



2022 Local Government Community Satisfaction Survey

Maroondah City Council

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



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-third 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 23 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 23 years of results, the CSS offers councils a consistent, 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.



Maroondah City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Maroondah 65






State-wide 59



Metropolitan 65

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	 Sealed local roads  Recreational facilities  Waste management	 COVID-19 response
Compared to group average	 Elderly support services  Waste management  Recreational facilities	 Local streets & footpaths



Summary of core measures

Index scores


Overall
performance


Consultation &
engagement

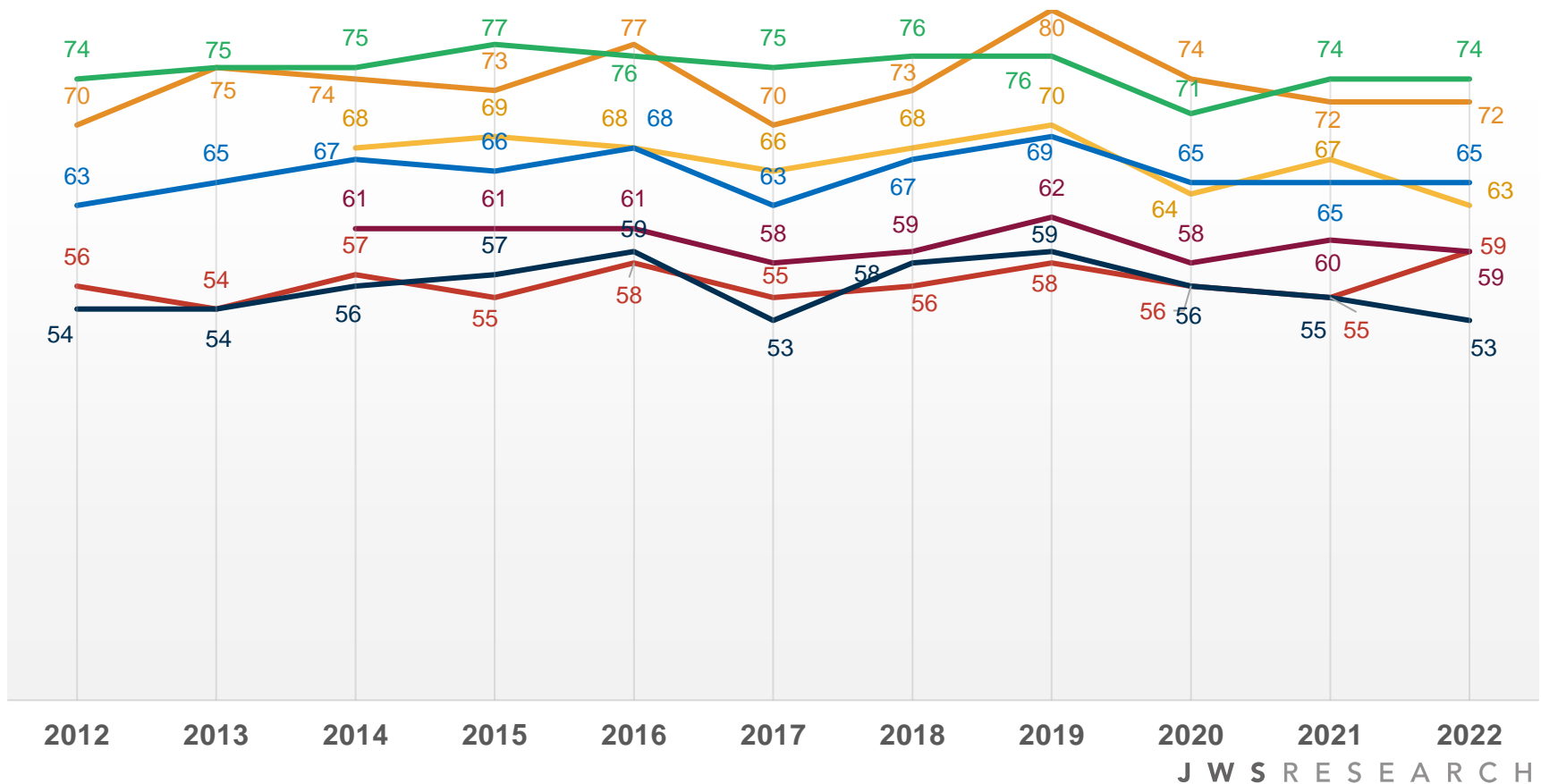

Community
decisions


Sealed
local
roads


Waste
management


Customer
service

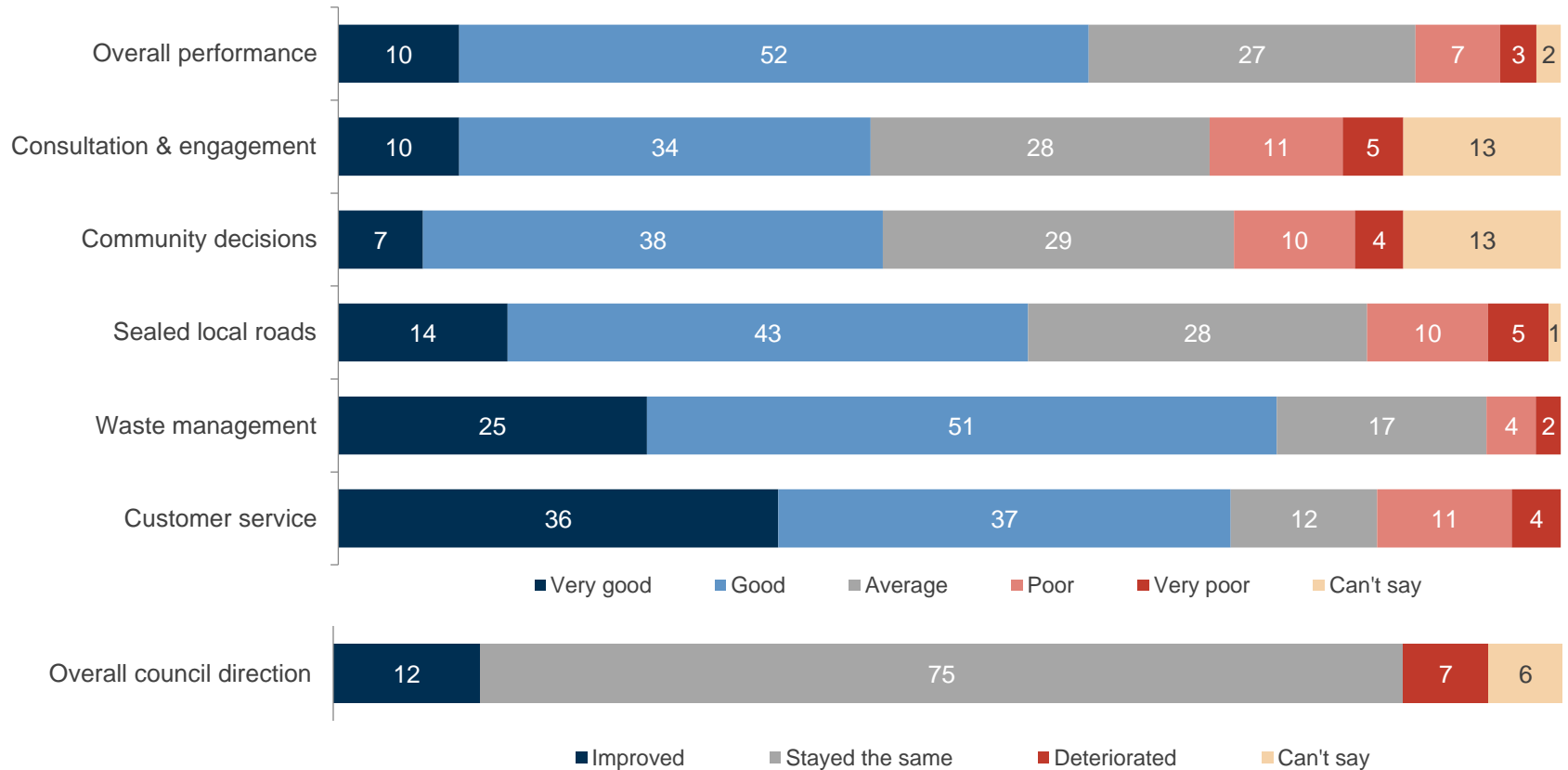

Overall
council
direction















Summary of core measures

Core measures summary results (%)















Summary of Maroondah City Council performance

Services		Maroondah 2022	Maroondah 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	65	65	65	59	Aged 18-34 years	Aged 35-49 years
	Value for money	61	60	61	53	Aged 65+ years	Aged 50-64 years
	Overall council direction	53	55	53	50	Aged 18-34 years	Aged 35-64 years
	Customer service	72	72	72	68	Women, Aged 35-49 years, Aged 65+ years	Aged 18-34 years
	Recreational facilities	76	79	73	69	Aged 65+ years	Aged 18-34 years
	Art centres & libraries	75	74	73	73	Women	Men
	Waste management	74	74	71	68	Aged 65+ years	Aged 35-49 years
	Appearance of public areas	71	73	72	71	Aged 18-34 years, Women, Aged 65+ years	Aged 50-64 years
	Elderly support services	69	67	65	67	Aged 18-34 years	Aged 50-64 years
	Emergency & disaster mngt	68	72	67	66	Aged 18-34 years	Aged 35-49 years



Summary of Maroondah City Council performance

Services		Maroondah 2022	Maroondah 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
	Community & cultural	67	64	65	65	Aged 65+ years	Aged 35-49 years
	Family support services	67	69	66	65	Women	Men, Aged 50-64 years
	COVID-19 response	66	-	67	69	Aged 18-34 years, Women	Aged 65+ years
	Enforcement of local laws	66	64	65	63	Aged 18-34 years	Aged 35-49 years
	Disadvantaged support serv.	65	64	63	62	Aged 18-34 years	Aged 50-64 years
	Sealed local roads	63	67	65	53	Aged 18-34 years	Aged 50-64 years
	Informing the community	62	60	62	59	Aged 18-34 years	Aged 35-49 years, Aged 50-64 years, Aged 65+ years, Men
	Environmental sustainability	62	61	63	61	Aged 18-34 years	Aged 35-49 years
	Bus/community dev./tourism	61	63	59	60	Aged 18-34 years	Aged 50-64 years, Aged 35-49 years
	Traffic management	60	60	58	58	Aged 18-34 years	Aged 50-64 years



Summary of Maroondah City Council performance

Services		Maroondah 2022	Maroondah 2021	Metro 2022	State-wide 2022	Highest score	Lowest score
	Community decisions	59	60	59	54	Aged 18-34 years	Aged 50+ years
	Consultation & engagement	59	55	58	54	Aged 18-34 years	Aged 50+ years
	Local streets & footpaths	58	63	63	57	Aged 18-34 years	Aged 35-49 years
	Town planning policy	57	59	55	54	Aged 18-34 years	Aged 65+ years
	Lobbying	56	56	55	53	Aged 18-34 years	Aged 35-49 years, Aged 65+ years



Focus areas for the next 12 months

Overview

Perceptions of Council performance on most service areas evaluated are consistent with 2021 results. This is a positive result for Council in what has been a year of decline for many other Councils. Overall performance perceptions are equally stable, though this does mean that Council has still been unable to regain any of the ground lost here since a significant decline in 2020.

Key influences on perceptions of overall performance

Maroondah City Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance. Particular attention should be paid to informing the community, community decisions and town planning policy, as some of Council's lower performing areas that are more influential in shaping overall performance perceptions. Council should also aim to maintain positive performance on the appearance of public areas and on art centres and libraries.

Comparison to state and area grouping

Importantly, Council performs as well or significantly higher than the State-wide and Metropolitan group averages on almost all service areas. One service area in need of attention is local streets and footpaths, which declined significantly in the last 12 months and is the only area where Council's performance is rated significantly lower compared to the Metropolitan group average.

Maintain gains achieved to date

Over the next 12 months, Council should look to maintain and build upon its significantly improved performance on community and cultural activities and consultation and engagement. Council should also endeavour to monitor the condition of sealed local roads in the coming year. Perceptions in this service area have significantly declined and have reached a series low. Attending to the influential service area of town planning policy, where Council performs relatively poorer, will help to boost its overall performance rating.



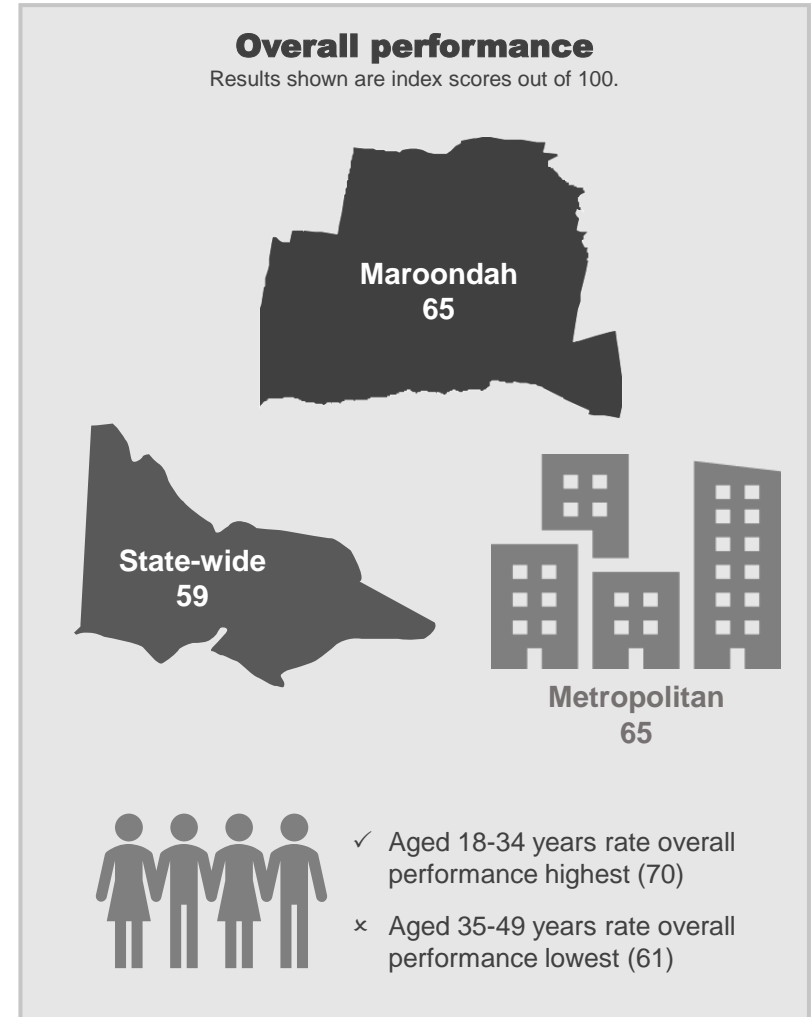
Overall performance

The overall performance index score of 65 for Maroondah City Council remains stable this year, unchanged from the 2021 result. While consistency is commendable, Council has been unable to regain any of the significant four-point loss incurred in 2020.

Despite this, Maroondah City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils State-wide, and is in line with the Metropolitan group average (index scores of 59 and 65 respectively).

- Ratings among all demographic cohorts did not significantly change from 2021 results.
- Residents aged 18 to 34 years rate Council's overall performance the highest of all groups (index score of 70). Their rating is now significantly higher compared to the Council average.
- Perceptions among those aged 35 to 49 years are lowest (index score of 61), but are not significantly lower than the Council average.

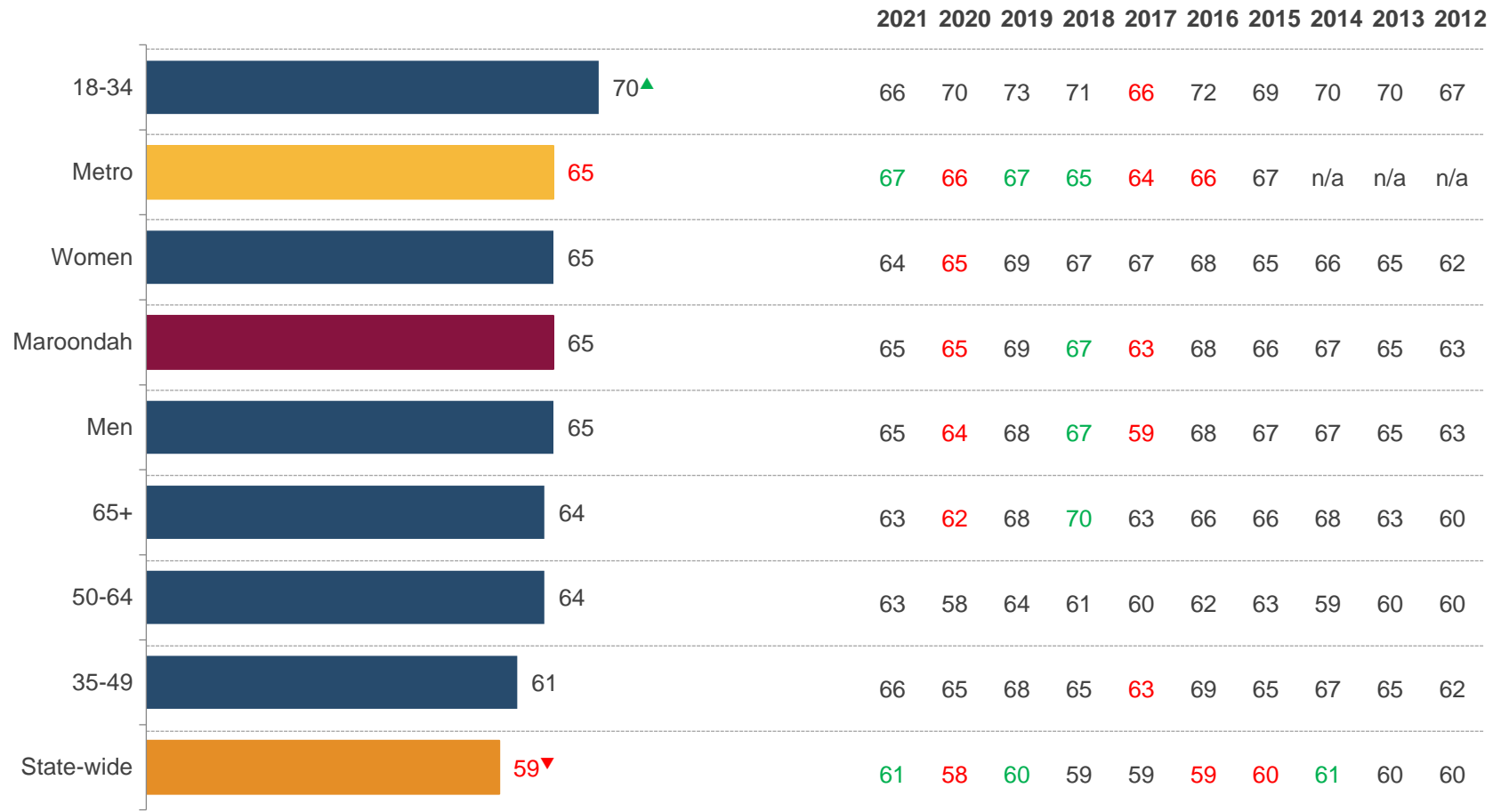
Half of residents (51%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is just over four times as many as those who rate Council as 'very poor' or 'poor' (12%). A further 31% rate Council as 'average' in terms of value for money.





Overall performance

2022 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Maroondah 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?

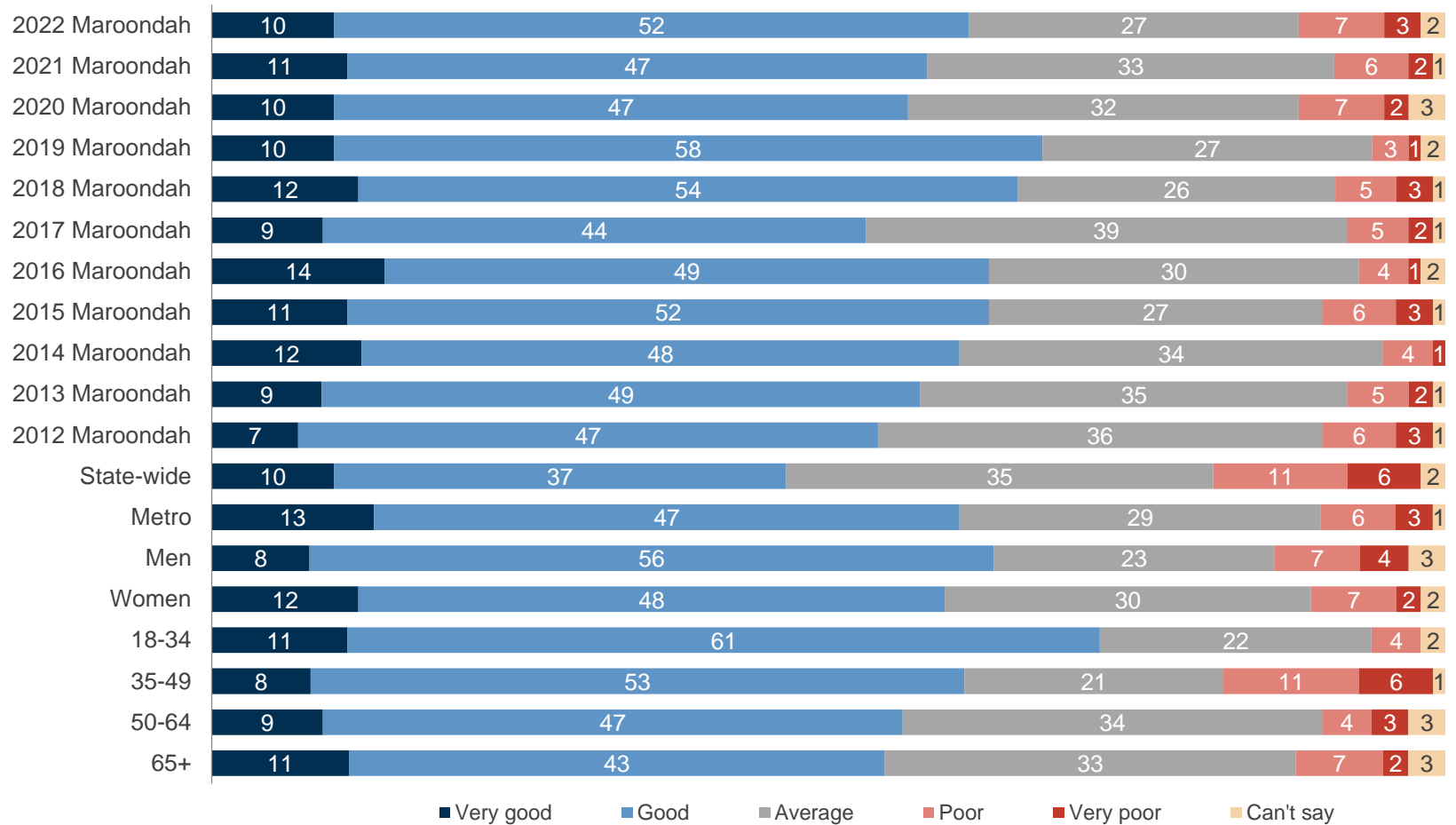
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



Overall performance

2022 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Maroondah 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: 67 Councils asked group: 16



Top performing service areas

Recreational facilities (index score of 76) is the area where Council performed best in 2022, despite a significant decline of three points since 2021.

- Council performs significantly higher than the Metropolitan and State-wide group averages in this service area.

Council's next highest rated service areas are art centres and libraries (index score of 75) and waste management (74).

- Art centres and libraries has a key influence on overall perceptions of Council, so maintaining high levels of performance here is warranted.
- Like recreational facilities, waste management is also rated significantly higher than the State-wide and Regional Centres group council averages.

Council's most improved measures in 2022 are consultation and engagement (index score of 59, up four points) and community and cultural activities (67, up three points). Perceptions of both service areas improved significantly over the past 12 months.

- Council's consultation and engagement rating is now at a series high.



Recreational facilities (index score of 76) is the area where Council performed best in 2022.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of lobbying (index score of 56), town planning policy (57) and local streets and footpaths (58).

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- Lobbying is Council's lowest rated service area. Perceptions here have not improved since 2019.
- Town planning policy has a relatively strong influence on perceptions of Council's overall performance. Improvements in this service area will be effective in lifting the overall performance rating.
- Perceptions of local streets and footpaths significantly declined since the previous evaluation (down five points to 58). Council's rating in this service area is now at a series low and is also significantly lower than the Metropolitan group average (63).

While both are not among Council's lowest rated service areas, perceptions of sealed local roads and emergency and disaster management also decreased significantly over the past 12 months.

- In the case of sealed local roads, the change in perceptions has taken Council's rating in this area to a series low.



Individual service area performance

2022 individual service area performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Recreational facilities	76	79	76	80	80	77	78	74	76	70	72
Art centres & libraries	75	74	77	82	78	78	77	73	74	72	73
Waste management	74	74	71	76	76	75	76	77	75	75	74
Appearance of public areas	71	73	71	72	73	72	72	71	69	67	67
Elderly support services	69	67	64	70	65	68	66	68	70	69	67
Emergency & disaster mngt	68	72	67	70	69	69	72	69	70	n/a	n/a
Community & cultural	67	64	70	72	70	72	71	69	72	67	67
Family support services	67	69	66	71	68	68	69	70	72	67	66
COVID-19 response	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	66	64	65	64	64	64	66	68	66	65	63
Disadvantaged support serv.	65	64	60	64	58	63	60	62	65	63	61
Sealed local roads	63	67	64	70	68	66	68	69	68	n/a	n/a
Informing the community	62	60	61	64	60	58	61	63	63	59	60
Environmental sustainability	62	61	61	65	63	64	65	65	66	n/a	n/a
Bus/community dev./tourism	61	63	63	64	64	64	67	64	62	60	56
Traffic management	60	60	60	58	56	56	59	58	63	62	58
Community decisions	59	60	58	62	59	58	61	61	61	n/a	n/a
Consultation & engagement	59	55	56	58	56	55	58	55	57	54	56
Local streets & footpaths	58	63	60	65	63	60	62	64	61	63	61
Town planning policy	57	59	57	58	54	53	58	58	58	58	56
Lobbying	56	56	56	61	57	57	56	57	59	54	55

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

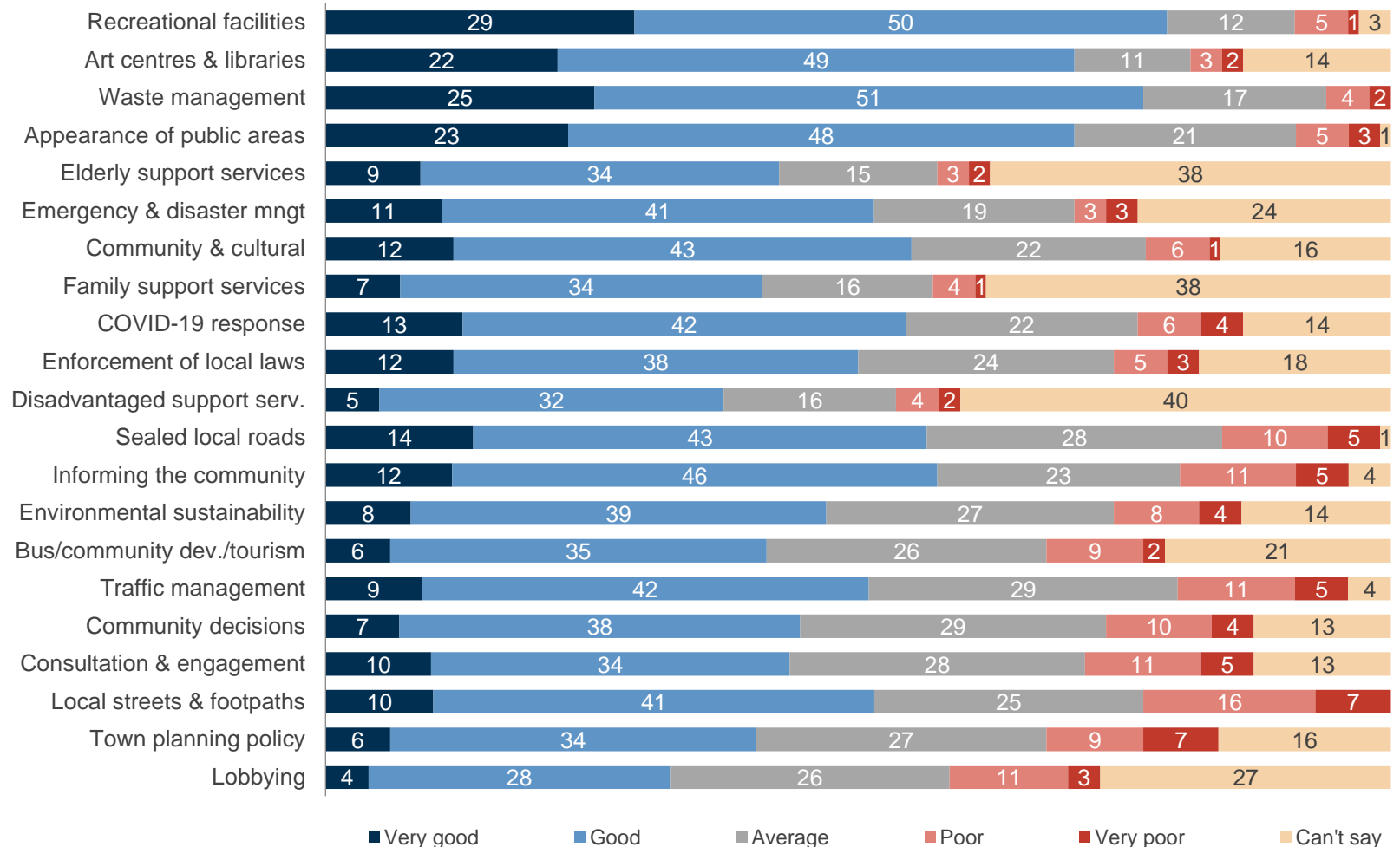
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 16

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



Individual service area performance

2022 individual service area performance (%)





Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Informing the community.

Ensuring residents are kept well informed about key local issues and Council activities provides the greatest opportunity to drive up overall opinion of Council's performance.

Following on from that, other individual service areas with a moderate to strong influence on the overall performance rating are:

- Decisions made in the interest of the community
- Enforcement of local laws
- Town planning
- The appearance of public areas
- Emergency and disaster management
- Environmental sustainability
- Art centres and libraries.

Looking at these key service areas only, art centres and libraries and the appearance of public areas have a high performance index (75 and 71 respectively) and a moderate influence on the overall performance rating.

Council is also performing quite well on emergency and disaster management (index of 68), and on enforcement of local laws (index of 66) which is among the stronger influences on overall perceptions.

Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Other service areas that have a strong influence on overall perceptions, but perform less well, are town planning and community decisions (index of 57 and 59 respectively).

Good communication and transparency with residents about decisions Council has made in the community's interest, particularly around planning issues, can also help shore up and improve positive overall perceptions of Council.



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 2022 State-wide Local Government Community Satisfaction Survey for Maroondah 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 92,500 people aged 18 years or over for Maroondah City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Maroondah City Council	400	400	+/-4.9
Men	176	192	+/-7.4
Women	224	208	+/-6.6
18-34 years	46	118	+/-14.6
35-49 years	97	110	+/-10.0
50-64 years	92	62	+/-10.3
65+ years	165	111	+/-7.6



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:

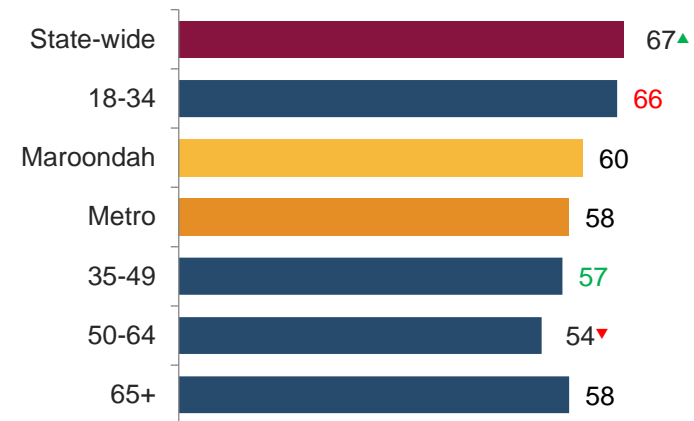
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

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 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

**2022 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 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 2022 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 2022 results are compared with previous years, as detailed below:

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 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=401 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.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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 Maroondah 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 Maroondah City Council.

Survey sample matched to the demographic profile of Maroondah 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 Maroondah City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Maroondah City Council. Survey fieldwork was conducted in the period of 27th January – 24th March, 2022.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 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 2012-2022 vary slightly.

Council Groups

Maroondah 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 Maroondah City Council for this 2022 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2022 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: 2022 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.