



2024 Local Government Community Satisfaction Survey

Kingston City Council

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



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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

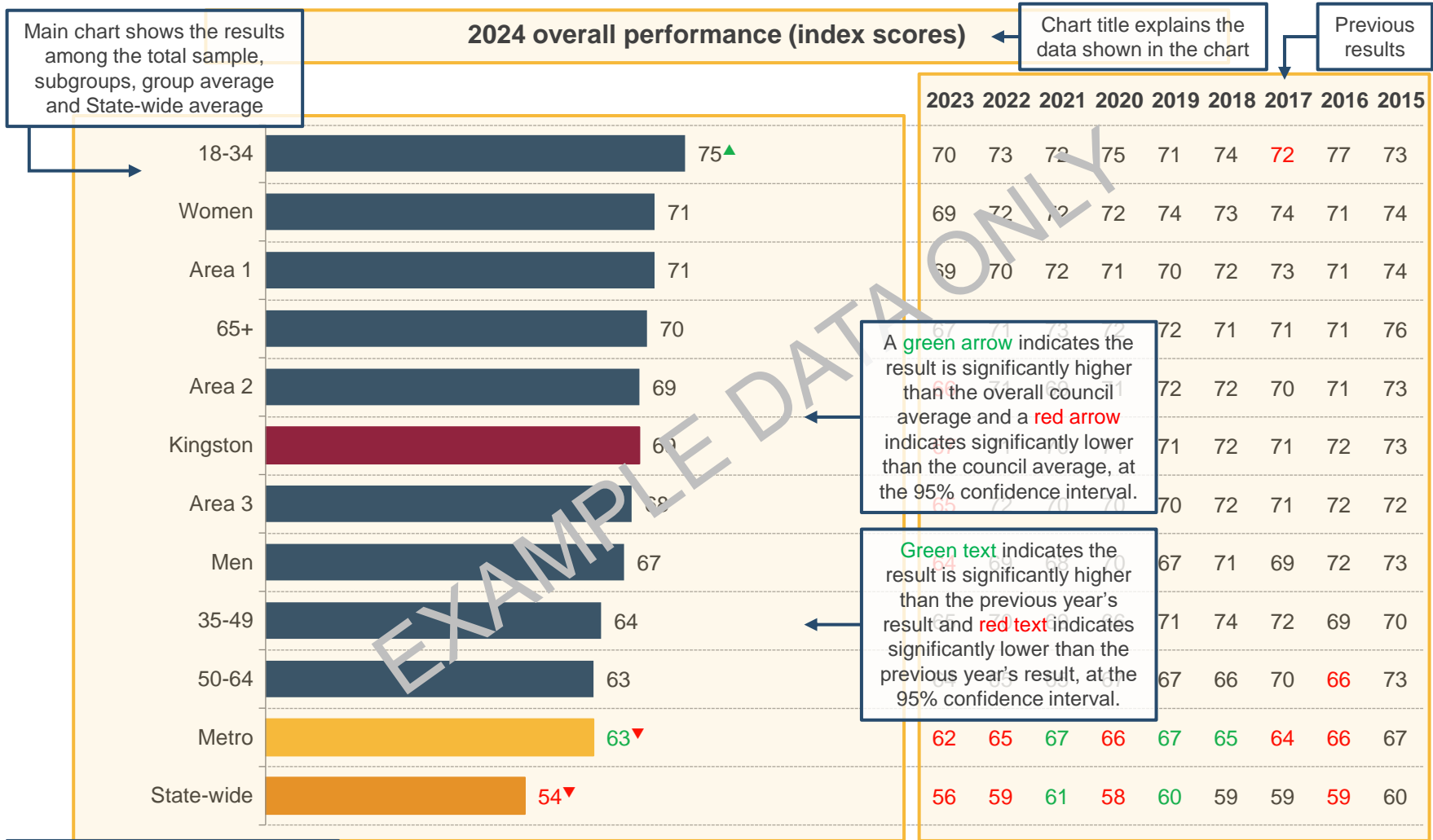
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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.



How to read index score charts in this report

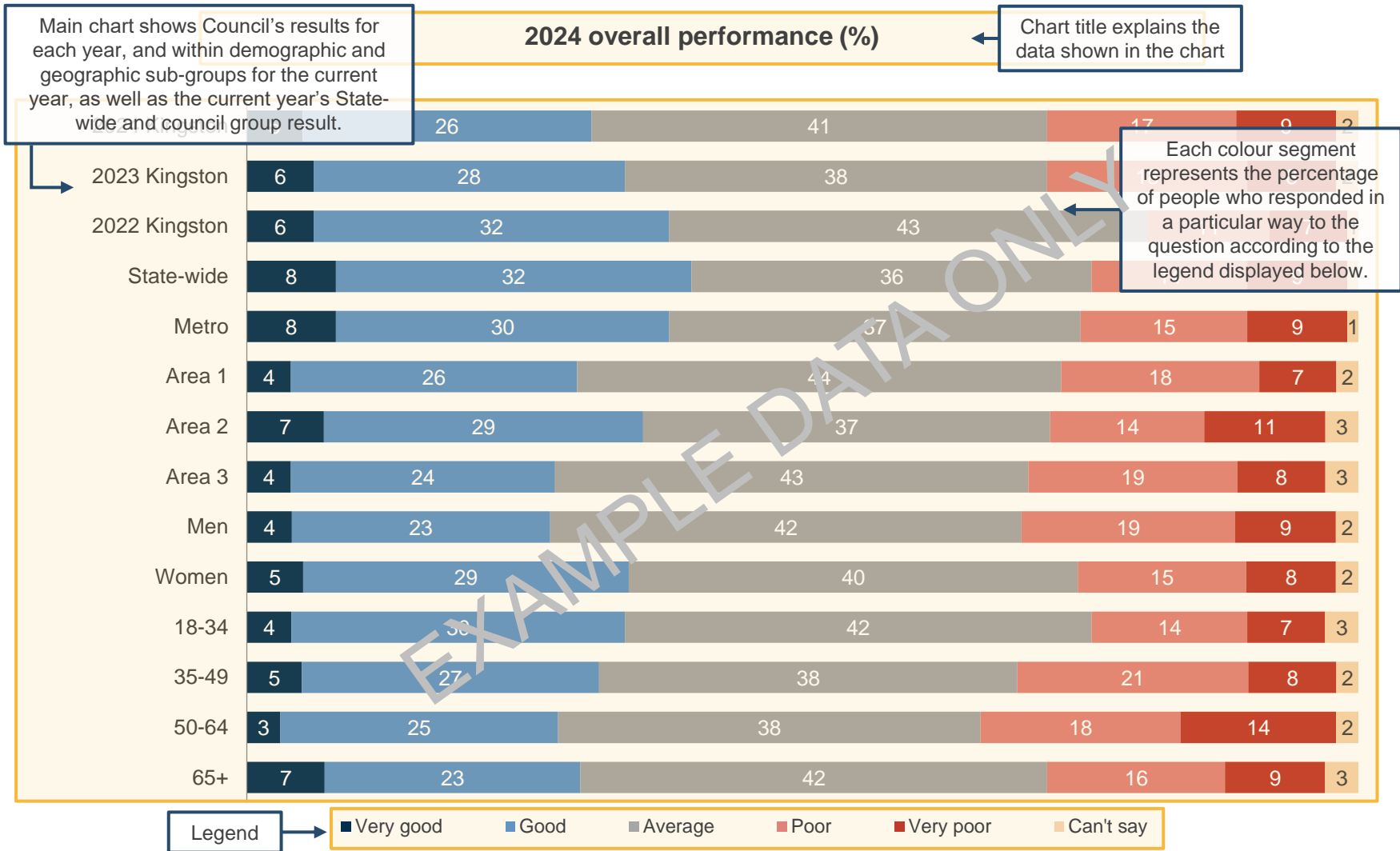


Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Kingston 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: 9
 Note: Please see Appendix A for explanation of significant differences.



How to read stacked bar charts in this report



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Kingston 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: 9

A large, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a dark blue color and contains 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 lighter blue gradient.

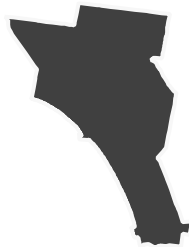
Key findings and recommendations



Kingston City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Kingston 65



Metropolitan 63



State-wide 54

Council performance compared to group average

Top 3 performing areas		
	Art centres & libraries	= on par
	Recreational facilities	= on par
	Waste management	= on par
Lowest performing areas		
	Planning & building permits	= on par
	Population growth	▲ higher
	Customer service	= on par



Summary of core measures

Index scores

Overall Performance

Value for money

Community Consultation

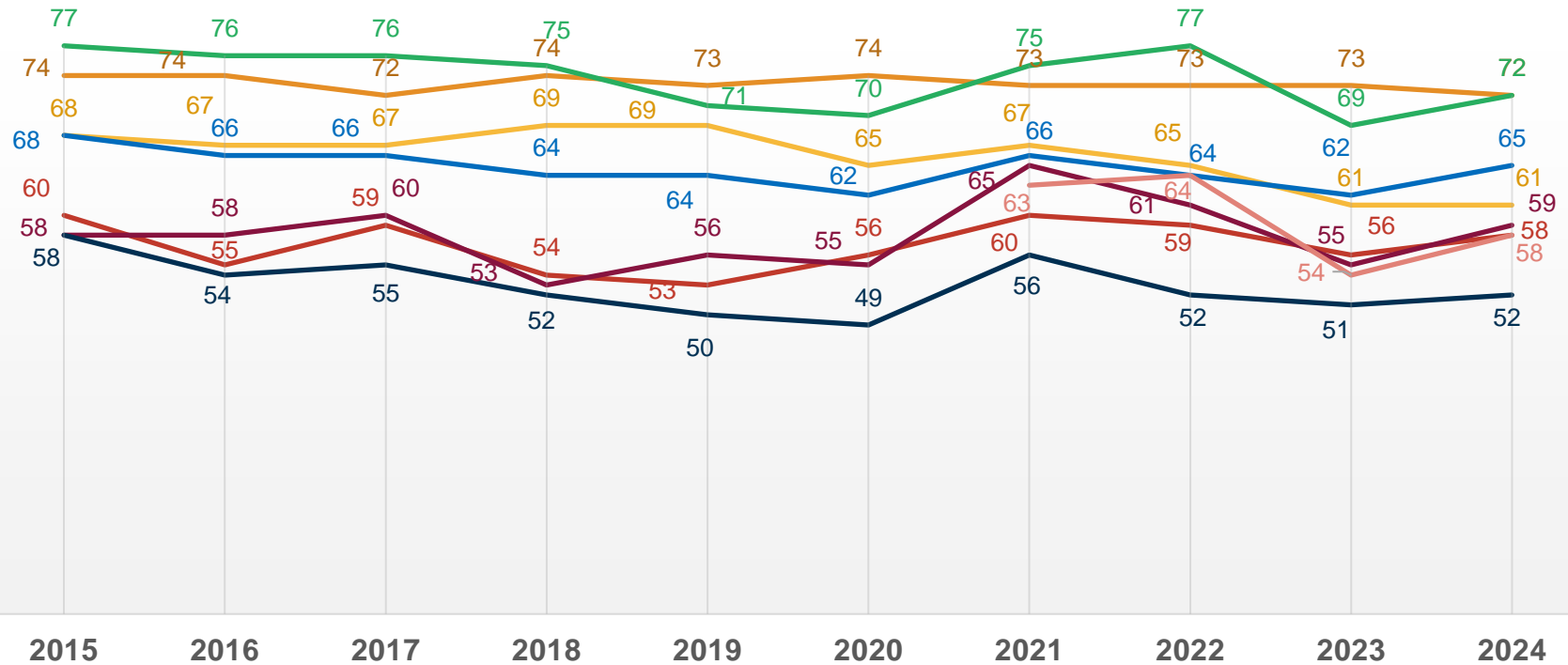
Making Community Decisions

Sealed Local Roads

Waste management

Customer Service

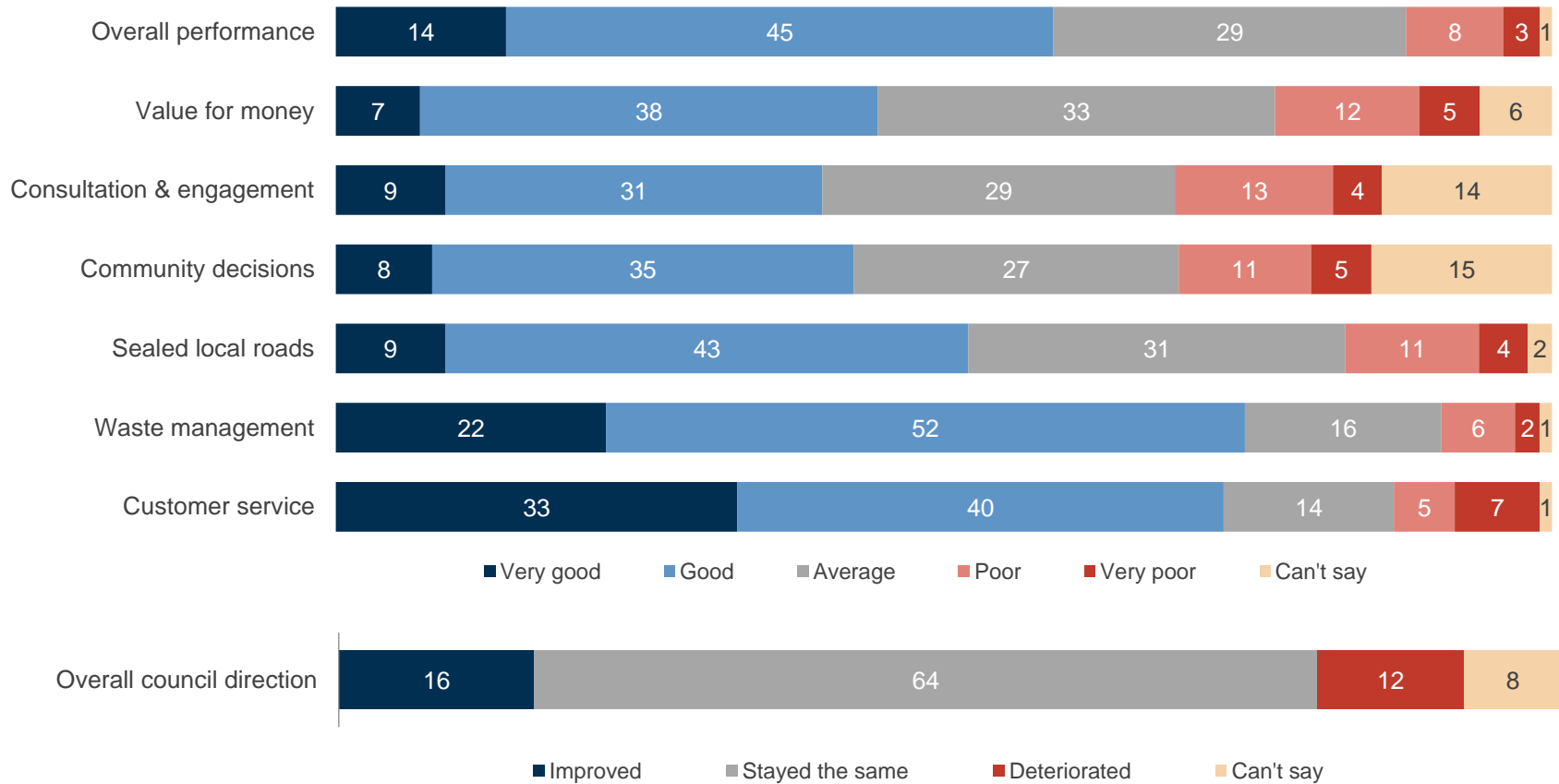
Overall Council Direction















Summary of core measures

Core measures summary results (%)





Summary of Kingston City Council performance

Services	Kingston 2024	Kingston 2023	Metro 2024	State-wide 2024	Highest score	Lowest Score
 Overall performance	65	62	63	54	South residents	50-64 years, North residents
 Value for money	58	54	57	48	65+ years	North residents, 50-64 years
 Overall council direction	52	51	49	45	18-34 years	North residents, 50-64 years
 Customer service	72	73	71	67	65+ years	18-34 years
 Art centres & libraries	75	75	76	73	65+ years	18-34 years
 Recreational facilities	72	71	74	68	65+ years	North residents
 Waste management	72	69	70	67	65+ years	50-64 years
 Family support services	70	68	66	63	65+ years	50-64 years, North residents, 18-34 years
 Elderly support services	70	65	64	63	65+ years	18-34 years
 Community & cultural	68	67	69	66	Central residents	North residents









Summary of Kingston City Council performance

Services		Kingston 2024	Kingston 2023	Metro 2024	State-wide 2024	Highest score	Lowest score
	Appearance of public areas	68	67	70	68	South residents	North residents
	Emergency & disaster mngt	67	67	66	65	South residents	Central residents
	Disadvantaged support serv.	64	60	62	58	Central residents	North residents
	Environmental sustainability	64	61	65	60	Central residents	North residents
	Informing the community	63	61	62	56	South residents	North residents
	Enforcement of local laws	61	60	62	61	35-49 years, Central residents	50-64 years
	Sealed local roads	61	61	61	45	South residents, 18-34 years	North residents, 50-64 years
	Community decisions	59	55	57	50	65+ years, 18-34 years, Central residents, South residents	50-64 years
	Consultation & engagement	58	56	56	51	South residents	North residents, 50-64 years
	Local streets & footpaths	58	58	59	52	18-34 years	65+ years



Summary of Kingston City Council performance

Services		Kingston 2024	Kingston 2023	Metro 2024	State-wide 2024	Highest score	Lowest Score
	Lobbying	55	51	54	50	South residents	North residents
	Traffic management	54	54	55	53	South residents	North residents
	Town planning policy	54	51	53	50	18-49 years, South residents	50-64 years
	Parking facilities	54	56	54	54	Central residents	18-34 years
	Population growth	52	48	49	47	35-49 years	65+ years
	Planning & building permits	51	48	49	45	Central residents, 35-49 years, South residents	North residents



Focus areas for the next 12 months

Overview

Perceptions of Kingston City Council's performance largely improved or stayed the same across all service areas in the past year, including a 3-point (not significant) increase in overall performance to an index score of 65. This is a positive result for Council. Note that North residents and 5-64 year olds are commonly the most critical of Council performance, and so attention should be paid to interactions with these residents over the coming year.

Key influences on perceptions of overall performance

Kingston City Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance, namely lobbying and community decisions. Good communication and transparency with residents when lobbying and making decisions in the interest of residents provide the greatest opportunities to drive up overall opinion of Council's performance.

Comparison to state and area grouping

Importantly, Council performs on par or significantly higher than the State-wide and Metropolitan group averages on all service areas evaluated, including core metrics such as overall performance. Of note are Council's performance on overall council direction, family support services, elderly support services, and population growth, where it outperforms both the State-wide and Metropolitan group averages.

Maintain gains achieved to date

Council should endeavor to maintain the impressive gains made on all service areas over the next 12 months. Aside from working to hold firm on all efforts made, Council should not lose sight of those areas in which they are slightly under-performing relative to other areas, but which are particularly influential on overall perceptions, such as traffic management and condition of local streets and footpaths.

DETAILED FINDINGS



Overall performance



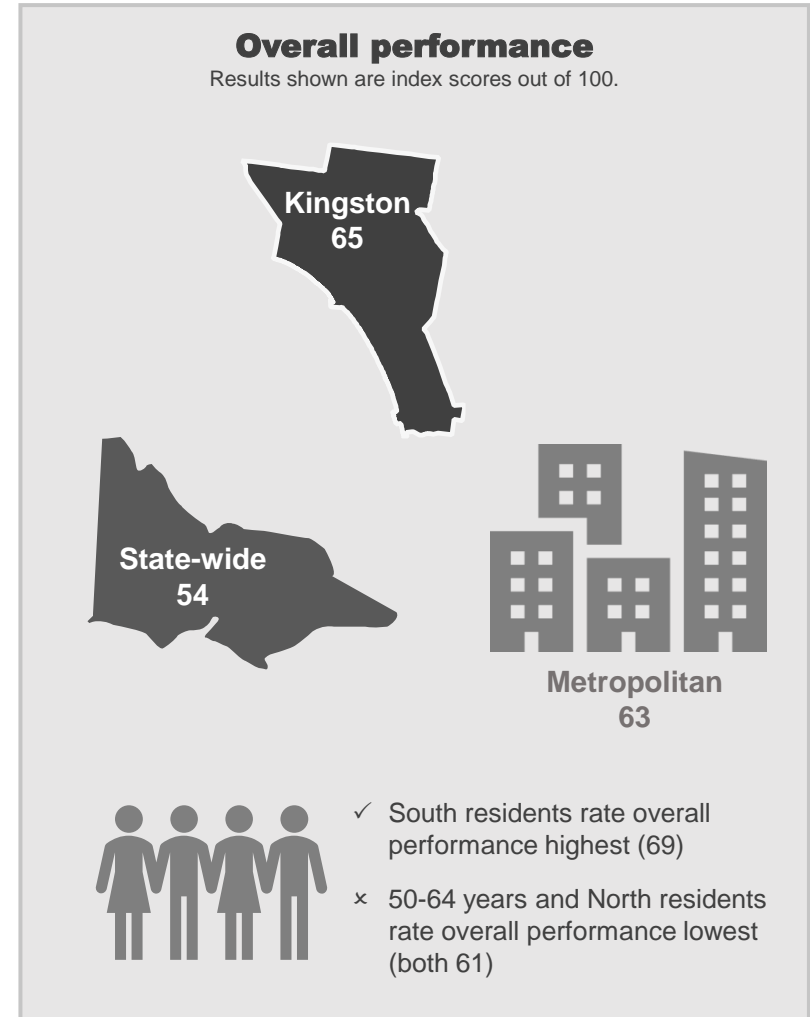
Overall performance

The overall performance index score of 65 for Kingston City Council represents a three-point (not significant) improvement on the 2023 result. While this year marks the first improvement in overall performance since a decline starting in 2021, the overall trend over the last decade is relatively stable.

Kingston City Council's overall performance is rated significantly higher (at the 95% confidence interval) than the average rating for councils in the State-wide group and is rated in line with the Metropolitan group (index scores of 54 and 63 respectively).

- Geographically, residents living in the South have a significantly higher rating than the previous year (index score of 69, up 8 index points).
- Men also have a higher overall performance rating compared to last year's evaluation, with an index score of 65 (up 6 index points).

More than two in five residents (45%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is many more than those who rate Council as 'very poor' or 'poor' (17%). A further 33% rate Council as 'average' in terms of providing value for money.





Overall performance

2024 overall performance (index scores)

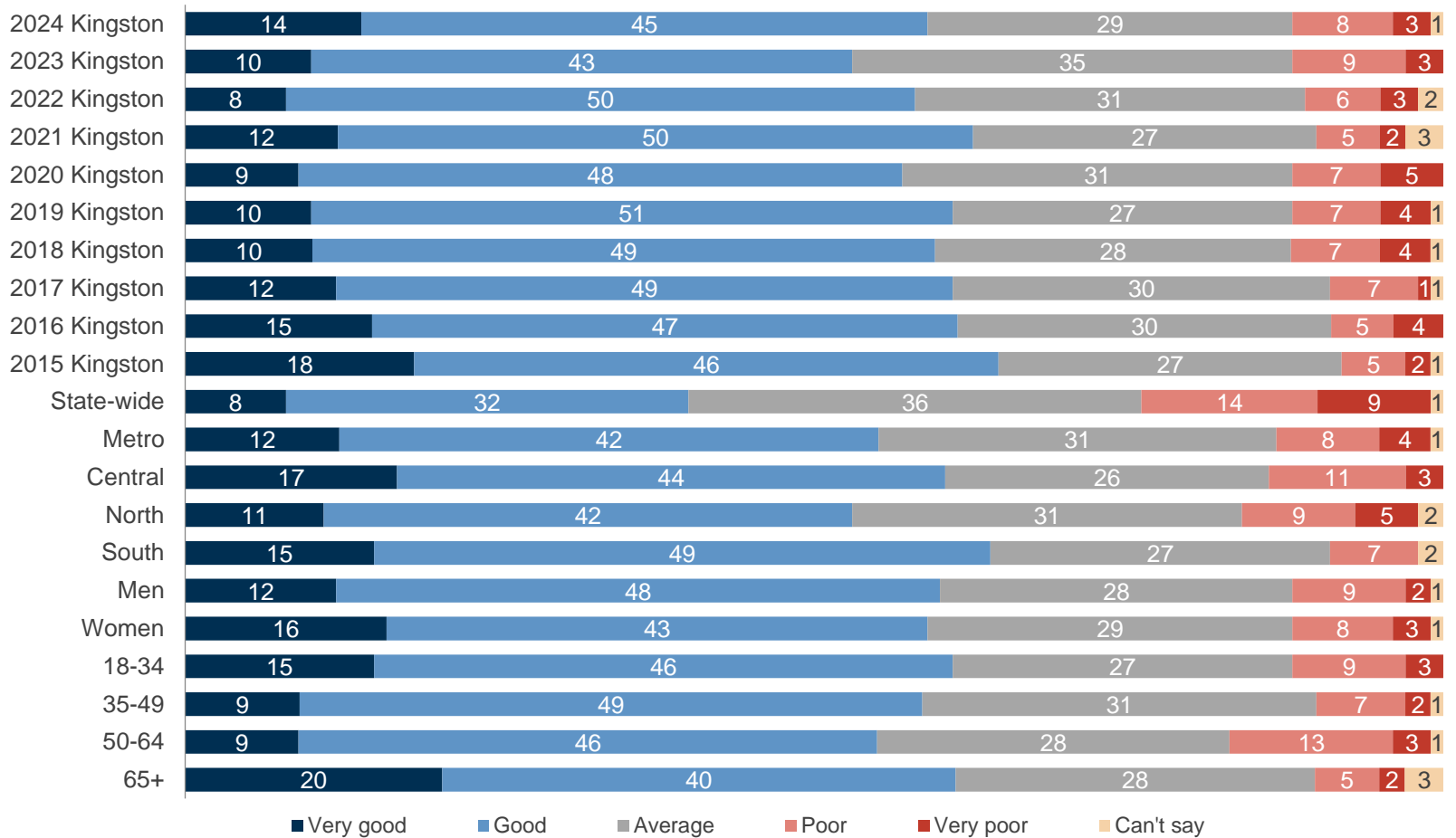
	2023	2022	2021	2020	2019	2018	2017	2016	2015
South	69▲	61	65	68	n/a	n/a	n/a	n/a	n/a
65+	68	65	63	65	64	64	64	63	66
18-34	65	60	66	72	62	67	71	72	68
Central	65	61	66	69	n/a	n/a	n/a	n/a	n/a
Women	65	64	64	69	64	65	65	67	70
Kingston	65	62	64	66	62	64	64	66	66
Men	65	59	64	64	61	64	63	66	62
35-49	64	61	63	64	64	66	59	67	66
Metro	63	62	65	67	66	67	65	64	66
North	61	64	63	62	n/a	n/a	n/a	n/a	n/a
50-64	61	62	62	62	57	58	59	61	63
State-wide	54▼	56	59	61	58	60	59	59	60

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Kingston 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 (%)

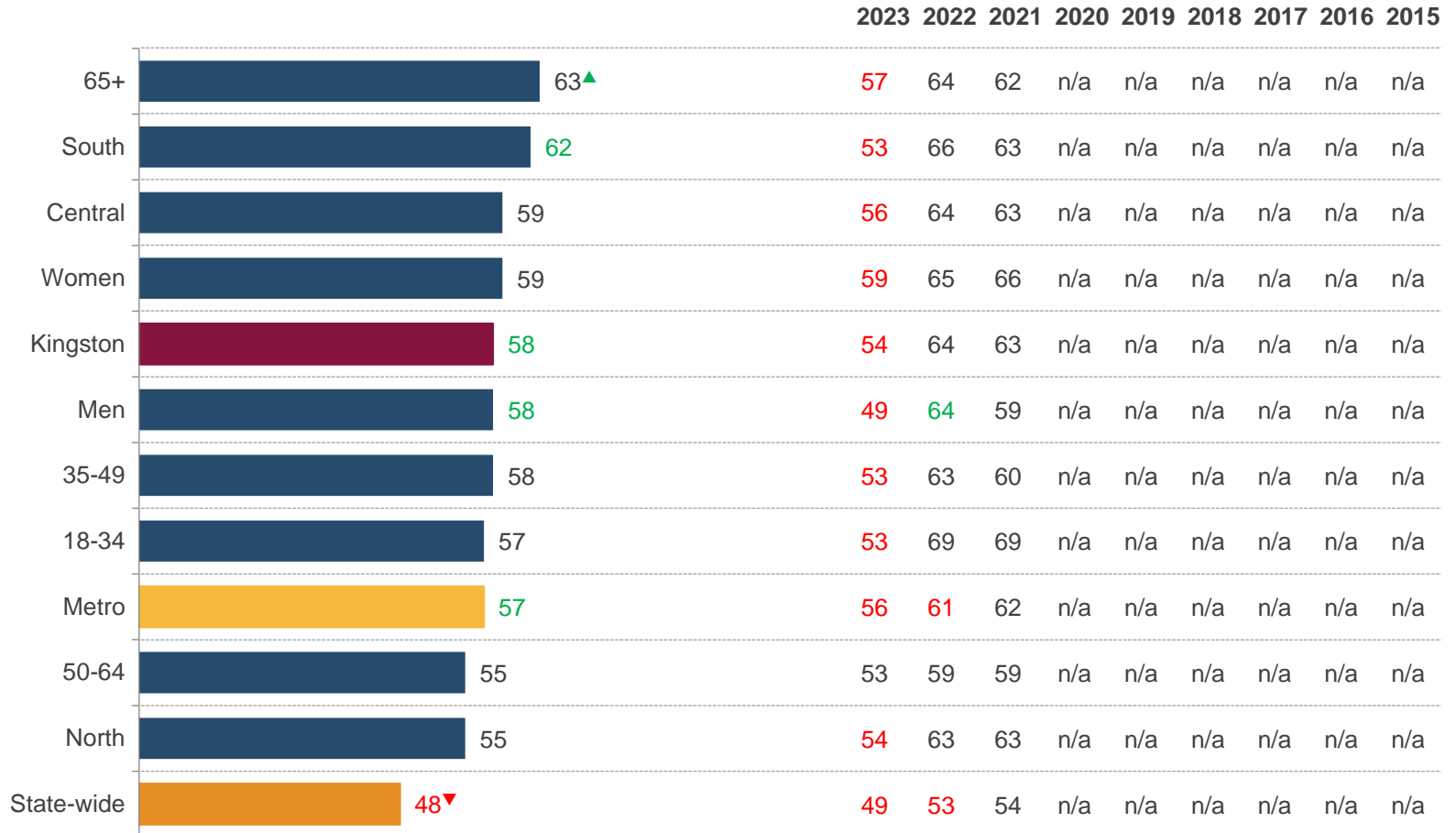


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Kingston City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



Value for money in services and infrastructure

2024 value for money (index scores)



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

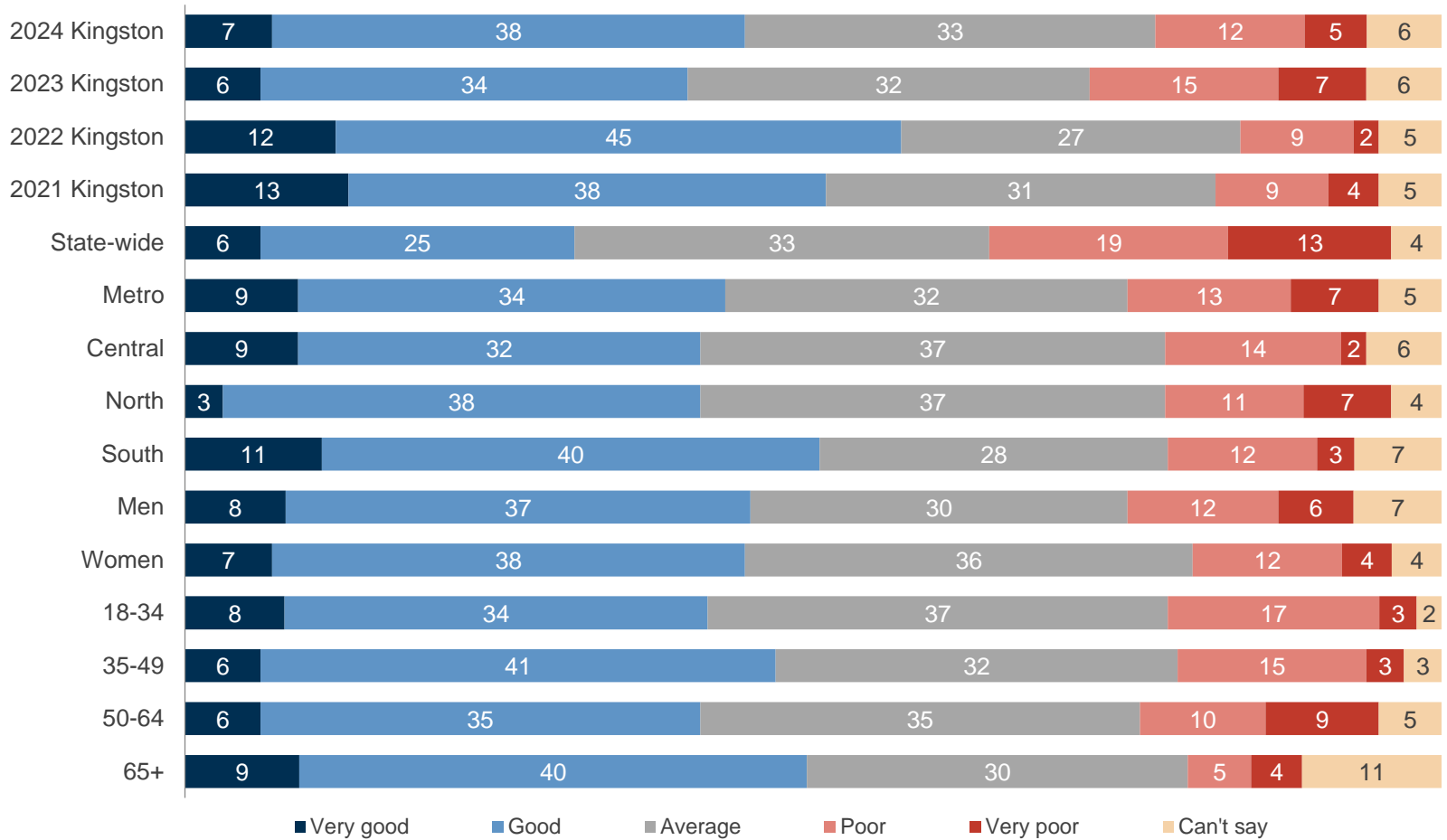
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 12

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



Value for money in services and infrastructure

2024 value for money (%)



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

Base: All respondents. Councils asked State-wide: 61 Councils asked group: 12



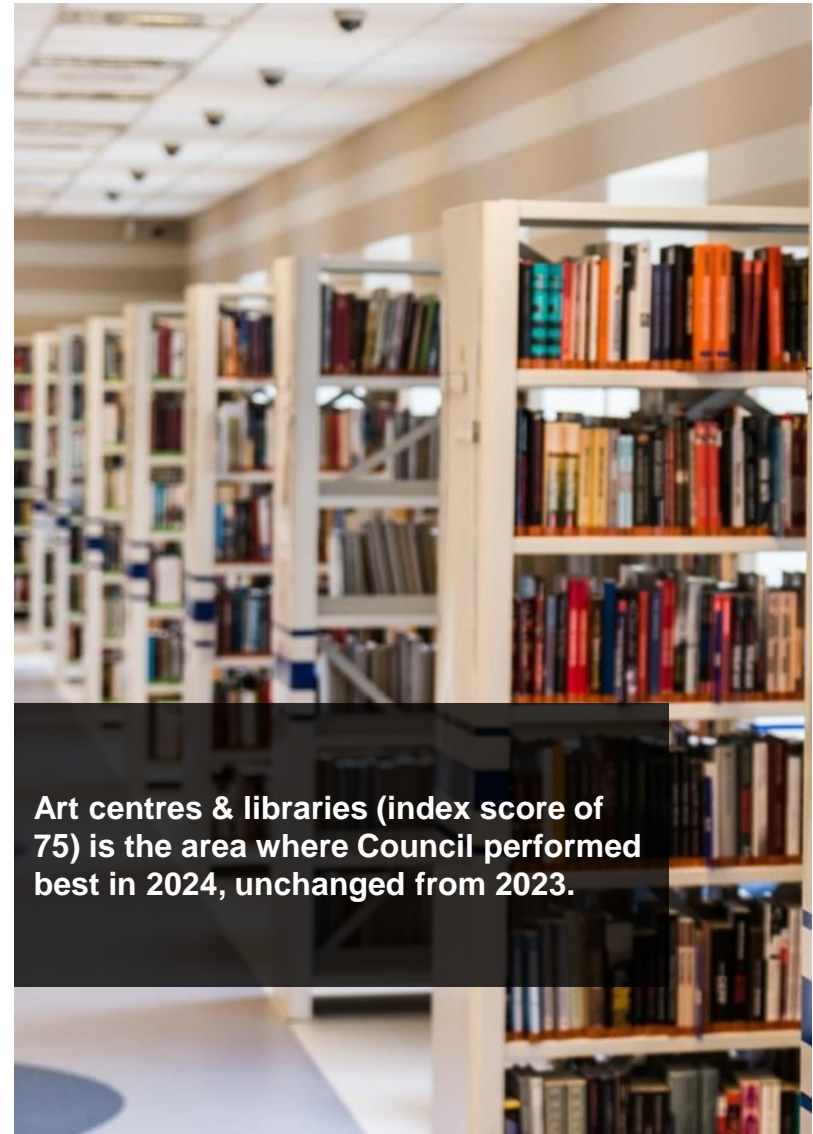
Top performing service areas

Art centres and libraries (index score of 75) is the area where Council performed best in 2024, maintaining its high performance in this service area.

- This is in line with both Metropolitan areas and State-wide regions

Like 2023, recreational facilities and waste management also remain Council's next highest rated service areas (both with index scores of 72).

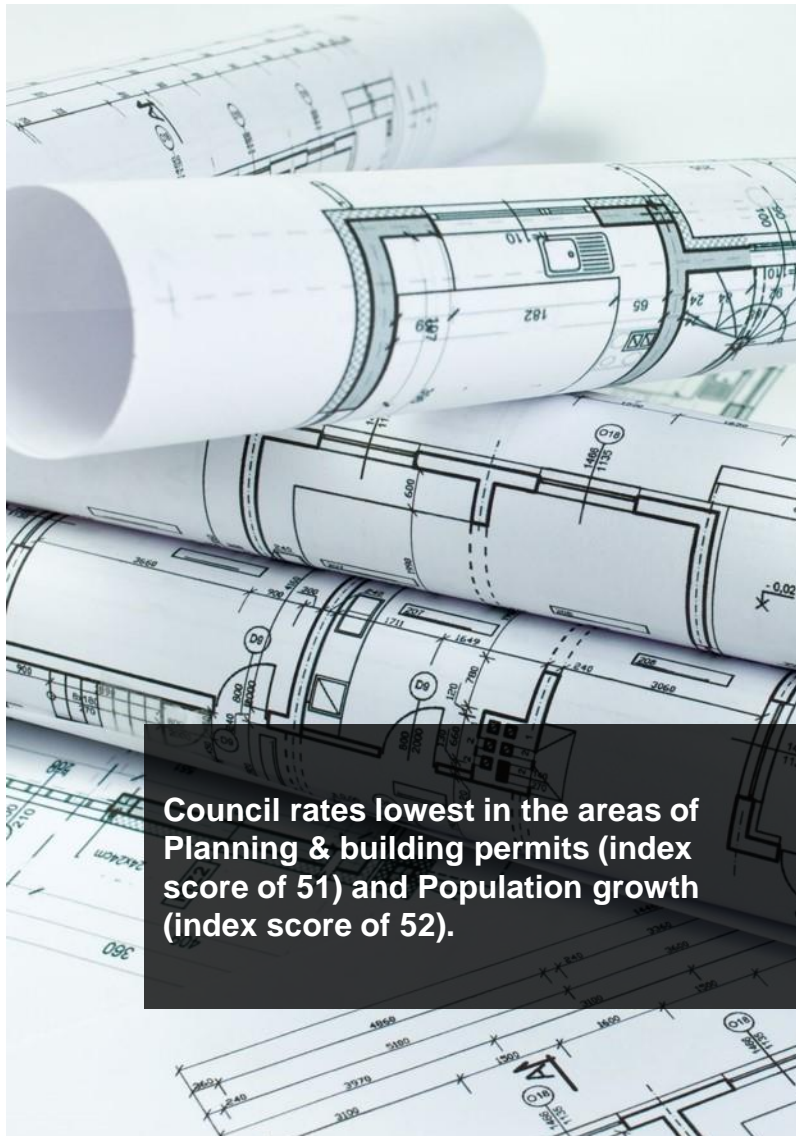
- Notably, Council rates significantly higher in performance of recreational facilities compared to the State-wide average.
- Similarly, in the area of waste management, Council rates significantly higher than the State-wide average. Although not significant, it is worth noting that perceived waste management performance has increased across all demographic and geographic groups and it represents somewhat of a recovery on a significant decline in 2023. Nonetheless, 7% of Kingston residents volunteer this service as one of the top areas in need of improvement.



Art centres & libraries (index score of 75) is the area where Council performed best in 2024, unchanged from 2023.



Low performing service areas



Similar to the previous year, Council continues to rate lowest in the areas of planning and building permits (index score of 51) and population growth (index score of 52).

- In the service area of planning and building permits, residents from the South and older residents aged 65 and over rate this performance area significantly higher compared to 12 months ago.
- Encouragingly, Council still performs significantly higher in planning for population growth than both Metropolitan and State-wide groups, despite being one of its lowest performing service areas. The average performance rating is also significantly higher compared to 2023.

Parking facilities, town planning policy and traffic management are Council's next lowest performing service areas (all with an index score of 54).

- Residents aged 18 to 34 and reside in the North are the most critical and have significantly lower evaluations since last year when rating performance for parking and traffic management.

Residents volunteer parking availability (9%) and traffic management (8%) as areas Council most needs to address.



Individual service area performance

2024 individual service area performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Art centres & libraries	75	n/a	n/a	74	73	75	74	72	77
Recreational facilities	72	n/a	n/a	76	74	73	76	71	75
Waste management	72	69	75	70	71	75	76	76	77
Family support services	70	n/a	n/a	69	69	68	70	68	69
Elderly support services	70	n/a	n/a	66	67	67	68	66	69
Community & cultural	68	n/a	n/a	71	69	72	72	69	74
Appearance of public areas	68	n/a	n/a	71	76	72	75	73	74
Emergency & disaster mngt	67	n/a	n/a	69	69	69	69	66	71
Disadvantaged support serv.	64	n/a	n/a	64	62	62	64	62	64
Environmental sustainability	64	n/a	n/a	61	60	63	62	65	65
Informing the community	63	n/a	n/a	59	57	59	61	59	62
Enforcement of local laws	61	n/a	n/a	65	65	65	65	64	67
Sealed local roads	61	61	67	65	69	69	67	67	68
Community decisions	59	61	65	55	56	53	60	58	58
Consultation & engagement	58	59	60	56	53	54	59	55	60
Local streets & footpaths	58	58	n/a	63	66	67	66	63	68
Lobbying	55	n/a	n/a	57	55	53	59	55	59
Traffic management	54	n/a	n/a	55	59	58	56	56	64
Town planning policy	54	n/a	n/a	53	53	50	56	52	57
Parking facilities	54	n/a	n/a	55	53	55	57	57	60
Population growth	52	n/a	n/a	50	51	50	54	48	58
Planning & building permits	51	n/a	n/a	52	53	49	56	47	56

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

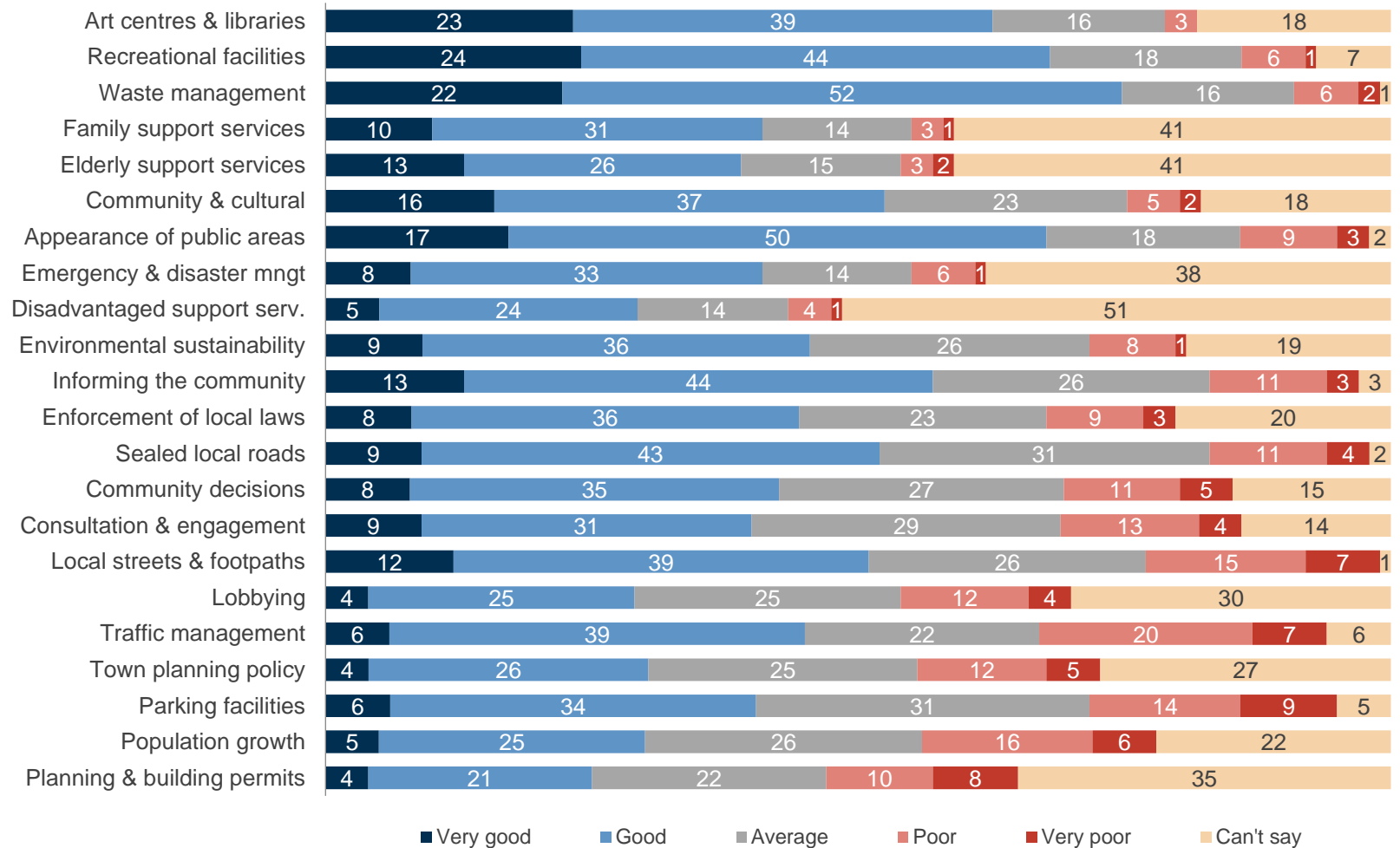
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Individual service area performance

2024 individual service area performance (%)



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



Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Lobbying on behalf of the community
- Decisions made in the interest of the community.

Demonstrating Council efforts to advocate on behalf of residents and ensuring good communication and transparency around Council decision making provide the greatest opportunities to drive up overall opinion of Council's performance.

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

- Emergency management
- Traffic management
- The appearance of public areas
- The condition of local streets and paths
- Informing the community
- Waste management
- Elderly support services.

Looking at these key service areas only, waste management and elderly support services have high performance index scores (72 and 70 respectively) and are moderate influences on the overall performance rating.

Council also performs well on the stronger influences of the appearance of public areas and emergency management (index scores of 68 and 67 respectively).

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

Other service areas that have a moderate influence on overall perceptions, but perform relatively less well, are traffic management and the condition of local streets and paths (index scores of 54 and 58 respectively).

Addressing resident concerns about traffic in local areas and continuing to maintain local streets and footpaths can also help to shore up positive overall opinion of Council.



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 Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score 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.

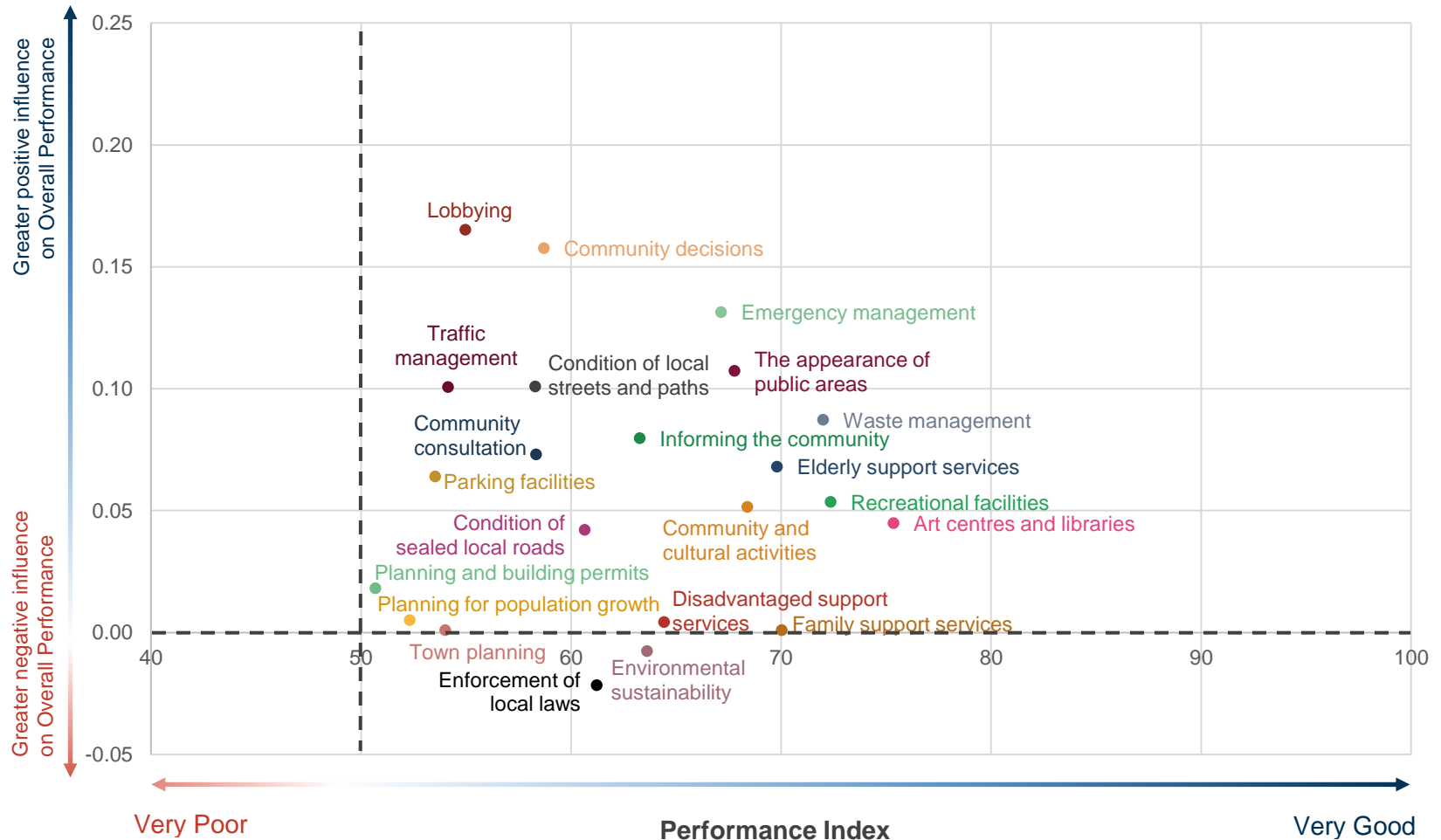
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service 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

2024 regression analysis (all service areas)

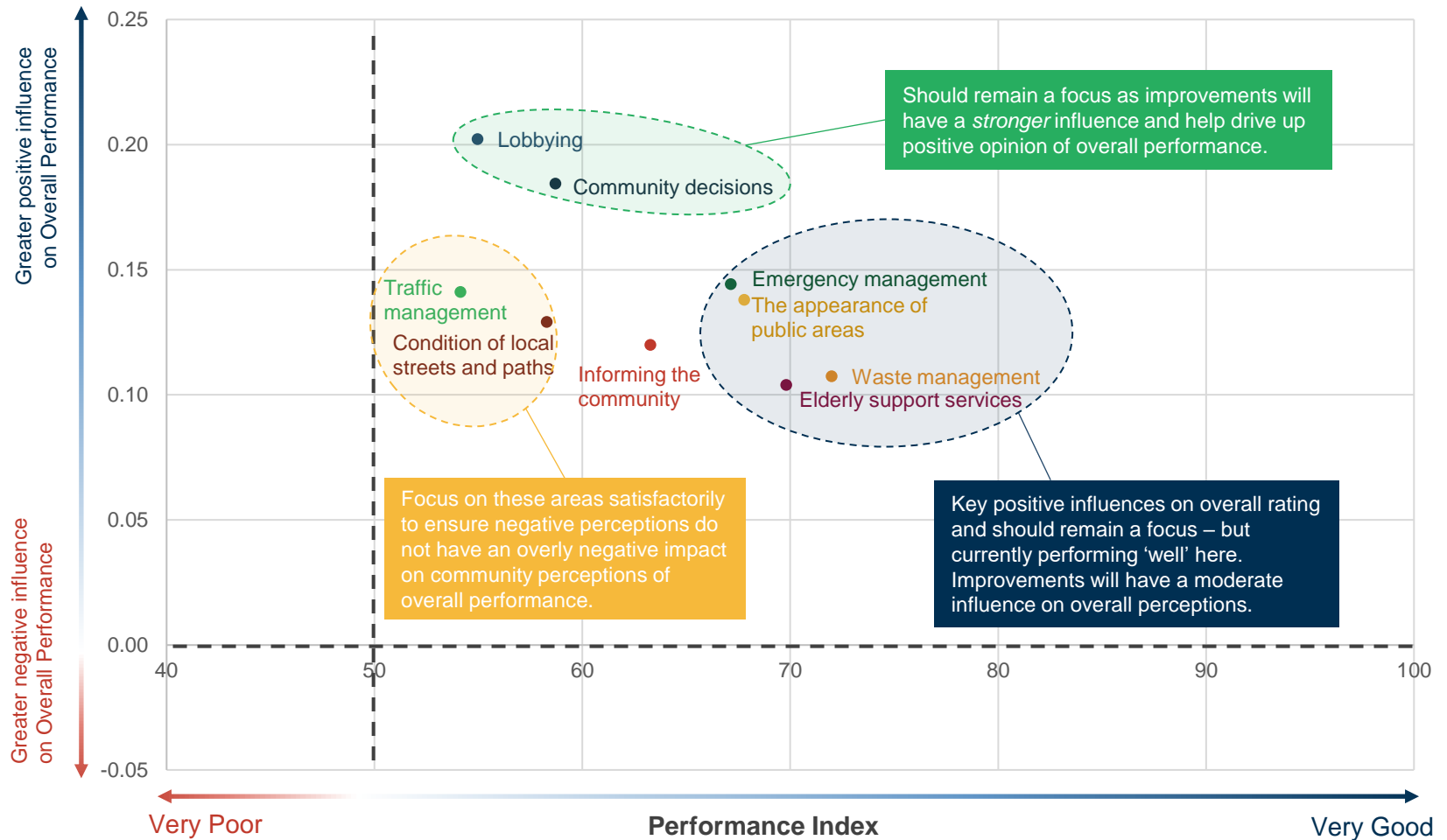


The multiple regression analysis model above (all service areas) has an R^2 value of 0.694 and adjusted R^2 value of 0.676, which means that 68% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 38.79$. 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

2024 regression analysis (key service areas)

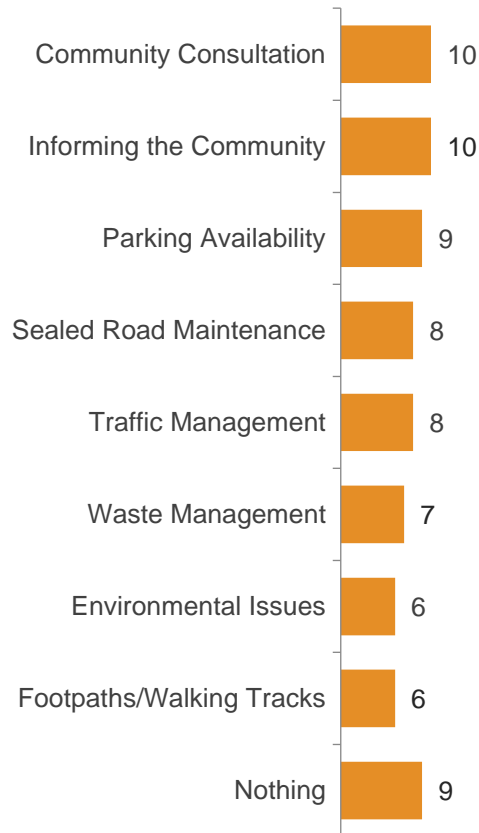


The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.675 and adjusted R² value of 0.667, which means that 67% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 89.83.



Areas for improvement

2024 areas for improvement (%)
 - Top mentions only -



Q17. What does Kingston City Council MOST need to do to improve its performance?
 Base: All respondents. Councils asked State-wide: 49 Councils asked group: 10
 A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Just over three in five Council residents (62%) have had contact with Council in the last 12 months. Rate of contact is lower than last year by two percentage points (not significant) and is the first decrease since its significant drop in 2021 (index score of 56, down 9).

- Although there have been some fluctuations over time in the rate with which residents contact Council (such as in 2021), contact rates have remained largely steady over the years.



Among those residents who have had contact with Council, 73% provide a positive customer service rating of 'very good' or 'good', including 33% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 72 is the lowest it's been in 7 years since 2017. The rating is still in line with 2023 and down just two points on the peak rating last recorded in 2020 (along with 2018, 2016 and 2015).

Perception of customer service in Council is significantly higher than the State-wide average and is rated in line with the Metropolitan group average, (index scores of 67 and 71 respectively).

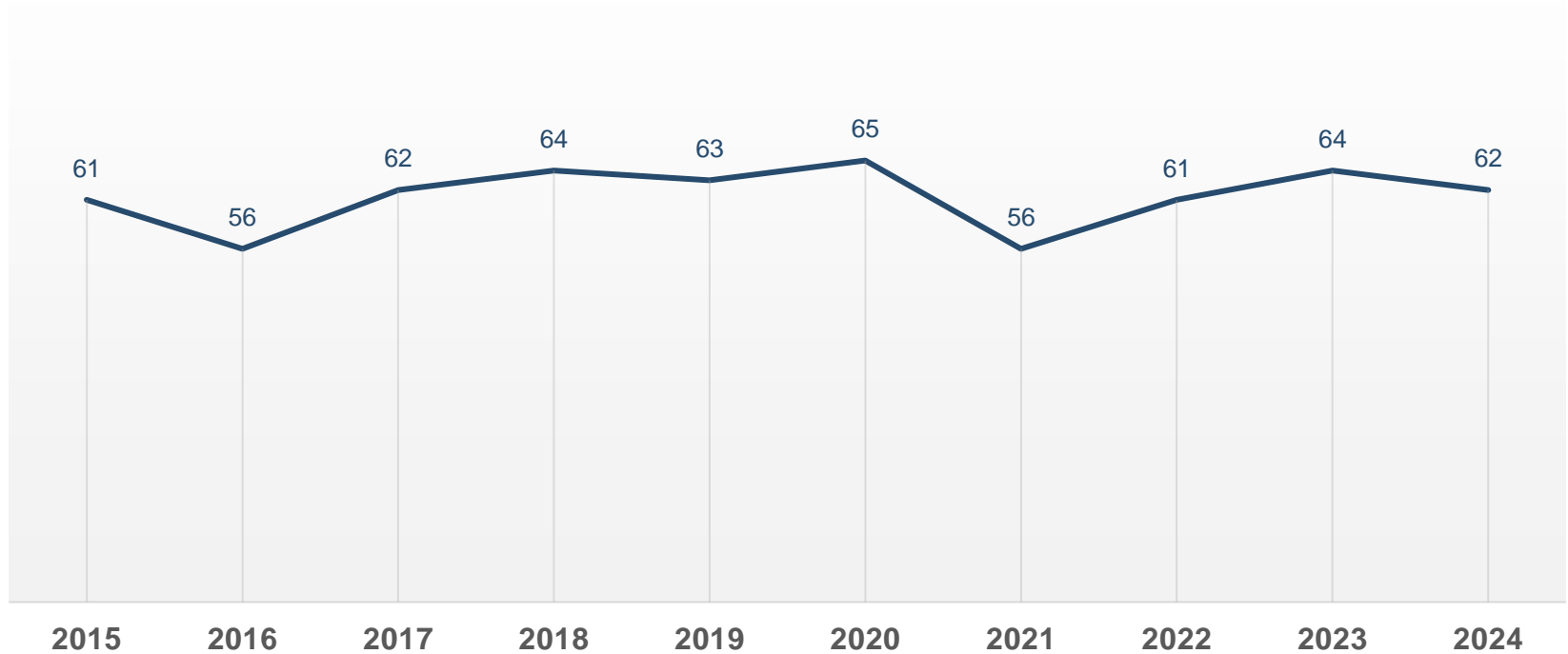
No significant differences were found among residents from different geographic groups compared to the average customer service rating.

More than seven in 10 residents (73%) provide a positive customer service rating of 'very good' or 'good'.



Contact with council

2024 contact with council (%)
Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with Kingston 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: 36 Councils asked group: 6



Contact with council

2024 contact with council (%)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Central	70	60	50	47	n/a	n/a	n/a	n/a	n/a
35-49	69	64	68	71	69	69	67	65	68
Men	64	63	55	51	62	62	60	56	53
Kingston	62	64	61	56	65	63	64	62	56
State-wide	62	62	63	62	64	63	63	61	60
North	62	64	64	65	n/a	n/a	n/a	n/a	n/a
65+	62	65	65	55	68	63	62	65	56
50-64	61	74	66	57	71	72	70	63	62
Women	60	65	66	61	69	63	67	68	59
Metro	58	59	63	60	62	62	64	61	59
South	58	65	64	57	n/a	n/a	n/a	n/a	n/a
18-34	55	54	46	42	56	51	57	56	42

Q5. Over the last 12 months, have you or any member of your household had any contact with Kingston 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?

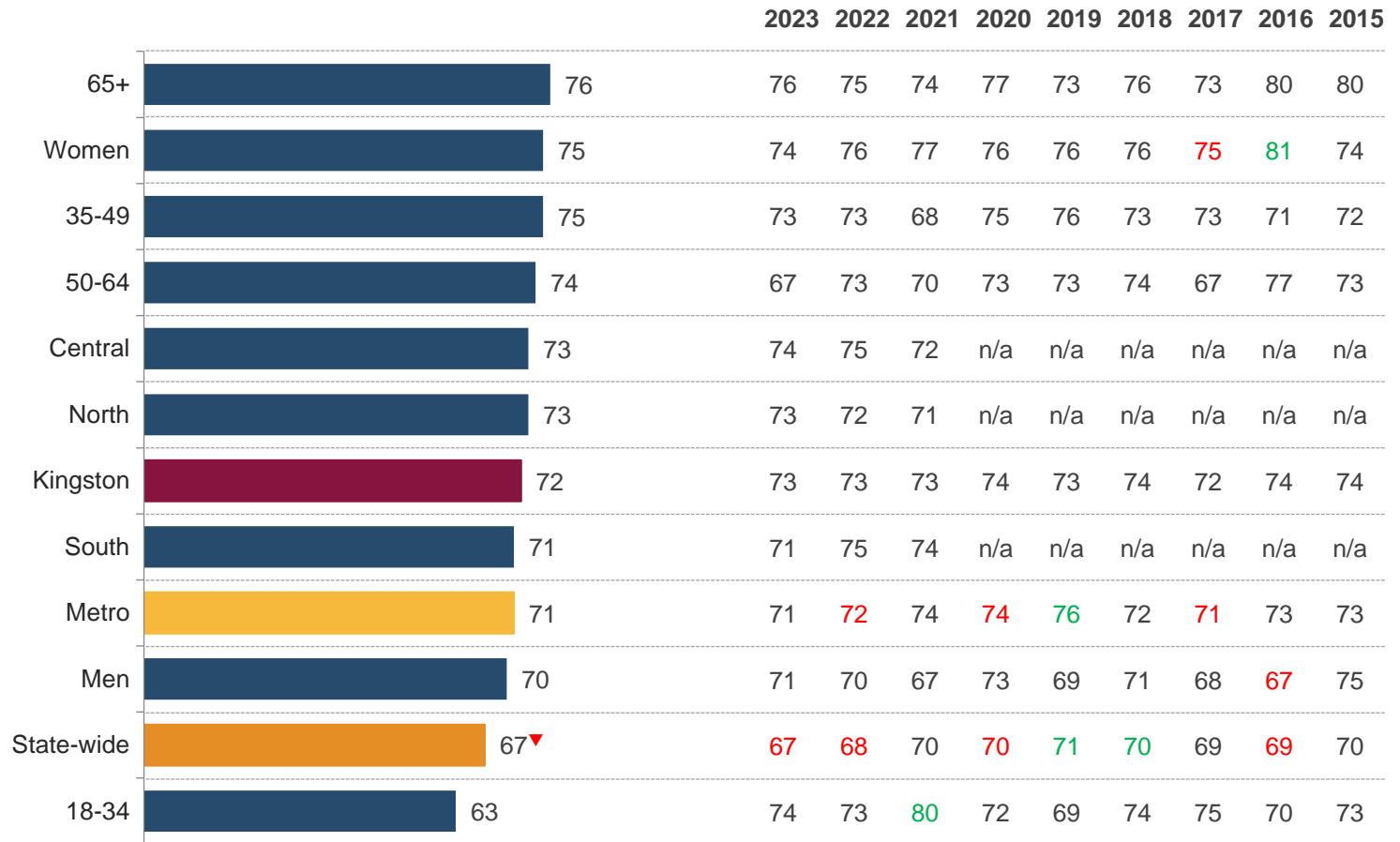
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 6

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



Customer service rating

2024 customer service rating (index scores)

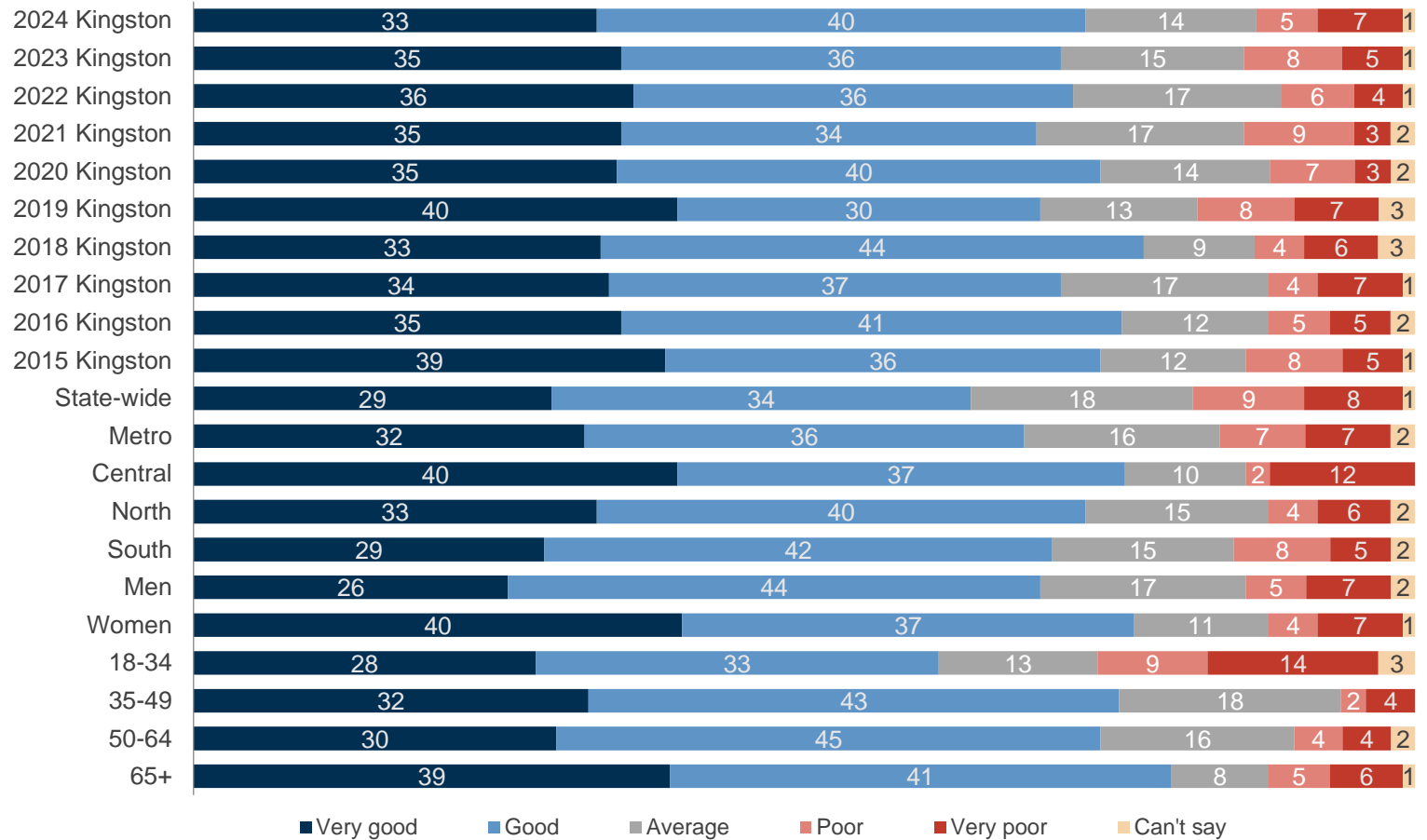


Q5c. Thinking of the most recent contact, how would you rate Kingston City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 62 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2024 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Kingston 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: 62 Councils asked group: 13



Council direction



Council direction

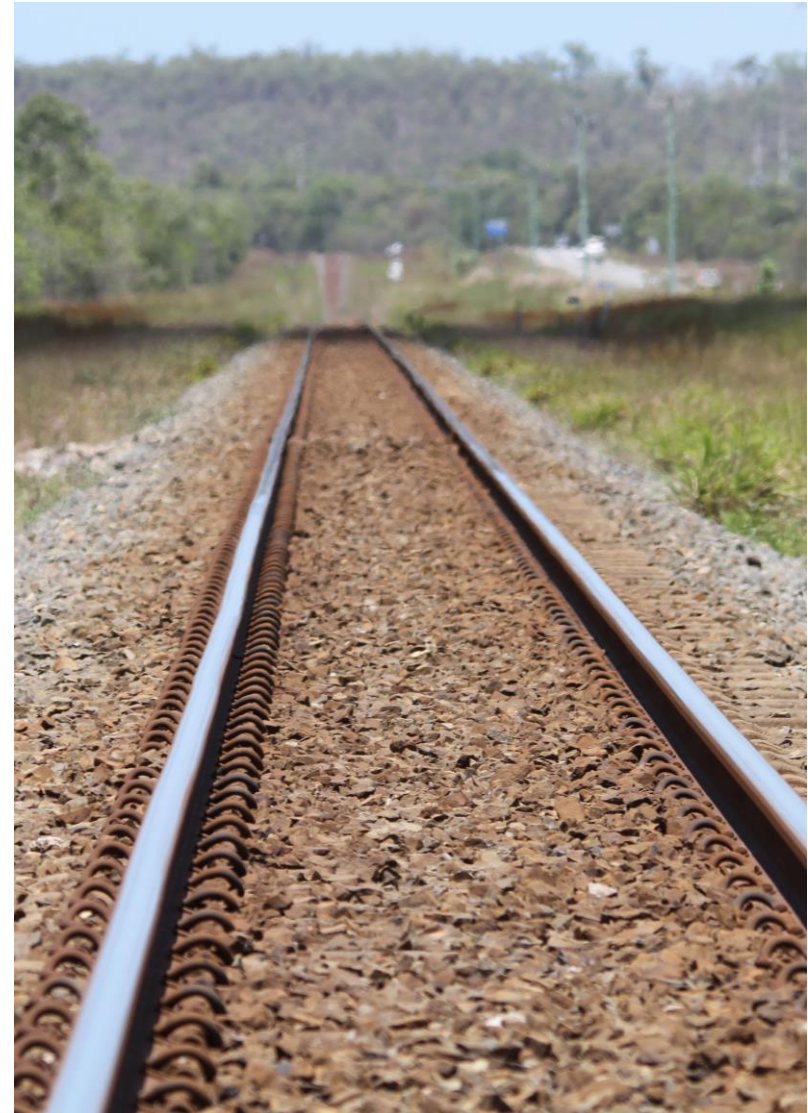
Over the last 12 months, 64% believe the direction of Council's overall performance has stayed the same, down three (not significant) percentage points from 2023. Trend of council direction has remained relatively stable over the past 10 years, however, is consistently the poorest performing core measure.

- 16% believe the direction has improved (up one point on 2023) in the last 12 months.
- 12% believe it has deteriorated, down one point compared to 2023.

The index score of 52 for Council's overall direction represents a one-point (not significant) decline from 2023. Council performance in this area is significantly higher than both the Metropolitan group average (index score 49) and State-wide group (index score 45).

No significant differences among residents from different demographic or geographic cohorts were found in the perceptions of the direction of Council's overall performance compared to the average, however:

- As was the case last year, the most satisfied with council direction are those aged 18 to 34 years (index score of 55).





Overall council direction last 12 months

2024 overall council direction (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	55	57	55	64	50	54	60	62	59	68
South	54	52	50	58	n/a	n/a	n/a	n/a	n/a	n/a
Women	53	53	51	60	51	51	51	55	55	58
Central	52	46	55	57	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	52	51	52	56	49	50	52	55	54	58
35-49	52	50	49	53	45	51	45	55	55	50
Men	51	50	53	53	48	50	52	56	54	58
65+	51	51	51	54	54	49	53	53	51	56
50-64	50	45	52	53	49	45	47	50	53	58
North	50	53	51	53	n/a	n/a	n/a	n/a	n/a	n/a
Metro	49▼	49	53	55	54	55	54	54	55	56
State-wide	45▼	46	50	53	51	53	52	53	51	53

Q6. Over the last 12 months, what is your view of the direction of Kingston City Council's overall performance?

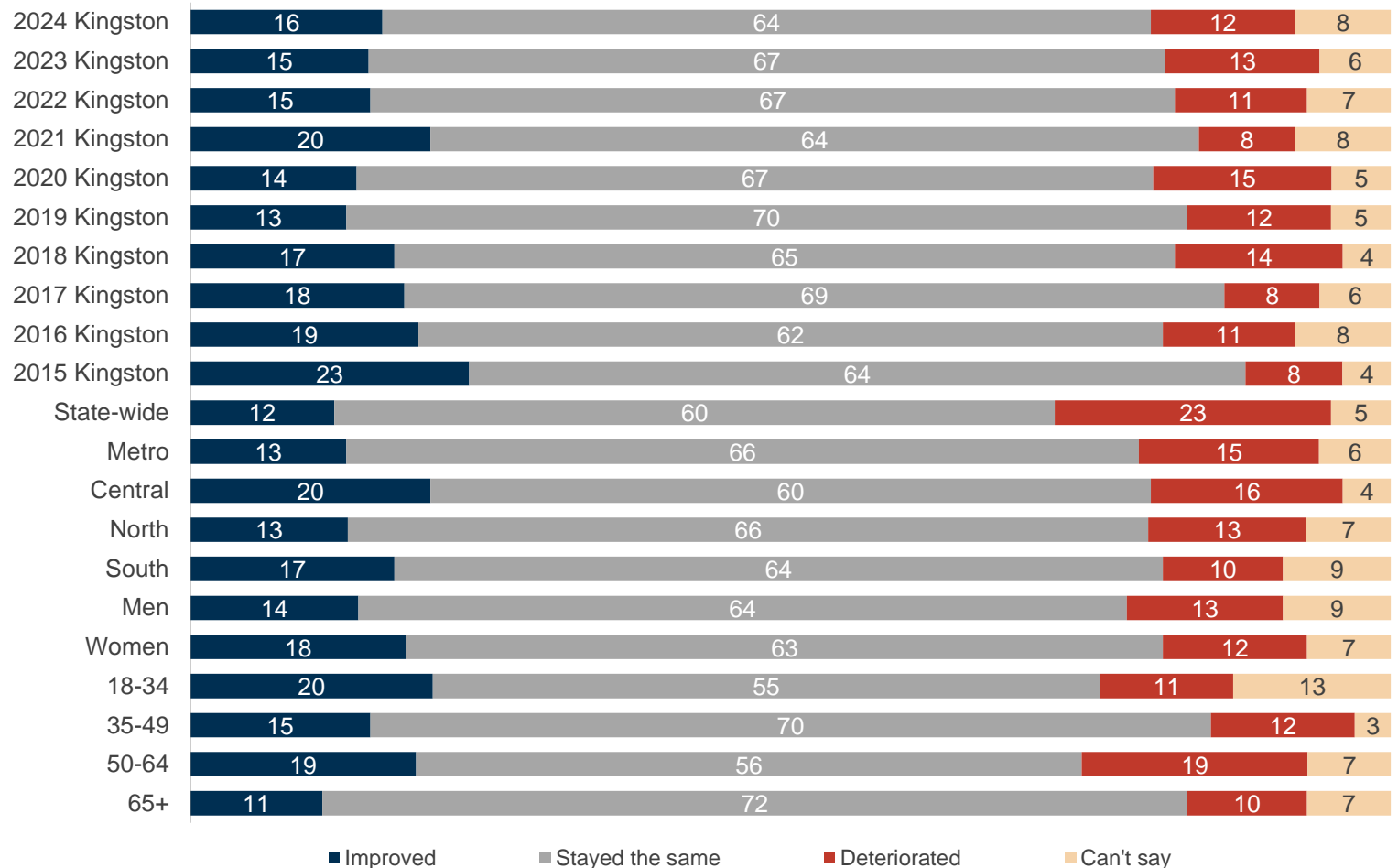
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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



Overall council direction last 12 months

2024 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Kingston City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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 dark blue gradient.

Individual service areas



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
South	62	55	59	64	n/a	n/a	n/a	n/a	n/a
Central	61	57	65	60	n/a	n/a	n/a	n/a	n/a
65+	60	59	60	63	57	54	57	56	60
35-49	60	54	57	58	54	55	47	58	57
Women	58	60	59	61	55	52	56	62	58
Kingston	58	56	59	60	56	53	54	59	55
Men	58	53	59	59	57	55	52	56	52
18-34	58	60	63	62	59	57	57	68	52
Metro	56	55	58	59	58	58	57	57	58
50-64	54	51	54	53	50	44	54	51	55
North	54	57	56	55	n/a	n/a	n/a	n/a	n/a
State-wide	51	52	54	56	55	56	55	55	54

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

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

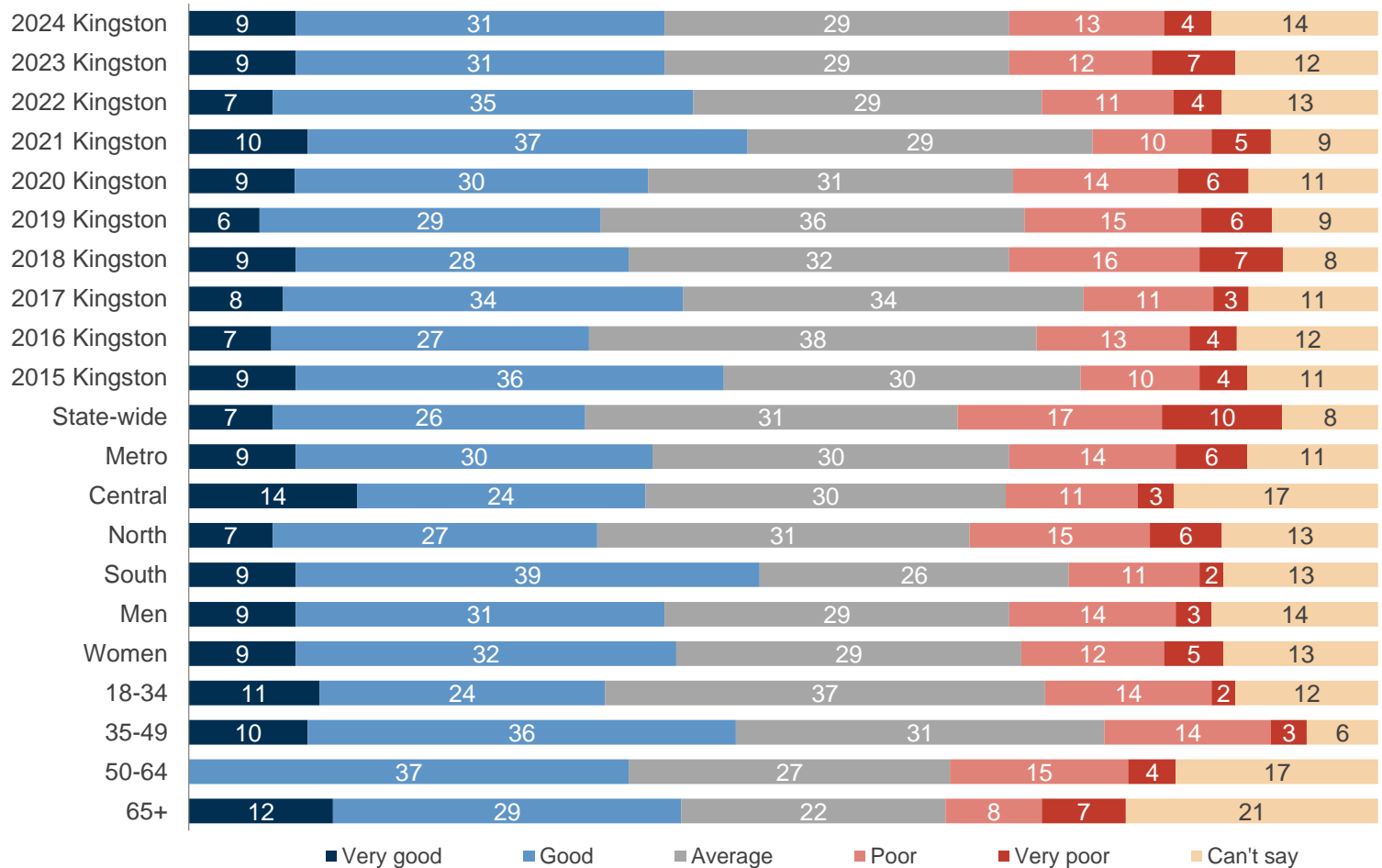
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 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: 62 Councils asked group: 13



Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
South	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	47	n/a	n/a	57	55	53	57	53	57
65+	53	n/a	n/a	56	55	56	56	58	63
Kingston	51	n/a	n/a	57	55	53	59	55	59
35-49	51	n/a	n/a	56	59	50	57	56	55
50-64	48	n/a	n/a	46	42	49	53	51	60
18-34	53	n/a	n/a	64	59	58	70	54	60
Metro	53	55	56	57	57	56	56	56	58
Women	56	n/a	n/a	56	56	54	62	57	61
State-wide	51	53	55	53	54	54	54	53	55
North	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 46 Councils asked group: 9

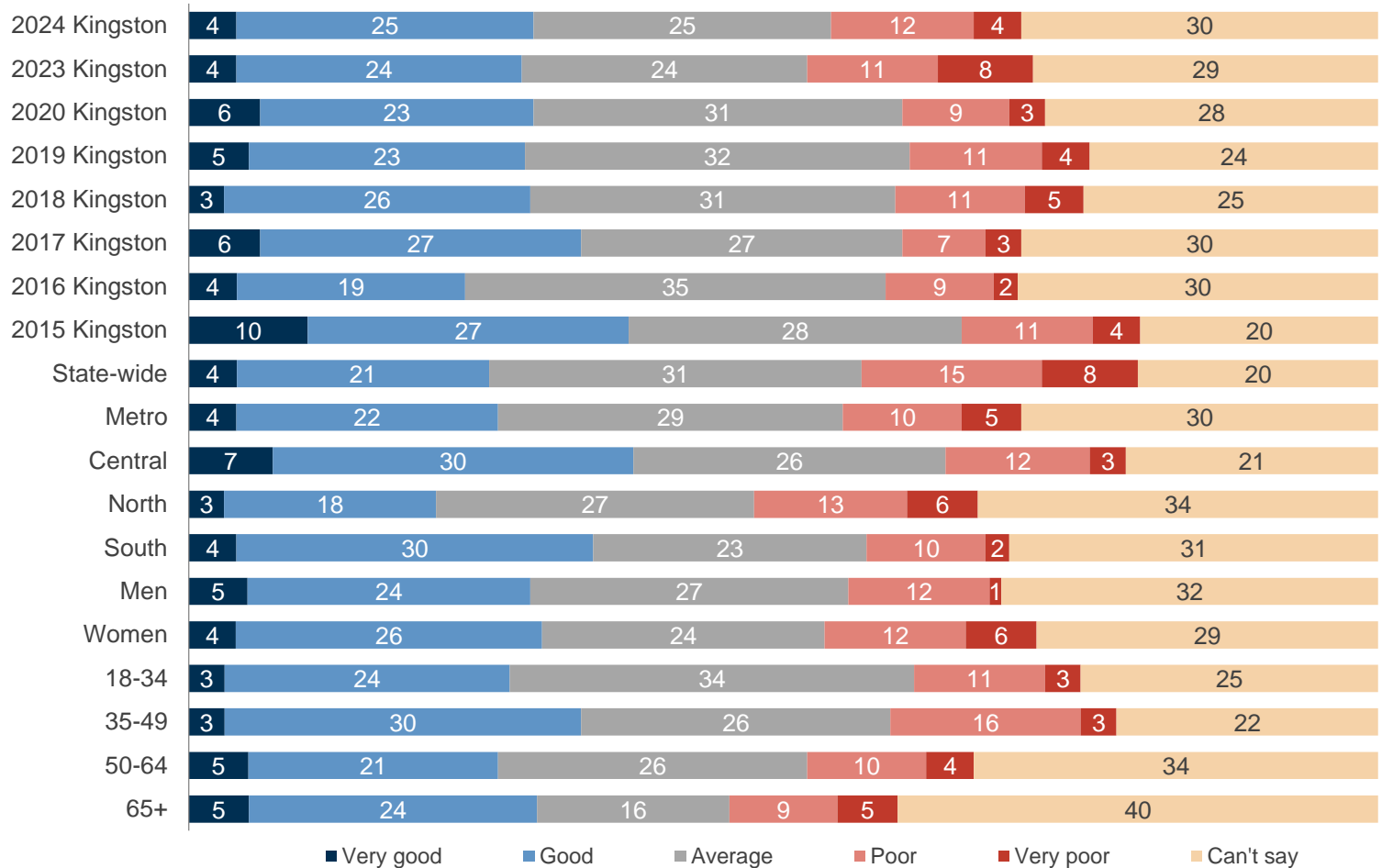
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 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: 46 Councils asked group: 9

Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	58	61	61	56	52	55	59	60	59
18-34	56	67	69	57	64	61	70	61	57
Central	54	61	67	n/a	n/a	n/a	n/a	n/a	n/a
South	54	63	66	n/a	n/a	n/a	n/a	n/a	n/a
Men	51	60	62	55	57	50	59	58	57
Kingston	55	61	65	55	56	53	60	58	58
Women	58	62	67	55	55	56	62	59	59
35-49	54	57	65	57	58	46	58	58	58
Metro	55	59	61	59	60	58	58	59	59
North	56	59	61	n/a	n/a	n/a	n/a	n/a	n/a
50-64	49	56	60	47	46	48	52	55	60
State-wide	51	54	56	53	55	54	54	54	55

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

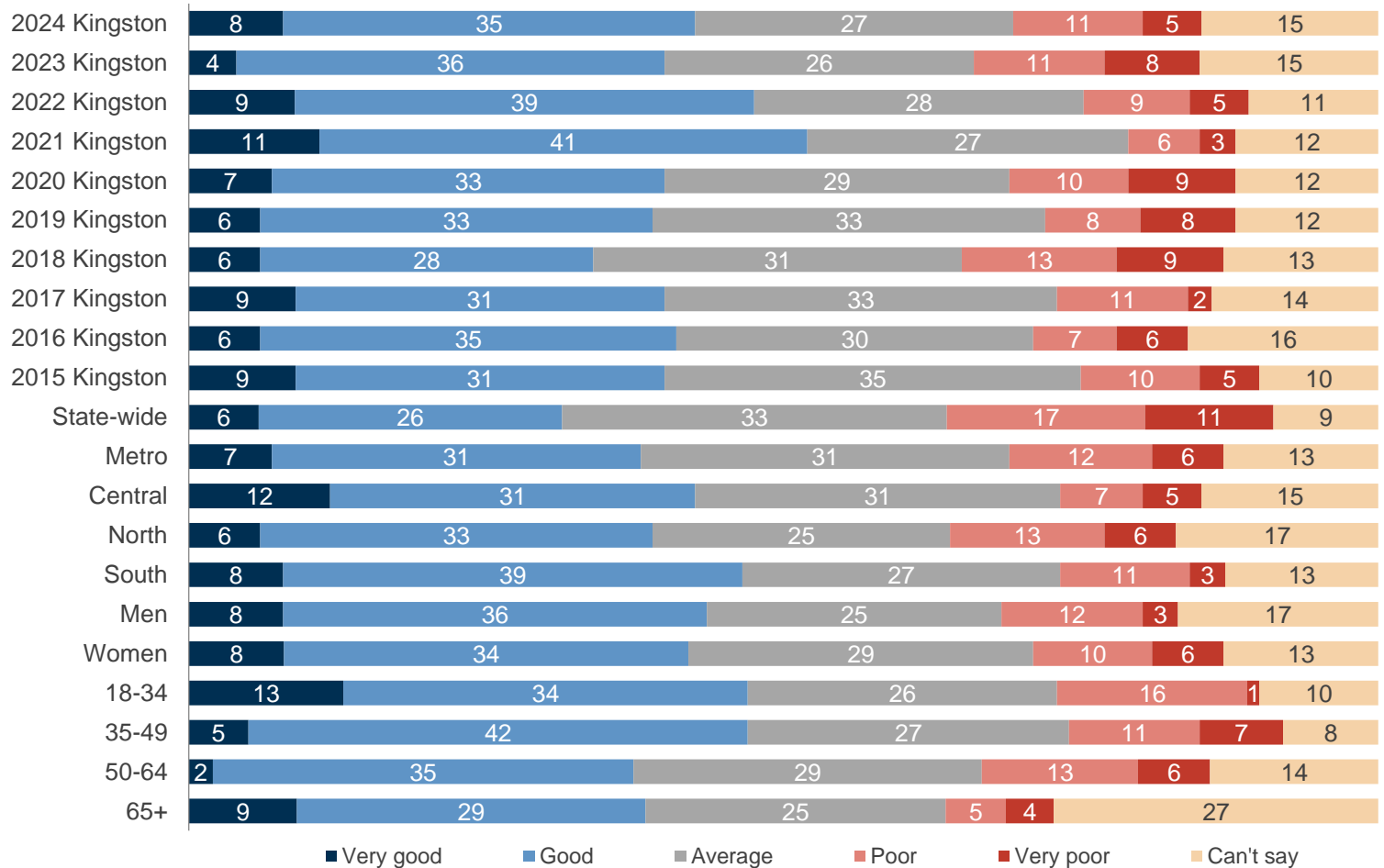
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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

Decisions made in the interest of the community performance



2024 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: 62 Councils asked group: 13

The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
South	57	58	66	n/a	n/a	n/a	n/a	n/a	n/a
18-34	63	67	69	68	69	74	70	69	69
Men	60	64	65	64	68	70	67	66	70
Metro	61	65	68	67	69	68	66	67	69
65+	62	64	66	67	67	66	69	68	69
Kingston	61	65	67	65	69	69	67	67	68
Central	62	66	69	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	63	68	62	73	67	65	64	67
Women	62	65	69	67	70	68	67	68	67
50-64	57	62	65	64	67	69	66	67	69
North	64	67	67	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	48	53	57	54	56	53	53	54	55

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

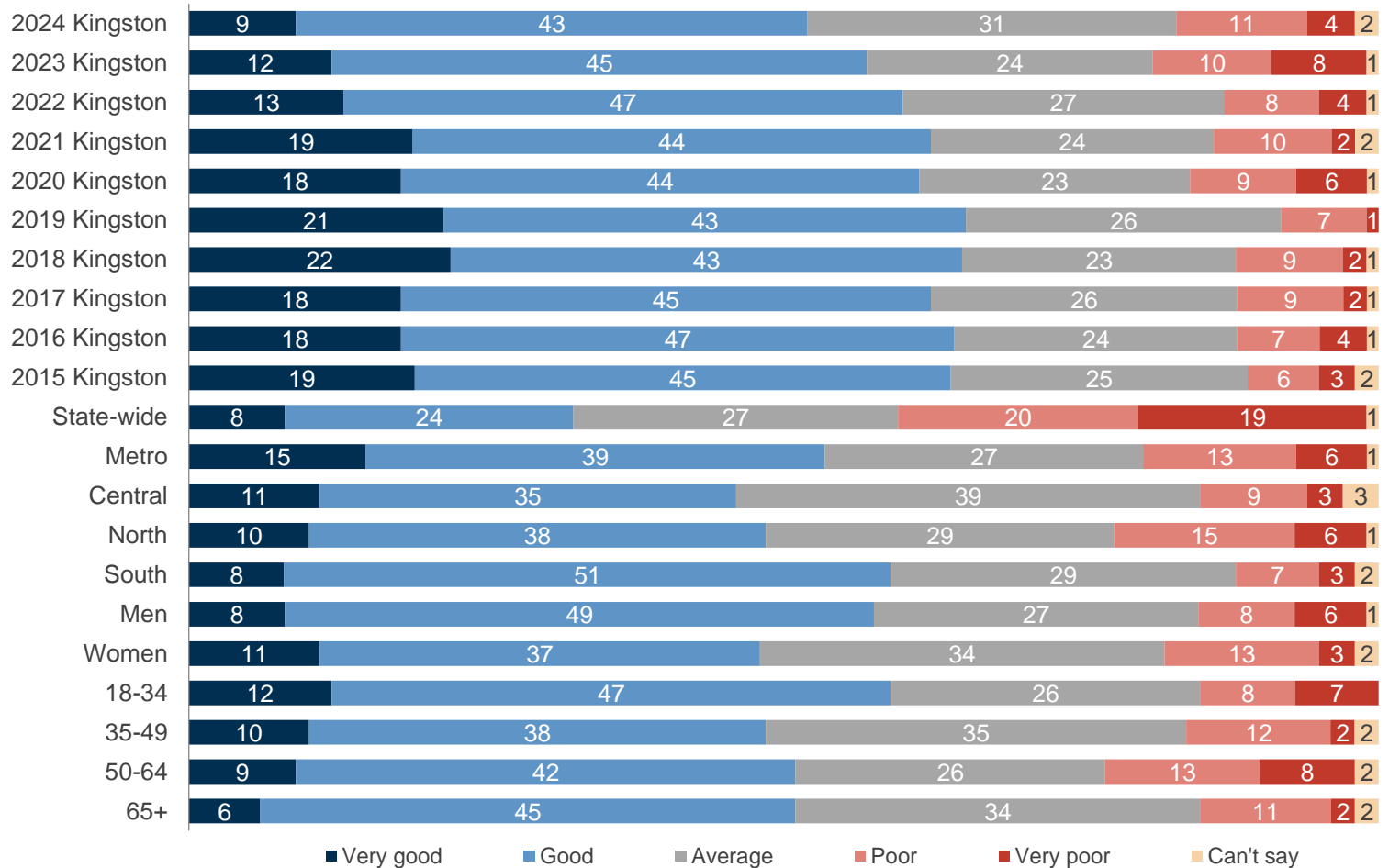
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13

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

The condition of sealed local roads in your area performance



2024 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: 62 Councils asked group: 13



Informing the community performance



2024 informing community performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
South	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	n/a	n/a	59	61	55	61	56	62
Women	63	n/a	n/a	60	58	59	61	61	62
Kingston	61	n/a	n/a	59	57	59	61	59	62
65+	64	n/a	n/a	62	56	60	60	61	66
Men	60	n/a	n/a	59	56	59	61	56	61
50-64	58	n/a	n/a	54	49	60	54	57	65
Central	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	60	62	62	62	62	61	61	63	64
18-34	62	n/a	n/a	60	58	60	67	61	56
North	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	57	59	60	59	60	59	59	59	61

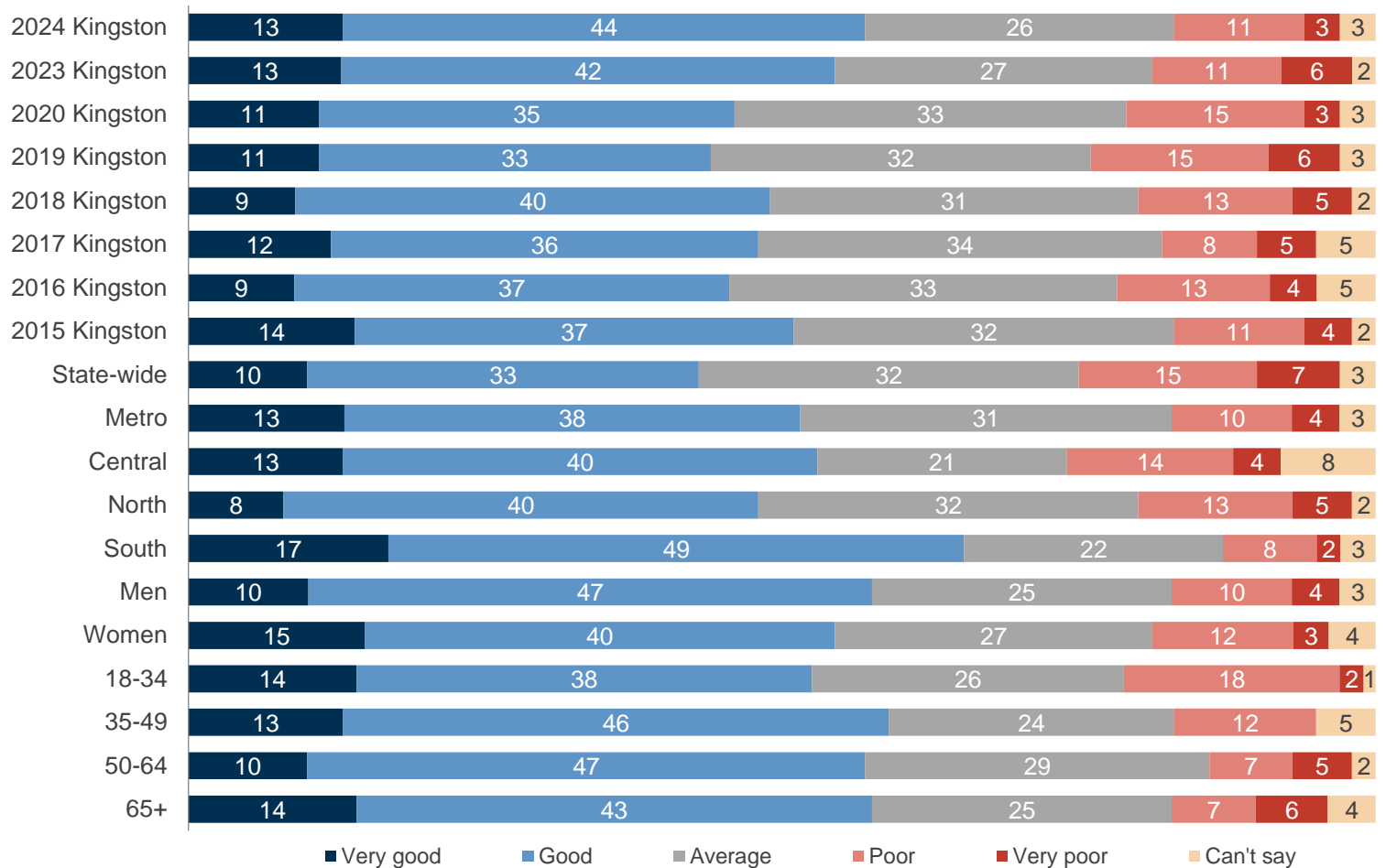
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2024 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 9

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	60	66	n/a	63	67	70	72	64	71
Men	58	64	n/a	63	66	68	68	61	68
South	54	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	63	n/a	64	70	68	65	60	70
Metro	57	63	65	64	65	64	62	63	64
Kingston	58	62	n/a	63	66	67	66	63	68
Central	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	58	61	n/a	63	66	66	64	64	67
50-64	56	59	n/a	63	64	67	61	63	63
65+	56	61	n/a	61	61	61	64	66	66
State-wide	52	57	59	58	59	58	57	57	58

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

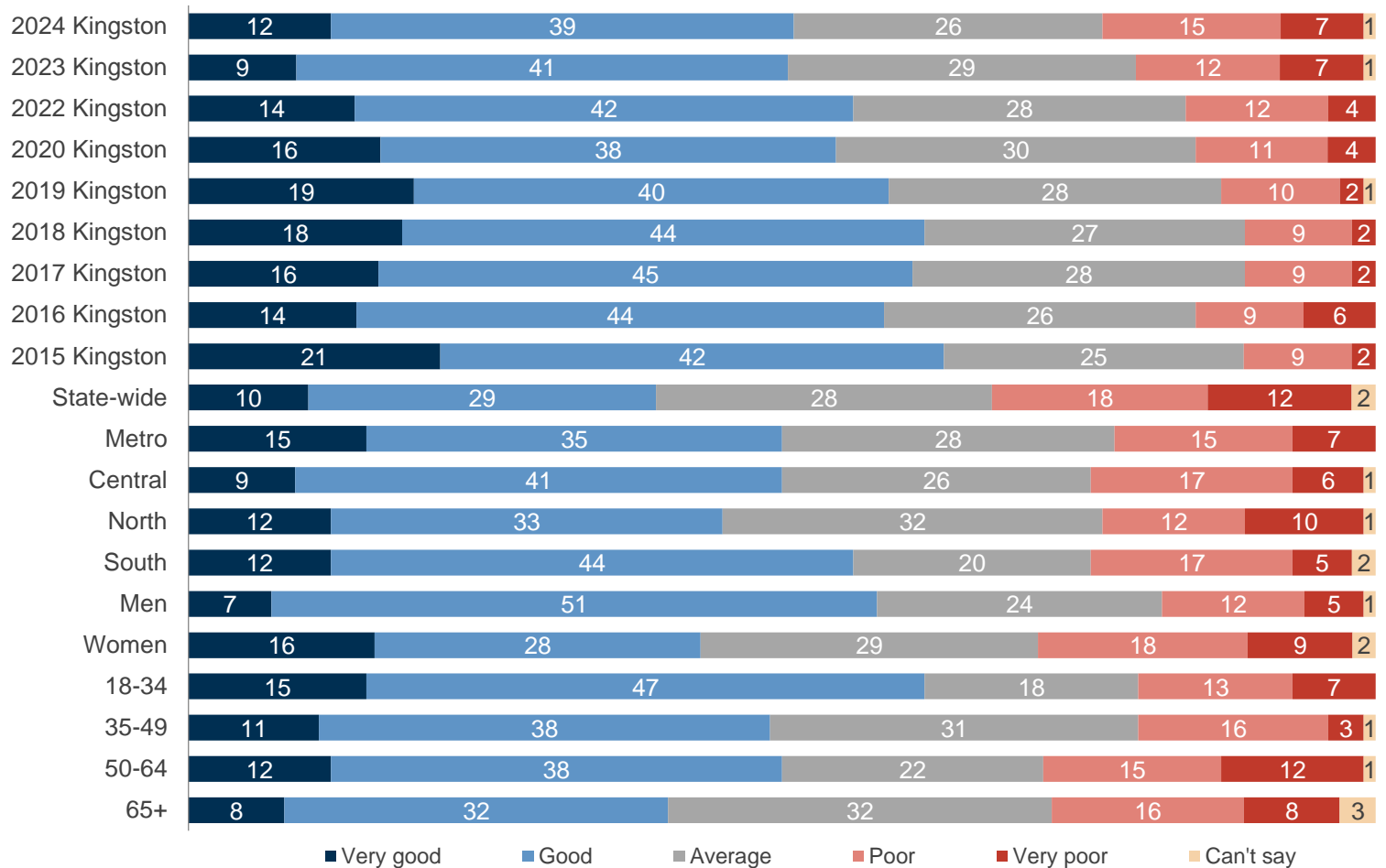
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7

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

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7



Traffic management performance



2024 traffic management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
South	58	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	57	57	n/a	56	57	56	57	57	64
35-49	56	51	n/a	50	64	55	53	61	58
Central	56	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	55	55	58	59	58	57	56	56	57
Men	55	54	n/a	56	58	55	55	55	66
Kingston	54	54	n/a	55	59	58	56	56	64
State-wide	53	55	58	59	58	58	57	59	60
Women	53	54	n/a	54	60	60	57	57	62
50-64	52	47	n/a	50	53	52	51	53	62
18-34	51	59	n/a	62	59	66	61	53	71
North	50	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a

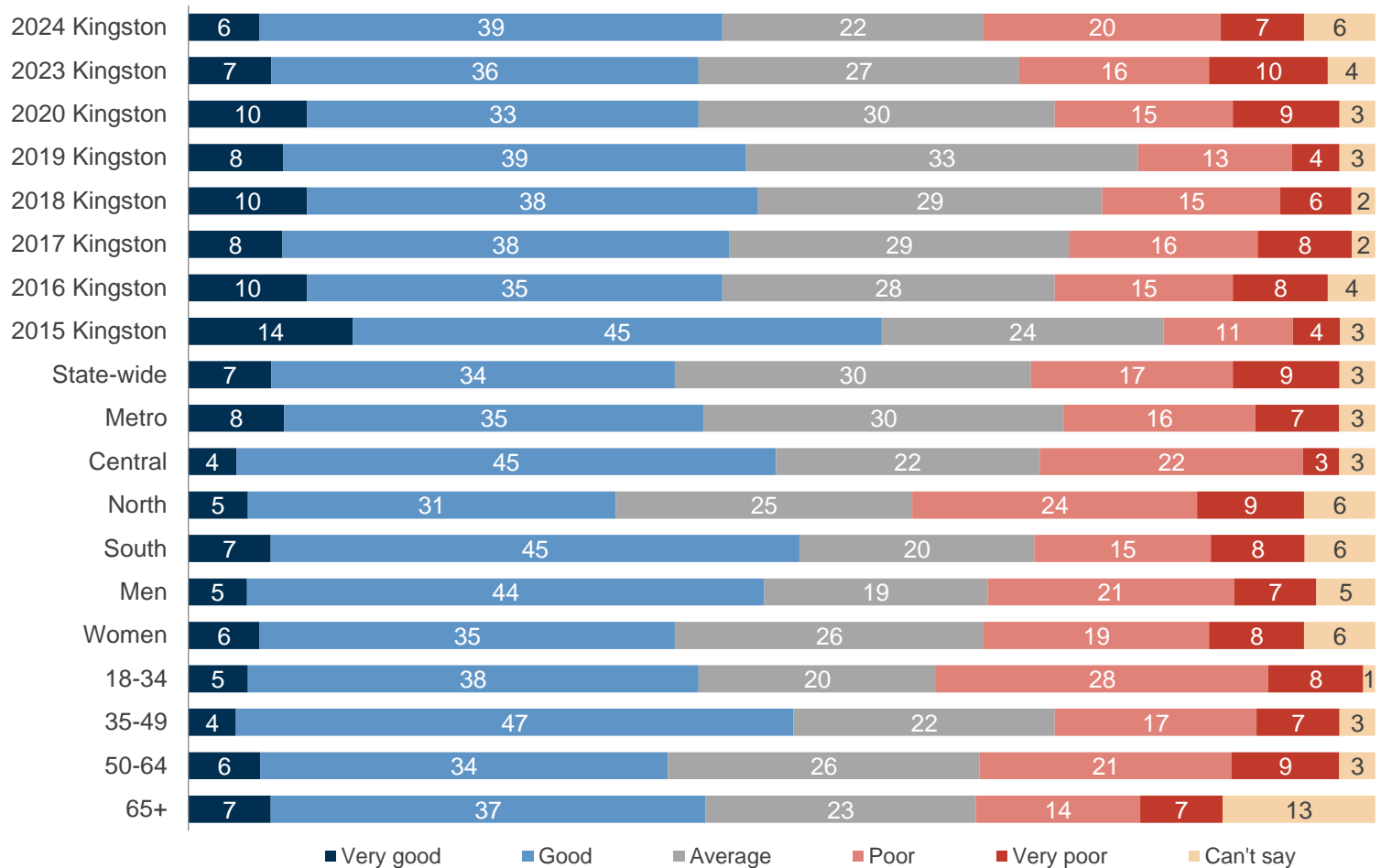
Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 12 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2024 traffic management performance (%)



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



Parking facilities performance



2024 parking performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Central	62▲	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	58	n/a	55	61	53	58	57	61
50-64	56	51	n/a	48	47	57	54	56	63
State-wide	54	55	57	58	55	56	56	55	56
Metro	54	54	58	58	56	55	55	53	54
Women	54	56	n/a	n/a	55	54	56	58	60
Kingston	54	56	n/a	n/a	55	53	55	57	57
Men	53	56	n/a	n/a	55	52	53	55	54
65+	52	55	n/a	n/a	51	47	49	52	55
South	52	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North	51	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	49	59	n/a	n/a	62	54	59	60	59

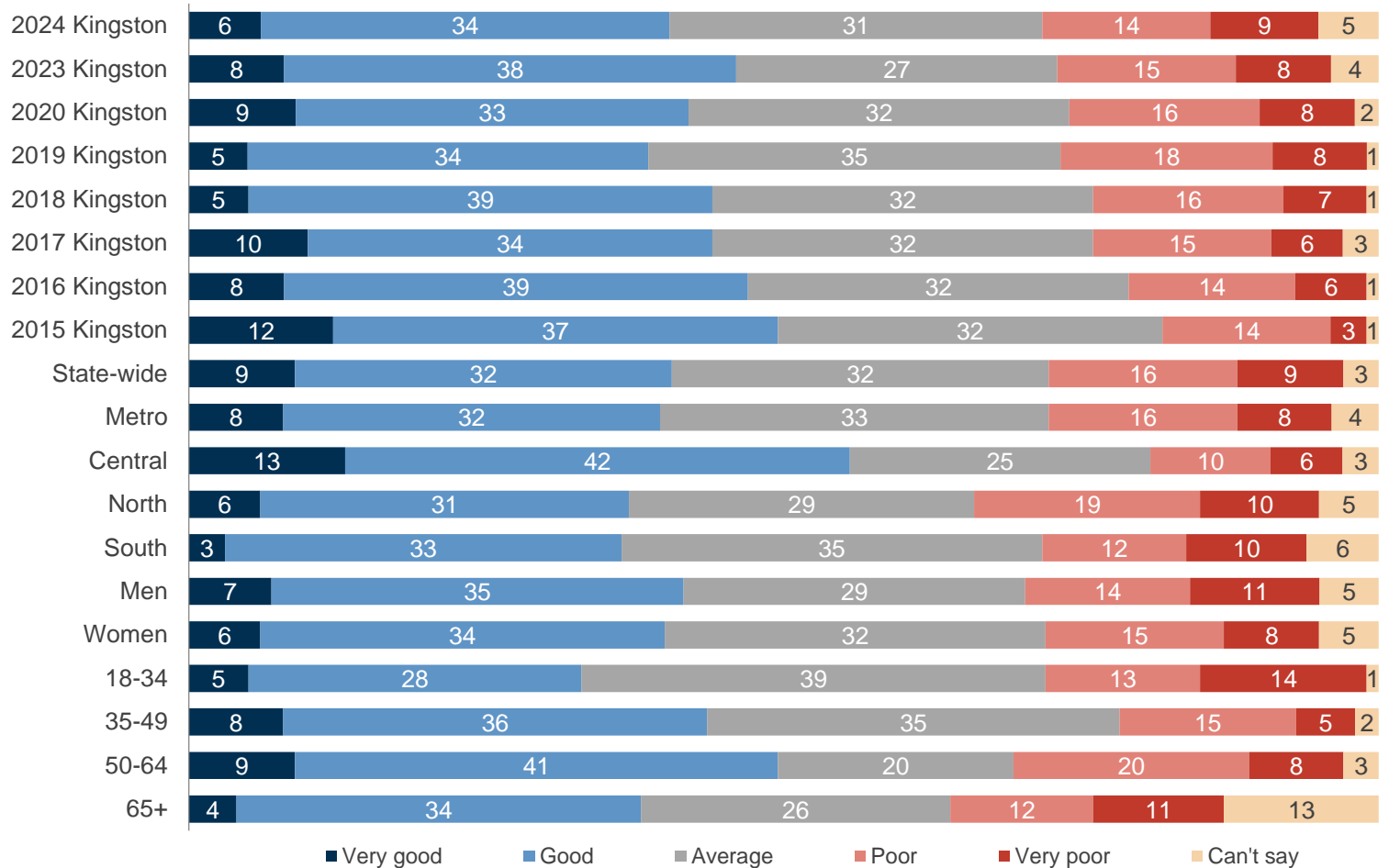
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2024 parking performance (%)



Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5



Enforcement of local laws performance



2024 law enforcement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
35-49	65	61	n/a	n/a	67	65	66	64	66	68
Central	65	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	62	n/a	n/a	67	65	63	67	69	68
Metro	62	62	65	66	65	64	64	64	64	66
Kingston	61	60	n/a	n/a	65	65	65	65	64	67
65+	61	57	n/a	n/a	64	62	62	64	61	65
South	61	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61	61	63	64	63	64	64	64	63	66
North	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	58	n/a	n/a	63	65	66	63	59	66
18-34	59	62	n/a	n/a	68	68	70	69	67	68
50-64	58	59	n/a	n/a	58	63	60	61	60	65

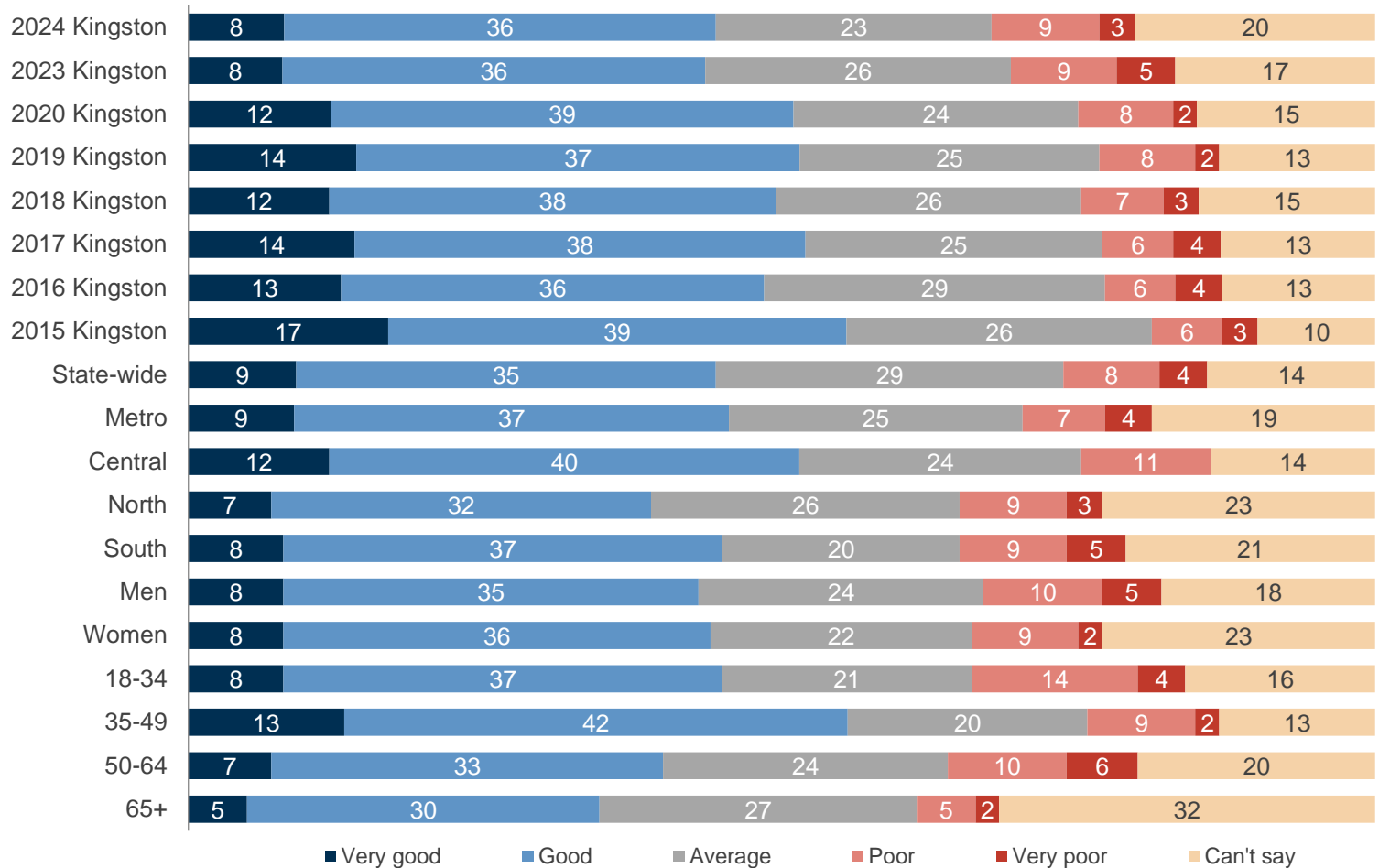
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2024 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6



Family support services performance



2024 family support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	73	n/a	n/a	69	69	68	74	70	73
35-49	72	n/a	n/a	71	72	70	71	70	65
South	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	n/a	n/a	67	68	68	69	69	67
Kingston	70	n/a	n/a	69	69	68	70	68	69
Women	70	n/a	n/a	70	70	69	72	67	71
18-34	68	n/a	n/a	68	67	68	70	68	71
North	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	68	n/a	n/a	62	64	67	66	62	70
Metro	66	66	67	69	69	68	68	69	68
State-wide	63	65	66	66	67	66	67	66	67

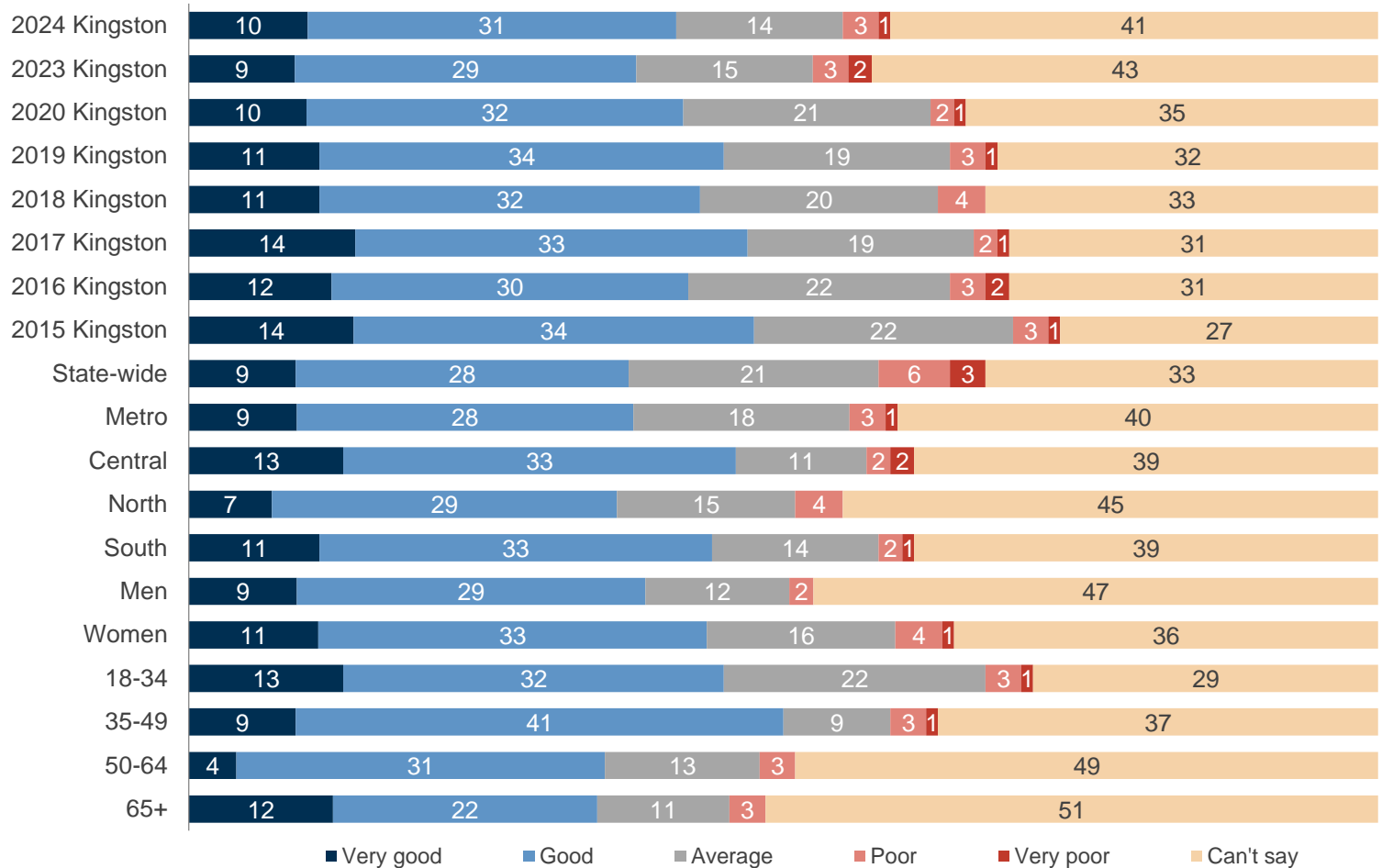
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2024 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 27 Councils asked group: 6



Elderly support services performance



2024 elderly support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	75	n/a	n/a	71	71	70	71	74	78
South	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	70	n/a	n/a	61	58	65	66	64	71
Women	70	n/a	n/a	68	67	69	68	65	69
Kingston	70	n/a	n/a	66	67	67	68	66	69
Men	70	n/a	n/a	64	67	66	69	68	69
35-49	69	n/a	n/a	67	68	61	65	66	65
North	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	64▼	65	66	67	67	67	67	69	69
18-34	64▼	n/a	n/a	61	64	71	69	60	65
State-wide	63▼	67	69	68	68	68	68	68	69

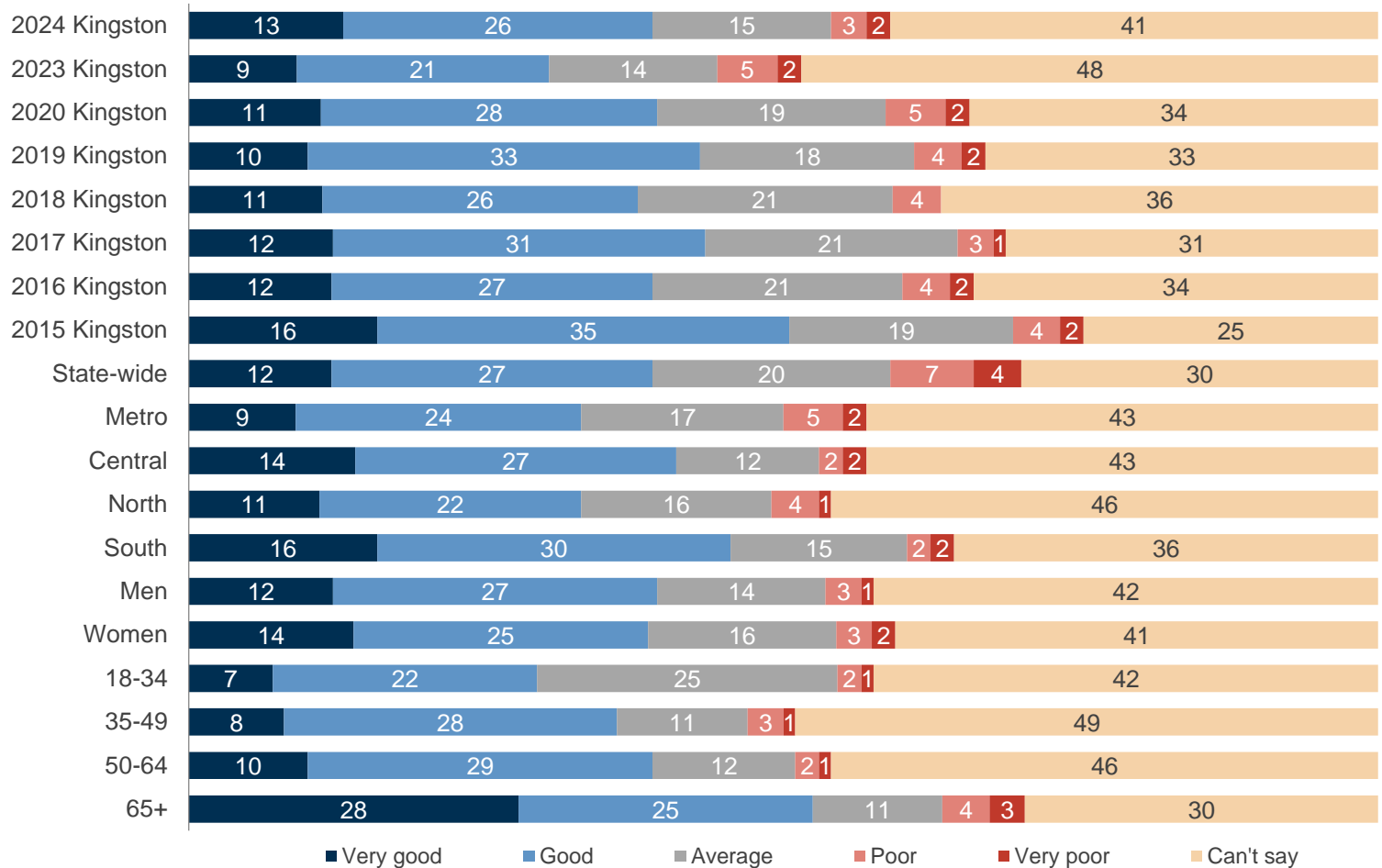
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2024 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7



Disadvantaged support services performance



2024 disadvantaged support performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Central	71▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	69▲	n/a	n/a	63	65	60	63	61	61
South	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	n/a	n/a	64	65	62	66	68	67
Men	65	n/a	n/a	64	65	61	65	62	62
Kingston	64	n/a	n/a	64	62	62	64	62	64
Women	64	n/a	n/a	63	60	63	62	63	65
Metro	62	61	63	64	62	63	61	62	62
18-34	62	n/a	n/a	66	61	65	65	62	64
50-64	61	n/a	n/a	56	56	60	61	57	65
North	59▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	58▼	59	62	63	60	62	61	61	62

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

Base: All respondents. Councils asked State-wide: 10 Councils asked group: 5

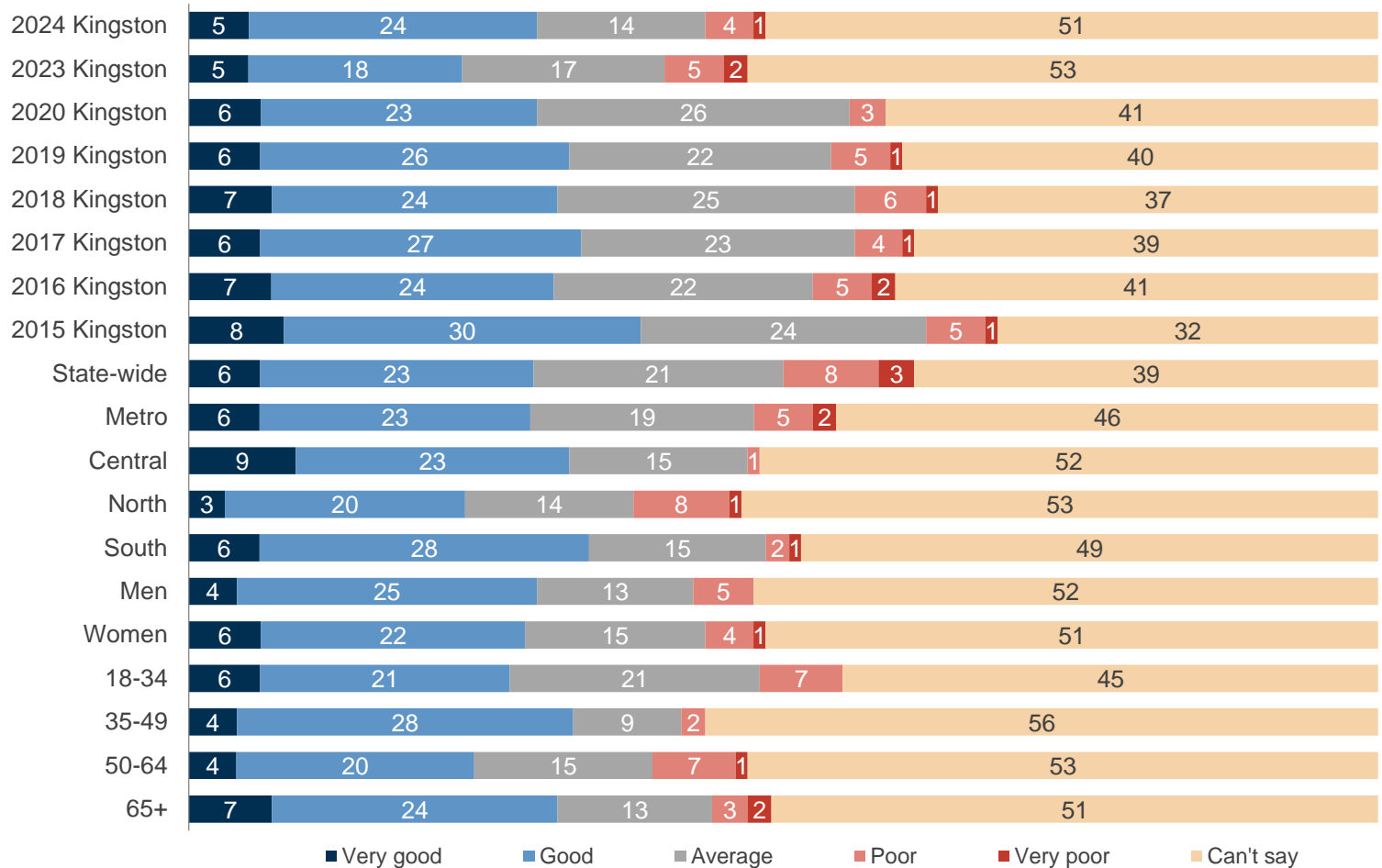
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2024 disadvantaged support performance (%)



Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 10 Councils asked group: 5



Recreational facilities performance



2024 recreational facilities performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	75	75	n/a	n/a	76	77	73	79	72	75
South	75	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	74	72	n/a	n/a	73	72	73	76	70	73
Metro	74	72	73	75	74	75	74	73	73	74
50-64	73	73	n/a	n/a	69	70	72	72	68	78
Kingston	72	71	n/a	n/a	76	74	73	76	71	75
Central	72	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	69	n/a	n/a	78	75	75	76	72	77
Women	71	71	n/a	n/a	78	76	72	76	71	77
18-34	71	70	n/a	n/a	77	73	70	76	70	72
North	70	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	68	69	71	70	70	69	70	69	70

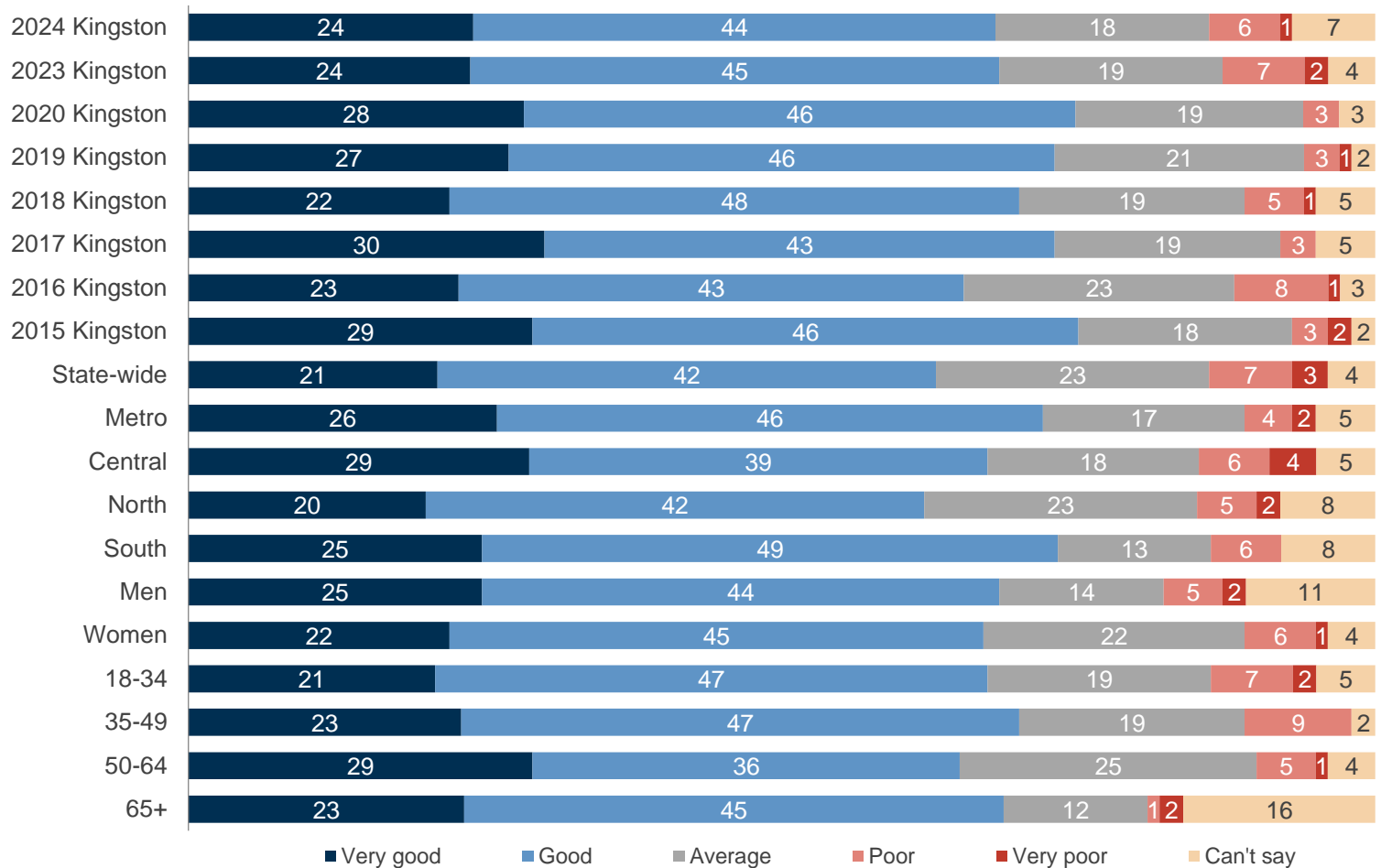
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10



The appearance of public areas performance



2024 public areas performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
South	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	68	n/a	n/a	72	73	71	74	73	75
Metro	68	72	74	73	74	73	72	72	73
Men	66	n/a	n/a	71	74	74	75	73	74
Central	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	71	73	72	72	71	71	71	72
35-49	64	n/a	n/a	74	78	75	75	73	76
Kingston	67	n/a	n/a	71	76	72	75	73	74
18-34	69	n/a	n/a	69	78	73	77	73	71
Women	68	n/a	n/a	72	77	71	74	73	74
50-64	66	n/a	n/a	67	72	70	72	70	74
North	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

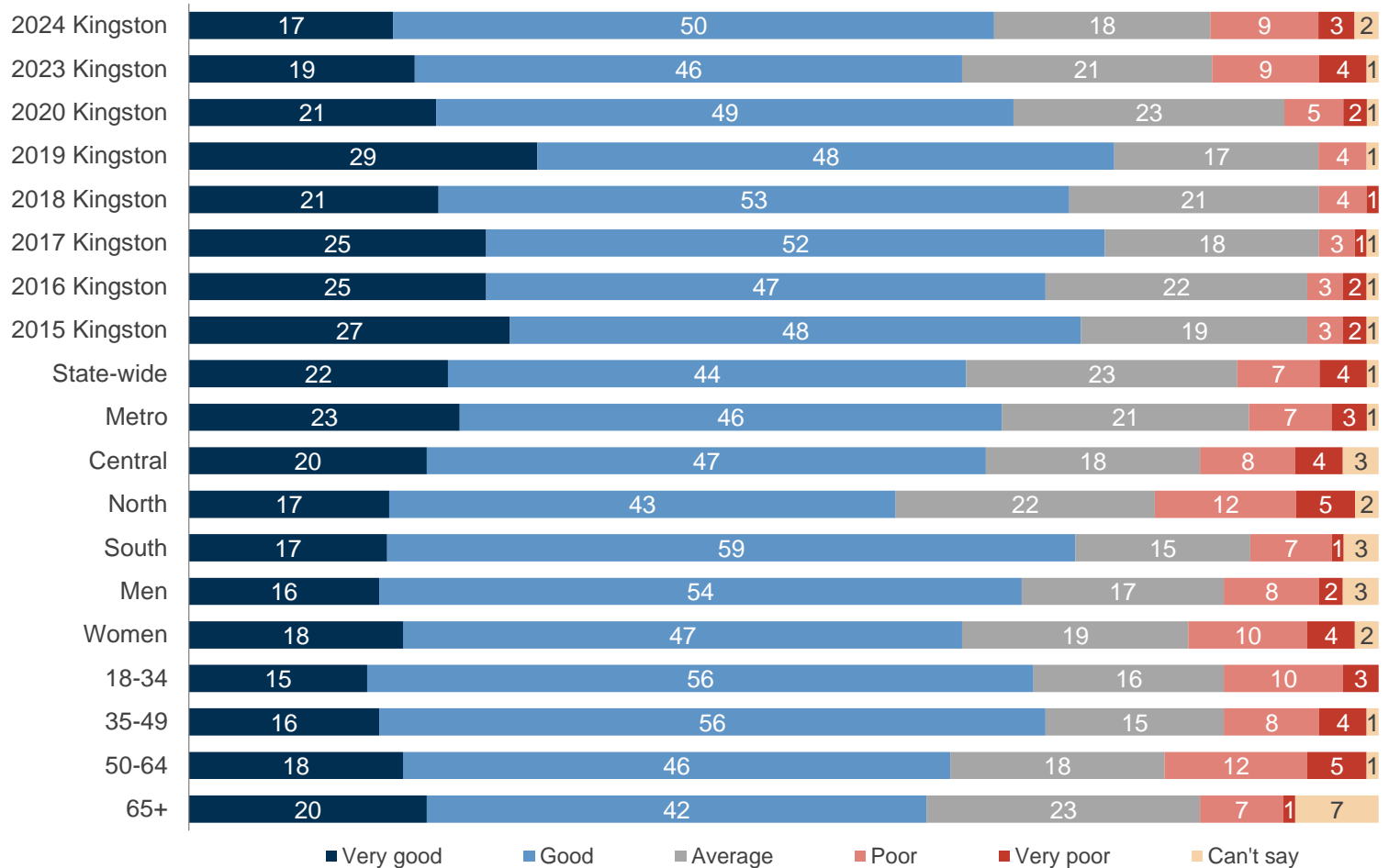
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)



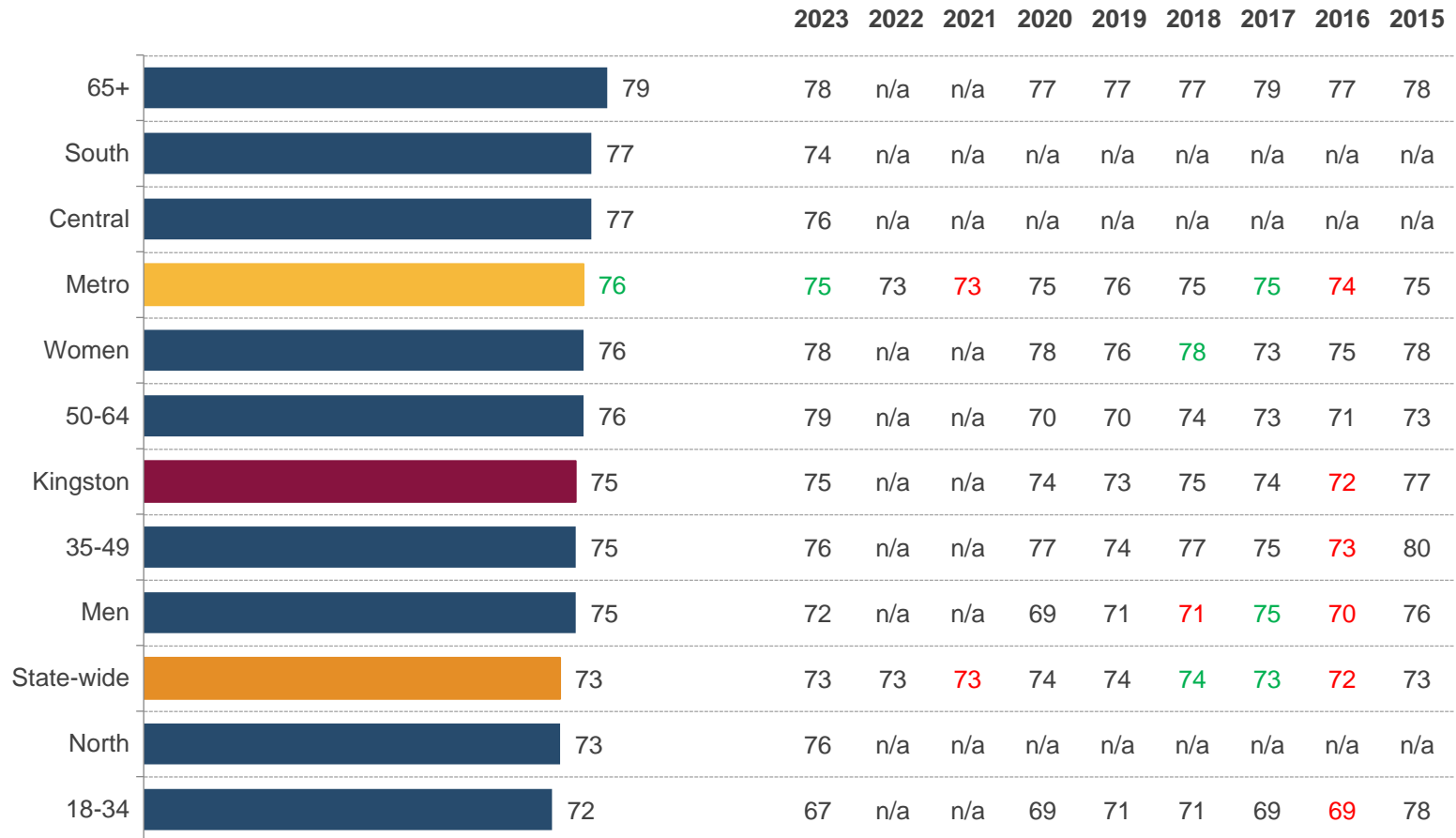
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 42 Councils asked group: 9



Art centres and libraries performance



2024 art centres and libraries performance (index scores)



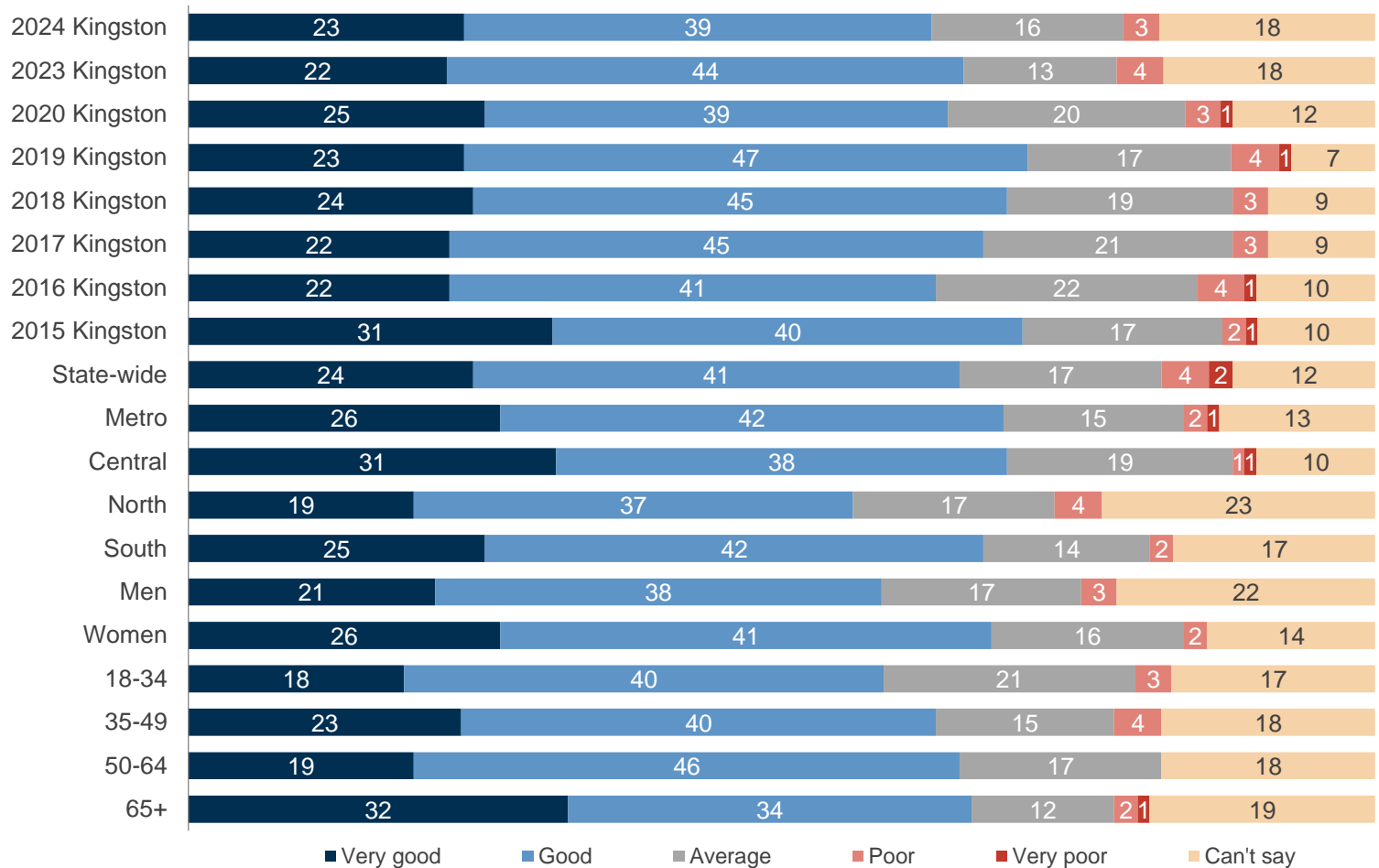
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2024 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: 28 Councils asked group: 8



Community and cultural activities performance



2024 community and cultural activities performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Central	72	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South	71	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	70	69	n/a	72	70	75	73	74	75
18-34	69	66	n/a	73	68	70	68	63	74
Metro	69	67	65	66	70	70	70	70	71
65+	69	67	n/a	n/a	70	71	70	73	69
Women	68	69	n/a	n/a	72	71	72	72	70
Kingston	68	67	n/a	n/a	71	69	72	72	69
Men	68	66	n/a	n/a	69	67	71	71	67
State-wide	66	66	65	65	68	69	69	69	69
50-64	66	68	n/a	n/a	66	66	71	72	68
North	64	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

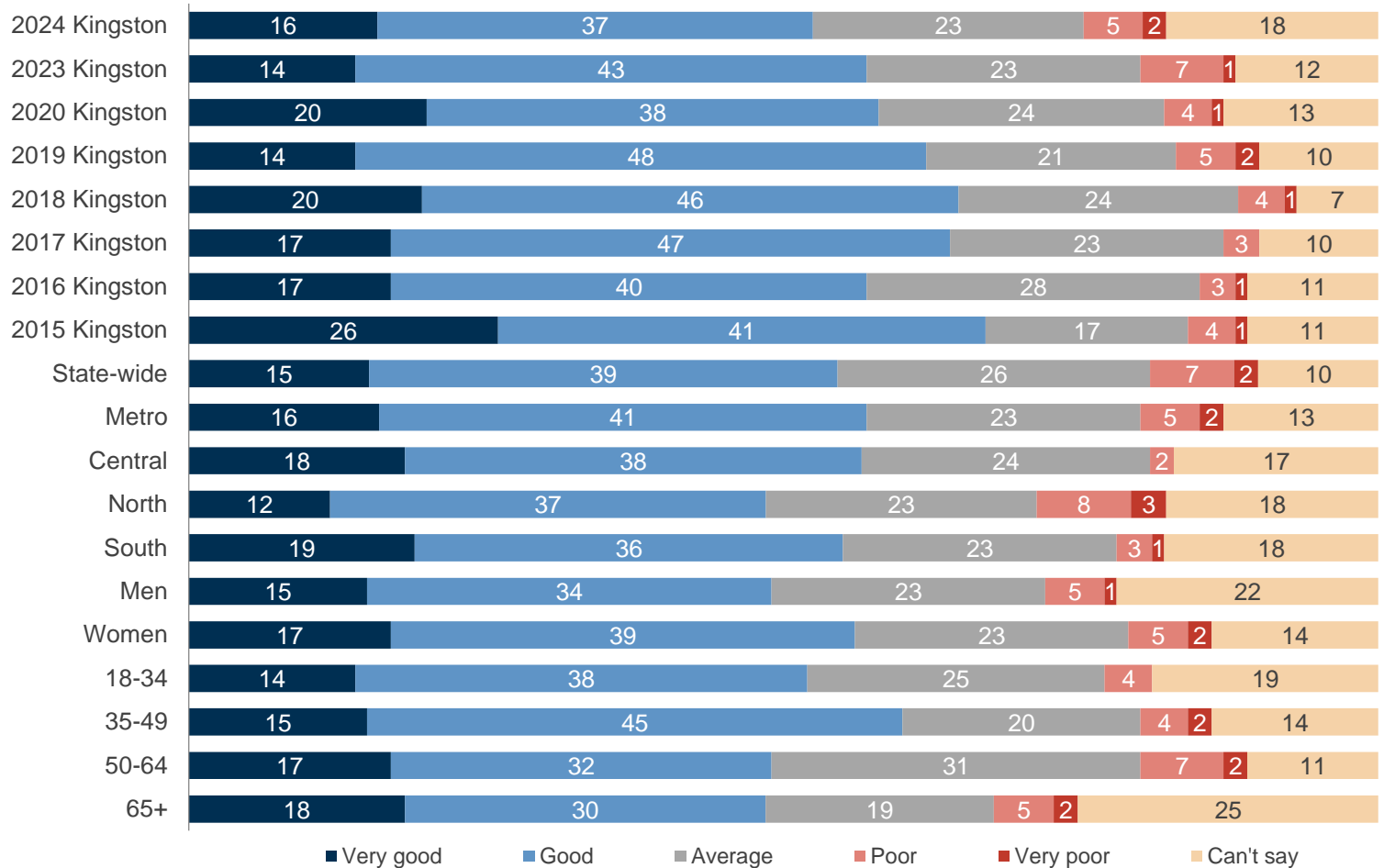
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2024 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: 26 Councils asked group: 9



Waste management performance



2024 waste management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
65+	74	70	80	77	72	74	77	79	77	81
South	73	69	78	76	n/a	n/a	n/a	n/a	n/a	n/a
Women	72	68	78	75	68	71	77	76	77	76
Kingston	72	69	77	75	70	71	75	76	76	77
35-49	72	69	73	73	67	72	74	73	75	77
18-34	72	67	78	76	71	70	75	79	76	70
Men	72	70	76	75	72	72	74	77	75	77
Central	72	68	77	75	n/a	n/a	n/a	n/a	n/a	n/a
North	71	69	76	74	n/a	n/a	n/a	n/a	n/a	n/a
Metro	70	68	71	72	70	73	75	75	76	77
50-64	70	71	74	72	69	68	76	74	76	79
State-wide	67	66	68	69	65	68	70	71	70	72

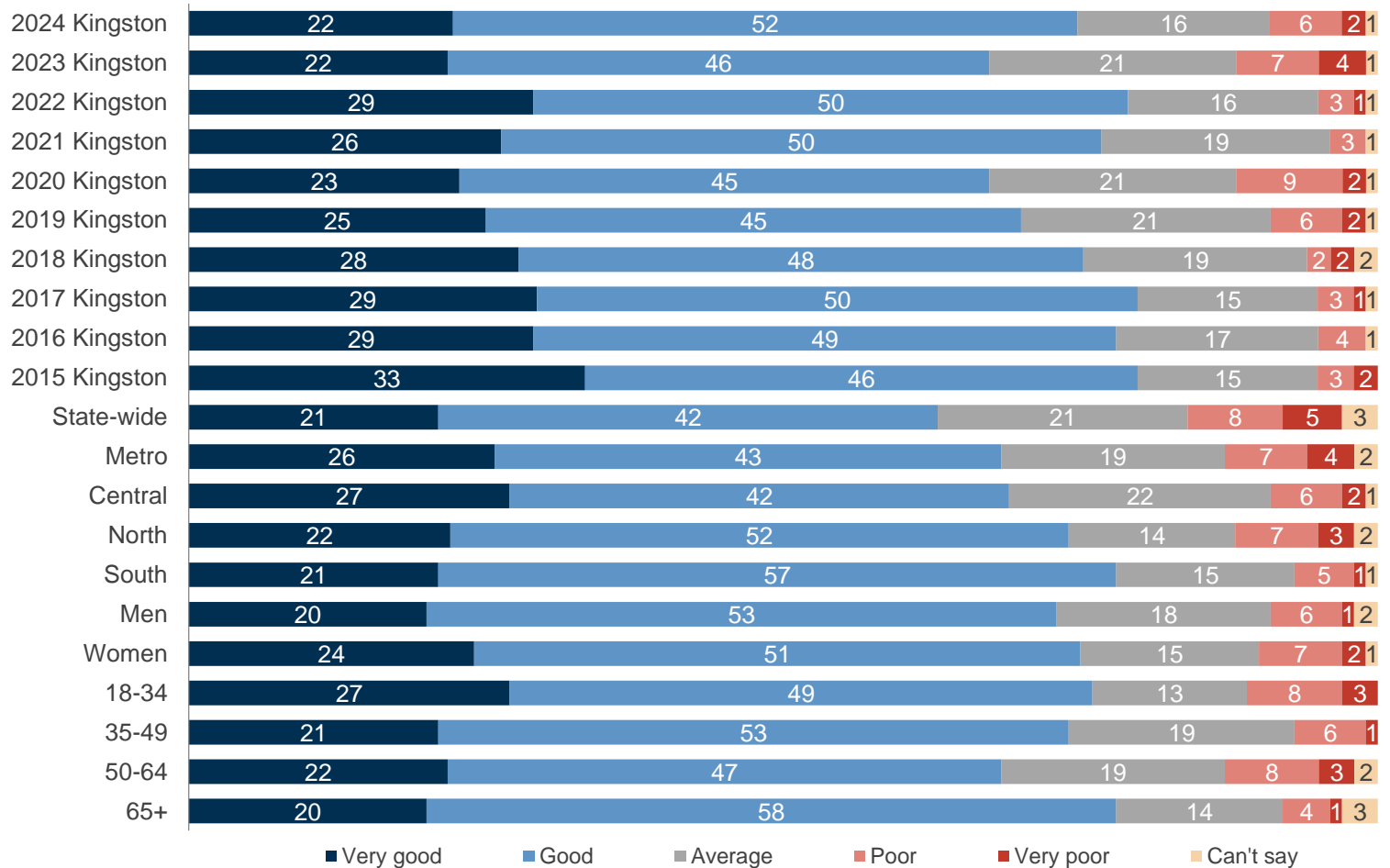
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 62 Councils asked group: 13



Council's general town planning policy performance



2024 town planning performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	
18-34	56	50	n/a	n/a	56	59	52	64	53	60
35-49	56	52	n/a	n/a	54	56	51	55	53	53
South	56	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	55	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	55	52	n/a	n/a	51	53	50	56	55	54
65+	54	49	n/a	n/a	53	50	50	53	53	56
Kingston	54	51	n/a	n/a	53	53	50	56	52	57
Men	54	49	n/a	n/a	55	53	50	55	50	60
Metro	53	52	55	56	55	56	53	53	54	55
North	52	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	50	50	54	55	54	55	54	53	52	54
50-64	48	51	n/a	n/a	47	43	48	48	49	58

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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 7

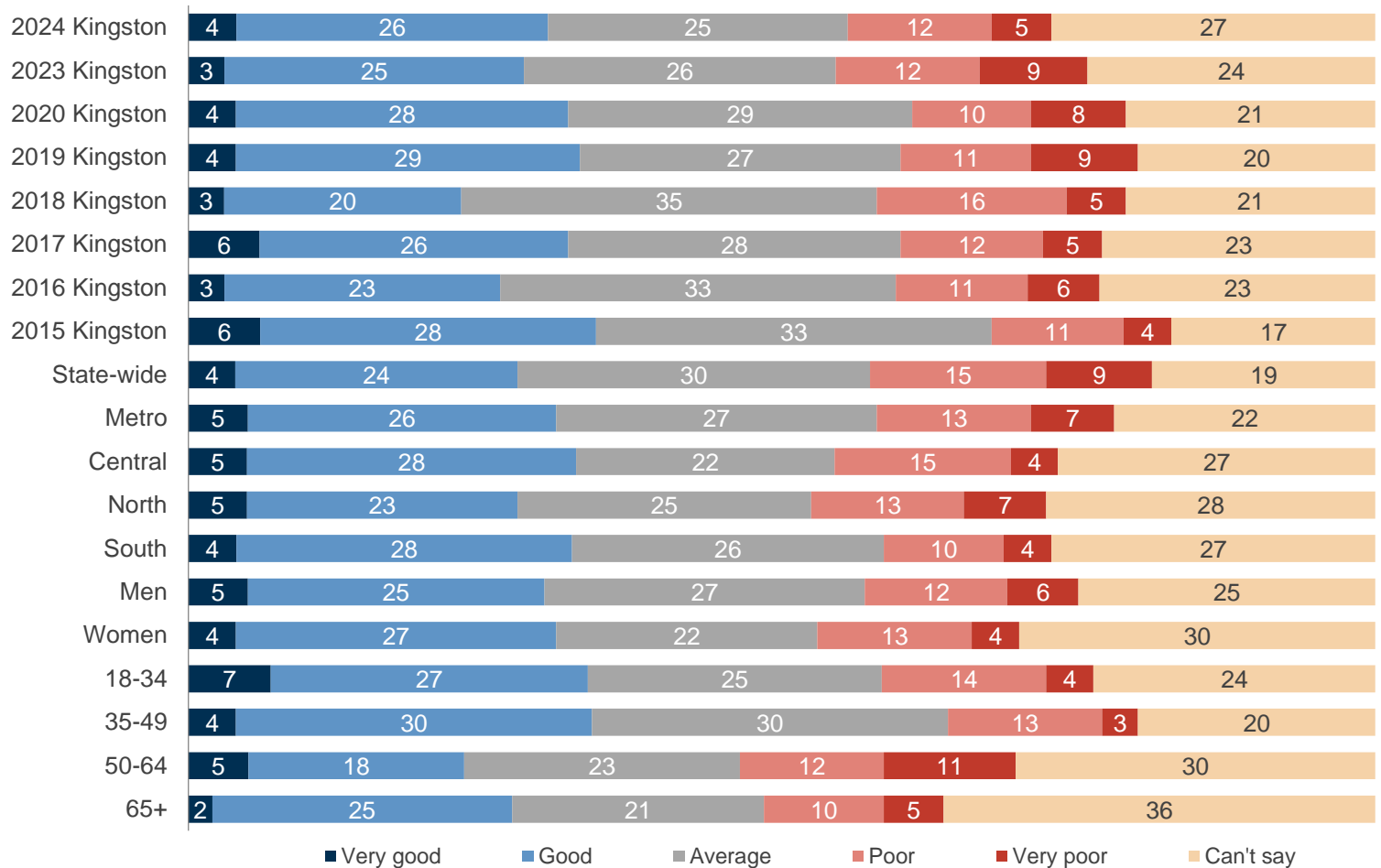
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2024 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: 19 Councils asked group: 7



Planning and building permits performance



2024 planning and building permits performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Central	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	50	n/a	n/a	55	61	50	55	48	50
South	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	46	n/a	n/a	50	55	53	55	46	58
Kingston	48	n/a	n/a	52	53	49	56	47	56
50-64	44	n/a	n/a	44	42	41	44	42	55
Women	49	n/a	n/a	53	52	46	57	48	53
65+	41	n/a	n/a	51	50	49	53	49	53
18-34	55	n/a	n/a	54	56	54	68	48	63
Metro	50	54	54	54	53	51	49	50	53
North	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	47	50	51	51	52	52	51	50	54

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6

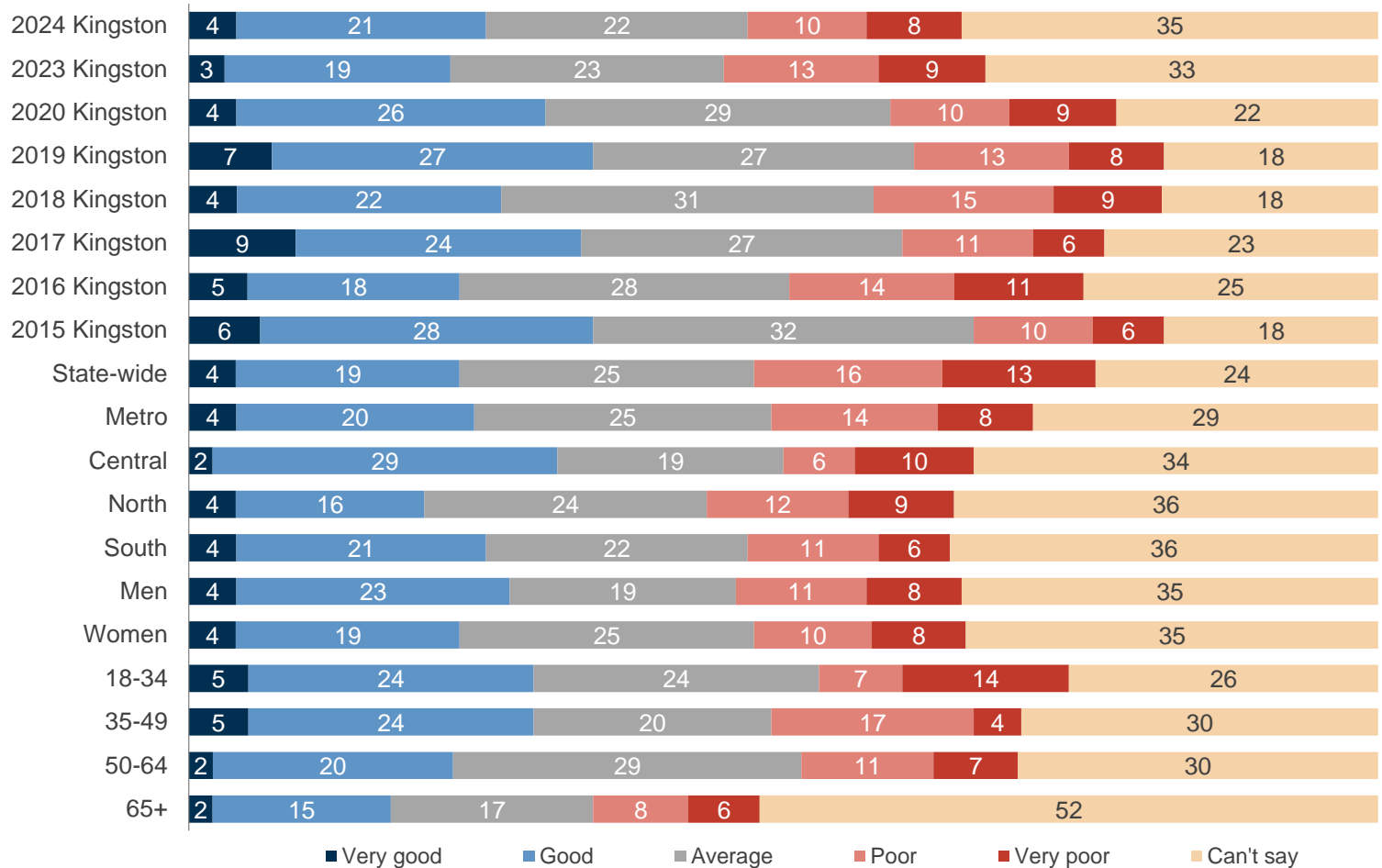
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2024 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6



Environmental sustainability performance



2024 environmental sustainability performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Central	71▲	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	66	63	n/a	60	61	63	62	64	63
South	65	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Metro	65	62	63	64	62	64	64	64	65
18-34	65	60	n/a	62	62	66	63	69	64
Men	64	62	n/a	61	61	63	63	64	66
Kingston	64	61	n/a	61	60	63	62	65	65
Women	64	61	n/a	61	59	63	61	67	64
65+	63	60	n/a	63	60	61	64	65	68
State-wide	60▼	60	61	62	60	62	63	64	63
50-64	60	62	n/a	57	55	60	58	61	66
North	58▼	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a

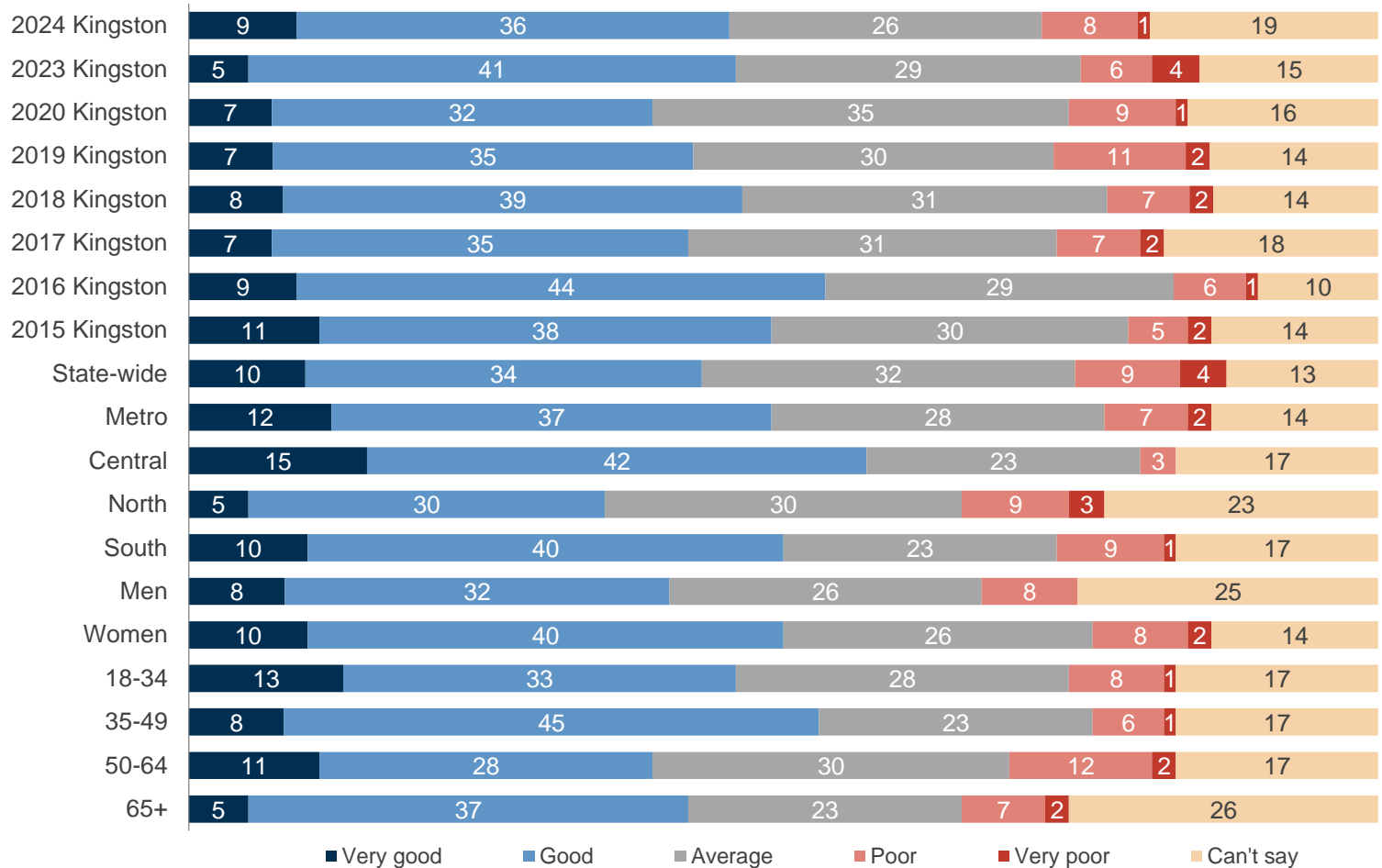
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2024 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10



Emergency and disaster management performance



2024 emergency and disaster management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
South	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	65	n/a	n/a	69	66	68	68	64	69
35-49	65	n/a	n/a	69	69	69	65	63	68
50-64	68	n/a	n/a	63	63	66	67	63	69
18-34	68	n/a	n/a	72	72	71	75	67	75
Kingston	67	n/a	n/a	69	69	69	69	66	71
Metro	65	67	70	66	70	69	68	68	69
Women	69	n/a	n/a	70	71	70	70	68	72
North	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65	66	71	68	72	71	70	69	70
65+	67	n/a	n/a	69	67	67	68	71	71
Central	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

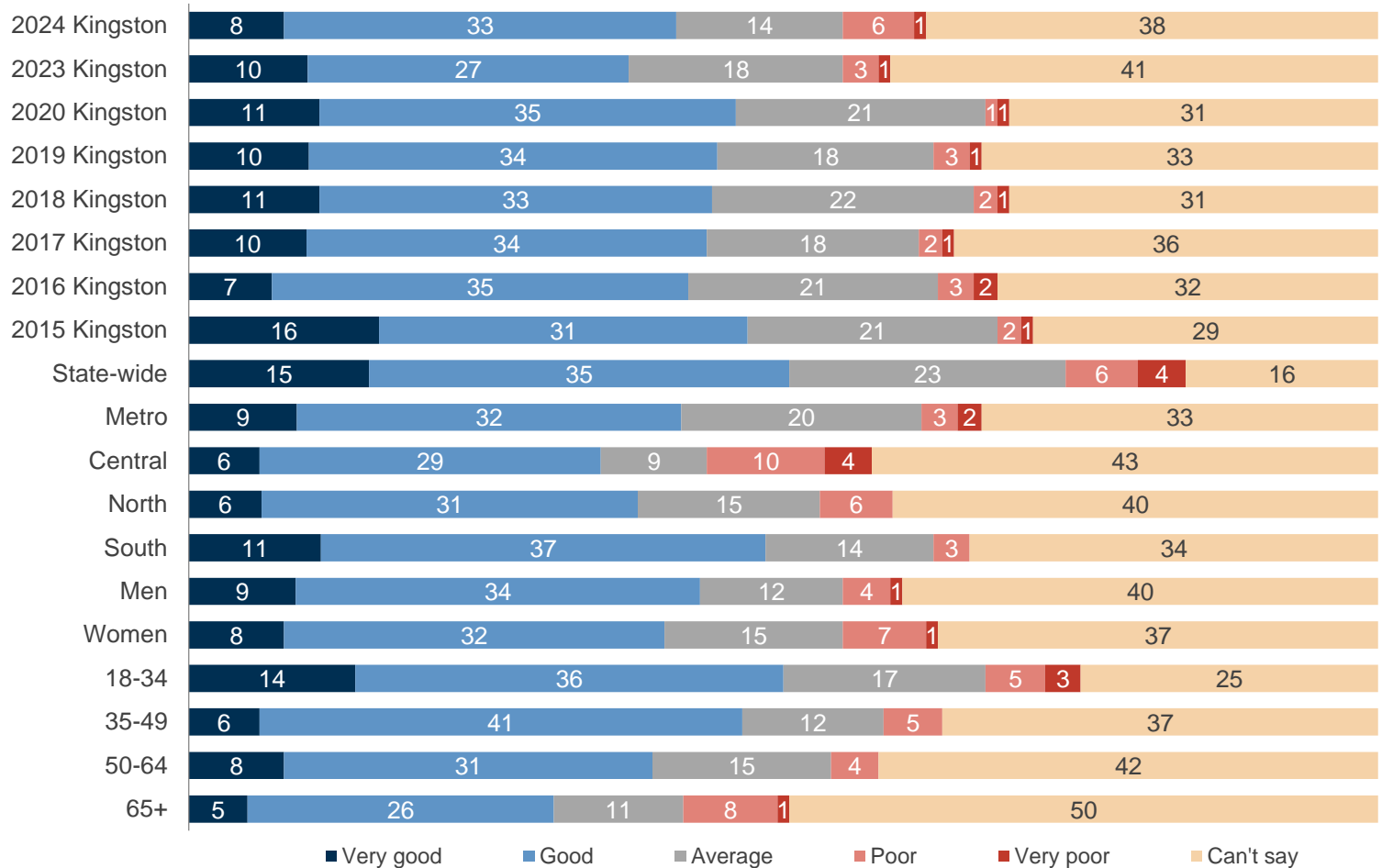
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2024 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: 25 Councils asked group: 4



Planning for population growth in the area performance



2024 population growth performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	55	n/a	n/a	50	54	45	51	52	53
18-34	54	n/a	n/a	54	56	59	64	45	66
Women	53	n/a	n/a	48	50	51	56	50	58
North	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kingston	52	n/a	n/a	50	51	50	54	48	58
South	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	51	n/a	n/a	52	53	49	52	47	59
50-64	51	n/a	n/a	44	44	44	46	47	57
Metro	49	52	53	52	52	50	51	51	54
65+	49	n/a	n/a	49	49	48	54	50	55
State-wide	47	52	53	51	52	52	52	51	54

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4

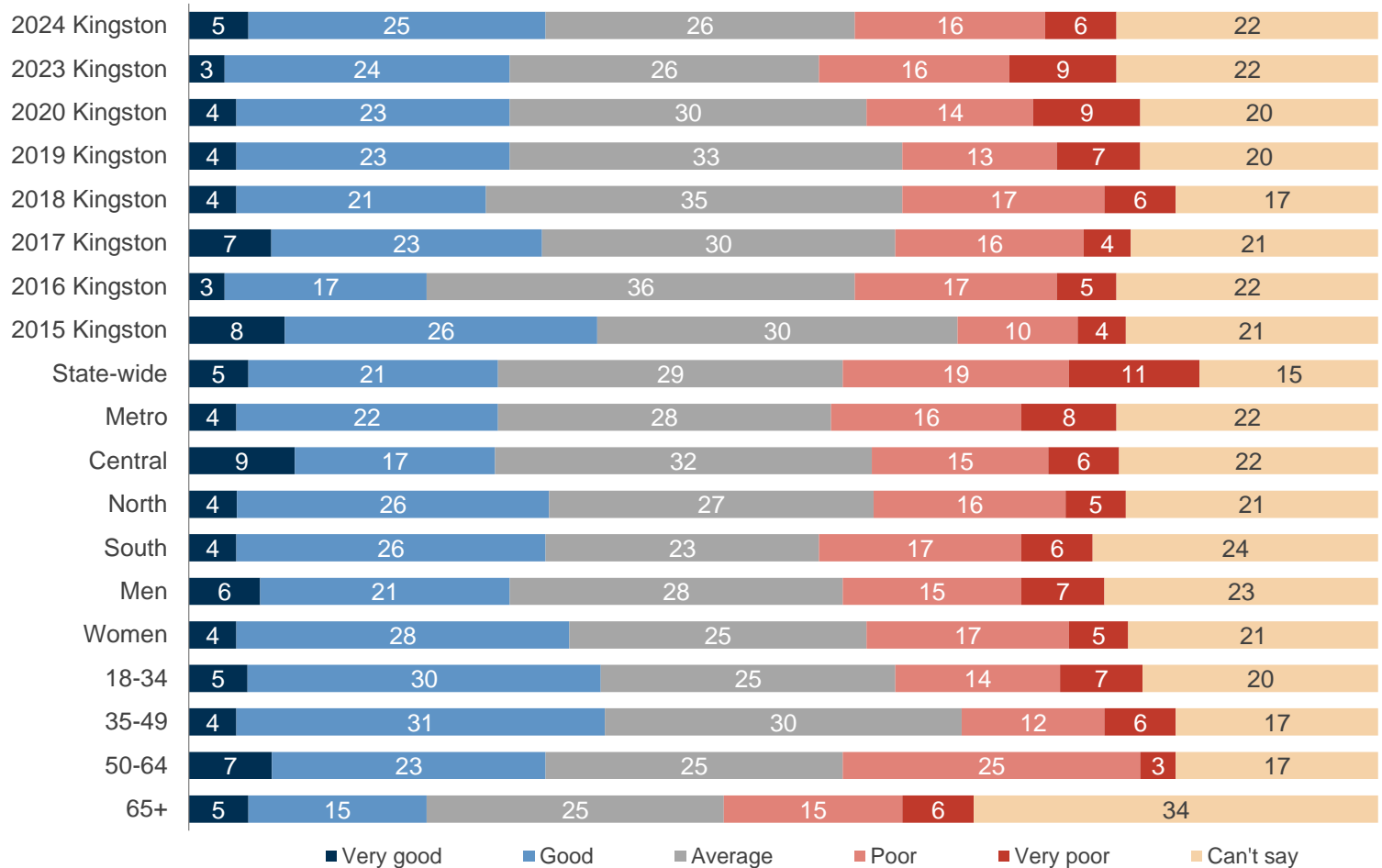
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2024 population growth performance (%)



Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4



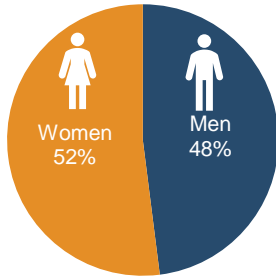
Detailed demographics



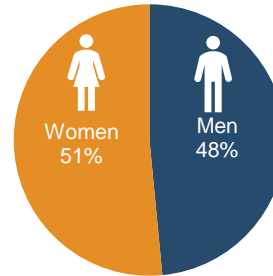
Gender and age profile

2024 gender

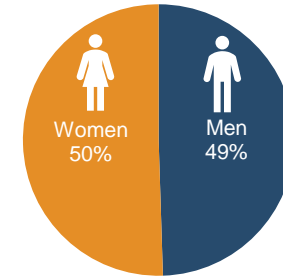
Kingston



Metro

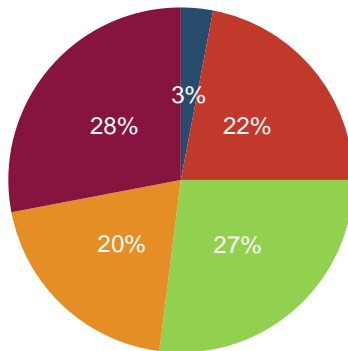


State-wide

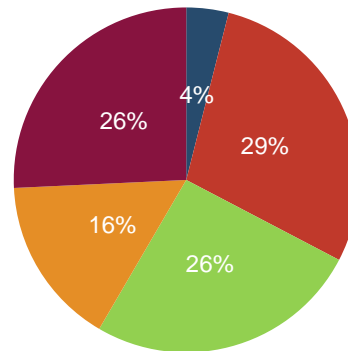


2024 age

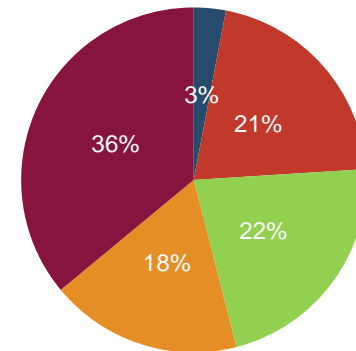
Kingston



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: 62 Councils asked group: 13

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. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Metro gender results may not add to 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

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 Kingston 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 127,000 people aged 18 years or over for Kingston City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Kingston City Council	400	400	+/-4.9
Men	183	192	+/-7.3
Women	217	208	+/-6.7
Central	78	76	+/-11.2
North	159	164	+/-7.8
South	163	161	+/-7.7
18-34 years	62	102	+/-12.5
35-49 years	118	108	+/-9.1
50-64 years	91	79	+/-10.3
65+ years	129	111	+/-8.7



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 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=401 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.

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 Kingston 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 Kingston City Council.

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

A total of n=400 completed interviews were achieved in Kingston 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

Kingston 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 Kingston 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 cannot be made within the reported charts.



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 2024 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 2024 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 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.

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