



2026 Local Government Community Satisfaction Survey

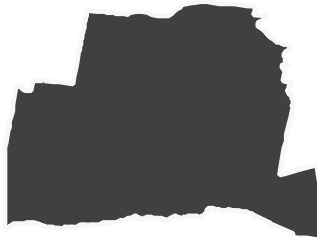
**Maroondah City
Council**



Maroondah City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Maroondah 66



Metropolitan 62



Overall 57

Council performance compared to group average

Top 3 performing areas



Art centres & libraries

≡ on par



Waste management

≡ on par



Recreational facilities

≡ on par

Bottom 3 performing areas



Lobbying

≡ on par



Town planning policy

≡ on par



Traffic management

▲ higher



Customer service

▲ higher



Summary of core measures

Index scores



**Overall
Performance**



**Value for
money**



**Community
Consultation**



**Making
Community
Decisions**



**Sealed
Local
Roads**



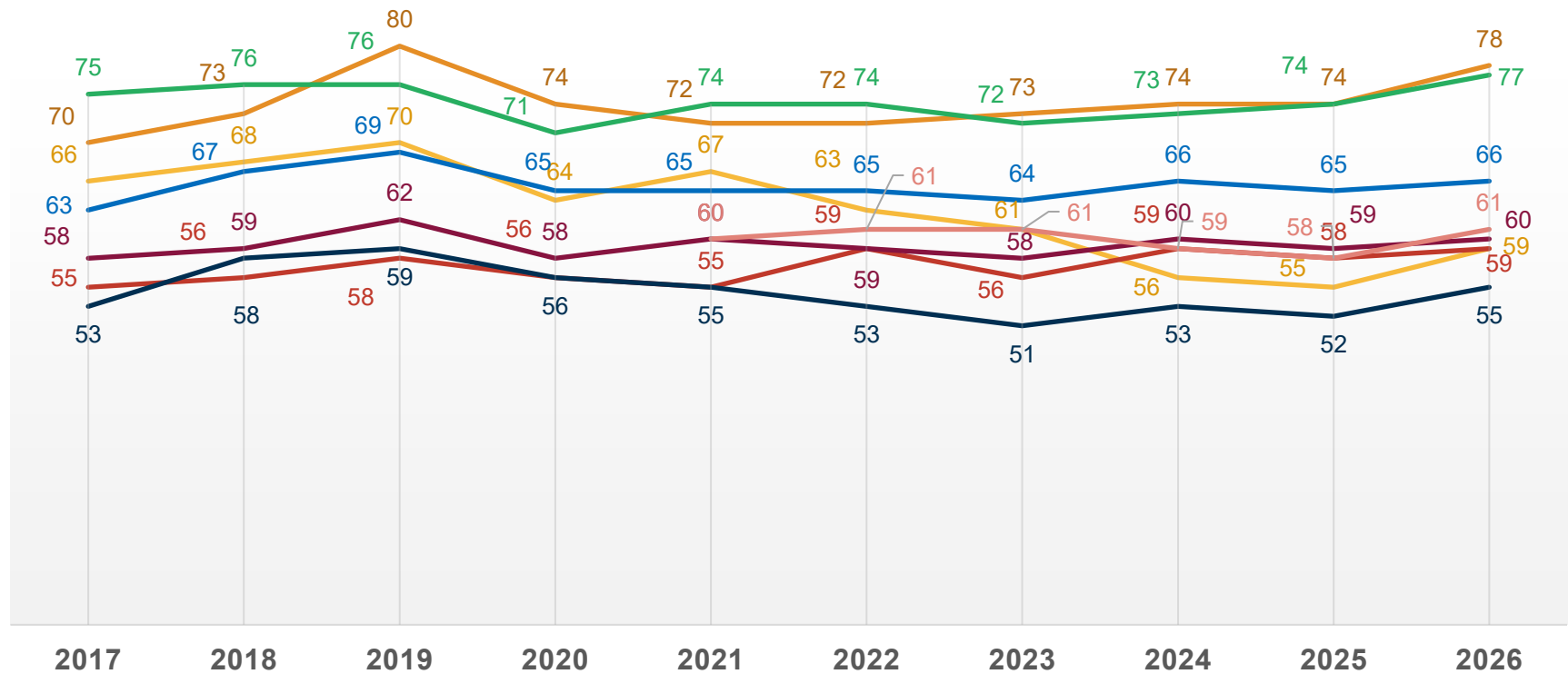
**Waste
management**



**Customer
Service**



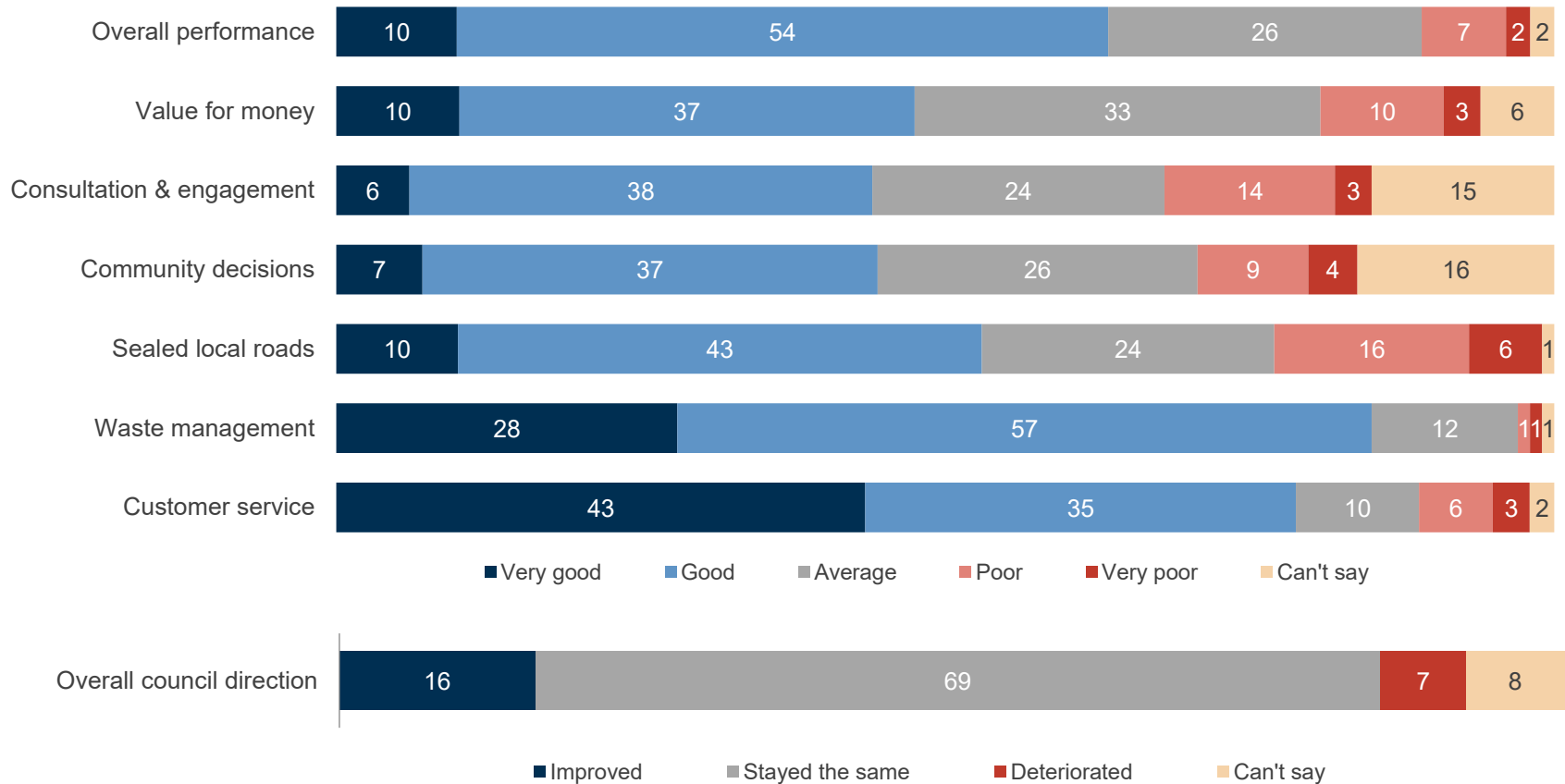
**Overall
Council
Direction**





Summary of core measures

Core measures summary results (%)





Summary of Maroondah City Council performance

Services		Maroondah 2026	Maroondah 2025	Metro 2026	Overall 2026	Highest score	Lowest Score
	Overall performance	66	65	62	57	65+ years	50-64 years
	Value for money	61	58	57	49	18-34 years	50-64 years
	Overall council direction	55	52	50	48	18-34 years	50-64 years
	Customer service	78	74	72	69	18-34 years	35-49 years
	Art centres & libraries	78	77	77	76	Women, 35-49 years	Men
	Waste management	77	74	75	69	65+ years	50-64 years
	Recreational facilities	76	76	77	71	65+ years, Women	Men
	Appearance of public areas	71	68	72	71	18-34 years	50-64 years
	Community & cultural	71	72	68	67	50+-years, Women	35-49 years
	Emergency & disaster mngt	69	67	69	68	50-64 years	65+ years



Summary of Maroondah City Council performance

Services		Maroondah 2026	Maroondah 2025	Metro 2026	Overall 2026	Highest score	Lowest score
	Family support services	68	67	65	63	Women	Men
	Environmental sustainability	68	67	67	60	35-49 years	65+ years
	Informing the community	65	65	62	60	65+ years, Women, 18-49 years	50-64 years
	Enforcement of local laws	63	64	63	60	18-34 years	65+ years
	Elderly support services	63	65	63	62	35-49 years	65+ years, 18-34 years
	Bus/community dev./tourism	61	59	58	59	Women	50-64 years
	Disadvantaged support serv.	60	61	59	56	Men	Women
	Community decisions	60	59	56	52	35-49 years	50-64 years
	Consultation & engagement	59	58	55	53	18-34 years	50-64 years
	Sealed local roads	59	55	56	46	18-34 years	50-64 years



Summary of Maroondah City Council performance

Services		Maroondah 2026	Maroondah 2025	Metro 2026	Overall 2026	Highest score	Lowest score
	Local streets & footpaths	59	55	57	54	18-34 years	50-64 years
	Traffic management	58	55	55	56	18-34 years	35-64 years
	Town planning policy	57	57	55	51	35-49 years	50-64 years
	Lobbying	56	57	55	54	18-49 years	50-64 years



Focus areas for the next 12 months

Overview

Maroondah City Council's overall performance index score of 66 is one-point higher than in 2025, with Council's overall rating little changed since 2020. Performance in most individual service areas evaluated is similar to last year. Positively, Council has recorded significant improvements in perceptions of performance on waste management, sealed local roads and local streets and footpaths, the latter two being among the poorest performing areas in 2025.

Key influences on perceptions of overall performance

Council should focus on improving performance in individual service areas with the strongest influence on perceptions of overall performance, namely the appearance of public areas, Council decision making and community consultation and engagement. The related areas of informing the community and town planning, and the condition of local streets and paths, also have a significant influence on overall community perceptions and warrant further attention over the coming 12 months.

Comparison to state and area grouping

On the core measures of overall performance, value for money, council direction and customer service, Maroondah City Council performs significantly higher than the Metropolitan group average and the Overall average across participating councils State-wide (the Overall average). Beyond this, Council rates significantly higher than the Metropolitan group average in eight of the 20 service areas evaluated and significantly above the Overall average in 14 service areas.

Target residents aged 50 to 64 years where ratings are low

Residents aged 50 to 64 years warrant continued attention in the year ahead. This cohort rate Council lowest on most core measures, including overall performance – and, importantly, on those individual service areas that have the greatest influence on overall perceptions. Although contact with Council has declined among this cohort, greater focus on interactions with them is recommended to help lift overall perceptions.



Appendix: Analysis and reporting

In 2026, 23 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting, JWS Research 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 2012-2026 vary.

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:

- Glen Eira, Knox, Maroondah and Stonnington.

Wherever appropriate, results for Maroondah City Council have been compared against those in the Metropolitan group, as well as against all other participating councils (“Overall”).



Appendix: Glossary of terms

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

CSS: 2026 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.

Overall average: The average result for all participating councils.

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.

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.