



2024 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-fifth 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 25 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 25 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.

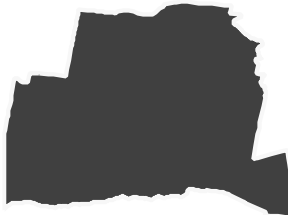
Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.



Maroondah City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Maroondah 66



Metropolitan 63



State-wide 54

Council performance compared to group average

Top 3 performing areas



Art centres & libraries

▲ higher



Recreational facilities

▬ on par



Waste management

▲ higher

Bottom 4 performing areas



Local streets & footpaths

▼ lower



Sealed local roads

▼ lower



Town planning policy

▲ higher



Lobbying

▲ higher



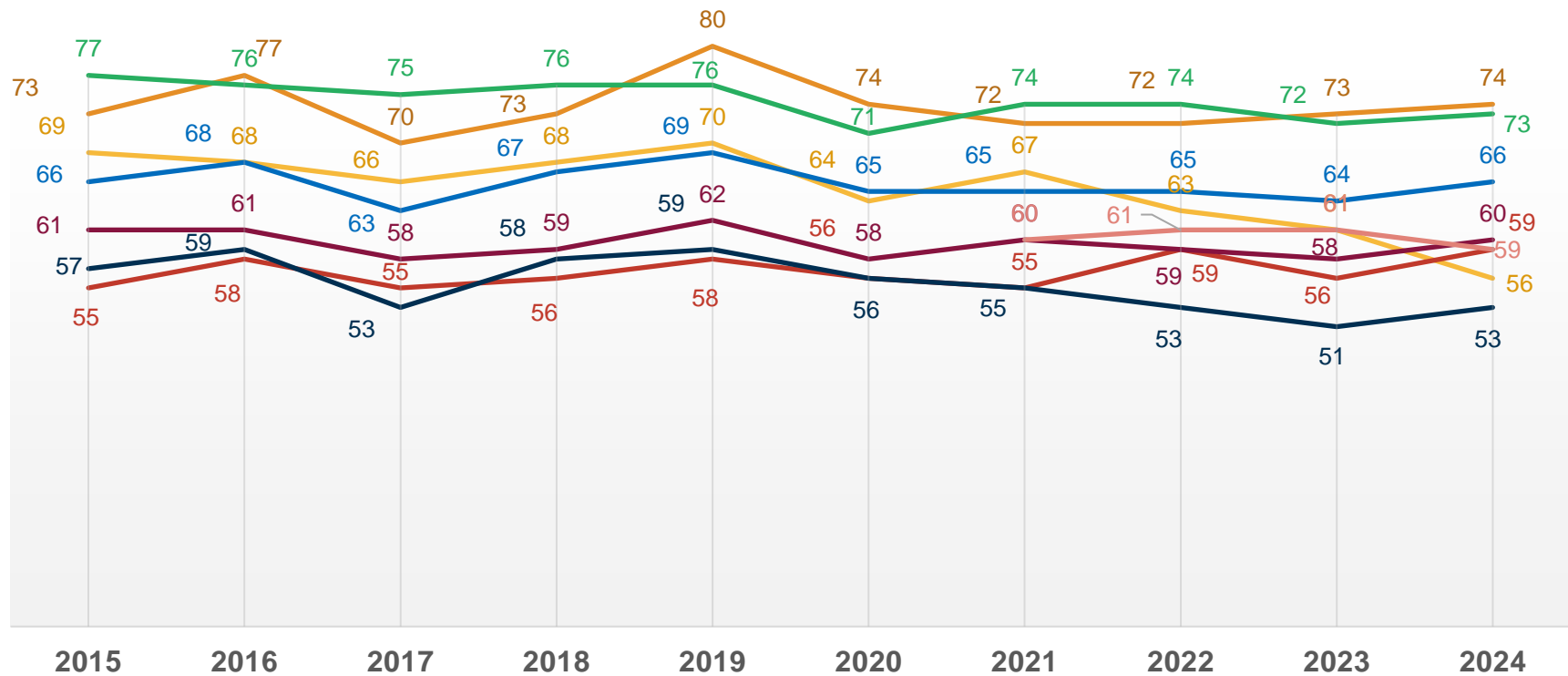
Customer service

▬ on par



Summary of core measures

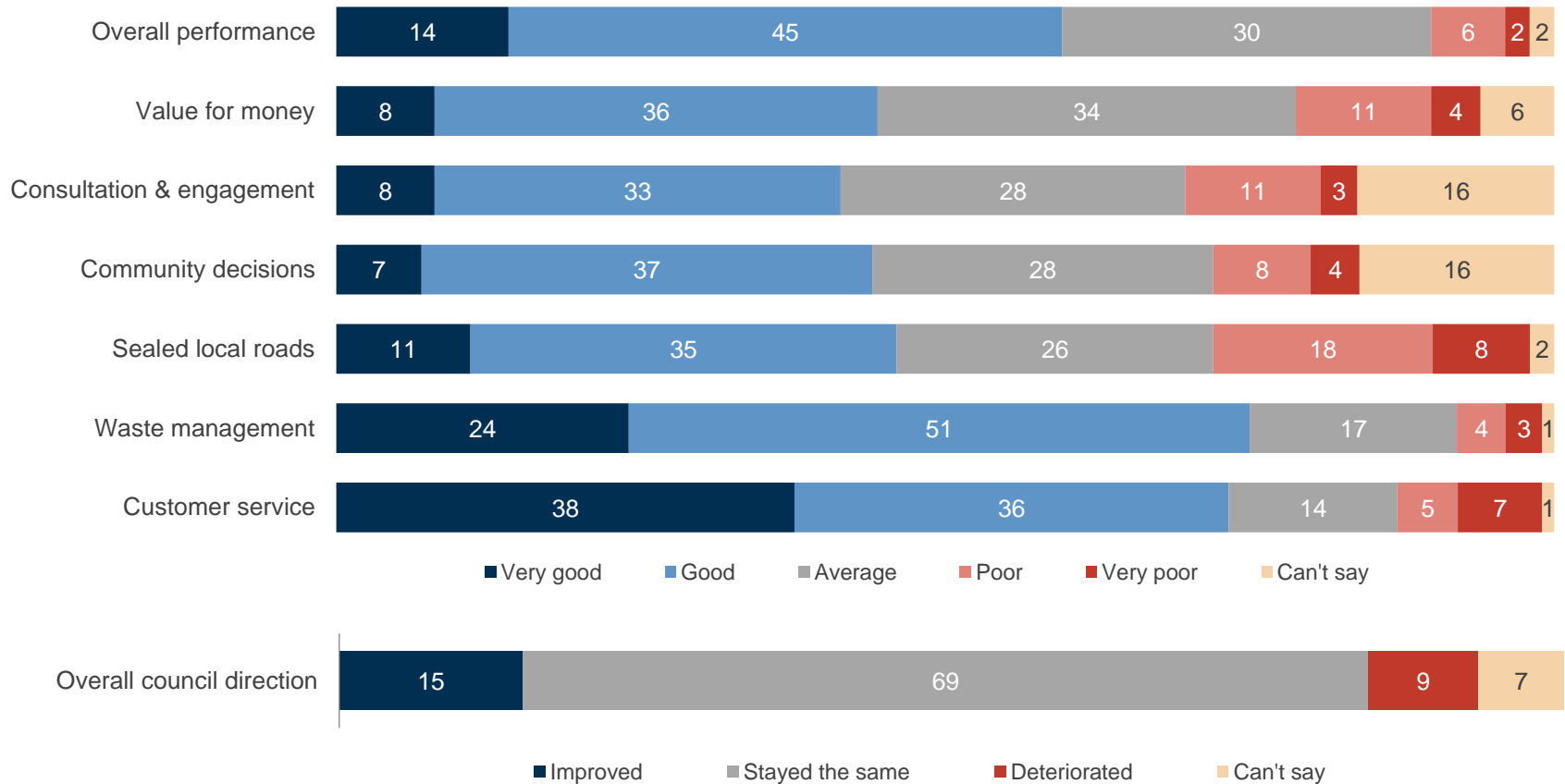
Index scores















Summary of core measures

Core measures summary results (%)















Summary of Maroondah City Council performance

Services		Maroondah 2024	Maroondah 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	66	64	63	54	18-34 years	50-64 years
	Value for money	59	61	57	48	65+ years	35-49 years
	Overall council direction	53	51	49	45	18-34 years	50-64 years
	Customer service	74	73	71	67	18-34 years	50-64 years
	Art centres & libraries	78	78	76	73	65+ years	18-34 years
	Recreational facilities	76	78	74	68	65+ years	18-34 years
	Waste management	73	72	70	67	65+ years	18-34 years
	Community & cultural	71	69	69	66	Women	50-64 years, Men
	Appearance of public areas	69	71	70	68	65+ years	18-34 years, 50-64 years
	Environmental sustainability	67	63	65	60	Women, 18-34 years, 65+ years	35-49 years, Men








Summary of Maroondah City Council performance

Services		Maroondah 2024	Maroondah 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Emergency & disaster mngt	67	66	66	65	65+ years, Women	50-64 years
	Informing the community	67	64	62	56	Women	Men
	Family support services	66	67	66	63	65+ years, Women	50-64 years
	Elderly support services	65	63	64	63	65+ years	35-49 years
	Enforcement of local laws	65	62	62	61	18-49 years	65+ years
	COVID-19 response	65	66	65	65	50-64 years	18-34 years
	Disadvantaged support serv.	62	57	62	58	65+ years	50-64 years, Women
	Community decisions	60	58	57	50	18-34 years	50-64 years
	Bus/community dev./tourism	60	61	57	57	35-49 years	18-34 years
	Consultation & engagement	59	56	56	51	18-34 years	50-64 years



Summary of Maroondah City Council performance

Services		Maroondah 2024	Maroondah 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Traffic management	59	59	55	53	65+ years	18-34 years
	Lobbying	58	57	54	50	65+ years	50-64 years
	Town planning policy	58	56	53	50	18-34 years	50-64 years
	Sealed local roads	56	61	61	45	65+ years	50-64 years
	Local streets & footpaths	56	59	59	52	65+ years	35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Maroondah City Council's overall performance have been stable for four consecutive years following a significant decline in 2020. By contrast, State-wide results have declined over the past three years. Performance on most service areas evaluated are in line with 2023 results, with a handful of exceptions. Ratings increased significantly in the areas of environmental sustainability and disadvantaged support services. Perceptions of Council's performance declined significantly in one service area only (sealed local roads).

Key influences on perceptions of overall performance

The condition of sealed local roads is an area that warrants greater attention in the year ahead. Perceptions of sealed local roads has the strongest influence on perceptions of overall performance of any of the service areas evaluated. Sealed local roads is currently one of Council's lowest rated service areas and its rating in this area declined significantly this past year. Council's rating in this area is now at its lowest point in a decade.

Comparison to state and area grouping

Council performs significantly higher than the Metropolitan group average in ten of the 21 service areas evaluated and performs in line with the Metropolitan group average in a further nine service areas. Council performs significantly higher than State-wide averages on all but four services areas evaluated (where it performs as well as the State-wide average). Council performs significantly lower than the Metropolitan group on its two lowest-rated service areas – sealed local roads, and local streets and footpaths.

Continue to shore up consultation and decision making efforts

Council should look to maintain and build upon its slightly improved performance in the areas of consultation and engagement, community decisions, and informing the community. Council is performing reasonably well in these areas, achieving its highest ratings to date for consultation and engagement as well as its communication efforts. These areas have a strong influence on perceptions of overall performance. Council should continue its good work, with a focus on informing residents about enhancements to town planning.



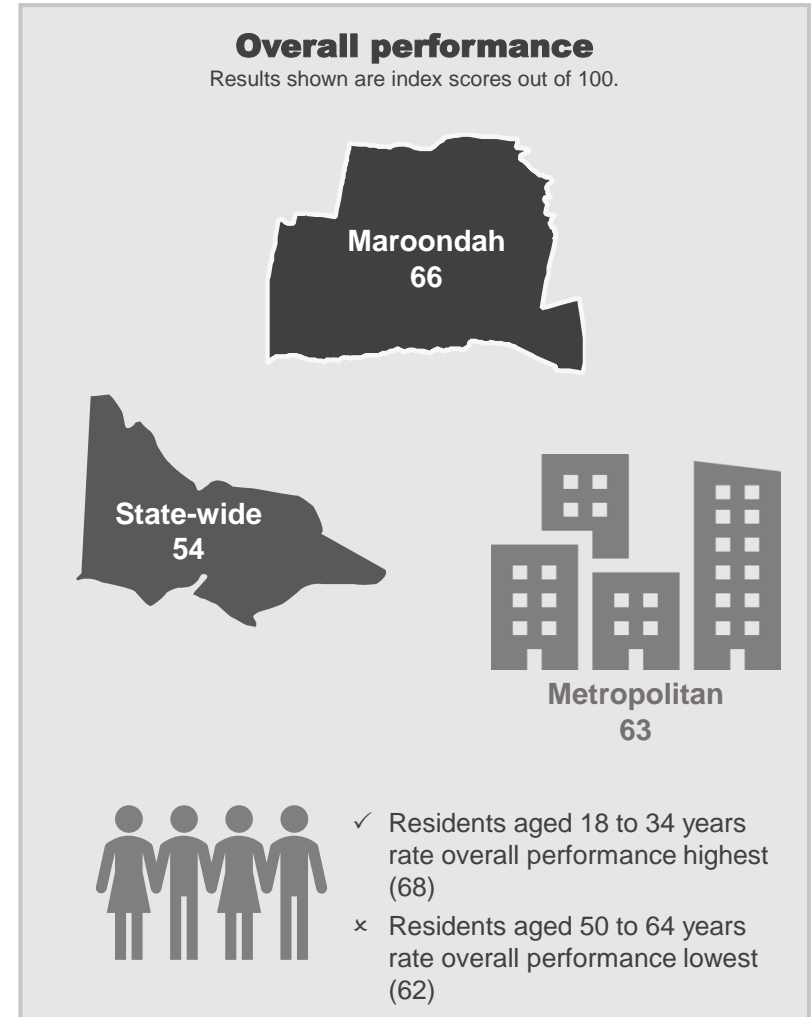
Overall performance

The overall performance index score of 66 for Maroondah City Council is in line with the previous four years, however remains lower than the peak rating in 2019 (index score of 69). Ratings have been fairly consistent for much of the last decade.

Maroondah City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the Metropolitan group and State-wide averages for councils (index scores of 63 and 54 respectively).

Perceptions of overall performance remained stable across demographic and geographic sub-groups over the past 12 months. Ratings at the sub-group level are not significantly different to the Council average.

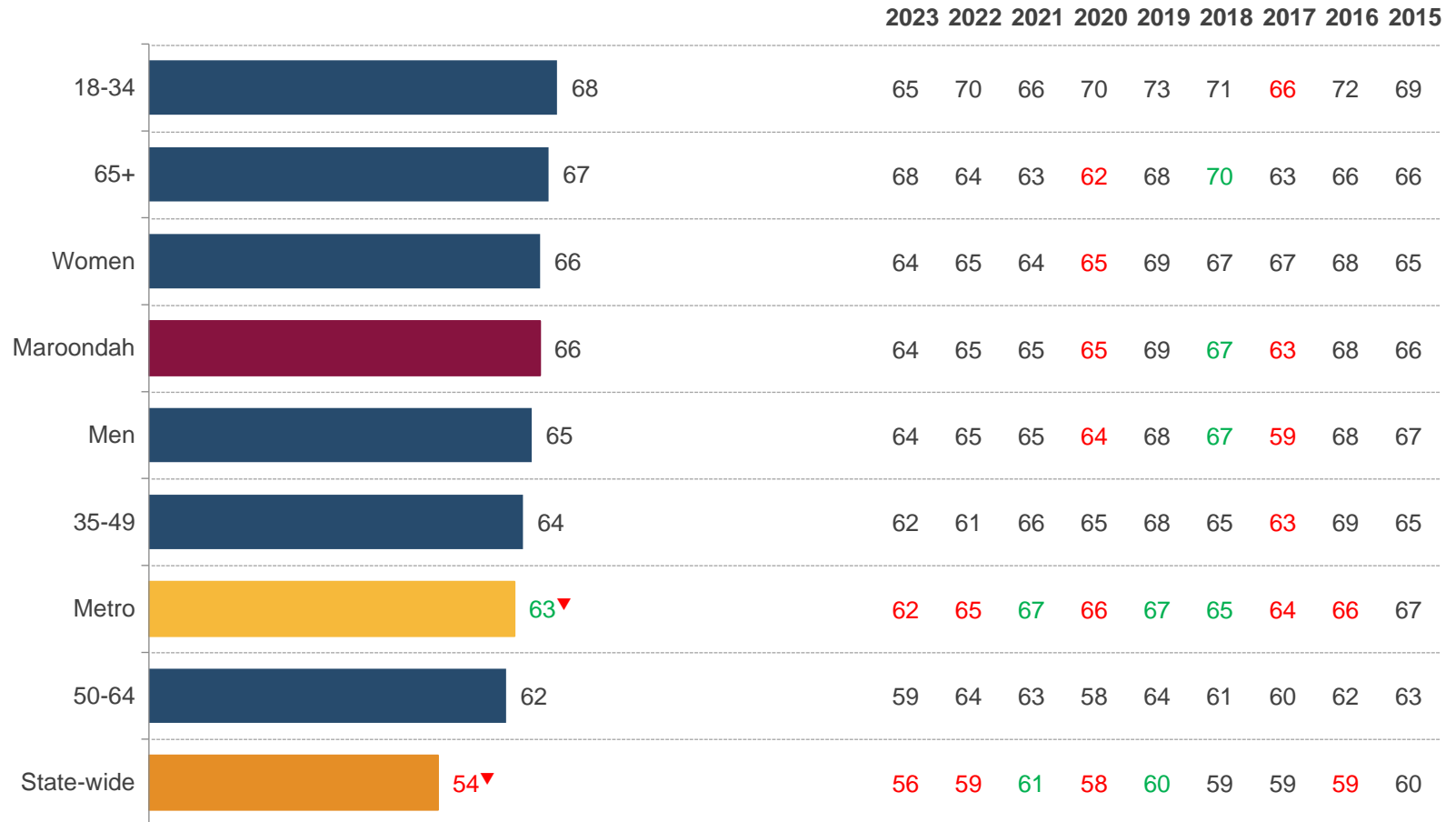
More than two in five residents (44%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good' (down from 52% in 2023). This compares favourably against the 15% of residents that rate value for money as 'very poor' or 'poor'. A further 34% rate Council as 'average' in terms of providing value for money.





Overall performance

2024 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?

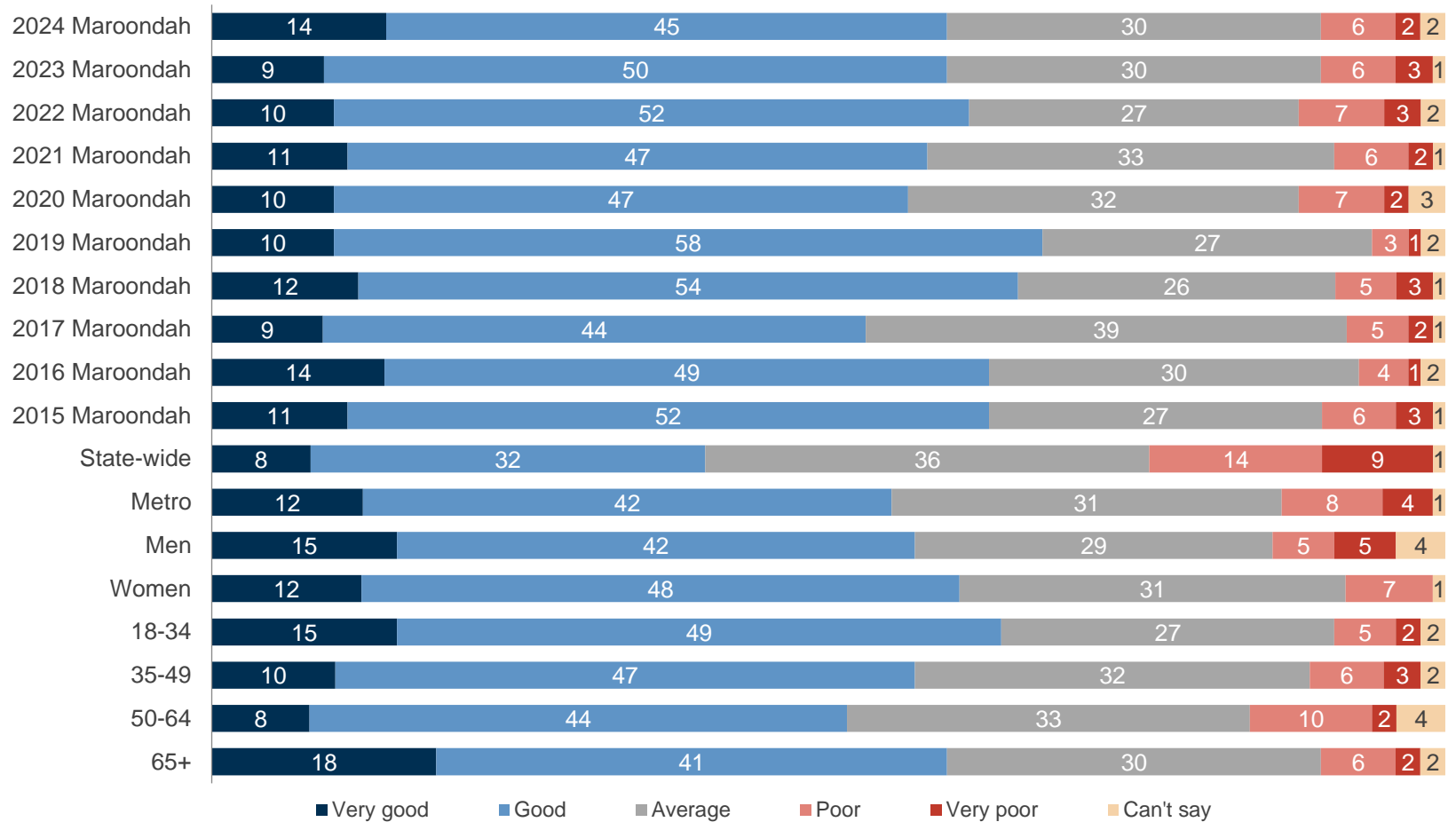
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Overall performance

2024 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: 62 Councils asked group: 13



Top performing service areas

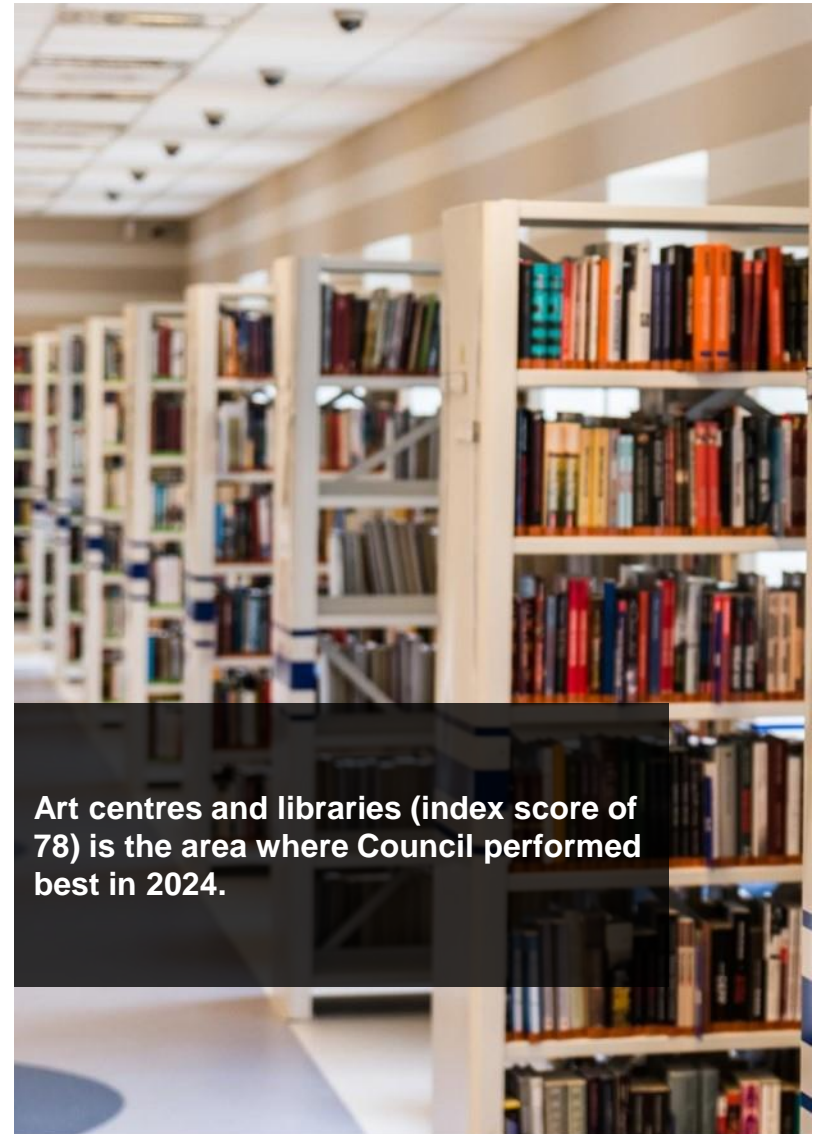
Arts centres and libraries, and recreational facilities continue to comprise Council's top performing service areas (index scores of 78 and 76 respectively). Perceptions of performance in both areas are in line with 2023 results.

- Council performs significantly higher than the State-wide average for councils in both service areas. It performs significantly higher than the Metropolitan group for its art centres and libraries, and in line with the group for its recreational facilities.

Perceptions of performance on each of the aforementioned service areas are highest among residents aged 65 years and over, and lowest among residents aged 18 to 34 years. In the case of art centres and libraries, these groups deviate significantly from the average.

Council's next highest rated service area is waste management (index score of 73).

- Council performs significantly higher than the Metropolitan group and State-wide average for councils on waste management.
- Again, residents aged 65 years and over rate Council significantly higher than the average for its handling of waste management. Residents aged 18 to 34 years continue to rate Council lowest but not significantly different from the Council average.



Art centres and libraries (index score of 78) is the area where Council performed best in 2024.



Low performing service areas



Council rates lowest in the areas of local streets and footpaths, and sealed local roads (each with an index score of 56).

Council rates lowest in the areas of local streets and footpaths, and sealed local roads (both with an index score of 56). Sealed local roads comprises the only area where perceived performance declined significantly from 2023 (down five index points). Council's rating for local streets and footpaths declined by three index points (not a statistically significant change).

- Council performs significantly below the Metropolitan group averages in both of these areas.
- In the area of sealed local roads, perceptions declined across all demographic groups, although none of these declines were significant.
- For local streets and footpaths, perceptions of this service area declined significantly among men (index score of 57, down six points).

Town planning policy and lobbying (index score of 58 each) rate just two points higher than the lowest service areas, meaning they also sit among Council's lower rated service areas.

Both the condition of sealed local roads and town planning are areas that have a moderate to strong influence on perceptions of Council's overall performance so should remain a focus for improvement.



Individual service area performance

2024 individual service area performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Art centres & libraries	78	78	75	74	77	82	78	78	77	73
Recreational facilities	76	78	76	79	76	80	80	77	78	74
Waste management	73	72	74	74	71	76	76	75	76	77
Community & cultural	71	69	67	64	70	72	70	72	71	69
Appearance of public areas	69	71	71	73	71	72	73	72	72	71
Environmental sustainability	67	63	62	61	61	65	63	64	65	65
Emergency & disaster mngt	67	66	68	72	67	70	69	69	72	69
Informing the community	67	64	62	60	61	64	60	58	61	63
Family support services	66	67	67	69	66	71	68	68	69	70
Elderly support services	65	63	69	67	64	70	65	68	66	68
Enforcement of local laws	65	62	66	64	65	64	64	64	66	68
COVID-19 response	65	66	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Disadvantaged support serv.	62	57	65	64	60	64	58	63	60	62
Community decisions	60	58	59	60	58	62	59	58	61	61
Bus/community dev./tourism	60	61	61	63	63	64	64	64	67	64
Consultation & engagement	59	56	59	55	56	58	56	55	58	55
Traffic management	59	59	60	60	60	58	56	56	59	58
Lobbying	58	57	56	56	56	61	57	57	56	57
Town planning policy	58	56	57	59	57	58	54	53	58	58
Sealed local roads	56	61	63	67	64	70	68	66	68	69
Local streets & footpaths	56	59	58	63	60	65	63	60	62	64

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

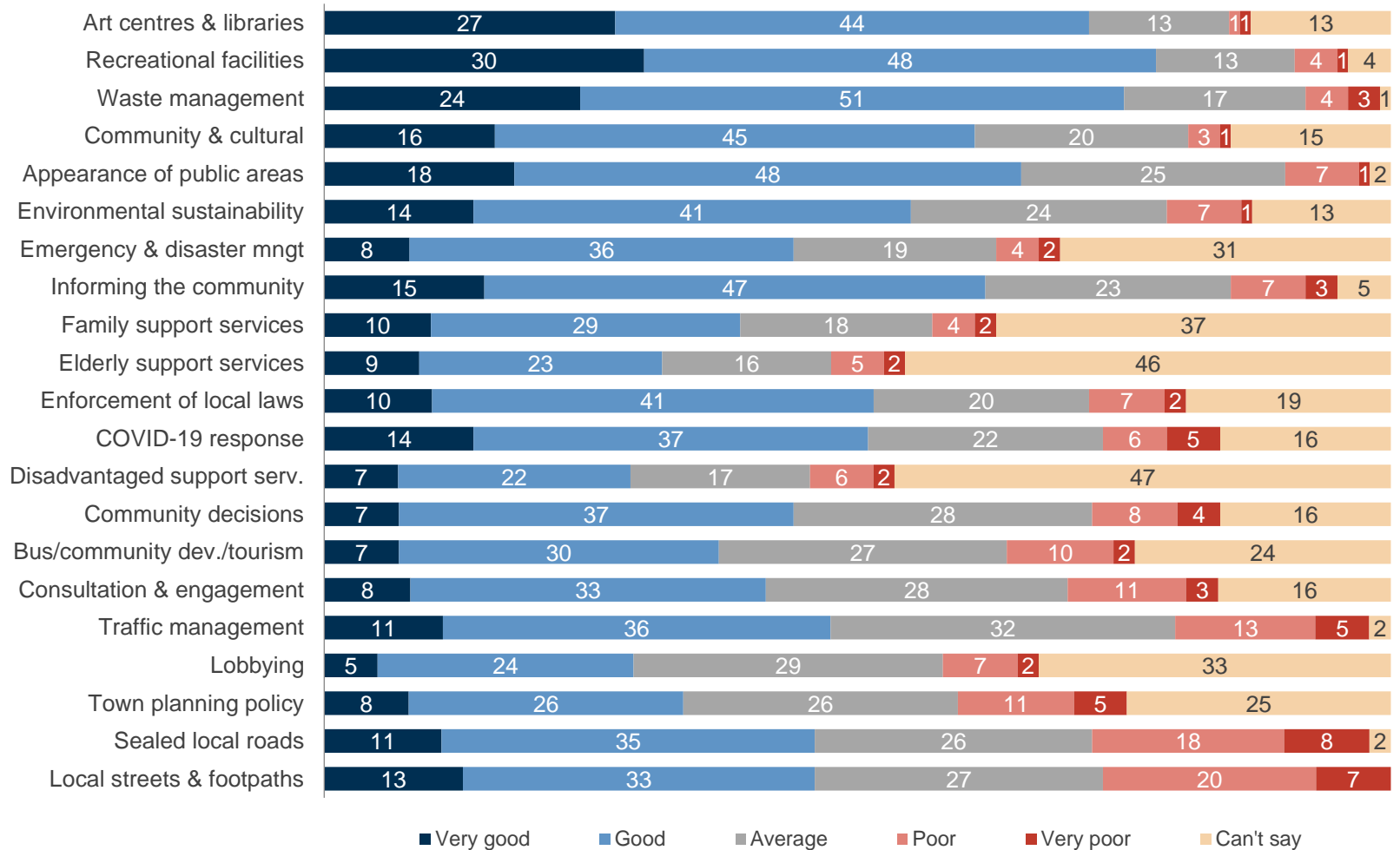
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Individual service area performance

2024 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:

- The condition of sealed local roads.

Ensuring Council's sealed roads are well maintained 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:

- Community consultation and engagement
- Informing the community
- Decisions made in the interest of the community
- Elderly support services
- COVID-19 response
- Town planning
- Enforcement of local laws
- Traffic management
- Business, community development and tourism.

Looking at these key service areas only, Council performs best on the stronger influence of informing the community (index score of 67) and more moderate influences of elderly support services, Council's COVID-19 response, and the enforcement of local laws (index scores of 65 for each).

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

Other service areas where Council performs relatively less well are the strong influences of community consultation and community decisions (index scores of 59 and 60 respectively) and more moderate influences of town planning and traffic management (index scores of 58 and 59 respectively).

A focus on good communication and consultation with residents and transparency in Council decision making, particularly around planning and traffic issues, can also help to shore up positive opinion of Council performance.



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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2024 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	170	191	+/-7.5
Women	230	209	+/-6.5
18-34 years	80	108	+/-11.0
35-49 years	133	110	+/-8.5
50-64 years	55	54	+/-13.3
65+ years	132	128	+/-8.6



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 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 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.

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 1st June 2023 – 18th March 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2024 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, Glen Eira, Greater Dandenong, Hobsons Bay, Kingston, Manningham, Maroondah, Melbourne, Moonee Valley, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Maroondah City Council for this 2024 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 2024 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: 2024 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.