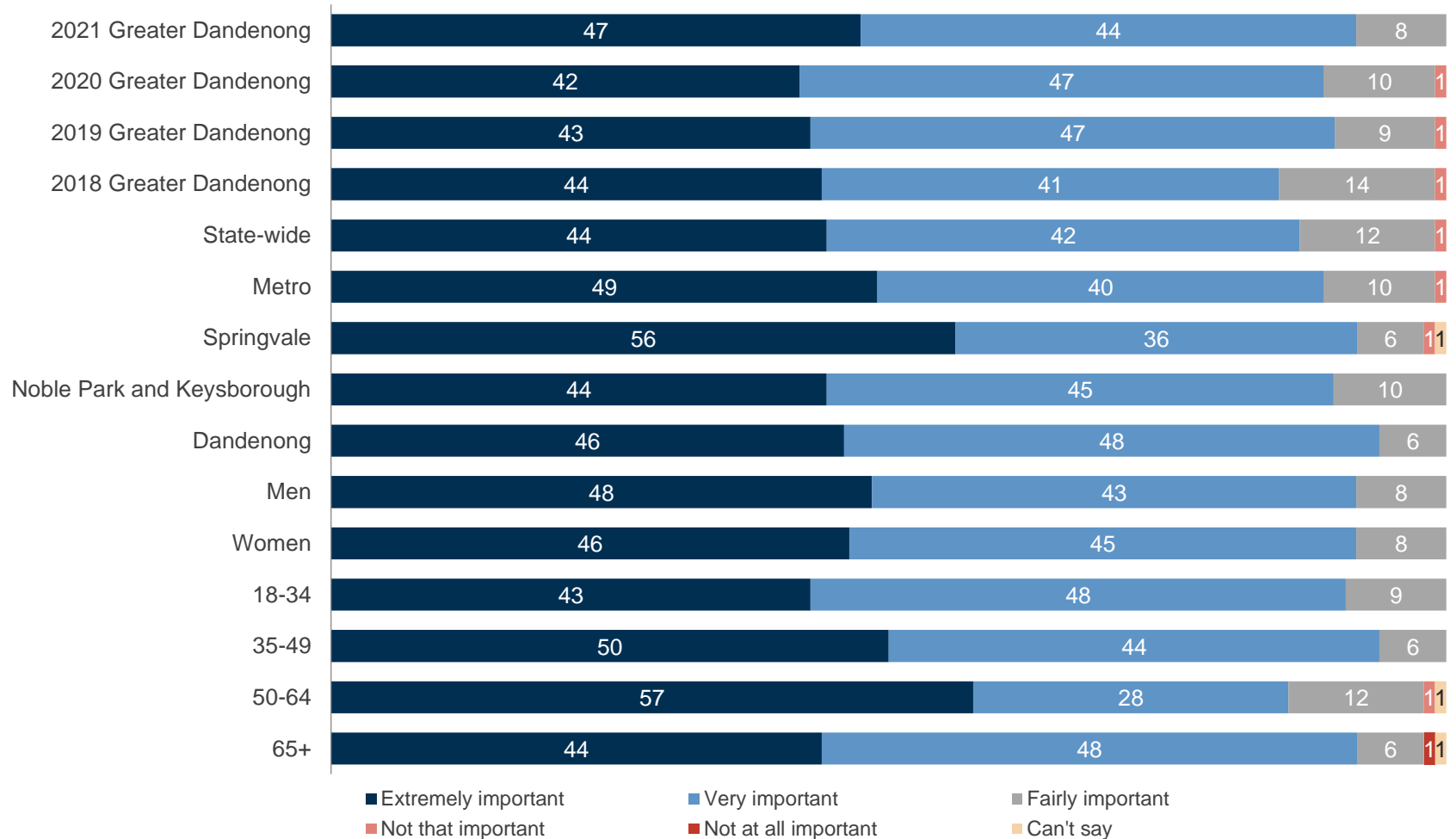
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2021 waste management importance (%)



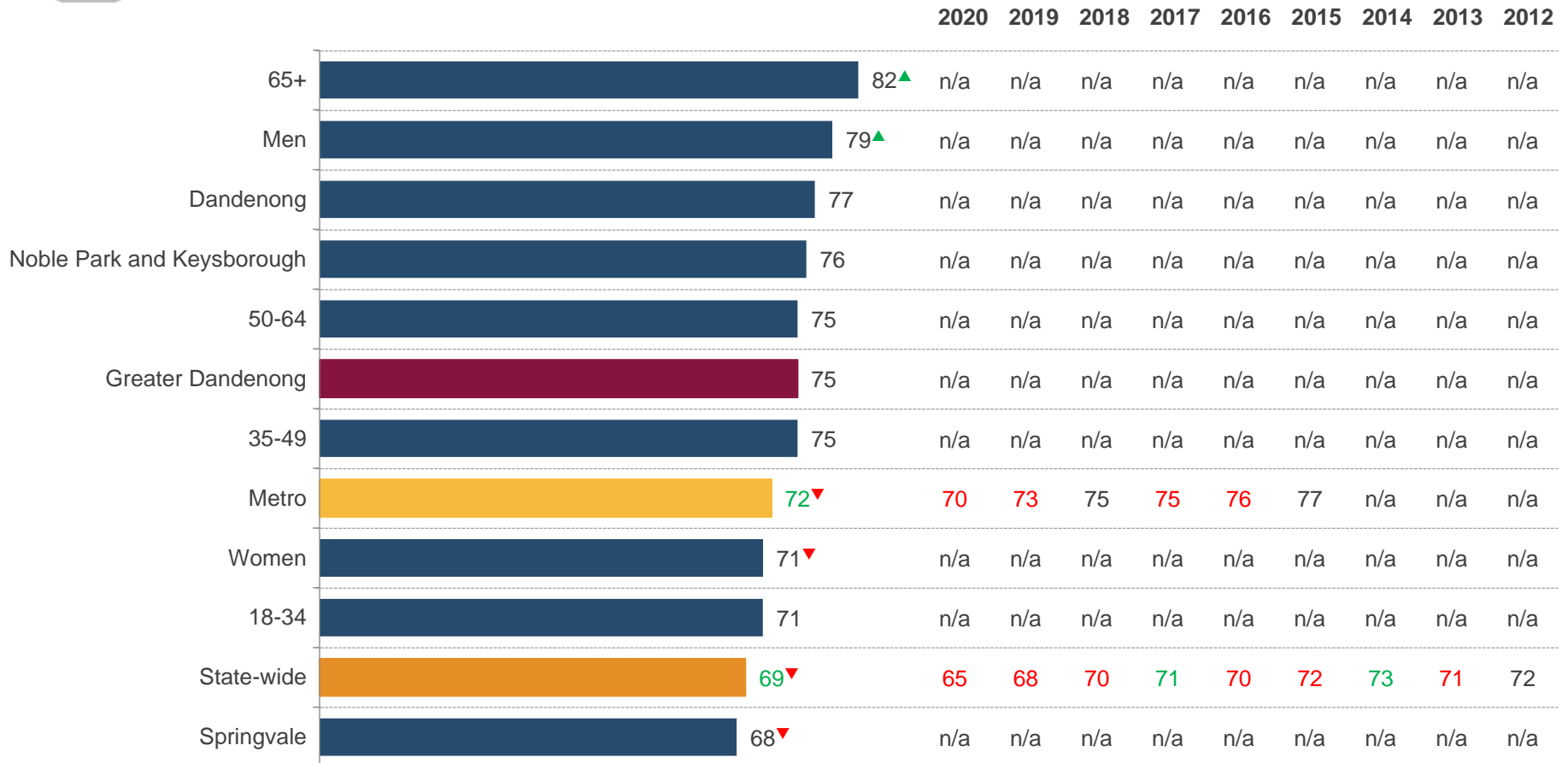
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 10



Waste management performance



2021 waste management performance (index scores)



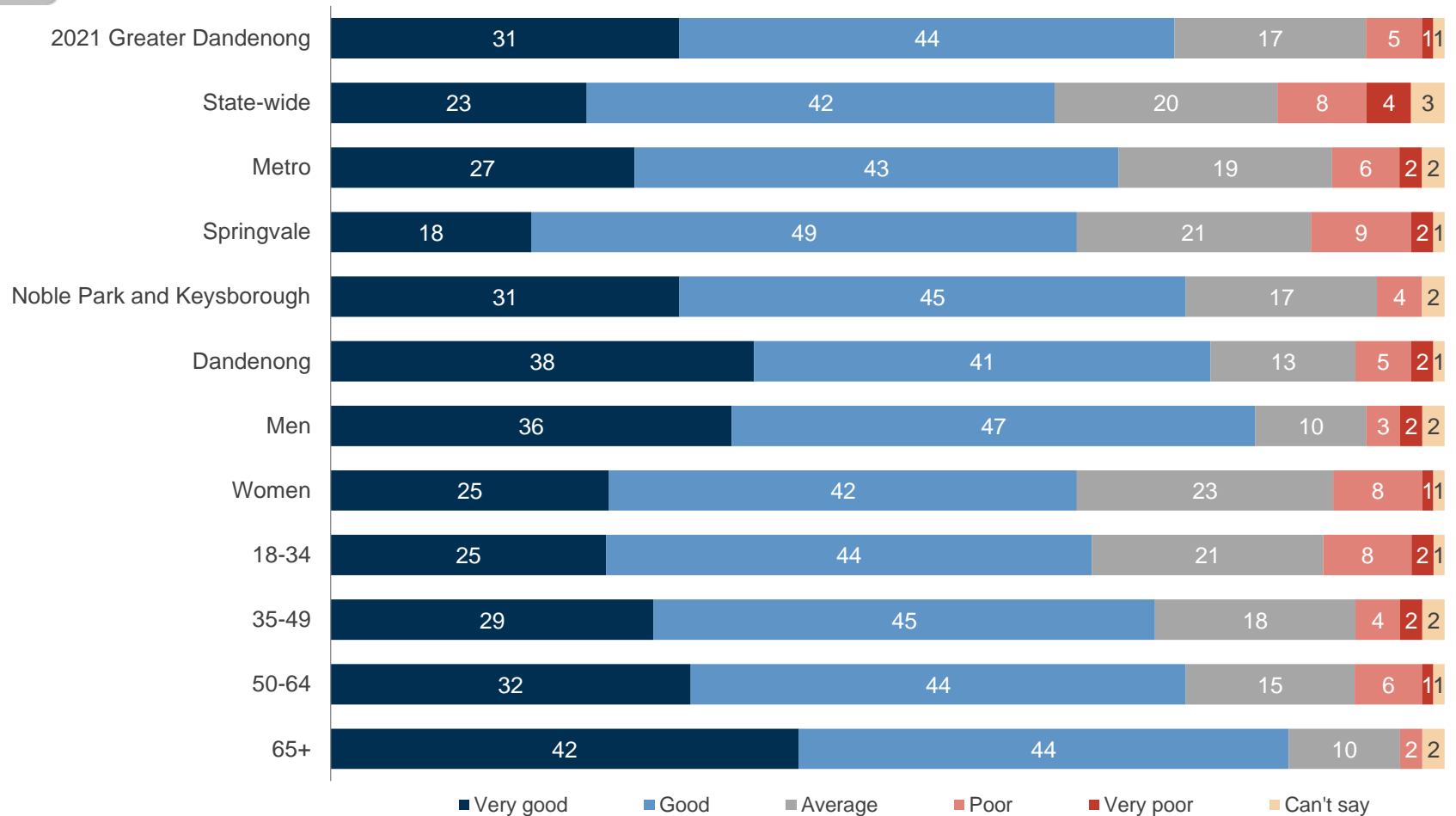
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15

Business and community development and tourism importance



2021 business/development/tourism importance (index scores)

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

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

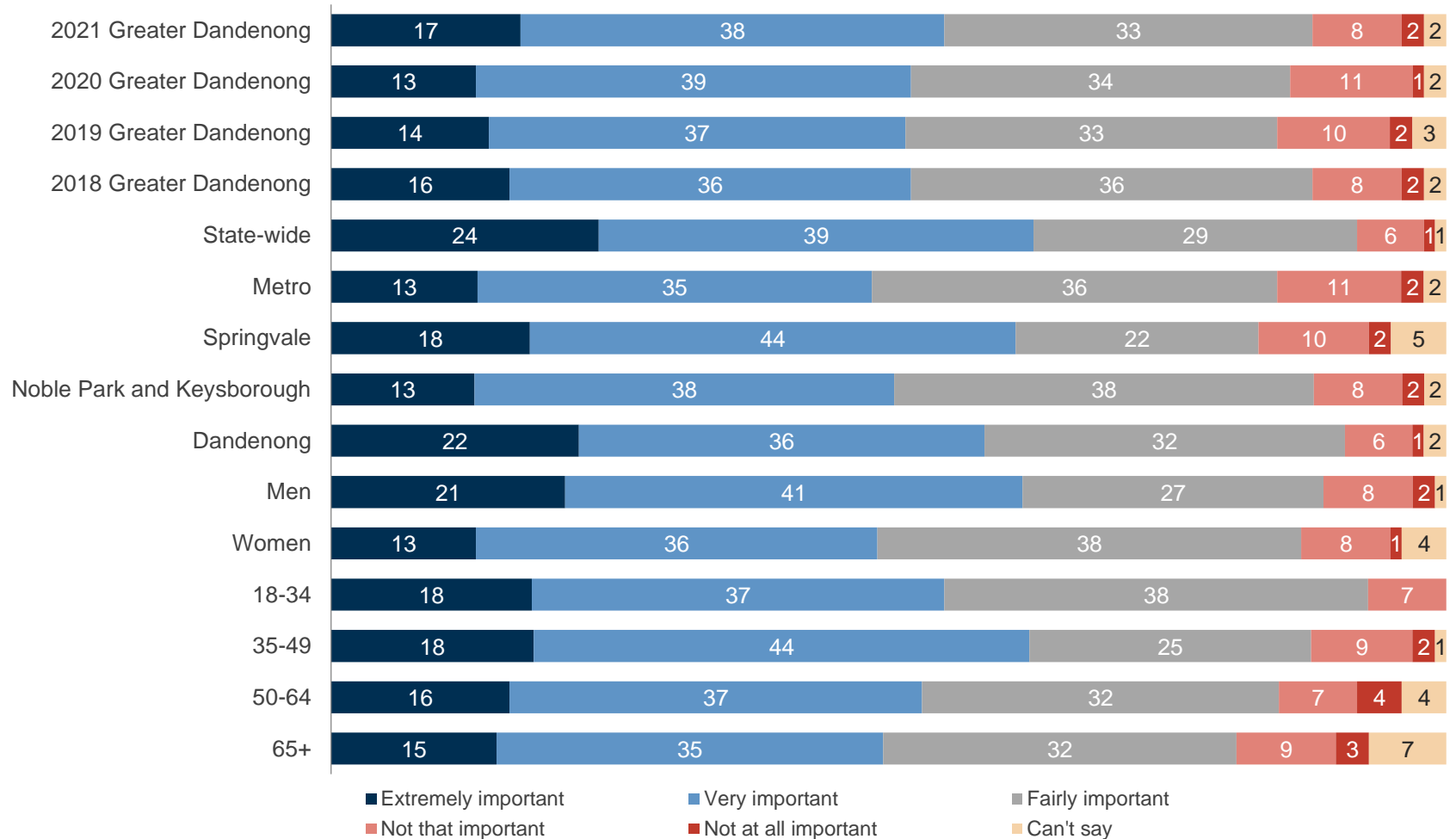
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

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

Business and community development and tourism importance



2021 business/development/tourism importance (%)



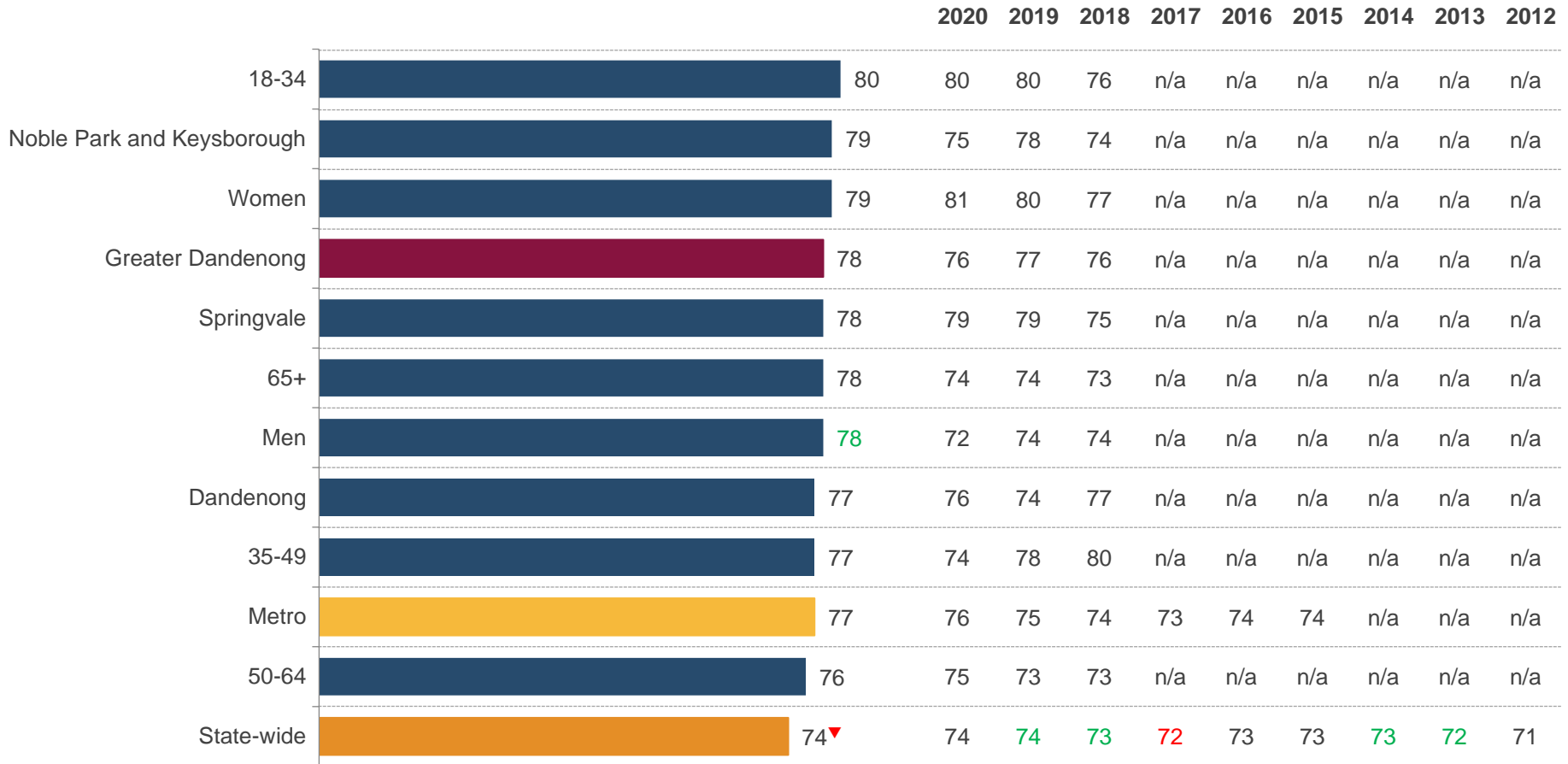
Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6



Environmental sustainability importance



2021 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: 26 Councils asked group: 10

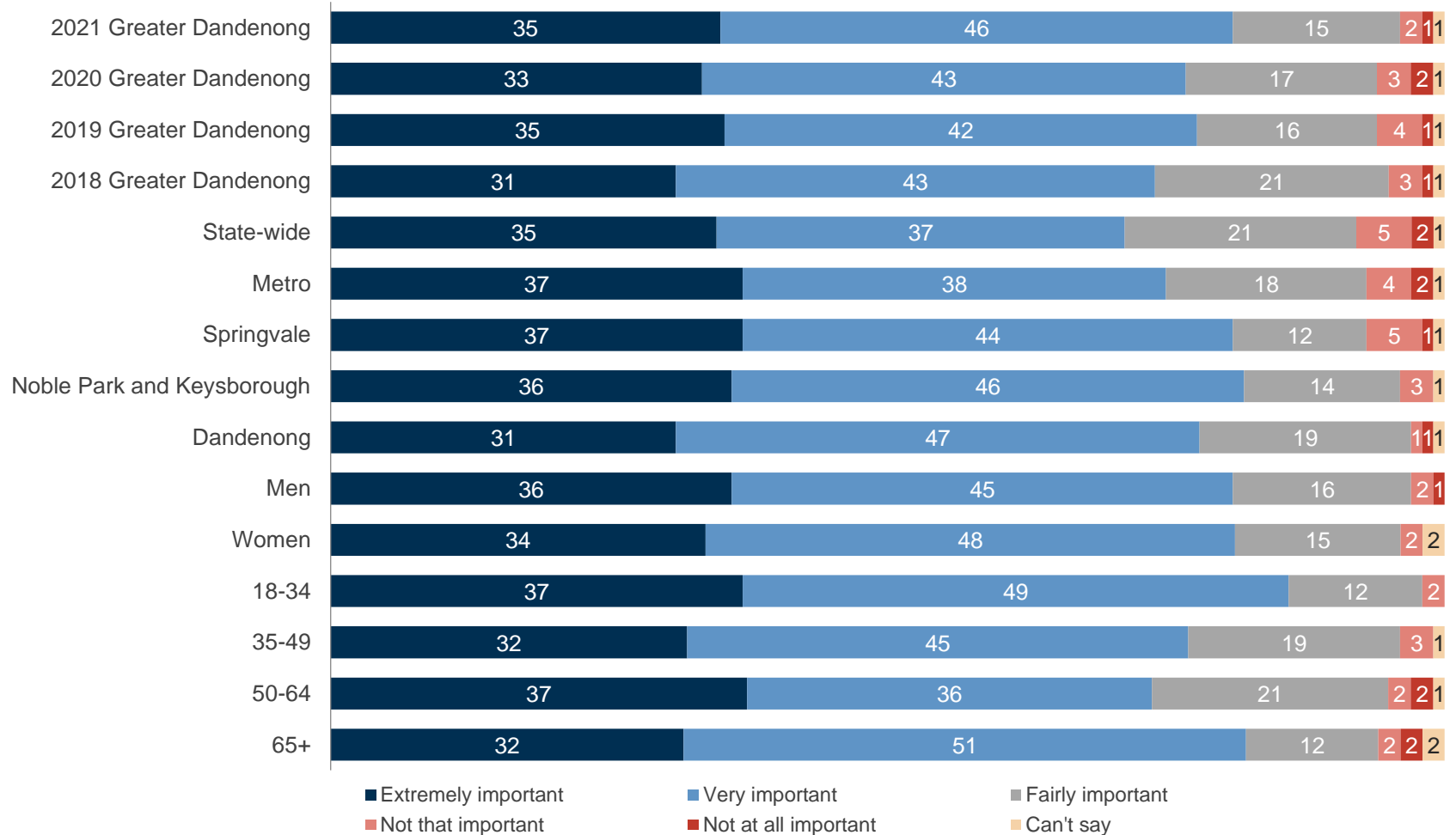
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2021 environmental sustainability importance (%)



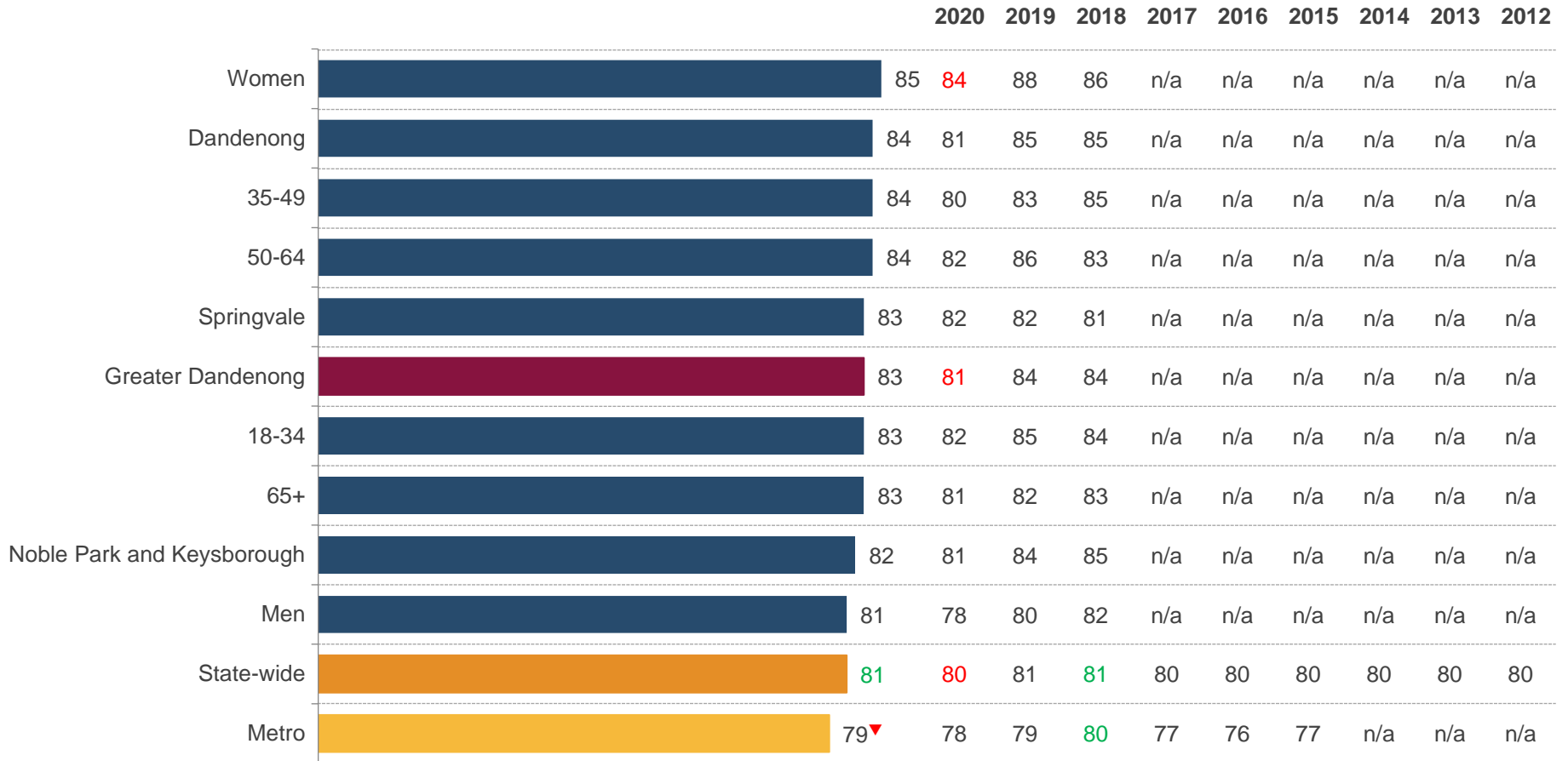
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 10



Emergency and disaster management importance



2021 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: 19 Councils asked group: 4

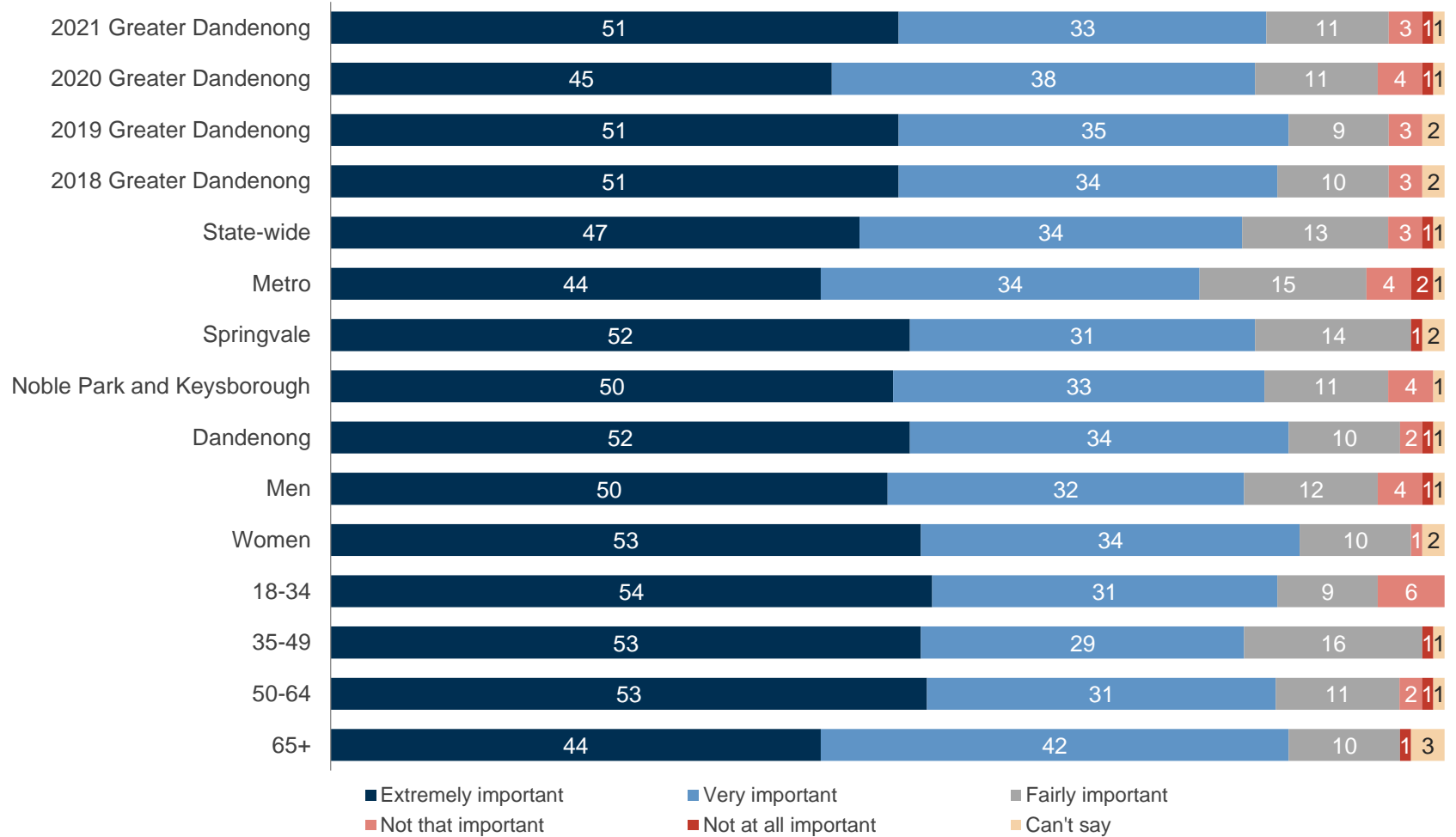
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2021 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: 19 Councils asked group: 4



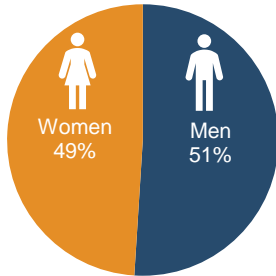
Detailed demographics



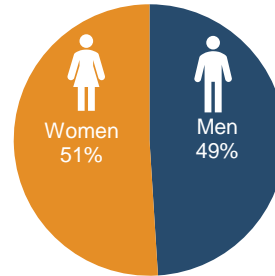
Gender and age profile

2021 gender

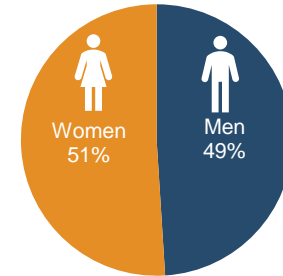
Greater Dandenong



Metro

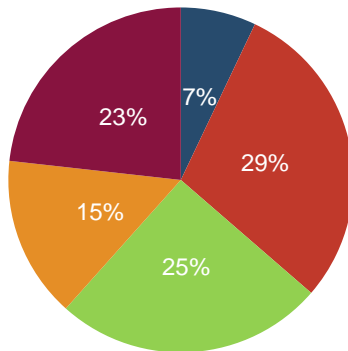


State-wide

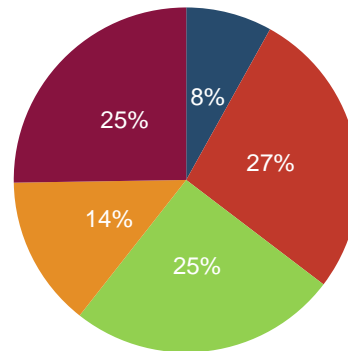


2021 age

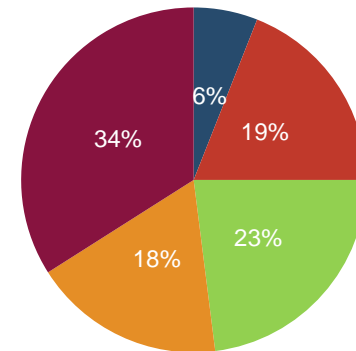
Greater Dandenong



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

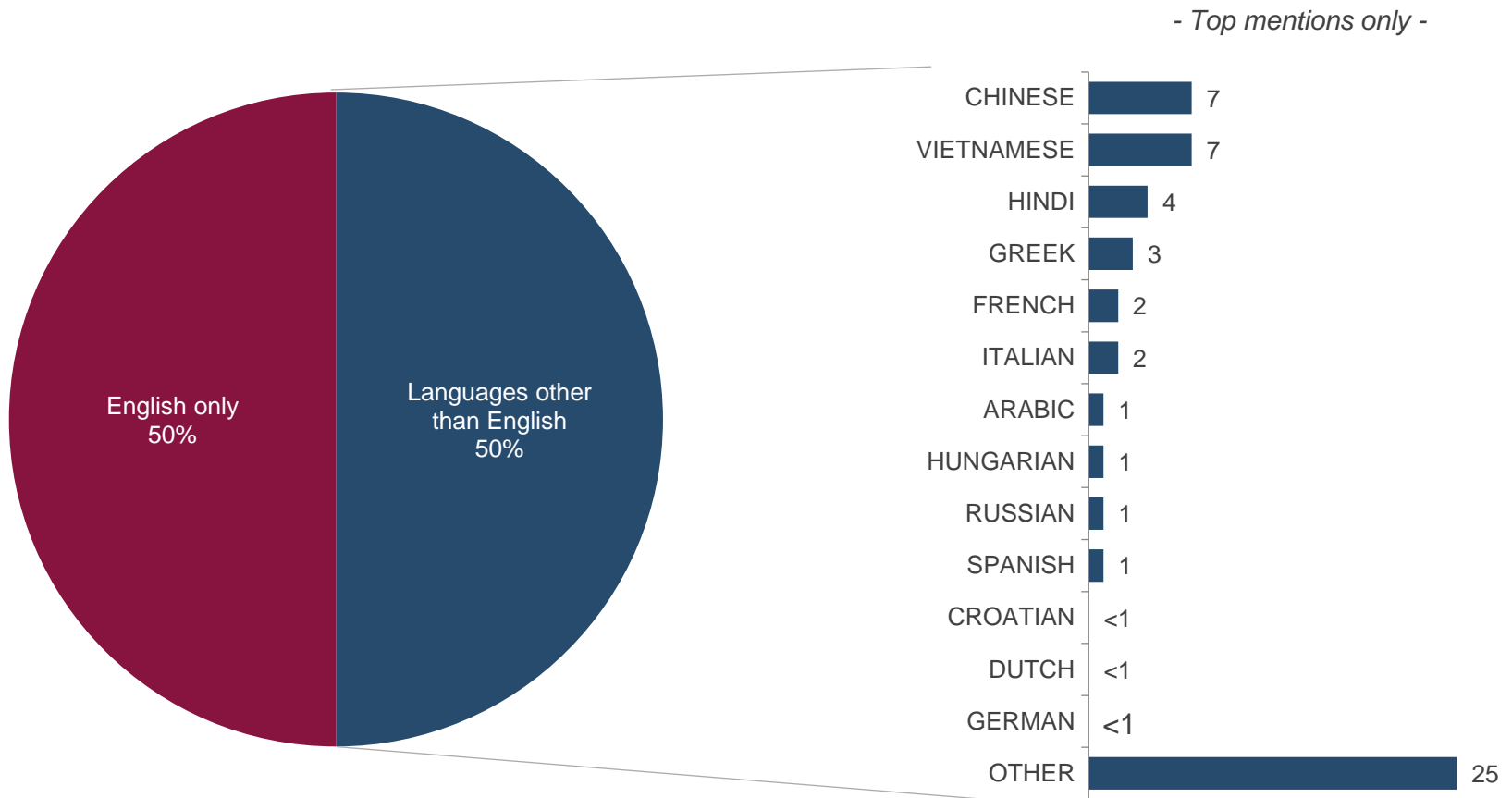
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 15
 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

2021 languages spoken at home (%)

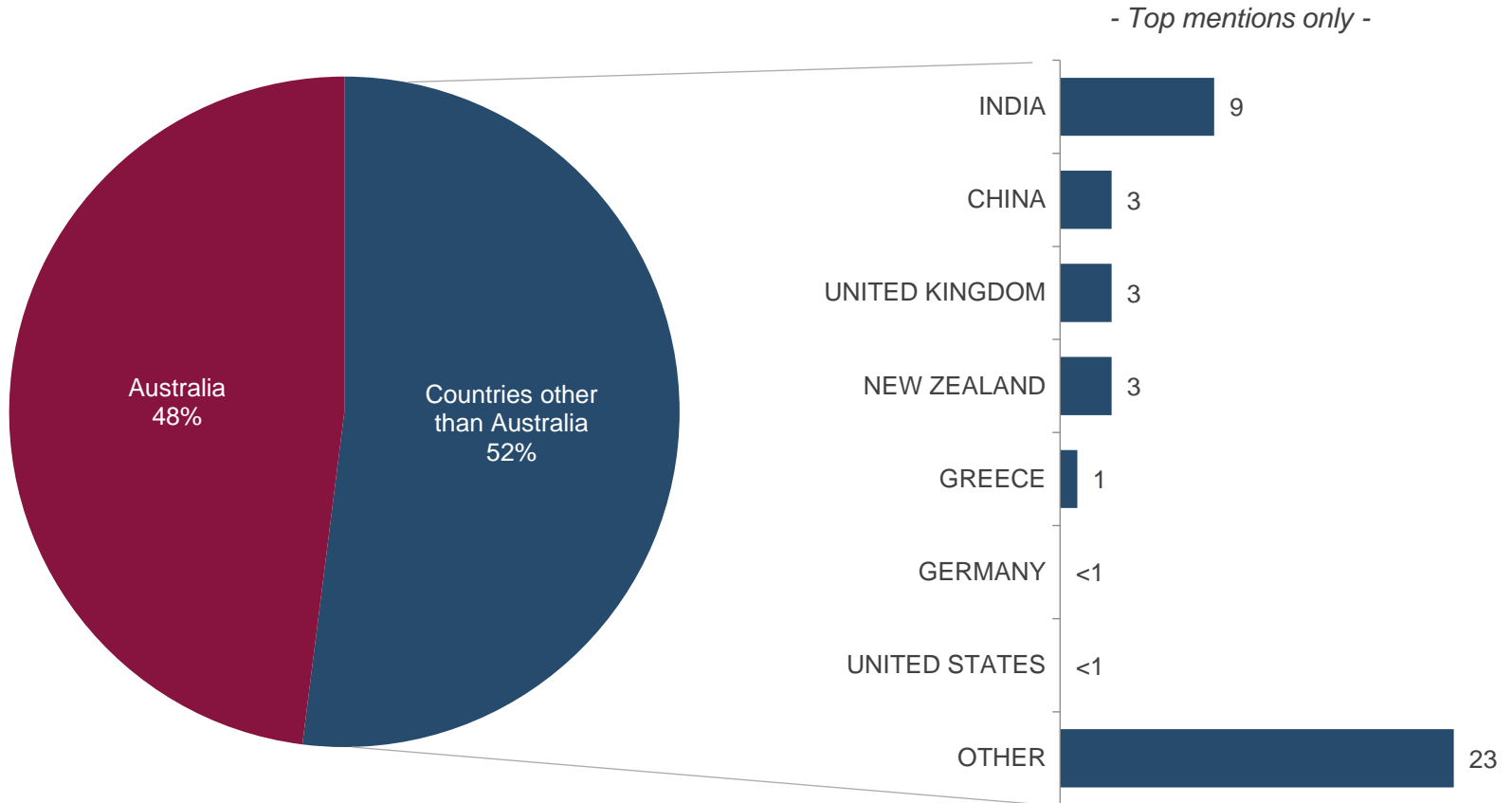


Q11. What languages, other than English, are spoken regularly in your home?
 Base: All respondents. Councils asked state-wide: 8 Councils asked group: 6
 Note: Respondents could name multiple languages so responses may add to more than 100%




Country of birth

2021 country of birth (%)



Q12. Could you please tell me which country you were born in?
 Base: All respondents. Councils asked state-wide: 4 Councils asked group: 3



**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 2021 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 132,000 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	202	205	+/-6.9
Women	198	195	+/-7.0
Springvale	77	81	+/-11.2
Noble Park and Keysborough	188	186	+/-7.2
Dandenong	135	133	+/-8.5
18-34 years	88	146	+/-10.5
35-49 years	107	100	+/-9.5
50-64 years	81	61	+/-11.0
65+ years	124	93	+/-8.8



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:

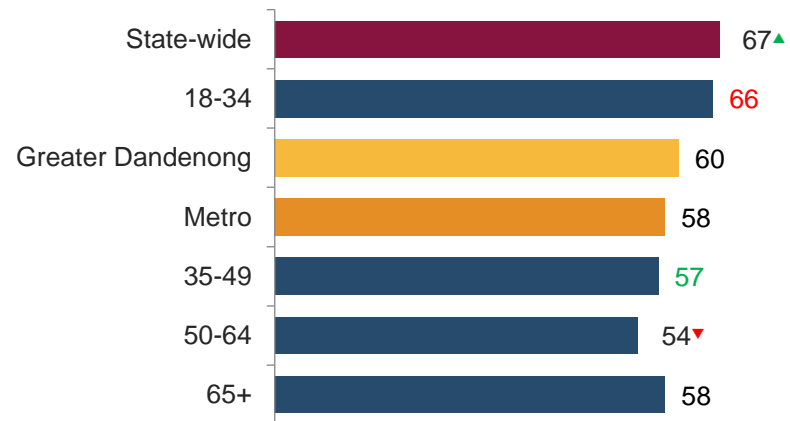
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

**2021 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 2021 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 2021 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=400 completed interviews were achieved in Greater Dandenong City Council. Survey fieldwork was conducted in the period of 18th February – 19th March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 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 2012-2021 vary slightly.

Council Groups

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

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

Councils participating in the Metropolitan group are:

- Banyule, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Knox, Manningham, Maroondah, Melbourne, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Greater Dandenong City Council for this 2021 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 2012-2021 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 2021 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2021 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 2021 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2021 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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Local Government Community Satisfaction Survey

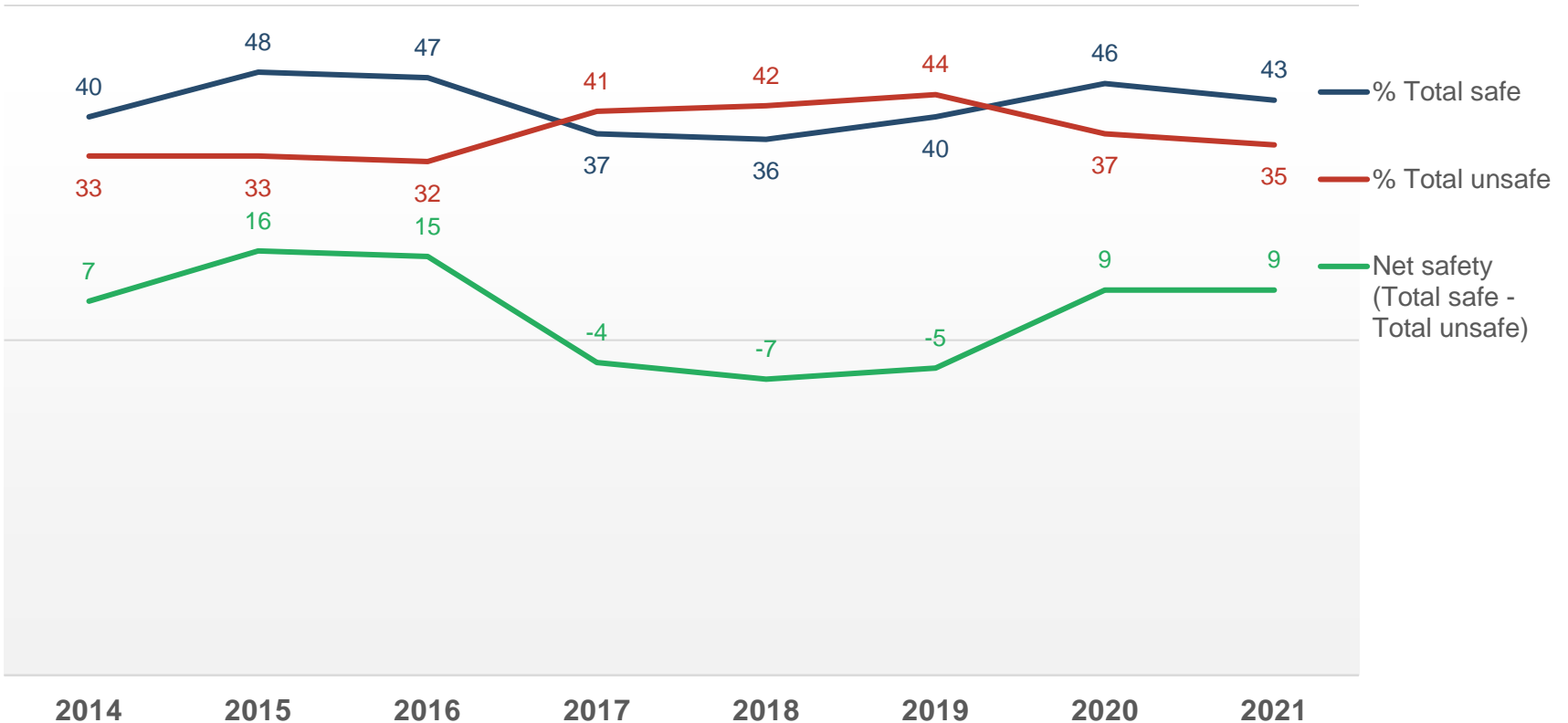
Greater Dandenong City Council 2021 Tailored Questions

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



Perceptions of safety over time

2021 perceptions of safety (trend)

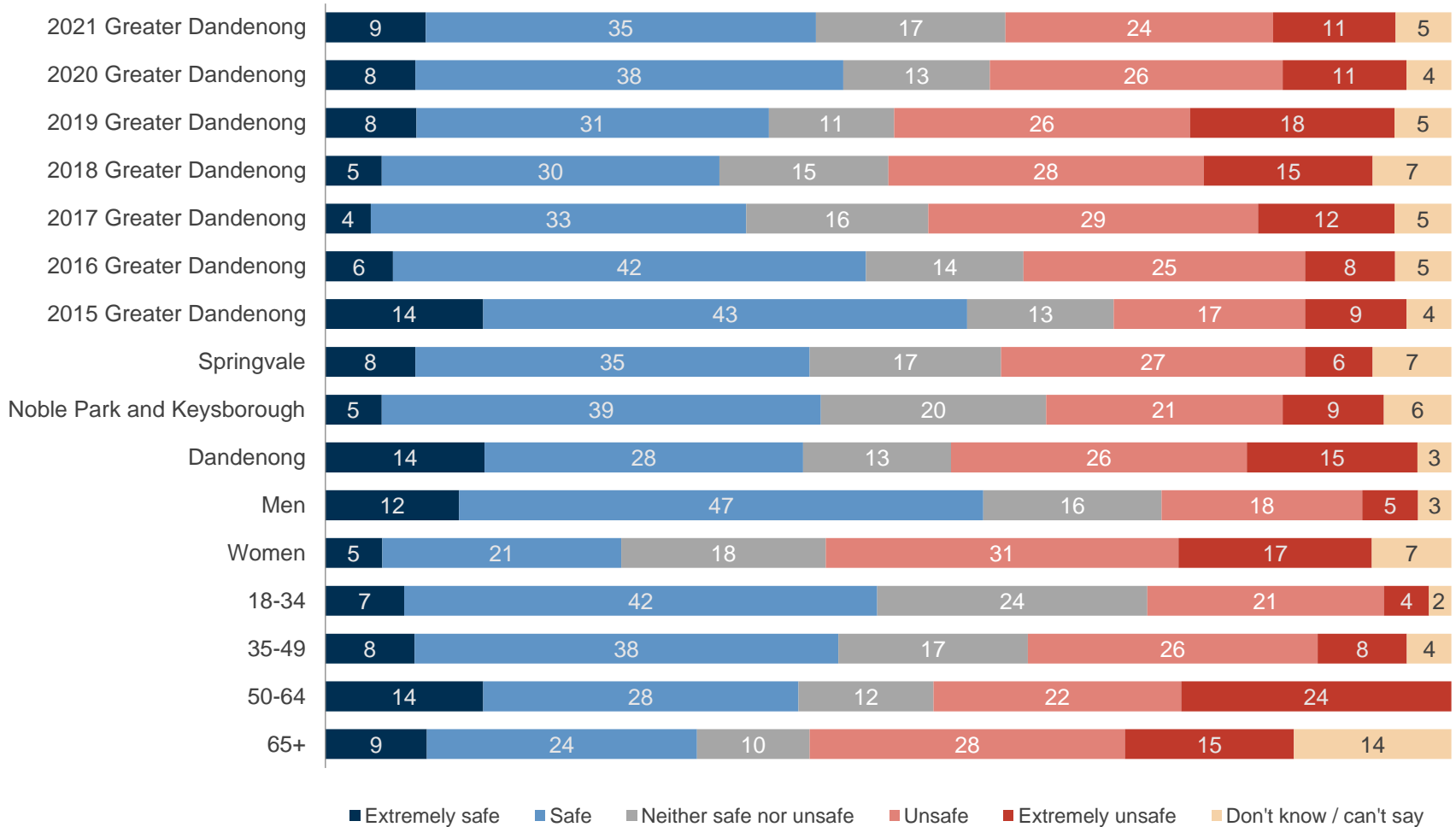


DA1. How safe do you feel walking alone in your local area after dark? Would you say that you feel extremely safe, safe, neither safe nor unsafe, unsafe or extremely unsafe?
 Base: All respondents (n=400).



Perceptions of safety

2021 perceptions of safety (%)

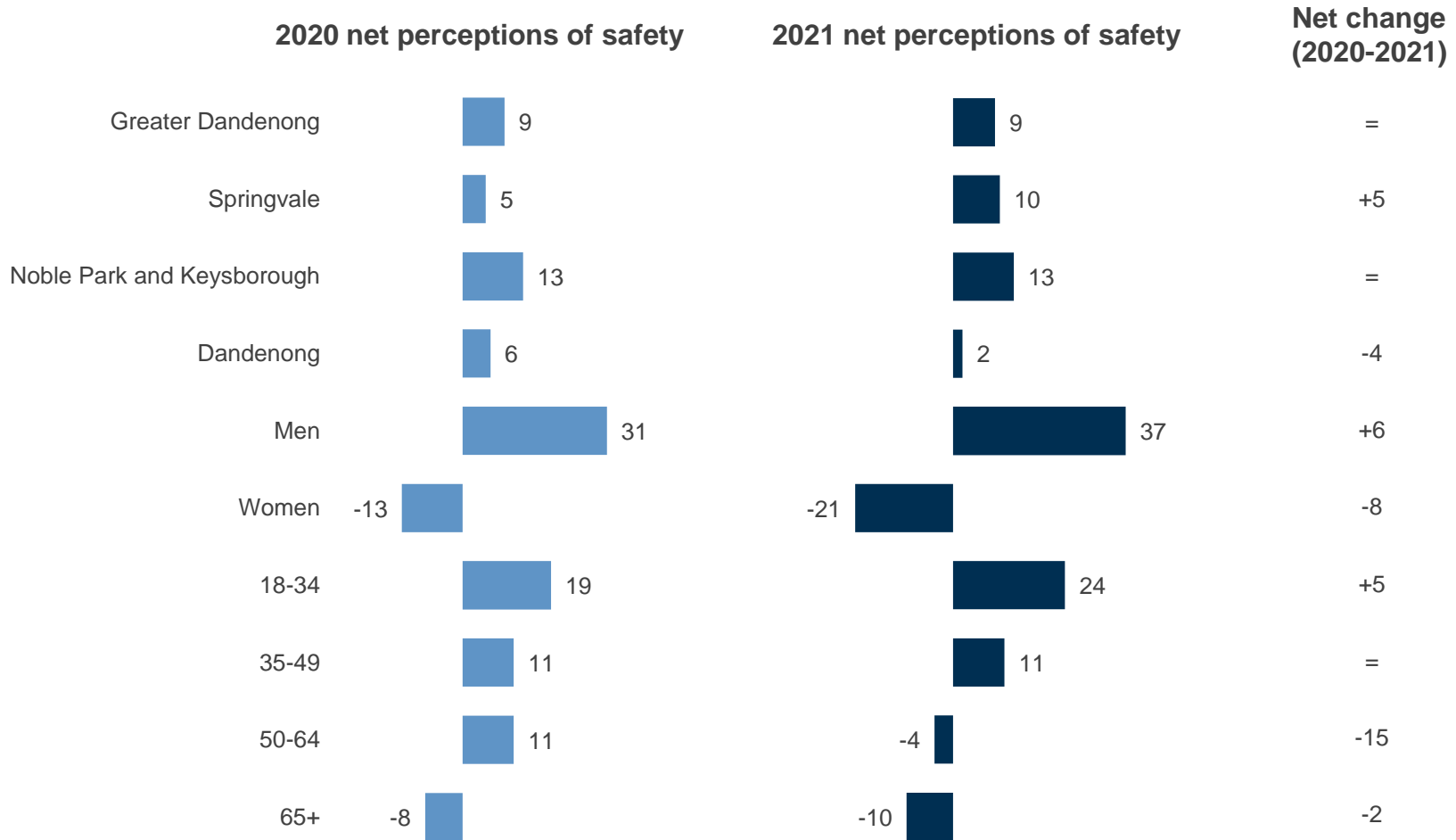


DA1. How safe do you feel walking alone in your local area after dark? Would you say that you feel extremely safe, safe, neither safe nor unsafe, unsafe or extremely unsafe?
 Base: All respondents (n=400).



Net change in perceptions of safety

Net change in perceptions of safety between 2019 and 2021
(Total safe – Total unsafe)

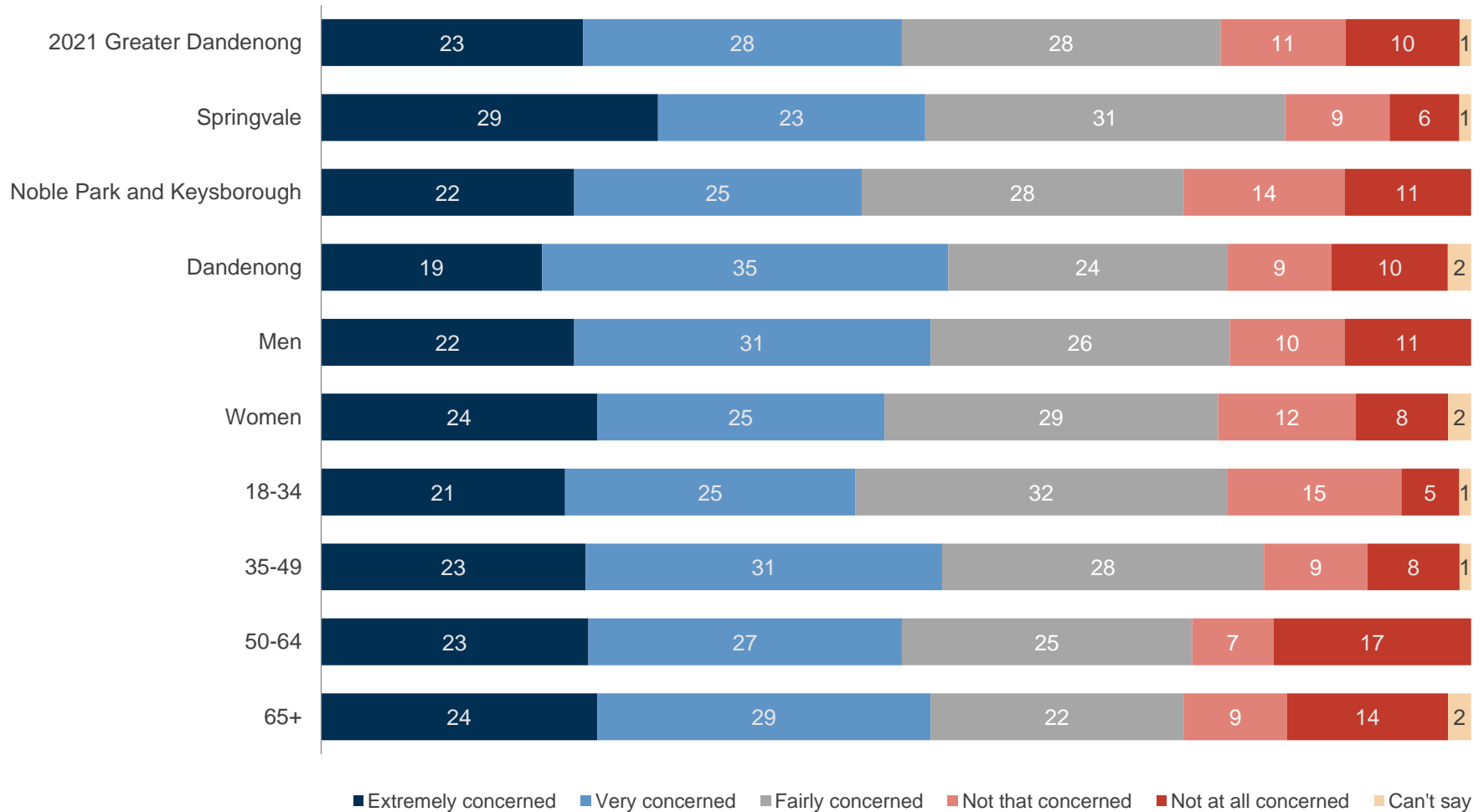


DA1. How safe do you feel walking alone in your local area after dark? Would you say that you feel extremely safe, safe, neither safe nor unsafe, unsafe or extremely unsafe?
Base: All respondents (n=400).



Concern about climate change

2021 concern about climate change (%)

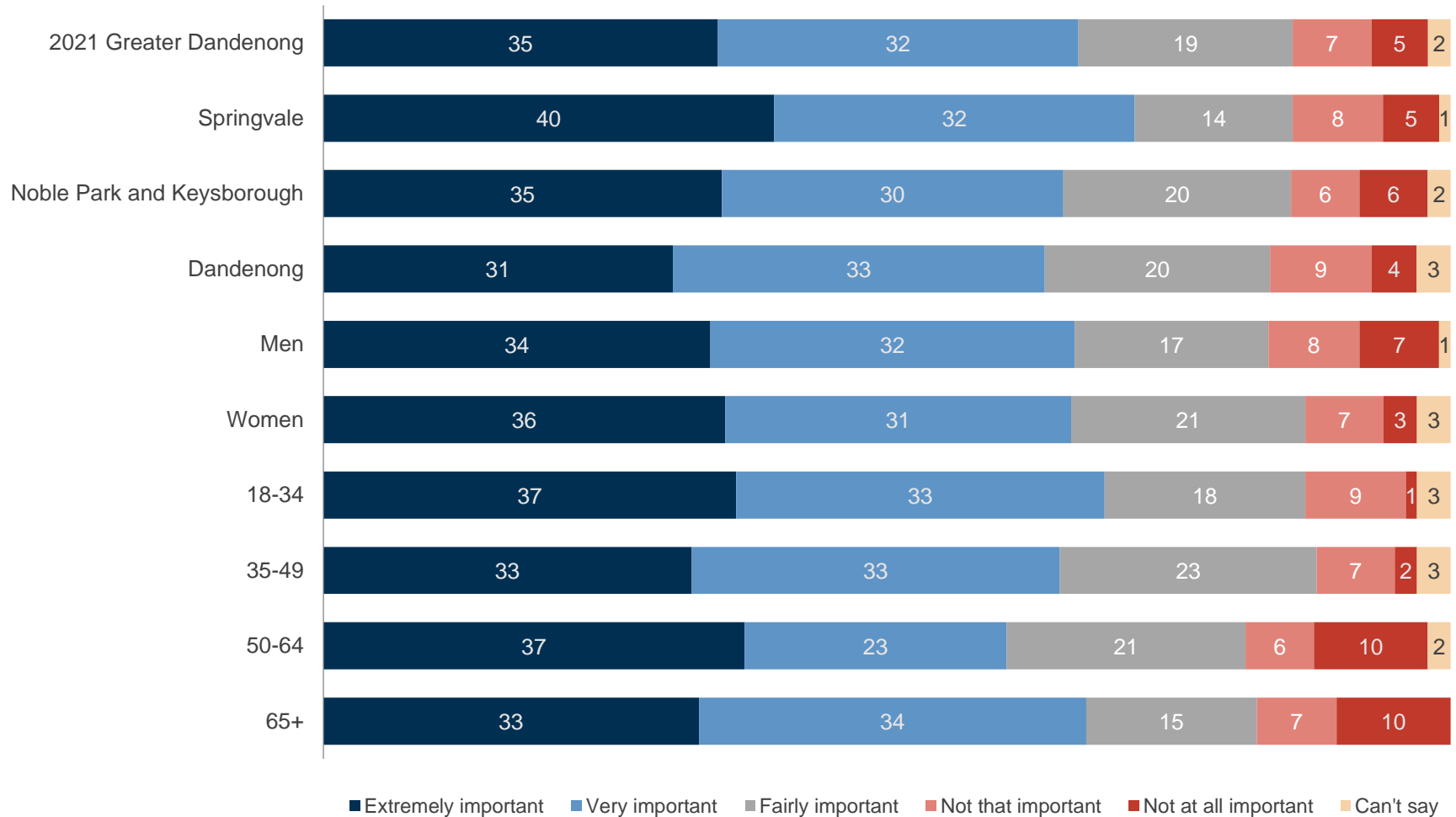


DA2. How concerned are you about climate change? Would you say that you are extremely concerned, very concerned, fairly concerned, not that concerned or not at all concerned?
 Base: All respondents (n=400).



Importance of Council responding to climate change

2021 importance of Council responding to climate change (%)



DA3. How important should responding to climate change be as a responsibility for Greater Dandenong Council? Would you say that it is extremely important, very important, fairly important, not that important or not at all important?
 Base: All respondents (n=400).

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