



2023 Local Government Community Satisfaction Survey

Maroondah City Council

Coordinated by the Department of
Government Services 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-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.



Maroondah City Council – at a glance

Overall council performance

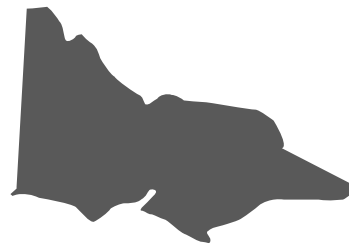
Results shown are index scores out of 100.



Maroondah 64



Metropolitan 62



State-wide 56

Council performance compared to group average

Top 3 performing areas



Recreational facilities

▲ higher



Art centres & libraries

▲ higher



Waste management

▲ higher

Bottom 3 performing areas



Consultation & engagement

▬ on par



Town planning policy

▲ higher



Lobbying

▲ higher



Customer service

▬ on par



Summary of core measures

Index scores



**Overall
Performance**



**Value for
money**



**Community
Consultation**



**Making
Community
Decisions**



**Sealed
Local
Roads**



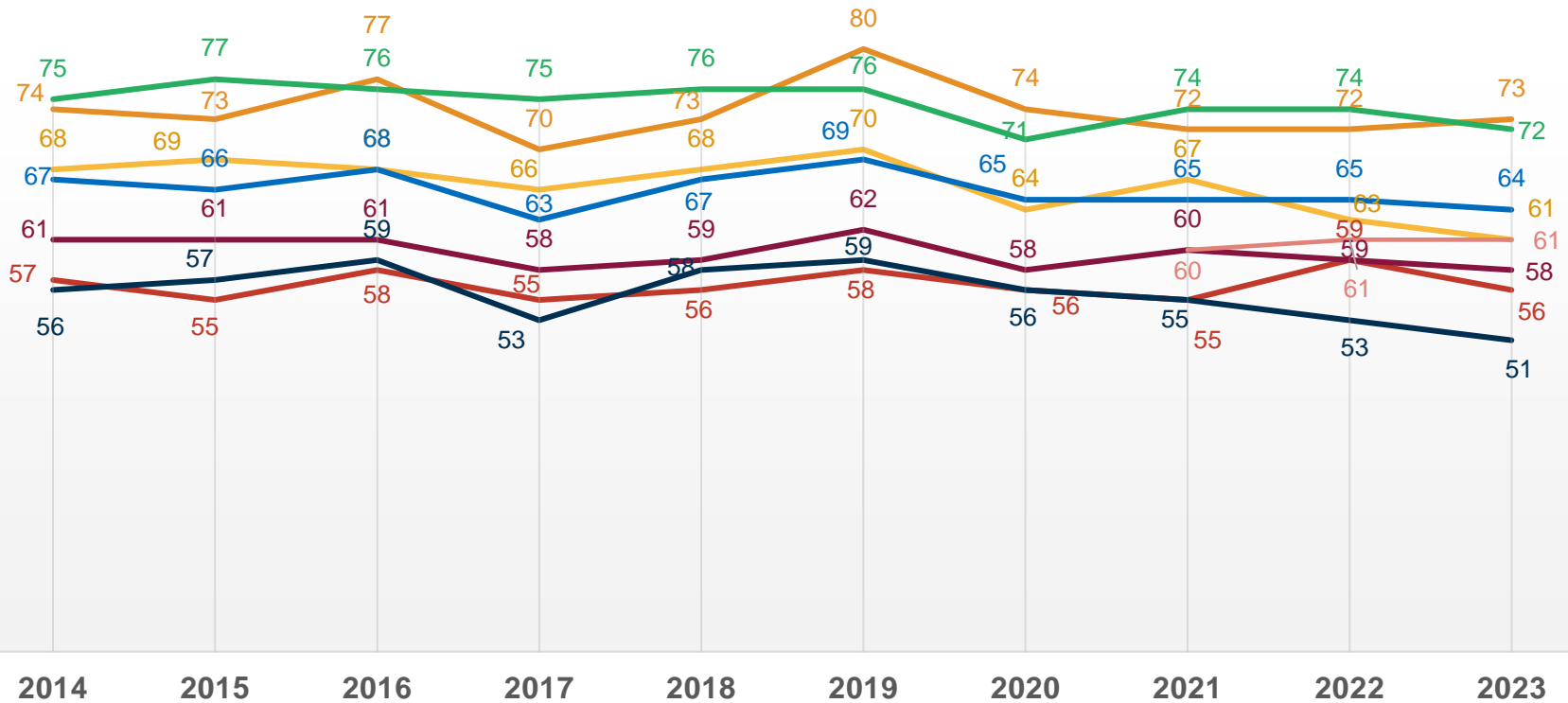
**Waste
management**



**Customer
Service**



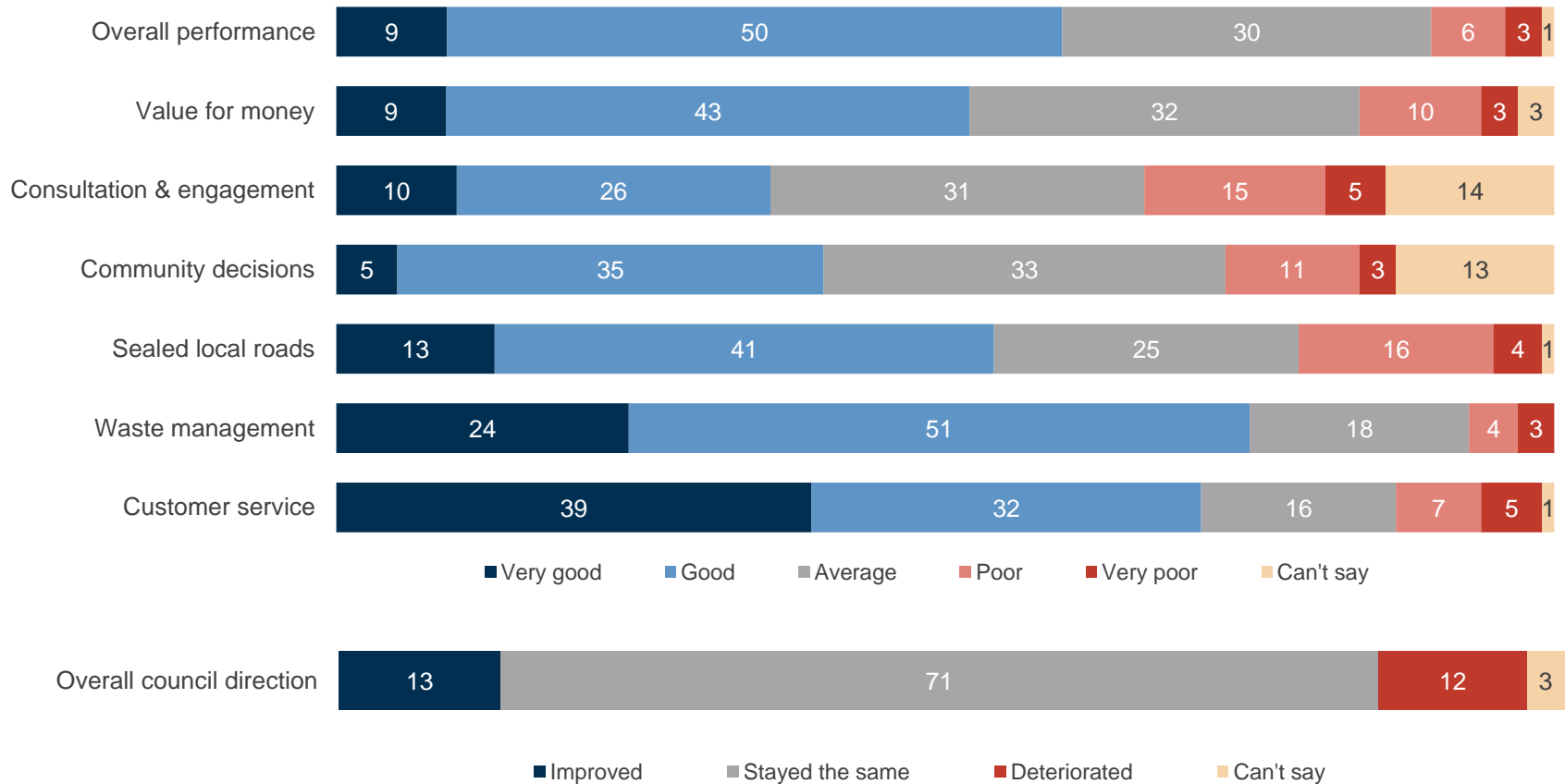
**Overall
Council
Direction**















Summary of core measures

Core measures summary results (%)















Summary of Maroondah City Council performance

Services		Maroondah 2023	Maroondah 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	64	65	62	56	Aged 65+ years	Aged 50-64 years
	Value for money	61	61	56	49	Aged 65+ years, Aged 18-34 years	Aged 50-64 years
	Overall council direction	51	53	49	46	Aged 65+ years	Aged 35-49 years
	Customer service	73	72	71	67	Aged 18-34 years	Aged 35-49 years
	Recreational facilities	78	76	72	68	Women, Aged 34-49 years, Aged 65+ years	Aged 50-64 years
	Art centres & libraries	78	75	75	73	Aged 65+ years, Women, Aged 35-49 years	Aged 50-64 years
	Waste management	72	74	68	66	Aged 65+ years	Aged 35-49 years
	Appearance of public areas	71	71	68	67	Men	Women
	Community & cultural	69	67	67	66	Aged 65+ years	Aged 18-34 years
	Family support services	67	67	65	63	Aged 65+ years, Women	Aged 50-64 years



Summary of Maroondah City Council performance

Services		Maroondah 2023	Maroondah 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	COVID-19 response	66	66	65	67	Aged 65+ years	Aged 50-64 years
	Emergency & disaster mngt	66	68	65	65	Aged 65+ years	Aged 18-64 years, Men
	Informing the community	64	62	60	57	Aged 18-34 years	Aged 50-64 years
	Elderly support services	63	69	64	63	Aged 18-49 years, Women	Aged 50-64 years
	Environmental sustainability	63	62	62	60	Aged 65+ years	Aged 50-64 years
	Enforcement of local laws	62	66	62	61	Aged 18-34 years	Aged 50-64 years
	Bus/community dev./tourism	61	61	59	59	Women	Men
	Sealed local roads	61	63	61	48	Aged 18-34 years, Men, Aged 65+ years	Aged 50-64 years
	Traffic management	59	60	55	55	Aged 18-34 years	Aged 50-64 years
	Local streets & footpaths	59	58	57	52	Men	Aged 50-64 years



Summary of Maroondah City Council performance

Services		Maroondah 2023	Maroondah 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Community decisions	58	59	55	51	Aged 65+ years, Aged 18-34 years	Aged 50-64 years
	Disadvantaged support serv.	57	65	61	59	Aged 65+ years	Aged 50-64 years
	Lobbying	57	56	53	51	Aged 18-34 years	Aged 50-64 years
	Town planning policy	56	57	52	50	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	56	59	55	52	Aged 18-34 years	Aged 50-64 years



Focus areas for the next 12 months

Overview

Perceptions of Maroondah City Council's overall performance have remained relatively stable for the third year running following a significant decline in perceptions in 2020. The current result is positive for Council as it is in contrast to the State-wide trend of decline over the past two years. Performance on most service areas evaluated are not significantly changed from last year, although on three service areas perceptions of performance have declined significantly.

Key influences on perceptions of overall performance

The service areas that have the greatest influence on Maroondah City Council's overall performance are decisions made on behalf of the community and town planning policy. These service areas are among Council's lower performing areas, and warrant greater attention if Council desires to improve overall performance. Council should also look to improve performance on the condition of local streets and sealed local roads, as these areas have a moderate influence on overall performance and are currently low performing.

Comparison to state and area grouping

Council performs significantly higher than the Metropolitan group average in nine of the 21 service areas evaluated and performs in line with the Metropolitan group average in a further 11 service areas. Council performs significantly higher than, or in line with, the State-wide average in all of the services areas evaluated. Council performs significantly lower than the Metropolitan group average in the area of disadvantaged support services.

Stronger performing areas

Council should look to maintain its strong performance on recreational facilities and arts centres and libraries – which it has done for many years now. Positively, perceptions of Council performance on arts centres and libraries increased significantly in the last 12 months. Customer service is another area where Council performs well. Performance here is on par with last year, however it should be noted that performance has been better, and should remain a focus area.



Overall performance

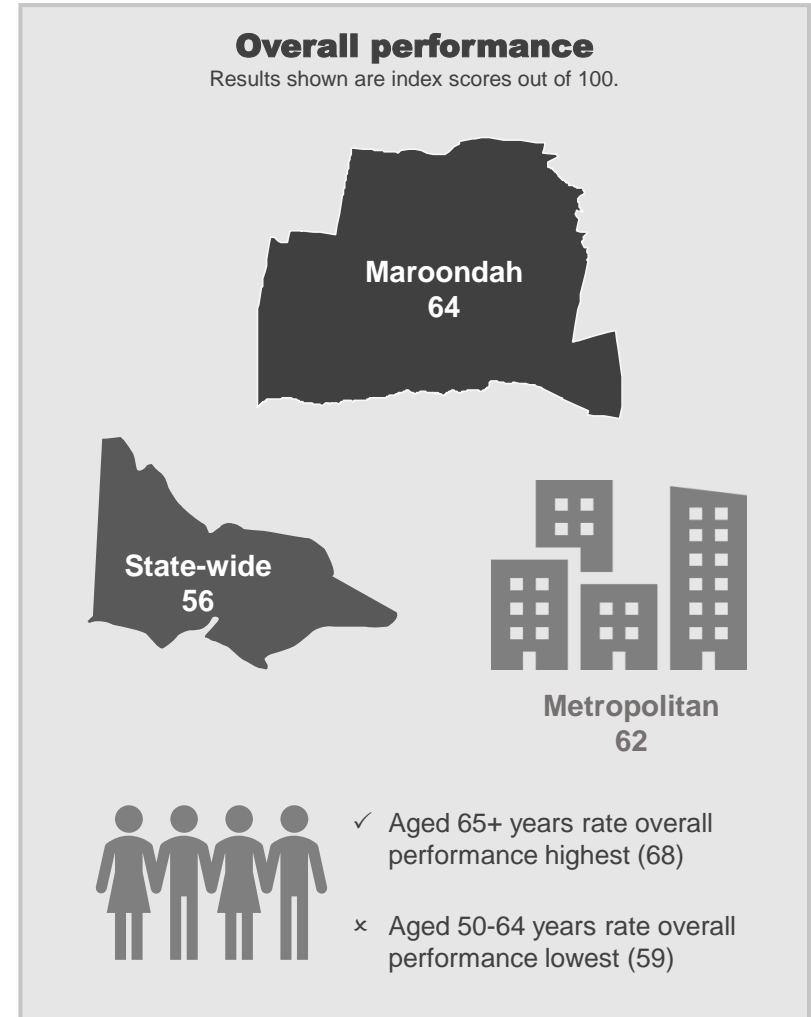
The overall performance index score of 64 for Maroondah City Council is in line with the previous three years, however remains lower than the peak rating in 2019 (index score of 69).

Maroondah City Council's overall performance is rated in line with the Metropolitan group average and statistically significantly higher (at the 95% confidence interval) than the State-wide average for councils (index score of 62 and 56 respectively).

Perceptions of overall performance did not change significantly across each of the demographic cohorts evaluated in the last 12 months.

- Residents aged 65+ years (index score of 68) rate Council the highest and significantly higher than the Council average.

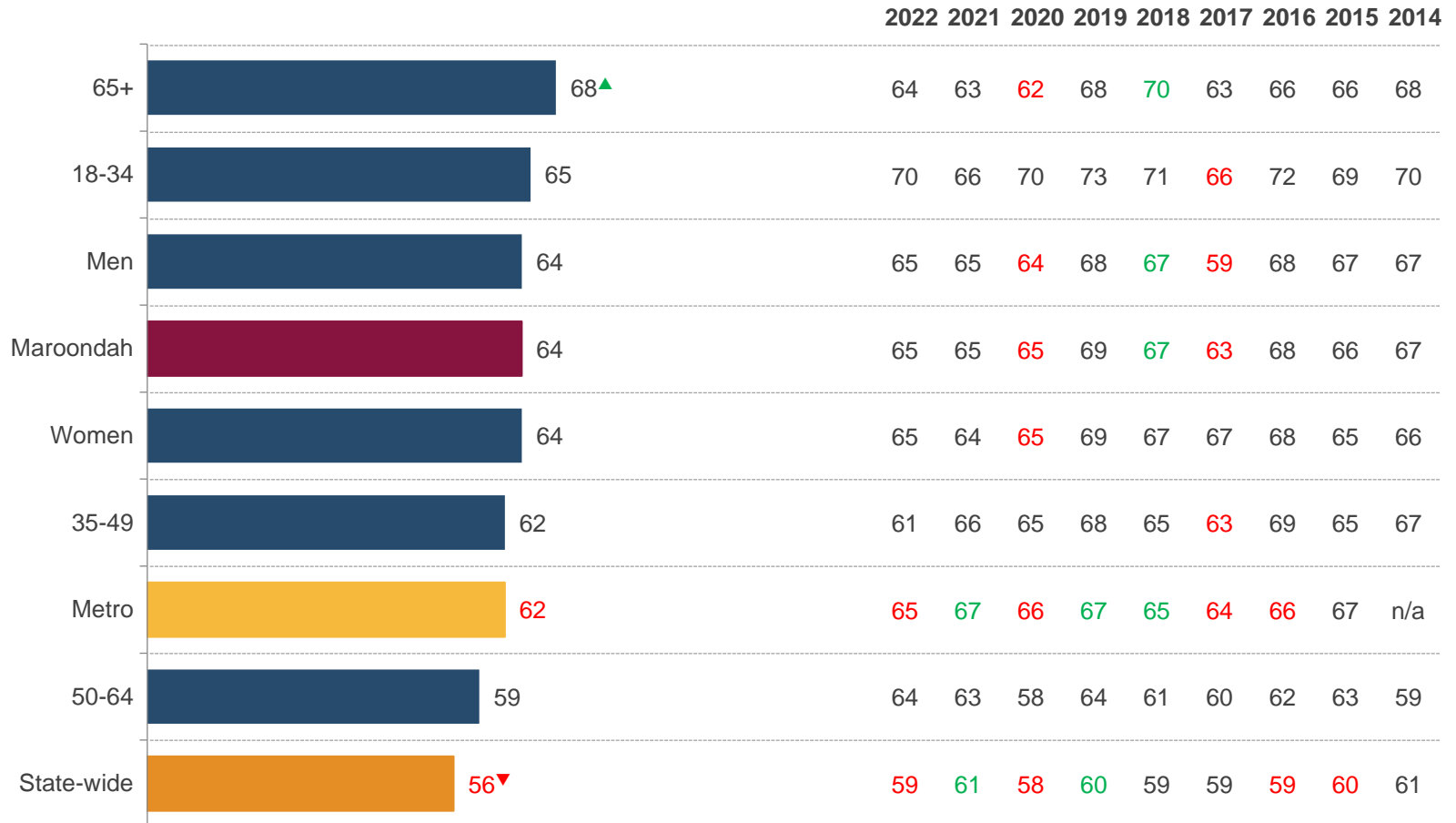
More than half of residents (52%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This compares favourably against the 13% of residents that rate value for money as 'very poor' or 'poor'. A further 32% rate Council as 'average' 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 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?

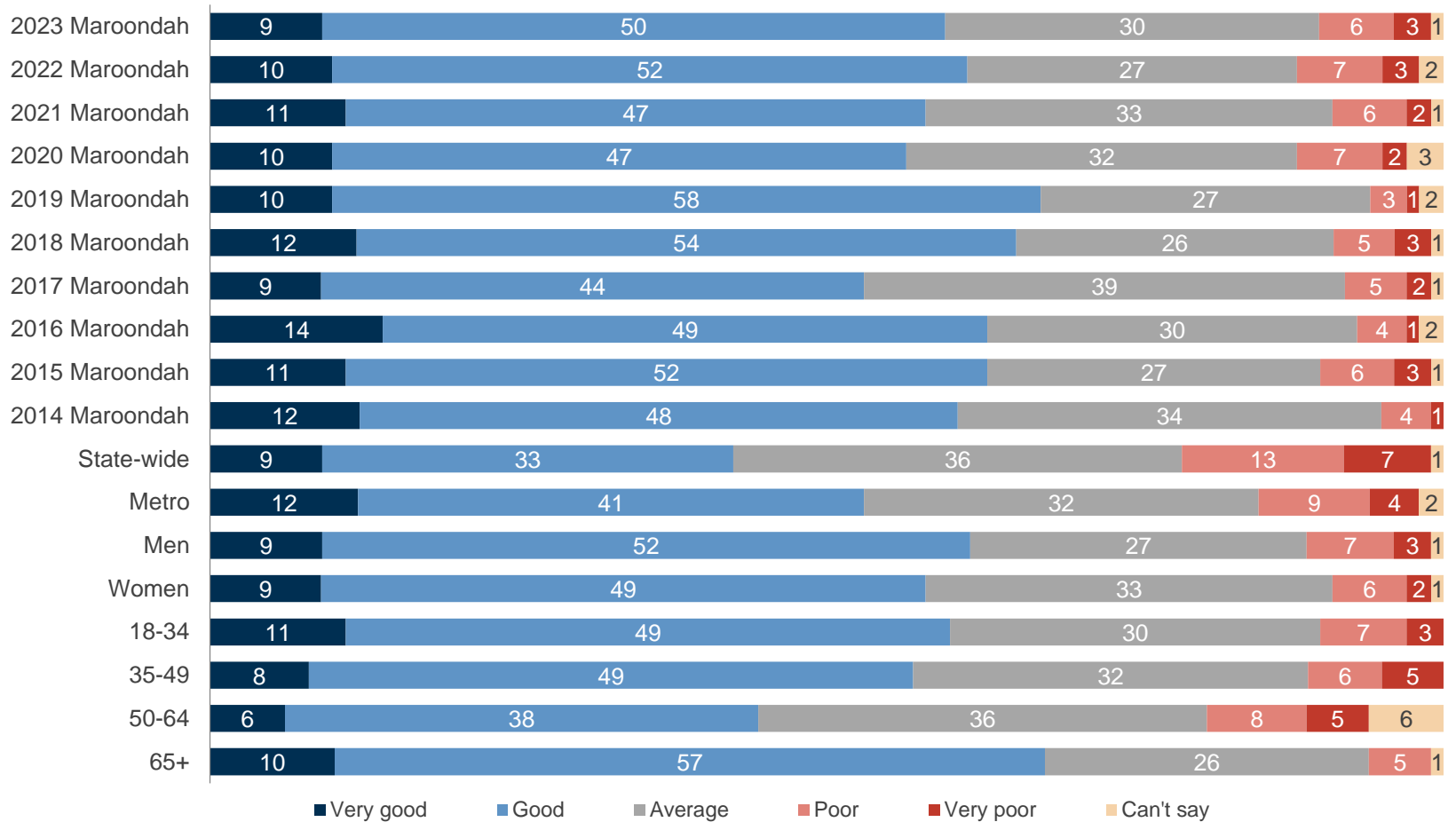
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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 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: 66 Councils asked group: 16



Top performing service areas

Recreational facilities, and arts centres and libraries, are Council's top performing service areas (index scores of 78 each). Perceptions of performance have improved since 2022, with arts centres and libraries improving by a significant three index points.

- Council performs significantly higher than the Metropolitan group average and the State-wide average for councils in each of these service areas.

Perceptions of performance on each of the aforementioned service areas are highest among women, residents aged 35 to 49 years and residents aged 65+ years (but not significantly higher than the Council average).

Council's next highest rated service area is waste management (index score of 72).

- Council performs significantly higher than the Metropolitan group average and the State-wide average for councils on waste management.
- Again, it is residents aged 65+ years and women who are among the more positive cohorts when it comes to this service are (although not significantly more so).



Recreational facilities, and arts centres and libraries (index scores of 78 each) are the areas 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, and town planning policy (index scores of 56 each).

Council rates lowest in the areas of community consultation and engagement, and general town planning policy (both with an index score of 56).

- Council performs in line with the Metropolitan group and significantly higher than the State-wide average for councils (index scores of 55 and 52 respectively) in the area of consultation and engagement.
- In the area of town planning, Council performs significantly higher than the Metropolitan group and the State-wide average for councils (index scores of 52 and 50 respectively).
- On both of these service area, perceptions of performance are lowest among residents aged 50 to 64 years (although not significantly lower than Council average).

Council's next lowest rated service areas are lobbying on behalf of the community, and disadvantaged support services (index scores of 57 each) – with performance on disadvantaged support services declining significantly in the last 12 months.

- Residents aged 50 to 64 years (index score of 50) rate disadvantaged support services significantly lower than last year and significantly lower than the Council average.



Individual service area performance

2023 individual service area performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Recreational facilities	78	76	79	76	80	80	77	78	74	76
Art centres & libraries	78	75	74	77	82	78	78	77	73	74
Waste management	72	74	74	71	76	76	75	76	77	75
Appearance of public areas	71	71	73	71	72	73	72	72	71	69
Community & cultural	69	67	64	70	72	70	72	71	69	72
Family support services	67	67	69	66	71	68	68	69	70	72
COVID-19 response	66	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	66	68	72	67	70	69	69	72	69	70
Informing the community	64	62	60	61	64	60	58	61	63	63
Elderly support services	63	69	67	64	70	65	68	66	68	70
Environmental sustainability	63	62	61	61	65	63	64	65	65	66
Enforcement of local laws	62	66	64	65	64	64	64	66	68	66
Bus/community dev./tourism	61	61	63	63	64	64	64	67	64	62
Sealed local roads	61	63	67	64	70	68	66	68	69	68
Traffic management	59	60	60	60	58	56	56	59	58	63
Local streets & footpaths	59	58	63	60	65	63	60	62	64	61
Community decisions	58	59	60	58	62	59	58	61	61	61
Disadvantaged support serv.	57	65	64	60	64	58	63	60	62	65
Lobbying	57	56	56	56	61	57	57	56	57	59
Town planning policy	56	57	59	57	58	54	53	58	58	58
Consultation & engagement	56	59	55	56	58	56	55	58	55	57

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

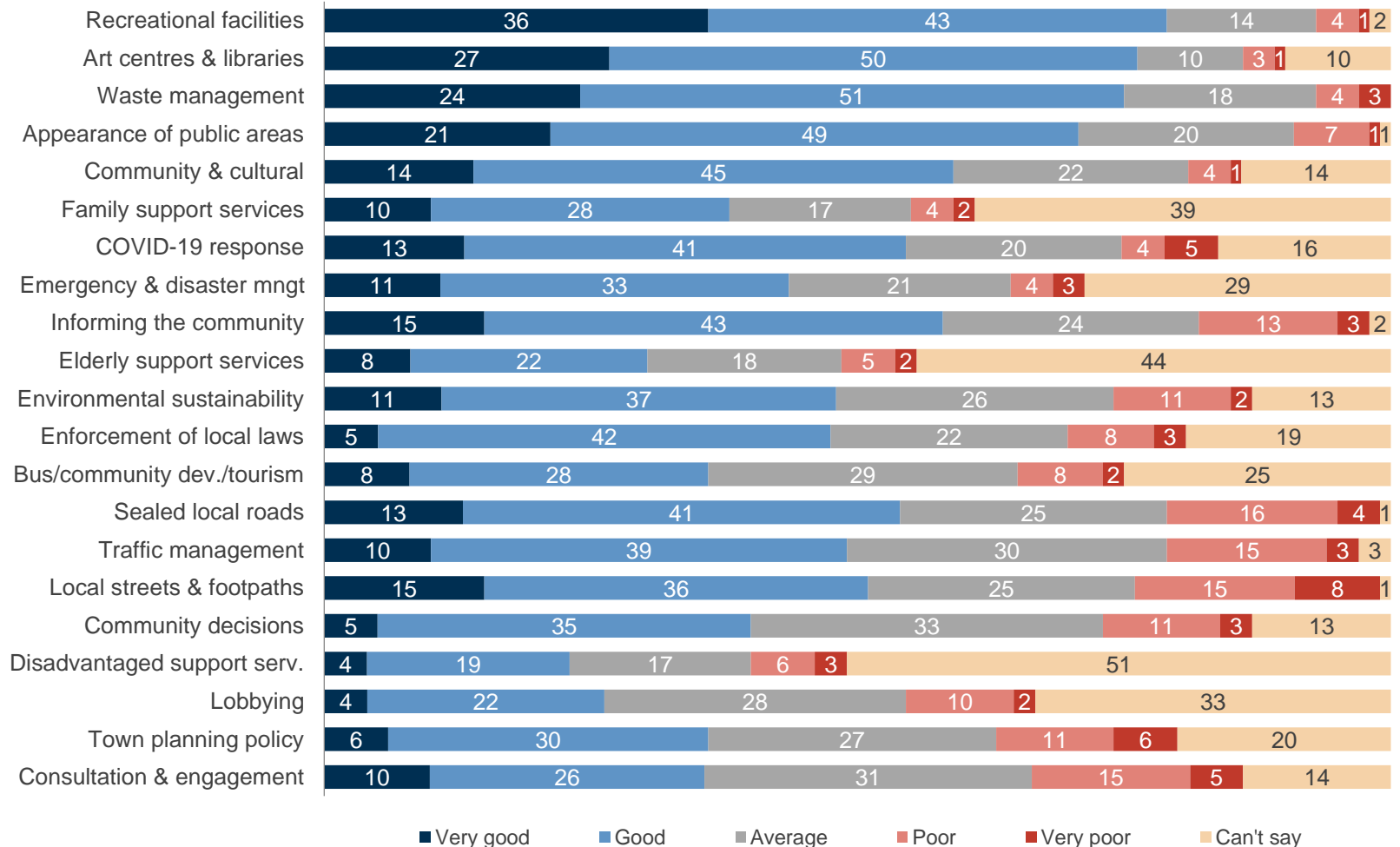
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Individual service area performance

2023 individual service area performance (%)





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:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest 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:

- Town planning
- Community and cultural activities
- The condition of local streets
- Informing the community
- The condition of sealed local roads
- Council's COVID-19 response
- The enforcement of local laws.

Looking at these key service areas only, community and cultural activities have a high performance index (69) and a moderate influence on the overall performance rating.

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

Other service areas with a moderate influence on overall perceptions, but where Council performs relatively less well, are local streets and sealed roads (index of 59 and 61 respectively).

However, Council also performs less well on the stronger influence of town planning (index of 56).

Ensuring local streets and sealed roads are well maintained can help shore up positive perceptions of Council.

However, a focus on informing residents and considering their needs, preferences and concerns around local planning issues will be key to increasing positive overall ratings 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 2023 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 90,600 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	198	191	+/-7.0
Women	202	209	+/-6.9
18-34 years	58	109	+/-13.0
35-49 years	63	110	+/-12.4
50-64 years	81	52	+/-11.0
65+ years	198	128	+/-7.0



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:

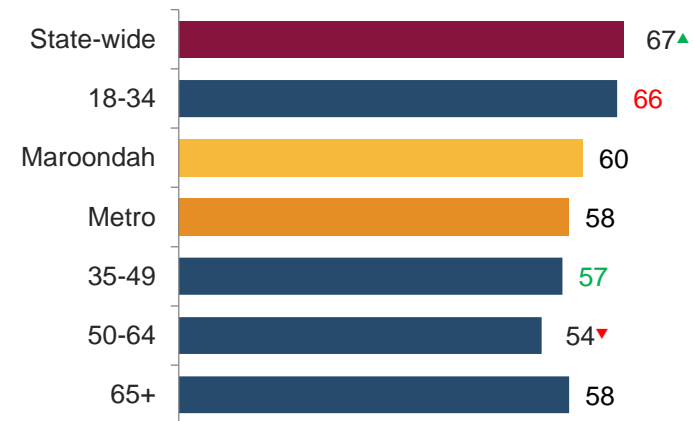
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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.

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=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 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 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 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

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 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: 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.