



2023 Local Government Community Satisfaction Survey

Manningham City Council

Coordinated by the Department of
Government Services on behalf of
Victorian councils



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Business and community development and tourism</u>	<u>84</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>General town planning policy</u>	<u>88</u>
<u>Detailed findings</u>	<u>11</u>	<u>Environmental sustainability</u>	<u>92</u>
<u>Overall performance</u>	<u>12</u>	<u>Emergency and disaster management</u>	<u>96</u>
<u>Customer service</u>	<u>30</u>	<u>Response to Covid-19</u>	<u>100</u>
<u>Communication</u>	<u>36</u>	<u>Detailed demographics</u>	<u>102</u>
<u>Council direction</u>	<u>41</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>105</u>
<u>Individual service areas</u>	<u>45</u>	<u>Appendix B: Further project information</u>	<u>110</u>
<u>Community consultation and engagement</u>	<u>46</u>		
<u>Lobbying on behalf of the community</u>	<u>50</u>		
<u>Decisions made in the interest of the community</u>	<u>54</u>		
<u>Condition of sealed local roads</u>	<u>58</u>		
<u>Elderly support services</u>	<u>62</u>		
<u>Disadvantaged support services</u>	<u>64</u>		
<u>Recreational facilities</u>	<u>68</u>		
<u>Art centres and libraries</u>	<u>72</u>		
<u>Community and cultural activities</u>	<u>76</u>		
<u>Waste management</u>	<u>80</u>		



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, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a solid dark blue color.

Key findings and recommendations



Manningham City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Manningham
63



Metropolitan 62



State-wide 56

Council performance compared to group average

Top 3 performing areas		
	Recreational facilities	▲ higher
	Art centres & libraries	▼ lower
	Waste management	= on par
Lowest 3 performing areas		
	Town planning policy	▼ lower
	Lobbying	= on par
	Consultation & engagement	= on par
	Customer service	= on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

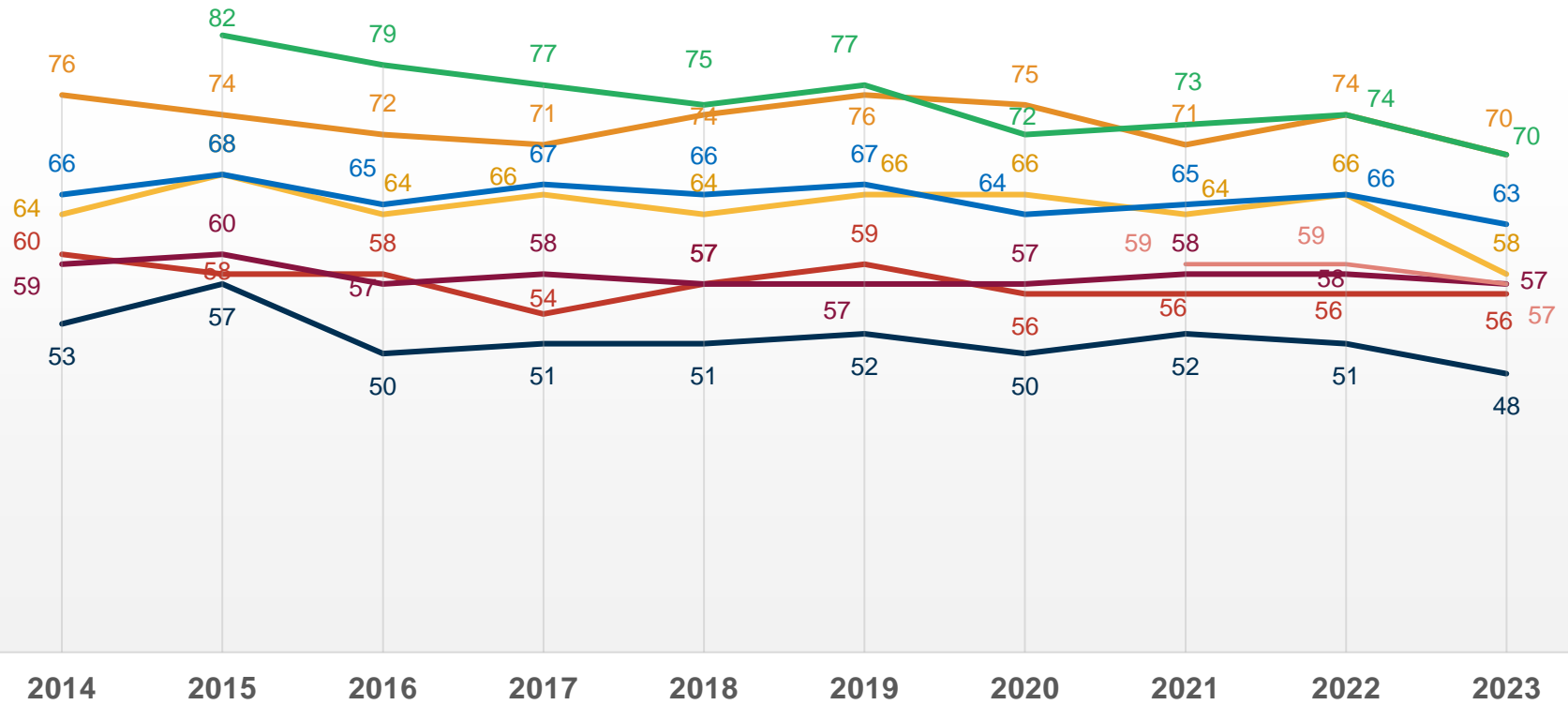
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

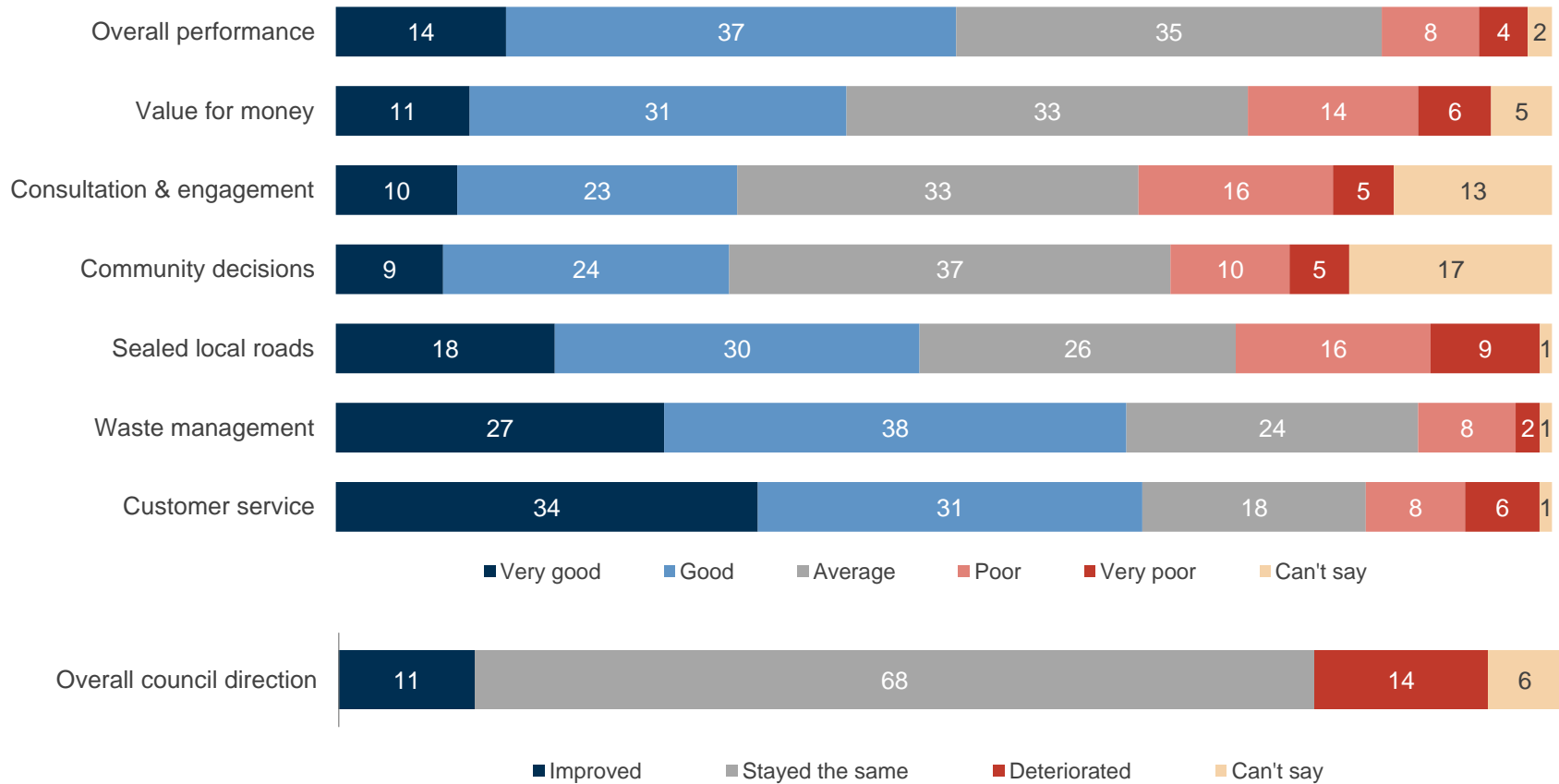
Overall Council Direction















Summary of core measures

Core measures summary results (%)













Summary of Manningham City Council performance

Services	Manningham 2023	Manningham 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
 Overall performance	63	66	62	56	Aged 65+ years	Aged 50-64 years
 Value for money	57	59	56	49	Aged 65+ years	East of Mullum Mullum Creek residents
 Overall council direction	48	51	49	46	Aged 18-34 years	Aged 50-64 years
 Customer service	70	74	71	67	Women	Aged 18-34 years
 Recreational facilities	75	74	72	68	Aged 65+ years	East of Mullum Mullum Creek residents
 Art centres & libraries	72	73	75	73	Aged 65+ years	East of Mullum Mullum Creek residents
 Waste management	70	74	68	66	Aged 65+ years	Aged 50-64 years
 Community & cultural	67	63	67	66	Aged 65+ years	East of Mullum Mullum Creek residents
 Emergency & disaster mngt	67	68	65	65	Aged 65+ years	Aged 50-64 years
 Elderly support services	66	-	64	63	Aged 65+ years	Aged 50-64 years



Summary of Manningham City Council performance

Services		Manningham 2023	Manningham 2022	Metro 2023	State-wide 2023	Highest score	Lowest score
	Environmental sustainability	62	63	62	60	Aged 65+ years, Women	East of Mullum Mullum Creek residents
	Disadvantaged support serv.	61	63	61	59	Aged 65+ years	East of Mullum Mullum Creek residents
	Sealed local roads	58	66	61	48	Aged 18-34 years, West of Mullum Mullum Creek residents	East of Mullum Mullum Creek residents
	Bus/community dev./tourism	57	56	59	59	Aged 65+ years	East of Mullum Mullum Creek residents
	Community decisions	57	58	55	51	Aged 65+ years, Women	East of Mullum Mullum Creek residents
	Consultation & engagement	56	56	55	52	Aged 65+ years, Women, Aged 35-49 years	East of Mullum Mullum Creek residents
	Lobbying	54	55	53	51	Aged 35-49 years	East of Mullum Mullum Creek residents
	Town planning policy	49	52	52	50	Aged 18-34 years	East of Mullum Mullum Creek residents



Focus areas for the next 12 months

Overview

Perceptions of Manningham City Council's overall performance had been gradually increasing in the past few years, but declined by three points (not statistically significant) in the last 12 months, to its lowest rating to date. Performance perceptions on most individual service areas are not significantly different to 2022, with the exceptions of community and cultural activities, where performance ratings improved significantly, and sealed local roads and waste management, where performance ratings declined significantly.

Key influences on perceptions of overall performance

Council should strive to improve performance in the individual service areas that most influence perceptions of overall performance. Council should focus foremost on good communication and transparency with residents about decisions made in the community's interest, as it has the strongest influence of views of Council's overall performance. Council should also consider its approach to town planning, as it is a poorly rated service area with a moderate influence on overall performance.

Comparison to state and area grouping

On half of the 14 individual service areas evaluated, Council rates significantly higher than the State-wide average. Council rates in line with the Metropolitan group averages in most areas, but significantly below the group average in the areas of town planning policy and art centres and libraries. Encouragingly, Council rates significantly higher than both the State-wide and Metropolitan group averages in the area of recreational facilities.

Opportunity to engage with key cohorts

In the year ahead, Council should focus on consolidating and building upon its strong performance in recreational facilities. Council should also strive to restore positive perceptions among residents East of Mullum Mullum Creek, given they remain consistently more critical of its performance. Residents in this location have the most contact with Council, so there may be an opportunity to improve perceptions by delivering a positive customer service experience, hearing and addressing their concerns and views.

DETAILED FINDINGS



Overall performance

Overall performance

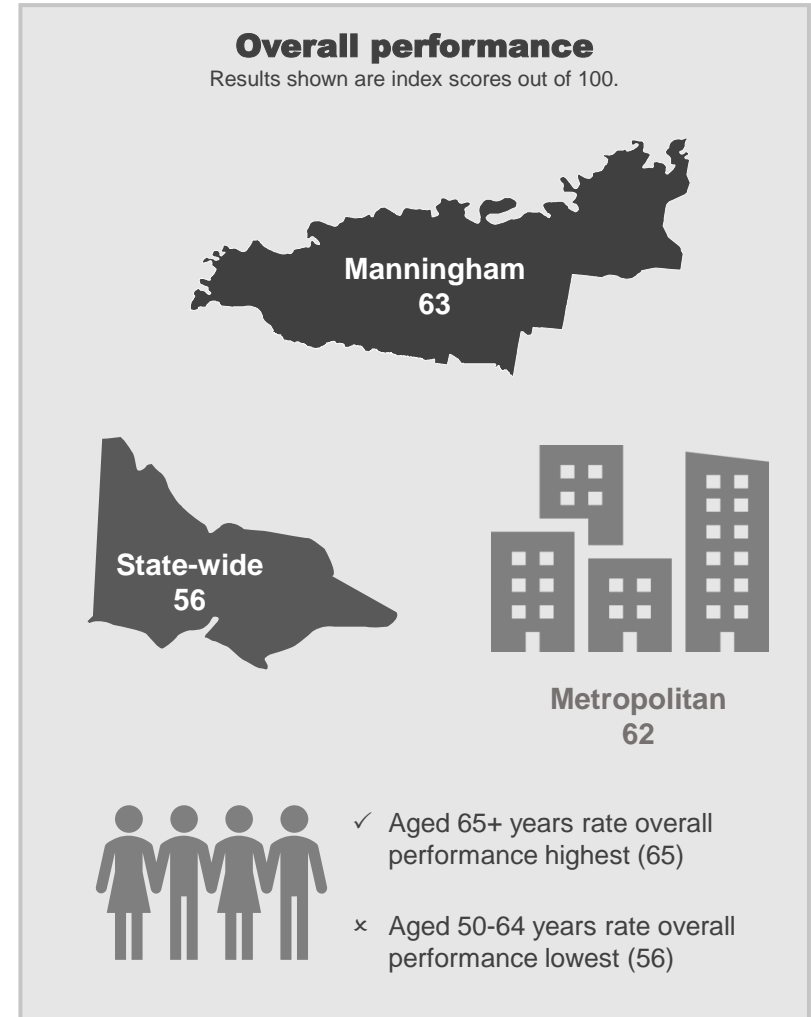
The overall performance index score of 63 for Manningham City Council represents a three-point decline on the 2022 result. While this is not a significant change, Council's overall rating is now at a low point.

Despite this decline, Council's overall performance continues to rate significantly higher (at the 95% confidence interval) than the State-wide average for councils, and in line with the Metropolitan group (index scores of 56 and 62 respectively).

- As was the case in 2022, performance is rated highest among residents aged 65 years and over (index score of 65), and significantly lower than the Council average among those aged 50 to 64 years (56).
- Since the previous evaluation, performance ratings among residents located West of Mullum Mullum Creek declined a significant four-points to 63.

More than four in ten residents (42%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good', while two in ten (20%) rate Council as 'very poor' or 'poor'. A further third (33%) rate Council as 'average' in terms of providing value for money.

- Residents located East of Mullum Mullum Creek are significantly less positive in their assessment of Council's value for money (index score of 46, compared to the Council average of 57).





Overall performance

2023 overall performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	65	70	68	64	64	66	65	66	70	65
35-49	64	66	62	64	67	57	65	66	65	65
Women	64	68	66	63	65	67	65	66	67	68
West of Mullum Mullum Creek	63	67	65	64	67	66	68	65	69	66
Manningham	63	66	65	64	67	66	67	65	68	66
Metro	62	65	67	66	67	65	64	66	67	n/a
18-34	62	66	66	68	74	73	72	68	70	70
Men	61	65	64	66	69	65	68	64	68	64
East of Mullum Mullum Creek	57	58	69	62	69	65	61	70	60	62
50-64	56▼	59	60	59	63	67	64	61	63	63
State-wide	56▼	59	61	58	60	59	59	59	60	61

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

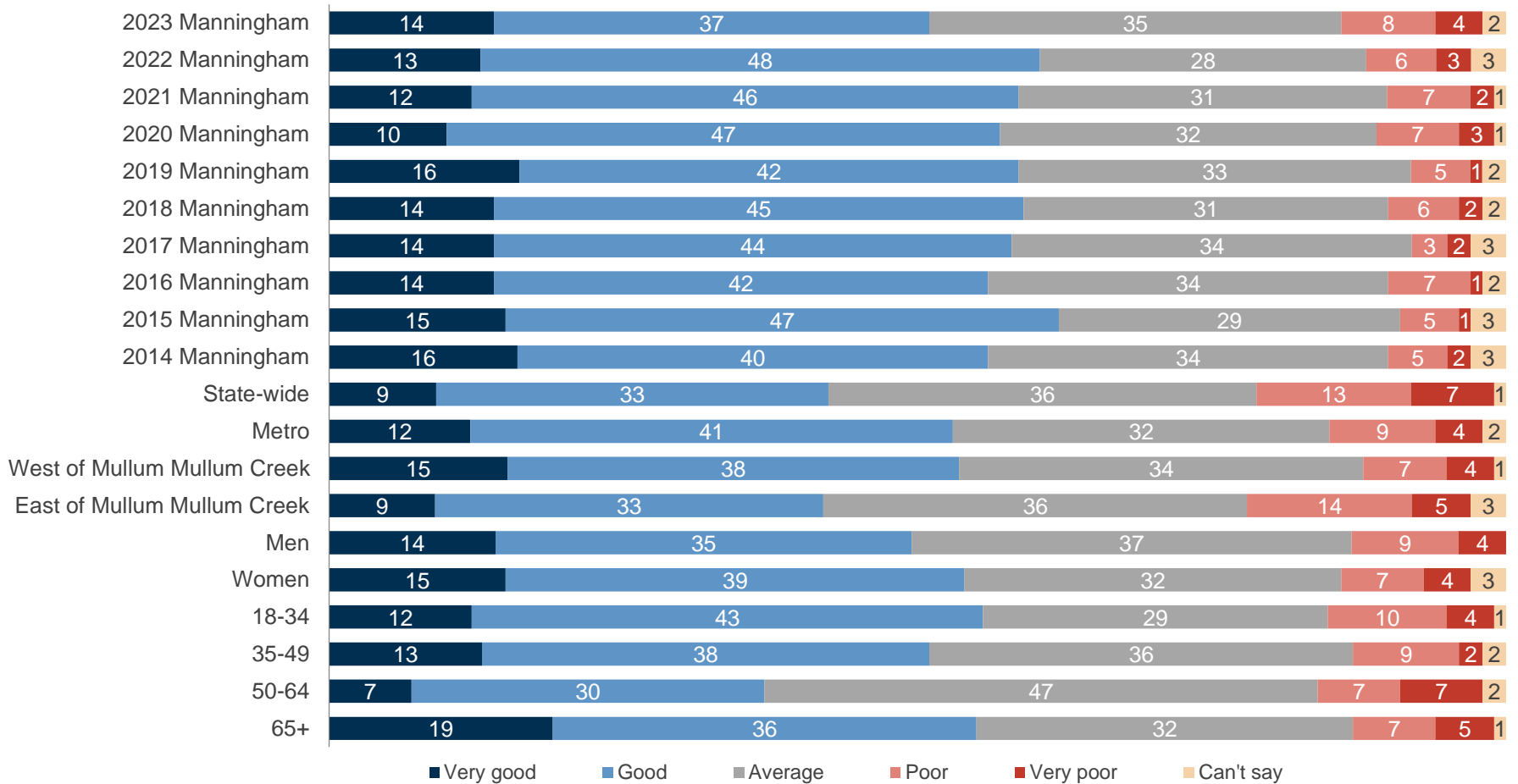
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Overall performance

2023 overall performance (%)

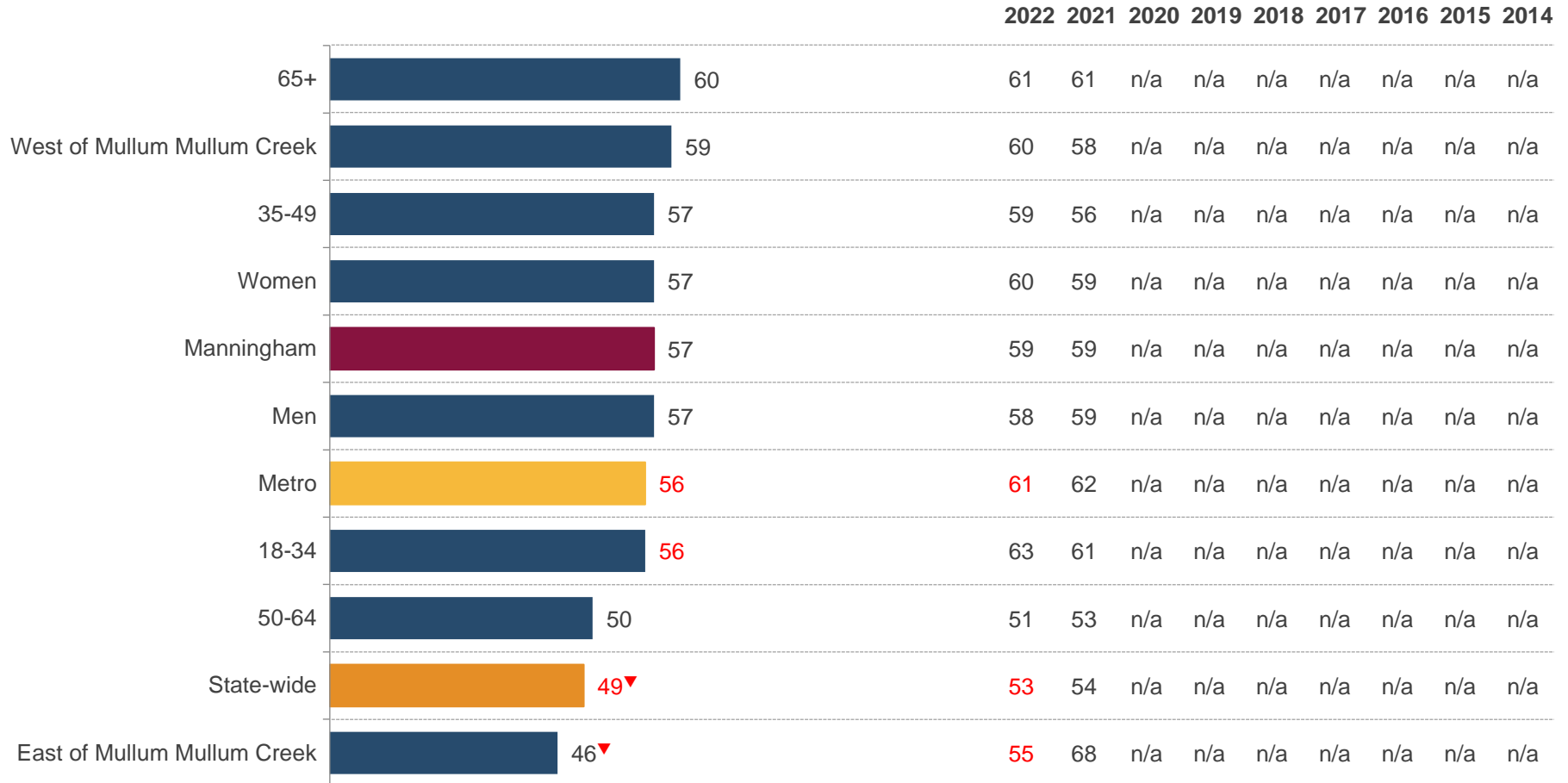


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Manningham City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils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



Value for money in services and infrastructure

2023 value for money (index scores)



Q3b. How would you rate Manningham City Council at providing good value for money in infrastructure and services provided to your community?

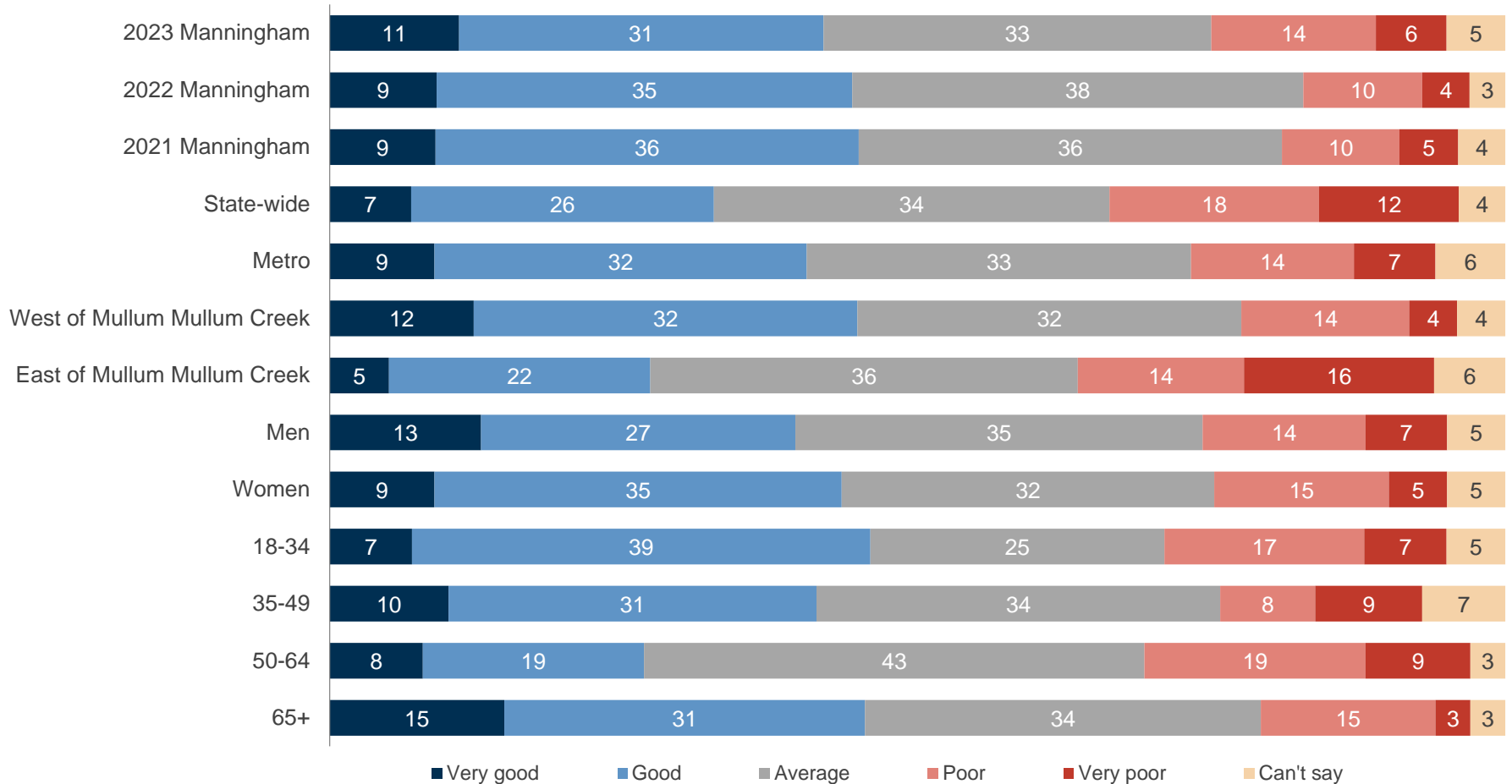
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 15

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 Manningham 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

Recreational facilities (index score of 75) remains the area where Council performs best. Council performs significantly higher than both the Metropolitan group and State-wide averages in this service area.

Art centres and libraries is Council's next highest rated service area, followed by waste management (index scores of 72 and 70 respectively).

- Performance perceptions of arts centres and libraries declined significantly among residents aged 18 to 34 years, negating the significant gains in the last result.

Council's performance in waste management saw a significant four-point decline, marking a series-low result. Waste management is considered the most important service area and is shown to have a moderate to strong influence on perceptions of overall performance, so should remain a key focus for Council.

- Key contributors to this decrease are significantly declined ratings among residents located East of Mullum Mullum Creek, women, and those aged 50 years and over.

In each of these service areas, performance is rated highest among residents aged 65 years and over (significantly higher in recreational facilities and art centres and libraries). Ratings are lowest among those East of Mullum Mullum Creek (and significantly lower than average in art centres and libraries).



Recreational facilities (index score of 75) is the area where Council performed best in 2023.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of town planning policy (index score of 49).

Council continues to rate lowest on its town planning policy (index score of 49). Perceptions of this service area experienced a (not significant) three-point decline on the 2022 result, marking a series-low result.

- Council rates in line with the State-wide average but significantly below the Metropolitan group here.
- As with past evaluations, this service area exhibits the largest disparity between importance and performance ratings (26-point differential), and the gap is widening year-on-year.

Lobbying and community consultation and engagement are other areas where Council rates relatively lower (index scores of 54 and 56 respectively).

- Consistent with these results, inappropriate or over-development (10%), communication (8%) and community consultation (8%) are among the most frequently cited areas as in need of improvement.

Consultation and engagement, and town planning, are both shown to have a moderate to strong influence on perceptions of overall performance, so should remain high priorities for Council in the year ahead.

- Residents in the East of Mullum Mullum Creek continue to be the most critical of Council's performance in most areas evaluated, indicating this cohort warrants extra attention in the year ahead.



Individual service area performance

2023 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Recreational facilities	75	74	73	74	75	n/a	n/a	n/a	76	n/a
Art centres & libraries	72	73	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	70	74	73	72	77	75	77	79	82	n/a
Community & cultural	67	63	65	68	71	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	67	68	69	65	72	n/a	n/a	n/a	n/a	n/a
Elderly support services	66	n/a	68	69	69	68	70	68	71	n/a
Environmental sustainability	62	63	62	61	68	67	67	64	n/a	n/a
Disadvantaged support serv.	61	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	58	66	64	66	66	64	66	64	68	64
Bus/community dev./tourism	57	56	57	58	60	n/a	n/a	n/a	n/a	n/a
Community decisions	57	58	58	57	57	57	58	57	60	59
Consultation & engagement	56	56	56	56	59	57	54	58	58	60
Lobbying	54	55	55	55	57	56	56	54	58	61
Town planning policy	49	52	52	50	51	n/a	n/a	n/a	n/a	n/a

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

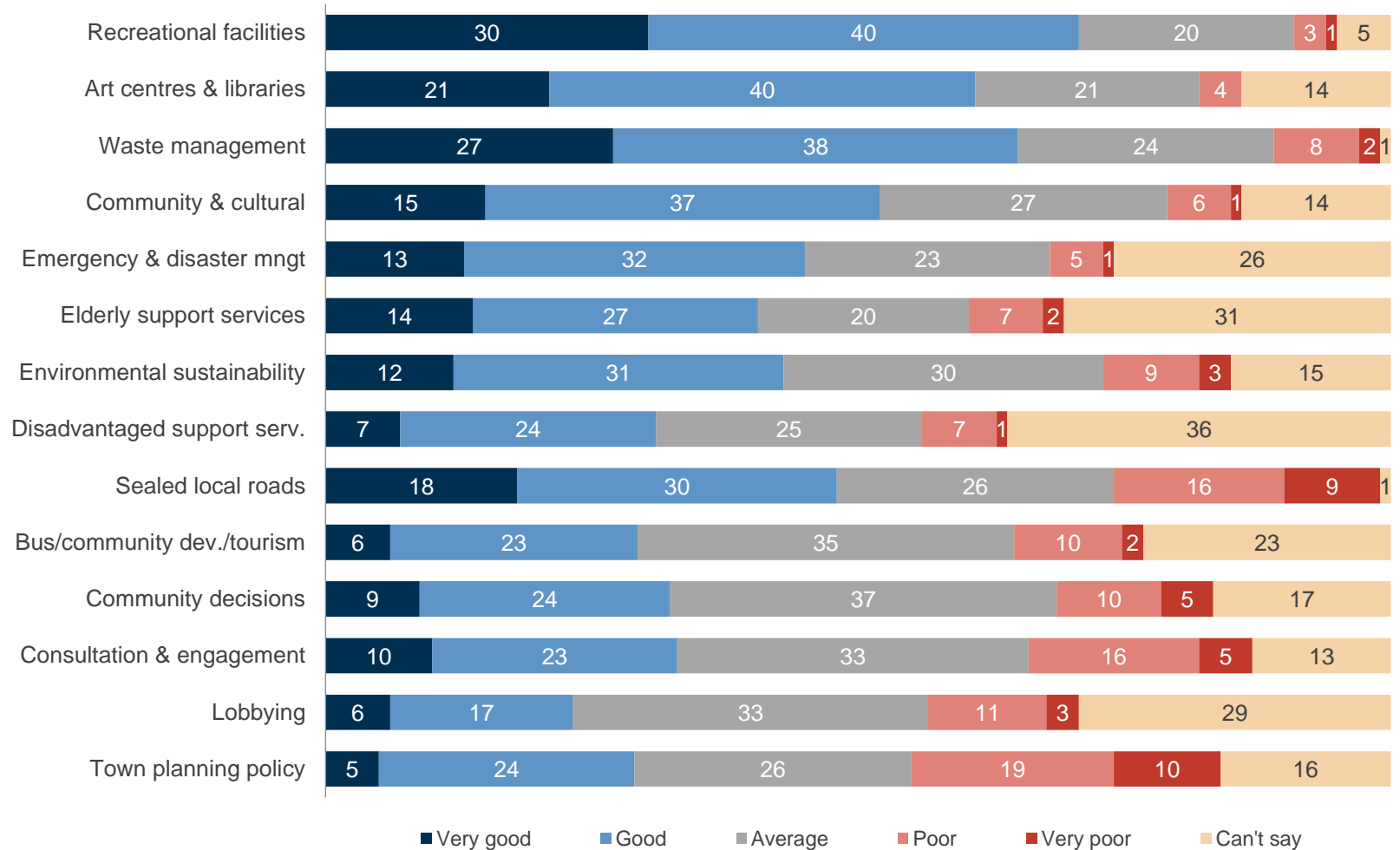
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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)

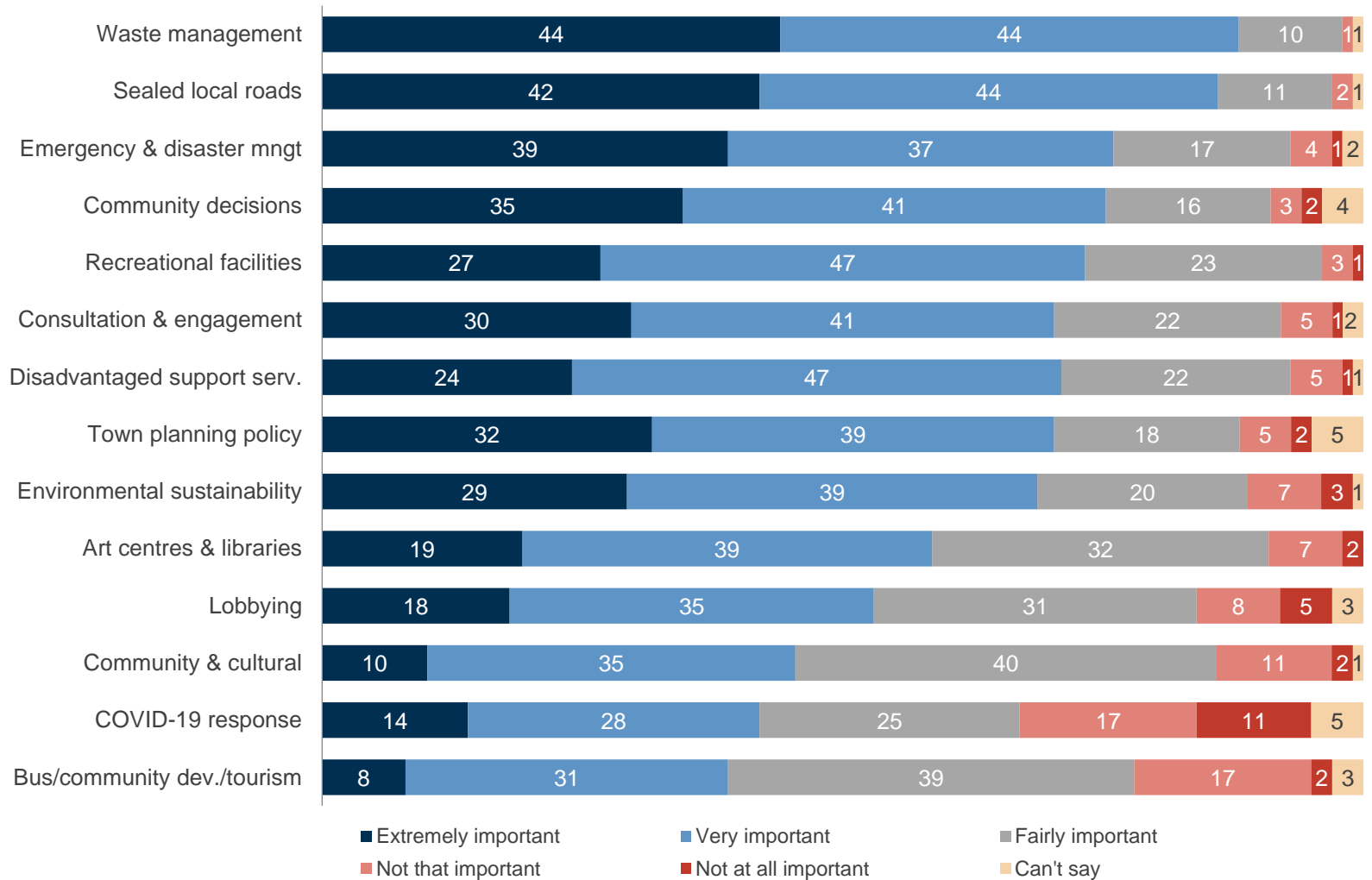
	2022	2021	2020	2019	2018	2017	2016	2015	2014
Waste management	83	85	84	85	81	83	80	83	n/a
Sealed local roads	82	79	78	79	78	80	80	77	77
Emergency & disaster mngt	78	80	78	78	78	n/a	n/a	n/a	n/a
Community decisions	77	80	78	80	78	80	77	80	80
Town planning policy	75	75	74	75	73	n/a	n/a	n/a	n/a
Recreational facilities	74	74	74	72	69	n/a	n/a	n/a	n/a
Consultation & engagement	74	75	72	73	70	74	74	74	75
Disadvantaged support serv.	72	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	71	75	74	75	72	74	n/a	n/a	n/a
Art centres & libraries	67	66	68	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	63	68	65	67	64	66	65	65	65
Community & cultural	60	64	63	60	57	n/a	n/a	n/a	n/a
Bus/community dev./tourism	57	59	59	57	54	n/a	n/a	n/a	n/a
COVID-19 response	54	63	n/a	n/a	n/a	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 (%)

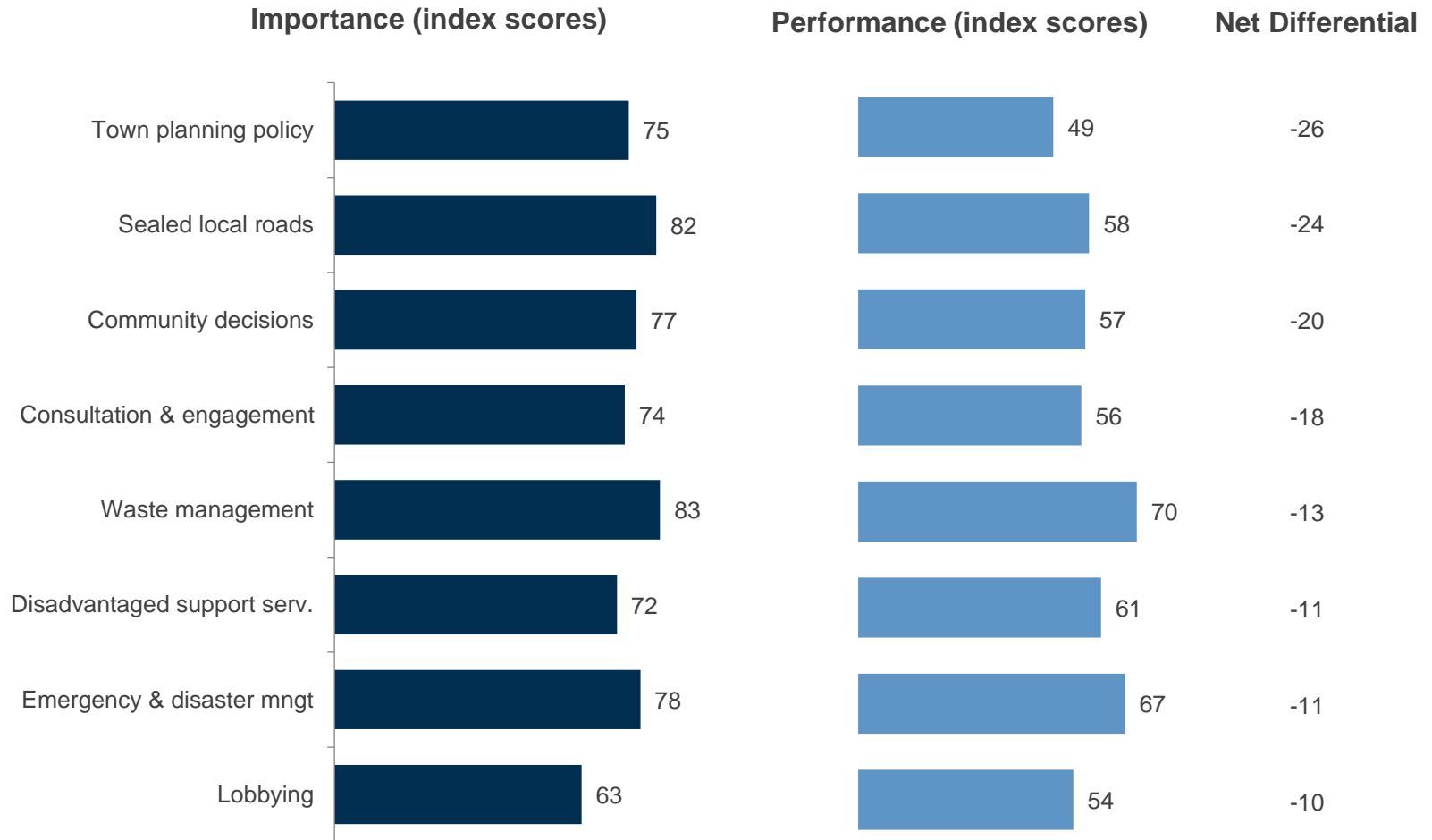


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10



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.



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:

- Community consultation and engagement
- Town planning
- Waste management
- Recreational facilities
- Environmental sustainability
- The condition of sealed local roads.

Looking at these key service areas only, Council's recreational facilities and waste management have a high performance index (75 and 70 respectively) and a moderate influence on the overall performance rating.

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

Council performs less well on the stronger influence of community consultation and more moderate influence of sealed local roads (index of 56 and 58 respectively).

Ensuring residents are consulted on key local issues and local sealed roads are well maintained can also help shore up positive opinion of Council.

However, most in need of attention is Council's town planning, which is poorly rated (performance index of 49) and among the stronger influences on overall community opinion.

It will be important to attend to resident concerns local planning issues to help improve overall ratings of Council performance.



Regression analysis explained

We use regression analysis to investigate which individual service areas, such as community consultation, condition of sealed local roads, etc. (the independent variables) are influencing respondent perceptions of overall council performance (the dependent variable).

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

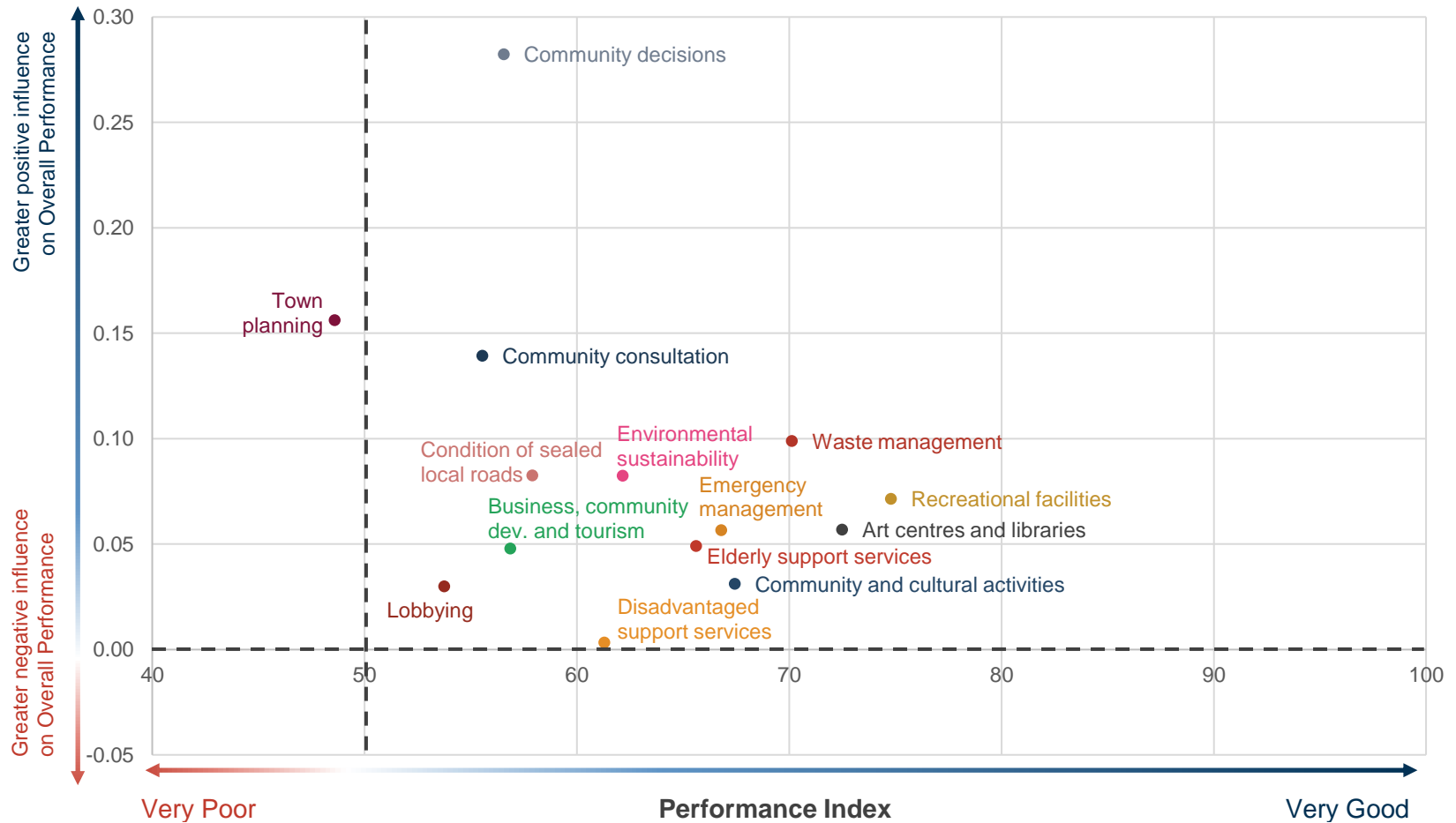
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.



Influence on overall performance: all service areas

2023 regression analysis (all service areas)

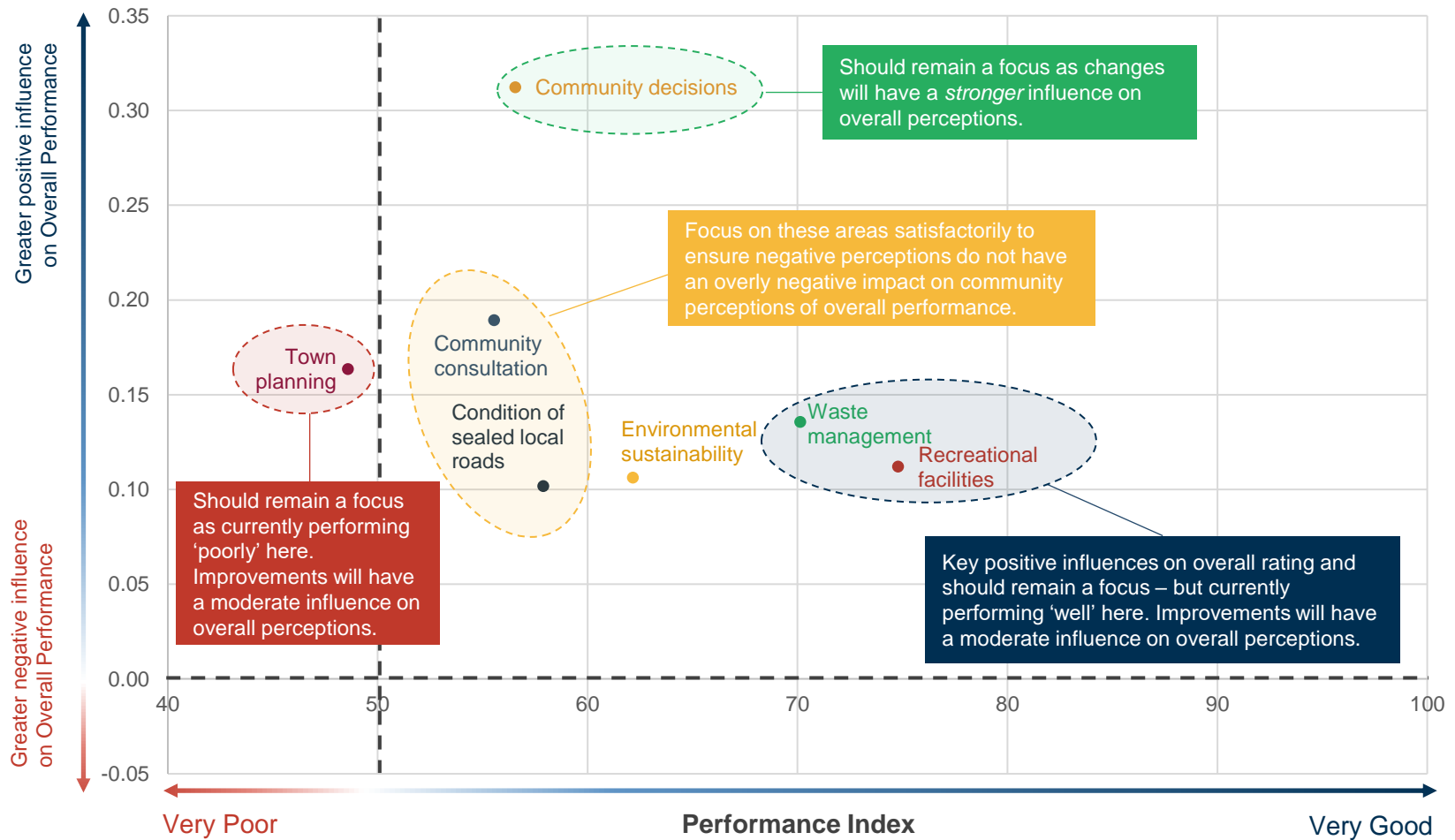


The multiple regression analysis model above (all service areas) has an R^2 value of 0.653 and adjusted R^2 value of 0.641, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 51.78$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2023 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.637 and adjusted R² value of 0.631, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 98.29.



Areas for improvement

2023 areas for improvement (%) - Top mentions only -





Customer service



Contact with council and customer service

Contact with council

More than three in five households (63%) have had contact with Council in the last 12 months – six percentage points higher than last year. Rate of contact is now one percentage point away from the peak of 64% in 2015. Prior to this increase, rate of contact had been relatively stable for years.

Contact with Council remains highest among residents located East of Mullum Mullum Creek (70%). Residents aged 18 to 34 years had significantly more contact with Council than in 2022 (up 21 percentage points to 61%).



Among those residents who have had contact with Council, 65% provide a positive customer service rating of 'very good' or 'good', including 34% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score has declined by four index points (not significant) to 70. Nonetheless, Council's customer service rates in line with the Metropolitan group and State-wide averages.

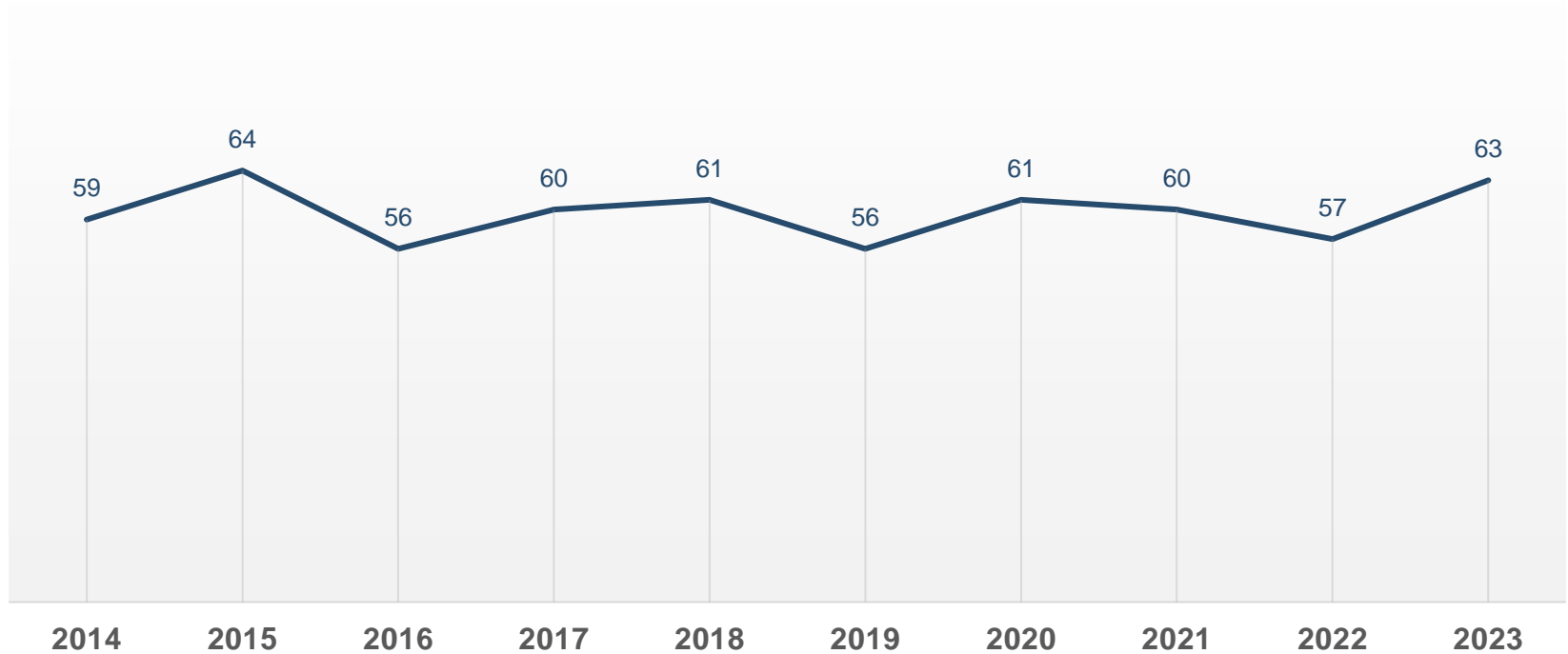
Promisingly, among those who had contact with Council, almost two thirds (65%) provide a positive customer service rating.

- Council's customer service is rated highest among women (index score of 74) and lowest among residents aged 18 to 34 years (63).
- Residents located East of Mullum Mullum Creek are one of the only cohorts where perceptions of customer service did not decline, but following their significant decline in the last evaluation, their rating remains among the lowest of all demographic and geographic cohorts. Given they consistently have the highest rate of contact with Council, a concerted effort should be made to improve perceptions of customer service among these residents.
- Council should also endeavour to improve perceptions of its customer service among residents aged 18 to 34 years, considering their significant increase in contact with Council.



Contact with council

2023 contact with council (%)
Have had contact



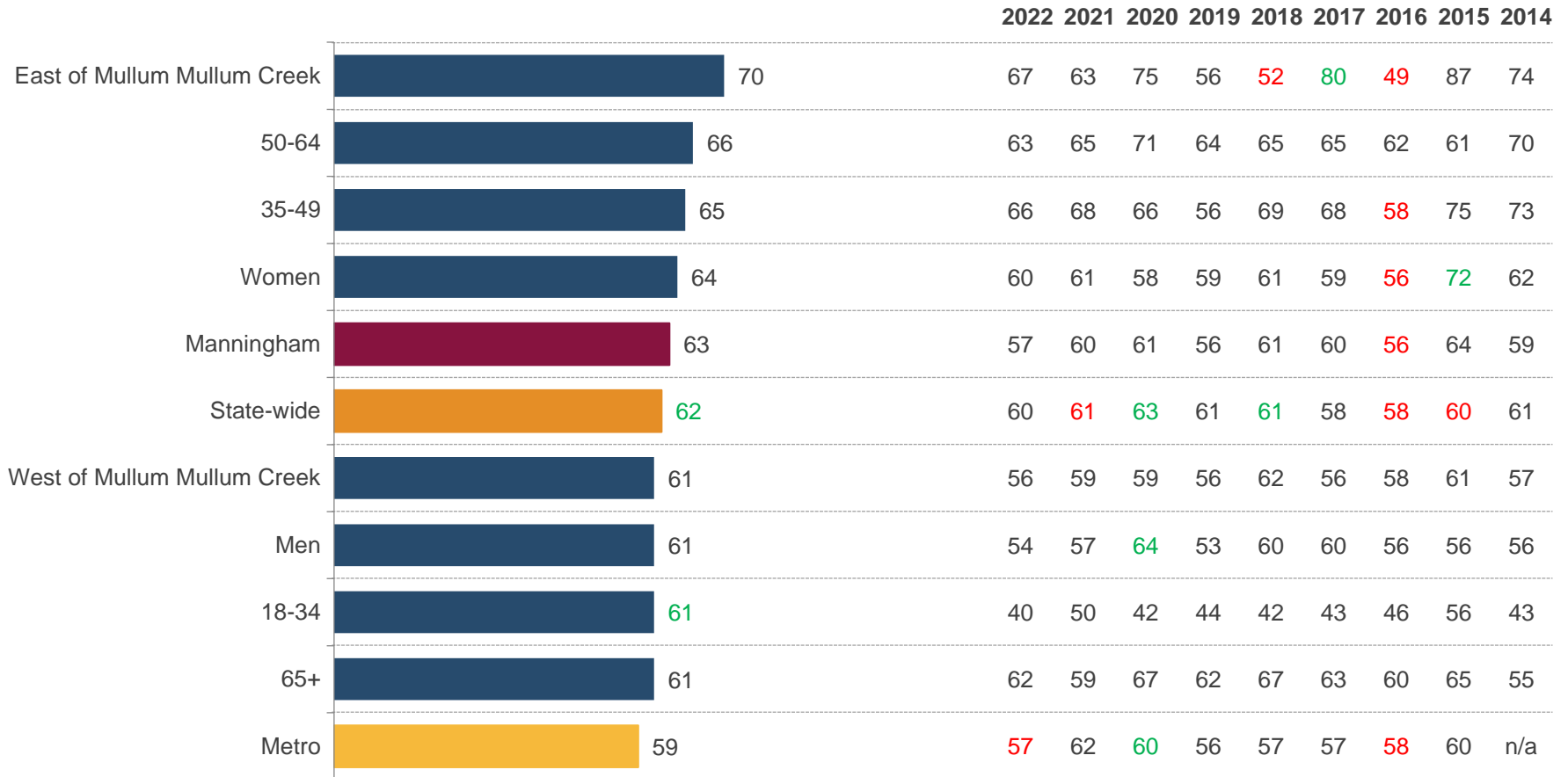
Q5. Over the last 12 months, have you or any member of your household had any contact with Manningham City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 8



Contact with council

2023 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Manningham City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 41 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
Women	74	77	74	76	78	76	70	75	77	76
35-49	73	79	67	72	79	66	75	82	71	76
65+	72	75	77	78	73	79	73	69	78	78
West of Mullum Mullum Creek	71	75	70	75	75	73	71	71	75	77
Metro	71	72	74	74	76	72	71	73	73	n/a
Manningham	70	74	71	75	76	74	71	72	74	76
50-64	70	69	67	70	73	77	70	74	73	77
State-wide	67	68	70	70	71	70	69	69	70	72
Men	66	69	68	75	74	71	72	70	71	76
East of Mullum Mullum Creek	64	63	81	76	86	77	70	84	71	73
18-34	63	67	68	80	83	71	62	64	73	72

Q5c. Thinking of the most recent contact, how would you rate Manningham 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.

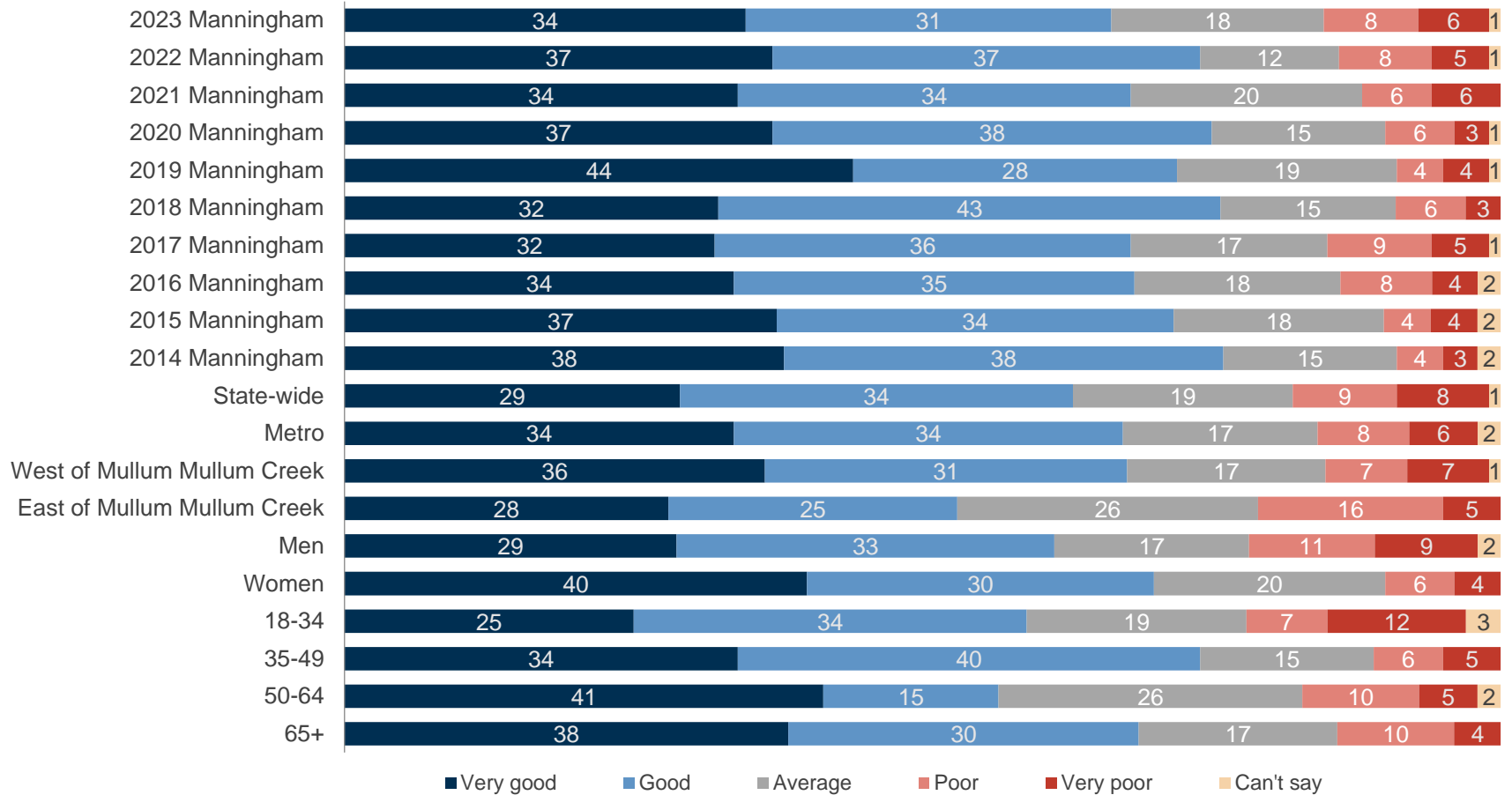
Councils asked State-wide: 66 Councils asked group: 16

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



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Manningham 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



Communication

Communication

The preferred form of communication from Manningham City Council about news and information and upcoming events is newsletters sent via mail (44%). The next most preferred form of communication is newsletters sent via email (29%), though this trails quite some way behind newsletter via mail.

Preference for the mailed newsletters has increased by 11 percentage points in the past year, overtaking the email format, which declined by eight percentage points.

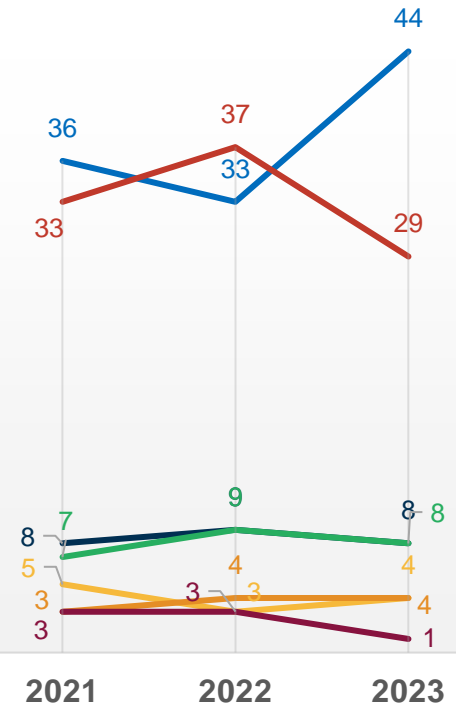
- A similar story exists among residents aged under 50 years. Newsletter sent via mail (34%) is now slightly preferred over email (30%), having increased by seven percentage points. Meanwhile, preference for emailed newsletters declined by seven percentage points. There is also some appetite for text message (15%) and social media (12%).
- Among those aged 50 years and over mailed newsletters (53%) continue to be preferred over email newsletters (27%), far ahead of other modes of communication.





Best form of communication

2023 best form of communication (%)



Q13. If Manningham 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 Manningham 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 Manningham 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

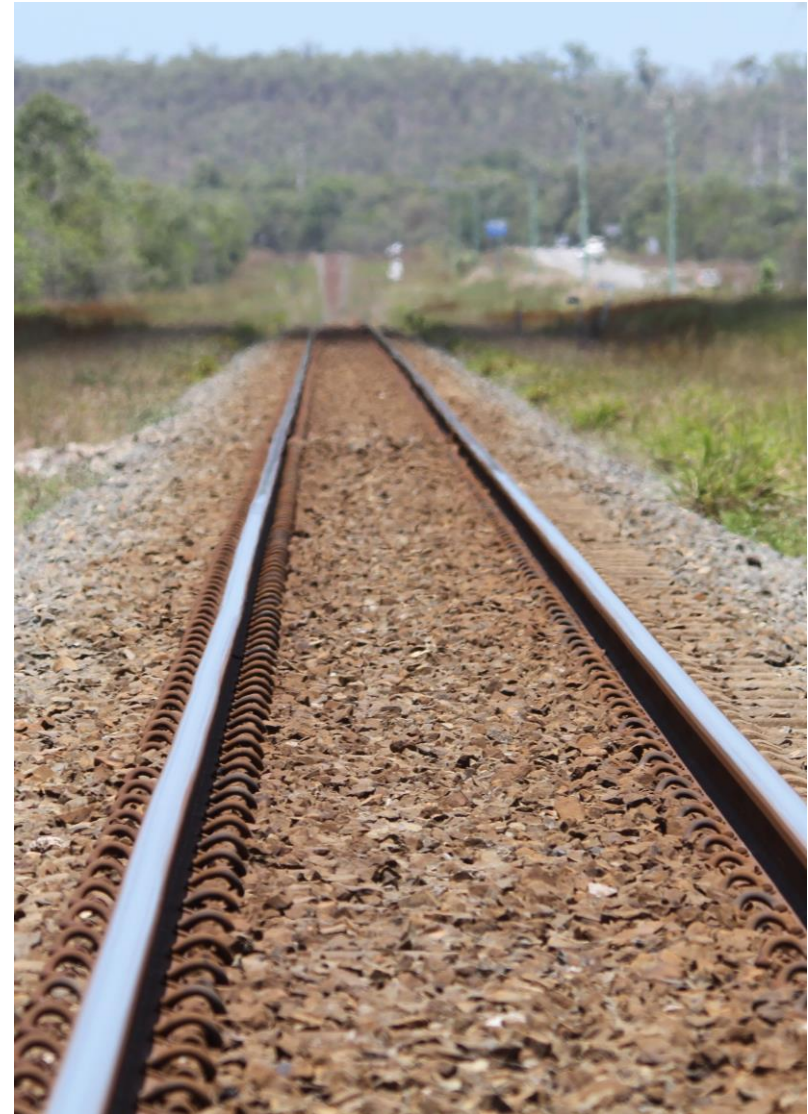
Perceptions of the direction of Manningham City Council's overall performance have declined slightly by three index points (to an index score of 48).

- Despite this, Council's overall direction index score is rated in line with both the State-wide and Metropolitan group averages.

Over the last 12 months, 11% of residents believe the direction of Council's overall performance has improved (similar to 12% in 2022).

A decreased majority of residents (68%, down three percentage points) think the direction of Council's overall performance has stayed the same, while 14% think it has deteriorated (up three percentage points on 2022).

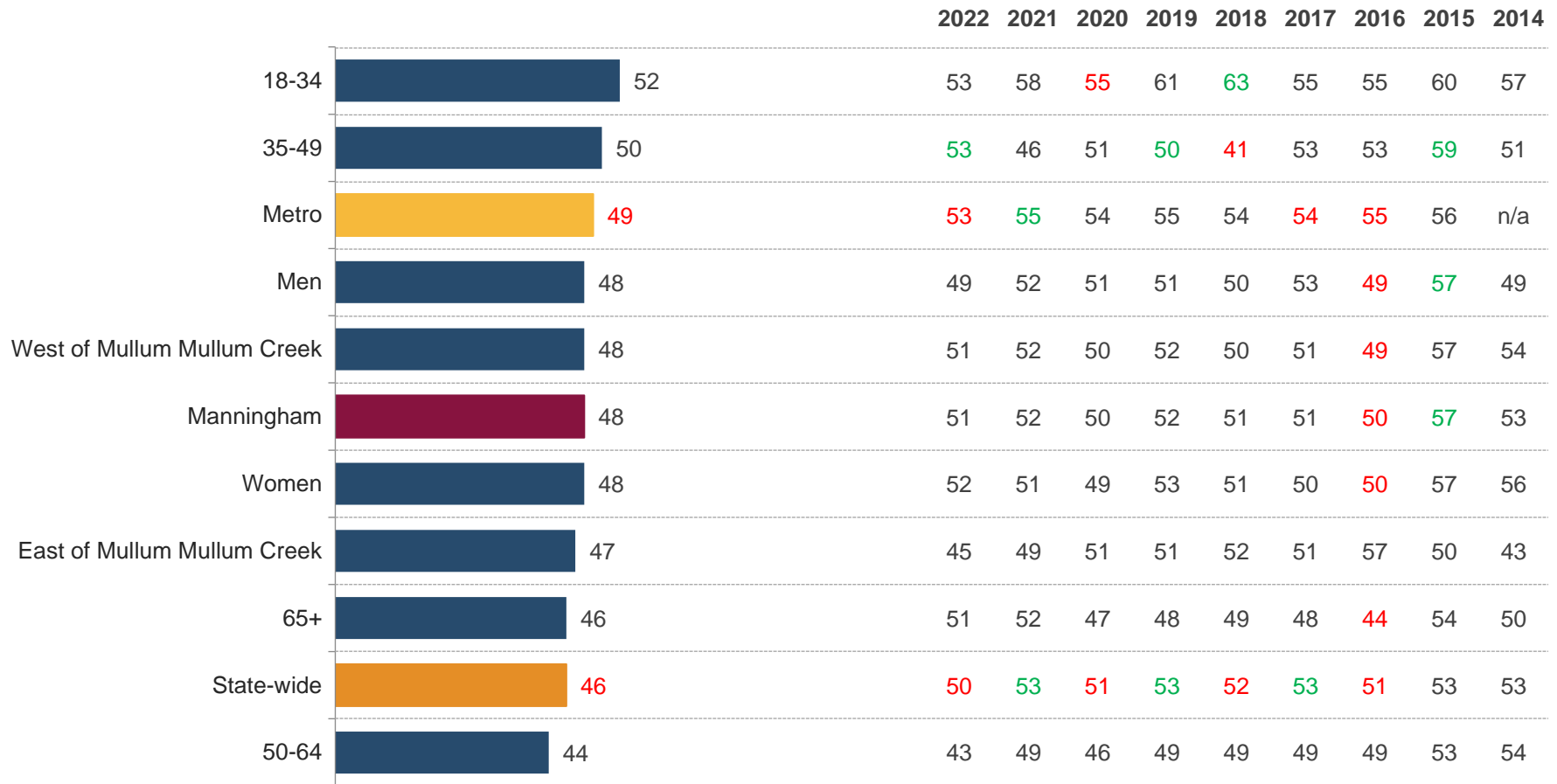
- The most satisfied with council direction are residents aged 18 to 34 years (index score of 52).
- The least satisfied with council direction are those aged 50 to 64 years (index score of 44). Among this group, more than three times as many think Council's overall performance has deteriorated in the last year (17%) than think it has improved (5%).





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 Manningham City Council's overall performance?

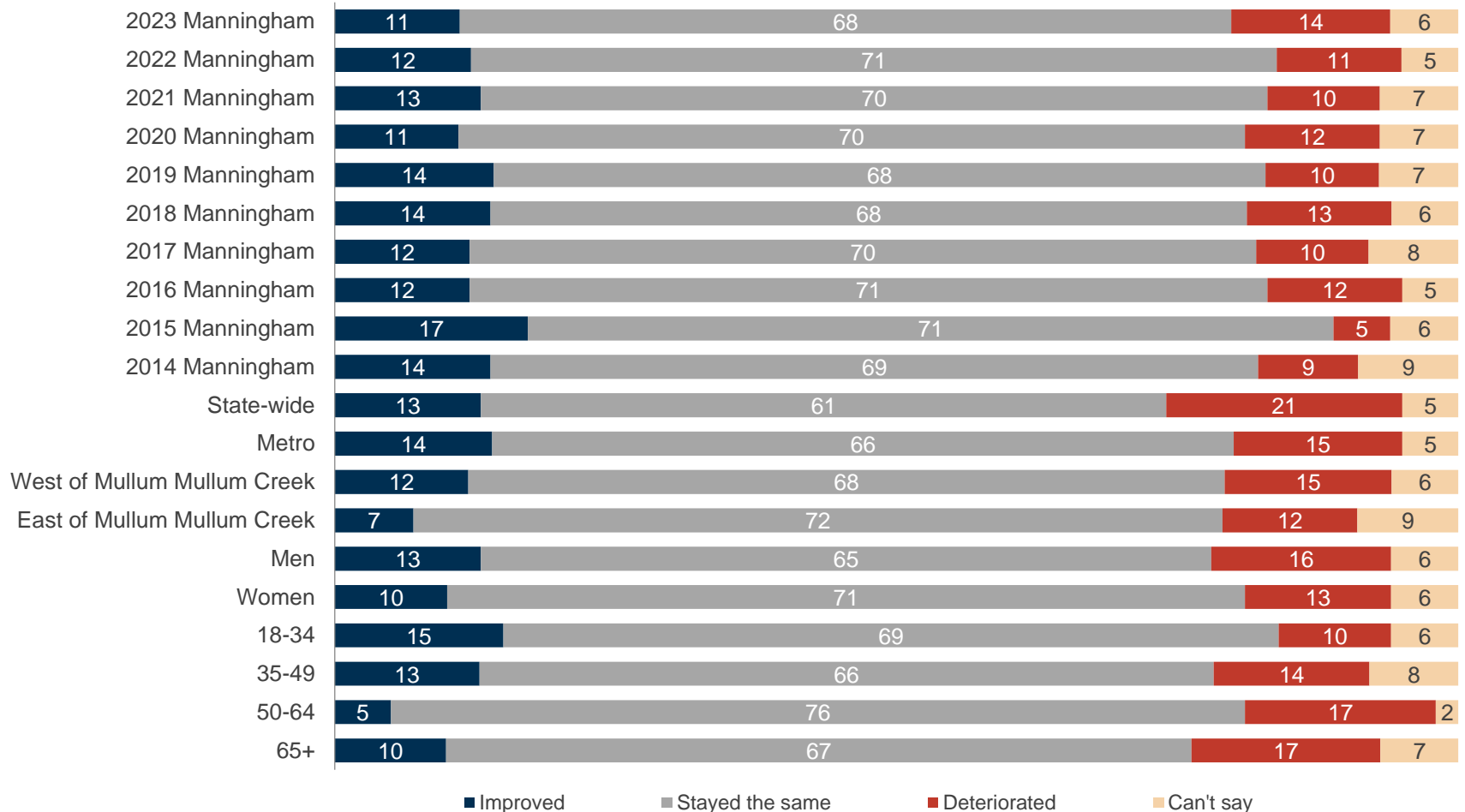
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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 Manningham City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



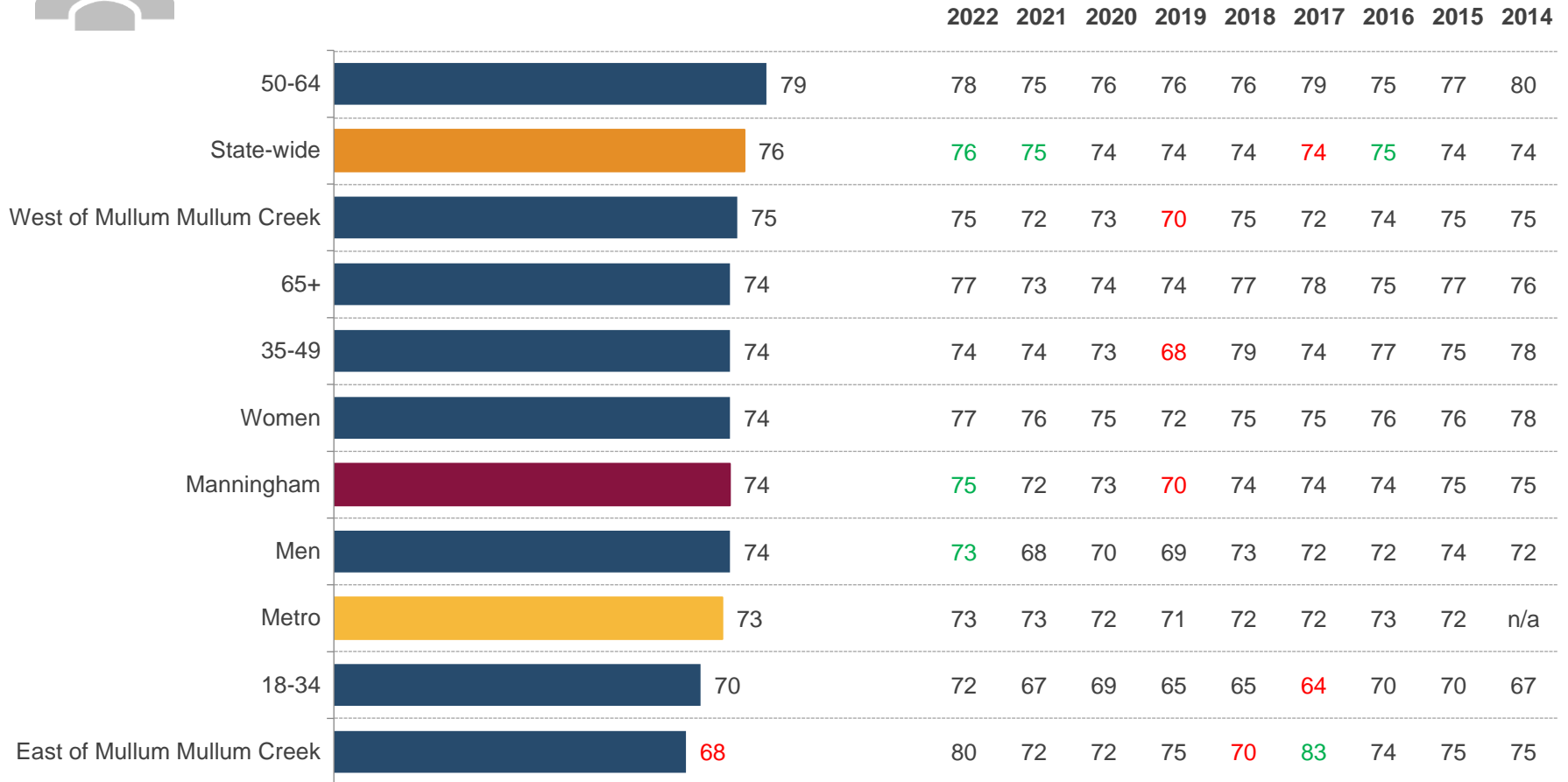
Individual service areas



Community consultation and engagement importance



2023 consultation and engagement importance (index scores)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

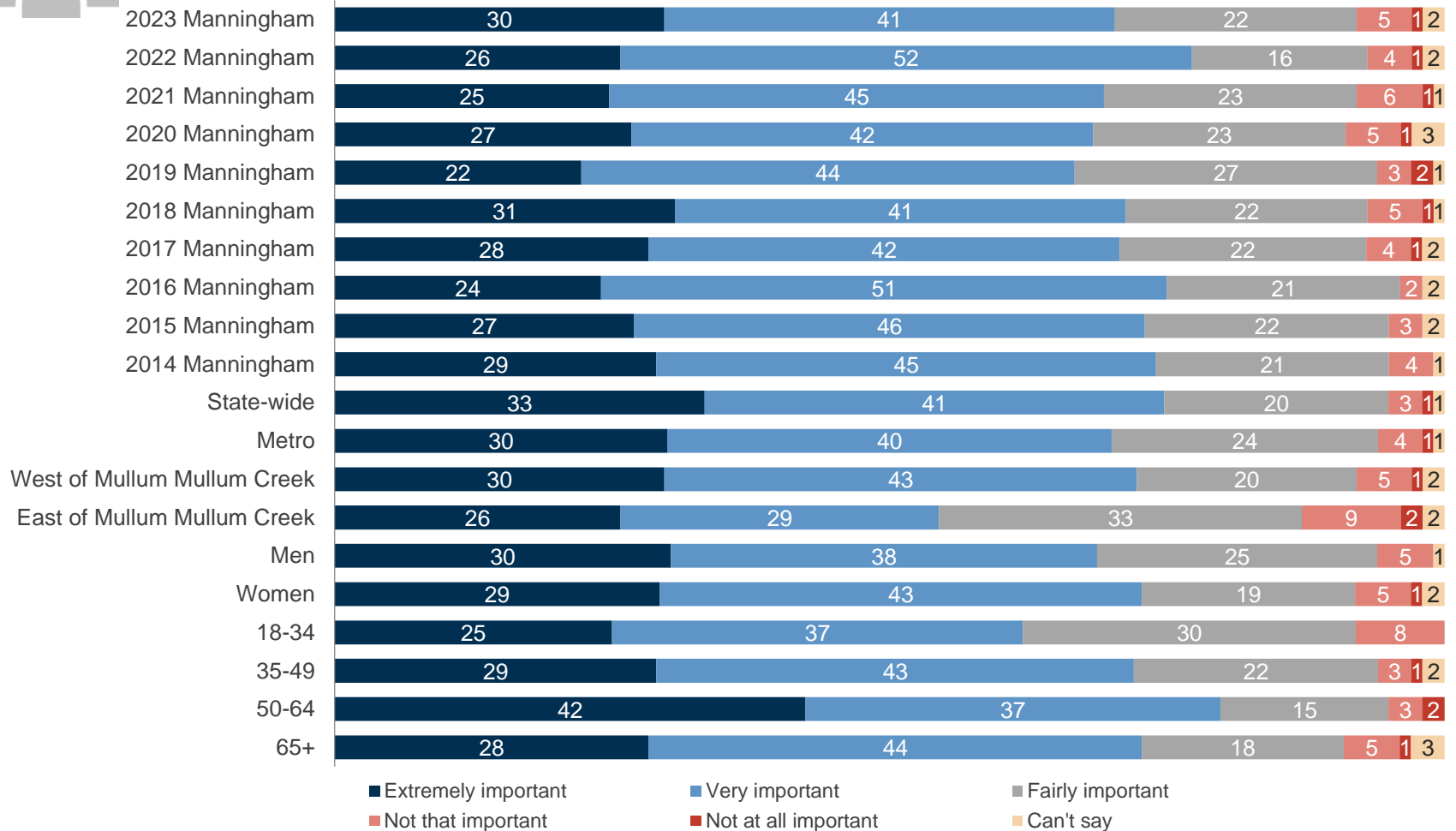
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2023 consultation and engagement importance (%)



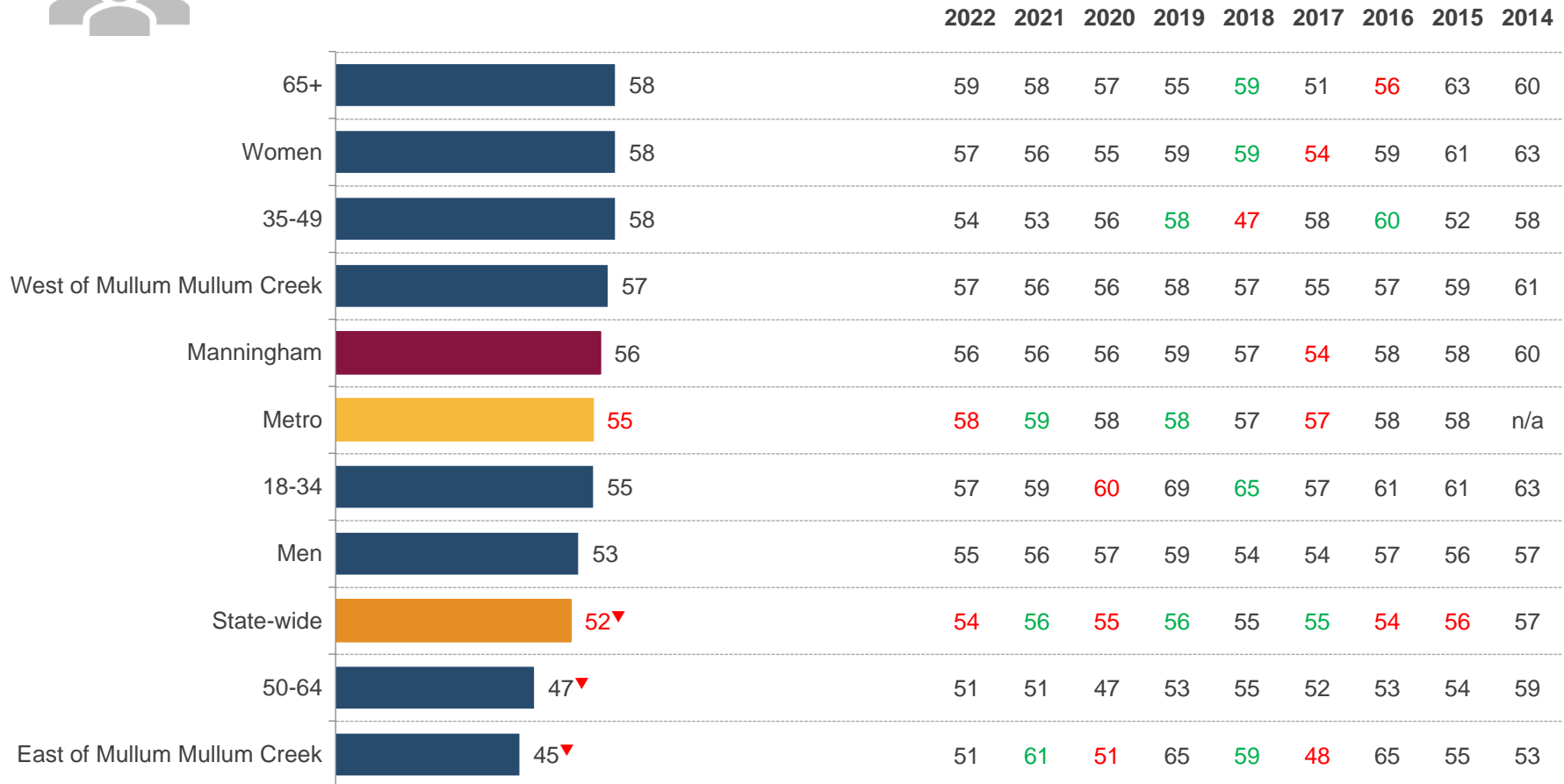
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8



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

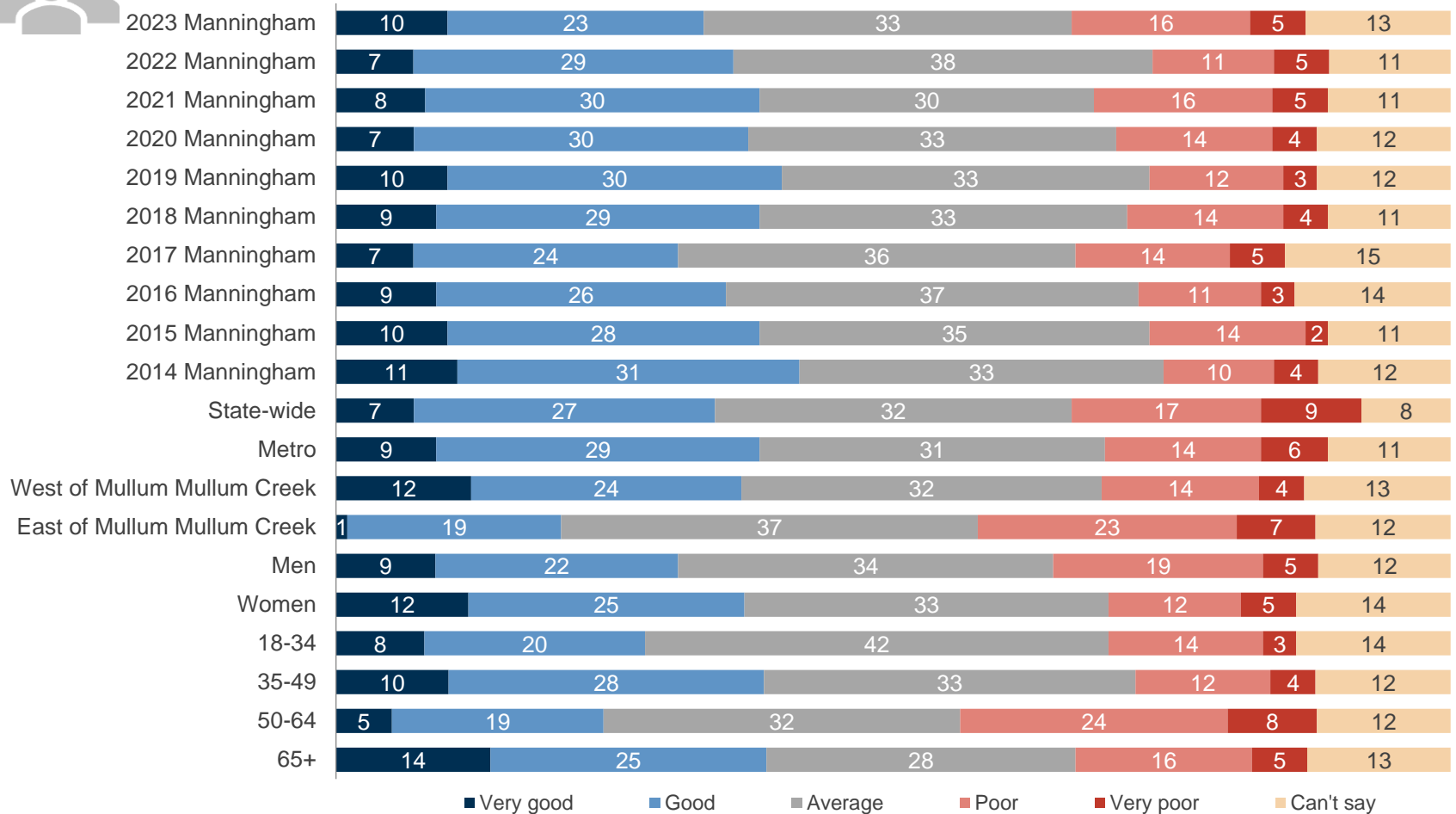
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



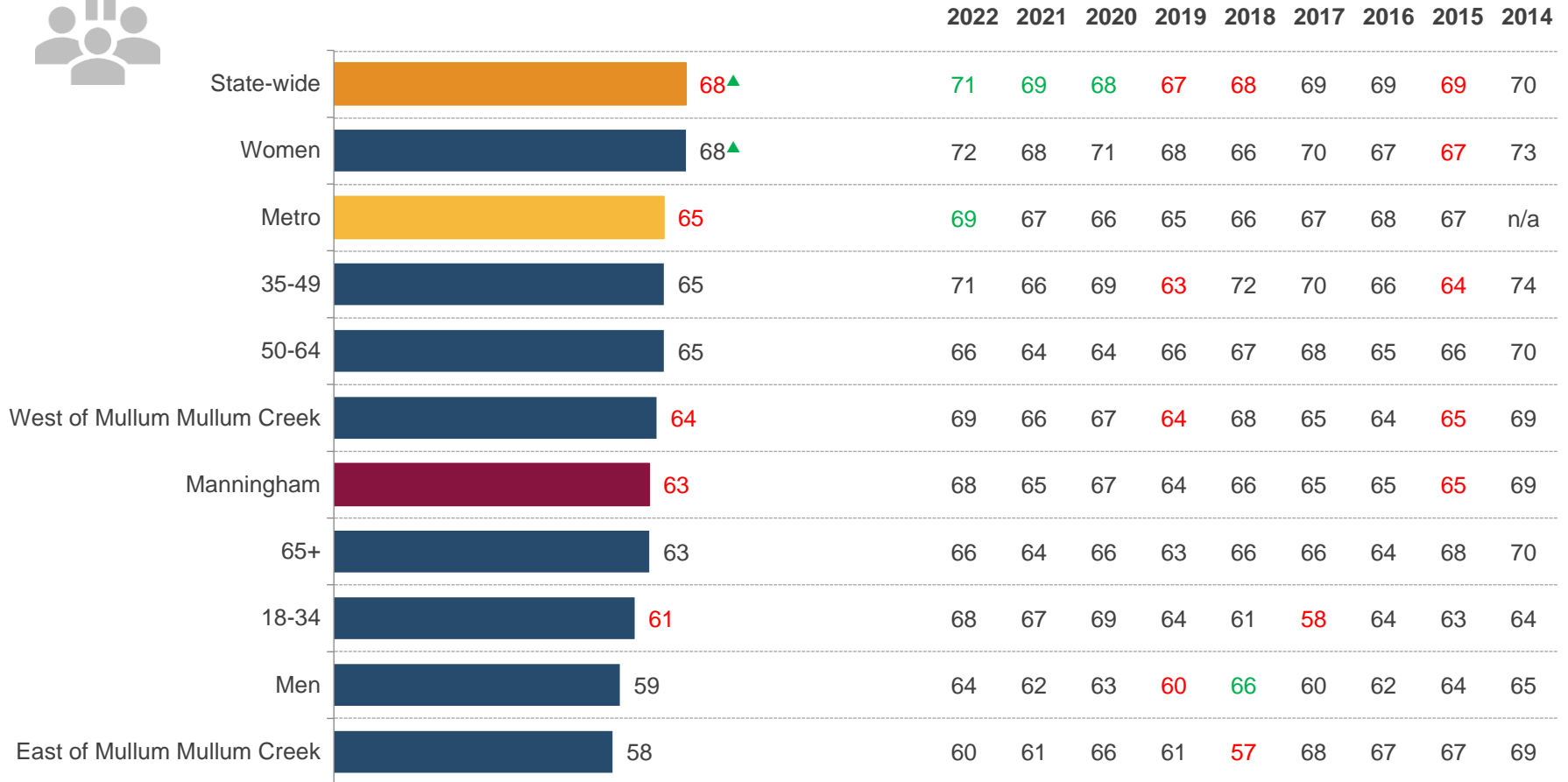
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16



Lobbying on behalf of the community importance



2023 lobbying importance (index scores)



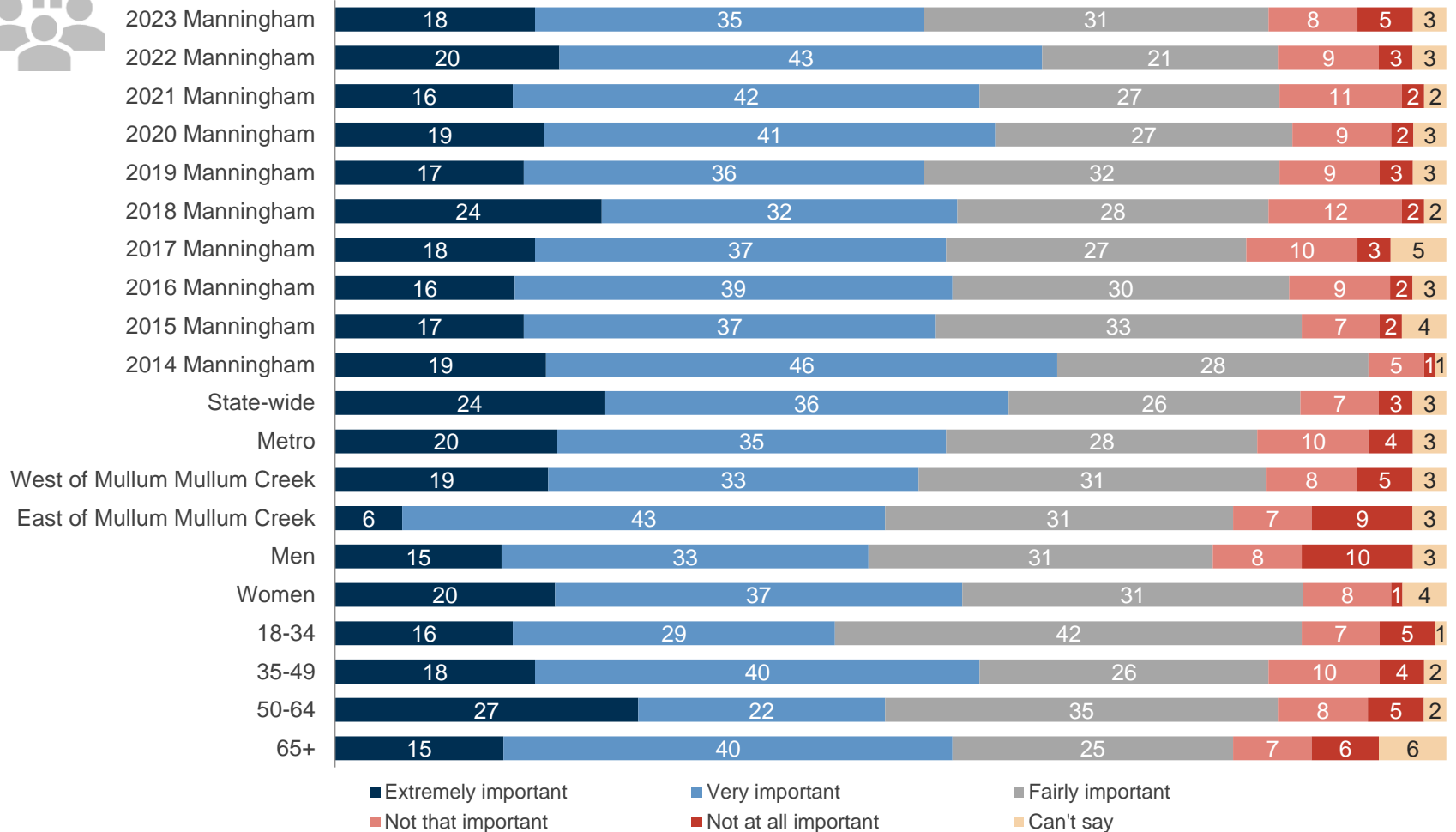
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2023 lobbying importance (%)



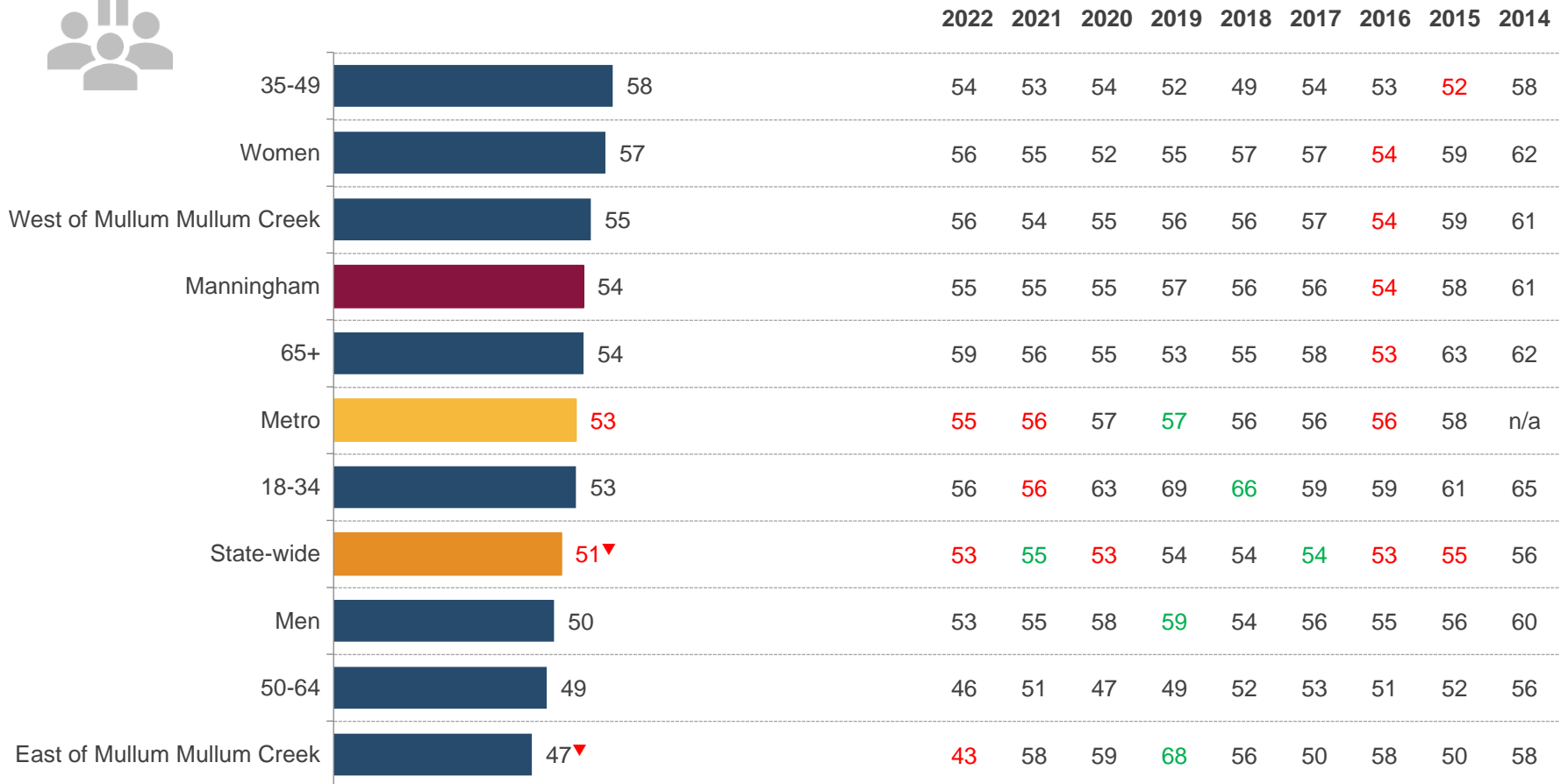
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8



Lobbying on behalf of the community performance



2023 lobbying performance (index scores)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 51 Councils asked group: 13

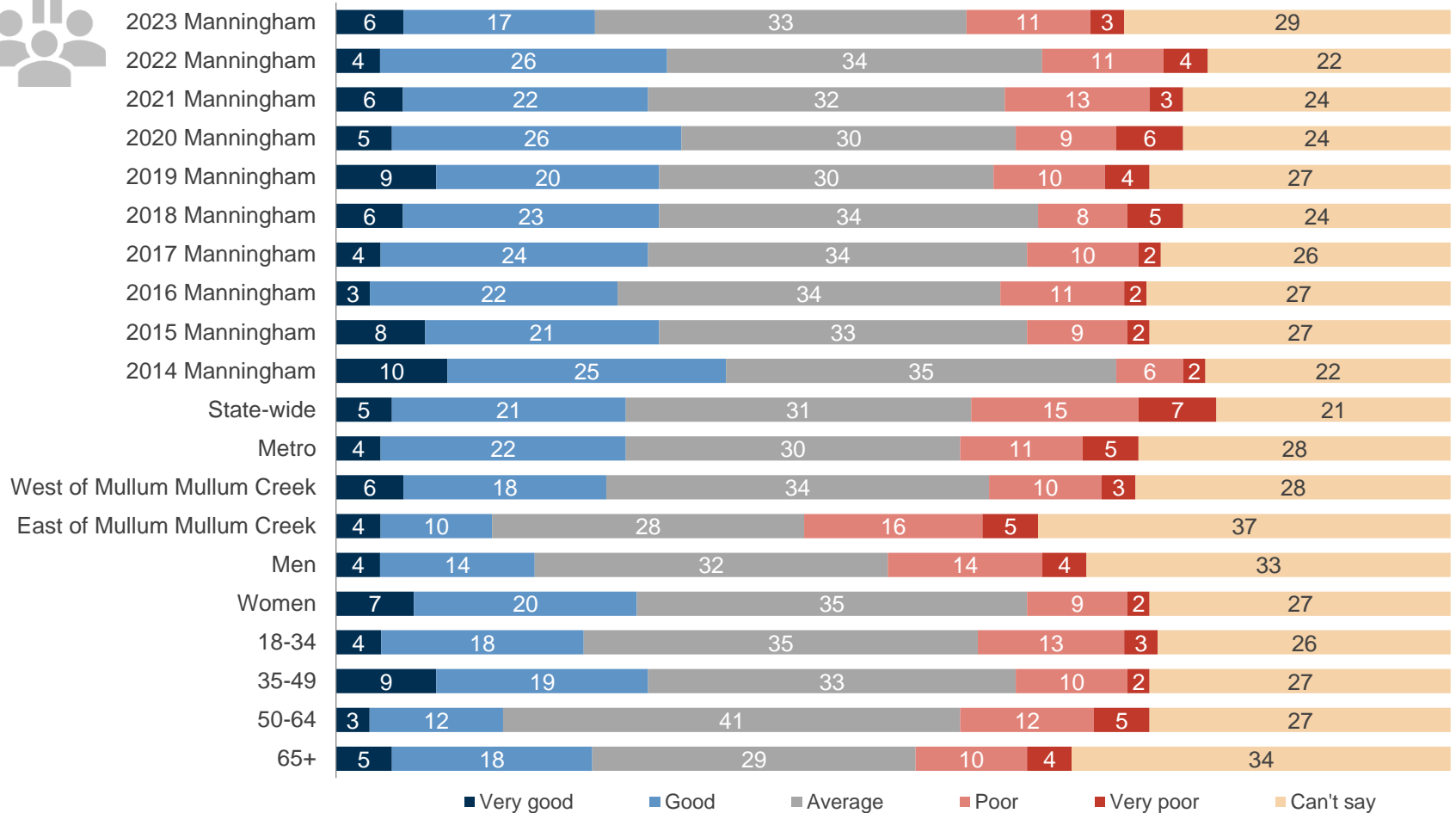
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)

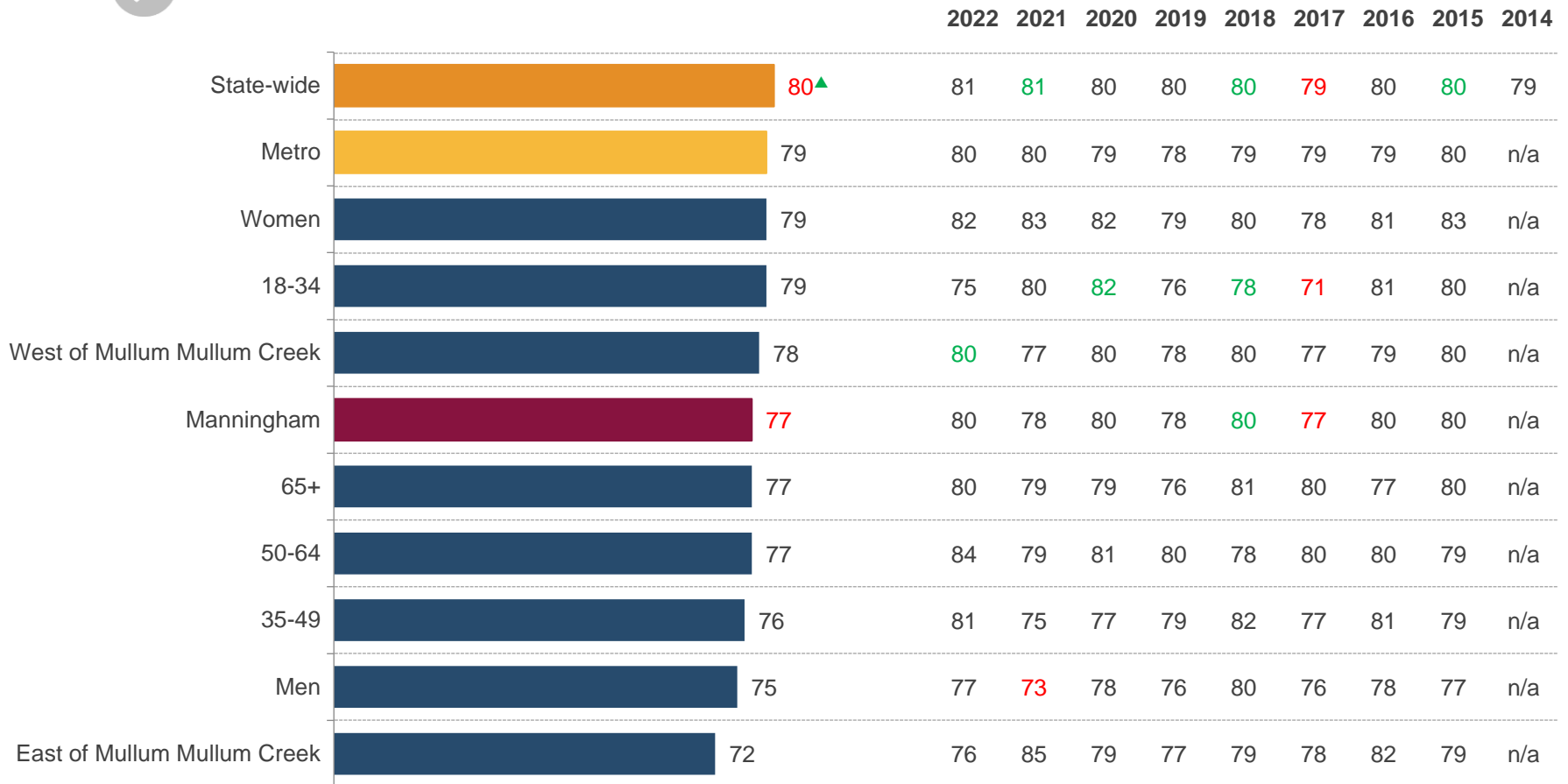


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 51 Councils asked group: 13

Decisions made in the interest of the community importance



2023 community decisions made importance (index scores)



Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

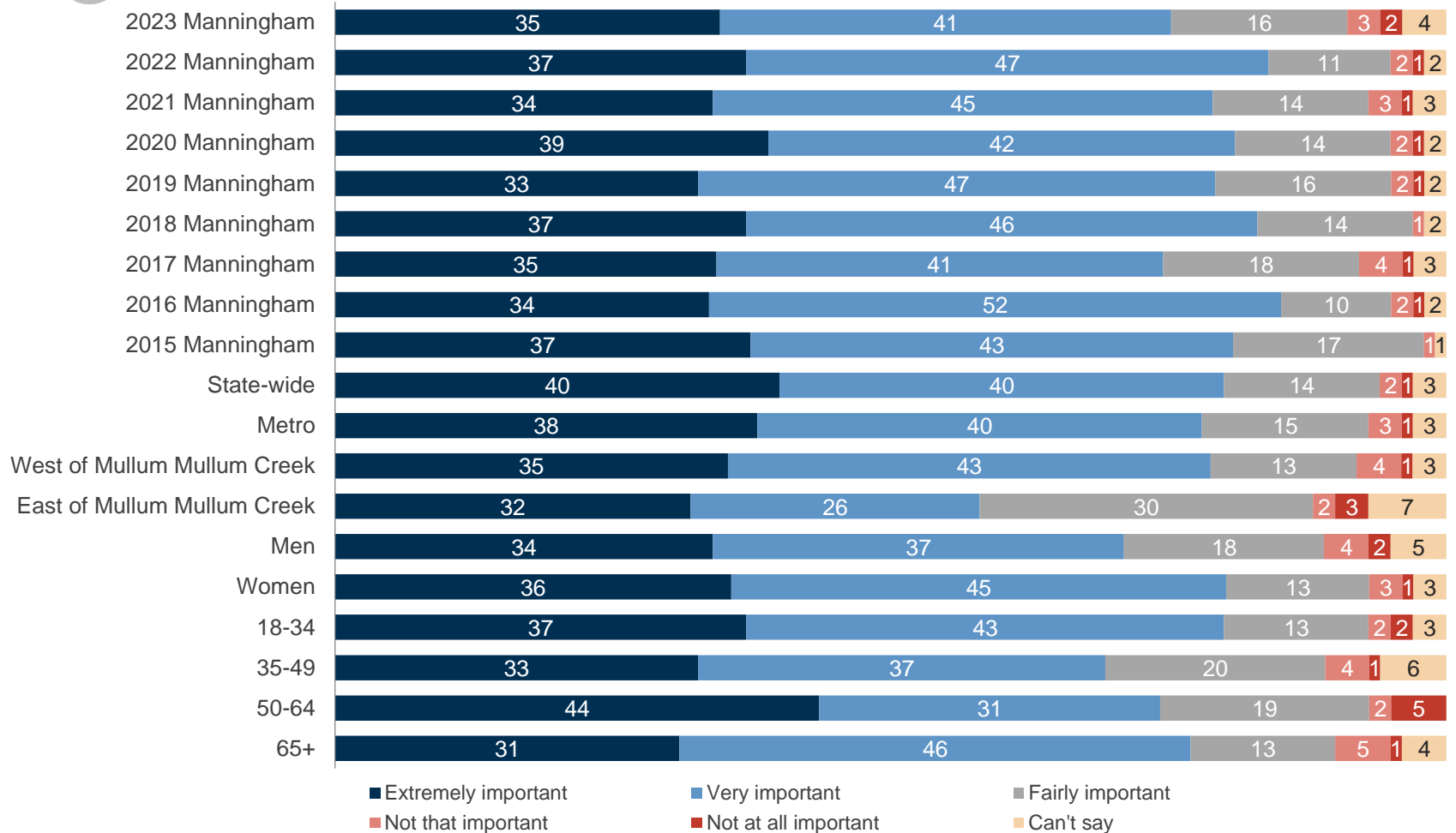
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

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

Decisions made in the interest of the community importance



2023 community decisions made importance (%)

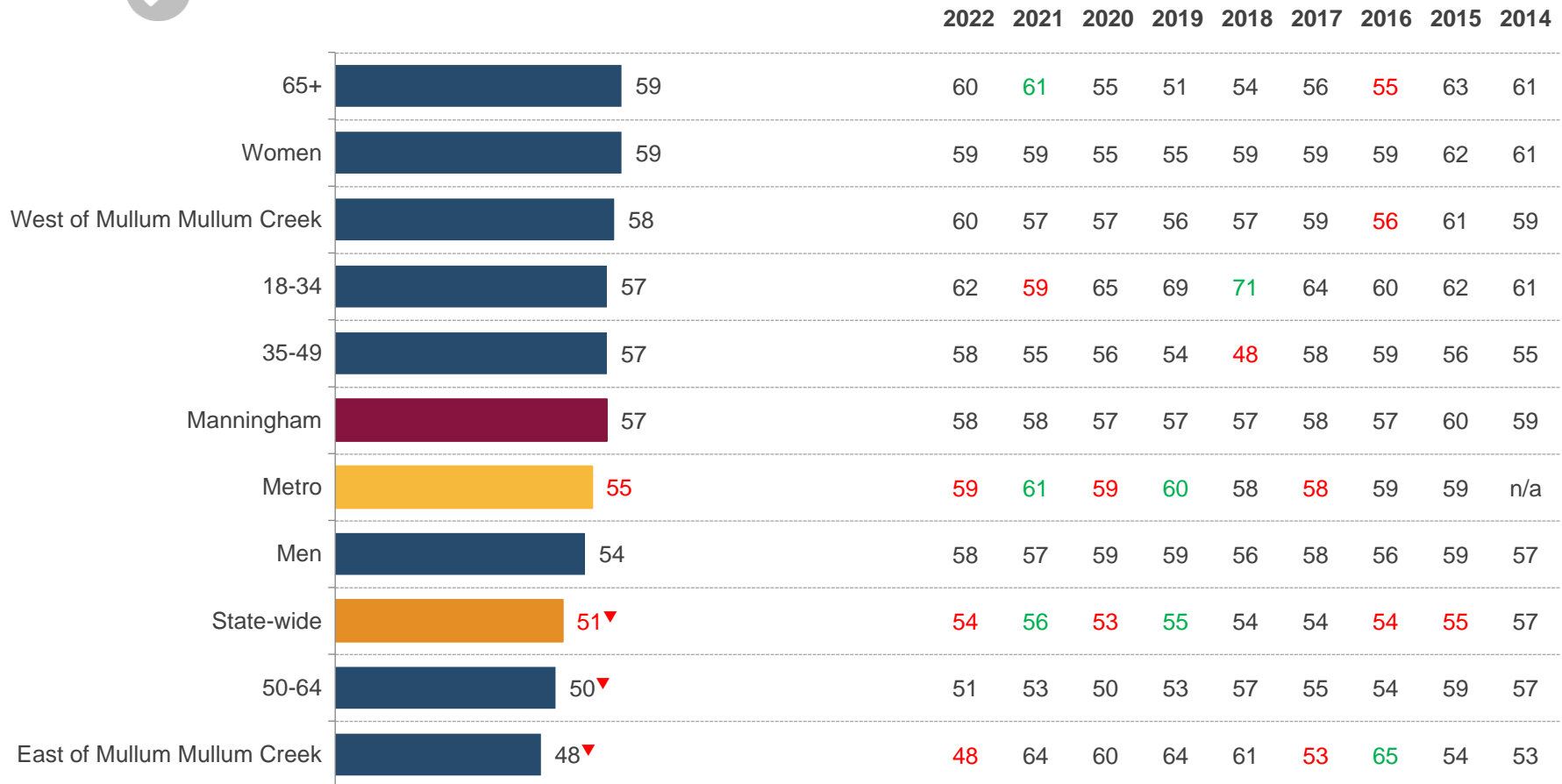


Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

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?

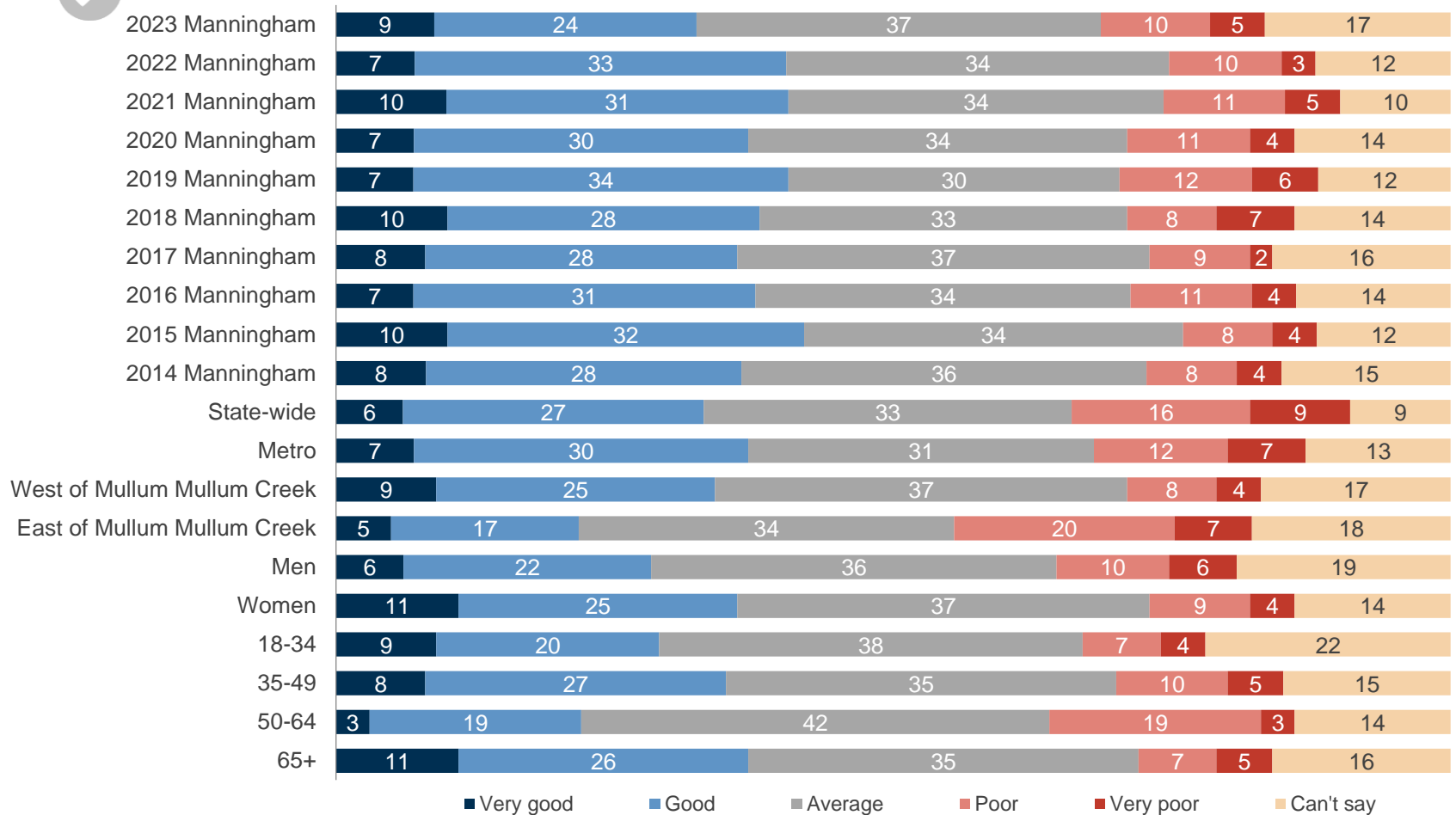
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)

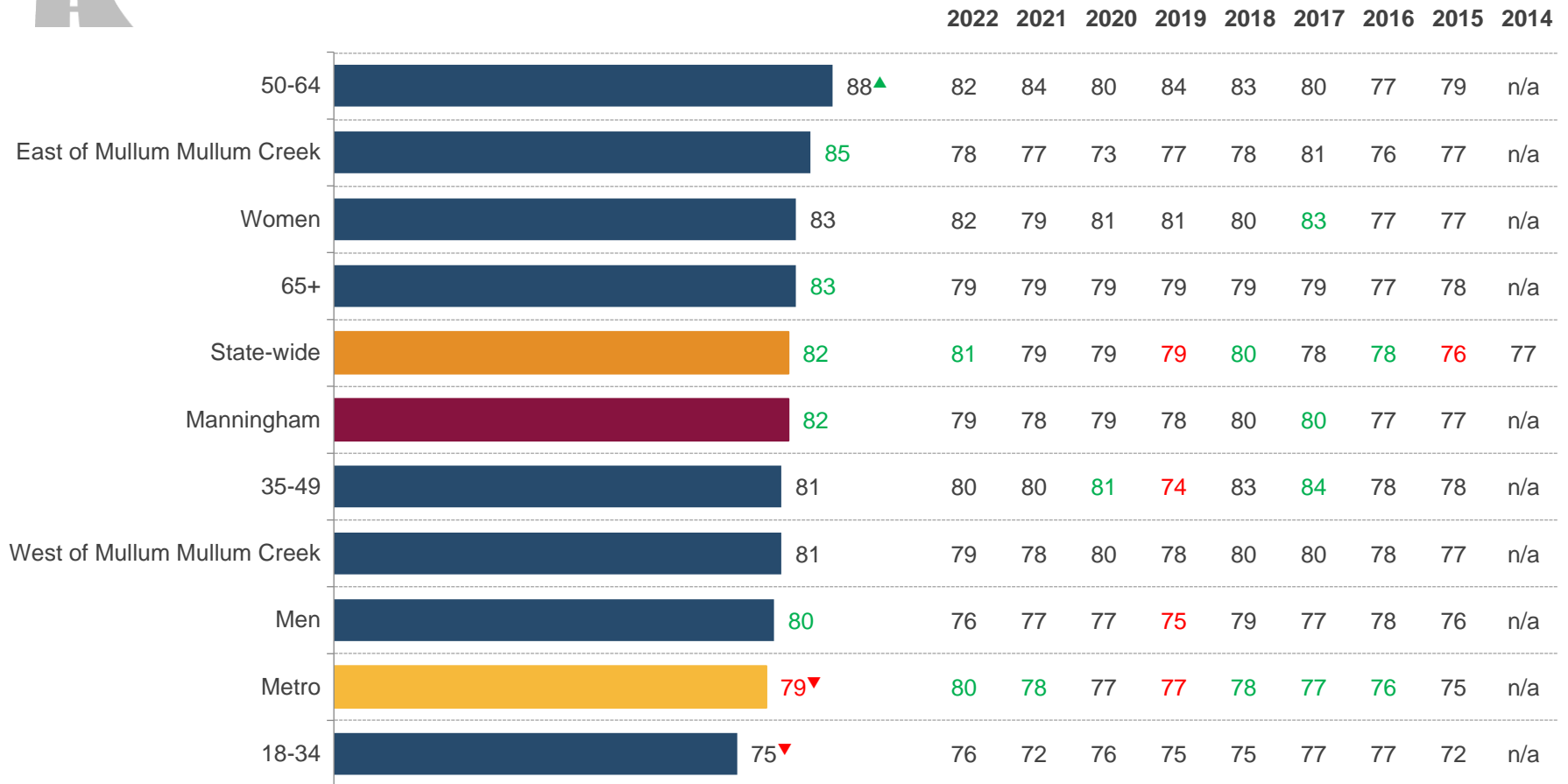


Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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?

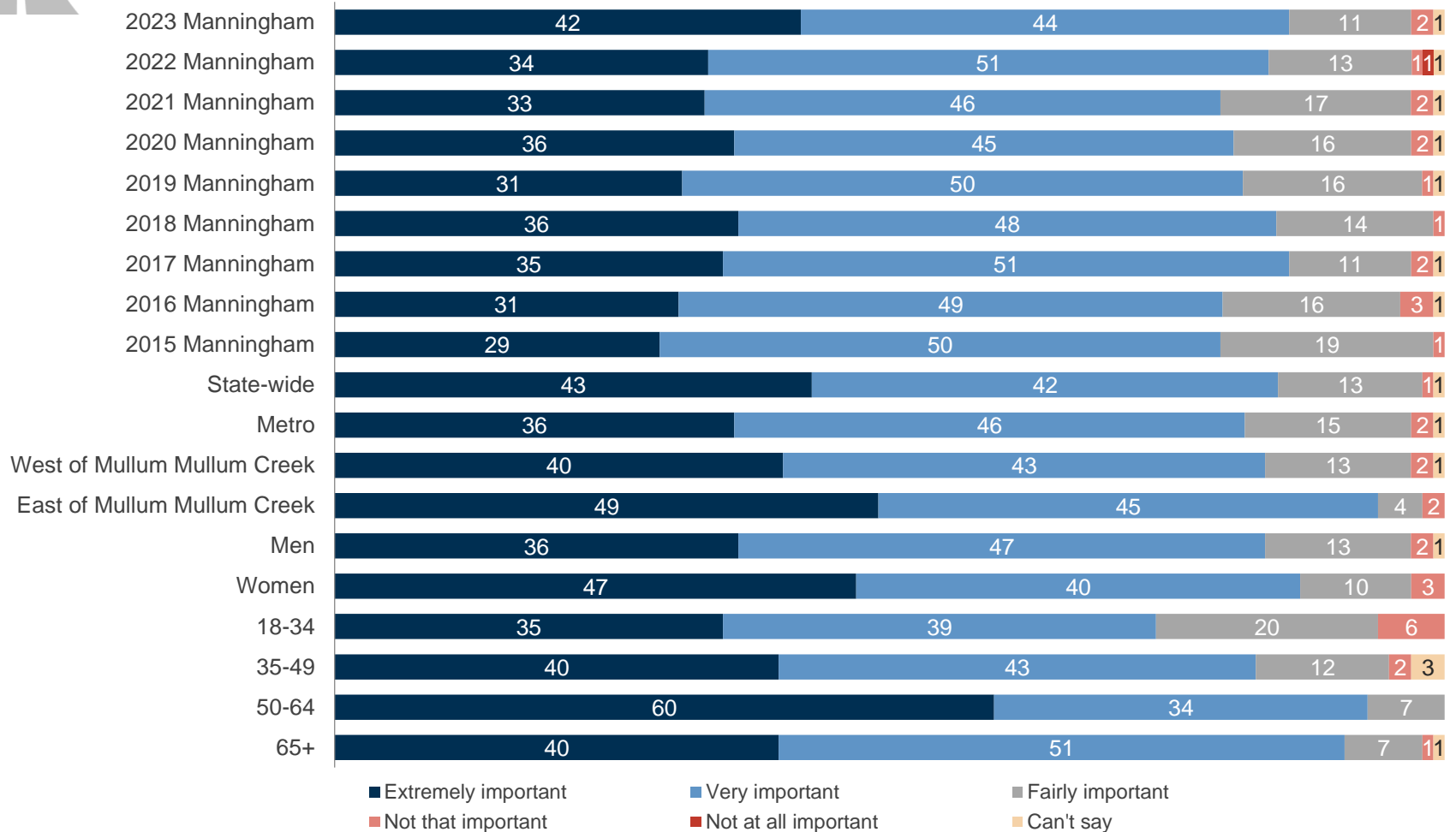
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8

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	61	68	66	69	71	73	73	63	71	69
West of Mulum Mulum Creek	61	67	64	66	67	65	68	66	69	66
Metro	61	65	68	67	69	68	66	67	69	n/a
35-49	59	67	59	69	65	58	62	66	58	61
Women	58	65	63	65	66	63	66	65	66	66
65+	58	65	67	65	67	65	66	66	73	65
Manningham	58	66	64	66	66	64	66	64	68	64
Men	58	66	65	66	66	66	67	64	70	63
50-64	50	61	64	58	59	60	64	62	66	63
State-wide	48	53	57	54	56	53	53	54	55	55
East of Mulum Mulum Creek	39	54	64	60	61	58	55	58	57	53

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

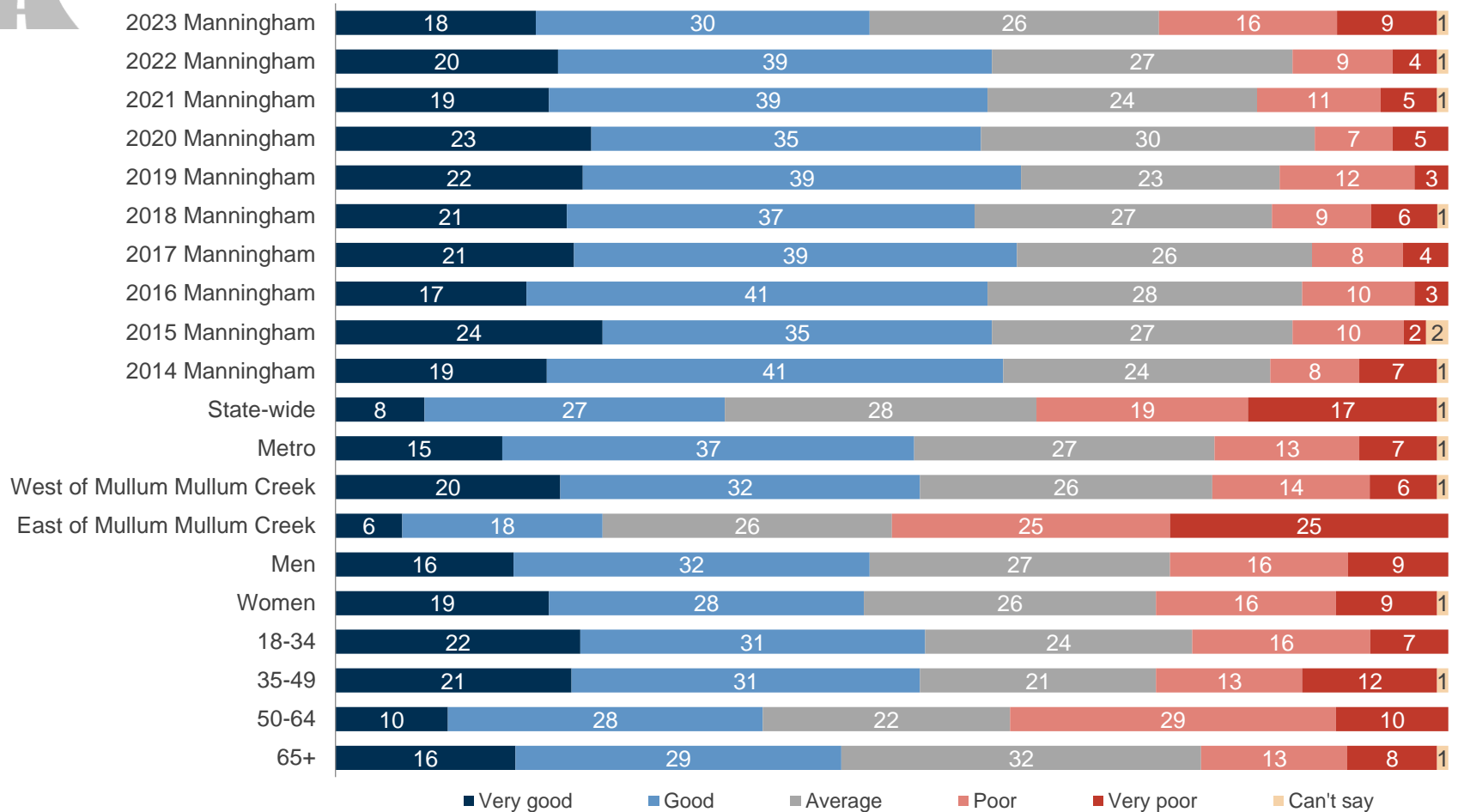
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

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



Elderly support services performance



2023 elderly support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	68	n/a	73	69	69	66	72	70	77	n/a
West of Mullum Mullum Creek	67	n/a	68	69	69	68	71	67	72	n/a
35-49	66	n/a	60	66	66	63	67	64	66	n/a
18-34	66	n/a	68	69	75	72	70	67	68	n/a
Women	66	n/a	67	67	69	70	70	68	73	n/a
Manningham	66	n/a	68	69	69	68	70	68	71	n/a
Men	65	n/a	69	71	69	65	70	67	69	n/a
Metro	64	65	66	67	67	67	67	69	69	n/a
State-wide	63▼	67	69	68	68	68	68	68	69	70
East of Mullum Mullum Creek	59	n/a	68	67	69	62	60	72	66	n/a
50-64	58▼	n/a	66	70	64	69	70	70	69	n/a

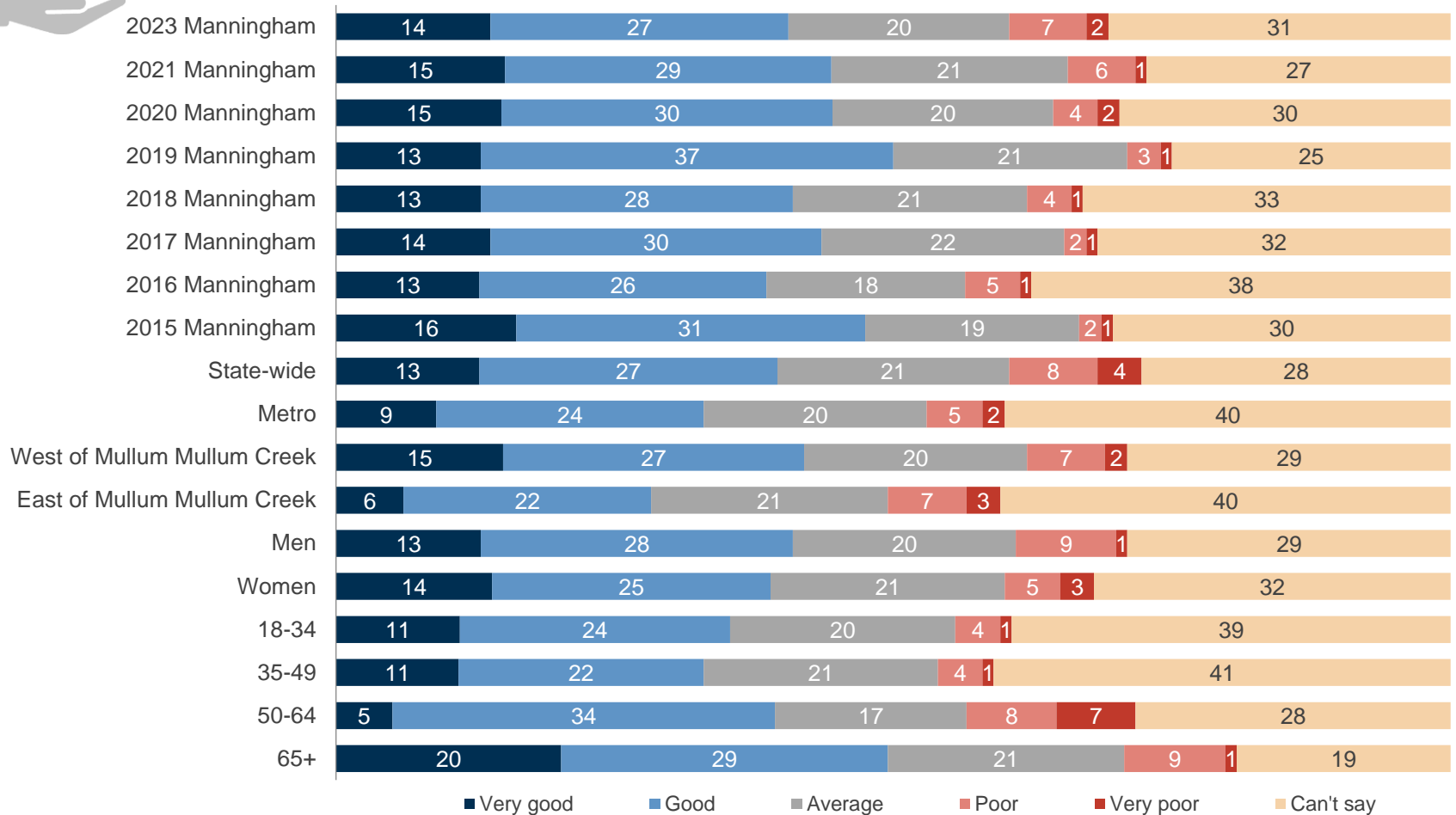
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2023 elderly support performance (%)



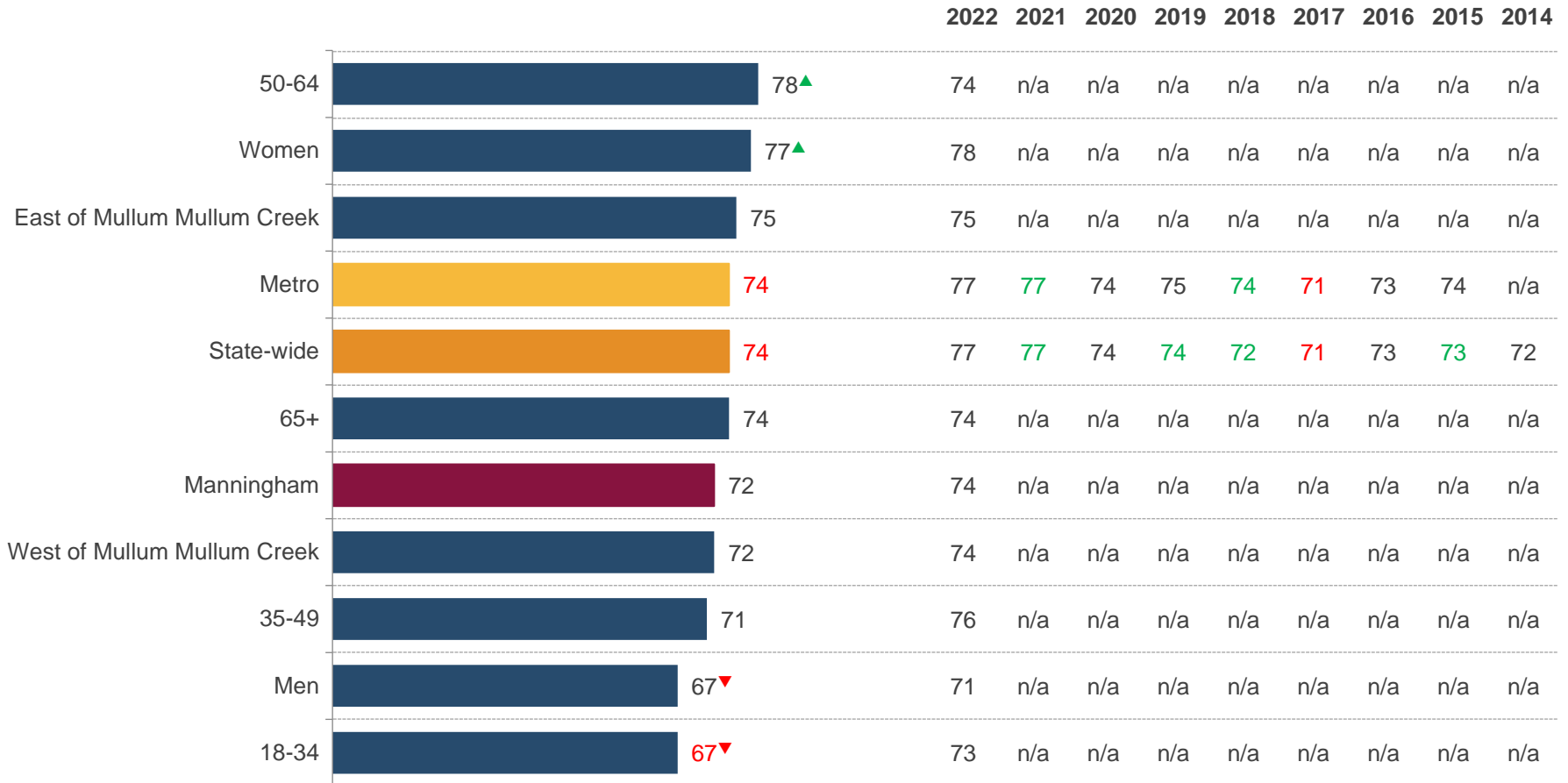
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9



Disadvantaged support services importance



2023 disadvantaged support importance (index scores)



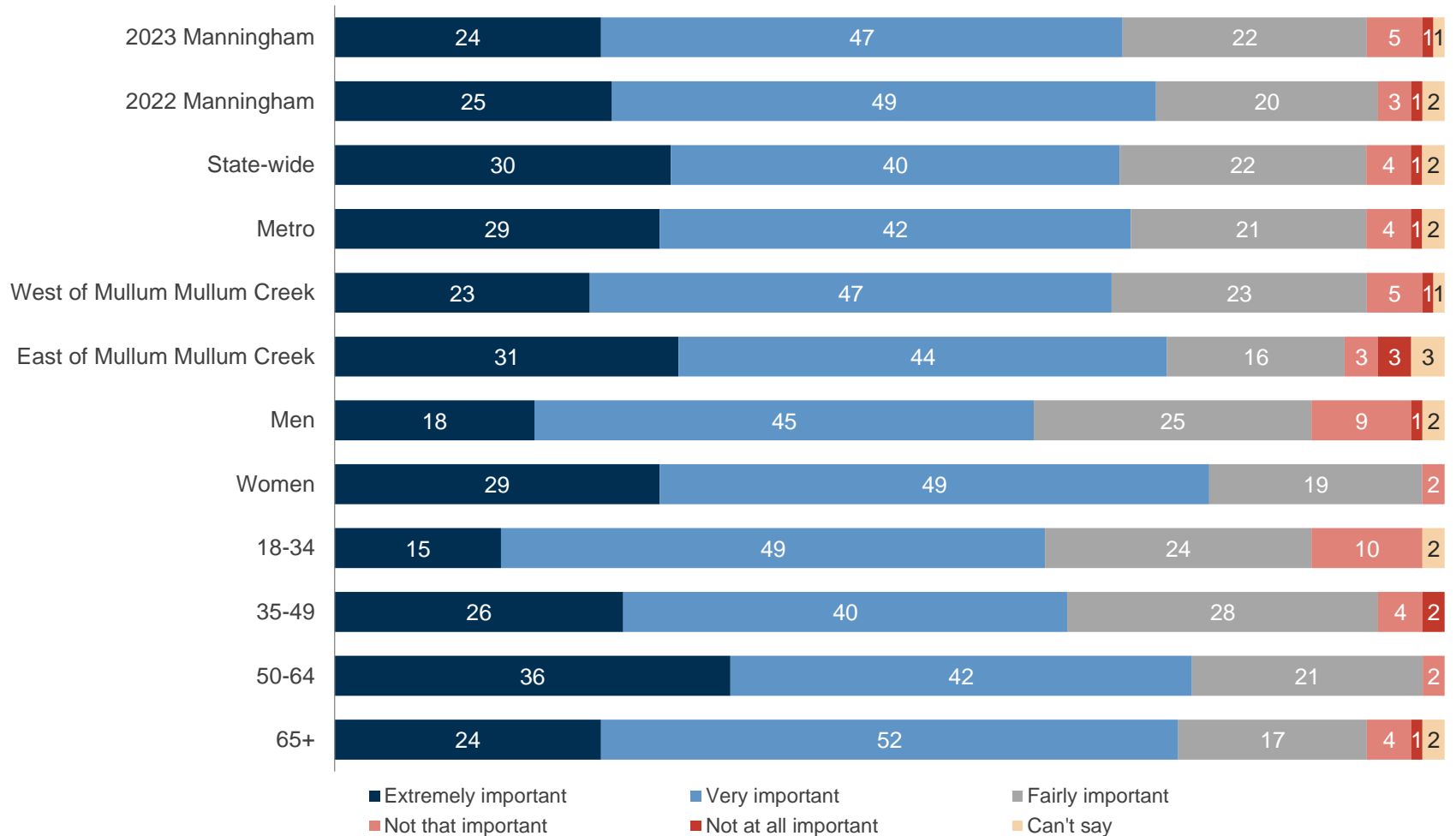
Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services importance



2023 disadvantaged support importance (%)



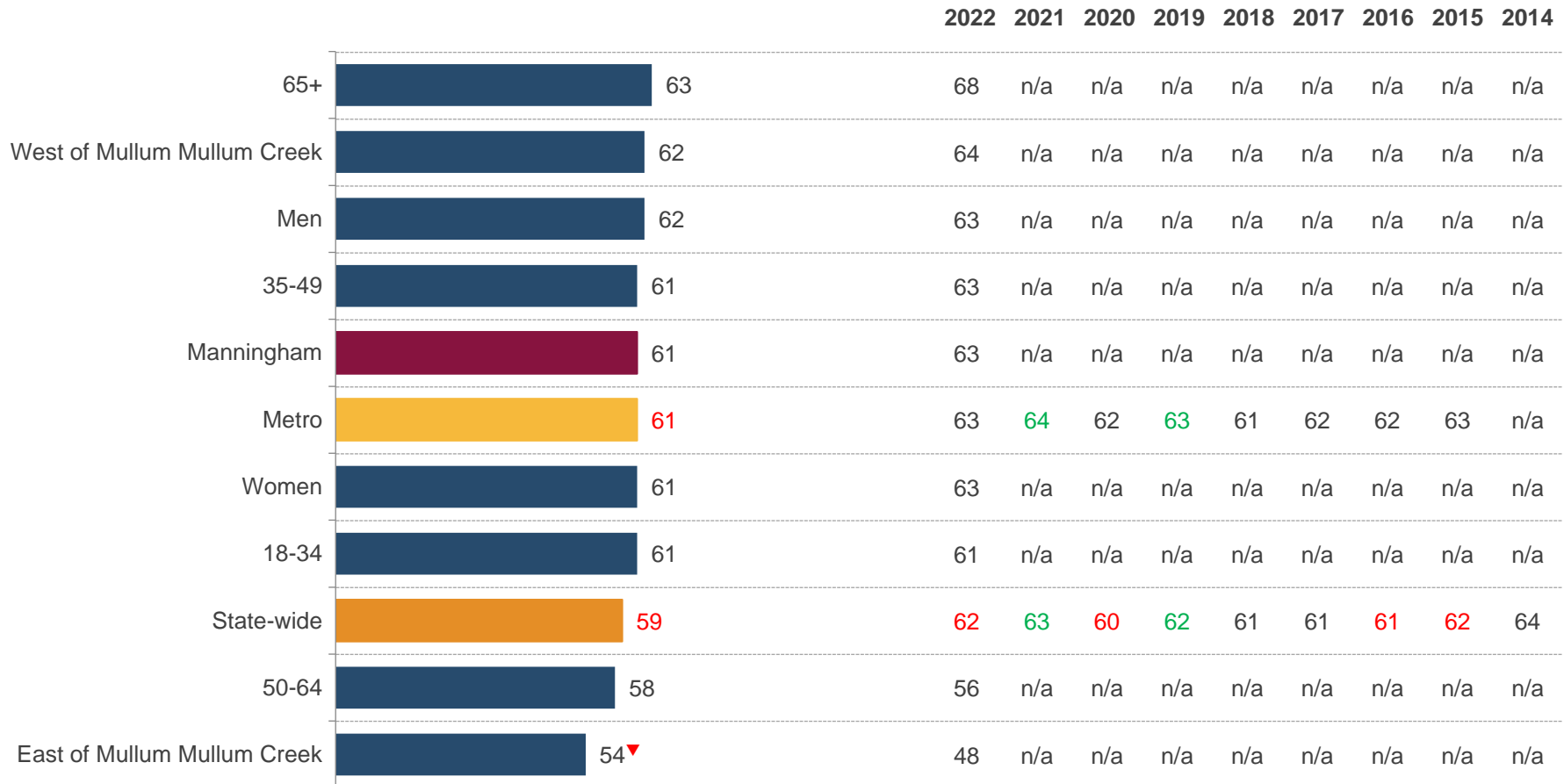
Q1. Firstly, how important should 'Disadvantaged support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 9 Councils asked group: 5



Disadvantaged support services performance



2023 disadvantaged support performance (index scores)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 7

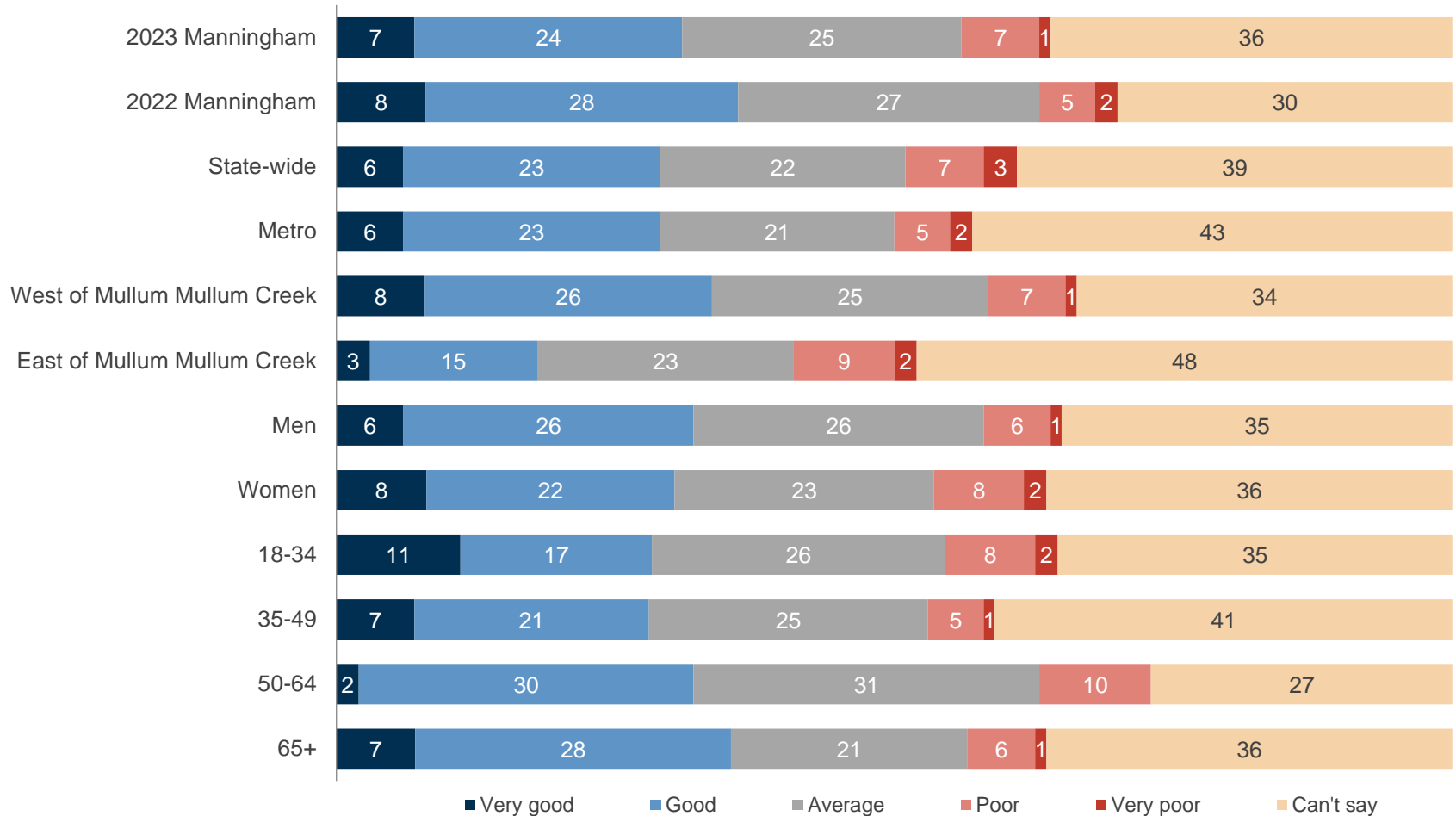
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2023 disadvantaged support performance (%)



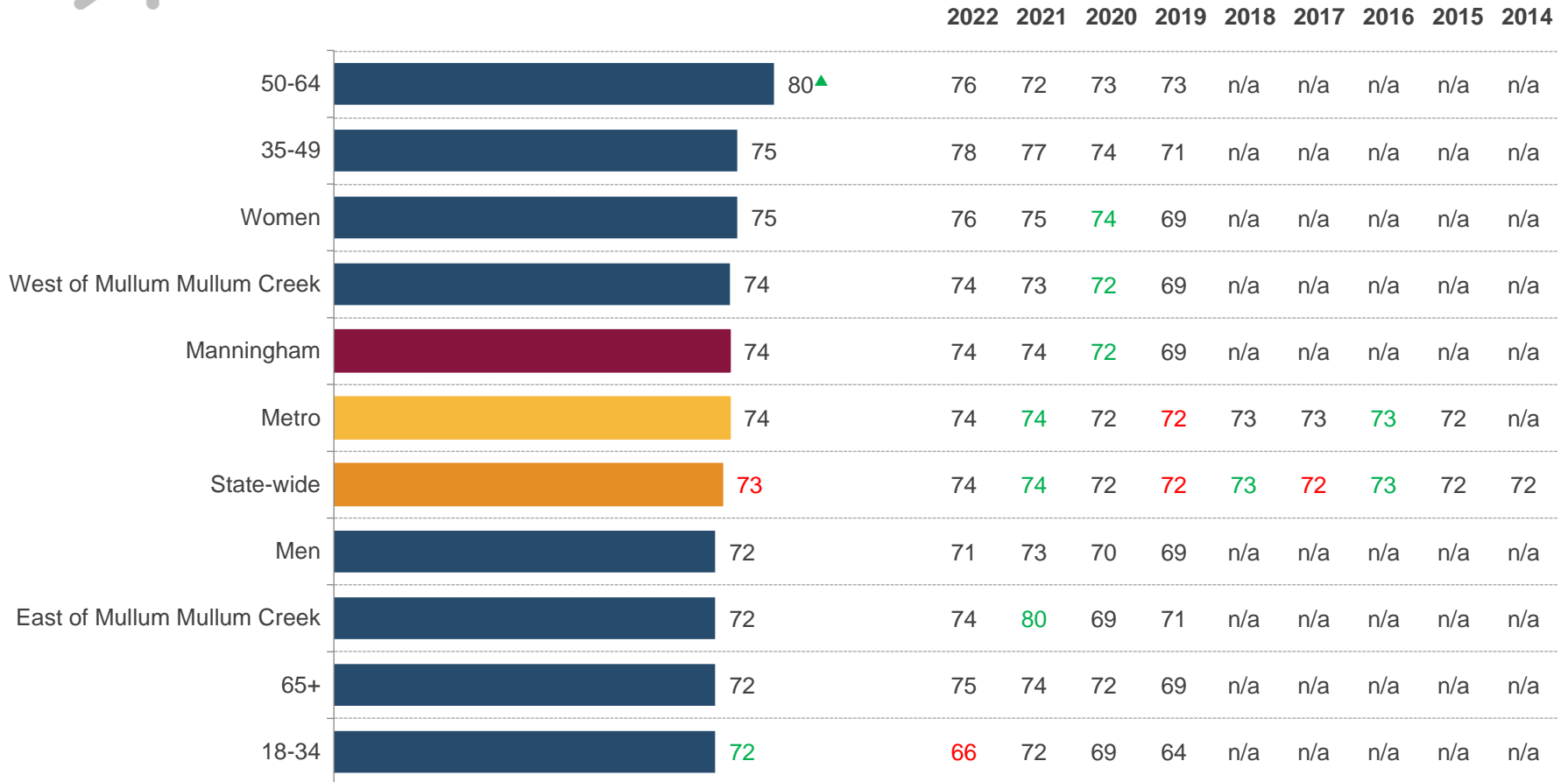
Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 7



Recreational facilities importance



2023 recreational facilities importance (index scores)



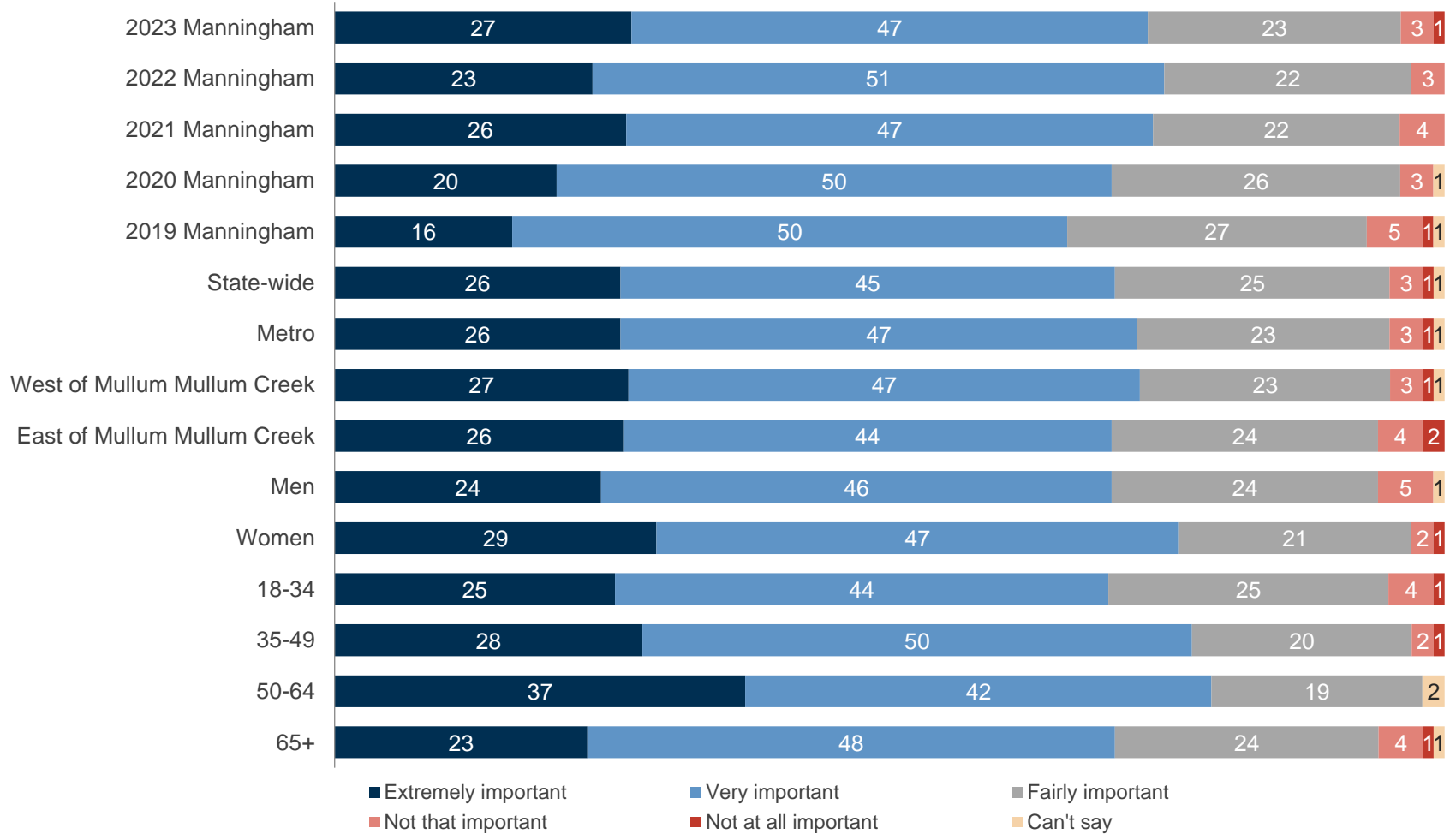
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2023 recreational facilities importance (%)



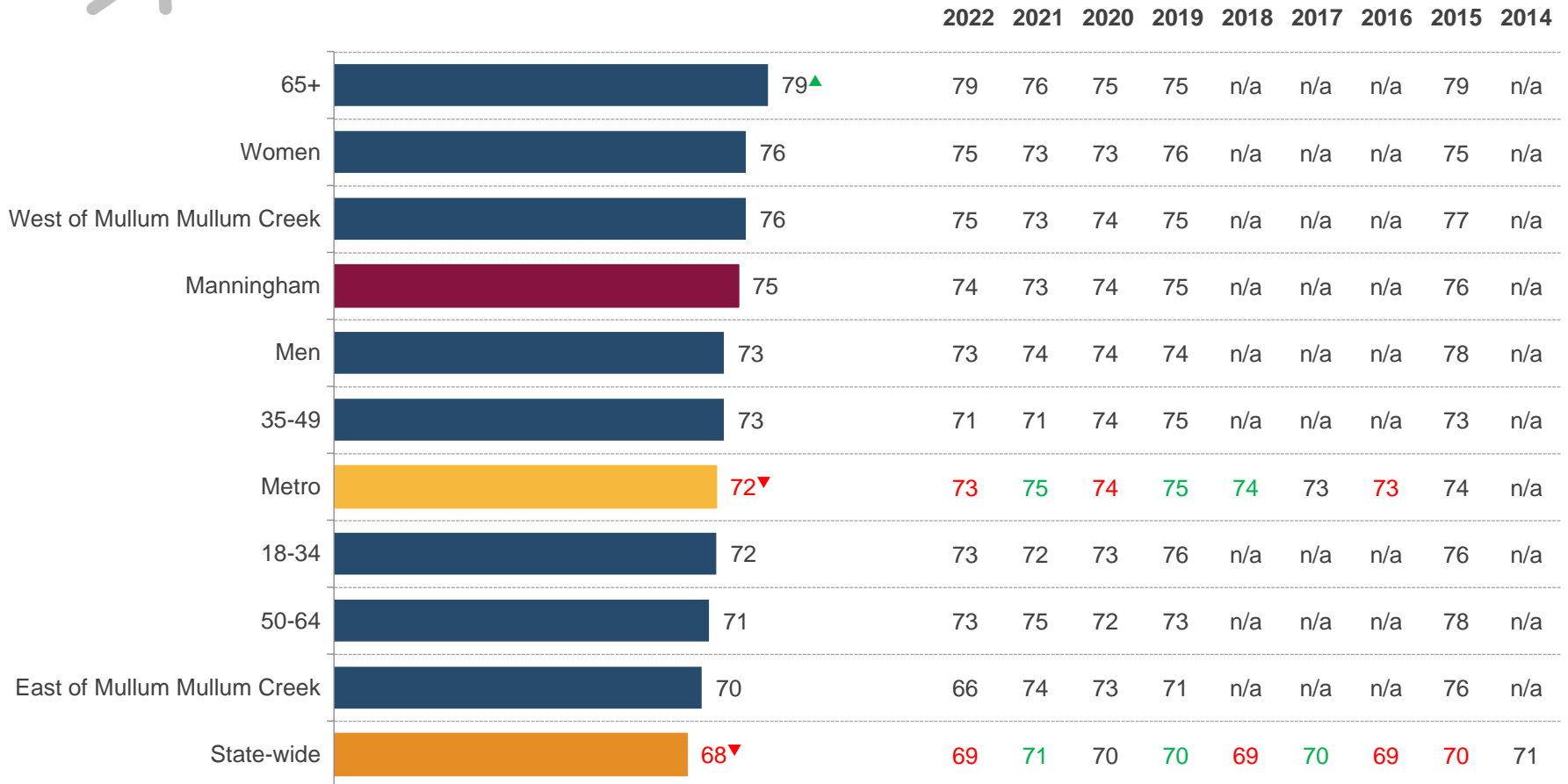
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 10



Recreational facilities performance



2023 recreational facilities performance (index scores)



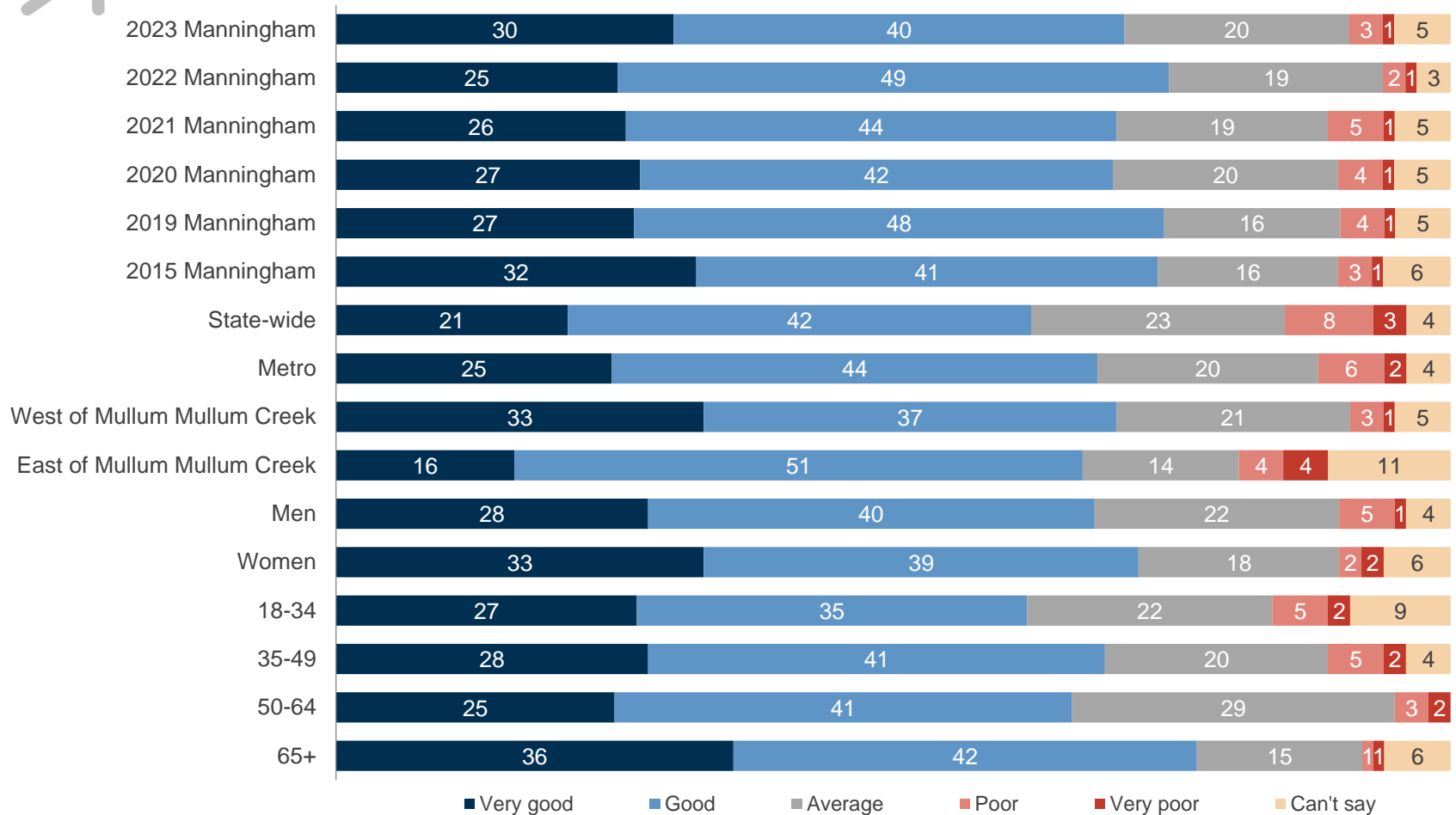
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)



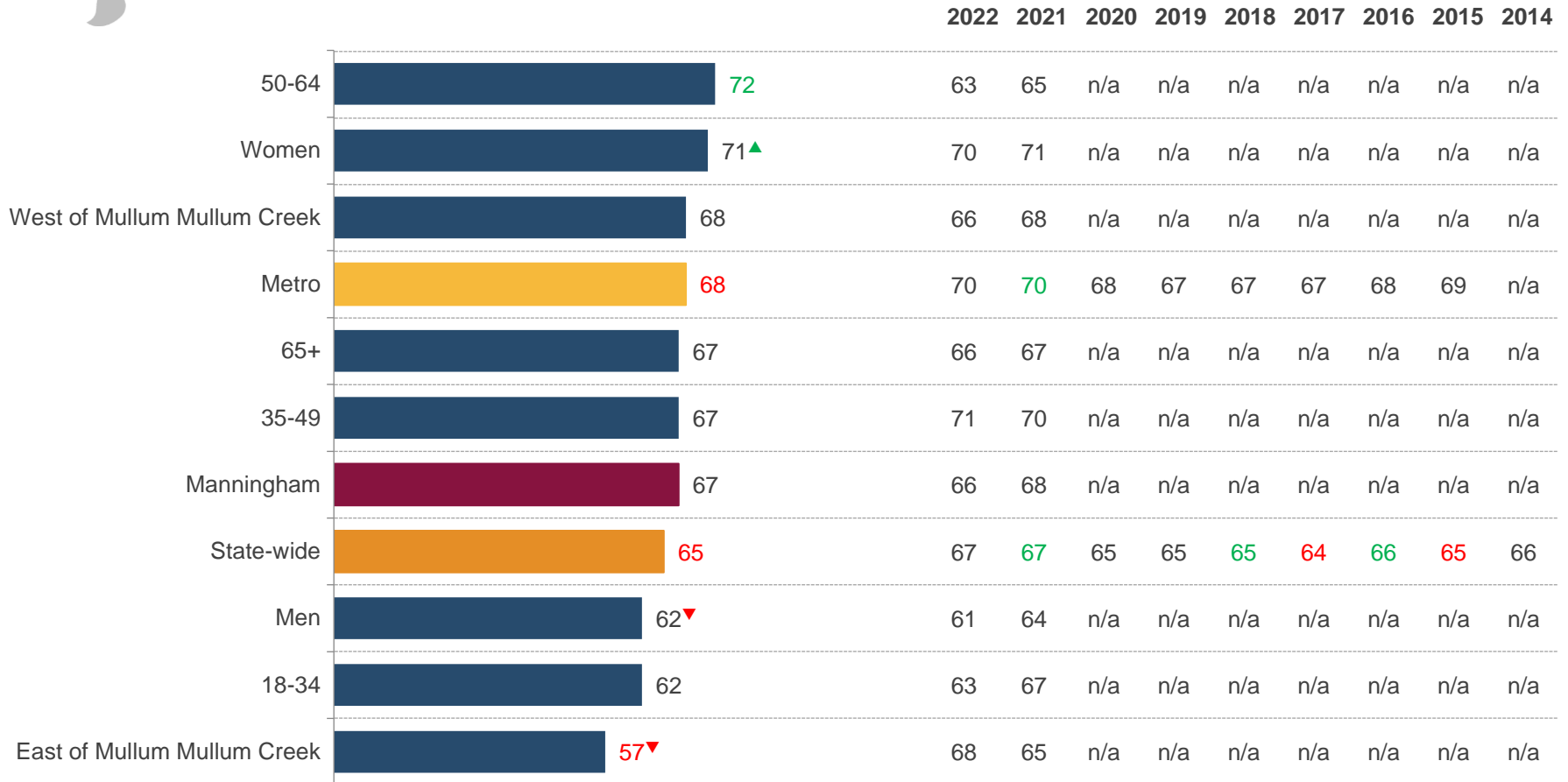
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 12



Art centres and libraries importance



2023 art centres and libraries importance (index scores)



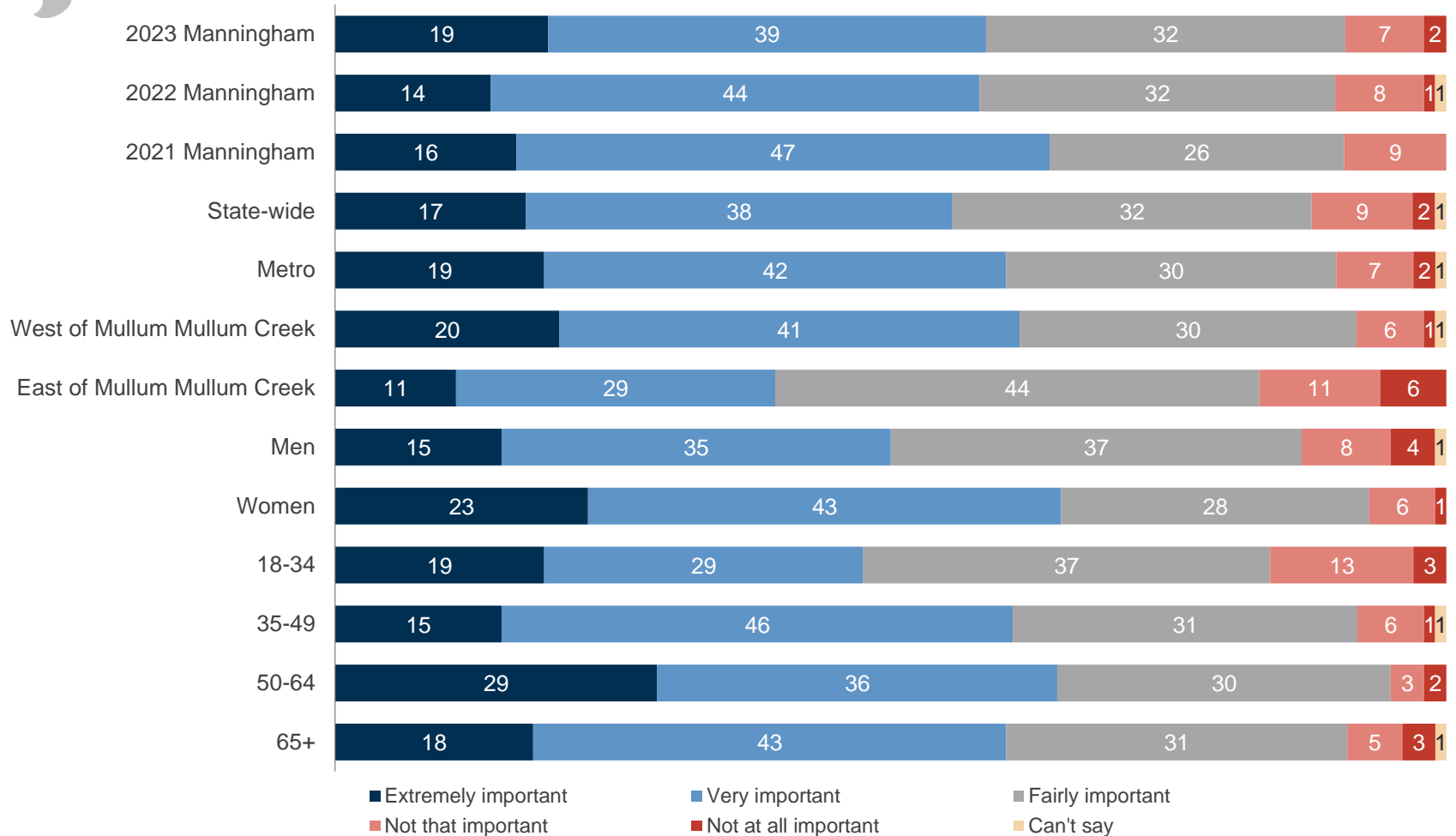
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2023 art centres and libraries importance (%)



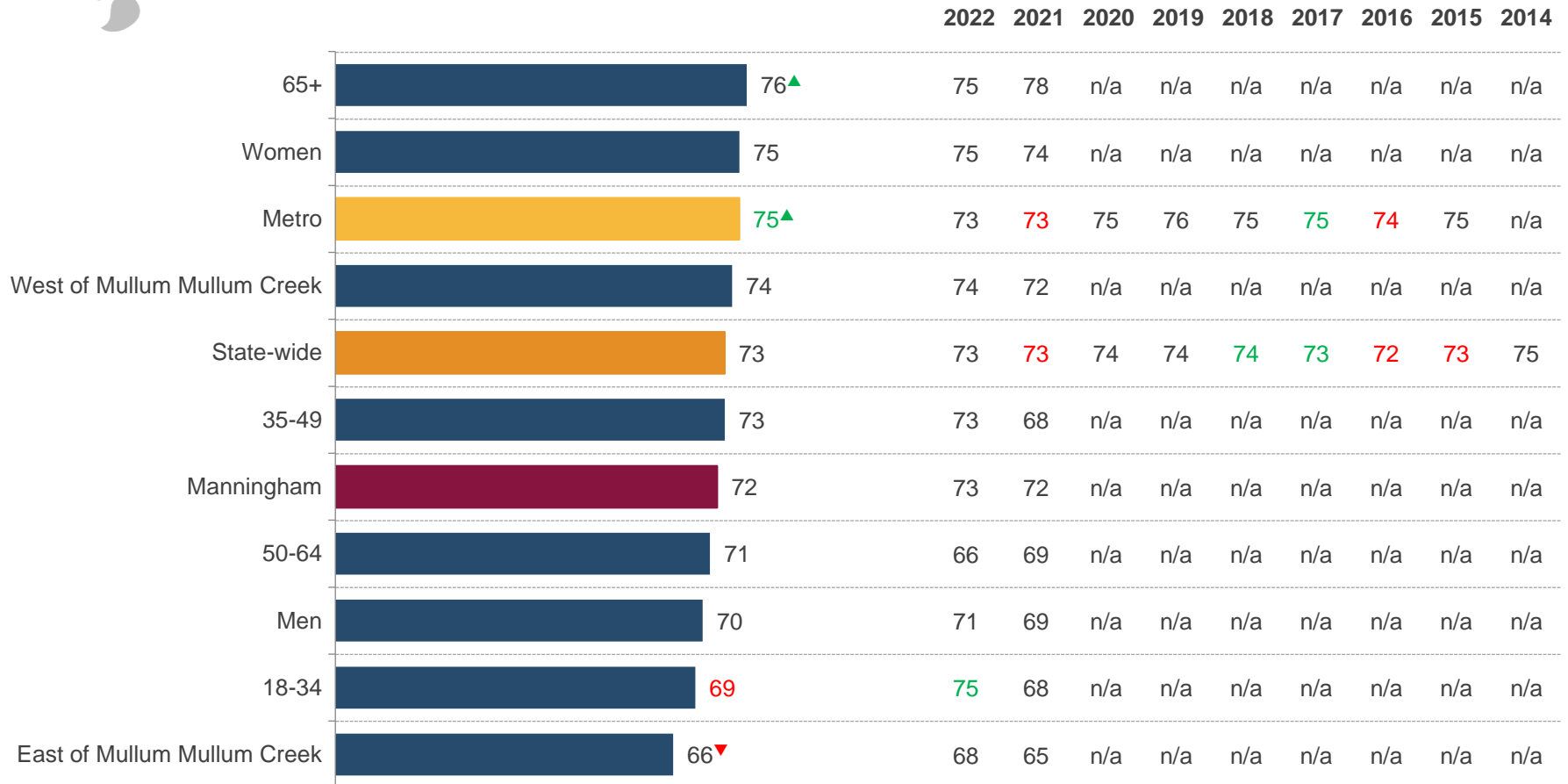
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9



Art centres and libraries performance



2023 art centres and libraries performance (index scores)



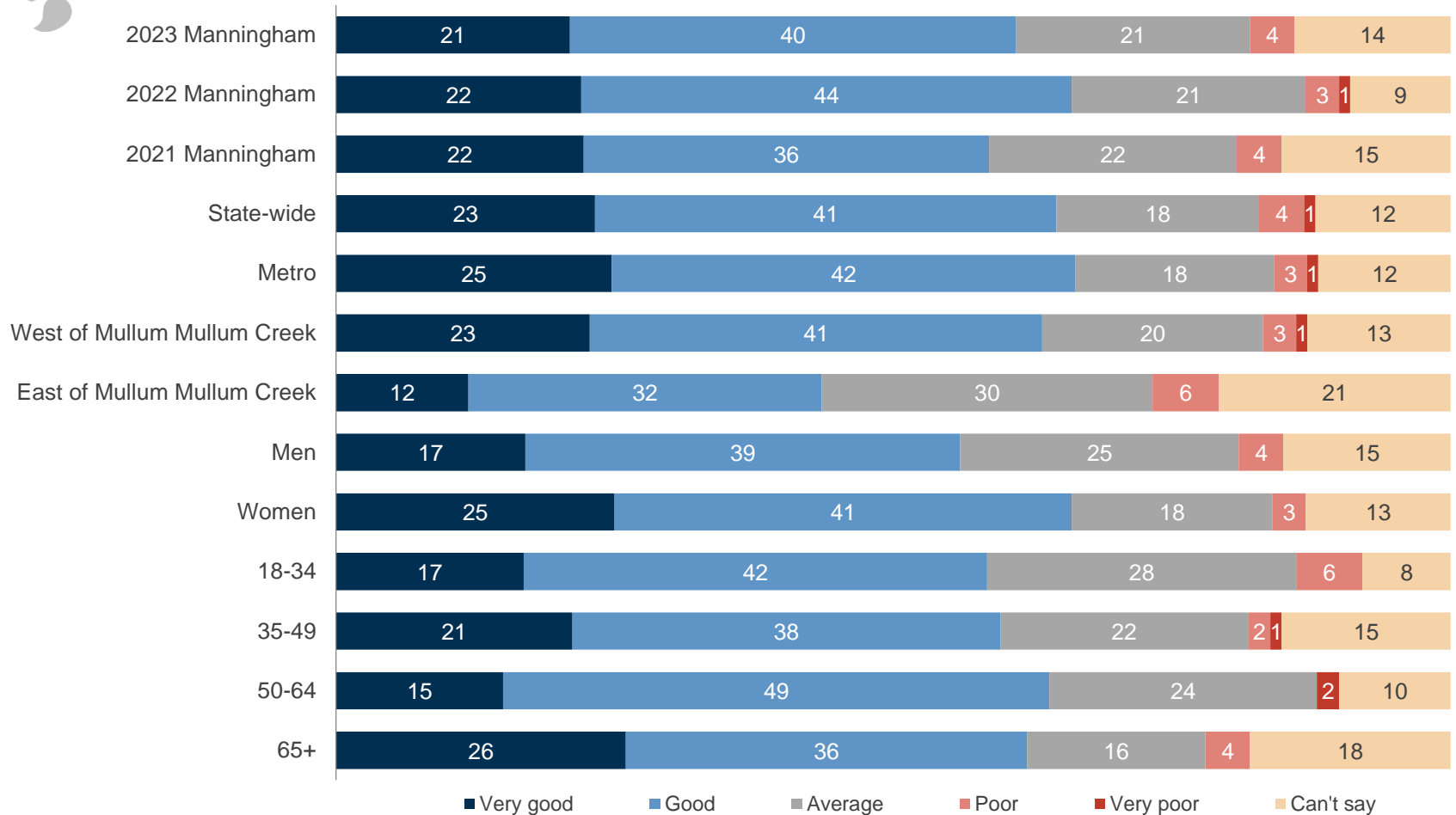
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2023 art centres and libraries performance (%)



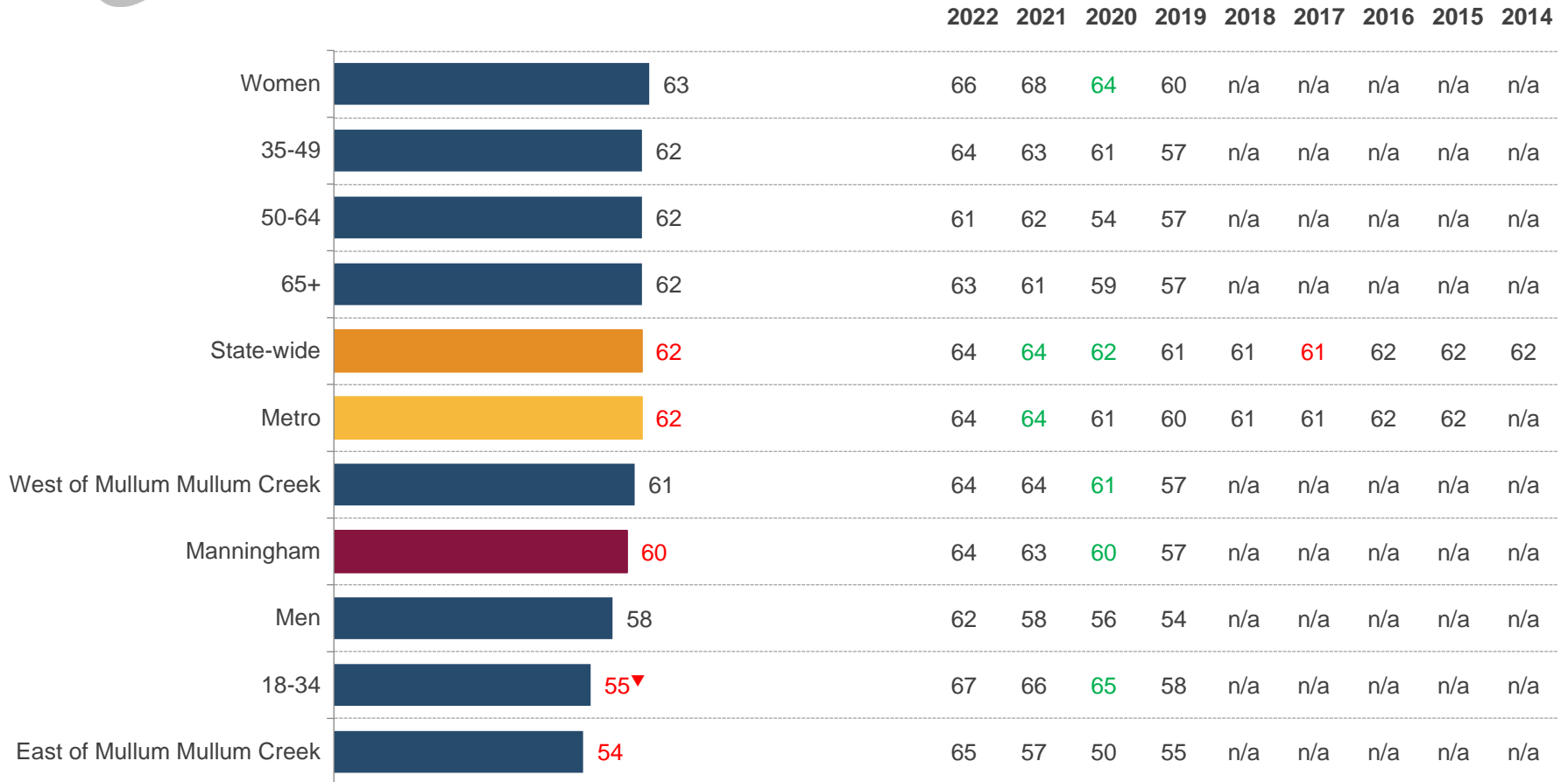
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10



Community and cultural activities importance



2023 community and cultural activities importance (index scores)



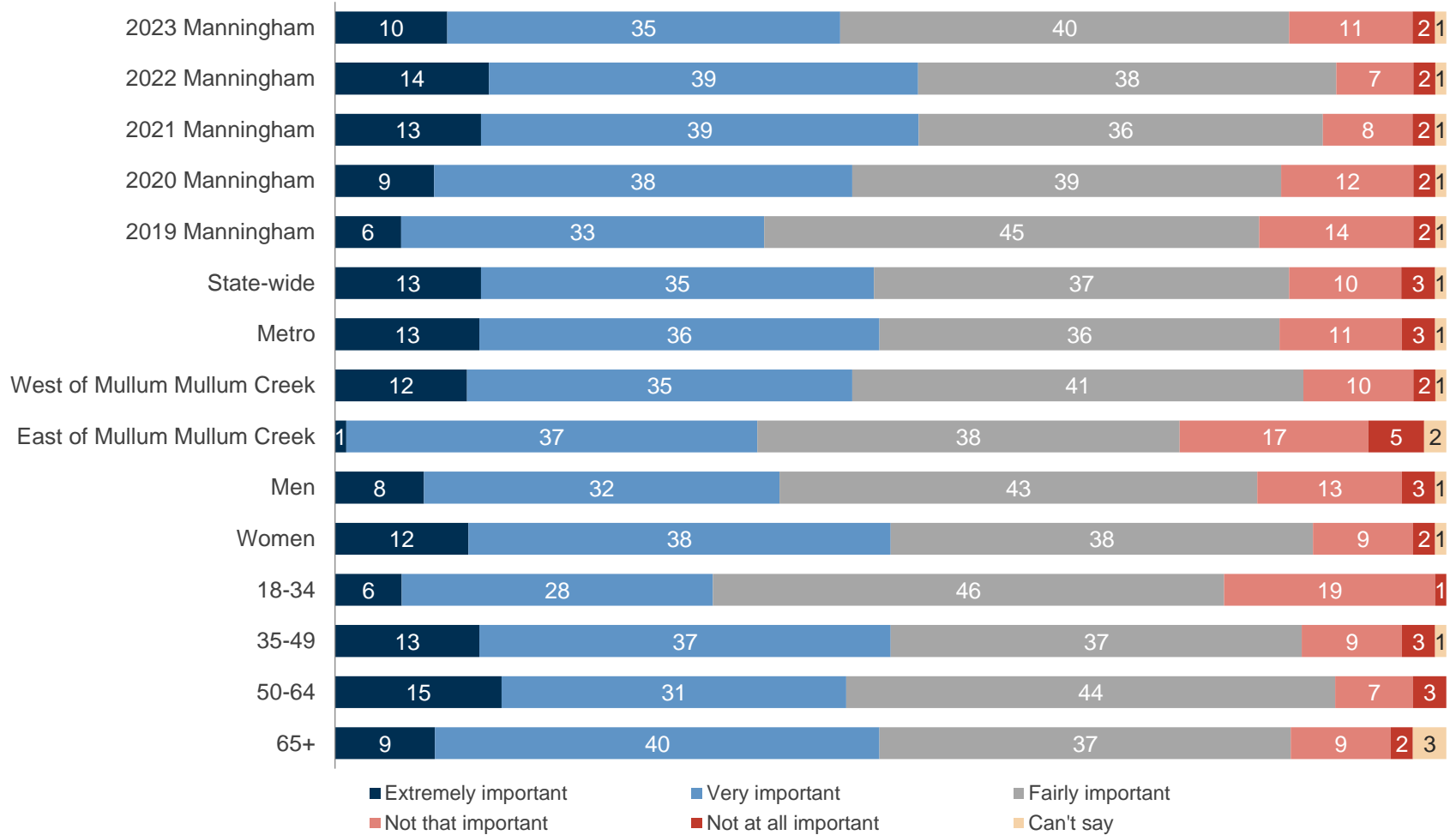
Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2023 community and cultural activities importance (%)



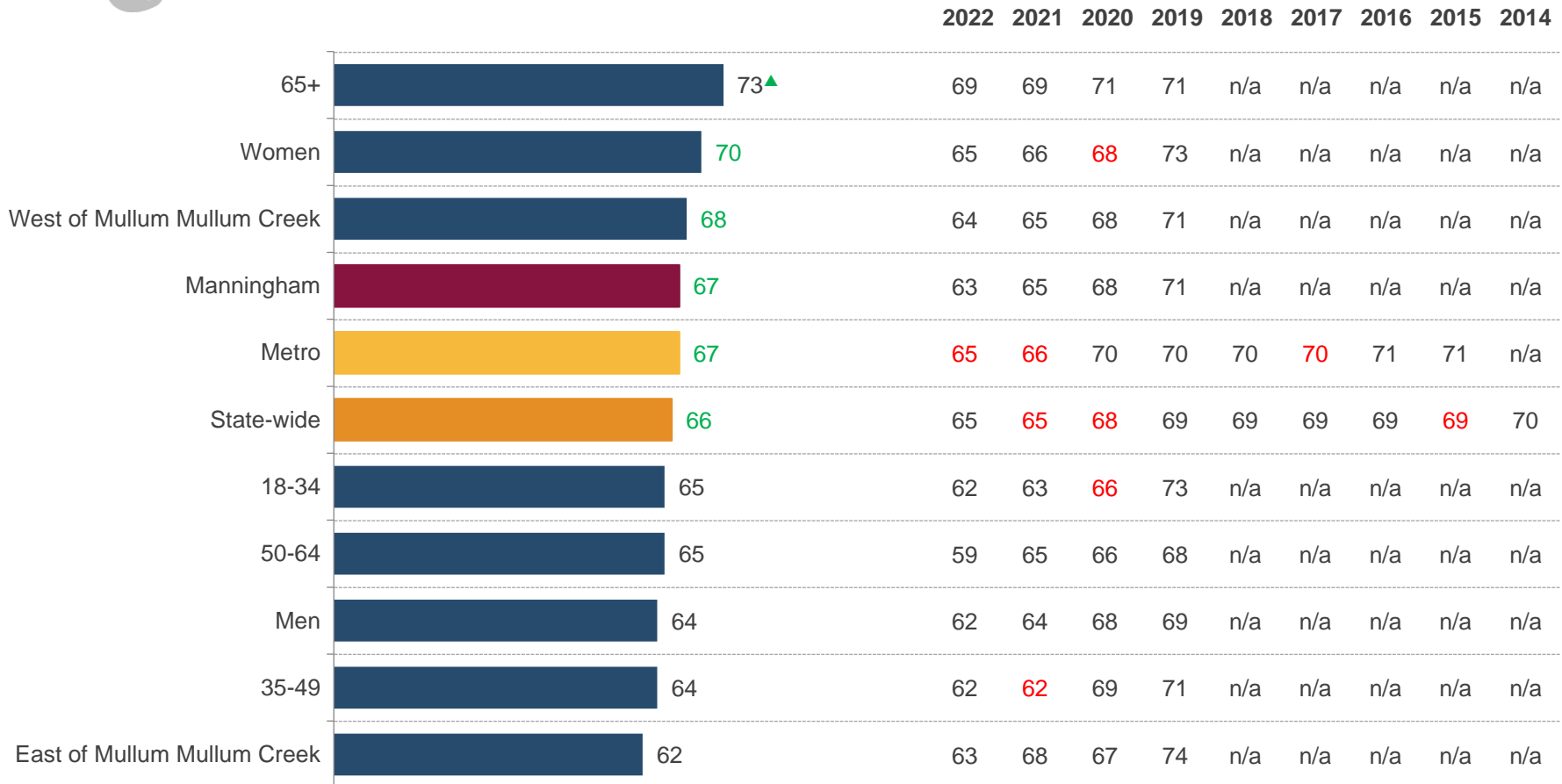
Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 9



Community and cultural activities performance



2023 community and cultural activities performance (index scores)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 13

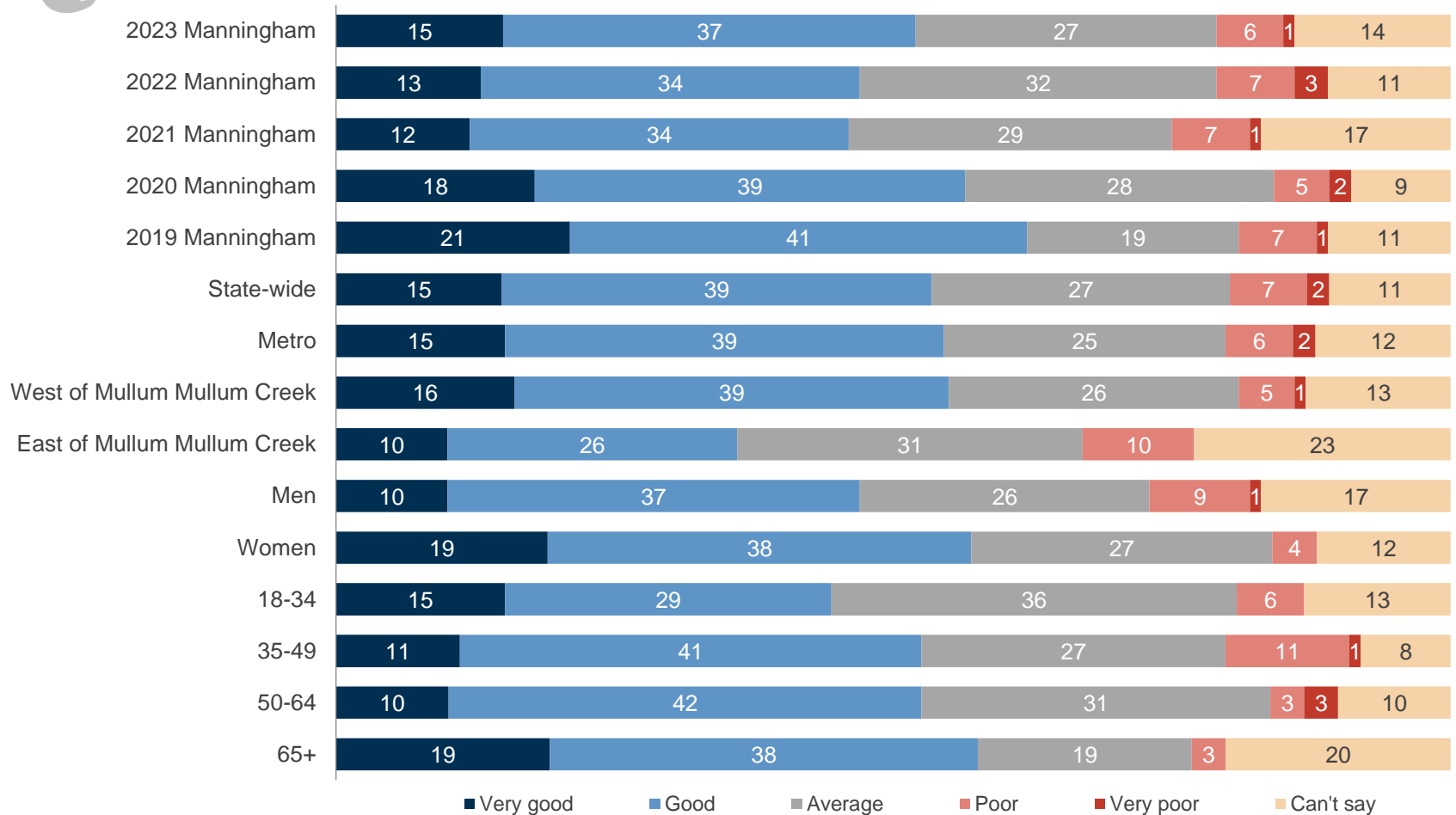
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2023 community and cultural activities performance (%)



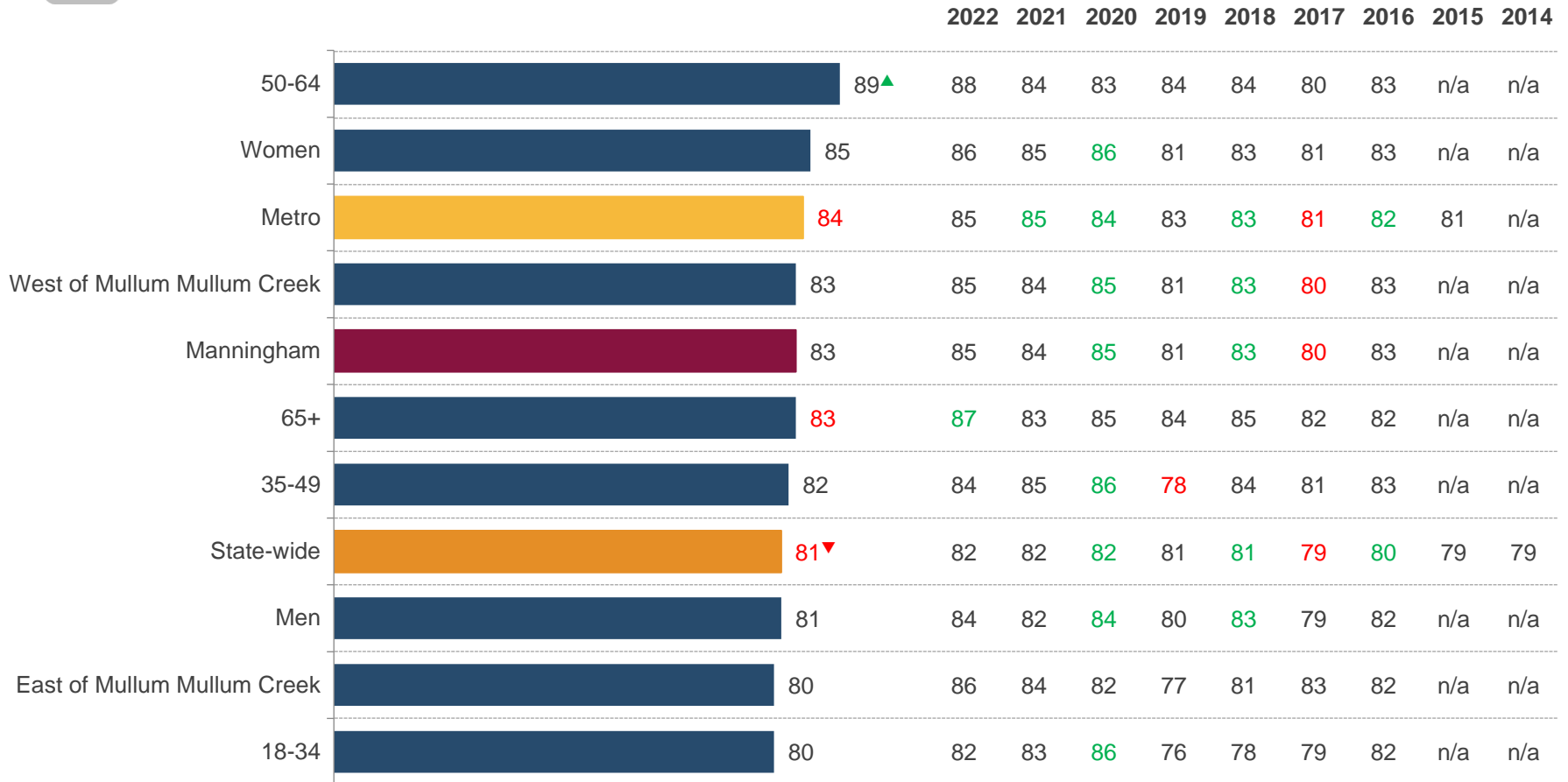
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 13



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

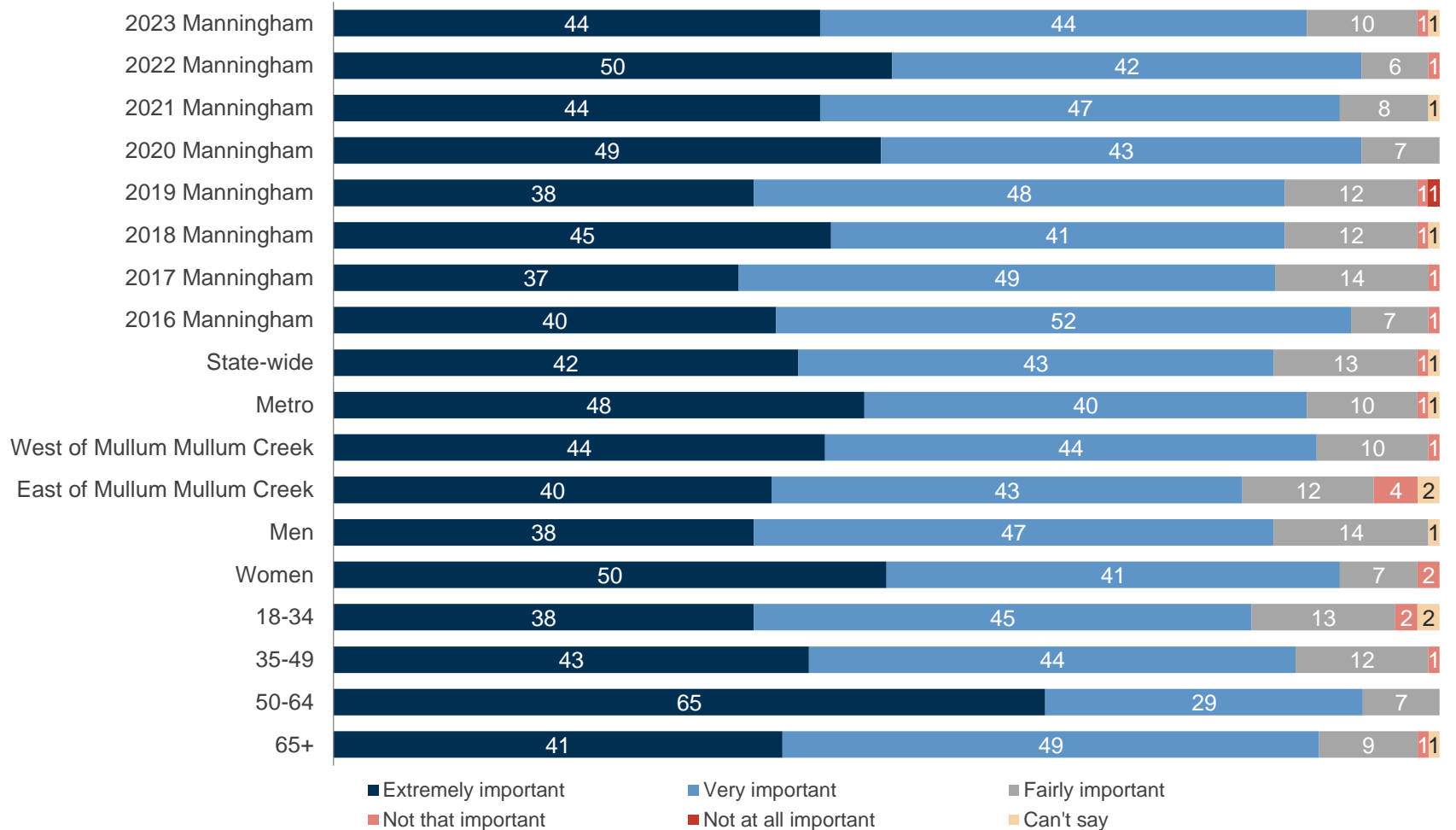
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2023 waste management importance (%)



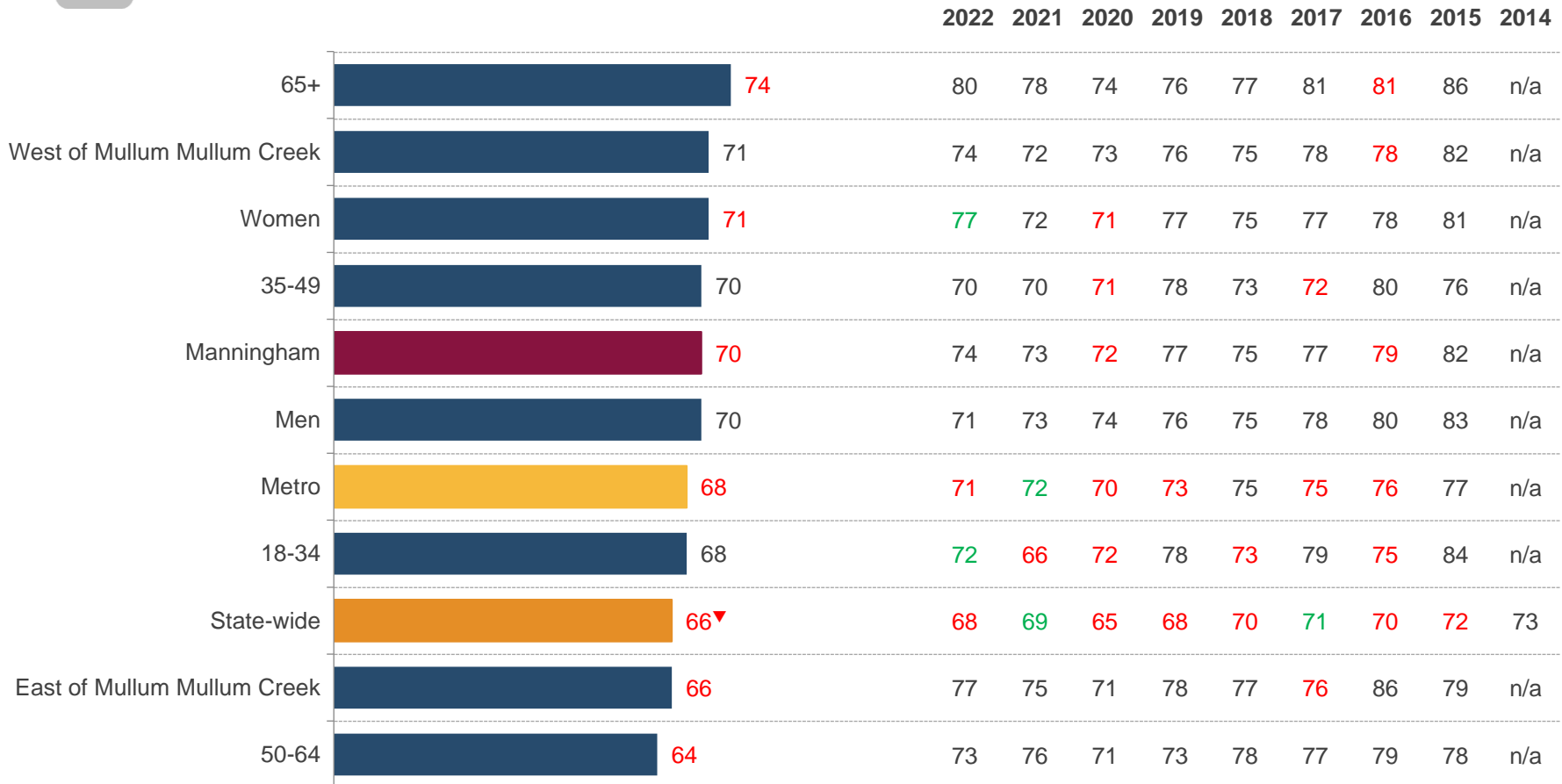
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10



Waste management performance



2023 waste management performance (index scores)



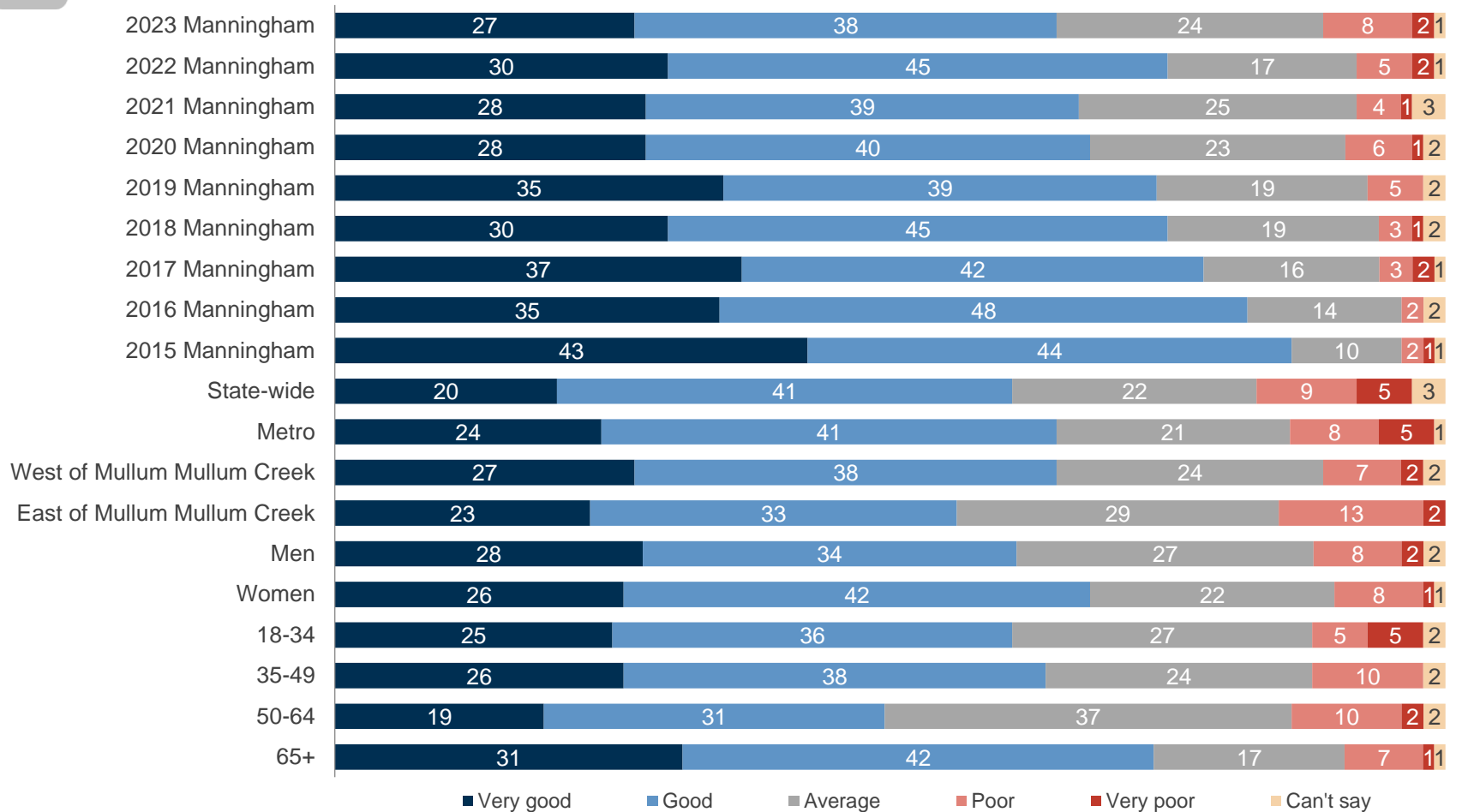
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)

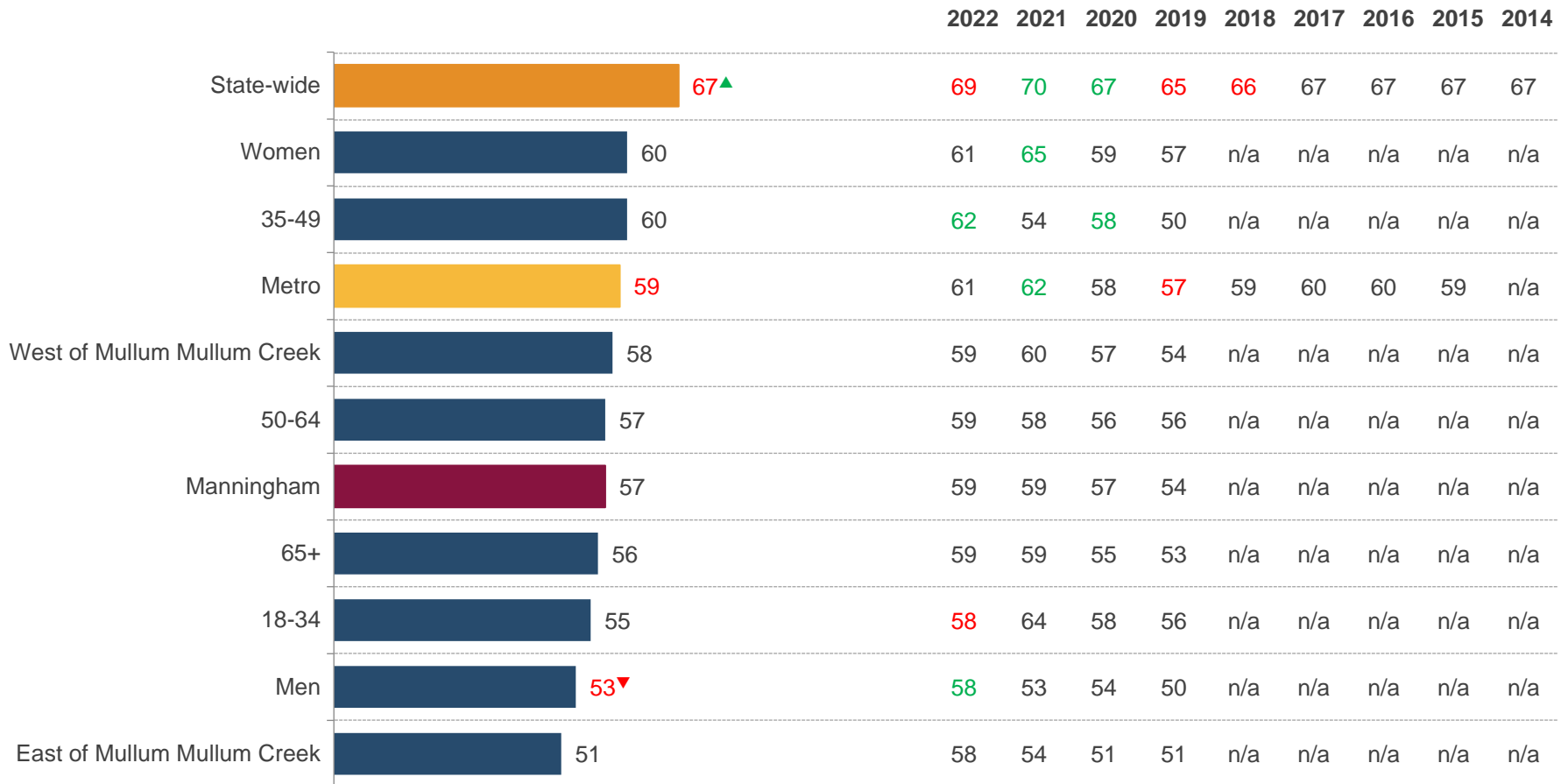


Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 16

Business and community development and tourism importance



2023 business/development/tourism importance (index scores)



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

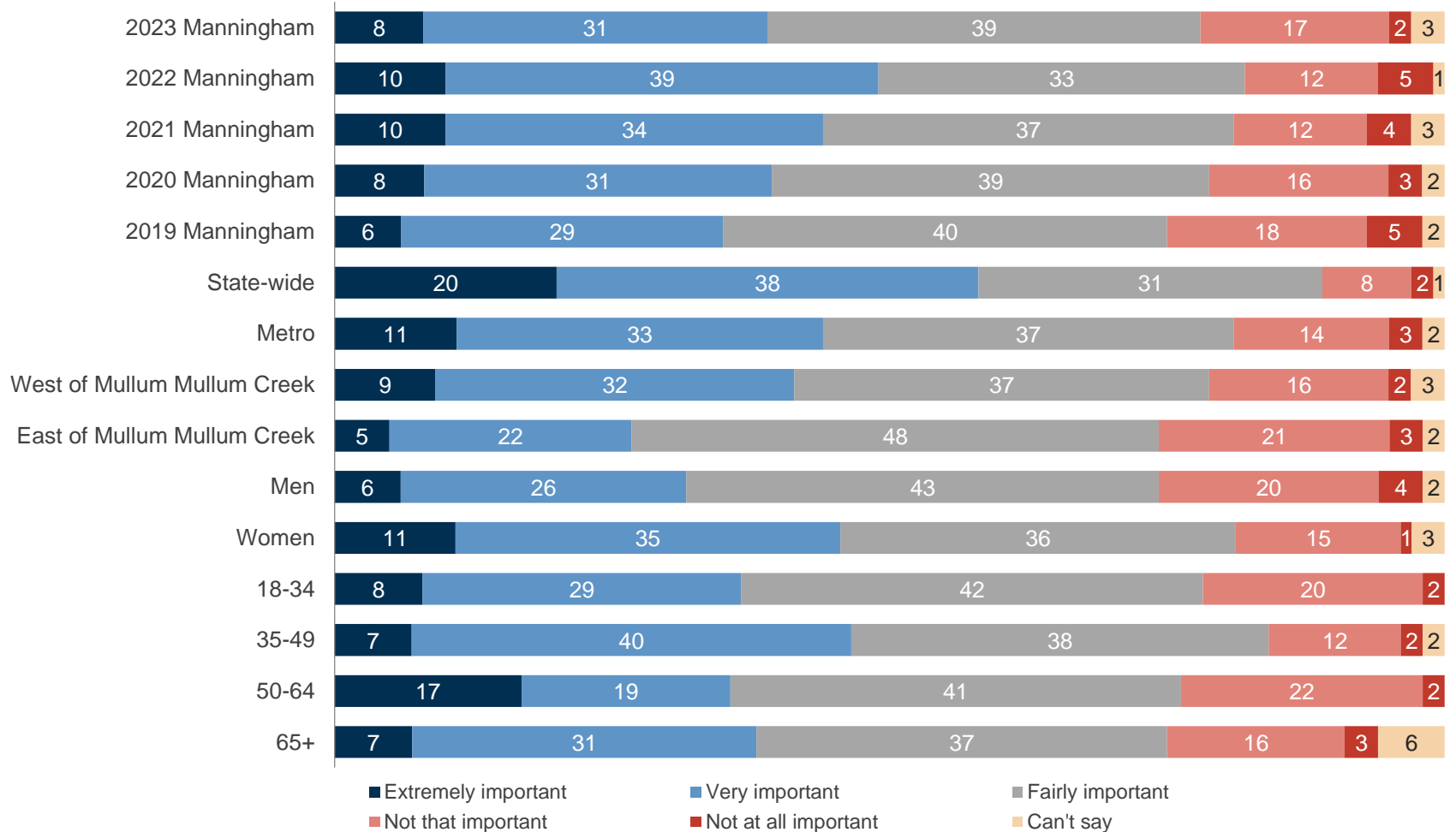
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

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

Business and community development and tourism importance



2023 business/development/tourism importance (%)

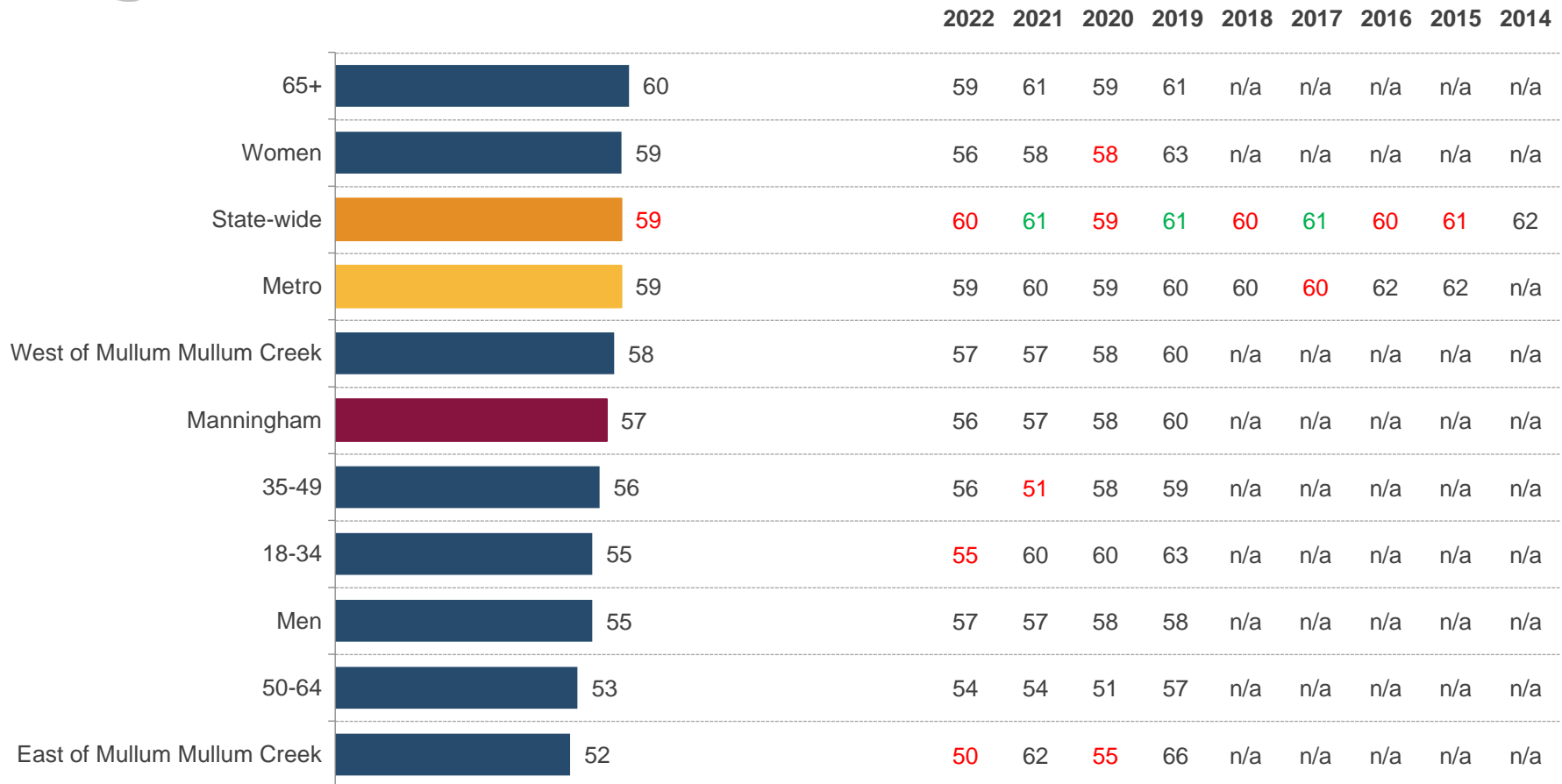


Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

Business and community development and tourism performance



2023 business/development/tourism performance (index scores)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?

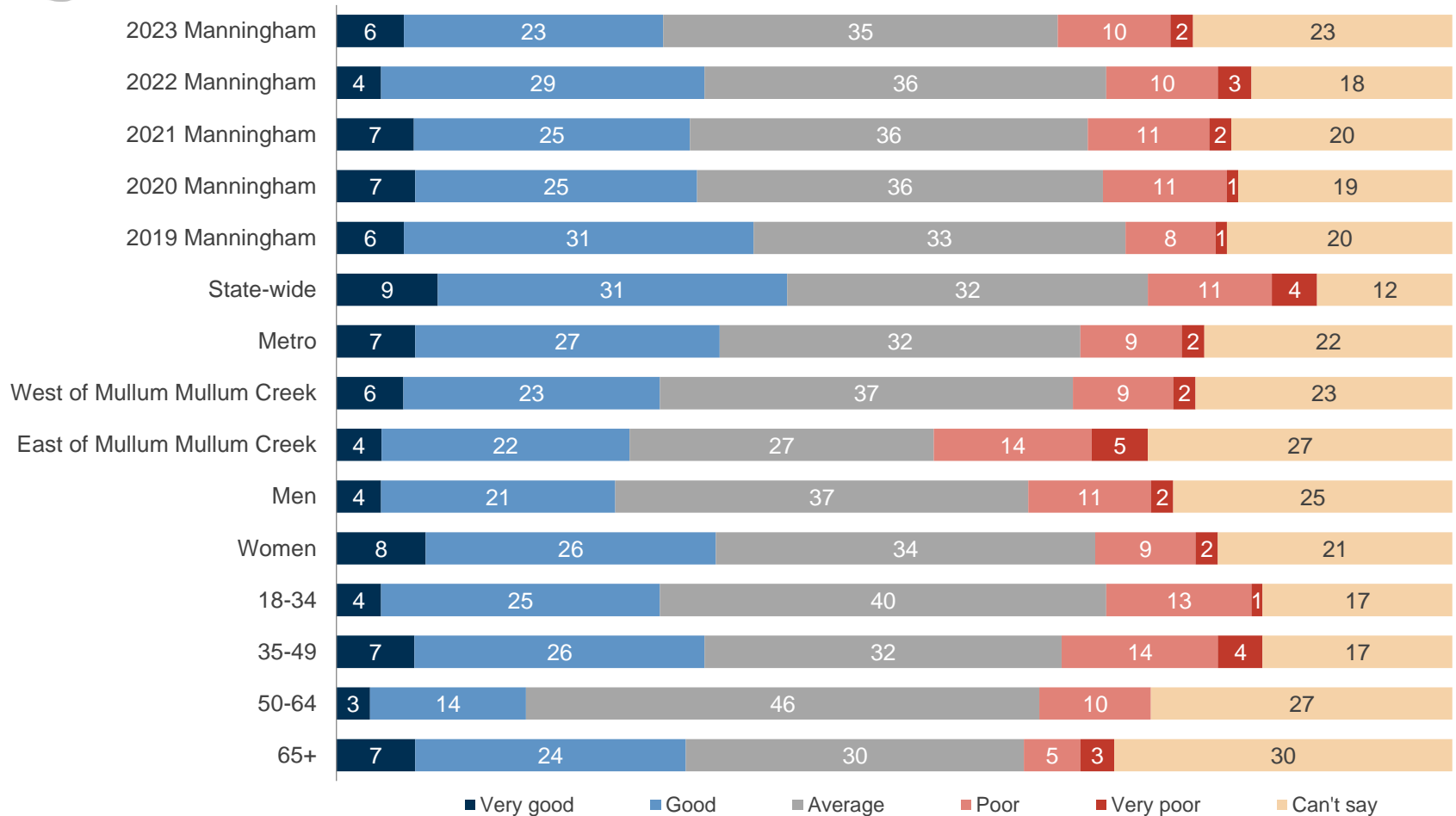
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

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

Business and community development and tourism performance



2023 business/development/tourism performance (%)



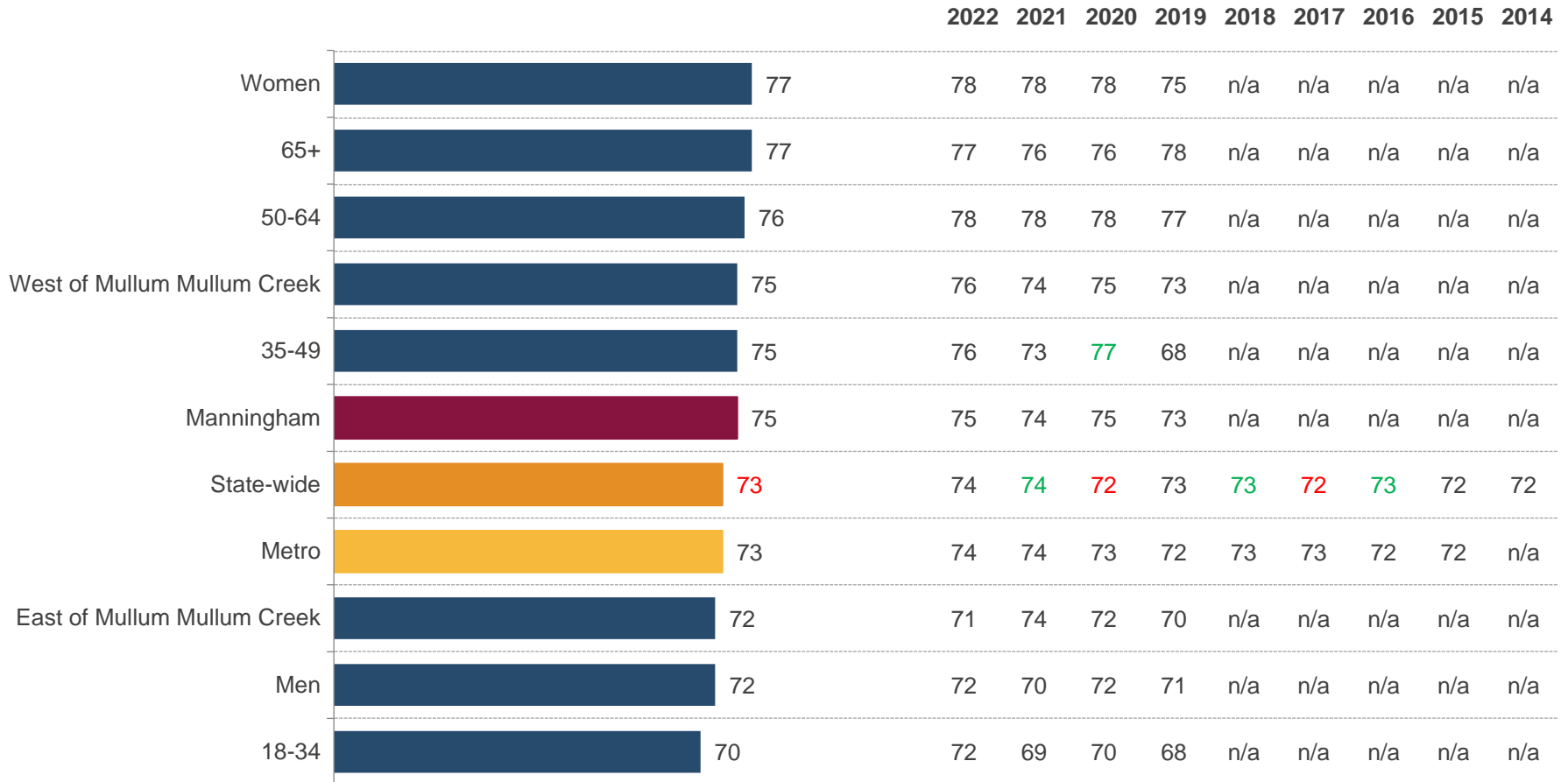
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8



Council's general town planning policy importance



2023 town planning importance (index scores)



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

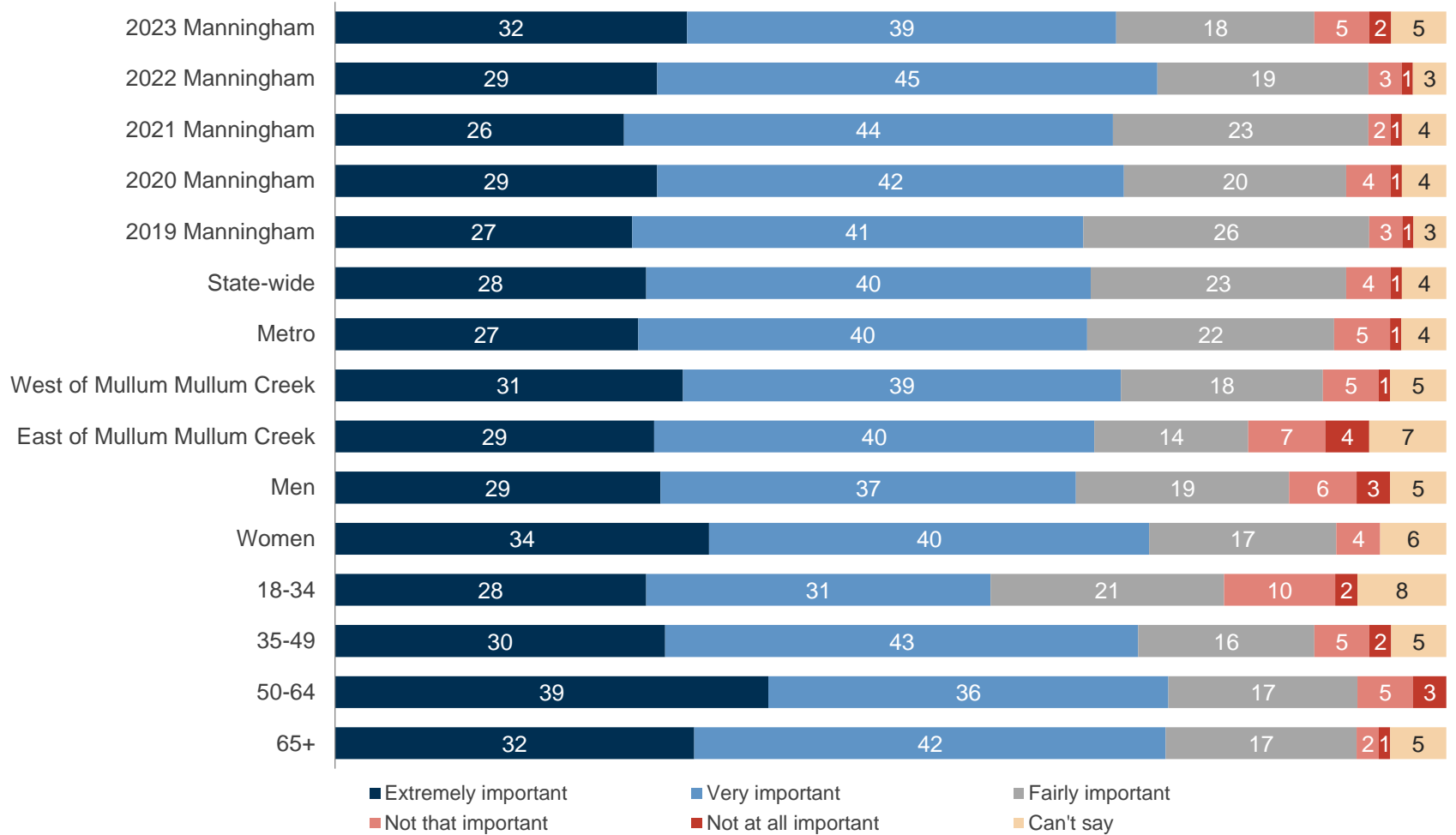
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy importance



2023 town planning importance (%)



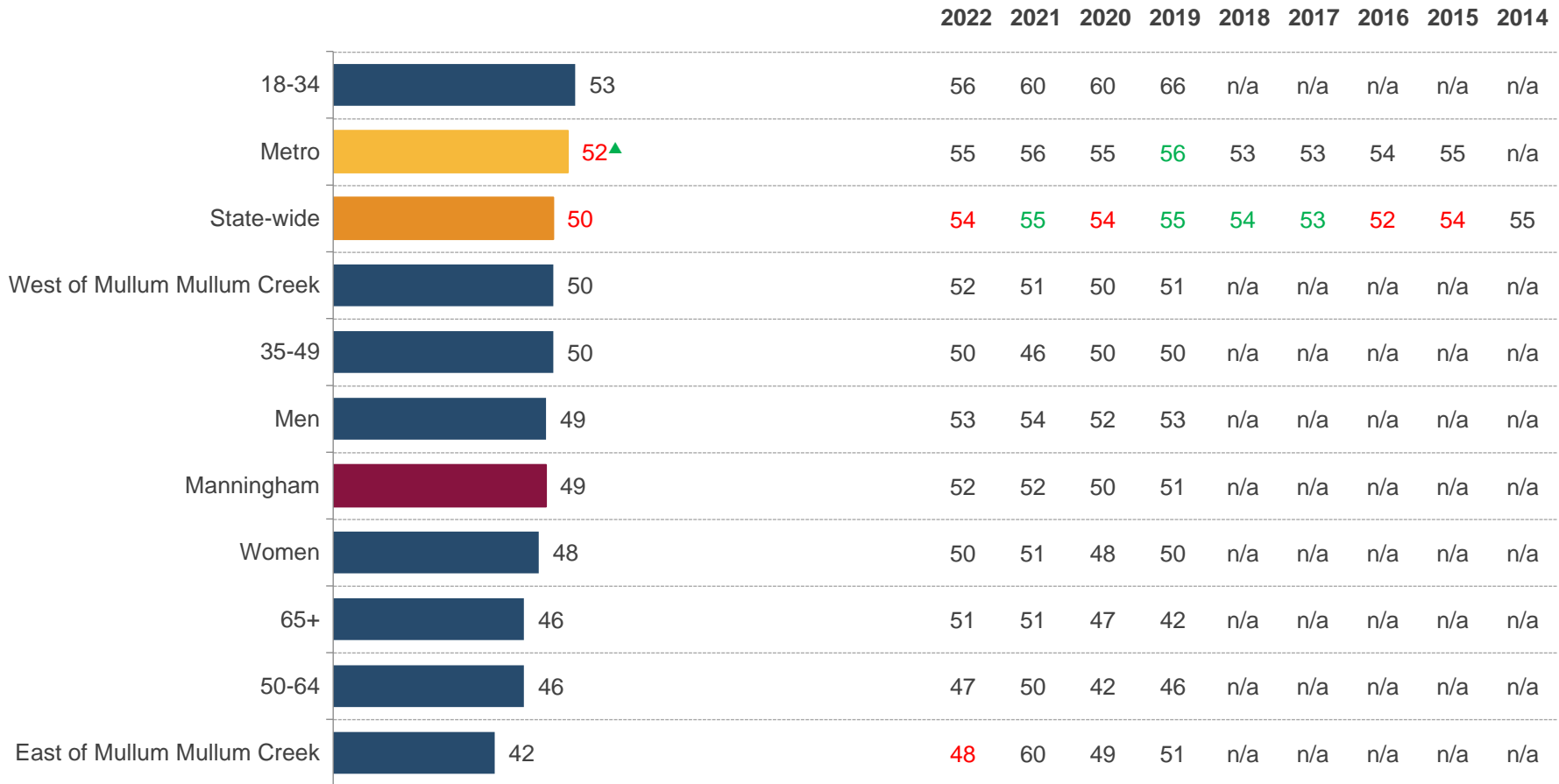
Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5



Council's general town planning policy performance



2023 town planning performance (index scores)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10

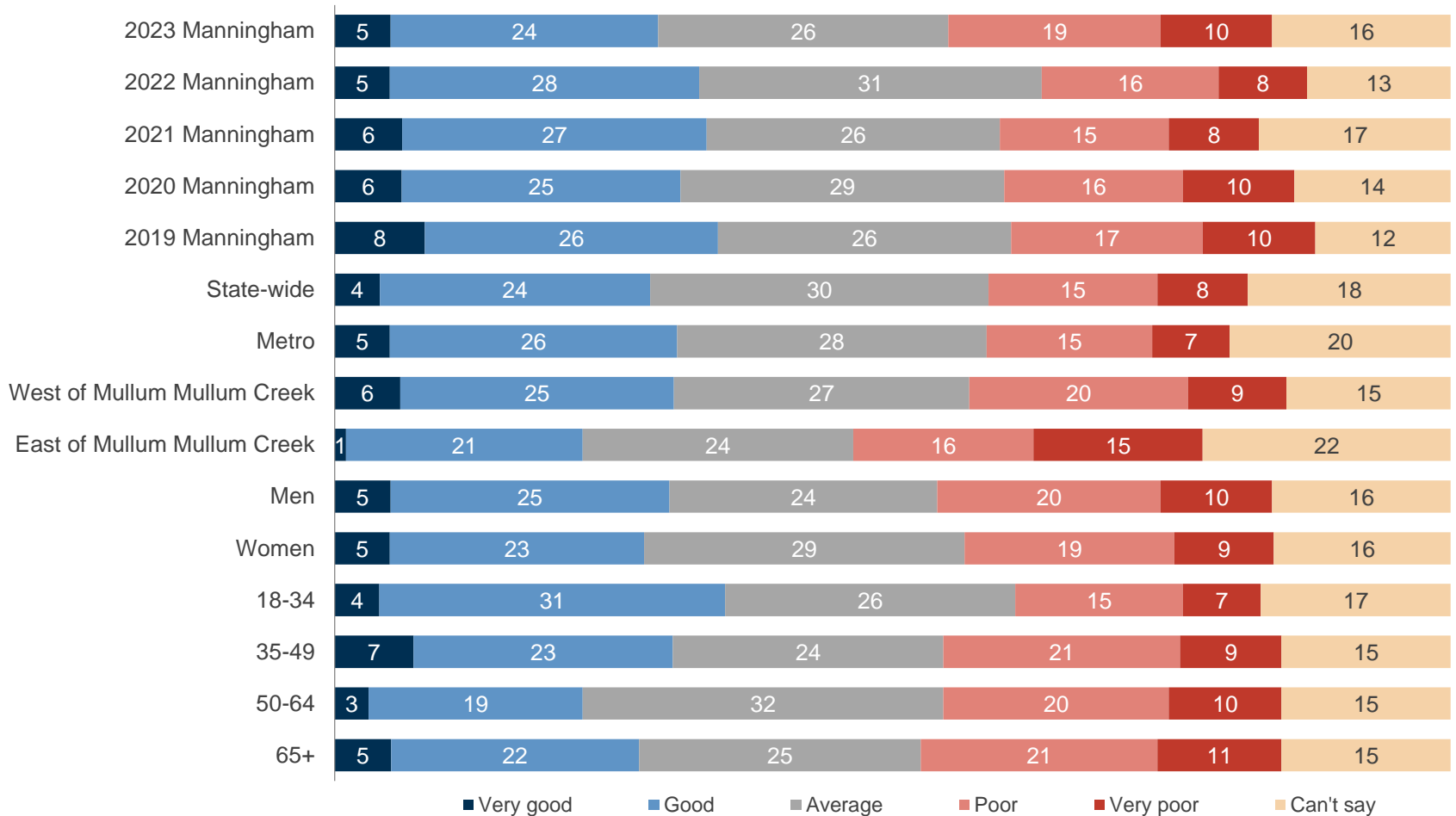
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2023 town planning performance (%)



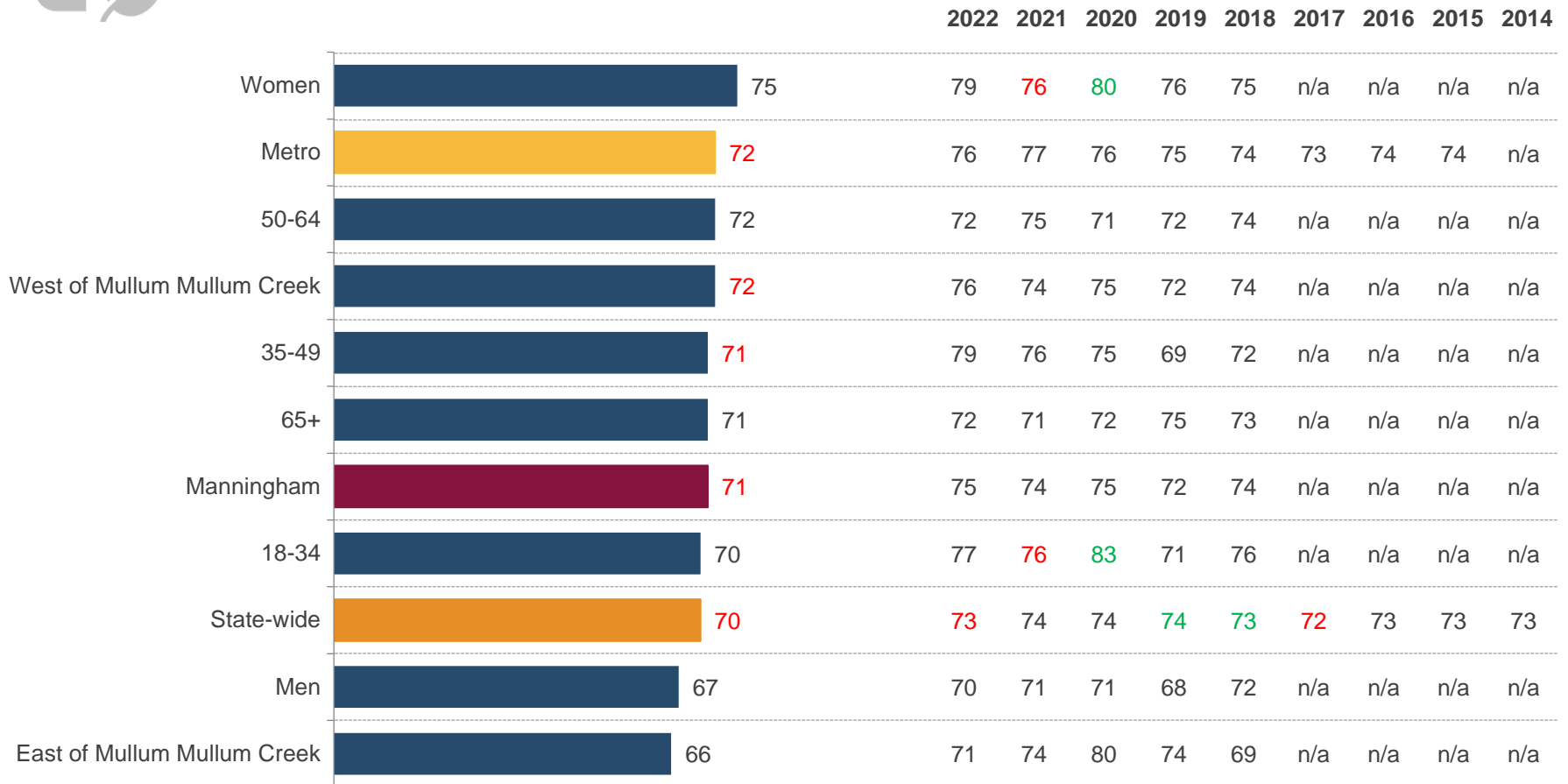
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 10



Environmental sustainability importance



2023 environmental sustainability importance (index scores)



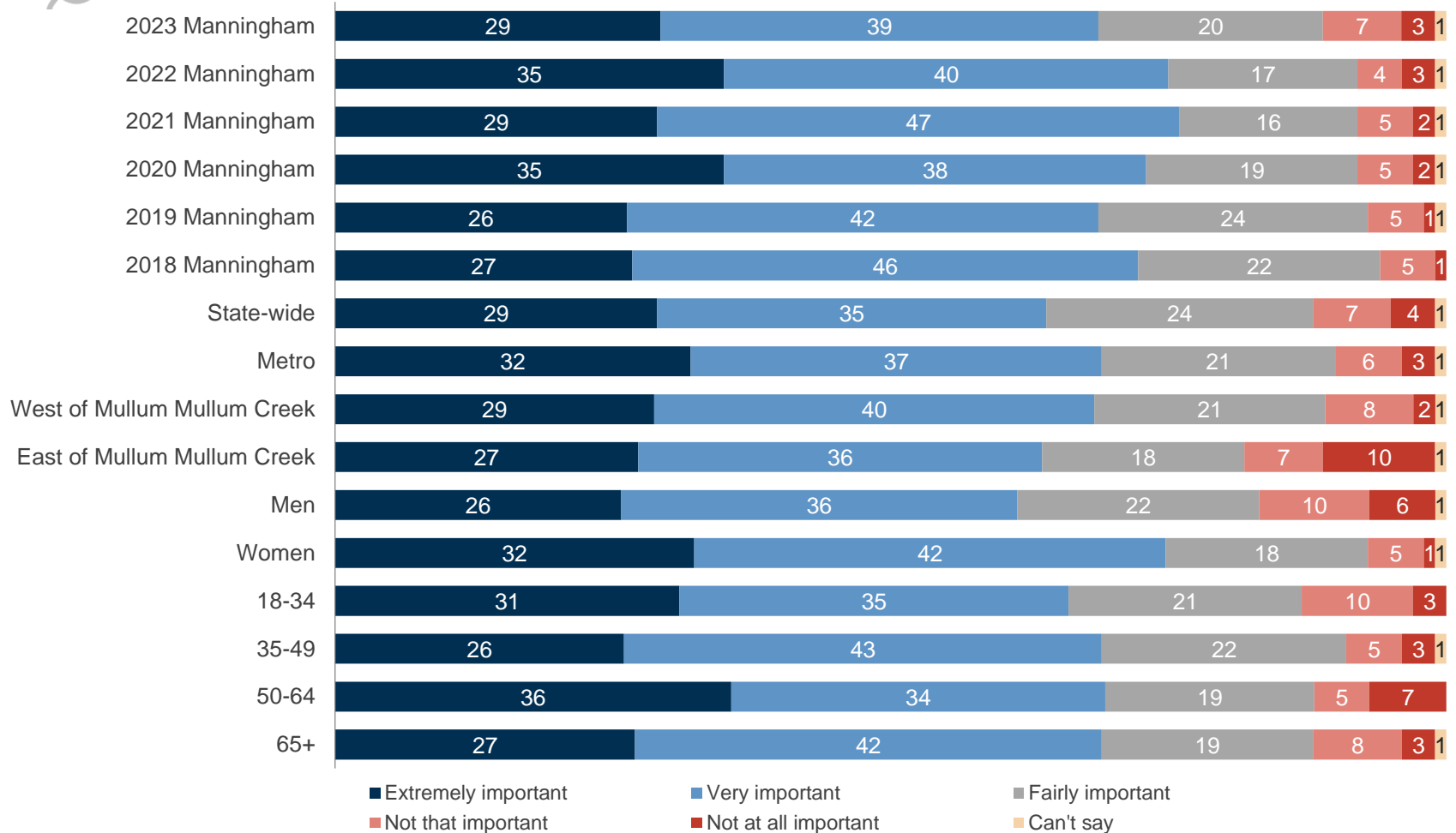
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



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



Environmental sustainability performance



2023 environmental sustainability performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	65	67	64	61	65	67	64	n/a	n/a
Women	65	61	60	61	67	66	66	n/a	n/a
West of Mulum Mulum Creek	64	63	61	62	68	66	68	63	n/a
35-49	63	65	61	65	69	58	68	68	n/a
Manningham	62	63	62	61	68	67	67	64	n/a
Metro	62	63	64	62	64	64	64	64	65
State-wide	60	61	62	60	62	63	64	63	64
18-34	60	58	59	63	73	72	73	58	n/a
Men	59	65	64	62	69	67	69	63	n/a
50-64	59	61	64	55	64	69	64	67	n/a
East of Mulum Mulum Creek	53	60	74	59	71	68	66	70	n/a

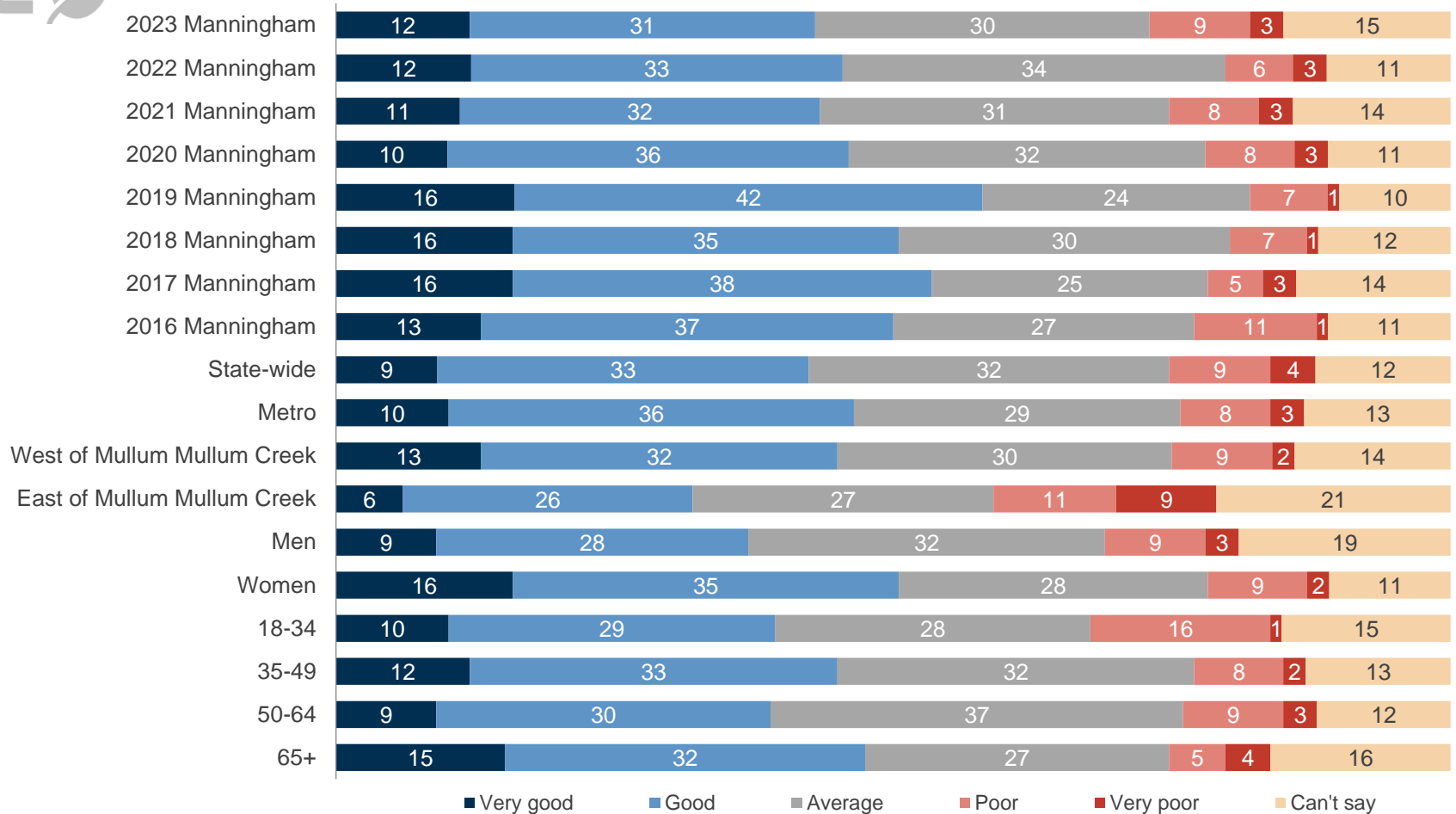
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2023 environmental sustainability performance (%)



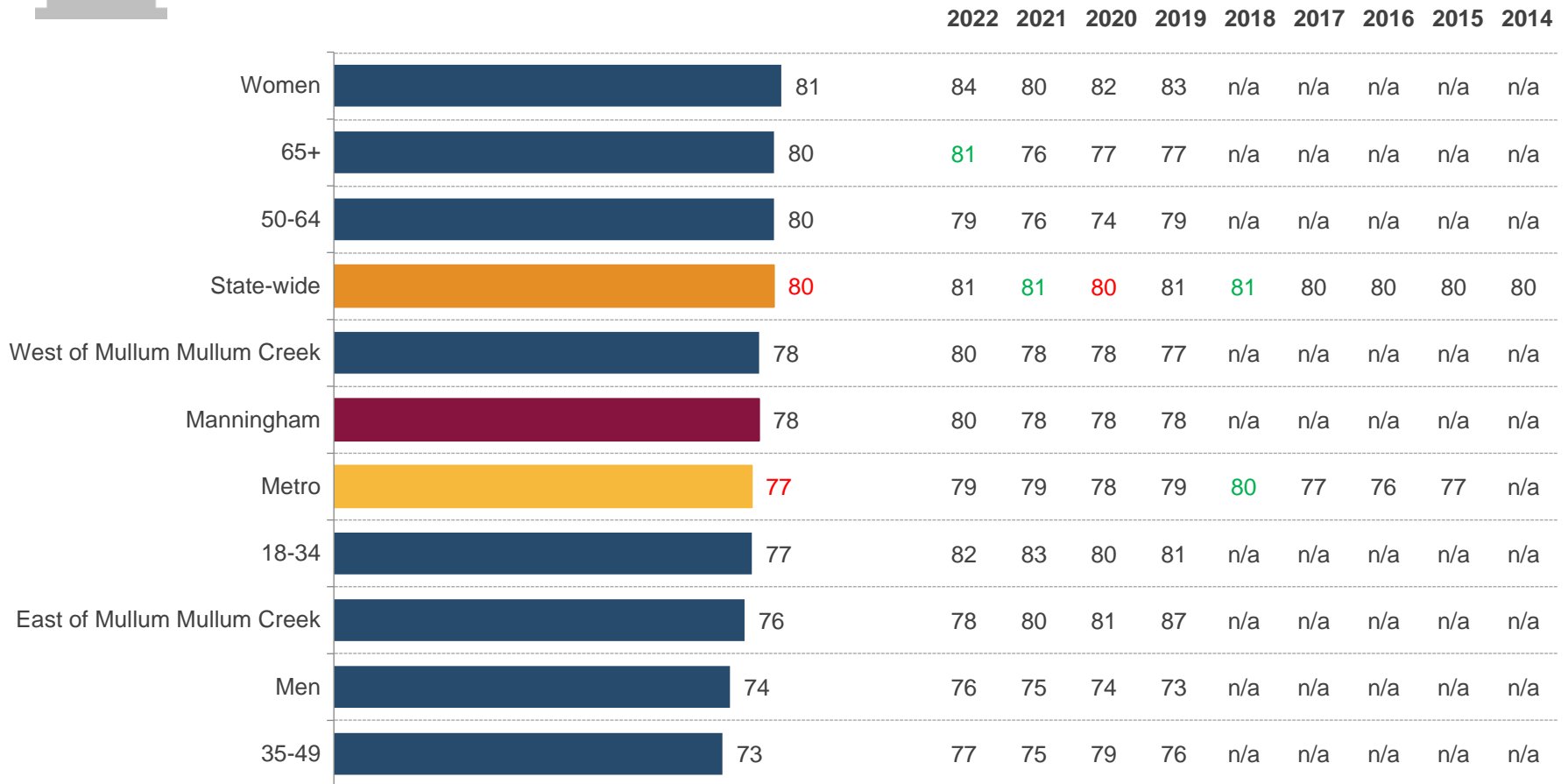
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 13



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

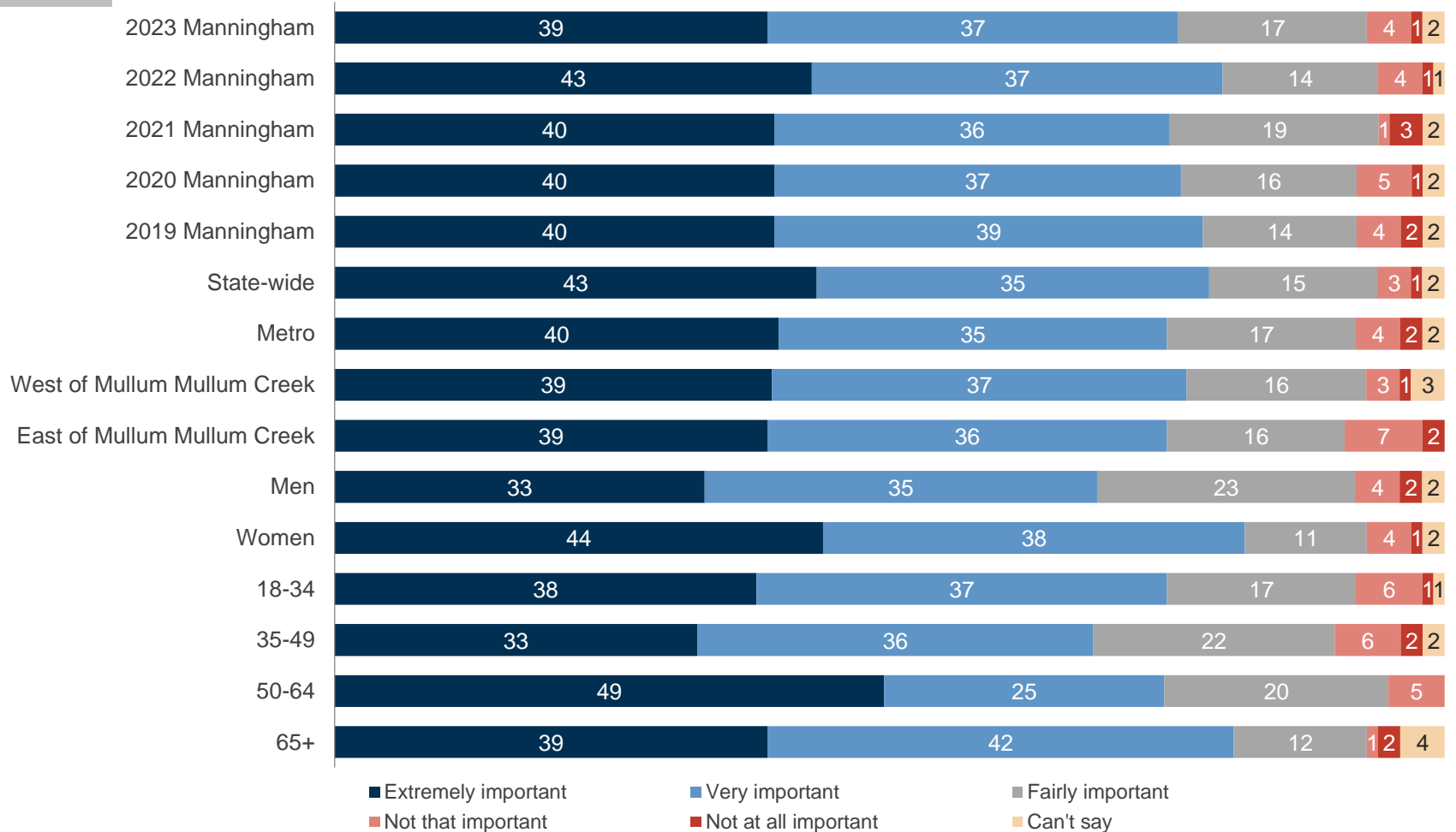
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2023 emergency and disaster management importance (%)



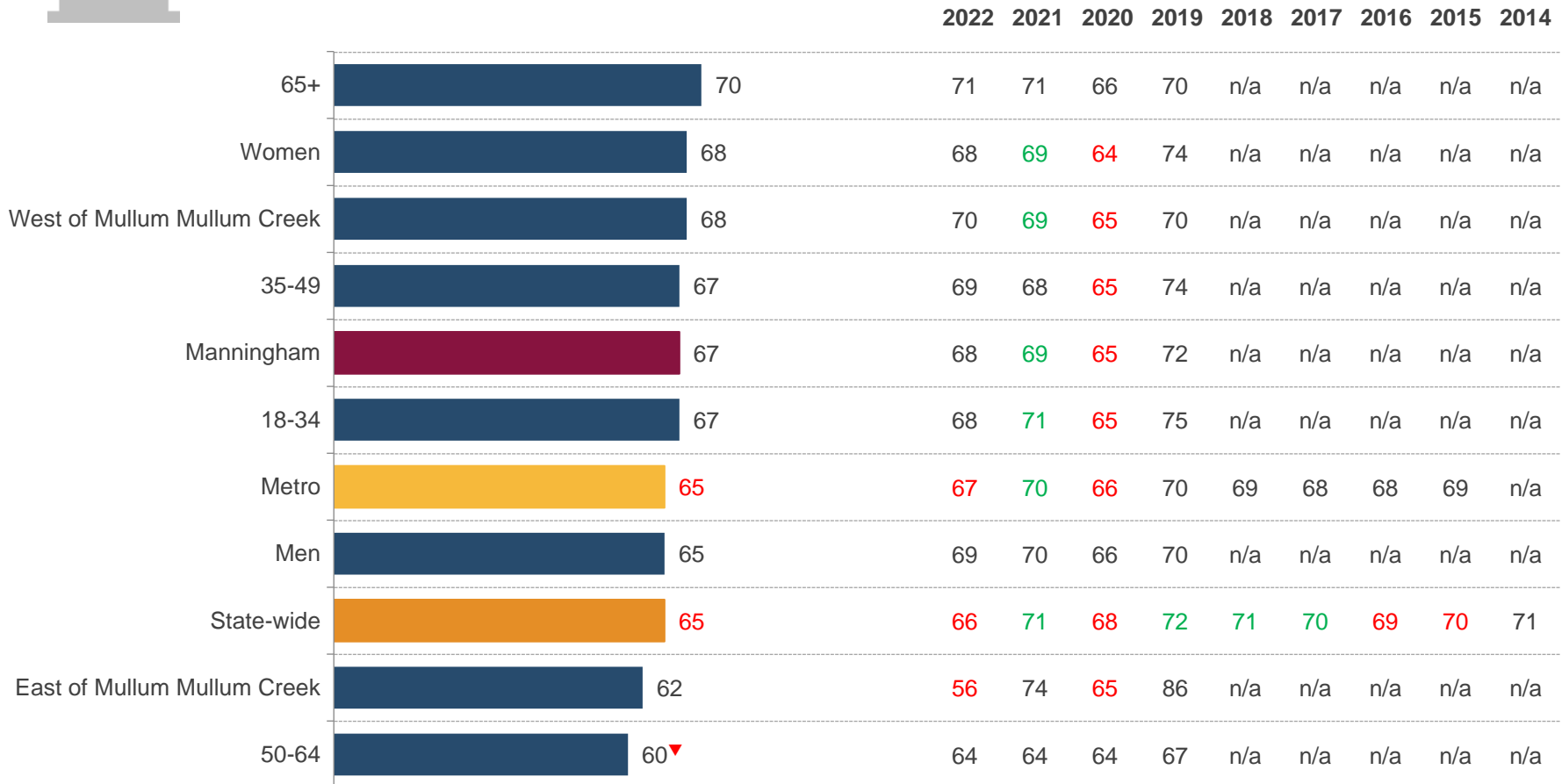
Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4



Emergency and disaster management performance



2023 emergency and disaster management performance (index scores)



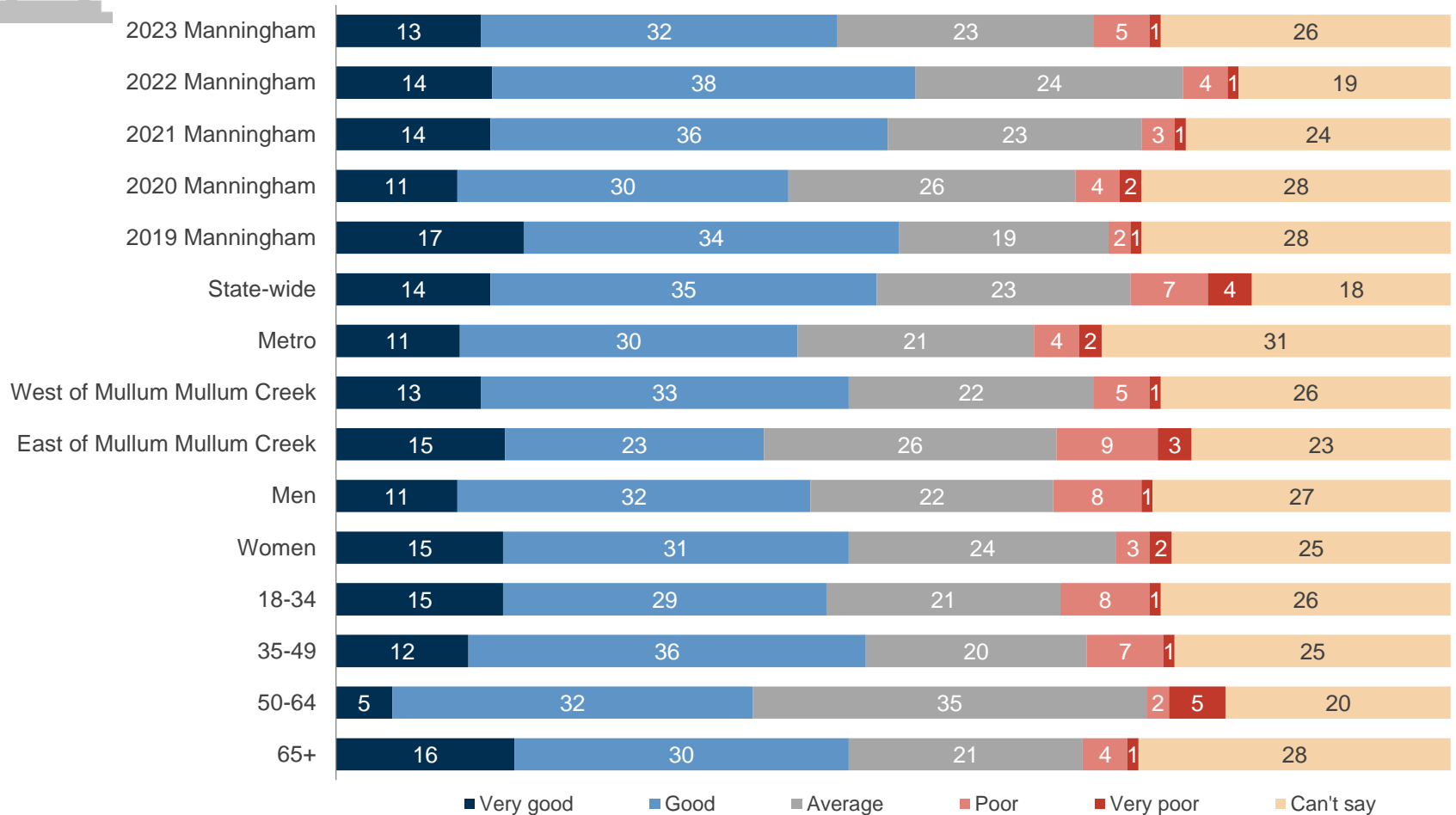
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2023 emergency and disaster management performance (%)



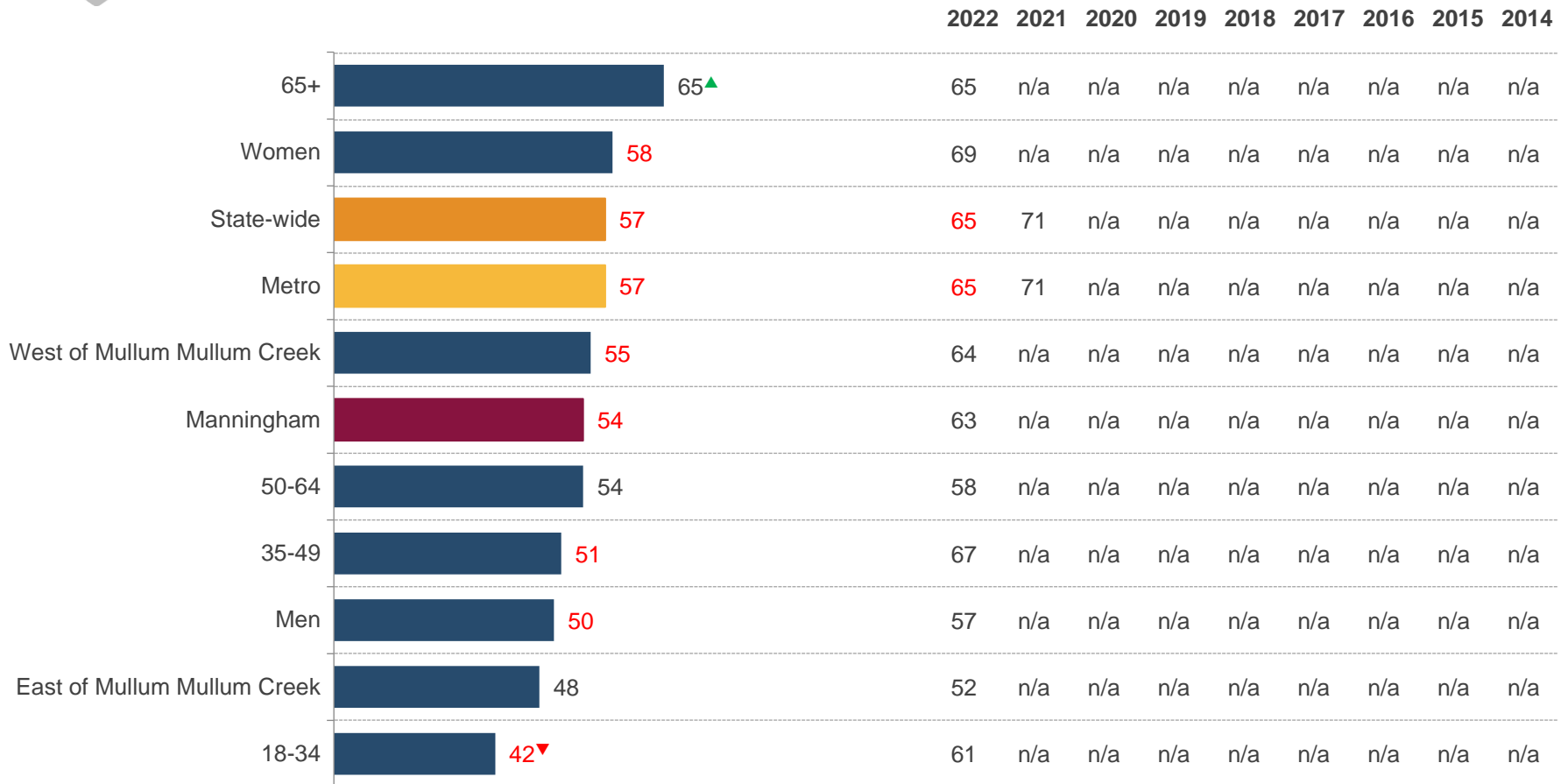
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 7



COVID-19 response importance



2023 COVID-19 response importance (index scores)



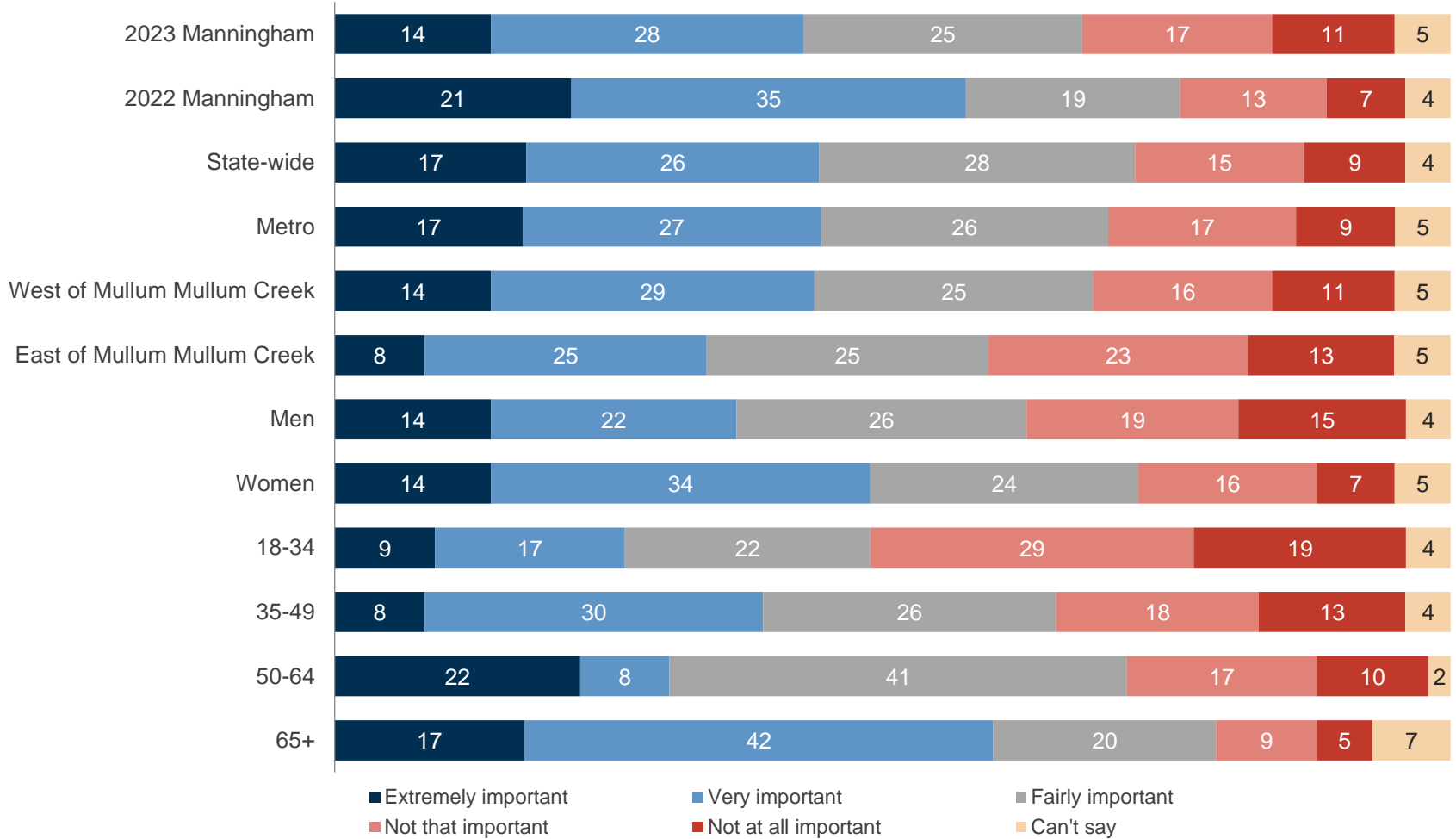
Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.




COVID-19 response importance



2023 COVID-19 response importance (%)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3



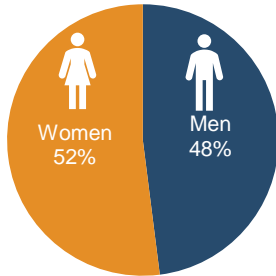
Detailed demographics



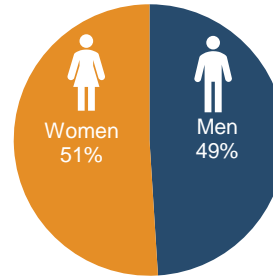
Gender and age profile

2023 gender

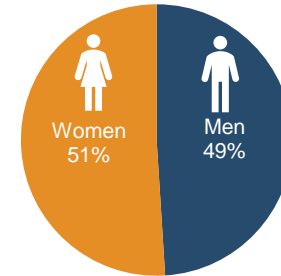
Manningham



Metro

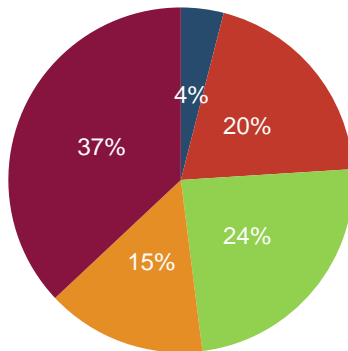


State-wide

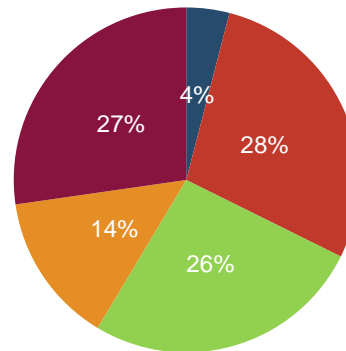


2023 age

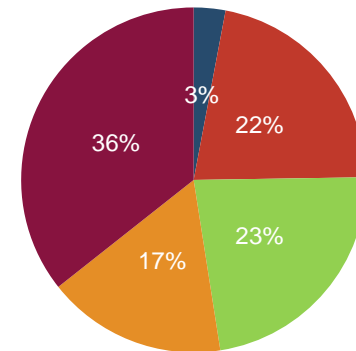
Manningham



Metro



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

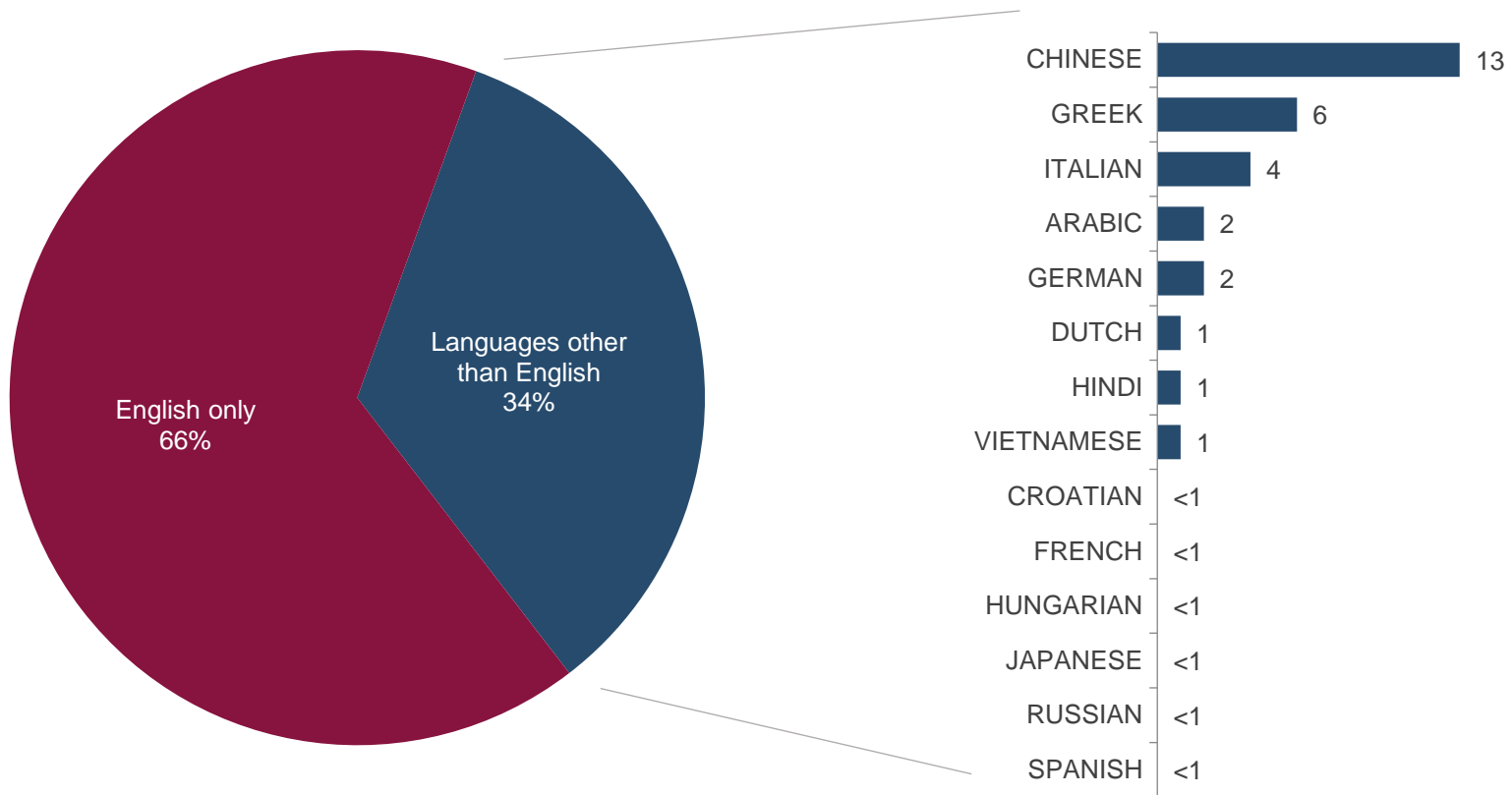
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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 (%)



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%



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 Manningham 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 100,700 people aged 18 years or over for Manningham City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Manningham City Council	400	400	+/-4.9
Men	183	191	+/-7.3
Women	217	209	+/-6.7
West of Mulum Mulum Creek	338	339	+/-5.3
East of Mulum Mulum Creek	58	57	+/-13.0
18-34 years	72	96	+/-11.6
35-49 years	118	97	+/-9.1
50-64 years	59	58	+/-12.9
65+ years	151	149	+/-8.0



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:

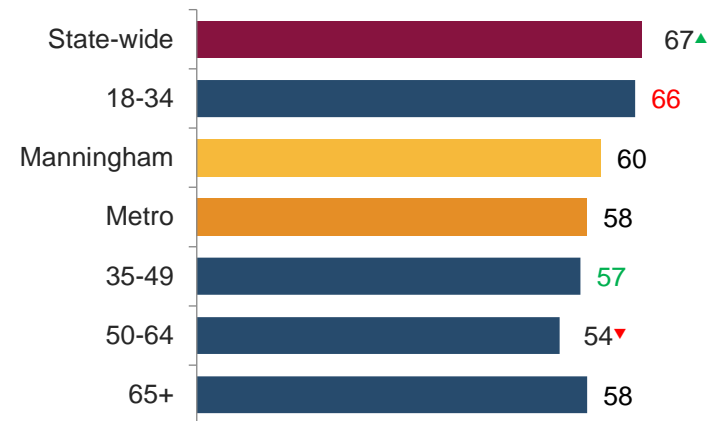
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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 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=600 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=401 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 Manningham 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 Manningham City Council.

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

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

Manningham 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 Manningham 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 Manningham 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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John Scales
Founder
jcales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

