



2023 Local Government Community Satisfaction Survey

Greater Dandenong City Council

Coordinated by the Department of
Government Services 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-fourth 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 24 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 24 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 data flow. The background of the 'W' is a solid dark blue.

Key findings and recommendations

Greater Dandenong City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Greater Dandenong 67



Metropolitan 62



State-wide 56

Council performance compared to group average

Top performing area	
Waste management	▲ higher
Lowest performing area	
Consultation & engagement	▲ higher
Customer service	= on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

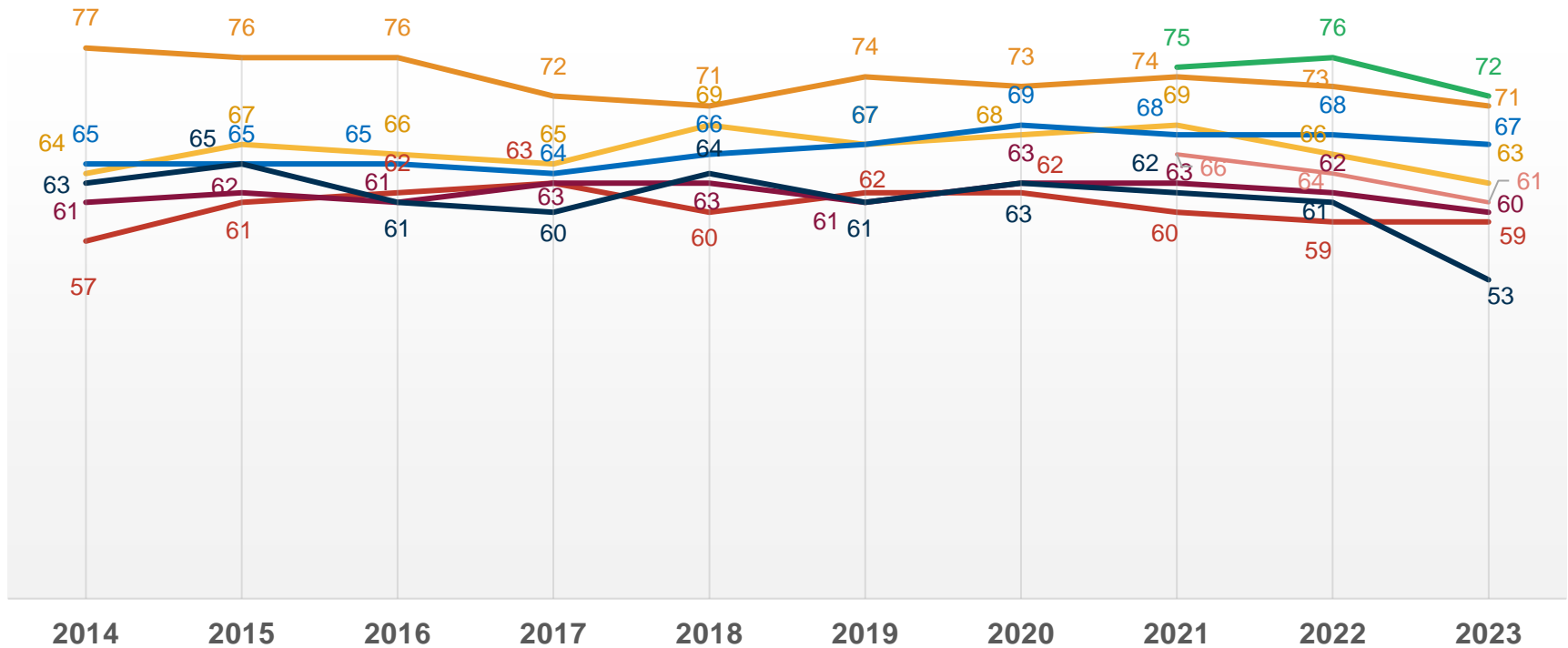
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

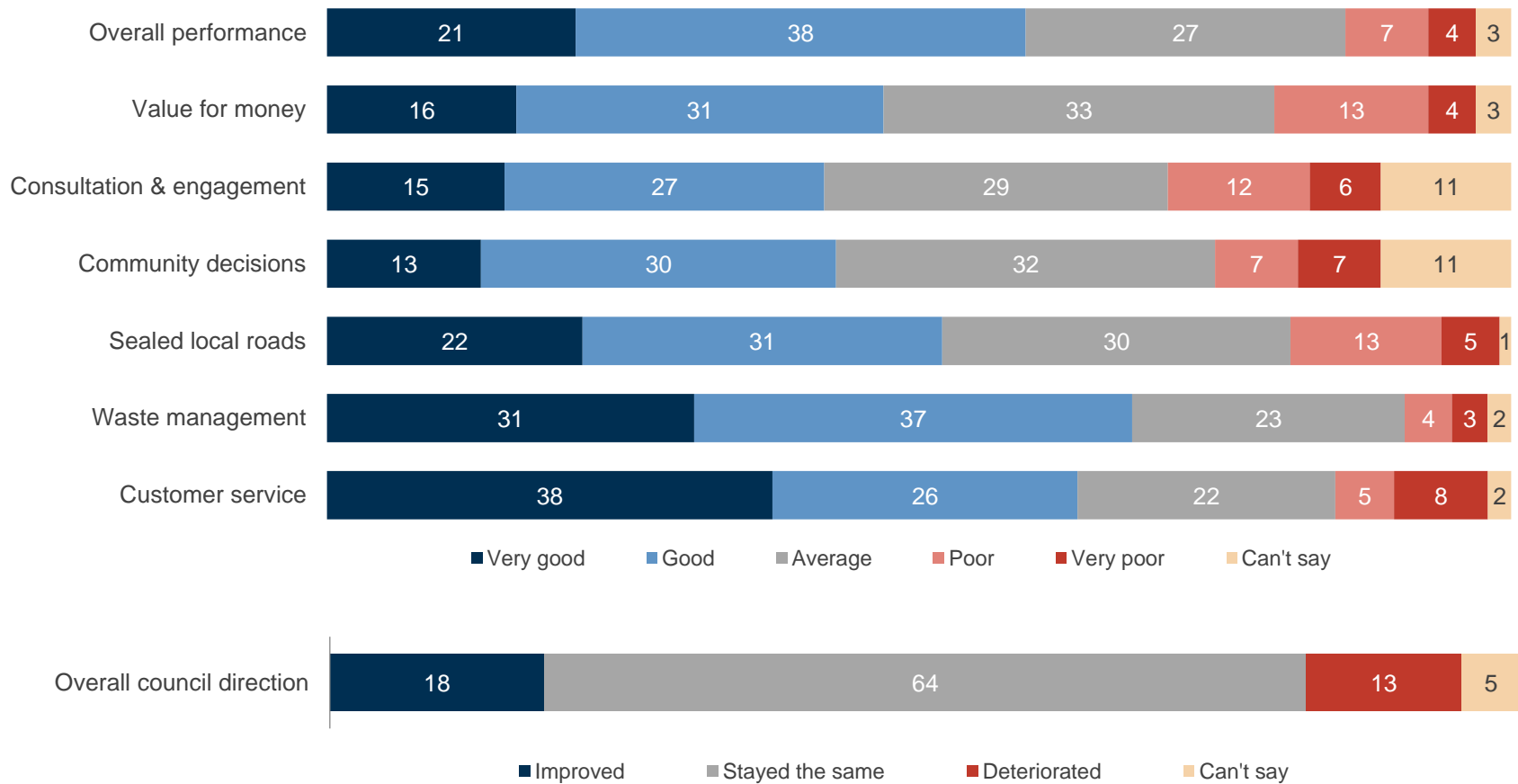
Overall Council Direction





Summary of core measures

Core measures summary results (%)





Summary of Greater Dandenong City Council performance

Services		Greater Dandenong 2023	Greater Dandenong 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	67	68	62	56	Aged 65+ years	Aged 50-64 years
	Value for money	61	64	56	49	Aged 65+ years	Aged 35-49 years
	Overall council direction	53	61	49	46	Springvale residents	Dandenong residents
	Customer service	71	73	71	67	Aged 65+ years	Noble Park and Keysborough residents
	Waste management	72	76	68	66	Aged 65+ years	Aged 18-34 years
	Sealed local roads	63	66	61	48	Aged 18-34 years	Aged 35-49 years, Women, Aged 50-64 years
	Community decisions	60	62	55	51	Aged 65+ years, Springvale residents, Aged 18-34 years, Women	Aged 35-49 years
	Consultation & engagement	59	59	55	52	Springvale residents	Aged 50-64 years

Significantly higher / lower than Greater Dandenong City Council 2023 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance are in line with 2022 results and have remained stable over time. On other areas evaluated, Council's performance ratings are largely unchanged compared to a year ago, with two exceptions – Council's overall direction and waste management – both of which declined significantly. The declines in these two metrics mirror the pattern across the Metropolitan group averages (and indeed State-wide).

Focus areas

Council should endeavor to improve its community consultation and engagement and invite residents to provide input into Council decisions. Ratings of making decisions in the interest of the community, and consultation and engagement, are areas to monitor over the next 12 months as Council performance is ranked lowest on these service areas. This, coupled with a perceived deterioration in the direction of Council's overall performance, indicate waning confidence in Council's decision-making on behalf of community interests.

Comparison to state and area grouping

Importantly, Council performs as well or significantly higher than the State-wide and Metropolitan group averages on all core measures and individual service areas evaluated. This is a positive result for Council.

Opportunity to engage

Improving sentiment among residents aged 35 to 49 years should be a focus in the coming 12 months. Residents aged 35 to 49 years provide Council's lowest performance ratings on a number of metrics and they are also the cohort with the highest rate of contact with Council. Hence, there is an opportunity to engage with them and improve their perceptions.

DETAILED FINDINGS



Overall performance

Overall performance

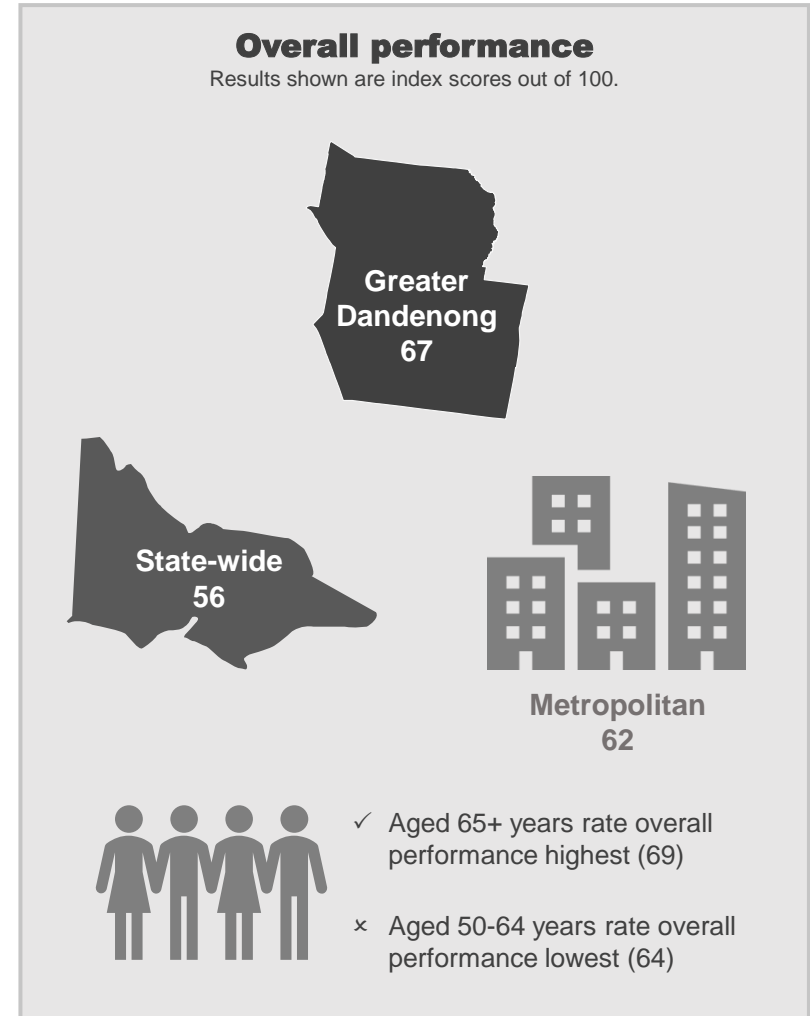
The overall performance index score of 67 for Greater Dandenong City Council is in line with the 2022 result declining by one (not significant) index point in the past year.

Council's overall performance continues to be rated statistically significantly higher (at the 95% confidence interval) than the State-wide and Metropolitan group averages for councils (index scores of 56 and 62 respectively).

- Perceptions of Council's overall performance has remained stable across all demographic and geographic cohorts when compared to last year.
- Consistent with the past five years, overall performance is rated highest among residents aged 65 years and older (index score of 69).

Council's index score of 61 for value for money received from Council in infrastructure and services provided to the community is significantly higher than the State-wide and Metropolitan group averages for councils (index scores of 49 and 56 respectively).

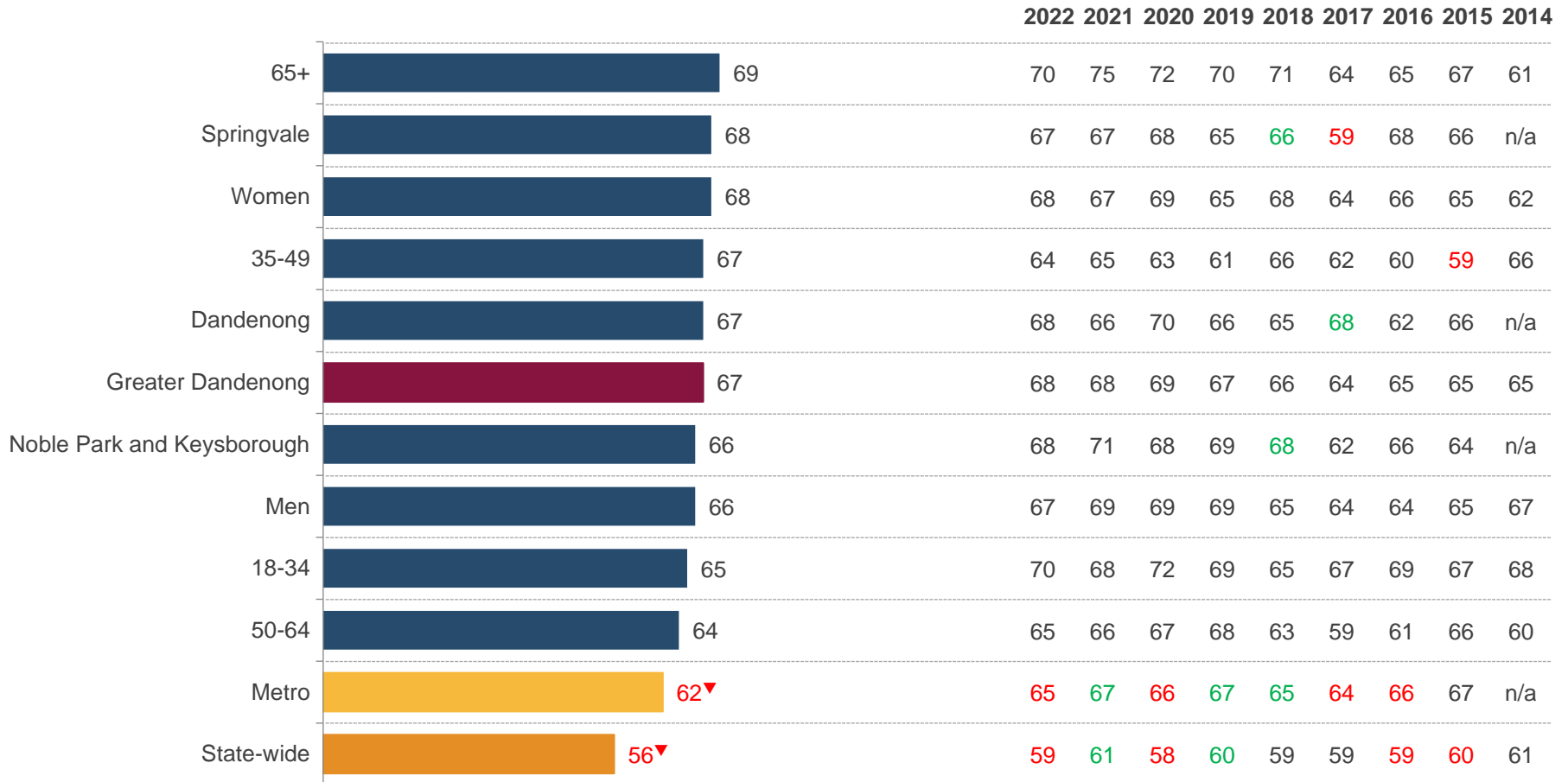
- Nearly half of residents (47%) rate value for money as 'very good' or 'good'. This is almost three times as many as those who rate Council as 'very poor' or 'poor' (17%) in terms of providing value for money.





Overall performance

2023 overall performance (index scores)

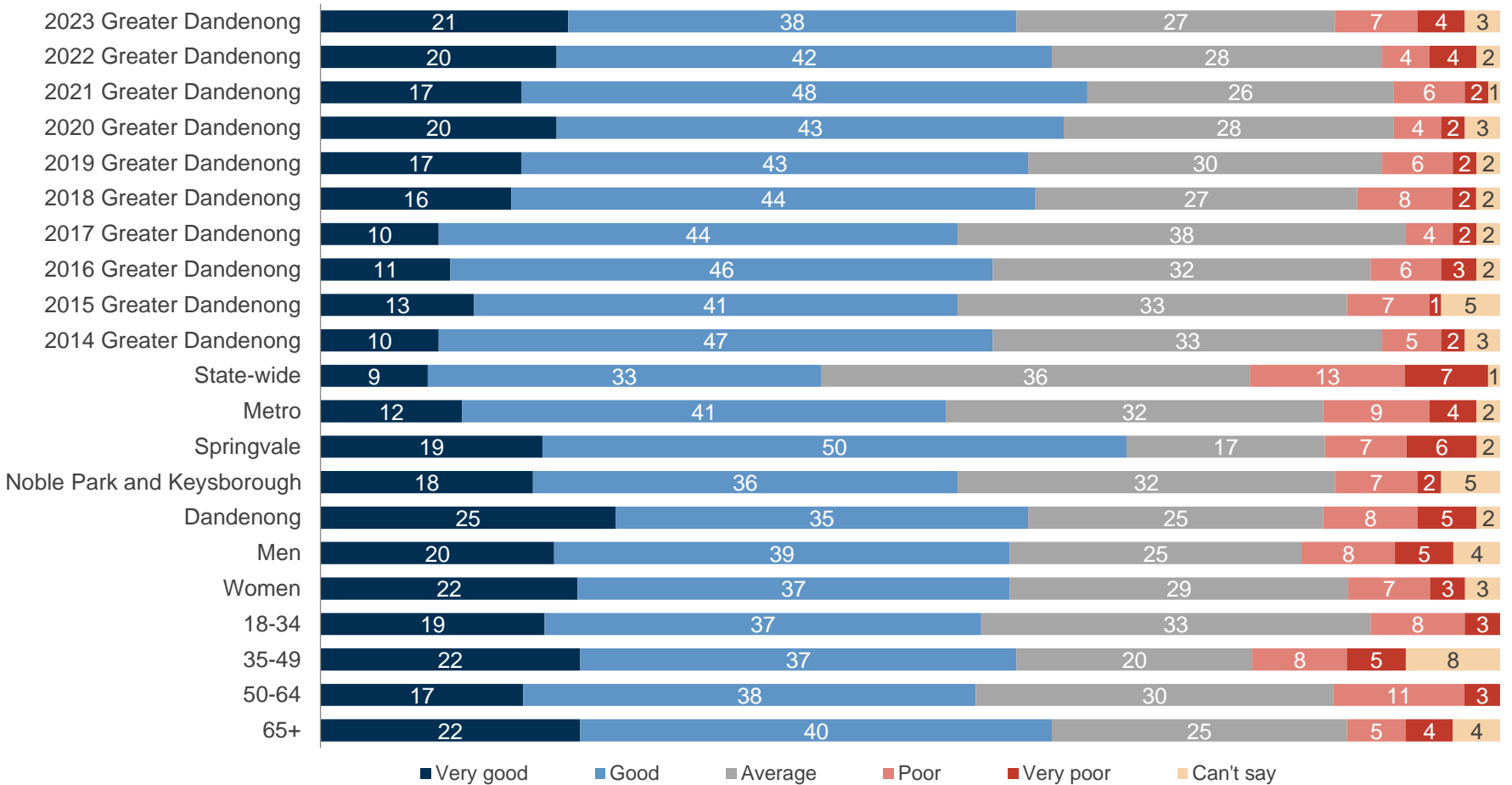


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Dandenong City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2023 overall performance (%)

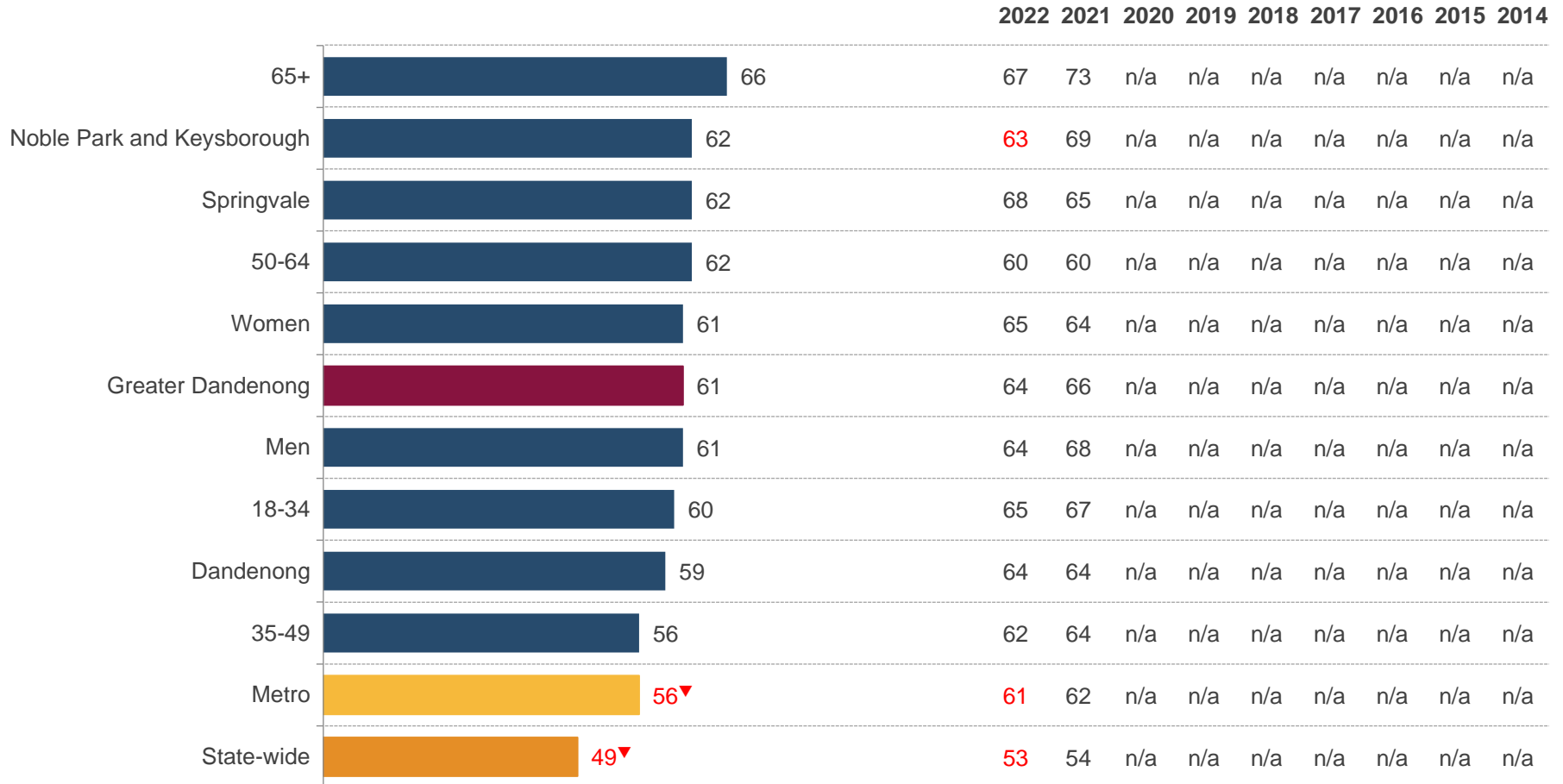


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Greater Dandenong City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Value for money in services and infrastructure

2023 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?

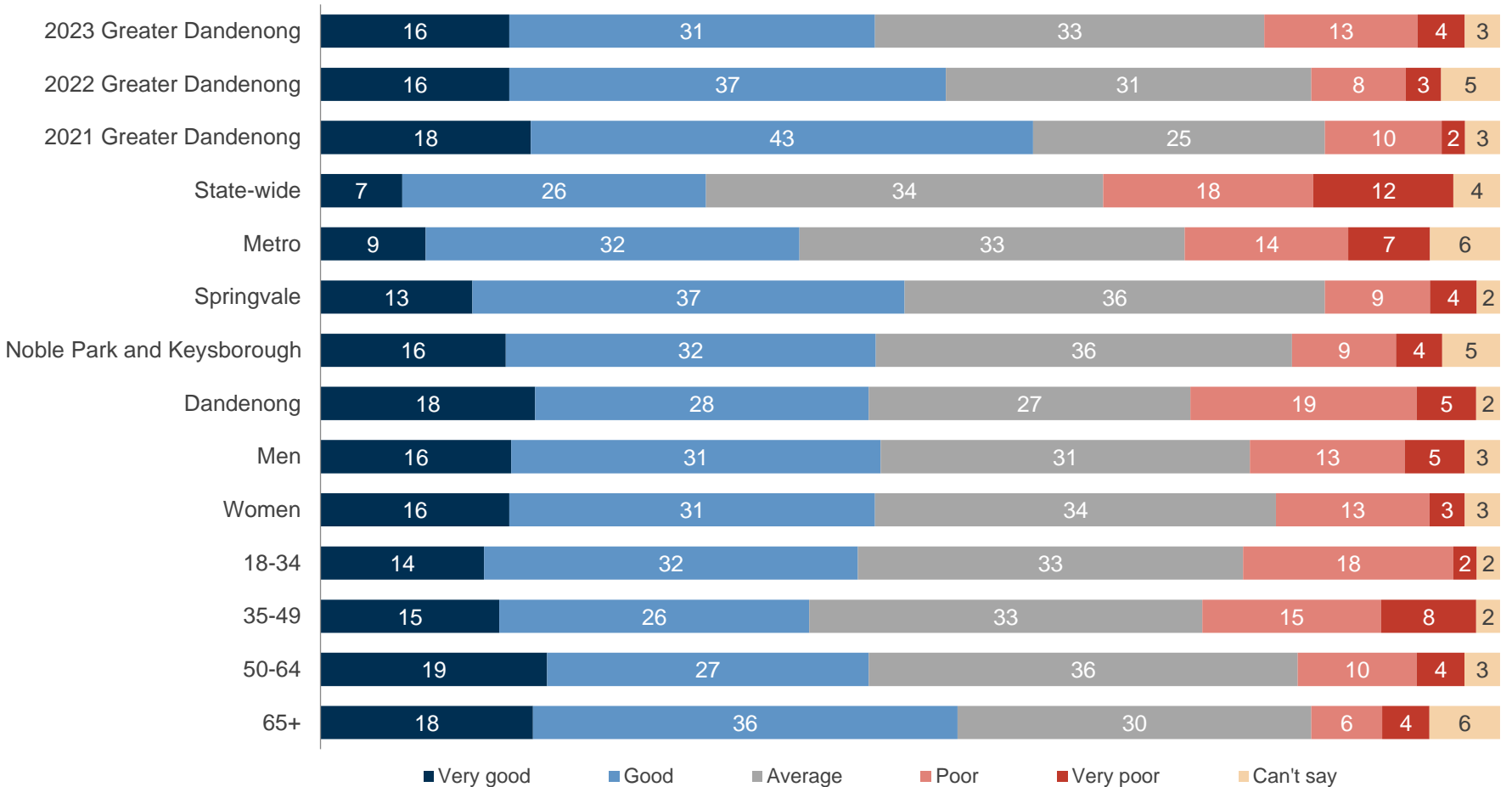
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 15

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



Value for money in services and infrastructure

2023 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: 65 Councils asked group: 15



Top performing service areas

Greater Dandenong City Council continues to perform best in the service area of waste management (index score of 72), despite Council's rating on this measure declining by a significant four index points in the last 12 months.

- Positively, Council performs significantly higher than both the State-wide and Metropolitan group averages in this service area (66 and 68 respectively).
- Ratings of waste management declined significantly among Dandenong residents this year, down seven index points. This suggests Council should prioritise boosting performance perceptions in this locality.
- Waste management remains the most important service area of those evaluated (importance index of 82).

Sealed local roads is Council's next highest rated service area (index score of 63). Performance ratings for this metric have trended downwards over the past two years, decreasing by three points in both 2023 and 2022. Despite this, Council performs in line with the Metropolitan group average and significantly higher than the State-wide average in this service area.

- Ratings of sealed local roads declined significantly among residents aged 65 years and older, dropping seven index points from the 2022 result.



Waste management (index score of 72) is the area where Council performed best in 2023.

Lower performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of consultation and engagement (index score of 59) and community decisions (index score of 60).

In a similar pattern to last year, Council rates lowest on consultation and engagement (index score of 59). Council's performance rating in this service area is unchanged from 2022.

- Despite being Council's lowest performing service area, Council rates significantly higher than the Metropolitan group and State-wide averages in consultation and engagement.

Decisions made in the interest of the community is Council's next lowest rated service area (index score of 60). The performance index score on this measure has declined by two points (not significant) since last year.

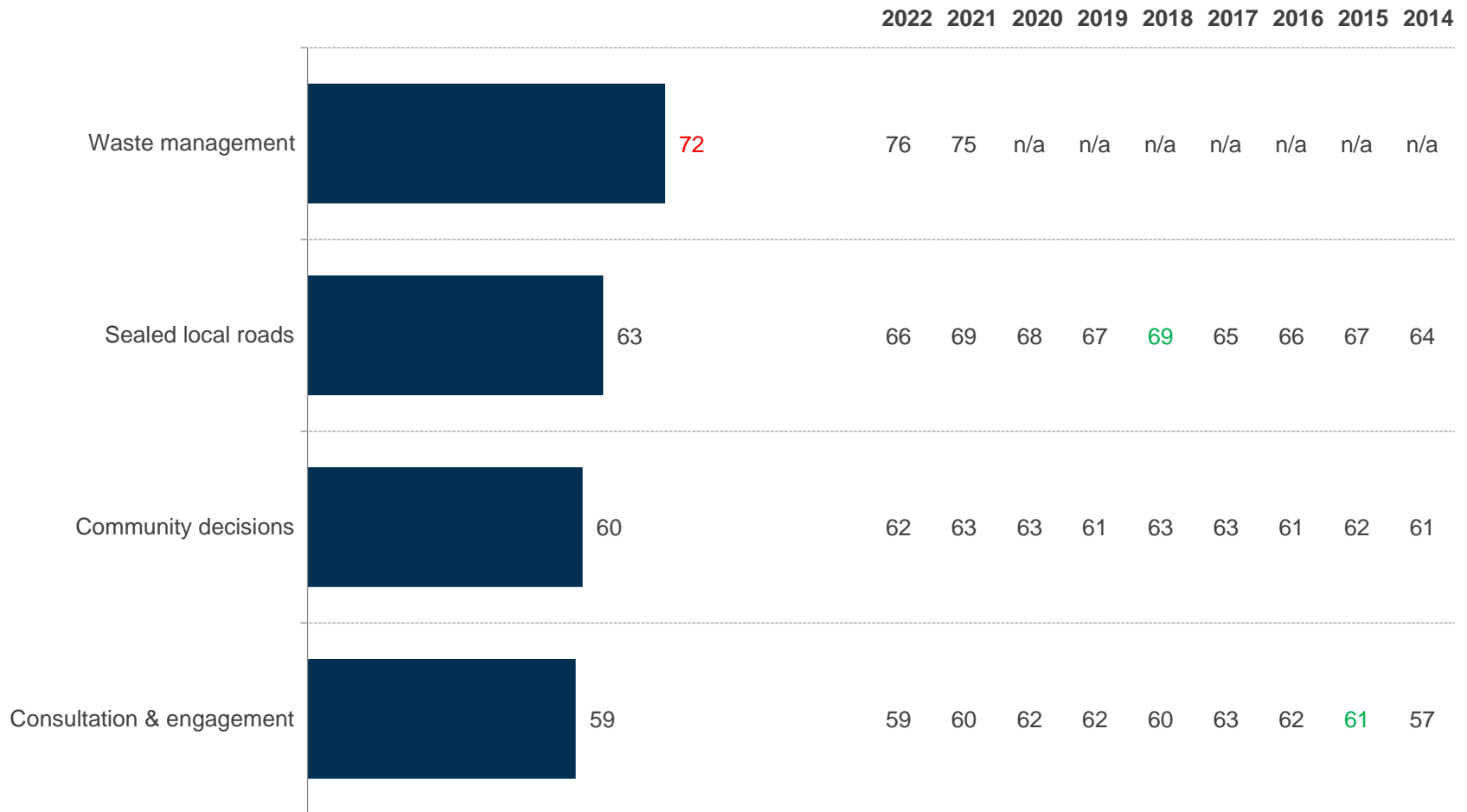
- Council's rating in this service area has remained stable over time and there have been no significant changes in the last decade.
- Council also performs significantly higher than the Metropolitan group and State-wide averages in this service area.

The need for Council to improve its performance in the aforementioned service areas is also underpinned by the fact that community consultation is nominated by 5% of residents as being in need of improvement.



Individual service area performance

2023 individual service area performance (index scores)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

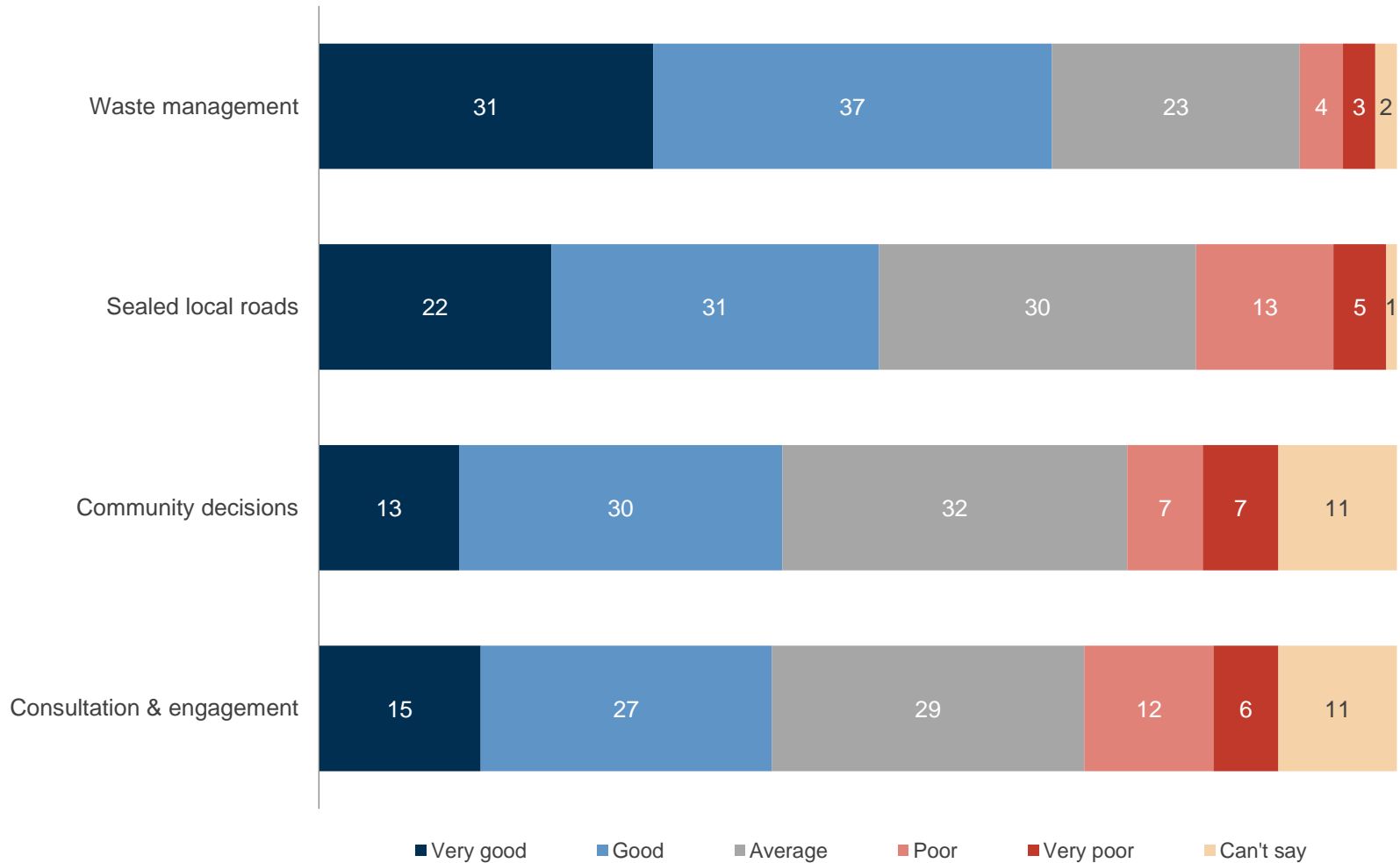
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Individual service area performance

2023 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: 16



Individual service area importance

2023 individual service area importance (index scores)

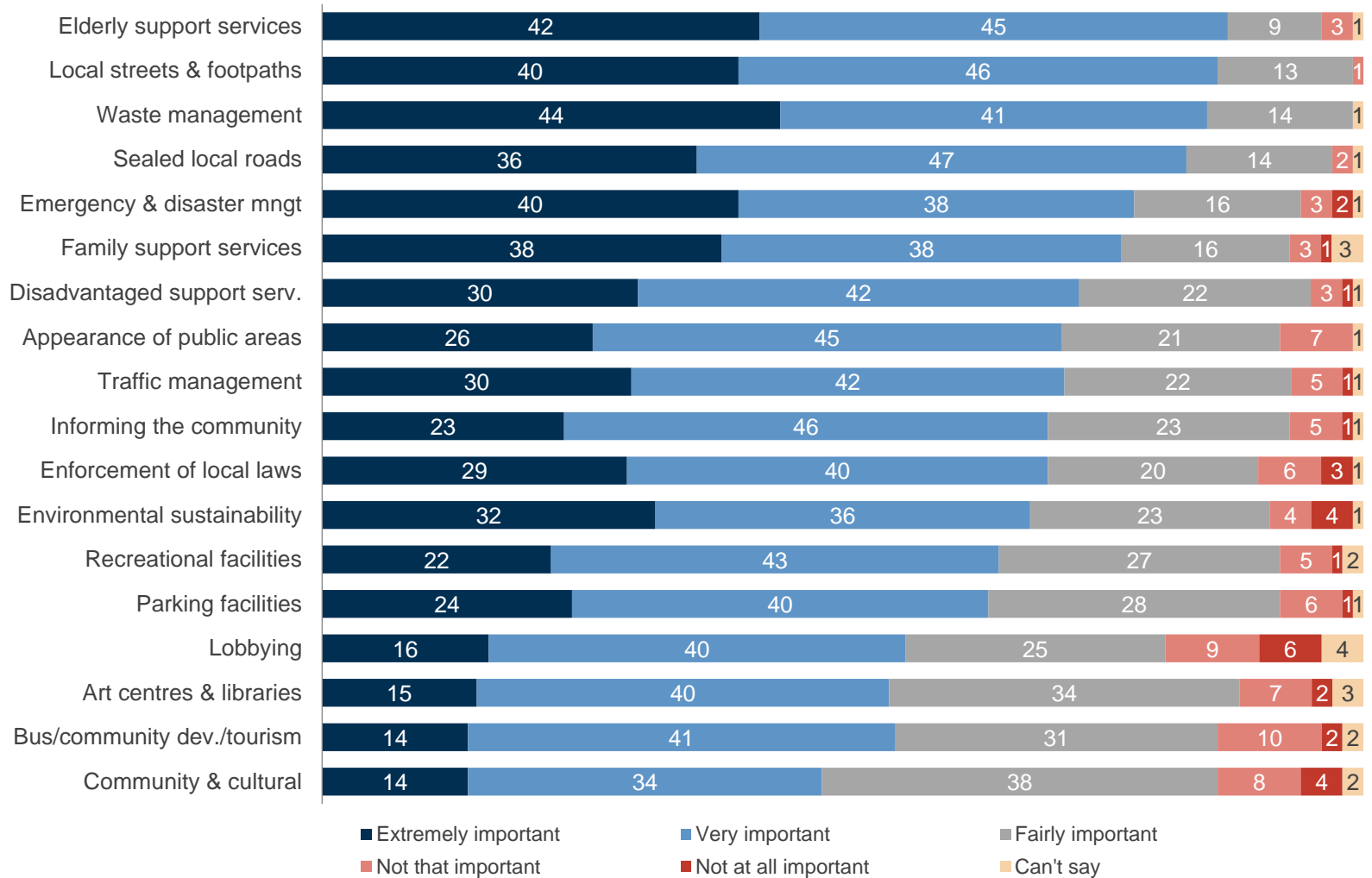
	2022	2021	2020	2019	2018	2017	2016	2015	2014
Waste management	82	85	82	83	82	n/a	n/a	n/a	n/a
Elderly support services	81	82	79	80	82	n/a	n/a	n/a	n/a
Local streets & footpaths	81	81	78	79	78	n/a	n/a	n/a	n/a
Sealed local roads	79	83	80	80	77	n/a	n/a	n/a	n/a
Family support services	78	80	78	78	78	n/a	n/a	n/a	n/a
Emergency & disaster mngt	78	83	81	84	84	n/a	n/a	n/a	n/a
Disadvantaged support serv.	74	80	75	77	74	n/a	n/a	n/a	n/a
Traffic management	74	76	75	78	77	n/a	n/a	n/a	n/a
Appearance of public areas	73	77	73	74	74	n/a	n/a	n/a	n/a
Environmental sustainability	72	76	76	77	76	n/a	n/a	n/a	n/a
Enforcement of local laws	72	76	75	79	79	n/a	n/a	n/a	n/a
Informing the community	71	76	71	73	72	n/a	n/a	n/a	n/a
Recreational facilities	70	72	69	71	70	n/a	n/a	n/a	n/a
Parking facilities	70	74	72	74	76	n/a	n/a	n/a	n/a
Art centres & libraries	65	71	67	66	66	n/a	n/a	n/a	n/a
Bus/community dev./tourism	64	65	63	63	65	n/a	n/a	n/a	n/a
Lobbying	64	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	62	66	63	63	64	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: 33 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Individual service area importance

2023 individual service area importance (%)



Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 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.

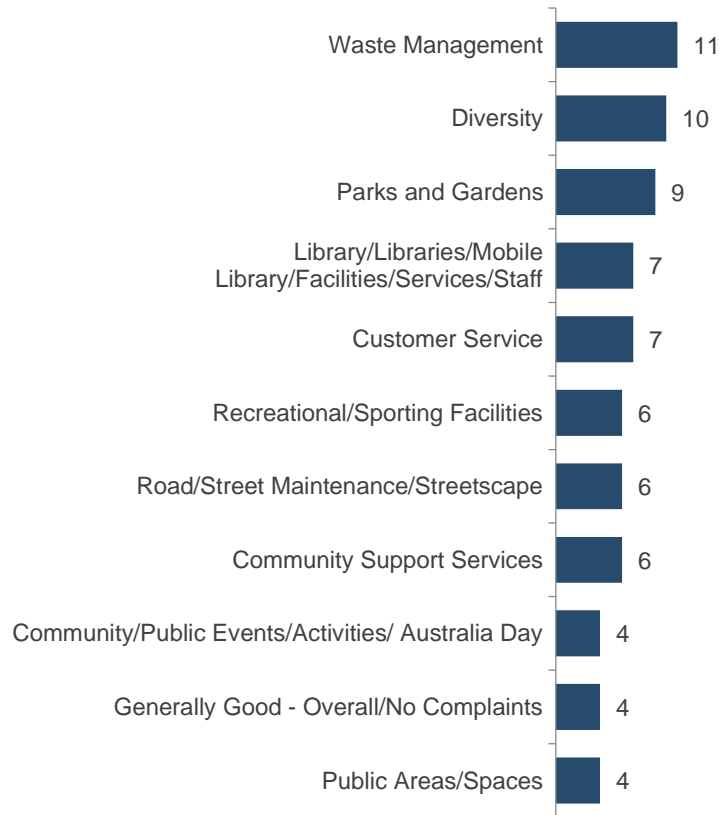


Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.



Best things about Council and areas for improvement

2023 best things about Council (%)
- Top mentions only -



2023 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: 33 Councils asked group: 8

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

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

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



Customer service



Contact with council and customer service

Contact with council

Half of residents (53%) have had contact with Council in the last 12 months. Rate of contact has increased slightly (by two percentage points) from 2022. The rate of contact with Council remains significantly lower than the State-wide and Metropolitan group averages.

Telephone (32%) remains by far the main method of contact with Council. This has been the case for the last decade. Email (13%) is the next most used means of contacting Council.



Among those residents who have had contact with Council, 64% provide a positive customer service rating of 'very good' or 'good', including 38% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 71 marks a two-point (not significant) decrease from 2022. Council's customer service performance has remained relatively stable over time having never significantly changed. However the slight decline this year means the customer service rating has returned to a series low last seen in 2018.

That said, customer service remains in line with the Metropolitan group and State-wide averages (index scores of 71 and 67 respectively).

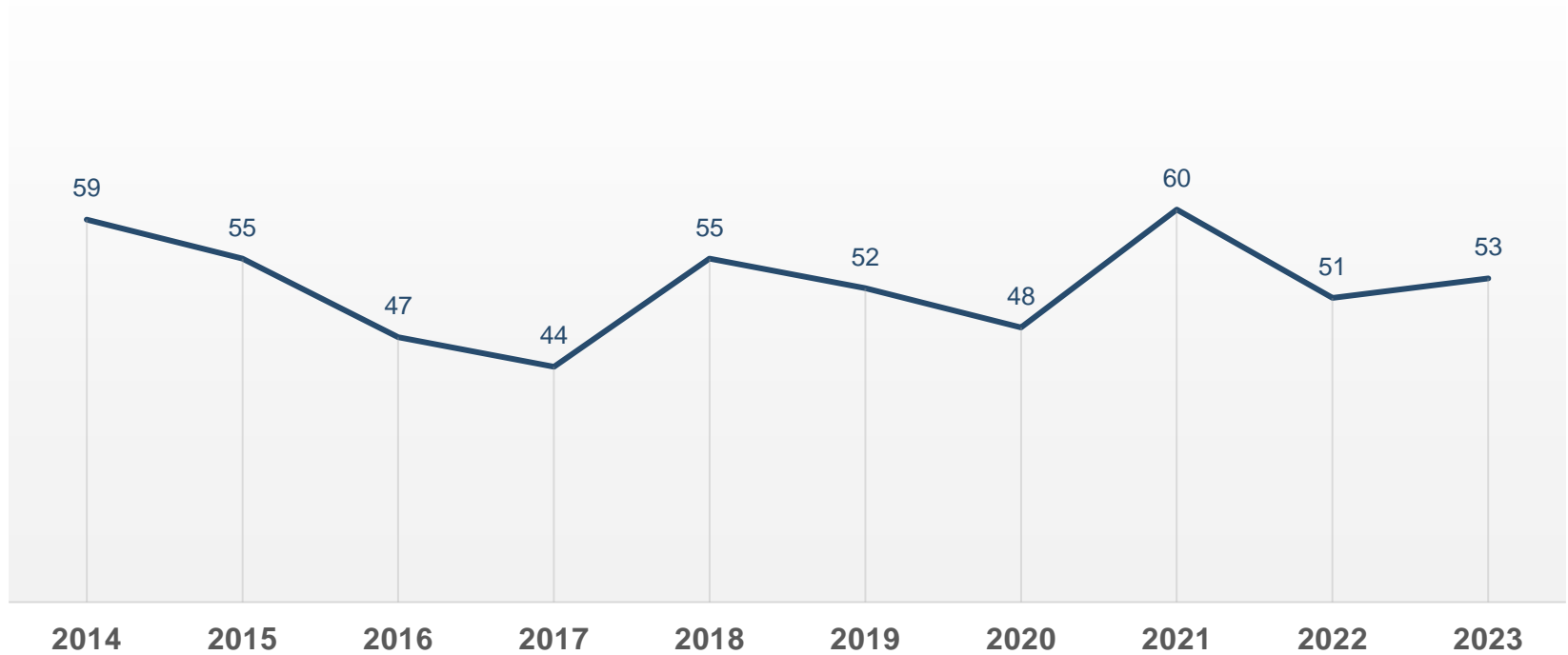
Among those who have had contact with Council, 64% provide a positive customer service rating of 'very good' or 'good' and 7% of residents also cite customer service as one of the best things about Council.

- Perceptions of customer service are highest among residents aged 65 years and over (index score of 81) and are significantly higher than average.
- Perceptions of customer service are least positive among Noble Park and Keysborough residents (64).



Contact with council

2023 contact with council (%)
Have had contact



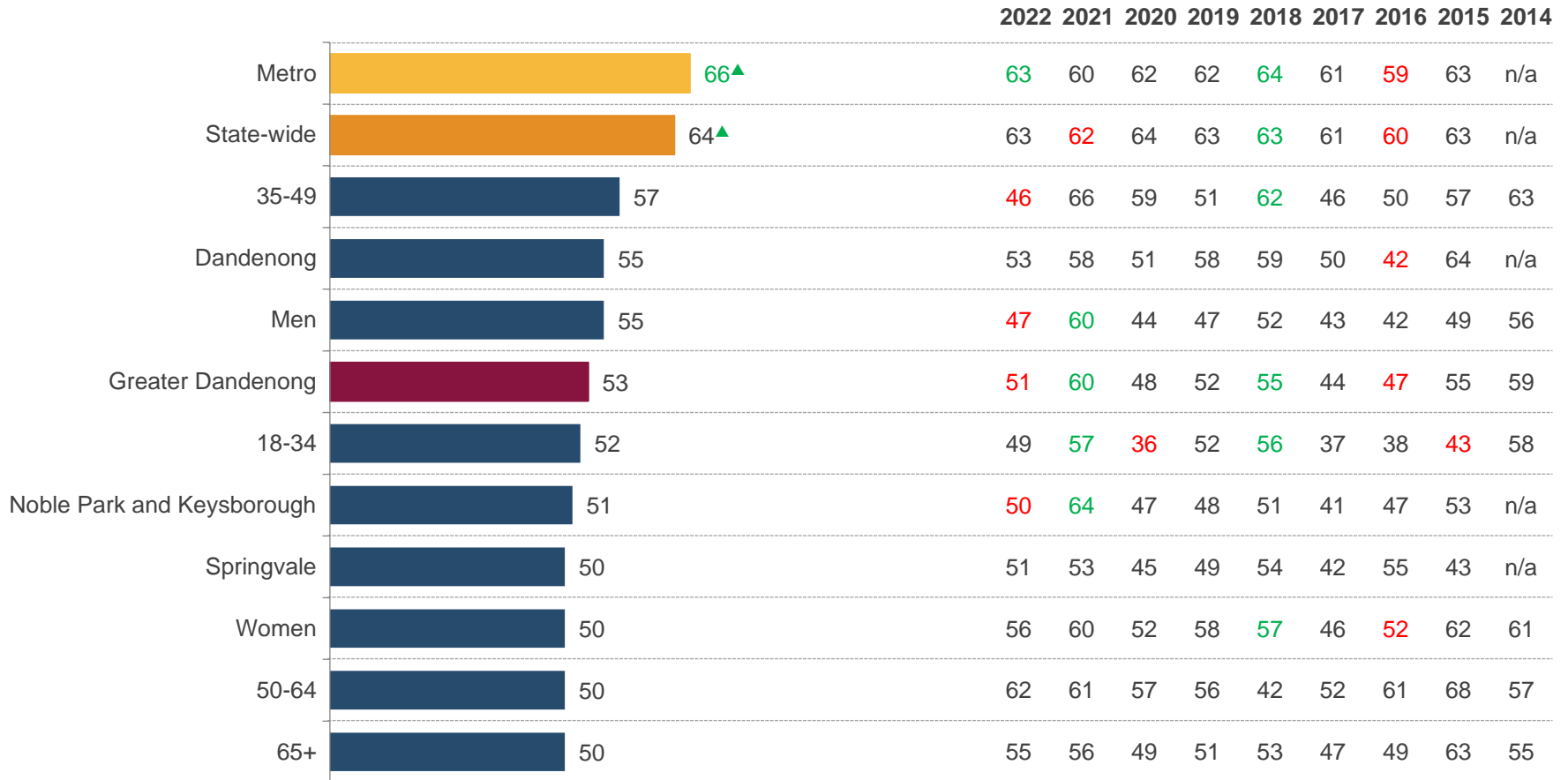
Q5a. Have you or any member of your household had any recent contact with Greater Dandenong City Council in any of the following ways?

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



Contact with council

2023 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: 25 Councils asked group: 8

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



Customer service rating

2023 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	81▲	75	79	80	74	76	80	77	75	82
Dandenong	76	75	66	74	75	68	75	70	79	n/a
Springvale	75	76	69	73	74	74	66	83	73	n/a
Women	72	73	73	77	75	75	76	78	76	78
Metro	71	72	74	74	76	72	71	73	73	n/a
Greater Dandenong	71	73	74	73	74	71	72	76	76	77
Men	70	74	74	68	73	67	68	74	76	76
50-64	69*	70	71	67	83	76	69	77	73	77
35-49	68	72	71	65	75	71	66	65	74	79
State-wide	67	68	70	70	71	70	69	69	70	72
18-34	65	74	74	78	71	67	75	86	82	72
Noble Park and Keysborough	64	70	81	71	74	73	72	78	75	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: 16

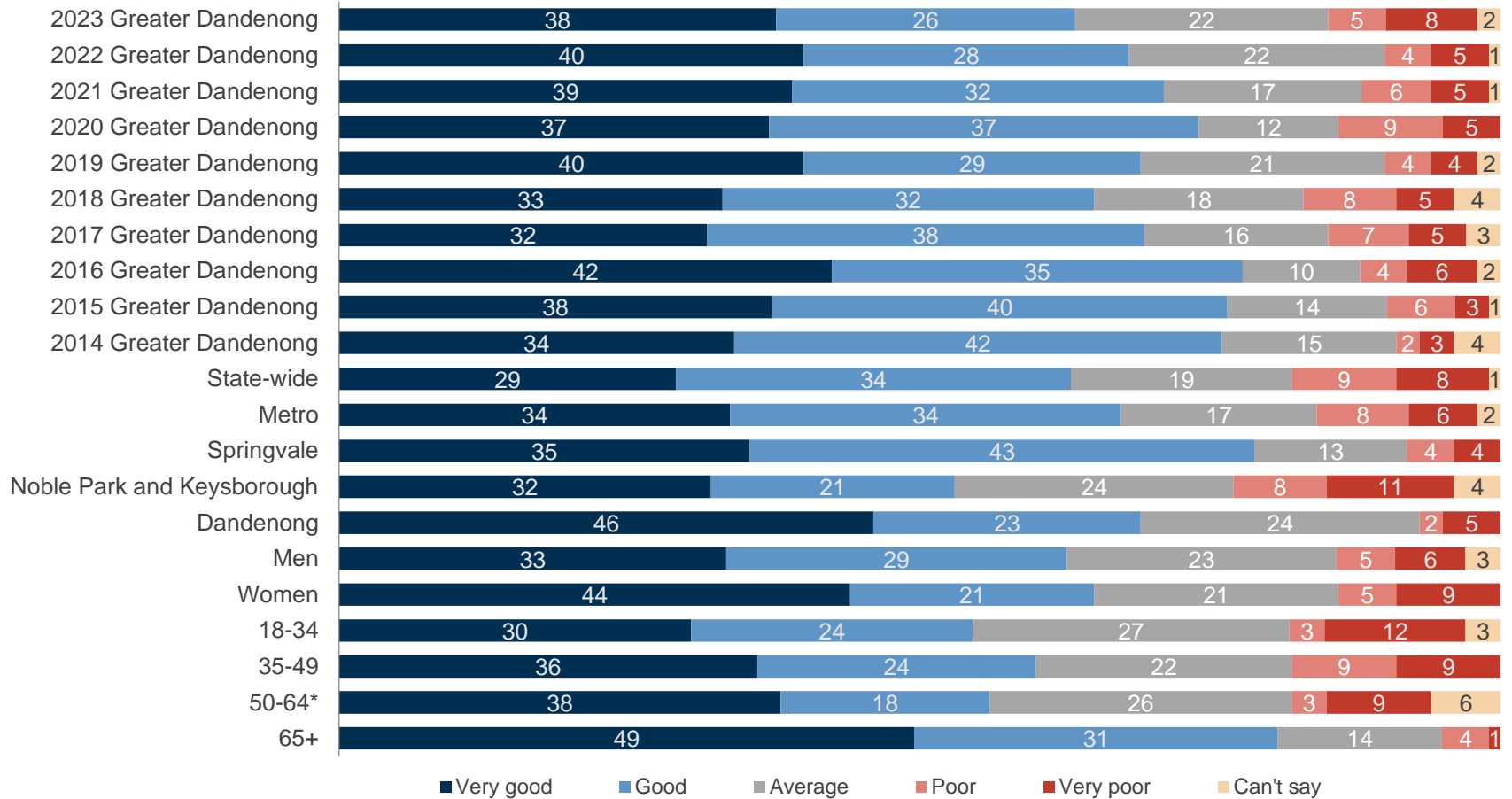
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2023 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: 16
 *Caution: small sample size < n=30



Method of contact with council

2023 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



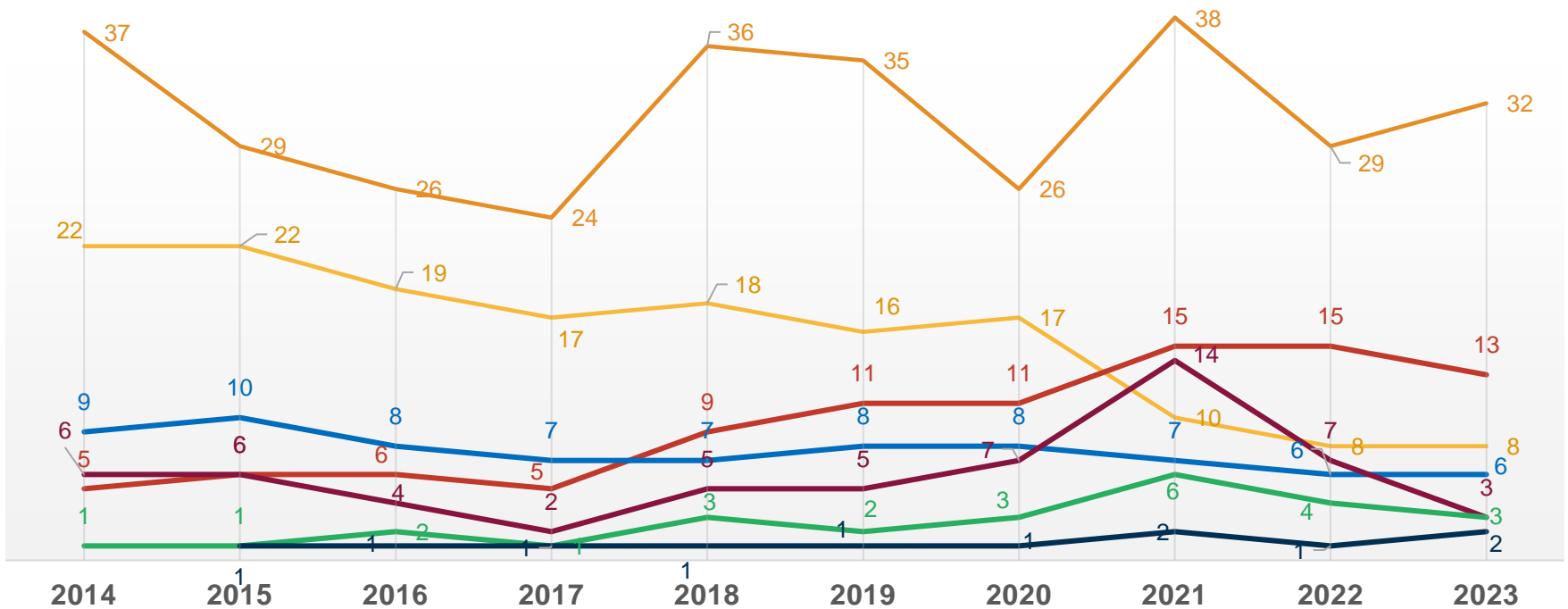
By Email



Via Website



By Social Media



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

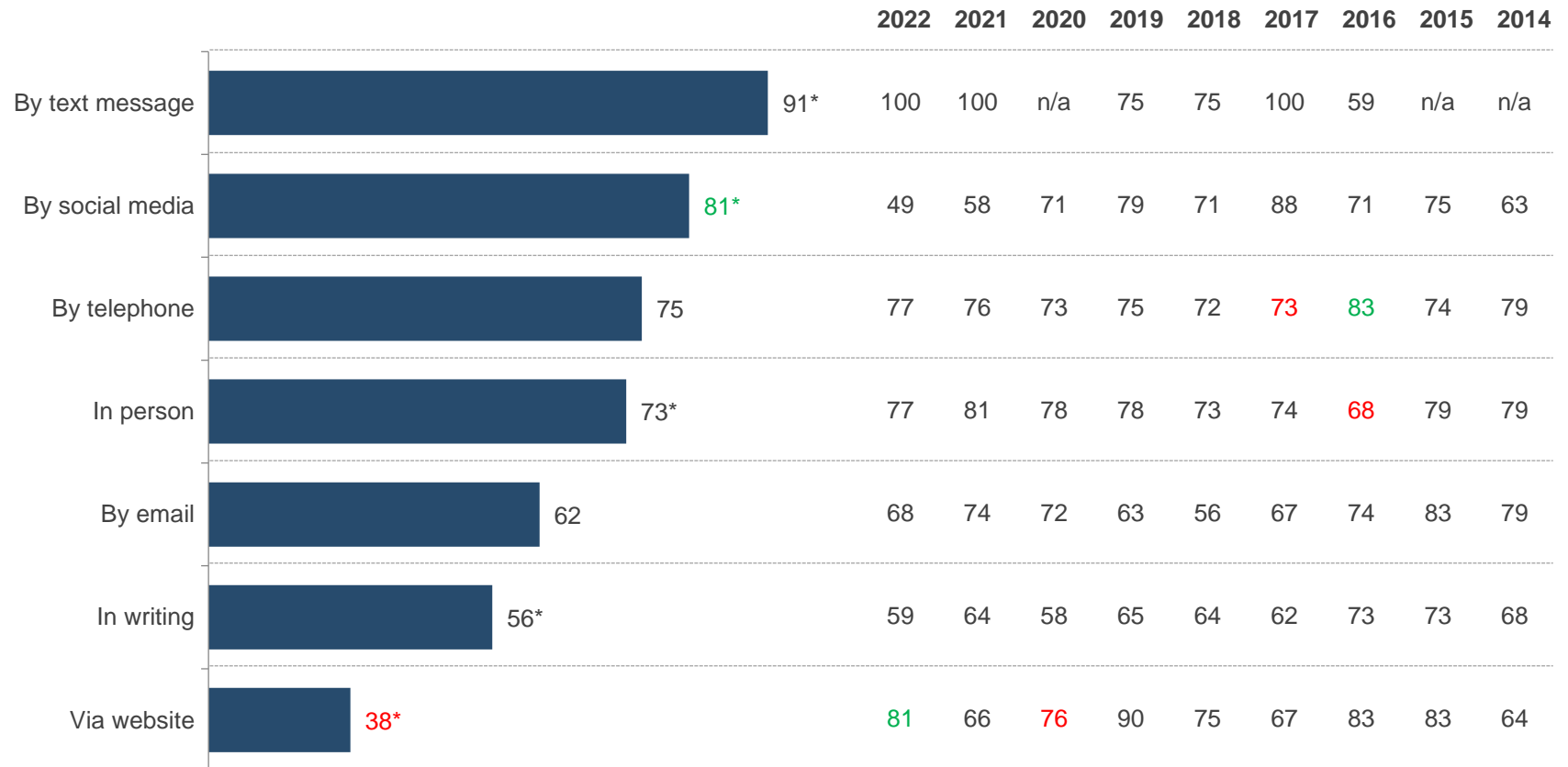
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating by method of last contact

2023 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: 25 Councils asked group: 8

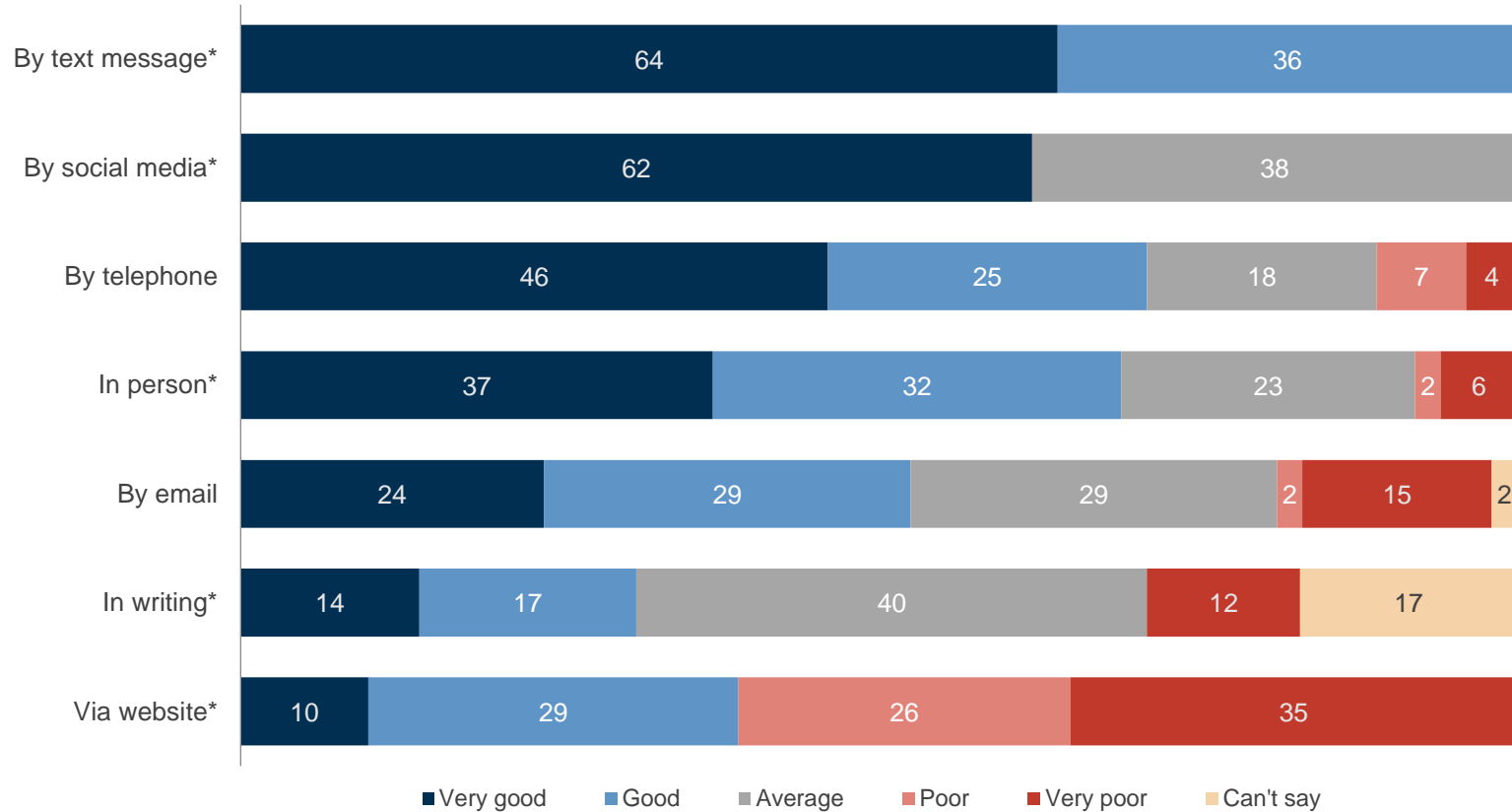
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2023 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: 25 Councils asked group: 8
 *Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council about news and information and upcoming events remains newsletters sent via mail (41%). Preference for newsletter via email trails some way behind at 23%, followed by social media at 11%. Text message is the only form of communication which has slightly increased in preference since last year (7% in 2022 up to 9% in 2023).

- Among residents aged under 50 years, the same pattern holds true. Newsletters sent via mail (33%) are preferred over email (26%), with social media preferred by 16% and text message by 11%. Preference to receive mailed newsletters has declined eight percentage points from 41% in 2022.
- Among residents aged over 50 years, there continues to be a clear preference for mailed newsletters (53%), ahead of emailed newsletters (19%), and any other forms of communication from Council.





Best form of communication

2023 best form of communication (%)



Q13. If Greater Dandenong City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10



Best form of communication: under 50s

2023 under 50s best form of communication (%)



Q13. If Greater Dandenong City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 10



Best form of communication: over 50s

2023 over 50s best form of communication (%)



Q13. If Greater Dandenong City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked State-wide: 40 Councils asked group: 10



Council direction

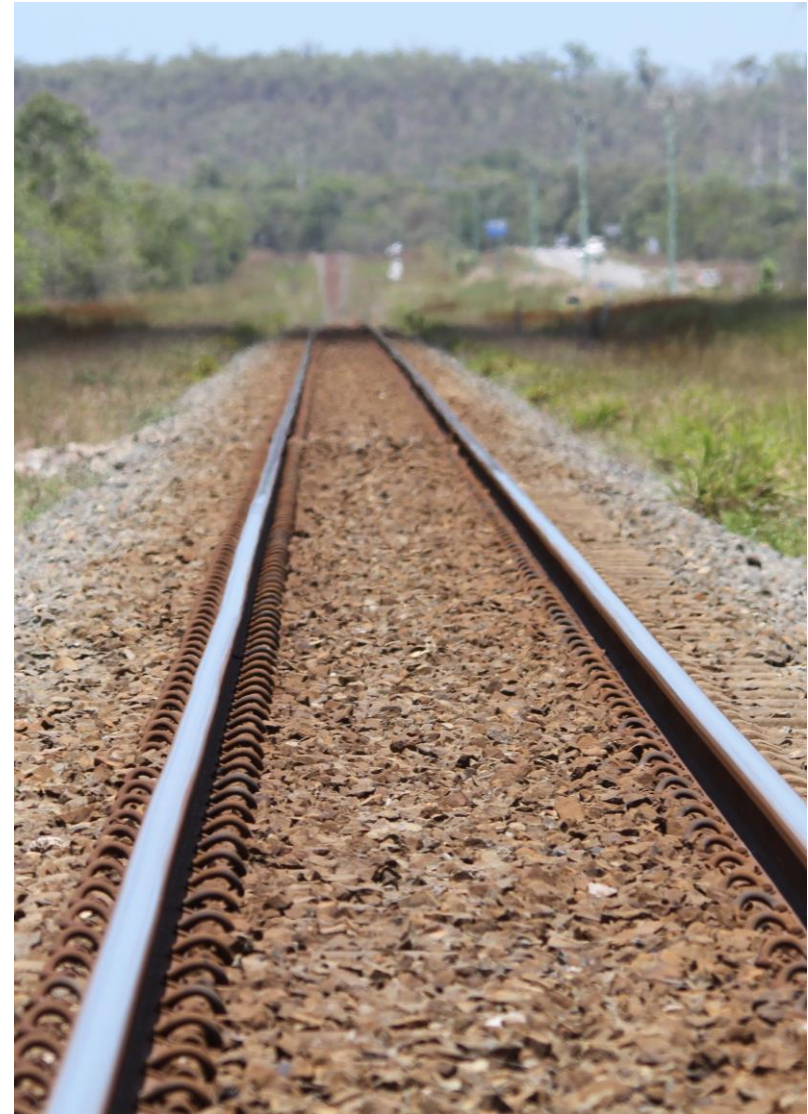


Council direction

Perceptions of the direction of Council's overall performance have significantly declined and are at the lowest level in a decade. The index score of 53 has dropped eight points from last year.

- Despite this, the direction of Council's overall performance is rated significantly higher than both the State-wide and Metropolitan group averages (index scores of 46 and 49 respectively). It is important to note that the State-wide and Metropolitan group averages are also at an all-time low.
- Residents in Springvale (index score of 61) are significantly more satisfied than average with the direction of Council's overall performance in the past 12 months. They are also most satisfied with Council's overall direction compared to all other cohorts.
- Dandenong residents are least satisfied with Council direction (index score of 49).
- Overall direction ratings declined significantly among almost all demographic and geographic cohorts.

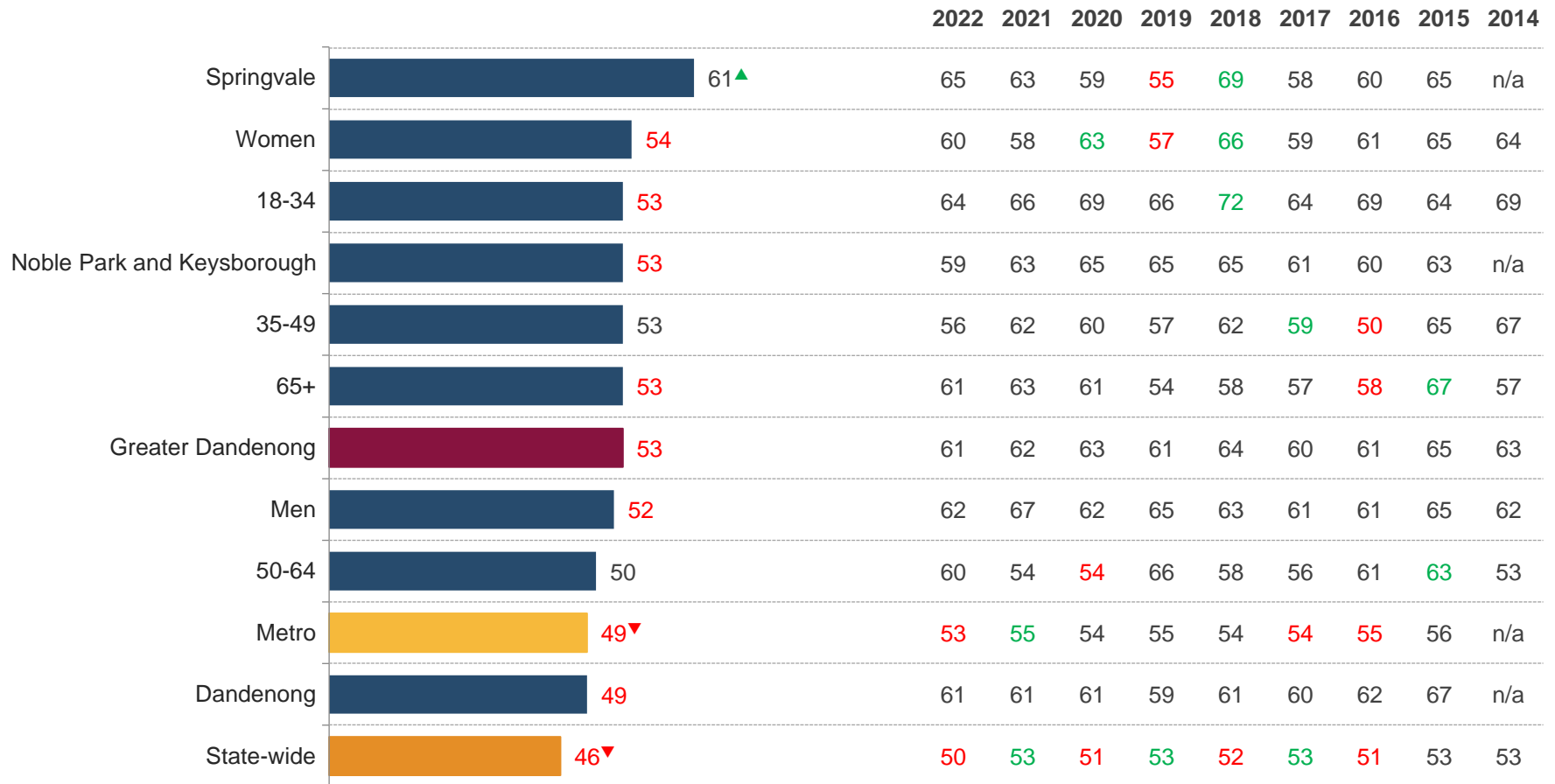
Over the last 12 months, 18% of residents believe the direction of Council's overall performance has improved (down from 27% in 2022). Around two in three residents (64%, down two percentage points) believe it has stayed the same and 13% think it has deteriorated (twice as many as recorded in 2022).





Overall council direction last 12 months

2023 overall council direction (index scores)



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

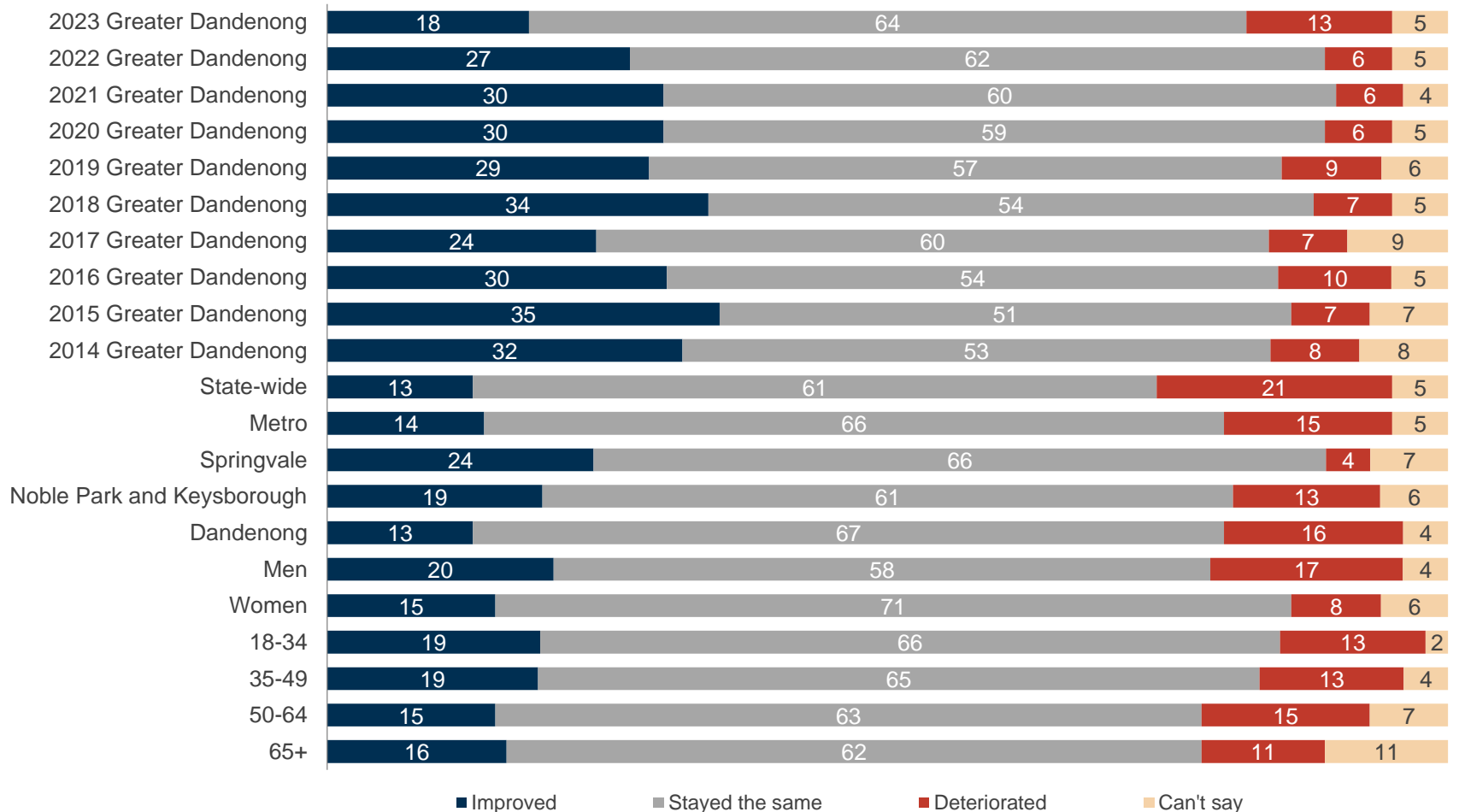
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Overall council direction last 12 months

2023 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: 16

A large, stylized letter 'W' in a dark blue color, filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The 'W' is positioned on the right side of the page, extending from the top to the bottom.

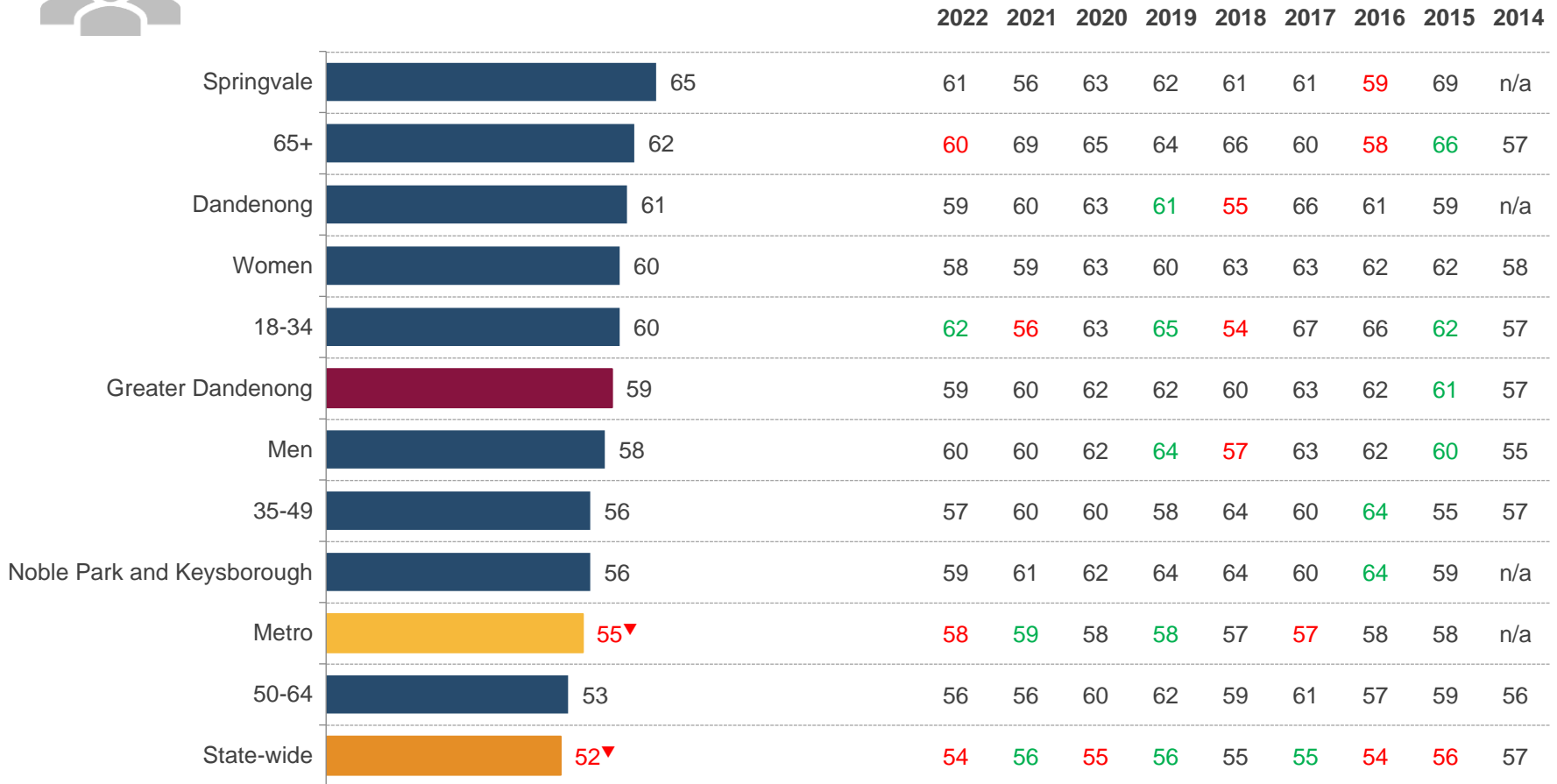
Individual service areas



Community consultation and engagement performance



2023 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: 16

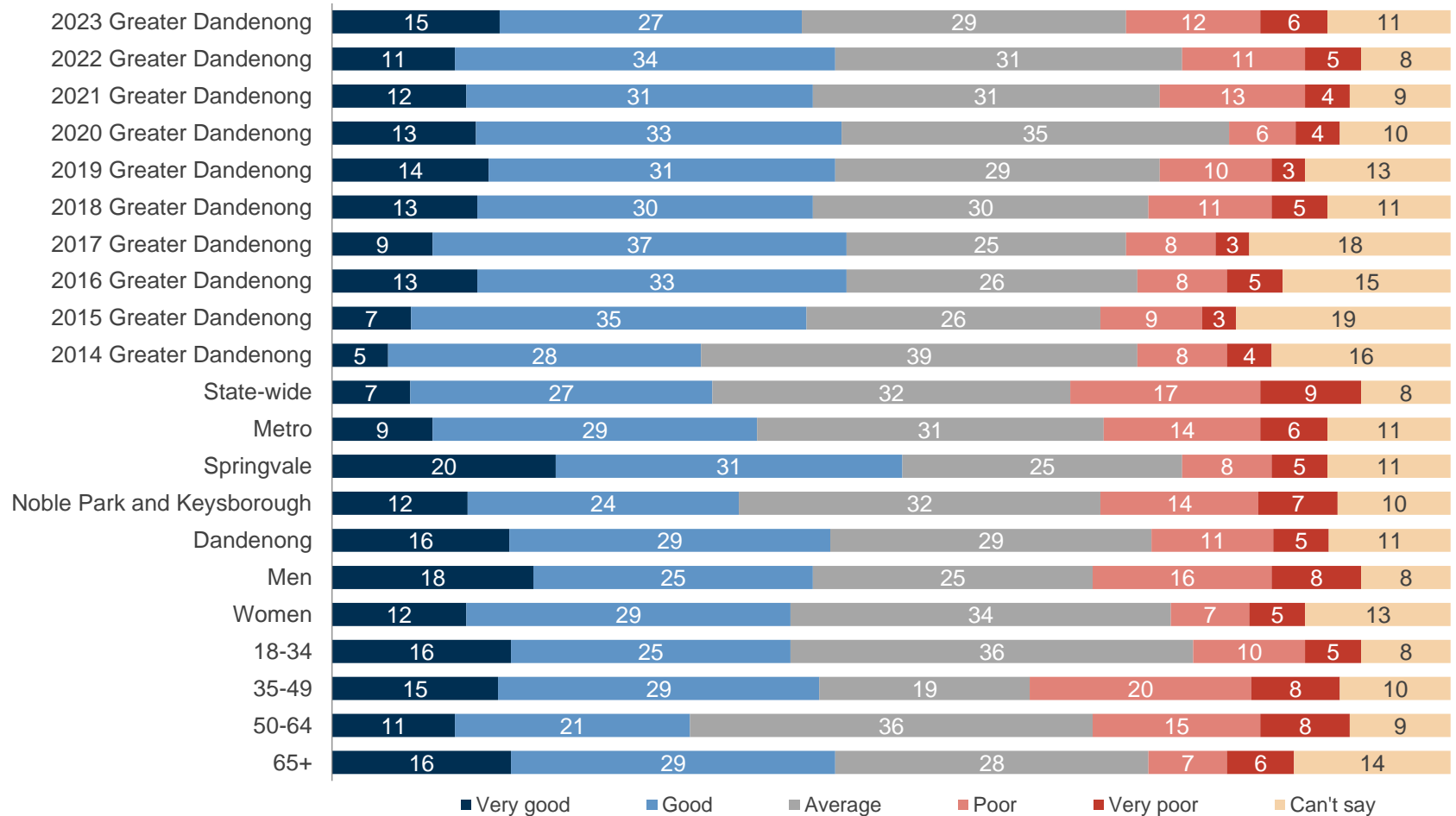
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



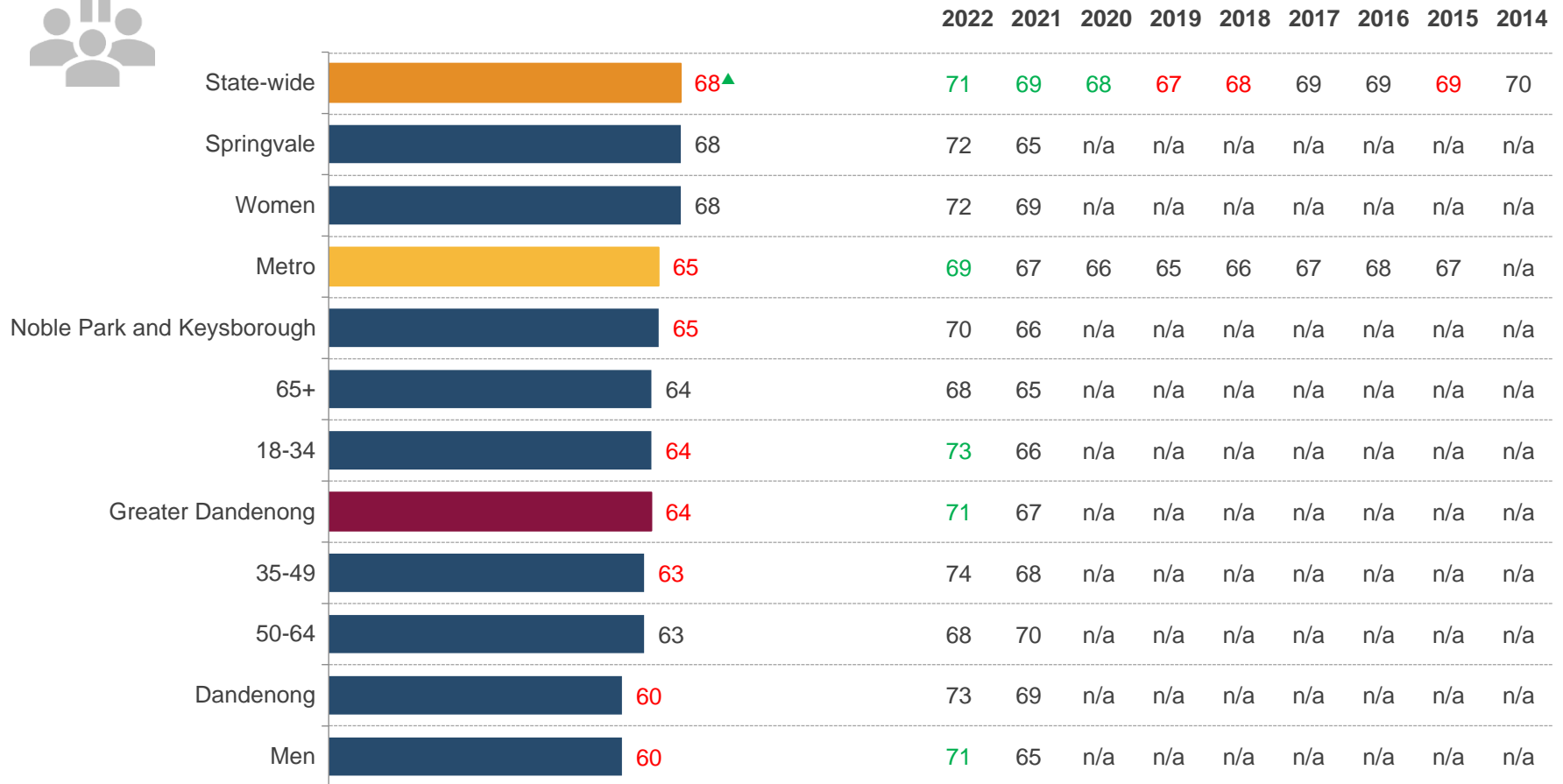
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Lobbying on behalf of the community importance



2023 lobbying importance (index scores)



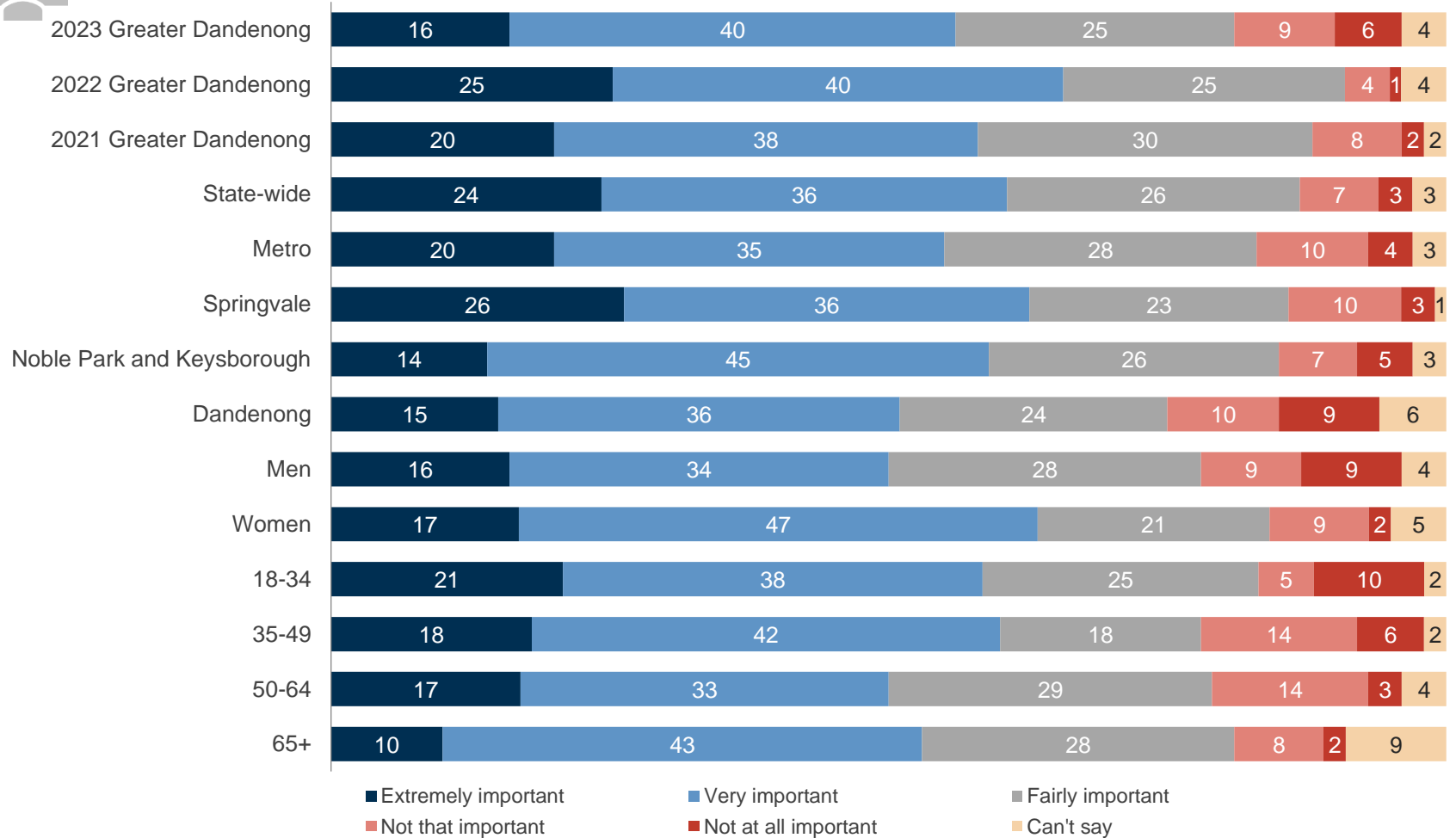
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2023 lobbying importance (%)

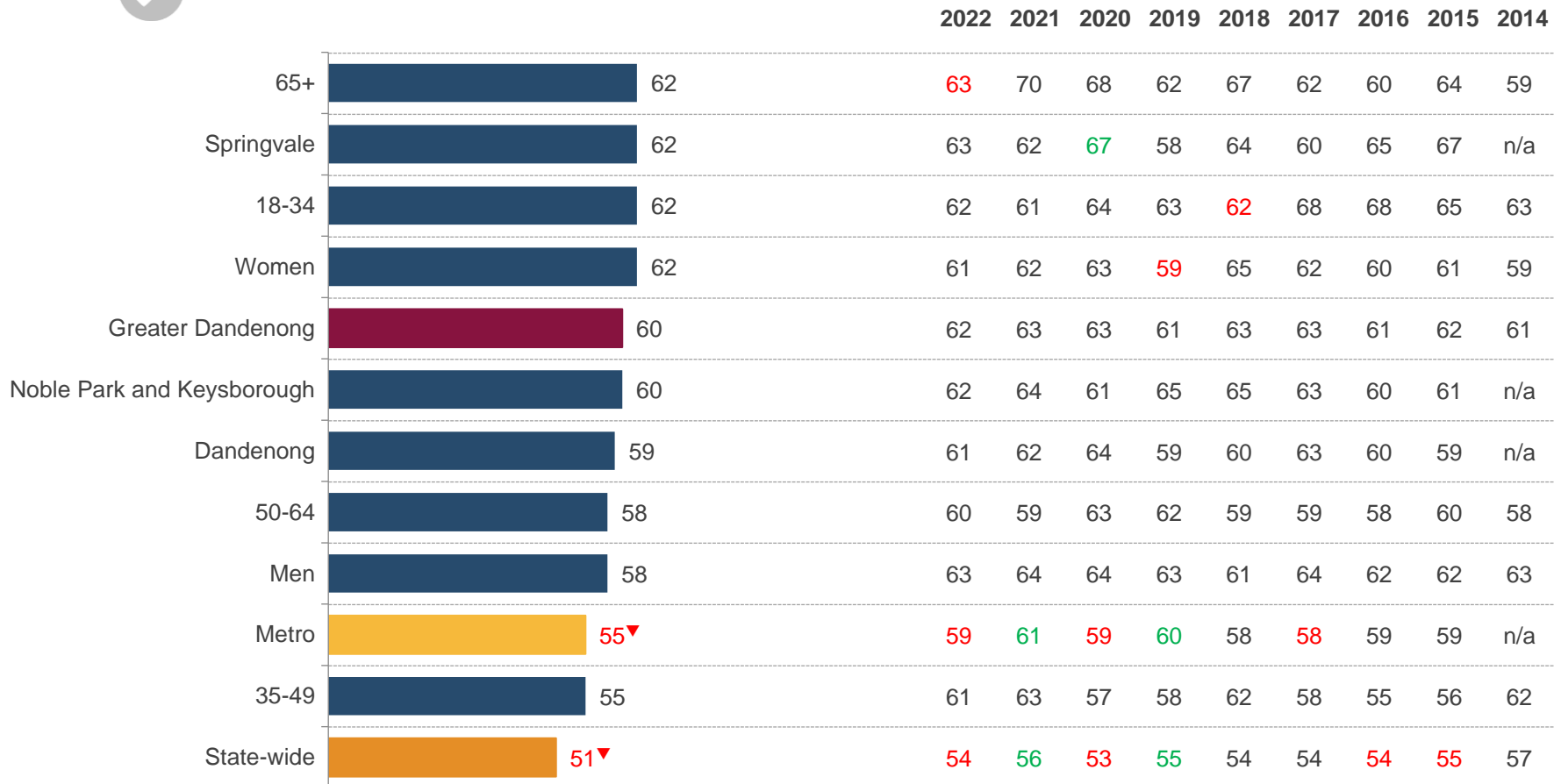


Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

Decisions made in the interest of the community performance



2023 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?

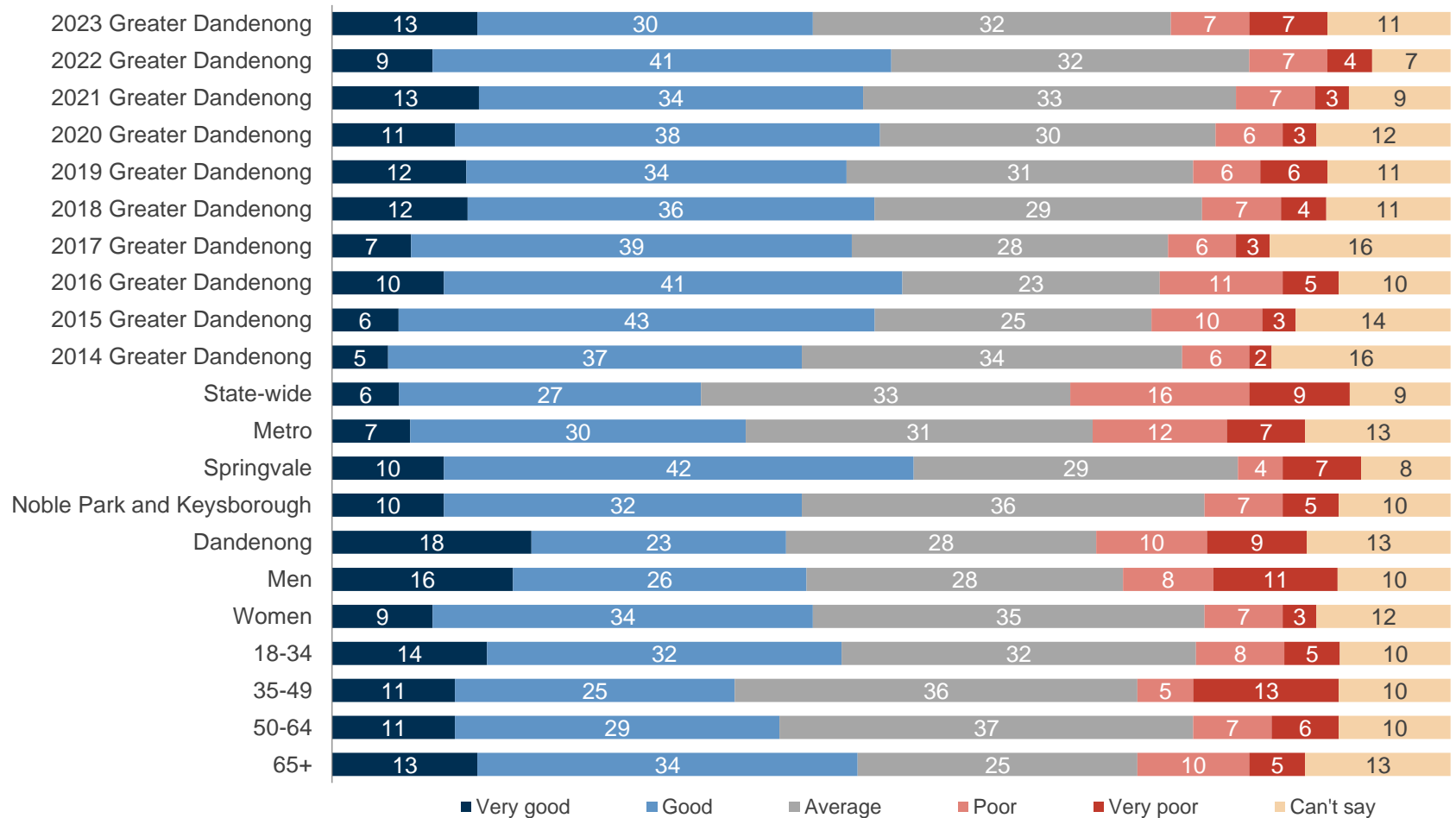
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)

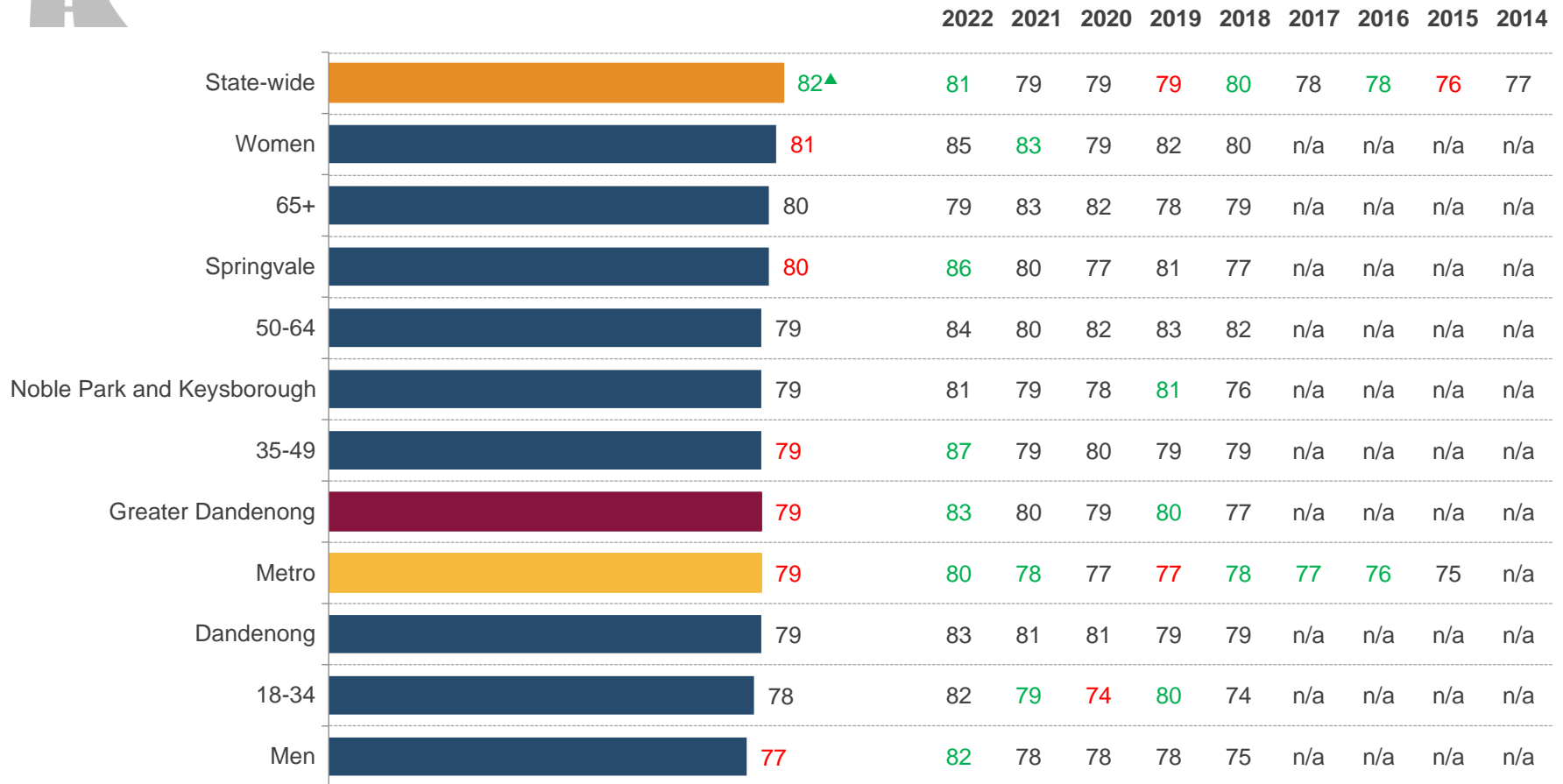


Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

The condition of sealed local roads in your area importance



2023 sealed local roads importance (index scores)



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

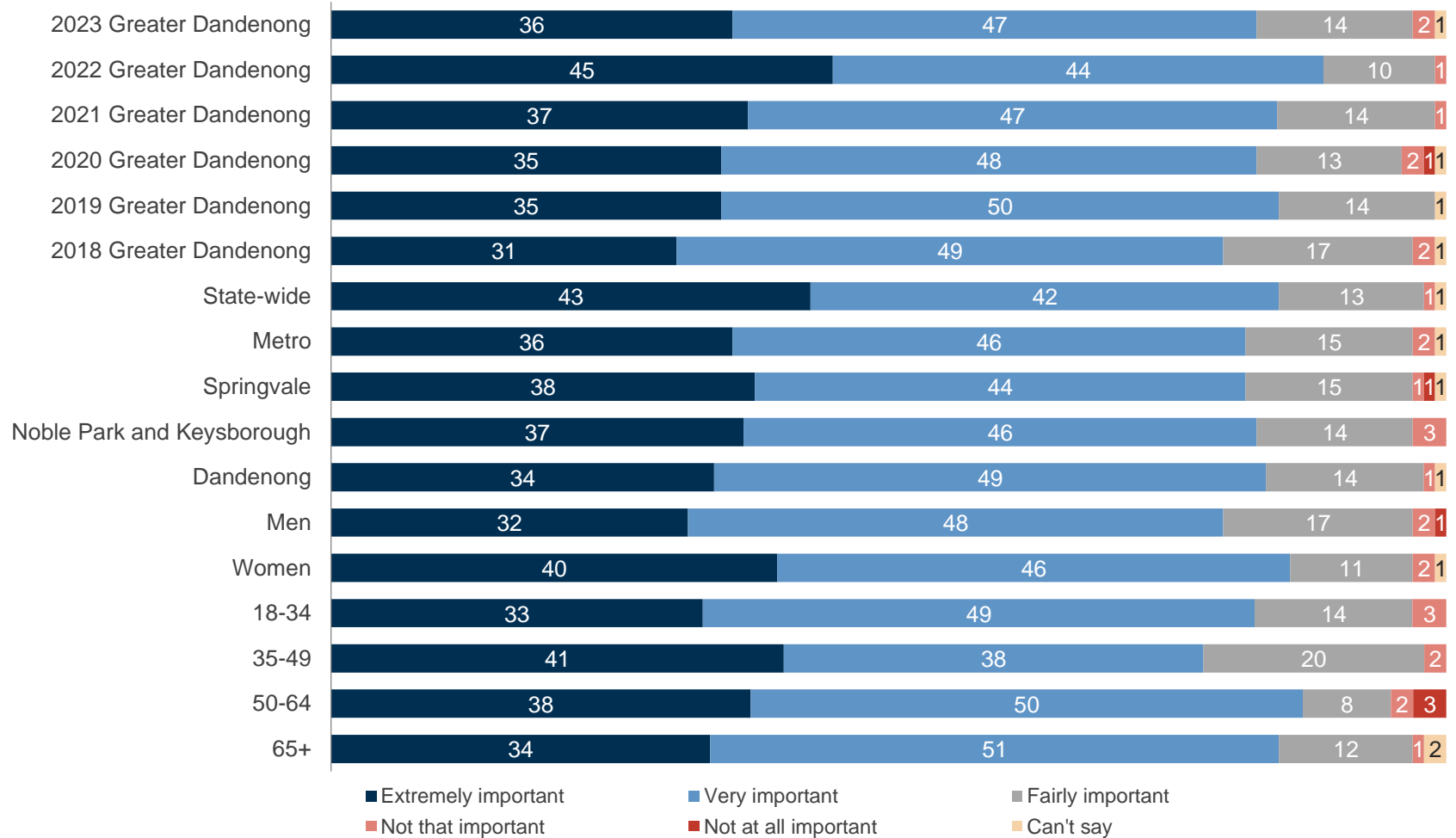
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8

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

The condition of sealed local roads in your area importance



2023 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



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	67	66	68	68	71	67	72	68	67	
Men	66	68	71	68	71	70	63	66	70	67
Noble Park and Keysborough	63	65	72	67	71	73	66	67	67	n/a
Springvale	63	68	67	70	65	68	63	70	68	n/a
Greater Dandenong	63	66	69	68	67	69	65	66	67	64
Dandenong	63	66	65	67	65	66	65	61	67	n/a
65+	62	69	73	71	70	71	67	64	69	61
Metro	61	65	68	67	69	68	66	67	69	n/a
50-64	60	62	69	65	69	64	61	60	68	59
Women	60	64	67	67	64	68	66	65	64	61
35-49	60	67	66	64	64	68	63	61	64	65
State-wide	48	53	57	54	56	53	53	54	55	55

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

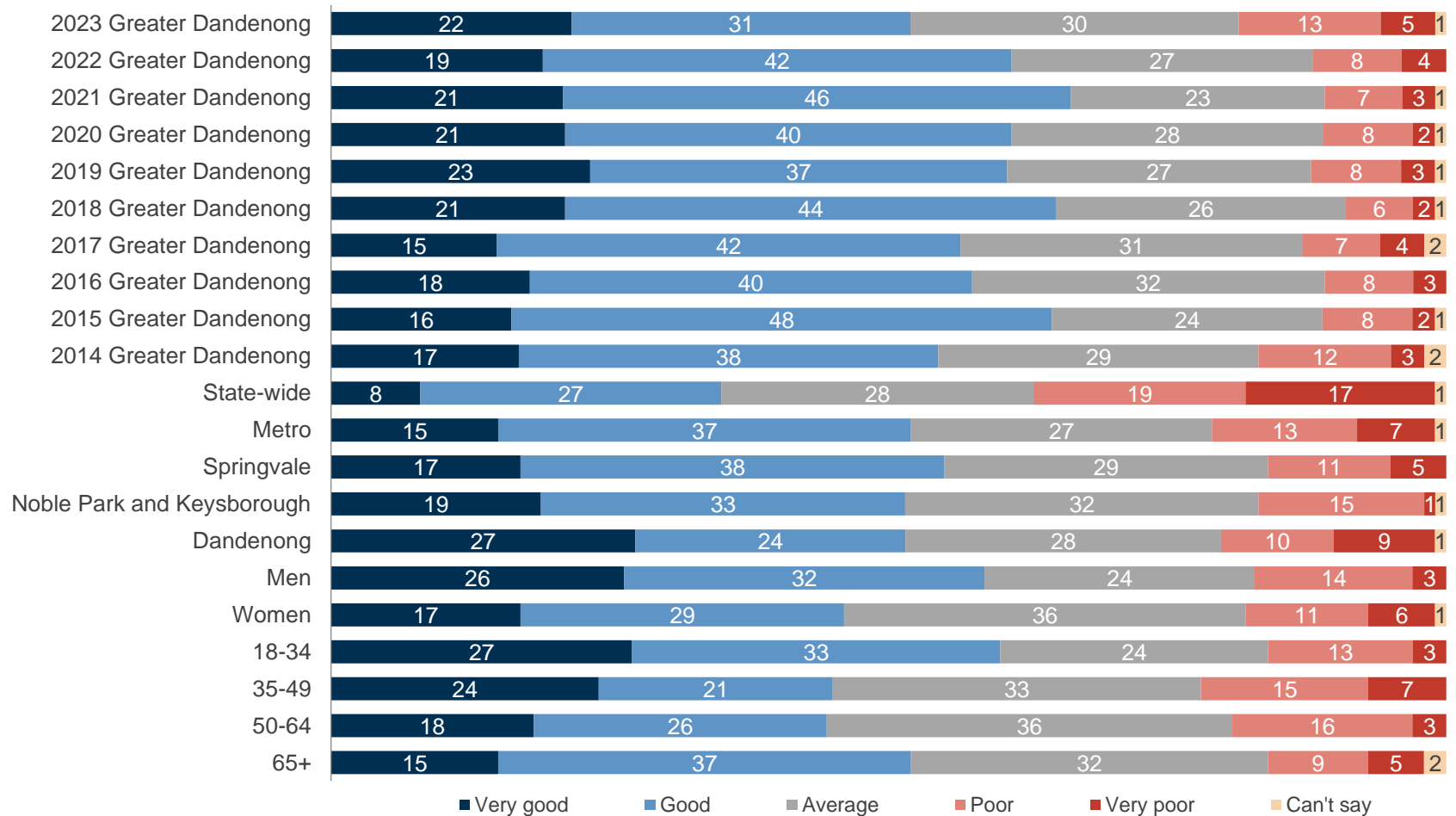
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



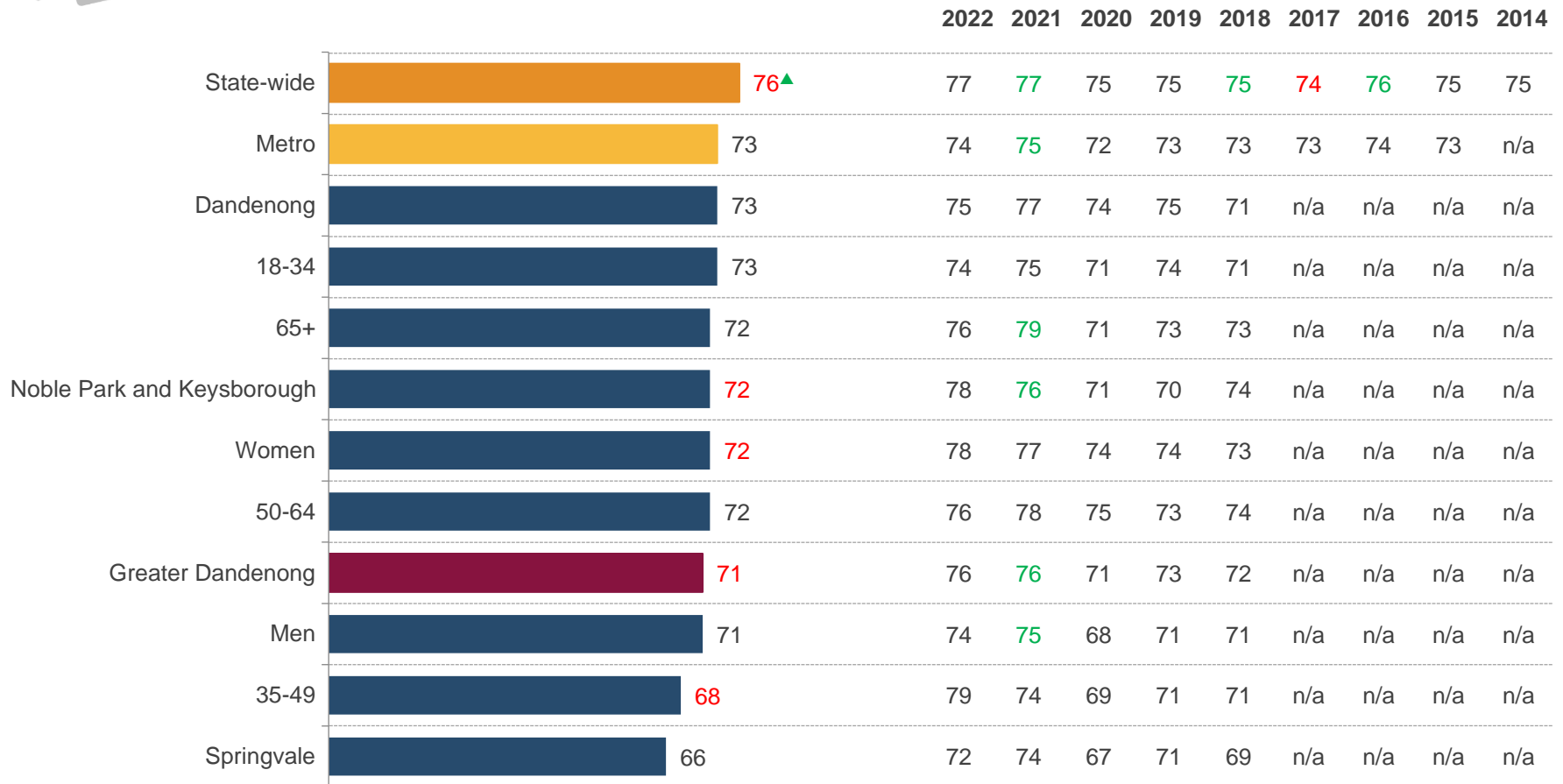
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Informing the community importance



2023 informing community importance (index scores)



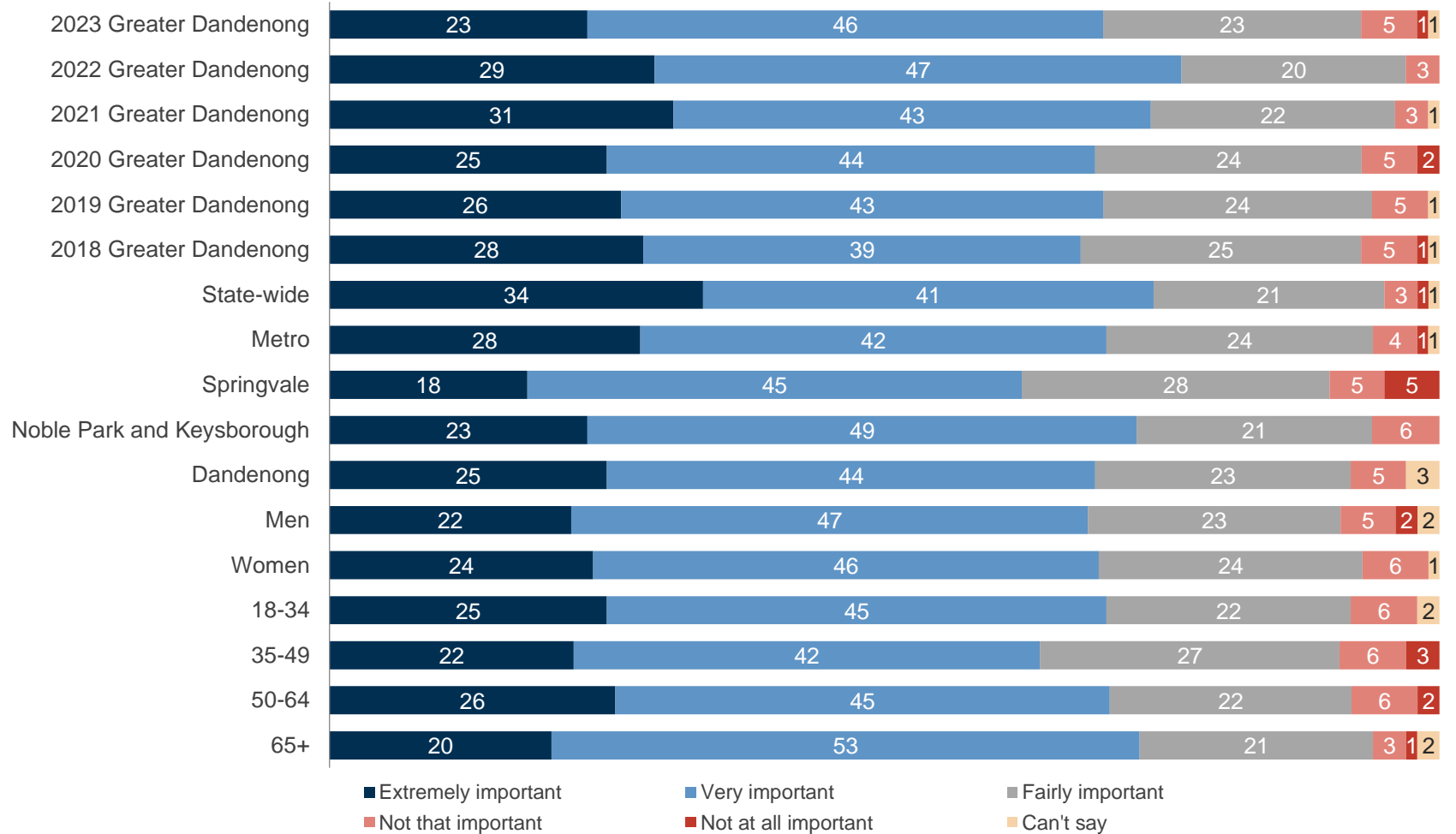
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2023 informing community importance (%)



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

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	83	83	83	80	81	80	n/a	n/a	n/a	n/a
Springvale	82	84	77	78	82	75	n/a	n/a	n/a	n/a
Dandenong	81	79	83	81	80	78	n/a	n/a	n/a	n/a
18-34	81	76	79	76	79	73	n/a	n/a	n/a	n/a
35-49	81	85	82	77	75	79	n/a	n/a	n/a	n/a
65+	81	80	82	81	79	78	n/a	n/a	n/a	n/a
Greater Dandenong	81	81	81	78	79	78	n/a	n/a	n/a	n/a
Metro	81	81	80	78	78	79	78	78	77	n/a
State-wide	81	81	79	78	77	78	77	77	77	77
Noble Park and Keysborough	80	81	81	76	76	78	n/a	n/a	n/a	n/a
50-64	80	86	80	80	84	86	n/a	n/a	n/a	n/a
Men	79	78	78	76	77	76	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?

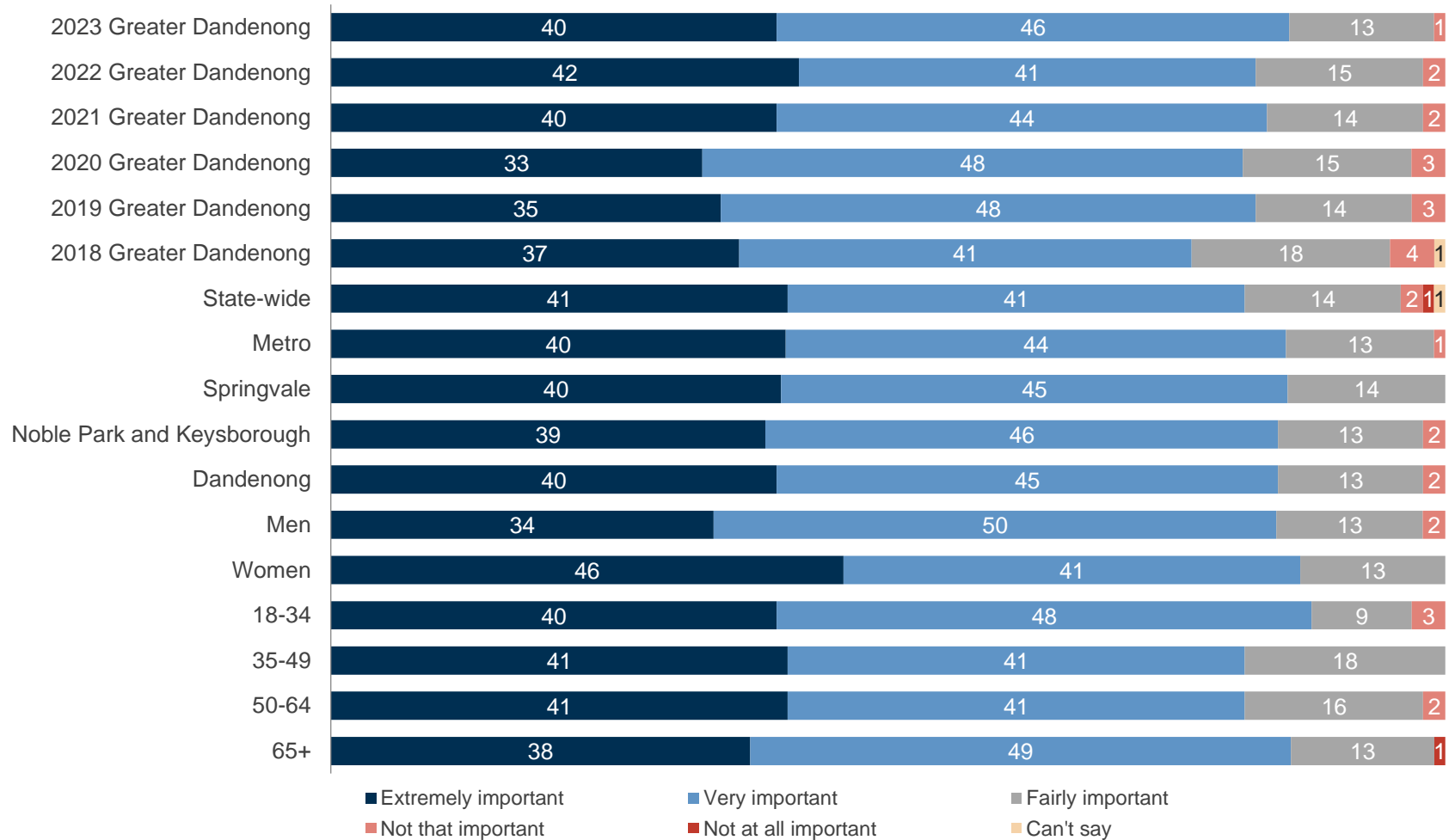
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7

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

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (%)



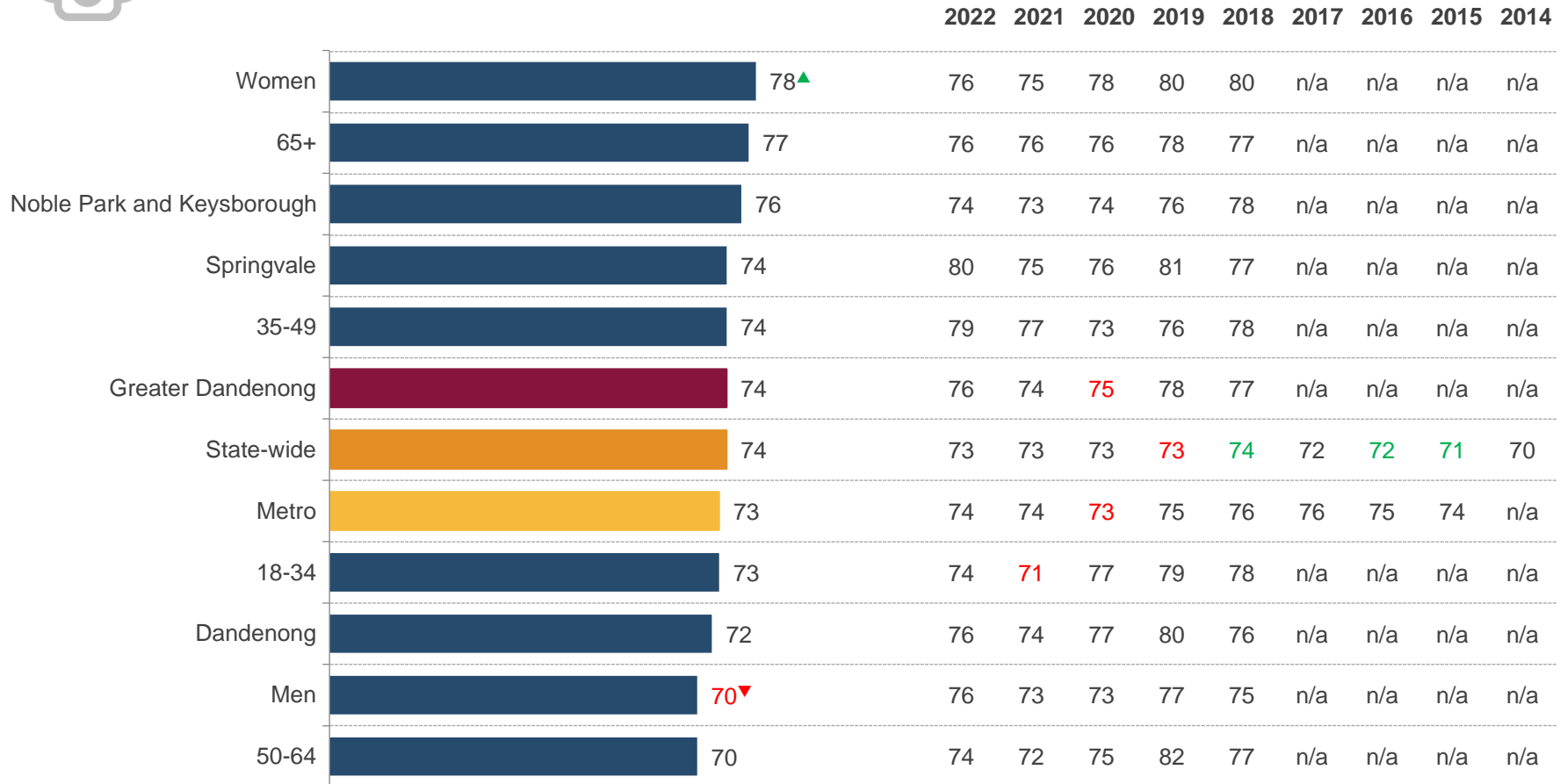
Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7



Traffic management importance



2023 traffic management importance (index scores)



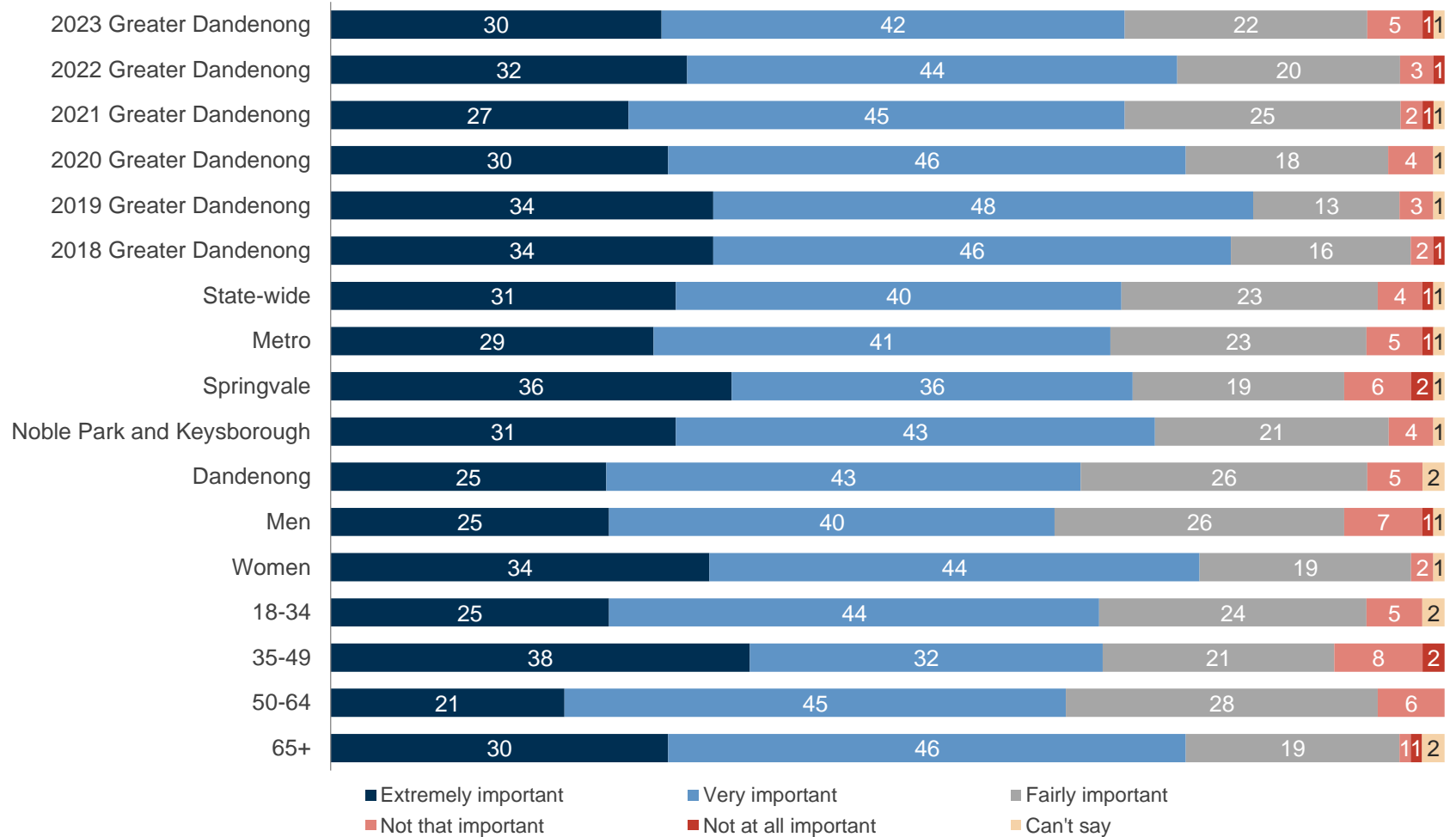
Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Traffic management importance



2023 traffic management importance (%)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 6



Parking facilities importance



2023 parking importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	74	76	76	74	77	76	n/a	n/a	n/a
50-64	72	78	74	70	79	81	n/a	n/a	n/a
Women	71	75	75	75	76	77	n/a	n/a	n/a
Noble Park and Keysborough	71	73	70	71	70	75	n/a	n/a	n/a
State-wide	70	72	72	71	71	71	70	70	70
Metro	70	72	72	71	73	73	73	72	72
Greater Dandenong	70	74	73	72	74	76	n/a	n/a	n/a
Springvale	69	78	76	72	77	75	n/a	n/a	n/a
Dandenong	68	73	76	72	77	78	n/a	n/a	n/a
Men	68	73	72	69	73	76	n/a	n/a	n/a
35-49	68	74	75	74	74	76	n/a	n/a	n/a
18-34	66	72	70	70	71	75	n/a	n/a	n/a

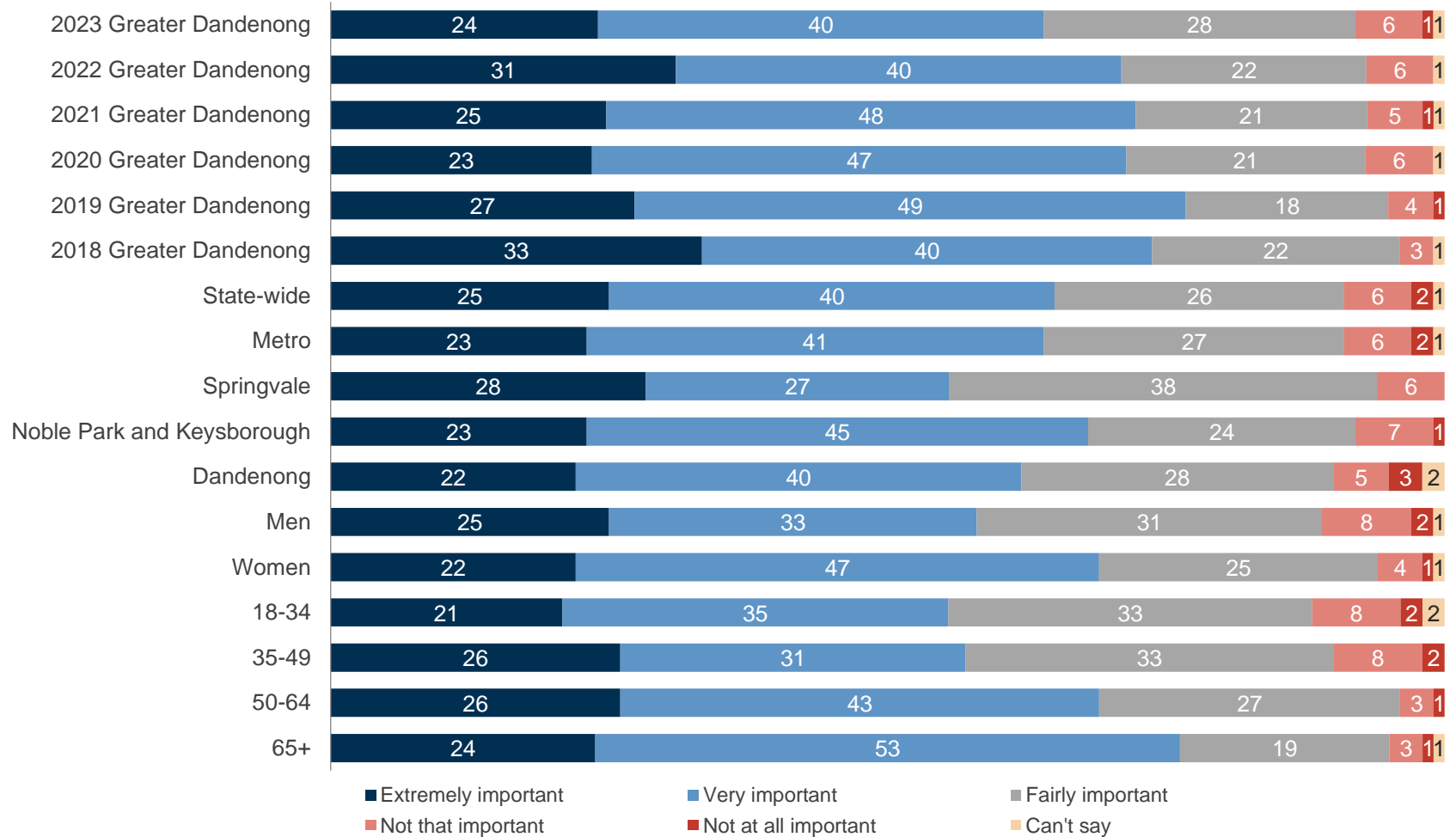
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2023 parking importance (%)



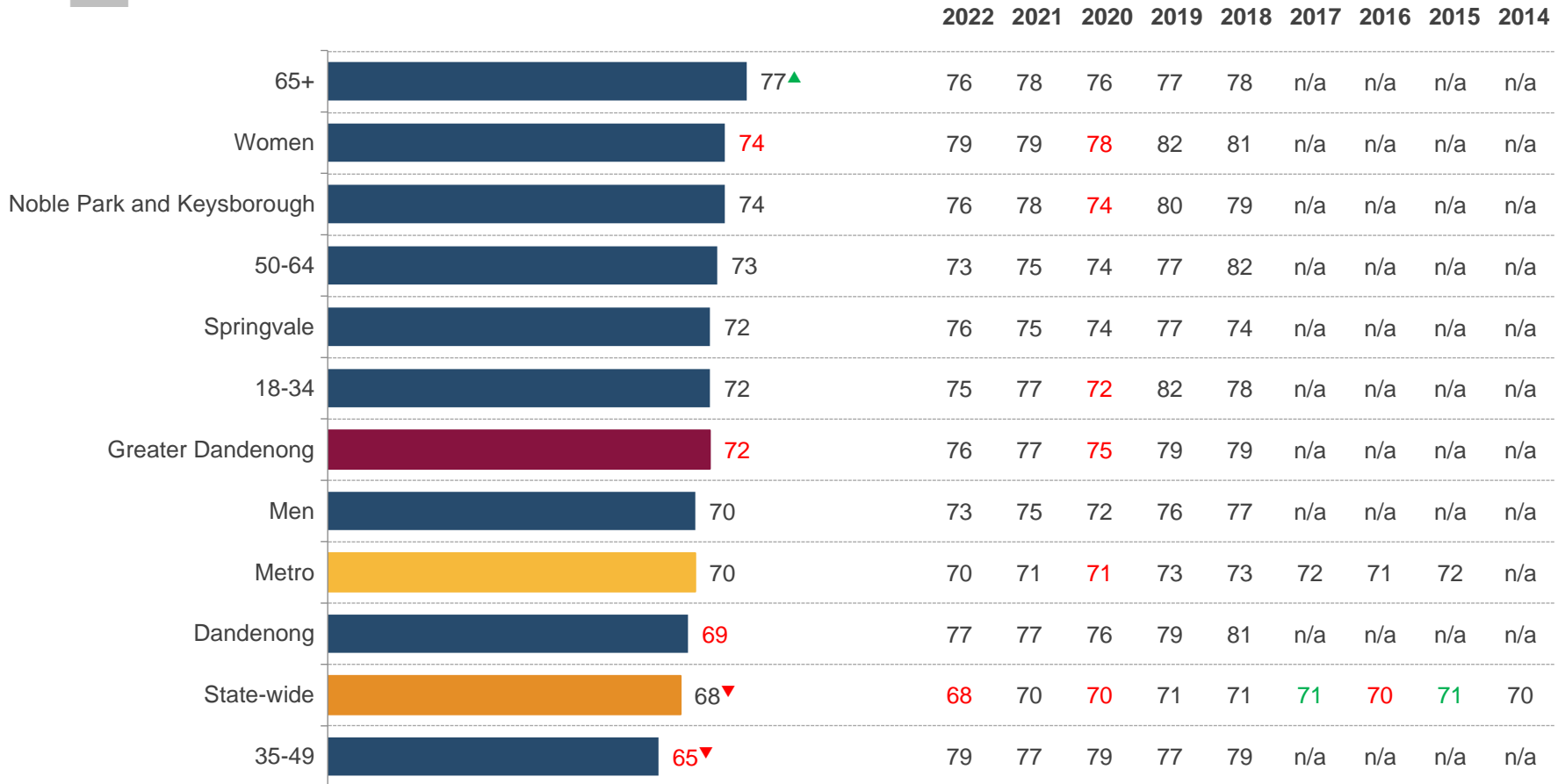
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6



Enforcement of local laws importance



2023 law enforcement importance (index scores)



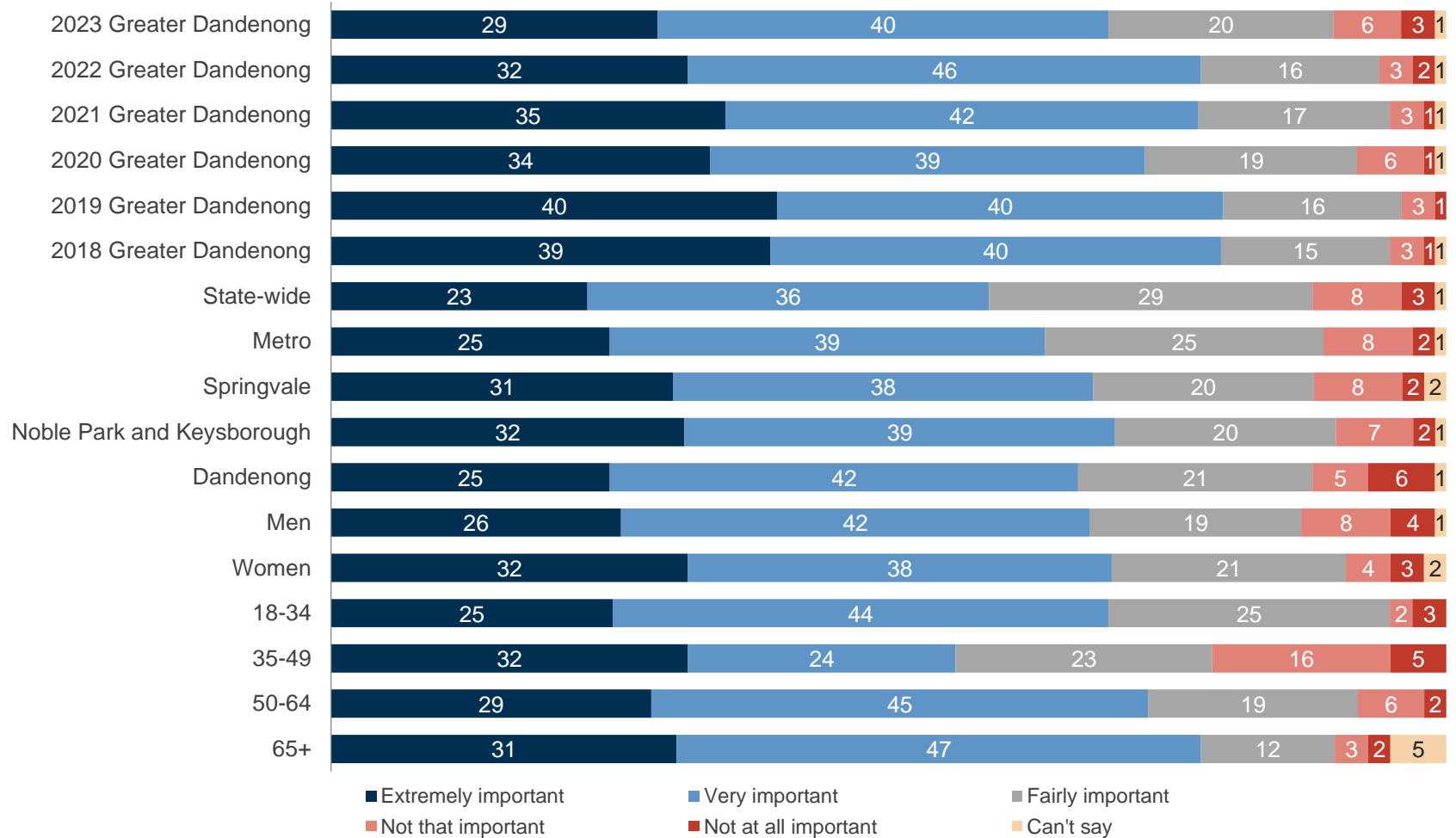
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2023 law enforcement importance (%)



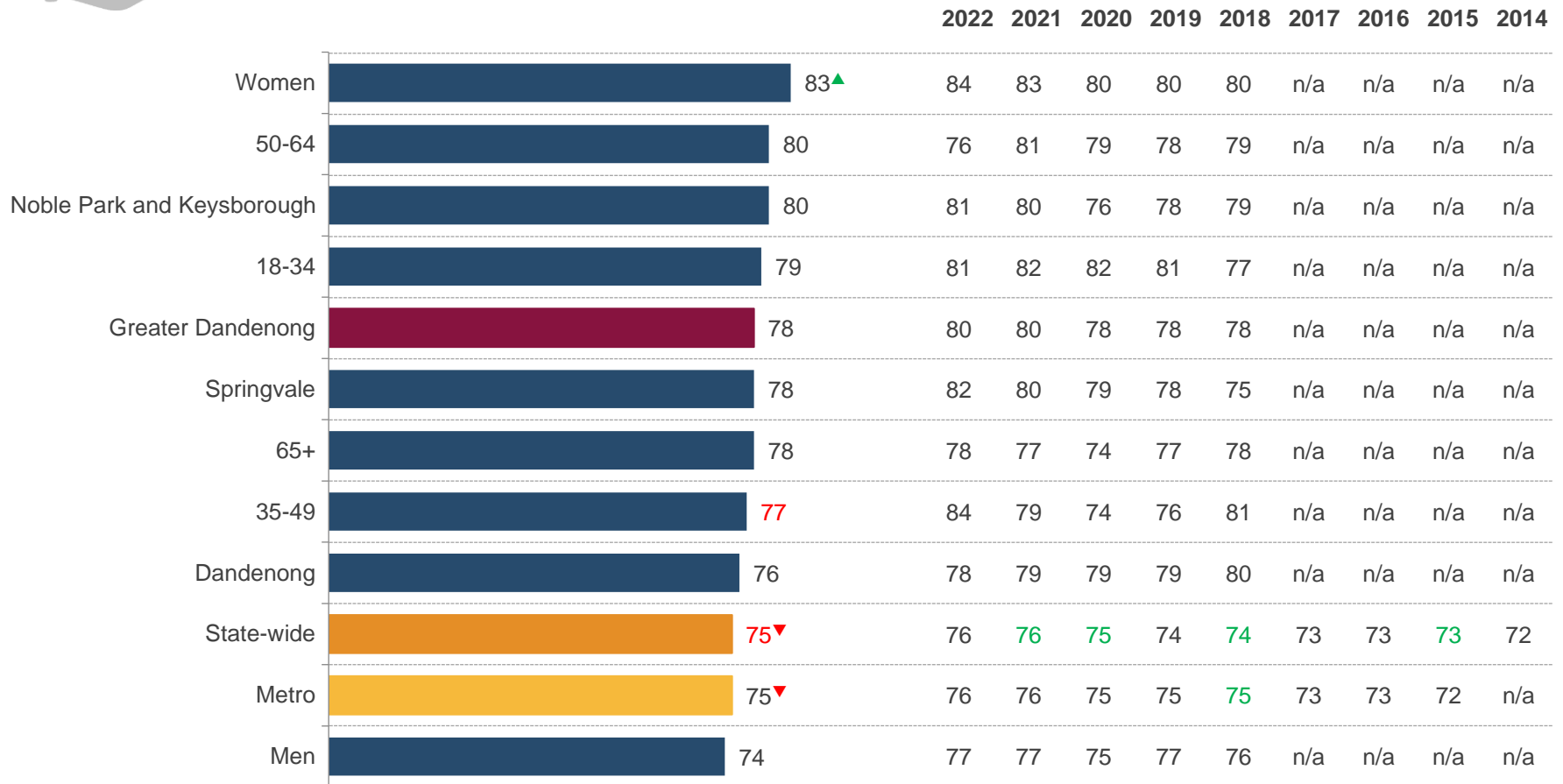
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7



Family support services importance



2023 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: 17 Councils asked group: 5

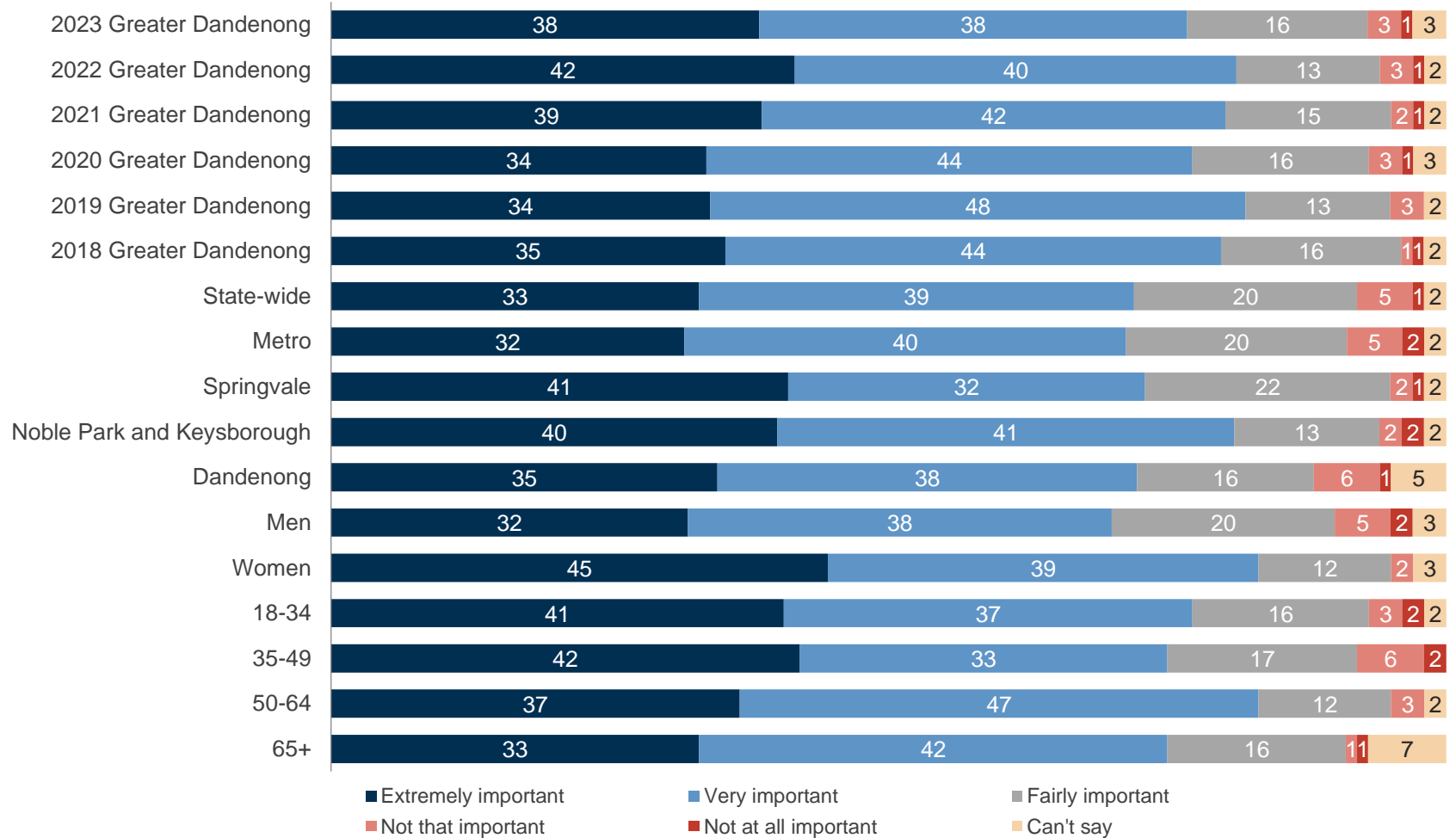
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2023 family support importance (%)



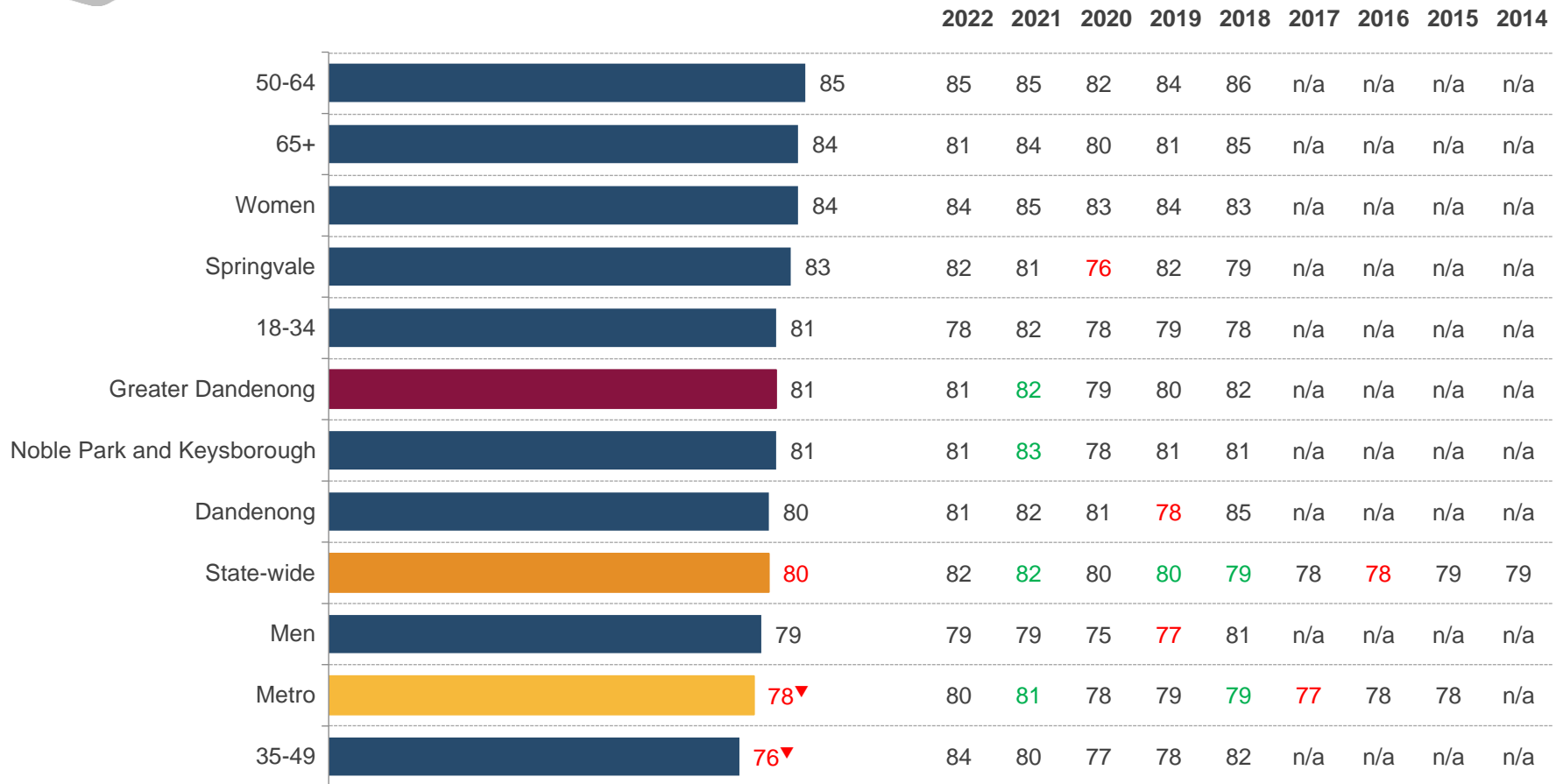
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5



Elderly support services importance



2023 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: 16 Councils asked group: 5

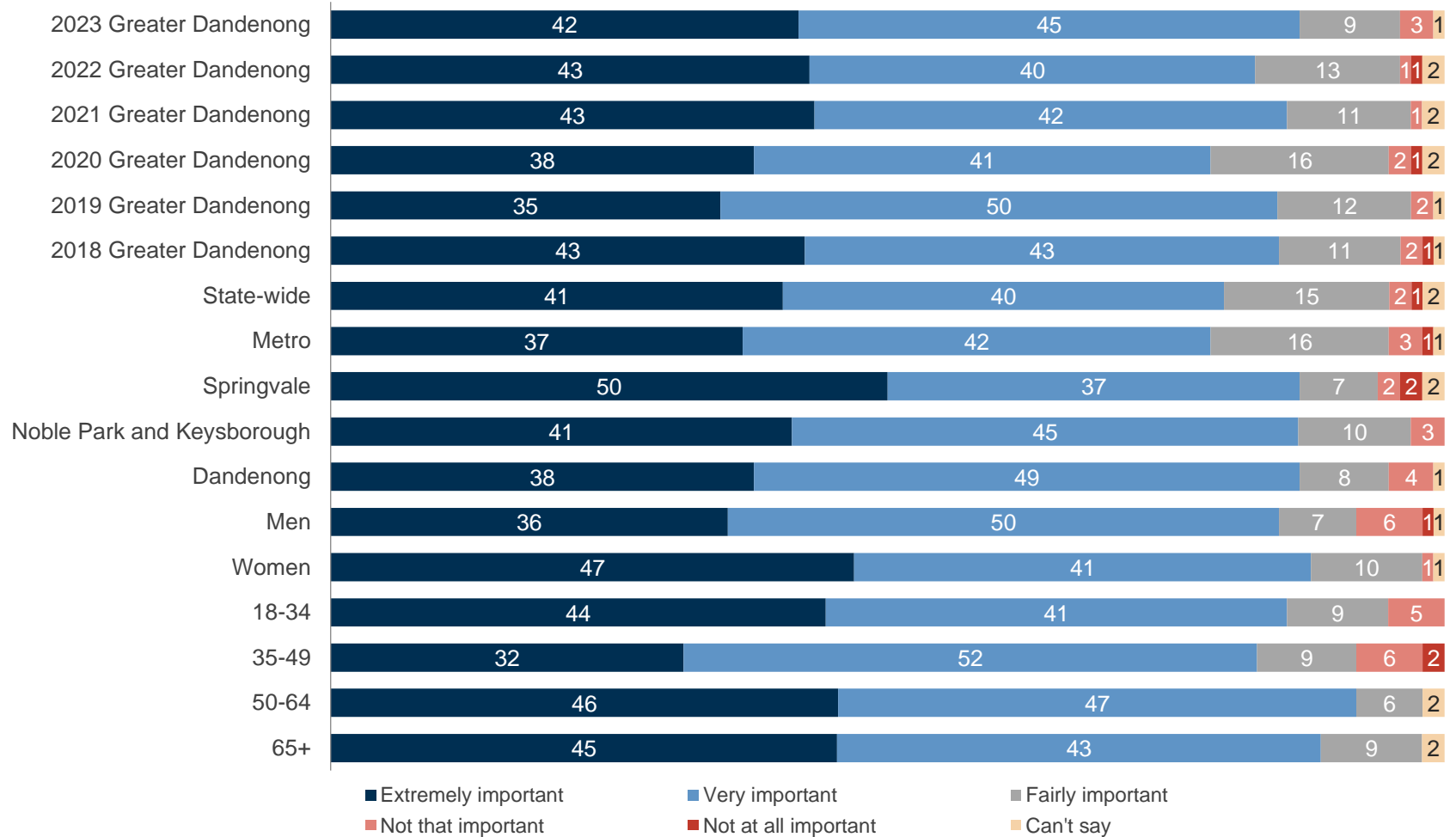
Note: Please see Appendix A for explanation of significant differences.



Elderly support services importance



2023 elderly support importance (%)



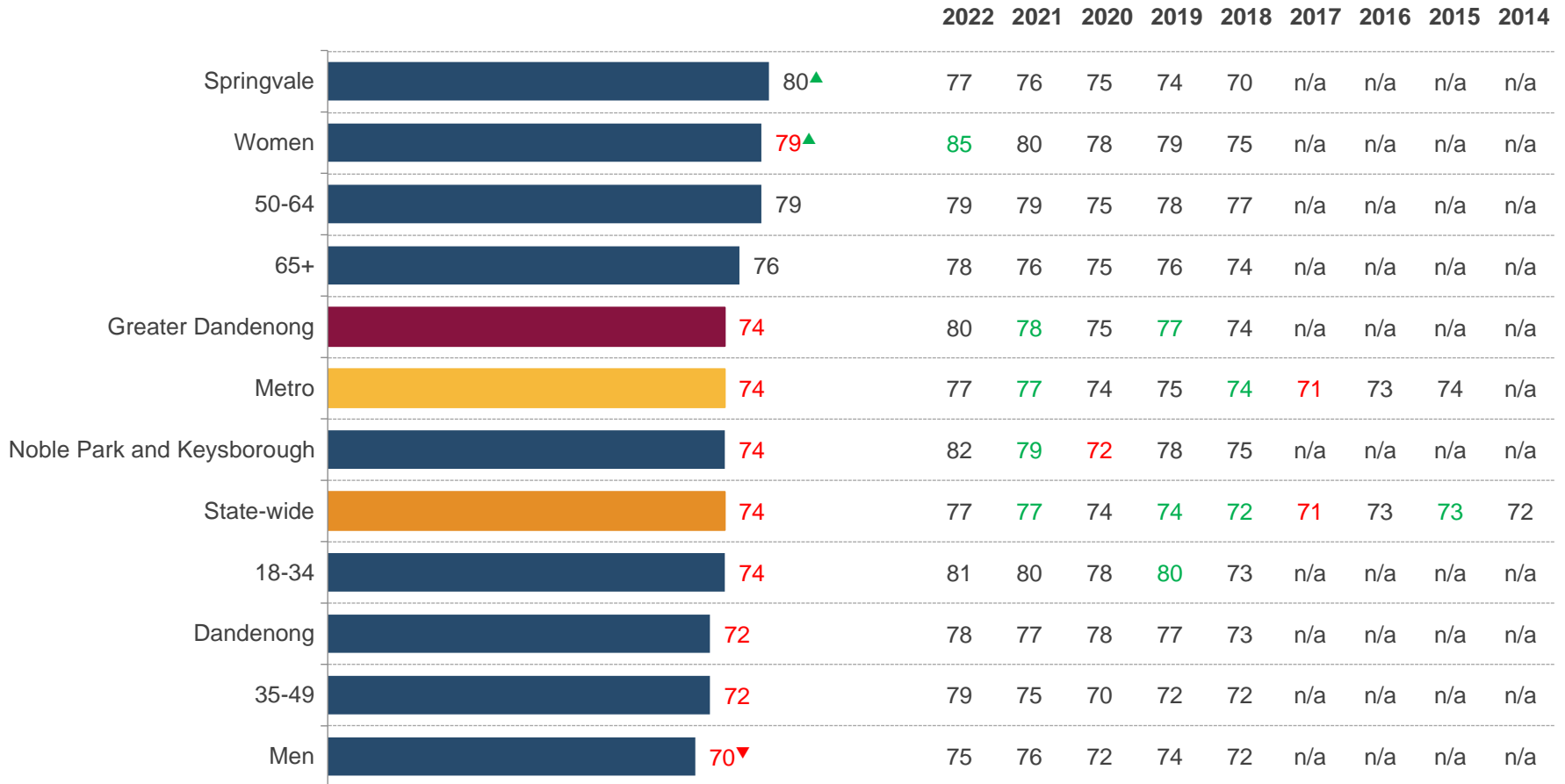
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5



Disadvantaged support services importance



2023 disadvantaged support importance (index scores)



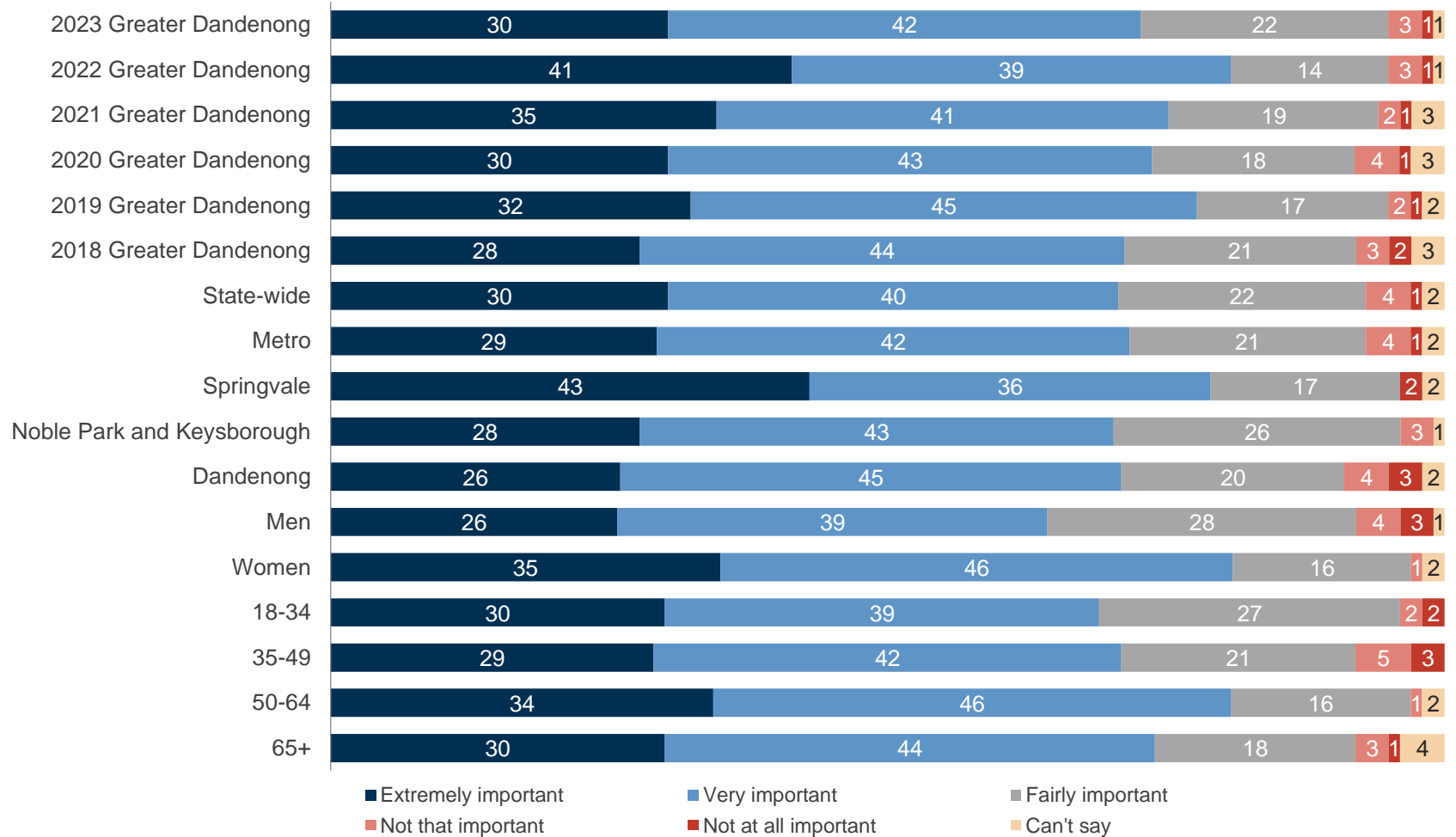
Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2023 disadvantaged support importance (%)



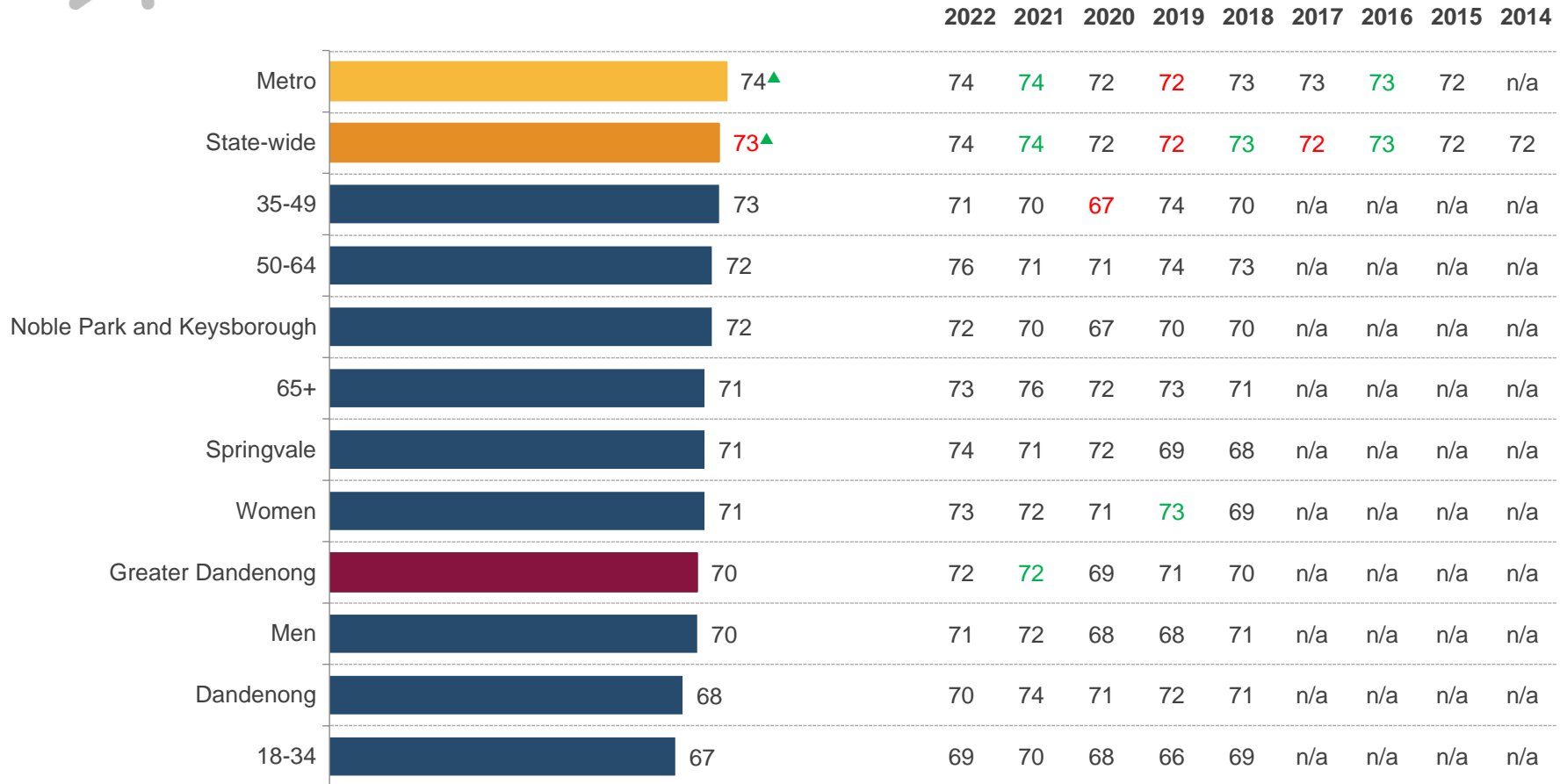
Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 5



Recreational facilities importance



2023 recreational facilities importance (index scores)



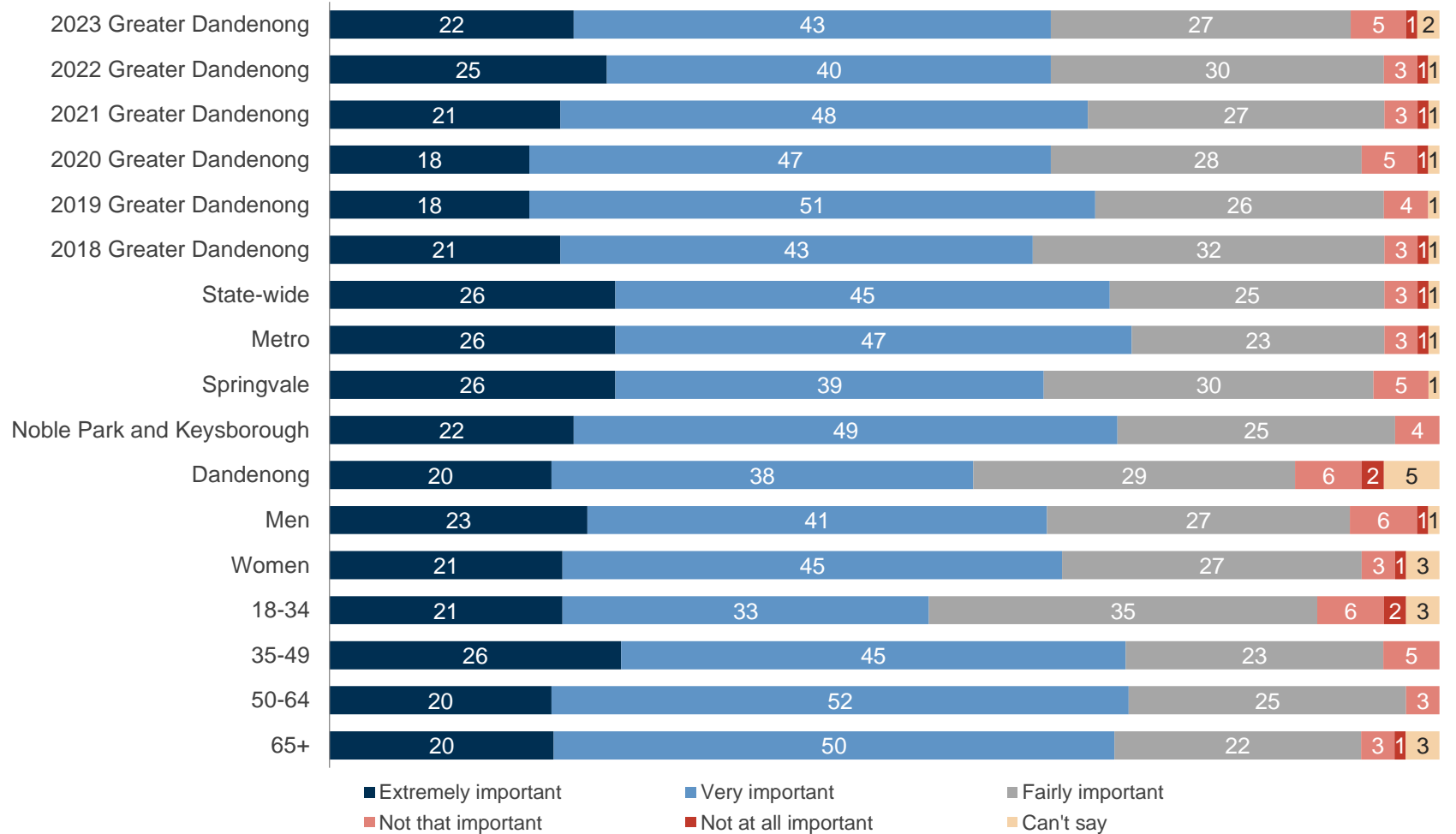
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2023 recreational facilities importance (%)



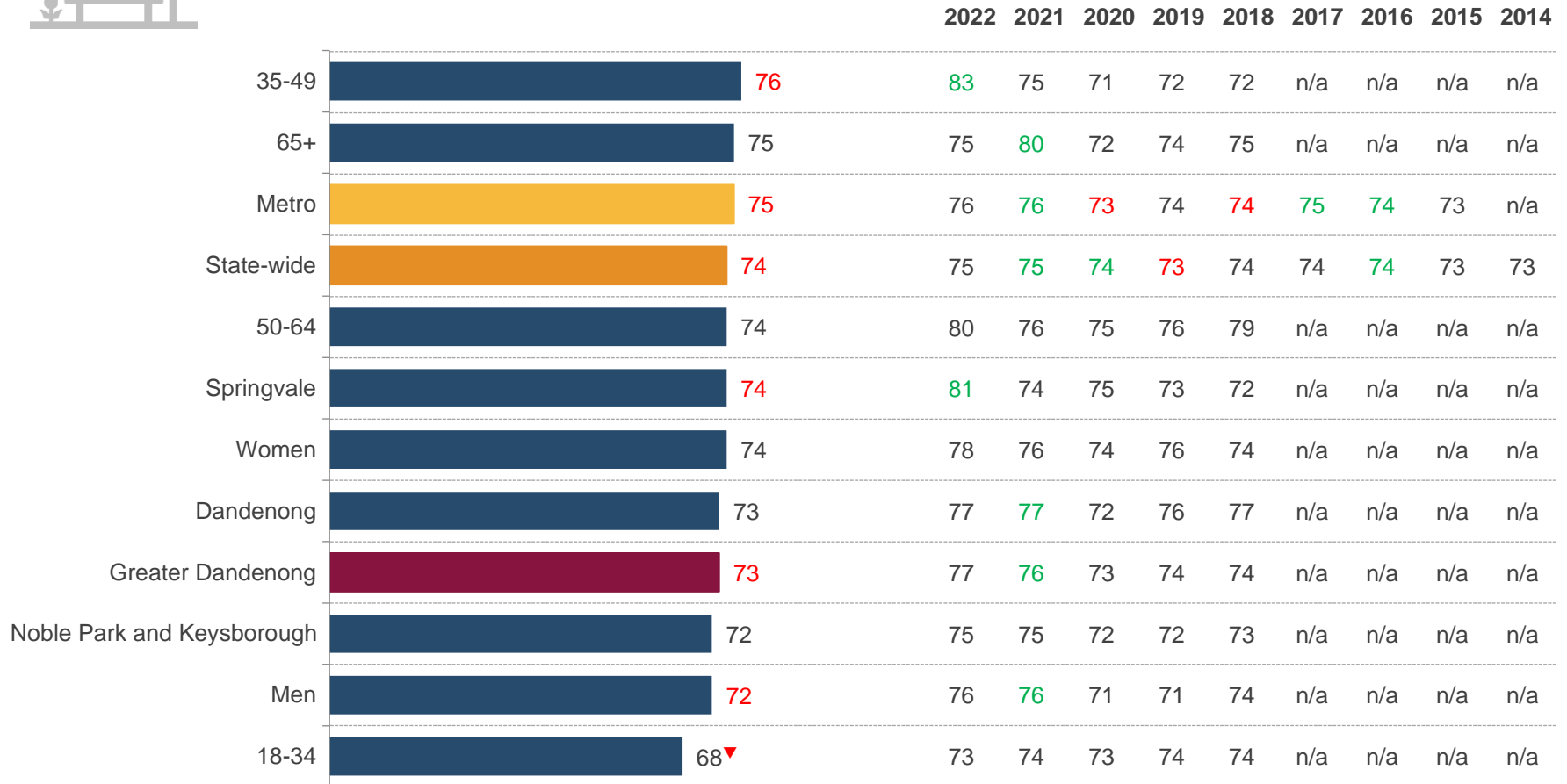
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10



The appearance of public areas importance



2023 public areas importance (index scores)



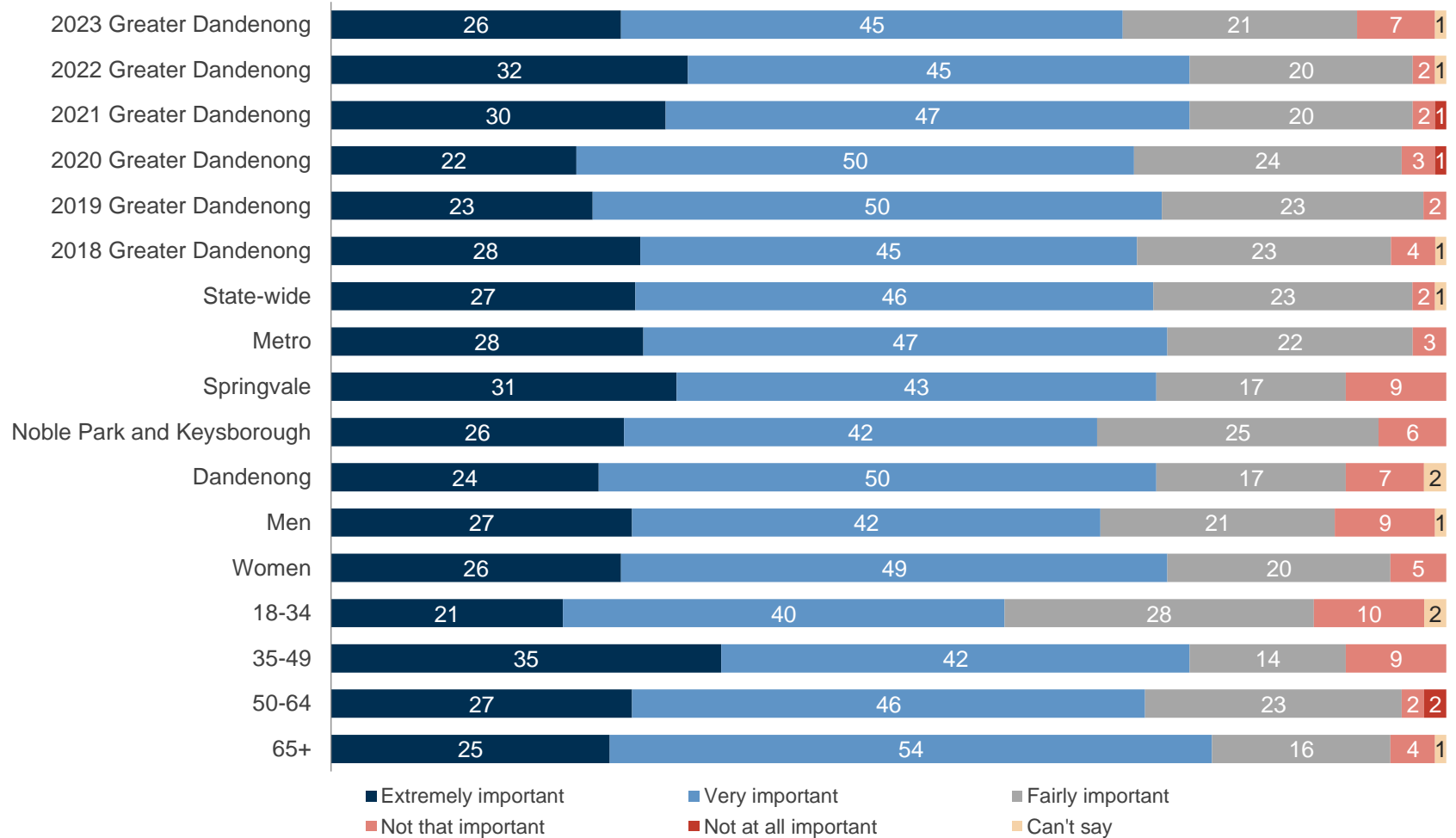
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2023 public areas importance (%)



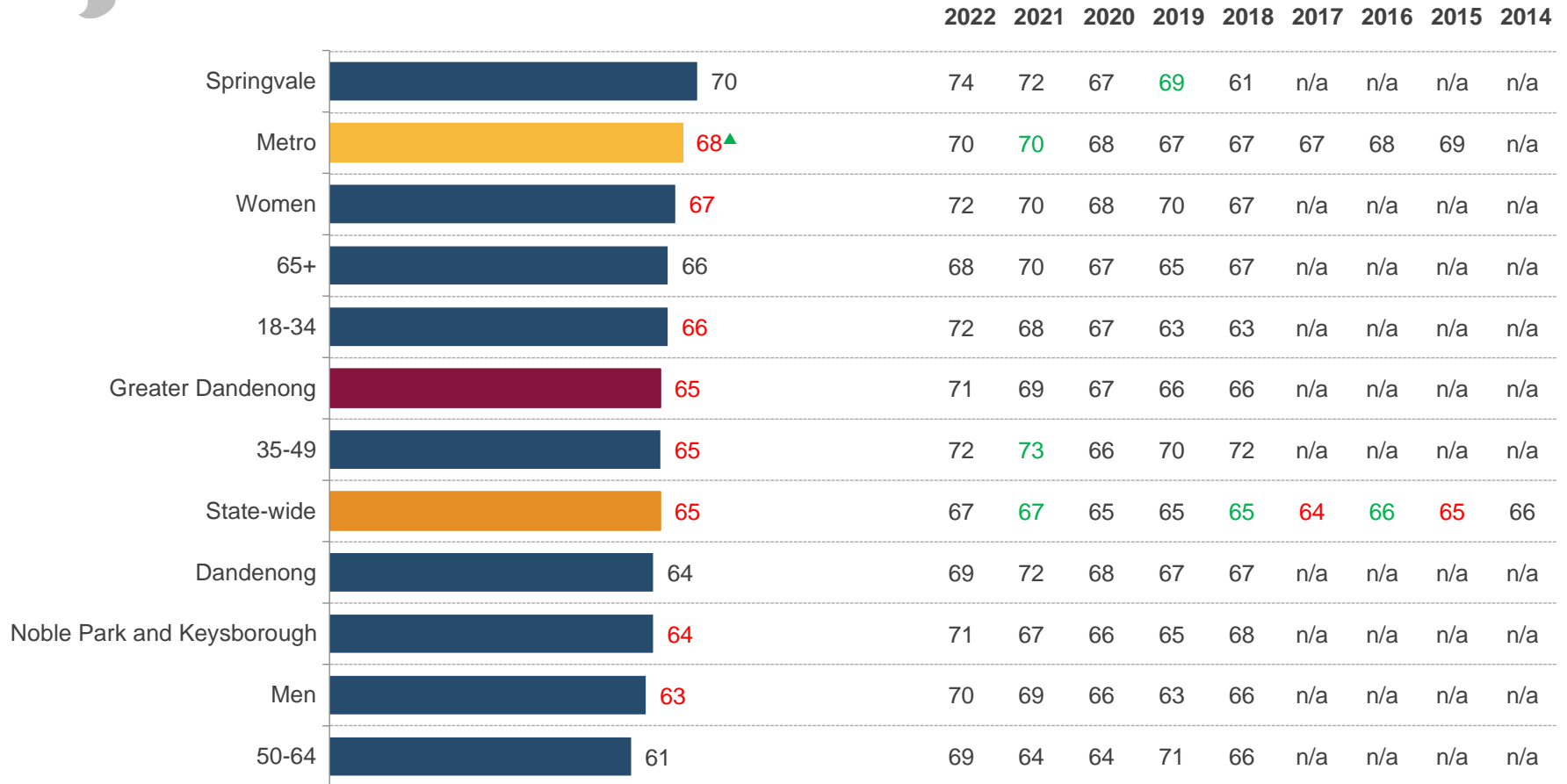
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9



Art centres and libraries importance



2023 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: 9

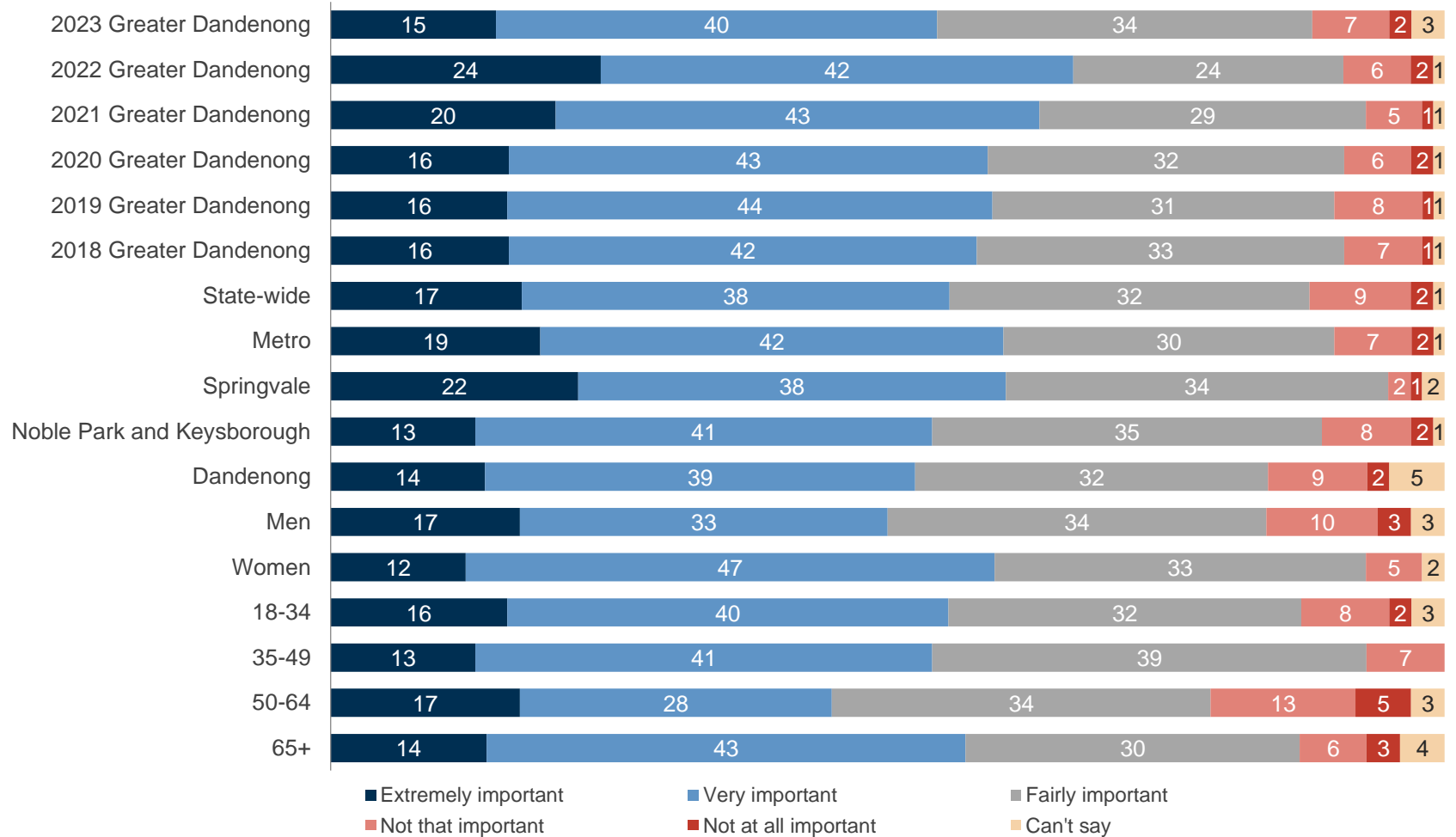
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2023 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: 9



Community and cultural activities importance



2023 community and cultural activities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Noble Park and Keysborough	64	66	67	60	62	63	n/a	n/a	n/a
Women	64	69	69	65	65	67	n/a	n/a	n/a
18-34	63	68	70	66	60	63	n/a	n/a	n/a
65+	63	65	66	63	65	64	n/a	n/a	n/a
Greater Dandenong	62	66	67	63	63	64	n/a	n/a	n/a
State-wide	62	64	64	62	61	61	61	62	62
Metro	62	64	64	61	60	61	61	62	62
50-64	62	67	64	61	64	64	n/a	n/a	n/a
Dandenong	60	67	66	66	64	66	n/a	n/a	n/a
Men	60	63	65	62	61	61	n/a	n/a	n/a
Springvale	59	65	69	66	64	63	n/a	n/a	n/a
35-49	59	65	66	61	64	67	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: 22 Councils asked group: 9

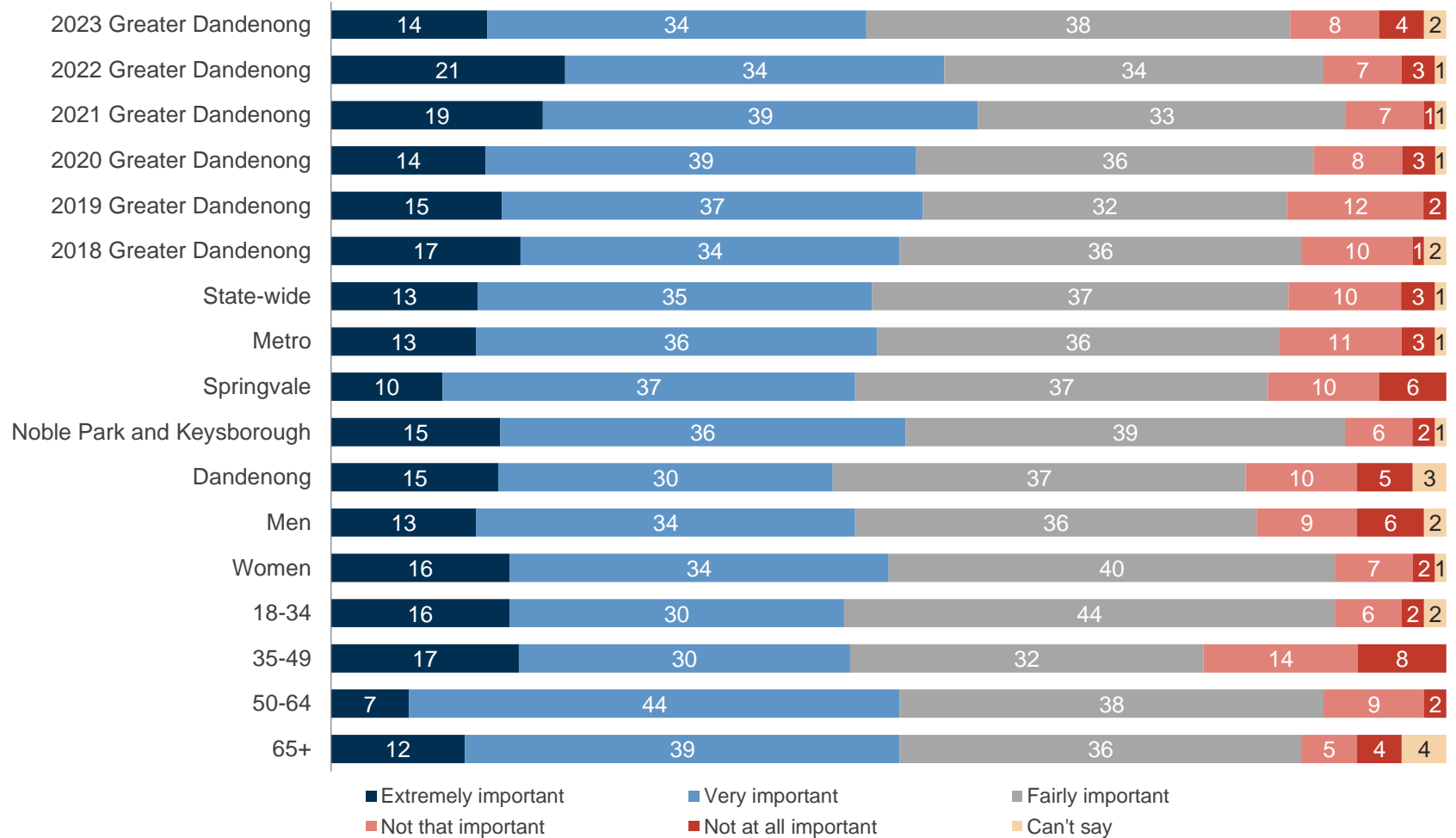
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2023 community and cultural activities importance (%)



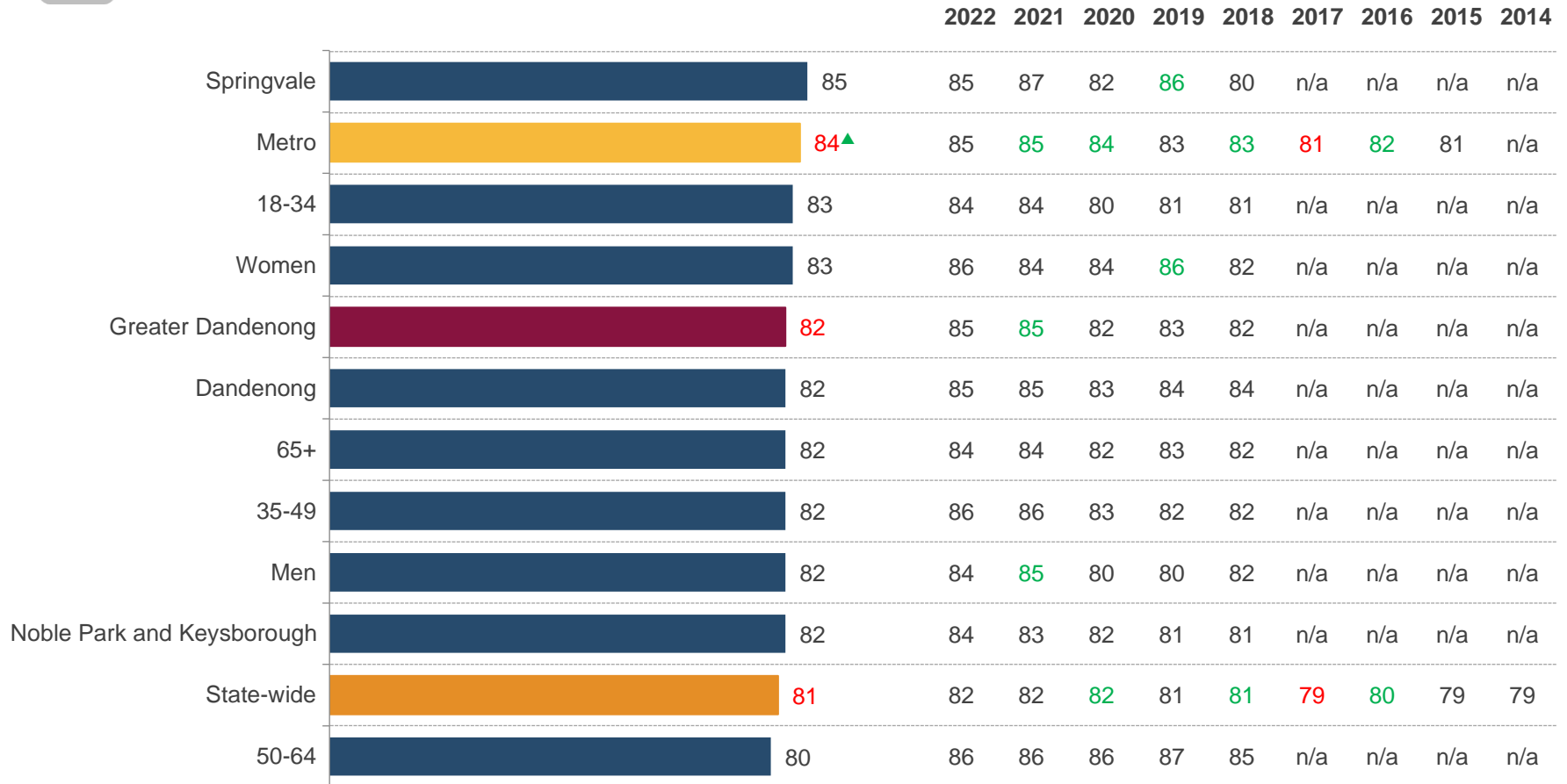
Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9



Waste management importance



2023 waste management importance (index scores)



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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10

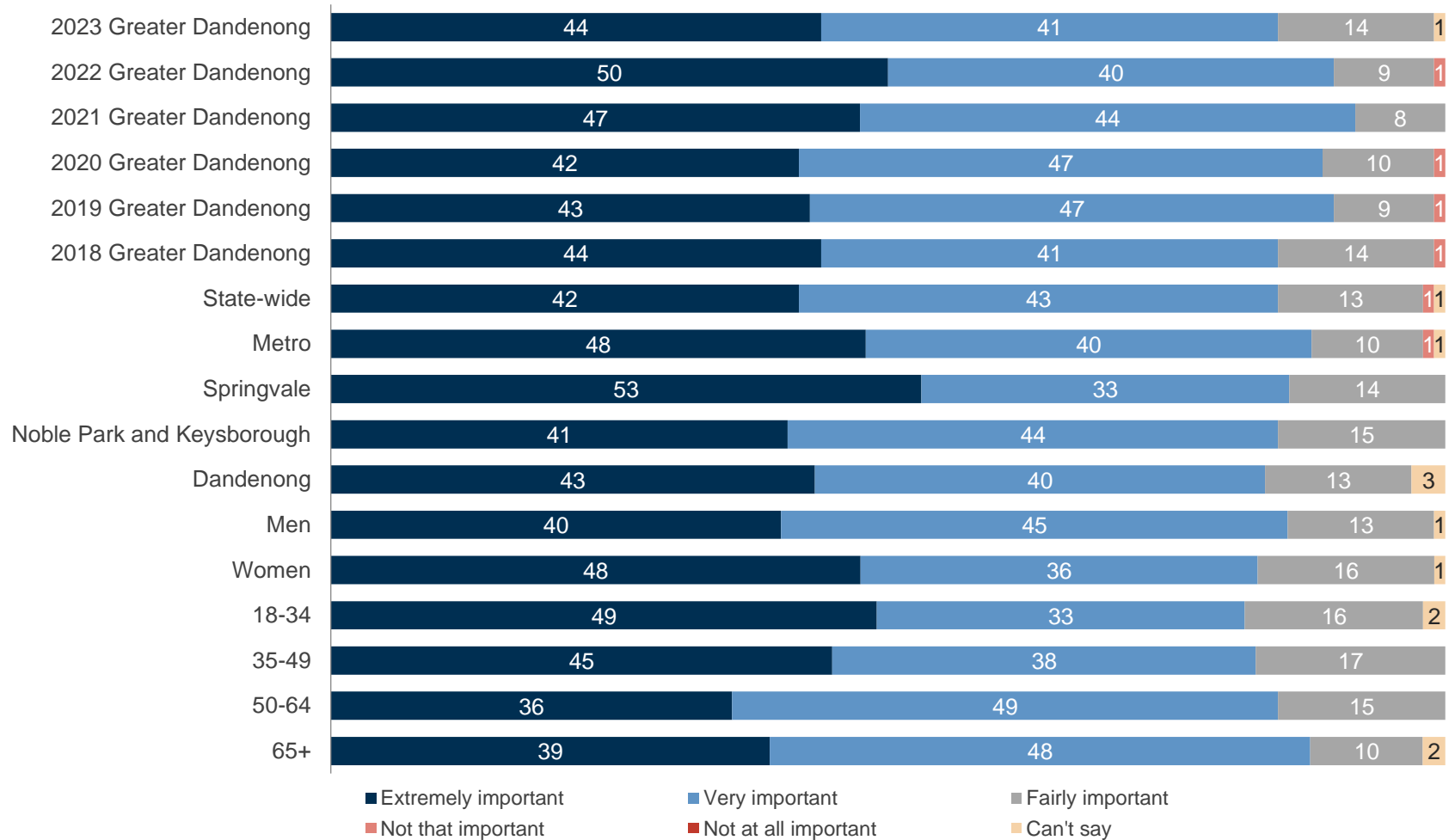
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2023 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10



Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	76	80	82	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	75	75	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	76	79	n/a	n/a	n/a	n/a	n/a	n/a
Noble Park and Keysborough	73	73	76	n/a	n/a	n/a	n/a	n/a	n/a
Springvale	73	75	68	n/a	n/a	n/a	n/a	n/a	n/a
Greater Dandenong	72	76	75	n/a	n/a	n/a	n/a	n/a	n/a
Dandenong	72	79	77	n/a	n/a	n/a	n/a	n/a	n/a
Women	72	75	71	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	76	75	n/a	n/a	n/a	n/a	n/a	n/a
18-34	70	72	71	n/a	n/a	n/a	n/a	n/a	n/a
Metro	68▼	71	72	70	73	75	75	76	77
State-wide	66▼	68	69	65	68	70	71	70	72

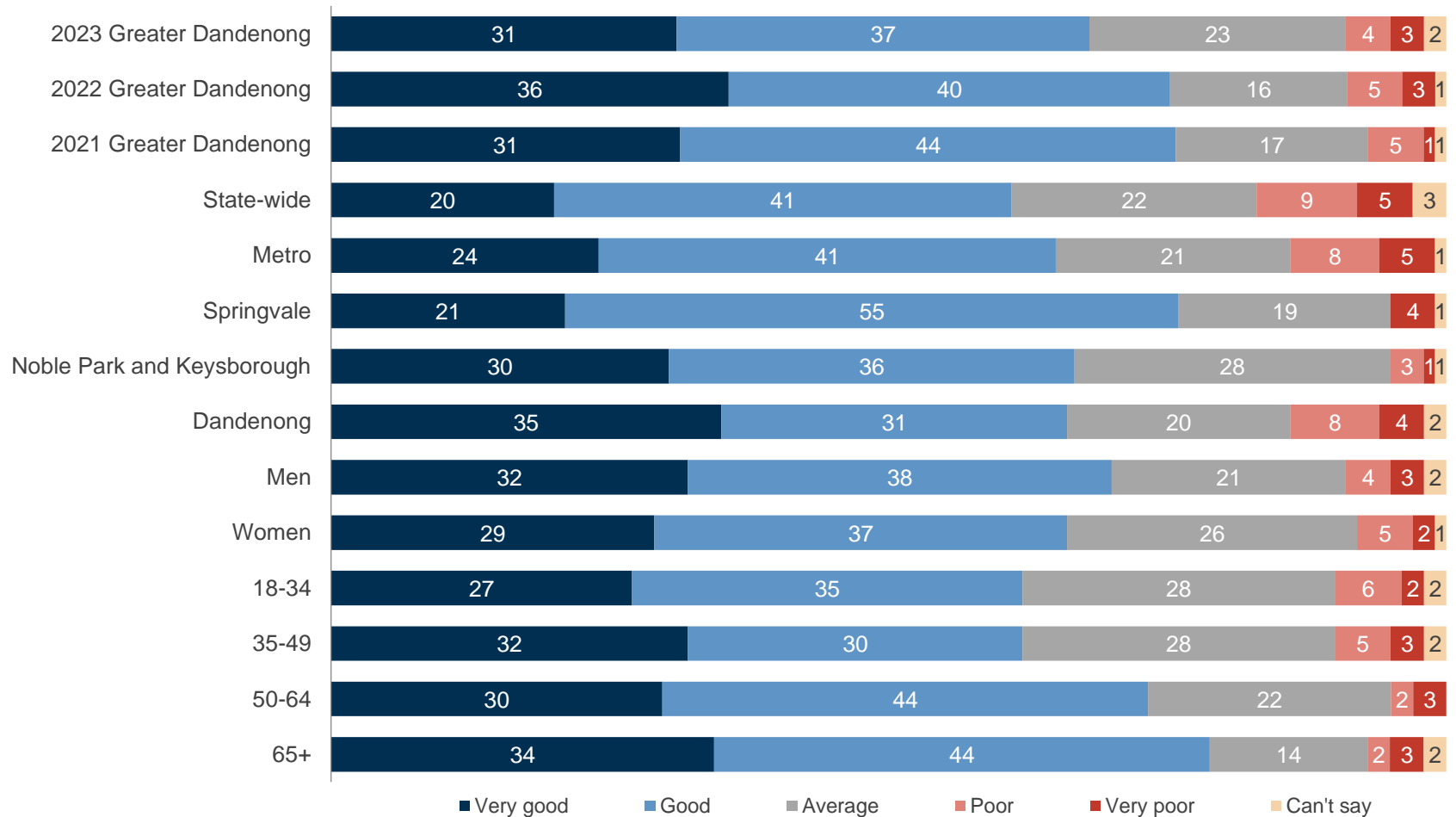
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 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: 16

Business and community development and tourism importance



2023 business/development/tourism importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	68	72	67	63	63	66	n/a	n/a	n/a
State-wide	67▲	69	70	67	65	66	67	67	67
Dandenong	66	68	68	67	65	68	n/a	n/a	n/a
Women	65	65	63	63	65	64	n/a	n/a	n/a
18-34	65	64	67	63	62	65	n/a	n/a	n/a
Greater Dandenong	64	65	66	63	63	65	n/a	n/a	n/a
Men	63	66	67	63	62	65	n/a	n/a	n/a
Noble Park and Keysborough	63	64	63	61	63	63	n/a	n/a	n/a
Springvale	62	63	67	60	60	63	n/a	n/a	n/a
65+	62	62	63	64	64	62	n/a	n/a	n/a
Metro	59▼	61	62	58	57	59	60	60	59
50-64	57	62	64	63	67	66	n/a	n/a	n/a

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

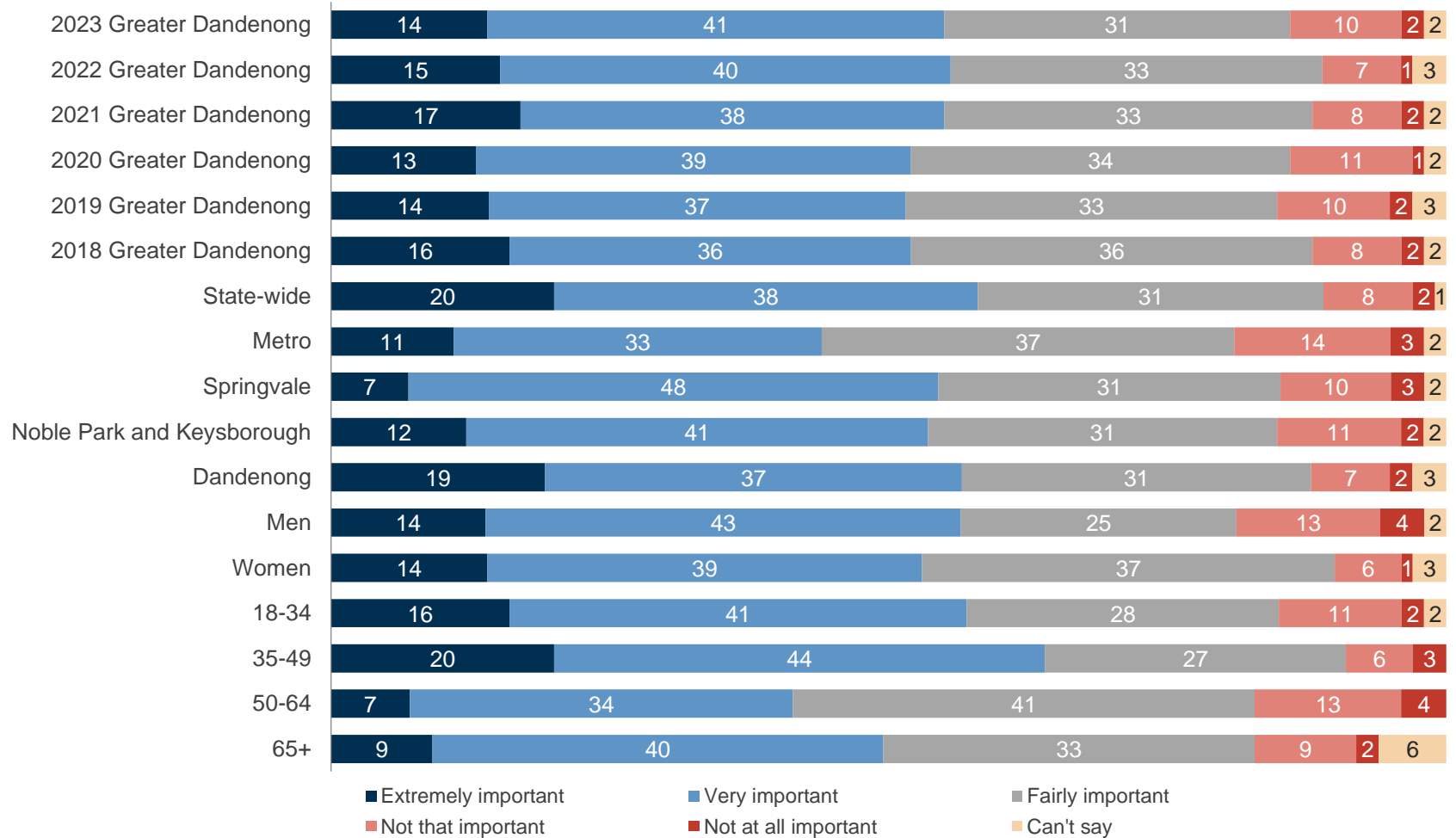
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

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

Business and community development and tourism importance



2023 business/development/tourism importance (%)



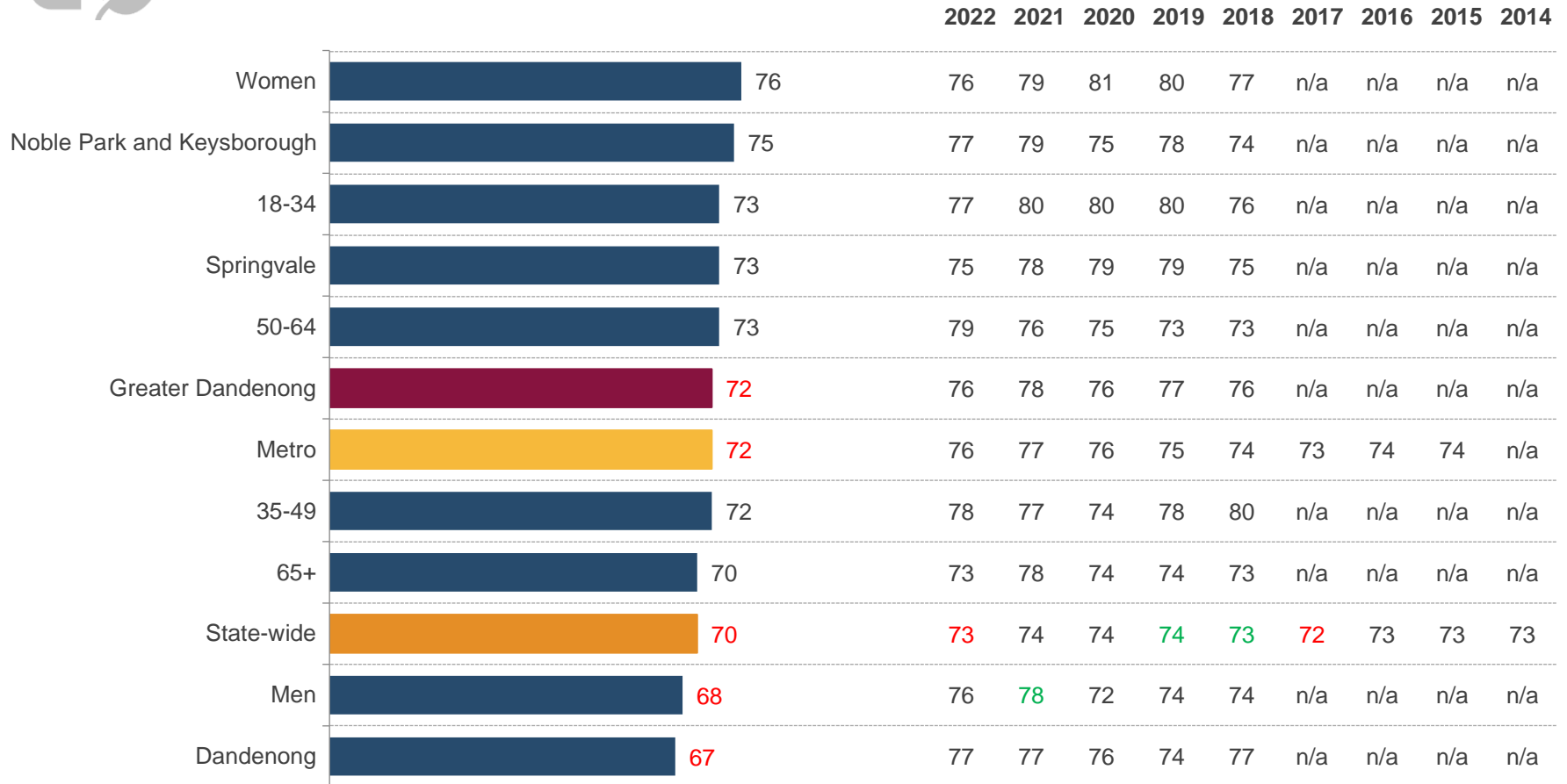
Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7



Environmental sustainability importance



2023 environmental sustainability importance (index scores)



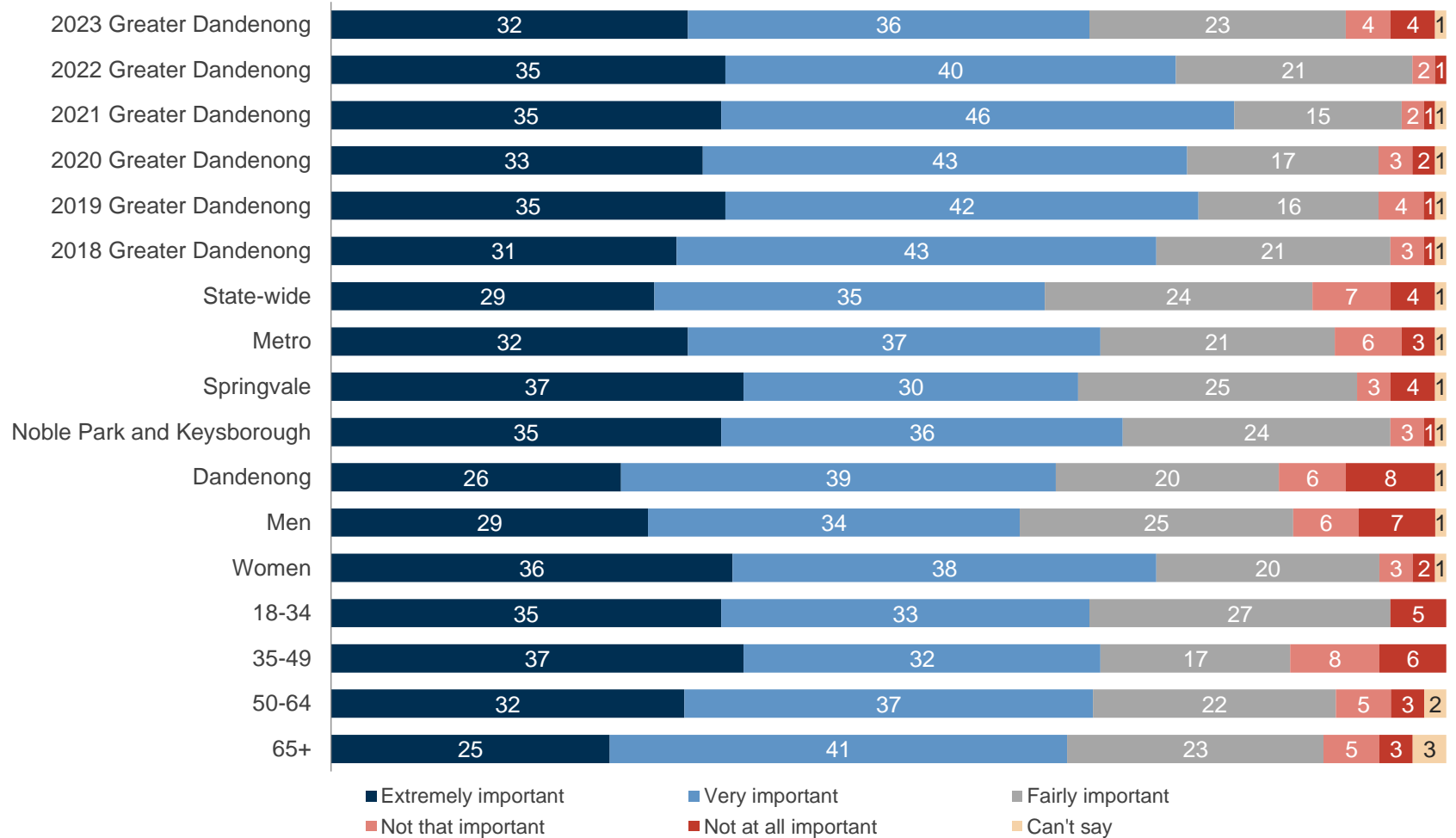
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2023 environmental sustainability importance (%)



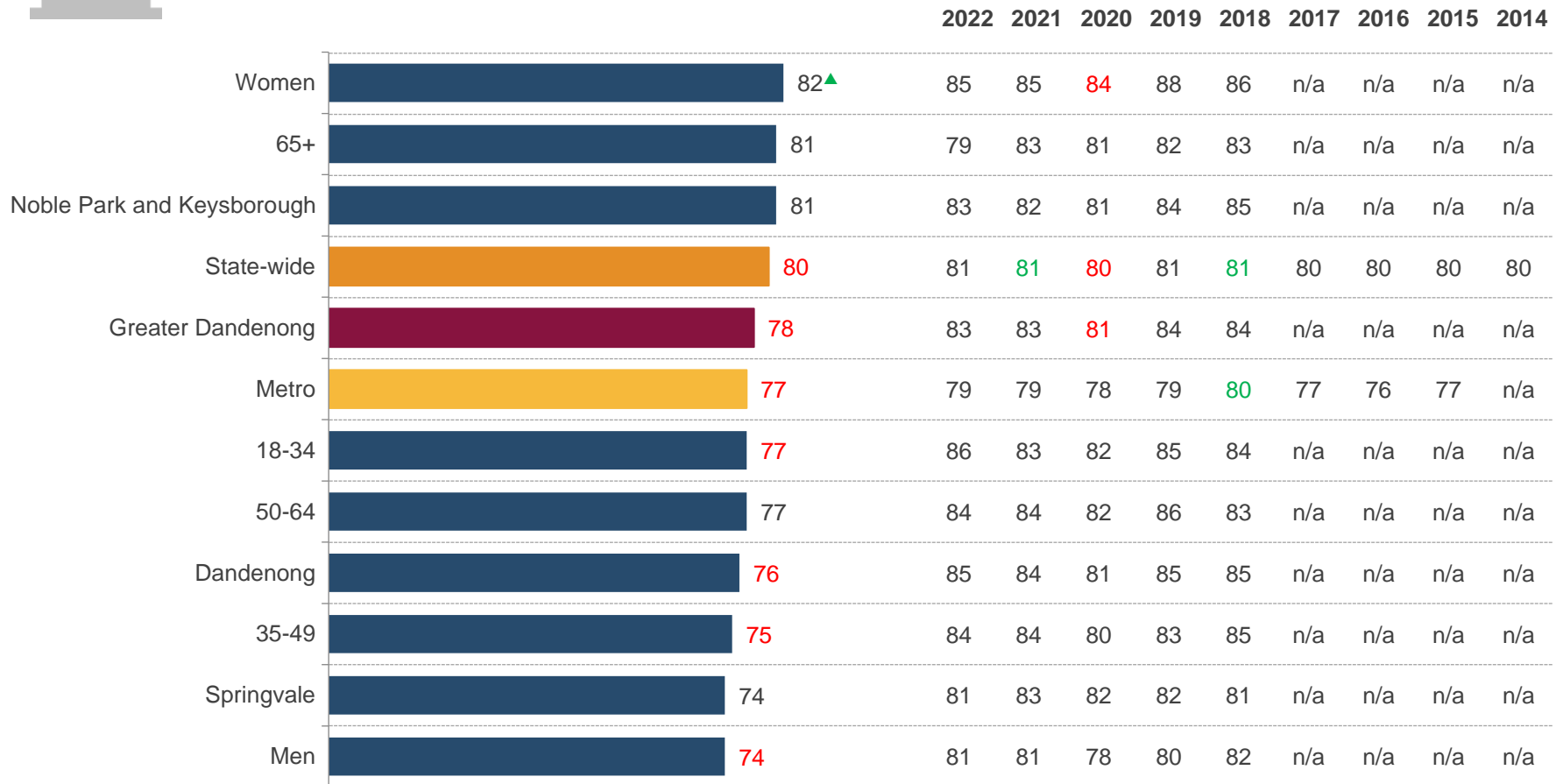
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10



Emergency and disaster management importance



2023 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

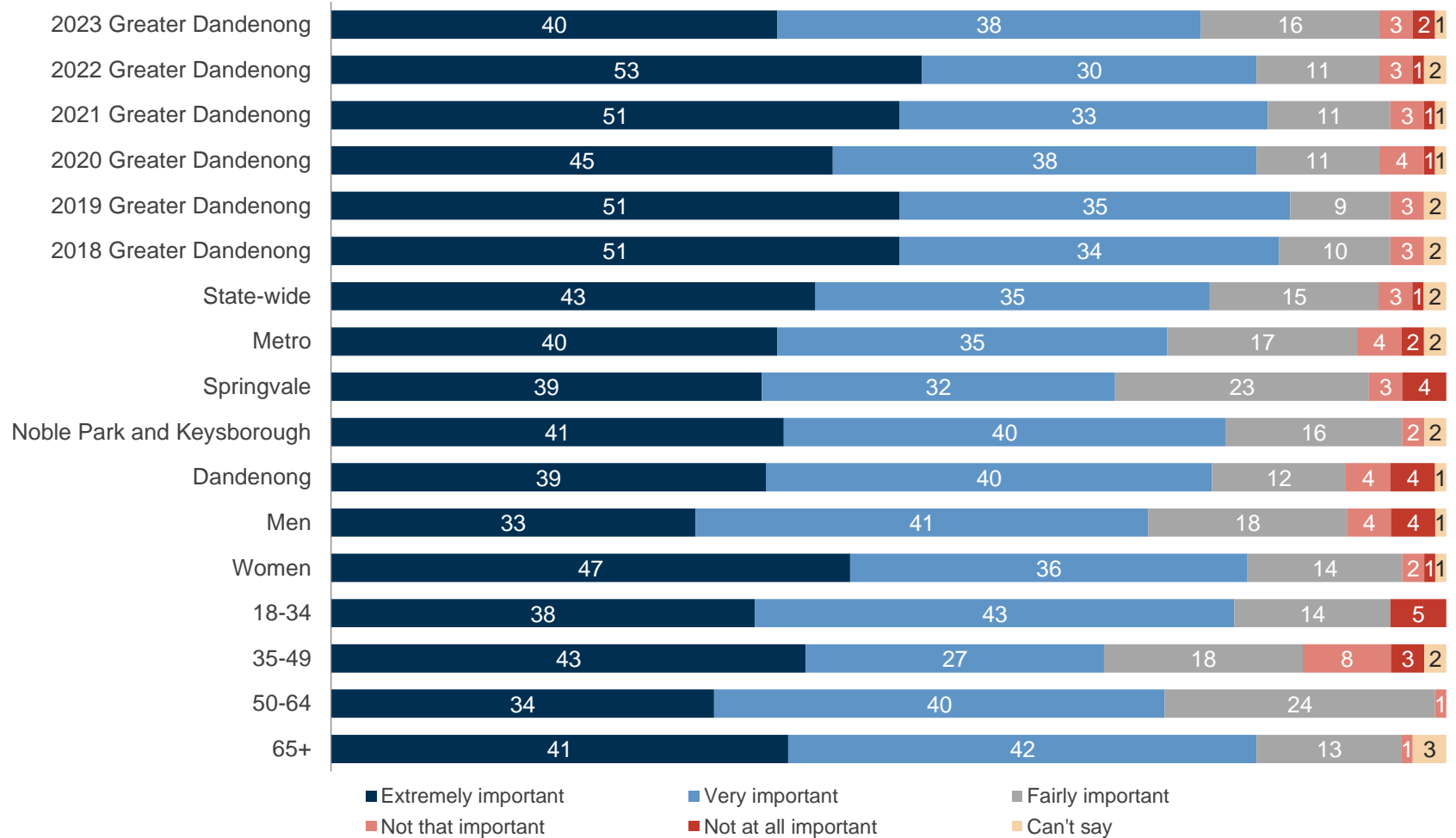
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2023 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



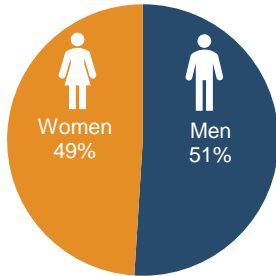
Detailed demographics



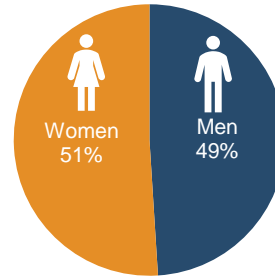
Gender and age profile

2023 gender

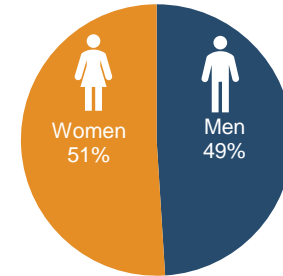
Greater Dandenong



Metro

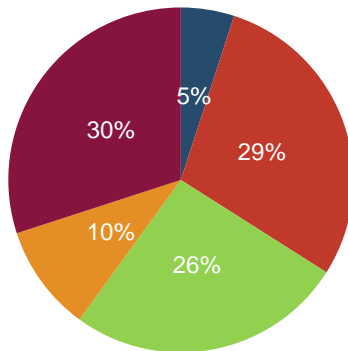


State-wide

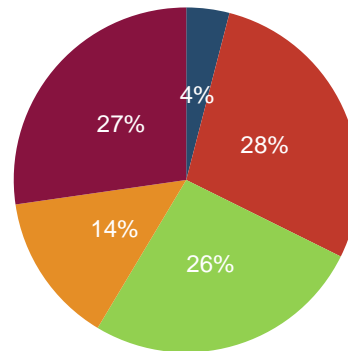


2023 age

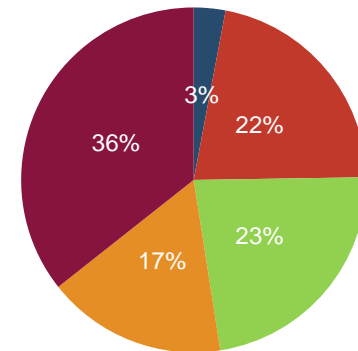
Greater Dandenong



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

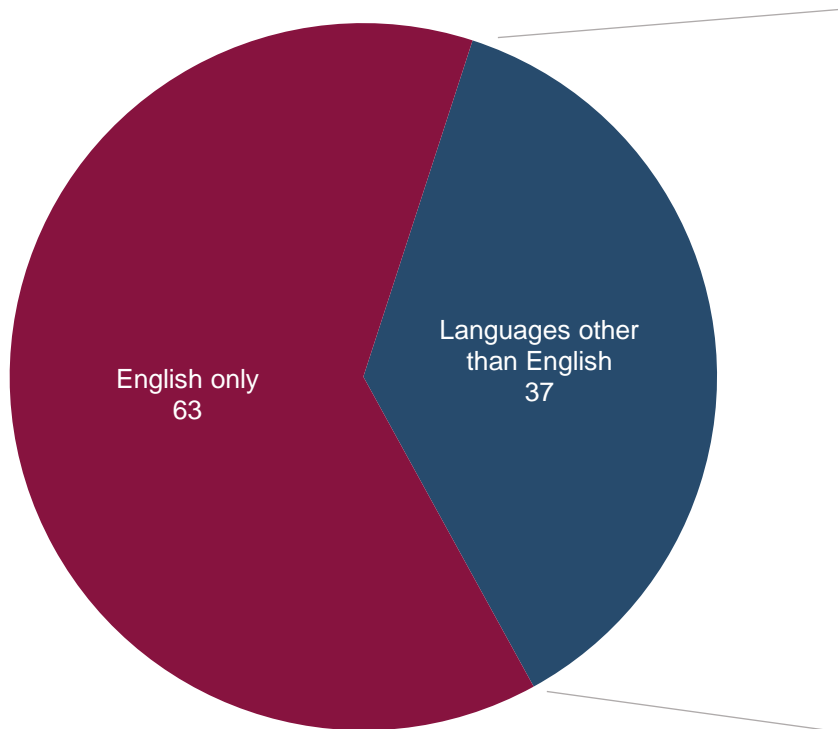
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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: 16
 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.

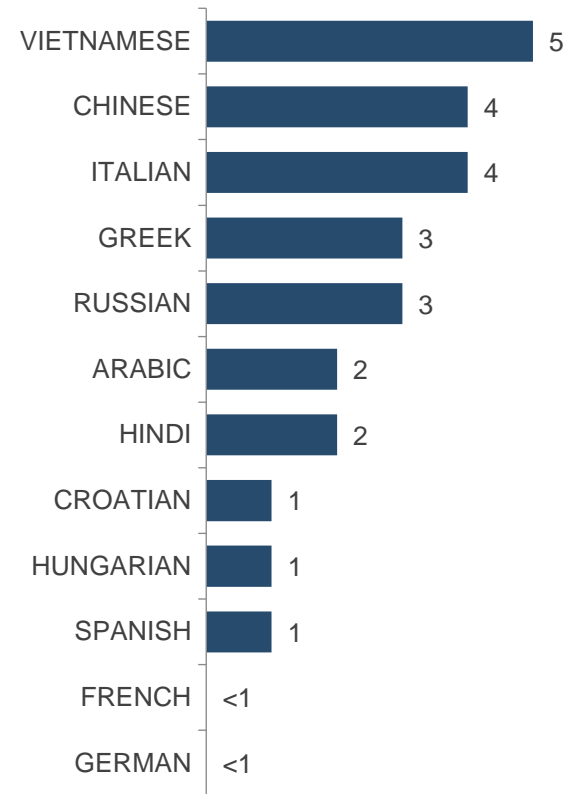


Languages spoken at home

2023 languages spoken at home (%)



- Top mentions only -

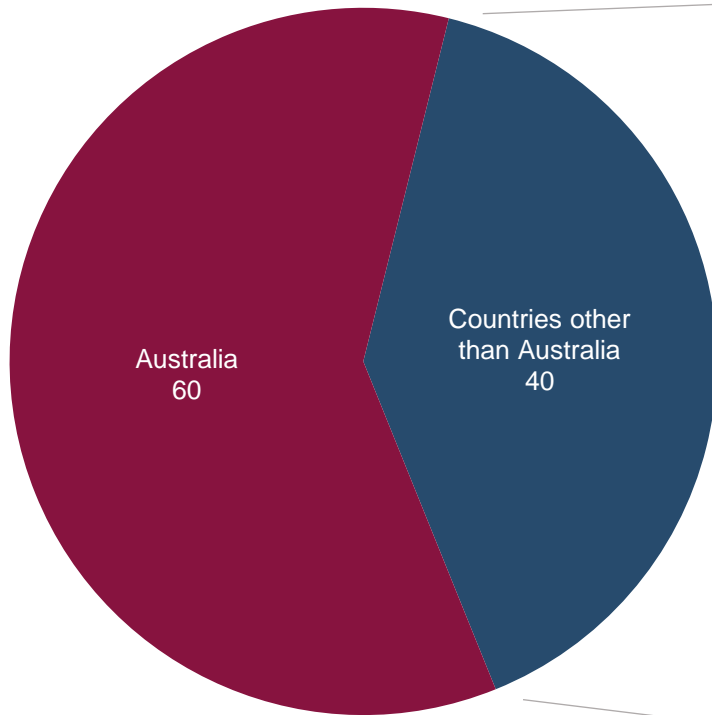


Q11. What languages, other than English, are spoken regularly in your home?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 6
 Note: Respondents could name multiple languages so responses may add to more than 100%

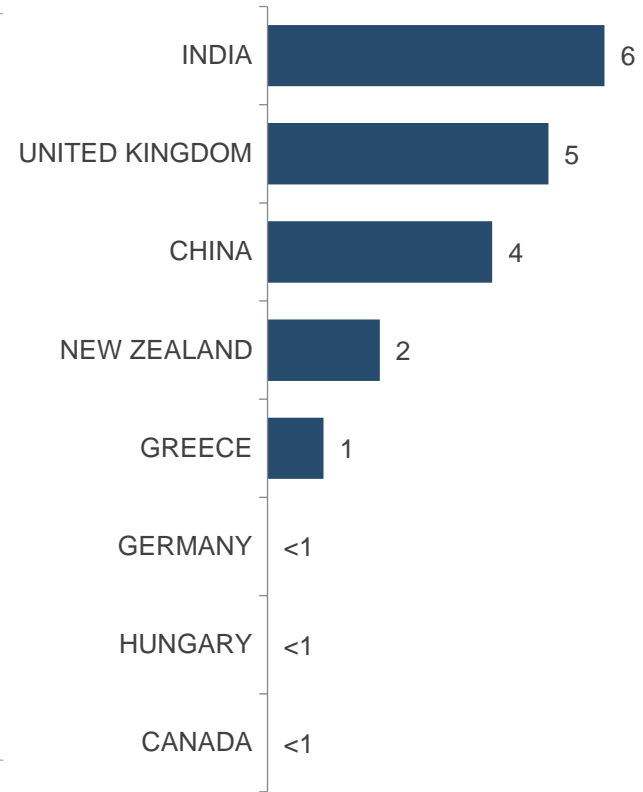


Country of birth


2023 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: 5 Councils asked group: 4



**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 2023 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 126,900 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	191	204	+/-7.1
Women	209	196	+/-6.8
Springvale	73	71	+/-11.5
Noble Park and Keysborough	176	181	+/-7.4
Dandenong	151	148	+/-8.0
18-34 years	63	138	+/-12.4
35-49 years	60	103	+/-12.8
50-64 years	68	40	+/-12.0
65+ years	209	119	+/-6.8



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:

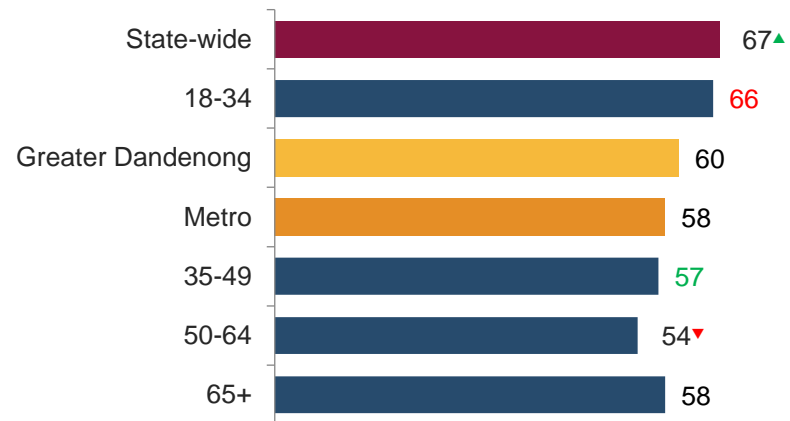
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

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 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 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.

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. It is composed of three vertical strokes that curve at the bottom. Faint, light blue background graphics are visible within the strokes, including a line graph with a grid and a bar chart.

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 2023 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 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=402 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th 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 across four quarters from 16th June 2022 – 19th March 2023.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 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 2012-2023 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, Moonee Valley, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Greater Dandenong City Council for this 2023 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 2012-2023 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 2023 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 2023 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 2023 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: 2023 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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